



## Warren County



## Provider Quality Report

Quarter 4, 2022



## Provider Quality Report: Table of Contents

Service Metrics	
Service	Page(s)
Introduction	3
Provider Activity	4
Adult Day Service	5
Electronic Monitoring System	6
Consumer Directed Care	7
Home Care Assistance	8
Home Delivered Meals	9
Home Medical Equipment	10
Home Modification	11
Independent Living Assistance	12
Major Housecleaning	13
Pest Control	14
Transportation	15

Satisfaction Metrics	
Service	Page(s)
SASI Counts	16
Home Care Assistance	17 - 20
Home Delivered Meals	21 - 22
Medical Transportation	23 - 26

Appendix A: Methodology for SASI Analysis	27
---	----



# Provider Quality Report: Introduction

## Warren County ESP

### Key changes to the Provider Quality Report (PQR)

#### General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- All county reporting has been expanded from a 1 year review period to 2 years. Quarters are representative of a calendar year (e.g. Quarter 1 is Jan-March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.
- As of Q3 2021 Cincinnati Area Senior Services(CASS) data will be included with Meals on Wheels of SW Ohio and Northern Kentucky due to a partnership merger.
- As of Q1 2022 Appendix B has been changed from "Providers Terminated" to "Provider Activity" listing all status changes made during the periods of review in this report. All Providers who recently had a change in status to one of the following: Terminated, Newly added, or placed 'On Hold' can be found here.

#### Billable Unit Conversions:

The unit of service definitions changed for several services with the implementation of CareDirector. For continuity of previous reporting, the Provider Quality Report (PQR) displays billable units to reflect hours, days, months, etc. and not in the increments currently billed in CareDirector. The chart below shows the conversion rates per service.

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Home Care Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour
Independent Living Assistance	1 unit is equal to 15 minutes	1 unit = 1 hour

#### SASI Scoring:

SASI scores that consist of smaller sample sizes may have adverse impact on providers' scores.

## Provider Quality Report: Provider Activity

### Warren County ESP

Terminated Providers	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Partners in Prime	Independent Living Assistance	3/2/2022

New Providers	Service Delivered	Effective
Palco, Inc.	Consumer Directed Care	1/10/2022
A Best Home Care	Home Care Assistance	5/1/2021
Always There Healthcare	Home Care Assistance	5/17/2021
LCD Home Health Agency	Home Care Assistance	5/17/2021
Senior Helpers (legal name SH of Southern Ohio)	Home Care Assistance	5/3/2021
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022
Kemper Shuttle Services	Transportation	10/1/2021
Valley Transport LLC	Transportation	10/1/2021

Providers On Hold	Service On Hold	Effective
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022



## Provider Quality Report: Service Metrics

### Warren County ESP

#### Adult Day Service

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Otterbein Lebanon Adult Day Service	0	0	0	0	0	0	0	160	160
<b>Total Billable Units</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>160</b>	<b>160</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Otterbein Lebanon Adult Day Service	0	0	0	0	0	0	0	100.00%
<b>Total Market Share</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	0	0	0	0	0	0	0	9	9
<b>Total Distinct Clients Served</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>



## Provider Quality Report: Service Metrics

### Warren County ESP

#### Electronic Monitoring System

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	3,388	3,387	3,350	3,404	3,327	3,191	3,262	3,233	26,540
<b>Total Billable Units</b>	<b>3,388</b>	<b>3,387</b>	<b>3,350</b>	<b>3,404</b>	<b>3,327</b>	<b>3,191</b>	<b>3,262</b>	<b>3,233</b>	<b>26,540</b>

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,105	1,092	1,081	1,109	1,081	1,040	1,032	1,032	1,072
<b>Total Distinct Clients Served</b>	<b>1,105</b>	<b>1,092</b>	<b>1,081</b>	<b>1,109</b>	<b>1,081</b>	<b>1,040</b>	<b>1,032</b>	<b>1,032</b>	<b>1,072</b>



## Provider Quality Report: Service Metrics

### Warren County ESP

#### Consumer Directed Care

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	4,395	4,855	4,773	4,859	5,126	4,483	12	0	28,502
Palco, Inc.	0	0	0	0	0	0	6,326	6,596	12,921
<b>Total Billable Units</b>	<b>4,395</b>	<b>4,855</b>	<b>4,773</b>	<b>4,859</b>	<b>5,126</b>	<b>4,483</b>	<b>6,338</b>	<b>6,596</b>	<b>41,424</b>

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.19%	0
Palco, Inc.	0	0	0	0	0	0	99.81%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	51	53	55	51	65	58	1	0	48
Palco, Inc.	0	0	0	0	0	0	71	92	82
<b>Total Distinct Clients Served</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>51</b>	<b>65</b>	<b>58</b>	<b>72</b>	<b>92</b>	<b>55</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Care Assistance

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
A Best Home Care, Inc.	0	0	0	94	136	150	82	33	493
A Miracle Home Care	6,139	6,692	6,630	6,509	5,675	6,440	6,085	6,547	50,716
Always There Healthcare LLC	0	0	0	0	28	1	0	0	29
Assisted Care by Black Stone of CIN	5,694	4,829	2,561	5,170	3,660	3,732	3,320	3,033	31,999
Helping Hands Private Duty Homecare	5,948	5,872	5,110	4,535	3,622	3,833	971	0	29,892
Interim HomeStyles of Greater Cincinnati, Inc.	1,997	1,760	1,590	1,396	1,074	1,095	888	908	10,707
Nova Home Care	0	0	0	72	24	22	62	95	274
Prime Home Care, LLC	106	29	98	135	127	112	112	96	815
Quality Care	514	995	896	899	533	584	549	361	5,330
SH of Southern Ohio LLC	0	0	259	65	159	200	994	1,854	3,530
Superior Home Care, Inc.	0	0	0	0	0	0	162	268	429
<b>Total Billable Units</b>	<b>20,397</b>	<b>20,177</b>	<b>17,143</b>	<b>18,875</b>	<b>15,037</b>	<b>16,169</b>	<b>13,222</b>	<b>13,194</b>	<b>134,213</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	0	0	0	0.50%	0.90%	0.93%	0.62%	0.25%
A Miracle Home Care	30.10%	33.16%	38.67%	34.48%	37.74%	39.83%	46.02%	49.62%
Always There Healthcare LLC	0	0	0	0	0.19%	0.01%	0	0
Assisted Care by Black Stone of CIN	27.92%	23.93%	14.94%	27.39%	24.34%	23.08%	25.11%	22.99%
Helping Hands Private Duty Homecare	29.16%	29.10%	29.81%	24.03%	24.09%	23.71%	7.34%	0
Interim HomeStyles of Greater Cincinnati, Inc.	9.79%	8.72%	9.27%	7.40%	7.14%	6.77%	6.71%	6.88%
Nova Home Care	0	0	0	0.38%	0.16%	0.14%	0.47%	0.72%
Prime Home Care, LLC	0.52%	0.14%	0.57%	0.72%	0.84%	0.69%	0.85%	0.73%
Quality Care	2.52%	4.93%	5.23%	4.76%	3.54%	3.61%	4.15%	2.74%
SH of Southern Ohio LLC	0	0	1.51%	0.35%	1.05%	1.24%	7.52%	14.05%
Superior Home Care, Inc.	0	0	0	0	0	0	1.22%	2.03%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	1	4	4	4	3	3
A Miracle Home Care	230	249	236	240	220	232	233	236	235
Always There Healthcare LLC	0	0	0	0	1	1	0	0	1
Assisted Care by Black Stone of CIN	206	173	140	138	131	129	125	104	143
Helping Hands Private Duty Homecare	216	216	202	179	155	146	132	0	178
Interim HomeStyles of Greater Cincinnati, Inc.	81	66	63	59	41	38	36	37	53
Nova Home Care	0	0	0	6	2	3	4	7	4
Prime Home Care, LLC	3	3	4	4	4	4	3	2	3
Quality Care	23	56	47	42	38	35	29	22	37
SH of Southern Ohio LLC	0	0	26	11	18	17	64	70	34
Superior Home Care, Inc.	0	0	0	0	0	0	21	19	20
<b>Total Distinct Clients Served</b>	<b>759</b>	<b>763</b>	<b>718</b>	<b>680</b>	<b>614</b>	<b>609</b>	<b>651</b>	<b>500</b>	<b>79</b>



## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Delivered Meals

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	3,267	2,871	2,539	2,200	2,326	2,017	2,083	2,152	19,455
Mayerson JCC (Jewish Community Center)	384	406	399	575	753	695	739	981	4,932
Warren County Community Service	59,095	58,103	55,888	56,909	55,602	58,331	59,599	61,244	464,771
<b>Total Billable Units</b>	<b>62,746</b>	<b>61,380</b>	<b>58,826</b>	<b>59,684</b>	<b>58,681</b>	<b>61,043</b>	<b>62,421</b>	<b>64,377</b>	<b>489,158</b>

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	5.21%	4.68%	4.32%	3.69%	3.96%	3.30%	3.34%	3.34%
Mayerson JCC (Jewish Community Center)	0.61%	0.66%	0.68%	0.96%	1.28%	1.14%	1.18%	1.52%
Warren County Community Service	94.18%	94.66%	95.01%	95.35%	94.75%	95.56%	95.48%	95.13%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	53	46	42	36	39	40	39	36	41
Mayerson JCC (Jewish Community Center)	11	10	8	15	14	14	18	20	14
Warren County Community Service	920	894	861	872	884	915	960	955	908
<b>Total Distinct Clients Served</b>	<b>984</b>	<b>950</b>	<b>911</b>	<b>923</b>	<b>937</b>	<b>969</b>	<b>1,017</b>	<b>1,011</b>	<b>321</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Medical Equipment

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
American Ramp Systems	0	0	0	0	2	6	4	6	18
Bernens Medical	12	11	11	19	10	12	15	23	113
Home First	4	2	1	2	5	0	2	2	18
Mullaney's Pharmacy & Home Health Care	3	1	1	0	3	5	3	7	23
People Working Cooperatively, Inc.	0	0	0	0	0	0	2	4	6
Stateline Medical Equipment	0	6	1	1	3	0	1	0	12
<b>Total Billable Units</b>	<b>19</b>	<b>20</b>	<b>14</b>	<b>22</b>	<b>23</b>	<b>23</b>	<b>27</b>	<b>42</b>	<b>190</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
American Ramp Systems	0	0	0	0	8.70%	26.09%	14.81%	14.29%
Bernens Medical	63.16%	55.00%	78.57%	86.36%	43.48%	52.17%	55.56%	54.76%
Home First	21.05%	10.00%	7.14%	9.09%	21.74%	0	7.41%	4.76%
Mullaney's Pharmacy & Home Health Care	15.79%	5.00%	7.14%	0	13.04%	21.74%	11.11%	16.67%
People Working Cooperatively, Inc.	0	0	0	0	0	0	7.41%	9.52%
Stateline Medical Equipment	0	30.00%	7.14%	4.55%	13.04%	0	3.70%	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
American Ramp Systems	0	0	0	0	1	2	2	4	2
Bernens Medical	9	10	11	18	9	12	12	21	13
Home First	4	2	1	2	5	0	2	2	3
Mullaney's Pharmacy & Home Health Care	2	1	1	0	3	4	1	6	3
People Working Cooperatively, Inc.	0	0	0	0	0	0	1	1	1
Stateline Medical Equipment	0	5	1	1	3	0	1	0	2
<b>Total Distinct Clients Served</b>	<b>15</b>	<b>18</b>	<b>14</b>	<b>21</b>	<b>21</b>	<b>18</b>	<b>19</b>	<b>34</b>	<b>5</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Home Modification

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	1	0	2	0	1	1	0	6
Home First	12	13	15	28	23	21	16	37	165
MedAdapt Ltd.	12	8	7	10	17	9	6	10	79
People Working Cooperatively, Inc.	2	0	1	0	1	4	1	0	9
Stateline Medical Equipment	7	6	1	1	0	5	2	3	25
Tri-State Maintenance	1	9	6	6	1	4	7	8	42
<b>Total Billable Units</b>	<b>35</b>	<b>37</b>	<b>30</b>	<b>47</b>	<b>42</b>	<b>44</b>	<b>33</b>	<b>58</b>	<b>326</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Custom Home Elevator & Lift Co. Inc.	2.86%	2.70%	0	4.26%	0	2.27%	3.03%	0
Home First	34.29%	35.14%	50.00%	59.57%	54.76%	47.73%	48.48%	63.79%
MedAdapt Ltd.	34.29%	21.62%	23.33%	21.28%	40.48%	20.45%	18.18%	17.24%
People Working Cooperatively, Inc.	5.71%	0	3.33%	0	2.38%	9.09%	3.03%	0
Stateline Medical Equipment	20.00%	16.22%	3.33%	2.13%	0	11.36%	6.06%	5.17%
Tri-State Maintenance	2.86%	24.32%	20.00%	12.77%	2.38%	9.09%	21.21%	13.79%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	1	1	0	2	0	1	1	0	1
Home First	11	13	14	23	18	19	16	33	18
MedAdapt Ltd.	11	8	7	10	15	8	6	10	9
People Working Cooperatively, Inc.	2	0	1	0	1	4	1	0	2
Stateline Medical Equipment	6	4	1	1	0	5	2	3	3
Tri-State Maintenance	1	9	6	6	1	4	6	7	5
<b>Total Distinct Clients Served</b>	<b>32</b>	<b>35</b>	<b>29</b>	<b>42</b>	<b>35</b>	<b>41</b>	<b>32</b>	<b>53</b>	<b>7</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Independent Living Assistance

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Central Connections	14	14	3	0	60	170	131	134	525
Partners in Prime	126	170	160	109	23	0	0	0	587
<b>Total Billable Units</b>	<b>141</b>	<b>183</b>	<b>162</b>	<b>109</b>	<b>83</b>	<b>170</b>	<b>131</b>	<b>134</b>	<b>1,112</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	10.14%	7.38%	1.54%	0	72.73%	100.00%	100.00%	100.00%
Partners in Prime	89.86%	92.62%	98.46%	100.00%	27.27%	0	0	0
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Central Connections	1	1	1	0	38	48	47	48	26
Partners in Prime	41	45	46	39	21	0	0	0	38
<b>Total Distinct Clients Served</b>	<b>42</b>	<b>46</b>	<b>47</b>	<b>39</b>	<b>59</b>	<b>48</b>	<b>47</b>	<b>48</b>	<b>31</b>



## Provider Quality Report: Service Metrics

### Warren County ESP

#### Major Housecleaning

Billable Units									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	3	0	4	1	1	1	3	2	15
<b>Total Billable Units</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>15</b>

Market Share								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	100.00%	0	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
	2021	2021	2021	2021	2022	2022	2022	2022	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	3	0	4	1	1	1	3	2	2
<b>Total Distinct Clients Served</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Pest Control

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	4	7	8	8	8	6	8	7	56
Milt's Termite & Pest Control	4	5	3	5	2	1	3	7	30
<b>Total Billable Units</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>14</b>	<b>86</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
All Gone Termite & Pest Control, Inc.	50.00%	58.33%	72.73%	61.54%	80.00%	85.71%	72.73%	50.00%
Milt's Termite & Pest Control	50.00%	41.67%	27.27%	38.46%	20.00%	14.29%	27.27%	50.00%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	3	3	4	4	4	3	4	3	4
Milt's Termite & Pest Control	2	3	2	3	1	1	1	3	2
<b>Total Distinct Clients Served</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>

## Provider Quality Report: Service Metrics

### Warren County ESP

#### Transportation

Billable Units									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Total Billable Units
Central Connections	76	16	41	83	85	51	53	71	476
Kemper Shuttle Services	0	0	0	0	0	0	2	0	2
Meda-Care Transportation, Inc.	272	232	206	201	139	124	206	180	1,560
Universal Transportation Systems	113	40	73	70	84	78	71	36	565
Valley Transport LLC	0	0	0	60	41	40	68	111	320
Warren County Community Service	743	882	917	872	945	973	975	785	7,092
<b>Total Billable Units</b>	<b>1,204</b>	<b>1,170</b>	<b>1,237</b>	<b>1,286</b>	<b>1,294</b>	<b>1,266</b>	<b>1,375</b>	<b>1,183</b>	<b>10,015</b>

Market Share								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	6.31%	1.37%	3.31%	6.45%	6.57%	4.03%	3.85%	6.00%
Kemper Shuttle Services	0	0	0	0	0	0	0.15%	0
Meda-Care Transportation, Inc.	22.59%	19.83%	16.65%	15.63%	10.74%	9.79%	14.98%	15.22%
Universal Transportation Systems	9.39%	3.42%	5.90%	5.44%	6.49%	6.16%	5.16%	3.04%
Valley Transport LLC	0	0	0	4.67%	3.17%	3.16%	4.95%	9.38%
Warren County Community Service	61.71%	75.38%	74.13%	67.81%	73.03%	76.86%	70.91%	66.36%
<b>Total Market Share</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Distinct Clients Served									
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	Avg. Distinct Clients Served
Central Connections	4	3	8	4	6	7	7	7	6
Kemper Shuttle Services	0	0	0	0	0	0	1	0	1
Meda-Care Transportation, Inc.	35	30	24	22	18	25	23	21	25
Universal Transportation Systems	15	14	14	13	12	17	12	9	13
Valley Transport LLC	0	0	0	10	5	5	11	19	10
Warren County Community Service	85	81	95	85	89	87	88	84	87
<b>Total Distinct Clients Served</b>	<b>139</b>	<b>128</b>	<b>141</b>	<b>134</b>	<b>130</b>	<b>141</b>	<b>142</b>	<b>140</b>	<b>29</b>

## Provider Quality Report: Satisfaction Metrics

### Warren County ESP

#### Warren County ESP SASI Counts

Home Care Assistance								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0	0	0	0	0	0	2	1
A Miracle Home Care	63	72	68	85	72	68	80	90
Assisted Care by Black Stone of CIN	105	62	71	69	57	45	57	39
Helping Hands Private Duty Homecare	73	61	61	62	67	48	15	2
Interim HomeStyles of Greater Cincinnati, Inc.	32	23	23	25	15	14	15	13
Nova Home Care	0	0	0	0	1	1	1	6
Prime Home Care, LLC	0	1	0	1	0	1	0	0
Quality Care	9	10	16	16	20	8	20	7
SH of Southern Ohio LLC	0	0	3	5	5	4	18	19
Superior Home Care, Inc.	0	0	0	0	0	0	6	5

Home Delivered Meals								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	24	13	17	13	14	12	19	14
Mayerson JCC (Jewish Community Center)	0	3	3	4	4	8	1	9
Warren County Community Service	251	244	228	263	299	219	270	298

Medical Transportation								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	3	4	1	3	2	4	2	5
Kemper Shuttle Services	0	0	0	1	1	0	1	0
Meda-Care Transportation, Inc.	14	16	14	16	18	12	21	25
Universal Transportation Systems	14	8	8	8	6	5	10	7
Valley Transport LLC	0	0	0	1	5	3	9	11
Warren County Community Service	54	35	45	39	49	35	50	70



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Care Assistance SASI Scores

Overall Percentage								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	80.0%	100.0%
A Miracle Home Care	93.5%	95.7%	91.6%	92.4%	92.8%	92.0%	92.0%	87.1%
Assisted Care by Black Stone of CIN	90.9%	87.9%	88.5%	91.8%	94.8%	92.8%	90.7%	85.7%
Helping Hands Private Duty Homecare	95.5%	95.3%	96.5%	90.2%	92.2%	88.2%	92.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	97.4%	92.3%	97.8%	99.6%	94.9%	100.0%	96.8%	96.7%
Nova Home Care	No Data	No Data	No Data	No Data	60.0%	50.0%	100.0%	86.7%
Prime Home Care, LLC	No Data	90.0%	No Data	100.0%	No Data	90.0%	No Data	No Data
Quality Care	85.1%	96.9%	87.2%	85.9%	85.6%	97.5%	70.6%	80.0%
SH of Southern Ohio LLC	No Data	No Data	91.7%	76.0%	85.7%	47.5%	94.1%	94.3%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	96.7%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	100.0%
A Miracle Home Care	88.9%	93.7%	82.1%	86.1%	91.5%	88.2%	86.6%	79.7%
Assisted Care by Black Stone of CIN	77.7%	75.0%	78.3%	84.4%	93.9%	93.5%	84.3%	75.0%
Helping Hands Private Duty Homecare	95.5%	98.2%	98.2%	87.5%	91.8%	94.6%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	86.4%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	100.0%	90.0%	100.0%	100.0%	88.2%	100.0%	61.5%	85.7%
SH of Southern Ohio LLC	No Data	No Data	100.0%	60.0%	100.0%	25.0%	100.0%	86.7%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

Do the people at [HCA Service Provider] let you know about changes to your service?								
Historical Average: 88.4%								
½ Historical Standard Deviation: 6.7%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	81.5%	98.4%	87.5%	87.1%	93.1%	86.8%	87.0%	76.6%
Assisted Care by Black Stone of CIN	78.0%	79.6%	82.1%	84.4%	87.0%	87.5%	80.4%	70.0%
Helping Hands Private Duty Homecare	98.5%	94.7%	96.4%	84.2%	88.3%	88.6%	84.6%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	91.3%	100.0%	100.0%	86.7%	100.0%	91.7%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%	83.3%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	85.7%	100.0%	93.8%	86.7%	88.2%	100.0%	75.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	100.0%	60.0%	50.0%	25.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Care Assistance SASI Scores

##### Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	93.5%	84.7%	88.2%	89.4%	88.7%	91.2%	87.5%	84.3%
Assisted Care by Black Stone of CIN	92.3%	86.9%	84.3%	92.8%	94.7%	93.3%	91.2%	87.2%
Helping Hands Private Duty Homecare	80.8%	75.4%	78.7%	66.1%	69.7%	58.3%	80.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	82.6%	91.3%	96.0%	93.3%	100.0%	93.3%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%	50.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	66.7%	100.0%	50.0%	43.8%	65.0%	87.5%	61.1%	71.4%
SH of Southern Ohio LLC	No Data	No Data	66.7%	60.0%	80.0%	0.0%	83.3%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

##### Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	100.0%	100.0%	100.0%	98.8%	98.6%	100.0%	98.8%	98.9%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	98.6%	100.0%	100.0%	98.2%	97.4%
Helping Hands Private Duty Homecare	100.0%	100.0%	100.0%	98.4%	100.0%	97.9%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	82.4%	85.7%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

##### Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	100.0%	100.0%	98.5%	96.5%	97.2%	97.1%	100.0%	97.8%
Assisted Care by Black Stone of CIN	99.0%	96.8%	97.1%	98.6%	100.0%	100.0%	98.2%	97.4%
Helping Hands Private Duty Homecare	100.0%	100.0%	100.0%	98.4%	100.0%	95.8%	93.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	88.2%	71.4%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Care Assistance SASI Scores

##### Does your aide do a good job?

Historical Average: 93.7%

½ Historical Standard Deviation: 3.5%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	95.2%	98.6%	95.5%	96.5%	97.2%	97.1%	97.5%	94.4%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	100.0%	98.2%	100.0%	96.5%	97.4%
Helping Hands Private Duty Homecare	100.0%	96.7%	100.0%	98.4%	100.0%	93.8%	100.0%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	93.8%	93.8%	100.0%	100.0%	76.5%	85.7%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

##### Does your aide do the things you ask them to do?

Historical Average: 95.7%

½ Historical Standard Deviation: 3.0%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	98.4%	98.6%	97.1%	97.6%	97.2%	98.5%	95.0%	92.0%
Assisted Care by Black Stone of CIN	99.0%	98.4%	95.7%	98.6%	100.0%	100.0%	98.2%	97.4%
Helping Hands Private Duty Homecare	100.0%	100.0%	98.4%	98.4%	100.0%	93.8%	93.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	82.4%	85.7%
SH of Southern Ohio LLC	No Data	No Data	100.0%	100.0%	100.0%	75.0%	100.0%	94.7%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

##### If your aide is not available, are you offered another aide?

Historical Average: 90.3%

½ Historical Standard Deviation: 6.0%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	0.0%	100.0%
A Miracle Home Care	87.5%	96.4%	84.9%	89.4%	81.5%	76.1%	86.9%	76.1%
Assisted Care by Black Stone of CIN	79.1%	70.5%	73.5%	75.0%	86.5%	69.0%	73.9%	50.0%
Helping Hands Private Duty Homecare	92.2%	98.1%	98.1%	86.8%	87.3%	84.8%	92.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	80.0%	90.9%	100.0%	92.3%	100.0%	83.3%	66.7%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	0.0%	100.0%	83.3%
Prime Home Care, LLC	No Data	0.0%	No Data	100.0%	No Data	0.0%	No Data	No Data
Quality Care	87.5%	88.9%	78.6%	78.6%	60.0%	100.0%	43.8%	42.9%
SH of Southern Ohio LLC	No Data	No Data	50.0%	60.0%	66.7%	25.0%	63.6%	66.7%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	66.7%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Care Assistance SASI Scores

##### Is your aide dependable?

Historical Average: 89.6%

½ Historical Standard Deviation: 6.4%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	98.4%	91.7%	91.0%	92.9%	91.7%	94.0%	90.0%	86.2%
Assisted Care by Black Stone of CIN	95.2%	85.5%	91.4%	94.2%	94.7%	95.6%	91.2%	92.3%
Helping Hands Private Duty Homecare	93.2%	93.4%	96.7%	91.8%	90.9%	83.0%	93.3%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	96.8%	91.3%	95.7%	100.0%	92.9%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	0.0%	0.0%	100.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	44.4%	90.0%	68.8%	68.8%	70.0%	87.5%	64.7%	85.7%
SH of Southern Ohio LLC	No Data	No Data	100.0%	60.0%	60.0%	50.0%	94.4%	94.7%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

##### Would you recommend [HCA Service Provider] to a family member or friend?

Historical Average: 88.0%

½ Historical Standard Deviation: 6.6%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
A Miracle Home Care	91.9%	94.4%	91.2%	89.4%	91.7%	91.2%	91.3%	85.4%
Assisted Care by Black Stone of CIN	88.2%	86.7%	88.6%	91.3%	93.0%	88.9%	94.6%	92.3%
Helping Hands Private Duty Homecare	94.5%	96.7%	98.4%	91.9%	94.0%	91.7%	85.7%	100.0%
Interim HomeStyles of Greater Cincinnati, Inc.	93.5%	91.3%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	No Data	No Data	100.0%	100.0%	100.0%	83.3%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data
Quality Care	66.7%	100.0%	93.8%	93.8%	85.0%	100.0%	70.6%	85.7%
SH of Southern Ohio LLC	No Data	No Data	100.0%	60.0%	100.0%	50.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Delivered Meals SASI Scores

Overall Percentage								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	95.1%	93.8%	88.3%	88.6%	92.0%	96.9%	88.6%	83.6%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%
Warren County Community Service	99.2%	99.3%	98.8%	98.6%	99.1%	98.8%	99.4%	98.7%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	90.9%	90.9%	93.3%	88.9%	100.0%	100.0%	100.0%	88.9%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.5%	100.0%	99.6%	100.0%	100.0%	99.6%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	95.8%	84.6%	68.8%	84.6%	85.7%	83.3%	73.7%	71.4%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.4%	98.3%	96.9%	97.7%	97.0%	96.3%	98.9%	97.3%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	92.3%	100.0%	92.3%	100.0%	100.0%	100.0%	83.3%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?								
Historical Average: 97.9%								
½ Historical Standard Deviation: 1.6%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	90.0%	91.7%	88.9%	100.0%	100.0%	100.0%	85.7%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.1%	100.0%	99.6%	99.5%	99.1%	98.8%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Home Delivered Meals SASI Scores

##### Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	92.3%	92.9%	100.0%	100.0%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.6%	99.6%	99.6%	100.0%	99.5%	99.6%	100.0%

##### Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	78.3%	100.0%	76.5%	92.3%	85.7%	91.7%	68.4%	64.3%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	96.4%	97.5%	96.5%	94.7%	98.0%	97.3%	98.5%	96.3%

##### Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	94.1%	84.6%	85.7%	100.0%	94.7%	100.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.8%	99.2%	99.6%	97.7%	99.0%	99.5%	99.3%	99.0%

##### Would you recommend [HDM Service Provider] to a family member or friend?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	95.8%	92.3%	82.4%	84.6%	85.7%	100.0%	72.2%	75.0%
Mayerson JCC (Jewish Community Center)	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.6%	99.2%	99.3%	98.6%	99.6%	98.3%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Medical Transportation SASI Scores

Overall Percentage								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	99.3%	100.0%	100.0%	97.5%	97.2%	90.8%	98.0%	96.2%
Universal Transportation Systems	97.9%	100.0%	94.3%	95.0%	90.0%	74.0%	93.9%	87.1%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	98.0%	95.5%
Warren County Community Service	98.9%	98.0%	99.3%	99.2%	95.8%	99.4%	99.4%	100.0%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	93.8%	100.0%	91.7%	100.0%	95.8%
Universal Transportation Systems	92.9%	100.0%	71.4%	87.5%	66.7%	40.0%	80.0%	71.4%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	81.8%
Warren County Community Service	96.3%	100.0%	100.0%	97.4%	95.8%	100.0%	97.9%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2021	2021	2021	2021	2022	2022	2022	2022
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	95.0%	91.3%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.1%	97.1%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Medical Transportation SASI Scores

##### Do you get as much help as you need to get in/out of the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.5%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	93.8%	100.0%	83.3%	100.0%	100.0%
Universal Transportation Systems	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	97.1%	97.7%	100.0%	95.8%	100.0%	97.9%	100.0%

##### Do you get as much help as you need to get to the vehicle?

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	93.8%	100.0%	83.3%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	97.1%	97.8%	97.4%	95.8%	100.0%	100.0%	100.0%

##### Do you like the way the scheduling staff at [Transportation Service Provider] treat you?

Historical Average: 96.9%

½ Historical Standard Deviation: 2.2%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%
Universal Transportation Systems	92.9%	100.0%	100.0%	87.5%	83.3%	80.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	97.1%	100.0%	97.4%	95.8%	94.3%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.



## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Medical Transportation SASI Scores

##### Do you like the way your driver treats you?

Historical Average: 98.6%

½ Historical Standard Deviation: 1.7%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.9%
Warren County Community Service	100.0%	97.1%	97.8%	100.0%	95.8%	100.0%	100.0%	100.0%

##### Does the driver get you to your appointment at the scheduled time?

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	88.9%	91.7%	100.0%	95.8%
Universal Transportation Systems	100.0%	100.0%	85.7%	100.0%	66.7%	40.0%	90.0%	85.7%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	90.9%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%

##### Does the service get you home from your appointment in a reasonable amount of time?

Historical Average: 93.1%

½ Historical Standard Deviation: 4.5%

Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	92.9%	100.0%	100.0%	93.8%	88.9%	91.7%	95.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.7%	87.5%	100.0%	40.0%	90.0%	71.4%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	80.0%	90.9%
Warren County Community Service	96.3%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Provider Quality Report: Satisfaction Metrics<sup>1</sup>

### Warren County ESP

#### Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	95.0%	91.7%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	98.1%	97.1%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%								
½ Historical Standard Deviation: 2.4%								
Provider Name	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Kemper Shuttle Services	No Data	No Data	No Data	100.0%	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	94.4%	91.7%	95.0%	91.7%
Universal Transportation Systems	100.0%	100.0%	100.0%	87.5%	83.3%	40.0%	88.9%	71.4%
Valley Transport LLC	No Data	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	97.1%	100.0%	100.0%	95.8%	100.0%	97.9%	100.0%

<sup>1</sup>Appendix: A describes the methodology used to calculate historical average, ½ historical standard deviation, and identifies the color coding schema.

## Appendix A: Methodology for SASI Analysis

### Warren County ESP

#### Methodology for Calculating Historical Average, ½ Historical Standard Deviation, and Establishing Color Coding Schema

1. SASI counts and Yes/No answers for each SASI question from 22,050 SASIs collected over a two year period from January 1, 2021 through December 31, 2022 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation  $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$  was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e.  $[(\text{STDDEV})/2]$ .
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in RED.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in GREEN.
7. Color coding was first applied to the Quarter 1, 2021 Provider Quality Reports. Note that items highlighted in GRAY had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend	
Top Performer	> ½ Historical Standard Deviation Above the Mean
Under Performer	< ½ Historical Standard Deviation Below the Mean
Average Performer	<= ½ Historical Standard Deviation Above and >= ½ Historical Standard Deviation Below the Mean
Insufficient Sample Size	< 7 SASIs contribute to score