



Warren County



Provider Quality Report

Quarter 4, 2021

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Provider Quality Report: Introduction

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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 January through 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.

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 (Q3, 2019 and after)
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

Adult Day Service Billable Units:

Beginning March 23, 2020, the Adult Day Service was not active per executive order from the Governor. Any provider with billable units during quarter 2 is the direct result of late billing. As per executive order from the Governor of Ohio, all Adult Day Care Centers were authorized for reopening in October 2020.

SASI Scoring:

SASIs were not collected during April and May 2020 and resumed in June. Therefore, Q2 2020 SASI scores consist of smaller sample sizes which may impact providers' scores.

Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Otterbein Lebanon Adult Day Service	358	0	0	0	0	0	0	0	358
Total Billable Units	358	0	0	0	0	0	0	0	358

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Otterbein Lebanon Adult Day Service	100.00%	0	0	0	0	0	0	0
Total Market Share	100.00%	0	0	0	0	0	0	0

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	20	0	0	0	0	0	0	0	20
Total Distinct Clients Served	20	0	0	0	0	0	0	0	20

Provider Quality Report: Service Metrics

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Consumer Directed Care

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	3,326	2,948	2,756	3,616	4,405	4,855	4,773	4,859	31,537
Total Billable Units	3,326	2,948	2,756	3,616	4,405	4,855	4,773	4,859	31,537

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
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%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	47	37	39	46	51	53	55	51	47
Total Distinct Clients Served	47	37	39	46	51	53	55	51	47

Provider Quality Report: Service Metrics

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Electronic Monitoring System

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	3,430	3,477	3,488	3,497	3,388	3,387	3,350	3,404	27,419
Total Billable Units	3,430	3,477	3,488	3,497	3,388	3,387	3,350	3,404	27,419

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
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%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,144	1,128	1,139	1,113	1,105	1,092	1,081	1,109	1,114
Total Distinct Clients Served	1,144	1,128	1,139	1,113	1,105	1,092	1,081	1,109	1,114

Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units									
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	Total Billable Units
A Best Home Care, Inc.	0	0	0	0	0	0	0	94	94
A Miracle Home Care	5,926	5,338	5,725	5,966	6,139	6,692	6,630	6,509	48,923
Assisted Care by Black Stone of CIN	8,564	3,392	7,627	5,546	5,694	4,829	2,561	5,170	43,384
Helping Hands Private Duty Homecare	6,965	8,711	8,017	6,352	5,948	5,872	5,110	4,535	51,510
Interim HomeStyles of Greater Cincinnati, Inc.	3,058	2,070	2,303	2,090	1,997	1,760	1,590	1,396	16,264
Nova Home Care	0	0	0	0	0	0	0	72	72
Prime Home Care, LLC	137	93	86	126	106	29	98	135	810
Quality Care	383	439	296	567	514	995	896	899	4,987
SH of Southern Ohio LLC	0	0	0	0	0	0	259	65	324
Total Billable Units	25,033	20,043	24,054	20,646	20,397	20,177	17,143	18,875	166,368

Market Share								
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
A Best Home Care, Inc.	0	0	0	0	0	0	0	0.50%
A Miracle Home Care	23.67%	26.63%	23.80%	28.89%	30.10%	33.16%	38.67%	34.48%
Assisted Care by Black Stone of CIN	34.21%	16.93%	31.71%	26.86%	27.92%	23.93%	14.94%	27.39%
Helping Hands Private Duty Homecare	27.82%	43.46%	33.33%	30.77%	29.16%	29.10%	29.81%	24.03%
Interim HomeStyles of Greater Cincinnati, Inc.	12.22%	10.33%	9.58%	10.12%	9.79%	8.72%	9.27%	7.40%
Nova Home Care	0	0	0	0	0	0	0	0.38%
Prime Home Care, LLC	0.55%	0.46%	0.36%	0.61%	0.52%	0.14%	0.57%	0.72%
Quality Care	1.53%	2.19%	1.23%	2.74%	2.52%	4.93%	5.23%	4.76%
SH of Southern Ohio LLC	0	0	0	0	0	0	1.51%	0.35%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	0	0	0	0	0	0	1	1
A Miracle Home Care	221	157	187	217	230	249	236	240	217
Assisted Care by Black Stone of CIN	274	199	240	227	206	173	140	138	200
Helping Hands Private Duty Homecare	314	334	283	250	216	216	202	179	249
Interim HomeStyles of Greater Cincinnati, Inc.	121	85	110	92	81	66	63	59	85
Nova Home Care	0	0	0	0	0	0	0	6	6
Prime Home Care, LLC	5	4	4	4	3	3	4	4	4
Quality Care	20	16	18	26	23	56	47	42	31
SH of Southern Ohio LLC	0	0	0	0	0	0	26	11	19
Total Distinct Clients Served	955	795	842	816	759	763	718	680	122

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	2,445	4,347	3,426	2,965	3,267	2,871	2,539	2,200	24,060
Mayerson JCC (Jewish Community Center)	221	331	358	484	384	406	399	575	3,158
Partners in Prime	0	71	56	0	0	0	0	0	127
Warren County Community Service	54,982	60,625	63,288	64,108	59,095	58,103	55,888	56,909	472,998
Total Billable Units	57,648	65,374	67,128	67,557	62,746	61,380	58,826	59,684	500,343

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	4.24%	6.65%	5.10%	4.39%	5.21%	4.68%	4.32%	3.69%
Mayerson JCC (Jewish Community Center)	0.38%	0.51%	0.53%	0.72%	0.61%	0.66%	0.68%	0.96%
Partners in Prime	0	0.11%	0.08%	0	0	0	0	0
Warren County Community Service	95.38%	92.74%	94.28%	94.89%	94.18%	94.66%	95.01%	95.35%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	48	51	50	49	53	46	42	36	47
Mayerson JCC (Jewish Community Center)	6	9	9	10	11	10	8	15	10
Partners in Prime	0	1	1	0	0	0	0	0	1
Warren County Community Service	846	886	919	920	920	894	861	872	890
Total Distinct Clients Served	900	947	979	979	984	950	911	923	291

Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Bernens Medical	0	0	0	3	12	11	11	19	56
Home First	0	0	0	3	4	2	1	2	12
Mullaney's Pharmacy & Home Health Care	0	0	0	5	3	1	1	0	10
Stateline Medical Equipment	0	0	0	0	0	6	1	1	8
Total Billable Units	0	0	0	11	19	20	14	22	86

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Bernens Medical	0	0	0	27.27%	63.16%	55.00%	78.57%	86.36%
Home First	0	0	0	27.27%	21.05%	10.00%	7.14%	9.09%
Mullaney's Pharmacy & Home Health Care	0	0	0	45.45%	15.79%	5.00%	7.14%	0
Stateline Medical Equipment	0	0	0	0	0	30.00%	7.14%	4.55%
Total Market Share	0	0	0	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Bernens Medical	0	0	0	3	9	10	11	18	10
Home First	0	0	0	3	4	2	1	2	2
Mullaney's Pharmacy & Home Health Care	0	0	0	2	2	1	1	0	2
Stateline Medical Equipment	0	0	0	0	0	5	1	1	2
Total Distinct Clients Served	0	0	0	8	15	18	14	21	4

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	0	1	1	1	1	0	2	6
Home First	10	6	7	11	12	13	15	28	102
MedAdapt Ltd.	10	4	13	9	12	8	7	10	73
People Working Cooperatively, Inc.	2	1	0	0	2	0	1	0	6
Stateline Medical Equipment	6	0	3	1	7	6	1	1	25
Tri-State Maintenance	2	3	0	4	1	9	6	6	31
Total Billable Units	30	14	24	26	35	37	30	47	243

Market Share								
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
Custom Home Elevator & Lift Co. Inc.	0	0	4.17%	3.85%	2.86%	2.70%	0	4.26%
Home First	33.33%	42.86%	29.17%	42.31%	34.29%	35.14%	50.00%	59.57%
MedAdapt Ltd.	33.33%	28.57%	54.17%	34.62%	34.29%	21.62%	23.33%	21.28%
People Working Cooperatively, Inc.	6.67%	7.14%	0	0	5.71%	0	3.33%	0
Stateline Medical Equipment	20.00%	0	12.50%	3.85%	20.00%	16.22%	3.33%	2.13%
Tri-State Maintenance	6.67%	21.43%	0	15.38%	2.86%	24.32%	20.00%	12.77%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	0	1	1	1	1	0	2	1
Home First	10	5	6	9	11	13	14	23	11
MedAdapt Ltd.	10	4	12	7	11	8	7	10	9
People Working Cooperatively, Inc.	2	1	0	0	2	0	1	0	2
Stateline Medical Equipment	6	0	3	1	6	4	1	1	3
Tri-State Maintenance	2	3	0	3	1	9	6	6	4
Total Distinct Clients Served	30	13	22	21	32	35	29	42	6

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	8	14	14	13	14	14	3	0	80
Partners in Prime	130	143	127	100	126	170	160	109	1,064
Total Billable Units	138	157	141	113	141	183	162	109	1,143

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	5.99%	9.08%	9.77%	11.48%	10.14%	7.38%	1.54%	0
Partners in Prime	94.01%	90.92%	90.23%	88.52%	89.86%	92.62%	98.46%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	1	1	1	1	1	1	1	0	1
Partners in Prime	36	41	34	31	41	45	46	39	39
Total Distinct Clients Served	37	42	35	32	42	46	47	39	21

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	2	2	3	1	3	0	4	1	16
Total Billable Units	2	2	3	1	3	0	4	1	16

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	100.00%	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	2	2	3	1	3	0	4	1	2
Total Distinct Clients Served	2	2	3	1	3	0	4	1	2

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	3	6	0	3	4	7	8	8	39
Milt's Termite & Pest Control	1	6	3	4	4	5	3	5	31
Total Billable Units	4	12	3	7	8	12	11	13	70

Market Share								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	75.00%	50.00%	0	42.86%	50.00%	58.33%	72.73%	61.54%
Milt's Termite & Pest Control	25.00%	50.00%	100.00%	57.14%	50.00%	41.67%	27.27%	38.46%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2020	2020	2020	2020	2021	2021	2021	2021	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	2	2	0	2	3	3	4	4	3
Milt's Termite & Pest Control	1	2	1	2	2	3	2	3	2
Total Distinct Clients Served	3	4	1	4	5	6	6	7	2

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	Total Billable Units
Central Connections	2	10	65	86	76	16	41	83	379
Meda-Care Transportation, Inc.	338	233	265	320	272	232	206	201	2,067
Universal Transportation Systems	323	133	166	160	113	40	73	70	1,078
Valley Transport LLC	0	0	0	0	0	0	0	60	60
Warren County Community Service	756	443	683	668	743	882	917	872	5,964
Total Billable Units	1,419	819	1,179	1,234	1,204	1,170	1,237	1,286	9,548

Market Share								
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
Central Connections	0.14%	1.22%	5.51%	6.97%	6.31%	1.37%	3.31%	6.45%
Meda-Care Transportation, Inc.	23.82%	28.45%	22.48%	25.93%	22.59%	19.83%	16.65%	15.63%
Universal Transportation Systems	22.76%	16.24%	14.08%	12.97%	9.39%	3.42%	5.90%	5.44%
Valley Transport LLC	0	0	0	0	0	0	0	4.67%
Warren County Community Service	53.28%	54.09%	57.93%	54.13%	61.71%	75.38%	74.13%	67.81%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	Avg. Distinct Clients Served
Central Connections	1	3	7	6	4	3	8	4	5
Meda-Care Transportation, Inc.	39	26	35	35	35	30	24	22	31
Universal Transportation Systems	28	12	21	20	15	14	14	13	17
Valley Transport LLC	0	0	0	0	0	0	0	10	10
Warren County Community Service	90	52	68	74	85	81	95	85	79
Total Distinct Clients Served	158	93	131	135	139	128	141	134	32

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	72	17	50	68	63	72	68	83
Assisted Care by Black Stone of CIN	99	32	104	72	105	62	71	68
Helping Hands Private Duty Homecare	72	30	96	67	73	61	61	62
Interim HomeStyles of Greater Cincinnati, Inc.	37	13	26	22	32	23	23	25
Prime Home Care, LLC	0	0	0	2	0	1	0	1
Quality Care	9	0	10	4	9	10	16	16
SH of Southern Ohio LLC	0	0	0	0	0	0	3	5

Home Delivered Meals								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	14	4	22	14	24	13	17	13
Mayerson JCC (Jewish Community Center)	1	0	2	2	0	3	3	4
Warren County Community Service	229	86	234	228	251	244	227	262

Medical Transportation								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	0	0	1	2	3	4	1	1
Meda-Care Transportation, Inc.	23	4	19	19	14	16	14	3
Universal Transportation Systems	17	3	19	11	14	8	8	1
Warren County Community Service	45	15	40	33	54	35	45	8

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	93.3%	91.3%	93.7%	94.4%	93.5%	95.7%	91.6%	92.2%
Assisted Care by Black Stone of CIN	90.7%	93.6%	87.7%	91.3%	90.9%	87.9%	88.5%	91.6%
Helping Hands Private Duty Homecare	96.9%	92.8%	93.0%	95.4%	95.5%	95.3%	96.5%	90.2%
Interim HomeStyles of Greater Cincinnati, Inc.	99.7%	93.0%	96.9%	97.2%	97.4%	92.3%	97.8%	99.6%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	90.0%	No Data	100.0%
Quality Care	70.1%	No Data	89.8%	100.0%	85.1%	96.9%	87.2%	85.9%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	91.7%	76.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	89.3%	86.7%	90.0%	87.9%	88.9%	93.7%	82.1%	85.7%
Assisted Care by Black Stone of CIN	82.1%	93.1%	79.1%	85.3%	77.7%	75.0%	78.3%	84.1%
Helping Hands Private Duty Homecare	98.4%	85.7%	96.5%	96.8%	95.5%	98.2%	98.2%	87.5%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	86.4%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	66.7%	No Data	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%

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%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	90.0%	80.0%	90.7%	85.5%	81.5%	98.4%	87.5%	86.8%
Assisted Care by Black Stone of CIN	84.1%	83.9%	69.3%	77.8%	78.0%	79.6%	82.1%	84.1%
Helping Hands Private Duty Homecare	98.5%	93.1%	94.4%	95.2%	98.5%	94.7%	96.4%	84.2%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	96.2%	95.2%	96.8%	91.3%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	77.8%	No Data	100.0%	100.0%	85.7%	100.0%	93.8%	86.7%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%

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

Provider Quality Report: Satisfaction Metrics¹

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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	87.5%	82.4%	84.0%	94.1%	93.5%	84.7%	88.2%	89.2%
Assisted Care by Black Stone of CIN	88.9%	87.5%	84.6%	97.2%	92.3%	86.9%	84.3%	92.6%
Helping Hands Private Duty Homecare	77.8%	73.3%	69.5%	74.6%	80.8%	75.4%	78.7%	66.1%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	84.6%	80.8%	95.5%	96.8%	82.6%	91.3%	96.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	62.5%	No Data	60.0%	100.0%	66.7%	100.0%	50.0%	43.8%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	66.7%	60.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
Assisted Care by Black Stone of CIN	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	97.1%	98.5%
Helping Hands Private Duty Homecare	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	88.9%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SH of Southern Ohio LLC	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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Miracle Home Care	98.6%	100.0%	98.0%	100.0%	100.0%	100.0%	98.5%	96.4%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.1%	98.6%	99.0%	96.8%	97.1%	98.5%
Helping Hands Private Duty Homecare	98.6%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	84.6%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	88.9%	No Data	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
A Miracle Home Care	100.0%	94.1%	96.0%	98.5%	95.2%	98.6%	95.5%	96.4%
Assisted Care by Black Stone of CIN	98.0%	100.0%	98.1%	98.6%	100.0%	100.0%	97.1%	100.0%
Helping Hands Private Duty Homecare	98.6%	93.3%	97.9%	98.5%	100.0%	96.7%	100.0%	98.4%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	84.6%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	77.8%	No Data	100.0%	100.0%	100.0%	100.0%	93.8%	93.8%
SH of Southern Ohio LLC	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	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
A Miracle Home Care	98.6%	94.1%	98.0%	100.0%	98.4%	98.6%	97.1%	97.6%
Assisted Care by Black Stone of CIN	100.0%	100.0%	97.1%	98.6%	99.0%	98.4%	95.7%	98.5%
Helping Hands Private Duty Homecare	97.2%	100.0%	97.9%	100.0%	100.0%	100.0%	98.4%	98.4%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	77.8%	No Data	90.0%	100.0%	100.0%	100.0%	100.0%	93.8%
SH of Southern Ohio LLC	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	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
A Miracle Home Care	87.8%	93.8%	91.9%	90.7%	87.5%	96.4%	84.9%	89.1%
Assisted Care by Black Stone of CIN	75.9%	84.0%	75.9%	78.0%	79.1%	70.5%	73.5%	74.6%
Helping Hands Private Duty Homecare	100.0%	92.6%	91.7%	96.8%	92.2%	98.1%	98.1%	86.8%
Interim HomeStyles of Greater Cincinnati, Inc.	97.1%	100.0%	91.7%	95.0%	96.8%	80.0%	90.9%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	0.0%	No Data	100.0%
Quality Care	50.0%	No Data	77.8%	100.0%	87.5%	88.9%	78.6%	78.6%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	50.0%	60.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
A Miracle Home Care	93.0%	94.1%	98.0%	94.1%	98.4%	91.7%	91.0%	92.8%
Assisted Care by Black Stone of CIN	94.9%	96.9%	90.4%	91.7%	95.2%	85.5%	91.4%	94.1%
Helping Hands Private Duty Homecare	100.0%	96.6%	91.7%	94.0%	93.2%	93.4%	96.7%	91.8%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	84.6%	100.0%	90.9%	96.8%	91.3%	95.7%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	44.4%	No Data	90.0%	100.0%	44.4%	90.0%	68.8%	68.8%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%								
½ Historical Standard Deviation: 6.6%								
Provider Name	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
A Miracle Home Care	88.4%	88.2%	90.0%	92.6%	91.9%	94.4%	91.2%	89.2%
Assisted Care by Black Stone of CIN	83.3%	90.6%	84.3%	88.9%	88.2%	86.7%	88.6%	91.2%
Helping Hands Private Duty Homecare	100.0%	93.1%	94.6%	98.5%	94.5%	96.7%	98.4%	91.9%
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	91.7%	100.0%	95.5%	93.5%	91.3%	100.0%	100.0%
Prime Home Care, LLC	No Data	No Data	No Data	100.0%	No Data	100.0%	No Data	100.0%
Quality Care	66.7%	No Data	80.0%	100.0%	66.7%	100.0%	93.8%	93.8%
SH of Southern Ohio LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	60.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	77.8%	93.8%	83.8%	100.0%	95.1%	93.8%	88.3%	88.6%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	99.3%	99.4%	98.9%	98.3%	99.2%	99.3%	98.8%	98.6%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	66.7%	100.0%	84.2%	100.0%	90.9%	90.9%	93.3%	88.9%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.5%	99.5%	100.0%	100.0%	99.5%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	78.6%	75.0%	76.2%	100.0%	95.8%	84.6%	68.8%	84.6%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	99.1%	98.8%	97.4%	96.5%	98.4%	98.3%	96.9%	97.7%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	92.3%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	99.6%	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%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	100.0%	86.7%	100.0%	100.0%	90.0%	91.7%	88.9%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	98.7%	100.0%	98.5%	100.0%	100.0%	99.1%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	92.3%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	99.6%	99.6%	100.0%	99.6%	99.6%	99.6%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	64.3%	75.0%	72.7%	100.0%	78.3%	100.0%	76.5%	92.3%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	97.4%	98.8%	96.6%	95.2%	96.4%	97.5%	96.5%	94.7%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	84.6%	100.0%	86.4%	100.0%	100.0%	100.0%	94.1%	84.6%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	98.7%	100.0%	99.1%	98.7%	98.8%	99.2%	99.6%	97.7%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	57.1%	100.0%	68.4%	100.0%	95.8%	92.3%	82.4%	84.6%
Mayerson JCC (Jewish Community Center)	100.0%	No Data	100.0%	100.0%	No Data	100.0%	100.0%	100.0%
Warren County Community Service	99.6%	98.8%	98.7%	98.7%	100.0%	100.0%	99.6%	99.2%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Overall Percentage								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	99.1%	100.0%	91.5%	99.5%	99.3%	100.0%	100.0%	100.0%
Universal Transportation Systems	90.0%	100.0%	92.6%	94.4%	97.9%	100.0%	94.3%	100.0%
Warren County Community Service	100.0%	100.0%	99.5%	100.0%	98.9%	98.0%	99.3%	98.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	94.7%	94.7%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	82.4%	100.0%	89.5%	81.8%	92.9%	100.0%	71.4%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	87.5%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.1%	97.1%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.7%	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	88.2%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	97.7%	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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.5%	100.0%	100.0%	97.1%	97.8%	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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	88.2%	100.0%	94.7%	100.0%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	97.5%	100.0%	100.0%	97.1%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	97.8%	100.0%

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

Historical Average: 98.0%

½ Historical Standard Deviation: 1.9%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	95.7%	100.0%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	89.5%	90.9%	100.0%	100.0%	85.7%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	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%

	2020	2020	2020	2020	2021	2021	2021	2021
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	88.9%	100.0%	92.9%	100.0%	100.0%	100.0%
Universal Transportation Systems	76.5%	100.0%	78.9%	80.0%	100.0%	100.0%	85.7%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%

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

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%	2020	2020	2020	2020	2021	2021	2021	2021
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	94.1%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	98.1%	97.1%	100.0%	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2020	2020	2020	2020	2021	2021	2021	2021
½ Historical Standard Deviation: 2.4%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	No Data	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meda-Care Transportation, Inc.	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	82.4%	100.0%	89.5%	90.9%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%

¹Appendix: 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 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 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 3, 2019 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



Appendix B: Terminated Providers

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
Home Care Network	Home Care Assistance	10/1/2021