



Warren County



Provider Quality Report

Quarter 1, 2025



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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 Jan-Mar).
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.
- On January 15th, 2024, Mullaney's Pharmacy & Home Health Care was put on hold due to a change in ownership and is now a part of the JANZ Corporation.

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 consist of smaller sample sizes which may impact providers' scores.

Provider Quality Report: Provider Activity

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Provider	Service No Longer Delivered	Termination Effective
All Gone Termite & Pest Control, Inc.	Pest Control	6/30/2024
Care Star Inc.	Home Care Assistance	12/31/2023
Central Connections	Home Delivered Meals	7/24/2023
Central Connections	Independent Living Assistance	7/24/2023
Central Connections	Transportation	7/24/2023
Heavenly Helpers	Home Care Assistance	7/5/2024
Maple Knoll Outreach Services for	Home Delivered Meals	1/30/2024
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	12/31/2023
Universal Transportation Systems (UTS)	Transportation	1/31/2024
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
101 Mobility	Minor Home Mod	4/1/2024
360 Total Care	Adult Day Service	6/1/2024
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
Arrow Heating Cooling and Home Maintenance	Environmental – Chore	11/1/2024
CareStar Inc.	Home Care Assistance	5/23/2023
Homecare Mattress Inc.	Home Medical Equipment	1/20/2023
Janz Medical Supply(formerly Mullaney Pharm&HHC)	Home Medical Equipment	7/1/2024
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Partners in Prime	Independent Living Assistance	8/1/2023
Senior Helpers of Dayton	Home Care Assistance	4/22/2024

Provider	Service On Hold	Effective
Central Connections	Home Delivered Meals	5/30/2023 - 7/24/2023
Central Connections	Independent Living Assistance	6/16/2023 - 7/24/2023
Central Connections	Transportation	6/16/2023 - 7/24/2023
Warming Hearts Homecare LLC	Independent Living Assistance	12/6/2022 - 4/12/2023
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023 - 6/30/24
Mullaney's Pharmacy & Home Health Care	Home Medical Equipment	1/15/2024
Heavenly Helpers	Home Care Assistance	2/15/2024

Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Otterbein Lebanon Adult Day Service	267	419	293	219	184	588	439	352	2,760
Total Billable Units	267	419	293	219	184	588	439	352	2,760

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Otterbein Lebanon Adult Day Service	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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	17	17	19	17	15	25	21	19	19
Total Distinct Clients Served	17	17	19	17	15	25	21	19	19

Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Palco, Inc.	8,207	9,231	8,751	6,527	8,357	6,309	5,715	4,606	57,703
Total Billable Units	8,207	9,231	8,751	6,527	8,357	6,309	5,715	4,606	57,703

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Palco, 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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Palco, Inc.	116	115	96	92	85	74	65	62	88
Total Distinct Clients Served	116	115	96	92	85	74	65	62	88

Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
A Best Home Care, Inc.	0	20	76	139	419	485	539	587	2,264
A Miracle Home Care	7,978	9,426	10,535	10,814	10,733	11,437	12,974	13,087	86,984
Assisted Care by Black Stone of CIN	2,515	2,176	2,014	1,813	1,493	1,519	1,331	1,389	14,248
Gabriels Angels Homecare, LLC	0	0	0	0	0	15	2	0	17
Heavenly Helpers	20	31	156	123	0	0	0	0	330
Interim HomeStyles of Greater Cincinnati, Inc.	460	619	593	329	342	433	338	378	3,492
Nova Home Care	252	147	72	68	179	118	113	175	1,123
Prime Home Care, LLC	96	105	107	98	104	107	102	114	833
Quality Care	174	467	329	291	198	35	102	178	1,773
Senior Helpers of Dayton	0	0	0	0	0	5	6	0	11
SH of Southern Ohio LLC	1,919	1,601	1,515	1,523	1,380	1,402	1,399	1,319	12,058
Superior Home Care, Inc.	110	82	106	103	83	139	136	132	890
Total Billable Units	13,524	14,674	15,501	15,300	14,930	15,694	17,040	17,358	124,021

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	0	0.14%	0.49%	0.91%	2.81%	3.09%	3.16%	3.38%
A Miracle Home Care	58.99%	64.24%	67.96%	70.68%	71.89%	72.88%	76.14%	75.39%
Assisted Care by Black Stone of CIN	18.60%	14.83%	12.99%	11.85%	10.00%	9.68%	7.81%	8.00%
Gabriels Angels Homecare, LLC	0	0	0	0	0	0.09%	0.01%	0
Heavenly Helpers	0.15%	0.21%	1.00%	0.80%	0	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	3.40%	4.22%	3.83%	2.15%	2.29%	2.76%	1.98%	2.18%
Nova Home Care	1.87%	1.00%	0.46%	0.44%	1.20%	0.75%	0.66%	1.01%
Prime Home Care, LLC	0.71%	0.72%	0.69%	0.64%	0.70%	0.68%	0.60%	0.66%
Quality Care	1.29%	3.18%	2.12%	1.90%	1.33%	0.22%	0.60%	1.03%
Senior Helpers of Dayton	0	0	0	0	0	0.03%	0.04%	0
SH of Southern Ohio LLC	14.19%	10.91%	9.78%	9.96%	9.24%	8.93%	8.21%	7.60%
Superior Home Care, Inc.	0.81%	0.56%	0.68%	0.67%	0.56%	0.89%	0.80%	0.76%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
A Best Home Care, Inc.	0	1	4	6	7	11	17	18	9
A Miracle Home Care	301	360	388	403	389	395	435	446	390
Assisted Care by Black Stone of CIN	84	67	61	51	40	42	40	40	53
Gabriels Angels Homecare, LLC	0	0	0	0	0	6	1	0	4
Heavenly Helpers	1	8	15	13	0	0	0	0	9
Interim HomeStyles of Greater Cincinnati, Inc.	26	21	18	11	16	17	17	20	18
Nova Home Care	11	11	11	10	10	8	10	12	10
Prime Home Care, LLC	2	2	2	2	2	3	3	3	2
Quality Care	9	17	17	15	13	9	12	10	13
Senior Helpers of Dayton	0	0	0	0	0	1	1	0	1
SH of Southern Ohio LLC	67	62	54	52	55	60	56	67	59
Superior Home Care, Inc.	7	7	6	7	6	12	13	11	9
Total Distinct Clients Served	508	556	576	570	538	564	605	627	58

Provider Quality Report: Service Metrics

Warren County ESP

Emergency Response

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	2,972	2,389	2,702	2,651	2,726	2,746	2,840	2,706	21,729
Total Billable Units	2,972	2,389	2,702	2,651	2,726	2,746	2,840	2,706	21,729

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	946	895	948	958	934	931	1,003	990	951
Total Distinct Clients Served	946	895	948	958	934	931	1,003	990	951

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	2,555	440	0	0	0	0	0	0	2,995
Mayerson JCC (Jewish Community Center)	1,485	1,741	1,823	1,756	1,780	1,637	1,419	1,026	12,667
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	3,752	3,345	3,510	3,616	3,885	3,648	21,756
Warren County Community Service	60,485	64,129	63,780	62,031	63,343	64,119	69,514	63,055	510,456
Total Billable Units	64,525	66,310	69,355	67,132	68,633	69,372	74,818	67,729	547,874

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	3.96%	0.66%	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	2.30%	2.63%	2.63%	2.62%	2.59%	2.36%	1.90%	1.51%
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	5.41%	4.98%	5.11%	5.21%	5.19%	5.39%
Warren County Community Service	93.74%	96.71%	91.96%	92.40%	92.29%	92.43%	92.91%	93.10%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	48	26	0	0	0	0	0	0	37
Mayerson JCC (Jewish Community Center)	29	30	30	32	35	30	26	20	29
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	62	55	55	64	60	66	60
Warren County Community Service	959	1,011	977	996	988	1,019	1,021	995	996
Total Distinct Clients Served	1,036	1,067	1,069	1,083	1,078	1,113	1,107	1,081	360

Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
101 Mobility Cincinnati	0	0	0	0	0	0	0	2	2
American Ramp Systems	5	6	11	11	13	23	11	9	89
Bernens Medical	23	24	28	4	6	8	5	1	99
Home First	1	1	2	14	23	8	5	3	57
HomeCare Mattress Inc.	0	1	0	1	3	0	0	0	5
Janz Medical Supply	0	0	0	0	0	7	5	5	17
Mullaney's Pharmacy & Home Health Care	7	11	8	2	0	0	0	0	28
People Working Cooperatively, Inc.	3	2	0	0	0	0	0	0	5
Stateline Medical Equipment	6	7	6	10	9	30	6	6	80
Total Billable Units	45	52	55	42	54	76	32	26	382

Market Share

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
101 Mobility Cincinnati	0	0	0	0	0	0	0	7.69%	
American Ramp Systems	11.11%	11.54%	20.00%	26.19%	24.07%	30.26%	34.38%	34.62%	
Bernens Medical	51.11%	46.15%	50.91%	9.52%	11.11%	10.53%	15.63%	3.85%	
Home First	2.22%	1.92%	3.64%	33.33%	42.59%	10.53%	15.63%	11.54%	
HomeCare Mattress Inc.	0	1.92%	0	2.38%	5.56%	0	0	0	
Janz Medical Supply	0	0	0	0	0	9.21%	15.63%	19.23%	
Mullaney's Pharmacy & Home Health Care	15.56%	21.15%	14.55%	4.76%	0	0	0	0	
People Working Cooperatively, Inc.	6.67%	3.85%	0	0	0	0	0	0	
Stateline Medical Equipment	13.33%	13.46%	10.91%	23.81%	16.67%	39.47%	18.75%	23.08%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
101 Mobility Cincinnati	0	0	0	0	0	0	0	1	1
American Ramp Systems	3	3	4	5	5	7	4	3	4
Bernens Medical	20	20	24	3	3	6	3	1	10
Home First	1	1	2	12	18	7	4	3	6
HomeCare Mattress Inc.	0	1	0	1	1	0	0	0	1
Janz Medical Supply	0	0	0	0	0	6	3	2	4
Mullaney's Pharmacy & Home Health Care	7	9	7	2	0	0	0	0	6
People Working Cooperatively, Inc.	1	1	0	0	0	0	0	0	1
Stateline Medical Equipment	6	5	5	10	9	14	4	5	7
Total Distinct Clients Served	38	40	42	33	36	40	18	15	6

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	3	2	3	2	10
Custom Home Elevator & Lift Co. Inc.	2	0	0	0	2	0	1	1	6
Home First	15	22	23	21	20	10	14	17	142
HomeCare Mattress Inc.	2	4	2	0	1	0	0	1	10
MedAdapt Ltd.	7	12	10	7	9	10	7	6	68
People Working Cooperatively, Inc.	1	1	1	0	0	0	0	0	3
Stateline Medical Equipment	6	5	5	5	3	2	4	1	31
Tri-State Maintenance	3	8	8	5	6	9	5	4	48
Total Billable Units	36	52	49	38	44	33	34	32	318

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	6.82%	6.06%	8.82%	6.25%
Custom Home Elevator & Lift Co. Inc.	5.56%	0	0	0	4.55%	0	2.94%	3.13%
Home First	41.67%	42.31%	46.94%	55.26%	45.45%	30.30%	41.18%	53.13%
HomeCare Mattress Inc.	5.56%	7.69%	4.08%	0	2.27%	0	0	3.13%
MedAdapt Ltd.	19.44%	23.08%	20.41%	18.42%	20.45%	30.30%	20.59%	18.75%
People Working Cooperatively, Inc.	2.78%	1.92%	2.04%	0	0	0	0	0
Stateline Medical Equipment	16.67%	9.62%	10.20%	13.16%	6.82%	6.06%	11.76%	3.13%
Tri-State Maintenance	8.33%	15.38%	16.33%	13.16%	13.64%	27.27%	14.71%	12.50%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Arrow Heating Cooling and Home Maintenance, LLC	0	0	0	0	3	2	3	2	3
Custom Home Elevator & Lift Co. Inc.	2	0	0	0	2	0	1	1	2
Home First	15	22	21	21	18	10	14	17	17
HomeCare Mattress Inc.	2	4	2	0	1	0	0	1	2
MedAdapt Ltd.	7	10	10	7	9	10	7	6	8
People Working Cooperatively, Inc.	1	1	1	0	0	0	0	0	1
Stateline Medical Equipment	6	5	5	5	3	2	4	1	4
Tri-State Maintenance	3	8	8	5	6	9	5	3	6
Total Distinct Clients Served	36	50	47	38	42	33	34	31	6

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	57	0	0	0	0	0	0	0	58
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	3	42	37	43	53	177
Partners in Prime	0	10	31	34	39	49	57	58	276
Total Billable Units	57	10	31	37	80	85	100	112	511

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.00%	2.56%	0	0	0	0	0	0
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	8.22%	52.02%	42.94%	42.75%	47.76%
Partners in Prime	0	97.44%	100.00%	91.78%	47.98%	57.06%	57.25%	52.24%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	34	1	0	0	0	0	0	0	18
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	7	12	13	18	19	14
Partners in Prime	0	8	16	12	12	13	13	14	13
Total Distinct Clients Served	34	9	16	19	24	26	31	33	14

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Home First	2	5	4	5	0	3	3	1	23
Total Billable Units	2	5	4	5	0	3	3	1	23

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Home First	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	2	5	4	5	0	3	3	1	3
Total Distinct Clients Served	2	5	4	5	0	3	3	1	3

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Milts Termite & Pest Control	21	16	6	11	9	5	13	8	89
Total Billable Units	21	16	6	11	9	5	13	8	89

Market Share

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	
Milts Termite & Pest Control	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

	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Milts Termite & Pest Control	9	7	5	5	4	3	4	5	5
Total Distinct Clients Served	9	7	5	5	4	3	4	5	5

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	84	4	0	0	0	0	0	0	88
Meda-Care Transportation, Inc.	139	209	255	294	302	257	254	346	2,056
Universal Transportation Systems	14	6	19	2	0	0	0	0	41
Valley Transport LLC	238	318	222	312	384	380	326	290	2,470
Warren County Community Service	1,062	1,100	1,086	1,139	1,045	1,084	1,073	1,057	8,646
Total Billable Units	1,537	1,637	1,582	1,747	1,731	1,721	1,653	1,693	13,301

Market Share								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	5.47%	0.24%	0	0	0	0	0	0
Meda-Care Transportation, Inc.	9.04%	12.77%	16.12%	16.83%	17.45%	14.93%	15.37%	20.44%
Universal Transportation Systems	0.91%	0.37%	1.20%	0.11%	0	0	0	0
Valley Transport LLC	15.48%	19.43%	14.03%	17.86%	22.18%	22.08%	19.72%	17.13%
Warren County Community Service	69.10%	67.20%	68.65%	65.20%	60.37%	62.99%	64.91%	62.43%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2023	2023	2023	2024	2024	2024	2024	2025	
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Central Connections	4	1	0	0	0	0	0	0	3
Meda-Care Transportation, Inc.	19	22	31	34	28	36	36	39	31
Universal Transportation Systems	3	1	7	1	0	0	0	0	3
Valley Transport LLC	23	29	18	20	18	33	33	33	26
Warren County Community Service	100	104	111	113	112	118	109	113	110
Total Distinct Clients Served	149	157	167	168	158	187	178	185	45

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	1	1	0	2	1	5	1	8
A Miracle Home Care	113	131	158	167	197	181	180	182
Assisted Care by Black Stone of CIN	41	31	25	34	23	20	21	22
Heavenly Helpers	0	0	3	11	1	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	11	8	7	4	4	6	7	13
Nova Home Care	8	4	3	3	3	6	4	3
Prime Home Care, LLC	1	1	0	2	0	2	2	0
Quality Care	7	11	4	9	6	5	3	5
Senior Helpers of Dayton	0	0	0	0	0	0	1	0
SH of Southern Ohio LLC	28	28	19	38	28	25	24	23
Superior Home Care, Inc.	3	3	3	2	3	6	7	3

Home Delivered Meals								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	13	7	0	0	0	0	0	0
Mayerson JCC (Jewish Community Center)	12	9	11	7	14	10	13	8
Meals on Wheels of SW Ohio and Northern Kentucky	0	1	22	23	26	17	26	15
Warren County Community Service	384	380	333	408	377	433	428	437

Medical Transportation								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	10	0	0	0	0	0	0	0
Kemper Shuttle Services	1	0	0	0	0	0	0	0
Meda-Care Transportation, Inc.	17	17	23	19	26	26	29	28
Universal Transportation Systems	4	6	2	1	0	0	0	0
Valley Transport LLC	16	9	20	15	17	16	19	24
Warren County Community Service	72	83	65	87	81	70	80	91

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	0.0%	90.0%	No Data	100.0%	0.0%	100.0%	100.0%	89.0%
A Miracle Home Care	94.7%	96.7%	97.0%	95.6%	94.8%	97.5%	97.9%	98.8%
Assisted Care by Black Stone of CIN	87.5%	89.0%	95.8%	92.5%	96.5%	96.2%	99.5%	99.0%
Heavenly Helpers	No Data	No Data	93.3%	95.3%	0.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	99.1%	98.6%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	80.0%	72.5%	25.0%	71.7%	100.0%	82.0%	100.0%	100.0%
Prime Home Care, LLC	50.0%	100.0%	No Data	100.0%	No Data	90.0%	90.0%	No Data
Quality Care	63.5%	85.9%	97.5%	86.5%	88.3%	75.5%	85.0%	85.5%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	99.0%	98.0%	96.3%	96.9%	94.7%	94.4%	93.0%	93.6%
Superior Home Care, Inc.	95.0%	100.0%	100.0%	85.0%	96.7%	85.7%	97.1%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	96.5%	96.9%	97.5%	97.8%	94.1%	97.5%	98.8%	100.0%
Assisted Care by Black Stone of CIN	83.9%	87.5%	93.3%	87.5%	93.8%	94.4%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
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	75.0%	75.0%	50.0%	50.0%	100.0%	83.3%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	80.0%	80.0%	100.0%	100.0%	100.0%	80.0%	100.0%	80.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	88.2%	100.0%	91.7%	90.5%	85.7%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	96.6%	96.6%	99.2%	95.9%	94.1%	96.4%	98.2%	99.4%
Assisted Care by Black Stone of CIN	79.3%	82.6%	94.4%	86.4%	88.9%	94.4%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
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	75.0%	25.0%	66.7%	33.3%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	83.3%	87.5%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	94.7%	93.8%	92.6%	88.5%	89.5%	90.5%	95.5%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	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

Do you have the same aide each time?

Historical Average: 84.2%

½ Historical Standard Deviation: 6.9%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	87.5%
A Miracle Home Care	91.0%	88.1%	96.1%	92.5%	89.2%	96.7%	96.6%	96.1%
Assisted Care by Black Stone of CIN	89.7%	90.0%	100.0%	90.3%	100.0%	89.5%	100.0%	95.5%
Heavenly Helpers	No Data	No Data	66.7%	90.9%	No Data	No Data	No Data	No Data
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	37.5%	75.0%	No Data	66.7%	100.0%	33.3%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	57.1%	72.7%	100.0%	66.7%	83.3%	40.0%	50.0%	80.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	97.0%	96.4%	95.7%	91.7%	91.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%

Do you like the way your aide treats you?

Historical Average: 97.0%

½ Historical Standard Deviation: 2.7%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	99.1%	99.2%	98.7%	98.8%	99.0%	98.9%	99.4%	100.0%
Assisted Care by Black Stone of CIN	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
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	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?

Historical Average: 94.9%

½ Historical Standard Deviation: 3.4%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	98.2%	99.2%	97.4%	97.0%	97.9%	98.9%	98.9%	100.0%
Assisted Care by Black Stone of CIN	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
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	100.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	85.7%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	95.8%	95.7%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	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

Home Care Assistance SASI Scores

Does your aide do a good job?								
Historical Average: 93.7%								
½ Historical Standard Deviation: 3.5%								
Provider Name	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	99.1%	98.4%	96.1%	95.7%	96.4%	97.8%	97.2%	98.4%
Assisted Care by Black Stone of CIN	97.4%	96.7%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
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	100.0%	75.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	96.4%	92.9%	100.0%	100.0%	100.0%	95.8%	100.0%	91.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	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	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	100.0%
A Miracle Home Care	99.1%	99.2%	96.1%	96.9%	97.9%	97.8%	98.3%	98.9%
Assisted Care by Black Stone of CIN	97.4%	96.6%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	100.0%	No Data	No Data	No Data	No Data
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	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	85.7%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	80.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	91.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	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	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	No Data	100.0%	100.0%	40.0%
A Miracle Home Care	77.9%	95.1%	94.6%	95.5%	91.6%	97.4%	97.4%	97.8%
Assisted Care by Black Stone of CIN	55.2%	63.6%	77.8%	76.9%	86.7%	94.1%	94.7%	95.0%
Heavenly Helpers	No Data	No Data	100.0%	80.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	85.7%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%
Nova Home Care	62.5%	50.0%	No Data	33.3%	100.0%	83.3%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data	No Data
Quality Care	No Data	37.5%	75.0%	66.7%	50.0%	20.0%	50.0%	75.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	93.8%	100.0%	92.3%	85.2%	81.0%	93.3%	78.9%	88.2%
Superior Home Care, Inc.	50.0%	100.0%	100.0%	No Data	66.7%	40.0%	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

Home Care Assistance SASI Scores

Is your aide dependable?								
Historical Average: 89.6%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 6.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	75.0%
A Miracle Home Care	92.8%	96.0%	96.1%	92.7%	92.8%	97.2%	97.2%	99.5%
Assisted Care by Black Stone of CIN	89.7%	90.0%	96.0%	93.8%	100.0%	94.7%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	66.7%	90.9%	No Data	No Data	No Data	No Data
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	62.5%	75.0%	No Data	66.7%	100.0%	40.0%	100.0%	100.0%
Prime Home Care, LLC	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	42.9%	90.9%	100.0%	77.8%	66.7%	40.0%	50.0%	100.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	96.4%	94.7%	100.0%	96.4%	95.8%	91.7%	91.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%

Would you recommend [HCA Service Provider] to a family member or friend?								
Historical Average: 88.0%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 6.6%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
A Best Home Care, Inc.	No Data	100.0%	No Data	100.0%	No Data	100.0%	100.0%	87.5%
A Miracle Home Care	96.4%	98.4%	98.0%	93.3%	94.8%	96.1%	97.2%	98.3%
Assisted Care by Black Stone of CIN	87.2%	90.0%	96.0%	90.6%	100.0%	100.0%	100.0%	100.0%
Heavenly Helpers	No Data	No Data	100.0%	90.9%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	87.5%	75.0%	No Data	66.7%	100.0%	80.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data
Quality Care	28.6%	90.0%	100.0%	88.9%	83.3%	75.0%	100.0%	80.0%
Senior Helpers of Dayton	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
SH of Southern Ohio LLC	100.0%	96.3%	94.4%	93.9%	92.9%	95.8%	95.7%	91.3%
Superior Home Care, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%	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

Overall Percentage								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	85.5%	67.9%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	98.6%	100.0%	87.5%	98.2%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	95.7%	96.7%	99.0%	98.5%	98.6%	98.3%
Warren County Community Service	99.1%	99.2%	99.1%	99.0%	99.6%	99.5%	99.8%	99.3%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	85.7%	57.1%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.7%	100.0%	99.5%	100.0%	99.2%	99.7%	99.5%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	69.2%	71.4%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	71.4%	92.9%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	90.9%	91.3%	96.2%	100.0%	96.2%	93.3%
Warren County Community Service	97.9%	99.2%	97.3%	98.0%	98.7%	98.4%	99.5%	98.8%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	71.4%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	99.8%	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%								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	85.7%	42.9%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	99.7%	100.0%	99.5%	99.7%	99.5%	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 Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	92.3%	100.0%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.0%	99.7%	99.4%	99.5%	100.0%	100.0%	100.0%	99.8%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	69.2%	57.1%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	88.9%	100.0%	71.4%	92.9%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	95.5%	91.3%	96.2%	88.2%	96.2%	93.3%
Warren County Community Service	97.4%	96.8%	96.7%	96.8%	98.7%	99.1%	99.3%	97.5%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	91.7%	85.7%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%	100.0%
Warren County Community Service	99.0%	98.4%	100.0%	99.8%	100.0%	100.0%	100.0%	99.1%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	90.0%	57.1%	No Data	No Data	No Data	No Data	No Data	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	71.4%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	100.0%	95.2%	90.9%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	99.7%	99.7%	99.1%	99.5%	100.0%	99.5%	99.5%	99.8%

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								
	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	90.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	99.3%	98.6%	100.0%	98.5%	96.8%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	99.4%	97.8%	94.1%	89.2%	94.3%	100.0%	100.0%	98.7%
Warren County Community Service	99.7%	99.6%	99.8%	99.8%	100.0%	99.8%	100.0%	99.3%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	94.1%	85.7%	92.9%	100.0%	100.0%	95.7%
Warren County Community Service	100.0%	97.2%	100.0%	98.8%	100.0%	98.5%	100.0%	97.7%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
Provider Name	2023	2023	2023	2024	2024	2024	2024	2025
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	88.9%	88.2%	85.7%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%

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%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 2.5%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.5%	100.0%	96.2%	96.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	88.9%	100.0%	92.9%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you get as much help as you need to get to the vehicle?								
Historical Average: 97.6%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.5%	100.0%	96.2%	96.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?								
Historical Average: 96.9%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 2.2%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%

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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	96.2%	96.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	93.8%	100.0%	94.1%	84.6%	92.9%	100.0%	100.0%	95.7%
Warren County Community Service	98.5%	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%

	2023	2023	2023	2024	2024	2024	2024	2025
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	95.5%	100.0%	100.0%	91.7%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	94.1%	92.9%	92.9%	100.0%	100.0%	95.7%
Warren County Community Service	98.5%	100.0%	100.0%	100.0%	100.0%	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%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 1.9%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	88.2%	85.7%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%

Would you recommend [Transportation Service Provider] to a family member or friend?								
Historical Average: 96.8%	2023	2023	2023	2024	2024	2024	2024	2025
½ Historical Standard Deviation: 2.4%								
Provider Name	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%	96.2%	96.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	No Data	No Data	No Data	No Data
Valley Transport LLC	100.0%	100.0%	94.1%	85.7%	92.9%	100.0%	100.0%	100.0%
Warren County Community Service	100.0%	100.0%	100.0%	98.8%	100.0%	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.

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 26,949 SASIs collected over a two year period from April 1, 2023 through March 31st 2025 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 2, 2023 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