



Warren County



Provider Quality Report

Quarter 4, 2023

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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 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.
- As of Q2 2022, the Service Metrics page order has been rearranged to have Consumer Directed Care be followed by Home Care Assistance providers.
- As of Q3 2023, all services for Central Connections - HDM, ILA and Transportation have been terminated.

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

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
Acumen Fiscal Agent	Consumer Directed Care	6/30/2022
CareStar 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
Helping Hands Private Duty Homecare	Home Care Assistance	9/27/2022
Partners in Prime	Independent Living Assistance	3/2/2022
Warming Hearts Homecare LLC	Independent Living Assistance	4/12/2023

Provider	Service Delivered - New	Effective
American Maid DBA Heavenly Helpers	Home Care Assistance	3/9/2023
Arrow Heating Cooling and Home Maintenance	Minor Home Mod	11/7/2023
CareStar Inc.	Home Care Assistance	5/23/2023
Homecare Mattress Inc.	HME	1/20/2023
Mayerson JCC (Jewish Community Center)	Home Delivered Meals	10/1/2023
Meals on Wheels of SW Ohio and Northern Kentucky	Home Delivered Meals	10/1/2023
Palco, Inc.	Consumer Directed Care	1/10/2022
Partners in Prime	Independent Living Assistance	8/1/2023
Tri-State Maintenance	HME	2/17/2023
Warming Hearts Homecare LLC	Independent Living Assistance	6/1/2022

Provider	Service On Hold	Effective
All Gone Termite & Pest Control, Inc.	Pest Control	9/22/2023
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

Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Otterbein Lebanon Adult Day Service	0	0	0	160	224	267	419	293	1,362
Total Billable Units	0	0	0	160	224	267	419	293	1,362

Market Share									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Otterbein Lebanon Adult Day Service	0	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	
Total Market Share	0	0	0	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Otterbein Lebanon Adult Day Service	0	0	0	9	11	17	17	19	15
Total Distinct Clients Served	0	0	0	9	11	17	17	19	15

Provider Quality Report: Service Metrics

Warren County ESP

Consumer Directed Care

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Acumen Fiscal Agent	5,126	4,483	12	0	0	0	0	0	9,621
Palco, Inc.	0	0	6,207	6,531	9,970	8,207	9,231	8,751	48,897
Total Billable Units	5,126	4,483	6,219	6,531	9,970	8,207	9,231	8,751	58,518

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Acumen Fiscal Agent	100.00%	100.00%	0.19%	0	0	0	0	0
Palco, Inc.	0	0	99.81%	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Acumen Fiscal Agent	65	58	1	0	0	0	0	0	41
Palco, Inc.	0	0	71	92	110	116	115	96	100
Total Distinct Clients Served	65	58	72	92	110	116	115	96	80

Provider Quality Report: Service Metrics

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Home Care Assistance

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
A Best Home Care, Inc.	136	150	82	33	15	0	20	76	510
A Miracle Home Care	5,675	6,440	6,085	6,547	7,193	7,978	9,426	10,535	59,879
Always There Healthcare LLC	28	1	0	0	0	0	0	0	29
Assisted Care by Black Stone of CIN	3,660	3,732	3,320	3,033	2,742	2,515	2,176	2,014	23,192
Heavenly Helpers	0	0	0	0	0	20	31	156	207
Helping Hands Private Duty Homecare	3,622	3,833	971	0	0	0	0	0	8,426
Interim HomeStyles of Greater Cincinnati, Inc.	1,074	1,095	888	908	808	460	619	593	6,445
Nova Home Care	24	22	62	95	183	252	147	72	856
Prime Home Care, LLC	127	112	112	96	103	96	105	107	858
Quality Care	533	584	549	361	316	174	467	329	3,312
SH of Southern Ohio LLC	159	200	994	1,854	1,654	1,919	1,601	1,515	9,895
Superior Home Care, Inc.	0	0	162	268	101	110	82	106	827
Total Billable Units	15,037	16,169	13,222	13,194	13,114	13,524	14,674	15,501	114,434

Market Share									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	
A Best Home Care, Inc.	0.90%	0.93%	0.62%	0.25%	0.11%	0	0.14%	0.49%	
A Miracle Home Care	37.74%	39.83%	46.02%	49.62%	54.85%	58.99%	64.24%	67.96%	
Always There Healthcare LLC	0.19%	0.01%	0	0	0	0	0	0	
Assisted Care by Black Stone of CIN	24.34%	23.08%	25.11%	22.99%	20.91%	18.60%	14.83%	12.99%	
Heavenly Helpers	0	0	0	0	0	0.15%	0.21%	1.00%	
Helping Hands Private Duty Homecare	24.09%	23.71%	7.34%	0	0	0	0	0	
Interim HomeStyles of Greater Cincinnati, Inc.	7.14%	6.77%	6.71%	6.88%	6.16%	3.40%	4.22%	3.83%	
Nova Home Care	0.16%	0.14%	0.47%	0.72%	1.40%	1.87%	1.00%	0.46%	
Prime Home Care, LLC	0.84%	0.69%	0.85%	0.73%	0.79%	0.71%	0.72%	0.69%	
Quality Care	3.54%	3.61%	4.15%	2.74%	2.41%	1.29%	3.18%	2.12%	
SH of Southern Ohio LLC	1.05%	1.24%	7.52%	14.05%	12.61%	14.19%	10.91%	9.78%	
Superior Home Care, Inc.	0	0	1.22%	2.03%	0.77%	0.81%	0.56%	0.68%	
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
A Best Home Care, Inc.	4	4	4	3	1	0	1	4	3
A Miracle Home Care	220	232	233	236	248	301	360	388	277
Always There Healthcare LLC	1	1	0	0	0	0	0	0	1
Assisted Care by Black Stone of CIN	131	129	125	104	98	84	67	61	100
Heavenly Helpers	0	0	0	0	0	1	8	15	8
Helping Hands Private Duty Homecare	155	146	132	0	0	0	0	0	144
Interim HomeStyles of Greater Cincinnati, Inc.	41	38	36	37	33	26	21	18	31
Nova Home Care	2	3	4	7	11	11	11	11	8
Prime Home Care, LLC	4	4	3	2	2	2	2	2	3
Quality Care	38	35	29	22	18	9	17	17	23
SH of Southern Ohio LLC	18	17	64	70	69	67	62	54	53
Superior Home Care, Inc.	0	0	21	19	8	7	7	6	11
Total Distinct Clients Served	614	609	651	500	488	508	556	576	58

Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Guardian Medical Monitoring, Inc.	3,327	3,191	3,262	3,233	2,690	3,754	3,076	3,439	25,970
Total Billable Units	3,327	3,191	3,262	3,233	2,690	3,754	3,076	3,439	25,970

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	1,081	1,040	1,032	1,032	1,008	1,042	993	1,039	1,033
Total Distinct Clients Served	1,081	1,040	1,032	1,032	1,008	1,042	993	1,039	1,033

Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	2,326	2,017	2,083	2,152	2,554	2,555	440	0	14,127
Mayerson JCC (Jewish Community Center)	753	695	739	981	1,138	1,485	1,741	1,823	9,355
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	3,752	3,752
Warren County Community Service	55,602	58,331	59,599	61,244	59,205	60,485	64,129	63,780	482,375
Total Billable Units	58,681	61,043	62,421	64,377	62,897	64,525	66,310	69,355	509,609

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	3.96%	3.30%	3.34%	3.34%	4.06%	3.96%	0.66%	0
Mayerson JCC (Jewish Community Center)	1.28%	1.14%	1.18%	1.52%	1.81%	2.30%	2.63%	2.63%
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	5.41%
Warren County Community Service	94.75%	95.56%	95.48%	95.13%	94.13%	93.74%	96.71%	91.96%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	39	40	39	36	51	48	26	0	40
Mayerson JCC (Jewish Community Center)	14	14	18	20	24	29	30	30	22
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	0	62	62
Warren County Community Service	884	915	960	955	941	959	1,011	977	950
Total Distinct Clients Served	937	969	1,017	1,011	1,016	1,036	1,067	1,069	338

Provider Quality Report: Service Metrics

Warren County ESP

Home Medical Equipment

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
American Ramp Systems	2	6	4	6	7	5	6	11	47
Bernens Medical	10	12	15	23	49	23	24	28	184
Home First	5	0	2	2	0	1	1	2	13
HomeCare Mattress Inc.	0	0	0	0	0	0	1	0	1
Mullaney's Pharmacy & Home Health Care	3	5	3	7	5	7	11	8	49
People Working Cooperatively, Inc.	0	0	2	4	3	3	2	0	14
Stateline Medical Equipment	3	0	1	0	1	6	7	6	24
Total Billable Units	23	23	27	42	65	45	52	55	332

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
American Ramp Systems	8.70%	26.09%	14.81%	14.29%	10.77%	11.11%	11.54%	20.00%
Bernens Medical	43.48%	52.17%	55.56%	54.76%	75.38%	51.11%	46.15%	50.91%
Home First	21.74%	0	7.41%	4.76%	0	2.22%	1.92%	3.64%
HomeCare Mattress Inc.	0	0	0	0	0	0	1.92%	0
Mullaney's Pharmacy & Home Health Care	13.04%	21.74%	11.11%	16.67%	7.69%	15.56%	21.15%	14.55%
People Working Cooperatively, Inc.	0	0	7.41%	9.52%	4.62%	6.67%	3.85%	0
Stateline Medical Equipment	13.04%	0	3.70%	0	1.54%	13.33%	13.46%	10.91%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
American Ramp Systems	1	2	2	4	4	3	3	4	3
Bernens Medical	9	12	12	21	32	20	20	24	19
Home First	5	0	2	2	0	1	1	2	2
HomeCare Mattress Inc.	0	0	0	0	0	0	1	0	1
Mullaney's Pharmacy & Home Health Care	3	4	1	6	5	7	9	7	5
People Working Cooperatively, Inc.	0	0	1	1	1	1	1	0	1
Stateline Medical Equipment	3	0	1	0	1	6	5	5	4
Total Distinct Clients Served	21	18	19	34	43	38	40	42	6

Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	0	1	1	0	1	2	0	0	5
Home First	23	21	16	37	26	15	22	23	183
HomeCare Mattress Inc.	0	0	0	0	0	2	4	2	8
MedAdapt Ltd.	17	9	6	10	9	7	12	10	80
People Working Cooperatively, Inc.	1	4	1	0	0	1	1	1	9
Stateline Medical Equipment	0	5	2	3	8	6	5	5	34
Tri-State Maintenance	1	4	7	8	11	3	8	8	50
Total Billable Units	42	44	33	58	55	36	52	49	369

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Custom Home Elevator & Lift Co. Inc.	0	2.27%	3.03%	0	1.82%	5.56%	0	0
Home First	54.76%	47.73%	48.48%	63.79%	47.27%	41.67%	42.31%	46.94%
HomeCare Mattress Inc.	0	0	0	0	0	5.56%	7.69%	4.08%
MedAdapt Ltd.	40.48%	20.45%	18.18%	17.24%	16.36%	19.44%	23.08%	20.41%
People Working Cooperatively, Inc.	2.38%	9.09%	3.03%	0	0	2.78%	1.92%	2.04%
Stateline Medical Equipment	0	11.36%	6.06%	5.17%	14.55%	16.67%	9.62%	10.20%
Tri-State Maintenance	2.38%	9.09%	21.21%	13.79%	20.00%	8.33%	15.38%	16.33%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Custom Home Elevator & Lift Co. Inc.	0	1	1	0	1	2	0	0	1
Home First	18	19	16	33	25	15	22	21	21
HomeCare Mattress Inc.	0	0	0	0	0	2	4	2	3
MedAdapt Ltd.	15	8	6	10	9	7	10	10	9
People Working Cooperatively, Inc.	1	4	1	0	0	1	1	1	2
Stateline Medical Equipment	0	5	2	3	8	6	5	5	5
Tri-State Maintenance	1	4	6	7	10	3	8	8	6
Total Distinct Clients Served	35	41	32	53	53	36	50	47	8

Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Central Connections	60	170	131	134	90	57	0	0	643
Partners in Prime	23	0	0	0	0	0	10	31	63
Total Billable Units	83	170	131	134	90	57	10	31	705

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	72.73%	100.00%	100.00%	100.00%	100.00%	100.00%	2.56%	0
Partners in Prime	27.27%	0	0	0	0	0	97.44%	100.00%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Central Connections	38	48	47	48	49	34	1	0	38
Partners in Prime	21	0	0	0	0	0	8	16	15
Total Distinct Clients Served	59	48	47	48	49	34	9	16	31

Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
Home First	1	1	3	2	7	2	5	4	25
Total Billable Units	1	1	3	2	7	2	5	4	25

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Home First	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
Home First	1	1	3	2	7	2	5	4	3
Total Distinct Clients Served	1	1	3	2	7	2	5	4	3

Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Total Billable Units
All Gone Termite & Pest Control, Inc.	8	6	8	7	2	0	0	0	31
Milt's Termite & Pest Control	2	1	3	7	14	21	16	6	70
Total Billable Units	10	7	11	14	16	21	16	6	101

Market Share								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
All Gone Termite & Pest Control, Inc.	80.00%	85.71%	72.73%	50.00%	12.50%	0	0	0
Milt's Termite & Pest Control	20.00%	14.29%	27.27%	50.00%	87.50%	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									
	2022	2022	2022	2022	2023	2023	2023	2023	
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Avg. Distinct Clients Served
All Gone Termite & Pest Control, Inc.	4	3	4	3	1	0	0	0	3
Milt's Termite & Pest Control	1	1	1	3	7	9	7	5	4
Total Distinct Clients Served	5	4	5	6	8	9	7	5	4

Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total Billable Units
Central Connections	85	51	53	71	85	84	4	0	433
Kemper Shuttle Services	0	0	2	0	0	0	0	0	2
Meda-Care Transportation, Inc.	139	124	206	180	161	139	209	255	1,413
Universal Transportation Systems	84	78	71	36	27	14	6	19	335
Valley Transport LLC	41	40	68	111	266	238	318	222	1,304
Warren County Community Service	945	973	975	785	966	1,062	1,100	1,086	7,892
Total Billable Units	1,294	1,266	1,375	1,183	1,505	1,537	1,637	1,582	11,379

Market Share								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
Central Connections	6.57%	4.03%	3.85%	6.00%	5.65%	5.47%	0.24%	0
Kemper Shuttle Services	0	0	0.15%	0	0	0	0	0
Meda-Care Transportation, Inc.	10.74%	9.79%	14.98%	15.22%	10.70%	9.04%	12.77%	16.12%
Universal Transportation Systems	6.49%	6.16%	5.16%	3.04%	1.79%	0.91%	0.37%	1.20%
Valley Transport LLC	3.17%	3.16%	4.95%	9.38%	17.67%	15.48%	19.43%	14.03%
Warren County Community Service	73.03%	76.86%	70.91%	66.36%	64.19%	69.10%	67.20%	68.65%
Total Market Share	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served									
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Avg. Distinct Clients Served
Central Connections	6	7	7	7	5	4	1	0	5
Kemper Shuttle Services	0	0	1	0	0	0	0	0	1
Meda-Care Transportation, Inc.	18	25	23	21	23	19	22	31	23
Universal Transportation Systems	12	17	12	9	7	3	1	7	9
Valley Transport LLC	5	5	11	19	18	23	29	18	16
Warren County Community Service	89	87	88	84	91	100	104	111	94
Total Distinct Clients Served	130	141	142	140	144	149	157	167	29

Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	0	0	2	1	2	1	1	0
A Miracle Home Care	72	68	80	90	87	113	131	158
Assisted Care by Black Stone of CIN	57	45	57	39	50	41	31	25
Heavenly Helpers	0	0	0	0	0	0	0	3
Helping Hands Private Duty Homecare	67	48	15	2	1	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	15	14	15	13	14	11	8	7
Nova Home Care	1	1	1	6	1	8	4	3
Prime Home Care, LLC	0	1	0	0	0	1	1	0
Quality Care	20	8	20	7	11	7	11	4
SH of Southern Ohio LLC	5	4	18	19	28	28	28	19
Superior Home Care, Inc.	0	0	6	5	3	3	3	3

Home Delivered Meals								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	14	12	19	14	15	13	7	0
Mayerson JCC (Jewish Community Center)	4	8	1	9	4	12	9	11
Meals on Wheels of SW Ohio and Northern Kentucky	0	0	0	0	0	0	1	22
Warren County Community Service	299	219	270	301	290	384	380	332

Medical Transportation								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	2	4	2	5	4	10	0	0
Kemper Shuttle Services	1	0	1	0	1	1	0	0
Meda-Care Transportation, Inc.	18	12	21	27	23	17	17	23
Universal Transportation Systems	6	5	10	7	9	4	6	2
Valley Transport LLC	5	3	9	11	6	16	9	20
Warren County Community Service	49	35	50	70	52	72	83	65

Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	80.0%	100.0%	60.0%	0.0%	90.0%	No Data
A Miracle Home Care	92.8%	92.0%	92.0%	87.1%	95.3%	94.7%	96.7%	97.0%
Assisted Care by Black Stone of CIN	94.8%	92.8%	90.7%	85.7%	86.7%	87.5%	89.0%	95.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	93.3%
Helping Hands Private Duty Homecare	92.2%	88.2%	92.3%	100.0%	0.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	94.9%	100.0%	96.8%	96.7%	98.3%	99.1%	98.6%	100.0%
Nova Home Care	60.0%	50.0%	100.0%	86.7%	70.0%	80.0%	72.5%	25.0%
Prime Home Care, LLC	No Data	90.0%	No Data	No Data	No Data	50.0%	100.0%	No Data
Quality Care	85.6%	97.5%	70.6%	80.0%	84.0%	63.5%	85.9%	97.5%
SH of Southern Ohio LLC	85.7%	47.5%	94.1%	94.3%	94.0%	99.0%	98.0%	96.3%
Superior Home Care, Inc.	No Data	No Data	100.0%	96.7%	96.7%	95.0%	100.0%	100.0%

Are the people at [HCA Service Provider] responsive?								
Historical Average: 90.2%								
½ Historical Standard Deviation: 5.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	91.5%	88.2%	86.6%	79.7%	96.7%	96.5%	96.9%	97.5%
Assisted Care by Black Stone of CIN	93.9%	93.5%	84.3%	75.0%	80.0%	83.9%	87.5%	93.3%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	91.8%	94.6%	100.0%	100.0%	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	No Data	No Data	100.0%	100.0%	No Data	75.0%	75.0%	50.0%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	88.2%	100.0%	61.5%	85.7%	85.7%	80.0%	80.0%	100.0%
SH of Southern Ohio LLC	100.0%	25.0%	100.0%	86.7%	95.5%	100.0%	100.0%	88.2%
Superior Home Care, Inc.	No Data	No Data	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%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	93.1%	86.8%	87.0%	76.6%	95.2%	96.6%	96.6%	99.2%
Assisted Care by Black Stone of CIN	87.0%	87.5%	80.4%	70.0%	79.5%	79.3%	82.6%	94.4%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	88.3%	88.6%	84.6%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	86.7%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	83.3%	No Data	75.0%	25.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	88.2%	100.0%	75.0%	100.0%	100.0%	83.3%	87.5%	100.0%
SH of Southern Ohio LLC	50.0%	25.0%	100.0%	100.0%	100.0%	100.0%	94.7%	93.8%
Superior Home Care, Inc.	No Data	No Data	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

Do you have the same aide each time?								
Historical Average: 84.2%								
½ Historical Standard Deviation: 6.9%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	No Data	No Data	100.0%	No Data
A Miracle Home Care	88.7%	91.2%	87.5%	84.3%	88.4%	91.0%	88.1%	96.1%
Assisted Care by Black Stone of CIN	94.7%	93.3%	91.2%	87.2%	79.6%	89.7%	90.0%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Helping Hands Private Duty Homecare	69.7%	58.3%	80.0%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	50.0%	100.0%	37.5%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	65.0%	87.5%	61.1%	71.4%	60.0%	57.1%	72.7%	100.0%
SH of Southern Ohio LLC	80.0%	No Data	83.3%	100.0%	96.4%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A Miracle Home Care	98.6%	100.0%	98.8%	98.9%	100.0%	99.1%	99.2%	98.7%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	97.9%	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%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	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%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A Miracle Home Care	97.2%	97.1%	100.0%	97.8%	98.8%	98.2%	99.2%	97.4%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.2%	97.4%	100.0%	97.4%	96.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	95.8%	93.3%	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%	100.0%	100.0%	100.0%	100.0%	75.0%	66.7%
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	88.2%	71.4%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	97.2%	97.1%	97.5%	94.4%	100.0%	99.1%	98.4%	96.1%
Assisted Care by Black Stone of CIN	98.2%	100.0%	96.5%	97.4%	100.0%	97.4%	96.7%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	93.8%	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%	100.0%	100.0%	100.0%	100.0%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	76.5%	85.7%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	100.0%	96.4%	96.4%	92.9%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	No Data	100.0%	No Data
A Miracle Home Care	97.2%	98.5%	95.0%	92.0%	96.5%	99.1%	99.2%	96.1%
Assisted Care by Black Stone of CIN	100.0%	100.0%	98.2%	97.4%	100.0%	97.4%	96.6%	100.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	100.0%	93.8%	93.3%	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%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	100.0%	100.0%	82.4%	85.7%	100.0%	85.7%	100.0%	100.0%
SH of Southern Ohio LLC	100.0%	75.0%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	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	2022	2022	2022	2022	2023	2023	2023	2023
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A Best Home Care, Inc.	No Data	No Data	No Data	100.0%	50.0%	No Data	No Data	No Data
A Miracle Home Care	81.5%	76.1%	86.9%	76.1%	85.5%	77.9%	95.1%	94.6%
Assisted Care by Black Stone of CIN	86.5%	69.0%	73.9%	50.0%	58.3%	55.2%	63.6%	77.8%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	87.3%	84.8%	92.3%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	92.3%	100.0%	83.3%	66.7%	83.3%	100.0%	85.7%	100.0%
Nova Home Care	100.0%	No Data	100.0%	83.3%	No Data	62.5%	50.0%	No Data
Prime Home Care, LLC	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	60.0%	100.0%	43.8%	42.9%	44.4%	No Data	37.5%	75.0%
SH of Southern Ohio LLC	66.7%	25.0%	63.6%	66.7%	73.3%	93.8%	100.0%	92.3%
Superior Home Care, Inc.	No Data	No Data	100.0%	66.7%	66.7%	50.0%	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%								
½ Historical Standard Deviation: 6.4%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	91.7%	94.0%	90.0%	86.2%	95.3%	92.8%	96.0%	96.1%
Assisted Care by Black Stone of CIN	94.7%	95.6%	91.2%	92.3%	82.0%	89.7%	90.0%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	66.7%
Helping Hands Private Duty Homecare	90.9%	83.0%	93.3%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nova Home Care	No Data	No Data	100.0%	66.7%	100.0%	62.5%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	No Data	100.0%	No Data
Quality Care	70.0%	87.5%	64.7%	85.7%	70.0%	42.9%	90.9%	100.0%
SH of Southern Ohio LLC	60.0%	50.0%	94.4%	94.7%	92.9%	100.0%	96.4%	94.7%
Superior Home Care, Inc.	No Data	No Data	100.0%	100.0%	100.0%	100.0%	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%								
Provider Name	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4
A Best Home Care, Inc.	No Data	No Data	100.0%	100.0%	50.0%	No Data	100.0%	No Data
A Miracle Home Care	91.7%	91.2%	91.3%	85.4%	96.5%	96.4%	98.4%	98.0%
Assisted Care by Black Stone of CIN	93.0%	88.9%	94.6%	92.3%	88.0%	87.2%	90.0%	96.0%
Heavenly Helpers	No Data	No Data	No Data	No Data	No Data	No Data	No Data	100.0%
Helping Hands Private Duty Homecare	94.0%	91.7%	85.7%	100.0%	No Data	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%
Nova Home Care	100.0%	100.0%	100.0%	83.3%	100.0%	87.5%	75.0%	No Data
Prime Home Care, LLC	No Data	100.0%	No Data	No Data	No Data	100.0%	100.0%	No Data
Quality Care	85.0%	100.0%	70.6%	85.7%	80.0%	28.6%	90.0%	100.0%
SH of Southern Ohio LLC	100.0%	50.0%	100.0%	100.0%	89.3%	100.0%	96.3%	94.4%
Superior Home Care, Inc.	No Data	No Data	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 Delivered Meals SASI Scores

Overall Percentage								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	92.0%	96.9%	88.6%	83.6%	88.2%	85.5%	67.9%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	87.5%	100.0%	96.9%	100.0%	98.6%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.7%
Warren County Community Service	99.1%	98.8%	99.4%	98.7%	98.6%	99.1%	99.2%	99.1%

Are the people at [HDM Service Provider] responsive?								
Historical Average: 98.5%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	88.9%	90.0%	85.7%	57.1%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	No Data	100.0%	100.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	94.4%
Warren County Community Service	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%

Are your meals good?								
Historical Average: 94.6%								
½ Historical Standard Deviation: 2.1%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	83.3%	73.7%	71.4%	86.7%	69.2%	71.4%	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	No Data	No Data	No Data	No Data	No Data	100.0%	90.9%
Warren County Community Service	97.0%	96.3%	98.9%	97.3%	96.9%	97.9%	99.2%	97.3%

Can you depend on your meals driver?								
Historical Average: 99.4%								
½ Historical Standard Deviation: 0.6%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	83.3%	78.6%	100.0%	71.4%	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	No Data	No Data	No Data	No Data	No Data	100.0%	95.5%
Warren County Community Service	100.0%	100.0%	100.0%	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%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	85.7%	90.0%	85.7%	42.9%	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	No Data	No Data	No Data	No Data	No Data	100.0%	94.4%
Warren County Community Service	99.6%	99.5%	99.1%	98.8%	99.6%	100.0%	99.7%	100.0%

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

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?

Historical Average: 98.8%

½ Historical Standard Deviation: 0.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	92.9%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	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	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	100.0%	99.5%	99.6%	100.0%	99.3%	99.0%	99.7%	99.4%

Do you have a good choice of meals?

Historical Average: 93.6%

½ Historical Standard Deviation: 2.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	91.7%	68.4%	64.3%	80.0%	69.2%	57.1%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	95.5%
Warren County Community Service	98.0%	97.3%	98.5%	96.3%	95.8%	97.4%	96.8%	96.7%

Do your meals help you follow a healthy diet?

Historical Average: 97.1%

½ Historical Standard Deviation: 1.8%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	100.0%	94.7%	100.0%	100.0%	91.7%	85.7%	No Data
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Meals on Wheels of SW Ohio and Northern Kentucky	No Data	No Data	No Data	No Data	No Data	No Data	100.0%	100.0%
Warren County Community Service	99.0%	99.5%	99.3%	99.0%	98.3%	99.0%	98.4%	100.0%

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

Historical Average: 97.1%

½ Historical Standard Deviation: 1.6%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	85.7%	100.0%	72.2%	75.0%	80.0%	90.0%	57.1%	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	No Data	No Data	No Data	No Data	No Data	100.0%	95.2%
Warren County Community Service	99.3%	98.6%	99.6%	98.3%	99.3%	99.7%	99.7%	99.1%

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								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	90.0%	No Data	No Data
Meda-Care Transportation, Inc.	97.2%	90.8%	98.0%	96.5%	94.2%	100.0%	99.3%	98.6%
Universal Transportation Systems	90.0%	74.0%	93.9%	87.1%	75.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	98.0%	95.5%	95.0%	99.4%	97.8%	94.2%
Warren County Community Service	95.8%	99.4%	99.4%	100.0%	99.8%	99.7%	99.6%	99.8%

Can you depend on your transportation service?								
Historical Average: 96.1%								
½ Historical Standard Deviation: 2.3%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	96.2%	90.5%	100.0%	100.0%	100.0%
Universal Transportation Systems	66.7%	40.0%	80.0%	71.4%	55.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	81.8%	83.3%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%	97.2%	100.0%

Do you feel safe and secure during your ride?								
Historical Average: 98.6%								
½ Historical Standard Deviation: 1.4%								
	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	95.0%	92.0%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	88.4%
Warren County Community Service	95.7%	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

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%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	95.4%
Universal Transportation Systems	100.0%	100.0%	100.0%	85.7%	77.8%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%
Warren County Community Service	95.8%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	98.4%

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

Historical Average: 97.6%

½ Historical Standard Deviation: 2.2%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	95.4%
Universal Transportation Systems	100.0%	100.0%	100.0%	85.7%	88.9%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%
Warren County Community Service	95.8%	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%

½ Historical Standard Deviation: 2.2%

	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
Warren County Community Service	95.8%	94.3%	100.0%	100.0%	100.0%	100.0%	98.6%	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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.7%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	96.2%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	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%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 1.9%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	88.9%	91.7%	100.0%	96.2%	95.2%	100.0%	92.9%	100.0%
Universal Transportation Systems	66.7%	40.0%	90.0%	85.7%	55.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	90.9%	83.3%	93.8%	100.0%	94.4%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%

Does the service get you home from your appointment in a reasonable amount of time?								
Historical Average: 93.1%	2022	2022	2022	2022	2023	2023	2023	2023
½ Historical Standard Deviation: 4.5%								
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	88.9%	91.7%	95.0%	100.0%	100.0%	100.0%	100.0%	95.4%
Universal Transportation Systems	100.0%	40.0%	90.0%	71.4%	44.4%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	80.0%	90.9%	100.0%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	100.0%	98.5%	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

Medical Transportation SASI Scores

Is the ride a pleasant experience?								
Historical Average: 98.0%								
½ Historical Standard Deviation: 1.9%								
Provider Name	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	No Data	No Data	No Data
Meda-Care Transportation, Inc.	100.0%	91.7%	95.0%	92.3%	85.7%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	90.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.4%
Warren County Community Service	95.8%	100.0%	100.0%	100.0%	97.7%	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	2022	2022	2022	2022	2023	2023	2023	2023
Provider Name	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Central Connections	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	No Data	No Data
Kemper Shuttle Services	100.0%	No Data	100.0%	No Data	100.0%	100.0%	No Data	No Data
Meda-Care Transportation, Inc.	94.4%	91.7%	95.0%	92.3%	95.2%	100.0%	100.0%	100.0%
Universal Transportation Systems	83.3%	40.0%	88.9%	71.4%	55.6%	100.0%	100.0%	100.0%
Valley Transport LLC	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%
Warren County Community Service	95.8%	100.0%	97.9%	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.

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 21,282 SASIs collected over a two year period from January 1, 2022 through December 31st 2023 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, 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