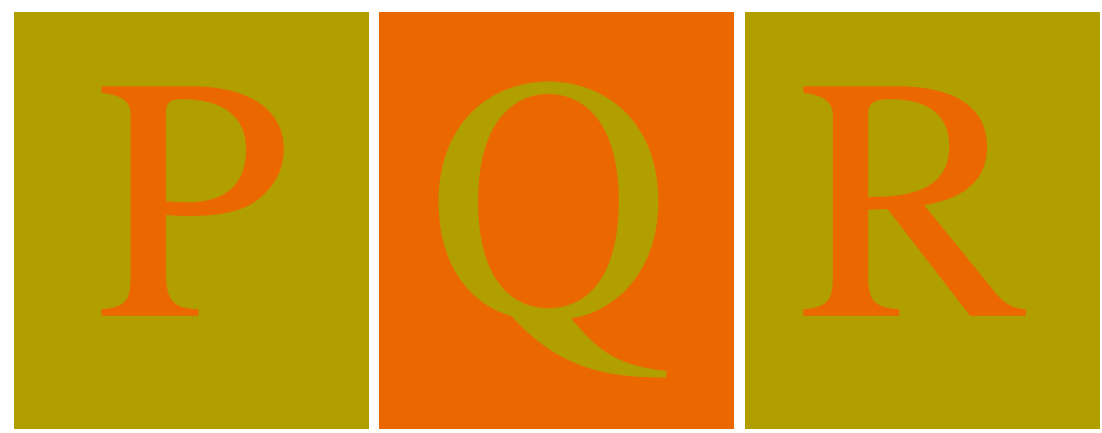




Clinton County



Provider Quality Report

Quarter 1, 2020



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Provider Quality Report: Introduction

Clinton County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- Quarters are representative of a calendar year (e.g. Quarter 1 is January through March).
- Providers do not have an individual page for data. Each provider with data is listed in a table per service.

Billable Unit Conversions:

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

Service Rate Conversions from CareDirector Billing to Provider Quality Report		
Service	Current CareDirector Billing Unit Definition	Unit Definition in PQR Report
Adult Day Service	1 unit equals a half day. 2 units equals a full day.	1 unit = 1 day
Consumer Directed Care	1 unit equal 15 minutes	1 unit = 1 hour (Q3, 2019 and after)
Electronic Monitoring Systems	1 unit is equal to half month. 2 units is equal to full month.	1 unit = 1 month
Homemaking	1 unit is equal to 15 minutes	1 unit = 1 hour
Personal Care	1 unit is equal to 15 minutes	1 unit = 1 hour
Respite	1 unit is equal to 15 minutes	1 unit = 1 hour



Provider Quality Report: Service Metrics

Clinton County ESP

Adult Day Service

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Adult Day Center, Inc.	381	403	304	503	1,590
Total Billable Units	381	403	304	503	1,590

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Adult Day Center, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Clinton County Adult Day Center, Inc.	12	13	11	12	12
Total Distinct Clients Served	12	13	11	12	12



Provider Quality Report: Service Metrics

Clinton County ESP

Consumer Directed Care

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Acumen Fiscal Agent	N/A	1,878	2,020	1,689	N/A
Total Billable Units	N/A	1,878	2,020	1,689	N/A

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Acumen Fiscal Agent	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Acumen Fiscal Agent	18	17	18	19	18
Total Distinct Clients Served	18	17	18	19	18



Provider Quality Report: Service Metrics

Clinton County ESP

Electronic Monitoring System

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	902	982	1,043	1,045	3,972
Total Billable Units	902	982	1,043	1,045	3,972

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Guardian Medical Monitoring, Inc.	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Guardian Medical Monitoring, Inc.	317	326	338	341	331
Total Distinct Clients Served	317	326	338	341	331



Provider Quality Report: Service Metrics

Clinton County ESP

Home Delivered Meals

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Community Action Program	7,383	7,817	8,423	8,474	32,097
Total Billable Units	7,383	7,817	8,423	8,474	32,097

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Clinton County Community Action Program	111	117	124	138	123
Total Distinct Clients Served	111	117	124	138	123



Provider Quality Report: Service Metrics

Clinton County ESP

Home Medical Equipment

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Advanced Medical Equipment, Inc.	2	1	0	4	7
Bernens Medical	5	4	5	7	21
Home First	0	1	0	0	1
Littleton Homecare Supply Inc	7	4	2	1	14
Mullaney's Pharmacy & Home Health Care	1	4	0	1	6
Total Billable Units	15	14	7	13	49

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Advanced Medical Equipment, Inc.	13.33%	7.14%	0	30.77%
Bernens Medical	33.33%	28.57%	71.43%	53.85%
Home First	0	7.14%	0	0
Littleton Homecare Supply Inc	46.67%	28.57%	28.57%	7.69%
Mullaney's Pharmacy & Home Health Care	6.67%	28.57%	0	7.69%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Advanced Medical Equipment, Inc.	2	1	0	3	2
Bernens Medical	4	4	5	6	5
Home First	0	1	0	0	1
Littleton Homecare Supply Inc	3	2	2	1	2
Mullaney's Pharmacy & Home Health Care	1	2	0	1	1
Total Distinct Clients Served	10	10	7	11	3



Provider Quality Report: Service Metrics

Clinton County ESP

Home Modification

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	3	7	8	3	21
MedAdapt Ltd.	0	2	1	0	3
People Working Cooperatively, Inc.	0	0	1	0	1
Stateline Medical Equipment	0	1	2	0	3
Tri-State Maintenance	1	1	1	0	3
Total Billable Units	4	11	13	3	31

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Home First	75.00%	63.64%	61.54%	100.00%
MedAdapt Ltd.	0	18.18%	7.69%	0
People Working Cooperatively, Inc.	0	0	7.69%	0
Stateline Medical Equipment	0	9.09%	15.38%	0
Tri-State Maintenance	25.00%	9.09%	7.69%	0
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	3	7	7	3	5
MedAdapt Ltd.	0	2	1	0	2
People Working Cooperatively, Inc.	0	0	1	0	1
Stateline Medical Equipment	0	1	2	0	2
Tri-State Maintenance	1	1	1	0	1
Total Distinct Clients Served	4	11	12	3	3



Provider Quality Report: Service Metrics

Clinton County ESP

Homemaking

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Assisted Care by Black Stone	678	595	462	709	2,443
Clinton County Community Action Program	2,908	2,891	2,636	2,497	10,931
First Community Health Services, LLC	235	238	209	161	842
Gabriel's Angels Homecare, LLC	640	571	659	743	2,613
Katy's Home Health Care LLC	109	365	633	753	1,859
Total Billable Units	4,569	4,659	4,599	4,862	18,688

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	14.83%	12.77%	10.05%	14.57%
Clinton County Community Action Program	63.65%	62.05%	57.32%	51.35%
First Community Health Services, LLC	5.14%	5.10%	4.54%	3.30%
Gabriel's Angels Homecare, LLC	14.00%	12.26%	14.32%	15.29%
Katy's Home Health Care LLC	2.37%	7.82%	13.77%	15.48%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone	30	26	24	24	26
Clinton County Community Action Program	160	156	159	155	158
First Community Health Services, LLC	13	11	9	9	11
Gabriel's Angels Homecare, LLC	27	26	28	31	28
Katy's Home Health Care LLC	11	29	42	48	33
Total Distinct Clients Served	241	248	262	267	51



Provider Quality Report: Service Metrics

Clinton County ESP

Major Housecleaning

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	0	1	1	1	3
Total Billable Units	0	1	1	1	3

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Home First	0	100.00%	100.00%	100.00%
Market Share	0	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Home First	0	1	1	1	1
Total Distinct Clients Served	0	1	1	1	1



Provider Quality Report: Service Metrics

Clinton County ESP

Personal Care

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Assisted Care by Black Stone	377	331	235	206	1,149
First Community Health Services, LLC	57	34	76	63	229
Katy's Home Health Care LLC	144	448	630	704	1,926
Total Billable Units	578	813	941	972	3,303

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	65.24%	40.74%	24.95%	21.19%
First Community Health Services, LLC	9.83%	4.15%	8.05%	6.43%
Katy's Home Health Care LLC	24.94%	55.10%	66.99%	72.38%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone	26	19	16	14	19
First Community Health Services, LLC	4	4	4	3	4
Katy's Home Health Care LLC	11	16	30	31	22
Total Distinct Clients Served	41	39	50	48	15



Provider Quality Report: Service Metrics

Clinton County ESP

Pest Control

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Milt's Termite & Pest Control	0	1	1	5	7
Total Billable Units	0	1	1	5	7

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Milt's Termite & Pest Control	0	100.00%	100.00%	100.00%
Market Share	0	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Milt's Termite & Pest Control	0	1	1	2	1
Total Distinct Clients Served	0	1	1	2	1



Provider Quality Report: Service Metrics

Clinton County ESP

Respite

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Assisted Care by Black Stone	0	16	36	0	52
First Community Health Services, LLC	20	18	14	2	54
Katy's Home Health Care LLC	16	102	179	125	422
Total Billable Units	36	136	229	127	527

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	0	11.81%	15.72%	0
First Community Health Services, LLC	54.93%	13.28%	6.11%	1.57%
Katy's Home Health Care LLC	45.07%	74.91%	78.17%	98.43%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Assisted Care by Black Stone	0	1	1	0	1
First Community Health Services, LLC	1	1	1	1	1
Katy's Home Health Care LLC	1	4	6	6	4
Total Distinct Clients Served	2	6	8	7	2



Provider Quality Report: Service Metrics

Clinton County ESP

Transportation

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Clinton County Community Action Program	TBD	TBD	TBD	TBD	TBD
Total Billable Units	TBD	TBD	TBD	TBD	TBD

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.00%	100.00%	100.00%	100.00%
Market Share	100.00%	100.00%	100.00%	100.00%

Distinct Clients Served					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Avg. Distinct Clients Served
Clinton County Community Action Program	2	11	5	2	5
Total Distinct Clients Served	2	11	5	2	5



Provider Quality Report: Satisfaction Metrics

Clinton County ESP

Clinton County ESP SASI Counts

Home Care Assistance				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	20	12	12	11
Clinton County Community Action Program	71	48	56	48
First Community Health Services, LLC	5	9	6	3
Gabriel's Angels Homecare, LLC	7	3	9	4
Katy's Home Health Care LLC	1	4	10	21

Home Delivered Meals				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	28	24	31	24

Medical Transportation				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	1	0	0	1



Provider Quality Report: Satisfaction Metrics¹

Clinton County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	96.5%	92.4%	83.1%	86.1%
Clinton County Community Action Program	99.2%	99.4%	98.0%	99.2%
First Community Health Services, LLC	90.0%	87.8%	91.7%	86.7%
Gabriel's Angels Homecare, LLC	92.9%	100.0%	97.6%	62.5%
Katy's Home Health Care LLC	100.0%	92.5%	90.9%	93.7%

Are the people at [HCA Service Provider] responsive?				
Historical Average: 90.2%				
½ Historical Standard Deviation: 5.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	95.0%	83.3%	81.8%	66.7%
Clinton County Community Action Program	100.0%	100.0%	98.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	83.3%	66.7%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	100.0%
Katy's Home Health Care LLC	100.0%	100.0%	88.9%	95.2%

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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	95.0%	91.7%	72.7%	81.8%
Clinton County Community Action Program	100.0%	100.0%	96.2%	100.0%
First Community Health Services, LLC	100.0%	88.9%	83.3%	66.7%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	88.9%	66.7%
Katy's Home Health Care LLC	100.0%	100.0%	70.0%	90.0%

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

Clinton County ESP

Home Care Assistance SASI Scores

Do you have the same aide each time?				
Historical Average: 84.2%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.9%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	100.0%	90.9%	100.0%	81.8%
Clinton County Community Action Program	100.0%	97.9%	91.1%	97.9%
First Community Health Services, LLC	80.0%	88.9%	83.3%	100.0%
Gabriel's Angels Homecare, LLC	85.7%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	25.0%	60.0%	85.7%

Do you like the way your aide treats you?				
Historical Average: 97.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.7%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	100.0%	91.7%	91.7%	90.9%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

Do you trust your aide?				
Historical Average: 94.9%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.4%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	100.0%	91.7%	91.7%	90.9%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	50.0%
Katy's Home Health Care LLC	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

Clinton County ESP

Home Care Assistance SASI Scores

Does your aide do a good job?				
Historical Average: 93.7%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.5%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	100.0%	100.0%	91.7%	100.0%
Clinton County Community Action Program	98.6%	100.0%	98.2%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	90.5%

Does your aide do the things you ask them to do?				
Historical Average: 95.7%	2019	2019	2019	2020
½ Historical Standard Deviation: 3.0%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	100.0%	100.0%	91.7%	100.0%
Clinton County Community Action Program	98.6%	97.9%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	75.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	100.0%

If your aide is not available, are you offered another aide?				
Historical Average: 90.3%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.0%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	80.0%	91.7%	60.0%	66.7%
Clinton County Community Action Program	98.6%	97.9%	96.2%	95.7%
First Community Health Services, LLC	40.0%	88.9%	83.3%	33.3%
Gabriel's Angels Homecare, LLC	71.4%	100.0%	87.5%	33.3%
Katy's Home Health Care LLC	100.0%	100.0%	90.0%	94.7%

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

Clinton County ESP

Home Care Assistance SASI Scores

Is your aide dependable?				
Historical Average: 89.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.4%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	100.0%	91.7%	75.0%	90.9%
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%
First Community Health Services, LLC	100.0%	88.9%	83.3%	100.0%
Gabriel's Angels Homecare, LLC	71.4%	100.0%	100.0%	50.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	90.5%

Would you recommend [HCA Service Provider] to a family member or friend?				
Historical Average: 88.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.6%				
Provider Name	Q2	Q3	Q4	Q1
Assisted Care by Black Stone	95.0%	91.7%	75.0%	90.9%
Clinton County Community Action Program	95.8%	100.0%	100.0%	97.9%
First Community Health Services, LLC	80.0%	77.8%	100.0%	100.0%
Gabriel's Angels Homecare, LLC	100.0%	100.0%	100.0%	25.0%
Katy's Home Health Care LLC	100.0%	100.0%	100.0%	90.5%

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

Clinton County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	97.8%	98.4%	98.8%	97.3%

Are the people at [HDM Service Provider] responsive?				
Historical Average: 98.5%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	90.9%

Are your meals good?				
Historical Average: 94.6%				
½ Historical Standard Deviation: 2.1%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.4%	91.7%	96.8%	95.8%

Can you depend on your meals driver?				
Historical Average: 99.4%				
½ Historical Standard Deviation: 0.6%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	95.5%

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

Clinton County ESP

Home Delivered Meals SASI Scores

Do you eat your home delivered meals?				
Historical Average: 98.8%	2019	2019	2019	2020
½ Historical Standard Deviation: 0.8%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.4%	100.0%	100.0%	100.0%

Do you have a good choice of meals?				
Historical Average: 93.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.8%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	92.9%	95.8%	96.8%	95.8%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.8%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	100.0%	100.0%	100.0%

Would you recommend [HDM Service Provider] to a family member or friend?				
Historical Average: 97.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.6%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	96.4%	100.0%	96.8%	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

Clinton County ESP

Medical Transportation SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Can you depend on your transportation service?				
Historical Average: 96.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.3%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you feel safe and secure during your ride?				
Historical Average: 98.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.4%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you get as much help as you need to get in/out of the vehicle?				
Historical Average: 97.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.5%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	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

Clinton County ESP

Medical Transportation SASI Scores

Do you get as much help as you need to get to the vehicle?				
Historical Average: 97.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.2%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you like the way the scheduling staff at [Transportation Service Provider] treat you?				
Historical Average: 96.9%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.2%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Do you like the way your driver treats you?				
Historical Average: 98.6%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.7%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Does the driver get you to your appointment at the scheduled time?				
Historical Average: 98.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	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

Clinton County ESP

Medical Transportation SASI Scores

Does the service get you home from your appointment in a reasonable amount of time?				
Historical Average: 93.1%	2019	2019	2019	2020
½ Historical Standard Deviation: 4.5%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Is the ride a pleasant experience?				
Historical Average: 98.0%	2019	2019	2019	2020
½ Historical Standard Deviation: 1.9%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	100.0%

Would you recommend [Transportation Service Provider] to a family member or friend?				
Historical Average: 96.8%	2019	2019	2019	2020
½ Historical Standard Deviation: 2.4%				
Provider Name	Q2	Q3	Q4	Q1
Clinton County Community Action Program	100.0%	No Data	No Data	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

Clinton County ESP

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

1. SASI counts and Yes/No answers for each SASI question from 24,977 SASIs collected over a two year period from October 1, 2016 through December 31st 2018 were aggregated for each calendar quarter (eight calendar quarters in total) by Provider and SASI type (Home Care Assistance, Home Delivered Meals, and Transportation).
2. The equation $[(\text{Total Yes})/(\text{Total Yes}+\text{Total No})]$ was used to derive the percent score for each SASI question by Provider per quarter grouped by SASI type.
3. One half standard deviation for each question was calculated by taking the standard deviation across all scores for Providers by quarter in which more than six SASIs were returned and dividing that number by 2, i.e. $[(\text{STDDEV})/2]$.
4. The average SASI score for each question was calculated by averaging the scores across all Providers and quarters in which more than six SASIs were returned.
5. The lower benchmark for color coding SASI scores was established by subtracting one half standard deviation from the mean for each question. SASI scores for a particular question that fall below that score are highlighted in **RED**.
6. The upper benchmark for color coding SASI scores was established by adding one half standard deviation to the mean for each question. SASI scores for a particular question that are greater than that score are highlighted in **GREEN**.
7. Color coding was first applied to the Quarter 3, 2019 Provider Quality Reports. Note that items highlighted in **GRAY** had less than 7 SASIs returned and therefore did not meet the color coding requirements. Items not highlighted scored less than or equal to one half standard deviation above the mean and greater than or equal to one half standard deviation below the mean for that respective question.

SASI Scores Color Coding Legend

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



Appendix B: Terminated Providers

Clinton County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Advanced Medical	Home Medical Equipment	4/15/2020
Algo Termite & Pest Control	Pest Control	7/29/2019