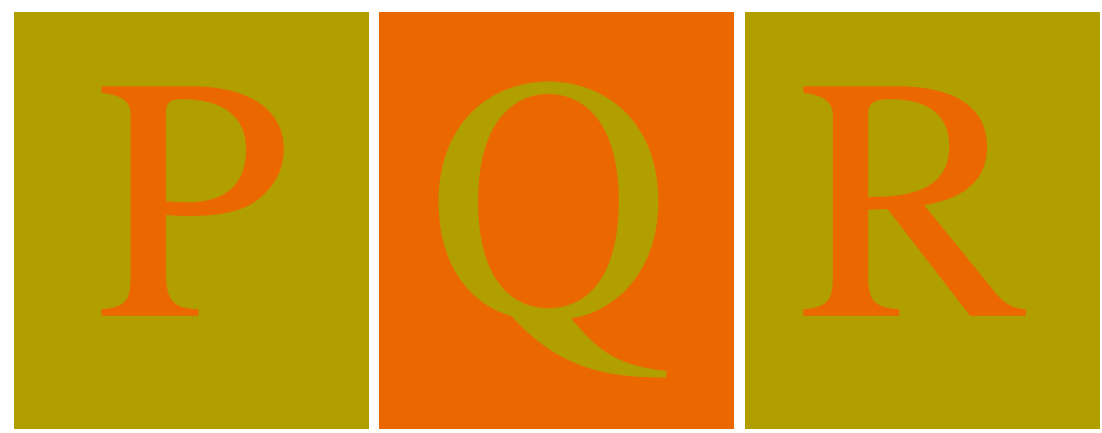




Warren County



Provider Quality Report

Quarter 1, 2020



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Provider Quality Report: Introduction

Warren County ESP

Key changes to the Provider Quality Report (PQR)

General Changes:

- This report is organized by service metrics for three categories: billable units by provider, market share, and total number of clients by provider then by satisfaction metrics derived from SASIs (Service Adequacy and Satisfaction Instrument) for Homecare Assistance, Home Delivered Meals, and Medical Transportation.
- 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
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



Provider Quality Report: Service Metrics

Warren County ESP

Adult Day Service

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Active Day of Cincinnati	113	41	0	0	154
Active Day of Franklin	16	0	0	0	16
Otterbein Lebanon Adult Day Service	360	793	455	358	1,965
Total Billable Units	488	834	455	358	2,134

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Active Day of Cincinnati	23.05%	4.92%	0	0	
Active Day of Franklin	3.28%	0	0	0	
Otterbein Lebanon Adult Day Service	73.67%	95.08%	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
Active Day of Cincinnati	3	1	0	0	2
Active Day of Franklin	1	0	0	0	1
Otterbein Lebanon Adult Day Service	22	25	23	20	23
Total Distinct Clients Served	26	26	23	20	14



Provider Quality Report: Service Metrics

Warren 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	2,890	3,047	3,326	N/A
Total Billable Units	N/A	2,890	3,047	3,326	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	26	42	47	47	41
Total Distinct Clients Served	26	42	47	47	41



Provider Quality Report: Service Metrics

Warren County ESP

Electronic Monitoring System

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Guardian Medical Monitoring, Inc.	3,354	3,376	3,462	3,430	13,622
Total Billable Units	3,354	3,376	3,462	3,430	13,622

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.	1,169	1,162	1,145	1,144	1,155
Total Distinct Clients Served	1,169	1,162	1,145	1,144	1,155



Provider Quality Report: Service Metrics

Warren County ESP

Home Care Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
A Miracle Home Care	4,659	8,342	7,003	5,926	25,930
Assisted Care by Black Stone	7,330	5,805	6,427	8,564	28,126
Helping Hands Private Duty Homecare	5,787	4,551	7,774	6,965	25,077
Home Care Network, Inc.	275	0	0	0	275
Interim HomeStyles of Greater Cincinnati, Inc.	4,227	3,715	3,376	3,058	14,375
Prime Home Care, LLC	370	318	238	137	1,062
Quality Care	777	585	562	383	2,306
Total Billable Units	23,424	23,315	25,379	25,033	97,150

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	19.89%	35.78%	27.59%	23.67%
Assisted Care by Black Stone	31.29%	24.90%	25.32%	34.21%
Helping Hands Private Duty Homecare	24.71%	19.52%	30.63%	27.82%
Home Care Network, Inc.	1.17%	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	18.04%	15.93%	13.30%	12.22%
Prime Home Care, LLC	1.58%	1.36%	0.94%	0.55%
Quality Care	3.32%	2.51%	2.21%	1.53%
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
A Miracle Home Care	211	252	242	221	232
Assisted Care by Black Stone	299	291	287	274	288
Helping Hands Private Duty Homecare	217	196	273	314	250
Home Care Network, Inc.	10	0	0	0	10
Interim HomeStyles of Greater Cincinnati, Inc.	150	141	129	121	135
Prime Home Care, LLC	18	15	7	5	11
Quality Care	42	38	25	20	31
Total Distinct Clients Served	947	933	963	955	152



Provider Quality Report: Service Metrics

Warren County ESP

Home Delivered Meals

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	805	728	2,712	2,445	6,690
Mayerson JCC (Jewish Community Center)	126	91	212	221	650
Warren County Community Services	59,460	59,393	55,938	54,982	229,773
Total Billable Units	60,391	60,212	58,862	57,648	237,113

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	1.33%	1.21%	4.61%	4.24%
Mayerson JCC (Jewish Community Center)	0.21%	0.15%	0.36%	0.38%
Warren County Community Services	98.46%	98.64%	95.03%	95.38%
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
Central Connections	11	9	55	48	31
Mayerson JCC (Jewish Community Center)	2	1	6	6	4
Warren County Community Services	909	901	882	846	885
Total Distinct Clients Served	922	911	943	900	306



Provider Quality Report: Service Metrics

Warren County ESP

Home Modification

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Custom Home Elevator & Lift Co. Inc.	1	0	0	0	1
Home First	15	13	13	10	51
Ken Bryan Construction, Inc (KBC)	2	0	0	0	2
MedAdapt Ltd.	11	5	15	10	41
People Working Cooperatively, Inc.	2	0	2	2	6
Stateline Medical Equipment	6	6	11	6	29
Tri-State Maintenance	4	2	3	2	11
Total Billable Units	41	26	44	30	141

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Custom Home Elevator & Lift Co. Inc.	2.44%	0	0	0
Home First	36.59%	50.00%	29.55%	33.33%
Ken Bryan Construction, Inc (KBC)	4.88%	0	0	0
MedAdapt Ltd.	26.83%	19.23%	34.09%	33.33%
People Working Cooperatively, Inc.	4.88%	0	4.55%	6.67%
Stateline Medical Equipment	14.63%	23.08%	25.00%	20.00%
Tri-State Maintenance	9.76%	7.69%	6.82%	6.67%
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
Custom Home Elevator & Lift Co. Inc.	1	0	0	0	1
Home First	15	13	13	10	13
Ken Bryan Construction, Inc (KBC)	2	0	0	0	2
MedAdapt Ltd.	10	5	15	10	10
People Working Cooperatively, Inc.	2	0	2	2	2
Stateline Medical Equipment	6	6	11	6	7
Tri-State Maintenance	4	2	3	2	3
Total Distinct Clients Served	40	26	44	30	7



Provider Quality Report: Service Metrics

Warren County ESP

Independent Living Assistance

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	0	0	0	8	8
Partners in Prime	87	100	117	130	433
Total Billable Units	87	100	117	138	441

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Central Connections	0	0	0	5.99%	
Partners in Prime	100.00%	100.00%	100.00%	94.01%	
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
Central Connections	0	0	0	1	1
Partners in Prime	33	31	35	36	34
Total Distinct Clients Served	33	31	35	37	27



Provider Quality Report: Service Metrics

Warren County ESP

Major Housecleaning

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Home First	0	3	1	2	6
Total Billable Units	0	3	1	2	6

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	3	1	2	2
Total Distinct Clients Served	0	3	1	2	2



Provider Quality Report: Service Metrics

Warren County ESP

Pest Control

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Algo Termite & Pest Control	7	1	0	0	8
All Gone Termite & Pest Control, Inc.	0	4	11	3	18
Milt's Termite & Pest Control	0	3	0	1	4
Total Billable Units	7	8	11	4	30

Market Share					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	
Algo Termite & Pest Control	100.00%	12.50%	0	0	
All Gone Termite & Pest Control, Inc.	0	50.00%	100.00%	75.00%	
Milt's Termite & Pest Control	0	37.50%	0	25.00%	
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
Algo Termite & Pest Control	3	1	0	0	2
All Gone Termite & Pest Control, Inc.	0	2	4	2	3
Milt's Termite & Pest Control	0	1	0	1	1
Total Distinct Clients Served	3	4	4	3	2



Provider Quality Report: Service Metrics

Warren County ESP

Transportation

Billable Units					
	2019	2019	2019	2020	
Provider Name	Q2	Q3	Q4	Q1	Total Billable Units
Central Connections	19	12	14	2	47
Meda-Care Transportation, Inc.	350	384	234	338	1,306
Universal Transportation Systems	433	465	407	323	1,628
Warren County Community Services	1,165	958	870	756	3,749
Total Billable Units	1,967	1,819	1,525	1,419	6,730

Market Share				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	0.97%	0.66%	0.92%	0.14%
Meda-Care Transportation, Inc.	17.79%	21.11%	15.34%	23.82%
Universal Transportation Systems	22.01%	25.56%	26.69%	22.76%
Warren County Community Services	59.23%	52.67%	57.05%	53.28%
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
Central Connections	5	3	5	1	4
Meda-Care Transportation, Inc.	42	42	36	39	40
Universal Transportation Systems	43	32	41	28	36
Warren County Community Services	107	101	99	90	99
Total Distinct Clients Served	197	178	181	158	45



Provider Quality Report: Satisfaction Metrics

Warren County ESP

Warren County ESP SASI Counts

Home Care Assistance				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	78	73	66	72
Assisted Care by Black Stone	88	112	110	99
Helping Hands Private Duty Homecare	53	65	58	72
Home Care Network, Inc.	1	0	0	0
Interim HomeStyles of Greater Cincinnati, Inc.	49	41	46	37
Prime Home Care, LLC	4	4	6	0
Quality Care	8	13	4	9

Home Delivered Meals				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	2	3	9	14
Mayerson JCC (Jewish Community Center)	1	1	1	1
Warren County Community Services	259	259	231	229

Medical Transportation				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	3	0	4	0
Meda-Care Transportation, Inc.	20	26	16	23
Universal Transportation Systems	22	29	20	17
Warren County Community Services	45	59	42	45



Provider Quality Report: Satisfaction Metrics¹

Warren County ESP

Home Care Assistance SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	90.8%	94.2%	90.2%	93.3%
Assisted Care by Black Stone	87.2%	90.2%	92.2%	90.7%
Helping Hands Private Duty Homecare	93.2%	96.1%	94.9%	96.9%
Home Care Network, Inc.	90.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	96.4%	97.9%	94.8%	99.7%
Prime Home Care, LLC	100.0%	56.7%	74.2%	No Data
Quality Care	84.6%	80.0%	92.5%	70.1%

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
A Miracle Home Care	88.5%	94.5%	77.1%	89.3%
Assisted Care by Black Stone	76.5%	85.7%	88.9%	82.1%
Helping Hands Private Duty Homecare	89.4%	98.1%	93.8%	98.4%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	95.7%	97.1%	97.1%	100.0%
Prime Home Care, LLC	100.0%	33.3%	83.3%	No Data
Quality Care	100.0%	92.3%	100.0%	66.7%

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
A Miracle Home Care	90.0%	93.1%	83.3%	90.0%
Assisted Care by Black Stone	78.1%	81.4%	86.9%	84.1%
Helping Hands Private Duty Homecare	89.6%	98.3%	96.1%	98.5%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.5%	97.4%	97.4%	100.0%
Prime Home Care, LLC	100.0%	50.0%	83.3%	No Data
Quality Care	100.0%	76.9%	100.0%	77.8%

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

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	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	77.9%	80.8%	81.8%	87.5%
Assisted Care by Black Stone	83.7%	89.0%	83.3%	88.9%
Helping Hands Private Duty Homecare	81.1%	81.0%	80.7%	77.8%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	87.5%	90.0%	84.8%	100.0%
Prime Home Care, LLC	100.0%	50.0%	50.0%	No Data
Quality Care	75.0%	53.8%	75.0%	62.5%

Do you like the way your aide treats you?				
Historical Average: 97.0%				
½ Historical Standard Deviation: 2.7%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	98.7%	100.0%	98.5%	100.0%
Assisted Care by Black Stone	96.6%	100.0%	99.1%	100.0%
Helping Hands Private Duty Homecare	100.0%	100.0%	98.3%	100.0%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	100.0%	92.3%	100.0%	88.9%

Do you trust your aide?				
Historical Average: 94.9%				
½ Historical Standard Deviation: 3.4%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	93.5%	100.0%	98.5%	98.6%
Assisted Care by Black Stone	96.6%	99.1%	100.0%	100.0%
Helping Hands Private Duty Homecare	100.0%	96.9%	100.0%	98.6%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	97.8%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	75.0%	92.3%	100.0%	88.9%

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

Home Care Assistance SASI Scores

Does your aide do a good job?				
Historical Average: 93.7%				
½ Historical Standard Deviation: 3.5%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	93.4%	97.3%	98.5%	100.0%
Assisted Care by Black Stone	95.4%	93.8%	98.1%	98.0%
Helping Hands Private Duty Homecare	98.1%	98.5%	96.6%	98.6%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	100.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	87.5%	92.3%	100.0%	77.8%

Does your aide do the things you ask them to do?				
Historical Average: 95.7%				
½ Historical Standard Deviation: 3.0%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	94.8%	97.3%	97.0%	98.6%
Assisted Care by Black Stone	95.3%	95.5%	99.1%	100.0%
Helping Hands Private Duty Homecare	100.0%	100.0%	96.5%	97.2%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.0%	100.0%	100.0%	100.0%
Prime Home Care, LLC	100.0%	75.0%	100.0%	No Data
Quality Care	87.5%	91.7%	100.0%	77.8%

If your aide is not available, are you offered another aide?				
Historical Average: 90.3%				
½ Historical Standard Deviation: 6.0%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
A Miracle Home Care	94.9%	93.8%	88.4%	87.8%
Assisted Care by Black Stone	80.6%	78.8%	88.3%	75.9%
Helping Hands Private Duty Homecare	95.2%	96.4%	97.7%	100.0%
Home Care Network, Inc.	0.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	93.3%	97.1%	84.8%	97.1%
Prime Home Care, LLC	100.0%	33.3%	25.0%	No Data
Quality Care	71.4%	58.3%	100.0%	50.0%

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%	2019	2019	2019	2020
½ Historical Standard Deviation: 6.4%				
Provider Name	Q2	Q3	Q4	Q1
A Miracle Home Care	87.0%	90.4%	93.8%	93.0%
Assisted Care by Black Stone	89.7%	91.9%	91.7%	94.9%
Helping Hands Private Duty Homecare	90.4%	96.9%	94.8%	100.0%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	98.0%	100.0%	95.3%	100.0%
Prime Home Care, LLC	100.0%	50.0%	50.0%	No Data
Quality Care	75.0%	75.0%	75.0%	44.4%

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
A Miracle Home Care	89.0%	94.4%	85.5%	88.4%
Assisted Care by Black Stone	80.0%	86.5%	87.0%	83.3%
Helping Hands Private Duty Homecare	88.5%	95.2%	94.5%	100.0%
Home Care Network, Inc.	100.0%	No Data	No Data	No Data
Interim HomeStyles of Greater Cincinnati, Inc.	97.9%	97.4%	90.7%	100.0%
Prime Home Care, LLC	100.0%	50.0%	50.0%	No Data
Quality Care	75.0%	75.0%	75.0%	66.7%

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

Warren County ESP

Home Delivered Meals SASI Scores

Overall Percentage				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	87.5%	77.8%
Mayerson JCC (Jewish Community Center)	50.0%	50.0%	100.0%	100.0%
Warren County Community Services	98.5%	98.7%	99.4%	99.3%

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
Central Connections	100.0%	100.0%	88.9%	66.7%
Mayerson JCC (Jewish Community Center)	0.0%	100.0%	100.0%	100.0%
Warren County Community Services	99.5%	100.0%	99.5%	100.0%

Are your meals good?				
Historical Average: 94.6%				
½ Historical Standard Deviation: 2.1%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	78.6%
Mayerson JCC (Jewish Community Center)	0.0%	0.0%	100.0%	100.0%
Warren County Community Services	96.9%	97.3%	98.3%	99.1%

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
Central Connections	100.0%	100.0%	88.9%	100.0%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
Warren County Community Services	100.0%	100.0%	99.6%	100.0%

Do the people at [HDM Service Provider] let you know about changes to your service?				
Historical Average: 97.9%				
½ Historical Standard Deviation: 1.6%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	100.0%	88.9%	85.7%
Mayerson JCC (Jewish Community Center)	0.0%	0.0%	100.0%	100.0%
Warren County Community Services	98.2%	99.6%	99.5%	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%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	88.9%	85.7%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
Warren County Community Services	99.2%	99.2%	100.0%	100.0%

Do you have a good choice of meals?				
Historical Average: 93.6%				
½ Historical Standard Deviation: 2.8%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	88.9%	64.3%
Mayerson JCC (Jewish Community Center)	100.0%	0.0%	100.0%	100.0%
Warren County Community Services	96.1%	95.3%	98.7%	97.4%

Do your meals help you follow a healthy diet?				
Historical Average: 97.1%				
½ Historical Standard Deviation: 1.8%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	77.8%	84.6%
Mayerson JCC (Jewish Community Center)	100.0%	100.0%	100.0%	100.0%
Warren County Community Services	99.2%	98.4%	100.0%	98.7%

Would you recommend [HDM Service Provider] to a family member or friend?				
Historical Average: 97.1%				
½ Historical Standard Deviation: 1.6%				
Provider Name	2019 Q2	2019 Q3	2019 Q4	2020 Q1
Central Connections	100.0%	100.0%	88.9%	57.1%
Mayerson JCC (Jewish Community Center)	0.0%	0.0%	100.0%	100.0%
Warren County Community Services	99.2%	99.6%	99.6%	99.6%

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				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	96.8%	98.1%	98.1%	99.1%
Universal Transportation Systems	94.5%	97.5%	81.9%	90.0%
Warren County Community Services	99.8%	100.0%	97.8%	100.0%

Can you depend on your transportation service?				
Historical Average: 96.1%				
½ Historical Standard Deviation: 2.3%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	96.2%	93.8%	100.0%
Universal Transportation Systems	85.0%	89.3%	75.0%	82.4%
Warren County Community Services	100.0%	100.0%	92.7%	100.0%

Do you feel safe and secure during your ride?				
Historical Average: 98.6%				
½ Historical Standard Deviation: 1.4%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	84.2%	100.0%
Warren County Community Services	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.

Medical Transportation SASI Scores

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
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	95.7%
Universal Transportation Systems	100.0%	100.0%	85.0%	88.2%
Warren County Community Services	100.0%	100.0%	97.6%	100.0%

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
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.0%	88.2%
Warren County Community Services	100.0%	100.0%	97.6%	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
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	93.3%	100.0%
Universal Transportation Systems	90.0%	96.4%	80.0%	88.2%
Warren County Community Services	97.8%	100.0%	97.5%	100.0%

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

Medical Transportation SASI Scores

Do you like the way your driver treats you?				
Historical Average: 98.6%				
½ Historical Standard Deviation: 1.7%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.0%	100.0%
Warren County Community Services	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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	100.0%	100.0%	95.7%
Universal Transportation Systems	90.0%	96.4%	85.0%	100.0%
Warren County Community Services	100.0%	100.0%	97.6%	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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	89.5%	88.5%	93.8%	100.0%
Universal Transportation Systems	90.0%	96.4%	75.0%	76.5%
Warren County Community Services	100.0%	100.0%	97.5%	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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	100.0%	100.0%	100.0%	100.0%
Universal Transportation Systems	100.0%	100.0%	85.0%	94.1%
Warren County Community Services	100.0%	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%				
	2019	2019	2019	2020
Provider Name	Q2	Q3	Q4	Q1
Central Connections	100.0%	No Data	100.0%	No Data
Meda-Care Transportation, Inc.	94.7%	96.2%	100.0%	100.0%
Universal Transportation Systems	90.0%	96.3%	80.0%	82.4%
Warren County Community Services	100.0%	100.0%	97.5%	100.0%

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



Appendix A: Methodology for SASI Analysis

Warren County ESP

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

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

SASI Scores Color Coding Legend

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



Appendix B: Terminated Providers

Warren County ESP

Provider	Service No Longer Delivered	Termination Effective
Active Day of Franklin	Adult Day Service	8/16/2019
Algo Termite & Pest Control	Pest Control	7/29/2019
Nova Home Care	Independent Living Assistance	2/1/2019