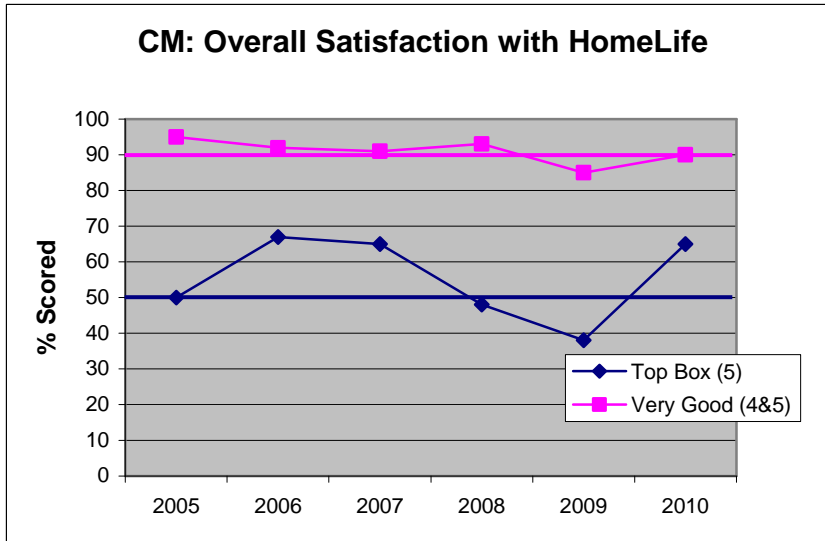


HomeLife, Inc.

Survey Summary Results 2005 through 2010

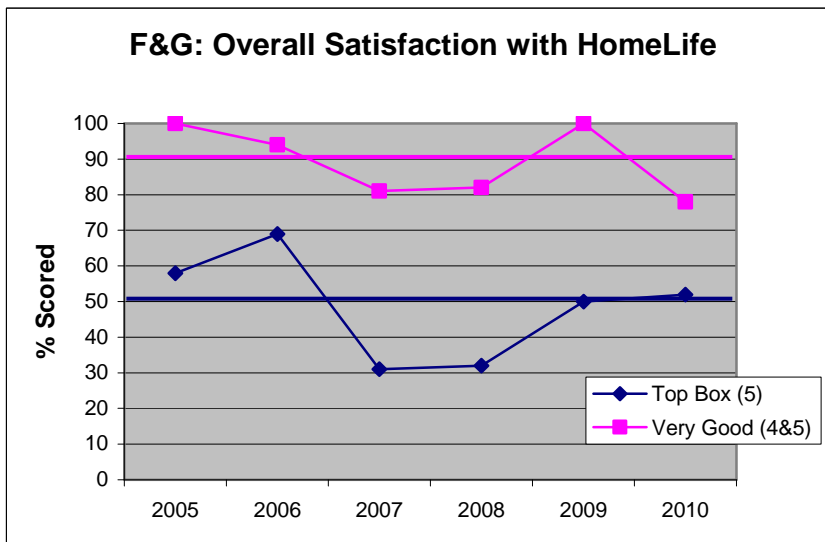
OVERALL SATISFACTION

Case Managers (CM) Overall satisfaction with HomeLife, Inc. services. Comparing to “best in class” organizations, HomeLife, Inc. has set a goal of 50% or greater of survey responses scoring “excellent,” and 90% or greater scoring “very good” or “excellent.”



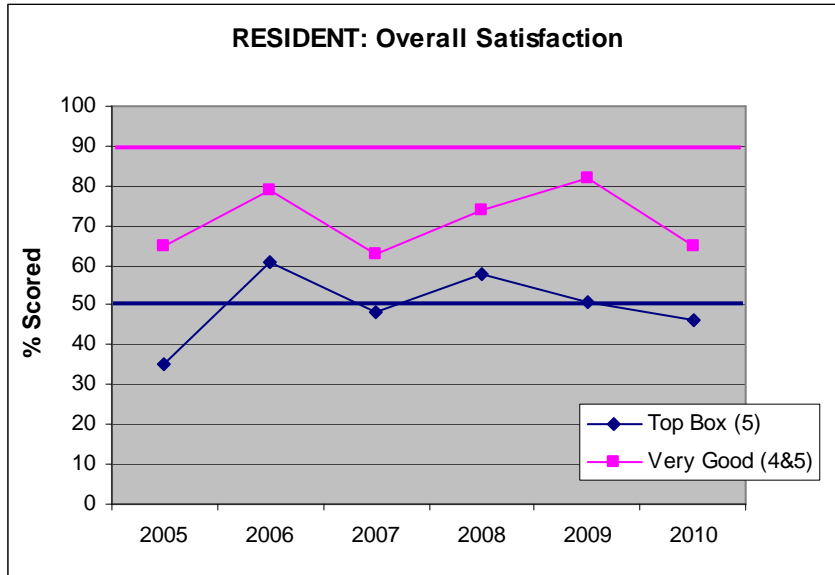
In the 2010 survey, over 65% of Case Managers rated their overall satisfaction with HomeLife, Inc. as “excellent,” and 90% rated their overall satisfaction as “very good” or “excellent.”

Family and Guardians (F&G) Overall satisfaction with HomeLife, Inc. services.



In the 2010 survey, 50% of families and guardians rated their overall satisfaction with HomeLife, Inc. as “excellent.” Approximately 78% of those returning surveys rated their overall satisfaction with HomeLife, Inc. as “very good” or “excellent.”

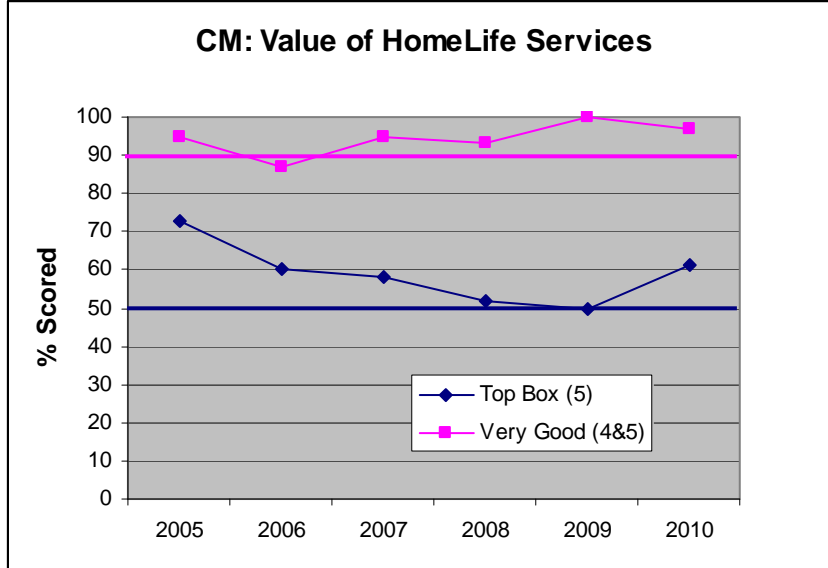
Resident (RES) overall satisfaction with HomeLife, Inc. services.



In the 2010 survey, 46% of residents rated their overall satisfaction with HomeLife, Inc. as “excellent.” Of residents returning surveys in 2010 65% rated their overall satisfaction with HomeLife, Inc. as “very good” or “excellent.”

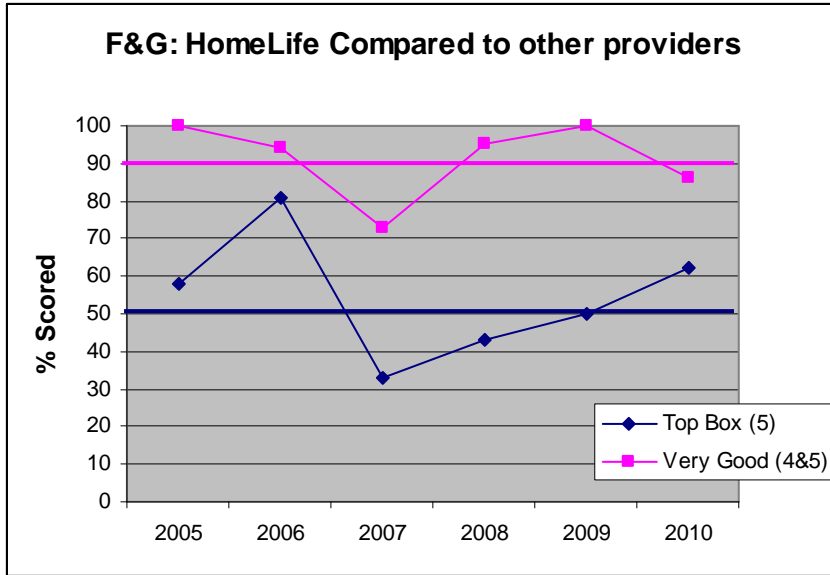
HOMELIFE VALUE & COMPARED TO OTHER PROVIDERS

Case Managers (CM) Rating of the value of HomeLife services.



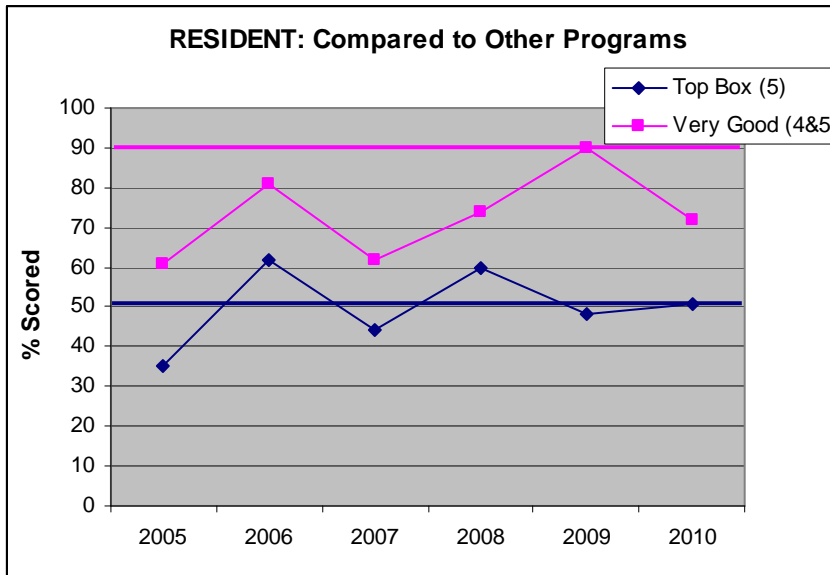
In the 2010 survey, 61% of Case Managers rated the overall value of HomeLife, Inc. services as “excellent.” About 97% of Case Managers rated the overall value of HomeLife, Inc. as “very good” or “excellent.”

Family and Guardians (F&G) Rating of HomeLife, Inc. value compared to other providers.



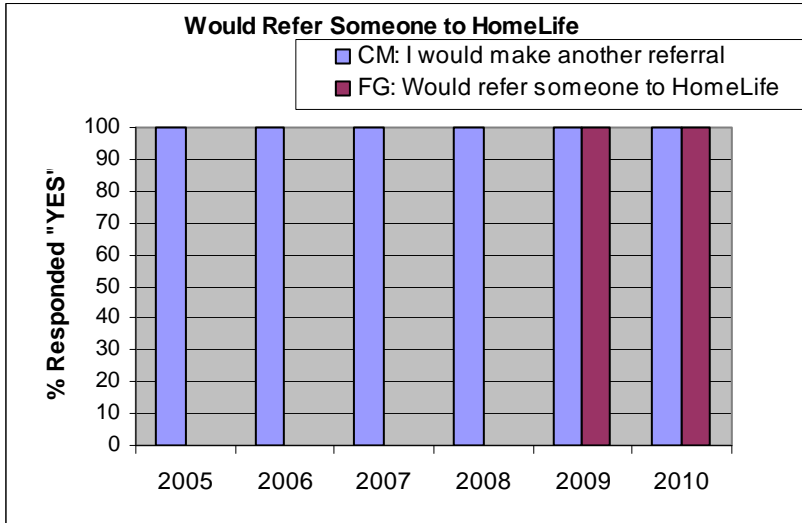
In the 2010 survey, 62% of family and guardians responding to the survey rated HomeLife services “excellent” as compared to other providers. Approximately 86% rated HomeLife services “very good” or “excellent” compared to other providers.

Residents (RES) Rating of HomeLife, Inc. compared to other providers.



In the 2010 survey 51% of residents rated HomeLife, Inc. as “excellent” compared to other places they had lived. Approximately 72% of residents rated HomeLife, Inc. as “very good” or “excellent” as compared to other providers.

Future Referrals to HomeLife, Inc.



In the 2010 survey, 100% of Case Managers and Families/Guardians indicated that they would make future referrals to HomeLife, Inc. for services. Case Managers have responded at 100% to this question for the past six consecutive years.

HomeLife Employees: Percent of staff selecting “Yes” to the question: Is HomeLife a “good place to work?”



HomeLife, Inc.

QUALITY SATISFACTION REPORT FOR 2010

Satisfaction survey results are presented for years 2006 through 2010. Surveys were sent to staff, family members, guardians, and case managers. Note that all customers were surveyed independently; hence, this information includes multiple community mental health recipients, private pay recipients, as well as, multiple payers. Surveys included questions that could be scored on a scale of 1 to 5 (scale: 1=poor, 2=fair, 3=good, 4=very good, 5=excellent). The data below shows scores by customer group (i.e., recipients, families/guardians, case managers, and staff) identifying overall percentages of scores indicating excellent; and very good or better.

RECIPIENTS (Response rate 2010; 100%)

As shown below: **40% of surveyed recipients rated HomeLife, Inc. services as “excellent” and 63% rated HomeLife, Inc. services as “very good” or better overall.**

Year	2006	2007	2008	2009	2010
# Surveyed	n=38	n=40	n=44	n=46	n=48
Overall Percent Scoring Excellent (5)	51%	46%	51%	42%	40%
Overall Percent Scoring Very Good (4) or Better	74%	65%	72%	72%	63%

Results below show the cumulative and actual percentages by recipients for each rating. The 2010 survey had ten questions that were scored by forty-eight recipients. Ninety percent of recipients scored services as “good” or better. Sixty-three percent scored services as “very good” or better. Forty percent felt services were “excellent.”

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	40%	40%
Very Good	63%	23%
Good	90%	27%
Fair	98%	8%
Poor	100%	2%

Rank order of responses to questions by Recipients; indicating the percentage of scores ranking very good or better from highest rated to lowest rated are shown below.

Question	Percent Scoring Very Good or Better	Item/Service
8	72%	Environment home like
9	72%	Compared to other places I have lived
6	65%	Stability maintained while at HomeLife, Inc.
10	65%	Overall satisfaction
7	62%	Staff assistance with a crisis
3	60%	Treated with respect/Dignity
4	60%	Daily needs met
2	58%	Outings and activities
5	58%	Recipient input into care
1	54%	Meals

FAMILY/GUARDIAN (Response rate 2010; 44%)

As shown below: **43% of Family/Guardians rated HomeLife, Inc. services as “excellent” and 79% rated HomeLife, Inc. services as “very good“ or better overall.**

Year	2006	2007	2008	2009	2010
# Surveyed	n=17	n=18	n=22	n=19	n=23
Overall Percent Scoring Excellent (5)	41%	27%	33%	42%	43%
Overall Percent Scoring Very Good (4) or Better	85%	78%	76%	94%	79%

Results below show the cumulative and actual percentages for each rating. The 2010 survey had nineteen questions that were scored by twenty-three family members/guardians. Ninety-seven percent of families/guardians scored services as “good” or better. Seventy nine percent of families/guardians scored services as “very good” or better. Forty-three percent felt services were “excellent”. One hundred percent of family members and guardians indicated they would recommend, or make an additional referral to HomeLife, Inc.

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	43%	43%
Very Good	79%	36%
Good	97%	18%
Fair	100%	3%
Poor	0%	0%

Rank order of responses to questions by Families & Guardians; indicating the percentage of scores ranking very good or better from highest rated to lowest rated are shown below.

Question	Percent Scoring Very Good or Better	Item/Service
1	87%	Home like environment
19	87%	Quality of life for consumers at HomeLife
13	87%	Friendliness and helpfulness of staff
17	86%	Value of services provided by HomeLife, Inc.
3	83%	Cleanliness and general atmosphere of home
7	83%	Maintaining stability as compared to other providers
9	83%	Outings and activities provided by HomeLife
6	83%	Responsiveness of home manager to concerns
2	78%	Cleanliness of homes
11	78%	Manner in which consumer’s rights are protected
10	78%	Social needs met
12	78%	Confidence in staff’s ability to resolve a crisis
14	78%	Competence and Training of HomeLife staff
18	78%	Overall satisfaction with HomeLife services
4	74%	Medical needs addressed
15	74%	Quality and timeliness of progress reports
16	74%	Communication including written reports
5	68%	Daily needs met including ADLs
8	68%	Clinical approach, behavioral services, & assessments

CASE MANAGERS (Response rate 2010; 54%)

As shown below: **57% of Case Managers rated HomeLife, Inc. services “excellent” and 89% rated HomeLife, Inc. services as “very good“ or better overall.**

Year	2006	2007	2008	2009	2010
# Surveyed	n=24	n=23	n=29	n=26	n=31
Overall Percent Scoring Excellent (5)	57%	49%	47%	40%	57%
Overall Percent Scoring Very Good (4) or Better	86%	82%	42%	82%	89%

Results below show the cumulative and actual percentages for each rating. The 2010 survey had nineteen questions that were scored by thirty-one case managers. One hundred percent of case managers scored services as “good” or better. Eighty nine percent scored services as “very good” or better. Fifty-seven percent scored services as “excellent.” One hundred percent of Case Managers surveyed indicated they would make additional referrals to HomeLife, Inc.

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	57%	57%
Very Good	89%	32%
Good	100%	11%
Fair	0%	0%
Poor	0%	0%

Rank order of responses to questions by Case Managers; indicating the percentage of scores ranking very good or better from highest rated to lowest rated are shown below.

15	97%	Quality of content and timeliness of reports
17	97%	Value of HomeLife services
6	94%	Responsiveness of home manager to concerns
12	94%	Confidence in staff’s ability to resolve a crisis
14	94%	Competence and training of HomeLife staff
16	94%	Communication including critical incidents
19	94%	Quality of life for consumers
7	94%	Maintaining stability of consumers
8	93%	Clinical approach, behavioral services, & assessments
2	90%	Cleanliness of home
11	90%	Manner in which consumer’s rights are protected
18	90%	Overall satisfaction with HomeLife services
4	87%	Medical needs addressed by HomeLife
10	84%	Social needs met
3	84%	Cleanliness and overall atmosphere
9	84%	Outings and activities provided by HomeLife
13	81%	Friendliness and helpfulness of staff
5	81%	Daily needs met including ADLs
1	77%	Home like environment

STAFF (Response rate 2010; 28%)

As shown below: 45% of Staff rated HomeLife, Inc. services as “excellent” and 79% rated HomeLife, Inc. services as “very good“ or better overall.

Year	2006	2007	2008	2009	2010
# Surveyed	n=29	n=28	n=46	n=23	n=35
Overall Percent Scoring Excellent (5)	28%	38%	43%	53%	45%
Overall Percent Scoring Very Good (4) or Better	60%	79%	81%	90%	79%

Results below show the cumulative and actual percentages for each rating. The 2010 survey had fifteen questions that were scored by thirty five staff. Ninety-five percent of staff scored items as “good” or better. Seventy-nine percent scored items as “very good” or better.

Forty-five percent scored items as “excellent”. Ninety-seven percent of staff indicated they felt their work expectations were clearly communicated; ninety-four percent of staff indicated they would refer a friend to HomeLife, Inc. as a good place to work.

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	45%	45%
Very Good	79%	34%
Good	95%	16%
Fair	100%	>4%
Poor	0%	0%

Rank order of responses to questions by Staff; indicating the percentage of scores ranking very good or better from highest rated to lowest rated are shown below.

Question	Percent Scoring Very Good or Better	Item/Service
12	91%	Quality of HomeLife compared to other providers
5	86%	Responsiveness of supervisor
9	85%	Crisis management
6	83%	Resources to get the job done
1	80%	Home-like environment
2	80%	Cleanliness of home
3	80%	Outings and activities provided to recipients
8	80%	Stability maintained by recipients
13	80%	Overall satisfaction of employment
14	80%	Quality of life for recipients
4	79%	Training
11	79%	Experience provided to me by HomeLife
7	76%	Input into programming and recipient care
15	74%	Feedback regarding performance
10	63%	Teamwork among HomeLife staff