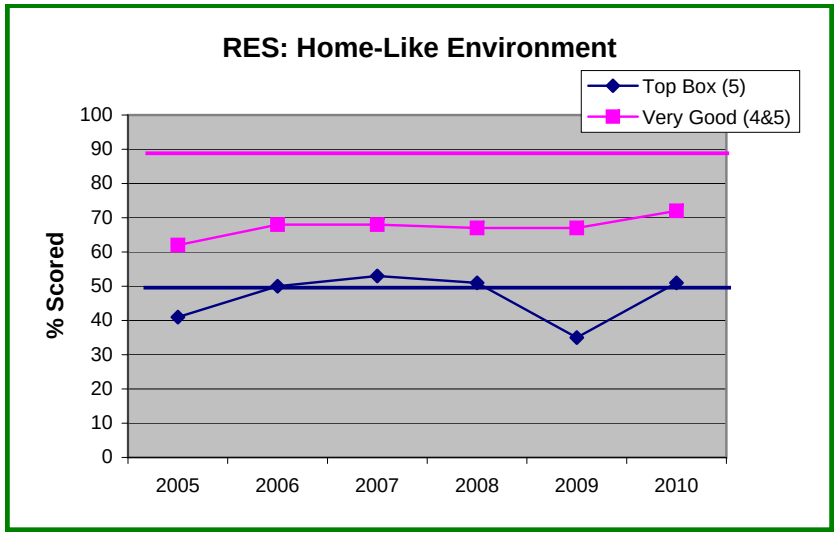
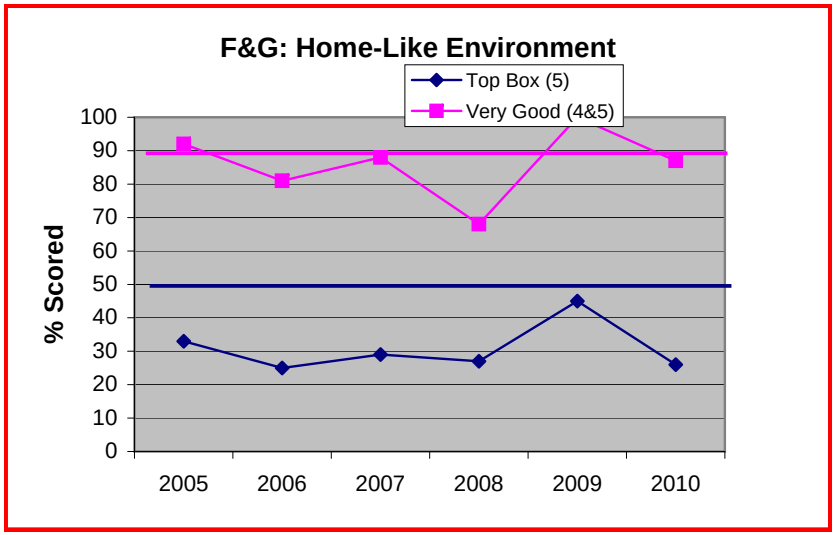
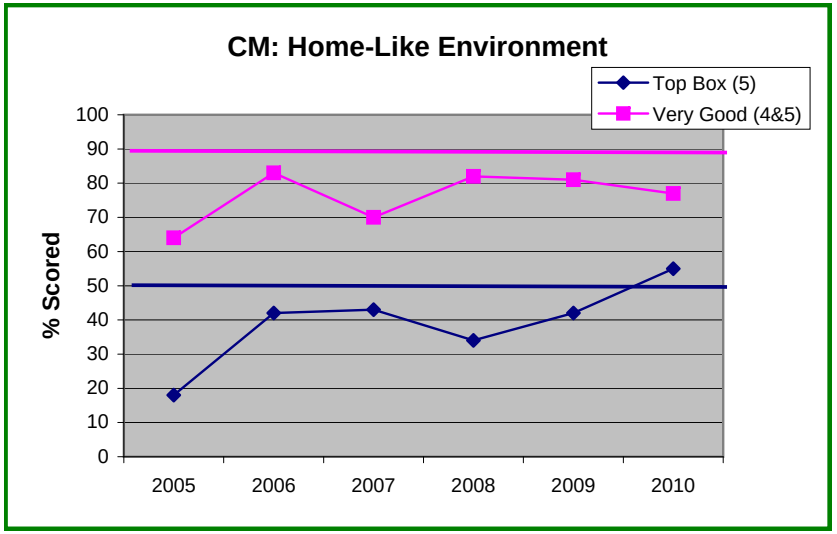
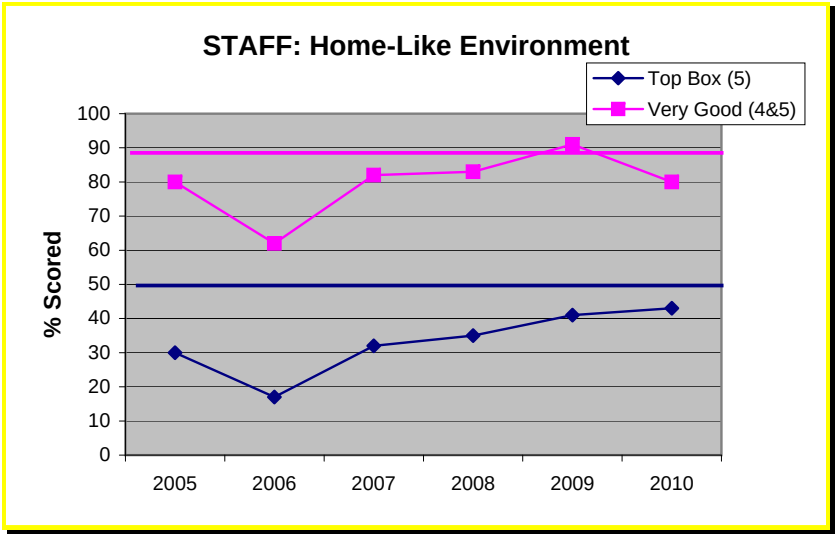
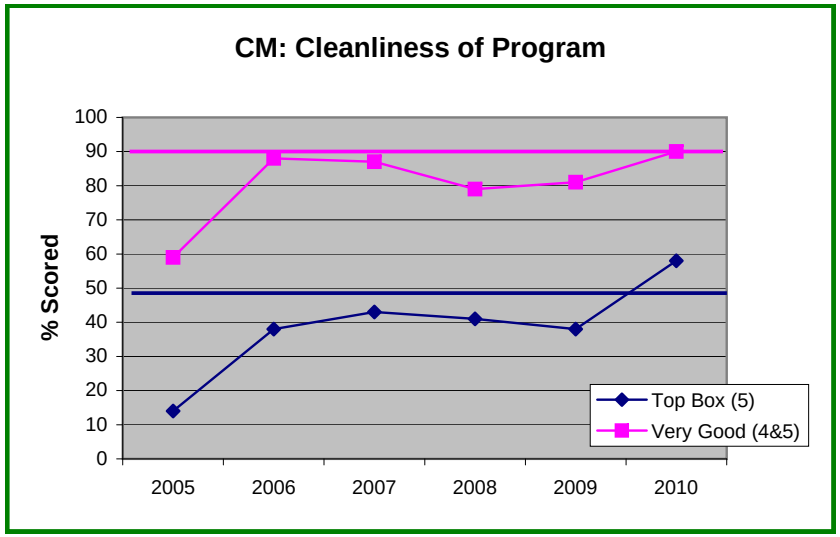
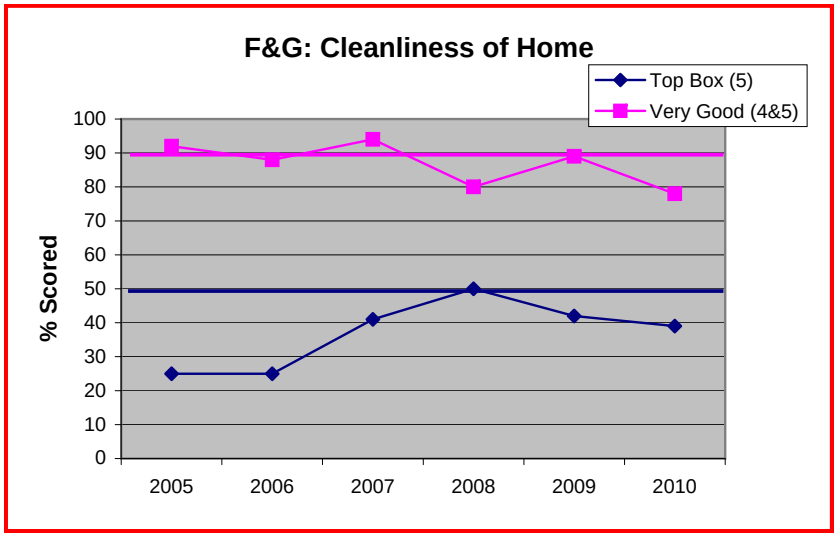

RES: Home-Like Environment
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

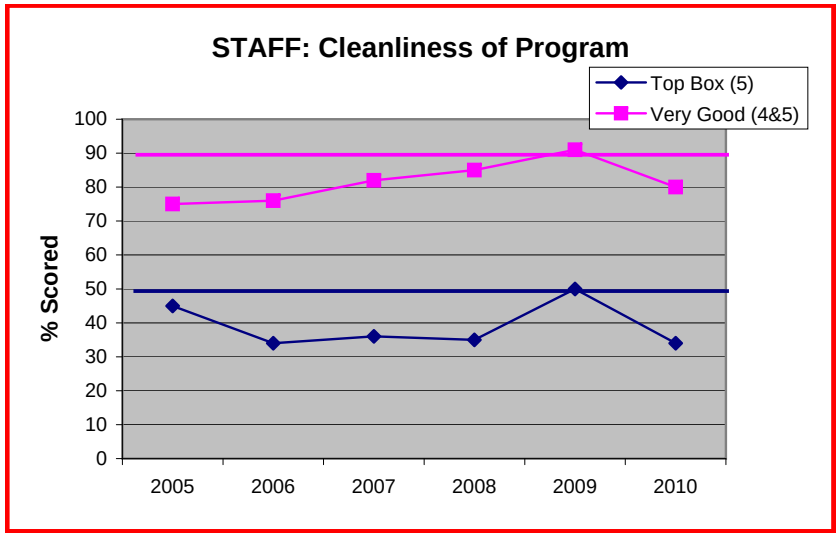

F&G: Home-Like Environment
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


CM: Home-Like Environment
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


STAFF: Home-Like Environment
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


CM: Cleanliness of Program
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)


F&G: Cleanliness of Home
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


STAFF: Cleanliness of Program
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
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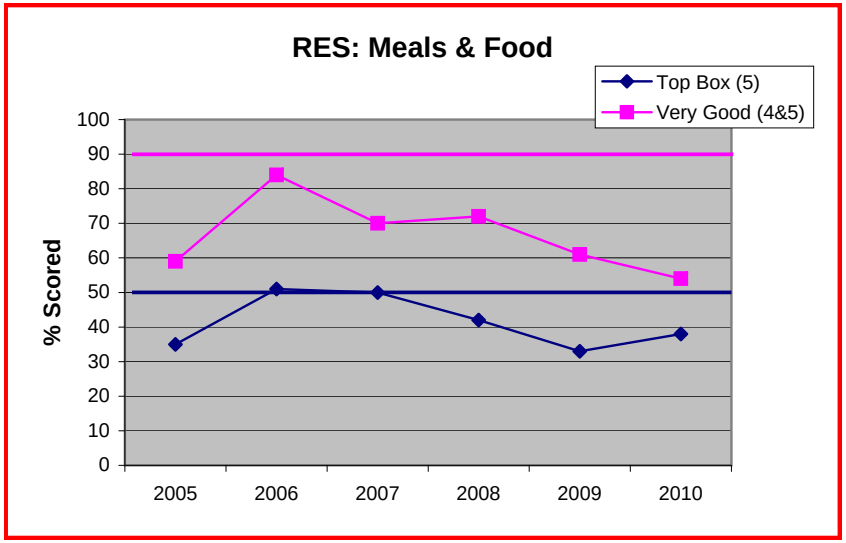
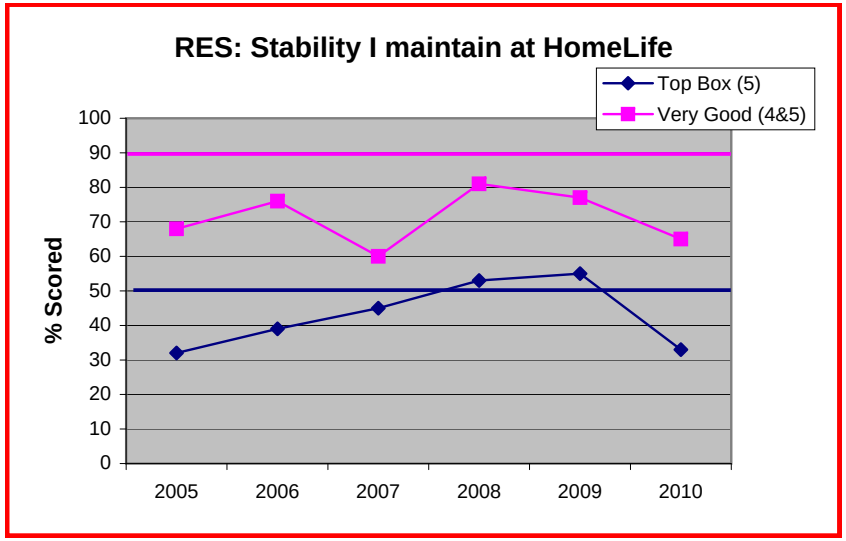
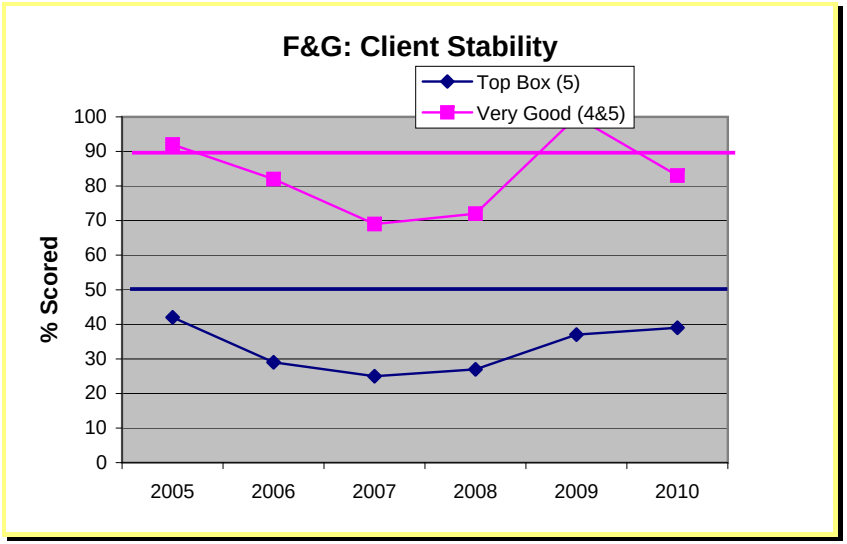
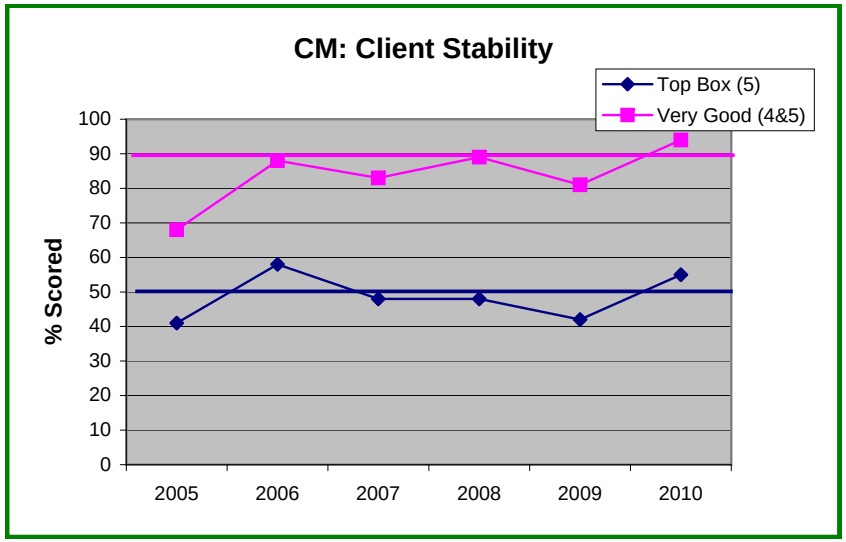
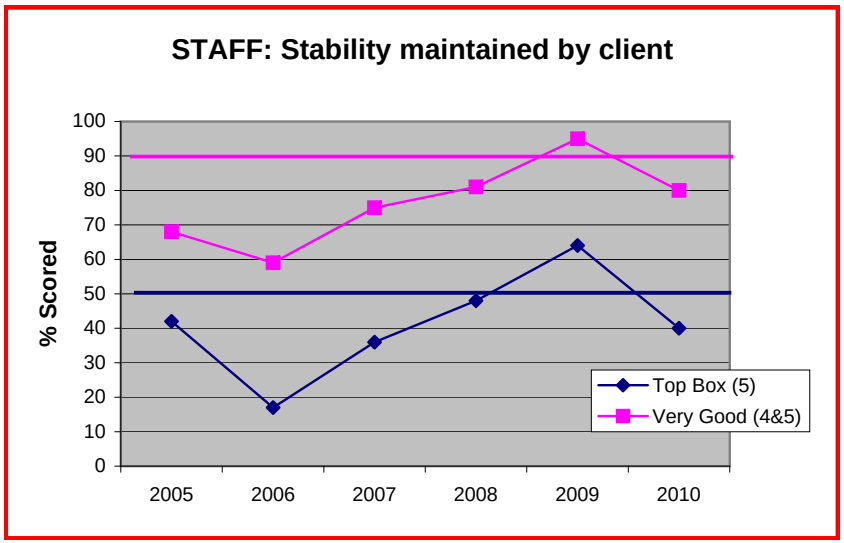
20
10
0
2005
2006
2007
2008
2009
2010

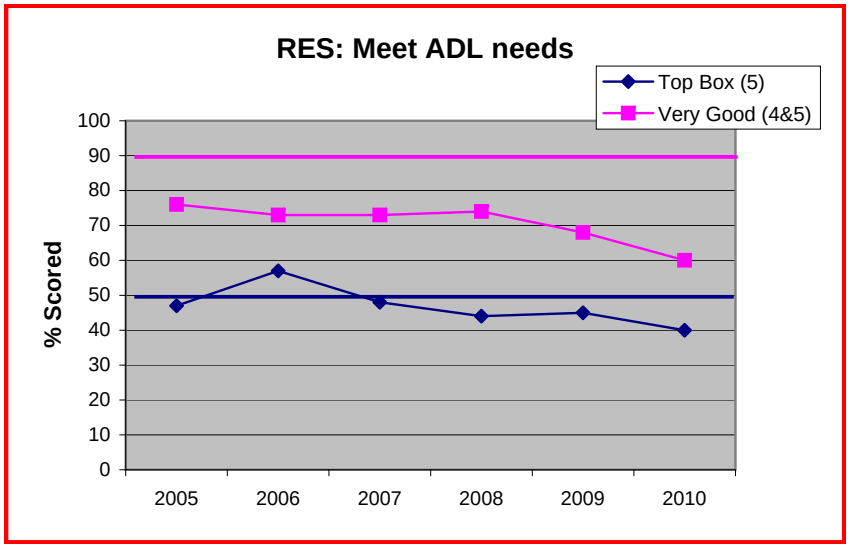

RES: Meals & Food
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


RES: Stability I maintain at HomeLife
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


F&G: Client Stability
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


CM: Client Stability
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


STAFF: Stability maintained by client
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


RES: Meet ADL needs
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
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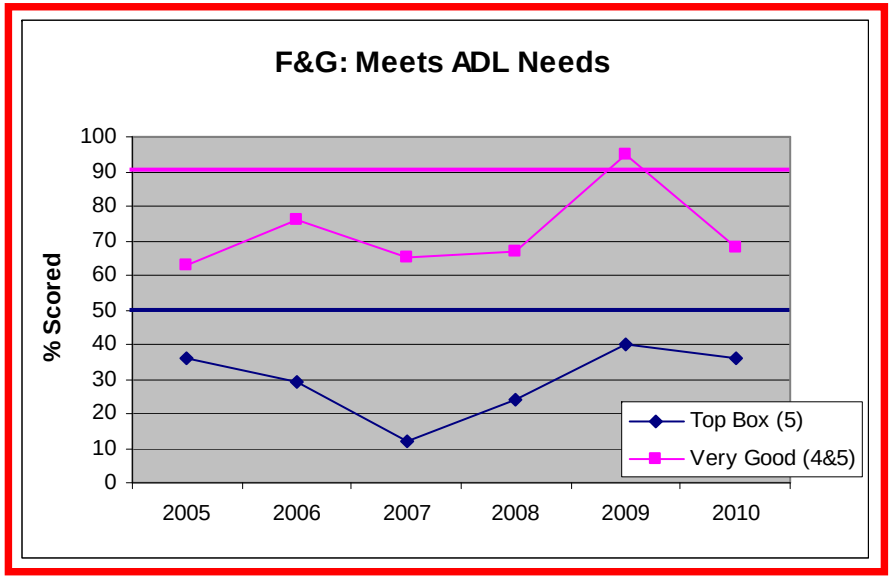
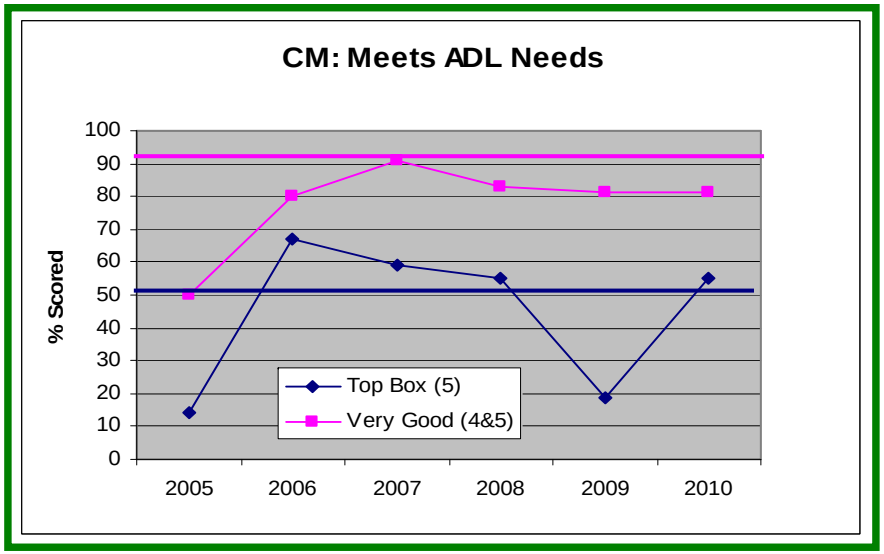
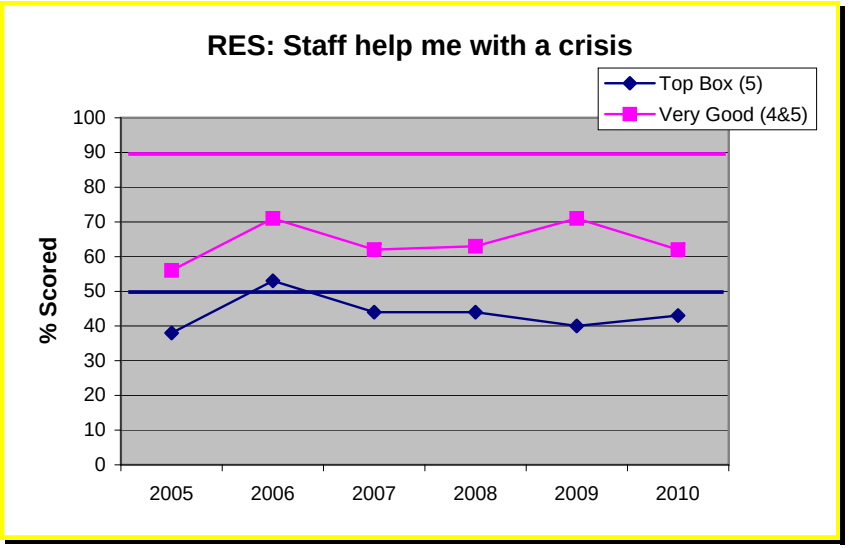
10
0
2005
2006
2007
2008
2009
2010


F&G: Meets ADL Needs
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)


CM: Meets ADL Needs
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)


RES: Staff help me with a crisis
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
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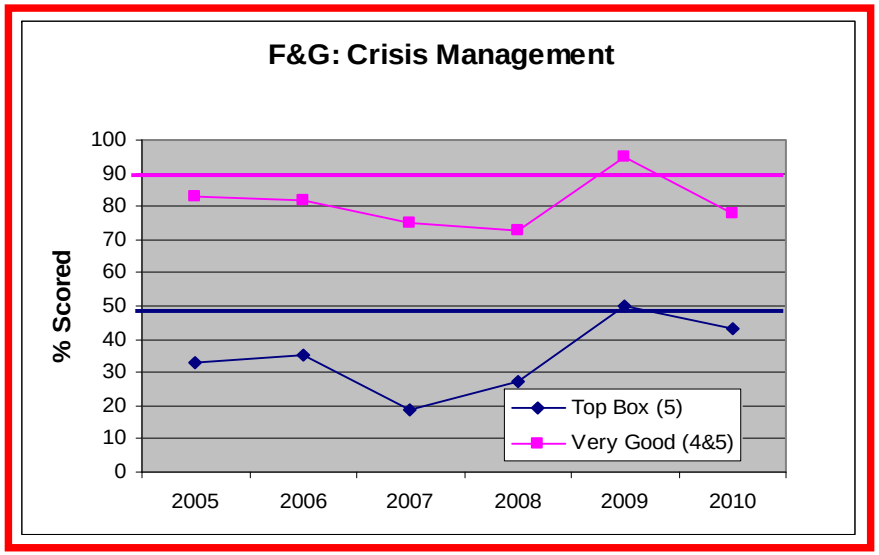
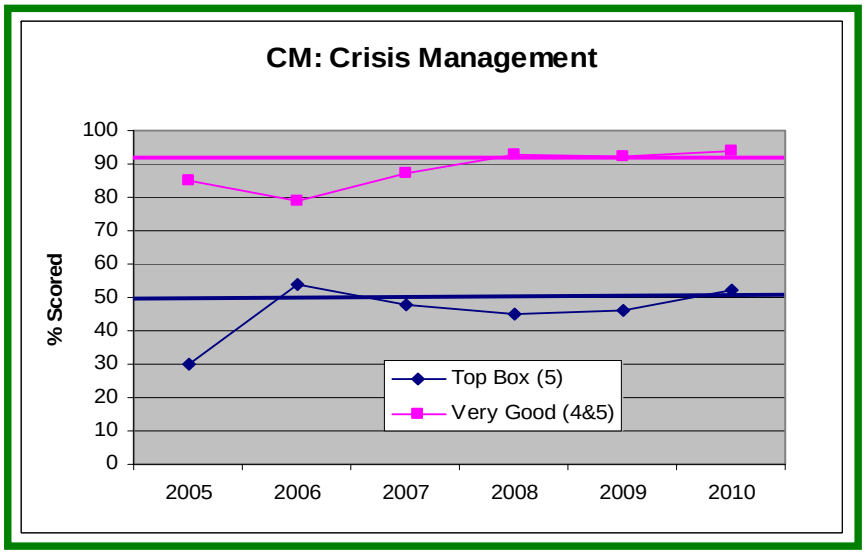
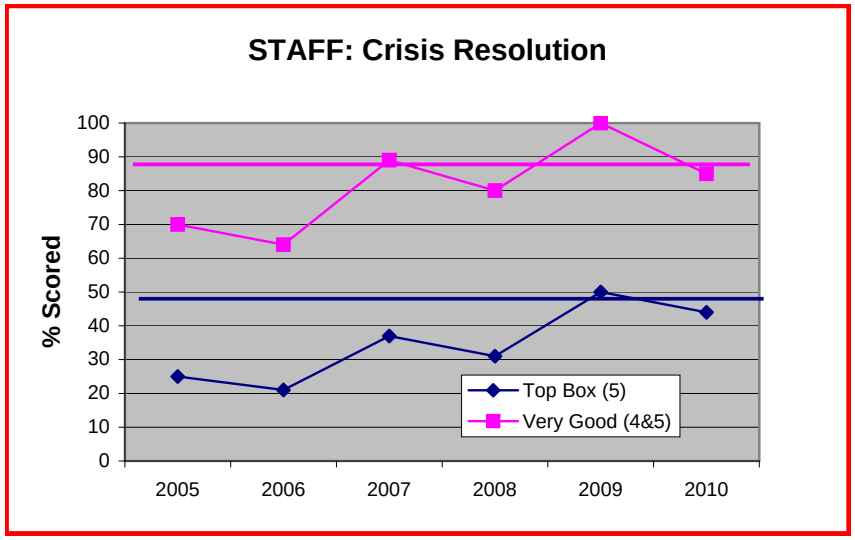
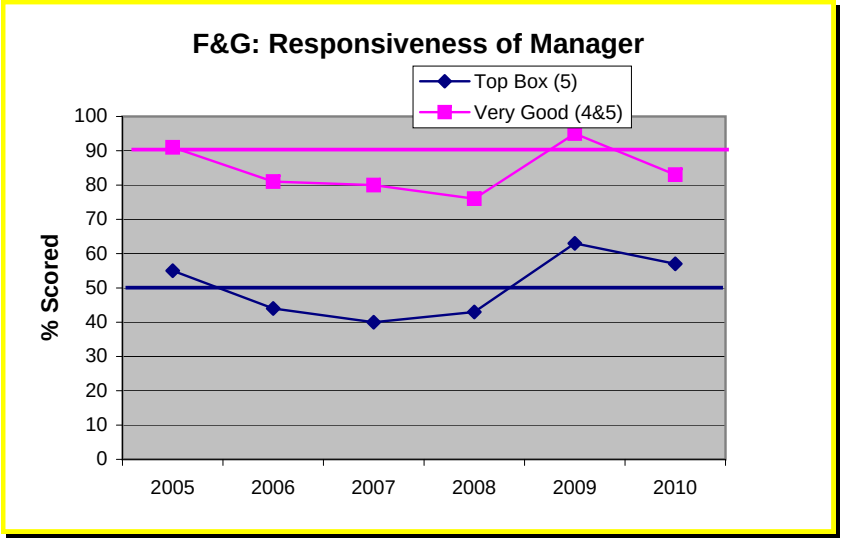
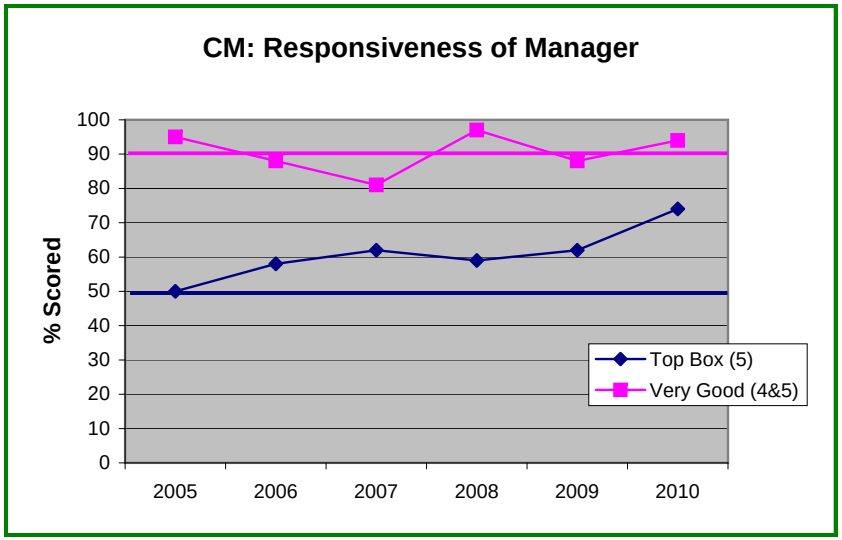
10
0
2005
2006
2007
2008
2009
2010

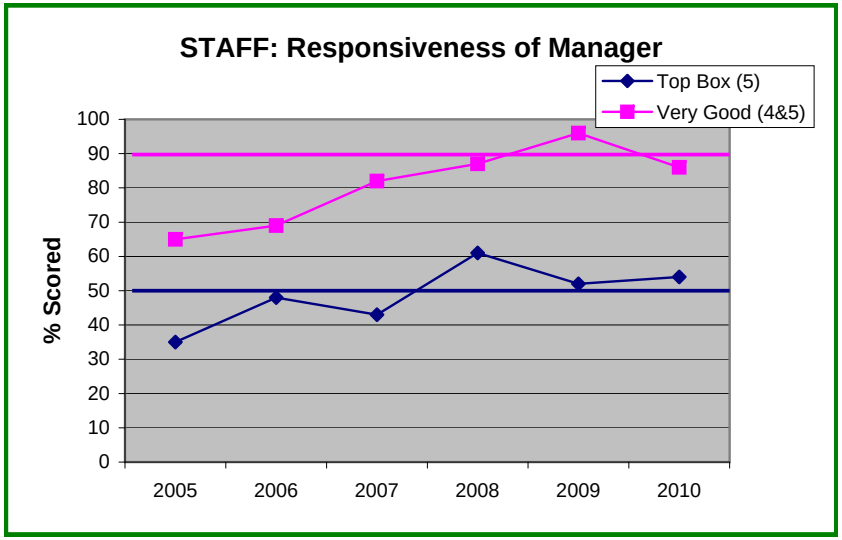

F&G: Crisis Management
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

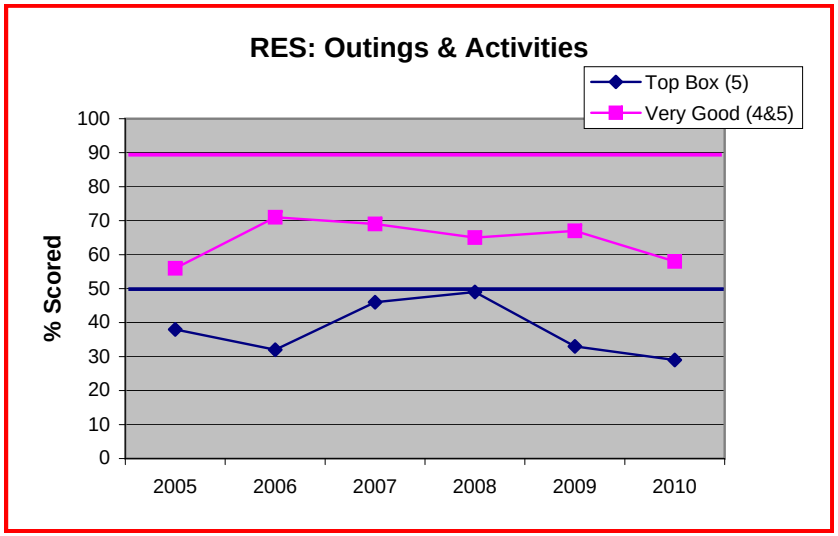

CM: Crisis Management
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

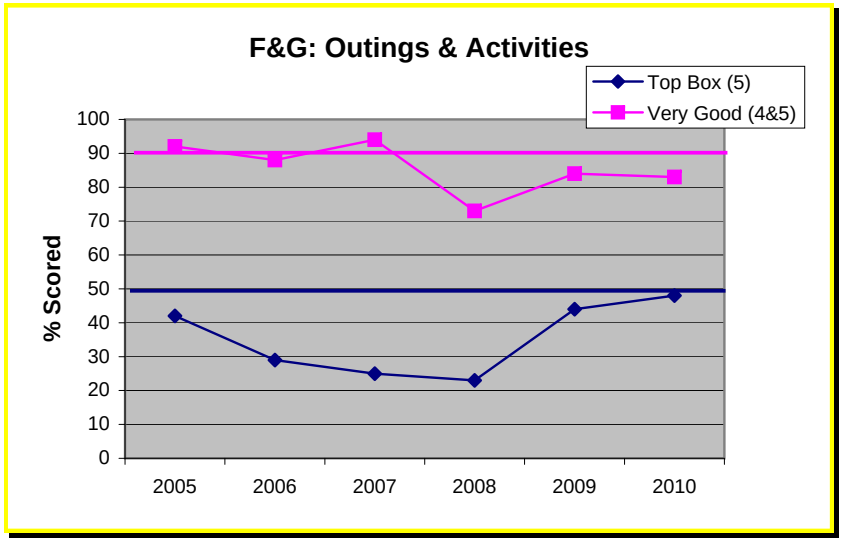

STAFF: Crisis Resolution
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

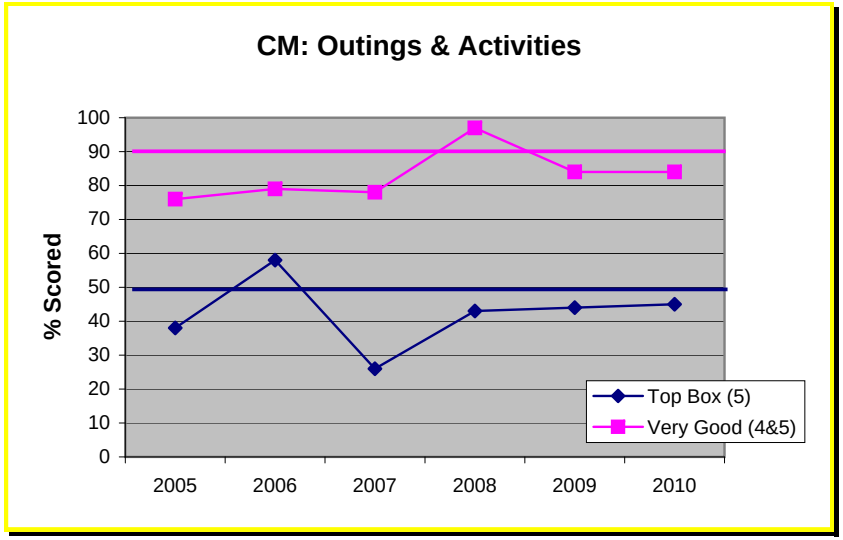

F&G: Responsiveness of Manager
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

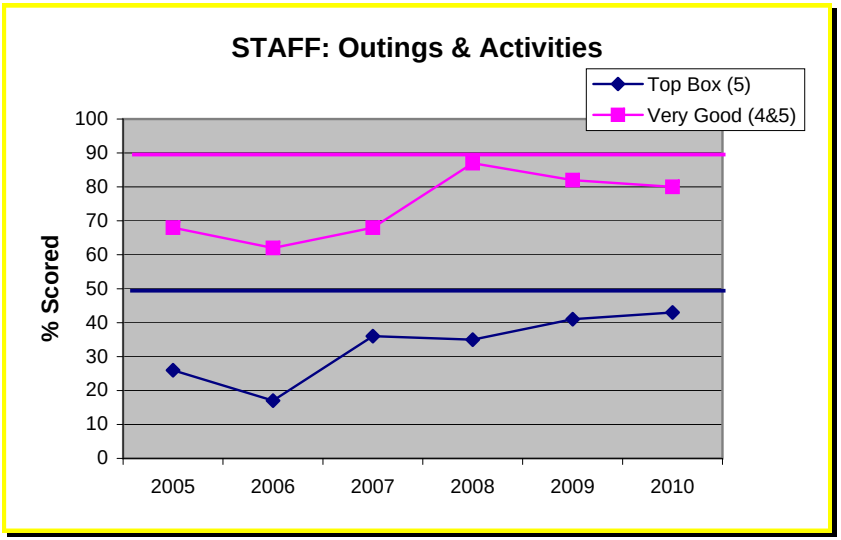

CM: Responsiveness of Manager
% Scored
100
90
80
70
60
50
40
30
20
10
0
Top Box (5)
Very Good (4&5)
2005
2006
2007
2008
2009
2010

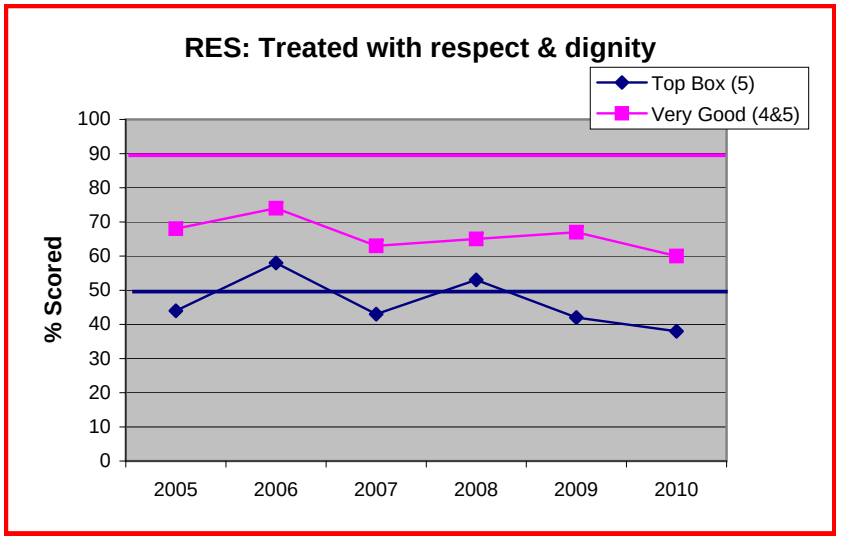

STAFF: Responsiveness of Manager
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

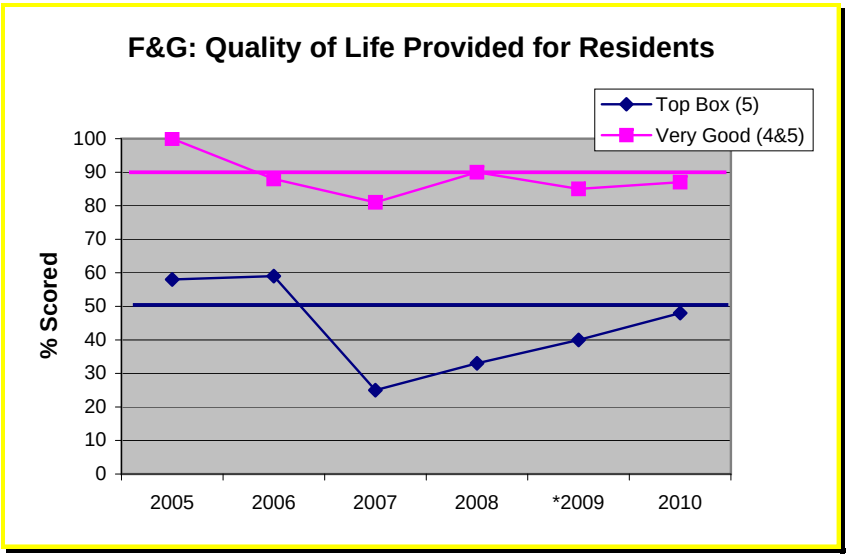

RES: Outings & Activities
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

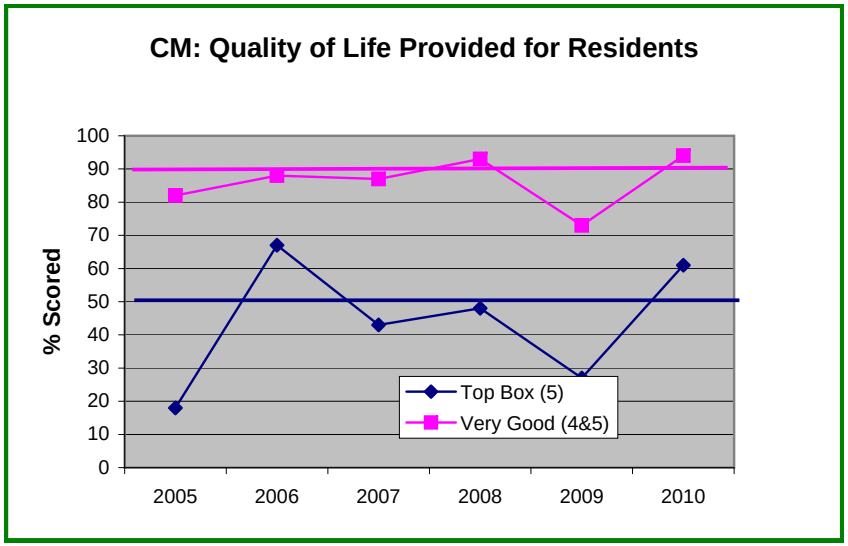

F&G: Outings & Activities
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

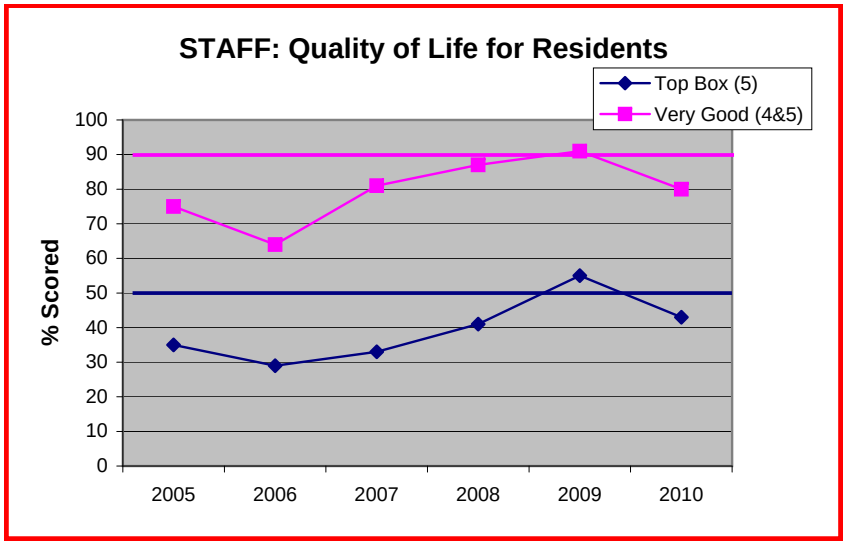

CM: Outings & Activities
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

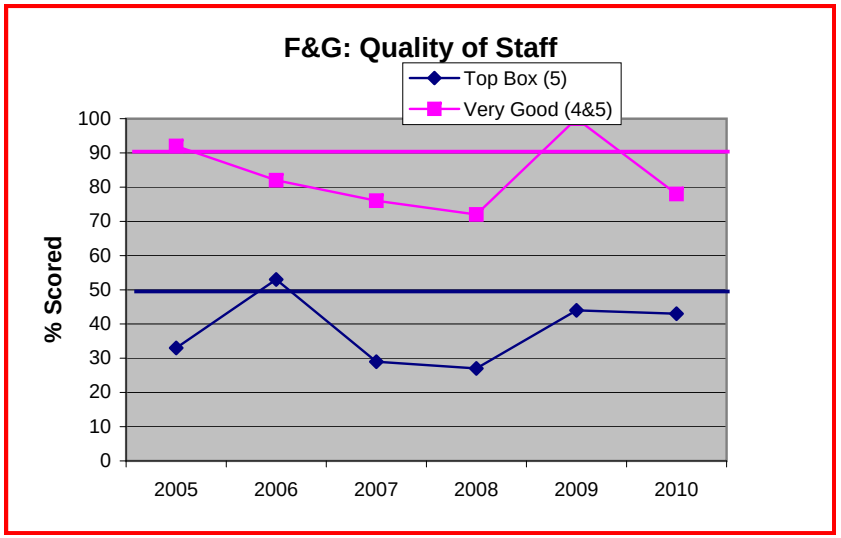

STAFF: Outings & Activities
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

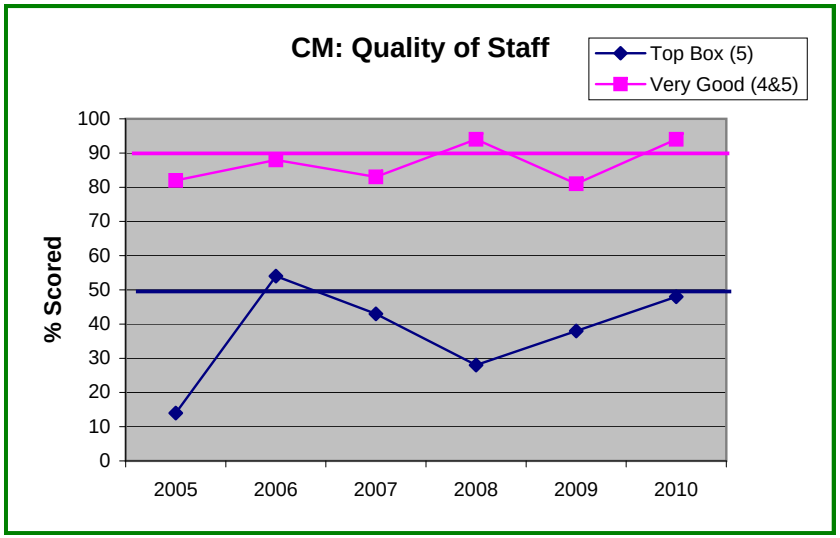

RES: Treated with respect & dignity
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

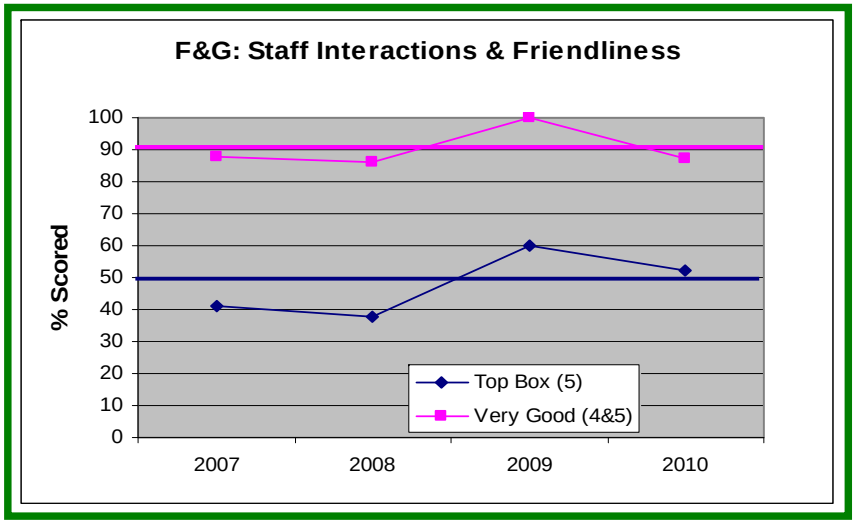

F&G: Quality of Life Provided for Residents
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
*2009
2010

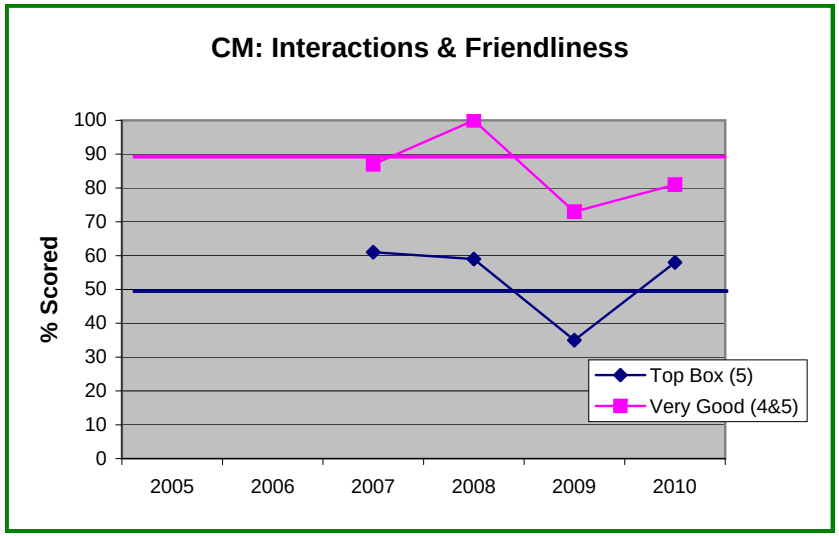

CM: Quality of Life Provided for Residents
% Scored
100
90
80
70
60
50
40
30
20
10
0
Top Box (5)
Very Good (4&5)
2005
2006
2007
2008
2009
2010

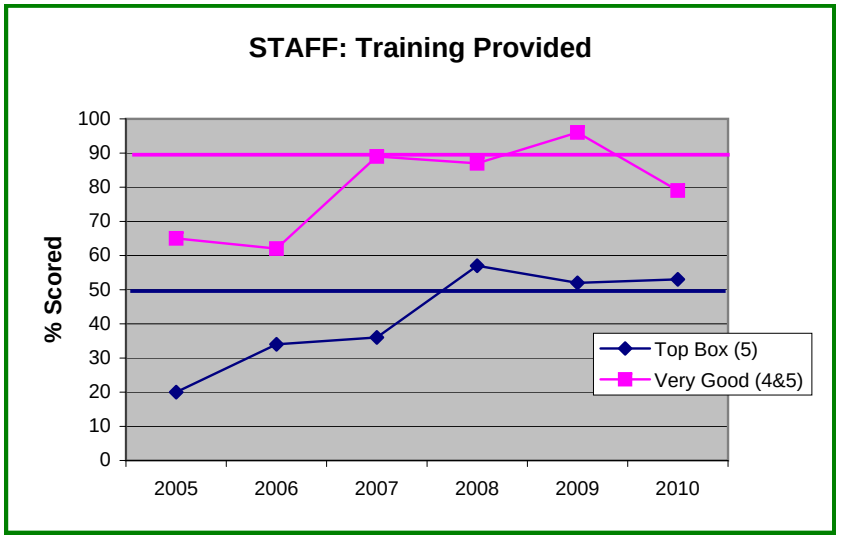

STAFF: Quality of Life for Residents
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

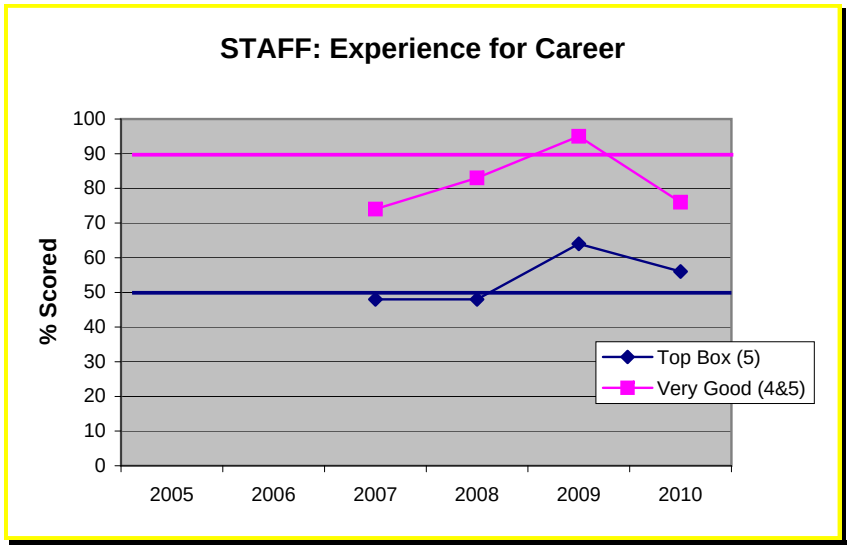

F&G: Quality of Staff
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

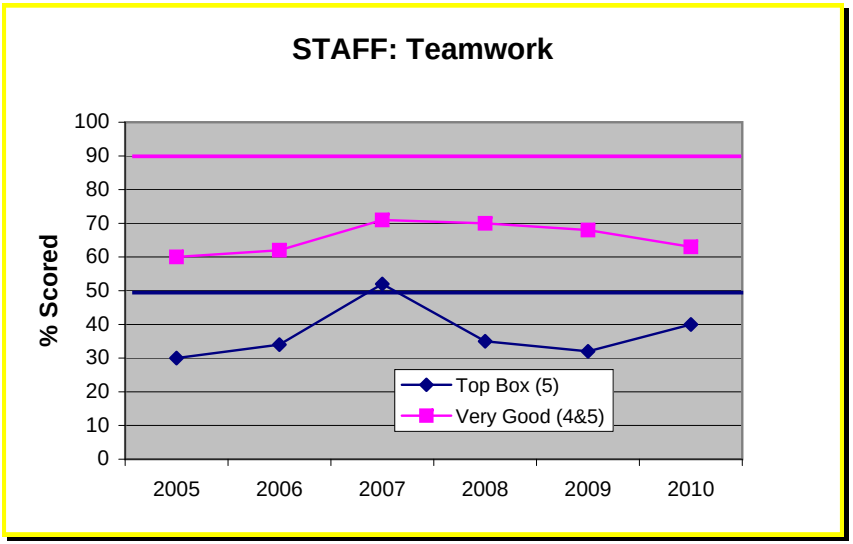

CM: Quality of Staff
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

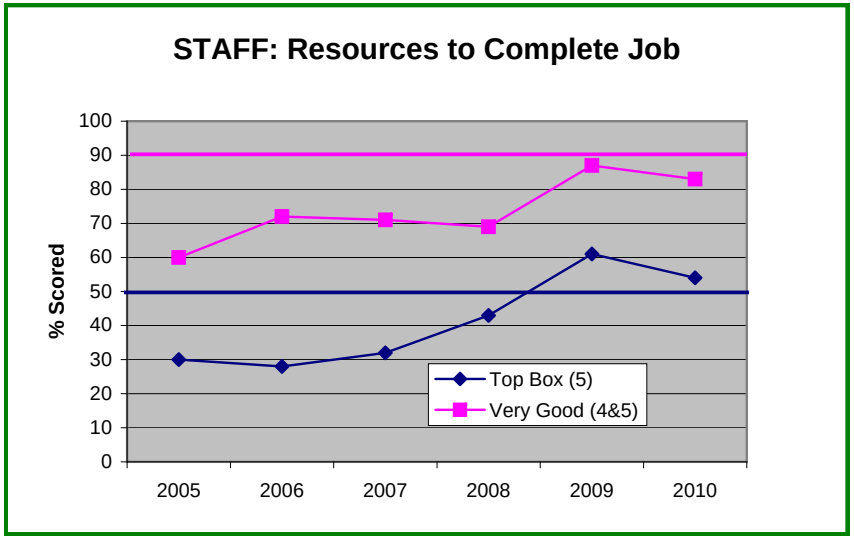

F&G: Staff Interactions & Friendliness
% Scored
100
90
80
70
60
50
40
30
20
10
0
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

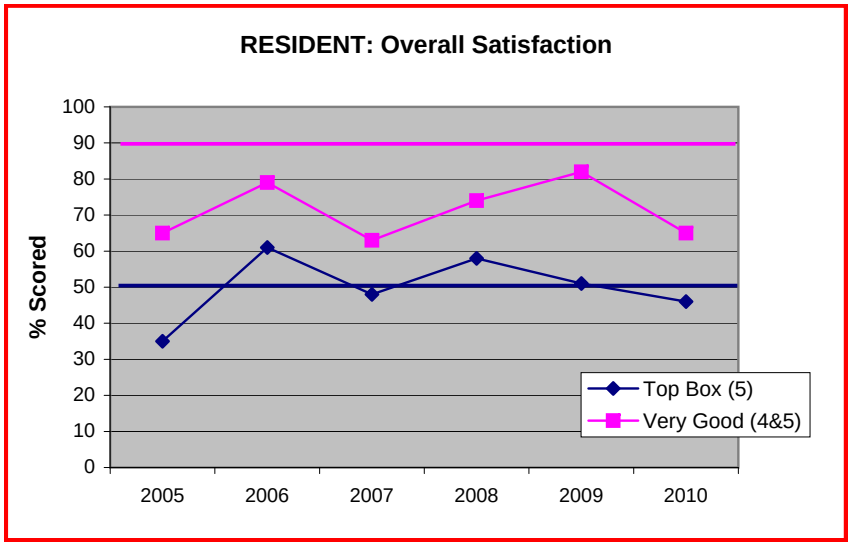

CM: Interactions & Friendliness
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

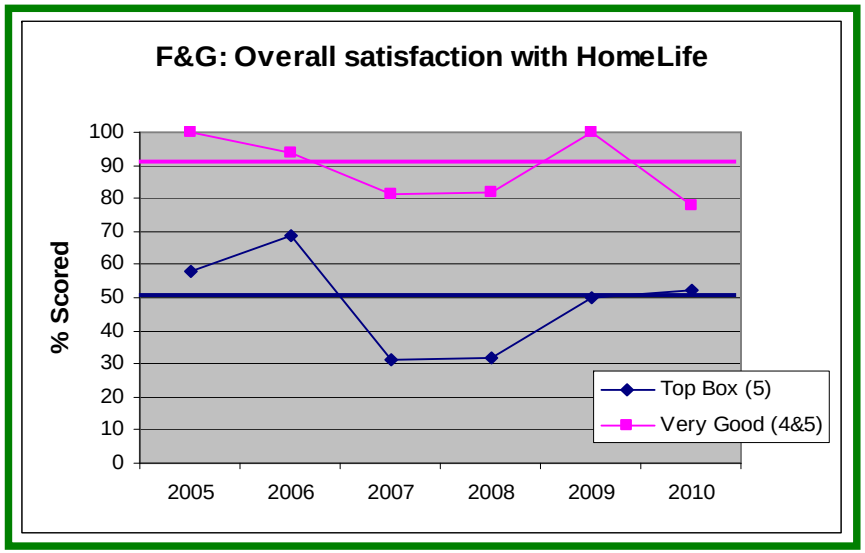

STAFF: Training Provided
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

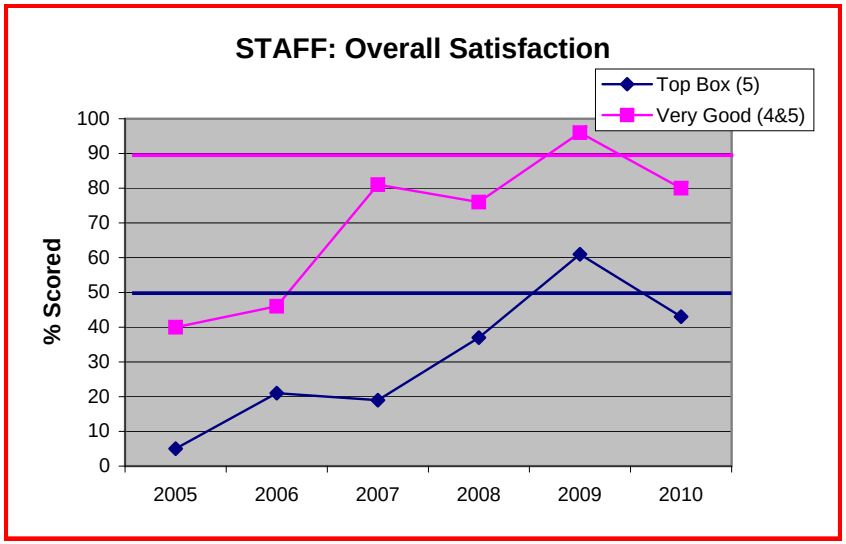

STAFF: Experience for Career
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

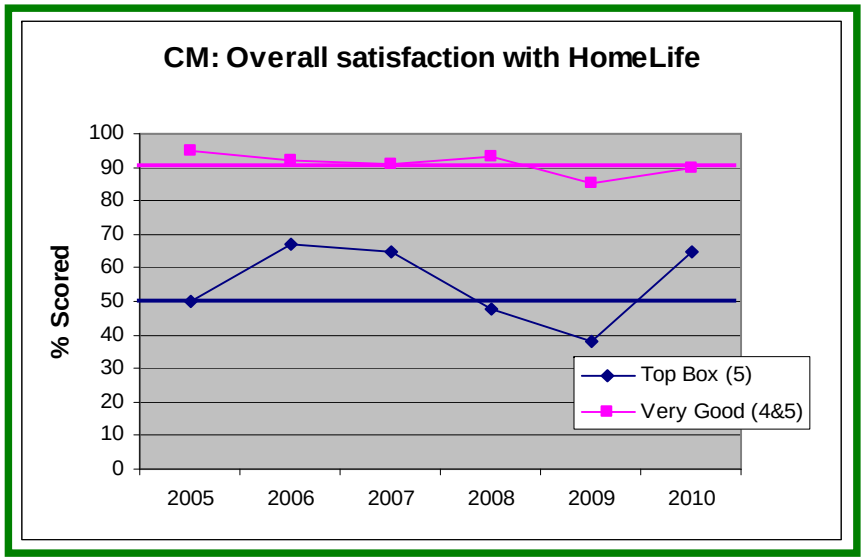

STAFF: Teamwork
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

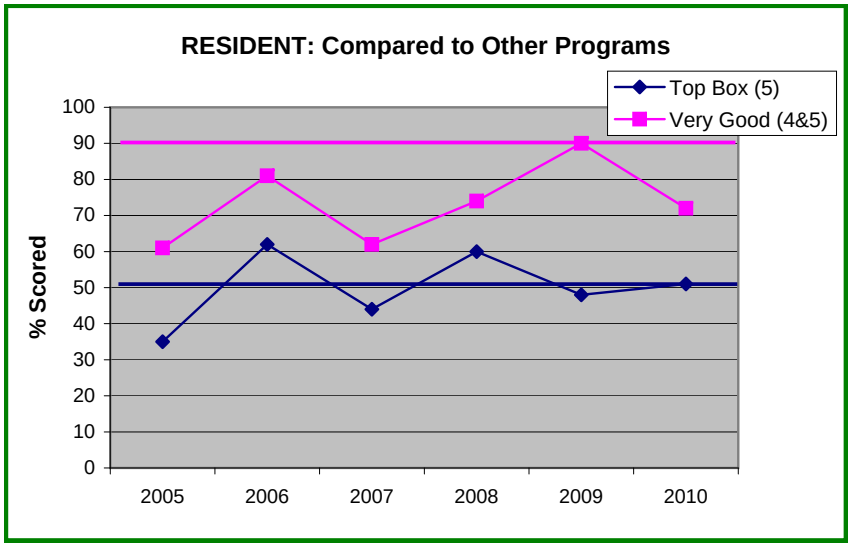

STAFF: Resources to Complete Job
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

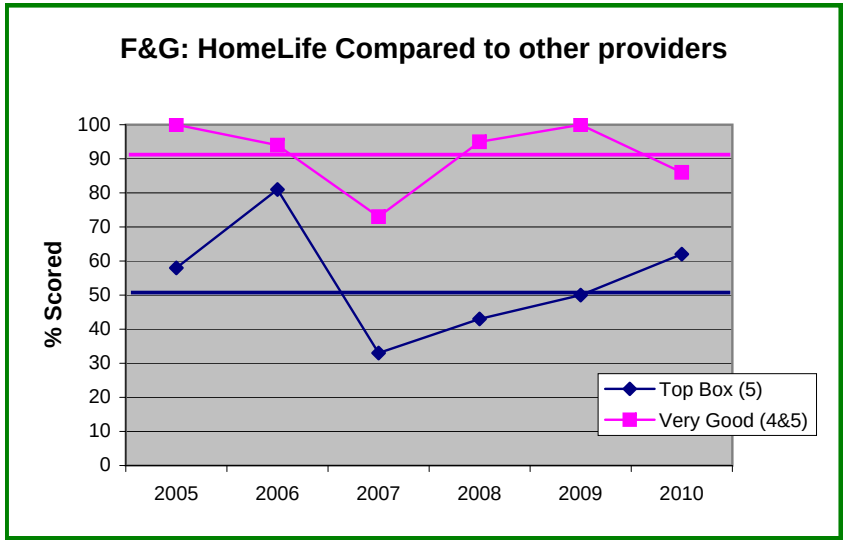

RESIDENT: Overall Satisfaction
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

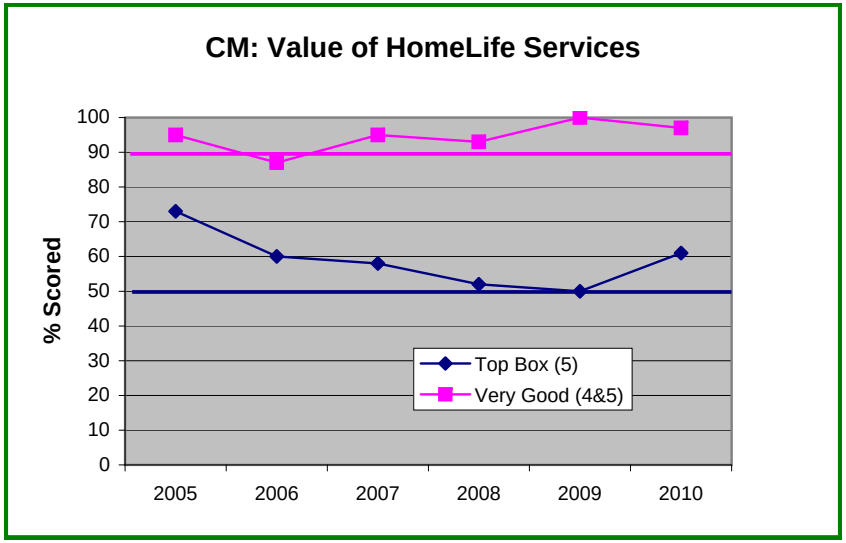

F&G: Overall satisfaction with HomeLife
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

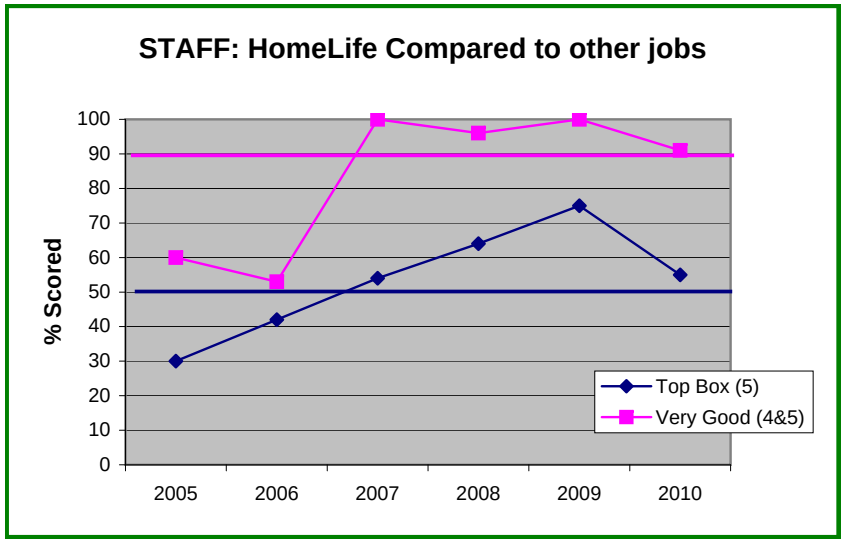

STAFF: Overall Satisfaction
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

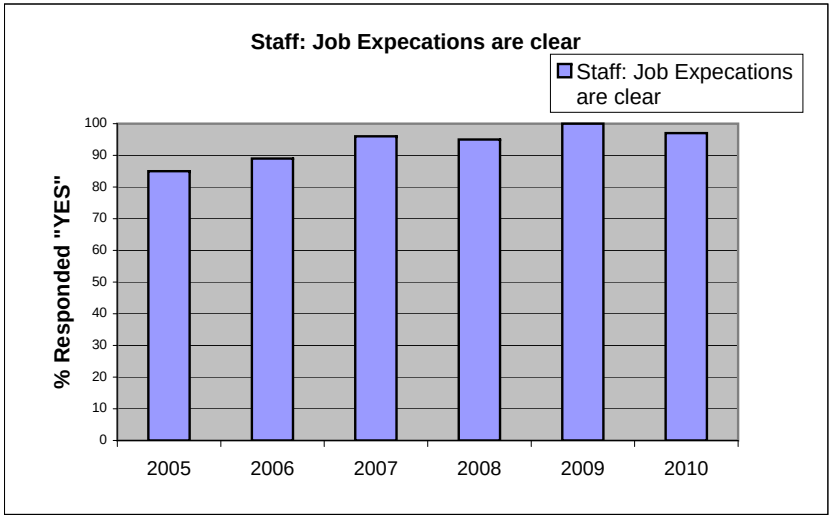

CM: Overall satisfaction with HomeLife
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010
Top Box (5)
Very Good (4&5)

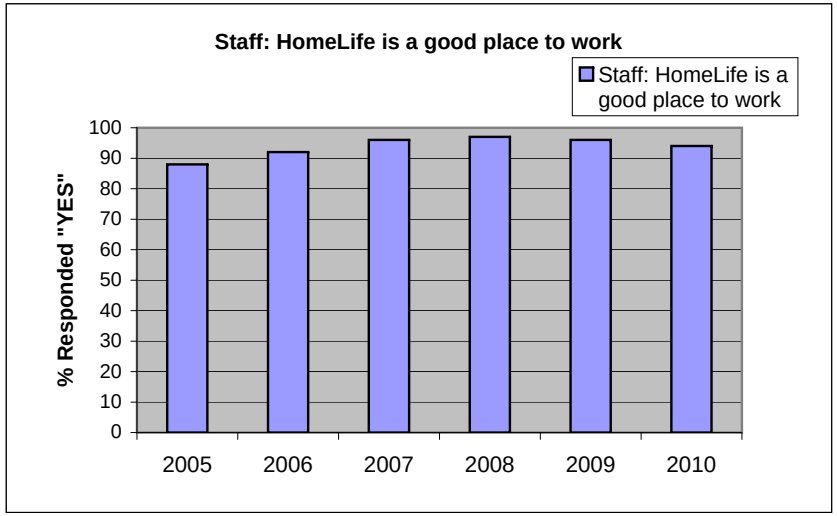

RESIDENT: Compared to Other Programs
Top Box (5)
Very Good (4&5)
% Scored
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010

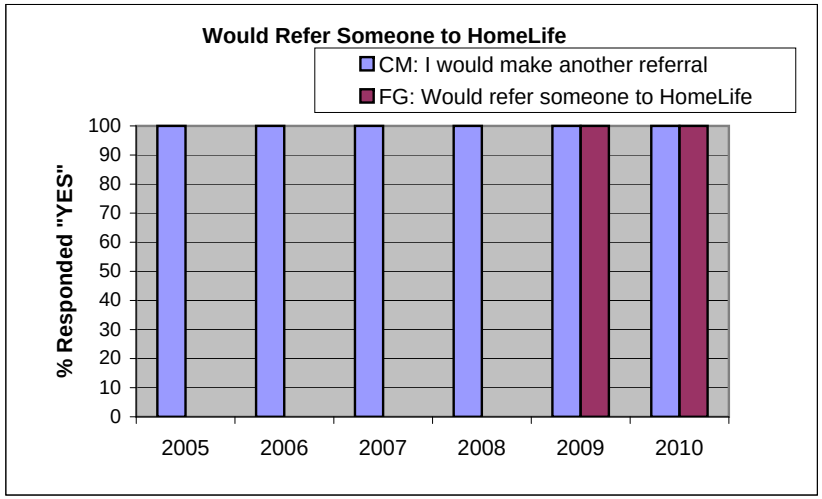

F&G: HomeLife Compared to other providers
% Scored
100
90
80
70
60
50
40
30
20
10
0
Top Box (5)
Very Good (4&5)
2005
2006
2007
2008
2009
2010


CM: Value of HomeLife Services
% Scored
100
90
80
70
60
50
40
30
20
10
0
Top Box (5)
Very Good (4&5)
2005
2006
2007
2008
2009
2010


STAFF: HomeLife Compared to other jobs
% Scored
100
90
80
70
60
50
40
30
20
10
0
Top Box (5)
Very Good (4&5)
2005
2006
2007
2008
2009
2010


Staff: Job Expecations are clear
Staff: Job Expecations are clear
% Responded "YES"
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


Staff: HomeLife is a good place to work
Staff: HomeLife is a good place to work
% Responded "YES"
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010


Would Refer Someone to HomeLife
CM: I would make another referral
FG: Would refer someone to HomeLife
% Responded "YES"
100
90
80
70
60
50
40
30
20
10
0
2005
2006
2007
2008
2009
2010