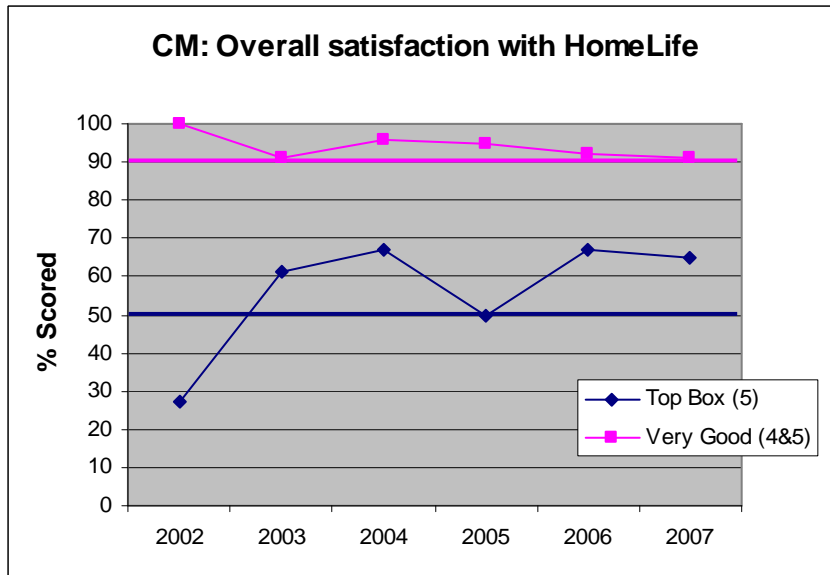


HomeLife, Inc.

Survey Summary Results for Past Six Years

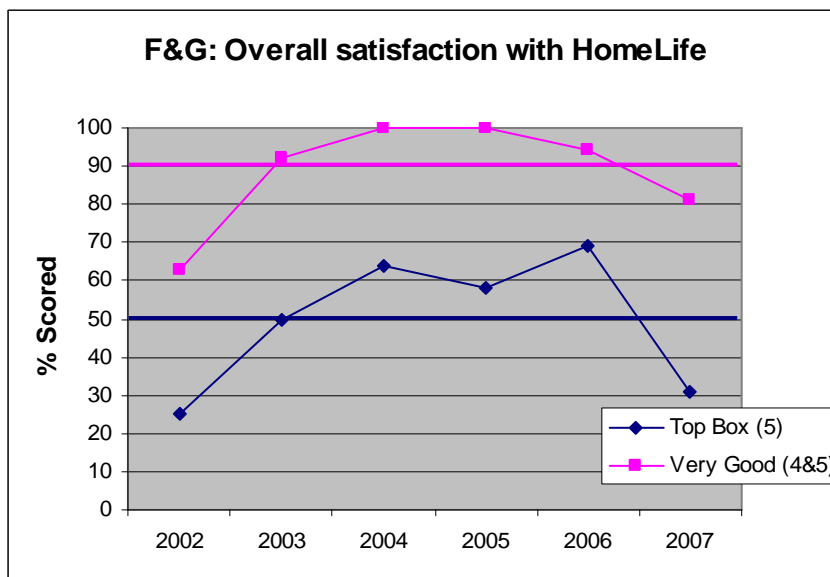
OVERALL SATISFACTION

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 2007 survey, over 60% of Case Managers rated their overall satisfaction with HomeLife, Inc. as “excellent,” and 91% rated their overall satisfaction as “very good” or “excellent.”

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



In the 2007 survey, 30% of families and guardians rated their overall satisfaction with HomeLife, Inc. as “excellent.” More than 80% of those returning surveys rated their overall satisfaction with HomeLife, Inc. as “very good” or “excellent.”

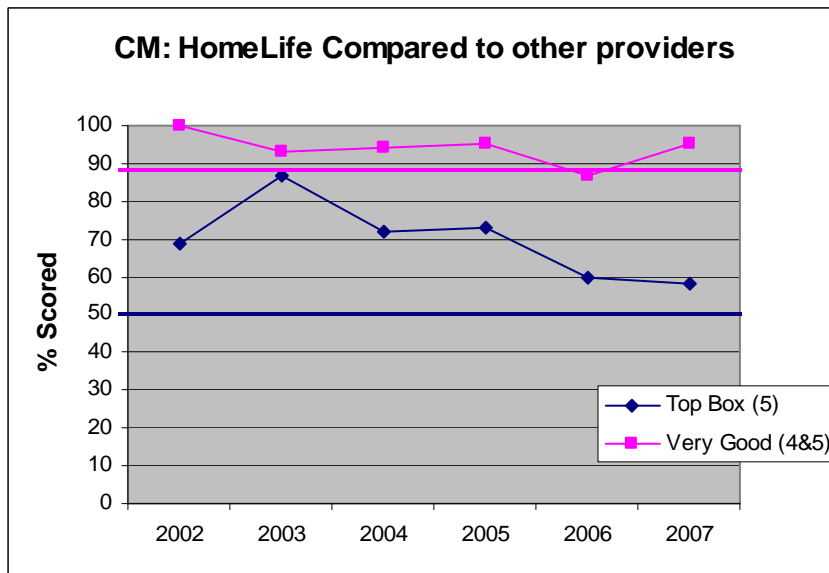
Resident (RES) overall satisfaction with HomeLife, Inc. services.



In the 2007 survey, 48% of residents rated their overall satisfaction with HomeLife, Inc. as “excellent.” Around 63% of those returning surveys rated their overall satisfaction with HomeLife, Inc. as “very good” or “excellent.”

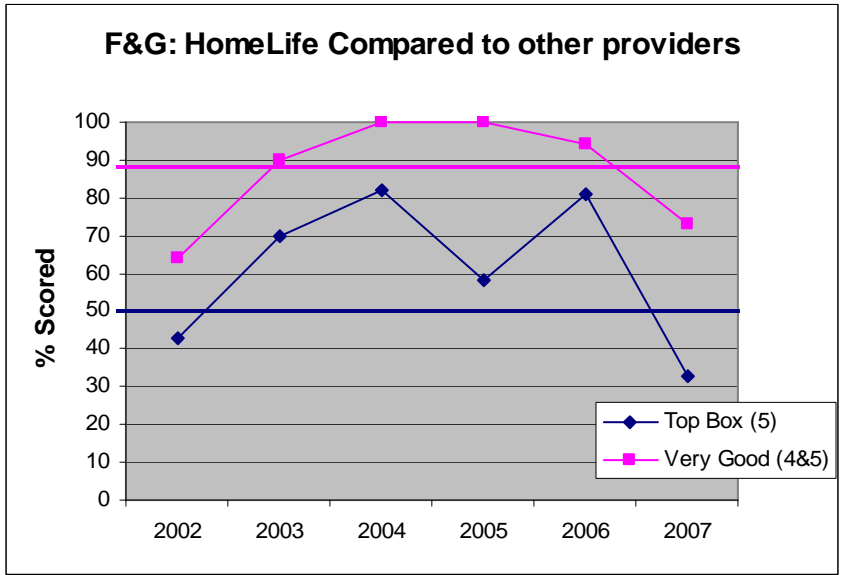
HOMELIFE COMPARED TO OTHER PROVIDERS

Case Managers (CM) rating of HomeLife compared to other providers.



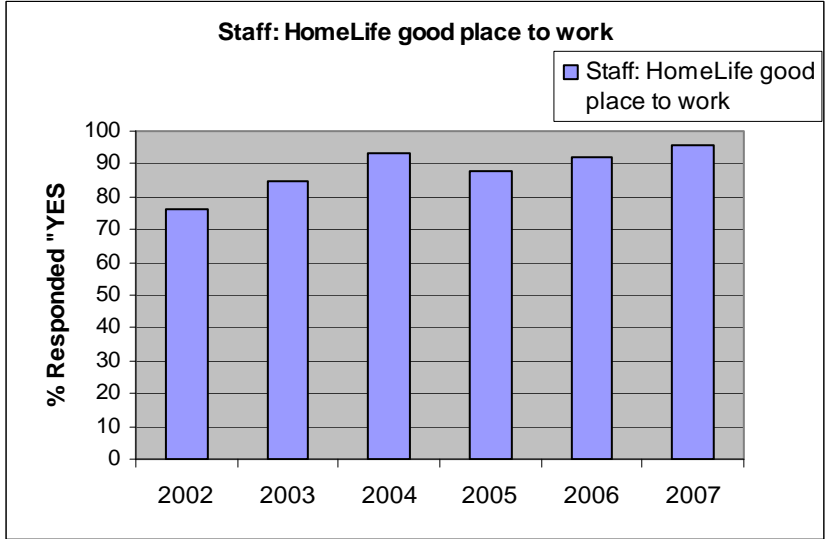
In the 2007 survey, 58% of case managers responding to the survey rated HomeLife services “excellent” compared to other providers. Around 95% rated HomeLife services “very good” or “excellent” compared to other providers.

Family and Guardians (F&G) rating of HomeLife compared to other providers.



In the 2007 survey, 33% of family and guardians responding to the survey rated HomeLife services “excellent” compared to other providers. Around 73% rated HomeLife services “very good” or “excellent” compared to other providers.

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



HomeLife, Inc.

QUALITY SATISFACTION REPORT FOR 2007

Satisfaction survey results are presented for years 2003 through 2007. 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, 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; or very good or better.

RECIPIENTS (Response rate 2007; 95%)

As shown below: **46% of recipients rated HomeLife, Inc. services as “excellent” and 65% rated HomeLife, Inc. services as “very good” or better.**

Year	2003	2004	2005	2006	2007
# Surveyed	n=27	n=34	n=34	n=38	n=40
Overall Percent Scoring Excellent (5)	41%	29%	38%	51%	46%
Overall Percent Scoring Very Good (4) or Better	64%	53%	53%	74%	65%

Results below show the cumulative and actual percentages by recipients for each rating. The 2007 survey had ten questions that were scored by forty recipients. Eighty-five percent of recipients scored services as “good” or better. Sixty-five percent scored services as “very good” or better. Forty-six percent felt services were “excellent.”

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	46%	46%
Very Good	65%	19%
Good	85%	20%
Fair	95%	10%
Poor	100%	4%

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
4	73%	Daily needs met
1	70%	Meals
2	69%	Outings and activities
8	68%	Environment home like
5	67%	Recipient input into care
10	63%	Overall satisfaction
3	63%	Treated with respect/Dignity
7	62%	Staff assistance with a crisis
9	62%	Compared to other living situations
6	60%	Stability maintained while at HomeLife, Inc.

FAMILY/GUARDIAN (Response rate 2007; 40%)

As shown below: **27% of Family/Guardians rated HomeLife, Inc. services as “excellent” and 78% rated HomeLife, Inc. services as “very good” or better.**

Year	2003	2004	2005	2006	2007
# Surveyed	n=13	n=13	n=12	n=17	n=18
Overall Percent Scoring Excellent (5)	44%	54%	40%	41%	27%
Overall Percent Scoring Very Good (4) or Better	76%	92%	90%	85%	78%

Results below show the cumulative and actual percentages for each rating. The 2007 survey had sixteen questions that were scored by eighteen family members/guardians. Ninety seven percent of families/guardians scored services as “good” or better. Seventy-eight percent of families/guardians scored services as “very good” or better. Twenty-seven percent felt services were “excellent”.

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	27%	27%
Very Good	78%	51%
Good	97%	19%
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
2	94%	Cleanliness of homes
3	94%	Outings and community activities
4	88%	Interactions with Staff
1	88%	Home like environment
16	81%	Overall satisfaction with HomeLife services
15	81%	Quality of life
12	81%	Communication including written reports
6	80%	Responsiveness of home manager to concerns
5	76%	Satisfaction with staff providing care overall
11	75%	Confidence in staff’s ability to manage a crisis
13	73%	Compare experience at HomeLife to other providers
7	70%	Management of medical needs
10	69%	Family member shows stability
14	69%	Timeliness of critical incident information
9	65%	Input family/guardian has regarding care
8	65%	Daily needs met (ADLs)

CASE MANAGERS (Response rate 2007; 55%)

As shown below: **49% of Case Managers rated HomeLife, Inc. services “excellent” and 82% rated HomeLife, Inc. services as “very good” or better.**

Year	2003	2004	2005	2006	2007
# Surveyed	n=24	n=24	n=22	n=24	N=23
Overall Percent Scoring Excellent (5)	46%	50%	37%	57%	49%
Overall Percent Scoring Very Good (4) or Better	87%	90%	81%	86%	82%

Results below show the cumulative and actual percentages for each rating. The 2007 survey had seventeen questions that were scored by twenty-three case managers. Ninety-eight percent of case managers scored services as “good” or better. Eighty-two percent scored services as “very good” or better. Forty-nine 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	49%	49%
Very Good	82%	33%
Good	98%	17%
Fair	100%	2%
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.

Question	Percent Scoring Very Good or Better	Item/Service
13	95%	HomeLife compared to other residential facilities
8	91%	Daily needs met (ADLs)
17	91%	Overall satisfaction with HomeLife
7	87%	Medical needs met
4	87%	Interactions with Staff
11	87%	Confidence in staff’s ability to manage crisis
14	86%	Quality of life
2	86%	Cleanliness of home
9	85%	Input into care
10	83%	Recipient stability maintained
5	82%	Staff overall rating
6	81%	Responsiveness of home manager
12	78%	Communication including written reports
3	78%	Outings and activities
15	72%	Cost and value as compared to other programs
1	69%	Home-like environment
16	65%	Timeliness of incident reports and updates

STAFF (Response rate 2007; 31%)

As shown below: 38% of Staff rated HomeLife, Inc. services as “excellent” and 79% rated HomeLife, Inc. services as “very good“ or better.

Year	2003	2004	2005	2006	2007
# Surveyed	n=13	n=16	n=20	n=29	n=28
Overall Percent Scoring Excellent (5)	21%	19%	27%	28%	38%
Overall Percent Scoring Very Good (4) or Better	64%	66%	63%	60%	79%

Results below show the cumulative and actual percentages for each rating. The 2007 survey had fifteen questions that were scored by twenty-eight staff. Ninety-six percent of staff scored items as “good” or better. Seventy-nine percent scored items as “very good” or better. Thirty-eight percent scored items as “excellent”. Ninety-six percent of staff indicated they felt their work expectations were clearly communicated; ninety-six percent of staff indicated they would refer a friend to work at HomeLife, Inc.

Overall Rating	Cumulative Percentage	Actual Percentage
Excellent	38%	38%
Very Good	79%	41%
Good	96%	17%
Fair	99%	4%
Poor	100%	1%

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	100%	Quality compared to other providers
4	90%	Training
9	89%	Crisis management
5	82%	Responsiveness of supervisor
2	82%	Cleanliness of home
1	82%	Home-like environment
13	82%	Overall satisfaction of employment
14	81%	Quality of life for recipients
8	75%	Stability maintained by recipients
11	74%	Experience provided to me by HomeLife
10	71%	Teamwork among HomeLife staff
7	71%	Input into programming and recipient care
6	71%	Resources to get the job done
3	68%	Outings and activities provided to recipients
15	66%	Feedback regarding performance