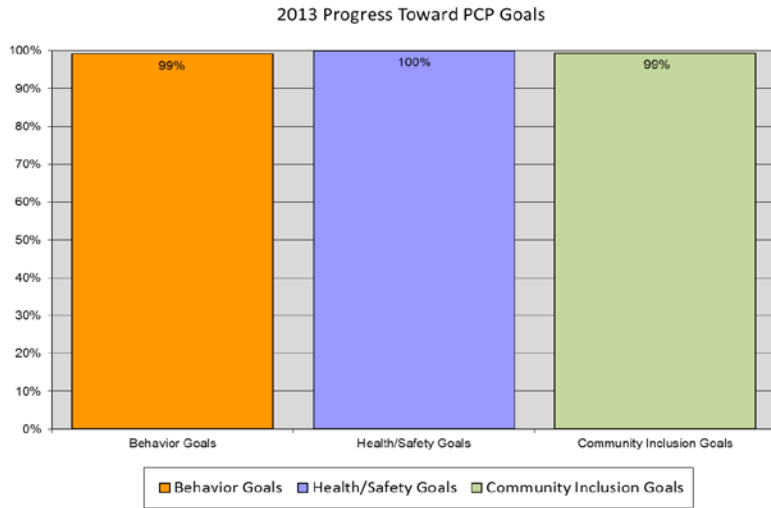


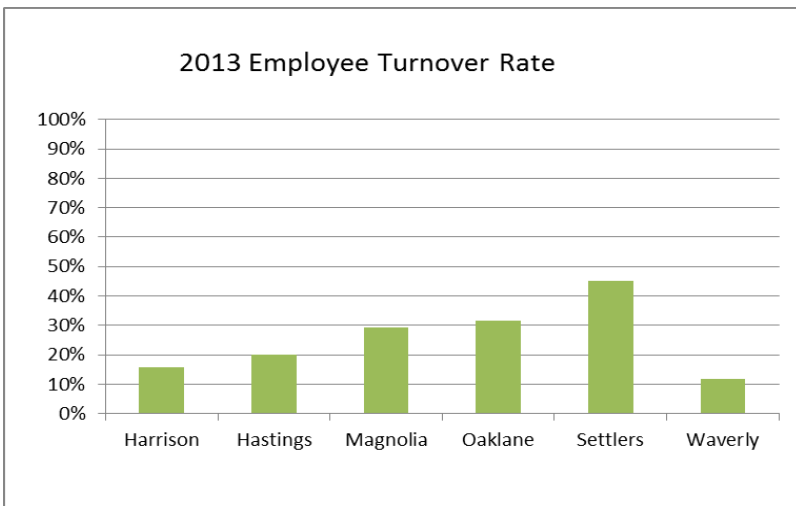
## Effectiveness: Percent of residentially supported individual goals where satisfactory progress has been made:



## Efficiency: Length of Staff Service and Turnover

- Residential staff average: 5 years of service for active staff as of December 2013

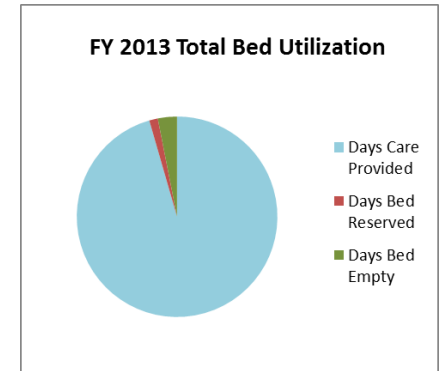
HHI recognizes great value in retaining staff that provide dedicated and consistent care. We are proud of our many dedicated long term staff.



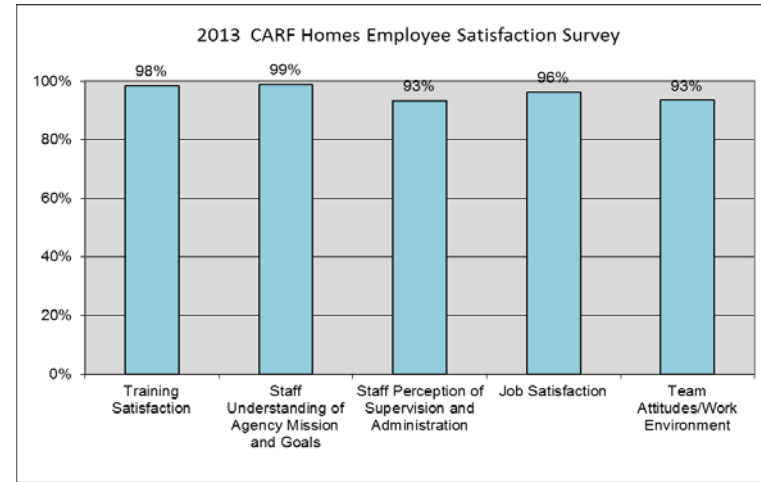
Note: Does not include employees that did not complete their 90 day orientation period.

## Service Access/Bed Utilization:

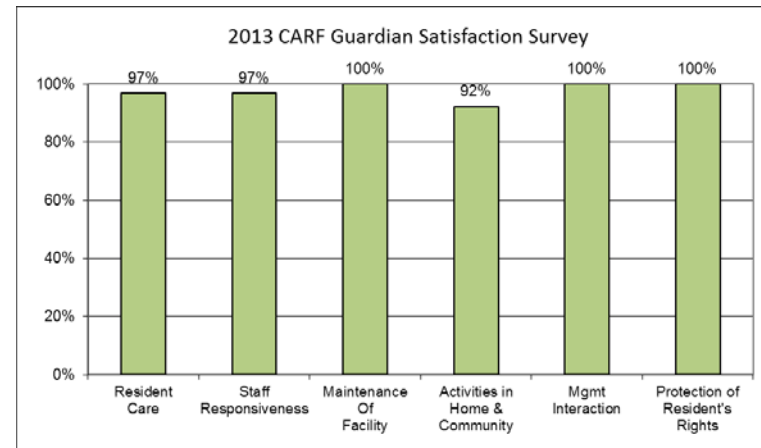
- Six Adult Foster Care homes
- Thirty six licensed beds
- Of the possible 13,140 residential bed days, care was provided or reserved for returning residents on 12,735 day. This is a 97% Occupancy Rate.



## Satisfaction:



**Total Employee Satisfaction: 96%**



**Total Guardian Satisfaction: 98%**