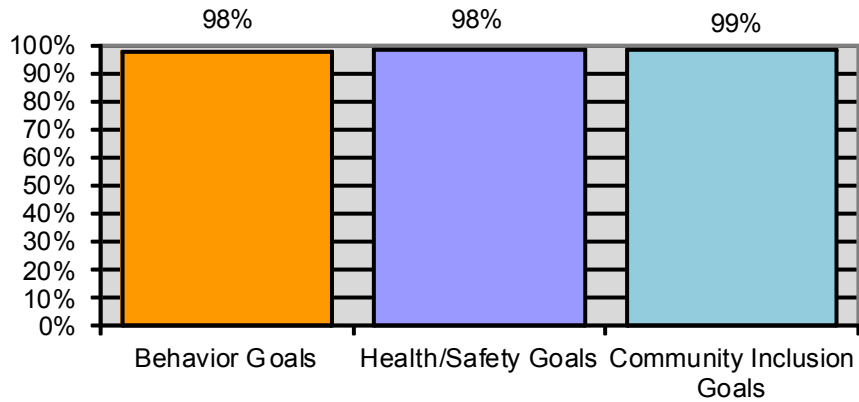


Effectiveness: Percent of residentially supported individual goals where satisfactory progress has been made:

2014 Progress Toward PCP Goals

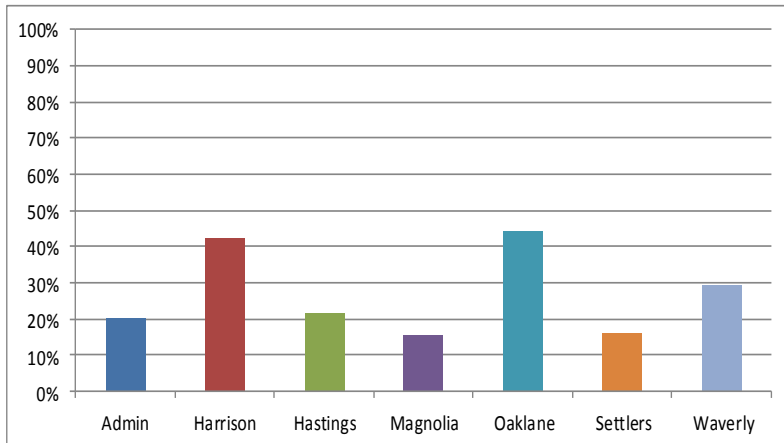


Efficiency: Length of Staff Service and Turnover

- Residential staff average: 5.2 years of service for active staff as of December 2014

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

2014 Turnover Rates

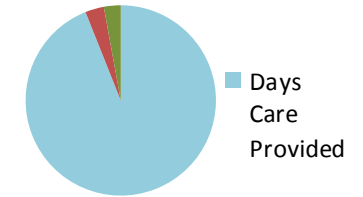


Note: Does not include employees that did not complete their 90 day orientation period.

Service Access/Bed Utilization:

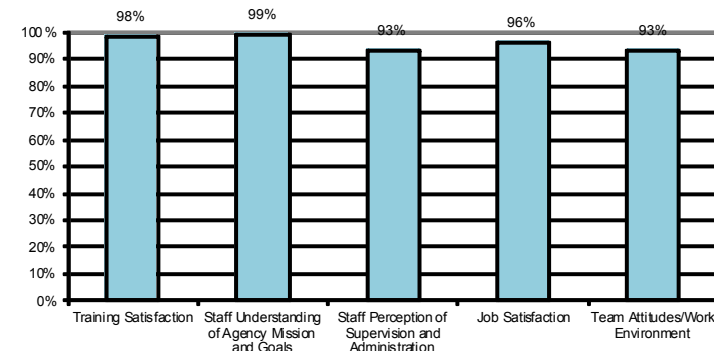
- Six Adult Foster Care homes
- Thirty six licensed beds
- Of the possible 13,140 residential bed days, care was provided or reserved for returning residents on 12,764 days. This is a 97% Occupancy Rate.

FY 2014 Total Bed Utilization



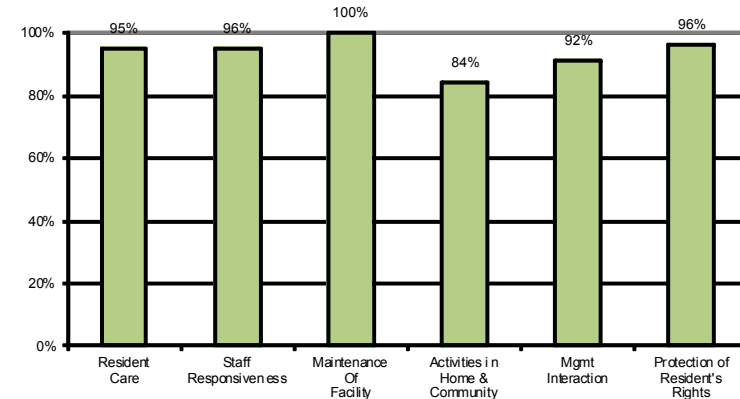
Satisfaction:

2014 CARF Homes Employee Satisfaction Survey



Total Employee Satisfaction: 96%

2014 CARF Guardian Satisfaction Survey



Total Guardian Satisfaction: 94%