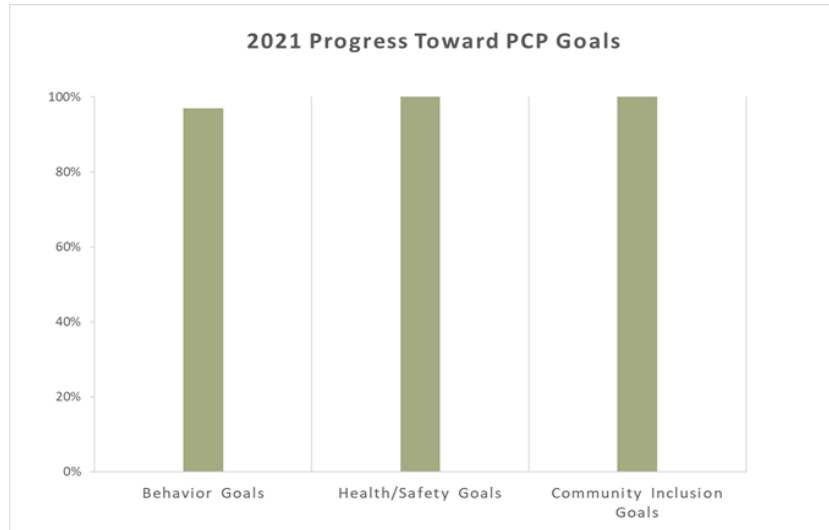


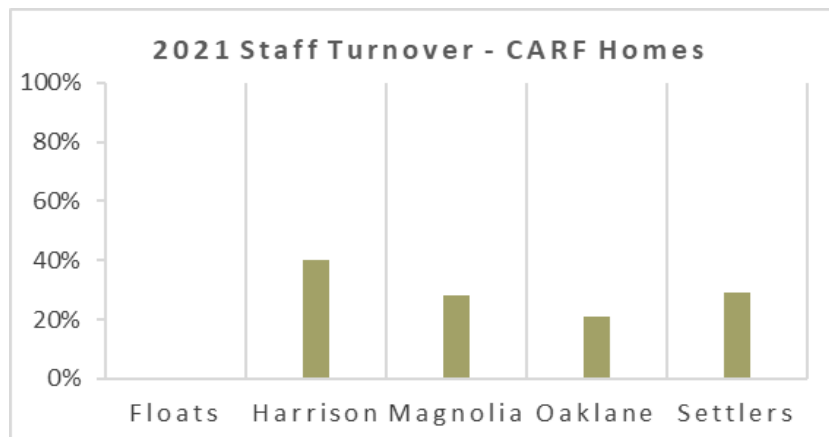
Effectiveness: Percent of residentially supported individual goals where satisfactory progress has been made:



Efficiency: Length of Staff Service and Turnover

- Residential staff average: 5.56 years of service for active staff as of December 2021
- With an average residential staff turnover of 24%, we remain lower than the Michigan average of 44.7%

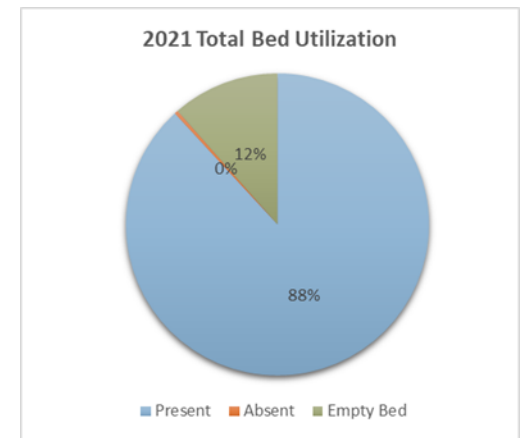
HHI recognizes great value in retaining staff that provide dedicated and consistent care. We are proud of our many dedicated long term staff.



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

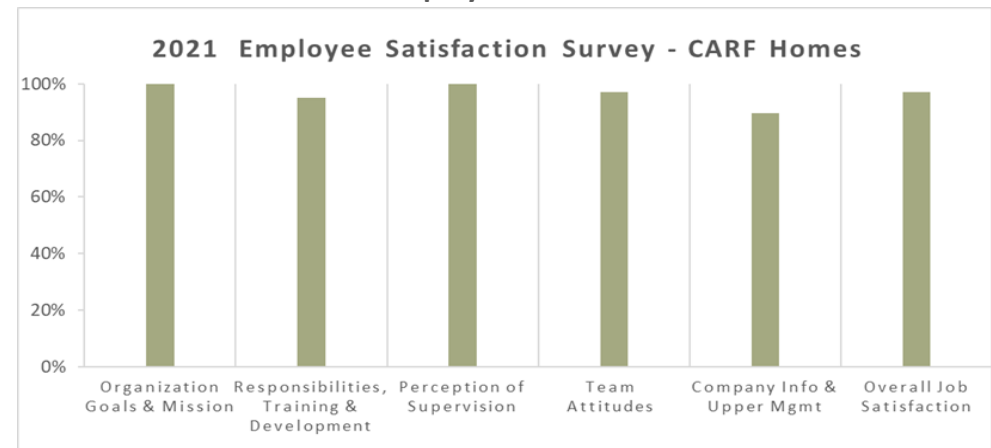
Service Access/Bed Utilization:

- Four Adult Foster Care homes
- Twenty-four licensed beds
- Of the possible 8,760 residential bed days, care was provided or reserved for returning residents on 7,756 days. This is a 89% Occupancy Rate.



Satisfaction:

Total Employee Satisfaction: 96%



Total Guardian Satisfaction: 97%

