

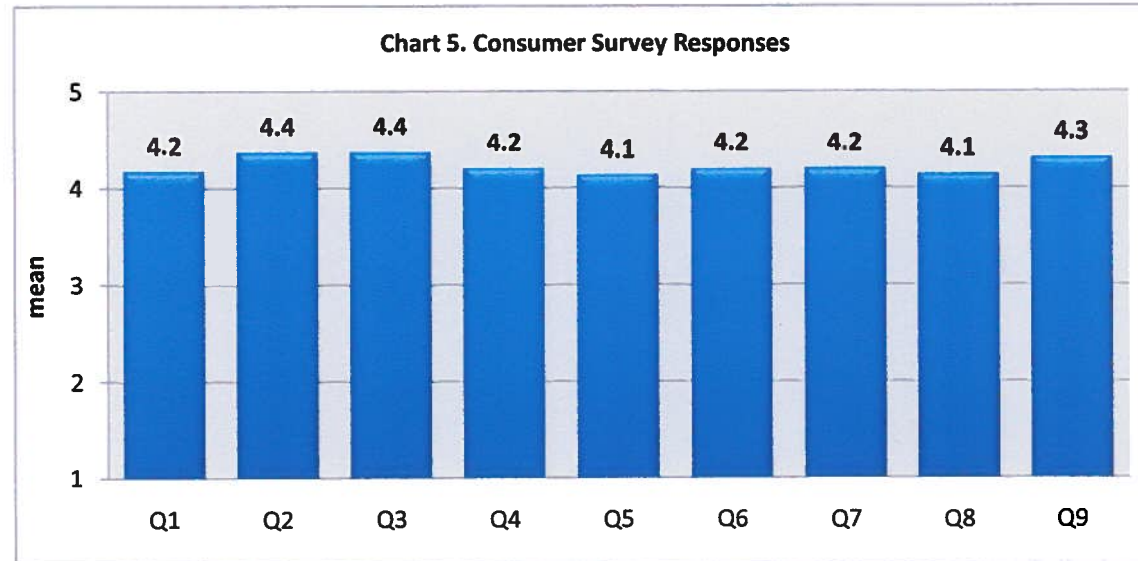


CREDIBILITY • INTEGRITY • ACHIEVEMENT

STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 8,342



scale: 4=strongly agree 3=agree 2=disagree 1=strongly disagree

Q1. I was given written information about my rights and responsibilities as a consumer/client.

Q2. The people who work at the organization treat me with respect and courtesy.

Q3. The staff is respectful of my confidentiality and privacy.

Q4. The organization's services are available at times that are good for me.

Q5. The organization's building and offices are clean.

Q6. I feel safe while at the organization and on its property.

Q7. I help plan my services and set my goals.

Q8. If I needed help or services again I would come back to the organization.

Q9. Overall, I am satisfied with the services that I am receiving.

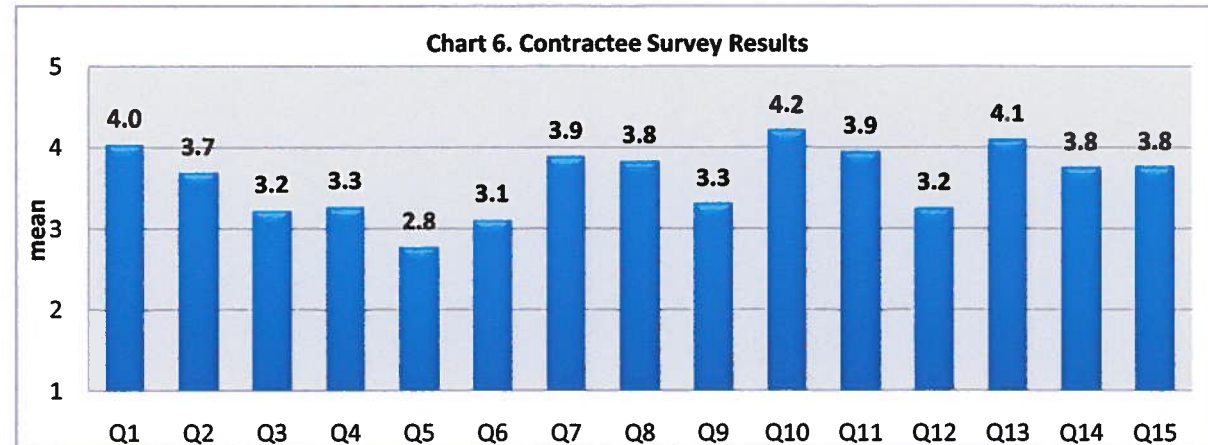


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STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 767



scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

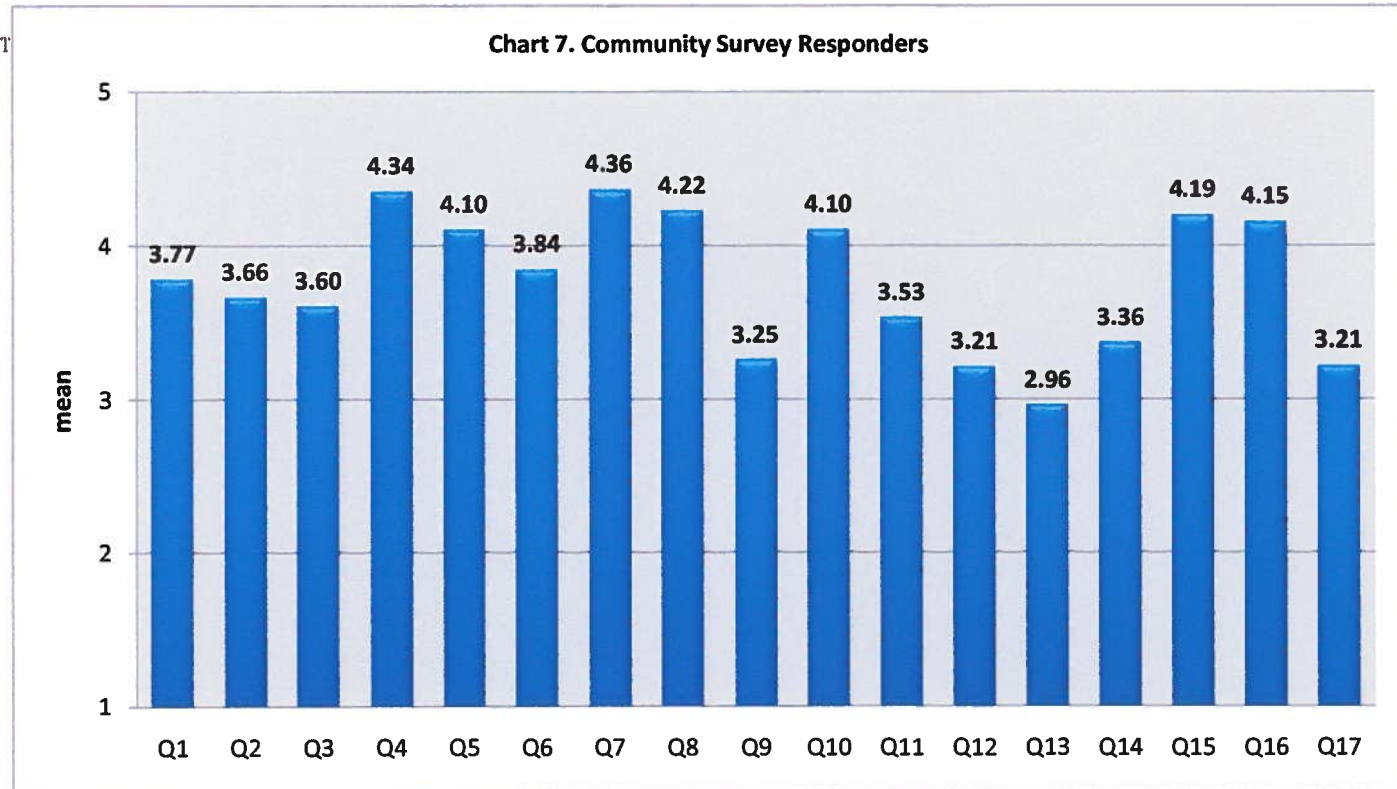
- Q1. My responsibilities within the organization and as a contracted provider are clear and established in writing.
- Q2. There is an effective mechanism for resolving conflicts between the organization and contracted service providers, including conflicts of interest.
- Q3. As a contracted provider, I receive information about the organization's performance (outcomes and consumer satisfaction).
- Q4. The organization has an effective quality improvement process.
- Q5. I participate in the organization's quality improvement activities.
- Q6. Outcome data is used to improve service delivery.
- Q7. The organization's services are well coordinated.
- Q8. The organization facilitates timely and easy access for consumers.
- Q9. Access to emergency and crisis intervention services for consumers is available 24/7.
- Q10. The organization maintains good working relations with its contracted service providers.
- Q11. The organization works in partnership with the community to improve services and advocates on behalf of consumers.
- Q12. The organization adequately addresses liability issues regarding its contracted service providers.
- Q13. The organization has informed me of its confidentiality policy and procedures.
- Q14. The organization monitors and evaluates the quality of the services I provide.
- Q15. Contracted providers are treated without favoritism by the organization



STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010
 Total Number of Responses: 3,957

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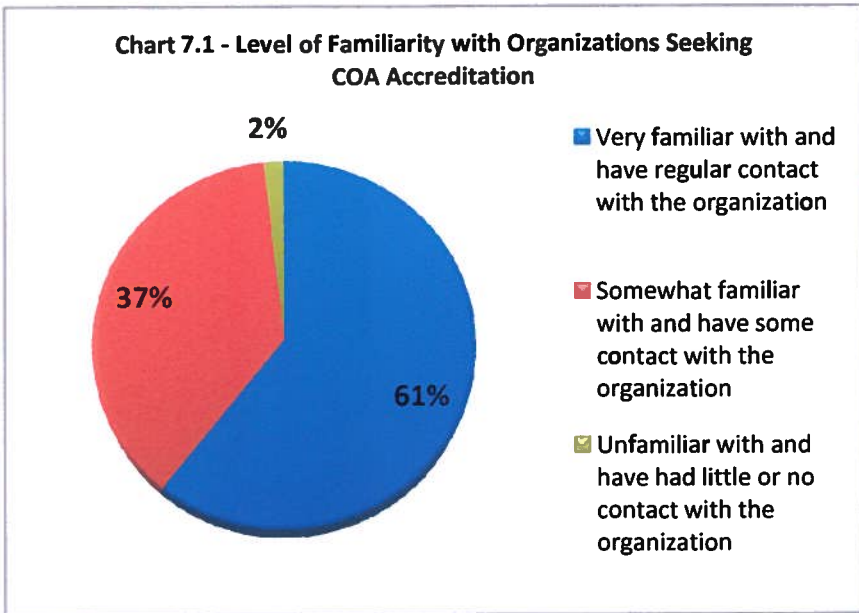


scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

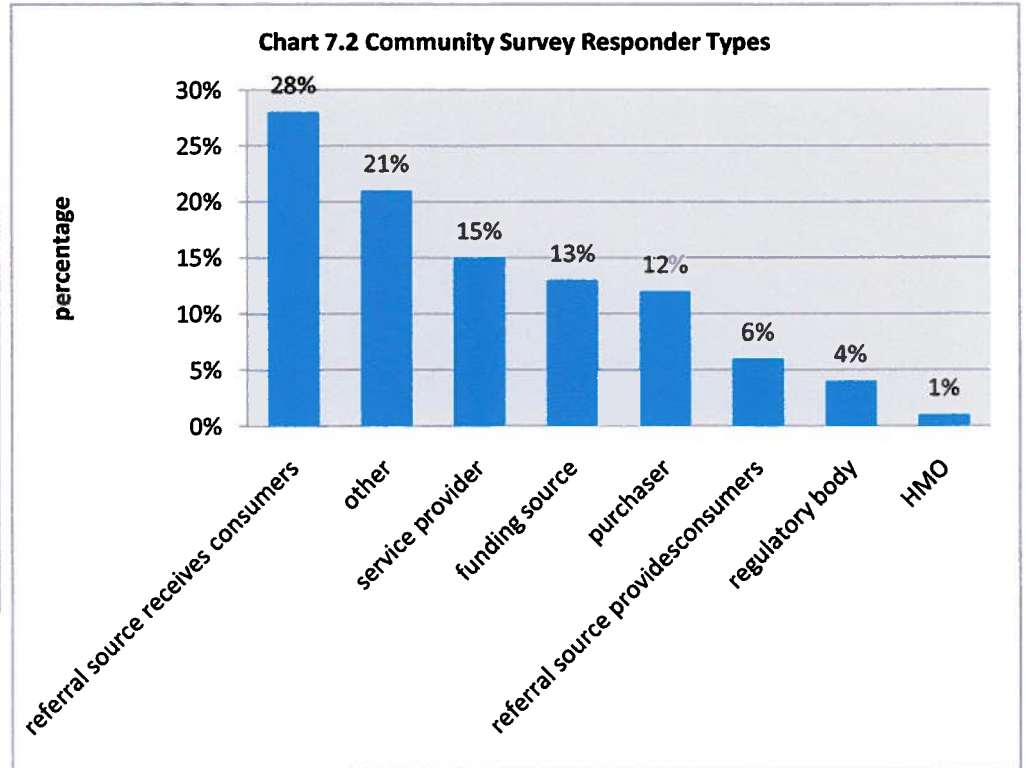
- Q1. The organization's facilities are clean and well maintained.
- Q2. The organization's services are accessible to persons with disabilities.
- Q3. The org's services are conveniently located and accessible to public transportation.
- Q4. The organization does not discriminate in the provision of its services.
- Q5. Informt. about the org's services & eligibility criteria are made available to the community.
- Q6. The organization provides culturally sensitive services.
- Q7. The organization respects the confidentiality of the persons it serves.
- Q8. The organization is known for its integrity and ethical practices.
- Q9. The org. conducts a public education program to make its presence known to the community.

- Q10. The org. works with other community orgs. to advocate on behalf of the people it serves.
- Q11. The org. promptly screens applicants and persons referred for its services.
- Q12. Waiting periods for services are reasonable.
- Q13. Fees are reasonable and fair.
- Q14. The organization is fiscally responsible.
- Q15. The organization's reputation with the community is favorable.
- Q16. Personnel are qualified and competent in the performance of their jobs.
- Q17. The organization is in compliance with all applicable laws and regulations.

Q18. Please tell us which statement best describes your knowledge and frequency of interaction with the organization:



Q19. Please tell us what best describes your relationship to the organization (check all that apply):



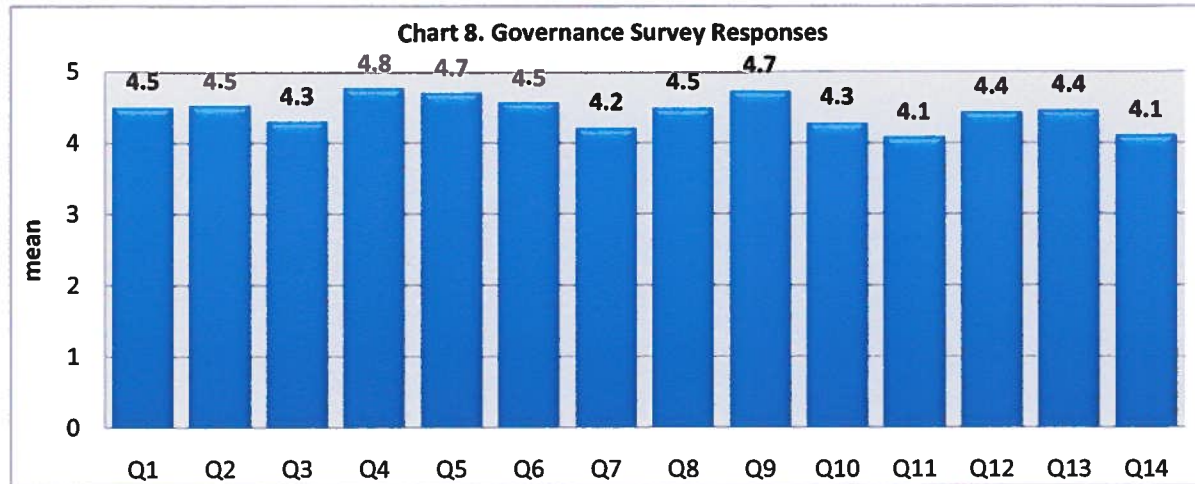


STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 2,224

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scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

Q1. As a member of the Governing Body, we effectively conduct/participate in long term planning.

Q2. As the Governing Body, we effectively develop and approve policies.

Q3. As the Governing Body, we establish resource development targets and goals.

Q4. We regularly review fiscal financial reports.

Q5. We approve the organization's annual budget.

Q6. As the Governing Body, we review and formally accept the annual audit.

Q7. As a member of the Governing Body, I review and provide input regarding the organization's quality improvement activities initiatives.

Q8. As members of the Governing Body, we receive information on the organization's program outcomes and outcomes for persons served.

Q9. The organization's Governing Body and the CEO or Executive Director have an effective working relationship.

Q10. At least annually, as members of the Governing Body, we assess areas of risk to the organization.

Q11. We receive quarterly reports of immediate and ongoing risk within the organization.

Q12. The organization collaborates with the community regarding issues of mutual concern.

Q13. I received an orientation as to my Governing Body responsibilities.

Q14. The organization's Governing Body is representative of the community it serves.

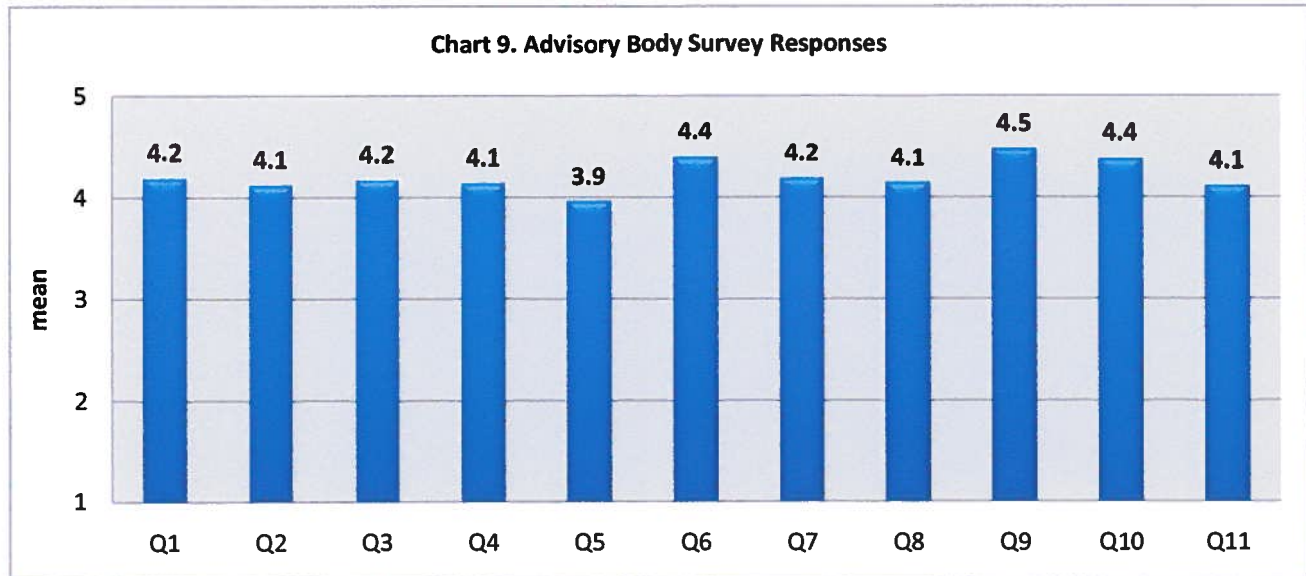


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STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 525



scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

- Q1. The organization has an effective quality improvement program.
- Q2. I participate in the organization's quality improvement activities.
- Q3. The organization regularly examines its internal access and service delivery processes.
- Q4. The organization conducts quarterly reviews of accidents, incidents, and grievances.
- Q5. Outcome data is used to improve services for consumers.
- Q6. I am aware of the organization's conflict of interest policy.
- Q7. The organization does not discriminate in hiring/promoting.
- Q8. I receive an annual performance evaluation.
- Q9. The organization is prepared to respond to natural disasters and other emergencies.
- Q10. The finances of the program in which I work are managed by the organization with integrity and according to sound business practices.
- Q11. The organization's services are well coordinated.

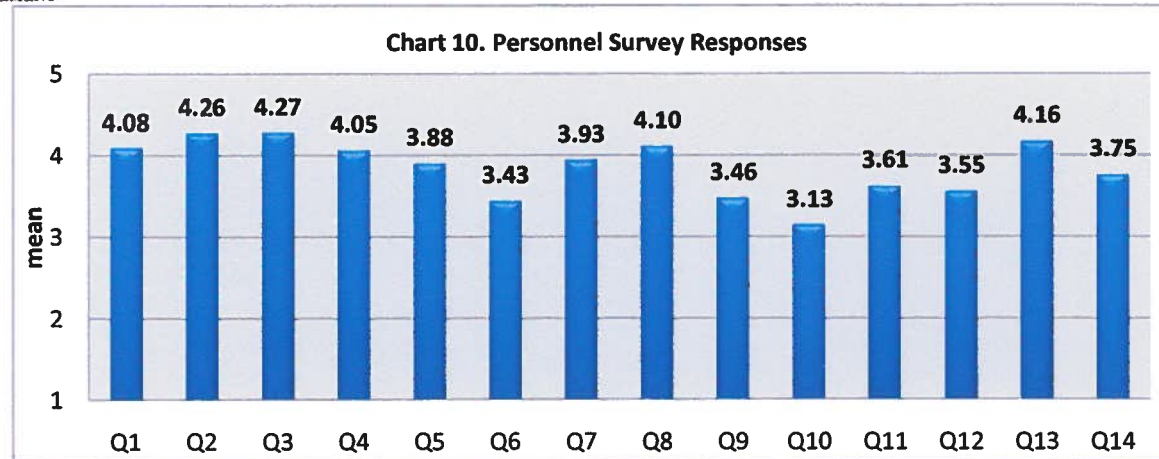


STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 8,889

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scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

- Q1. My job responsibilities are clearly outlined in my job description.
- Q2. I received an orientation within the first three months of beginning work with the organization.
- Q3. I have an up-to-date copy of, or can access the personnel handbook.
- Q4. I am aware of the organization's grievance procedures and know how to make a complaint.
- Q5. I am notified when positions that I may be qualified for become available within the organization.
- Q6. I can access my personnel record.
- Q7. I receive annual performance evaluations.
- Q8. I receive regular supervision.
- Q9. At least annually, employee satisfaction is assessed by the organization.
- Q10. The organization implements changes based on the feedback received from personnel.
- Q11. I participate in quality improvement activities within the organization.
- Q12. I receive information on program outcomes that is useful to me in working with persons served.
- Q13. I have participated in on the job activities that enhanced my knowledge and skills.
- Q14. Case records of persons that I serve are readily available or accessible to me.

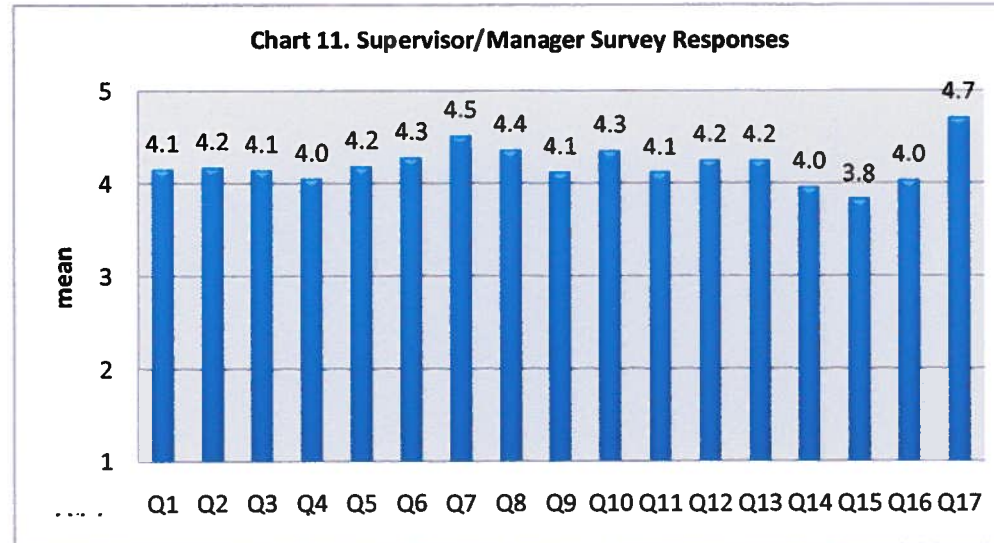


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STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 3,674



scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

Q1. The organization has an effective quality improvement program.

Q2. I participate in the organization's quality improvement activities.

Q3. The organization regularly examines its internal access and service delivery processes.

Q4. The organization conducts quarterly reviews of accidents, incidents, and grievances.

Q5. Outcome data is used to improve services for consumers.

Q6. I am aware of the organization's conflict of interest policy.

Q7. The organization does not discriminate in hiring/promoting.

Q8. I receive an annual performance evaluation.

Q9. The organization is prepared to respond to natural disasters and other emergencies.

Q10. The finances of the program in which I work are managed by the organization with integrity and according to sound business practices.

Q11. The organization's services are well coordinated.

Q12. The organization facilitates timely and easy access for consumers.

Q13. Access to emergency and crisis intervention services is available to consumers.

Q14. I have time to conduct supervision with my staff.

Q15. The organization monitors its relationship with contractors who provide services to consumers.

Q16. The organization's governing body and the CEO Executive Director have an effective working partnership.

Q17. I am aware of the organization's confidentiality policy and procedures.

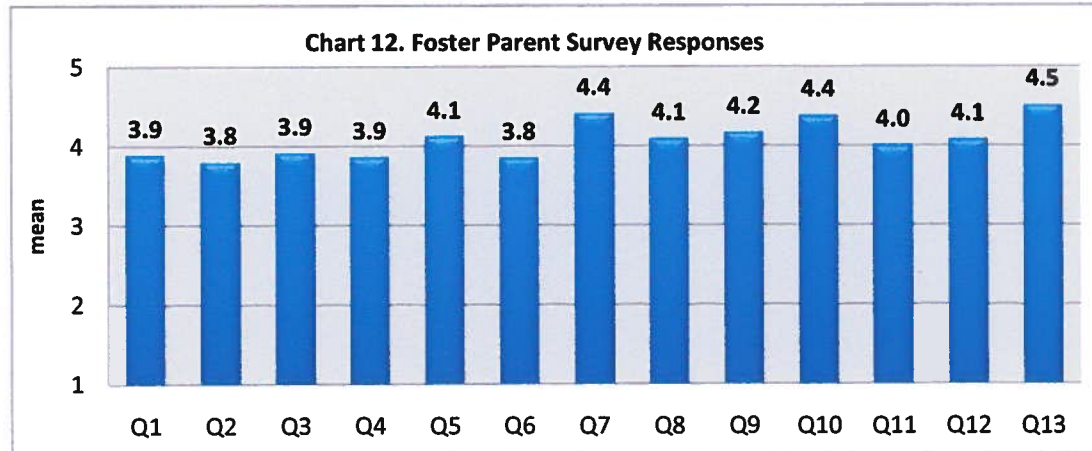


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STAKEHOLDER SURVEYS RESULTS BENCHMARK

Date of Information: 7.30.2010

Total Number of Responses: 926



scale: 5=strongly agree 4=agree 3=neither agree nor disagree 2=disagree 1=strongly disagree

Q1. I participate in service planning for my foster child.

Q2. The organization provided me with specific information about the child prior to placement in my home.

Q3. The organization responds proactively to challenges and conflicts associated with the placement.

Q4. My foster child maintains relationships with family members, friends and their community through visits and/or activities.

Q5. The organization ensures my foster child receives needed services identified in the service plan, such as counseling, support, and education services.

Q6. My foster child has opportunities to participate in ethnic, cultural, and/or religious activities consistent with his/her cultural or native traditions.

Q7. My foster child receives needed medical, dental, developmental, and mental health services.

Q8. I have a private visit with the caseworker at least once a month.

Q9. The training I received from the organization has effectively prepared me to be a foster parent.

Q10. I have been informed of my rights and responsibilities as a foster parent.

Q11. I have access to services to prevent/reduce stress, such as childcare, respite care, counseling, peer support, or recreational activities.

Q12. The organization provided or helped me develop a plan for responding to emergencies such as accidents, run away behavior, serious illness, fire, and natural disasters.

Q13. The organization assesses the safety of my home.