

Summary of Employee Satisfaction Survey Results 2008

Employee Morale

50% of employees rated morale as good to excellent.
Another 33% rated morale as fair or fluctuates.

The top 5 recommendations for improving morale were as follows:

- * Increase Pay, Recognition, and Incentives
- * Communicate Better
- * Increase Amount of Staff
- * Provide Team Building Training
- * Reduce Stress Levels

Supervisory Guidance

60% of employees said that they received enough guidance and feedback to perform their jobs.
Another 7% responded that they somewhat receive adequate guidance & feedback.

The top 5 recommendations for improving performance appraisals were as follows:

- * Don't Change Anything
- * Appraisals Should be more Frequent, Consistent, etc.
- * Supervisors Need to Complete their Required Appraisals
- * Use Appraisals with No Ratings, Feedback Only
- * Provide a Raise/Compensation for Good Appraisals

Training

The top 5 recommendations for improving training were as follows:

- * Add More Psychiatric or Clinical-based Trainings
- * Provide Ethics in the Workplace/Diversity Training
- * Train on Drugs & Medications
- * Teach about Documentation
- * Instruct about Stress Management

Technology

The top 5 recommendations for improving technology were as follows:

- * Upgrade Computers
- * Buy More Computers for the Programs
- * Provide Computer Education
- * Issue Laptops for Staff who work in the community
- * Consider more Cell phones & Palm Pilots with Internet access

Benefits

The top 5 Most Valued Benefits other than 'overall benefit plan' were as follows:

- * Health Insurance
- * 401K
- * Company Cars & Gas Cards
- * Dental Insurance
- * Training Opportunities

The top 5 Recommendations regarding Additional Benefits were as follows:

- * A More-Affordable Health Insurance Plan
- * Improved Health Insurance
- * Better Pay Increase Schedule
- * Tuition Reimbursement
- * Cell Phone and Gas Expense Reimbursement

Flexibility

78% of employees said that they were given flexibility to perform their jobs. Another 6% answered that they were given flexibility 'sometimes'.

The top 5 recommendations for improving flexibility were as follows:

- * More Staff in the Program
- * More Company Cars
- * To Be Given Company Cell Phones or Palm Pilots with internet access
- * Provide more Resources & Equipment
- * To Have the Ability to Work from Home

Supervision

77% of employees stated that they were adequately supervised. Another 8% answered that they were 'somewhat' adequately supervised.

The top 5 recommendations for improving supervision were as follows:

- * Communicate Better & allow venting
- * Hire More, Better Qualified Staff
- * Implement one-on-one Communication
- * Adhere to a Better Performance Appraisal Schedule
- * Increase the Number of Supervisors

Profitability

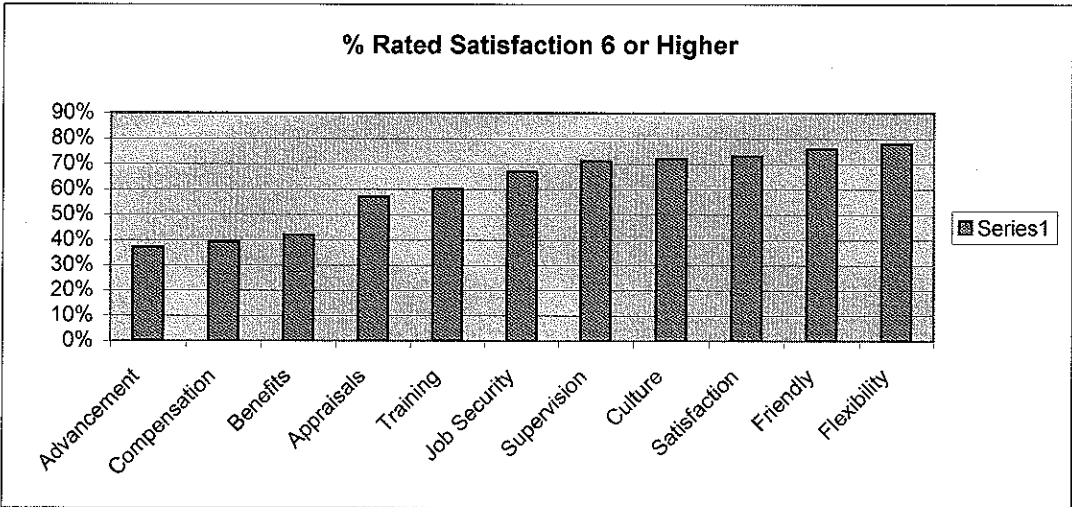
The top 5 recommendations for improving profitability were as follows:

- * Be More Accountable
- * Hire More Staff
- * Give Raises and Increase Pay
- * Acquire More Programs and Business
- * Increase Retention

Miscellaneous Suggestions

The top 5 Miscellaneous Recommendations were as follows:

- * Better Compensation Plan
- * Purchase More Vehicles
- * Have 'town-hall' Corporate Meetings
- * Provide Better Equipment to Do the Job
- * Show Appreciation for Staff



**The areas employees were the most satisfied with were:
(more than 50% rated them 6 or higher)**

- Flexibility
- Friendly
- Overall Satisfaction
- Culture
- Supervision
- Training
- Appraisals

The least satisfactory areas were:

- Advancement Opportunities
- Compensation
- Benefits