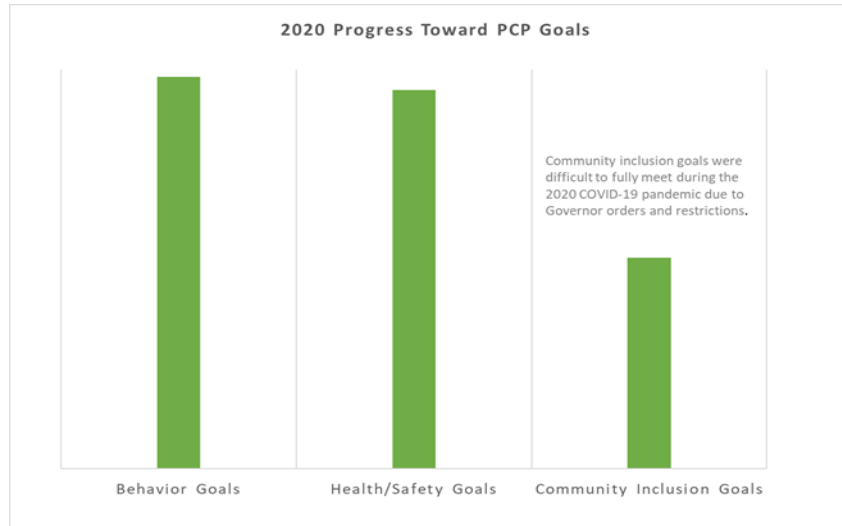


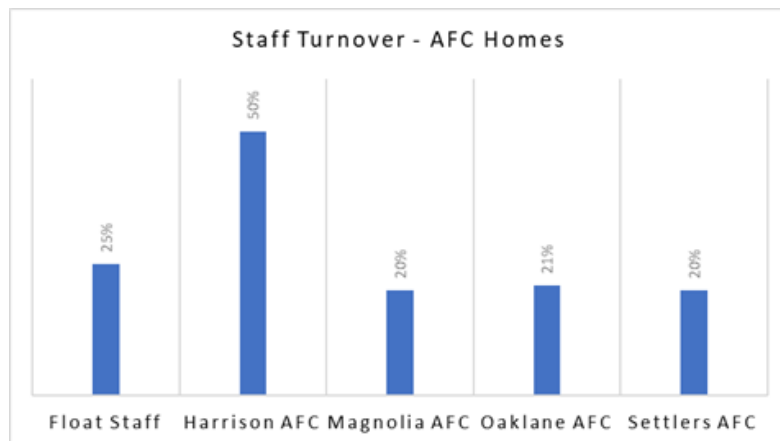
Effectiveness: Percent of residentially supported individual goals where satisfactory progress has been made:



Efficiency: Length of Staff Service and Turnover

- Residential staff average: 6.15 years of service for active staff as of December 2020
- With an average residential team staff turnover of 27%, we remain lower than the Michigan average of 37%

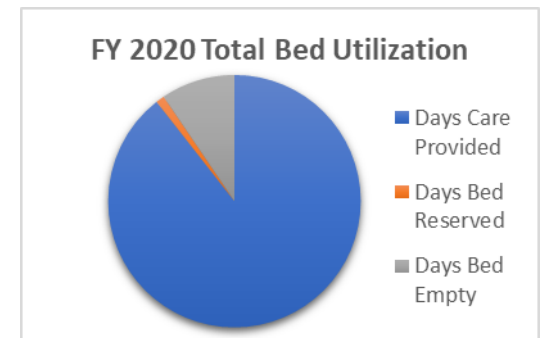
HHI recognizes great value in retaining staff that provide dedicated and consistent care. We are proud of our many dedicated long term staff.



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

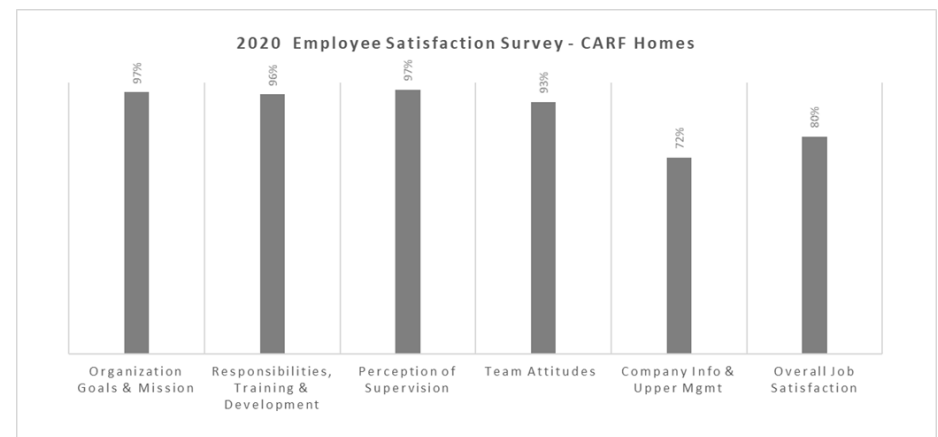
Service Access/Bed Utilization:

- Four Adult Foster Care homes
- Twenty-four licensed beds
- Of the possible 8,784 residential bed days, care was provided or reserved for returning residents on 7,951 days. This is a 91% Occupancy Rate.



Satisfaction:

Total Employee Satisfaction: 89%



Total Guardian Satisfaction: 91%

