

**SERENITY HOUSE OF VOLUSIA, INC.
SURVEY RESULTS SUMMARY BI-ANNUAL 2009-10**

| STAFF SURVEY | | REFERRAL AGENT SURVEY | |
|--|------|--|------|
| NUMBER OF EMPLOYEES SURVEYED | 86 | NUMBER OF REFERRAL SURVEYS SENT OUT | 29 |
| NUMBER OF RESPONSES RECEIVED | 86 | NUMBER OF RESPONSES RECEIVED | 29 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 1290 | NUMBER OF QUESTIONS | 435 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 1290 | TOTAL NUMBER USED TO AGGREGATE DATA | 353 |
| NUMBER OF FAVORABLE | 1260 | NUMBER OF FAVORABLE | 339 |
| PERCENT FAVORABLE | 98% | PERCENT FAVORABLE | 96% |
| NUMBER OF UNFAVORABLE | 30 | NUMBER OF UNFAVORABLE | 14 |
| PERCENT OF UNFAVORABLE | 2% | PERCENT OF UNFAVORABLE | 4% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 82 |
| OVERALL CLIENT SATISFACTION REPORT | | FAMILY MEMBER SURVEY | |
| NUMBER OF CLIENTS SURVEYED | 262 | NUMBER OF FAMILY MEMBERS SURVEYS SENT OUT | 22 |
| NUMBER OF RESPONSES RECEIVED | 262 | NUMBER OF RESPONSES RECEIVED | 22 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 4141 | NUMBER OF QUESTIONS | 330 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 3927 | TOTAL NUMBER USED TO AGGREGATE DATA | 307 |
| NUMBER OF FAVORABLE | 3710 | NUMBER OF FAVORABLE | 253 |
| PERCENT FAVORABLE | 94% | PERCENT FAVORABLE | 82% |
| NUMBER OF UNFAVORABLE | 208 | NUMBER OF UNFAVORABLE | 54 |
| PERCENT OF UNFAVORABLE | 5% | PERCENT OF UNFAVORABLE | 18% |
| N/A OR NO RESPONSE | 214 | N/A OR NO RESPONSE | 23 |
| VETERANS CLIENT SURVEY | | PASSAGEWAYS EAST/WEST CLIENT SATISFACTION | |
| NUMBER OF CLIENTS SURVEYED | 15 | NUMBER OF CLIENTS SURVEYED | 9 |
| NUMBER OF RESPONSES RECEIVED | 15 | NUMBER OF RESPONSES RECEIVED | 9 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 240 | NUMBER OF QUESTIONS | 144 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 240 | TOTAL NUMBER USED TO AGGREGATE DATA | 144 |
| NUMBER OF FAVORABLE | 237 | NUMBER OF FAVORABLE | 142 |
| PERCENT FAVORABLE | 99% | PERCENT FAVORABLE | 99% |
| NUMBER OF UNFAVORABLE | 3 | NUMBER OF UNFAVORABLE | 2 |
| PERCENT OF UNFAVORABLE | 1% | PERCENT OF UNFAVORABLE | 1% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 0 |
| STONE STREET L3 CLIENT SATISFACTION | | STONE STREET L2 CLIENT SATISFACTION | |
| NUMBER OF CLIENTS SURVEYED | 24 | NUMBER OF CLIENTS SURVEYED | 21 |
| NUMBER OF RESPONSES RECEIVED | 24 | NUMBER OF RESPONSES RECEIVED | 21 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 384 | NUMBER OF QUESTIONS | 336 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 384 | TOTAL NUMBER USED TO AGGREGATE DATA | 336 |
| NUMBER OF FAVORABLE | 367 | NUMBER OF FAVORABLE | 293 |
| PERCENT FAVORABLE | 96% | PERCENT FAVORABLE | 87% |
| NUMBER OF UNFAVORABLE | 18 | NUMBER OF UNFAVORABLE | 43 |
| PERCENT OF UNFAVORABLE | 5% | PERCENT OF UNFAVORABLE | 13% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 0 |

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| SERENITY HOUSE WEST | | ALL ASSESSMENTS CLIENT SURVEY | |
|-------------------------------------|-------------|--|-------------|
| NUMBER OF CLIENTS SURVEYED | 35 | NUMBER OF CLIENTS SURVEYED | 35 |
| NUMBER OF RESPONSES RECEIVED | 35 | NUMBER OF RESPONSES RECEIVED | 35 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 560 | NUMBER OF QUESTIONS | 560 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 560 | TOTAL NUMBER USED TO AGGREGATE DATA | 451 |
| NUMBER OF FAVORABLE | 517 | NUMBER OF FAVORABLE | 451 |
| PERCENT FAVORABLE | 92% | PERCENT FAVORABLE | 100% |
| NUMBER OF UNFAVORABLE | 43 | NUMBER OF UNFAVORABLE | 0 |
| PERCENT OF UNFAVORABLE | 8% | PERCENT OF UNFAVORABLE | 0% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 109 |
| HIGH STREET CLIENT SURVEY | | WDC CLIENT SATISFACTION SURVEY | |
| NUMBER OF CLIENTS SURVEYED | 16 | NUMBER OF CLIENTS SURVEYED | 11 |
| NUMBER OF RESPONSES RECEIVED | 16 | NUMBER OF RESPONSES RECEIVED | 11 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 256 | NUMBER OF QUESTIONS | 176 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 256 | TOTAL NUMBER USED TO AGGREGATE DATA | 176 |
| NUMBER OF FAVORABLE | 235 | NUMBER OF FAVORABLE | 166 |
| PERCENT FAVORABLE | 92% | PERCENT FAVORABLE | 94% |
| NUMBER OF UNFAVORABLE | 21 | NUMBER OF UNFAVORABLE | 0 |
| PERCENT OF UNFAVORABLE | 8% | PERCENT OF UNFAVORABLE | 0% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 0 |
| OUTPATIENT CLIENT SURVEY | | PATH CLIENT SATISFACTION SURVEY | |
| NUMBER OF CLIENTS SURVEYED | 10 | NUMBER OF CLIENTS SURVEYED | 18 |
| NUMBER OF RESPONSES RECEIVED | 10 | NUMBER OF RESPONSES RECEIVED | 18 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 160 | NUMBER OF QUESTIONS | 288 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 160 | TOTAL NUMBER USED TO AGGREGATE DATA | 288 |
| NUMBER OF FAVORABLE | 156 | NUMBER OF FAVORABLE | 282 |
| PERCENT FAVORABLE | 98% | PERCENT FAVORABLE | 98% |
| NUMBER OF UNFAVORABLE | 4 | NUMBER OF UNFAVORABLE | 6 |
| PERCENT OF UNFAVORABLE | 3% | PERCENT OF UNFAVORABLE | 2% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 0 |
| MANAGED CARE CLIENT SURVEY | | DIXIE LODGE CLIENT SATISFACTION | |
| NUMBER OF CLIENTS SURVEYED | 8 | NUMBER OF CLIENTS SURVEYED | 17 |
| NUMBER OF RESPONSES RECEIVED | 8 | NUMBER OF RESPONSES RECEIVED | 17 |
| PERCENT CAPTURED | 100% | PERCENT CAPTURED | 100% |
| NUMBER OF QUESTIONS | 128 | NUMBER OF QUESTIONS | 272 |
| TOTAL NUMBER USED TO AGGREGATE DATA | 128 | TOTAL NUMBER USED TO AGGREGATE DATA | 272 |
| NUMBER OF FAVORABLE | 124 | NUMBER OF FAVORABLE | 272 |
| PERCENT FAVORABLE | 97% | PERCENT FAVORABLE | 100% |
| NUMBER OF UNFAVORABLE | 4 | NUMBER OF UNFAVORABLE | 0 |
| PERCENT OF UNFAVORABLE | 3% | PERCENT OF UNFAVORABLE | 0% |
| N/A OR NO RESPONSE | 0 | N/A OR NO RESPONSE | 0 |