

ABC Senior Care (Demo Agency)

March 2013

HOME CARE PULSE[®]

Quality Management Report

March 2013 | Executive Summary

Key Satisfaction Benchmarks

	Mar 2013	Feb 2013	Jan 2013
Combined Client Satisfaction Rating	92.3%	94.2%	90.4%
Combined Caregiver Satisfaction Rating	88.5%	95.0%	93.9%
Best of Home Care® Provider of Choice Qualifying Categories ⁽¹⁾	10	10	11
Best of Home Care® Employer of Choice Qualifying Categories ⁽²⁾	8	10	10

Accounts to Update ⁽³⁾

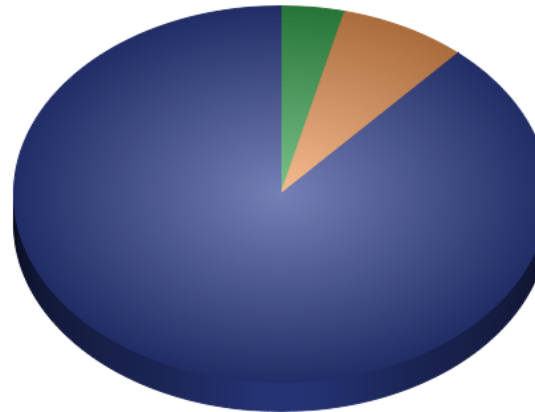
Wrong Number	0
Change Responsible Party	0

Message from Home Care Pulse

▶ The 2013 Edition of the Private Duty Benchmarking Study is now available for pre-order through March 31st. This is the largest national study on home care, conducted annually by Home Care Pulse and the Home Care Association of America. Get \$50 off when you pre-order your copy with promo code PRE4 at www.private-duty-benchmarking.com/order. If you participated in the study, be sure to use your participant promo code to get 40% or \$120 off.

Net Promoter Score ⁽⁴⁾

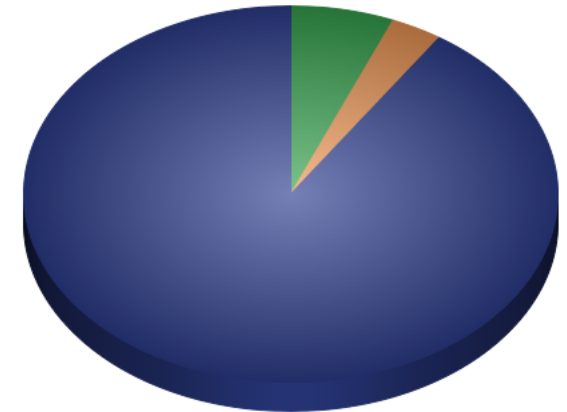
Client 180 Day Promoter Score: Passive (8)
Client "Recommend Agency to Others" Responses



■ Detractor (4%) ■ Passive (8%) ■ Promoter (88%)

Caregiver Engagement Score ⁽⁴⁾

Caregiver 180 Day Promoter Score: Passive (8)
Caregiver "Recommend Employment to Others" Responses

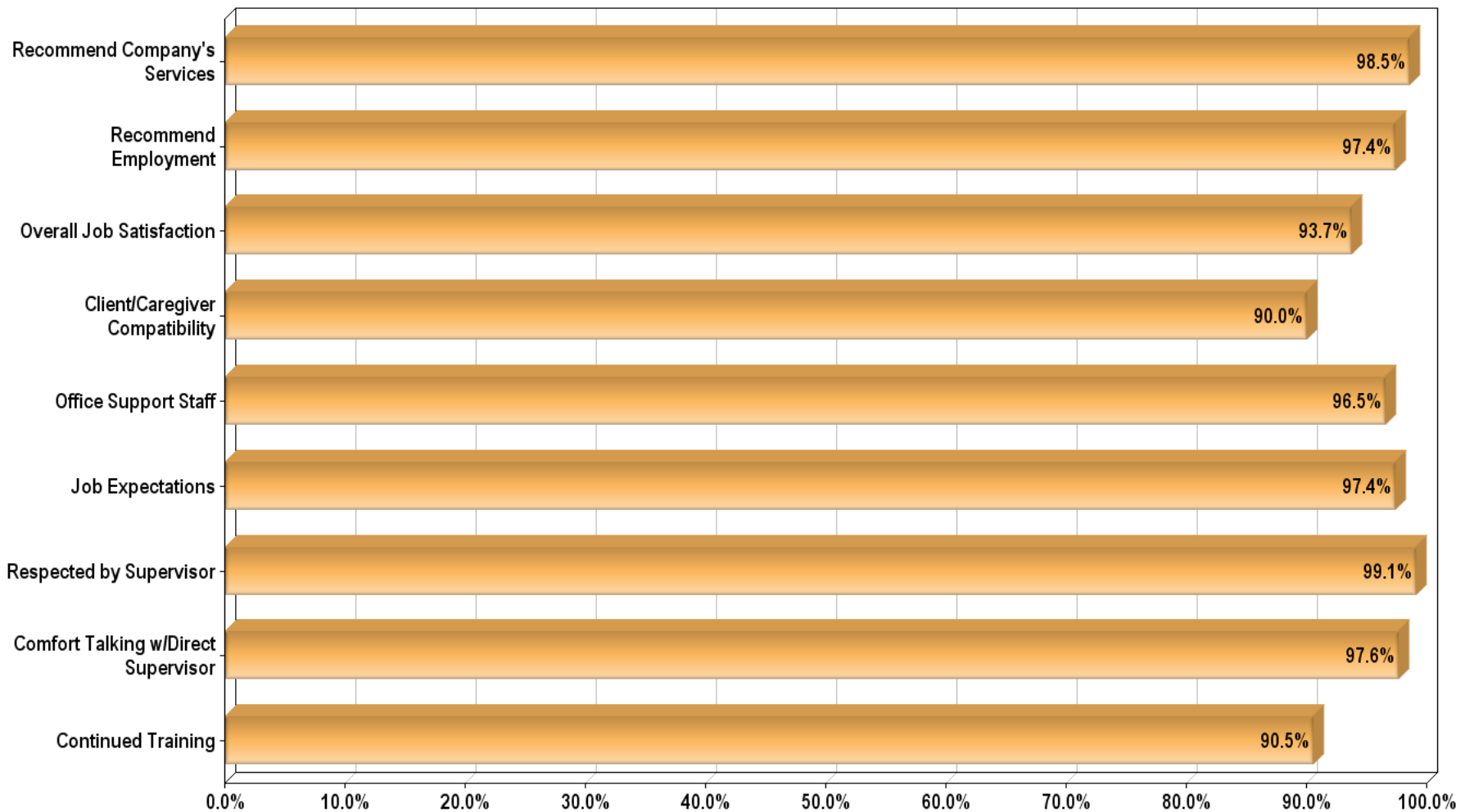


■ Detractor (6%) ■ Passive (3%) ■ Promoter (91%)

March 2013 | 12 Month Caregiver Satisfaction Report ⁽⁵⁾

12 Month Caregiver Satisfaction Report

The Caregiver Satisfaction Report shows how your caregivers have rated their level of satisfaction with your agency during the previous 12 months.



March 2013 | Caregiver Testimonials ⁽⁶⁾

Respected by Supervisor

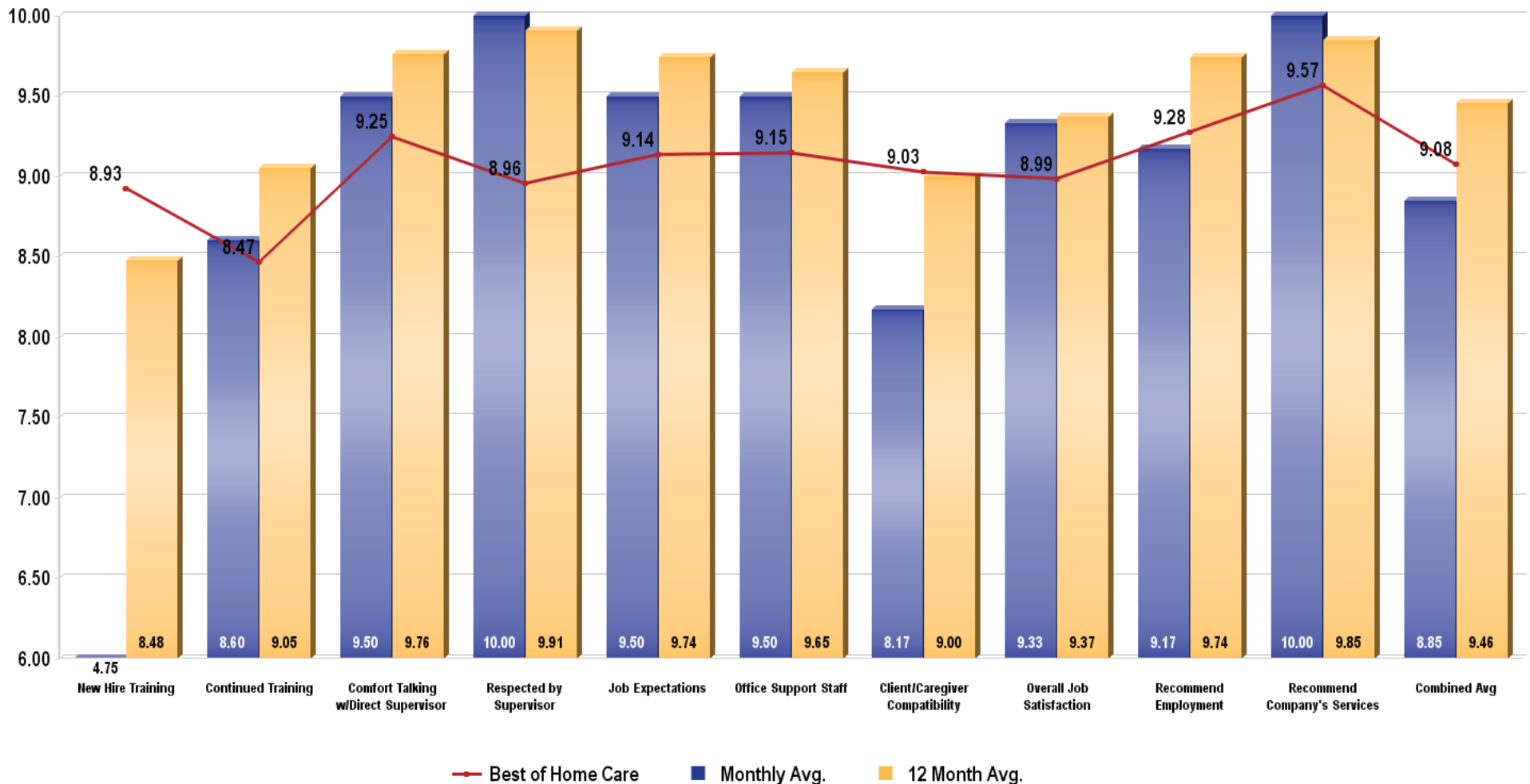
ANONYMOUS | March 2013

- ▶ I feel respected and valued, because the direct supervisors will recognize me as a caregiver and recognized what I do. They will recognize me by certificates that make their employees feel special.

March 2013 | Caregiver Satisfaction Benchmark Report ⁽⁷⁾

Caregiver Satisfaction Benchmark Report

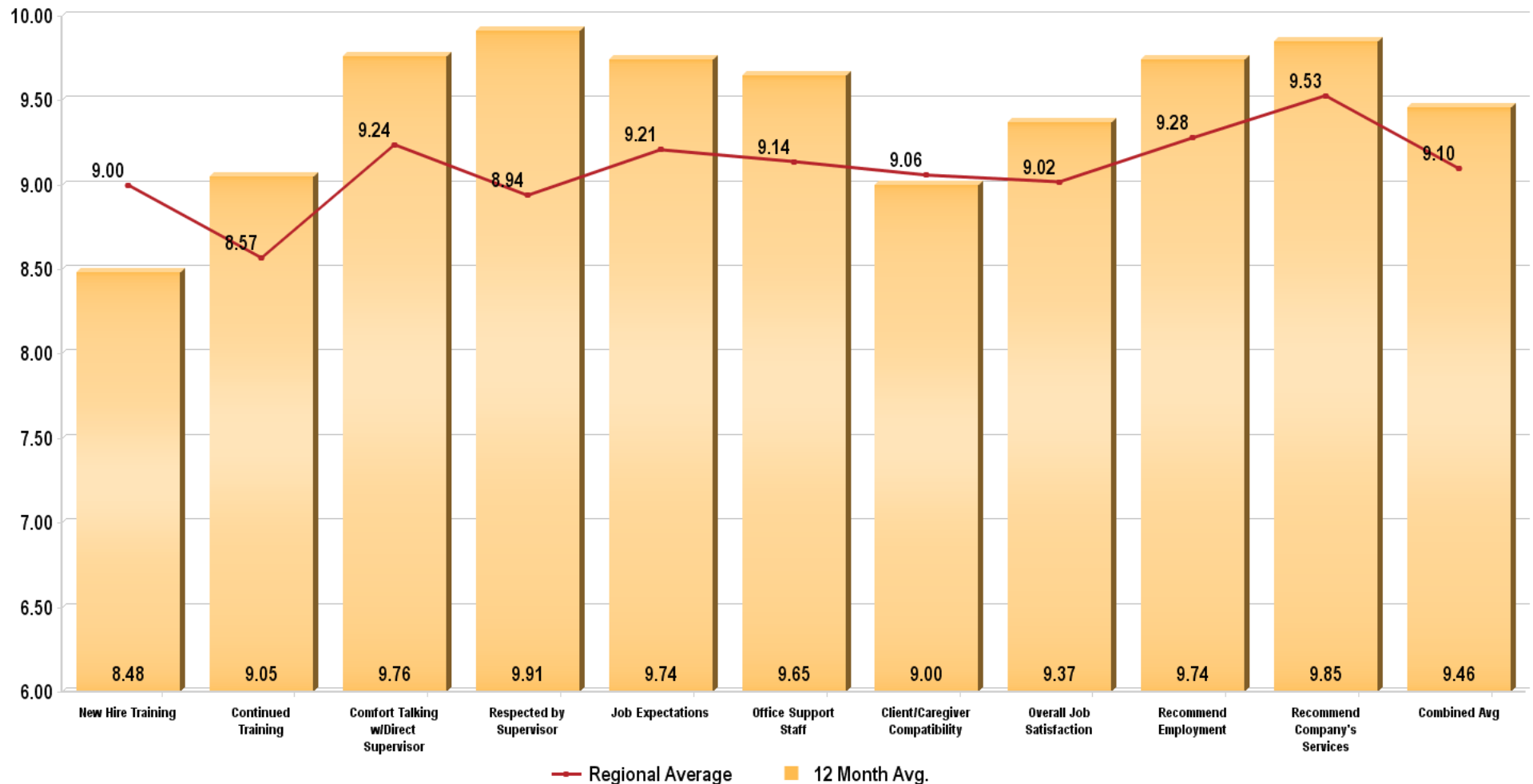
The Caregiver Satisfaction Benchmark Report represents your caregivers' current and 12 month average satisfaction ratings in each of the individual categories included in our monthly caregiver interviews. The Best of Home Care line represents the industry average for each category and also the minimum required satisfaction level to achieve *Best of Home Care® Employer of Choice* for the given interview category.



March 2013 | Caregiver Satisfaction 12 Month Comparison Report ⁽⁸⁾

Caregiver Satisfaction 12 Month Comparison Report

The Caregiver Satisfaction 12 Month Comparison Report shows how your caregivers have rated their level of satisfaction in each of the areas included in the monthly caregiver satisfaction interviews during the previous 12 months. The Regional Average line represents the caregiver satisfaction ratings of home care agencies within your geographical region. Please see the report index for the regional designation of each state.

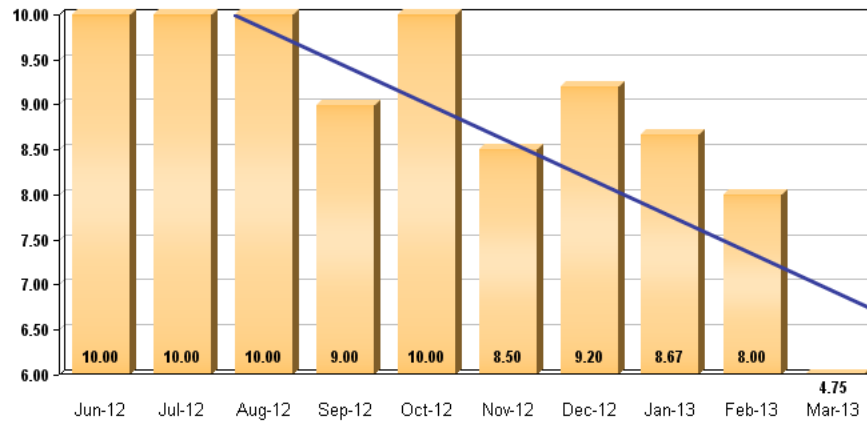


March 2013 | Caregiver Satisfaction Monthly Trends Report

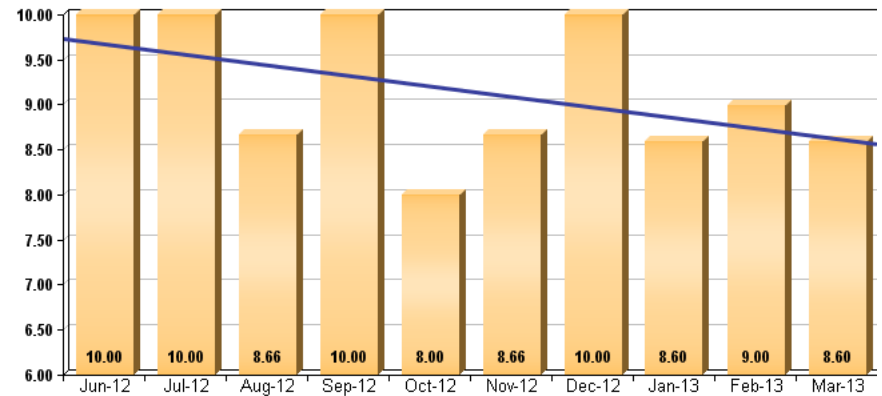
Caregiver Satisfaction Monthly Trends Report

The Caregiver Satisfaction Monthly Trends Report shows each of the caregiver interview categories and how your agency is trending in each category during the previous 12 months.

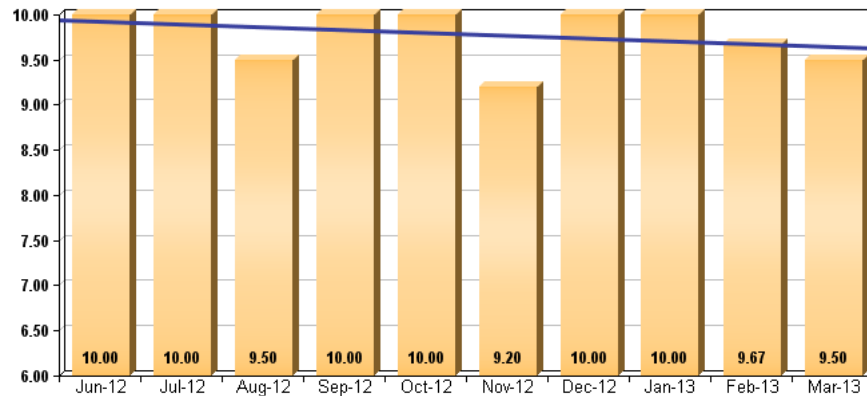
New Hire Training



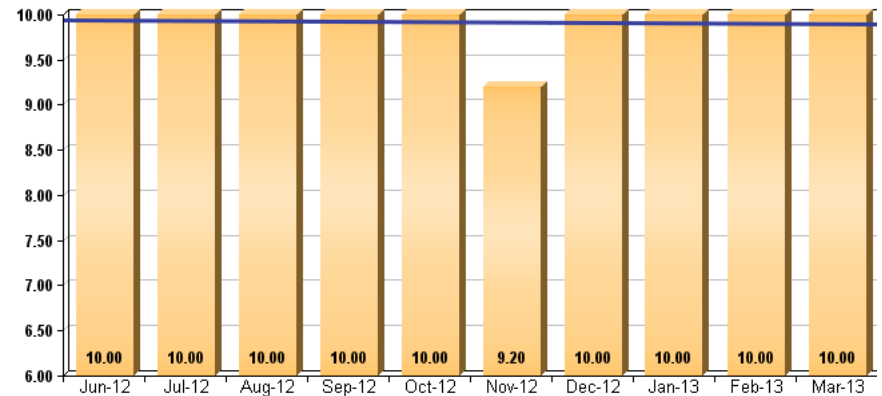
Continued Training



Comfort Talking w/Direct Supervisor



Respected by Supervisor

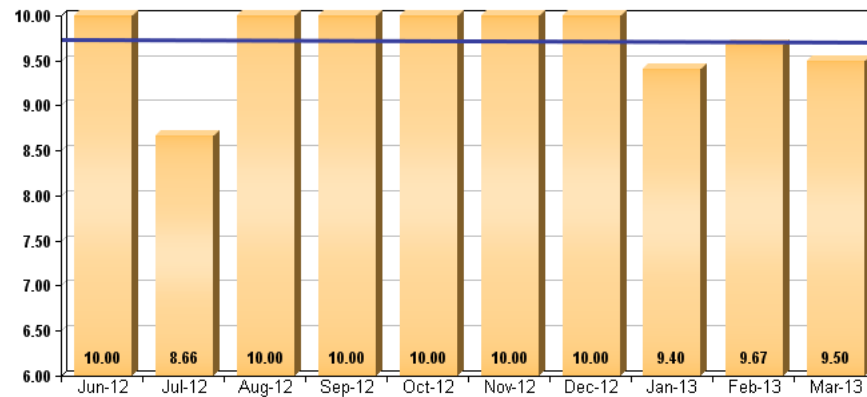


March 2013 | Caregiver Satisfaction Monthly Trends (cont.)

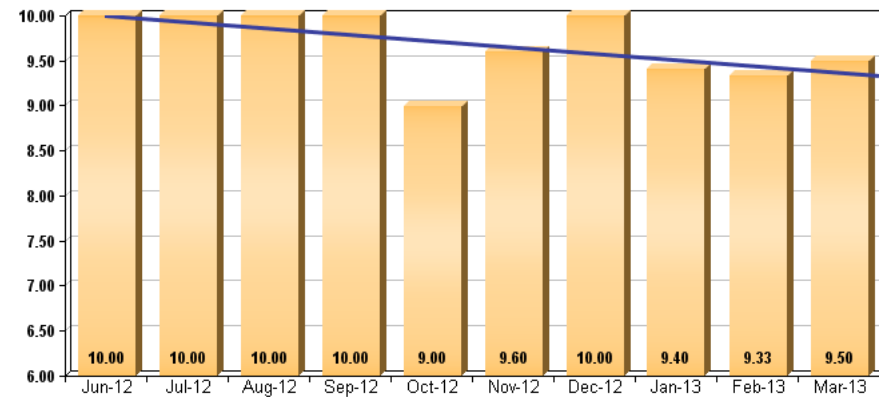
Caregiver Satisfaction Monthly Trends

The Caregiver Satisfaction Monthly Trends Report shows each of the caregiver interview categories and how your agency is trending in each category during the previous 12 months.

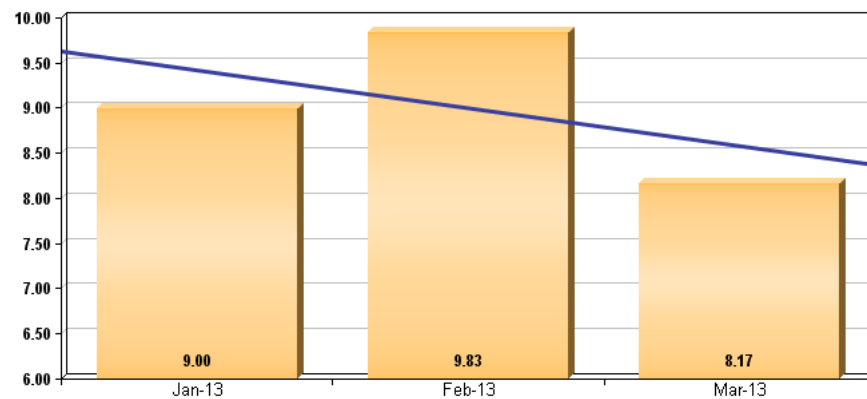
Job Expectations



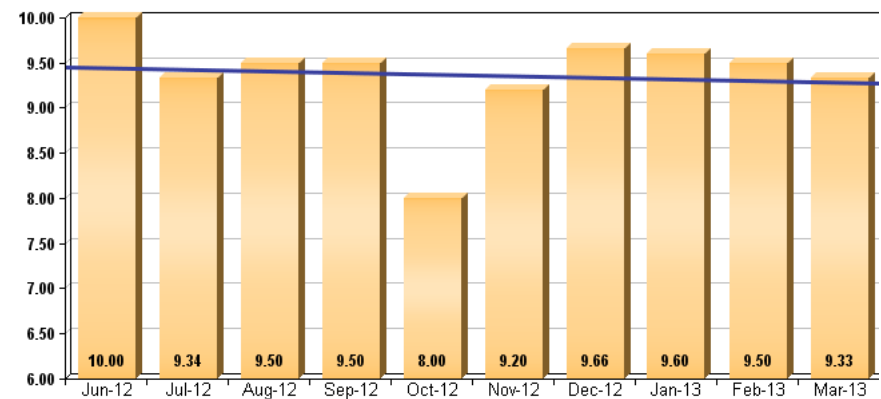
Office Support Staff



Client/Caregiver Compatibility



Overall Job Satisfaction

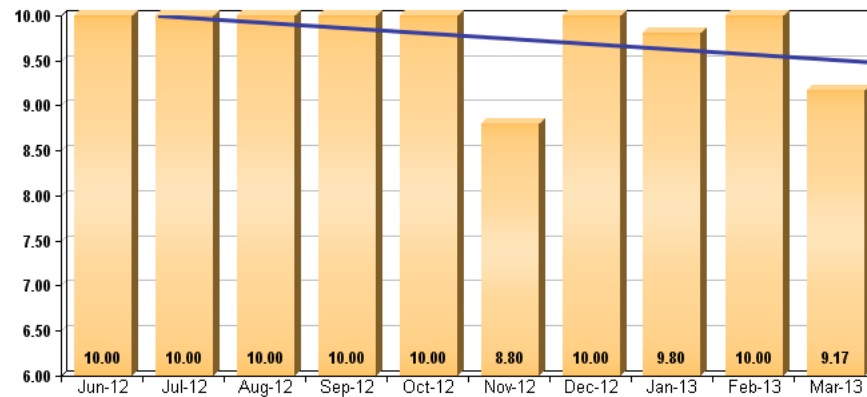


March 2013 | Caregiver Satisfaction Monthly Trends (cont.)

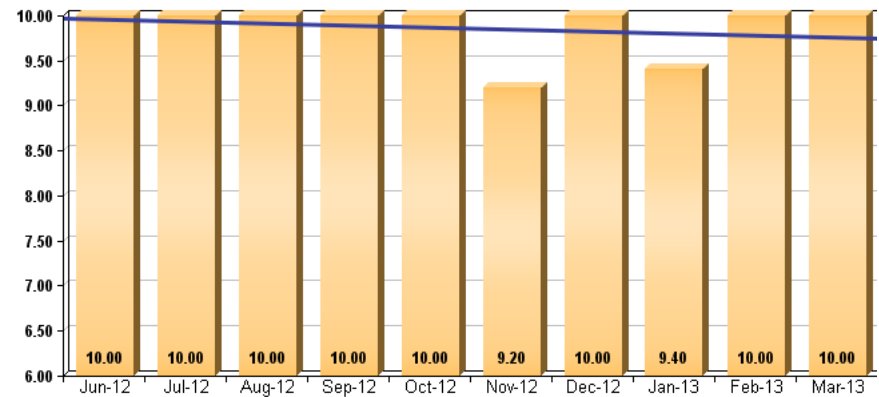
Caregiver Satisfaction Monthly Trends

The Caregiver Satisfaction Monthly Trends Report shows each of the caregiver interview categories and how your agency is trending in each category during the previous 12 months.

Recommend Employment



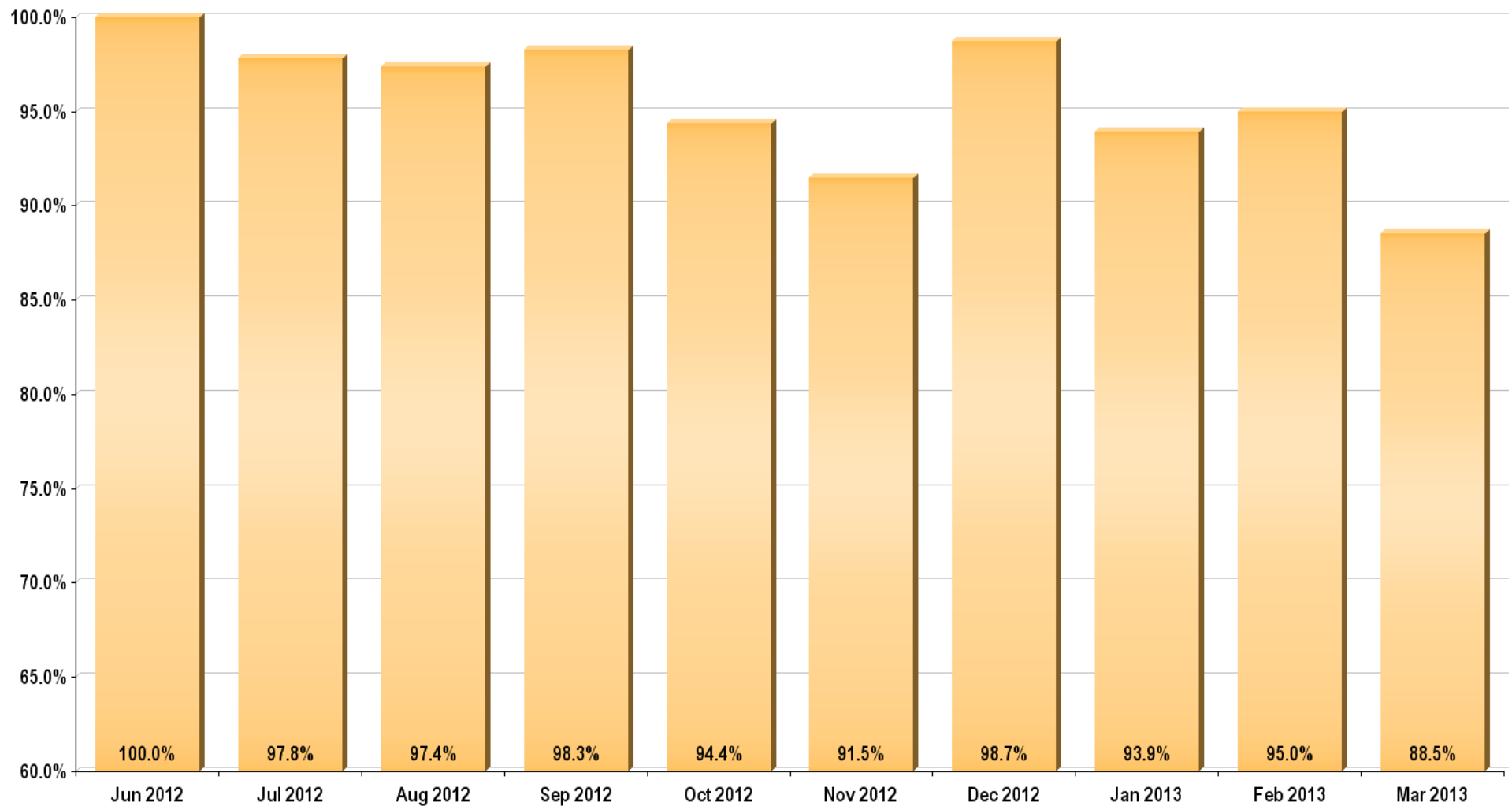
Recommend Company's Services



March 2013 | Overall Caregiver Satisfaction Rating Report⁽⁹⁾

Overall Caregiver Satisfaction Rating Report

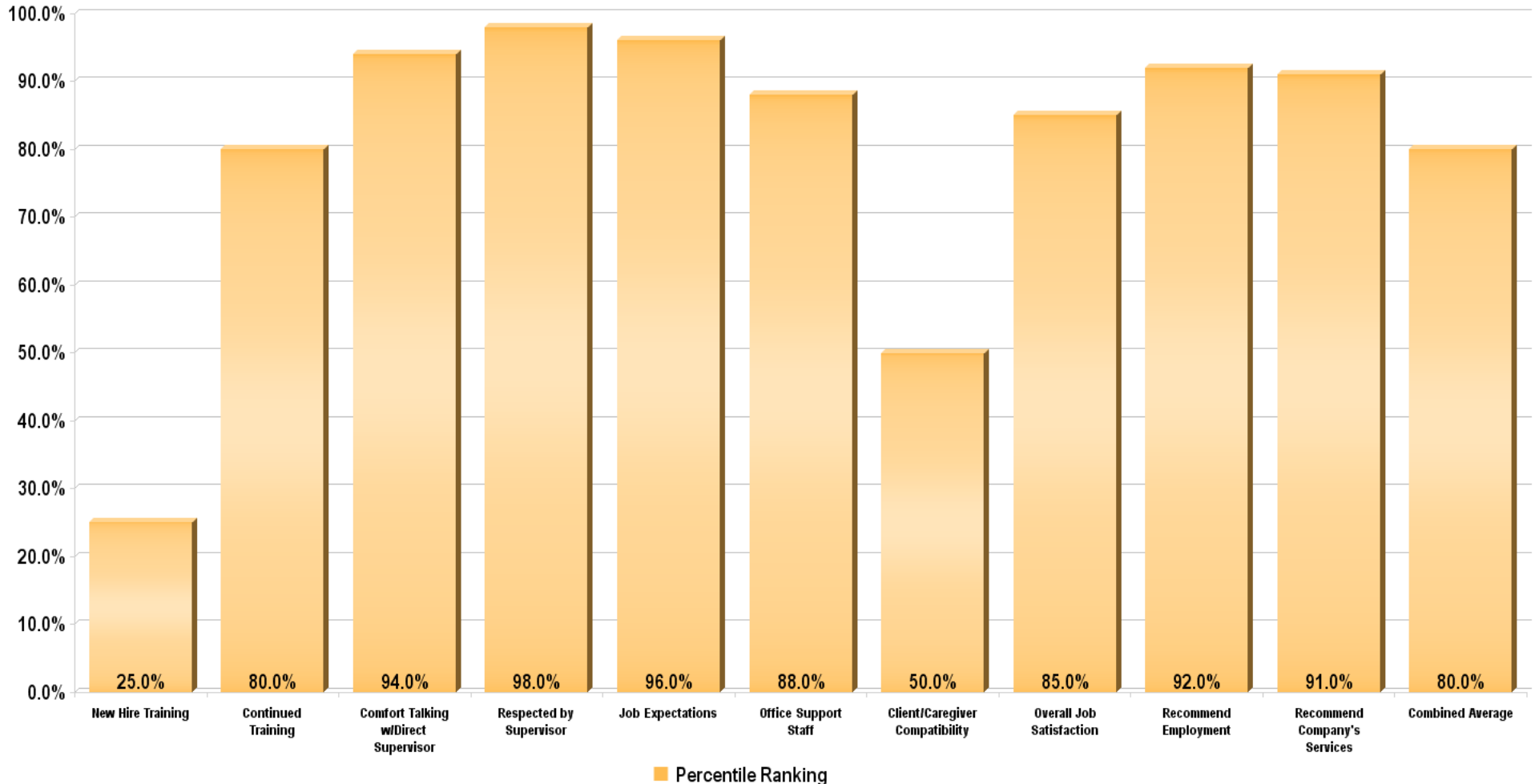
The Overall Caregiver Satisfaction Rating Report shows the combined average of all caregiver satisfaction scores over the previous 12 months.



March 2013 | Caregiver Satisfaction Percentile Ranking Report

Caregiver Satisfaction Percentile Ranking Report

The Caregiver Satisfaction Percentile Ranking Report compares your agency's performance over the previous 12 months with the results of hundreds of home care agencies across North America. The percentile ranking you receive for each category shows what percentage of agencies you scored higher than. For example, a percentile ranking of 65% indicates that you outperformed 65% of all other agencies in this category, while 35% of the agencies scored higher than you in this category. Percentile rankings at or above 50% are considered *Best of Home Care® Employer of Choice* qualifiers.



March 2013 | Caregiver Priority / Strength Index

Priority

	3 Month Avg. Score	Percentile Ranking
New Hire Training	6.63	4.0%
Client/Caregiver Compatibility	9.00	50.0%
Continued Training	8.73	60.0%

Description

The Caregiver Priority Index represents the three key categories where your agency is achieving the lowest results based upon your prior 90 day percentile ranking. Comments provided by your caregivers over the prior 90 days are included as a reference to show why these categories may be considered a priority for your agency.

New Hire Training

Anonymous (10) | January 2013

▶ It was straight forward and informative.

Anonymous (8) | January 2013

▶ I thought it was informative, but I didn't like doing it over the computer. There was no formal hands-on training.

Anonymous (8) | January 2013

▶ It was explained thoroughly to me. They didn't leave anything out and they told us about the paperwork that we can refer to.

Anonymous (8) | February 2013

▶ The training was brief and very informative for me about what I needed to do.

Anonymous (5) | March 2013

▶ There wasn't really anything to the orientation. They could make it a group orientation so caregivers can meet each other. They could have some refreshments.

Anonymous (4) | March 2013

▶ There wasn't a lot of organization. We got a lot of handouts. It would have been nice to know the standard procedures.

Anonymous (4) | March 2013

▶ I think that they could have been more helpful.

Anonymous (6) | March 2013

▶ We all went into the office and we looked at a power point. It was helpful, but it was also kind of vague. When we actually got into the house, we did not know what we could and could not say.

Client/Caregiver Compatibility**Anonymous (10) | January 2013**

▶ I haven't had any issues yet.

Anonymous (7) | January 2013

▶ They are currently working on solving that issue in the best way that they can.

Anonymous (10) | January 2013

▶ They match us as well as they can. We don't know what someone is like until we go through the door.

Anonymous (10) | February 2013

▶ I have not had any issues with the clients that I have had.

Anonymous (10) | February 2013

▶ I have liked all the clients that I have had so far.

Anonymous (10) | February 2013

▶ I've been with my client for a long time, and it has gone well.

Anonymous (10) | February 2013

▶ I think that the agency does an excellent job matching the client to the caregiver.

Anonymous (9) | February 2013

▶ I think that they do a pretty good job at matching the client to the caregiver. We do training with the client before we begin long term care and ultimately the client gets to make the decision on who is assigned to them.

Anonymous (10) | February 2013

▶ They have done a great job of trying to match us. They try to match us based on both our personalities and our ability to care for the client. Both are equally important.

Anonymous (4) | March 2013

▶ When I first started they matched me up pretty fast but then something happened with the client and I don't know what happened. I haven't had a client since. The hours are not very steady.

Anonymous (9) | March 2013

▶ I like all my clients, but I have seen some staff members that probably shouldn't be with some clients. I have been fine.

Anonymous (6) | March 2013

▶ My schedule is not always considered.

Anonymous (10) | March 2013

▶ I have not been turned away from anybody. When I call to tell them that I have an availability, they tell me that they have a perfect client for me.

Anonymous (10) | March 2013

▶ If you have a problem or do not get along with a client, you are able to get a new one. All of the clients that I have had have been great.

Anonymous (10) | March 2013

▶ The agency does a great job at the matching process. I feel that my client and I are a great match for each other.

Continued Training

Anonymous (10) | January 2013

▶ I've only been through the training once.

Anonymous (8) | January 2013

▶ It is all on the computer.

Anonymous (8) | January 2013

▶ I have no comment at this time.

Anonymous (7) | January 2013

▶ We are kept up to date all of the time. It is required in this business. They offer us training.

Anonymous (10) | January 2013

▶ We did some online classes and we still do them. I like it.

Anonymous (9) | February 2013

▶ The agency does provide training, but I think they could give more.

Anonymous (10) | February 2013

- ▶ Most of the training has been online and that makes it convenient.

Anonymous (9) | February 2013

- ▶ The training is all online. Every now and then it would be nice to have some hands-on type training. We have to be sure that we have a computer and texting at our own expense so that we can keep up with things.

Anonymous (10) | February 2013

- ▶ Each month we have to complete an online training. It goes into detail about different topics. The training includes a lot of reading on the topics and you have to pass a quiz at the end.

Anonymous (7) | February 2013

- ▶ I have already had all my training and certifications in the very beginning.

Anonymous (10) | March 2013

- ▶ I haven't gotten any further training other than the training I got for working in a facility.

Anonymous (6) | March 2013

- ▶ The training is getting better. They are showing us new things. We have new templates we can look at.

Anonymous (8) | March 2013

- ▶ The person that I talk to all the time is very helpful and she answers any questions.

Anonymous (10) | March 2013

- ▶ Every other places that I had worked at has ongoing training. I wish that we were paid for the training.

Anonymous (9) | March 2013

- ▶ The continuing training was done in the office or online. Everything was explainable and very easy to complete.

March 2013 | Caregiver Priority / Strength Index

Strength

	3 Month Avg. Score	Percentile Ranking
Respected by Supervisor	10.00	100.0%
Overall Job Satisfaction	9.47	87.0%
Comfort Talking w/Direct Supervisor	9.71	83.0%

Description

The Caregiver Strength Index represents the top three categories where your agency is achieving the highest results based upon your prior 90 day percentile ranking. Comments provided by your caregivers over the prior 90 days are included as a reference to show why these categories may be considered a strength for your agency.

Respected by Supervisor

Anonymous (10) | January 2013

▶ They show appreciation by acknowledging the accomplishments we make.

Anonymous (10) | January 2013

▶ I know they throw a company party and I get thank you e-mails.

Anonymous (10) | January 2013

▶ They value me as a person and not just someone to throw around to clients. They value our needs.

Anonymous (10) | January 2013

▶ I don't have any problems with her. She listens to me and she doesn't judge me. If I have anything that I think isn't right, she handles it with class.

Anonymous (10) | February 2013

▶ The supervisors are great about sending appreciation emails and they give us awards every month if we earned it.

Anonymous (10) | February 2013

▶ Whenever they have a shift open, they call me to see if I can fill it for them. If I can not fill it, they are very understanding and do not try to force it on me.

Anonymous (10) | February 2013

▶ Every month if I am always on time to the clients' homes, they give recognition for that.

Anonymous (10) | February 2013

▶ We have had several office parties and they have expressed that they appreciate what we do.

Anonymous (10) | February 2013

▶ They always ask me if I am happy and if there are any problems I know I can go to them.

Anonymous (10) | February 2013

▶ My supervisor is receptive to anything that I mention to them. They show me that they respect me by trusting my judgment. They never speak down to me either.

Anonymous (10) | March 2013

▶ They give us little perks. They bring us candy and food. They give us little gifts and things. They tell us all the time that we are doing a great job.

Anonymous (10) | March 2013

▶ I haven't had any issues with her. She always calls me when she needs me.

Anonymous (10) | March 2013

▶ One time I was running late and I called to let them know. They told me it was okay and they told me to be safe. This made me feel a lot better.

Anonymous (10) | March 2013

▶ They are like family when you talk to them. The company is very close and you know everyone. They praise you for all the good things that you do for the agency.

Anonymous (10) | March 2013

- ▶ I feel respected and valued, because the direct supervisors will recognize me as a caregiver and recognized what I do. They will recognize me by certificates that make their employees feel special.

Overall Job Satisfaction**Anonymous (10) | January 2013**

- ▶ I am pretty satisfied with my job.

Anonymous (10) | January 2013

- ▶ I do enjoy the clients, but I like the staff I work with.

Anonymous (10) | January 2013

- ▶ I like to take care of people and this is a good way to do so.

Anonymous (10) | January 2013

- ▶ I enjoy what I do and I enjoy my job. I'm working in a facility right now and I work with different people. I enjoy working with more than one person. I stay busy.

Anonymous (10) | February 2013

- ▶ I really am satisfied with my job.

Anonymous (10) | February 2013

- ▶ They are my favorite bosses and they are very easy to work for. Everything is going well for me.

Anonymous (8) | February 2013

- ▶ When we have dual clients, we do not get paid extra. We get the same rate even though we have to juggle a lot more responsibilities. The stress levels are a little high.

Anonymous (10) | February 2013

▶ I love my job.

Anonymous (10) | February 2013

▶ I am very satisfied with my job. I would like to have someone available in the office that I can communicate with though.

Anonymous (7) | March 2013

▶ The hours don't seem to be very steady. There was an instant with communication where I kind of felt that it could have been better. They didn't tell me I wasn't going to be on the schedule. I found out through other workers. They didn't communicate with me on that. One of my co-workers did not want to work and I did but they refused to change those hours for us and it was like that for two weeks.

Anonymous (9) | March 2013

▶ They need to do a little more work on some of the training materials and letting us know what to do.

Anonymous (10) | March 2013

▶ I really like what I'm doing.

Anonymous (10) | March 2013

▶ I love it there. They are really nice if I have to call in.

Anonymous (10) | March 2013

▶ I am very happy with my job because of the administration and the clients that I work with. The agency tries their hardest to get the caregivers the hours that they want.

Anonymous (10) | March 2013

▶ Overall I'm very satisfied with my job. I just wish I had more clients than I do.

Anonymous (10) | January 2013

▶ They are down to earth.

Anonymous (10) | January 2013

▶ I have a personal relationship with them.

Anonymous (10) | January 2013

▶ She is always there when I need her.

Anonymous (10) | January 2013

▶ They want everything to work the best for the client and caregiver.

Anonymous (10) | January 2013

▶ She is great. She is easy to talk to and she is mild mannered in her tone.

Anonymous (10) | February 2013

▶ They are very open and ready to work with us with whatever I need.

Anonymous (10) | February 2013

▶ They know me really well, and I know them really well.

Anonymous (10) | February 2013

▶ We mostly talk to the scheduler, and I have always very comfortable.

Anonymous (10) | February 2013

▶ I am very comfortable talking with my supervisor. They are all really down to earth. They don't talk down to me at all. They are very helpful to me. Their personalities are great.

Anonymous (8) | February 2013

▶ I am okay with talking with my supervisor. I don't get the opportunity to speak with them very often though. I wish that they were more available.

Anonymous (7) | March 2013

▶ I don't think I could be more comfortable than I am right now. I'm not ever going to be one hundred percent comfortable with them.

Anonymous (10) | March 2013

▶ My supervisor is always very open and very nice.

Anonymous (10) | March 2013

▶ They are really friendly and really open.

Anonymous (10) | March 2013

▶ They are just awesome.

ABC Senior Care (Demo Agency)

March 2013

HOME CARE PULSE®

Satisfaction Interview Reports

ABC Senior Care (Demo Agency)

Employee Satisfaction

For: Anonymous

Average rating: 9.78

New Employee Training - <i>Question was given a N/A because the caregiver has been employed for longer than six (6) months.</i>	N/A 1 2 3 4 5 6 7 8 9 10
Continued training you've received during your employment with [agency] - <i>The continuing training was done in the office or online. Everything was explainable and very easy to complete.</i>	N/A 1 2 3 4 5 6 7 8 9 10
Comfort level talking with your direct supervisor	N/A 1 2 3 4 5 6 7 8 9 10
Respected and valued by your supervisor - <i>I feel respected and valued, because the direct supervisors will recognize me as a caregiver and recognized what I do. They will recognize me by certificates that make their employees feel special.</i>	N/A 1 2 3 4 5 6 7 8 9 10
Clearly defined job expectations - <i>My job expectations are defined for me at the training's I attend. My expectations are just very simple and explainable.</i>	N/A 1 2 3 4 5 6 7 8 9 10
The office support staff and the communication you receive from them - <i>The office support staff is very helpful and supportive of me.</i>	N/A 1 2 3 4 5 6 7 8 9 10
Overall job satisfaction - <i>Overall I'm very satisfied with my job. I just wish I had more clients than I do.</i>	N/A 1 2 3 4 5 6 7 8 9 10
Recommend employment at this agency to an interested friend - <i>I would recommend the employment at this agency to an interested friend.</i>	N/A 1 2 3 4 5 6 7 8 9 10
Recommend company's services - <i>I would definitely recommend the company's services.</i>	N/A 1 2 3 4 5 6 7 8 9 10
The agencies' ability to properly match the client to the caregiver - <i>The agency does a great job at the matching process. I feel that my client and I are a great match for each other.</i>	N/A 1 2 3 4 5 6 7 8 9 10
What do you appreciate most about your job? <i>I appreciate helping others.</i>	
Why did you choose to work for [agency] over other agencies? <i>I chose to work for this agency over others, because I was with them when they first opened. I met with them and they hired me right away. The owners are very nice. This has been a good company to work for.</i>	
In what ways would you like to be recognized for good performance? <i>I would like to be recognized fro good performance for the quality of my work. The agency has been very good at recognizing me when I do a good job.</i>	
What recommended improvements would you suggest? <i>I have no suggestions at this time.</i>	
Do you have any other comments you would like to make? <i>This agency is a newer company and I would recommend them to any friend, employer, or client. It's a company that cares about not only their clients, but their employees as well.</i>	

ABC Senior Care (Demo Agency)

Employee Satisfaction

For: Anonymous

Average rating: 10.00

New Employee Training - Question was given a N/A because the caregiver has been employed for longer than six (6) months.	N/A	1	2	3	4	5	6	7	8	9	10
Continued training you've received during your employment with [agency] - Every other places that I had worked at has ongoing training. I wish that we were paid for the training.	N/A	1	2	3	4	5	6	7	8	9	10
Comfort level talking with your direct supervisor - They are just awesome.	N/A	1	2	3	4	5	6	7	8	9	10
Respected and valued by your supervisor - They are like family when you talk to them. The company is very close and you know everyone. They praise you for all the good things that you do for the agency.	N/A	1	2	3	4	5	6	7	8	9	10
Clearly defined job expectations - They have everything written out what we are supposed for our clients.	N/A	1	2	3	4	5	6	7	8	9	10
The office support staff and the communication you receive from them - Anytime you call, anyone you speak to, if they are able to handle it, will help.	N/A	1	2	3	4	5	6	7	8	9	10
Overall job satisfaction - I am very happy with my job because of the administration and the clients that I work with. The agency tries their hardest to get the caregivers the hours that they want.	N/A	1	2	3	4	5	6	7	8	9	10
Recommend employment at this agency to an interested friend - I have already recommended a couple friends to try to apply to work at this agency.	N/A	1	2	3	4	5	6	7	8	9	10
Recommend company's services - I have already recommended a few people to use our agency's services.	N/A	1	2	3	4	5	6	7	8	9	10
The agencies' ability to properly match the client to the caregiver - If you have a problem or do not get along with a client, you are able to get a new one. All of the clients that I have had have been great.	N/A	1	2	3	4	5	6	7	8	9	10
What do you appreciate most about your job? I appreciate the administration of the agency.											
Why did you choose to work for [agency] over other agencies? I had a friend that works for this agency and she told me that I needed to work for this agency.											
In what ways would you like to be recognized for good performance? They are already doing a great job with employee of the month and other rewards. I could not think of anything else that they could show us to be more recognized.											
What recommended improvements would you suggest? I wish that they would pay us when we are doing our training. Most other agencies compensate you when you are doing your training.											
Do you have any other comments you would like to make? I love the company everything about them.											

ABC Senior Care (Demo Agency)

Employee Satisfaction

For: **Anonymous**

Average rating: 9.40

<p>New Employee Training - <i>We all went into the office and we looked at a power point. It was helpful, but it was also kind of vague. When we actually got into the house, we did not know what we could and could not say.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Continued training you've received during your employment with [agency] - <i>The person that I talk to all the time is very helpful and she answers any questions.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Comfort level talking with your direct supervisor - <i>They are really friendly and really open.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Respected and valued by your supervisor - <i>One time I was running late and I called to let them know. They told me it was okay and they told me to be safe. This made me feel a lot better.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Clearly defined job expectations - <i>They tell us what the needs of the clients are and what the family wants. When we get to the house, everything is written down.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>The office support staff and the communication you receive from them - <i>We are always getting calls and e-mails.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Overall job satisfaction - <i>I love it there. They are really nice if I have to call in.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Recommend employment at this agency to an interested friend - <i>I have recommended this agency several times.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Recommend company's services - <i>Yesterday I was telling some friends about my job, and they wanted to get someone the agency's number.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>The agencies' ability to properly match the client to the caregiver - <i>I have not been turned away from anybody. When I call to tell them that I have an availability, they tell me that they have a perfect client for me.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>What do you appreciate most about your job? <i>I appreciate that they are always willing to work with me on my schedule.</i></p>	
<p>Why did you choose to work for [agency] over other agencies? <i>I was really just looking for a job and they called and offered me one.</i></p>	
<p>In what ways would you like to be recognized for good performance? <i>I would just like to be told.</i></p>	
<p>What recommended improvements would you suggest? <i>I do not have any suggestions.</i></p>	
<p>Do you have any other comments you would like to make? <i>I do not have any comments.</i></p>	



March 9, 2013

ABC Senior Care (Demo Agency)

Employee Satisfaction

For: Anonymous

Average rating: 8.89

New Employee Training - *I think that they could have been more helpful.* N/A 1 2 3 **4** 5 6 7 8 9 10

Continued training you've received during your employment with [agency] - *I haven't received any other training.* N/A 1 2 3 4 5 6 7 8 9 10

Comfort level talking with your direct supervisor - *My supervisor is always very open and very nice.* N/A 1 2 3 4 5 6 7 8 9 **10**

Respected and valued by your supervisor - *I haven't had any issues with her. She always calls me when she needs me.* N/A 1 2 3 4 5 6 7 8 9 **10**

Clearly defined job expectations - *They explain everything very well.* N/A 1 2 3 4 5 6 7 8 9 **10**

The office support staff and the communication you receive from them - *I mainly speak with the schedulers and they're helpful.* N/A 1 2 3 4 5 6 7 8 9 **10**

Overall job satisfaction - *I really like what I'm doing.* N/A 1 2 3 4 5 6 7 8 9 **10**

Recommend employment at this agency to an interested friend - *I would be very likely to recommend employment here.* N/A 1 2 3 4 5 6 7 8 9 **10**

Recommend company's services - *I would definitely recommend the services we offer.* N/A 1 2 3 4 5 6 7 8 9 **10**

The agencies' ability to properly match the client to the caregiver - *My schedule is not always considered.* N/A 1 2 3 4 5 **6** 7 8 9 10

What do you appreciate most about your job?
I like the fact that I can be there for people who really need help.

Why did you choose to work for [agency] over other agencies?
I went in for an interview. I liked their background and how the company was ran.

In what ways would you like to be recognized for good performance?
It doesn't really matter to me how I am recognized, as long as I'm doing what I'm supposed to do.

What recommended improvements would you suggest?
I have no recommended improvements at the moment.

Do you have any other comments you would like to make?
I have no other comments to make for now.

ABC Senior Care (Demo Agency)

Employee Satisfaction

For: **Anonymous**

Average rating: 8.60

<p>New Employee Training - <i>There wasn't a lot of organization. We got a lot of handouts. It would have been nice to know the standard procedures.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Continued training you've received during your employment with [agency] - <i>The training is getting better. They are showing us new things. We have new templates we can look at.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Comfort level talking with your direct supervisor</p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Respected and valued by your supervisor - <i>They give us little perks. They bring us candy and food. They give us little gifts and things. They tell us all the time that we are doing a great job.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Clearly defined job expectations - <i>They have a chart like when you go to the doctor. You just read everything off of the chart. Sometimes they are not updated enough.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>The office support staff and the communication you receive from them - <i>They will email and talk to us in person.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Overall job satisfaction - <i>They need to do a little more work on some of the training materials and letting us know what to do.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Recommend employment at this agency to an interested friend - <i>I am very likely to recommend the agency, because I love working there. I assume they would love it too.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Recommend company's services - <i>I know they are going to be taken care of very well. The caregivers they hire really do love the clients. We love what we are doing.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>The agencies' ability to properly match the client to the caregiver - <i>I like all my clients, but I have seen some staff members that probably shouldn't be with some clients. I have been fine.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>What do you appreciate most about your job? <i>I appreciate that I'm able to help people. I'm happy to go to work.</i></p>	
<p>Why did you choose to work for [agency] over other agencies? <i>I chose to stay with Fidelis because I like the staff. They gave me a job.</i></p>	
<p>In what ways would you like to be recognized for good performance? <i>I would like a gift card.</i></p>	
<p>What recommended improvements would you suggest? <i>I would recommend that they hire a trainer to come to the location we are at. They should show us all the same things so that we are all on the same page.</i></p>	
<p>Do you have any other comments you would like to make? <i>Thank you for talking to me today about this.</i></p>	

ABC Senior Care (Demo Agency)

Employee Satisfaction

For: Anonymous

Average rating: 7.22

<p>New Employee Training - <i>There wasn't really anything to the orientation. They could make it a group orientation so caregivers can meet each other. They could have some refreshments.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Continued training you've received during your employment with [agency] - <i>I haven't gotten any further training other than the training I got for working in a facility.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Comfort level talking with your direct supervisor - <i>I don't think I could be more comfortable than I am right now. I'm not ever going to be one hundred percent comfortable with them.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Respected and valued by your supervisor - <i>I haven't been with them for very long so I can't rate it appropriately.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Clearly defined job expectations - <i>They specifically put in print what I am supposed to do at each job. There are some things that could be clarified a little more as far as extra things we need to do.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>The office support staff and the communication you receive from them - <i>They are good at communicating so far with me. I really haven't had to have a lot of communication with them yet.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Overall job satisfaction - <i>The hours don't seem to be very steady. There was an instant with communication where I kind of felt that it could have been better. They didn't tell me I wasn't going to be on the schedule. I found out through other workers. They didn't communicate with me on that. One of my co-workers did not want to work and I did but they refused to change those hours for us and it was like that for two weeks.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Recommend employment at this agency to an interested friend - <i>I wouldn't recommend anybody to work for the agency because I've seen other agencies that give more hours to their employees.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>Recommend company's services - <i>Based on the caregivers that work there I would recommend them.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>The agencies' ability to properly match the client to the caregiver - <i>When I first started they matched me up pretty fast but then something happened with the client and I don't know what happened. I haven't had a client since. The hours are not very steady.</i></p>	<p>N/A 1 2 3 4 5 6 7 8 9 10</p>
<p>What do you appreciate most about your job? <i>I like spending extra time with the clients they don't get.</i></p>	
<p>Why did you choose to work for [agency] over other agencies? <i>I was seeking employment and they hired me.</i></p>	
<p>In what ways would you like to be recognized for good performance? <i>I don't know what they to already to recognize the workers but they do show that they do appreciate me.</i></p>	
<p>What recommended improvements would you suggest? <i>They could give a better description of what a caregiver is supposed to do on the job. I know the basics of the job but they don't into the specifics.</i></p>	

Do you have any other comments you would like to make?

I have no further comments at this time.
