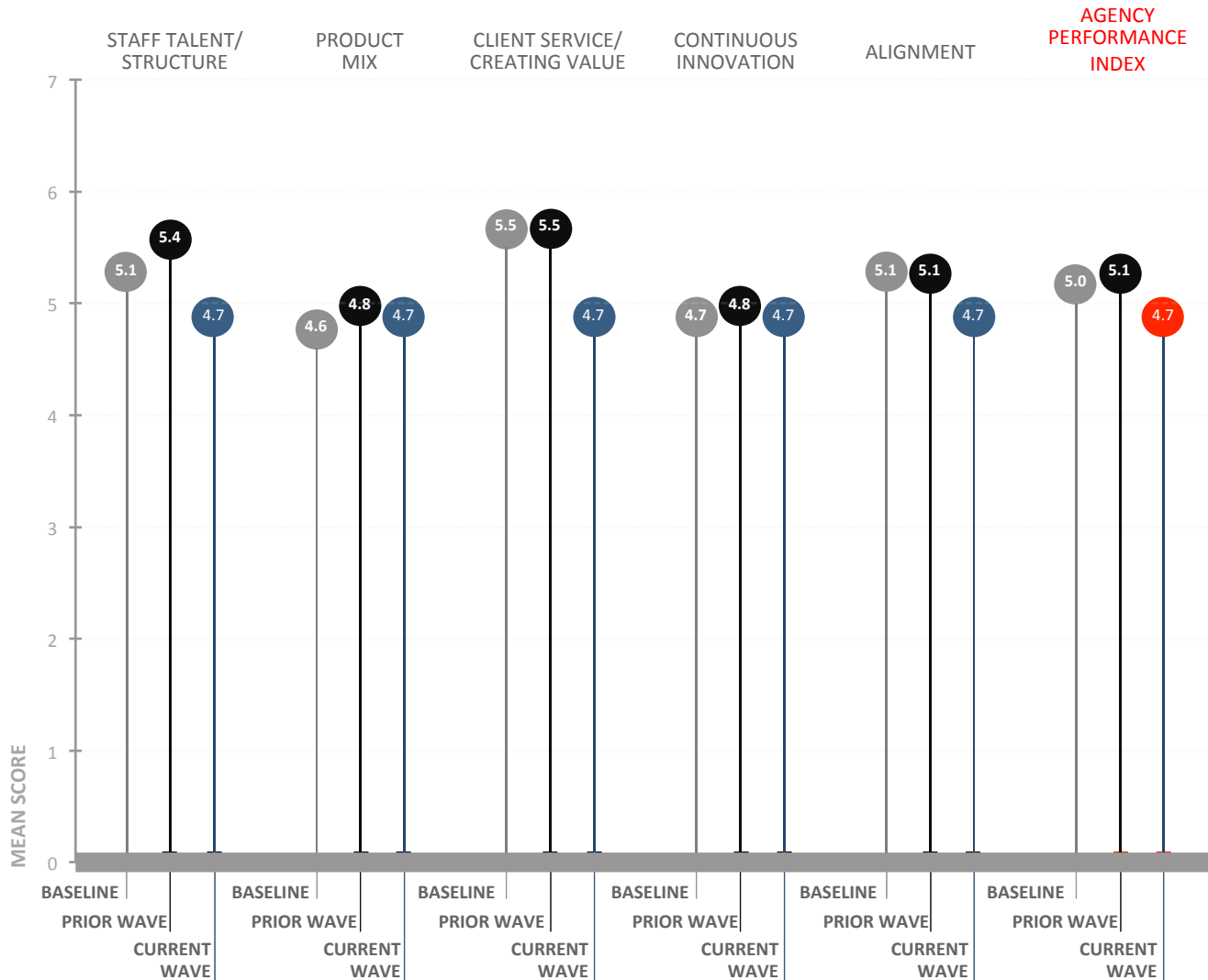


AGENCY PERFORMANCE INDEX: **Wave III: Winter 2015**



AGENCY PERFORMANCE INDEX: OVERALL & FACTOR SCORES



EXAMPLE:
Slide 5

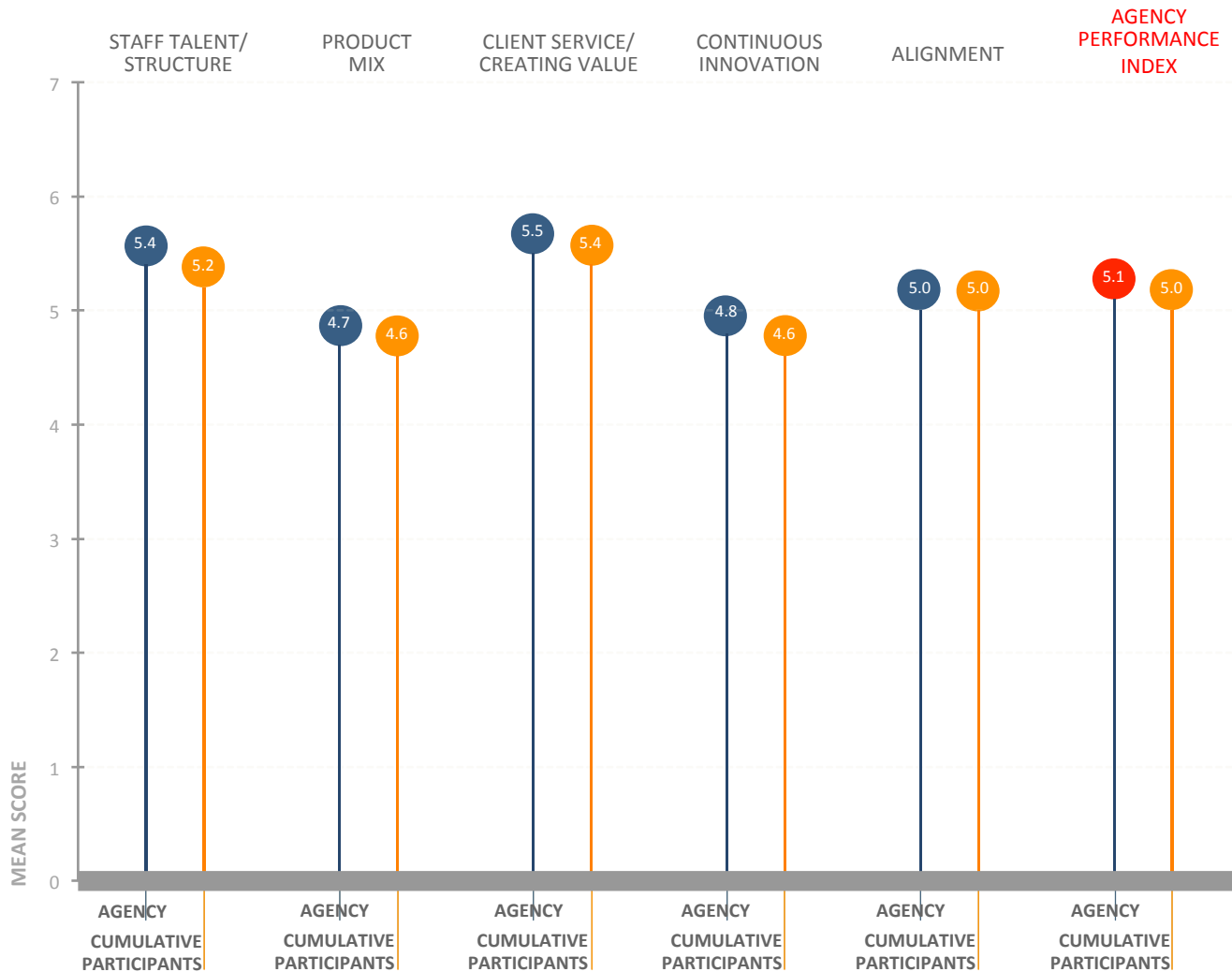
BY AGENCY/FIVE FACTOR SCORES

Base: AGENCY clients. Baseline: Fall 2013 (n=59); Prior Wave: Spring 2014 (n=51); Current Wave: Winter 2015 (n= 75). Mean averaging ratings (1-7) across all factor questions. Overall API determined by averaging ratings across all factors.

WAVE III: WINTER 2015
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AGENCY demonstrates consistent performance across waves, with factor scores remaining the same or slightly higher for four of the five factors. The notable exception is Staff Talent/Structure, where AGENCY is credited with performing at a directionally higher level compared to Wave I. This factor’s ranking also improves. The overall ranking of the other factors remains consistent with last wave. A new, independent, high-level measure “How well has AGENCY met your expectations over the past 12 months” is also reported in this wave. Well over half (57%) of clients agree strongly or completely that AGENCY met their expectations.

AGENCY PERFORMANCE INDEX: **OVERALL & FACTOR SCORES**



When compared to the wave competition, AGENCY is slightly above the competitive average on each factor.

EXAMPLE:
Slide 14-AGENCY VS. CUM

SCORES VS. WAVE COMPETITION

Base: AGENCY clients (n=75)

*Cumulative participants include all Wave I, II and III participants from AGENCY, AGENCY X, AGENCY Y, AGENCY Z and AGENCY A (n=248).

Mean scores for each category determined by averaging ratings (1-7) across all category questions. Overall API determined by averaging ratings across all categories.

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