

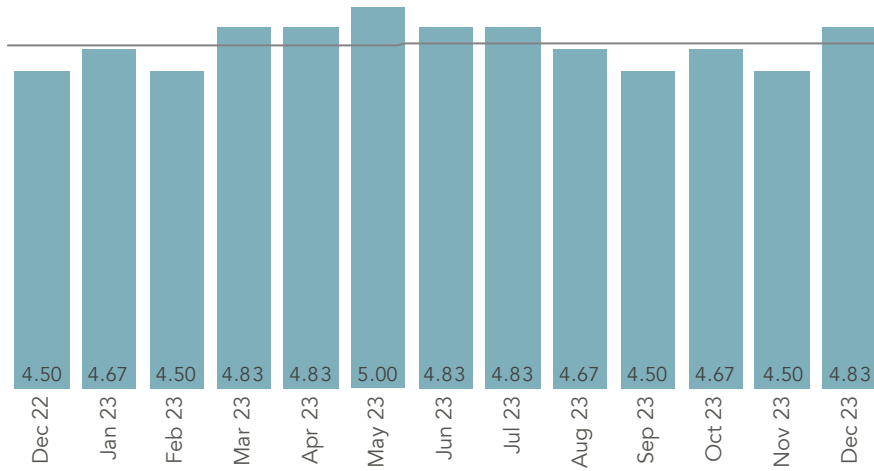


## DASHBOARD - NORTH DAKOTA LONG TERM CARE ASSOCIATION

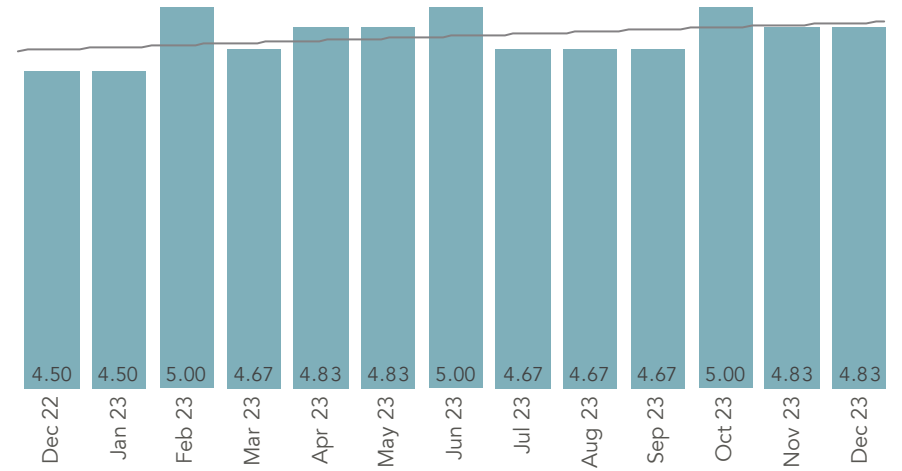
The following report displays the average score for the last month, last 3 months, and last 12 months. The variance shows the difference from the National Average. The National Average, Best in Class Level and Company Average (if applicable) are listed for comparative purposes. Quarterly averages are rolling quarters. The arrows indicate if the recent quarter is above or below the average of the previous three quarters. The report also shows the percentages of positive responses (4s and 5s) and negative

	AVERAGES				BENCHMARKS			QUARTERLY AVERAGES				RESPONSE PERCENTAGES					
	Dec 23	Last 3 Months	Last 12 Months AVG	Variance	National AVG	Best in Class	Corp. AVG	Oct-Dec	Jul-Sep	Apr-Jun	Jan-Mar	Top 2 Satisfied			Bottom 2 Dissatisfied		
												Month	QTR	Year	Month	QTR	Year
Overall Satisfaction	4.83	4.67	4.72	0.07	4.66	-		↓ 4.67	4.67	4.89	4.67	100%	100%	99%	0%	0%	0%
Value of Membership	5.00	4.78	4.75	0.20	4.56	-		↑ 4.78	4.61	4.89	4.73	100%	100%	99%	0%	0%	0%
Communication	4.83	4.89	4.79	0.14	4.66	-		↑ 4.89	4.67	4.89	4.72	100%	100%	97%	0%	0%	0%
Value of Information	4.67	4.69	4.73	0.06	4.67	-		↓ 4.69	4.72	4.94	4.56	100%	94%	96%	0%	0%	0%
Response to Needs	4.83	4.71	4.69	0.07	4.61	-		↑ 4.71	4.67	4.82	4.56	100%	100%	97%	0%	0%	1%
Virtual Education	5.00	4.46	4.39	-0.16	4.55	-		↑ 4.46	4.20	4.57	4.33	100%	92%	85%	0%	0%	0%
In Person Education	5.00	4.78	4.72	0.21	4.51	-		↑ 4.78	4.59	4.93	4.62	100%	100%	98%	0%	0%	0%
Legislative Efforts	4.67	4.81	4.78	0.28	4.50	-		↑ 4.81	4.67	4.83	4.81	83%	94%	99%	0%	0%	0%
Regulatory Efforts	4.83	4.81	4.67	-0.05	4.72	-		↑ 4.81	4.39	4.78	4.72	100%	100%	97%	0%	0%	0%
Survey/Compliance Assistance	4.80	4.69	4.66	-0.08	4.74	-		↑ 4.69	4.53	4.75	4.66	100%	94%	97%	0%	0%	0%
Confidence and Trust	5.00	4.72	4.83			-		↓ 4.72	4.83	4.89	4.88	100%	94%	99%	0%	0%	0%
Recommend Association	5.00	4.81	4.84			-		↓ 4.81	4.78	4.89	4.88	100%	100%	100%	0%	0%	0%
Combined Average	4.87	4.74	4.72	0.10	4.62	-		↑ 4.74	4.62	4.84	4.68	99%	98%	97%	0%	0%	0%

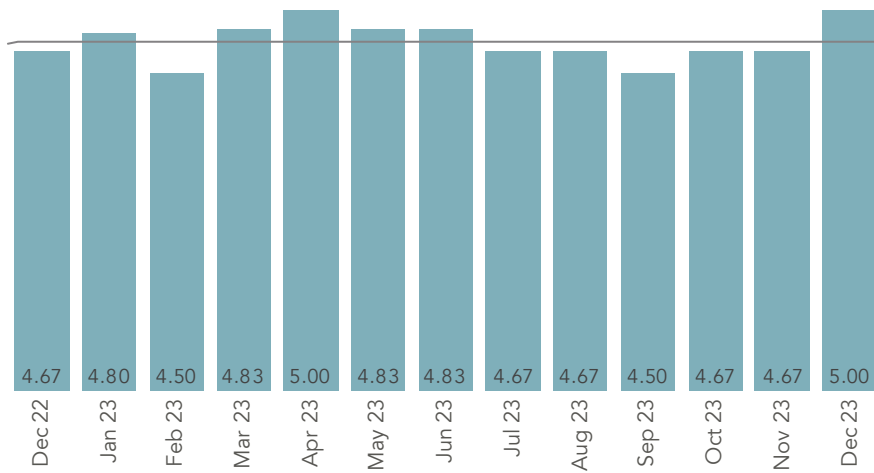
Overall Satisfaction



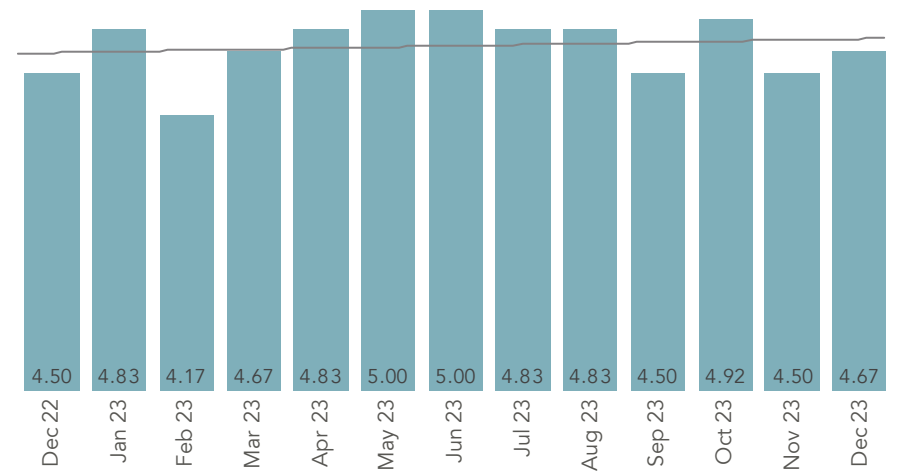
Communication



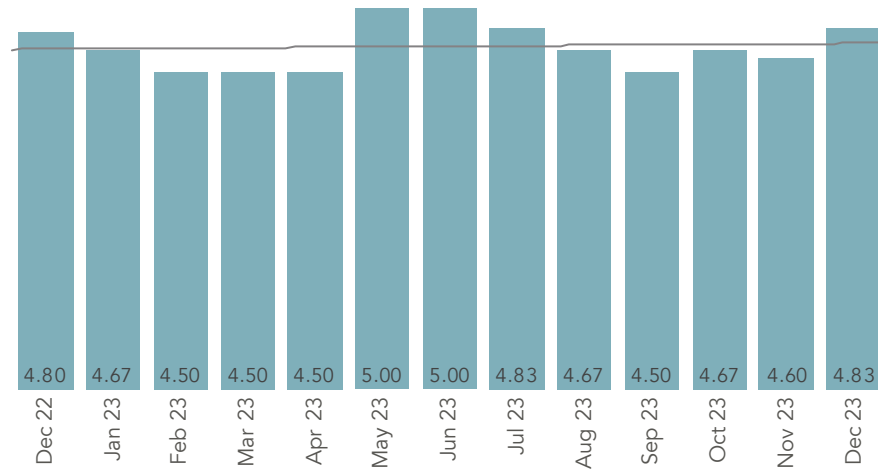
Value of Membership



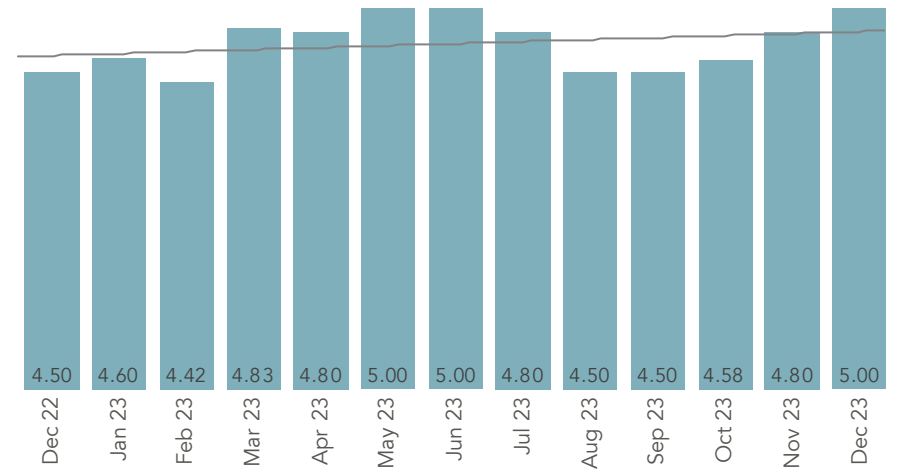
Value of Information



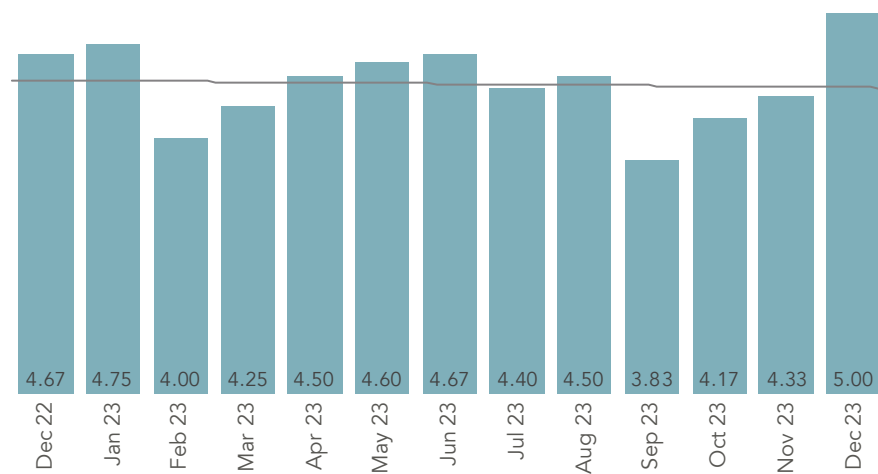
### Response to Needs



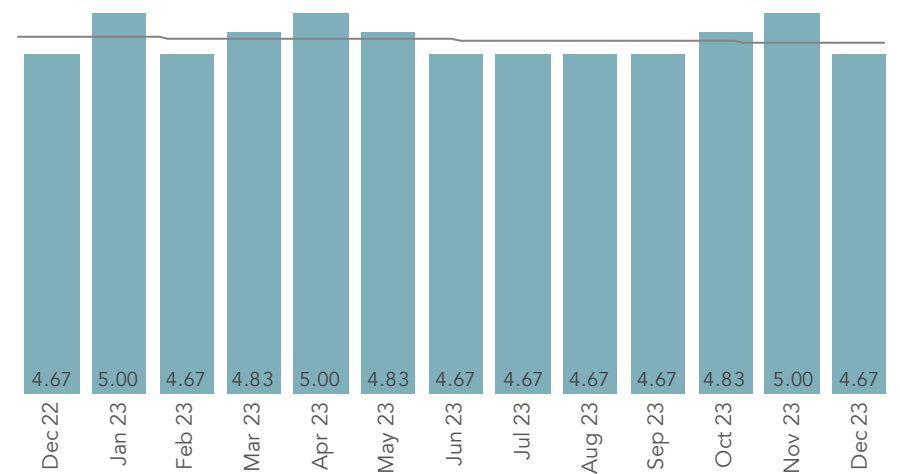
### In Person Education



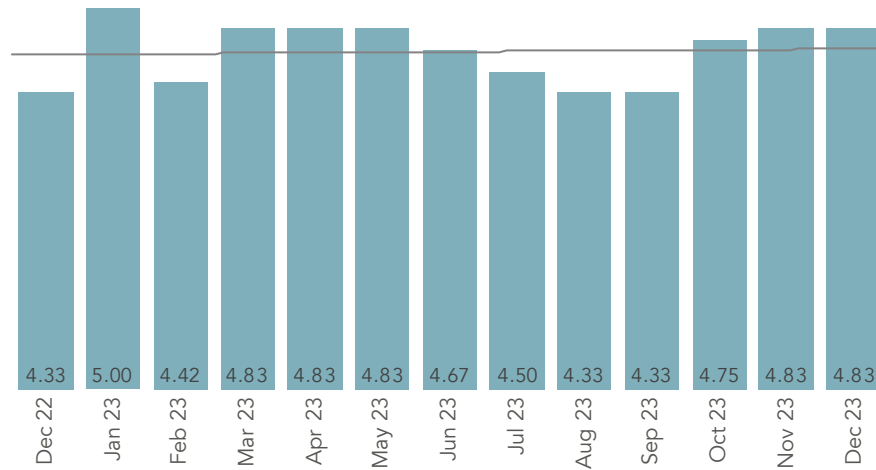
### Virtual Education



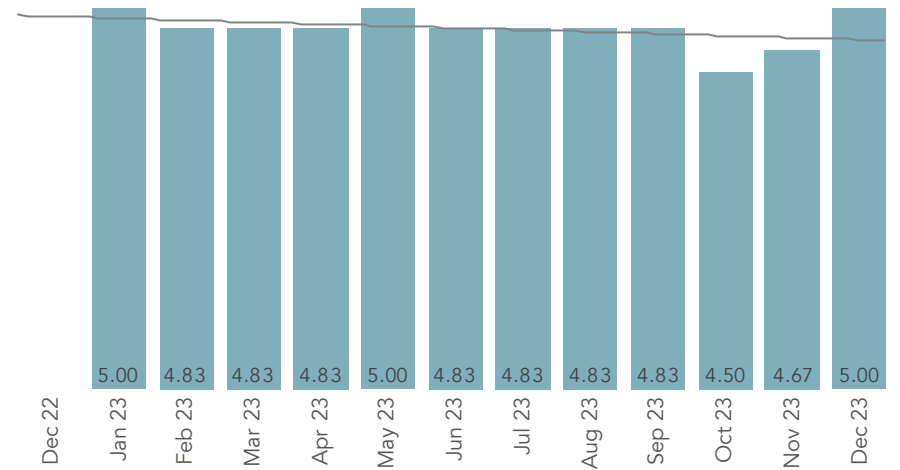
### Legislative Efforts



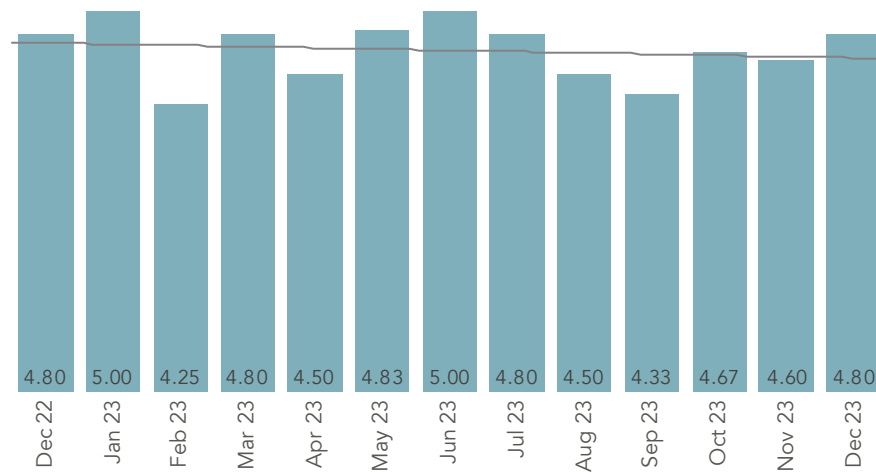
### Regulatory Efforts



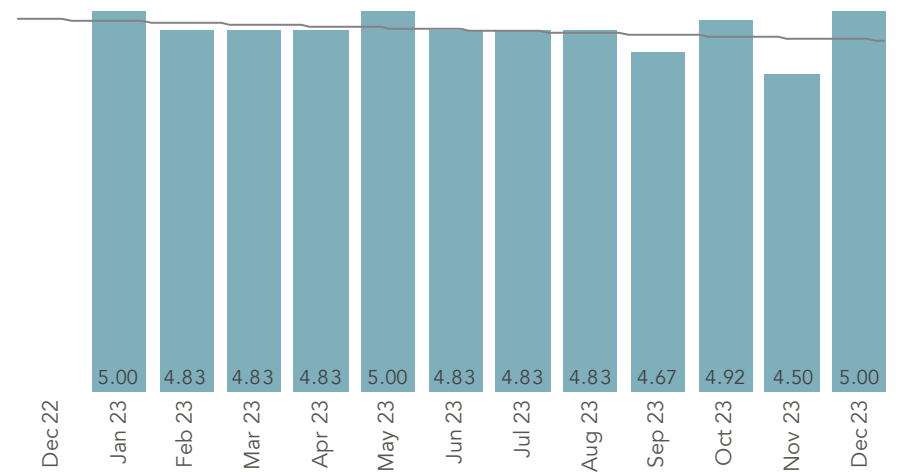
### Confidence and Trust



### Survey/Compliance Assistance



### Recommend Association



Combined Average

