

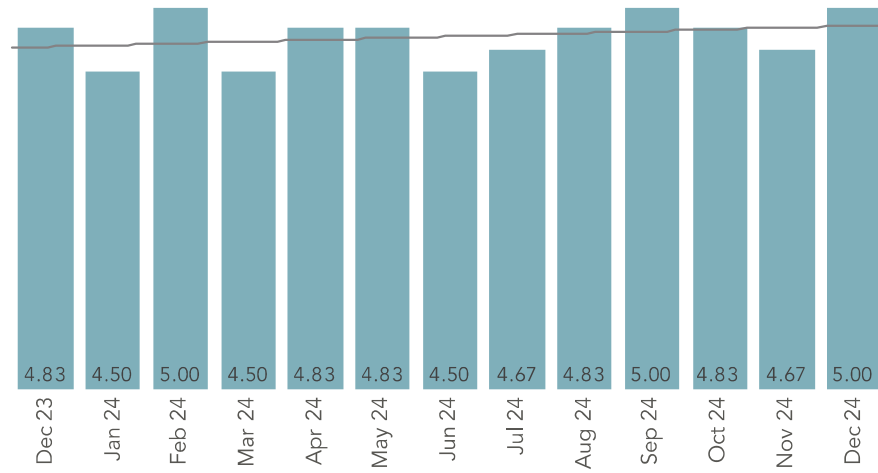


DASHBOARD - NORTH DAKOTA LONG TERM CARE ASSOCIATION

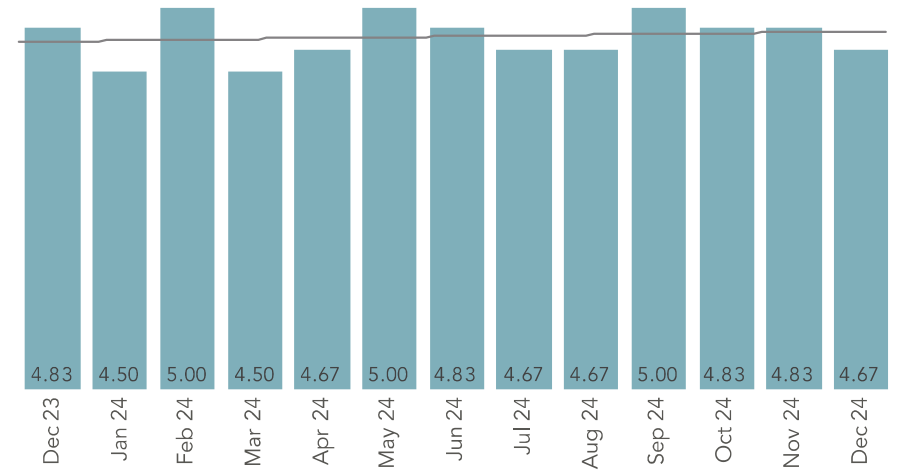
The following report displays the average score for the last month, last 3 months, and last 12 months. The variance shows the difference from the National Average. The National Average, Best in Class Level and Company Average (if applicable) are listed for comparative purposes. Quarterly averages are 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 24 | 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 | 5.00 | 4.83 | 4.76 | 0.07 | 4.70 | - | | ↑ 4.83 | 4.83 | 4.72 | 4.67 | 100% | 100% | 96% | 0% | 0% | 0% |
| Value of Membership | 4.83 | 4.78 | 4.80 | 0.18 | 4.61 | - | | ↓ 4.78 | 4.89 | 4.74 | 4.78 | 100% | 100% | 99% | 0% | 0% | 0% |
| Communication | 4.67 | 4.78 | 4.76 | 0.07 | 4.69 | - | | ↑ 4.78 | 4.78 | 4.83 | 4.67 | 100% | 100% | 96% | 0% | 0% | 0% |
| Value of Information | 5.00 | 4.78 | 4.78 | 0.08 | 4.69 | - | | ↑ 4.78 | 4.83 | 4.61 | 4.89 | 100% | 94% | 97% | 0% | 0% | 1% |
| Response to Needs | 4.67 | 4.78 | 4.79 | 0.16 | 4.63 | - | | ↓ 4.78 | 4.83 | 4.72 | 4.82 | 100% | 100% | 100% | 0% | 0% | 0% |
| Virtual Education | 4.60 | 4.50 | 4.61 | 0.04 | 4.57 | - | | ↓ 4.50 | 4.63 | 4.63 | 4.69 | 100% | 94% | 98% | 0% | 0% | 0% |
| In Person Education | 4.67 | 4.71 | 4.77 | 0.08 | 4.68 | - | | ↓ 4.71 | 4.78 | 4.78 | 4.80 | 100% | 100% | 98% | 0% | 0% | 0% |
| Legislative Efforts | 4.67 | 4.71 | 4.79 | 0.22 | 4.57 | - | | ↓ 4.71 | 4.78 | 4.80 | 4.88 | 100% | 100% | 97% | 0% | 0% | 0% |
| Regulatory Efforts | 4.50 | 4.61 | 4.69 | 0.12 | 4.57 | - | | ↓ 4.61 | 4.67 | 4.73 | 4.76 | 83% | 89% | 93% | 0% | 0% | 0% |
| Survey/Compliance Assistance | 4.67 | 4.60 | 4.65 | 0.06 | 4.59 | - | | ↓ 4.60 | 4.61 | 4.69 | 4.71 | 100% | 93% | 95% | 0% | 0% | 0% |
| Confidence and Trust | 4.67 | 4.78 | 4.82 | 0.07 | 4.74 | - | | ↓ 4.78 | 4.83 | 4.82 | 4.83 | 100% | 100% | 100% | 0% | 0% | 0% |
| Recommend Association | 4.67 | 4.83 | 4.84 | 0.09 | 4.75 | - | | ↓ 4.83 | 4.83 | 4.81 | 4.89 | 100% | 100% | 99% | 0% | 0% | 0% |
| Combined Average | 4.72 | 4.73 | 4.76 | 0.10 | 4.65 | - | | ↓ 4.73 | 4.78 | 4.74 | 4.78 | 99% | 98% | 97% | 0% | 0% | 0% |

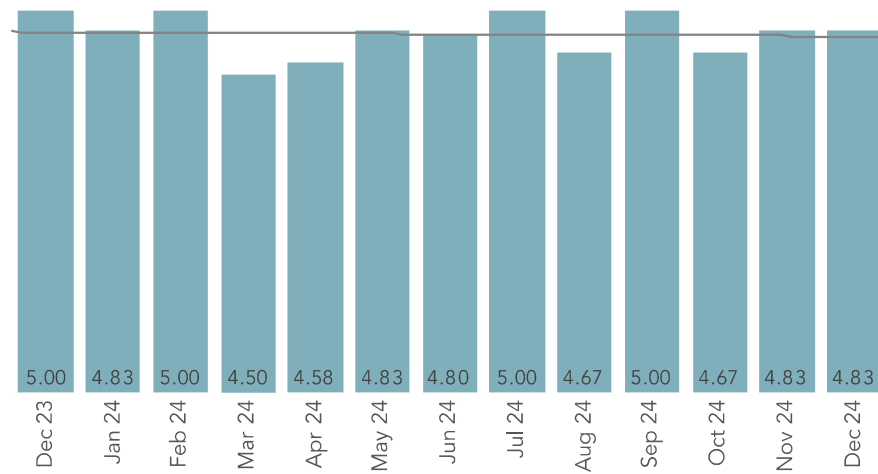
Overall Satisfaction



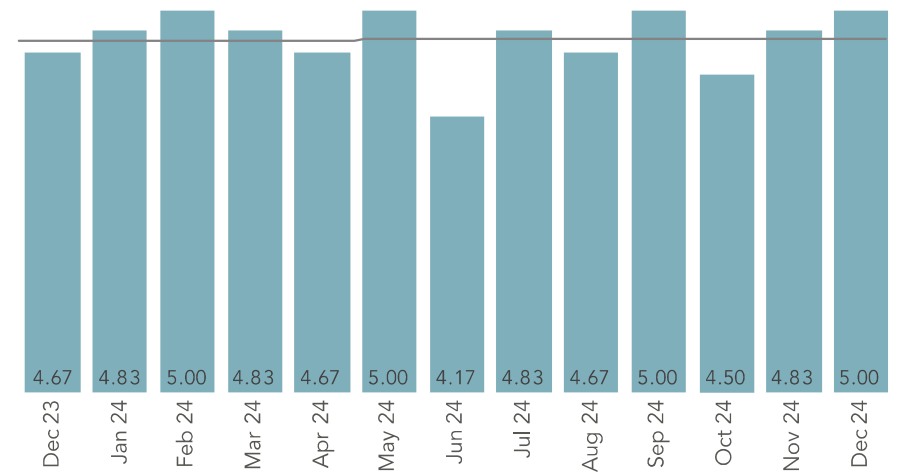
Communication



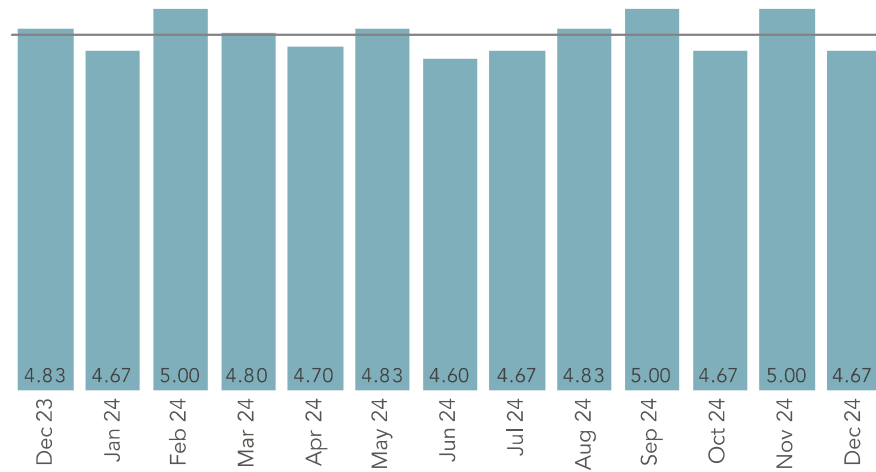
Value of Membership



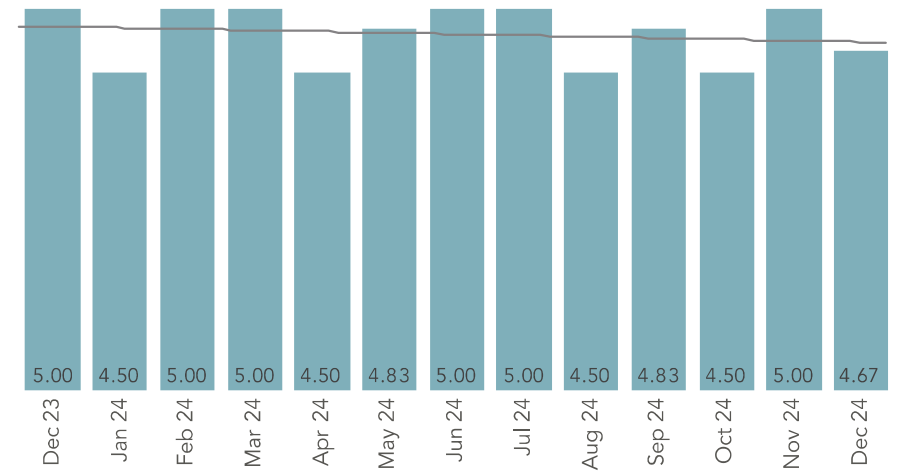
Value of Information



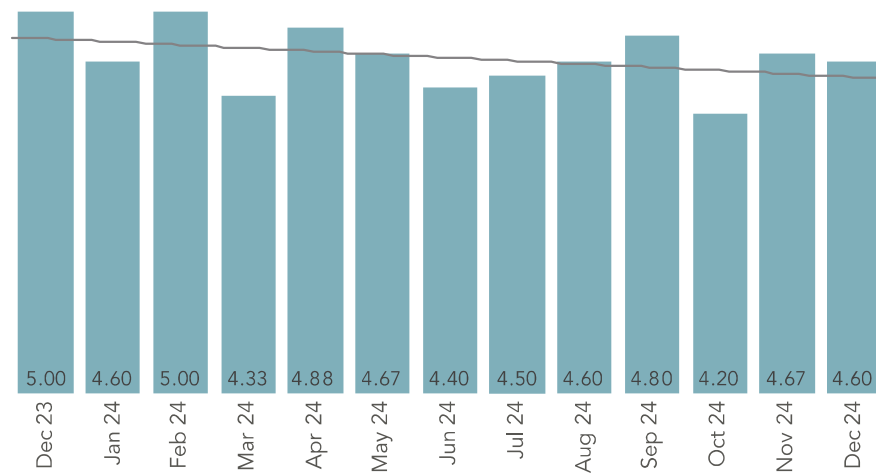
Response to Needs



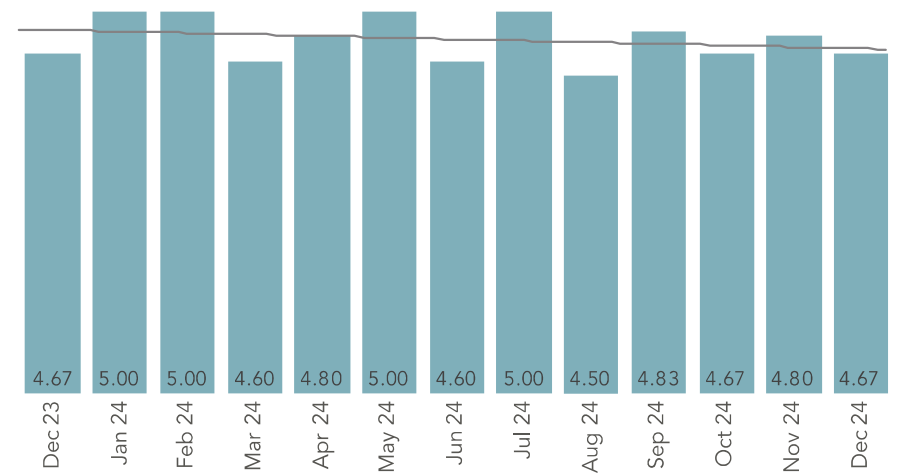
In Person Education



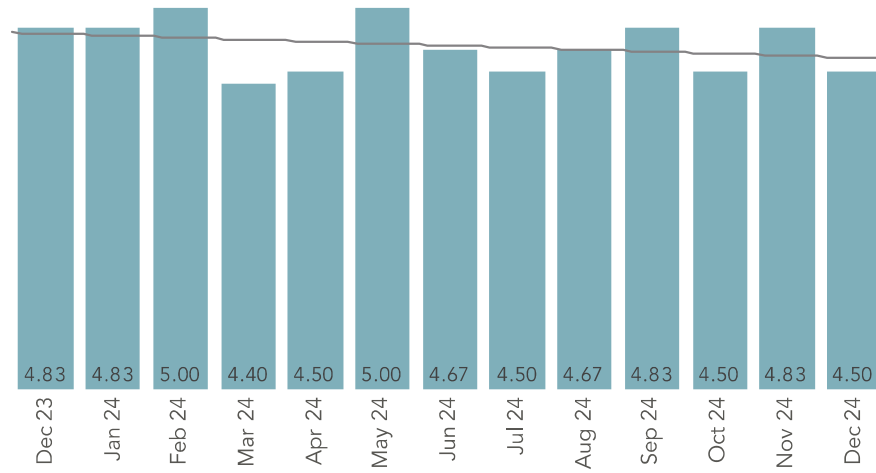
Virtual Education



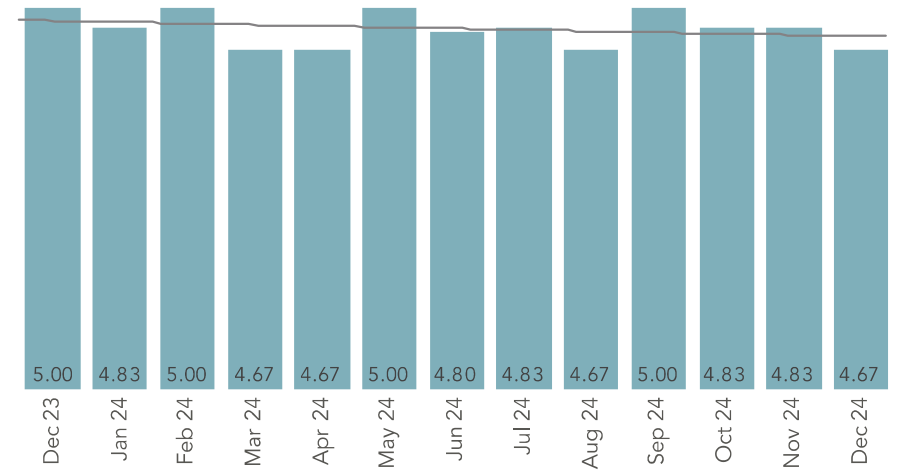
Legislative Efforts



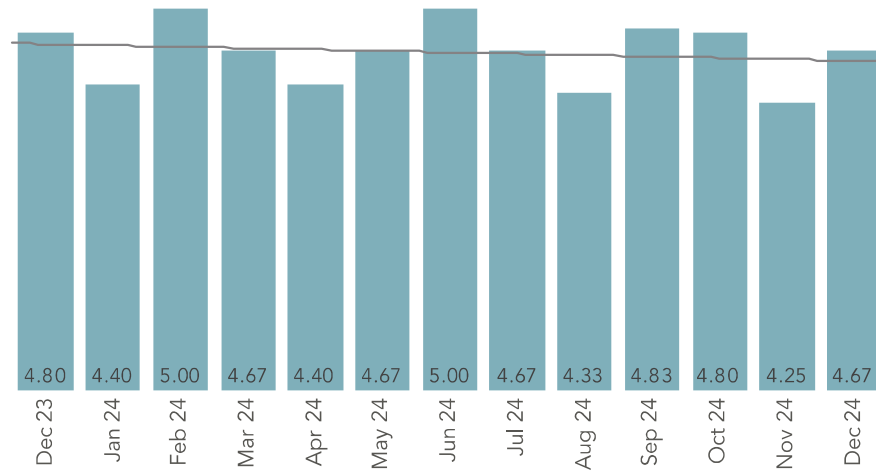
Regulatory Efforts



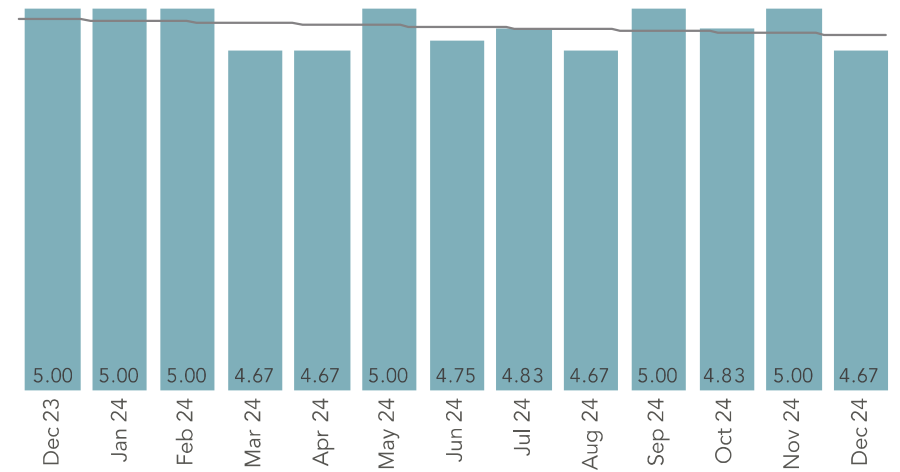
Confidence and Trust



Survey/Compliance Assistance



Recommend Association



Combined Average

