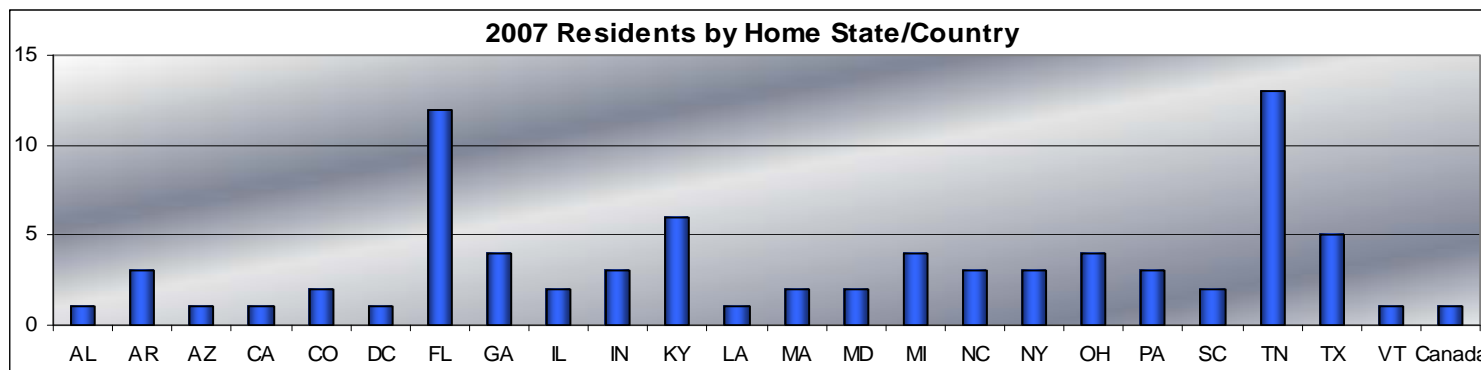


OVERVIEW

The strength of Three Springs Duck River comes not only from highly qualified, dedicated and motivated staff but also from the active participation of our clients in the ongoing improvement of our services. Among other methods of information gathering, Duck River seeks input from our staff, our residents, and our parents each quarter using a survey process. Post discharge surveys include a one-time satisfaction survey and quarterly post discharge surveys that seek information regarding the past resident's current well-being and functioning. Post discharge surveys are mailed to all clients, regardless of discharge status or their length of time at the program.

REFERRALS

Duck River receives referrals from a variety of sources. We accept inquiries directly from families who found us on the internet or have been referred by educational consultants, schools, health care professionals and agencies. Professionals who specialize in work with youth or those with special needs also refer to us directly. These professionals may include but are not limited to: Educational Consultants, Psychologists, Psychiatrists, Hospitals, School Counselors, Substance Abuse treatment professionals, and other treatment programs. We strive to supportive and timely response to all families and professionals who call us with concerns about a child in their care.

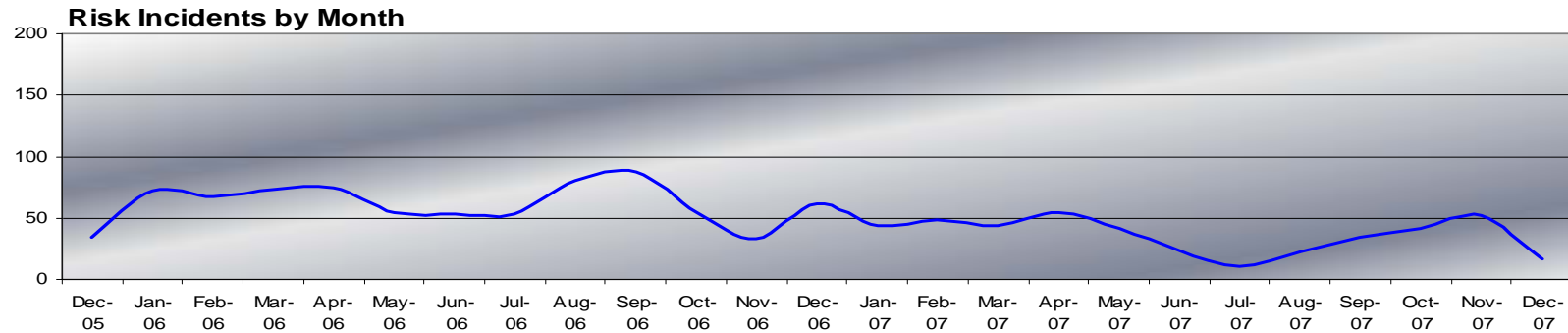


During 2007 Duck River served clients from twenty-two states, the District of Columbia, and Canada.

RISK MANAGEMENT

Duck River Annual Summary 2007

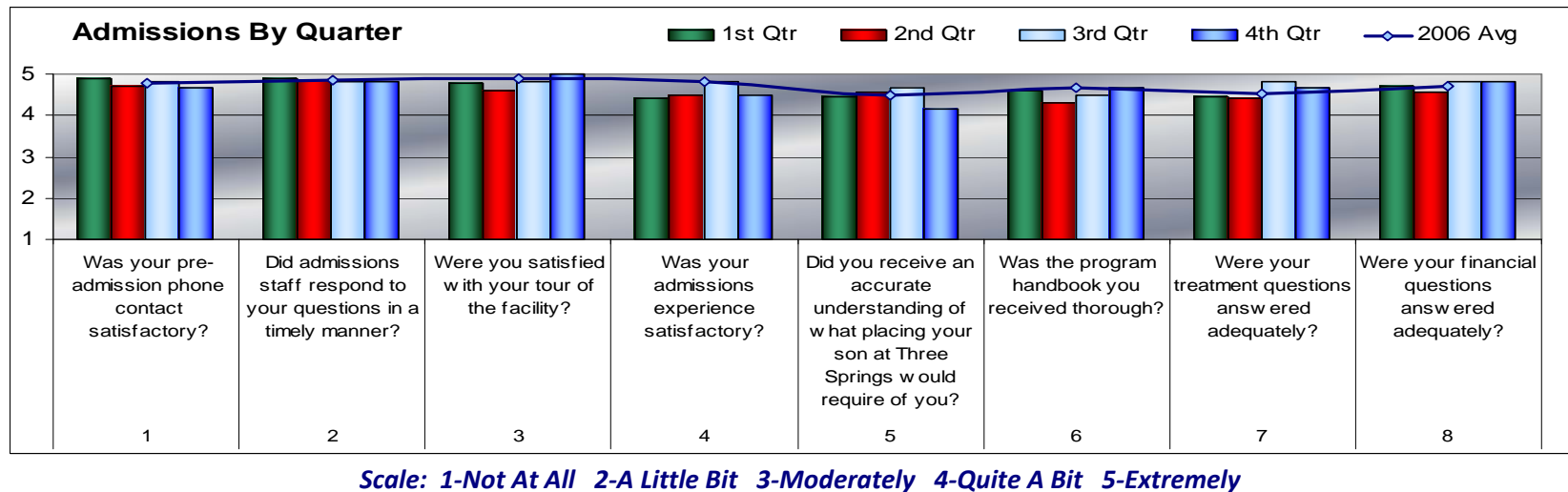
The program did well in the past year in managing risks. Notably are containments, staff injuries, physical aggression and medication omissions, all of which were significant issues in years past. It was also noted that the least amount of Risk Incident Reports occurred during the summer months when veteran staff were covering the groups.



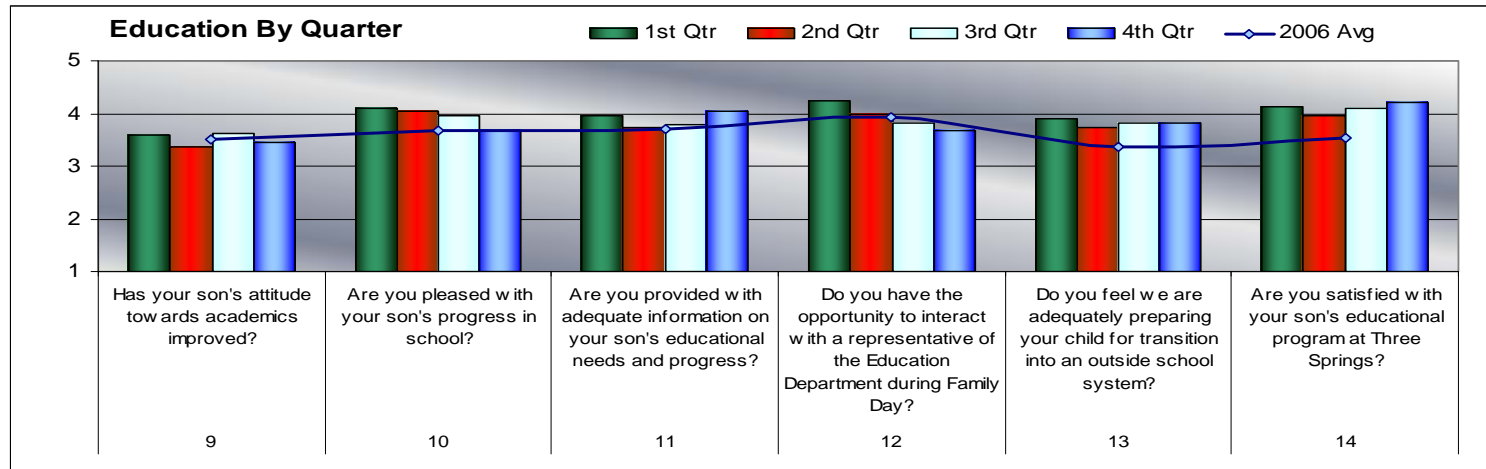
STAKEHOLDER FEEDBACK

The program surveyed stakeholders on a quarterly basis. Overall, the feedback was favorable. Those surveyed include: Residents, Parents, Staff and Discharged Families.

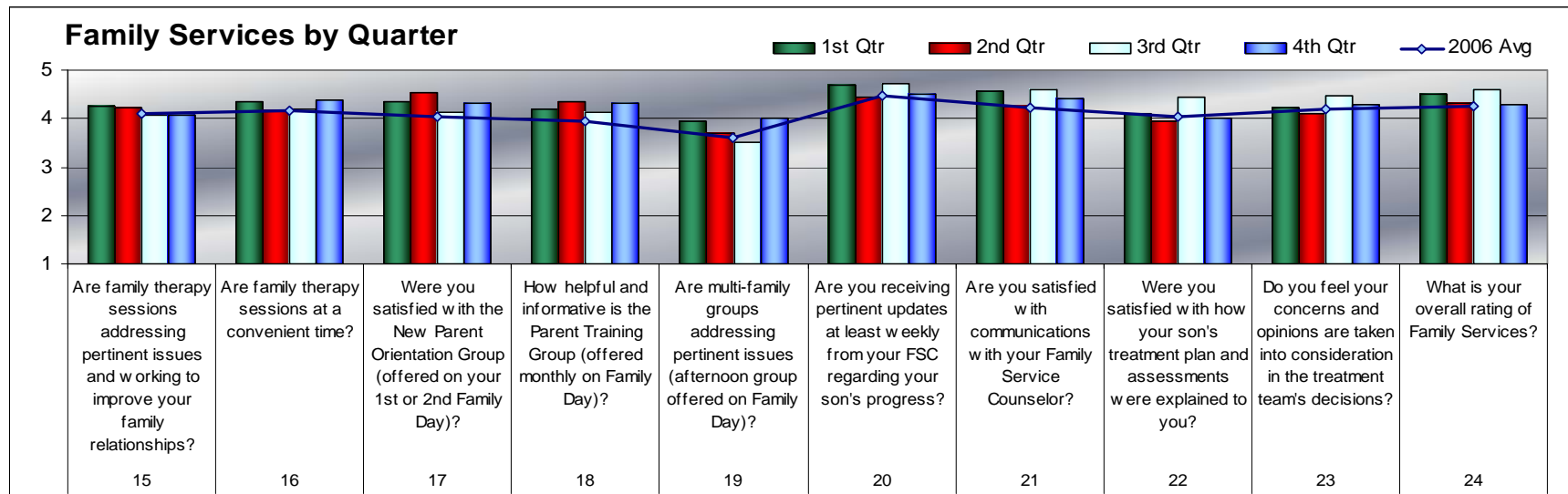
Parent Survey (*graphs by department*):



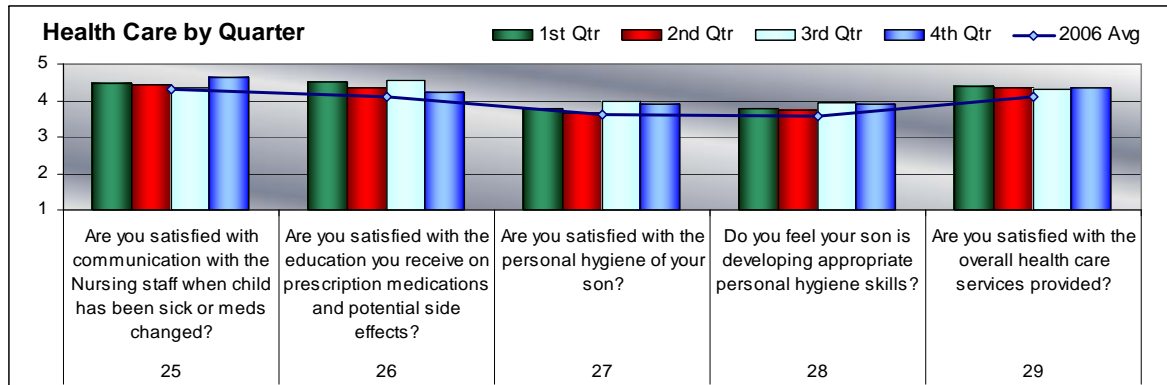
Duck River Annual Summary 2007



Scale: 1-Not At All 2-A Little Bit 3-Moderately 4-Quite A Bit 5-Extremely

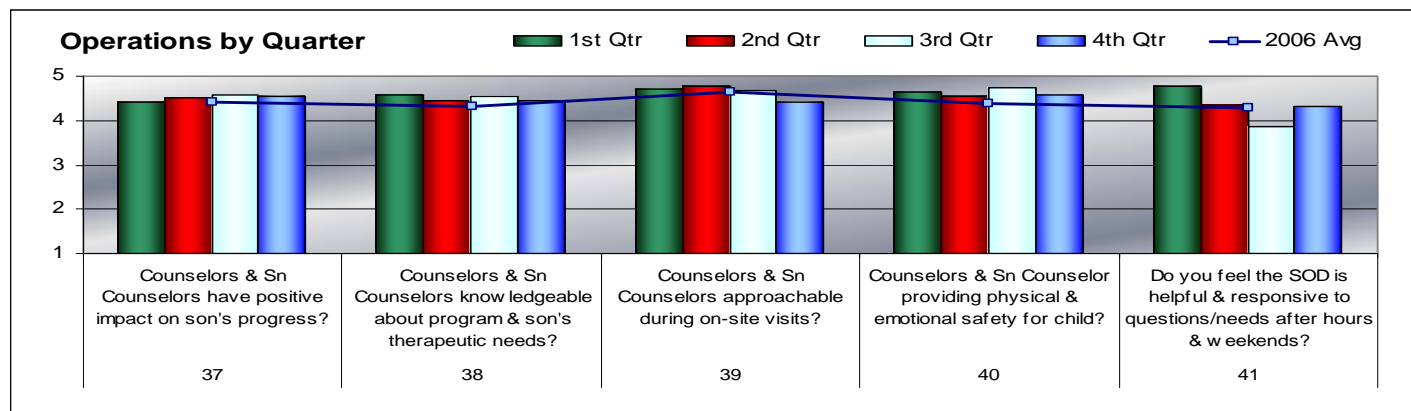
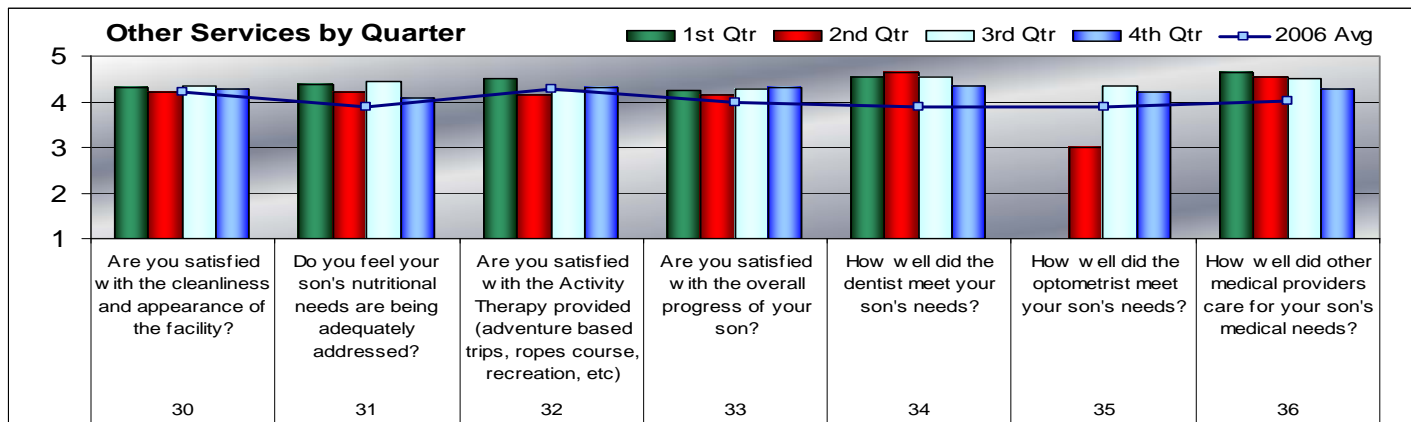


Duck River Annual Summary 2007



Scale:

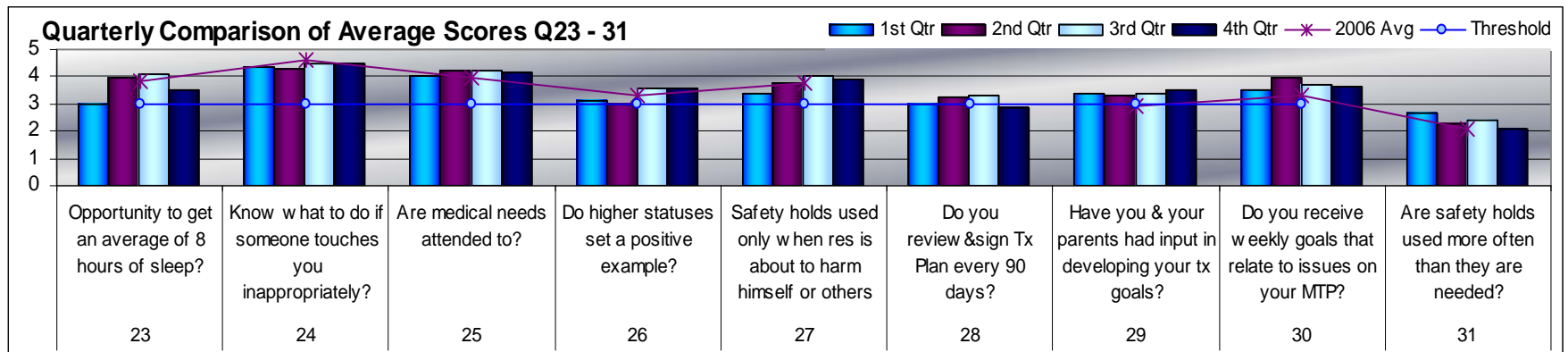
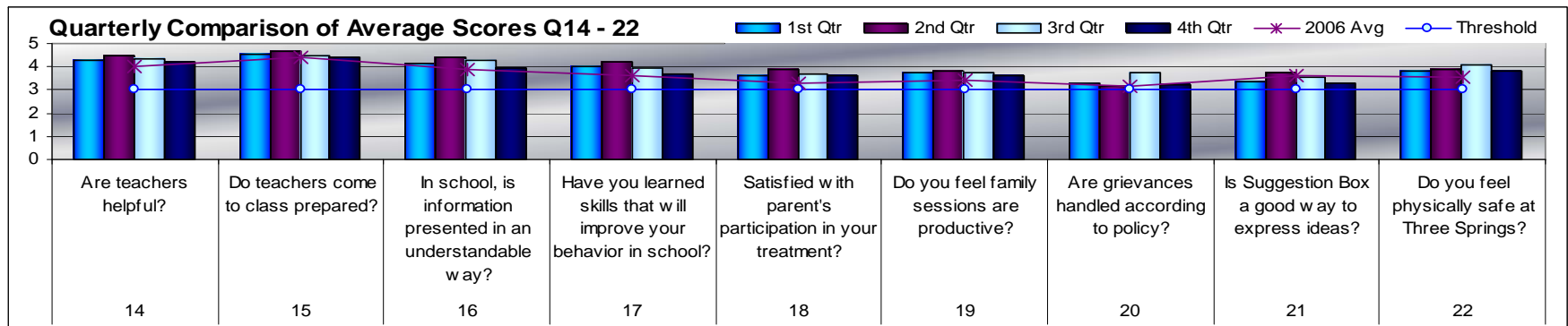
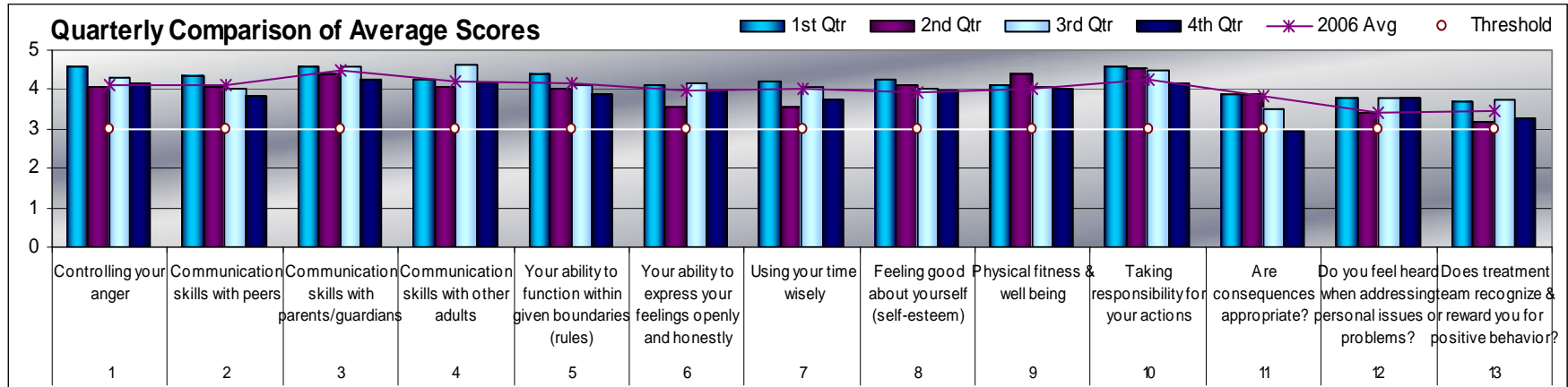
**1-Not At All
2-A Little Bit
3-Moderately
4-Quite A Bit
5-Extremely**



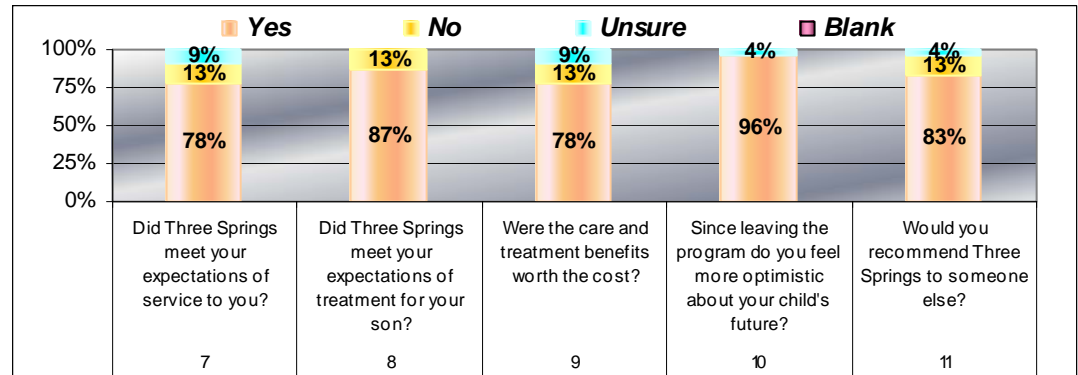
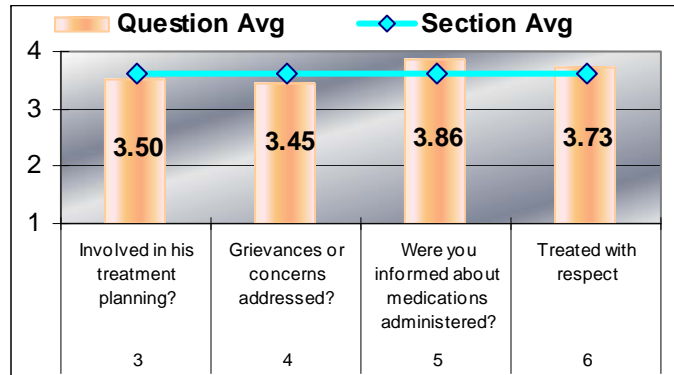
Duck River Annual Summary 2007

Resident Survey:

Scale: 1- Not At All, 2-A Little Bit, 3-Moderately, 4-Quite A Bit, 5-Extremely



Post-Satisfaction Survey (annual results): For the entire year of 2007, twenty-three past clients participated in the Post Discharge Satisfaction Survey out of forty-three residents discharged; an annual participation rate of 53%. Eleven participants were graduates, eleven were non-graduates, and one did not specify.

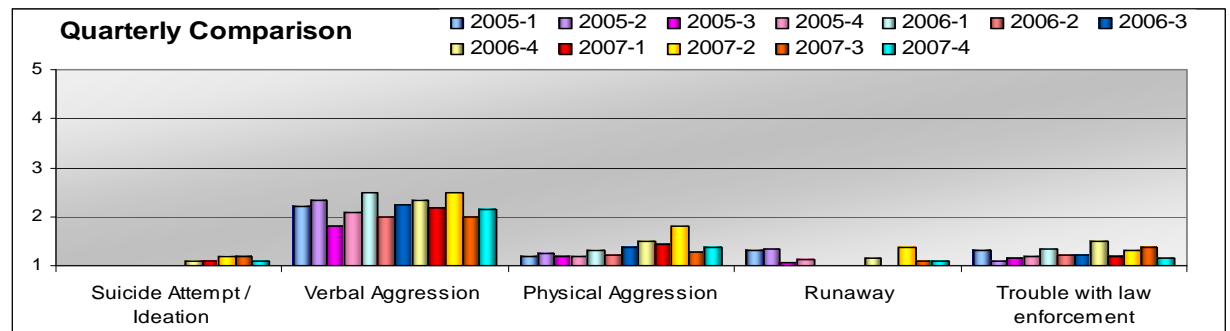


Scale: 1-Never, 2-Rarely, 3-Occasionally, 4-Always

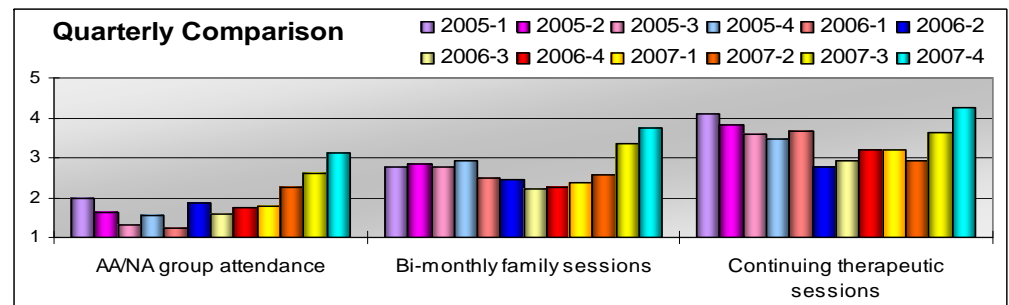
Post Discharge Survey: Post discharge surveys are mailed to all past clients, regardless of discharge status or length of time in treatment.

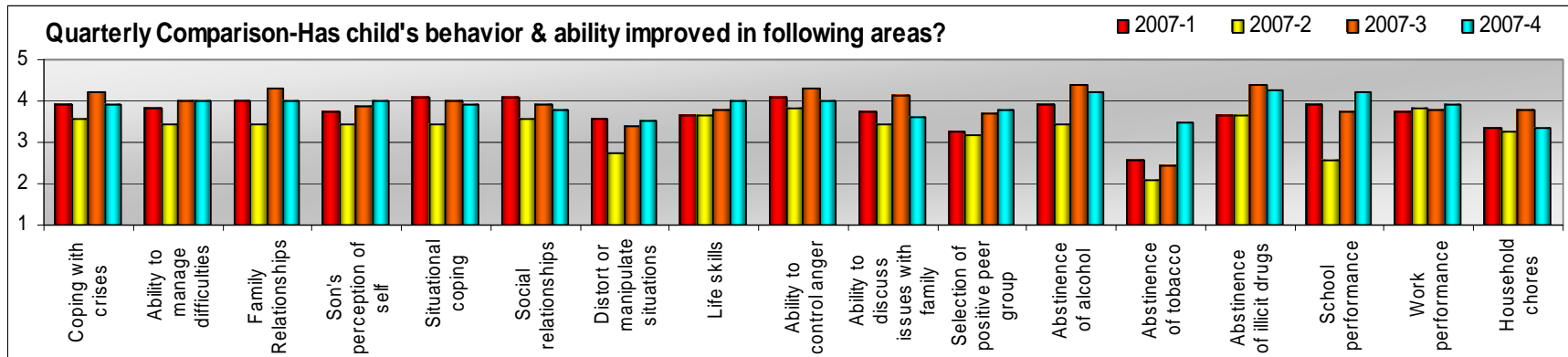
"Since leaving the program, has your child experienced any of the following?"

Scale: 1-Not At All, 2-Rarely, 3-Occasionally, 4-Often, 5-Very Often



"Since leaving the program have you and your son followed aftercare treatment plans for:"

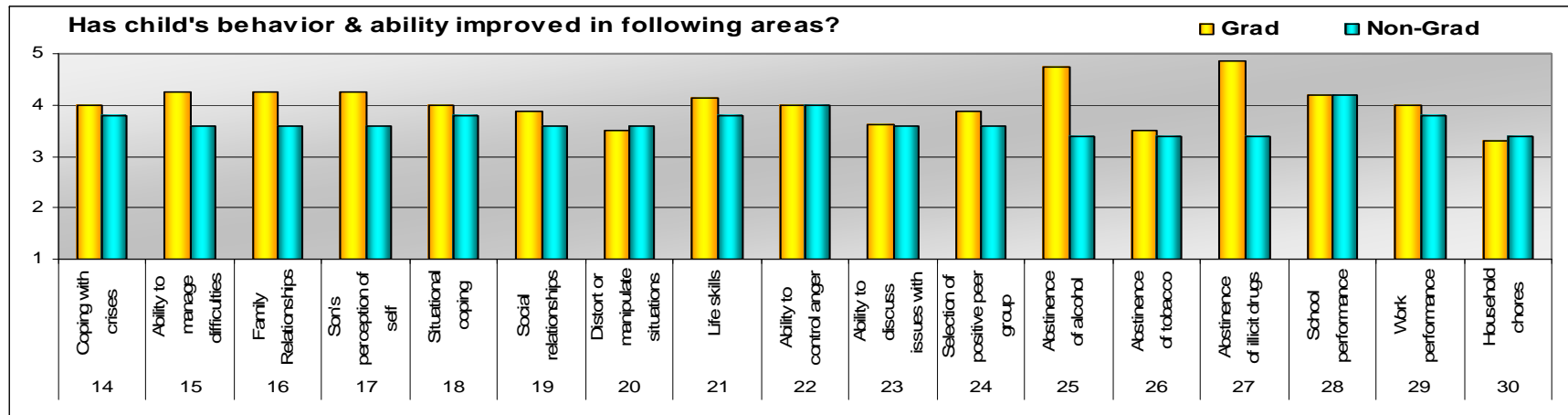




Scale: 1-Not At All, 2-Rarely, 3-Occasionally, 4-Often, 5-Very Often

Note: Section 3 was changed in 2007 from a 1 to 4 scale to a 1 to 5 scale, which does not allow comparison with earlier years

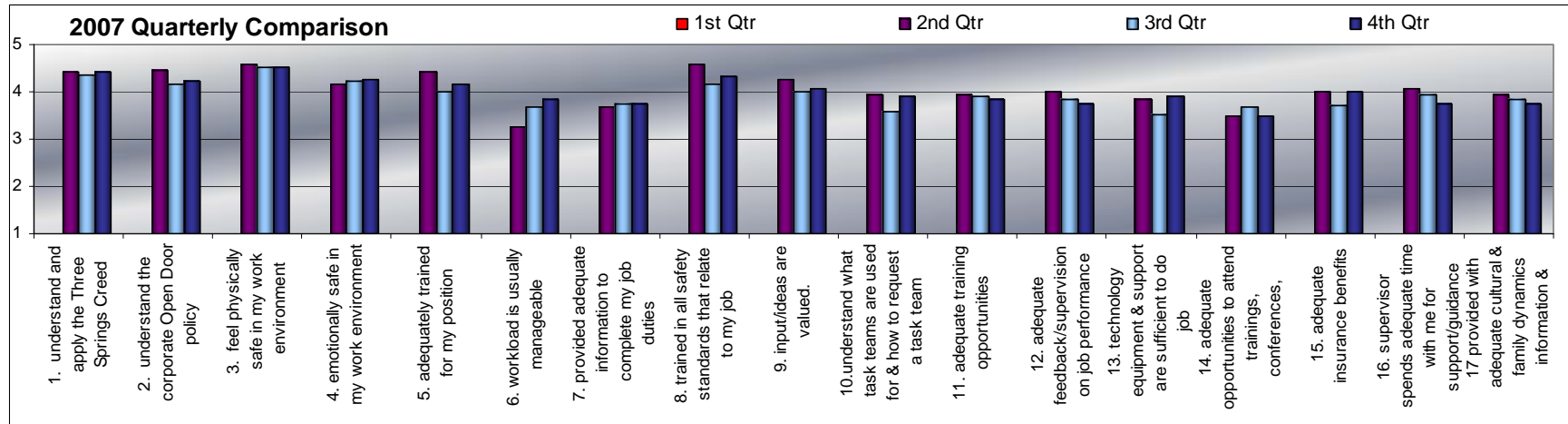
Section 3 of 4th Quarter Post Discharge Survey Comparing Graduates and Non-graduates



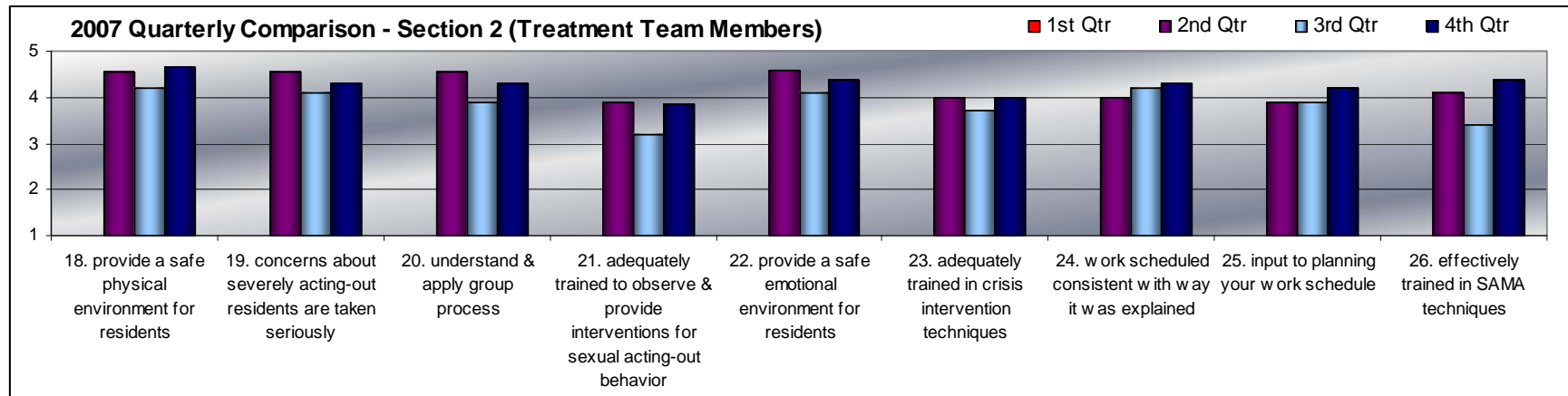
Scale: 1-Not At All, 2-Rarely, 3-Occasionally, 4-Often, 5-Very Often

Averages for both graduates and non-graduates were very good, although the section average for graduates was 0.36 higher than that of non-graduates. Graduates averaged higher in all questions but two.

Employee Survey:



Scale: 1-Not At All, 2-A Little Bit, 3-Moderately, 4-Quite A Bit, and 5-Extremely



Note: The Staff Survey was not completed in the first quarter while additional questions were being developed based on our CARF Survey in February 2007.