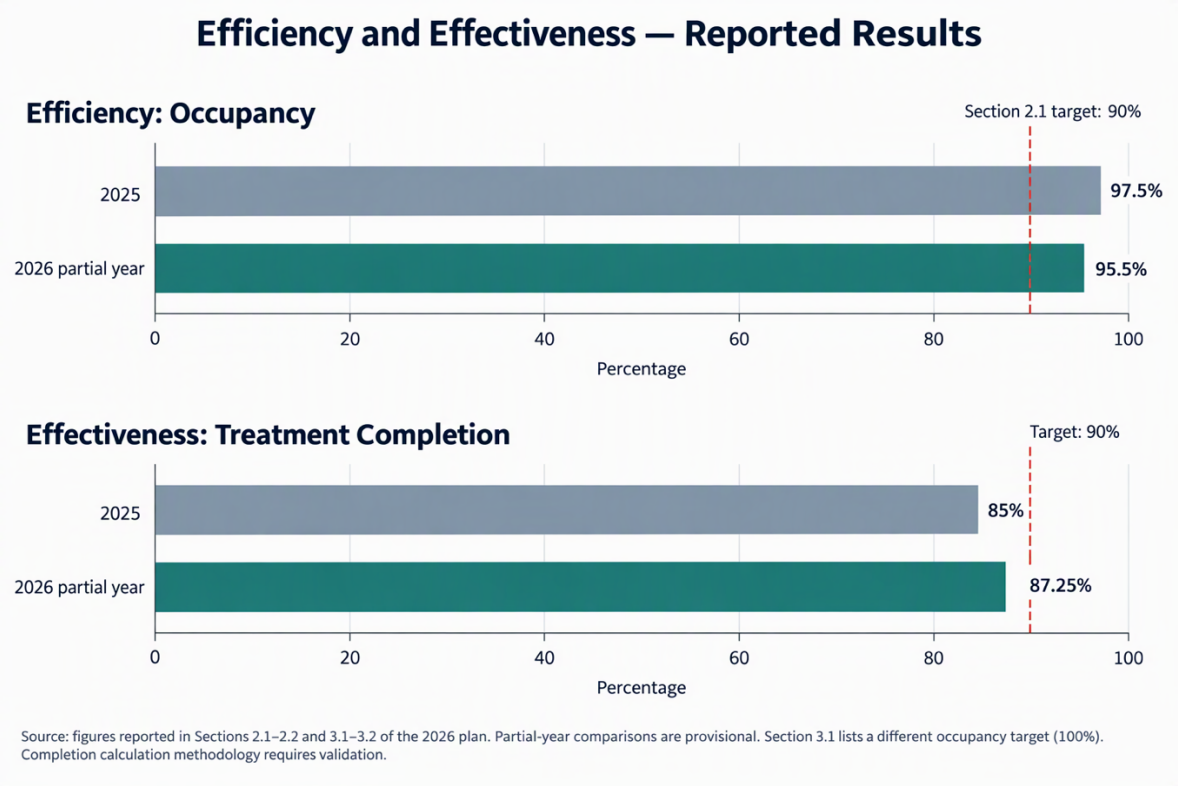
Key Results: Efficiency, Effectiveness, Satisfaction and Service Access

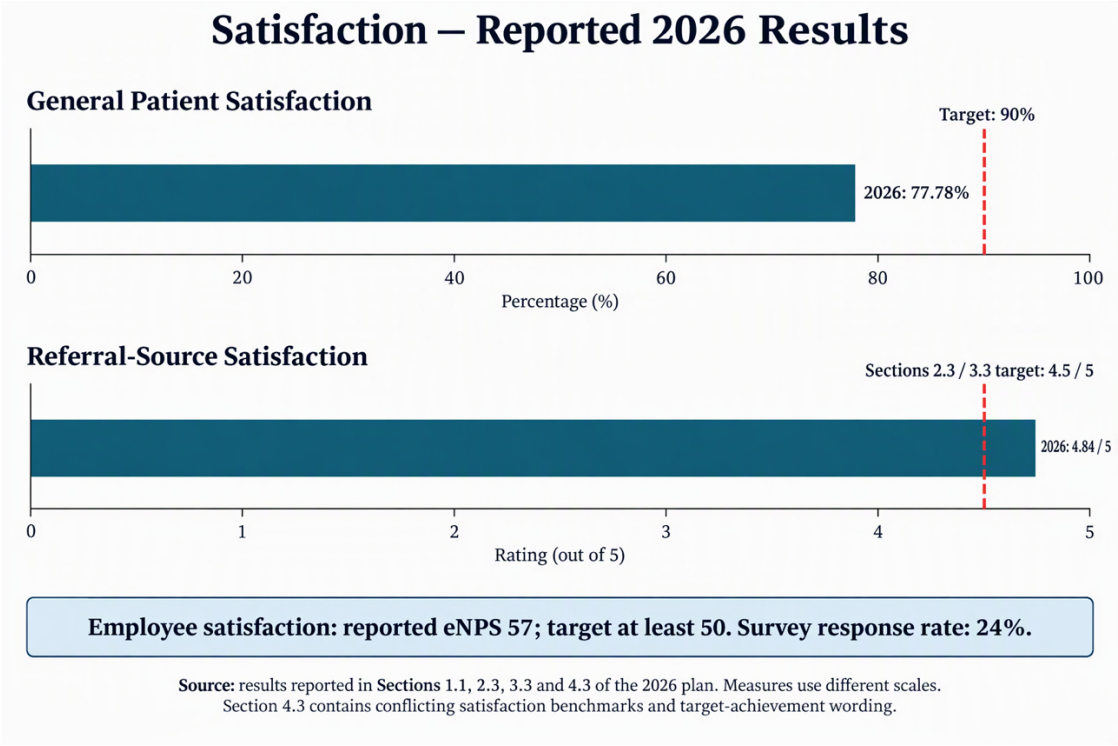
Efficiency: Reported 2026 partial-year occupancy was 95.5% (Fair Oaks: 96%; Hayward: 95%). This exceeds the 90% target.

Effectiveness: Reported treatment completion was 87.25% in 2026, below the 90% target, compared with 85% in 2025. The plan reports favorable coping-skills, staff-support and treatment-goal responses; these are patient-reported experience measures.



Satisfaction:

General patient satisfaction was 77.78%, below the target 90% goal. Residential-Treatment service satisfaction was separately reported as 100% Agree/Strongly Agree. Referral-source satisfaction was 4.84 out of 5, above the 4.5 target. Employee eNPS was 57, above the minimum 50, with a low 24% response rate.



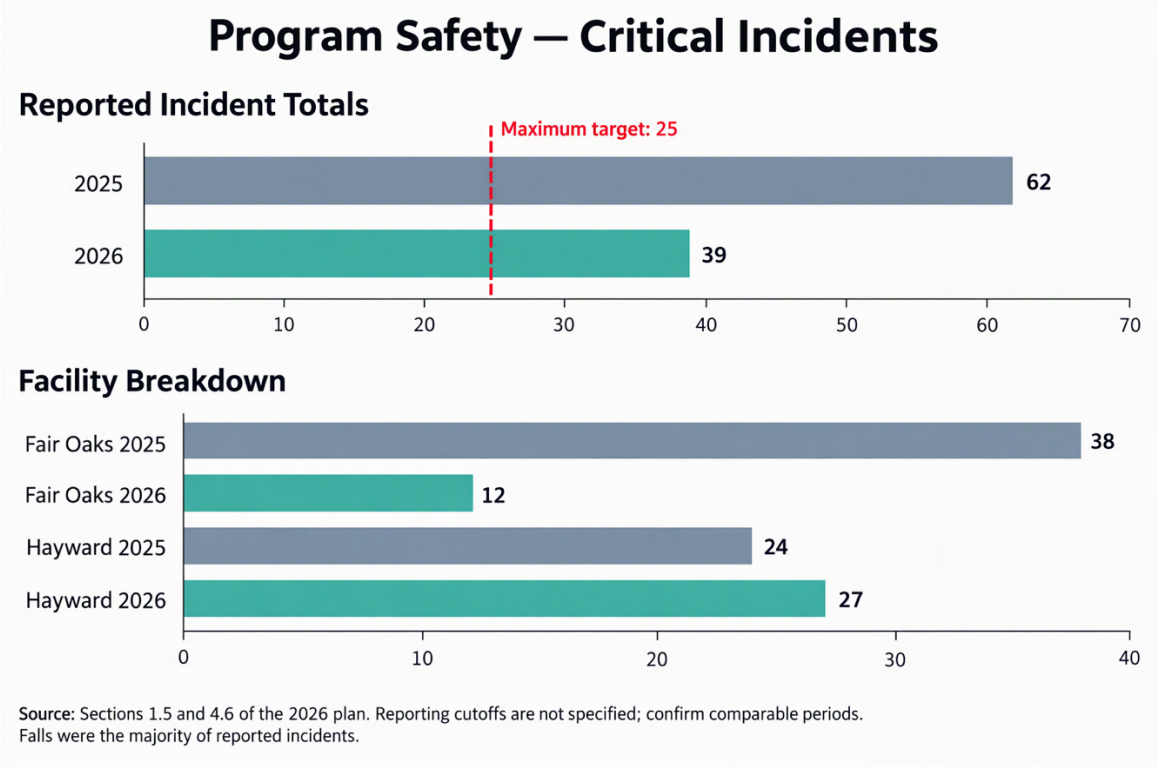
Service Access:

2026 reports zero service denials for eligible referrals. However, three (3) Fair Oaks referrals did not convert to admission: one each for engagement/refusal/compliance, safety/aggression/self-harm, and infection control.

Program Safety Results: Critical Incidents and Emergency Drills

Critical incidents:

There were 39 incidents reported in 2026 compared with 62 in 2025 - a 37.1% decrease in reported counts. The 2026 count exceeds the maximum target of 25 by 14 incidents. Fair Oaks reported 12 incidents (2025: 38); Hayward reported 27 (2025: 24), accounting for 69.2% of the 2026 total. Falls were the majority of incidents. Possible medication effects identified as a contributing factor, not a confirmed cause.



Test of Emergency Procedures Drills:

145 unannounced emergency-procedure tests were reported for 2026.

