



Results of the 2010 Resident Council Survey



September 1, 2010

We cut the survey to just one page

Carlsbad by the Sea 2010 Resident Opinion Survey

The Resident Council wants to know what you think so that we can appropriately voice your concerns. We have simplified the survey this year to make it easier to complete. For each statement below, circle the number to the right that best fits your opinion. These are just your opinions so you can answer even if you don't feel that you know what the answer might be.

Statement	Scale of Agreement					
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
Front Porch limits fee increases to what is needed	5	4	3	2	1	
CBTS spends remodeling moneys wisely	5	4	3	2	1	
CBTS acts the way I expect a nonprofit to act	5	4	3	2	1	
CBTS has high quality nursing care	5	4	3	2	1	
The new Care Center rooms seem more homelike	5	4	3	2	1	
If I outlive my assets, CBTS will uphold my dignity	5	4	3	2	1	
CBTS has tight security	5	4	3	2	1	
CBTS benefits from being part of Front Porch	5	4	3	2	1	
Maintenance requests are completed effectively	5	4	3	2	1	
I'm confident my medical wishes will be respected	5	4	3	2	1	
I'm proud to live at CBTS	5	4	3	2	1	
Management responds promptly to my concerns	5	4	3	2	1	
I feel that Front Porch is financially secure	5	4	3	2	1	
Front Porch values our CBTS employees	5	4	3	2	1	
Food Services is responsive to residents	5	4	3	2	1	

Classification Information (This information is for analysis purposes only; it will not identify individuals)

Age (Circle)	Gender (Circle)	Living Status (Circle)	Add any comments you would like us to consider on the back.
60-64 85-89	Female	Live Alone	
65-69 90-94	Male	Share Unit	
70-74 95-99			
75-79 100+			
80-84			

Completed Years in Residency _____ New Residents enter 0.

Return Survey to Resident Council Box near the Front Desk

Some Overview Conclusions

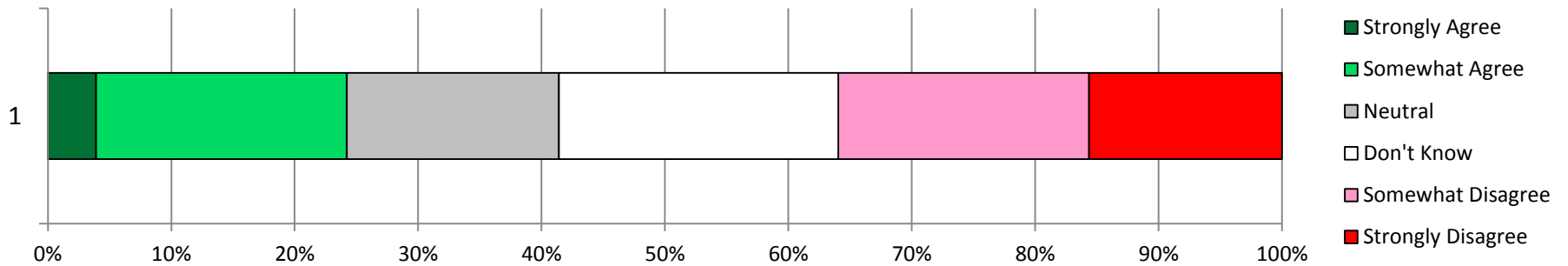
Top Level Conclusions

- ▶ You are proud to live at CBTS
- ▶ Most of you like the food and the food service
- ▶ You are also pleased with our nursing care
- ▶ Maintenance and security remain challenges though most residents are pleased
- ▶ Concerns arise principally from financial elements:
 - ▶ Nearly half of you don't know if Front Porch is financially secure and 15% fear that it isn't
 - ▶ Despite the restraint shown in this year's monthly fee increase, residents are still concerned about fee increases
 - ▶ Over 60% are confident that Front Porch will maintain their dignity if their assets run out but the rest are unsure or fear the worst
 - ▶ Many of you feel that remodeling moneys could be spent more wisely
 - ▶ And, 65% of you do not understand how CBTS benefits from being part of Front Porch
- ▶ Overall the survey shows that residents are happy to be living at CBTS and appreciate the many blessings enjoyed here

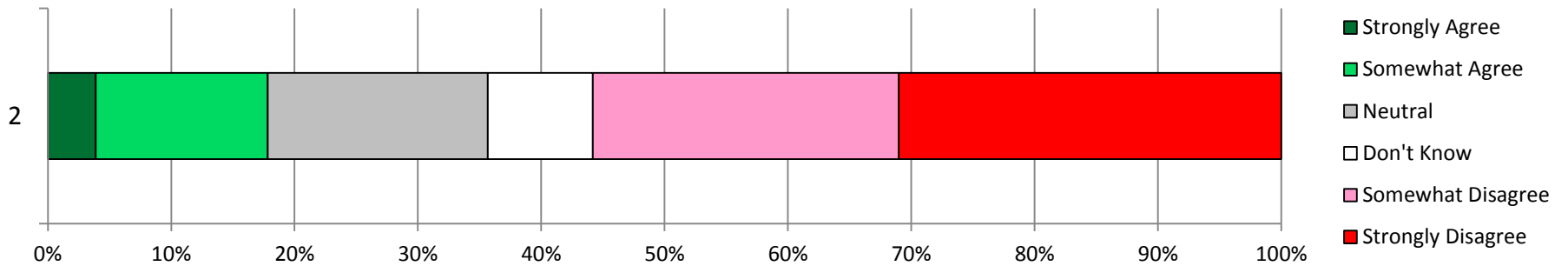


We'll start with the results in the order of the questions as asked.

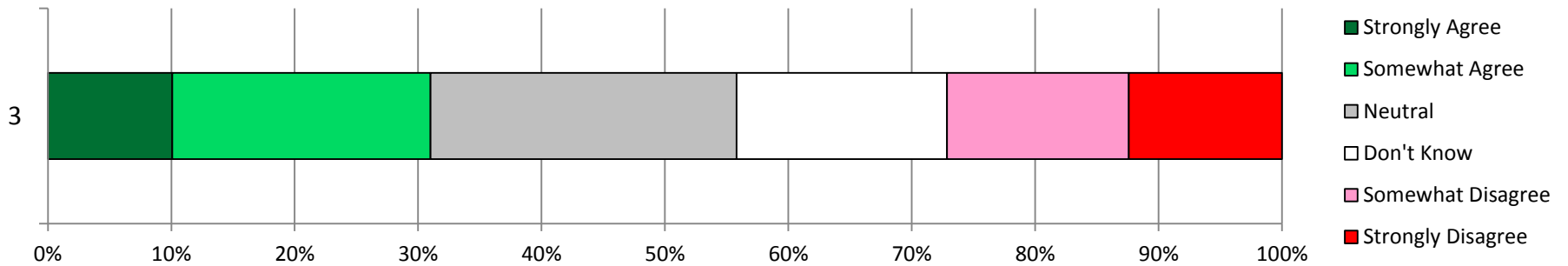
Front Porch limits fee increases to what is needed



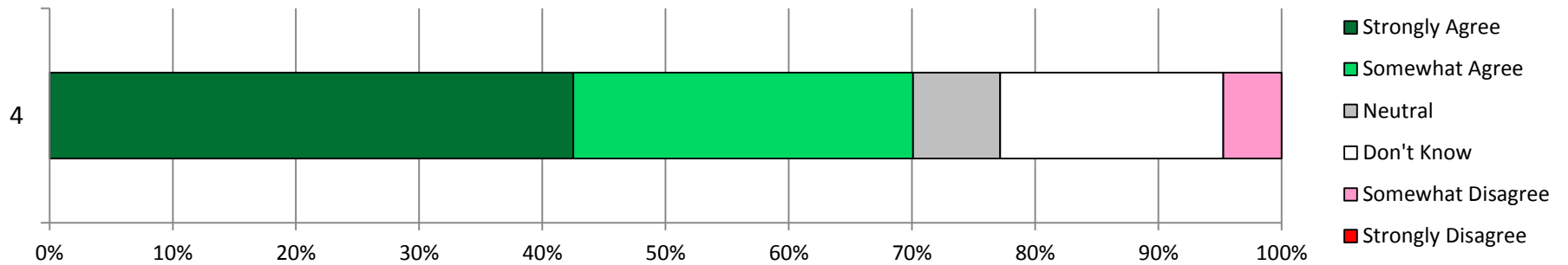
CBTS spends remodeling moneys wisely



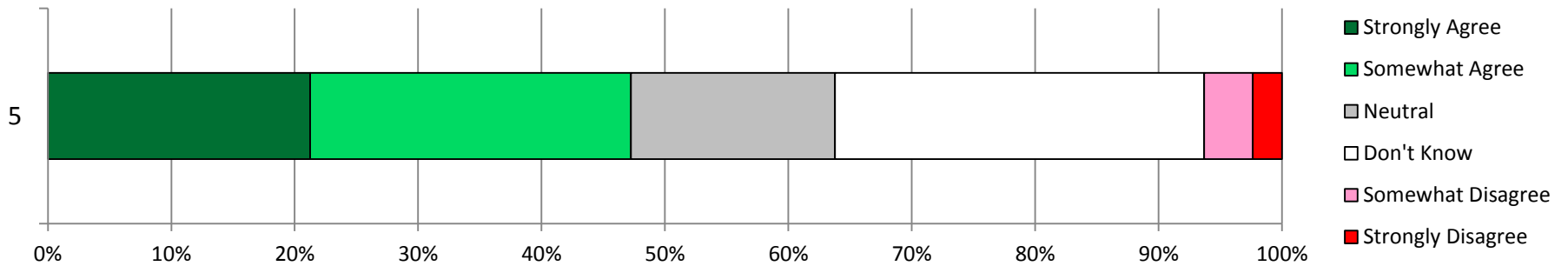
CBTS acts the way I expect a nonprofit to act



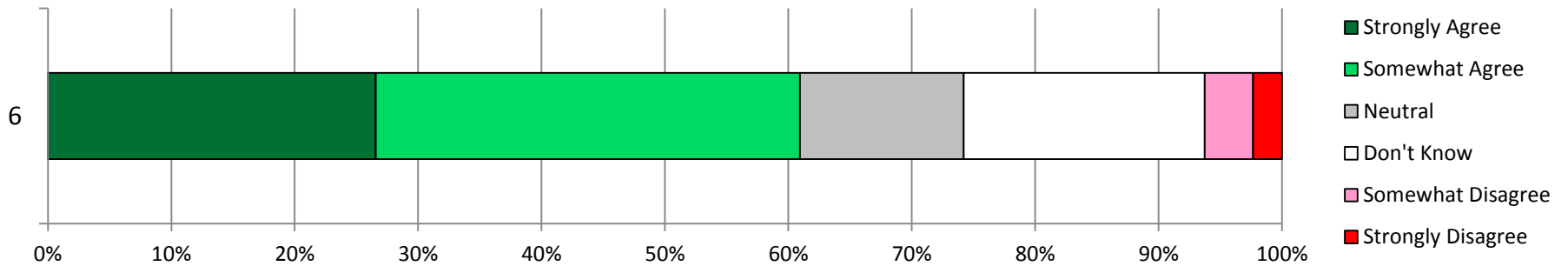
CBTS has high quality nursing care



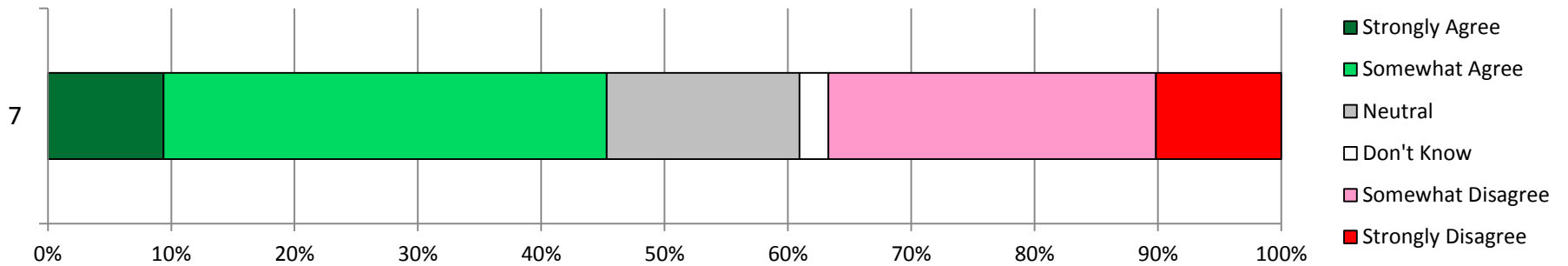
The new Care Center rooms seem more homelike



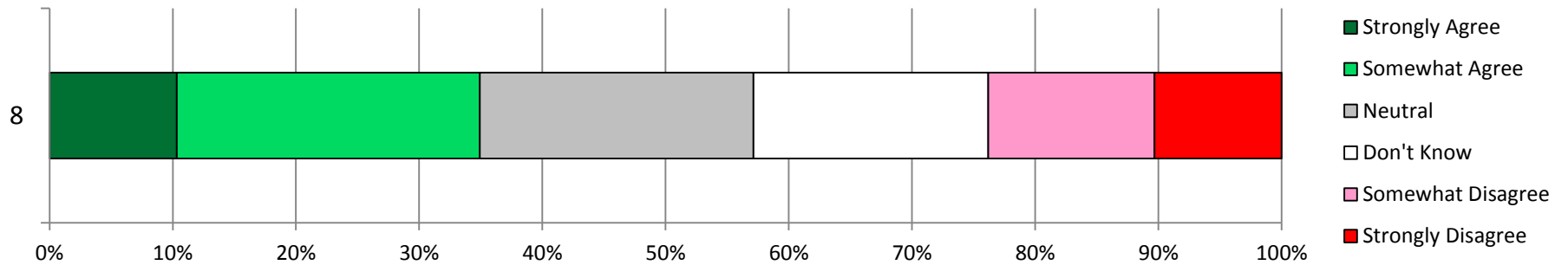
If I outlive my assets, CBTS will uphold my dignity



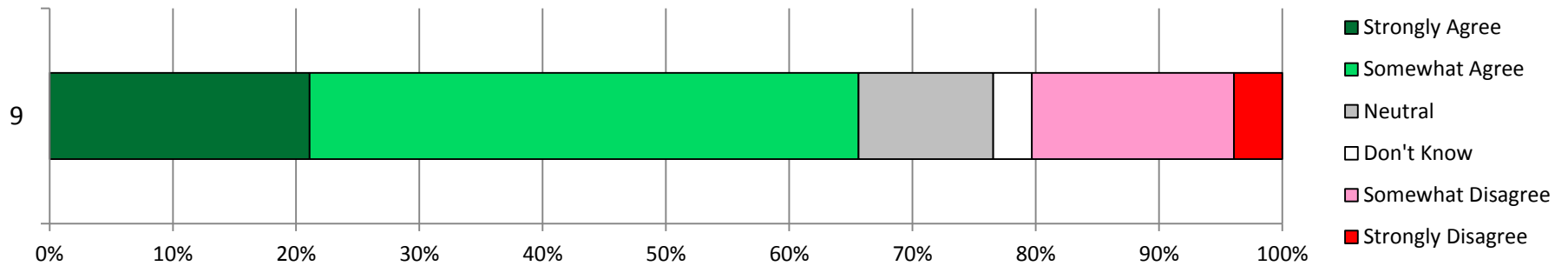
CBTS has tight security



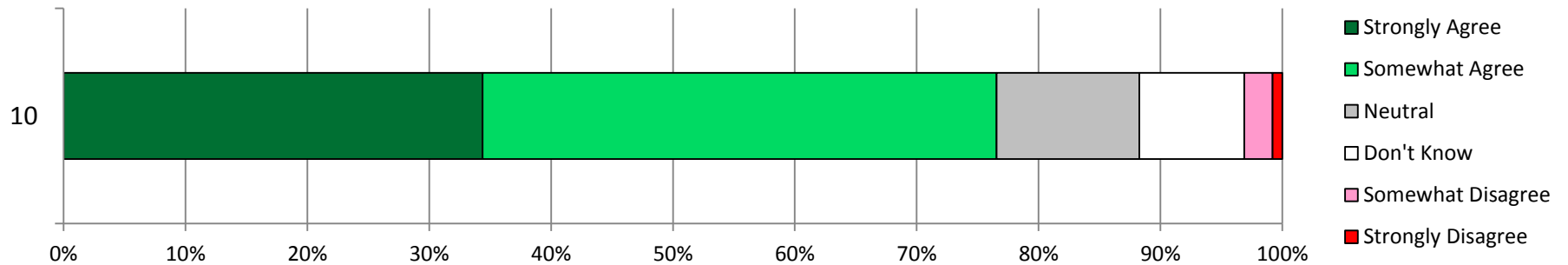
CBTS benefits from being part of Front Porch



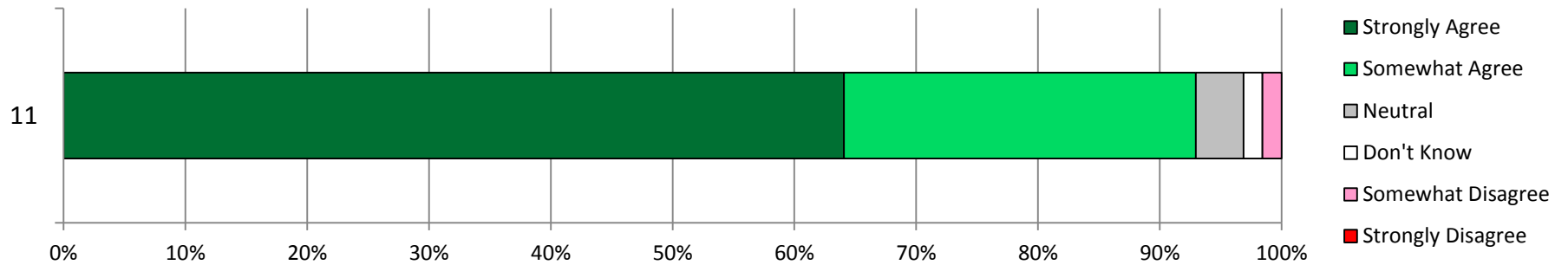
Maintenance requests are completed effectively



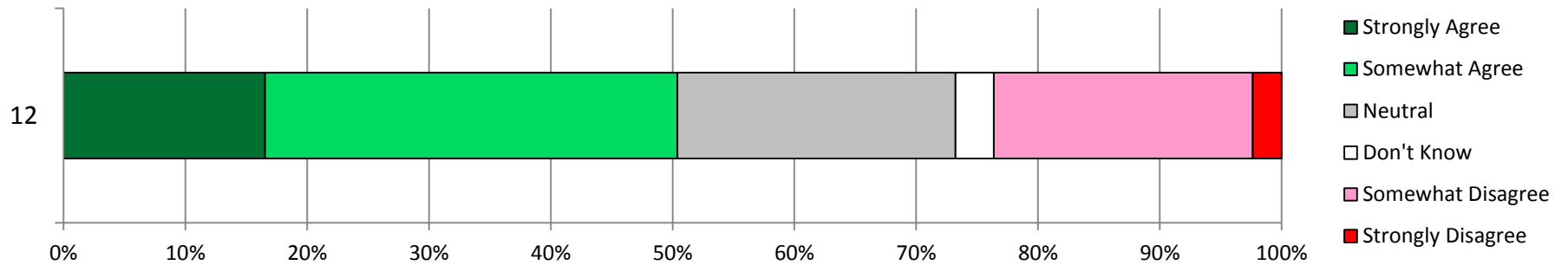
I'm confident my medical wishes will be respected



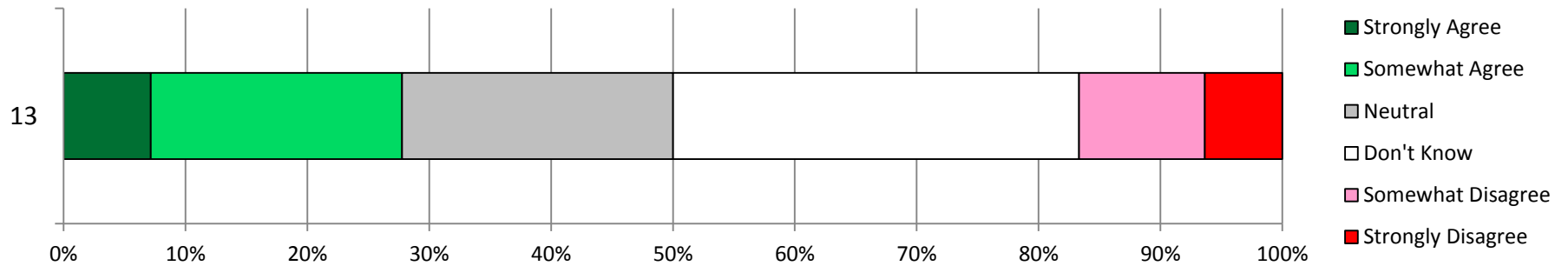
I'm proud to live at CBTS



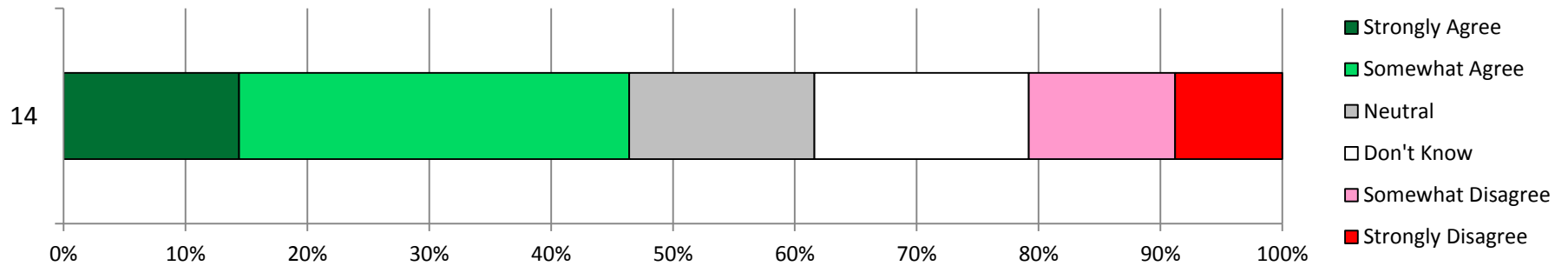
Management responds promptly to my concerns



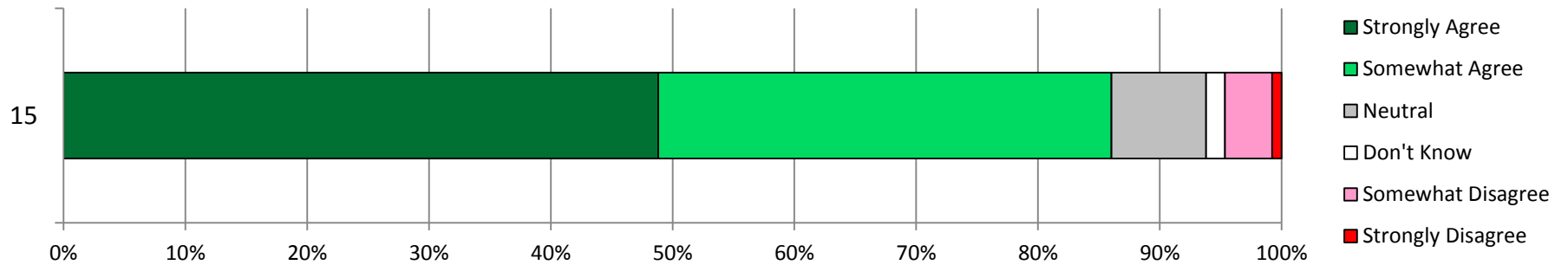
I feel that Front Porch is financially secure



Front Porch values our CBTS employees



Food service is responsive to residents

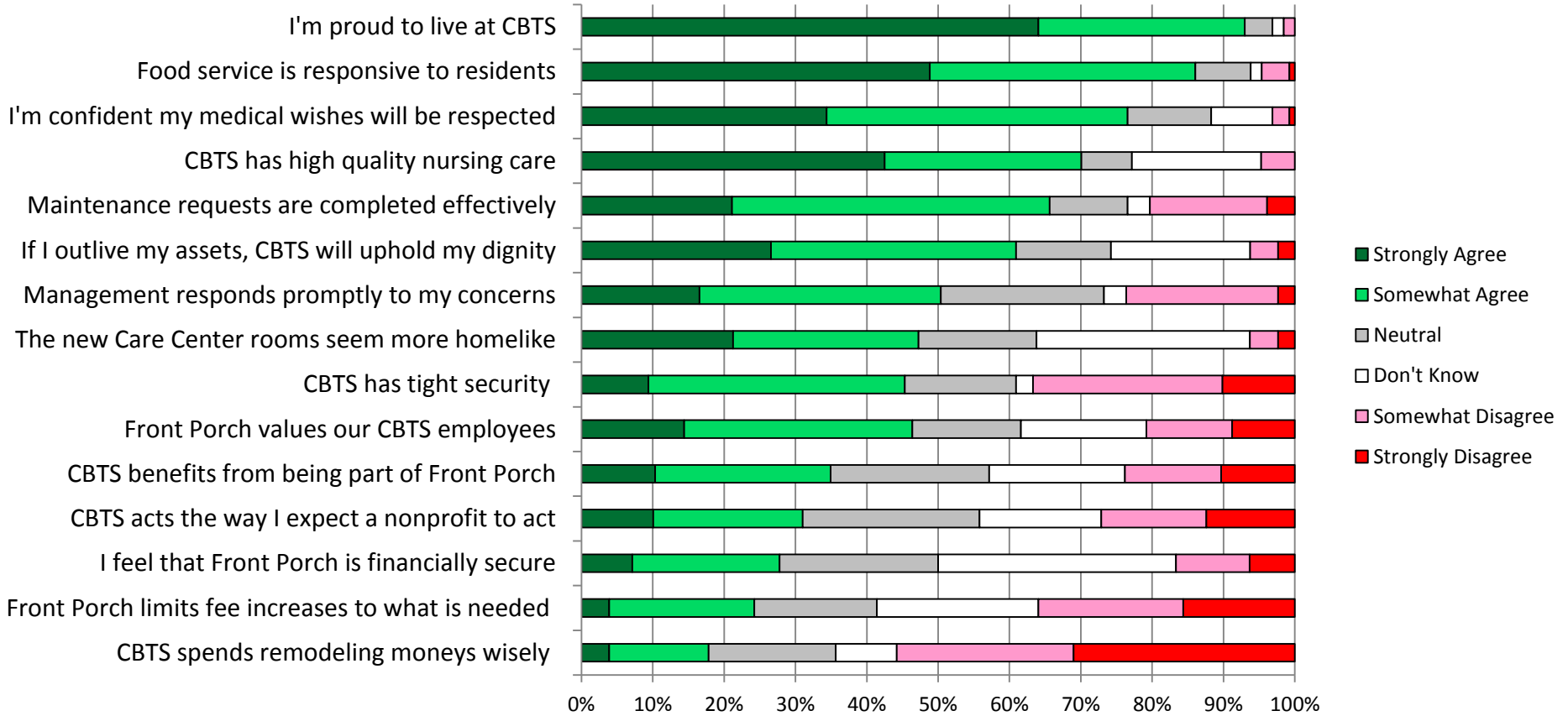




Now for an Overview

All Results by Agreement

Strongly Agree or Somewhat Agree



Overview Conclusions Revisited

Top Level Conclusions

- ▶ You are proud to live at CBTS
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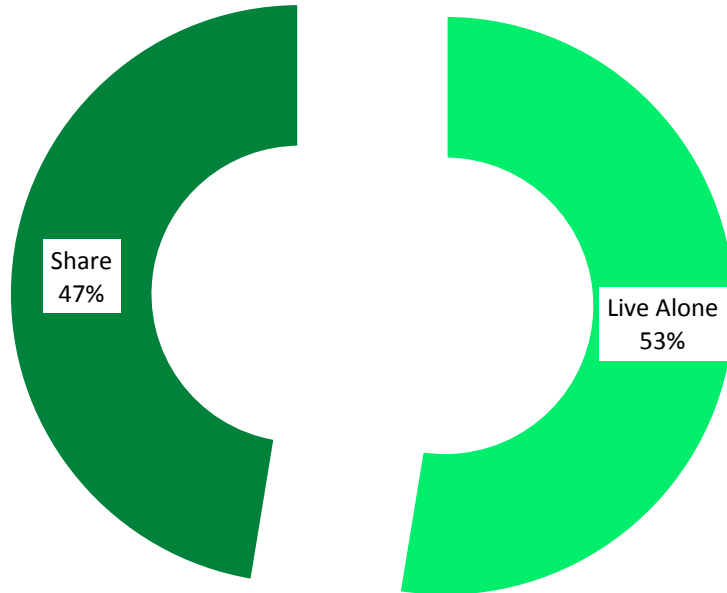




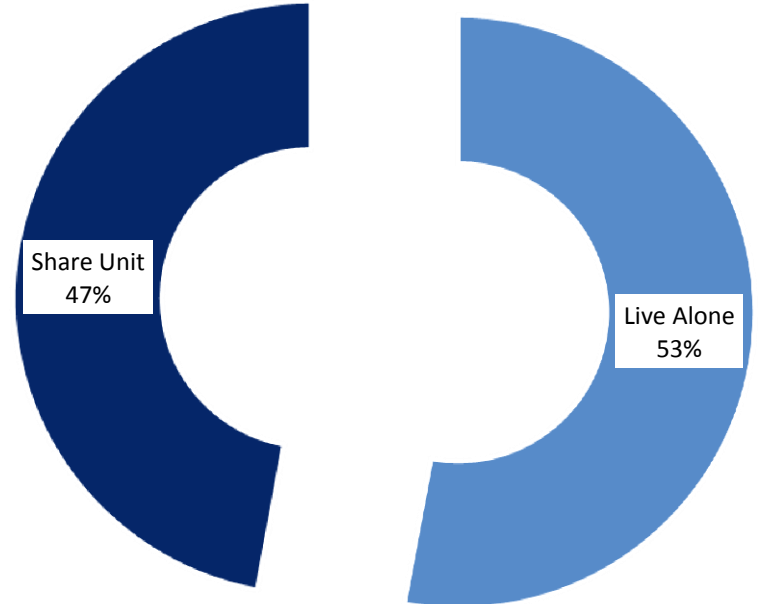
Who are we?

There's been no change in our togetherness

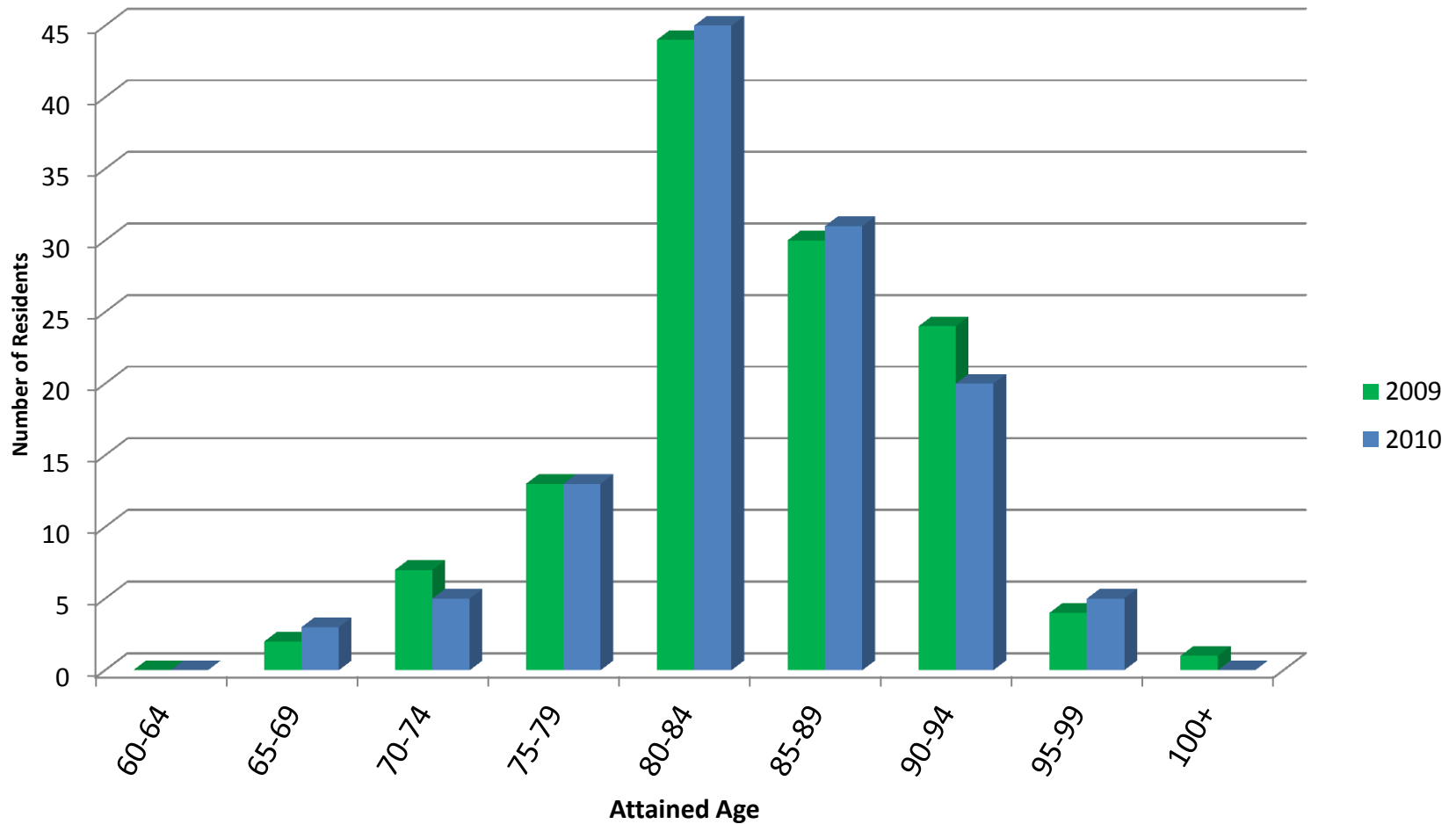
2009



2010

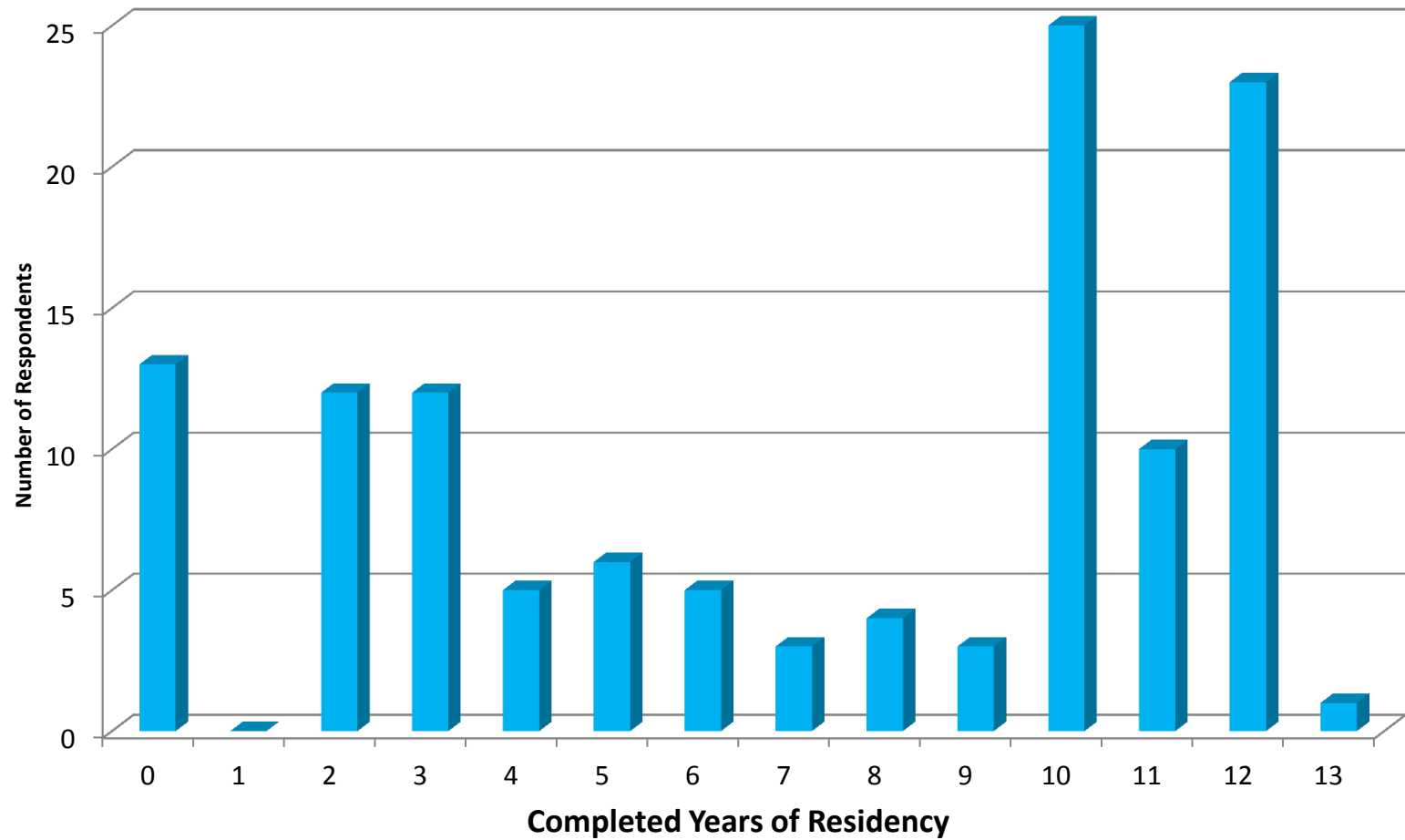


We're aging, no surprise there

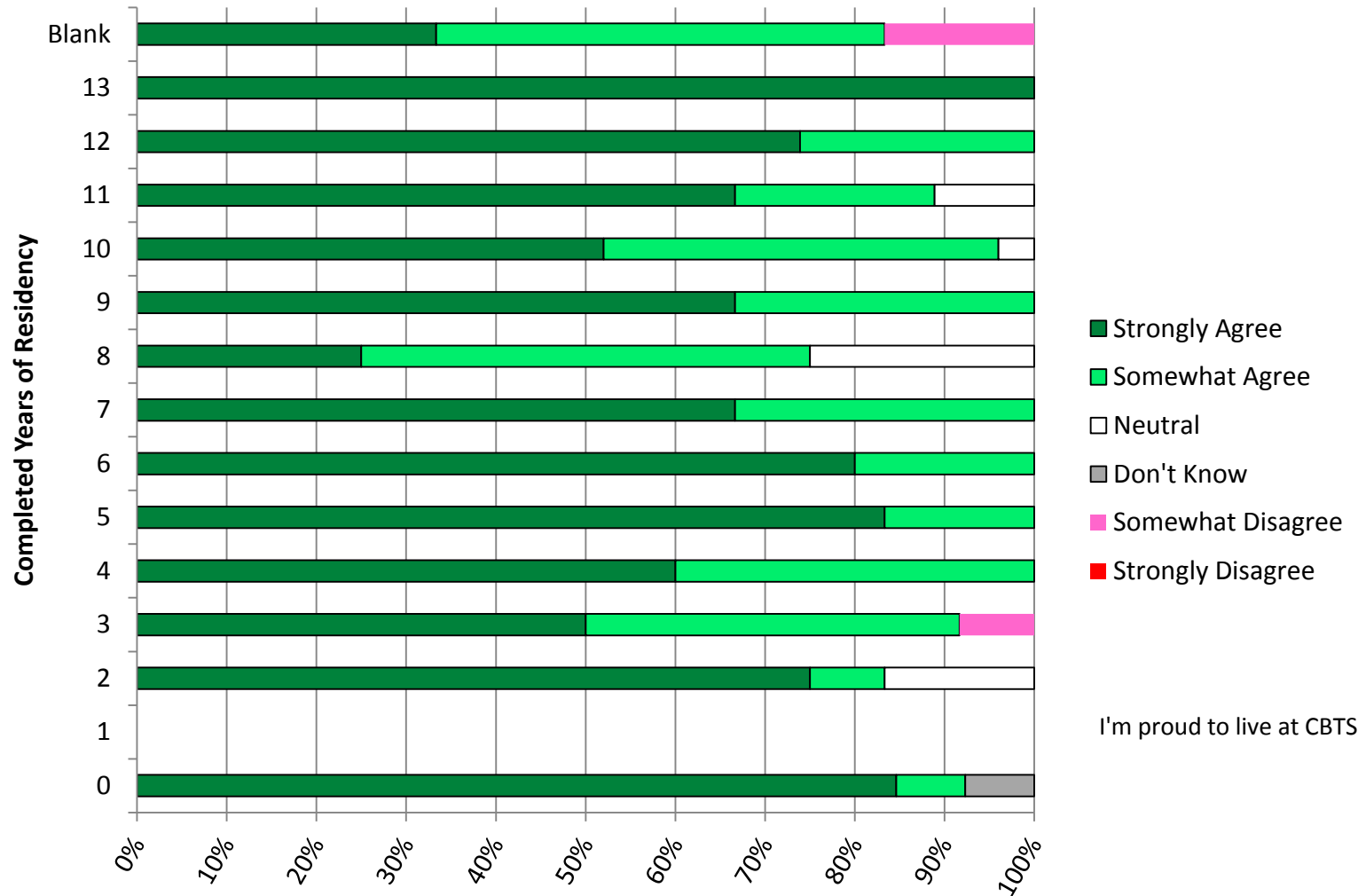


Years in Residency

We have no idea why no one showed one year here. Perhaps none of the one year residents completed the survey.



Time in Residency Doesn't Have Much Impact – Here the Query with the Most Positive Response



Final Thoughts



The End

