



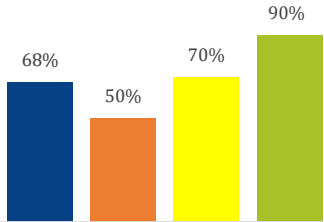
FY 20 Performance Report

July 1, 2019 to February 29, 2020

Our Members

Members with an Increase in Independence

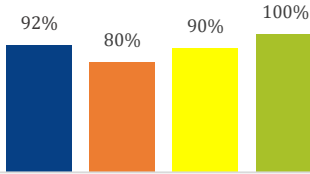
Trend: no change



■ Actual ■ Threshold ■ Mid-Point ■ Stretch

Members With a Peer Best Friend

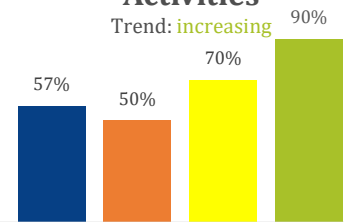
Trend: no change



■ Actual ■ Threshold ■ Mid-Point ■ Stretch

Members Participating in 25%+ of Monthly Skill-Building Activities

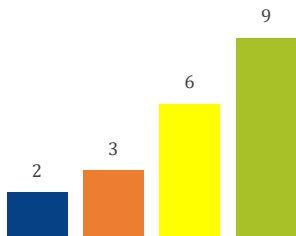
Trend: increasing



■ Actual ■ Threshold ■ Mid-Point ■ Stretch

New Members

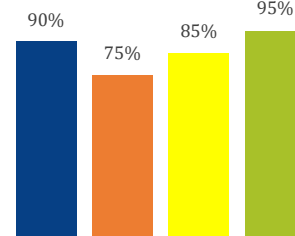
Trend: increasing



■ Actual ■ Threshold ■ Mid-Point ■ Stretch

Members Retained

Trend: no change



■ Actual ■ Threshold ■ Mid-Point ■ Stretch



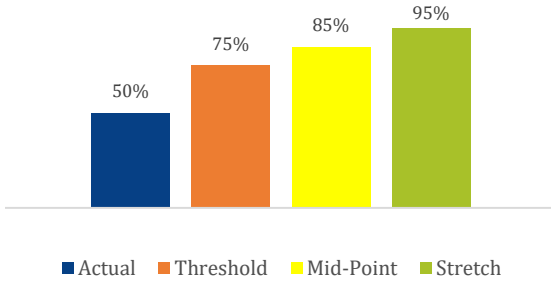
FY 20 Performance Report

July 1, 2019 to February 29, 2020

Our People

High-Performing Staff Retained

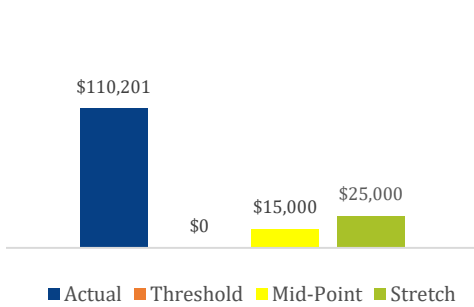
Trend: decreasing



Our Finances

Net Surplus

Trend: increasing



Months of Expenses in Reserve

Trend: increasing

