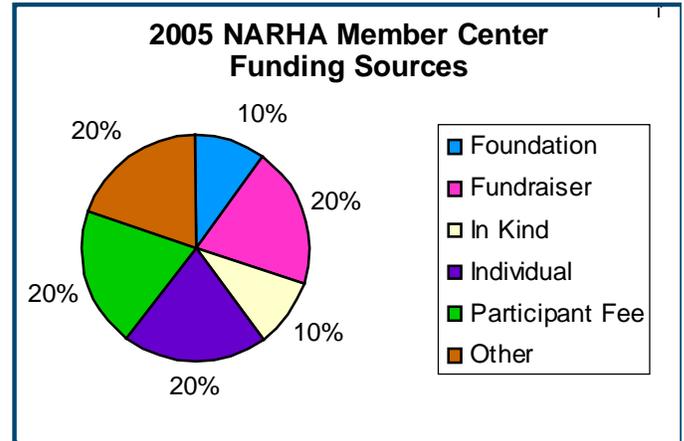


The 2005 NARHA Member Center Fact Sheet



2005 Facts:

- 47% of centers operate year-round
- 81% of centers prepare budgets annually, but only 34% conduct a financial audit
- Only 33% have a business plan and only 30% have a strategic plan
- 51% of centers have marketing materials, but for 89% of centers reporting, marketing is less than 5% of the annual operating budget
- 87% of centers in 2005 were non-profit, compared to 91% of centers in 2004
- 13% of centers in 2005 were for-profit, compared to 9% of centers in 2004



Results of the Member Satisfaction Survey:

- 96% of centers would recommend NARHA to other centers
- 60% of centers felt that they received great value from being a member of NARHA
- 78% of centers feel that NARHA meets their needs
- 80% of centers overall are satisfied
- 44% of centers feel that their membership in NARHA greatly enhances their reputation
- 94% of centers feel the NARHA Standards & Accreditation Manual meets their centers' needs
- 65% of centers feel they experienced an improvement in the service they receive when contacting NARHA

