



**2009**

Pinnacle Consulting  
Certifies that

HEARTWARMING CARE

is committed to achieving high levels of  
customer satisfaction and has achieved a

**Best in Class**

rating in:

**Overall Quality of Service**



  
Pinnacle Consulting



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**Best in Class**

rating in:

**Accessibility of Staff**



  
Pinnacle Consulting



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rating in:

**Timeliness of Visits**



  
Pinnacle Consulting



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rating in:

**Communication from Agency**



  
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rating in:

**Staff Professionalism**



  
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rating in:

**Recommend Agency to Others**



**Quality  
Certified**

Joe Magallon  
Pinnacle Consulting



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rating in:

**Combined Average**



  
Pinnacle Consulting