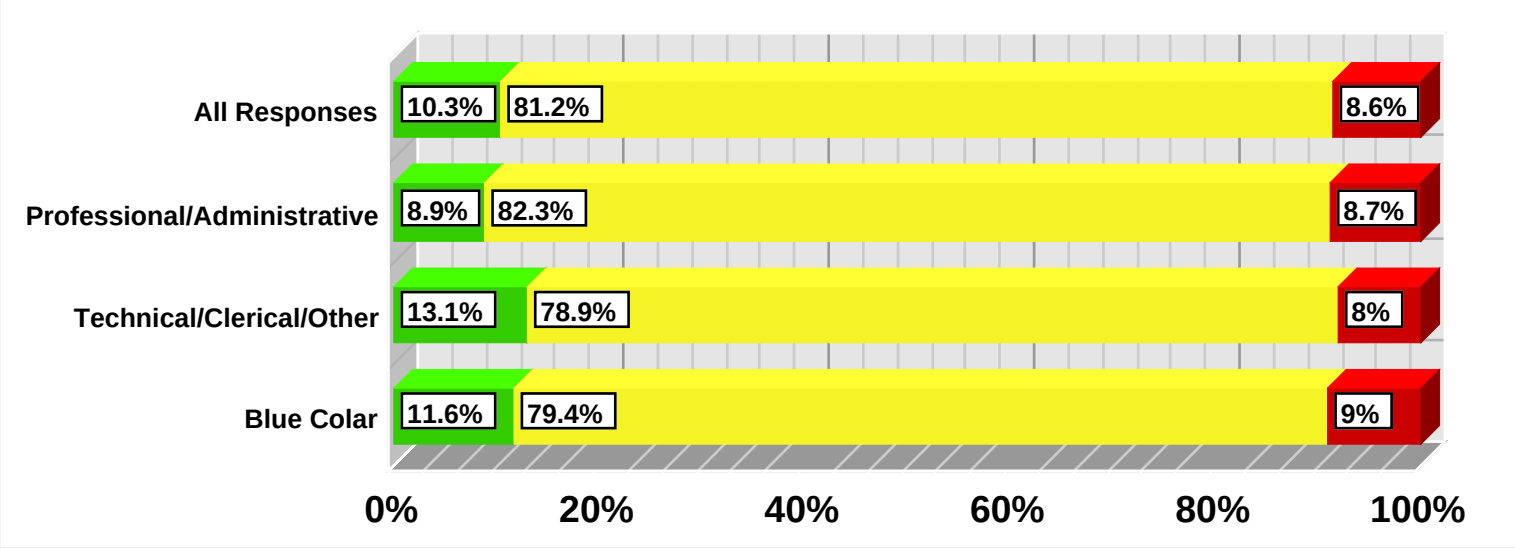(89a) How satisfied are you with elder care programs: