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FOR IMMEDIATE RELEASE

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Montebello Home Care Receives 2023 Best of Home Care® – Leader in Experience, Top 100 in Experience, Provider of Choice, and Employer of Choice Awards

Beaumont, TX – Montebello Home Care announced today that it received the distinguished 2023 Best of Home Care – Leader in Experience and Top 100 in Experience awards from HCP, the leading firm in experience management for home care. These awards are the highest recognitions awarded by HCP and are given to select home care businesses that consistently rank among the highest in 10 or more quality metrics. As a result of earning these achievements, Montebello Home Care is now recognized among the top 10% of home care providers participating in the nationwide HCP Experience Management Program.

This accomplishment demonstrates Montebello Home Care’s long-term dedication to excellent care and quality improvement. To qualify for these awards, 10% of Montebello Home Care’s clients and caregivers were interviewed each month by HCP. Over a 12-month period, Montebello Home Care received high client and caregiver satisfaction ratings in areas such as caregiver training, compassion of caregivers, communication, scheduling, client/caregiver compatibility, and more. Using feedback from clients and employees, as well as quality benchmarks from HCP, Montebello Home Care’s management team set goals to reach the highest level of experience possible.

Montebello Home Care concurrently received The Best of Home Care – Provider of Choice and Employer of Choice Awards, highlighting their commitment to both high quality care for their clients and their caregiving staff as well. HCP believes that by honoring these providers, families looking for in-home care for a loved one will be able to recognize and choose a trusted home care provider.

“We are so honored by these awards that showcase our unwavering dedication to providing the exceptional care our clients deserve, while caring for our outstanding caregivers as well,” shares Mark Montebello, owner of Montebello Home Care.

“At HCP, our mission is to help home care businesses create an experience that goes beyond client and caregiver expectations,” says Todd Austin, President of HCP. “When we see agencies

like Montebello Home Care that have so effectively provided outstanding care and employment experiences, we know we're on the right track. Montebello Home Care has worked extremely hard to prioritize high-quality care and employment, and their work hasn't gone unnoticed. This award allows them to show proof of quality to potential clients and caregivers."

To find out more about Montebello Home Care's commitment to high quality care, please visit <https://montebellocares.com>, or call (409) 276-7576.

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About Montebello Home Care

Montebello Home Care is a locally founded, owned, and operated private duty home care provider serving older adults and their loved ones in Beaumont, Texas and the surrounding Southeast Texas communities with high quality home health care services. Montebello Home Care thoroughly understands the challenges facing older adults and their loved ones when it comes to finding the best in-home care services and solutions.

About HCP

[HCP](#) leads the home-based care industry in [experience management](#), [training](#), and [reputation management](#). Through its [Care Intelligence Platform](#), HCP empowers providers in home care, home health, and hospice to attract and retain employees during workforce shortages. HCP also conducts the annual [Benchmarking Report](#), the most comprehensive survey of providers in North America, and administers Best of Home Care awards to agencies that achieve best-in-class satisfaction scores. For more information, visit <https://www.homecarepulse.com>.