



Community Strategies

2017 Client Satisfaction Survey Highlights

95%

Feel their possessions are safe.

94%

Think staff is helpful to them.

93%

Feel they have a choice in what to eat.

95%

Feel they have possessions they can call their own.

94%

Feel they have a choice of places to visit.

92%

Feel staff members do their jobs well.

Grounded in the firm belief in the therapeutic benefits of human relationships as the basis for growth and change, we challenge the individuals in our programs to become as independent as possible. We encourage them to exercise their right to take risks as well as their responsibility to actively participate in their service planning. We ensure that our clients' human and civil rights are respected and that they are informed so they can become advocates for themselves.

92%

Feel safe in their neighborhood.

91%

Feel respected by staff.

90%

Manage their own money.

91%

Feel they spend enough time in their home.

91%

Make decisions about money with help from others.

90%

Go into the community as much as they would like.