



Community Strategies

2020 Client Satisfaction Survey Highlights

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.

93%

Feel safe in their neighborhood

93%

Think staff is helpful to them

91%

Feel they spend enough time in their home

95%

Feel they have possessions they can call their own

92%

Feel they have a choice of places to visit

90%

Feel staff members do their jobs well