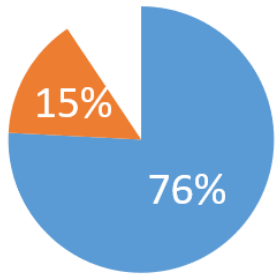


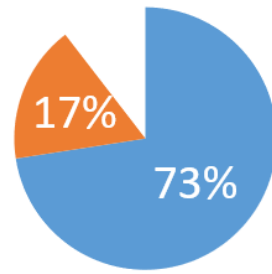
Client Satisfaction Survey 2018

August – September 2018

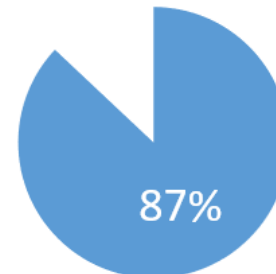
Assessments of the Case Management Department over the last year



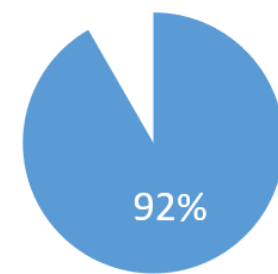
91%¹ of respondents were **VERY** or **MOSTLY** satisfied with the **services of their Case Manager**.



90%¹ of respondents were **VERY** or **MOSTLY** satisfied with their Case Manager's ability to **connect them to the resources, benefits, and services they need**.



87%² of respondents reported that their case manager discussed how **available services can help individuals lead satisfying and meaningful lives**.



92%² of respondents reported that their case manager **listened to and valued their input**.



What our customers say about us



"...I am forever grateful for everything that you have done for us. Our lives would be a disaster without the help!!!! I am so so so grateful and extremely thankful for this program!!!!"



"I've had a great experience dealing with DP since the beginning of our venture... Having a positive case manager with knowledge and resources makes a world of difference... It's nice to know, DP is part of MY TEAM!"



"Developmental Pathways has been a blessing for our family. I do not know how we would have helped our son without it. We truly appreciate your help and value our relationship with the organization."



"You seem[ed] to pick the right case manager for our family. You understand our needs and who we are."

¹ Percentages are based on respondents who answered "Very Satisfied" and "Mostly Satisfied."

² Percentages are based on respondents who answered "Yes."