

Quality of Services – Client Satisfaction Surveys

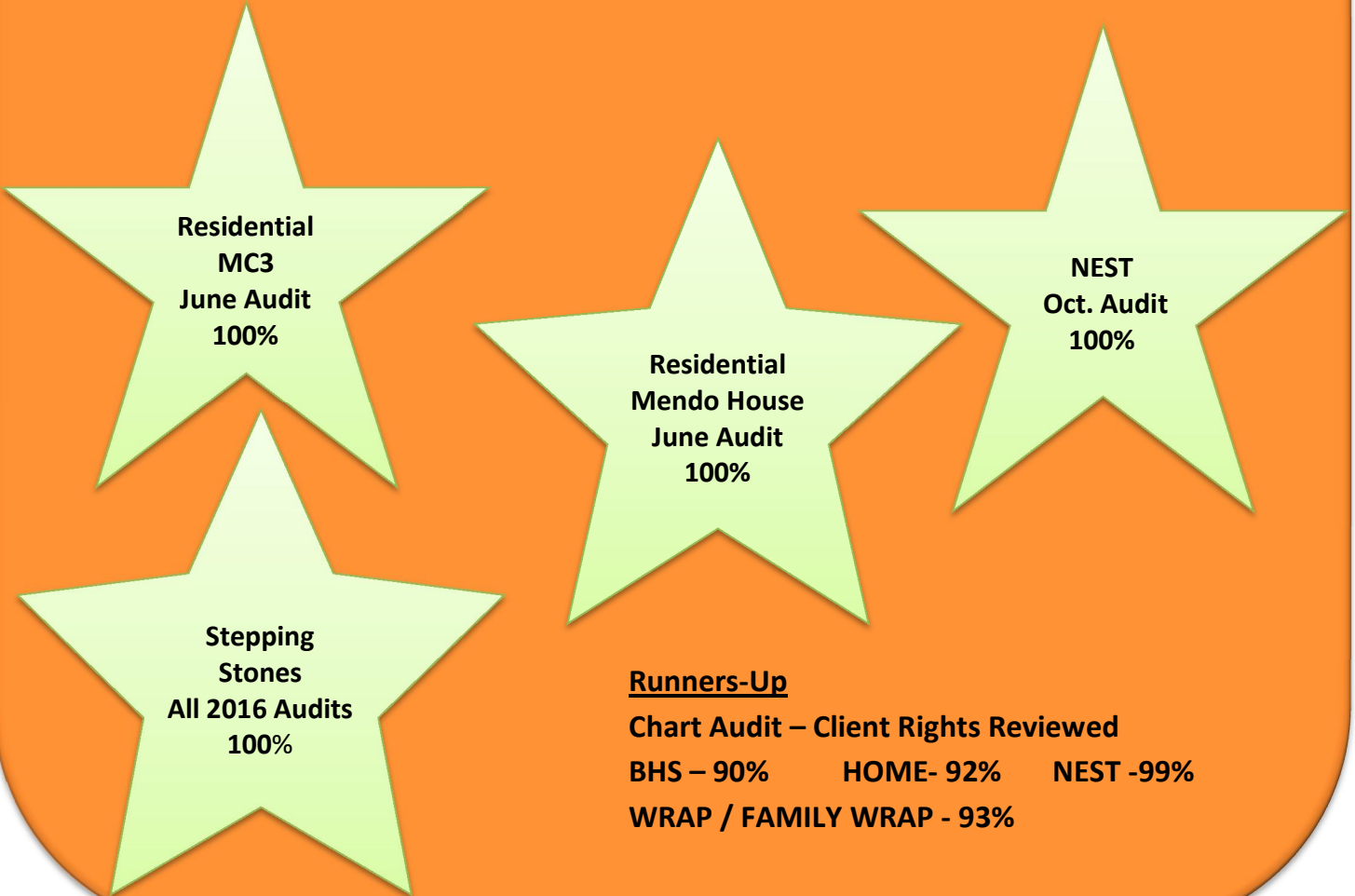
Q: I am happy with the Quality of Services Received



Client Satisfaction Improvement

2016 = 100% / 2015 = 81%

Audit Reviews – Received / Reviewed Client Right’s Information



Runners-Up

Chart Audit – Client Rights Reviewed

BHS – 90%      HOME- 92%      NEST -99%

WRAP / FAMILY WRAP - 93%