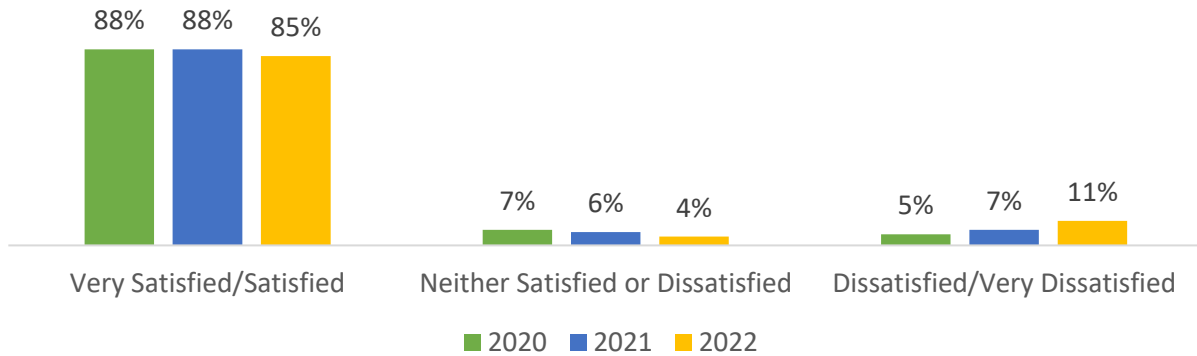


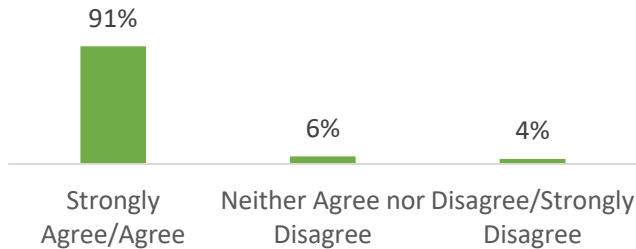
Member Satisfaction Survey Results

Overall Satisfaction by Year*



*The member satisfaction percentage exceeds the DWHIN standard of 80 percent. ¹

I feel accepted at Development Centers by % of Respondents



How Development Centers can help improve experiences with services by Highlighted Responses:

I love them I always feel better talking to them. I feels safe when I pour out my feelings to them

To be completely truthful there is nothing to improve because the staff, Doctor, and therapist are always helpful and respectful to they're clients

Keep up the good work I love Development Center Satisfied with services

Great support for me and my family

50% of survey respondents answered how Development Centers can help improve their experience with our services (n=350).

53% of responses to this question were affirmative (n=187)

39% of responses to this question were constructive (n=136).

¹ Please contact the Development Centers Quality Department at TBlack@develctrs.org for the Member Satisfaction Survey results full report.