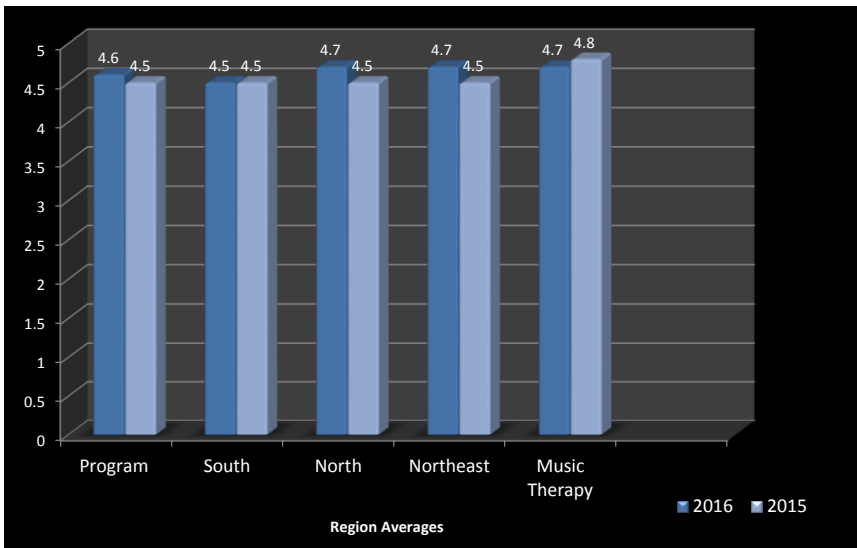


2016 Quality Survey Results  
Based on 1 (lowest) -5 (highest) scale

Each year we ask those receiving services to evaluate us on 8 categories related to services and skills of staff. Surveys are given to individuals who received services in the calendar year, either directly or via the mail. Scoring is on a 1-5 point scale, with 1 being very dissatisfied and 5 being very satisfied. In 2016, we modified the survey to allow for more accurate responses and included the music therapy services under the program umbrella, where in past years it was evaluated separately.

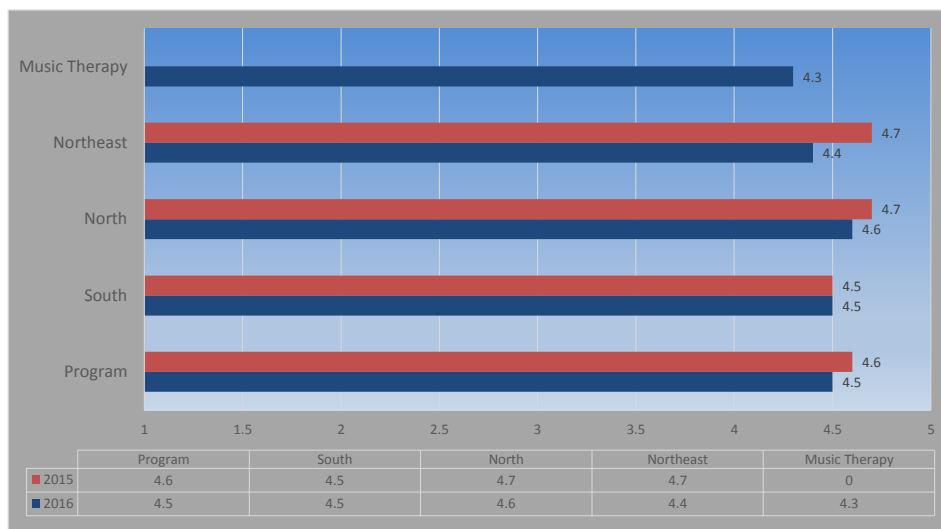
A total of 178 surveys were returned, 35 for Music Therapy, 23 for the Northeast Region, 68 for the North Region and 52 for the South Region. Results are compiled as a program as well as within each of our regions. There were several new categories added to improve that related to a person's satisfaction with staff skills and programming. Although some areas were scored lower than in 2015, overall results were positive with no area scoring below a 4, which is considered a strength. In the areas below, please find each category and the scores received.

	Overall Average Score	
	2015	2016
Program	4.5	4.6
South	4.5	4.5
North	4.5	4.7
Northeast	4.5	4.7
Music Therapy	4.8	4.7



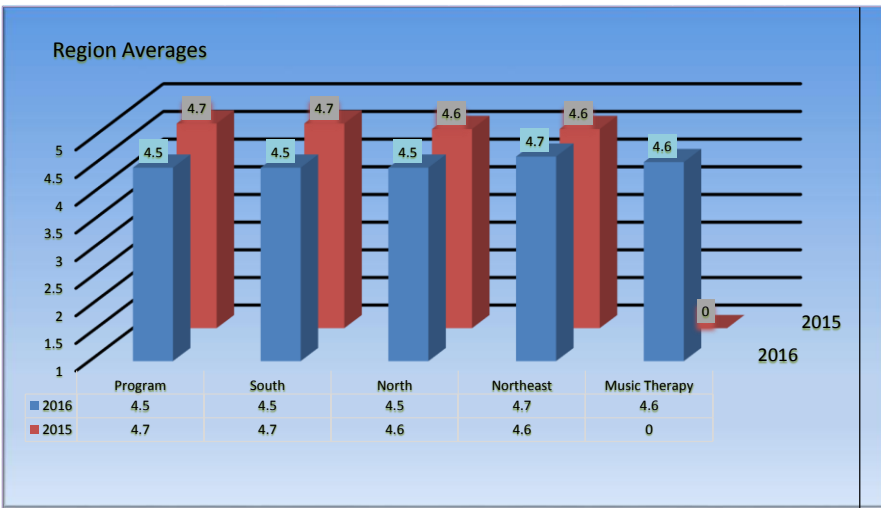
Satisfaction regarding how soon contact was made to start services

	2016 averages	2015 averages	
Program	4.5	4.6	
South	4.5	4.5	
North	4.6	4.7	
Northeast	4.4	4.7	
Music Therapy	4.3	NA	**New 2016 MT category



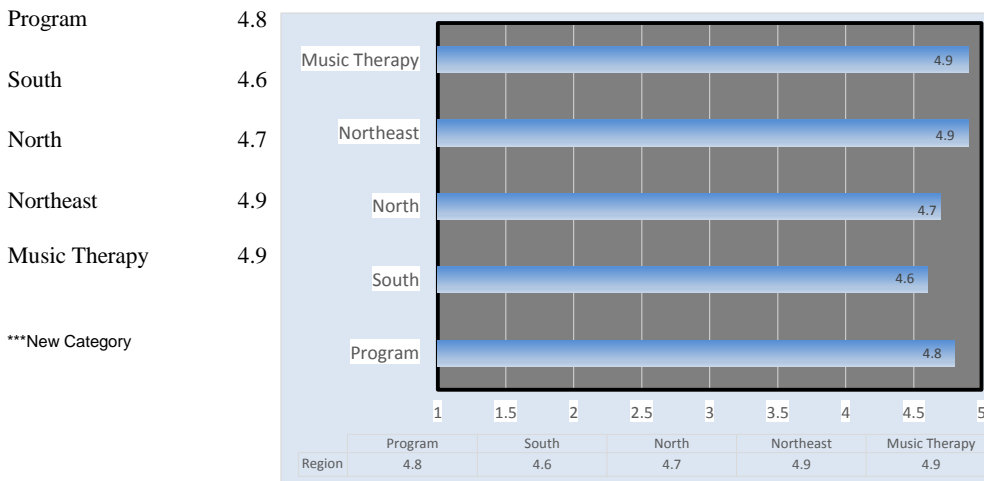
Opportunities to give opinion toward services

	2016 averages	2015 averages	
Program	4.5	4.7	
South	4.5	4.7	
North	4.5	4.6	
Northeast	4.7	4.6	
Music Therapy	4.6	na	**New 2016 MT category



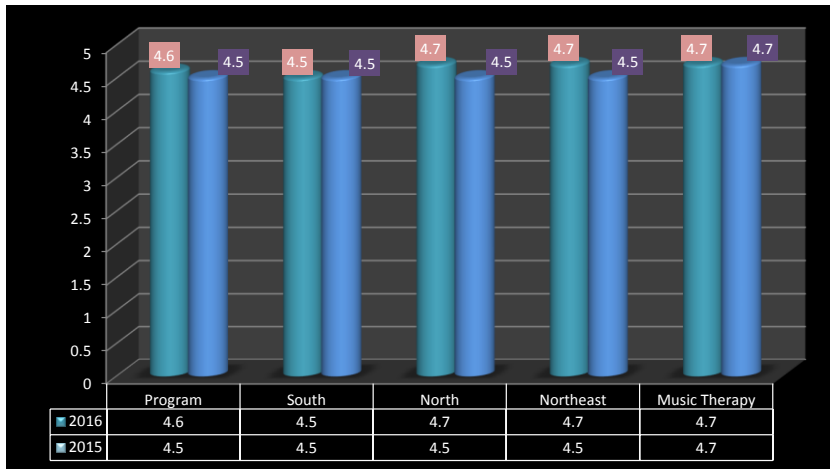
Level of respect received from Living Unlimited

2016 Averages



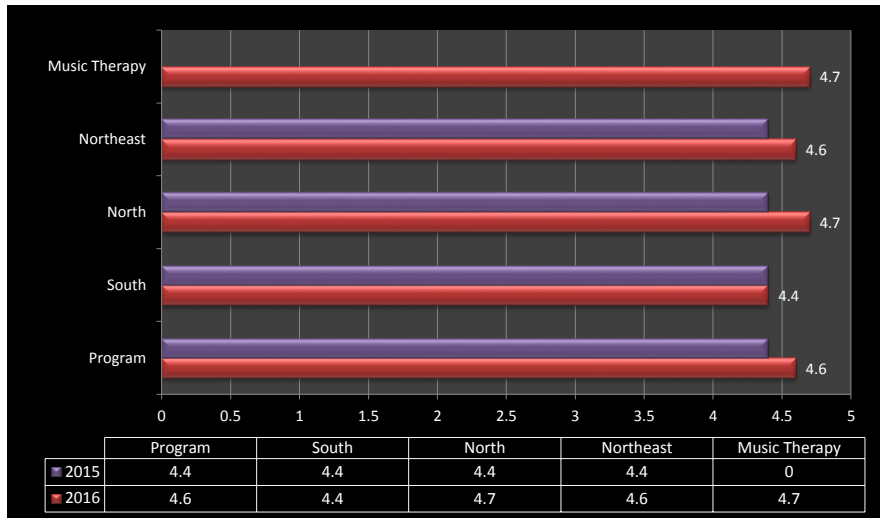
## Overall Service Quality

	2016 Averages	2015 Averages
Program	4.6	4.5
South	4.5	4.5
North	4.7	4.5
Northeast	4.7	4.5
Music Therapy	4.7	4.7



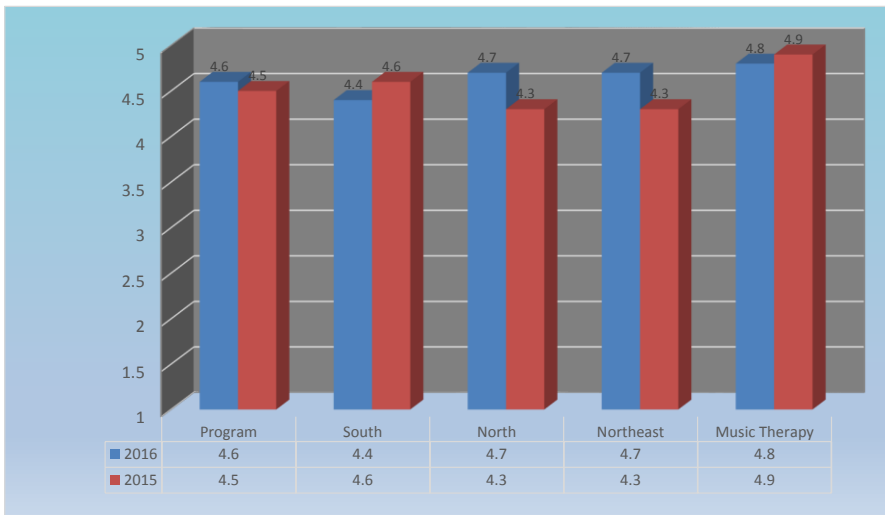
### Satisfaction with Results of Services

	2016 Averages	2015 Averages	
Program	4.6	4.4	
South	4.4	4.4	
North	4.7	4.4	
Northeast	4.6	4.4	
Music Therapy	4.7	NA	**New 2016 MT category



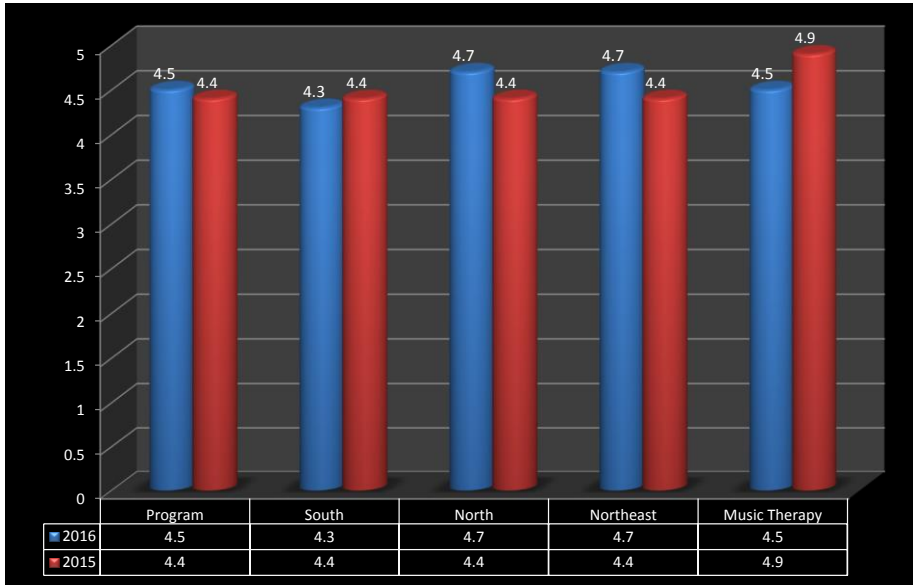
## Satisfaction of Staff Skills

	2016 Averages	2015 Averages
Program	4.6	4.5
South	4.4	4.6
North	4.7	4.3
Northeast	4.7	4.3
Music Therapy	4.8	4.9



### Satisfaction of Communication with Staff

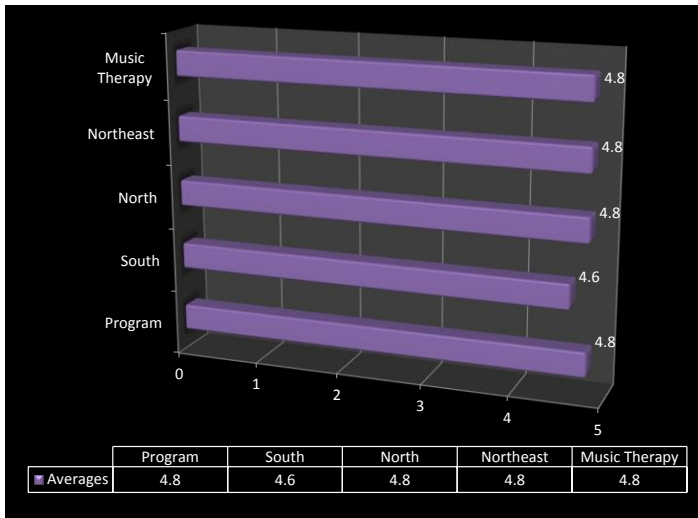
	2016 Averages	2015 Averages
Program	4.5	4.4
South	4.3	4.4
North	4.7	4.4
Northeast	4.7	4.4
Music Therapy	4.5	4.9



### Satisfaction with Staff Professionalism

2016 Averages

Program	4.8
South	4.6
North	4.8
Northeast	4.8
Music Therapy	4.8
****New Category	



## SUMMARY

Although not as favorable overall as 2015 results, 2016 client surveys proved very favorable overall. Each year there is an increase in the number of respondents with a program total of 178 in 2016, with 136 in 2015 and only 98 in 2014. All regions were generally consistent in scoring in all categories. The program received the highest scores in clients being treated with respect and staff professionalism - these scores averaged a very high 4.8 out of 5. The lowest program score was a 4.5 in several categories. The lowest score in any category for all regions was 4.3 for the South under the category of communication and for Music Therapy under how quickly services were started. Even though this is considered the lowest score, the average of 4.3 is attributed to a slightly above "satisfied" and above average rating. The highest scores of a 4.9 was received for both the Northeast and Music Therapy regions in the level of respect clients received from staff. Although some scores in each region showed a slight decrease, most scores were either consistent with or much higher than 2015 data. The largest decreases were with the Northeast Region in the area of how soon services started with a 4.4 average in 2016 to a 4.7 average in 2015. The Northeast along with the North region also experienced the largest increase in the area of staff skills with an average of 4.7 in 2016 to an average of 4.3 in 2015. Additionally the North region experienced an increase in the area of results of services with an average of 4.7 in 2016 to an average of 4.4 in 2015.

For future improvements, any score that was below 2015 data will be a focus for 2017 services. Each region will conduct an appraisal and modify services as needed to continually focus on improvements. As with past years, survey results will be used for future goal planning with emphasis on those areas identified as the lowest scores for each region.