



# CLIENT SATISFACTION & CLIENT GOAL ACHIEVEMENT

■ Client satisfaction (%)    ■ Goal achievement (%)



# What We Learned & What We're Improving

## **Key Highlights:**

- Most programs met their goals
- Clients reported high satisfaction
- Strong outcomes in employment and participation

## **What We Are Working On:**

- Improving how we collect feedback from clients and families
- Increasing timely access to services
- Strengthening communication with community partners
- We are improving how we collect feedback using a new standardized survey (CSQ-4)

We also track how our organization is performing in areas like staffing, technology, and compliance. Most of these goals were met this year.