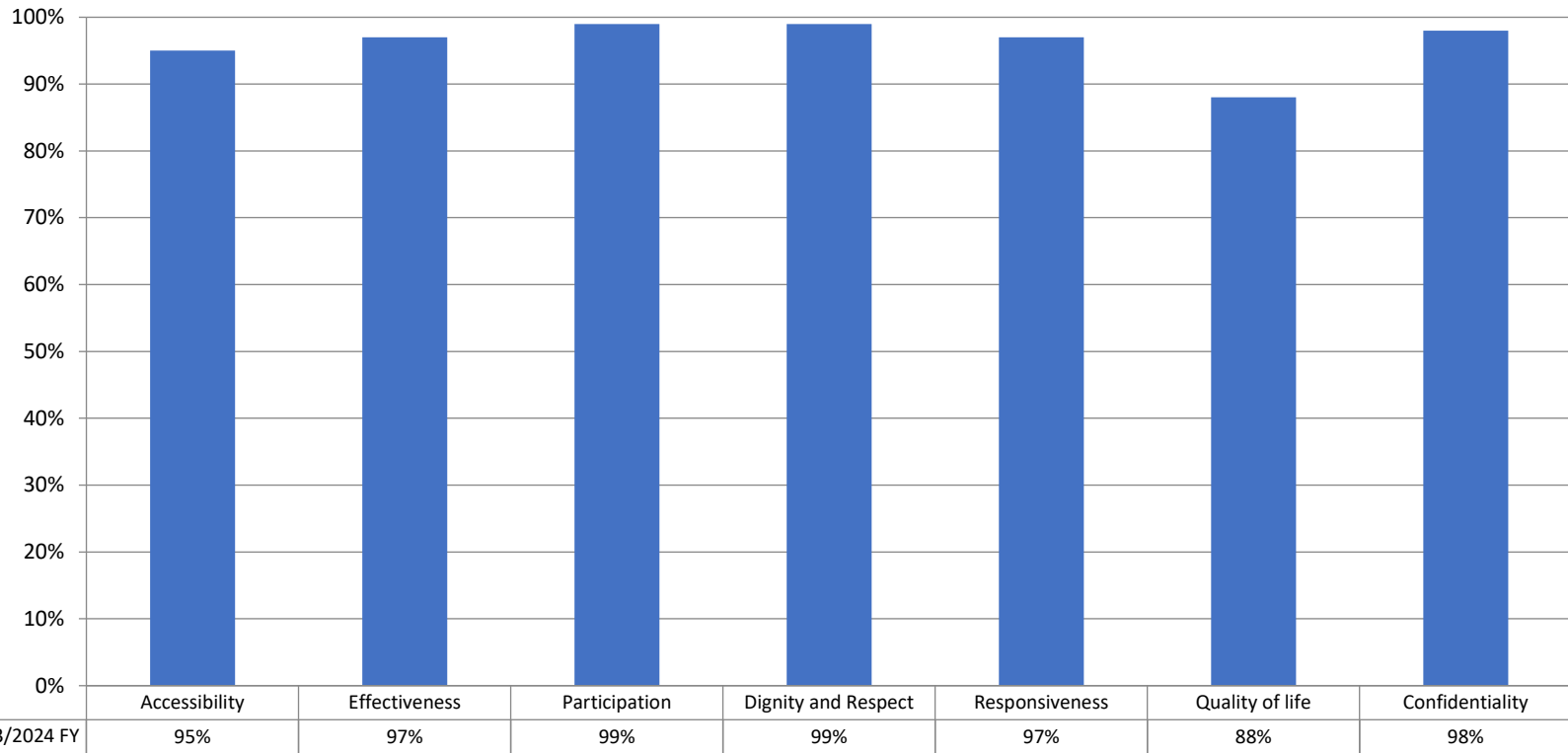


Agency Consumer Satisfaction Survey FY 2023-2024



Observations-

Accessibility (95%) remained the same during FY 22/23 and FY 23/24.

Effectiveness (97%) remained the same during FY 22/23 and FY 23/24.

Participation (99%) and Dignity/Respect (99%) remained the same during FY 22/23 and FY 23/24.

Responsiveness increased slightly from 96% during FY 22/23 to 97% FY 23/24.

Quality of Life decreased slightly from 89% during FY 22/23 to 88% FY 23/24.

Confidentiality decreased slightly from 99% during FY 22/23 to 98% FY 23/24.