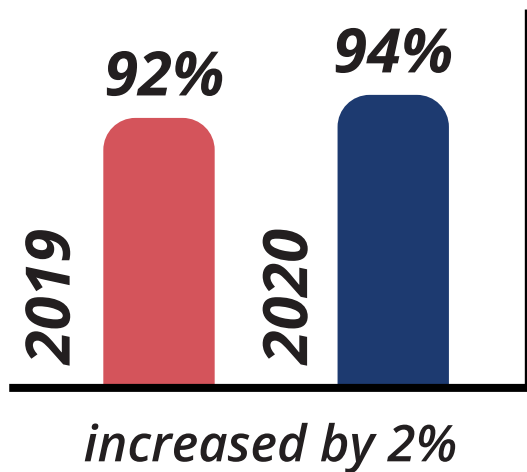




2020 COMMUNITY STAKEHOLDER SURVEY RESULTS

OVERALL SCORES

Community Stakeholder Satisfaction Survey



RETURN RATE

decreased from 2019 to 2020...

HOWEVER,
we increased our sample size by



COMMUNITY STAKEHOLDERS!

.....
WE RECEIVED THE SAME # OF COMPLETED SURVEYS IN 2019 AND 2020.
.....

QUESTION HIGHLIGHTS:

- #7) Twin Cedars respects the confidentiality of the persons it serves. = 98%
- #8) Twin Cedars is known for its integrity and ethical practices. = 95%
- #14) Twin Cedars reputation within the community is favorable. = 95%
- #17) Twin Cedars effectively carries out its Mission. = 97%
- #18) Twin Cedars provides services that I am very satisfied with. = 96%
- #19) Staff from Twin Cedars treat me with dignity, courtesy, and respect. = 97%
- #22) Twin Cedars works to improve outcomes for youth. = 97%

IN THE 2020 SURVEY,
NO SINGLE QUESTION
SCORED LOWER THAN A **91%** SATISFACTION
SCORING. **RATING.**