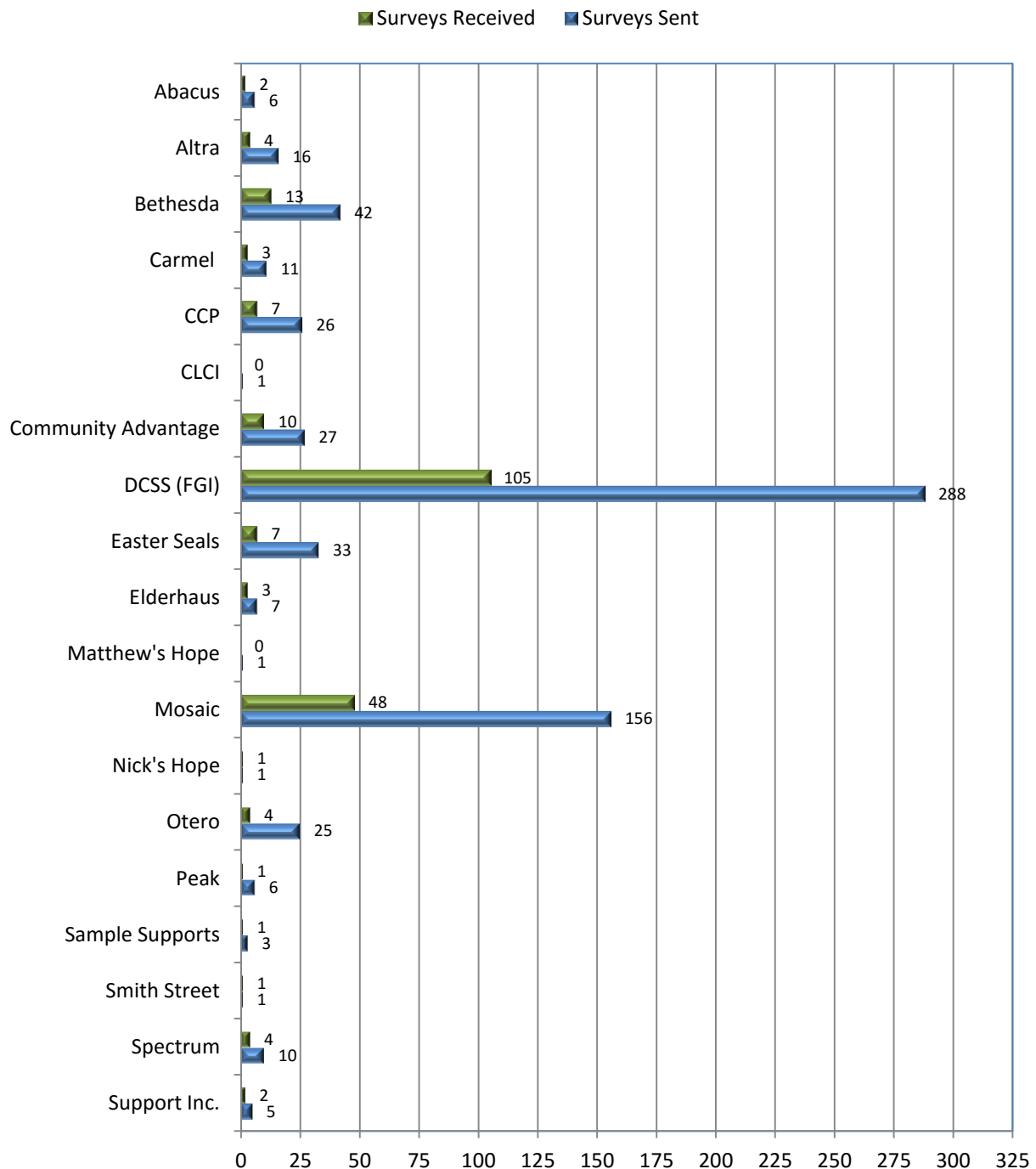


Family Satisfaction Surveys Results FY 2013-2014

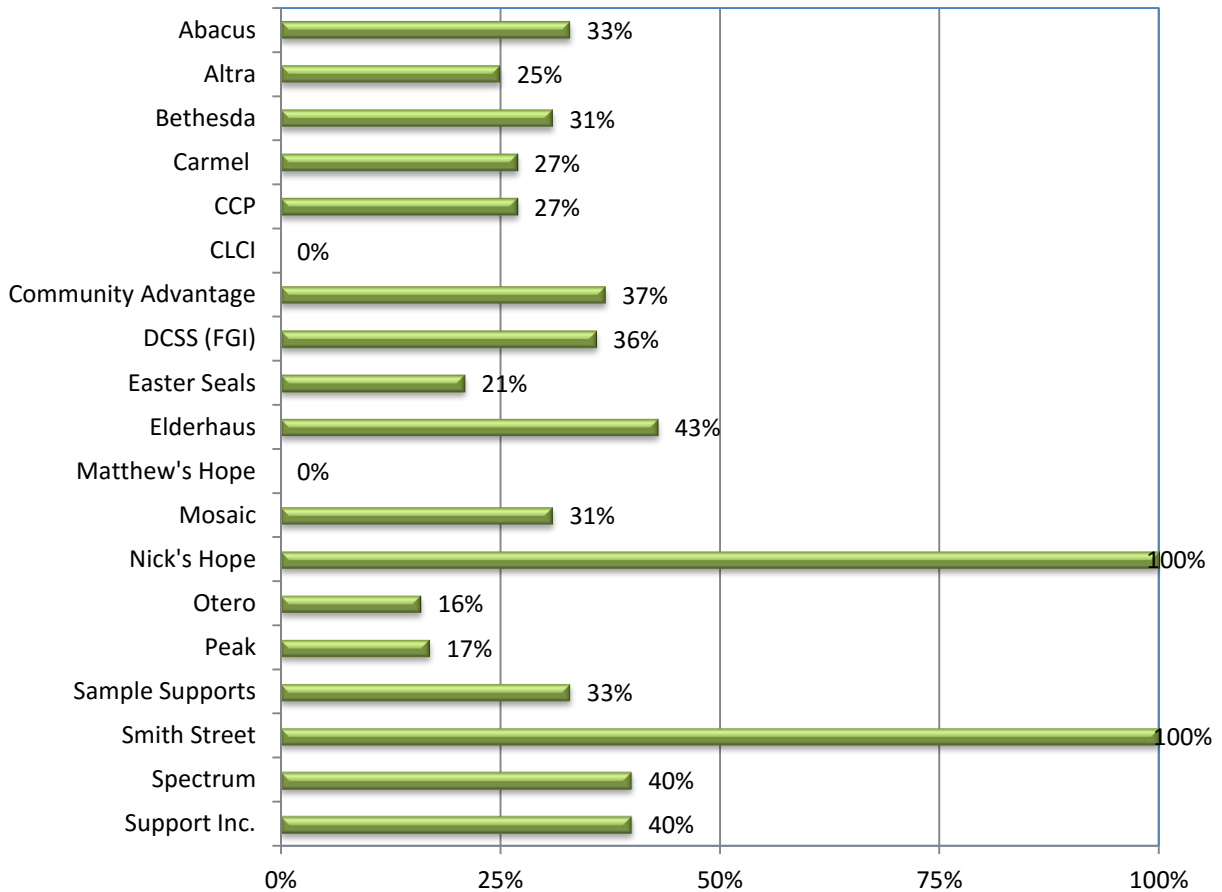
Program Approved Service Agencies (PASA) Summary

Program Approved Service Agencies (PASAs) provide services to adult individuals in Comprehensive and Supported Living Services. While these graphs can be used as a general guideline to compare PASAs, keep in mind that the number of surveys received (and thus, our statistical confidence of the results) varies greatly from PASA to PASA. *PASAs for which we received less than 2 surveys, as shown on the first two charts, will not be included on the remaining charts.*

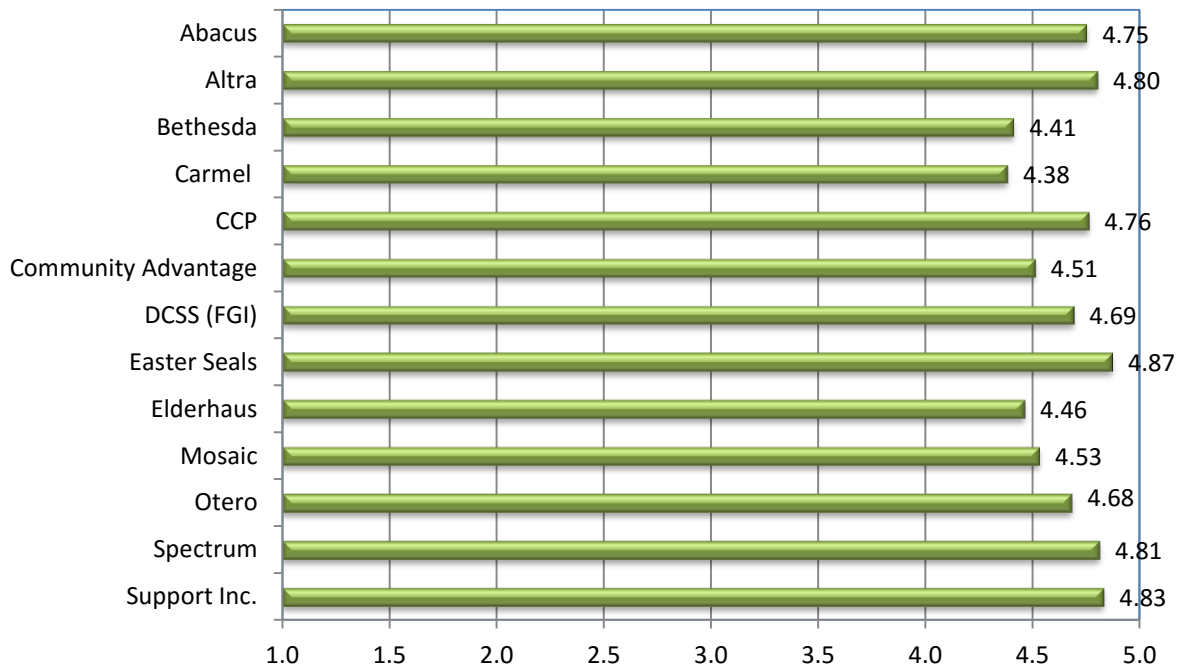
Surveys received per PASA



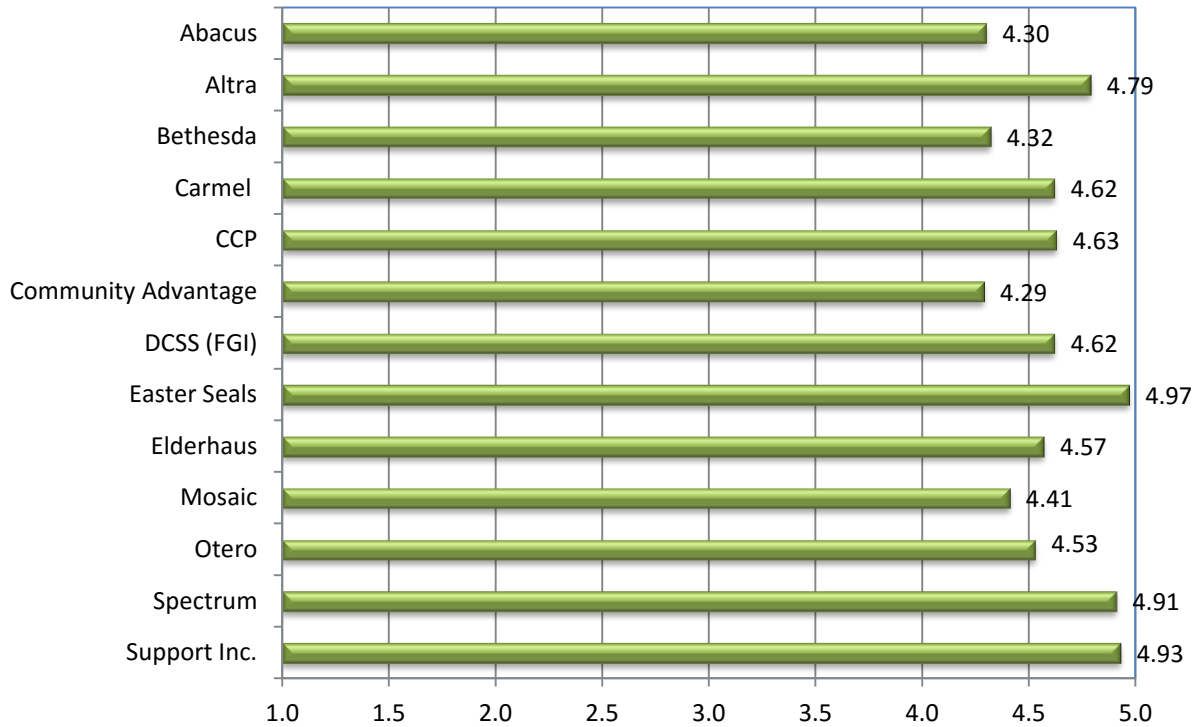
Survey rate of return per PASA



The **overall satisfaction index** includes all questions on the survey: quality of life questions, quality of care questions, general questions and effectiveness in supporting the individual. The following graph compares the average score for each PASA:



A set of five questions inquired about aspects of the individual's **quality of life** that are part of this agency's core value statement as well as part of the mission statement of the Division for Developmental Disabilities. The following chart illustrates how families rated the quality of life of their family member for each PASA:



Families were also given the opportunity to rate the **quality of care** for their family member. The following chart illustrates how families rated each PASA in relation to their care:

