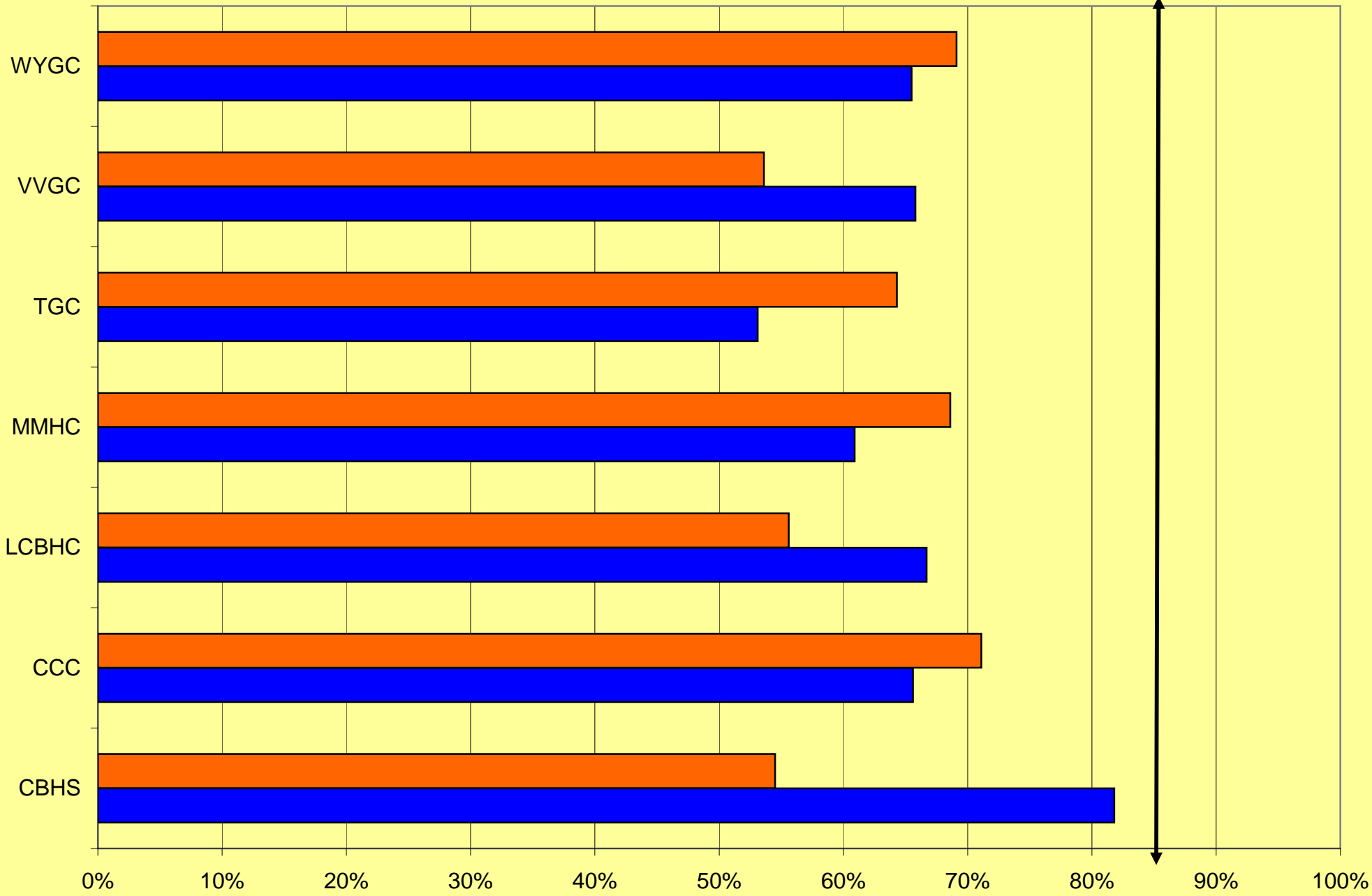


2009 Consumer Satisfaction Survey - Improved Functioning



Members/families report that they are able to function better because of their services

■ Adult ■ Child

Minimum Performance Standard = 85%