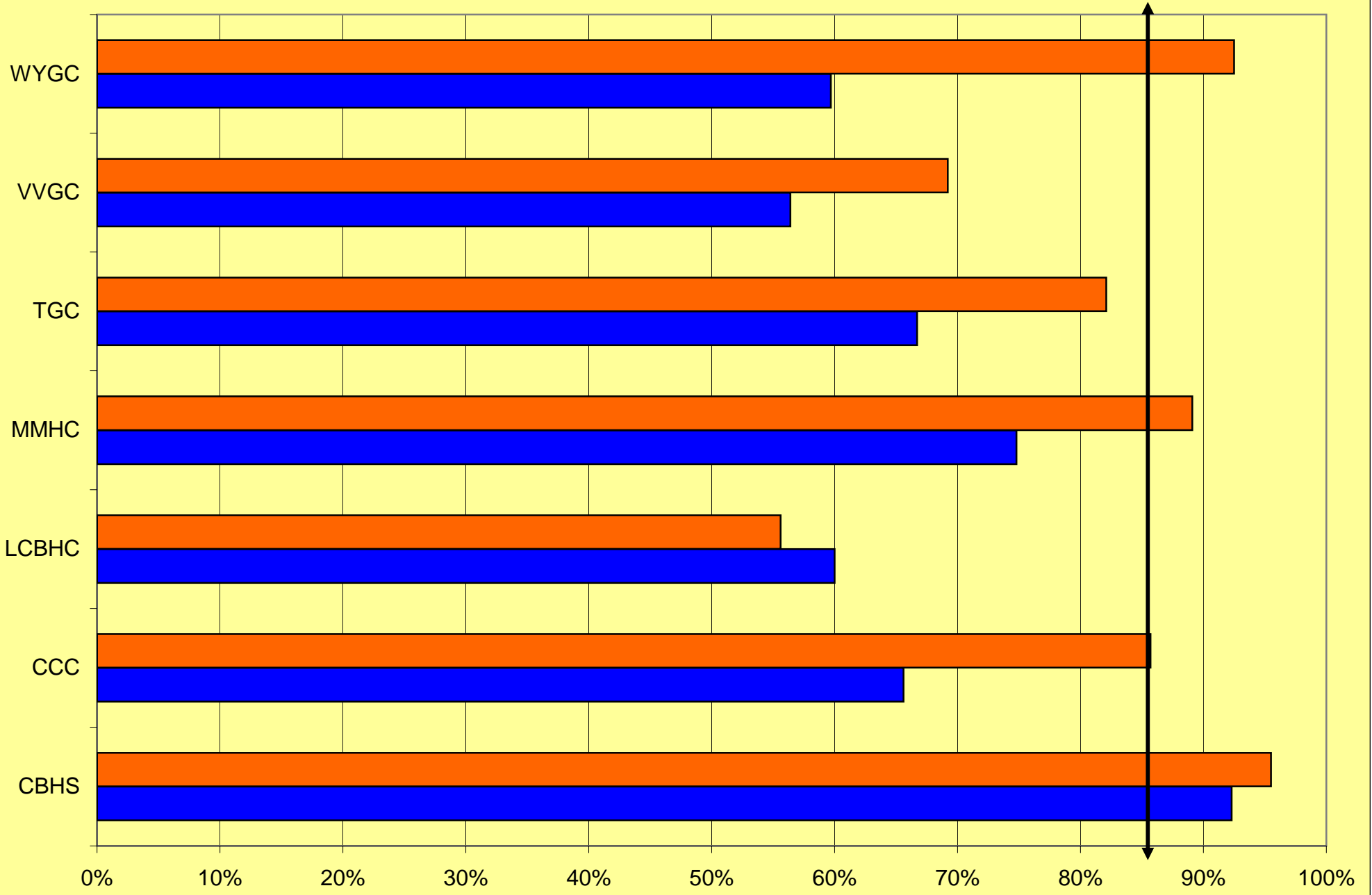


2009 Consumer Satisfaction Survey - Social Connectedness



Members/families report that they feel more socially connected as a result of their services

■ Adult ■ Child

Minimum Performance Standard = 85%