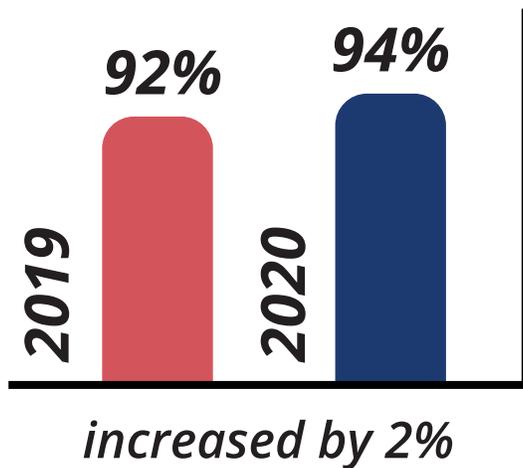




**2020 COMMUNITY STAKEHOLDER SURVEY RESULTS**

**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  
RATING.**