

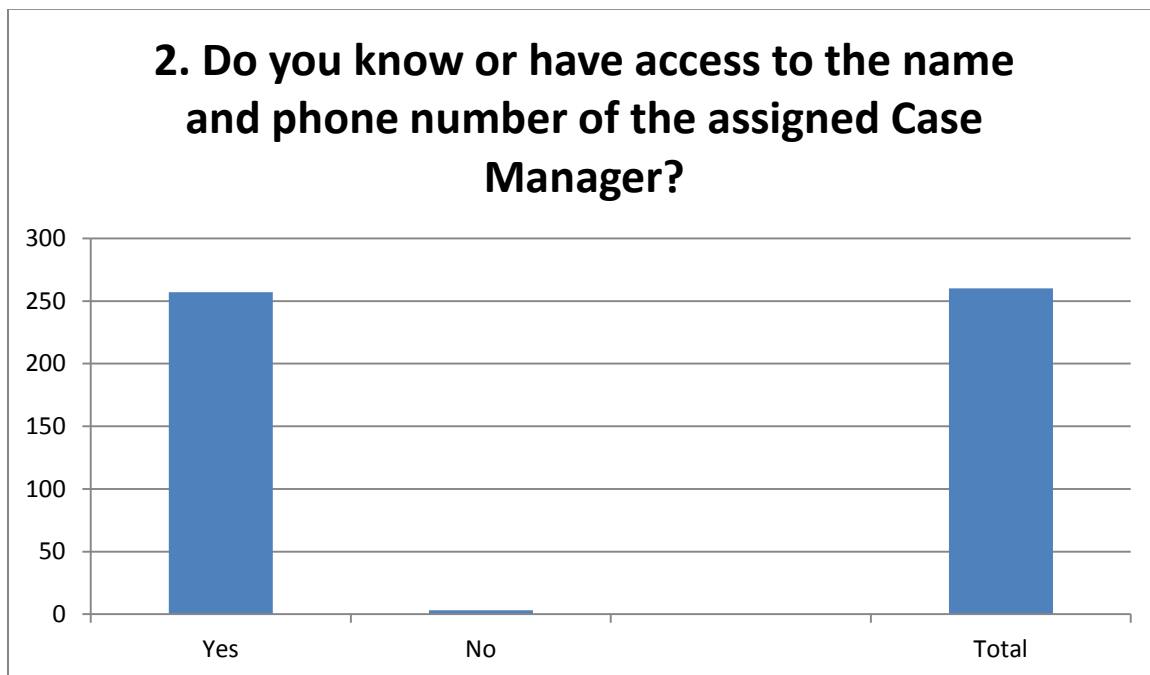
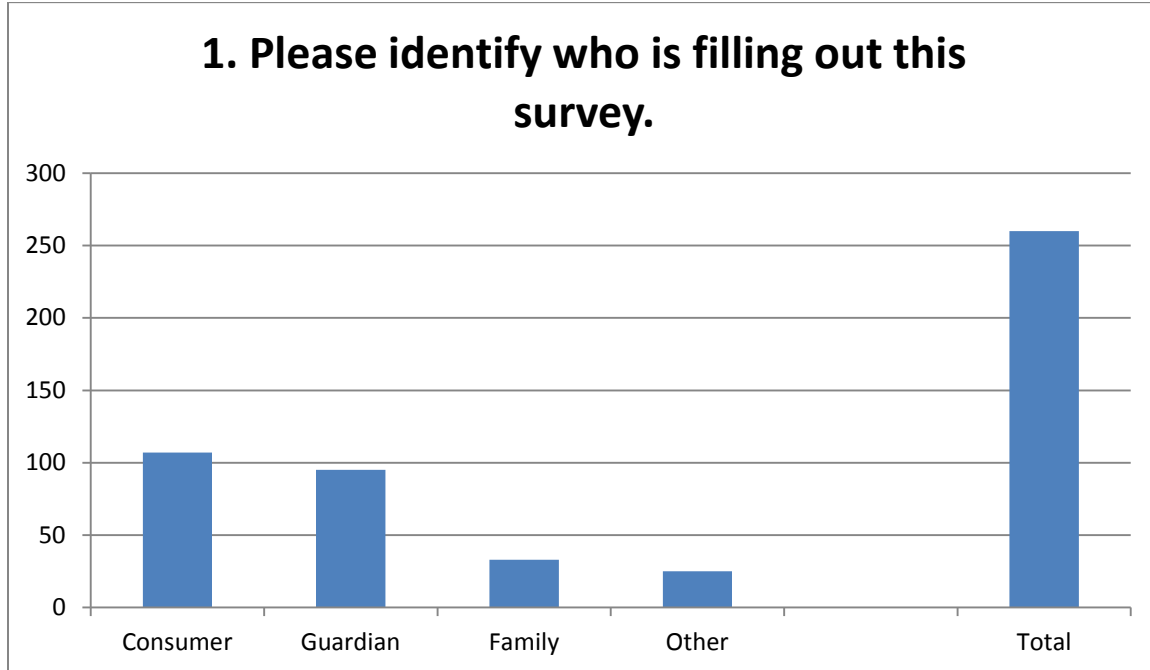
# THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS



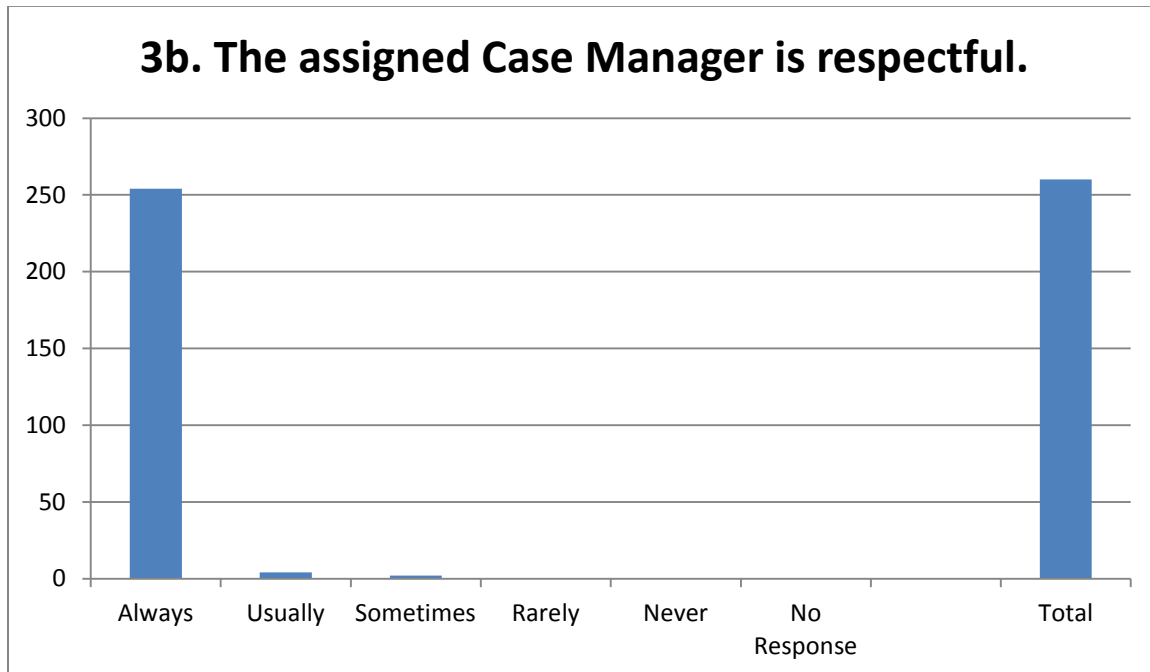
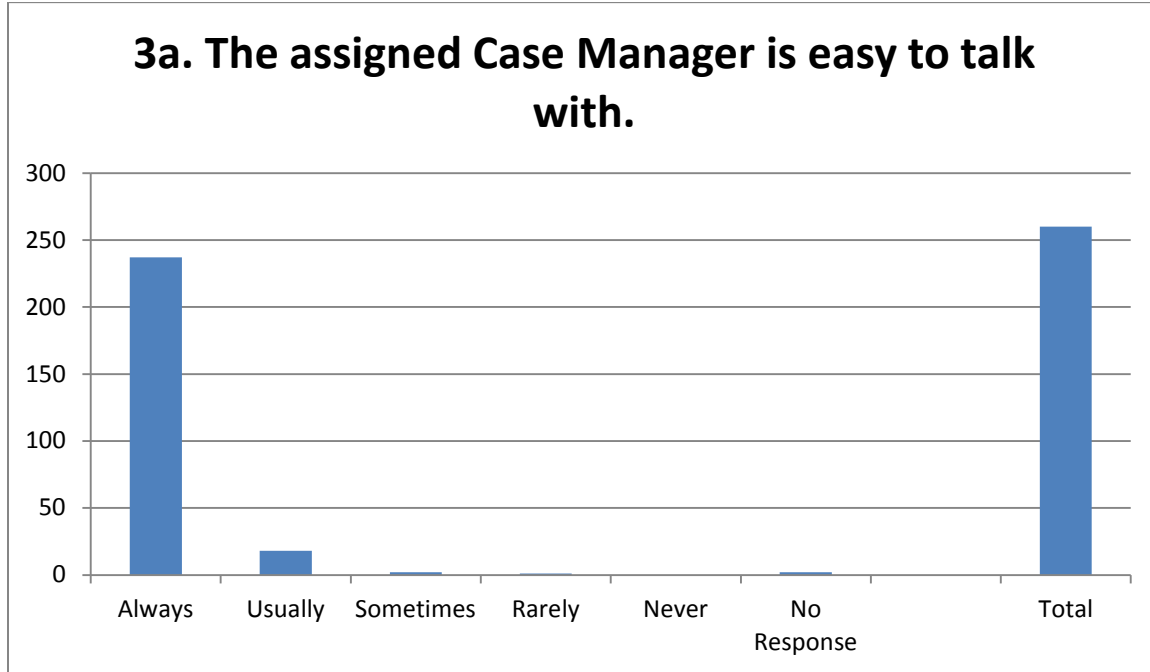
Every year all of our Case Managers at Thomas Allen distribute satisfaction surveys to ensure the people we serve in our Case Management divisions are receiving high quality services. In 2017 we surveyed approximately 15% of persons served across all Case Management divisions and almost 97% of those who responded were “very satisfied” or “satisfied” with the case management services they were receiving from Thomas Allen. Specific comments from those surveyed included: “Thomas Allen provides me great support and services” and “We appreciate the continuity of care and person-centered approach Thomas Allen provides.”

Please review the specific survey results on the following pages.

THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY  
FINAL RESULTS

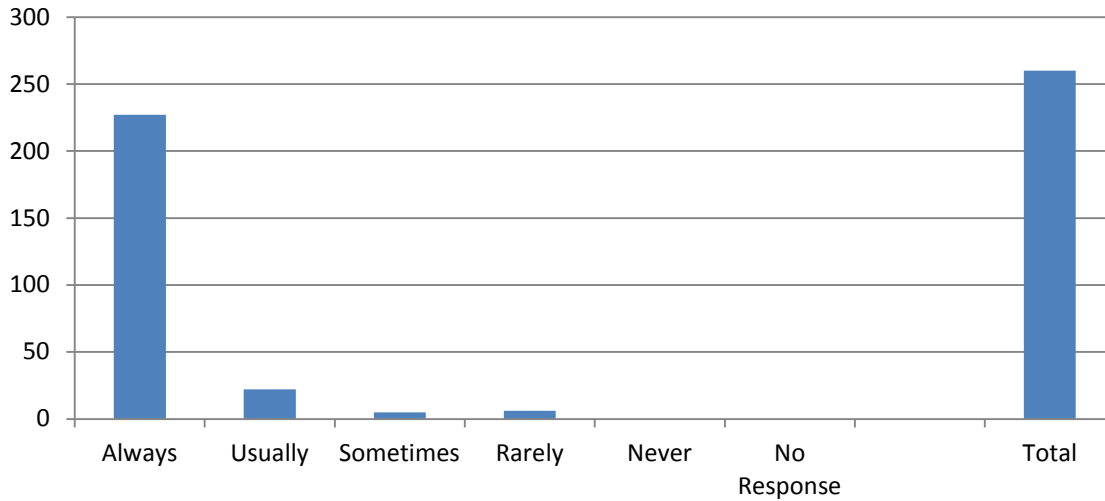


THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY  
FINAL RESULTS

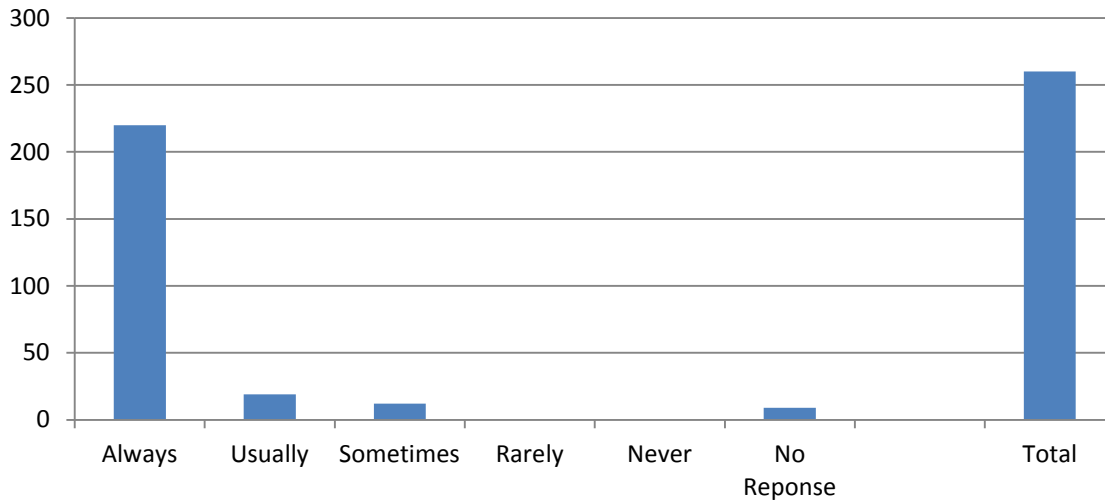


THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY  
FINAL RESULTS

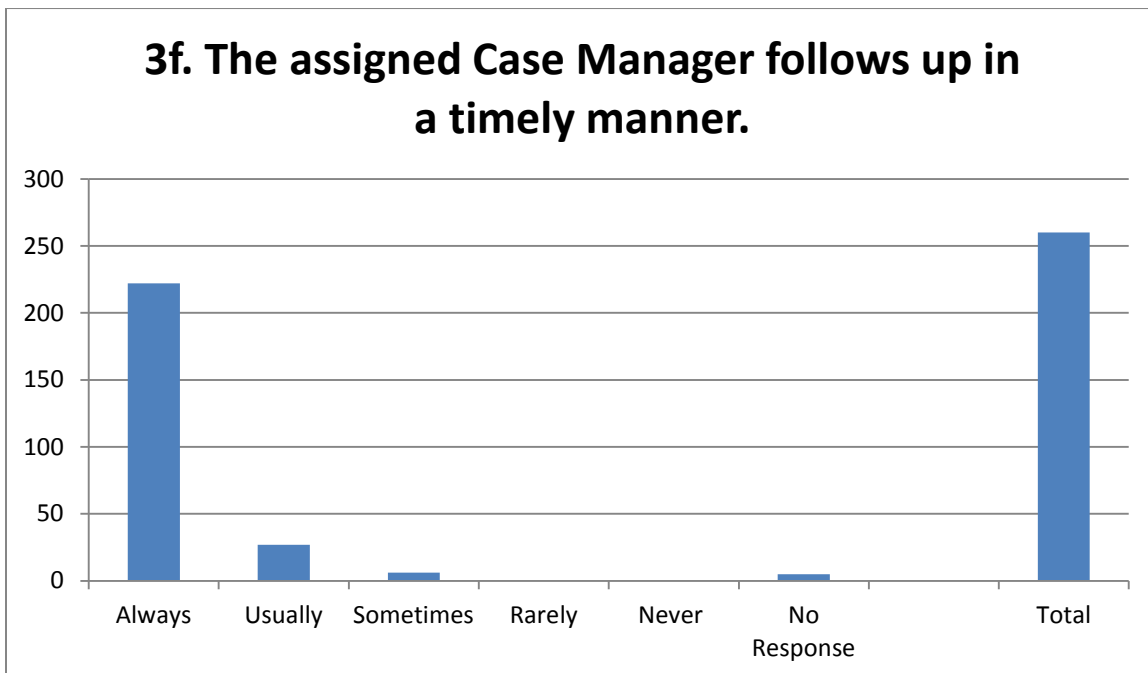
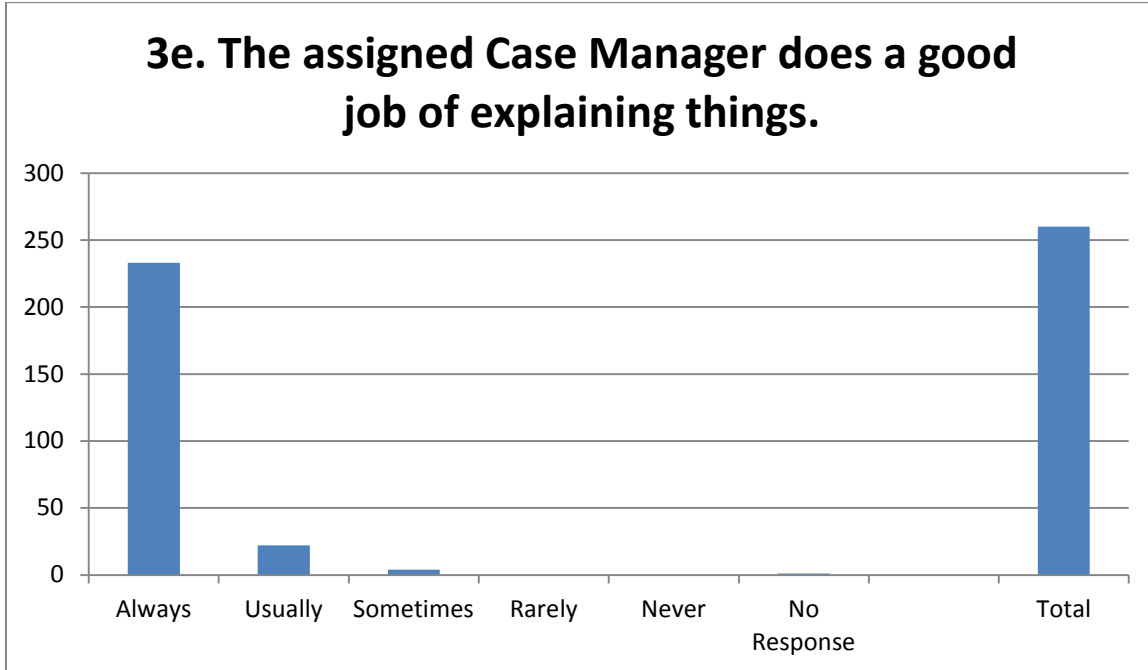
**3c. The assigned Case Manager set up and coordinates services as needed.**



**3d. The assigned Case Manager returns phone calls within two days.**

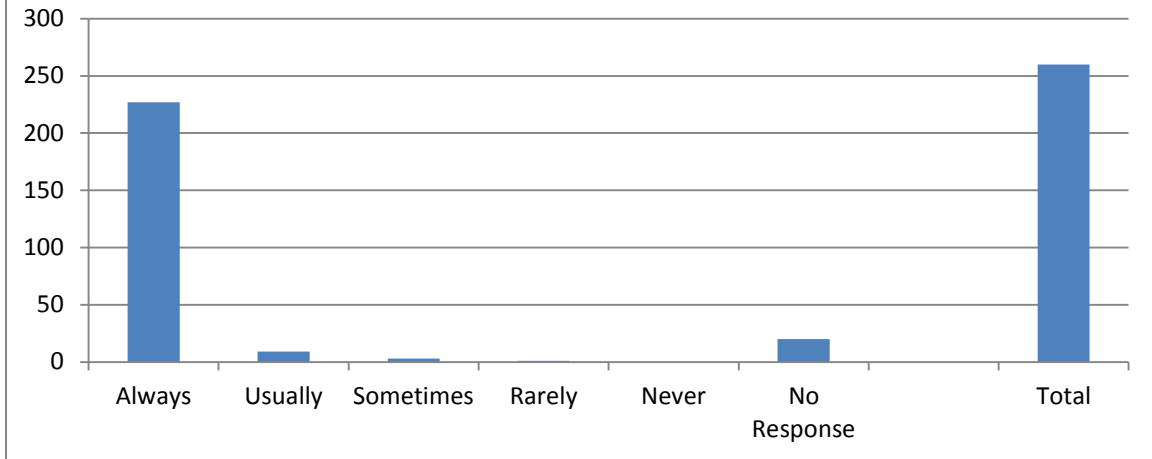


THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY  
FINAL RESULTS

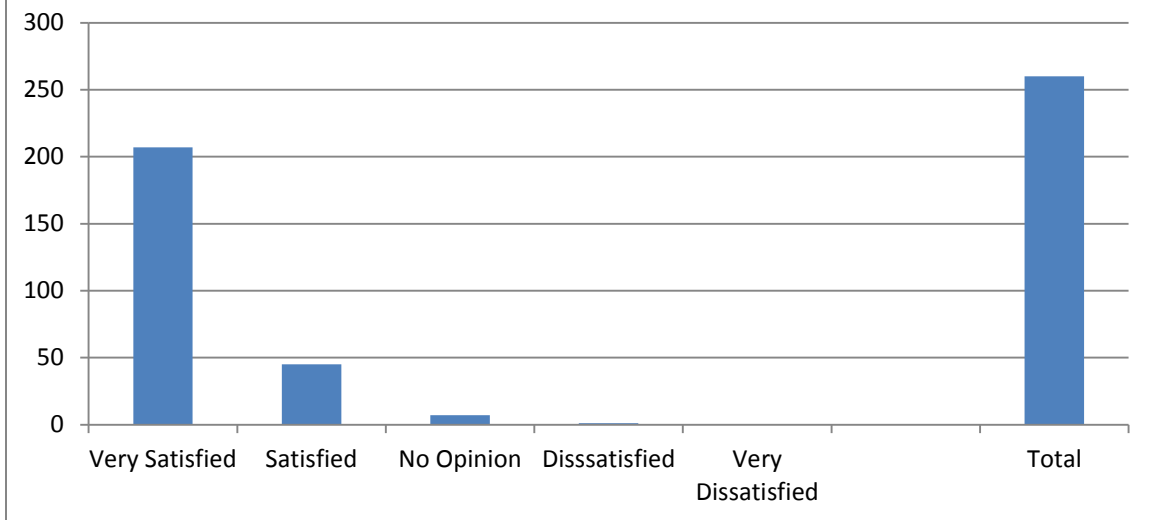


THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY  
FINAL RESULTS

**3g. The assigned Case Manager provides services that are sensitive to your specific cultural and language needs.**



**4. Overall, how satisfied are you with Thomas Allen's Case Management Services?**



THOMAS ALLEN CASE MANAGEMENT SATISFACTION SURVEY  
FINAL RESULTS

**Rate of Returned Surveys (38%)**

