## 2017-2018 Evaluation Highlights

2017

**49% of potential** 

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Parents reported <u>even greater</u> rates of development in **Self-Esteem**, **Disability Management**, **Independence**, and **Friendship Skills** from 2017 to 2018

2018

respondents completed the online survey

Across 16 Dimensions of Customer Satisfaction, Parents Reported <u>Improved</u> Scores Across 9 Dimensions and <u>ZERO</u> decreases from 2017 to 2018





23% To improve child independence 18% To improve self care 16% To develop friendships "...TLC affords them the opportunity to experience things I couldn't afford to take them to and what they can do with their disability and to be with other kids like them..."



Report produced by Dr. Ryan Gagnon, Dr. Barry Garst, and Ms. Parisa Hadiandehkordi