

HAPPINESS  
SUCCESS  
Good News



## Black Family Development, Inc. Annual Consumer Satisfaction Results

### RESULTS!

- The overall consumer satisfaction rate for 2022: **99%**
- Total number of consumer satisfaction surveys for 2022: **408**
  
- The overall consumer satisfaction rate for 2023: **98%**
- Total number of consumer satisfaction surveys for 2023: **562**

### Conclusion

BFDI programs significantly exceeded the threshold of **90%** consumer satisfaction with the services provided based on the submitted consumer satisfaction surveys. There were a total of **(970)** consumer satisfaction surveys submitted in 2022-2023 from BFDI programs.

**THANKS TO ALL OF YOU !!!!!!!!**