

Wellness Supports

December 2007

Consumer Satisfaction Survey Results

Total Surveys Distributed: 95

Total Surveys Returned: 44

Percentage of Surveys Completed/Returned: 46%

Statistics Based on Returned Surveys.

Breakdown by Gender:

Male: 24 55%

Female: 20 45%

Breakdown by Race:

African-American: 25 57%

Caucasian: 13 30%

Hispanic: 5 11%

Other: 1 2%

Breakdown by Age:

Child: 28 64%

Adult: 16 36%

Are you satisfied with the quality of care you receive?

Yes: 43 98%

No: 1 2%

Did not answer: 0

Did you have a problem making an appointment?

Yes: 3 7%

No: 41 93%

Did not answer: 0

Are you involved in planning your treatment?

Yes: 39 89%

No: 3 7%

Did not answer: 2 4%

Are you satisfied with your Qualified Professional?

Yes: 35 95%

No: 2 5%

Did not answer/Not applicable: 7 (did not include in percentage)

Associate/Paraprofessional:

Yes: 21 91%

No: 2 9%

Did not answer/Not applicable: 21 (did not include in percentage)

Therapist:

Yes: 29 94%

No: 2 6%

Did not answer/Not applicable: 13 (did not include in percentage)

Psychiatrist:

Yes: 19 83%

No: 4 17%

Did not answer/Not applicable: 21 (did not include in percentage)

Are you treated with courtesy and respect?

Yes: 44 100%

No: 0

Did not answer: 0

Is the service(s) helping you?

Yes: 41 93%

No: 3 7%

Did not answer: 0

Are staffs on time and do they keep scheduled appointments?

Yes: 43 98%

No: 0

Did not answer: 1 2%