

DATA ANALYSIS

A. INTAKE/REFERRAL PROCESS (AVERAGE SATISFACTION: 73.3%)

Participants provided mixed feedback regarding the intake and referral process. The majority of participants felt that they were contacted within three days of referral and scheduled within seven days (80%). However, there was a lower satisfaction rate regarding scheduling flexibility, with only 60% of respondents indicating that their appointments were scheduled at times that were convenient for them.

Key Findings:

- 80% agreed or strongly agreed that they were contacted within 3 days.
- 80% agreed or strongly agreed that they were scheduled and opened within 7 days.
- 60% strongly agreed that the schedule was convenient for them.

B. ACCESS/FREQUENCY (AVERAGE SATISFACTION: 95%)

Overall, participants expressed high satisfaction with access to services and staff availability. All respondents reported that staff were willing to see them as often as necessary and returned calls within 24 hours. Additionally, 100% of respondents felt they received all necessary services, indicating that service provision is meeting participant's needs.

Key Findings:

- 100% of respondents felt staff were willing to see them as often as needed.
- 100% felt their calls were returned within 24 hours.
- 100% felt they received all the services they needed.
- 80% felt services were available at convenient times for their schedules.

C. QUALITY AND RECOMMENDATIONS FOR PROGRAM IMPROVEMENT (AVERAGE SATISFACTION: 95.5%)

The majority of respondents felt that the staff was supportive and respectful, fostering an environment of trust and empowerment. Respondents also expressed confidence in the staff's belief in their ability to grow and recover. Cultural sensitivity and the provision of necessary information to manage their illness were also areas of high satisfaction.

Key Findings:

- 100% felt comfortable voicing concerns and felt their wishes regarding treatment were respected.

- 100% felt the staff encouraged them to take responsibility for their life decisions and recovery.
- 80% felt encouraged to use consumer-run programs such as support groups and crisis hotlines.
- 100% felt supported in managing their illness and felt staff were sensitive to their cultural background.

D. ELIGIBILITY DETERMINATION (AVERAGE SATISFACTION: 70%)

Participants were more neutral with the eligibility determination process. While 80% felt supported in identifying eligibility, only 60% felt they were adequately educated on the requirements of the program to give informed consent.

Key Findings:

- 80% agreed or strongly agreed that they were supported in identifying eligibility.
- 60% strongly agreed that they were educated on the requirements of the program, while 40% were neutral.