

DATA ANALYSIS

A. ACCESS (AVERAGE SATISFACTION: 94.9%)

Participants generally reported strong satisfaction with access to services. Most felt they could receive the services they needed, at convenient times, and as frequently as necessary. The only area with a slightly lower satisfaction rate was in timely return of phone calls, though the majority still responded positively.

Key Findings:

- 95% agreed or strongly agreed that they were able to get all the services they needed.
- 95% found service times to be convenient.
- 92% said staff returned calls within 24 hours.
- 96% felt they could be seen as often as they felt necessary.

B. CONNECTEDNESS (AVERAGE SATISFACTION: 89.5%)

While still largely positive, this domain showed more variation. Participants generally reported satisfaction with friendships and having people to enjoy activities with. However, a small number of BHHOA participants reported not feeling a sense of community or having strong crisis support from social networks.

Key Findings:

- 91% are happy with their friendships.
- 89% have people to do enjoyable things with.
- 87% feel supported by family or friends during a crisis.
- 82% feel they belong in their community.

C. GENERAL SATISFACTION (AVERAGE SATISFACTION: 96.3%)

Participants expressed a high level of overall satisfaction with the services. Most indicated they would continue using the agency's services even if they had other options, and many would recommend the agency to others.

Key Findings:

- 97% would choose this agency again despite having other options.
- 97% reported they liked the services.
- 96% would recommend the agency to friends or family.

D. OUTCOMES (AVERAGE SATISFACTION: 98.7%)

While satisfaction remains high, this domain revealed more mixed responses compared to others. The majority still reported improved life outcomes, particularly in crisis management and problem-solving skills, but areas such as symptom relief, social situations, and housing had relatively lower satisfaction rates.

Key Findings:

- 91% feel better able to control their lives.
- 90% can better deal with crises.
- 88% reported learning better problem-solving skills.
- 83% feel they do better in social situations.
- 81% say their housing situation improved.
- 76% report fewer symptoms bothering them.

E. PARTICIPATION (AVERAGE SATISFACTION: 98.2%)

The data for this domain shows a strong emphasis on participant involvement in their own care. Most respondents felt empowered to make decisions about their treatment and were comfortable engaging with staff about their needs.

Key Findings:

- 98% felt they could change their treatment goals when needed.
- 98% felt comfortable asking questions.
- 97% reported setting their own treatment goals.
- 98% felt the program and their role were clearly explained.

F. QUALITY AND APPROPRIATENESS (AVERAGE SATISFACTION: 96.9%)

This domain received some of the highest satisfaction ratings in the entire survey. Participants overwhelmingly felt respected, empowered, and encouraged in their recovery journey. Many noted staff sensitivity to cultural background and protection of privacy.

Key Findings:

- 98% felt free to voice concerns.
- 98% felt respected regarding information sharing.
- 97% were given information about their rights.
- 97% felt staff believed in their ability to grow and recover.
- 95% felt staff were sensitive to their cultural background.
- 96% were encouraged to take responsibility for their lives.

G. STAFF EFFECTIVENESS (AVERAGE SATISFACTION: 96.5%)

Participants rated staff effectiveness highly. They reported that care coordinators were accessible, supportive, and helpful in connecting them to needed services. Many also indicated staff were helping them build skills to navigate services independently.

Key Findings:

- 97% said care coordinators helped them find services.
- 97% said care coordinators were easy to contact.
- 96% said their care coordinator listens to them.
- 95% received support for employment goals.
- 95% were taught skills to obtain services independently.