

DATA ANALYSIS

A. ACCESS (AVERAGE SATISFACTION: 85.1%)

Participants reported strong satisfaction with availability and responsiveness, identifying that calls were returned within 24 hours. A small number of participants indicated a need for hours that were more convenient, though most responded positively.

Key Findings:

- 80% agreed or strongly agreed they received all needed services.
- 80% found service hours convenient.
- 95% of respondents reported calls were returned within 24 hours.
- 90% felt staff were available as often as necessary.

B. CONNECTEDNESS (AVERAGE SATISFACTION: 83.8%)

Most participants felt they had supportive friendships and people to enjoy activities with. A notable portion of participants reported not feeling a sense of community belonging, however, most responded that they have people in their lives that they can count on in the event of a crisis situation.

Key Findings:

- 85% were happy with their friendships.
- 65% felt a sense of community belonging.
- 85% said they had people to do enjoyable things with.
- 90% said they had family/friend support during crises.

C. GENERAL SATISFACTION (AVERAGE SATISFACTION: 88.3%)

Participants expressed strong satisfaction with the program. The majority liked the services they received and expressed a strong preference for continuing with the agency, even if other options were available. Nearly all would recommend the program to others, indicating trust in the agency and satisfaction with the support provided.

Key Findings:

- 85% said they liked the services they received.
- 90% would recommend the agency to others.
- 90% would choose this agency even if other providers were available.

D. OUTCOMES (AVERAGE SATISFACTION: 85.2%)

Participants largely reported that the program led to personal growth and improved life functioning. While most reported gains in crisis management and daily problem-solving, areas like housing and symptom management received slightly lower ratings, indicating room for improvement.

Key Findings:

- 80% reported better control over their lives.
- 80% said they manage daily problems more effectively.
- 85% felt better able to handle crises.
- 85% reported improved relationships with family.
- 85% said their housing situation had improved.

E. PARTICIPATION (AVERAGE SATISFACTION: 86.3%)

Survey responses suggest that participants feel actively involved in their treatment planning. Most felt comfortable asking questions, making changes to their goals, and taking the lead in decision-making. A few respondents indicated uncertainty about their level of control.

Key Findings:

- 90% felt comfortable asking questions about treatment.
- 85% agreed they could make changes to treatment goals.
- 80% reported deciding their own treatment goals.
- 90% said the program and their role in it were clearly explained.

F. QUALITY AND APPROPRIATENESS (AVERAGE SATISFACTION: 87.2%)

Results show that the program provides respectful, empowering, and culturally sensitive care. Participants generally felt heard and respected, and believed that staff supported their autonomy and recovery.

Key Findings:

- 85% felt encouraged to take responsibility for their lives.
- 90% said staff respected their privacy and confidentiality.
- 85%+ said staff were culturally sensitive and informed them of their rights.
- 85%+ felt able to give program feedback and voice concerns.

G. STAFF EFFECTIVENESS (AVERAGE SATISFACTION: 88%)

Feedback regarding staff effectiveness was highly positive. Participants overwhelmingly viewed their counselors as supportive, knowledgeable, and easy to reach. Furthermore, participants agreed that their providers helped them access services, encouraged motivation, and supported their employment goals.

Key Findings:

- 80% said staff were easy to contact.
- 85%+ agreed staff helped them find needed services.
- 90% said staff listened to them.
- 85% said staff provided guidance for managing their care.
- 90% felt supported in their employment goals.