

DATA ANALYSIS

A. ACCESS (AVERAGE SATISFACTION: 97.7%)

Participants reported high satisfaction with their ability to access services. The vast majority (over 96%) felt they received all the services they needed, and services were available at times that worked well for them. Additionally, staff were described as responsive, with nearly all participants indicating that calls were returned within 24 hours and staff made themselves available as often as participants felt necessary.

Key Findings:

- 96% agreed or strongly agreed they received all needed services.
- 100% found service hours convenient.
- 98% of respondents reported calls were returned within 24 hours.
- 98% felt staff were available as often as necessary.

B. CONNECTEDNESS (AVERAGE SATISFACTION: 87.7%)

Most participants felt they had supportive friendships and a sense of belonging. However, a small but notable portion expressed feelings of social disconnection or lack of crisis support from their personal networks.

Key Findings:

- 84% were happy with their friendships.
- 85% felt a sense of community belonging.
- 89% said they had people to do enjoyable things with.
- 92% said they had family/friend support during crises.

C. GENERAL SATISFACTION (AVERAGE SATISFACTION: 98.1%)

Participants expressed overwhelming satisfaction with the program. Most participants liked the services received and expressed a strong preference for continuing with this agency, even if other options were available. Similarly, almost all participants would recommend the program to others, indicating strong overall trust in the agency and satisfaction with the support provided.

Key Findings:

- 98% said they liked the services they received.
- 98% would recommend the agency to others.
- 96% would choose this agency even if other providers were available.

D. OUTCOMES (AVERAGE SATISFACTION: 92.5%)

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

Key Findings:

- 98% reported better control over their lives.
- 96% said they manage daily problems more effectively.
- 94% felt better able to handle crises.
- 91% reported improved relationships with family.
- Housing improvement received the lowest positive responses (84%), with 6 participants expressing dissatisfaction.

E. PARTICIPATION (AVERAGE SATISFACTION: 97.2%)

Survey responses suggest that participants feel actively involved in their own treatment planning. Most participants reported feeling comfortable asking questions, making changes to their goals, and taking the lead in goal setting. A small number of respondents indicated uncertainty or disagreement about their level of control over goal setting, but these were minimal.

Key Findings:

- 96% felt comfortable asking questions about treatment.
- 94%+ agreed they could make changes to treatment goals.
- 94% reported deciding their own treatment goals.
- 95% said the program and their role in it were clearly explained.

F. QUALITY AND APPROPRIATENESS (AVERAGE SATISFACTION: 96.3%)

Survey results suggest that the program excels in providing respectful, individualized, and culturally sensitive care. Most participants felt heard, empowered, and respected in their interactions with staff, and felt free to give feedback or raise concerns.

Key Findings:

- 98% felt encouraged to take responsibility for their lives.
- 95%+ felt staff believed in their recovery and respected privacy preferences.
- 96%+ said staff were culturally sensitive and provided rights information.
- 93%+ felt able to give program feedback and voice concerns.

G. STAFF EFFECTIVENESS (AVERAGE SATISFACTION: 94.2%)

Feedback regarding staff effectiveness was highly positive. Participants overwhelmingly viewed their providers as supportive, knowledgeable, and easy to reach. Staff were recognized for empowering participants with skills and information necessary to manage their care and navigate services independently.

Key Findings:

- 98% said staff were easy to contact.
- 96%+ agreed staff helped them find needed services.
- 98% said staff listened to them.
- 94% said staff taught them how to obtain services independently.
- 95% felt supported in their employment goals.