

DATA ANALYSIS

A. ACCESS (AVERAGE SATISFACTION: 100%)

Participants reported very high satisfaction with their ability to access services. All respondents agreed or strongly agreed that services were available when needed, staff were responsive, and support was accessible. This reflects strong operational capacity and responsiveness.

Key Findings:

- 100% felt services were available at convenient times.
- 100% reported staff were willing to see them as often as necessary.
- 100% agreed they received all services they thought they needed.

B. CONNECTEDNESS (AVERAGE SATISFACTION: 96.8%)

Most participants reported feeling socially connected and supported. While the majority agreed they had friendships and a sense of belonging, a small number expressed uncertainty about their social relationships.

Key Findings:

- 100% felt they had support in a crisis.
- 100% felt they belonged to their community.
- 100% had people with whom they could do enjoyable things.
- 87% were happy with their friendships.

C. GENERAL SATISFACTION (AVERAGE SATISFACTION: 100%)

Participants expressed strong overall satisfaction with the services received. Nearly all indicated by strongly agreeing, while a small number agreed that they would continue to choose this agency and recommend it to others, indicating a high level of trust and loyalty.

Key Findings:

- 100% liked the services they received.
- 100% would recommend the agency to others.
- 100% would choose this agency even if other providers were available.

D. OUTCOMES (AVERAGE SATISFACTION: 96.1%)

Most participants reported that they had experienced meaningful improvements in their lives as a result of services. Outcomes related to daily functioning, problem-solving, and emotional well-being were strong. Some variation was noted in housing and social relationships.

Key Findings:

- 100% felt more in control of their lives.
- 100% reported better crisis management.
- 100% said they manage daily problems more effectively.
- 94% said they were doing better in social situations.
- 94% reported improved family relationships.
- 82% said their housing situation had improved.

E. PARTICIPATION (AVERAGE SATISFACTION: 100%)

Participants overwhelmingly felt involved in their own treatment and comfortable asking questions. Most said they understood their role in treatment and had the flexibility to adjust their goals.

Key Findings:

- 100% felt treatment was clearly explained.
- 100% felt comfortable asking questions.
- 100% said they set their own treatment goals.
- 100% said they could make changes to their goals as needed.

F. QUALITY AND APPROPRIATENESS (AVERAGE SATISFACTION: 100%)

Survey results suggest that the program delivers respectful, culturally sensitive, and person-centered care. Participants felt empowered and well-informed, with consistent respect for privacy and autonomy.

Key Findings:

- 100% felt free to voice concerns and provide feedback for program improvement.
- 100% were encouraged to take responsibility for their lives and that staff believed in their ability to grow and recover.
- 100% said staff respected their privacy preferences.
- 100% said staff were sensitive to their cultural background.
- 100% received information to manage their illness independently.
- 100% were encouraged to use peer-support programs.
- 100% said protocols for testing were within normal expectations.

G. STAFF EFFECTIVENESS (AVERAGE SATISFACTION: 100%)

Participants rated staff highly across every statement. Providers were described as accessible, supportive, and empowering, particularly in helping participants gain independence and pursue employment goals.

Key Findings:

- 100% said staff were easy to contact.
- 100% said staff listened to them.
- 100% said staff helped them find services.
- 100% felt supported in their employment goals.
- 100% said staff taught them how to obtain services independently.