



uSPEQ® Consumer Survey Report: August 2011

Prepared for
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Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey, including the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (**Strongly Agree** and **Agree**) is graphed by survey sections. These survey items include Tier 1 items, optional Tier 2 items selected, and custom Tier 3 items submitted by your organization. Whenever historical data are available for your organization, summary statistics for the current quarter are compared to the preceding quarter and/or the preceding calendar year. Further comparisons are made by program for each of the survey items. Demographic characteristics of the survey respondents are provided for your organization and by program. *Appendix A* contains the summary statistics for each item by rating category (e.g., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. Please note that percentages may not add to 100 due to the effect of rounding. *Appendix B* provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, *Appendix B* is provided in an electronic file on a CD.

Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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info@uspeq.org

Technical Notes

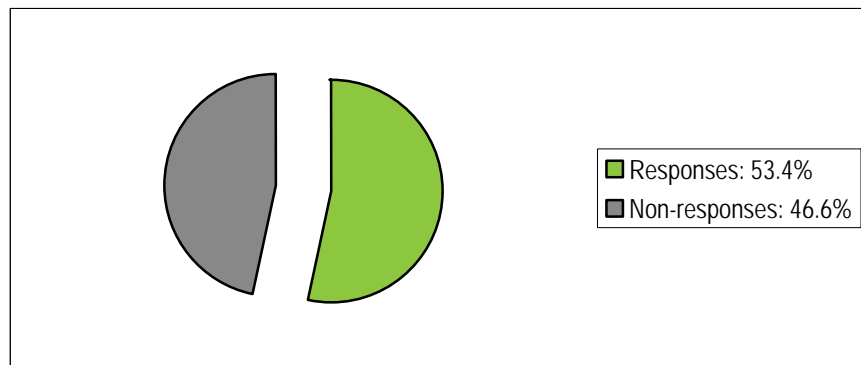
Survey instrument

uSPEQ is a consumer survey questionnaire designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The “Tier 1” items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone vigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Response rate

The graph shows the response rate for the current quarter. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current year, and previous year.

Response rate for August 2011



	Number distributed	Number received	Response rate
Aug-11	328	175	53.4%
Aug-10	207	101	48.8%

Acronym key

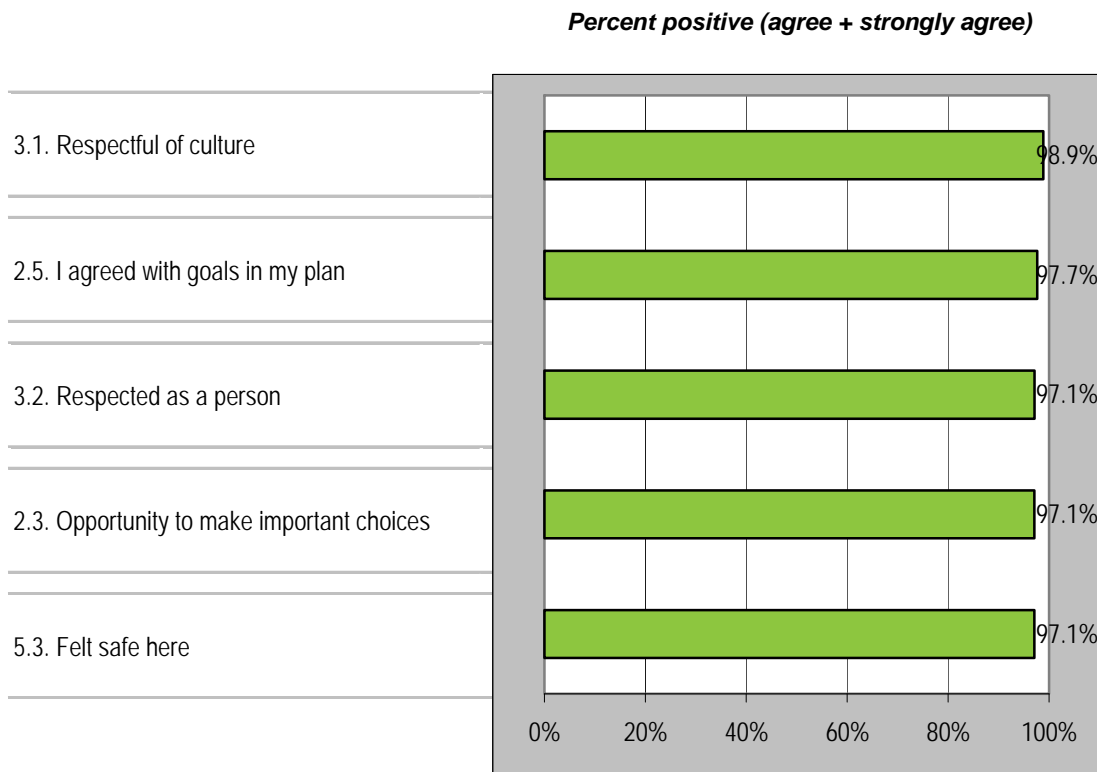
For ease of use and formatting, acronyms are used throughout the report to refer to the specific sites and programs. A key is found below.

Program Acronym	Program Name
TFCP	Therapeutic Foster Care Parent
TFCC	Therapeutic Foster Care Child
TCMA	Targeted Case Management
IHC	Intensive In Home Care
DTP	Day Treatment Parent
DTC	Day Treatment Child

1. Survey Results Highlights

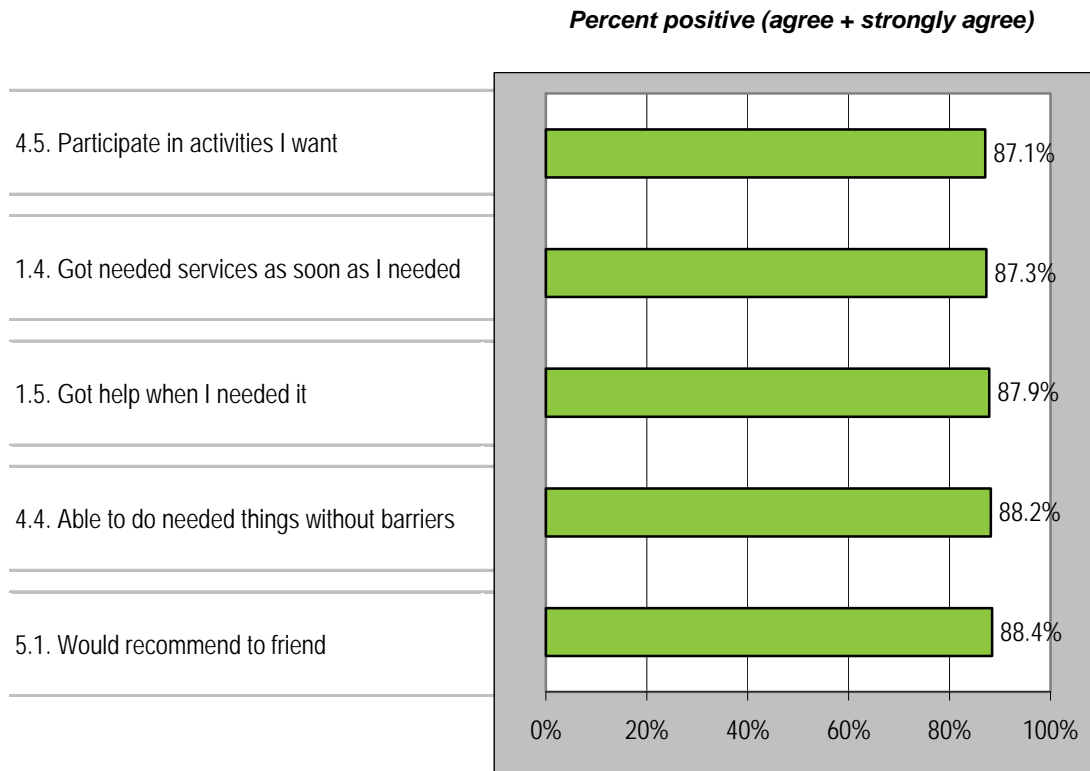
1.1. Top five survey items with positive responses

This section presents the top five items for the entire survey. Responses for the current reporting period are summarized at the organizational level.



1.2. Potential areas for improvement

This section presents the five items with the lowest percent positive ratings. Responses for the current reporting period are summarized at the organizational level.

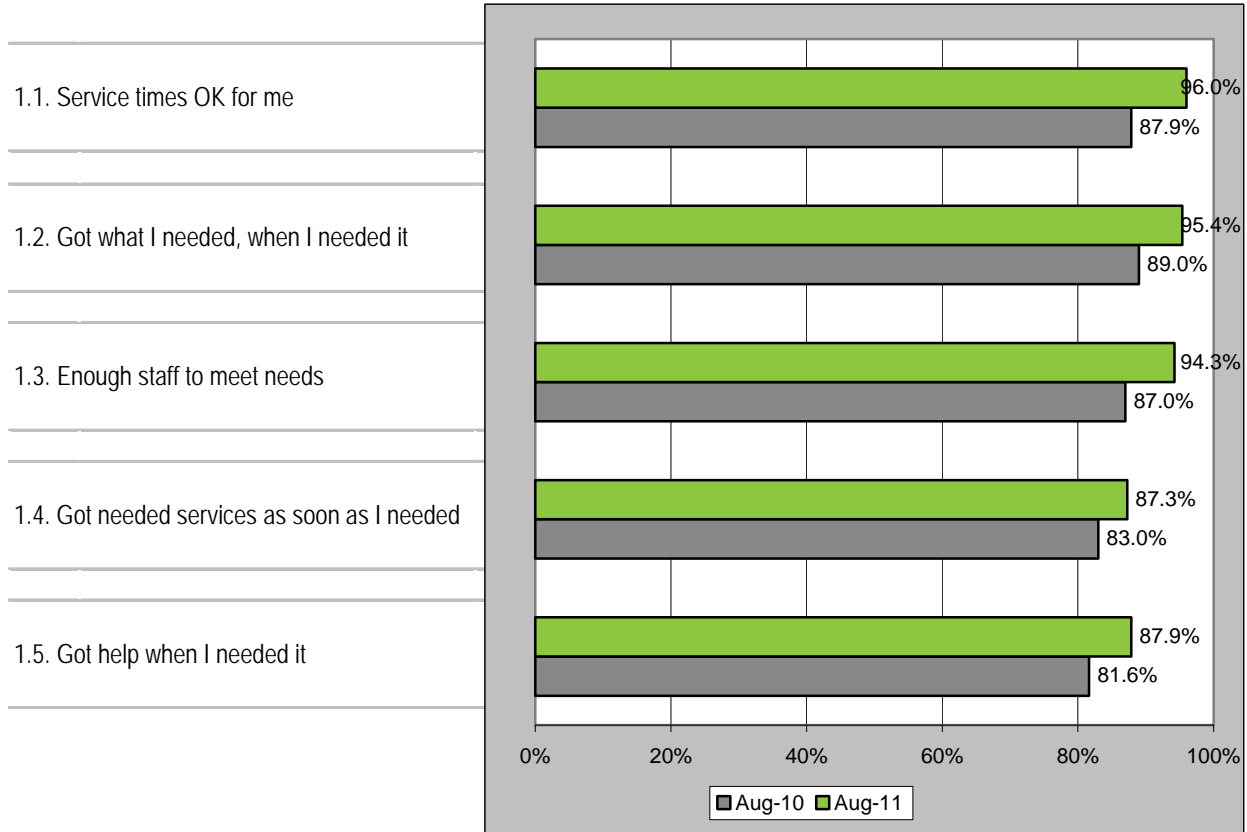


2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (agree + strongly agree) responses for each item for the current quarter as compared to the previous quarter and the previous year; the data are summarized at the organizational level. The following tables provide frequency distributions for each item for the current quarter, summarized at the organizational level.

2.1. Service responsiveness

Percent positive (agree + strongly agree)

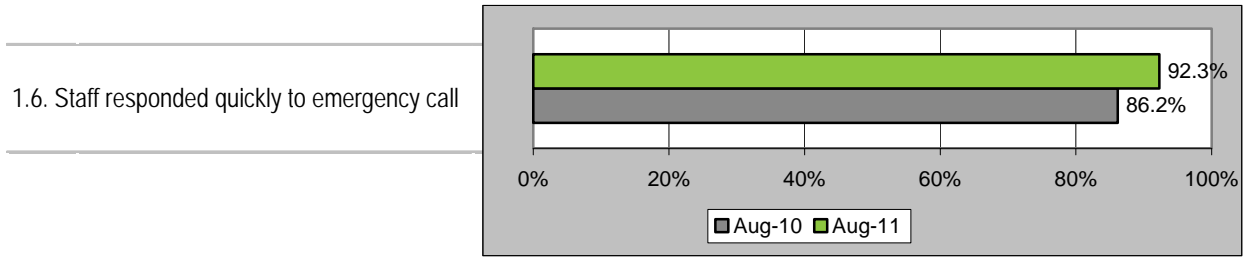


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	174	0.6%	3.4%	57.5%	38.5%
1.2. Got what I needed, when I needed it	173	1.2%	3.5%	61.3%	34.1%
1.3. Enough staff to meet needs	174	1.1%	4.6%	54.0%	40.2%
1.4. Got needed services as soon as I needed	173	1.2%	11.6%	53.2%	34.1%
1.5. Got help when I needed it	173	0.6%	11.6%	54.9%	32.9%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



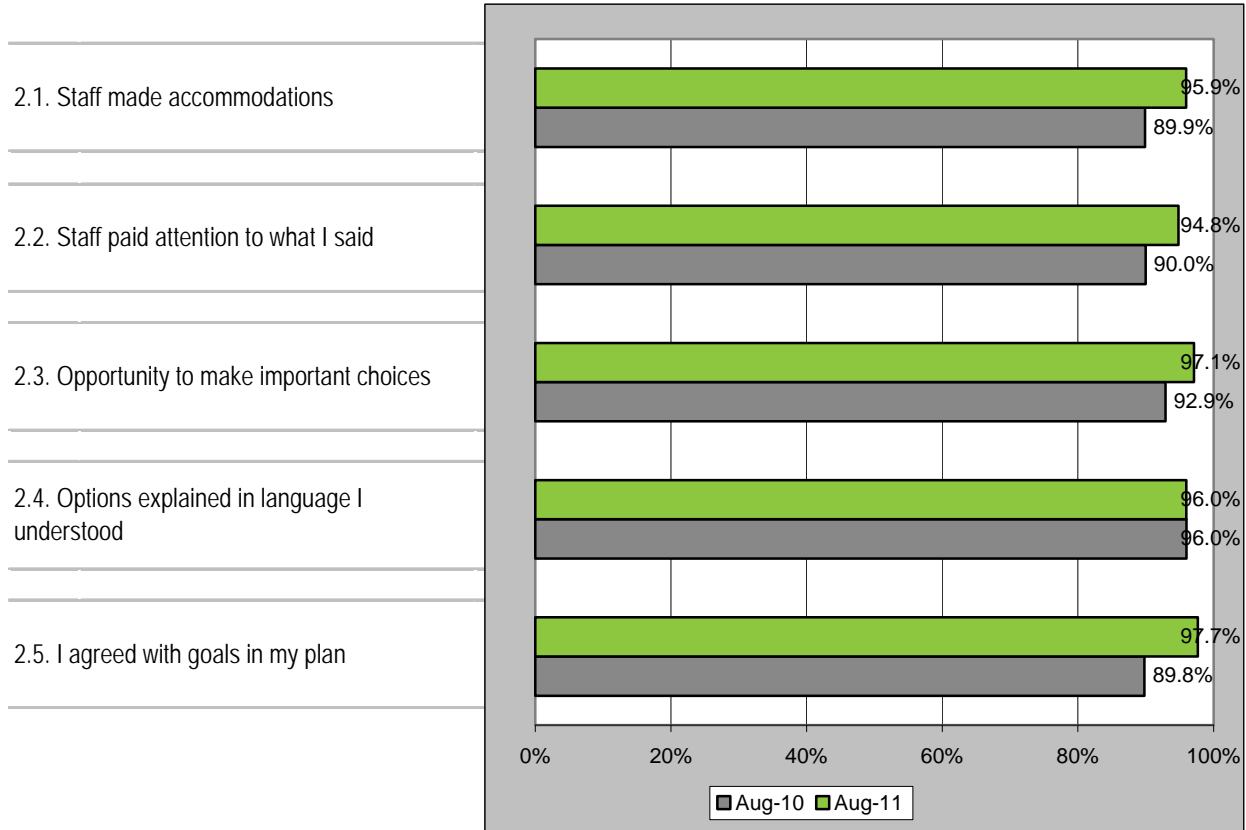
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.6. Staff responded quickly to emergency call	169	0.6%	7.1%	58.0%	34.3%

** Blank cells represent no response.*

2.2. Informed choice

Percent positive (agree + strongly agree)

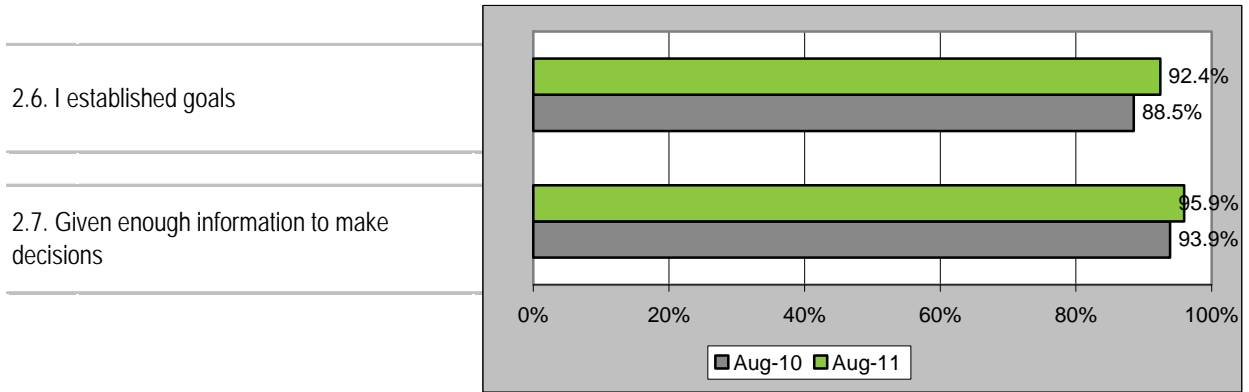


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	172	0.6%	3.5%	57.6%	38.4%
2.2. Staff paid attention to what I said	174	0.6%	4.6%	55.2%	39.7%
2.3. Opportunity to make important choices	172	0.6%	2.3%	57.0%	40.1%
2.4. Options explained in language I understood	173	0.6%	3.5%	51.4%	44.5%
2.5. I agreed with goals in my plan	171		2.3%	51.5%	46.2%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



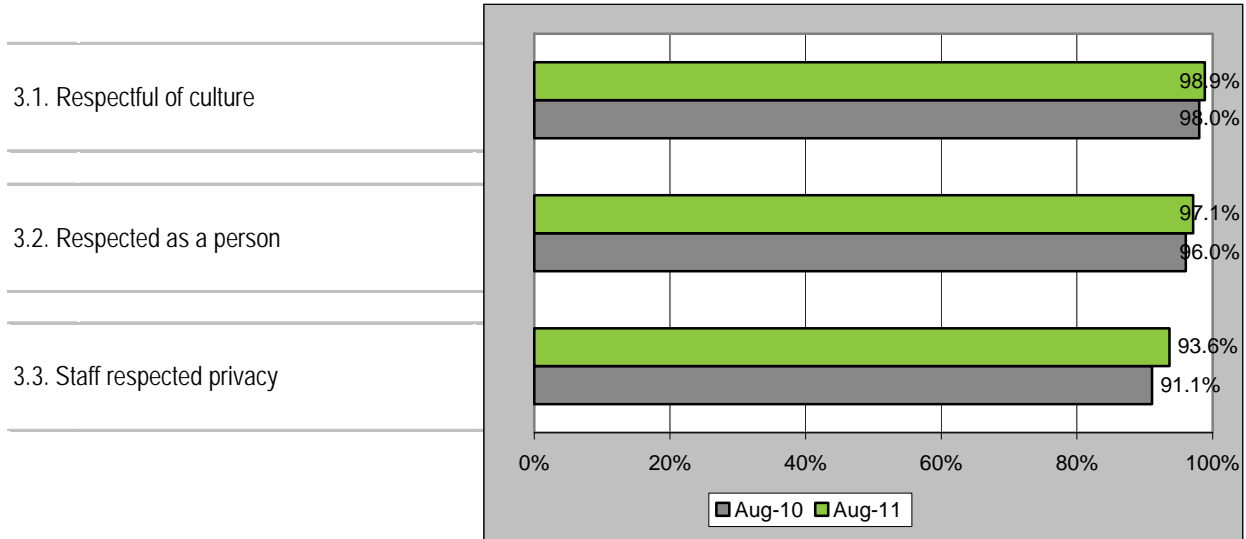
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. I established goals	172	0.6%	7.0%	51.2%	41.3%
2.7. Given enough information to make decisions	172	0.6%	3.5%	55.2%	40.7%

** Blank cells represent no response.*

2.3. Respect

Percent positive (agree + strongly agree)



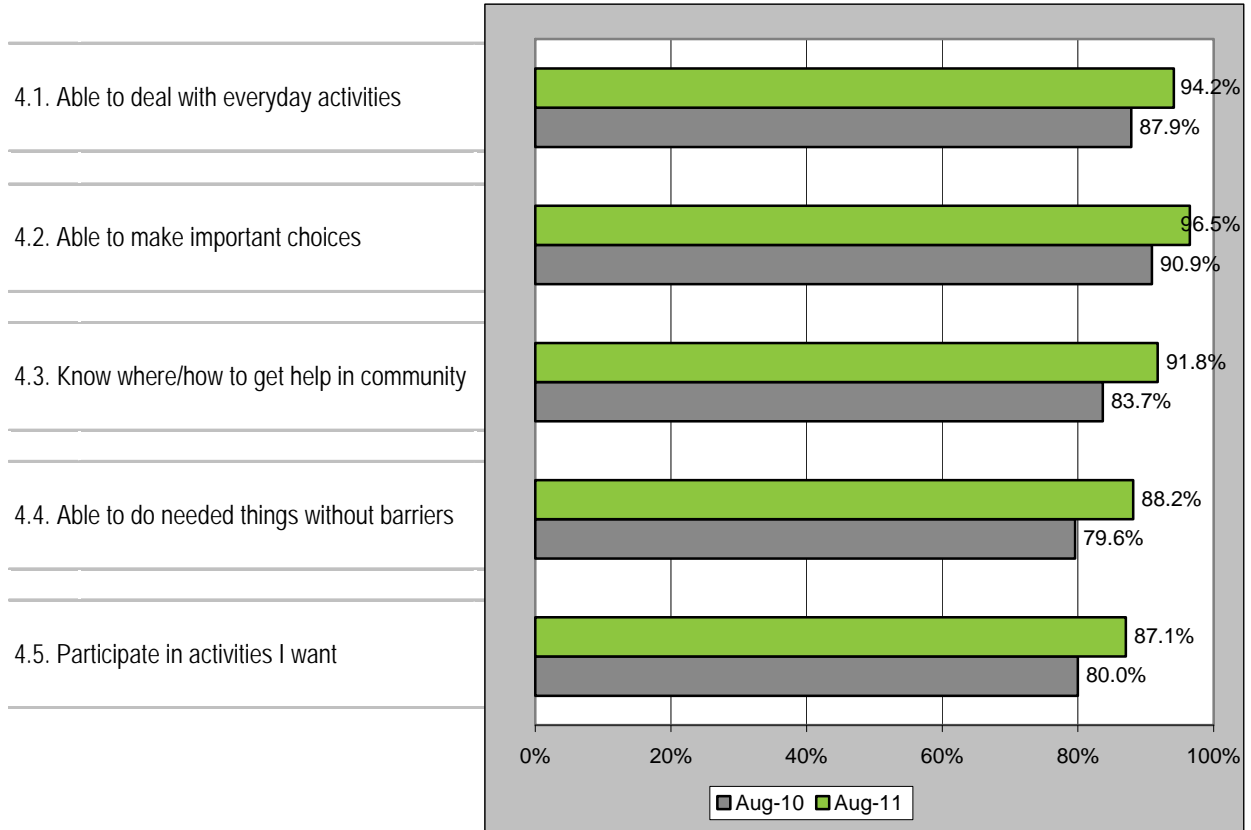
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	174	1.1%		48.3%	50.6%
3.2. Respected as a person	174		2.9%	44.3%	52.9%
3.3. Staff respected privacy	173	0.6%	5.8%	45.1%	48.6%

* *Blank cells represent no response.*

2.4. Participation

Percent positive (agree + strongly agree)



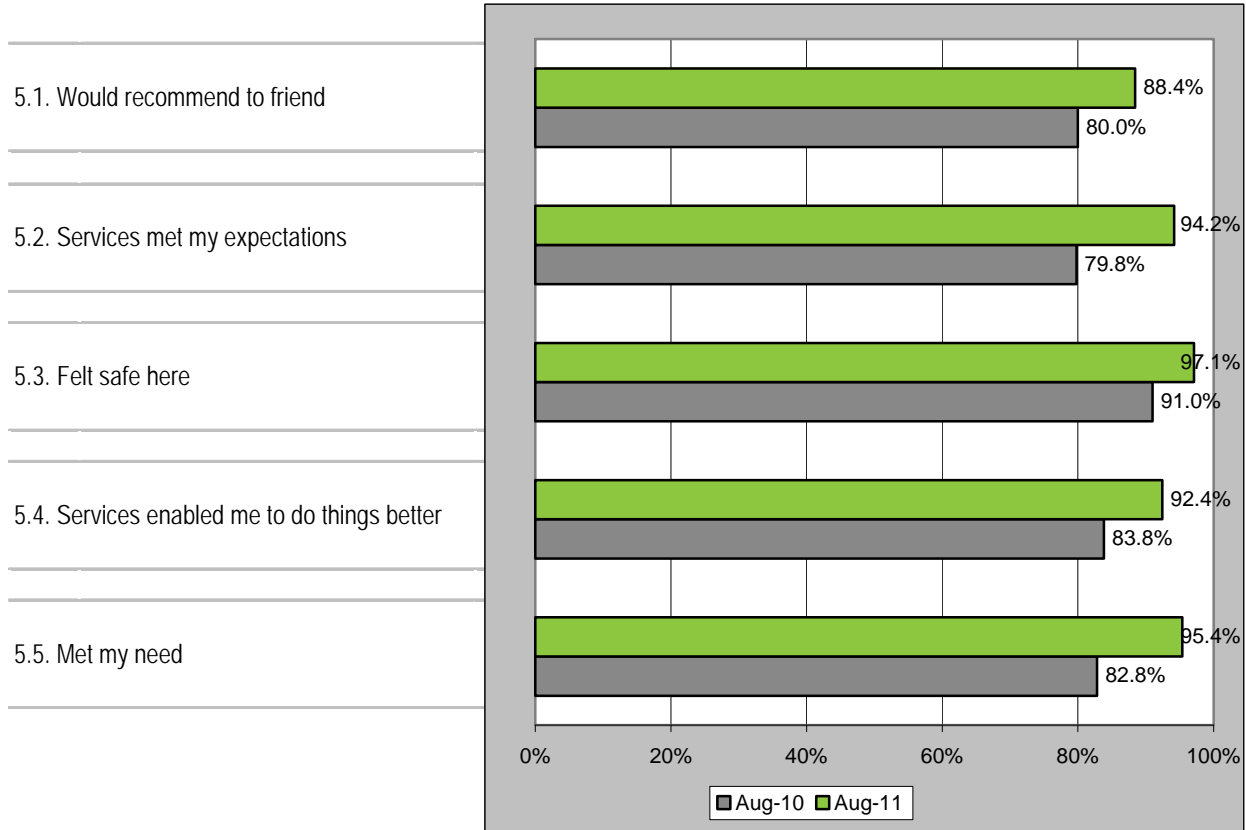
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	171	0.6%	5.3%	67.3%	26.9%
4.2. Able to make important choices	171		3.5%	61.4%	35.1%
4.3. Know where/how to get help in community	170		8.2%	59.4%	32.4%
4.4. Able to do needed things without barriers	169	0.6%	11.2%	58.0%	30.2%
4.5. Participate in activities I want	170	0.6%	12.4%	54.7%	32.4%

** Blank cells represent no response.*

2.5. Overall value

Percent positive (agree + strongly agree)

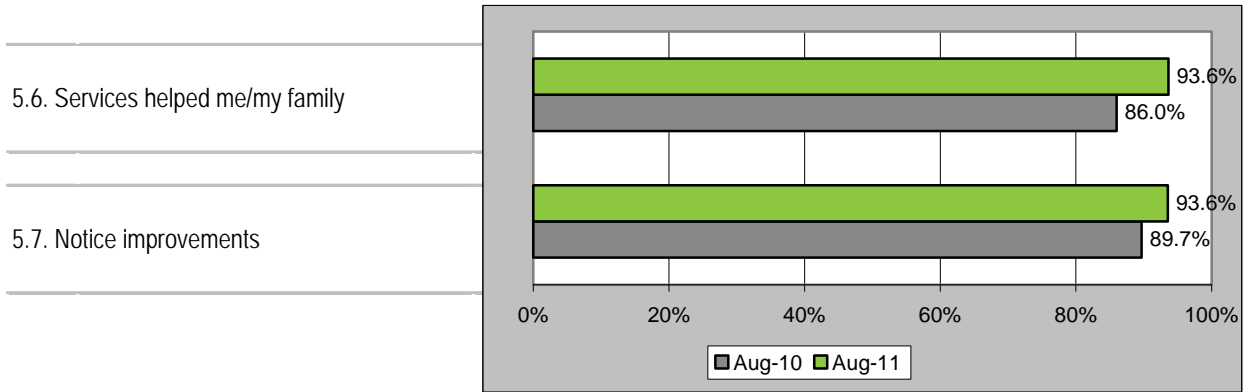


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to friend	173	2.9%	8.7%	46.8%	41.6%
5.2. Services met my expectations	172		5.8%	56.4%	37.8%
5.3. Felt safe here	172		2.9%	53.5%	43.6%
5.4. Services enabled me to do things better	172		7.6%	55.2%	37.2%
5.5. Met my need	173		4.6%	57.2%	38.2%

** Blank cells represent no response.*

Percent positive (agree + strongly agree)



Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Services helped me/my family	173		6.4%	52.0%	41.6%
5.7. Notice improvements	171	0.6%	5.8%	57.3%	36.3%

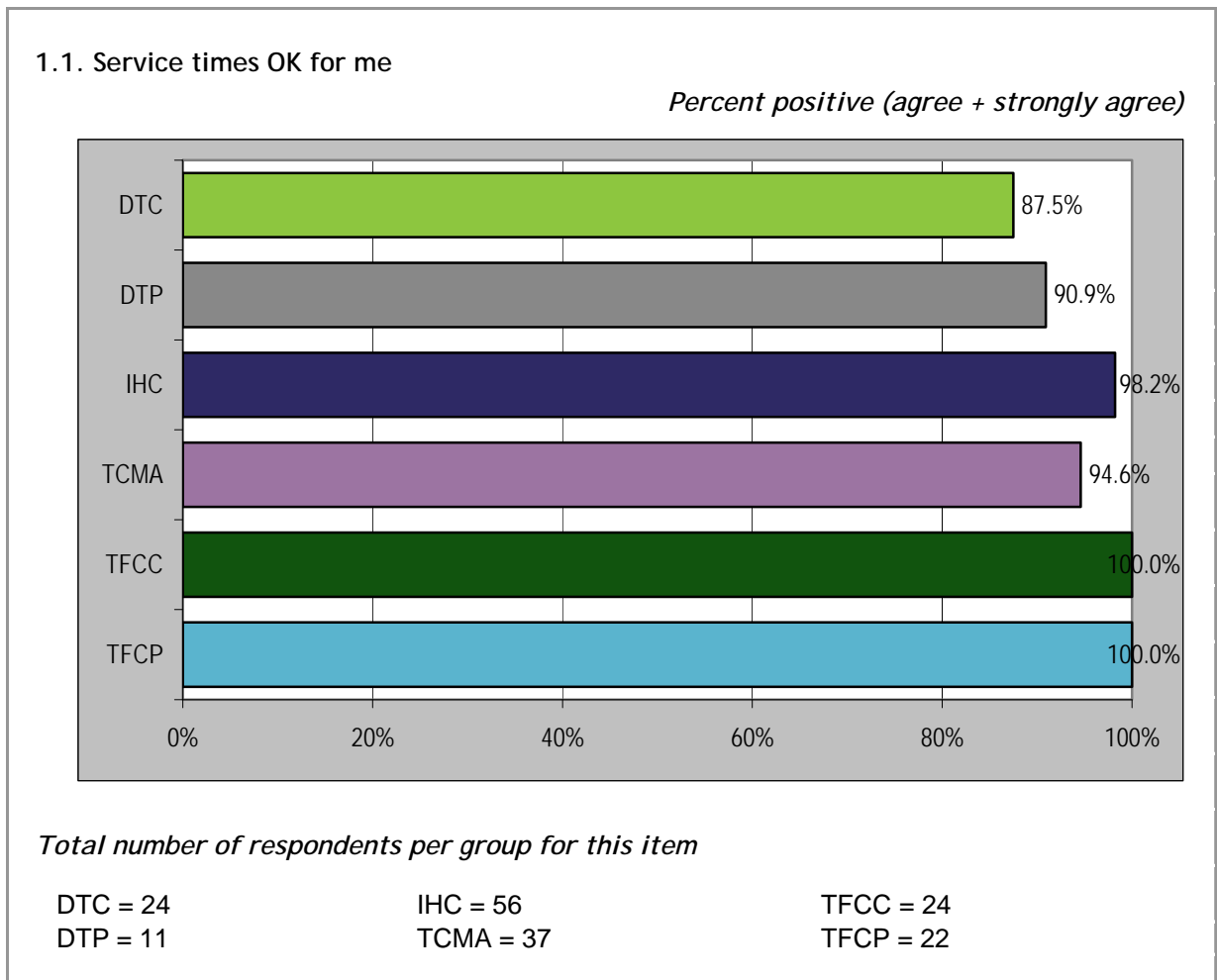
** Blank cells represent no response.*

3. Survey Results by Site

This section presents percent positive ratings by program for the current site.

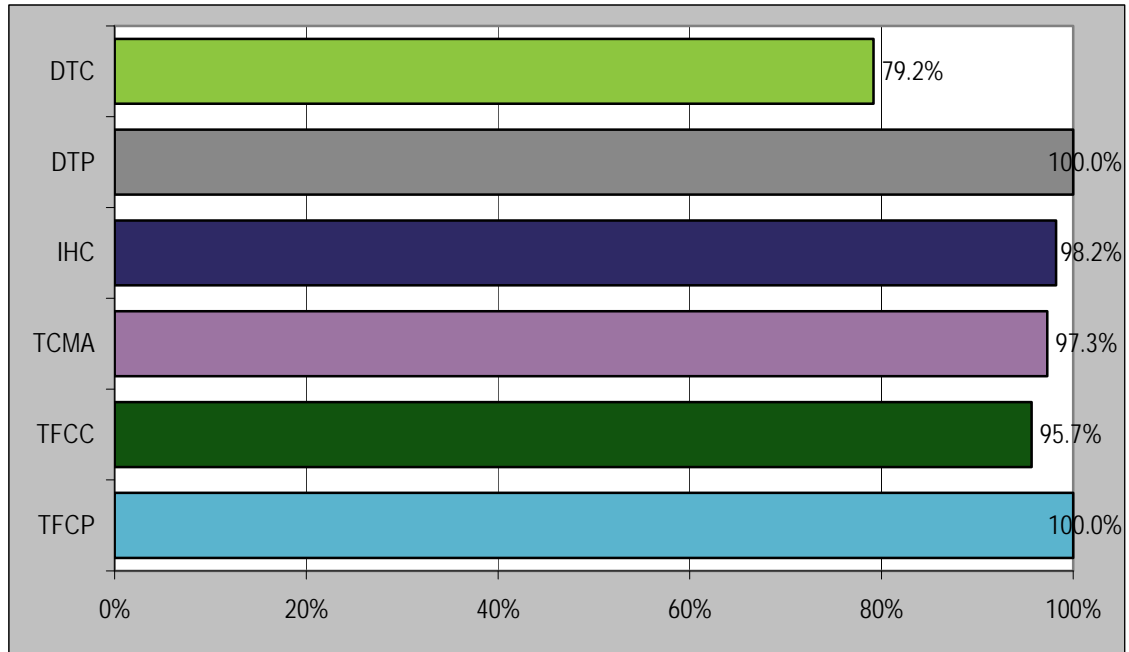
Frequency distribution by rating category for each program can be found in Appendix A.

3.1. Service responsiveness



1.2. Got what I needed, when I needed it

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

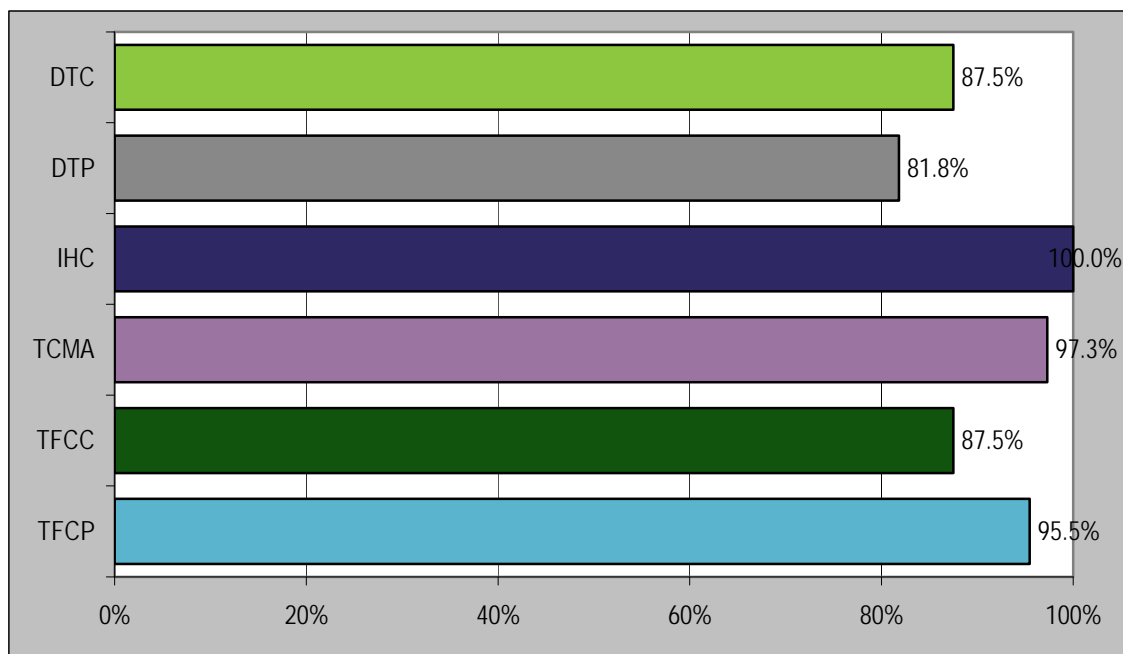
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 23
TFCP = 22

1.3. Enough staff to meet needs

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

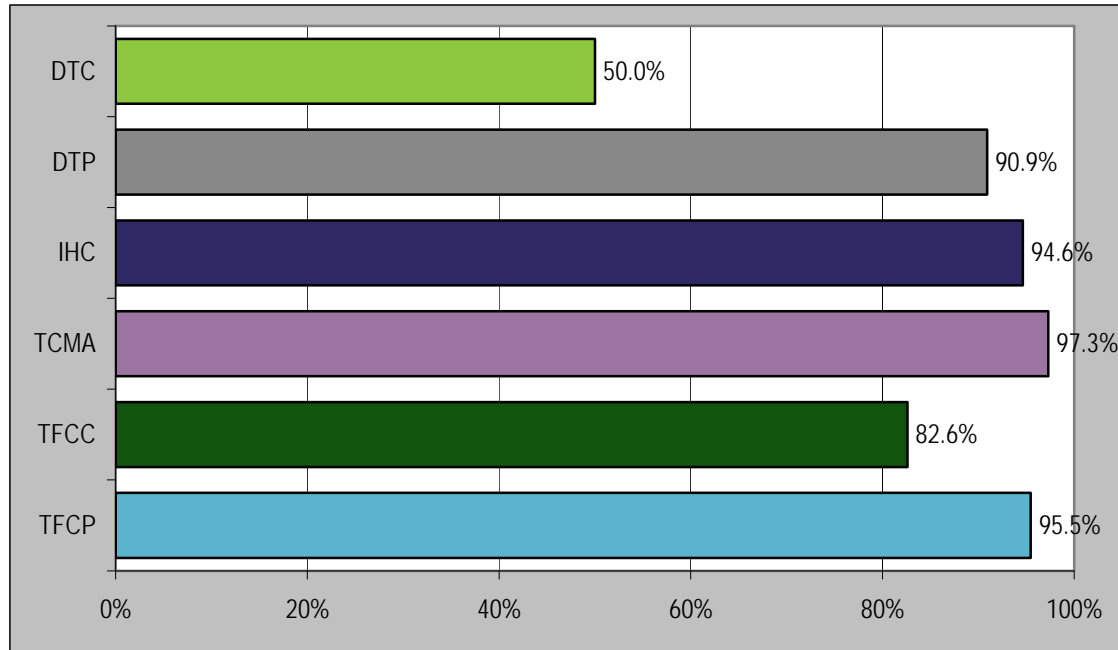
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 24
TFCP = 22

1.4. Got needed services as soon as I needed

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

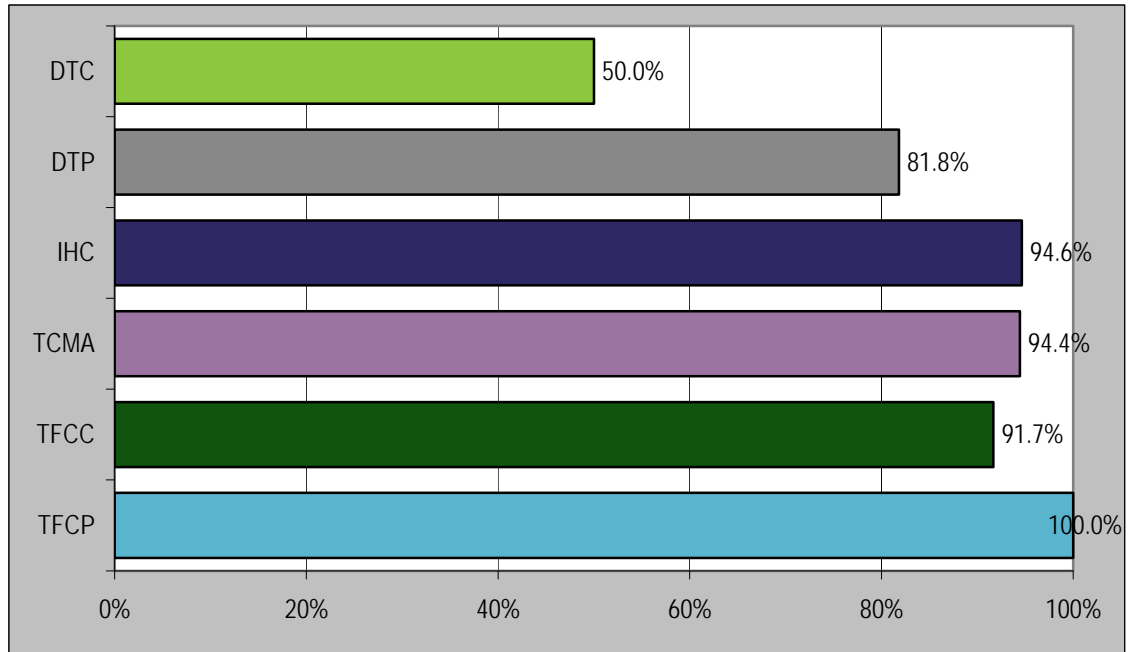
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 23
TFCP = 22

1.5. Got help when I needed it

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

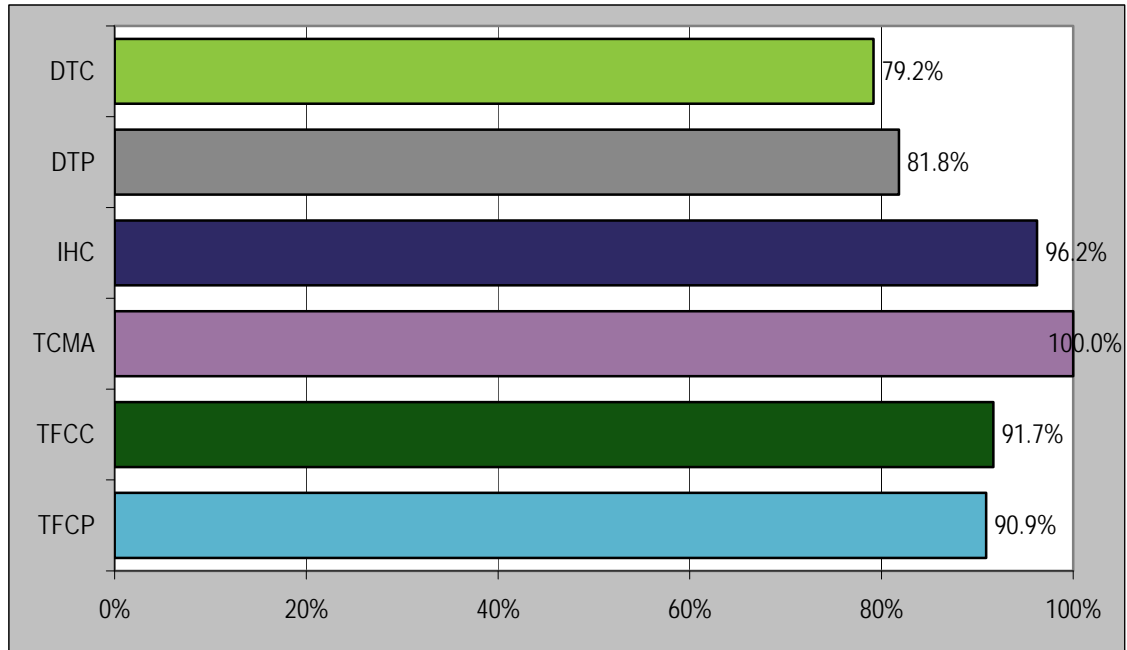
DTC = 24
DTP = 11

IHC = 56
TCMA = 36

TFCC = 24
TFCP = 22

1.6. Staff responded quickly to emergency call

Percent positive (agree + strongly agree)



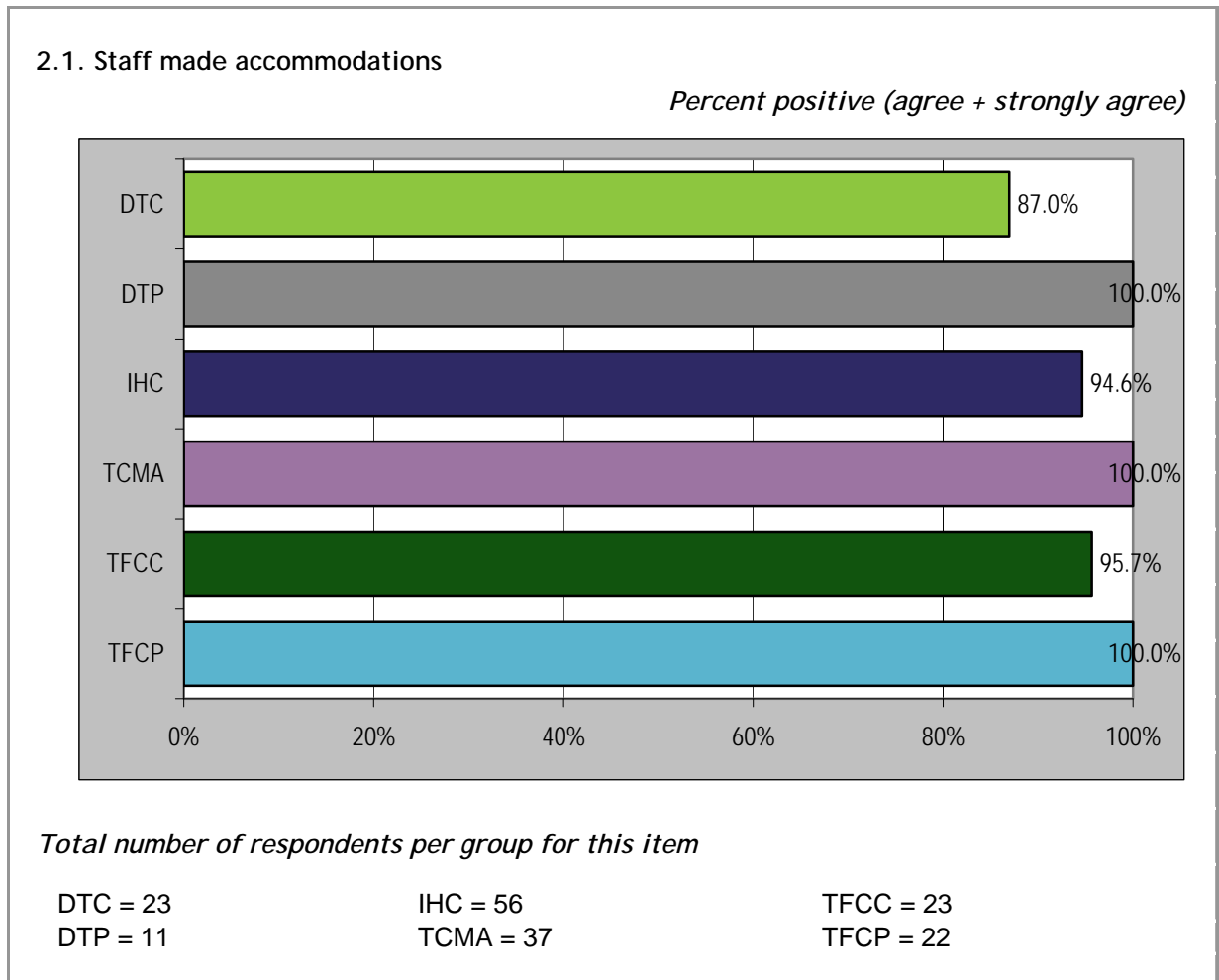
Total number of respondents per group for this item

DTC = 24
DTP = 11

IHC = 53
TCMA = 35

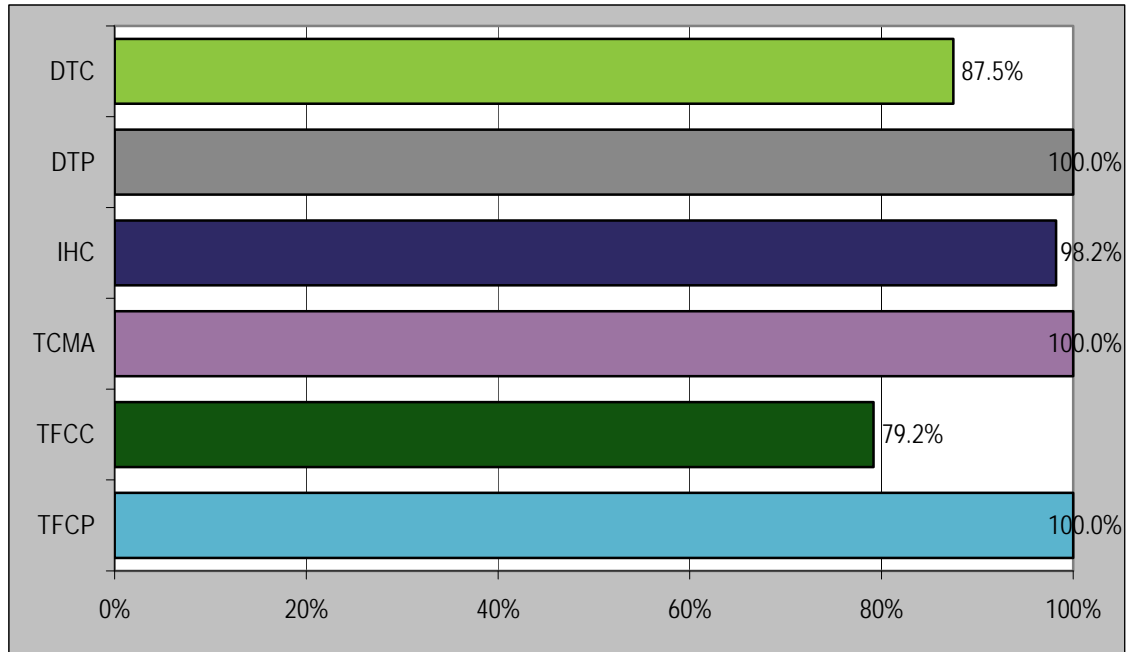
TFCC = 24
TFCP = 22

3.2. Informed choice



2.2. Staff paid attention to what I said

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

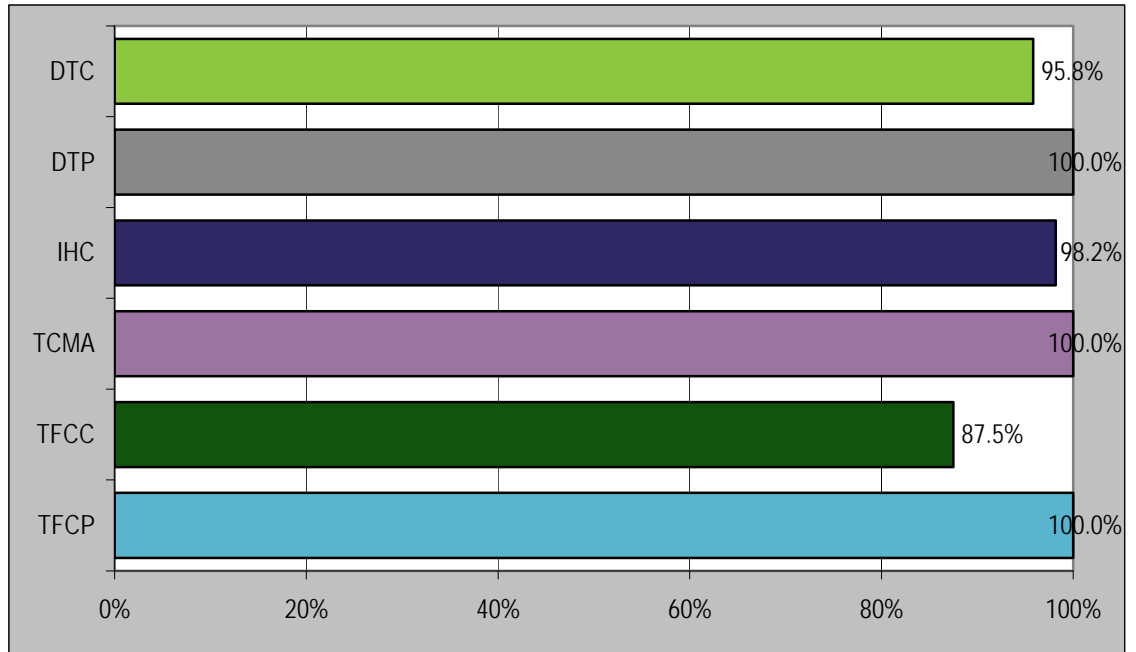
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 24
TFCP = 22

2.3. Opportunity to make important choices

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

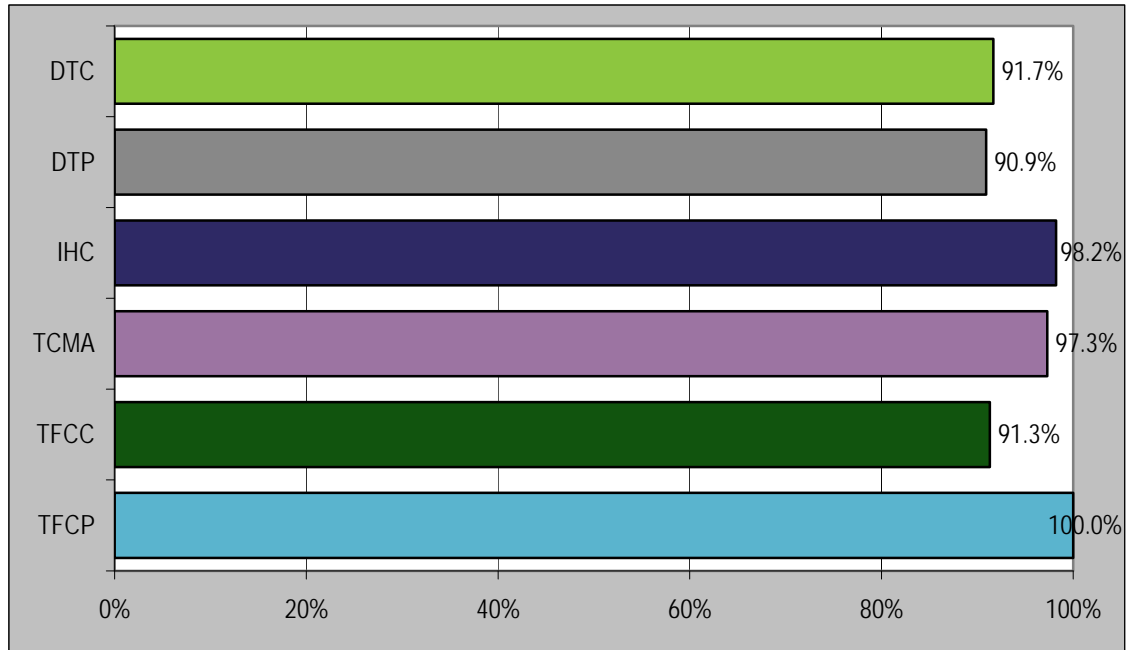
DTC = 24
DTP = 11

IHC = 55
TCMA = 36

TFCC = 24
TFCP = 22

2.4. Options explained in language I understood

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

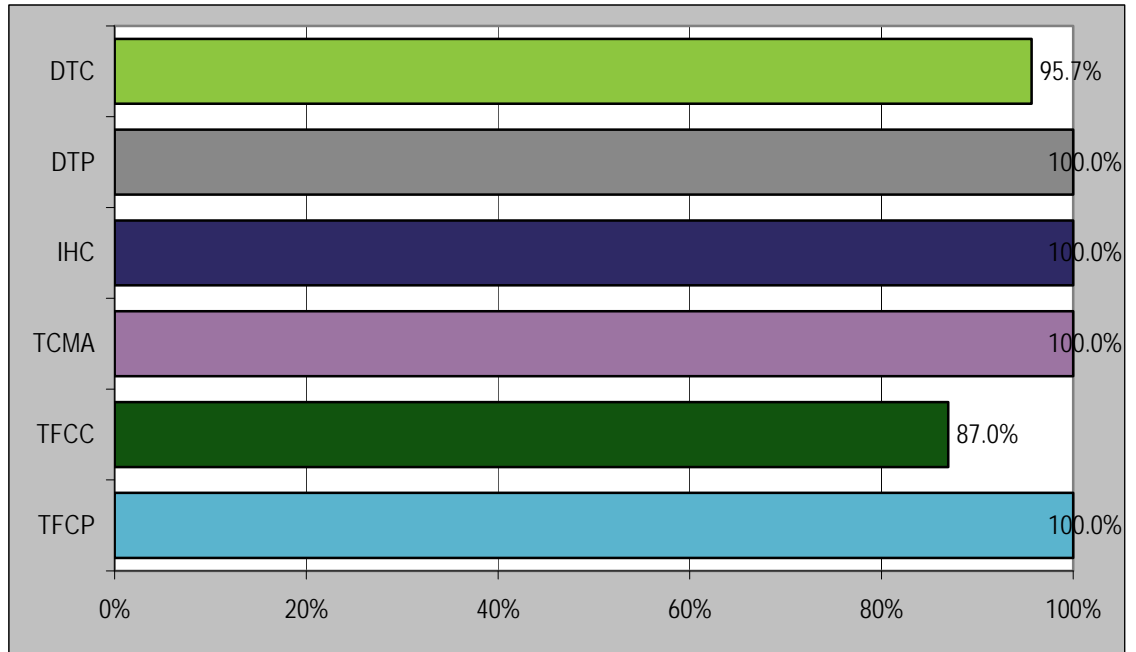
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 23
TFCP = 22

2.5. I agreed with goals in my plan

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

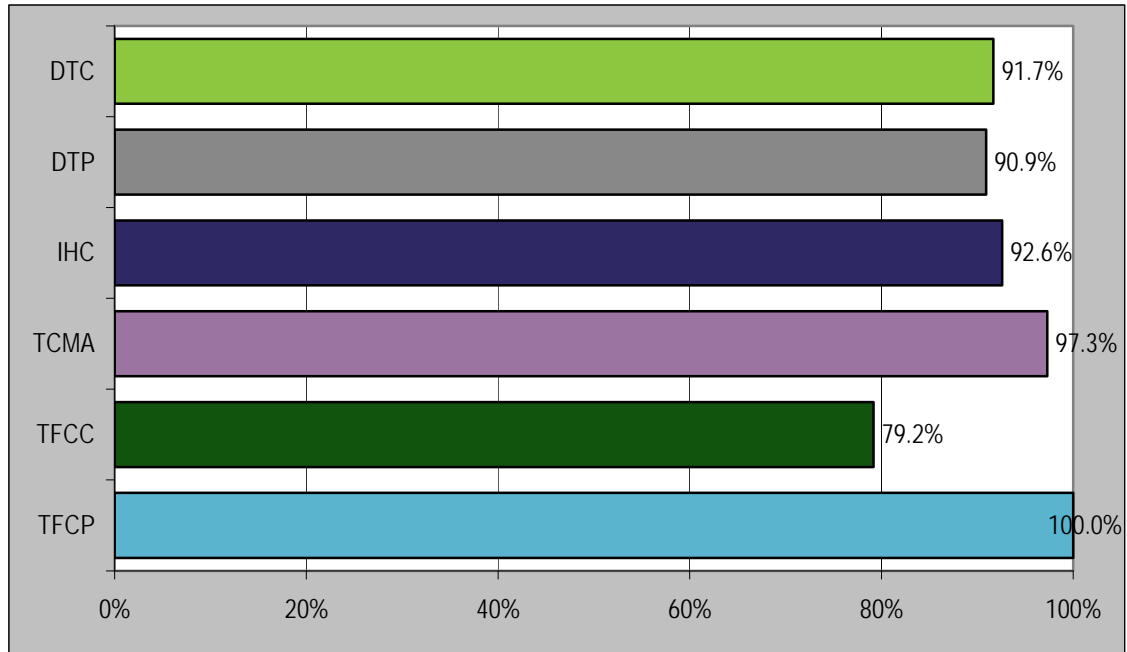
DTC = 23
DTP = 11

IHC = 55
TCMA = 37

TFCC = 23
TFCP = 22

2.6. I established goals

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

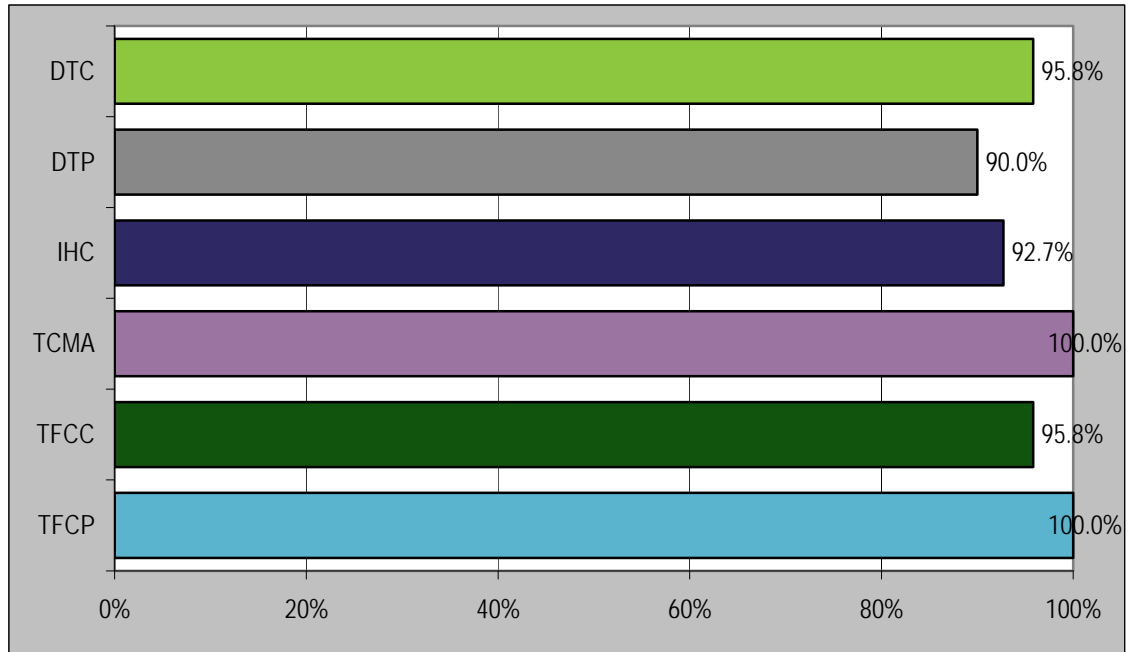
DTC = 24
DTP = 11

IHC = 54
TCMA = 37

TFCC = 24
TFCP = 22

2.7. Given enough information to make decisions

Percent positive (agree + strongly agree)



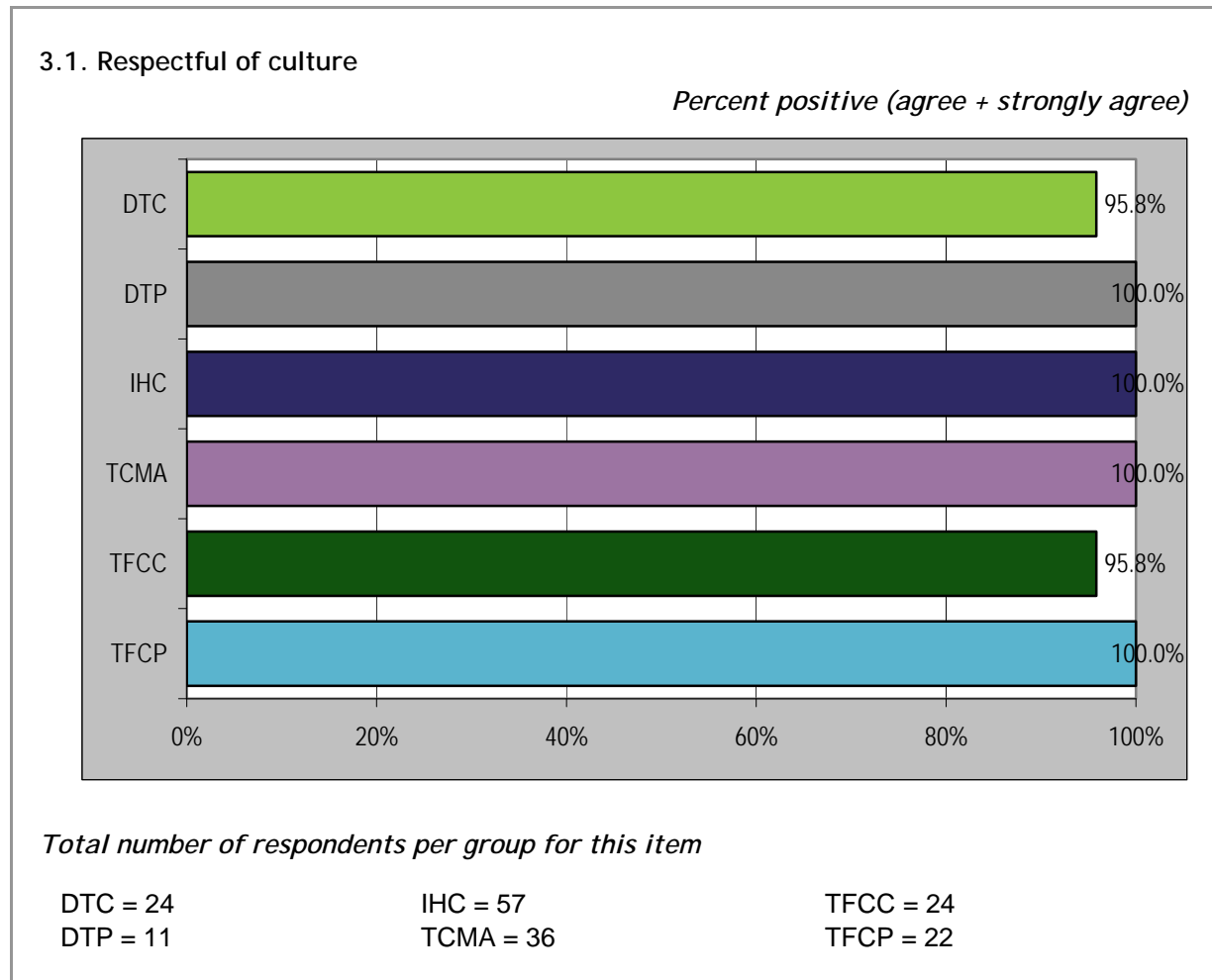
Total number of respondents per group for this item

DTC = 24
DTP = 10

IHC = 55
TCMA = 37

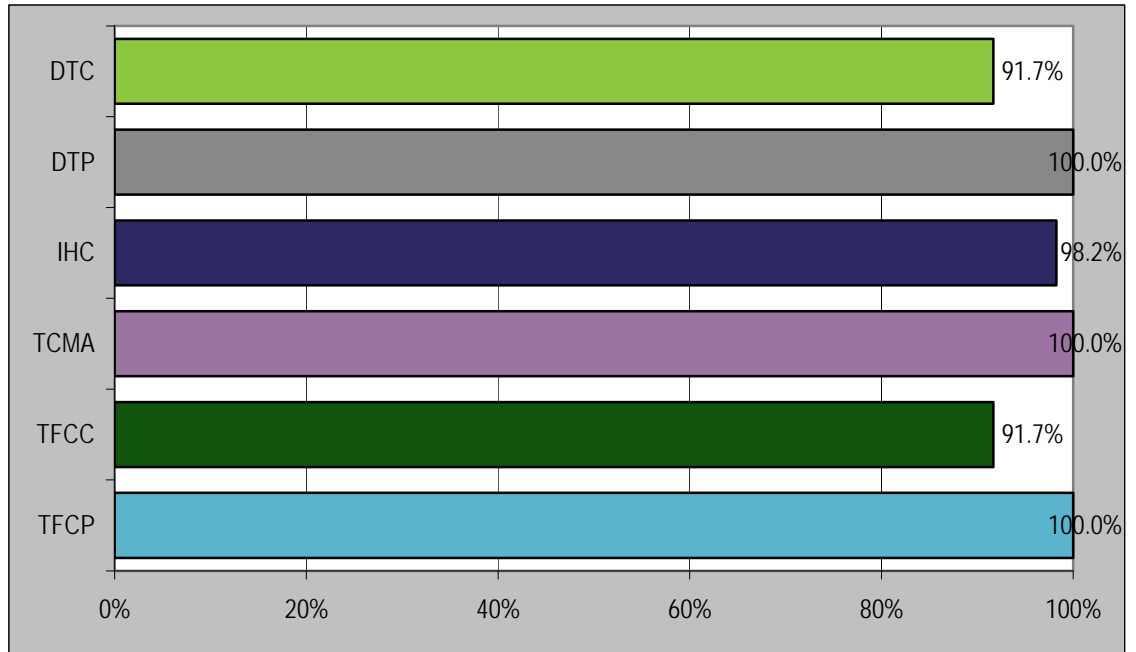
TFCC = 24
TFCP = 22

3.3. Respect



3.2. Respected as a person

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

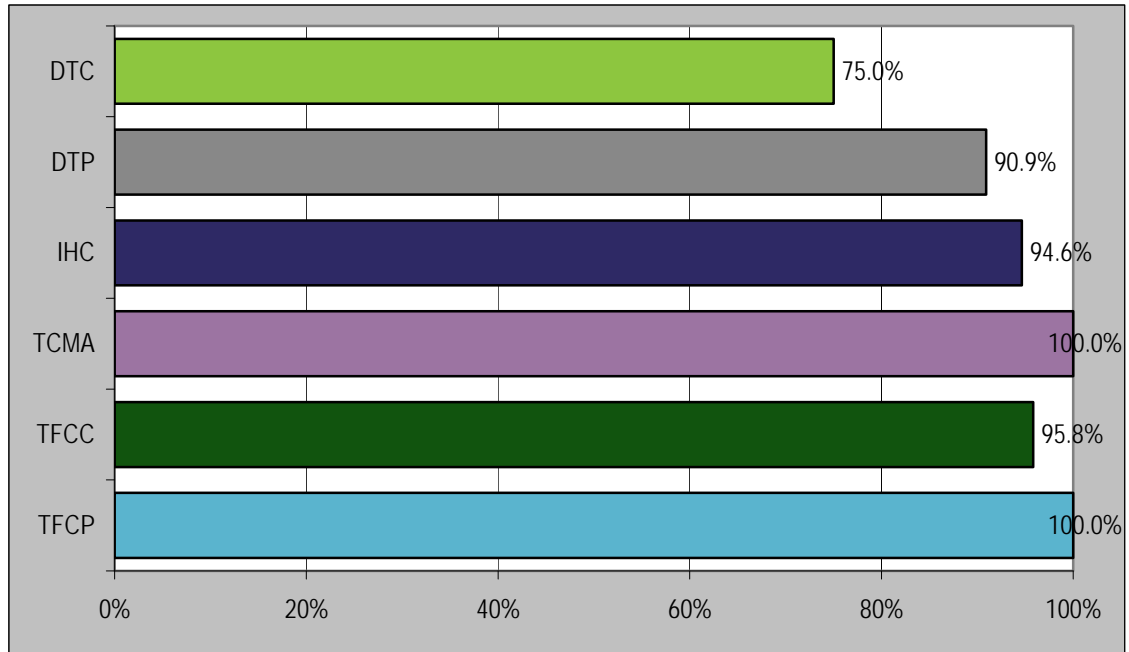
DTC = 24
DTP = 11

IHC = 57
TCMA = 36

TFCC = 24
TFCP = 22

3.3. Staff respected privacy

Percent positive (agree + strongly agree)



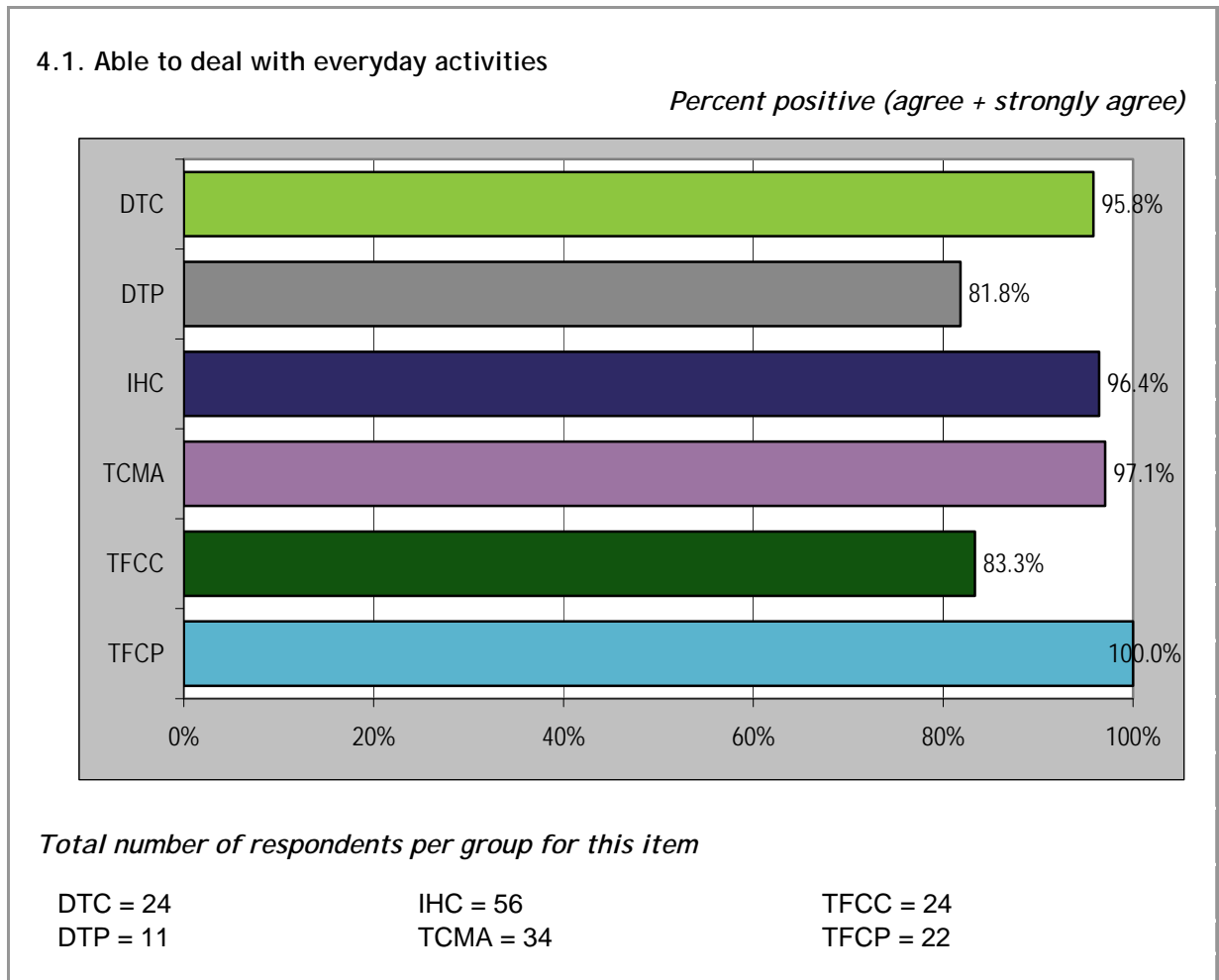
Total number of respondents per group for this item

DTC = 24
DTP = 11

IHC = 56
TCMA = 36

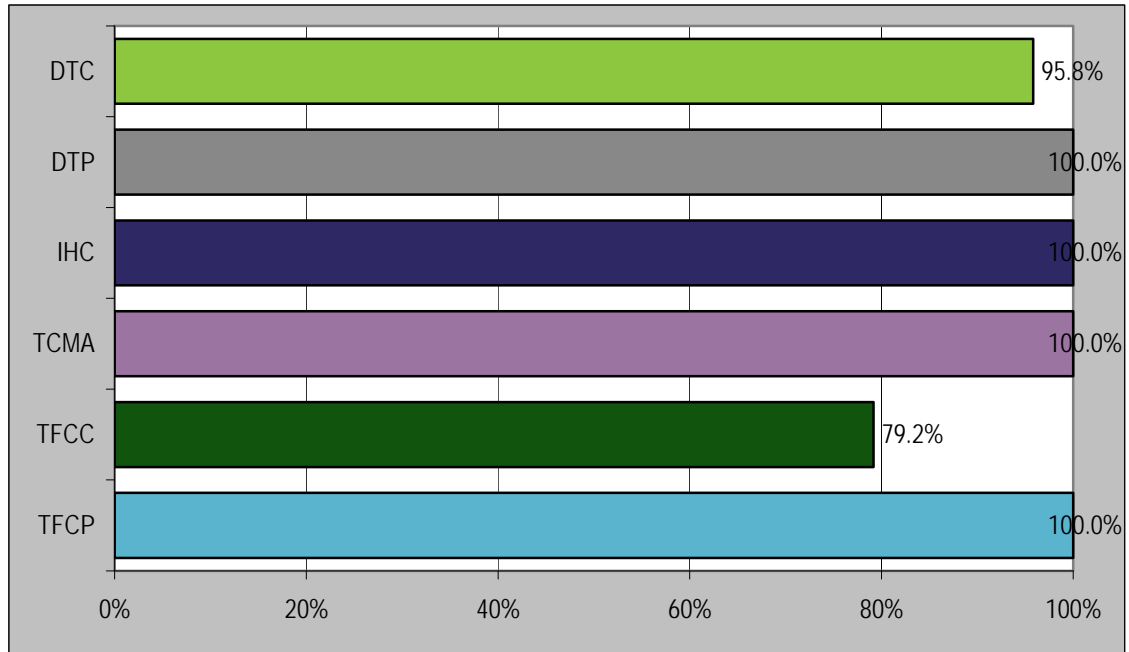
TFCC = 24
TFCP = 22

3.4. Participation



4.2. Able to make important choices

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

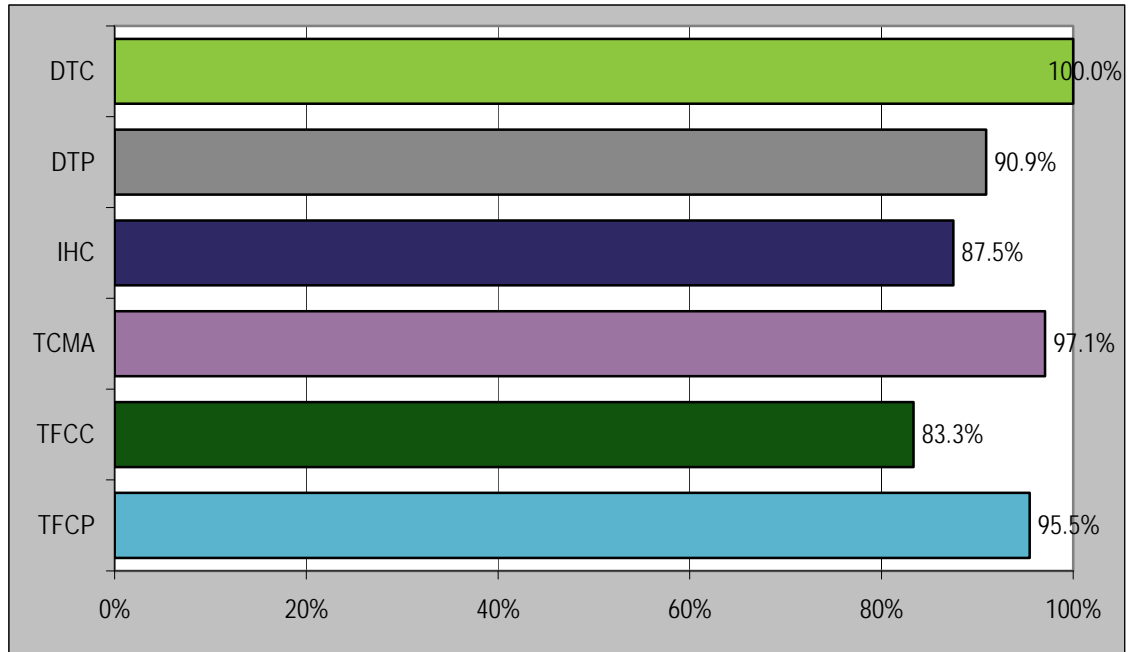
DTC = 24
DTP = 11

IHC = 56
TCMA = 34

TFCC = 24
TFCP = 22

4.3. Know where/how to get help in community

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

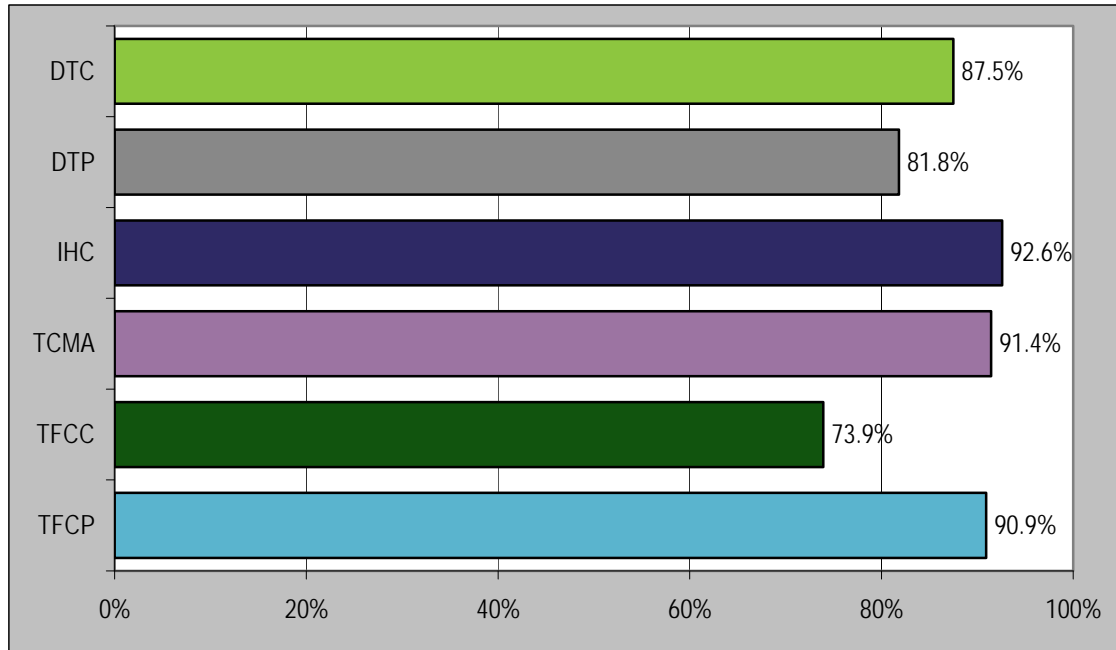
DTC = 23
DTP = 11

IHC = 56
TCMA = 34

TFCC = 24
TFCP = 22

4.4. Able to do needed things without barriers

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

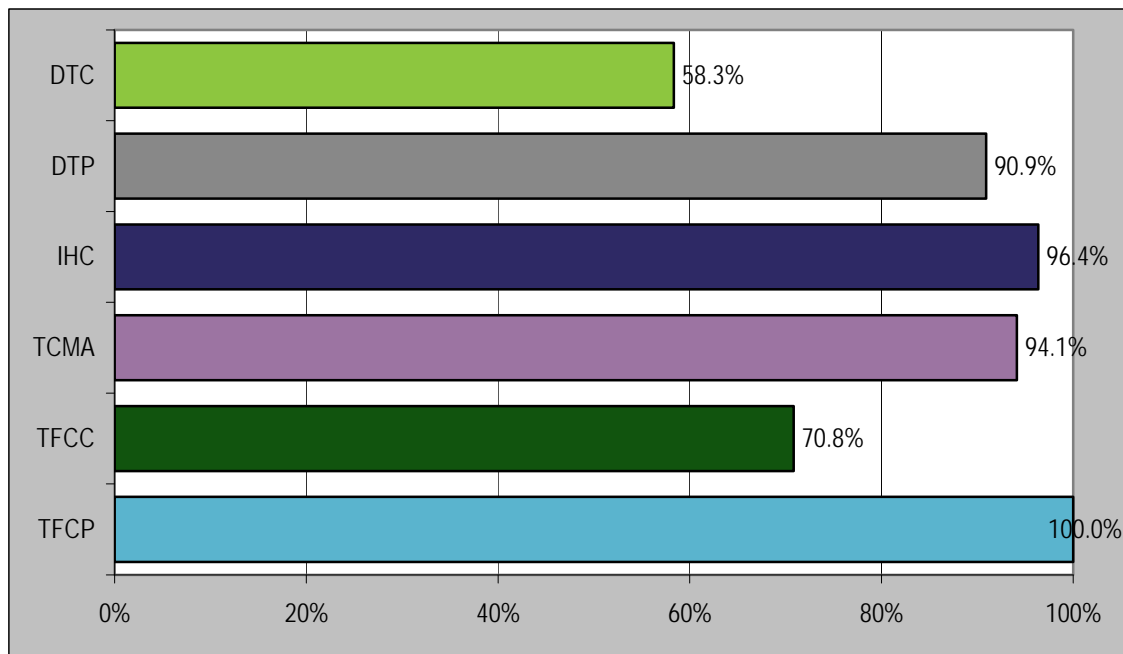
DTC = 24
DTP = 11

IHC = 54
TCMA = 35

TFCC = 23
TFCP = 22

4.5. Participate in activities I want

Percent positive (agree + strongly agree)



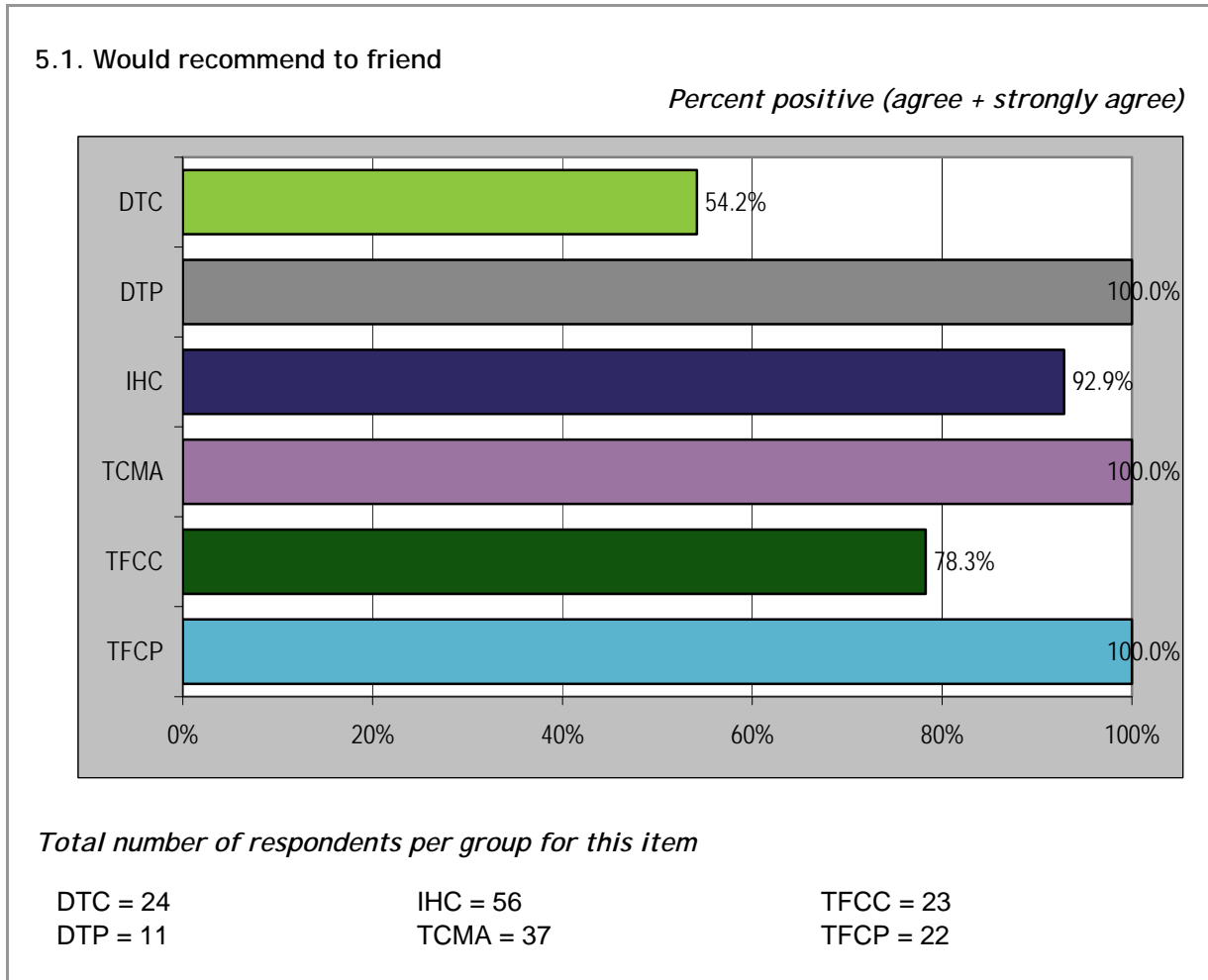
Total number of respondents per group for this item

DTC = 24
DTP = 11

IHC = 55
TCMA = 34

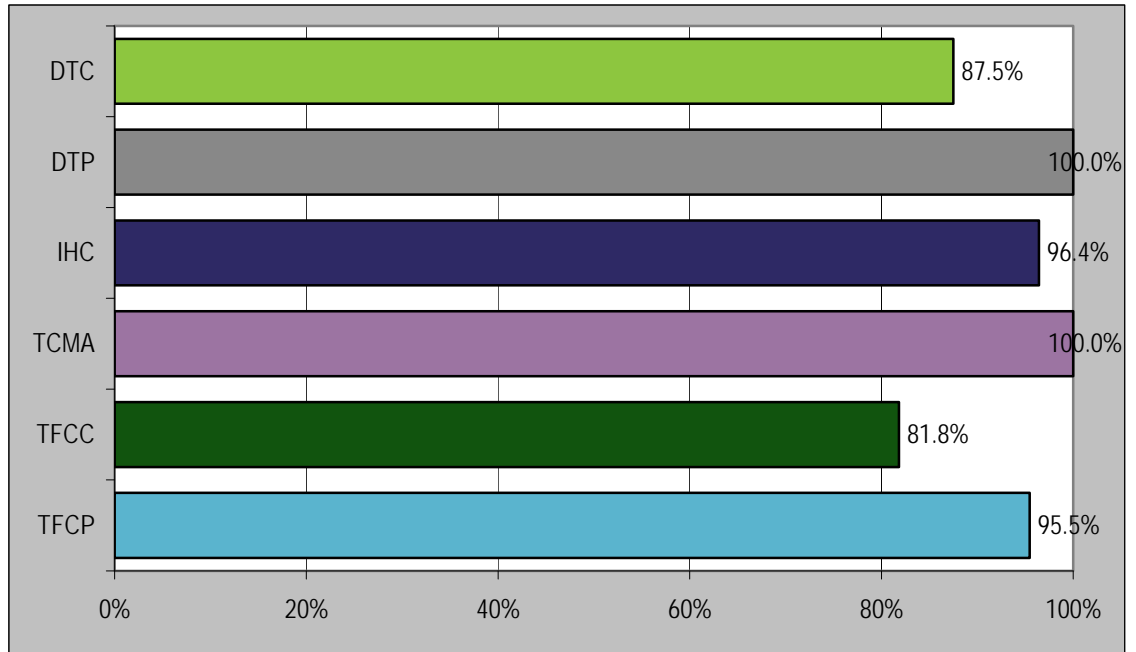
TFCC = 24
TFCP = 22

3.5. Overall value



5.2. Services met my expectations

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

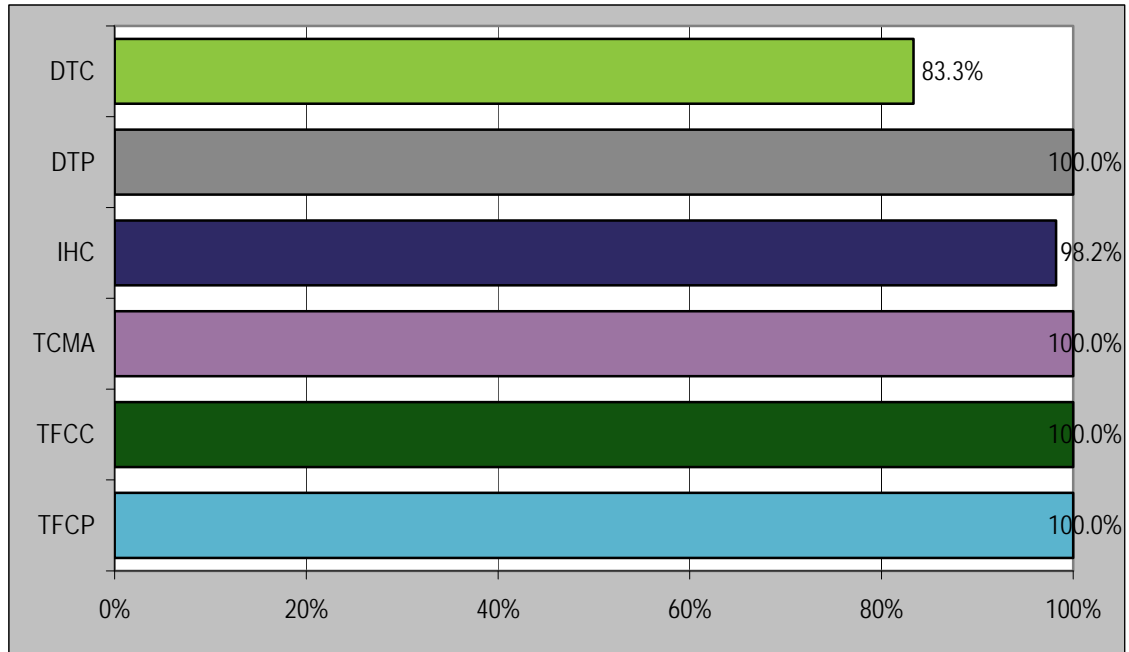
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 22
TFCP = 22

5.3. Felt safe here

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

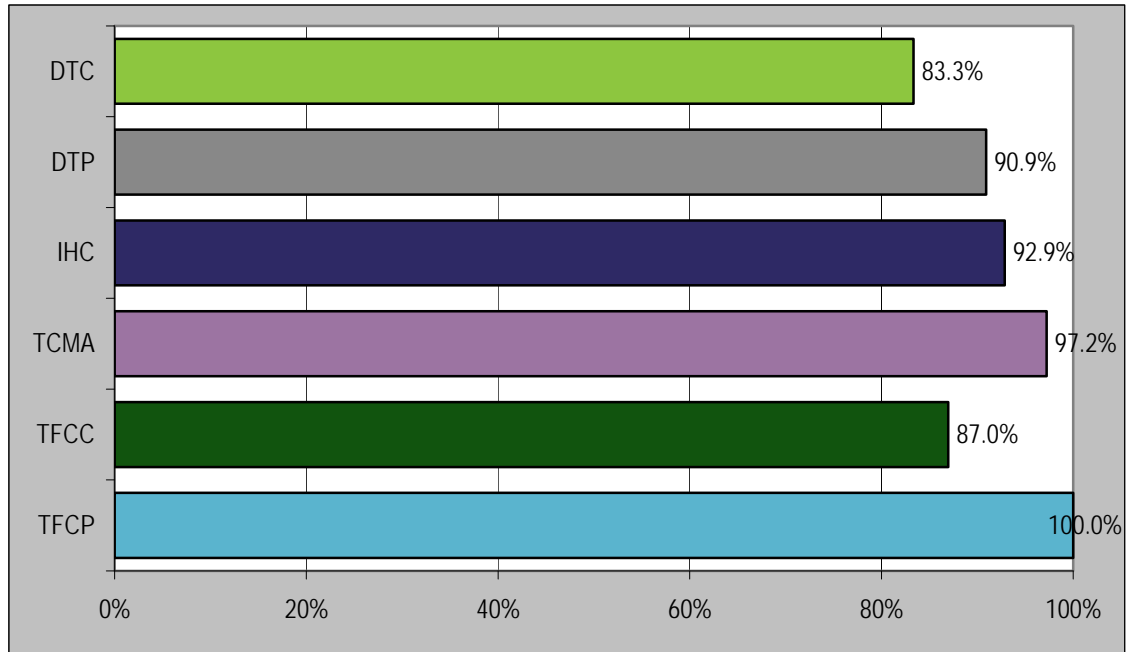
DTC = 24
DTP = 11

IHC = 56
TCMA = 36

TFCC = 23
TFCP = 22

5.4. Services enabled me to do things better

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

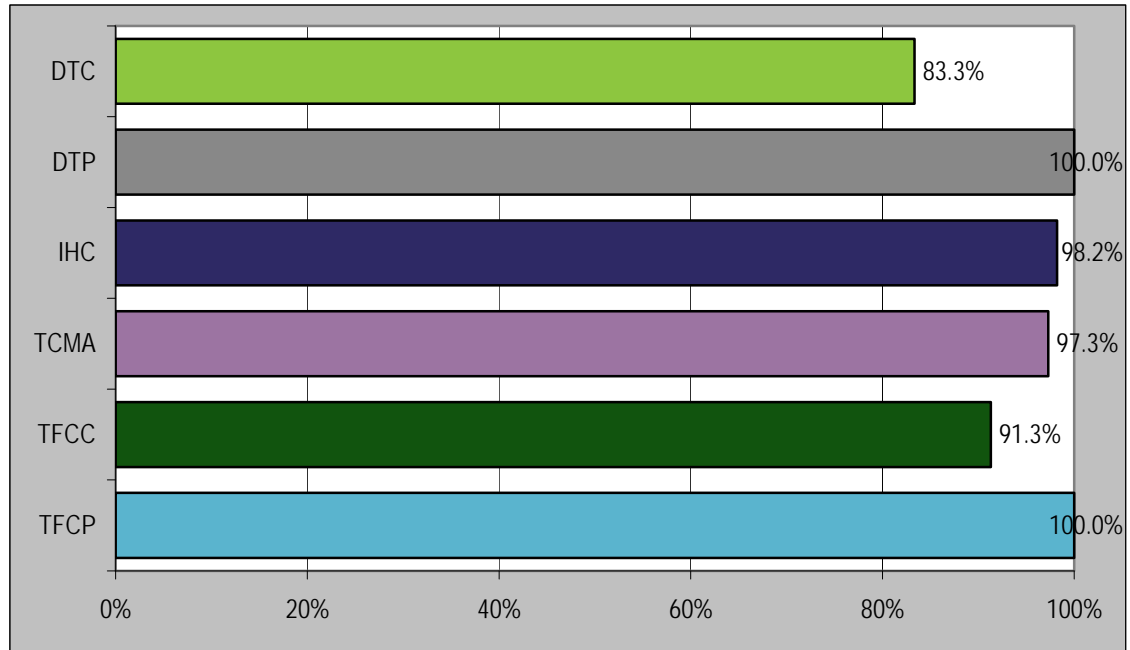
DTC = 24
DTP = 11

IHC = 56
TCMA = 36

TFCC = 23
TFCP = 22

5.5. Met my need

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

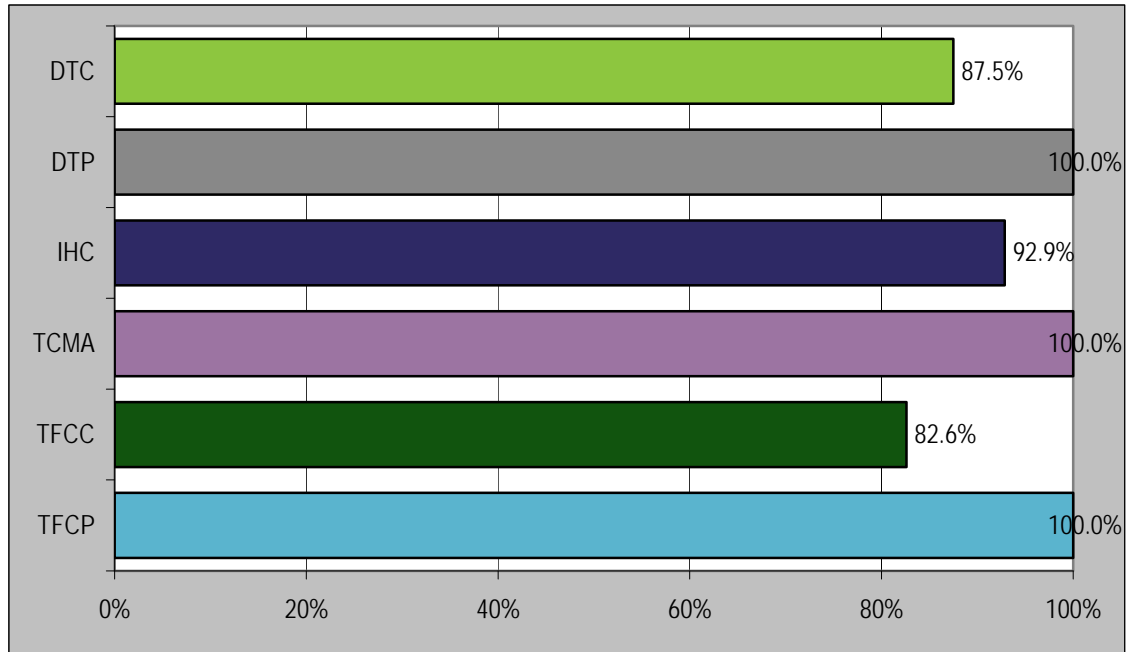
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 23
TFCP = 22

5.6. Services helped me/my family

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

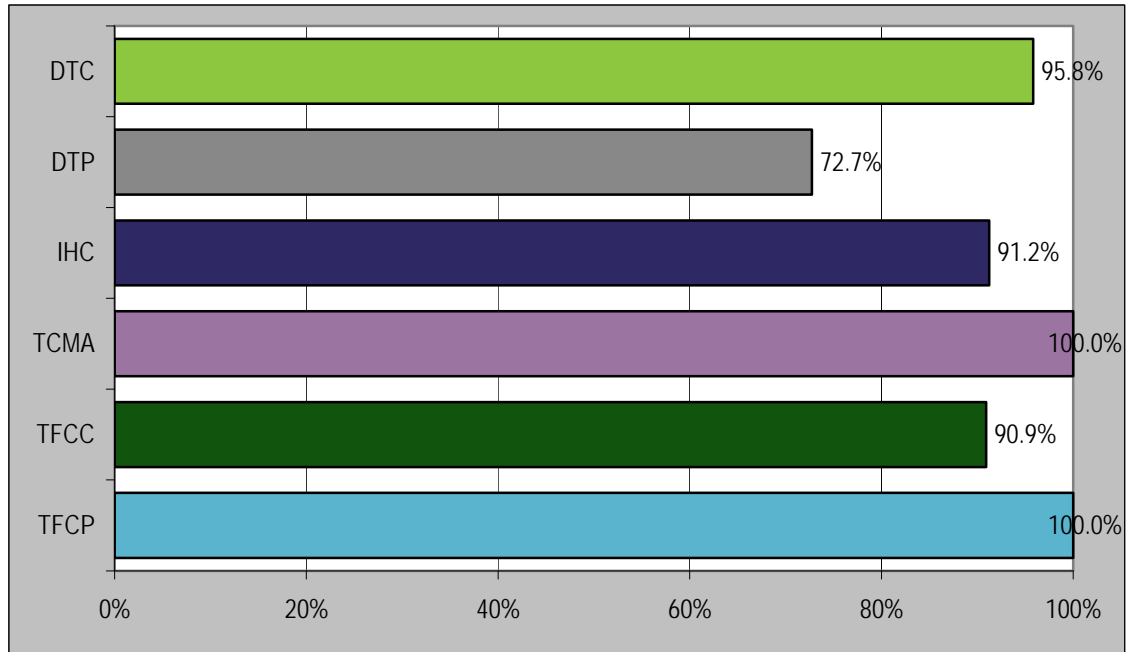
DTC = 24
DTP = 11

IHC = 56
TCMA = 37

TFCC = 23
TFCP = 22

5.7. Notice improvements

Percent positive (agree + strongly agree)



Total number of respondents per group for this item

DTC = 24
DTP = 11

IHC = 57
TCMA = 35

TFCC = 22
TFCP = 22

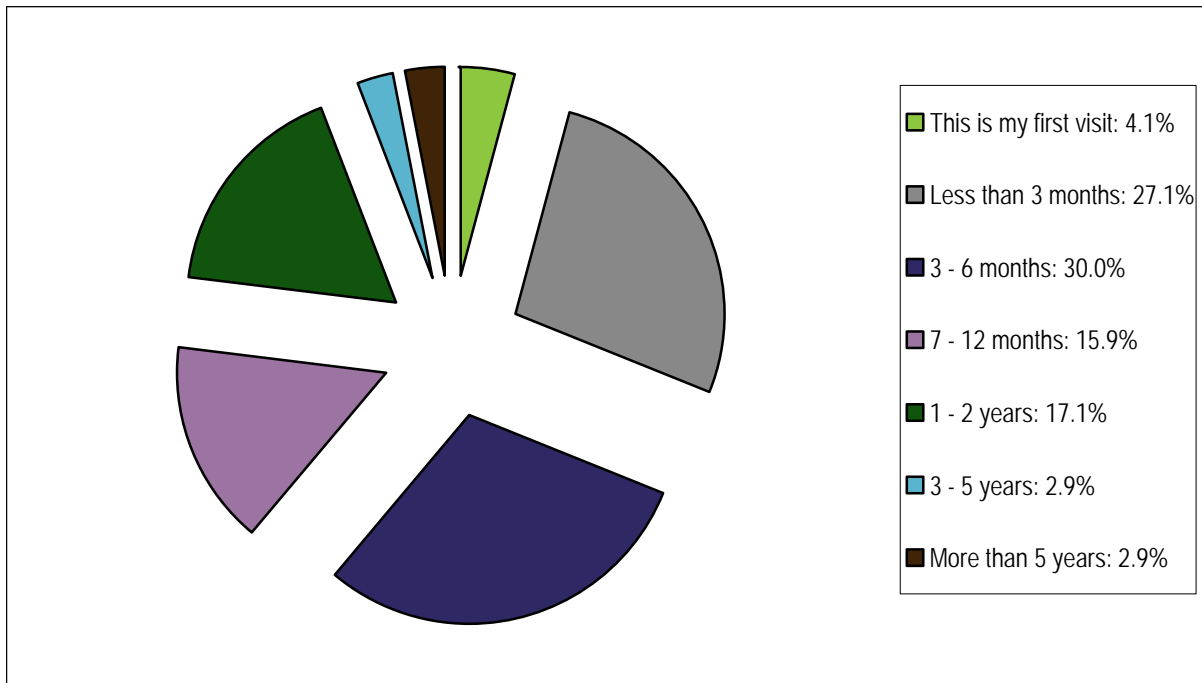
4. Demographic Characteristics of Respondents

4.1. All respondents for current quarter

This section provides a summary of demographic characteristics for the respondents for the current quarter at the organizational level.

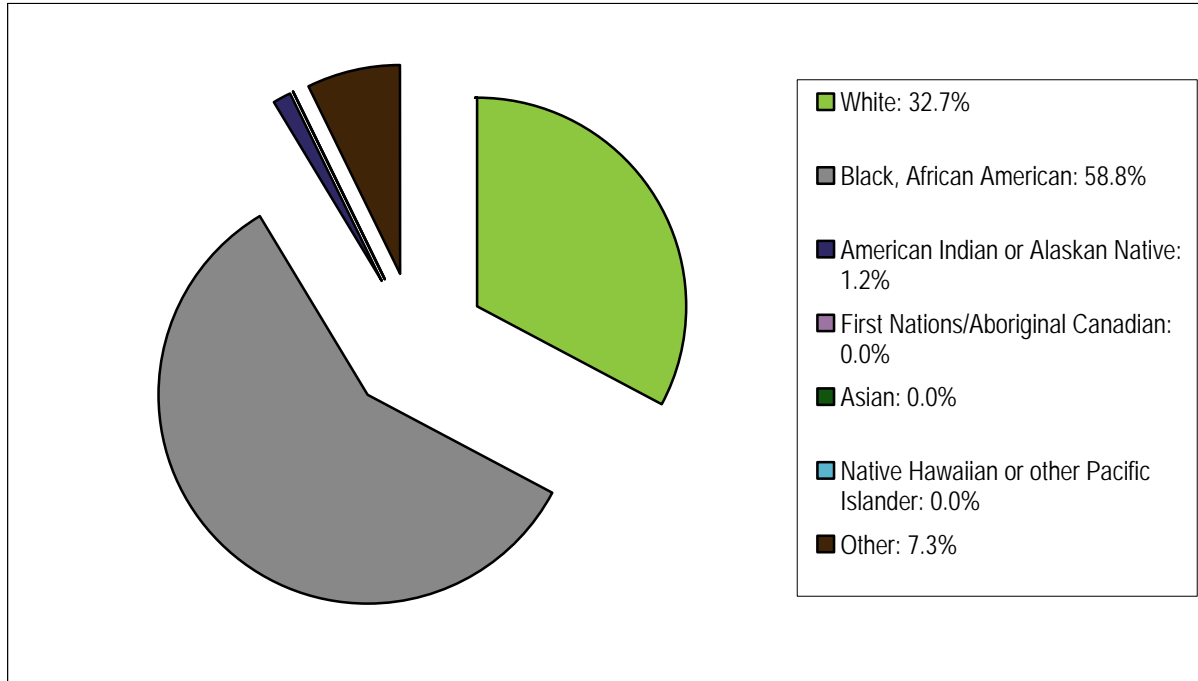
1. Length of time receiving services

n= 170



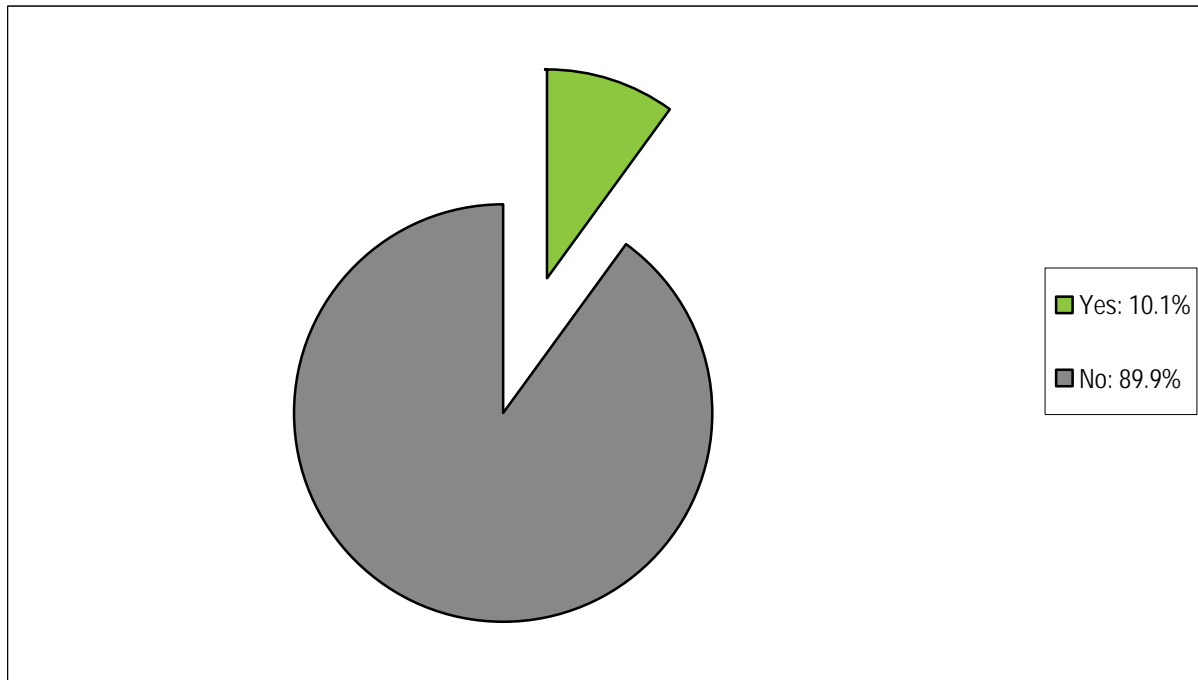
2. Race

n= 165



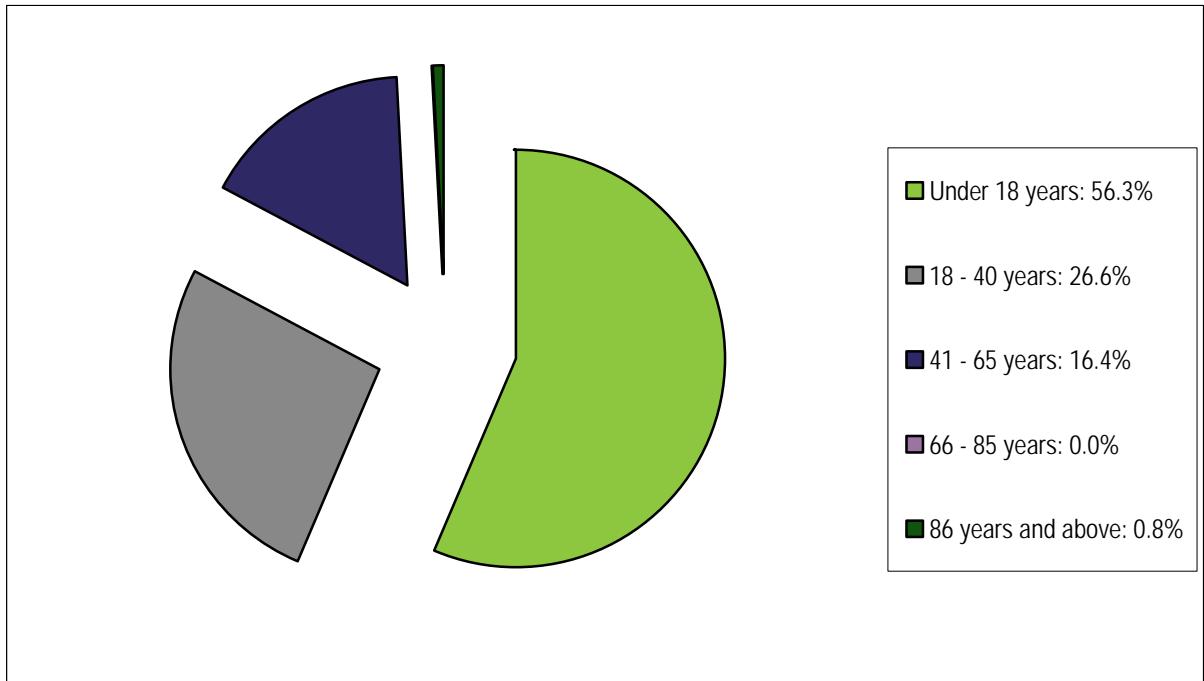
3. Spanish/Hispanic/Latino

n= 168



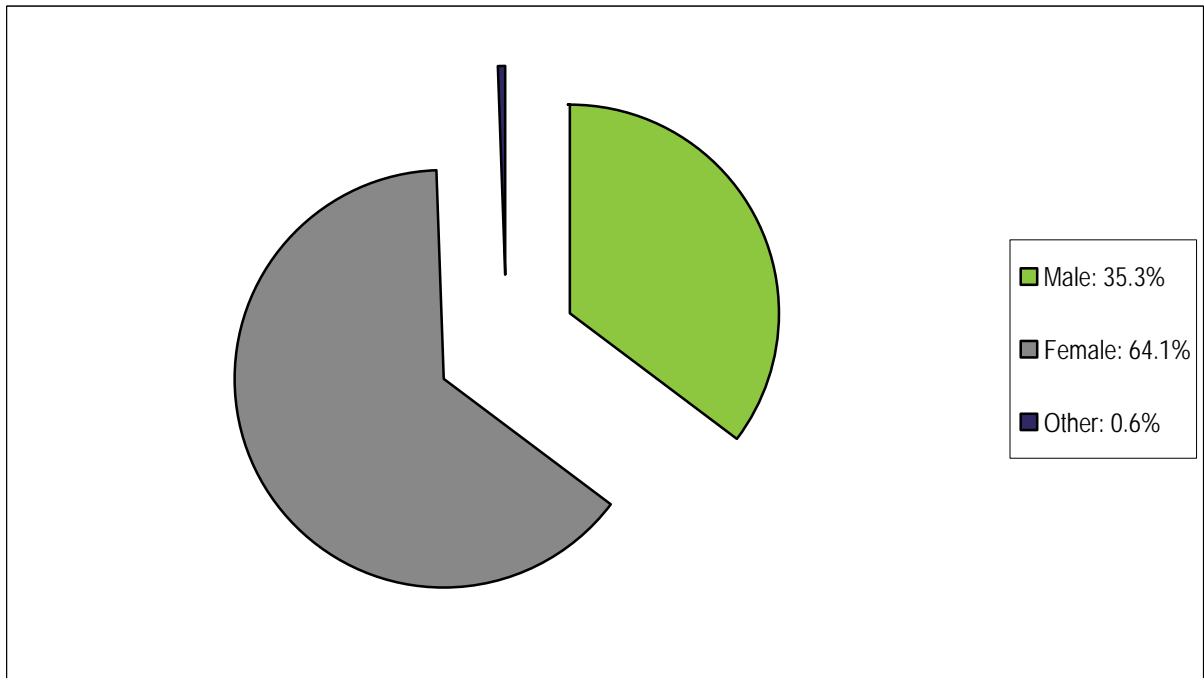
4. Age

n= 128



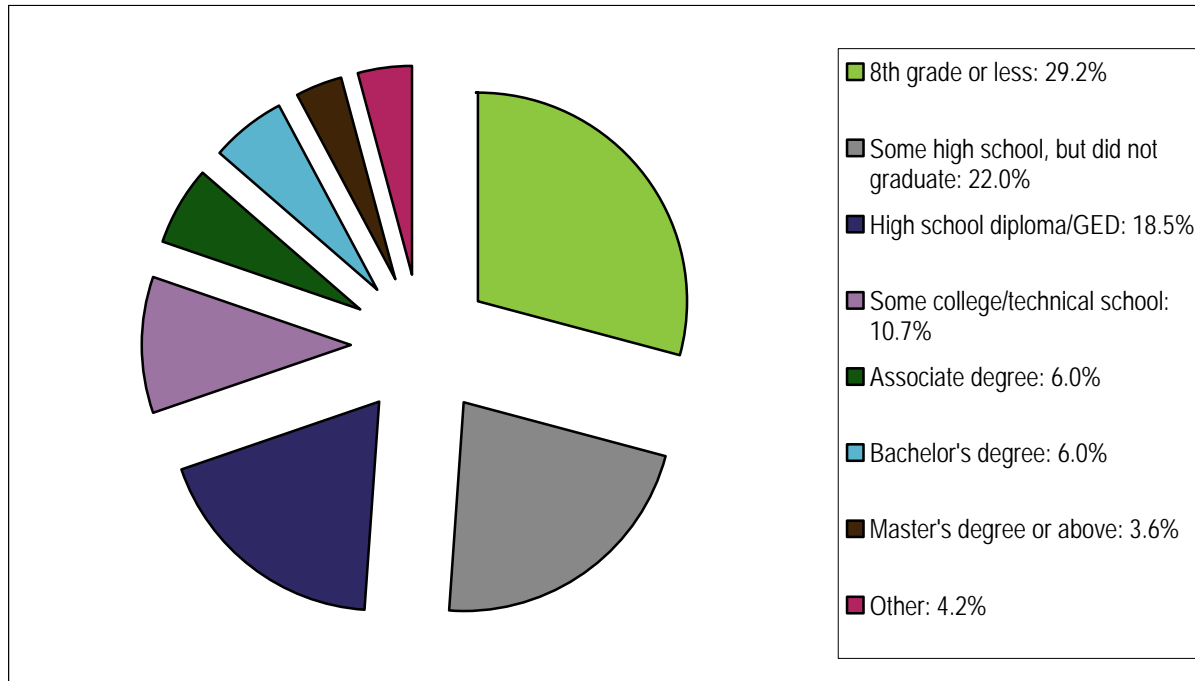
5. Gender

n= 170



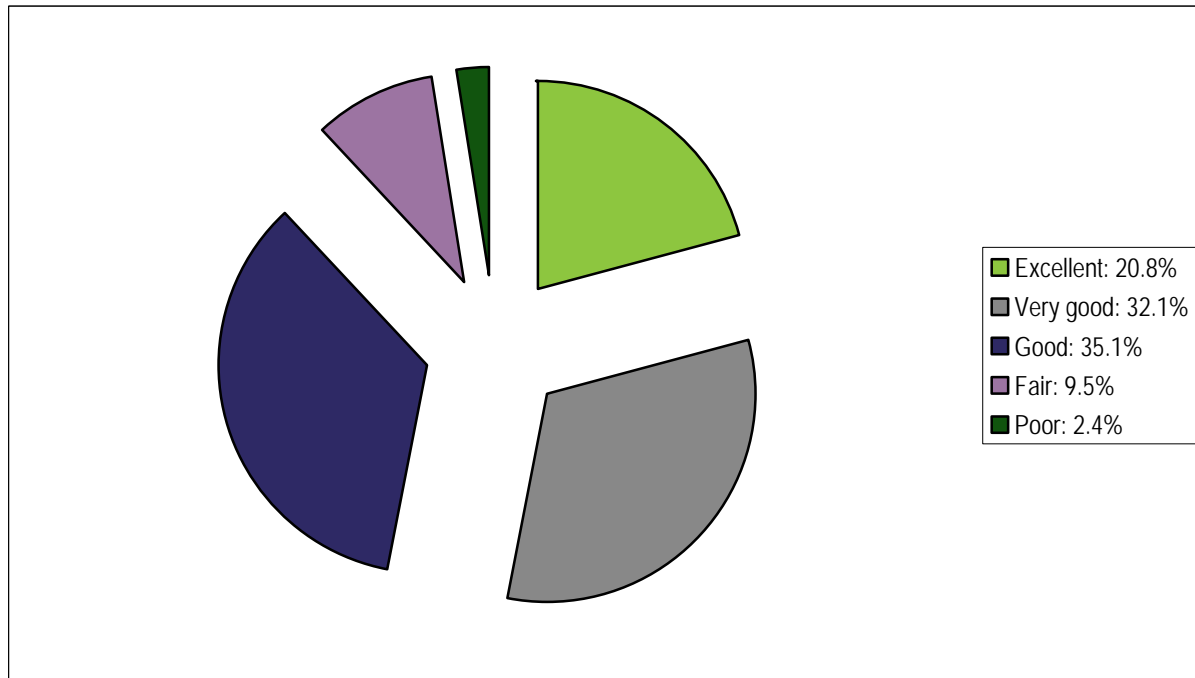
6. Educational level

n= 168



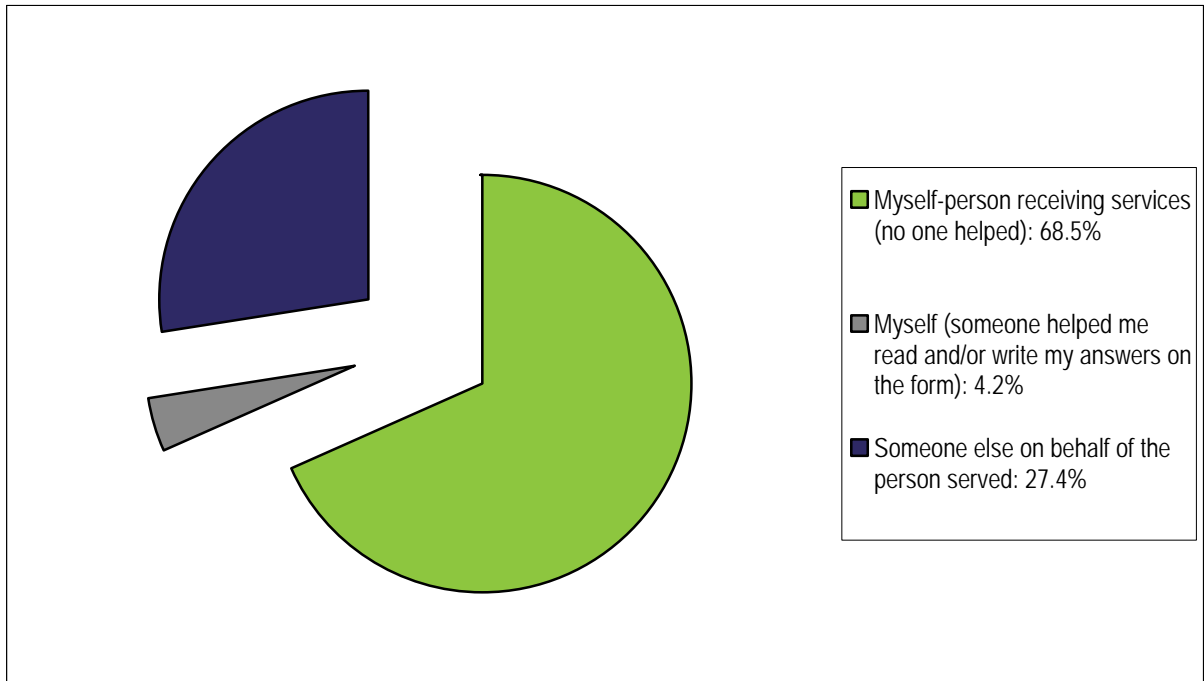
7. Health status

n= 168



8. Who answered questions?

n= 168



4.2. Demographics for respondents by site

This section reports survey results for each demographic characteristic. It provides percentages of items for the current quarter, by site. (Blank cells represent no response.)

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
1. Length of time receiving services												
This is my first visit	3	12.5%	1	9.1%					3	13.6%		
Less than 3 months	6	25.0%	4	36.4%	30	53.6%	4	11.4%	1	4.5%	1	4.5%
3 - 6 months	9	37.5%	4	36.4%	19	33.9%	9	25.7%	6	27.3%	4	18.2%
7 - 12 months	5	20.8%	2	18.2%	5	8.9%	11	31.4%	1	4.5%	3	13.6%
1 - 2 years					2	3.6%	11	31.4%	7	31.8%	9	40.9%
3 - 5 years	1	4.2%							3	13.6%	1	4.5%
More than 5 years									1	4.5%	4	18.2%
Total	24	100.0%	11	100.0%	56	100.0%	35	100.0%	22	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
2. Race												
White	1	5.0%	1	9.1%	34	61.8%	13	38.2%	1	4.3%	4	18.2%
Black, African American	18	90.0%	10	90.9%	14	25.5%	21	61.8%	18	78.3%	16	72.7%
American Indian or Alaskan Native					2	3.6%						
First Nations/Aboriginal Canadian												
Asian												
Native Hawaiian or other Pacific Islander												
Other	1	5.0%			5	9.1%			4	17.4%	2	9.1%
Total	20	100.0%	11	100.0%	55	100.0%	34	100.0%	23	100.0%	22	100.0%

Note: Whole numbers only are presented for categories with less than ten responses.

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
3. Spanish/Hispanic/Latino												
Yes	4	18.2%			7	12.3%	2	5.7%	3	13.6%	1	4.5%
No	18	81.8%	10	100.0%	50	87.7%	33	94.3%	19	86.4%	21	95.5%
Total	22	100.0%	10	100.0%	57	100.0%	35	100.0%	22	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
4. Age												
Under 18 years	15	93.8%	1		21	46.7%	17	58.6%	11	73.3%	7	41.2%
18 - 40 years			4		15	33.3%	5	17.2%	4	26.7%	7	41.2%
41 - 65 years			2		9	20.0%	7	24.1%			3	17.6%
66 - 85 years												
86 years and above	1	6.3%										
Total	16	100.0%	7		45	100.0%	29	100.0%	15	100.0%	17	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
5. Gender												
Male	12	50.0%	6	54.5%	12	21.4%	15	44.1%	9	39.1%	6	27.3%
Female	11	45.8%	5	45.5%	44	78.6%	19	55.9%	14	60.9%	16	72.7%
Other	1	4.2%										
Total	24	100.0%	11	100.0%	56	100.0%	34	100.0%	23	100.0%	22	100.0%

Note: Whole numbers only are presented for categories with less than ten responses.

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
6. Educational level												
8th grade or less	14	58.3%			11	20.4%	11	31.4%	11	50.0%	2	9.1%
Some high school, but did not graduate	7	29.2%	2	18.2%	12	22.2%	5	14.3%	8	36.4%	3	13.6%
High school diploma/GED	2	8.3%	6	54.5%	8	14.8%	5	14.3%	3	13.6%	7	31.8%
Some college/technical school					12	22.2%	6	17.1%				
Associate degree					4	7.4%	2	5.7%			4	18.2%
Bachelor's degree			2	18.2%	2	3.7%	1	2.9%			5	22.7%
Master's degree or above	1	4.2%			1	1.9%	3	8.6%			1	4.5%
Other			1	9.1%	4	7.4%	2	5.7%				
Total	24	100.0%	11	100.0%	54	100.0%	35	100.0%	22	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
7. Health status												
Excellent	8	34.8%	3	27.3%	10	18.2%	6	17.1%	6	27.3%	2	9.1%
Very good	8	34.8%	3	27.3%	13	23.6%	12	34.3%	8	36.4%	10	45.5%
Good	4	17.4%	5	45.5%	20	36.4%	13	37.1%	7	31.8%	10	45.5%
Fair	3	13.0%			10	18.2%	2	5.7%	1	4.5%		
Poor					2	3.6%	2	5.7%				
Total	23	100.0%	11	100.0%	55	100.0%	35	100.0%	22	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
8. Who answered questions?												
Myself-person receiving services (no one helped)	23	95.8%	10	90.9%	27	50.0%	17	47.2%	19	90.5%	19	86.4%
Myself (someone helped me read and/or write my answers on the form)	1	4.2%	1	9.1%	2	3.7%	1	2.8%	2	9.5%		
Someone else on behalf of the person served					25	46.3%	18	50.0%			3	13.6%
Total	24	100.0%	11	100.0%	54	100.0%	36	100.0%	21	100.0%	22	100.0%

5. Custom Items

This section reports results for each custom item provided by your organization. It provides descriptive statistics for the current quarter, summarized by program and at the organizational level.

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
1. My Day Treatment worker is sensitive to my needs.												
Strongly Disagree									1	4.2%		
Disagree	5	21.7%			3	5.4%			2	8.3%		
Agree	14	60.9%	4	36.4%	21	37.5%	18	50.0%	15	62.5%	13	59.1%
Strongly Agree	4	17.4%	7	63.6%	32	57.1%	18	50.0%	6	25.0%	9	40.9%
Total	23	100.0%	11	100.0%	56	100.0%	36	100.0%	24	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
2 I have talked to my Day Treatment worker about my cultural preferences.												
Strongly Disagree												
Disagree	5	20.8%			10	17.9%			3	13.0%		
Agree	15	62.5%	8	72.7%	26	46.4%	23	63.9%	16	69.6%	17	77.3%
Strongly Agree	4	16.7%	3	27.3%	20	35.7%	13	36.1%	4	17.4%	5	22.7%
Total	24	100.0%	11	100.0%	56	100.0%	36	100.0%	23	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
3. My Day Treatment worker explains why we are doing specific activities.												
Strongly Disagree	1	4.3%										
Disagree	1	4.3%			2	3.7%			3	12.5%		
Agree	17	73.9%	6	54.5%	21	38.9%	17	47.2%	16	66.7%	15	68.2%
Strongly Agree	4	17.4%	5	45.5%	31	57.4%	19	52.8%	5	20.8%	7	31.8%
Total	23	100.0%	11	100.0%	54	100.0%	36	100.0%	24	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
4. My Day Treatment worker talks to me about the goals on my PCP.												
Strongly Disagree												
Disagree	2	8.3%			2	3.7%			4	16.7%		
Agree	15	62.5%	7	63.6%	21	38.9%	15	41.7%	15	62.5%	14	63.6%
Strongly Agree	7	29.2%	4	36.4%	31	57.4%	21	58.3%	5	20.8%	8	36.4%
Total	24	100.0%	11	100.0%	54	100.0%	36	100.0%	24	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
5. I receive all services listed on my PCP.												
Strongly Disagree												
Disagree	2	8.3%	1	9.1%	2	3.7%			2	8.3%		
Agree	19	79.2%	5	45.5%	25	46.3%	18	50.0%	15	62.5%	14	63.6%
Strongly Agree	3	12.5%	5	45.5%	27	50.0%	18	50.0%	7	29.2%	8	36.4%
Total	24	100.0%	11	100.0%	54	100.0%	36	100.0%	24	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
6. My Day Treatment worker is available to work with me at times that are convenient.												
Strongly Disagree												
Disagree	2	8.3%			2	3.5%						
Agree	17	70.8%	7	63.6%	21	36.8%	16	44.4%	18	75.0%	14	63.6%
Strongly Agree	5	20.8%	4	36.4%	34	59.6%	20	55.6%	6	25.0%	8	36.4%
Total	24	100.0%	11	100.0%	57	100.0%	36	100.0%	24	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
7. I am learning new skills from my Day Treatment worker that help me cope with my problems.												
Strongly Disagree	1	4.3%			1	1.8%						
Disagree	1	4.3%			3	5.3%	1	2.9%	2	8.3%		
Agree	17	73.9%	8	72.7%	26	45.6%	19	54.3%	16	66.7%	13	59.1%
Strongly Agree	4	17.4%	3	27.3%	27	47.4%	15	42.9%	6	25.0%	9	40.9%
Total	23	100.0%	11	100.0%	57	100.0%	35	100.0%	24	100.0%	22	100.0%

	DTC		DTP		IHC		TCMA		TFCC		TFCP	
	n	%	n	%	n	%	n	%	n	%	n	%
8. I attend regularly scheduled treatment team meetings with my Day Treatment worker.												
Strongly Disagree					1	1.8%			1	4.2%		
Disagree	2	8.3%	1	9.1%	2	3.6%			1	4.2%		
Agree	18	75.0%	4	36.4%	24	42.9%	17	48.6%	15	62.5%	16	72.7%
Strongly Agree	4	16.7%	6	54.5%	29	51.8%	18	51.4%	7	29.2%	6	27.3%
Total	24	100.0%	11	100.0%	56	100.0%	35	100.0%	24	100.0%	22	100.0%

Appendix A. Survey Item Response Summary by Site by Rating Category

The following tables show the frequency distribution for each item for the current quarter, broken out by site.

DTC

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service responsiveness					
1.1. Service times OK for me	24		12.5%	83.3%	4.2%
1.2. Got what I needed, when I needed it	24	4.2%	16.7%	70.8%	8.3%
1.3. Enough staff to meet needs	24		12.5%	62.5%	25.0%
1.4. Got needed services as soon as I needed	24	4.2%	45.8%	45.8%	4.2%
1.5. Got help when I needed it	24	4.2%	45.8%	37.5%	12.5%
1.6. Staff responded quickly to emergency call	24		20.8%	62.5%	16.7%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed choice					
2.1. Staff made accommodations	23		13.0%	73.9%	13.0%
2.2. Staff paid attention to what I said	24		12.5%	70.8%	16.7%
2.3. Opportunity to make important choices	24		4.2%	75.0%	20.8%
2.4. Options explained in language I understood	24		8.3%	70.8%	20.8%
2.5. I agreed with goals in my plan	23		4.3%	73.9%	21.7%
2.6. I established goals	24		8.3%	66.7%	25.0%
2.7. Given enough information to make decisions	24		4.2%	79.2%	16.7%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
3.1. Respectful of culture	24	4.2%		58.3%	37.5%
3.2. Respected as a person	24		8.3%	50.0%	41.7%
3.3. Staff respected privacy	24		25.0%	62.5%	12.5%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
4.1. Able to deal with everyday activities	24		4.2%	79.2%	16.7%
4.2. Able to make important choices	24		4.2%	58.3%	37.5%
4.3. Know where/how to get help in community	23			60.9%	39.1%
4.4. Able to do needed things without barriers	24		12.5%	66.7%	20.8%
4.5. Participate in activities I want	24	4.2%	37.5%	37.5%	20.8%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall value					
5.1. Would recommend to friend	24	20.8%	25.0%	37.5%	16.7%
5.2. Services met my expectations	24		12.5%	79.2%	8.3%
5.3. Felt safe here	24		16.7%	58.3%	25.0%
5.4. Services enabled me to do things better	24		16.7%	62.5%	20.8%
5.5. Met my need	24		16.7%	66.7%	16.7%
5.6. Services helped me/my family	24		12.5%	62.5%	25.0%
5.7. Notice improvements	24		4.2%	66.7%	29.2%

DTP

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service responsiveness					
1.1. Service times OK for me	11		9.1%	54.5%	36.4%
1.2. Got what I needed, when I needed it	11			72.7%	27.3%
1.3. Enough staff to meet needs	11		18.2%	54.5%	27.3%
1.4. Got needed services as soon as I needed	11		9.1%	45.5%	45.5%
1.5. Got help when I needed it	11		18.2%	54.5%	27.3%
1.6. Staff responded quickly to emergency call	11		18.2%	36.4%	45.5%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed choice					
2.1. Staff made accommodations	11			63.6%	36.4%
2.2. Staff paid attention to what I said	11			63.6%	36.4%
2.3. Opportunity to make important choices	11			54.5%	45.5%
2.4. Options explained in language I understood	11		9.1%	36.4%	54.5%
2.5. I agreed with goals in my plan	11			45.5%	54.5%
2.6. I established goals	11		9.1%	27.3%	63.6%
2.7. Given enough information to make decisions	10		10.0%	10.0%	80.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
3.1. Respectful of culture	11			27.3%	72.7%
3.2. Respected as a person	11			27.3%	72.7%
3.3. Staff respected privacy	11		9.1%	27.3%	63.6%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
4.1. Able to deal with everyday activities	11		18.2%	54.5%	27.3%
4.2. Able to make important choices	11			63.6%	36.4%
4.3. Know where/how to get help in community	11		9.1%	63.6%	27.3%
4.4. Able to do needed things without barriers	11		18.2%	54.5%	27.3%
4.5. Participate in activities I want	11		9.1%	54.5%	36.4%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall value					
5.1. Would recommend to friend	11			45.5%	54.5%
5.2. Services met my expectations	11			54.5%	45.5%
5.3. Felt safe here	11			36.4%	63.6%
5.4. Services enabled me to do things better	11		9.1%	45.5%	45.5%
5.5. Met my need	11			45.5%	54.5%
5.6. Services helped me/my family	11			54.5%	45.5%
5.7. Notice improvements	11		27.3%	36.4%	36.4%

IHC

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service responsiveness					
1.1. Service times OK for me	56		1.8%	39.3%	58.9%
1.2. Got what I needed, when I needed it	56		1.8%	50.0%	48.2%
1.3. Enough staff to meet needs	56			39.3%	60.7%
1.4. Got needed services as soon as I needed	56		5.4%	46.4%	48.2%
1.5. Got help when I needed it	56		5.4%	50.0%	44.6%
1.6. Staff responded quickly to emergency call	53		3.8%	50.9%	45.3%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed choice					
2.1. Staff made accommodations	56		5.4%	39.3%	55.4%
2.2. Staff paid attention to what I said	56		1.8%	42.9%	55.4%
2.3. Opportunity to make important choices	55		1.8%	43.6%	54.5%
2.4. Options explained in language I understood	56	1.8%		44.6%	53.6%
2.5. I agreed with goals in my plan	55			43.6%	56.4%
2.6. I established goals	54		7.4%	48.1%	44.4%
2.7. Given enough information to make decisions	55	1.8%	5.5%	47.3%	45.5%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
3.1. Respectful of culture	57			36.8%	63.2%
3.2. Respected as a person	57		1.8%	33.3%	64.9%
3.3. Staff respected privacy	56		5.4%	30.4%	64.3%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
4.1. Able to deal with everyday activities	56		3.6%	66.1%	30.4%
4.2. Able to make important choices	56			53.6%	46.4%
4.3. Know where/how to get help in community	56		12.5%	50.0%	37.5%
4.4. Able to do needed things without barriers	54		7.4%	57.4%	35.2%
4.5. Participate in activities I want	55		3.6%	56.4%	40.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall value					
5.1. Would recommend to friend	56		7.1%	35.7%	57.1%
5.2. Services met my expectations	56		3.6%	44.6%	51.8%
5.3. Felt safe here	56		1.8%	41.1%	57.1%
5.4. Services enabled me to do things better	56		7.1%	48.2%	44.6%
5.5. Met my need	56		1.8%	44.6%	53.6%
5.6. Services helped me/my family	56		7.1%	35.7%	57.1%
5.7. Notice improvements	57	1.8%	7.0%	49.1%	42.1%

TCMA

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service responsiveness					
1.1. Service times OK for me	37	2.7%	2.7%	45.9%	48.6%
1.2. Got what I needed, when I needed it	37		2.7%	56.8%	40.5%
1.3. Enough staff to meet needs	37	2.7%		62.2%	35.1%
1.4. Got needed services as soon as I needed	37		2.7%	59.5%	37.8%
1.5. Got help when I needed it	36		5.6%	58.3%	36.1%
1.6. Staff responded quickly to emergency call	35			62.9%	37.1%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed choice					
2.1. Staff made accommodations	37			54.1%	45.9%
2.2. Staff paid attention to what I said	37			51.4%	48.6%
2.3. Opportunity to make important choices	36			58.3%	41.7%
2.4. Options explained in language I understood	37		2.7%	40.5%	56.8%
2.5. I agreed with goals in my plan	37			45.9%	54.1%
2.6. I established goals	37		2.7%	48.6%	48.6%
2.7. Given enough information to make decisions	37			48.6%	51.4%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
3.1. Respectful of culture	36			50.0%	50.0%
3.2. Respected as a person	36			50.0%	50.0%
3.3. Staff respected privacy	36			47.2%	52.8%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
4.1. Able to deal with everyday activities	34		2.9%	67.6%	29.4%
4.2. Able to make important choices	34			67.6%	32.4%
4.3. Know where/how to get help in community	34		2.9%	61.8%	35.3%
4.4. Able to do needed things without barriers	35		8.6%	54.3%	37.1%
4.5. Participate in activities I want	34		5.9%	55.9%	38.2%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall value					
5.1. Would recommend to friend	37			54.1%	45.9%
5.2. Services met my expectations	37			54.1%	45.9%
5.3. Felt safe here	36			55.6%	44.4%
5.4. Services enabled me to do things better	36		2.8%	55.6%	41.7%
5.5. Met my need	37		2.7%	56.8%	40.5%
5.6. Services helped me/my family	37			56.8%	43.2%
5.7. Notice improvements	35			62.9%	37.1%

TFCC

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service responsiveness					
1.1. Service times OK for me	24			83.3%	16.7%
1.2. Got what I needed, when I needed it	23	4.3%		78.3%	17.4%
1.3. Enough staff to meet needs	24		12.5%	58.3%	29.2%
1.4. Got needed services as soon as I needed	23	4.3%	13.0%	69.6%	13.0%
1.5. Got help when I needed it	24		8.3%	70.8%	20.8%
1.6. Staff responded quickly to emergency call	24		8.3%	70.8%	20.8%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed choice					
2.1. Staff made accommodations	23	4.3%		78.3%	17.4%
2.2. Staff paid attention to what I said	24	4.2%	16.7%	58.3%	20.8%
2.3. Opportunity to make important choices	24	4.2%	8.3%	62.5%	25.0%
2.4. Options explained in language I understood	23		8.7%	65.2%	26.1%
2.5. I agreed with goals in my plan	23		13.0%	52.2%	34.8%
2.6. I established goals	24	4.2%	16.7%	50.0%	29.2%
2.7. Given enough information to make decisions	24		4.2%	66.7%	29.2%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
3.1. Respectful of culture	24	4.2%		58.3%	37.5%
3.2. Respected as a person	24		8.3%	45.8%	45.8%
3.3. Staff respected privacy	24	4.2%		58.3%	37.5%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
4.1. Able to deal with everyday activities	24	4.2%	12.5%	62.5%	20.8%
4.2. Able to make important choices	24		20.8%	58.3%	20.8%
4.3. Know where/how to get help in community	24		16.7%	62.5%	20.8%
4.4. Able to do needed things without barriers	23		26.1%	52.2%	21.7%
4.5. Participate in activities I want	24		29.2%	50.0%	20.8%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall value					
5.1. Would recommend to friend	23		21.7%	65.2%	13.0%
5.2. Services met my expectations	22		18.2%	63.6%	18.2%
5.3. Felt safe here	23			78.3%	21.7%
5.4. Services enabled me to do things better	23		13.0%	60.9%	26.1%
5.5. Met my need	23		8.7%	78.3%	13.0%
5.6. Services helped me/my family	23		17.4%	60.9%	21.7%
5.7. Notice improvements	22		9.1%	63.6%	27.3%

TFCP

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service responsiveness					
1.1. Service times OK for me	22			68.2%	31.8%
1.2. Got what I needed, when I needed it	22			63.6%	36.4%
1.3. Enough staff to meet needs	22	4.5%		63.6%	31.8%
1.4. Got needed services as soon as I needed	22		4.5%	54.5%	40.9%
1.5. Got help when I needed it	22			63.6%	36.4%
1.6. Staff responded quickly to emergency call	22	4.5%	4.5%	59.1%	31.8%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed choice					
2.1. Staff made accommodations	22			68.2%	31.8%
2.2. Staff paid attention to what I said	22			68.2%	31.8%
2.3. Opportunity to make important choices	22			63.6%	36.4%
2.4. Options explained in language I understood	22			59.1%	40.9%
2.5. I agreed with goals in my plan	22			59.1%	40.9%
2.6. I established goals	22			59.1%	40.9%
2.7. Given enough information to make decisions	22			68.2%	31.8%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
3.1. Respectful of culture	22			63.6%	36.4%
3.2. Respected as a person	22			63.6%	36.4%
3.3. Staff respected privacy	22			54.5%	45.5%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
4.1. Able to deal with everyday activities	22			68.2%	31.8%
4.2. Able to make important choices	22			77.3%	22.7%
4.3. Know where/how to get help in community	22		4.5%	72.7%	22.7%
4.4. Able to do needed things without barriers	22	4.5%	4.5%	63.6%	27.3%
4.5. Participate in activities I want	22			72.7%	27.3%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall value					
5.1. Would recommend to friend	22			54.5%	45.5%
5.2. Services met my expectations	22		4.5%	59.1%	36.4%
5.3. Felt safe here	22			59.1%	40.9%
5.4. Services enabled me to do things better	22			63.6%	36.4%
5.5. Met my need	22			63.6%	36.4%
5.6. Services helped me/my family	22			63.6%	36.4%
5.7. Notice improvements	22			63.6%	36.4%