

Fairfield County ADAMH System
Client Satisfaction Survey
September, 2006

Percent of Respondents Indicating "Strongly Agree"

		MOPS	All Agencies	Range		
				Max	Min	Difference
1.	I like the services I received here.	70.7%	68.9%	83.3%	50.0%	33.3%
2.	If I had other choices, I would still get services from this agency.	67.4%	60.9%	83.3%	27.3%	56.0%
3.	I would recommend this agency to a friend or family member.	70.7%	64.7%	83.3%	35.0%	48.3%
4.	The location of services was convenient (parking, public trans, distance, etc.)	41.3%	53.0%	81.8%	18.2%	63.6%
5.	Staff were willing to see me as often as I felt it was necessary.	70.3%	64.2%	83.3%	42.9%	40.4%
6.	Staff returned my call in 24 hours.	65.9%	58.7%	75.0%	28.6%	46.4%
7.	Services were available at times that were good for me.	67.4%	60.5%	83.3%	31.8%	51.5%
8.	I was able to get all the services I thought I needed.	62.9%	58.6%	75.0%	40.9%	34.1%
9.	I was able to see a psychiatrist when I wanted to.	59.5%	48.8%	75.0%	15.4%	59.6%
10.	Staff here believe that I can grow, change and recover.	65.9%	60.8%	72.7%	45.5%	27.2%
11.	I felt comfortable asking questions about my treatment and medication.	64.8%	65.8%	80.0%	45.5%	34.5%
12.	I felt free to complain	63.1%	59.9%	81.8%	38.1%	43.7%
13.	I was given information about my rights.	73.6%	66.1%	81.8%	36.4%	45.4%
14.	Staff encouraged me to take responsibility for how I live my life.	64.4%	61.7%	80.0%	36.4%	43.6%
15.	Staff told me what side effects to watch out for.	56.9%	58.1%	75.0%	45.5%	29.5%
16.	Staff respected my wishes about who is and who is not to be given information about my treatment.	70.5%	69.2%	81.8%	54.5%	27.3%
17.	I, not staff, decided my treatment goals.	59.6%	49.9%	80.0%	18.2%	61.8%
18.	Staff were sensitive to my cultural background (race, religion, language, etc.)	62.2%	60.6%	75.0%	38.1%	36.9%
19.	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	63.4%	58.4%	70.0%	50.0%	20.0%
20.	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	56.3%	54.4%	66.7%	33.3%	33.4%
21.	I deal more effectively with daily problems.	47.7%	44.1%	58.3%	22.7%	35.6%
22.	I am better able to control my life.	47.7%	40.7%	58.3%	18.2%	40.1%
23.	I am better able to deal with crisis.	42.4%	42.5%	63.6%	22.7%	40.9%
24.	I am getting along better with my family.	45.8%	39.7%	46.2%	22.7%	23.5%
25.	I do better in social situations.	43.9%	35.9%	46.2%	13.6%	32.6%
26.	I do better in school and/or work.	35.4%	37.1%	57.1%	20.0%	37.1%
27.	My housing situation has improved.	35.0%	38.7%	45.5%	28.6%	16.9%
28.	My symptoms are not bothering me as much.	33.3%	34.0%	50.0%	25.0%	25.0%
	Average	57.4%	54.1%	71.2%	32.3%	38.9%
	Maximum	73.6%	69.2%	83.3%	54.5%	63.6%
	Minimum	33.3%	34.0%	45.5%	13.6%	16.9%
	Difference	40.3%	35.2%	37.8%	40.9%	46.7%

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Average
Max
Min
Difference

Data from September 18 - 24, 2006; except New Horizons September 19 - 24, 2006
Report Date: November 10, 2006