

## Adult Consumer Satisfaction Survey Scores for each Question by Response Category for Surveys Administered between 4/19/2009 and 5/2/2009

### MOPS - Franklin County

#### Survey Questions

	Total Response	Strongly Agree		Agree		I am Neutral		Disagree		Strongly Disagree	
1. I like the services I received here.	44	24	54.5%	15	34.1%	5	11.4%	0	0.0%	0	0.0%
2. If I had other choices, I would still get services from this agency.	44	21	47.7%	15	34.1%	7	15.9%	0	0.0%	1	2.3%
3. I would recommend this agency to a friend or family member.	44	23	52.3%	17	38.6%	4	9.1%	0	0.0%	0	0.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	43	22	51.2%	10	23.3%	5	11.6%	4	9.3%	2	4.7%
5. Staff were willing to see me as often as I felt it was necessary.	41	27	65.9%	12	29.3%	1	2.4%	1	2.4%	0	0.0%
6. Staff returned my call in 24 hours.	40	16	40.0%	22	55.0%	1	2.5%	1	2.5%	0	0.0%
7. Services were available at times that were good for me.	44	25	56.8%	15	34.1%	3	6.8%	1	2.3%	0	0.0%
8. I was able to get all the services I thought I needed.	43	22	51.2%	13	30.2%	6	14.0%	2	4.7%	0	0.0%
9. I was able to see a psychiatrist when I wanted to.	35	13	37.1%	15	42.9%	5	14.3%	1	2.9%	1	2.9%
10. Staff here believe that I can grow, change and recover.	43	22	51.2%	18	41.9%	3	7.0%	0	0.0%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	42	23	54.8%	14	33.3%	4	9.5%	1	2.4%	0	0.0%
12. I felt free to complain.	40	19	47.5%	17	42.5%	4	10.0%	0	0.0%	0	0.0%
13. I was given information about my rights.	42	25	59.5%	15	35.7%	2	4.8%	0	0.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	43	19	44.2%	19	44.2%	5	11.6%	0	0.0%	0	0.0%
15. Staff told me what side effects to watch out for.	33	14	42.4%	11	33.3%	8	24.2%	0	0.0%	0	0.0%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	37	22	59.5%	12	32.4%	3	8.1%	0	0.0%	0	0.0%
17. I, not staff, decided my treatment goals.	40	18	45.0%	11	27.5%	7	17.5%	4	10.0%	0	0.0%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	38	20	52.6%	13	34.2%	5	13.2%	0	0.0%	0	0.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	41	17	41.5%	14	34.1%	6	14.6%	4	9.8%	0	0.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	34	8	23.5%	11	32.4%	12	35.3%	3	8.8%	0	0.0%
21. I deal more effectively with daily problems.	43	11	25.6%	18	41.9%	9	20.9%	2	4.7%	3	7.0%
22. I am better able to control my life.	43	10	23.3%	18	41.9%	9	20.9%	4	9.3%	2	4.7%
23. I am better able to deal with crisis.	42	11	26.2%	13	31.0%	13	31.0%	3	7.1%	2	4.8%
24. I am getting along better with my family.	38	10	26.3%	11	28.9%	12	31.6%	5	13.2%	0	0.0%
25. I do better in social situations.	41	8	19.5%	8	19.5%	16	39.0%	7	17.1%	2	4.9%
26. I do better in school and/or work.	28	5	17.9%	8	28.6%	11	39.3%	3	10.7%	1	3.6%
27. My housing situation has improved.	38	7	18.4%	4	10.5%	14	36.8%	9	23.7%	4	10.5%
28. My symptoms are not bothering me as much.	37	4	10.8%	12	32.4%	10	27.0%	6	16.2%	5	13.5%