

# Fairfield County ADAMH Board System Client Satisfaction Results

Most Recent Four Survey Administrations Prior to 09/30/09 Compared to State/Federal Data from FY 2005

	Adults (Appendix A)			Children and Family (Appendix B)			Youth <sup>2</sup> (Appendix C)	
	Board	PPS	U.S. <sup>1</sup>	Board	PPS	U.S. <sup>1</sup>	Board	PPS
<b>Access</b>	<b>92%</b>	<b>86%</b>	<b>84%</b>	<b>82%</b>	<b>81%</b>	<b>82%</b>	<b>78%</b>	<b>70%</b>
<b>Quality/Appropriateness</b>	<b>95%</b>	<b>90%</b>	<b>85%</b>					
<b>Outcomes</b>	<b>71%</b>	<b>70%</b>	<b>71%</b>	<b>65%</b>	<b>61%</b>	<b>73%</b>	<b>70%</b>	<b>66%</b>
<b>Treatment Planning</b>	<b>85%</b>	<b>78%</b>	<b>83%</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>	<b>79%</b>	<b>70%</b>
<b>General Satisfaction</b>	<b>95%</b>	<b>89%</b>	<b>88%</b>	<b>85%</b>	<b>83%</b>	<b>81%</b>	<b>86%</b>	<b>77%</b>
<b>Cultural Sensitivity</b>				<b>95%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>

**Key Indicator:**

**"I would recommend this agency to a friend or family member"**

	Adults (Appendix A)		Children and Family (Appendix B)		Youth <sup>2</sup> (Appendix C)	
	Board	PPS	Board	PPS	Board	PPS
	<b>67%</b>	<b>53%</b>	<b>60%</b>	<b>55%</b>	<b>32%</b>	<b>28%</b>

**DATA CALCULATION NOTES:**

A. Individual questions from the client satisfaction surveys are collapsed into five domains, each domain consists of between 2 and 9 questions. A valid domain must contain at least 66% of the questions in that domain with an answer ranging from 1 to 5. All other responses are considered "missing". Once the domain score is calculated the 'positive' scores in this report are determined. For the Appendix A, a positive score must be an average that is below 2.5 (Appendix A scores range from 1 being most positive to 5 being most negative). For the Appendix B and C, a positive score must be an average that is above 3.5 (Appendix B and C scores range from 5 being the most positive to 1 being the most negative). The percentages in this report = (Total 'Positive' Domains) / (Total Domains).

C. The PPS scores are calculated based on all boards in the PPS region EXCEPT the board listed in the title bar of the report.

D. The KEY INDICATOR section of the report counts the number of MOST POSITIVE (1 for Appendix A, 5 for Appendix B and C) responses for the question "I would recommend this agency to a friend or family member" and divides that by the total valid responses (Responses between 1 and 5) received for the same question.

**Footnotes:**

1. Source: United States Department of Health and Human Resources, SAMHSA (Substance Abuse and Mental Health Services Organization), National Center for Mental Health Statistics, Center for Mental Health Services (CMHS) [http://download.ncadi.samhsa.gov/ken/pdf/URS\\_Data05/OH.pdf](http://download.ncadi.samhsa.gov/ken/pdf/URS_Data05/OH.pdf) (2005 CMHS Uniform Reporting System Output Table, Pages 29-31)
2. The Youth Self-Report Survey is considered optional at the federal level.