

**Satisfaction Survey Results by Response for Fairfield County - 10194 MOPS - Franklin**

**Survey Dates: 12/5/2010 through 12/18/2010**

**Adult Consumer Satisfaction Survey ACSS - (Ohio Version MHSIP 03-09-10)**

Strongly Agree (1)      Agree (2)      Neutral (3)      Disagree (4)      Str Disagree (5)      Total:

**\*Note: Domain scores less than 2.5 are considered 'positive'**

Count: Pct:      Count: Pct:      Count: Pct:      Count: Pct:      Count: Pct:

1. I like the services that I received here.	20	56%	13	36%	3	8%	0	0%	0	0%	36
2. If I had other choices, I would still get services from this agency.	21	58%	12	33%	2	6%	1	3%	0	0%	36
3. I would recommend this agency to a friend or family member.	19	53%	14	39%	3	8%	0	0%	0	0%	36
<b>General Satisfaction:</b>	<b>Domain Average: 1.54</b>										
4. The location of services was convenient.	17	47%	10	28%	3	8%	3	8%	3	8%	36
5. Staff were willing to see me as often as I felt it was necessary.	22	65%	10	28%	2	6%	0	0%	0	0%	34
6. Staff returned my call in 24 hours.	20	61%	9	27%	3	9%	1	3%	0	0%	33
7. Services were available at times that were good for me.	20	56%	14	39%	1	3%	0	0%	1	3%	36
8. I was able to get all the services I thought I needed.	15	42%	16	44%	5	14%	0	0%	0	0%	36
9. I was able to see a psychiatrist when I wanted to.	15	45%	11	33%	4	12%	2	6%	1	3%	33
<b>Access:</b>	<b>Domain Average: 1.72</b>										
10. Staff here believe that I can grow, change and recover.	21	64%	9	27%	3	9%	0	0%	0	0%	33
12. I felt free to complain.	19	53%	11	31%	5	14%	1	3%	0	0%	36
13. I was given information about my rights.	24	67%	10	28%	2	6%	0	0%	0	0%	36
14. Staff encouraged me to take responsibility for how I live my life.	19	53%	12	33%	4	11%	1	3%	0	0%	36
15. Staff told me what side effects to watch out for.	15	47%	7	22%	6	19%	3	9%	1	3%	32
16. Staff respected my wishes about who and who is not to be given info about my treatment.	22	61%	10	28%	4	11%	0	0%	0	0%	36
18. Staff were sensitivie to my cultural background.	20	61%	9	27%	4	12%	0	0%	0	0%	33
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	18	53%	10	29%	4	12%	2	6%	0	0%	34
20. I was encouraged to use consumer run programs.	12	46%	6	23%	6	23%	1	4%	1	4%	26
<b>Quality and Appropriateness of Care</b>	<b>Domain Average: 1.65</b>										
11. I felt comfortable asking questions about my treatment and medications.	18	53%	10	29%	5	15%	1	3%	0	0%	34
17. I, not staff, decided my treatment goals.	18	55%	10	30%	4	12%	0	0%	1	3%	33
<b>Participation in Treatment</b>	<b>Domain Average: 1.67</b>										
21. I deal more effectively with my daily problems.	10	28%	15	42%	8	22%	2	6%	1	3%	36
22. I am better able to control my life.	11	31%	13	36%	9	25%	2	6%	1	3%	36
23. I am better able to deal with crisis.	10	28%	9	25%	13	36%	3	8%	1	3%	36
24. I am getting along better with my family.	12	33%	7	19%	11	31%	4	11%	2	6%	36
25. I do better in social situations.	11	31%	9	26%	8	23%	5	14%	2	6%	35
26. I do better in school and/or work.	10	34%	10	34%	8	28%	0	0%	1	3%	29
27. My housing situation has improved.	8	25%	6	19%	7	22%	9	28%	2	6%	32
28. My symptoms are not bothering me as much.	6	17%	6	17%	9	26%	10	29%	4	11%	35
<b>Outcomes</b>	<b>Domain Average: 2.38</b>										
29. I do things that are more meaningful to me.	11	31%	7	20%	11	31%	3	9%	3	9%	35
30. I am better able to take care of my needs.	8	24%	14	41%	7	21%	2	6%	3	9%	34
31. I am better able to handle things when they go wrong.	9	26%	11	31%	8	23%	4	11%	3	9%	35
32. I am better able to do things I want to do.	9	26%	8	24%	12	35%	2	6%	3	9%	34
<b>Functioning</b>	<b>Domain Average: 2.53</b>										
33. I am happy with the friendships I have.	12	33%	12	33%	7	19%	4	11%	1	3%	36
34. I have people with whom I can do enjoyable things.	13	36%	14	39%	5	14%	2	6%	2	6%	36
35. I feel I belong in my community.	11	31%	8	23%	9	26%	4	11%	3	9%	35
36. In a crisis, I would have the support I need from family or friends.	15	43%	9	26%	8	23%	2	6%	1	3%	35
<b>Social</b>	<b>Domain Average: 2.18</b>										