

Fairfield County ADAMH System Referral Source Satisfaction Survey: Local System Results

March, 2008

Table 1. Referral Source Satisfaction¹ Survey System² Results by Question and Percent:
Number of Persons Choosing Strongly Agree or Agree Out of Total Respondents for Local System and the Minimum and Maximum Percents Across All Agencies in System and the Difference Between the Minimum and Maximum Percents.

<u>Question</u>	<u>System Satisfaction</u>			
	<u>Satisfied</u> ¹	<u>Maximum</u> ³	<u>Minimum</u> ³	<u>Difference</u>
<u>ACCESS</u> - Clients are able to access needed services at the agency in a timely manner.	64.1%	87.5%	48.1%	39.4%
<u>EFFECTIVENESS</u> - Agency services are effective.	69.5%	86.4%	50.0%	36.4%
<u>APPROPRIATENESS</u> - Agency responds appropriately to my organization's needs	61.1%	66.7%	36.4%	30.3%
<u>RECOMMEND</u> – I would recommend this agency to a friend or family member.	77.6%	87.5%	60.0%	27.5%
TOTAL	68.0%	80.9%	48.8%	32.1%

System N = 31

¹ Satisfaction is defined as the sum of the 'strongly agree' and 'agree' response categories divided by total responses (excluding Not Familiar/Did Not Answer category).

² System Total Includes All Agencies Data. Minimum and Maximum are selected across all agencies in the System.

³ Minimum and Maximum are selected across all Agencies in the System.