

Mid-Ohio Psychological Services Referral Source Satisfaction Survey: Agency and Local System Results

March, 2008

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

<u>Question</u>	Comparison of Agency and Local System: Total Choosing Strongly Agree or Agree			Comparison of All Agencies in System Total Choosing Strongly Agree or Agree: Minimum and Maximum Agency Percent		
	<u>Agency</u>	<u>Local System</u> ²	<u>Difference</u>	<u>Maximum</u> ³	<u>Minimum</u> ³	<u>Difference</u> ³
<u>ACCESS</u> - Clients are able to access needed services at the agency in a timely manner.	66.7%	63.4%	3.3%	87.5%	48.1%	39.4%
<u>EFFECTIVENESS</u> - Agency services are effective.	78.9%	67.1%	11.8%	86.4%	50.0%	36.4%
<u>APPROPRIATENESS</u> - Agency responds appropriately to my organization's needs	63.6%	60.5%	3.2%	66.7%	36.4%	30.3%
<u>RECOMMEND</u> – I would recommend this agency to a friend or family member.	85.7%	75.6%	10.1%**	87.5%	60.0%	27.5%
TOTAL	73.5%	66.7%	6.8%	80.9%	48.8%	32.1%

Agency N = 31
System N = 31

* Statistically Significant at the <.05 Level

**Did not meet minimum of 5 responses in one or more of chi square cell(s).

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 totals are calculated excluding the subject agency data.

³ Minimum and Maximum percent satisfied are selected across all agencies including the subject agency.