

Gilead Client Survey - Summary Report

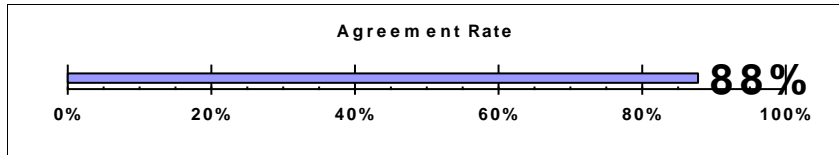
Fiscal Year: FY-2017

Date Range: 7/1/2016 through 6/30/2017

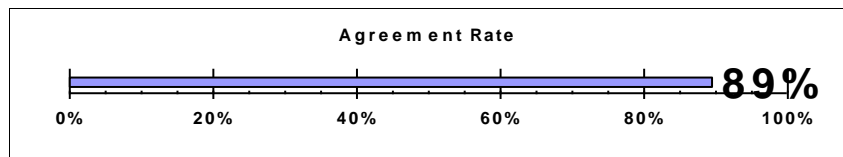
Included Program/s: Anchorage Home, Gilead One, Gilead Two, SCAP - Group Home, Women's Program, Liberty Home, SCAP - Apartments, Gilead Apartment Program, Gilead ACT Team, Gateway-CSP, Outpatient Clinic - Middletown, Outpatient Clinic - Chester, Gateway-Social Rehab, Gilead Social Rehab, Valor Home, Magnolia Home, Juniper Home, WISE

CLIENT SURVEY REPORT - DOMAIN SUMMARY

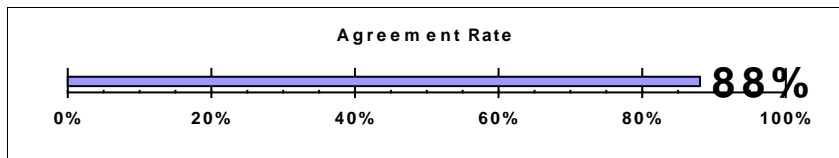
ACCESS DOMAIN



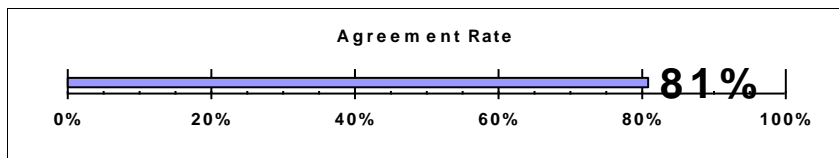
PARTICIPATION IN TREATMENT DOMAIN



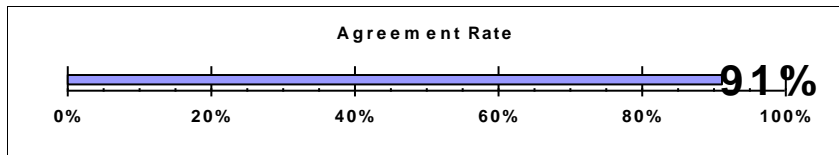
QUALITY AND APPROPRIATENESS DOMAIN



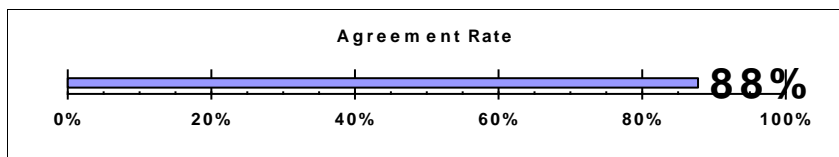
OUTCOME DOMAIN



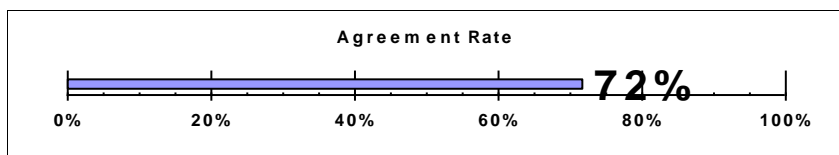
SATISFACTION WITH SERVICES DOMAIN



RESPECT WISHES WITH FAMILY INVOLVEMENT DOMAIN



RECOVERY DOMAIN



Fiscal Year: FY-2017

Date Range: 7/1/2016 through 6/30/2017

Included Program/s: Anchorage Home, Gilead One, Gilead Two, SCAP - Group Home, Women's Program, Liberty Home, SCAP - Apartments, Gilead Apartment Program, Gilead ACT Team, Gateway-CSP, Outpatient Clinic - Middletown, Outpatient Clinic - Chester, Gateway-Social Rehab, Gilead Social Rehab, Valor Home, Magnolia Home, Juniper Home, WISE

Gilead Client Survey - Detailed Report

Fiscal Year: FY-2017

Date Range: 7/1/2016 through 6/30/2017

Included Program/s: Anchorage Home, Gilead One, Gilead Two, SCAP - Group Home, Women's Program, Liberty Home, SCAP - Apartments, Gilead Apartment Program, Gilead ACT Team, Gateway-CSP, Outpatient Clinic - Middletown, Outpatient Clinic - Chester, Gateway-Social Rehab, Gilead Social Rehab, Valor Home, Magnolia Home, Juniper Home, WISE

CLIENT SURVEY REPORT - RESPONSE RATE

Response Rate for ALL PROGRAMS

<u>Response Rate</u>		<u>Response Goal</u>	<u>Response Goal Met?</u>	
<u>Completed Only</u>	<u>Incl. Refused</u>		<u>Completed Only?</u>	<u>Incl. Refused?</u>
75%	99%	28%	YES	YES
# 384 out of 510	# 504 out of 510			

CLIENT SURVEY REPORT - DOMAINS

ACCESS DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	327	38	7	88%	10%	2%
<u>Domain Survey Questions:</u>						
[Q4] The location of services was convenient (parking, public transportation, distance, etc.)				92%	5%	3%
[Q5] Staff was willing to see me as often as I felt was necessary.				93%	4%	4%
[Q6] Staff returned my calls within 24 hours.				91%	5%	3%
[Q7] Services were available at times that were good for me.				95%	3%	2%

PARTICIPATION IN TREATMENT DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	339	25	15	89%	7%	4%
<u>Domain Survey Questions:</u>						
[Q9] I felt comfortable asking questions about my services, treatment or medication.				93%	4%	3%

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QUALITY AND APPROPRIATENESS DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	329	40	5	88%	11%	1%
<u>Domain Survey Questions:</u>						
[Q8] Staff here believes that I can grow, change, and recover.				94%	5%	1%
[Q10] I felt free to complain.				87%	7%	5%
[Q11] I was given information about my rights.				93%	3%	4%
[Q12] Staff told me what side effects to watch out for.				90%	6%	4%
[Q13] Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.				93%	5%	2%
[Q14] Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)				90%	8%	2%
[Q15] Staff helped me obtain information I needed so that I could take charge of managing my illness.				92%	5%	3%

OUTCOME DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	302	65	6	81%	17%	2%
<u>Domain Survey Questions:</u>						
[Q17] I deal more effectively with daily problems.				90%	8%	2%
[Q18] I am better able to control my life.				88%	9%	3%
[Q19] I am better able to deal with crisis.				87%	9%	4%
[Q20] I am getting along better with my family.				84%	12%	3%
[Q21] I do better in social situations.				87%	9%	3%
[Q22] I do better in school and/or work.				83%	13%	4%
[Q23] My symptoms are not bothering me as much.				81%	9%	10%

SATISFACTION WITH SERVICES DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	347	24	10	91%	6%	3%
<u>Domain Survey Questions:</u>						
[Q1] I like the services that I received here.				95%	4%	1%
[Q2] If I had other choices, I would still get services from this agency.				92%	5%	3%
[Q3] I would recommend this agency to a friend or family member.				93%	4%	3%

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RESPECT WISHES WITH FAMILY INVOLVEMENT DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	319	31	13	88%	9%	4%
<u>Domain Survey Questions:</u>						
<i>[Q16] My wishes are respected about the amount of family involvement I want in my treatment.</i>				92%	5%	3%

RECOVERY DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	258	78	24	72%	22%	7%
<u>Domain Survey Questions:</u>						
<i>[Q24] I am more involved in my community (for example, church, volunteering, sports, support groups, or work).</i>				74%	17%	10%
<i>[Q25] I am able to pursue my interests.</i>				79%	10%	11%
<i>[Q26] I can have the life I want, despite my disease/disorder.</i>				74%	11%	15%
<i>[Q27] I feel like I am in control of my treatment.</i>				83%	9%	7%
<i>[Q28] I give back to my family and/or community.</i>				82%	13%	5%

ADDITIONAL GILEAD QUESTIONS

<u>Additional Gilead Survey Questions:</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<i>[Q29] Gilead makes it easy for me to have a voice in how Gilead operates.</i>	81%	14%	5%
<i>[Q30] I feel that the quality of my life is better this year than it was last year..</i>	86%	8%	6%
<i>[Q29] I am satisfied with the amount of support and contact I receive from my family, friends, self-help groups, church groups, or other natural supports..</i>	85%	9%	5%