

Gilead Client Survey - Summary Report

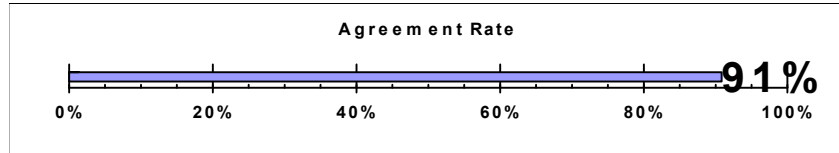
Fiscal Year: FY-2018

Date Range: 7/1/2017 through 6/30/2018

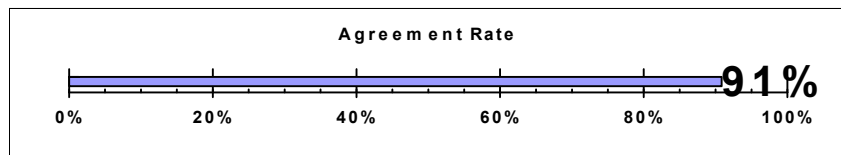
Included Program/s: Anchorage Home, Gilead One, Gilead Two, SCAP - Group Home, Women's Program, Liberty Home, SCAP - Apartments, Gilead Apartment Program, Gilead ACT Team, Gateway-CSP, Outpatient Clinic - Middletown, Outpatient Clinic - Chester, Gateway-Social Rehab, Gilead Social Rehab, Valor Home,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

CLIENT SURVEY REPORT - DOMAIN SUMMARY

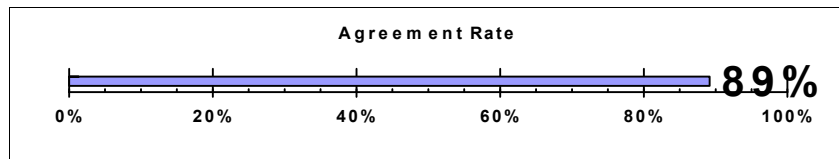
ACCESS DOMAIN



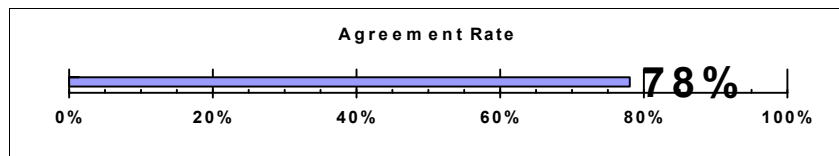
PARTICIPATION IN TREATMENT DOMAIN



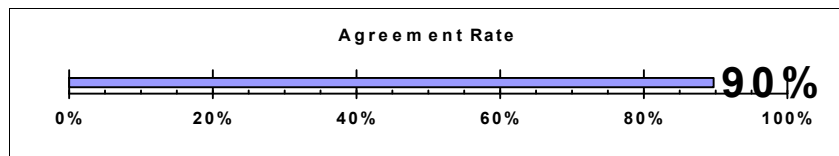
QUALITY AND APPROPRIATENESS DOMAIN



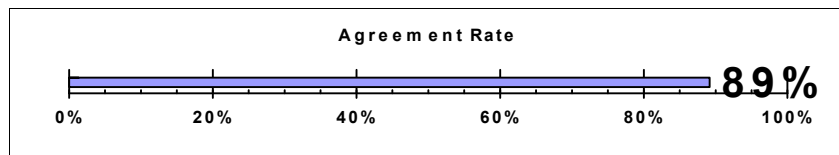
OUTCOME DOMAIN



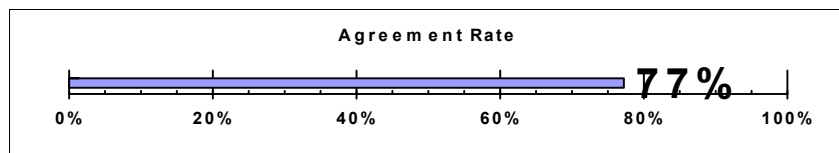
SATISFACTION WITH SERVICES DOMAIN



RESPECT WISHES WITH FAMILY INVOLVEMENT DOMAIN



RECOVERY DOMAIN



Gilead Client Survey - Detailed Report

Fiscal Year: FY-2018

Date Range: 7/1/2017 through 6/30/2018

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>Goal</u>	<u>Completed Only?</u>	<u>Incl. Refused?</u>
51%	66%	28%	YES	YES
# 258 out of 510	# 339 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:	226	22	1	91%	9%	0%
<u>Domain Survey Questions:</u>						
<i>[Q4] The location of services was convenient (parking, public transportation, distance, etc.)</i>				93%	5%	2%
<i>[Q5] Staff was willing to see me as often as I felt was necessary.</i>				94%	4%	2%
<i>[Q6] Staff returned my calls within 24 hours.</i>				93%	4%	3%
<i>[Q7] Services were available at times that were good for me.</i>				93%	6%	1%

PARTICIPATION IN TREATMENT DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	229	19	4	91%	8%	2%
<u>Domain Survey Questions:</u>						
<i>[Q9] I felt comfortable asking questions about my services, treatment or medication.</i>				94%	5%	1%

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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:	222	26	1	89%	10%	0%
<u>Domain Survey Questions:</u>						
[Q8] Staff here believes that I can grow, change, and recover.				96%	3%	1%
[Q10] I felt free to complain.				88%	7%	5%
[Q11] I was given information about my rights.				93%	5%	2%
[Q12] Staff told me what side effects to watch out for.				86%	8%	6%
[Q13] Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.				93%	3%	3%
[Q14] Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)				92%	6%	2%
[Q15] Staff helped me obtain information I needed so that I could take charge of managing my illness.				89%	7%	4%

OUTCOME DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	195	50	5	78%	20%	2%
<u>Domain Survey Questions:</u>						
[Q17] I deal more effectively with daily problems.				90%	8%	1%
[Q18] I am better able to control my life.				87%	8%	5%
[Q19] I am better able to deal with crisis.				86%	10%	4%
[Q20] I am getting along better with my family.				86%	10%	4%
[Q21] I do better in social situations.				84%	12%	4%
[Q22] I do better in school and/or work.				80%	14%	6%
[Q23] My symptoms are not bothering me as much.				78%	13%	9%

SATISFACTION WITH SERVICES DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	228	21	5	90%	8%	2%
<u>Domain Survey Questions:</u>						
[Q1] I like the services that I received here.				95%	3%	1%
[Q2] If I had other choices, I would still get services from this agency.				90%	7%	3%
[Q3] I would recommend this agency to a friend or family member.				92%	5%	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:	221	20	7	89%	8%	3%
<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%	2%

RECOVERY DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
Domain TOTALS:	184	48	6	77%	20%	3%
<u>Domain Survey Questions:</u>						
<i>[Q24] I am more involved in my community (for example, church, volunteering, sports, support groups, or work).</i>				76%	16%	8%
<i>[Q25] I am able to pursue my interests.</i>				86%	9%	5%
<i>[Q26] I can have the life I want, despite my disease/disorder.</i>				78%	13%	8%
<i>[Q27] I feel like I am in control of my treatment.</i>				86%	11%	3%
<i>[Q28] I give back to my family and/or community.</i>				81%	13%	6%

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>	83%	13%	3%
<i>[Q30] I feel that the quality of my life is better this year than it was last year..</i>	85%	10%	5%
<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%	11%	4%