



Reporting period: 7/1/2020 - 6/30/2021

	Response Rate		Response Goal		Goal Met
Completed Only	280 out of 754	37%	21%		YES
Including Refused	405 out of 754	54%	21%		YES

Access Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	219	11	1	94.8%	4.8%	0.4%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
4.) The location of services was convenient (parking, public transportation, distance, etc.)	95.6%	3.0%	1.4%
5.) Staff was willing to see me as often as I felt was necessary	93.9%	4.4%	1.7%
6.) Staff returned my calls within 24 hours	91.7%	6.0%	2.3%
7.) Services were available at times that were good for me	95.7%	3.7%	0.5%

Participation in Treatment Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	218	8	5	94.4%	3.5%	2.2%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
9.) I felt comfortable asking questions about my services, treatment or medication	96.0%	2.1%	1.9%

Quality and Appropriateness Domain

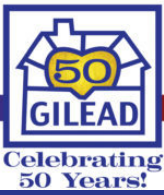
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	215	16	1	92.7%	6.9%	0.4%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
8.) Staff here believes that I can grow, change, and recover	96.6%	2.9%	0.5%
10.) I felt free to complain	92.0%	5.2%	2.8%
11.) I was given information about my rights	92.5%	5.6%	2.0%
12.) Staff told me what side effects to watch out for	88.6%	7.0%	4.4%
13.) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services	94.1%	4.5%	1.3%
14.) Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	93.0%	5.1%	2.0%
15.) Staff helped me obtain information I needed so that I could take charge of managing my illness	94.4%	4.5%	1.1%



Outcome Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	204	24	2	88.7%	10.4%	0.9%
Domain Survey Questions				Agree %	Neutral %	Disagree %
17.) I deal more effectively with daily problems				93.8%	4.4%	1.8%
18.) I am better able to control my life				89.2%	7.2%	3.6%
19.) I am better able to deal with crisis				90.6%	7.0%	2.3%
20.) I am getting along better with my family				85.8%	11.4%	2.8%
21.) I do better in social situations				88.9%	7.7%	3.4%
22.) I do better in school and/or work				80.8%	14.1%	5.1%
23.) My symptoms are not bothering me as much				86.3%	9.7%	4.1%
Satisfaction with Services Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	207	19	2	90.8%	8.3%	0.9%
Domain Survey Questions				Agree %	Neutral %	Disagree %
1.) I like the services that I received here				96.6%	3.4%	0.0%
2.) If I had other choices, I would still get services from this agency				91.4%	3.8%	4.9%
3.) I would recommend this agency to a friend or family member				93.7%	2.6%	3.7%
Respect Wishes with Family Involvement Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	214	11	1	94.7%	4.9%	0.4%
Domain Survey Questions				Agree %	Neutral %	Disagree %
16.) My wishes are respected about the amount of family involvement I want in my treatment				96.6%	3.1%	0.3%
Recovery Domain						
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	191	20	6	88.0%	9.2%	2.8%
Domain Survey Questions				Agree %	Neutral %	Disagree %
24.) I am more involved in my community (church, volunteering, sports, support groups, work, etc.)				82.9%	9.4%	7.7%
25.) I am able to pursue my interests				88.3%	8.3%	3.5%



26.) I can have the life I want, despite my disease/disorder	84.4%	10.8%	4.8%
27.) I feel like I am in control of my treatment	87.7%	8.9%	3.4%
28.) I give back to my family and/or community	85.3%	10.4%	4.3%

Additional DMHAS Questions

Domain Survey Questions	Agree %	Neutral %	Disagree %
29.) I am satisfied with the inclusion of my personal beliefs in my recovery plan. (Ex: cultural values, religious beliefs, personal lifestyle choices)	91.3%	6.1%	2.7%
30.) I am satisfied with the support I receive to access services here. (Ex: transportation, evening and weekend hours, child care, drop-in services)	94.2%	4.3%	1.4%
31.) I am satisfied with the language supports I receive to access services here. (Ex: interpreters, bilingual staff, brochures, bulletin boards and signs in my preferred language)	89.2%	9.0%	1.8%
32.) I am satisfied with the services and technology provided here to help me with other disabilities. (Ex: visual, deaf/hard of hearing, speaking, reading/writing, learning)	92.3%	6.0%	1.7%

Additional Gilead Questions

Domain Survey Questions	Agree %	Neutral %	Disagree %
33.) Gilead makes it easy for me to have a voice in how Gilead operates	88.6%	8.9%	2.5%
34.) I feel that the quality of my life is better this year than it was last year	86.8%	8.5%	4.7%
35.) 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	91.5%	5.6%	2.9%

Additional Comments

Click to view all comments below (32):