

Reporting period: 7/1/2021 - 6/30/2022

	Response Rate		Response Goal		Goal Met
Completed Only	352 out of 720	49%	21%		YES
Including Refused	575 out of 720	80%	21%		YES

Access Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	202	11	8	91.4%	5.0%	3.6%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
4.) The location of services was convenient (parking, public transportation, distance, etc.)	91.6%	4.1%	4.3%
5.) Staff was willing to see me as often as I felt was necessary	93.3%	3.7%	3.1%
6.) Staff returned my calls within 24 hours	92.0%	4.2%	3.9%
7.) Services were available at times that were good for me	93.4%	2.6%	4.0%

Participation in Treatment Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	206	10	9	91.6%	4.4%	4.0%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
9.) I felt comfortable asking questions about my services, treatment or medication	93.6%	2.7%	3.7%

Quality and Appropriateness Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	202	12	7	91.4%	5.4%	3.2%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
8.) Staff here believes that I can grow, change, and recover	94.6%	3.3%	2.2%
10.) I felt free to complain	91.9%	2.6%	5.5%
11.) I was given information about my rights	91.8%	4.2%	3.9%
12.) Staff told me what side effects to watch out for	90.3%	4.1%	5.6%
13.) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services	92.7%	3.4%	4.0%
14.) Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	93.6%	4.2%	2.2%
15.) Staff helped me obtain information I needed so that I could take charge of managing my illness	91.9%	4.9%	3.2%



Outcome Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	191	26	5	86.0%	11.7%	2.3%
Domain Survey Questions				Agree %	Neutral %	Disagree %
17.) I deal more effectively with daily problems				91.1%	5.7%	3.3%
18.) I am better able to control my life				90.9%	4.5%	4.5%
19.) I am better able to deal with crisis				90.6%	4.5%	4.8%
20.) I am getting along better with my family				87.5%	8.8%	3.7%
21.) I do better in social situations				86.1%	8.8%	5.1%
22.) I do better in school and/or work				85.8%	9.9%	4.3%
23.) My symptoms are not bothering me as much				82.9%	9.9%	7.2%

Satisfaction with Services Domain

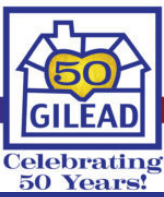
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	202	14	5	91.4%	6.3%	2.3%
Domain Survey Questions				Agree %	Neutral %	Disagree %
1.) I like the services that I received here				94.3%	2.7%	3.0%
2.) If I had other choices, I would still get services from this agency				91.7%	5.3%	3.1%
3.) I would recommend this agency to a friend or family member				93.4%	2.8%	3.9%

Respect Wishes with Family Involvement Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	195	14	4	91.5%	6.6%	1.9%
Domain Survey Questions				Agree %	Neutral %	Disagree %
16.) My wishes are respected about the amount of family involvement I want in my treatment				94.2%	4.1%	1.7%

Recovery Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	173	30	9	81.6%	14.2%	4.2%
Domain Survey Questions				Agree %	Neutral %	Disagree %
24.) I am more involved in my community (church, volunteering, sports, support groups, work, etc.)				78.1%	8.6%	13.2%
25.) I am able to pursue my interests				88.5%	6.5%	5.0%



26.) I can have the life I want, despite my disease/disorder	86.1%	6.9%	6.9%
27.) I feel like I am in control of my treatment	88.4%	5.7%	6.0%
28.) I give back to my family and/or community	84.9%	9.1%	6.0%

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)	91.7%	4.7%	3.6%
30.) I am satisfied with the support I receive to access services here. (Ex: transportation, evening and weekend hours, child care, drop-in services)	93.1%	4.2%	2.7%
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)	93.5%	5.1%	1.4%
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)	92.4%	4.8%	2.8%

Additional Gilead Questions

Domain Survey Questions	Agree %	Neutral %	Disagree %
33.) Gilead makes it easy for me to have a voice in how Gilead operates	82.5%	12.4%	5.1%
34.) I feel that the quality of my life is better this year than it was last year	88.1%	6.3%	5.7%
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	90.2%	5.7%	4.2%

Additional Comments

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