



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

AARS DPH Drug Court OP (38041)

Item-level Results

1. I felt welcomed here.	4.64
2. I like the services offered here.	4.64
3. I would recommend this agency to a friend or family member.	4.43
4. Services were available when I needed them.	4.47
5. Staff treated me with respect.	4.66
6. Staff spoke to me in a way I understood.	4.66
7. Staff gave me enough time in my treatment sessions.	4.53
8. I chose the treatment goals with my provider's help.	4.38
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.45
10. I was able to get all the help/services that I needed.	4.51
11. The location of services was convenient.	4.40

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.54.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 47 submitted valid surveys
- 42 had scores above 3.5, indicating they were satisfied

This calculation yields 89.4% satisfied clients.

Response Rate

We received a total of 47 (including surveys which were incomplete or had a client refusal reason given. Of those, 47 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 41 clients.

This calculation yields a response rate of: 114.6%.



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AARS Lee Woodward Couns Cntr (01201)

Item-level Results

1. I felt welcomed here.	4.91
2. I like the services offered here.	4.91
3. I would recommend this agency to a friend or family member.	4.87
4. Services were available when I needed them.	4.52
5. Staff treated me with respect.	4.87
6. Staff spoke to me in a way I understood.	4.87
7. Staff gave me enough time in my treatment sessions.	4.86
8. I chose the treatment goals with my provider's help.	4.76
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.36
11. The location of services was convenient.	4.41

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.76.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 23 submitted valid surveys
- 21 had scores above 3.5, indicating they were satisfied

This calculation yields 91.3% satisfied clients.

Response Rate

We received a total of 25 (including surveys which were incomplete or had a client refusal reason given. Of those, 23 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 27 clients.

This calculation yields a response rate of: 92.6%.



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AARS Project Adapt (38371)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.46
3. I would recommend this agency to a friend or family member.	4.42
4. Services were available when I needed them.	4.12
5. Staff treated me with respect.	4.54
6. Staff spoke to me in a way I understood.	4.54
7. Staff gave me enough time in my treatment sessions.	4.24
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.38
10. I was able to get all the help/services that I needed.	4.15
11. The location of services was convenient.	4.23

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.39.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 26 submitted valid surveys
- 26 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 28 (including surveys which were incomplete or had a client refusal reason given. Of those, 26 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 35 clients.

This calculation yields a response rate of: 80.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

AARS Project Adapt MH (381Z3)

Item-level Results

1. I felt welcomed here.	4.90
2. I like the services offered here.	4.85
3. I would recommend this agency to a friend or family member.	4.86
4. Services were available when I needed them.	4.62
5. Staff treated me with respect.	4.90
6. Staff spoke to me in a way I understood.	4.86
7. Staff gave me enough time in my treatment sessions.	4.67
8. I chose the treatment goals with my provider's help.	4.81
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.76
10. I was able to get all the help/services that I needed.	4.86
11. The location of services was convenient.	4.52

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.81.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 21 submitted valid surveys
- 21 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 24 (including surveys which were incomplete or had a client refusal reason given. Of those, 21 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 22 clients.

This calculation yields a response rate of: 109.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

AARS Residential Treatment (38252)

Item-level Results

1. I felt welcomed here.	4.88
2. I like the services offered here.	4.63
3. I would recommend this agency to a friend or family member.	4.56
4. Services were available when I needed them.	4.56
5. Staff treated me with respect.	4.88
6. Staff spoke to me in a way I understood.	4.75
7. Staff gave me enough time in my treatment sessions.	4.63
8. I chose the treatment goals with my provider's help.	4.40
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.69
10. I was able to get all the help/services that I needed.	4.63
11. The location of services was convenient.	4.81

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.66.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 16 submitted valid surveys
- 16 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 16 (including surveys which were incomplete or had a client refusal reason given. Of those, 16 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

AB2034 Rep Payee Services (38CLRP)

Item-level Results

1. I felt welcomed here.	4.52
2. I like the services offered here.	4.35
3. I would recommend this agency to a friend or family member.	4.25
4. Services were available when I needed them.	4.25
5. Staff treated me with respect.	4.42
6. Staff spoke to me in a way I understood.	4.38
7. Staff gave me enough time in my treatment sessions.	4.18
8. I chose the treatment goals with my provider's help.	4.35
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.17
10. I was able to get all the help/services that I needed.	4.25
11. The location of services was convenient.	3.96

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.30.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 24 submitted valid surveys
- 23 had scores above 3.5, indicating they were satisfied

This calculation yields 95.8% satisfied clients.

Response Rate

We received a total of 26 (including surveys which were incomplete or had a client refusal reason given. Of those, 24 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Ashbury House Day Treatment (89842)

Item-level Results

1. I felt welcomed here.	4.38
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	4.25
4. Services were available when I needed them.	3.63
5. Staff treated me with respect.	3.63
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.38
8. I chose the treatment goals with my provider's help.	4.13
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.88
10. I was able to get all the help/services that I needed.	4.14
11. The location of services was convenient.	4.38

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.19.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 8 submitted valid surveys
- 7 had scores above 3.5, indicating they were satisfied

This calculation yields 87.5% satisfied clients.

Response Rate

We received a total of 8 (including surveys which were incomplete or had a client refusal reason given. Of those, 8 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 8 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

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Avenues Crisis RES Progress (38A41)

Item-level Results

<i>1. I felt welcomed here.</i>	4.67
<i>2. I like the services offered here.</i>	4.61
<i>3. I would recommend this agency to a friend or family member.</i>	4.61
<i>4. Services were available when I needed them.</i>	4.67
<i>5. Staff treated me with respect.</i>	4.67
<i>6. Staff spoke to me in a way I understood.</i>	4.50
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.44
<i>8. I chose the treatment goals with my provider's help.</i>	4.29
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.35
<i>10. I was able to get all the help/services that I needed.</i>	4.22
<i>11. The location of services was convenient.</i>	4.39

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 18 submitted valid surveys
- 17 had scores above 3.5, indicating they were satisfied

This calculation yields 94.4% satisfied clients.

Response Rate

We received a total of 18 (including surveys which were incomplete or had a client refusal reason given. Of those, 18 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 21 clients.

This calculation yields a response rate of: 85.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

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BAART Community Health 38H8 (EPISODE)~INACTIVE

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	3.00
6. Staff spoke to me in a way I understood.	4.00
7. Staff gave me enough time in my treatment sessions.	2.00
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.00
10. I was able to get all the help/services that I needed.	3.00
11. The location of services was convenient.	3.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.60.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 1 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

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BAART Facet Methadone Maint, (38104)

Item-level Results

1. I felt welcomed here.	4.40
2. I like the services offered here.	4.20
3. I would recommend this agency to a friend or family member.	4.78
4. Services were available when I needed them.	4.20
5. Staff treated me with respect.	4.10
6. Staff spoke to me in a way I understood.	4.30
7. Staff gave me enough time in my treatment sessions.	4.40
8. I chose the treatment goals with my provider's help.	4.11
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.43
10. I was able to get all the help/services that I needed.	4.40
11. The location of services was convenient.	4.30

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.33.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 90.0% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 7 clients.

This calculation yields a response rate of: 142.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

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BAART Market Private Pay(89124)

Item-level Results

<i>1. I felt welcomed here.</i>	5.00
<i>2. I like the services offered here.</i>	5.00
<i>3. I would recommend this agency to a friend or family member.</i>	5.00
<i>4. Services were available when I needed them.</i>	5.00
<i>5. Staff treated me with respect.</i>	5.00
<i>6. Staff spoke to me in a way I understood.</i>	5.00
<i>7. Staff gave me enough time in my treatment sessions.</i>	5.00
<i>8. I chose the treatment goals with my provider's help.</i>	5.00
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	5.00
<i>10. I was able to get all the help/services that I needed.</i>	5.00
<i>11. The location of services was convenient.</i>	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 5.00.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 1 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BAART Market Methadone Maint. (38124)

Item-level Results

<i>1. I felt welcomed here.</i>	4.57
<i>2. I like the services offered here.</i>	4.44
<i>3. I would recommend this agency to a friend or family member.</i>	4.26
<i>4. Services were available when I needed them.</i>	4.37
<i>5. Staff treated me with respect.</i>	4.49
<i>6. Staff spoke to me in a way I understood.</i>	4.58
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.52
<i>8. I chose the treatment goals with my provider's help.</i>	4.38
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.43
<i>10. I was able to get all the help/services that I needed.</i>	4.31
<i>11. The location of services was convenient.</i>	4.37

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.43.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 54 submitted valid surveys
- 51 had scores above 3.5, indicating they were satisfied

This calculation yields 94.4% satisfied clients.

Response Rate

We received a total of 58 (including surveys which were incomplete or had a client refusal reason given. Of those, 54 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 356 clients.

This calculation yields a response rate of: 16.3%.



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BAART Turk Methadone Maintenance (38114)

Item-level Results

1. I felt welcomed here.	4.45
2. I like the services offered here.	4.40
3. I would recommend this agency to a friend or family member.	4.36
4. Services were available when I needed them.	4.24
5. Staff treated me with respect.	4.40
6. Staff spoke to me in a way I understood.	4.42
7. Staff gave me enough time in my treatment sessions.	4.51
8. I chose the treatment goals with my provider's help.	4.41
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.40
10. I was able to get all the help/services that I needed.	4.19
11. The location of services was convenient.	4.28

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.38.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 300 submitted valid surveys
- 284 had scores above 3.5, indicating they were satisfied

This calculation yields 94.7% satisfied clients.

Response Rate

We received a total of 685 (including surveys which were incomplete or had a client refusal reason given. Of those, 300 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 385 clients.

This calculation yields a response rate of: 177.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

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BAART Turk Private Pay (89114)

Item-level Results

1. I felt welcomed here.	4.27
2. I like the services offered here.	4.18
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.27
5. Staff treated me with respect.	4.27
6. Staff spoke to me in a way I understood.	4.09
7. Staff gave me enough time in my treatment sessions.	4.18
8. I chose the treatment goals with my provider's help.	3.91
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.18
10. I was able to get all the help/services that I needed.	3.64
11. The location of services was convenient.	4.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.10.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 72.7% satisfied clients.

Response Rate

We received a total of 22 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

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Baker Acceptance Place (38752)

Item-level Results

<i>1. I felt welcomed here.</i>	4.80
<i>2. I like the services offered here.</i>	4.30
<i>3. I would recommend this agency to a friend or family member.</i>	4.50
<i>4. Services were available when I needed them.</i>	4.20
<i>5. Staff treated me with respect.</i>	4.80
<i>6. Staff spoke to me in a way I understood.</i>	4.50
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.50
<i>8. I chose the treatment goals with my provider's help.</i>	4.10
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.50
<i>10. I was able to get all the help/services that I needed.</i>	4.11
<i>11. The location of services was convenient.</i>	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.44.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 90.0% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 10 clients.

This calculation yields a response rate of: 100.0%.



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Baker Adult Independent LivingOP (8908OP)

Item-level Results

1. I felt welcomed here.	4.34
2. I like the services offered here.	4.27
3. I would recommend this agency to a friend or family member.	4.24
4. Services were available when I needed them.	4.15
5. Staff treated me with respect.	4.12
6. Staff spoke to me in a way I understood.	4.25
7. Staff gave me enough time in my treatment sessions.	4.29
8. I chose the treatment goals with my provider's help.	4.11
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.12
10. I was able to get all the help/services that I needed.	4.06
11. The location of services was convenient.	4.33

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.19.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 67 submitted valid surveys
- 54 had scores above 3.5, indicating they were satisfied

This calculation yields 80.6% satisfied clients.

Response Rate

We received a total of 73 (including surveys which were incomplete or had a client refusal reason given. Of those, 67 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 68 clients.

This calculation yields a response rate of: 107.4%.



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Baker Joe Healy Medical Detox (38442)

Item-level Results

1. I felt welcomed here.	4.54
2. I like the services offered here.	4.37
3. I would recommend this agency to a friend or family member.	4.63
4. Services were available when I needed them.	3.97
5. Staff treated me with respect.	4.29
6. Staff spoke to me in a way I understood.	4.46
7. Staff gave me enough time in my treatment sessions.	4.12
8. I chose the treatment goals with my provider's help.	4.03
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.41
10. I was able to get all the help/services that I needed.	3.94
11. The location of services was convenient.	4.59

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.27.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 35 submitted valid surveys
- 31 had scores above 3.5, indicating they were satisfied

This calculation yields 88.6% satisfied clients.

Response Rate

We received a total of 38 (including surveys which were incomplete or had a client refusal reason given. Of those, 35 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 47 clients.

This calculation yields a response rate of: 80.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Baker Robertson Place Residence (38851)

Item-level Results

<i>1. I felt welcomed here.</i>	4.38
<i>2. I like the services offered here.</i>	4.38
<i>3. I would recommend this agency to a friend or family member.</i>	4.31
<i>4. Services were available when I needed them.</i>	4.00
<i>5. Staff treated me with respect.</i>	4.62
<i>6. Staff spoke to me in a way I understood.</i>	4.62
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.50
<i>8. I chose the treatment goals with my provider's help.</i>	4.08
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.42
<i>10. I was able to get all the help/services that I needed.</i>	3.92
<i>11. The location of services was convenient.</i>	4.23

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.34.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 13 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 84.6% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 13 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 13 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Baker Street House Residential (38391)

Item-level Results

<i>1. I felt welcomed here.</i>	4.46
<i>2. I like the services offered here.</i>	4.23
<i>3. I would recommend this agency to a friend or family member.</i>	3.92
<i>4. Services were available when I needed them.</i>	4.00
<i>5. Staff treated me with respect.</i>	4.46
<i>6. Staff spoke to me in a way I understood.</i>	4.46
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.00
<i>8. I chose the treatment goals with my provider's help.</i>	3.92
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.08
<i>10. I was able to get all the help/services that I needed.</i>	3.85
<i>11. The location of services was convenient.</i>	4.54

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.16.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 13 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 84.6% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 13 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 14 clients.

This calculation yields a response rate of: 92.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BBH Market Methadone Detox (38233)

Item-level Results

1. I felt welcomed here.	4.70
2. I like the services offered here.	4.70
3. I would recommend this agency to a friend or family member.	4.70
4. Services were available when I needed them.	4.60
5. Staff treated me with respect.	4.60
6. Staff spoke to me in a way I understood.	4.70
7. Staff gave me enough time in my treatment sessions.	4.60
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.60
10. I was able to get all the help/services that I needed.	4.40
11. The location of services was convenient.	4.70

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.61.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 10 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 17 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BBHS Homeless Women MethMnt Turk (38224)

Item-level Results

1. I felt welcomed here.	4.40
2. I like the services offered here.	4.20
3. I would recommend this agency to a friend or family member.	4.20
4. Services were available when I needed them.	4.40
5. Staff treated me with respect.	4.20
6. Staff spoke to me in a way I understood.	4.40
7. Staff gave me enough time in my treatment sessions.	4.80
8. I chose the treatment goals with my provider's help.	4.80
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.80
10. I was able to get all the help/services that I needed.	4.20
11. The location of services was convenient.	4.80

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.44.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 5 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 5 (including surveys which were incomplete or had a client refusal reason given. Of those, 5 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 15 clients.

This calculation yields a response rate of: 33.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BBHS Jail Out Market Meth Mnt (85124)

Item-level Results

1. I felt welcomed here.	4.50
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.67
5. Staff treated me with respect.	4.25
6. Staff spoke to me in a way I understood.	4.00
7. Staff gave me enough time in my treatment sessions.	4.75
8. I chose the treatment goals with my provider's help.	4.75
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.75
10. I was able to get all the help/services that I needed.	4.50
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.51.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 4 submitted valid surveys
- 4 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 5 (including surveys which were incomplete or had a client refusal reason given. Of those, 4 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 28 clients.

This calculation yields a response rate of: 17.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BBHS PHC Market Methadone Main (86124)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.78
3. I would recommend this agency to a friend or family member.	4.56
4. Services were available when I needed them.	4.44
5. Staff treated me with respect.	4.67
6. Staff spoke to me in a way I understood.	4.78
7. Staff gave me enough time in my treatment sessions.	4.67
8. I chose the treatment goals with my provider's help.	4.56
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.33
11. The location of services was convenient.	4.44

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.60.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 88.9% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 98 clients.

This calculation yields a response rate of: 10.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BBHS Turk Methadone Detox (38223)

Item-level Results

1. I felt welcomed here.	4.75
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	4.25
5. Staff treated me with respect.	4.80
6. Staff spoke to me in a way I understood.	4.80
7. Staff gave me enough time in my treatment sessions.	4.60
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.80
10. I was able to get all the help/services that I needed.	4.20
11. The location of services was convenient.	4.25

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.56.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 4 submitted valid surveys
- 4 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 14 (including surveys which were incomplete or had a client refusal reason given. Of those, 4 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BV Meth Detox (38163)

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	4.33
4. Services were available when I needed them.	4.50
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.50
7. Staff gave me enough time in my treatment sessions.	4.20
8. I chose the treatment goals with my provider's help.	4.17
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.83
10. I was able to get all the help/services that I needed.	4.33
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.28.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 6 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 83.3% satisfied clients.

Response Rate

We received a total of 6 (including surveys which were incomplete or had a client refusal reason given. Of those, 6 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 5 clients.

This calculation yields a response rate of: 120.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BV MM (38164)

Item-level Results

<i>1. I felt welcomed here.</i>	4.65
<i>2. I like the services offered here.</i>	4.59
<i>3. I would recommend this agency to a friend or family member.</i>	4.63
<i>4. Services were available when I needed them.</i>	4.54
<i>5. Staff treated me with respect.</i>	4.59
<i>6. Staff spoke to me in a way I understood.</i>	4.56
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.57
<i>8. I chose the treatment goals with my provider's help.</i>	4.52
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.54
<i>10. I was able to get all the help/services that I needed.</i>	4.53
<i>11. The location of services was convenient.</i>	4.45

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.57.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 197 submitted valid surveys
- 194 had scores above 3.5, indicating they were satisfied

This calculation yields 98.5% satisfied clients.

Response Rate

We received a total of 197 (including surveys which were incomplete or had a client refusal reason given. Of those, 197 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 205 clients.

This calculation yields a response rate of: 96.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BVHP Third Street Adult (38513)

Item-level Results

<i>1. I felt welcomed here.</i>	4.57
<i>2. I like the services offered here.</i>	4.50
<i>3. I would recommend this agency to a friend or family member.</i>	4.51
<i>4. Services were available when I needed them.</i>	4.26
<i>5. Staff treated me with respect.</i>	4.62
<i>6. Staff spoke to me in a way I understood.</i>	4.58
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.57
<i>8. I chose the treatment goals with my provider's help.</i>	4.42
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.41
<i>10. I was able to get all the help/services that I needed.</i>	4.19
<i>11. The location of services was convenient.</i>	4.58

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.46.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 53 submitted valid surveys
- 50 had scores above 3.5, indicating they were satisfied

This calculation yields 94.3% satisfied clients.

Response Rate

We received a total of 57 (including surveys which were incomplete or had a client refusal reason given. Of those, 53 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 157 clients.

This calculation yields a response rate of: 36.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

BVHP Third Street Children (38516)

Item-level Results

<i>1. I felt welcomed here.</i>	5.00
<i>2. I like the services offered here.</i>	5.00
<i>3. I would recommend this agency to a friend or family member.</i>	4.67
<i>4. Services were available when I needed them.</i>	5.00
<i>5. Staff treated me with respect.</i>	5.00
<i>6. Staff spoke to me in a way I understood.</i>	5.00
<i>7. Staff gave me enough time in my treatment sessions.</i>	5.00
<i>8. I chose the treatment goals with my provider's help.</i>	5.00
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	5.00
<i>10. I was able to get all the help/services that I needed.</i>	5.00
<i>11. The location of services was convenient.</i>	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.96.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 3 submitted valid surveys
- 3 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 3 (including surveys which were incomplete or had a client refusal reason given. Of those, 3 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 53 clients.

This calculation yields a response rate of: 5.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Carroll House Resid Geriatric (38541)

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	3.50
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.00
7. Staff gave me enough time in my treatment sessions.	4.00
8. I chose the treatment goals with my provider's help.	4.33
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.33
10. I was able to get all the help/services that I needed.	3.50
11. The location of services was convenient.	3.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.75.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 2 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 50.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 2 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 7 clients.

This calculation yields a response rate of: 28.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CATS A Woman's Place (97027)

Item-level Results

1. I felt welcomed here.	4.29
2. I like the services offered here.	4.29
3. I would recommend this agency to a friend or family member.	4.43
4. Services were available when I needed them.	4.14
5. Staff treated me with respect.	4.29
6. Staff spoke to me in a way I understood.	4.29
7. Staff gave me enough time in my treatment sessions.	4.29
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.86
10. I was able to get all the help/services that I needed.	3.86
11. The location of services was convenient.	4.14

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.17.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 7 submitted valid surveys
- 7 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 7 (including surveys which were incomplete or had a client refusal reason given. Of those, 7 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 77.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CATS AWP Drop In-Ancillary (88207)

Item-level Results

1. I felt welcomed here.	3.94
2. I like the services offered here.	4.24
3. I would recommend this agency to a friend or family member.	3.88
4. Services were available when I needed them.	3.89
5. Staff treated me with respect.	3.94
6. Staff spoke to me in a way I understood.	3.81
7. Staff gave me enough time in my treatment sessions.	3.78
8. I chose the treatment goals with my provider's help.	4.10
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.71
10. I was able to get all the help/services that I needed.	3.72
11. The location of services was convenient.	4.39

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.87.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 18 submitted valid surveys
- 13 had scores above 3.5, indicating they were satisfied

This calculation yields 72.2% satisfied clients.

Response Rate

We received a total of 19 (including surveys which were incomplete or had a client refusal reason given. Of those, 18 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CATS Golden Gate For Seniors (00202)

Item-level Results

1. I felt welcomed here.	4.92
2. I like the services offered here.	4.77
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	4.77
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	4.92
7. Staff gave me enough time in my treatment sessions.	4.75
8. I chose the treatment goals with my provider's help.	4.58
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.77
10. I was able to get all the help/services that I needed.	4.69
11. The location of services was convenient.	4.54

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.82.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 13 submitted valid surveys
- 13 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 13 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 19 clients.

This calculation yields a response rate of: 78.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CBHS Pharmacy (38CXR)

Item-level Results

1. I felt welcomed here.	4.85
2. I like the services offered here.	4.82
3. I would recommend this agency to a friend or family member.	4.88
4. Services were available when I needed them.	4.72
5. Staff treated me with respect.	4.89
6. Staff spoke to me in a way I understood.	4.89
7. Staff gave me enough time in my treatment sessions.	4.74
8. I chose the treatment goals with my provider's help.	4.60
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.78
10. I was able to get all the help/services that I needed.	4.74
11. The location of services was convenient.	4.57

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.80.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 86 submitted valid surveys
- 86 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 86 (including surveys which were incomplete or had a client refusal reason given. Of those, 86 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CBHS Rep Payee Services (8949RP)

Item-level Results

1. I felt welcomed here.	4.53
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	4.45
4. Services were available when I needed them.	4.30
5. Staff treated me with respect.	4.56
6. Staff spoke to me in a way I understood.	4.51
7. Staff gave me enough time in my treatment sessions.	4.41
8. I chose the treatment goals with my provider's help.	4.35
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.43
10. I was able to get all the help/services that I needed.	4.38
11. The location of services was convenient.	4.47

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.45.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 164 submitted valid surveys
- 148 had scores above 3.5, indicating they were satisfied

This calculation yields 90.2% satisfied clients.

Response Rate

We received a total of 176 (including surveys which were incomplete or had a client refusal reason given. Of those, 164 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CCHH Holistic Wellness Promotion(38CJHW)

Item-level Results

1. I felt welcomed here.	4.62
2. I like the services offered here.	4.59
3. I would recommend this agency to a friend or family member.	4.52
4. Services were available when I needed them.	4.43
5. Staff treated me with respect.	4.55
6. Staff spoke to me in a way I understood.	4.54
7. Staff gave me enough time in my treatment sessions.	4.52
8. I chose the treatment goals with my provider's help.	4.27
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.33
10. I was able to get all the help/services that I needed.	4.29
11. The location of services was convenient.	4.52

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.47.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 58 submitted valid surveys
- 55 had scores above 3.5, indicating they were satisfied

This calculation yields 94.8% satisfied clients.

Response Rate

We received a total of 59 (including surveys which were incomplete or had a client refusal reason given. Of those, 58 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CHP-Essex House (38IDOP)

Item-level Results

1. I felt welcomed here.	4.59
2. I like the services offered here.	4.35
3. I would recommend this agency to a friend or family member.	4.47
4. Services were available when I needed them.	4.29
5. Staff treated me with respect.	4.71
6. Staff spoke to me in a way I understood.	4.59
7. Staff gave me enough time in my treatment sessions.	4.53
8. I chose the treatment goals with my provider's help.	4.44
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.63
10. I was able to get all the help/services that I needed.	4.50
11. The location of services was convenient.	4.56

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.51.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 17 submitted valid surveys
- 17 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 18 (including surveys which were incomplete or had a client refusal reason given. Of those, 17 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 18 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Citywide Case Mgm-UC Roving Te (8911RT)

Item-level Results

1. I felt welcomed here.	4.61
2. I like the services offered here.	4.48
3. I would recommend this agency to a friend or family member.	4.42
4. Services were available when I needed them.	4.45
5. Staff treated me with respect.	4.60
6. Staff spoke to me in a way I understood.	4.46
7. Staff gave me enough time in my treatment sessions.	4.26
8. I chose the treatment goals with my provider's help.	4.35
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.56
10. I was able to get all the help/services that I needed.	4.38
11. The location of services was convenient.	4.71

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.45.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 49 submitted valid surveys
- 47 had scores above 3.5, indicating they were satisfied

This calculation yields 95.9% satisfied clients.

Response Rate

We received a total of 56 (including surveys which were incomplete or had a client refusal reason given. Of those, 49 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 78 clients.

This calculation yields a response rate of: 71.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Citywide Focus (89113)

Item-level Results

1. I felt welcomed here.	4.29
2. I like the services offered here.	4.28
3. I would recommend this agency to a friend or family member.	4.16
4. Services were available when I needed them.	4.24
5. Staff treated me with respect.	4.32
6. Staff spoke to me in a way I understood.	4.36
7. Staff gave me enough time in my treatment sessions.	4.28
8. I chose the treatment goals with my provider's help.	4.16
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.22
10. I was able to get all the help/services that I needed.	4.13
11. The location of services was convenient.	4.38

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.25.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 120 submitted valid surveys
- 104 had scores above 3.5, indicating they were satisfied

This calculation yields 86.7% satisfied clients.

Response Rate

We received a total of 186 (including surveys which were incomplete or had a client refusal reason given. Of those, 120 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 321 clients.

This calculation yields a response rate of: 57.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Citywide Forensics (89119)

Item-level Results

1. I felt welcomed here.	4.32
2. I like the services offered here.	4.32
3. I would recommend this agency to a friend or family member.	4.29
4. Services were available when I needed them.	4.13
5. Staff treated me with respect.	4.27
6. Staff spoke to me in a way I understood.	4.39
7. Staff gave me enough time in my treatment sessions.	4.12
8. I chose the treatment goals with my provider's help.	4.36
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.24
10. I was able to get all the help/services that I needed.	4.13
11. The location of services was convenient.	4.15

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.26.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 59 submitted valid surveys
- 48 had scores above 3.5, indicating they were satisfied

This calculation yields 81.4% satisfied clients.

Response Rate

We received a total of 93 (including surveys which were incomplete or had a client refusal reason given. Of those, 59 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 131 clients.

This calculation yields a response rate of: 71.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Citywide Svc for Supp Housing (8911SH)

Item-level Results

1. I felt welcomed here.	4.55
2. I like the services offered here.	4.45
3. I would recommend this agency to a friend or family member.	4.39
4. Services were available when I needed them.	4.53
5. Staff treated me with respect.	4.75
6. Staff spoke to me in a way I understood.	4.66
7. Staff gave me enough time in my treatment sessions.	4.36
8. I chose the treatment goals with my provider's help.	4.23
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.35
10. I was able to get all the help/services that I needed.	4.31
11. The location of services was convenient.	4.55

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.46.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 32 submitted valid surveys
- 29 had scores above 3.5, indicating they were satisfied

This calculation yields 90.6% satisfied clients.

Response Rate

We received a total of 33 (including surveys which were incomplete or had a client refusal reason given. Of those, 32 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 55 clients.

This calculation yields a response rate of: 60.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CJC CTR Juvenile and Crime Justice(89032)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.55
3. I would recommend this agency to a friend or family member.	4.82
4. Services were available when I needed them.	4.73
5. Staff treated me with respect.	4.90
6. Staff spoke to me in a way I understood.	4.91
7. Staff gave me enough time in my treatment sessions.	4.73
8. I chose the treatment goals with my provider's help.	4.73
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.73
10. I was able to get all the help/services that I needed.	4.73
11. The location of services was convenient.	4.82

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.78.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 11 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 14 clients.

This calculation yields a response rate of: 78.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Clay Street Day Treatment (89852)

Item-level Results

1. I felt welcomed here.	4.70
2. I like the services offered here.	4.40
3. I would recommend this agency to a friend or family member.	4.70
4. Services were available when I needed them.	4.60
5. Staff treated me with respect.	4.40
6. Staff spoke to me in a way I understood.	4.60
7. Staff gave me enough time in my treatment sessions.	4.60
8. I chose the treatment goals with my provider's help.	4.60
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.30
10. I was able to get all the help/services that I needed.	4.60
11. The location of services was convenient.	4.60

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.55.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 10 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 11 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 15 clients.

This calculation yields a response rate of: 73.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Conard House Outpatient Services (89492)

Item-level Results

1. I felt welcomed here.	4.31
2. I like the services offered here.	4.19
3. I would recommend this agency to a friend or family member.	4.23
4. Services were available when I needed them.	4.08
5. Staff treated me with respect.	4.29
6. Staff spoke to me in a way I understood.	4.34
7. Staff gave me enough time in my treatment sessions.	4.24
8. I chose the treatment goals with my provider's help.	4.20
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.23
10. I was able to get all the help/services that I needed.	4.11
11. The location of services was convenient.	4.43

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.21.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 137 submitted valid surveys
- 116 had scores above 3.5, indicating they were satisfied

This calculation yields 84.7% satisfied clients.

Response Rate

We received a total of 167 (including surveys which were incomplete or had a client refusal reason given. Of those, 137 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 253 clients.

This calculation yields a response rate of: 66.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Cooperative Apartment P.P Opt (3838OP)

Item-level Results

1. I felt welcomed here.	3.97
2. I like the services offered here.	4.12
3. I would recommend this agency to a friend or family member.	4.21
4. Services were available when I needed them.	3.91
5. Staff treated me with respect.	4.09
6. Staff spoke to me in a way I understood.	4.03
7. Staff gave me enough time in my treatment sessions.	4.06
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.09
10. I was able to get all the help/services that I needed.	3.85
11. The location of services was convenient.	4.15

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.04.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 34 submitted valid surveys
- 25 had scores above 3.5, indicating they were satisfied

This calculation yields 73.5% satisfied clients.

Response Rate

We received a total of 42 (including surveys which were incomplete or had a client refusal reason given. Of those, 34 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 55 clients.

This calculation yields a response rate of: 76.4%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Cortland House Day Treatment (3863DT)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.22
3. I would recommend this agency to a friend or family member.	4.22
4. Services were available when I needed them.	4.33
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.33
7. Staff gave me enough time in my treatment sessions.	4.22
8. I chose the treatment goals with my provider's help.	4.22
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.33
10. I was able to get all the help/services that I needed.	4.11
11. The location of services was convenient.	3.89

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.29.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 88.9% satisfied clients.

Response Rate

We received a total of 9 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 10 clients.

This calculation yields a response rate of: 90.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

CTNB Outpatient (38723)

Item-level Results

1. I felt welcomed here.	4.68
2. I like the services offered here.	4.66
3. I would recommend this agency to a friend or family member.	4.51
4. Services were available when I needed them.	4.56
5. Staff treated me with respect.	4.60
6. Staff spoke to me in a way I understood.	4.65
7. Staff gave me enough time in my treatment sessions.	4.64
8. I chose the treatment goals with my provider's help.	4.48
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.47
10. I was able to get all the help/services that I needed.	4.54
11. The location of services was convenient.	4.58

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.58.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 95 submitted valid surveys
- 90 had scores above 3.5, indicating they were satisfied

This calculation yields 94.7% satisfied clients.

Response Rate

We received a total of 134 (including surveys which were incomplete or had a client refusal reason given. Of those, 95 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 470 clients.

This calculation yields a response rate of: 28.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Curry Cntr Older Adults Counsel (00701)

Item-level Results

1. I felt welcomed here.	4.72
2. I like the services offered here.	4.61
3. I would recommend this agency to a friend or family member.	4.61
4. Services were available when I needed them.	4.44
5. Staff treated me with respect.	4.72
6. Staff spoke to me in a way I understood.	4.67
7. Staff gave me enough time in my treatment sessions.	4.44
8. I chose the treatment goals with my provider's help.	4.39
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.61
10. I was able to get all the help/services that I needed.	4.39
11. The location of services was convenient.	4.56

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.56.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 18 submitted valid surveys
- 18 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 18 (including surveys which were incomplete or had a client refusal reason given. Of those, 18 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 16 clients.

This calculation yields a response rate of: 112.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Curry Senior Center Behavioral H(38ISBH)

Item-level Results

1. I felt welcomed here.	4.83
2. I like the services offered here.	4.67
3. I would recommend this agency to a friend or family member.	4.67
4. Services were available when I needed them.	4.67
5. Staff treated me with respect.	4.83
6. Staff spoke to me in a way I understood.	4.83
7. Staff gave me enough time in my treatment sessions.	4.83
8. I chose the treatment goals with my provider's help.	4.67
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.83
10. I was able to get all the help/services that I needed.	4.83
11. The location of services was convenient.	4.83

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.77.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 6 submitted valid surveys
- 6 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 7 (including surveys which were incomplete or had a client refusal reason given. Of those, 6 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 10 clients.

This calculation yields a response rate of: 70.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Dore House Crisis Res (38GM1)

Item-level Results

1. I felt welcomed here.	4.81
2. I like the services offered here.	4.73
3. I would recommend this agency to a friend or family member.	4.58
4. Services were available when I needed them.	4.62
5. Staff treated me with respect.	4.80
6. Staff spoke to me in a way I understood.	4.85
7. Staff gave me enough time in my treatment sessions.	4.62
8. I chose the treatment goals with my provider's help.	4.58
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.65
10. I was able to get all the help/services that I needed.	4.42
11. The location of services was convenient.	4.54

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.66.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 26 submitted valid surveys
- 25 had scores above 3.5, indicating they were satisfied

This calculation yields 96.2% satisfied clients.

Response Rate

We received a total of 28 (including surveys which were incomplete or had a client refusal reason given. Of those, 26 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 24 clients.

This calculation yields a response rate of: 116.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Dore House OP (38GM3)

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	5.00
10. I was able to get all the help/services that I needed.	4.00
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.40.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 1 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 19 clients.

This calculation yields a response rate of: 5.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Dorine Loso House DayTreatment (38GH2)

Item-level Results

1. I felt welcomed here.	4.50
2. I like the services offered here.	4.20
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.10
5. Staff treated me with respect.	4.20
6. Staff spoke to me in a way I understood.	4.10
7. Staff gave me enough time in my treatment sessions.	4.11
8. I chose the treatment goals with my provider's help.	3.78
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.67
10. I was able to get all the help/services that I needed.	4.00
11. The location of services was convenient.	4.11

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.08.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 7 had scores above 3.5, indicating they were satisfied

This calculation yields 77.8% satisfied clients.

Response Rate

We received a total of 14 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 14 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OBOT PHP WD86 (86134)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	5.00
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	5.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	5.00
10. I was able to get all the help/services that I needed.	5.00
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 5.00.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 2 submitted valid surveys
- 2 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 2 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP - Van Bayview (72134)

Item-level Results

1. I felt welcomed here.	4.74
2. I like the services offered here.	4.66
3. I would recommend this agency to a friend or family member.	4.60
4. Services were available when I needed them.	4.60
5. Staff treated me with respect.	4.67
6. Staff spoke to me in a way I understood.	4.69
7. Staff gave me enough time in my treatment sessions.	4.64
8. I chose the treatment goals with my provider's help.	4.48
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.58
10. I was able to get all the help/services that I needed.	4.54
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.61.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 102 submitted valid surveys
- 98 had scores above 3.5, indicating they were satisfied

This calculation yields 96.1% satisfied clients.

Response Rate

We received a total of 103 (including surveys which were incomplete or had a client refusal reason given. Of those, 102 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 105 clients.

This calculation yields a response rate of: 98.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP - Van Mission (71134)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.42
3. I would recommend this agency to a friend or family member.	4.48
4. Services were available when I needed them.	4.44
5. Staff treated me with respect.	4.60
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.52
8. I chose the treatment goals with my provider's help.	4.41
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.42
10. I was able to get all the help/services that I needed.	4.33
11. The location of services was convenient.	4.37

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.47.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 63 submitted valid surveys
- 60 had scores above 3.5, indicating they were satisfied

This calculation yields 95.2% satisfied clients.

Response Rate

We received a total of 68 (including surveys which were incomplete or had a client refusal reason given. Of those, 63 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 72 clients.

This calculation yields a response rate of: 94.4%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP - Van Sunnyvale (73134)

Item-level Results

1. I felt welcomed here.	4.79
2. I like the services offered here.	4.71
3. I would recommend this agency to a friend or family member.	4.71
4. Services were available when I needed them.	4.71
5. Staff treated me with respect.	4.71
6. Staff spoke to me in a way I understood.	4.71
7. Staff gave me enough time in my treatment sessions.	4.77
8. I chose the treatment goals with my provider's help.	4.77
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.57
10. I was able to get all the help/services that I needed.	4.57
11. The location of services was convenient.	4.57

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.69.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 14 submitted valid surveys
- 14 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 14 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 19 clients.

This calculation yields a response rate of: 78.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP MM (38134)

Item-level Results

1. I felt welcomed here.	4.62
2. I like the services offered here.	4.56
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.49
5. Staff treated me with respect.	4.58
6. Staff spoke to me in a way I understood.	4.58
7. Staff gave me enough time in my treatment sessions.	4.55
8. I chose the treatment goals with my provider's help.	4.42
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.46
10. I was able to get all the help/services that I needed.	4.34
11. The location of services was convenient.	4.34

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 254 submitted valid surveys
- 243 had scores above 3.5, indicating they were satisfied

This calculation yields 95.7% satisfied clients.

Response Rate

We received a total of 275 (including surveys which were incomplete or had a client refusal reason given. Of those, 254 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 305 clients.

This calculation yields a response rate of: 90.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP MM CARE (87134)

Item-level Results

1. I felt welcomed here.	4.52
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.42
5. Staff treated me with respect.	4.42
6. Staff spoke to me in a way I understood.	4.38
7. Staff gave me enough time in my treatment sessions.	4.35
8. I chose the treatment goals with my provider's help.	4.30
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.42
10. I was able to get all the help/services that I needed.	4.27
11. The location of services was convenient.	4.34

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.40.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 66 submitted valid surveys
- 58 had scores above 3.5, indicating they were satisfied

This calculation yields 87.9% satisfied clients.

Response Rate

We received a total of 70 (including surveys which were incomplete or had a client refusal reason given. Of those, 66 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 76 clients.

This calculation yields a response rate of: 92.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP-OBOT Potrero Hill (74134)

Item-level Results

1. I felt welcomed here.	4.60
2. I like the services offered here.	4.60
3. I would recommend this agency to a friend or family member.	4.80
4. Services were available when I needed them.	4.60
5. Staff treated me with respect.	4.60
6. Staff spoke to me in a way I understood.	4.70
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.50
10. I was able to get all the help/services that I needed.	4.20
11. The location of services was convenient.	3.90

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.56.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 10 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 5 clients.

This calculation yields a response rate of: 260.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

DSAAM OTOP-OBOT Tom Waddell (75134)

Item-level Results

1. I felt welcomed here.	4.40
2. I like the services offered here.	4.30
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.20
5. Staff treated me with respect.	4.30
6. Staff spoke to me in a way I understood.	4.67
7. Staff gave me enough time in my treatment sessions.	4.40
8. I chose the treatment goals with my provider's help.	4.40
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.40
10. I was able to get all the help/services that I needed.	4.20
11. The location of services was convenient.	4.33

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.34.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 90.0% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 5 clients.

This calculation yields a response rate of: 200.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FHAAI Friendship House Resident (00102)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.22
3. I would recommend this agency to a friend or family member.	4.44
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	4.11
6. Staff spoke to me in a way I understood.	4.44
7. Staff gave me enough time in my treatment sessions.	3.88
8. I chose the treatment goals with my provider's help.	4.11
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.22
10. I was able to get all the help/services that I needed.	3.89
11. The location of services was convenient.	4.33

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.19.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 7 had scores above 3.5, indicating they were satisfied

This calculation yields 77.8% satisfied clients.

Response Rate

We received a total of 9 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Fort Help Meth. Main. Mission (89074)

Item-level Results

1. I felt welcomed here.	4.74
2. I like the services offered here.	4.69
3. I would recommend this agency to a friend or family member.	4.74
4. Services were available when I needed them.	4.55
5. Staff treated me with respect.	4.81
6. Staff spoke to me in a way I understood.	4.79
7. Staff gave me enough time in my treatment sessions.	4.76
8. I chose the treatment goals with my provider's help.	4.49
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.68
10. I was able to get all the help/services that I needed.	4.64
11. The location of services was convenient.	4.48

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.69.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 42 submitted valid surveys
- 42 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 42 (including surveys which were incomplete or had a client refusal reason given. Of those, 42 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 88 clients.

This calculation yields a response rate of: 47.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Fort Help Meth. Maint Bryant St (38364)

Item-level Results

1. I felt welcomed here.	4.74
2. I like the services offered here.	4.64
3. I would recommend this agency to a friend or family member.	4.70
4. Services were available when I needed them.	4.51
5. Staff treated me with respect.	4.64
6. Staff spoke to me in a way I understood.	4.61
7. Staff gave me enough time in my treatment sessions.	4.46
8. I chose the treatment goals with my provider's help.	4.39
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.53
10. I was able to get all the help/services that I needed.	4.39
11. The location of services was convenient.	4.33

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.56.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 97 submitted valid surveys
- 93 had scores above 3.5, indicating they were satisfied

This calculation yields 95.9% satisfied clients.

Response Rate

We received a total of 104 (including surveys which were incomplete or had a client refusal reason given. Of those, 97 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 270 clients.

This calculation yields a response rate of: 38.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA Adult Care Management (3822OP)

Item-level Results

1. I felt welcomed here.	4.64
2. I like the services offered here.	4.34
3. I would recommend this agency to a friend or family member.	4.20
4. Services were available when I needed them.	4.27
5. Staff treated me with respect.	4.59
6. Staff spoke to me in a way I understood.	4.48
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.29
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.11
10. I was able to get all the help/services that I needed.	4.32
11. The location of services was convenient.	4.43

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.40.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 29 submitted valid surveys
- 27 had scores above 3.5, indicating they were satisfied

This calculation yields 93.1% satisfied clients.

Response Rate

We received a total of 44 (including surveys which were incomplete or had a client refusal reason given. Of those, 29 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 59 clients.

This calculation yields a response rate of: 74.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA Adult FSP Outpatient MHSA (3822A3)

Item-level Results

1. I felt welcomed here.	4.60
2. I like the services offered here.	4.64
3. I would recommend this agency to a friend or family member.	4.68
4. Services were available when I needed them.	4.57
5. Staff treated me with respect.	4.79
6. Staff spoke to me in a way I understood.	4.72
7. Staff gave me enough time in my treatment sessions.	4.54
8. I chose the treatment goals with my provider's help.	4.64
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.46
10. I was able to get all the help/services that I needed.	4.54
11. The location of services was convenient.	4.52

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.60.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 25 submitted valid surveys
- 23 had scores above 3.5, indicating they were satisfied

This calculation yields 92.0% satisfied clients.

Response Rate

We received a total of 36 (including surveys which were incomplete or had a client refusal reason given. Of those, 25 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 48 clients.

This calculation yields a response rate of: 75.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA Fam Svc Agy Geriatric OP (38223MH)

Item-level Results

1. I felt welcomed here.	4.22
2. I like the services offered here.	4.32
3. I would recommend this agency to a friend or family member.	4.22
4. Services were available when I needed them.	4.18
5. Staff treated me with respect.	4.10
6. Staff spoke to me in a way I understood.	4.38
7. Staff gave me enough time in my treatment sessions.	4.22
8. I chose the treatment goals with my provider's help.	4.27
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.17
10. I was able to get all the help/services that I needed.	4.26
11. The location of services was convenient.	4.27

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.23.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 50 submitted valid surveys
- 44 had scores above 3.5, indicating they were satisfied

This calculation yields 88.0% satisfied clients.

Response Rate

We received a total of 71 (including surveys which were incomplete or had a client refusal reason given. Of those, 50 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 111 clients.

This calculation yields a response rate of: 64.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA Geriatric Services-West OP(89903)

Item-level Results

1. I felt welcomed here.	4.50
2. I like the services offered here.	4.53
3. I would recommend this agency to a friend or family member.	4.42
4. Services were available when I needed them.	4.36
5. Staff treated me with respect.	4.65
6. Staff spoke to me in a way I understood.	4.69
7. Staff gave me enough time in my treatment sessions.	4.41
8. I chose the treatment goals with my provider's help.	4.32
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.45
11. The location of services was convenient.	4.57

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 71 submitted valid surveys
- 67 had scores above 3.5, indicating they were satisfied

This calculation yields 94.4% satisfied clients.

Response Rate

We received a total of 89 (including surveys which were incomplete or had a client refusal reason given. Of those, 71 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 126 clients.

This calculation yields a response rate of: 70.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA OA Full Service Part OP (3822G3)

Item-level Results

1. I felt welcomed here.	4.45
2. I like the services offered here.	4.33
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.05
5. Staff treated me with respect.	4.50
6. Staff spoke to me in a way I understood.	4.19
7. Staff gave me enough time in my treatment sessions.	4.41
8. I chose the treatment goals with my provider's help.	4.09
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.14
10. I was able to get all the help/services that I needed.	4.00
11. The location of services was convenient.	4.24

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.22.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 22 submitted valid surveys
- 19 had scores above 3.5, indicating they were satisfied

This calculation yields 86.4% satisfied clients.

Response Rate

We received a total of 23 (including surveys which were incomplete or had a client refusal reason given. Of those, 22 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 37 clients.

This calculation yields a response rate of: 62.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA Older Adult INT Case MGM (382213)

Item-level Results

1. I felt welcomed here.	4.20
2. I like the services offered here.	4.20
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.30
5. Staff treated me with respect.	4.40
6. Staff spoke to me in a way I understood.	4.10
7. Staff gave me enough time in my treatment sessions.	4.25
8. I chose the treatment goals with my provider's help.	3.78
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.30
10. I was able to get all the help/services that I needed.	3.90
11. The location of services was convenient.	3.80

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.15.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 80.0% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 32 clients.

This calculation yields a response rate of: 40.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSA TAY FSP Outpatient Svc (3822T3)

Item-level Results

1. I felt welcomed here.	4.50
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	3.75
4. Services were available when I needed them.	4.13
5. Staff treated me with respect.	4.63
6. Staff spoke to me in a way I understood.	4.63
7. Staff gave me enough time in my treatment sessions.	4.25
8. I chose the treatment goals with my provider's help.	4.25
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.86
10. I was able to get all the help/services that I needed.	4.25
11. The location of services was convenient.	3.88

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.35.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 8 submitted valid surveys
- 6 had scores above 3.5, indicating they were satisfied

This calculation yields 75.0% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 8 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 25 clients.

This calculation yields a response rate of: 52.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

FSASF-Deaf Community Counseling (3822DC)

Item-level Results

1. I felt welcomed here.	4.65
2. I like the services offered here.	4.59
3. I would recommend this agency to a friend or family member.	4.62
4. Services were available when I needed them.	4.55
5. Staff treated me with respect.	4.57
6. Staff spoke to me in a way I understood.	4.39
7. Staff gave me enough time in my treatment sessions.	4.64
8. I chose the treatment goals with my provider's help.	4.30
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.33
10. I was able to get all the help/services that I needed.	4.41
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.53.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 22 submitted valid surveys
- 22 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 27 (including surveys which were incomplete or had a client refusal reason given. Of those, 22 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 35 clients.

This calculation yields a response rate of: 77.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

GENDER MENTAL HEALTH SERVICES (38BH08)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.90
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.44
5. Staff treated me with respect.	4.90
6. Staff spoke to me in a way I understood.	4.70
7. Staff gave me enough time in my treatment sessions.	4.67
8. I chose the treatment goals with my provider's help.	4.30
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.88
10. I was able to get all the help/services that I needed.	3.30
11. The location of services was convenient.	4.40

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.54.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 10 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 12 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 17 clients.

This calculation yields a response rate of: 70.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Grove St Crisis Residence Baker (89781)

Item-level Results

1. I felt welcomed here.	4.89
2. I like the services offered here.	4.44
3. I would recommend this agency to a friend or family member.	4.33
4. Services were available when I needed them.	4.33
5. Staff treated me with respect.	4.67
6. Staff spoke to me in a way I understood.	4.56
7. Staff gave me enough time in my treatment sessions.	4.56
8. I chose the treatment goals with my provider's help.	4.25
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.50
11. The location of services was convenient.	4.44

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.52.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 88.9% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 111.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HAFC Outpatient (38CC3)

Item-level Results

1. I felt welcomed here.	4.70
2. I like the services offered here.	4.65
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.45
5. Staff treated me with respect.	4.50
6. Staff spoke to me in a way I understood.	4.50
7. Staff gave me enough time in my treatment sessions.	4.58
8. I chose the treatment goals with my provider's help.	4.63
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.74
10. I was able to get all the help/services that I needed.	4.47
11. The location of services was convenient.	4.63

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.53.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 20 submitted valid surveys
- 19 had scores above 3.5, indicating they were satisfied

This calculation yields 95.0% satisfied clients.

Response Rate

We received a total of 26 (including surveys which were incomplete or had a client refusal reason given. Of those, 20 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 55 clients.

This calculation yields a response rate of: 47.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HAFC-WH Bridges Residential (85572)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	5.00
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	5.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	5.00
10. I was able to get all the help/services that I needed.	5.00
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 5.00.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 1 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 1 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HAFC-WH Outpatient Program (87351)

Item-level Results

1. I felt welcomed here.	4.63
2. I like the services offered here.	4.63
3. I would recommend this agency to a friend or family member.	4.56
4. Services were available when I needed them.	4.56
5. Staff treated me with respect.	4.56
6. Staff spoke to me in a way I understood.	4.63
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.56
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.44
10. I was able to get all the help/services that I needed.	4.44
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.55.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 16 submitted valid surveys
- 15 had scores above 3.5, indicating they were satisfied

This calculation yields 93.8% satisfied clients.

Response Rate

We received a total of 16 (including surveys which were incomplete or had a client refusal reason given. Of those, 16 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 81 clients.

This calculation yields a response rate of: 19.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HAFC-WH Second Chance CSM Prog. (87071)

Item-level Results

1. I felt welcomed here.	4.55
2. I like the services offered here.	4.59
3. I would recommend this agency to a friend or family member.	4.73
4. Services were available when I needed them.	4.64
5. Staff treated me with respect.	4.77
6. Staff spoke to me in a way I understood.	4.64
7. Staff gave me enough time in my treatment sessions.	4.64
8. I chose the treatment goals with my provider's help.	4.57
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.45
10. I was able to get all the help/services that I needed.	4.55
11. The location of services was convenient.	4.55

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.61.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 22 submitted valid surveys
- 21 had scores above 3.5, indicating they were satisfied

This calculation yields 95.5% satisfied clients.

Response Rate

We received a total of 22 (including surveys which were incomplete or had a client refusal reason given. Of those, 22 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 22 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HAFC-WH Women's Residential Prog.(38572)

Item-level Results

1. I felt welcomed here.	4.32
2. I like the services offered here.	4.05
3. I would recommend this agency to a friend or family member.	4.16
4. Services were available when I needed them.	3.88
5. Staff treated me with respect.	4.32
6. Staff spoke to me in a way I understood.	4.34
7. Staff gave me enough time in my treatment sessions.	4.00
8. I chose the treatment goals with my provider's help.	4.21
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.30
10. I was able to get all the help/services that I needed.	3.88
11. The location of services was convenient.	4.52

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.16.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 43 submitted valid surveys
- 38 had scores above 3.5, indicating they were satisfied

This calculation yields 88.4% satisfied clients.

Response Rate

We received a total of 43 (including surveys which were incomplete or had a client refusal reason given. Of those, 43 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 58 clients.

This calculation yields a response rate of: 74.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HAFC-WH WRAPS Program (38IT3)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	5.00
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	5.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.00
10. I was able to get all the help/services that I needed.	-
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.78.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 1 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 2 clients.

This calculation yields a response rate of: 50.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HIV MENTAL HEALTH CASE MGM (38BH02)

Item-level Results

1. I felt welcomed here.	4.81
2. I like the services offered here.	4.71
3. I would recommend this agency to a friend or family member.	4.76
4. Services were available when I needed them.	4.48
5. Staff treated me with respect.	4.90
6. Staff spoke to me in a way I understood.	4.86
7. Staff gave me enough time in my treatment sessions.	4.80
8. I chose the treatment goals with my provider's help.	4.76
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.80
10. I was able to get all the help/services that I needed.	4.62
11. The location of services was convenient.	4.57

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.75.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 21 submitted valid surveys
- 20 had scores above 3.5, indicating they were satisfied

This calculation yields 95.2% satisfied clients.

Response Rate

We received a total of 21 (including surveys which were incomplete or had a client refusal reason given. Of those, 21 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 23 clients.

This calculation yields a response rate of: 91.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Hospitality House 6th Street Self Help Center - CBHS

Item-level Results

1. I felt welcomed here.	4.54
2. I like the services offered here.	4.51
3. I would recommend this agency to a friend or family member.	4.51
4. Services were available when I needed them.	4.30
5. Staff treated me with respect.	4.58
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.41
8. I chose the treatment goals with my provider's help.	4.29
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.42
10. I was able to get all the help/services that I needed.	4.34
11. The location of services was convenient.	4.57

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.46.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 90 submitted valid surveys
- 81 had scores above 3.5, indicating they were satisfied

This calculation yields 90.0% satisfied clients.

Response Rate

We received a total of 111 (including surveys which were incomplete or had a client refusal reason given. Of those, 90 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Hospitality House Tenderloin Self Help Center (CAP) - CBHS

Item-level Results

1. I felt welcomed here.	4.61
2. I like the services offered here.	4.58
3. I would recommend this agency to a friend or family member.	4.59
4. Services were available when I needed them.	4.43
5. Staff treated me with respect.	4.56
6. Staff spoke to me in a way I understood.	4.58
7. Staff gave me enough time in my treatment sessions.	4.43
8. I chose the treatment goals with my provider's help.	4.39
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.55
10. I was able to get all the help/services that I needed.	4.48
11. The location of services was convenient.	4.59

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.52.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 201 submitted valid surveys
- 189 had scores above 3.5, indicating they were satisfied

This calculation yields 94.0% satisfied clients.

Response Rate

We received a total of 267 (including surveys which were incomplete or had a client refusal reason given. Of those, 201 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360- AB109 Transitional Prog. (86077)

Item-level Results

1. I felt welcomed here.	4.67
2. I like the services offered here.	4.60
3. I would recommend this agency to a friend or family member.	4.43
4. Services were available when I needed them.	4.40
5. Staff treated me with respect.	4.64
6. Staff spoke to me in a way I understood.	4.53
7. Staff gave me enough time in my treatment sessions.	4.64
8. I chose the treatment goals with my provider's help.	4.57
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.50
10. I was able to get all the help/services that I needed.	4.64
11. The location of services was convenient.	4.71

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.54.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 14 submitted valid surveys
- 14 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 14 (including surveys which were incomplete or had a client refusal reason given. Of those, 14 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360- BASN Detox Beds (84062)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.67
3. I would recommend this agency to a friend or family member.	4.67
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.67
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	4.33
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	5.00
10. I was able to get all the help/services that I needed.	5.00
11. The location of services was convenient.	4.67

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 5.00.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 2 submitted valid surveys
- 2 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 2 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 8 clients.

This calculation yields a response rate of: 25.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360 Southeast Health OPP. Prg.(85731)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.67
3. I would recommend this agency to a friend or family member.	4.87
4. Services were available when I needed them.	4.93
5. Staff treated me with respect.	4.93
6. Staff spoke to me in a way I understood.	4.87
7. Staff gave me enough time in my treatment sessions.	4.92
8. I chose the treatment goals with my provider's help.	4.38
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.80
10. I was able to get all the help/services that I needed.	4.53
11. The location of services was convenient.	4.47

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.80.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 15 submitted valid surveys
- 15 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 15 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 17 clients.

This calculation yields a response rate of: 88.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-AB109 Residential Prog.(87342)

Item-level Results

1. I felt welcomed here.	4.80
2. I like the services offered here.	4.70
3. I would recommend this agency to a friend or family member.	4.80
4. Services were available when I needed them.	4.50
5. Staff treated me with respect.	4.90
6. Staff spoke to me in a way I understood.	4.60
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.40
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.70
10. I was able to get all the help/services that I needed.	4.50
11. The location of services was convenient.	4.78

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.64.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 10 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 11 clients.

This calculation yields a response rate of: 90.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-African American Healing CT(87301)

Item-level Results

1. I felt welcomed here.	4.75
2. I like the services offered here.	4.44
3. I would recommend this agency to a friend or family member.	4.69
4. Services were available when I needed them.	4.38
5. Staff treated me with respect.	4.63
6. Staff spoke to me in a way I understood.	4.75
7. Staff gave me enough time in my treatment sessions.	4.63
8. I chose the treatment goals with my provider's help.	4.33
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.63
10. I was able to get all the help/services that I needed.	4.31
11. The location of services was convenient.	4.19

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.55.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 16 submitted valid surveys
- 16 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 16 (including surveys which were incomplete or had a client refusal reason given. Of those, 16 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 22 clients.

This calculation yields a response rate of: 72.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-BASN Residential Serv. (88342)

Item-level Results

1. I felt welcomed here.	4.48
2. I like the services offered here.	4.48
3. I would recommend this agency to a friend or family member.	4.57
4. Services were available when I needed them.	4.24
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.43
7. Staff gave me enough time in my treatment sessions.	4.33
8. I chose the treatment goals with my provider's help.	4.24
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.45
10. I was able to get all the help/services that I needed.	4.24
11. The location of services was convenient.	4.48

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.38.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 21 submitted valid surveys
- 19 had scores above 3.5, indicating they were satisfied

This calculation yields 90.5% satisfied clients.

Response Rate

We received a total of 21 (including surveys which were incomplete or had a client refusal reason given. Of those, 21 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 21 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Bridges CSM OP Prog. (85351)

Item-level Results

1. I felt welcomed here.	4.21
2. I like the services offered here.	4.26
3. I would recommend this agency to a friend or family member.	4.33
4. Services were available when I needed them.	4.26
5. Staff treated me with respect.	4.53
6. Staff spoke to me in a way I understood.	4.37
7. Staff gave me enough time in my treatment sessions.	4.11
8. I chose the treatment goals with my provider's help.	3.76
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.12
10. I was able to get all the help/services that I needed.	4.05
11. The location of services was convenient.	4.35

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.20.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 19 submitted valid surveys
- 16 had scores above 3.5, indicating they were satisfied

This calculation yields 84.2% satisfied clients.

Response Rate

We received a total of 19 (including surveys which were incomplete or had a client refusal reason given. Of those, 19 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 45 clients.

This calculation yields a response rate of: 42.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Dual Recovery Program (38062)

Item-level Results

1. I felt welcomed here.	4.49
2. I like the services offered here.	4.40
3. I would recommend this agency to a friend or family member.	4.42
4. Services were available when I needed them.	4.20
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.34
7. Staff gave me enough time in my treatment sessions.	4.30
8. I chose the treatment goals with my provider's help.	4.32
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.23
10. I was able to get all the help/services that I needed.	4.08
11. The location of services was convenient.	4.48

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.31.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 53 submitted valid surveys
- 43 had scores above 3.5, indicating they were satisfied

This calculation yields 81.1% satisfied clients.

Response Rate

We received a total of 55 (including surveys which were incomplete or had a client refusal reason given. Of those, 53 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 50 clients.

This calculation yields a response rate of: 110.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Family Strength OP Prog. (38731)

Item-level Results

1. I felt welcomed here.	4.73
2. I like the services offered here.	4.62
3. I would recommend this agency to a friend or family member.	4.41
4. Services were available when I needed them.	4.41
5. Staff treated me with respect.	4.59
6. Staff spoke to me in a way I understood.	4.64
7. Staff gave me enough time in my treatment sessions.	4.64
8. I chose the treatment goals with my provider's help.	4.55
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.73
10. I was able to get all the help/services that I needed.	4.50
11. The location of services was convenient.	4.82

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.58.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 22 submitted valid surveys
- 22 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 22 (including surveys which were incomplete or had a client refusal reason given. Of those, 22 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 27 clients.

This calculation yields a response rate of: 81.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Men's Residential Prg. (38342)

Item-level Results

1. I felt welcomed here.	4.53
2. I like the services offered here.	4.45
3. I would recommend this agency to a friend or family member.	4.39
4. Services were available when I needed them.	4.16
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.48
7. Staff gave me enough time in my treatment sessions.	4.15
8. I chose the treatment goals with my provider's help.	4.16
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.19
10. I was able to get all the help/services that I needed.	4.14
11. The location of services was convenient.	4.46

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.30.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 64 submitted valid surveys
- 59 had scores above 3.5, indicating they were satisfied

This calculation yields 92.2% satisfied clients.

Response Rate

We received a total of 64 (including surveys which were incomplete or had a client refusal reason given. Of those, 64 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 63 clients.

This calculation yields a response rate of: 101.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Men's Satellite Program (8077)

Item-level Results

1. I felt welcomed here.	4.76
2. I like the services offered here.	4.41
3. I would recommend this agency to a friend or family member.	4.59
4. Services were available when I needed them.	4.24
5. Staff treated me with respect.	4.59
6. Staff spoke to me in a way I understood.	4.41
7. Staff gave me enough time in my treatment sessions.	4.53
8. I chose the treatment goals with my provider's help.	4.53
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.47
10. I was able to get all the help/services that I needed.	4.41
11. The location of services was convenient.	4.47

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.49.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 17 submitted valid surveys
- 17 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 17 (including surveys which were incomplete or had a client refusal reason given. Of those, 17 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Representative Payee Prg (88359)

Item-level Results

1. I felt welcomed here.	4.44
2. I like the services offered here.	4.26
3. I would recommend this agency to a friend or family member.	4.24
4. Services were available when I needed them.	4.30
5. Staff treated me with respect.	4.41
6. Staff spoke to me in a way I understood.	4.43
7. Staff gave me enough time in my treatment sessions.	4.18
8. I chose the treatment goals with my provider's help.	4.02
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.29
10. I was able to get all the help/services that I needed.	4.28
11. The location of services was convenient.	4.44

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.28.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 72 submitted valid surveys
- 65 had scores above 3.5, indicating they were satisfied

This calculation yields 90.3% satisfied clients.

Response Rate

We received a total of 80 (including surveys which were incomplete or had a client refusal reason given. Of those, 72 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 33 clients.

This calculation yields a response rate of: 242.4%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-RES DETOX Center (88062)

Item-level Results

1. I felt welcomed here.	4.44
2. I like the services offered here.	4.41
3. I would recommend this agency to a friend or family member.	4.40
4. Services were available when I needed them.	4.31
5. Staff treated me with respect.	4.63
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.28
8. I chose the treatment goals with my provider's help.	4.23
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.31
10. I was able to get all the help/services that I needed.	4.14
11. The location of services was convenient.	4.51

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.37.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 51 submitted valid surveys
- 46 had scores above 3.5, indicating they were satisfied

This calculation yields 90.2% satisfied clients.

Response Rate

We received a total of 54 (including surveys which were incomplete or had a client refusal reason given. Of those, 51 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 97 clients.

This calculation yields a response rate of: 55.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Women's Hope Residential (89102)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.53
3. I would recommend this agency to a friend or family member.	4.56
4. Services were available when I needed them.	4.50
5. Staff treated me with respect.	4.31
6. Staff spoke to me in a way I understood.	4.63
7. Staff gave me enough time in my treatment sessions.	4.44
8. I chose the treatment goals with my provider's help.	4.75
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.50
10. I was able to get all the help/services that I needed.	4.25
11. The location of services was convenient.	4.81

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 16 submitted valid surveys
- 16 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 16 (including surveys which were incomplete or had a client refusal reason given. Of those, 16 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 16 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HR360-Women's Satellite Program (87067)

Item-level Results

1. I felt welcomed here.	3.50
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	3.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.00
10. I was able to get all the help/services that I needed.	5.00
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.28.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 2 submitted valid surveys
- 2 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 2 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Hyde Adult FSP Outpatient (38BRA3)

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.33
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	3.90
6. Staff spoke to me in a way I understood.	4.00
7. Staff gave me enough time in my treatment sessions.	3.70
8. I chose the treatment goals with my provider's help.	3.78
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.10
10. I was able to get all the help/services that I needed.	3.78
11. The location of services was convenient.	4.20

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.79.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 80.0% satisfied clients.

Response Rate

We received a total of 14 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 36 clients.

This calculation yields a response rate of: 38.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Hyde St Community Services Inc. (38BR3)

Item-level Results

1. I felt welcomed here.	4.62
2. I like the services offered here.	4.58
3. I would recommend this agency to a friend or family member.	4.61
4. Services were available when I needed them.	4.44
5. Staff treated me with respect.	4.67
6. Staff spoke to me in a way I understood.	4.58
7. Staff gave me enough time in my treatment sessions.	4.44
8. I chose the treatment goals with my provider's help.	4.41
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.48
10. I was able to get all the help/services that I needed.	4.36
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.51.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 117 submitted valid surveys
- 112 had scores above 3.5, indicating they were satisfied

This calculation yields 95.7% satisfied clients.

Response Rate

We received a total of 132 (including surveys which were incomplete or had a client refusal reason given. Of those, 117 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 302 clients.

This calculation yields a response rate of: 43.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

HZ Juventud Outpatient (38241)

Item-level Results

1. I felt welcomed here.	4.85
2. I like the services offered here.	4.77
3. I would recommend this agency to a friend or family member.	4.75
4. Services were available when I needed them.	4.62
5. Staff treated me with respect.	4.77
6. Staff spoke to me in a way I understood.	4.77
7. Staff gave me enough time in my treatment sessions.	4.69
8. I chose the treatment goals with my provider's help.	4.31
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.69
10. I was able to get all the help/services that I needed.	4.62
11. The location of services was convenient.	4.69

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.68.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 13 submitted valid surveys
- 13 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 13 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 45 clients.

This calculation yields a response rate of: 28.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Inst Fam De La Raza-IHBS/EPST (381810)

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	4.00
6. Staff spoke to me in a way I understood.	4.00
7. Staff gave me enough time in my treatment sessions.	4.00
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.00
10. I was able to get all the help/services that I needed.	4.00
11. The location of services was convenient.	4.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.00.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 10 clients.

This calculation yields a response rate of: 20.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

INST Familiar De La Raza EPSDT (38185)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	5.00
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	5.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	5.00
10. I was able to get all the help/services that I needed.	5.00
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 5.00.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 1 submitted valid surveys
- 1 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 1 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 10 clients.

This calculation yields a response rate of: 20.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Instituto Fam DeLaRaza (38183)

Item-level Results

1. I felt welcomed here.	4.84
2. I like the services offered here.	4.71
3. I would recommend this agency to a friend or family member.	4.80
4. Services were available when I needed them.	4.60
5. Staff treated me with respect.	4.68
6. Staff spoke to me in a way I understood.	4.72
7. Staff gave me enough time in my treatment sessions.	4.72
8. I chose the treatment goals with my provider's help.	4.70
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.84
10. I was able to get all the help/services that I needed.	4.65
11. The location of services was convenient.	4.76

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.73.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 46 submitted valid surveys
- 46 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 64 (including surveys which were incomplete or had a client refusal reason given. Of those, 46 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 69 clients.

This calculation yields a response rate of: 92.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Iris Outpatient (38191)

Item-level Results

1. I felt welcomed here.	4.55
2. I like the services offered here.	4.64
3. I would recommend this agency to a friend or family member.	4.55
4. Services were available when I needed them.	4.36
5. Staff treated me with respect.	4.36
6. Staff spoke to me in a way I understood.	4.45
7. Staff gave me enough time in my treatment sessions.	4.55
8. I chose the treatment goals with my provider's help.	4.18
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.45
10. I was able to get all the help/services that I needed.	4.45
11. The location of services was convenient.	4.36

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.45.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 10 had scores above 3.5, indicating they were satisfied

This calculation yields 90.9% satisfied clients.

Response Rate

We received a total of 11 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 24 clients.

This calculation yields a response rate of: 45.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Jelani House Residence (01452)

Item-level Results

1. I felt welcomed here.	3.86
2. I like the services offered here.	2.86
3. I would recommend this agency to a friend or family member.	3.29
4. Services were available when I needed them.	3.29
5. Staff treated me with respect.	3.57
6. Staff spoke to me in a way I understood.	3.71
7. Staff gave me enough time in my treatment sessions.	3.43
8. I chose the treatment goals with my provider's help.	3.71
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.86
10. I was able to get all the help/services that I needed.	2.86
11. The location of services was convenient.	3.14

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.44.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 7 submitted valid surveys
- 4 had scores above 3.5, indicating they were satisfied

This calculation yields 57.1% satisfied clients.

Response Rate

We received a total of 7 (including surveys which were incomplete or had a client refusal reason given. Of those, 7 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 8 clients.

This calculation yields a response rate of: 87.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Jelani The Family Program (38502)

Item-level Results

1. I felt welcomed here.	4.17
2. I like the services offered here.	3.67
3. I would recommend this agency to a friend or family member.	4.17
4. Services were available when I needed them.	3.33
5. Staff treated me with respect.	3.17
6. Staff spoke to me in a way I understood.	3.33
7. Staff gave me enough time in my treatment sessions.	4.00
8. I chose the treatment goals with my provider's help.	4.33
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.33
10. I was able to get all the help/services that I needed.	3.50
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.80.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 6 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 83.3% satisfied clients.

Response Rate

We received a total of 6 (including surveys which were incomplete or had a client refusal reason given. Of those, 6 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 66.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Jewish Family&Child Serv AdultMH(38ADM1)

Item-level Results

1. I felt welcomed here.	4.88
2. I like the services offered here.	4.81
3. I would recommend this agency to a friend or family member.	4.88
4. Services were available when I needed them.	4.71
5. Staff treated me with respect.	4.94
6. Staff spoke to me in a way I understood.	4.88
7. Staff gave me enough time in my treatment sessions.	4.82
8. I chose the treatment goals with my provider's help.	4.76
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.94
10. I was able to get all the help/services that I needed.	4.82
11. The location of services was convenient.	4.88

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.84.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 17 submitted valid surveys
- 17 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 17 (including surveys which were incomplete or had a client refusal reason given. Of those, 17 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 23 clients.

This calculation yields a response rate of: 73.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Jo Ruffin Place-Baker Residence (89911)

Item-level Results

1. I felt welcomed here.	4.67
2. I like the services offered here.	4.53
3. I would recommend this agency to a friend or family member.	4.71
4. Services were available when I needed them.	4.40
5. Staff treated me with respect.	4.47
6. Staff spoke to me in a way I understood.	4.60
7. Staff gave me enough time in my treatment sessions.	4.40
8. I chose the treatment goals with my provider's help.	4.29
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.80
10. I was able to get all the help/services that I needed.	4.71
11. The location of services was convenient.	4.93

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.52.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 15 submitted valid surveys
- 13 had scores above 3.5, indicating they were satisfied

This calculation yields 86.7% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 15 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 15 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

La Amistad Day Treatment (38092)

Item-level Results

1. I felt welcomed here.	4.17
2. I like the services offered here.	4.08
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	3.58
5. Staff treated me with respect.	4.08
6. Staff spoke to me in a way I understood.	4.17
7. Staff gave me enough time in my treatment sessions.	4.17
8. I chose the treatment goals with my provider's help.	3.75
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.92
10. I was able to get all the help/services that I needed.	3.75
11. The location of services was convenient.	4.08

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 3.96.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 12 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 75.0% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 12 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 14 clients.

This calculation yields a response rate of: 107.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

La Posada Outpatient (3808OP)

Item-level Results

1. I felt welcomed here.	4.45
2. I like the services offered here.	4.18
3. I would recommend this agency to a friend or family member.	4.27
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	4.55
6. Staff spoke to me in a way I understood.	4.55
7. Staff gave me enough time in my treatment sessions.	4.09
8. I chose the treatment goals with my provider's help.	4.09
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.45
10. I was able to get all the help/services that I needed.	4.00
11. The location of services was convenient.	4.55

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.26.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 81.8% satisfied clients.

Response Rate

We received a total of 12 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 133.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

LC Aviva Children (38935)

Item-level Results

1. I felt welcomed here.	4.80
2. I like the services offered here.	4.80
3. I would recommend this agency to a friend or family member.	4.80
4. Services were available when I needed them.	4.80
5. Staff treated me with respect.	4.80
6. Staff spoke to me in a way I understood.	4.60
7. Staff gave me enough time in my treatment sessions.	4.60
8. I chose the treatment goals with my provider's help.	4.60
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.60
10. I was able to get all the help/services that I needed.	4.60
11. The location of services was convenient.	4.60

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.70.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 5 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 5 (including surveys which were incomplete or had a client refusal reason given. Of those, 5 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 5 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

LC Aviva House (38932)

Item-level Results

1. I felt welcomed here.	4.50
2. I like the services offered here.	4.75
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	4.75
6. Staff spoke to me in a way I understood.	4.50
7. Staff gave me enough time in my treatment sessions.	4.75
8. I chose the treatment goals with my provider's help.	4.75
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.75
10. I was able to get all the help/services that I needed.	4.75
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.75.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 4 submitted valid surveys
- 4 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 4 (including surveys which were incomplete or had a client refusal reason given. Of those, 4 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 4 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

LC Casa Quetzal (38472)

Item-level Results

1. I felt welcomed here.	4.60
2. I like the services offered here.	4.60
3. I would recommend this agency to a friend or family member.	4.80
4. Services were available when I needed them.	4.60
5. Staff treated me with respect.	4.40
6. Staff spoke to me in a way I understood.	4.40
7. Staff gave me enough time in my treatment sessions.	4.80
8. I chose the treatment goals with my provider's help.	4.20
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.40
10. I was able to get all the help/services that I needed.	4.80
11. The location of services was convenient.	4.60

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.56.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 5 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 5 (including surveys which were incomplete or had a client refusal reason given. Of those, 5 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 5 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

LC Ollin (97037)

Item-level Results

1. I felt welcomed here.	4.57
2. I like the services offered here.	4.43
3. I would recommend this agency to a friend or family member.	4.71
4. Services were available when I needed them.	4.57
5. Staff treated me with respect.	4.71
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.57
8. I chose the treatment goals with my provider's help.	4.29
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.71
10. I was able to get all the help/services that I needed.	4.43
11. The location of services was convenient.	4.57

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.56.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 7 submitted valid surveys
- 7 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 7 (including surveys which were incomplete or had a client refusal reason given. Of those, 7 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 11 clients.

This calculation yields a response rate of: 63.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

MC Family Day Tx (38718)

Item-level Results

1. I felt welcomed here.	4.82
2. I like the services offered here.	4.82
3. I would recommend this agency to a friend or family member.	4.42
4. Services were available when I needed them.	4.83
5. Staff treated me with respect.	4.42
6. Staff spoke to me in a way I understood.	4.58
7. Staff gave me enough time in my treatment sessions.	4.58
8. I chose the treatment goals with my provider's help.	4.25
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.91
10. I was able to get all the help/services that I needed.	4.42
11. The location of services was convenient.	4.58

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.60.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 12 submitted valid surveys
- 12 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 12 (including surveys which were incomplete or had a client refusal reason given. Of those, 12 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 16 clients.

This calculation yields a response rate of: 75.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

MC Outpatient (38561)

Item-level Results

1. I felt welcomed here.	4.65
2. I like the services offered here.	4.45
3. I would recommend this agency to a friend or family member.	4.49
4. Services were available when I needed them.	4.40
5. Staff treated me with respect.	4.72
6. Staff spoke to me in a way I understood.	4.70
7. Staff gave me enough time in my treatment sessions.	4.53
8. I chose the treatment goals with my provider's help.	4.31
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.53
10. I was able to get all the help/services that I needed.	4.55
11. The location of services was convenient.	4.44

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.55.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 46 submitted valid surveys
- 45 had scores above 3.5, indicating they were satisfied

This calculation yields 97.8% satisfied clients.

Response Rate

We received a total of 47 (including surveys which were incomplete or had a client refusal reason given. Of those, 46 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 69 clients.

This calculation yields a response rate of: 68.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Mission IMD Alternatives (38047)

Item-level Results

1. I felt welcomed here.	4.55
2. I like the services offered here.	4.36
3. I would recommend this agency to a friend or family member.	4.45
4. Services were available when I needed them.	4.36
5. Staff treated me with respect.	4.45
6. Staff spoke to me in a way I understood.	4.40
7. Staff gave me enough time in my treatment sessions.	4.55
8. I chose the treatment goals with my provider's help.	4.36
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.55
10. I was able to get all the help/services that I needed.	4.55
11. The location of services was convenient.	4.45

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.46.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 11 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 122.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Mission Mental Health Team 1(38043)

Item-level Results

1. I felt welcomed here.	4.51
2. I like the services offered here.	4.44
3. I would recommend this agency to a friend or family member.	4.44
4. Services were available when I needed them.	4.20
5. Staff treated me with respect.	4.49
6. Staff spoke to me in a way I understood.	4.51
7. Staff gave me enough time in my treatment sessions.	4.35
8. I chose the treatment goals with my provider's help.	4.32
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.30
10. I was able to get all the help/services that I needed.	4.30
11. The location of services was convenient.	4.70

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.38.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 81 submitted valid surveys
- 70 had scores above 3.5, indicating they were satisfied

This calculation yields 86.4% satisfied clients.

Response Rate

We received a total of 95 (including surveys which were incomplete or had a client refusal reason given. Of those, 81 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 376 clients.

This calculation yields a response rate of: 25.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

MISSION MH MISSION ACT (3804SP)

Item-level Results

1. I felt welcomed here.	4.83
2. I like the services offered here.	4.78
3. I would recommend this agency to a friend or family member.	4.78
4. Services were available when I needed them.	4.67
5. Staff treated me with respect.	4.56
6. Staff spoke to me in a way I understood.	4.76
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.44
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.56
10. I was able to get all the help/services that I needed.	4.11
11. The location of services was convenient.	4.65

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.60.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 18 submitted valid surveys
- 18 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 22 (including surveys which were incomplete or had a client refusal reason given. Of those, 18 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 49 clients.

This calculation yields a response rate of: 44.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Mission MH Team II OP (38033)

Item-level Results

1. I felt welcomed here.	4.88
2. I like the services offered here.	4.80
3. I would recommend this agency to a friend or family member.	4.73
4. Services were available when I needed them.	4.73
5. Staff treated me with respect.	4.87
6. Staff spoke to me in a way I understood.	4.78
7. Staff gave me enough time in my treatment sessions.	4.70
8. I chose the treatment goals with my provider's help.	4.65
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.79
10. I was able to get all the help/services that I needed.	4.60
11. The location of services was convenient.	4.58

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.75.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 40 submitted valid surveys
- 40 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 40 (including surveys which were incomplete or had a client refusal reason given. Of those, 40 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 70 clients.

This calculation yields a response rate of: 57.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

MSJ Epiphany House (38812)

Item-level Results

1. I felt welcomed here.	4.46
2. I like the services offered here.	4.31
3. I would recommend this agency to a friend or family member.	4.62
4. Services were available when I needed them.	4.31
5. Staff treated me with respect.	4.38
6. Staff spoke to me in a way I understood.	4.23
7. Staff gave me enough time in my treatment sessions.	4.15
8. I chose the treatment goals with my provider's help.	3.92
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.08
10. I was able to get all the help/services that I needed.	4.08
11. The location of services was convenient.	4.67

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.25.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 13 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 84.6% satisfied clients.

Response Rate

We received a total of 13 (including surveys which were incomplete or had a client refusal reason given. Of those, 13 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 13 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

MSJ Epiphany House Masonic(38432)

Item-level Results

1. I felt welcomed here.	4.71
2. I like the services offered here.	4.29
3. I would recommend this agency to a friend or family member.	4.43
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	3.86
6. Staff spoke to me in a way I understood.	3.86
7. Staff gave me enough time in my treatment sessions.	4.00
8. I chose the treatment goals with my provider's help.	4.20
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.29
10. I was able to get all the help/services that I needed.	3.57
11. The location of services was convenient.	4.71

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.10.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 7 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 71.4% satisfied clients.

Response Rate

We received a total of 7 (including surveys which were incomplete or had a client refusal reason given. Of those, 7 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 12 clients.

This calculation yields a response rate of: 58.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

OBIC

Item-level Results

1. I felt welcomed here.	4.88
2. I like the services offered here.	4.81
3. I would recommend this agency to a friend or family member.	4.88
4. Services were available when I needed them.	4.33
5. Staff treated me with respect.	4.81
6. Staff spoke to me in a way I understood.	4.75
7. Staff gave me enough time in my treatment sessions.	4.80
8. I chose the treatment goals with my provider's help.	4.53
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.79
10. I was able to get all the help/services that I needed.	4.67
11. The location of services was convenient.	4.88

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.72.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 15 submitted valid surveys
- 14 had scores above 3.5, indicating they were satisfied

This calculation yields 93.3% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 15 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Odyssey House Outpatient (38400P)

Item-level Results

1. I felt welcomed here.	4.44
2. I like the services offered here.	4.33
3. I would recommend this agency to a friend or family member.	4.44
4. Services were available when I needed them.	4.44
5. Staff treated me with respect.	4.44
6. Staff spoke to me in a way I understood.	4.56
7. Staff gave me enough time in my treatment sessions.	4.33
8. I chose the treatment goals with my provider's help.	4.33
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.33
10. I was able to get all the help/services that I needed.	4.33
11. The location of services was convenient.	4.78

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.40.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 88.9% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 9 clients.

This calculation yields a response rate of: 111.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Older Adult Mental Health Cons (89073)

Item-level Results

1. I felt welcomed here.	4.80
2. I like the services offered here.	4.79
3. I would recommend this agency to a friend or family member.	4.75
4. Services were available when I needed them.	4.74
5. Staff treated me with respect.	4.79
6. Staff spoke to me in a way I understood.	4.80
7. Staff gave me enough time in my treatment sessions.	4.78
8. I chose the treatment goals with my provider's help.	4.61
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.67
11. The location of services was convenient.	4.77

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.74.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 61 submitted valid surveys
- 60 had scores above 3.5, indicating they were satisfied

This calculation yields 98.4% satisfied clients.

Response Rate

We received a total of 87 (including surveys which were incomplete or had a client refusal reason given. Of those, 61 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 112 clients.

This calculation yields a response rate of: 77.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

OMI Family Center OP (38803)

Item-level Results

1. I felt welcomed here.	4.49
2. I like the services offered here.	4.40
3. I would recommend this agency to a friend or family member.	4.36
4. Services were available when I needed them.	4.12
5. Staff treated me with respect.	4.59
6. Staff spoke to me in a way I understood.	4.52
7. Staff gave me enough time in my treatment sessions.	4.40
8. I chose the treatment goals with my provider's help.	4.37
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.23
10. I was able to get all the help/services that I needed.	4.21
11. The location of services was convenient.	4.39

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.37.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 74 submitted valid surveys
- 70 had scores above 3.5, indicating they were satisfied

This calculation yields 94.6% satisfied clients.

Response Rate

We received a total of 78 (including surveys which were incomplete or had a client refusal reason given. Of those, 74 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 204 clients.

This calculation yields a response rate of: 38.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Progress House Day Treatment (38372)

Item-level Results

1. I felt welcomed here.	4.64
2. I like the services offered here.	4.36
3. I would recommend this agency to a friend or family member.	4.36
4. Services were available when I needed them.	4.30
5. Staff treated me with respect.	4.64
6. Staff spoke to me in a way I understood.	4.27
7. Staff gave me enough time in my treatment sessions.	4.27
8. I chose the treatment goals with my provider's help.	4.36
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.18
10. I was able to get all the help/services that I needed.	4.27
11. The location of services was convenient.	4.36

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.36.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 12 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 12 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

RAMS Broderick Street (38948)

Item-level Results

<i>1. I felt welcomed here.</i>	4.53
<i>2. I like the services offered here.</i>	4.50
<i>3. I would recommend this agency to a friend or family member.</i>	4.33
<i>4. Services were available when I needed them.</i>	4.47
<i>5. Staff treated me with respect.</i>	4.47
<i>6. Staff spoke to me in a way I understood.</i>	4.40
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.54
<i>8. I chose the treatment goals with my provider's help.</i>	4.36
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.27
<i>10. I was able to get all the help/services that I needed.</i>	4.47
<i>11. The location of services was convenient.</i>	4.53

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.42.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 15 submitted valid surveys
- 15 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 23 (including surveys which were incomplete or had a client refusal reason given. Of those, 15 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 33 clients.

This calculation yields a response rate of: 69.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

RAMS Employee Development Program (38B62)

Item-level Results

<i>1. I felt welcomed here.</i>	5.00
<i>2. I like the services offered here.</i>	4.75
<i>3. I would recommend this agency to a friend or family member.</i>	5.00
<i>4. Services were available when I needed them.</i>	4.75
<i>5. Staff treated me with respect.</i>	5.00
<i>6. Staff spoke to me in a way I understood.</i>	5.00
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.50
<i>8. I chose the treatment goals with my provider's help.</i>	4.75
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.75
<i>10. I was able to get all the help/services that I needed.</i>	5.00
<i>11. The location of services was convenient.</i>	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.85.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 4 submitted valid surveys
- 4 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 4 (including surveys which were incomplete or had a client refusal reason given. Of those, 4 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 6 clients.

This calculation yields a response rate of: 66.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

RAMS Outpatient Services (38943)

Item-level Results

1. I felt welcomed here.	4.79
2. I like the services offered here.	4.71
3. I would recommend this agency to a friend or family member.	4.70
4. Services were available when I needed them.	4.52
5. Staff treated me with respect.	4.75
6. Staff spoke to me in a way I understood.	4.70
7. Staff gave me enough time in my treatment sessions.	4.62
8. I chose the treatment goals with my provider's help.	4.57
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.72
10. I was able to get all the help/services that I needed.	4.54
11. The location of services was convenient.	4.36

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.66.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 208 submitted valid surveys
- 204 had scores above 3.5, indicating they were satisfied

This calculation yields 98.1% satisfied clients.

Response Rate

We received a total of 263 (including surveys which were incomplete or had a client refusal reason given. Of those, 208 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 444 clients.

This calculation yields a response rate of: 59.2%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

RAMS Paes Counseling Services OP (38C63)

Item-level Results

<i>1. I felt welcomed here.</i>	4.70
<i>2. I like the services offered here.</i>	4.46
<i>3. I would recommend this agency to a friend or family member.</i>	4.54
<i>4. Services were available when I needed them.</i>	4.38
<i>5. Staff treated me with respect.</i>	4.80
<i>6. Staff spoke to me in a way I understood.</i>	4.70
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.47
<i>8. I chose the treatment goals with my provider's help.</i>	4.44
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.40
<i>10. I was able to get all the help/services that I needed.</i>	4.00
<i>11. The location of services was convenient.</i>	4.40

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 56 submitted valid surveys
- 55 had scores above 3.5, indicating they were satisfied

This calculation yields 98.2% satisfied clients.

Response Rate

We received a total of 57 (including surveys which were incomplete or had a client refusal reason given. Of those, 56 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 112 clients.

This calculation yields a response rate of: 50.9%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Rypins House PD Geriatric (38532)

Item-level Results

1. I felt welcomed here.	4.33
2. I like the services offered here.	4.33
3. I would recommend this agency to a friend or family member.	4.28
4. Services were available when I needed them.	4.17
5. Staff treated me with respect.	4.17
6. Staff spoke to me in a way I understood.	4.28
7. Staff gave me enough time in my treatment sessions.	4.06
8. I chose the treatment goals with my provider's help.	4.06
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.06
10. I was able to get all the help/services that I needed.	4.19
11. The location of services was convenient.	4.41

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.19.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 18 submitted valid surveys
- 16 had scores above 3.5, indicating they were satisfied

This calculation yields 88.9% satisfied clients.

Response Rate

We received a total of 19 (including surveys which were incomplete or had a client refusal reason given. Of those, 18 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 33 clients.

This calculation yields a response rate of: 57.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Sage Project Inc. (38BG3)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	5.00
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	5.00
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	4.60
7. Staff gave me enough time in my treatment sessions.	4.40
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.20
10. I was able to get all the help/services that I needed.	4.40
11. The location of services was convenient.	5.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.64.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 5 submitted valid surveys
- 4 had scores above 3.5, indicating they were satisfied

This calculation yields 80.0% satisfied clients.

Response Rate

We received a total of 5 (including surveys which were incomplete or had a client refusal reason given. Of those, 5 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 8 clients.

This calculation yields a response rate of: 62.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

SAGE STAR OP(88011)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.75
3. I would recommend this agency to a friend or family member.	4.88
4. Services were available when I needed them.	4.50
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	4.75
8. I chose the treatment goals with my provider's help.	5.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.63
10. I was able to get all the help/services that I needed.	4.75
11. The location of services was convenient.	4.63

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.82.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 8 submitted valid surveys
- 8 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 8 (including surveys which were incomplete or had a client refusal reason given. Of those, 8 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 11 clients.

This calculation yields a response rate of: 72.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

San Jose Place Residence-Baker (38BS1)

Item-level Results

1. I felt welcomed here.	4.73
2. I like the services offered here.	4.45
3. I would recommend this agency to a friend or family member.	4.73
4. Services were available when I needed them.	4.36
5. Staff treated me with respect.	4.45
6. Staff spoke to me in a way I understood.	4.45
7. Staff gave me enough time in my treatment sessions.	4.45
8. I chose the treatment goals with my provider's help.	4.55
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.64
10. I was able to get all the help/services that I needed.	4.18
11. The location of services was convenient.	4.55

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 11 submitted valid surveys
- 11 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 11 (including surveys which were incomplete or had a client refusal reason given. Of those, 11 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 11 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

SF FIRST SOM McMillan ICM (38719A)

Item-level Results

1. I felt welcomed here.	4.47
2. I like the services offered here.	4.39
3. I would recommend this agency to a friend or family member.	4.53
4. Services were available when I needed them.	4.33
5. Staff treated me with respect.	4.63
6. Staff spoke to me in a way I understood.	4.18
7. Staff gave me enough time in my treatment sessions.	4.06
8. I chose the treatment goals with my provider's help.	4.06
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.71
10. I was able to get all the help/services that I needed.	4.12
11. The location of services was convenient.	3.94

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.27.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 17 submitted valid surveys
- 15 had scores above 3.5, indicating they were satisfied

This calculation yields 88.2% satisfied clients.

Response Rate

We received a total of 25 (including surveys which were incomplete or had a client refusal reason given. Of those, 17 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 116 clients.

This calculation yields a response rate of: 21.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

SF MH CHILD Transition-AgeYouth (38BH4)

Item-level Results

1. I felt welcomed here.	4.67
2. I like the services offered here.	4.67
3. I would recommend this agency to a friend or family member.	4.56
4. Services were available when I needed them.	4.67
5. Staff treated me with respect.	4.78
6. Staff spoke to me in a way I understood.	4.78
7. Staff gave me enough time in my treatment sessions.	4.33
8. I chose the treatment goals with my provider's help.	4.44
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.56
11. The location of services was convenient.	4.67

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.61.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 9 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 18 clients.

This calculation yields a response rate of: 50.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

SF START (8961OP)

Item-level Results

1. I felt welcomed here.	4.47
2. I like the services offered here.	4.41
3. I would recommend this agency to a friend or family member.	4.28
4. Services were available when I needed them.	4.14
5. Staff treated me with respect.	4.55
6. Staff spoke to me in a way I understood.	4.48
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.40
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.51
10. I was able to get all the help/services that I needed.	4.01
11. The location of services was convenient.	4.61

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.37.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 75 submitted valid surveys
- 65 had scores above 3.5, indicating they were satisfied

This calculation yields 86.7% satisfied clients.

Response Rate

We received a total of 96 (including surveys which were incomplete or had a client refusal reason given. Of those, 75 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 91 clients.

This calculation yields a response rate of: 105.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

SFAF Stonewall Project-OP (89051)

Item-level Results

1. I felt welcomed here.	4.78
2. I like the services offered here.	4.71
3. I would recommend this agency to a friend or family member.	4.83
4. Services were available when I needed them.	4.43
5. Staff treated me with respect.	4.76
6. Staff spoke to me in a way I understood.	4.81
7. Staff gave me enough time in my treatment sessions.	4.63
8. I chose the treatment goals with my provider's help.	4.61
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.69
10. I was able to get all the help/services that I needed.	4.40
11. The location of services was convenient.	4.48

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.66.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 42 submitted valid surveys
- 42 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 42 (including surveys which were incomplete or had a client refusal reason given. Of those, 42 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 62 clients.

This calculation yields a response rate of: 67.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Shrader House Crisis RES PROG (89661)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.88
3. I would recommend this agency to a friend or family member.	4.94
4. Services were available when I needed them.	4.81
5. Staff treated me with respect.	4.94
6. Staff spoke to me in a way I understood.	4.75
7. Staff gave me enough time in my treatment sessions.	4.81
8. I chose the treatment goals with my provider's help.	4.53
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.63
11. The location of services was convenient.	4.81

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.80.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 16 submitted valid surveys
- 16 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 21 (including surveys which were incomplete or had a client refusal reason given. Of those, 16 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 24 clients.

This calculation yields a response rate of: 87.5%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

South of Market Outpatient (38719)

Item-level Results

1. I felt welcomed here.	4.52
2. I like the services offered here.	4.57
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.38
5. Staff treated me with respect.	4.56
6. Staff spoke to me in a way I understood.	4.54
7. Staff gave me enough time in my treatment sessions.	4.45
8. I chose the treatment goals with my provider's help.	4.40
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.42
10. I was able to get all the help/services that I needed.	4.38
11. The location of services was convenient.	4.15

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.47.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 88 submitted valid surveys
- 85 had scores above 3.5, indicating they were satisfied

This calculation yields 96.6% satisfied clients.

Response Rate

We received a total of 104 (including surveys which were incomplete or had a client refusal reason given. Of those, 88 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 451 clients.

This calculation yields a response rate of: 23.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Southeast Mission Geriatric-OP (38483)

Item-level Results

<i>1. I felt welcomed here.</i>	4.85
<i>2. I like the services offered here.</i>	4.85
<i>3. I would recommend this agency to a friend or family member.</i>	4.79
<i>4. Services were available when I needed them.</i>	4.79
<i>5. Staff treated me with respect.</i>	4.87
<i>6. Staff spoke to me in a way I understood.</i>	4.85
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.74
<i>8. I chose the treatment goals with my provider's help.</i>	4.74
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.82
<i>10. I was able to get all the help/services that I needed.</i>	4.67
<i>11. The location of services was convenient.</i>	4.54

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.80.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 39 submitted valid surveys
- 39 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 43 (including surveys which were incomplete or had a client refusal reason given. Of those, 39 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 89 clients.

This calculation yields a response rate of: 48.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

STONEWALL PROJECT-SF AIDS (38HSOP)

Item-level Results

<i>1. I felt welcomed here.</i>	4.00
<i>2. I like the services offered here.</i>	4.33
<i>3. I would recommend this agency to a friend or family member.</i>	4.44
<i>4. Services were available when I needed them.</i>	4.00
<i>5. Staff treated me with respect.</i>	4.33
<i>6. Staff spoke to me in a way I understood.</i>	4.11
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.44
<i>8. I chose the treatment goals with my provider's help.</i>	4.33
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.13
<i>10. I was able to get all the help/services that I needed.</i>	3.44
<i>11. The location of services was convenient.</i>	4.33

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.15.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 7 had scores above 3.5, indicating they were satisfied

This calculation yields 77.8% satisfied clients.

Response Rate

We received a total of 9 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 11 clients.

This calculation yields a response rate of: 81.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Sunset Mental Health Ctr OP (38823)

Item-level Results

1. I felt welcomed here.	4.56
2. I like the services offered here.	4.52
3. I would recommend this agency to a friend or family member.	4.51
4. Services were available when I needed them.	4.46
5. Staff treated me with respect.	4.60
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.44
8. I chose the treatment goals with my provider's help.	4.43
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.37
10. I was able to get all the help/services that I needed.	4.39
11. The location of services was convenient.	4.43

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.48.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 104 submitted valid surveys
- 98 had scores above 3.5, indicating they were satisfied

This calculation yields 94.2% satisfied clients.

Response Rate

We received a total of 132 (including surveys which were incomplete or had a client refusal reason given. Of those, 104 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 289 clients.

This calculation yields a response rate of: 45.7%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Swords to Plowshares Outpatient (8925OP)

Item-level Results

1. I felt welcomed here.	4.78
2. I like the services offered here.	4.44
3. I would recommend this agency to a friend or family member.	4.67
4. Services were available when I needed them.	4.33
5. Staff treated me with respect.	4.67
6. Staff spoke to me in a way I understood.	4.44
7. Staff gave me enough time in my treatment sessions.	4.43
8. I chose the treatment goals with my provider's help.	4.14
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.44
10. I was able to get all the help/services that I needed.	4.44
11. The location of services was convenient.	4.00

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.48.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 9 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 9 (including surveys which were incomplete or had a client refusal reason given. Of those, 9 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 11 clients.

This calculation yields a response rate of: 81.8%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

TAY MHA Outpatient Services (38BHT3)

Item-level Results

1. I felt welcomed here.	4.29
2. I like the services offered here.	4.43
3. I would recommend this agency to a friend or family member.	4.00
4. Services were available when I needed them.	4.29
5. Staff treated me with respect.	4.71
6. Staff spoke to me in a way I understood.	4.57
7. Staff gave me enough time in my treatment sessions.	4.29
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.57
10. I was able to get all the help/services that I needed.	4.14
11. The location of services was convenient.	4.14

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.37.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 7 submitted valid surveys
- 6 had scores above 3.5, indicating they were satisfied

This calculation yields 85.7% satisfied clients.

Response Rate

We received a total of 10 (including surveys which were incomplete or had a client refusal reason given. Of those, 7 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 21 clients.

This calculation yields a response rate of: 47.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

The Anchor Program (38A13)

Item-level Results

1. I felt welcomed here.	4.30
2. I like the services offered here.	3.82
3. I would recommend this agency to a friend or family member.	4.33
4. Services were available when I needed them.	4.20
5. Staff treated me with respect.	4.30
6. Staff spoke to me in a way I understood.	4.40
7. Staff gave me enough time in my treatment sessions.	4.25
8. I chose the treatment goals with my provider's help.	3.90
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.80
10. I was able to get all the help/services that I needed.	4.10
11. The location of services was convenient.	3.91

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.14.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 10 submitted valid surveys
- 9 had scores above 3.5, indicating they were satisfied

This calculation yields 90.0% satisfied clients.

Response Rate

We received a total of 12 (including surveys which were incomplete or had a client refusal reason given. Of those, 10 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 15 clients.

This calculation yields a response rate of: 80.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

The Latino Commission

Item-level Results

1. I felt welcomed here.	4.00
2. I like the services offered here.	4.00
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.00
5. Staff treated me with respect.	4.50
6. Staff spoke to me in a way I understood.	4.00
7. Staff gave me enough time in my treatment sessions.	4.00
8. I chose the treatment goals with my provider's help.	4.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.00
10. I was able to get all the help/services that I needed.	3.50
11. The location of services was convenient.	3.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.05.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 2 submitted valid surveys
- 2 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 2 (including surveys which were incomplete or had a client refusal reason given. Of those, 2 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 0 clients.

This calculation yields a response rate of: Unable to calculate, no clients billed in Avatar.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

UCSF Alliance Health Project (38A33)

Item-level Results

1. I felt welcomed here.	4.77
2. I like the services offered here.	4.67
3. I would recommend this agency to a friend or family member.	4.75
4. Services were available when I needed them.	4.26
5. Staff treated me with respect.	4.72
6. Staff spoke to me in a way I understood.	4.73
7. Staff gave me enough time in my treatment sessions.	4.54
8. I chose the treatment goals with my provider's help.	4.45
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.60
10. I was able to get all the help/services that I needed.	4.37
11. The location of services was convenient.	4.62

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.59.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 109 submitted valid surveys
- 104 had scores above 3.5, indicating they were satisfied

This calculation yields 95.4% satisfied clients.

Response Rate

We received a total of 114 (including surveys which were incomplete or had a client refusal reason given. Of those, 109 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 140 clients.

This calculation yields a response rate of: 81.4%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

UCSF Citywide-STOP (38321)

Item-level Results

1. I felt welcomed here.	4.87
2. I like the services offered here.	4.73
3. I would recommend this agency to a friend or family member.	4.53
4. Services were available when I needed them.	4.50
5. Staff treated me with respect.	4.67
6. Staff spoke to me in a way I understood.	4.60
7. Staff gave me enough time in my treatment sessions.	4.60
8. I chose the treatment goals with my provider's help.	4.21
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.14
10. I was able to get all the help/services that I needed.	4.21
11. The location of services was convenient.	4.33

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.51.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 15 submitted valid surveys
- 14 had scores above 3.5, indicating they were satisfied

This calculation yields 93.3% satisfied clients.

Response Rate

We received a total of 15 (including surveys which were incomplete or had a client refusal reason given. Of those, 15 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 14 clients.

This calculation yields a response rate of: 107.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

UCSF Citywide-STOP-Richardson (89321)

Item-level Results

1. I felt welcomed here.	4.67
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	4.67
4. Services were available when I needed them.	4.33
5. Staff treated me with respect.	4.50
6. Staff spoke to me in a way I understood.	4.67
7. Staff gave me enough time in my treatment sessions.	4.33
8. I chose the treatment goals with my provider's help.	4.33
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.67
10. I was able to get all the help/services that I needed.	4.33
11. The location of services was convenient.	4.67

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.53.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 3 submitted valid surveys
- 3 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 3 (including surveys which were incomplete or had a client refusal reason given. Of those, 3 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 3 clients.

This calculation yields a response rate of: 100.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Westside Ajani (89007)

Item-level Results

1. I felt welcomed here.	4.50
2. I like the services offered here.	4.50
3. I would recommend this agency to a friend or family member.	4.50
4. Services were available when I needed them.	4.50
5. Staff treated me with respect.	4.50
6. Staff spoke to me in a way I understood.	4.50
7. Staff gave me enough time in my treatment sessions.	4.50
8. I chose the treatment goals with my provider's help.	4.50
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.50
10. I was able to get all the help/services that I needed.	4.50
11. The location of services was convenient.	4.50

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.50.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 2 submitted valid surveys
- 2 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 3 (including surveys which were incomplete or had a client refusal reason given. Of those, 2 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 37 clients.

This calculation yields a response rate of: 8.1%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Westside CalWORKs Counseling (8976CW)

Item-level Results

1. I felt welcomed here.	4.88
2. I like the services offered here.	4.85
3. I would recommend this agency to a friend or family member.	4.85
4. Services were available when I needed them.	4.77
5. Staff treated me with respect.	4.92
6. Staff spoke to me in a way I understood.	4.88
7. Staff gave me enough time in my treatment sessions.	4.88
8. I chose the treatment goals with my provider's help.	4.84
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.77
10. I was able to get all the help/services that I needed.	4.77
11. The location of services was convenient.	4.72

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.84.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 26 submitted valid surveys
- 26 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 26 (including surveys which were incomplete or had a client refusal reason given. Of those, 26 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 93 clients.

This calculation yields a response rate of: 28.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Westside Community MH SPR (8976SP)

Item-level Results

1. I felt welcomed here.	4.86
2. I like the services offered here.	4.53
3. I would recommend this agency to a friend or family member.	4.40
4. Services were available when I needed them.	4.47
5. Staff treated me with respect.	4.33
6. Staff spoke to me in a way I understood.	4.44
7. Staff gave me enough time in my treatment sessions.	4.25
8. I chose the treatment goals with my provider's help.	4.44
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.47
10. I was able to get all the help/services that I needed.	4.38
11. The location of services was convenient.	4.38

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.40.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 16 submitted valid surveys
- 15 had scores above 3.5, indicating they were satisfied

This calculation yields 93.8% satisfied clients.

Response Rate

We received a total of 22 (including surveys which were incomplete or had a client refusal reason given. Of those, 16 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 100 clients.

This calculation yields a response rate of: 22.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Westside Community Outpat Clinic (89763)

Item-level Results

1. I felt welcomed here.	4.84
2. I like the services offered here.	4.82
3. I would recommend this agency to a friend or family member.	4.74
4. Services were available when I needed them.	4.58
5. Staff treated me with respect.	4.79
6. Staff spoke to me in a way I understood.	4.74
7. Staff gave me enough time in my treatment sessions.	4.71
8. I chose the treatment goals with my provider's help.	4.66
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.84
10. I was able to get all the help/services that I needed.	4.66
11. The location of services was convenient.	4.68

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.73.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 38 submitted valid surveys
- 37 had scores above 3.5, indicating they were satisfied

This calculation yields 97.4% satisfied clients.

Response Rate

We received a total of 46 (including surveys which were incomplete or had a client refusal reason given. Of those, 38 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 137 clients.

This calculation yields a response rate of: 33.6%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

WS M Detox (38873)

Item-level Results

1. I felt welcomed here.	5.00
2. I like the services offered here.	4.80
3. I would recommend this agency to a friend or family member.	5.00
4. Services were available when I needed them.	4.80
5. Staff treated me with respect.	5.00
6. Staff spoke to me in a way I understood.	5.00
7. Staff gave me enough time in my treatment sessions.	5.00
8. I chose the treatment goals with my provider's help.	5.00
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	5.00
10. I was able to get all the help/services that I needed.	4.80
11. The location of services was convenient.	4.60

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.94.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 5 submitted valid surveys
- 5 had scores above 3.5, indicating they were satisfied

This calculation yields 100.0% satisfied clients.

Response Rate

We received a total of 5 (including surveys which were incomplete or had a client refusal reason given. Of those, 5 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 10 clients.

This calculation yields a response rate of: 50.0%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

WS MM (38874)

Item-level Results

1. I felt welcomed here.	4.25
2. I like the services offered here.	4.18
3. I would recommend this agency to a friend or family member.	4.15
4. Services were available when I needed them.	4.16
5. Staff treated me with respect.	4.23
6. Staff spoke to me in a way I understood.	4.30
7. Staff gave me enough time in my treatment sessions.	4.30
8. I chose the treatment goals with my provider's help.	4.21
9. Staff were sensitive to my cultural background (race, religion, language, etc.)	4.22
10. I was able to get all the help/services that I needed.	4.09
11. The location of services was convenient.	4.12

Overall Satisfaction Results

The average of all 10 items above (removing #11, the Location item) for this program is 4.22.

A satisfaction score was calculated for each client who submitted a valid survey (7 or more items completed of the 10 in the scale) by averaging their item scores. At this program:

- 267 submitted valid surveys
- 221 had scores above 3.5, indicating they were satisfied

This calculation yields 82.8% satisfied clients.

Response Rate

We received a total of 277 (including surveys which were incomplete or had a client refusal reason given. Of those, 267 surveys had valid responses (more than 6 items completed).

During the survey interval, this program billed Avatar for 279 clients.

This calculation yields a response rate of: 99.3%.



CBHS Adult/Older Adult Client Satisfaction Report FY 2012-13

The 2012-13 Client Satisfaction Survey was provided to clients from June 17-28, 2013. The survey had 11 items to which clients were asked to indicate their agreement on a 5-point scale, with 5 denoting "Strongly Agree" and 1 denoting "Strongly Disagree."

Overall system

Item-level Results

<i>1. I felt welcomed here.</i>	4.57
<i>2. I like the services offered here.</i>	4.50
<i>3. I would recommend this agency to a friend or family member.</i>	4.49
<i>4. Services were available when I needed them.</i>	4.37
<i>5. Staff treated me with respect.</i>	4.54
<i>6. Staff spoke to me in a way I understood.</i>	4.54
<i>7. Staff gave me enough time in my treatment sessions.</i>	4.46
<i>8. I chose the treatment goals with my provider's help.</i>	4.38
<i>9. Staff were sensitive to my cultural background (race, religion, language, etc.)</i>	4.45
<i>10. I was able to get all the help/services that I needed.</i>	4.33
<i>11. The location of services was convenient.</i>	4.44

Overall Satisfaction Results

Overall, we received a total of 6,781 surveys, 5,623 of which had valid responses.

The average satisfaction score was 4.46. A total of 5,218 clients had average satisfaction scores greater than 3.5, which implies that 92.8% were satisfied.

During the survey interval, CBHS programs summarized in this report billed for a total of 9,477 clients. Note that this is an underestimate of actual clients seen as several programs that administered surveys do not bill from Avatar.