



Oakes Children's Center

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 88593. The number of clients receiving face-to-face services during the survey period was 42 and surveys were returned for 10 of those served (23.8%). Number of survey client IDs matched to service data: 7 (16.7%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for Oakes Children's Center was **2.60** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 0.0%

Satisfaction	Program / Other Satisfaction		Total
	Oakes Children's Center	Other	
Not Satisfied	1 100 %	238 10.5 %	239 10.5 %
Satisfied	0 0 %	2033 89.5 %	2033 89.5 %
Total	1 100.0 %	2271 100.0 %	2272 100.0 %

Fisher's p=0.105 · df=1 · Φ=0.061

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	4 40 %	0 0 %	4 40 %
Language	0 0 %	0 0 %	0 0 %
Other	5 50 %	0 0 %	5 50 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	1 10 %	0 0 %	1 10 %
Total	10 100.0 %	0 100.0 %	10 100.0 %

Not enough data for scale means CI chart

Not enough MHSIP survey data to create a table. N = 1

Not enough data for Likert chart