

Summary of All Regions

Total number surveys received:	Adult CPRC/TCM				Kids CPRC/TCM				Adult CSTAR				Kids CSTAR			ADA Residential (not CSTAR)				Outpatient Services				Average of all Programs	
	179	242	195	252	39	52	87	4	0	70	1	0	0	49	22	52	23	10	0	0	66	79	113		76
How Satisfied are You...	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	
1 With the staff who serve you?	4.70	4.58	4.64	4.66	4.79	4.51	4.66	4.75	NONE	4.70	5.00	NONE	NONE	3.88	4.23	4.12	4.50	4.80	NONE	NONE	4.76	4.49	4.50	4.71	4.58
2 With how staff keep things about you and your life confidential?	4.66	4.61	4.57	4.66	4.79	4.55	4.66	4.75	NONE	4.61	5.00	NONE	NONE	3.81	4.41	4.29	4.64	4.80	NONE	NONE	4.86	4.59	4.58	4.74	4.61
3 That your treatment plan has what you want in it?	4.49	4.46	4.44	4.44	4.67	4.49	4.39	4.25	NONE	4.53	5.00	NONE	NONE	3.73	3.64	4.02	4.27	4.70	NONE	NONE	4.62	4.27	4.34	4.57	4.39
4 That your treatment plan is being followed by those who assist you?	4.59	4.53	4.60	4.57	4.62	4.42	4.52	4.50	NONE	4.57	5.00	NONE	NONE	3.80	3.95	4.12	4.48	4.70	NONE	NONE	4.66	4.38	4.39	4.62	4.47
5 That the agency staff respect your ethnic and cultural background?	4.65	4.51	4.58	4.66	4.74	4.59	4.66	4.75	NONE	4.61	5.00	NONE	NONE	4.20	4.32	4.27	4.65	4.70	NONE	NONE	4.77	4.56	4.50	4.65	4.60
6 With the services you receive?	4.69	4.56	4.60	4.65	4.70	4.48	4.56	4.50	NONE	4.63	5.00	NONE	NONE	3.84	3.91	4.10	4.22	4.70	NONE	NONE	4.77	4.49	4.45	4.70	4.50
7 That the services are provided in a timely manner?	4.56	4.51	4.53	4.63	4.63	4.46	4.49	4.25	NONE	4.56	5.00	NONE	NONE	3.59	4.09	4.15	3.57	4.30	NONE	NONE	4.69	4.51	4.29	4.59	4.39
Crisis Hot Line																									
9 That hotline staff responded promptly to your needs?	3.52	4.04	3.89	3.54	4.00	4.29	4.06	NONE	NONE	3.31	NONE	NONE	NONE	1.00	3.67	3.00	3.00	5.00	NONE	NONE	3.57	3.86	4.04	4.29	3.65
10 That hotline staff was courteous, friendly, and understanding?	3.65	4.07	3.97	3.60	3.80	4.43	4.00	NONE	NONE	3.59	NONE	NONE	NONE	1.00	2.33	3.25	4.00	5.00	NONE	NONE	3.43	3.93	4.17	4.38	3.68
11 That you got the help you needed?	3.50	4.11	3.89	3.27	3.50	4.29	4.18	NONE	NONE	3.41	NONE	NONE	NONE	1.00	2.33	3.25	4.00	5.00	NONE	NONE	3.46	3.57	4.18	4.10	3.59
12 With the overall hotline services you received?	3.73	4.09	3.83	3.42	3.90	4.29	3.81	NONE	NONE	3.35	NONE	NONE	NONE	1.00	3.33	3.25	3.75	5.00	NONE	NONE	3.54	3.71	4.14	4.00	3.66
Pathways On-Call																									
14 That Pathways on-call staff responded promptly to your needs?	4.22	4.43	4.33	4.85	4.00	4.50	4.57	4.00	NONE	4.46	NONE	NONE	NONE	1.00	3.50	3.40	3.50	5.00	NONE	NONE	4.08	4.14	4.42	4.61	4.06
15 That Pathways on-call staff was courteous, friendly, & understanding?	4.26	4.42	4.33	4.55	4.25	4.75	4.57	4.00	NONE	4.25	NONE	NONE	NONE	2.00	3.50	3.44	4.50	5.00	NONE	NONE	4.23	4.57	4.47	4.94	4.22
16 That you got the help you needed?	4.15	4.43	4.27	4.54	3.88	4.25	4.50	4.00	NONE	4.25	NONE	NONE	NONE	3.00	3.00	3.44	4.25	5.00	NONE	NONE	4.23	4.29	4.28	4.89	4.15
17 With the overall on-call services you received?	4.22	4.37	4.24	4.38	3.88	4.60	4.50	4.00	NONE	4.25	NONE	NONE	NONE	2.00	3.00	3.44	4.25	5.00	NONE	NONE	4.17	4.14	4.39	4.78	4.09
Pathways Service																									
18 If I had other choices, I would still choose to get services from agency.	4.41	4.43	4.51	4.35	4.37	4.27	4.36	4.25	NONE	4.43	5.00	NONE	NONE	3.51	3.67	3.63	3.96	4.60	NONE	NONE	4.55	4.35	4.27	4.51	4.29
19 I would recommend this agency to a friend or family member.	4.51	4.50	4.58	4.63	4.45	4.40	4.53	4.25	NONE	4.44	5.00	NONE	NONE	3.63	4.00	3.83	4.35	5.00	NONE	NONE	4.72	4.53	4.35	4.57	4.44
20 The location of services was convenient	4.44	4.37	4.42	4.56	4.64	4.22	4.43	4.50	NONE	4.51	5.00	NONE	NONE	2.86	3.68	3.63	3.91	4.10	NONE	NONE	4.51	4.47	4.21	4.50	4.26
21 Services were available at times that were good for me.	4.61	4.47	4.57	4.62	4.59	4.35	4.40	4.00	NONE	4.38	5.00	NONE	NONE	3.45	3.32	3.63	4.17	4.50	NONE	NONE	4.41	4.43	4.34	4.48	4.30
22 I was able to get the services I thought I needed.	4.50	4.42	4.53	4.58	4.47	4.38	4.44	4.00	NONE	4.40	5.00	NONE	NONE	3.65	4.05	3.94	4.23	4.70	NONE	NONE	4.56	4.43	4.35	4.61	4.38

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	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	SA 7	SA 8	SA 11	SA 17	
23 I felt free to complain.	4.46	4.32	4.42	4.51	4.37	4.43	4.45	4.00	NONE	4.44	5.00	NONE	NONE	3.16	3.91	3.55	4.09	4.30	NONE	NONE	4.50	4.41	4.21	4.55	4.27
24 I was given information needed so I could take charge of managing illness.	4.52	4.43	4.44	4.53	4.47	4.31	4.36	4.25	NONE	4.49	5.00	NONE	NONE	3.63	3.95	4.17	4.52	4.60	NONE	NONE	4.50	4.38	4.31	4.61	4.39
As a Direct Result of the Services I Received:																									
25 I deal more effectively with daily problems.	4.11	4.12	4.05	4.16	4.08	3.89	4.05	4.00	NONE	4.36	5.00	NONE	NONE	3.80	3.36	3.98	4.00	4.70	NONE	NONE	4.27	3.99	3.96	4.22	4.11
26 I am better able to control my life.	4.09	4.06	4.07	4.06	4.05	3.74	3.95	3.75	NONE	4.39	5.00	NONE	NONE	3.73	3.82	4.00	4.00	4.60	NONE	NONE	4.32	4.00	3.88	4.32	4.10
27 I am better able to deal with crisis.	3.94	3.97	3.88	4.00	4.00	3.93	4.04	4.00	NONE	4.29	5.00	NONE	NONE	3.55	3.68	4.00	3.90	4.60	NONE	NONE	4.26	3.89	3.80	4.30	4.05
28 I am getting along better with my family.	3.93	3.88	3.92	4.09	4.18	3.80	4.06	4.00	NONE	4.00	5.00	NONE	NONE	3.55	3.81	3.96	3.76	4.67	NONE	NONE	4.29	3.99	3.76	4.26	4.05
29 I do better in social situations.	3.82	3.86	3.75	3.89	4.13	3.98	3.94	3.75	NONE	4.24	4.00	NONE	NONE	3.54	3.77	3.85	3.71	4.33	NONE	NONE	4.16	4.04	3.64	4.12	3.92
30 I do better in school and/or work.	3.58	3.81	3.80	3.76	3.92	3.98	3.96	4.50	NONE	4.12	4.00	NONE	NONE	3.77	3.55	3.69	3.67	4.00	NONE	NONE	4.28	4.03	3.64	4.14	3.91
31 My symptoms are not bothering me as much.	3.81	3.78	3.79	3.86	3.84	3.63	3.83	4.00	NONE	4.15	4.00	NONE	NONE	3.59	3.64	3.94	4.00	4.70	NONE	NONE	4.11	4.10	3.67	4.09	3.92