

FY 2009 Community Survey Results

Total Surveys Mailed: 73 Summit: 29 Stark: 44

Returned: 30 (41%) Summit: 13 Stark: 17

Responders: Attorneys (5), Court (8), Social Services – Staff and Admin. (8), Physician/Healthcare (2), Other Mental Health Agencies (5), Affiliated Agencies (2)

Rating	Very Good	Good	Average	Poor	Can't Rate
Location	12 (40%)	11(37%)	4(13%)		3 (1%)
Ease of Ref.	18 (60%)	9(30%)	1(3%)		2(6%)
Ease of Sched.	11(37%)	10(33%)			9 (30%)
Courtesy	14(47%)	8(27%)	1(3%)		7(23%)
Staff Quality	22(73%)	5(17%)	2(6%)		1(3%)
Service Quality	21(70%)	6(20%)	2(6%)		1(3%)
Hours	12(40%)	8(27%)	2(6%)		8(27%)
Info re: Referral	14(47%)	10(33%)	2(6%)	2(6%)	2(6%)
How Much Help	17(57%)	10(33%)	2(6%)		1(3%)
Cultural Response	10(33%)	8(27%)			10(33%) *2 no resp.

Overall Satisfaction: Very Satisfied Mostly Mildly Dis. Very

23 7

77% **23%**

COMMENTS:

General

“We would be lost without you!”

“Your services are vital to our community. Our Family Court Judges & attorneys rely on your evaluations for Domestic relations and dependency, neglect & abuse cases.”

“As the Intake coordinator, I am not involved in the follow-up care. Therefore, the referrals made to your office as simply that. Parents/clinicians do not have the need to provide the Intake office with evals and/or case plans.”

“You guys are awesome!”

“Our response to the survey is based solely on our interactions with Dr. Cynthia Keck-McNulty.”

How Much Help Section

“Some people we just can’t help.”

Info re: Referral Section

“Lots of difficulty getting reports from the Network. We have waited months.”