

Satisfaction Outcomes: Consumer April 2018 (Residential Level III)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	4	0	100%
Are you treated with respect from staff working with you?	4	0	100%
Do you feel that you have input into your person centered plan?	4	0	100%
Do you feel that the residential facility is nice and clean?	4	0	100%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	4	0	100%
Do you feel that the residential treatment you are receiving are helping you make overall improvements?	4	0	100%

100%

Satisfaction Outcomes: Consumer October 2018 (Residential Level III)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	11	1	92%
Are you treated with respect from staff working with you?	12	0	100%
Do you feel that you have input into your person centered plan?	11	1	92%
Do you feel that the residential facility is nice and clean?	12	0	100%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	11	1	92%
Do you feel that the residential treatment you are receiving are helping you make overall improvements?	11	1	92%

94%

Satisfaction Outcomes: Consumer April 2018 (Residential Level II)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	4	0	100%
Are you treated with respect from staff working with you?	4	0	100%
Do you feel that you have input into your person centered plan?	4	0	100%
Do you feel that the residential facility is nice and clean?	4	0	100%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	4	0	100%
Do you feel that the residential treatment you are receiving are helping you make overall improvements?	4	0	100%

100%

Satisfaction Outcomes: Consumer October 2018 (Residential Level II)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	5	0	100%
Are you treated with respect from staff working with you?	5	0	100%
Do you feel that you have input into your person centered plan?	5	0	100%
Do you feel that the residential facility is nice and clean?	5	0	100%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	5	0	100%
Do you feel that the residential treatment you are receiving are helping you make overall improvements?	5	0	100%

100%

Satisfaction Outcomes: Consumer April 2018 (IIH)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	6	0	100%
Are you treated with respect from staff working with you?	6	0	100%
Do you feel that you have input into your person centered plan?	6	0	100%
Do you feel that you get the individual attention that you need?	6	0	100%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	5	1	83%

97%

Satisfaction Outcomes: Consumer October 2018 (IIH)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	3	0	100%
Are you treated with respect from staff working with you?	3	0	100%
Do you feel that you have input into your person centered plan?	3	0	100%
Do you feel that you get the individual attention that you need?	3	0	100%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	3	0	100%

100%

Satisfaction Outcomes: Consumer April 2018 (Day Treatment)	Agree	Disagree	N/A*	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	27	0		100%
Are you treated with respect from your staff	26	1		96%
Do you feel that you have input into your person centered plan?	26	1		96%
Do you feel that the facility in which you receive services is nice and clean?	26	1		96%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	26	1		96%
Do you feel that the day treatment services you are receiving are helping you make overall improvements?	26	1		96%

97%

Satisfaction Outcomes: Consumer October 2018 (Day Treatment)	Agree	Disagree	N/A	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	30	3	1	88%
Are you treated with respect from your staff	32	2	0	94%
Do you feel that you have input into your person centered plan?	31	3	0	91%
Do you feel that the facility in which you receive services is nice and clean?	33	0	1	97%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	29	4	1	85%
Do you feel that the day treatment services you are receiving are helping you make overall improvements?	29	4	1	85%

90%

Satisfaction Outcomes: Consumer April 2018 (Outpatient)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	5	3	63%
Are you treated with respect from staff working with you?	8	0	100%
Do you feel that you have input into your person centered plan (PCP) and the goals that are set for you?	6	2	75%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	8	0	100%

84%

Satisfaction Outcomes: Consumer October 2018 (Outpatient)	Agree	Disagree	Overall Satisfaction
Do you feel that the service that you are receiving is helping you?	12	0	100.00%
Are you treated with respect from staff working with you?	12	0	100.00%
Do you feel that you have input into your person centered plan (PCP) and the goals that are set for you?	12	0	100.00%
If needed, do you feel comfortable to complain and share a concern with staff working with you?	12	0	100.00%

100%