

<b>Guardian Satisfaction Outcomes 2016: Residential Level II</b>	<b>Agree</b>	<b>Disagree</b>	<b>N/A</b>	<b>Overall Satisfaction</b>
Residential staff maintain a positive and professional demeanor.	7	0	0	100%
Residential staff treat me/my family with respect.	7	0	0	100%
Residential staff accept feedback from me as a parent/guardian.	7	0	0	100%
Residential staff responds to phone calls in a timely manner.	7	0	0	100%
Residential staff has orientated me to the treatment model that is being used in the program.	6	0	0	100%
Residential staff have given me an outlet to share concerns or complaints as needed without making me feel uncomfortable.	7	0	0	100%
Residential staff are working with my family and child in helping me achieve goals that are important to me and/or my family.	7	0	0	100%
I believe that my child is receiving adequate individual treatment from a licensed clinician within the treatment program.	7	0	0	100%
Residential staff communicate with me on a regular basis informing me of how my child is progressing in the treatment program.	7	0	0	100%
Residential staff communicate with me any incidents that have occurred in the program, regardless if they are minor or major, in a timely manner.	7	0	0	100%
Overall, I have seen improvement in my child's behavior since they have been in the program.	7	0	0	100%
Residential staff are sensitive to my child's ethnic/cultural background.	7	1	0	88%
I would recommend Focus BHS Residential services to others.	7	0	0	100%

<b>Guardian Satisfaction Outcomes 2016: Residential Level III</b>	<b>Agree</b>	<b>Disagree</b>	<b>N/A</b>	<b>Overall Satisfaction</b>
Residential staff maintain a positive and professional demeanor.	8	0	0	100%
Residential staff treat me/my family with respect.	8	0	0	100%
Residential staff accept feedback from me as a parent/guardian.	8	0	0	100%
Residential staff respond to phone calls in a timely manner.	8	0	0	100%
Residential staff have orientated me to the treatment model that is being used in the program.	8	0	0	100%
Residential staff have given me an outlet to share concerns or complaints as needed without making me feel uncomfortable.	8	0	0	100%
Residential staff are working with my family and child in helping me achieve goals that are important to me and/or my family.	8	0	0	100%
I believe that my child is receiving adequate individual treatment from a licensed clinician within the treatment program.	8	0	0	100%
Residential staff communicate with me on a regular basis informing me of how my child is progressing in the treatment program.	8	0	0	100%
Residential staff communicate with me any incidents that have occurred in the program, regardless if they are minor or major, in a timely manner.	8	0	0	100%
Overall, I have seen improvement in my child's behavior since they have been in the program.	8	0	0	100%
Residential staff are sensitive to my child's ethnic/cultural background.	8	0	0	100%
I would recommend Focus BHS Residential services to others.	8	0	0	100%

<b>Guardian Satisfaction Outcomes 2016: Day Treatment</b>	<b>Agree</b>	<b>Disagree</b>	<b>N/A</b>	<b>Overall Satisfaction</b>
Staff maintain positive and professional demeanor	38	0	1	100%
Staff treat me/my child with respect	38	0	1	100%
Staff schedule conferences/meetings that work well with our family's schedule.	39	0	0	100%
Staff provide ongoing communication to let me know the progress that is being made with my child in the program.	39	0	0	100%
Staff have orientated me to the treatment model that is used in the program	36	3	0	92%
Staff accept feedback from me as a parent/guardian	39	0	0	100%
Staff respond to my phone calls in a timely manner	37	2	0	95%
If my child is in crisis, staff are responsive to their needs in a timely manner	39	0	0	100%
I feel comfortable to complain or share a grievance with day treatment staff	38	1	0	97%
Overall I feel that my child is making progress	36	1	2	97%
Staff are sensitive to my child's ethnic/cultural background	37	0	2	100%
I would recommend FBHS Day treatment services to others	38	0	1	100%

<b>Guardian Satisfaction Outcomes 2016: Intensive In-Home</b>	<b>Agree</b>	<b>Disagree</b>	<b>N/A</b>	<b>Overall Satisfaction</b>
IIH staff maintain positive and professional demeanor.	16	0	0	100%
IIH staff treats me/family with respect.	16	0	0	100%
IIH staff schedules home visits and appointments that work well with our family's schedule.	16	0	0	100%
IIH staff arrives on time for scheduled visits.	16	0	0	100%
If staff are running late or re-schedule a visit/appointment, they contact me and give adequate notice.	16	0	0	100%
Staff accepts feedback appropriately.	16	0	0	100%
Staff responds to phone calls in a timely manner.	16	0	0	100%
If my family/child is in crisis, FBHS IIH staff is responsive to our needs in a timely manner.	14	0	2	100%
FBHS IIH staff is helping me achieve goals that were important to me and/or my family.	16	0	0	100%
FBHS IIH staff is teaching me/my family skills needed in order to be independent of services.	16	0	0	100%
Overall, I have seen improvement in our families functioning and our child's behavior.	14	2	0	88%
Intensive In-Home staff is sensitive to my child's ethnic/cultural background.	16	0	0	100%
I Would recommend FOCUS Behavioral Intensive In-Home services to others.	16	0	0	100%

<b>Guardian Satisfaction Outcomes 2016: Outpatient</b>	<b>Agree</b>	<b>Disagree</b>	<b>N/A</b>	<b>Overall Satisfaction</b>
The FBHS therapists maintain positive and professional demeanor.	40	0	0	100%
The FBHS therapists treat me/my child with respect.	40	0	0	100%
Staff will contact me promptly if an appointment needs to re-scheduled.	40	0	0	100%
The FBHS therapist provides ongoing communication to let me know the progress that is being made with my child's treatment.	40	0	0	100%
I feel that my child is making progress in therapy.	35	3	2	92%
The FBHS therapist accepts my feedback as a parent/guardian.	39	1	0	98%
FBHS staff respond to phone calls in a timely manner.	38	0	2	100%
If my child is in crisis, staff are responsive to their needs in a timely manner.	36	0	4	100%
I feel comfortable to complain or share a grievance with staff.	39	0	1	100%
FBHS staff are sensitive to my child's ethnic/cultural background.	38	1	1	97%
I would recommend FBHS mental health services to others.	40	0	0	100%

<b>Guardian Satisfaction Outcomes 2016: Medication Management</b>	<b>Agree</b>	<b>Disagree</b>	<b>N/A</b>	<b>Overall Satisfaction</b>
FBHS medical staff maintain positive and professional demeanor.	44	0	0	100%
FBHS medical staff treat me/my child with respect.	44	0	0	100%
FBHS support staff will contact me promptly if an appointment needs to re-scheduled.	44	0	0	100%
I feel comfortable sharing my concerns to medical staff and I feel that they are accepting and responsive to my feedback about my child's treatment.	43	1	0	98%
FBHS staff are responsive to my needs when I call or come into the office for an appointment.	44	0	0	100%
FBHS medical staff educated me and/family on medications that have been prescribed to my child.	42	2	0	95%
If my child is in crisis, FBHS staff are responsive to their needs in a timely manner.	42	2	0	95%
I feel comfortable to complain or share a grievance with FBHS staff.	44	0	0	100%
My child's behaviors have improved since receiving medication management	39	4	1	91%
My child's behaviors have improved since participating in therapy and/or other services	40	3	1	93%
I would recommend FBHS mental health services to others.	44	0	0	100%