

# Lakeshore PIHP ACT Satisfaction Survey Rating Scores Comparison by Fiscal Year

Report Completed Date: 2/5/2013

Data from LBHA ACT Satisfaction Surveys from FY 06/07 through FY 11/12

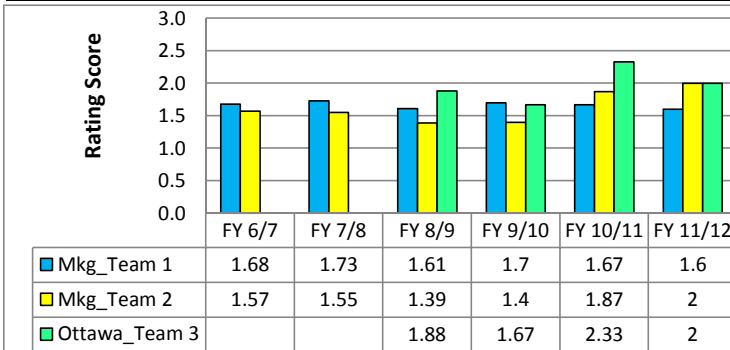
Survey Based on Likert Scale 1-5. With "1" Being the Best

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

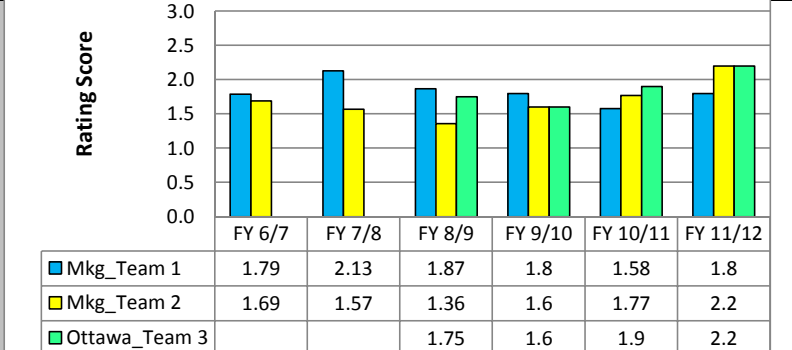
**NOTE:** In reviewing these graphs, remember the smaller the number the better the rating score.

The following 8 Survey questions are assessing CMH Services

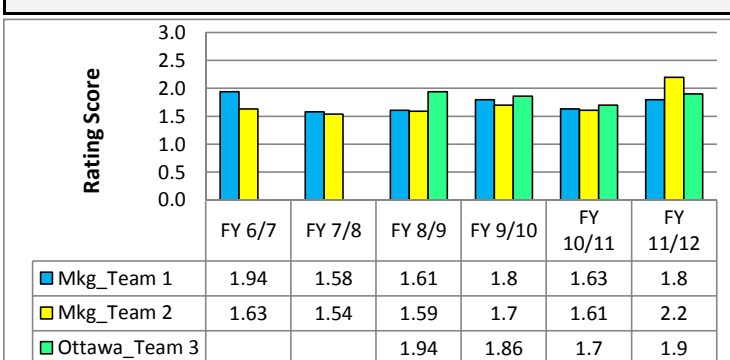
(Q.#1). I like the services that I receive.



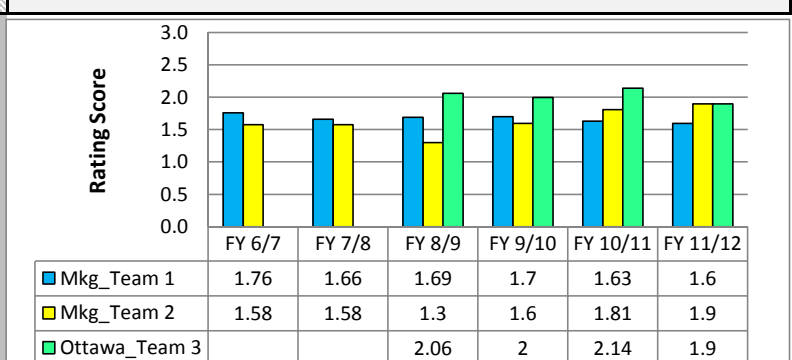
(Q.#3). I would recommend this agency to a friend.



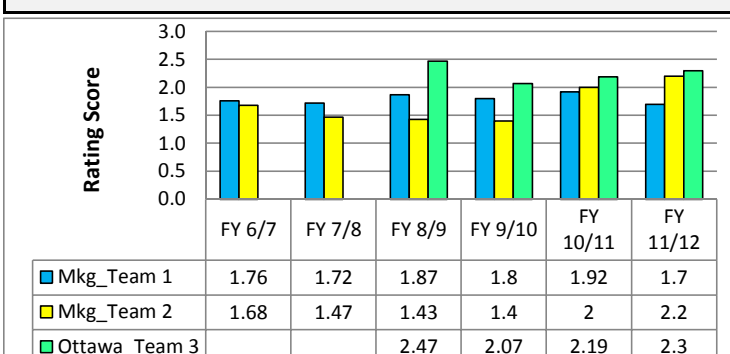
(Q.#4). The location of services was convenient for me.



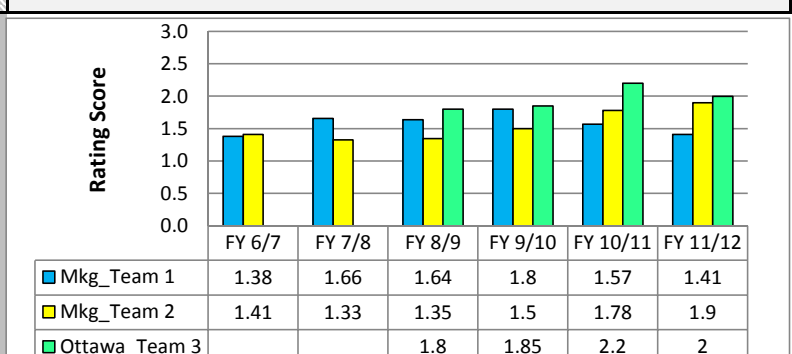
(Q.#5). Staff were willing to see me as often as I felt was necessary.



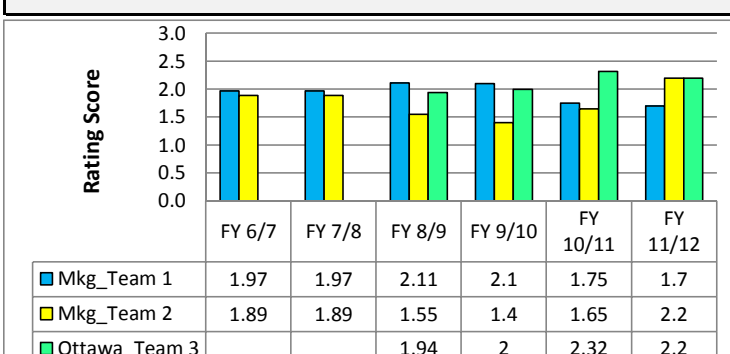
(Q.#8). I was able to get all the services I thought I needed.



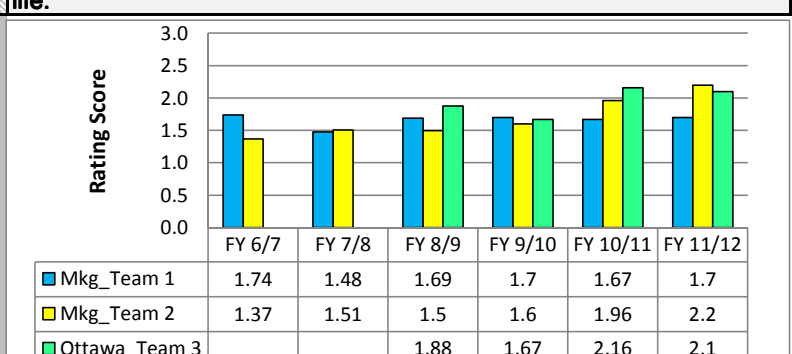
(Q.#10). Staff believe I could grow, change and recover.



(Q.#12). I felt free to complain.

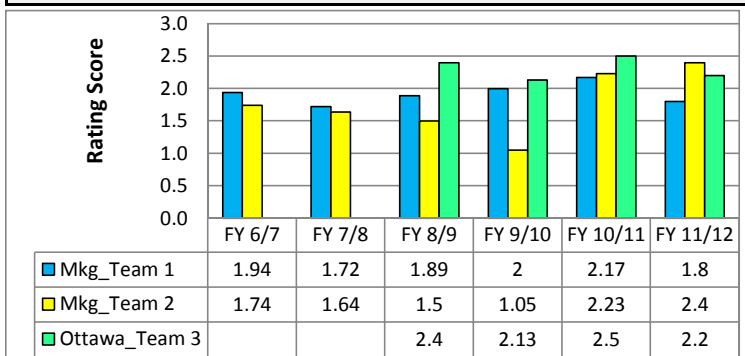


(Q.#14). Staff encouraged me to take responsibility for how I live my life.

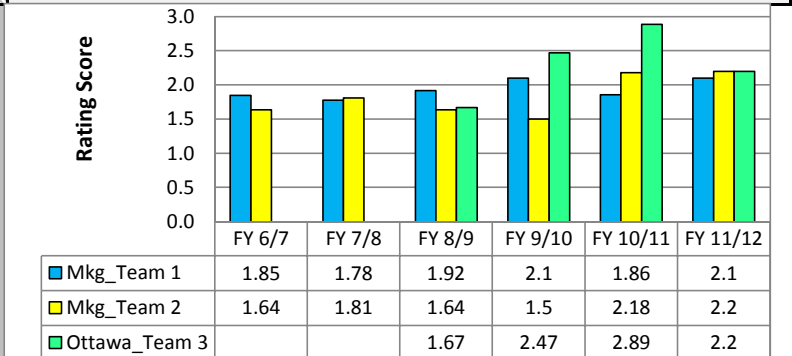


The following 4 Survey Questions are assessing Outcomes.

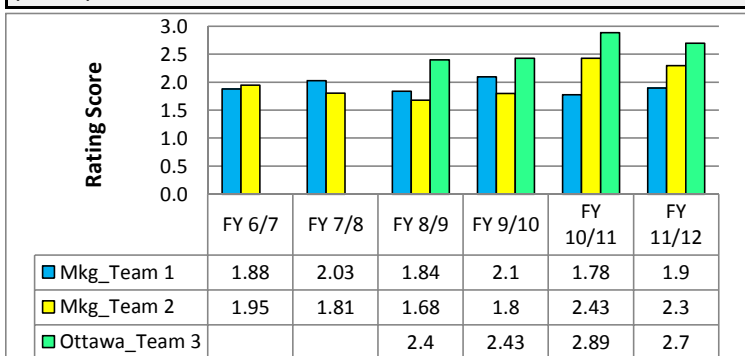
**(Q.#23). I am better able to deal with a crisis.**



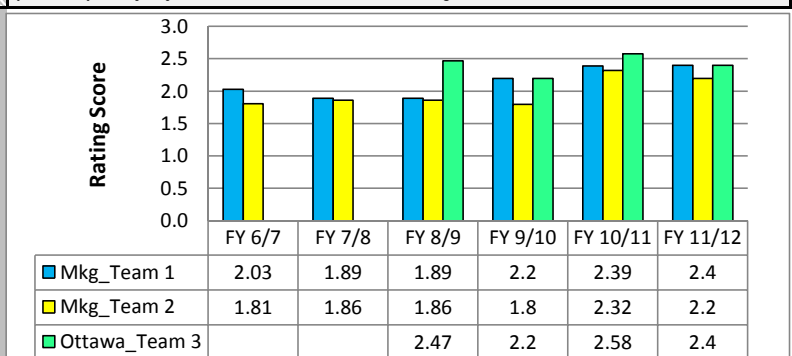
**(Q.#24). I am getting along better with my family.**



**(Q.#25). I do better in social situations.**



**(Q.#35). My symptoms are not bothering me as much.**



**The Lakeshore PIHP ACT Survey Report has only been aggregated /completed for four years: FY 08/09 - FY11/12**

**The following are the survey questions which received the best rating score for each fiscal year.**

Fiscal Year	Rating Score	Survey Questions
FY 08/09	1.58	Staff believe that I can grow, change and recover.
FY 09/10	1.5	I like the services that I receive.
FY 10/11	1.64	The location of services is convenient.
FY 11/12	1.8	Staff were willing to see me as often as I felt it was necessary.
	1.8	Staff believe that I can grow, change and recover.

**The following are the survey questions which received the worst rating score for each Fiscal Year**

Fiscal Year	Rating Score	Survey Questions
FY 08/09	2.12	I feel like I belong in my community.
FY 09/10	2.23	I have people with whom I can do enjoyable things.
FY 10/11	2.59	I do better in school and / or work.
FY 11/12	2.5	Staff told me what side effects to watch for.