



uSPEQ® Consumer Survey Report: September 2021

Prepared for
**North Central Behavioral Health
Systems**
La Salle, IL
US

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Table of Contents

Preface

Technical Notes

Survey instrument

Report parameters

Response Rate

1. Survey Results Highlights

1.1. Top five survey items with positive responses

1.2. Potential areas for improvement

2. Survey Results by Time Period

2.1. Service responsiveness

2.2. Informed choice

2.3. Respect

2.4. Participation

2.5. Overall value

3. Survey Results Comparisons

3.1. Survey results by site

3.2. Survey results by program

4. Demographic Characteristics of Respondents

4.1. All respondents for current period

4.2. Demographic characteristics of respondents by site

4.3. Demographic characteristics of respondents by program

5. Custom Items

5.1. Custom items by site

5.2. Custom items by program

Appendix A. Top-Box Scores: "Strongly Agree" Survey Highlights

Survey items with highest percent "Strongly Agree" responses

Survey items with lowest percent "Strongly Agree" responses

Appendix B. Survey Item Response Summary by Grouping by Rating Category

Survey items with highest percent "Strongly Agree" responses

Survey items with lowest percent "Strongly Agree" responses

Appendix C. Respondent Comments by Site and by Program (provided separately)

Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program or site, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey, including the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (**Strongly Agree** and **Agree**) is graphed by survey sections. These survey items include Tier 1 universal items and optional Tier 2 items selected by your organization. Whenever historical data are available for your organization, summary statistics for the current period are compared to the preceding period and/or the preceding calendar year. Further comparisons are made by site and by program for each of the survey items if they are available. Please note that percent positives are graphed for survey items with at least 10 responses per category. Demographic characteristics of the survey respondents are also provided for your organization overall, and by program and by site. Finally, custom Tier 3 items submitted by your organization are presented by program and by site if available.

Appendix A contains an analysis of the Top Box scores, or “**Strongly Agree**” response choices, summarized at the organizational level. This section displays the five items receiving the highest percent **Strongly Agree**, along with the five items receiving the lowest percent **Strongly Agree** for the entire survey. This measure, distinct from the survey highlights (Section 1.1. and 1.2.), provides additional information and direction regarding potential areas for improvement. *Appendix B* contains the summary statistics on each program and site (if available), for each item, by rating category (i.e., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. *Appendix C* includes the comments report, which provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, these are provided separately.

Please note that percentages may not add to 100 due to the effect of rounding. Also note that in instances where a very small number of respondents chose a given response category, percentages may be displayed as “0.0%”, again due to rounding. Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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Technical Notes

Survey instrument

The uSPEQ Consumer Experience Survey was designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The uSPEQ items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone rigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Report parameters

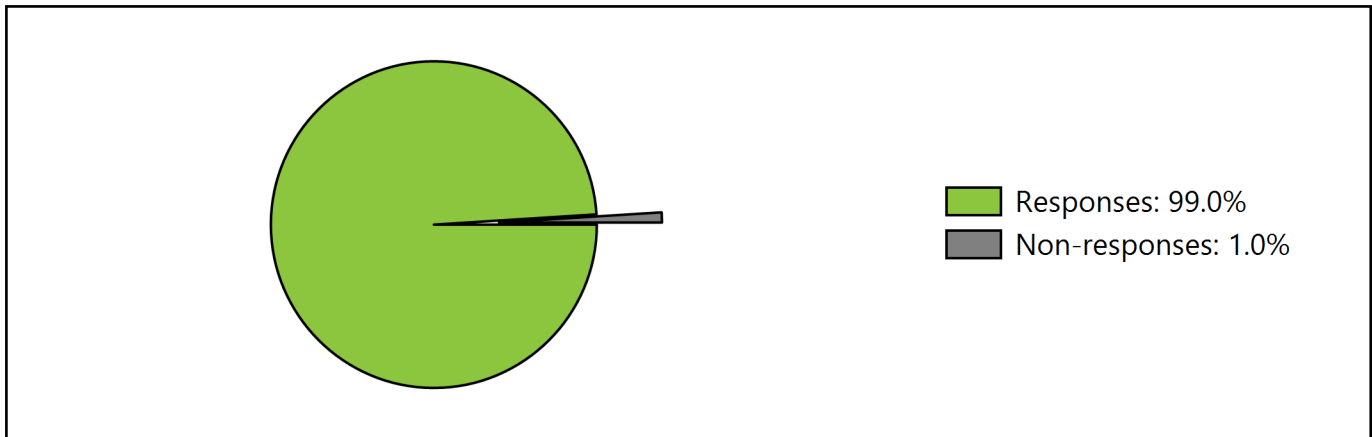
This report was generated using the following parameters:

Organization:	North Central Behavioral Health Systems
Current Reporting Period:	July 2021 - September 2021
Previous Reporting Period:	April 2021 - June 2021
Previous Calendar Year:	January 2020 - December 2020

Response Rate

The graph shows the response rate for the current period. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current period, previous period, and previous year.

Response Rate for September 2021



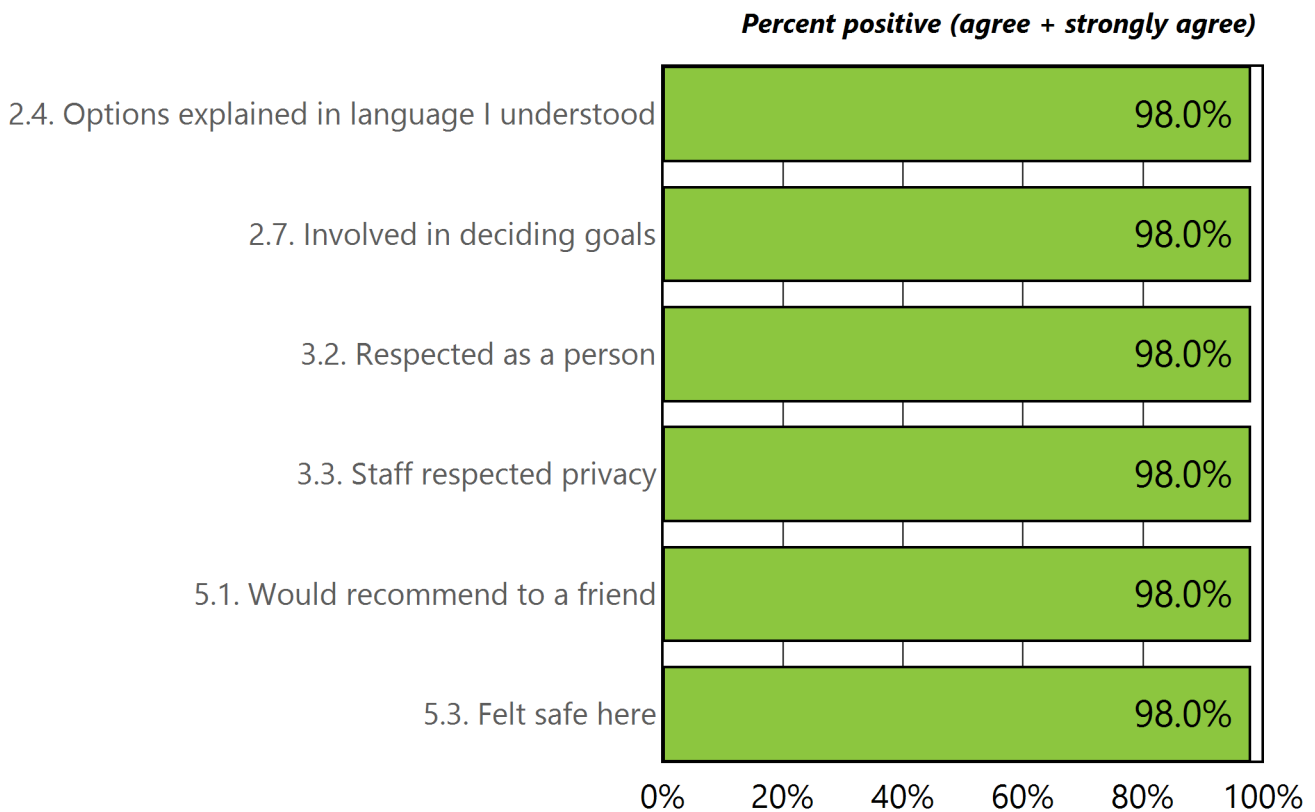
	Number distributed	Number received	Response rate
Sep-2021	103	102	99.0%
Jun-2021	101	101	100.0%
2020	359	357	99.4%

1. Survey Results Highlights

1.1. Top five survey items with positive responses

This section presents the top five items for the entire survey. Responses for the current reporting period are summarized at the organizational level.

Note: Because some items had identical percent positive ratings, 6 items are shown.

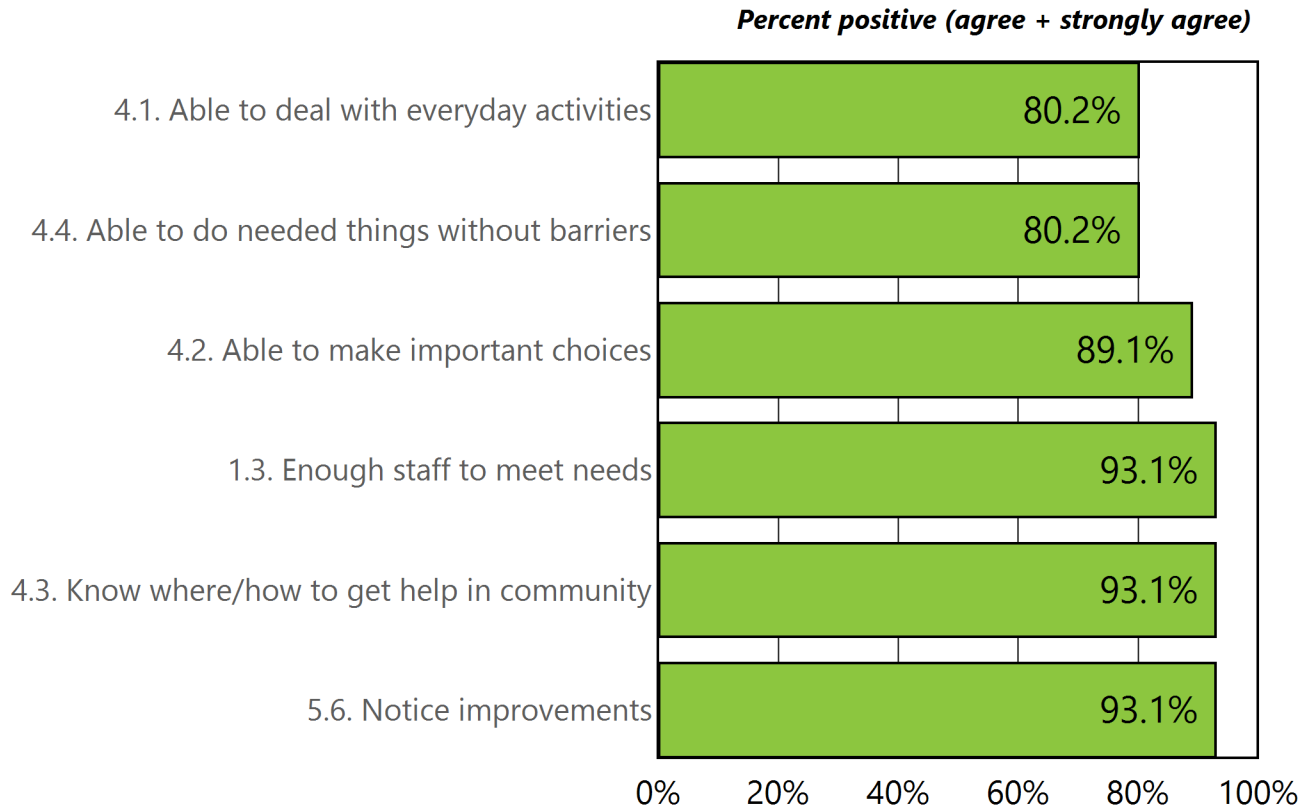


Note: Items with less than 10 responses are not graphed.

1.2. Potential areas for improvement

This section presents the five items with the lowest percent positive ratings. Responses for the current reporting period are summarized at the organizational level.

Note: Because some items had identical lowest percent positive ratings, 6 items are shown.

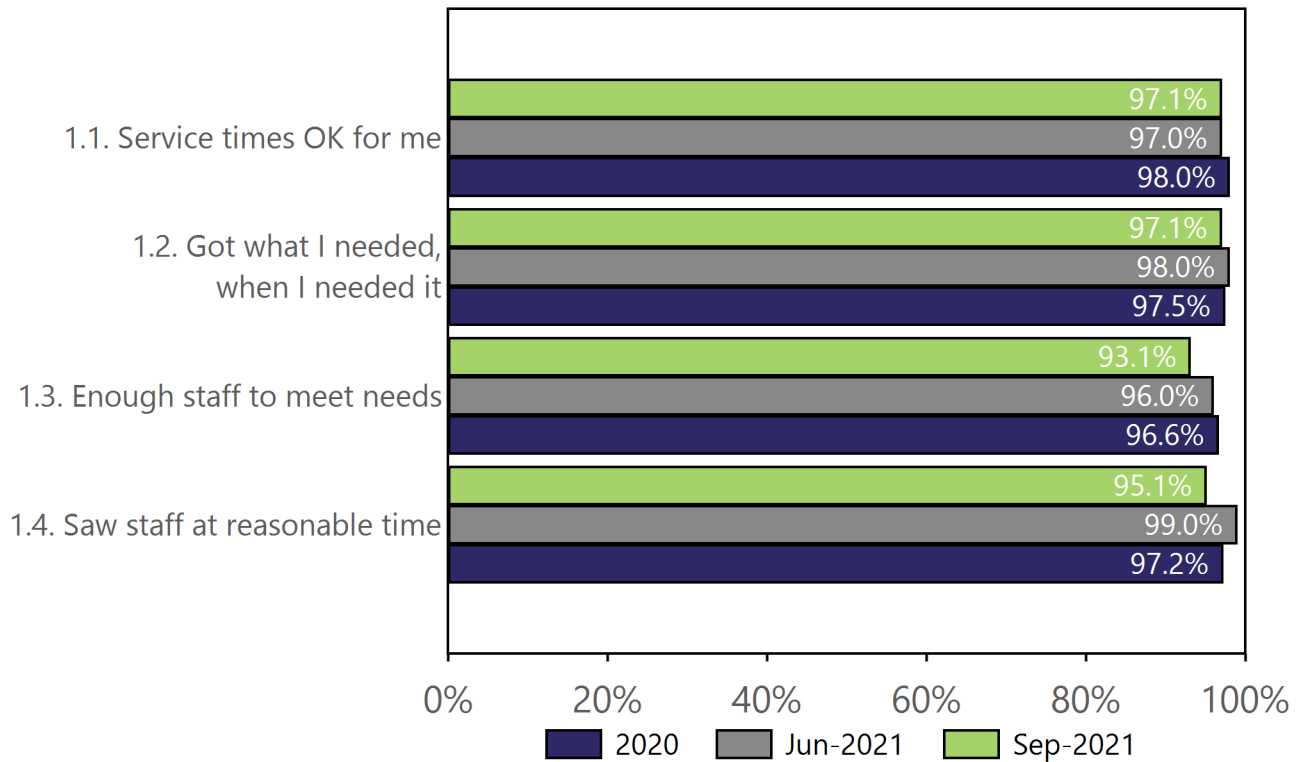


Note: Items with less than 10 responses are not graphed.

2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (Agree + Strongly Agree) responses for each item for the current time period as compared to the previous period and the previous year; the data are summarized at the organizational level. To avoid potential misleading information, items with less than 10 responses per time period are not included in the graphs. The following tables provide frequency distributions for each item for the current period, summarized at the organizational level.

2.1. Service Responsiveness

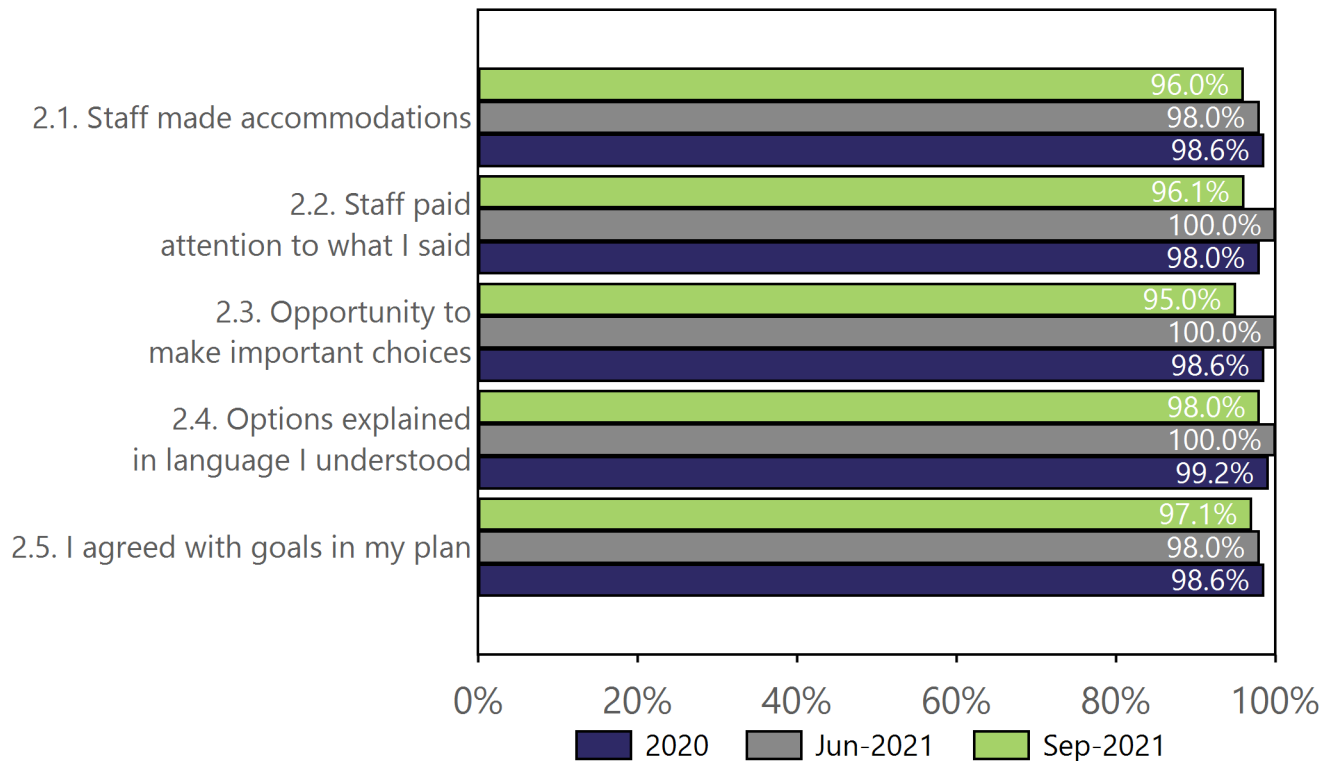


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	102	2.9%		40.2%	56.9%
1.2. Got what I needed, when I needed it	102	2.0%	1.0%	43.1%	53.9%
1.3. Enough staff to meet needs	102	2.0%	4.9%	43.1%	50.0%
1.4. Saw staff at reasonable time	102	3.9%	1.0%	38.2%	56.9%

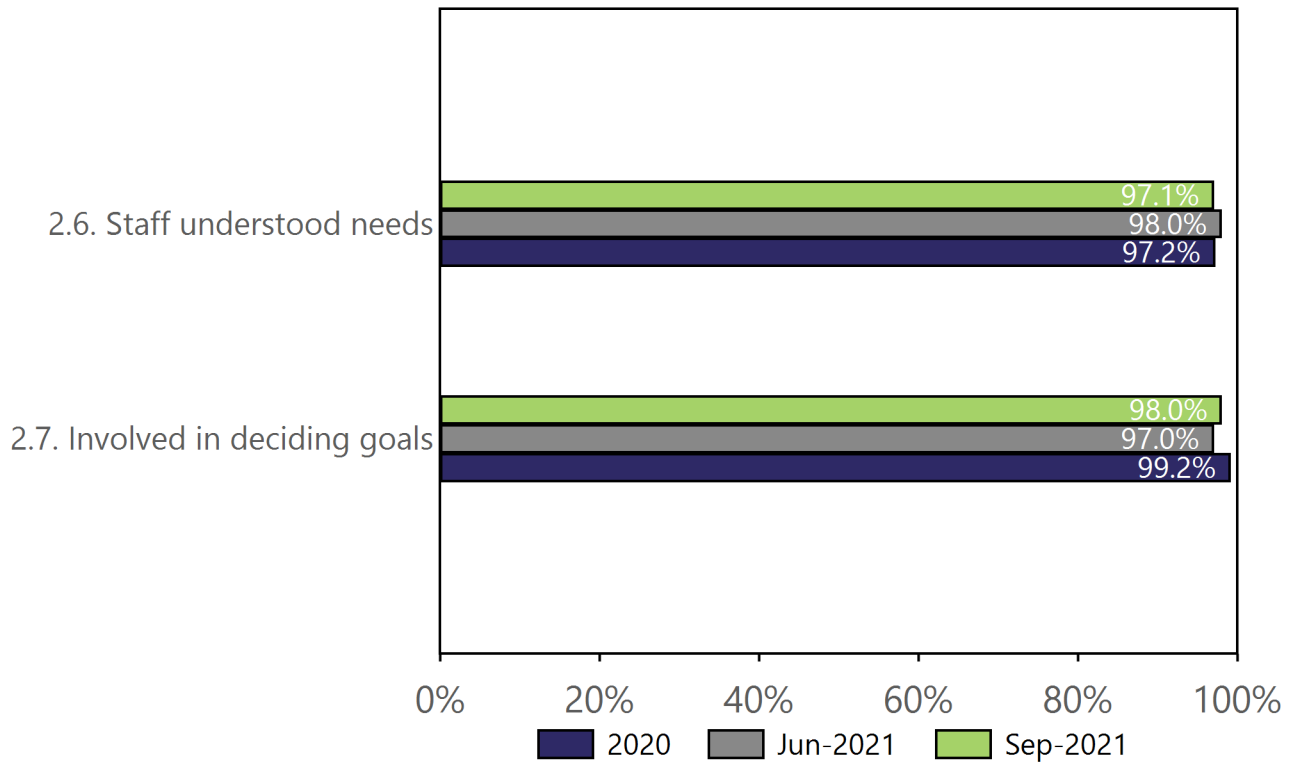
2.2. Informed Choice



Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	100	2.0%	2.0%	42.0%	54.0%
2.2. Staff paid attention to what I said	102	2.0%	2.0%	33.3%	62.7%
2.3. Opportunity to make important choices	101	2.0%	3.0%	39.6%	55.4%
2.4. Options explained in language I understood	102	2.0%		31.4%	66.7%
2.5. I agreed with goals in my plan	102	2.0%	1.0%	38.2%	58.8%

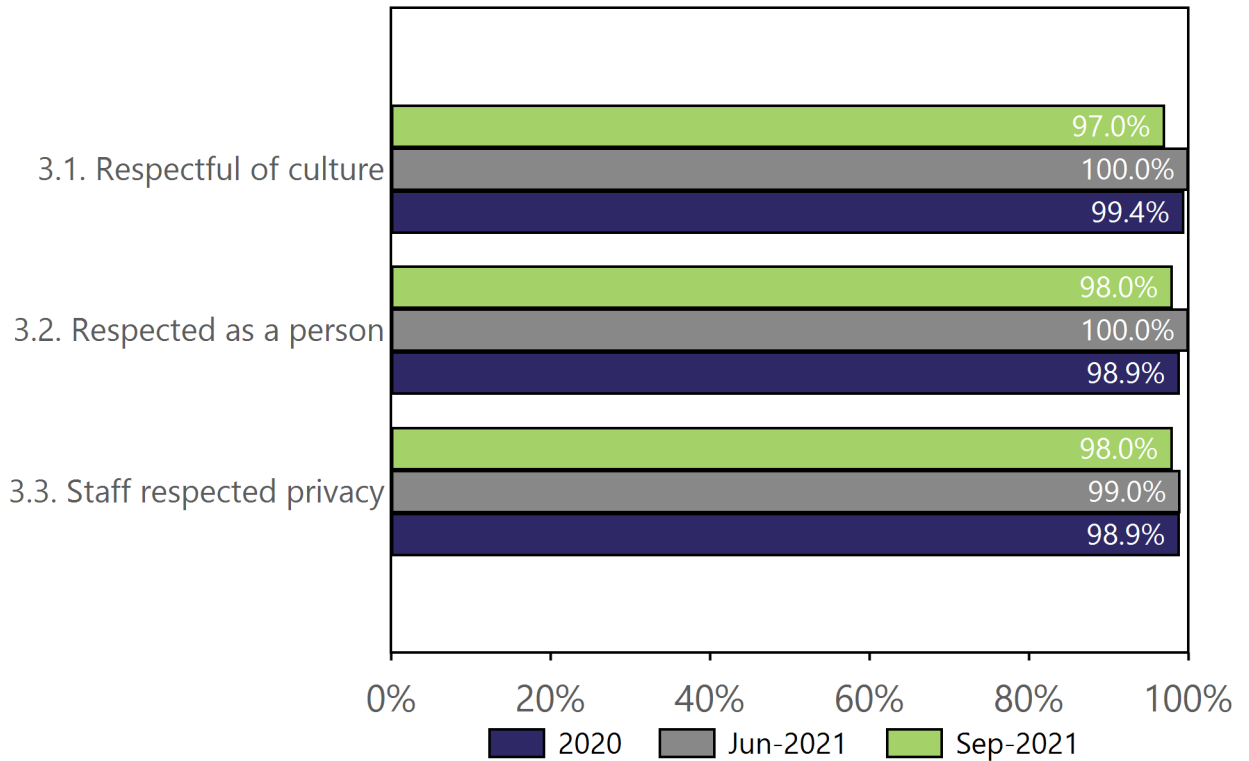


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	102	2.0%	1.0%	35.3%	61.8%
2.7. Involved in deciding goals	102	2.0%		37.3%	60.8%

2.3. Respect

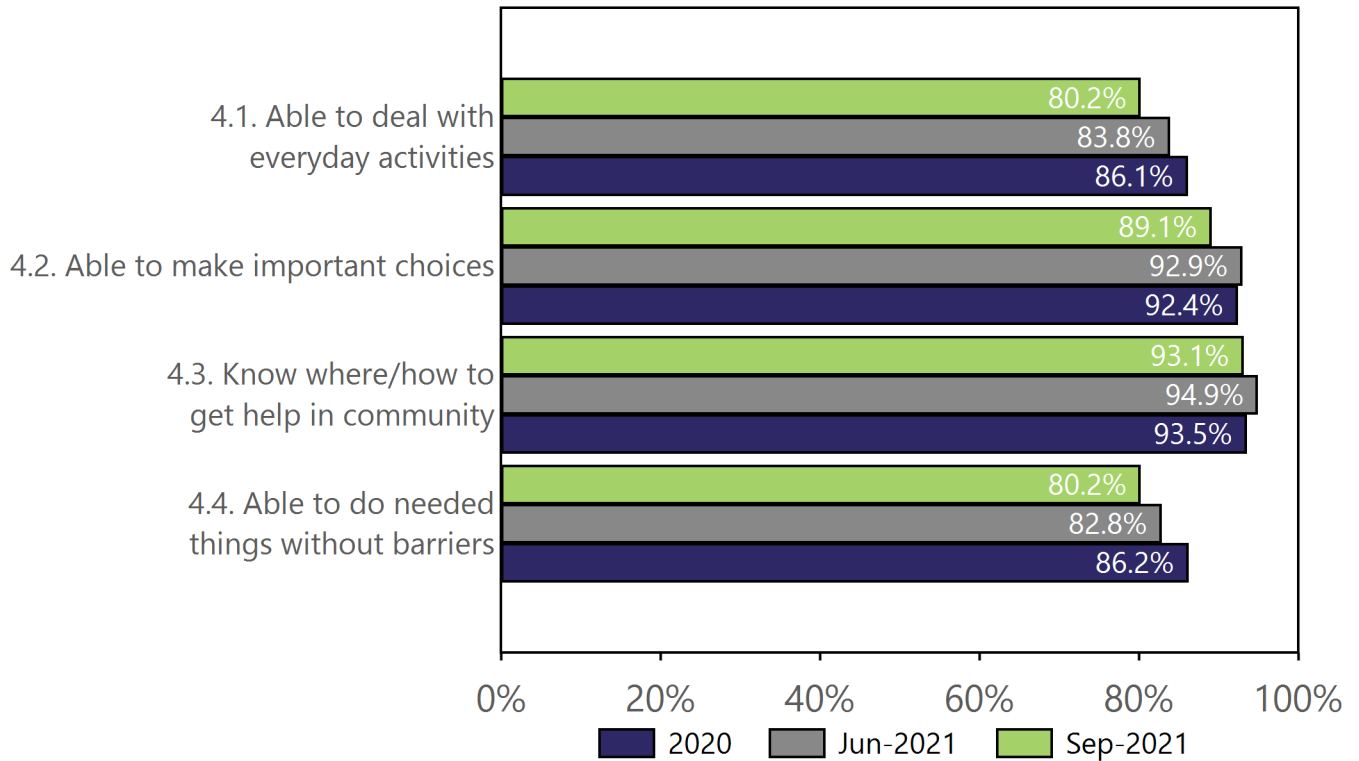


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	100	2.0%	1.0%	32.0%	65.0%
3.2. Respected as a person	100	2.0%		31.0%	67.0%
3.3. Staff respected privacy	100	2.0%		33.0%	65.0%

2.4. Participation

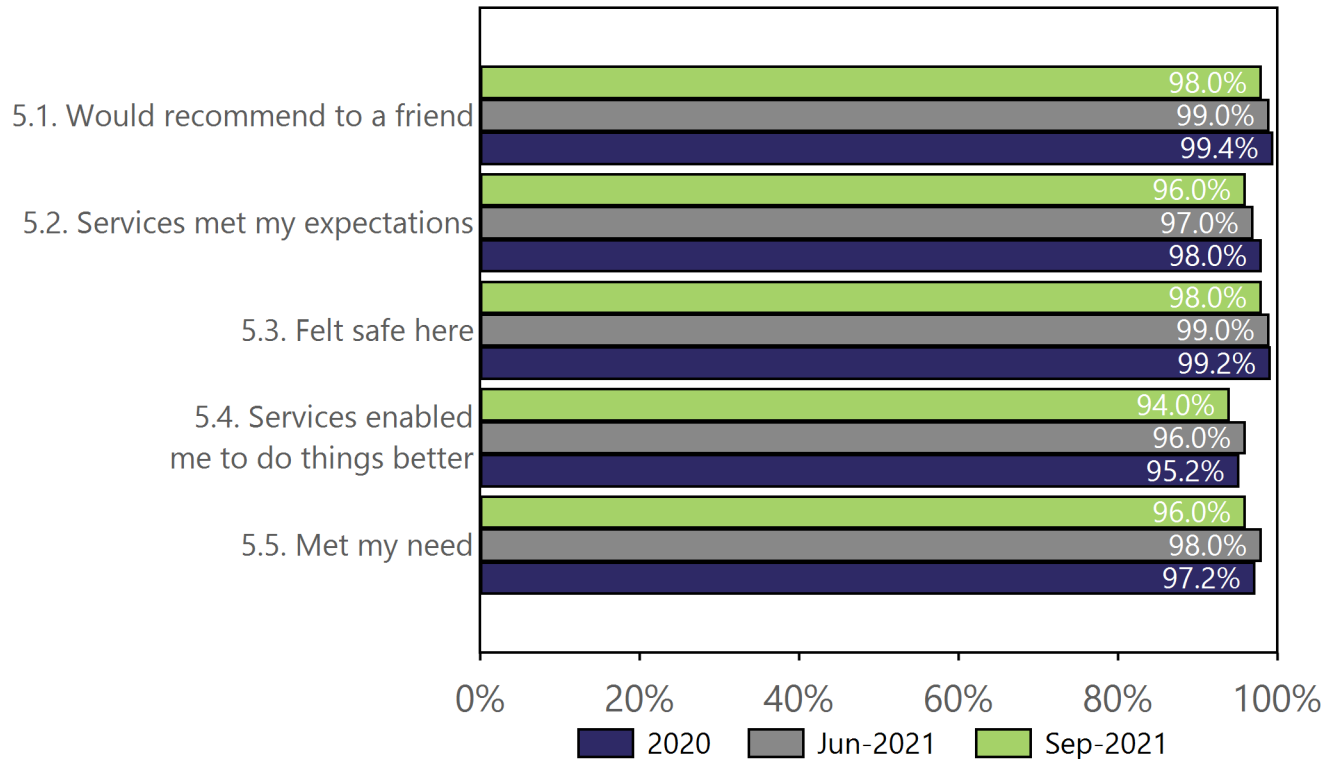


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	101	5.0%	14.9%	45.5%	34.7%
4.2. Able to make important choices	101	2.0%	8.9%	48.5%	40.6%
4.3. Know where/how to get help in community	101	2.0%	5.0%	47.5%	45.5%
4.4. Able to do needed things without barriers	101	5.0%	14.9%	47.5%	32.7%

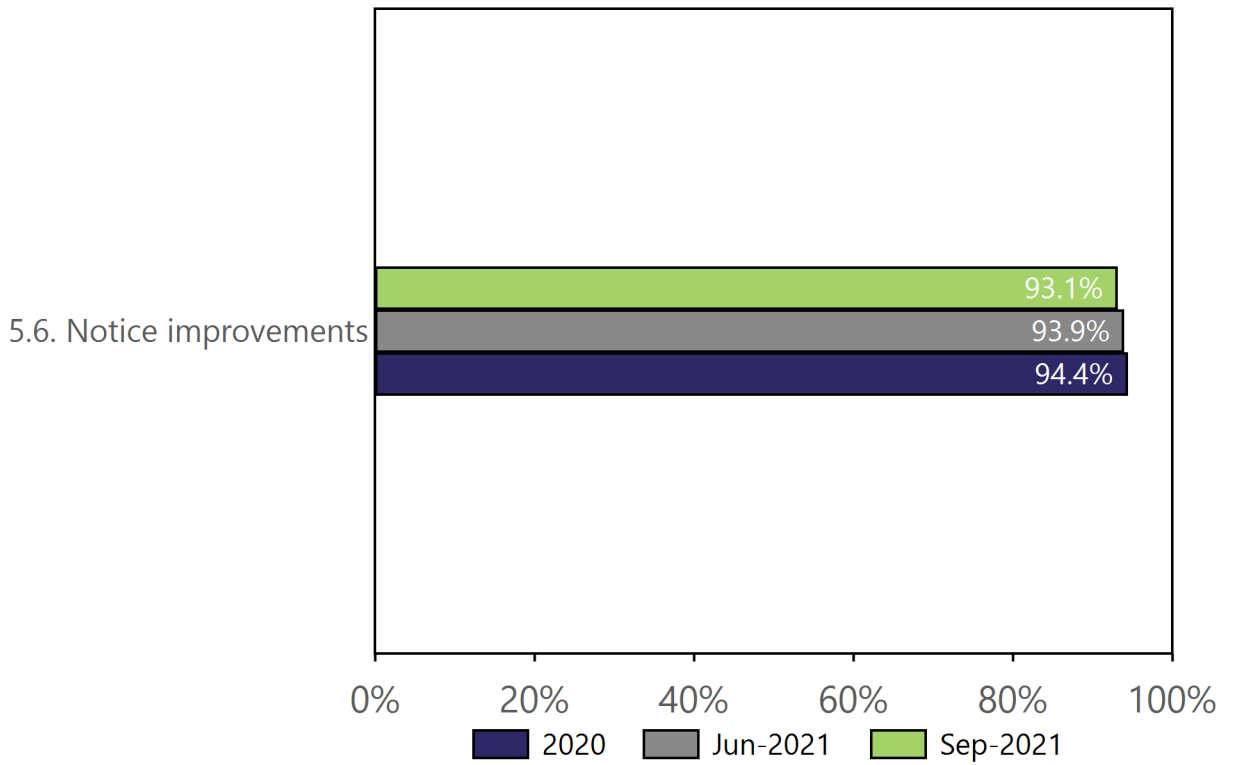
2.5. Overall Value



Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to a friend	101	2.0%		41.6%	56.4%
5.2. Services met my expectations	100	1.0%	3.0%	43.0%	53.0%
5.3. Felt safe here	101	1.0%	1.0%	33.7%	64.4%
5.4. Services enabled me to do things better	100	1.0%	5.0%	44.0%	50.0%
5.5. Met my need	100	1.0%	3.0%	41.0%	55.0%



Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Notice improvements	101	1.0%	5.9%	48.5%	44.6%

3. Survey Results Comparisons

3.1. Survey results by site

This section presents percent positive ratings by site for the current period.

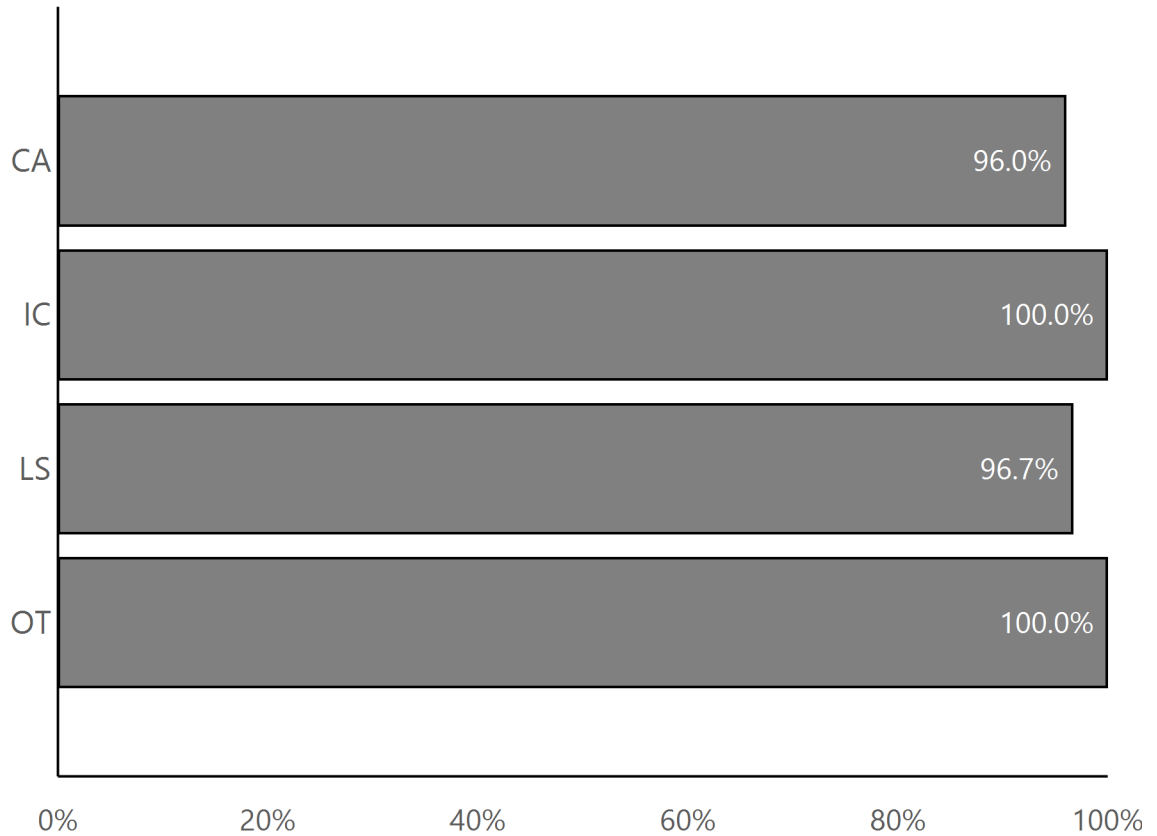
Frequency distributions by rating category for each site can be found in Appendix B.

For ease of use and formatting, abbreviations are used to refer to the specific sites. A key is found below.

Site Name	Site Abbreviation
Canton	CA
Integrated Care	IC
LaSalle	LS
Macomb	MA
Ottawa	OT

3.1.1. Service Responsiveness

1.1. Service times OK for me



Total number of respondents per group for this item

CA = 25

IC = 15

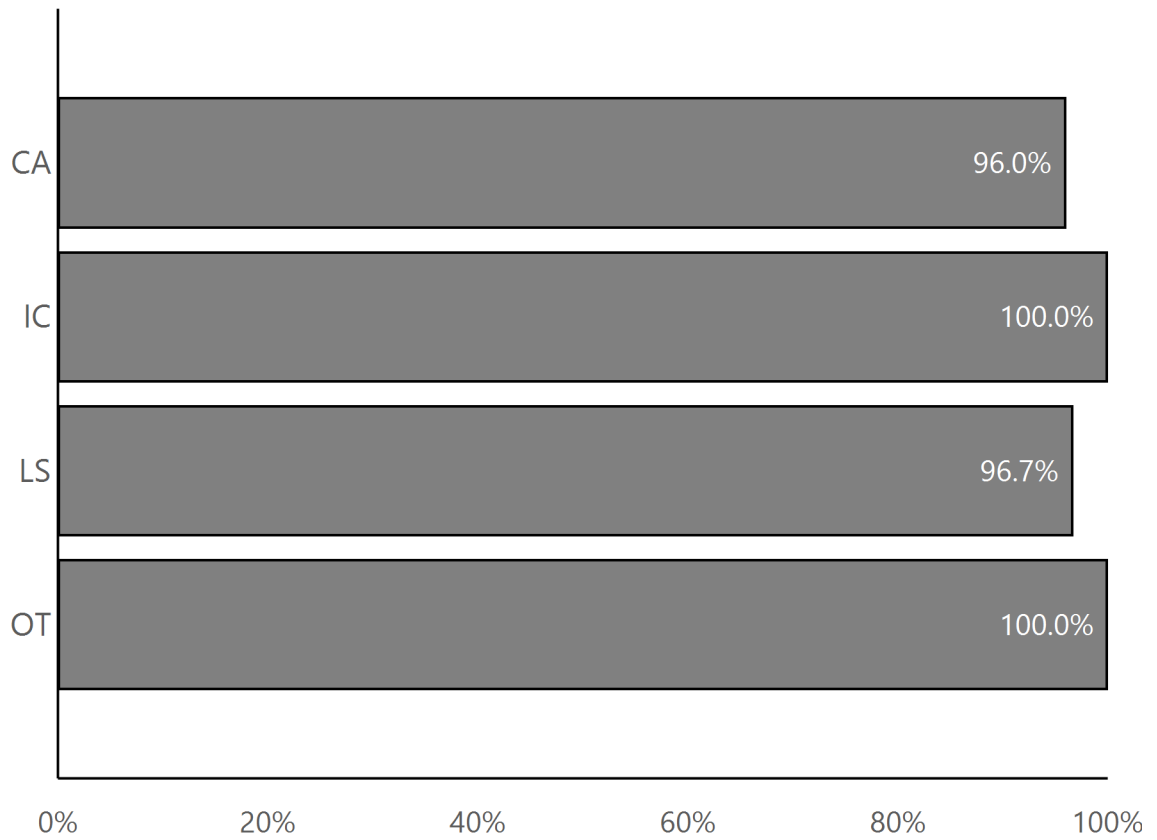
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

1.2. Got what I needed, when I needed it



Total number of respondents per group for this item

CA = 25

IC = 15

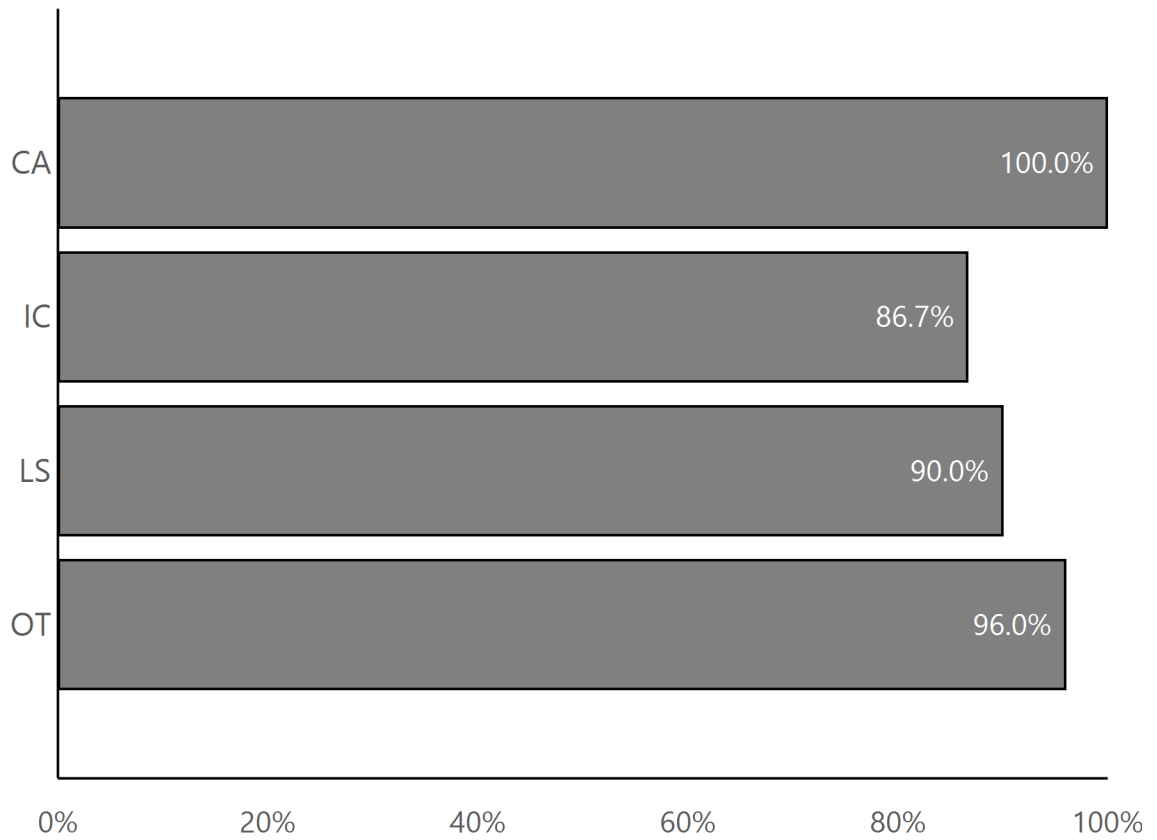
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

1.3. Enough staff to meet needs



Total number of respondents per group for this item

CA = 25

IC = 15

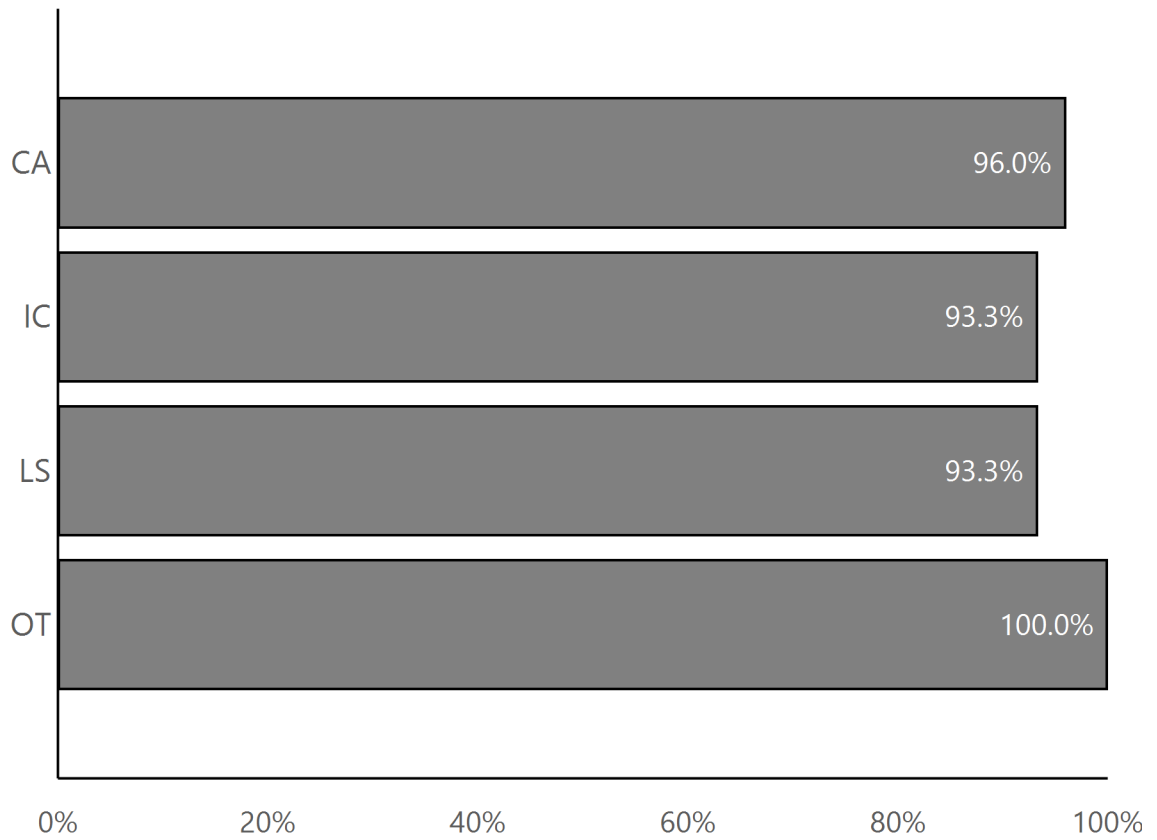
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

1.4. Saw staff at reasonable time



Total number of respondents per group for this item

CA = 25

IC = 15

LS = 30

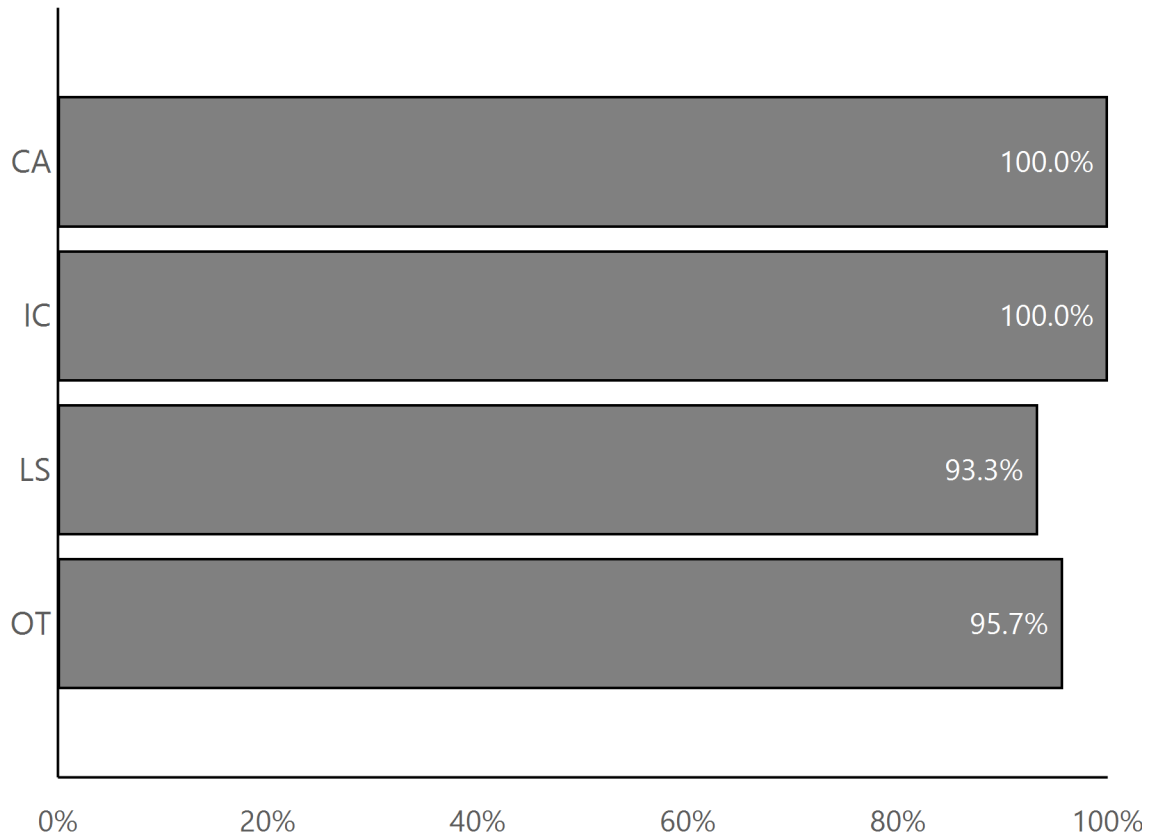
MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.1.2. Informed Choice

2.1. Staff made accommodations



Total number of respondents per group for this item

CA = 25

IC = 15

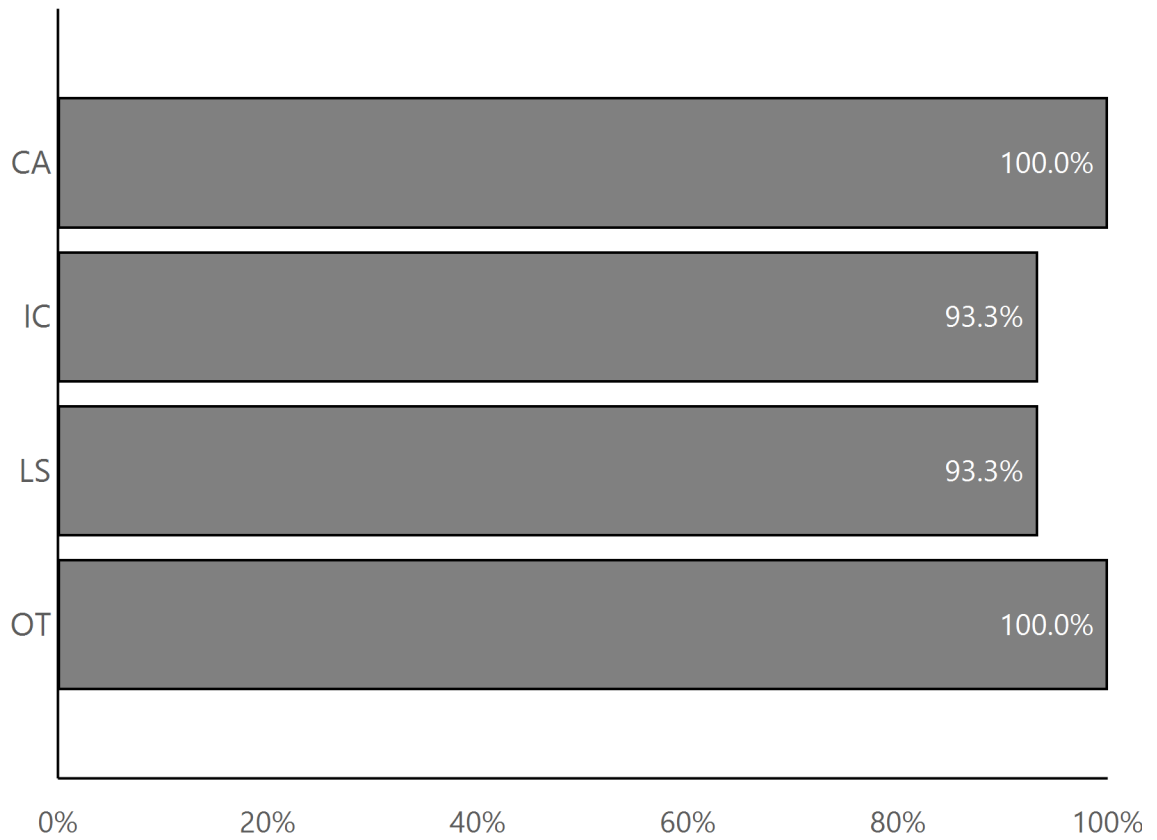
LS = 30

MA = 7

OT = 23

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.2. Staff paid attention to what I said



Total number of respondents per group for this item

CA = 25

IC = 15

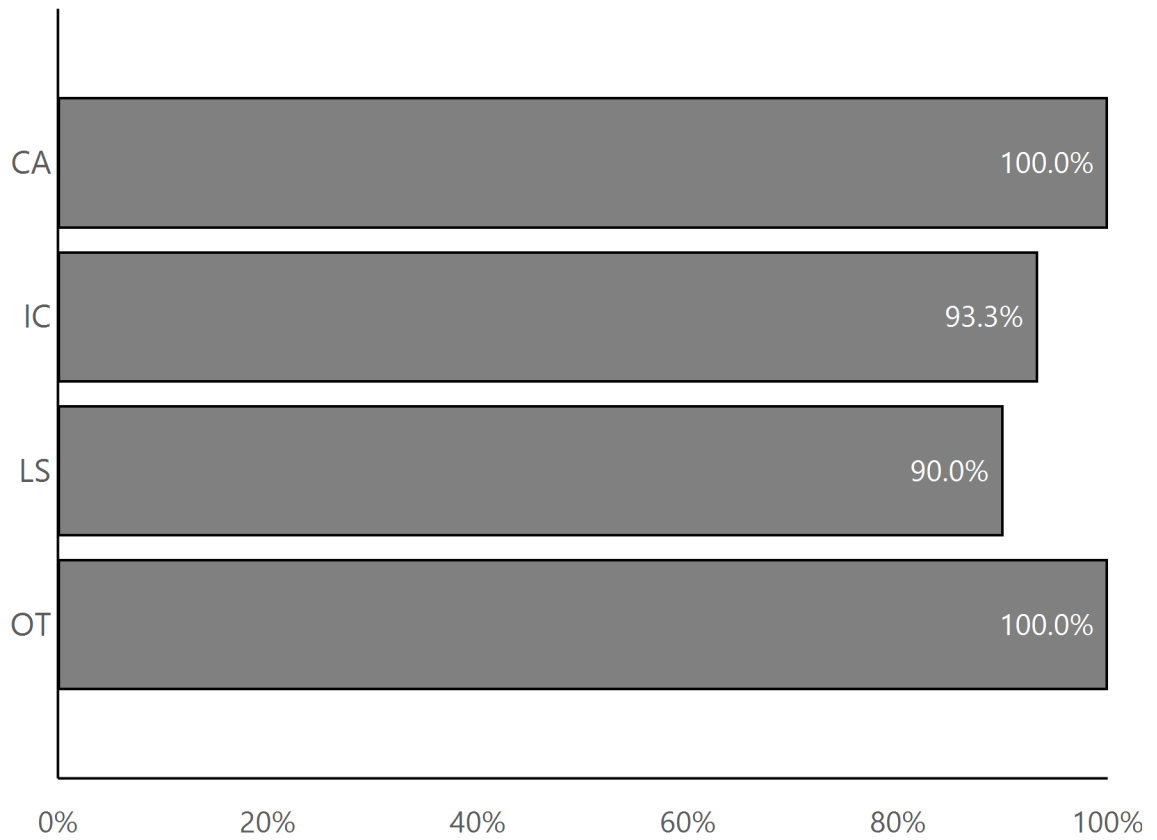
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.3. Opportunity to make important choices



Total number of respondents per group for this item

CA = 25

IC = 15

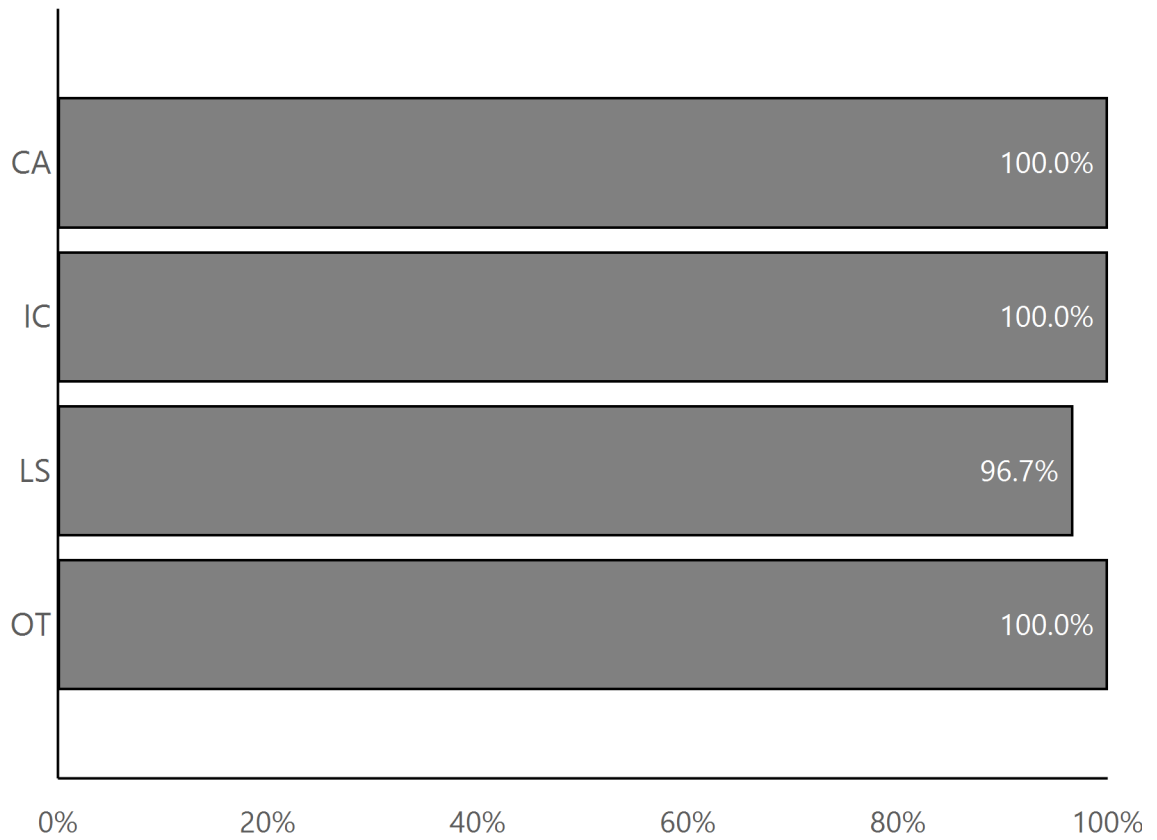
LS = 30

MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.4. Options explained in language I understood



Total number of respondents per group for this item

CA = 25

IC = 15

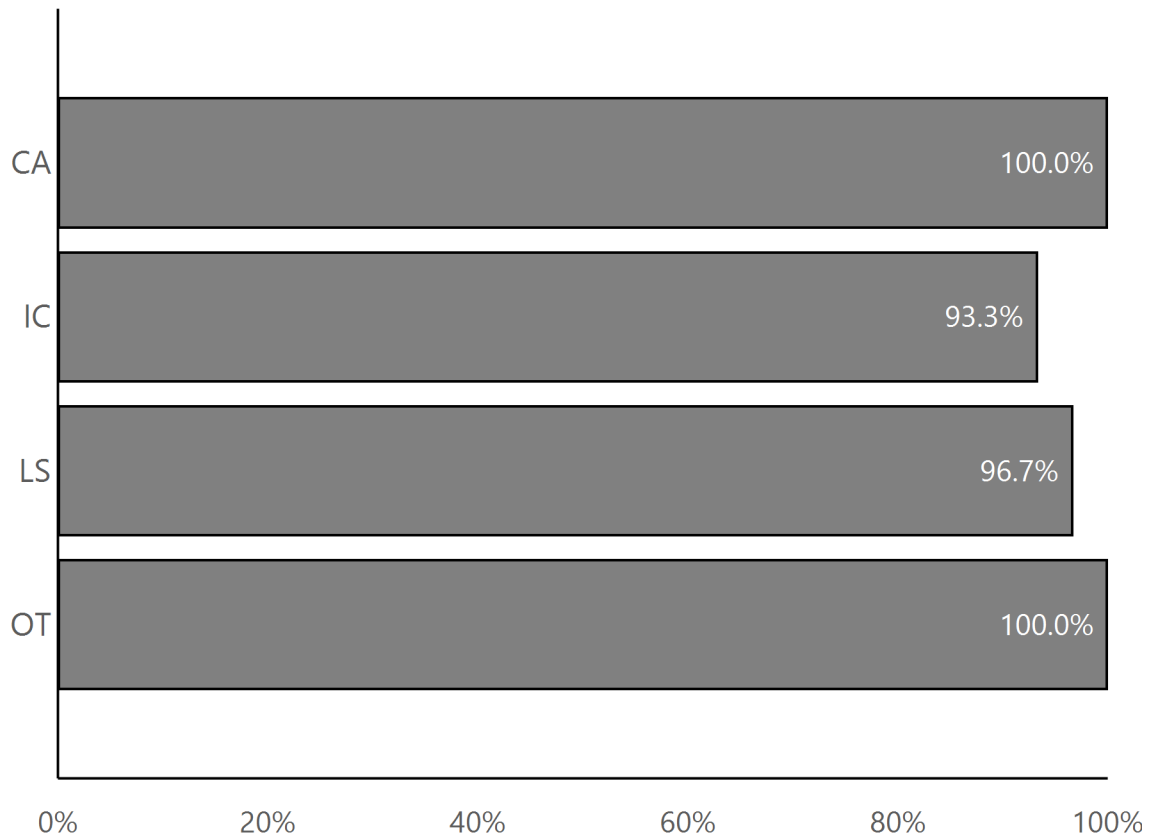
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.5. I agreed with goals in my plan



Total number of respondents per group for this item

CA = 25

IC = 15

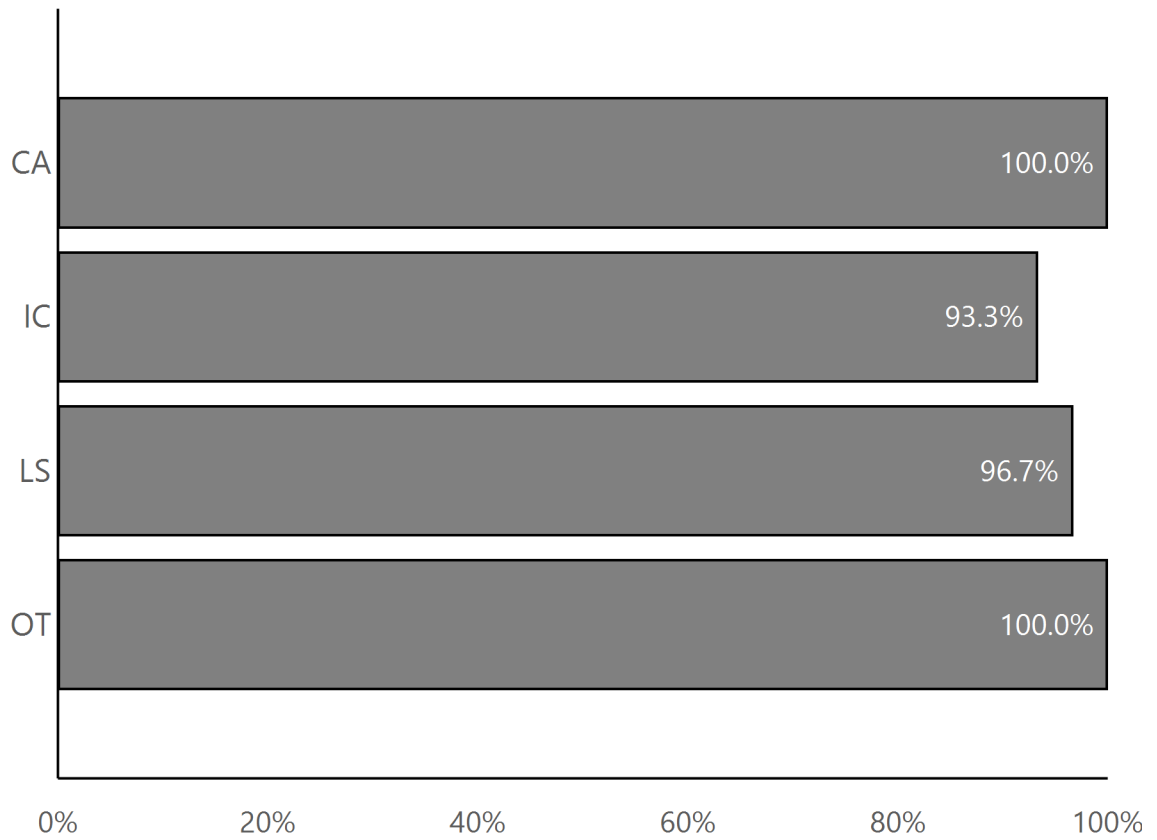
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.6. Staff understood needs



Total number of respondents per group for this item

CA = 25

IC = 15

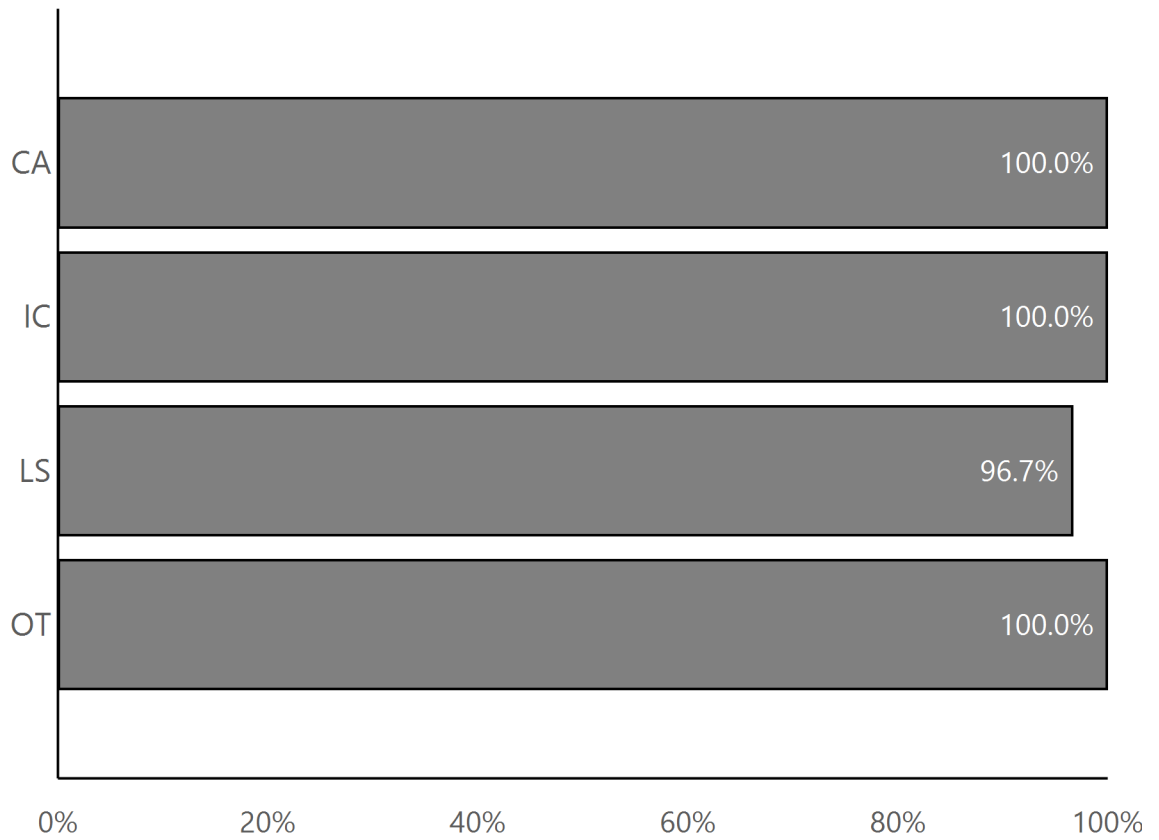
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.7. Involved in deciding goals



Total number of respondents per group for this item

CA = 25

IC = 15

LS = 30

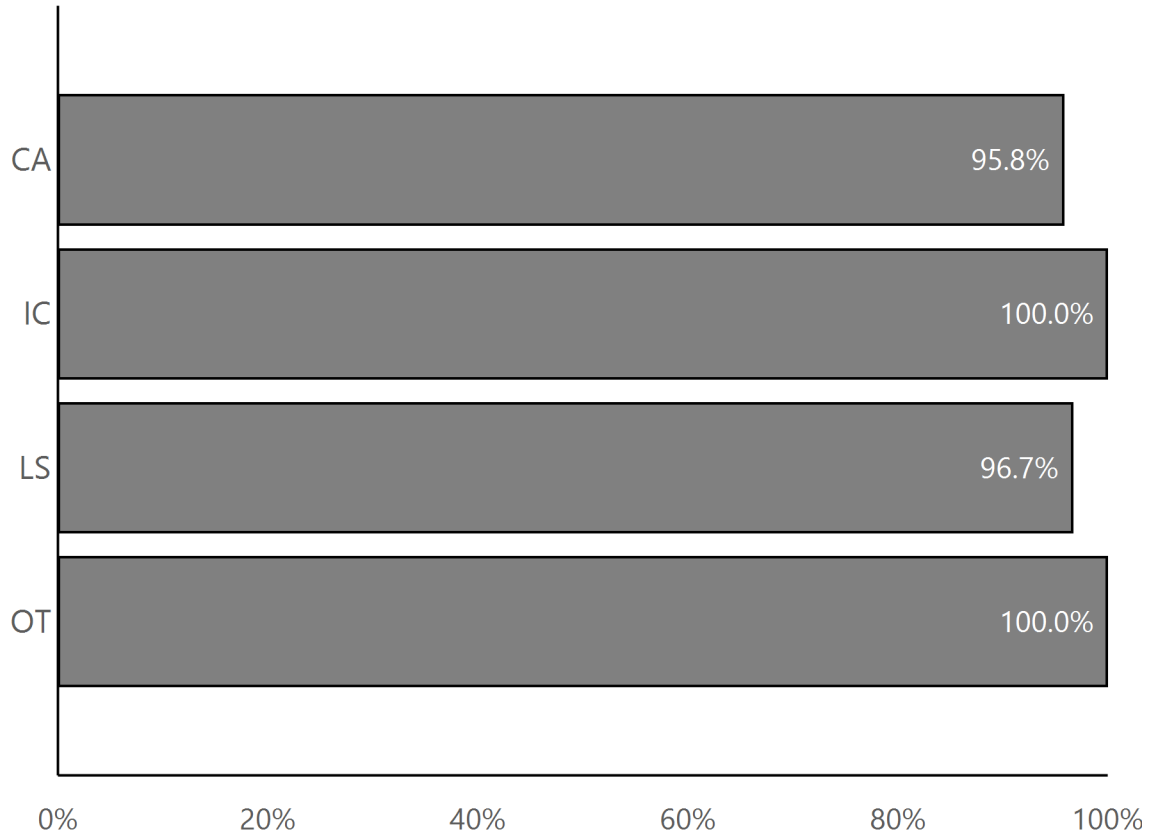
MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.1.3. Respect

3.1. Respectful of culture



Total number of respondents per group for this item

CA = 24

IC = 15

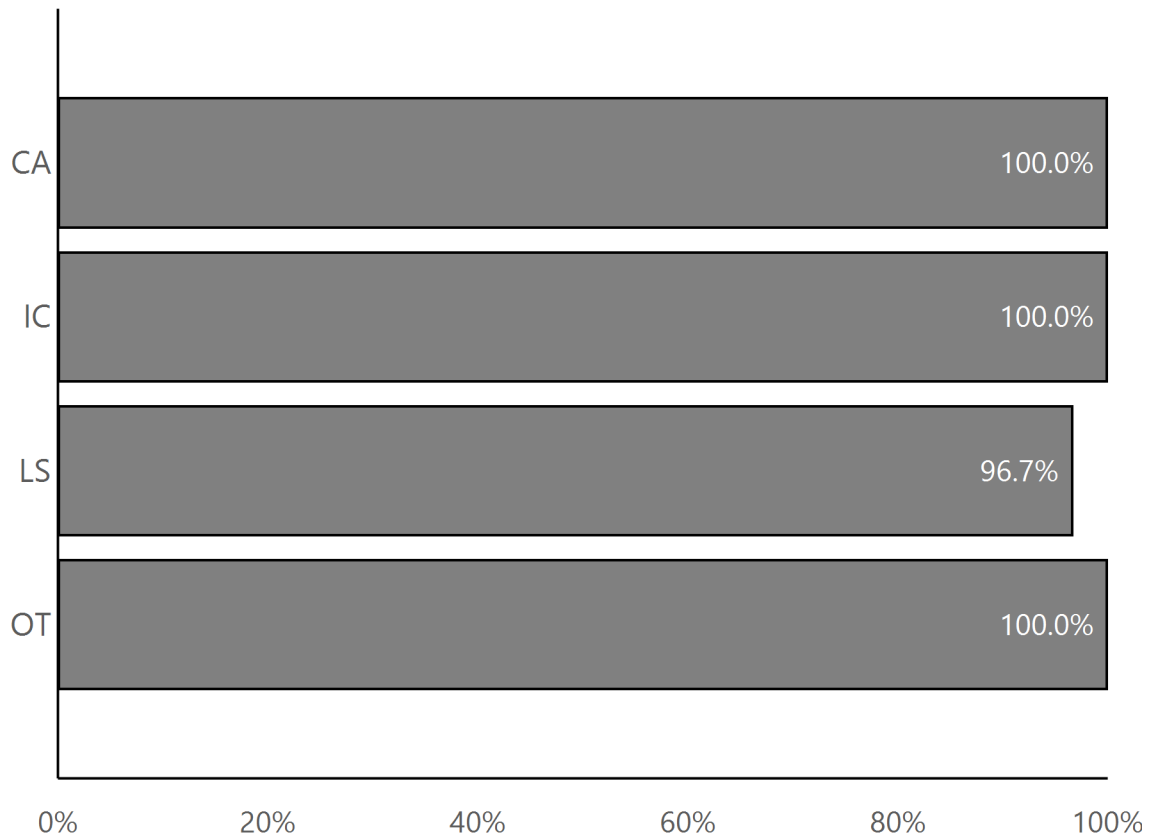
LS = 30

MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2. Respected as a person



Total number of respondents per group for this item

CA = 24

IC = 15

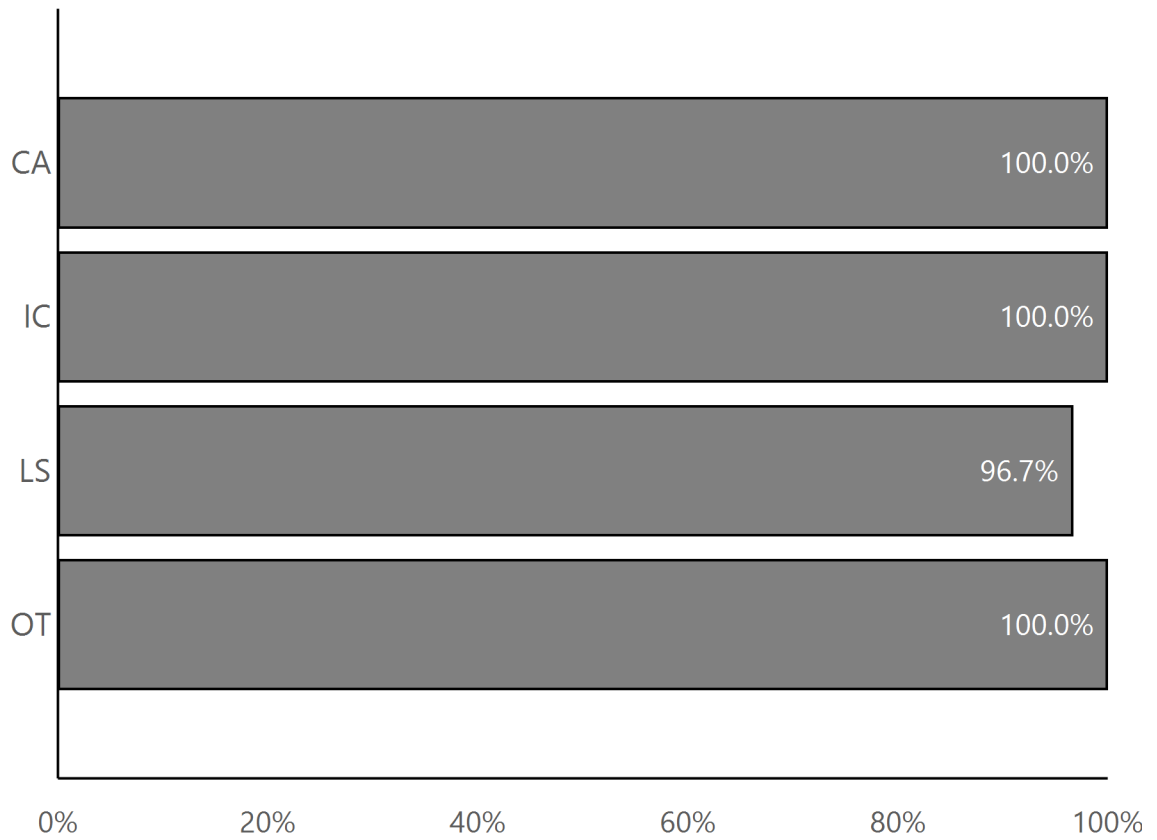
LS = 30

MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.3. Staff respected privacy



Total number of respondents per group for this item

CA = 24

IC = 15

LS = 30

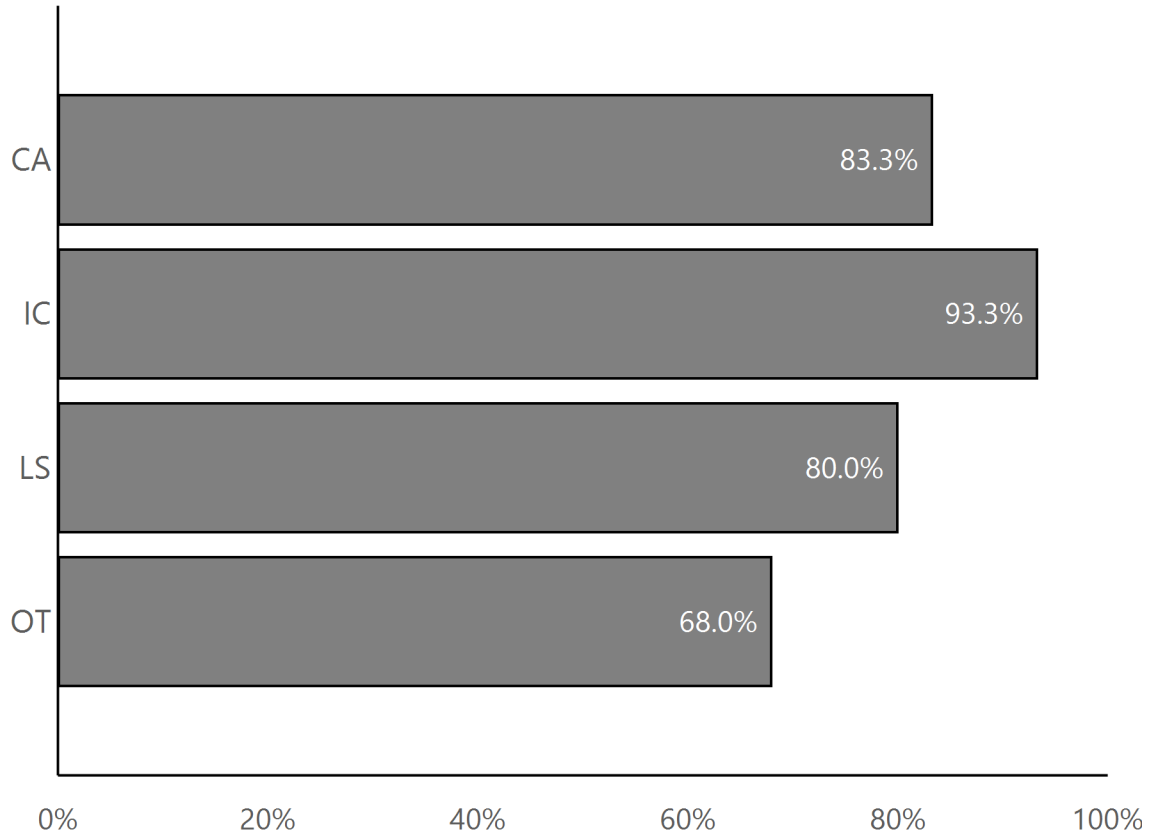
MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.1.4. Participation

4.1. Able to deal with everyday activities



Total number of respondents per group for this item

CA = 24

IC = 15

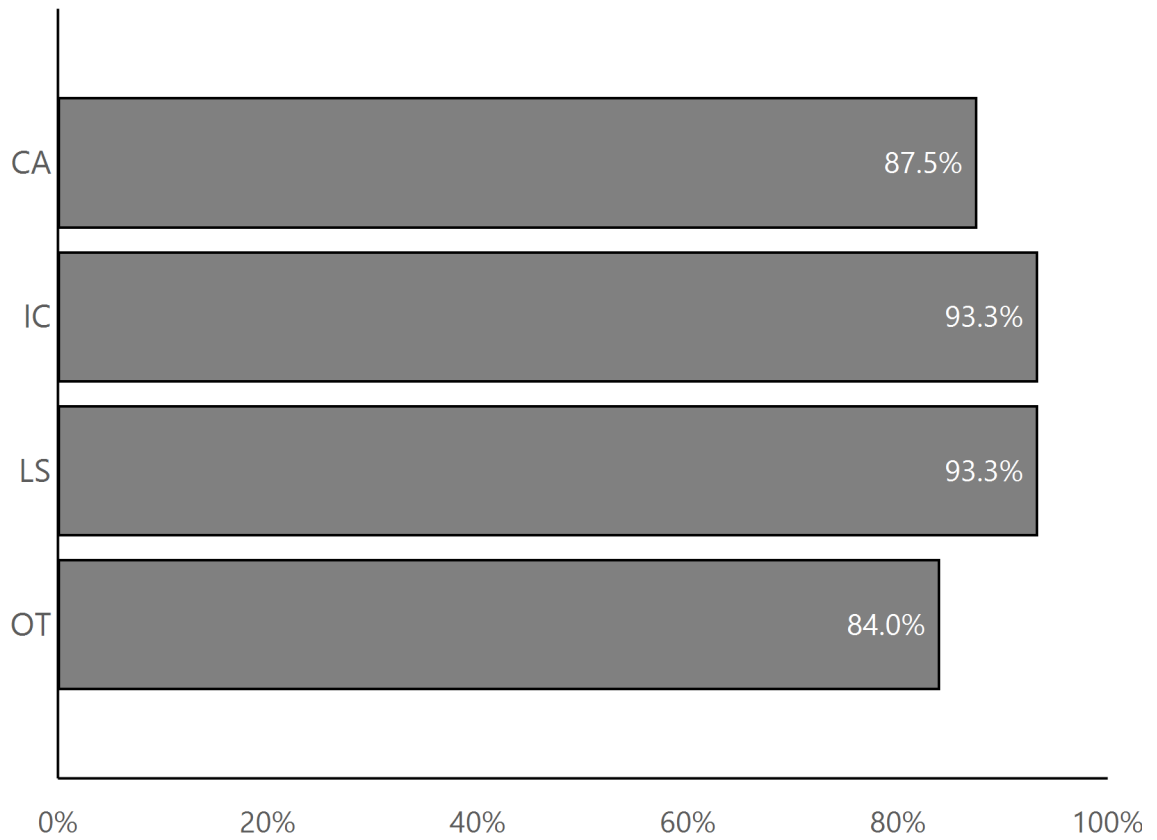
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

4.2. Able to make important choices



Total number of respondents per group for this item

CA = 24

IC = 15

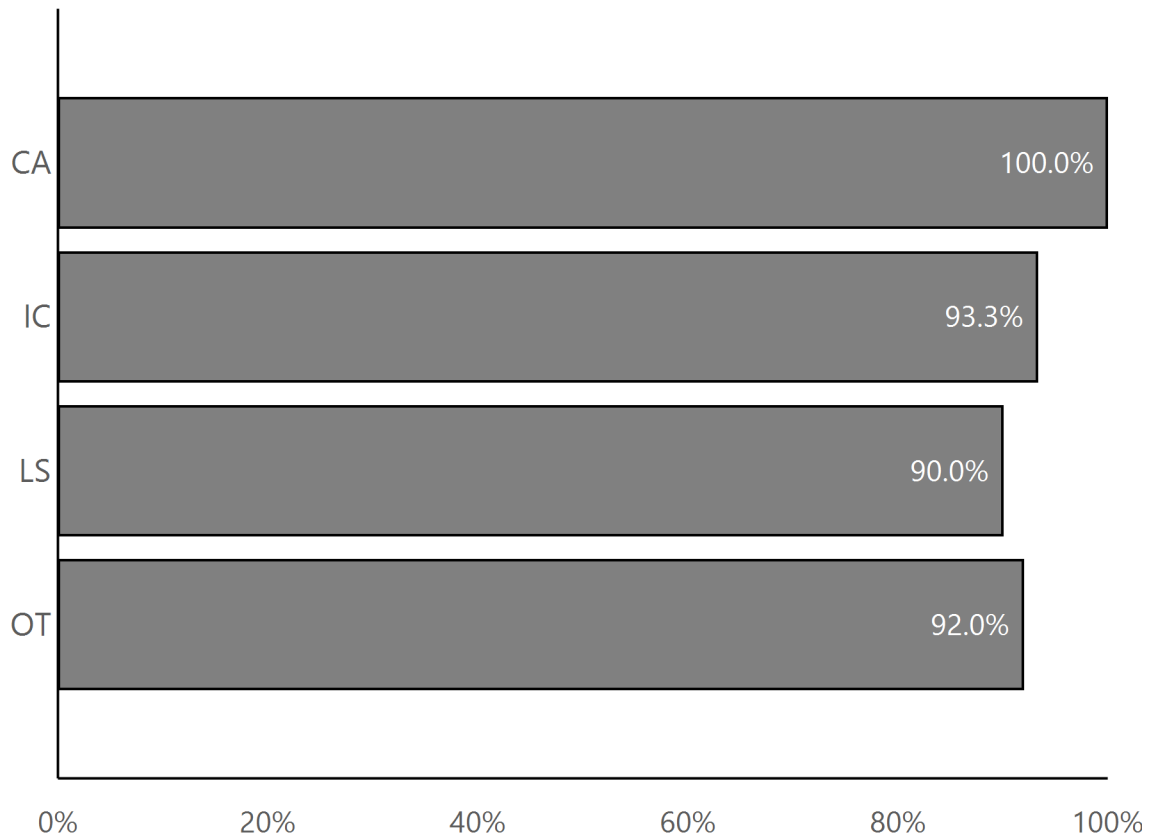
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

4.3. Know where/how to get help in community



Total number of respondents per group for this item

CA = 24

IC = 15

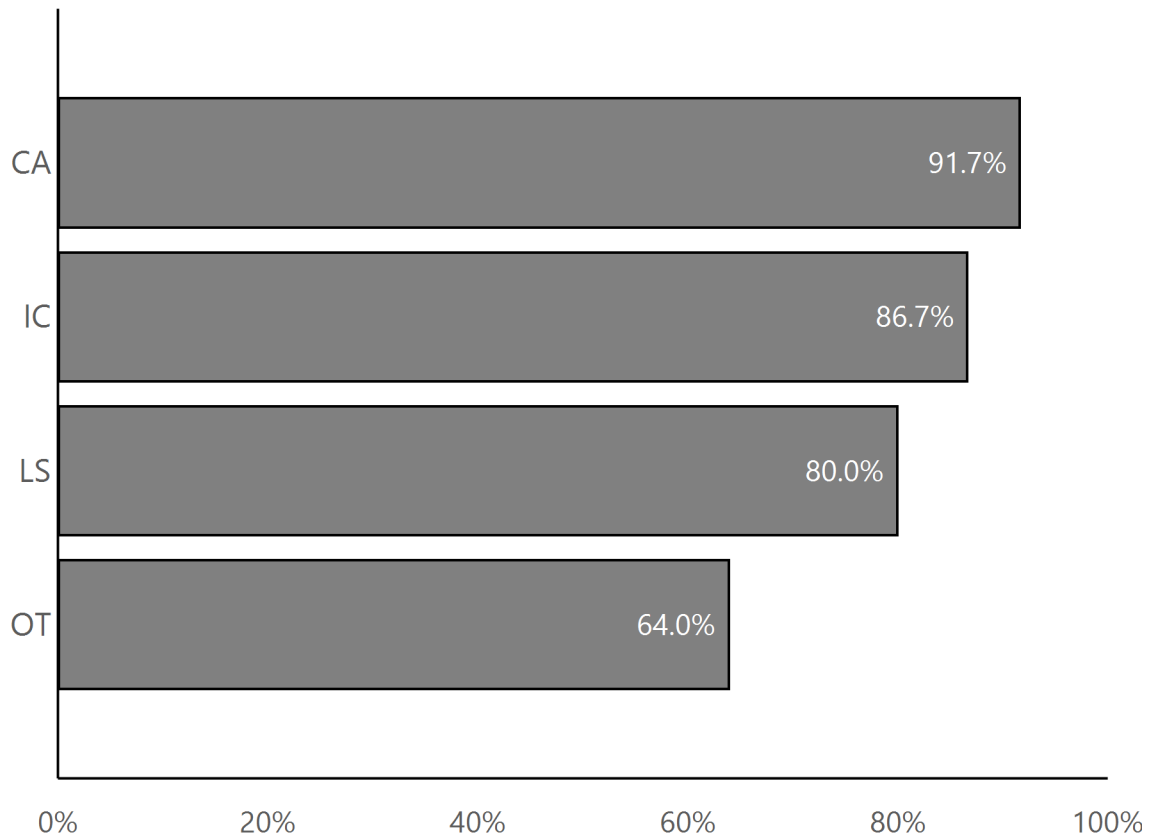
LS = 30

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

4.4. Able to do needed things without barriers



Total number of respondents per group for this item

CA = 24

IC = 15

LS = 30

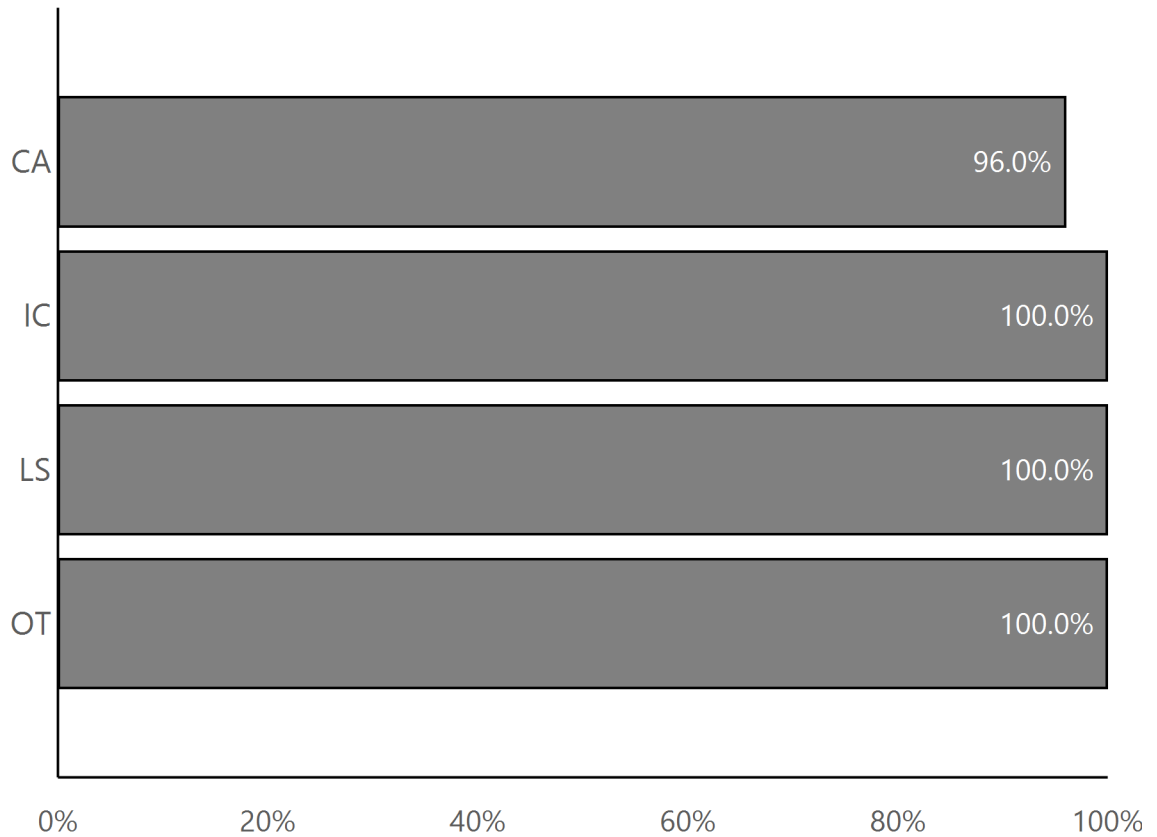
MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.1.5. Overall Value

5.1. Would recommend to a friend



Total number of respondents per group for this item

CA = 25

IC = 15

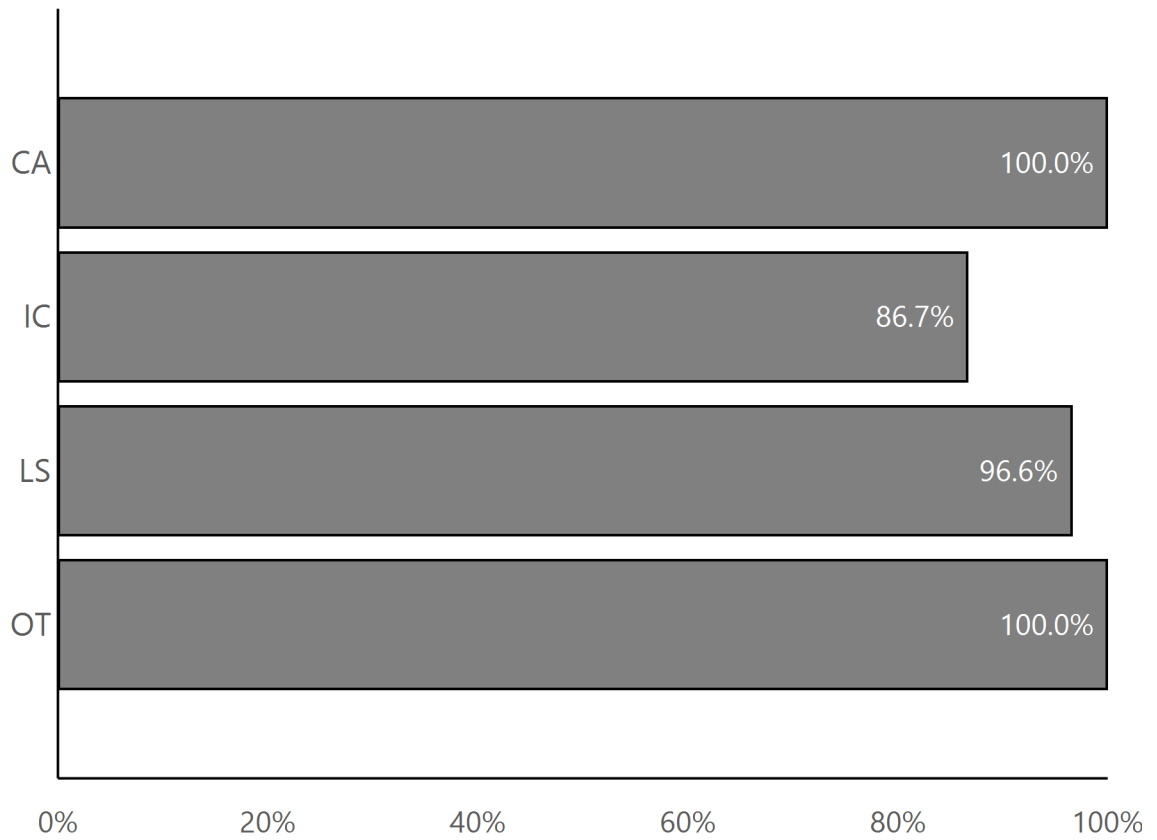
LS = 29

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.2. Services met my expectations



Total number of respondents per group for this item

CA = 25

IC = 15

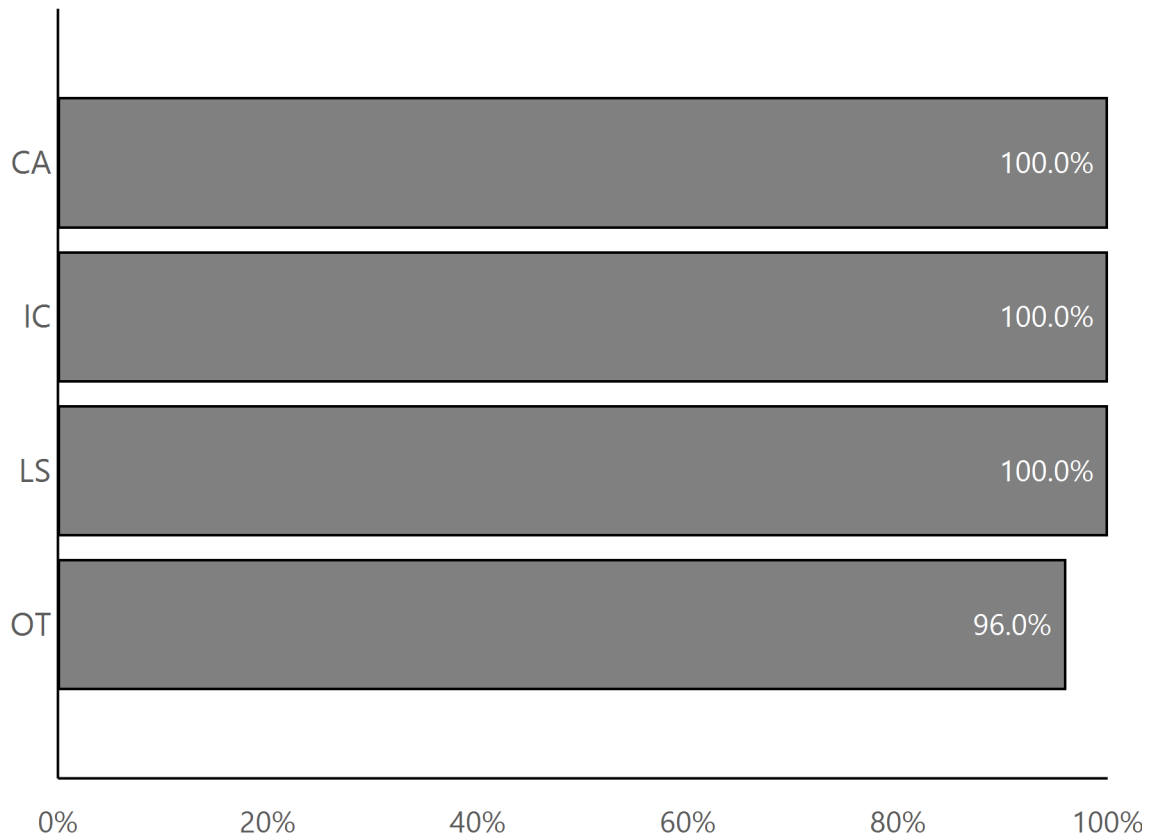
LS = 29

MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.3. Felt safe here



Total number of respondents per group for this item

CA = 25

IC = 15

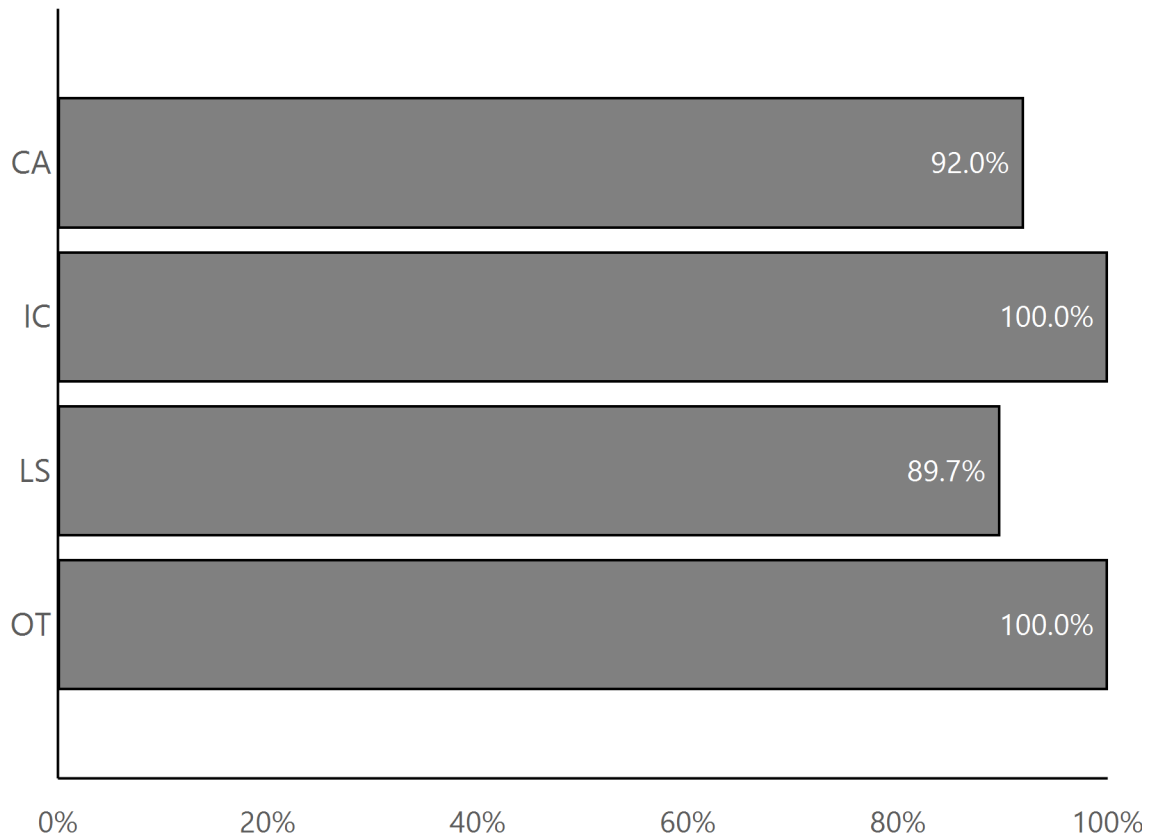
LS = 29

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.4. Services enabled me to do things better



Total number of respondents per group for this item

CA = 25

IC = 15

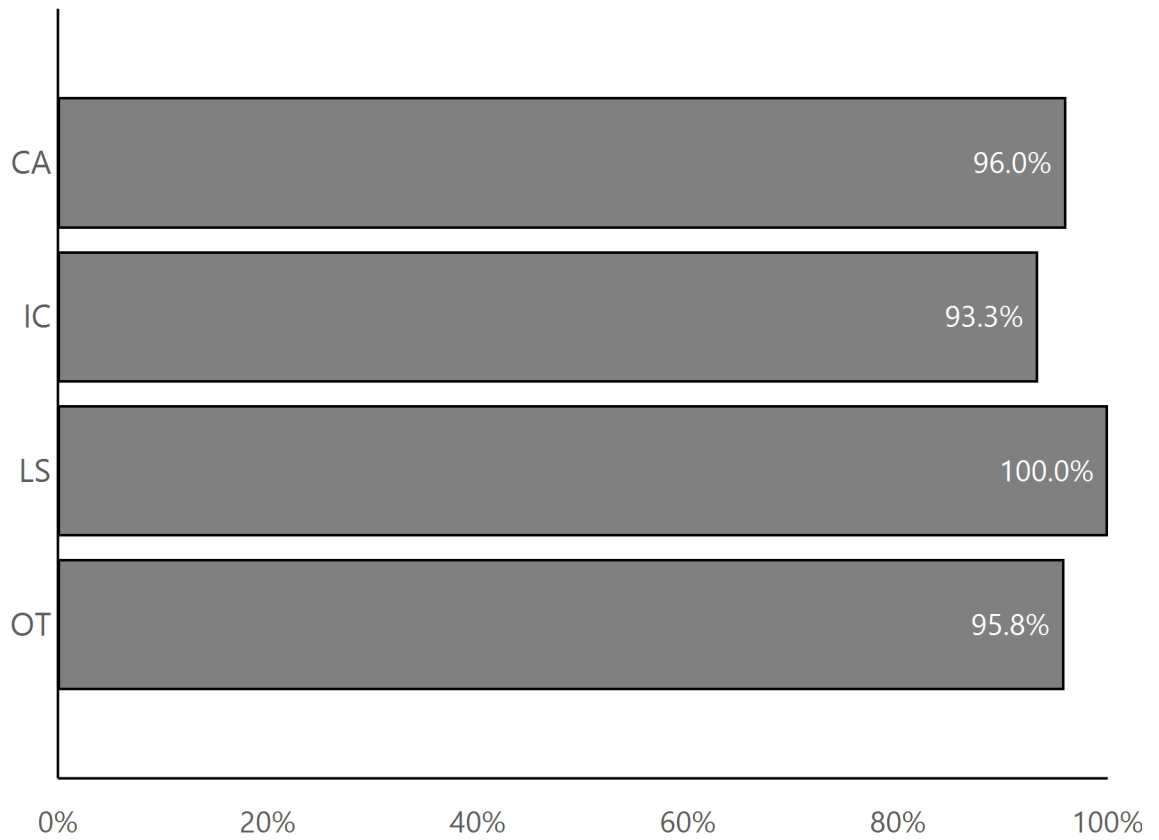
LS = 29

MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.5. Met my need



Total number of respondents per group for this item

CA = 25

IC = 15

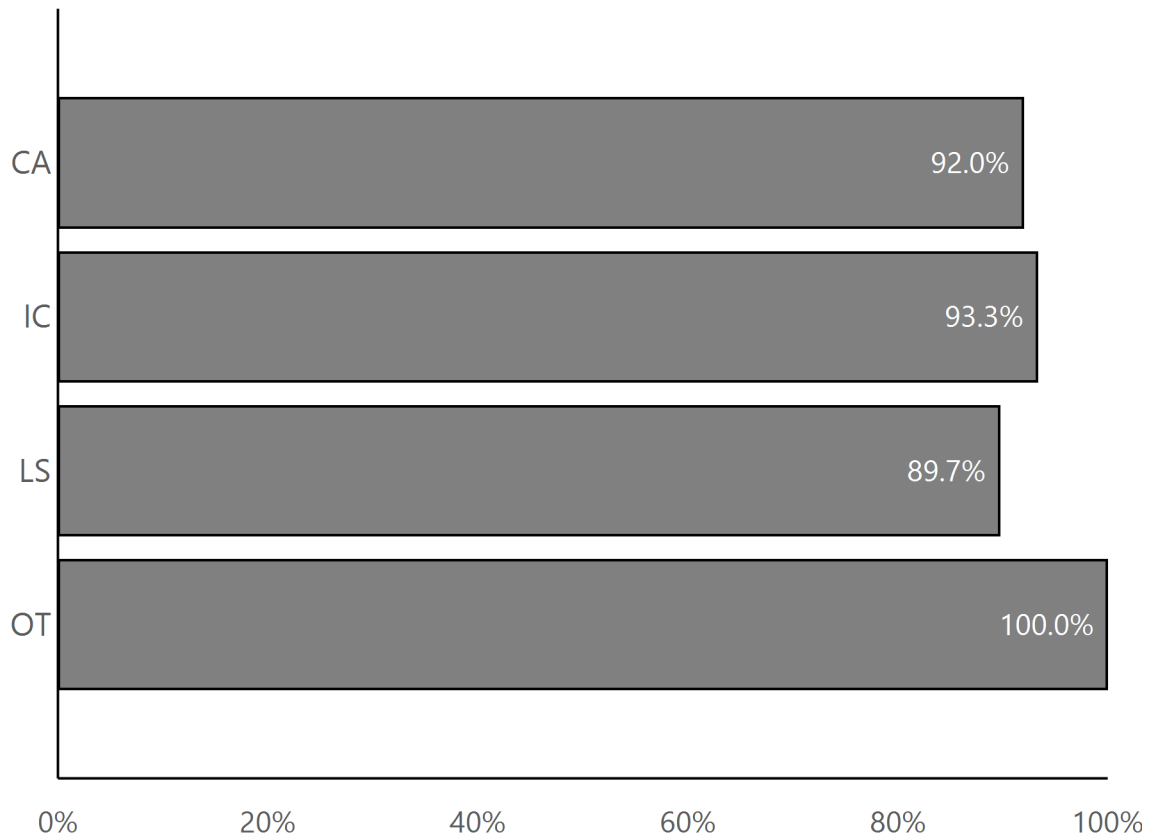
LS = 29

MA = 7

OT = 24

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.6. Notice improvements



Total number of respondents per group for this item

CA = 25

IC = 15

LS = 29

MA = 7

OT = 25

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2. Survey results by program

This section presents percent positive ratings by program for the current period.

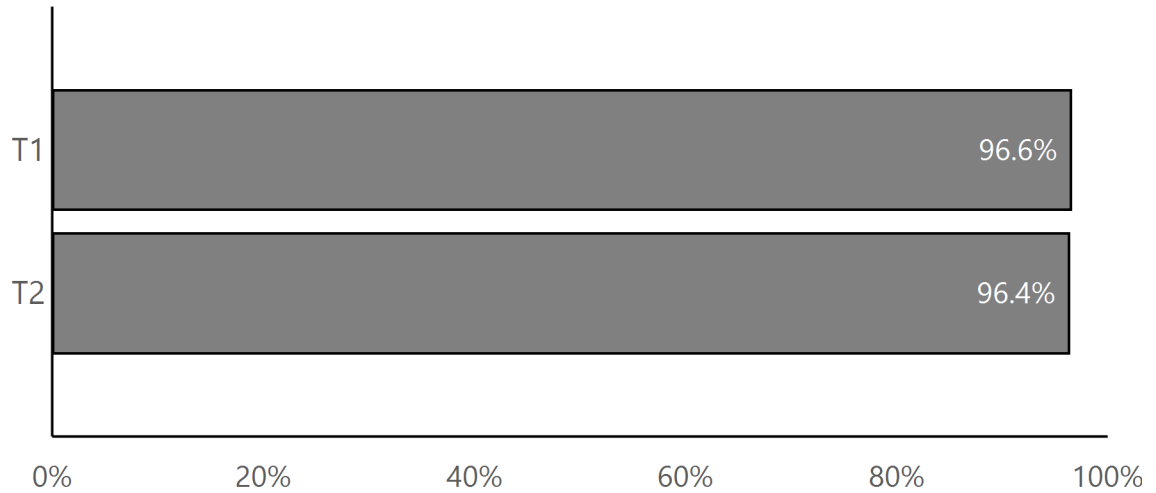
Frequency distributions by rating category for each program can be found in Appendix B.

For ease of use and formatting, abbreviations are used to refer to the specific programs. A key is found below.

Program Name	Program Acronym
Princeton	P
Stark/Marshall	SM
Streator	S
Team 1	T1
Team 2	T2

3.2.1. Service Responsiveness

1.1. Service times OK for me



Total number of respondents per group for this item

P = 5

SM = 2

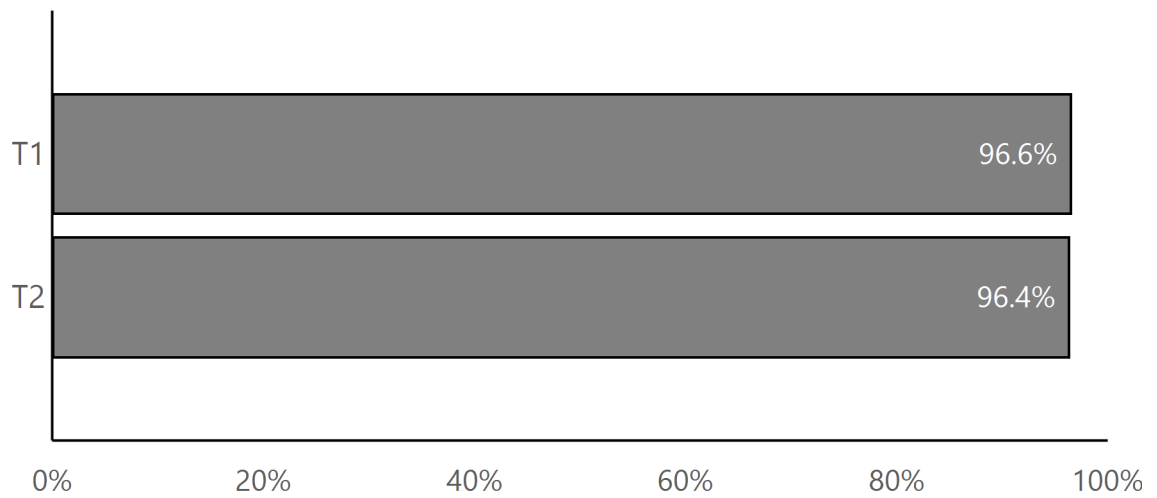
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

1.2. Got what I needed, when I needed it



Total number of respondents per group for this item

P = 5

SM = 2

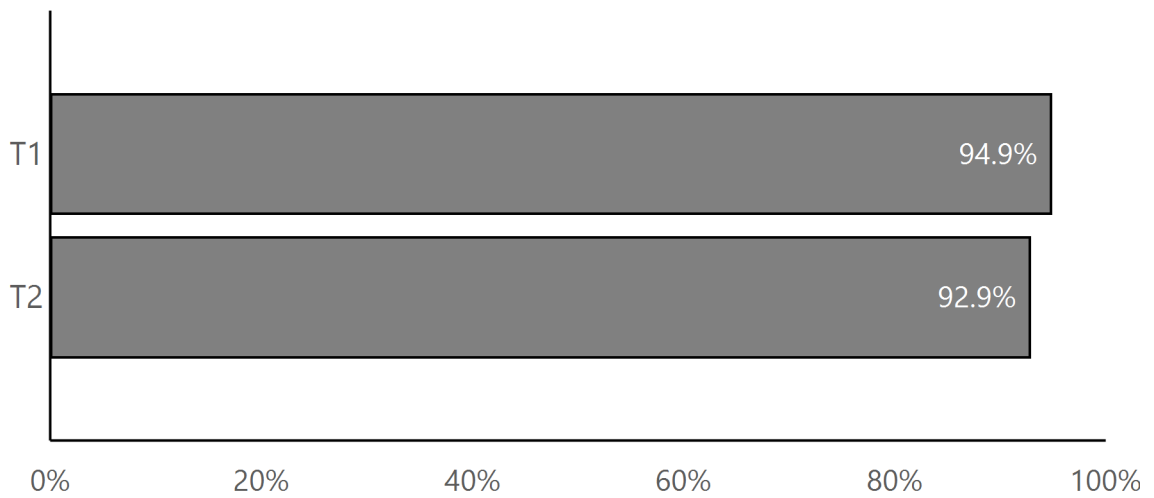
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

1.3. Enough staff to meet needs



Total number of respondents per group for this item

P = 5

SM = 2

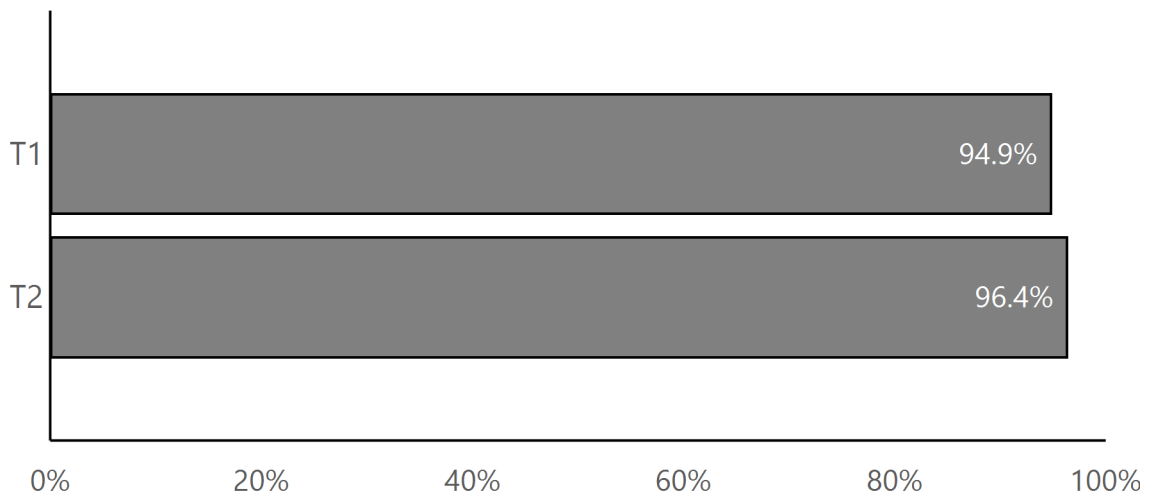
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

1.4. Saw staff at reasonable time



Total number of respondents per group for this item

P = 5

SM = 2

S = 8

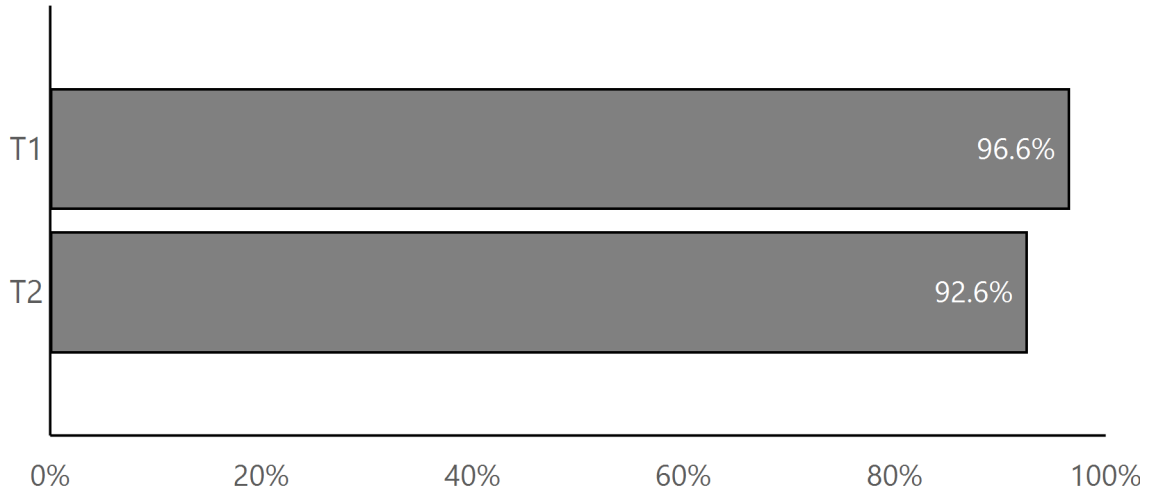
T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2.2. Informed Choice

2.1. Staff made accommodations



Total number of respondents per group for this item

P = 5

SM = 2

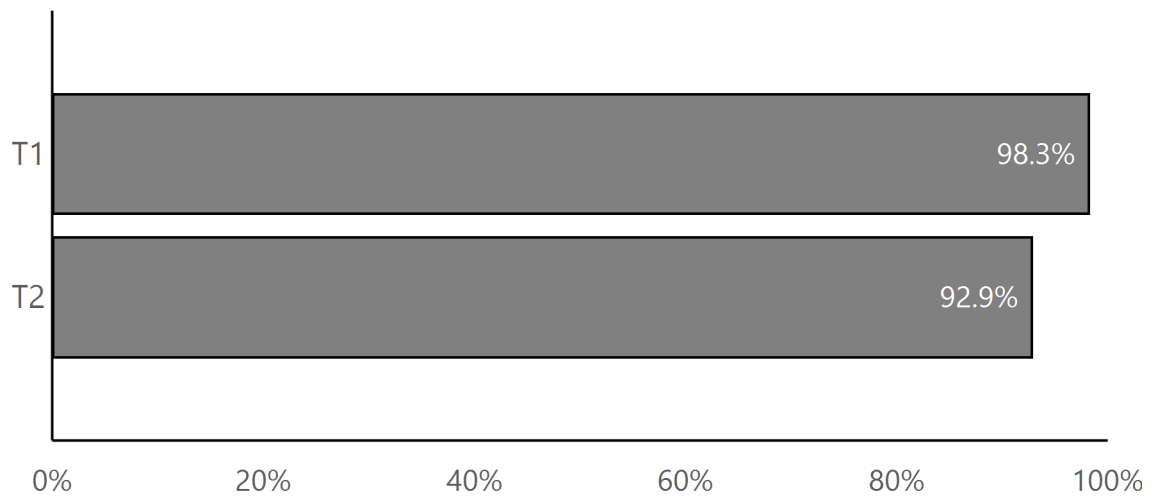
S = 8

T1 = 58

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.2. Staff paid attention to what I said



Total number of respondents per group for this item

P = 5

SM = 2

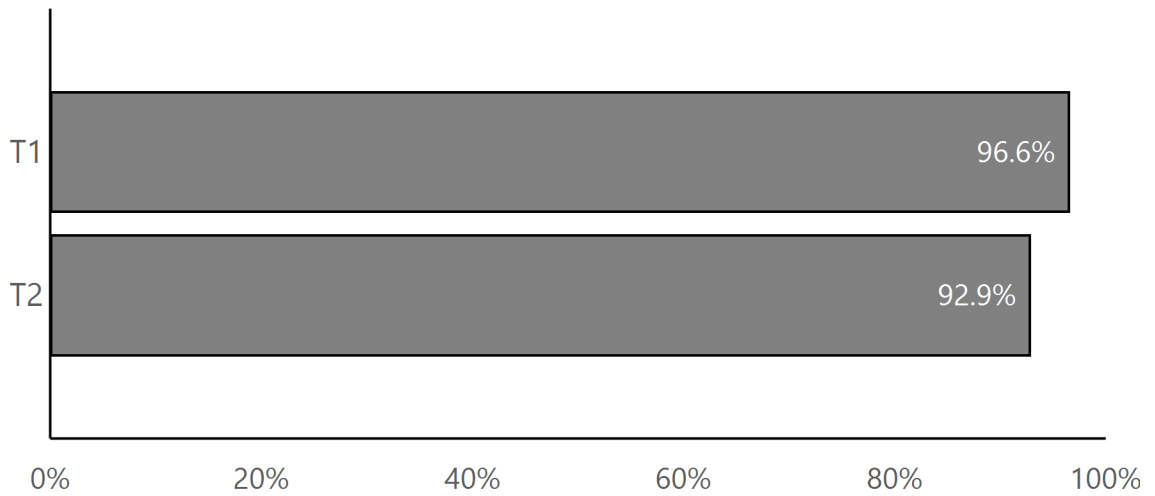
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.3. Opportunity to make important choices



Total number of respondents per group for this item

P = 5

SM = 2

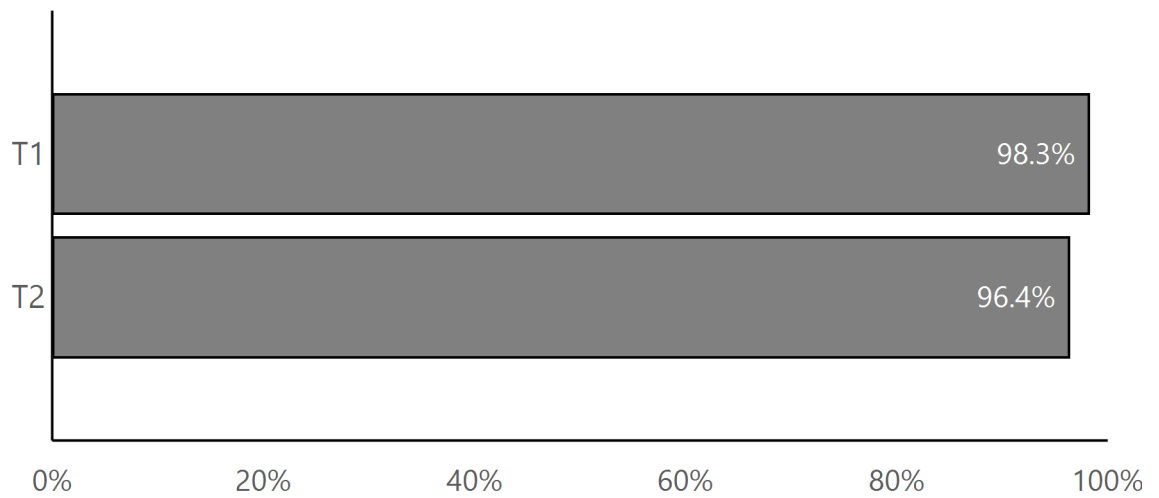
S = 8

T1 = 58

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.4. Options explained in language I understood



Total number of respondents per group for this item

P = 5

SM = 2

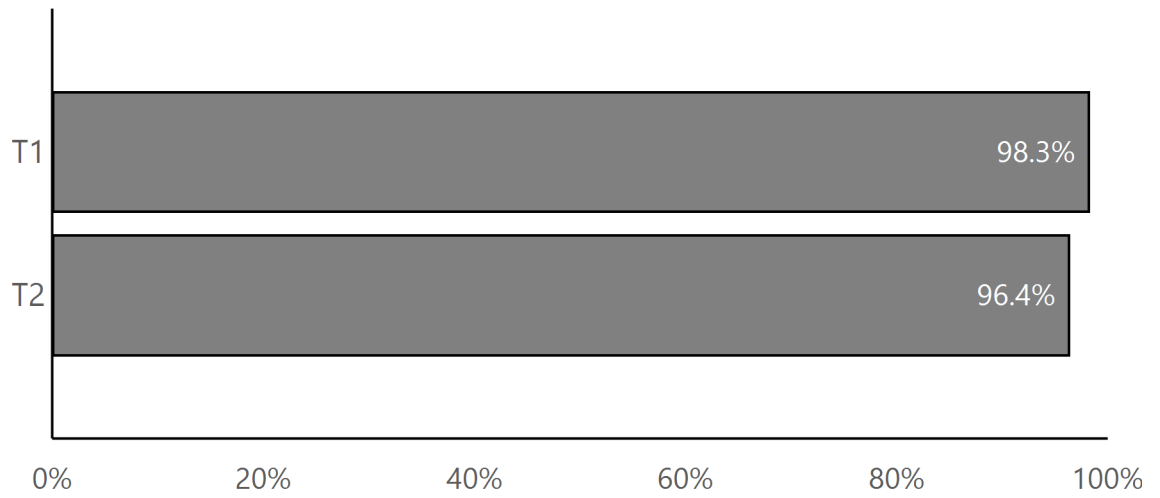
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.5. I agreed with goals in my plan



Total number of respondents per group for this item

P = 5

SM = 2

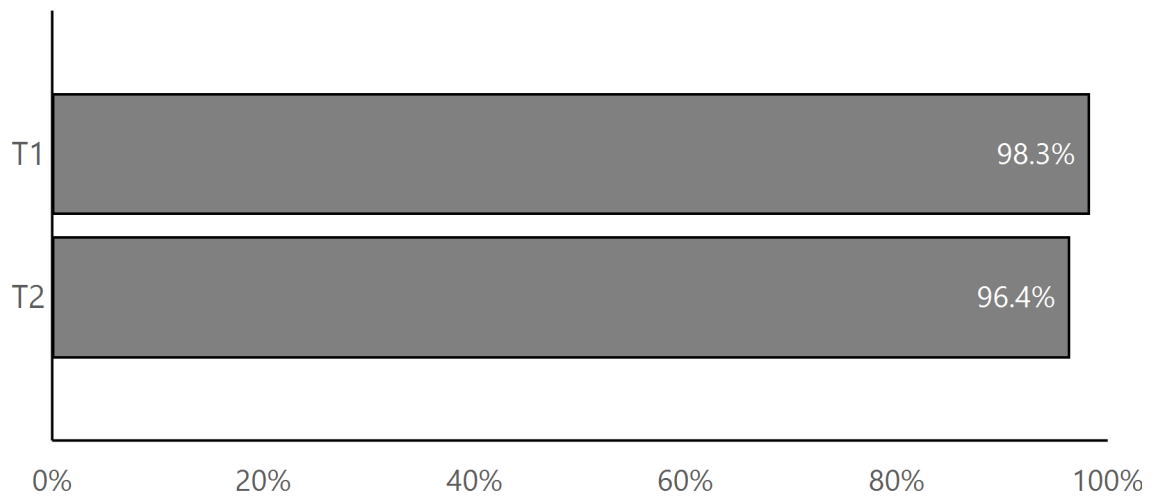
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.6. Staff understood needs



Total number of respondents per group for this item

P = 5

SM = 2

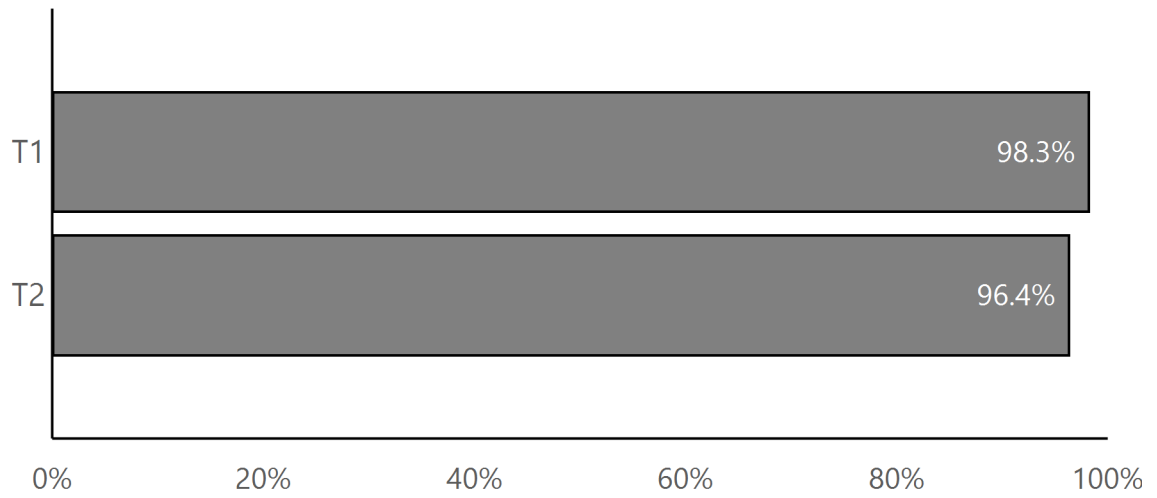
S = 8

T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

2.7. Involved in deciding goals



Total number of respondents per group for this item

P = 5

SM = 2

S = 8

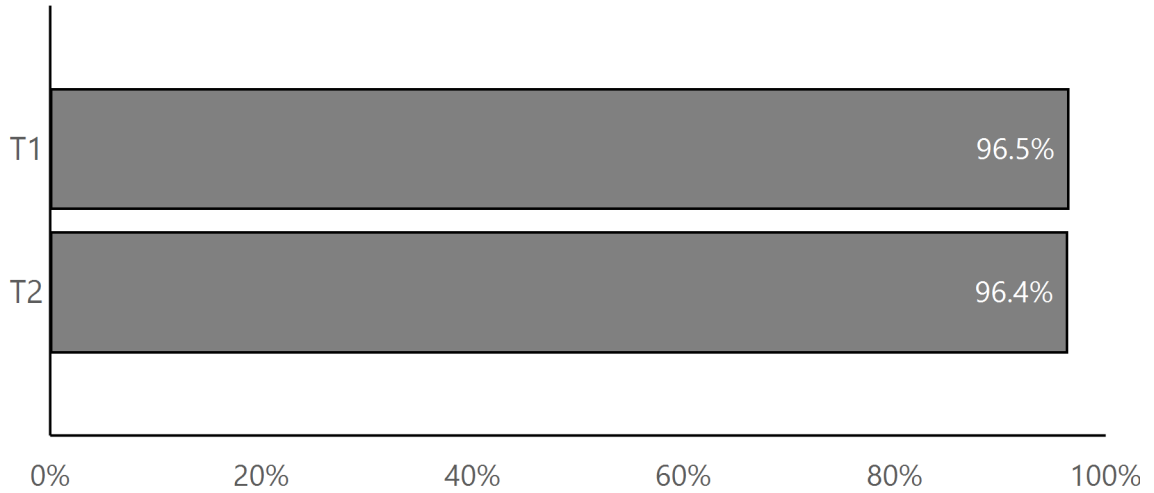
T1 = 59

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2.3. Respect

3.1. Respectful of culture



Total number of respondents per group for this item

P = 5

SM = 2

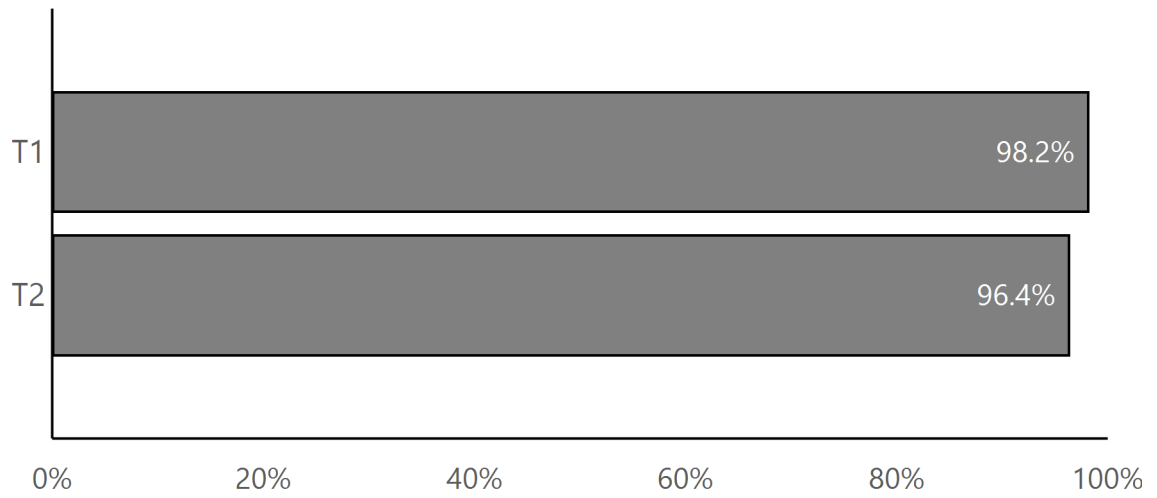
S = 8

T1 = 57

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2. Respected as a person



Total number of respondents per group for this item

P = 5

SM = 2

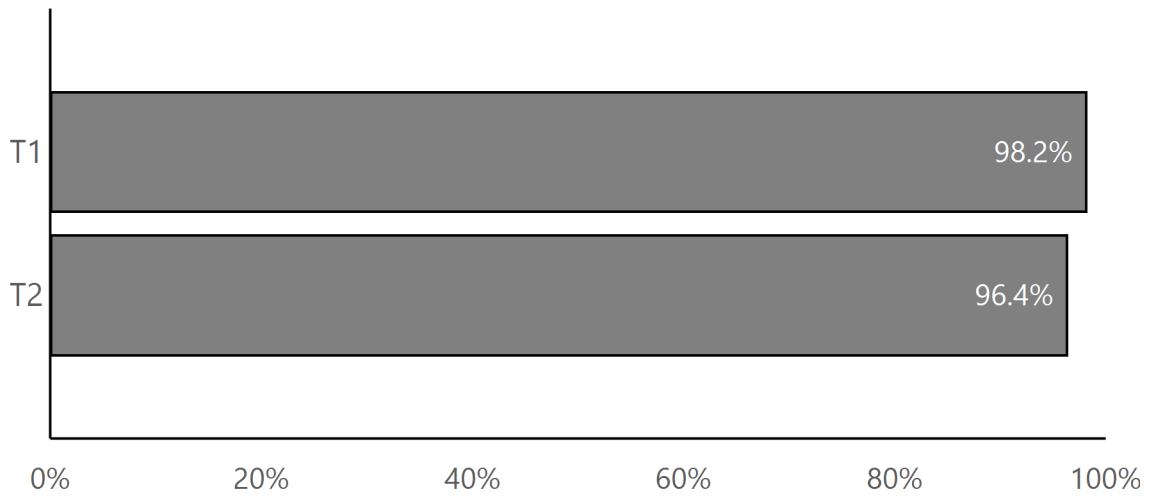
S = 8

T1 = 57

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.3. Staff respected privacy



Total number of respondents per group for this item

P = 5

SM = 2

S = 8

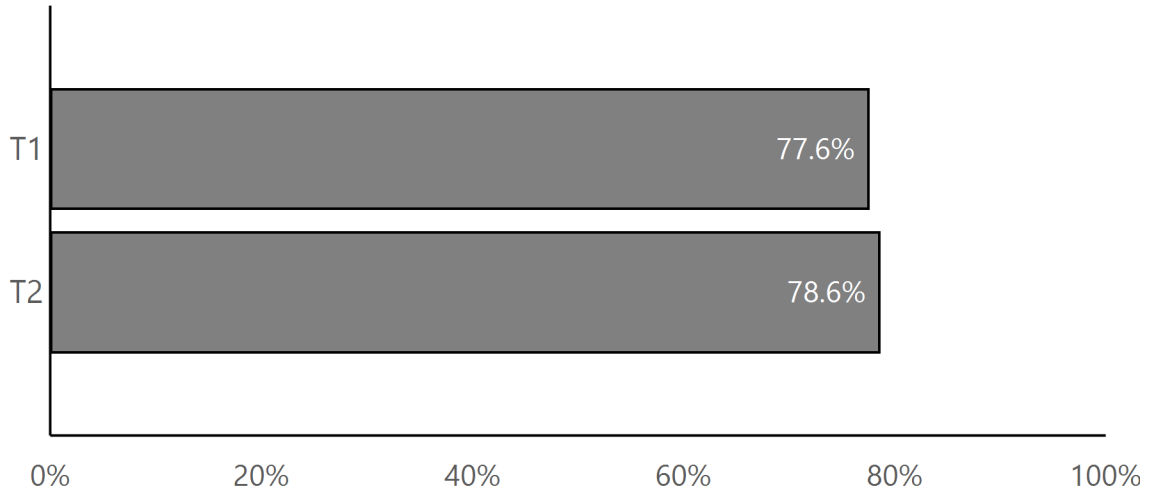
T1 = 57

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2.4. Participation

4.1. Able to deal with everyday activities



Total number of respondents per group for this item

P = 5

SM = 2

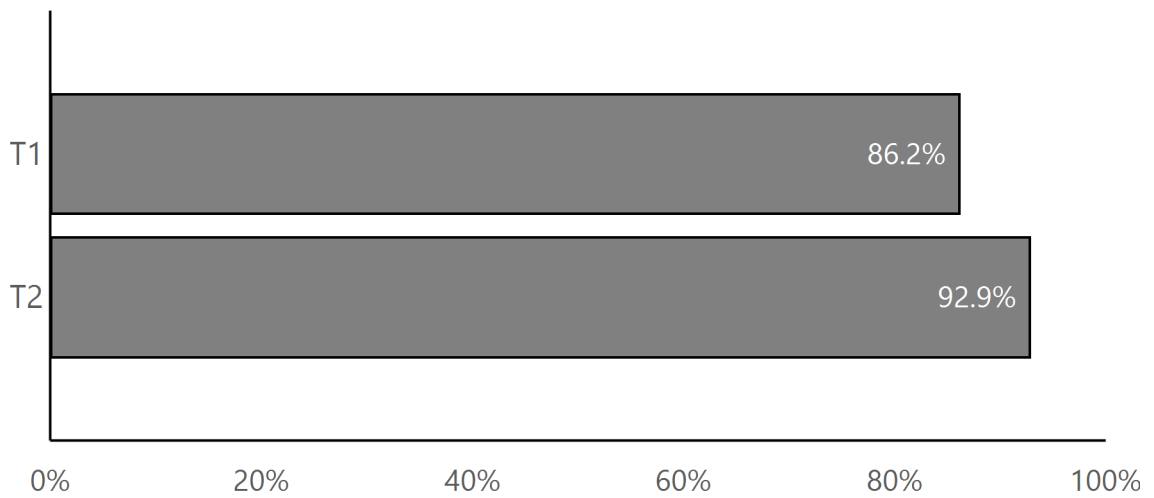
S = 8

T1 = 58

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

4.2. Able to make important choices



Total number of respondents per group for this item

P = 5

SM = 2

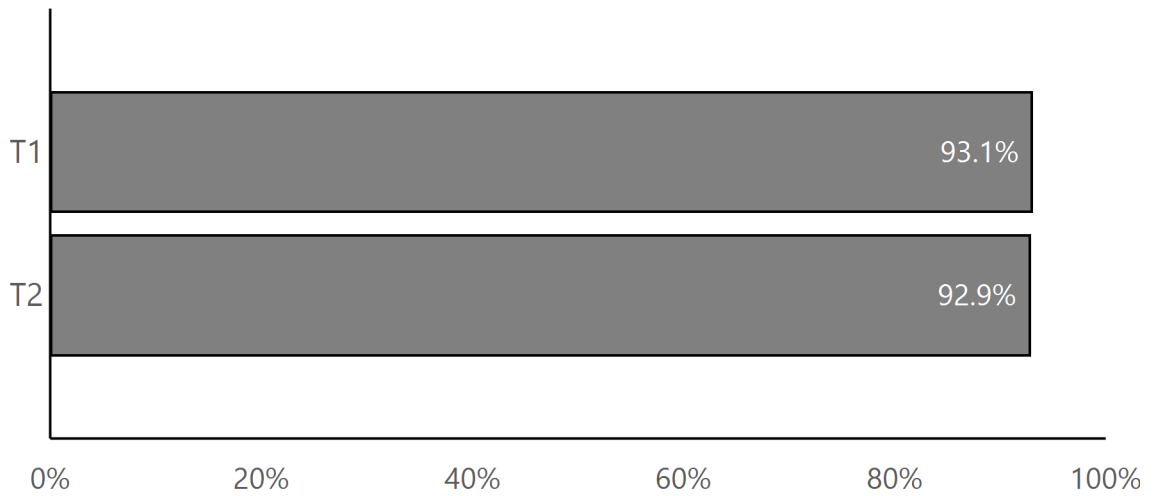
S = 8

T1 = 58

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

4.3. Know where/how to get help in community



Total number of respondents per group for this item

P = 5

SM = 2

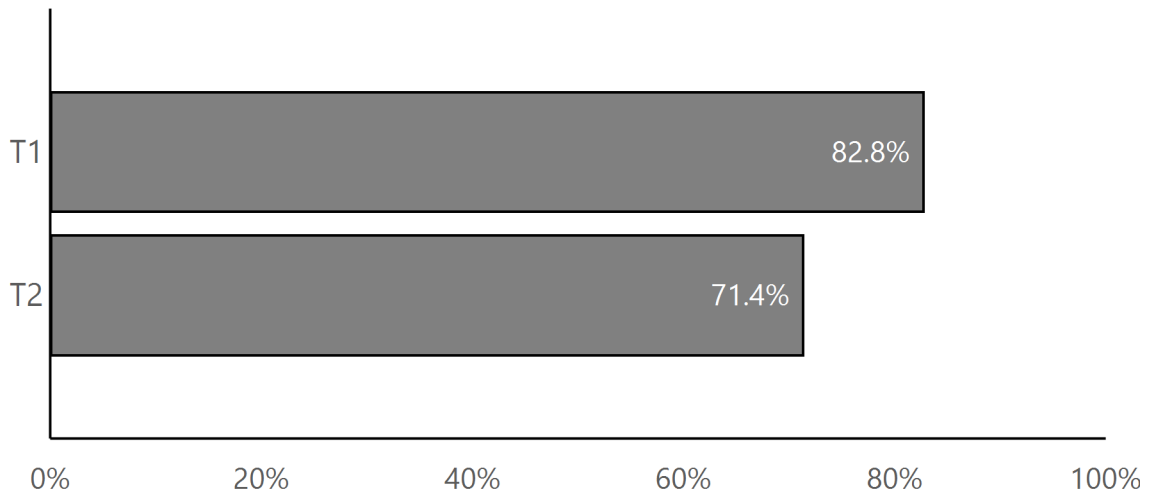
S = 8

T1 = 58

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

4.4. Able to do needed things without barriers



Total number of respondents per group for this item

P = 5

SM = 2

S = 8

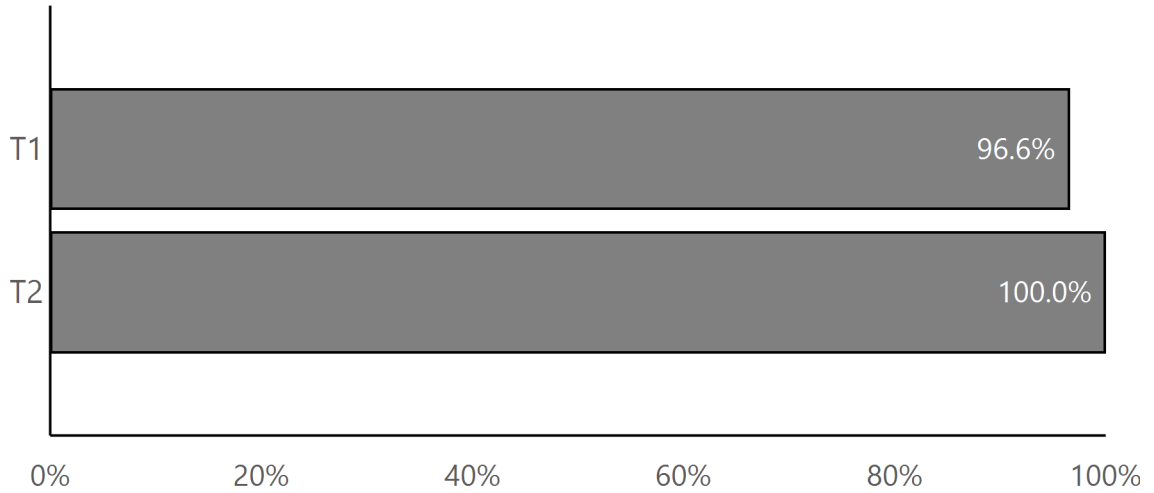
T1 = 58

T2 = 28

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

3.2.5. Overall Value

5.1. Would recommend to a friend



Total number of respondents per group for this item

P = 5

SM = 2

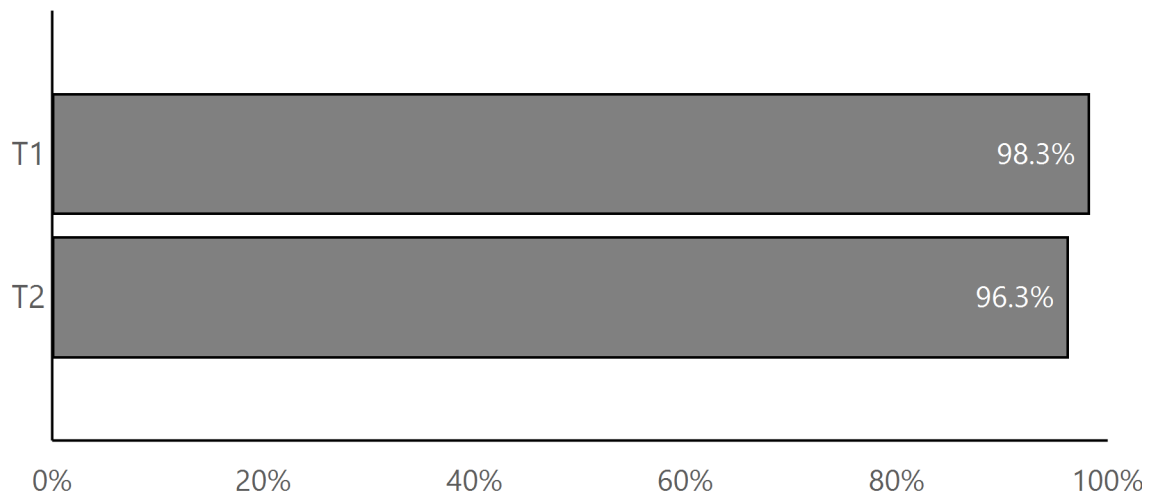
S = 8

T1 = 59

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.2. Services met my expectations



Total number of respondents per group for this item

P = 5

SM = 2

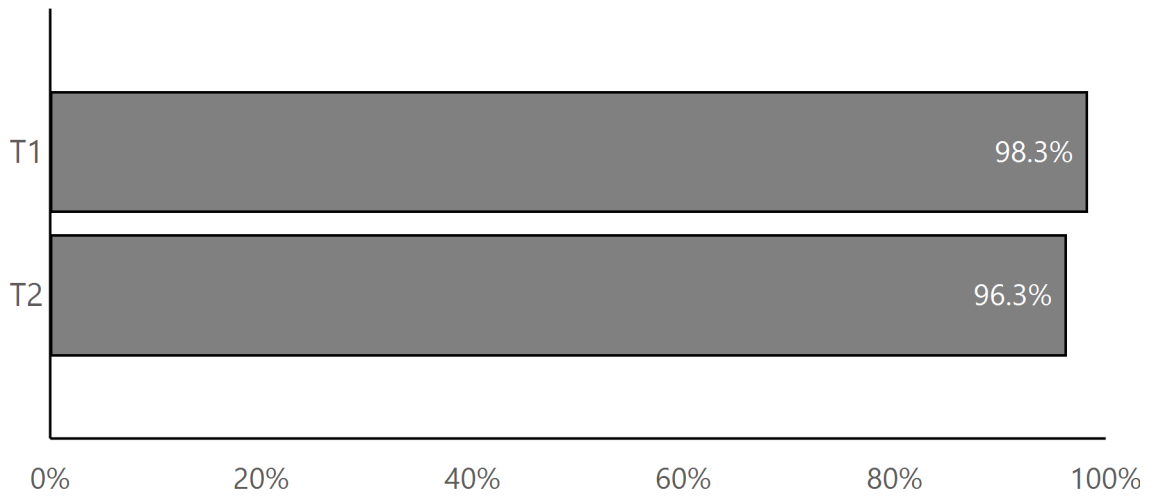
S = 8

T1 = 58

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.3. Felt safe here



Total number of respondents per group for this item

P = 5

SM = 2

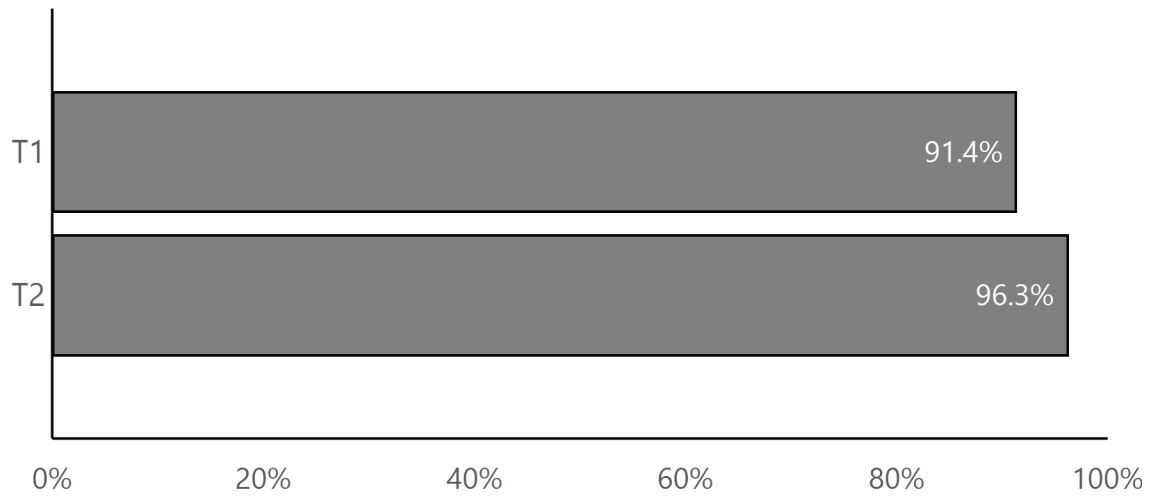
S = 8

T1 = 59

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.4. Services enabled me to do things better



Total number of respondents per group for this item

P = 5

SM = 2

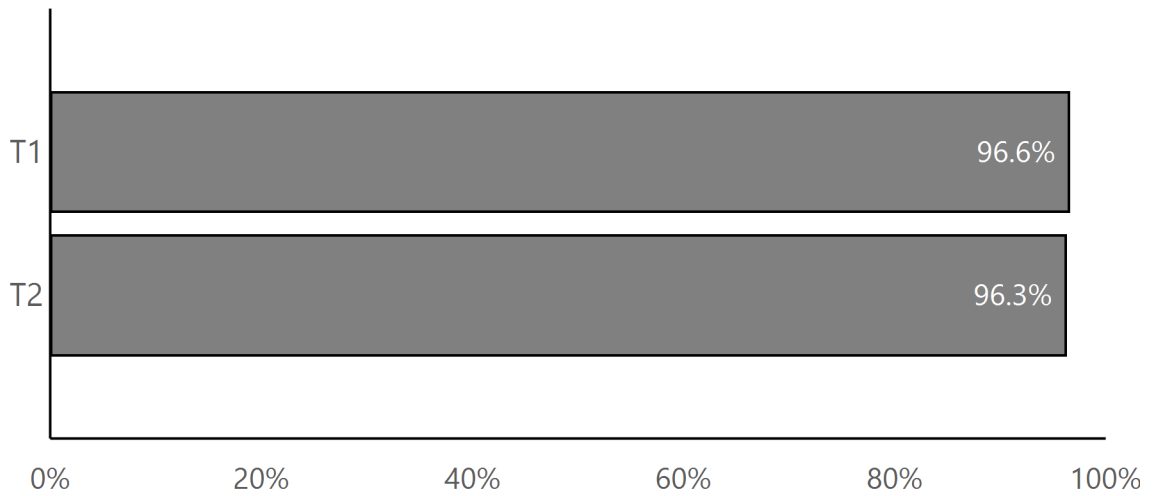
S = 8

T1 = 58

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.5. Met my need



Total number of respondents per group for this item

P = 5

SM = 2

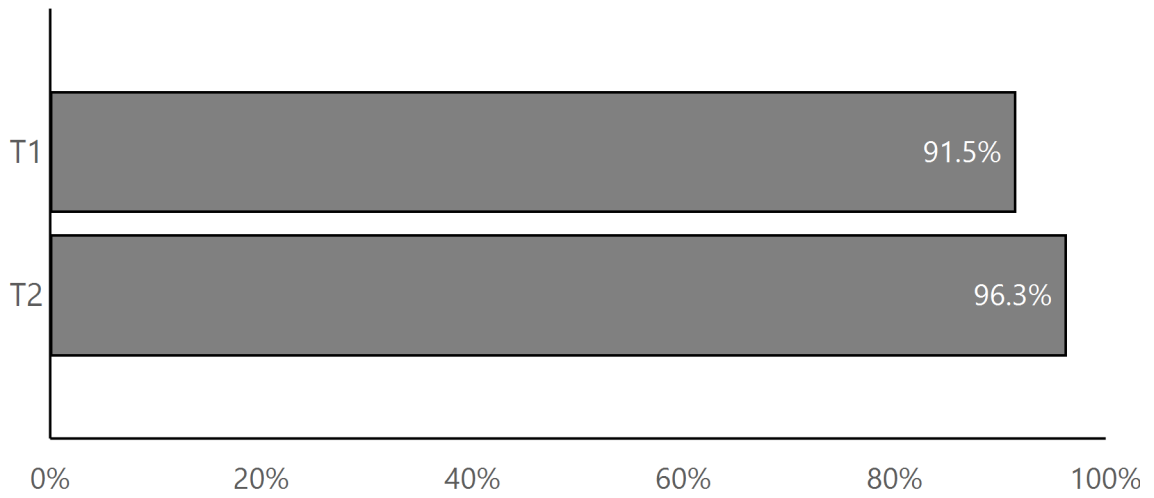
S = 8

T1 = 58

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

5.6. Notice improvements



Total number of respondents per group for this item

P = 5

SM = 2

S = 8

T1 = 59

T2 = 27

Note: Categories with less than 10 responses are not graphed. Frequency distributions for all categories may be found in Appendix B.

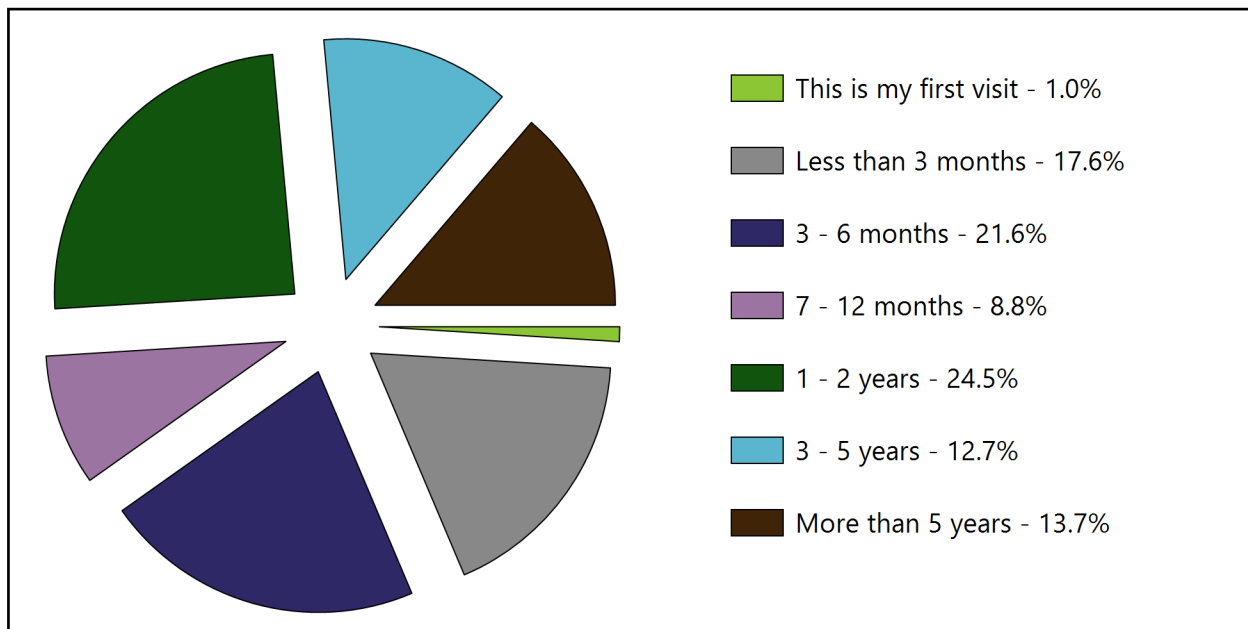
4. Demographic Characteristics of Respondents

4.1. All respondents for current period

This section provides a summary of demographic characteristics for the respondents for the current period at the organizational level.

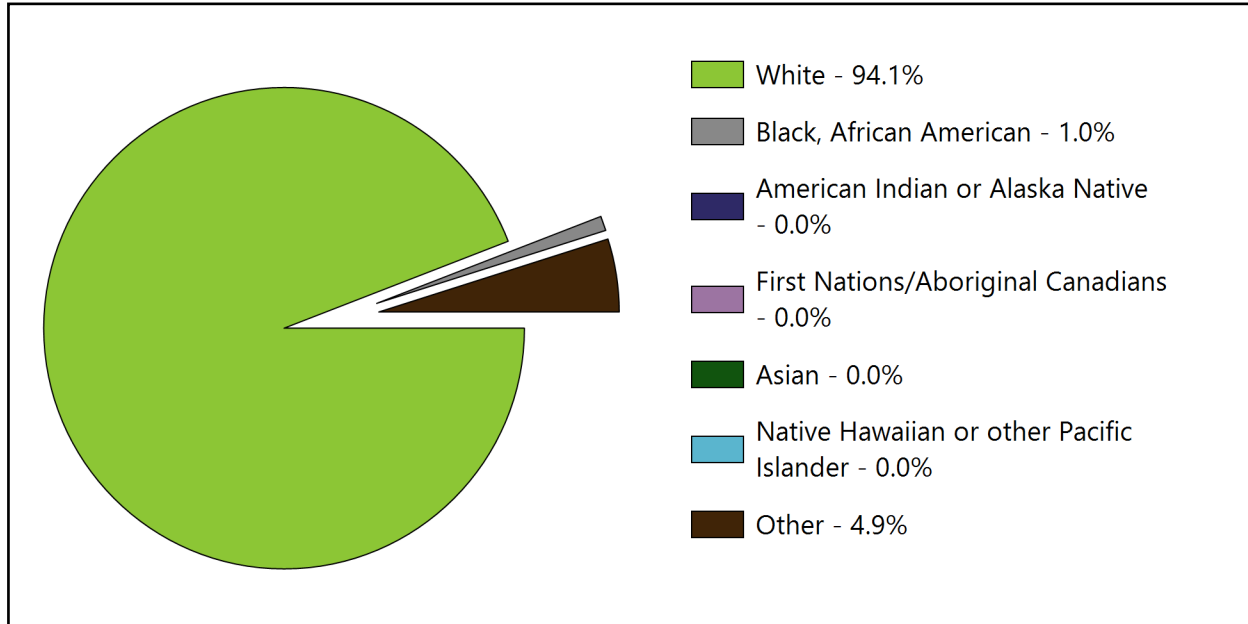
1. Length of time receiving services

n = 102



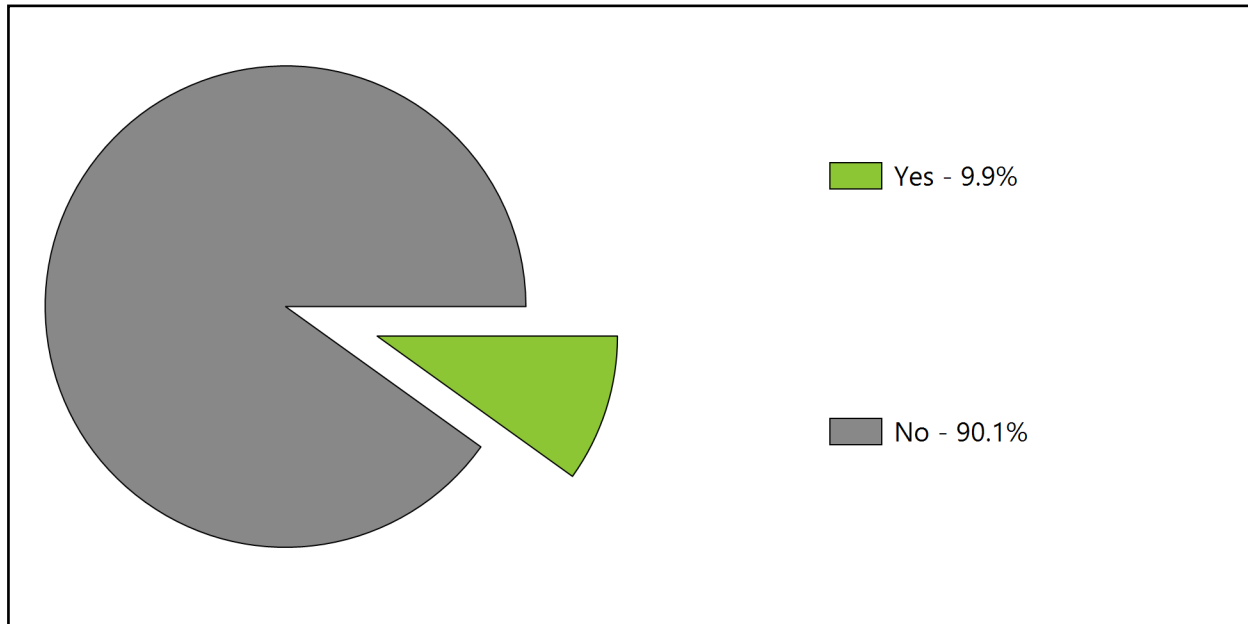
2. Race

n = 102



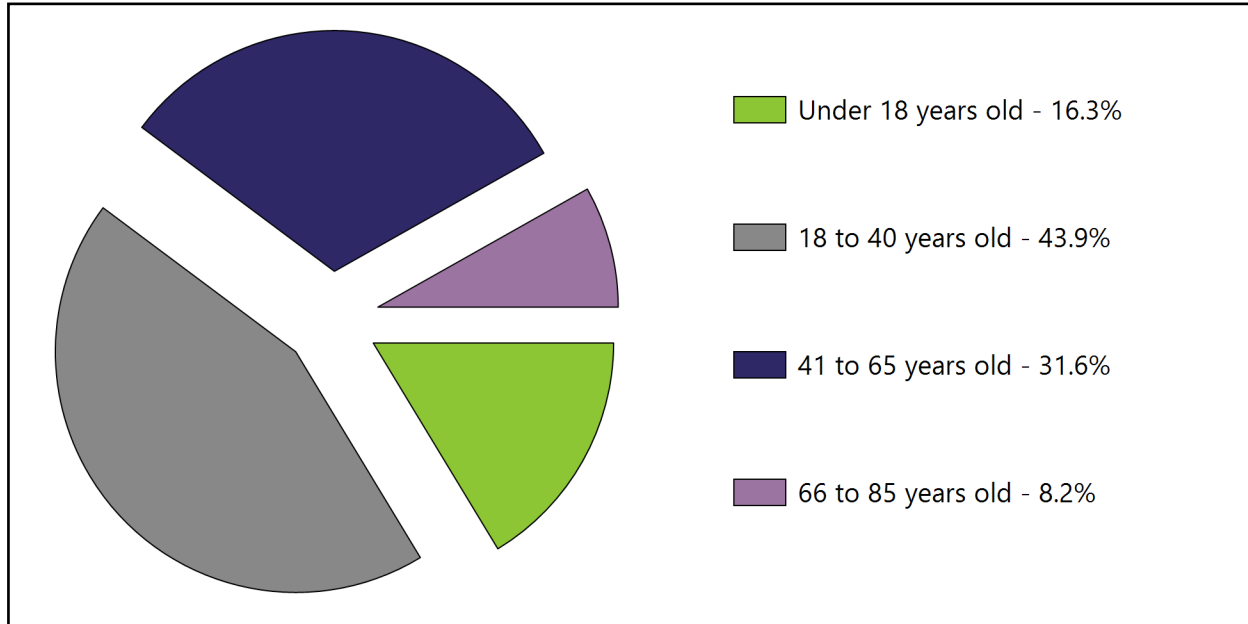
3. Spanish / Hispanic / Latino

n = 101



4. Age

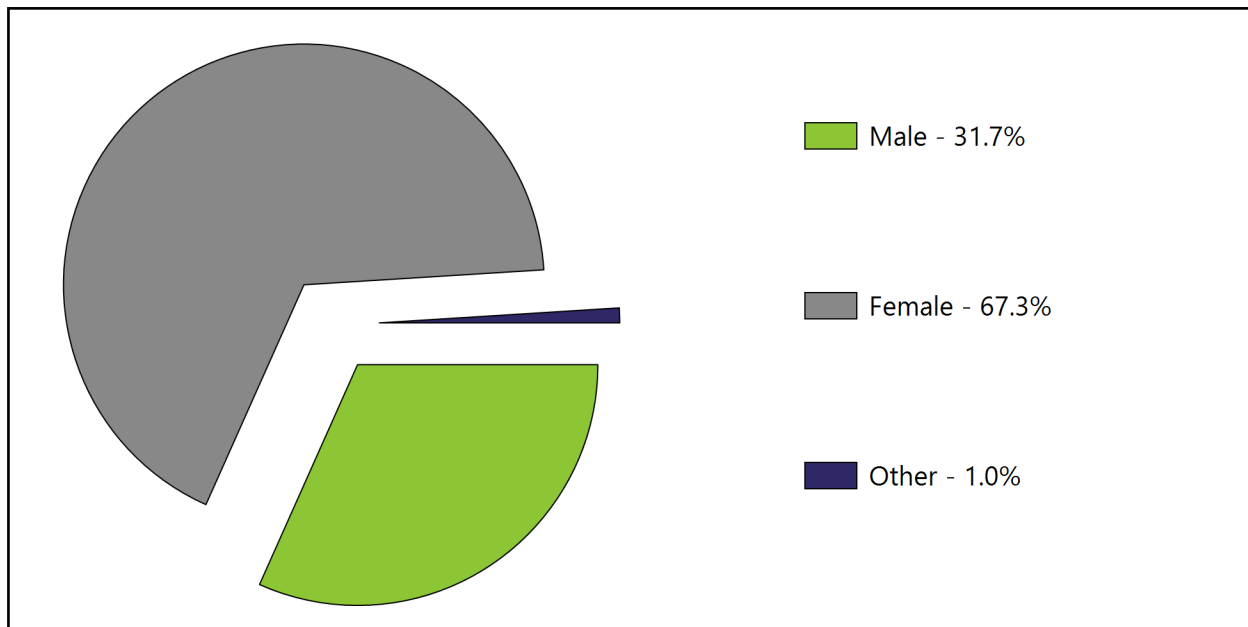
n = 98



Note: The questionnaire collects information on a respondent's year of birth. As a result, the ages displayed in the report may vary slightly from a respondent's actual age.

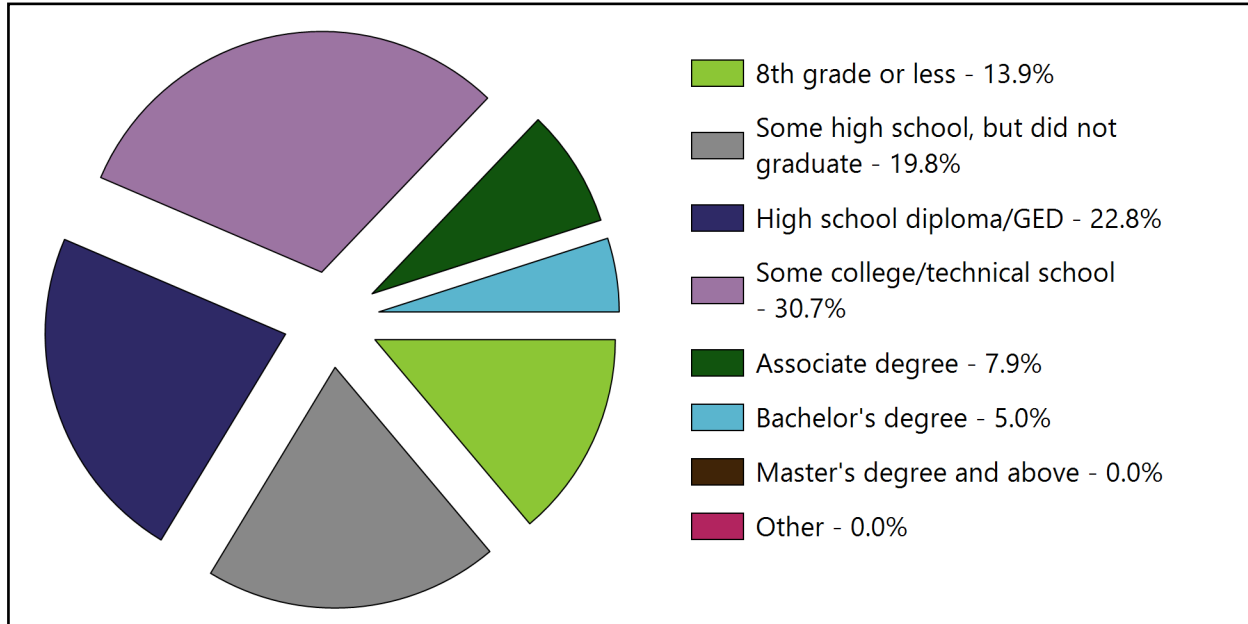
5. Gender

n = 101



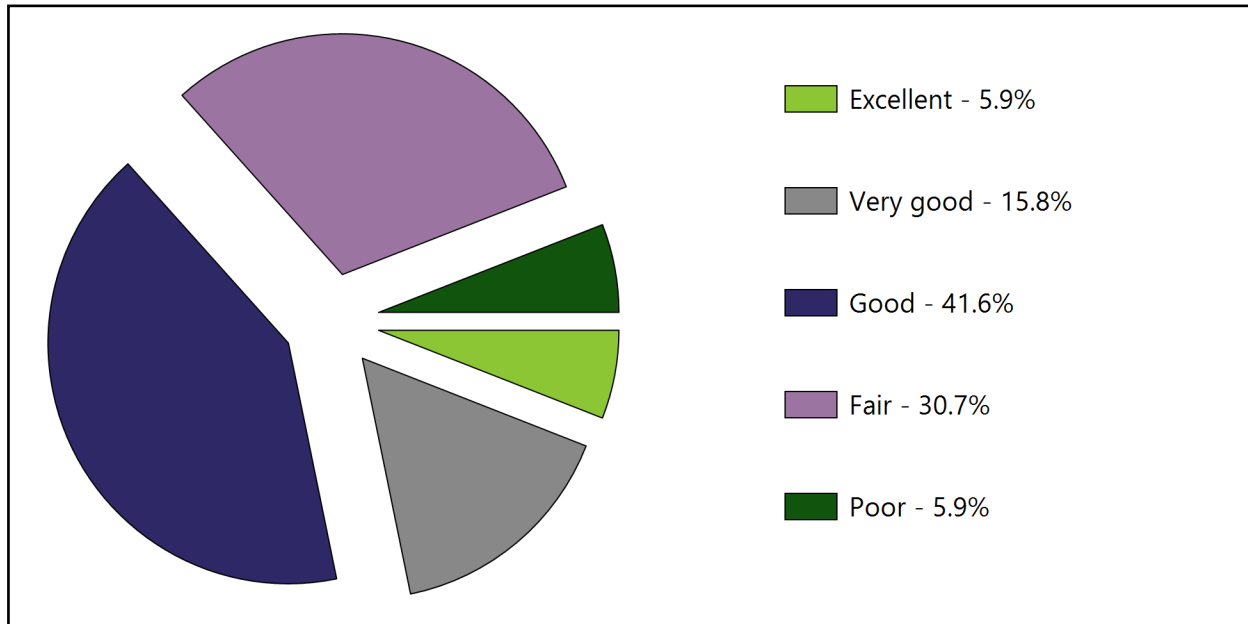
6. Educational level

n = 101



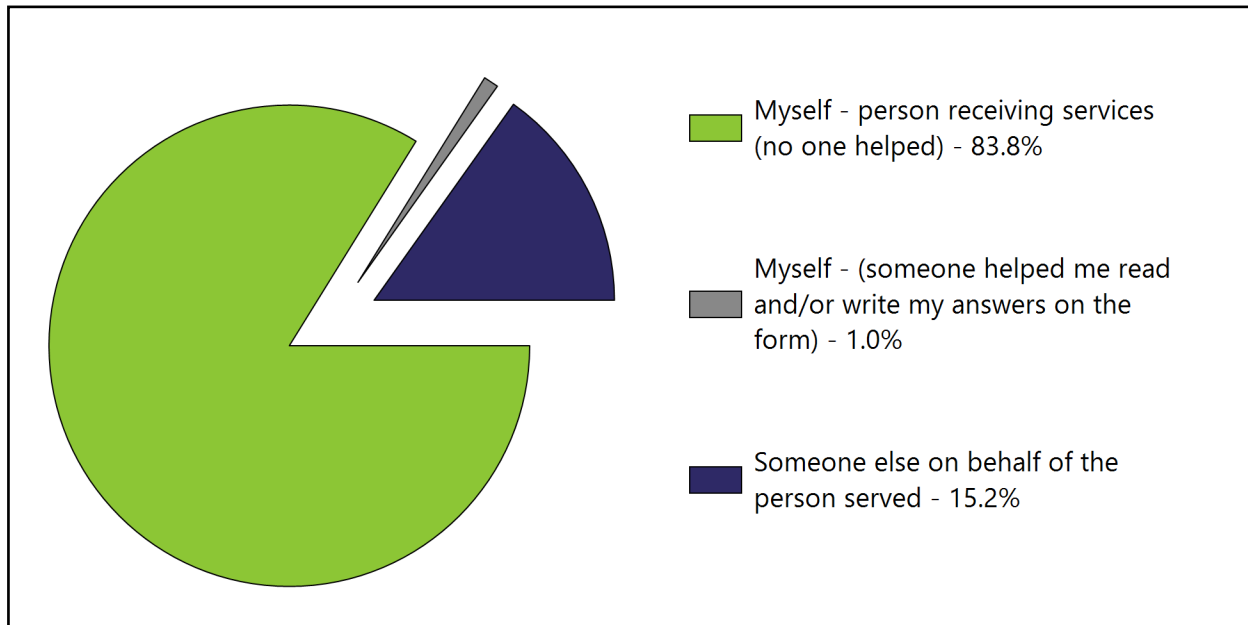
7. Health status

n = 101



8. Who answered

n = 99



4.2. Demographic characteristics of respondents by site

This section reports survey results for each demographic characteristic. It provides percentages of items for the current period, by site. (Blank cells represent no response.)

For ease of use and formatting, abbreviations are used to refer to the specific sites. A key is found below.

Site Name	Site Abbreviation
Canton	CA
Integrated Care	IC
LaSalle	LS
Macomb	MA
Ottawa	OT

	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
1. Length of time receiving services										
This is my first visit					1	3.3%				
Less than 3 months	7	28.0%	1	6.7%	4	13.3%			6	24.0%
3 - 6 months	3	12.0%	5	33.3%	6	20.0%	2		6	24.0%
7 - 12 months	5	20.0%	1	6.7%	1	3.3%			2	8.0%
1 - 2 years	5	20.0%	5	33.3%	6	20.0%	5		4	16.0%
3 - 5 years	3	12.0%	1	6.7%	7	23.3%			2	8.0%
More than 5 years	2	8.0%	2	13.3%	5	16.7%			5	20.0%
Total	25	100.0%	15	100.0%	30	100.0%	7		25	100.0%
	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
2. Race										
White	25	100.0%	14	93.3%	28	93.3%	6		23	92.0%
Black, African American									1	4.0%
American Indian or Alaska Native										
First Nations/Aboriginal Canadians										
Asian										
Native Hawaiian or other Pacific Islander										
Other			1	6.7%	2	6.7%	1		1	4.0%
Total	25	100.0%	15	100.0%	30	100.0%	7		25	100.0%
	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
3. Spanish / Hispanic / Latino										
Yes	1	4.0%	1	6.7%	7	23.3%			1	4.2%
No	24	96.0%	14	93.3%	23	76.7%	7		23	95.8%
Total	25	100.0%	15	100.0%	30	100.0%	7		24	100.0%

	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
4. Age										
Under 18 years old	3	12.0%	5	33.3%	3	10.7%	1		4	16.7%
18 to 40 years old	12	48.0%	6	40.0%	10	35.7%	2		13	54.2%
41 to 65 years old	10	40.0%	3	20.0%	13	46.4%			5	20.8%
66 to 85 years old			1	6.7%	2	7.1%	3		2	8.3%
Total	25	100.0%	15	100.0%	28	100.0%	6		24	100.0%
	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
5. Gender										
Male	9	36.0%	6	40.0%	11	36.7%	1		5	20.8%
Female	16	64.0%	8	53.3%	19	63.3%	6		19	79.2%
Other			1	6.7%						
Total	25	100.0%	15	100.0%	30	100.0%	7		24	100.0%
	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
6. Educational level										
8th grade or less	2	8.0%	4	26.7%	4	13.8%			4	16.0%
Some high school, but did not graduate	5	20.0%	4	26.7%	5	17.2%	1		5	20.0%
High school diploma/GED	6	24.0%	3	20.0%	5	17.2%	2		7	28.0%
Some college/technical school	7	28.0%	2	13.3%	13	44.8%	3		6	24.0%
Associate degree	3	12.0%	2	13.3%	2	6.9%			1	4.0%
Bachelor's degree	2	8.0%					1		2	8.0%
Master's degree and above										
Other										
Total	25	100.0%	15	100.0%	29	100.0%	7		25	100.0%

	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
7. Health status										
Excellent	2	8.0%	1	6.7%	3	10.0%				
Very good	3	12.0%	2	13.3%	7	23.3%			4	16.7%
Good	9	36.0%	6	40.0%	9	30.0%	5		13	54.2%
Fair	10	40.0%	6	40.0%	8	26.7%	1		6	25.0%
Poor	1	4.0%			3	10.0%	1		1	4.2%
Total	25	100.0%	15	100.0%	30	100.0%	7		24	100.0%
	CA		IC		LS		MA		OT	
	n	%	n	%	n	%	n	%	n	%
8. Who answered										
Myself - person receiving services (no one helped)	23	95.8%	10	66.7%	24	82.8%	6		20	83.3%
Myself - (someone helped me read and/or write my answers on the form)									1	4.2%
Someone else on behalf of the person served	1	4.2%	5	33.3%	5	17.2%	1		3	12.5%
Total	24	100.0%	15	100.0%	29	100.0%	7		24	100.0%

4.3. Demographic characteristics of respondents by program

This section reports survey results for each demographic characteristic. It provides percentages of items for the current period, by program. (Blank cells represent no response.)

For ease of use and formatting, abbreviations are used to refer to the specific programs. A key is found below.

Program Name	Program Acronym
Princeton	P
Stark/Marshall	SM
Streator	S
Team 1	T1
Team 2	T2

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
1. Length of time receiving services										
This is my first visit							1	1.7%		
Less than 3 months			1				12	20.3%	5	17.9%
3 - 6 months	3		1		1		9	15.3%	8	28.6%
7 - 12 months					1		7	11.9%	1	3.6%
1 - 2 years	2		3				14	23.7%	6	21.4%
3 - 5 years			1				7	11.9%	5	17.9%
More than 5 years			2				9	15.3%	3	10.7%
Total	5		8		2		59	100.0%	28	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
2. Race										
White	5		7		2		57	96.6%	25	89.3%
Black, African American									1	3.6%
American Indian or Alaska Native										
First Nations/Aboriginal Canadians										
Asian										
Native Hawaiian or other Pacific Islander										
Other			1				2	3.4%	2	7.1%
Total	5		8		2		59	100.0%	28	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
3. Spanish / Hispanic / Latino										
Yes			1				4	6.8%	5	18.5%
No	5		7		2		55	93.2%	22	81.5%
Total	5		8		2		59	100.0%	27	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
4. Age										
Under 18 years old	2		2		1		8	14.3%	3	11.1%
18 to 40 years old	2		4				23	41.1%	14	51.9%
41 to 65 years old	1		1		1		19	33.9%	9	33.3%
66 to 85 years old			1				6	10.7%	1	3.7%
Total	5		8		2		56	100.0%	27	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
5. Gender										
Male	1		4		1		18	30.5%	8	29.6%
Female	4		3		1		41	69.5%	19	70.4%
Other			1							
Total	5		8		2		59	100.0%	27	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
6. Educational level										
8th grade or less	1		2		1		6	10.3%	4	14.3%
Some high school, but did not graduate	1		2		1		9	15.5%	7	25.0%
High school diploma/GED	1		2				14	24.1%	6	21.4%
Some college/technical school	2						19	32.8%	10	35.7%
Associate degree			2				6	10.3%		
Bachelor's degree							4	6.9%	1	3.6%
Master's degree and above										
Other										
Total	5		8		2		58	100.0%	28	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
7. Health status										
Excellent	1						4	6.9%	1	3.6%
Very good	1				1		9	15.5%	5	17.9%
Good	2		3		1		23	39.7%	13	46.4%
Fair	1		5				17	29.3%	8	28.6%
Poor							5	8.6%	1	3.6%
Total	5		8		2		58	100.0%	28	100.0%

	P		S		SM		T1		T2	
	n	%	n	%	n	%	n	%	n	%
8. Who answered										
Myself - person receiving services (no one helped)	3		6		1		50	87.7%	23	85.2%
Myself - (someone helped me read and/or write my answers on the form)							1	1.8%		
Someone else on behalf of the person served	2		2		1		6	10.5%	4	14.8%
Total	5		8		2		57	100.0%	27	100.0%

5. Custom Items

5.1. Custom items by site

This section reports results for each custom item provided by your organization. It provides descriptive statistics for the current period, summarized by site and at the organizational level.

Responses to open-ended custom items can be found in the uSPEQ Comments Report (provided separately).

For ease of use and formatting, abbreviations are used to refer to the specific sites. A key is found below.

Site Name	Site Abbreviation
Canton	CA
Integrated Care	IC
LaSalle	LS
Macomb	MA
Ottawa	OT

5.2. Custom items by program

This section reports results for each custom item provided by your organization. It provides descriptive statistics for the current period, summarized by program and at the organizational level.

Responses to open-ended custom items can be found in the uSPEQ Comments Report (provided separately).

For ease of use and formatting, abbreviations are used to refer to the specific programs. A key is found below.

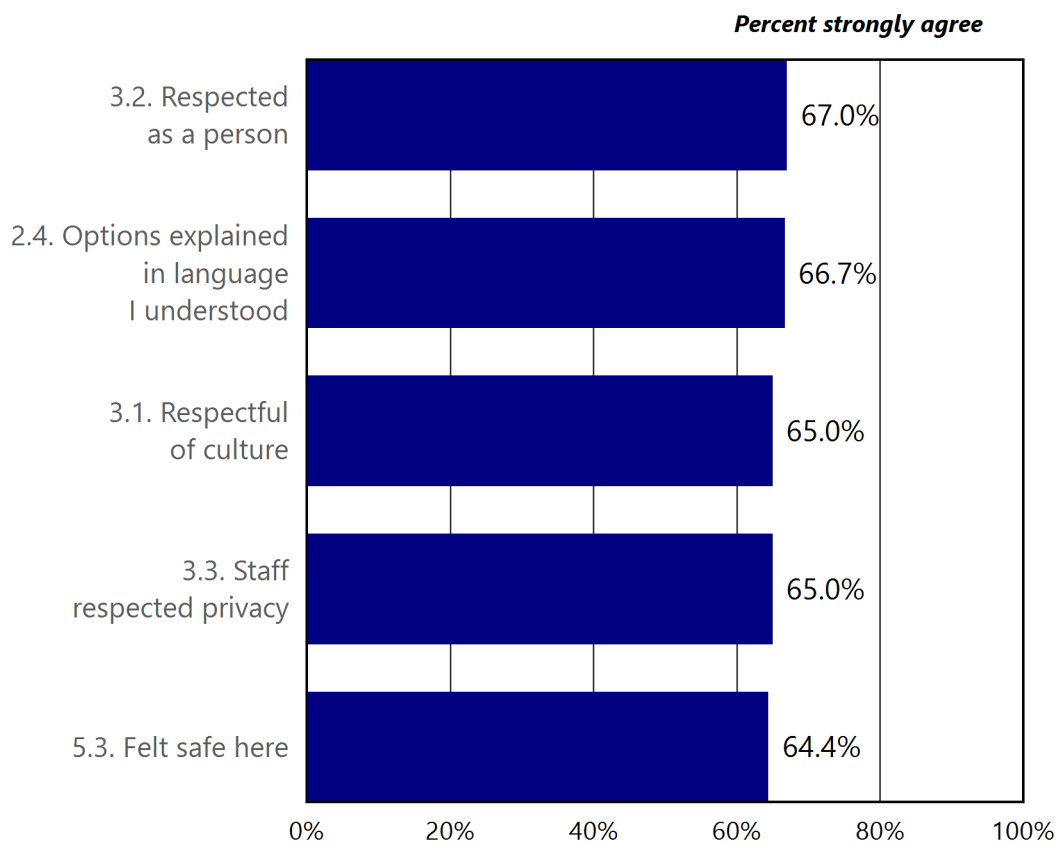
Program Name	Program Acronym
Princeton	P
Streator	S
Stark/Marshall	SM
Team 1	T1
Team 2	T2

Appendix A. Top-Box Scores: "Strongly Agree" Survey Highlights

This section of the report contains an analysis of the Top-Box scores, or Strongly Agree response choices. This appendix displays the five items receiving the highest percent Strongly Agree, along with the five items receiving the lowest percent Strongly Agree for the entire survey. This measure, distinct from the survey highlights (Section 1.1. and 1.2.), provides additional information and direction regarding potential areas for improvement. Please note that your Top-Box scores may vary significantly from your percent positive scores because they are two different measures.

Survey items with highest percent "Strongly Agree" responses

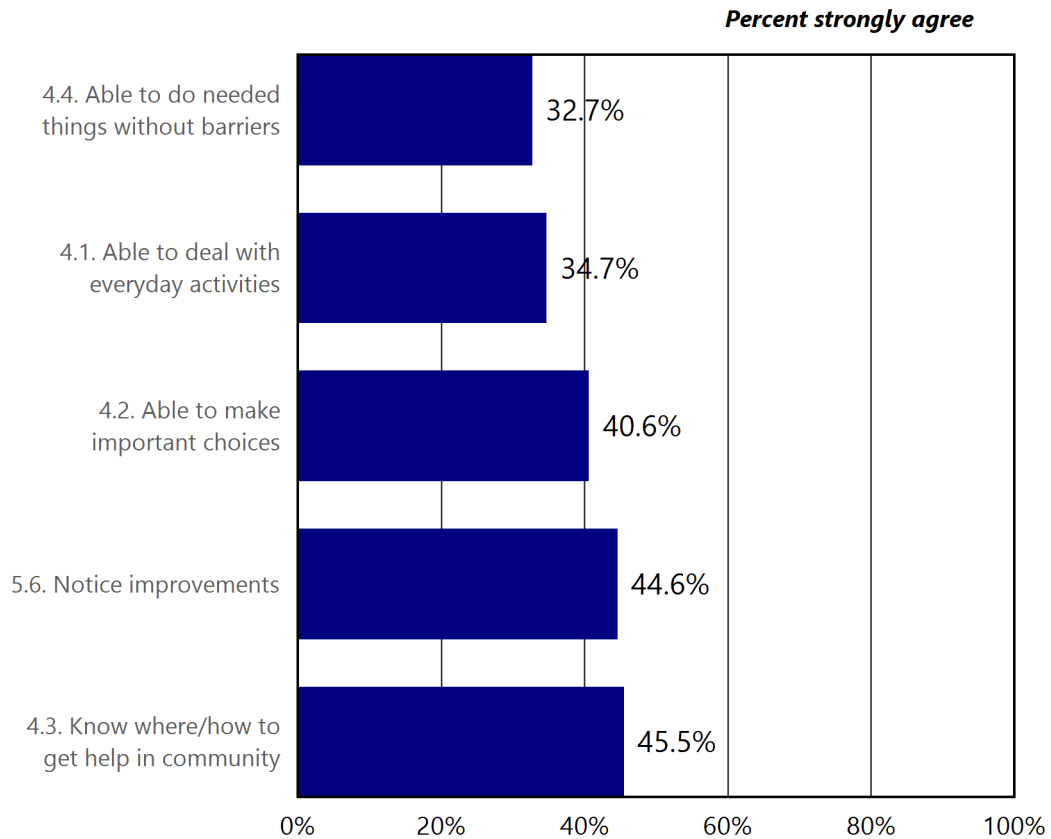
This section of the report presents the five items receiving the highest Strongly Agree ratings for the entire survey. The items listed below represent the areas in which your organization excels. Responses for the current reporting period are summarized at the organizational level.



Note: Items with less than 10 responses are not graphed.

Survey items with lowest percent "Strongly Agree" responses

This section of the report presents the five items with the lowest Strongly Agree ratings for the entire survey. Responses for the current reporting period are summarized at the organizational level.



Note: Items with less than 10 responses are not graphed.

Appendix B. Survey Item Response Summary by Grouping by Rating Category

Survey item response summary by site by rating category

The following tables display the frequency distribution for each item for the current period, broken out by site. Table and questionnaire items are only displayed when there are responses. For a table to be displayed there must be at least one response in a given domain (e.g., Service responsiveness). For a questionnaire item to be displayed in a table (e.g., Service times are OK for me), there must be at least one response for that item.

Site Name	Site Abbreviation
Canton	CA
Integrated Care	IC
LaSalle	LS
Macomb	MA
Ottawa	OT

CA

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service Responsiveness					
1. Service times OK for me	25	4.0%		44.0%	52.0%
2. Got what I needed, when I needed it	25		4.0%	48.0%	48.0%
3. Enough staff to meet needs	25			44.0%	56.0%
4. Saw staff at reasonable time	25	4.0%		44.0%	52.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed Choice					
1. Staff made accommodations	25			48.0%	52.0%
2. Staff paid attention to what I said	25			36.0%	64.0%
3. Opportunity to make important choices	25			48.0%	52.0%
4. Options explained in language I understood	25			40.0%	60.0%
5. I agreed with goals in my plan	25			40.0%	60.0%
6. Staff understood needs	25			48.0%	52.0%
7. Involved in deciding goals	25			40.0%	60.0%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
1. Respectful of culture	24		4.2%	33.3%	62.5%
2. Respected as a person	24			37.5%	62.5%
3. Staff respected privacy	24			37.5%	62.5%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
1. Able to deal with everyday activities	24	4.2%	12.5%	50.0%	33.3%
2. Able to make important choices	24		12.5%	45.8%	41.7%
3. Know where/how to get help in community	24			58.3%	41.7%
4. Able to do needed things without barriers	24		8.3%	62.5%	29.2%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall Value					
1. Would recommend to a friend	25	4.0%		36.0%	60.0%
2. Services met my expectations	25			40.0%	60.0%
3. Felt safe here	25			36.0%	64.0%
4. Services enabled me to do things better	25		8.0%	40.0%	52.0%
5. Met my need	25		4.0%	36.0%	60.0%
6. Notice improvements	25		8.0%	44.0%	48.0%

IC

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service Responsiveness					
1. Service times OK for me	15			53.3%	46.7%
2. Got what I needed, when I needed it	15			53.3%	46.7%
3. Enough staff to meet needs	15		13.3%	66.7%	20.0%
4. Saw staff at reasonable time	15	6.7%		60.0%	33.3%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed Choice					
1. Staff made accommodations	15			53.3%	46.7%
2. Staff paid attention to what I said	15		6.7%	46.7%	46.7%
3. Opportunity to make important choices	15		6.7%	66.7%	26.7%
4. Options explained in language I understood	15			46.7%	53.3%
5. I agreed with goals in my plan	15		6.7%	53.3%	40.0%
6. Staff understood needs	15		6.7%	46.7%	46.7%
7. Involved in deciding goals	15			53.3%	46.7%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
1. Respectful of culture	15			46.7%	53.3%
2. Respected as a person	15			46.7%	53.3%
3. Staff respected privacy	15			46.7%	53.3%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
1. Able to deal with everyday activities	15		6.7%	66.7%	26.7%
2. Able to make important choices	15		6.7%	60.0%	33.3%
3. Know where/how to get help in community	15		6.7%	60.0%	33.3%
4. Able to do needed things without barriers	15		13.3%	73.3%	13.3%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall Value					
1. Would recommend to a friend	15			60.0%	40.0%
2. Services met my expectations	15		13.3%	60.0%	26.7%
3. Felt safe here	15			53.3%	46.7%
4. Services enabled me to do things better	15			53.3%	46.7%
5. Met my need	15		6.7%	46.7%	46.7%
6. Notice improvements	15		6.7%	66.7%	26.7%

LS

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service Responsiveness					
1. Service times OK for me	30	3.3%		40.0%	56.7%
2. Got what I needed, when I needed it	30	3.3%		40.0%	56.7%
3. Enough staff to meet needs	30	3.3%	6.7%	40.0%	50.0%
4. Saw staff at reasonable time	30	3.3%	3.3%	33.3%	60.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed Choice					
1. Staff made accommodations	30	3.3%	3.3%	43.3%	50.0%
2. Staff paid attention to what I said	30	3.3%	3.3%	30.0%	63.3%
3. Opportunity to make important choices	30	3.3%	6.7%	33.3%	56.7%
4. Options explained in language I understood	30	3.3%		30.0%	66.7%
5. I agreed with goals in my plan	30	3.3%		40.0%	56.7%
6. Staff understood needs	30	3.3%		33.3%	63.3%
7. Involved in deciding goals	30	3.3%		33.3%	63.3%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
1. Respectful of culture	30	3.3%		30.0%	66.7%
2. Respected as a person	30	3.3%		30.0%	66.7%
3. Staff respected privacy	30	3.3%		36.7%	60.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
1. Able to deal with everyday activities	30	6.7%	13.3%	43.3%	36.7%
2. Able to make important choices	30	3.3%	3.3%	53.3%	40.0%
3. Know where/how to get help in community	30	3.3%	6.7%	43.3%	46.7%
4. Able to do needed things without barriers	30	10.0%	10.0%	40.0%	40.0%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall Value					
1. Would recommend to a friend	29			41.4%	58.6%
2. Services met my expectations	29		3.4%	41.4%	55.2%
3. Felt safe here	29			34.5%	65.5%
4. Services enabled me to do things better	29		10.3%	41.4%	48.3%
5. Met my need	29			41.4%	58.6%
6. Notice improvements	29		10.3%	48.3%	41.4%

MA

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Service Responsiveness					
1. Service times OK for me	7	1		1	5
2. Got what I needed, when I needed it	7	1		1	5
3. Enough staff to meet needs	7	1		1	5
4. Saw staff at reasonable time	7	1		1	5

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Informed Choice					
1. Staff made accommodations	7	1			6
2. Staff paid attention to what I said	7	1			6
3. Opportunity to make important choices	7	1			6
4. Options explained in language I understood	7	1			6
5. I agreed with goals in my plan	7	1			6
6. Staff understood needs	7	1			6
7. Involved in deciding goals	7	1			6
	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Respect					
1. Respectful of culture	7	1		1	5
2. Respected as a person	7	1		1	5
3. Staff respected privacy	7	1			6

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Participation					
1. Able to deal with everyday activities	7	1		4	2
2. Able to make important choices	7	1		4	2
3. Know where/how to get help in community	7	1		2	4
4. Able to do needed things without barriers	7	1		4	2
	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Overall Value					
1. Would recommend to a friend	7	1		1	5
2. Services met my expectations	7	1		1	5
3. Felt safe here	7	1		1	5
4. Services enabled me to do things better	7	1		2	4
5. Met my need	7	1		2	4
6. Notice improvements	7	1		2	4

OT

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service Responsiveness					
1. Service times OK for me	25			36.0%	64.0%
2. Got what I needed, when I needed it	25			44.0%	56.0%
3. Enough staff to meet needs	25		4.0%	40.0%	56.0%
4. Saw staff at reasonable time	25			32.0%	68.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Informed Choice					
1. Staff made accommodations	23		4.3%	39.1%	56.5%
2. Staff paid attention to what I said	25			36.0%	64.0%
3. Opportunity to make important choices	24			33.3%	66.7%
4. Options explained in language I understood	25			24.0%	76.0%
5. I agreed with goals in my plan	25			36.0%	64.0%
6. Staff understood needs	25			28.0%	72.0%
7. Involved in deciding goals	25			40.0%	60.0%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
1. Respectful of culture	24			29.2%	70.8%
2. Respected as a person	24			20.8%	79.2%
3. Staff respected privacy	24			25.0%	75.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
1. Able to deal with everyday activities	25	4.0%	28.0%	28.0%	40.0%
2. Able to make important choices	25		16.0%	36.0%	48.0%
3. Know where/how to get help in community	25		8.0%	40.0%	52.0%
4. Able to do needed things without barriers	25	4.0%	32.0%	24.0%	40.0%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall Value					
1. Would recommend to a friend	25			44.0%	56.0%
2. Services met my expectations	24			45.8%	54.2%
3. Felt safe here	25		4.0%	24.0%	72.0%
4. Services enabled me to do things better	24			50.0%	50.0%
5. Met my need	24		4.2%	45.8%	50.0%
6. Notice improvements	25			48.0%	52.0%

Survey item response summary by program by rating category

The following tables display the frequency distribution for each item for the current period, broken out by site. Table and questionnaire items are only displayed when there are responses. For a table to be displayed there must be at least one response in a given domain (e.g., Service responsiveness). For a questionnaire item to be displayed in a table (e.g., Service times are OK for me), there must be at least one response for that item.

Program Name	Program Acronym
Princeton	P
Stark/Marshall	SM
Streator	S
Team 1	T1
Team 2	T2

P

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Service Responsiveness					
1. Service times OK for me	5			2	3
2. Got what I needed, when I needed it	5			3	2
3. Enough staff to meet needs	5			4	1
4. Saw staff at reasonable time	5			3	2
	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Informed Choice					
1. Staff made accommodations	5			2	3
2. Staff paid attention to what I said	5			2	3
3. Opportunity to make important choices	5			3	2
4. Options explained in language I understood	5			2	3
5. I agreed with goals in my plan	5			2	3
6. Staff understood needs	5			2	3
7. Involved in deciding goals	5			1	4

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Respect					
1. Respectful of culture	5			2	3
2. Respected as a person	5			2	3
3. Staff respected privacy	5			2	3

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Participation					
1. Able to deal with everyday activities	5		1	3	1
2. Able to make important choices	5			4	1
3. Know where/how to get help in community	5		1	3	1
4. Able to do needed things without barriers	5		1	3	1

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Overall Value					
1. Would recommend to a friend	5			2	3
2. Services met my expectations	5			3	2
3. Felt safe here	5			2	3
4. Services enabled me to do things better	5			2	3
5. Met my need	5			2	3
6. Notice improvements	5			3	2

SM

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Service Responsiveness					
1. Service times OK for me	2				2
2. Got what I needed, when I needed it	2				2
3. Enough staff to meet needs	2			1	1
4. Saw staff at reasonable time	2				2

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Informed Choice					
1. Staff made accommodations	2				2
2. Staff paid attention to what I said	2				2
3. Opportunity to make important choices	2			1	1
4. Options explained in language I understood	2			1	1
5. I agreed with goals in my plan	2			1	1
6. Staff understood needs	2				2
7. Involved in deciding goals	2				2

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Respect					
1. Respectful of culture	2				2
2. Respected as a person	2				2
3. Staff respected privacy	2				2

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Participation					
1. Able to deal with everyday activities	2			1	1
2. Able to make important choices	2				2
3. Know where/how to get help in community	2				2
4. Able to do needed things without barriers	2			2	

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Overall Value					
1. Would recommend to a friend	2				2
2. Services met my expectations	2			1	1
3. Felt safe here	2				2
4. Services enabled me to do things better	2				2
5. Met my need	2				2
6. Notice improvements	2			2	

S

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Service Responsiveness					
1. Service times OK for me	8			6	2
2. Got what I needed, when I needed it	8			5	3
3. Enough staff to meet needs	8		2	5	1
4. Saw staff at reasonable time	8	1		6	1

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Informed Choice					
1. Staff made accommodations	8			6	2
2. Staff paid attention to what I said	8		1	5	2
3. Opportunity to make important choices	8		1	6	1
4. Options explained in language I understood	8			4	4
5. I agreed with goals in my plan	8		1	5	2
6. Staff understood needs	8		1	5	2
7. Involved in deciding goals	8			7	1

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Respect					
1. Respectful of culture	8			5	3
2. Respected as a person	8			5	3
3. Staff respected privacy	8			5	3

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Participation					
1. Able to deal with everyday activities	8			6	2
2. Able to make important choices	8		1	5	2
3. Know where/how to get help in community	8			6	2
4. Able to do needed things without barriers	8		1	6	1

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
Overall Value					
1. Would recommend to a friend	8			7	1
2. Services met my expectations	8		2	5	1
3. Felt safe here	8			6	2
4. Services enabled me to do things better	8			6	2
5. Met my need	8		1	5	2
6. Notice improvements	8		1	5	2

T1

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Service Responsiveness					
1. Service times OK for me	59	3.4%		39.0%	57.6%
2. Got what I needed, when I needed it	59	1.7%	1.7%	42.4%	54.2%
3. Enough staff to meet needs	59	1.7%	3.4%	40.7%	54.2%
4. Saw staff at reasonable time	59	3.4%	1.7%	33.9%	61.0%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %

Informed Choice					
1. Staff made accommodations	58	1.7%	1.7%	41.4%	55.2%
2. Staff paid attention to what I said	59	1.7%		30.5%	67.8%
3. Opportunity to make important choices	58	1.7%	1.7%	36.2%	60.3%
4. Options explained in language I understood	59	1.7%		30.5%	67.8%
5. I agreed with goals in my plan	59	1.7%		33.9%	64.4%
6. Staff understood needs	59	1.7%		35.6%	62.7%
7. Involved in deciding goals	59	1.7%		32.2%	66.1%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
1. Respectful of culture	57	1.8%	1.8%	28.1%	68.4%
2. Respected as a person	57	1.8%		28.1%	70.2%
3. Staff respected privacy	57	1.8%		29.8%	68.4%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
1. Able to deal with everyday activities	58	6.9%	15.5%	44.8%	32.8%
2. Able to make important choices	58	1.7%	12.1%	46.6%	39.7%
3. Know where/how to get help in community	58	1.7%	5.2%	46.6%	46.6%
4. Able to do needed things without barriers	58	5.2%	12.1%	51.7%	31.0%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall Value					
1. Would recommend to a friend	59	3.4%		35.6%	61.0%
2. Services met my expectations	58	1.7%		41.4%	56.9%
3. Felt safe here	59	1.7%		32.2%	66.1%
4. Services enabled me to do things better	58	1.7%	6.9%	41.4%	50.0%
5. Met my need	58	1.7%	1.7%	41.4%	55.2%
6. Notice improvements	59	1.7%	6.8%	44.1%	47.5%

T2

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
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Service Responsiveness

1. Service times OK for me

28	3.6%		35.7%	60.7%
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2. Got what I needed, when I needed it

28	3.6%		39.3%	57.1%
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3. Enough staff to meet needs

28	3.6%	3.6%	35.7%	57.1%
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4. Saw staff at reasonable time

28	3.6%		35.7%	60.7%
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	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
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Informed Choice

1. Staff made accommodations

27	3.7%	3.7%	37.0%	55.6%
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2. Staff paid attention to what I said

28	3.6%	3.6%	32.1%	60.7%
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3. Opportunity to make important choices

28	3.6%	3.6%	32.1%	60.7%
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4. Options explained in language I understood

28	3.6%		25.0%	71.4%
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5. I agreed with goals in my plan

28	3.6%		39.3%	57.1%
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6. Staff understood needs

28	3.6%		28.6%	67.9%
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7. Involved in deciding goals

28	3.6%		39.3%	57.1%
----	------	--	-------	-------

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Respect					
1. Respectful of culture	28	3.6%		32.1%	64.3%
2. Respected as a person	28	3.6%		28.6%	67.9%
3. Staff respected privacy	28	3.6%		32.1%	64.3%
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Participation					
1. Able to deal with everyday activities	28	3.6%	17.9%	35.7%	42.9%
2. Able to make important choices	28	3.6%	3.6%	46.4%	46.4%
3. Know where/how to get help in community	28	3.6%	3.6%	42.9%	50.0%
4. Able to do needed things without barriers	28	7.1%	21.4%	25.0%	46.4%

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
Overall Value					
1. Would recommend to a friend	27			44.4%	55.6%
2. Services met my expectations	27		3.7%	37.0%	59.3%
3. Felt safe here	27		3.7%	25.9%	70.4%
4. Services enabled me to do things better	27		3.7%	44.4%	51.9%
5. Met my need	27		3.7%	37.0%	59.3%
6. Notice improvements	27		3.7%	48.1%	48.1%