

Gilead Community Services, Inc.

**ALL PROGRAMS
COLLABORATIVE TREATMENT PROVIDER
SATISFACTION SURVEY REPORT
(FY-2012)**

Response Rate:

	<u>All Gilead Programs</u>	<u>All Gilead Programs</u>
	<u>FY-2012</u>	<u>FY-2011</u>
Response Rate:	28% (25 of 89)	32% (29 of 89)

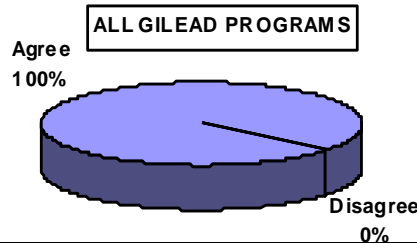
Percent (& Number) of the 25 Respondents who indicated their clients were involved in the following programs (includes duplications):

0% (0) – BDW	6% (3) – SCAP	15% (7) – GWY
2% (1) – IRS	4% (2) – WOM	2% (1) – OPC
0% (0) – ANC	4% (2) – LIB	10% (5) – SOC
9% (4) – GI	6% (3) – GAP	2% (1) – SPC
10% (5) – GII	10% (5) – ACT	20% (9) – Not Sure

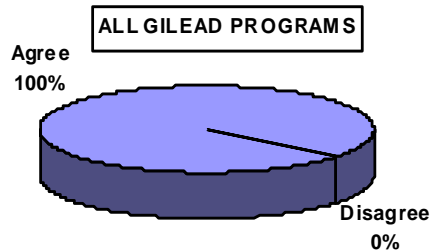
SURVEY RESPONSES AS FOLLOWS:

[1] I have been satisfied with the admission and orientation process for clients that I have referred to Gilead.

FY-2012

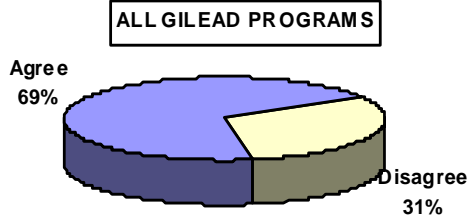


FY-2011

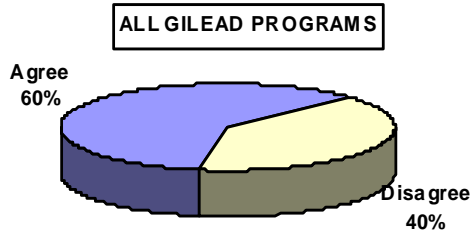


[2] I have been invited to participate in Gilead’s Treatment Planning Meetings at least annually.

FY-2012



FY-2011

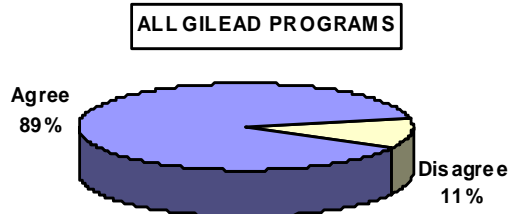


[3] Communication (including telephone calls) with Gilead Staff members has been effective & timely.

FY-2012

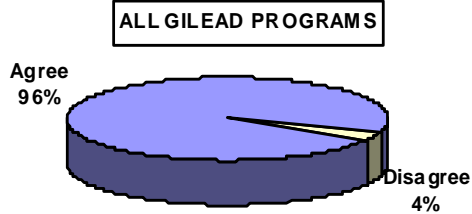


FY-2011

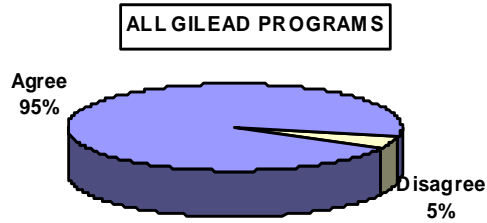


[4] The coordination of services between my agency and Gilead has been productive.

FY-2012

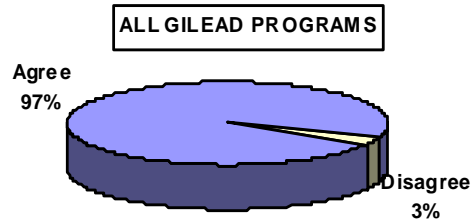


FY-2011

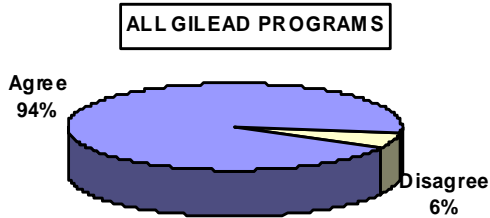


[5] Gilead staff are responsive when there is a problem or specific issue that requires attention.

FY-2012

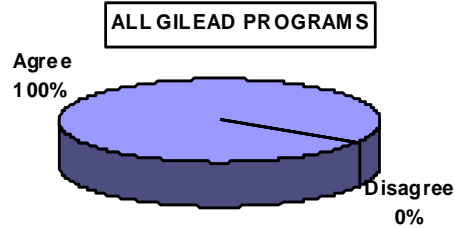


FY-2011

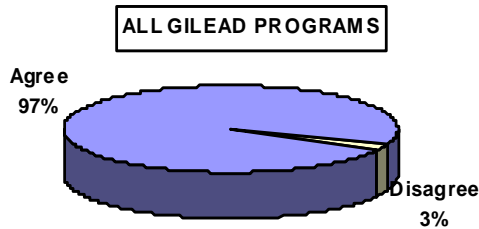


[6] I feel Gilead succeeds in its mission to provide “...high quality health care and recovery support services in the home and community to improve mental health, physical well being, independence, and community integration...”

FY-2012

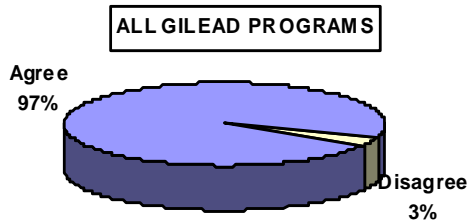


FY-2011



[7] It has been my experience that Gilead’s staff appropriately match treatment with client needs.

FY-2012

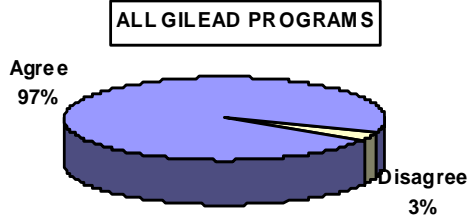


FY-2011

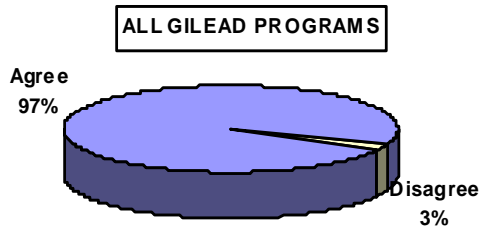


[8] Overall, I am satisfied with the services the client/s receive/s through Gilead.

FY-2012

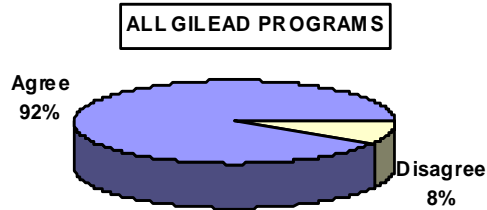


FY-2011

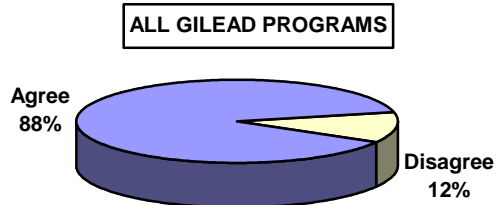


[9] I feel that Gilead Community Services adequately addresses barriers in the following areas: architecture, environment, attitudes, finances, employment, communication, transportation, community integration, cultural sensitivity, or other areas.

FY-2012



FY-2011



General Comments or recommendations to improve this survey:

All Comments to this and any other questions on the survey have been forwarded to Gilead's Chief Operating Officer, Senior Directors, and the Director of the appropriate Gilead programs in an attempt to utilize all the helpful feedback and to address & improve all the identified concerns that the survey respondents identified.