

# Gilead Client Survey - Summary Report

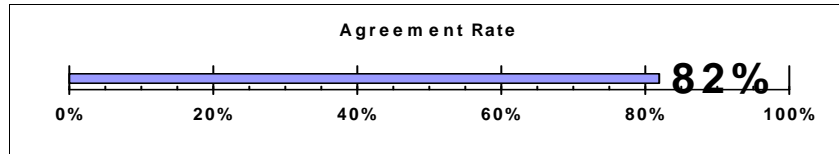
Fiscal Year: FY-2011

Date Range: 7/1/2010 through 6/30/2011

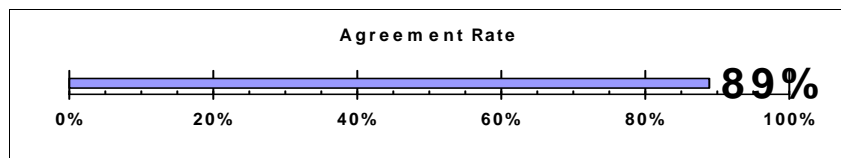
Included Program/s: Baldwin Home, Iris Home, Anchorage Home, Gilead One, Gilead Two, SCAP - Group Home, Women's Program, Liberty Home, SCAP - Apartments, Gilead Apartment Program, Gilead ACT Team, Gateway-Comm. Supp. Prog., Gateway-Recovery Pathways, Outpatient Clinic - Middletown, Outpatient Clinic - Chester, Gateway-Social Rehab, Gilead Social Rehab

## CLIENT SURVEY REPORT - DOMAIN SUMMARY

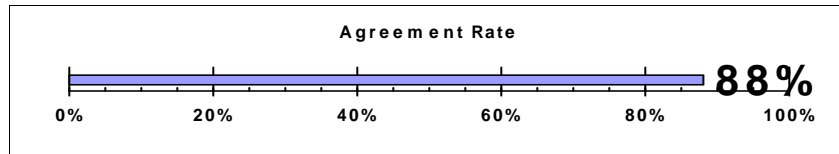
### ACCESS DOMAIN



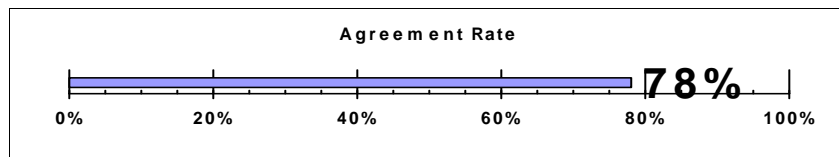
### PARTICIPATION IN TREATMENT DOMAIN



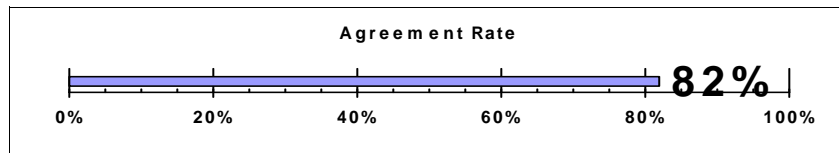
### QUALITY AND APPROPRIATENESS DOMAIN



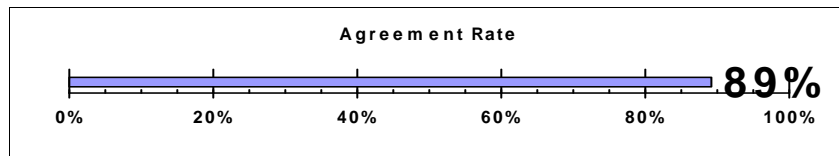
### OUTCOME DOMAIN



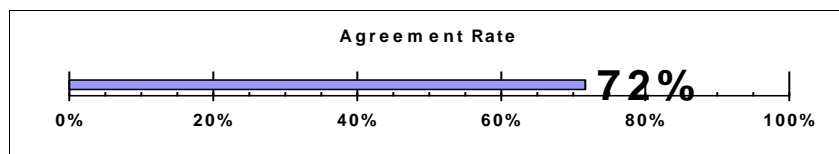
### SATISFACTION WITH SERVICES DOMAIN



### RESPECT WISHES WITH FAMILY INVOLVEMENT DOMAIN



### RECOVERY DOMAIN



# Gilead Client Survey - Detailed Report

**Fiscal Year:** FY-2011

**Date Range:** 7/1/2010 through 6/30/2011

**Included Program/s:** Baldwin Home, Iris Home, Anchorage Home, Gilead One, Gilead Two, SCAP - Group Home, Women's Program, Liberty Home, SCAP - Apartments, Gilead Apartment Program, Gilead ACT Team, Gateway-Comm. Supp. Prog., Gateway-Recovery Pathways, Outpatient Clinic - Middletown, Outpatient Clinic - Chester, Gateway-Social Rehab, Gilead Social Rehab

## CLIENT SURVEY REPORT - RESPONSE RATE

### Response Rate for ALL PROGRAMS

<u>Response Rate</u>		<u>Response Goal</u>	<u>Response Goal Met?</u>	
<u>Completed Only</u>	<u>Incl. Refused</u>	<u>Goal</u>	<u>Completed Only?</u>	<u>Incl. Refused?</u>
50%	54%	28%	YES	YES
# 248 out of 501	# 271 out of 501			

## CLIENT SURVEY REPORT - DOMAINS

### ACCESS DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	195	37	6	<b>82%</b>	<b>16%</b>	<b>3%</b>
<b><u>Domain Survey Questions:</u></b>						
[Q4] The location of services was convenient (parking, public transportation, distance, etc.)				81%	10%	9%
[Q5] Staff was willing to see me as often as I felt was necessary.				88%	7%	5%
[Q6] Staff returned my calls within 24 hours.				85%	9%	6%
[Q7] Services were available at times that were good for me.				89%	8%	4%

### PARTICIPATION IN TREATMENT DOMAIN

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	215	20	7	<b>89%</b>	<b>8%</b>	<b>3%</b>
<b><u>Domain Survey Questions:</u></b>						
[Q9] I felt comfortable asking questions about my services, treatment or medication.				92%	6%	3%

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**QUALITY AND APPROPRIATENESS DOMAIN**

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	212	24	5	<b>88%</b>	<b>10%</b>	<b>2%</b>
<b><u>Domain Survey Questions:</u></b>				<b><u>% Agree</u></b>	<b><u>% Neutral</u></b>	<b><u>% Disagree</u></b>
[Q8] Staff here believes that I can grow, change, and recover.				93%	6%	1%
[Q10] I felt free to complain.				87%	8%	5%
[Q11] I was given information about my rights.				88%	7%	5%
[Q12] Staff told me what side effects to watch out for.				84%	8%	9%
[Q13] Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.				89%	8%	3%
[Q14] Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)				88%	7%	4%
[Q15] Staff helped me obtain information I needed so that I could take charge of managing my illness.				88%	8%	4%

**OUTCOME DOMAIN**

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	189	47	6	<b>78%</b>	<b>19%</b>	<b>2%</b>
<b><u>Domain Survey Questions:</u></b>				<b><u>% Agree</u></b>	<b><u>% Neutral</u></b>	<b><u>% Disagree</u></b>
[Q17] I deal more effectively with daily problems.				85%	10%	4%
[Q18] I am better able to control my life.				85%	10%	6%
[Q19] I am better able to deal with crisis.				80%	14%	6%
[Q20] I am getting along better with my family.				78%	13%	9%
[Q21] I do better in social situations.				76%	17%	6%
[Q22] I do better in school and/or work.				76%	15%	9%
[Q23] My symptoms are not bothering me as much.				77%	16%	7%

**SATISFACTION WITH SERVICES DOMAIN**

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	201	34	10	<b>82%</b>	<b>14%</b>	<b>4%</b>
<b><u>Domain Survey Questions:</u></b>				<b><u>% Agree</u></b>	<b><u>% Neutral</u></b>	<b><u>% Disagree</u></b>
[Q1] I like the services that I received here.				89%	7%	4%
[Q2] If I had other choices, I would still get services from this agency.				82%	9%	8%
[Q3] I would recommend this agency to a friend or family member.				88%	7%	6%

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**RESPECT WISHES WITH FAMILY INVOLVEMENT DOMAIN**

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	196	14	10	89%	6%	5%
<b><u>Domain Survey Questions:</u></b>						
<i>[Q16] My wishes are respected about the amount of family involvement I want in my treatment.</i>				92%	4%	3%

**RECOVERY DOMAIN**

	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<b>Domain TOTALS:</b>	164	52	13	72%	23%	6%
<b><u>Domain Survey Questions:</u></b>						
<i>[Q24] I am more involved in my community (for example, church, volunteering, sports, support groups, or work).</i>				71%	12%	17%
<i>[Q25] I am able to pursue my interests.</i>				79%	12%	9%
<i>[Q26] I can have the life I want, despite my disease/disorder.</i>				76%	12%	12%
<i>[Q27] I feel like I am in control of my treatment.</i>				80%	13%	7%
<i>[Q28] I give back to my family and/or community.</i>				75%	14%	11%

**ADDITIONAL GILEAD QUESTIONS**

<b><u>Additional Gilead Survey Questions:</u></b>	<u>% Agree</u>	<u>% Neutral</u>	<u>% Disagree</u>
<i>[Q29] Gilead makes it easy for me to have a voice in how Gilead operates.</i>	78%	15%	7%