

CONSUMER SATISFACTION

Program: *Intensive In-Home Services (IIHS)*

of Consumers: 45

Year: 2012

Consumer Satisfaction Measure

| Measures |
|---|
| Overall, I am satisfied with the services I received. |
| I helped to choose my services. |
| I helped to choose my treatment goals. |
| The people helping me stuck with me no matter what. |
| I felt I had someone to talk to when I was troubled. |
| I participated in my own treatment. |
| I received services that were right for me. |
| The location of services was convenient. |
| Services were available at times that were convenient for me. |
| I got the help I wanted. |
| I got as much help as I needed. |
| Staff treated me with respect. |
| Staff respected my family's religious/spiritual beliefs. |
| Staff spoke with me in a way that I understood. |
| Staff was sensitive to my cultural/ethnic background. |
| I am better at handling daily life. |
| I get along better with family members. |
| I get along better with friends and other people. |
| I am doing better in school and/or work. |
| I am better able to cope when things go wrong. |
| I am satisfied with my family life right now. |

Outcome Indicators

| Indicator | Code | Number of Indicators |
|-------------------|------|----------------------|
| Strongly Agree | 5 | 567 |
| Agree | 4 | 257 |
| Undecided | 3 | 89 |
| Disagree | 2 | 32 |
| Strongly Disagree | 1 | 0 |
| N/A | N/A | 0 |

