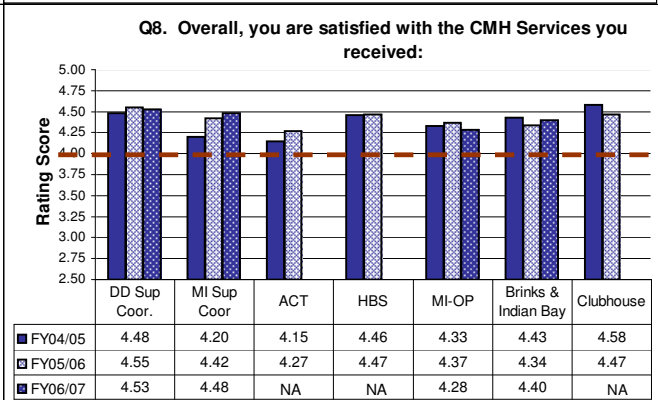
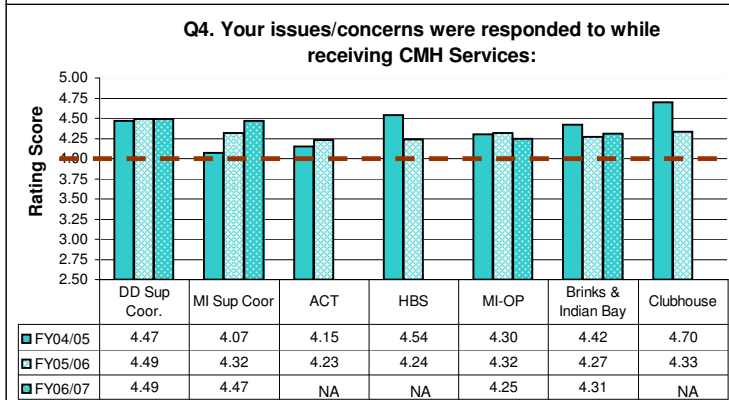
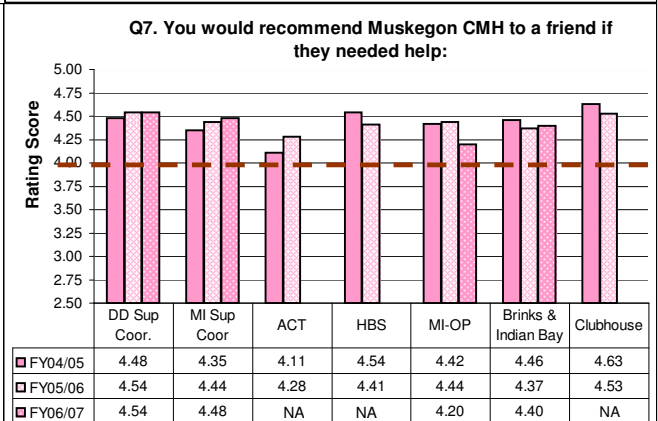
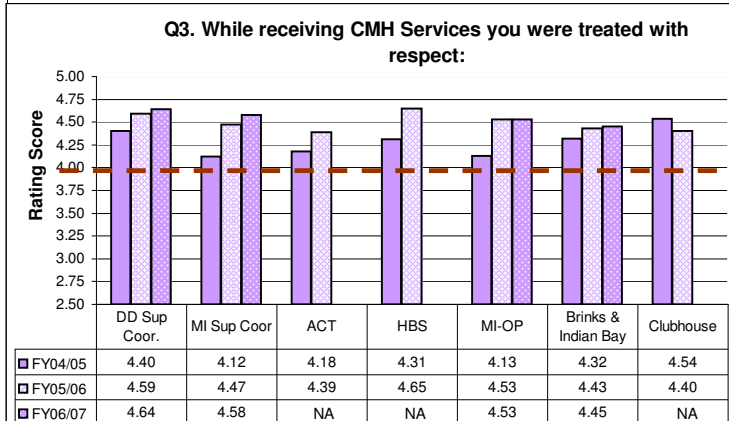
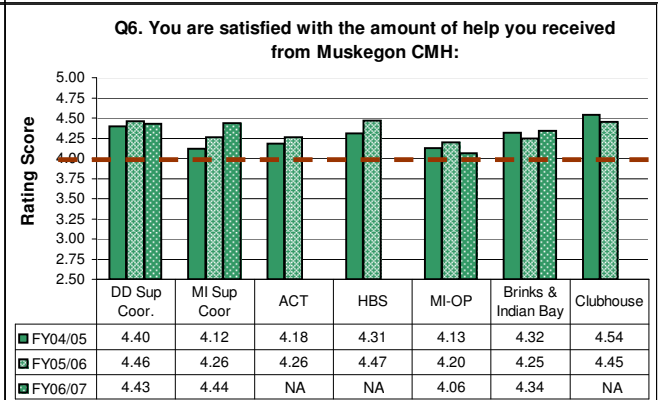
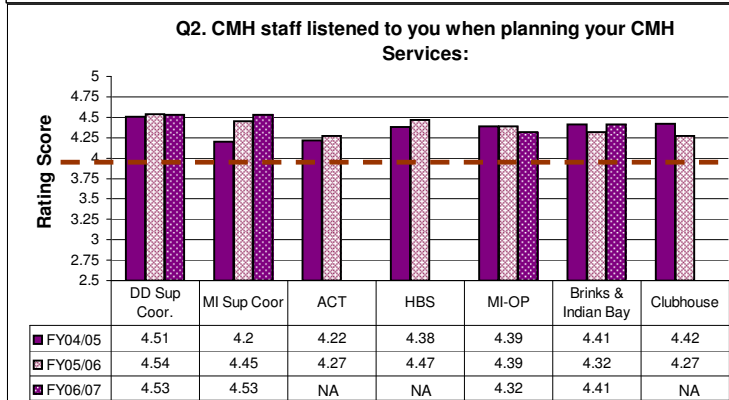
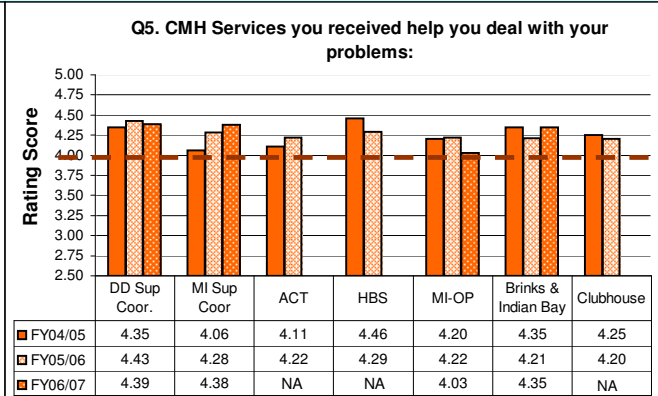
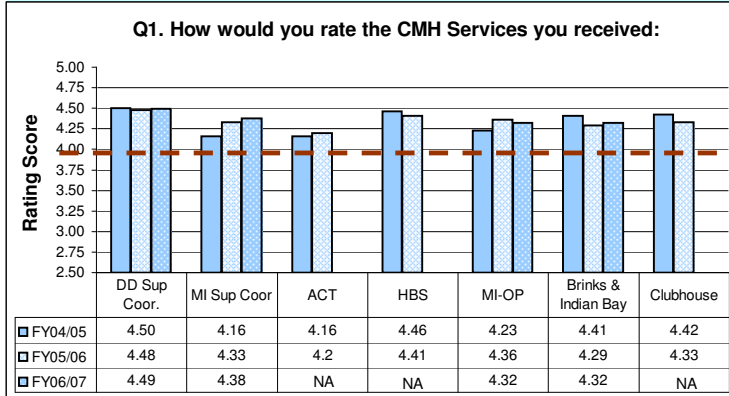


## Comparison of Agency's Satisfaction Survey Rating Scores By Survey Question and Service Element By Fiscal Year

Surveys: Sent / Handed Out	FY04/05	FY05/06	FY06/07
	2633	2180	2193
Completed	936	971	818
Return Rate	35.6%	44.5%	37.3%

Surveys Completed	DD Sup Coor.	MI Sup Coor.	ACT	HBS	MI Outpatient	Brinks & Indian Bay	Clubhouse
FY04/05	309	131	56	13	122	281	24
FY05/06	309	135	76	17	98	306	30
FY06/07	319	151			99	249	
Return Rate FY	52%	25%	NA	NA	14%	93%	NA

Note: For FY 06/07 ACT & HBS implemented a Satisfaction Survey required by DCH instead of the Agency Survey so no data is included in this report. Also Club House used their own internal survey instead of the Agency Survey so there is no comparative data for that program this year either.



Rating Scores of 4.0 and above indicate Satisfaction with Services