

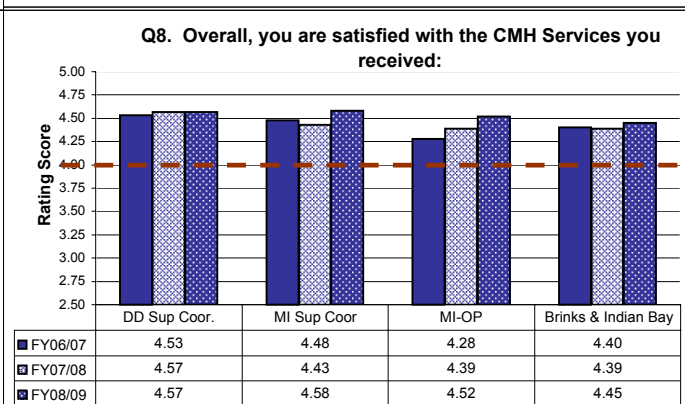
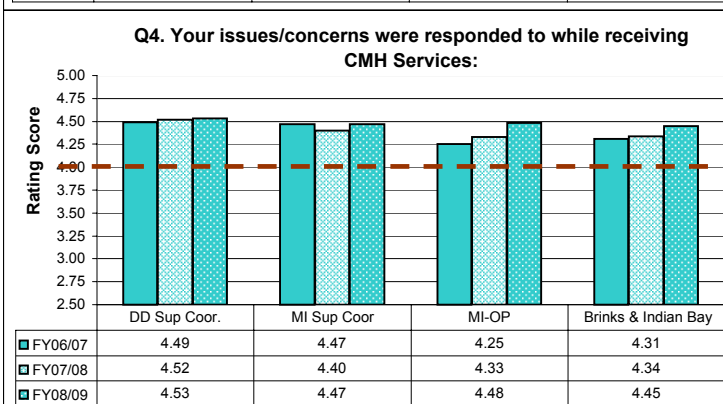
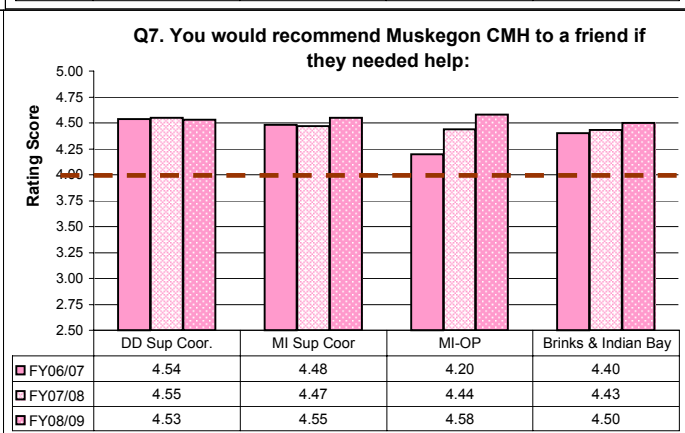
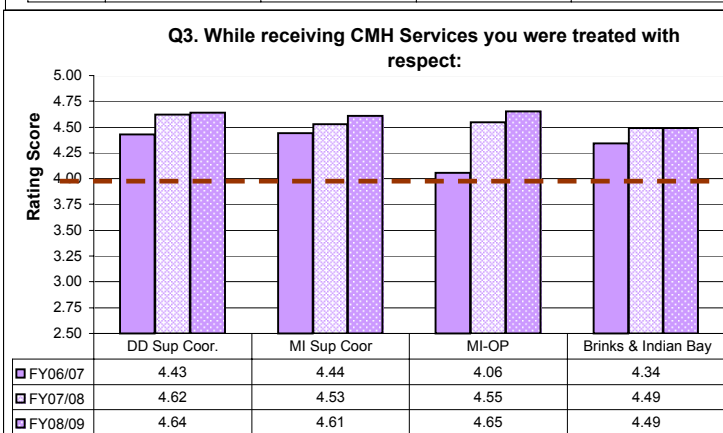
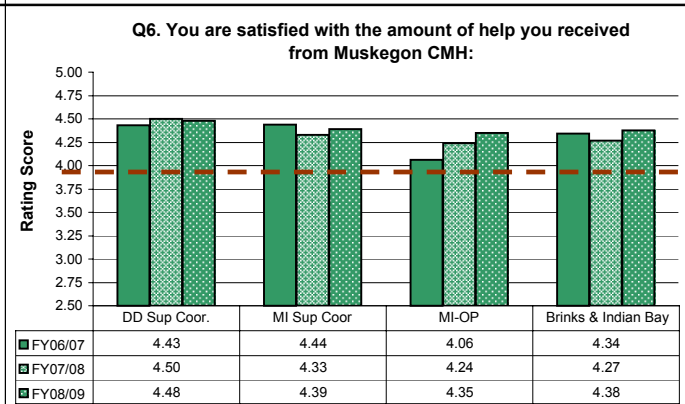
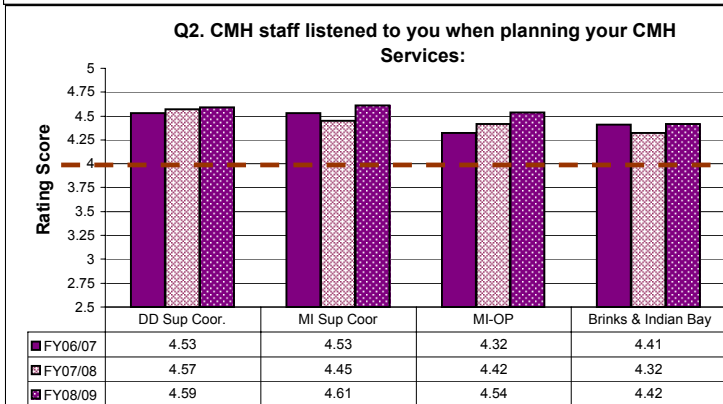
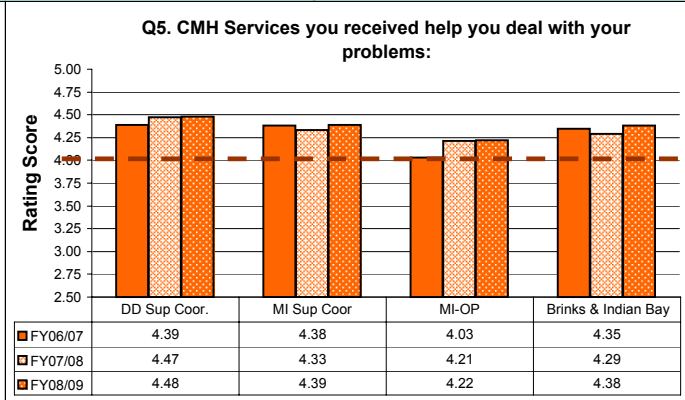
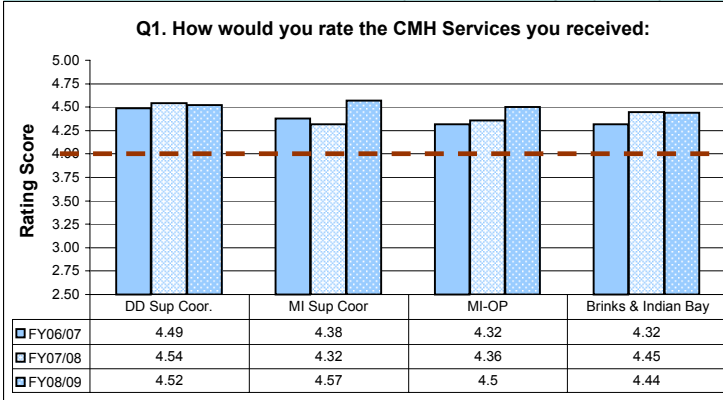
Comparison of Agency's Satisfaction Survey Rating Scores By Survey Question and Service Element By Fiscal Year

Surveys Sent / Handed Out	FY06/07	FY07/08	FY08/09
	2193	2316	2264
Completed	818	979	1008
Return Rate	37.3%	42.3%	44.5%

Surveys Completed	DD Sup Coord.	MI Sup Coord.	MI Outpatient	Brinks & Indian Bay
FY06/07	319	151	99	249
FY07/08	318	161	243	257
FY08/09	330	150	260	268
Return Rate FY	45.7%	24.5%	46.4%	72.6%

Survey Response Choices	
5	Strongly Agree
4	Agree
3	Neutral
2	Disagree
1	Strongly Disagree

Note: For FY 06/07 thru FY08/09 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 either.



Rating Scores of 4.0 and above indicate Satisfaction with Services