

Counseling Service of Addison County (CSAC)

FY19 Client/ Consumer Satisfaction Survey Results

Pages 2-3	Agency Totals
Pages 4-5	Addiction Recovery Program
Pages 6-7	Adult Outpatient Program
Pages 8-9	Community Associates (includes housing data)
Pages 10-11	Community Rehabilitation and Treatment Program
Pages 12-13	Youth and Family: Integrated Family Services
Pages 14-15	Youth and Family: Intensive School Support Program
Pages 16-17	Youth and Family: School Based Services
Page 18	Recommendations to Friends or Colleagues

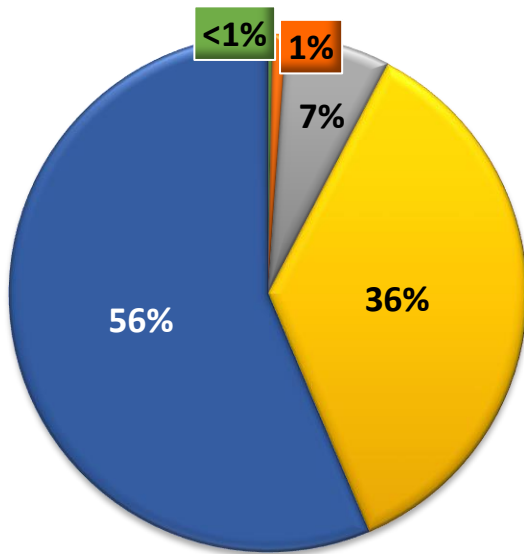
Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

AGENCY TOTALS

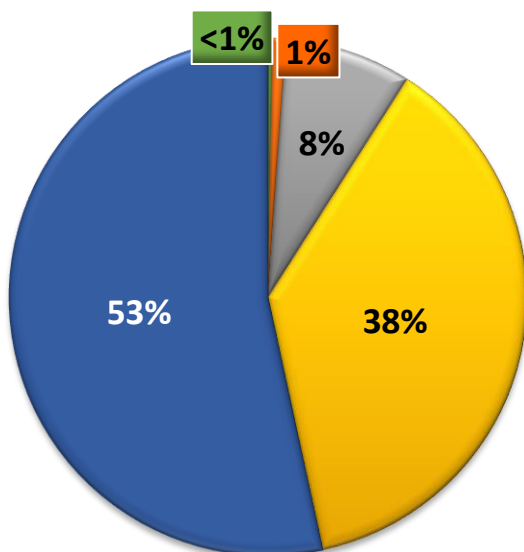
356 Respondents / 1299 Individuals* **Response Rate: 27%**

(*program sum; differs from the total number of individuals agency wide, not available 9.5.19)



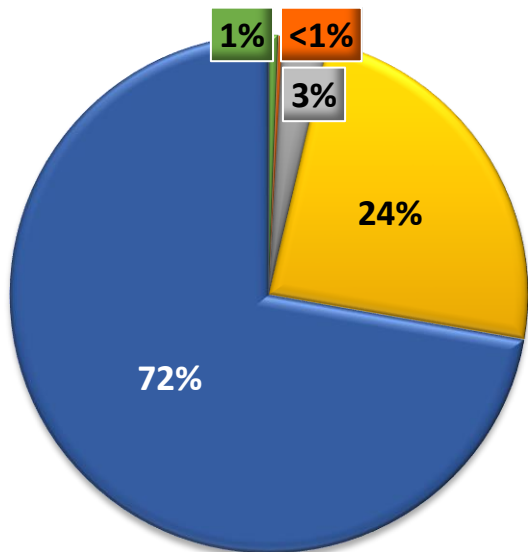
I/We received the services that were right for me/us.

56%	Strongly Agree
36%	Agree
7%	Mixed
1%	Disagree
<1%	Strongly Disagree



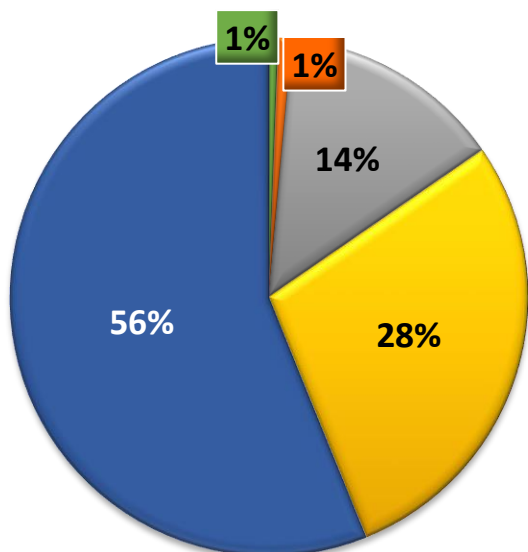
I/We received the services that I/we needed.

53%	Strongly Agree
38%	Agree
8%	Mixed
1%	Disagree
<1%	Strongly Disagree



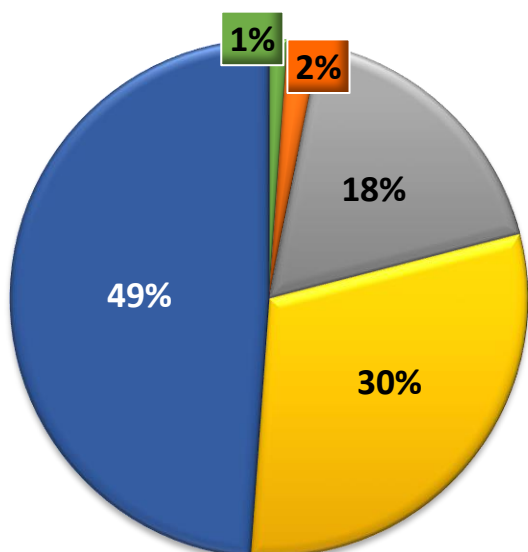
Staff treated me/us with respect.

72%	Strongly Agree
24%	Agree
3%	Mixed
<1%	Disagree
1%	Strongly Disagree



The services I/we received made a difference.

56%	Strongly Agree
28%	Agree
14%	Mixed
1%	Disagree
1%	Strongly Disagree



My quality of life improved as a result of the services I received.

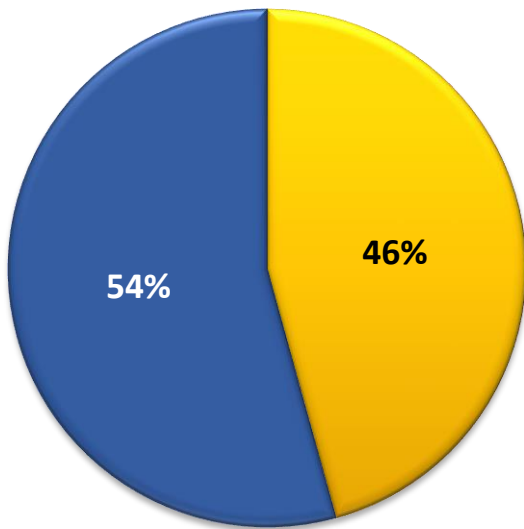
49%	Strongly Agree
30%	Agree
18%	Mixed
2%	Disagree
1%	Strongly Disagree

Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

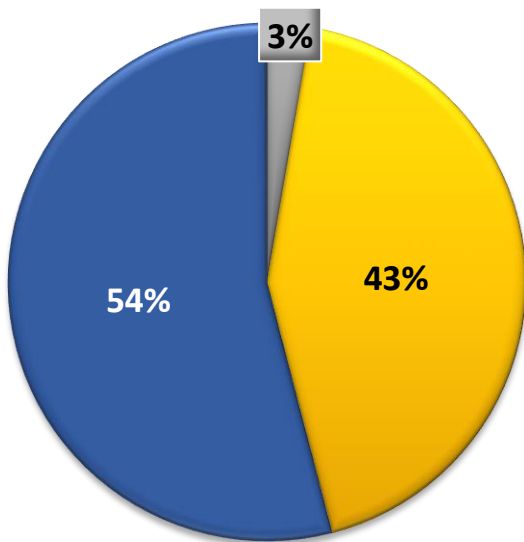
ADDICTION RECOVERY PROGRAM

37 Respondents / 70 Individuals **Response Rate: 53%**



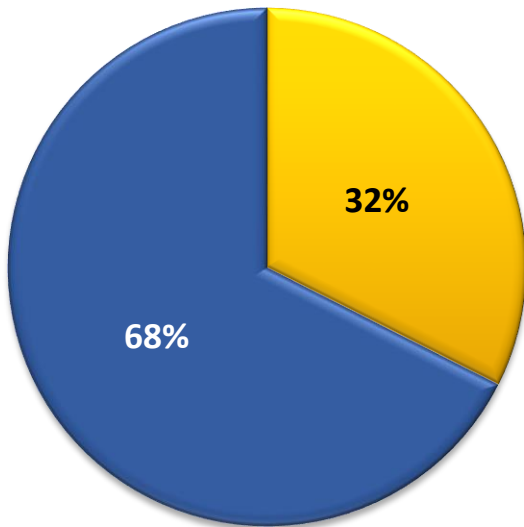
I/We received the services that were right for me/us.

54%	Strongly Agree
46%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



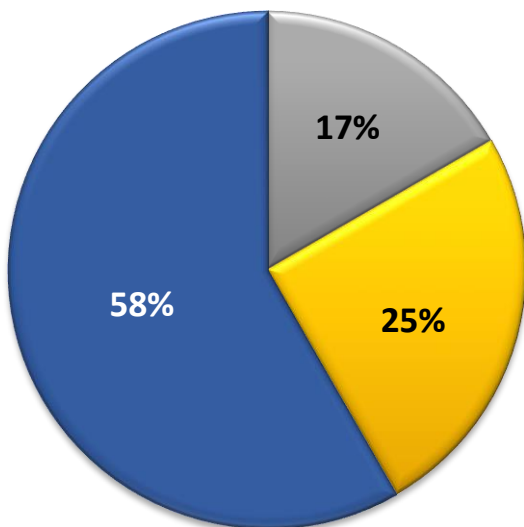
I/We received the services that I/we needed.

54%	Strongly Agree
43%	Agree
3%	Mixed
0%	Disagree
0%	Strongly Disagree



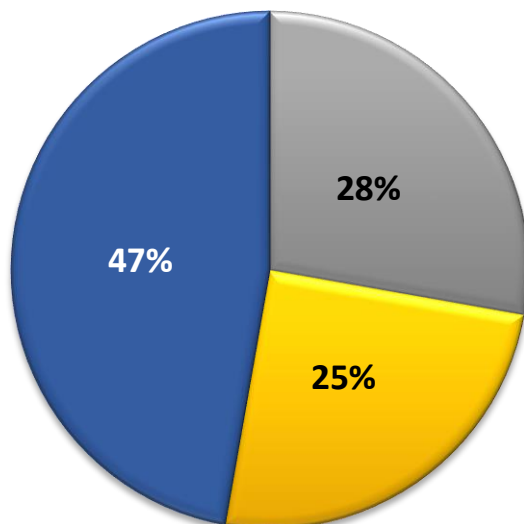
Staff treated me/us with respect.

68%	Strongly Agree
32%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



The services I/we received made a difference.

58%	Strongly Agree
25%	Agree
17%	Mixed
0%	Disagree
0%	Strongly Disagree



My quality of life improved as a result of the services I received.

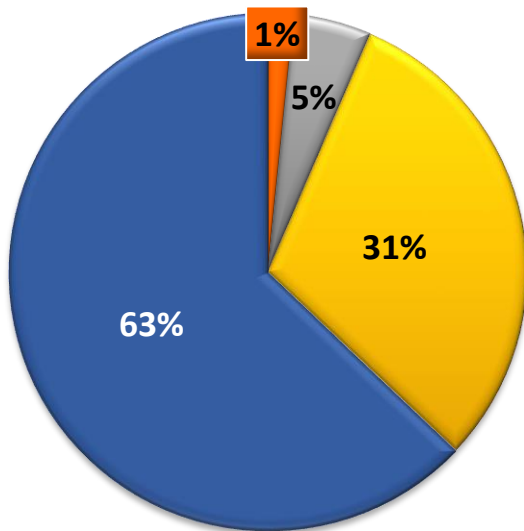
47%	Strongly Agree
25%	Agree
28%	Mixed
0%	Disagree
0%	Strongly Disagree

Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

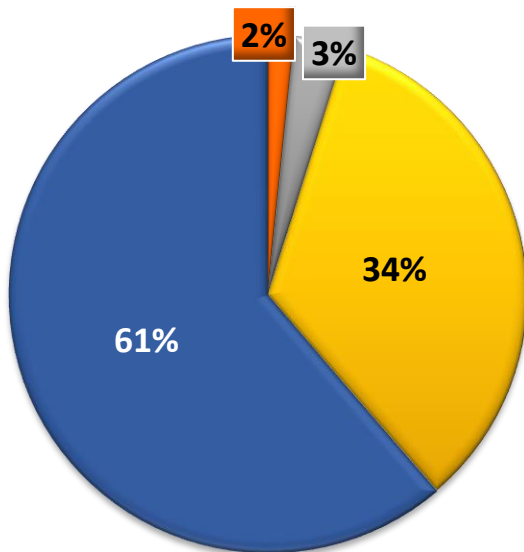
ADULT OUTPATIENT PROGRAM

62 Respondents / 267 Individuals **Response Rate: 23%**



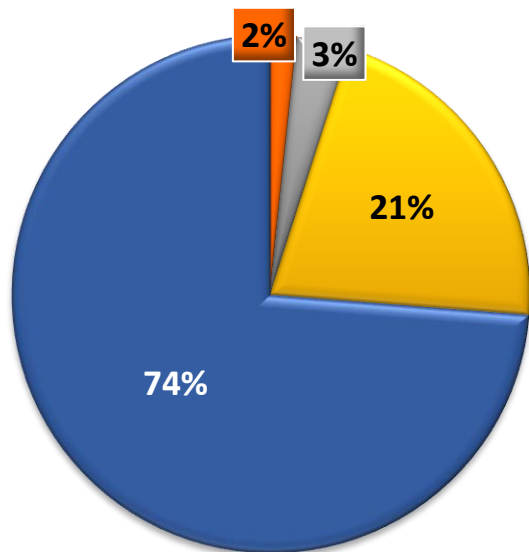
I/We received the services that were right for me/us.

63%	Strongly Agree
31%	Agree
5%	Mixed
1%	Disagree
0%	Strongly Disagree



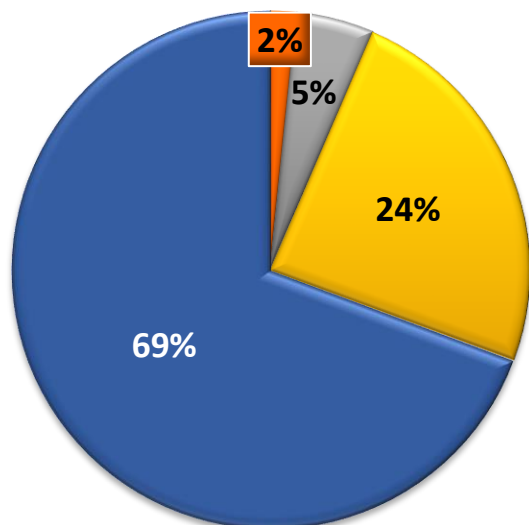
I/We received the services that I/we needed.

61%	Strongly Agree
34%	Agree
3%	Mixed
2%	Disagree
0%	Strongly Disagree



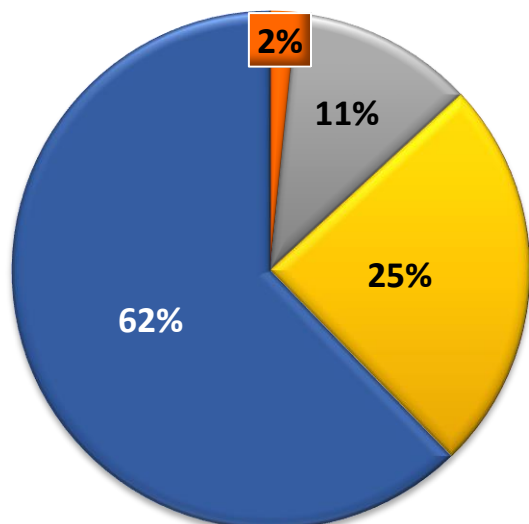
Staff treated me/us with respect.

74%	Strongly Agree
21%	Agree
3%	Mixed
2%	Disagree
0%	Strongly Disagree



The services I/we received made a difference.

69%	Strongly Agree
24%	Agree
5%	Mixed
2%	Disagree
0%	Strongly Disagree



My quality of life improved as a result of the services I received.

62%	Strongly Agree
25%	Agree
11%	Mixed
2%	Disagree
0%	Strongly Disagree

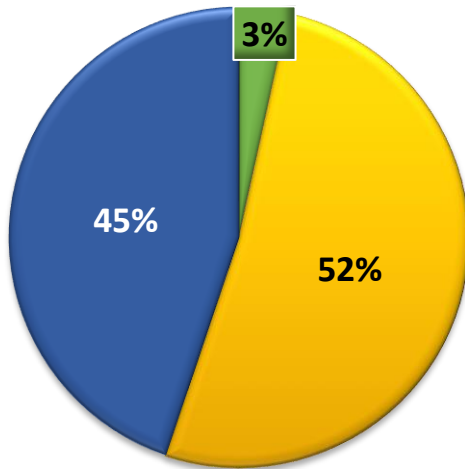
Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

COMMUNITY ASSOCIATES

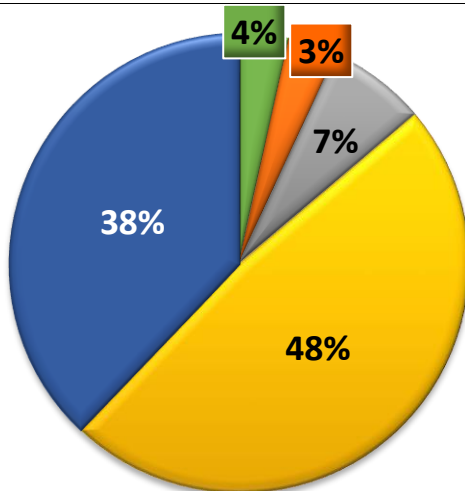
29 Respondents / 154 Individuals

Response Rate: 19%



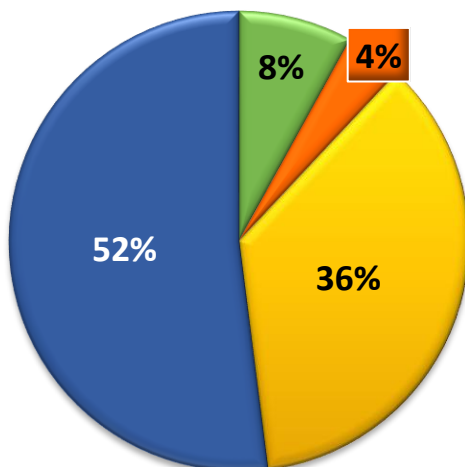
I/We received the services that were right for me/us.

45%	Strongly Agree
52%	Agree
0%	Mixed
0%	Disagree
3%	Strongly Disagree



I/We received the services that I/we needed.

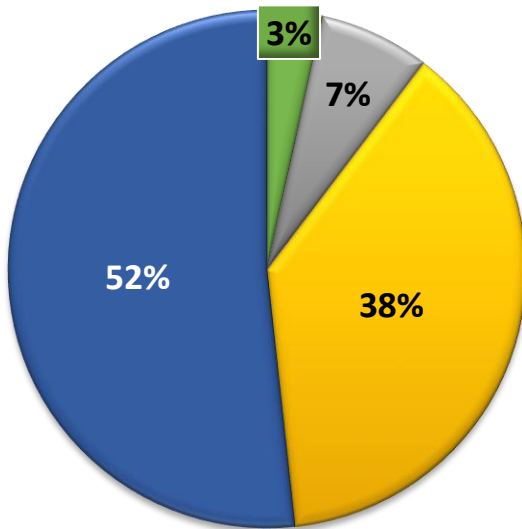
38%	Strongly Agree
48%	Agree
7%	Mixed
3%	Disagree
4%	Strongly Disagree



Community Associates only:

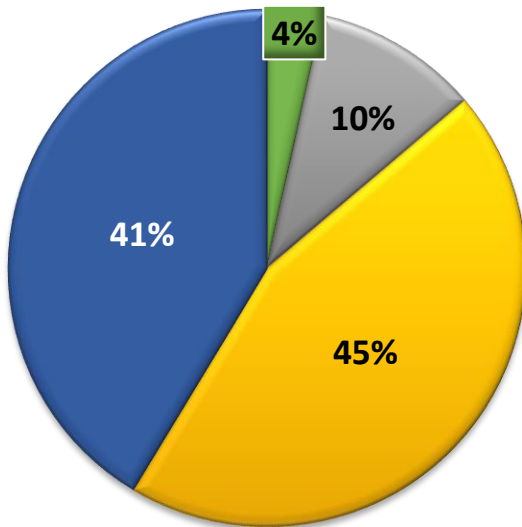
I like where I live.

52%	Strongly Agree
36%	Agree
0%	Mixed
4%	Disagree
8%	Strongly Disagree



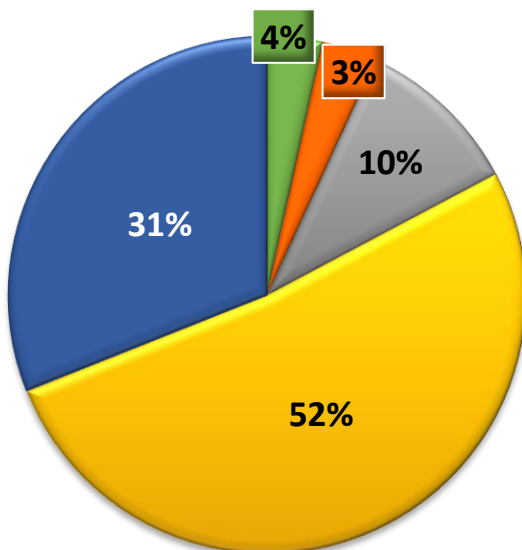
Staff treated me/us with respect.

52%	Strongly Agree
38%	Agree
7%	Mixed
0%	Disagree
3%	Strongly Disagree



The services I/we received made a difference.

41%	Strongly Agree
45%	Agree
10%	Mixed
0%	Disagree
4%	Strongly Disagree



My quality of life improved as a result of the services I received.

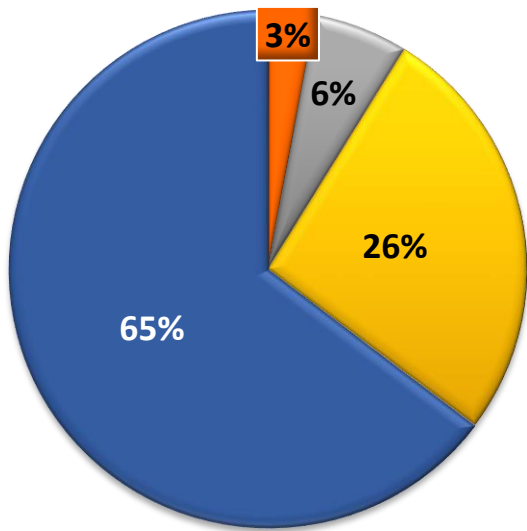
31%	Strongly Agree
52%	Agree
10%	Mixed
3%	Disagree
4%	Strongly Disagree

Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

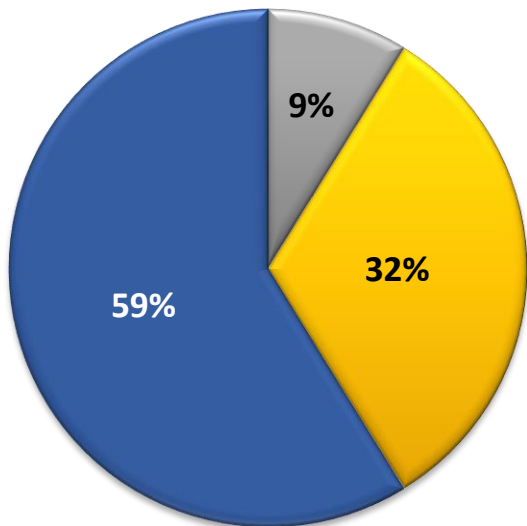
COMMUNITY REHABILITATION and TREATMENT

35 Respondents / 127 Individuals **Response Rate: 28%**



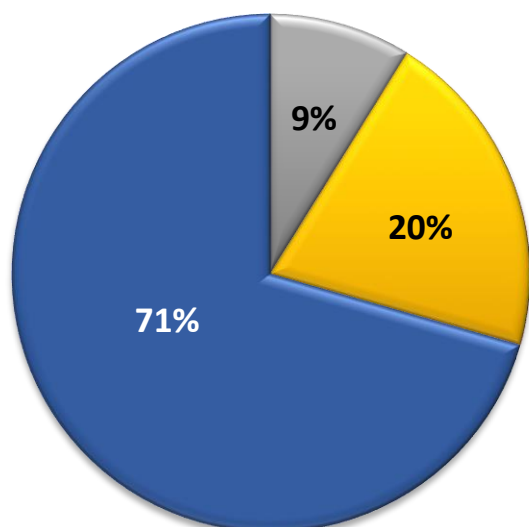
I/We received the services that were right for me/us.

65%	Strongly Agree
26%	Agree
6%	Mixed
3%	Disagree
0%	Strongly Disagree



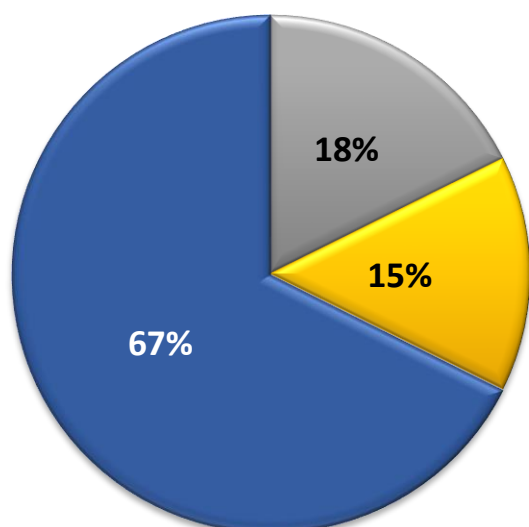
I/We received the services that I/we needed.

59%	Strongly Agree
32%	Agree
9%	Mixed
0%	Disagree
0%	Strongly Disagree



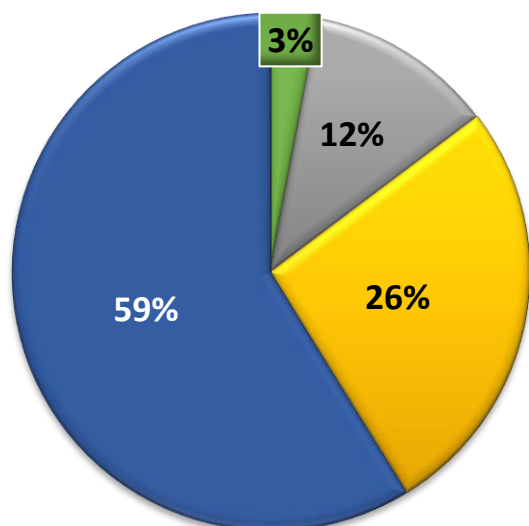
Staff treated me/us with respect.

71%	Strongly Agree
20%	Agree
9%	Mixed
0%	Disagree
0%	Strongly Disagree



The services I/we received made a difference.

67%	Strongly Agree
15%	Agree
18%	Mixed
0%	Disagree
0%	Strongly Disagree



My quality of life improved as a result of the services I received.

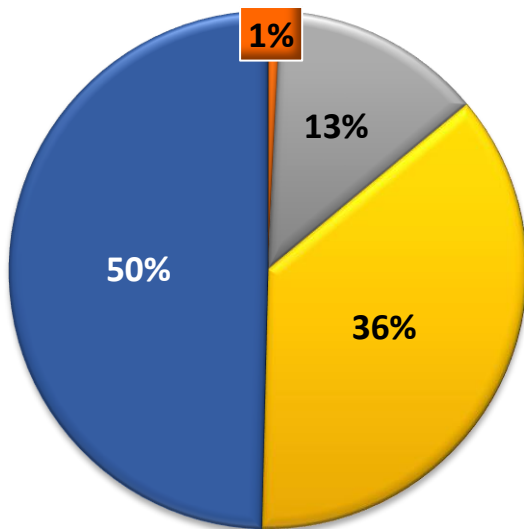
59%	Strongly Agree
26%	Agree
12%	Mixed
0%	Disagree
3%	Strongly Disagree

Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

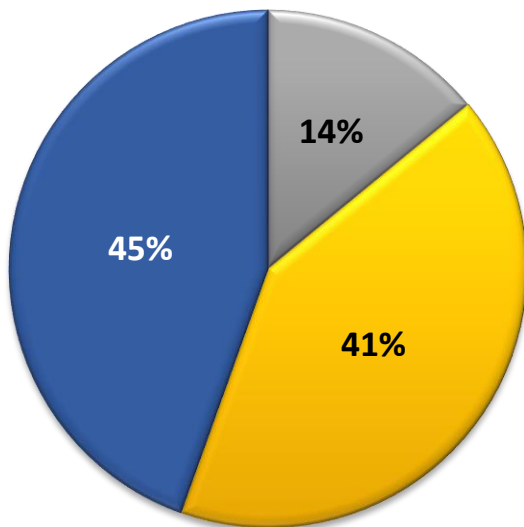
YOUTH and FAMILY: Integrated Family Services

129 Respondents / 437 Individuals **Response Rate: 30%**



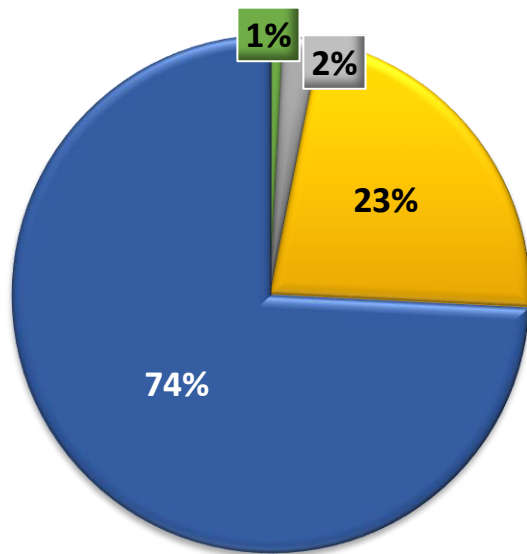
I/We received the services that were right for me/us.

50%	Strongly Agree
36%	Agree
13%	Mixed
1%	Disagree
0%	Strongly Disagree



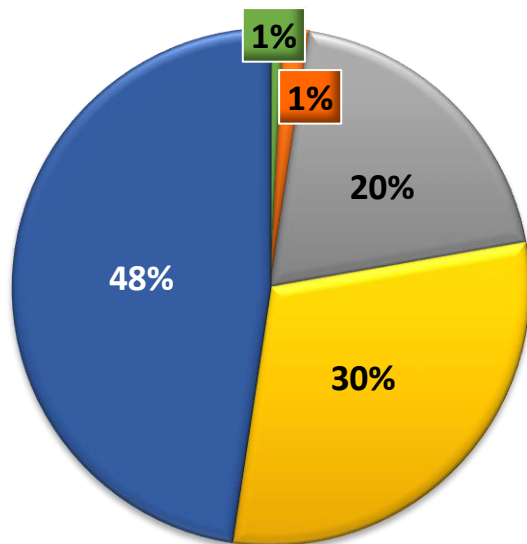
I/We received the services that I/we needed.

45%	Strongly Agree
41%	Agree
14%	Mixed
0%	Disagree
0%	Strongly Disagree



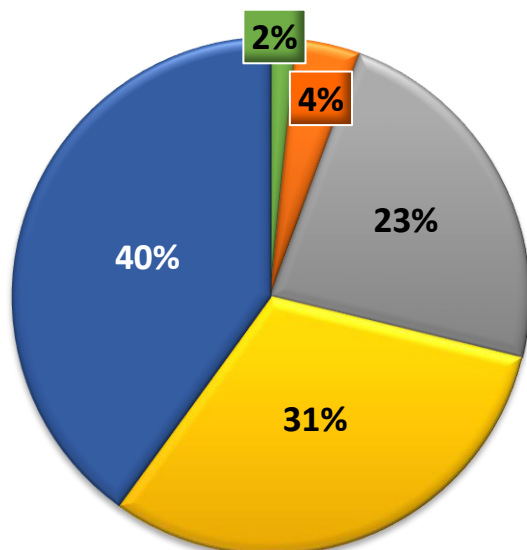
Staff treated me/us with respect.

74%	Strongly Agree
23%	Agree
2%	Mixed
0%	Disagree
1%	Strongly Disagree



The services I/we received made a difference.

48%	Strongly Agree
30%	Agree
20%	Mixed
1%	Disagree
1%	Strongly Disagree



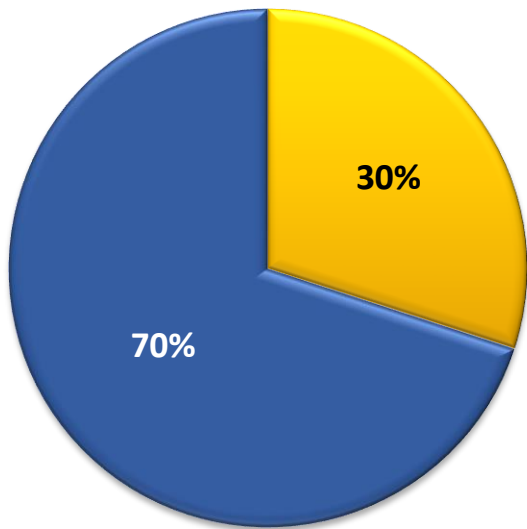
My quality of life improved as a result of the services I received.

40%	Strongly Agree
31%	Agree
23%	Mixed
4%	Disagree
2%	Strongly Disagree

Counseling Service of Addison County
FY19 Client/Consumer Satisfaction Survey Results

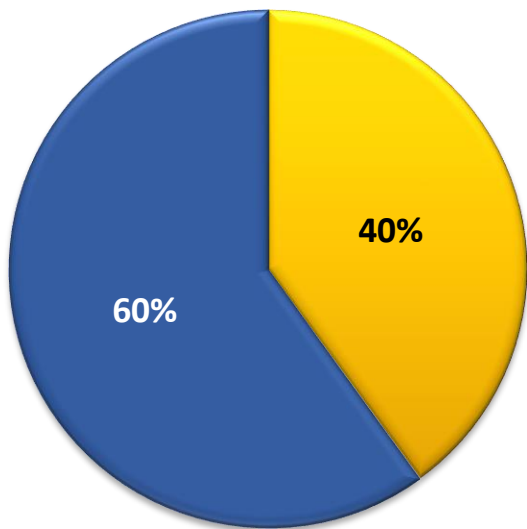
YOUTH and FAMILY: Intensive School Support

10 Respondents / 37 Individuals **Response Rate: 27%**



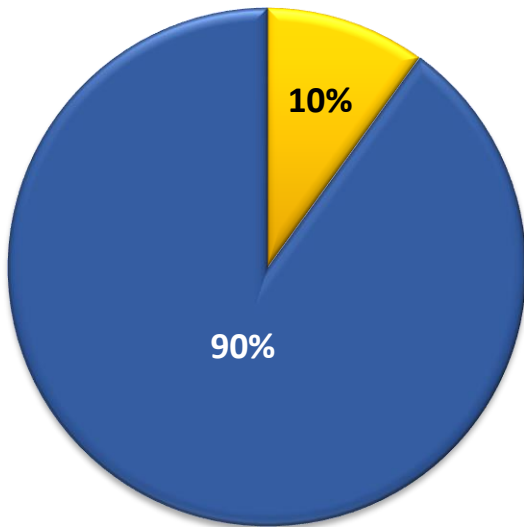
I/We received the services
that were right for me/us.

70%	Strongly Agree
30%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



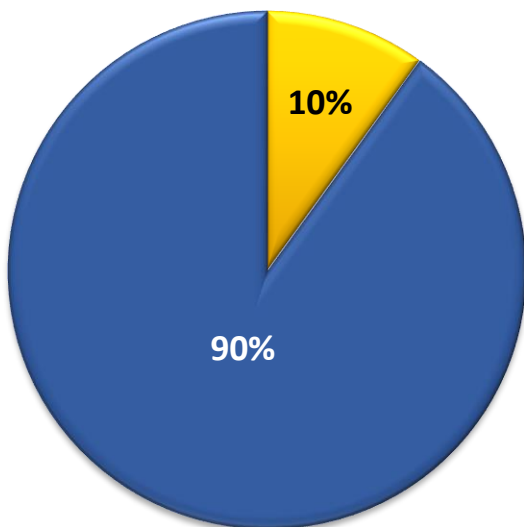
I/We received the services
that I/we needed.

60%	Strongly Agree
40%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



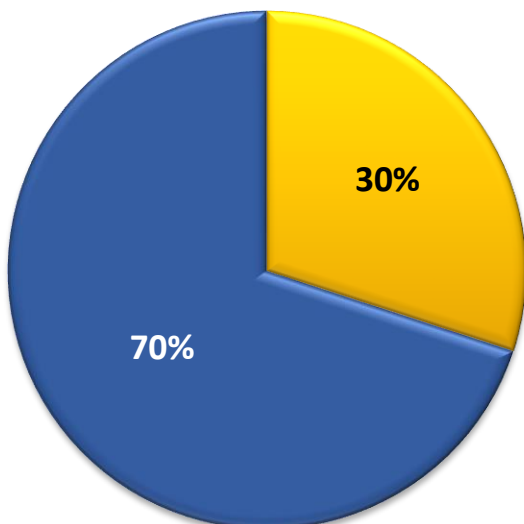
Staff treated me/us with respect.

90%	Strongly Agree
10%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



The services I/we received made a difference.

90%	Strongly Agree
10%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



My quality of life improved as a result of the services I received.

70%	Strongly Agree
30%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree

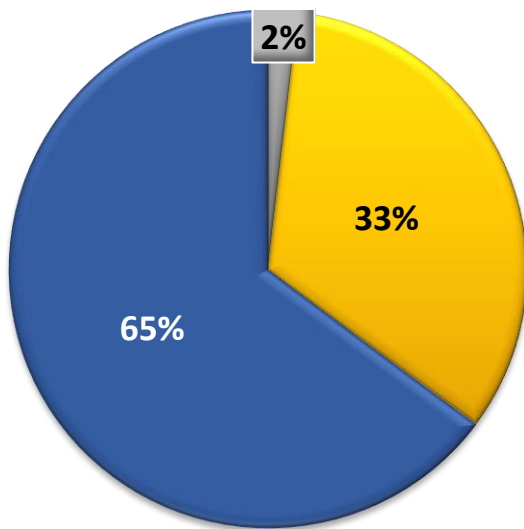
Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

YOUTH and FAMILY: School Based Services

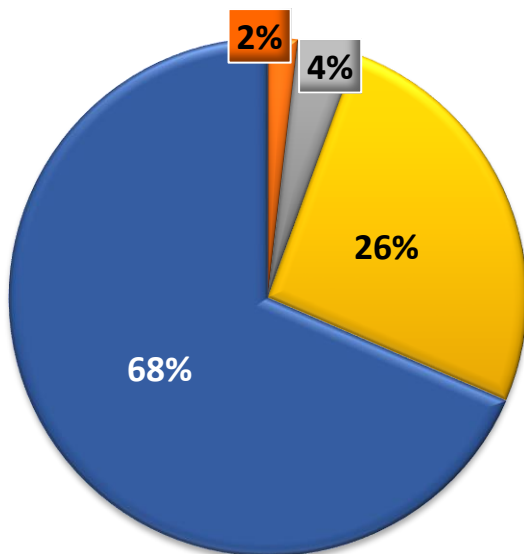
54 Respondents / 207 Individuals

Response Rate: 26%



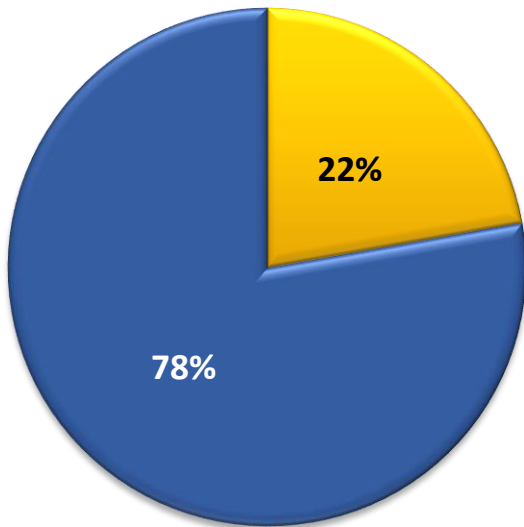
I/We received the services that were right for me/us.

65%	Strongly Agree
33%	Agree
2%	Mixed
0%	Disagree
0%	Strongly Disagree



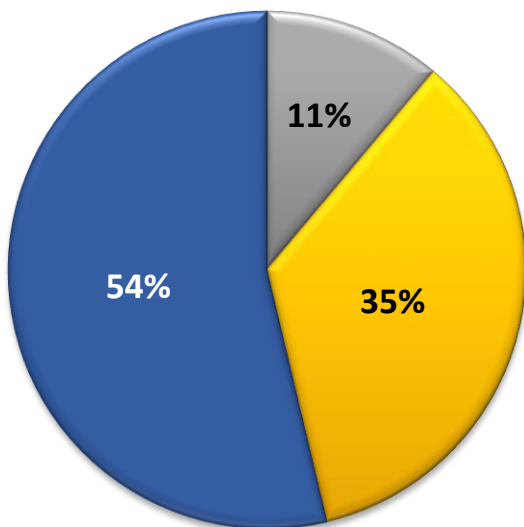
I/We received the services that I/we needed.

68%	Strongly Agree
26%	Agree
4%	Mixed
2%	Disagree
0%	Strongly Disagree



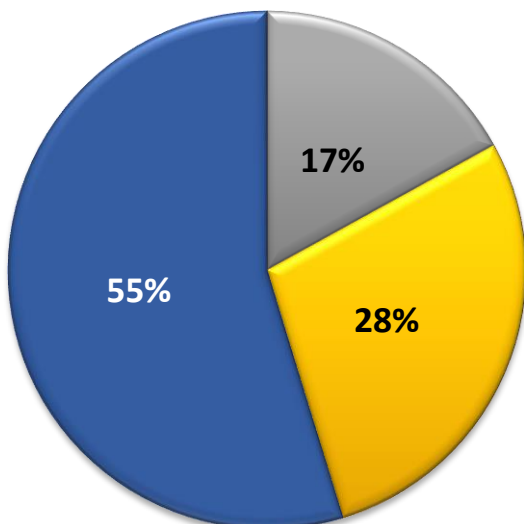
Staff treated me/us with respect.

78%	Strongly Agree
22%	Agree
0%	Mixed
0%	Disagree
0%	Strongly Disagree



The services I/we received made a difference.

54%	Strongly Agree
35%	Agree
11%	Mixed
0%	Disagree
0%	Strongly Disagree



My quality of life improved as a result of the services I received.

55%	Strongly Agree
28%	Agree
17%	Mixed
0%	Disagree
0%	Strongly Disagree

Counseling Service of Addison County

FY19 Client/Consumer Satisfaction Survey Results

AGENCY TOTALS: 340 respondents to this question

I would recommend this program to a friend or colleague.

	0 Not likely at all	1	2	3	4	5 Neutral	6	7	8	9	10 Extremely Likely
Addiction Recovery (36 responses)						2	2	3	5	5	19
Adult Outpatient Program (58 responses)						1	1	7	6	8	35
Community Associates (27 responses)					1	2	1	2	3	4	14
Community Rehab. & Treatment (31 responses)		1			1	5		1	5	2	16
Y&F: Integrated Family Services (126 responses)			1			14	5	16	25	12	53
Y&F: Intensive School Support (9 responses)											9
Y&F: School Based Services (53 responses)					1	2	1	3	10	6	30

