

Counseling Service of Addison County (CSAC)

FY18 Client/ Consumer Satisfaction Survey Results

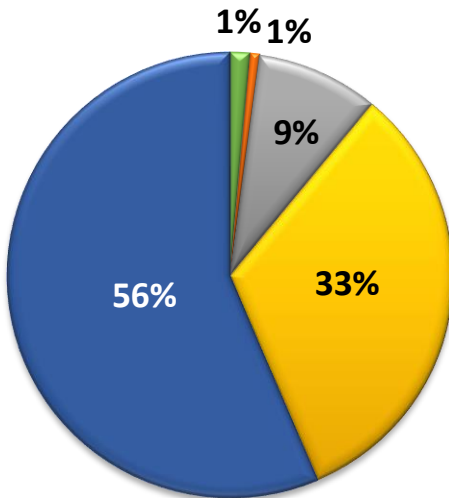
Pages 2-3	Agency Totals
Pages 4-5	Addiction Recovery Program
Pages 6-7	Adult Outpatient Program
Pages 8-9	Community Associates (includes housing data)
Pages 10-11	Community Rehabilitation and Treatment Program
Pages 12-13	Youth and Family: Integrated Family Services
Pages 14-15	Youth and Family: Intensive School Support Program
Pages 16-17	Youth and Family: School Based Services
Pages 18-19	Recommendations to Friends or Colleagues

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

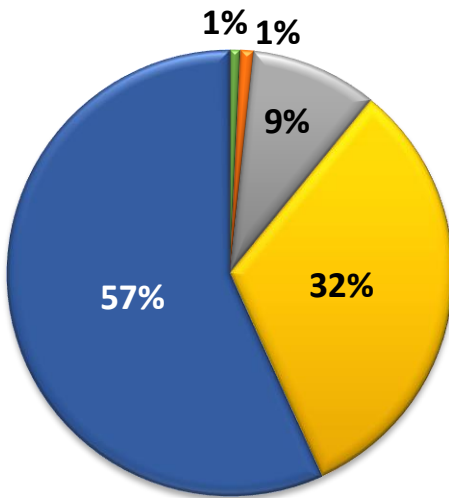
AGENCY TOTALS

427 Respondents / 1610 Individuals **Response Rate: 26.5%**



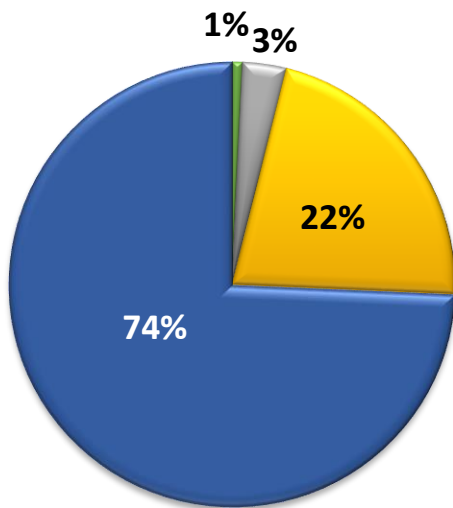
I/We received the services that were right for me/us.

56%	Strongly Agree
33%	Agree
9%	Mixed
1%	Disagree
1%	Strongly Disagree



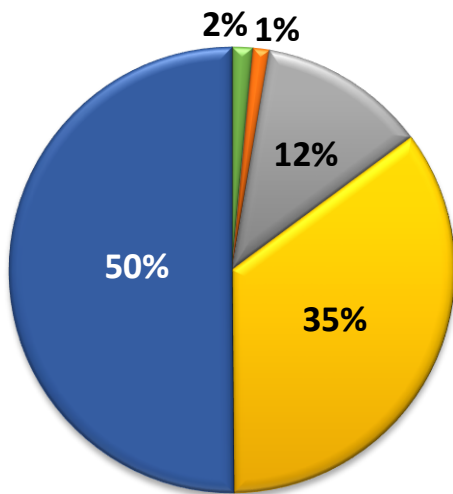
I/We received the services that I/we needed.

57%	Strongly Agree
32%	Agree
9%	Mixed
1%	Disagree
1%	Strongly Disagree



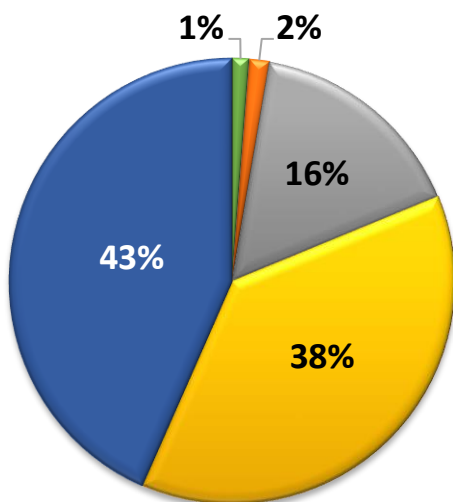
Staff treated me/us with respect.

74%	Strongly Agree
22%	Agree
3%	Mixed
0	Disagree
1%	Strongly Disagree



The services I/we received made a difference.

50%	Strongly Agree
35%	Agree
12%	Mixed
1%	Disagree
2%	Strongly Disagree



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

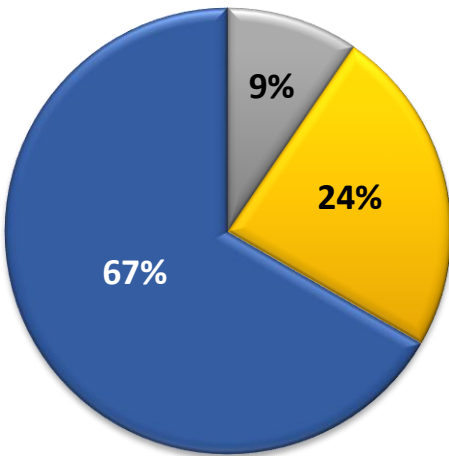
43%	Strongly Agree
38%	Agree
16%	Mixed
2%	Disagree
1%	Strongly Disagree

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

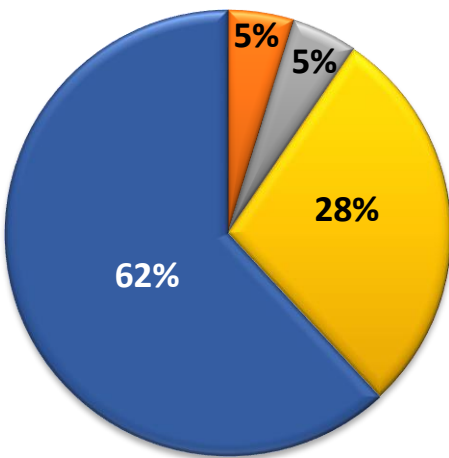
ADDICTION RECOVERY PROGRAM

21 Respondents / 98 Individuals **Response Rate: 21.4%**



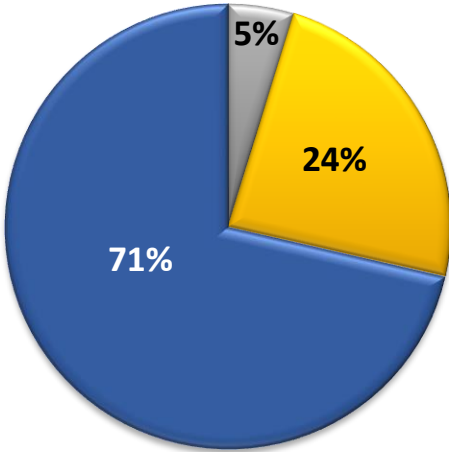
I/We received the services that were right for me/us.

67%	Strongly Agree
24%	Agree
9%	Mixed
0	Disagree
0	Strongly Disagree



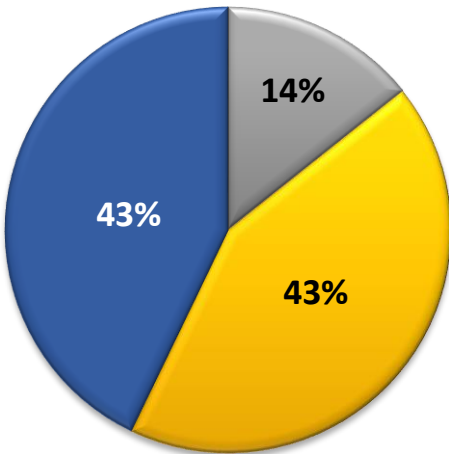
I/We received the services that I/we needed.

62%	Strongly Agree
28%	Agree
5%	Mixed
5%	Disagree
0	Strongly Disagree



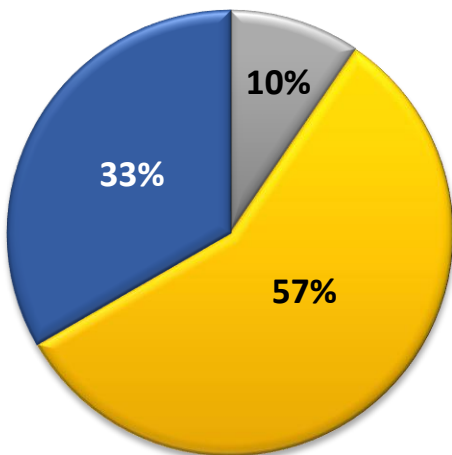
Staff treated me/us with respect.

71%	Strongly Agree
24%	Agree
5%	Mixed
0	Disagree
0	Strongly Disagree



The services I/we received made a difference.

43%	Strongly Agree
43%	Agree
14%	Mixed
0	Disagree
0	Strongly Disagree



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

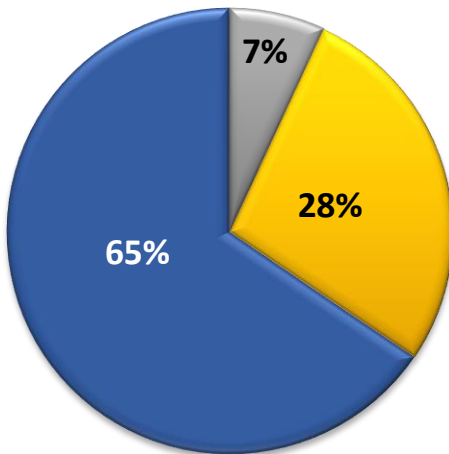
33%	Strongly Agree
57%	Agree
10%	Mixed
0	Disagree
0	Strongly Disagree

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

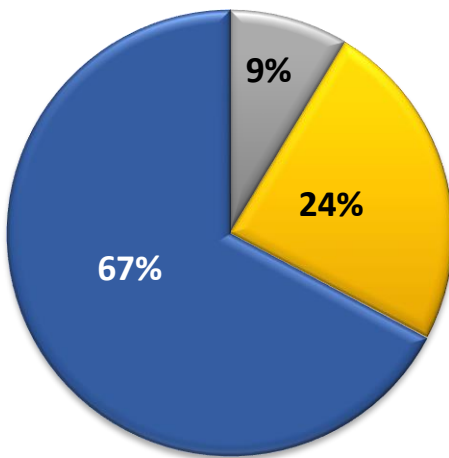
ADULT OUTPATIENT PROGRAM

58 Respondents / 231 Individuals **Response Rate: 25.1%**



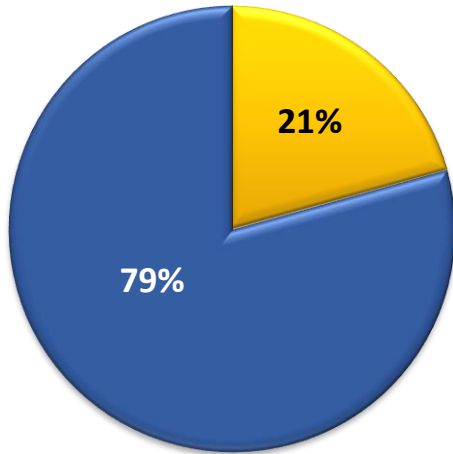
I/We received the services that were right for me/us.

65%	Strongly Agree
28%	Agree
7%	Mixed
0	Disagree
0	Strongly Disagree



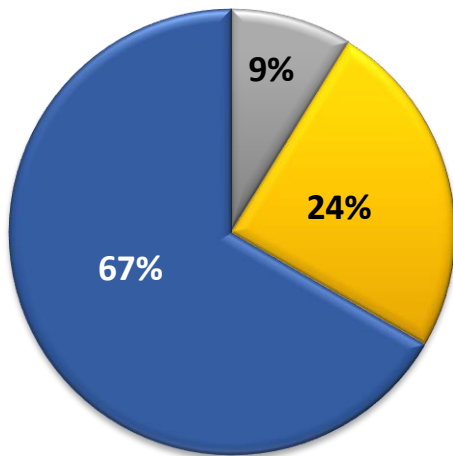
I/We received the services that I/we needed.

67%	Strongly Agree
24%	Agree
9%	Mixed
0	Disagree
0	Strongly Disagree



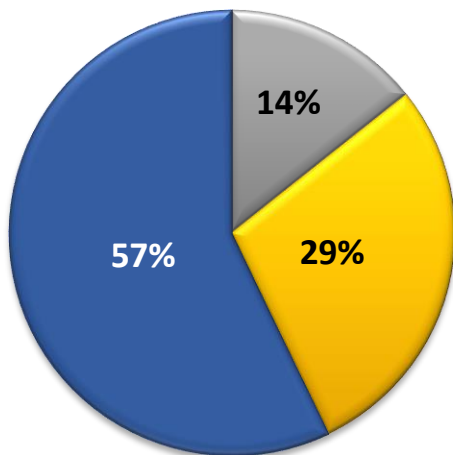
Staff treated me/us with respect.

79%	Strongly Agree
21%	Agree
0	Mixed
0	Disagree
0	Strongly Disagree



The services I/we received made a difference.

67%	Strongly Agree
35%	Agree
9%	Mixed
0	Disagree
0	Strongly Disagree



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

57%	Strongly Agree
29%	Agree
14%	Mixed
0	Disagree
0	Strongly Disagree

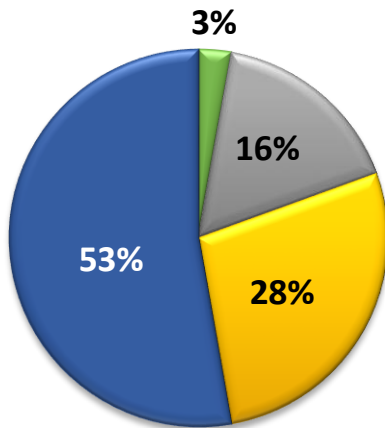
Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

COMMUNITY ASSOCIATES

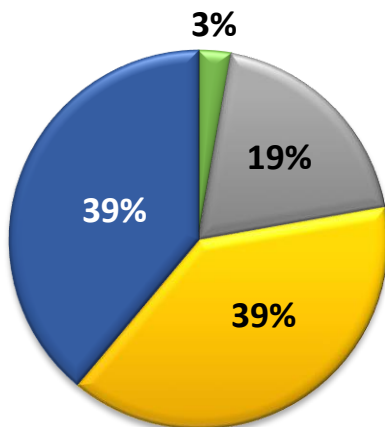
36 Respondents / 164 Individuals

Response Rate: 22%



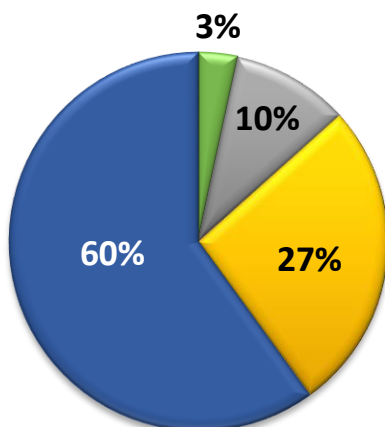
I/We received the services that were right for me/us.

53%	Strongly Agree
28%	Agree
16%	Mixed
0	Disagree
3%	Strongly Disagree



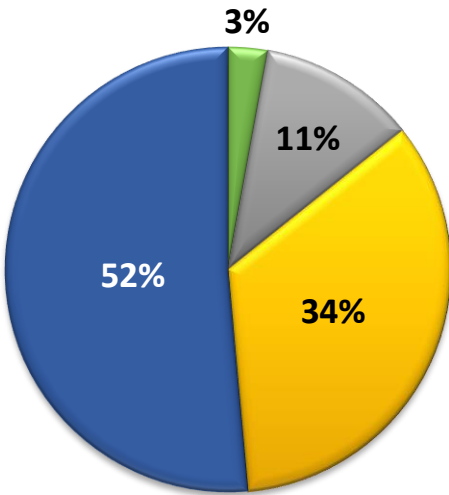
I/We received the services that I/we needed.

39%	Strongly Agree
39%	Agree
19%	Mixed
0	Disagree
3%	Strongly Disagree



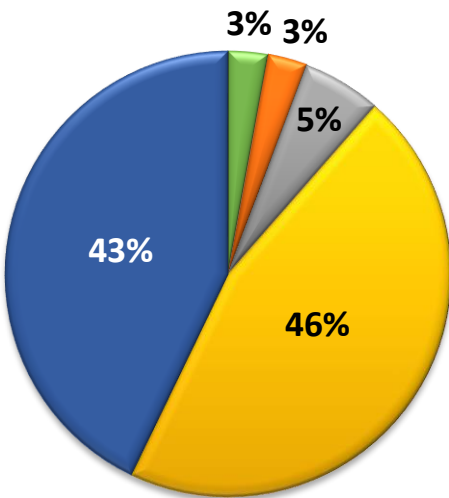
Community Associates only: I like where I live.

60%	Strongly Agree
27%	Agree
10%	Mixed
0	Disagree
3%	Strongly Disagree



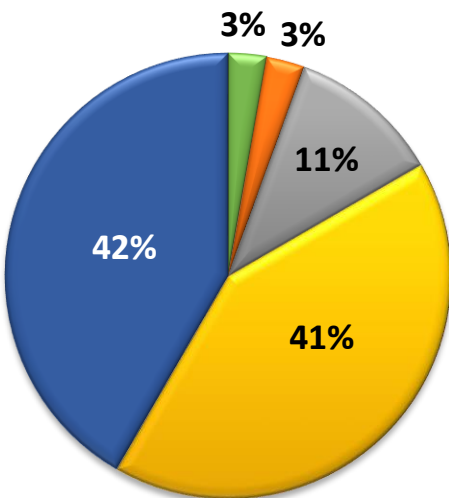
Staff treated me/us with respect.

52%	Strongly Agree
34%	Agree
11%	Mixed
0	Disagree
3%	Strongly Disagree



The services I/we received made a difference.

43%	Strongly Agree
46%	Agree
5%	Mixed
3%	Disagree
3%	Strongly Disagree



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

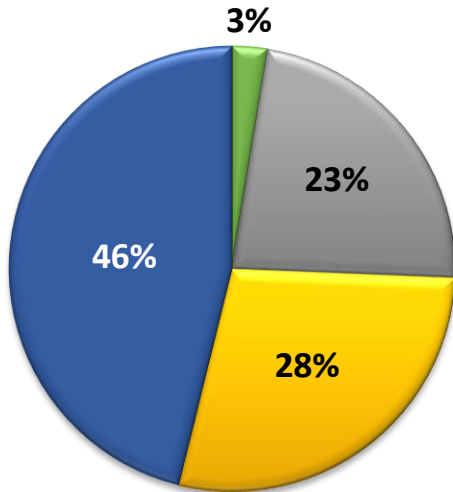
42%	Strongly Agree
41%	Agree
11%	Mixed
3%	Disagree
3%	Strongly Disagree

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

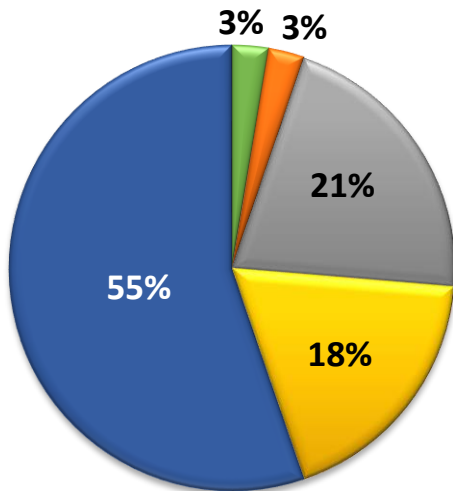
COMMUNITY REHABILITATION and TREATMENT

39 Respondents / 140 Individuals **Response Rate: 16%**



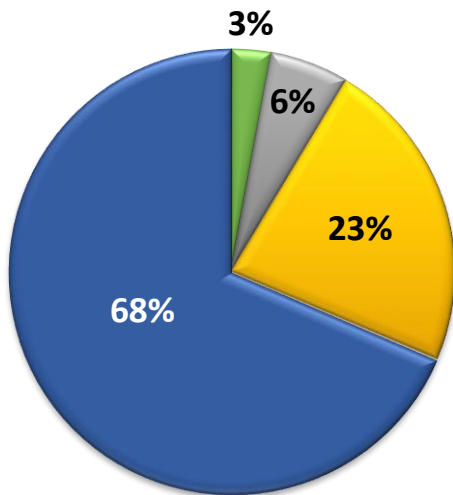
I/We received the services that were right for me/us.

46%	Strongly Agree
28%	Agree
23%	Mixed
0	Disagree
3%	Strongly Disagree



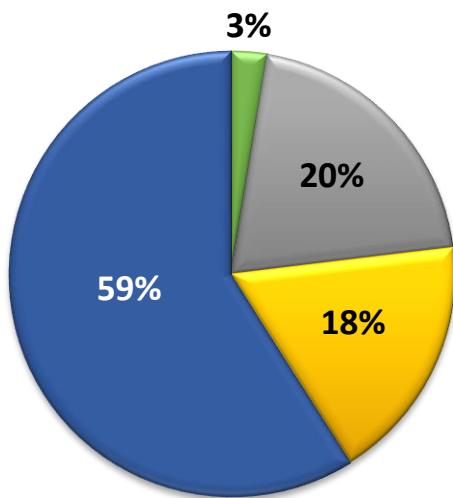
I/We received the services that I/we needed.

55%	Strongly Agree
18%	Agree
21%	Mixed
3%	Disagree
3%	Strongly Disagree



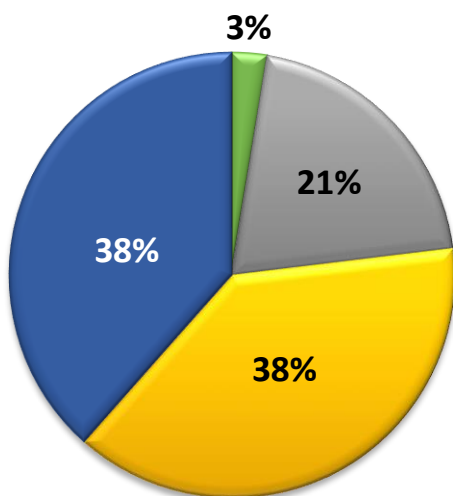
Staff treated me/us with respect.

68%	Strongly Agree
23%	Agree
6%	Mixed
0	Disagree
3%	Strongly Disagree



The services I/we received made a difference.

59%	Strongly Agree
18%	Agree
20%	Mixed
0	Disagree
3%	Strongly Disagree



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

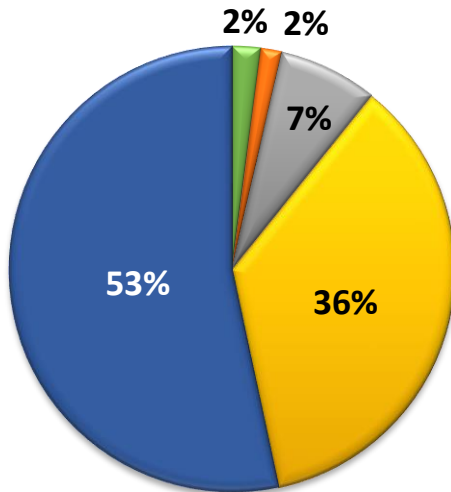
38%	Strongly Agree
38%	Agree
21%	Mixed
0	Disagree
3%	Strongly Disagree

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

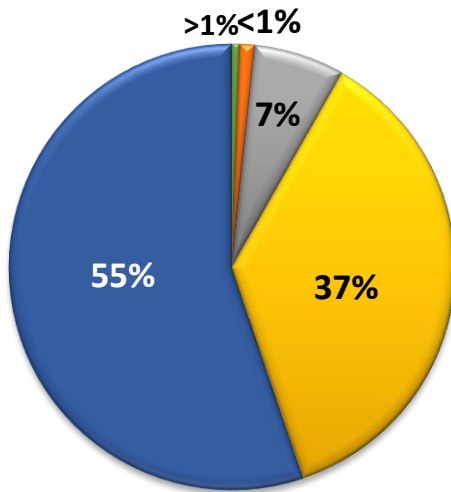
YOUTH and FAMILY: Integrated Family Services

195 Respondents / 436 Individuals **Response Rate: 44.7%**



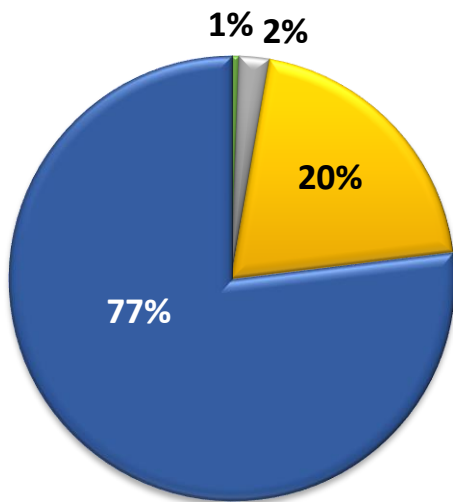
I/We received the services that were right for me/us.

53%	Strongly Agree
36%	Agree
7%	Mixed
2%	Disagree
2%	Strongly Disagree



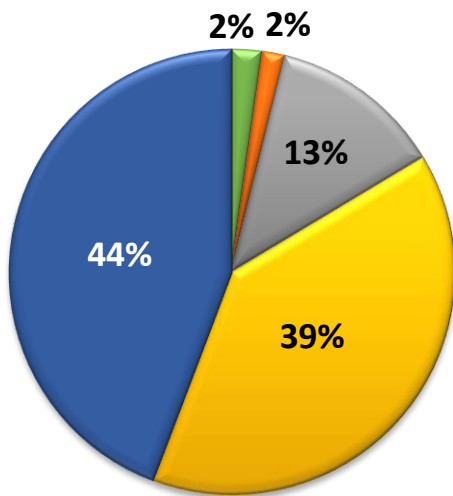
I/We received the services that I/we needed.

55%	Strongly Agree
37%	Agree
7%	Mixed
<1%	Disagree
>1%	Strongly Disagree



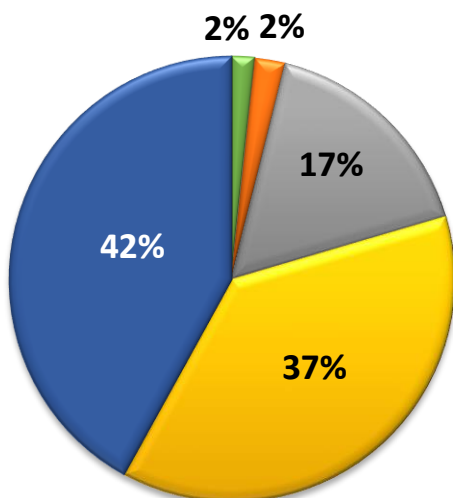
Staff treated me/us with respect.

77%	Strongly Agree
20%	Agree
2%	Mixed
0	Disagree
1%	Strongly Disagree



The services I/we received made a difference.

44%	Strongly Agree
39%	Agree
13%	Mixed
2%	Disagree
2%	Strongly Disagree



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

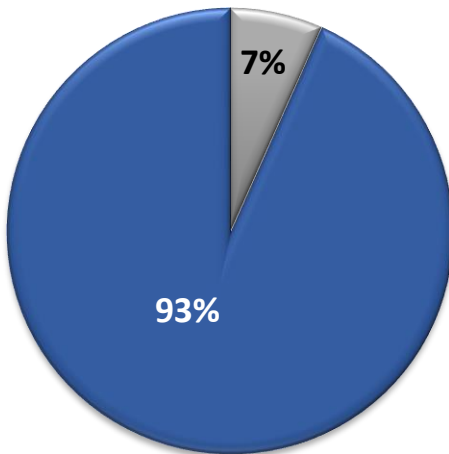
42%	Strongly Agree
37%	Agree
17%	Mixed
2%	Disagree
2%	Strongly Disagree

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FY18 Client/Consumer Satisfaction Survey Results

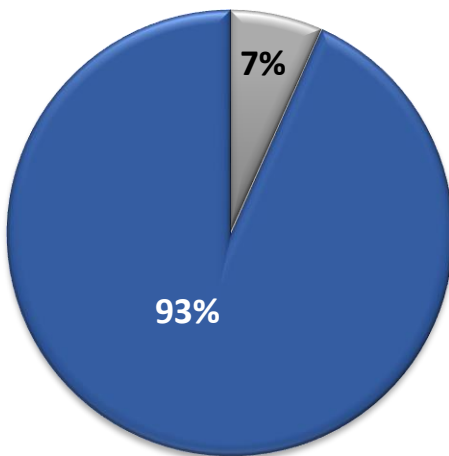
YOUTH and FAMILY: Intensive School Support

15 Respondents / 38 Individuals **Response Rate: 39.5%**



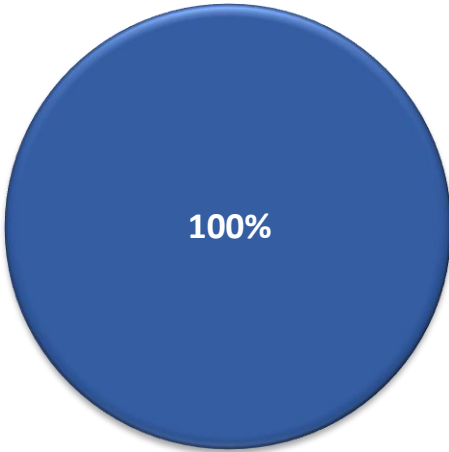
I/We received the services that were right for me/us.

93%	Strongly Agree
0	Agree
7%	Mixed
0	Disagree
0	Strongly Disagree



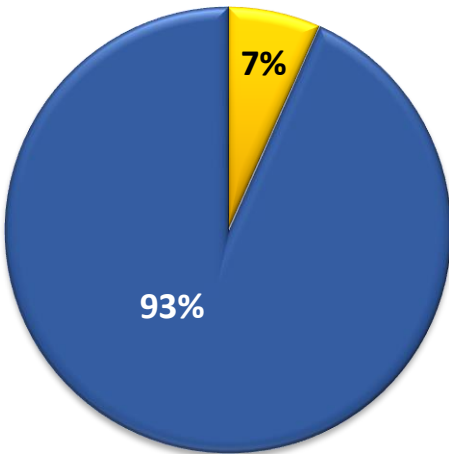
I/We received the services that I/we needed.

93%	Strongly Agree
0	Agree
7%	Mixed
0	Disagree
0	Strongly Disagree



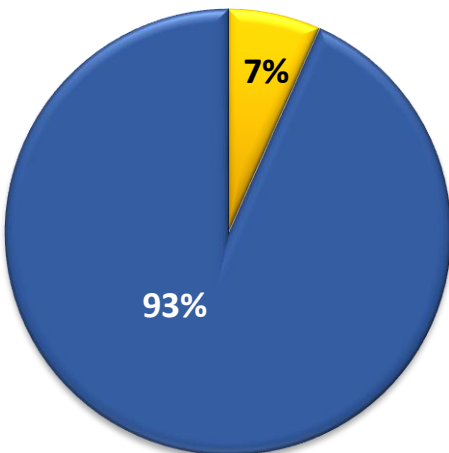
Staff treated me/us with respect.

100%	Strongly Agree
0	Agree
0	Mixed
0	Disagree
0	Strongly Disagree



The services I/we received made a difference.

93%	Strongly Agree
7%	Agree
0	Mixed
0	Disagree
0	Strongly Disagree



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

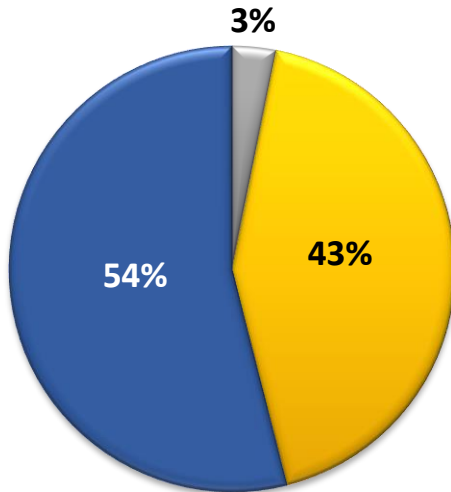
93%	Strongly Agree
7%	Agree
0	Mixed
0	Disagree
0	Strongly Disagree

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

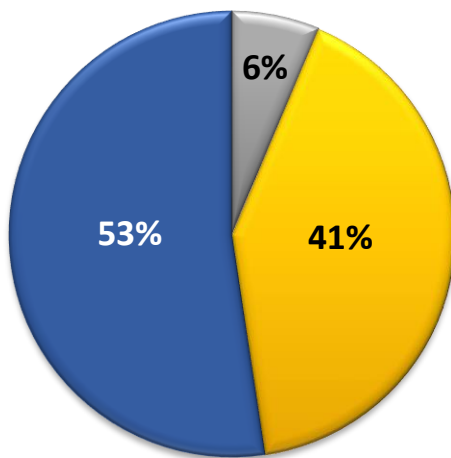
YOUTH and FAMILY: School Based Services

63 Respondents / 282 Individuals **Response Rate: 22.3%**



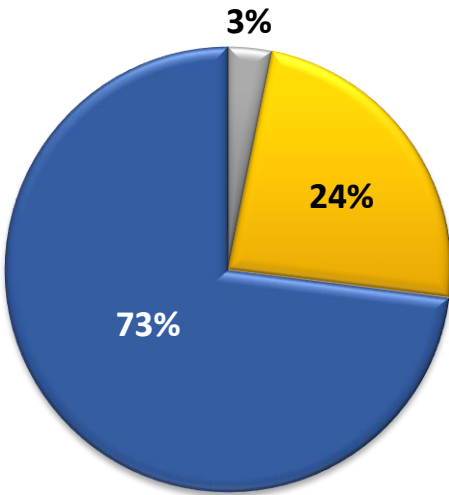
I/We received the services that were right for me/us.

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



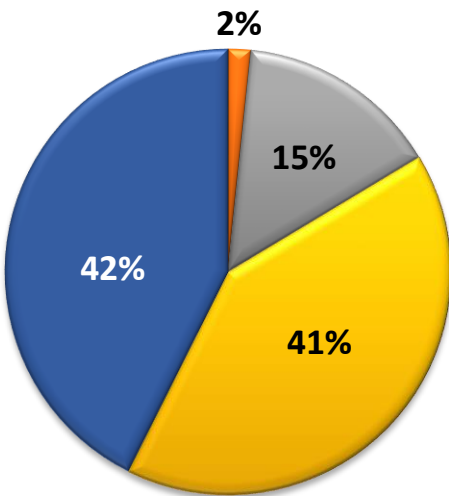
I/We received the services that I/we needed.

53%	Strongly Agree
41%	Agree
6%	Mixed
0	Disagree
0	Strongly Disagree



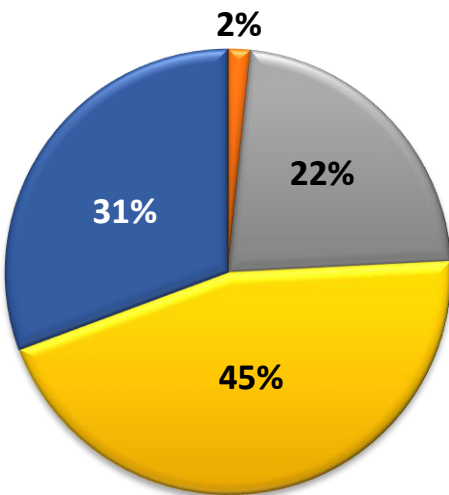
Staff treated me/us with respect.

73%	Strongly Agree
24%	Agree
3%	Mixed
0	Disagree
0	Strongly Disagree



The services I/we received made a difference.

42%	Strongly Agree
41%	Agree
15%	Mixed
2%	Disagree
0	Strongly Disagree



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

31%	Strongly Agree
45%	Agree
22%	Mixed
2%	Disagree
0	Strongly Disagree

Counseling Service of Addison County

FY18 Client/Consumer Satisfaction Survey Results

I would recommend this program to a friend or colleague.

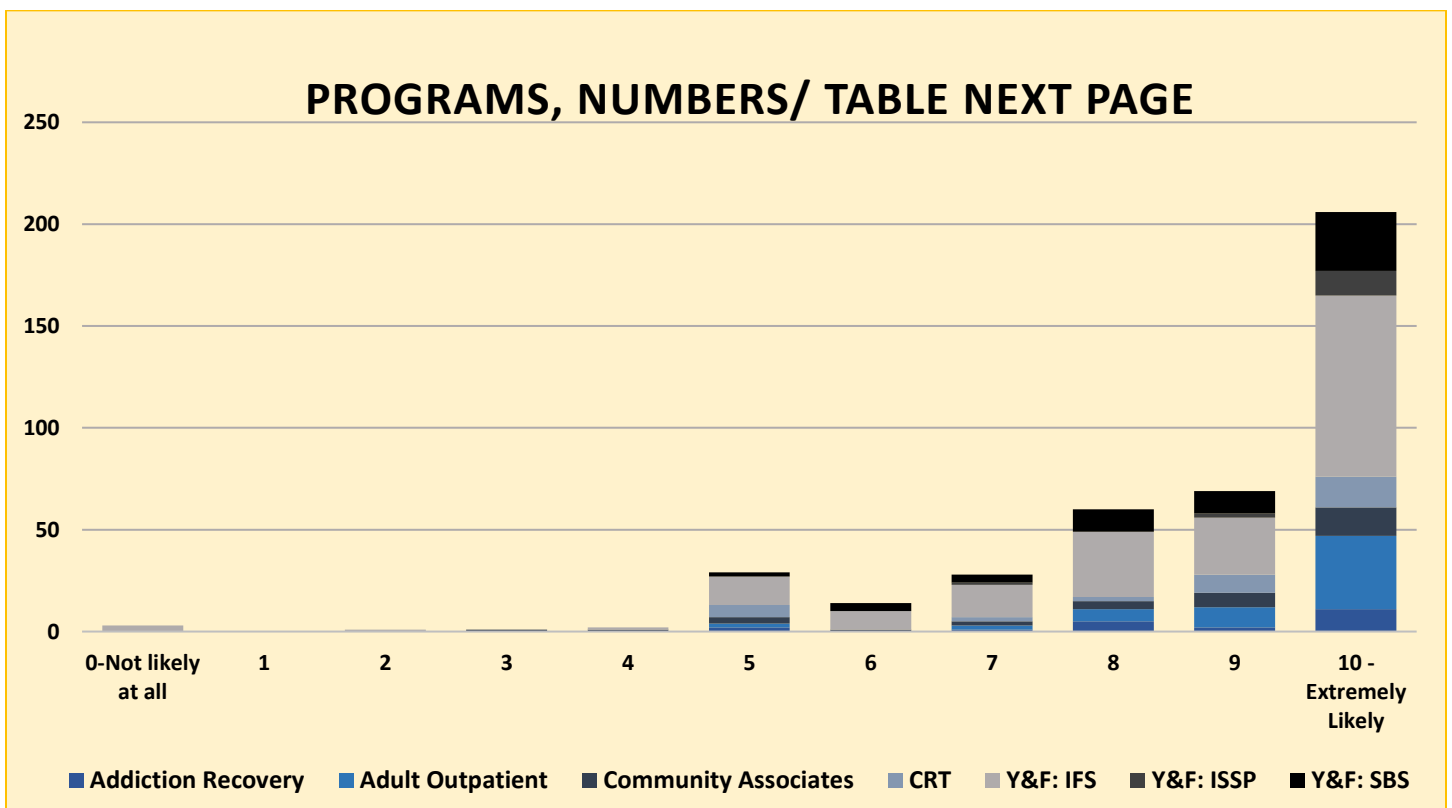
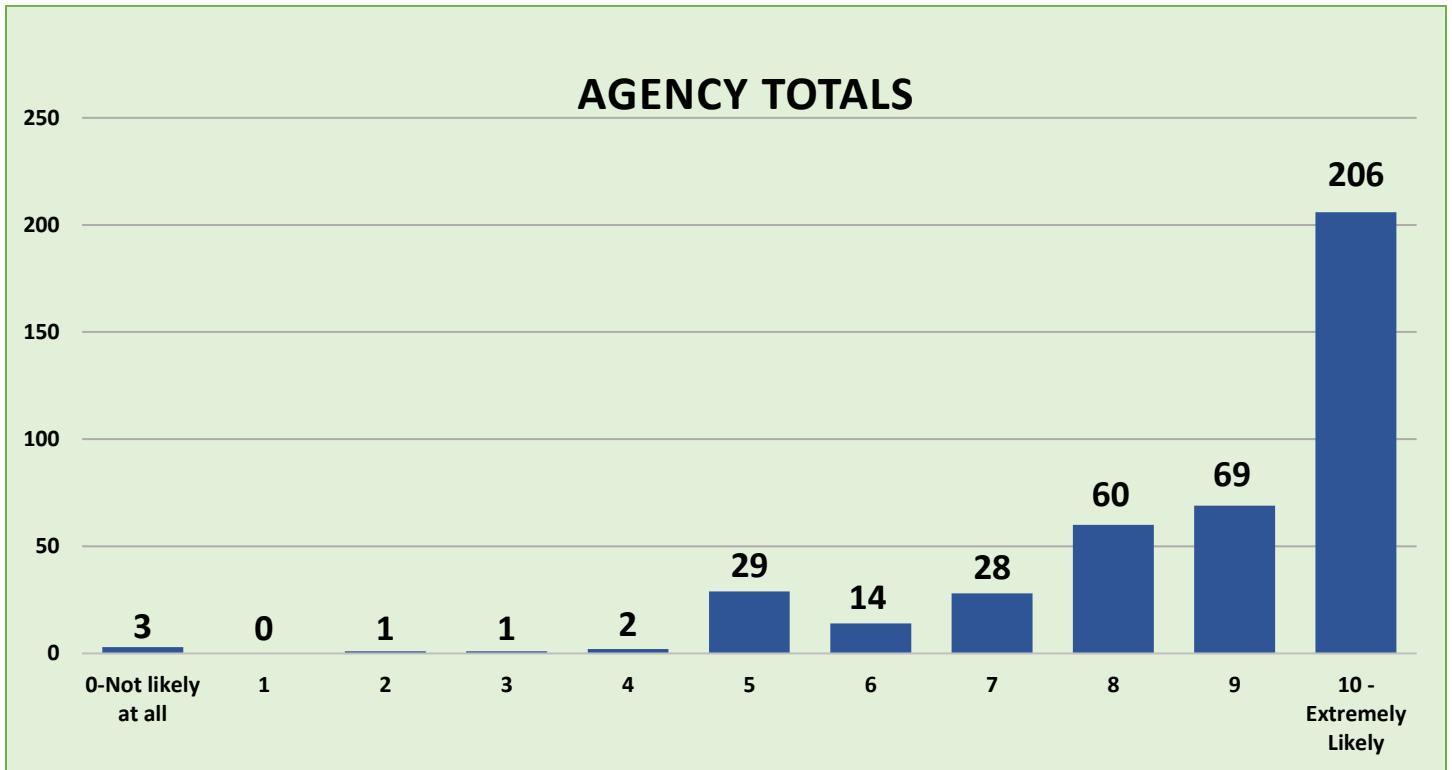


TABLE: I would recommend this program to a friend or colleague.
(Agency Total: 413 respondents)

	0 Not likely at all	1	2	3	4	5	6	7	8	9	10 Extremely Likely
Addiction Recovery Program						2		1	5	2	11
Adult Outpatient Program						2		2	6	10	36
Community Associates				1	1	3	1	2	4	7	14
Community Rehabilitation and Treatment						6		2	2	9	15
Y&F: Integrated Family Services	3		1		1	14	9	16	32	28	89
Y&F: Intensive School Support								1		2	12
Y&F: School Based Services						2	4	4	11	11	29