

## Consumer Satisfaction Survey FY04

### Results - Summarized by Service Type and Region

SERVICE TYPE:	MH	SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
		A	B	C	A	B	C	A	B	C	A	B	C	A	B	C	A	B	C
	<i>Region 1 (29 reporting groups)</i>	91%	99%	2122	87%	99	2101	90%	97	2043	90%	99	2054	81%	97%	2022	87%	96%	1928
	<i>Region 2 (34 reporting groups)</i>	89%	97%	3035	87%	99	2986	89%	97	2958	88%	99	2958	78%	97%	2920	86%	97%	2801
	<i>Region 3 (14 reporting groups)</i>	90%	98%	1768	86%	99	1737	90%	98	1737	89%	99	1712	75%	97%	1696	89%	98%	1606
	<i>Region 4 (22 reporting groups)</i>	89%	97%	1874	88%	99	1849	85%	93	1846	86%	98	1797	75%	96%	1795	86%	97%	1710
	<i>Region 5 (30 reporting groups)</i>	92%	98%	1948	88%	99	1926	90%	97	1879	89%	99	1911	81%	97%	1876	88%	97%	1815
	<i>MH (129 reporting groups)</i>	90%	98%	10747	87%	99%	10599	89%	96%	10463	88%	99%	10432	78%	97%	10309	87%	97%	9860

*Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.*

Reporting group (RG) was defined as a group of MH or SA services offered by an individual agency. If the same agency provided both MH and SA services, these programs were grouped into separate RG. Similarly, if the agency provided services at more than one geographically distant locations, these were treated as separate

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### Results - Summarized by Service Type and Region

SERVICE TYPE:	SA	SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
		A	B	C	A	B	C	A	B	C	A	B	C	A	B	C	A	B	C
	<i>Region 1 (10 reporting groups)</i>	86%	95%	1587	80%	98	1501	87%	96	1550	86%	98	1570	84%	97%	1553	85%	95%	1548
	<i>Region 2 (13 reporting groups)</i>	88%	98%	1247	81%	98	1223	89%	98	1230	87%	99	1231	84%	98%	1194	86%	97%	1172
	<i>Region 3 (11 reporting groups)</i>	91%	98%	1393	85%	99	1374	90%	98	1387	91%	99	1386	87%	99%	1354	89%	99%	1343
	<i>Region 4 (20 reporting groups)</i>	85%	98%	3417	79%	98	3346	86%	95	3369	84%	98	3382	83%	98%	3306	85%	98%	3277
	<i>Region 5 (9 reporting groups)</i>	87%	98%	786	78%	97	752	89%	98	771	88%	99	775	85%	98%	774	88%	98%	751
	<i>SA (63 reporting groups)</i>	87%	97%	8430	81%	98%	8196	88%	97%	8307	86%	98%	8344	84%	98%	8181	86%	97%	8091

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