

Client Experience Surveys 2016-2017 Year End Report - CMHA BHN & HOPE -combined (Agency Wide)

TOTALS	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Results (%)	Rate of Return
Satisfaction	percentage of individuals who responded positively to the question regarding overall satisfaction.	Overall I was satisfied with the services I received	Year-End (April 1st to March 10th)	Client	368/377 strongly agree to strongly agree	97.6% satisfied	About 33% *
Involvement in Care	percentage of individuals who responded positively to the question regarding involvement in decisions about care.	I was given the opportunity to be involved as much as I wanted to be in decisions about my treatment, services, and supports	Year-End (April 1st to March 10th)	Client	363/377 strongly agree to strongly agree	96.3% satisfied with involvement	About 33% *

** Does not include Alternatives, Housing tenants (Brant) and Employment Supports (Brant)*

Client Experience Surveys 2016-2017 Year End report - CMHA Brant Site

HOUSING	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Results (%)	Rate of Return
<i>Housing surveys for BRANT are gathered via Case Management services and not housing specific.</i>							
ALL PROGRAMS	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Results (%)	Rate of Return
Satisfaction	percentage of individuals who responded positively to the question regarding overall satisfaction.	Overall I was satisfied with the services I received	Year-End (April 1st to March 10th)	Client	100/103 strongly agree to strongly agree	97% satisfied	About 33%
Involvement in Care	percentage of individuals who responded positively to the question regarding involvement in decisions about care.	I was given the opportunity to be involved as much as I wanted to be in decisions about my treatment, services, and supports	Year-End (April 1st to March 10th)	Client	101/103 strongly agree to strongly agree	98% satisfied with involvement in care	About 33%

Client Experience Surveys 2016-2017 Year End report - HOPE

ALL PROGRAMS	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Final Results (%)	Rate of Return
Satisfaction	percentage of individuals who responded positively to the question regarding overall satisfaction.	Overall I was satisfied with the services I received	Year-End (April 1st to March 31st)	Client	60/63 strongly agree to strongly agree	95% satisfied	About 50%
Involvement in Care	percentage of individuals who responded positively to the question regarding involvement in decisions about care.	I was given the opportunity to be involved as much as I wanted to be in decisions about my treatment, services, and supports	Year-End (April 1st to March 31st)	Client	54/63 strongly agree to strongly agree	86% satisfied with involvement in care	About 50%

Client Experience Surveys 2016-2017 Year End report - CMHA HN Site

CSP	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Results (%)	Rate of Return
Satisfaction	percentage of individuals who responded positively to the question regarding overall satisfaction.	Overall I was satisfied with the services I received	Year-End (April 1st to March 10th)	Client	81/82 strongly agree to strongly agree	99.00%	about 32%
Involvement in Care	percentage of individuals who responded positively to the question regarding involvement in decisions about care.	I was given the opportunity to be involved as much as I wanted to be in decisions about my treatment, services, and supports	Year-End (April 1st to March 10th)	Client	78/82 strongly agree to strongly agree	98.50%	about 32%
HOUSING	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Results (%)	Rate of Return
Satisfaction	percentage of individuals who responded positively to the question regarding overall satisfaction.	Overall I was satisfied with the services I received	Year-End (April 1st to March 10th)	Client	47/47 strongly agree to strongly agree	100% satisfied	About 50%
Involvement in Care	percentage of individuals who responded positively to the question regarding involvement in decisions about care.	I was given the opportunity to be involved as much as I wanted to be in decisions about my treatment, services, and supports	Year-End (April 1st to March 10th)	Client	47/47 strongly agree to strongly agree	100% satisfied with involvement in care	About 50%
CSB	Measure	Survey Question	Reporting Period	Data Source	Denominator - Total # of respondents	Results (%)	Rate of Return
Satisfaction	percentage of individuals who responded positively to the question regarding overall satisfaction.	Overall I was satisfied with the services I received	Year-End (April 1st to March 10th)	Client	134/137 strongly agree to strongly agree	98% satisfied	About 62%
Involvement in Care	percentage of individuals who responded positively to the question regarding involvement in decisions about care.	I was given the opportunity to be involved as much as I wanted to be in decisions about my treatment, services, and supports	Year-End (April 1st to March 10th)	Client	122/137 strongly agree to strongly agree	89% satisfied with involvement in care	About 62%