

# *The Gooden Center*

## **Client Satisfaction Survey Results for All Four Quarters of 2008**

Prepared By



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### *Client Satisfaction Survey Analysis*

This report provides mean scores and interpretation of mean scores among the nine domains comprising the satisfaction survey. The satisfaction survey was administered to **The Gooden Center** clients that had entered into the program in one of the following four quarters: January through March 2008 (Q1-2008); April through June 2008 (Q2-2008); July through September 2008 (Q3-2008); and October through December of 2008 (Q4-2008). The nine domains comprising the satisfaction survey are *Administration, Community, Counseling, Environment, Family, Food, Program Services, Staff, and Overall Satisfaction*. For each of the domains that had at least two statements, a *grand mean*<sup>1</sup> was calculated to produce a mean score for the domain. For the quarter with the highest mean score among the four quarters in each of statement within a domain, the cell containing the highest mean is shaded gray and the type is in **bold**. Additionally, at the end of the report, an analysis of client responses to the question “*Would you recommend The Gooden Center for a friend or loved one?*” is presented.

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<sup>1</sup> Grand mean scores are only calculated for those clients answering each of the statements in the domain.

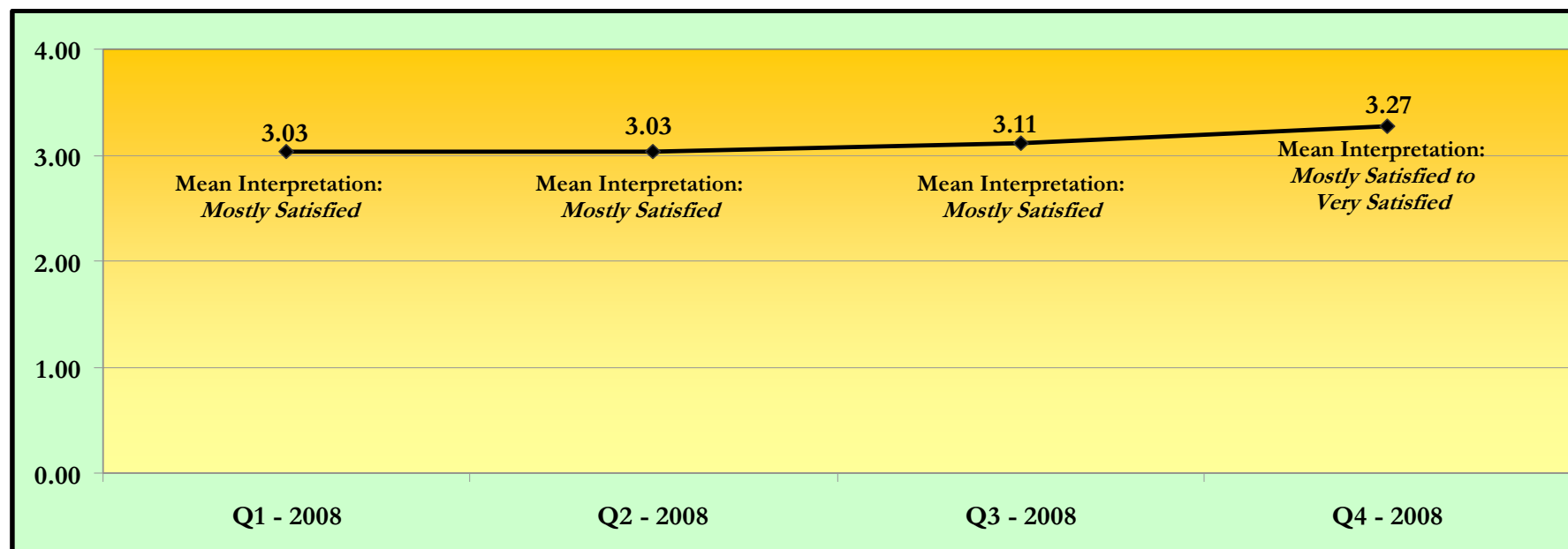
## Administration

Mean scores in Table 1 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 1: Administration Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Office procedures	15	2.72	32	2.91	33	3.00	15	3.20
Handling and accuracy of records	18	3.33	29	3.14	29	3.10	13	3.38



*Figure 1: Administration Grand Mean Scores*

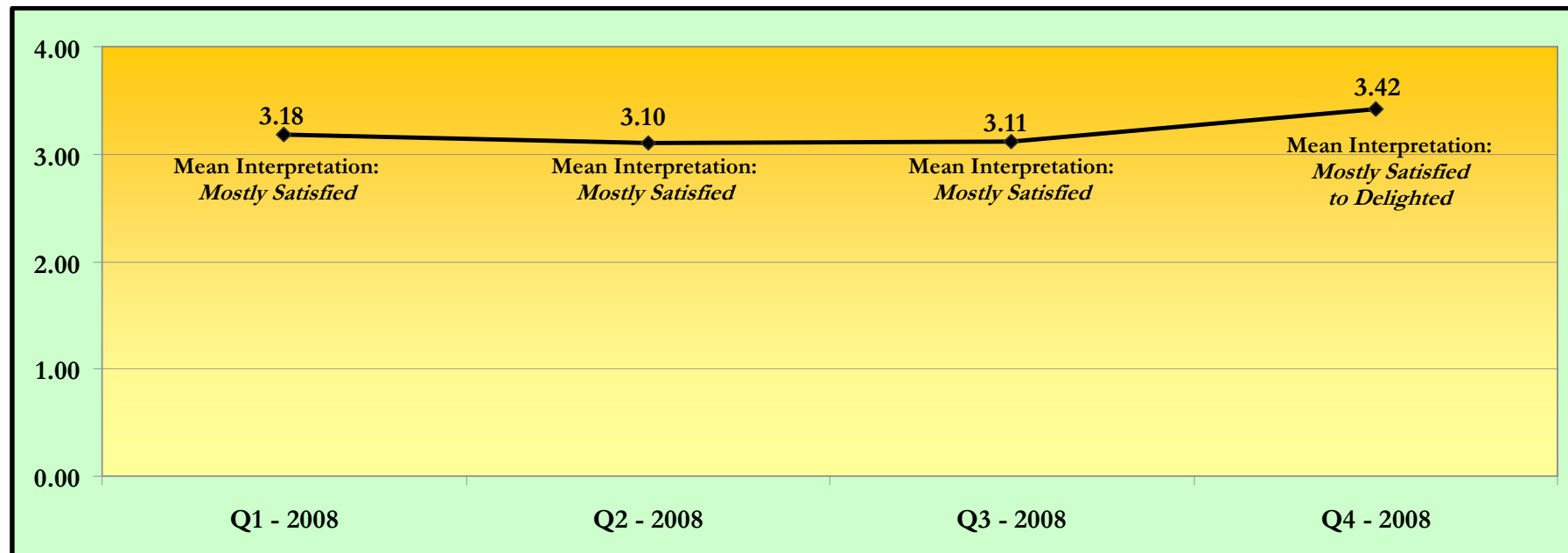
## Community

Mean scores in Table 2 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 2: Community Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Usefulness of referrals to other counselors, doctors, etc.	14	2.79	27	2.89	31	3.16	14	3.43
Help received from peers in the program	17	3.65	31	3.29	30	3.17	13	3.69
Help received from BGH alumni	17	3.12	29	3.14	30	3.03	13	3.15



*Figure 2: Community Grand Mean Scores*

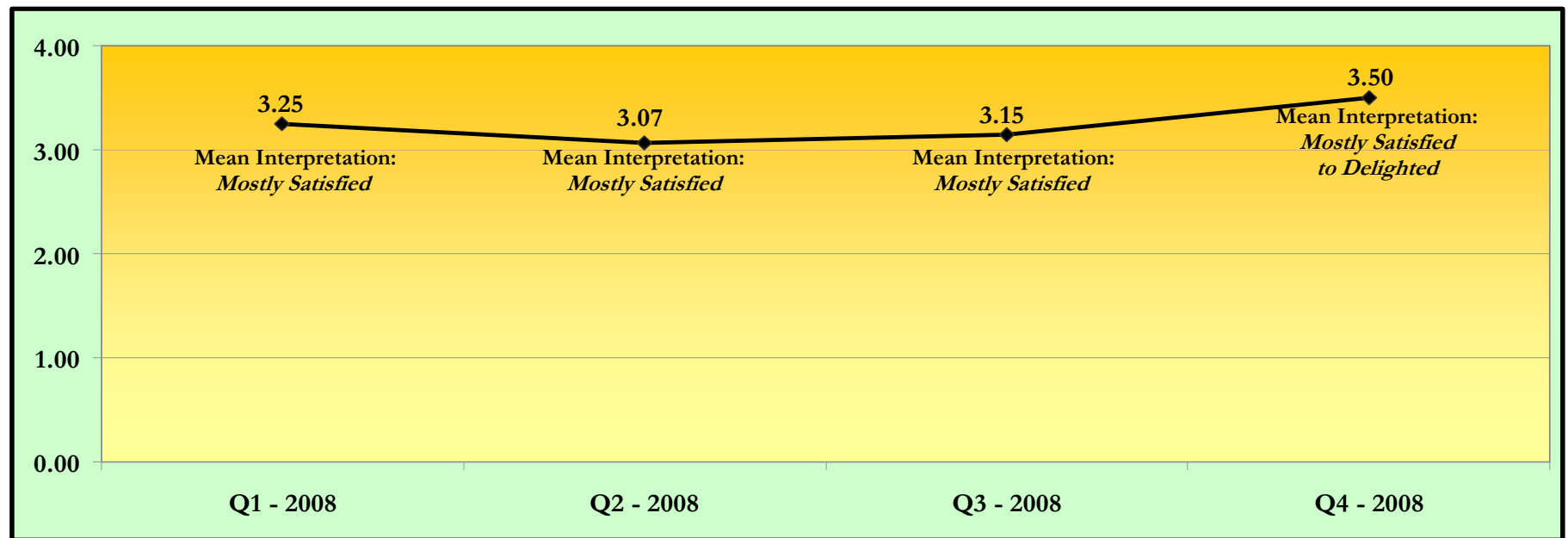
## Counseling

Mean scores in Table 3 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 3: Counseling Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Opportunity to choose what staff to see	17	3.18	32	2.69	34	3.12	15	3.20
Help in receiving outside services	15	3.07	28	3.32	31	3.19	14	3.64
Suggestions on what to do after discharge	18	3.39	29	3.10	30	3.10	15	3.47
Personal involvement with counselor in developing treatment plan	18	3.28	31	3.16	30	3.17	15	3.67



**Figure 3: Counseling Grand Mean Scores**

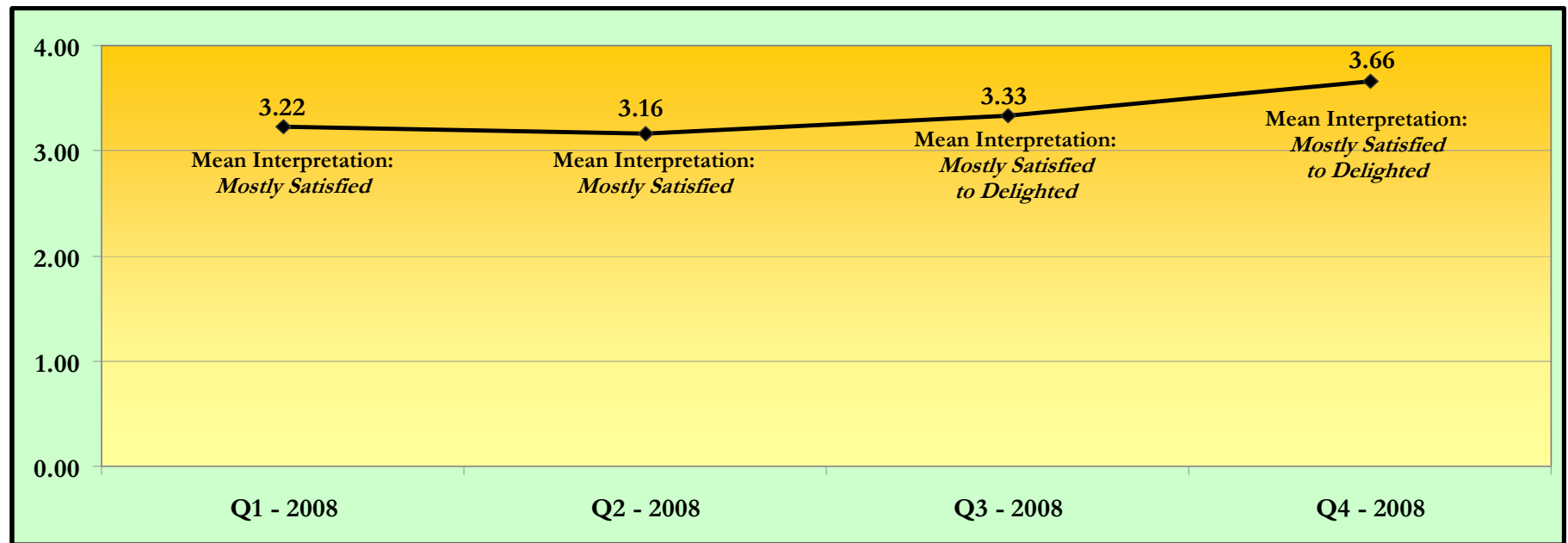
## Environment

Mean scores in Table 4 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 4: Environment Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Location and access to services	18	3.06	32	3.28	33	3.06	14	3.50
Appearance and layout of facility and grounds	18	3.22	32	3.03	34	3.29	15	3.67
Cleanliness and comfort of facility	18	3.22	32	3.22	34	3.35	14	3.64
Safety of the program's environment (how "at home" clients felt)	18	3.39	31	3.16	31	3.42	15	3.73



*Figure 4: Environment Grand Mean Scores*

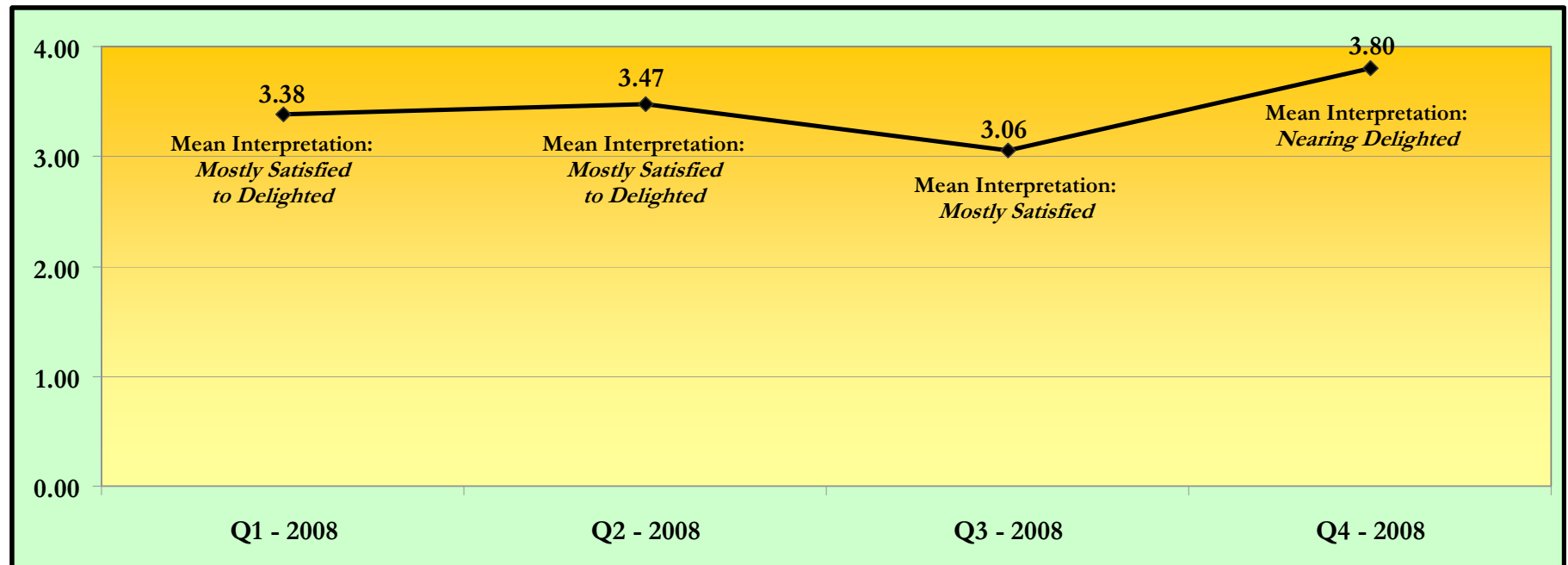
## Family

Mean scores in Table 5 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 5: Family**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
How family, significant others, or others were encouraged to participate in clients' recovery process	16	3.38	30	3.47	32	3.06	15	3.80



*Figure 5: Family Mean Scores*

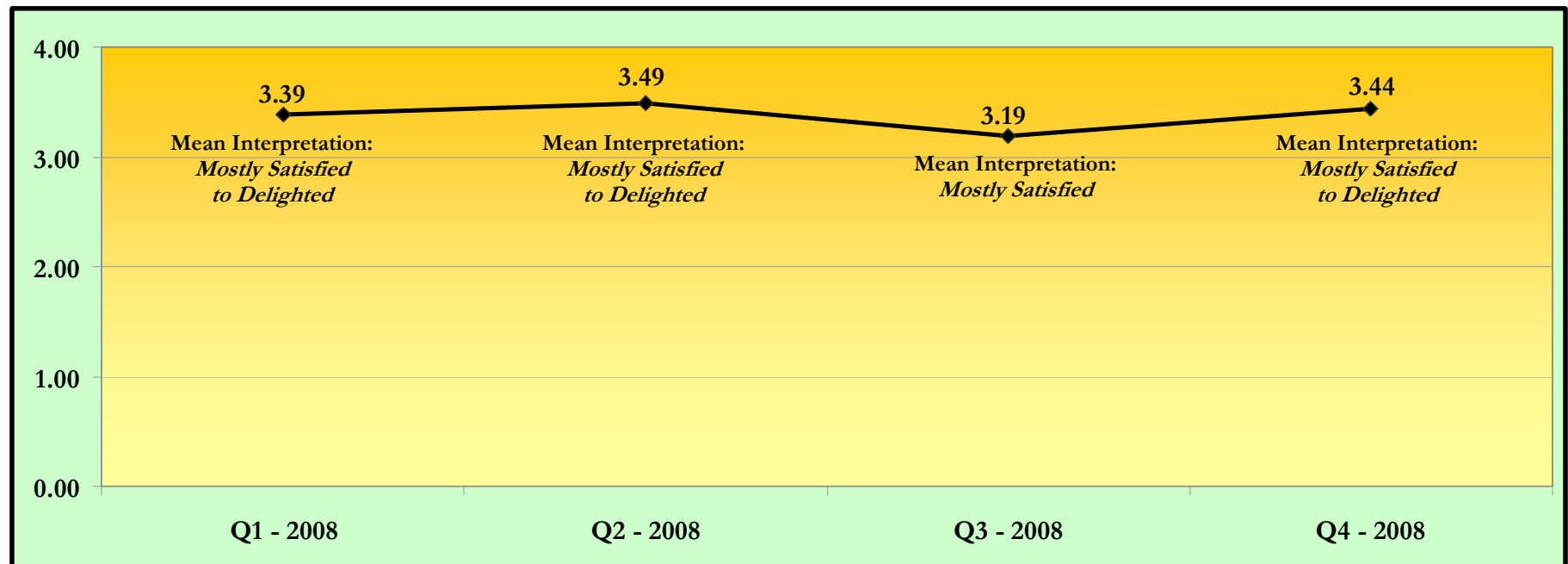
## Food

Mean scores in Table 6 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 6: Food Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Quality of food	18	3.44	31	3.61	29	3.24	13	3.46
Variety of food	18	3.06	31	3.16	29	2.86	13	3.08
Quantity of food	18	3.67	31	3.71	30	3.47	13	3.77



*Figure 6: Food Grand Mean Scores*

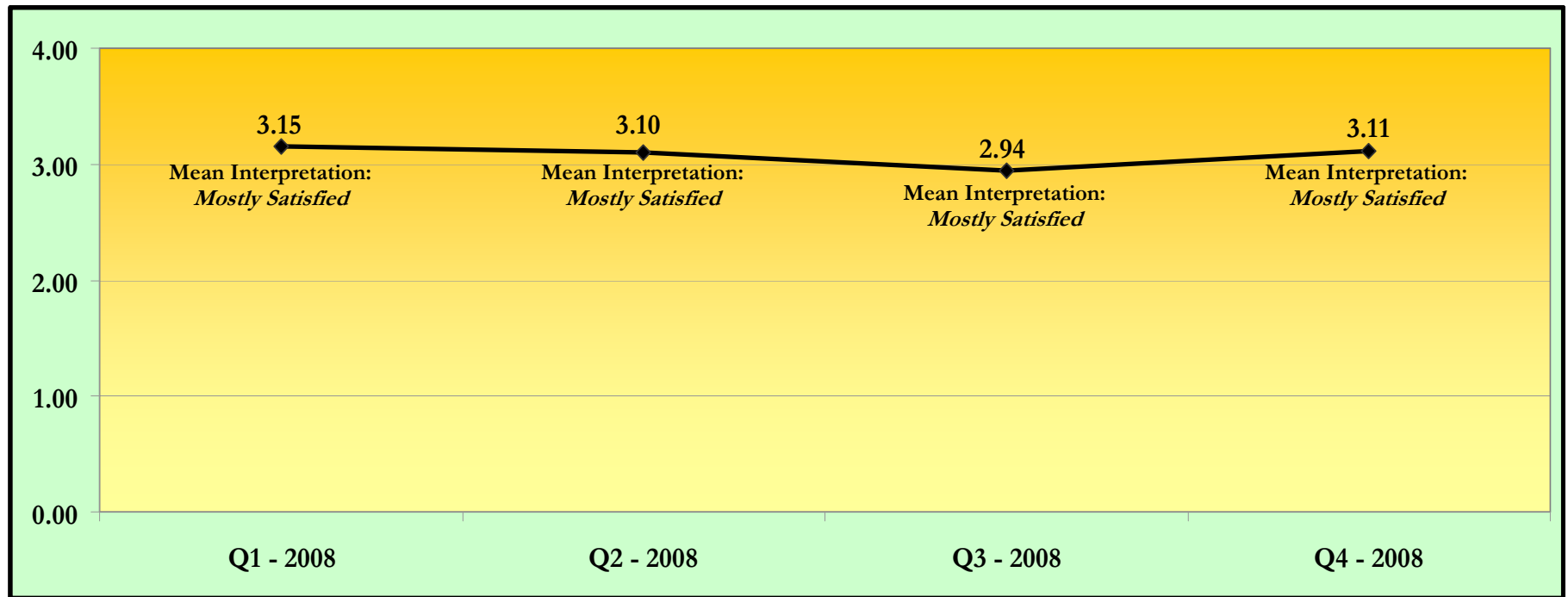
## Program Services

Mean scores in Table 7 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 7: Program Services Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Help with finding a job	11	3.00	22	2.82	26	2.27	9	2.44
Help with financial problems	14	3.21	24	2.75	31	2.84	10	2.80
Help with legal problems	11	2.82	22	2.95	25	3.08	7	2.86
Effects of services in helping with sobriety	17	3.71	31	3.71	34	3.44	14	3.79
Overall amount of help received	18	3.78	32	3.44	34	3.41	15	3.67
Effectiveness of process groups	17	3.59	32	3.50	34	3.29	15	3.73
Effectiveness of educational groups	18	3.28	32	3.19	34	3.00	15	3.40
Effectiveness of <i>Urban Adventure</i>	15	2.87	32	2.63	30	2.73	15	3.27
Effectiveness of physical fitness groups	15	2.73	32	3.13	33	2.94	15	3.00
Effectiveness of spirituality groups	18	3.67	32	3.44	33	2.94	15	3.47
Helped received in managing medications	13	3.15	25	3.40	23	3.13	10	3.20
Communications between program staff and other service providers	14	2.86	29	2.90	28	3.07	15	3.13



*Figure 7: Program Services Grand Mean Scores*

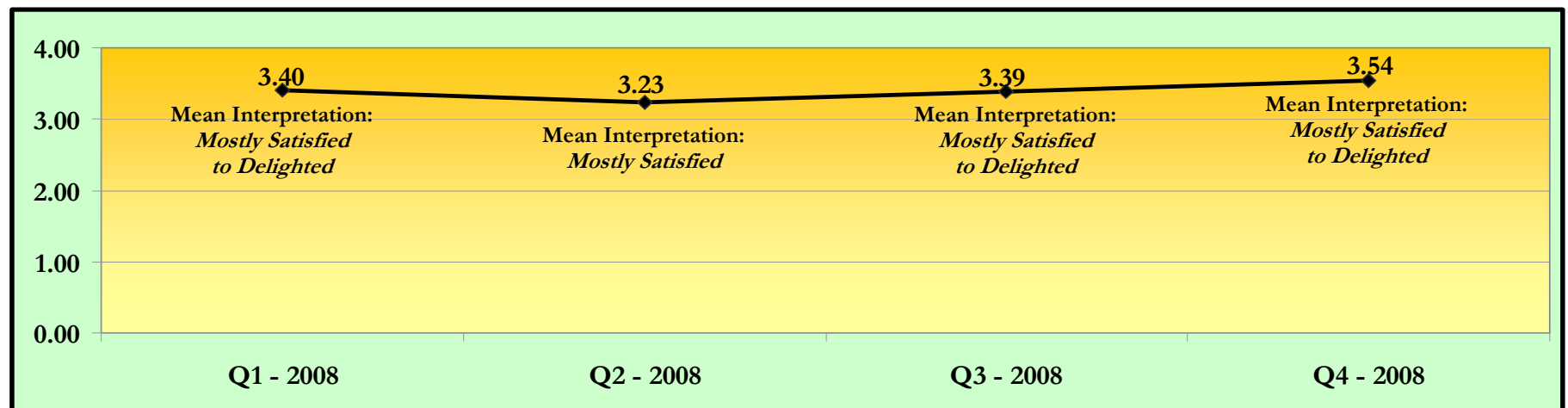
## Staff

Mean scores in Table 8 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 8: Staff Mean Scores**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Ability of staff to listen and understand problems	18	3.61	32	3.41	33	3.58	15	3.60
Personal manner, involvement, and caring of staff	18	3.50	32	3.28	34	3.35	15	3.73
Confidentiality and respect for your rights as an individual	18	3.39	31	3.55	34	3.44	14	3.79
Response of staff to your urgent needs during the day	17	3.35	29	3.00	30	3.37	15	3.40
Response of staff to your urgent needs in the evening or night	18	3.11	31	3.00	30	3.20	15	3.40
Willingness of staff to see you as often as you feel it necessary	18	3.44	31	3.00	31	3.42	15	3.47



*Figure 8: Staff Grand Mean Scores*

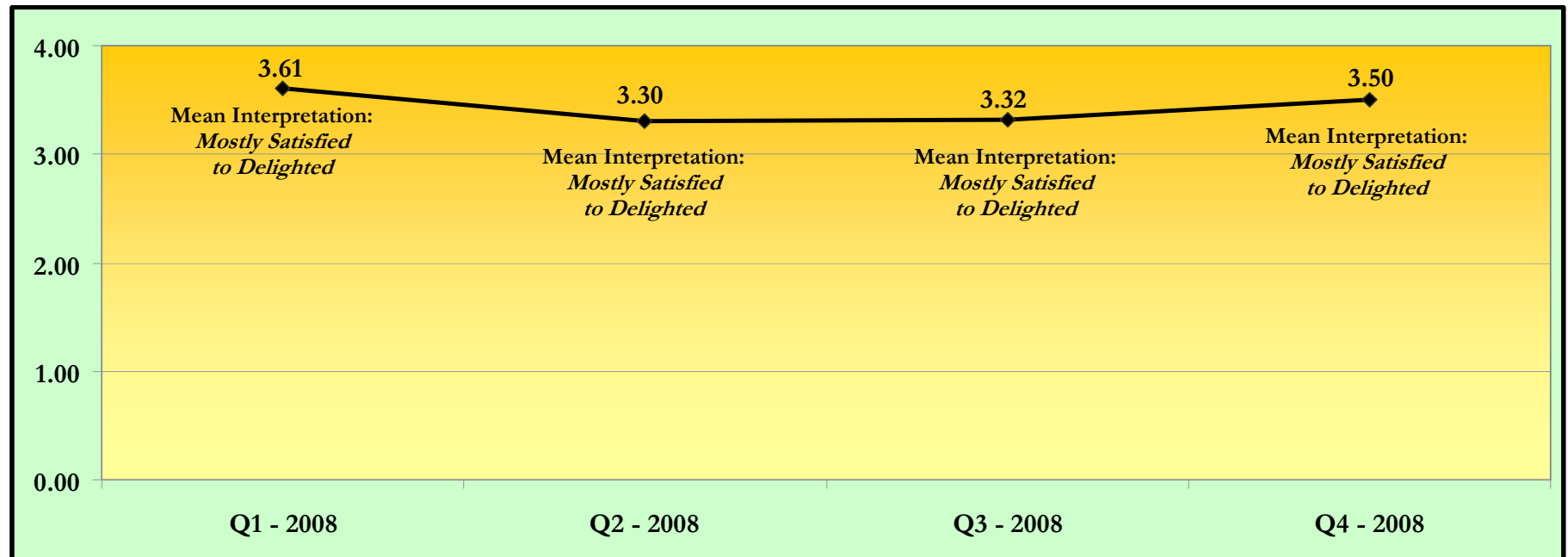
## Overall Satisfaction

Mean scores in Table 9 are based on the following scale:

*0 = Terrible; 1 = Mostly Dissatisfied; 2 = Mixed; 3 = Mostly Satisfied; and 4 = Delighted*

**Table 9: Overall Satisfaction**

Statement	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q4-2008
Overall sense of satisfaction with the services	18	3.61	30	3.30	31	3.32	14	3.50



*Figure 9: Overall Satisfaction Mean Scores*

## Top Mean Scores on the Satisfaction Survey

This section of the report, which is presented in Table 10, presents findings relative to top mean scores attained among the four quarters for each of the domains and statements comprising the satisfaction survey.

**Table 10: Top Mean Scores**

Domains and Statements	Quarter of Top Mean Score
<b>Administration</b>	
Office procedures.....	Q4 - 2008
Handling and accuracy of records.....	Q4 - 2008
<b>Grand Mean Score for Administration</b>	Q4 - 2008
<b>Community</b>	
Usefulness of referrals to other counselors, doctors, etc.....	Q4 - 2008
Help received from peers in the program.....	Q4 - 2008
Help received from BGH alumni.....	Q4 - 2008
<b>Grand Mean Score for Community</b>	Q4 - 2008
<b>Counseling</b>	
Opportunity to choose what staff to see.....	Q4 - 2008
Help in receiving outside services.....	Q4 - 2008
Suggestions on what to do after discharge.....	Q4 - 2008
Personal involvement with counselor in developing treatment plan.....	Q4 - 2008
<b>Grand Mean Score for Counseling</b>	Q4 - 2008

**Table 10: Top Mean Scores continued**

Domains and Statements	Quarter of Top Mean Score
<b>Environment</b>	
Location and access to services.....	Q4 - 2008
Appearance and layout of facility and grounds.....	Q4 - 2008
Cleanliness and comfort of facility.....	Q4 - 2008
Safety of the program’s environment (how “at home” clients felt).....	Q4 - 2008
<b>Grand Mean Score for Environment</b>	Q4 - 2008
<b>Family</b>	
How family, significant others, or others were encouraged to participate in clients’ recovery process ...	Q4 - 2008
<b>Food</b>	
Quality of food.....	Q2 - 2008
Variety of food.....	Q2 - 2008
Quantity of food.....	Q4 - 2008
<b>Grand Mean Score for Food</b>	Q2 - 2008

**Table 10: Top Mean Scores continued**

Domains and Statements	Quarter of Top Mean Score
<b>Program Services</b>	
Help with finding a job.....	Q1 - 2008
Help with financial problems.....	Q1 - 2008
Help with legal problems.....	Q3 - 2008
Effects of services in helping with sobriety.....	Q4 - 2008
Overall amount of help received.....	Q1 - 2008
Effectiveness of process groups.....	Q4 - 2008
Effectiveness of educational groups.....	Q4 - 2008
Effectiveness of <i>Urban Adventure</i> .....	Q4 - 2008
Effectiveness of physical fitness groups.....	Q2 - 2008
Effectiveness of spirituality groups.....	Q1 - 2008
Helped received in managing medications.....	Q2 - 2008
Communications between program staff and other service providers.....	Q4 - 2008
<b>Grand Mean Score for Program Services</b>	Q1 - 2008
<b>Staff</b>	
Ability of staff to listen and understand problems.....	Q1 - 2008
Personal manner, involvement, and caring of staff.....	Q4 - 2008
Confidentiality and respect for your rights as an individual.....	Q4 - 2008
Response of staff to your urgent needs during the day.....	Q4 - 2008
Response of staff to your urgent needs in the evening or night.....	Q4 - 2008
Willingness of staff to see you as often as you feel it necessary.....	Q4 - 2008
<b>Grand Mean Score for Staff</b>	Q4 - 2008
<b>Overall Satisfaction</b>	
Overall sense of satisfaction with the services.....	Q1 - 2008

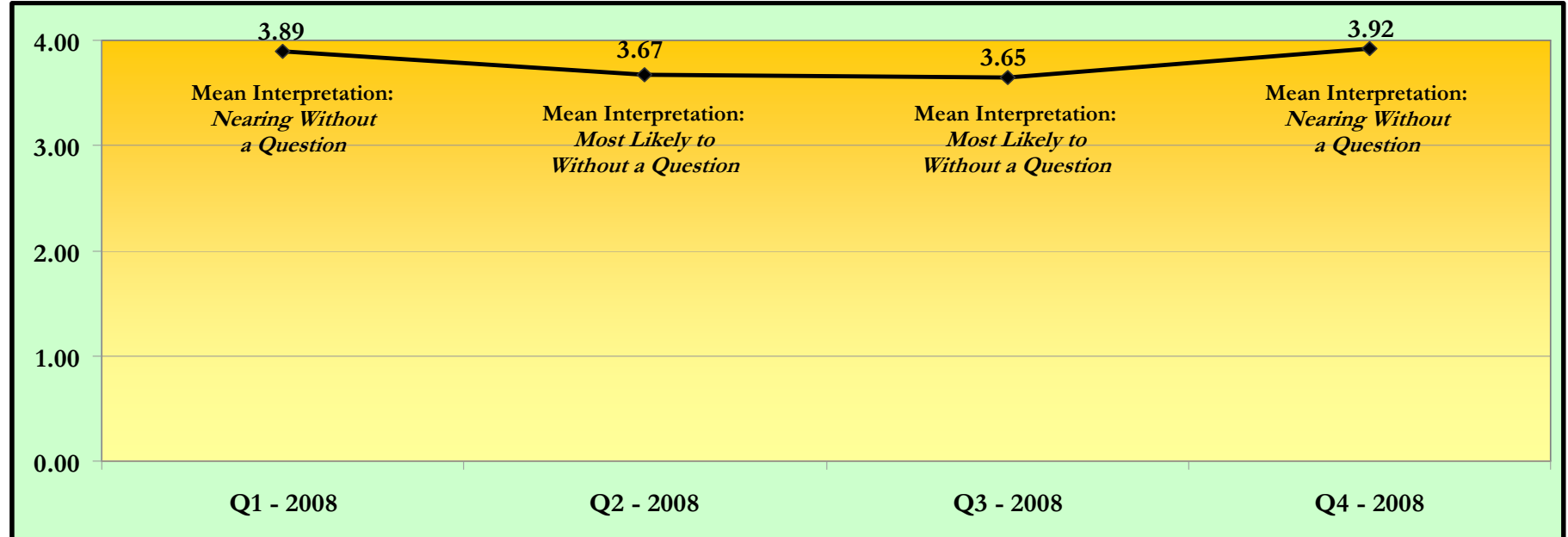
## Recommending The Gooden Center

Mean scores in Table 11 are based on the following scale (which has been reversed for this report):

*0 = Absolutely Not; 1 = Not Likely; 2 = Possibly; 3 = Mostly Likely; and 4 = Without Question*

**Table 11: Recommending the Gooden Center**

Question	N	Q1-2008	N	Q2-2008	N	Q3-2008	N	Q3-2008
Would you recommend The Gooden Center for a friend or loved one?	18	3.89	30	3.67	31	3.65	13	3.92



*Figure 10: Recommending the Gooden Center Mean Scores*