

# *The Gooden Center*

## **Client Satisfaction Survey Results for Quarter 3 of 2009 through Quarter 2 of 2010**

Prepared By



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### *Client Satisfaction Survey Analysis*

This report provides mean scores and interpretation of mean scores among 10 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: July through September of 2009 (Q3-2009), October through December of 2009 (Q4-2009); January through March of 2010 (Q1-2010); and April through June of 2010 (Q2-2010). The ten domains comprising the satisfaction survey are *Administration, Community, Counseling, Environment, Family, Food, Program Services, Staff, Overall Satisfaction, and Recommending The Gooden Center*. 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**.

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

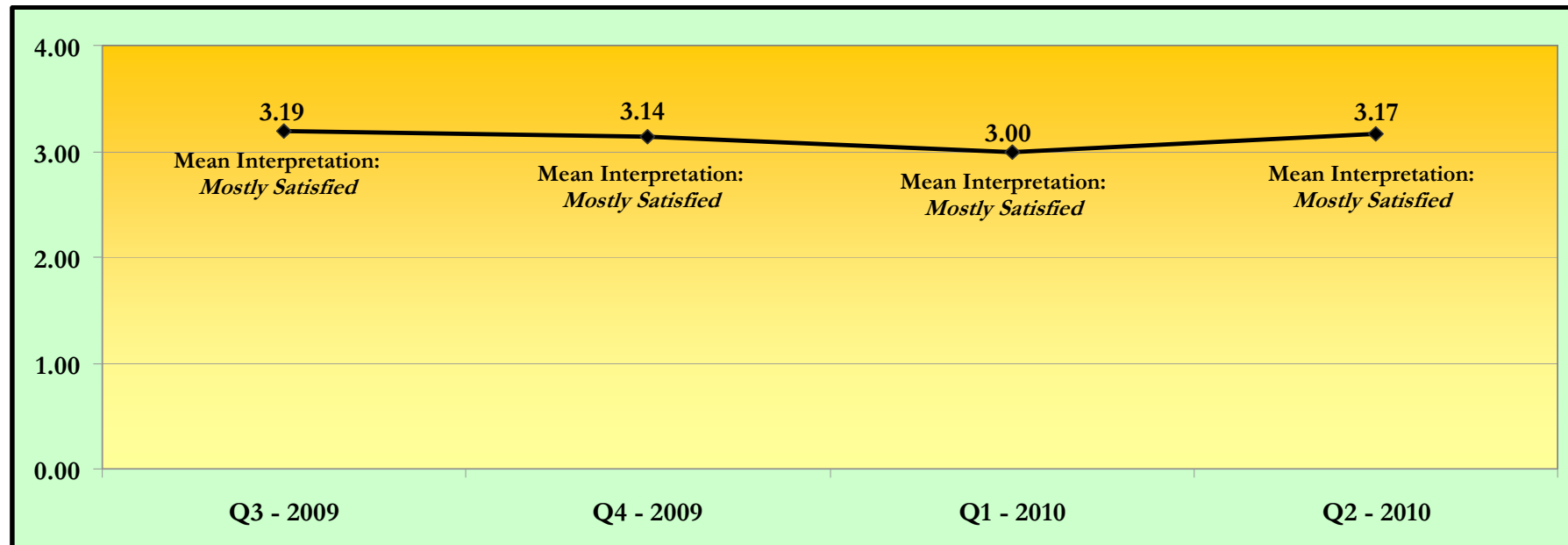
## Administration

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Office procedures	16	2.81	24	2.96	35	2.77	18	3.11
Handling and accuracy of records	16	3.56	22	3.23	33	3.21	17	3.29



*Figure 1: Administration Grand Mean Scores*

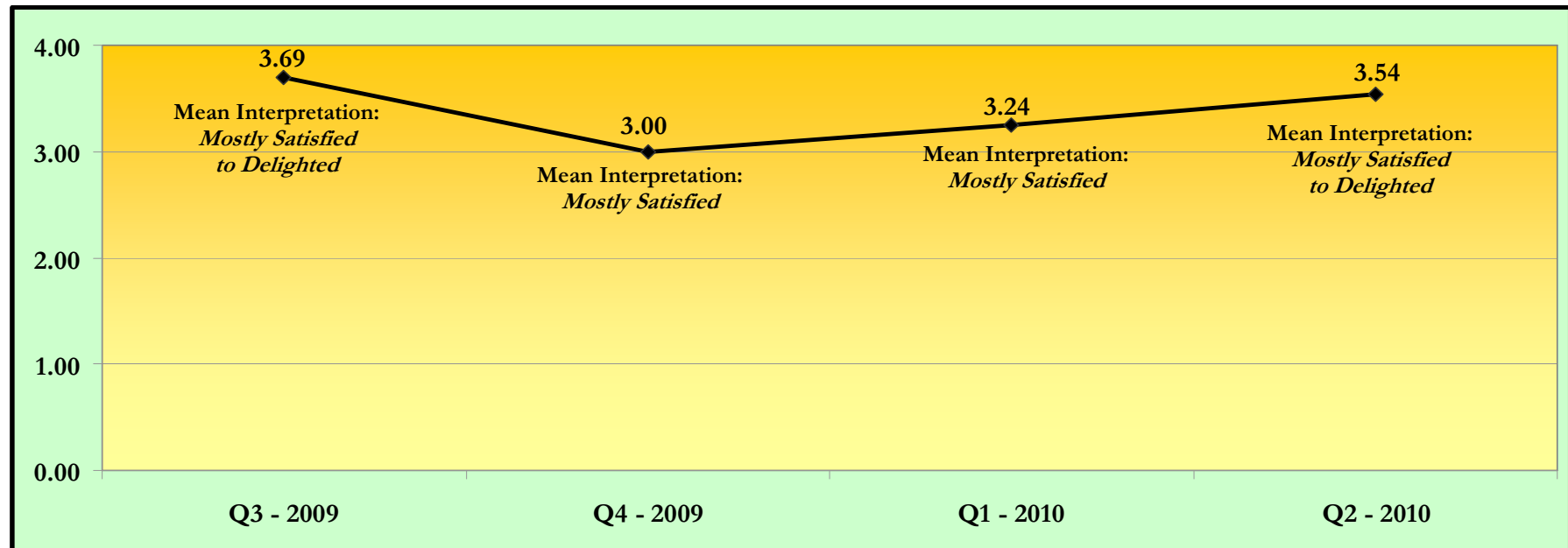
## Community

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Usefulness of referrals to other counselors, doctors, etc.	13	3.62	21	2.81	31	2.71	17	3.29
Help received from peers in the program	16	3.75	24	3.50	36	3.61	18	3.78
Help received from BGH alumni	16	3.69	22	2.91	34	3.26	18	3.61



*Figure 2: Community Grand Mean Scores*

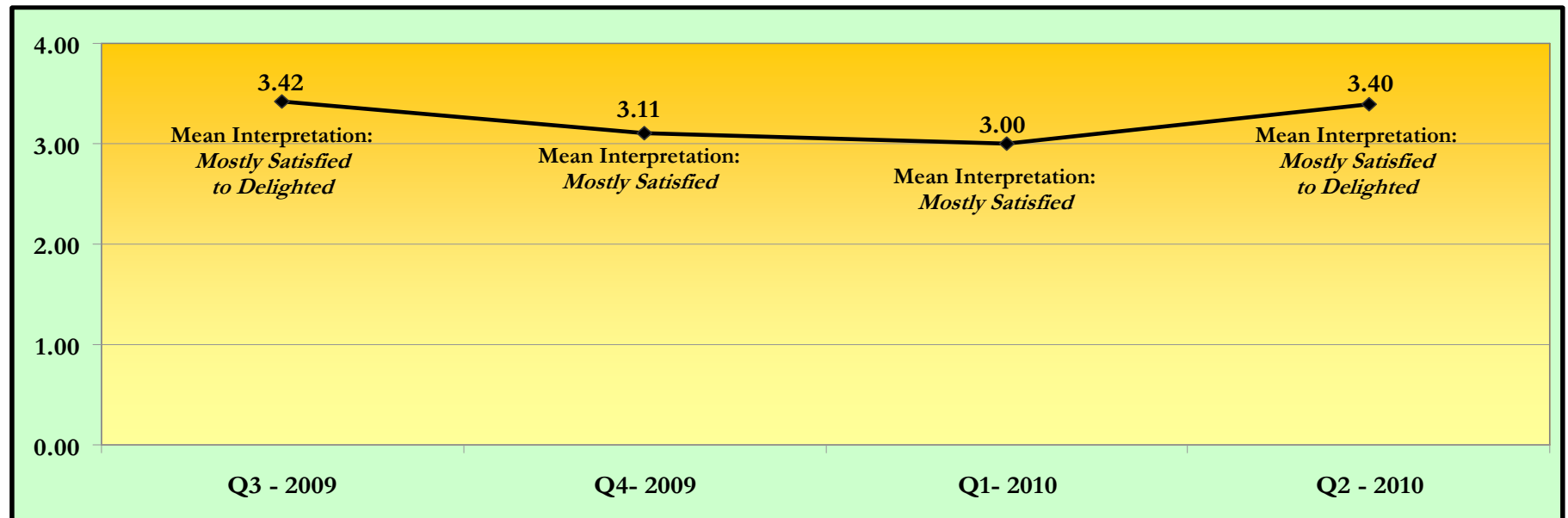
## Counseling

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Opportunity to choose what staff to see	16	3.25	24	2.88	36	2.86	17	3.59
Help in receiving outside services	13	3.46	19	3.47	31	3.03	14	2.93
Suggestions on what to do after discharge	14	3.50	23	3.35	28	2.82	17	3.53
Personal involvement with counselor in developing treatment plan	16	3.44	24	3.12	35	3.06	18	3.61



**Figure 3: Counseling Grand Mean Scores**

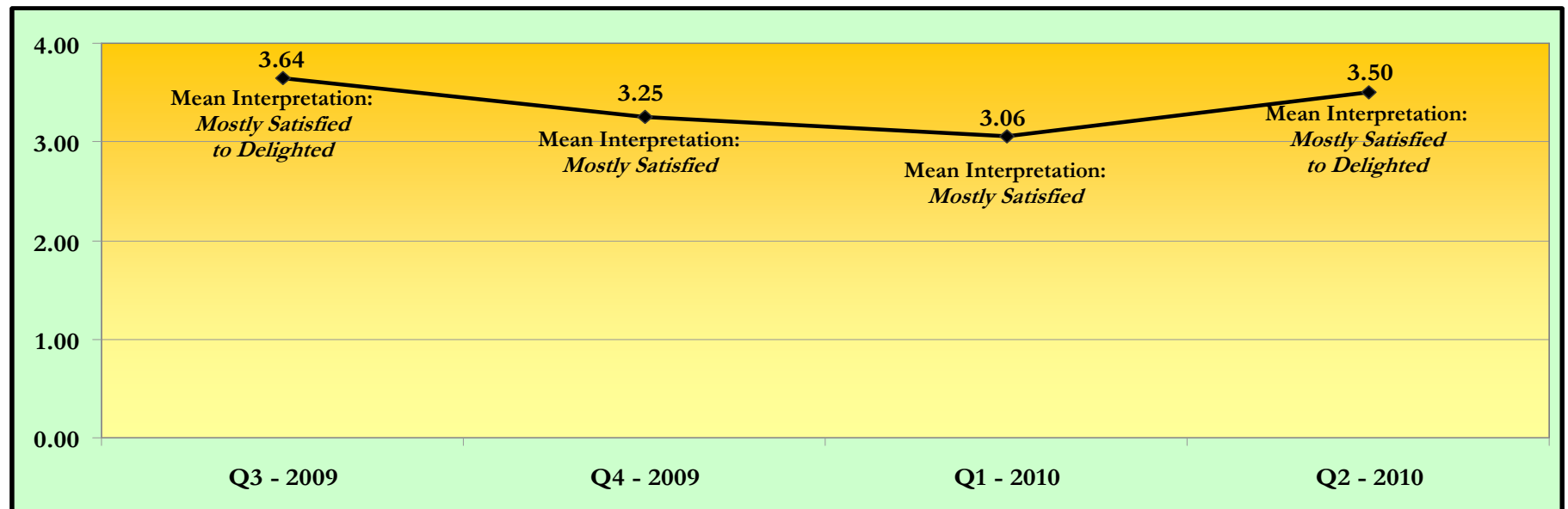
## Environment

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Location and access to services	16	3.81	24	3.33	36	2.97	17	3.53
Appearance and layout of facility and grounds	16	3.69	24	3.33	36	3.06	18	3.56
Cleanliness and comfort of facility	16	3.38	24	3.00	36	2.97	18	3.44
Safety of the program's environment (how "at home" clients felt)	14	3.57	24	3.33	36	3.22	18	3.50



**Figure 4: Environment Grand Mean Scores**

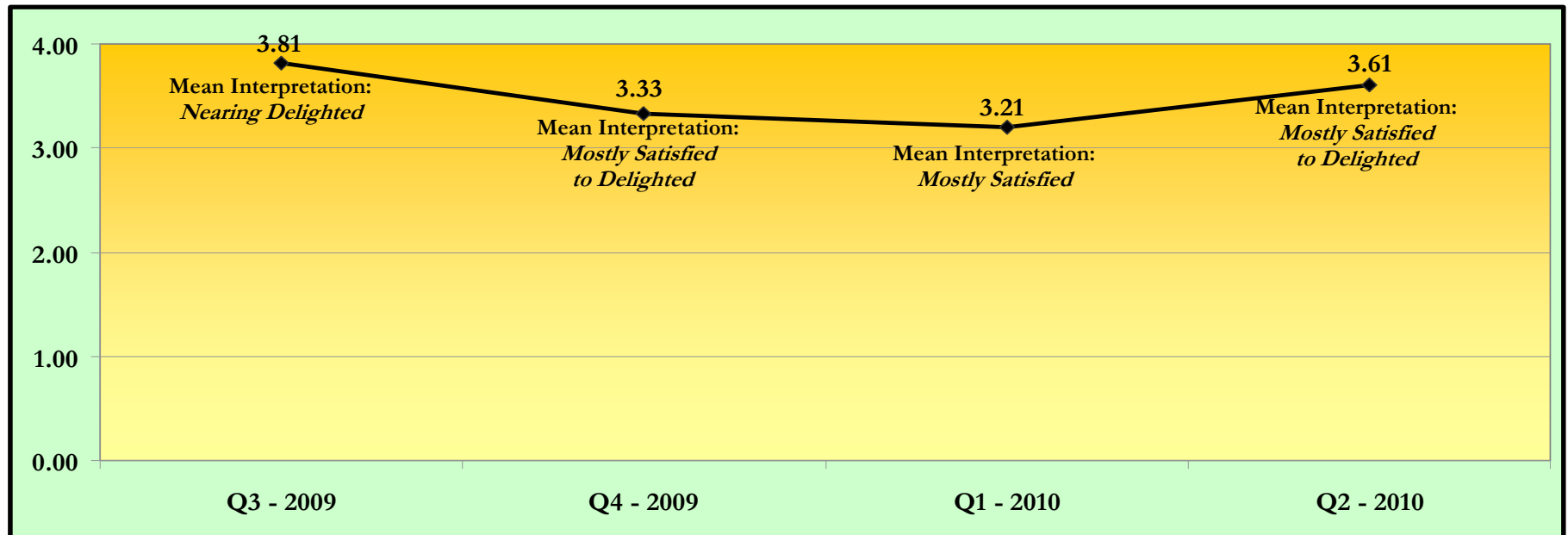
## Family

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
How family, significant others, or others were encouraged to participate in clients' recovery process	16	3.81	24	3.33	34	3.21	18	3.61



*Figure 5: Family Mean Scores*

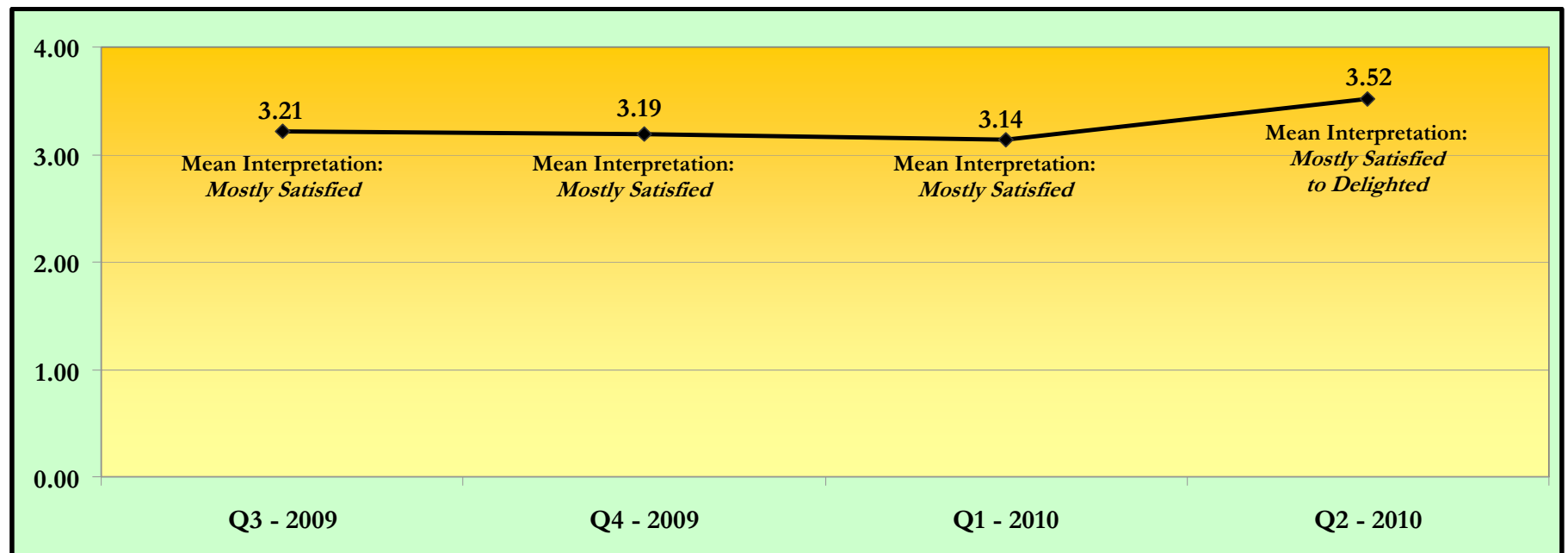
## Food

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Quality of food	14	3.29	21	3.14	35	3.11	16	3.44
Variety of food	14	2.64	21	3.00	36	2.81	16	3.31
Quantity of food	14	3.71	21	3.43	35	3.51	16	3.81



**Figure 6: Food Grand Mean Scores**

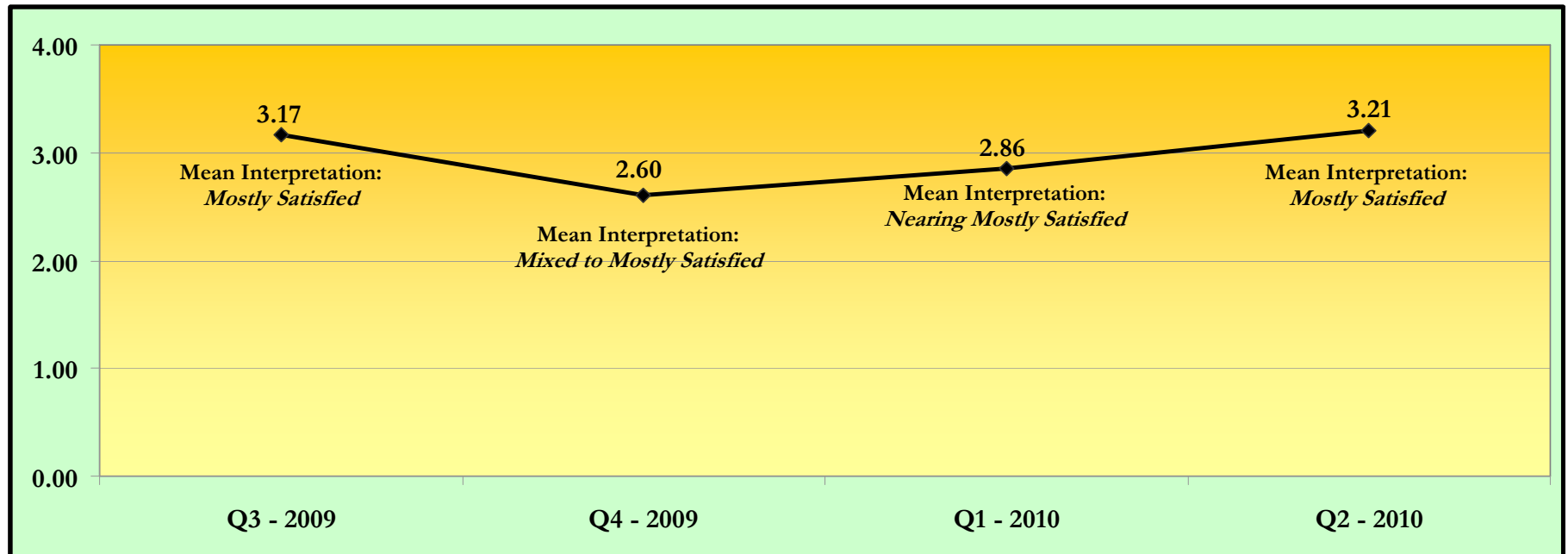
## Program Services

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**

<b>Statement</b>	<b>N</b>	<b>Q3-2009</b>	<b>N</b>	<b>Q4-2009</b>	<b>N</b>	<b>Q1-2010</b>	<b>N</b>	<b>Q2-2010</b>
Help with finding a job	10	2.40	18	1.89	24	2.29	9	2.78
Help with financial problems	11	2.73	20	2.30	27	2.44	14	3.14
Help with legal problems	9	3.11	16	2.88	25	2.52	11	3.45
Effects of services in helping with sobriety	16	3.94	24	3.33	35	3.26	17	3.82
Overall amount of help received	15	3.80	24	3.33	36	3.11	18	3.72
Effectiveness of process groups	16	3.69	24	3.21	36	2.89	18	3.61
Effectiveness of educational groups	16	3.50	24	3.13	35	2.94	18	3.33
Effectiveness of <i>Urban Adventure</i>	13	2.54	21	2.48	28	2.82	16	3.00
Effectiveness of physical fitness groups	12	3.17	21	2.57	31	2.87	14	2.71
Effectiveness of spirituality groups	15	3.47	22	3.27	34	2.94	18	3.28
Helped received in managing medications	10	3.00	18	2.89	27	3.15	13	3.31
Communications between program staff and other service providers	14	3.36	23	3.04	32	2.88	15	3.47



*Figure 7: Program Services Grand Mean Scores*

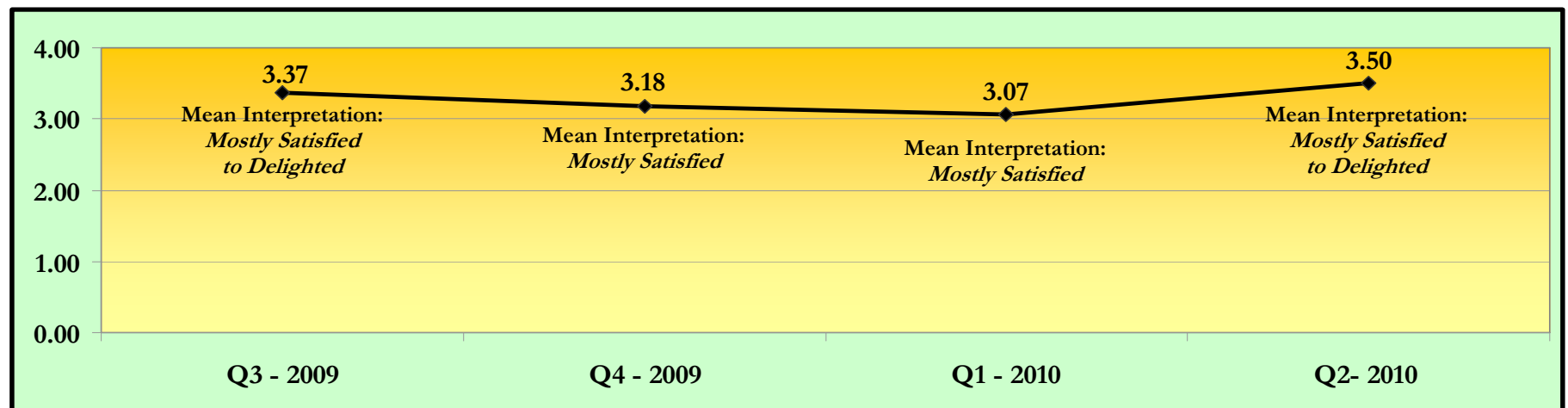
## Staff

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Ability of staff to listen and understand problems	16	3.81	24	3.46	35	3.23	18	3.61
Personal manner, involvement, and caring of staff	16	3.50	24	3.13	36	3.25	18	3.56
Confidentiality and respect for your rights as an individual	16	3.56	24	3.29	36	3.11	18	3.72
Response of staff to your urgent needs during the day	14	3.36	23	3.13	34	3.06	18	3.56
Response of staff to your urgent needs in the evening or night	15	3.00	22	2.86	34	2.88	16	3.31
Willingness of staff to see you as often as you feel it necessary	16	3.25	24	3.29	36	2.97	18	3.50



*Figure 8: Staff Grand Mean Scores*

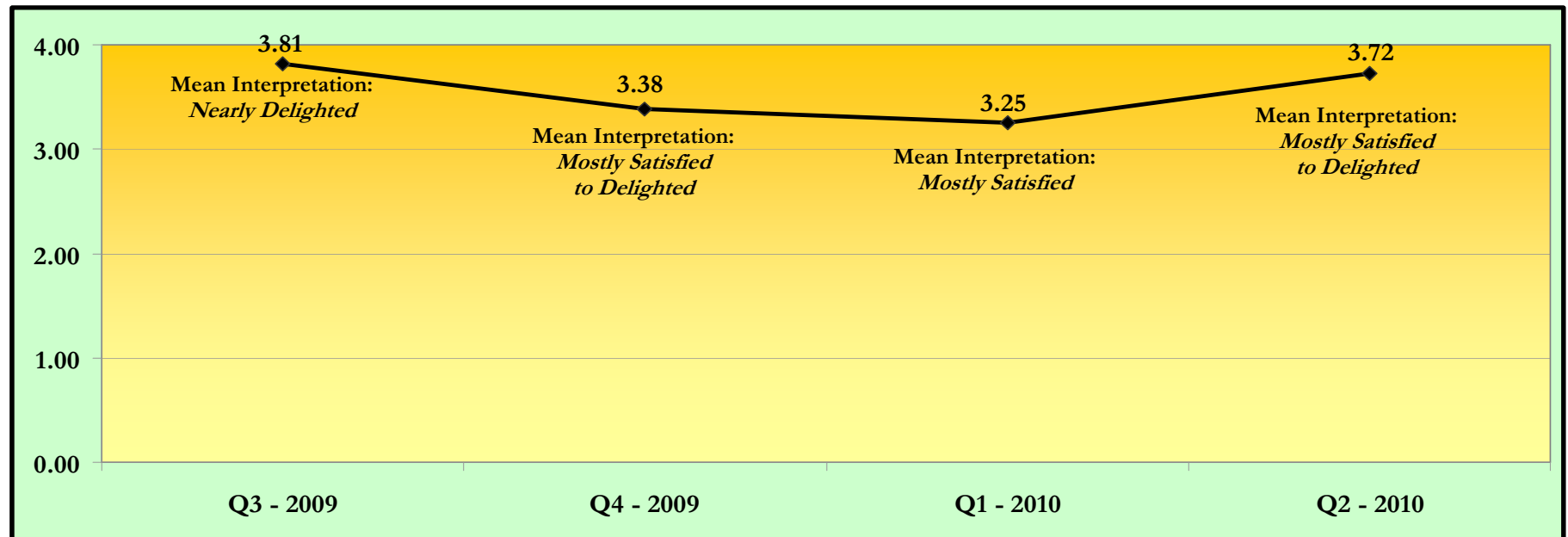
## Overall Satisfaction

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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Overall sense of satisfaction with the services	16	3.81	24	3.38	36	3.25	18	3.72



*Figure 9: Overall Satisfaction Mean Scores*

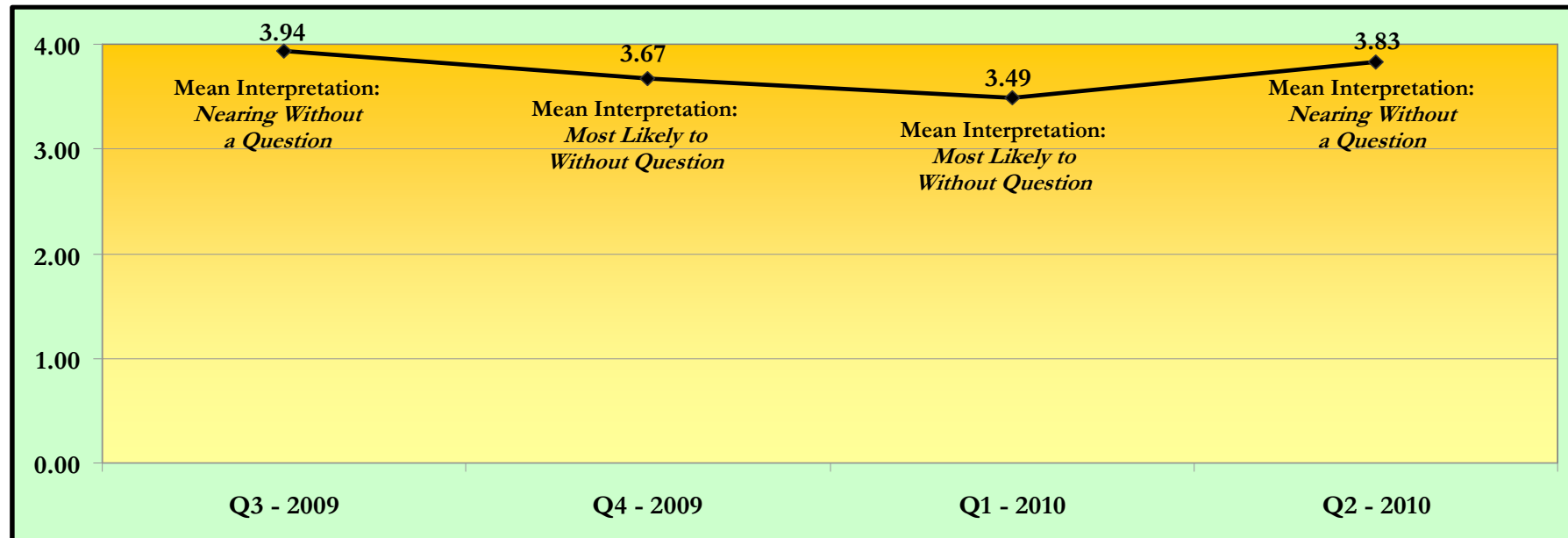
## Recommending The Gooden Center

Mean scores in Table 10 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	Q3-2009	N	Q4-2009	N	Q1-2010	N	Q2-2010
Would you recommend The Gooden Center for a friend or loved one?	16	3.94	24	3.67	35	3.49	18	3.83



*Figure 10: Recommending the Gooden Center Mean Scores*

This section of the report, which is presented in Table 11, presents findings relative to top mean scores attained among the four quarters for each of the domains and statements and question comprising the satisfaction survey.

**Table 11: Top Mean Scores**

Domains and Statements	Quarter of Top Mean Score
<b>Administration</b>	
Office procedures.....	Q2 – 2010
Handling and accuracy of records.....	Q3 – 2009
<b>Grand Mean Score for Administration</b>	Q3 – 2009
<b>Community</b>	
Usefulness of referrals to other counselors, doctors, etc.....	Q3 – 2009
Help received from peers in the program.....	Q2 – 2010
Help received from BGH alumni.....	Q3 – 2009
<b>Grand Mean Score for Community</b>	Q3 – 2009
<b>Counseling</b>	
Opportunity to choose what staff to see.....	Q2 – 2010
Help in receiving outside services.....	Q4 – 2009
Suggestions on what to do after discharge.....	Q2 – 2010
Personal involvement with counselor in developing treatment plan.....	Q2 – 2010
<b>Grand Mean Score for Counseling</b>	Q3 – 2009

**Table 11: Top Mean Scores continued**

Domains and Statements	Quarter of Top Mean Score
<b>Environment</b>	
Location and access to services.....	Q3 – 2009
Appearance and layout of facility and grounds.....	Q3 – 2009
Cleanliness and comfort of facility.....	Q2 – 2010
Safety of the program’s environment (how “at home” clients felt).....	Q3 – 2009
<b>Grand Mean Score for Environment</b>	Q3 – 2009
<b>Family</b>	
How family, significant others, or others were encouraged to participate in clients’ recovery process ...	Q3 – 2009
<b>Food</b>	
Quality of food.....	Q2 – 2010
Variety of food.....	Q2 – 2010
Quantity of food.....	Q2 – 2010
<b>Grand Mean Score for Food</b>	Q2 – 2010

**Table 11: Top Mean Scores continued**

Domains and Statements	Quarter of Top Mean Score
<b>Program Services</b>	
Help with finding a job.....	Q2 – 2010
Help with financial problems.....	Q2 – 2010
Help with legal problems.....	Q2 – 2010
Effects of services in helping with sobriety.....	Q3 – 2009
Overall amount of help received.....	Q3 – 2009
Effectiveness of process groups.....	Q3 – 2009
Effectiveness of educational groups.....	Q3 – 2009
Effectiveness of <i>Urban Adventure</i> .....	Q2 – 2010
Effectiveness of physical fitness groups.....	Q3 – 2009
Effectiveness of spirituality groups.....	Q3 – 2009
Helped received in managing medications.....	Q2 – 2010
Communications between program staff and other service providers.....	Q2 – 2010
<b>Grand Mean Score for Program Services</b>	Q2 – 2010
<b>Staff</b>	
Ability of staff to listen and understand problems.....	Q3 – 2009
Personal manner, involvement, and caring of staff.....	Q2 – 2010
Confidentiality and respect for your rights as an individual.....	Q2 – 2010
Response of staff to your urgent needs during the day.....	Q2 – 2010
Response of staff to your urgent needs in the evening or night.....	Q2 – 2010
Willingness of staff to see you as often as you feel it necessary.....	Q2 – 2010
<b>Grand Mean Score for Staff</b>	Q2 – 2010

**Table 11: Top Mean Scores continued**

Domains and Statements	Quarter of Top Mean Score
<b>Overall Satisfaction</b>	
Overall sense of satisfaction with the services.....	Q3 – 2009
<b>Recommending The Gooden Center</b>	
Would you recommend The Gooden Center for a friend or loved one?.....	Q3 – 2009