

The Gooden Center

Client Satisfaction Survey Results for Quarter 4 of 2008 and Quarter 1 Through Quarter 3 of 2009

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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: October through December of 2008 (Q4-2008); January through March of 2009 (Q1-2009); April through June of 2009 (Q2-2009); and July through September of 2009 (Q3-2009). 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*¹ 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.

¹ 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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Office procedures	15	3.20	29	2.97	19	3.21	16	2.81
Handling and accuracy of records	13	3.38	29	3.45	18	3.44	16	3.56

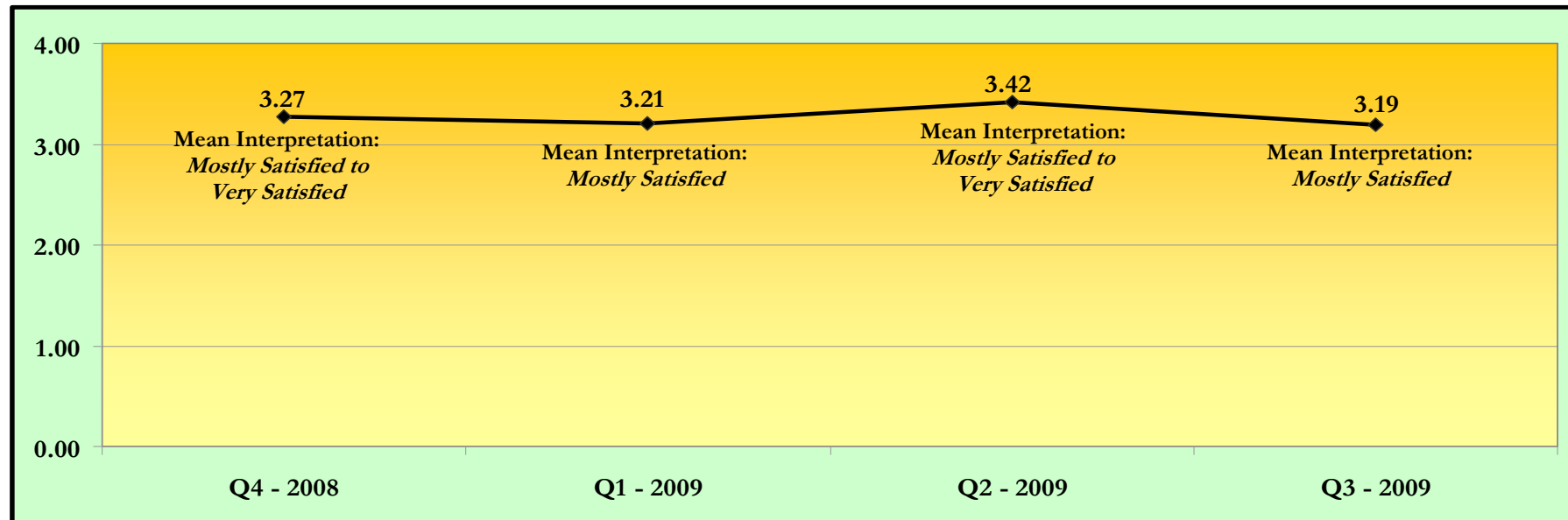


Figure 1: Administration Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Usefulness of referrals to other counselors, doctors, etc.	14	3.43	25	3.24	18	3.22	13	3.62
Help received from peers in the program	13	3.69	30	3.53	18	3.89	16	3.75
Help received from BGH alumni	13	3.15	28	3.21	18	3.56	16	3.69

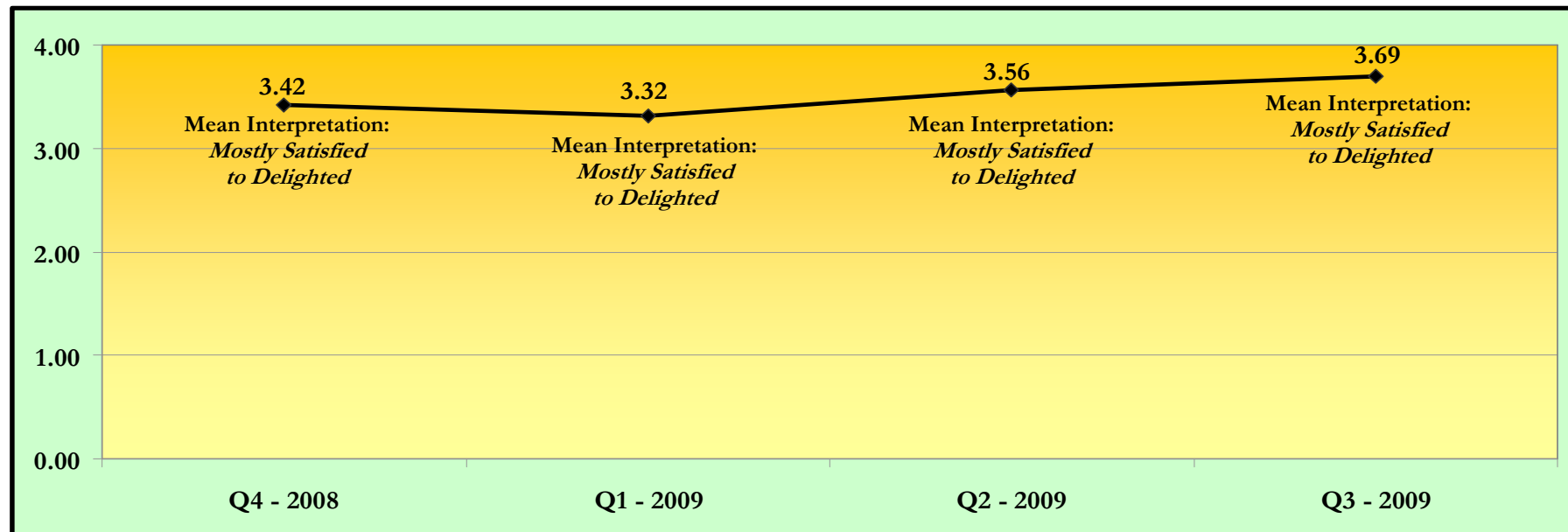


Figure 2: Community Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Opportunity to choose what staff to see	15	3.20	30	3.27	19	3.00	16	3.25
Help in receiving outside services	14	3.64	24	3.29	18	3.72	13	3.46
Suggestions on what to do after discharge	15	3.47	25	3.36	18	3.56	14	3.50
Personal involvement with counselor in developing treatment plan	15	3.67	29	3.41	18	3.50	16	3.44

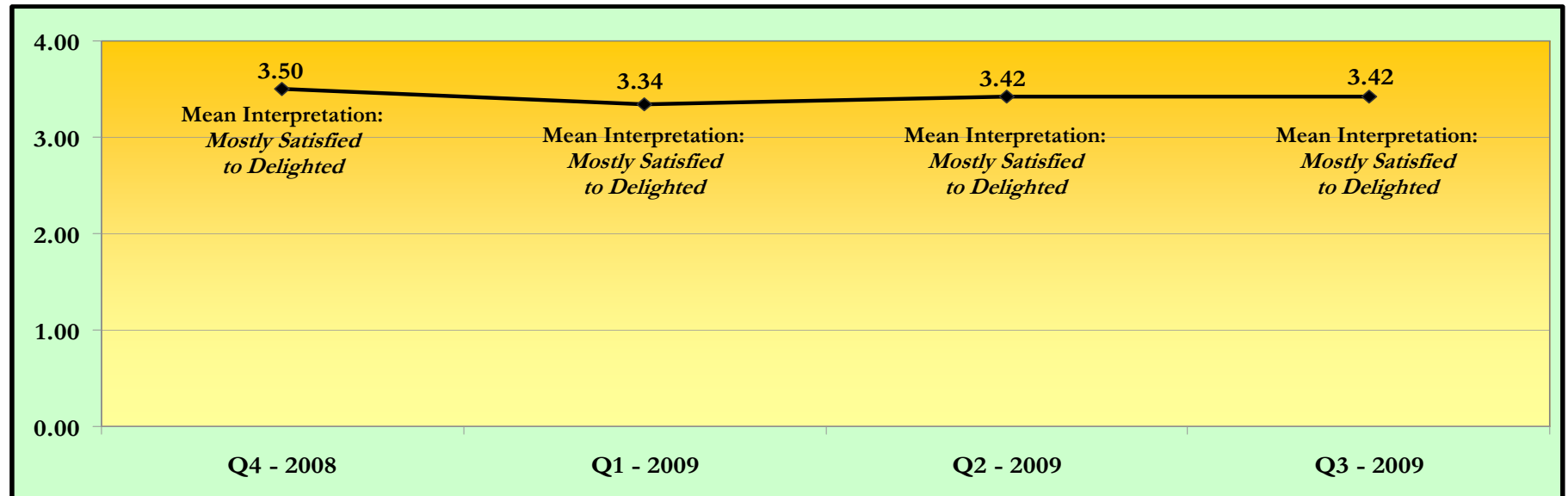


Figure 3: Counseling Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Location and access to services	14	3.50	29	3.28	19	3.63	16	3.81
Appearance and layout of facility and grounds	15	3.67	30	3.43	19	3.42	16	3.69
Cleanliness and comfort of facility	14	3.64	30	3.33	19	3.58	16	3.38
Safety of the program's environment (how "at home" clients felt)	15	3.73	28	3.50	19	3.68	14	3.57

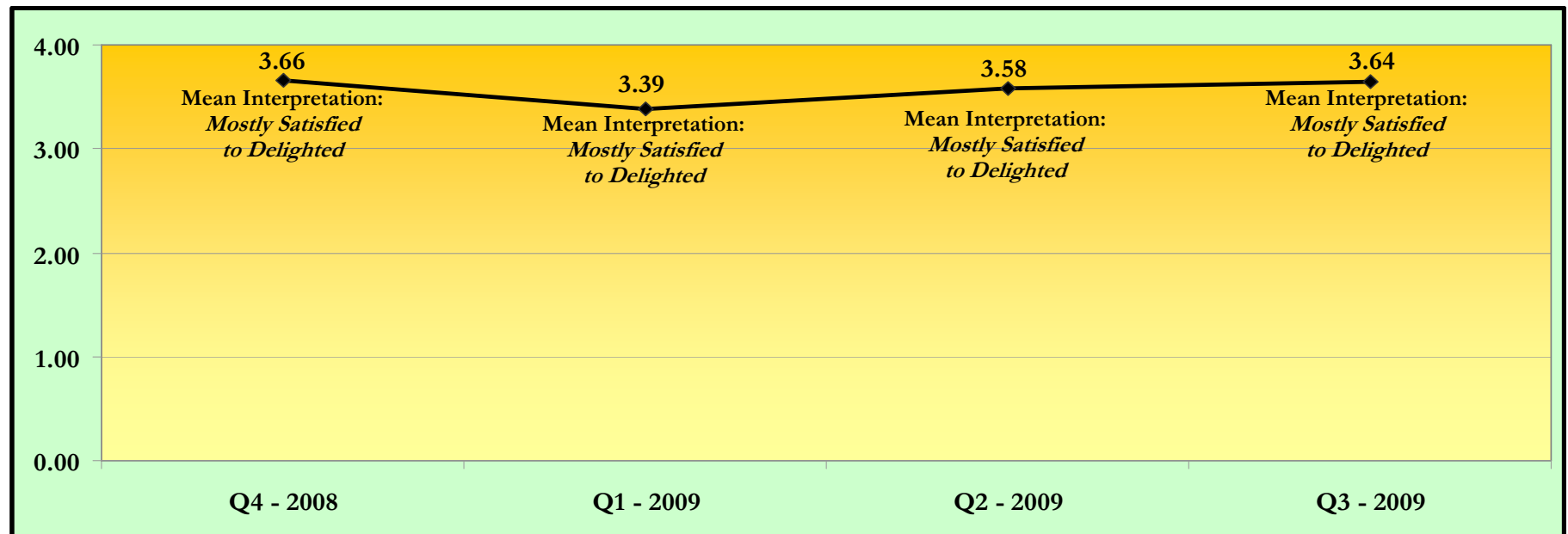


Figure 4: Environment Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
How family, significant others, or others were encouraged to participate in clients' recovery process	15	3.80	30	3.23	19	3.58	16	3.81

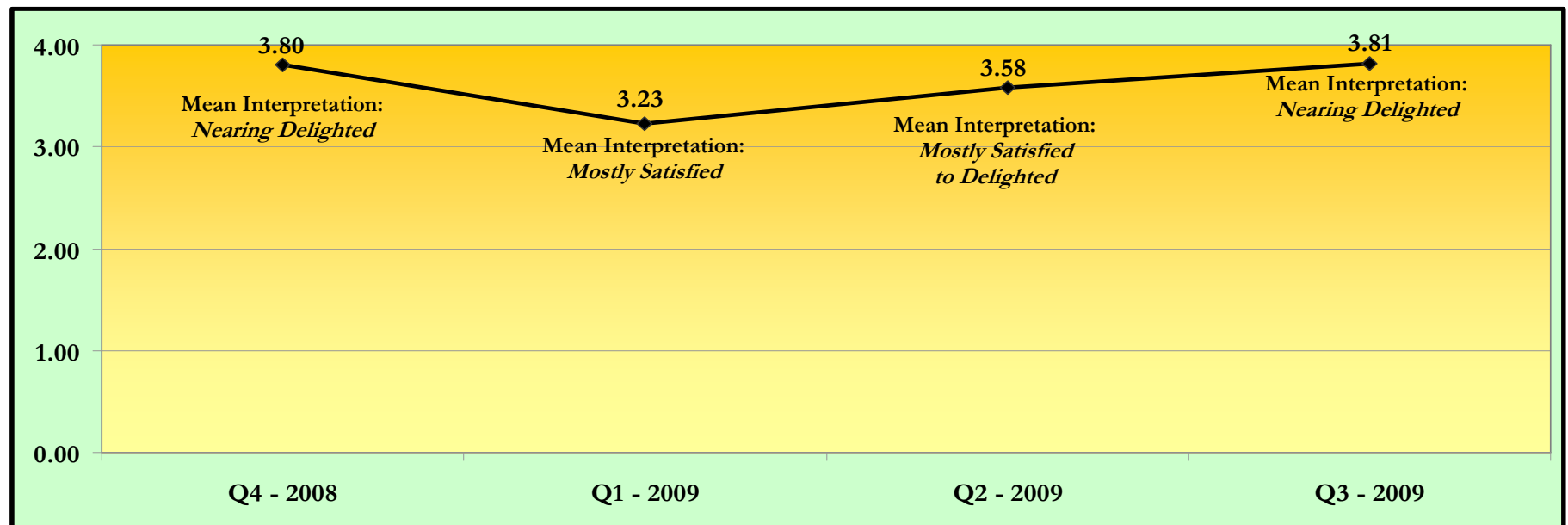


Figure 5: Family Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Quality of food	13	3.46	28	3.29	18	3.67	14	3.29
Variety of food	13	3.08	28	3.00	18	3.56	14	2.64
Quantity of food	13	3.77	28	3.43	18	3.78	14	3.71

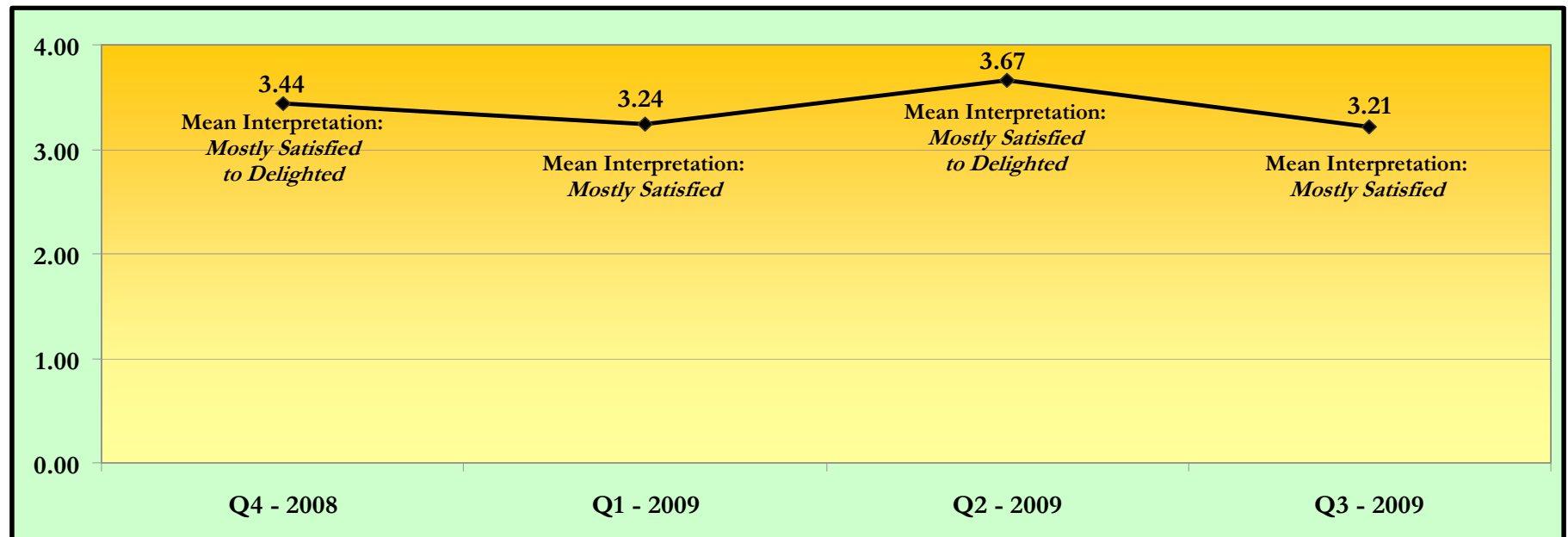


Figure 6: Food Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Help with finding a job	9	2.44	17	2.76	14	2.79	10	2.40
Help with financial problems	10	2.80	20	3.00	15	2.73	11	2.73
Help with legal problems	7	2.86	17	3.35	15	2.93	9	3.11
Effects of services in helping with sobriety	14	3.79	29	3.76	19	3.74	16	3.94
Overall amount of help received	15	3.67	30	3.63	19	3.42	15	3.80
Effectiveness of process groups	15	3.73	30	3.50	19	3.63	16	3.69
Effectiveness of educational groups	15	3.40	30	3.40	19	3.37	16	3.50
Effectiveness of <i>Urban Adventure</i>	15	3.27	23	2.30	17	2.94	13	2.54
Effectiveness of physical fitness groups	15	3.00	23	2.70	18	3.17	12	3.17
Effectiveness of spirituality groups	15	3.47	29	3.28	19	3.32	15	3.47
Helped received in managing medications	10	3.20	17	2.82	16	2.38	10	3.00
Communications between program staff and other service providers	15	3.13	27	3.22	18	2.83	14	3.36

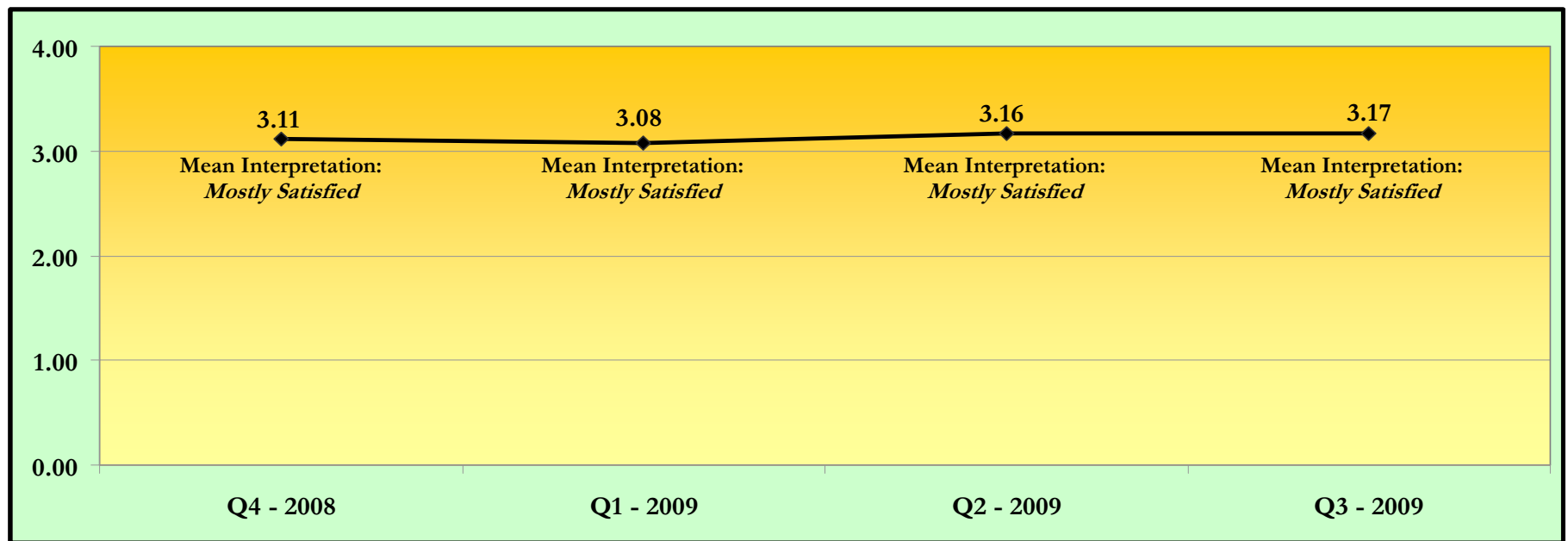


Figure 7: Program Services Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Ability of staff to listen and understand problems	15	3.60	30	3.77	19	3.37	16	3.81
Personal manner, involvement, and caring of staff	15	3.73	30	3.57	19	3.37	16	3.50
Confidentiality and respect for your rights as an individual	14	3.79	30	3.73	19	3.26	16	3.56
Response of staff to your urgent needs during the day	15	3.40	27	3.00	19	3.26	14	3.36
Response of staff to your urgent needs in the evening or night	15	3.40	27	2.85	18	2.83	15	3.00
Willingness of staff to see you as often as you feel it necessary	15	3.47	30	3.30	18	3.00	16	3.25

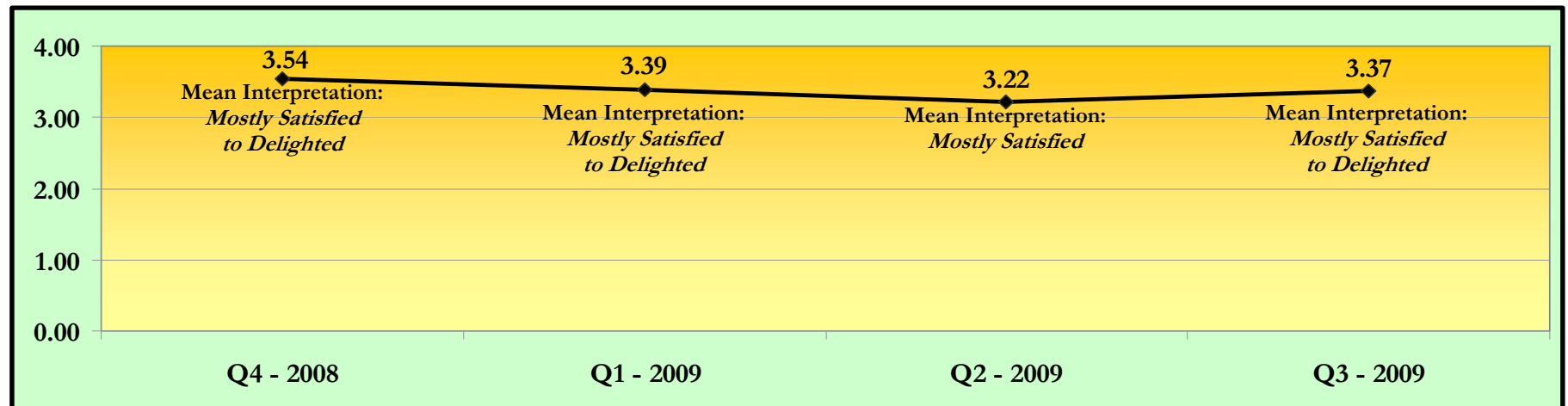


Figure 8: Staff Grand Mean Scores

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Overall sense of satisfaction with the services	14	3.50	30	3.60	18	3.83	16	3.81

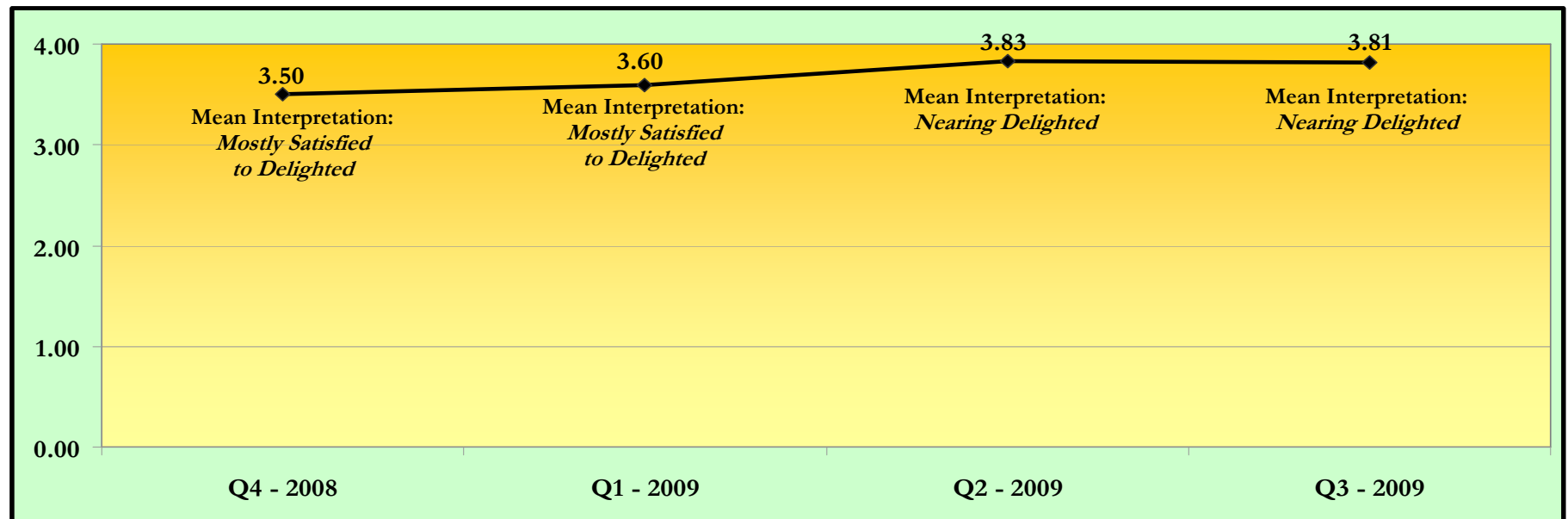


Figure 9: Overall Satisfaction Mean Scores

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
Administration	
Office procedures.....	Q2 – 2009
Handling and accuracy of records.....	Q3 – 2009
Grand Mean Score for Administration	Q2 – 2009
Community	
Usefulness of referrals to other counselors, doctors, etc.....	Q3 – 2009
Help received from peers in the program.....	Q2 – 2009
Help received from BGH alumni.....	Q3 – 2009
Grand Mean Score for Community	Q3 – 2009
Counseling	
Opportunity to choose what staff to see.....	Q1 – 2009
Help in receiving outside services.....	Q2 – 2009
Suggestions on what to do after discharge.....	Q2 – 2009
Personal involvement with counselor in developing treatment plan.....	Q4 – 2008
Grand Mean Score for Counseling	Q4 – 2008

Table 10: Top Mean Scores continued

Domains and Statements	Quarter of Top Mean Score
Environment	
Location and access to services.....	Q3 – 2009
Appearance and layout of facility and grounds.....	Q3 – 2009
Cleanliness and comfort of facility.....	Q4 – 2008
Safety of the program’s environment (how “at home” clients felt).....	Q4 – 2008
Grand Mean Score for Environment	Q4 – 2008
Family	
How family, significant others, or others were encouraged to participate in clients’ recovery process ...	Q3 – 2009
Food	
Quality of food.....	Q2 – 2009
Variety of food.....	Q2 – 2009
Quantity of food.....	Q2 – 2009
Grand Mean Score for Food	Q2 – 2009

Table 10: Top Mean Scores continued

Domains and Statements	Quarter of Top Mean Score
Program Services	
Help with finding a job.....	Q2 – 2009
Help with financial problems.....	Q1 – 2009
Help with legal problems.....	Q1 – 2009
Effects of services in helping with sobriety.....	Q3 – 2009
Overall amount of help received.....	Q3 – 2009
Effectiveness of process groups.....	Q4 – 2008
Effectiveness of educational groups.....	Q3 – 2009
Effectiveness of <i>Urban Adventure</i>	Q4 – 2008
Effectiveness of physical fitness groups.....	Q2 – 2009 & Q3 – 2009
Effectiveness of spirituality groups.....	Q4 – 2008 & Q3 – 2009
Helped received in managing medications.....	Q4 – 2008
Communications between program staff and other service providers.....	Q3 – 2009
Grand Mean Score for Program Services	Q3 – 2009
Staff	
Ability of staff to listen and understand problems.....	Q3 – 2009
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
Grand Mean Score for Staff	Q4 – 2008
Overall Satisfaction	
Overall sense of satisfaction with the services.....	Q2 – 2009

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	Q4-2008	N	Q1-2009	N	Q2-2009	N	Q3-2009
Would you recommend The Gooden Center for a friend or loved one?	13	3.92	30	3.93	18	4.00	16	3.94

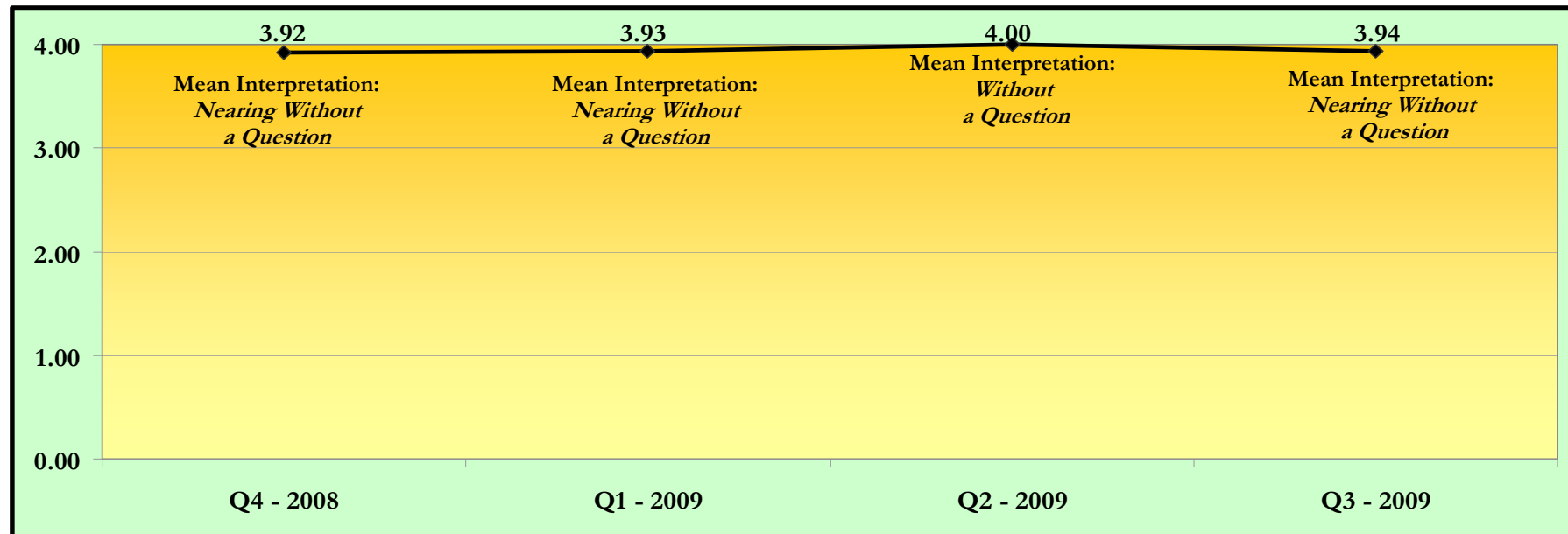


Figure 10: Recommending the Gooden Center Mean Scores