# The Gooden Center

# Client Satisfaction Survey Results for Quarter 2 of 2014 Through Quarter 1 of 2015

**Prepared By**

**June 2015**

*Client Satisfaction Survey Analysis*

This report provides mean scores and interpretation of mean scores among 10 domains comprising **The Gooden Center's** satisfaction survey. The satisfaction survey was administered to clients participating in the program in at least one of the following four quarters: April through June of 2014 (Q2-2014), July through September of 2014 (Q3-2014), October through December of 2014 (Q4-2014), and January through March of 2015 (Q1-2015). 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* [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 the statements within a domain, the cell containing the highest mean is shaded in light blue and the type is in **bold**.

[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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Office procedures | *32* | 2.78 | *43* | 2.95 | *29* | 3.03 | ***39*** | **3.13** |
| Handling and accuracy of records | *32* | 3.03 | ***40*** | **3.38** | *28* | 3.32 | *38* | 3.29 |

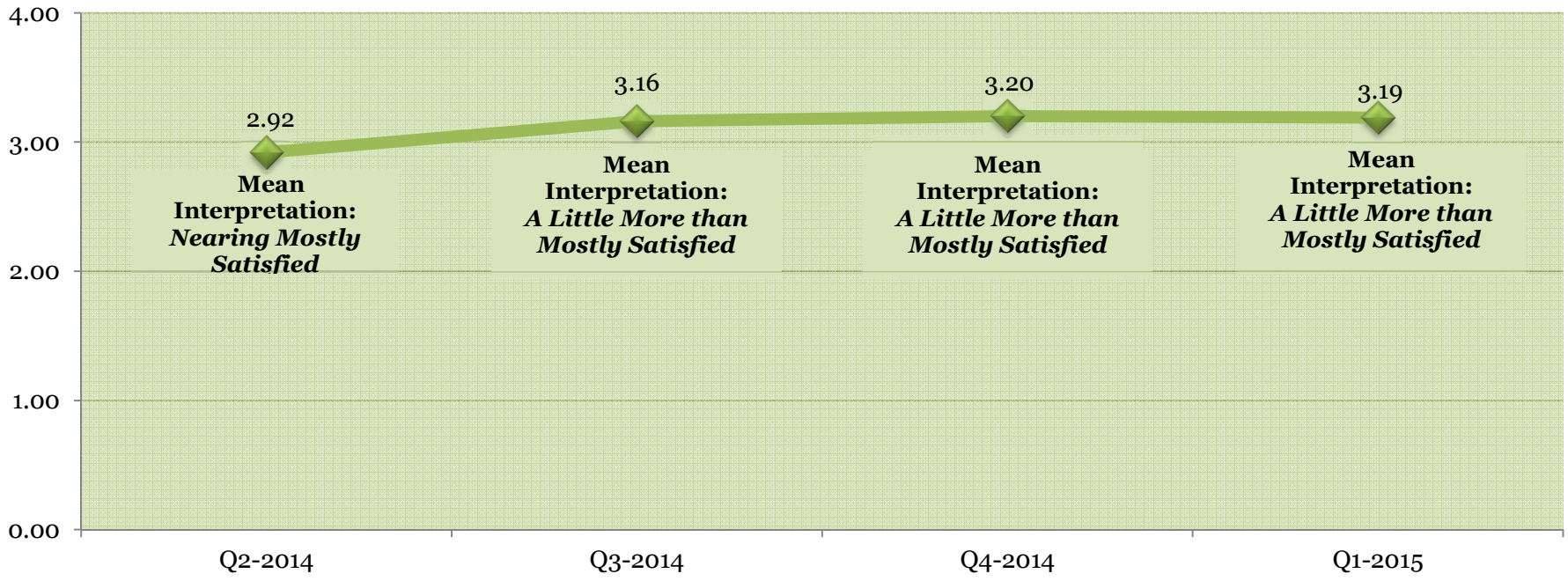


*Figure 1: Administration Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Usefulness of referrals to other counselors, doctors, etc. | *28* | 2.82 | *40* | 3.03 | ***24*** | **3.29** | *35* | 3.00 |
| Help received from peers in the program | *33* | 3.55 | ***43*** | **3.58** | *28* | 3.46 | *39* | 3.49 |
| Help received from Gooden Center alumni | *32* | 3.22 | ***42*** | **3.45** | *27* | 3.04 | *38* | 3.34 |

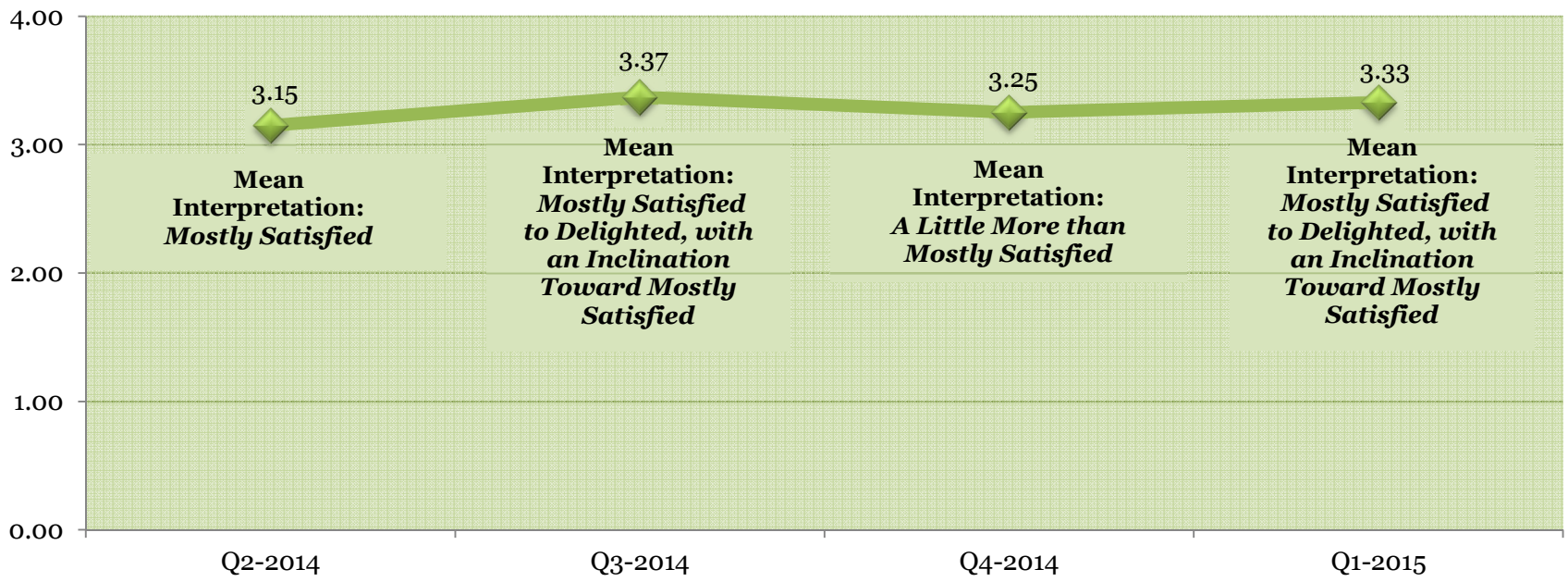


*Figure 2: Community Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Opportunity to choose what staff to see | *33* | 3.03 | *43* | 3.28 | *29* | 3.10 | ***38*** | **3.29** |
| Help in receiving outside services | *32* | 3.09 | *39* | 3.15 | *24* | 3.17 | ***34*** | **3.21** |
| Suggestions on what to do after discharge | *30* | 3.23 | ***41*** | **3.37** | *29* | 3.07 | *39* | 3.21 |
| Personal involvement with counselor in developing individualized treatment plan | *32* | 3.22 | ***43*** | **3.56** | *29* | 3.48 | *39* | 3.46 |

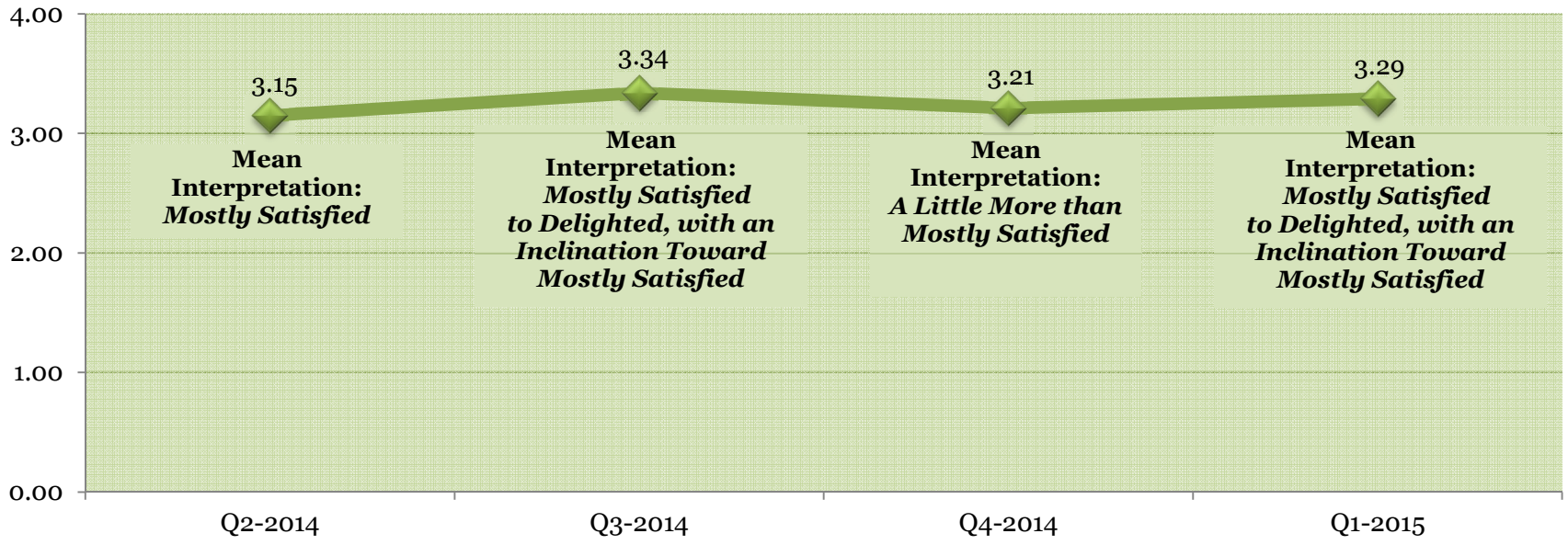


*Figure 3: Counseling Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Location and access to services | *33* | 3.42 | ***43*** | **3.47** | *29* | 3.38 | *39* | 3.31 |
| Appearance and layout of facility and grounds | *33* | 3.33 | ***43*** | **3.40** | *29* | 3.17 | 39 | 3.18 |
| Cleanliness and comfort of facility | *33* | 2.88 | ***43*** | **3.33** | *29* | 3.24 | 39 | 3.18 |
| Safety of the program's environment (how "at home" clients felt) | *32* | 3.34 | *43* | 3.35 | *29* | 3.48 | **39** | **3.49** |

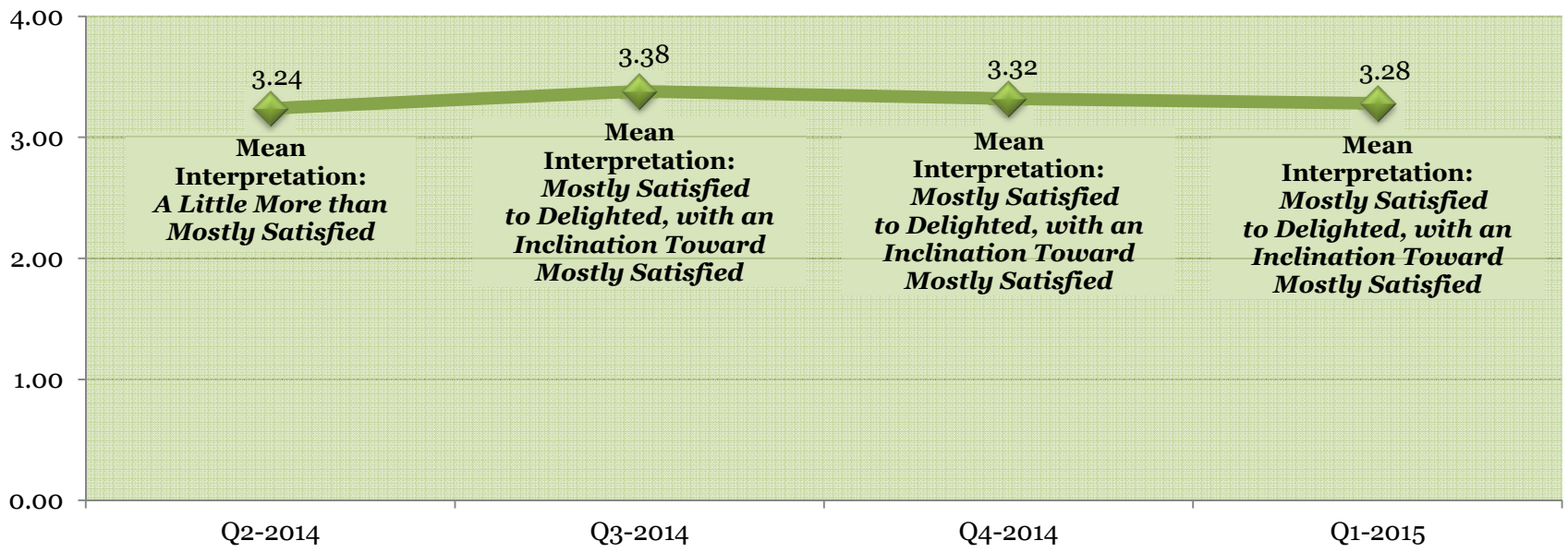


*Figure 4: Environment Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| How family, significant others, or others were encouraged to participate in clients' recovery process | *33* | 3.18 | ***41*** | **3.39** | *29* | 3.24 | *36* | 3.36 |

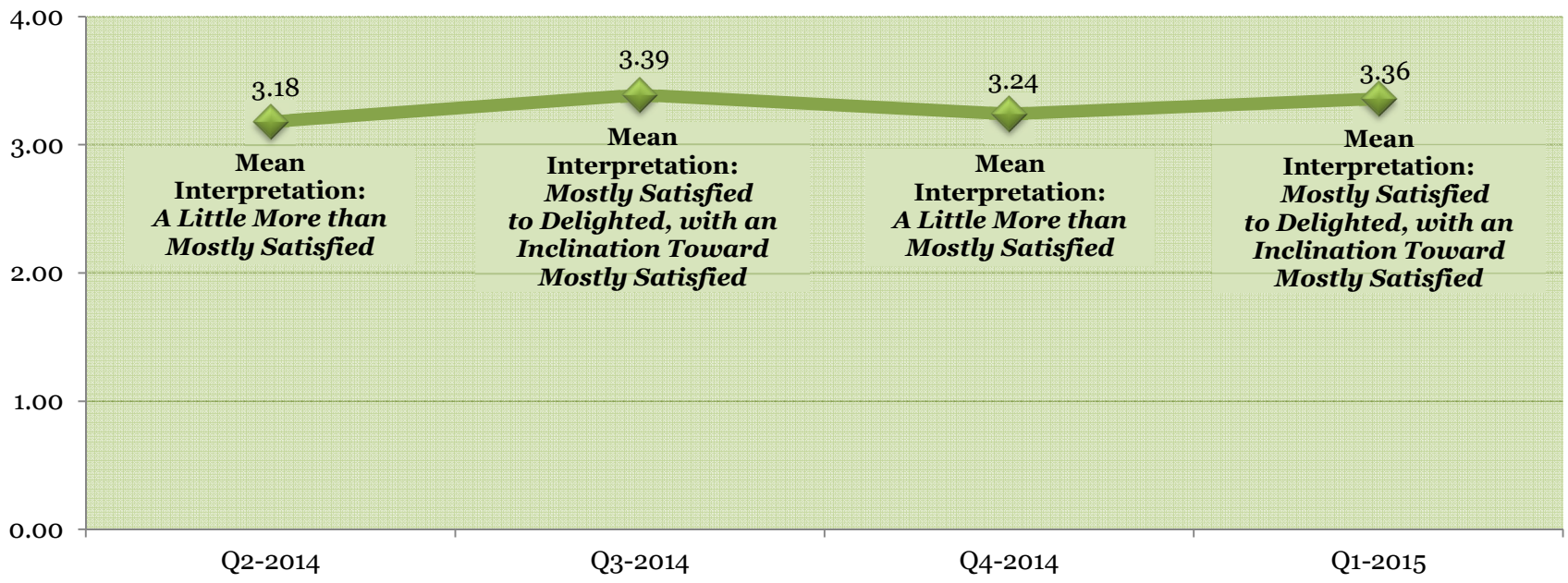


*Figure 5: Family Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Quality of food | *33* | 2.97 | ***42*** | **3.26** | ***27*** | **3.26** | *37* | 2.92 |
| Variety of food | *33* | 2.64 | ***42*** | **2.95** | *27* | 2.81 | *37* | 2.54 |
| Quantity of food | *33* | 3.12 | *42* | 3.33 | ***27*** | **3.44** | *37* | 3.43 |

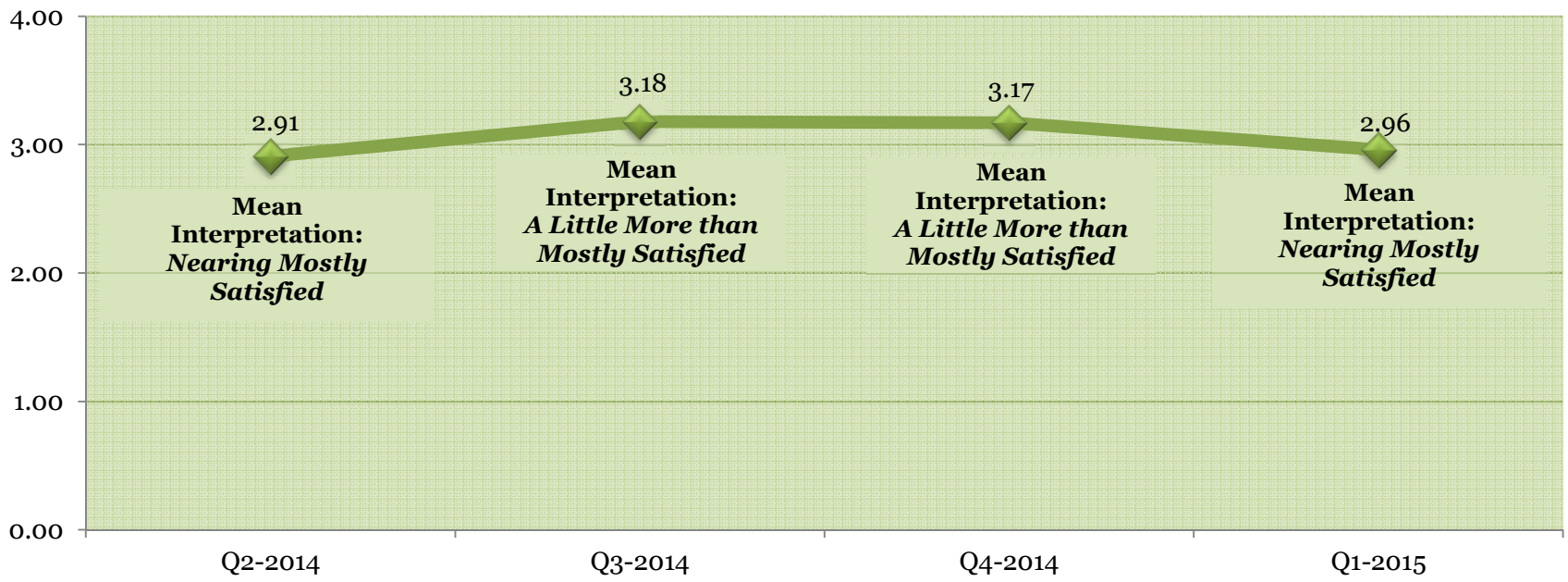


*Figure 6: Food Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Help with finding a job | *27* | 2.30 | *36* | 2.56 | ***20*** | **2.75** | *26* | 2.73 |
| Help with financial problems | *30* | 2.70 | *39* | 2.64 | ***22*** | **3.09** | *30* | 2.67 |
| Help with legal problems | *28* | 2.79 | *32* | 3.13 | ***18*** | **3.28** | *27* | 3.11 |
| Effects of services in helping with sobriety | *33* | 3.58 | *43* | 3.67 | *29* | 3.55 | ***38*** | **3.74** |
| Overall amount of help received | *33* | 3.36 | *43* | 3.51 | *29* | 3.55 | ***39*** | **3.64** |
| Effectiveness of process groups | *33* | 3.33 | ***43*** | **3.37** | *29* | 3.21 | *39* | 3.33 |
| Effectiveness of educational groups | *33* | 3.27 | *43* | 3.30 | *29* | 3.21 | ***39*** | **3.38** |
| Effectiveness of *Urban Adventure* | ***33*** | **3.85** | *40* | 3.58 | *27* | 3.48 | *35* | 3.03 |
| Effectiveness of physical fitness groups | ***32*** | **3.41** | *41* | 3.10 | *27* | 2.81 | *33* | 2.70 |
| Effectiveness of spirituality groups | *30* | 3.03 | ***38*** | **3.26** | *26* | 3.04 | *34* | 2.97 |
| Help received in managing medications | *31* | 3.00 | ***38*** | **3.29** | *26* | 3.19 | *34* | 3.00 |
| Communications between program staff and other service providers | *30* | 3.13 | *39* | 3.03 | ***27*** | **3.33** | *38* | 3.16 |

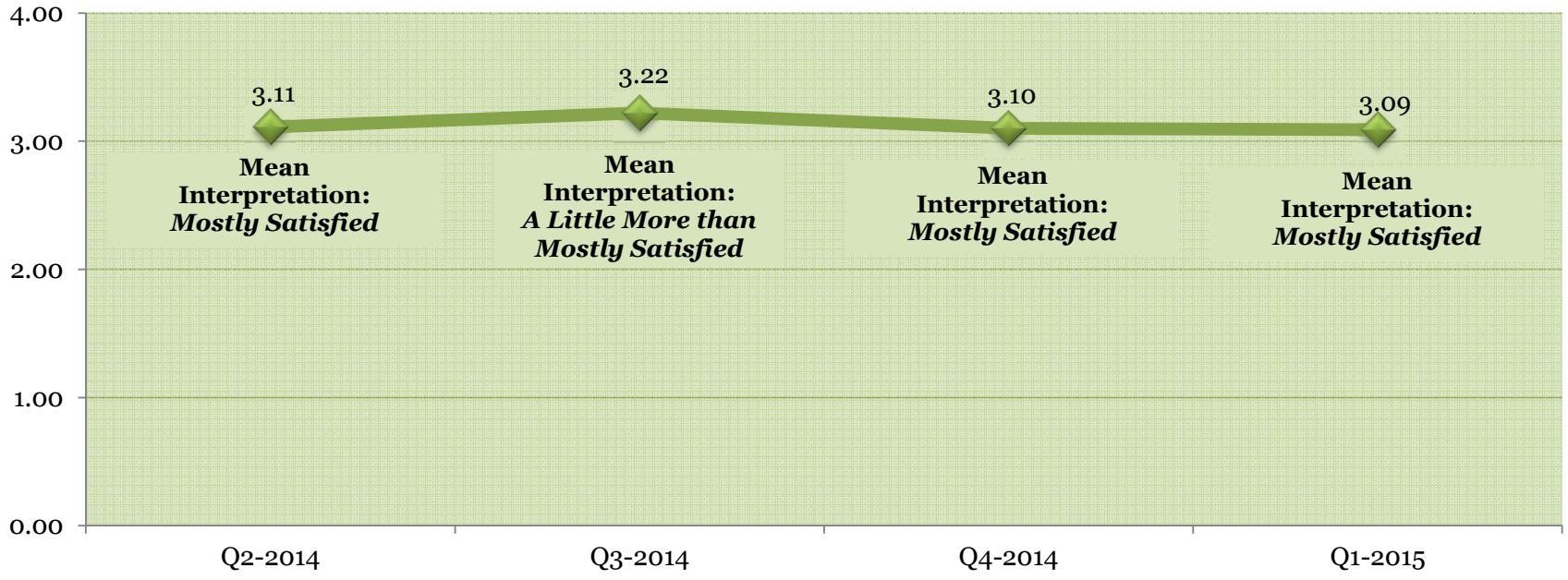


*Figure 7: Program Services Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Ability of staff to listen and understand problems | *33* | 3.42 | *43* | 3.60 | ***29*** | **3.62** | *39* | 3.56 |
| Personal manner, involvement, and caring of staff | *33* | 3.21 | ***43*** | **3.56** | *29* | 3.45 | *39* | 3.54 |
| Confidentiality and respect for your rights as an individual | *33* | 3.21 | *43* | 3.60 | *29* | 3.38 | ***39*** | **3.62** |
| Response of staff to your urgent needs during the day | *32* | 3.00 | ***42*** | **3.38** | *29* | 3.21 | *37* | 3.27 |
| Response of staff to your urgent needs in the evening or night | *32* | 3.06 | *42* | 3.36 | *27* | 3.26 | ***36*** | **3.42** |
| Willingness of staff to see you as often as you feel it necessary | *32* | 3.06 | ***43*** | **3.40** | *29* | 3.21 | *39* | 3.31 |

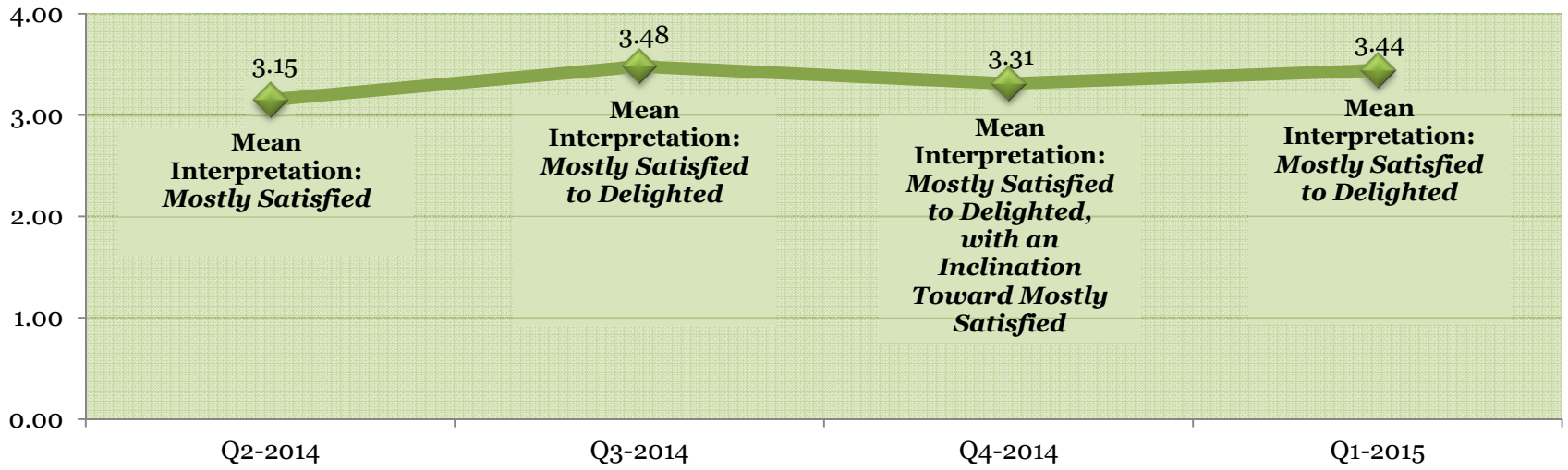


*Figure 8: Staff Grand Mean Scores*

## 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* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Overall sense of satisfaction with the services | *33* | 3.45 | ***42*** | **3.60** | *28* | 3.46 | *39* | 3.59 |

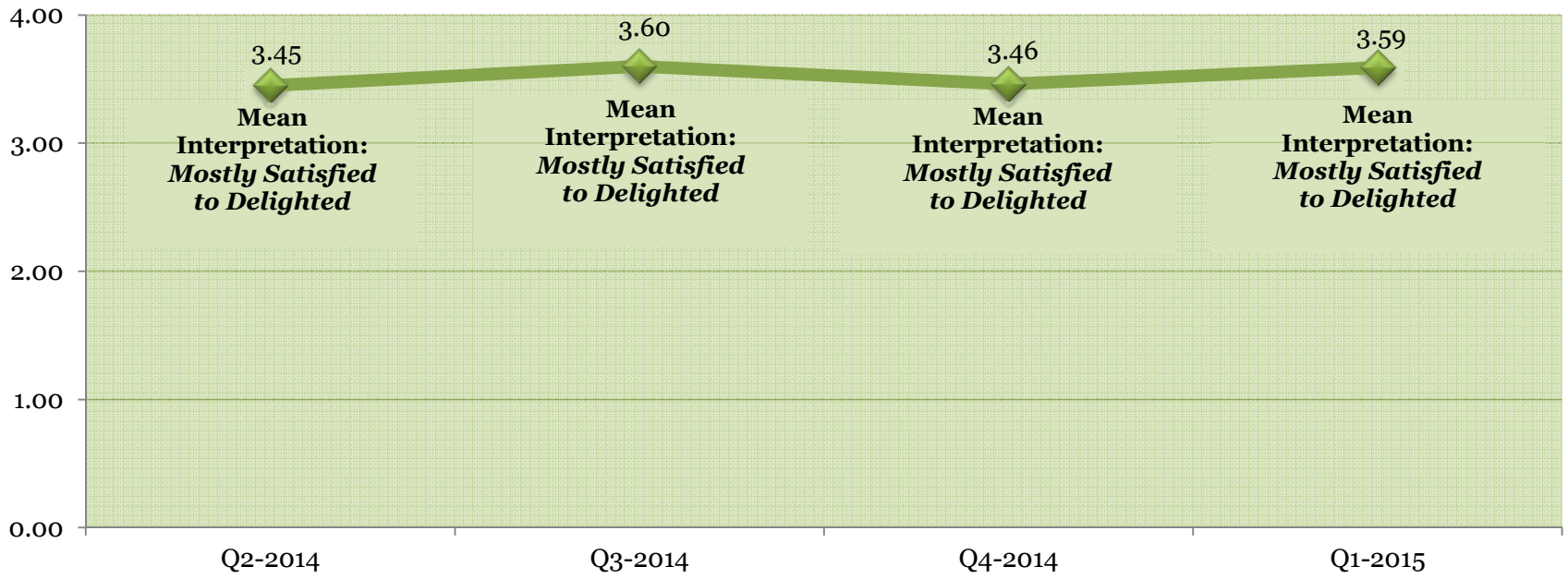


*Figure 9: Overall Satisfaction Mean Scores*

## 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 10: Recommending the Gooden Center**

| Question | *N* | Q2-2014 | *N* | Q3-2014 | *N* | Q4-2014 | *N* | Q1-2015 |
|---|---|---|---|---|---|---|---|---|
| Would you recommend The Gooden Center for a friend or loved one? | *33* | 3.73 | ***43*** | **3.79** | ***29*** | **3.79** | *39* | 3.74 |

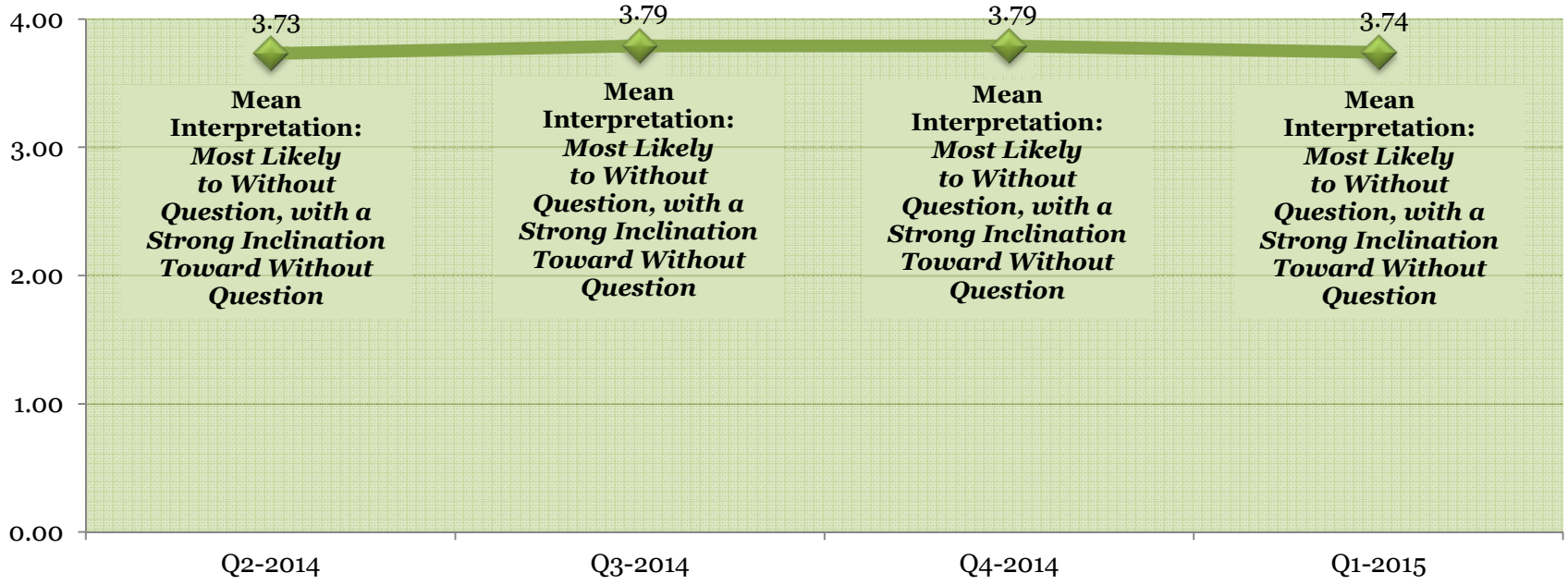


*Figure 10: Recommending the Gooden Center Mean Scores*

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 the question comprising the satisfaction survey.

**Table 11: Top Mean Scores**

| Domains and Statements | Quarter with Top Mean Score |
|---|---|
| **Administration** | |
| *Office procedures* | Q1-2015 |
| *Handling and accuracy of records* | Q3-2014 |
| **Grand Mean Score for Administration** | **Q4-2014** |
| **Community** | |
| *Usefulness of referrals to other counselors, doctors, etc.* | Q4-2014 |
| *Help received from peers in the program* | Q3-2014 |
| *Help received from Gooden Center alumni* | Q3-2014 |
| **Grand Mean Score for Community** | **Q3-2014** |
| **Counseling** | |
| *Opportunity to choose what staff to see* | Q1-2015 |
| *Help in receiving outside services* | Q1-2015 |
| *Suggestions on what to do after discharge* | Q3-2014 |
| *Personal involvement with counselor in developing treatment plan* | Q3-2014 |
| **Grand Mean Score for Counseling** | **Q3-2014** |

**Table 11: Top Mean Scores continued**

| Domains and Statements | Quarter of Top Mean Score |
|---|---|
| **Environment** | |
| *Location and access to services* | Q3-2014 |
| *Appearance and layout of facility and grounds* | Q3-2014 |
| *Cleanliness and comfort of facility* | Q3-2014 |
| *Safety of the program's environment (how "at home" clients felt)* | Q1-2015 |
| **Grand Mean Score for Environment** | Q3-2014 |
| **Family** | |
| *How family, significant others, or others were encouraged to participate in clients' recovery process* | Q3-2014 |
| **Food** | |
| *Quality of food* | Q3-2014 & Q4-2014 |
| *Variety of food* | Q3-2014 |
| *Quantity of food* | Q4-2014 |
| **Grand Mean Score for Food** | **Q3-2014** |

**Table 11: Top Mean Scores continued**

| Domains and Statements | Quarter of Top Mean Score |
|---|---|
| **Program Services** | |
| *Help with finding a job* | Q4-2014 |
| *Help with financial problems* | Q4-2014 |
| *Help with legal problems* | Q4-2014 |
| *Effects of services in helping with sobriety* | Q1-2015 |
| *Overall amount of help received* | Q1-2015 |
| *Effectiveness of process groups* | Q3-2014 |
| *Effectiveness of educational groups* | Q1-2015 |
| *Effectiveness of Urban Adventure* | Q2-2014 |
| *Effectiveness of physical fitness groups* | Q2-2014 |
| *Effectiveness of spirituality groups* | Q3-2014 |
| *Help received in managing medications* | Q3-2014 |
| *Communications between program staff and other service providers* | Q4-2014 |
| **Grand Mean Score for Program Services** | **Q3-2014** |

**Table 11: Top Mean Scores continued**

| Domains and Statements | Quarter of Top Mean Score |
|---|---|
| **Staff** | |
| *Ability of staff to listen and understand problems* | Q4-2014 |
| *Personal manner, involvement, and caring of staff* | Q3-2014 |
| *Confidentiality and respect for your rights as an individual* | Q1-2015 |
| *Response of staff to your urgent needs during the day* | Q3-2014 |
| *Response of staff to your urgent needs in the evening or night* | Q1-2015 |
| *Willingness of staff to see you as often as you feel it necessary* | Q3-2014 |
| **Grand Mean Score for Staff** | **Q3-2014** |
| **Overall Satisfaction** | |
| *Overall sense of satisfaction with the services* | Q3-2014 |
| **Recommending The Gooden Center** | |
| *Would you recommend The Gooden Center for a friend or loved one?* | Q3-2014 & Q4-2014 |