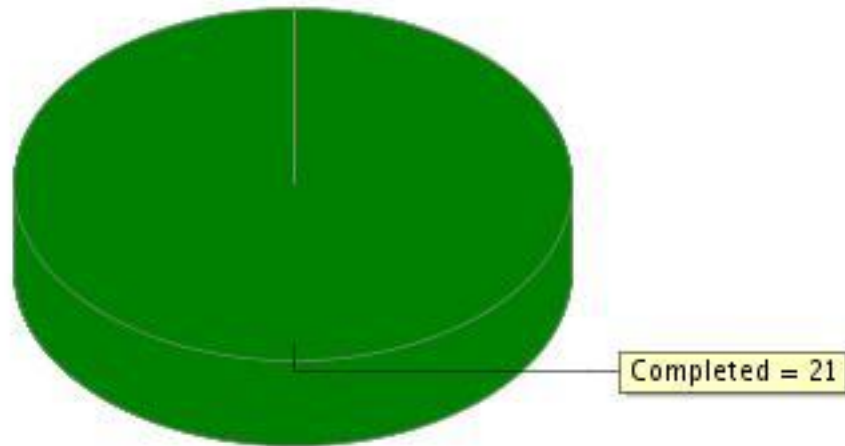


GAC
Consumer Satisfaction
3rd Qtr 2012

QuestionPro®

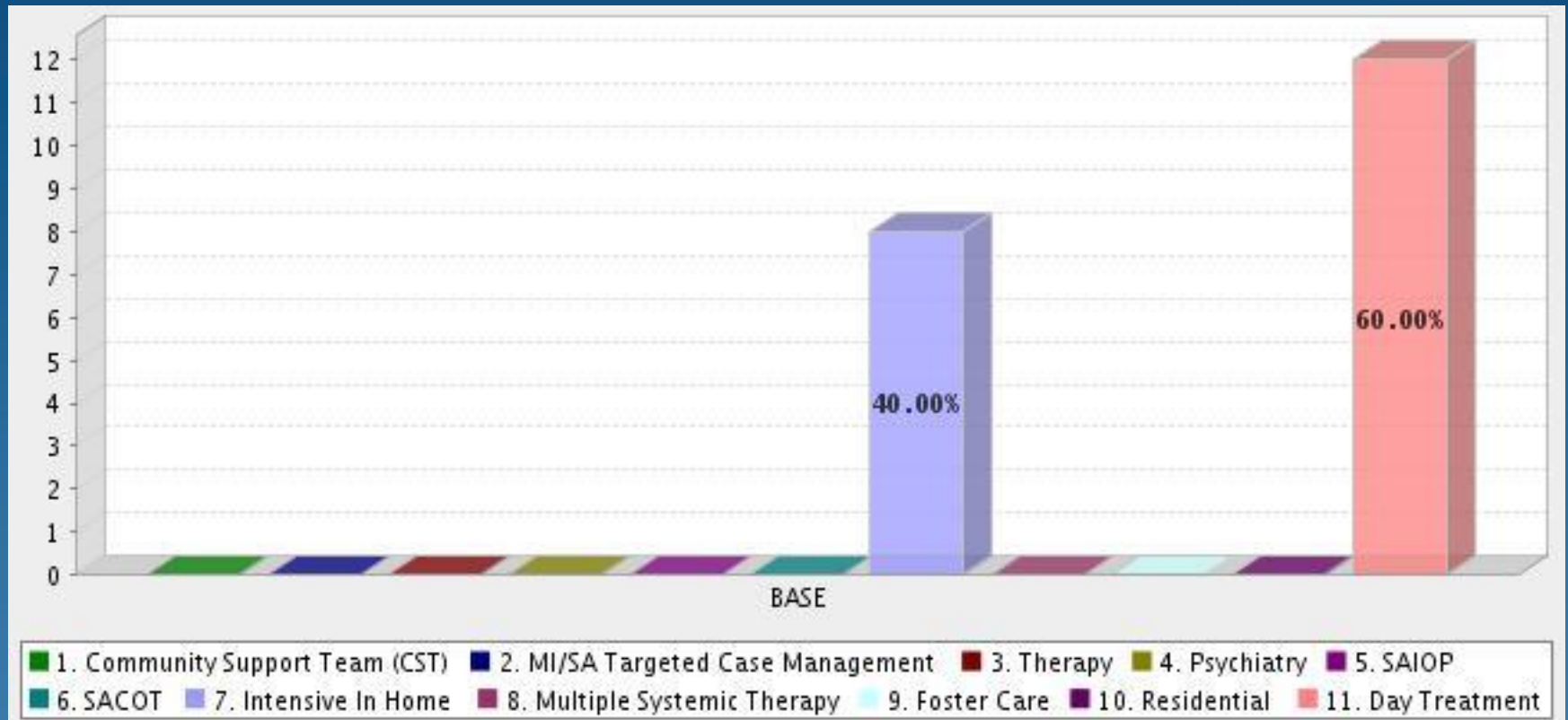
Survey Overview

Completion / Dropout Filter : 07/01/2012 - 09/30/2012

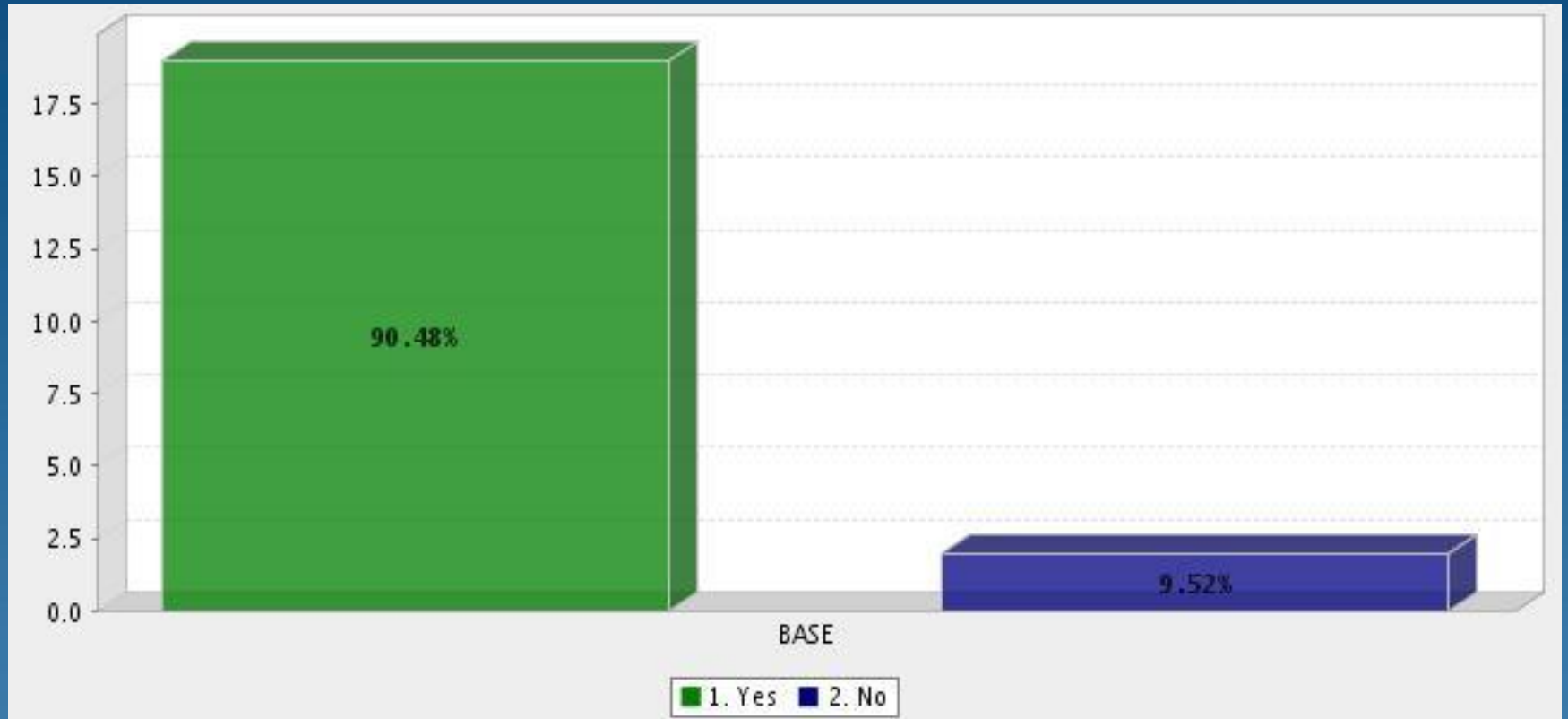


■ Completed = 21 ■ Drop Out = 0

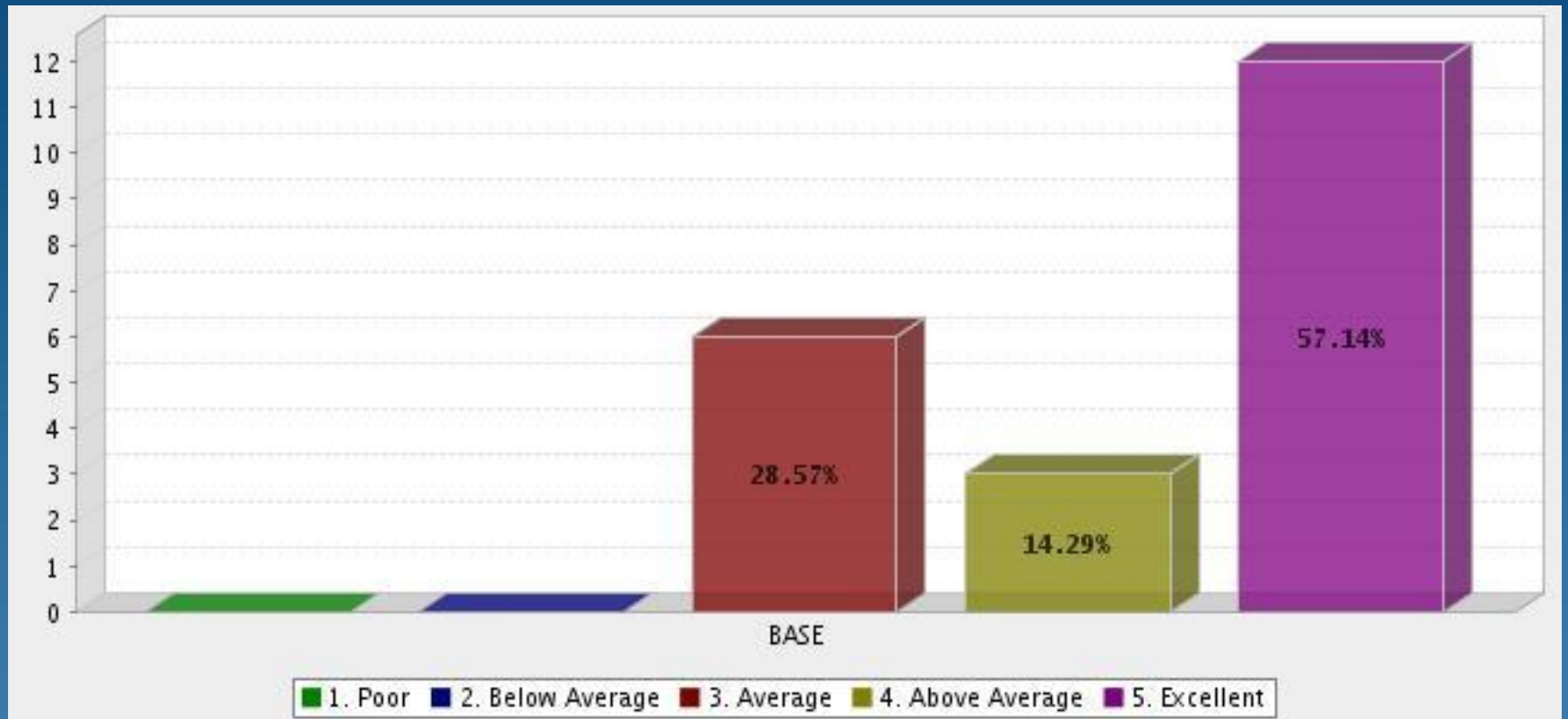
What is the primary service you receive?



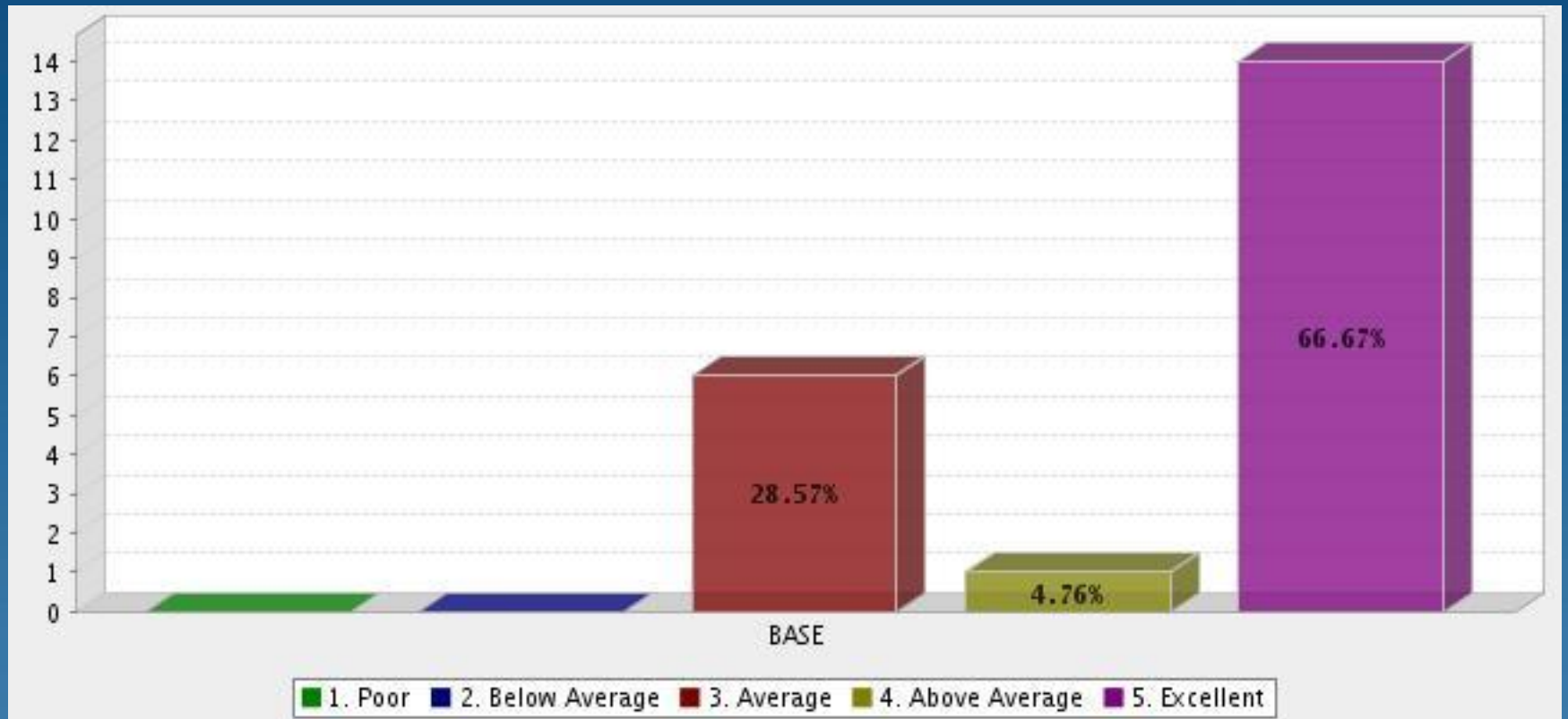
Have there been improvements in your life since you began receiving...



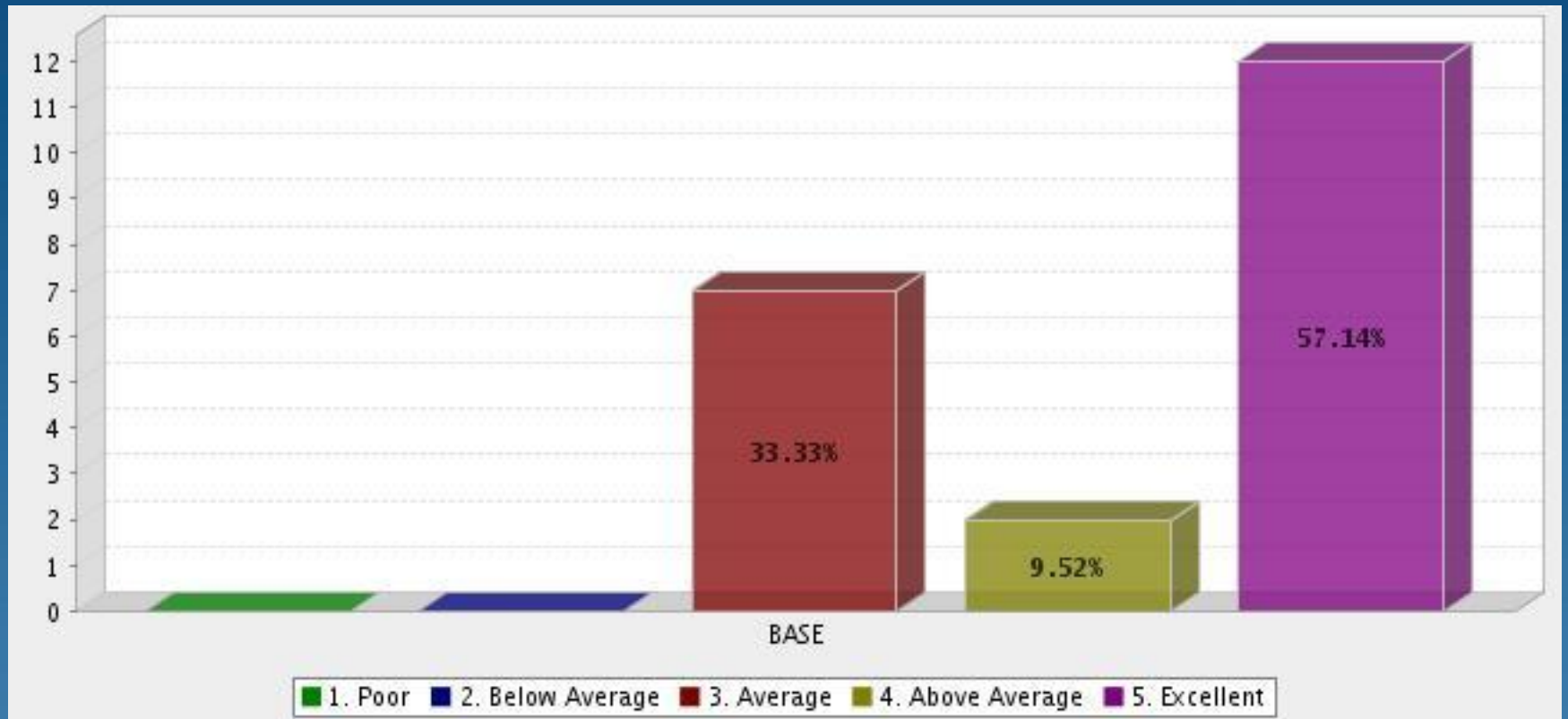
How would you rate the quality of professional and courteous servic...



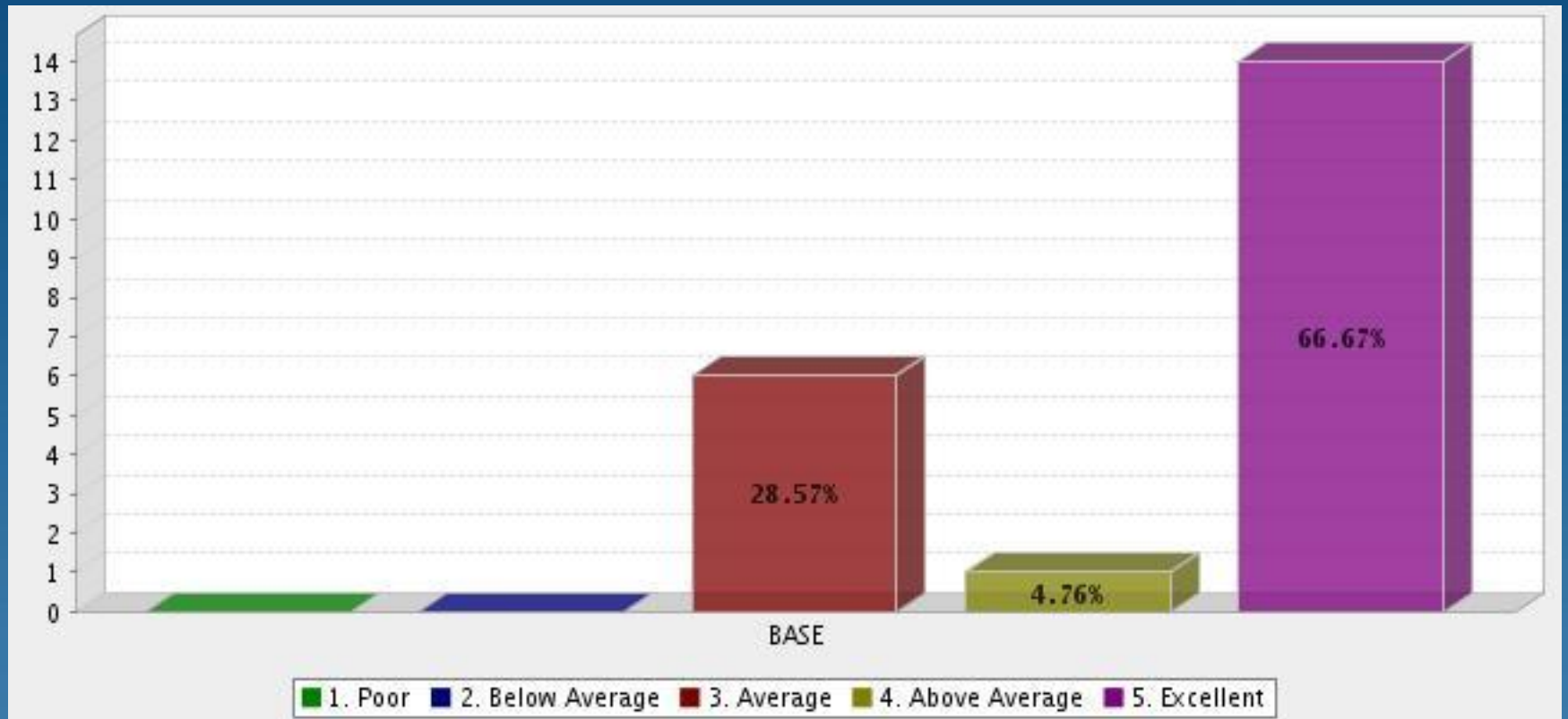
How would you rate the orientation to services I received from the ...



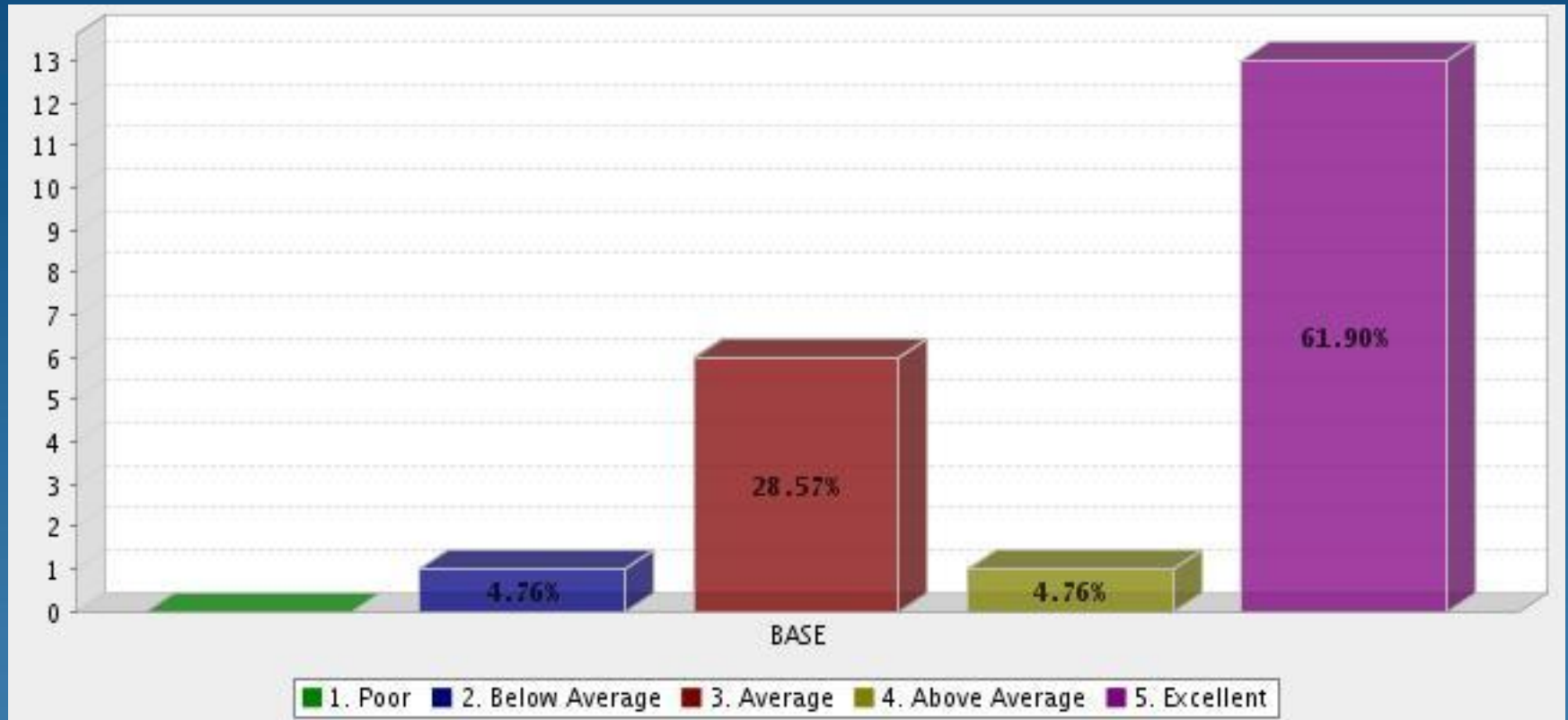
How would you rate your access to agency services, including after ...



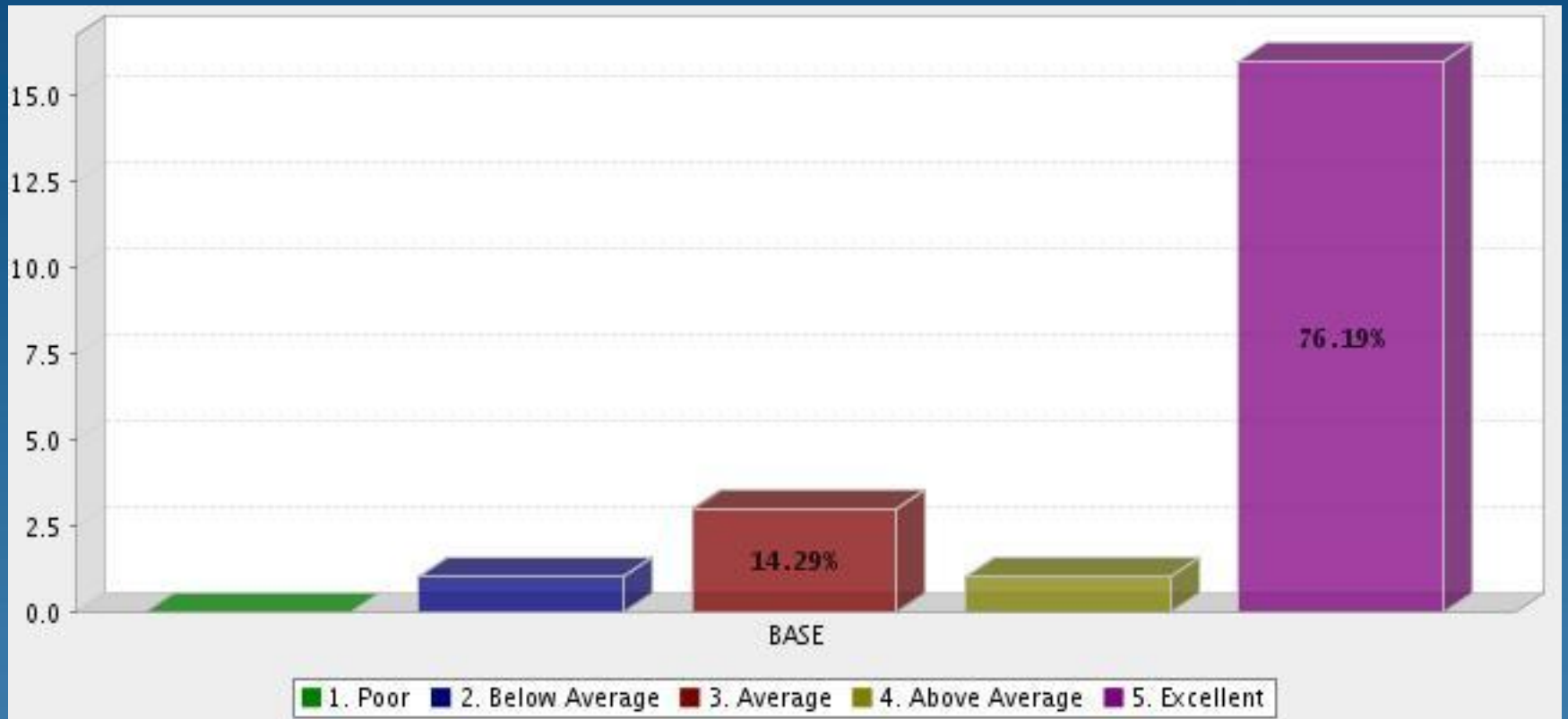
How would you rate the evaluations of your progress at the agency:



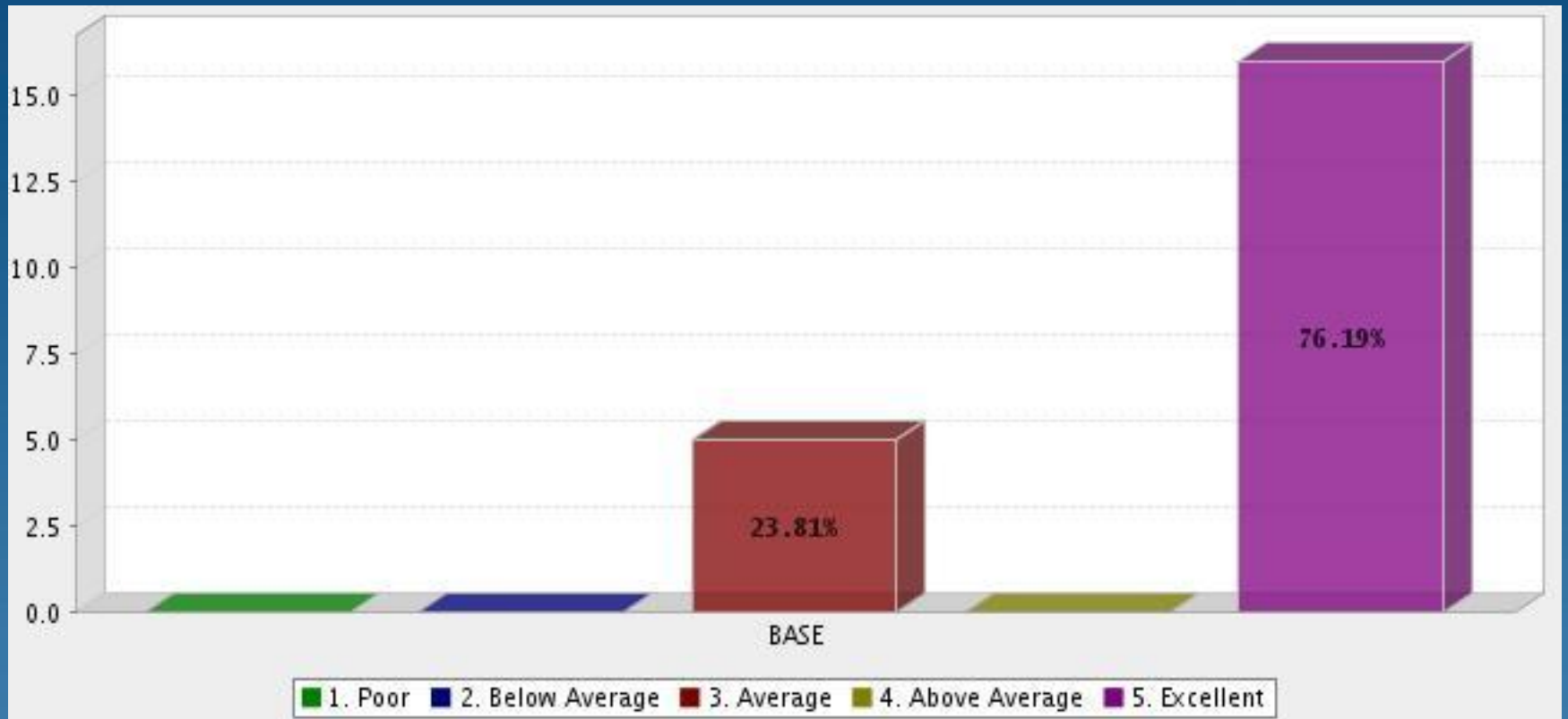
I would rate the efficiency of the agency staff in meeting my needs...



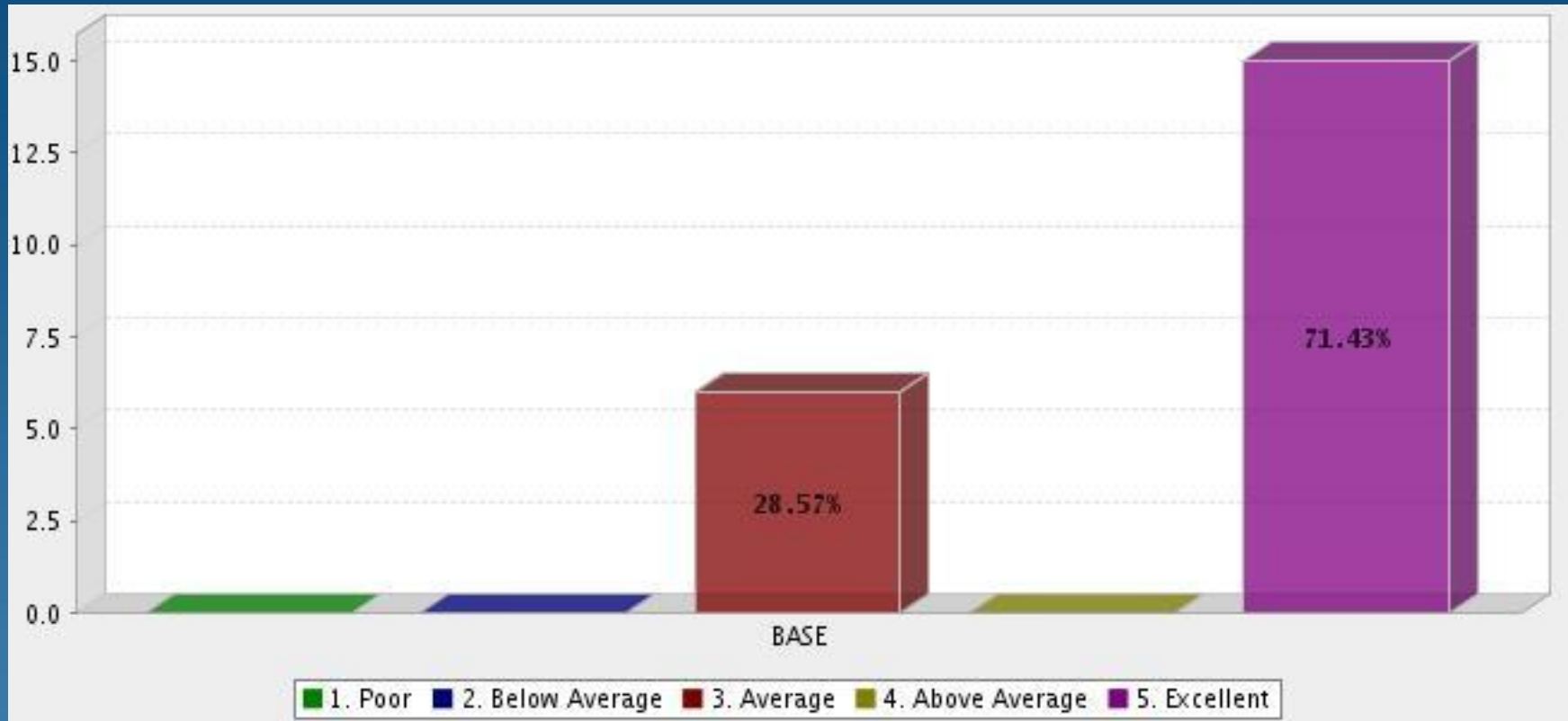
I would rate the effectiveness of clinical/support services that I ...



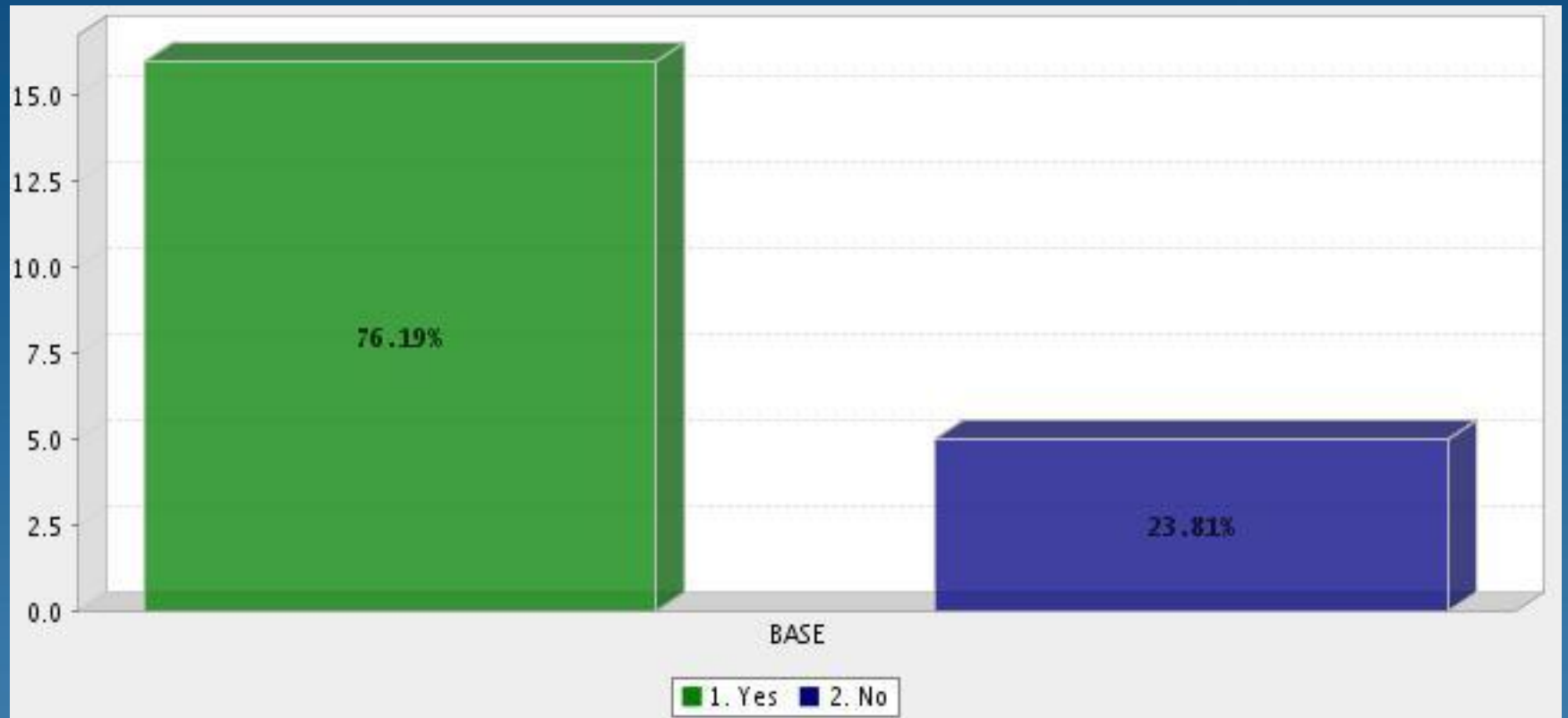
I would tell someone else that the quality of services offered by t...



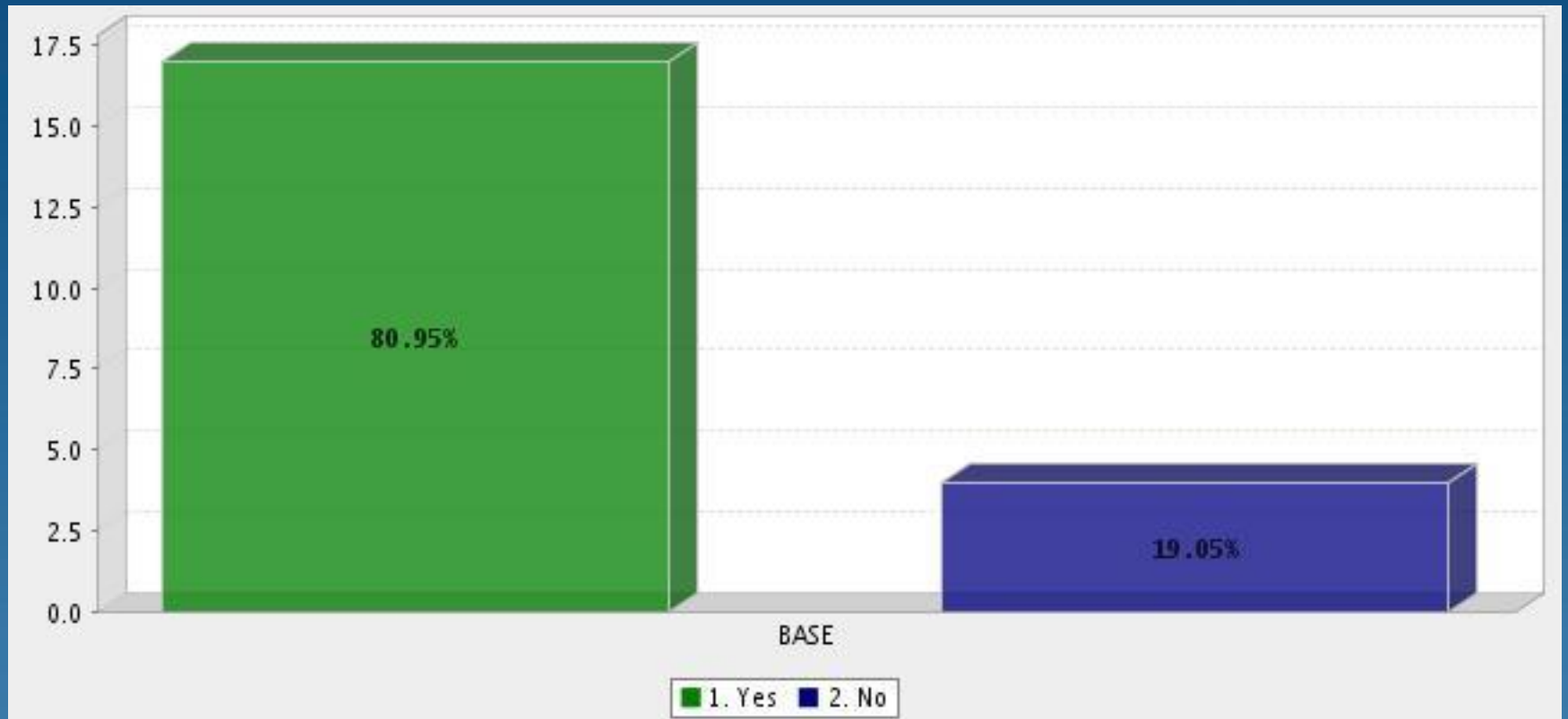
I would rate my overall satisfaction with all the services I have ...



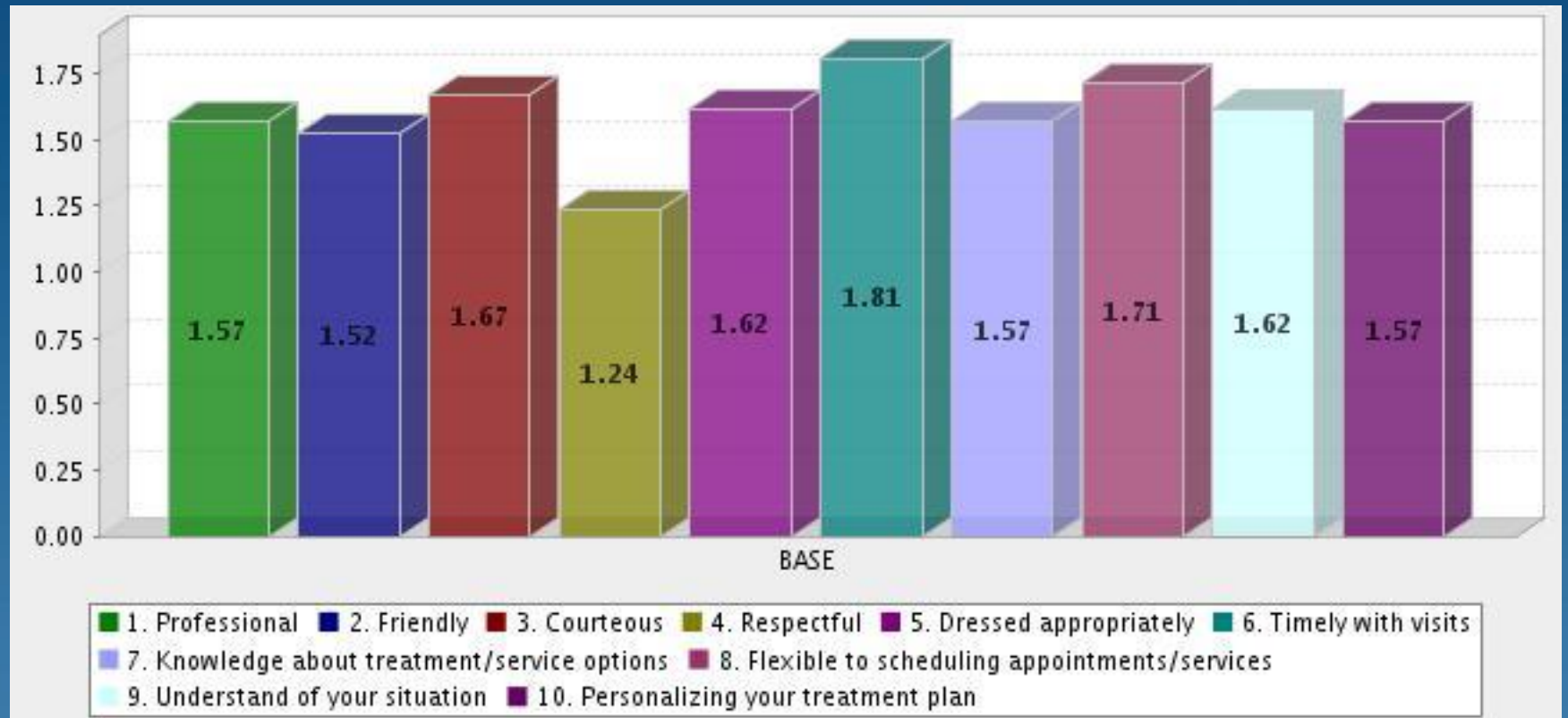
Since receiving services from the agency do you notice improvements...



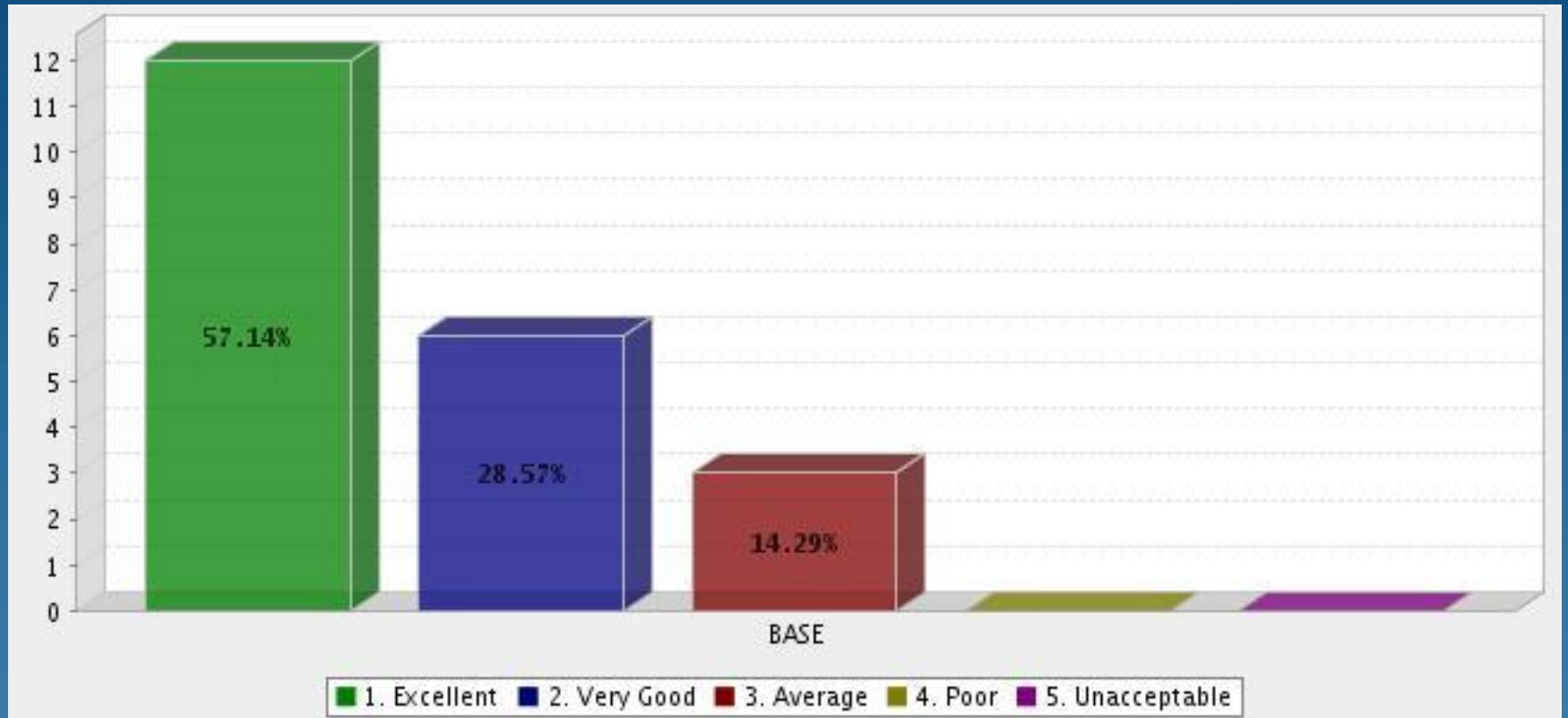
Since receiving services from the agency do you find that you have ...



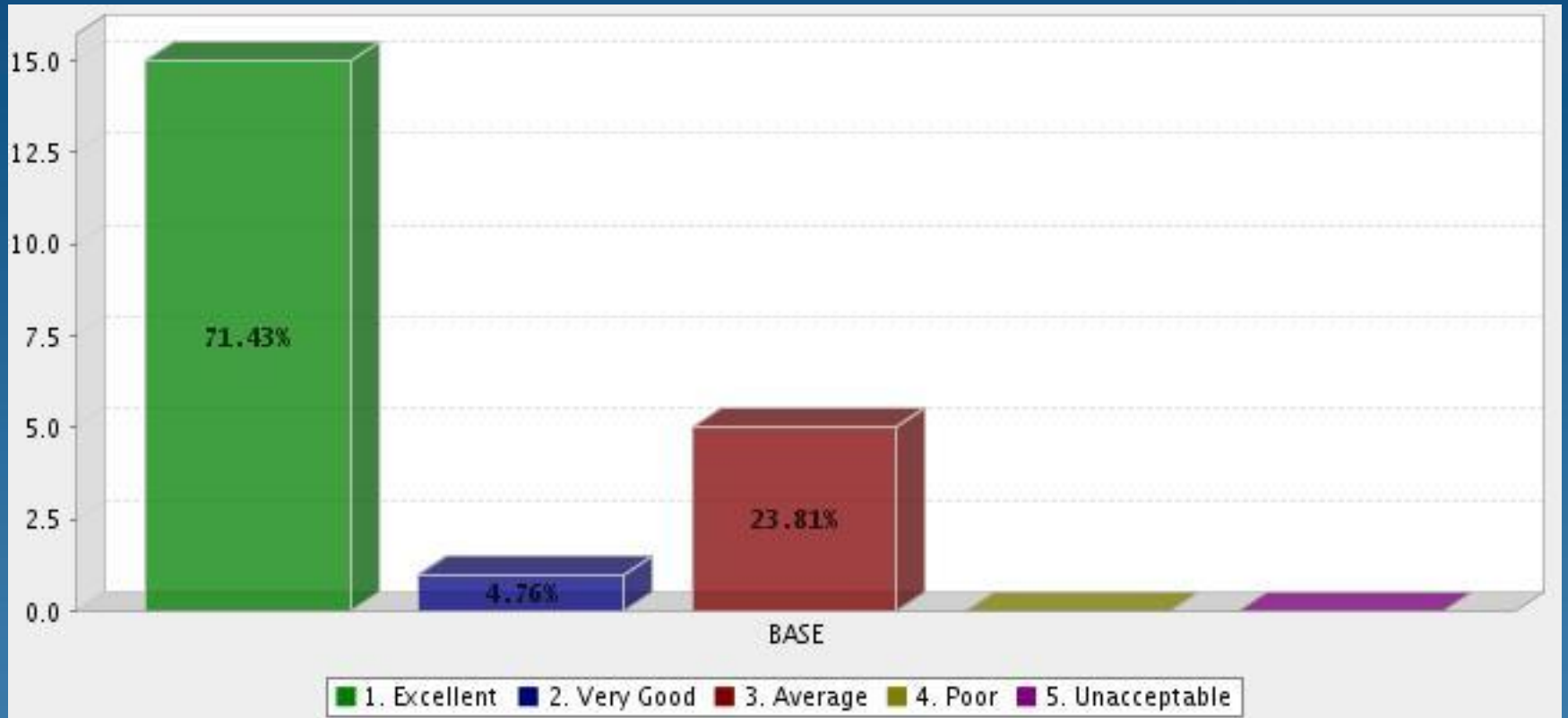
Do you find the staff members from the agency:



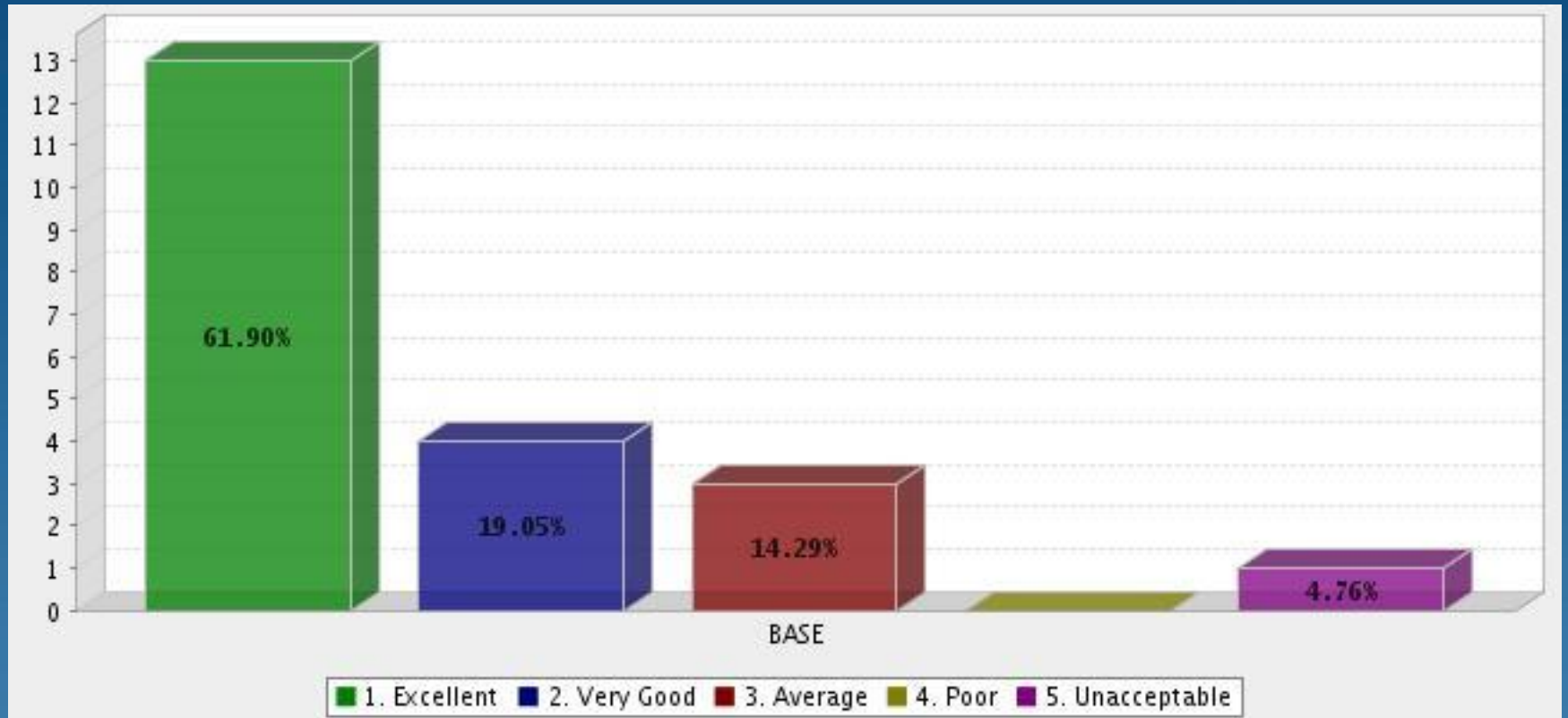
Professional



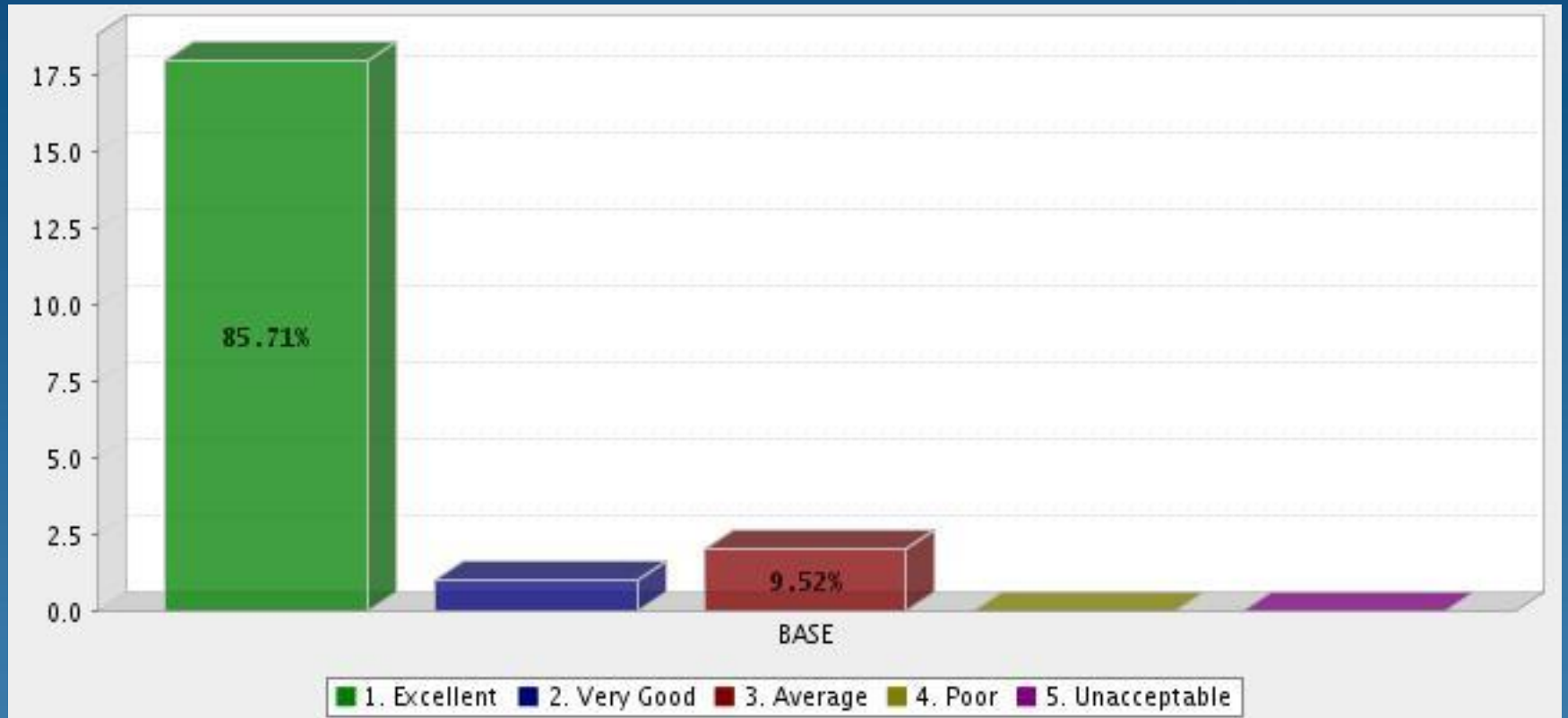
Friendly



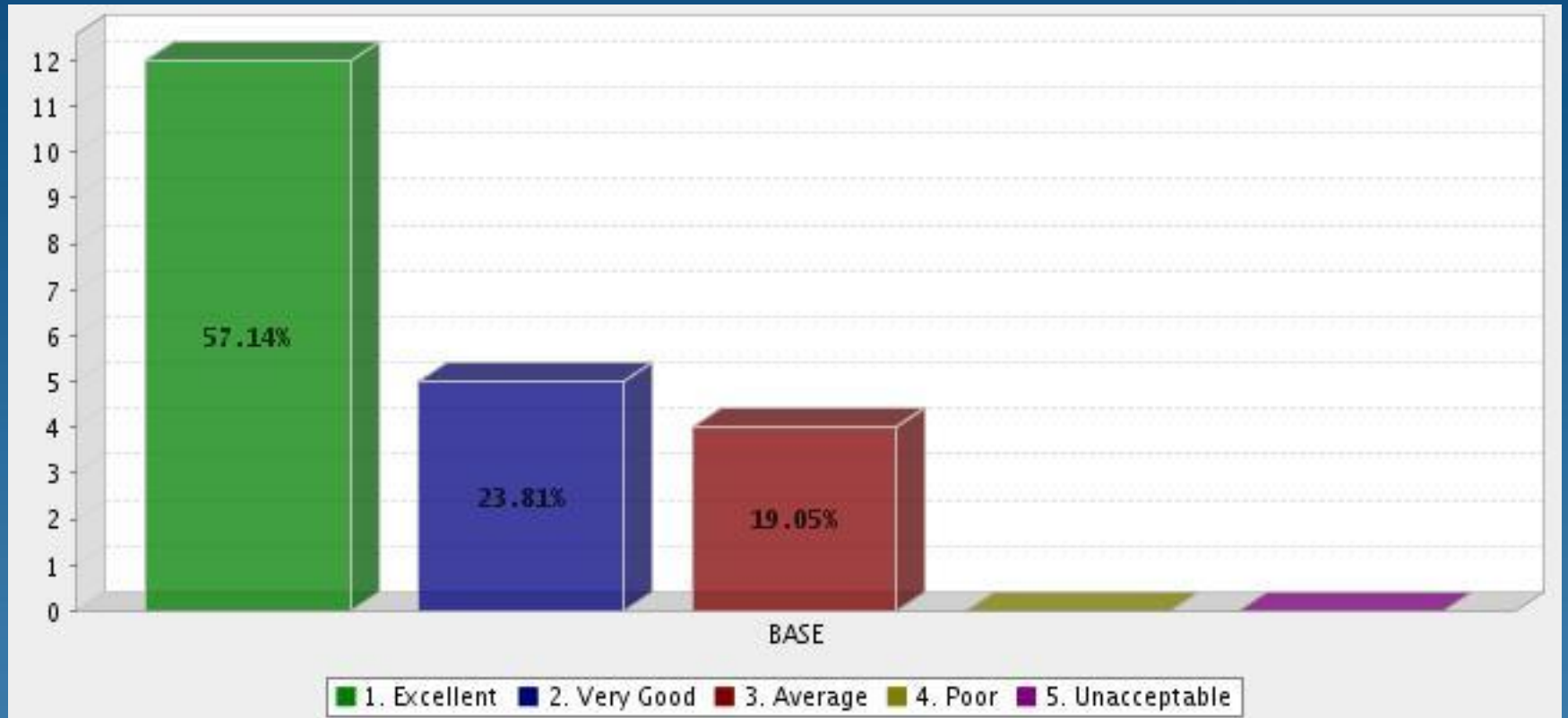
Courteous



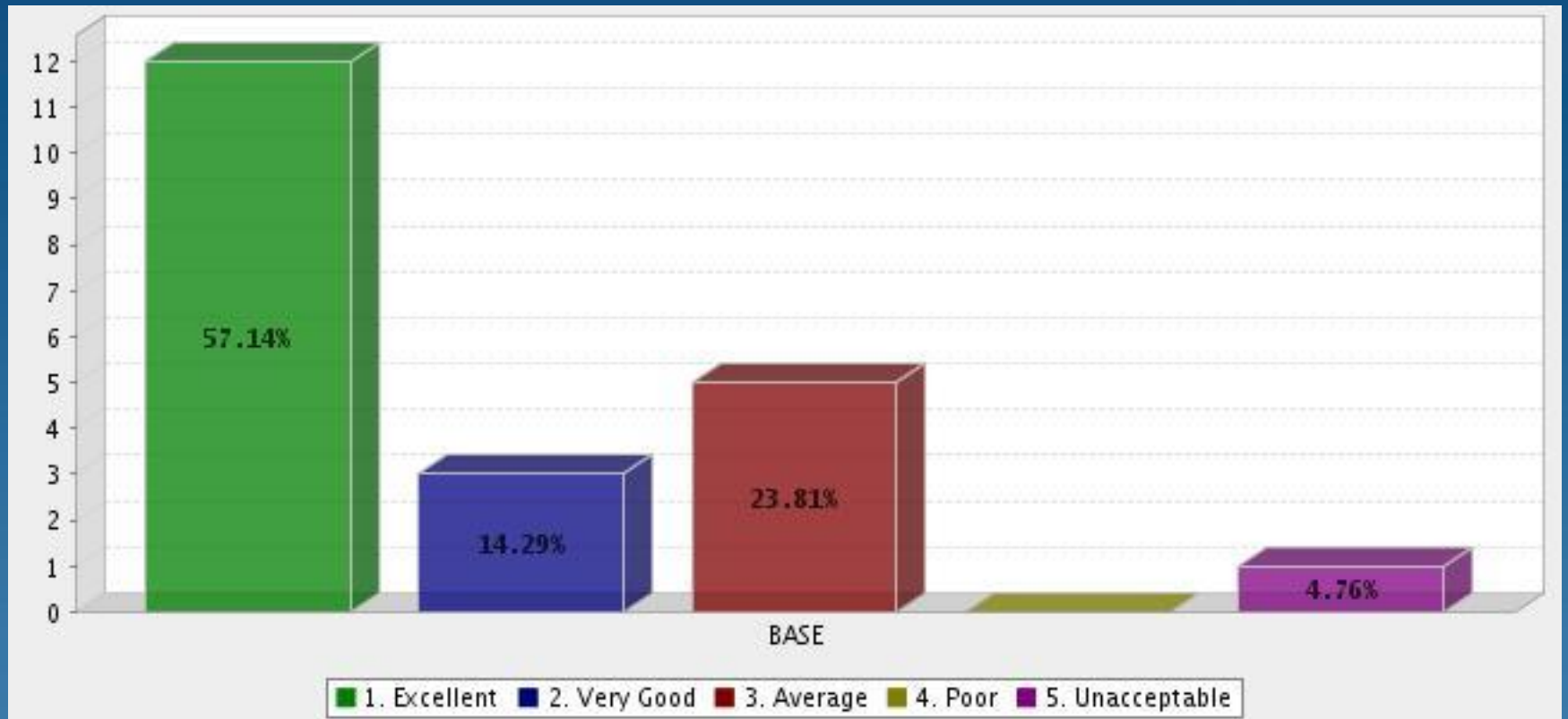
Respectful



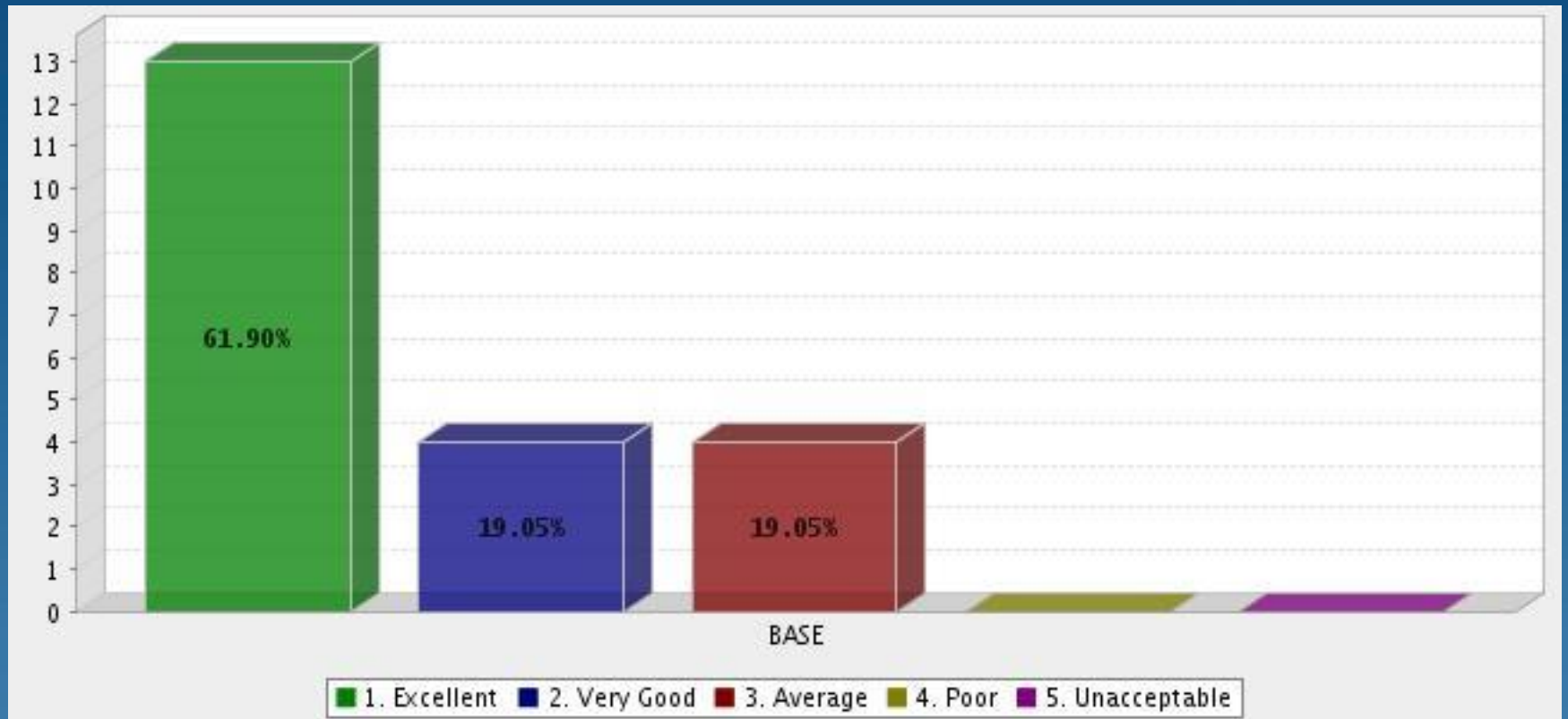
Dressed appropriately



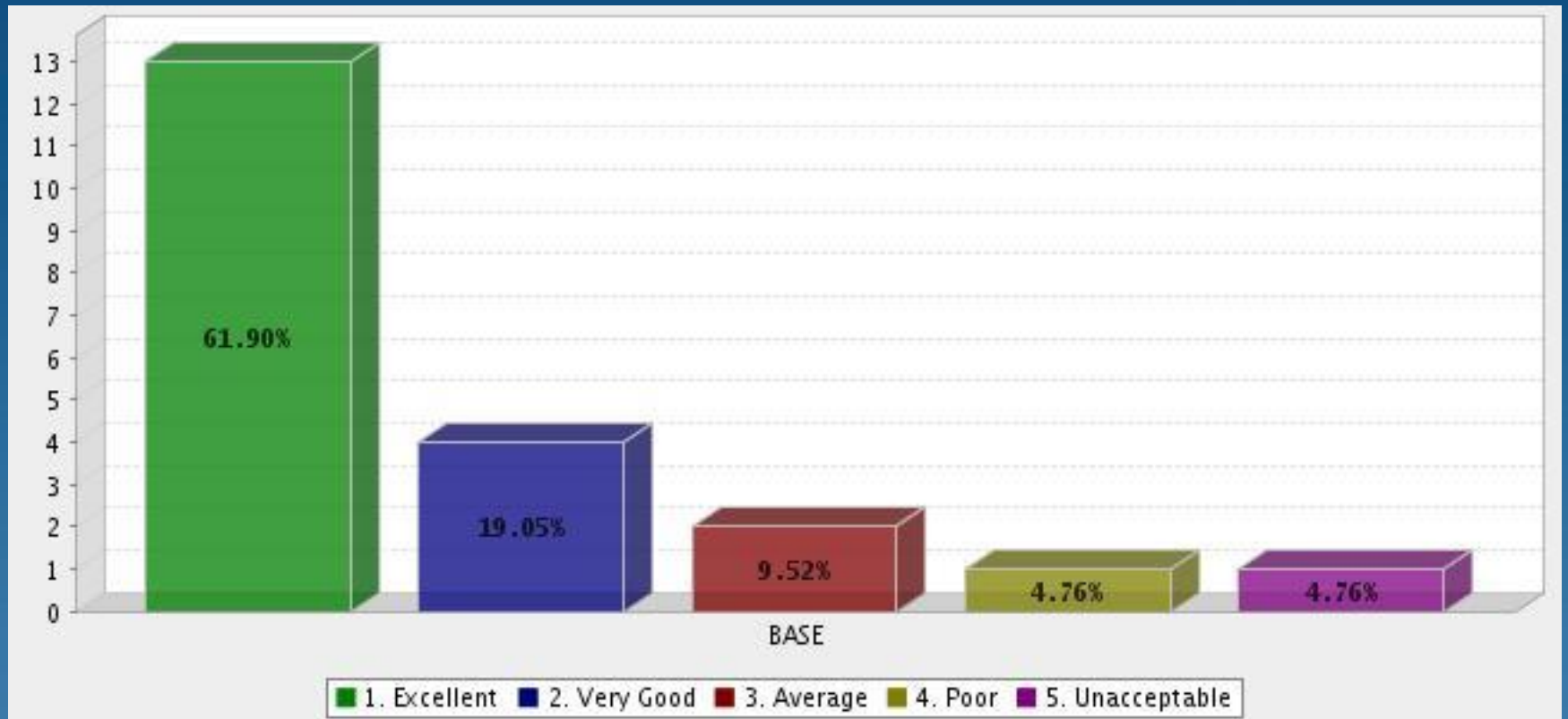
Timely with visits



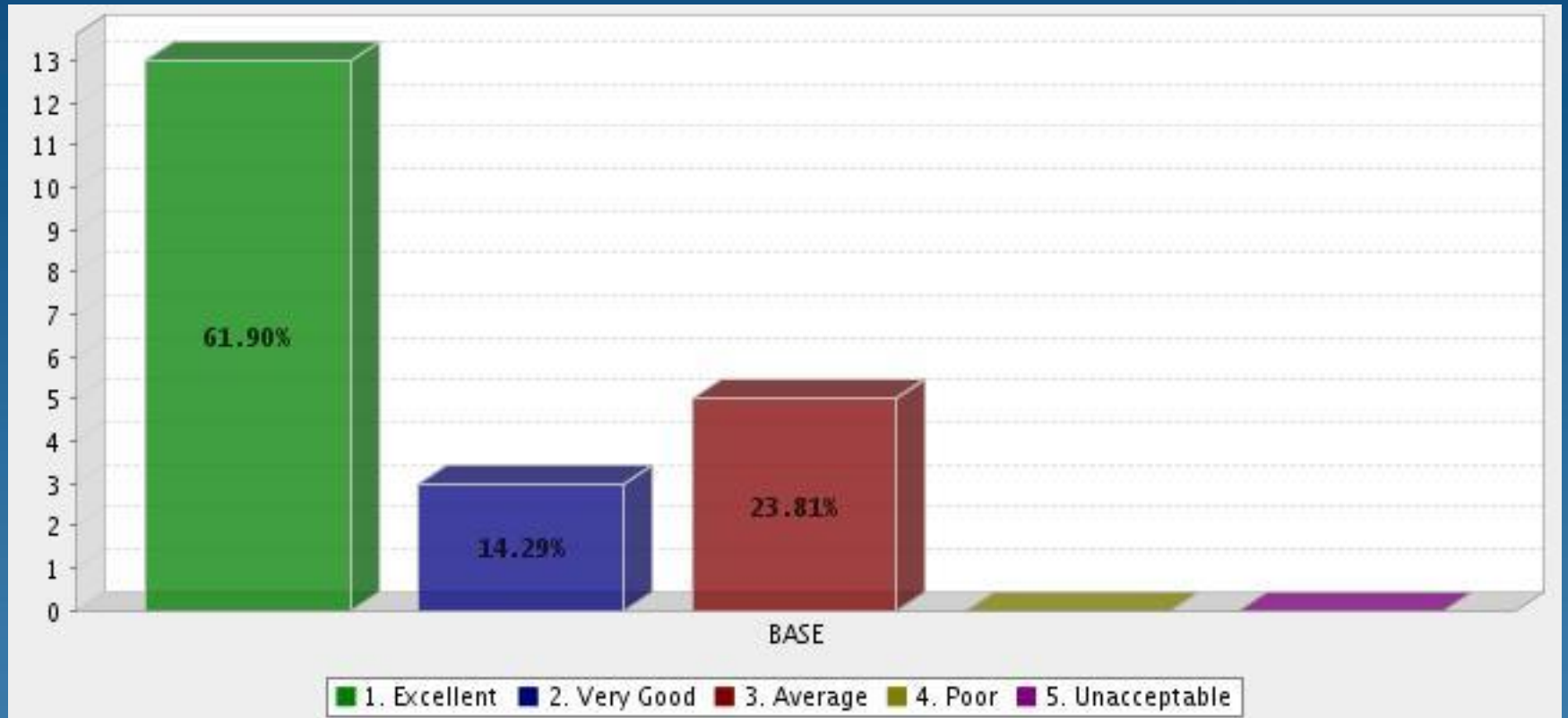
Knowledge about treatment/service options



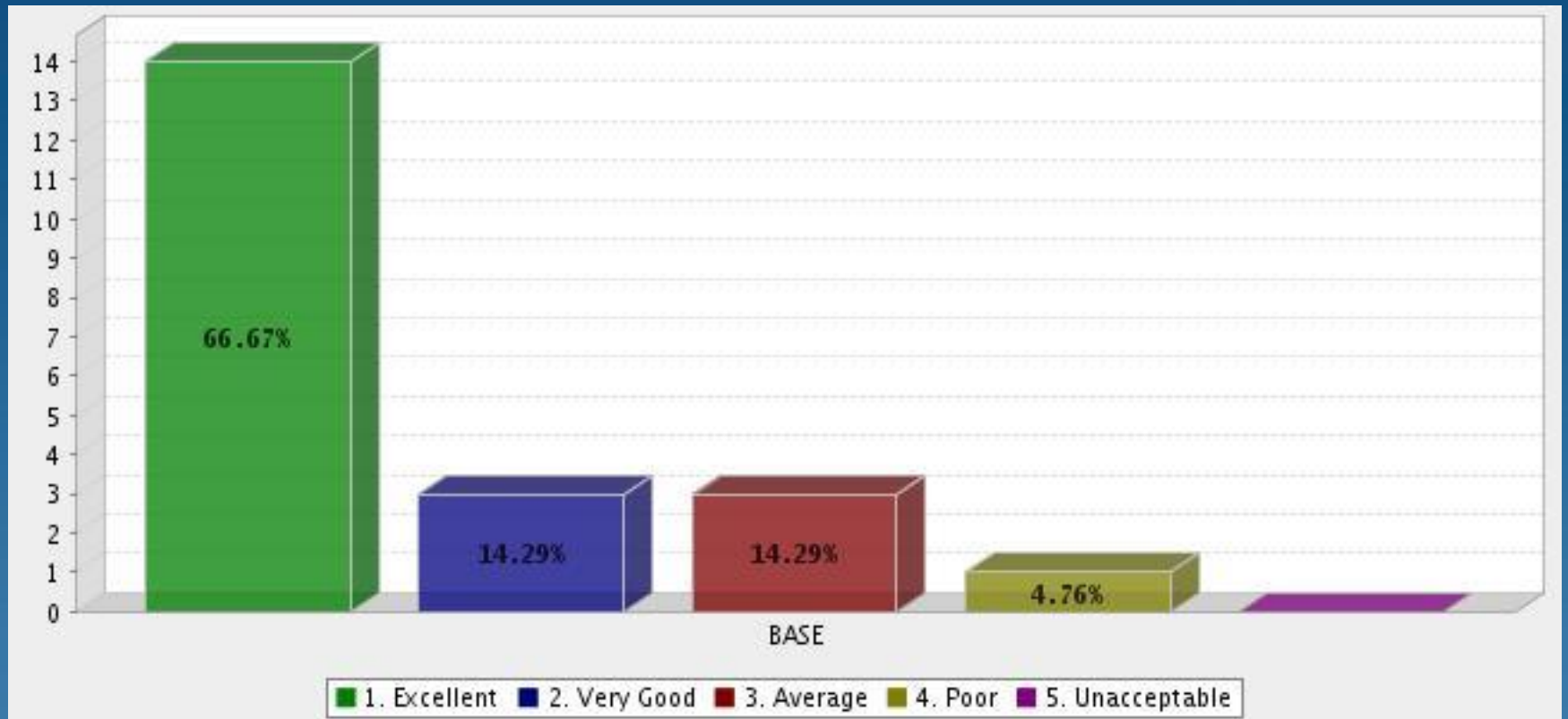
Flexible to scheduling appointments/services



Understand of your situation



Personalizing your treatment plan



Please list 3 strengths that you found exhibited at the agency:

very efficient on time and resourceful

good work, keep the children up

and good program

Quality Service

Good Employees

Show Concern

Professional, Understanding and cooperative

1)come everyday (2)avail when needed help. (3)Listen

work together ---nice

attitude

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Please list 3 strengths that you found exhibited at the agency:

self concept
appearance

take you
help you
work with you

help
talk
cope

take care of kids

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Please list 3 areas of improvement you feel could be made at the ag...

keep up the good, I will send prople over here for the program, they always there when you need them

none

More age appropriate activiteis for teens during summer in home

1) Help with younger child and all children(2) get younger sibling versus bringing him home(3)avail after hours

I dont know

attitude

self conception
self apprearance

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If you have any additional comments about our agency
and your servi...

I really enjoy the program see you soon

have been pleased with the services my daughter has
recieved thus far

keep up the good work

QuestionPro®