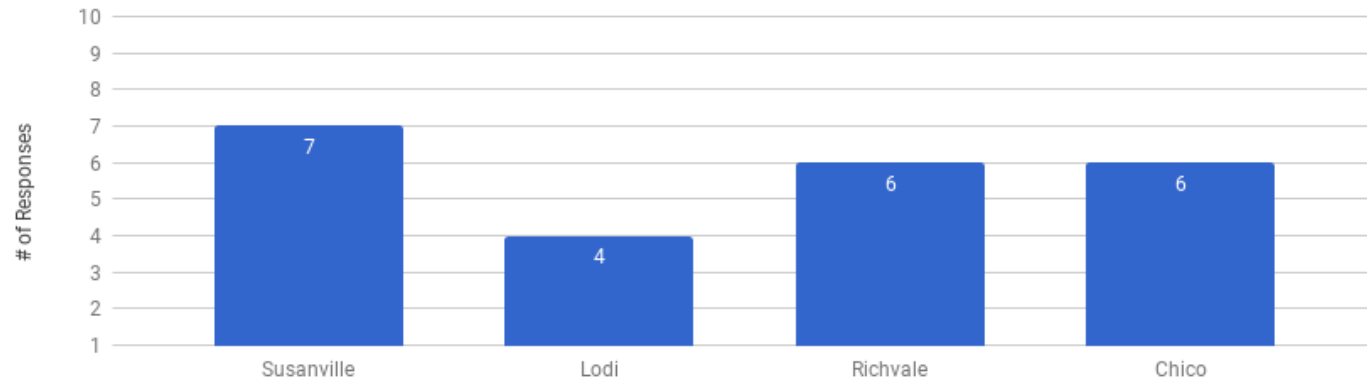


Group Home Client Satisfaction Survey 2018

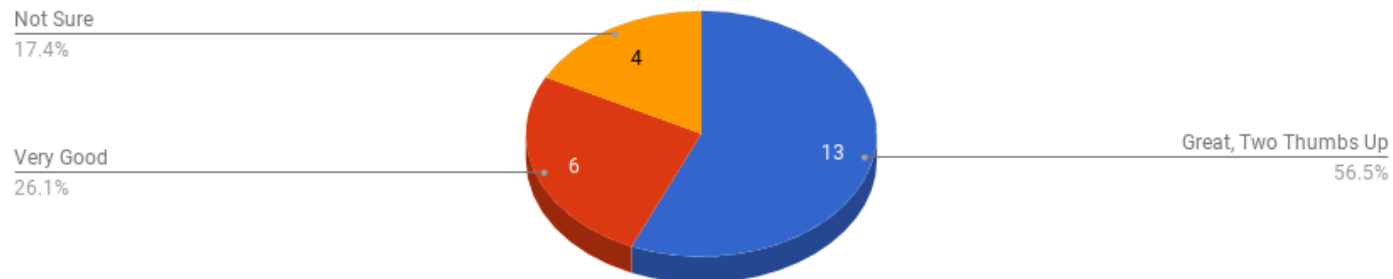


This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (n) of 23.

Q1: In what city do you live?



Q2: Staff show a positive attitude and treat me with respect.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	6	4	0	0

Item Mean	4.39
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Q3: Staff are kind and helpful to others.

Very Unhappy

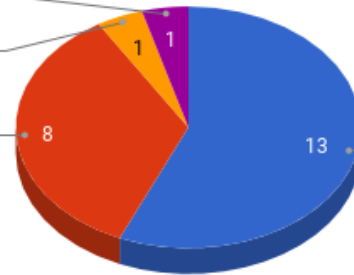
4.3%

Not Sure

4.3%

Very Good

34.8%



Great, Two Thumbs Up

56.5%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	8	1	0	1

Item Mean	4.39
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Q4: Staff listen to me, talk with me and help me calm down.

Not Happy

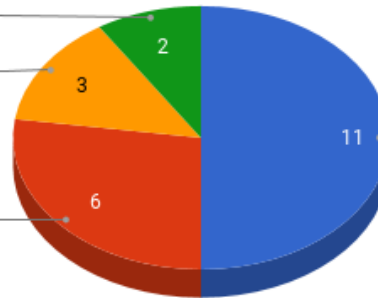
9.1%

Not Sure

13.6%

Very Good

27.3%



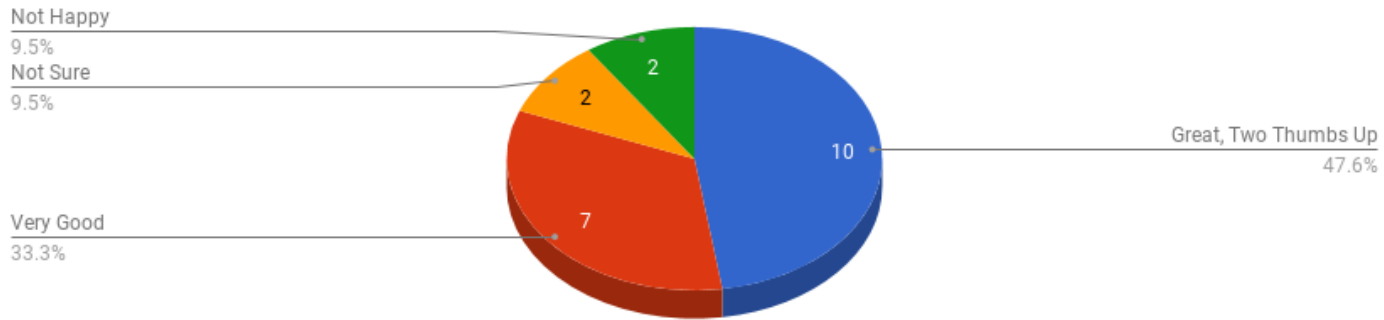
Great, Two Thumbs Up

50.0%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	6	3	2	0

Item Mean	4.18
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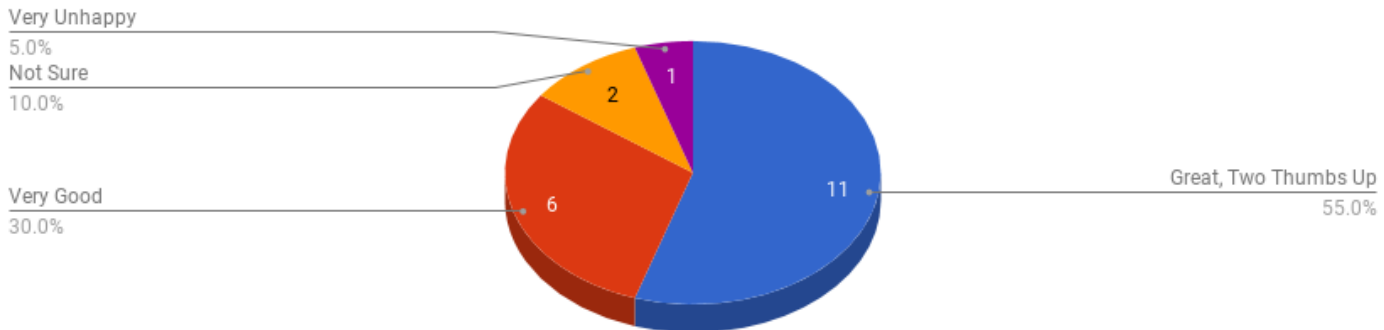
Q5: I can talk to the staff about myself and what is happening in my life.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	10	7	2	2	0

Item Mean	4.19
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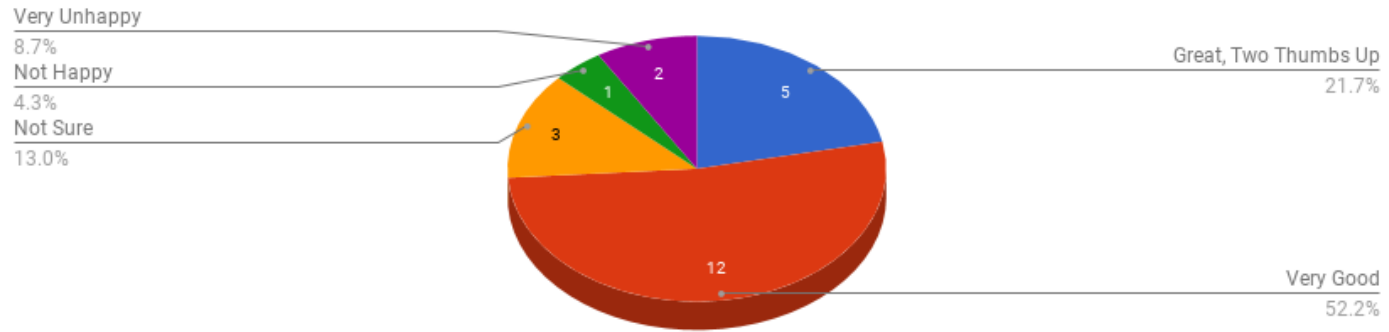
Q6: I trust the staff to keep things safe.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	6	2	0	1

Item Mean	4.3
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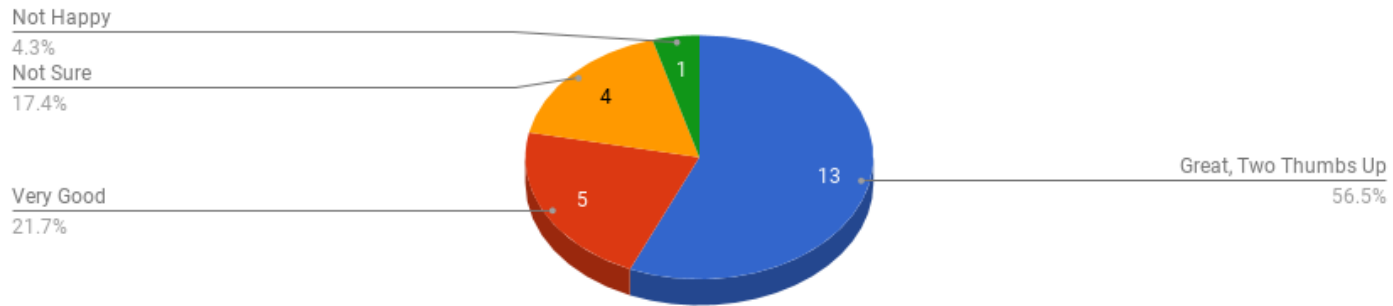
Q7: Staff keep their promises.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	5	12	3	1	2

Item Mean	3.74
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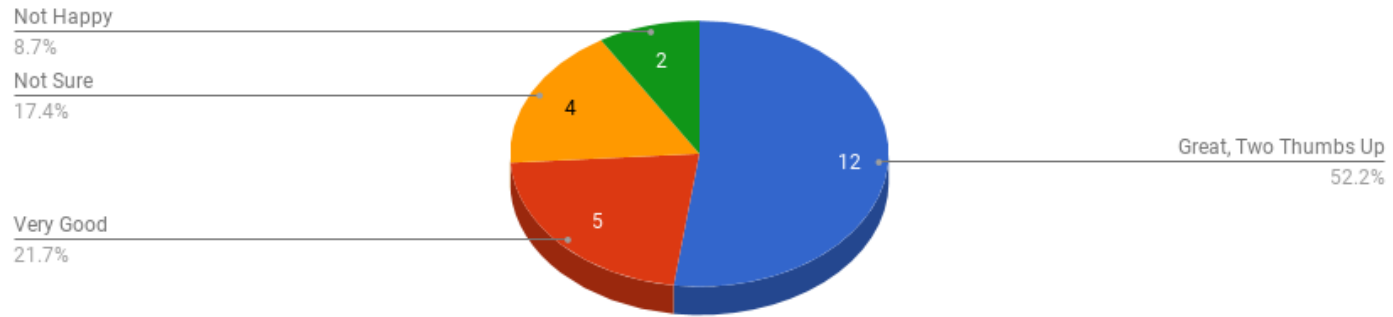
Q8: Staff participate in activities with me and others.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	5	4	1	0

Item Mean	4.3
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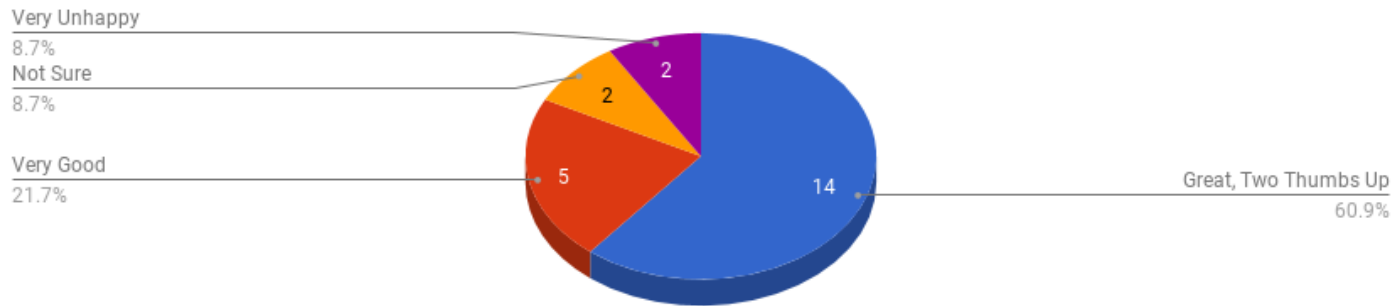
Q9: This is how I feel about the group home.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	12	5	4	2	0

Item Mean	4.17
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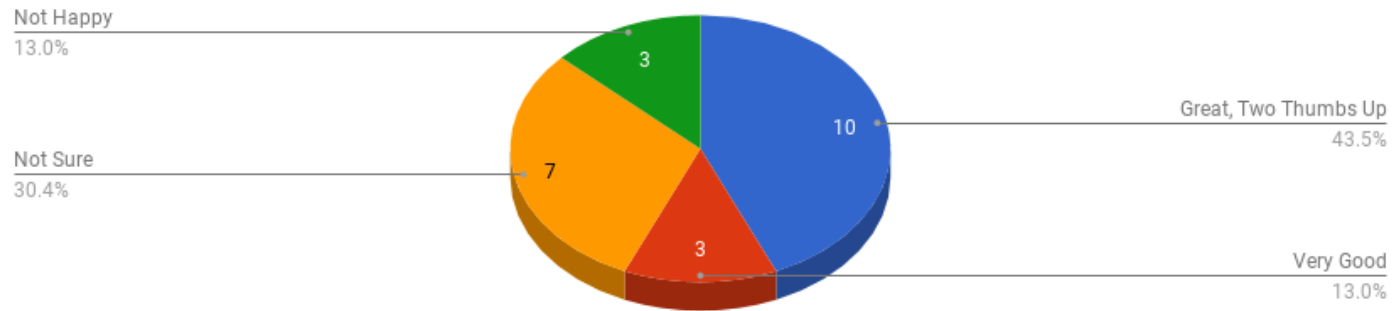
Q10: I feel safe.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	14	5	2	0	2

Item Mean	4.26
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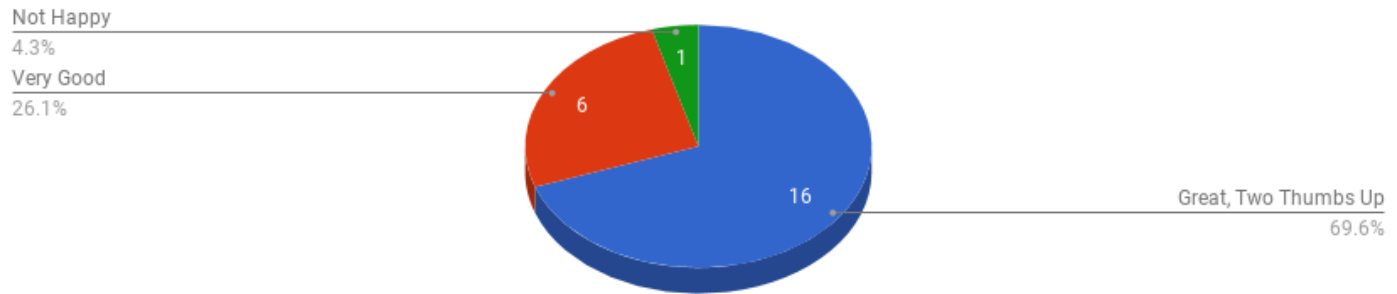
Q11: I feel like I can be myself.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	10	3	7	3	0

Item Mean	3.87
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Q12: I can be successful here.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	16	6	0	1	0

Item Mean	4.61
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Q13: Group home staff help me.

Very Unhappy

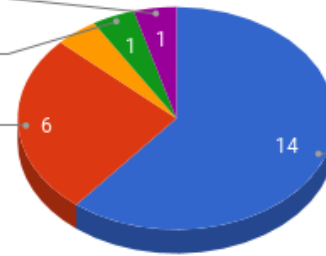
4.3%

Not Happy

4.3%

Very Good

26.1%



Great, Two Thumbs Up

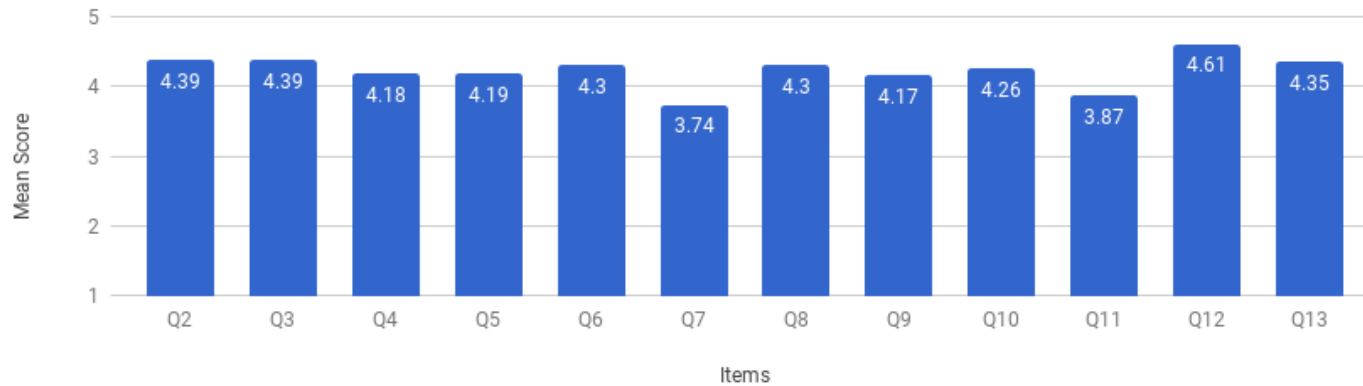
60.9%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	14	6	1	1	1

Item Mean	4.35
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Means

Item Means



Lowest Item Mean	3.74	Staff keep their promises.
Highest Item Mean	4.61	I can be successful here.