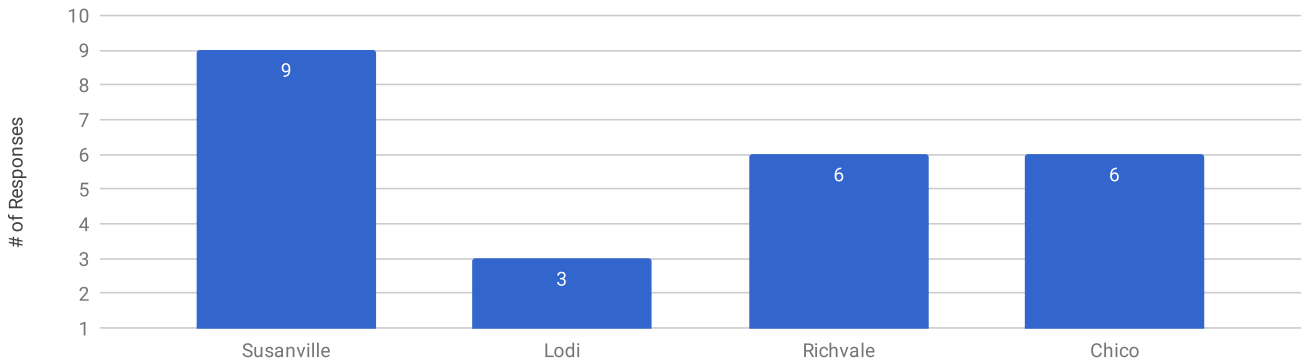


STRTP Client Satisfaction Survey 2020

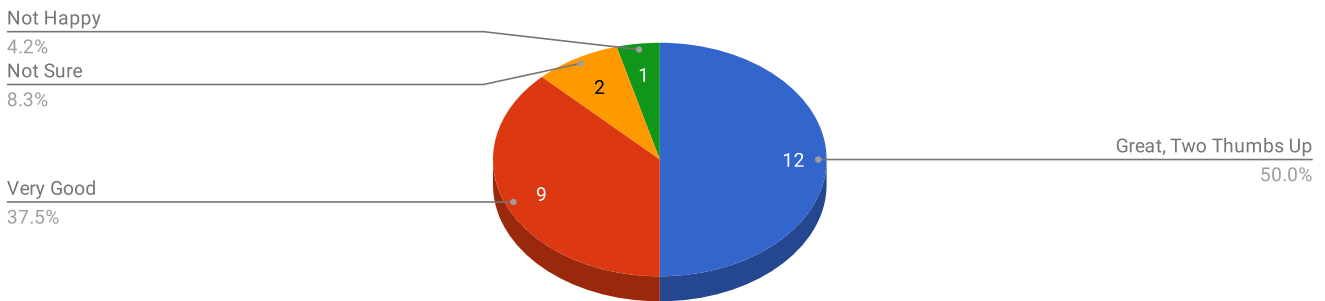


This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 24 (same as in 2019).

Q1: In what city do you live?

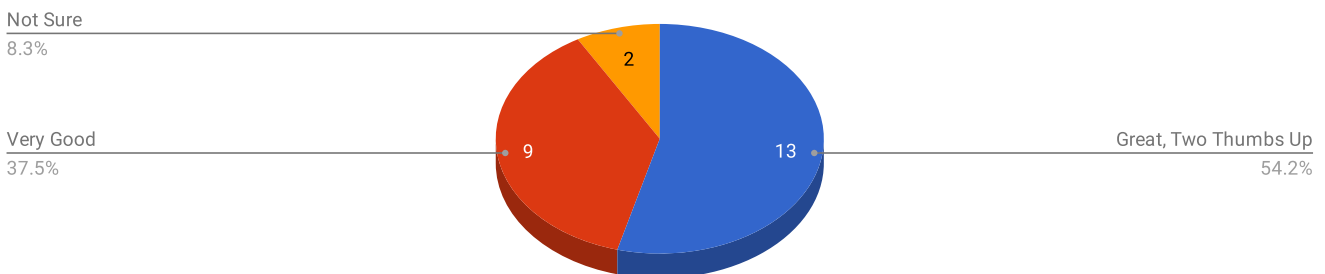


Q2: Staff show a positive attitude and treat me with respect.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	12	9	2	1	0
Item Mean	4.33				
2019 Mean	4.09				

Q3: Staff are kind and helpful to others.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	9	2	0	0

Item Mean	4.46					
2019 Mean	4.13					

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

Not Happy

8.3%

Not Sure

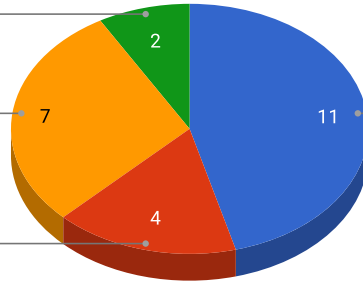
29.2%

Very Good

16.7%

Great, Two Thumbs Up

45.8%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	4	7	2	0
Item Mean	4				
2019 Mean	4.08				

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

Not Happy

12.5%

Not Sure

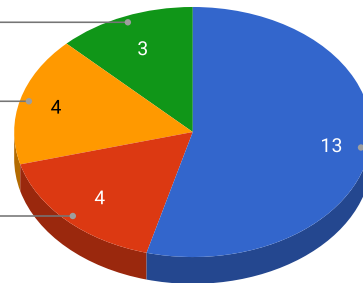
16.7%

Very Good

16.7%

Great, Two Thumbs Up

54.2%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	4	4	3	0
Item Mean	4.13				
2019 Mean	4.04				

Q6: I trust the staff to keep my belongings safe.

Very Unhappy

8.3%

Not Happy

4.2%

Not Sure

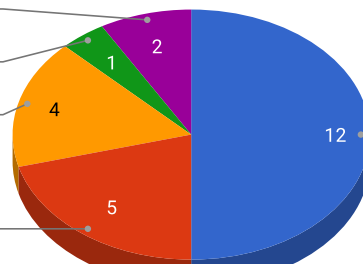
16.7%

Very Good

20.8%

Great, Two Thumbs Up

50.0%



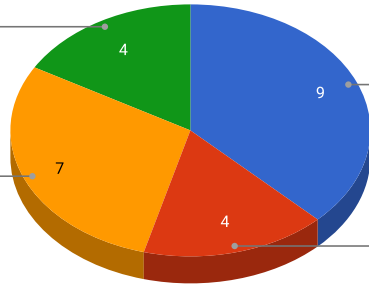


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	12	5	4	1	2
Item Mean	4				
2019 Mean	4.17				

Q7: Staff keep their promises.

Not Happy
16.7%

Not Sure
29.2%



Great, Two Thumbs Up
37.5%

Very Good
16.7%

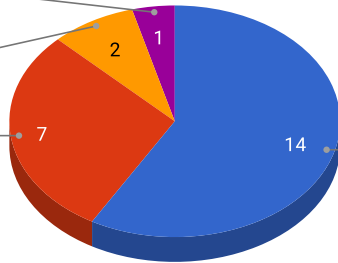
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	9	4	7	4	0
Item Mean	3.75				
2019 Mean	3.96				

Q8: Staff participate in activities with me and others.

Very Unhappy
4.2%

Not Sure
8.3%

Very Good
29.2%



Great, Two Thumbs Up
58.3%

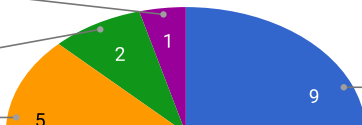
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	14	7	2	0	1
Item Mean	4.38				
2019 Mean	4.42				

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

Very Unhappy
4.2%

Not Happy
8.3%

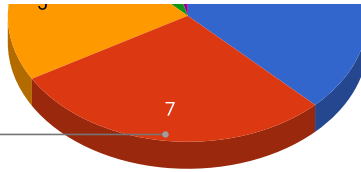
Not Sure



Great, Two Thumbs Up
37.5%

20.8%

Very Good
29.2%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	9	7	5	2	1
Item Mean	3.88				
2019 Mean	4.33				

Q10: I feel safe.

Very Unhappy

4.2%

Not Happy

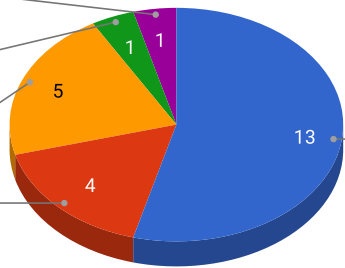
4.2%

Not Sure

20.8%

Very Good

16.7%



Great, Two Thumbs Up
54.2%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	4	5	1	1
Item Mean	4.13				
2019 Mean	4.09				

Q11: I feel like I can be myself.

Very Unhappy

4.2%

Not Happy

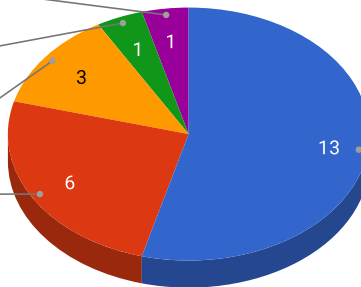
4.2%

Not Sure

12.5%

Very Good

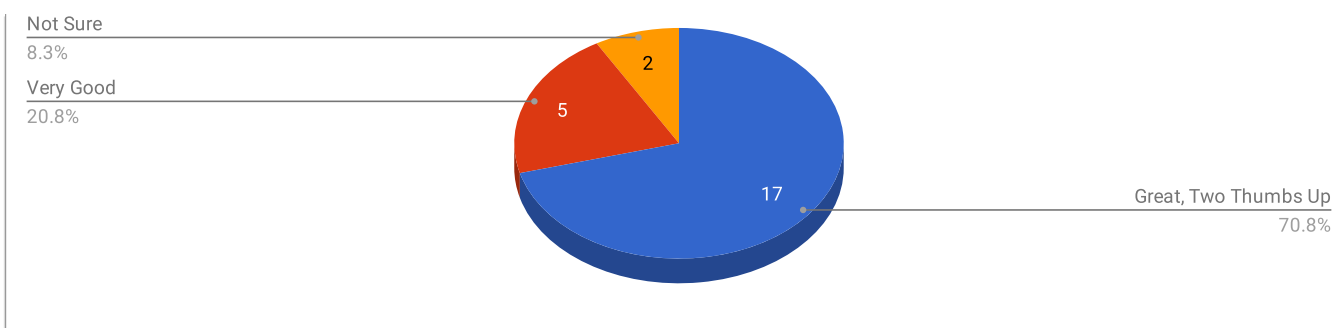
25.0%



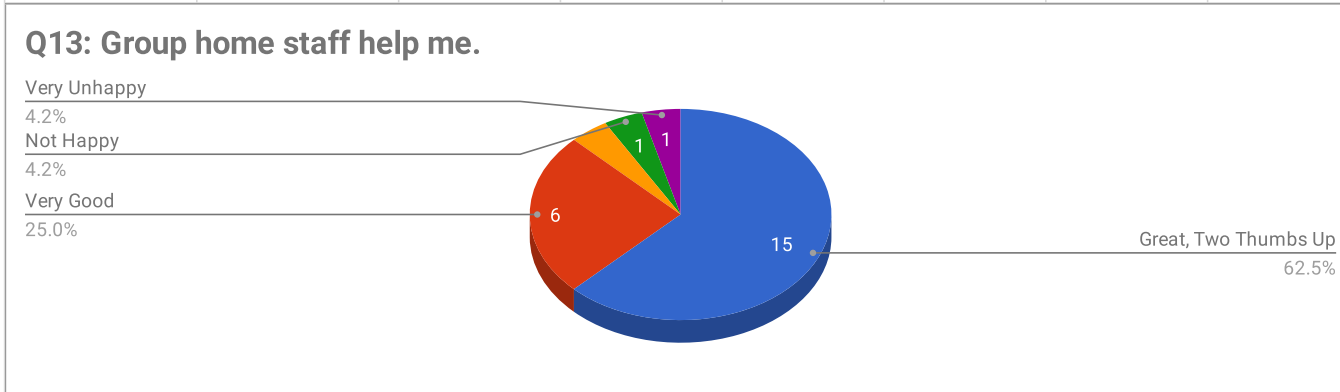
Great, Two Thumbs Up
54.2%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	6	3	1	1
Item Mean	4.21				
2019 Mean	4				

Q12: I can be successful here.

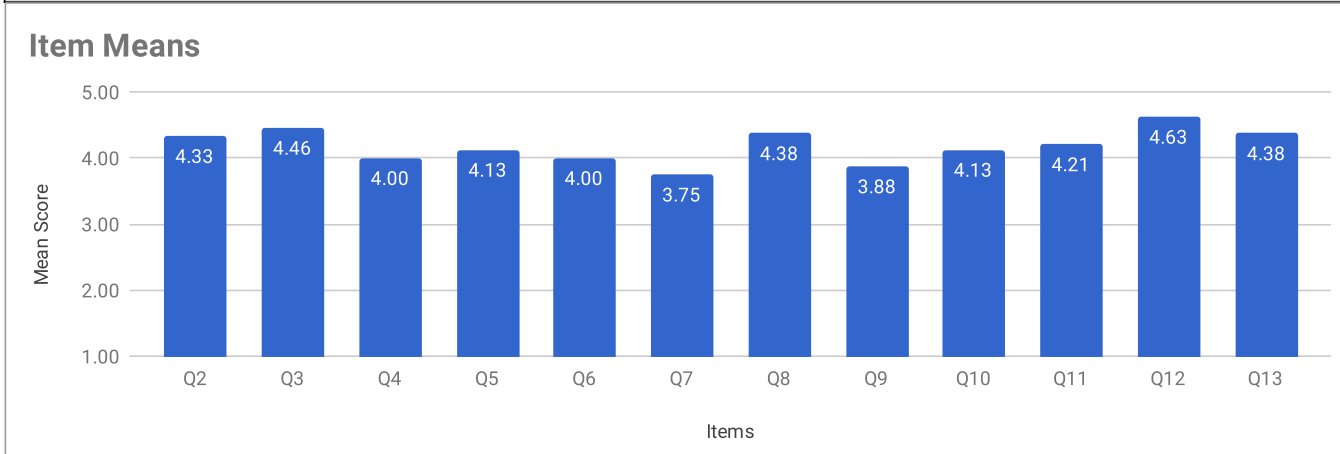


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	17	5	2	0	0
Item Mean	4.63				
2019 Mean	4.3				



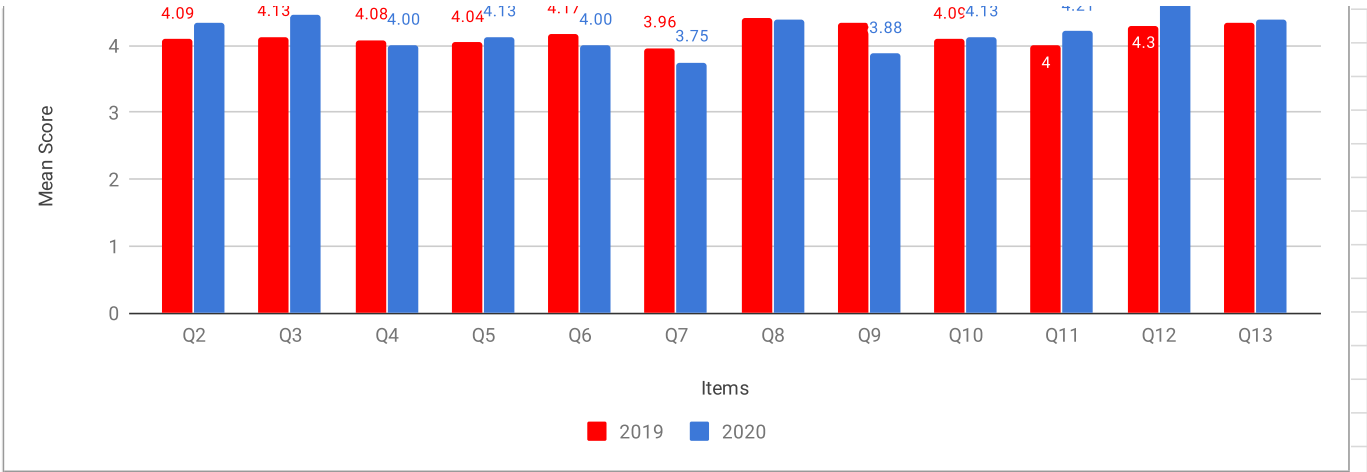
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	15	6	1	1	1
Item Mean	4.38				
2019 Mean	4.33				

Means



Lowest Item Mean	3.75	Staff keep their promises. (same as 2019)
Highest Item Mean	4.63	I can be successful here. (2019 - Staff participate in activities with me and others.)





Greatest positive change	0.33	Staff are kind and helpful to others. & I can be successful here.
Greatest negative change	-0.45	This is how I feel about the group home.