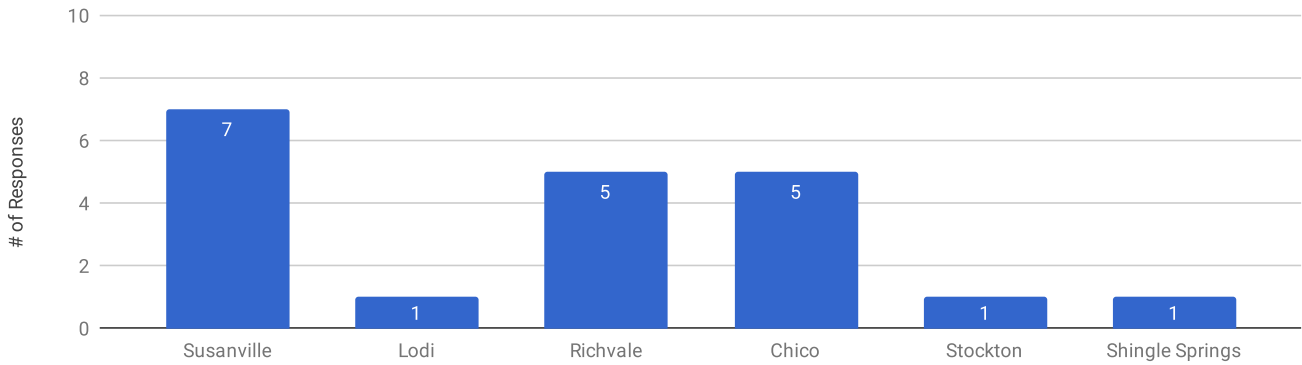


STRTP Client Satisfaction Survey 2021

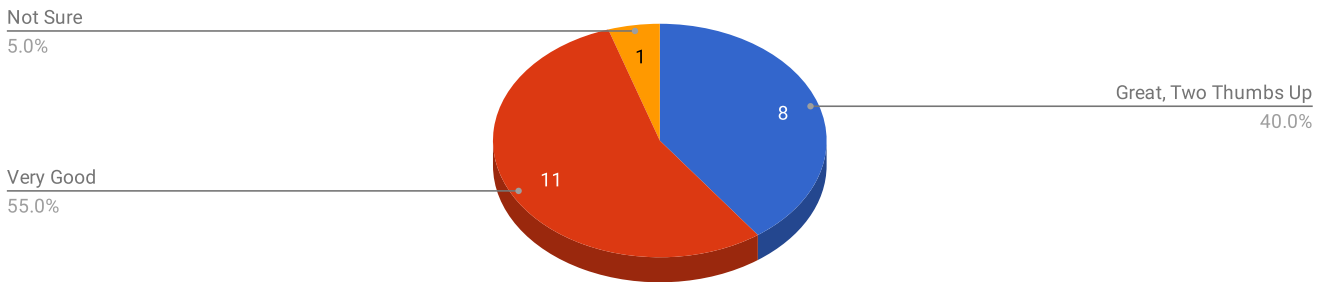


This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 20, down from 24 in 2020 (a 16.7% decrease).

Q1: In what city do you live?

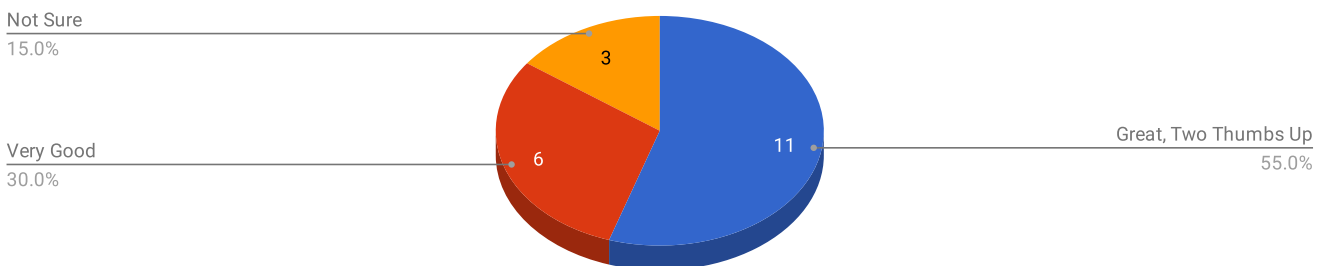


Q2: Staff show a positive attitude and treat me with respect.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	8	11	1	0	0
Item Mean	4.35				
2020 Mean	4.33				

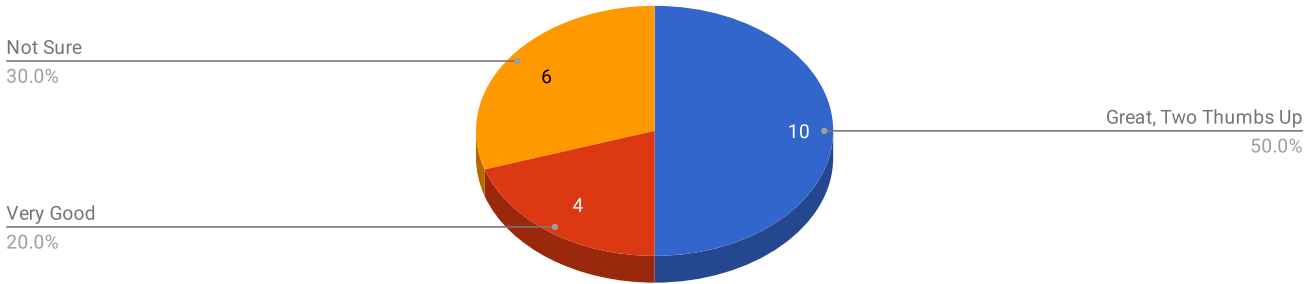
Q3: Staff are kind and helpful to others.



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

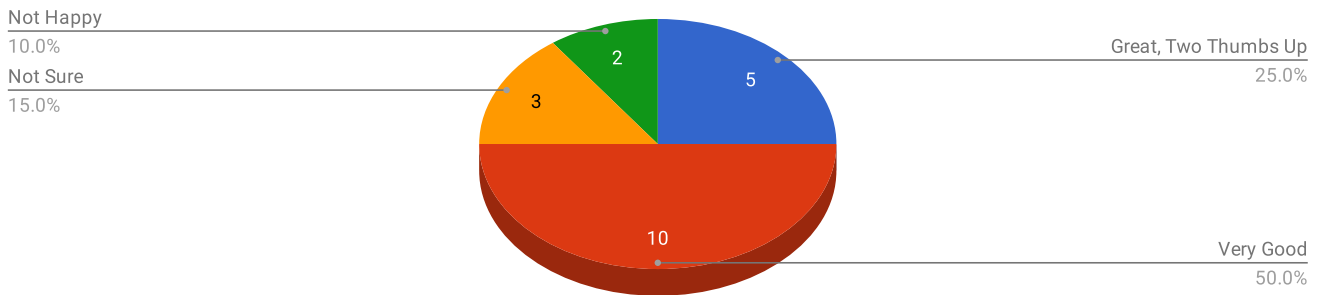
Item Mean	4.4					
2020 Mean	4.46					

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



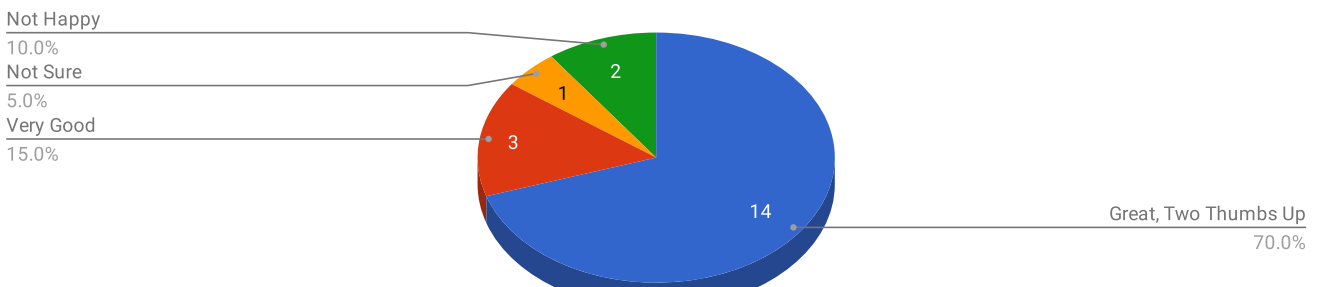
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	10	4	6	0	0
Item Mean	4.2				
2020 Mean	4				

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	5	10	3	2	0
Item Mean	3.9				
2020 Mean	4.13				

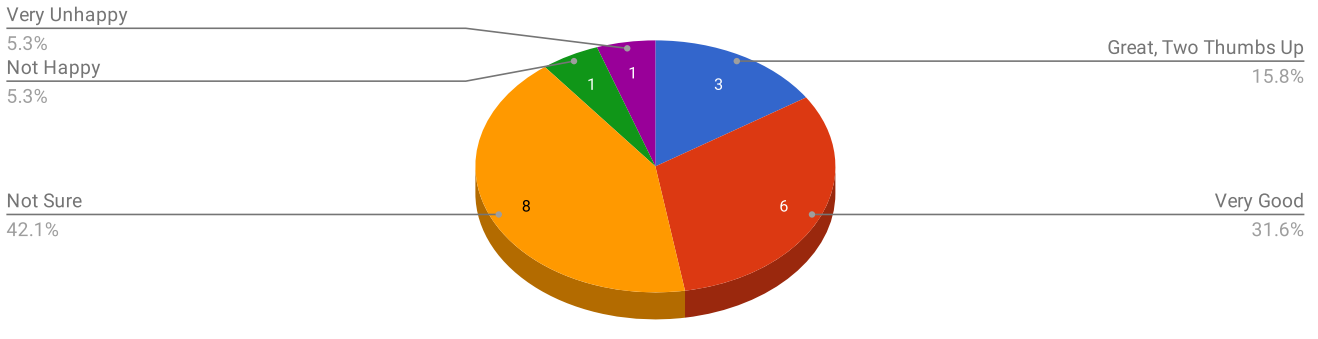
Q6: I trust the staff to keep my belongings safe.





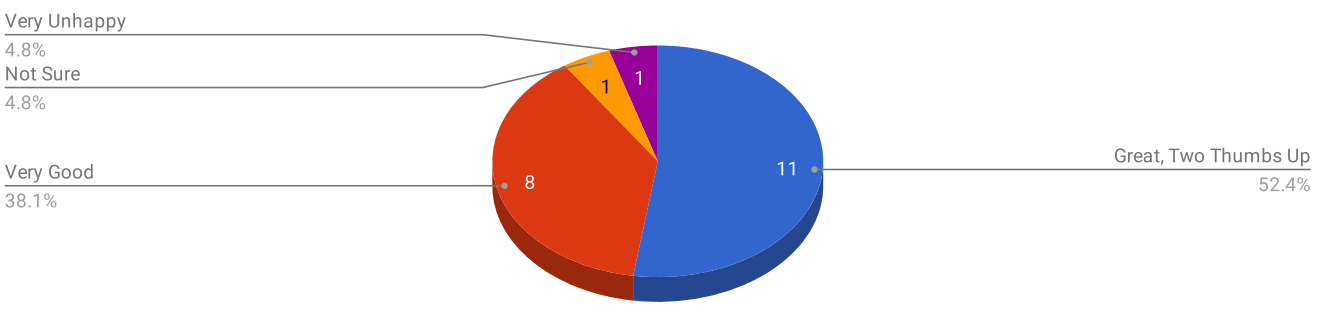
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	14	3	1	2	0
Item Mean	4.45				
2020 Mean	4				

Q7: Staff keep their promises.



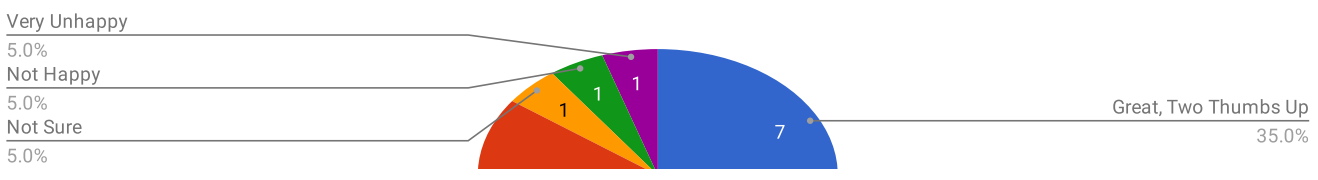
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	3	6	8	1	1
Item Mean	3.47				
2020 Mean	3.75				

Q8: Staff participate in activities with me and others.

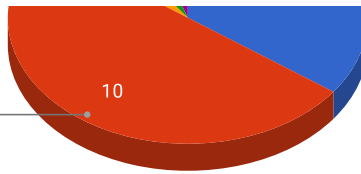


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	8	1	0	1
Item Mean	4.33				
2020 Mean	4.38				

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



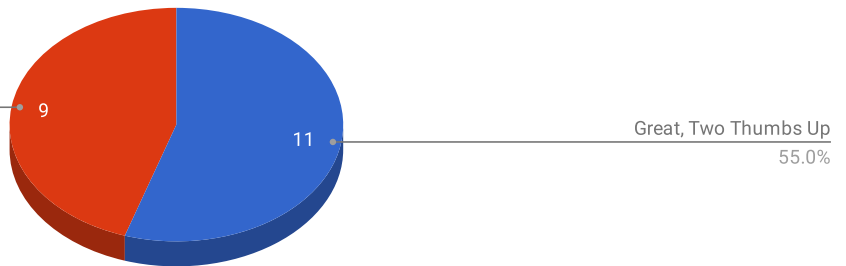
Very Good
50.0%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	7	10	1	1	1
Item Mean	4.05				
2020 Mean	3.88				

Q10: I feel safe.

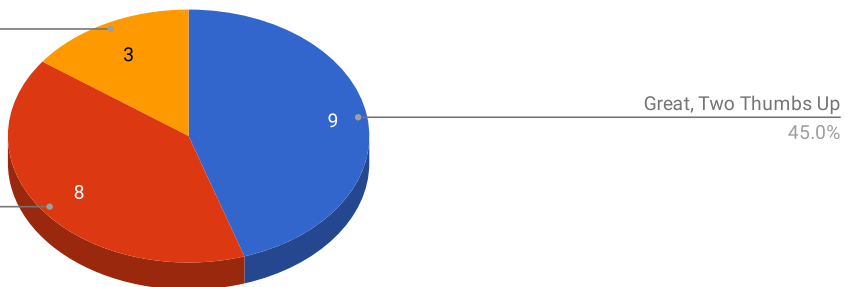
Very Good
45.0%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	9	0	0	0
Item Mean	4.55				
2020 Mean	4.13				

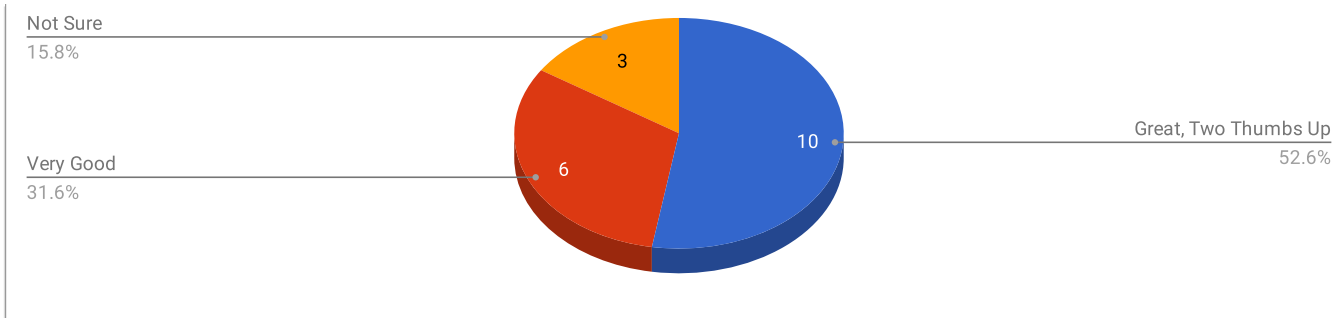
Q11: I feel like I can be myself.

Not Sure
15.0%

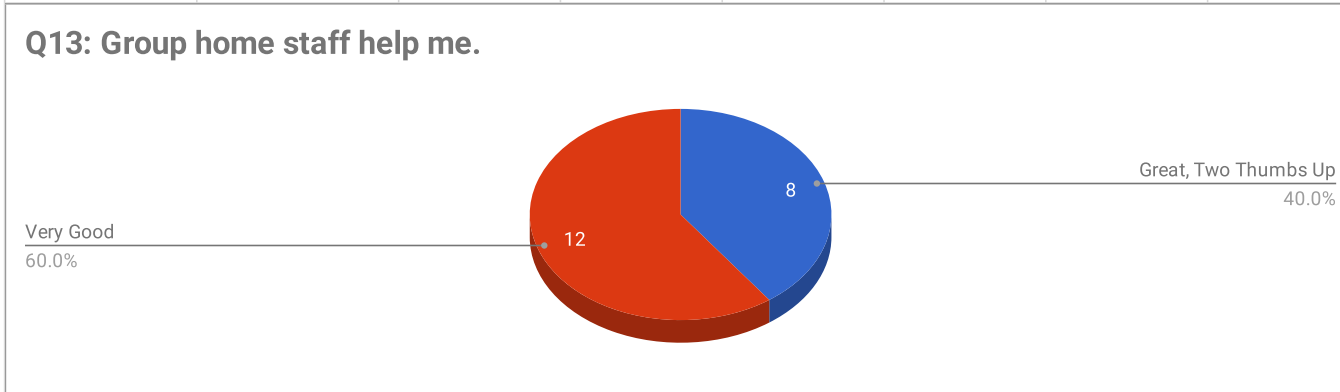


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	9	8	3	0	0
Item Mean	4.3				
2020 Mean	4.21				

Q12: I can be successful here.

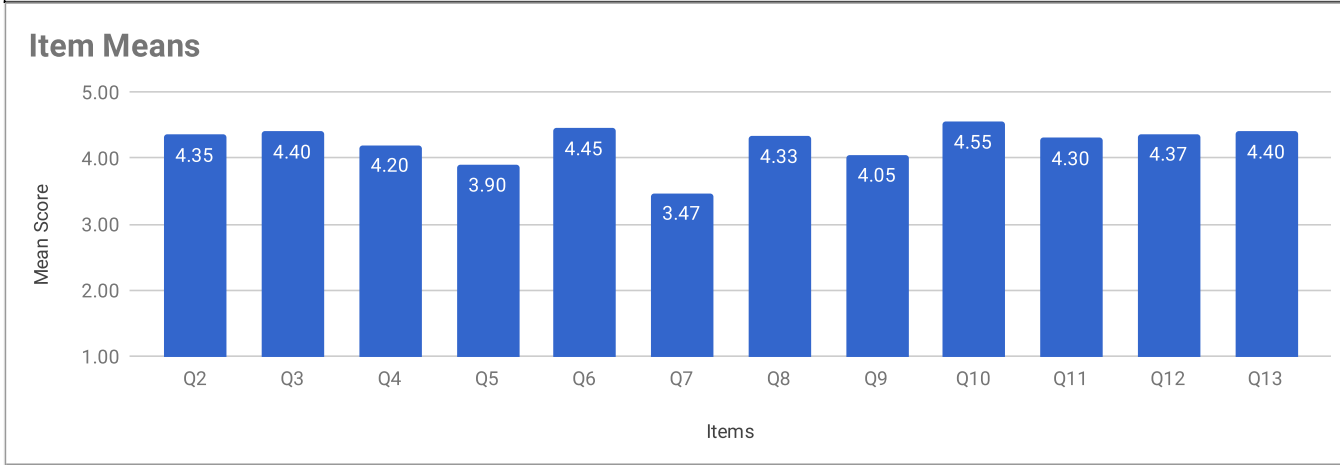


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	10	3	3	0	0
Item Mean	4.37				
2020 Mean	4.63				



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	8	12	0	0	0
Item Mean	4.4				
2020 Mean	4.38				

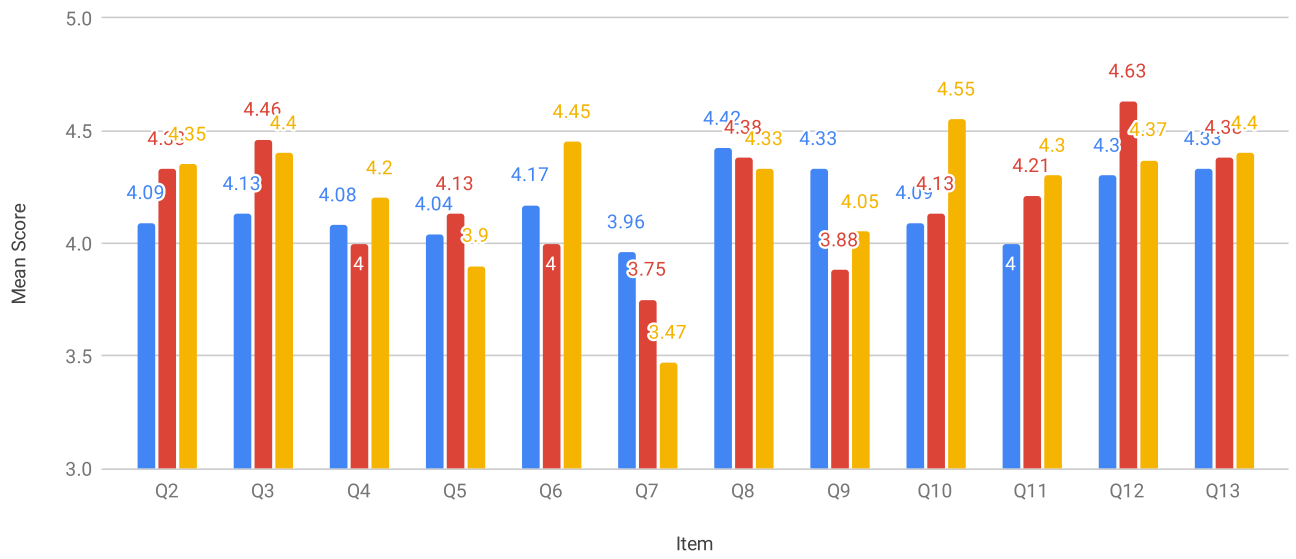
Means



Lowest Item Mean	3.47	Staff keep their promises. (same as 2019 & 2020)
Highest Item Mean	4.55	I feel safe (2020 - I can be successful here)

Item Means Comparative Analysis (2019 - 2021)

■ 2019
 ■ 2020
 ■ 2021



Greatest positive change (from 2020)	.45	I trust staff to keep my belongings safe.
Greatest negative change (from 2020)	-0.28	Staff keep their promises.