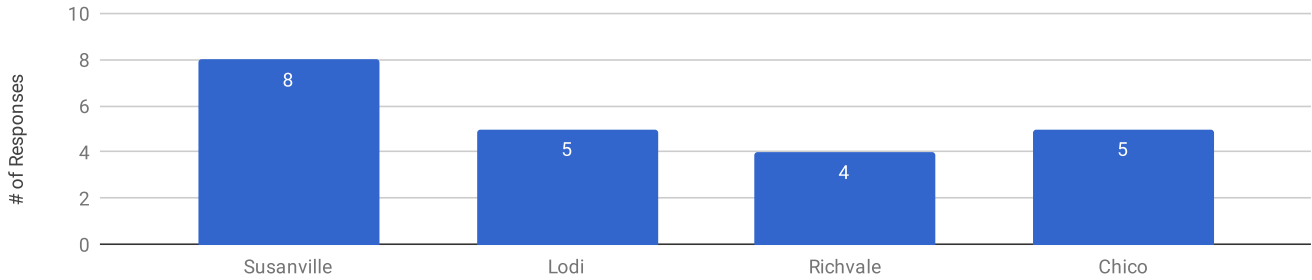


STRTP Client Satisfaction Survey 2022

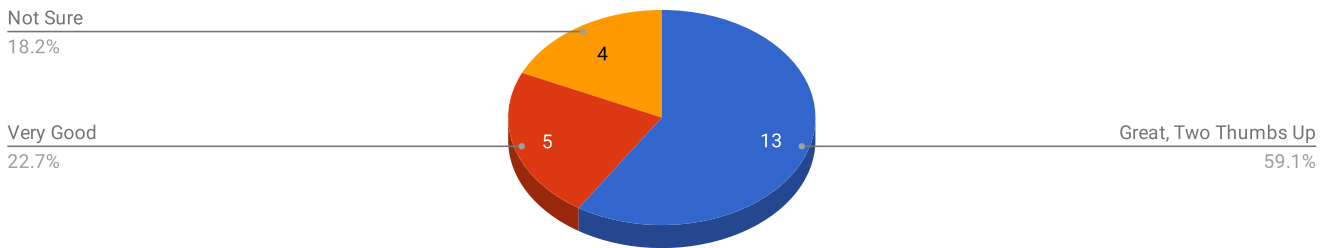


This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 22, up from 20 in 2021.

Q1: In what city do you live?

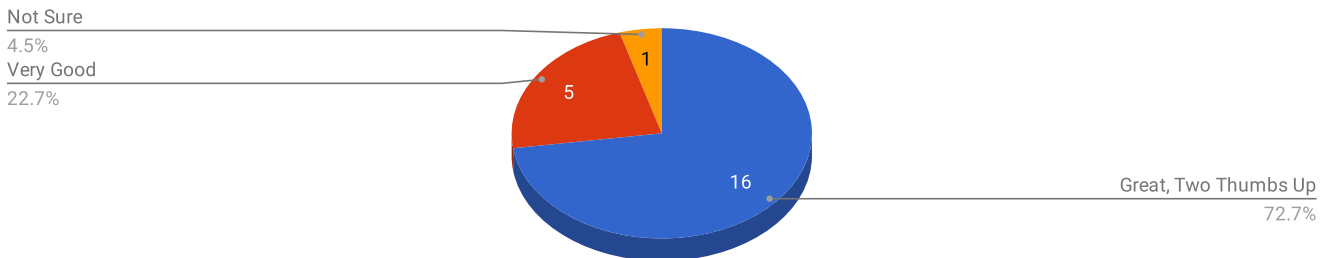


Q2: Staff show a positive attitude and treat me with respect.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	5	4	0	0
Item Mean	4.41				
2021 Mean	4.35				

Q3: Staff are kind and helpful to others.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	16	5	1	0	0
Item Mean	4.68				
2021 Mean	4.4				

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

Not Happy

4.8%

Not Sure

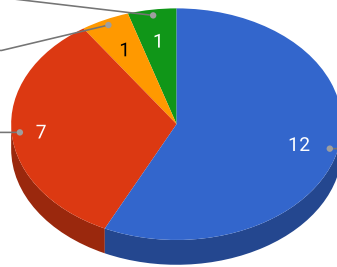
4.8%

Very Good

33.3%

Great, Two Thumbs Up

57.1%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	12	7	1	1	0

Item Mean	4.43
2021 Mean	4.2

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

Not Sure

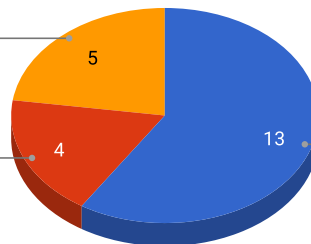
22.7%

Very Good

18.2%

Great, Two Thumbs Up

59.1%



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

Item Mean	4.36
2021 Mean	3.9

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

Not Happy

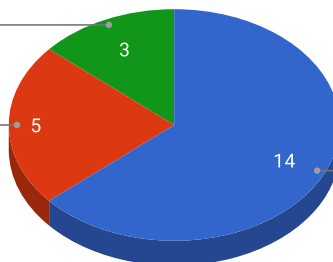
13.6%

Very Good

22.7%

Great, Two Thumbs Up

63.6%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	14	5	0	3	0

Item Mean	4.36
2021 Mean	4.45

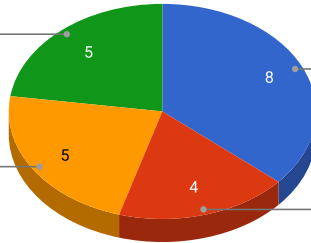
Q7: Staff keep their promises.

Not Happy
22.7%

Great, Two Thumbs Up
36.4%

Not Sure
22.7%

Very Good
18.2%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	8	4	5	5	0

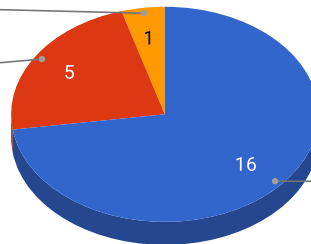
Item Mean	3.68
2021 Mean	3.47

Q8: Staff participate in activities with me and others.

Not Sure
4.5%

Very Good
22.7%

Great, Two Thumbs Up
72.7%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	16	5	1	0	0

Item Mean	4.68
2021 Mean	4.33

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

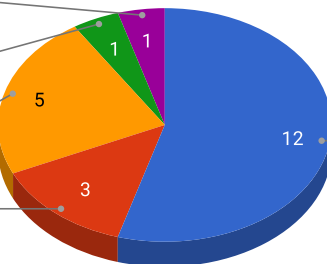
Very Unhappy
4.5%

Not Happy
4.5%

Not Sure
22.7%

Great, Two Thumbs Up
54.5%

Very Good
13.6%



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

Item Mean	4.09
2021 Mean	4.05

Q10: I feel safe.

Not Happy

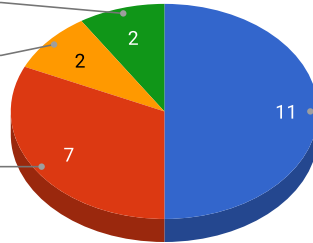
9.1%

Not Sure

9.1%

Very Good

31.8%



Great, Two Thumbs Up

50.0%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	7	2	2	0

Item Mean	4.23
2021 Mean	4.55

Q11: I feel like I can be myself.

Not Happy

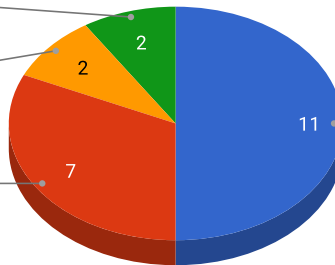
9.1%

Not Sure

9.1%

Very Good

31.8%



Great, Two Thumbs Up

50.0%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	7	2	2	0

Item Mean	4.23
2021 Mean	4.3

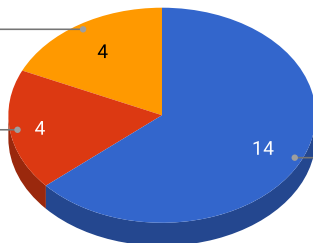
Q12: I can be successful here.

Not Sure

18.2%

Very Good

18.2%



Great, Two Thumbs Up

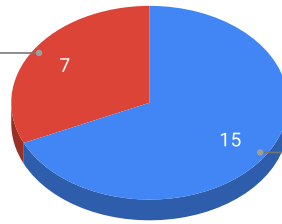
63.6%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	14	4	4	0	0

Item Mean	4.45
2021 Mean	4.37

Q13: The STRTP staff help me.

Very Good
31.8%



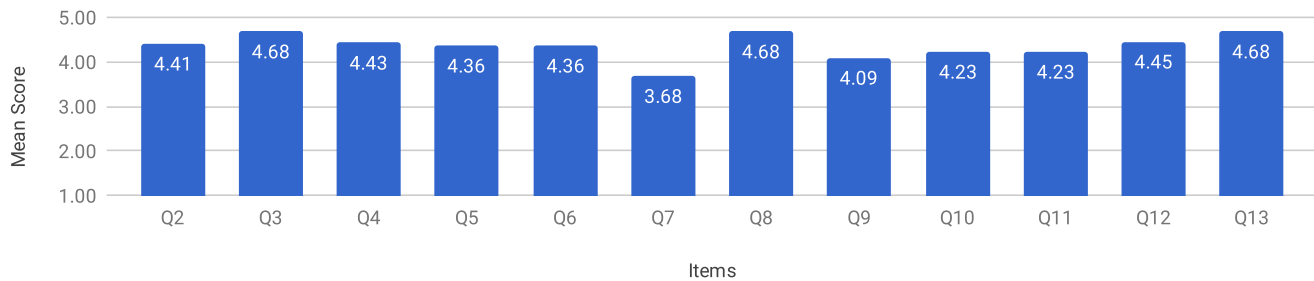
Great, Two Thumbs Up
68.2%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	15	7	0	0	0

Item Mean	4.68
2021 Mean	4.4

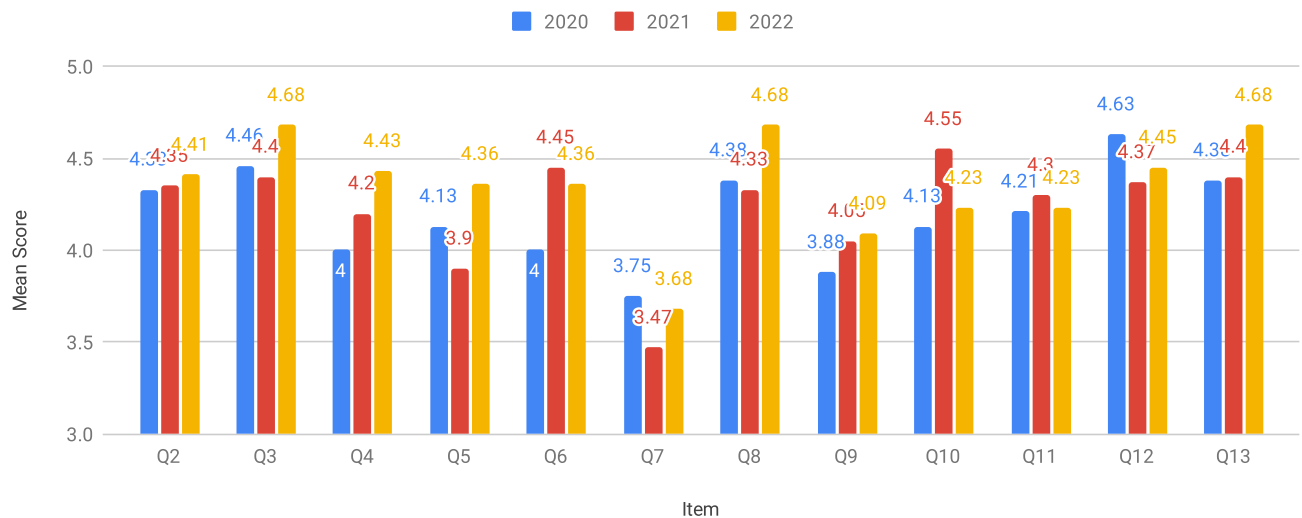
Means

Item Means



Lowest Item Mean	3.68	Staff keep their promises. (same for 2019, 2020, & 2021)
Highest Item Mean	4.68	3-way tie: Staff are kind & helpful. Staff participate in activities with me and others. The STRTP staff help me.

Item Means Comparative Analysis (2020 - 2022)



Greatest positive change (from 2020)	.46	I can talk to the staff about myself and what is happening in my life.
Greatest negative change (from 2020)	-0.32	I feel safe.