

SURVEY COMMITTEE
HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2020-2021 IMPROVEMENT CYCLE

AGGREGATED DATA COLLECTION REPORT

Case #: CR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: COMMUNITY AGENCY SATISFACTION SURVEY 2020 N= 42	Data Source: RESPONDENTS
Performance Area COMMUNITY STAKEHOLDER SATISFACTION SURVEYS		Data Collection Method : SURVEY RESEARCH

SURVEY ITEM	AGREE	NEUTRAL	DISAGREE
1. Agency staff members are qualified and competent in the performance of their jobs.	98%	2%	0%
2. Under normal circumstances, the agency has reasonable client admission procedures and waiting periods for services are acceptable.	98%	2%	0%
3. Harborcreek Youth Services' programs are of high quality, and the agency has a good reputation in the community.	90%	10%	0%
4. I am optimistic about the future of clients that Harborcreek Youth Services serves.	83%	14%	3%
5. Agency staff members effectively collaborate with community agencies.	88%	12%	0%
6. Harbocreek Youth Services staff members provide quality reports in a timely fashion.	79%	21%	0%
7. The agency provides appropriate services to meet the needs of families in our community.	83%	17%	0%
8. Harborcreek Youth Services prioritizes discharge planning and aftercare for all clients.	70%	30%	0%
9. Agency staff members are prepared for treatment team meetings.	92%	8%	0%
10. Information about agency services and eligibility criteria are made available to the community.	83%	17%	0%
11. The agency provides culturally sensitive services.	83%	17%	0%
12. I have confidence in the Trauma-informed care approach Harborcreek practices.	93%	7%	0%
13. I would recommend Harborcreek Youth Services to prospective clients.	100%	0%	0%

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17. Please provide any comments or suggestions that may help us better meet your needs or better service our clients

- Quality Services ▪ Trauma approach impressive ▪ Agency accepts complex cases ▪ Internship issues
- Community asset ▪ Very good supervision ▪ Strengthen reports
- Client very satisfied ▪ Very collaborative ▪ Strengthen family program

17. Type of Organization:

Children & Youth Services	<u>7%</u>	Juvenile Probation Office	<u>32%</u>
Department of Human Services	<u>0%</u>	Educational Program	<u>9%</u>
Mental Health and/ or Behavioral Health Agency	<u>32%</u>	Regulatory Body	<u>0%</u>
Managed Care Organization	<u>0%</u>	Other	<u>20%</u>

INFLUENCING FACTORS

- Survey Return Rate: 7% (42 of 580)
- Overall Satisfaction Rate: 88%