

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2023-2024 IMPROVEMENT CYCLE

AGGREGATED DATA COLLECTION REPORT		
Case #: CR002	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: FAMILY PRESERVATION SERVICES (MST) CLIENT SATISFACTION 2023 Q1-Q3 N=61	Data Source: RESPONDENTS
Performance Area: CLIENT SATISFACTION SURVEYS		Data Collection Method: SURVEY RESEARCH

I. SAMPLE SIZE:	A total of <u>21</u> families completed <u>61</u> satisfaction surveys.
II. MEASUREMENT SCALE:	The questionnaire contained <u>25</u> closed-ended survey items with a <u>5</u> point rating scale.
III. SURVEY RESULTS:	Most/least favorable survey items.
<u>MOST FAVORABLE</u>	
<ul style="list-style-type: none"> • The therapist tried to understand how my family's problems all fit together. • Family members & the therapist agreed upon the goals of the session. • My family & the therapist worked together effectively. • The therapist's recommendations required family members to work on our problems almost every day. • The therapist talked to family members in a way we could understand. 	
<u>LEAST FAVORABLE</u>	
<ul style="list-style-type: none"> • The therapist tried to change some ways that family members interact with people outside the family. • The therapist tried to change some ways that family members interact with each other. • The therapist checked to see whether homework was completed from the last session. • My family talked with the therapist about how well we followed his/her recommendations from the previous session. • The therapist helped us enforce rules for the child. 	
IV. <u>OVERALL SATISFACTION SCORE:</u> <u>93%</u>	