

HARBORCREEK YOUTH SERVICES  
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM  
2016 – 2017 IMPROVEMENT CYCLE

<b>AGGREGATED DATA COLLECTION REPORT</b>		
<b>Case #:</b> CR004	<b>COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: COMMUNITY AGENCY SURVEY</b>	<b>Data Source:</b> Respondents
<b>Performance Area:</b> Community Stakeholder Satisfaction Surveys	<b>2015 vs. 2017 (IDENTICAL ITEMS)</b> <b>2015 N=60    2017 N=63</b> <b>FINAL REPORT</b>	<b>Data Collection Method:</b> Survey Research

<b>Survey item</b>		<b>AGREE</b>		<b>NEUTRAL</b>		<b>DISAGREE</b>	
		<b>2015</b>	<b>2017</b>	<b>2015</b>	<b>2017</b>	<b>2015</b>	<b>2017</b>
1.	Agency staff are qualified and competent in the performance of their jobs.	90%	93%	10%	5%	0%	2%
2.	The agency has reasonable client admission procedures and waiting periods for services are acceptable.	90%	87%	10%	13%	0%	0%
3.	Harborcreek Youth Services programs are of high quality and the agency has a good reputation.	90%	89%	10%	8%	0%	3%
4.	Agency staff effectively collaborates with community agencies.	87%	86%	13%	13%	0%	1%
5.	Harborcreek Youth Services staff provide quality reports in a timely fashion.	84%	78%	14%	19%	2%	3%
6.	The agency provides appropriate services to meet the needs of families in our community.	90%	90%	10%	8%	0%	2%
7.	Harborcreek Youth Services prioritizes discharge planning and aftercare for all clients.	85%	84%	15%	14%	0%	2%
8.	Agency staff are prepared for treatment team meetings.	86%	95%	14%	5%	0%	0%
9.	Information about agency services and eligibility criteria are made available to the community.	88%	88%	12%	10%	0%	2%
10.	The agency provides culturally sensitive services.	88%	79%	12%	21%	0%	0%
11.	I am aware that the agency has adopted a trauma-informed care approach to practice.	88%	82%	9%	12%	3%	6%
12.	I would recommend Harborcreek Youth Services to prospective clients.	92%	89%	8%	10%	0%	1%

HARBORCREEK YOUTH SERVICES  
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM  
2016 – 2017 IMPROVEMENT CYCLE

INFLUENCING FACTORS
Survey Return Rate: 2015 at 28% ( <u>60</u> of <u>212</u> ) 2017 at <u>25</u> % ( <u>63</u> of <u>249</u> )