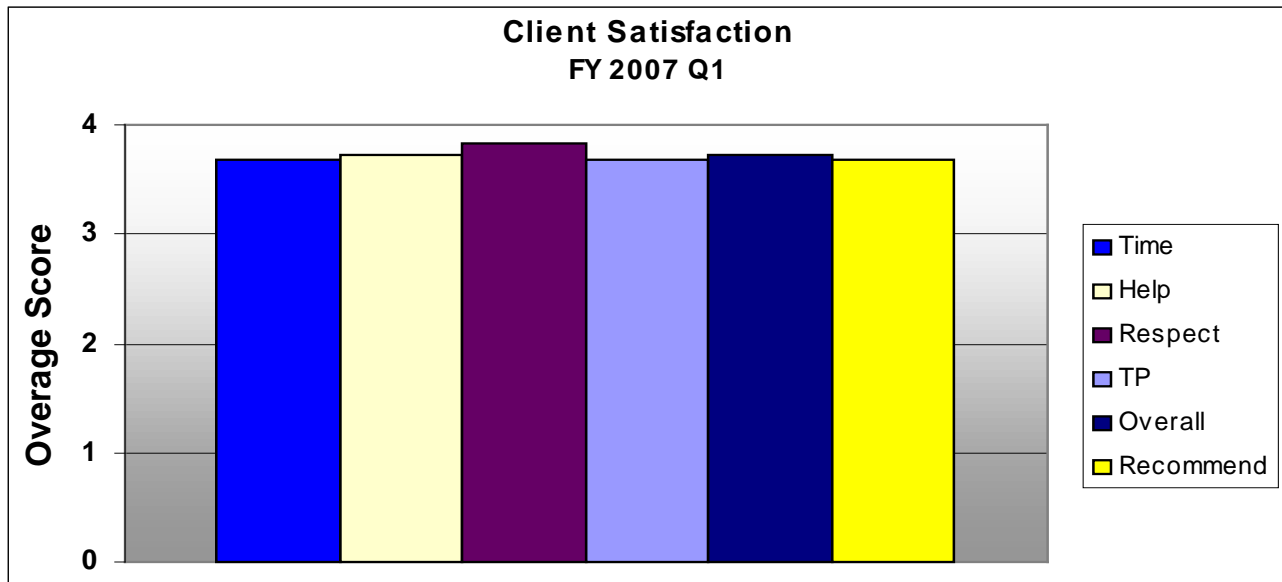


CLIENT SATISFACTION RESULTS

FY 2007 Quarter 1

Once per year, South Community clients are given the opportunity to complete a *Client Satisfaction Survey*. This survey, initiated by the Montgomery County ADAMHS Board, enables clients to rate the agency on various aspects of care.

Below are the results of our most recent survey (collected between **July 1, 2006** and **September 30, 2006**).



Clients were given the opportunity to rate South Community on the following:

- ***TIMELINESS*** of appointments at South Community
- ***HELPFULNESS*** of services at South Community
- Staff's ***RESPECT*** of your cultural background (i.e., race, ethnicity, country of origin, sexual orientation, religion) at South Community
- ***PARTICIPATION*** in treatment planning and goal setting at South Community
- ***OVERALL SATISFACTION*** with services at South Community
- Would you ***RECOMMEND*** the services at South Community to others?

The ratings above represent the average score for each category for this quarter. The **maximum** (best) **rating** for each aspect of care is 4.0. These scores represent the averages of ratings of both active and discharged clients.

The graph above shows that South Community clients as a whole rated their services *very* positively across each satisfaction measure.

Thanks to all clients who took time out of their day to complete a survey! The staff at South Community values your input as we constantly strive to provide you with excellent mental health care.