



Stakeholder Satisfaction Survey

Summary Report

by

Brenda Rohren, M.A., MFS, LIMHP, LADC, MAC

December 2015

SURVEY ADMINISTRATION. The Stakeholder Satisfaction Survey was developed and administered using an on-line survey tool, Survey Monkey. The survey administrator was Brenda Rohren. The survey opened at 2:36 p.m. on Thursday, July 23, 2015 and closed at 5:00 p.m. on Thursday, December 31, 2015. Stakeholders were asked to participate in the survey via e-mails and letters.

RESPONSE RATES. The response rate was 54% (i.e., 7 of 13). The specific breakdown is as follows:

- **Referral Sources:** 67% (i.e., 6 of 9)
- **Vendors / Technical Support:** 25% (i.e., 1 of 4)

SUMMARY OF RESPONSES. A 5-point Likert scale was used for all questions (strongly disagree, disagree, neutral, agree, and strongly agree). The satisfaction ratings indicated below are for the percentage of individuals who responded either “Agree” or “Strongly Agree” to the questions. Questions were asked regarding accessibility in the areas of Architectural, Environment, Attitudes, Transportation. (Finances, Employment, Communication, and Community Integration were not addressed in this survey.) Cultural diversity questions were also asked. Responses that were marked as “N/A” were not used for statistical analysis.

- **Communication.** Satisfaction on the 4 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Accessibility.** Satisfaction on the 6 questions ranged from 50% to 100%, with an average of 88% satisfaction.
 - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the building, offices, and restrooms are clean and well maintained (Neutral); and 2) adequate exterior and interior signs that direct individuals to the BHR offices (Neutral).
- **Cultural Competency.** Satisfaction on the 4 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.

Referral Sources:

- **Efficiency and Effectiveness of Services.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Confidentiality.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

Vendors / Technical Support:

- **Requests for Services and Payment.** Satisfaction on the 2 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

Miscellaneous Comments:

- “The information that your agency provides is always very clear.”

RECOMMENDATIONS:

1. The BHR offices will move to the Corporate Centre office park on July 18, 2014. This is a medical and professional building that has improved internal and external signage, parking, and accessibility. However, there is no sign on the building that identifies it as the Corporate Centre. Additional pictures representing people of diverse cultures and disabilities were added to the website in 2015 and promotional materials and related signage, pictures, and posters in the BHR offices. It is suggested that the building landlord be contact and asked to place a sign “Corporate Center” above the main entrance to the building.
2. Communicate the results of this satisfaction survey to all clients, personnel, and other stakeholders.
3. When changes are made that directly relate to the outcome of this satisfaction survey, communicate this to clients, personnel, and other stakeholders.
4. Re-administer the Stakeholder Satisfaction Survey throughout 2016.
5. Add selected targets to the Strategic Plan, Accessibility Plan, Cultural Competency and Diversity Plan, and/or Performance Analysis and Improvement Plan from the results of this satisfaction survey using identified benchmarks and identify priorities.

-
- Attachments:** 1) BHR Stakeholder Satisfaction Survey of December 2015 (PDF document of 8 pages with 6 sets of questions, responses with percentages, and comments)
2) BHR Stakeholder Satisfaction Survey Questions of December 2015 (PDF document of 8 pages)

- References:** 1) CARF 2015 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N