

	2014	2015	2016
1. I was given information on how to return to care if I felt I needed it.	1.8	1.6	1.7
2. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	2.0	1.7	1.8
3. Staff helped me/my family feel welcomed when I received services.	1.7	1.4	1.3
4. Services were provided at times that were good for me/my family.	1.7	1.4	1.5
5. I have people I trust whom I can turn to for help/for support regarding my child.	1.9	1.5	1.5
6. The services I received helped me develop the skills I need to deal more effectively with daily problems.	1.9	1.8	1.8
7. The services I received helped me develop the skills I need to deal with crisis situations.	2.0	1.7	2.0
8. The services I received helped me develop the skills I need to recognize my/child's early warning signs and also ask for help when I need it.	1.9	1.6	1.5
9. The services I received helped me develop the skills I need to continue on a/my path to recovery.	1.9	1.5	1.5
10. The services I received helped me develop the skills I need to achieve desired treatment goals.	1.8	1.8	1.8
11. I would recommend this agency to a friend or family member.	1.8	1.5	1.3
Agency Overall Averages:	1.9	1.6	1.6
Total Respondents:	31	32	18

