

**Jewish Family & Children's Service
Client Satisfaction Survey
2006 End of Year Summary**

DESCRIPTION OF THE PROCESS:

Client satisfaction surveys are conducted for all programs. In order to develop comparative outcomes, a standardized questionnaire is utilized. The departments have developed sampling procedures consistent with the size and nature of the client population, and the questionnaire includes basic demographic information. The questionnaire assures for client anonymity and is translated into other languages as needed. At the minimum, a survey is conducted each year. Information collected is aggregated and the results shared through the CQI process.

This report is based upon the JFCS Client Satisfaction Survey instrument. Surveys are either mailed or handed to the client during an in-person visit. In order to facilitate more detailed correlation between results and specific programs, staff members code each survey with the number of the JFCS program under which their clients are receiving services. The number of surveys given out is tabulated and compared with the number returned to obtain a response percentage. Clients return the surveys by mail, which maximizes confidentiality and anonymity. Clients identify themselves by name only if they chose to on the survey instrument. All clients who receive the Satisfaction Survey are currently receiving services within the agency.

RESULTS:

- Total number of surveys sent out 814
- Total number of surveys returned 415
- Return rate 51%

DEMOGRAPHIC DATA: (rounding may result in >100%)

- Gender
 - Female 74%
 - Male 26%

- Age
 - Under 10 years of age 5%
 - 10-18 years of age 22%
 - 18-60 years of age 33%
 - Over 60 years of age 41%

- Ethnic Background

Latino/Hispanic	14%
African-American	4%
Native American	6%
Asian	3%
Anglo/Caucasian	62%
Multi-racial	7%
No reply	5%

- Persons completing the survey did so for themselves as the primary client 73%
- Surveys completed for the identified client (parents/legal guardians of school aged children) 27%

ANALYSIS: Scale of 1-4 1 = Strongly Disagree 2 = Disagree 3 = Agree
 4 = Strongly Agree NR = No Response

I. Ratings

- Strongly Agree 55%*
- Agree 33%*
- Disagree 3%
- Strongly Disagree 1%
- No Response 8%

- **88% Strongly Agree or Agree**

II. Total Average Rating Score

3.5

- Discrete Scores ranged from 3.94 (high) to 2.98 (low)

III. Actual Scores on Individual Question:

Question	SA	A	D	SD	NR
1. The services I received were of high quality.	66%	33%	1%	1%	0%
2. I received the kind of service I wanted.	60%	38%	2%	1%	0%

3. The services I received at JFCS have met my needs.	59%	38%	3%	1%	0%
4. If a friend or family member were in need of similar help, I would recommend JFCS services.	64%	33%	2%	1%	0%
5. I am satisfied with the amount of help I received.	63%	30%	6%	1%	0%
6. The services I received helped me to deal more effectively with my problems.	59%	38%	2%	3%	0%
7. Overall, I am satisfied with the service I received.	66%	31%	2%	1%	0%
8. If I were to seek help again, I would come back to JFCS.	67%	30%	1%	0%	0%
9. My overall emotional state has improved since I started receiving services with JFCS.	55%	41%	3%	1%	0%
10. As a result of the service I have received from JFCS, I believe this problem is better.	53%	46%	1%	1%	0%
11. Since I started at JFCS, there has been a change for better in the way the members of my family get along with each other.	47%	48%	4%	1%	0%
12. In general, I was satisfied with the way my primary staff person and I got along with each other.	68%	30%	2%	0%	0%
13. The services I received have been respectful of my cultural background.	60%	39%	0%	0%	0%
15a. Since coming to the agency, I have made decisions or taken action about my problem.	46%	3%	49%	1%	0%
15b. This helped to make things better.	57%	41%	2%	0%	0%
16a. JFCS provided me with referral(s) to other community resources to help me in my needs.	42%	8%	38%	12%	0%
16b. If yes, I contacted the resources(s) I was referred to.	45%	5%	27%	23%	0%
16c. If yes, the resource(s) to which I was referred provided services which helped make things better.	25%	52%	20%	4%	0%

COMMENTS:

I. How can we improve our services to better meet your needs?

- “Keep with the same case workers so as to get confidence in each other”
- “Allow us to receive counseling more than just once a week”
- “Provide transportation”
- “Less paperwork”
- “Later hours”
- “Longer sessions – at least an hour. It sometimes felt like I had to cut off my emotions/talking.”

II. The most important problem that brought me to JFCS was?

- “Family crisis and emotional distress”
- “Being ailing & disabled with no family”
- “Depression, grief, loss”
- “My daughter’s behavioral issues”
- “Sexual assault”
- “My drug issues”
- “Total breakdown of my marriage”

III. Please tell us anything you liked about our program or staff?

- “Genuine concern”
- “The ability to call with a problem – not always one which can be solved, but a place to call.”
- “The willingness to help me was very positive and reassuring”
- “The staff is courteous friendly & helpful. I look forward to the group therapy senior sessions”
- “Both the program and staff were very helpful. I liked the one-on-one meeting. Felt more at ease.
- “ He was very direct. Talked to me on my level”