

Lookout Mountain CSB - Percent Positive Responses

Reporting Period: Fall 2014

	Your Mean	Your Responses	CSB Mean	Your Rank	CSB Standard Deviation	CSB Sample Size
Satisfaction with Services	91	186	91	56	3.1	10
1. I like the services that I received here	90	187	93	11	3.5	10
2. If I had other choices, I would still get services from this agency	89	186	88	67	3.5	10
3. I would recommend this agency to a friend or family member	94	186	92	89	2.3	10
Access to Services	90	181	88	72	3.8	10
4. The location of services was convenient (parking, public transportation, distance, etc.)	97	185	92	100	3.1	10
5. Staff were willing to see me as often as I felt it was necessary	94	183	91	89	3.5	10
6. Staff returned my call in 24 hours	87	178	83	78	4.7	10
7. Services were available at times that were good for me	93	184	92	67	2.1	10
8. I was able to get all the services I thought I needed	89	183	88	33	3.7	10
9. I was able to see a psychiatrist when I wanted to	83	176	79	67	5.8	10
Participation in Treatment	90	182	88	55	3.2	10
11. I felt comfortable asking questions about my treatment and medication	92	183	93	22	2.4	10
17. I, not staff, decided my treatment goals	87	181	83	89	4.0	10
Quality and Appropriateness of Services	92	179	90	63	4.4	10
10. Staff here believe I can grow, change and recover	92	183	91	44	5.3	10
12. I felt free to complain	87	180	85	67	5.0	10
13. I was given information about my rights	96	184	93	78	4.0	10
14. Staff encouraged me to take responsibility for how I live my life	92	181	94	33	3.3	10
15. Staff told me what side effects to watch out for	85	178	83	56	5.6	10
16. Staff respected my wishes about who is and who is not to be given information about my treatment	96	182	94	67	3.0	10
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	91	175	91	56	3.1	10
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	94	179	90	89	5.5	10
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	91	173	87	78	4.5	10

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	Your Mean	Your Responses	CSB Mean	Your Rank	CSB Standard Deviation	CSB Sample Size
Positive About Outcome of Services	69	169	75	23	8.1	10
21. I deal more effectively with daily problems	78	178	81	33	5.7	10
22. I am better able to control my life	76	181	79	33	7.4	10
23. I am better able to deal with a crisis	69	179	77	11	9.3	10
24. I am getting along better with my family	73	176	80	0	5.9	10
25. I do better in social situations	57	178	71	0	10.9	10
26. I do better in school and / or work	67	114	70	56	8.2	10
27. My housing situation has improved	71	162	76	22	7.4	10
28. My symptoms are not bothering me as much	63	177	69	33	10.1	10
Improved Social Connectedness	78	178	81	36	5.0	10
29. I am happy with the friendships I have	85	179	83	78	4.6	10
30. I have people with whom I can do enjoyable things	82	176	85	0	2.0	10
31. I feel I belong in my community	65	180	73	22	9.3	10
32. In a crisis, I would have the support I need from family or friends	81	178	83	44	4.2	10
Overall Averages	84	178	85	50	5.1	10