

Lookout Mountain CSB
 Overall Organization
 Survey Type: Adult
 Program Surveys Received: 153
 Period Start Date: 05/01/2015
 Period End Date: 10/01/2015
 Report Generated Date: 10/16/2015

Active Clients

	Mean	Sample Size	Percentile Rank	Overall Mean	Overall Standard Deviation	Overall Sample Size
Satisfaction with Services	91.72	149	83.33	88.21	0.93	2721
Overall, I am satisfied with the services I received here	93.96	149	78.57	91.31	0.83	2721
If I had other choices, I would still get services from this agency.	88.59	149	85.71	83.53	1.01	2706
I would recommend this agency to a friend or family member.	92.62	148	85.71	89.78	0.94	2700
Access to Services	84.12	149	45.24	83.60	1.16	2698
The location of services was convenient (parking, public transportation, distance, etc)	94.63	149	92.86	88.61	1.08	2662
Staff were willing to see me as often as I felt it was necessary.	88.59	147	42.86	88.32	0.96	2698
Staff returned my call in 24 hours	80.54	138	64.29	74.41	1.52	2477
Services were available at times that were good for me.	86.58	142	21.43	89.27	0.98	2683
I was able to get all the services I thought I needed.	84.56	143	28.57	85.83	1.05	2676
I was able to see a psychiatrist when I wanted to.	69.8	139	21.43	75.17	1.34	2582
Participation in Treatment	82.55	143	28.57	83.83	1.12	2678
I felt comfortable asking questions about my treatment and medication.	85.91	143	7.14	90.11	1	2678
I, not staff, decided my treatment goals.	79.19	143	50	77.55	1.23	2633
Quality and Appropriateness of Services	86.65	145	60.07	85.57	1.13	2666
Staff here believe that I can grow, change and recover.	90.6	143	64.29	87.84	1.01	2666
I felt free to complain.	75.84	143	7.14	82.66	1.16	2644
I was given information about my rights.	89.93	145	64.29	87.88	1.04	2665
Staff encouraged me to take responsibility for how I live my life.	91.95	145	71.43	88.5	1.06	2652
Staff told me what side effects to watch out for.	81.21	145	57.14	81.12	1.23	2619
Staff respected my wishes about who is and who is not to be given information about	93.29	144	85.71	89.96	1.04	2657
Staff were sensitive to my cultural background (race, religion, language, etc.)	83.89	137	50	84.12	1.27	2584
Staff helped me obtain the information I needed so that I could take charge of	89.93	145	69.23	87.51	1.07	2661
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	83.22	145	71.43	80.58	1.32	2562
Positive About Outcome of Services	67.62	148	38.39	69.45	1.41	2622
I deal more effectively with daily problems.	77.85	146	35.71	78.53	1.18	2622
I am better able to control my life.	81.21	148	64.29	77.8	1.19	2613
I am better able to deal with crisis.	75.17	146	57.14	73.2	1.25	2604
I am getting along better with my family.	70.47	145	28.57	73.46	1.38	2556
I do better in social situations.	63.76	146	14.29	68.71	1.31	2601
I do better in school and/or work.	44.3	99	14.29	52.54	1.93	2016
My housing situation has improved.	67.11	129	64.29	64.7	1.63	2398
My symptoms are not bothering me as much.	61.07	141	28.57	66.63	1.39	2588
Improved Social Connectedness	77.85	145	60.72	75.90	1.30	2600
I am happy with the friendships I have.	78.52	142	57.14	77.88	1.3	2582

I have people with whom I can do enjoyable things.	81.88	145	78.57	78.71	1.26	2600
I feel I belong in my community.	62.42	144	14.29	69.11	1.33	2590
In a crisis, I would have the support I need from family and friends.	88.59	145	92.86	77.88	1.32	2590
Overall Averages	80.54	149	52.16	80.10	1.21	2721

Demographics

Ethnicity	Count	Sample Size		
Spanish/Hispanic/Latino origin	0	143		
Not Spanish/Hispanic/Latino origin	143	143		
Unknown Spanish/Hispanic/Latino origin	6	143		
Race	Count	Sample Size		
Race: American Indian or Alaska Native	0	142		
Race: Asian	0	142		
Race: Black (African American)	5	142		
Race: Native Hawaiian or Other Pacific	0	142		
Race: White (Caucasian)	136	142		
Race: Multiracial	1	142		
Race: Unknown	7	142		
Age	Mean	Sample Size	Min	Max
Age	42	139	14	71
Gender	Count	Sample Size		
Gender: Male	55	140		
Gender: Female	85	140		
Gender: Unknown	9	140		
Programs	Count	Sample Size		
Program: Outpatient clinic and / or services in the community	123	140		
Program: Residential services	25	140		
Program: Day or After School Programs	10	140		
Program: Crisis stabilization program	1	140		
Program: Unknown	9	140		

Discharged Clients

	Mean	Sample Size	Percentile Rank	Overall Mean	Overall Standard Deviation	Overall Sample Size
Satisfaction with Services	100.00	5	100.00	80.19	1.23	169
Overall, I am satisfied with the services I received here	100	5	100	82.86	1.18	168
If I had other choices, I would still get services from this agency.	100	5	100	76	1.29	167
I would recommend this agency to a friend or family member.	100	5	100	81.71	1.21	169
Access to Services	70.00	4	36.38	76.00	1.45	167
The location of services was convenient (parking, public transportation, distance, etc)	80	4	50	79.43	1.48	160
Staff were willing to see me as often as I felt it was necessary.	80	4	50	85.14	1.28	167
Staff returned my call in 24 hours	60	4	22.22	65.14	1.72	148
Services were available at times that were good for me.	80	4	37.5	83.43	1.35	164
I was able to get all the services I thought I needed.	60	4	22.22	77.14	1.32	165

I was able to see a psychiatrist when I wanted to.	60	4	36.36	65.71	1.56	159
Participation in Treatment	50.00	4	18.75	72.29	1.54	162
I felt comfortable asking questions about my treatment and medication.	40	3	0	80	1.44	162
I, not staff, decided my treatment goals.	60	4	37.5	64.57	1.64	154
Quality and Appropriateness of Services	73.33	5	45.99	77.71	1.48	165
Staff here believe that I can grow, change and recover.	80	4	50	82.86	1.37	162
I felt free to complain.	60	4	18.18	77.14	1.41	161
I was given information about my rights.	80	4	62.5	80	1.34	165
Staff encouraged me to take responsibility for how I live my life.	80	4	50	79.43	1.49	158
Staff told me what side effects to watch out for.	40	4	9.09	68.57	1.63	157
Staff respected my wishes about who is and who is not to be given information about	80	4	50	80.57	1.45	161
Staff were sensitive to my cultural background (race, religion, language,etc.)	80	4	37.5	79.43	1.49	158
Staff helped me obtain the information I needed so that I could take charge of	80	4	66.67	77.14	1.45	160
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	80	5	70	74.29	1.69	151
Positive About Outcome of Services	67.50	5	60.95	65.72	1.60	161
I deal more effectively with daily problems.	60	5	45.45	68	1.53	155
I am better able to control my life.	80	5	66.67	76	1.41	160
I am better able to deal with crisis.	60	4	42.86	72.57	1.42	161
I am getting along better with my family.	80	5	80	70.29	1.62	154
I do better in social situations.	80	5	90.91	67.43	1.48	160
I do better in school and/or work.	40	2	25	54.29	1.92	131
My housing situation has improved.	60	3	66.67	55.43	1.74	150
My symptoms are not bothering me as much.	80	4	70	61.71	1.69	152
Improved Social Connectedness	80.00	5	62.60	76.14	1.48	163
I am happy with the friendships I have.	80	4	62.5	77.71	1.44	163
I have people with whom I can do enjoyable things.	80	4	66.67	80.57	1.43	163
I feel I belong in my community.	80	4	66.67	70.86	1.56	158
In a crisis, I would have the support I need from family and friends.	80	5	54.55	75.43	1.5	160
Overall Averages	73.13	5	53.37	74.09	1.49	169

Demographics		
Ethnicity	Count	Sample Size
Spanish/Hispanic/Latino origin	0	4
Not Spanish/Hispanic/Latino origin	4	4
Unknown Spanish/Hispanic/Latino origin	1	4
Race	Count	Sample Size
Race: American Indian or Alaska Native	0	5
Race: Asian	0	5
Race: Black (African American)	0	5
Race: Native Hawaiian or Other Pacific	0	5
Race: White (Caucasian)	5	5
Race: Multiracial	0	5
Race: Unknown	0	5

Age	Mean	Sample Size	Min	Max
Age	24	3	18	35

Gender	Count	Sample Size
Gender: Male	1	5
Gender: Female	4	5
Gender: Unknown	0	5

Programs	Count	Sample Size
Program: Outpatient clinic and / or services in the community	1	2
Program: Residential services	1	2
Program: Day or After School Programs	0	2
Program: Crisis stabilization program	0	2
Program: Unknown	3	2

Discharge Questions	Count	Sample Size
Discharge: Completed treatment no longer needed services	0	1
Discharge: I found another provider I like better	1	1
Discharge: Services were at inconvenient times	0	1
Discharge: I couldn't get transportation to attend for services	0	1
Discharge: Services were not helping my child	0	1
Discharge: Other reasons	0	1
Discharge: Unknown	4	1