

## Lookout Mountain CSB - Percent Positive Responses

Reporting Period: Spring 2015

	Your Mean	Your Responses	CSB Mean	Your Rank	CSB Standard Deviation	CSB Sample Size
<b>Satisfaction with Services</b>	<b>94</b>	<b>193</b>	<b>89</b>	<b>95</b>	<b>5.4</b>	<b>15</b>
1. I like the services that I received here	96	192	91	100	4.9	15
2. If I had other choices, I would still get services from this agency	89	193	85	86	4.7	15
3. I would recommend this agency to a friend or family member	96	193	90	100	6.5	15
<b>Access to Services</b>	<b>92</b>	<b>190</b>	<b>86</b>	<b>92</b>	<b>6.0</b>	<b>15</b>
4. The location of services was convenient (parking, public transportation, distance, etc.)	95	190	88	100	7.1	15
5. Staff were willing to see me as often as I felt it was necessary	94	190	89	86	5.9	15
6. Staff returned my call in 24 hours	91	174	82	93	8.2	15
7. Services were available at times that were good for me	98	165	91	100	3.6	15
8. I was able to get all the services I thought I needed	92	168	87	93	5.2	15
9. I was able to see a psychiatrist when I wanted to	81	166	78	79	5.8	15
<b>Participation in Treatment</b>	<b>92</b>	<b>190</b>	<b>86</b>	<b>93</b>	<b>6.2</b>	<b>15</b>
11. I felt comfortable asking questions about my treatment and medication	96	167	93	93	4.5	15
17. I, not staff, decided my treatment goals	89	190	80	93	7.9	15
<b>Quality and Appropriateness of Services</b>	<b>92</b>	<b>191</b>	<b>87</b>	<b>83</b>	<b>6.0</b>	<b>15</b>
10. Staff here believe I can grow, change and recover	92	165	89	79	4.8	15
12. I felt free to complain	86	166	84	57	6.8	15
13. I was given information about my rights	96	168	89	86	8.1	15
14. Staff encouraged me to take responsibility for how I live my life	93	187	92	71	3.9	15
15. Staff told me what side effects to watch out for	85	186	81	86	7.8	15
16. Staff respected my wishes about who is and who is not to be given information about my treatment	97	191	92	100	3.5	15
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	94	175	86	93	10.5	15
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness	95	190	89	100	3.9	15
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	89	160	85	79	5.1	15

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<b>Positive About Outcome of Services</b>	<b>74</b>	<b>181</b>	<b>76</b>	<b>41</b>	<b>6.3</b>	<b>15</b>
21. I deal more effectively with daily problems	84	166	82	64	3.9	15
22. I am better able to control my life	80	166	81	43	5.6	15
23. I am better able to deal with a crisis	72	166	77	14	6.3	15
24. I am getting along better with my family	74	158	81	0	6.5	15
25. I do better in social situations	67	161	71	29	5.3	15
26. I do better in school and / or work	69	112	69	64	5.5	15
27. My housing situation has improved	80	151	74	93	5.3	15
28. My symptoms are not bothering me as much	65	181	72	29	11.4	15
<b>Improved Social Connectedness</b>	<b>83</b>	<b>189</b>	<b>81</b>	<b>71</b>	<b>6.1</b>	<b>15</b>
29. I am happy with the friendships I have	87	189	83	79	6.5	15
30. I have people with whom I can do enjoyable things	88	188	84	86	6.6	15
31. I feel I belong in my community	73	188	73	57	7.0	15
32. In a crisis, I would have the support I need from family or friends	83	160	82	64	4.3	15
<b>Overall Averages</b>	<b>86</b>	<b>174</b>	<b>83</b>	<b>75</b>	<b>6.0</b>	<b>15</b>