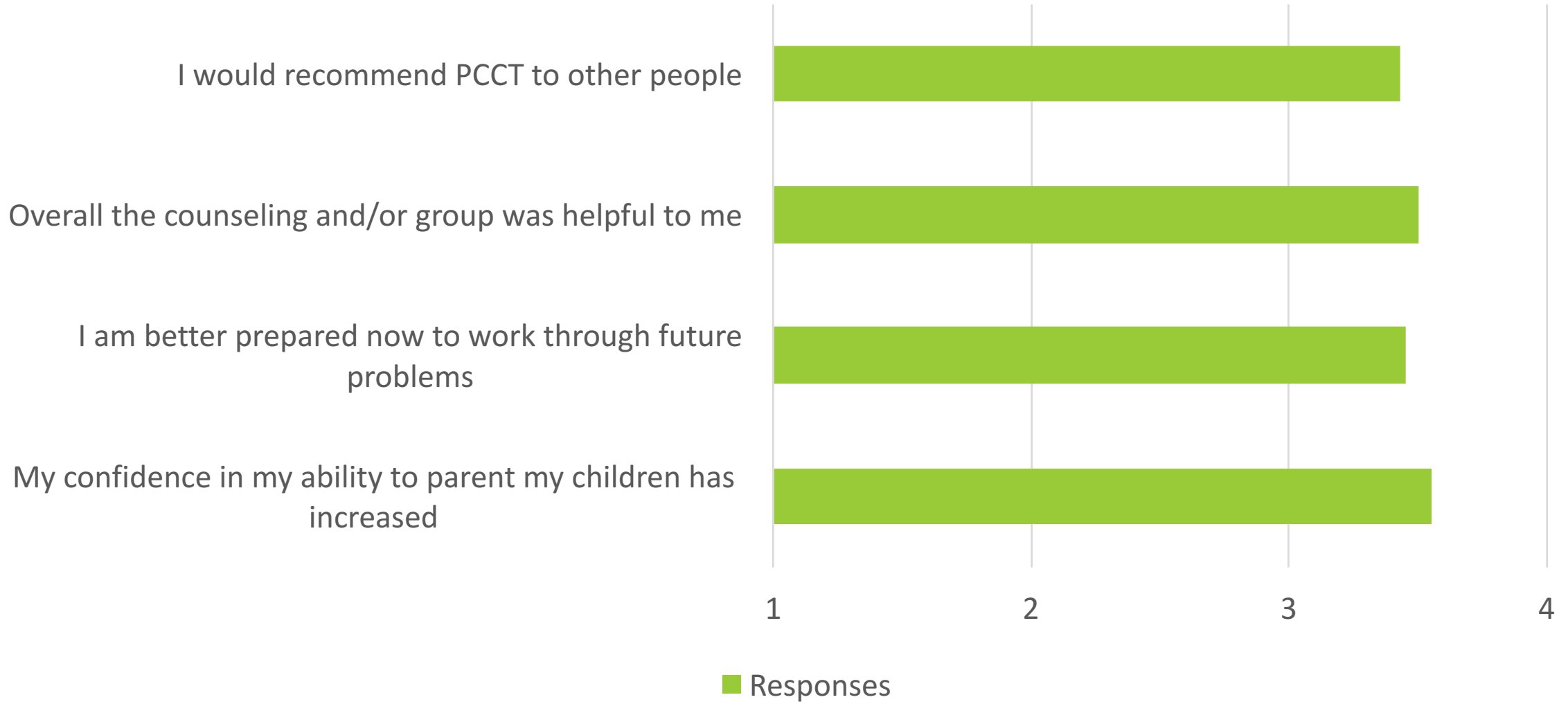


PCCT Client Satisfaction Survey 2015

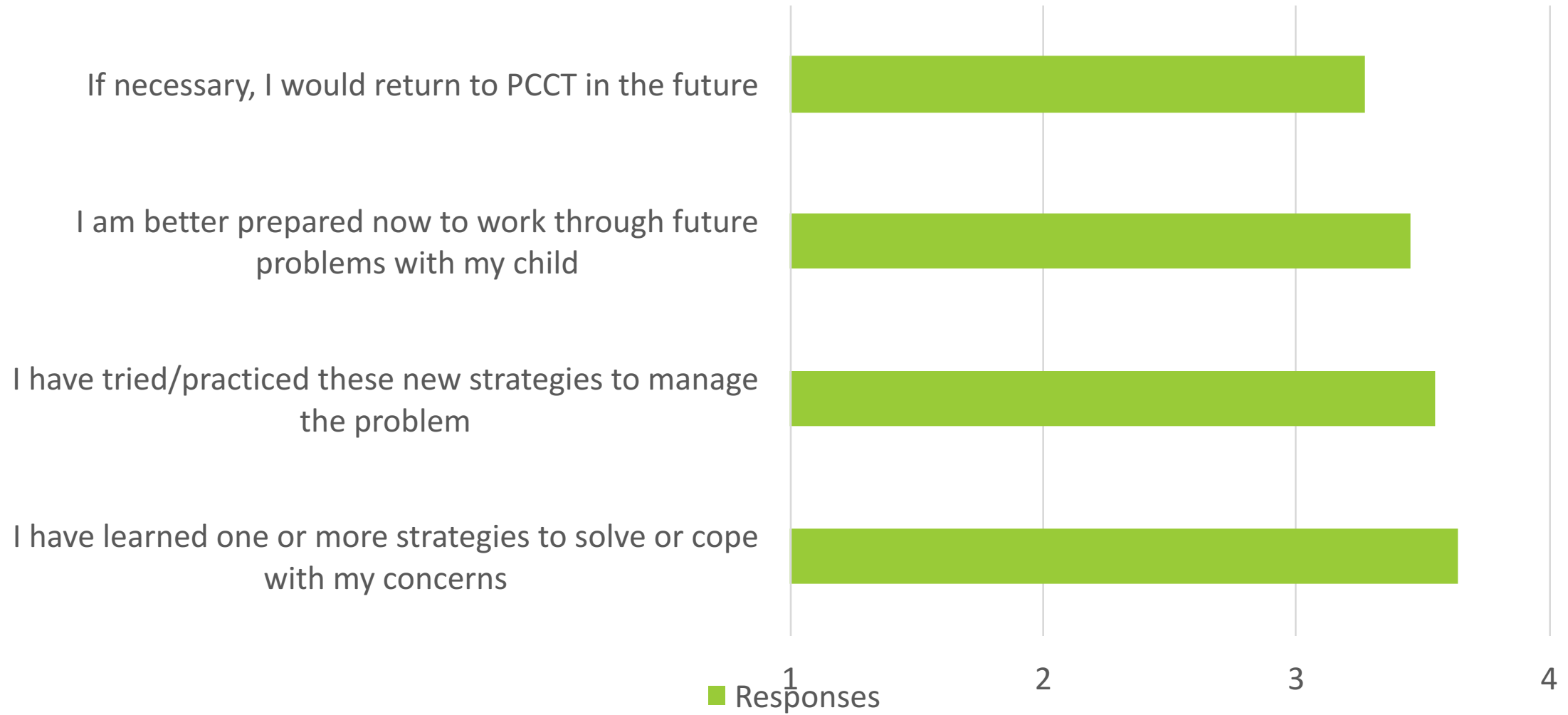
Type of Survey

- ❖ The Client Satisfaction Survey was created by PCCT staff and administered in the summer of 2015 to clients in 2P and 3P.
- ❖ The purpose of the survey is to help with COA and PQI efforts.
- ❖ PCCT staff selected questions that would look at clients' perceptions of the agency, their interactions with staff and if they were achieving the goals of the program.
- ❖ The survey was optional and anonymous.
- ❖ Once completed, the surveys were collected and the results sent to OU for analysis.

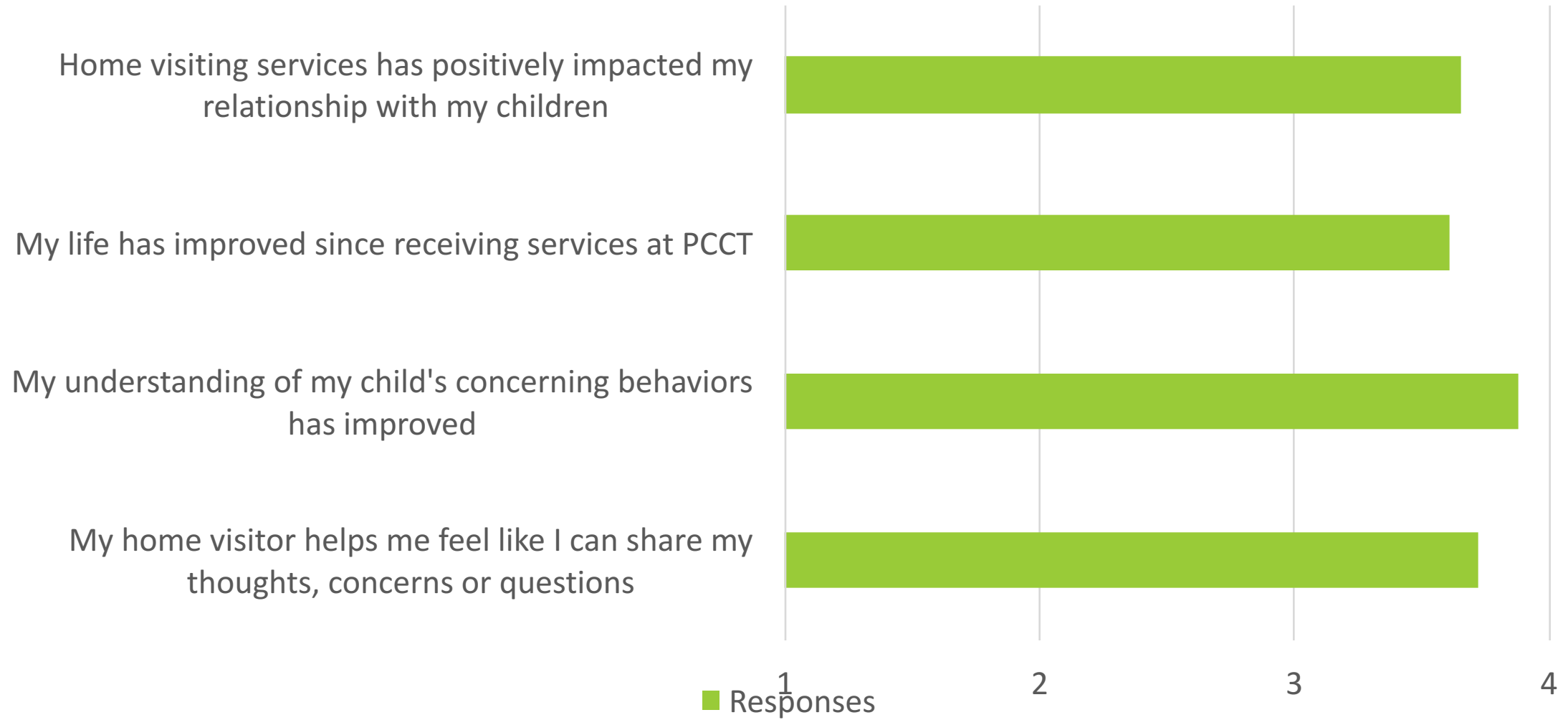
Adult Treatment



Child Treatment



Healthy Families and SafeCare



In conclusion...

- ❖ The results were positive across all programs. Bravo!
- ❖ We will continue to administer a yearly Client Satisfaction Survey.
- ❖ For the next survey, we will select a new set of questions. With these results being so positive, we need something new with which to learn and grow.