



**Anka Behavioral Health, Inc.**

**Anka Behavioral Health, Inc.  
Client Satisfaction Survey Results  
2016**

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Anka Behavioral Health, Inc.

## Client Satisfaction Survey 2016

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## Client Satisfaction Survey 2016

### EXECUTIVE SUMMARY

|                             | # of Responses | Overall Satisfaction |
|-----------------------------|----------------|----------------------|
| Northern California         | 1983           | 4.22                 |
| Southern California         | 787            | 3.90                 |
| <b>Total # of Responses</b> | <b>2770</b>    | <b>4.12</b>          |





## Client Satisfaction Survey 2016

# of Responses (NCAL) = 1983

# of Responses (SCAL) = 787

**Total # of Responses = 2770**

### SECTION 1: Programs Reporting

#### Programs completing report

##### Northern California

Amador Home (3)  
 Amador Tri-Valley Center (16)  
 Anka FSP Central (42)  
 Anka Glen Eden (3)  
 Anka Lodi (259)  
 Bright House (44)  
 Casa Carmichael (174)  
 Casa Fremont (191)  
 Casa Oakview (8)  
 Casa Phoenix (102)  
 Casa Rohnert Park (180)  
 Casa San Joaquin (141)  
 Casa Vallejo (79)  
 Casa Verde (34)  
 Casa Willow (179)

Central County POWER (66)  
 Don Brown Shelter & MSC (32)  
 East County MSC (1)  
 Grant House (149)  
 Hope Solano (1)  
 Hope Plus (9)  
 Nevin House (15)  
 Nierika House (36)  
 Phoenix Center (1)  
 Phoenix Enterprise (9)  
 Project Coming Home (43)  
 STARS Vets (28)  
 STOP Plus (8)  
 West County MSC (107)  
 West County POWER (23)

##### Southern California

Anka La Loma (4)  
 Anka Maple Home (6)  
 Anka Pablo Lane (4)  
 Anka Santa Barbara (88)  
 Anka Santa Maria (128)  
 Barbara Lane (5)  
 Casa Nipomo (4)  
 Cottontail House (4)  
 Hillmont House (14)  
 ISRC Mid (113)  
 Rancho ART (50)  
 Rancho Desert (91)  
 Rancho West (40)  
 Taylor Home (2)  
 Ventura (247)

#### Programs NOT completing report

##### Northern California

Access  
 Access Plus  
 Anka Akron VA  
 Anka Lindero  
 Anka Priscilla Lane  
 Anka Weston Ranch

HHISN  
 Project Choice  
 Solano Inmate AOD  
 US Probation

##### Southern California

Anka Wyoming  
 CAP  
 Evelyn Home



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# of Responses (NCAL) = 1983

# of Responses (SCAL) = 787

**Total # of Responses = 2770**

### SECTION 2: REGIONAL PROGRAMS

| CATEGORY           | DESCRIPTION   | N. CAL Mean | SO. CAL Mean | ANKA MEAN   | STANDARD DEVIATION |
|--------------------|---|-------------|--------------|-------------|--------------------|
| EFFECTIVENESS      | The program has helped me deal with my problems.<br>I gained tools necessary for my recovery.<br>The program helped me with my overall needs.<br>I am leaving the program with a clear discharge/follow-up plan.  |             |              |             |                    |
|                    | <b>EFFECTIVENESS</b>  | <b>4.18</b> | <b>4.00</b>  | <b>4.13</b> | <b>0.54</b>        |
| EFFICIENCY         | I received the services as described to me during intake.<br>I was offered assistance in obtaining employment.<br>My questions were answered quickly.<br>I was given assistance with obtaining benefits (veterans, ssi/ssdi, Medicaid)                                  |             |              |             |                    |
|                    | <b>EFFICIENCY</b>   | <b>4.22</b> | <b>3.86</b>  | <b>4.03</b> | <b>0.57</b>        |
| ACCESSIBILITY      | The facility was clean, comfortable, and inviting.<br>The admission process was prompt and courteous.<br>Staff were sensitive to my cultural background (race, religion, language, etc.)  |             |              |             |                    |
|                    | <b>ACCESSIBILITY</b>  | <b>4.33</b> | <b>4.09</b>  | <b>4.26</b> | <b>0.51</b>        |
| SATISFACTION       | I was satisfied with the services I received.<br>I felt understood and respected by staff.<br>The services I received has helped me to feel better about myself.  |             |              |             |                    |
|                    | <b>SATISFACTION</b>   | <b>4.29</b> | <b>4.11</b>  | <b>4.25</b> | <b>0.62</b>        |
| CLIENT INVOLVEMENT | I was able to make choices in the services I received.<br>I helped to develop my treatment plan.<br>I was able to participate in program actives such as chores and groups.<br>Program staff worked with me to develop a written housing plan to follow upon discharge. |             |              |             |                    |
|                    | <b>CLIENT INVOLVEMENT</b>   | <b>4.17</b> | <b>3.97</b>  | <b>4.14</b> | <b>0.51</b>        |

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### SECTION 3: PROGRAM TYPE

| CATEGORY                  |  |                               |                     |  |
|---------------------------|--|-------------------------------|---------------------|--|
| <b>EFFECTIVENESS</b>      | The program has helped me deal with my problems  |                               |                     |  |
|                           | I gained tools necessary for my recovery.  |                               |                     |  |
|                           | The program helped me with my overall needs.   |                               |                     |  |
|                           | I am leaving the program with a clear discharge/follow up plan.                          |                               |                     |  |
|                           |  | ACT (155) 4.10                | Employment (9) 3.93 |  |
|                           | CRT (1510) 4.16  | Forensic (0)                  |                     |  |
|                           | C&A CRT (373) 4.03   | Homeless & Shelter (230) 4.30 |                     |  |
|                           | Day/Outpatient (131) 3.64  | Residential (113) 4.37        |                     |  |
| <b>EFFICIENCY</b>         | I received the services as described to me during intake.                                |                               |                     |  |
|                           | I was offered assistance in obtaining employment.  |                               |                     |  |
|                           | My questions were answered quickly.  |                               |                     |  |
|                           | I was given assistance with obtaining benefits (veterans, ssi/ssdi, Medicaid)            |                               |                     |  |
|                           |  | ACT (155) 4.02                | Employment (9) 3.78 |  |
|                           | CRT (1510) 3.97  | Forensic (0)                  |                     |  |
|                           | C&A CRT (373) 3.94   | Homeless & Shelter (230) 4.38 |                     |  |
|                           | Day/Outpatient (131) 3.85  | Residential (113) 4.34        |                     |  |
| <b>ACCESSIBILITY</b>      | The facility was clean, comfortable, and inviting.                                       |                               |                     |  |
|                           | The admission process was prompt and courteous.  |                               |                     |  |
|                           | Staff were sensitive to my cultural background (race, religion, language, etc.)          |                               |                     |  |
|                           |  | ACT (155) 4.22                | Employment (9) 4.72 |  |
|                           |  | CRT (1510) 4.22               | Forensic (0)        |  |
|                           | C&A CRT (373) 4.19   | Homeless & Shelter (230) 4.42 |                     |  |
|                           | Day/Outpatient (131) 3.91  | Residential (113) 4.38        |                     |  |
| <b>SATISFACTION</b>       | I was satisfied with the services I received.  |                               |                     |  |
|                           | I felt understood and respected by staff.  |                               |                     |  |
|                           | The services I received has helped me to feel better about myself.                       |                               |                     |  |
|                           |  | ACT (155) 4.30                | Employment (9) 4.30 |  |
|                           |  | CRT (1510) 4.20               | Forensic (0)        |  |
|                           | C&A CRT (373) 4.08   | Homeless & Shelter (230) 4.49 |                     |  |
|                           | Day/Outpatient (131) 3.86  | Residential (113) 4.33        |                     |  |
| <b>CLIENT INVOLVEMENT</b> | I was able to make choices in the services I received.                                   |                               |                     |  |
|                           | I helped to develop my treatment plan.   |                               |                     |  |
|                           | I was able to participate in program actives such as chores and groups.                  |                               |                     |  |
|                           | Program staff worked with me to develop a written housing plan to follow upon discharge. |                               |                     |  |
|                           |  | ACT (155) 4.15                | Employment (9) 3.63 |  |
|                           | CRT (1510) 4.00  | Forensic (0)                  |                     |  |
|                           | C&A CRT (373) 4.12   | Homeless & Shelter (230) 4.33 |                     |  |
|                           | Day/Outpatient (131) 3.74  | Residential (113) 4.38        |                     |  |

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