



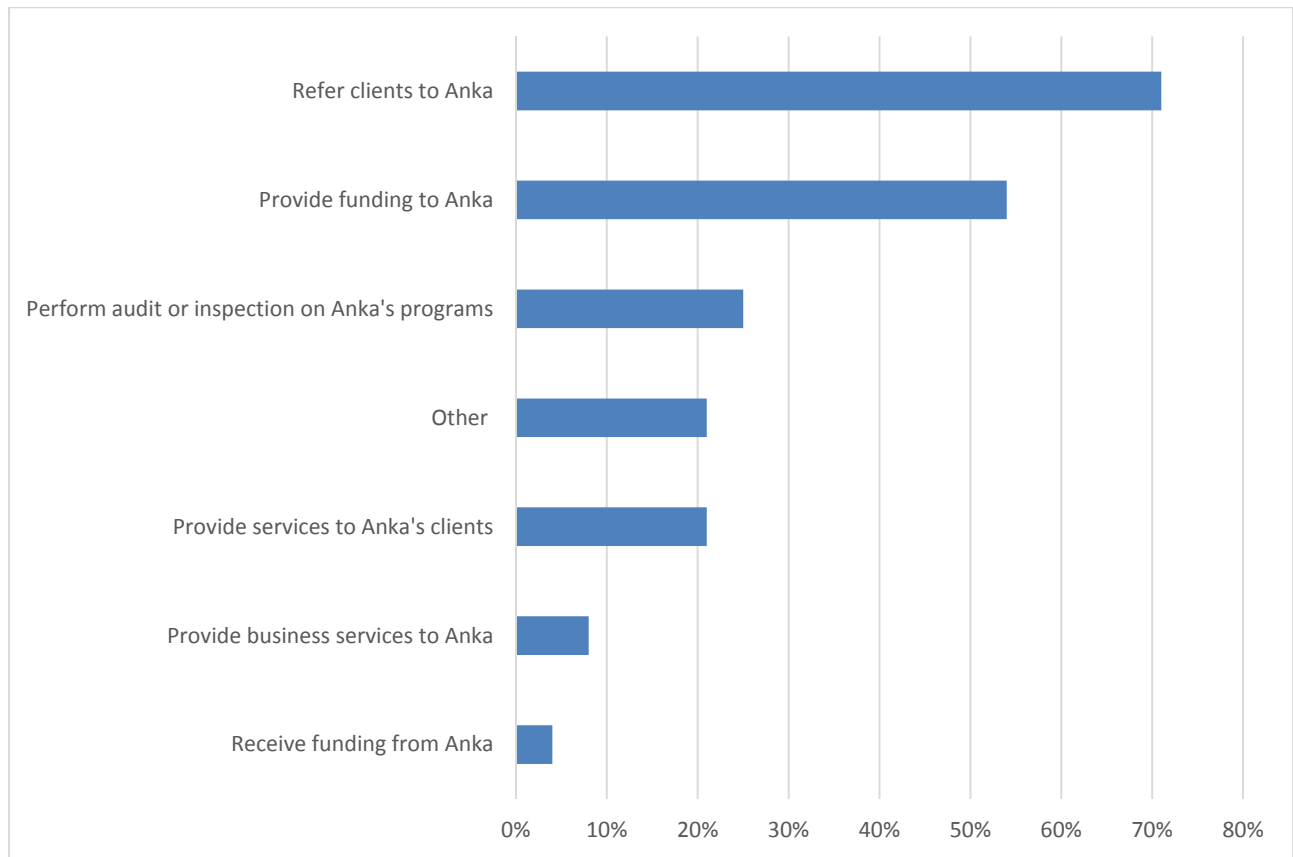
**Anka Behavioral Health, Inc.
Stakeholder Survey Results
2016**

Prepared by: Quality Management Department
Anka Behavioral Health, Inc.

Stakeholders Participating in Survey

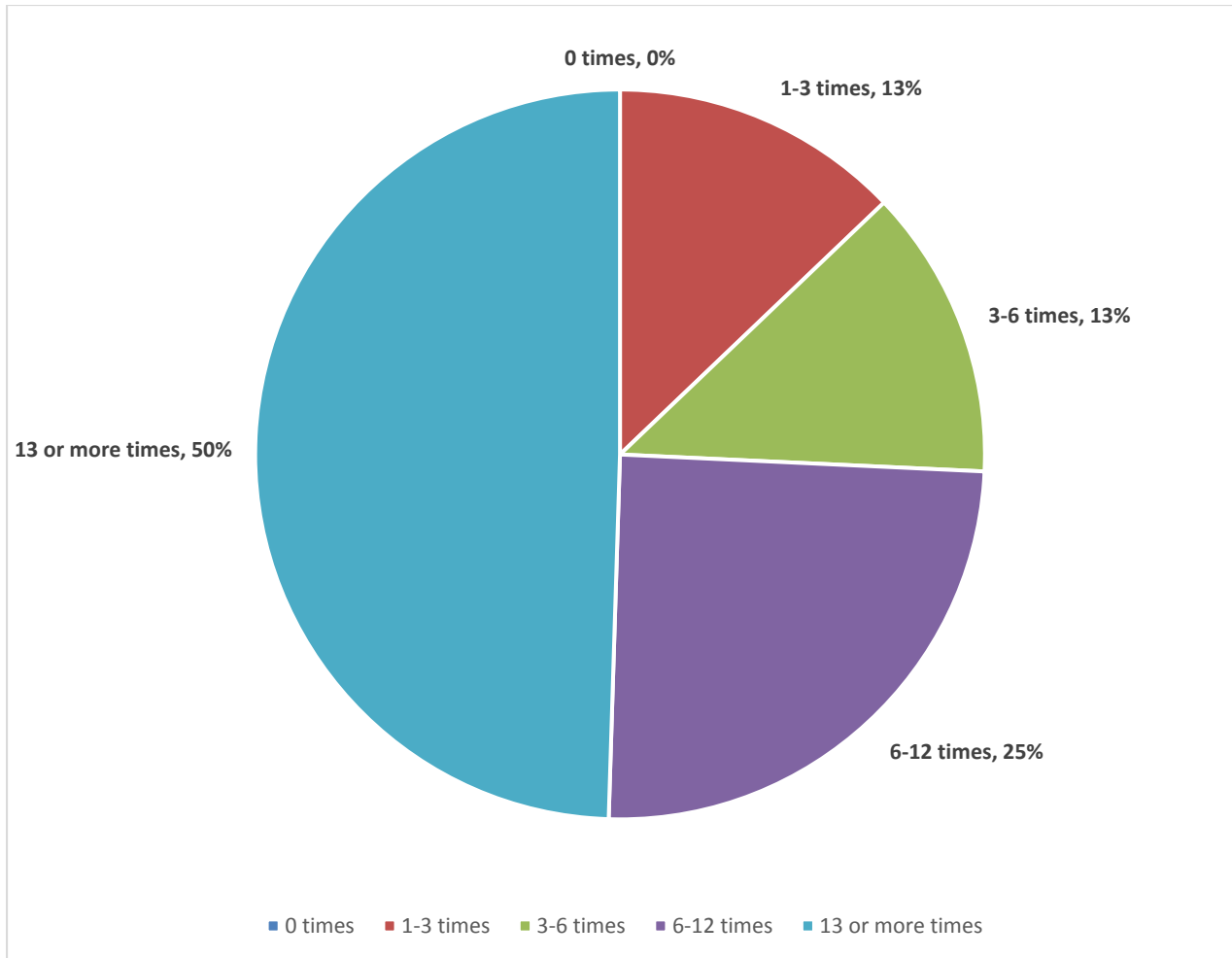
Community Action Partnership of Riverside County
Contra Costa Mental Health Vocational Services
Department of Rehabilitation
Heritage Oaks Hospital
Eastern Los Angeles Regional Center
Frank D. Lanterman Regional Center
Far North Regional Center
Kaiser Permanente
Regional Center of the East Bay
Riverside University Health System - Behavioral Health
San Joaquin County Behavior Health Services
Solano Coalition for Better Health
Solano County H&SS Substance Abuse Services
St Mary's Medical Center Adolescent Psyche Unit
The Arc of Alameda County-Union City Campus
Ventura County Behavioral Health

Relationship to agency



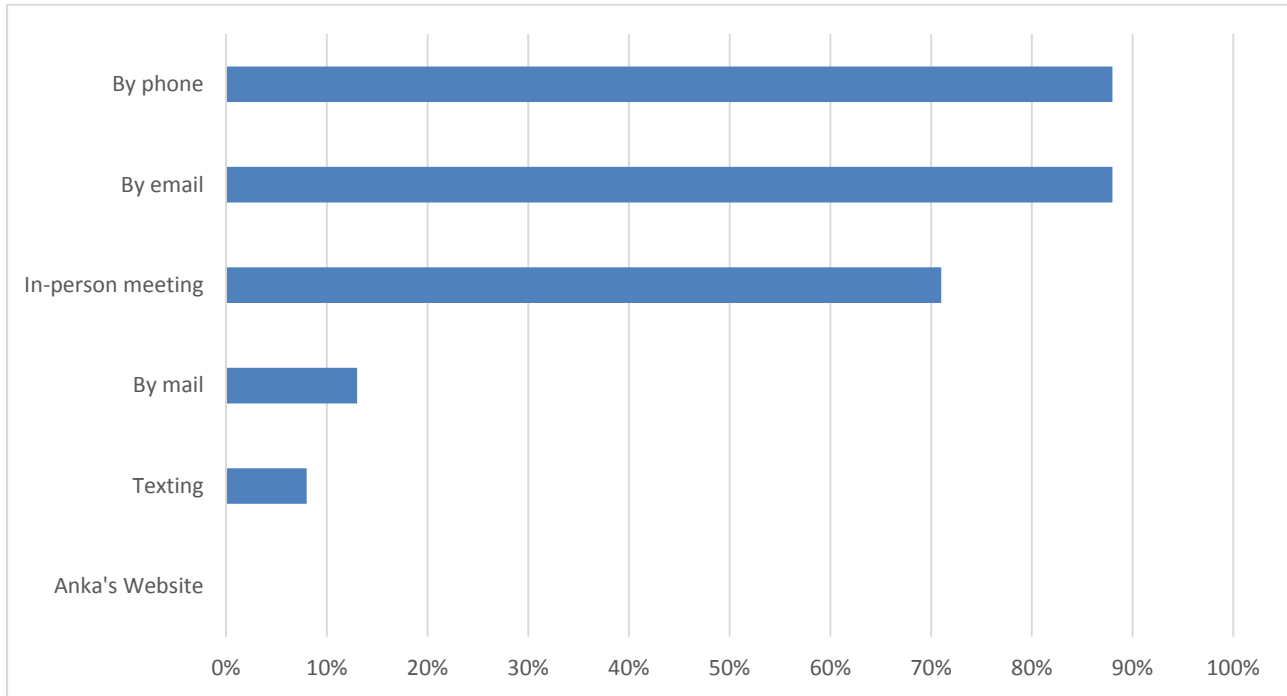
Best way to describe relationship to Anka	
Refer clients to Anka	71%
Provide funding to Anka	54%
Perform audit or inspection on Anka's programs	25%
Provide services to Anka's clients	21%
Other	21%
Provide business services to Anka	8%
Receive funding from Anka	4%

How Many Interactions with Anka in last 12 months?



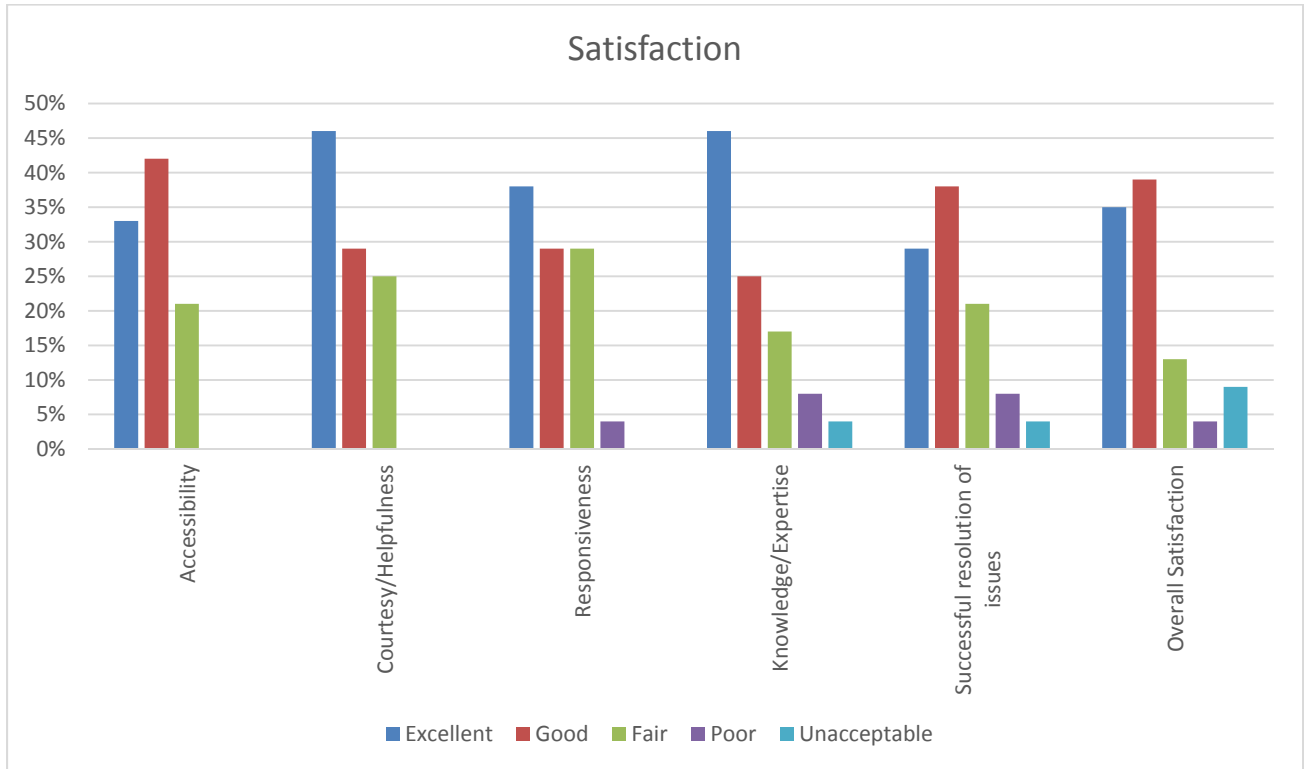
During the past 12 months, how often have you interacted with Anka?	
0 times	0%
1-3 times	13%
3-6 times	13%
6-12 times	25%
13 or more times	50%

How do you communicate with Anka?



Communication Method	
By email	88%
By phone	88%
In-person meeting	71%
By mail	13%
Texting	8%
Anka's Website	0%

Stakeholder Survey 2016



	Excellent	Good	Fair	Poor	Unacceptable	N/A	Weighted Average
Accessibility	33%	42%	21%	0%	0%	4%	4.13
Courtesy/Helpfulness	46%	29%	25%	0%	0%	0%	4.21
Responsiveness	38%	29%	29%	4%	0%	0%	4.00
Knowledge/Expertise	46%	25%	17%	8%	4%	0%	4.00
Successful resolution of issues	29%	38%	21%	8%	4%	0%	3.79
Overall Satisfaction	35%	39%	13%	4%	9%	0%	3.87