

Satisfaction Outcomes: Stakeholders April 2018	Strongly Agree	Agree	Somewhat Disagree	Disagree	N/A	Overall Satisfaction
FBHS staff maintain a positive demeanor	21	16	0	0	0	100%
FBHS staff accept feedback appropriately	23	12	1	0	0	97%
FBHS staff demonstrate knowledge of the consumer's mental health needs	25	12	0	0	0	100%
FBHS appear well trained and suited for the job	21	14	0	0	2	100%
FBHS staff respond to crisis in a timely manner	22	11	3	0	0	92%
Pertinent client issues are brought forward at CFT meetings are resolved	22	14	1	0	0	97%
FBHS staff make sure that the client is a part of each CFT mtg	24	11	1	0	0	97%
As a member of the CFT, I feel that I have the opportunity to voice any concerns	24	11	2	0	0	95%
Overall, FBHS have been effective	21	14	2	0	0	95%
I would recommend FBHS to others	21	14	2	0	0	95%

97%

Satisfaction Outcomes: Stakeholders October 2018	Strongly Agree	Agree	Somewhat Disagree	Disagree	N/A	Overall Satisfaction
FBHS staff maintain a positive demeanor	15	7	0	0	1	100%
FBHS staff accept feedback appropriately	12	10	0	0	1	100%
FBHS staff demonstrate knowledge of the consumer's mental health needs	12	10	0	0	1	100%
FBHS appear well trained and suited for the job	15	7	0	0	1	100%
FBHS staff respond to crisis in a timely manner	11	9	0	0	3	100%
Pertinent client issues are brought forward at CFT meetings are resolved	15	6	0	0	2	100%
FBHS staff make sure that the client is a part of each CFT mtg	15	7	0	0	1	100%
As a member of the CFT, I feel that I have the opportunity to voice any concerns	14	8	0	0	1	100%
Overall, FBHS have been effective	10	11	0	0	2	100%
I would recommend FBHS to others	13	8	0	0	2	100%

100%