

PROGRAM PARTICIPANT SURVEY SUMMARY-2018-2019

MEAN SCORE SUMMARY	1	2	3	4	5	6	7	8	9	10	11	12	13
Mean Score by Item (Likert-Type Scale 1-5):	4.24	4.24	4.27	4.34	4.28	4.37	4.29	4.30	4.22	4.30	4.31	4.25	4.34
OVERALL MEAN SCORE:	4.29												

Percentage Summary

Survey Question/Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. PHASE helps me identify goals that are important to me	52%	30%	12%	1%	4%
2. I was able to begin using PHASE services easily	48%	36%	11%	5%	1%
3. Transportation services meet my needs	51%	34%	10%	3%	2%
4. PHASE gives me the support I need to be successful	55%	29%	13%	2%	1%
5. PHASE staff help me exercise my rights and responsibilities	49%	35%	12%	2.7%	1%
6. The staff at PHASE treat me with respect and dignity	54%	32%	10%	3%	0%
7. I am making progress on my goals	48%	37%	11%	3%	1%
8. PHASE staff communicate with me about my services, in a way I understand	46%	40%	11%	2%	0%
9. My life has improved as a result of the services received at PHASE	46%	35%	17%	0.9%	2%
10. PHASE staff respects my choices and rights	48%	37%	14%	1%	1%
11. PHASE takes my culture...	48%	38%	11%	2%	0%
12. PHASE will listen and respond when I have a concern or need	46%	37%	13%	2%	1%
13. Overall, I am satisfied with the services I've received from PHASE	52%	34%	10%	2%	1%
	Yes	No			
14. I would recommend PHASE services to others	95%	5%			

Comparison to Prior Years

	2016	2017	2018
Combined Program Score	4.41	4.32	4.27
Combined Communication	4.38	4.36	4.30
Combined Choice Score	4.41	4.34	4.28
Overall Mean Score (Range = 1-5)	4.40	4.34	4.29
Number of Surveys Received	208	207	194

What does PHASE do well?	What is an area to improve?
54 provides good support to me	41 more work opportunities
41 provides work opportunities	20 provides good support/service
17 communicate well	19 want more comm outings
11 Job Training/skills dev.	19 improve wages/income
10 Community Outings/Activities	13 Transportation
3 Provides a healthy place to be	10 Communication improvement