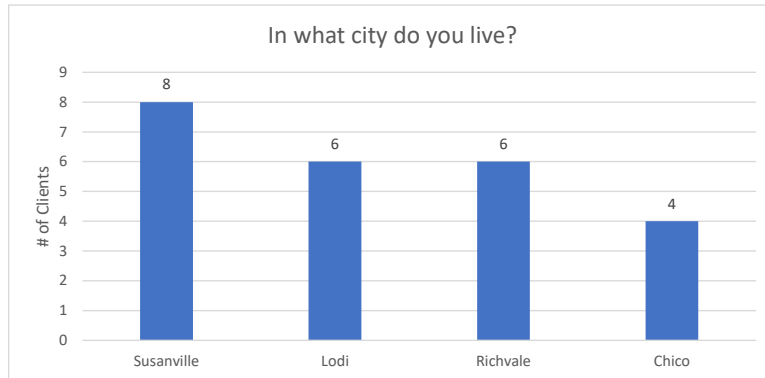


STRTP Client Satisfaction Survey 2024



This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 24, down from 25 in 2023.



Q2: Staff show a positive attitude and treat me with respect.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	11	8	3	1	1

Item Mean	4.13
2023 Mean	4.12

Q3: Staff are kind and helpful.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	8	3	0	0

Item Mean	4.42
2023 Mean	4.04

Q4: Staff listen to me, talk with me and help me calm down.

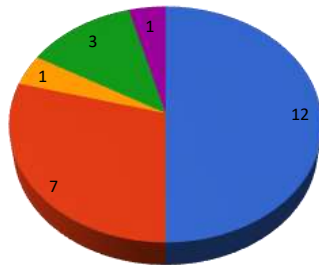




■ Not Happy
■ Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	12	8	2	1	1
Item Mean	4.21				
2023 Mean	3.88				

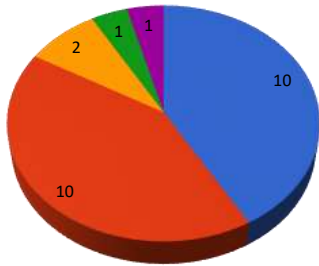
Q5: I can talk to the staff about myself and what is happening in my life.



■ Great, Two Thumbs Up
■ Very Good
■ Not Sure
■ Not Happy
■ Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	12	7	1	3	1
Item Mean	4.08				
2023 Mean	3.92				

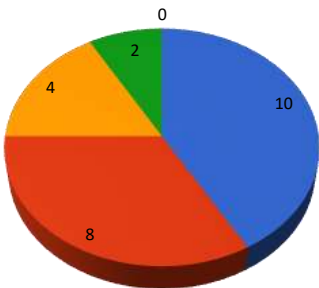
Q6: I trust the staff to keep my belongings safe.



■ Great, Two Thumbs Up
■ Very Good
■ Not Sure
■ Not Happy
■ Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	10	10	2	1	1
Item Mean	4.13				
2023 Mean	4.2				

Q7: Staff keep their promises.



■ Great, Two Thumbs Up
■ Very Good
■ Not Sure
■ Not Happy
■ Very Unhappy

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	10	8	4	2	0
Item Mean	4.08				
2023 Mean	3.72				

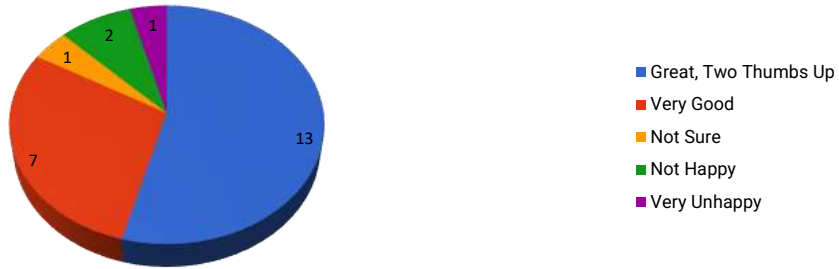
Q8: Staff participate in activities with me and others.



# of Responses	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
	16	5	2	1	0

Item Mean	4.5
2023 Mean	4.4

Q9: This is how I feel about the group home.



# of Responses	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
	13	7	1	2	1

Item Mean	4.21
2023 Mean	3.88

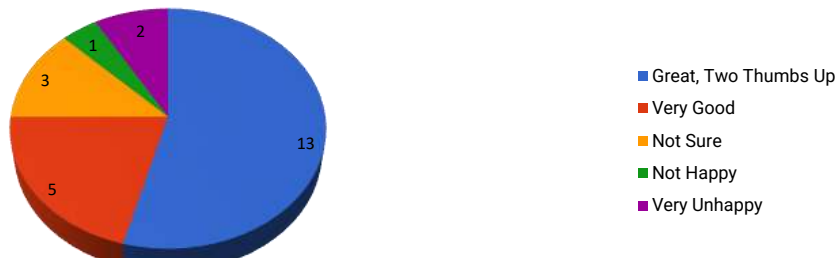
Q10: I feel safe.



# of Responses	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
	13	7	2	2	0

Item Mean	4.29
2023 Mean	4.28

Q11: I feel like I can be myself.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	13	5	3	1	2
Item Mean	4.08				
2023 Mean	4.08				

Q12: I can be successful here.



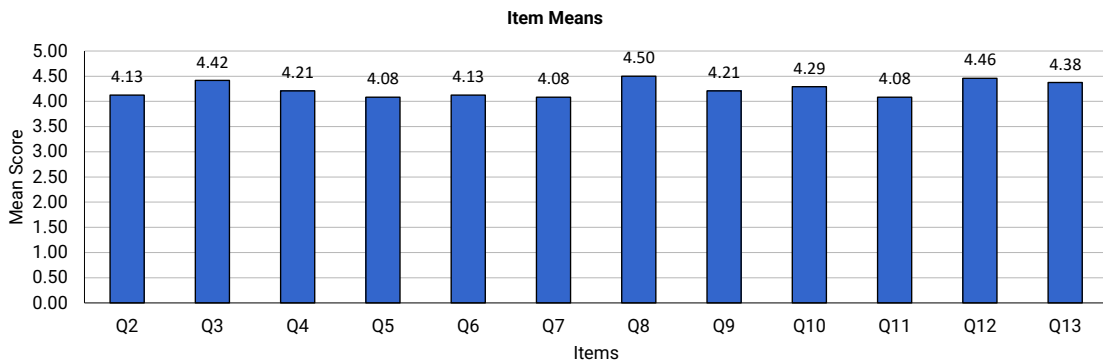
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	16	4	3	1	0
Item Mean	4.46				
2023 Mean	4.24				

Q13: The STRTP staff help me.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	15	5	2	2	0
Item Mean	4.38				
2023 Mean	4.24				

Means



Lowest Item Mean	4.08
Highest Item Mean	4.5

3-way tie: I can talk about myself and what is happening in my life. Staff keep their promises. I feel like I can by myself.

Staff participate in activities with me and others.