

Annual Report

Client Satisfaction Data

FY 2015

Introduction

Gaining client feedback is a key element for PACT to maintain and improve services. Client satisfaction data is gathered anonymously using a standardized survey. The surveys gather demographic data and nine questions about the quality and timeliness of provided services. The surveys are mailed or given to the clients at different times while engaged in services with PACT. Responding to the survey is voluntary and each program has a specific method for distributing surveys and gathering data. The agency collects client satisfaction surveys and analyzes the data at the program and agency levels. This report will review demographic and overall satisfaction for the agency, including any conclusions. Analyzing the data from different perspectives gives PACT opportunities to identify improvement opportunities.

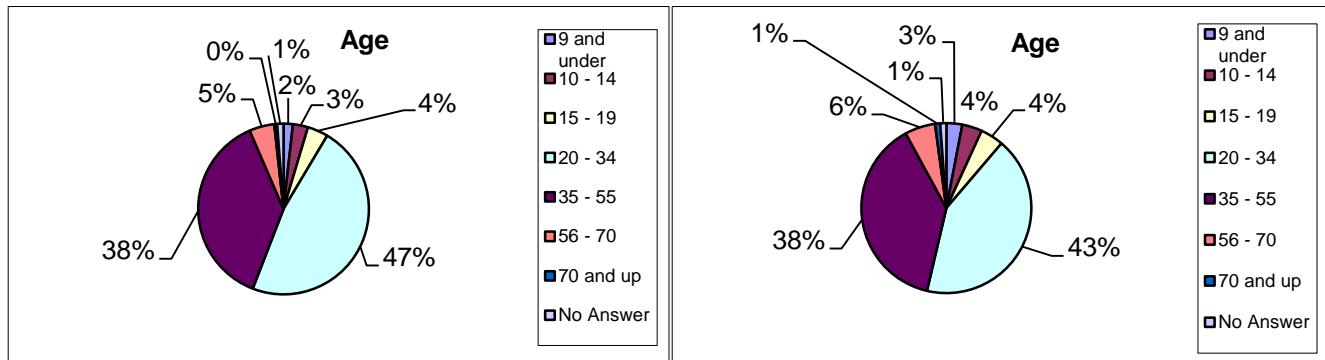
In FY 2015, PACT collected a total of 2654 client satisfaction surveys.

Demographics

Age

FY 2015

FY 2014

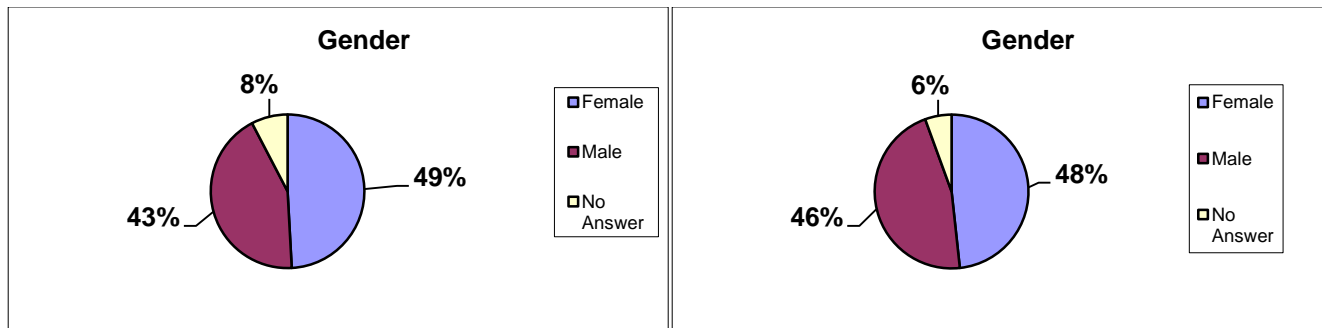


Of the 2654 survey respondents, the largest group was ages 20-34 totaling 1245 or 47%. The next largest group was ages 35-55, which comprised 38% of the total. There were no significant changes between age the age distribution from 2014 to 2015. PACT continues to serve a young population.

Gender

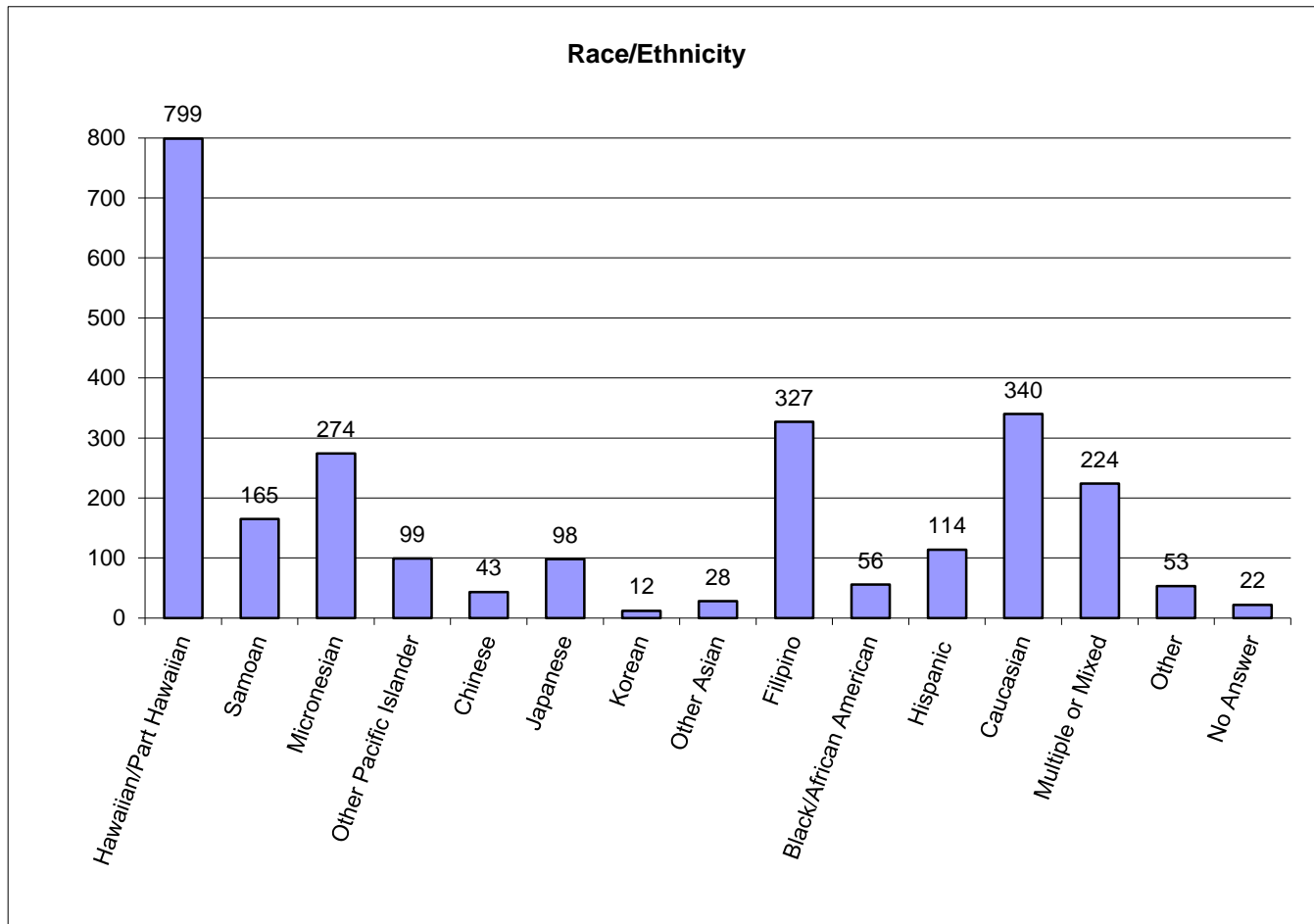
FY 2015

FY 2014



Of the 2654 survey respondents, 1304 or 49% were female. The percent of the respondents indicating male was 43% or 1147. These results were not significantly different when compared to 2014 data.

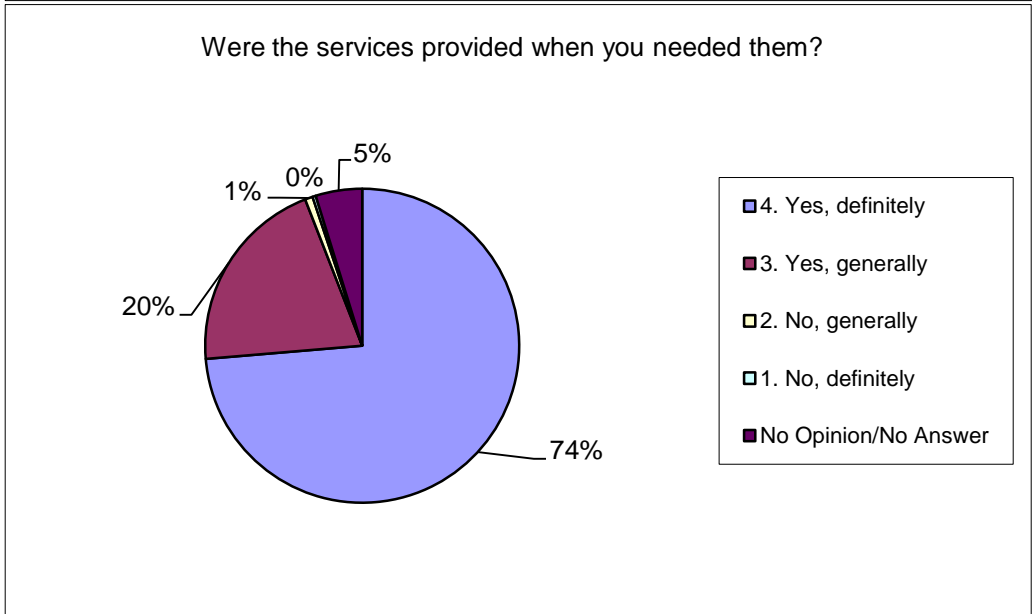
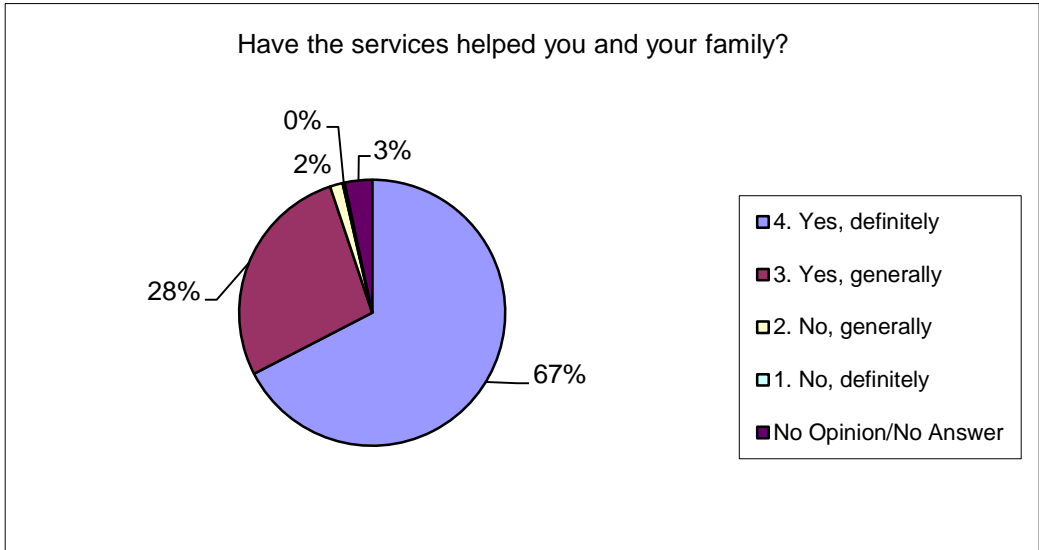
Race/Ethnicity FY 2015



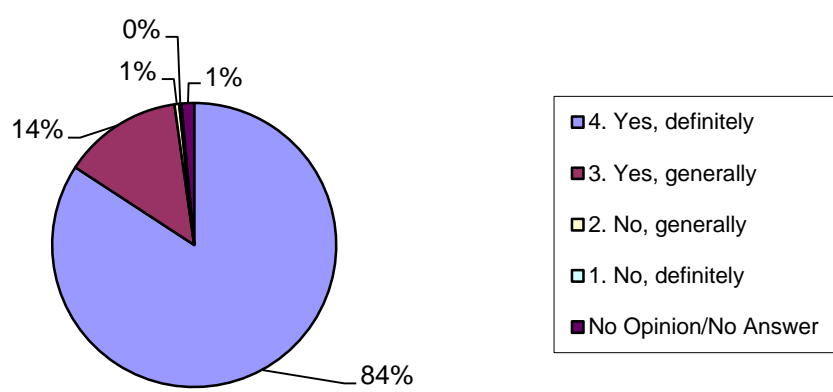
Agency-wide Results

Clients rate PACT using a 4-point Likert scale from a 4 – very satisfied to a 1 – very dissatisfied. N/A indicates either no response or no opinion. PACT enjoys a very high level of client satisfaction. The following are some of the client satisfaction highlights:

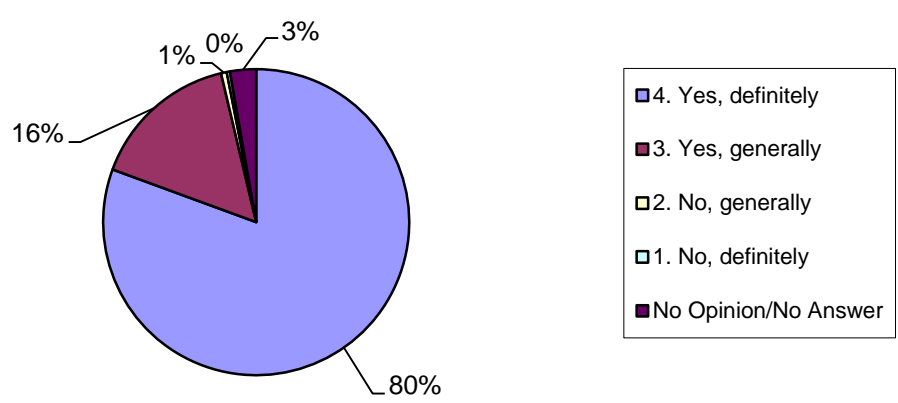
- 94% of clients said they were satisfied with PACT’s services
- 95% of the clients said PACT’s services helped them
- 98% said PACT staff were friendly and caring



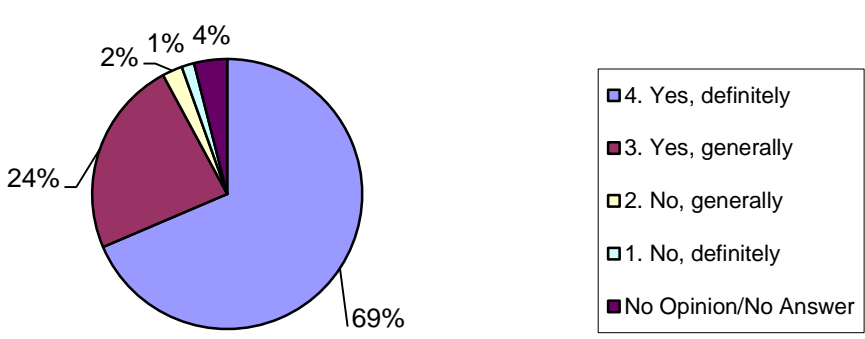
Were the staff friendly and caring?

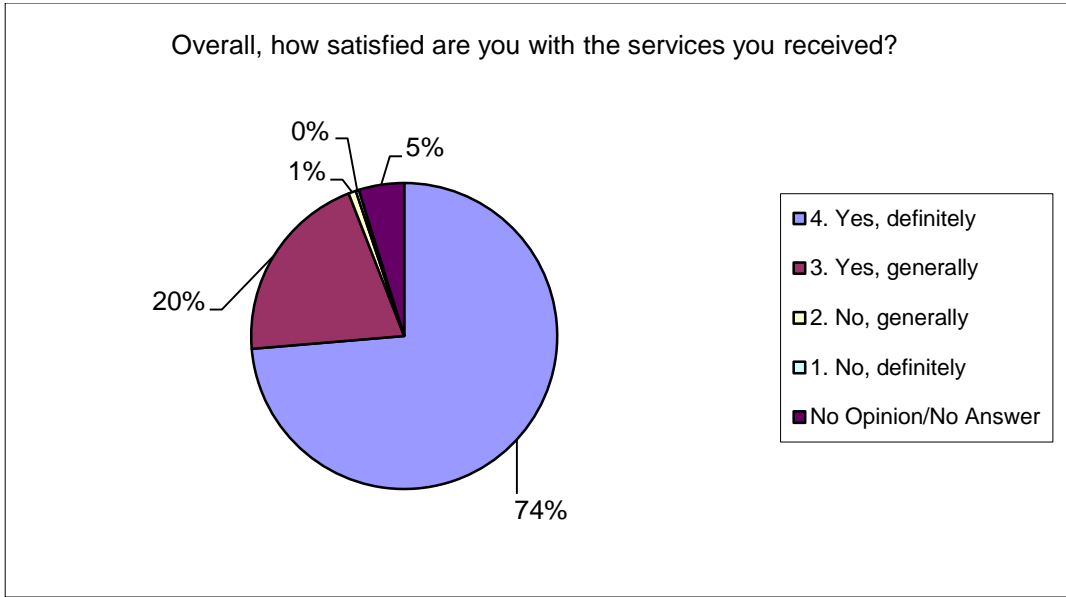
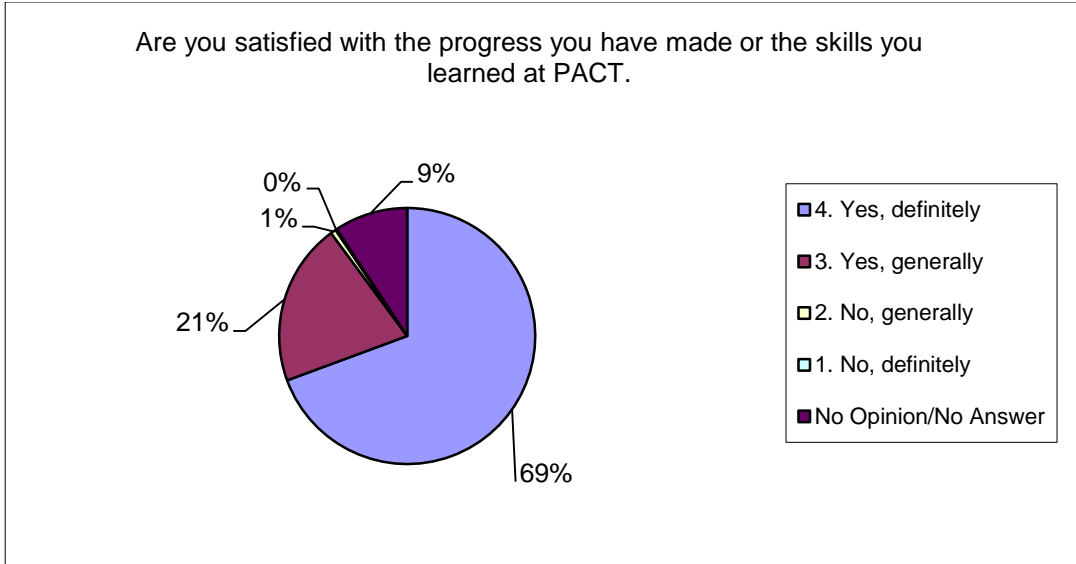


Was your culture and background respected?



Were the services convenient?





Conclusion

All the scores are rounded to the nearest whole number; therefore a zero may represent a small percentage of respondents. Scores of four (4) – “yes, definitely” and three (3) – “yes, generally” represent a satisfied client.

PACT’s highest marks were to the question, “Were the staff friendly and caring?” in which 98% of respondents indicated yes. The question that generated the lowest score was, “Was it easy for you to physically access the program site?” Only 84% of the respondents indicated yes on that question.

Overall, the data demonstrates that our clients have a high level of satisfaction for PACT’s services. The scores have been consistent for the past several years. There are opportunities to have a higher percentage of respondents with a score of 4 – “yes, definitely.” We continue to make efforts in gaining feedback and improving services with clients.