

# 2013 Year End Satisfaction Survey Report

## YOC Overall Satisfaction

01/01/13 to 12/31/13

Overall Satisfaction	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response	Number of Respondents
Cottages & TASC: Parent	56.8%	29.2%	8.7%	2.6%	0.6%	2.1%	159
Cottages & TASC: Client	59.8%	23.2%	11.1%	2.7%	2.4%	0.8%	238
Detention: Client	69.5%	20.1%	7.9%	1.1%	1.0%	0.4%	329
Respite Care: Parent	68.1%	11.1%	4.2%	4.2%	0.0%	12.5%	8
Respite Care: Client	57.8%	10.0%	13.3%	6.7%	1.1%	11.1%	9
Aftercare/Outpatient: Parent	72.6%	17.3%	9.6%	0.0%	0.0%	0.5%	16
Aftercare/Outpatient: Client	81.8%	14.2%	3.4%	0.0%	0.6%	0.0%	16
<b>Average</b>	<b>66.6%</b>	<b>17.9%</b>	<b>8.3%</b>	<b>2.5%</b>	<b>0.8%</b>	<b>3.9%</b>	<b>Total: 775</b>

