

2014 Satisfaction Survey Report

YOC Overall Satisfaction

1/1/14 - 12/31/14

Overall Satisfaction	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response	Respondents Possible	Respondents Actual	Response %
Cottages & TASC: Parent	50.2%	34.5%	7.7%	2.9%	2.2%	2.5%	557	96	17.2%
Cottages & TASC: Client	54.1%	25.1%	11.5%	3.7%	1.5%	3.9%	557	139	25.0%
Detention: Client	68.8%	20.1%	8.1%	1.7%	0.7%	0.5%	318	318	100.0%
Aftercare/Outpatient: Parent	88.1%	3.5%	4.2%	0.0%	0.0%	4.2%	17	11	64.7%
Aftercare/Outpatient: Client	78.1%	15.5%	3.7%	0.0%	1.1%	1.6%	17	17	100.0%
Average	72.3%	16.1%	6.9%	1.4%	0.8%	2.6%	Total: 1466	Total: 581	39.6%

