

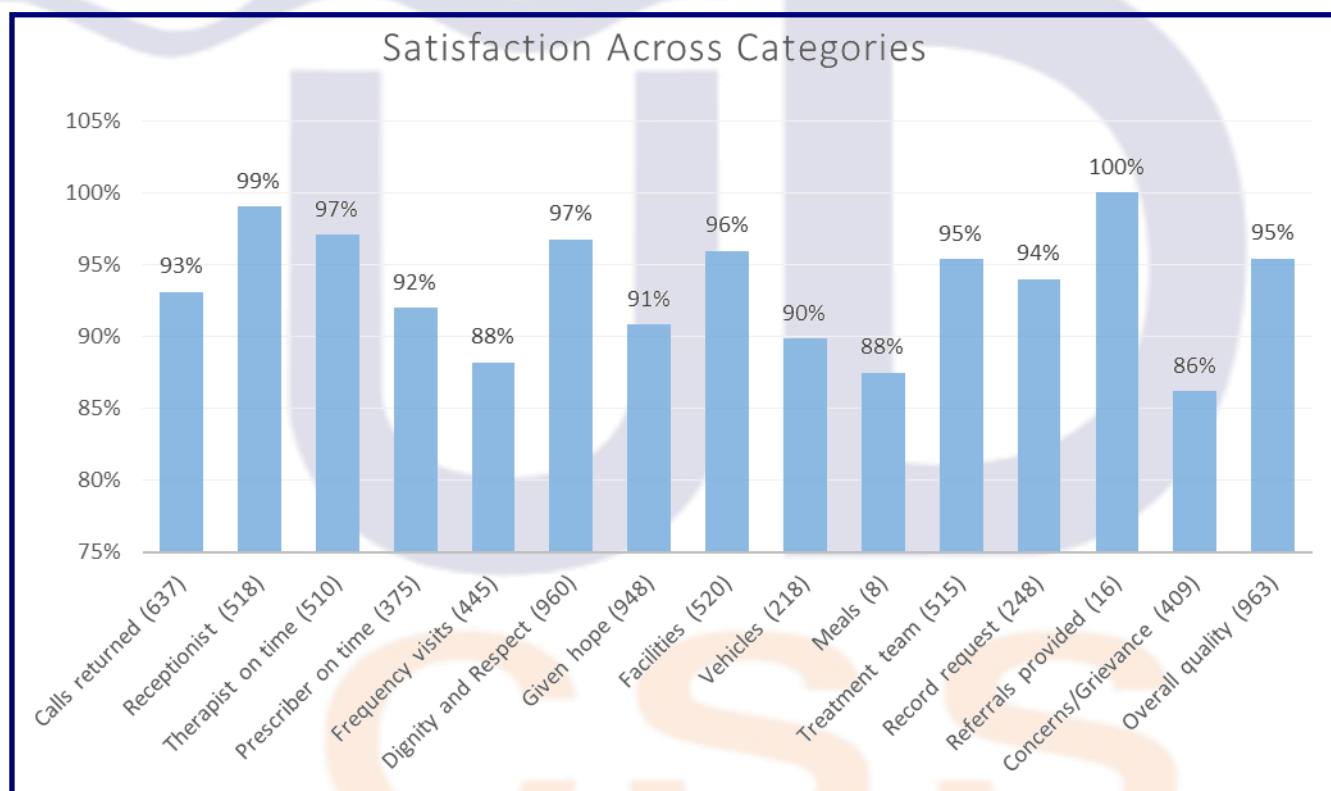


# FY 2020 Client Satisfaction Survey Results

Upper Bay Counseling & Support Services, Inc.

Many clients at UBCSS assisted us in conducting an evaluation of how well we are meeting your needs. We asked you how satisfied you are with our services in 15 different areas. Below are the results of that survey. Any item below 90% will be the target of an improvement plan.

Only scores of Strongly Agree or Agree were counted as “satisfied”. The total number of Strongly Agrees and Agrees was divided by the total number of responses for each item. Responses of Sometimes Agree, Disagree and Strongly Disagree were not considered as “satisfied”. Any item marked as not applicable or left blank was not included in the denominator when calculating these percentages. The numbers in parentheses indicate the number of responses received for each item.



*We continue to strive to meet your needs with high quality services presented in a caring and comfortable way. Thanks again for your participation and for the very helpful feedback!*