



# FY 2020 Stakeholder Satisfaction Survey

## Upper Bay Counseling & Support Services, Inc.

Thank you to all of you who participated in our Stakeholder Survey! The Upper Bay Counseling & Support Services (UBCSS) Stakeholder Satisfaction is developed to obtain information from our internal and community stakeholders to learn more about the perceptions

of our programs. The survey provides valuable feedback to help identify our strengths and to determine plans for quality improvement strategies.

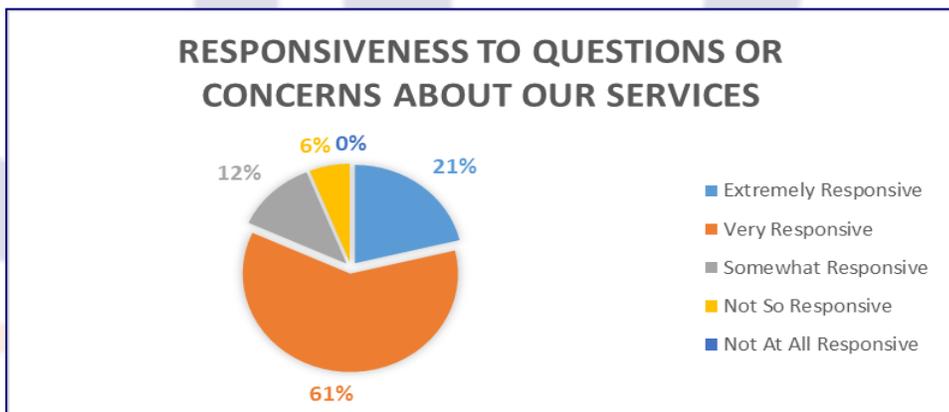
The bar graph to the left shows the results for each of the programs based on the average number of stars selected by each survey respondent out of a maximum of 5 stars. The sample sizes are shown in parenthesis



next to each program title. The agency sets a standard target of 3.5 when using a 5-point Likert scale. All the programs had star ratings above 4.0 which is considered in the excellent range.

Stakeholders were also asked how responsive UBCSS is to their questions and concerns about our services. See the results in the pie chart to the right which shows that 82% of respondents rated the agency as either extremely or very responsive and only 6% gave ratings of not so responsive. There were 0 ratings of not at all responsive.

The last item on the survey asked for any additional feedback or comments. Each comment was unique and no themes emerged; however, all comments will be considered as important feedback and shared with the Clinical Leadership team for review and consideration for further action.



*Conclusions: The responses were favorable with all programs having overall averages above 4 stars. Strengths were noted throughout the survey about staff compassion and care to the clients. Two consistent themes emerged agency wide regarding staff turnover and staff wanting more information about what each program has to offer. Each of these are important to address and our leadership team will be tasked to find creative solutions to resolve each of these concerns.*