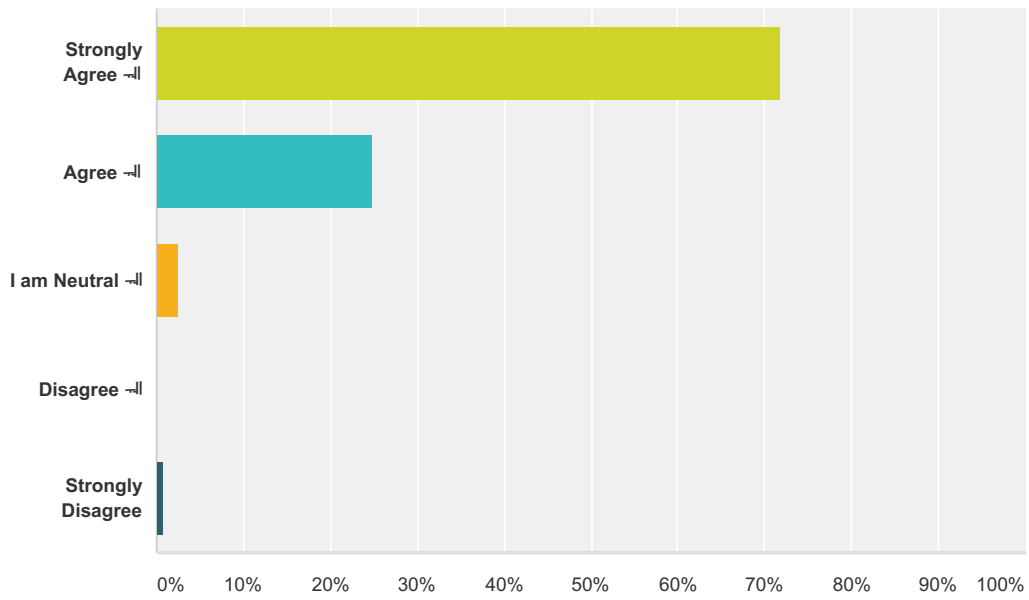


Q1 I like the services that I receive here, they are helpful

Answered: 117 Skipped: 1

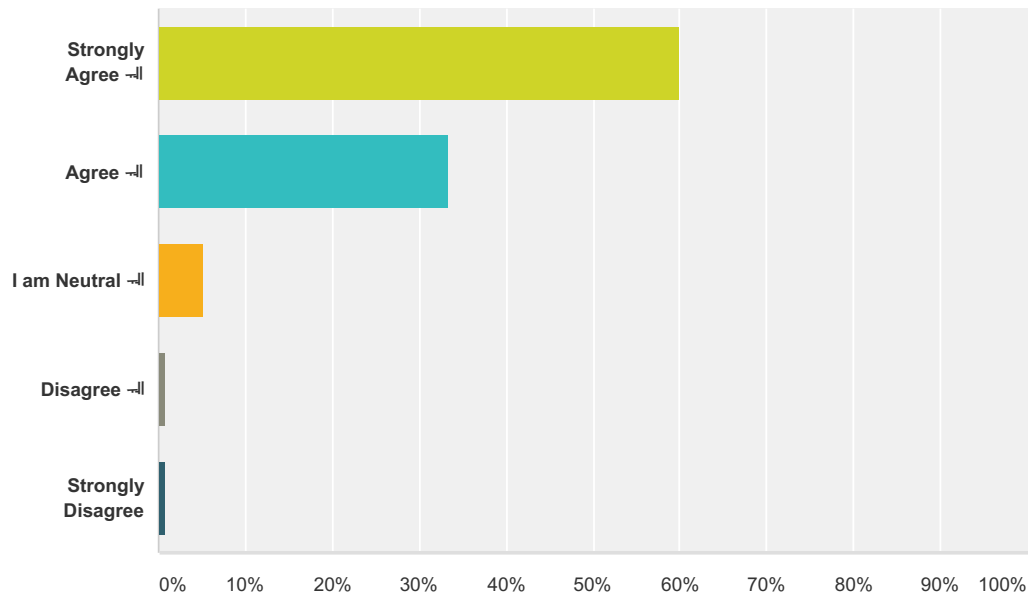


Answer Choices	Responses	Count
Strongly Agree =	71.79%	84
Agree =	24.79%	29
I am Neutral =	2.56%	3
Disagree =	0.00%	0
Strongly Disagree	0.85%	1
Total		117



Q2 If I had other choices I would still come here for services

Answered: 117 Skipped: 1

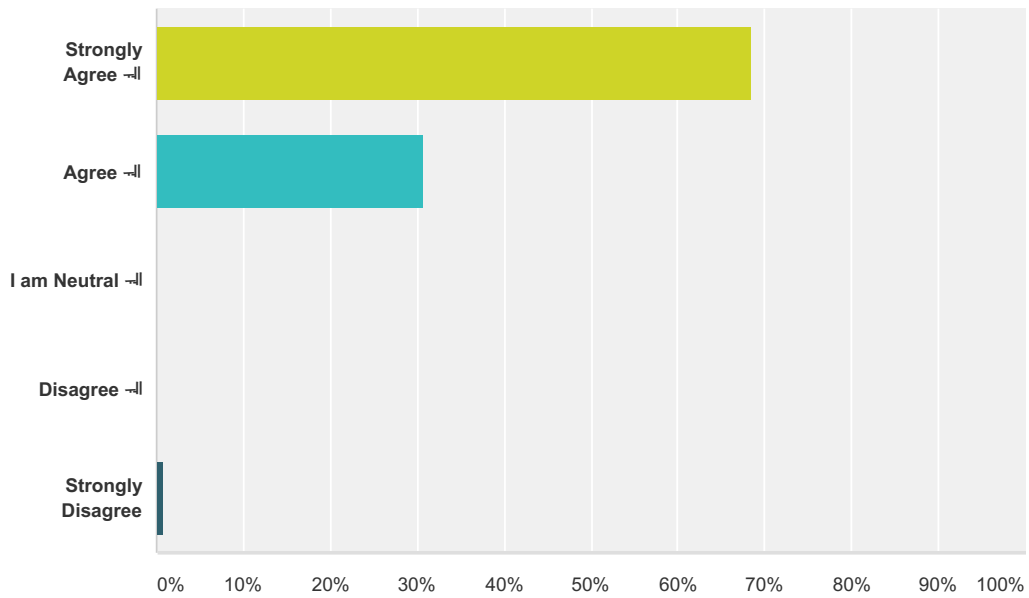


Answer Choices	Responses	Count
Strongly Agree	59.83%	70
Agree	33.33%	39
I am Neutral	5.13%	6
Disagree	0.85%	1
Strongly Disagree	0.85%	1
Total		117



Q3 I would recommend this service provider to a friend or family member

Answered: 117 Skipped: 1

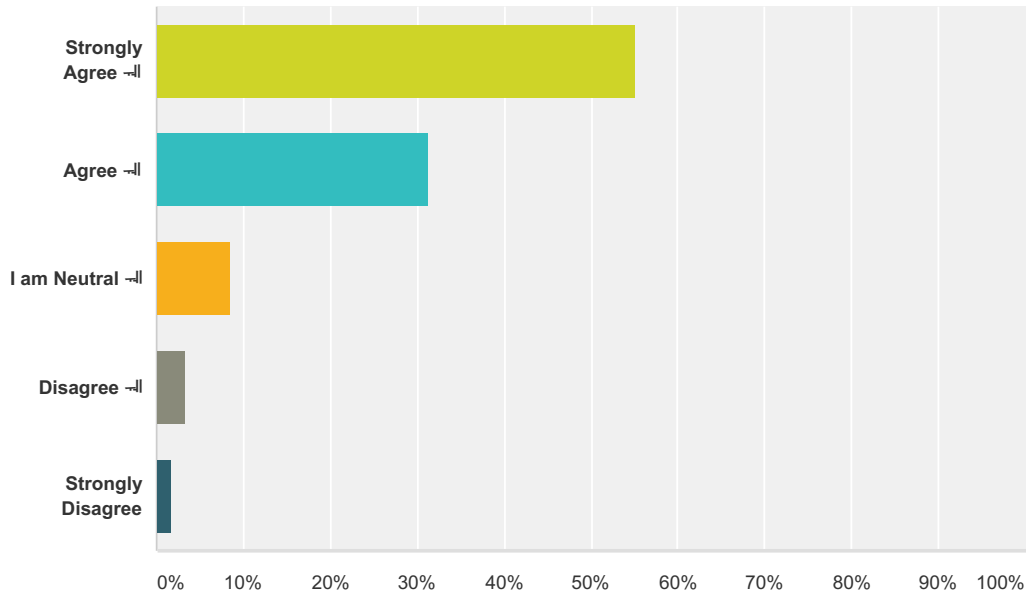


Answer Choices	Responses	Count
Strongly Agree	68.38%	80
Agree	30.77%	36
I am Neutral	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.85%	1
Total		117



Q4 I was able to get services quickly and staff return my calls within 24 hours

Answered: 118 Skipped: 0

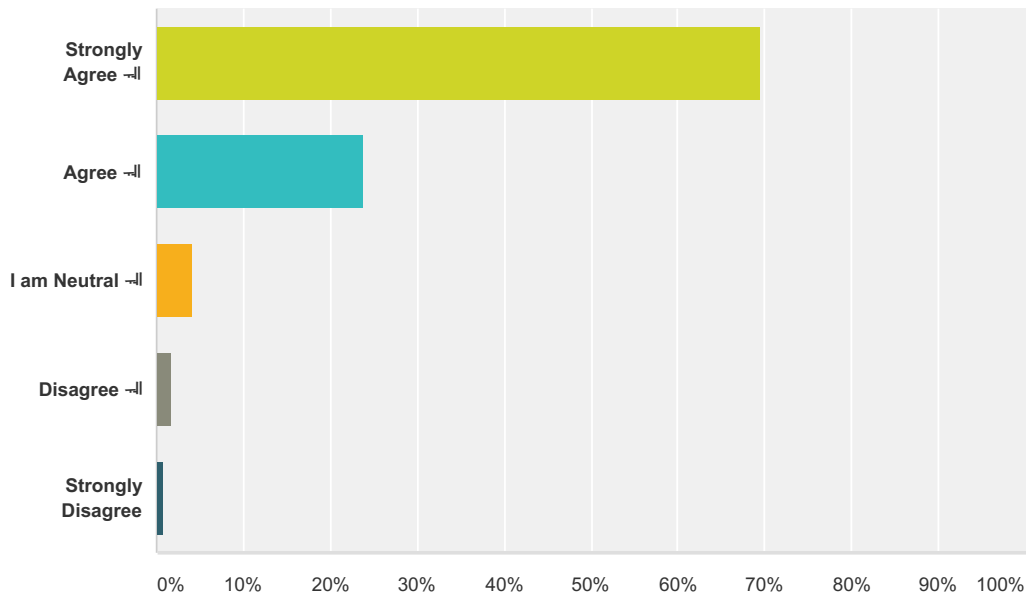


Answer Choices	Responses	Count
Strongly Agree	55.08%	65
Agree	31.36%	37
I am Neutral	8.47%	10
Disagree	3.39%	4
Strongly Disagree	1.69%	2
Total		118



Q5 I was able to get services even though I could not pay

Answered: 118 Skipped: 0



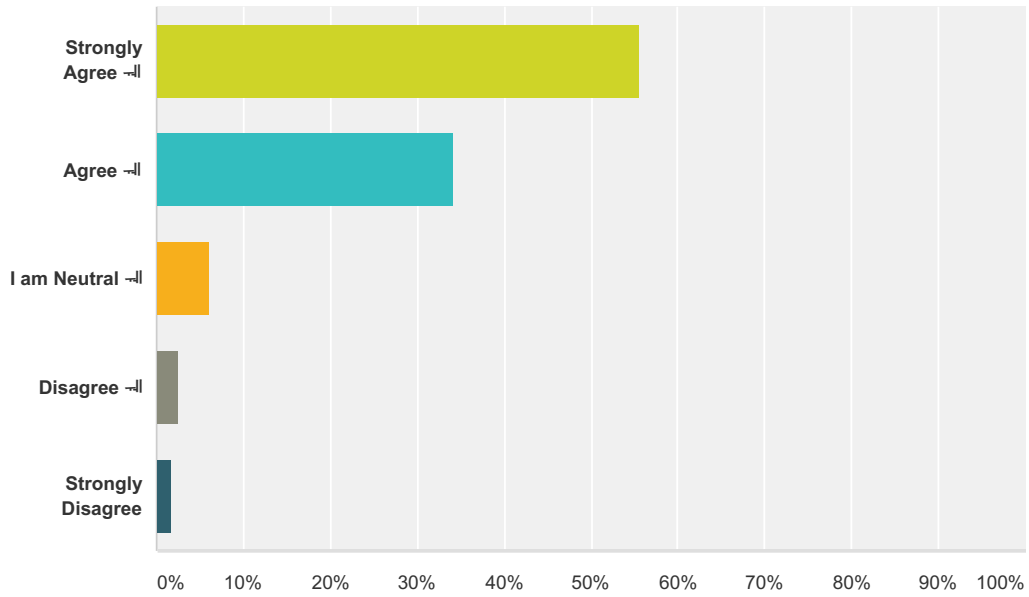
Answer Choices	Responses	Count
Strongly Agree	69.49%	82
Agree	23.73%	28
I am Neutral	4.24%	5
Disagree	1.69%	2
Strongly Disagree	0.85%	1
Total		118



GIBSON
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Q6 The location of services is convenient

Answered: 117 Skipped: 1

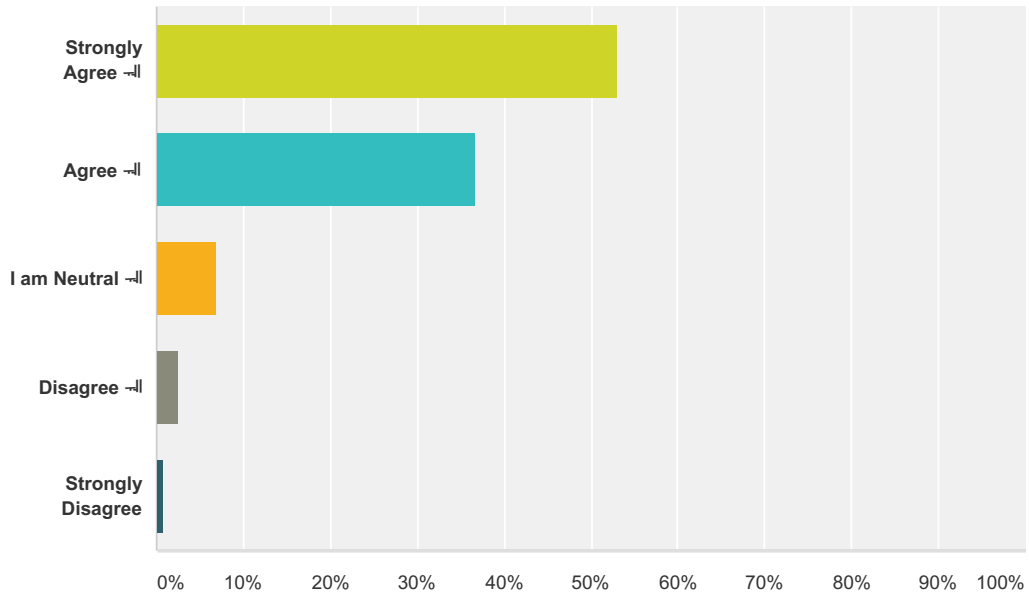


Answer Choices	Responses	Count
Strongly Agree	55.56%	65
Agree	34.19%	40
I am Neutral	5.98%	7
Disagree	2.56%	3
Strongly Disagree	1.71%	2
Total		117



Q7 Services are available at times that are good for me

Answered: 117 Skipped: 1

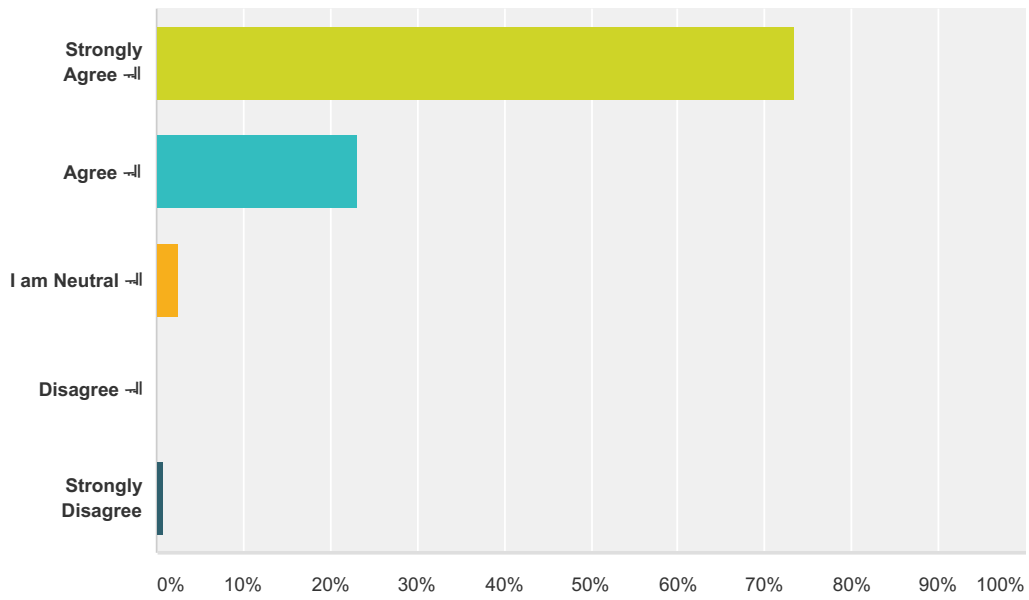


Answer Choices	Responses	Count
Strongly Agree =	52.99%	62
Agree =	36.75%	43
I am Neutral =	6.84%	8
Disagree =	2.56%	3
Strongly Disagree	0.85%	1
Total		117



Q8 Staff there believe I can grow, change, and recover

Answered: 117 Skipped: 1



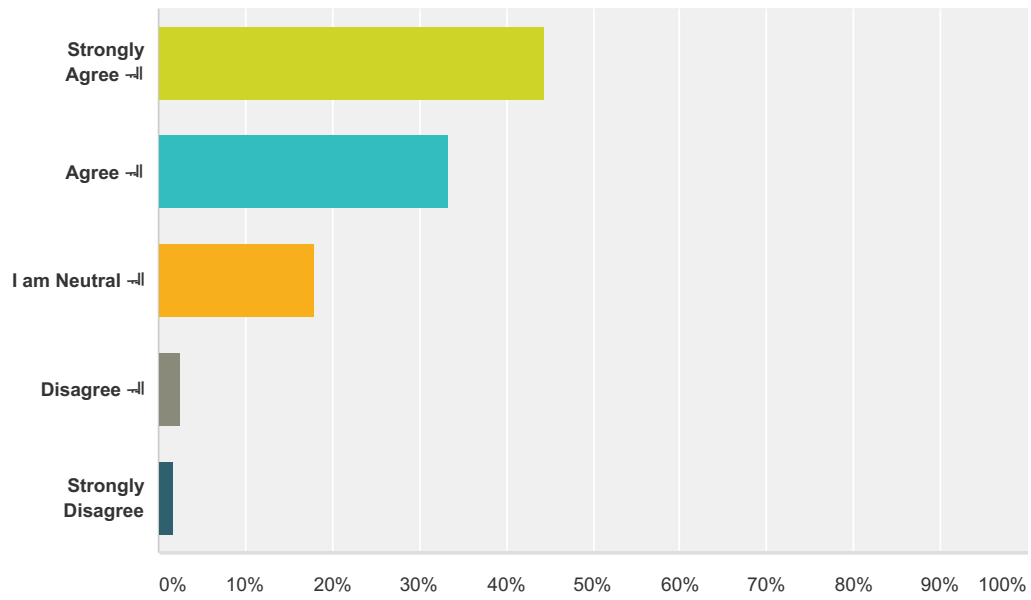
Answer Choices	Responses	Count
Strongly Agree	73.50%	86
Agree	23.08%	27
I am Neutral	2.56%	3
Disagree	0.00%	0
Strongly Disagree	0.85%	1
Total		117



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Q9 Staff gave me information about medication side effects

Answered: 117 Skipped: 1

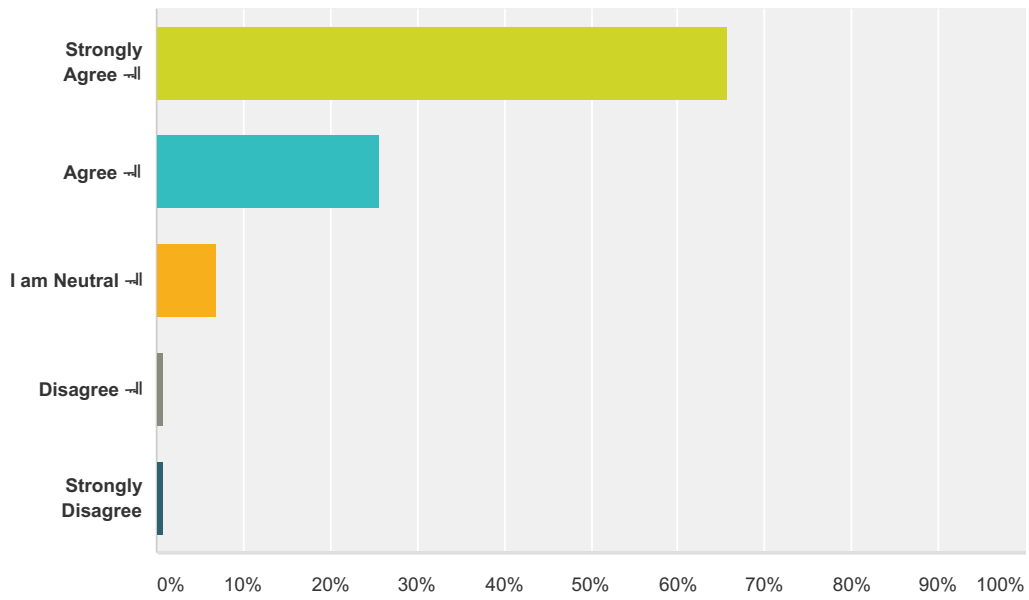


Answer Choices	Responses	Count
Strongly Agree =	44.44%	52
Agree =	33.33%	39
I am Neutral =	17.95%	21
Disagree =	2.56%	3
Strongly Disagree	1.71%	2
Total		117



Q10 I feel comfortable asking questions about my treatment and/or medication

Answered: 117 Skipped: 1

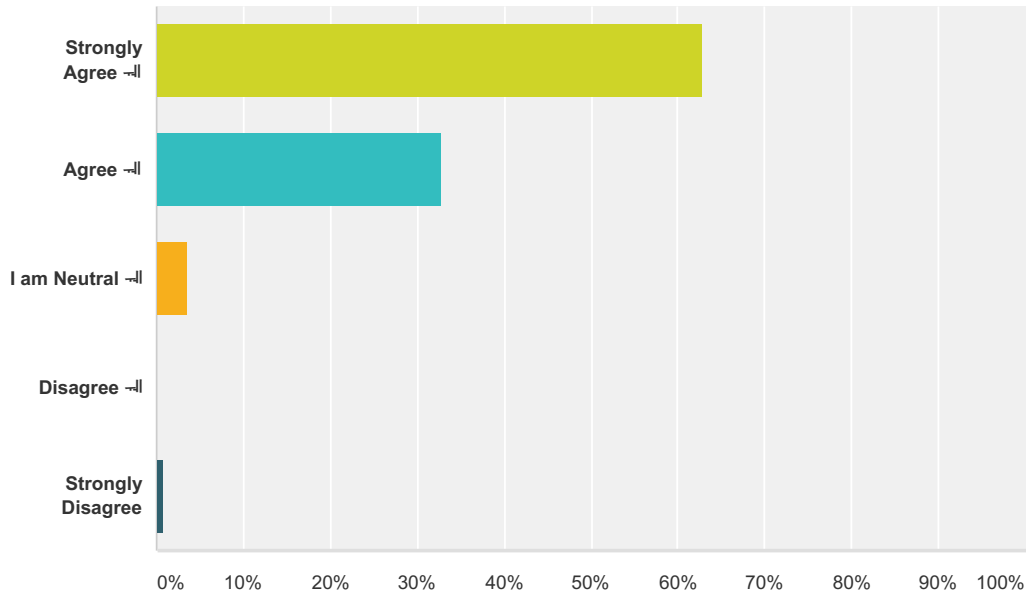


Answer Choices	Responses
Strongly Agree =	65.81% 77
Agree =	25.64% 30
I am Neutral =	6.84% 8
Disagree =	0.85% 1
Strongly Disagree	0.85% 1
Total	117



Q11 I was given information about my rights and staff respect my rights and wishes about who can be given information about my treatment

Answered: 116 Skipped: 2

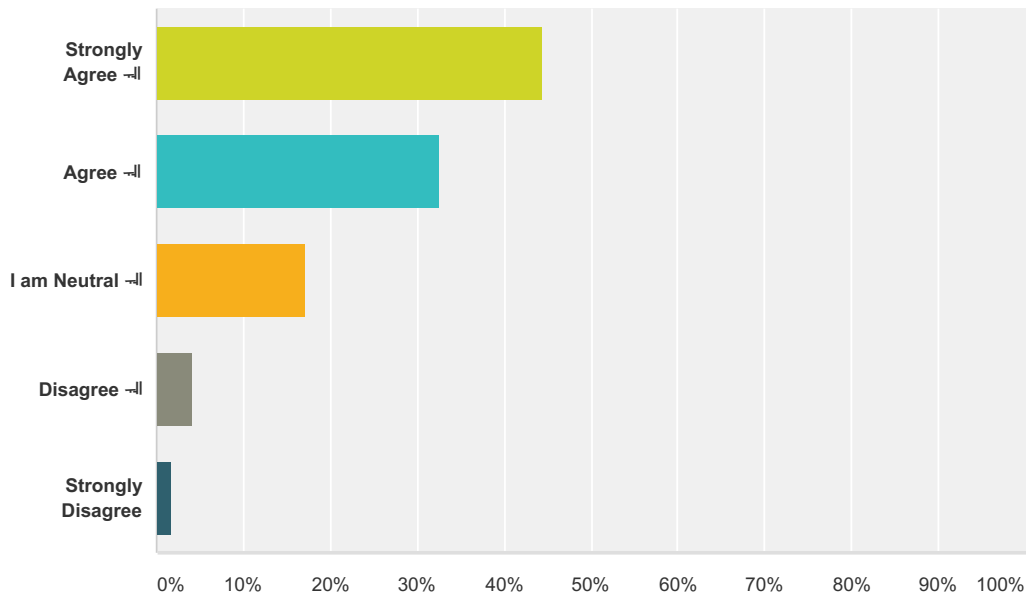


Answer Choices	Responses	
Strongly Agree	62.93%	73
Agree	32.76%	38
I am Neutral	3.45%	4
Disagree	0.00%	0
Strongly Disagree	0.86%	1
Total		116



Q12 Services were offered/available for members of my family

Answered: 117 Skipped: 1

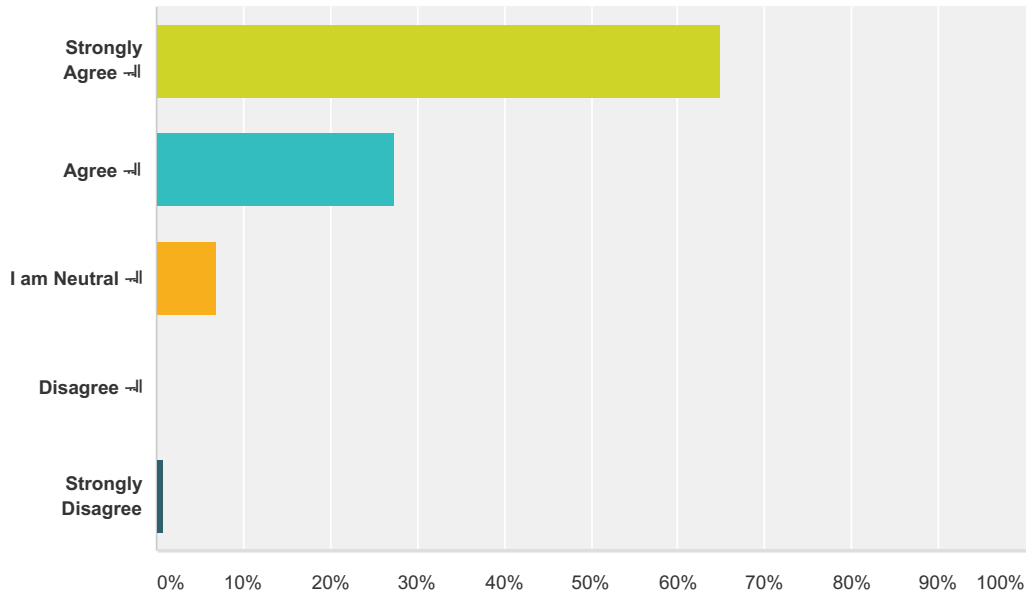


Answer Choices	Responses	Count
Strongly Agree	44.44%	52
Agree	32.48%	38
I am Neutral	17.09%	20
Disagree	4.27%	5
Strongly Disagree	1.71%	2
Total		117



Q13 As a result of the services I receive at this agency: I feel better about myself

Answered: 117 Skipped: 1

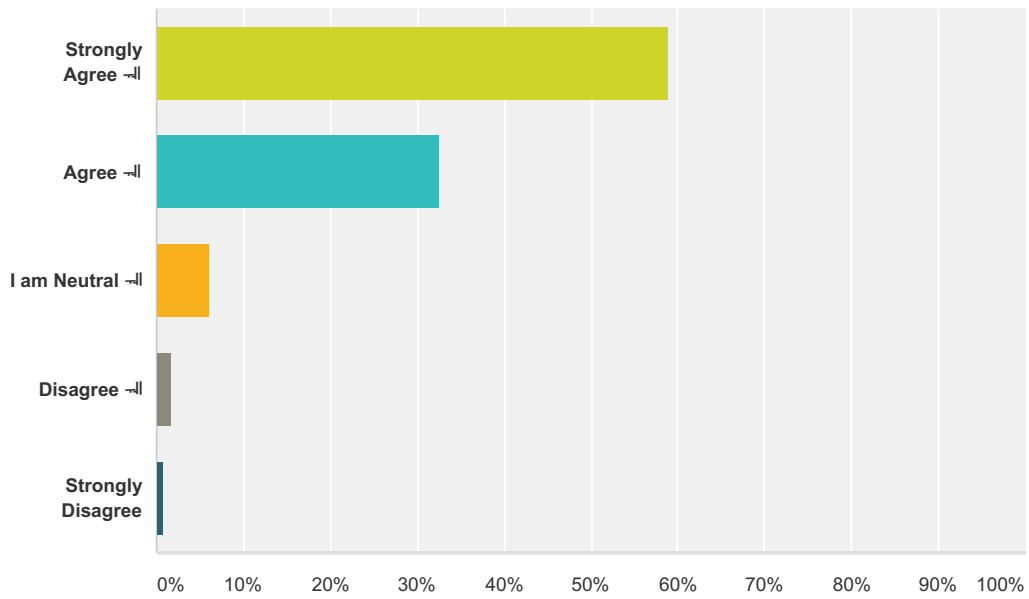


Answer Choices	Responses	Count
Strongly Agree	64.96%	76
Agree	27.35%	32
I am Neutral	6.84%	8
Disagree	0.00%	0
Strongly Disagree	0.85%	1
Total		117



Q14 I am better able to control my life

Answered: 117 Skipped: 1

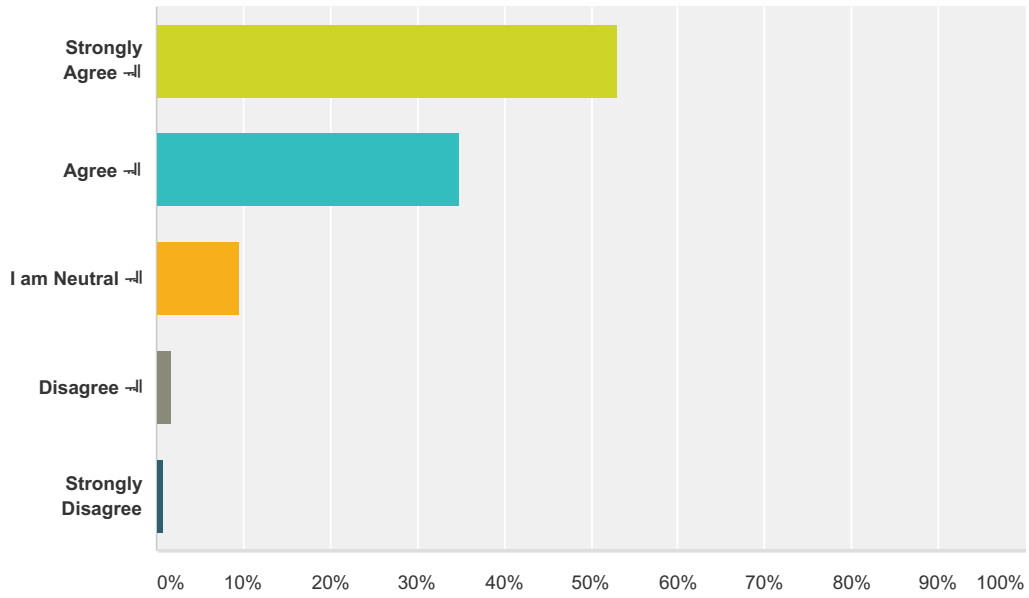


Answer Choices	Responses
Strongly Agree =	58.97% 69
Agree =	32.48% 38
I am Neutral =	5.98% 7
Disagree =	1.71% 2
Strongly Disagree	0.85% 1
Total	117



Q15 I am better able to deal with crisis and situations that used to be a problem for me

Answered: 115 Skipped: 3

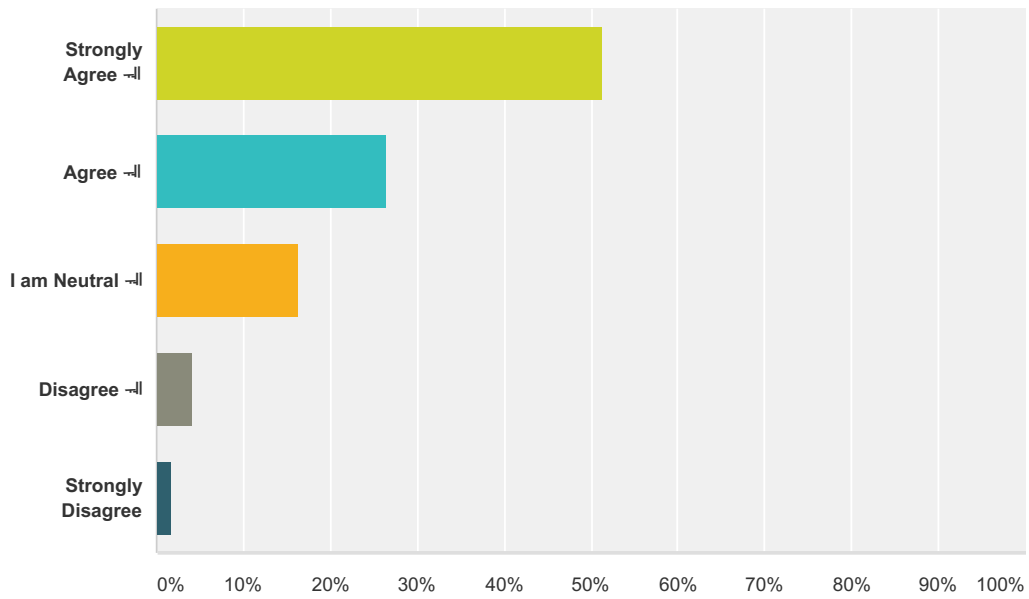


Answer Choices	Responses	Count
Strongly Agree	53.04%	61
Agree	34.78%	40
I am Neutral	9.57%	11
Disagree	1.74%	2
Strongly Disagree	0.87%	1
Total		115



Q16 I am getting along better with my family

Answered: 117 Skipped: 1



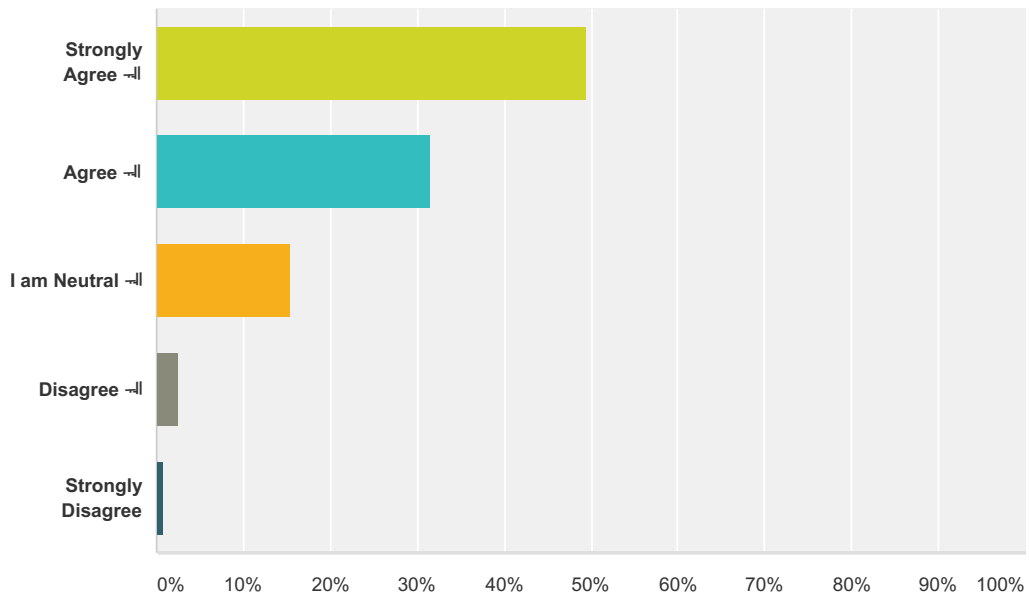
Answer Choices	Responses	
Strongly Agree =	51.28%	60
Agree =	26.50%	31
I am Neutral =	16.24%	19
Disagree =	4.27%	5
Strongly Disagree	1.71%	2
Total		117



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Q17 I do better in social situations

Answered: 117 Skipped: 1

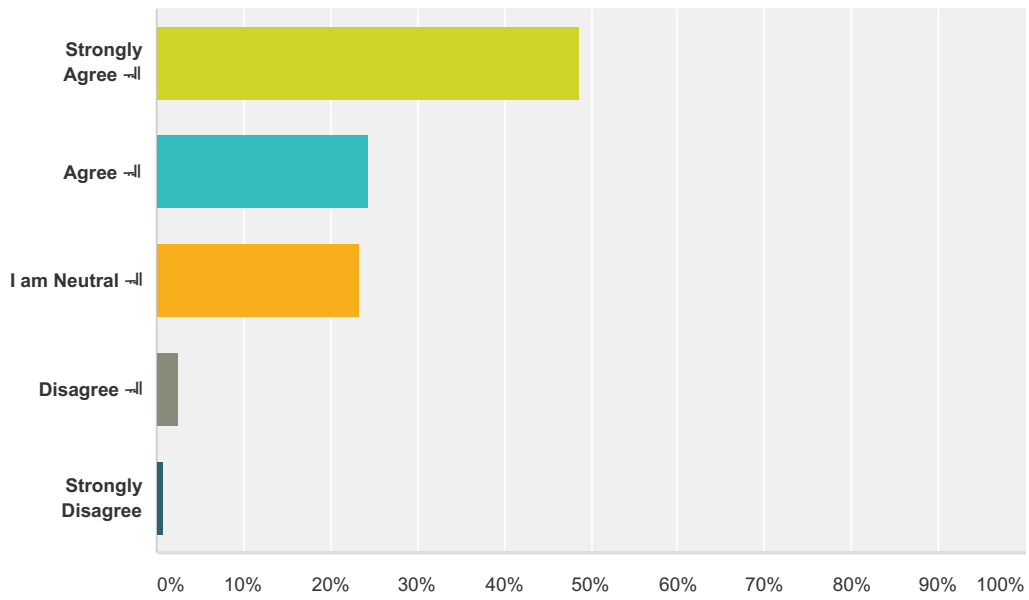


Answer Choices	Responses
Strongly Agree =	49.57% 58
Agree =	31.62% 37
I am Neutral =	15.38% 18
Disagree =	2.56% 3
Strongly Disagree	0.85% 1
Total	117



Q18 I do better in school/work related activities

Answered: 115 Skipped: 3

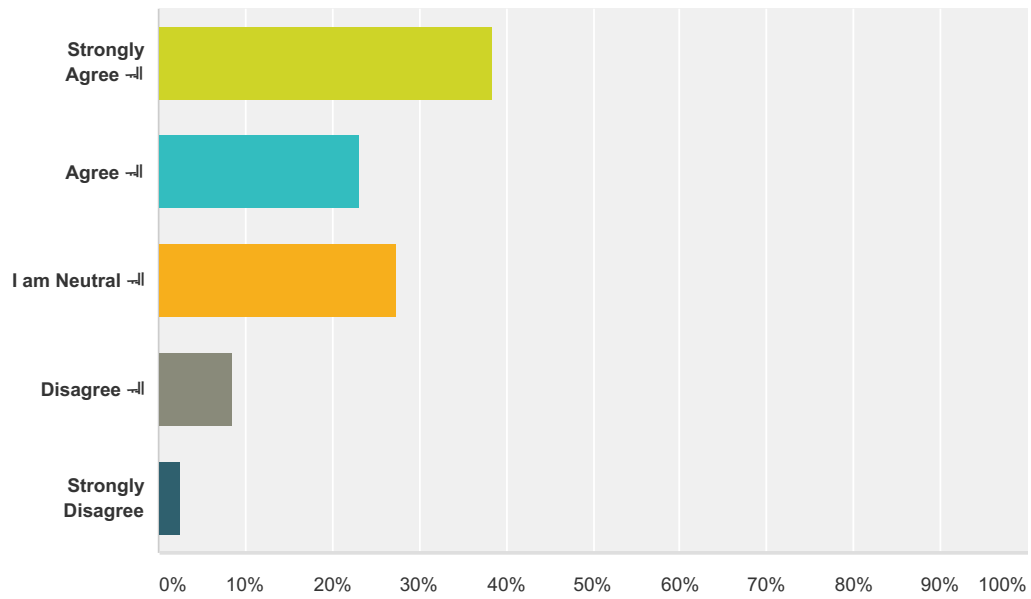


Answer Choices	Responses	Count
Strongly Agree	48.70%	56
Agree	24.35%	28
I am Neutral	23.48%	27
Disagree	2.61%	3
Strongly Disagree	0.87%	1
Total		115



Q19 My housing situation has improved

Answered: 117 Skipped: 1

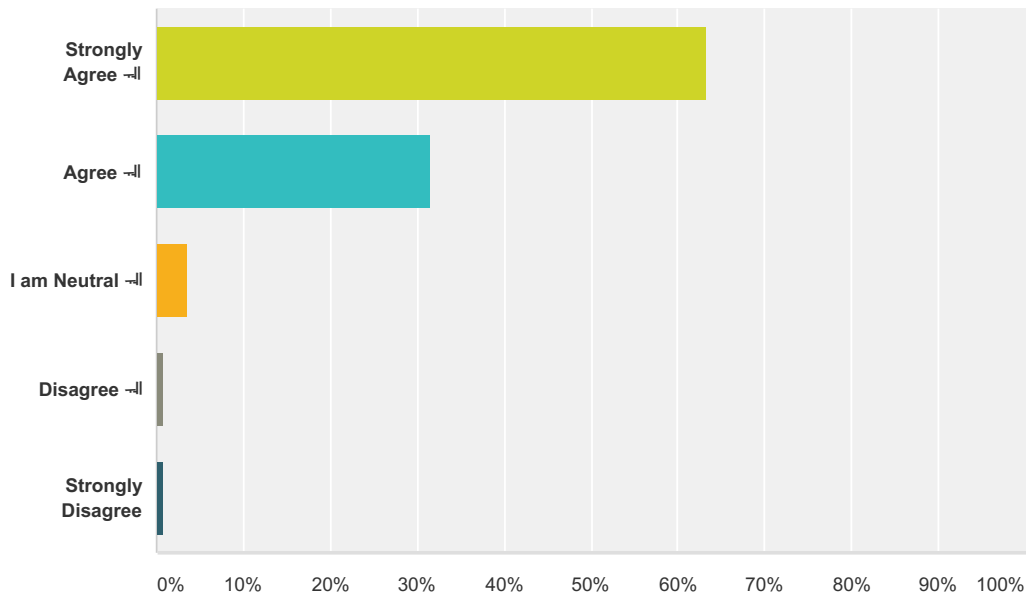


Answer Choices	Responses	
Strongly Agree =	38.46%	45
Agree =	23.08%	27
I am Neutral =	27.35%	32
Disagree =	8.55%	10
Strongly Disagree	2.56%	3
Total		117



Q20 I am better able to deal with my alcohol or drug problem

Answered: 114 Skipped: 4



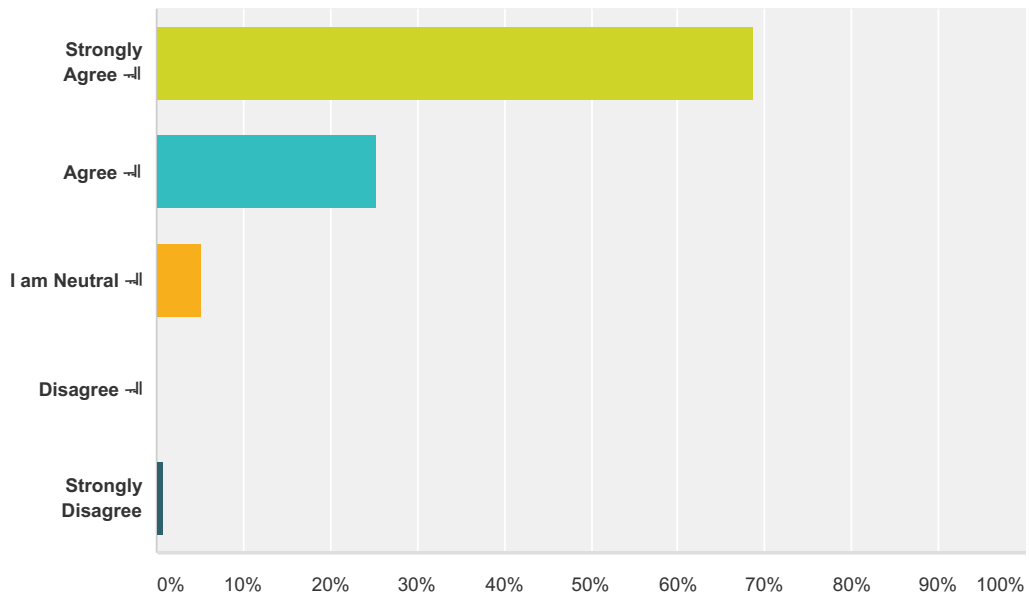
Answer Choices	Responses	Count
Strongly Agree	63.16%	72
Agree	31.58%	36
I am Neutral	3.51%	4
Disagree	0.88%	1
Strongly Disagree	0.88%	1
Total		114



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Q21 I have a better understanding of my addiction

Answered: 115 Skipped: 3



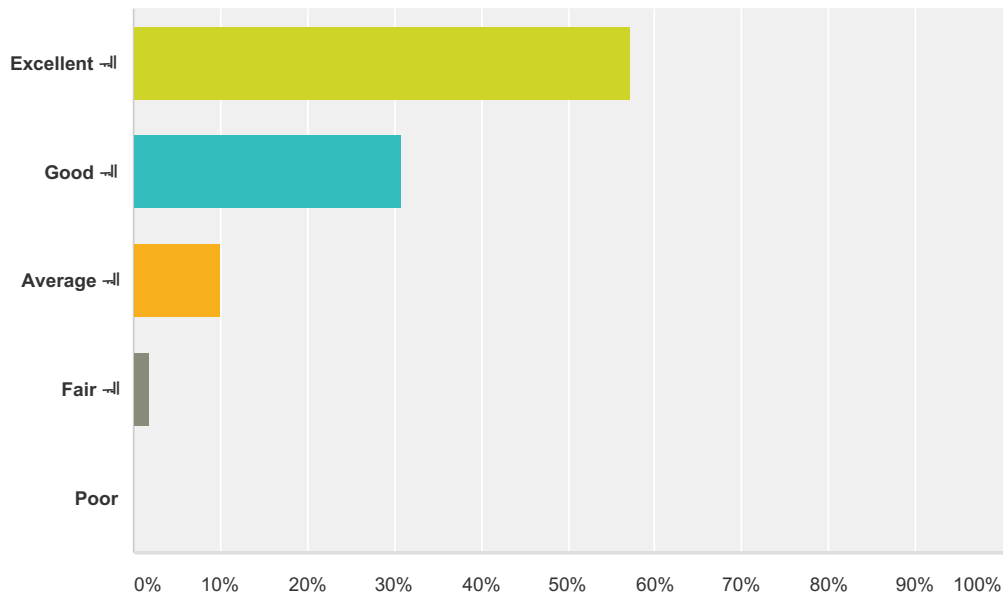
Answer Choices	Responses	Count
Strongly Agree	68.70%	79
Agree	25.22%	29
I am Neutral	5.22%	6
Disagree	0.00%	0
Strongly Disagree	0.87%	1
Total		115



GIBSON
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Q22 Your relationship with the nursing staff?

Answered: 110 Skipped: 8

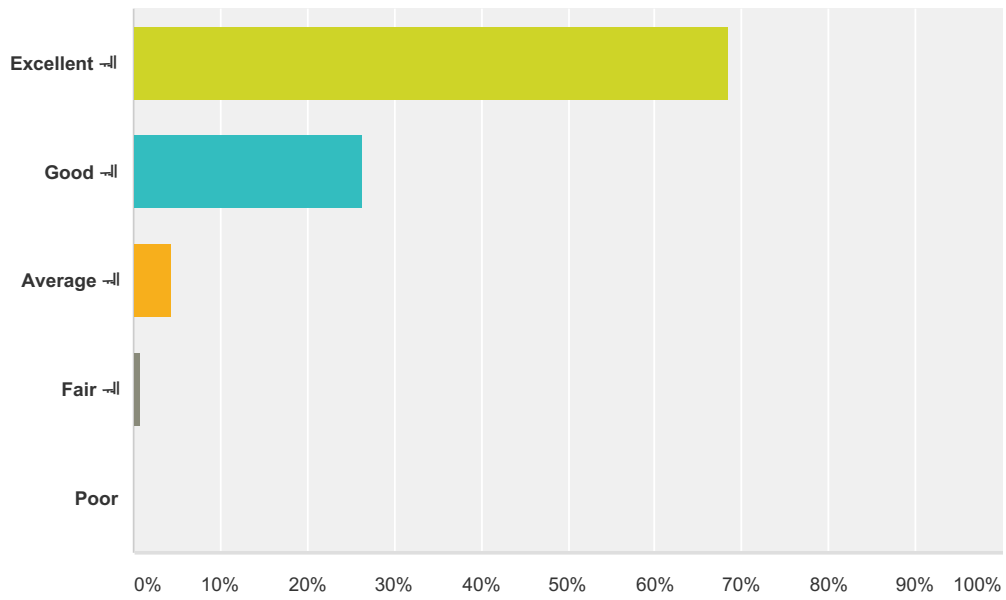


Answer Choices	Responses	Count
Excellent =	57.27%	63
Good =	30.91%	34
Average =	10.00%	11
Fair =	1.82%	2
Poor	0.00%	0
Total		110



Q23 Your relationship with the counseling staff?

Answered: 114 Skipped: 4

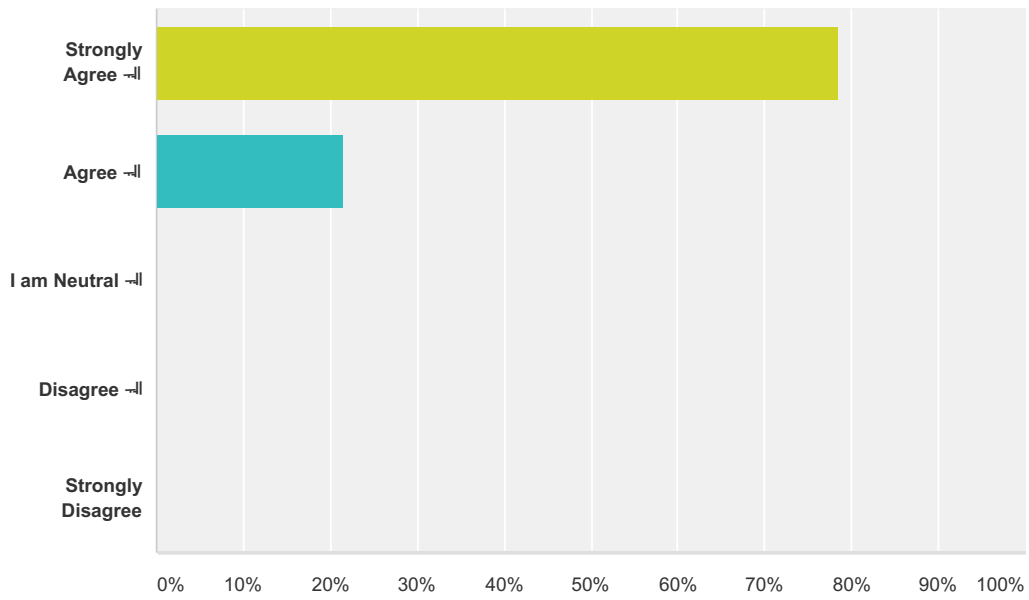


Answer Choices	Responses	Count
Excellent =	68.42%	78
Good =	26.32%	30
Average =	4.39%	5
Fair =	0.88%	1
Poor	0.00%	0
Total		114



Q24 Overall, I was treated with dignity and respect my Gibson Recovery Center staff

Answered: 116 Skipped: 2



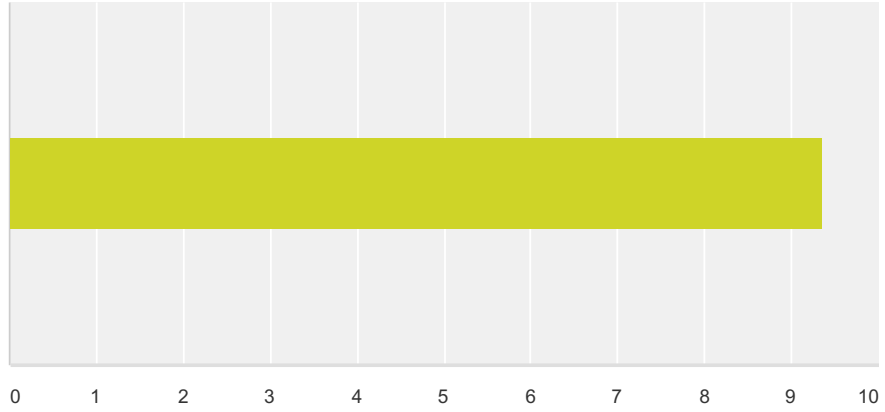
Answer Choices	Responses	Count
Strongly Agree	78.45%	91
Agree	21.55%	25
I am Neutral	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Total		116



Consumer Satisfaction Survey

Q25 On a scale of 1 to 10, what is your overall rating of the treatment services you are receiving from this program? With 1 being poor and 10 being excellent

Answered: 116 Skipped: 2



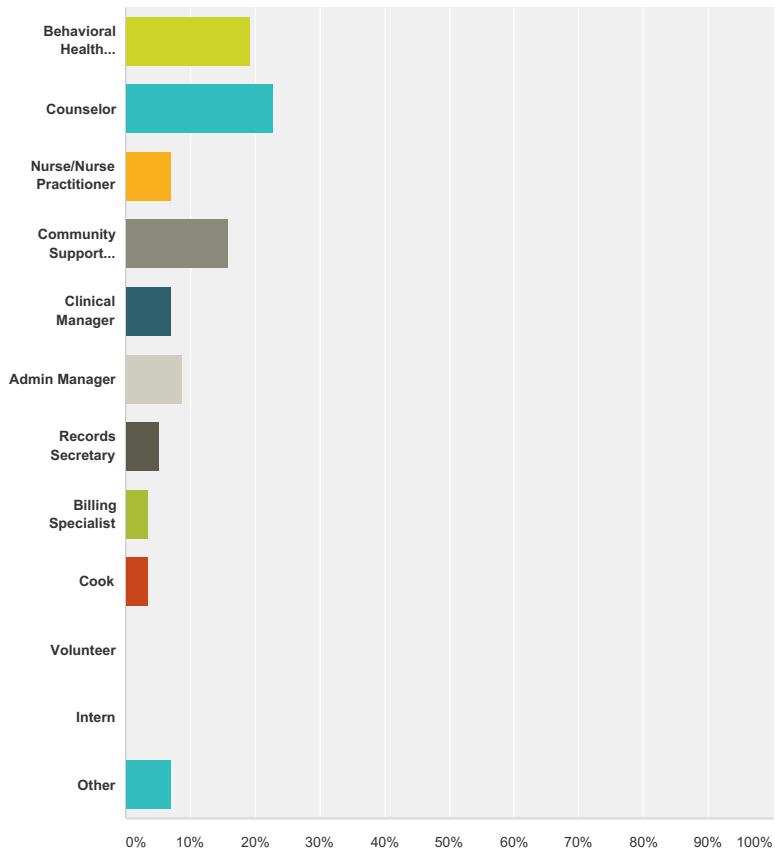
Answer Choices	Average Number	Total Number	Responses
	9	1,084	116
Total Respondents: 116			



Gibson Recovery Center Employee Engagement Survey

Q1 What is your job role?

Answered: 57 Skipped: 0



Answer Choices	Responses
Behavioral Health Assistant (BHA)	19.30% 11
Counselor	22.81% 13
Nurse/Nurse Practitioner	7.02% 4
Community Support Advocate/Employment Specialist	15.79% 9
Clinical Manager	7.02% 4
Admin Manager	8.77% 5
Records Secretary	5.26% 3
Billing Specialist	3.51% 2
Cook	3.51% 2
Volunteer	0.00% 0
Intern	0.00% 0
Other	7.02% 4
Total	57

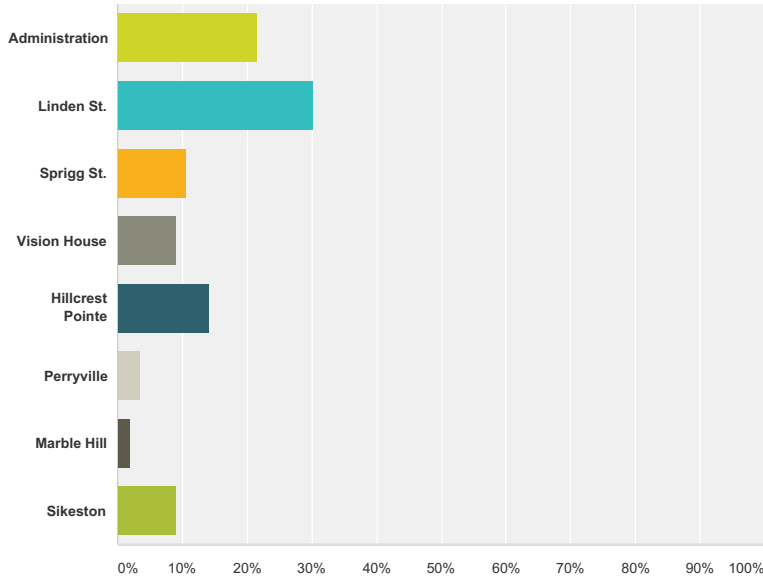


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Gibson Recovery Center Employee Engagement Survey

Q2 What site do you work at? (select the site you spend the most time)

Answered: 56 Skipped: 1



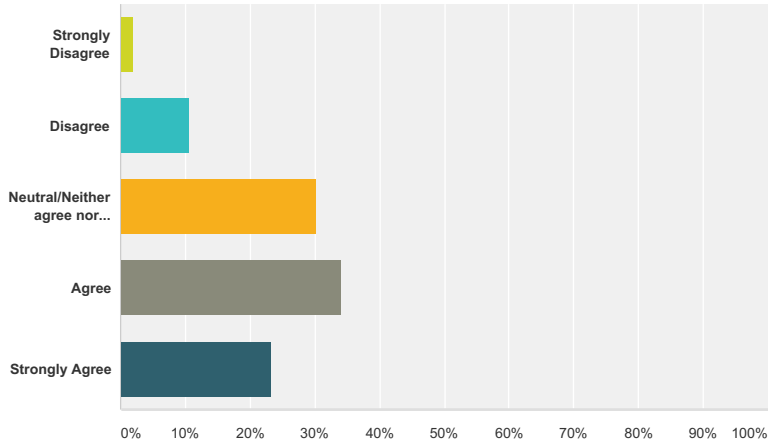
Answer Choices	Responses	
Administration	21.43%	12
Linden St.	30.36%	17
Sprigg St.	10.71%	6
Vision House	8.93%	5
Hillcrest Pointe	14.29%	8
Perryville	3.57%	2
Marble Hill	1.79%	1
Sikeston	8.93%	5
Total		56



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Q3 I am satisfied with my opportunities for professional growth.

Answered: 56 Skipped: 1



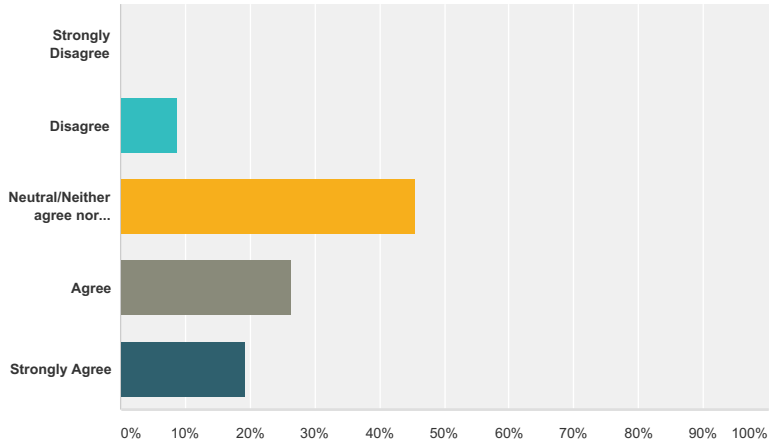
Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	10.71% 6
Neutral/Neither agree nor disagree	30.36% 17
Agree	33.93% 19
Strongly Agree	23.21% 13
Total	56



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Q4 I am pleased with the career advancement opportunities available to me.

Answered: 57 Skipped: 0

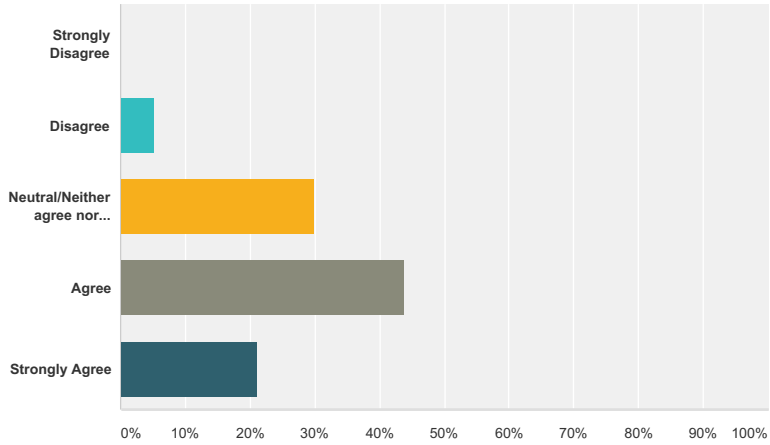


Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	8.77% 5
Neutral/Neither agree nor disagree	45.61% 26
Agree	26.32% 15
Strongly Agree	19.30% 11
Total	57



Q5 My organization is dedicated to my professional development.

Answered: 57 Skipped: 0



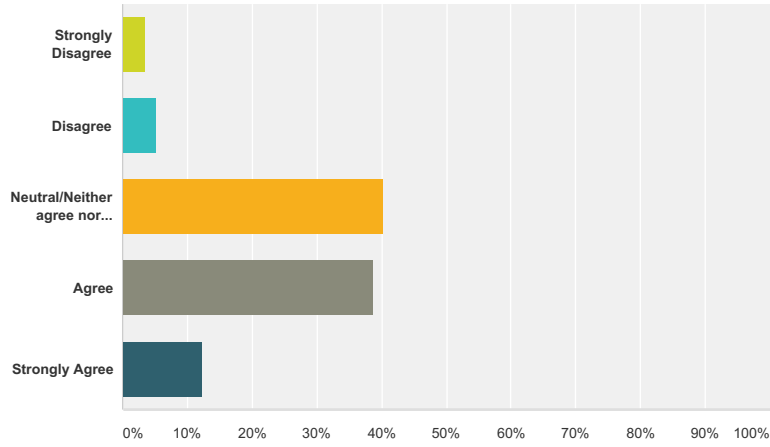
Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	5.26%	3
Neutral/Neither agree nor disagree	29.82%	17
Agree	43.86%	25
Strongly Agree	21.05%	12
Total		57



GIBSON
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Q6 I am satisfied with the job-related training my organization offers.

Answered: 57 Skipped: 0



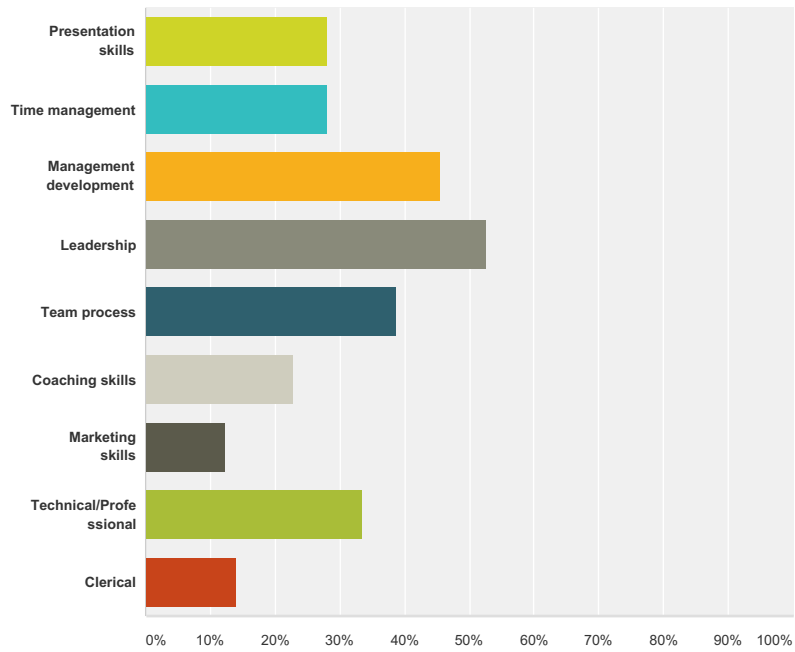
Answer Choices	Responses	
Strongly Disagree	3.51%	2
Disagree	5.26%	3
Neutral/Neither agree nor disagree	40.35%	23
Agree	38.60%	22
Strongly Agree	12.28%	7
Total		57



Gibson Recovery Center Employee Engagement Survey

Q7 The three training areas most important to my development over the next two years would be:

Answered: 57 Skipped: 0



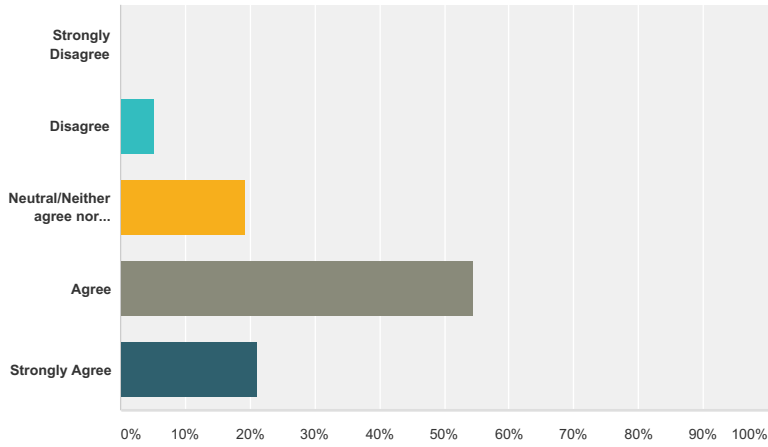
Answer Choices	Responses
Presentation skills	28.07% 16
Time management	28.07% 16
Management development	45.61% 26
Leadership	52.63% 30
Team process	38.60% 22
Coaching skills	22.81% 13
Marketing skills	12.28% 7
Technical/Professional	33.33% 19
Clerical	14.04% 8
Total Respondents: 57	



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Q8 I am satisfied that I have the opportunities to apply my talents and expertise.

Answered: 57 Skipped: 0



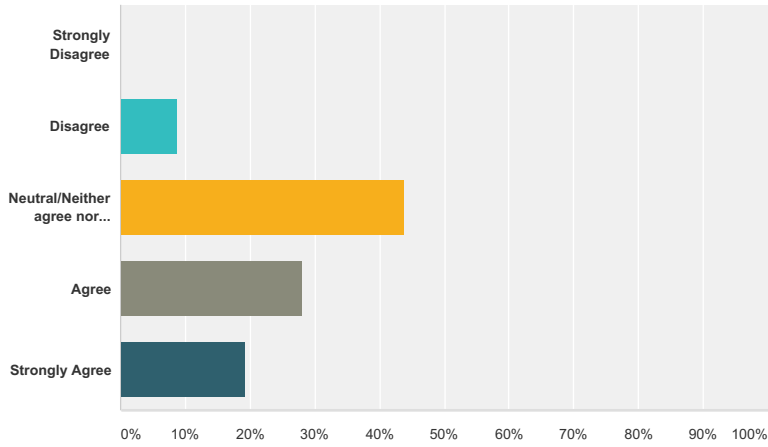
Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	5.26% 3
Neutral/Neither agree nor disagree	19.30% 11
Agree	54.39% 31
Strongly Agree	21.05% 12
Total	57



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Q9 I am satisfied with the investment my organization makes in training and education.

Answered: 57 Skipped: 0

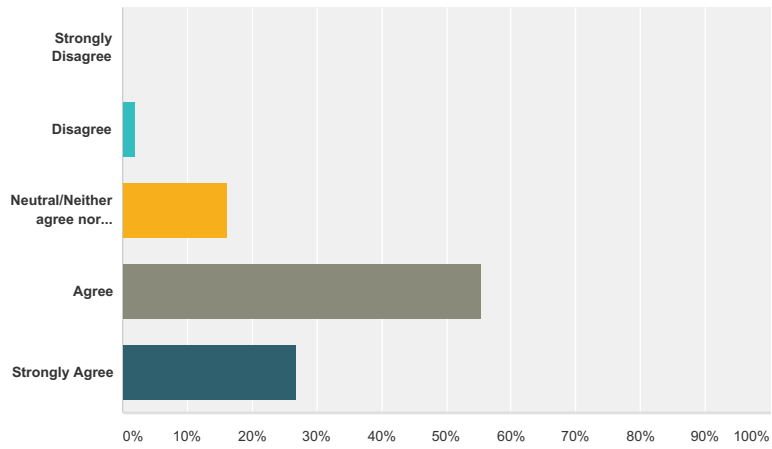


Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	8.77%	5
Neutral/Neither agree nor disagree	43.86%	25
Agree	28.07%	16
Strongly Agree	19.30%	11
Total		57



Q10 I am inspired to meet my goals at work.

Answered: 56 Skipped: 1



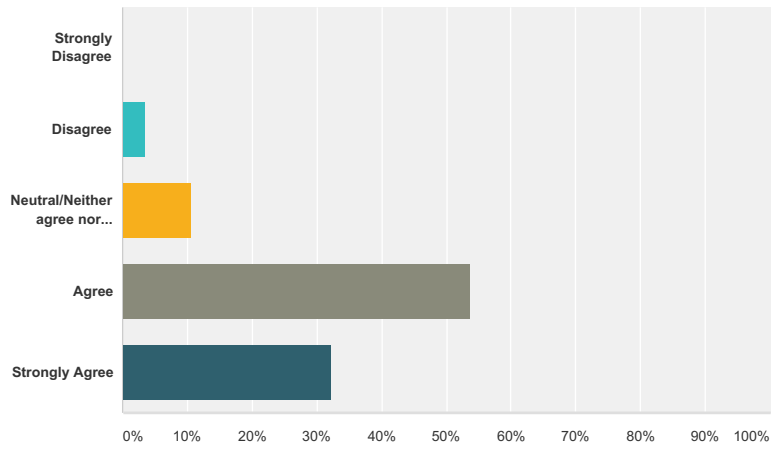
Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	1.79% 1
Neutral/Neither agree nor disagree	16.07% 9
Agree	55.36% 31
Strongly Agree	26.79% 15
Total	56



GIBSON
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Q11 I feel completely involved in my work.

Answered: 56 Skipped: 1

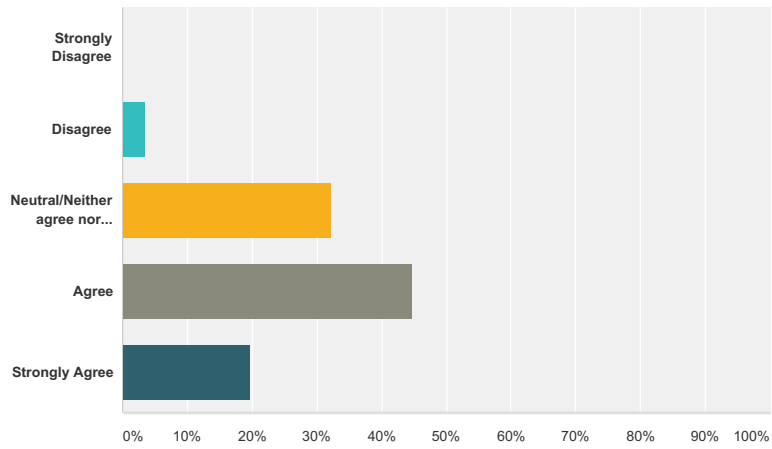


Answer Choices	Responses	
Strongly Disagree	0.00%	0
Disagree	3.57%	2
Neutral/Neither agree nor disagree	10.71%	6
Agree	53.57%	30
Strongly Agree	32.14%	18
Total		56



Q12 I get excited about going to work.

Answered: 56 Skipped: 1



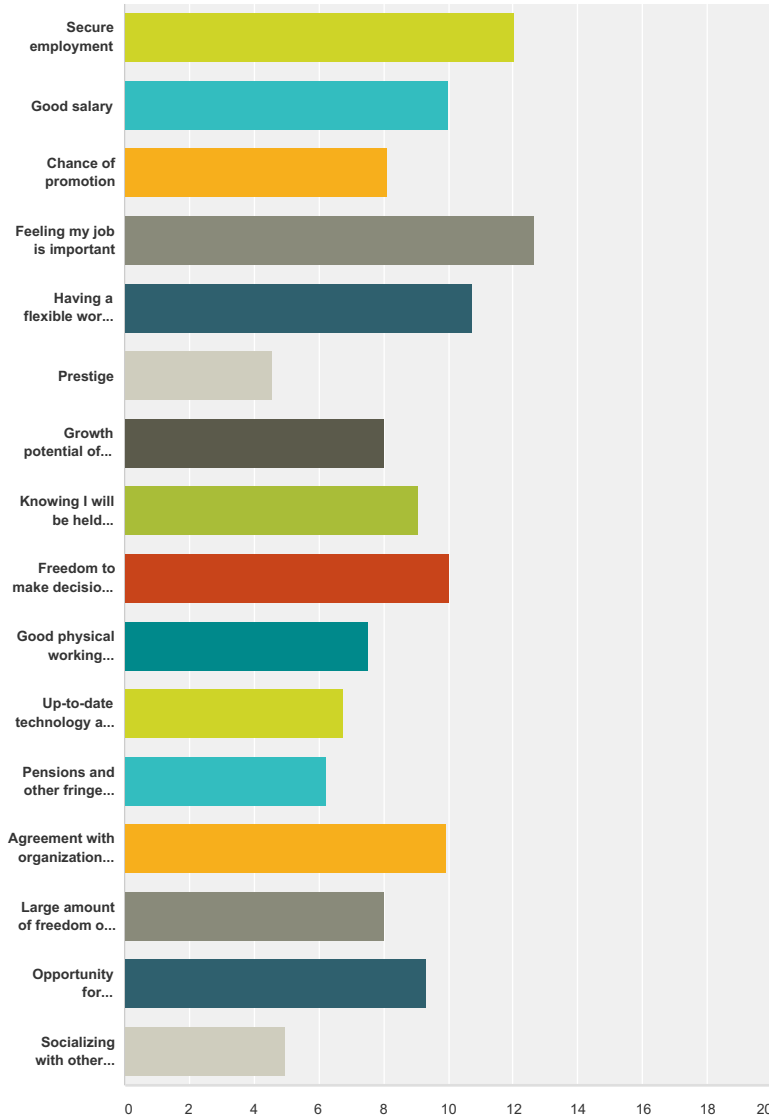
Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	3.57%	2
Neutral/Neither agree nor disagree	32.14%	18
Agree	44.64%	25
Strongly Agree	19.64%	11
Total		56



Gibson Recovery Center Employee Engagement Survey

Q13 I am motivated by? The following provides a list of common employee motivators. Please rank them in the order in which they have the most influence on your level of job satisfaction (1 being the most motivating, rank from 1 to 16):

Answered: 53 Skipped: 4



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Total	Score
Secure employment	28.26% 13	10.87% 5	15.22% 7	8.70% 4	4.35% 2	2.17% 1	8.70% 4	4.35% 2	2.17% 1	0.00% 0	2.17% 1	0.00% 0	4.35% 2	0.00% 0	4.35% 2	4.35% 2	46	12.04
Good salary	10.20% 5	16.33% 8	8.16% 4	8.16% 4	6.12% 3	4.08% 2	0.00% 0	10.20% 5	8.16% 4	4.08% 2	0.00% 0	2.04% 1	4.08% 2	8.16% 4	2.04% 1	8.16% 4	49	9.96
Chance of promotion	4.08% 2	4.08% 2	4.08% 2	8.16% 4	12.24% 6	4.08% 2	4.08% 2	4.08% 2	8.16% 4	10.20% 5	4.08% 2	4.08% 2	6.12% 3	6.12% 3	12.24% 6	4.08% 2	49	8.12
Feeling my job is important	32.65% 16	16.33% 8	10.20% 5	10.20% 5	0.00% 0	4.08% 2	6.12% 3	0.00% 0	2.04% 1	8.16% 4	2.04% 1	2.04% 1	4.08% 2	2.04% 1	0.00% 0	0.00% 0	49	12.67
Having a flexible work schedule	8.33% 4	4.17% 2	14.58% 7	16.67% 8	6.25% 3	4.17% 2	8.33% 4	6.25% 3	12.50% 6	6.25% 3	2.08% 1	4.17% 2	2.08% 1	2.08% 1	0.00% 0	2.08% 1	48	10.71

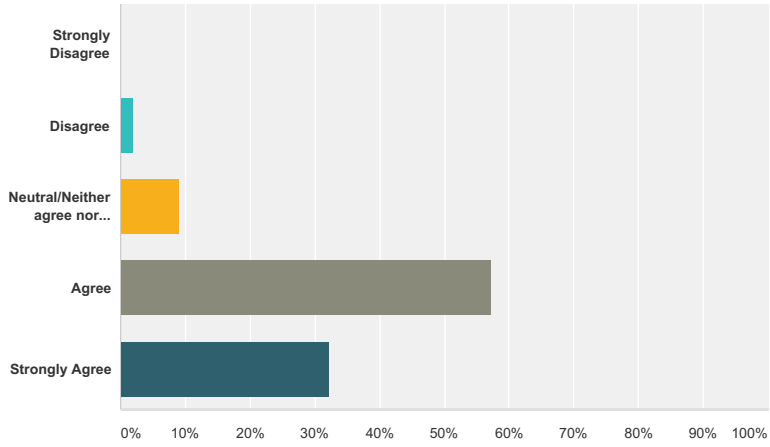
Gibson Recovery Center Employee Engagement Survey

Prestige	2.17% 1	2.17% 1	0.00% 0	0.00% 0	2.17% 1	2.17% 1	2.17% 1	6.52% 3	0.00% 0	4.35% 2	13.04% 6	8.70% 4	2.17% 1	8.70% 4	23.91% 11	21.74% 10	46	4.54
Growth potential of the company	0.00% 0	2.22% 1	6.67% 3	8.89% 4	11.11% 5	4.44% 2	11.11% 5	4.44% 2	4.44% 2	6.67% 3	2.22% 1	8.89% 4	11.11% 5	11.11% 5	2.22% 1	4.44% 2	45	8.02
Knowing I will be held responsible for my own performance	4.08% 2	4.08% 2	4.08% 2	4.08% 2	10.20% 5	18.37% 9	2.04% 1	12.24% 6	4.08% 2	10.20% 5	6.12% 3	6.12% 3	2.04% 1	8.16% 4	4.08% 2	0.00% 0	49	9.04
Freedom to make decisions on my own	0.00% 0	8.51% 4	10.64% 5	8.51% 4	4.26% 2	10.64% 5	12.77% 6	12.77% 6	12.77% 6	2.13% 1	10.64% 5	2.13% 1	2.13% 1	2.13% 1	0.00% 0	0.00% 0	47	10.04
Good physical working environment	2.08% 1	2.08% 1	0.00% 0	4.17% 2	6.25% 3	6.25% 3	14.58% 7	4.17% 2	8.33% 4	10.42% 5	10.42% 5	2.08% 1	10.42% 5	14.58% 7	4.17% 2	0.00% 0	48	7.52
Up-to-date technology and resources	0.00% 0	2.04% 1	4.08% 2	0.00% 0	6.12% 3	6.12% 3	4.08% 2	8.16% 4	6.12% 3	8.16% 4	16.33% 8	10.20% 5	10.20% 5	6.12% 3	6.12% 3	6.12% 3	49	6.76
Pensions and other fringe benefits	0.00% 0	0.00% 0	6.25% 3	0.00% 0	4.17% 2	8.33% 4	2.08% 1	4.17% 2	6.25% 3	10.42% 5	10.42% 5	12.50% 6	8.33% 4	6.25% 3	12.50% 6	8.33% 4	48	6.21
Agreement with organization's objectives	2.08% 1	16.67% 8	8.33% 4	8.33% 4	10.42% 5	4.17% 2	8.33% 4	2.08% 1	6.25% 3	4.17% 2	4.17% 2	12.50% 6	6.25% 3	6.25% 3	0.00% 0	0.00% 0	48	9.92
Large amount of freedom on the job	4.17% 2	2.08% 1	4.17% 2	4.17% 2	8.33% 4	8.33% 4	10.42% 5	8.33% 4	8.33% 4	2.08% 1	6.25% 3	6.25% 3	8.33% 4	4.17% 2	10.42% 5	4.17% 2	48	8.02
Opportunity for self-development and improvement	5.88% 3	7.84% 4	5.88% 3	11.76% 6	5.88% 3	7.84% 4	3.92% 2	7.84% 4	5.88% 3	7.84% 4	5.88% 3	5.88% 3	5.88% 3	5.88% 3	3.92% 2	1.96% 1	51	9.31
Socializing with other employees	2.00% 1	4.00% 2	2.00% 1	2.00% 1	4.00% 2	2.00% 1	4.00% 2	2.00% 1	4.00% 2	2.00% 1	2.00% 1	8.00% 4	12.00% 6	8.00% 4	10.00% 5	32.00% 16	50	4.96



Q14 I am often so involved in my work that the day goes by very quickly.

Answered: 56 Skipped: 1

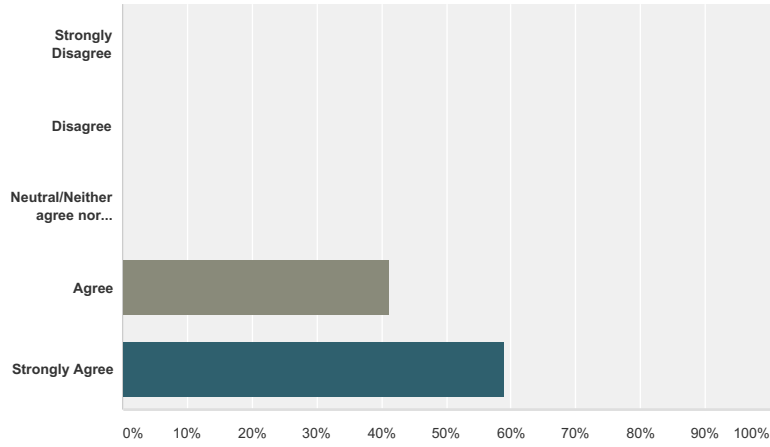


Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	1.79%	1
Neutral/Neither agree nor disagree	8.93%	5
Agree	57.14%	32
Strongly Agree	32.14%	18
Total		56



Q15 I am determined to give my best effort at work each day.

Answered: 56 Skipped: 1



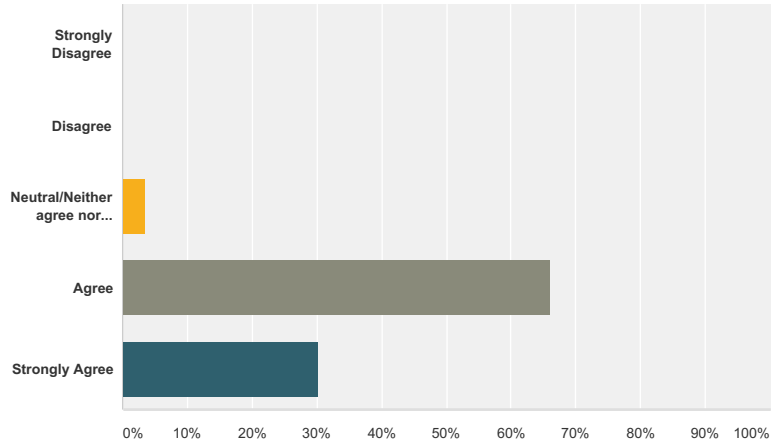
Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	0.00% 0
Neutral/Neither agree nor disagree	0.00% 0
Agree	41.07% 23
Strongly Agree	58.93% 33
Total	56



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Q16 When at work, I am completely focused on my job duties.

Answered: 56 Skipped: 1



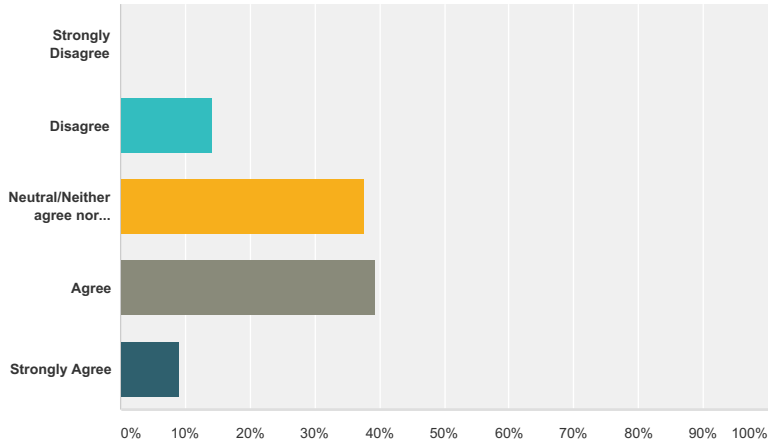
Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	0.00% 0
Neutral/Neither agree nor disagree	3.57% 2
Agree	66.07% 37
Strongly Agree	30.36% 17
Total	56



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Q17 In my organization, employees adapt quickly to difficult situations.

Answered: 56 Skipped: 1

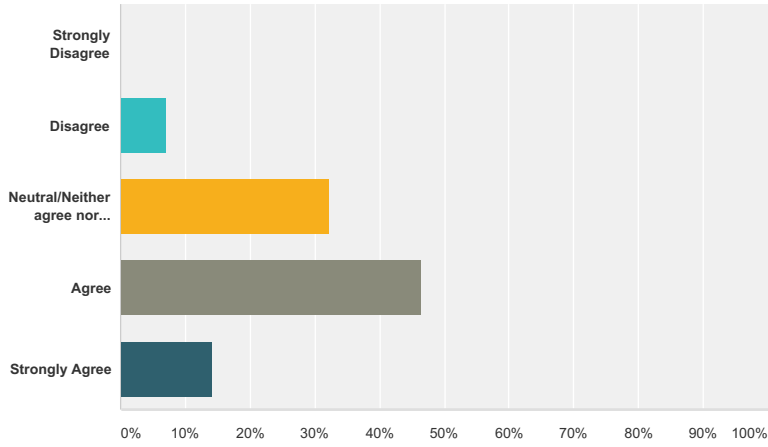


Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	14.29%	8
Neutral/Neither agree nor disagree	37.50%	21
Agree	39.29%	22
Strongly Agree	8.93%	5
Total		56



Q18 Employees here always keep going when the going gets tough.

Answered: 56 Skipped: 1

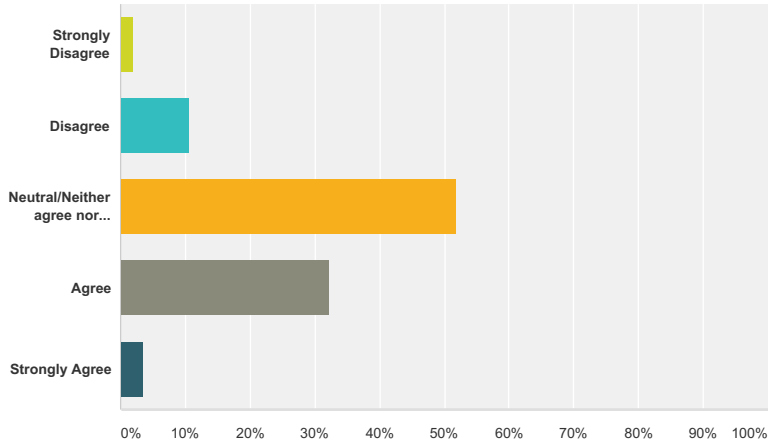


Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	7.14%	4
Neutral/Neither agree nor disagree	32.14%	18
Agree	46.43%	26
Strongly Agree	14.29%	8
Total		56



Q19 Employees proactively identify future challenges and opportunities.

Answered: 56 Skipped: 1



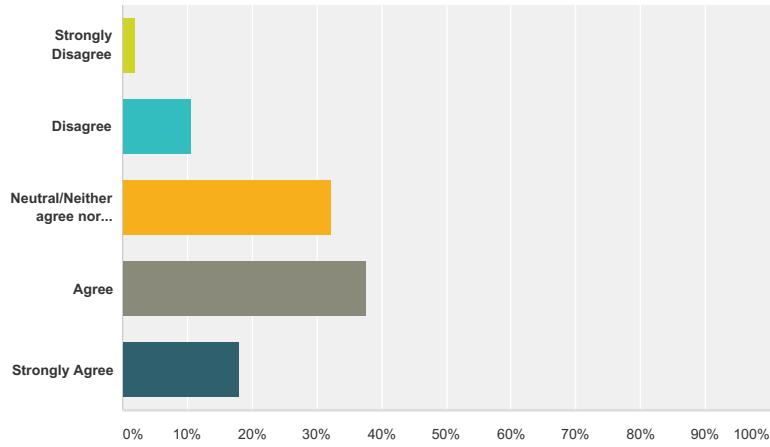
Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	10.71% 6
Neutral/Neither agree nor disagree	51.79% 29
Agree	32.14% 18
Strongly Agree	3.57% 2
Total	56



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Q20 Employees in my organization take the initiative to help other employees when the need arises.

Answered: 56 Skipped: 1

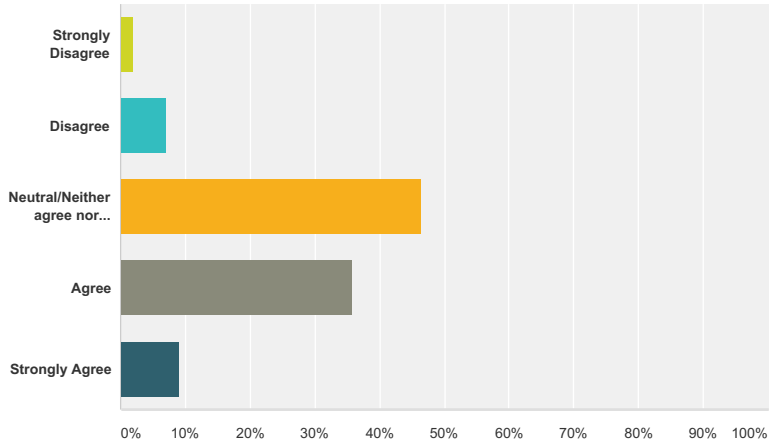


Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	10.71% 6
Neutral/Neither agree nor disagree	32.14% 18
Agree	37.50% 21
Strongly Agree	17.86% 10
Total	56



Q21 Employees here are willing to take on new tasks as needed.

Answered: 56 Skipped: 1

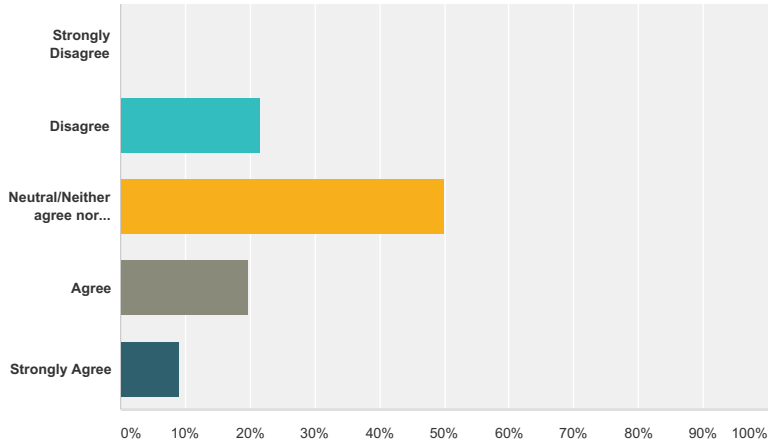


Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	7.14% 4
Neutral/Neither agree nor disagree	46.43% 26
Agree	35.71% 20
Strongly Agree	8.93% 5
Total	56



Q22 Employees in my organization willingly accept change.

Answered: 56 Skipped: 1



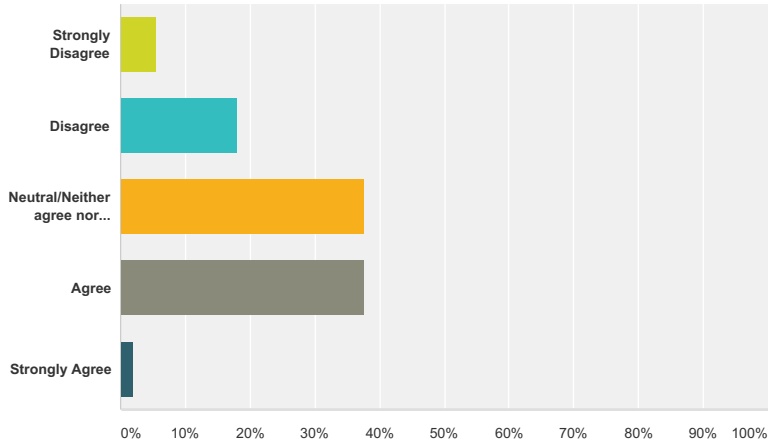
Answer Choices	Responses	
Strongly Disagree	0.00%	0
Disagree	21.43%	12
Neutral/Neither agree nor disagree	50.00%	28
Agree	19.64%	11
Strongly Agree	8.93%	5
Total		56



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Q23 I am satisfied with my overall compensation.

Answered: 56 Skipped: 1

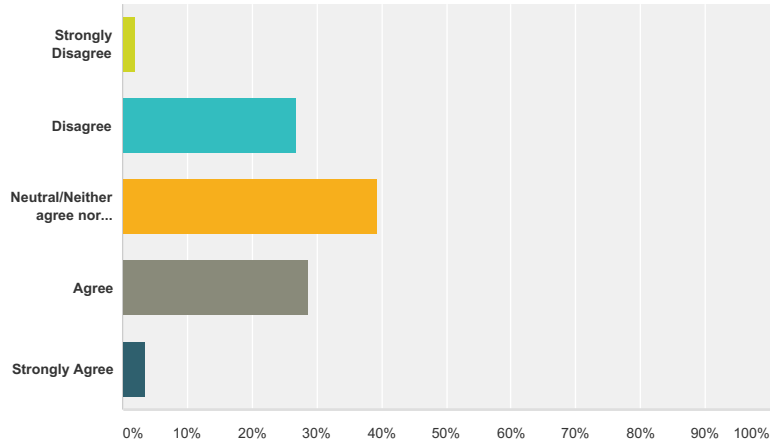


Answer Choices	Responses
Strongly Disagree	5.36% 3
Disagree	17.86% 10
Neutral/Neither agree nor disagree	37.50% 21
Agree	37.50% 21
Strongly Agree	1.79% 1
Total	56



Q24 I am compensated fairly relative to my local market.

Answered: 56 Skipped: 1

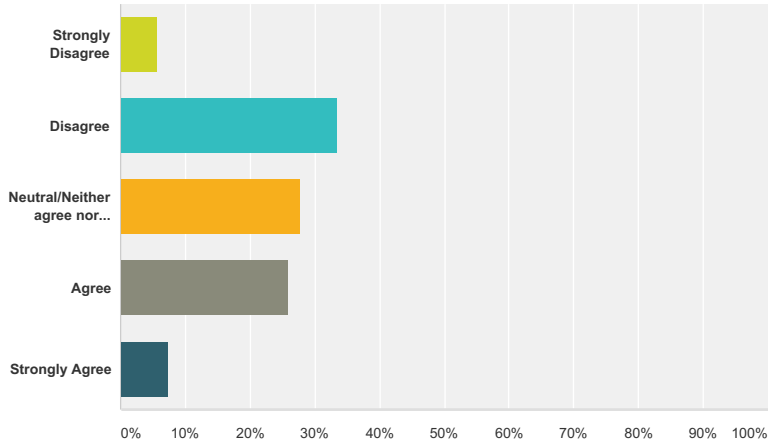


Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	26.79% 15
Neutral/Neither agree nor disagree	39.29% 22
Agree	28.57% 16
Strongly Agree	3.57% 2
Total	56



Q25 Communication between senior leaders and employees is good in my organization.

Answered: 54 Skipped: 3

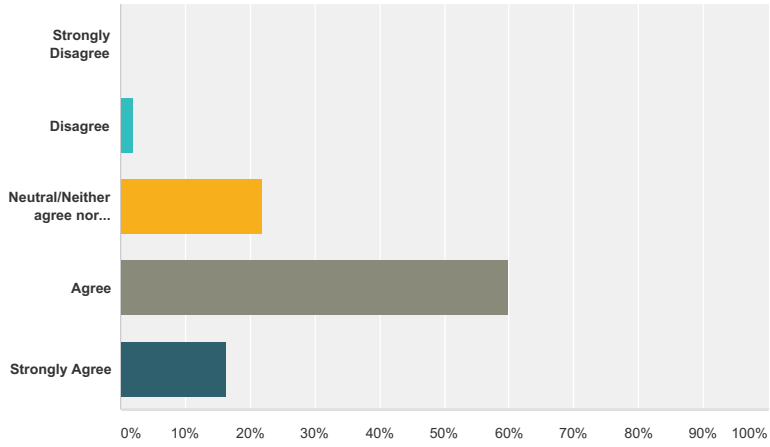


Answer Choices	Responses	
Strongly Disagree	5.56%	3
Disagree	33.33%	18
Neutral/Neither agree nor disagree	27.78%	15
Agree	25.93%	14
Strongly Agree	7.41%	4
Total		54



Q26 I am able to make decisions affecting my work.

Answered: 55 Skipped: 2



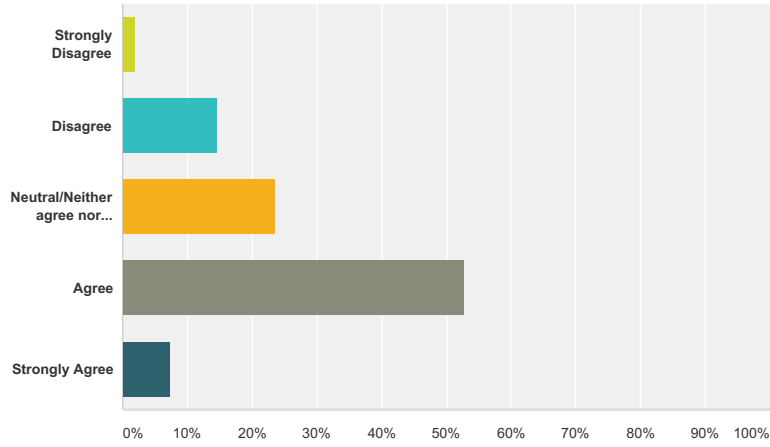
Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	1.82%	1
Neutral/Neither agree nor disagree	21.82%	12
Agree	60.00%	33
Strongly Agree	16.36%	9
Total		55



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Q27 Management within my organization recognizes strong job performance.

Answered: 55 Skipped: 2

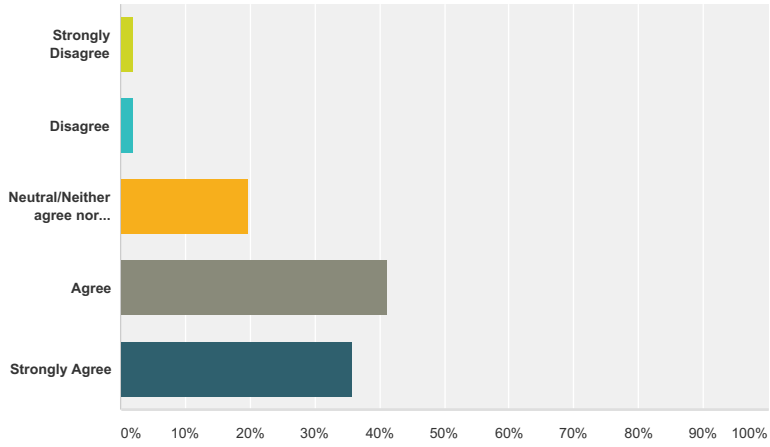


Answer Choices	Responses
Strongly Disagree	1.82% 1
Disagree	14.55% 8
Neutral/Neither agree nor disagree	23.64% 13
Agree	52.73% 29
Strongly Agree	7.27% 4
Total	55



Q28 My supervisor and I have a good working relationship.

Answered: 56 Skipped: 1

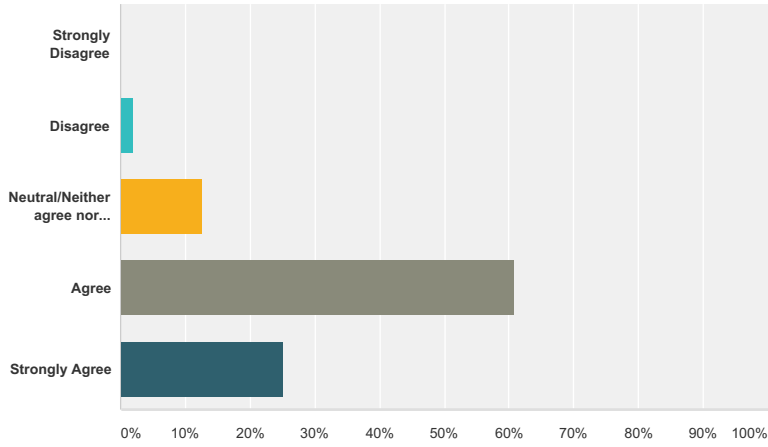


Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	1.79% 1
Neutral/Neither agree nor disagree	19.64% 11
Agree	41.07% 23
Strongly Agree	35.71% 20
Total	56



Q29 My coworkers and I have a good working relationship.

Answered: 56 Skipped: 1



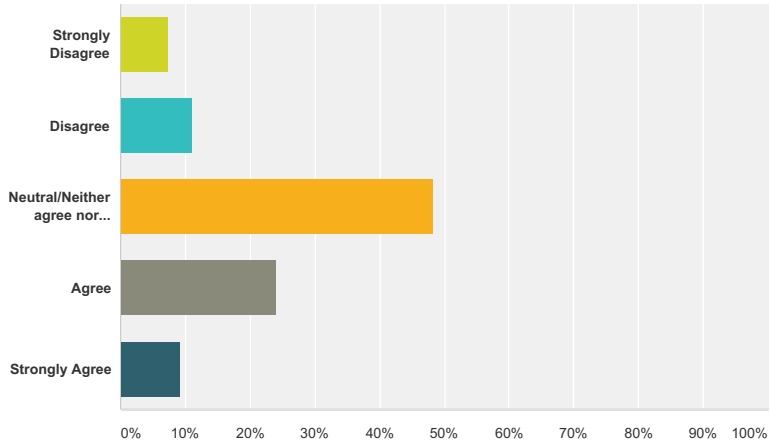
Answer Choices	Responses	
Strongly Disagree	0.00%	0
Disagree	1.79%	1
Neutral/Neither agree nor disagree	12.50%	7
Agree	60.71%	34
Strongly Agree	25.00%	14
Total		56



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Q30 Senior management and employees trust each other.

Answered: 54 Skipped: 3



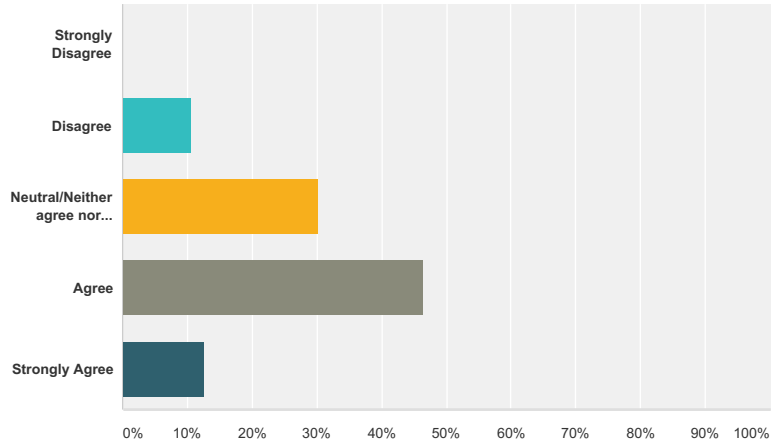
Answer Choices	Responses
Strongly Disagree	7.41% 4
Disagree	11.11% 6
Neutral/Neither agree nor disagree	48.15% 26
Agree	24.07% 13
Strongly Agree	9.26% 5
Total	54



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Q31 Employees treat each other with respect.

Answered: 56 Skipped: 1



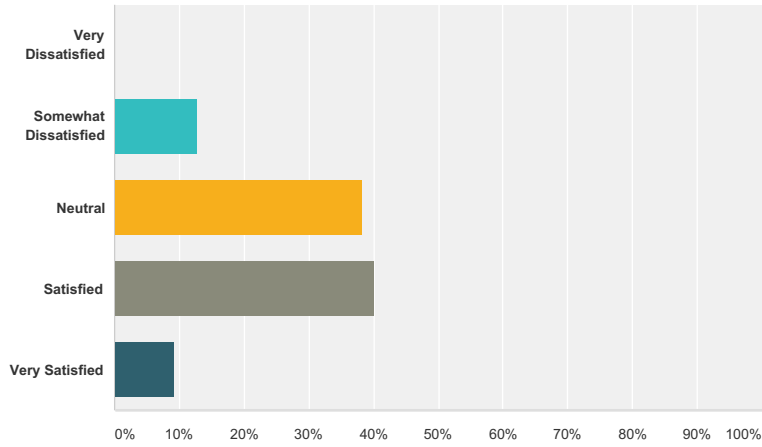
Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	10.71%	6
Neutral/Neither agree nor disagree	30.36%	17
Agree	46.43%	26
Strongly Agree	12.50%	7
Total		56



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Q32 Overall, how satisfied are you with the spirit of teamwork within Gibson Recovery Center?

Answered: 55 Skipped: 2



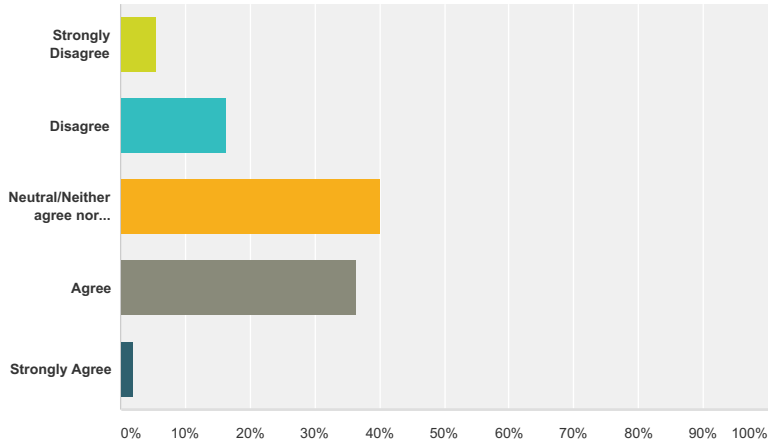
Answer Choices	Responses
Very Dissatisfied	0.00% 0
Somewhat Dissatisfied	12.73% 7
Neutral	38.18% 21
Satisfied	40.00% 22
Very Satisfied	9.09% 5
Total	55



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Q33 I am satisfied with my total benefits package.

Answered: 55 Skipped: 2



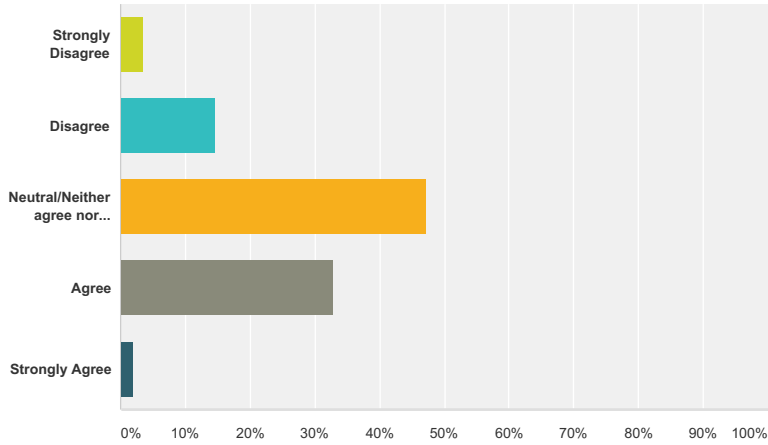
Answer Choices	Responses	
Strongly Disagree	5.45%	3
Disagree	16.36%	9
Neutral/Neither agree nor disagree	40.00%	22
Agree	36.36%	20
Strongly Agree	1.82%	1
Total		55



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Q34 I am satisfied with the healthcare-related benefits offered by my organization.

Answered: 55 Skipped: 2

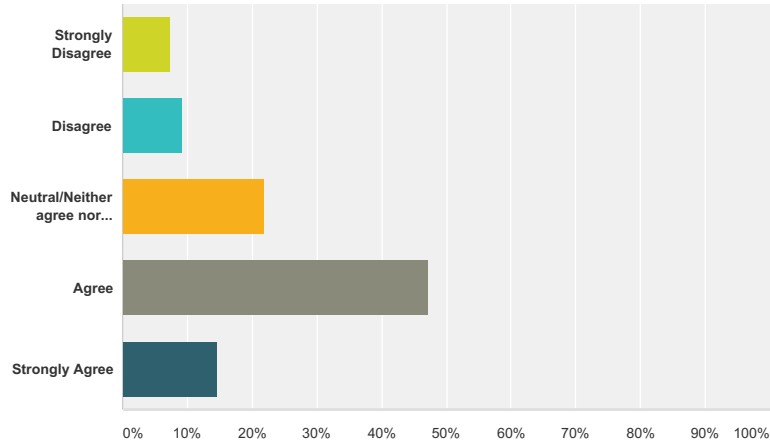


Answer Choices	Responses
Strongly Disagree	3.64% 2
Disagree	14.55% 8
Neutral/Neither agree nor disagree	47.27% 26
Agree	32.73% 18
Strongly Agree	1.82% 1
Total	55



Q35 I am satisfied with the amount of paid leave offered by my organization.

Answered: 55 Skipped: 2

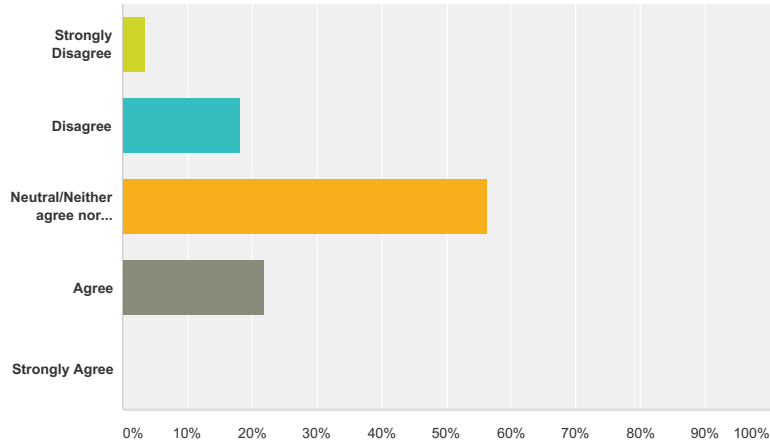


Answer Choices	Responses
Strongly Disagree	7.27% 4
Disagree	9.09% 5
Neutral/Neither agree nor disagree	21.82% 12
Agree	47.27% 26
Strongly Agree	14.55% 8
Total	55



Q36 I am satisfied with the retirement plan offered by my organization.

Answered: 55 Skipped: 2

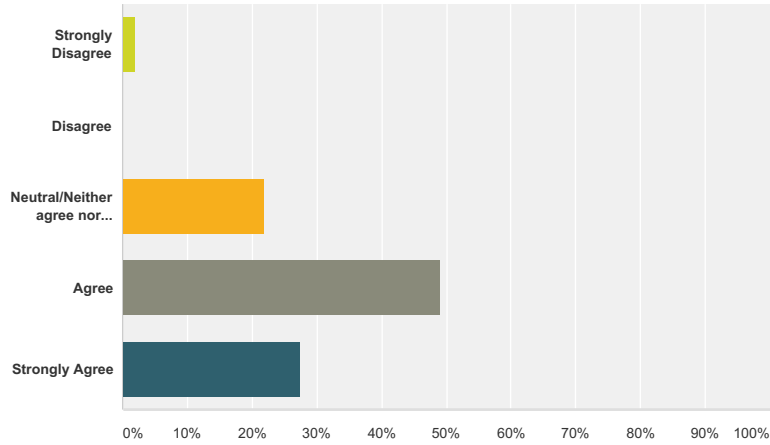


Answer Choices	Responses	
Strongly Disagree	3.64%	2
Disagree	18.18%	10
Neutral/Neither agree nor disagree	56.36%	31
Agree	21.82%	12
Strongly Agree	0.00%	0
Total		55



Q37 I am satisfied with the workplace flexibility offered by my organization.

Answered: 55 Skipped: 2

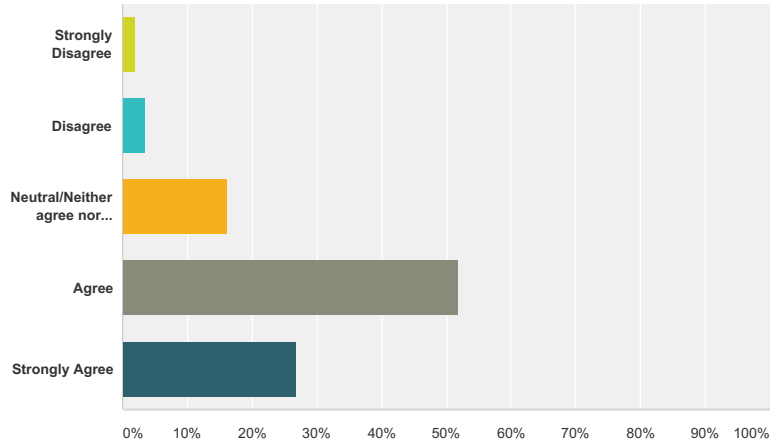


Answer Choices	Responses
Strongly Disagree	1.82% 1
Disagree	0.00% 0
Neutral/Neither agree nor disagree	21.82% 12
Agree	49.09% 27
Strongly Agree	27.27% 15
Total	55



Q38 My organization has a safe work environment.

Answered: 56 Skipped: 1



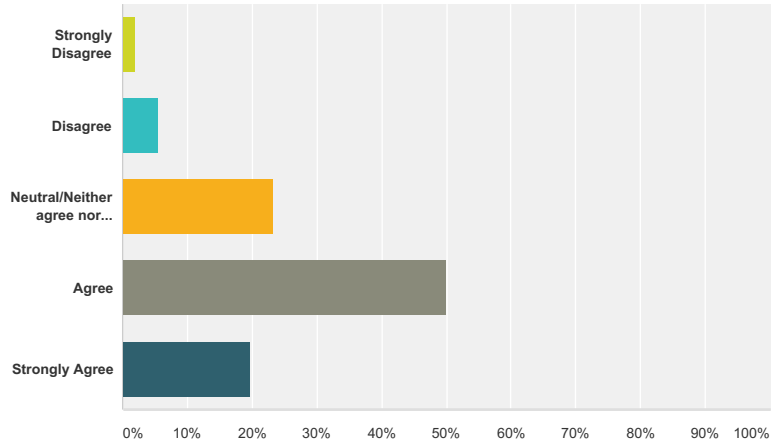
Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	3.57% 2
Neutral/Neither agree nor disagree	16.07% 9
Agree	51.79% 29
Strongly Agree	26.79% 15
Total	56



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Q39 I am satisfied with my overall job security.

Answered: 56 Skipped: 1

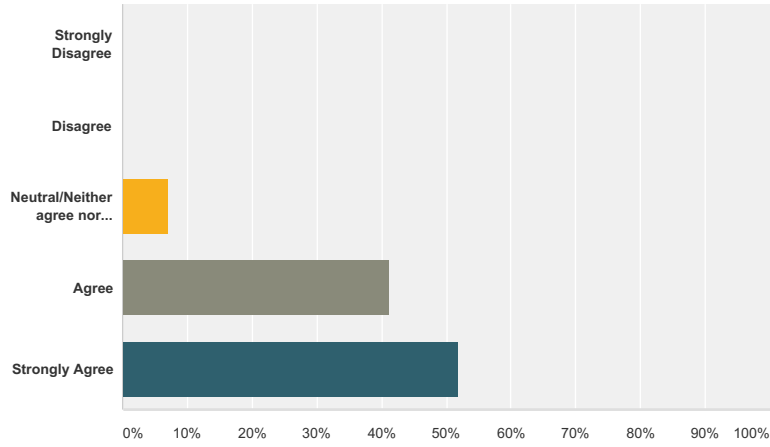


Answer Choices	Responses
Strongly Disagree	1.79% 1
Disagree	5.36% 3
Neutral/Neither agree nor disagree	23.21% 13
Agree	50.00% 28
Strongly Agree	19.64% 11
Total	56



Q40 My organization's work positively impacts people's lives.

Answered: 56 Skipped: 1



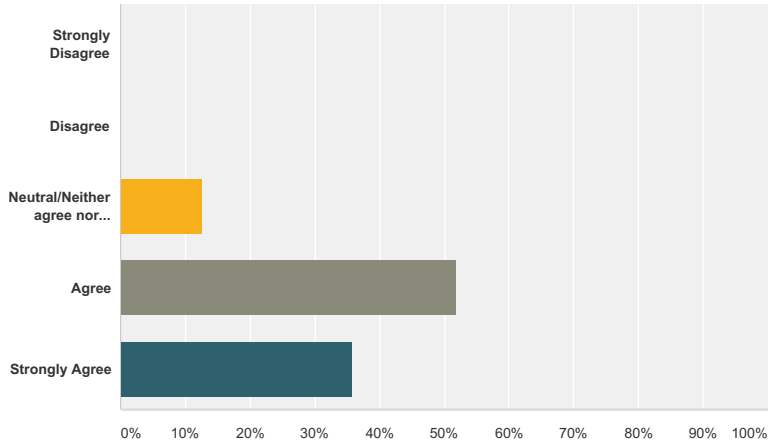
Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	0.00% 0
Neutral/Neither agree nor disagree	7.14% 4
Agree	41.07% 23
Strongly Agree	51.79% 29
Total	56



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Q41 My organization operates in a socially responsible manner.

Answered: 56 Skipped: 1

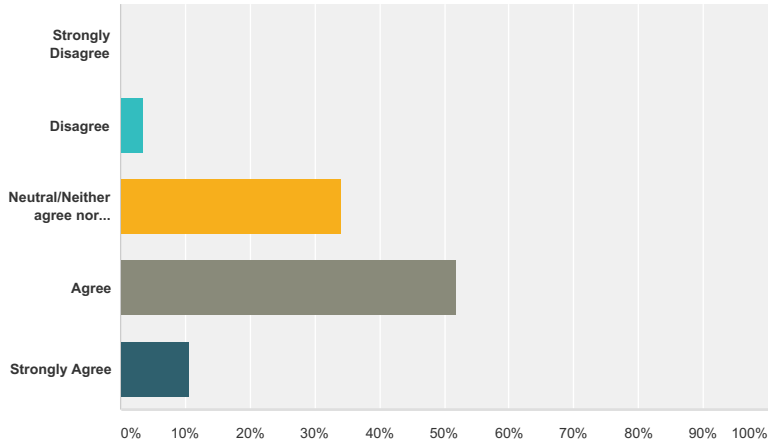


Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	0.00% 0
Neutral/Neither agree nor disagree	12.50% 7
Agree	51.79% 29
Strongly Agree	35.71% 20
Total	56



Q42 My organization's fiscal well-being is stable.

Answered: 56 Skipped: 1

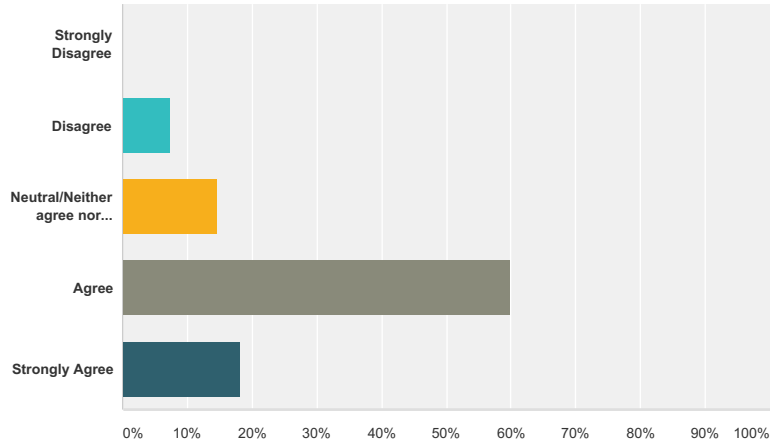


Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	3.57%	2
Neutral/Neither agree nor disagree	33.93%	19
Agree	51.79%	29
Strongly Agree	10.71%	6
Total		56



Q43 I am satisfied with the culture of my workplace.

Answered: 55 Skipped: 2



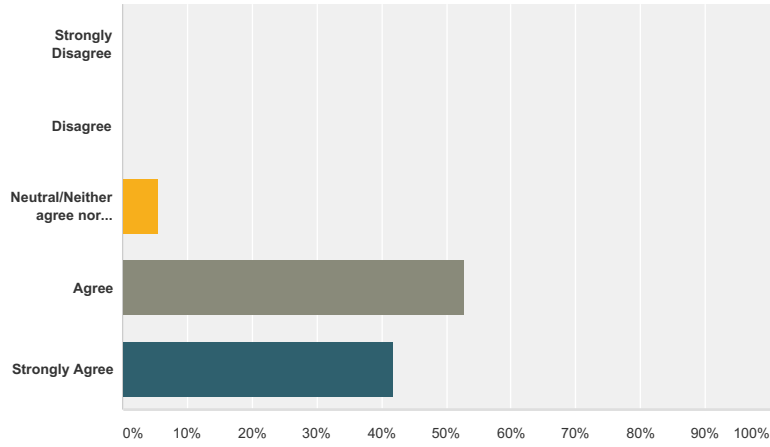
Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	7.27%	4
Neutral/Neither agree nor disagree	14.55%	8
Agree	60.00%	33
Strongly Agree	18.18%	10
Total		55



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Q44 I understand how my work impacts the organization's business goals.

Answered: 55 Skipped: 2



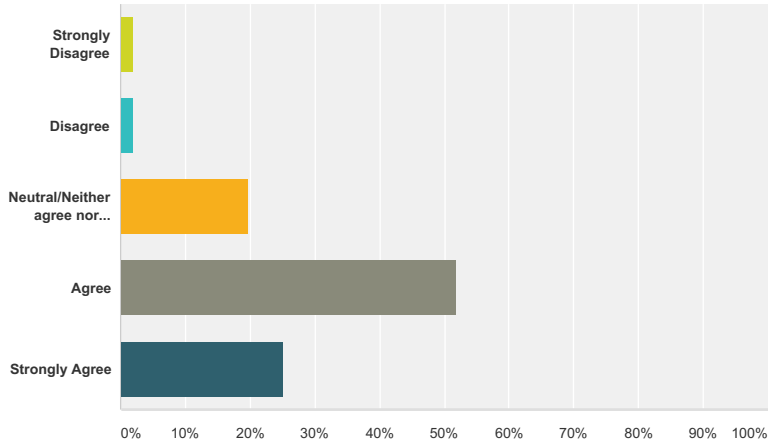
Answer Choices	Responses
Strongly Disagree	0.00% 0
Disagree	0.00% 0
Neutral/Neither agree nor disagree	5.45% 3
Agree	52.73% 29
Strongly Agree	41.82% 23
Total	55



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Q45 My organization is dedicated to diversity and inclusiveness.

Answered: 56 Skipped: 1

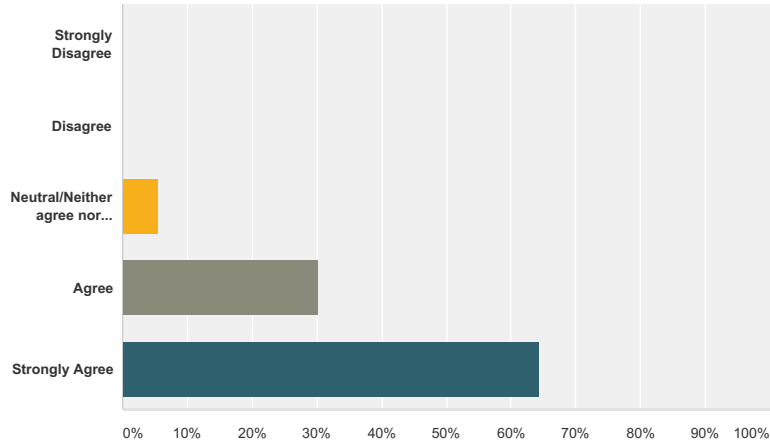


Answer Choices	Responses	
Strongly Disagree	1.79%	1
Disagree	1.79%	1
Neutral/Neither agree nor disagree	19.64%	11
Agree	51.79%	29
Strongly Agree	25.00%	14
Total		56



Q46 I am motivated to see this organization succeed.

Answered: 56 Skipped: 1

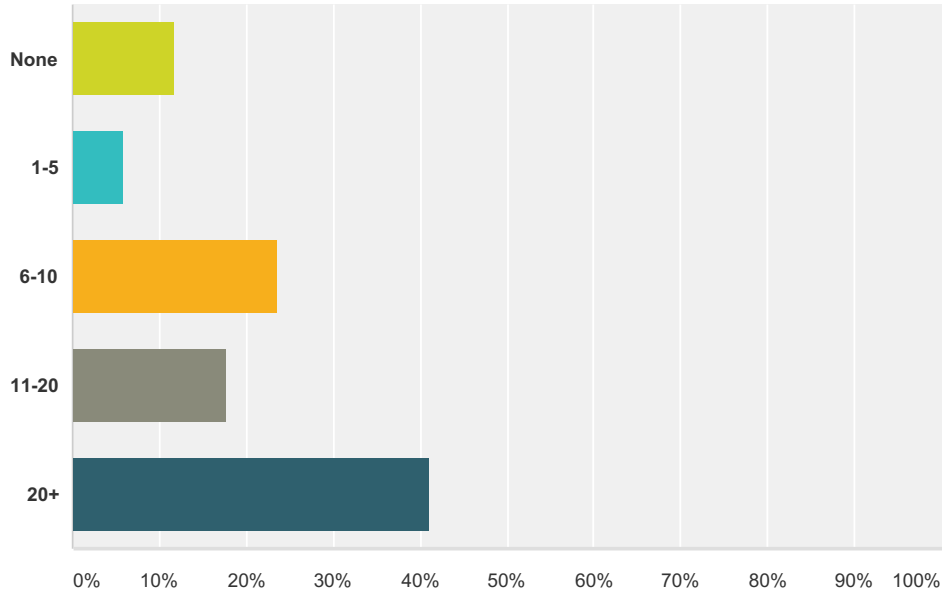


Answer Choices	Responses	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neutral/Neither agree nor disagree	5.36%	3
Agree	30.36%	17
Strongly Agree	64.29%	36
Total		56



Q1 How many clients have you referred to Gibson Recovery Center services within the last year?

Answered: 17 Skipped: 0

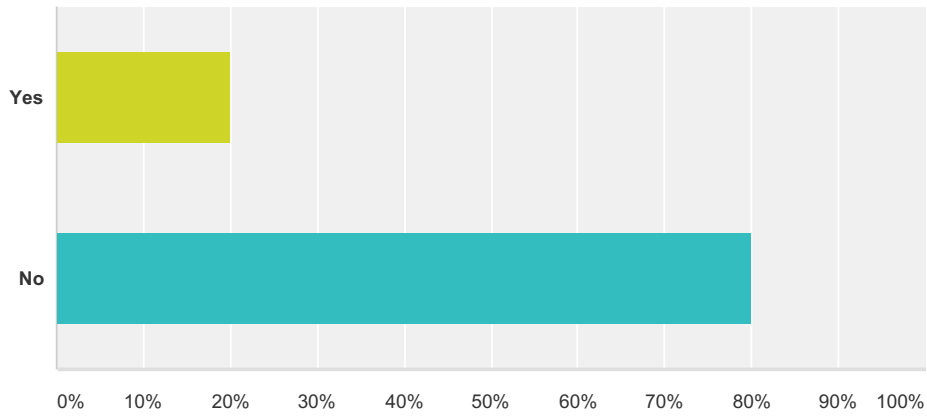


Answer Choices	Responses	
None	11.76%	2
1-5	5.88%	1
6-10	23.53%	4
11-20	17.65%	3
20+	41.18%	7
Total		17



Q2 Was your client scheduled for an assessment in a timely fashion?

Answered: 15 Skipped: 2



Answer Choices	Responses	Count
Yes	20.00%	3
No	80.00%	12
Total		15

Comments: Most of the time, yes. However, there have been a few times that the client stays on a waiting list for weeks or months.

No, generally a phone number would be taken from the client and told they would get a call back. It was sometimes months before they would receive a call, and sometimes never.

Most of my clients have been scheduled in a very timely manner. However, others have had to be put on a waiting list for months. Uncertain of how certain clients get right in and others have to wait (Perryville).

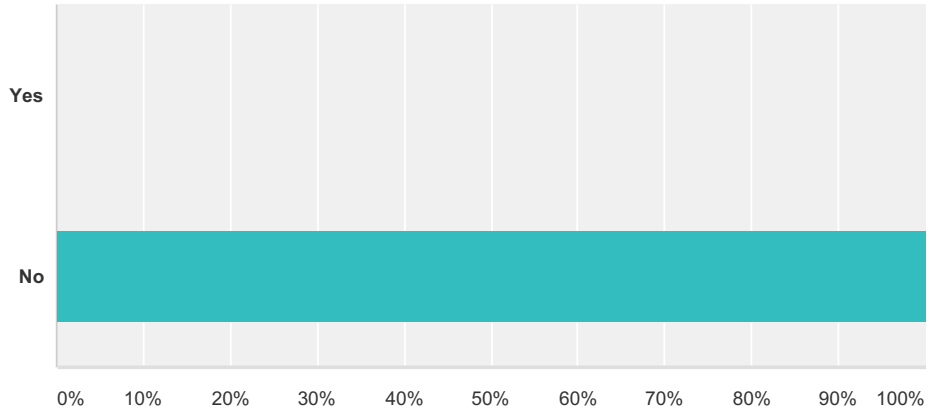
While I refer most of clients to the Marble Hill Location, and they are seen in a timely fashion, the clients referred to the Cape Girardeau location are subject to extremely long waiting list.

They were placed on a waiting list.



Q3 If your client was not admitted to Gibson Recovery Center Services, did we assist in referring you to another agency?

Answered: 13 Skipped: 4



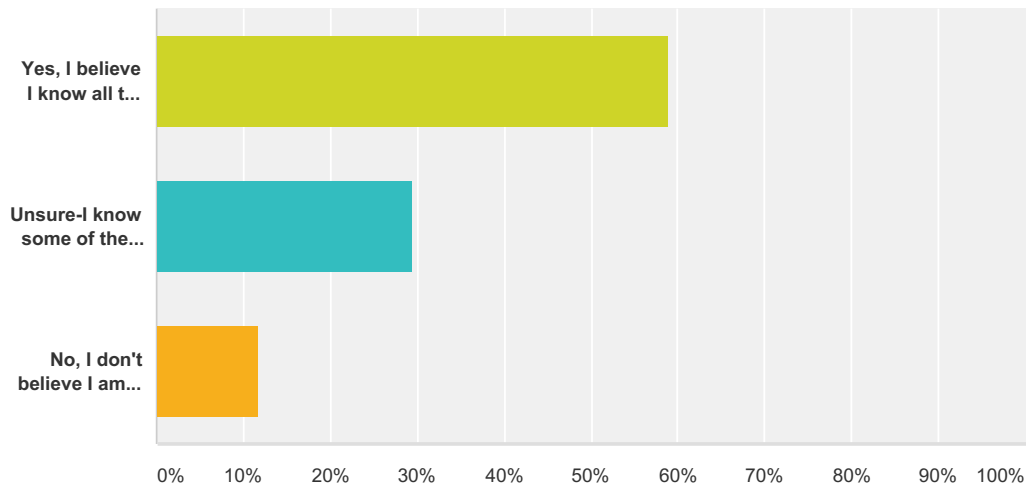
Answer Choices	Responses
Yes	0.00% 0
No	100.00% 13
Total	13

Comments: This has never been offered.



Q4 Are you aware of all the services provided through Gibson Recovery Center?

Answered: 17 Skipped: 0

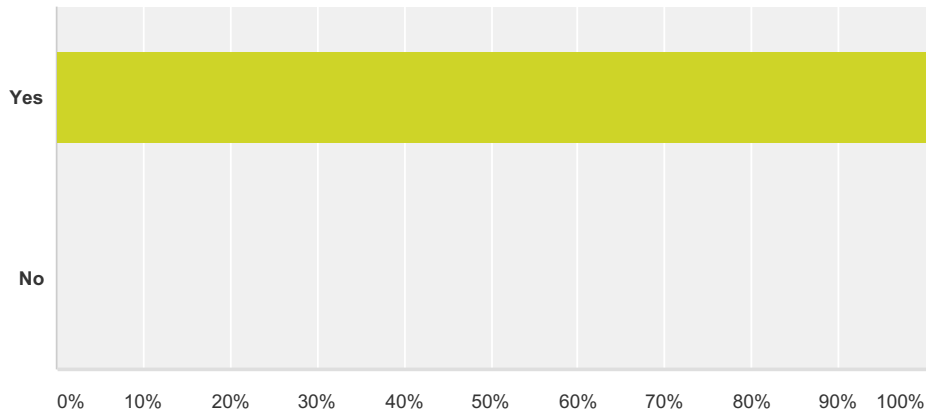


Answer Choices	Responses
Yes, I believe I know all the services	58.82% 10
Unsure-I know some of the services offered but not sure if that is all	29.41% 5
No, I don't believe I am aware of all the services	11.76% 2
Total	17



Q5 Were they professional while working with you?

Answered: 15 Skipped: 2



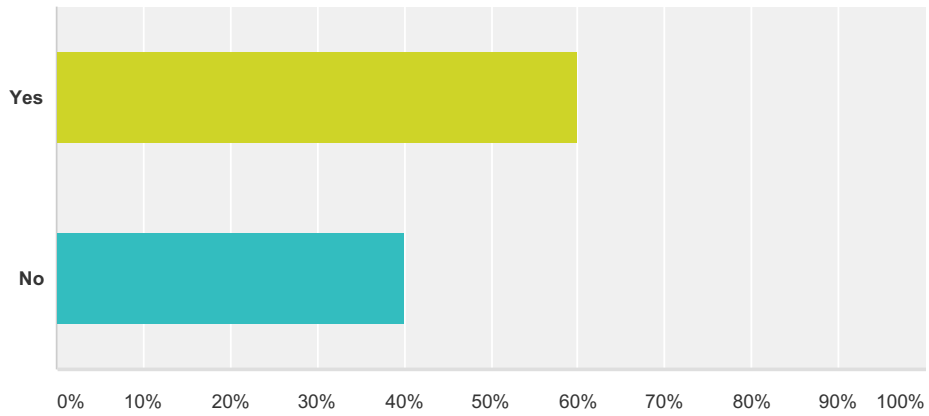
Answer Choices	Responses
Yes	100.00% 15
No	0.00% 0
Total	15

Comments: The staff has always been very professional and helpful. They do a GREAT job.



Q6 Did they communicate with you on a regular basis?

Answered: 15 Skipped: 2



Answer Choices	Responses	Count
Yes	60.00%	9
No	40.00%	6
Total		15

Comments: Outpatient center in Perryville communicates weekly; inpatient center in Cape Girardeau maybe once during a 21 day stay. Half of that time, contact is initiated by myself.

The only treatment agency that I can truly say has contacted me regarding our clients in common.

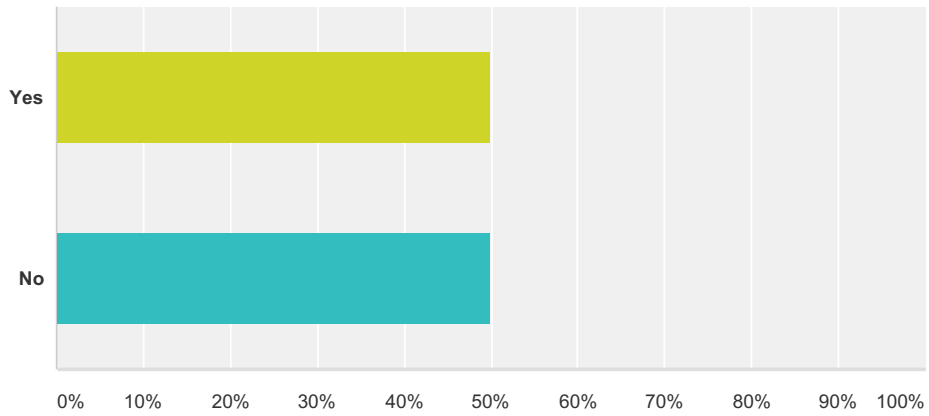
Again, the Marble Hill location provides me with a weekly attendance report, while the Cape Girardeau location provides almost no treatment updates.

I would like to take the opportunity to say that Cindy Miller does a great job.



Q7 Did they attend court meetings or any other meetings you requested them to?

Answered: 12 Skipped: 5



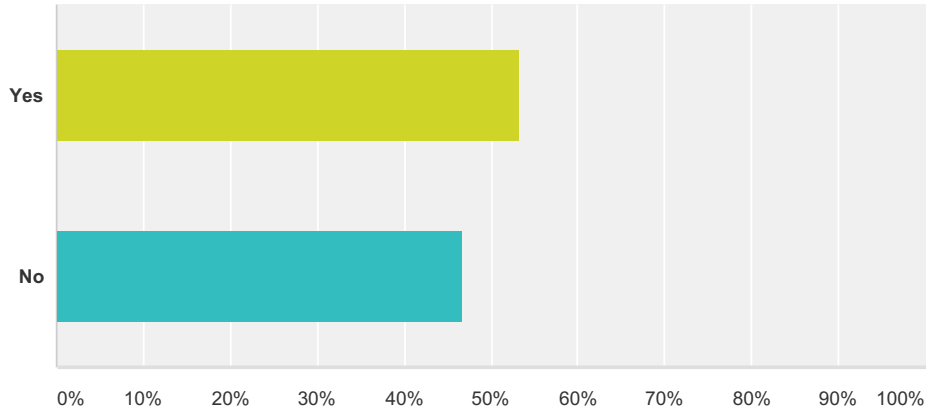
Answer Choices	Responses	Count
Yes	50.00%	6
No	50.00%	6
Total		12

Comments: I did not request a special staff member attend Court, however, I have been in Court on a couple of occasions and a staff member has been in court with a client.



Q8 Did they provide written updates regarding the progress, or lack thereof, regarding your client?

Answered: 15 Skipped: 2



Answer Choices	Responses
Yes	53.33% 8
No	46.67% 7
Total	15

Again, outpatient I have weekly attendance or lack of attendance. Inpatient, rarely. I have to continually request discharge summaries.

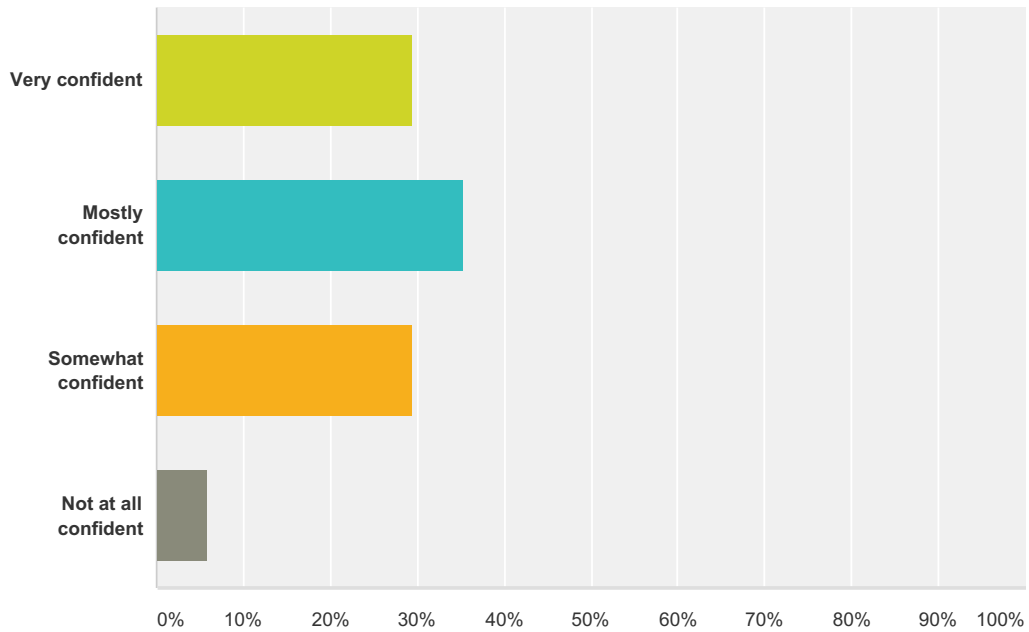
Sometimes, One person in particular is not good about giving written documentation.

Some counselor's never send updates, while some are great at it.



Q9 What is your level of confidence in the Gibson Recovery Center staff to deliver services that you require?

Answered: 17 Skipped: 0

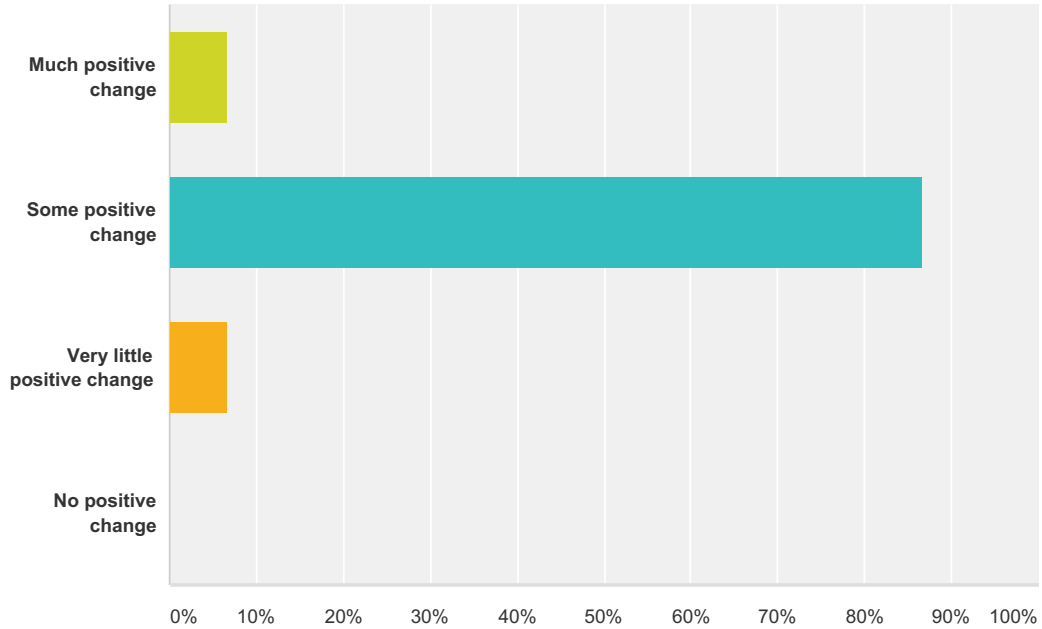


Answer Choices	Responses
Very confident	29.41% 5
Mostly confident	35.29% 6
Somewhat confident	29.41% 5
Not at all confident	5.88% 1
Total	17



Q10 From your perspective, clients who finished the program at Gibson Recovery Center made:

Answered: 15 Skipped: 2

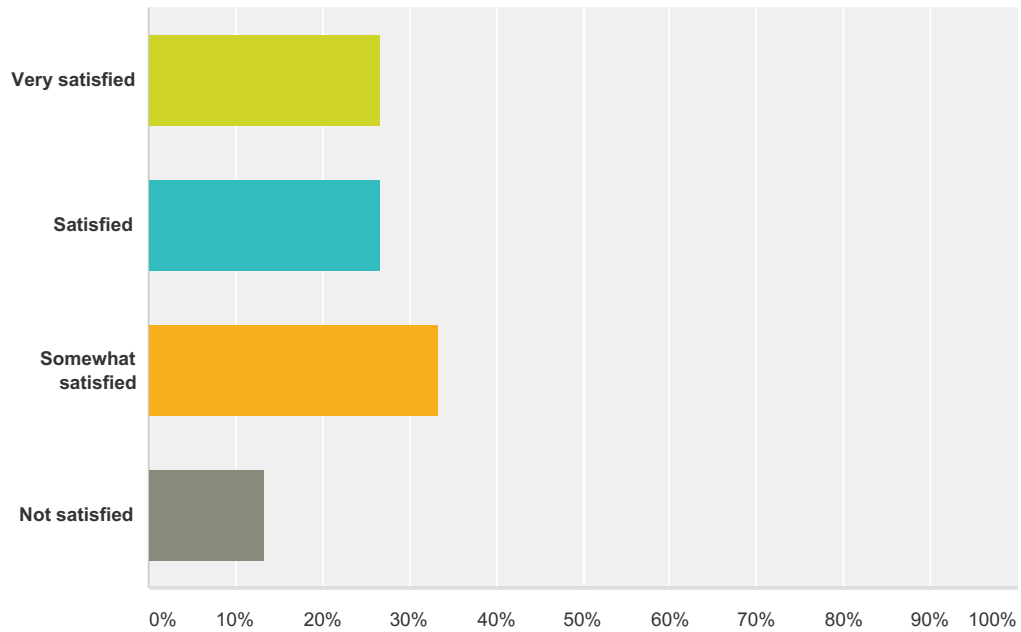


Answer Choices	Responses
Much positive change	6.67% 1
Some positive change	86.67% 13
Very little positive change	6.67% 1
No positive change	0.00% 0
Total	15



Q11 How satisfied are you with the overall quality of services provided by Gibson Recovery Center?

Answered: 15 Skipped: 2



Answer Choices	Responses
Very satisfied	26.67% 4
Satisfied	26.67% 4
Somewhat satisfied	33.33% 5
Not satisfied	13.33% 2
Total	15



Q12 What is the one area that we could improve the most?

Answered: 14 Skipped: 3

Communication- written and verbal, from inpatient treatment

There is way too much time between the initial referral until the client actual receiving services. Take a client's number and telling them they will receive a call back is not working.

Organization. I referred several clients in February that did not get into services until July or August. When they were referred, I was told their referral forms were lost or their list crashed. It seemed like an excuse for poor organization.

The waiting list is ridiculous.

Waiting list too long

Waiting list

Long wait for outpatient services

Consistency with communication

I wish I understood the waiting list for Perryville.

Communication with the referral source.

Wait list has been very lengthy.

Getting the clients into treatment, then discharging after so long, not hanging on to them for a year.

The only thing that could be improved would be more services and more inpatient beds.



Q13 What do we do well?

Answered: 9 Skipped: 8

Outpatient staff work very hard with clients and PO staff. EMail, phone calls, and faxed reports are much appreciated.

I realize it is not just Gibson Center that operates this way with our referrals, however, when we have an offender who is actively using, it is a punch in the gut to them to get told they are on a waiting list for possibly 4-6 weeks.

Work hard for clients once they are enrolled.

Drug Court Counselor is professional.

Responds to requests

Contact between counselor and myself regarding the progress, participating, attendance of a client is great. Scheduling for inpatient. Numerous programs to refer clients to.

I believe the intentions of the staff are all good. I have never doubted that the treatment staff truly want to make a difference in people's lives.

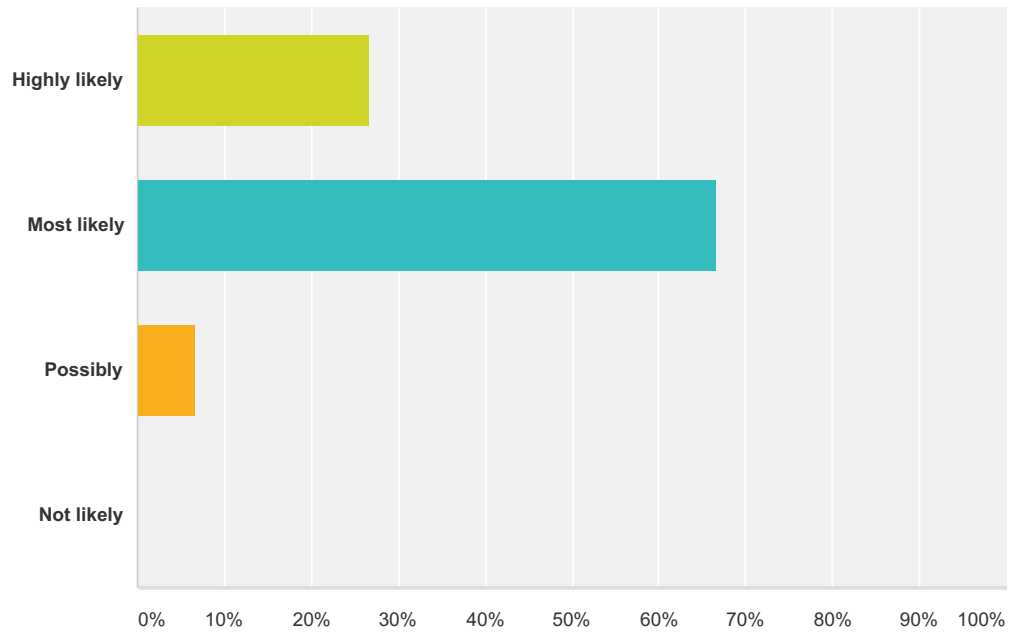
Communication.

Professional, good communication, reliable, and positive.



Q14 Based on our performance, how likely is it that you will refer clients to Gibson Recovery Center services in the future?

Answered: 15 Skipped: 2

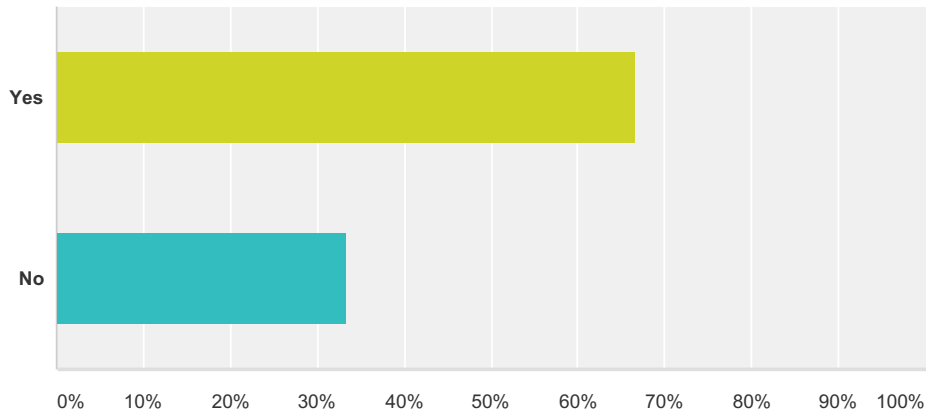


Answer Choices	Responses
Highly likely	26.67% 4
Most likely	66.67% 10
Possibly	6.67% 1
Not likely	0.00% 0
Total	15



Q15 Would you be willing to participate in any follow up surveys or focus groups?

Answered: 15 Skipped: 2



Answer Choices	Responses	
Yes	66.67%	10
No	33.33%	5
Total		15

