

**SERENITY HOUSE OF VOLUSIA, INC.
SURVEY RESULTS SUMMARY ANNUAL 2008-09**

STAFF SURVEY

NUMBER OF EMPLOYEES SURVEYED	81
NUMBER OF RESPONSES RECEIVED	79
PERCENT CAPTURED	98%
NUMBER OF QUESTIONS	1185
TOTAL NUMBER USED TO AGGREGATE DATA	1185
NUMBER OF FAVORABLE	1152
PERCENT FAVORABLE	97%
NUMBER OF UNFAVORABLE	32
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	0

OVERALL CLIENT SATISFACTION REPORT

NUMBER OF CLIENTS SURVEYED	392
NUMBER OF RESPONSES RECEIVED	278
PERCENT CAPTURED	71%
NUMBER OF QUESTIONS	4409
TOTAL NUMBER USED TO AGGREGATE DATA	4386
NUMBER OF FAVORABLE	4239
PERCENT FAVORABLE	97%
NUMBER OF UNFAVORABLE	146
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	23

VETERANS CLIENT SURVEY

NUMBER OF CLIENTS SURVEYED	14
NUMBER OF RESPONSES RECEIVED	14
PERCENT CAPTURED	100%
NUMBER OF QUESTIONS	224
TOTAL NUMBER USED TO AGGREGATE DATA	224
NUMBER OF FAVORABLE	222
PERCENT FAVORABLE	99%
NUMBER OF UNFAVORABLE	2
PERCENT OF UNFAVORABLE	1%
N/A OR NO RESPONSE	0

STONE STREET L3 CLIENT SATISFACTION

NUMBER OF CLIENTS SURVEYED	40
NUMBER OF RESPONSES RECEIVED	25
PERCENT CAPTURED	63%
NUMBER OF QUESTIONS	400
TOTAL NUMBER USED TO AGGREGATE DATA	400
NUMBER OF FAVORABLE	388
PERCENT FAVORABLE	97%
NUMBER OF UNFAVORABLE	12
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	0

REFERRAL AGENT SURVEY

NUMBER OF REFERRAL SURVEYS SENT OUT	49
NUMBER OF RESPONSES RECEIVED	22
PERCENT CAPTURED	45%
NUMBER OF QUESTIONS	330
TOTAL NUMBER USED TO AGGREGATE DATA	307
NUMBER OF FAVORABLE	296
PERCENT FAVORABLE	96%
NUMBER OF UNFAVORABLE	10
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	23

FAMILY MEMBER SURVEY

NUMBER OF FAMILY MEMBERS SURVEYED	58
NUMBER OF RESPONSES RECEIVED	17
PERCENT CAPTURED	29%
NUMBER OF QUESTIONS	255
TOTAL NUMBER USED TO AGGREGATE DATA	255
NUMBER OF FAVORABLE	244
PERCENT FAVORABLE	96%
NUMBER OF UNFAVORABLE	11
PERCENT OF UNFAVORABLE	4%
N/A OR NO RESPONSE	0

PASSAGEWAYS EAST/WEST CLIENT SATISFACTION

NUMBER OF CLIENTS SURVEYED	6
NUMBER OF RESPONSES RECEIVED	5
PERCENT CAPTURED	83%
NUMBER OF QUESTIONS	80
TOTAL NUMBER USED TO AGGREGATE DATA	80
NUMBER OF FAVORABLE	78
PERCENT FAVORABLE	98%
NUMBER OF UNFAVORABLE	2
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	0

STONE STREET L2 CLIENT SATISFACTION

NUMBER OF CLIENTS SURVEYED	33
NUMBER OF RESPONSES RECEIVED	33
PERCENT CAPTURED	100%
NUMBER OF QUESTIONS	528
TOTAL NUMBER USED TO AGGREGATE DATA	528
NUMBER OF FAVORABLE	511
PERCENT FAVORABLE	97%
NUMBER OF UNFAVORABLE	17
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	0

SERENITY HOUSE WEST

NUMBER OF CLIENTS SURVEYED	33
NUMBER OF RESPONSES RECEIVED	30
PERCENT CAPTURED	91%
NUMBER OF QUESTIONS	480
TOTAL NUMBER USED TO AGGREGATE DATA	480

NUMBER OF FAVORABLE	460
PERCENT FAVORABLE	96%
NUMBER OF UNFAVORABLE	20
PERCENT OF UNFAVORABLE	4%
N/A OR NO RESPONSE	0

HIGH STREET CLIENT SURVEY

NUMBER OF CLIENTS SURVEYED	22
NUMBER OF RESPONSES RECEIVED	17
PERCENT CAPTURED	77%
NUMBER OF QUESTIONS	272
TOTAL NUMBER USED TO AGGREGATE DATA	272

NUMBER OF FAVORABLE	263
PERCENT FAVORABLE	97%
NUMBER OF UNFAVORABLE	9
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	0

OUTPATIENT CLIENT SURVEY

NUMBER OF CLIENTS SURVEYED	35
NUMBER OF RESPONSES RECEIVED	29
PERCENT CAPTURED	83%
NUMBER OF QUESTIONS	464
TOTAL NUMBER USED TO AGGREGATE DATA	464

NUMBER OF FAVORABLE	448
PERCENT FAVORABLE	97%
NUMBER OF UNFAVORABLE	16
PERCENT OF UNFAVORABLE	3%
N/A OR NO RESPONSE	0

MANAGED CARE CLIENT SURVEY

NUMBER OF CLIENTS SURVEYED	19
NUMBER OF RESPONSES RECEIVED	19
PERCENT CAPTURED	100%
NUMBER OF QUESTIONS	304
TOTAL NUMBER USED TO AGGREGATE DATA	304

NUMBER OF FAVORABLE	302
PERCENT FAVORABLE	99%
NUMBER OF UNFAVORABLE	2
PERCENT OF UNFAVORABLE	1%
N/A OR NO RESPONSE	0

MY PLACE APARTMENTS

NUMBER OF EMPLOYEES SURVEYED	24
NUMBER OF RESPONSES RECEIVED	23
PERCENT CAPTURED	96%
NUMBER OF QUESTIONS	368
TOTAL NUMBER USED TO AGGREGATE DATA	368

NUMBER OF FAVORABLE	333
PERCENT FAVORABLE	90%
NUMBER OF UNFAVORABLE	35
PERCENT OF UNFAVORABLE	10%
N/A OR NO RESPONSE	0

ALL ASSESSMENTS CLIENT SURVEY

NUMBER OF CLIENTS SURVEYED	30
NUMBER OF RESPONSES RECEIVED	30
PERCENT CAPTURED	100%
NUMBER OF QUESTIONS	480
TOTAL NUMBER USED TO AGGREGATE DAT	480

NUMBER OF FAVORABLE	479
PERCENT FAVORABLE	100%
NUMBER OF UNFAVORABLE	1
PERCENT OF UNFAVORABLE	0%
N/A OR NO RESPONSE	0

WDC CLIENT SATISFACTION SURVEY

NUMBER OF CLIENTS SURVEYED	11
NUMBER OF RESPONSES RECEIVED	10
PERCENT CAPTURED	91%
NUMBER OF QUESTIONS	160
TOTAL NUMBER USED TO AGGREGATE DAT	160

NUMBER OF FAVORABLE	159
PERCENT FAVORABLE	99%
NUMBER OF UNFAVORABLE	1
PERCENT OF UNFAVORABLE	1%
N/A OR NO RESPONSE	0

PATH CLIENT SATISFACTION SURVEY

NUMBER OF CLIENTS SURVEYED	20
NUMBER OF RESPONSES RECEIVED	6
PERCENT CAPTURED	30%
NUMBER OF QUESTIONS	96
TOTAL NUMBER USED TO AGGREGATE DAT	96

NUMBER OF FAVORABLE	88
PERCENT FAVORABLE	92%
NUMBER OF UNFAVORABLE	8
PERCENT OF UNFAVORABLE	8%
N/A OR NO RESPONSE	0

DIXIE LODGE CLIENT SATISFACTION

NUMBER OF CLIENTS SURVEYED	17
NUMBER OF RESPONSES RECEIVED	17
PERCENT CAPTURED	100%
NUMBER OF QUESTIONS	272
TOTAL NUMBER USED TO AGGREGATE DAT	272

NUMBER OF FAVORABLE	270
PERCENT FAVORABLE	99%
NUMBER OF UNFAVORABLE	2
PERCENT OF UNFAVORABLE	1%
N/A OR NO RESPONSE	0