

COMMUNITY (Mental Health) SATISFACTION SURVEY SASHA 2024

Introduction

This year (2024) the survey was done using Google Forms from Google Drive. SASHA used all the same questions as the prior year.

SASHA sent an email to all its service providers within the mental health community, with a link attached so they could access our survey and respond. The email was sent to 33 service providers which was down from 45 service providers in 2023. Some of the contacts were removed because they had moved to different agencies. 30% of the service providers responded this year which is up from 22% in 2023. Email reminders were sent out every week to encourage more participation. The survey was sent to representatives of agencies SASHA worked with this fiscal year (2023-2024).

Summary of data

This year there was an overall positive response (excluding N/A responses) of 98.64% which is up 7.70%, compared to 90.93% in 2023. "N/A" responses included 18.44% of the total responses, which is down from 21.56% in 2023. The negative responses included 1.11% of the total responses, which is down from 7.11% in 2023.

WHAT WE DID WELL:

Services at SASHA

1. 100% of respondents agree they understand the types of services SASHA provides, which is up 10% from 90% in 2023.
2. 90% of respondents agree that SASHA staff deal with issues professionally, which is up 10% from 80% in 2023. This was an area of concern in the previous year.

Safety, Security & Support

1. 90% of respondents agree that SASHA provides a comfortable and therapeutic environment for their clients, which is up 20% from 70% in 2023.
2. 90% of respondents are satisfied with the safety and security at SASHA, which is up 20% from 70% in 2023.

Admissions

1. 100% of respondents agreed that they would continue to refer to SASHA, which is up 30% from 70% in 2023.

WHAT WE NEED TO IMPROVE:

Services at SASHA

1. 30% of respondents agreed that they receive appropriate referrals from SASHA, which is down 10% from 40% in 2023. Of the 10 respondents 7 answered N/A.

Admissions

1. Of the 10 respondents 1 disagreed that they understand the goals and objectives expected of their client. They further clarified by stating "I was not informed of the goals or objectives when my client began living at SASHA."

Recommendations

Overall, SASHA received a positive response and appears to be appreciated in the community.

Three respondents indicated that they would like to see SASHA receive more funding and expand its capacity to meet the current need in the community. It is recommended that the SASHA board review this report and act.

Two respondents expressed concerns with how much information they are getting from SASHA. It is recommended that SASHA communicate better with service providers to ensure important program information is being shared with client's treatment teams.

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