

# **BLACK FAMILY DEVELOPMENT, INC.**

## **Annual Consumer Satisfaction Report 2016**

### **INTRODUCTION**

Black Family Development, Inc. (BFDI) administers consumer satisfaction surveys on a monthly basis. Consumer satisfaction surveys measure overall satisfaction, the effectiveness of services provided, and access to services. In addition, consumer satisfaction surveys provide a forum for continuous consumer input relative to BFDI services. Consumer satisfaction data for each BFDI program is provided below:

#### **1. CMO-Youth**

Number of surveys submitted: 389

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 98%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided increased 1% from 2015. Satisfaction with effectiveness of services increased 2%. Satisfaction with access to services increased 2%.

#### **2. CMO-Parent/Legal Guardian**

Number of surveys submitted: 111

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 96%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided increased 1% from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services remained the same.

### **3. CMO I.S.P.-Youth**

Number of surveys submitted: 86

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 100%

Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided remained the same from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services remained the same.

### **4. CMO I.S.P.-Parent/Legal Guardian (Probation)**

Number of surveys submitted: 54

Average consumer satisfaction rating: 99%

Satisfaction with effectiveness of services: 92%

Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided decreased 1% from 2015. Satisfaction with effectiveness of services increased 2%. Satisfaction with access to services increased 4%.

### **5. EPIC/PMTO - Youth**

Number of surveys submitted: 30

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 100%

Satisfaction with access to services: 100%

There was no youth consumer satisfaction data in 2015.

## **6. EPIC/PMTO – Parent/Legal Guardian**

Number of surveys submitted: 29

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 100%

Satisfaction with access to services: 100%

There was no parent consumer satisfaction data in 2015.

## **7. Family Connections**

Number of surveys submitted: 59

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 98%

Satisfaction with access to services: 99%

Overall, the general satisfaction with the services remained the same from 2015. Satisfaction with effectiveness of services increased 2%. Satisfaction with access remained the same.

## **8. FREE Prevention**

Number of surveys submitted: 109

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 100%

The satisfaction rates in the two categories remained the same from 2015.

## **9. HOPE (SUD) - YOUTH**

Number of surveys submitted: 5

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided remained the same from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services remained the same. The limited number of responses reflects the low number of youth consumers served during 2016.

## **10. HOPE (SUD) - ADULT**

Number of surveys submitted: 15

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided remained the same from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services remained the same. The limited number of responses reflects the low number of adult consumers served during 2016.

## **11. Intensive Family Services – Youth**

Number of surveys submitted: 50

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 99%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided increased 3% from 2015. Satisfaction with effectiveness of services increased 2%. Satisfaction with access to services increased 2%.

## **12. Intensive Family Services – Parent/Legal Guardian**

Number of surveys submitted: 14

Average consumer satisfaction rating: 100%

Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services remained the same from 2015. Satisfaction with effectiveness of services increased 11%. Satisfaction with access to services remained the same.

### **13. Jail Plus**

Number of surveys submitted: 68

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 97%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided remained the same from 2015. Satisfaction with effectiveness of services decreased 3%. Satisfaction with access to services increased 1%.

### **14. Keys To Literacy**

Number of surveys submitted: 30

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided increased 2% from 2013. Satisfaction with effectiveness of services increased 6%. Satisfaction with access to services decreased 7%.

### **15. School Based East -Youth**

Number of surveys submitted: 4

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

This is a new program which began in 2016. It is anticipated that the number of consumers in the program will increase during 2017.

**16. School Based East – Parent/Legal Guardian**

Number of surveys submitted: 2

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

This is a new program which began in 2016. It is anticipated that the number of consumers in the program will increase during 2017.

**17. School Based West - Youth**

Number of surveys submitted: 5

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

This is a new program which began in 2016. It is anticipated that the number of consumers in the program will increase during 2017.

**18. School Based West – Parent/Legal Guardian**

Number of surveys submitted: 5

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

This is a new program which began in 2016. It is anticipated that the number of consumers in the program will increase during 2017.

**19. STAGES - Youth**

Number of surveys submitted: 135

Average consumer satisfaction rating: 97%  
Satisfaction with effectiveness of services: 94%  
Satisfaction with access to services: 94%

Overall, the general satisfaction with the services provided decreased 1% from 2015. Satisfaction with effectiveness of services decreased 5%. Satisfaction with access to services decreased 6%.

## **20. STAGES – Parent/Legal Guardian**

Number of surveys submitted: 25

Average consumer satisfaction rating: 92%  
Satisfaction with effectiveness of services: 86%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided decreased 6% from 2015. Satisfaction with effectiveness of services decreased 14%. Satisfaction with access to services increased 1%.

## **21. Wraparound - Youth**

Number of surveys submitted: 100

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided remained the same from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services remained the same.

## **22. Wraparound – Parent/Legal Guardian**

Number of surveys submitted: 82

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%

Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided remained the same from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services increased 1%.

### **23. YAP (Youth Assistance Program) – Youth**

Number of surveys submitted: 178

Average consumer satisfaction rating: 99%  
Satisfaction with effectiveness of services: 94%  
Satisfaction with access to services: 94%

Overall, the general satisfaction with the services provided increased 1% from 2015. Satisfaction with effectiveness of services decreased 3%. Satisfaction with access to services decreased 1%.

### **24. YAP (Youth Assistance Program) – Parent/Legal Guardian**

Number of surveys submitted: 18

Average consumer satisfaction rating: 100%  
Satisfaction with effectiveness of services: 100%  
Satisfaction with access to services: 100%

Overall, the general satisfaction with the services provided increased 8% from 2015. Satisfaction with effectiveness of services remained the same. Satisfaction with access to services remained the same.

## **Conclusion**

All BFDI programs significantly exceeded the threshold of 80% consumer satisfaction with the services provided based on the submitted consumer satisfaction surveys. There was a total of (1,626) consumer satisfaction surveys submitted in 2016 from BFDI programs. The consumers of BFDI

program services continue to have a high degree of satisfaction with BFDI services, access to program services, and the effectiveness of those services in helping them facilitate improvement in their lives. The aggregate results for all BFDI programs are as follows:

- Satisfaction with the services provided: **99%**
- Satisfaction with access to program services: **98%**
- Effectiveness of program services: **99%**
- Total number of consumer satisfaction surveys: **1,626**

It is recommended that all BFDI programs review the content and formats of their satisfaction surveys to assess whether they could be improved or revised to elicit additional information from consumers that they may find useful.