



**BOARD OF DIRECTORS
ANNUAL ASSESSMENT SURVEY
2011**

3 Surveys

1. How would you, as a CREOKS board member, rate the overall performance of our agency over the past year? **(Please mark one)**

67% Excellent 33% Above Average ___ Average ___ Below Average ___ Poor

Please comment: "Above Average Plus, would have loved an "Excellent" but there is always room for and a need for improvement. Continuing to improve helps with growth." "Very good, because it helps so many people." "CREOKS continues to grow and maintain quality services and programming for our clients."

2. What are some of CREOKS' strengths you have observed over the past year? "The Management team is outstanding-very competent improving from the top throughout with creative and forward thinking. Quality leadership, new programs/services have be added, i.e. services for the elderly and veterans. The CEO demonstrated his competency skills when confronted with difficult staff problems created by the previous administration. His problem-solving skills are an exemplified and sets an example for the staff to follow." "Well-staffed, compassionate and caring individuals that know their jobs and do them. Impressed with the respect that has been gained in recent years." "The ability to help, CEO is doing a very good job, also good staff."
3. What areas would you like to see CREOKS improve upon? "None at this time" "Always better communication to the board, to the clients and especially the area residents in the communities we serve. Regular good PR in all papers!" "I'm sure that there is always room for improvement, but at this time things are doing okay."

4. Assess CREOKS ability to meet **all** the mental health and substance abuse needs of the community. “With creative funding sources, expanding our services to new counties, maintaining excellence in service delivery. We have gained the confidence from the people we are serving and the entities providing the funding. There are not deterrents’ to meeting all the needs for the communities.”
“We still need a Crisis Center located in Okmulgee” “I feel that all needs are met to address substance abuse needs in the community.”