



COMMUNITY NEEDS
AND
SATISFACTION SURVEY

2011

METHOD

CREOKS Behavioral Health Services conducted a *Community Needs and Satisfaction Survey* for the 2011 calendar year. The survey was used to gather information to determine the needs of the communities in which CREOKS provides services as well as the communities' satisfaction with CREOKS services and the organization as a whole. Surveys were mailed out via the postal service to human service agencies, school systems, law enforcement, and health care providers. A mailing list was created for each CREOKS county service area including the outside agencies/entities with which CREOKS interacts. These areas include Tulsa, Creek, Okmulgee, Okfuskee, Rogers, Cherokee, Adair, Sequoyah, and Wagoner Counties. Surveys were sent with a cover letter that stated:

"As part of our continued efforts to provide the highest quality service to the counties in which CREOKS serves, we would like to know what you think. Enclosed are our 2011 Community Needs / Satisfaction Survey. Please take a few minutes to complete the survey and return in the self-addressed stamped envelope provided. Your opinion is important to us. Thank you for your time and response."

The surveys included questions that asked the participant to rate CREOKS in the following nine categories: *Overall Satisfaction with Quality, Communication, Accessibility, Responsiveness, Solutions, Professionalism, Performance of Administrative Support, Overall Satisfaction in Understanding Needs, Working Toward Common Goals, and Frequency of Interaction.*

The results of the surveys were compiled from the following responses:

<i>Claremore</i>	<i>(Rogers County)</i>	<i>11 Surveys</i>
<i>Okemah</i>	<i>(Okfuskee County)</i>	<i>12 Surveys</i>
<i>Okmulgee</i>	<i>(Okmulgee County)</i>	<i>12 Surveys</i>
<i>Sallisaw</i>	<i>(Sequoyah County)</i>	<i>19 Surveys</i>
<i>Sapulpa</i>	<i>(Creek County)</i>	<i>29 Surveys</i>
<i>Stilwell</i>	<i>(Adair County)</i>	<i>08 Surveys</i>
<i>Tahlequah</i>	<i>(Cherokee County)</i>	<i>07 Surveys</i>
<i>Tulsa</i>	<i>(Tulsa County)</i>	<i>04 Surveys</i>
<i>Wagoner</i>	<i>(Wagoner County)</i>	<i>09 Surveys</i>

EXPECTED OUTCOMES

The expected outcomes and/or goals and benchmarks set for the *Community Needs and Satisfaction Survey*, per category, are as follows:

80% or above will rate at least "neutral" or better for Questions 1-8.

80% or above will rate "monthly" or more often for Question 9.

Question #1

OVERALL SATISFACTION...

How do you rate your overall satisfaction with the quality of our service?

Question #2

COMMUNICATION...

How do you rate our ability to clearly communicate with you or your agency?

Question #3

ACCESSIBILITY...

How do you rate our accessibility when you need us (i.e. in person, by telephone, by e-mail)?

Question #4

RESPONSIVENESS...

How do you rate our timely responsiveness to your requests and needs?

Question #5

SOLUTIONS...

How do you rate our ability to provide effective solutions to your problems and/or complaints?

Question #6

PROFESSIONALISM...

How do you rate the professionalism and courtesy of our staff?

Question #7

PERFORMANCE ADMINISTRATIVE SUPPORT...

How do you rate the performance of our administrative support staff work with your agency to meet your needs?

Question #8

OVERALL SATISFACTION UNDERSTANDING NEEDS...

How do you rate our ability to work with you as partners by understanding your needs and working with you toward common goals?

Question #9

FREQUENCY...

How often do you or your agency interact with CREOKS?

Question #10

POSITION DESCRIPTION...

Which category best describes your position?

Question #11

EMPLOYEES...

Please indicate the number of employees in your agency.