

<b>B&amp;B Care Services, Inc.</b>					
<b>Individual Satisfaction Survey</b>					
<b>FY 2016</b>					
	<b>Strongly Disagree = 1</b>	<b>Somewhat Disagree = 2</b>	<b>Neither Agree or Disagree = 3</b>	<b>Somewhat Agree = 4</b>	<b>Strongly Agree = 5</b>
Goods and Services Keep my family member at home	0	0	10	15	85
Goods and Services are provided by quality agencies	0	0	5	20	85
Staff responds to calls/ emails in timely manner	0	0	0	22	87
Percieve B&B to be a quality agency	0	0	0	22	87
Believe programs are beneficial to individuals served	0	0	0	10	100
<b>TOTAL RESPONDENTS</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>89</b>	<b>444</b>
<b>POINTS</b>	<b>0</b>	<b>0</b>	<b>45</b>	<b>356</b>	<b>2220</b>

<b>TOTAL POINTS</b>	2621
<b>AVERAGE SATISFACTION</b>	100%
# Surveyed	230
# Responses	105
Total Maximum Points	2625
Total of Responses	548
% Respondees	46%