

B&B Care Services, Inc.					
Individual Satisfaction Survey					
FY 2014					
	Strongly Disagree = 1	Somewhat Disagree = 2	Neither Agree or Disagree = 3	Somewhat Agree = 4	Strongly Agree = 5
Goods and Services Keep my family member at home	0	0	1	10	45
Goods and Services are provided by quality agencies	0	0	1	8	47
Staff responds to calls/ emails in timely manner	0	0	0	10	46
Percieve B&B to be a quality agency	0	0	0	10	46
Believe programs are beneficial to individuals served	0	0	0	10	46
TOTAL RESPONDENTS	0	0	2	48	230
POINTS	0	0	6	192	1150

TOTAL POINTS 1348
AVERAGE SATISFACTION 96%
Surveyed 188
Responses 56
Total Maximum Points 1400
Total of Responses 280

% Respondees 0.29787234