

<b>B&amp;B Care Services, Inc.</b>					
<b>Individual Satisfaction Survey</b>					
<b>FY 2015</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	5	15	64
Goods and Services are provided by quality agencies	0	0	1	20	63
Staff responds to calls/ emails in timely manner	0	0	0	10	74
Percieve B&B to be a quality agency	0	0	0	10	74
Believe programs are beneficial to individuals served	0	0	0	10	74
<b>TOTAL RESPONDENTS</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>65</b>	<b>349</b>
<b>POINTS</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>260</b>	<b>1745</b>

**TOTAL POINTS** 2023

**AVERAGE SATISFACTION** 96%

# Surveyed 220

# Responses 84

Total Maximum Points 2100

Total of Responses 420

% Respondees 38%