

B&B Care Services, Inc.					
Individual Satisfaction Survey					
FY 2017					
	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	5	65	68
Goods and Services are provided by quality agencies	0	0	4	65	69
Staff responds to calls/ emails in timely manner	0	0	5	75	58
Percieve B&B to be a quality agency	0	0	2	50	86
Believe programs are beneficial to individuals served	0	0	0	32	106
TOTAL RESPONDENTS	0	0	16	287	387
POINTS	0	0	48	1148	1935

TOTAL POINTS	3131
AVERAGE SATISFACTION	91%
# Surveyed	417
# Responses	138
Total Maximum Points	3450
Total of Responses	690
% Respondees	33%