



Affiliate Evaluation Review

Client Satisfaction

2017 Outcome/Output Highlights

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Goal 3: Affiliates will provide high quality services while being actively connected to communities in which they provide services.

Objective 1: Clients will be satisfied.

Satisfaction Survey

Number of Clients Taking Survey

Location	2016	2017	Grand Total
Bemidji	10	8	18
Sioux Falls	142	31	173
Grand Total	152	39	191

Number of Surveys Taken

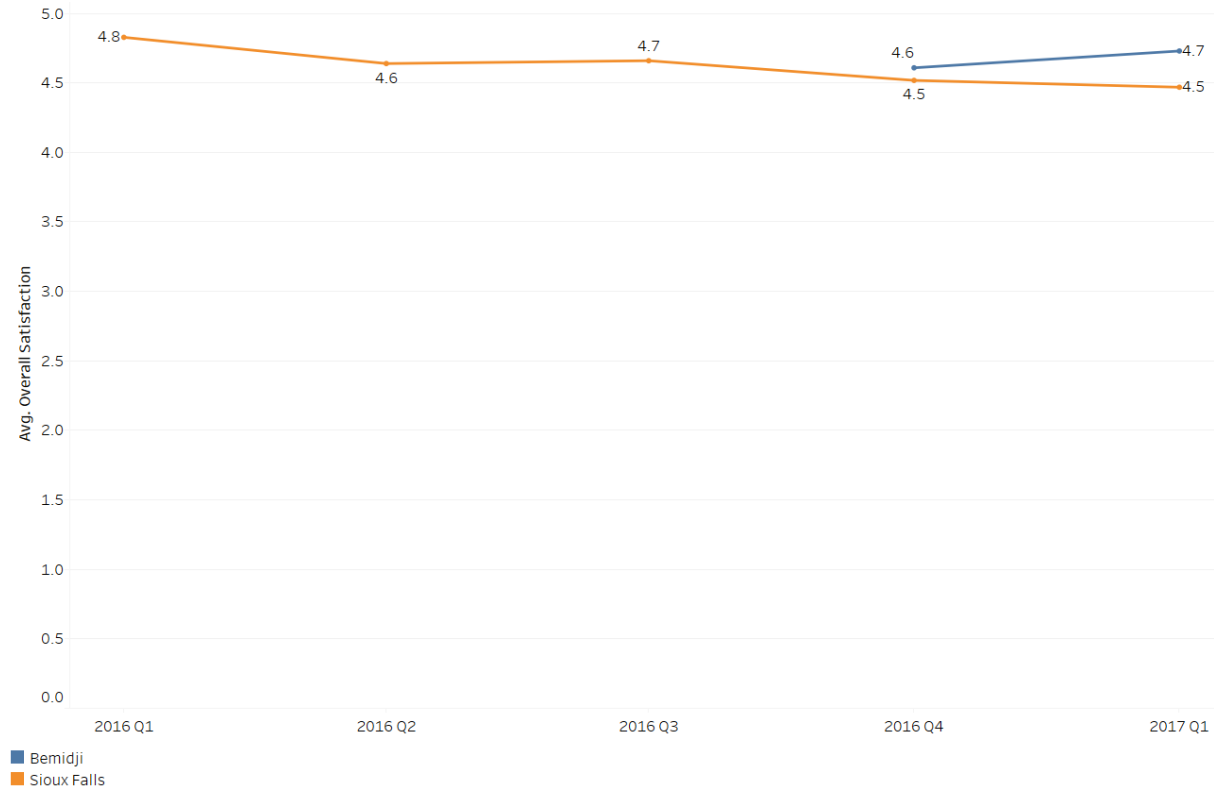
Location	2016	2017	Grand Total
Bemidji	10	8	18
Sioux Falls	146	31	177
Grand Total	156	39	195

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Overall Satisfaction Score

Scale of 1 (not satisfied) - 5 (highly satisfied)



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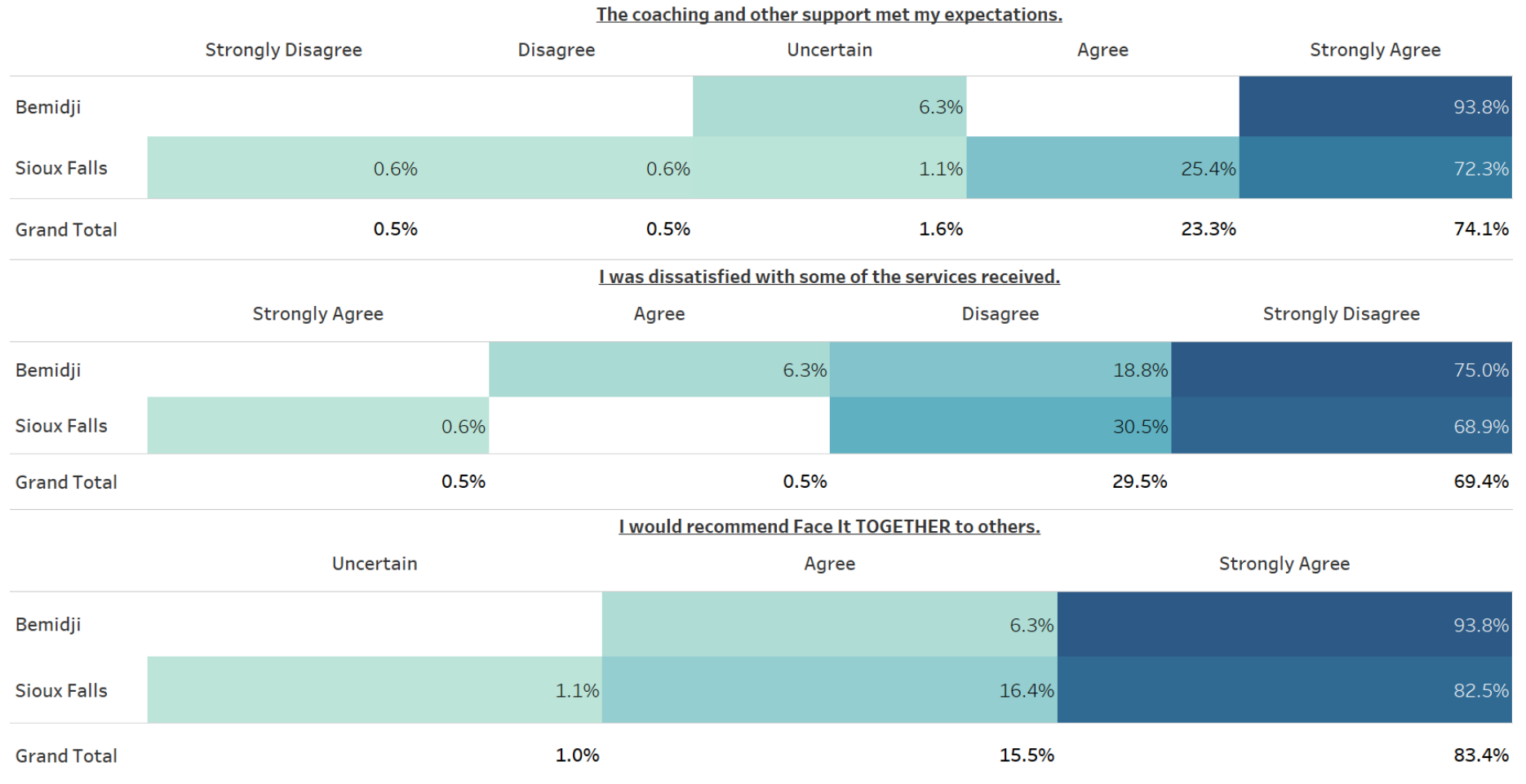
Objective 1: Clients will be satisfied.

- 97% agree that coaching/support met their expectations
- 99% would recommend FIT to others
- 97% felt that their coach had the knowledge and skills to help them
- 99% agreed that their coach treated them with dignity and respect
- 97% agreed that their coach was good about explaining how FIT services could help them
- 98% said their coach helped them to understand the disease of addiction
- 94% felt a sense of hope and 87% felt less stress when in the recovery center

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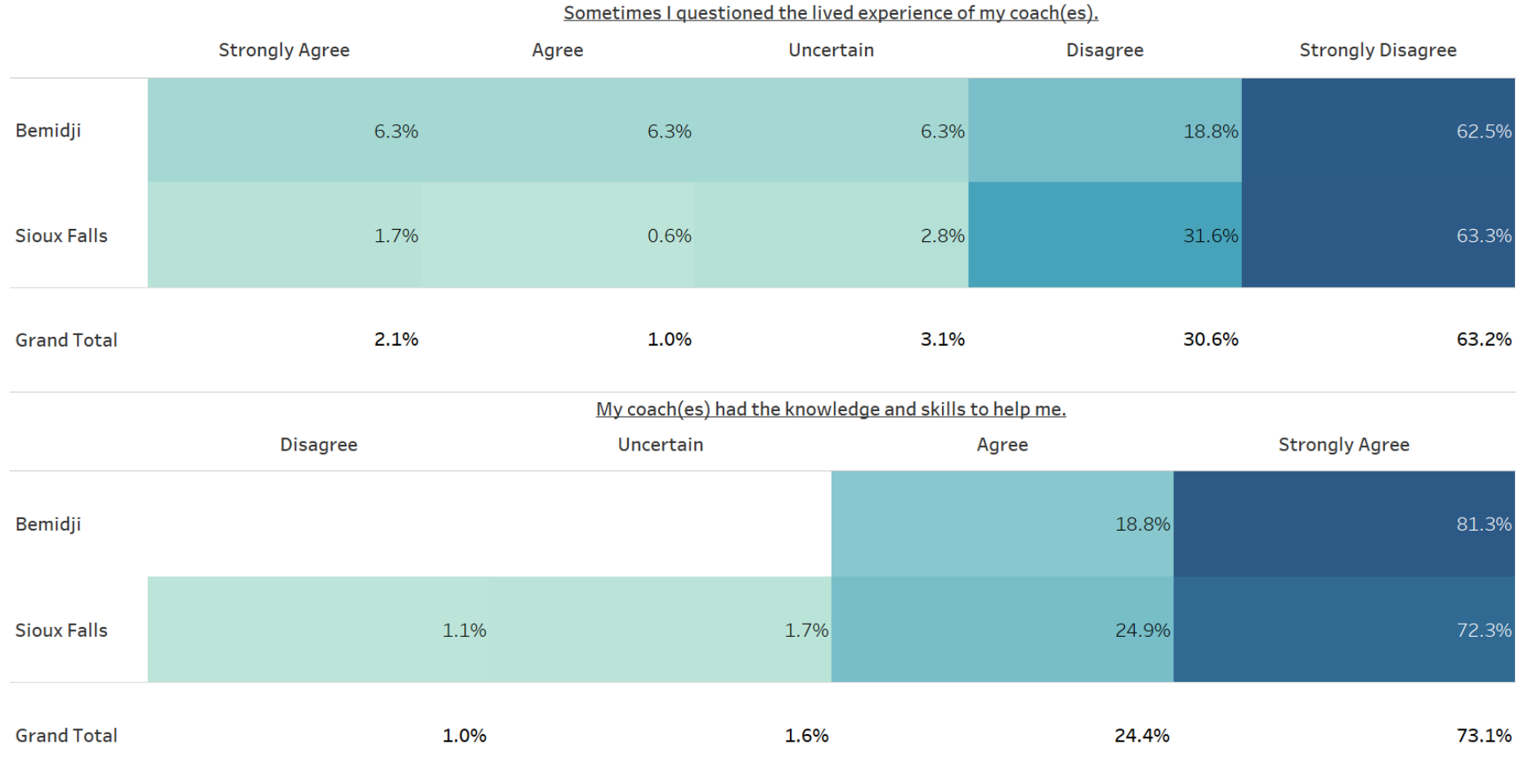
General Satisfaction Metrics



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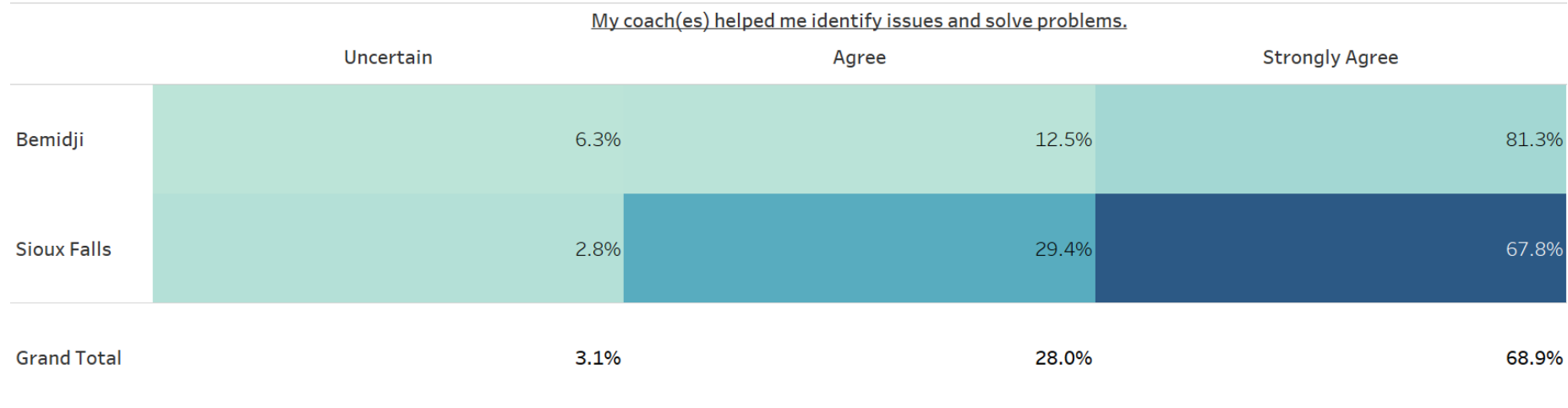
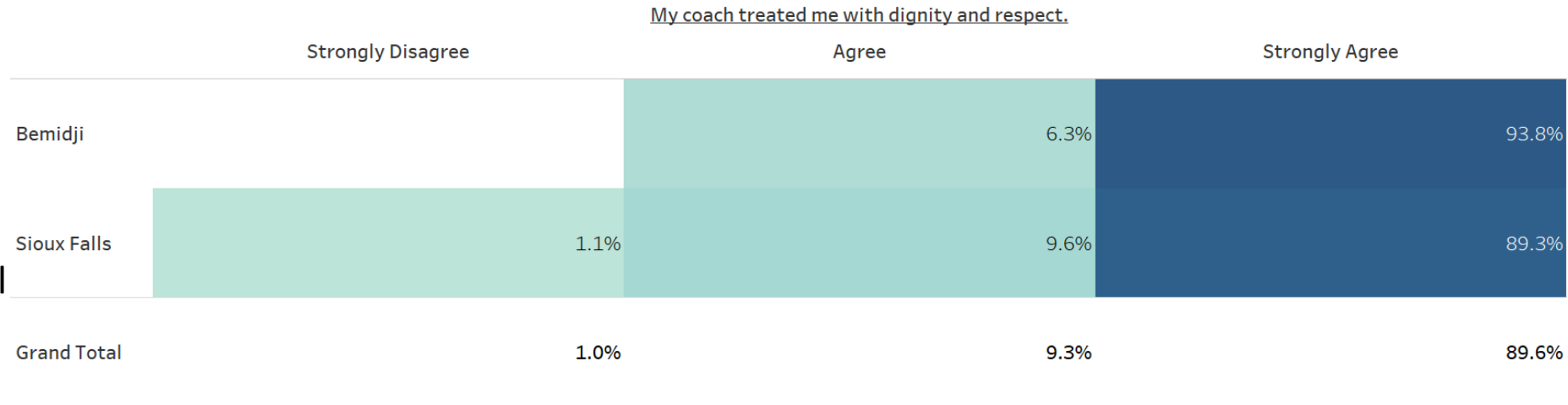
Technical Skills Metrics



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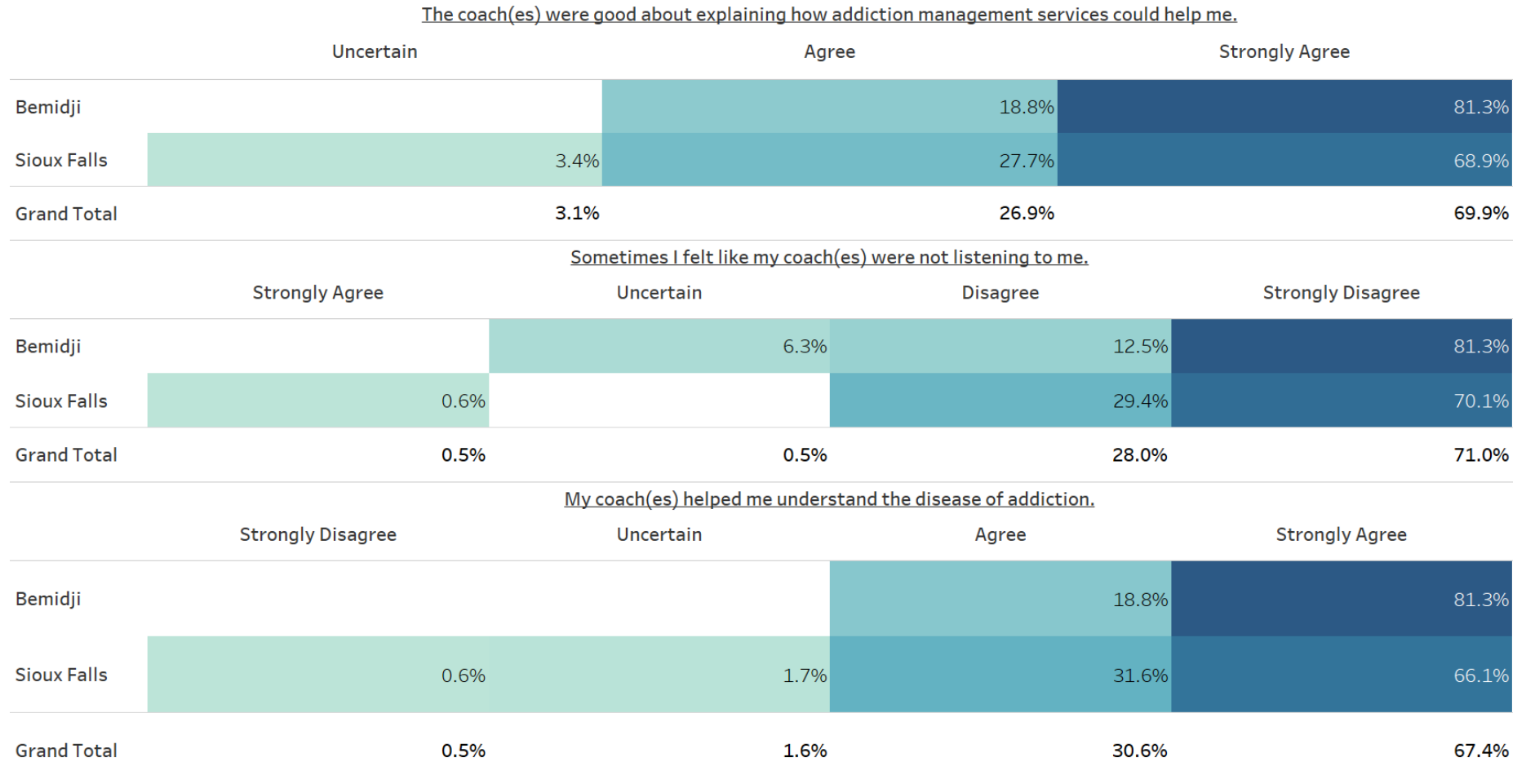
Interpersonal Skills Metrics



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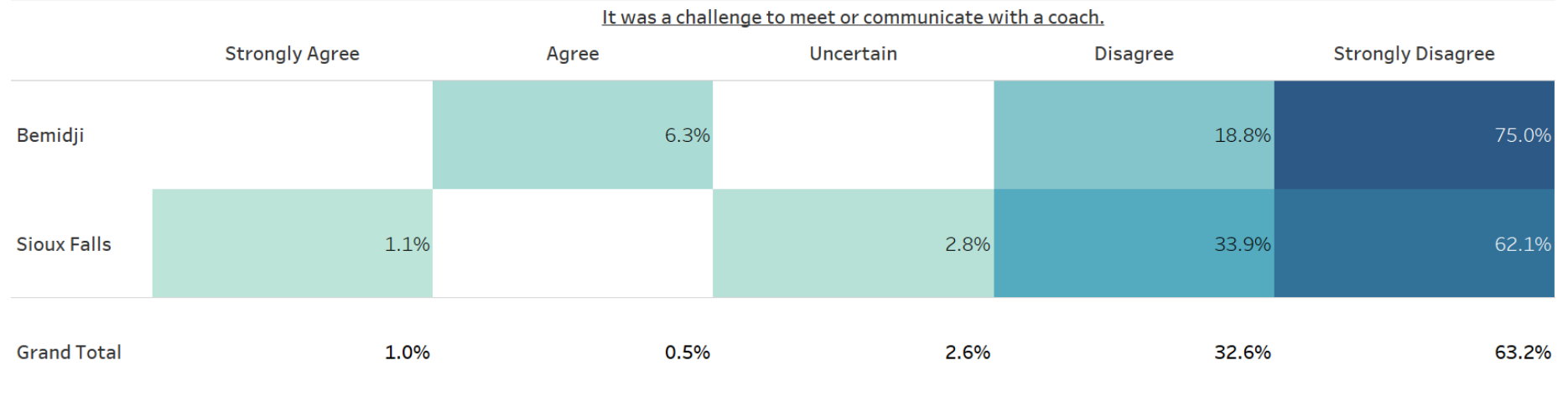
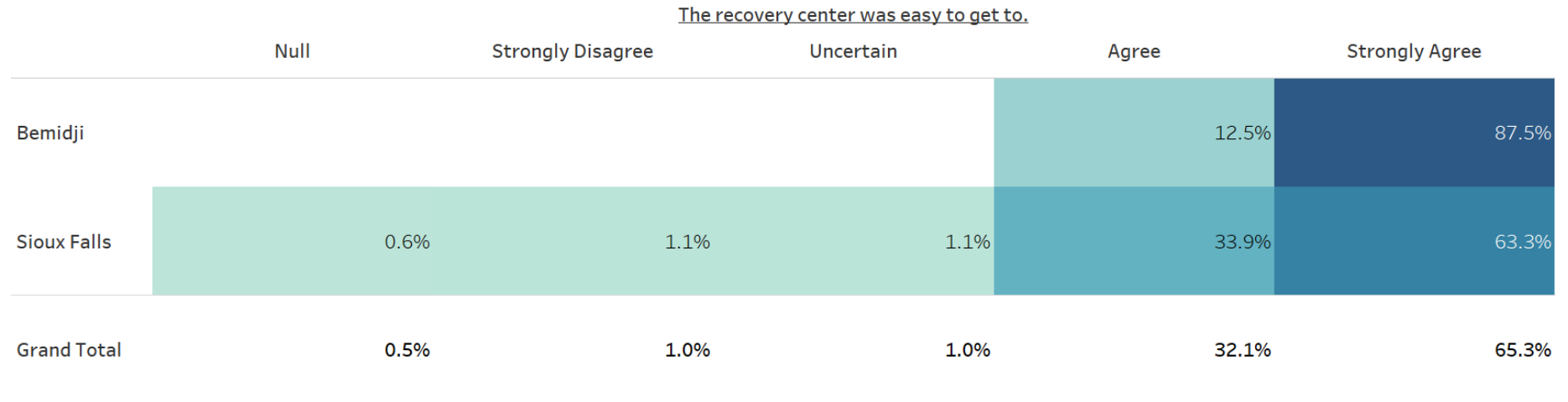
Communication Skills Metrics



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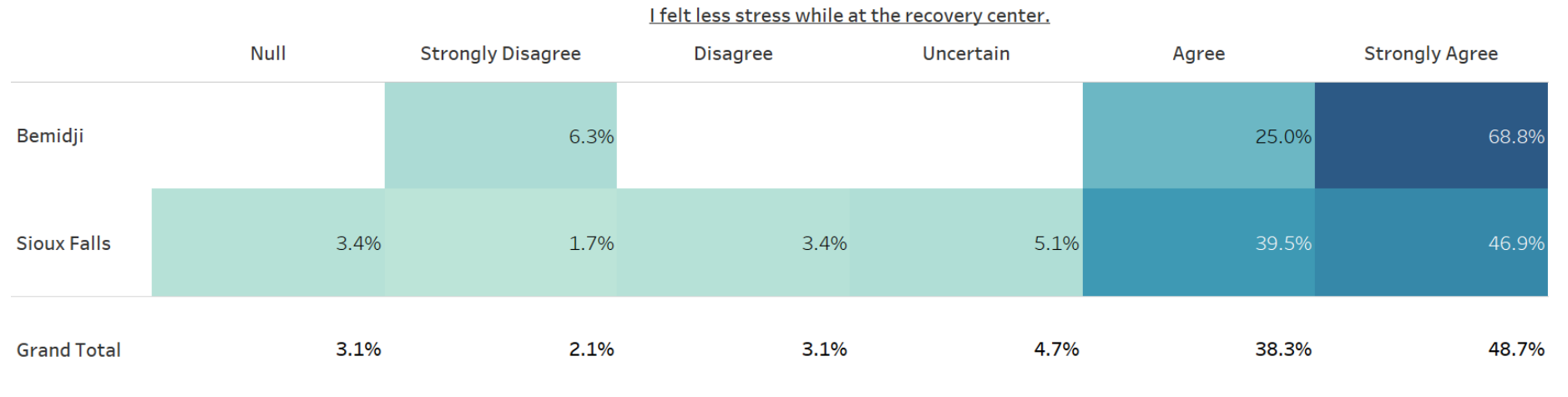
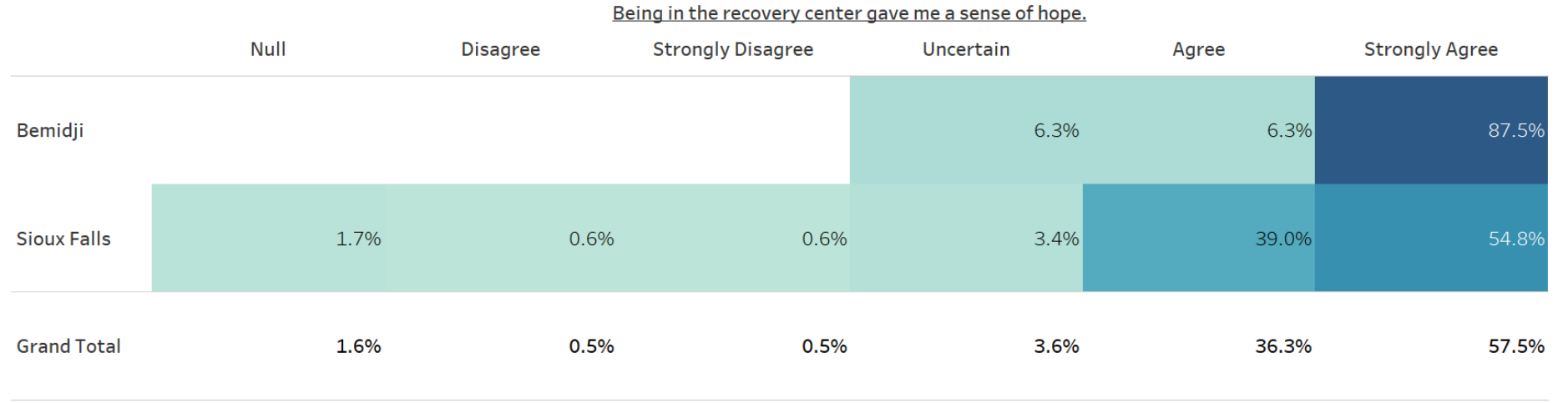
Accessibility & Convenience Metrics



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Physical Space Metrics



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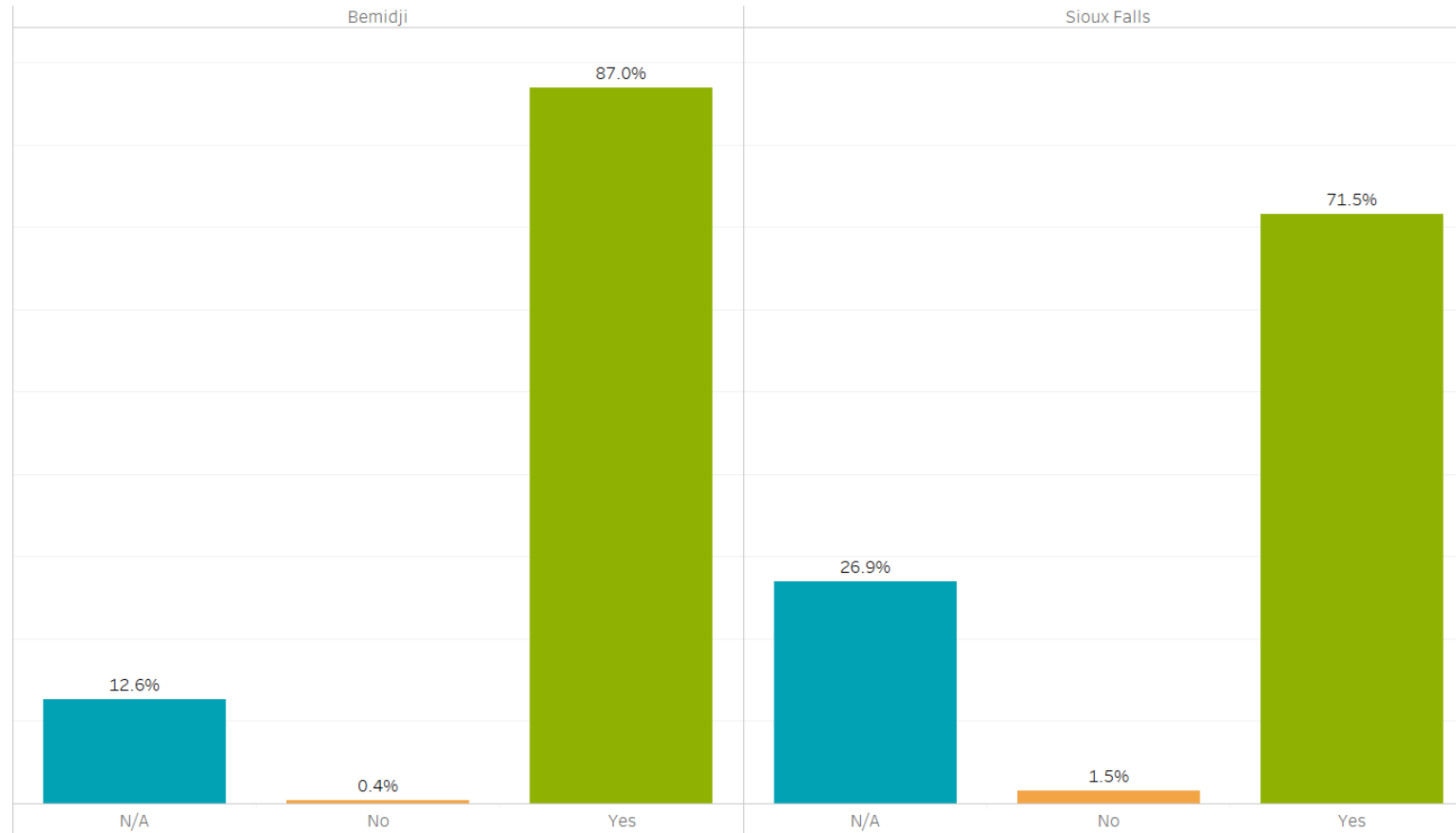
- Check-in questions asked after meaningful interactions (e.g., visit or call)
- Was this appointment helpful? Response Options: Yes, No, N/A
- 2,176 responses by 340 clients recorded
 - 86.2% (293/340) of the clients indicated that at least one interaction was helpful
 - 0.1% (19/340) of the clients indicated that at least one interaction was not helpful

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Was today's appointment helpful?

All responses included



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Average # Days From Enrollment to First Held Interaction (Visit or Coach-initiated Call)



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Average Length
of Engagement
(# Days)

