

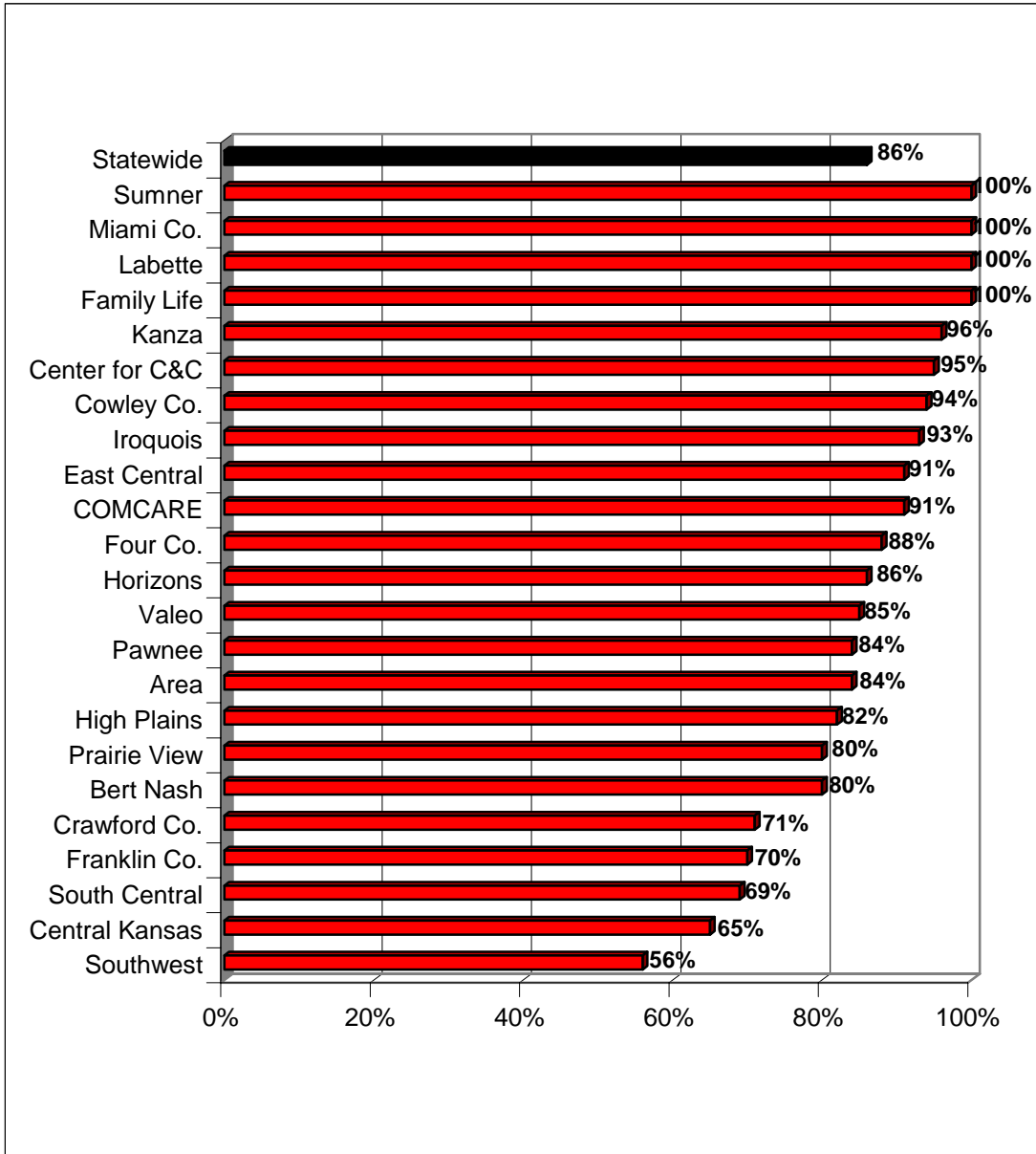
## **CONSUMER SATISFACTION FOR ADULTS**

- FY03 Adult Consumer Satisfaction Survey results are unavailable for The Guidance Center, Johnson County, Southeast Kansas, and Wyandot due to difficulties in securing informed consents and written surveys from these Centers.
- Percentages for fewer Adult Consumer Satisfaction subscales are reported in this document than in the FY02 version because Access and Staff Performance loaded on the same domain in a factor analysis of the data in this report. This domain was defined as Service Quality. Thus, whereas percentages for four subscales (Access, Staff Performance, Consumer Choice, and Outcomes) were reported in FY02, percentages for three subscales (Service Quality, Consumer Choice, and Outcomes) are provided in this report.

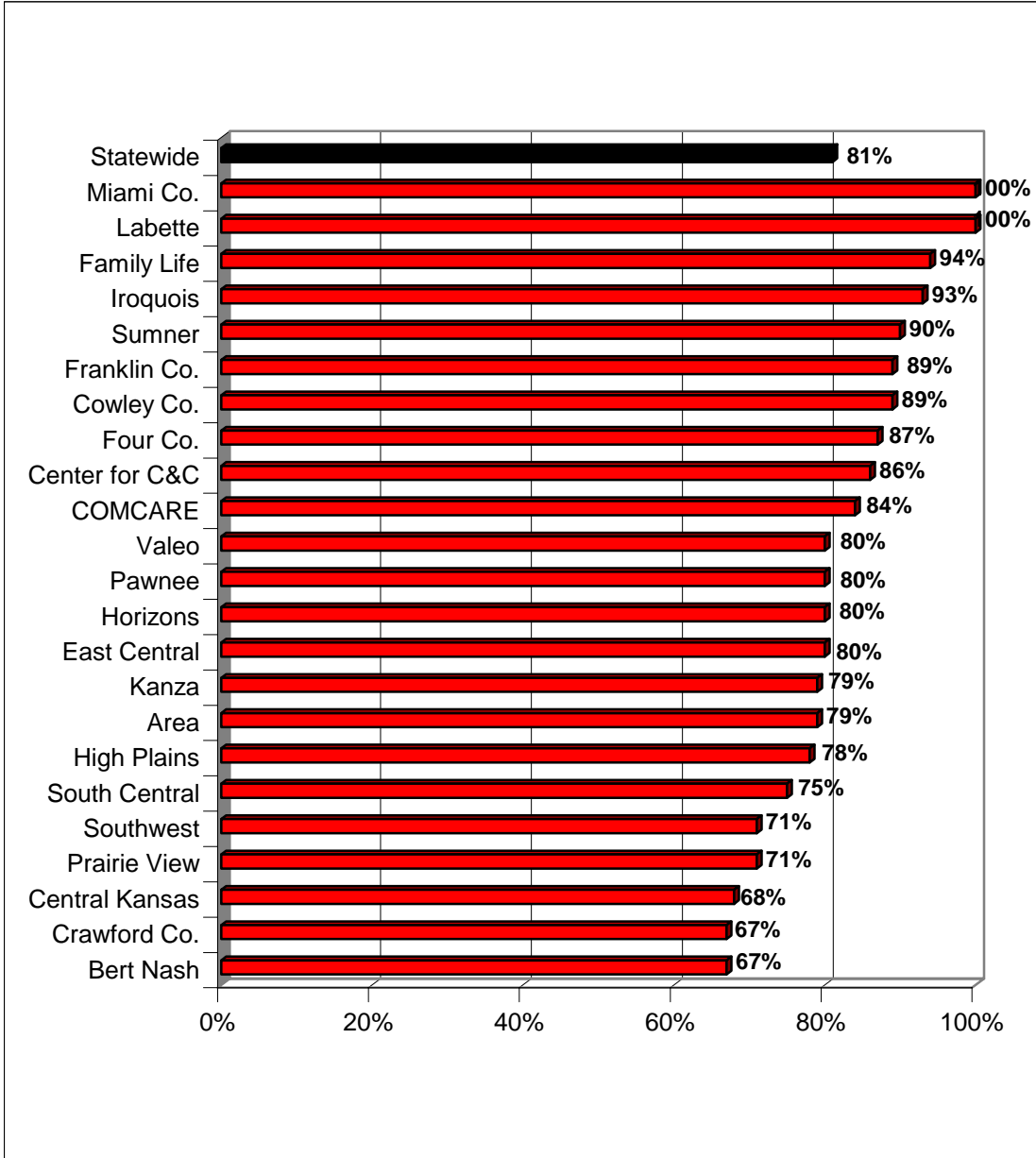
**Adult Consumer Satisfaction Survey Results**  
**% Consumers Satisfied for each Subscale**  
**FY03**

<b>CMHC</b>	<b>Service Quality</b>	<b>Consumer Choice</b>	<b>Outcomes</b>
Area	84%	79%	84%
Bert Nash	80%	67%	80%
Center for C&C	95%	86%	91%
Central Kansas	65%	68%	77%
COMCARE	91%	84%	85%
Cowley Co.	94%	89%	89%
Crawford Co.	71%	67%	75%
East Central	91%	80%	84%
Family Life	100%	94%	88%
Four Co.	88%	87%	85%
Franklin Co.	70%	89%	74%
High Plains	82%	78%	82%
Horizons	86%	80%	75%
Iroquois	93%	93%	86%
Kanza	96%	79%	87%
Labette	100%	100%	83%
Miami Co.	100%	100%	95%
Pawnee	84%	80%	85%
Prairie View	80%	71%	88%
South Central	69%	75%	69%
Southwest	56%	71%	73%
Sumner	100%	90%	85%
Valeo	85%	80%	84%
<b>Statewide</b>	<b>86%</b>	<b>81%</b>	<b>83%</b>

CMHC Performance Report  
 Adult Satisfaction Survey Results  
 % Satisfied with Service Quality  
 FY03



CMHC Performance Report  
 Adult Satisfaction Survey Results  
 % Satisfied with Choice  
 FY03



CMHC Performance Report  
 Adult Satisfaction Survey Results  
 % Satisfied with Outcomes  
 FY03

