

CA/N Survey (July 2002 through December 2002)

| | |
|--------------------------------|-------------|
| Assessment surveys returned | 175 |
| Investigation surveys returned | 91 |
| Total surveys returned | 266 |
| Total surveys sent | 2116 |
| Undeliverable surveys | 198 |
| Response rate | 14% |

| Surveys returned by Area | | | |
|--------------------------|----|--------|-----|
| Area 1 | 41 | Area 5 | 26 |
| Area 2 | 44 | Area 6 | 21 |
| Area 3 | 35 | Area 7 | 34 |
| Area 4 | 65 | Total | 266 |

| | YES | | NO | | Blank | |
|---|------------|-----------------------|-----------|----------------|--------------|---------------------------------------|
| 1. My worker introduced him/herself. | 94% | | 6% | | 0% | |
| 2. My worker left a card or information so I could contact him/her. | 83% | | 15% | | 2% | |
| 3. My worker told my family and me the reason for the visit. | 90% | | 8% | | 2% | |
| | | Strongly Agree | | Neutral | | Strongly Disagree Blank |
| 4. The concerns in the report were clearly explained. | 47% | 26% | 12% | 3% | 8% | 3% |
| 5. My family and I were asked for our side of the story. | 53% | 22% | 11% | 3% | 9% | 2% |
| 6. My worker listened to what my family and I had to say. | 56% | 22% | 8% | 3% | 9% | 2% |
| 7. Did you and your family get services? | YES | 41% | | NO | 53% | 7% |
| | | Strongly Agree | | Neutral | | Strongly Disagree Blank |
| 8. If yes, the services helped my family and me. | 24% | 11% | 8% | 3% | 6% | 48% |
| 9. We received the services when we needed them. | 25% | 13% | 9% | 2% | 9% | 43% |
| 10. I understand the results of the Investigation/Assessment. | 43% | 25% | 7% | 4% | 11% | 11% |
| 11. My family and I were treated fairly. | 48% | 20% | 10% | 3% | 14% | 6% |
| 12. My family and I were treated with respect. | 50% | 20% | 9% | 3% | 11% | 6% |