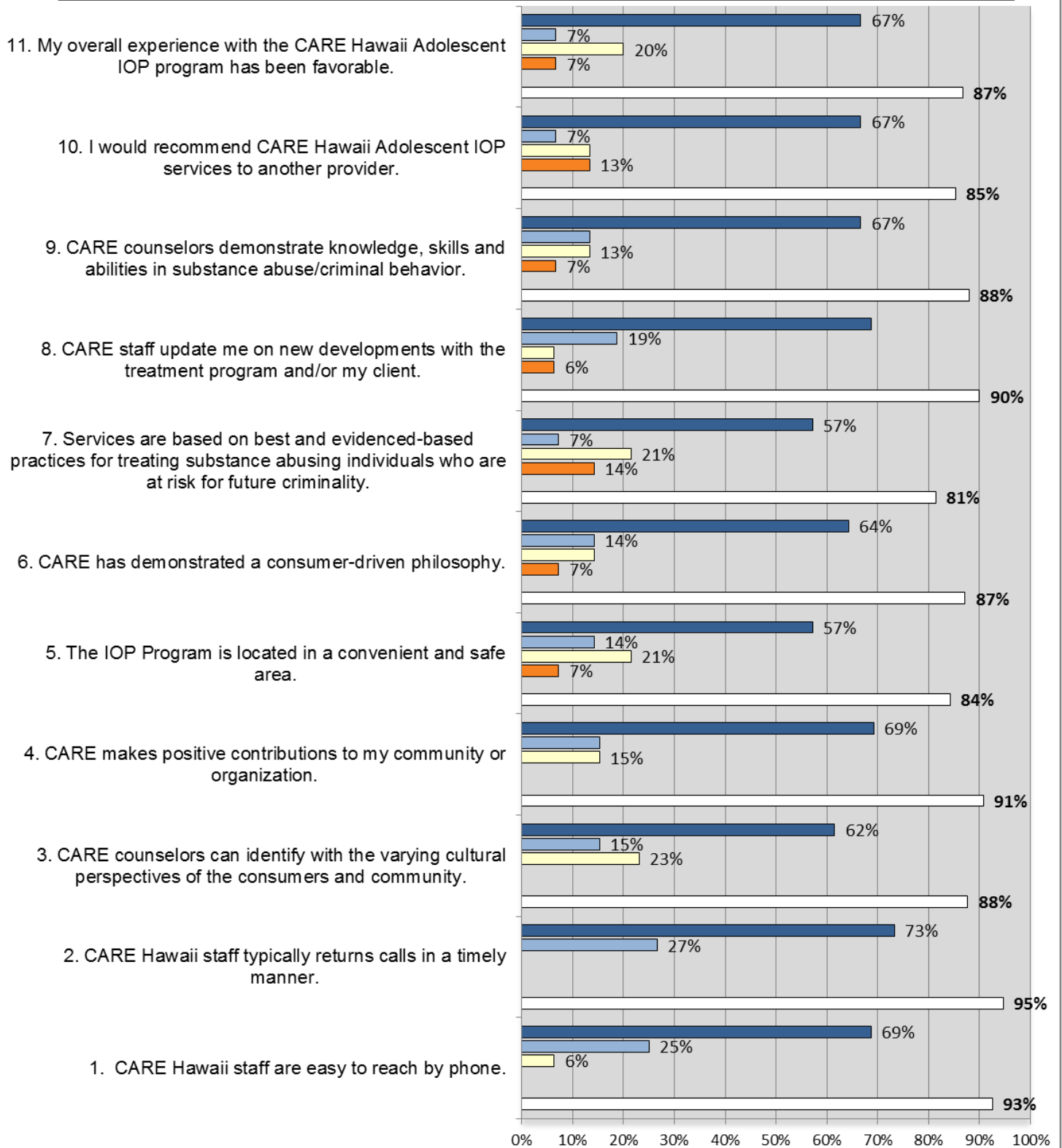
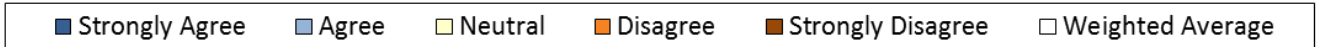


Adolescent IOP Stakeholder Satisfaction Survey Results

September 2017 16 respondents



Adolescent IOP Comments:

1. Shawna is awesome!
2. I don't know what substance abuse programming is being used.
3. Outreach-based way of working with youth may be more effective as many of the youth struggle making appointments for all services. Concerns of having youth services late into evening in area with homeless and adult drug users.
4. Great program with follow up and timely reports - keep up the good work.
5. Awesome communication; easy to reach by phone; return phone calls in a timely manner; and let us know as soon as they receive referrals and keeping us posted with clients attendance, participation and any concerns or issues
6. S. Ferreira is great. She is very professional and always is available for consult. Has done a lot to help my client. Great asset to care.

Discussion:

For the past year the Adolescent IOP program has been able to maintain staff which has proven a big impact on the program's stability, efficiency and effectiveness. Adolescent IOP management has been working with staff conducting meetings/in-services that continue to promote our programs in the communities. Management continues to inform staff about the importance of communication with stakeholders as they are the key to our referral sources that helps our programs grow. Adolescent IOP administrators will continue to work with the counselors with ensuring proposed services are delivered and stakeholder's relationships continue to grow and get stronger. The Program Director will continue to work with stakeholders addressing any concerns or discrepancies that arise on a daily basis to ensure that stakeholders are pleased with the services clients are receiving from us.