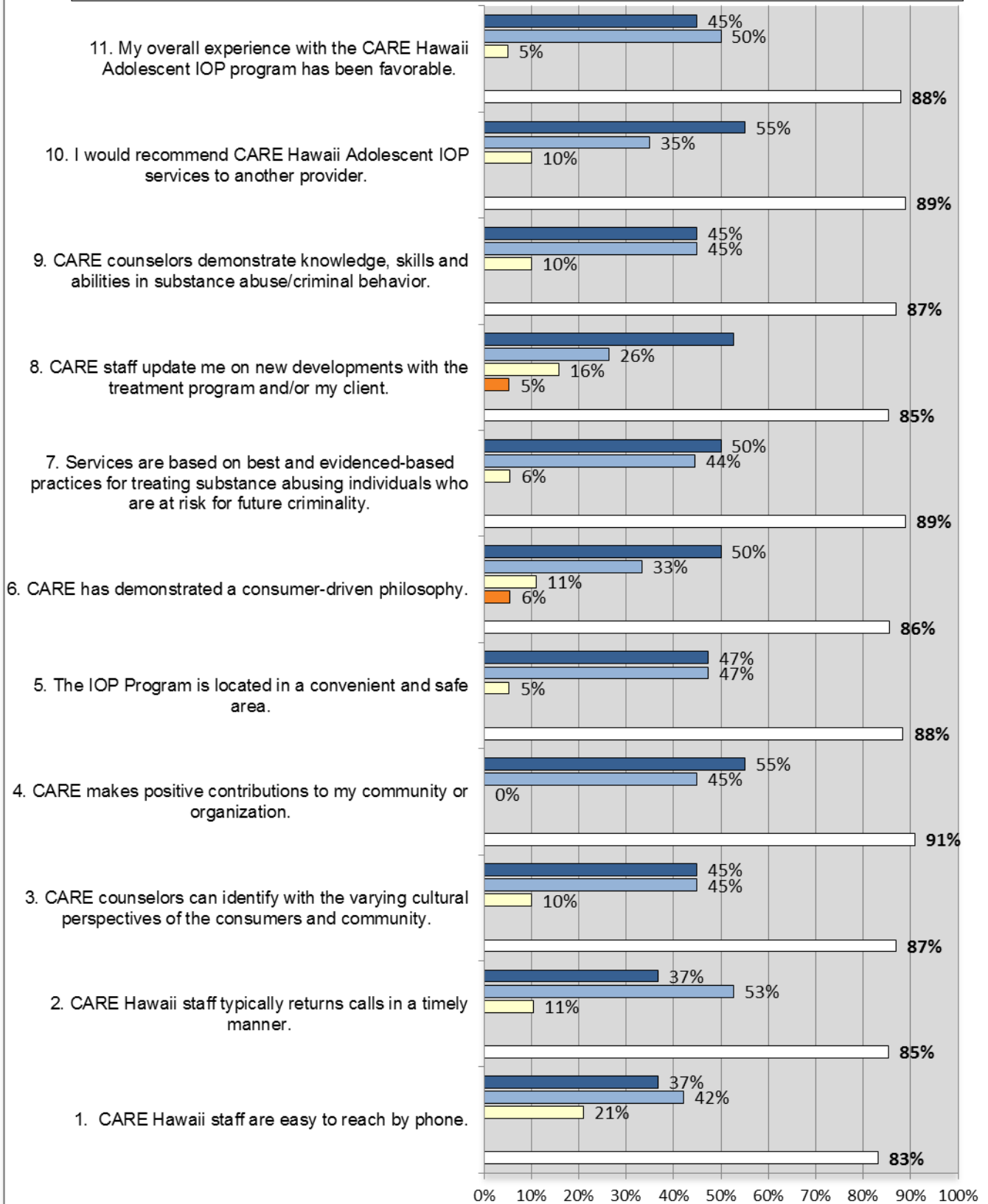


IOP Statewide Stakeholder Satisfaction Survey Results

September 2017 20 respondents

■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree
 □ Weighted Average



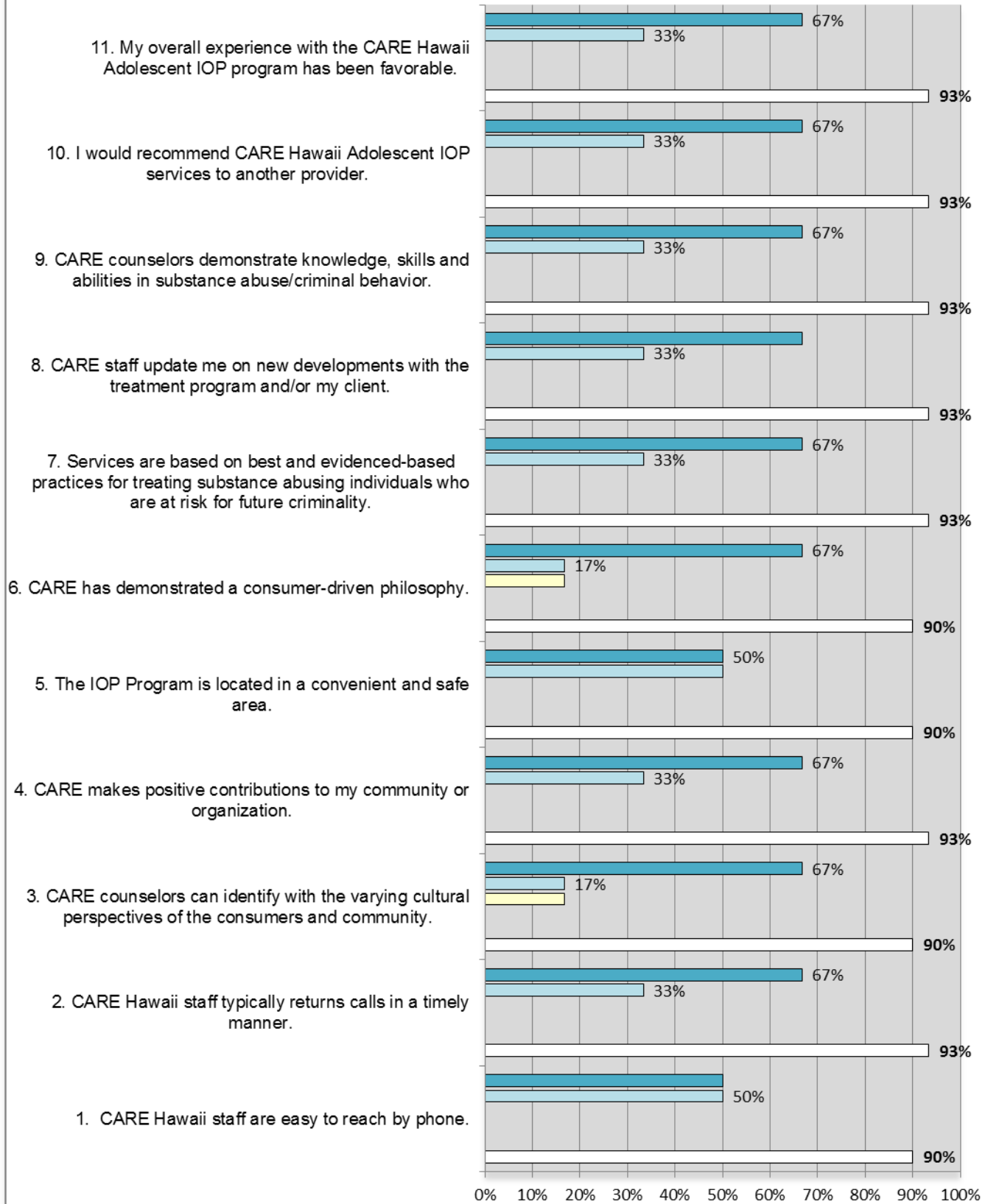
IOP Comments:

1. We enjoy working with Sandra here in Kona
2. I currently work at the Hale Alanoe House in Kailua, and I would like to commend Randall Michell as an efficient CM and he provides the vital "link" required to the growth and development that each consumer's purpose is, and the service provided assists in providing a path to recovery
3. We are partners in community collaboration and staff is awesome when it comes to being at the table. We really appreciate Charlette. Also we always recommend their services
4. For question 1: Sandra and IOP staff, yes. CM & Kona office, No. IOP and Dual Dx services are good and we are seeing positive efficacy, however, the CARE HI CBCM services are difficult to contract, the quality of leadership appears to be absent. I have serious concerns about the quality of care
5. I appreciate the constant communication and updates on my clients progress. Many of them also have great things to say about Charlette and how much she cares about them
6. Need on-site access for psychiatrist or APRN Rx
7. The staff on Maui has provided us with super, super excellent service throughout the years. Thank you thank you

Day Treatment Statement Stakeholder Satisfaction Survey Results

September 2017 6 respondents

■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree
 ■ Weighted Average

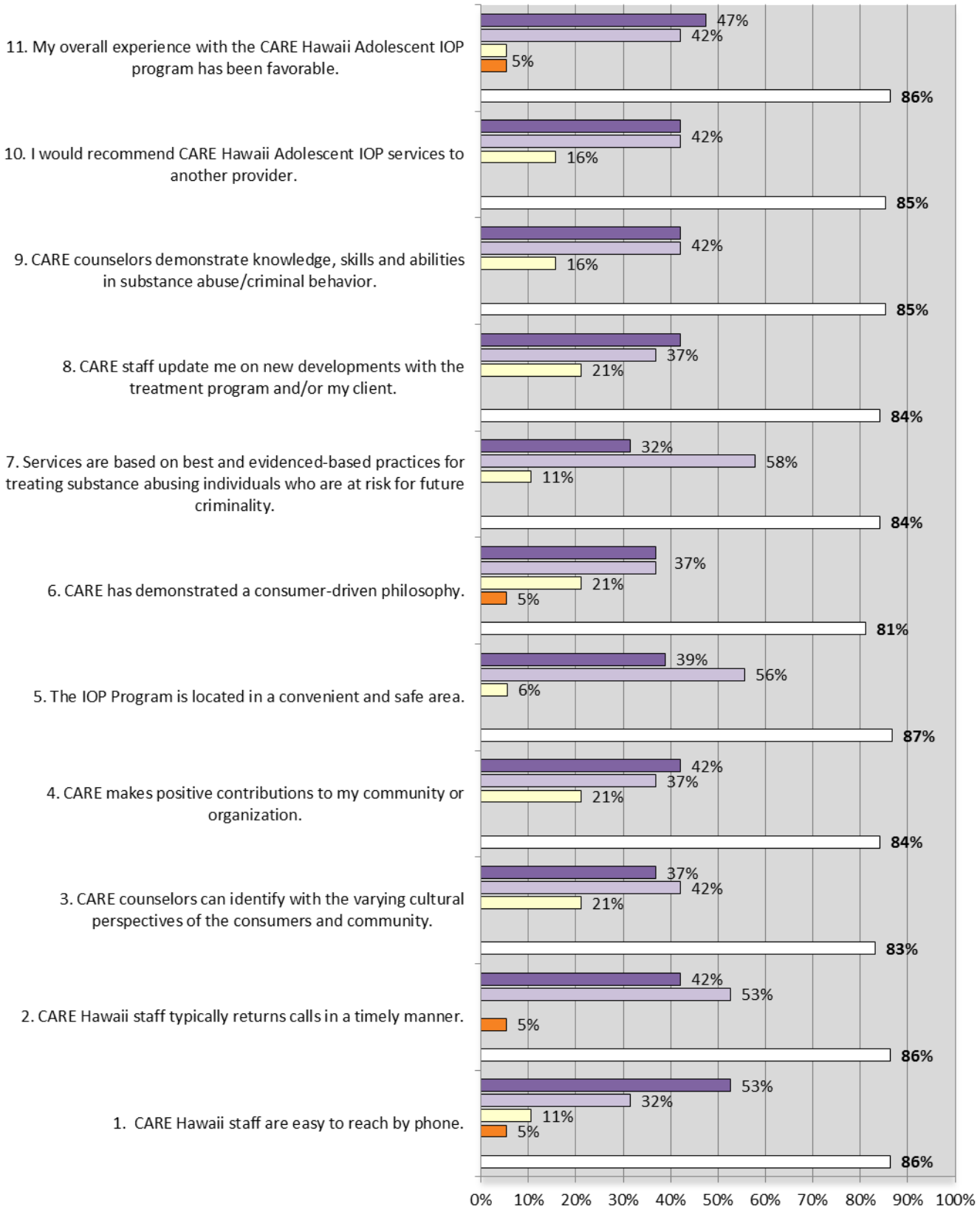
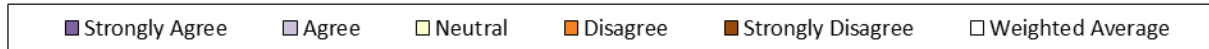


Day Treatment Comments:

The staff on Maui has provided us with super, super excellent service throughout the years. Thank you thank you

Dual Dx IOP Statewide Stakeholder Satisfaction Survey Results

September 2017 19 respondents



Dual Dx IOP Comments:

1. Sometimes with stable clients clinical discharge is postponed which delays progression in probation case planning
2. My only concern is the lab reports. Our program received a positive lab report for a particular client. A UA was conducted with our program (same date, after "CARE's" UA. Our test was clearly negative
3. Great program Sandra is amazing and works well w/our most vulnerable population. Great work you are all doing
4. For question 1: Sandra and IOP staff, yes. CM & Kona office, No. IOP and Dual Dx services are good and we are seeing positive efficacy, however, the CARE HI CBCM services are difficult to contact, the quality of leadership appears to be absent. I have serious concerns about the quality of care
5. I appreciate the constant communication and updates on my clients progress. Many of them also have great things to say about Charlette and how much she cares about them
6. Need on-site access for psychiatrist or APRN Rx
7. The staff on Maui has provided us with super, super excellent service throughout the years. Thank you thank you