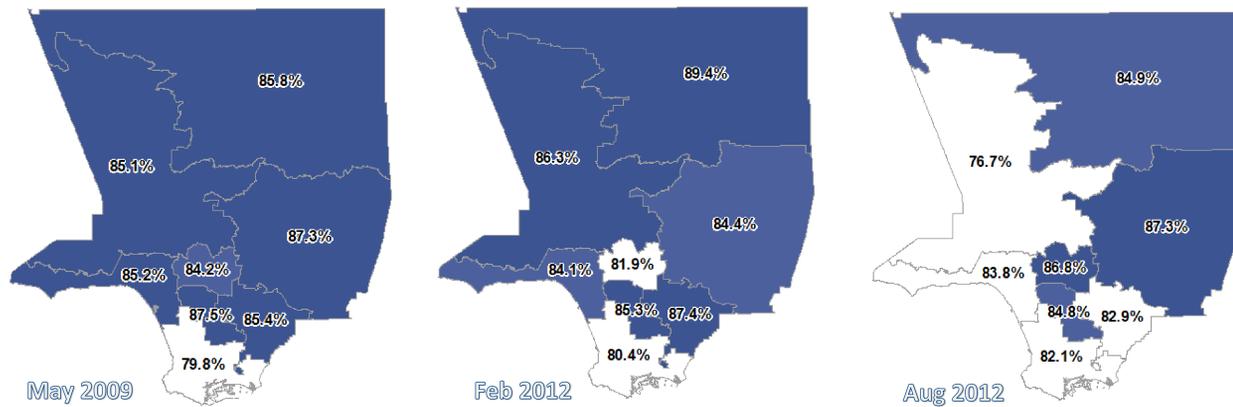
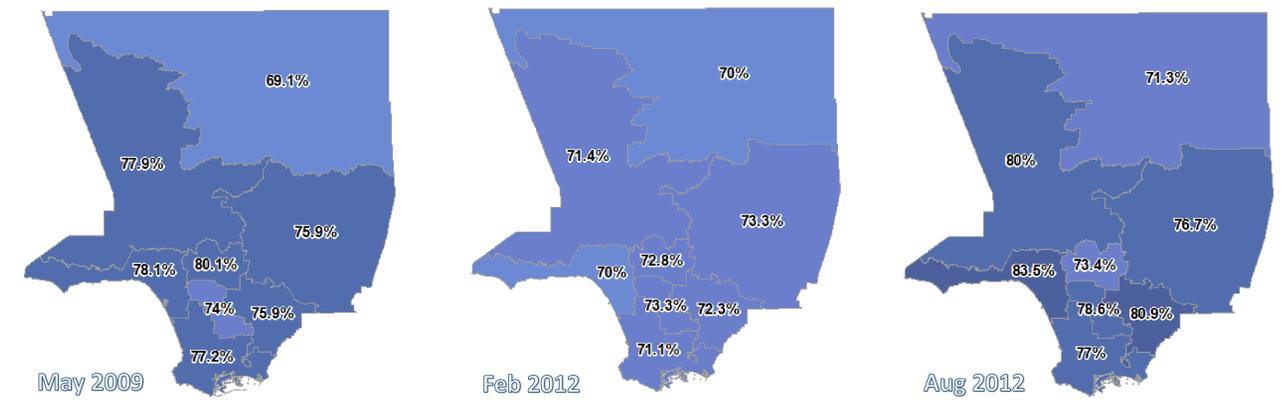


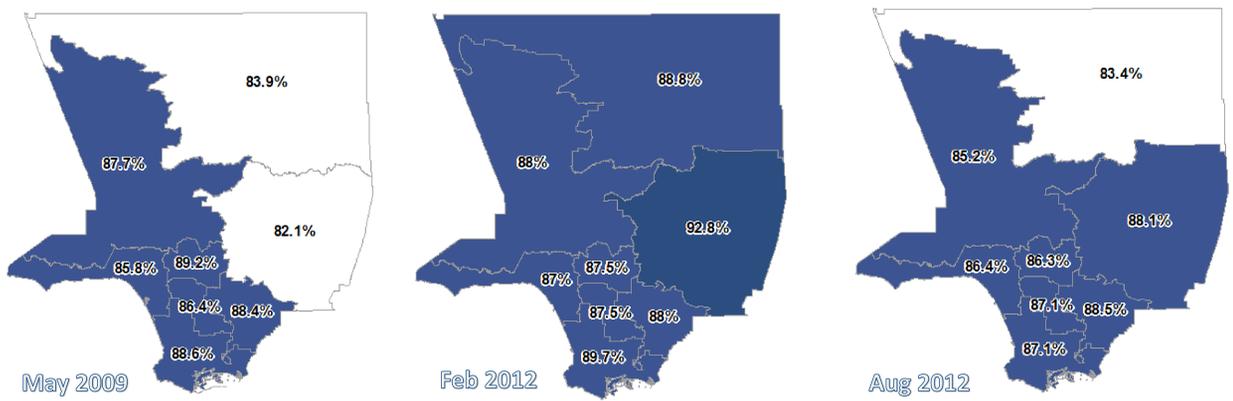
The location of services was convenient (outcome target = 84%)



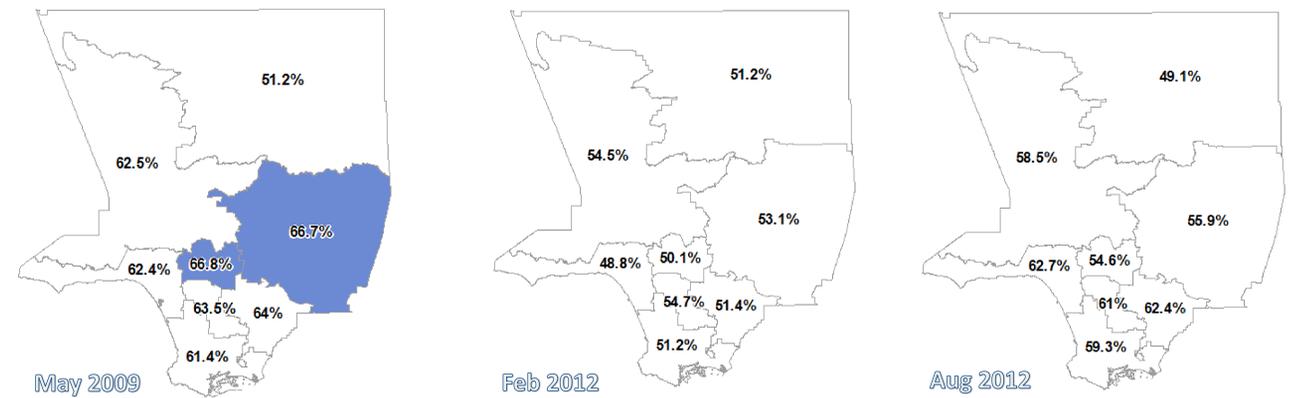
I deal more effectively with daily problems (outcome target = 65%)



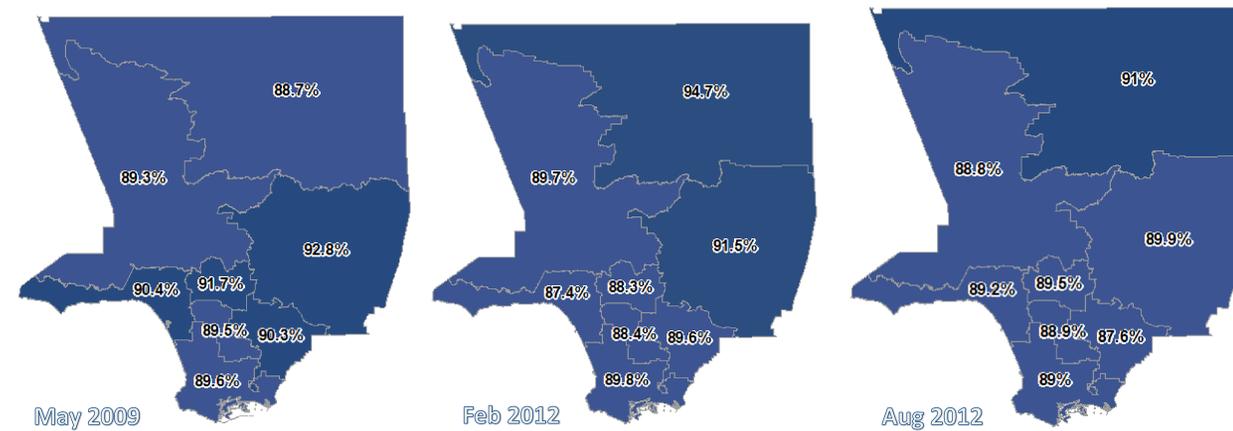
Staff were willing to see me as often as I felt it was necessary (outcome target = 85%)



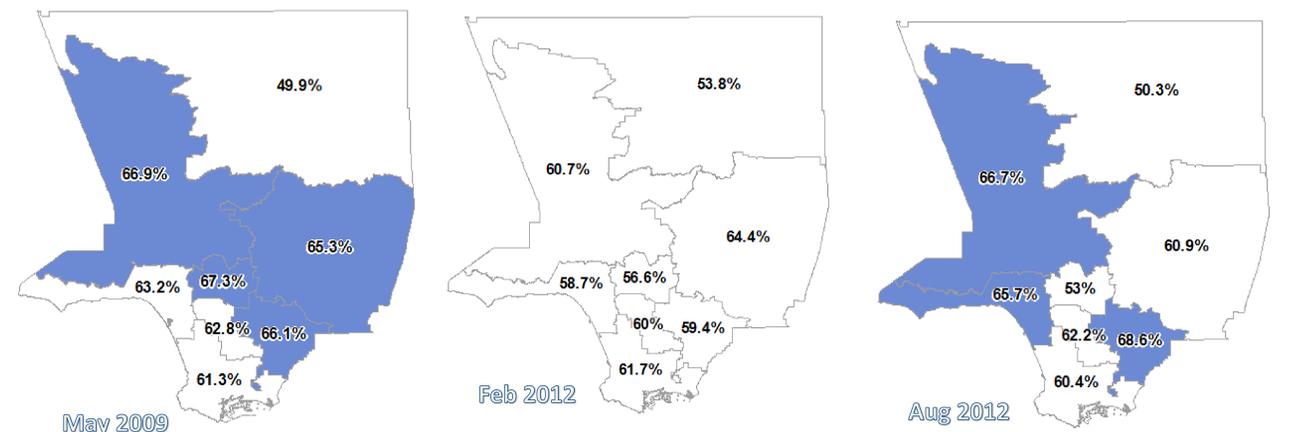
I do better in school and/or work (outcome target = 65%)



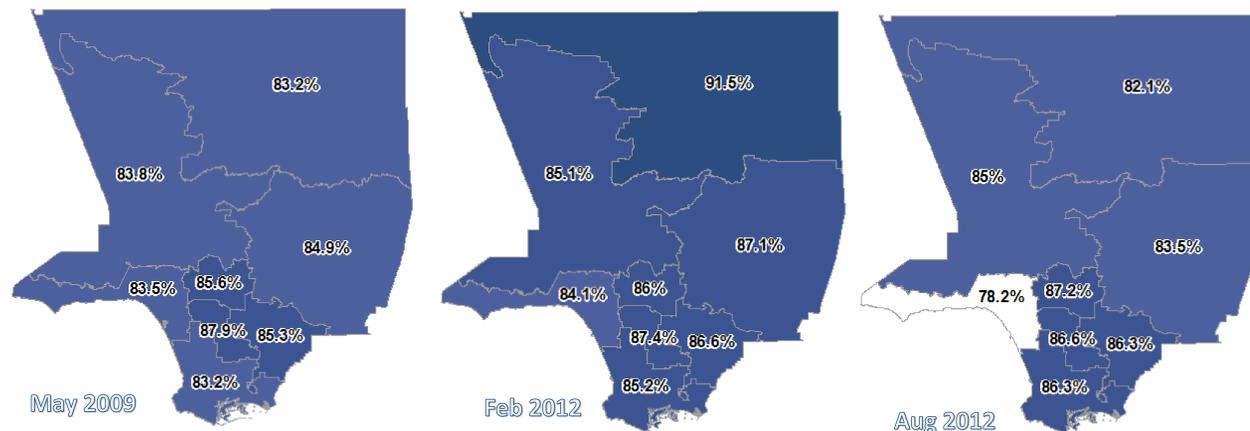
Services were available at times that were convenient for me (outcome target = 87%)



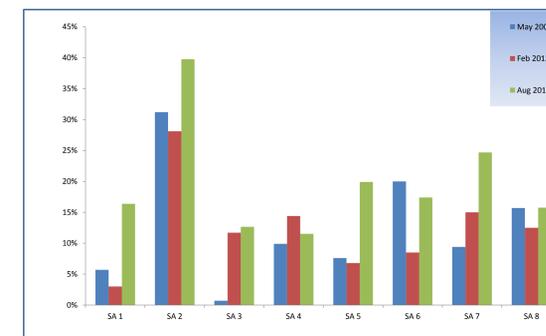
My symptoms are not bothering me (outcome target = 65%)



Staff were sensitive to my culture/ethnic background (outcome target = 80%)



Response Rate Chart



Response Rate

SA	May 2009	Feb 2012	Aug 2012
SA 1	5.7%	3.0%	16.4%
SA 2	31.2%	28.1%	39.8%
SA 3	0.7%	11.7%	12.7%
SA 4	9.9%	14.4%	11.5%
SA 5	7.6%	6.8%	19.9%
SA 6	20.0%	8.5%	17.4%
SA 7	9.4%	15.0%	24.7%
SA 8	15.7%	12.5%	15.8%

Legend

