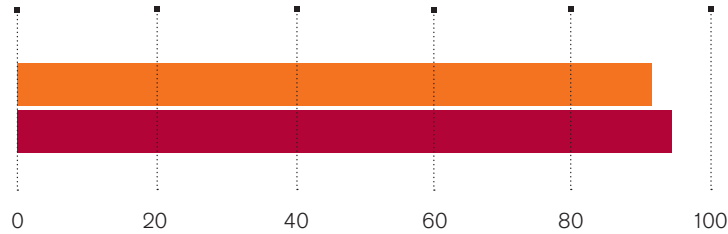


FY 2016-17

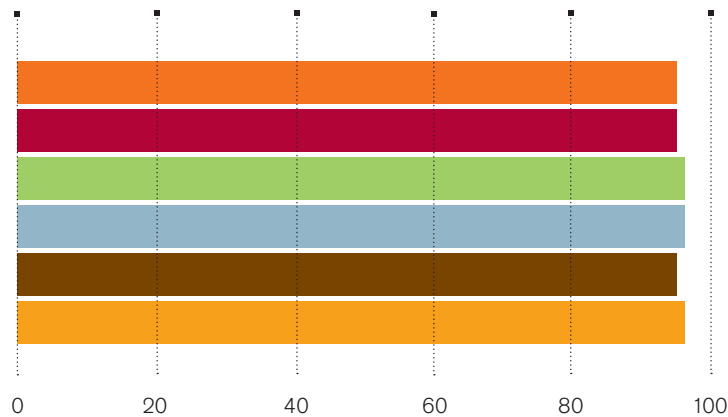


SATISFACTION - PEOPLE WHO ACCESS SERVICES



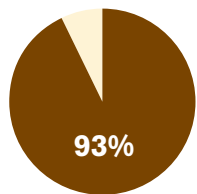
91% I received services in a reasonable amount of time from my request.
95% Services are available at good times and locations.

SATISFACTION - MONARCH EMPLOYEES

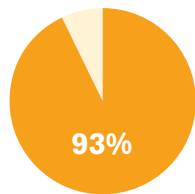


96% My staff believes I can grow and achieve my dreams.
96% My opinions and decisions are respected.
97% I am treated with courtesy and respect.
97% Staff respect my rights (and/or the rights of my family and/or my children).
96% Staff listens to me if I have a question or problem.
97% Staff respect my wishes about confidentiality

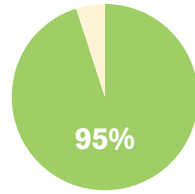
SERVICES SATISFACTION



As a result of services with Monarch, the quality of my life has improved.

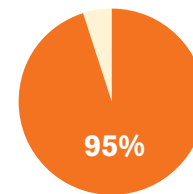


Overall I am satisfied with the services/supports I have received.

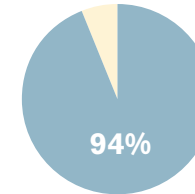


I would recommend this agency to a friend or family member.

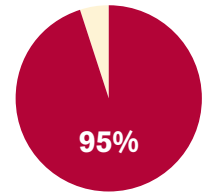
INFORMATION/EDUCATION SATISFACTION



Staff helped me obtain information I needed to manage my illness.



I was educated about any medication ordered for me.



I was educated about any follow up treatment ordered for me.