

Fairfield Community Health Center

Client Experience Survey Results

Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Less than 5 years old	5-9 years old	10-13 years old	14-19 years old	20-29 years old	30-39 years old	40-49 years old	50-64 years old	65+ years old
1. Patient Information													
Age of client	Aggregated Jan to June 2020	2037	0.00		0.3%	2.8%	4.4%	7.5%	18.9%	24.4%	17.8%	19.7%	4.0%
	Fairfield 0920	147	0.00		0.0%	6.1%	7.5%	8.8%	19.0%	17.0%	12.2%	25.2%	4.1%
	FCHC Main Street	129	0.00		0.0%	7.0%	8.5%	9.3%	15.5%	17.8%	12.4%	24.8%	4.7%
	FCHC Hunter Trace- Lancaster	18	0.00		0.0%	0.0%	0.0%	5.6%	44.4%	11.1%	11.1%	27.8%	0.0%
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Male	Female	Transgender						
Client Gender	Aggregated Jan to June 2020	1145	0.00		42.1%	57.2%	0.7%						
	Fairfield 0920	143	0.00		32.2%	67.1%	0.7%						
	FCHC Main Street	125	0.00		33.6%	65.6%	0.8%						
	FCHC Hunter Trace- Lancaster	18	0.00		22.2%	77.8%	0.0%						
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	2 months or less	Less than 1 year	1-2 years	3-5 years	6-10 years	10 years or more			
Approximately how long have you been receiving services from this program?	Aggregated Jan to June 2020	1985	0.00		16.9%	27.7%	24.3%	16.0%	8.0%	7.1%			
	Fairfield 0920	147	0.00		48.3%	29.3%	17.0%	5.4%	0.0%	0.0%			
	FCHC Main Street	129	0.00		50.4%	24.8%	18.6%	6.2%	0.0%	0.0%			
	FCHC Hunter Trace- Lancaster	18	0.00		33.3%	61.1%	5.6%	0.0%	0.0%	0.0%			
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Excellent	Good	Fair	Poor	N/A				
2. Access to Care													
Able to get an appointment	Aggregated Jan to June 2020	2088	3.53	<div><div></div></div>	62.0%	29.2%	7.3%	1.2%	0.3%				
	Fairfield 0920	147	3.81	<div><div></div></div>	81.6%	17.7%	0.7%	0.0%	0.0%				
	FCHC Main Street	129	3.78	<div><div></div></div>	79.1%	20.2%	0.8%	0.0%	0.0%				
	FCHC Hunter Trace- Lancaster	18	4.00	<div><div></div></div>	100.0%	0.0%	0.0%	0.0%	0.0%				
Convenient hours of operation	Aggregated Jan to June 2020	2066	3.56	<div><div></div></div>	63.5%	29.7%	5.1%	1.2%	0.5%				
	Fairfield 0920	147	3.67	<div><div></div></div>	68.0%	31.3%	0.7%	0.0%	0.0%				
	FCHC Main Street	129	3.65	<div><div></div></div>	65.9%	33.3%	0.8%	0.0%	0.0%				
	FCHC Hunter Trace- Lancaster	18	3.83	<div><div></div></div>	83.3%	16.7%	0.0%	0.0%	0.0%				
Easily accessible by telephone	Aggregated Jan to June 2020	2079	3.34	<div><div></div></div>	54.7%	27.7%	10.6%	5.4%	1.6%				
	Fairfield 0920	147	3.56	<div><div></div></div>	60.5%	32.0%	4.8%	0.7%	2.0%				
	FCHC Main Street	129	3.52	<div><div></div></div>	58.1%	34.1%	5.4%	0.8%	1.6%				
	FCHC Hunter Trace- Lancaster	18	3.82	<div><div></div></div>	77.8%	16.7%	0.0%	0.0%	5.6%				
Calls quickly returned	Aggregated Jan to June 2020	2061	3.30	<div><div></div></div>	49.5%	27.1%	12.6%	4.3%	6.5%				
	Fairfield 0920	145	3.53	<div><div></div></div>	55.2%	28.3%	6.2%	0.7%	9.7%				
	FCHC Main Street	127	3.50	<div><div></div></div>	54.3%	28.3%	7.1%	0.8%	9.4%				
	FCHC Hunter Trace- Lancaster	18	3.69	<div><div></div></div>	61.1%	27.8%	0.0%	0.0%	11.1%				
Explanation of fees	Aggregated Jan to June 2020	2047	3.44	<div><div></div></div>	49.1%	25.6%	6.6%	2.8%	15.9%				
	Fairfield 0920	147	3.56	<div><div></div></div>	55.1%	28.6%	5.4%	0.0%	10.9%				
	FCHC Main Street	129	3.52	<div><div></div></div>	51.2%	31.8%	5.4%	0.0%	11.6%				
	FCHC Hunter Trace- Lancaster	18	3.82	<div><div></div></div>	83.3%	5.6%	5.6%	0.0%	5.6%				
3. Facility													
Neat, clean and comfortable building	Aggregated Jan to June 2020	2084	3.70	<div><div></div></div>	72.7%	23.8%	2.7%	0.3%	0.5%				
	Fairfield 0920	146	3.78	<div><div></div></div>	78.8%	19.2%	1.4%	0.0%	0.7%				
	FCHC Main Street	129	3.76	<div><div></div></div>	77.5%	20.9%	1.6%	0.0%	0.0%				
	FCHC Hunter Trace- Lancaster	17	3.94	<div><div></div></div>	88.2%	5.9%	0.0%	0.0%	5.9%				
Handicap accessibility	Aggregated Jan to June 2020	2029	3.66	<div><div></div></div>	59.8%	21.7%	2.5%	0.6%	15.4%				
	Fairfield 0920	146	3.75	<div><div></div></div>	63.0%	19.2%	0.7%	0.0%	17.1%				
	FCHC Main Street	129	3.74	<div><div></div></div>	61.2%	20.2%	0.8%	0.0%	17.8%				
	FCHC Hunter Trace- Lancaster	17	3.87	<div><div></div></div>	76.5%	11.8%	0.0%	0.0%	11.8%				
Provides a safe environment	Aggregated Jan to June 2020	2062	3.69	<div><div></div></div>	72.0%	23.7%	2.6%	0.4%	1.3%				
	Fairfield 0920	146	3.84	<div><div></div></div>	84.2%	15.8%	0.0%	0.0%	0.0%				
	FCHC Main Street	129	3.83	<div><div></div></div>	82.9%	17.1%	0.0%	0.0%	0.0%				
	FCHC Hunter Trace- Lancaster	17	3.94	<div><div></div></div>	94.1%	5.9%	0.0%	0.0%	0.0%				

Fairfield Community Health Center Client Experience Survey Results Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Excellent	Good	Fair	Poor	N/A				
4. Reception													
Respectful and helpful to you	Aggregated Jan to June 2020	2078	3.73		77.1%	19.0%	2.8%	0.8%	0.3%				
	Fairfield 0920	144	3.78		78.5%	21.5%	0.0%	0.0%	0.0%				
	FCHC Main Street	127	3.76		75.6%	24.4%	0.0%	0.0%	0.0%				
	FCHC Hunter Trace- Lancaster	17	4.00		100.0%	0.0%	0.0%	0.0%	0.0%				
Amount of time spent in waiting room	Aggregated Jan to June 2020	2049	3.40		53.1%	34.0%	10.0%	1.8%	1.2%				
	Fairfield 0920	143	3.38		47.6%	42.7%	8.4%	0.7%	0.7%				
	FCHC Main Street	126	3.33		44.4%	45.2%	9.5%	0.8%	0.0%				
	FCHC Hunter Trace- Lancaster	17	3.75		70.6%	23.5%	0.0%	0.0%	5.9%				
Time spent in checkout	Aggregated Jan to June 2020	2041	3.58		61.2%	28.4%	4.9%	0.7%	4.7%				
	Fairfield 0920	143	3.61		57.3%	30.8%	2.1%	0.0%	9.8%				
	FCHC Main Street	126	3.58		54.8%	33.3%	2.4%	0.0%	9.5%				
	FCHC Hunter Trace- Lancaster	17	3.87		76.5%	11.8%	0.0%	0.0%	11.8%				
5. Counselor/Therapist/Case Manager													
Listens to you	Aggregated Jan to June 2020	2043	3.75		75.3%	17.4%	2.6%	0.4%	4.2%				
	Fairfield 0920	146	3.85		84.9%	13.7%	0.7%	0.0%	0.7%				
	FCHC Main Street	129	3.83		82.9%	15.5%	0.8%	0.0%	0.8%				
	FCHC Hunter Trace- Lancaster	17	4.00		100.0%	0.0%	0.0%	0.0%	0.0%				
Answers your questions	Aggregated Jan to June 2020	2024	3.74		74.8%	17.1%	3.6%	0.3%	4.2%				
	Fairfield 0920	145	3.85		84.1%	13.8%	0.7%	0.0%	1.4%				
	FCHC Main Street	128	3.83		82.0%	15.6%	0.8%	0.0%	1.6%				
	FCHC Hunter Trace- Lancaster	17	4.00		100.0%	0.0%	0.0%	0.0%	0.0%				
Respectful to you	Aggregated Jan to June 2020	2017	3.77		77.9%	14.9%	2.7%	0.4%	4.1%				
	Fairfield 0920	145	3.88		87.6%	11.0%	0.7%	0.0%	0.7%				
	FCHC Main Street	128	3.86		85.9%	12.5%	0.8%	0.0%	0.8%				
	FCHC Hunter Trace- Lancaster	17	4.00		100.0%	0.0%	0.0%	0.0%	0.0%				
Helps you meet your treatment goals	Aggregated Jan to June 2020	2013	3.70		71.0%	19.0%	3.8%	0.5%	5.6%				
	Fairfield 0920	145	3.80		79.3%	17.9%	0.7%	0.0%	2.1%				
	FCHC Main Street	128	3.79		78.1%	18.8%	0.8%	0.0%	2.3%				
	FCHC Hunter Trace- Lancaster	17	3.88		88.2%	11.8%	0.0%	0.0%	0.0%				
Overall, how would you describe your relationship with your counselor/therapist/case manager?	Aggregated Jan to June 2020	2011	3.70		71.1%	20.7%	3.5%	0.3%	4.4%				
	Fairfield 0920	146	3.68		70.5%	26.0%	2.7%	0.0%	0.7%				
	FCHC Main Street	129	3.66		68.2%	28.7%	2.3%	0.0%	0.8%				
	FCHC Hunter Trace- Lancaster	17	3.82		88.2%	5.9%	5.9%	0.0%	0.0%				
6. Nurses													
Respectful to you	Aggregated Jan to June 2020	2012	3.75		63.9%	16.2%	2.0%	0.2%	17.7%				
	Fairfield 0920	146	3.76		74.0%	19.9%	1.4%	0.0%	4.8%				
	FCHC Main Street	129	3.74		72.1%	21.7%	1.6%	0.0%	4.7%				
	FCHC Hunter Trace- Lancaster	17	3.94		88.2%	5.9%	0.0%	0.0%	5.9%				
Helpful to you	Aggregated Jan to June 2020	1956	3.71		61.6%	17.1%	2.6%	0.4%	18.4%				
	Fairfield 0920	146	3.73		71.2%	21.9%	2.1%	0.0%	4.8%				
	FCHC Main Street	129	3.70		69.0%	24.0%	2.3%	0.0%	4.7%				
	FCHC Hunter Trace- Lancaster	17	3.94		88.2%	5.9%	0.0%	0.0%	5.9%				
7. Nursing Aids/Medical Assistants													
Respectful to you	Aggregated Jan to June 2020	2000	3.71		57.5%	17.0%	2.0%	0.4%	23.2%				
	Fairfield 0920	142	3.71		68.3%	21.1%	2.8%	0.0%	7.7%				
	FCHC Main Street	125	3.68		65.6%	23.2%	3.2%	0.0%	8.0%				
	FCHC Hunter Trace- Lancaster	17	3.94		88.2%	5.9%	0.0%	0.0%	5.9%				
Helpful to you	Aggregated Jan to June 2020	1957	3.71		56.3%	17.1%	2.0%	0.3%	24.2%				
	Fairfield 0920	142	3.72		69.0%	20.4%	2.8%	0.0%	7.7%				
	FCHC Main Street	125	3.69		66.4%	22.4%	3.2%	0.0%	8.0%				
	FCHC Hunter Trace- Lancaster	17	3.94		88.2%	5.9%	0.0%	0.0%	5.9%				

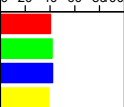




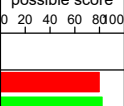




Fairfield Community Health Center Client Experience Survey Results Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Excellent	Good	Fair	Poor	N/A				
8. Medical Physicians													
Respectful to you	Aggregated Jan to June 2020	1992	3.75	<div><div></div></div>	58.4%	15.2%	1.7%	0.1%	24.6%				
	Fairfield 0920	145	3.75	<div><div></div></div>	69.7%	16.6%	2.8%	0.0%	11.0%				
	FCHC Main Street	128	3.73	<div><div></div></div>	69.5%	18.0%	3.1%	0.0%	9.4%				
	FCHC Hunter Trace- Lancaster	17	3.92	<div><div></div></div>	70.6%	5.9%	0.0%	0.0%	23.5%				
Answers your questions	Aggregated Jan to June 2020	1968	3.70	<div><div></div></div>	55.5%	16.9%	2.3%	0.2%	25.1%				
	Fairfield 0920	146	3.70	<div><div></div></div>	66.4%	19.2%	2.7%	0.7%	11.0%				
	FCHC Main Street	129	3.69	<div><div></div></div>	66.7%	20.9%	2.3%	0.8%	9.3%				
	FCHC Hunter Trace- Lancaster	17	3.77	<div><div></div></div>	64.7%	5.9%	5.9%	0.0%	23.5%				
Helpful to you	Aggregated Jan to June 2020	1971	3.71	<div><div></div></div>	55.7%	17.3%	2.1%	0.2%	24.8%				
	Fairfield 0920	146	3.74	<div><div></div></div>	68.5%	18.5%	1.4%	0.7%	11.0%				
	FCHC Main Street	129	3.72	<div><div></div></div>	68.2%	20.2%	1.6%	0.8%	9.3%				
	FCHC Hunter Trace- Lancaster	17	3.92	<div><div></div></div>	70.6%	5.9%	0.0%	0.0%	23.5%				
Understands your problem	Aggregated Jan to June 2020	1939	3.67	<div><div></div></div>	53.6%	17.4%	3.3%	0.3%	25.4%				
	Fairfield 0920	143	3.66	<div><div></div></div>	63.6%	21.7%	2.1%	1.4%	11.2%				
	FCHC Main Street	126	3.65	<div><div></div></div>	63.5%	23.8%	1.6%	1.6%	9.5%				
	FCHC Hunter Trace- Lancaster	17	3.77	<div><div></div></div>	64.7%	5.9%	5.9%	0.0%	23.5%				
Education received on medical condition and medications prescribed (e.g. side effects or purpose)	Aggregated Jan to June 2020	1939	3.64	<div><div></div></div>	50.9%	18.7%	3.5%	0.3%	26.8%				
	Fairfield 0920	144	3.63	<div><div></div></div>	61.8%	20.8%	4.9%	0.7%	11.8%				
	FCHC Main Street	127	3.63	<div><div></div></div>	62.2%	22.8%	3.9%	0.8%	10.2%				
	FCHC Hunter Trace- Lancaster	17	3.62	<div><div></div></div>	58.8%	5.9%	11.8%	0.0%	23.5%				
9. Psychiatrist													
Respectful to you	Aggregated Jan to June 2020	1926	3.75	<div><div></div></div>	65.4%	13.8%	2.2%	0.8%	17.9%				
	Fairfield 0920	146	3.82	<div><div></div></div>	52.7%	8.2%	1.4%	0.0%	37.7%				
	FCHC Main Street	129	3.82	<div><div></div></div>	51.2%	7.8%	1.6%	0.0%	39.5%				
	FCHC Hunter Trace- Lancaster	17	3.85	<div><div></div></div>	64.7%	11.8%	0.0%	0.0%	23.5%				
Answers your questions	Aggregated Jan to June 2020	1902	3.73	<div><div></div></div>	63.7%	14.8%	2.8%	0.7%	18.0%				
	Fairfield 0920	146	3.78	<div><div></div></div>	50.0%	11.0%	1.4%	0.0%	37.7%				
	FCHC Main Street	129	3.77	<div><div></div></div>	48.1%	10.9%	1.6%	0.0%	39.5%				
	FCHC Hunter Trace- Lancaster	17	3.85	<div><div></div></div>	64.7%	11.8%	0.0%	0.0%	23.5%				
Helpful to you	Aggregated Jan to June 2020	1908	3.72	<div><div></div></div>	63.4%	15.1%	3.0%	0.7%	17.8%				
	Fairfield 0920	144	3.79	<div><div></div></div>	50.7%	9.0%	2.1%	0.0%	38.2%				
	FCHC Main Street	127	3.80	<div><div></div></div>	49.6%	8.7%	1.6%	0.0%	40.2%				
	FCHC Hunter Trace- Lancaster	17	3.69	<div><div></div></div>	58.8%	11.8%	5.9%	0.0%	23.5%				
Understands your problem	Aggregated Jan to June 2020	1880	3.69	<div><div></div></div>	61.9%	15.7%	3.3%	1.1%	18.0%				
	Fairfield 0920	143	3.76	<div><div></div></div>	49.0%	10.5%	2.1%	0.0%	38.5%				
	FCHC Main Street	126	3.77	<div><div></div></div>	47.6%	10.3%	1.6%	0.0%	40.5%				
	FCHC Hunter Trace- Lancaster	17	3.69	<div><div></div></div>	58.8%	11.8%	5.9%	0.0%	23.5%				
Education received on medical condition and medications prescribed (e.g. side effects or purpose)	Aggregated Jan to June 2020	1878	3.68	<div><div></div></div>	59.5%	16.5%	3.1%	1.1%	19.8%				
	Fairfield 0920	146	3.70	<div><div></div></div>	44.5%	12.3%	2.7%	0.0%	40.4%				
	FCHC Main Street	129	3.68	<div><div></div></div>	42.6%	12.4%	3.1%	0.0%	41.9%				
	FCHC Hunter Trace- Lancaster	17	3.83	<div><div></div></div>	58.8%	11.8%	0.0%	0.0%	29.4%				
10. Groups													
Your participation has been helpful to your recovery	Aggregated Jan to June 2020	1871	3.55	<div><div></div></div>	31.1%	14.9%	3.0%	0.4%	50.6%				
	Fairfield 0920	146	3.66	<div><div></div></div>	28.8%	11.6%	1.4%	0.0%	58.2%				
	FCHC Main Street	129	3.65	<div><div></div></div>	27.9%	10.9%	1.6%	0.0%	59.7%				
	FCHC Hunter Trace- Lancaster	17	3.67	<div><div></div></div>	35.3%	17.6%	0.0%	0.0%	47.1%				
Rate the skills taught and information presented to you	Aggregated Jan to June 2020	1800	3.55	<div><div></div></div>	31.6%	15.1%	3.1%	0.4%	49.8%				
	Fairfield 0920	146	3.57	<div><div></div></div>	29.5%	16.4%	2.1%	0.0%	52.1%				
	FCHC Main Street	129	3.57	<div><div></div></div>	28.7%	15.5%	2.3%	0.0%	53.5%				
	FCHC Hunter Trace- Lancaster	17	3.60	<div><div></div></div>	35.3%	23.5%	0.0%	0.0%	41.2%				

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Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Yes	No	N/A						
11. Discharge Planning													
You have been involved in the planning of your transition from this program	Aggregated Jan to June 2020	1859	1.74		28.5%	10.2%	61.3%						
	Fairfield 0920	145	1.96		49.0%	2.1%	49.0%						
	FCHC Main Street	128	1.96		50.8%	2.3%	46.9%						
	FCHC Hunter Trace- Lancaster	17	2.00		35.3%	0.0%	64.7%						
Your discharge plan will support your recovery	Aggregated Jan to June 2020	1796	1.85		28.8%	5.1%	66.1%						
	Fairfield 0920	146	1.96		34.2%	1.4%	64.4%						
	FCHC Main Street	129	1.96		35.7%	1.6%	62.8%						
	FCHC Hunter Trace- Lancaster	17	2.00		23.5%	0.0%	76.5%						
12. General													
Would you recommend our programs to your friends/relatives if they need our services?	Aggregated Jan to June 2020	1992	1.97		91.0%	2.6%	6.4%						
	Fairfield 0920	143	2.00		98.6%	0.0%	1.4%						
	FCHC Main Street	126	2.00		98.4%	0.0%	1.6%						
	FCHC Hunter Trace- Lancaster	17	2.00		100.0%	0.0%	0.0%						
Are you confident that personal information will be kept confidential by staff?	Aggregated Jan to June 2020	1971	1.97		92.2%	2.9%	4.9%						
	Fairfield 0920	145	2.00		100.0%	0.0%	0.0%						
	FCHC Main Street	128	2.00		100.0%	0.0%	0.0%						
	FCHC Hunter Trace- Lancaster	17	2.00		100.0%	0.0%	0.0%						
Are staff respectful of your cultural, ethnic, and spiritual needs?	Aggregated Jan to June 2020	1972	1.97		84.9%	2.5%	12.6%						
	Fairfield 0920	144	2.00		94.4%	0.0%	5.6%						
	FCHC Main Street	127	2.00		93.7%	0.0%	6.3%						
	FCHC Hunter Trace- Lancaster	17	2.00		100.0%	0.0%	0.0%						
Did you participate in planning your treatment?	Aggregated Jan to June 2020	1945	1.93		78.5%	5.7%	15.8%						
	Fairfield 0920	145	1.99		91.7%	1.4%	6.9%						
	FCHC Main Street	128	1.99		93.8%	0.8%	5.5%						
	FCHC Hunter Trace- Lancaster	17	1.93		76.5%	5.9%	17.6%						
Did staff meet your request for family involvement?	Aggregated Jan to June 2020	1944	1.92		58.1%	5.1%	36.8%						
	Fairfield 0920	143	1.96		55.9%	2.1%	42.0%						
	FCHC Main Street	126	1.96		57.9%	2.4%	39.7%						
	FCHC Hunter Trace- Lancaster	17	2.00		41.2%	0.0%	58.8%						
Did you have opportunities to learn daily living skills?	Aggregated Jan to June 2020	1930	1.90		64.5%	6.9%	28.5%						
	Fairfield 0920	145	1.96		63.4%	2.8%	33.8%						
	FCHC Main Street	128	1.95		62.5%	3.1%	34.4%						
	FCHC Hunter Trace- Lancaster	17	2.00		70.6%	0.0%	29.4%						
Have you used the health center website?	Aggregated Jan to June 2020	1935	1.40		31.7%	47.2%	21.1%						
	Fairfield 0920	145	1.45		37.9%	46.2%	15.9%						
	FCHC Main Street	128	1.45		37.5%	46.1%	16.4%						
	FCHC Hunter Trace- Lancaster	17	1.47		41.2%	47.1%	11.8%						
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Yes	No							
Do you have someone besides the agency staff to call during times when you are feeling helpless, hopeless, or sad?	Aggregated Jan to June 2020	1872	1.77		77.4%	22.6%							
	Fairfield 0920	142	1.79		78.9%	21.1%							
	FCHC Main Street	127	1.80		80.3%	19.7%							
	FCHC Hunter Trace- Lancaster	15	1.67		66.7%	33.3%							

Fairfield Community Health Center Client Experience Survey Results Site Comparison - September 2020

Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Less than once a week	At least one time a week	2 to 4 times a week	More than 5 times a week					
How often do you socialize with your support network?	Aggregated Jan to June 2020	1760	2.22		30.9%	32.6%	20.5%	16.0%					
	Fairfield 0920	145	2.26		33.8%	27.6%	17.9%	20.7%					
	FCHC Main Street	128	2.27		32.0%	29.7%	18.0%	20.3%					
	FCHC Hunter Trace- Lancaster	17	2.18		47.1%	11.8%	17.6%	23.5%					
Questions	Data Filter	Count	Mean	Mean as a percent of possible score 	Excellent	Good	Fair	Poor	N/A				
13. Overall													
Overall, rate the progress you are making meeting your treatment goals.	Aggregated Jan to June 2020	1962	3.40		49.8%	34.3%	9.9%	1.2%	4.9%				
	Fairfield 0920	145	3.47		52.4%	31.7%	9.0%	0.0%	6.9%				
	FCHC Main Street	128	3.47		52.3%	32.0%	8.6%	0.0%	7.0%				
	FCHC Hunter Trace- Lancaster	17	3.44		52.9%	29.4%	11.8%	0.0%	5.9%				

Report Created on 10/8/2020