

Key[®]
Program, Inc.

*Unlocking Potential
of Youth & Families*

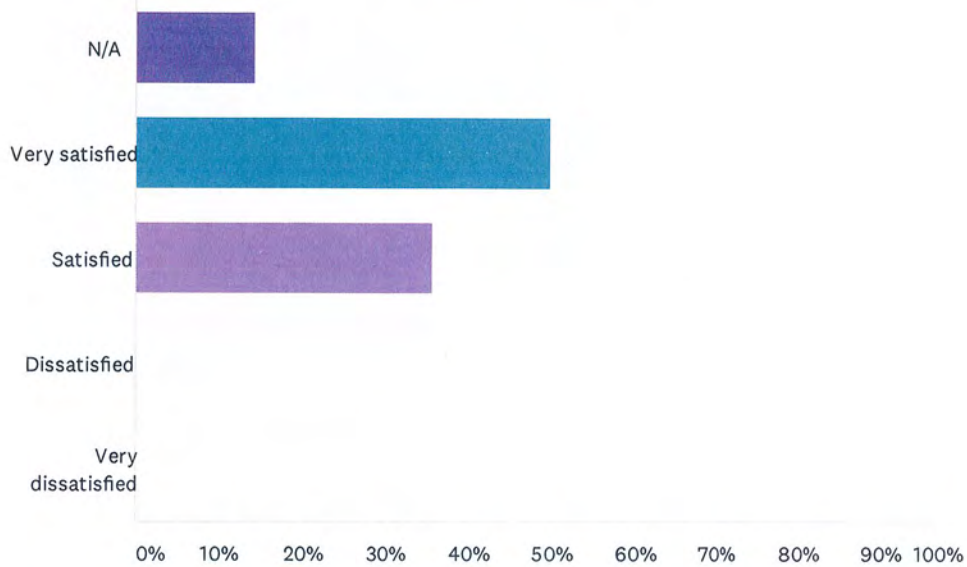
***Annual Stakeholder
Satisfaction Survey***

Massachusetts

Fiscal Year 2021

Q1 How satisfied are you with the timeliness of the referral process and ease of intake?

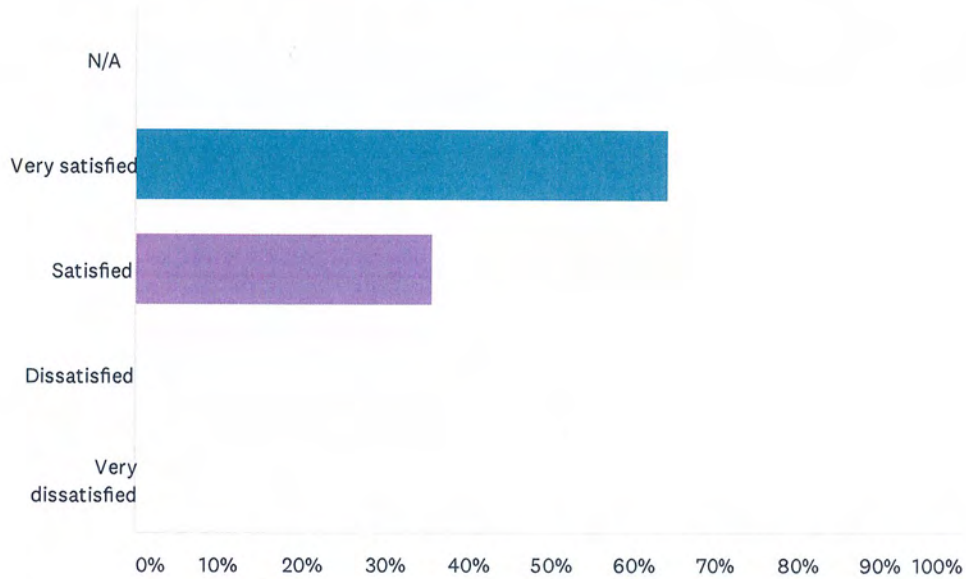
Answered: 42 Skipped: 0



ANSWER CHOICES	SCORE	RESPONSES	
N/A	0/4	14.29%	6
✓ Very satisfied	4/4	50.00%	21
Satisfied	3/4	35.71%	15
Dissatisfied	2/4	0.00%	0
Very dissatisfied	1/4	0.00%	0
TOTAL			42

Q2 How satisfied are you with the frequency and method of communication with Key staff?

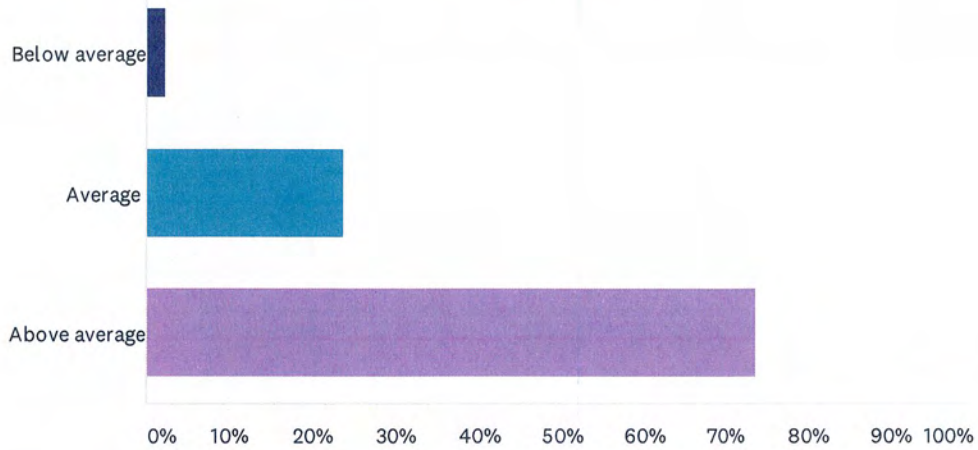
Answered: 42 Skipped: 0



ANSWER CHOICES	SCORE	RESPONSES	
N/A	0/4	0.00%	0
✓ Very satisfied	4/4	64.29%	27
Satisfied	3/4	35.71%	15
Dissatisfied	2/4	0.00%	0
Very dissatisfied	1/4	0.00%	0
TOTAL			42

Q3 How satisfied are you with the overall quality of services provided by Key?

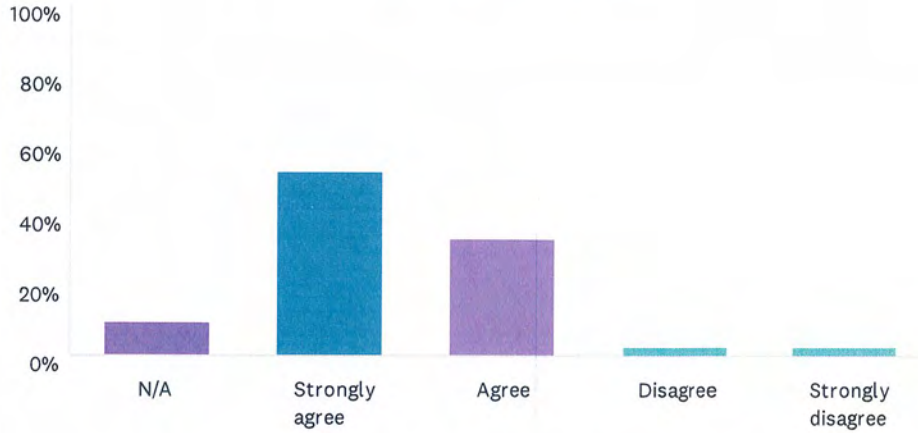
Answered: 42 Skipped: 0



ANSWER CHOICES	SCORE	RESPONSES	
Below average	1/4	2.38%	1
Average	3/4	23.81%	10
✓ Above average	4/4	73.81%	31
TOTAL			42

Q4 Has Key assisted youth and caretakers in achieving their identified treatment goals and in preparing for discharge?

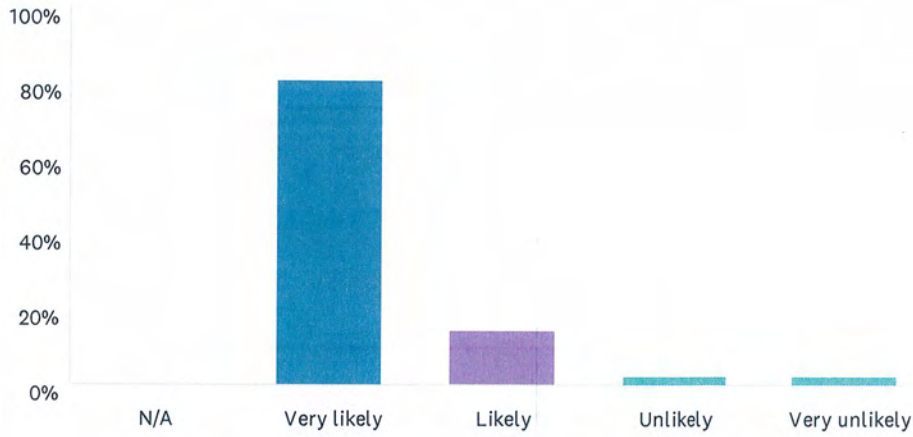
Answered: 42 Skipped: 0



ANSWER CHOICES	SCORE	RESPONSES	
N/A	0/4	9.52%	4
✓ Strongly agree	4/4	52.38%	22
Agree	3/4	33.33%	14
Disagree	2/4	2.38%	1
Strongly disagree	1/4	2.38%	1
TOTAL			42

Q5 How likely would you be to recommend the Key Program?

Answered: 42 Skipped: 0



ANSWER CHOICES	SCORE	RESPONSES	
N/A	0/4	0.00%	0
✓ Very likely	4/4	80.95%	34
Likely	3/4	14.29%	6
Unlikely	2/4	2.38%	1
Very unlikely	1/4	2.38%	1
TOTAL			42

2021 Massachusetts Annual Stakeholder Satisfaction Survey

Identified Strengths

Responses

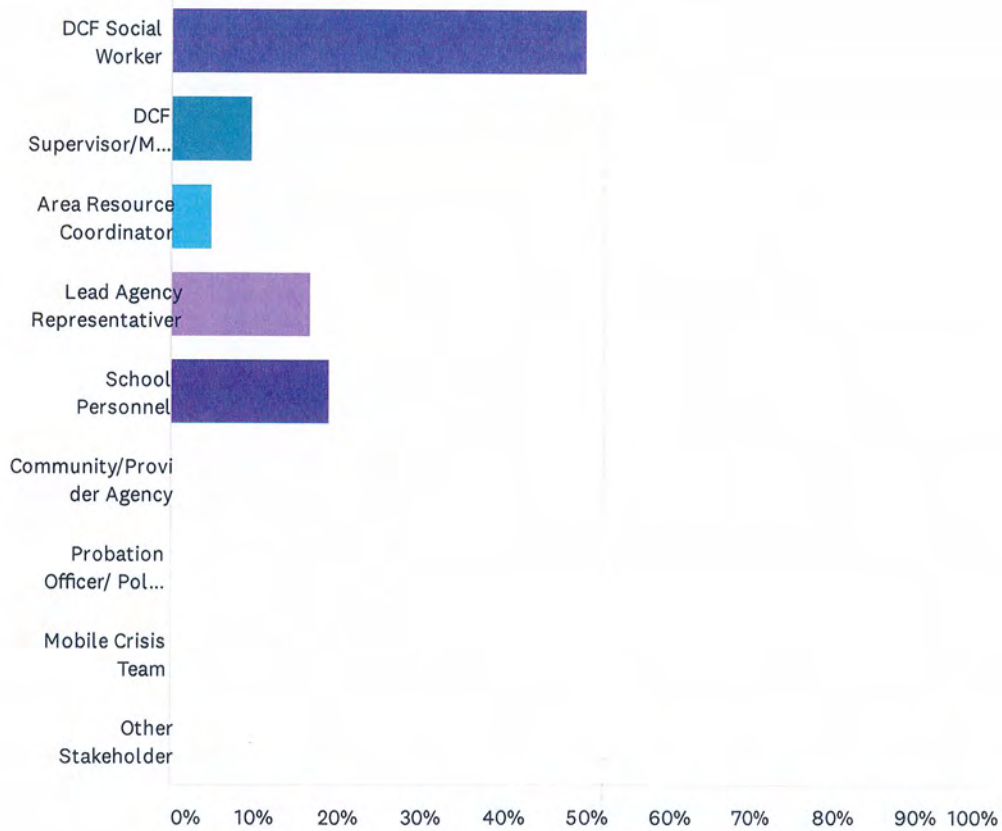
Communication	19
Willing to work with complex clients and their families	10
Professional & Respectful staff	10
Responsiveness/collaborative/flexible	9
Meeting treatment goals/Wrap Around/Sound clinical work	9

Identified Areas of Improvement

	Responses
More direct care staff/more bilingual & diverse staff/ Staff with more life experience	8
More beds/programs/groups/resources	5
Communication	4
More clinicians/trauma informed staff	2
Provide quieter areas and less distractions in the program for remote COVID learning	2
Documentation	2
Faster referral turnaround	1

Q8 Please identify your role/position:

Answered: 42 Skipped: 0



ANSWER CHOICES

RESPONSES

DCF Social Worker	50.00%	21
DCF Supervisor/Manager	9.52%	4
Area Resource Coordinator	4.76%	2
Lead Agency Representativer	16.67%	7
School Personnel	19.05%	8
Community/Provider Agency	0.00%	0
Probation Officer/ Police Liaison	0.00%	0
Mobile Crisis Team	0.00%	0
Other Stakeholder	0.00%	0
TOTAL		42