

## Community Survey Results

Q#	Text	Your Average	COA Average	% Difference	Statistical Significance
Q1	The organization's facilities are clean and well-maintained.	4.82	4.49	7.4%	Yes
Q2	The organization's services are accessible to persons with disabilities.	4.81	4.45	8.1%	Yes
Q3	The organization's services are conveniently located and accessible to public transportation.	3.94	4.28	-7.9%	Yes
Q4	The organization does not discriminate in the provision of its services.	4.86	4.63	5.0%	Yes
Q5	Information about the organization's services and eligibility criteria are made available to the community.	4.80	4.44	8.1%	Yes
Q6	The organization provides culturally sensitive services.	4.73	4.43	6.6%	Yes
Q7	The organization respects the confidentiality of the persons it serves.	4.84	4.64	4.4%	Yes
Q8	The organization is known for its integrity and ethical practices.	4.88	4.47	9.1%	Yes
Q9	The organization conducts a public education program to make its presence known to the community.	4.83	4.20	15.1%	Yes
Q10	The organization works with other community organizations to advocate on behalf of the people it serves.	4.85	4.50	7.6%	Yes
Q11	The organization promptly screens applicants and persons referred for its services.	4.82	4.36	10.5%	Yes
Q12	Waiting periods for services are reasonable.	4.65	4.15	12.2%	Yes
Q13	Fees are reasonable and fair.	4.69	4.27	9.8%	Yes
Q14	The organization is fiscally responsible.	4.82	4.37	10.2%	Yes
Q15	The organization's reputation within the community is favorable.	4.88	4.43	10.1%	Yes
Q16	Personnel are qualified and competent in the performance of their jobs.	4.82	4.40	9.5%	Yes
Q17	The organization is in compliance with all applicable laws and regulations.	4.82	4.42	9.0%	Yes

