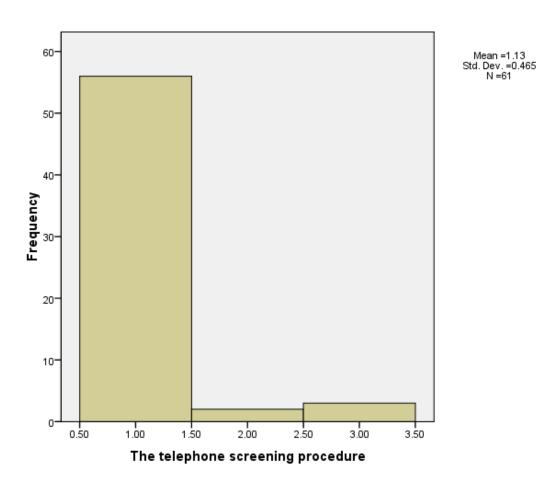
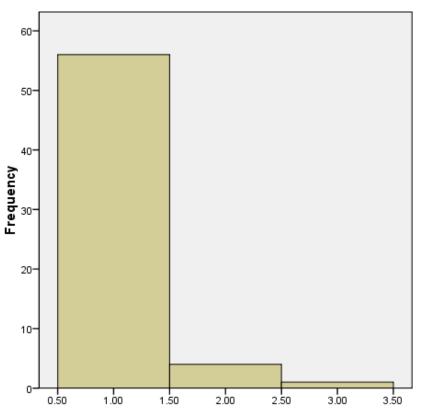
## CATHOLIC CHARITIES OF BUFFALO, NY SUMMARY OF REFERRAL SATISFACTION REPORT\*

\*Note: Source is from agencies that have made referral(s) in the past 12 months. Currently one set of Catholic Charities' programs, Monsignor Carr Institute, systematically measures referral source satisfaction. Graphs are based on 1 for Satisfied, 2 for Dissatisfied and 3 is Not Applicable. Data is from 2008 survey report for Monsignor Carr Institute.

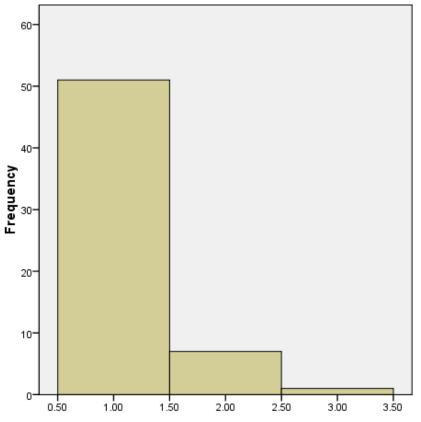


Continued below



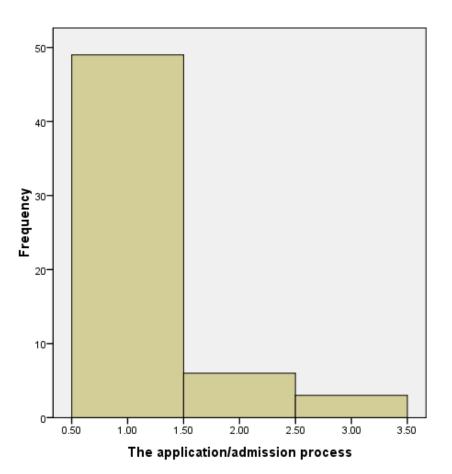
Mean =1.10 Std. Dev. =0.351 N =61

The courtesy with which your telephone calls were answered

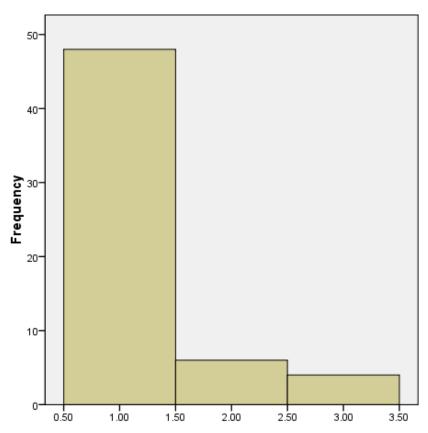


Mean =1.15 Std. Dev. =0.407 N =59

The helpfulness of staff inanswering your questions

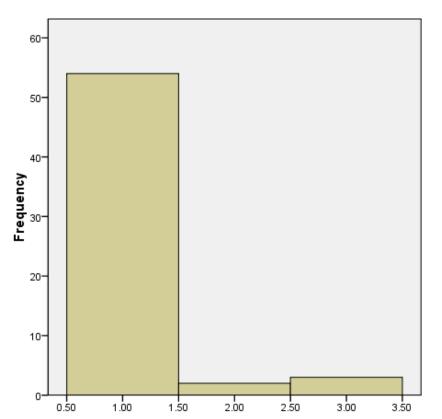


Mean =1.21 Std. Dev. =0.522 N =58



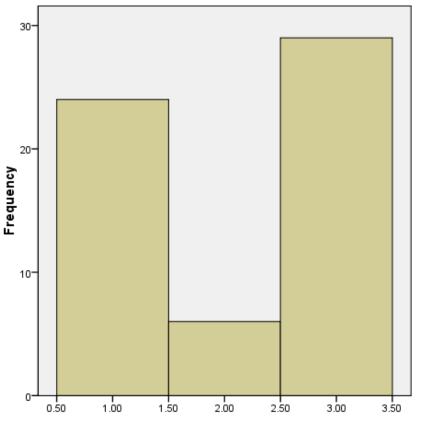
Mean =1.24 Std. Dev. =0.572 N =58

Staff involvement, communicatiaon, and coordination



Mean =1.14 Std. Dev. =0.472 N =59

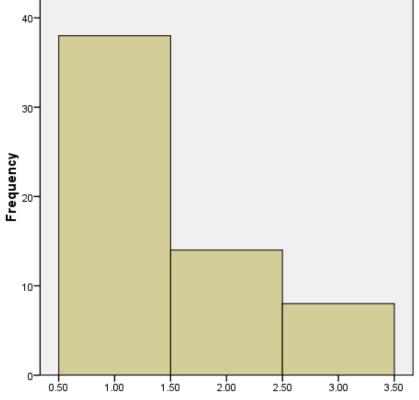
The level and location of care for your clients were appropriate



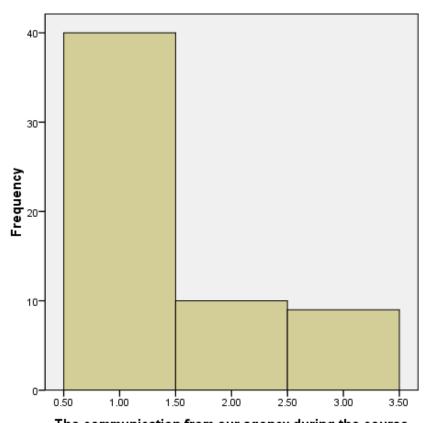
Mean =2.08 Std. Dev. =0.952 N =59

The reason given for non-acceptance of a client



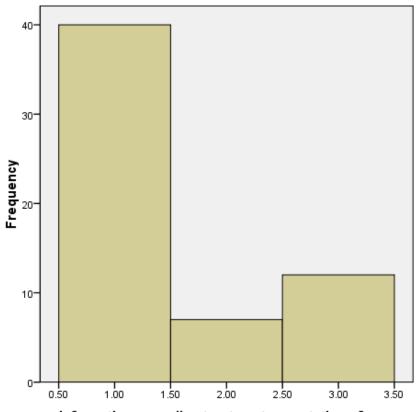


The length of time before they were admitted to a program

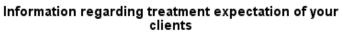


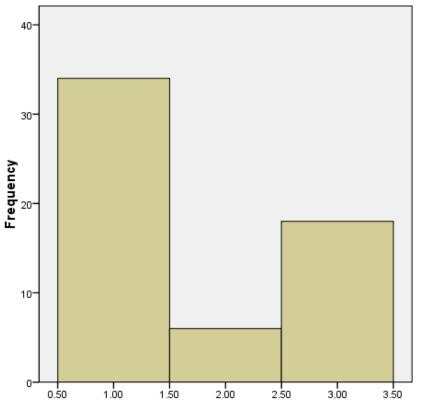
The communication from our agency during the course of your client's treatment

Mean =1.47 Std. Dev. =0.751 N =59



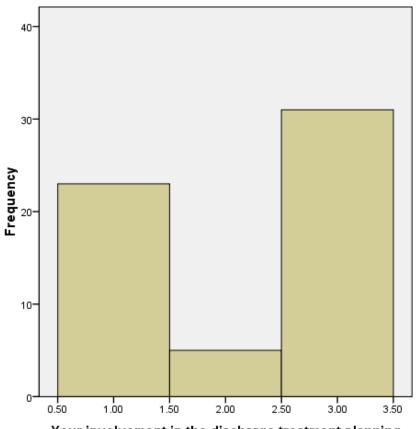
Mean =1.53 Std. Dev. =0.817 N =59





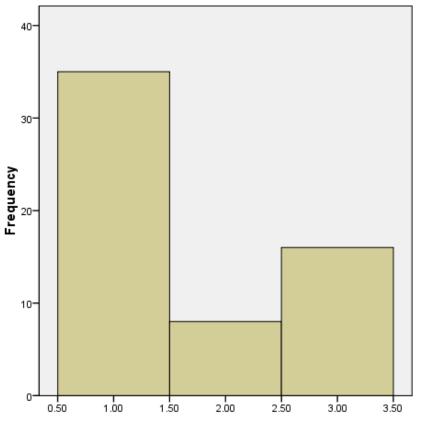
Mean =1.72 Std. Dev. =0.914 N =58

Your being notified of any critical incidents which occurred during the course of treatment



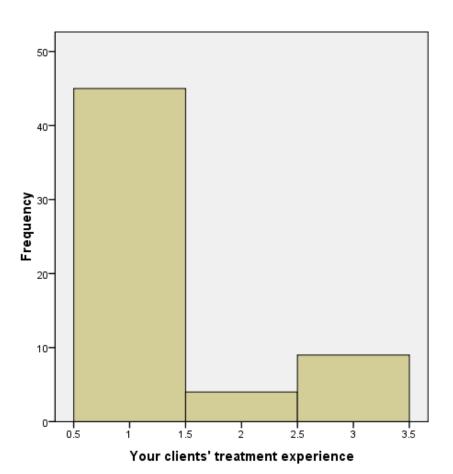
Mean =2.14 Std. Dev. =0.955 N =59





Mean =1.68 Std. Dev. =0.88 N =59

The documentation you received from our agency



Mean =1.38 Std. Dev. =0.745 N =58