

The Dilworth Center Stakeholder Questionnaire

2016 Data

10 Stakeholders Responded

A. Which of these best describe you?

Counselor	40%
EAP	20%
Residential Treatment Provider	20%
Board Member	10%
Social Worker	10%

B. What is your relationship to the Dilworth Center

I refer people to the Dilworth Center	60%
How many referrals in the last year?	31
I receive referrals from the Dilworth Center	30%
How many referrals in the last year?	6
Other	10%

C. How often do you come into contact with the Dilworth Center?

Daily	0%
Weekly	0%
Monthly	50%
Yearly	50%

	Strongly Agree	Agree	Disagree	Strongly Disagree
Dilworth staff responded to calls/emails no later than the next business day.				
I was able to connect with the person who could best respond to my needs.				
The Dilworth Center staff treated me with courtesy and respect.				
Dilworth Center staff provided me with information that met my needs.				
I was satisfied with the Dilworth Center's level of communication regarding my patients/clients.				
The Dilworth Center staff provided me with adequate updates on my patient's/client's care.				
Dilworth Center staff demonstrated initiative and flexibility in responding to my needs.				
I found the Dilworth Center referral process easy to navigate.				
The website was useful in answering my questions about the Dilworth Center.				

My referral to the Dilworth Center was:

Accepted and services started promptly	60%
Declined, but Dilworth Staff were helpful in making alternative referral(s)	30%
Did not refer a patient to Dilworth.	10%
Not processed to your satisfaction	0%