

The Dilworth Center Stakeholder Questionnaire

2018 Data

14 Stakeholders Responded

A. Which of these best describe you?

Counselor	50.00%
Other	28.57%
Clergy Member	7.14%
Life Coach	7.14%

B. What is your relationship to the Dilworth Center

I refer people to the Dilworth Center	42.87%
How many referrals in the last year?	18
I receive referrals from the Dilworth Center	21.42%
How many referrals in the last year?	16
Other	35.71%

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

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

14 Respondents Reviewed				
	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.				
Diworth 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	72%
Declined, but Dilworth Staff were helpful in making alternative referral(s)	14%
Did not refer a patient to Dilworth.	14%
Not processed to your satisfaction	0%