
2008 Outcome Survey Data for
Continuous Quality Improvement
Training

November 24, 2008



■ **Change Score**

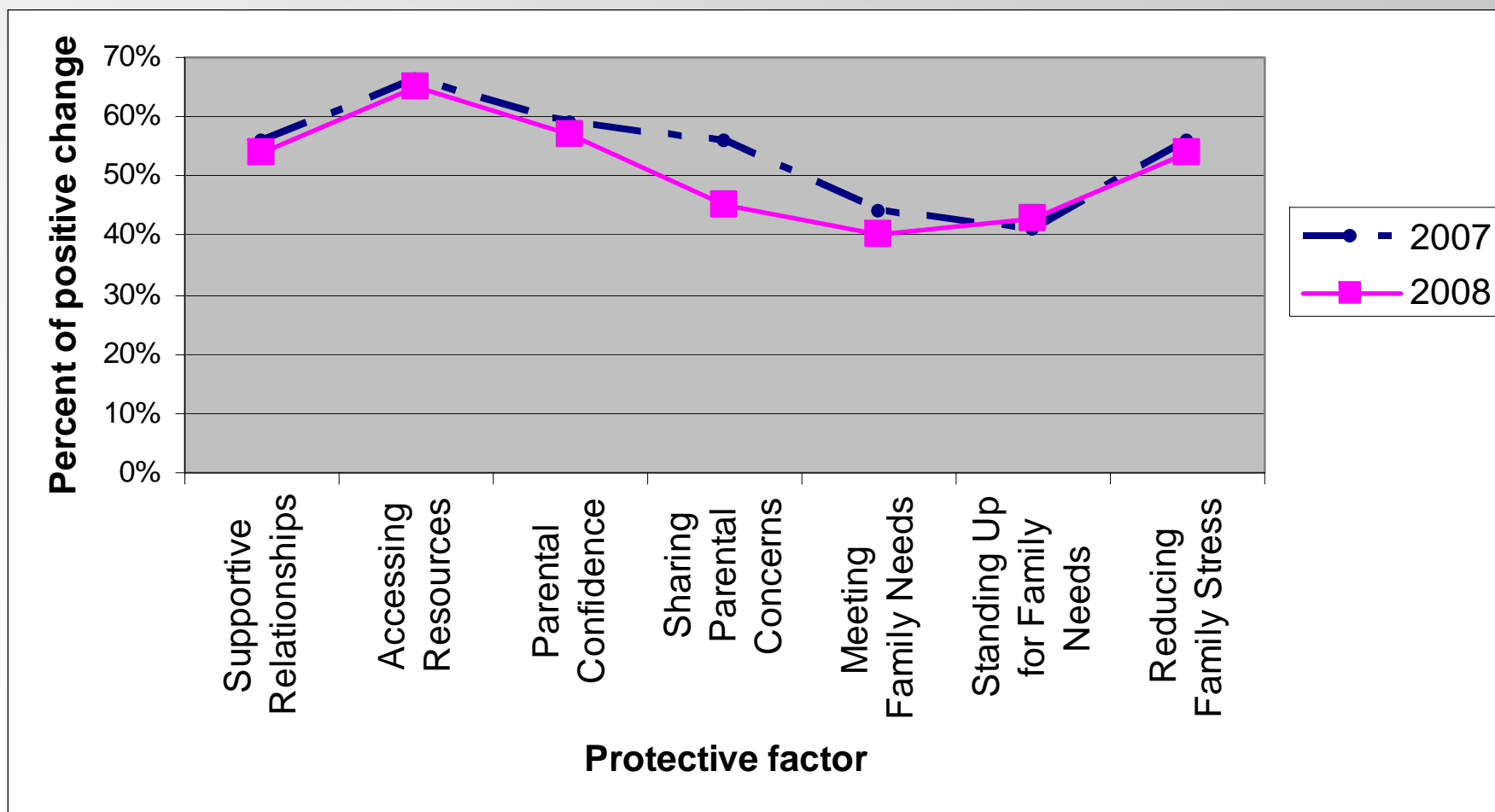
	<u>Percent</u>	<u>Number</u>
■ Less agreeable	2%	9
■ No change	46%	223
■ More agreeable	52%	250

(Positive Change)

N= 482

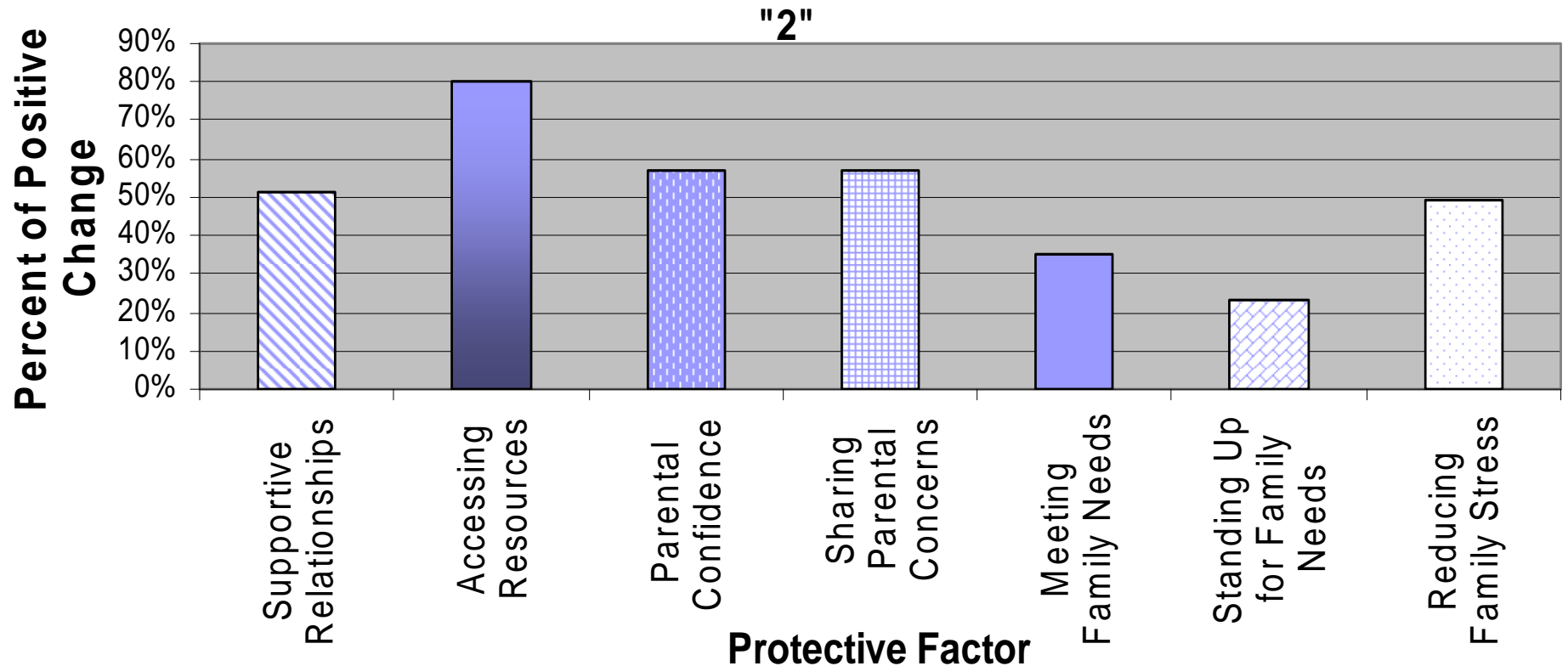
(Please see attached blue handout for additional info-Outcome Survey,
Page 2 Statistics)

2007 vs. 2008 Total “Positive Change” Comparison by Protective Factor for All Agencies

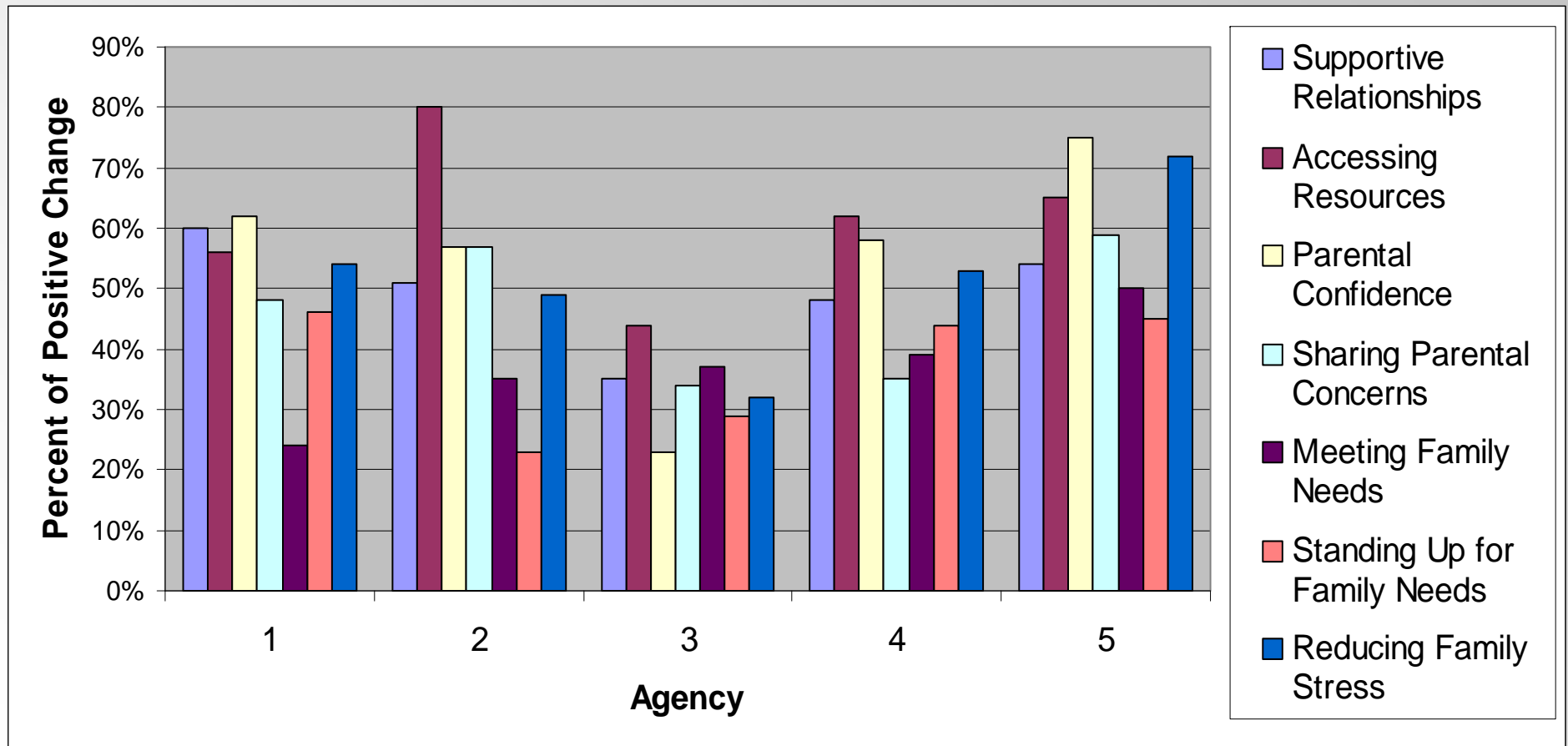


Percent of Total “Positive Change” for Agency “2”

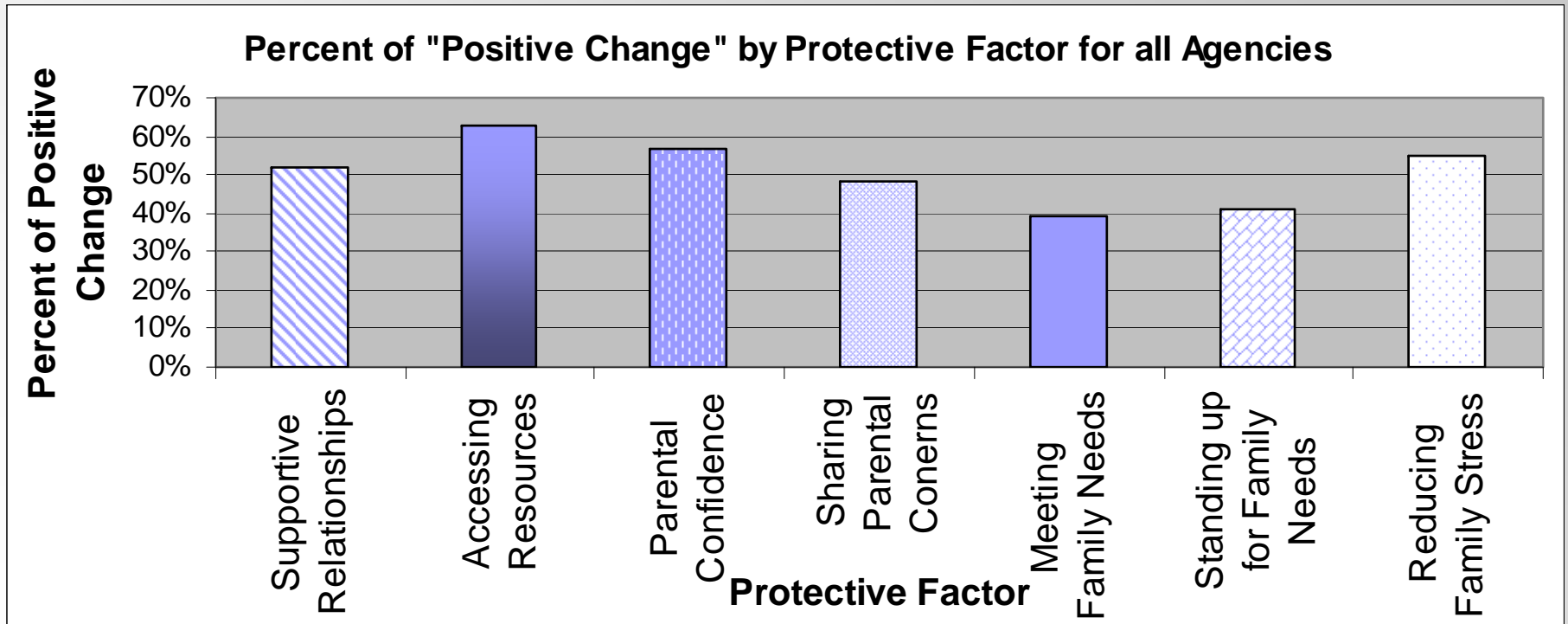
Sample of Percent of Positive Change by Protective Factor For Agency "2"



Percent of Total “Positive Change” for a Sample of Agencies

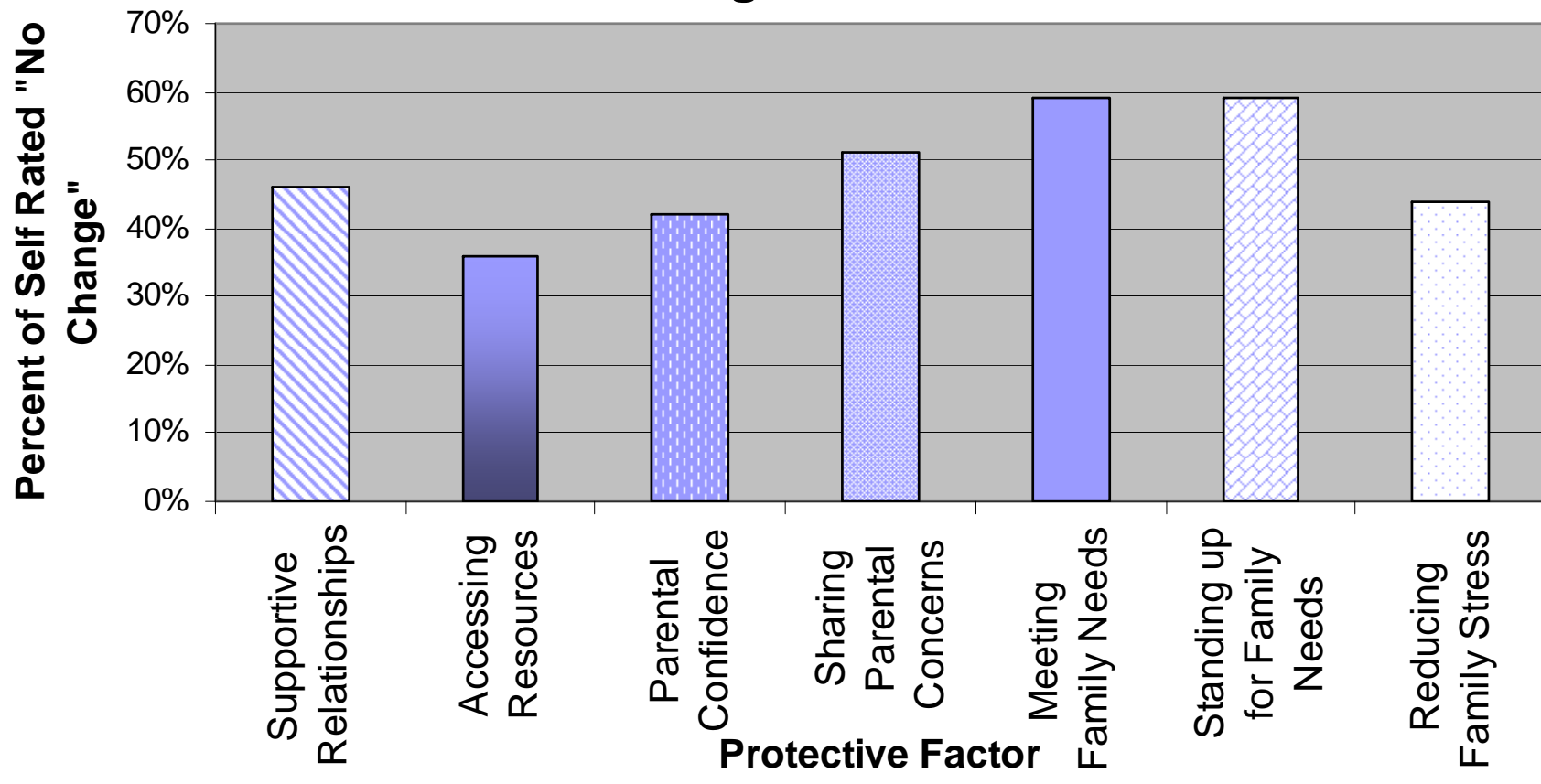


Percent of Total “Positive Change” by Protective Factor for All Agencies

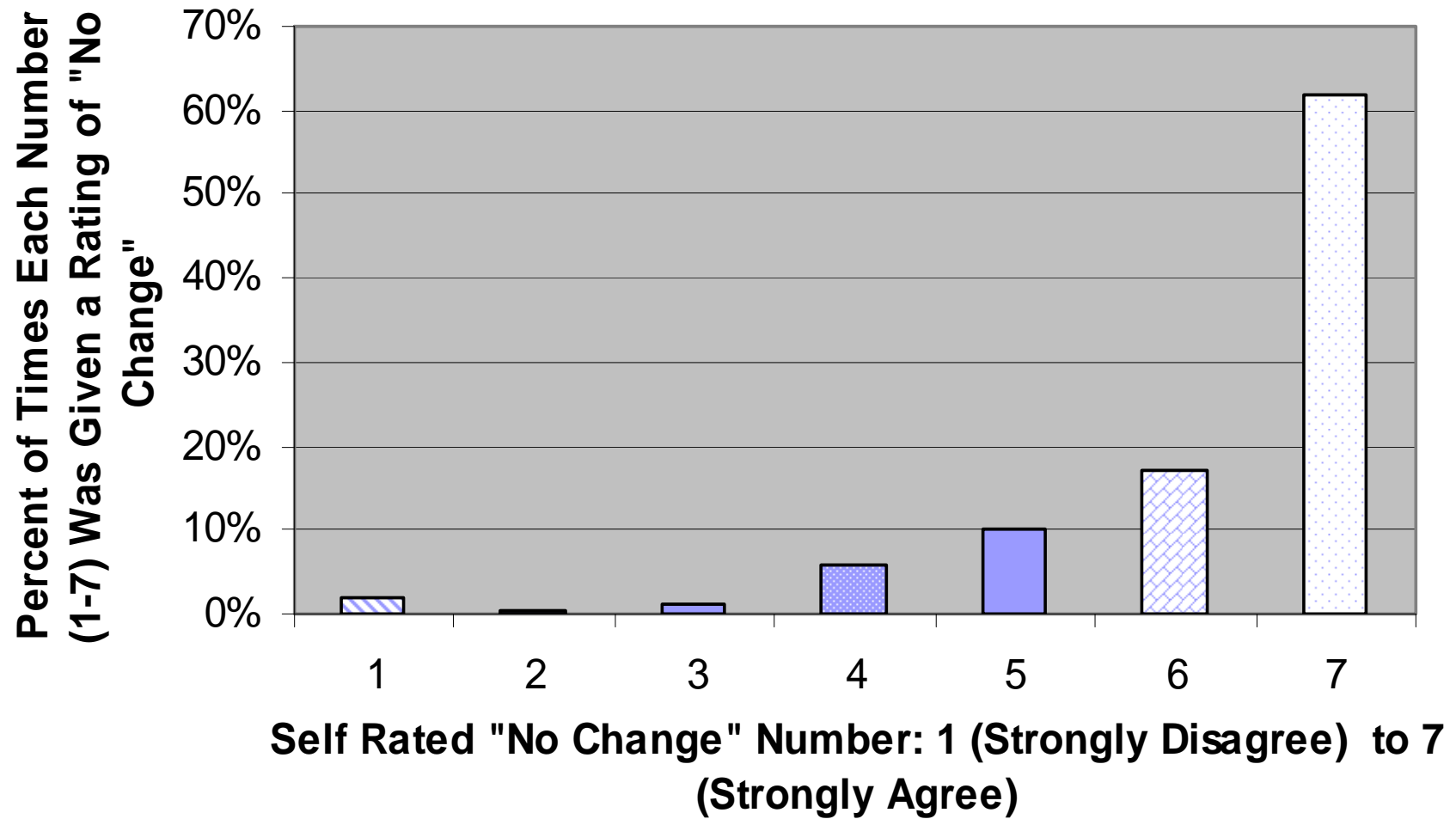


Percent of “No Change” by Protective Factor for all Agencies

Percent of "No Change" by Protective Factor for all Agencies



Participants' Rating "No Change" on Likert Scale



Self-Rating of Customer Satisfaction (Questions 8-13) for all Agencies

Self Rating of Customer Satisfaction

