

RESULTS OF 2016 STAKEHOLDER SATISFACTION SURVEY

Overall Satisfaction was 94%

During Volunteers of America Southeast, Inc.'s (VOASE) Annual Satisfaction Survey in 2016, external stakeholders were given an opportunity to complete surveys indicating their level of satisfaction with the services offered by VOASE. Stakeholders include people receiving VOASE supports/services, service recipients' family members, and community partners. The overall return rate for these surveys was 50%. Below are the overall satisfaction rates indicated by external stakeholders in 2016, separated by VOASE's service sectors.

Alabama Intellectual and Developmental Disability (I/DD) Services	97%
Georgia Mental Health Services	97%
Georgia Addictive Disease Services	100%
Georgia Intellectual and Developmental Disability (I/DD) Services	96%
Veteran Services	90%
Affiliate Housing	89%
Community Engagement	100%

If you are a stakeholder and would like additional information regarding VOASE's Annual Satisfaction Survey, please contact Grayson Knight-Schemer (Quality Enhancement Coordinator) at 251-338-1586 or gknight@voase.org.

