

Count **Percent** **Response** (Optimal responses indicated with bold text)

6/13/2023

1. 1. Did you receive the services/assistance you were seeking?

367	97.35%	Yes
10	2.65%	No

2. 2. If no, were you referred elsewhere for assistance?

y
Yes

3. 3. Were you informed of other resources available at Bell-Whitley CAA?

265	82.55%	Yes
56	17.45%	No

4. 4. Did Bell-Whitley staff seem knowledgeable about the services/assistance you were seeking?

357	96.23%	Yes
14	3.77%	No

5. 5. Was Bell-Whitley staff courteous, respectful and sensitive to your situation?

370	98.93%	Yes
4	1.07%	No

6. 6. Are you satisfied with the services/assistance you received today?

369	99.46%	Yes
2	0.54%	No

7. 7. If no, why?

y

Family/Friend
na

8. 8. Would you recommend Bell-Whitley to others?

371	98.93%	Yes
4	1.07%	No

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9. 9. How did you hear about Bell-Whitley?

- Family/Friend
- Social Media

- Family/Friend & Social Media
- Friend
- Newspapers
- Social Media, Family/Friend
- DCBS
- facebook
- Family
- Family Friend
- Family/Friend & Radio
- Family/Friend, Social Media
- n
- Newspapers, Social Media, Family/Friend
- Radio
- Radio, Television, Social Media
- Television

10. 10. Do you have additional questions/concerns about the services or programs available at Bell-Whitley?

193	51.47%	Yes
182	48.53%	No

11. 11. If yes and you would like to be contacted, please tell us how to reach you?

205	92.34%	Other
16	7.21%	Name
1	0.45%	Phone

12. 12. County?

202	52.88%	Whitley
180	47.12%	Bell

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13. 13. Location/Site

Whitley
 Pineville
 bell
 Boston
 Homebase #1
 Pineville, KY
 n
 Page
 Bell Central
 EHS Home Base
 EHS Homebase
 Home Base #1
 Homebase\
 Middlesboro Elem
 Page School Center

14. 1. Did you receive the services/assistance you were seeking?

239	62.57%	Yes
143	37.43%	No