



Stakeholder Satisfaction Survey Results

Question	2016	2017	2018
Initial contact with CNR was timely and efficient	67%		
When contacting CNR in the last 6 months, my contact has been returned in a timely manner		100%	75%
My initial questions were answered thoroughly	100%	100%	100%
I had the opportunity to participate in the rehabilitation planning	67%	67%	50%
I agree with the rehabilitation plan	100%	83%	100%
The CNR staff are knowledgeable and professional	100%	100%	100%
The program is helpful to my client	100%	100%	100%
The program is flexible to the changing needs of my client	100%	100%	100%
The cost of CNR is comparable to other programs	100%	75%	100%
I was satisfied with the quality of services	100%		
I feel CNR provides high quality services to its participants		100%	100%
I would recommend the program to others	100%	100%	100%
External quality monitoring influenced my opinion to work with CNR	67%	83%	100%
There is high quality and accessible information about CNR	100%		
CNR's website is easy to navigate		50%	75%
CNRs webiste provides valuable resources		67%	75%
All the information I need regarding CNR is accessible through its website		50%	75%
CNR fullfills its Mission, Vision and Guiding Principles		100%	100%
I intend to conitnue my partnership with CNR		100%	100%
My experience with CNR was a positive experience	100%		
I have been hightly satisfied in my partnership with CNR		100%	100%
Total Average Satisfaction	92%	87%	91%

Note: Some of the survey questions changed from 2016-2017. The shaded items represent similar question tranistions