



uSPEQ® Mini Survey Report: March 2025

Prepared for
Saguaro Horizons
West Palm Beach, FL
US

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Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report includes a graph of the percent of positive responses (**Strongly Agree** and **Agree**) for each item. Demographic characteristics of the survey respondents are also provided for your organization.

For more information about the uSPEQ reporting service, including details on the full Consumer Experience Survey, please contact the uSPEQ Research and Reporting team at:

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Technical Notes

Survey instrument

The uSPEQ Mini contains a subset of items included on the full Consumer Experience Survey. It was designed to capture key concerns across varied settings and diverse populations. uSPEQ has undergone rigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Report parameters

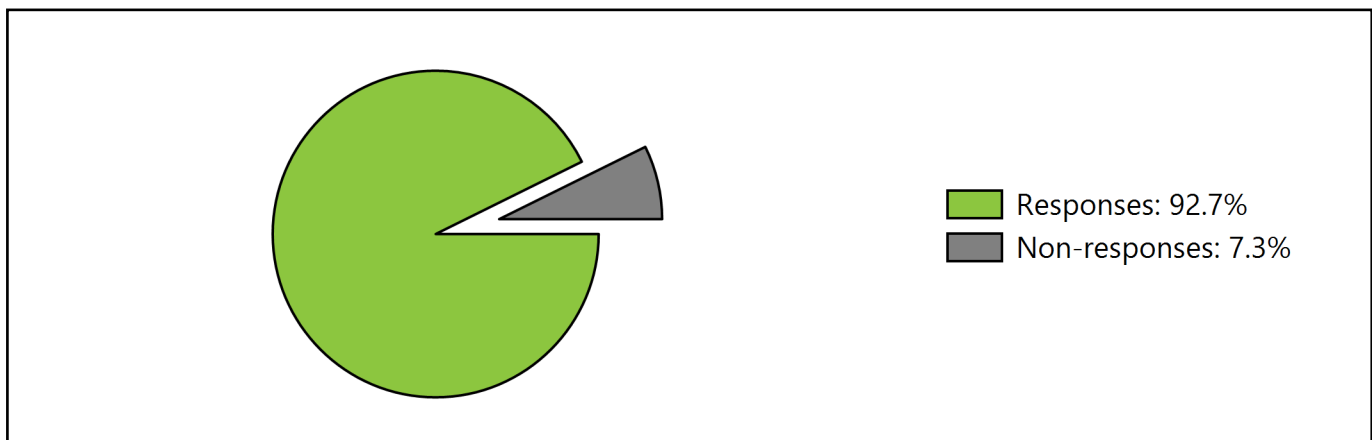
This report was generated using the following parameters:

Organization:	Saguaro Horizons
Current Reporting Period:	January 2025 - March 2025

Response Rate

The graph shows the response rate for the current period. The table below shows the number of questionnaires distributed, the number of questionnaires received, and response rate for this survey.

Response Rate for March 2025



	Number distributed	Number received	Response rate
Mar-2025	150	139	92.7%

Survey Results

This section reports results for the ratable survey items. The graphs represent percent positive (Agree + Strongly Agree) responses for each item for the current time period at the organizational level. To avoid potential misleading information, items with less than 10 responses per time period are not included in the graphs. Frequency distributions are provided on the following page.

Percent Positive (Agree + Strongly Agree)



Responses by Rating Category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1. Got what I needed, when I needed it	139	5.8%	2.9%	59.7%	31.7%
2. Staff paid attention to what I said	139	7.9%	6.5%	64.0%	21.6%
3. I agreed with goals in my plan	139	2.9%	9.4%	60.4%	27.3%
4. Respected as a person	139	5.8%	3.6%	56.1%	34.5%
5. Know where/how to get help in community	139	3.6%	16.5%	56.1%	23.7%
6. Feel safe here	139	3.6%	7.9%	59.7%	28.8%
7. Services enabled me to do things better	139	2.9%	5.0%	62.6%	29.5%
8. Overall satisfaction with services received	139	5.0%	2.9%	61.9%	30.2%

Items Ranked by Percent Positive

This section ranks survey results by percent positive (Agree + Strongly Agree) ratings.

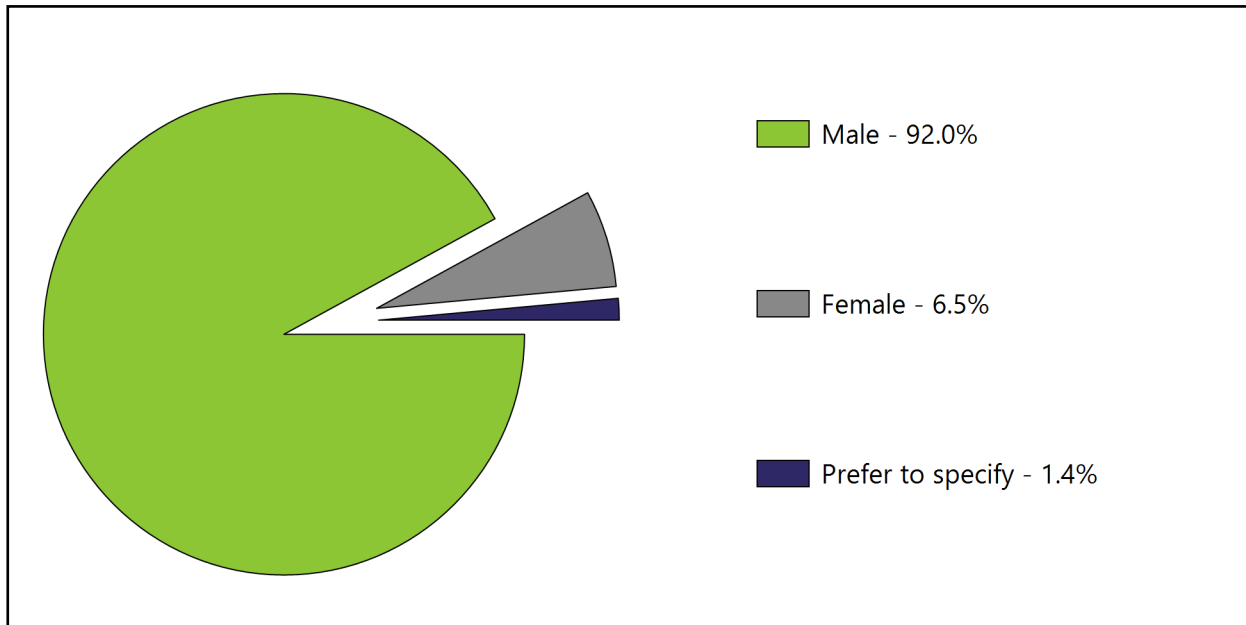
Item	Percent Positive
6. Overall satisfaction with services received	92.1%
5. Services enabled me to do things better	92.1%
1. Got what I needed, when I needed it	91.4%
3. Respected as a person	90.6%
8. Feel safe here	88.5%
2. I agreed with goals in my plan	87.8%
7. Staff paid attention to what I said	85.6%
4. Know where/how to get help in community	79.9%

Demographic Characteristics of Respondents

This section provides a summary of demographic characteristics for the respondents for the current period at the organizational level.

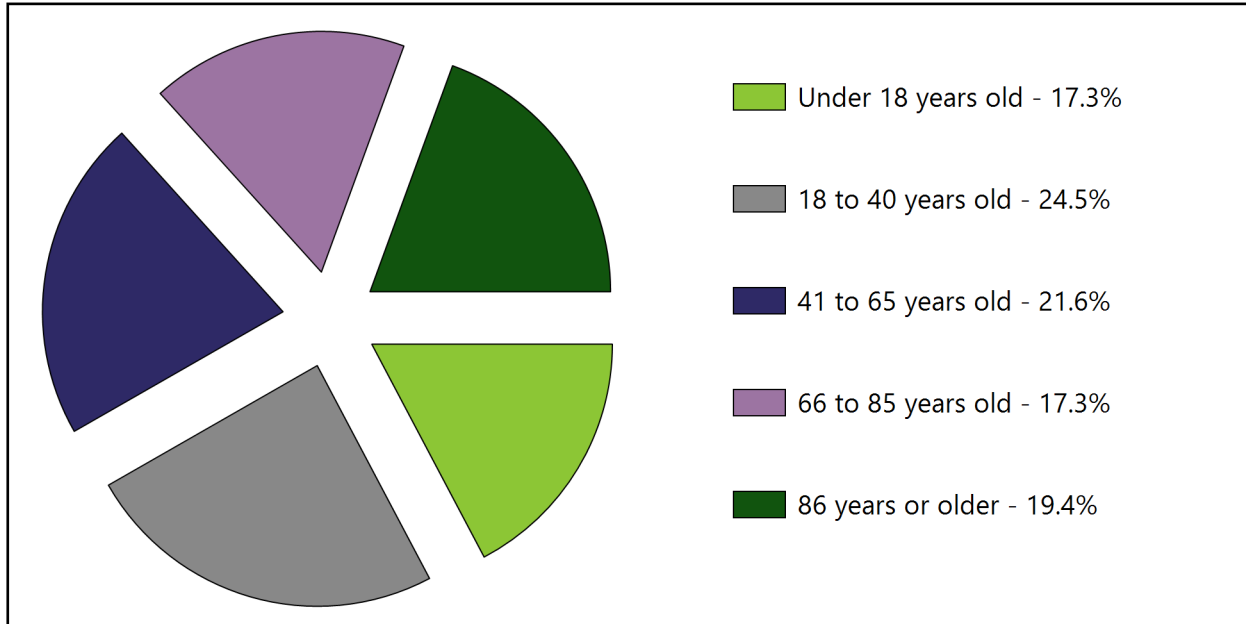
1. What is your gender?

n = 138



2. What is your age group?

n = 139



3. What is your race and/or ethnicity?

n = 138

