



The following pages are the results of the most recent Satisfaction Surveys 2025 conducted by Success Rehabilitation, Inc. And the Divisions of.

Clients and Families/External Stakeholders that have had interactions with Success Rehabilitation and Divisions of took part in the survey.

Survey I – Client Satisfaction Survey 2025

The responses were scored with the following Likert Scale: 1 – Strongly Disagree, 2 – Disagree, 3 – Neither Agree nor Disagree, 4 – Agree, and 5 – Strongly Agree.

1. I feel that the staff are courteous and respectful when working with me.

4.50 out of 5

2. I feel that staff provide the help and assistance I need to achieve my program goals.

4.35 out of 5

3. I feel that I have participated in decisions about my rehabilitation process.

4.40 out of 5

4. The Clinical Team assists me in achieving my program goals and furthering my ability to be as independent as I can.

4.36 out of 5

5. I feel that staff actively listen to any issues and/or concerns I may have.

4.45 out of 5

6. I feel that staff are able to direct me to a team member in order to have my issues and/or concerns addressed in a timely manner.

4.50 out of 5

7. Overall, I am satisfied with the program, supports, and services that I am currently receiving.

4.55 out of 5

8. I would recommend this provider for Brain Injury Rehabilitation.

4.70 out of 5

Survey II – Family/Funder Satisfaction Survey 2025

The responses were scored with the following Likert Scale: 1 – Strongly Disagree/Very Dissatisfied, 2 – Disagree/Dissatisfied, 3 – Neither Agree nor Disagree/Neutral, 4 – Agree/Satisfied, and 5 – Strongly Agree/Very Satisfied.

Question	Average Rating (out of a possible 5 rating)
I am satisfied with the services provided by Success Rehabilitation.	4.60
I am satisfied with the overall client achievement to show progress.	4.38
I am satisfied with the communication provided about the client's rehabilitation program.	4.58
I am satisfied with the clinical documentation provided in reference to my client's program.	4.54
I am satisfied with the quality of information provided to me by the team.	4.50
I feel that the teams at Success Rehabilitation responded to my issues and concerns in a timely manner.	4.65
I was treated with dignity and respect during all of my contacts at Success Rehabilitation.	4.78
Satisfaction of Services for Success Rehabilitation Inc.	CM – 5.00 CRT/CCRT/Cog Tech – 5.00 Assistive Community Integration/Life Skills Trg – 5.00 Community Support Services – 4.60 Household Services – 5.00 Music Therapy – 4.00

	Telehealth Services – 4.00 OT – 4.61 PT – 4.33 Psychiatry – 4.19 Psychotherapy – 4.35 Speech – 4.28 Vocational – 4.24
Satisfaction of Services for Success Rehabilitation Day Treatment Program.	Cognitive/Educational Activities – 4.38 Peer Support – 4.27 Staff Support – 4.69 Overall Programming – 4.56
Satisfaction of Services for Residential Services for Success Rehabilitation Inc.	Room/Apt - 4.31 Food/Menu - 4.31 Staff Support – 4.40 Social/Recreational - 4.25 Health/Fitness - 4.44 Medical Coordination Services and/or Med Administration – 4.40 Community Integration – 4.41 Security/Safety - 4.47
I would refer someone to Success Rehabilitation Inc for services.	5.00