



Treatment Satisfaction Survey Report - Spring 2014
All Substance Abuse Programs

This report covers surveys returned for all substance abuse programs. There were surveys returned for 2697 clients. The satisfaction score (items 1-10) for all programs, was **4.46**, out of five.

Global Satisfaction 92.6%

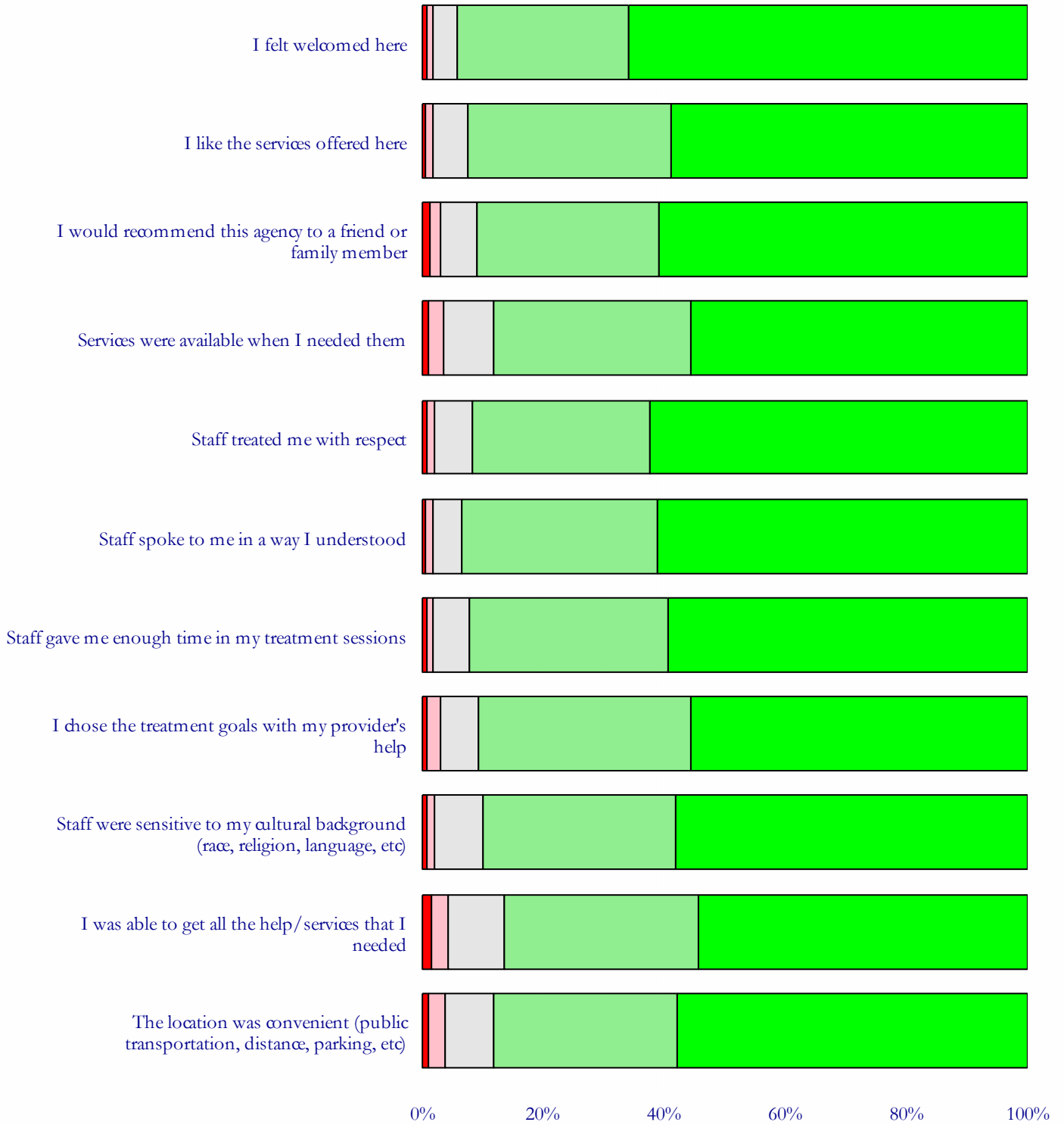
Satisfaction	
Not Satisfied	191 7.4 %
Satisfied	2398 92.6 %
Total	2589 100.0 %

Survey Compliance

Completion	Survey Completion		Total
	My Self	My Child	
Refused	35 1.9 %	0 0 %	35 1.8 %
Impaired	1 0.1 %	0 0 %	1 0.1 %
Language	7 0.4 %	0 0 %	7 0.4 %
Other	11 0.6 %	0 0 %	11 0.6 %
Missing w/o Reason	3 0.2 %	0 0 %	3 0.2 %
Completed Survey	1834 97 %	7 100 %	1841 97 %
Total	1891 100.0 %	7 100.0 %	1898 100.0 %

Fisher's p=1.000 · df=5 · Φ_c=0.011

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	21 1 %	25 1 %	96 4 %	699 28 %	1624 66 %	0 0 %
I like the services offered here	17 1 %	30 1 %	140 6 %	835 34 %	1460 59 %	0 0 %
I would recommend this agency to a friend or family member	36 1 %	43 2 %	146 6 %	732 30 %	1493 61 %	0 0 %
Services were available when I needed them	29 1 %	61 2 %	204 8 %	811 33 %	1378 56 %	0 0 %
Staff treated me with respect	20 1 %	31 1 %	152 6 %	717 29 %	1528 62 %	0 0 %
Staff spoke to me in a way I understood	14 1 %	30 1 %	120 5 %	795 32 %	1510 61 %	0 0 %
Staff gave me enough time in my treatment sessions	18 1 %	29 1 %	144 6 %	792 33 %	1433 59 %	0 0 %
I chose the treatment goals with my provider's help	19 1 %	54 2 %	153 6 %	857 35 %	1353 56 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	20 1 %	30 1 %	195 8 %	757 32 %	1393 58 %	0 0 %
I was able to get all the help/services that I needed	38 2 %	69 3 %	225 9 %	784 32 %	1330 54 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	29 1 %	63 3 %	189 8 %	726 30 %	1379 58 %	0 0 %

