



**Treatment Satisfaction Survey Report - Spring 2014**  
**AARS Project Reconnect MH**

This report covers surveys returned for program codes (RUs): 38JCOP. There were surveys returned for 20 clients. The satisfaction score (items 1-10) for this program, was **3.23** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for AARS Project Reconnect MH was **3.22** the mean for all other programs was **4.47**.

**Global Satisfaction 46.7%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	<b>AARS Project Reconnect MH</b>	<b>Other SA</b>	<b>Total</b>
Not Satisfied	8 53.3 %	183 7.1 %	191 7.4 %
Satisfied	7 46.7 %	2391 92.9 %	2398 92.7 %
<b>Total</b>	<b>15</b> <b>100.0 %</b>	<b>2574</b> <b>100.0 %</b>	<b>2589</b> <b>100.0 %</b>

*Fisher's p=0.000 · df=1 · Φ=0.134*

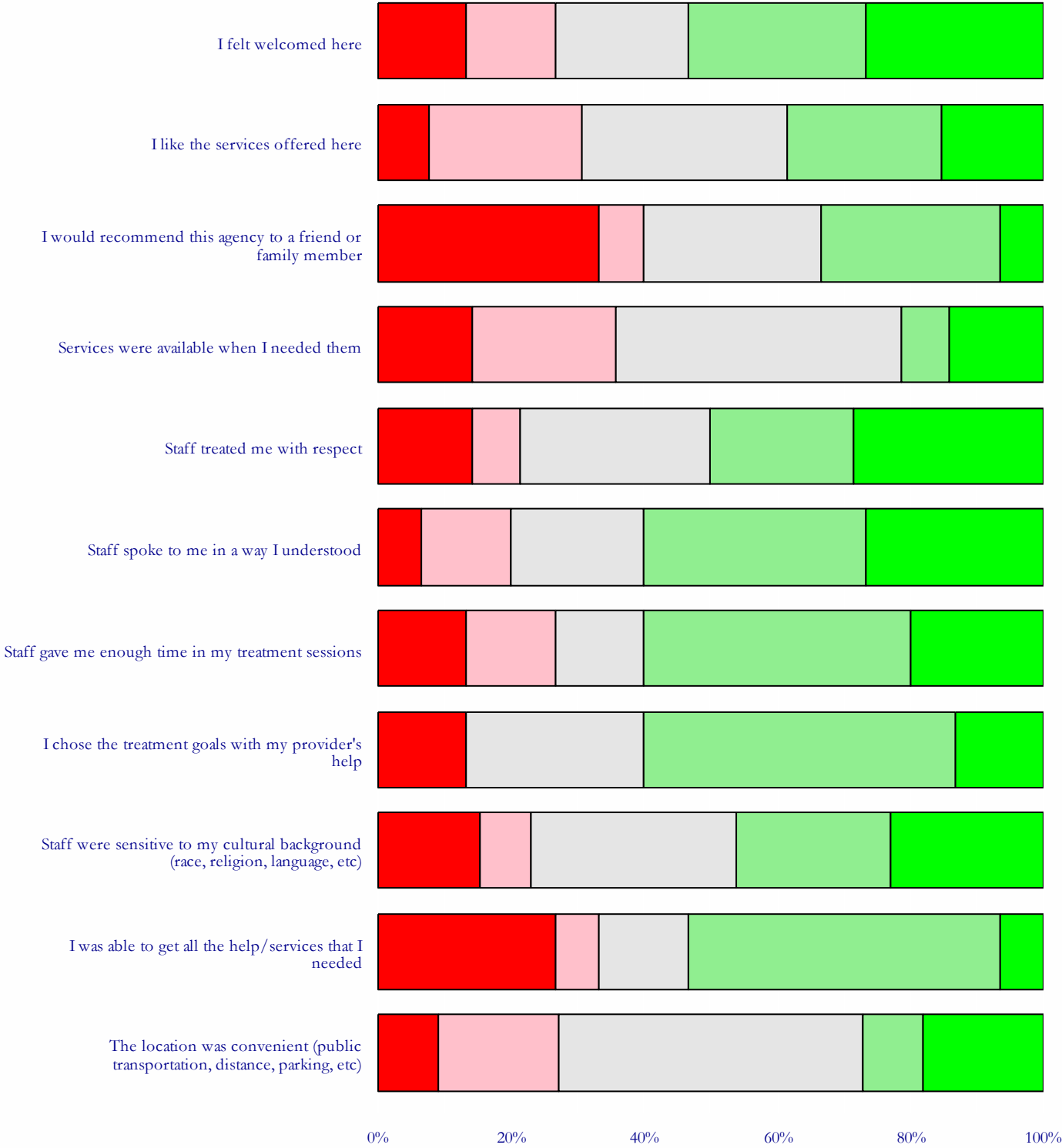
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	<b>AARS Project Reconnect MH</b>	<b>Other SA</b>	<b>Total</b>
Refused	4 20 %	119 4.4 %	123 4.5 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	0 0 %	11 0.4 %	11 0.4 %
Other	1 5 %	21 0.8 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	15 75 %	2491 93.1 %	2506 93 %
<b>Total</b>	<b>20</b> <b>100.0 %</b>	<b>2677</b> <b>100.0 %</b>	<b>2697</b> <b>100.0 %</b>

*Fisher's p=0.027 · df=5 · Φ<sub>c</sub>=0.077*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	2 13 %	2 13 %	3 20 %	4 27 %	4 27 %	0 0 %
I like the services offered here	1 8 %	3 23 %	4 31 %	3 23 %	2 15 %	0 0 %
I would recommend this agency to a friend or family member	5 33 %	1 7 %	4 27 %	4 27 %	1 7 %	0 0 %
Services were available when I needed them	2 14 %	3 21 %	6 43 %	1 7 %	2 14 %	0 0 %
Staff treated me with respect	2 14 %	1 7 %	4 29 %	3 21 %	4 29 %	0 0 %
Staff spoke to me in a way I understood	1 7 %	2 13 %	3 20 %	5 33 %	4 27 %	0 0 %
Staff gave me enough time in my treatment sessions	2 13 %	2 13 %	2 13 %	6 40 %	3 20 %	0 0 %
I chose the treatment goals with my provider's help	2 13 %	0 0 %	4 27 %	7 47 %	2 13 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	2 15 %	1 8 %	4 31 %	3 23 %	3 23 %	0 0 %
I was able to get all the help/services that I needed	4 27 %	1 7 %	2 13 %	7 47 %	1 7 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 9 %	2 18 %	5 45 %	1 9 %	2 18 %	0 0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals

