



Treatment Satisfaction Survey Report - Spring 2014
AARS Project Reconnect SA

This report covers surveys returned for program codes (RUs): 01211. There were surveys returned for 13 clients. The satisfaction score (items 1-10) for this program, was **4.40** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for AARS Project Reconnect SA was **4.35** the mean for all other programs was **4.46**.

Global Satisfaction 92.3%

Satisfaction by Program / Other SA

Satisfaction	AARS Project Reconnect SA	Other SA	Total
Not Satisfied	1 7.7 %	190 7.4 %	191 7.3 %
Satisfied	12 92.3 %	2386 92.6 %	2398 92.7 %
Total	13 100.0 %	2576 100.0 %	2589 100.0 %

Fisher's p=1.000 · df=1 · Φ=0.001

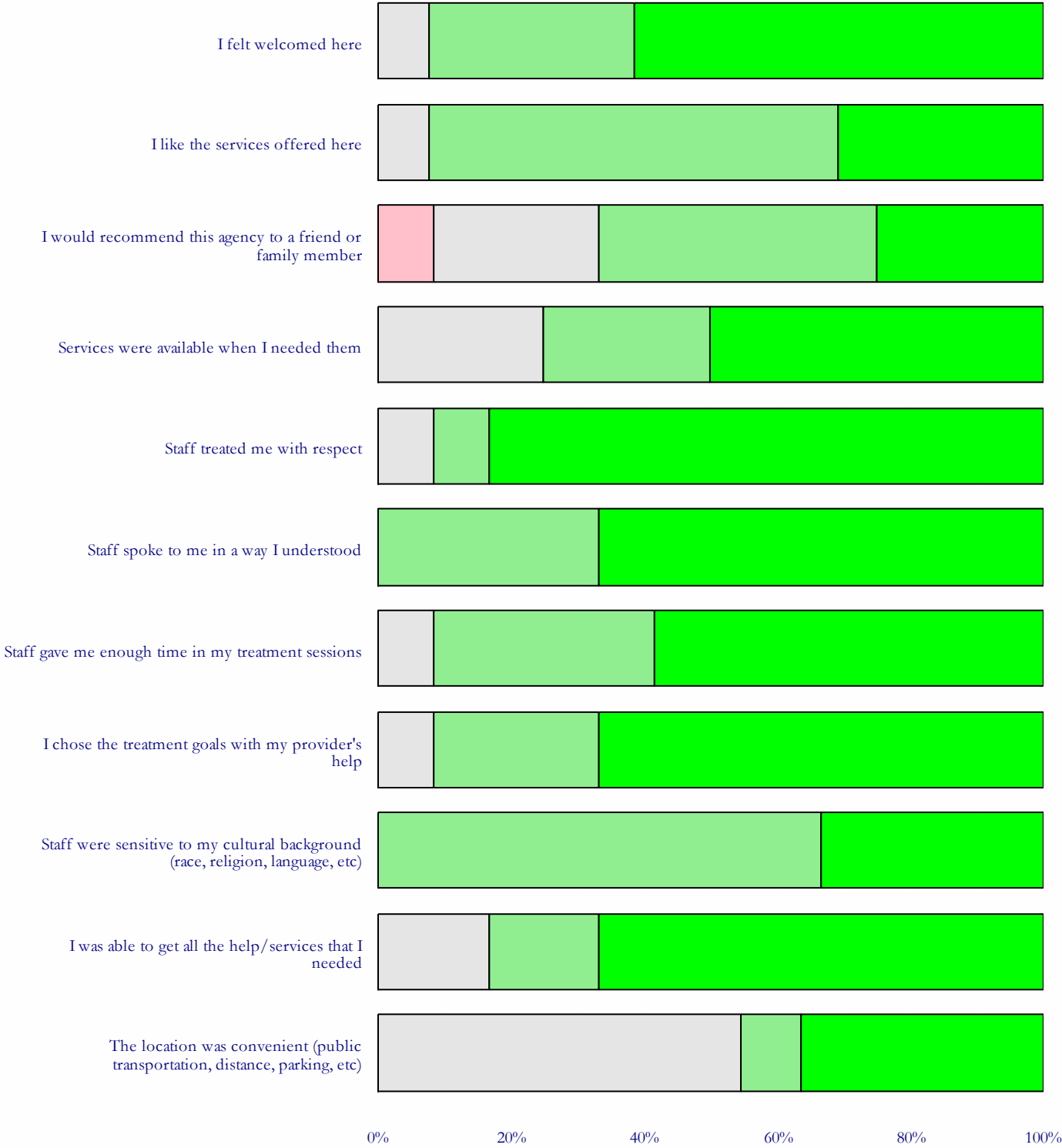
Survey Compliance

Survey Completion by Program / Other SA

Completion	AARS Project Reconnect SA	Other SA	Total
Refused	0 0 %	123 4.6 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	0 0 %	11 0.4 %	11 0.4 %
Other	0 0 %	22 0.8 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	13 100 %	2493 92.9 %	2506 92.9 %
Total	13 100.0 %	2684 100.0 %	2697 100.0 %

Fisher's p=1.000 · df=5 · Φ_c=0.019

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	1 8 %	4 31 %	8 62 %	0 0 %
I like the services offered here	0 0 %	0 0 %	1 8 %	8 62 %	4 31 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	1 8 %	3 25 %	5 42 %	3 25 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	3 25 %	3 25 %	6 50 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 8 %	1 8 %	10 83 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	4 33 %	8 67 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	1 8 %	4 33 %	7 58 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	1 8 %	3 25 %	8 67 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	0 0 %	8 67 %	4 33 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	2 17 %	2 17 %	8 67 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	6 55 %	1 9 %	4 36 %	0 0 %

