



**Treatment Satisfaction Survey Report - Spring 2014**  
**ART Market Street Methadone Maintenance**

This report covers surveys returned for program codes (RUs): 38124. There were surveys returned for 150 clients. The satisfaction score (items 1-10) for this program, was **4.63** out of five, the mean for all other programs was **4.45**. The average rating on all survey questions for ART Market Street Methadone Maintenance was **4.62** the mean for all other programs was **4.45**.

**Global Satisfaction 96.4%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	ART Market Street Methadone Maintenance	Other SA	<b>Total</b>
Not Satisfied	5 3.6 %	186 7.6 %	191 7.4 %
Satisfied	135 96.4 %	2263 92.4 %	2398 92.6 %
<b>Total</b>	140 100.0 %	2449 100.0 %	2589 100.0 %

*$\chi^2=2.576 \cdot df=1 \cdot \Phi=0.035 \cdot p=0.108$*

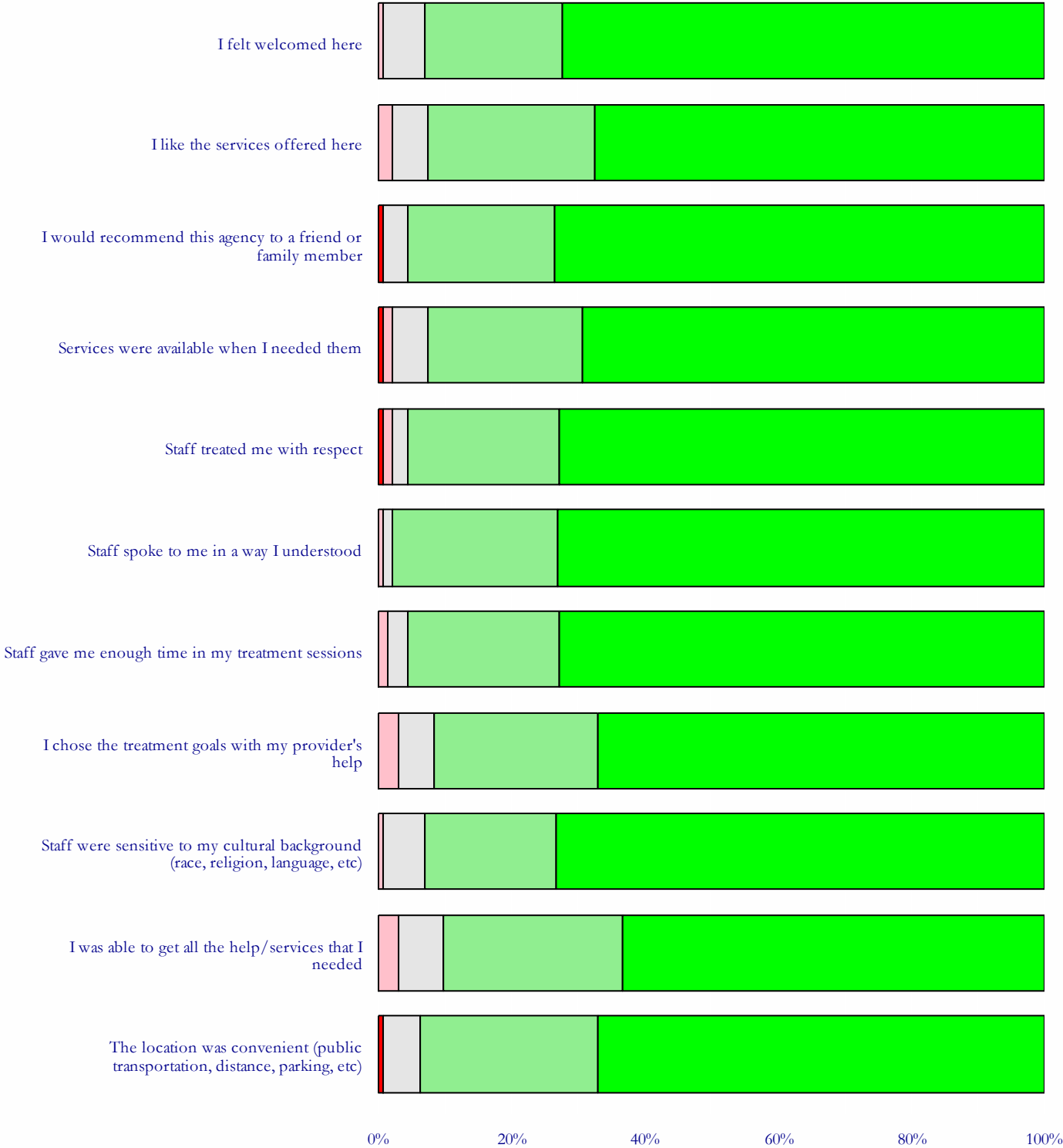
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	ART Market Street Methadone Maintenance	Other SA	<b>Total</b>
Refused	9 6 %	114 4.5 %	123 4.5 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	3 2 %	8 0.3 %	11 0.4 %
Other	0 0 %	22 0.9 %	22 0.8 %
Missing w/o Reason	1 0.7 %	29 1.1 %	30 1.1 %
Completed Survey	137 91.3 %	2369 93 %	2506 92.9 %
<b>Total</b>	150 100.0 %	2547 100.0 %	2697 100.0 %

*Fisher's  $p=0.100 \cdot df=5 \cdot \Phi_c=0.068$*

# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	1 1 %	8 6 %	26 20 %	92 72 %	0 0 %
I like the services offered here	0 0 %	3 2 %	7 5 %	33 25 %	89 67 %	0 0 %
I would recommend this agency to a friend or family member	1 1 %	0 0 %	5 4 %	30 22 %	100 74 %	0 0 %
Services were available when I needed them	1 1 %	2 1 %	7 5 %	31 23 %	93 69 %	0 0 %
Staff treated me with respect	1 1 %	2 2 %	3 2 %	30 23 %	96 73 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 1 %	2 1 %	33 25 %	98 73 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	2 2 %	4 3 %	30 23 %	96 73 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	4 3 %	7 5 %	32 25 %	87 67 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 1 %	8 6 %	25 20 %	93 73 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	4 3 %	9 7 %	35 27 %	83 63 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 1 %	0 0 %	7 6 %	34 27 %	85 67 %	0 0 %

