



Treatment Satisfaction Survey Report - Spring 2014
ART Turk Street Methadone Maintenance

This report covers surveys returned for program codes (RUs): 38114. There were surveys returned for 191 clients. The satisfaction score (items 1-10) for this program, was **4.39** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for ART Turk Street Methadone Maintenance was **4.39** the mean for all other programs was **4.46**.

Global Satisfaction 93.7%

Satisfaction by Program / Other SA

Satisfaction	ART Turk Street Methadone Maintenance	Other SA	Total
Not Satisfied	12 6.3 %	179 7.5 %	191 7.4 %
Satisfied	178 93.7 %	2220 92.5 %	2398 92.6 %
Total	190 100.0 %	2399 100.0 %	2589 100.0 %

$\chi^2=0.191 \cdot df=1 \cdot \Phi=0.011 \cdot p=0.662$

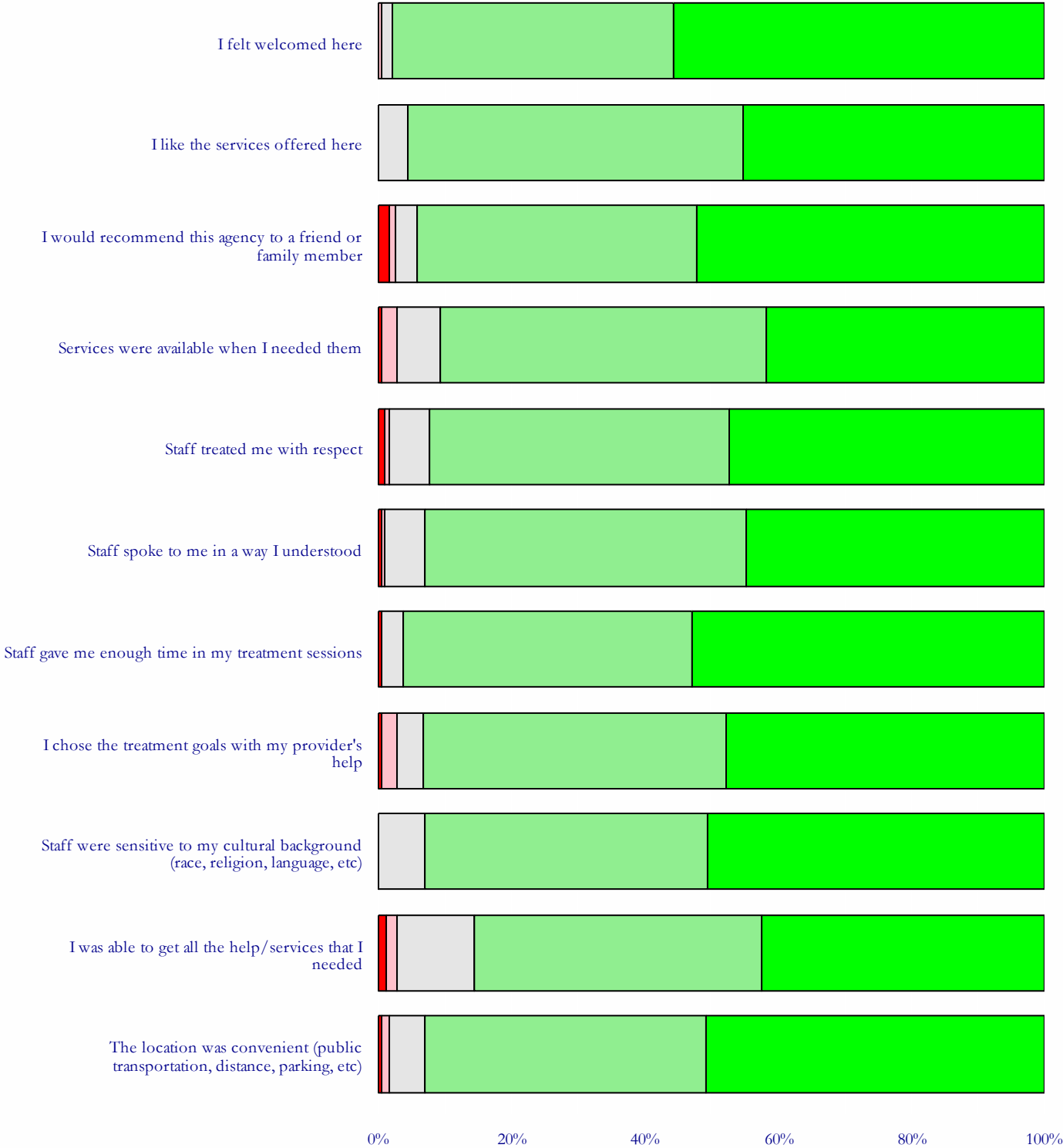
Survey Compliance

Survey Completion by Program / Other SA

Completion	ART Turk Street Methadone Maintenance	Other SA	Total
Refused	3 1.6 %	120 4.8 %	123 4.5 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	1 0.5 %	10 0.4 %	11 0.4 %
Other	0 0 %	22 0.9 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.2 %	30 1.1 %
Completed Survey	187 97.9 %	2319 92.5 %	2506 92.9 %
Total	191 100.0 %	2506 100.0 %	2697 100.0 %

Fisher's $p=0.107 \cdot df=5 \cdot \Phi_c=0.058$

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	1 1 %	3 2 %	76 42 %	100 56 %	0 0 %
I like the services offered here	0 0 %	0 0 %	8 4 %	90 50 %	81 45 %	0 0 %
I would recommend this agency to a friend or family member	3 2 %	2 1 %	6 3 %	77 42 %	96 52 %	0 0 %
Services were available when I needed them	1 1 %	4 2 %	12 7 %	88 49 %	75 42 %	0 0 %
Staff treated me with respect	2 1 %	1 1 %	11 6 %	82 45 %	86 47 %	0 0 %
Staff spoke to me in a way I understood	1 1 %	1 1 %	11 6 %	88 48 %	82 45 %	0 0 %
Staff gave me enough time in my treatment sessions	1 1 %	0 0 %	6 3 %	80 43 %	98 53 %	0 0 %
I chose the treatment goals with my provider's help	1 1 %	4 2 %	7 4 %	81 46 %	85 48 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	13 7 %	78 42 %	93 51 %	0 0 %
I was able to get all the help/services that I needed	2 1 %	3 2 %	20 11 %	75 43 %	74 43 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 1 %	2 1 %	10 5 %	78 42 %	94 51 %	0 0 %

