



**Treatment Satisfaction Survey Report - Spring 2014**  
**BVHP Methadone Maintenance & HIV Set-Aside**

This report covers surveys returned for program codes (RUs): 38164. There were surveys returned for 175 clients. The satisfaction score (items 1-10) for this program, was **4.53** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for BVHP Methadone Maintenance HIV was **4.51** the mean for all other programs was **4.46**.

**Global Satisfaction 94.3%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	BVHP Methadone Maintenance HIV	Other SA	<b>Total</b>
Not Satisfied	10 5.7 %	181 7.5 %	191 7.4 %
Satisfied	165 94.3 %	2233 92.5 %	2398 92.6 %
<b>Total</b>	175 100.0 %	2414 100.0 %	2589 100.0 %

*$\chi^2=0.521 \cdot df=1 \cdot \Phi=0.017 \cdot p=0.470$*

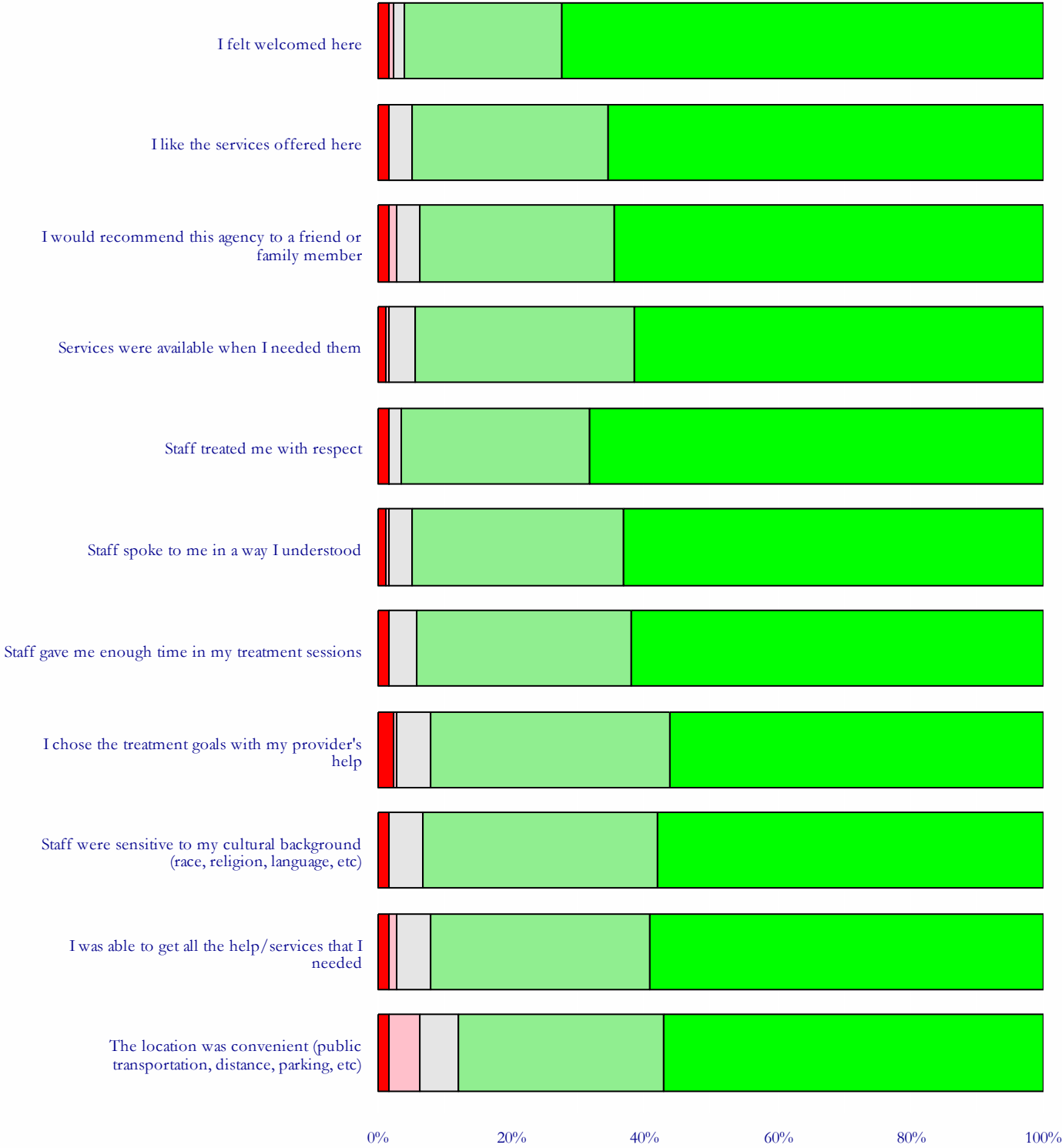
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	BVHP Methadone Maintenance HIV	Other SA	<b>Total</b>
Refused	0 0 %	123 4.9 %	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 0.9 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.2 %	30 1.1 %
Completed Survey	175 100 %	2331 92.4 %	2506 92.9 %
<b>Total</b>	175 100.0 %	2522 100.0 %	2697 100.0 %

*Fisher's  $p=0.005 \cdot df=5 \cdot \Phi_c=0.073$*

# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	3 2 %	1 1 %	3 2 %	41 24 %	125 72 %	0 0 %
I like the services offered here	3 2 %	0 0 %	6 4 %	50 29 %	112 66 %	0 0 %
I would recommend this agency to a friend or family member	3 2 %	2 1 %	6 3 %	51 29 %	112 64 %	0 0 %
Services were available when I needed them	2 1 %	1 1 %	7 4 %	57 33 %	107 61 %	0 0 %
Staff treated me with respect	3 2 %	0 0 %	3 2 %	48 28 %	116 68 %	0 0 %
Staff spoke to me in a way I understood	2 1 %	1 1 %	6 3 %	55 32 %	109 63 %	0 0 %
Staff gave me enough time in my treatment sessions	3 2 %	0 0 %	7 4 %	56 32 %	107 62 %	0 0 %
I chose the treatment goals with my provider's help	4 2 %	1 1 %	9 5 %	62 36 %	97 56 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	3 2 %	0 0 %	9 5 %	61 35 %	101 58 %	0 0 %
I was able to get all the help/services that I needed	3 2 %	2 1 %	9 5 %	57 33 %	103 59 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	3 2 %	8 5 %	10 6 %	53 31 %	98 57 %	0 0 %

