



Treatment Satisfaction Survey Report - Spring 2014
BVHP Youth Moving Forward 3rd Street

This report covers surveys returned for program codes (RUs): 38171. There were surveys returned for 74 clients. The satisfaction score (items 1-10) for this program, was **4.26** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for BVHP Youth Moving Forward 3rd Street was **4.27** the mean for all other programs was **4.47**.

Global Satisfaction 95.9%

Satisfaction by Program / Other SA

Satisfaction	BVHP Youth Moving Forward 3rd Street	Other SA	Total
Not Satisfied	3 4.1 %	188 7.5 %	191 7.4 %
Satisfied	71 95.9 %	2327 92.5 %	2398 92.6 %
Total	74 100.0 %	2515 100.0 %	2589 100.0 %

Fisher's p=0.367 · df=1 · Φ=0.022

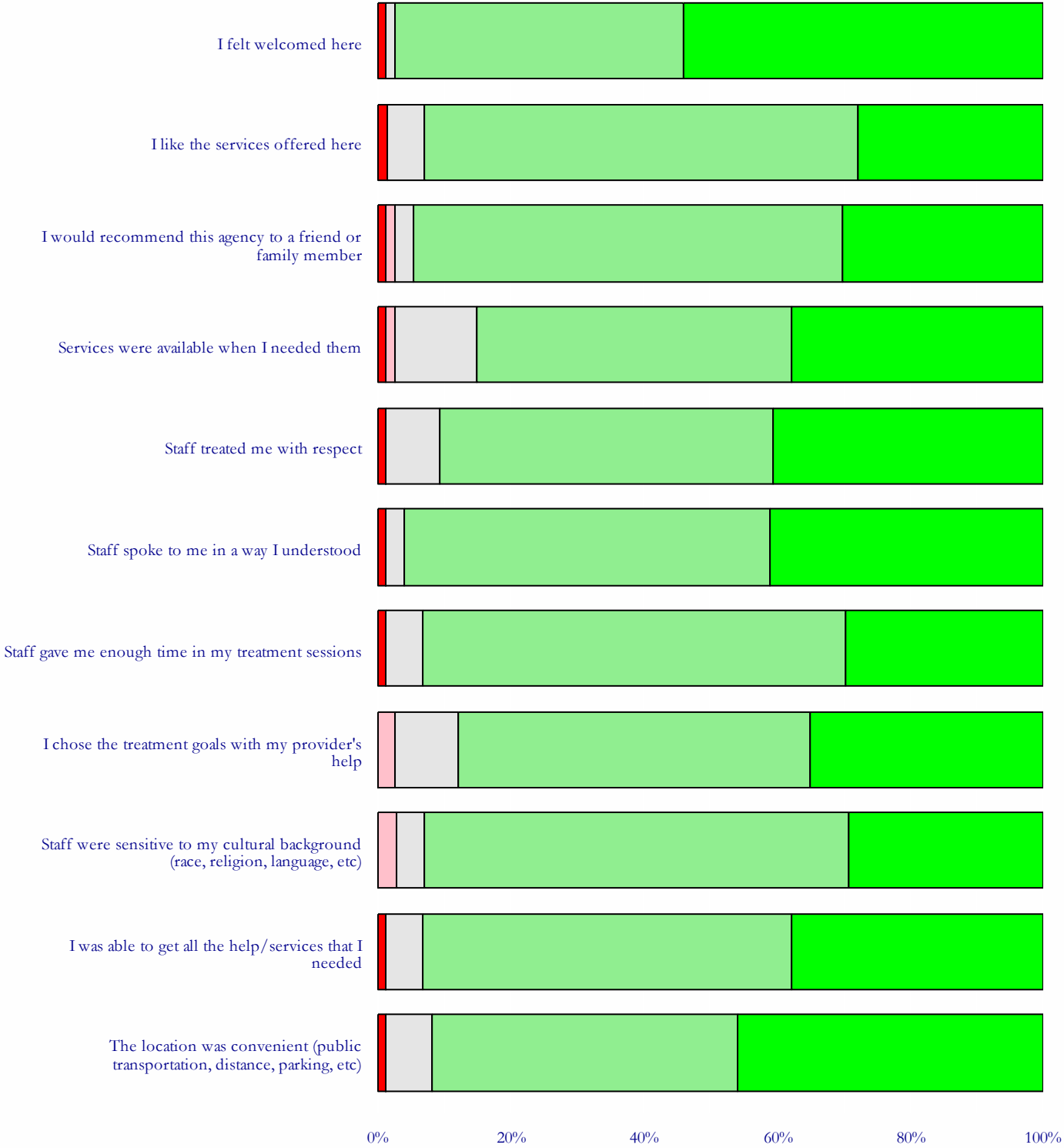
Survey Compliance

Survey Completion by Program / Other SA

Completion	BVHP Youth Moving Forward 3rd Street	Other SA	Total
Refused	0 0 %	123 4.7 %	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	74 100 %	2432 92.7 %	2506 92.9 %
Total	74 100.0 %	2623 100.0 %	2697 100.0 %

Fisher's p=0.347 · df=5 · Φ_c=0.046

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 1 %	0 0 %	1 1 %	32 43 %	40 54 %	0 0 %
I like the services offered here	1 1 %	0 0 %	4 6 %	47 65 %	20 28 %	0 0 %
I would recommend this agency to a friend or family member	1 1 %	1 1 %	2 3 %	47 64 %	22 30 %	0 0 %
Services were available when I needed them	1 1 %	1 1 %	9 12 %	35 47 %	28 38 %	0 0 %
Staff treated me with respect	1 1 %	0 0 %	6 8 %	37 50 %	30 41 %	0 0 %
Staff spoke to me in a way I understood	1 1 %	0 0 %	2 3 %	40 55 %	30 41 %	0 0 %
Staff gave me enough time in my treatment sessions	1 1 %	0 0 %	4 5 %	47 64 %	22 30 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	2 3 %	7 9 %	39 53 %	26 35 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	2 3 %	3 4 %	46 64 %	21 29 %	0 0 %
I was able to get all the help/services that I needed	1 1 %	0 0 %	4 5 %	41 55 %	28 38 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 1 %	0 0 %	5 7 %	34 46 %	34 46 %	0 0 %

