



Treatment Satisfaction Survey Report - Spring 2014
Balboa Teen Health Center Outpatient SA

This report covers surveys returned for program codes (RUs): 38531. There were surveys returned for 29 clients. The satisfaction score (items 1-10) for this program, was **4.52** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for Balboa Teen Health Center Outpatient was **4.54** the mean for all other programs was **4.46**.

Global Satisfaction 100.0%

Satisfaction by Program / Other SA

Satisfaction	Balboa Teen Health Center Outpatient	Other SA	Total
Not Satisfied	0 0 %	191 7.5 %	191 7.4 %
Satisfied	29 100 %	2369 92.5 %	2398 92.6 %
Total	29 100.0 %	2560 100.0 %	2589 100.0 %

Fisher's p=0.268 · df=1 · Φ=0.030

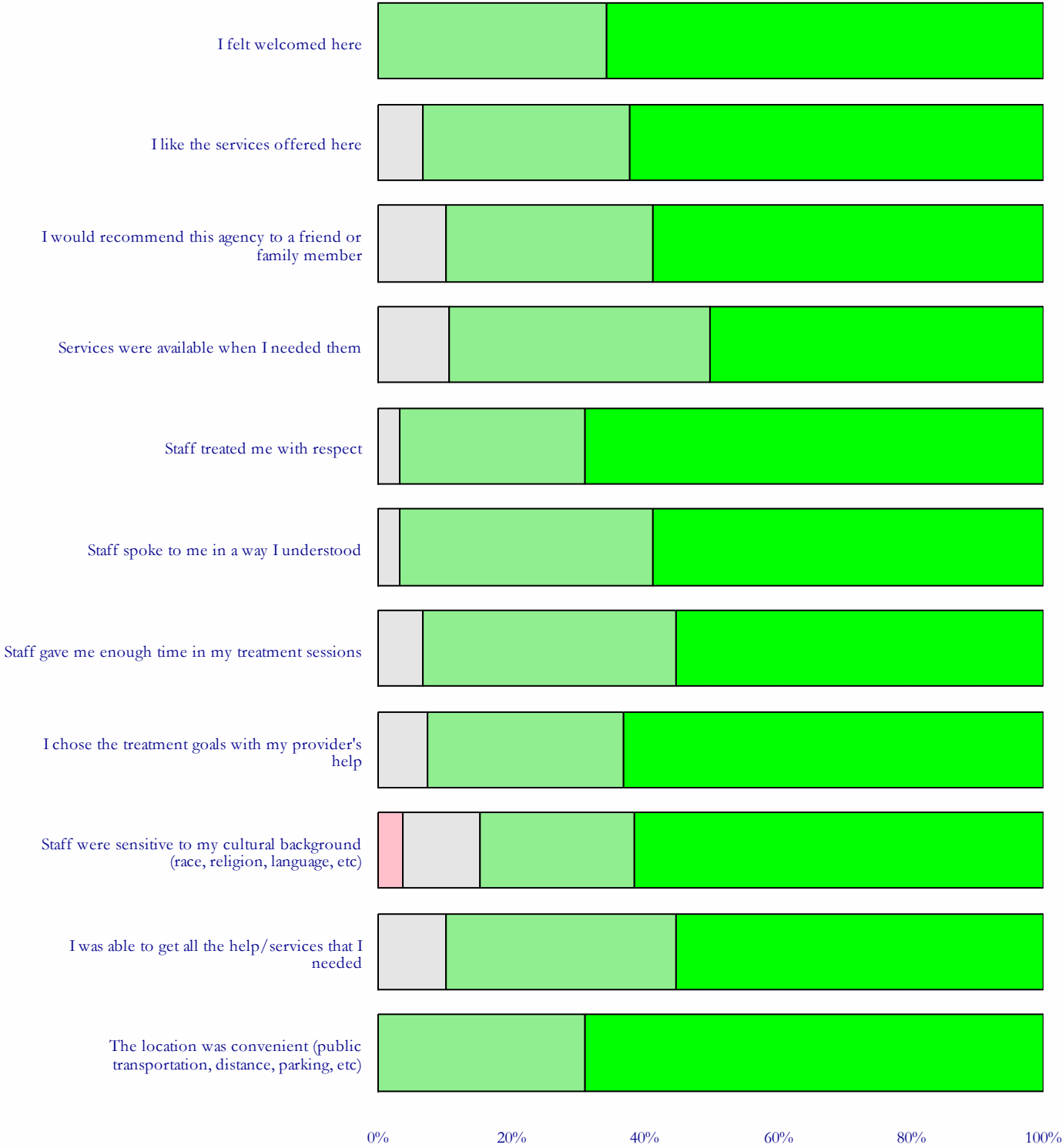
Survey Compliance

Survey Completion by Program / Other SA

Completion	Balboa Teen Health Center Outpatient	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	1 3.4 %	21 0.8 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	28 96.6 %	2478 92.9 %	2506 92.9 %
Total	29 100.0 %	2668 100.0 %	2697 100.0 %

Fisher's p=0.362 · df=5 · Φ_c=0.040

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	10 34 %	19 66 %	0 0 %
I like the services offered here	0 0 %	0 0 %	2 7 %	9 31 %	18 62 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	3 10 %	9 31 %	17 59 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	3 11 %	11 39 %	14 50 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 3 %	8 28 %	20 69 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	1 3 %	11 38 %	17 59 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	2 7 %	11 38 %	16 55 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	2 7 %	8 30 %	17 63 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 4 %	3 12 %	6 23 %	16 62 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	3 10 %	10 34 %	16 55 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	9 31 %	20 69 %	0 0 %

