



Treatment Satisfaction Survey Report - Spring 2014
CATS A Woman's Place Drop-In Center

This report covers surveys returned for program codes (RUs): 38IQBH, 88207. There were surveys returned for 24 clients. The satisfaction score (items 1-10) for this program, was **3.88** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for CATS A Woman's Place Drop-In Center was **3.91** the mean for all other programs was **4.46**.

Global Satisfaction 66.7%

Satisfaction by Program / Other SA

Satisfaction	CATS A Woman's Place Drop-In Center	Other SA	Total
Not Satisfied	8 33.3 %	183 7.1 %	191 7.4 %
Satisfied	16 66.7 %	2382 92.9 %	2398 92.6 %
Total	24 100.0 %	2565 100.0 %	2589 100.0 %

Fisher's p=0.000 · df=1 · Φ=0.096

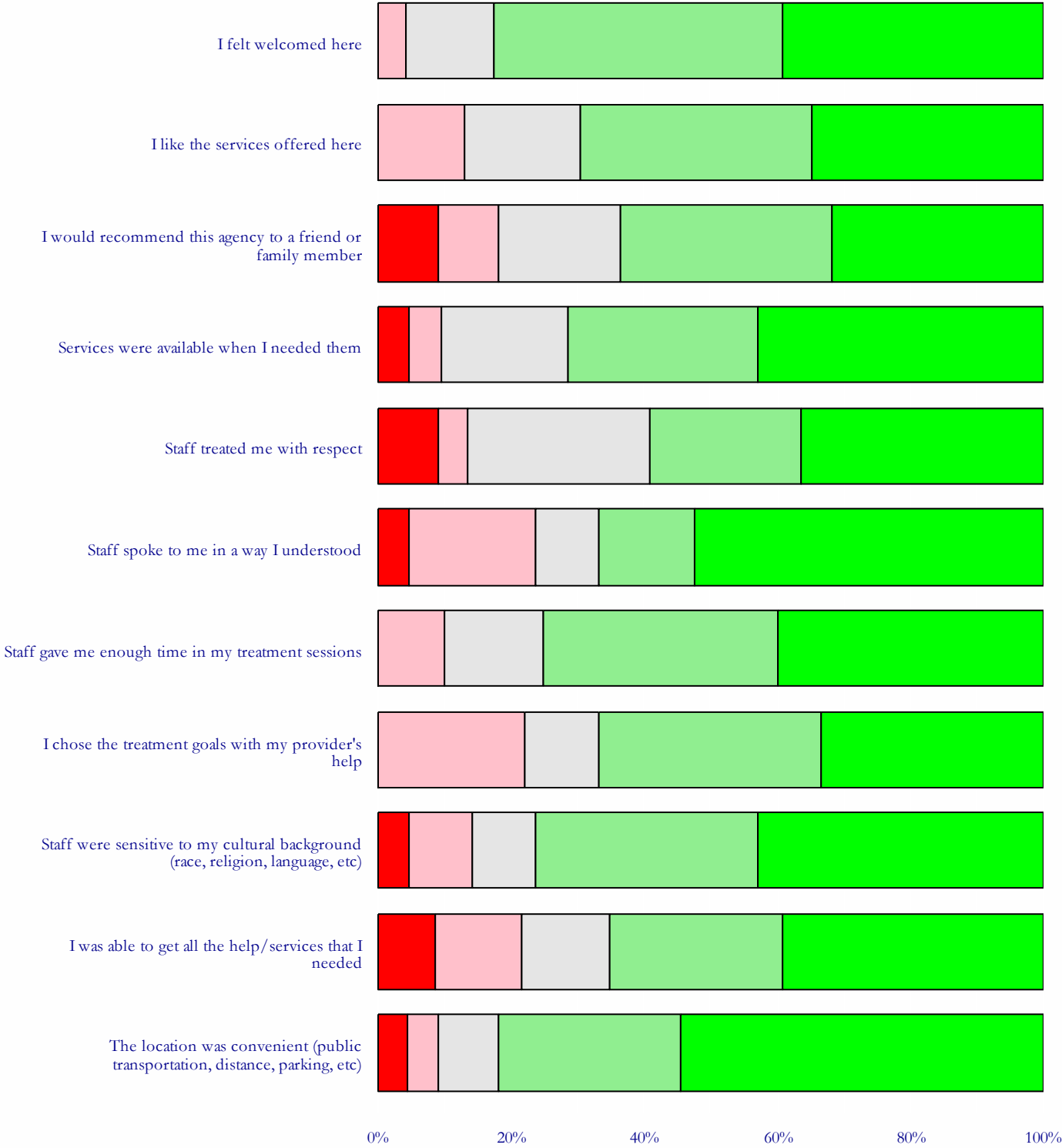
Survey Compliance

Survey Completion by Program / Other SA

Completion	CATS A Woman's Place Drop-In Center	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 4.2 %	21 0.8 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	23 95.8 %	2483 92.9 %	2506 93 %
Total	24 100.0 %	2673 100.0 %	2697 100.0 %

Fisher's p=0.341 · df=5 · Φ_c=0.043

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	1 4 %	3 13 %	10 43 %	9 39 %	0 0 %
I like the services offered here	0 0 %	3 13 %	4 17 %	8 35 %	8 35 %	0 0 %
I would recommend this agency to a friend or family member	2 9 %	2 9 %	4 18 %	7 32 %	7 32 %	0 0 %
Services were available when I needed them	1 5 %	1 5 %	4 19 %	6 29 %	9 43 %	0 0 %
Staff treated me with respect	2 9 %	1 5 %	6 27 %	5 23 %	8 36 %	0 0 %
Staff spoke to me in a way I understood	1 5 %	4 19 %	2 10 %	3 14 %	11 52 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	2 10 %	3 15 %	7 35 %	8 40 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	4 22 %	2 11 %	6 33 %	6 33 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 5 %	2 10 %	2 10 %	7 33 %	9 43 %	0 0 %
I was able to get all the help/services that I needed	2 9 %	3 13 %	3 13 %	6 26 %	9 39 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 5 %	1 5 %	2 9 %	6 27 %	12 55 %	0 0 %

