



**Treatment Satisfaction Survey Report - Spring 2014**  
**CATS Golden Gate for Seniors**

This report covers surveys returned for program codes (RUs): 00202. There were surveys returned for 14 clients. The satisfaction score (items 1-10) for this program, was **4.40** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for CATS Golden Gate for Seniors was **4.41** the mean for all other programs was **4.46**.

**Global Satisfaction 92.9%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	<b>CATS Golden Gate for Seniors</b>	<b>Other SA</b>	<b>Total</b>
Not Satisfied	1 7.1 %	190 7.4 %	191 7.3 %
Satisfied	13 92.9 %	2385 92.6 %	2398 92.6 %
<b>Total</b>	14 100.0 %	2575 100.0 %	2589 100.0 %

*Fisher's p=1.000 · df=1 · Φ=0.001*

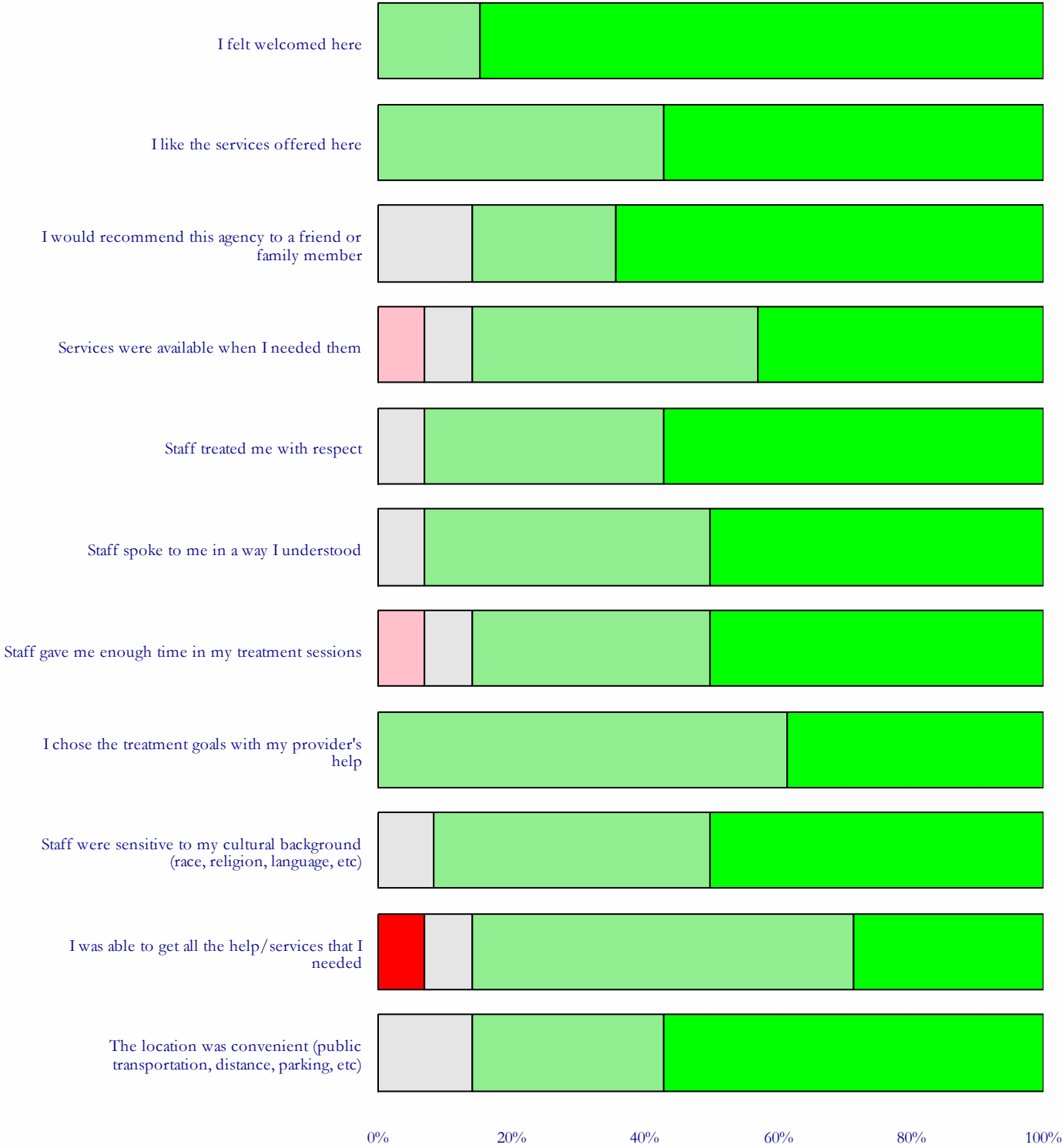
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	<b>CATS Golden Gate for Seniors</b>	<b>Other SA</b>	<b>Total</b>
Refused	1 7.1 %	122 4.5 %	123 4.5 %
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	13 92.9 %	2493 92.9 %	2506 92.9 %
<b>Total</b>	14 100.0 %	2683 100.0 %	2697 100.0 %

*Fisher's p=0.635 · df=5 · Φ<sub>c</sub>=0.014*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	2 15 %	11 85 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	6 43 %	8 57 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	2 14 %	3 21 %	9 64 %	0 0 %
Services were available when I needed them	0 0 %	1 7 %	1 7 %	6 43 %	6 43 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 7 %	5 36 %	8 57 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	1 7 %	6 43 %	7 50 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	1 7 %	1 7 %	5 36 %	7 50 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	0 0 %	8 62 %	5 38 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	1 8 %	5 42 %	6 50 %	0 0 %
I was able to get all the help/services that I needed	1 7 %	0 0 %	1 7 %	8 57 %	4 29 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	2 14 %	4 29 %	8 57 %	0 0 %

