



Treatment Satisfaction Survey Report - Spring 2014
Conard Rep Payee

This report covers surveys returned for program codes (RUs): 8949RP. There were surveys returned for 150 clients. The satisfaction score (items 1-10) for this program, was **4.40** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for Conard Rep Payee was **4.39** the mean for all other programs was **4.46**.

Global Satisfaction 90.8%

Satisfaction	Satisfaction by Program / Other SA		Total
	Conard Rep Payee	Other SA	
Not Satisfied	11 9.2 %	180 7.3 %	191 7.4 %
Satisfied	108 90.8 %	2290 92.7 %	2398 92.7 %
Total	119 100.0 %	2470 100.0 %	2589 100.0 %

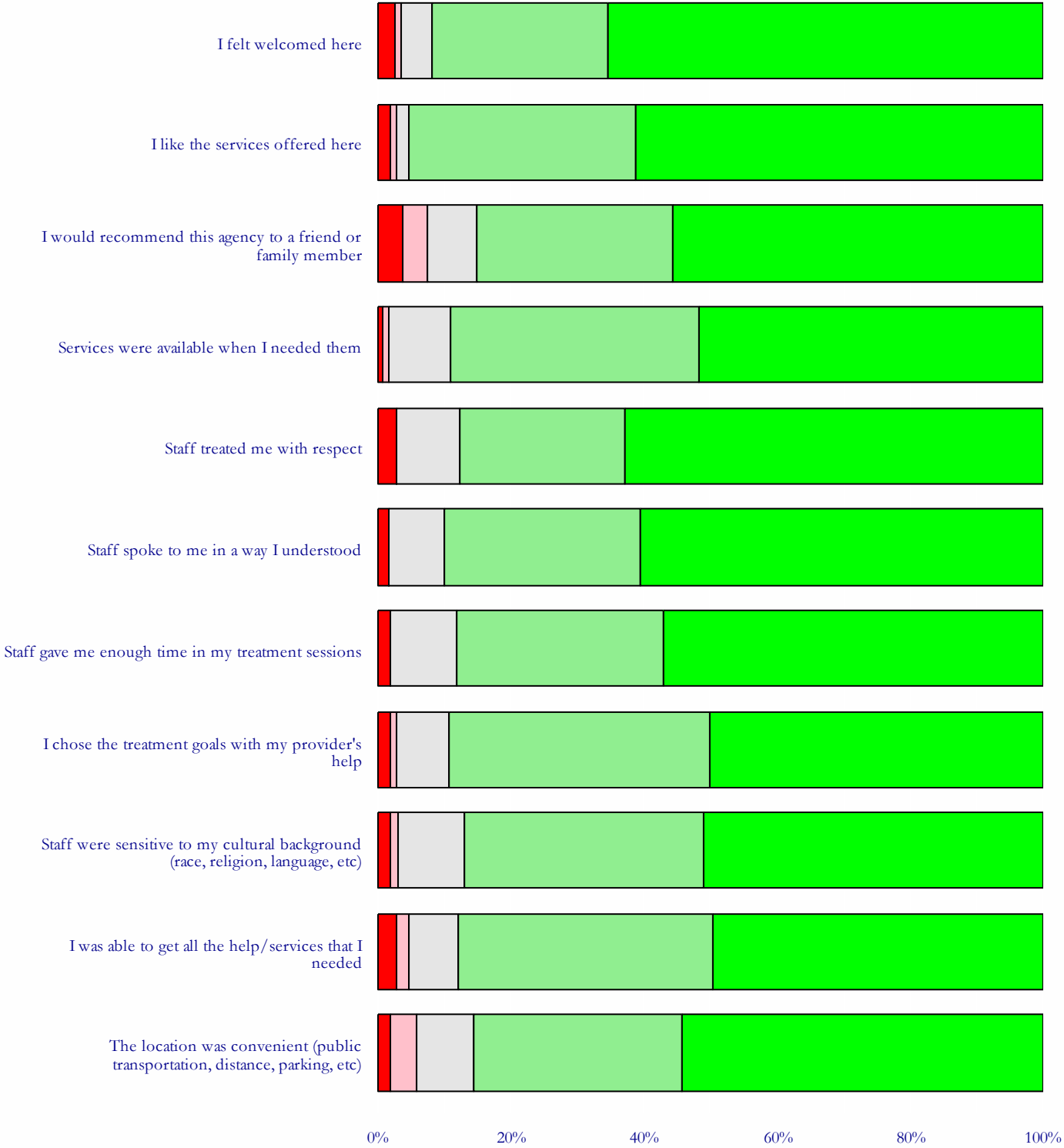
Fisher's p=0.373 · df=1 · Φ=0.016

Survey Compliance

Completion	Survey Completion by Program / Other SA		Total
	Conard Rep Payee	Other SA	
Refused	30 20 %	93 3.7 %	123 4.5 %
Impaired	1 0.7 %	4 0.2 %	5 0.1 %
Language	2 1.3 %	9 0.4 %	11 0.4 %
Other	2 1.3 %	20 0.8 %	22 0.8 %
Missing w/o Reason	2 1.3 %	28 1.1 %	30 1.1 %
Completed Survey	113 75.3 %	2393 94 %	2506 92.9 %
Total	150 100.0 %	2547 100.0 %	2697 100.0 %

Fisher's p=0.000 · df=5 · Φ_c=0.187

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	3 3 %	1 1 %	5 5 %	29 26 %	72 65 %	0 0 %
I like the services offered here	2 2 %	1 1 %	2 2 %	37 34 %	66 61 %	0 0 %
I would recommend this agency to a friend or family member	4 4 %	4 4 %	8 7 %	32 30 %	60 56 %	0 0 %
Services were available when I needed them	1 1 %	1 1 %	10 9 %	41 37 %	57 52 %	0 0 %
Staff treated me with respect	3 3 %	0 0 %	10 10 %	26 25 %	66 63 %	0 0 %
Staff spoke to me in a way I understood	2 2 %	0 0 %	9 8 %	32 29 %	66 61 %	0 0 %
Staff gave me enough time in my treatment sessions	2 2 %	0 0 %	10 10 %	31 31 %	57 57 %	0 0 %
I chose the treatment goals with my provider's help	2 2 %	1 1 %	8 8 %	40 39 %	51 50 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	2 2 %	1 1 %	10 10 %	36 36 %	51 51 %	0 0 %
I was able to get all the help/services that I needed	3 3 %	2 2 %	8 7 %	41 38 %	53 50 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	2 2 %	4 4 %	9 9 %	32 31 %	56 54 %	0 0 %

