



**Treatment Satisfaction Survey Report - Spring 2014**  
**DSAAM OBOT**

This report covers surveys returned for program codes (RUs): 74134, 75134, 86134. There were surveys returned for 23 clients. The satisfaction score (items 1-10) for this program, was **4.44** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for DSAAM OBOT was **4.43** the mean for all other programs was **4.46**.

**Global Satisfaction 90.5%**

Satisfaction	Satisfaction by Program / Other SA		Total
	DSAAM OBOT	Other SA	
Not Satisfied	2 9.5 %	189 7.4 %	191 7.4 %
Satisfied	19 90.5 %	2379 92.6 %	2398 92.6 %
<b>Total</b>	21 100.0 %	2568 100.0 %	2589 100.0 %

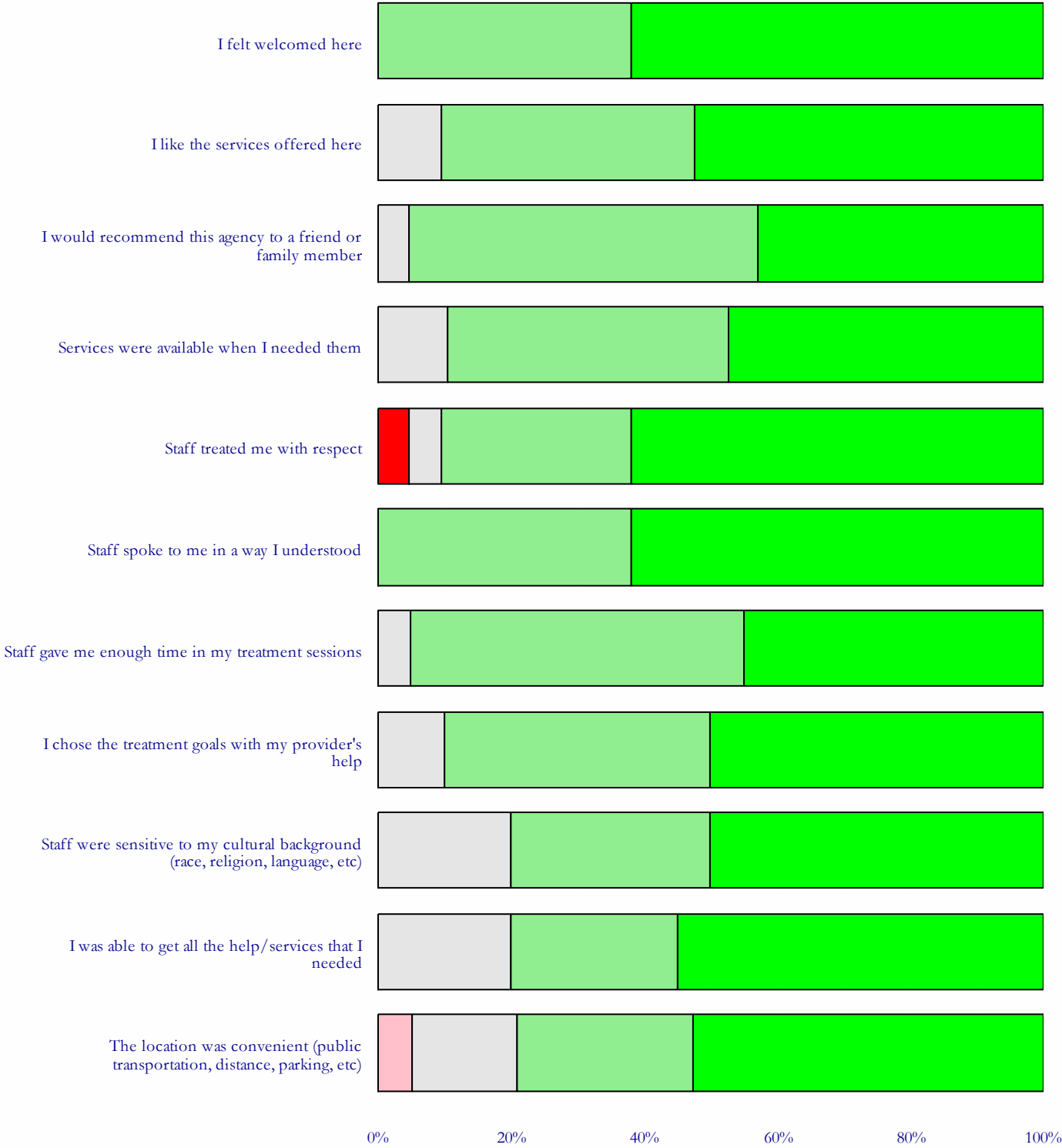
*Fisher's p=0.665 · df=1 · Φ=0.007*

**Survey Compliance**

Completion	Survey Completion by Program / Other SA		Total
	DSAAM OBOT	Other SA	
Refused	2 8.7 %	121 4.5 %	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	21 91.3 %	2485 92.9 %	2506 92.9 %
<b>Total</b>	23 100.0 %	2674 100.0 %	2697 100.0 %

*Fisher's p=0.611 · df=5 · Φ<sub>c</sub>=0.023*

# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	8 38 %	13 62 %	0 0 %
I like the services offered here	0 0 %	0 0 %	2 10 %	8 38 %	11 52 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	1 5 %	11 52 %	9 43 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	2 11 %	8 42 %	9 47 %	0 0 %
Staff treated me with respect	1 5 %	0 0 %	1 5 %	6 29 %	13 62 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	8 38 %	13 62 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	1 5 %	10 50 %	9 45 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	2 10 %	8 40 %	10 50 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	4 20 %	6 30 %	10 50 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	4 20 %	5 25 %	11 55 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	1 5 %	3 16 %	5 26 %	10 53 %	0 0 %

