



**Treatment Satisfaction Survey Report - Spring 2014**  
**DSAAM OTOP Methadone Maintenance**

This report covers surveys returned for program codes (RUs): 38134, 38143, 87134. There were surveys returned for 327 clients. The satisfaction score (items 1-10) for this program, was **4.51** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for DSAAM OTOP Methadone Maintenance was **4.49** the mean for all other programs was **4.45**.

**Global Satisfaction 95.6%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	<b>DSAAM OTOP Methadone Maintenance</b>	<b>Other SA</b>	<b>Total</b>
Not Satisfied	14 4.4 %	177 7.8 %	191 7.3 %
Satisfied	302 95.6 %	2096 92.2 %	2398 92.7 %
<b>Total</b>	316 100.0 %	2273 100.0 %	2589 100.0 %

*$\chi^2=4.097 \cdot df=1 \cdot \Phi=0.042 \cdot p=0.043$*

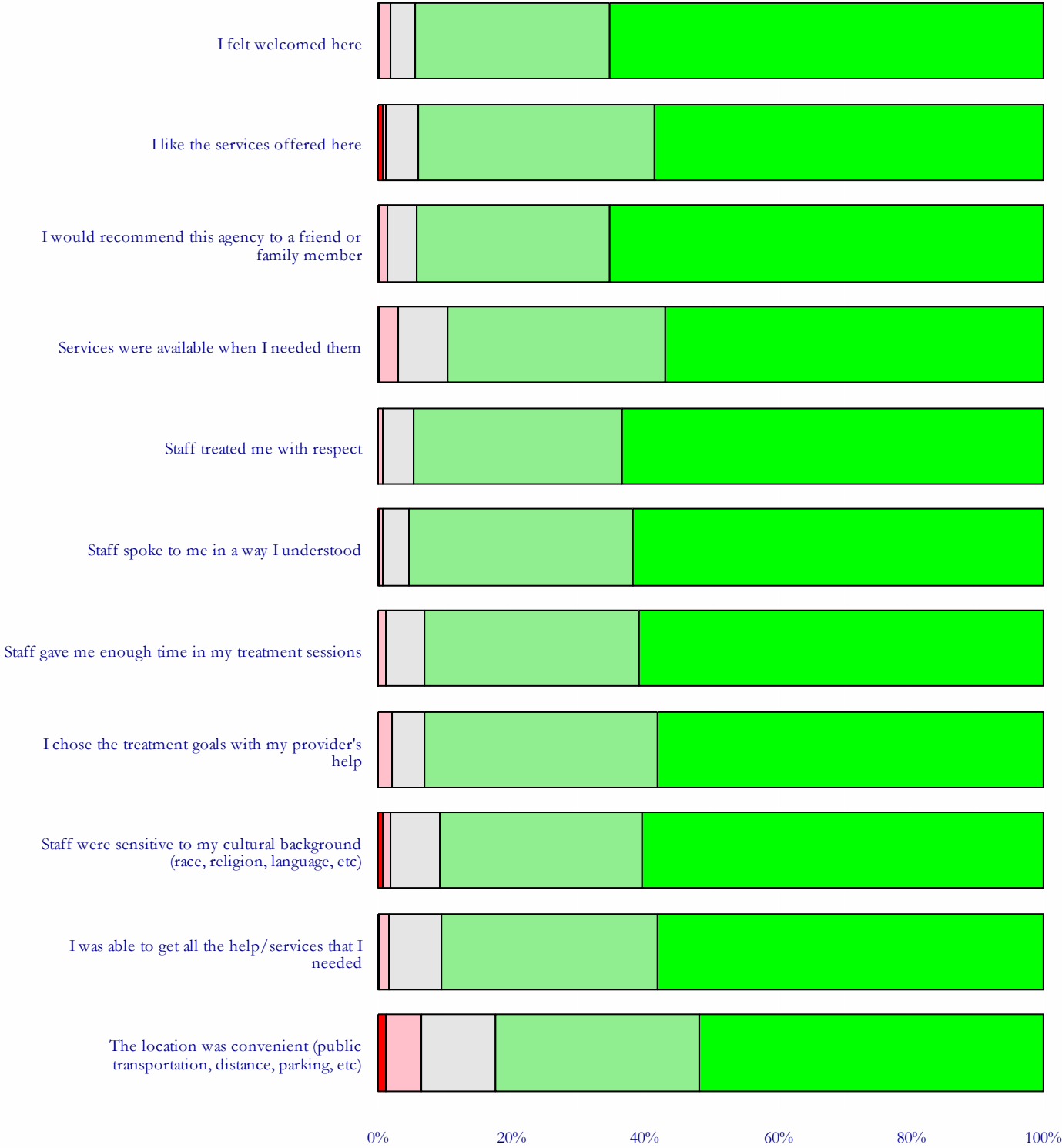
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	<b>DSAAM OTOP Methadone Maintenance</b>	<b>Other SA</b>	<b>Total</b>
Refused	0 0 %	123 5.2 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	0 0 %	11 0.5 %	11 0.4 %
Other	0 0 %	22 0.9 %	22 0.8 %
Missing w/o Reason	13 4 %	17 0.7 %	30 1.1 %
Completed Survey	314 96 %	2192 92.5 %	2506 92.9 %
<b>Total</b>	327 100.0 %	2370 100.0 %	2697 100.0 %

*Fisher's  $p=0.000 \cdot df=5 \cdot \Phi_c=0.136$*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 0 %	4 2 %	10 4 %	78 29 %	174 65 %	0 0 %
I like the services offered here	2 1 %	2 1 %	14 5 %	103 35 %	170 58 %	0 0 %
I would recommend this agency to a friend or family member	1 0 %	3 1 %	12 4 %	77 29 %	174 65 %	0 0 %
Services were available when I needed them	1 0 %	8 3 %	21 7 %	93 33 %	162 57 %	0 0 %
Staff treated me with respect	0 0 %	2 1 %	13 5 %	86 31 %	175 63 %	0 0 %
Staff spoke to me in a way I understood	1 0 %	1 0 %	11 4 %	92 34 %	169 62 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	3 1 %	15 6 %	83 32 %	157 61 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	6 2 %	14 5 %	97 35 %	162 58 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	2 1 %	3 1 %	19 7 %	79 30 %	156 60 %	0 0 %
I was able to get all the help/services that I needed	1 0 %	4 1 %	21 8 %	89 32 %	159 58 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	3 1 %	13 5 %	27 11 %	75 31 %	126 52 %	0 0 %

