



**Treatment Satisfaction Survey Report - Spring 2014**  
**DSAAM Methadone Van**

This report covers surveys returned for program codes (RUs): 71134, 72134, 73134. There were surveys returned for 163 clients. The satisfaction score (items 1-10) for this program, was **4.58** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for DSAAM Methadone Van was **4.58** the mean for all other programs was **4.45**.

**Global Satisfaction 96.5%**

Satisfaction	Satisfaction by Program / Other SA		Total
	DSAAM Methadone Van	Other SA	
Not Satisfied	5 3.5 %	186 7.6 %	191 7.4 %
Satisfied	139 96.5 %	2259 92.4 %	2398 92.7 %
<b>Total</b>	144 100.0 %	2445 100.0 %	2589 100.0 %

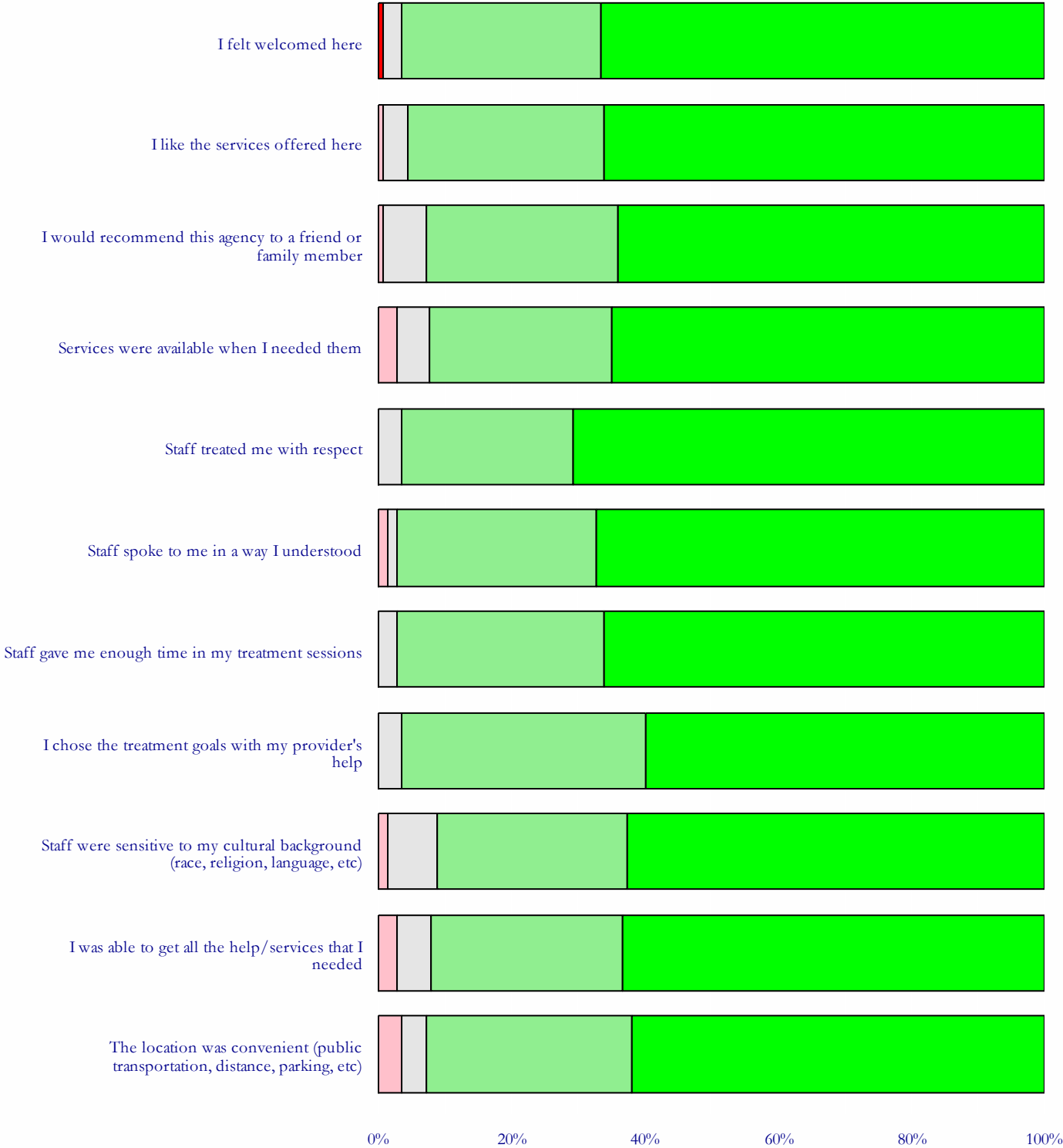
$\chi^2=2.825 \cdot df=1 \cdot \Phi=0.036 \cdot p=0.093$

**Survey Compliance**

Completion	Survey Completion by Program / Other SA		Total
	DSAAM Methadone Van	Other SA	
Refused	13 8 %	110 4.3 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	0 0 %	11 0.4 %	11 0.4 %
Other	1 0.6 %	21 0.8 %	22 0.8 %
Missing w/o Reason	6 3.7 %	24 0.9 %	30 1.1 %
Completed Survey	143 87.7 %	2363 93.3 %	2506 92.9 %
<b>Total</b>	163 100.0 %	2534 100.0 %	2697 100.0 %

$Fisher's p=0.018 \cdot df=5 \cdot \Phi_c=0.078$

# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 1 %	0 0 %	4 3 %	43 30 %	95 66 %	0 0 %
I like the services offered here	0 0 %	1 1 %	5 4 %	40 29 %	90 66 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	1 1 %	9 6 %	40 29 %	89 64 %	0 0 %
Services were available when I needed them	0 0 %	4 3 %	7 5 %	38 27 %	91 65 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	5 4 %	35 26 %	97 71 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	2 1 %	2 1 %	42 30 %	94 67 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	4 3 %	42 31 %	90 66 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	5 4 %	52 37 %	85 60 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	2 1 %	10 7 %	39 29 %	85 62 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	4 3 %	7 5 %	39 29 %	86 63 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	5 4 %	5 4 %	43 31 %	86 62 %	0 0 %

