



Treatment Satisfaction Survey Report - Spring 2014
Friendship House - Residential

This report covers surveys returned for program codes (RUs): 00102. There were surveys returned for 16 clients. The satisfaction score (items 1-10) for this program, was **4.46** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for Friendship House - Residential was **4.46** the mean for all other programs was **4.46**.

Global Satisfaction 87.5%

Satisfaction by Program / Other SA

Satisfaction	Friendship House - Residential	Other SA	Total
Not Satisfied	2 12.5 %	189 7.3 %	191 7.4 %
Satisfied	14 87.5 %	2384 92.7 %	2398 92.6 %
Total	16 100.0 %	2573 100.0 %	2589 100.0 %

Fisher's p=0.333 · df=1 · Φ=0.015

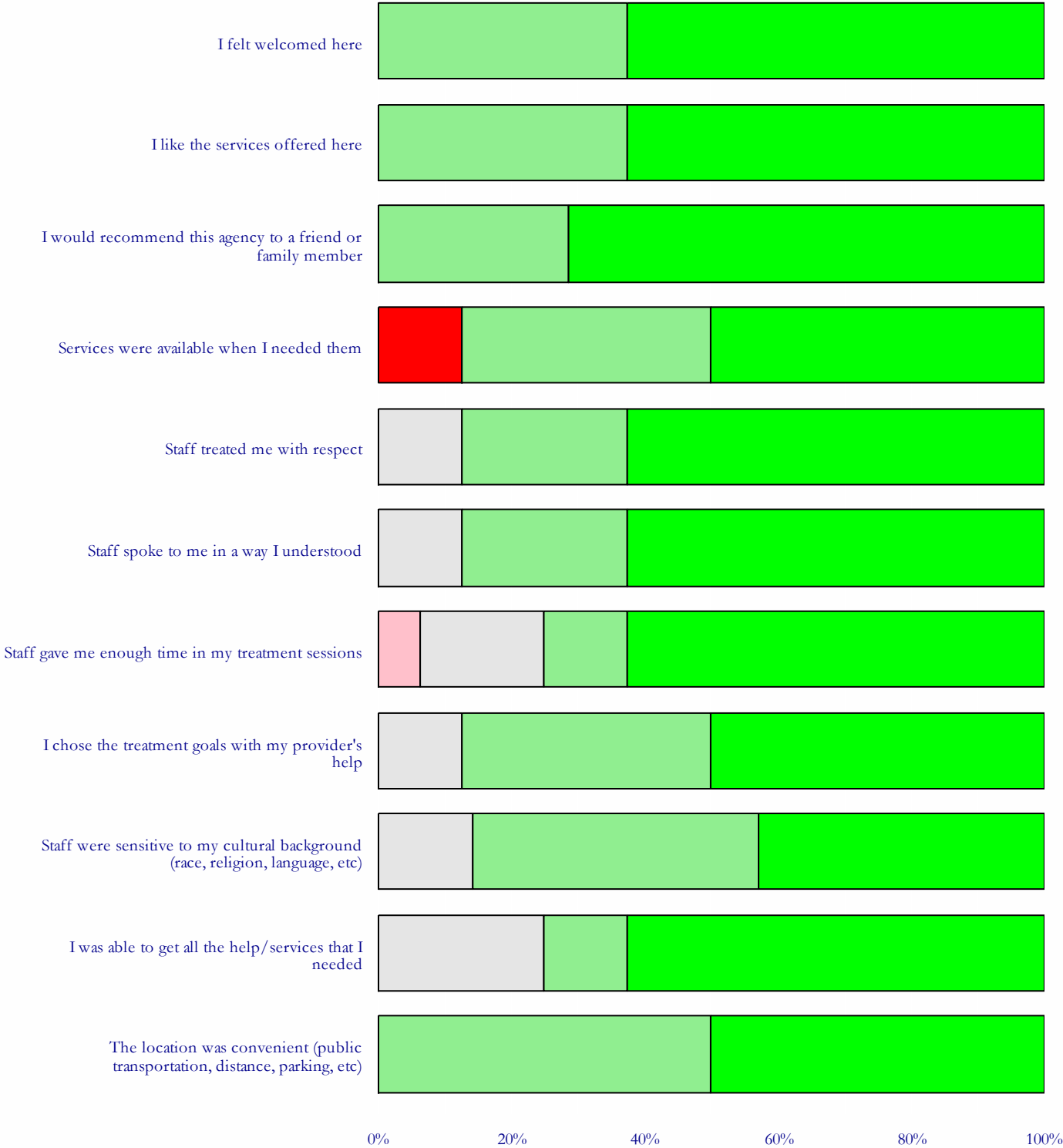
Survey Compliance

Survey Completion by Program / Other SA

Completion	Friendship House - Residential	Other SA	Total
Refused	0 0 %	123 4.6 %	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	16 100 %	2490 92.9 %	2506 92.9 %
Total	16 100.0 %	2681 100.0 %	2697 100.0 %

Fisher's p=1.000 · df=5 · Φ_c=0.021

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	6 38 %	10 62 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	6 38 %	10 62 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	0 0 %	4 29 %	10 71 %	0 0 %
Services were available when I needed them	2 12 %	0 0 %	0 0 %	6 38 %	8 50 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	2 12 %	4 25 %	10 62 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	2 12 %	4 25 %	10 62 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	1 6 %	3 19 %	2 12 %	10 62 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	2 12 %	6 38 %	8 50 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	2 14 %	6 43 %	6 43 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	4 25 %	2 12 %	10 62 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	8 50 %	8 50 %	0 0 %

