



**Treatment Satisfaction Survey Report - Spring 2014**  
**HealthRIGHT 360 Men's Residential Program Hayes Street**

This report covers surveys returned for program codes (RUs): 38342, 87342. There were surveys returned for 74 clients. The satisfaction score (items 1-10) for this program, was **4.31** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for HealthRIGHT 360 Men's Residential Hayes Street was **4.33** the mean for all other programs was **4.46**.

**Global Satisfaction 87.7%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	HealthRIGHT 360 Men's Residential Hayes Street	Other SA	<b>Total</b>
Not Satisfied	9 12.3 %	182 7.2 %	191 7.3 %
Satisfied	64 87.7 %	2334 92.8 %	2398 92.7 %
<b>Total</b>	73 100.0 %	2516 100.0 %	2589 100.0 %

*Fisher's p=0.109 · df=1 · Φ=0.032*

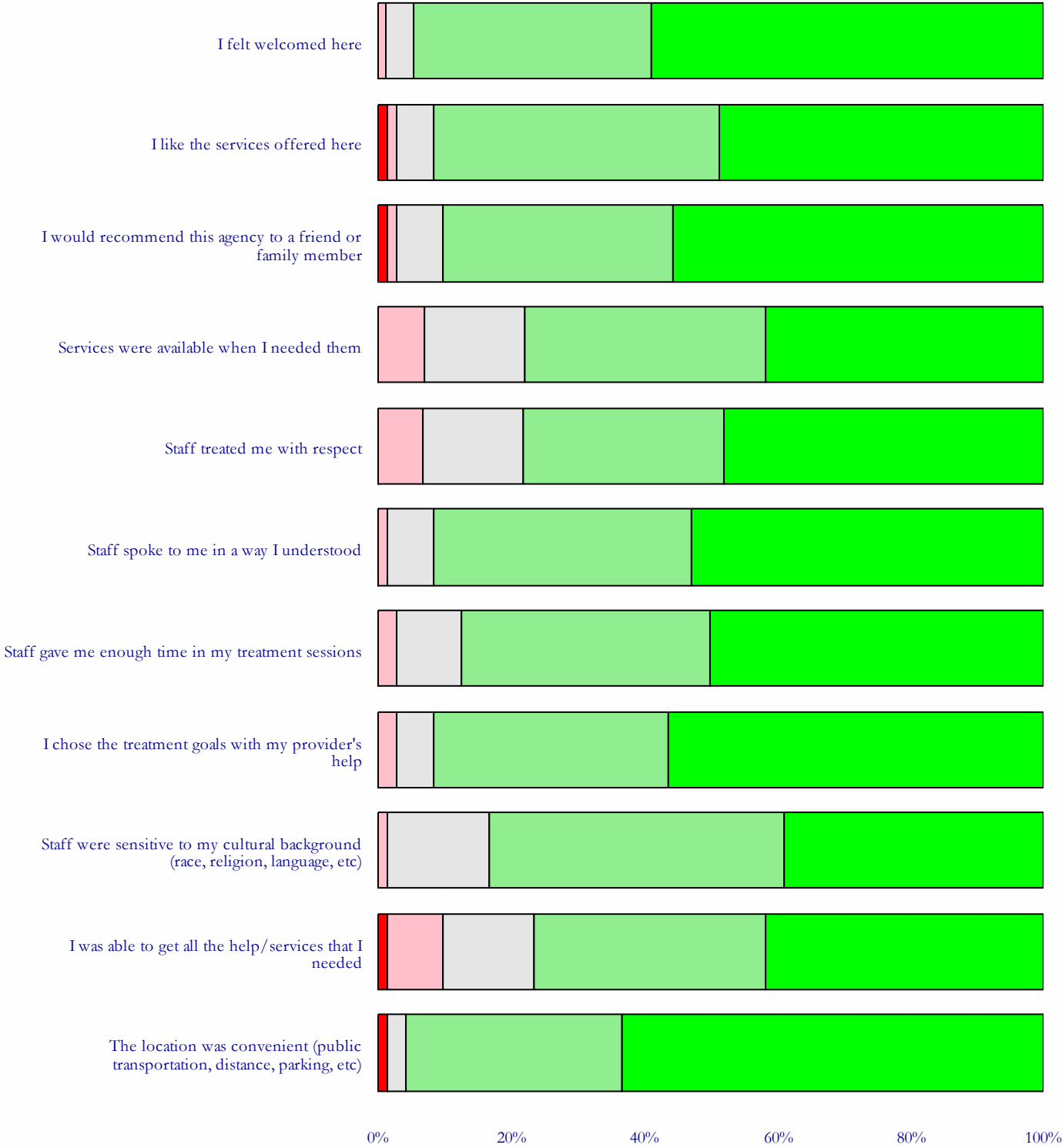
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	HealthRIGHT 360 Men's Residential Hayes Street	Other SA	<b>Total</b>
Refused	1 1.4 %	122 4.7 %	123 4.5 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	1 1.4 %	10 0.4 %	11 0.4 %
Other	1 1.4 %	21 0.8 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	71 95.9 %	2435 92.8 %	2506 92.9 %
<b>Total</b>	74 100.0 %	2623 100.0 %	2697 100.0 %

*Fisher's p=0.301 · df=5 · Φ<sub>c</sub>=0.042*

# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	1 1 %	3 4 %	26 36 %	43 59 %	0 0 %
I like the services offered here	1 1 %	1 1 %	4 6 %	31 43 %	35 49 %	0 0 %
I would recommend this agency to a friend or family member	1 1 %	1 1 %	5 7 %	25 35 %	40 56 %	0 0 %
Services were available when I needed them	0 0 %	5 7 %	11 15 %	26 36 %	30 42 %	0 0 %
Staff treated me with respect	0 0 %	5 7 %	11 15 %	22 30 %	35 48 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 1 %	5 7 %	28 39 %	38 53 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	2 3 %	7 10 %	27 38 %	36 50 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	2 3 %	4 6 %	25 35 %	40 56 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 1 %	11 15 %	32 44 %	28 39 %	0 0 %
I was able to get all the help/services that I needed	1 1 %	6 8 %	10 14 %	25 35 %	30 42 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 1 %	0 0 %	2 3 %	23 32 %	45 63 %	0 0 %

