



**Treatment Satisfaction Survey Report - Spring 2014**  
**HealthRIGHT 360 Second Chances CSM Program (WOA)**

This report covers surveys returned for program codes (RUs): 3835SC-ANS. There were surveys returned for 29 clients. The satisfaction score (items 1-10) for this program, was **4.89** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for HealthRIGHT 360 Second Chances CSM was **4.89** the mean for all other programs was **4.45**.

**Global Satisfaction 100.0%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	HealthRIGHT 360 Second Chances CSM	Other SA	<b>Total</b>
Not Satisfied	0 0 %	191 7.5 %	191 7.4 %
Satisfied	29 100 %	2369 92.5 %	2398 92.6 %
<b>Total</b>	29 100.0 %	2560 100.0 %	2589 100.0 %

*Fisher's p=0.268 · df=1 · Φ=0.030*

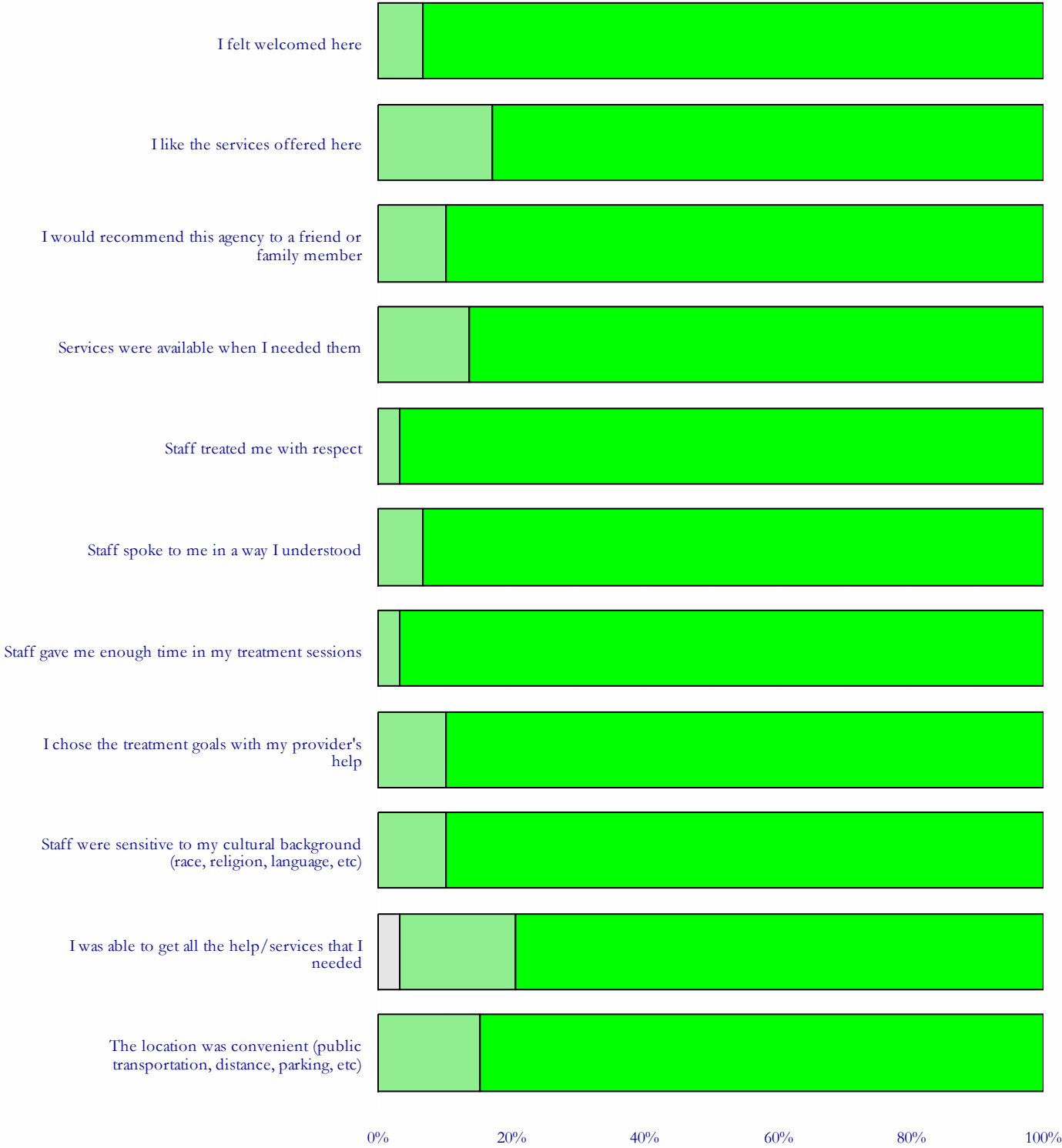
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	HealthRIGHT 360 Second Chances CSM	Other SA	<b>Total</b>
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	29 100 %	2477 92.8 %	2506 92.9 %
<b>Total</b>	29 100.0 %	2668 100.0 %	2697 100.0 %

*Fisher's p=0.824 · df=5 · Φ<sub>c</sub>=0.029*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	2 7 %	27 93 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	5 17 %	24 83 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	0 0 %	3 10 %	26 90 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	0 0 %	4 14 %	25 86 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	1 3 %	28 97 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	2 7 %	27 93 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	1 3 %	28 97 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	0 0 %	3 10 %	26 90 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	0 0 %	3 10 %	26 90 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	1 3 %	5 17 %	23 79 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	4 15 %	22 85 %	0 0 %

