



Treatment Satisfaction Survey Report - Spring 2014
LC Casa Aviva

This report covers surveys returned for program codes (RUs): 38932, 38935. There were surveys returned for 3 clients. The satisfaction score (items 1-10) for this program, was **3.77** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for LC Casa Aviva was **3.85** the mean for all other programs was **4.46**.

Global Satisfaction 66.7%

| Satisfaction | Satisfaction by Program / Other SA | | Total |
|---------------|------------------------------------|------------------------|------------------------|
| | LC Casa Aviva | Other SA | |
| Not Satisfied | 1 33.3 % | 190 7.3 % | 191 7.3 % |
| Satisfied | 2 66.7 % | 2396 92.7 % | 2398 92.6 % |
| Total | 3 100.0 % | 2586 100.0 % | 2589 100.0 % |

Fisher's p=0.205 · df=1 · Φ=0.034

Survey Compliance

| Completion | Survey Completion by Program / Other SA | | Total |
|--------------------|---|------------------------|------------------------|
| | LC Casa Aviva | Other SA | |
| 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 | 3 100 % | 2503 92.9 % | 2506 92.9 % |
| Total | 3 100.0 % | 2694 100.0 % | 2697 100.0 % |

Fisher's p=1.000 · df=5 · Φ_c=0.009

Satisfaction Survey



Satisfaction Survey

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Missing |
|--|-------------------|----------|-----------|-----------|----------------|----------|
| I felt welcomed here | 0 0 % | 0 0 % | 0 0 % | 0 0 % | 3 100 % | 0 0 % |
| I like the services offered here | 0 0 % | 0 0 % | 1 33 % | 1 33 % | 1 33 % | 0 0 % |
| I would recommend this agency to a friend or family member | 0 0 % | 0 0 % | 1 33 % | 1 33 % | 1 33 % | 0 0 % |
| Services were available when I needed them | 1 33 % | 0 0 % | 1 33 % | 0 0 % | 1 33 % | 0 0 % |
| Staff treated me with respect | 0 0 % | 0 0 % | 0 0 % | 1 33 % | 2 67 % | 0 0 % |
| Staff spoke to me in a way I understood | 0 0 % | 0 0 % | 1 33 % | 1 33 % | 1 33 % | 0 0 % |
| Staff gave me enough time in my treatment sessions | 1 33 % | 0 0 % | 0 0 % | 1 33 % | 1 33 % | 0 0 % |
| I chose the treatment goals with my provider's help | 1 33 % | 0 0 % | 0 0 % | 1 33 % | 1 33 % | 0 0 % |
| Staff were sensitive to my cultural background (race, religion, language, etc) | 1 33 % | 0 0 % | 0 0 % | 1 33 % | 1 33 % | 0 0 % |
| I was able to get all the help/services that I needed | 1 33 % | 0 0 % | 1 33 % | 0 0 % | 1 33 % | 0 0 % |
| The location was convenient (public transportation, distance, parking, etc) | 0 0 % | 0 0 % | 0 0 % | 1 33 % | 2 67 % | 0 0 % |

