



Treatment Satisfaction Survey Report - Spring 2014
LC Casa Ollin

This report covers surveys returned for program codes (RUs): 97037. There were surveys returned for 5 clients. The satisfaction score (items 1-10) for this program, was **4.36** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for LC Casa Ollin was **4.29** the mean for all other programs was **4.46**.

Global Satisfaction 100.0%

Satisfaction	Satisfaction by Program / Other SA		Total
	LC Casa Ollin	Other SA	
Not Satisfied	0 0 %	191 7.4 %	191 7.4 %
Satisfied	5 100 %	2393 92.6 %	2398 92.6 %
Total	5 100.0 %	2584 100.0 %	2589 100.0 %

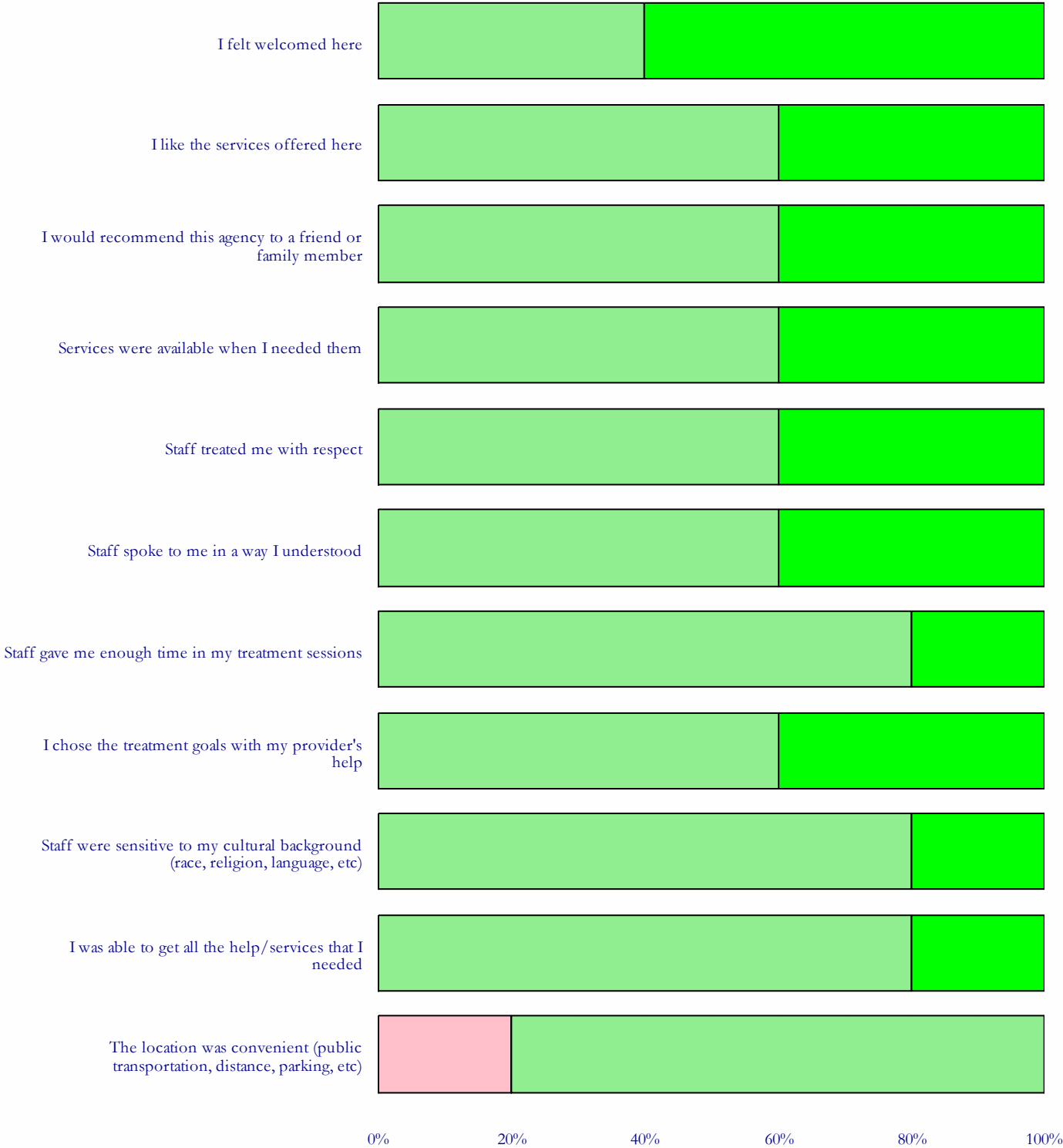
Fisher's p=1.000 · df=1 · Φ=0.012

Survey Compliance

Completion	Survey Completion by Program / Other SA		Total
	LC Casa Ollin	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	5 100 %	2501 92.9 %	2506 92.9 %
Total	5 100.0 %	2692 100.0 %	2697 100.0 %

Fisher's p=1.000 · df=5 · Φ_c=0.012

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	0 0 %	3 60 %	2 40 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	0 0 %	4 80 %	1 20 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	1 20 %	0 0 %	4 80 %	0 0 %	0 0 %

