



Treatment Satisfaction Survey Report - Spring 2014
MSJ Epiphany House Broderick

This report covers surveys returned for program codes (RUs): 38812. There were surveys returned for 10 clients. The satisfaction score (items 1-10) for this program, was **4.66** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for MSJ Epiphany House Broderick was **4.66** the mean for all other programs was **4.46**.

Global Satisfaction 100.0%

Satisfaction by Program / Other SA

| Satisfaction | MSJ Epiphany House Broderick | Other SA | Total |
|---------------------|---|-----------------|-----------------|
| Not Satisfied | 0 0 % | 191 7.4 % | 191 7.4 % |
| Satisfied | 10 100 % | 2388 92.6 % | 2398 92.6 % |
| Total | 10 100.0 % | 2579 100.0 % | 2589 100.0 % |

Fisher's p=1.000 · df=1 · Φ=0.018

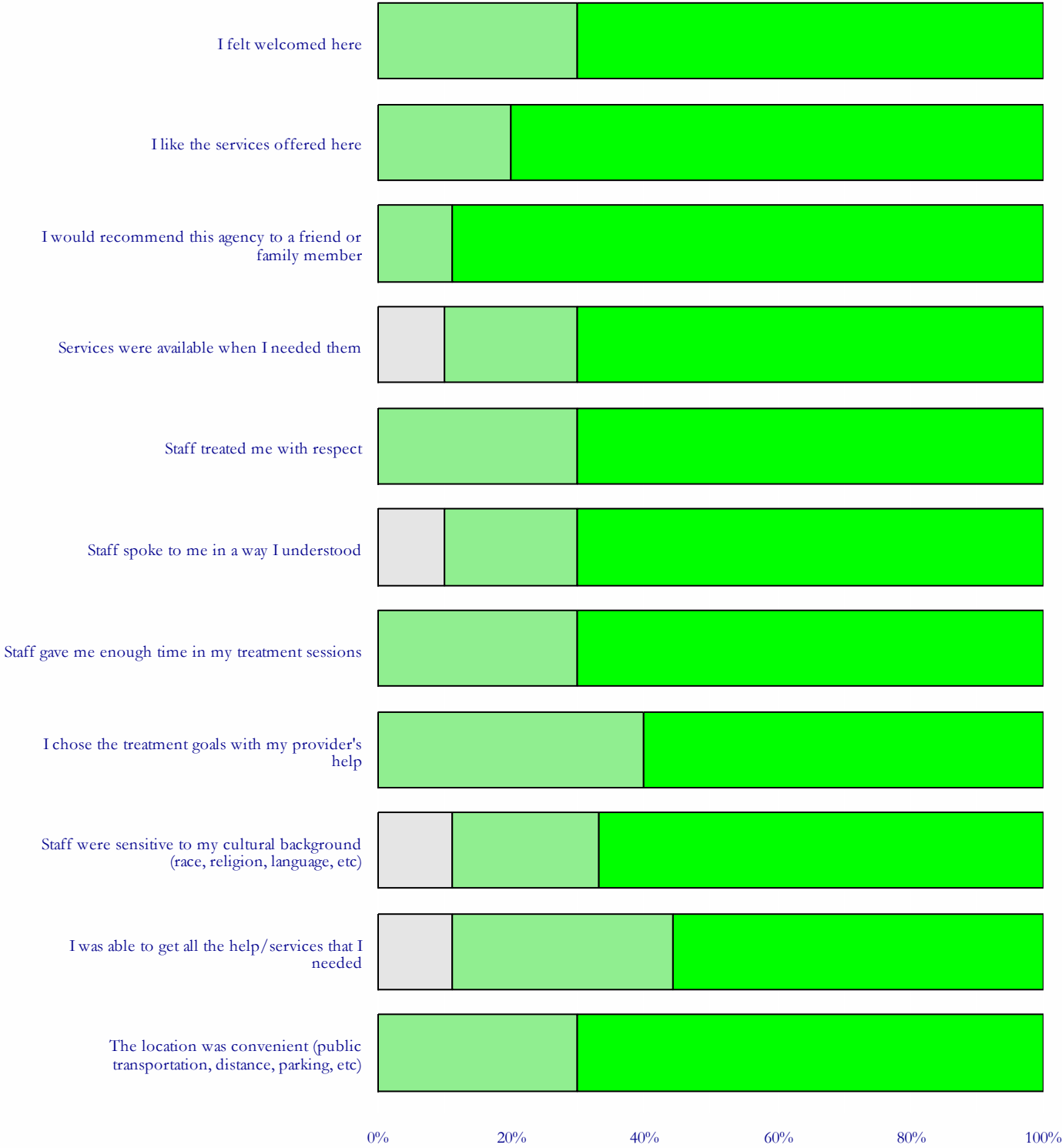
Survey Compliance

Survey Completion by Program / Other SA

| Completion | MSJ Epiphany House Broderick | 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 | 10 100 % | 2496 92.9 % | 2506 92.9 % |
| Total | 10 100.0 % | 2687 100.0 % | 2697 100.0 % |

Fisher's p=1.000 · df=5 · Φ_c=0.017

Satisfaction Survey



Satisfaction Survey

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Missing |
|--|-------------------|----------|-----------|-----------|----------------|----------|
| I felt welcomed here | 0 0 % | 0 0 % | 0 0 % | 3 30 % | 7 70 % | 0 0 % |
| I like the services offered here | 0 0 % | 0 0 % | 0 0 % | 2 20 % | 8 80 % | 0 0 % |
| I would recommend this agency to a friend or family member | 0 0 % | 0 0 % | 0 0 % | 1 11 % | 8 89 % | 0 0 % |
| Services were available when I needed them | 0 0 % | 0 0 % | 1 10 % | 2 20 % | 7 70 % | 0 0 % |
| Staff treated me with respect | 0 0 % | 0 0 % | 0 0 % | 3 30 % | 7 70 % | 0 0 % |
| Staff spoke to me in a way I understood | 0 0 % | 0 0 % | 1 10 % | 2 20 % | 7 70 % | 0 0 % |
| Staff gave me enough time in my treatment sessions | 0 0 % | 0 0 % | 0 0 % | 3 30 % | 7 70 % | 0 0 % |
| I chose the treatment goals with my provider's help | 0 0 % | 0 0 % | 0 0 % | 4 40 % | 6 60 % | 0 0 % |
| Staff were sensitive to my cultural background (race, religion, language, etc) | 0 0 % | 0 0 % | 1 11 % | 2 22 % | 6 67 % | 0 0 % |
| I was able to get all the help/services that I needed | 0 0 % | 0 0 % | 1 11 % | 3 33 % | 5 56 % | 0 0 % |
| The location was convenient (public transportation, distance, parking, etc) | 0 0 % | 0 0 % | 0 0 % | 3 30 % | 7 70 % | 0 0 % |

