



**Treatment Satisfaction Survey Report - Spring 2014**  
**San Francisco Homeless Outreach Team**

This report covers surveys returned for program codes (RUs): SF HOT. 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 SF HOT was **4.63** the mean for all other programs was **4.46**.

**Global Satisfaction 100.0%**

Satisfaction	Satisfaction by Program / Other SA		Total
	SF HOT	Other SA	
Not Satisfied	0 0 %	191 7.4 %	191 7.4 %
Satisfied	10 100 %	2388 92.6 %	2398 92.6 %
<b>Total</b>	10 100.0 %	2579 100.0 %	2589 100.0 %

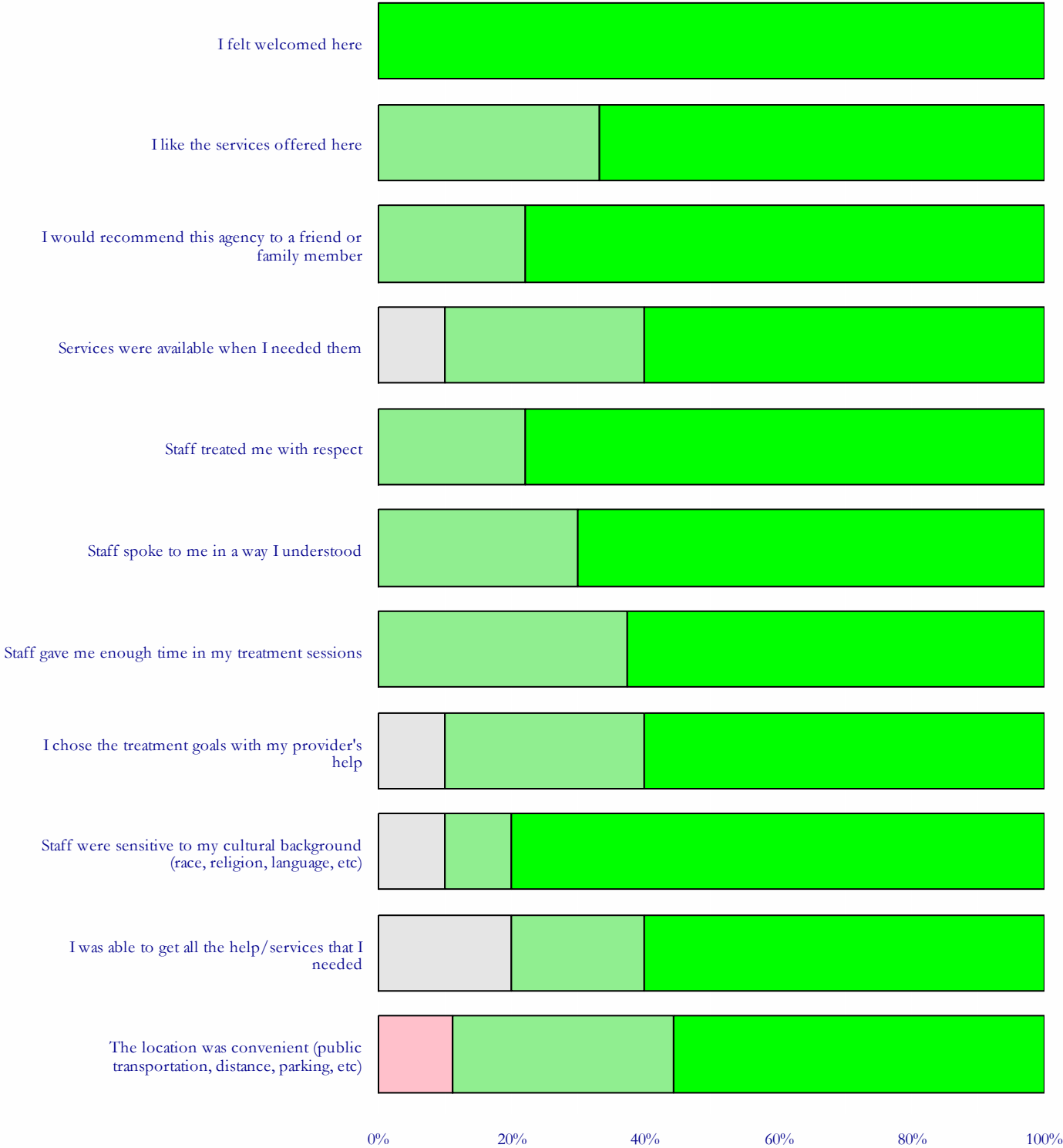
*Fisher's p=1.000 · df=1 · Φ=0.018*

**Survey Compliance**

Completion	Survey Completion by Program / Other SA		Total
	SF HOT	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	10 100 %	2496 92.9 %	2506 92.9 %
<b>Total</b>	10 100.0 %	2687 100.0 %	2697 100.0 %

*Fisher's p=1.000 · df=5 · Φ<sub>c</sub>=0.017*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	0 0 %	9 100 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	3 33 %	6 67 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	0 0 %	2 22 %	7 78 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	1 10 %	3 30 %	6 60 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 22 %	7 78 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	3 30 %	7 70 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	3 38 %	5 62 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	1 10 %	3 30 %	6 60 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	1 10 %	1 10 %	8 80 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	2 20 %	2 20 %	6 60 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	1 11 %	0 0 %	3 33 %	5 56 %	0 0 %

