



Treatment Satisfaction Survey Report - Spring 2014
Stonewall Project & HIV Set-Aside

This report covers surveys returned for program codes (RUs): 89051. There were surveys returned for 47 clients. The satisfaction score (items 1-10) for this program, was **4.69** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for Stonewall Project, HIV Set-Aside was **4.69** the mean for all other programs was **4.46**.

Global Satisfaction 95.7%

Satisfaction by Program / Other SA

Satisfaction	Stonewall Project, HIV Set-Aside	Other SA	Total
Not Satisfied	2 4.3 %	189 7.4 %	191 7.4 %
Satisfied	44 95.7 %	2354 92.6 %	2398 92.6 %
Total	46 100.0 %	2543 100.0 %	2589 100.0 %

Fisher's p=0.577 · df=1 · Φ=0.016

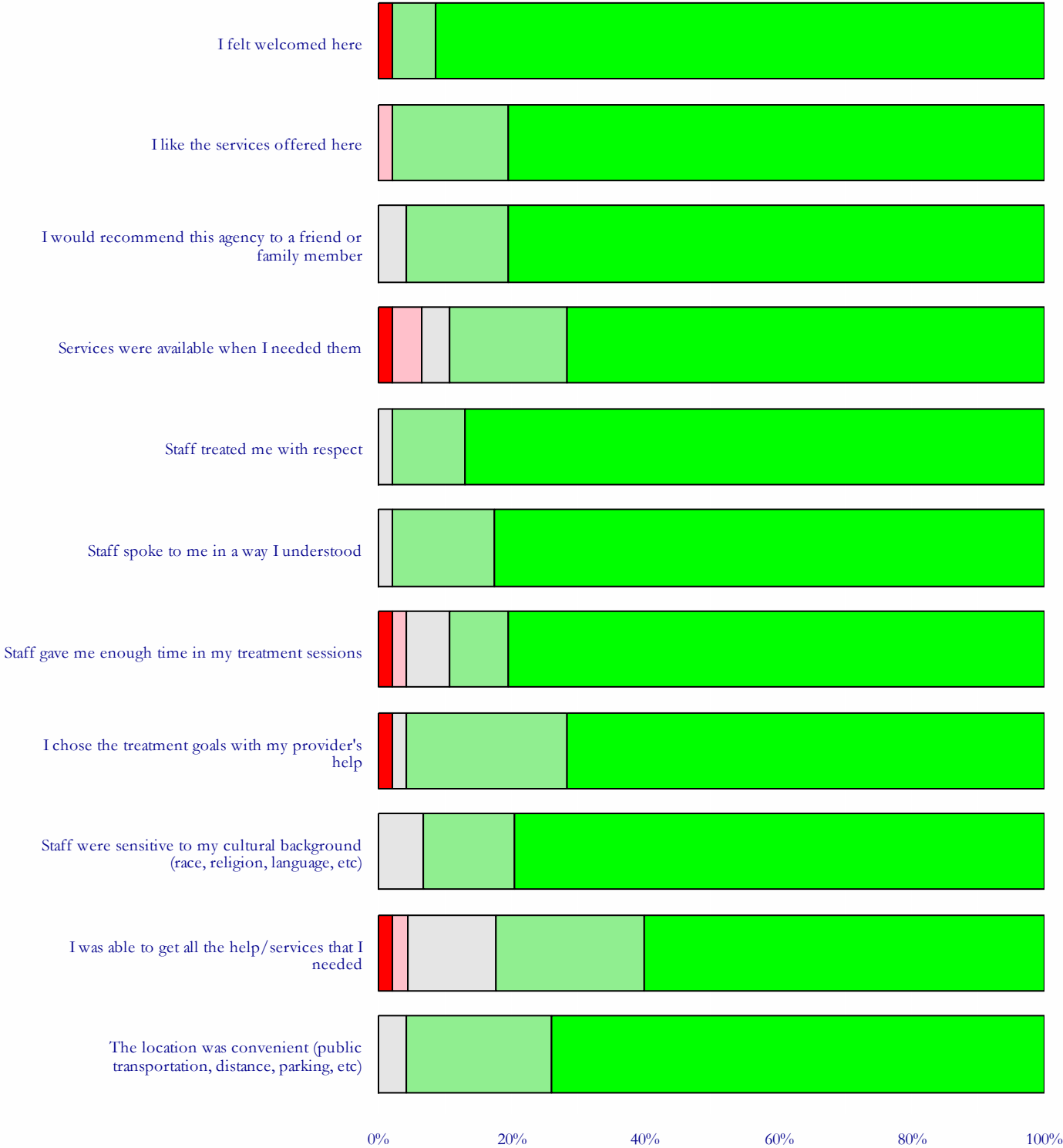
Survey Compliance

Survey Completion by Program / Other SA

Completion	Stonewall Project, HIV Set-Aside	Other SA	Total
Refused	1 2.1 %	122 4.6 %	123 4.5 %
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	46 97.9 %	2460 92.8 %	2506 92.9 %
Total	47 100.0 %	2650 100.0 %	2697 100.0 %

Fisher's p=0.924 · df=5 · Φ_c=0.027

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 2 %	0 0 %	0 0 %	3 7 %	42 91 %	0 0 %
I like the services offered here	0 0 %	1 2 %	0 0 %	8 17 %	37 80 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	2 4 %	7 15 %	37 80 %	0 0 %
Services were available when I needed them	1 2 %	2 4 %	2 4 %	8 17 %	33 72 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 2 %	5 11 %	40 87 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	1 2 %	7 15 %	38 83 %	0 0 %
Staff gave me enough time in my treatment sessions	1 2 %	1 2 %	3 7 %	4 9 %	37 80 %	0 0 %
I chose the treatment goals with my provider's help	1 2 %	0 0 %	1 2 %	11 24 %	33 72 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	3 7 %	6 14 %	35 80 %	0 0 %
I was able to get all the help/services that I needed	1 2 %	1 2 %	6 13 %	10 22 %	27 60 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	2 4 %	10 22 %	34 74 %	0 0 %

