



Treatment Satisfaction Survey Report - Spring 2014
UCSF Citywide Linkage Team

This report covers surveys returned for program codes (RUs): 89114. There were surveys returned for 30 clients. The satisfaction score (items 1-10) for this program, was **4.44** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for UCSF Citywide Linkage Team was **4.42** the mean for all other programs was **4.46**.

Global Satisfaction 86.2%

Satisfaction by Program / Other SA

Satisfaction	UCSF Citywide Linkage Team	Other SA	Total
Not Satisfied	4 13.8 %	187 7.3 %	191 7.4 %
Satisfied	25 86.2 %	2373 92.7 %	2398 92.7 %
Total	29 100.0 %	2560 100.0 %	2589 100.0 %

Fisher's p=0.161 · df=1 · Φ=0.026

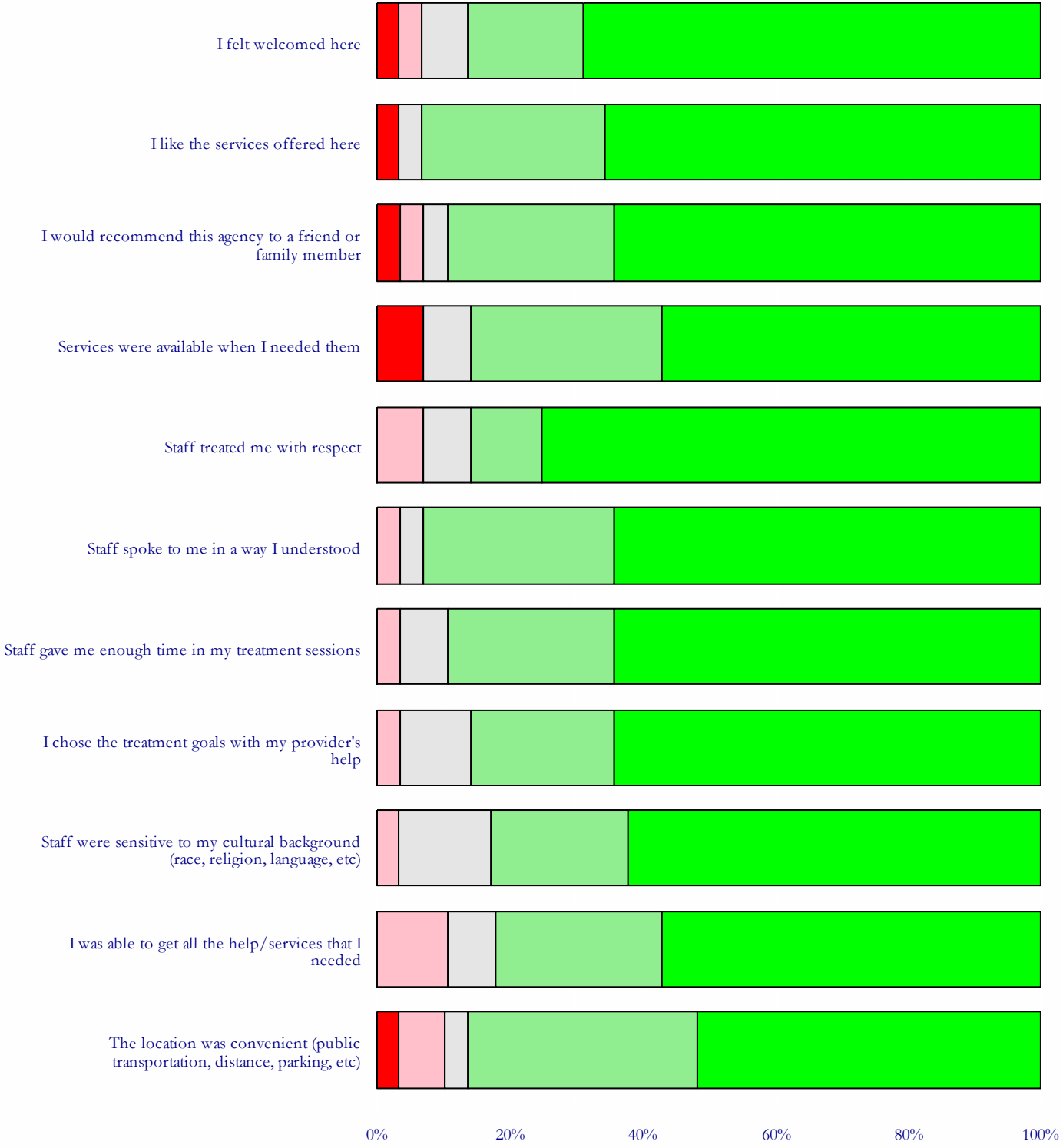
Survey Compliance

Survey Completion by Program / Other SA

Completion	UCSF Citywide Linkage Team	Other SA	Total
Refused	1 3.3 %	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	2 6.7 %	20 0.7 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	27 90 %	2479 93 %	2506 92.9 %
Total	30 100.0 %	2667 100.0 %	2697 100.0 %

Fisher's p=0.115 · df=5 · Φ_c=0.070

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 3 %	1 3 %	2 7 %	5 17 %	20 69 %	0 0 %
I like the services offered here	1 3 %	0 0 %	1 3 %	8 28 %	19 66 %	0 0 %
I would recommend this agency to a friend or family member	1 4 %	1 4 %	1 4 %	7 25 %	18 64 %	0 0 %
Services were available when I needed them	2 7 %	0 0 %	2 7 %	8 29 %	16 57 %	0 0 %
Staff treated me with respect	0 0 %	2 7 %	2 7 %	3 11 %	21 75 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 4 %	1 4 %	8 29 %	18 64 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	1 4 %	2 7 %	7 25 %	18 64 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	1 4 %	3 11 %	6 21 %	18 64 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 3 %	4 14 %	6 21 %	18 62 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	3 11 %	2 7 %	7 25 %	16 57 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 3 %	2 7 %	1 3 %	10 34 %	15 52 %	0 0 %

