



Treatment Satisfaction Survey Report - Spring 2014
UCSF Citywide STOP

This report covers surveys returned for program codes (RUs): 38321. There were surveys returned for 12 clients. The satisfaction score (items 1-10) for this program, was **4.34** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for UCSF Citywide STOP was **4.34** the mean for all other programs was **4.46**.

Global Satisfaction 91.7%

Satisfaction	Satisfaction by Program / Other SA		Total
	UCSF Citywide STOP	Other SA	
Not Satisfied	1 8.3 %	190 7.4 %	191 7.3 %
Satisfied	11 91.7 %	2387 92.6 %	2398 92.6 %
Total	12 100.0 %	2577 100.0 %	2589 100.0 %

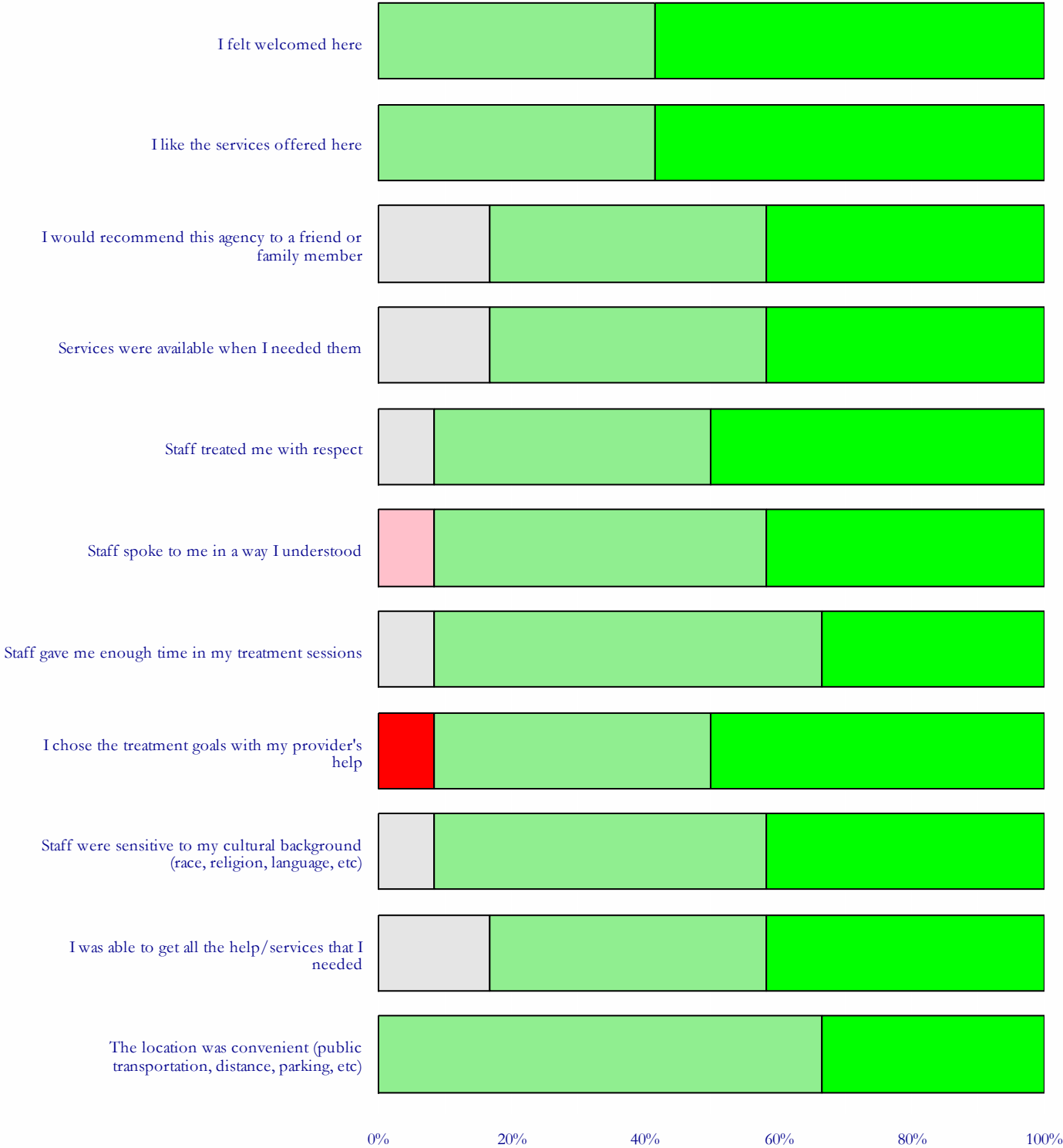
Fisher's p=0.602 · df=1 · Φ=0.002

Survey Compliance

Completion	Survey Completion by Program / Other SA		Total
	UCSF Citywide STOP	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	12 100 %	2494 92.9 %	2506 92.9 %
Total	12 100.0 %	2685 100.0 %	2697 100.0 %

Fisher's p=1.000 · df=5 · Φ=0.018

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	5 42 %	7 58 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	5 42 %	7 58 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	2 17 %	5 42 %	5 42 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	2 17 %	5 42 %	5 42 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 8 %	5 42 %	6 50 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 8 %	0 0 %	6 50 %	5 42 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	1 8 %	7 58 %	4 33 %	0 0 %
I chose the treatment goals with my provider's help	1 8 %	0 0 %	0 0 %	5 42 %	6 50 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	1 8 %	6 50 %	5 42 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	2 17 %	5 42 %	5 42 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	8 67 %	4 33 %	0 0 %

