



Treatment Satisfaction Survey Report - Spring 2014
Westside Methadone Maintenance & Detox & HIV Set Aside

This report covers surveys returned for program codes (RUs): 38873, 38874. There were surveys returned for 268 clients. The satisfaction score (items 1-10) for this program, was **4.23** out of five, the mean for all other programs was **4.49**. The average rating on all survey questions for Westside Methadone Maintenance Detox was **4.23** the mean for all other programs was **4.49**.

Global Satisfaction 84.0%

Satisfaction by Program / Other SA

Satisfaction	Westside Methadone Maintenance Detox	Other SA	Total
Not Satisfied	42 16 %	149 6.4 %	191 7.4 %
Satisfied	220 84 %	2178 93.6 %	2398 92.6 %
Total	262 100.0 %	2327 100.0 %	2589 100.0 %

$\chi^2=30.549 \cdot df=1 \cdot \Phi=0.111 \cdot p=0.000$

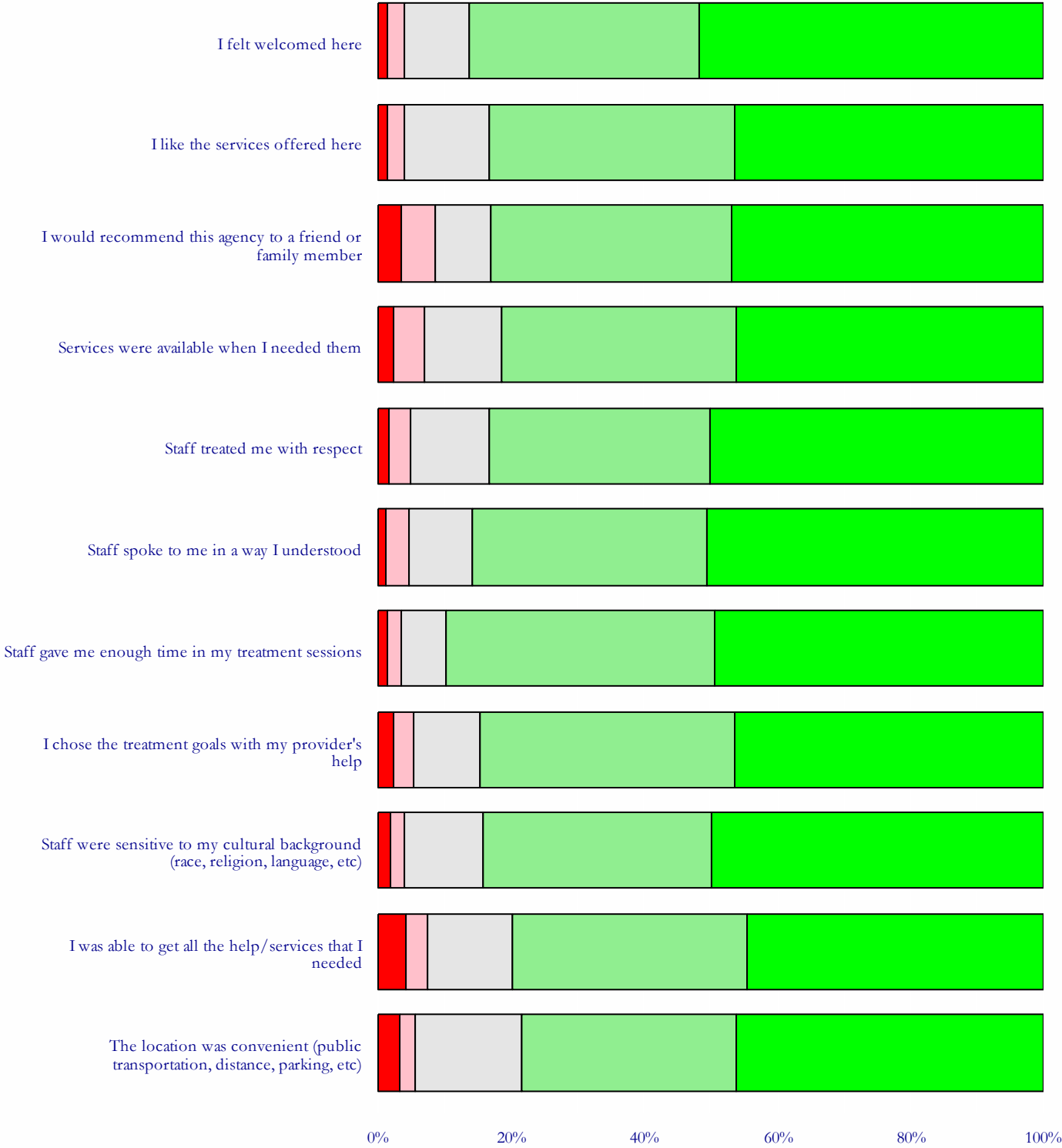
Survey Compliance

Survey Completion by Program / Other SA

Completion	Westside Methadone Maintenance Detox	Other SA	Total
Refused	42 15.7 %	81 3.3 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	0 0 %	11 0.5 %	11 0.4 %
Other	6 2.2 %	16 0.7 %	22 0.8 %
Missing w/o Reason	1 0.4 %	29 1.2 %	30 1.1 %
Completed Survey	219 81.7 %	2287 94.2 %	2506 92.9 %
Total	268 100.0 %	2429 100.0 %	2697 100.0 %

Fisher's $p=0.000 \cdot df=5 \cdot \Phi_c=0.188$

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	4 2 %	6 2 %	25 10 %	87 34 %	131 52 %	0 0 %
I like the services offered here	4 2 %	6 2 %	32 13 %	92 37 %	116 46 %	0 0 %
I would recommend this agency to a friend or family member	9 4 %	13 5 %	21 8 %	92 36 %	119 47 %	0 0 %
Services were available when I needed them	6 2 %	12 5 %	29 11 %	89 35 %	117 46 %	0 0 %
Staff treated me with respect	4 2 %	8 3 %	29 12 %	81 33 %	122 50 %	0 0 %
Staff spoke to me in a way I understood	3 1 %	9 4 %	24 9 %	90 35 %	129 51 %	0 0 %
Staff gave me enough time in my treatment sessions	4 2 %	5 2 %	17 7 %	102 40 %	125 49 %	0 0 %
I chose the treatment goals with my provider's help	6 2 %	8 3 %	25 10 %	97 38 %	118 46 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	5 2 %	5 2 %	30 12 %	86 34 %	125 50 %	0 0 %
I was able to get all the help/services that I needed	11 4 %	8 3 %	33 13 %	90 35 %	114 45 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	8 3 %	6 2 %	39 16 %	79 32 %	113 46 %	0 0 %

