



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018

All Substance Treatment Programs

Overall Satisfaction¹
91.5%

Survey Response Rate²
80.1%

There were 1854 surveys returned.

The satisfaction score (items 2-7 and 10-14) for all programs: **4.41**

The average rating on all survey questions for all programs: **4.43**.

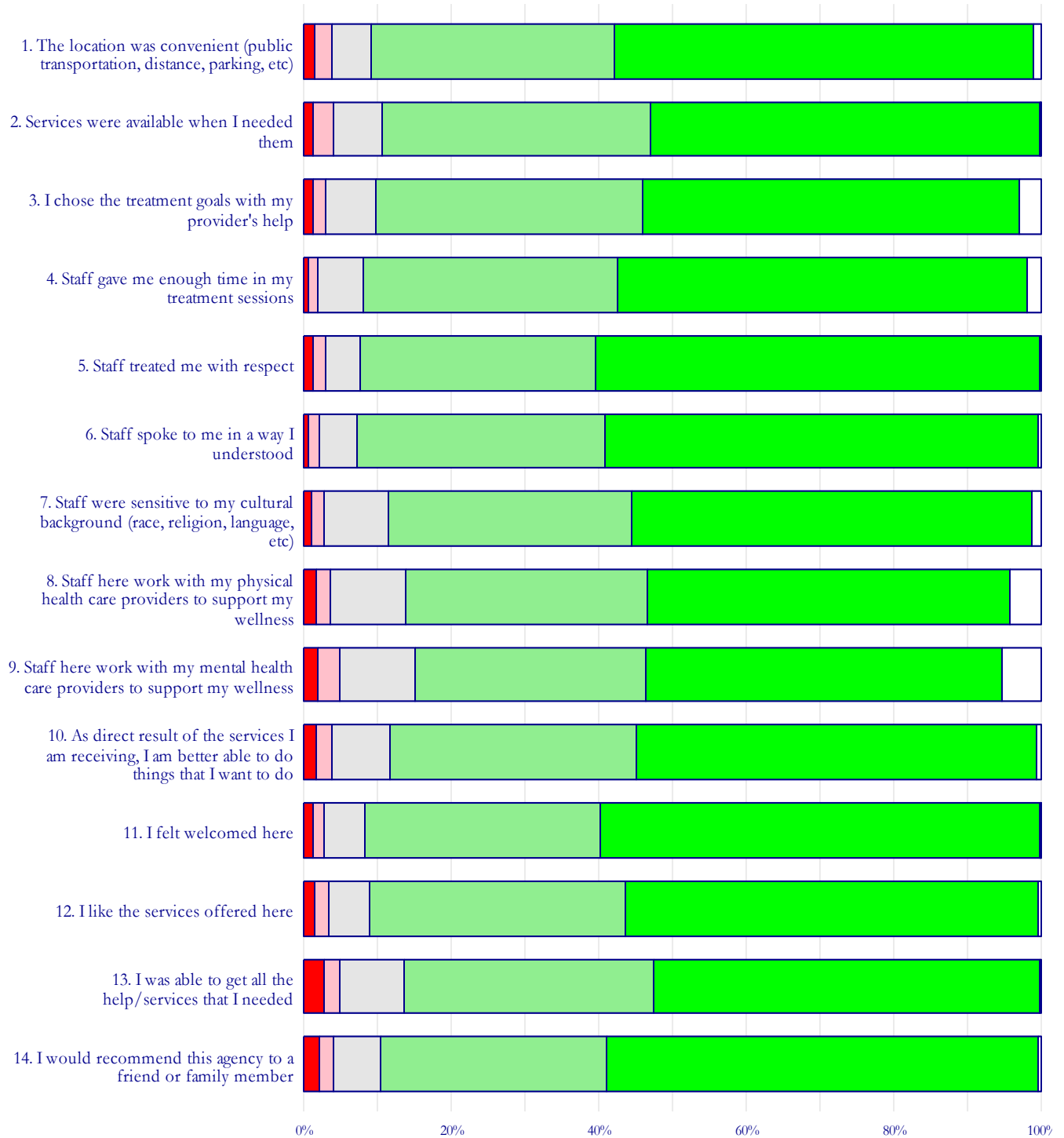
Survey Compliance

Completion Status	Survey Completion by		Total
	Adult	Youth	
Completed Survey	1821 99.3 %	21 100 %	1842 99.4 %
Blank Survey	12 0.7 %	0 0 %	12 0.6 %
Total	1833 100 %	21 100 %	1854 100 %

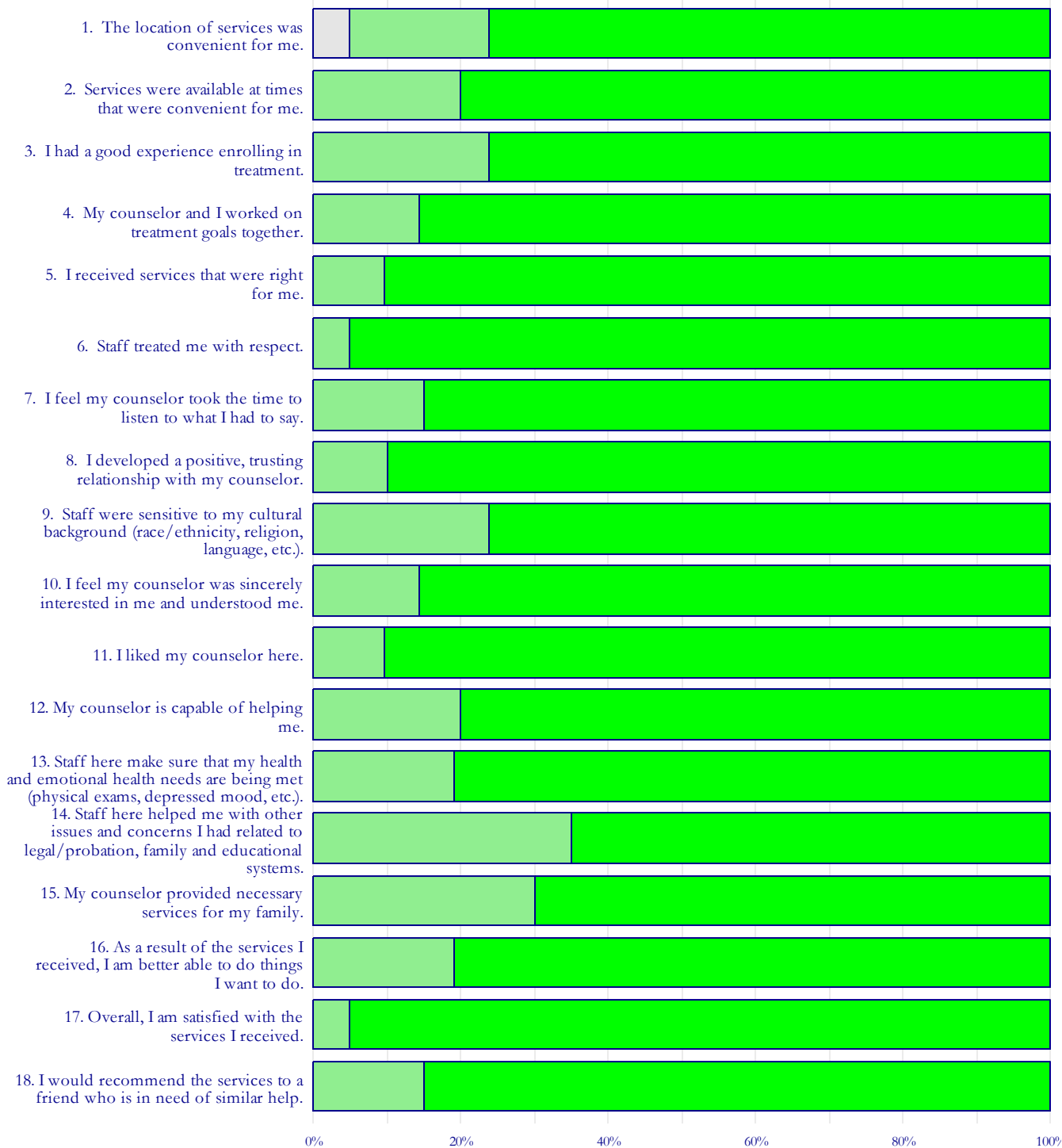
¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (1854), as a ratio to the number of unique persons (2316) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

Adult Satisfaction Surveys



Youth Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	25 1.4 %	41 2.2 %	97 5.3 %	593 32.4 %	1022 55.8 %	18 1.0 %	37 2.0 %
2. Services were available when I needed them	22 1.2 %	50 2.7 %	116 6.3 %	652 35.6 %	950 51.8 %	2 0.1 %	41 2.2 %
3. I chose the treatment goals with my provider's help	21 1.1 %	29 1.6 %	123 6.7 %	641 35.0 %	909 49.6 %	54 2.9 %	56 3.1 %
4. Staff gave me enough time in my treatment sessions	11 0.6 %	23 1.2 %	107 5.8 %	610 33.3 %	984 53.7 %	36 2.0 %	62 3.4 %
5. Staff treated me with respect	22 1.2 %	29 1.6 %	85 4.6 %	569 31.0 %	1071 58.4 %	6 0.3 %	51 2.8 %
6. Staff spoke to me in a way I understood	10 0.5 %	25 1.4 %	92 5.0 %	598 32.6 %	1042 56.9 %	7 0.4 %	59 3.2 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	18 1.0 %	29 1.6 %	155 8.5 %	590 32.2 %	965 52.6 %	24 1.3 %	52 2.8 %
8. Staff here work with my physical health care providers to support my wellness	29 1.6 %	35 1.9 %	179 9.8 %	582 31.8 %	871 47.5 %	77 4.2 %	60 3.3 %
9. Staff here work with my mental health care providers to support my wellness	34 1.8 %	50 2.7 %	181 9.9 %	550 30.0 %	852 46.5 %	96 5.2 %	70 3.8 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	30 1.6 %	37 2.0 %	141 7.7 %	595 32.5 %	965 52.6 %	12 0.6 %	53 2.9 %
11. I felt welcomed here	21 1.1 %	26 1.4 %	99 5.4 %	569 31.0 %	1064 58.1 %	2 0.1 %	52 2.8 %
12. I like the services offered here	25 1.4 %	33 1.8 %	99 5.4 %	618 33.7 %	999 54.5 %	8 0.4 %	51 2.8 %
13. I was able to get all the help/services that I needed	46 2.5 %	38 2.1 %	156 8.5 %	603 32.9 %	930 50.7 %	4 0.2 %	56 3.1 %
14. I would recommend this agency to a friend or family member	35 1.9 %	36 2.0 %	114 6.2 %	541 29.5 %	1038 56.6 %	10 0.5 %	59 3.2 %

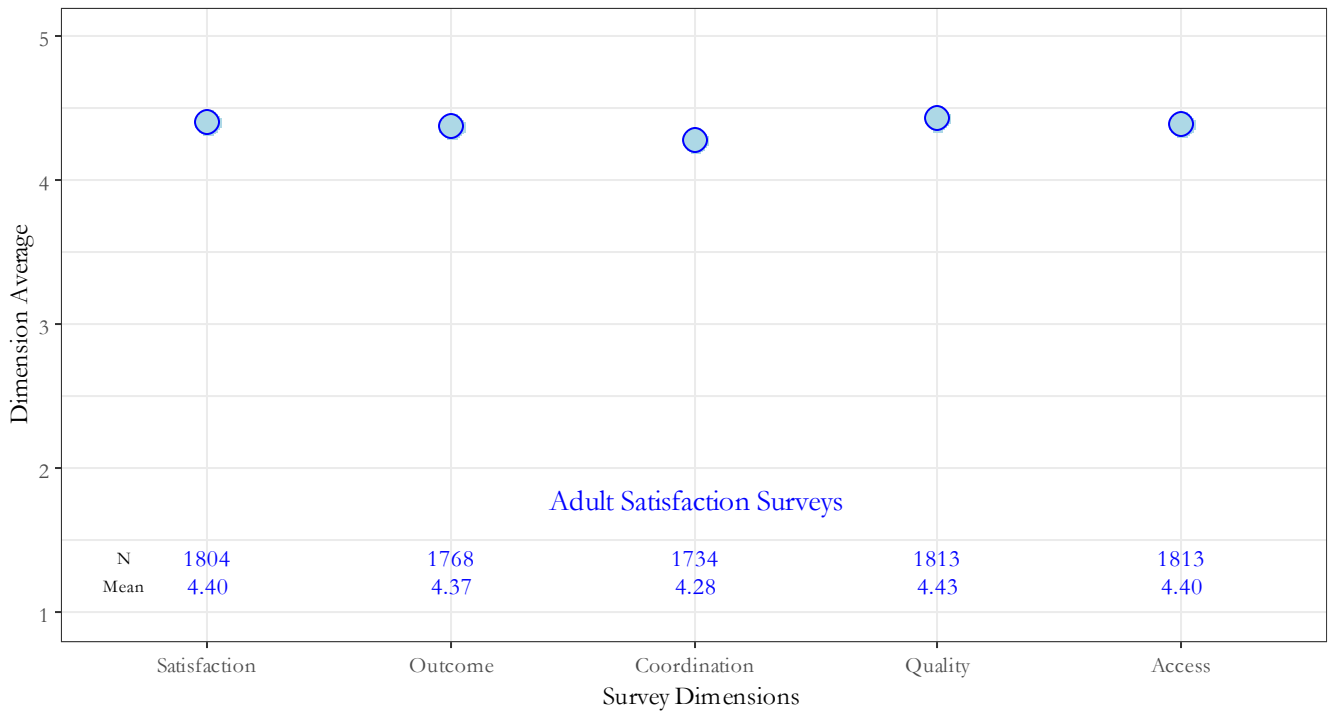
Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	564	512	90.78	4.42
Male	1158	1078	93.09	4.43
Transgender	20	16	80.00	4.31
Decline to answer	20	13	65.00	3.76
Other	7	6	85.71	4.18
No Response	85	60	70.59	4.15

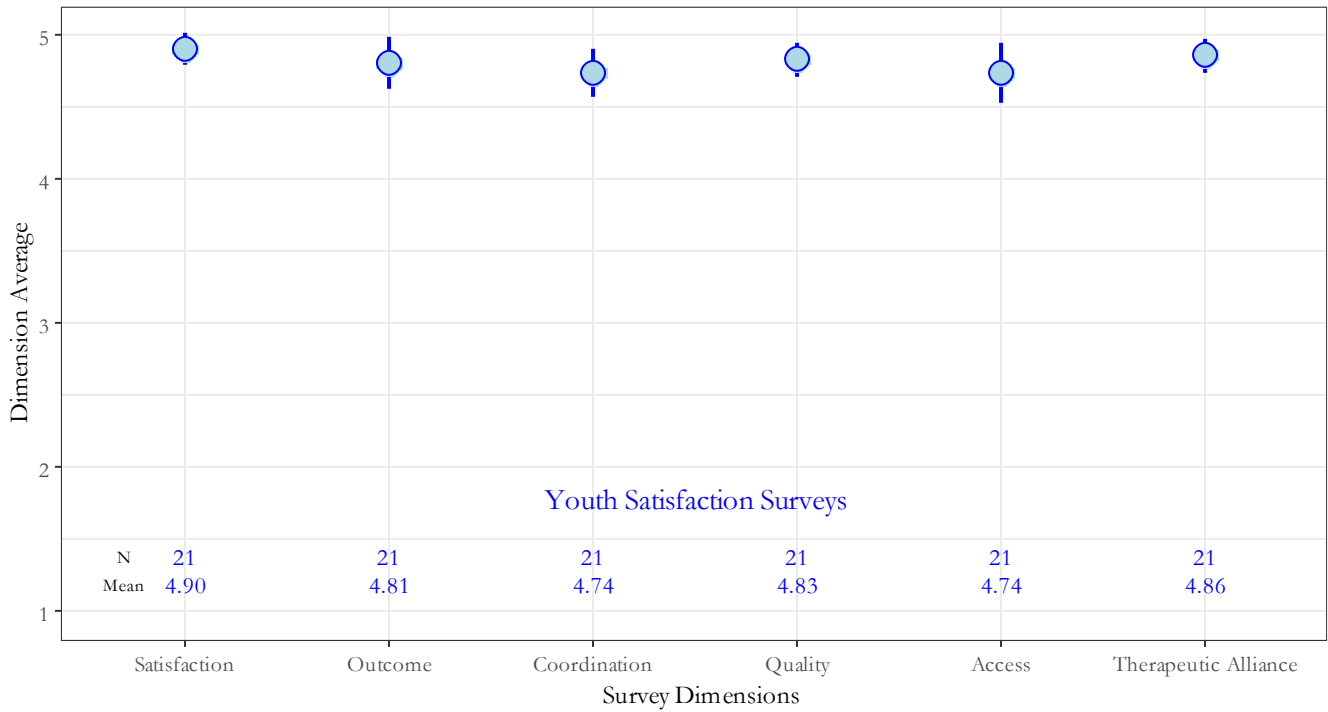
Youth Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location of services was convenient for me.	0 0.0 %	0 0.0 %	1 4.8 %	4 19.1 %	16 76.2 %	0 0.0 %	0 0.0 %
2. Services were available at times that were convenient for me.	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	16 76.2 %	0 0.0 %	1 4.8 %
3. I had a good experience enrolling in treatment.	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
4. My counselor and I worked on treatment goals together.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	18 85.7 %	0 0.0 %	0 0.0 %
5. I received services that were right for me.	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	19 90.5 %	0 0.0 %	0 0.0 %
6. Staff treated me with respect.	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	20 95.2 %	0 0.0 %	0 0.0 %
7. I feel my counselor took the time to listen to what I had to say.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	17 81.0 %	0 0.0 %	1 4.8 %
8. I developed a positive, trusting relationship with my counselor.	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	18 85.7 %	0 0.0 %	1 4.8 %
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
10. I feel my counselor was sincerely interested in me and understood me.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	18 85.7 %	0 0.0 %	0 0.0 %
11. I liked my counselor here.	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	19 90.5 %	0 0.0 %	0 0.0 %
12. My counselor is capable of helping me.	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	16 76.2 %	0 0.0 %	1 4.8 %
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	17 81.0 %	0 0.0 %	0 0.0 %
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	13 61.9 %	0 0.0 %	1 4.8 %
15. My counselor provided necessary services for my family.	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	14 66.7 %	0 0.0 %	1 4.8 %
16. As a result of the services I received, I am better able to do things I want to do.	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	17 81.0 %	0 0.0 %	0 0.0 %
17. Overall, I am satisfied with the services I received.	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	20 95.2 %	0 0.0 %	0 0.0 %
18. I would recommend the services to a friend who is in need of similar help.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	17 81.0 %	0 0.0 %	1 4.8 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	65	59	90.77	4.39
Asian	36	32	88.89	4.43
Black/African American	495	460	92.93	4.43
Latinx	193	179	92.75	4.50
Native Hawaiian/Pacific Islander	23	20	86.96	4.43
White/Caucasian	667	616	92.35	4.41
Multi-ethnic	138	124	89.86	4.38
Other	115	102	88.70	4.35
Unknown	22	17	77.27	4.08
No Response	100	76	76.00	4.26

Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
14-17	13	13	100.00	4.90
18-25	60	54	90.00	4.37
26-35	300	275	91.67	4.48
36-45	384	350	91.15	4.44
46-55	428	384	89.72	4.37
55+	490	462	94.29	4.42
No Response	179	147	82.12	4.27

Satisfaction by Treatment Modality

Modality	Count	Satisfied	Percentage	Mean (1-5)
OP/IOP	418	375	89.71	4.46
Residential	161	147	91.30	4.51
OTP/NTP	1190	1083	91.01	4.37
Detox/WM	85	80	94.12	4.50



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
AARS Lee Woodward Counseling Center for Women
Program codes (RUs): 01201

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 36 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.74** out of five,
Other programs: **4.40**.

The average rating on all survey questions for AARS Lee Woodward Counseling Center for Women: **4.71**
Other programs: **4.42**.

Survey Compliance

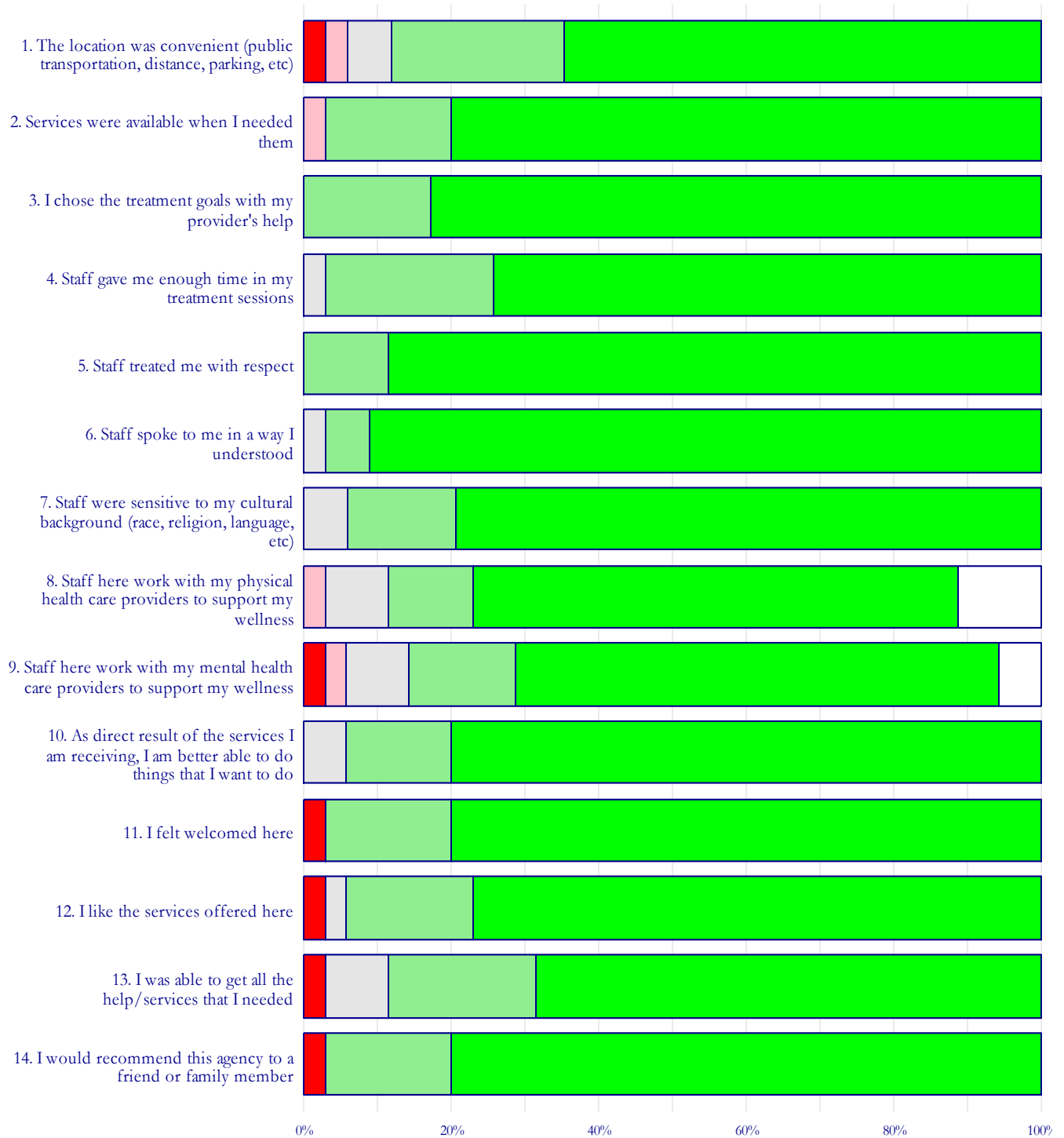
Only adult forms were submitted.

There were 36 survey forms, 1 of them was blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (36), as a ratio to the number of unique persons (34) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

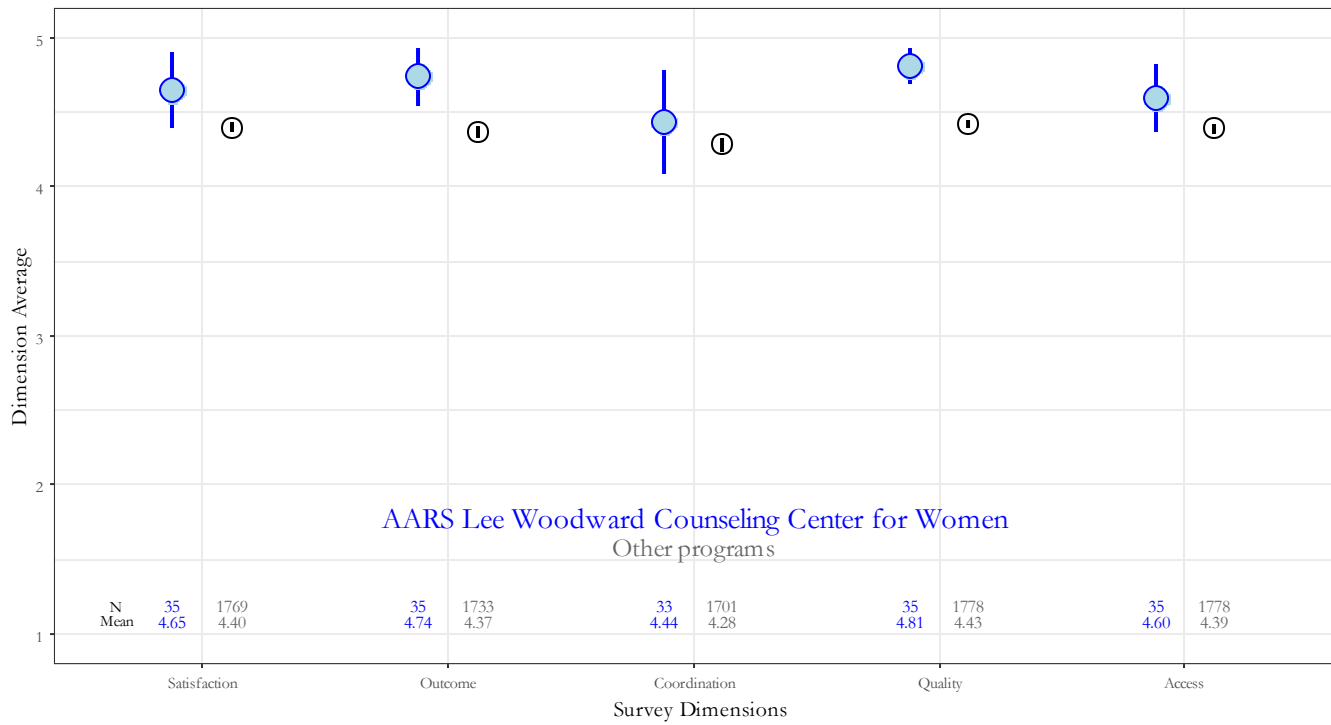
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	1 2.8 %	1 2.8 %	2 5.6 %	8 22.2 %	22 61.1 %	0 0.0 %	2 5.6 %
2. Services were available when I needed them	0 0.0 %	1 2.8 %	0 0.0 %	6 16.7 %	28 77.8 %	0 0.0 %	1 2.8 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	6 16.7 %	29 80.6 %	0 0.0 %	1 2.8 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 2.8 %	8 22.2 %	26 72.2 %	0 0.0 %	1 2.8 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 11.1 %	31 86.1 %	0 0.0 %	1 2.8 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 2.8 %	2 5.6 %	31 86.1 %	0 0.0 %	2 5.6 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 5.6 %	5 13.9 %	27 75.0 %	0 0.0 %	2 5.6 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 2.8 %	3 8.3 %	4 11.1 %	23 63.9 %	4 11.1 %	1 2.8 %
9. Staff here work with my mental health care providers to support my wellness	1 2.8 %	1 2.8 %	3 8.3 %	5 13.9 %	23 63.9 %	2 5.6 %	1 2.8 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 5.6 %	5 13.9 %	28 77.8 %	0 0.0 %	1 2.8 %
11. I felt welcomed here	1 2.8 %	0 0.0 %	0 0.0 %	6 16.7 %	28 77.8 %	0 0.0 %	1 2.8 %
12. I like the services offered here	1 2.8 %	0 0.0 %	1 2.8 %	6 16.7 %	27 75.0 %	0 0.0 %	1 2.8 %
13. I was able to get all the help/services that I needed	1 2.8 %	0 0.0 %	3 8.3 %	7 19.4 %	24 66.7 %	0 0.0 %	1 2.8 %
14. I would recommend this agency to a friend or family member	1 2.8 %	0 0.0 %	0 0.0 %	6 16.7 %	28 77.8 %	0 0.0 %	1 2.8 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



AARS Lee Woodward Counseling Center for Women Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	7	7	100.00	4.90
Latinx	4	4	100.00	4.80
White/Caucasian	19	19	100.00	4.72
Multi-ethnic	5	5	100.00	4.55
No Response	1	0	0.00	

AARS Lee Woodward Counseling Center for Women Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	35	35	100.00	4.74
No Response	1	0	0.00	

AARS Lee Woodward Counseling Center for Women Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	3	100.00	4.12
26-35	7	7	100.00	4.77
36-45	12	12	100.00	4.87
46-55	5	5	100.00	4.69
55+	7	7	100.00	4.75
No Response	2	1	50.00	5.00



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
AARS Project ADAPT SA
Program codes (RUs): 38371

Overall Satisfaction¹
96.9%

Survey Response Rate²
over 100%

There were 33 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.78** out of five,
Other programs: **4.40**.

The average rating on all survey questions for AARS Project ADAPT SA: **4.75**
Other programs: **4.42**.

Survey Compliance

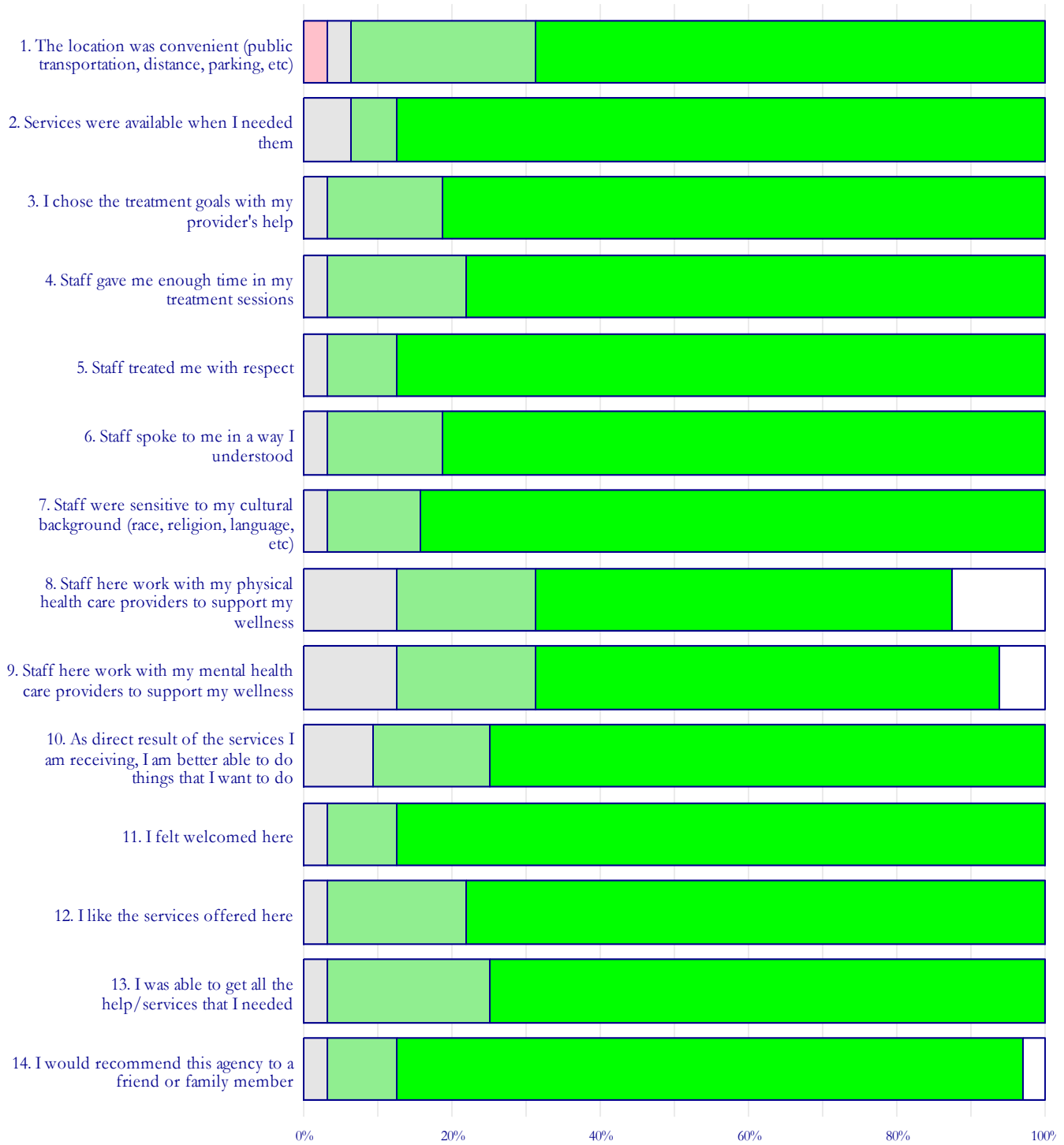
Only adult forms were submitted.

There were 33 survey forms, 1 of them was blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (33), as a ratio to the number of unique persons (32) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

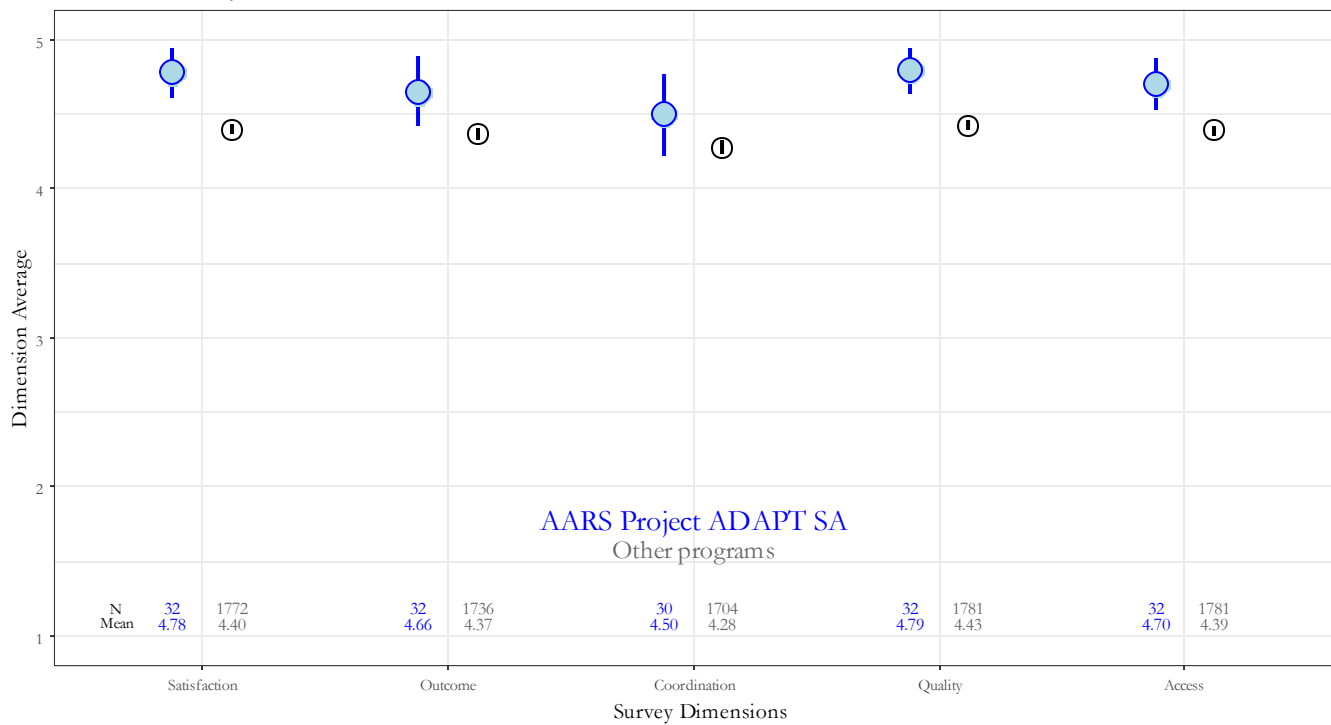
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 3.0 %	1 3.0 %	8 24.2 %	22 66.7 %	0 0.0 %	1 3.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 6.1 %	2 6.1 %	28 84.9 %	0 0.0 %	1 3.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 3.0 %	5 15.2 %	26 78.8 %	0 0.0 %	1 3.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 3.0 %	6 18.2 %	25 75.8 %	0 0.0 %	1 3.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.0 %	3 9.1 %	28 84.9 %	0 0.0 %	1 3.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 3.0 %	5 15.2 %	26 78.8 %	0 0.0 %	1 3.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 3.0 %	4 12.1 %	27 81.8 %	0 0.0 %	1 3.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	4 12.1 %	6 18.2 %	18 54.5 %	4 12.1 %	1 3.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	4 12.1 %	6 18.2 %	20 60.6 %	2 6.1 %	1 3.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 9.1 %	5 15.2 %	24 72.7 %	0 0.0 %	1 3.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 3.0 %	3 9.1 %	28 84.9 %	0 0.0 %	1 3.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 3.0 %	6 18.2 %	25 75.8 %	0 0.0 %	1 3.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 3.0 %	7 21.2 %	24 72.7 %	0 0.0 %	1 3.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 3.0 %	3 9.1 %	27 81.8 %	1 3.0 %	1 3.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



AARS Project ADAPT SA Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	3	3	100.00	5.00
Black/African American	8	7	87.50	4.65
Latinx	3	3	100.00	4.63
White/Caucasian	11	11	100.00	4.86
Multi-ethnic	3	3	100.00	4.64
Other	4	4	100.00	4.86
No Response	1	0	0.00	

AARS Project ADAPT SA Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	5	100.00	5.00
Male	27	26	96.30	4.74
No Response	1	0	0.00	

AARS Project ADAPT SA Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	3.90
26-35	5	5	100.00	4.51
36-45	7	7	100.00	4.99
46-55	9	9	100.00	4.94
55+	10	9	90.00	4.71
No Response	1	0	0.00	



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
BAART Market Street Methadone Maintenance
Program codes (RUs): 38124

Overall Satisfaction¹
90.1%

Survey Response Rate²
83.9%

There were 437 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.28** out of five,
Other programs: **4.45**.

The average rating on all survey questions for BAART Market Street Methadone Maintenance: **4.28**
Other programs: **4.47**.

Survey Compliance

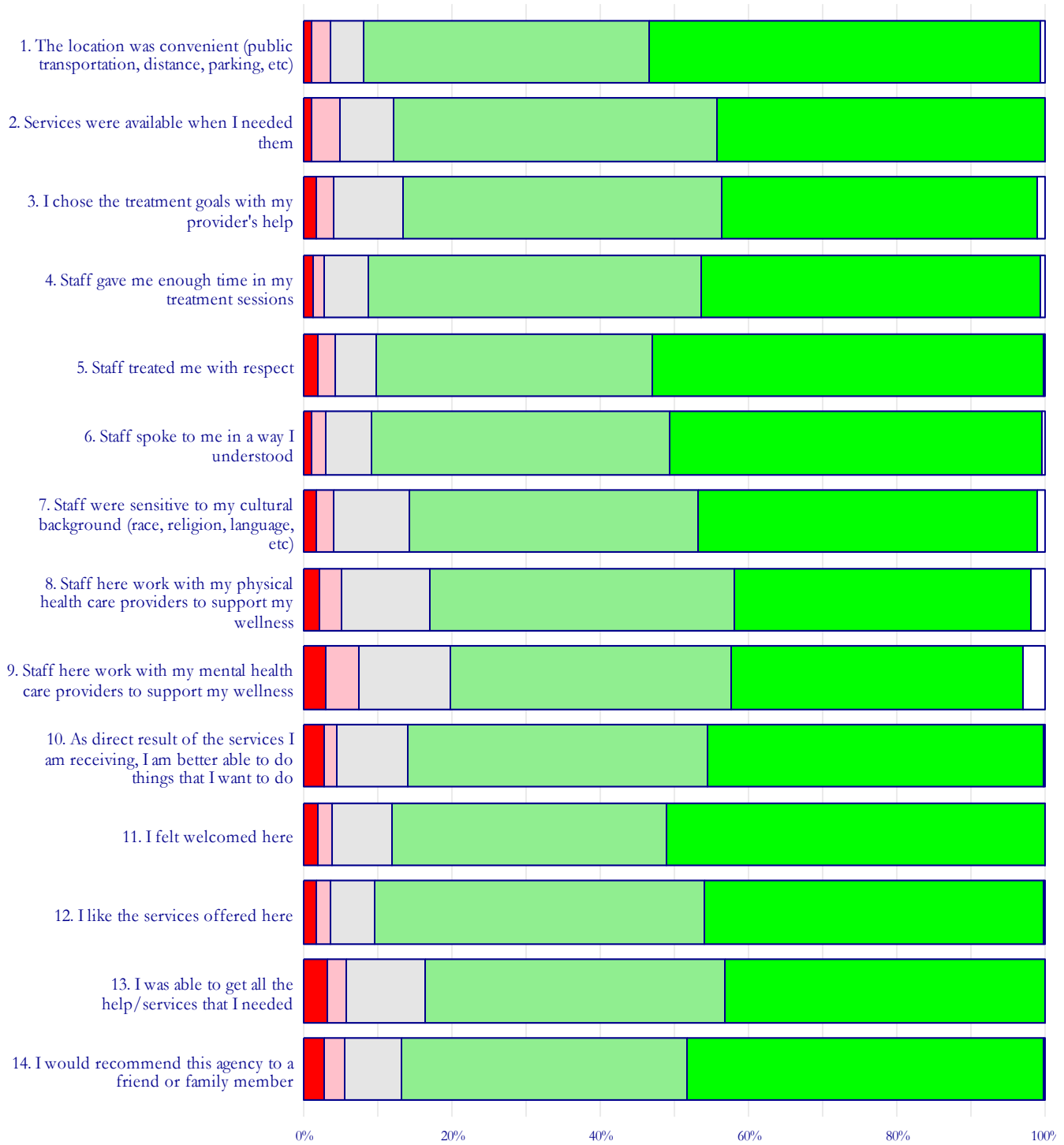
Only adult forms were submitted.

There were 437 survey forms, 4 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (437), as a ratio to the number of unique persons (521) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

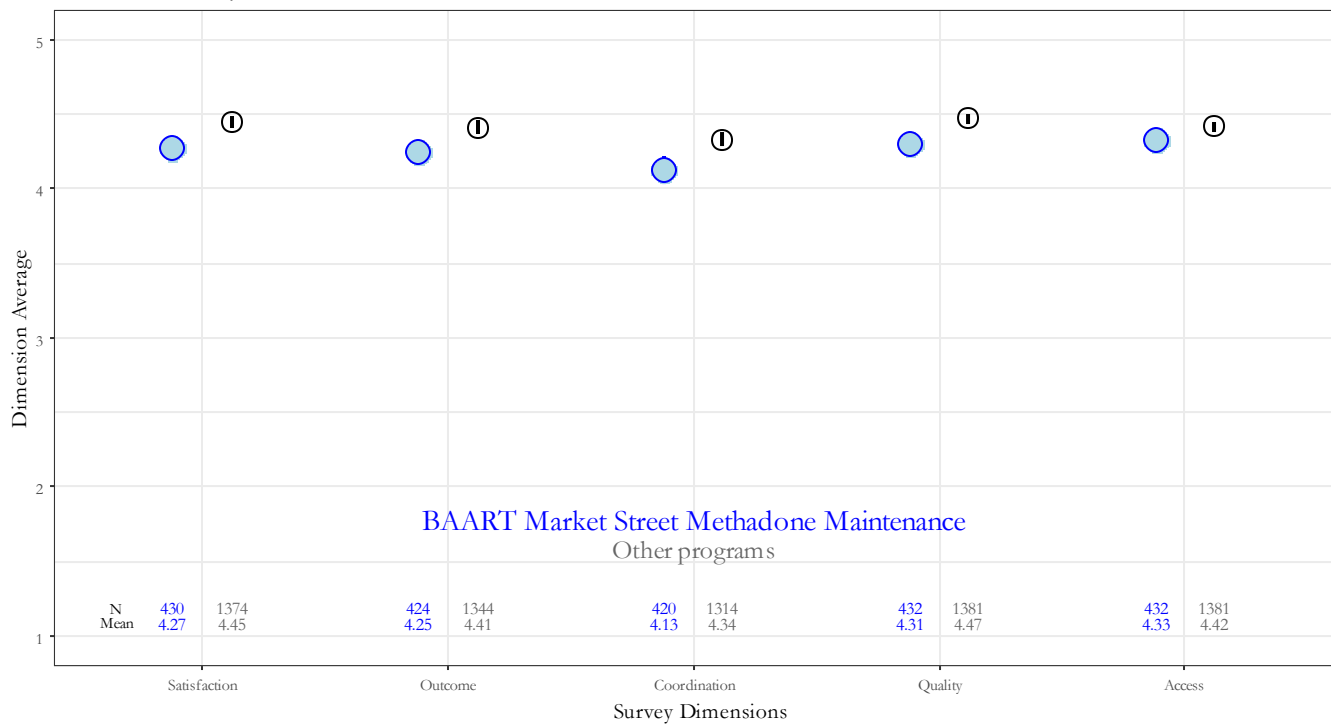
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	4 0.9 %	11 2.5 %	19 4.3 %	165 37.8 %	226 51.7 %	3 0.7 %	9 2.1 %
2. Services were available when I needed them	4 0.9 %	17 3.9 %	31 7.1 %	186 42.6 %	190 43.5 %	0 0.0 %	9 2.1 %
3. I chose the treatment goals with my provider's help	7 1.6 %	10 2.3 %	39 8.9 %	181 41.4 %	179 41.0 %	5 1.1 %	16 3.7 %
4. Staff gave me enough time in my treatment sessions	5 1.1 %	6 1.4 %	25 5.7 %	188 43.0 %	192 43.9 %	3 0.7 %	18 4.1 %
5. Staff treated me with respect	8 1.8 %	10 2.3 %	23 5.3 %	157 35.9 %	222 50.8 %	1 0.2 %	16 3.7 %
6. Staff spoke to me in a way I understood	4 0.9 %	8 1.8 %	26 5.9 %	169 38.7 %	210 48.0 %	2 0.5 %	18 4.1 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	7 1.6 %	10 2.3 %	43 9.8 %	165 37.8 %	194 44.4 %	5 1.1 %	13 3.0 %
8. Staff here work with my physical health care providers to support my wellness	9 2.1 %	12 2.8 %	50 11.4 %	173 39.6 %	168 38.4 %	8 1.8 %	17 3.9 %
9. Staff here work with my mental health care providers to support my wellness	12 2.8 %	19 4.3 %	52 11.9 %	159 36.4 %	165 37.8 %	13 3.0 %	17 3.9 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	11 2.5 %	8 1.8 %	40 9.2 %	172 39.4 %	193 44.2 %	1 0.2 %	12 2.8 %
11. I felt welcomed here	8 1.8 %	8 1.8 %	34 7.8 %	156 35.7 %	215 49.2 %	0 0.0 %	16 3.7 %
12. I like the services offered here	7 1.6 %	8 1.8 %	25 5.7 %	186 42.6 %	192 43.9 %	1 0.2 %	18 4.1 %
13. I was able to get all the help/services that I needed	13 3.0 %	11 2.5 %	45 10.3 %	172 39.4 %	184 42.1 %	0 0.0 %	12 2.8 %
14. I would recommend this agency to a friend or family member	11 2.5 %	12 2.8 %	32 7.3 %	162 37.1 %	203 46.5 %	1 0.2 %	16 3.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



BAART Market Street Methadone Maintenance Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	17	16	94.12	4.38
Asian	6	5	83.33	3.80
Black/African American	83	74	89.16	4.25
Latinx	31	27	87.10	4.32
Native Hawaiian/Pacific Islander	2	2	100.00	4.45
White/Caucasian	192	176	91.67	4.32
Multi-ethnic	36	33	91.67	4.34
Other	29	27	93.10	4.43
Unknown	8	7	87.50	4.24
No Response	33	23	69.70	3.83

BAART Market Street Methadone Maintenance Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	123	112	91.06	4.34
Male	272	249	91.54	4.30
Transgender	4	2	50.00	3.70
Decline to answer	5	3	60.00	3.51
Other	1	1	100.00	4.09
No Response	32	23	71.88	4.01

BAART Market Street Methadone Maintenance Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	10	9	90.00	4.24
26-35	64	56	87.50	4.29
36-45	77	71	92.21	4.40
46-55	102	88	86.27	4.24
55+	115	107	93.04	4.28
No Response	69	59	85.51	4.20



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
BAART Turk Street Methadone Maintenance - HIV Set-Aside
Program codes (RUs): 38114

Overall Satisfaction¹
86.1%

Survey Response Rate²
48.6%

There were 252 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.25** out of five,
Other programs: **4.43**.

The average rating on all survey questions for BAART Turk Street Methadone Maintenance - HIV Set-Aside:
4.29
Other programs: **4.45**.

Survey Compliance

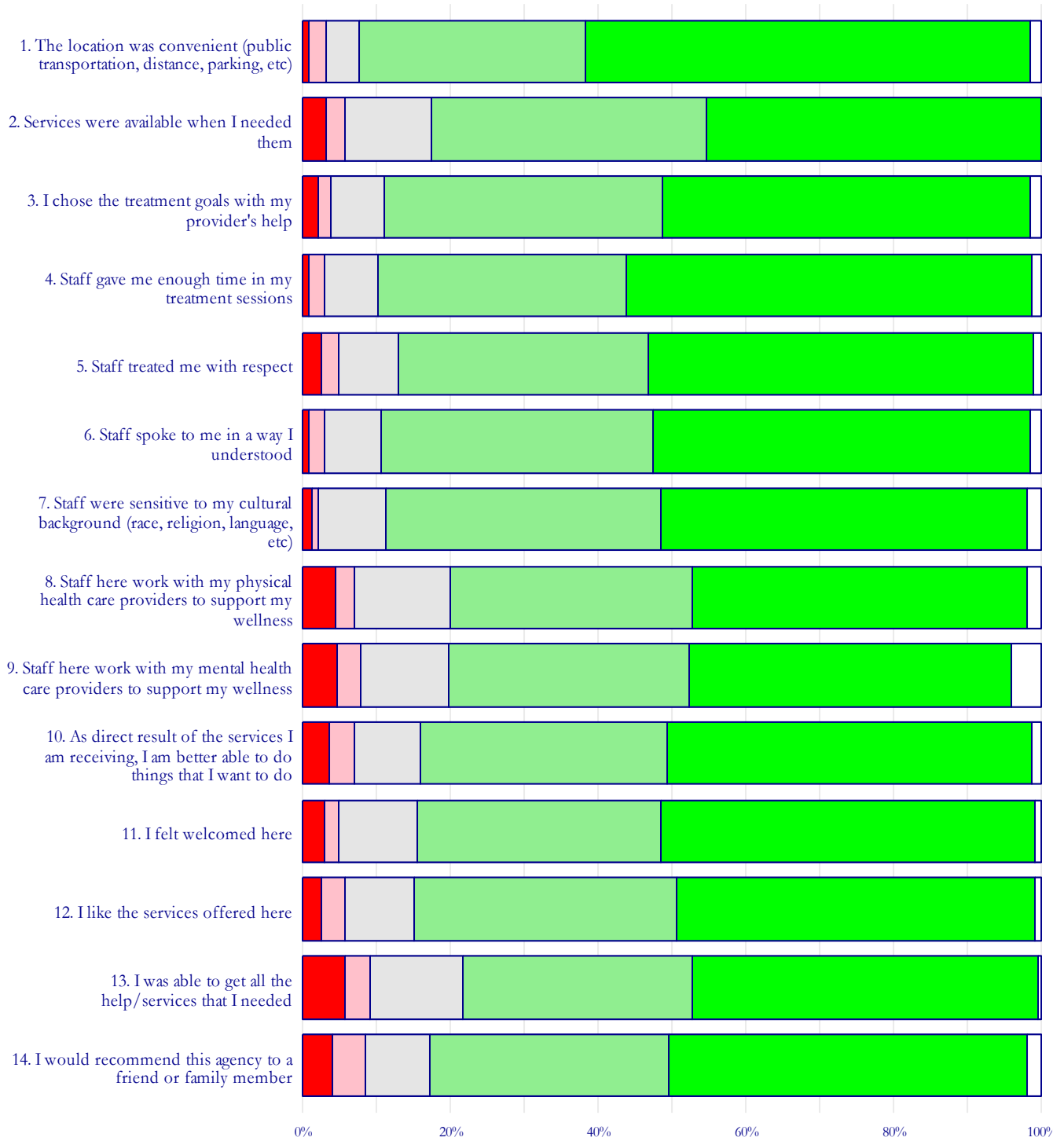
Only adult forms were submitted.

There were 252 survey forms, 1 of them was blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (252), as a ratio to the number of unique persons (519) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

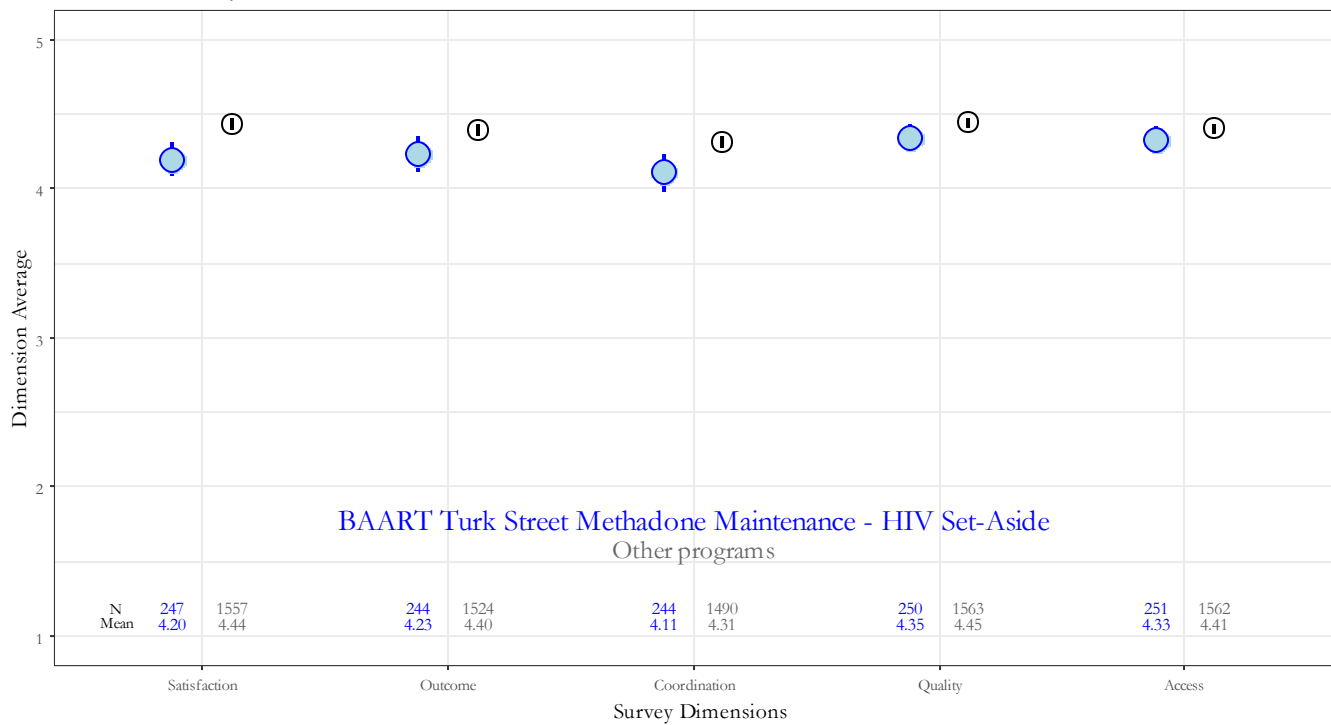
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	2 0.8 %	6 2.4 %	11 4.4 %	77 30.6 %	151 59.9 %	4 1.6 %	1 0.4 %
2. Services were available when I needed them	8 3.2 %	6 2.4 %	29 11.5 %	93 36.9 %	113 44.8 %	0 0.0 %	3 1.2 %
3. I chose the treatment goals with my provider's help	5 2.0 %	4 1.6 %	18 7.1 %	92 36.5 %	122 48.4 %	4 1.6 %	7 2.8 %
4. Staff gave me enough time in my treatment sessions	2 0.8 %	5 2.0 %	18 7.1 %	82 32.5 %	135 53.6 %	3 1.2 %	7 2.8 %
5. Staff treated me with respect	6 2.4 %	6 2.4 %	20 7.9 %	84 33.3 %	129 51.2 %	3 1.2 %	4 1.6 %
6. Staff spoke to me in a way I understood	2 0.8 %	5 2.0 %	19 7.5 %	90 35.7 %	125 49.6 %	4 1.6 %	7 2.8 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	3 1.2 %	2 0.8 %	23 9.1 %	92 36.5 %	123 48.8 %	5 2.0 %	4 1.6 %
8. Staff here work with my physical health care providers to support my wellness	11 4.4 %	6 2.4 %	32 12.7 %	80 31.8 %	111 44.0 %	5 2.0 %	7 2.8 %
9. Staff here work with my mental health care providers to support my wellness	11 4.4 %	8 3.2 %	29 11.5 %	79 31.4 %	106 42.1 %	10 4.0 %	9 3.6 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	9 3.6 %	8 3.2 %	22 8.7 %	83 32.9 %	122 48.4 %	3 1.2 %	5 2.0 %
11. I felt welcomed here	7 2.8 %	5 2.0 %	26 10.3 %	81 32.1 %	125 49.6 %	2 0.8 %	6 2.4 %
12. I like the services offered here	6 2.4 %	8 3.2 %	23 9.1 %	88 34.9 %	120 47.6 %	2 0.8 %	5 2.0 %
13. I was able to get all the help/services that I needed	14 5.6 %	8 3.2 %	31 12.3 %	76 30.2 %	115 45.6 %	1 0.4 %	7 2.8 %
14. I would recommend this agency to a friend or family member	10 4.0 %	11 4.4 %	21 8.3 %	80 31.8 %	119 47.2 %	5 2.0 %	6 2.4 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



BAART Turk Street Methadone Maintenance - HIV Set-Aside Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	13	13	100.00	4.29
Black/African American	49	41	83.67	4.33
Latinx	11	11	100.00	4.27
Native Hawaiian/Pacific Islander	2	2	100.00	4.32
White/Caucasian	119	102	85.71	4.27
Multi-ethnic	23	18	78.26	4.05
Other	25	21	84.00	4.05
Unknown	1	1	100.00	5.00
No Response	9	7	77.78	4.43

BAART Turk Street Methadone Maintenance - HIV Set-Aside Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	104	87	83.65	4.23
Male	129	115	89.15	4.28
Transgender	3	2	66.67	4.24
Decline to answer	5	3	60.00	3.75
Other	1	1	100.00	3.91
No Response	10	8	80.00	4.39

BAART Turk Street Methadone Maintenance - HIV Set-Aside Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	1	50.00	3.32
26-35	46	38	82.61	4.27
36-45	57	46	80.70	4.10
46-55	55	47	85.45	4.21
55+	66	61	92.42	4.36
No Response	26	23	88.46	4.41



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018

BP Acceptance Place

Program codes (RUs): 38752

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 12 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.70** out of five,
Other programs: **4.41**.

The average rating on all survey questions for BP Acceptance Place: **4.70**
Other programs: **4.42**.

Survey Compliance

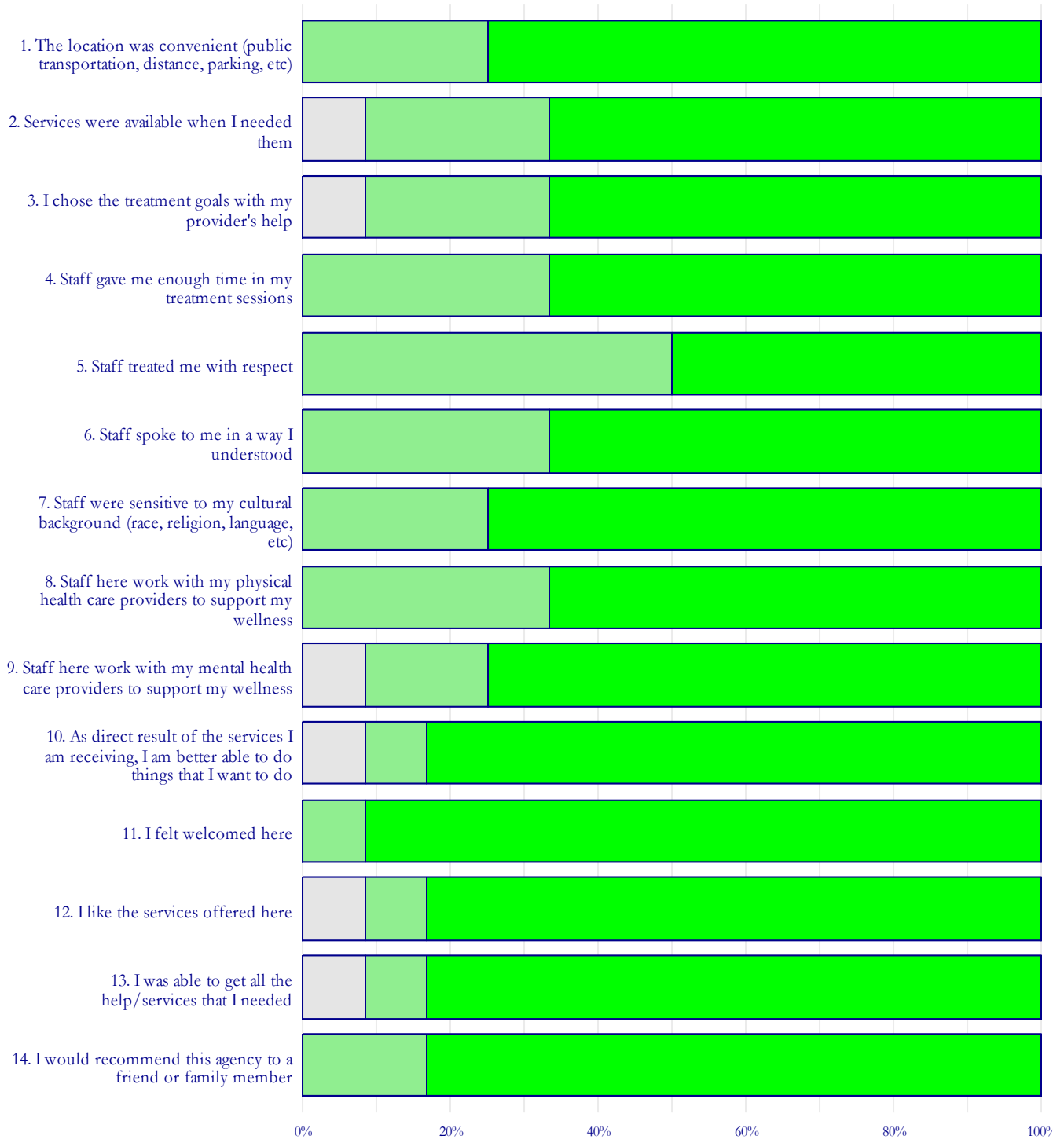
Only adult forms were submitted.

There were 12 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (12), as a ratio to the number of unique persons (9) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

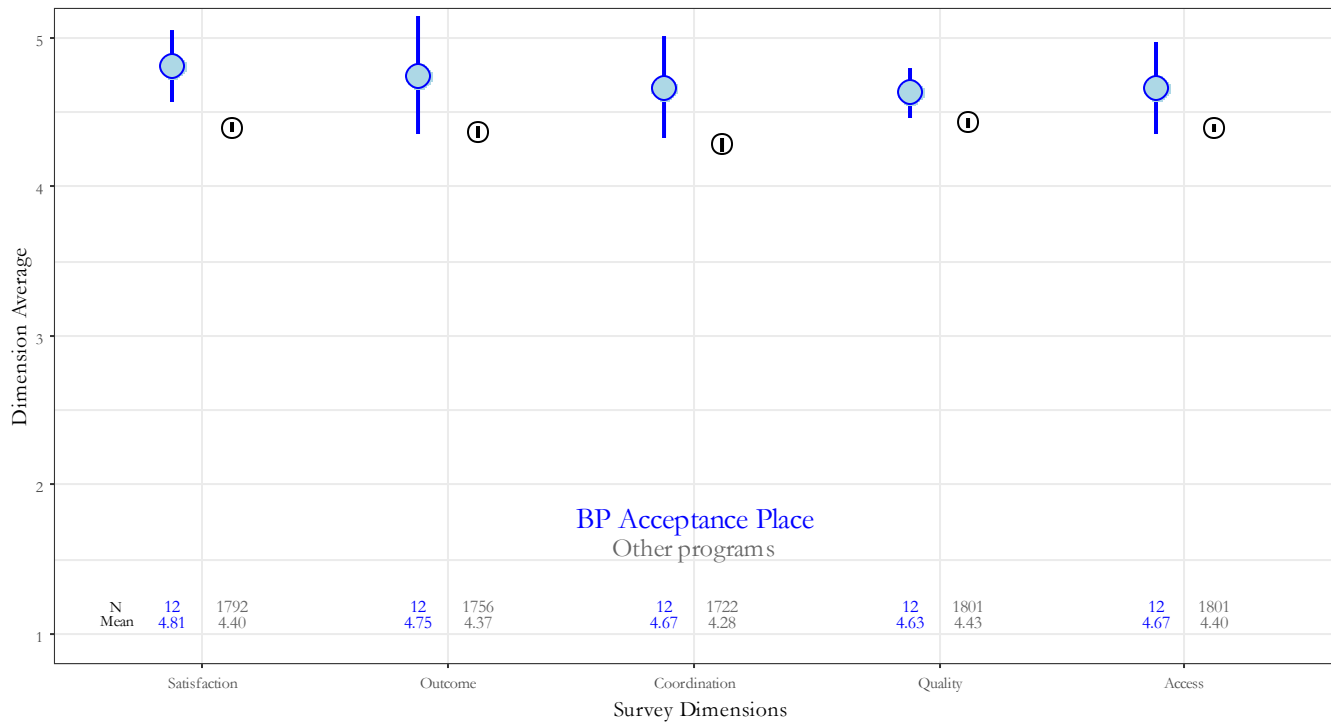
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	9 75.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	9 75.0 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	9 75.0 %	0 0.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	10 83.3 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	11 91.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	10 83.3 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	10 83.3 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



BP Acceptance Place Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.82
Latinx	1	1	100.00	3.82
White/Caucasian	5	5	100.00	4.75
Multi-ethnic	3	3	100.00	4.88
Other	1	1	100.00	4.55
Unknown	1	1	100.00	4.91

BP Acceptance Place Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	11	11	100.00	4.69
No Response	1	1	100.00	4.91

BP Acceptance Place Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	3	3	100.00	4.88
36-45	5	5	100.00	4.55
46-55	2	2	100.00	4.64
55+	2	2	100.00	4.91



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
BP Joe Healy Medical Detox
Program codes (RUs): 38442

Overall Satisfaction¹
100.0%

Survey Response Rate²
73.5%

There were 25 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.46** out of five,
Other programs: **4.41**.

The average rating on all survey questions for BP Joe Healy Medical Detox: **4.46**
Other programs: **4.42**.

Survey Compliance

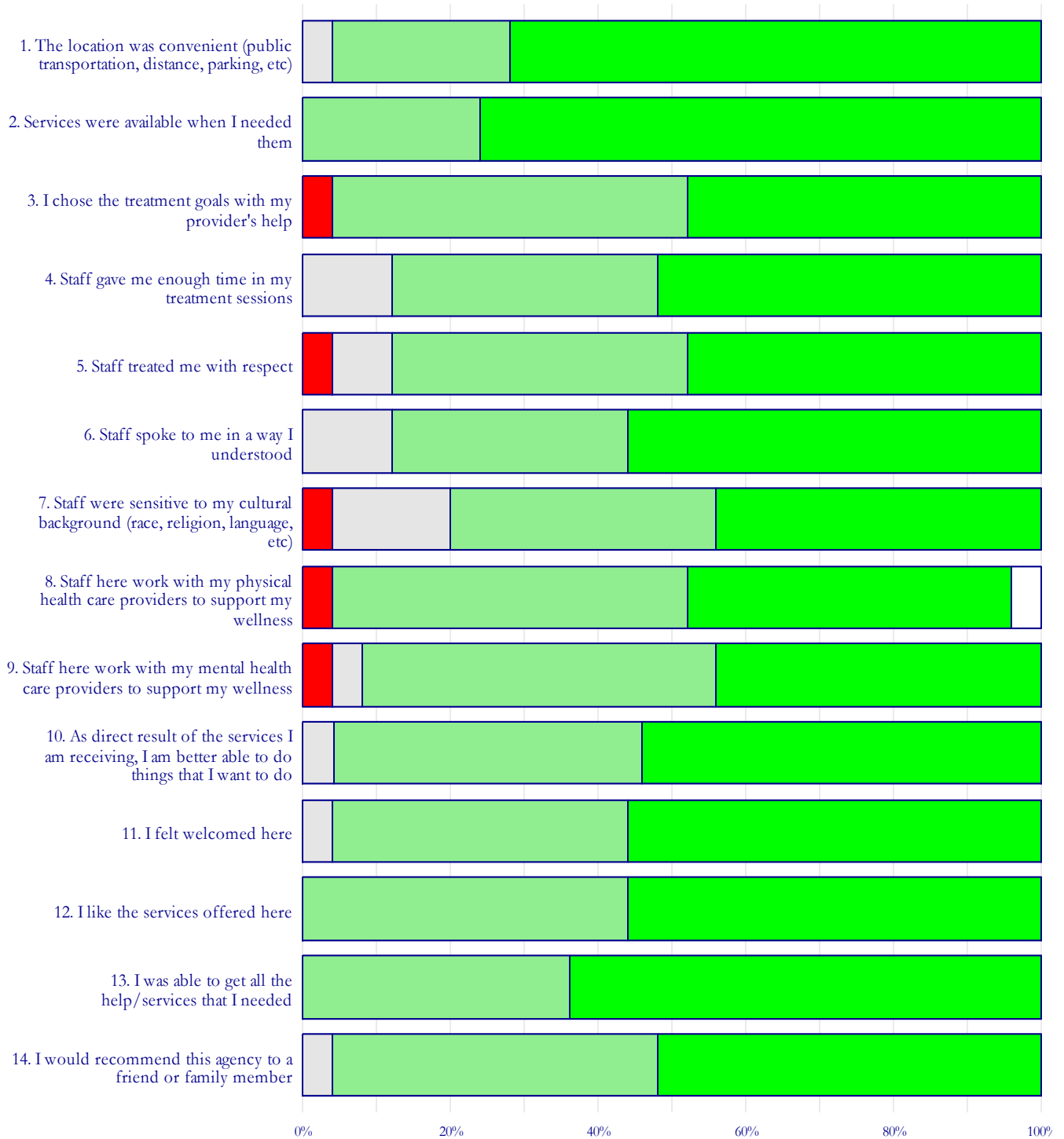
Only adult forms were submitted.

There were 25 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (25), as a ratio to the number of unique persons (34) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

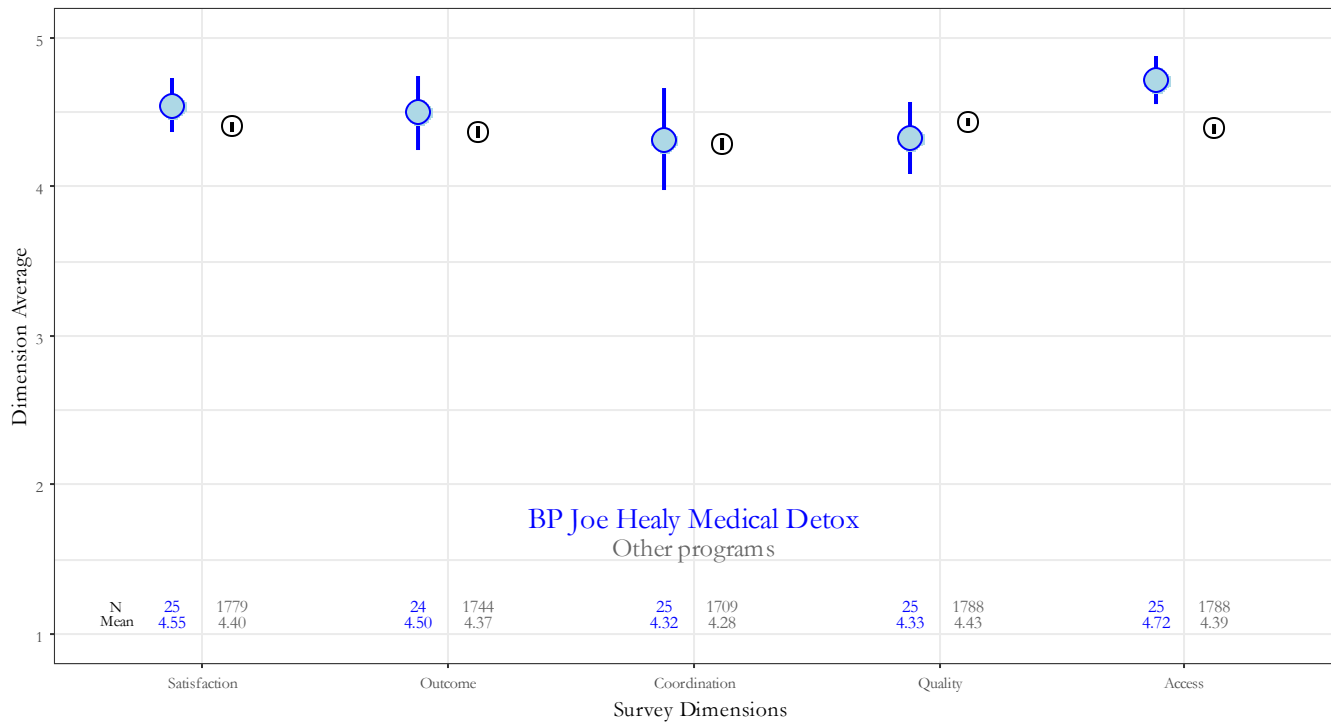
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 4.0 %	6 24.0 %	18 72.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	6 24.0 %	19 76.0 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 4.0 %	0 0.0 %	0 0.0 %	12 48.0 %	12 48.0 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 12.0 %	9 36.0 %	13 52.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	1 4.0 %	0 0.0 %	2 8.0 %	10 40.0 %	12 48.0 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	3 12.0 %	8 32.0 %	14 56.0 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 4.0 %	0 0.0 %	4 16.0 %	9 36.0 %	11 44.0 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 4.0 %	0 0.0 %	0 0.0 %	12 48.0 %	11 44.0 %	1 4.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 4.0 %	0 0.0 %	1 4.0 %	12 48.0 %	11 44.0 %	0 0.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 4.0 %	10 40.0 %	13 52.0 %	0 0.0 %	1 4.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 4.0 %	10 40.0 %	14 56.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	11 44.0 %	14 56.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	9 36.0 %	16 64.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.0 %	11 44.0 %	13 52.0 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



BP Joe Healy Medical Detox Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.36
Black/African American	5	5	100.00	4.57
Latinx	3	3	100.00	4.27
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	7	7	100.00	4.51
Multi-ethnic	2	2	100.00	4.50
Other	1	1	100.00	4.27
Unknown	1	1	100.00	3.91
No Response	4	4	100.00	4.45

BP Joe Healy Medical Detox Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	5	100.00	4.64
Male	16	16	100.00	4.38
Transgender	1	1	100.00	4.82
Decline to answer	1	1	100.00	3.91
Other	1	1	100.00	4.64
No Response	1	1	100.00	5.00

BP Joe Healy Medical Detox Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	2	2	100.00	4.18
36-45	7	7	100.00	4.53
46-55	6	6	100.00	4.65
55+	9	9	100.00	4.28
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
BVHP Methadone Maintenance & HIV Set-Aside
Program codes (RUs): 38164

Overall Satisfaction¹
97.4%

Survey Response Rate²
97.5%

There were 116 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.53** out of five,
Other programs: **4.40**.

The average rating on all survey questions for BVHP Methadone Maintenance & HIV Set-Aside: **4.53**
Other programs: **4.42**.

Survey Compliance

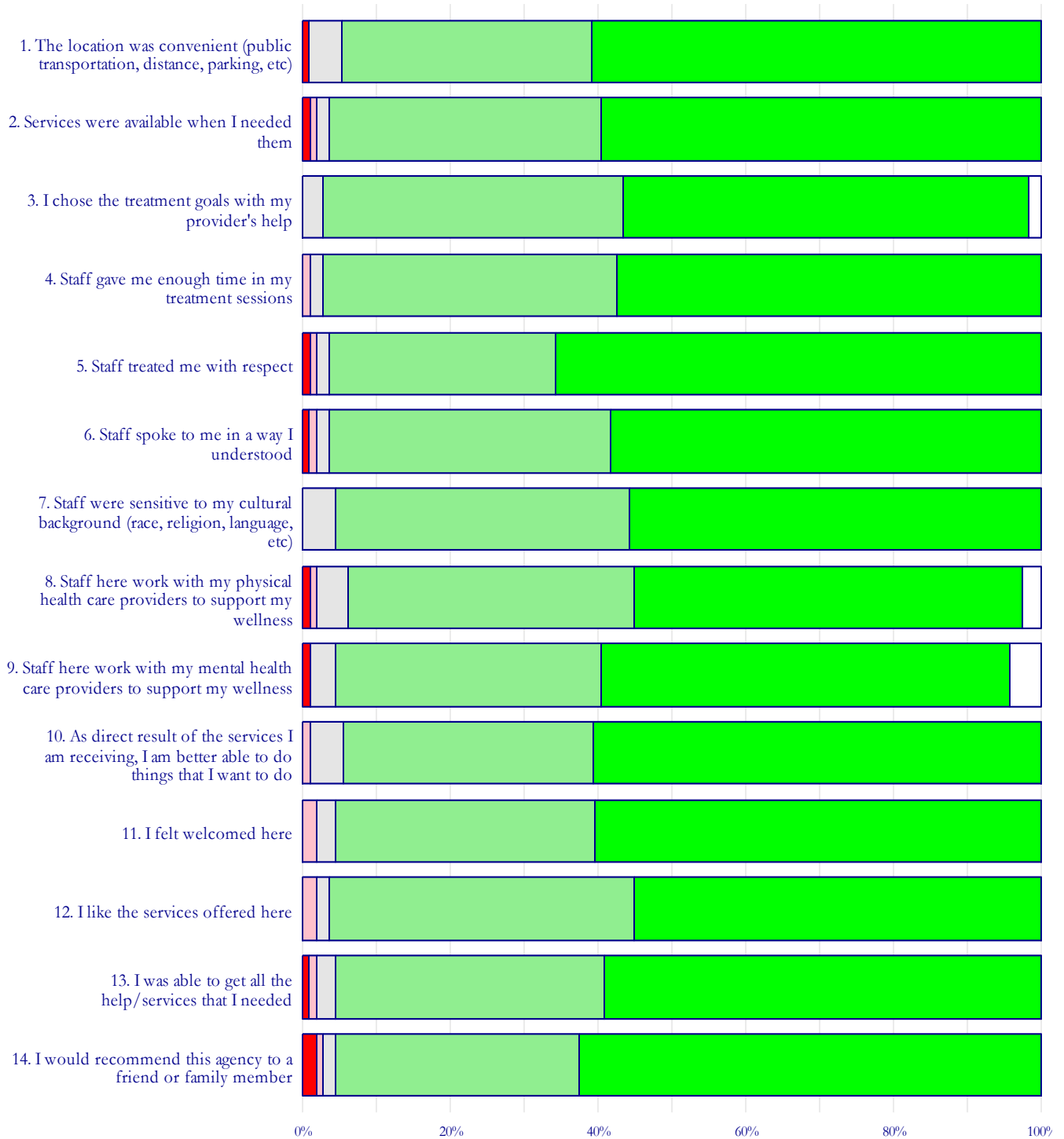
Only adult forms were submitted.

There were 116 survey forms, 1 of them was blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (116), as a ratio to the number of unique persons (119) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

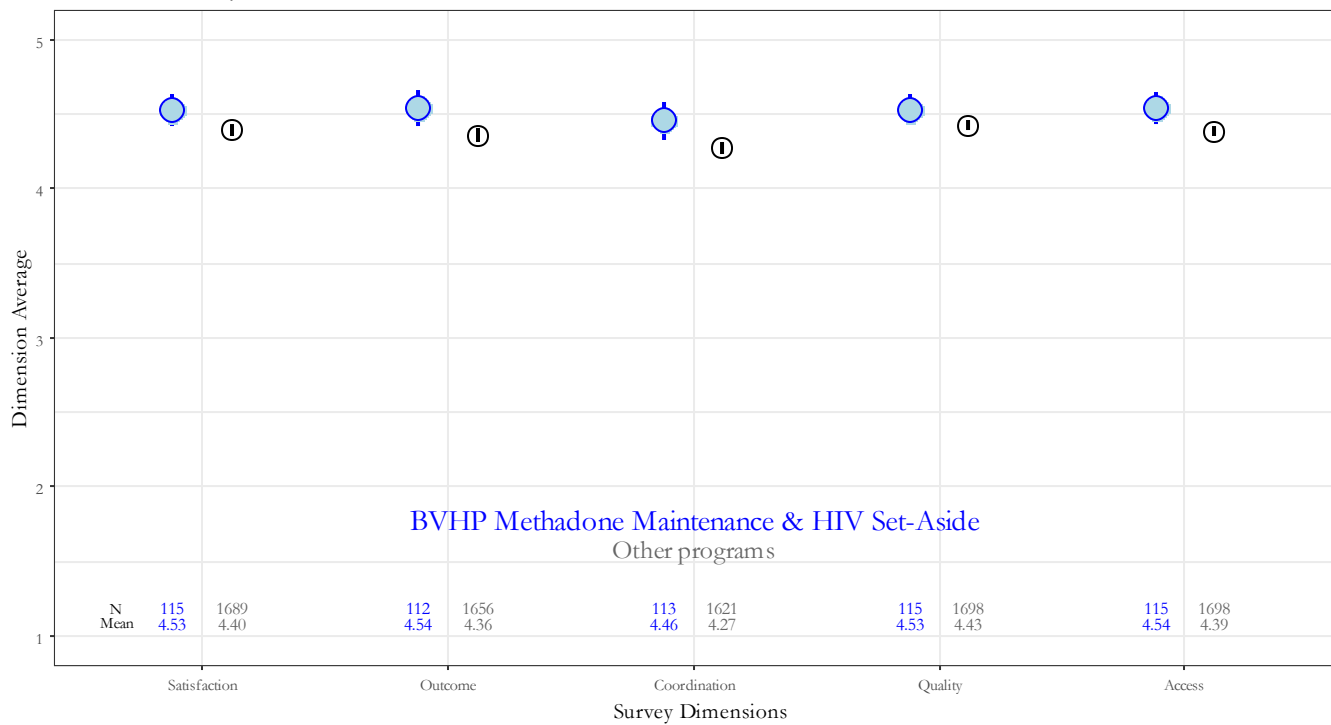
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	1 0.9 %	0 0.0 %	5 4.3 %	39 33.6 %	70 60.3 %	0 0.0 %	1 0.9 %
2. Services were available when I needed them	1 0.9 %	1 0.9 %	2 1.7 %	42 36.2 %	68 58.6 %	0 0.0 %	2 1.7 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 2.6 %	46 39.7 %	62 53.4 %	2 1.7 %	3 2.6 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 0.9 %	2 1.7 %	45 38.8 %	65 56.0 %	0 0.0 %	3 2.6 %
5. Staff treated me with respect	1 0.9 %	1 0.9 %	2 1.7 %	35 30.2 %	75 64.7 %	0 0.0 %	2 1.7 %
6. Staff spoke to me in a way I understood	1 0.9 %	1 0.9 %	2 1.7 %	44 37.9 %	67 57.8 %	0 0.0 %	1 0.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	5 4.3 %	45 38.8 %	63 54.3 %	0 0.0 %	3 2.6 %
8. Staff here work with my physical health care providers to support my wellness	1 0.9 %	1 0.9 %	5 4.3 %	44 37.9 %	60 51.7 %	3 2.6 %	2 1.7 %
9. Staff here work with my mental health care providers to support my wellness	1 0.9 %	0 0.0 %	4 3.4 %	41 35.3 %	63 54.3 %	5 4.3 %	2 1.7 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 0.9 %	5 4.3 %	38 32.8 %	68 58.6 %	0 0.0 %	4 3.4 %
11. I felt welcomed here	0 0.0 %	2 1.7 %	3 2.6 %	40 34.5 %	69 59.5 %	0 0.0 %	2 1.7 %
12. I like the services offered here	0 0.0 %	2 1.7 %	2 1.7 %	47 40.5 %	63 54.3 %	0 0.0 %	2 1.7 %
13. I was able to get all the help/services that I needed	1 0.9 %	1 0.9 %	3 2.6 %	42 36.2 %	68 58.6 %	0 0.0 %	1 0.9 %
14. I would recommend this agency to a friend or family member	2 1.7 %	1 0.9 %	2 1.7 %	38 32.8 %	72 62.1 %	0 0.0 %	1 0.9 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



BVHP Methadone Maintenance & HIV Set-Aside Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	5	4	80.00	4.62
Asian	4	4	100.00	4.52
Black/African American	66	65	98.48	4.52
Latinx	9	9	100.00	4.27
Native Hawaiian/Pacific Islander	2	1	50.00	4.20
White/Caucasian	17	17	100.00	4.60
Multi-ethnic	5	5	100.00	4.78
Other	4	4	100.00	4.61
Unknown	1	1	100.00	5.00
No Response	3	2	66.67	4.50

BVHP Methadone Maintenance & HIV Set-Aside Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	36	35	97.22	4.48
Male	77	75	97.40	4.56
Other	1	1	100.00	3.60
No Response	2	1	50.00	5.00

BVHP Methadone Maintenance & HIV Set-Aside Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	2	2	100.00	5.00
36-45	17	16	94.12	4.34
46-55	28	27	96.43	4.49
55+	57	56	98.25	4.55
No Response	12	11	91.67	4.72



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
CBHS Pharmacy (38CXR)
Program codes (RUs): 38CXR

Overall Satisfaction¹
89.5%

Survey Response Rate²
over 100%

There were 19 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.40** out of five,
Other programs: **4.41**.

The average rating on all survey questions for CBHS Pharmacy (38CXR): **4.40**
Other programs: **4.43**.

Survey Compliance

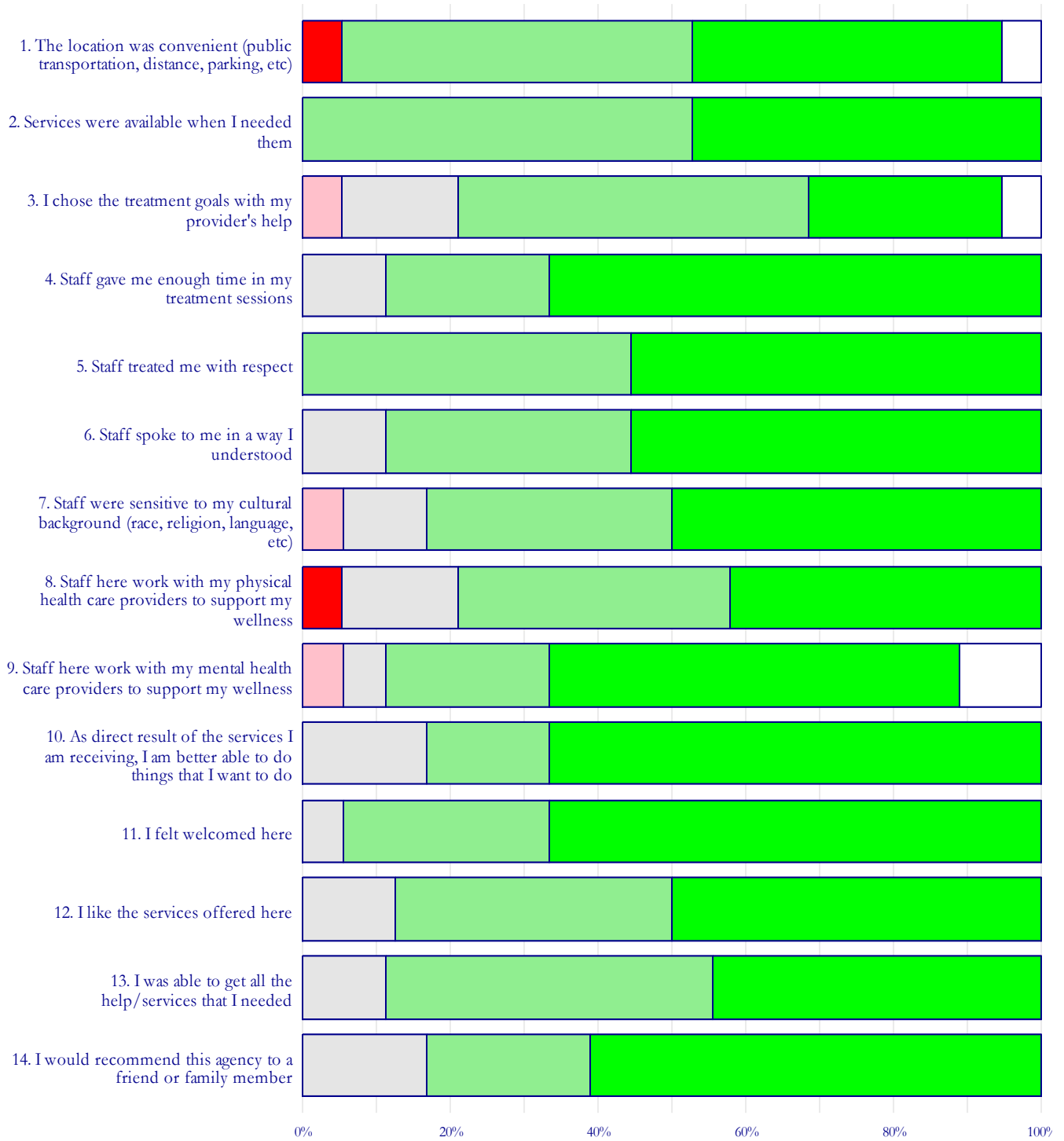
Only adult forms were submitted.

There were 19 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (19), as a ratio to the number of unique persons (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

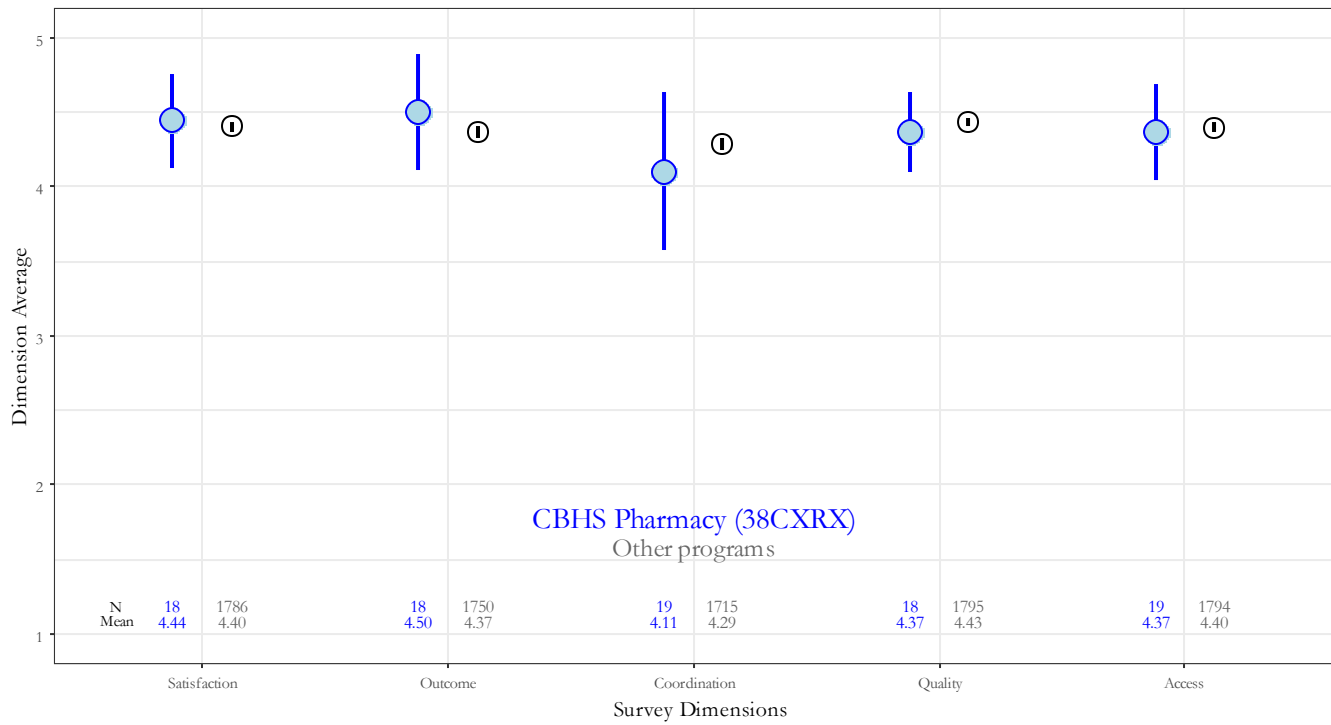
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	1 5.3 %	0 0.0 %	0 0.0 %	9 47.4 %	8 42.1 %	1 5.3 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	10 52.6 %	9 47.4 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 5.3 %	3 15.8 %	9 47.4 %	5 26.3 %	1 5.3 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 10.5 %	4 21.1 %	12 63.2 %	0 0.0 %	1 5.3 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 42.1 %	10 52.6 %	0 0.0 %	1 5.3 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	10 52.6 %	0 0.0 %	1 5.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.3 %	2 10.5 %	6 31.6 %	9 47.4 %	0 0.0 %	1 5.3 %
8. Staff here work with my physical health care providers to support my wellness	1 5.3 %	0 0.0 %	3 15.8 %	7 36.8 %	8 42.1 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 5.3 %	1 5.3 %	4 21.1 %	10 52.6 %	2 10.5 %	1 5.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 15.8 %	3 15.8 %	12 63.2 %	0 0.0 %	1 5.3 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	12 63.2 %	0 0.0 %	1 5.3 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	8 42.1 %	0 0.0 %	3 15.8 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 10.5 %	8 42.1 %	8 42.1 %	0 0.0 %	1 5.3 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 15.8 %	4 21.1 %	11 57.9 %	0 0.0 %	1 5.3 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



CBHS Pharmacy (38CXRX) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	4	4	100.00	4.42
Latinx	4	4	100.00	4.64
White/Caucasian	5	3	60.00	3.96
Multi-ethnic	4	4	100.00	4.39
Other	2	2	100.00	4.95

CBHS Pharmacy (38CXRX) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.64
Male	13	12	92.31	4.42
Decline to answer	1	0	0.00	3.45
No Response	1	1	100.00	4.00

CBHS Pharmacy (38CXRX) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.40
26-35	4	3	75.00	4.48
36-45	3	3	100.00	4.52
46-55	4	4	100.00	4.68
55+	5	4	80.00	3.99
No Response	2	2	100.00	4.50



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
Curry Senior Center - Integrated Full Service Outpatient IFSO
Program codes (RUs): 00701

Overall Satisfaction¹
92.9%

Survey Response Rate²
over 100%

There were 14 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.24** out of five,
Other programs: **4.41**.

The average rating on all survey questions for Curry Senior Center - Integrated Full Service Outpatient IFSO:
4.21
Other programs: **4.43**.

Survey Compliance

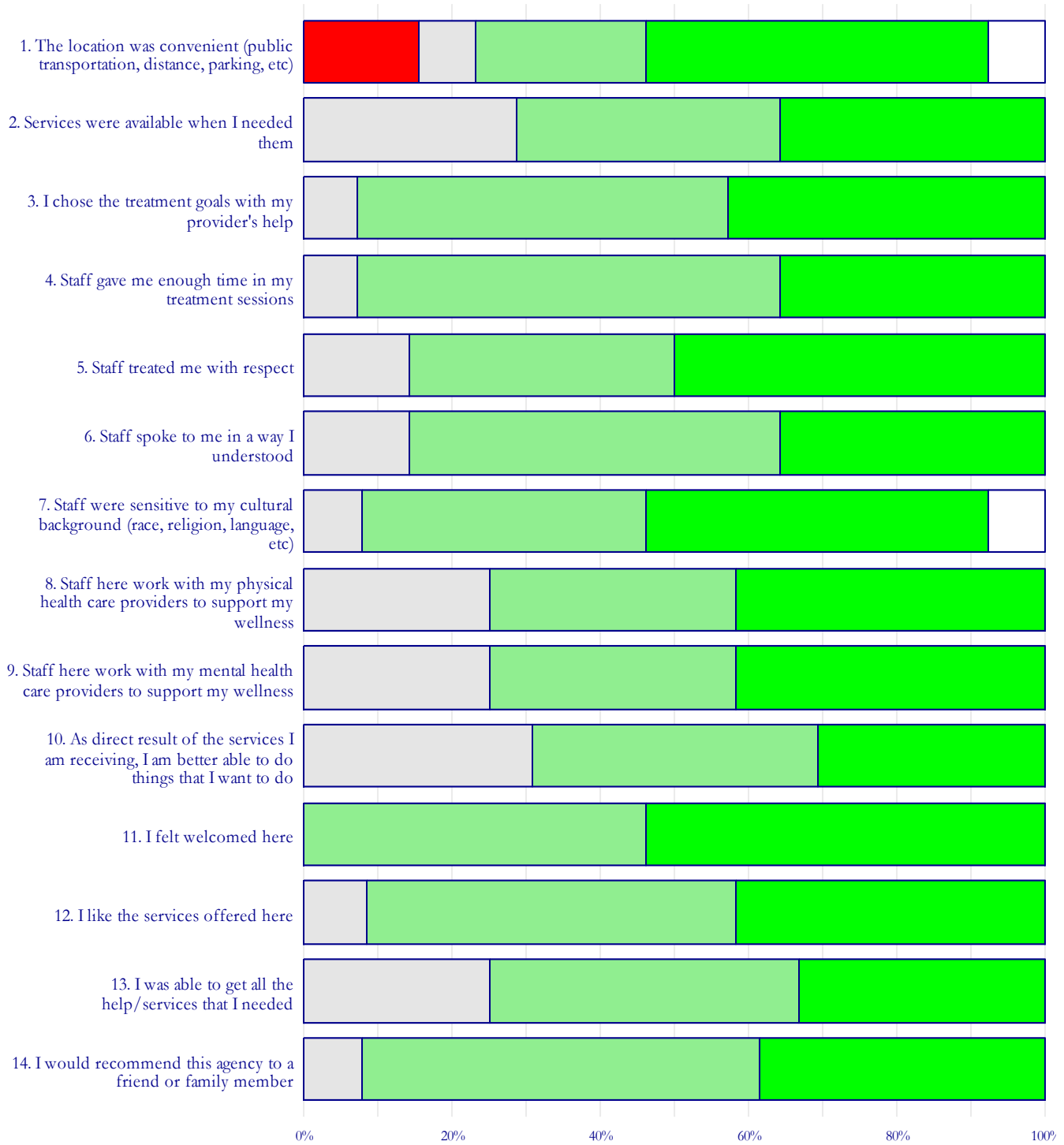
Only adult forms were submitted.

There were 14 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (14), as a ratio to the number of unique persons (6) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

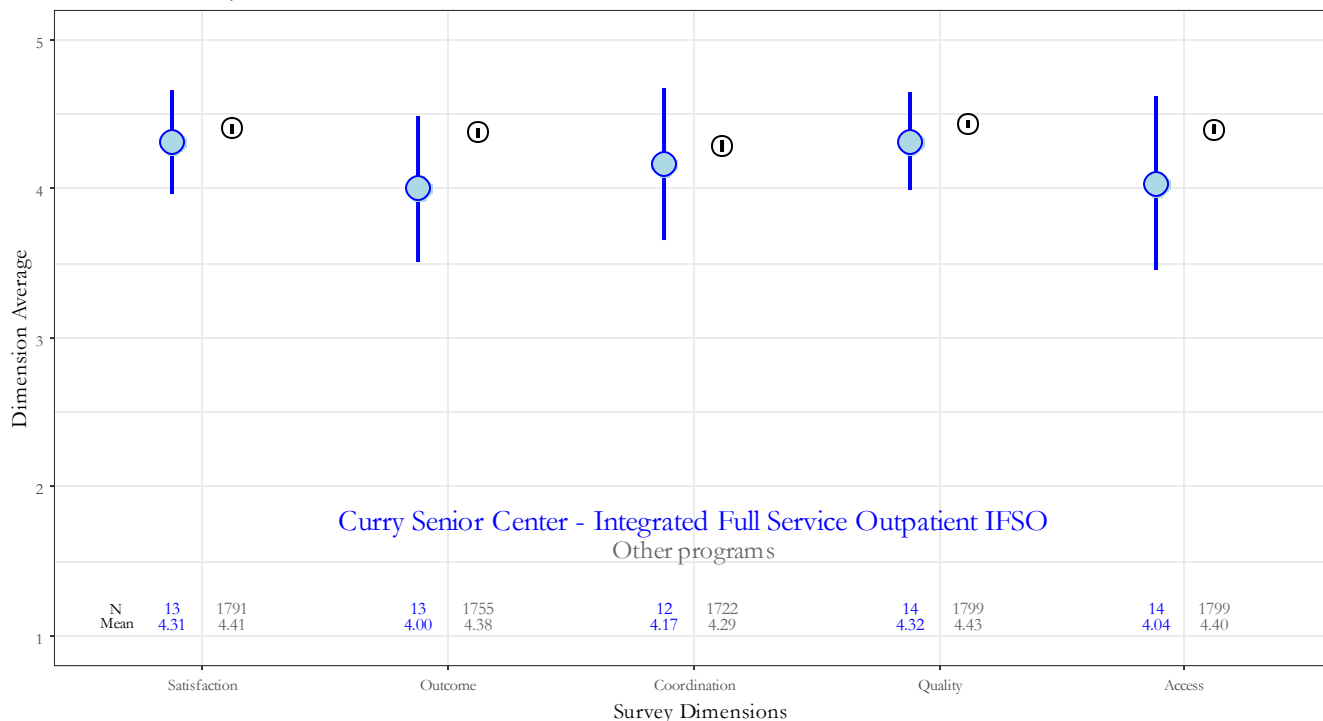
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	2 14.3 %	0 0.0 %	1 7.1 %	3 21.4 %	6 42.9 %	1 7.1 %	1 7.1 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	5 35.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	6 42.9 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 7.1 %	8 57.1 %	5 35.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	7 50.0 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 14.3 %	7 50.0 %	5 35.7 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	6 42.9 %	1 7.1 %	1 7.1 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	5 35.7 %	0 0.0 %	2 14.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	5 35.7 %	0 0.0 %	2 14.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	4 28.6 %	0 0.0 %	1 7.1 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	7 50.0 %	0 0.0 %	1 7.1 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 7.1 %	6 42.9 %	5 35.7 %	0 0.0 %	2 14.3 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 21.4 %	5 35.7 %	4 28.6 %	0 0.0 %	2 14.3 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 7.1 %	7 50.0 %	5 35.7 %	0 0.0 %	1 7.1 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Curry Senior Center - Integrated Full Service Outpatient IFSO Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	0	0.00	3.33
Black/African American	4	4	100.00	4.01
Latinx	1	1	100.00	3.64
Native Hawaiian/Pacific Islander	1	1	100.00	4.91
White/Caucasian	5	5	100.00	4.33
Multi-ethnic	1	1	100.00	5.00
No Response	1	1	100.00	4.73

Curry Senior Center - Integrated Full Service Outpatient IFSO Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	3.64
Male	13	12	92.31	4.28

Curry Senior Center - Integrated Full Service Outpatient IFSO Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
46-55	3	2	66.67	3.85
55+	11	11	100.00	4.34



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
DSAAM Howard Street (OBIC) (8921HS-OP)
Program codes (RUs): 8921HS-OP

Overall Satisfaction¹
81.2%

Survey Response Rate²
85.0%

There were 17 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.39** out of five,
Other programs: **4.41**.

The average rating on all survey questions for DSAAM Howard Street (OBIC) (8921HS-OP): **4.36**
Other programs: **4.43**.

Survey Compliance

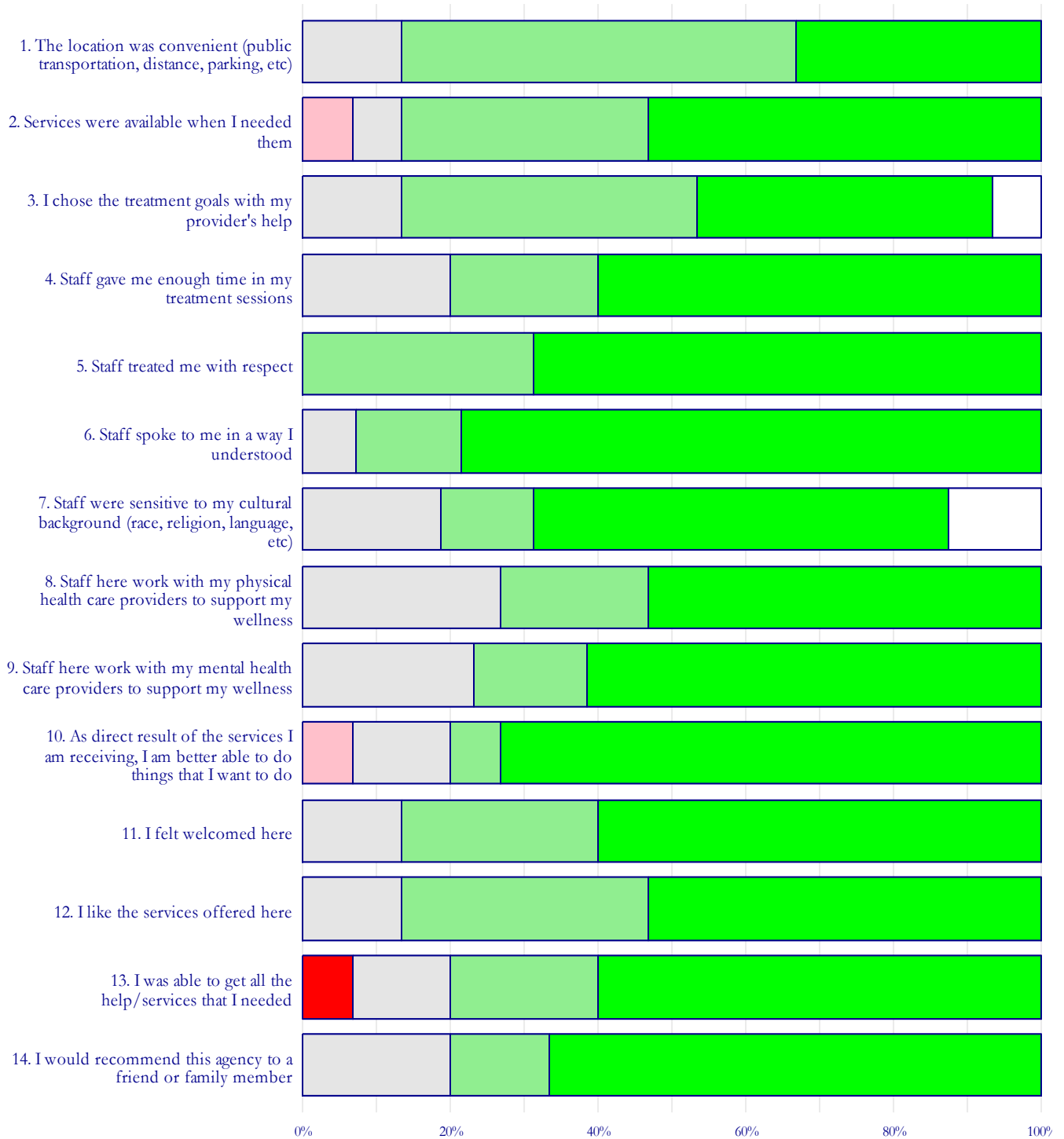
Only adult forms were submitted.

There were 17 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (17), as a ratio to the number of unique persons (20) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

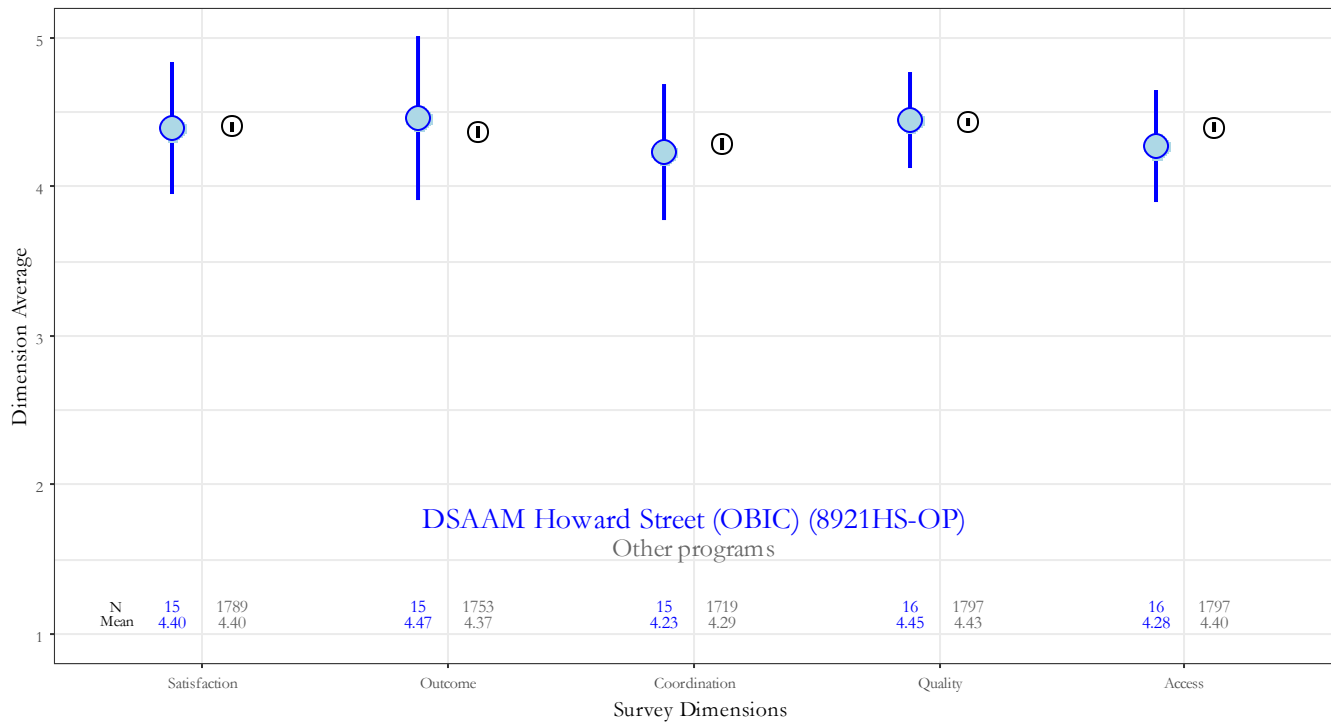
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 11.8 %	8 47.1 %	5 29.4 %	0 0.0 %	2 11.8 %
2. Services were available when I needed them	0 0.0 %	1 5.9 %	1 5.9 %	5 29.4 %	8 47.1 %	0 0.0 %	2 11.8 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	6 35.3 %	1 5.9 %	2 11.8 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 17.6 %	3 17.6 %	9 52.9 %	0 0.0 %	2 11.8 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 29.4 %	11 64.7 %	0 0.0 %	1 5.9 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	11 64.7 %	0 0.0 %	3 17.6 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	9 52.9 %	2 11.8 %	1 5.9 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	4 23.5 %	3 17.6 %	8 47.1 %	0 0.0 %	2 11.8 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	8 47.1 %	0 0.0 %	4 23.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 5.9 %	2 11.8 %	1 5.9 %	11 64.7 %	0 0.0 %	2 11.8 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	9 52.9 %	0 0.0 %	2 11.8 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 11.8 %	5 29.4 %	8 47.1 %	0 0.0 %	2 11.8 %
13. I was able to get all the help/services that I needed	1 5.9 %	0 0.0 %	2 11.8 %	3 17.6 %	9 52.9 %	0 0.0 %	2 11.8 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 17.6 %	2 11.8 %	10 58.8 %	0 0.0 %	2 11.8 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM Howard Street (OBIC) (8921HS-OP) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	5	4	80.00	4.50
Latinx	3	2	66.67	4.40
White/Caucasian	6	4	66.67	4.15
Multi-ethnic	1	1	100.00	4.64
Other	2	2	100.00	4.68

DSAAM Howard Street (OBIC) (8921HS-OP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	4.97
Male	14	10	71.43	4.25

DSAAM Howard Street (OBIC) (8921HS-OP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	2	66.67	3.92
26-35	4	3	75.00	4.41
36-45	5	5	100.00	4.75
46-55	2	2	100.00	5.00
55+	2	1	50.00	3.52
No Response	1	0	0.00	



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
DSAAM Methadone Van
Program codes (RUs): 72134

Overall Satisfaction¹
96.9%

Survey Response Rate²
73.9%

There were 65 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.63** out of five,
Other programs: **4.40**.

The average rating on all survey questions for DSAAM Methadone Van: **4.65**
Other programs: **4.42**.

Survey Compliance

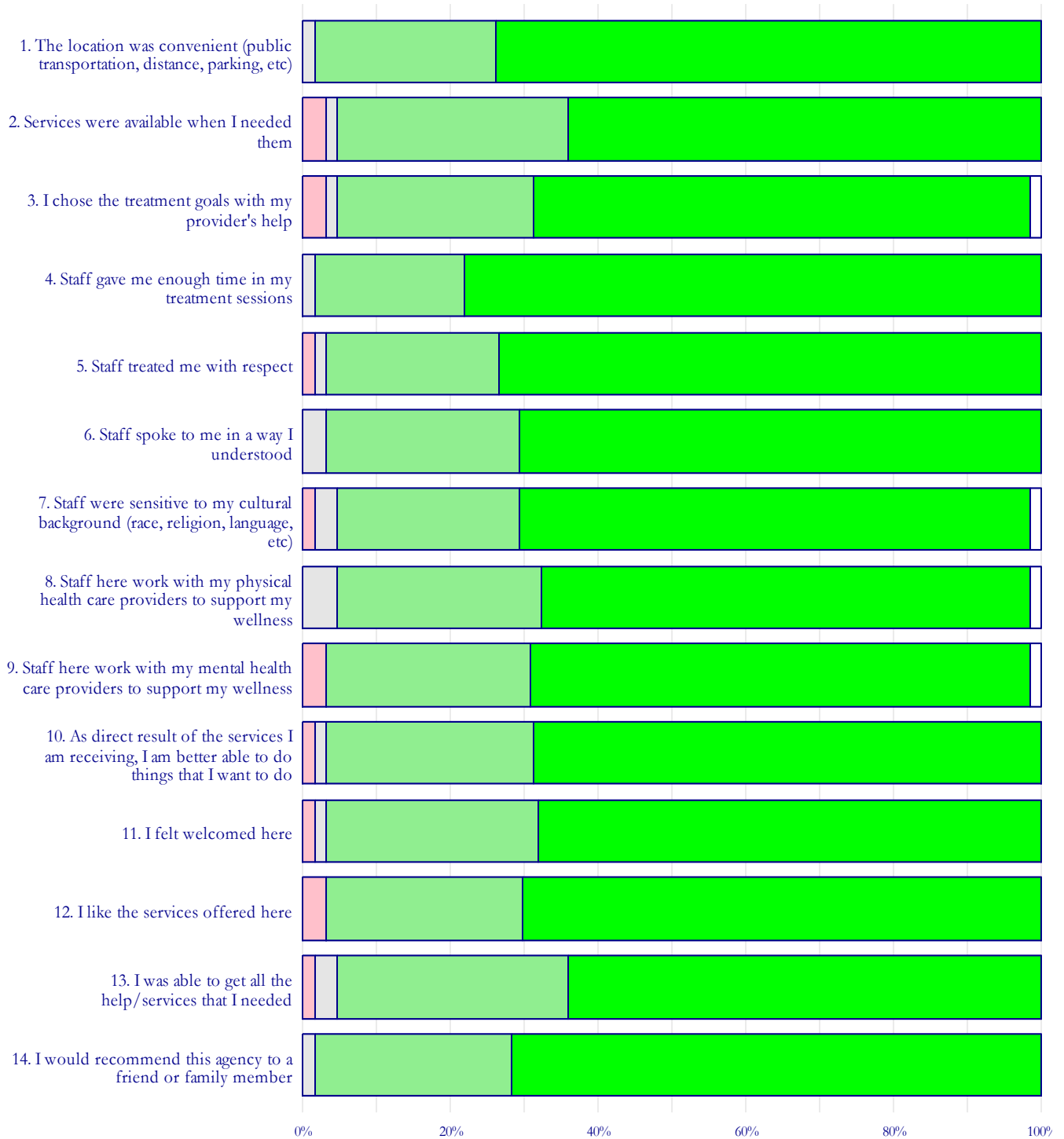
Only adult forms were submitted.

There were 65 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (65), as a ratio to the number of unique persons (88) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

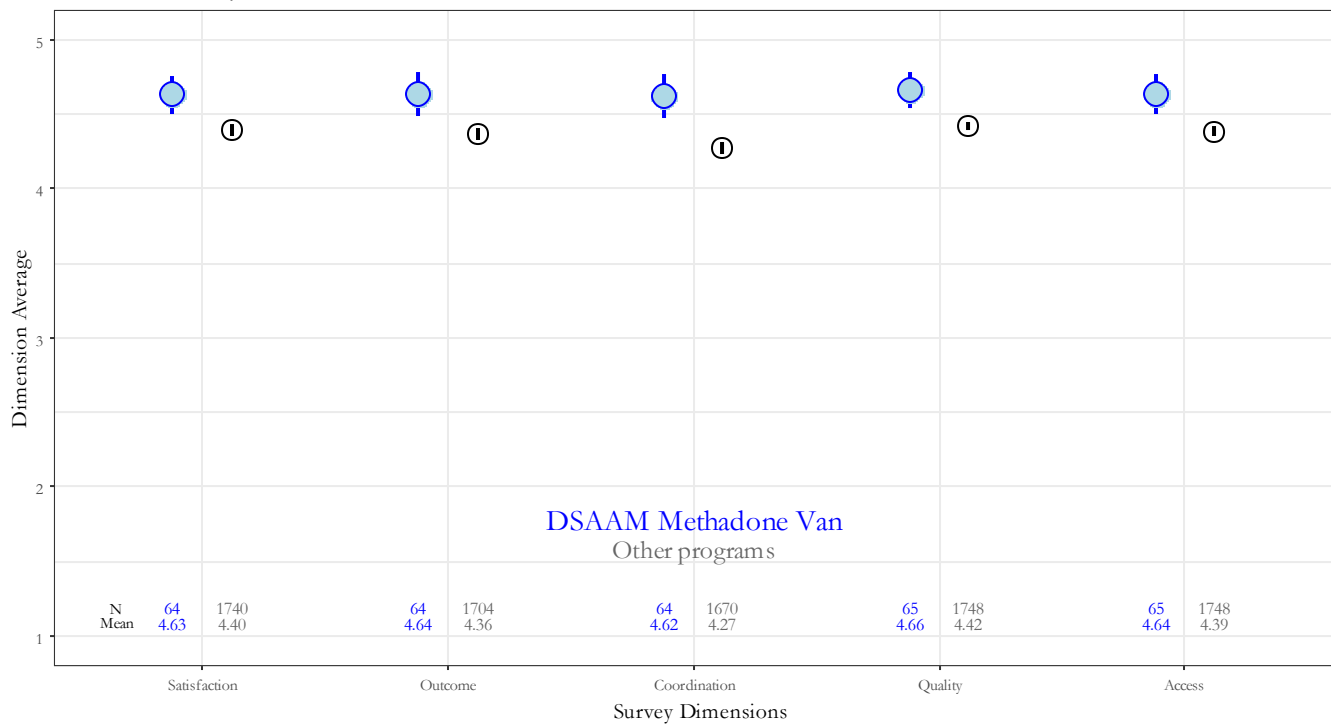
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 1.5 %	16 24.6 %	48 73.9 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	2 3.1 %	1 1.5 %	20 30.8 %	41 63.1 %	0 0.0 %	1 1.5 %
3. I chose the treatment goals with my provider's help	0 0.0 %	2 3.1 %	1 1.5 %	17 26.2 %	43 66.1 %	1 1.5 %	1 1.5 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 1.5 %	13 20.0 %	50 76.9 %	0 0.0 %	1 1.5 %
5. Staff treated me with respect	0 0.0 %	1 1.5 %	1 1.5 %	15 23.1 %	47 72.3 %	0 0.0 %	1 1.5 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 3.1 %	17 26.2 %	46 70.8 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.5 %	2 3.1 %	16 24.6 %	45 69.2 %	1 1.5 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 4.6 %	18 27.7 %	43 66.1 %	1 1.5 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	2 3.1 %	0 0.0 %	18 27.7 %	44 67.7 %	1 1.5 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 1.5 %	1 1.5 %	18 27.7 %	44 67.7 %	0 0.0 %	1 1.5 %
11. I felt welcomed here	0 0.0 %	1 1.5 %	1 1.5 %	18 27.7 %	43 66.1 %	0 0.0 %	2 3.1 %
12. I like the services offered here	0 0.0 %	2 3.1 %	0 0.0 %	17 26.2 %	45 69.2 %	0 0.0 %	1 1.5 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 1.5 %	2 3.1 %	20 30.8 %	41 63.1 %	0 0.0 %	1 1.5 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 1.5 %	17 26.2 %	46 70.8 %	0 0.0 %	1 1.5 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM Methadone Van Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	3	2	66.67	4.12
Asian	1	1	100.00	5.00
Black/African American	41	40	97.56	4.67
Latinx	3	3	100.00	4.97
White/Caucasian	7	7	100.00	4.49
Multi-ethnic	6	6	100.00	4.72
Other	3	3	100.00	4.07
No Response	1	1	100.00	5.00

DSAAM Methadone Van Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	23	22	95.65	4.64
Male	41	40	97.56	4.61
Transgender	1	1	100.00	5.00

DSAAM Methadone Van Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.73
26-35	5	5	100.00	4.82
36-45	14	14	100.00	4.79
46-55	25	23	92.00	4.47
55+	20	20	100.00	4.66



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018

DSAAM OBOT

Program codes (RUs): 75134 86134

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 9 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.52** out of five,
Other programs: **4.41**.

The average rating on all survey questions for DSAAM OBOT: **4.48**
Other programs: **4.42**.

Survey Compliance

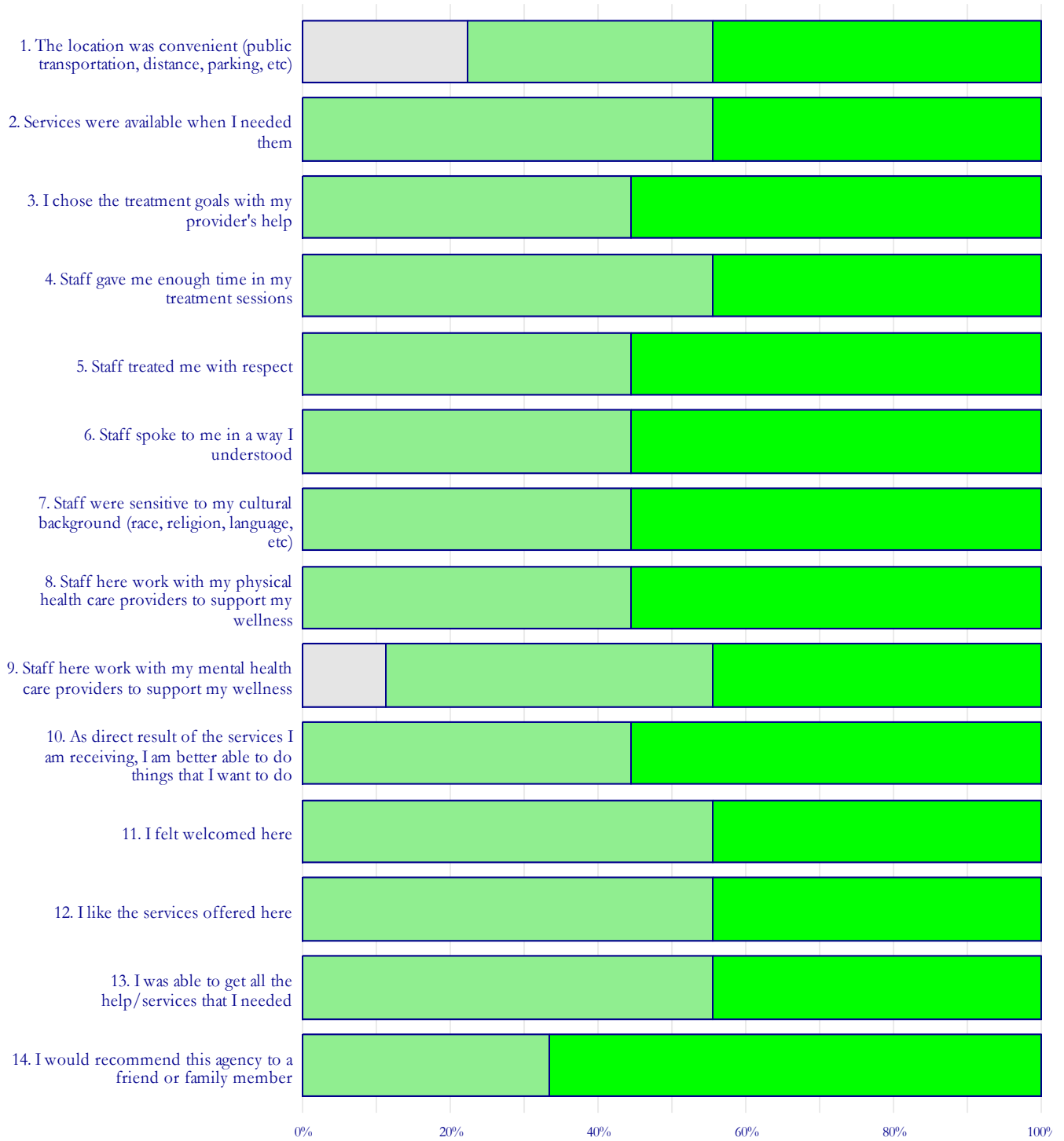
Only adult forms were submitted.

There were 9 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (9), as a ratio to the number of unique persons (4) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

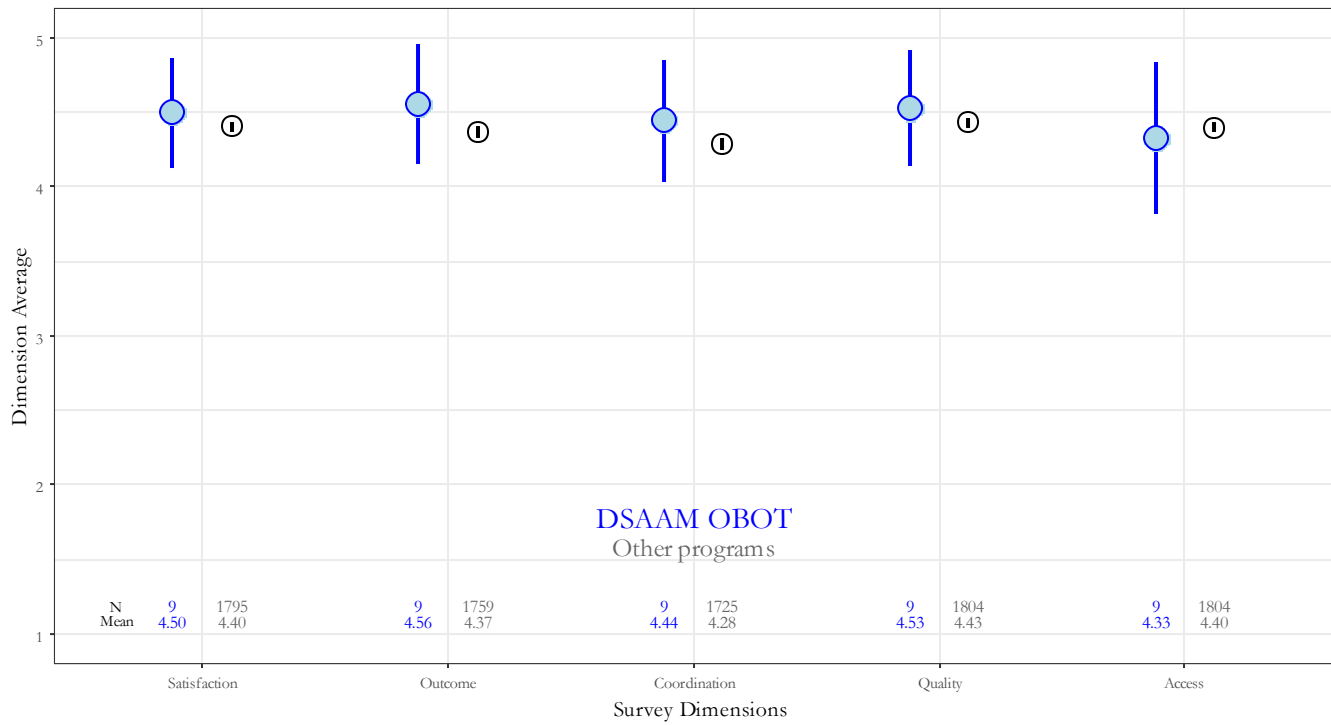
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 11.1 %	4 44.4 %	4 44.4 %	0 0.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM OBOT Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	3	3	100.00	4.33
Latinx	1	1	100.00	5.00
White/Caucasian	5	5	100.00	4.53

DSAAM OBOT Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	4.67
Male	6	6	100.00	4.44

DSAAM OBOT Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
46-55	2	2	100.00	5.00
55+	6	6	100.00	4.44
No Response	1	1	100.00	4.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
DSAAM OTOP-OBOT CBHS Pharmacy (77134)
Program codes (RUs): 77134

Overall Satisfaction¹
100.0%

Survey Response Rate²
27.3%

There were 3 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.60** out of five,
Other programs: **4.41**.

The average rating on all survey questions for DSAAM OTOP-OBOT CBHS Pharmacy (77134): **4.59**
Other programs: **4.42**.

Survey Compliance

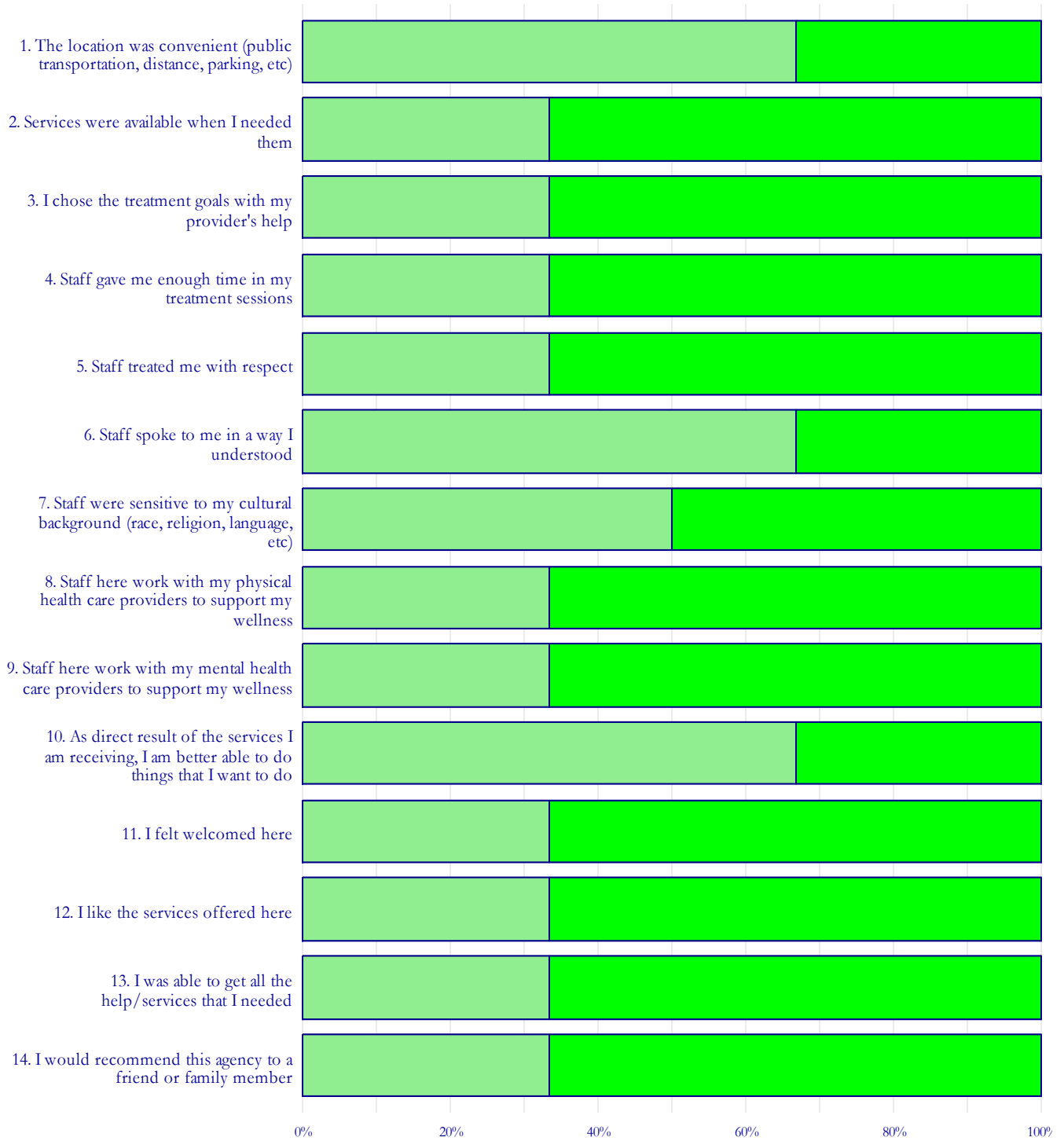
Only adult forms were submitted.

There were 3 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (3), as a ratio to the number of unique persons (11) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

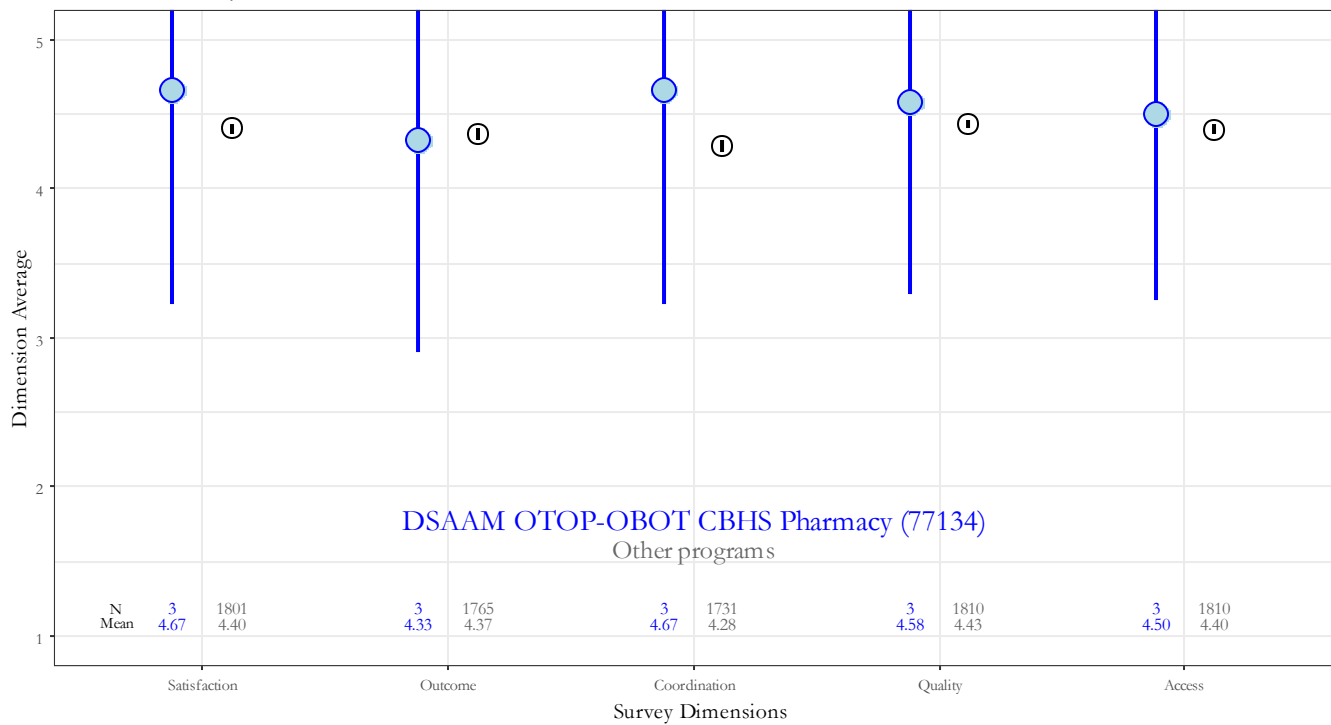
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM OTOP-OBOT CBHS Pharmacy (77134) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	2	100.00	4.50
Latinx	1	1	100.00	4.80

DSAAM OTOP-OBOT CBHS Pharmacy (77134) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	5.00
Male	2	2	100.00	4.40

DSAAM OTOP-OBOT CBHS Pharmacy (77134) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
46-55	1	1	100.00	5.00
55+	2	2	100.00	4.40



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
DSAAM OTOP-OBOT SFGH Pharmacy (76134)
Program codes (RUs): 76134

Overall Satisfaction¹
100.0%

Survey Response Rate²
77.8%

There were 21 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.61** out of five,
Other programs: **4.41**.

The average rating on all survey questions for DSAAM OTOP-OBOT SFGH Pharmacy (76134): **4.56**
Other programs: **4.42**.

Survey Compliance

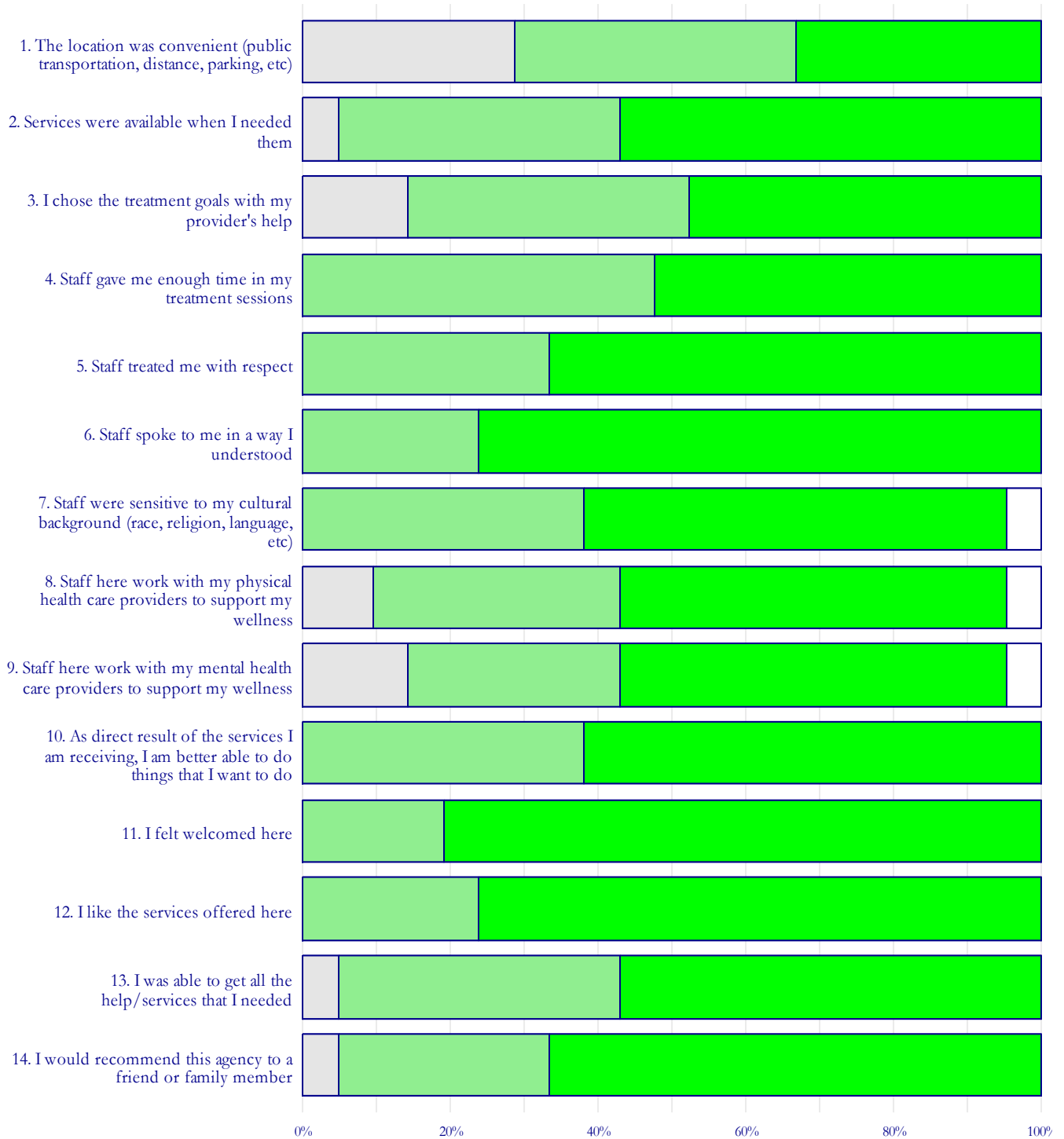
Only adult forms were submitted.

There were 21 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (21), as a ratio to the number of unique persons (27) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

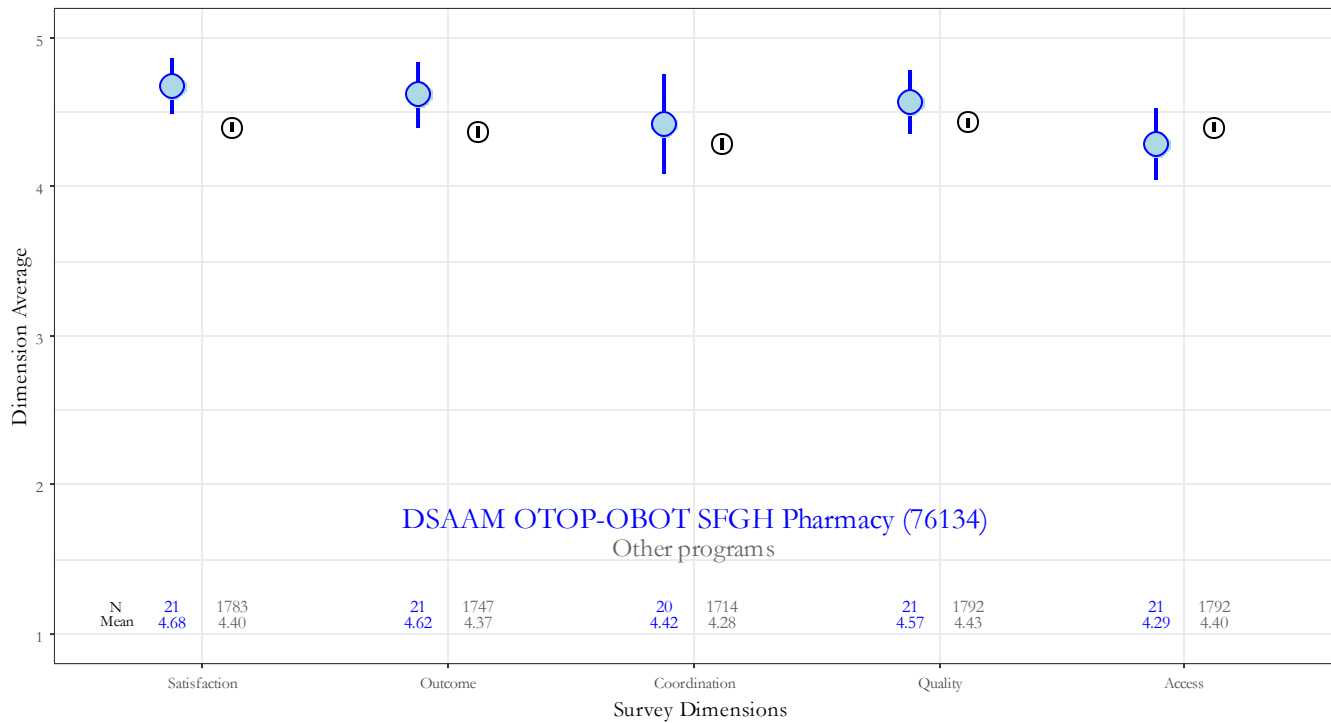
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	6 28.6 %	8 38.1 %	7 33.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 4.8 %	8 38.1 %	12 57.1 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 14.3 %	8 38.1 %	10 47.6 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	10 47.6 %	11 52.4 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	14 66.7 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	8 38.1 %	12 57.1 %	1 4.8 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 9.5 %	7 33.3 %	11 52.4 %	1 4.8 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 14.3 %	6 28.6 %	11 52.4 %	1 4.8 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	8 38.1 %	13 61.9 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	17 81.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 4.8 %	8 38.1 %	12 57.1 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	14 66.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM OTOP-OBOT SFGH Pharmacy (76134) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	6	6	100.00	4.41
Latinx	1	1	100.00	5.00
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	12	12	100.00	4.62
Other	1	1	100.00	5.00

DSAAM OTOP-OBOT SFGH Pharmacy (76134) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	10	10	100.00	4.67
Male	11	11	100.00	4.56

DSAAM OTOP-OBOT SFGH Pharmacy (76134) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	1	1	100.00	4.82
36-45	1	1	100.00	5.00
46-55	4	4	100.00	4.59
55+	14	14	100.00	4.62
No Response	1	1	100.00	4.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
DSAAM OTOP Methadone Maintenance & Van
Program codes (RUs): 38134 87134

Overall Satisfaction¹
93.3%

Survey Response Rate²
56.3%

There were 268 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.45** out of five,
Other programs: **4.40**.

The average rating on all survey questions for DSAAM OTOP Methadone Maintenance & Van: **4.44**
Other programs: **4.42**.

Survey Compliance

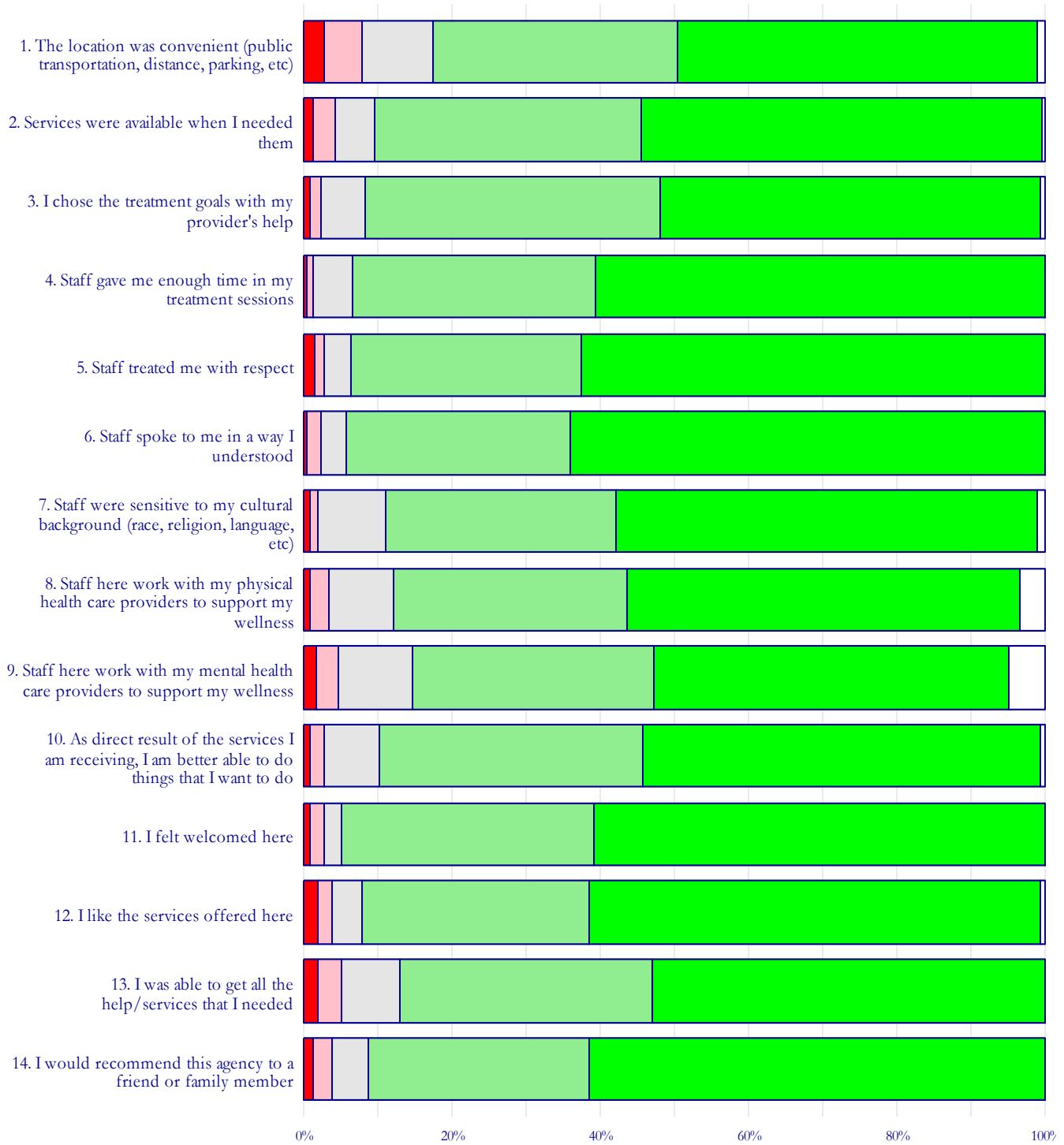
Only adult forms were submitted.

There were 268 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (268), as a ratio to the number of unique persons (476) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

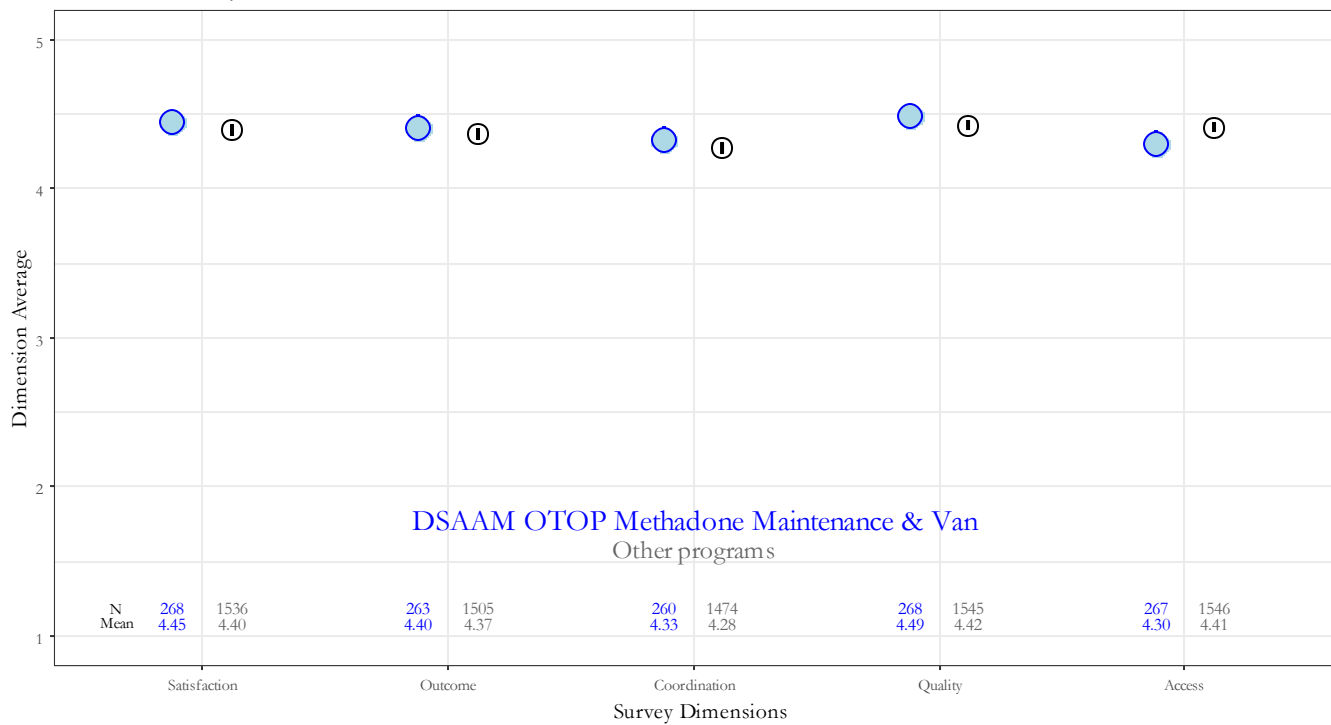
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	7 2.6 %	14 5.2 %	25 9.3 %	88 32.8 %	129 48.1 %	3 1.1 %	2 0.8 %
2. Services were available when I needed them	3 1.1 %	8 3.0 %	14 5.2 %	95 35.4 %	143 53.4 %	1 0.4 %	4 1.5 %
3. I chose the treatment goals with my provider's help	2 0.8 %	4 1.5 %	16 6.0 %	106 39.6 %	136 50.7 %	2 0.8 %	2 0.8 %
4. Staff gave me enough time in my treatment sessions	1 0.4 %	2 0.8 %	14 5.2 %	87 32.5 %	161 60.1 %	0 0.0 %	3 1.1 %
5. Staff treated me with respect	4 1.5 %	3 1.1 %	10 3.7 %	83 31.0 %	168 62.7 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	1 0.4 %	5 1.9 %	9 3.4 %	80 29.8 %	169 63.1 %	0 0.0 %	4 1.5 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	2 0.8 %	3 1.1 %	24 9.0 %	82 30.6 %	150 56.0 %	3 1.1 %	4 1.5 %
8. Staff here work with my physical health care providers to support my wellness	2 0.8 %	7 2.6 %	23 8.6 %	83 31.0 %	140 52.2 %	9 3.4 %	4 1.5 %
9. Staff here work with my mental health care providers to support my wellness	4 1.5 %	8 3.0 %	26 9.7 %	85 31.7 %	125 46.6 %	13 4.8 %	7 2.6 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	2 0.8 %	5 1.9 %	20 7.5 %	94 35.1 %	142 53.0 %	2 0.8 %	3 1.1 %
11. I felt welcomed here	2 0.8 %	5 1.9 %	6 2.2 %	90 33.6 %	161 60.1 %	0 0.0 %	4 1.5 %
12. I like the services offered here	5 1.9 %	5 1.9 %	11 4.1 %	81 30.2 %	162 60.5 %	2 0.8 %	2 0.8 %
13. I was able to get all the help/services that I needed	5 1.9 %	8 3.0 %	21 7.8 %	90 33.6 %	140 52.2 %	0 0.0 %	4 1.5 %
14. I would recommend this agency to a friend or family member	3 1.1 %	7 2.6 %	13 4.8 %	78 29.1 %	162 60.5 %	0 0.0 %	5 1.9 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM OTOP Methadone Maintenance & Van Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	11	10	90.91	4.36
Asian	2	2	100.00	4.50
Black/African American	64	63	98.44	4.47
Latinx	24	20	83.33	4.37
Native Hawaiian/Pacific Islander	4	3	75.00	3.86
White/Caucasian	112	107	95.54	4.54
Multi-ethnic	23	21	91.30	4.45
Other	14	12	85.71	4.40
Unknown	3	3	100.00	4.14
No Response	11	9	81.82	4.17

DSAAM OTOP Methadone Maintenance & Van Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	84	73	86.90	4.43
Male	169	166	98.22	4.52
Transgender	2	1	50.00	2.95
Decline to answer	1	1	100.00	3.60
Other	1	1	100.00	5.00
No Response	11	8	72.73	3.95

DSAAM OTOP Methadone Maintenance & Van Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	5	4	80.00	4.07
26-35	49	47	95.92	4.51
36-45	61	59	96.72	4.59
46-55	73	66	90.41	4.43
55+	59	58	98.31	4.52
No Response	21	16	76.19	3.94



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
Ferguson Place

Program codes (RUs): FergusonPI

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 8 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.85** out of five,
Other programs: **4.41**.

The average rating on all survey questions for Ferguson Place: **4.84**
Other programs: **4.42**.

Survey Compliance

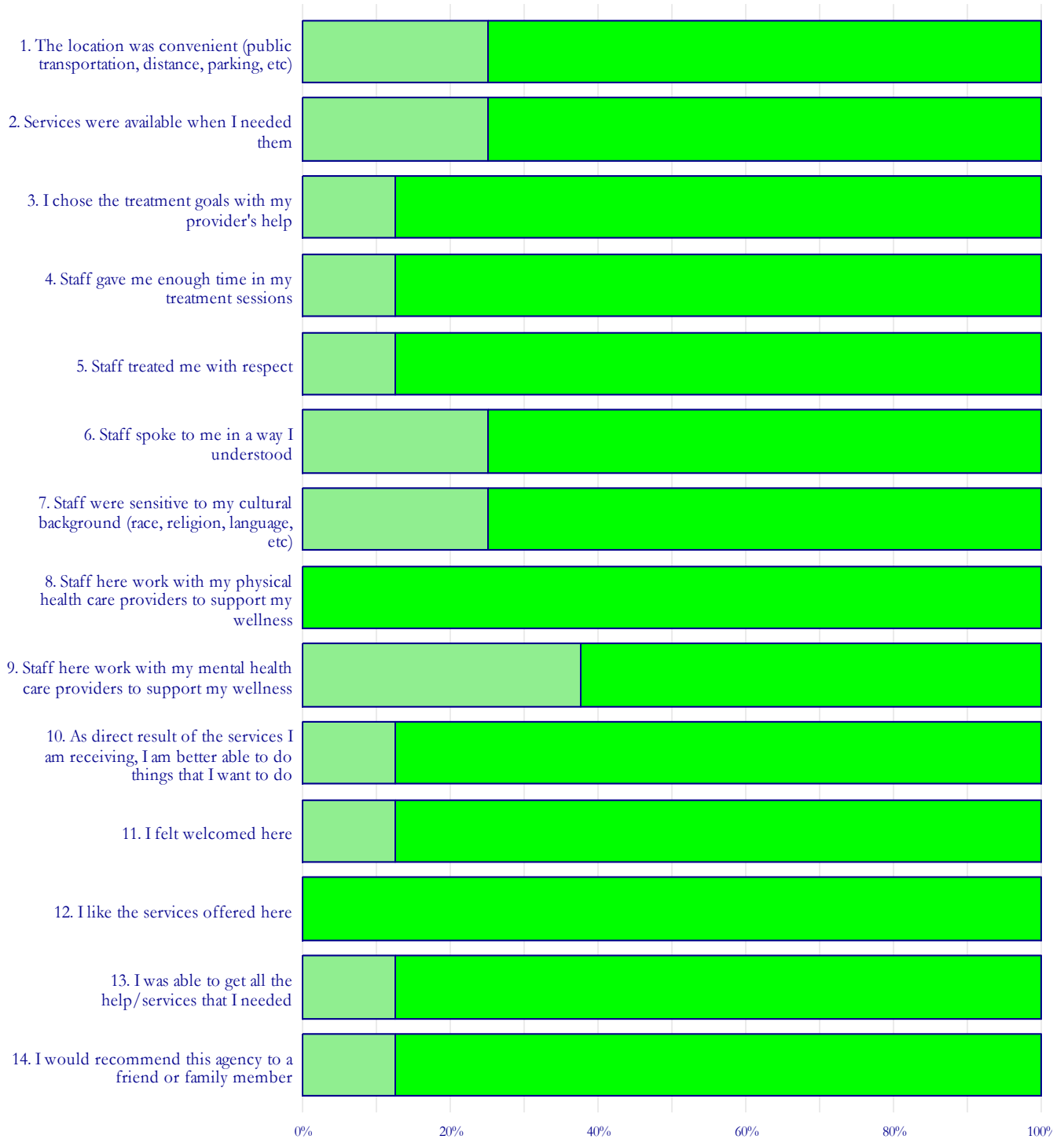
Only adult forms were submitted.

There were 8 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (8), as a ratio to the number of unique persons (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

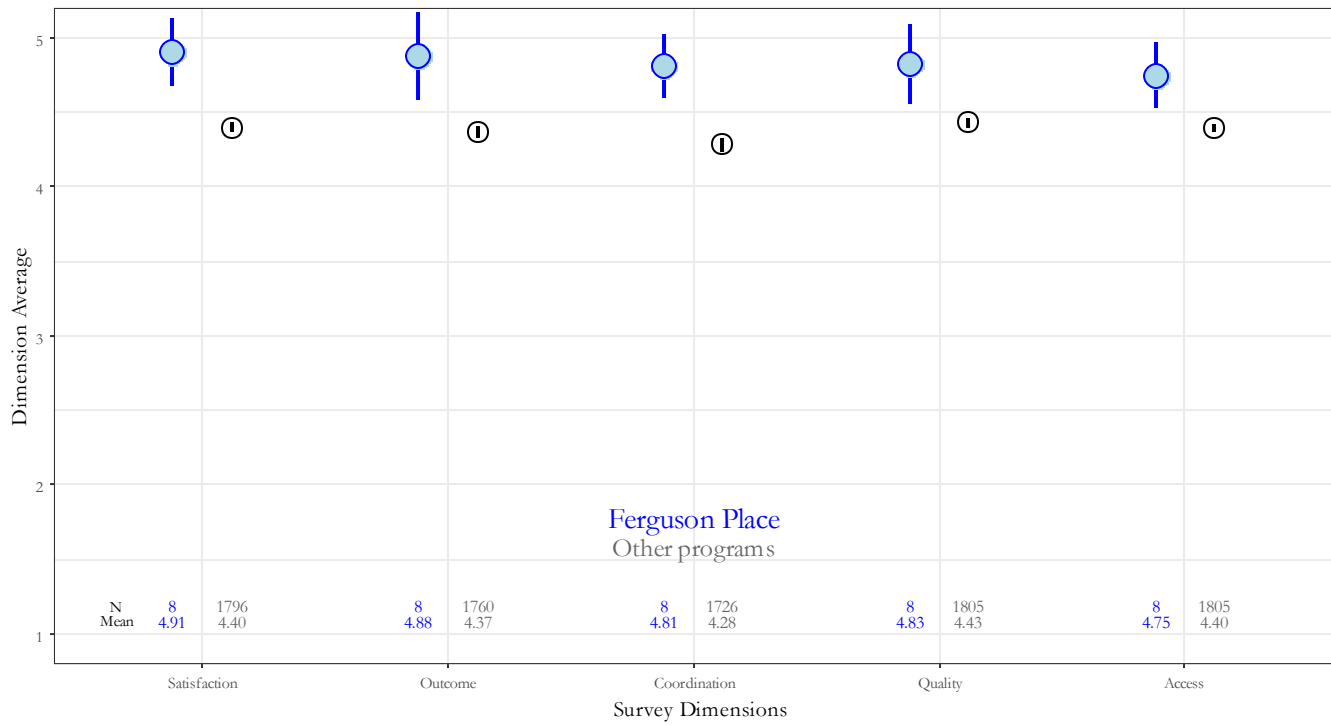
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Ferguson Place Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	5.00
Latinx	1	1	100.00	4.18
White/Caucasian	3	3	100.00	4.88
Multi-ethnic	2	2	100.00	5.00
No Response	1	1	100.00	5.00

Ferguson Place Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	5.00
Male	6	6	100.00	4.80
No Response	1	1	100.00	5.00

Ferguson Place Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.18
26-35	2	2	100.00	5.00
36-45	2	2	100.00	5.00
46-55	1	1	100.00	4.64
55+	1	1	100.00	5.00
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HealthRIGHT 360 African American Healing Center AAHC
Program codes (RUs): 87301

Overall Satisfaction¹
82.4%

Survey Response Rate²
45.9%

There were 17 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.23** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HealthRIGHT 360 African American Healing Center AAHC:
4.21
Other programs: **4.43**.

Survey Compliance

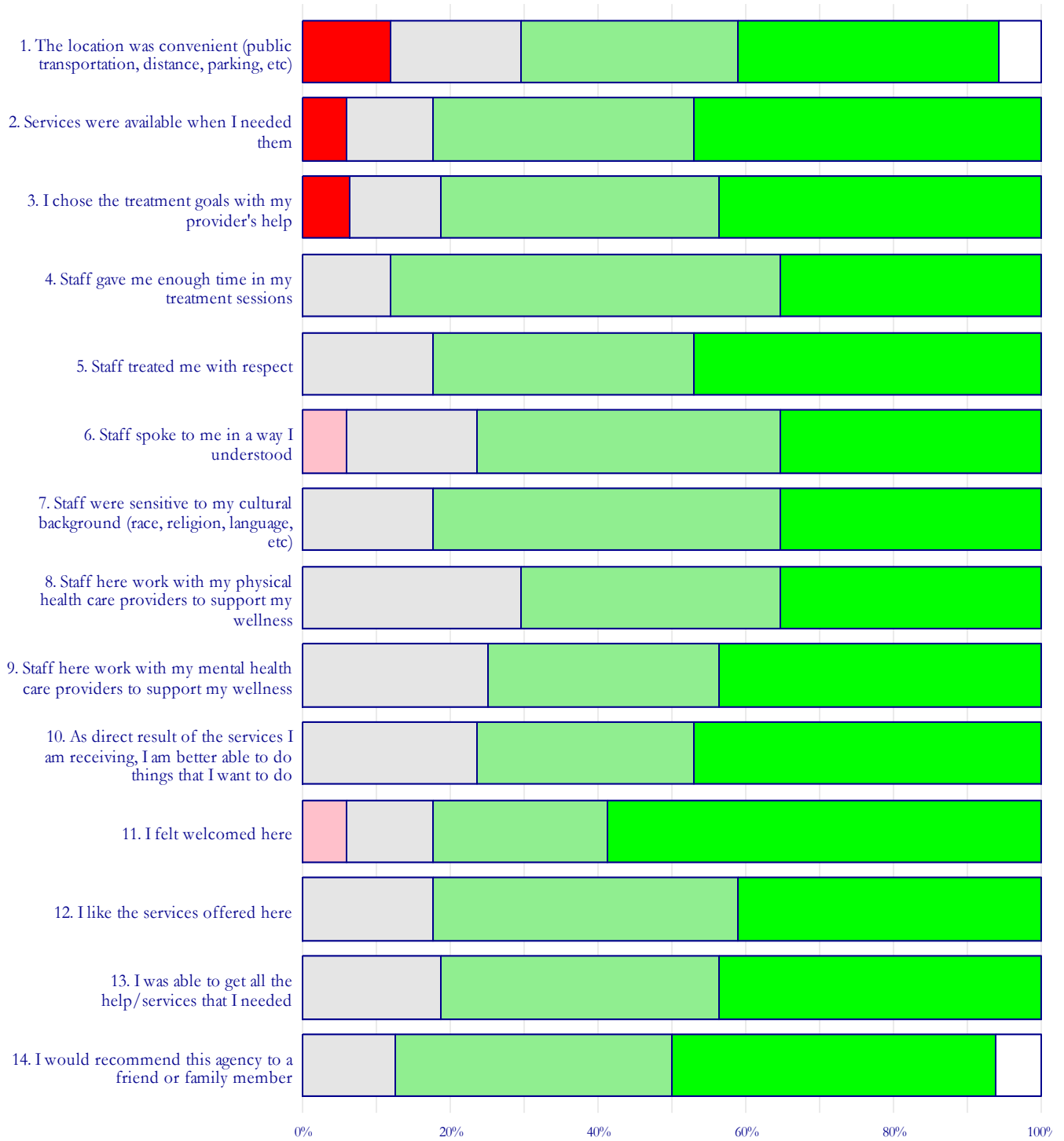
Only adult forms were submitted.

There were 17 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (17), as a ratio to the number of unique persons (37) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

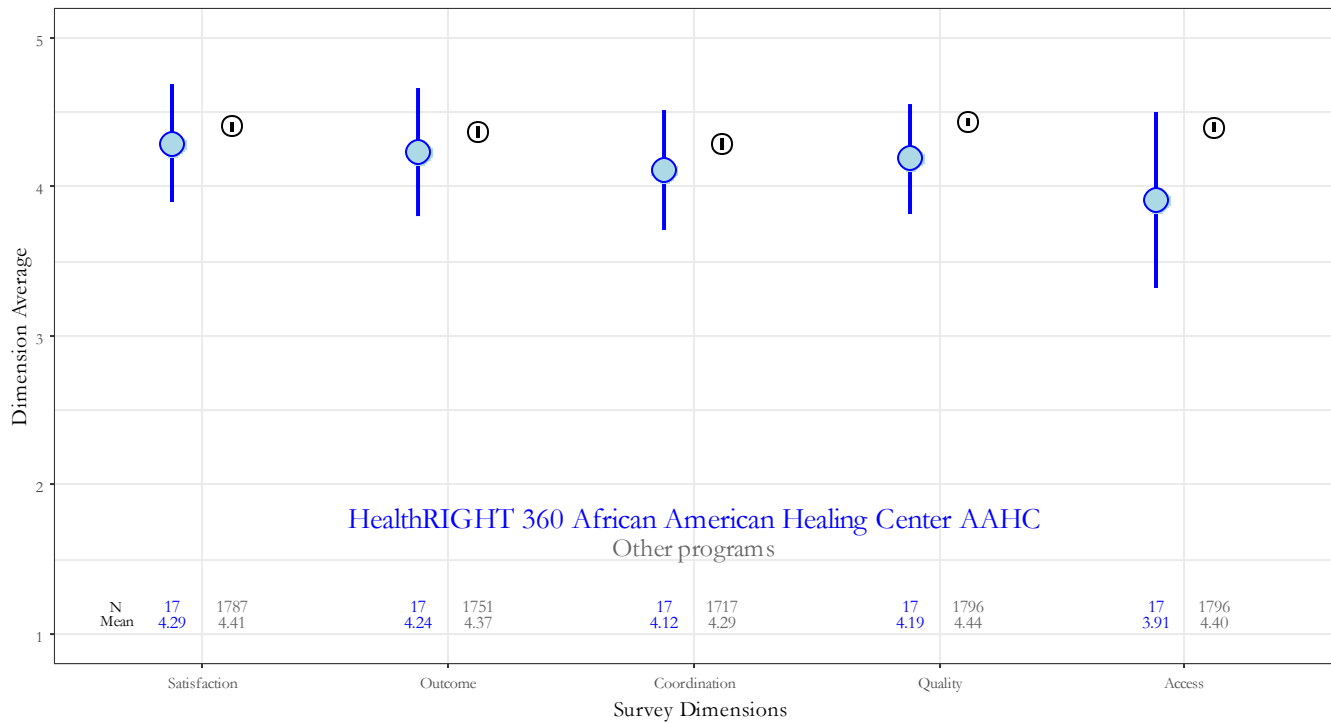
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	2 11.8 %	0 0.0 %	3 17.6 %	5 29.4 %	6 35.3 %	1 5.9 %	0 0.0 %
2. Services were available when I needed them	1 5.9 %	0 0.0 %	2 11.8 %	6 35.3 %	8 47.1 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 5.9 %	0 0.0 %	2 11.8 %	6 35.3 %	7 41.2 %	0 0.0 %	1 5.9 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 11.8 %	9 52.9 %	6 35.3 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	3 17.6 %	6 35.3 %	8 47.1 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 5.9 %	3 17.6 %	7 41.2 %	6 35.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 17.6 %	8 47.1 %	6 35.3 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	5 29.4 %	6 35.3 %	6 35.3 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	4 23.5 %	5 29.4 %	7 41.2 %	0 0.0 %	1 5.9 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	4 23.5 %	5 29.4 %	8 47.1 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	1 5.9 %	2 11.8 %	4 23.5 %	10 58.8 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	3 17.6 %	7 41.2 %	7 41.2 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 17.6 %	6 35.3 %	7 41.2 %	0 0.0 %	1 5.9 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 11.8 %	6 35.3 %	7 41.2 %	1 5.9 %	1 5.9 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HealthRIGHT 360 African American Healing Center AAHC Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	8	7	87.50	4.54
Latinx	3	2	66.67	4.03
White/Caucasian	4	3	75.00	3.84
Other	1	1	100.00	4.00
No Response	1	1	100.00	4.09

HealthRIGHT 360 African American Healing Center AAHC Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	4.61
Male	12	10	83.33	4.25
Other	1	0	0.00	3.00
No Response	1	1	100.00	4.09

HealthRIGHT 360 African American Healing Center AAHC Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.00
26-35	2	2	100.00	4.91
36-45	7	5	71.43	4.23
46-55	4	4	100.00	4.16
55+	1	0	0.00	2.70
No Response	2	2	100.00	4.55



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HealthRIGHT 360 Bridges CSM OP Program ISMIP
Program codes (RUs): 85351

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 21 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.76** out of five,
Other programs: **4.40**.

The average rating on all survey questions for HealthRIGHT 360 Bridges CSM OP Program ISMIP: **4.72**
Other programs: **4.42**.

Survey Compliance

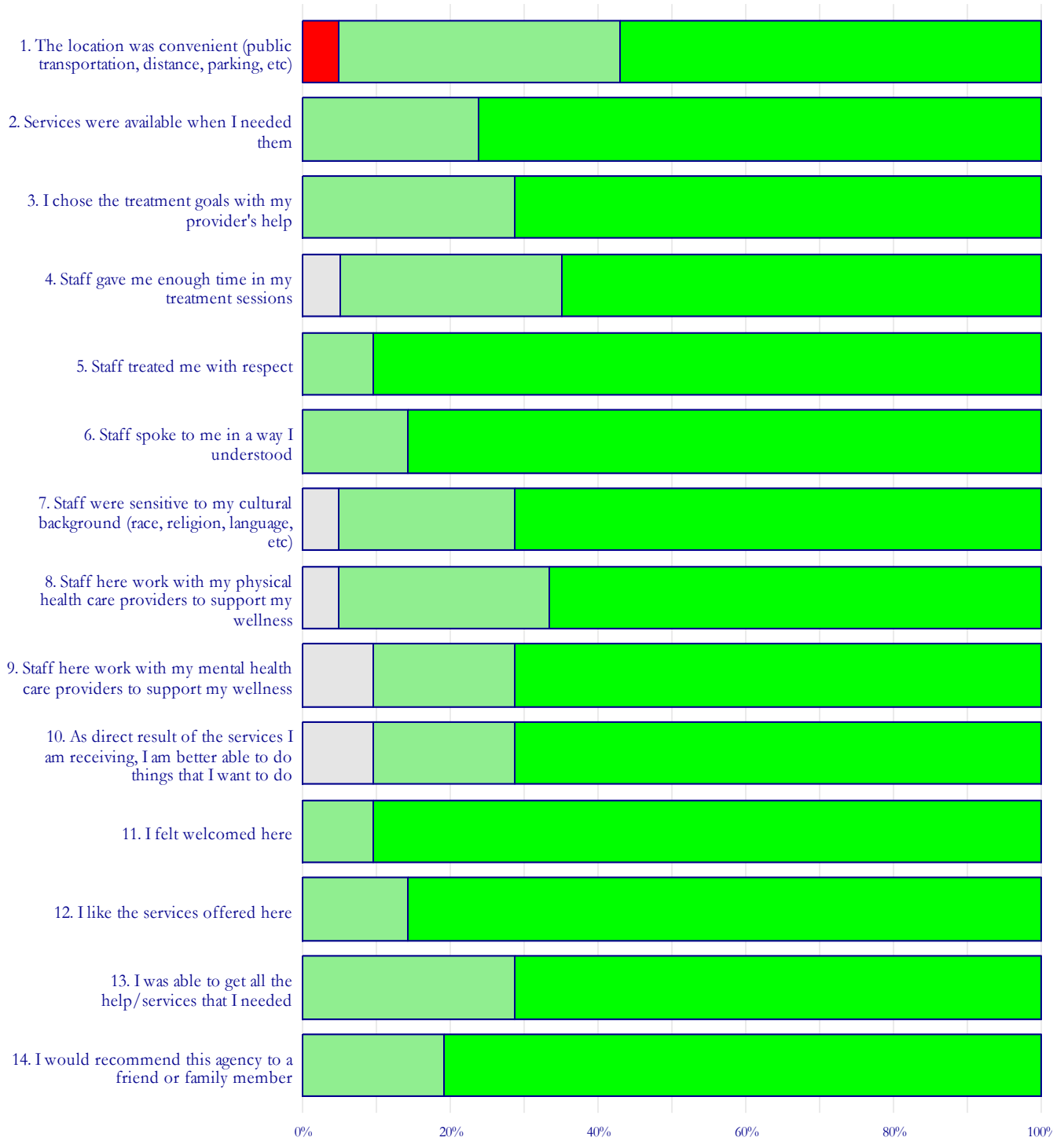
Only adult forms were submitted.

There were 21 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (21), as a ratio to the number of unique persons (20) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

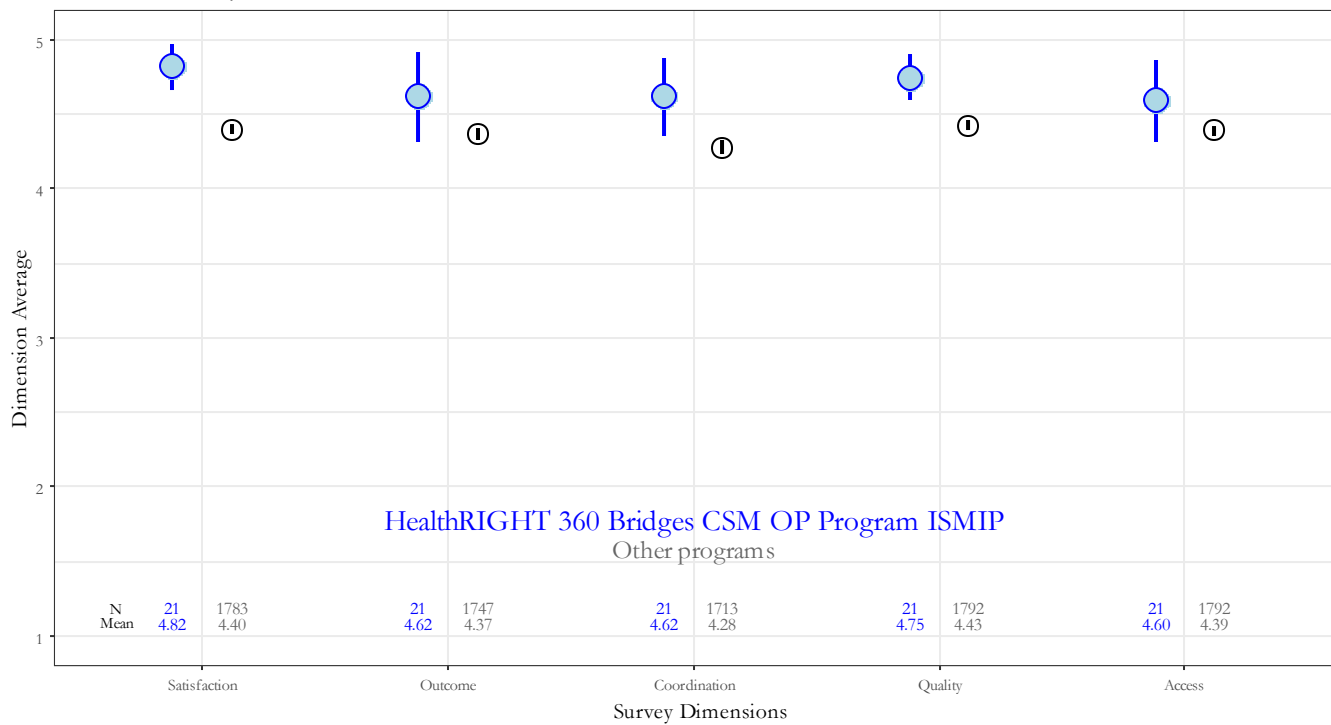
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	1 4.8 %	0 0.0 %	0 0.0 %	8 38.1 %	12 57.1 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	15 71.4 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	13 61.9 %	0 0.0 %	1 4.8 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	19 90.5 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	18 85.7 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	15 71.4 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	14 66.7 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	2 9.5 %	4 19.1 %	15 71.4 %	0 0.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 9.5 %	4 19.1 %	15 71.4 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	19 90.5 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	18 85.7 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	15 71.4 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	17 81.0 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HealthRIGHT 360 Bridges CSM OP Program ISMIP Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.50
Black/African American	9	9	100.00	4.87
Native Hawaiian/Pacific Islander	1	1	100.00	4.73
White/Caucasian	7	7	100.00	4.68
Multi-ethnic	2	2	100.00	4.64
Other	1	1	100.00	5.00

HealthRIGHT 360 Bridges CSM OP Program ISMIP Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	5	100.00	4.53
Male	16	16	100.00	4.84

HealthRIGHT 360 Bridges CSM OP Program ISMIP Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	5.00
26-35	4	4	100.00	4.61
36-45	5	5	100.00	4.93
46-55	4	4	100.00	4.93
55+	7	7	100.00	4.60



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

**Treatment Perceptions Survey Report - Fall 2018
HealthRIGHT 360 Representative Payee Program**

Program codes (RUs): 88359

Overall Satisfaction¹
78.0%

Survey Response Rate²
over 100%

There were 84 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **3.99** out of five,
Other programs: **4.43**.

The average rating on all survey questions for HealthRIGHT 360 Representative Payee Program: **4.20**
Other programs: **4.44**.

Survey Compliance

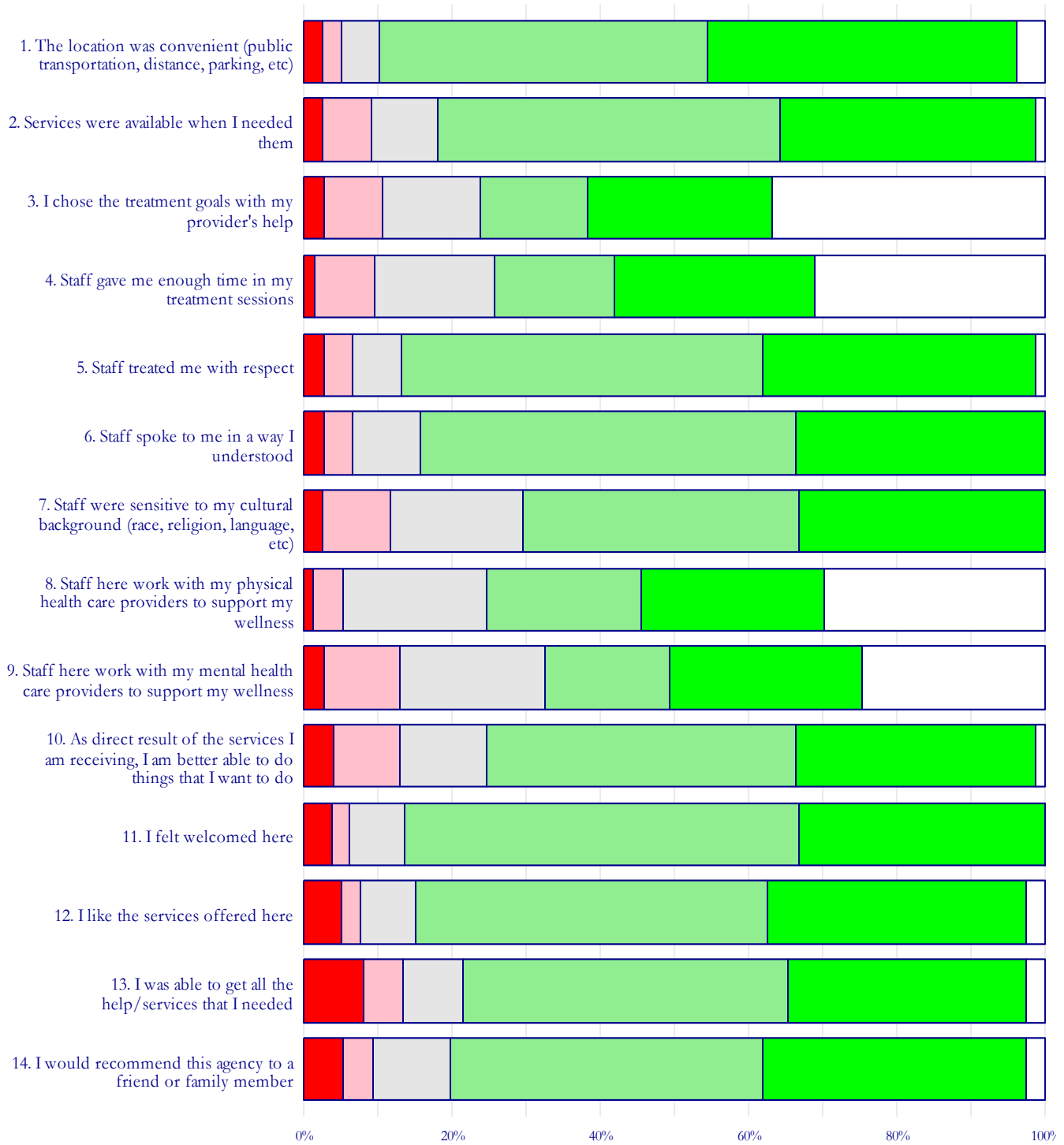
Only adult forms were submitted.

There were 84 survey forms, 2 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (84), as a ratio to the number of unique persons (14) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

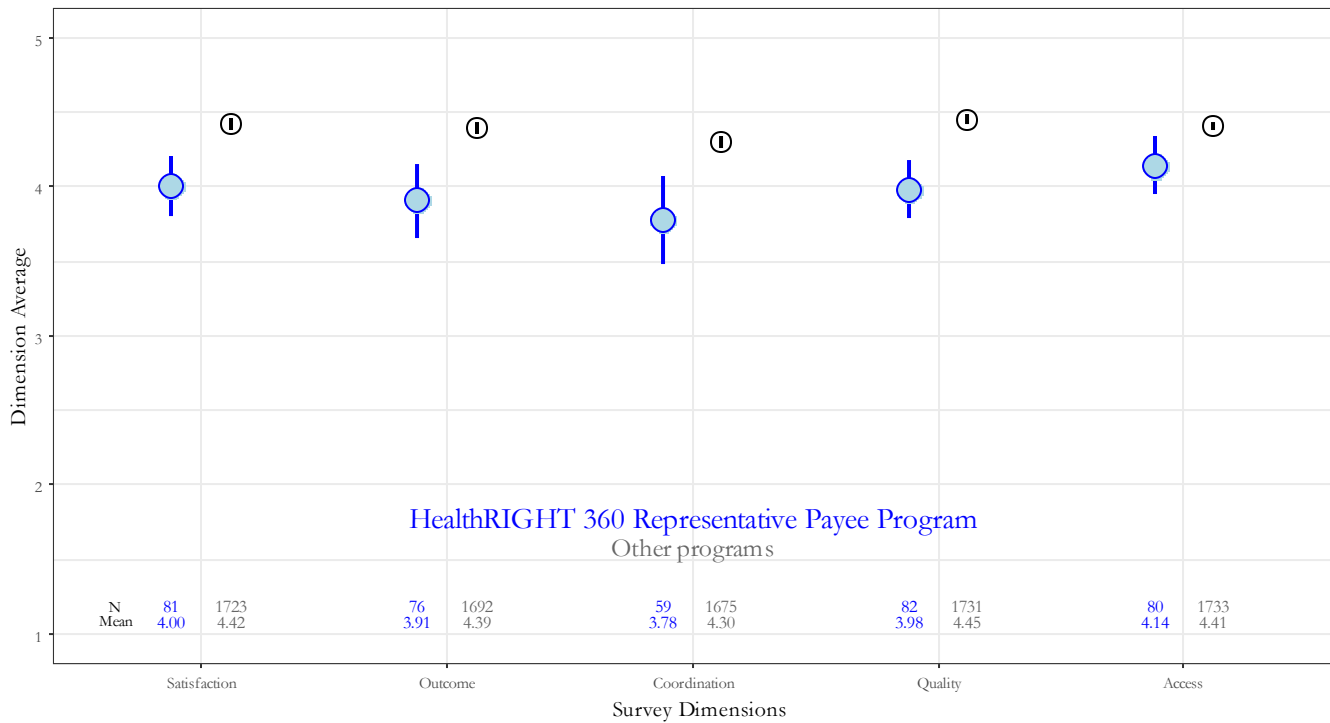
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	2 2.4 %	2 2.4 %	4 4.8 %	35 41.7 %	33 39.3 %	3 3.6 %	5 5.9 %
2. Services were available when I needed them	2 2.4 %	5 5.9 %	7 8.3 %	36 42.9 %	27 32.1 %	1 1.2 %	6 7.1 %
3. I chose the treatment goals with my provider's help	2 2.4 %	6 7.1 %	10 11.9 %	11 13.1 %	19 22.6 %	28 33.3 %	8 9.5 %
4. Staff gave me enough time in my treatment sessions	1 1.2 %	6 7.1 %	12 14.3 %	12 14.3 %	20 23.8 %	23 27.4 %	10 11.9 %
5. Staff treated me with respect	2 2.4 %	3 3.6 %	5 5.9 %	37 44.0 %	28 33.3 %	1 1.2 %	8 9.5 %
6. Staff spoke to me in a way I understood	2 2.4 %	3 3.6 %	7 8.3 %	39 46.4 %	26 30.9 %	0 0.0 %	7 8.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	2 2.4 %	7 8.3 %	14 16.7 %	29 34.5 %	26 30.9 %	0 0.0 %	6 7.1 %
8. Staff here work with my physical health care providers to support my wellness	1 1.2 %	3 3.6 %	15 17.9 %	16 19.1 %	19 22.6 %	23 27.4 %	7 8.3 %
9. Staff here work with my mental health care providers to support my wellness	2 2.4 %	8 9.5 %	15 17.9 %	13 15.5 %	20 23.8 %	19 22.6 %	7 8.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	3 3.6 %	7 8.3 %	9 10.7 %	32 38.1 %	25 29.8 %	1 1.2 %	7 8.3 %
11. I felt welcomed here	3 3.6 %	2 2.4 %	6 7.1 %	43 51.2 %	27 32.1 %	0 0.0 %	3 3.6 %
12. I like the services offered here	4 4.8 %	2 2.4 %	6 7.1 %	38 45.2 %	28 33.3 %	2 2.4 %	4 4.8 %
13. I was able to get all the help/services that I needed	6 7.1 %	4 4.8 %	6 7.1 %	33 39.3 %	24 28.6 %	2 2.4 %	9 10.7 %
14. I would recommend this agency to a friend or family member	4 4.8 %	3 3.6 %	8 9.5 %	32 38.1 %	27 32.1 %	2 2.4 %	8 9.5 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HealthRIGHT 360 Representative Payee Program Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	4	4	100.00	4.84
Asian	6	4	66.67	4.11
Black/African American	31	25	80.65	3.99
Latinx	2	2	100.00	4.00
White/Caucasian	28	23	82.14	4.01
Multi-ethnic	2	0	0.00	3.12
Other	4	2	50.00	3.22
Unknown	2	1	50.00	3.45
No Response	5	3	60.00	4.28

HealthRIGHT 360 Representative Payee Program Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	29	22	75.86	3.96
Male	48	38	79.17	4.03
Transgender	1	1	100.00	4.22
Decline to answer	1	1	100.00	4.00
No Response	5	2	40.00	3.45

HealthRIGHT 360 Representative Payee Program Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	5.00
26-35	5	5	100.00	4.39
36-45	15	11	73.33	3.88
46-55	20	13	65.00	3.84
55+	36	30	83.33	4.01
No Response	7	4	57.14	4.13



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HealthRIGHT 360 Women's Hope Residential
Program codes (RUs): 89102

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 12 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.83** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HealthRIGHT 360 Women's Hope Residential: **4.84**
Other programs: **4.42**.

Survey Compliance

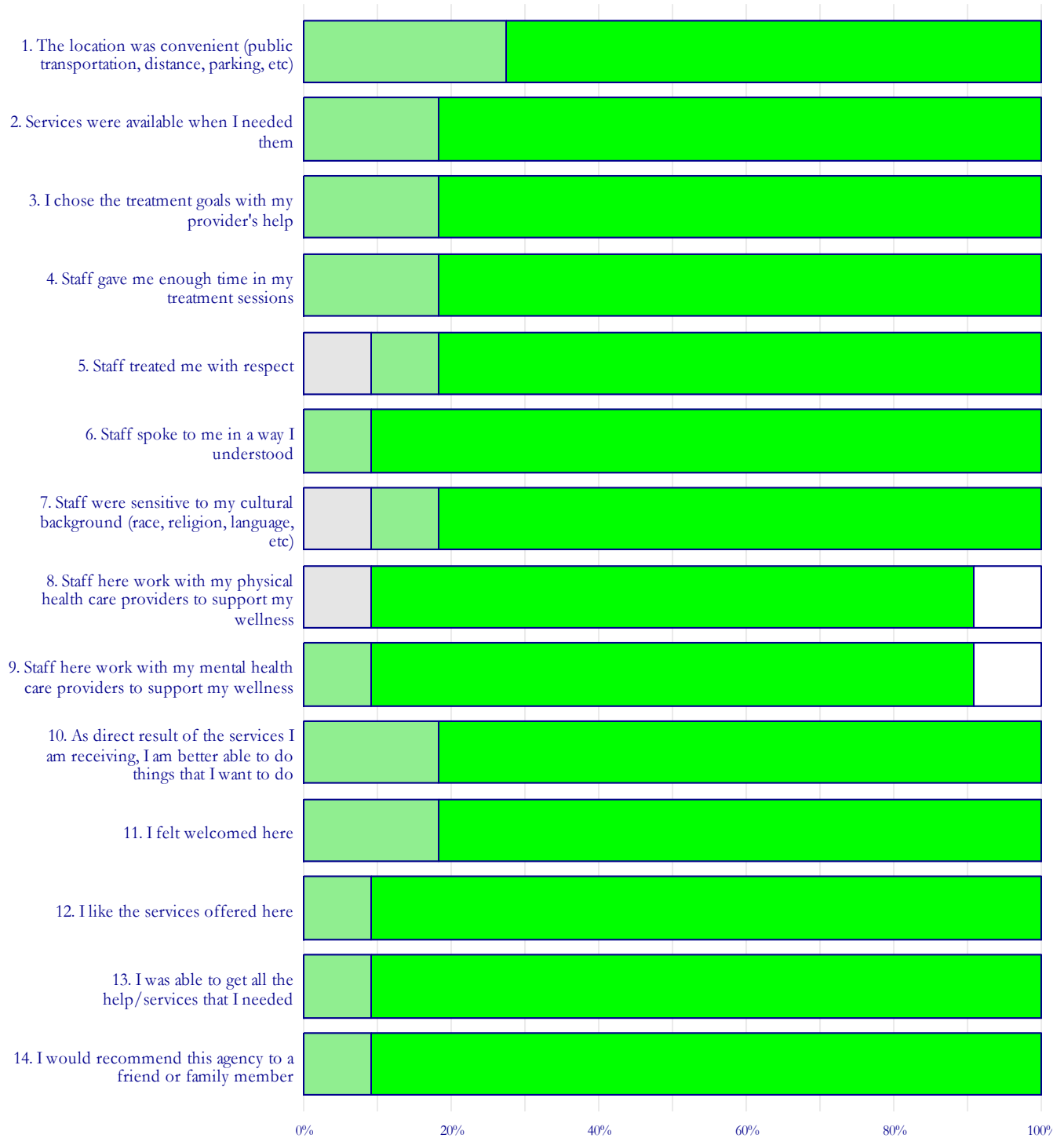
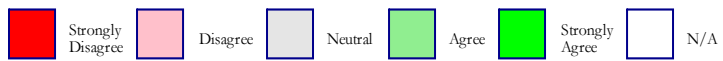
Only adult forms were submitted.

There were 12 survey forms, 1 of them was blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (12), as a ratio to the number of unique persons (11) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

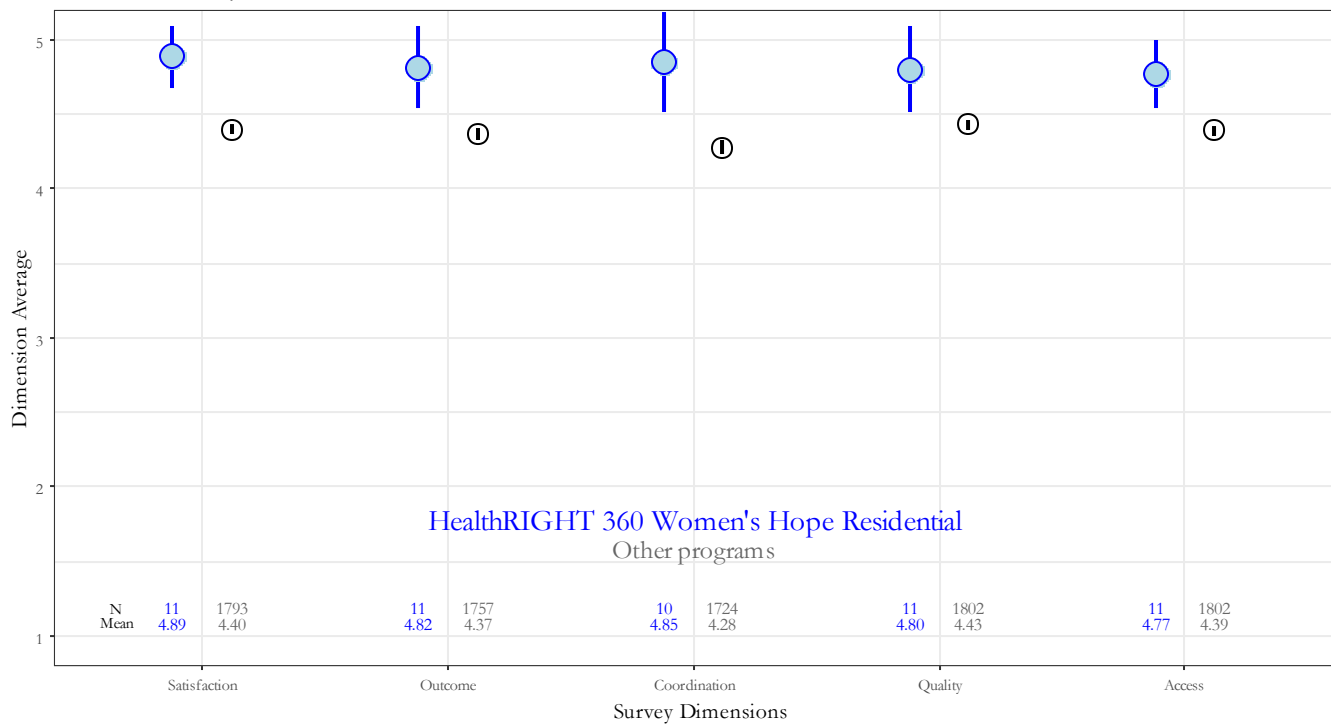
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	8 66.7 %	0 0.0 %	1 8.3 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	9 75.0 %	0 0.0 %	1 8.3 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	9 75.0 %	0 0.0 %	1 8.3 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	9 75.0 %	0 0.0 %	1 8.3 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	9 75.0 %	0 0.0 %	1 8.3 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	10 83.3 %	0 0.0 %	1 8.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	9 75.0 %	0 0.0 %	1 8.3 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 8.3 %	0 0.0 %	9 75.0 %	1 8.3 %	1 8.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	9 75.0 %	1 8.3 %	1 8.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	9 75.0 %	0 0.0 %	1 8.3 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	9 75.0 %	0 0.0 %	1 8.3 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	10 83.3 %	0 0.0 %	1 8.3 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	10 83.3 %	0 0.0 %	1 8.3 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	10 83.3 %	0 0.0 %	1 8.3 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HealthRIGHT 360 Women's Hope Residential Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	3	3	100.00	4.61
Latinx	3	3	100.00	5.00
White/Caucasian	3	3	100.00	4.79
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	5.00
No Response	1	0	0.00	

HealthRIGHT 360 Women's Hope Residential Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	11	11	100.00	4.83
No Response	1	0	0.00	

HealthRIGHT 360 Women's Hope Residential Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	5.00
26-35	6	6	100.00	4.94
36-45	4	4	100.00	4.64
No Response	1	0	0.00	



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HR360 Adult OP (8926OP)
Program codes (RUs): 8926OP

Overall Satisfaction¹
91.1%

Survey Response Rate²
over 100%

There were 90 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.49** out of five,
Other programs: **4.40**.

The average rating on all survey questions for HR360 Adult OP (8926OP): **4.50**
Other programs: **4.42**.

Survey Compliance

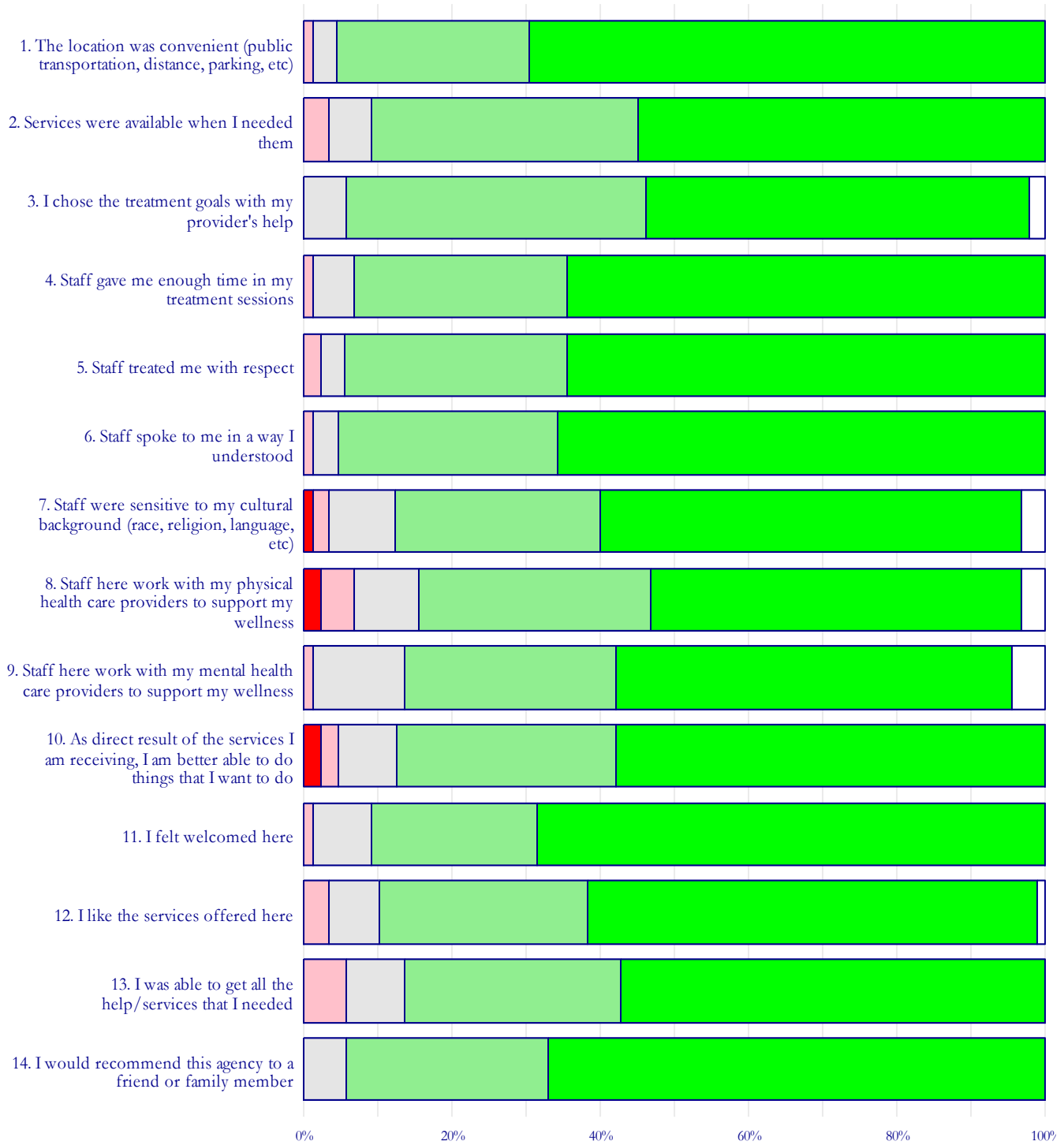
Only adult forms were submitted.

There were 90 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (90), as a ratio to the number of unique persons (79) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

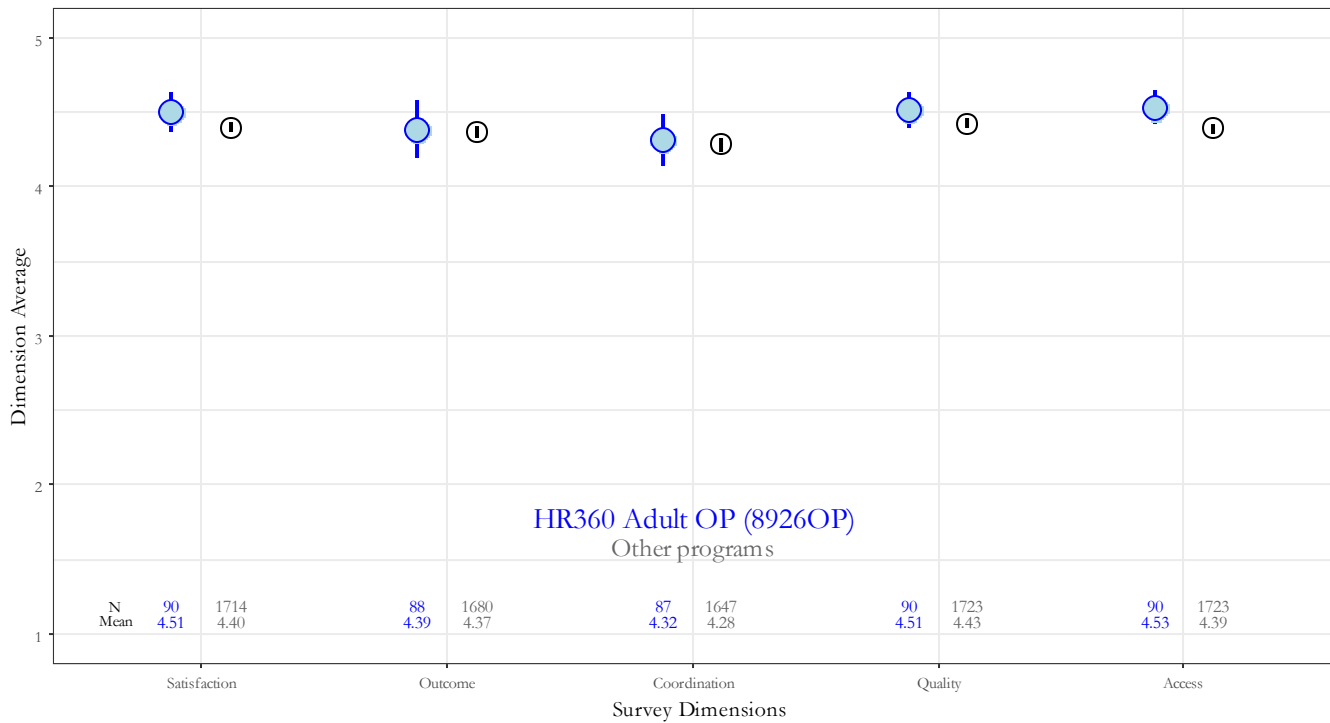
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 1.1 %	3 3.3 %	23 25.6 %	62 68.9 %	0 0.0 %	1 1.1 %
2. Services were available when I needed them	0 0.0 %	3 3.3 %	5 5.6 %	32 35.6 %	49 54.4 %	0 0.0 %	1 1.1 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	5 5.6 %	36 40.0 %	46 51.1 %	2 2.2 %	1 1.1 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 1.1 %	5 5.6 %	26 28.9 %	58 64.4 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	2 2.2 %	3 3.3 %	27 30.0 %	58 64.4 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 1.1 %	3 3.3 %	26 28.9 %	58 64.4 %	0 0.0 %	2 2.2 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.1 %	2 2.2 %	8 8.9 %	25 27.8 %	51 56.7 %	3 3.3 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	2 2.2 %	4 4.4 %	8 8.9 %	28 31.1 %	45 50.0 %	3 3.3 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 1.1 %	11 12.2 %	25 27.8 %	47 52.2 %	4 4.4 %	2 2.2 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	2 2.2 %	2 2.2 %	7 7.8 %	26 28.9 %	51 56.7 %	0 0.0 %	2 2.2 %
11. I felt welcomed here	0 0.0 %	1 1.1 %	7 7.8 %	20 22.2 %	61 67.8 %	0 0.0 %	1 1.1 %
12. I like the services offered here	0 0.0 %	3 3.3 %	6 6.7 %	25 27.8 %	54 60.0 %	1 1.1 %	1 1.1 %
13. I was able to get all the help/services that I needed	0 0.0 %	5 5.6 %	7 7.8 %	26 28.9 %	51 56.7 %	0 0.0 %	1 1.1 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	5 5.6 %	24 26.7 %	59 65.6 %	0 0.0 %	2 2.2 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Adult OP (8926OP) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	5	4	80.00	4.38
Asian	4	4	100.00	4.95
Black/African American	30	27	90.00	4.45
Latinx	13	13	100.00	4.64
Native Hawaiian/Pacific Islander	3	3	100.00	4.63
White/Caucasian	21	21	100.00	4.55
Multi-ethnic	3	2	66.67	3.97
Other	4	4	100.00	4.82
Unknown	3	1	33.33	3.67
No Response	4	3	75.00	4.20

HR360 Adult OP (8926OP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	11	11	100.00	4.71
Male	68	63	92.65	4.50
Transgender	2	2	100.00	4.95
Decline to answer	5	3	60.00	3.80
No Response	4	3	75.00	4.27

HR360 Adult OP (8926OP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	4.91
26-35	13	12	92.31	4.52
36-45	16	13	81.25	4.45
46-55	29	27	93.10	4.37
55+	23	22	95.65	4.67
No Response	7	6	85.71	4.28



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HR360 Adult Res 815 W Mang.(3806RWM)
Program codes (RUs): 3806RWM

Overall Satisfaction¹
91.7%

Survey Response Rate²
over 100%

There were 37 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.43** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HR360 Adult Res 815 W Mang.(3806RWM): **4.45**
Other programs: **4.42**.

Survey Compliance

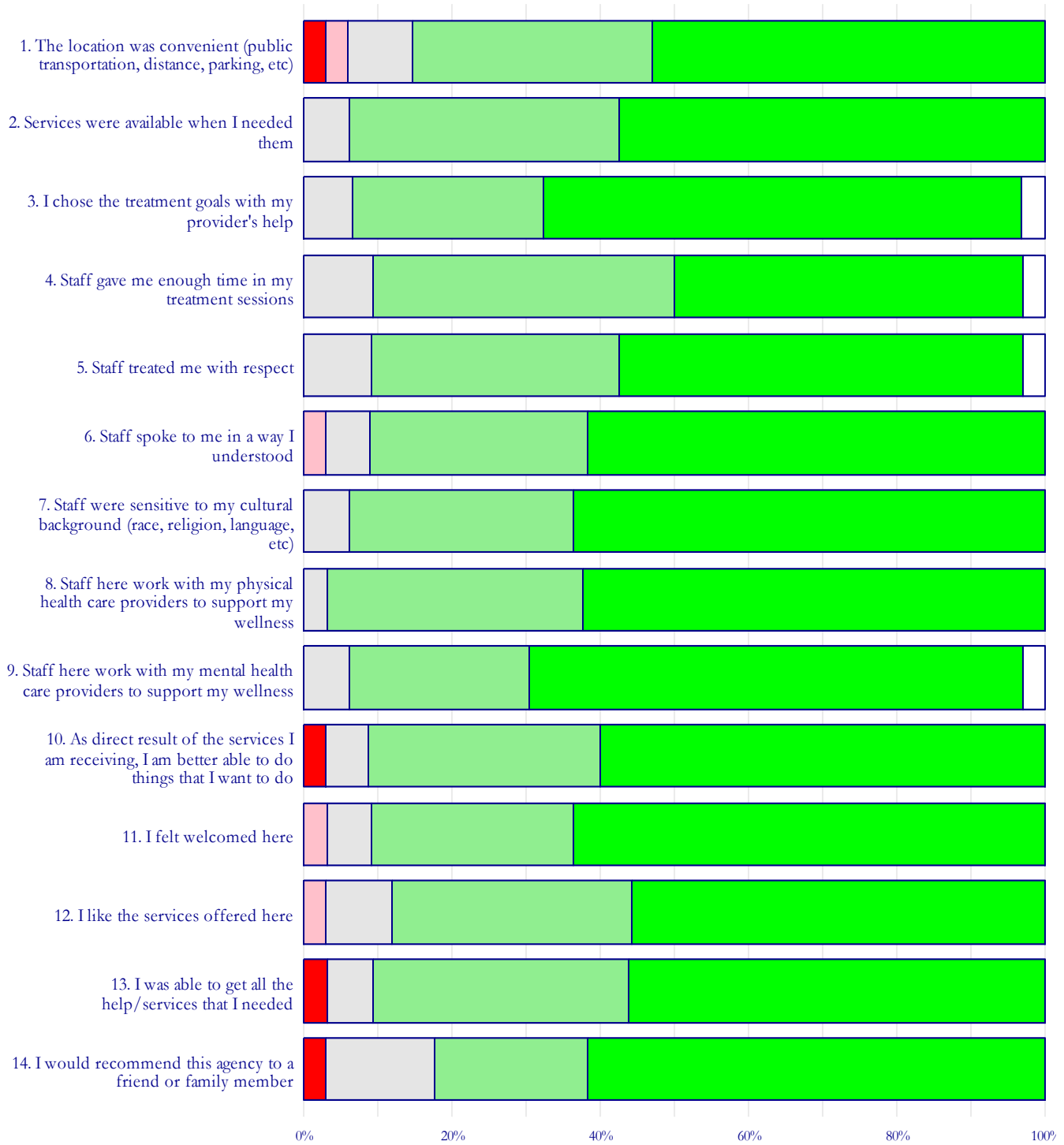
Only adult forms were submitted.

There were 37 survey forms, 1 of them was blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (37), as a ratio to the number of unique persons (31) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

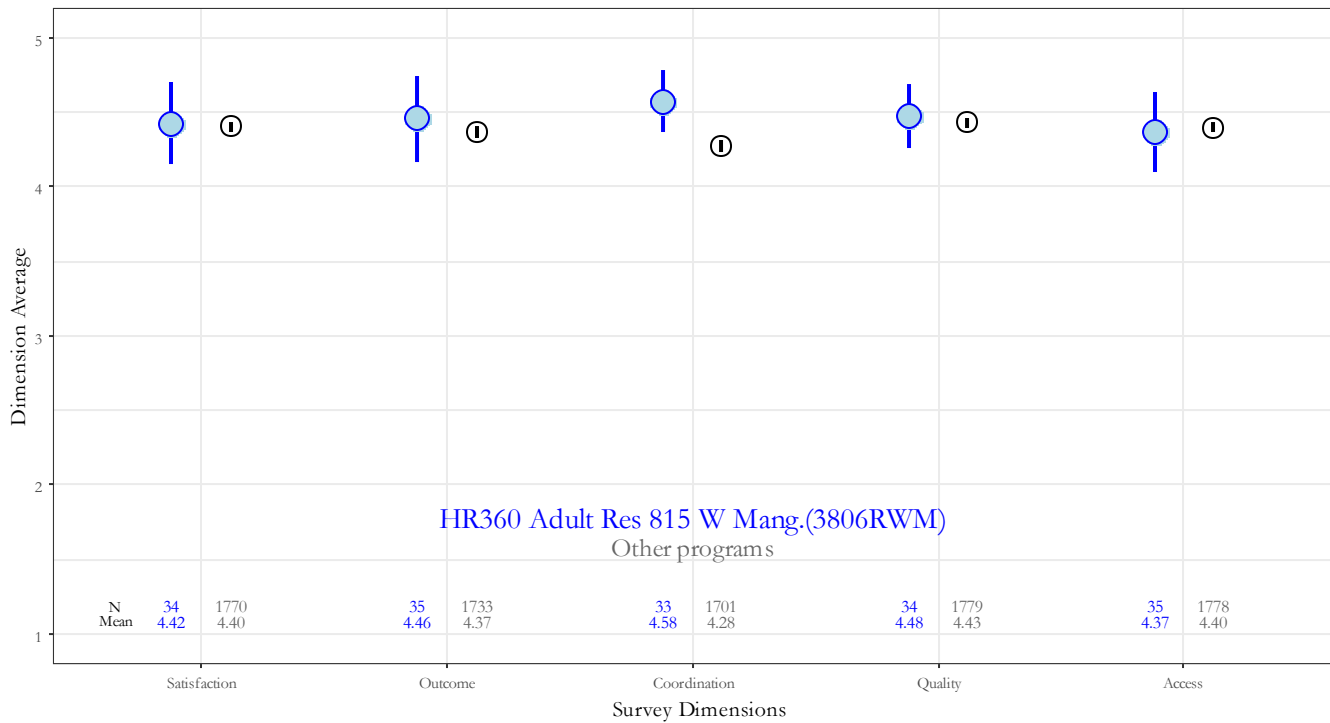
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	1 2.7 %	1 2.7 %	3 8.1 %	11 29.7 %	18 48.6 %	0 0.0 %	3 8.1 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 5.4 %	12 32.4 %	19 51.3 %	0 0.0 %	4 10.8 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 5.4 %	8 21.6 %	20 54.0 %	1 2.7 %	6 16.2 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 8.1 %	13 35.1 %	15 40.5 %	1 2.7 %	5 13.5 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	3 8.1 %	11 29.7 %	18 48.6 %	1 2.7 %	4 10.8 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 2.7 %	2 5.4 %	10 27.0 %	21 56.8 %	0 0.0 %	3 8.1 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 5.4 %	10 27.0 %	21 56.8 %	0 0.0 %	4 10.8 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 2.7 %	11 29.7 %	20 54.0 %	0 0.0 %	5 13.5 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	2 5.4 %	8 21.6 %	22 59.5 %	1 2.7 %	4 10.8 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 2.7 %	0 0.0 %	2 5.4 %	11 29.7 %	21 56.8 %	0 0.0 %	2 5.4 %
11. I felt welcomed here	0 0.0 %	1 2.7 %	2 5.4 %	9 24.3 %	21 56.8 %	0 0.0 %	4 10.8 %
12. I like the services offered here	0 0.0 %	1 2.7 %	3 8.1 %	11 29.7 %	19 51.3 %	0 0.0 %	3 8.1 %
13. I was able to get all the help/services that I needed	1 2.7 %	0 0.0 %	2 5.4 %	11 29.7 %	18 48.6 %	0 0.0 %	5 13.5 %
14. I would recommend this agency to a friend or family member	1 2.7 %	0 0.0 %	5 13.5 %	7 18.9 %	21 56.8 %	0 0.0 %	3 8.1 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Adult Res 815 W Mang.(3806RWM) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	7	7	100.00	4.56
Latinx	4	3	75.00	4.20
Native Hawaiian/Pacific Islander	1	1	100.00	4.00
White/Caucasian	13	12	92.31	4.53
Multi-ethnic	2	2	100.00	3.81
Other	3	3	100.00	4.67
No Response	7	5	71.43	4.38

HR360 Adult Res 815 W Mang.(3806RWM) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	7	7	100.00	4.70
Male	27	24	88.89	4.43
No Response	3	2	66.67	3.79

HR360 Adult Res 815 W Mang.(3806RWM) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	12	12	100.00	4.62
36-45	7	7	100.00	4.49
46-55	7	6	85.71	4.31
55+	5	5	100.00	4.87
No Response	6	3	50.00	3.64



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HR360 Adult Res 890 With. Mgt.(3834RWM)
Program codes (RUs): 3834RWM

Overall Satisfaction¹
92.9%

Survey Response Rate²
over 100%

There were 14 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.59** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HR360 Adult Res 890 With. Mgt.(3834RWM): **4.72**
Other programs: **4.42**.

Survey Compliance

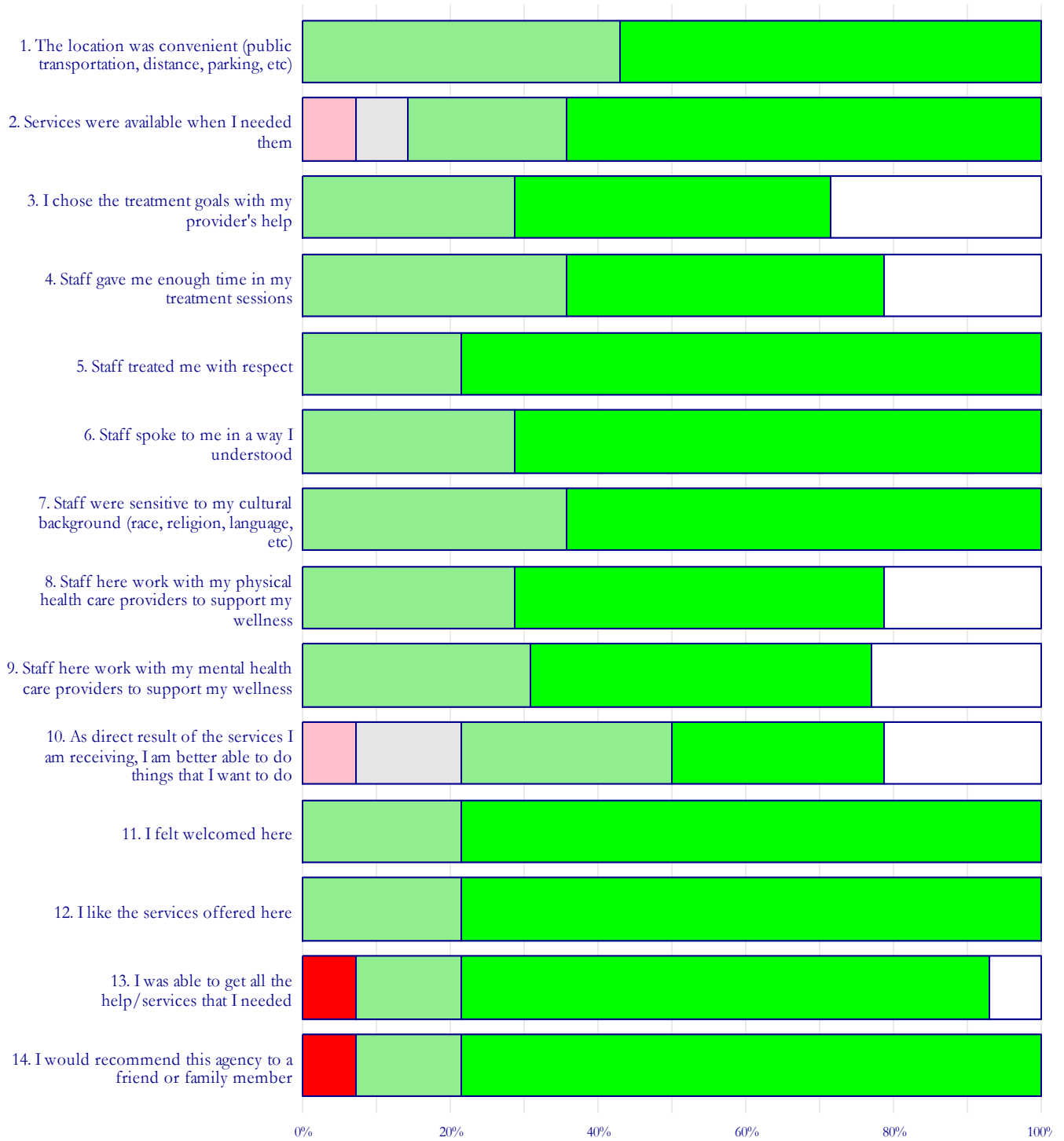
Only adult forms were submitted.

There were 14 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (14), as a ratio to the number of unique persons (11) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

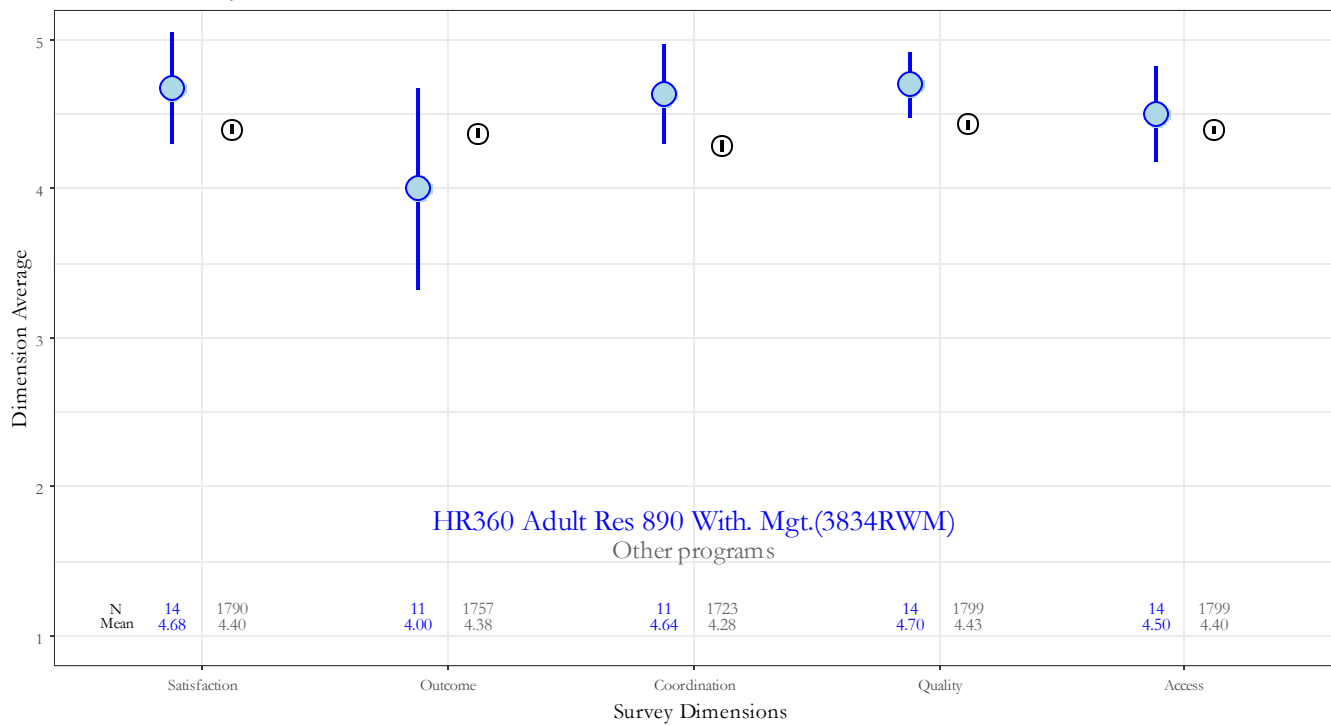
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	6 42.9 %	8 57.1 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 7.1 %	1 7.1 %	3 21.4 %	9 64.3 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	6 42.9 %	4 28.6 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	6 42.9 %	3 21.4 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	9 64.3 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	7 50.0 %	3 21.4 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	6 42.9 %	3 21.4 %	1 7.1 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 7.1 %	2 14.3 %	4 28.6 %	4 28.6 %	3 21.4 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	1 7.1 %	0 0.0 %	0 0.0 %	2 14.3 %	10 71.4 %	1 7.1 %	0 0.0 %
14. I would recommend this agency to a friend or family member	1 7.1 %	0 0.0 %	0 0.0 %	2 14.3 %	11 78.6 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Adult Res 890 With. Mgt.(3834RWM) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	5.00
Black/African American	6	6	100.00	4.58
Latinx	2	2	100.00	4.83
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	2	2	100.00	4.36
Other	2	1	50.00	4.22

HR360 Adult Res 890 With. Mgt.(3834RWM) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	14	13	92.86	4.59

HR360 Adult Res 890 With. Mgt.(3834RWM) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	4.89
26-35	2	1	50.00	3.81
36-45	6	6	100.00	4.64
55+	3	3	100.00	4.82
No Response	1	1	100.00	4.64



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HR360 Adult Residential 815 (3806ARM)
Program codes (RUs): 3806ARM

Overall Satisfaction¹
90.8%

Survey Response Rate²
over 100%

There were 76 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.46** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HR360 Adult Residential 815 (3806ARM): **4.48**
Other programs: **4.42**.

Survey Compliance

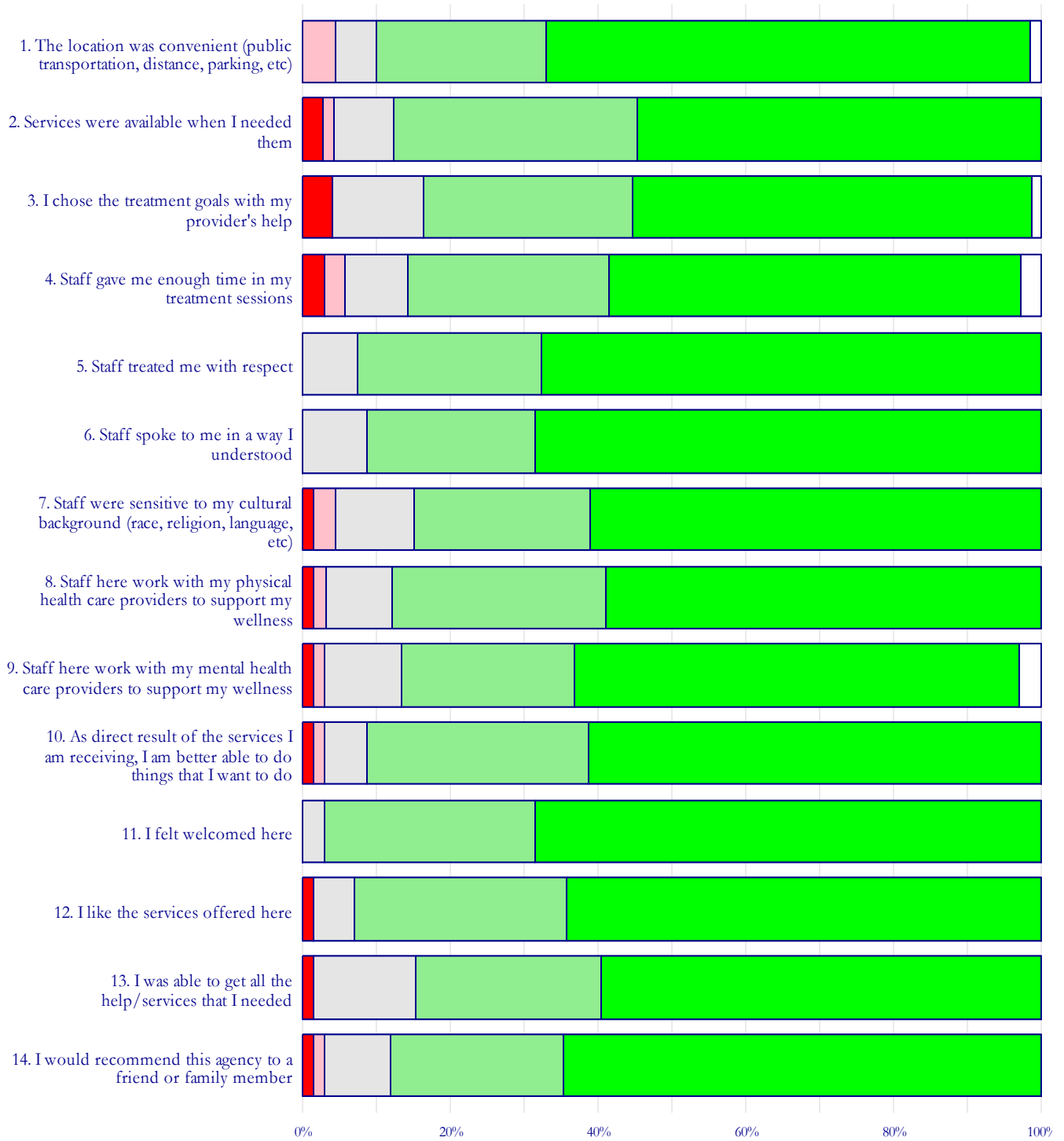
Only adult forms were submitted.

There were 76 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (76), as a ratio to the number of unique persons (69) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

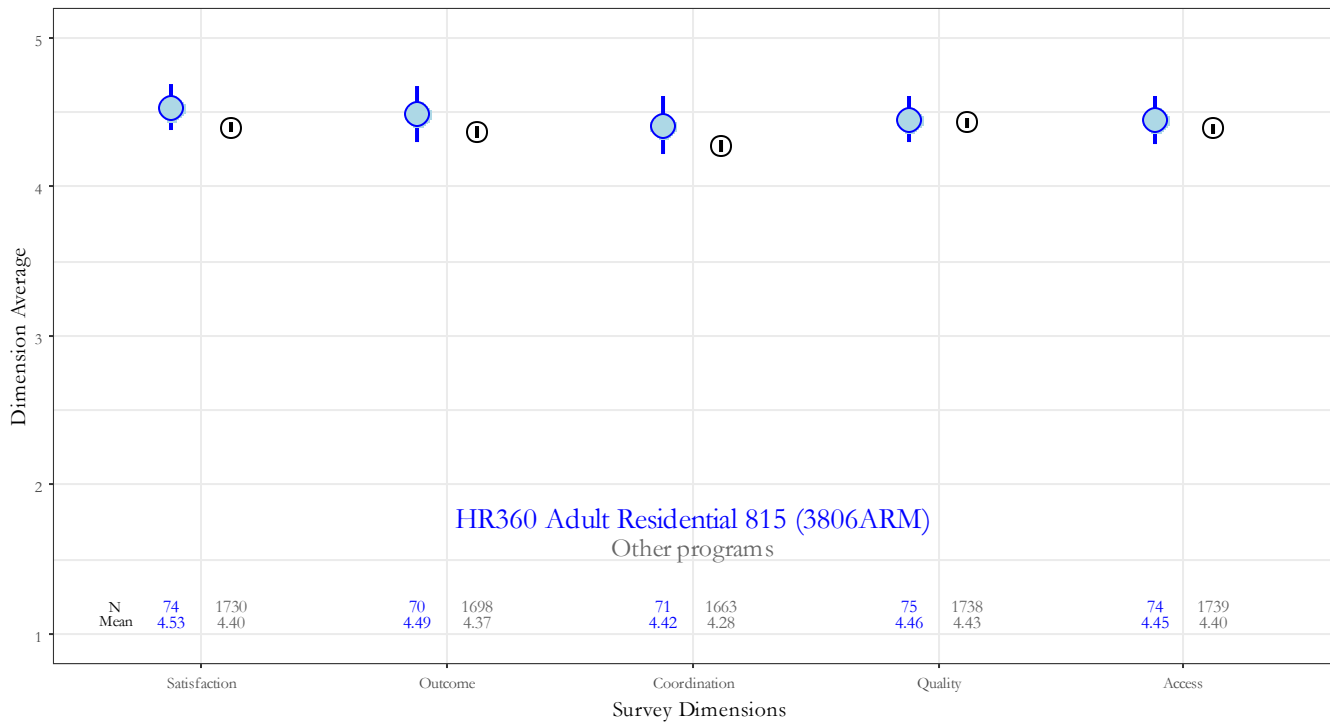
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	3 4.0 %	4 5.3 %	16 21.1 %	46 60.5 %	1 1.3 %	6 7.9 %
2. Services were available when I needed them	2 2.6 %	1 1.3 %	6 7.9 %	24 31.6 %	40 52.6 %	0 0.0 %	3 4.0 %
3. I chose the treatment goals with my provider's help	3 4.0 %	0 0.0 %	9 11.8 %	21 27.6 %	40 52.6 %	1 1.3 %	2 2.6 %
4. Staff gave me enough time in my treatment sessions	2 2.6 %	2 2.6 %	6 7.9 %	19 25.0 %	39 51.3 %	2 2.6 %	6 7.9 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	5 6.6 %	17 22.4 %	46 60.5 %	0 0.0 %	8 10.5 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	6 7.9 %	16 21.1 %	48 63.2 %	0 0.0 %	6 7.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.3 %	2 2.6 %	7 9.2 %	16 21.1 %	41 53.9 %	0 0.0 %	9 11.8 %
8. Staff here work with my physical health care providers to support my wellness	1 1.3 %	1 1.3 %	6 7.9 %	19 25.0 %	39 51.3 %	0 0.0 %	10 13.2 %
9. Staff here work with my mental health care providers to support my wellness	1 1.3 %	1 1.3 %	7 9.2 %	16 21.1 %	41 53.9 %	2 2.6 %	8 10.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.3 %	1 1.3 %	4 5.3 %	21 27.6 %	43 56.6 %	0 0.0 %	6 7.9 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	2 2.6 %	20 26.3 %	48 63.2 %	0 0.0 %	6 7.9 %
12. I like the services offered here	1 1.3 %	0 0.0 %	4 5.3 %	21 27.6 %	47 61.8 %	0 0.0 %	3 4.0 %
13. I was able to get all the help/services that I needed	1 1.3 %	0 0.0 %	10 13.2 %	18 23.7 %	43 56.6 %	0 0.0 %	4 5.3 %
14. I would recommend this agency to a friend or family member	1 1.3 %	1 1.3 %	6 7.9 %	16 21.1 %	44 57.9 %	0 0.0 %	8 10.5 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Adult Residential 815 (3806ARM) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	4.27
Asian	2	2	100.00	5.00
Black/African American	25	23	92.00	4.49
Latinx	4	2	50.00	3.86
Native Hawaiian/Pacific Islander	2	2	100.00	4.91
White/Caucasian	21	21	100.00	4.55
Multi-ethnic	7	6	85.71	4.20
Other	5	4	80.00	4.31
Unknown	1	0	0.00	3.09
No Response	7	7	100.00	4.78

HR360 Adult Residential 815 (3806ARM) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	23	21	91.30	4.26
Male	43	39	90.70	4.51
Transgender	4	4	100.00	5.00
No Response	6	5	83.33	4.55

HR360 Adult Residential 815 (3806ARM) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	4	3	75.00	4.08
26-35	21	19	90.48	4.55
36-45	23	21	91.30	4.43
46-55	11	11	100.00	4.40
55+	13	12	92.31	4.60
No Response	4	3	75.00	4.25



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HR360 Adult Residential 890(3834ARS)
Program codes (RUs): 3834ARS

Overall Satisfaction¹
92.0%

Survey Response Rate²
98.0%

There were 50 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.47** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HR360 Adult Residential 890(3834ARS): **4.51**
Other programs: **4.42**.

Survey Compliance

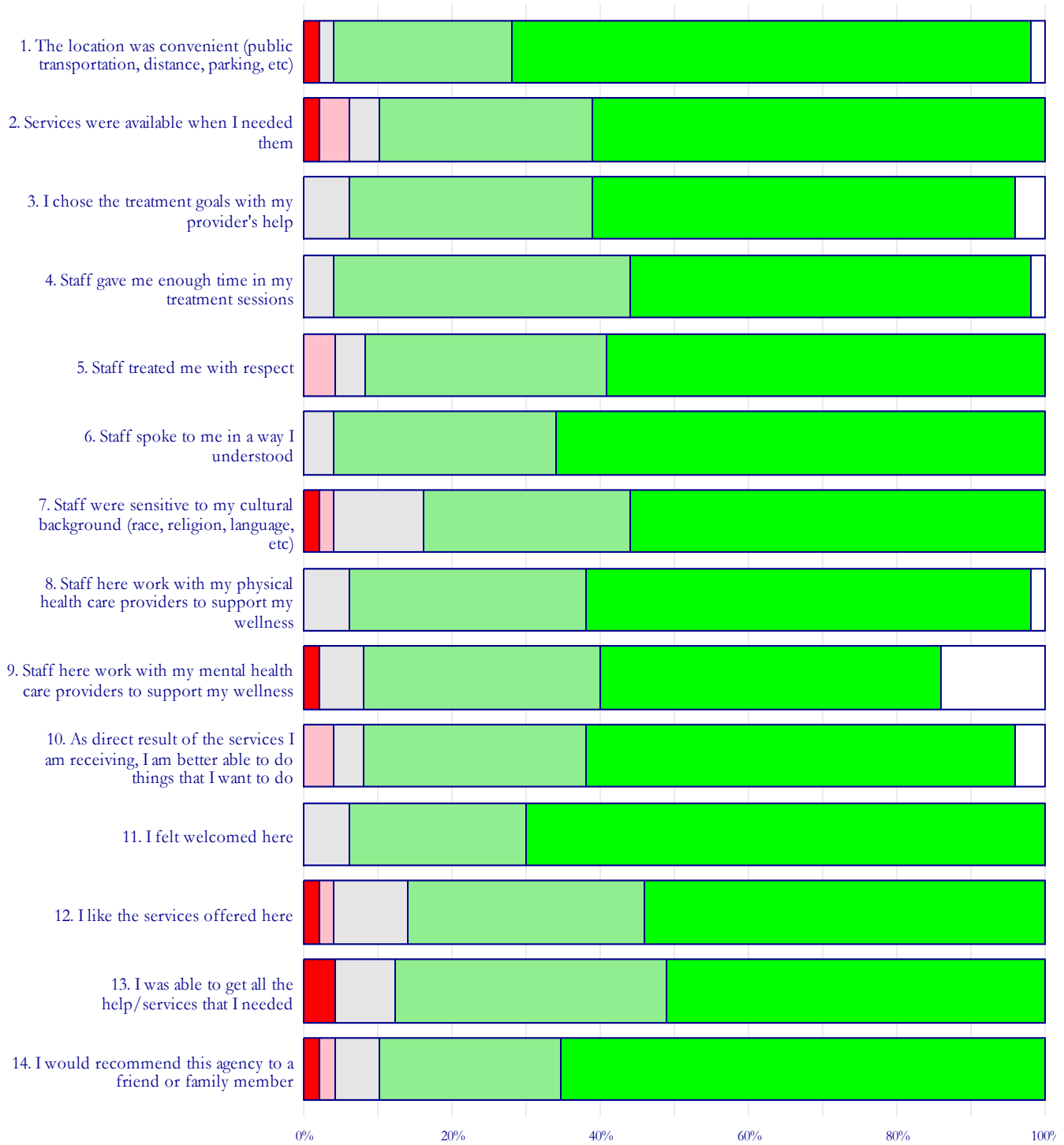
Only adult forms were submitted.

There were 50 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (50), as a ratio to the number of unique persons (51) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

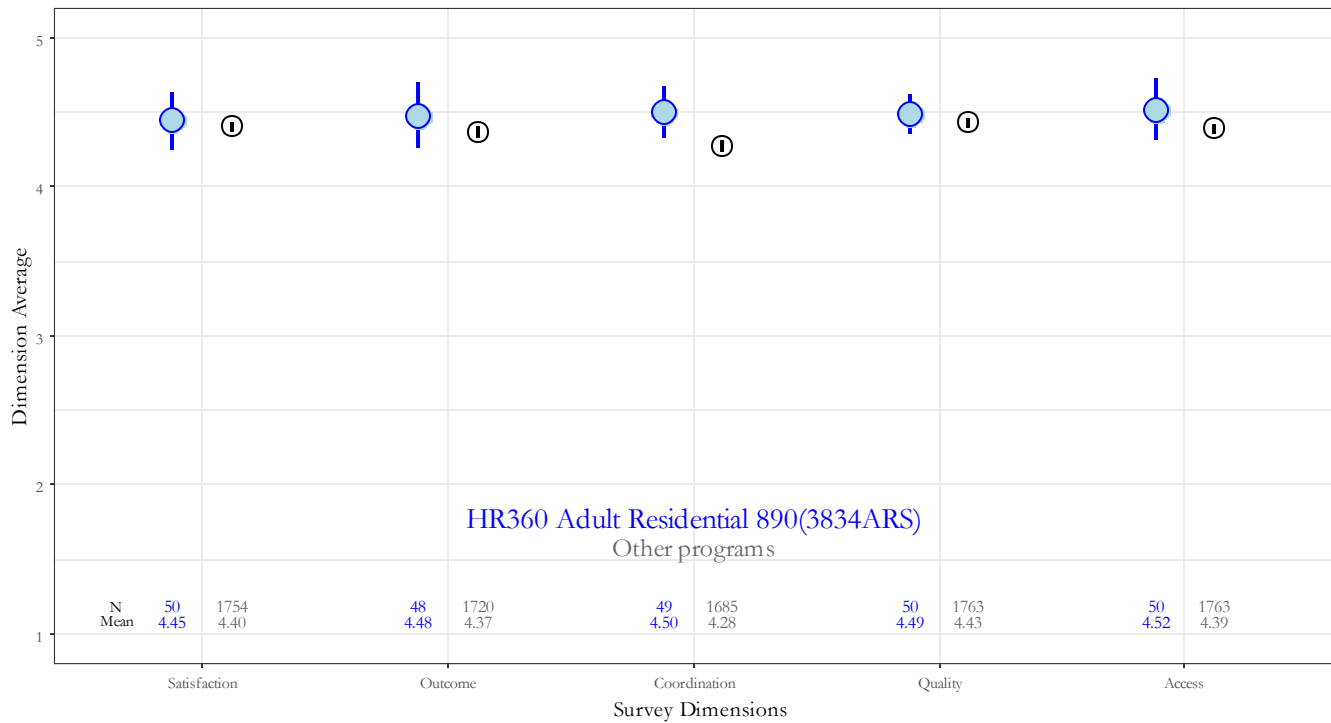
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	1 2.0 %	0 0.0 %	1 2.0 %	12 24.0 %	35 70.0 %	1 2.0 %	0 0.0 %
2. Services were available when I needed them	1 2.0 %	2 4.0 %	2 4.0 %	14 28.0 %	30 60.0 %	0 0.0 %	1 2.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 6.0 %	16 32.0 %	28 56.0 %	2 4.0 %	1 2.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 4.0 %	20 40.0 %	27 54.0 %	1 2.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	2 4.0 %	2 4.0 %	16 32.0 %	29 58.0 %	0 0.0 %	1 2.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 4.0 %	15 30.0 %	33 66.0 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 2.0 %	1 2.0 %	6 12.0 %	14 28.0 %	28 56.0 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 6.0 %	16 32.0 %	30 60.0 %	1 2.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 2.0 %	0 0.0 %	3 6.0 %	16 32.0 %	23 46.0 %	7 14.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	2 4.0 %	2 4.0 %	15 30.0 %	29 58.0 %	2 4.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	3 6.0 %	12 24.0 %	35 70.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	1 2.0 %	1 2.0 %	5 10.0 %	16 32.0 %	27 54.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	2 4.0 %	0 0.0 %	4 8.0 %	18 36.0 %	25 50.0 %	0 0.0 %	1 2.0 %
14. I would recommend this agency to a friend or family member	1 2.0 %	1 2.0 %	3 6.0 %	12 24.0 %	32 64.0 %	0 0.0 %	1 2.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Adult Residential 890(3834ARS) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	1	1	100.00	4.00
Black/African American	12	11	91.67	4.53
Latinx	8	8	100.00	4.75
Native Hawaiian/Pacific Islander	1	0	0.00	3.45
White/Caucasian	21	20	95.24	4.49
Multi-ethnic	1	1	100.00	4.09
Other	5	4	80.00	4.35
Unknown	1	1	100.00	3.64

HR360 Adult Residential 890(3834ARS) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	50	46	92.00	4.47

HR360 Adult Residential 890(3834ARS) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	5.00
26-35	15	15	100.00	4.51
36-45	15	12	80.00	4.25
46-55	14	13	92.86	4.55
55+	3	3	100.00	4.64
No Response	2	2	100.00	4.77



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
HR360 Perinatal Residential (8910RPN)
Program codes (RUs): 8910RPN

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 1 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.73** out of five,
Other programs: **4.41**.

The average rating on all survey questions for HR360 Perinatal Residential (8910RPN): **4.71**
Other programs: **4.42**.

Survey Compliance

Only adult forms were submitted.

There were 1 survey forms, 0 of them were blank (not filled out).

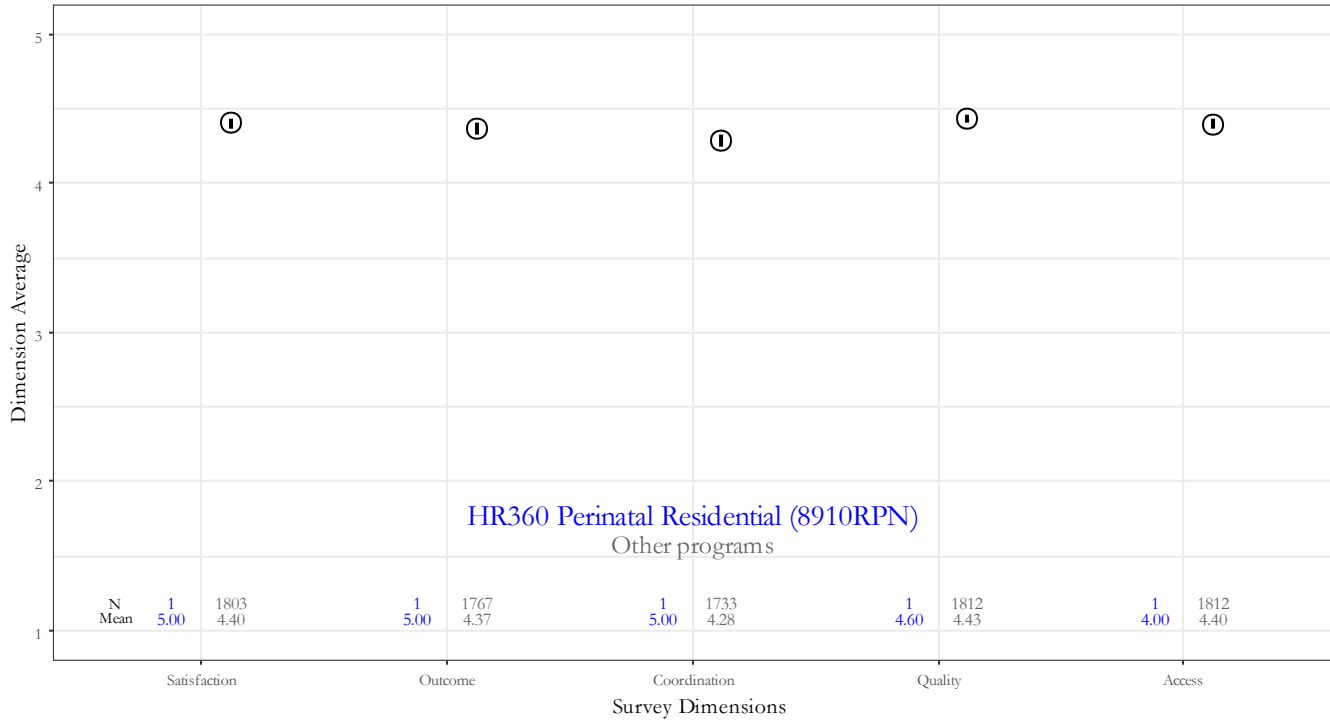
¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (1), as a ratio to the number of unique persons (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

Not enough data for item bar plot

Only one survey, cannot create a frequency table

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Perinatal Residential (8910RPN) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.73

HR360 Perinatal Residential (8910RPN) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	4.73

HR360 Perinatal Residential (8910RPN) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
1	1	100.00	4.73	



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
Hz SA Outpatient Treatment Services
Program codes (RUs): 38241

Overall Satisfaction¹
100.0%

Survey Response Rate²
70.0%

There were 21 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.85** out of five,
Other programs: **4.40**.

The average rating on all survey questions for Hz SA Outpatient Treatment Services: **4.83**
Other programs: **4.42**.

Survey Compliance

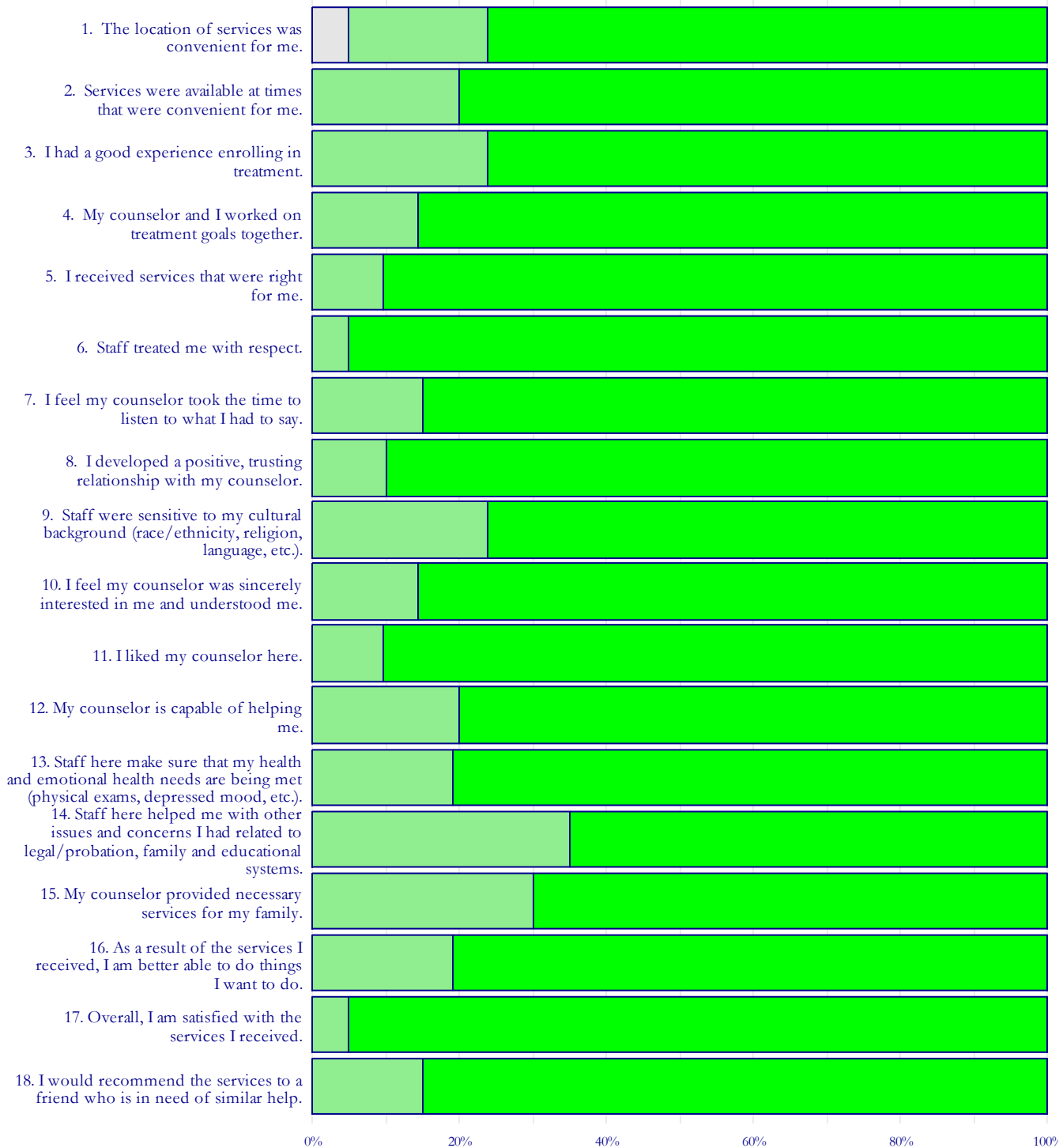
Only youth forms were submitted.

There were 21 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (21), as a ratio to the number of unique persons (30) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

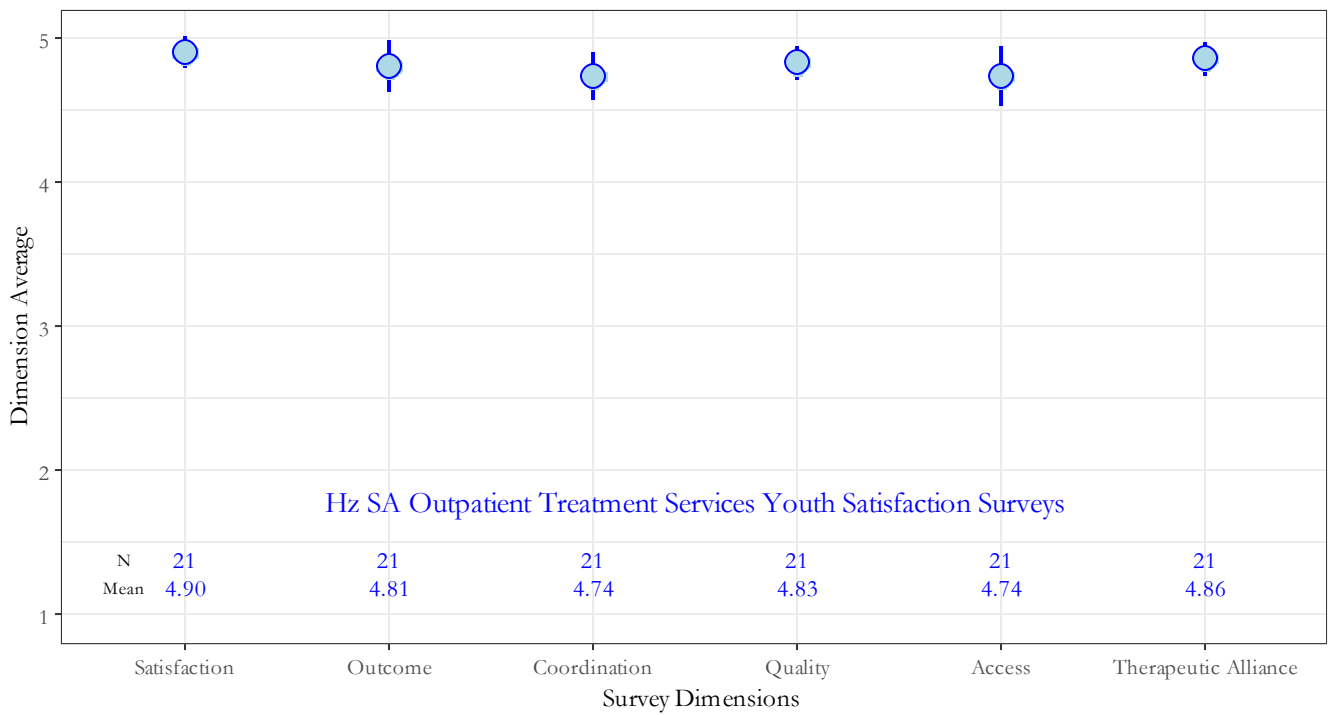
Youth Satisfaction Surveys



Youth Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location of services was convenient for me.	0 0.0 %	0 0.0 %	1 4.8 %	4 19.1 %	16 76.2 %	0 0.0 %	0 0.0 %
2. Services were available at times that were convenient for me.	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	16 76.2 %	0 0.0 %	1 4.8 %
3. I had a good experience enrolling in treatment.	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
4. My counselor and I worked on treatment goals together.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	18 85.7 %	0 0.0 %	0 0.0 %
5. I received services that were right for me.	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	19 90.5 %	0 0.0 %	0 0.0 %
6. Staff treated me with respect.	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	20 95.2 %	0 0.0 %	0 0.0 %
7. I feel my counselor took the time to listen to what I had to say.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	17 81.0 %	0 0.0 %	1 4.8 %
8. I developed a positive, trusting relationship with my counselor.	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	18 85.7 %	0 0.0 %	1 4.8 %
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %	0 0.0 %
10. I feel my counselor was sincerely interested in me and understood me.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	18 85.7 %	0 0.0 %	0 0.0 %
11. I liked my counselor here.	0 0.0 %	0 0.0 %	0 0.0 %	2 9.5 %	19 90.5 %	0 0.0 %	0 0.0 %
12. My counselor is capable of helping me.	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	16 76.2 %	0 0.0 %	1 4.8 %
13. Staff here make sure that my health and emotional health needs are being met (physical exams, depressed mood, etc.).	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	17 81.0 %	0 0.0 %	0 0.0 %
14. Staff here helped me with other issues and concerns I had related to legal/probation, family and educational systems.	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	13 61.9 %	0 0.0 %	1 4.8 %
15. My counselor provided necessary services for my family.	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	14 66.7 %	0 0.0 %	1 4.8 %
16. As a result of the services I received, I am better able to do things I want to do.	0 0.0 %	0 0.0 %	0 0.0 %	4 19.1 %	17 81.0 %	0 0.0 %	0 0.0 %
17. Overall, I am satisfied with the services I received.	0 0.0 %	0 0.0 %	0 0.0 %	1 4.8 %	20 95.2 %	0 0.0 %	0 0.0 %
18. I would recommend the services to a friend who is in need of similar help.	0 0.0 %	0 0.0 %	0 0.0 %	3 14.3 %	17 81.0 %	0 0.0 %	1 4.8 %

Hz SA Outpatient Treatment Services - Satisfaction Survey Item Means and 95% Confidence Intervals



Hz SA Outpatient Treatment Services Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	1	1	100.00	4.80
Black/African American	1	1	100.00	4.64
Latinx	11	11	100.00	4.80
Native Hawaiian/Pacific Islander	1	1	100.00	4.60
Multi-ethnic	2	2	100.00	4.97
No Response	5	5	100.00	5.00

Hz SA Outpatient Treatment Services Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	10	10	100.00	4.79
Male	9	9	100.00	4.92
Transgender	1	1	100.00	4.64
Other	1	1	100.00	5.00

Hz SA Outpatient Treatment Services Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
14-17	13	13	100.00	4.90
18-25	7	7	100.00	4.73
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
MC Family Day Treatment
Program codes (RUs): 38718

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 15 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.67** out of five,
Other programs: **4.41**.

The average rating on all survey questions for MC Family Day Treatment: **4.74**
Other programs: **4.42**.

Survey Compliance

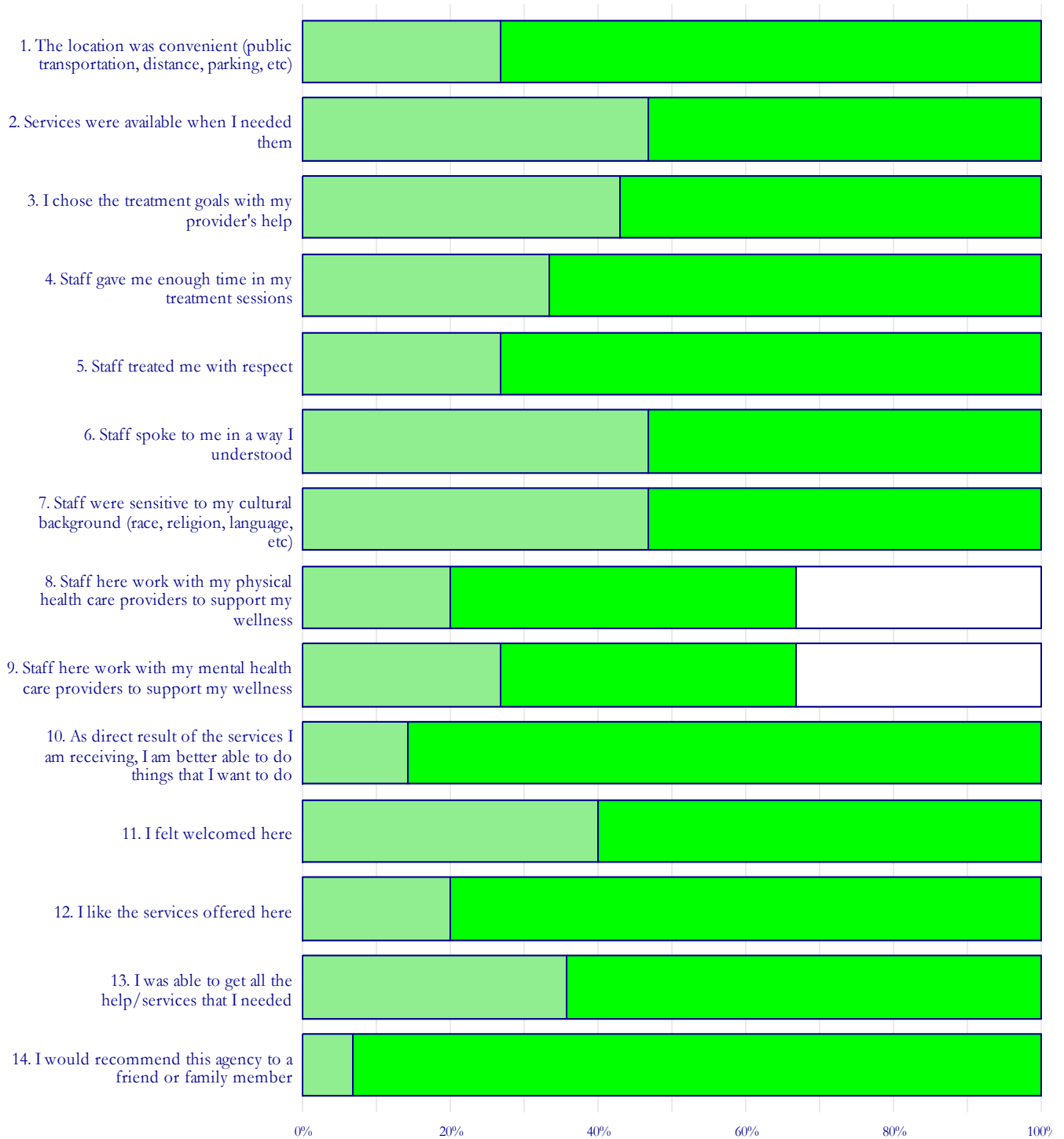
Only adult forms were submitted.

There were 15 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (15), as a ratio to the number of unique persons (12) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

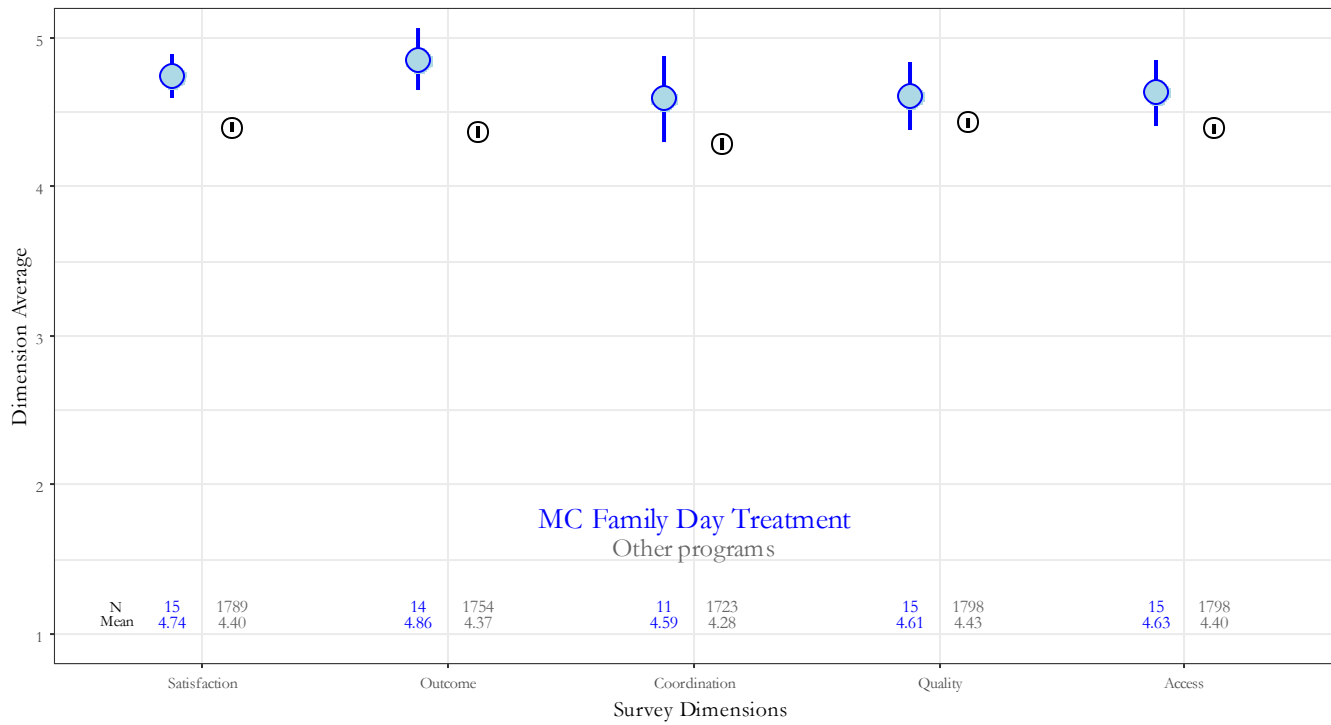
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	8 53.3 %	0 0.0 %	1 6.7 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	7 46.7 %	5 33.3 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	6 40.0 %	5 33.3 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	12 80.0 %	0 0.0 %	1 6.7 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	9 60.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	9 60.0 %	0 0.0 %	1 6.7 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	14 93.3 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



MC Family Day Treatment Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	15	15	100.00	4.67

MC Family Day Treatment Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	4.97
Male	12	12	100.00	4.60

MC Family Day Treatment Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	4.50
26-35	8	8	100.00	4.78
36-45	4	4	100.00	4.45
46-55	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018

MC Outpatient Program

Program codes (RUs): 38561

Overall Satisfaction¹

97.3%

Survey Response Rate²

88.1%

There were 37 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.65** out of five,
Other programs: **4.40**.

The average rating on all survey questions for MC Outpatient Program: **4.61**
Other programs: **4.42**.

Survey Compliance

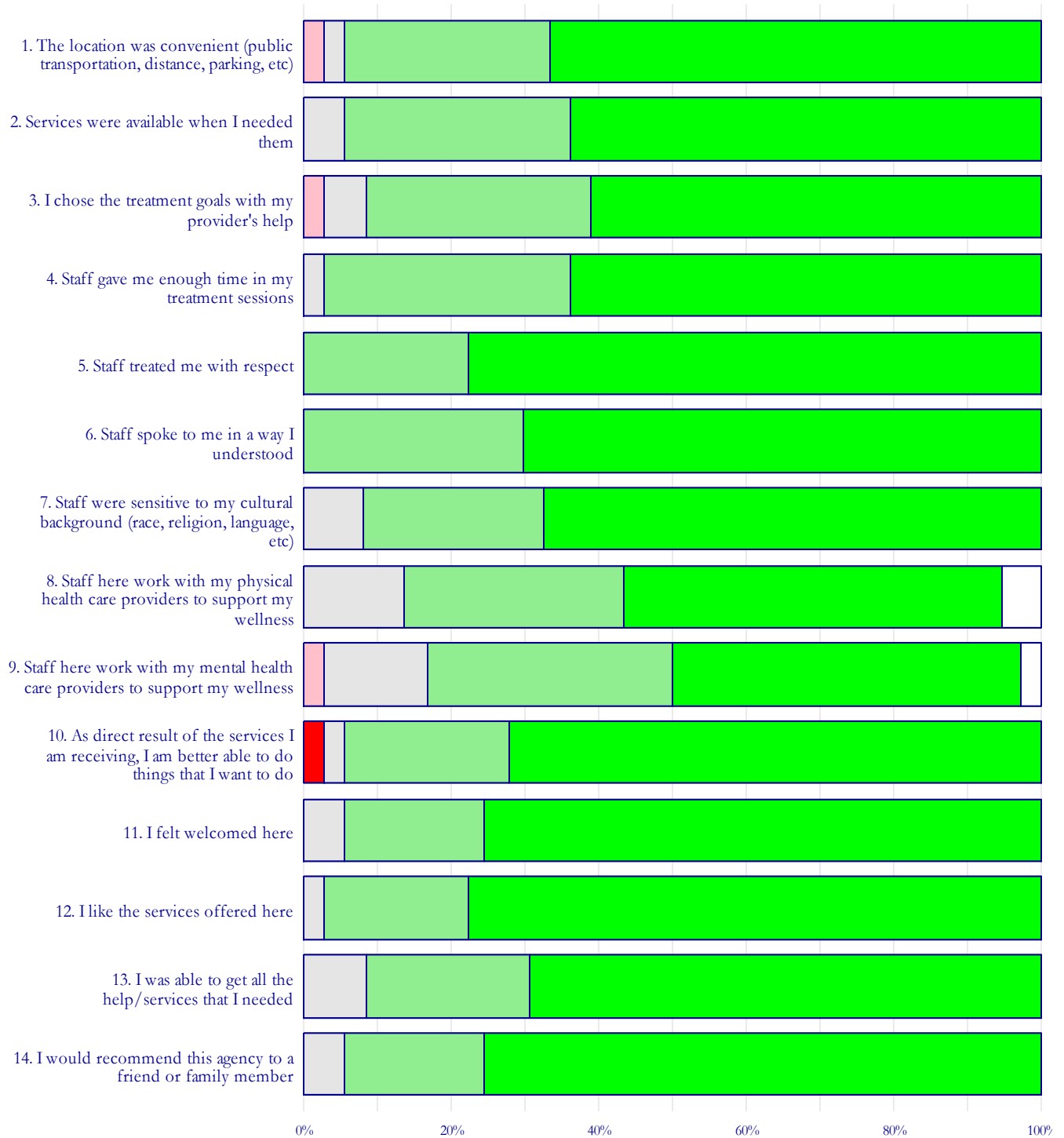
Only adult forms were submitted.

There were 37 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (37), as a ratio to the number of unique persons (42) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

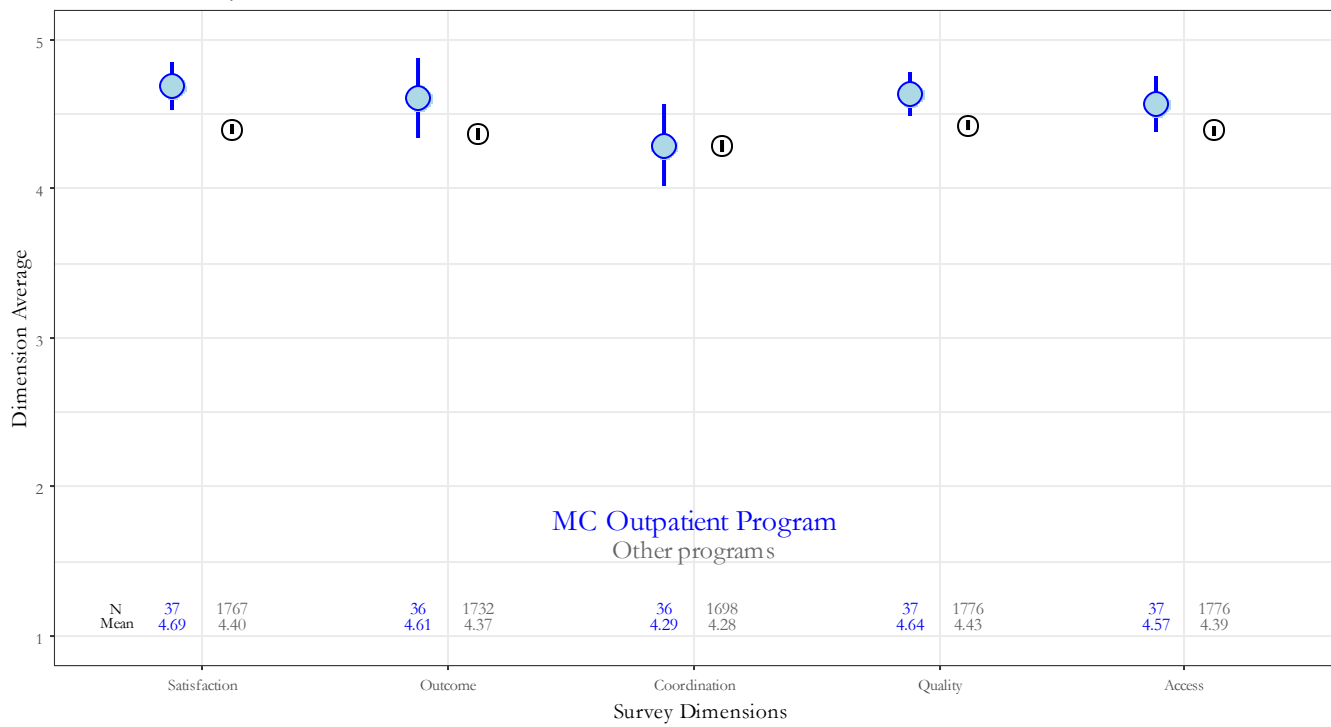
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 2.7 %	1 2.7 %	10 27.0 %	24 64.9 %	0 0.0 %	1 2.7 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 5.4 %	11 29.7 %	23 62.2 %	0 0.0 %	1 2.7 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 2.7 %	2 5.4 %	11 29.7 %	22 59.5 %	0 0.0 %	1 2.7 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 2.7 %	12 32.4 %	23 62.2 %	0 0.0 %	1 2.7 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 21.6 %	28 75.7 %	0 0.0 %	1 2.7 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	11 29.7 %	26 70.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 8.1 %	9 24.3 %	25 67.6 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	5 13.5 %	11 29.7 %	19 51.3 %	2 5.4 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 2.7 %	5 13.5 %	12 32.4 %	17 46.0 %	1 2.7 %	1 2.7 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 2.7 %	0 0.0 %	1 2.7 %	8 21.6 %	26 70.3 %	0 0.0 %	1 2.7 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	2 5.4 %	7 18.9 %	28 75.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 2.7 %	7 18.9 %	28 75.7 %	0 0.0 %	1 2.7 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 8.1 %	8 21.6 %	25 67.6 %	0 0.0 %	1 2.7 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 5.4 %	7 18.9 %	28 75.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



MC Outpatient Program Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	5	4	80.00	4.25
Black/African American	4	4	100.00	4.58
Latinx	20	20	100.00	4.74
White/Caucasian	3	3	100.00	4.73
Multi-ethnic	1	1	100.00	4.09
Other	2	2	100.00	4.77
No Response	2	2	100.00	5.00

MC Outpatient Program Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	6	6	100.00	4.75
Male	28	27	96.43	4.63
Transgender	1	1	100.00	4.09
No Response	2	2	100.00	5.00

MC Outpatient Program Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	6	6	100.00	4.56
26-35	10	9	90.00	4.61
36-45	3	3	100.00	4.76
46-55	7	7	100.00	4.61
55+	6	6	100.00	4.61
No Response	5	5	100.00	4.90



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
MSJ Epiphany Residential Masonic
Program codes (RUs): 38432

Overall Satisfaction¹
81.8%

Survey Response Rate²
100.0%

There were 11 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.45** out of five,
Other programs: **4.41**.

The average rating on all survey questions for MSJ Epiphany Residential Masonic: **4.50**
Other programs: **4.42**.

Survey Compliance

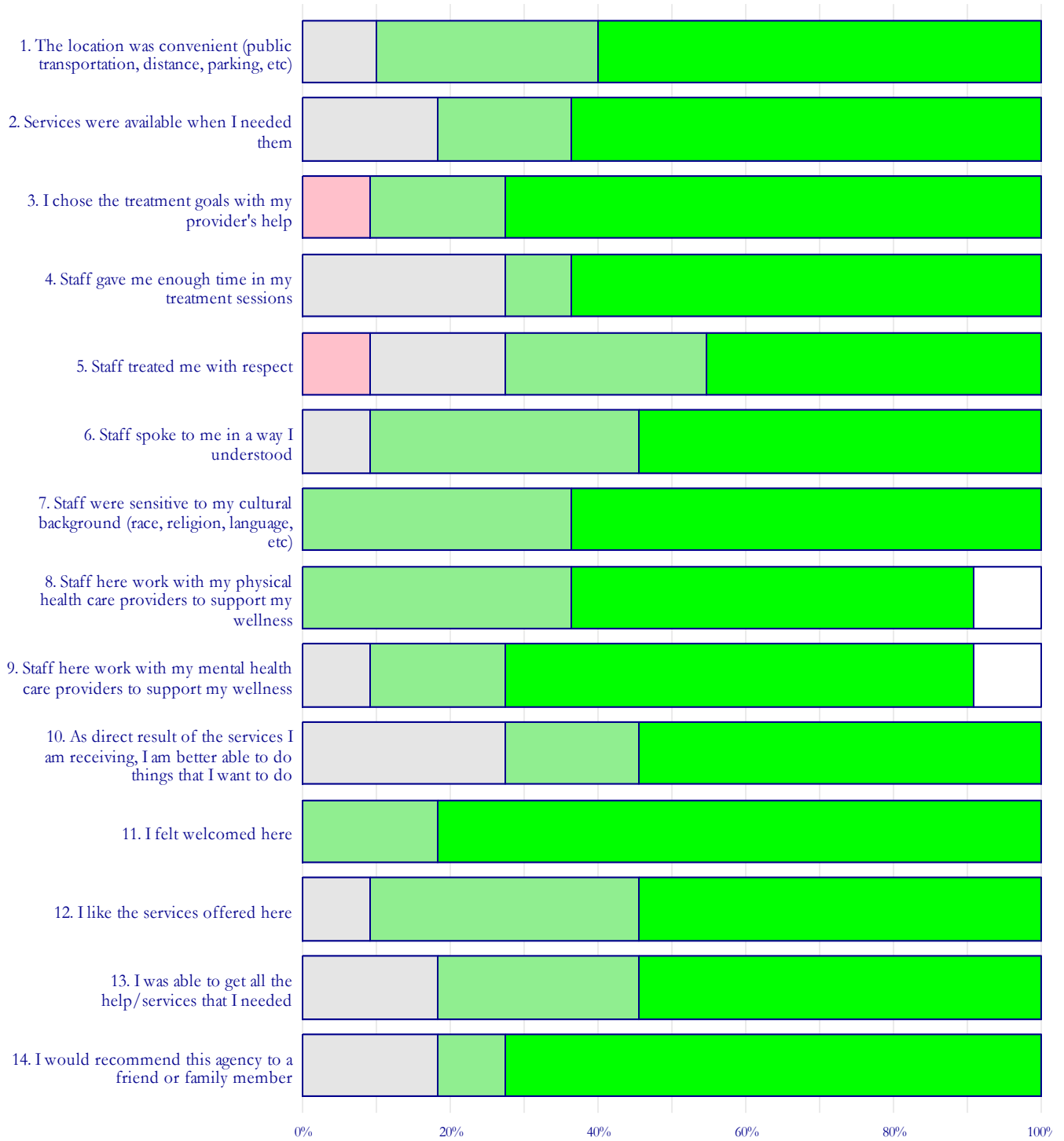
Only adult forms were submitted.

There were 11 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (11), as a ratio to the number of unique persons (11) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

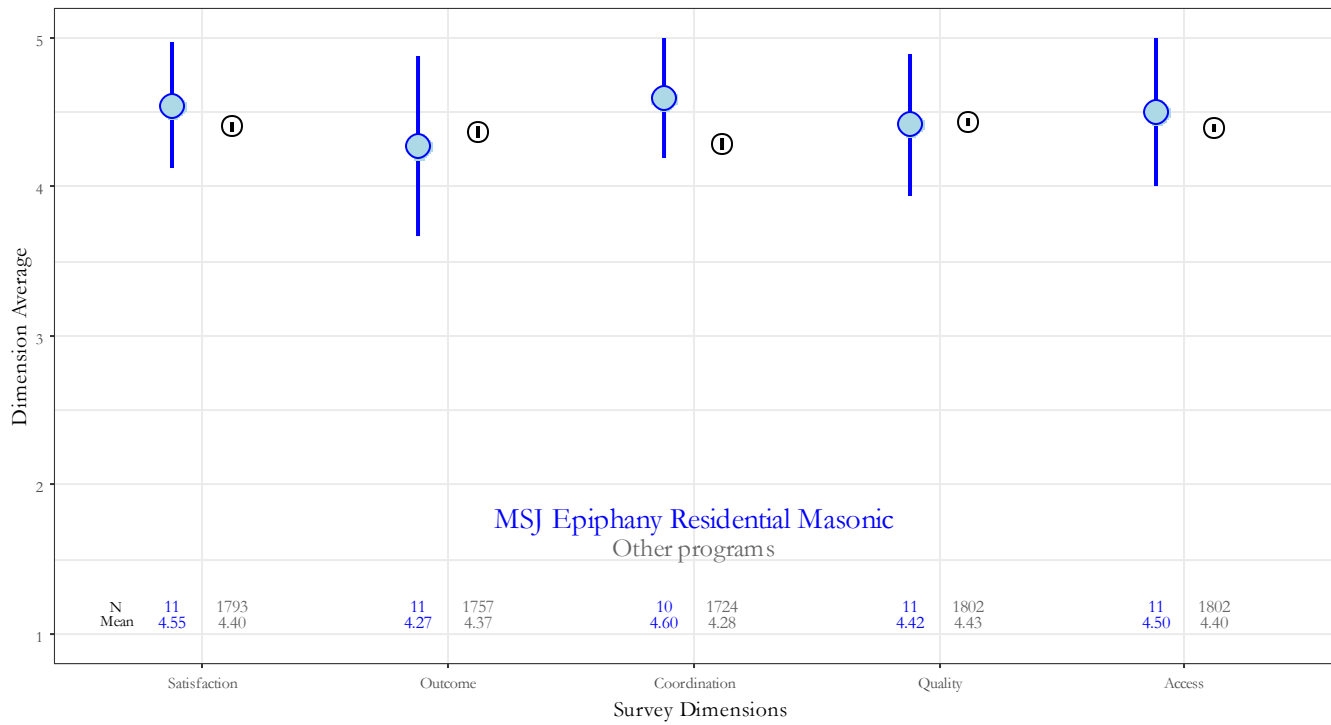
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	6 54.5 %	0 0.0 %	1 9.1 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 18.2 %	2 18.2 %	7 63.6 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 9.1 %	0 0.0 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 27.3 %	1 9.1 %	7 63.6 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 9.1 %	2 18.2 %	3 27.3 %	5 45.5 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	6 54.5 %	1 9.1 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	7 63.6 %	1 9.1 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	6 54.5 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 9.1 %	4 36.4 %	6 54.5 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	6 54.5 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 18.2 %	1 9.1 %	8 72.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



MSJ Epiphany Residential Masonic Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	4	4	100.00	4.70
Latinx	1	0	0.00	3.27
White/Caucasian	6	5	83.33	4.48

MSJ Epiphany Residential Masonic Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	11	9	81.82	4.45

MSJ Epiphany Residential Masonic Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	4	3	75.00	4.27
26-35	3	3	100.00	4.88
36-45	3	3	100.00	4.64
55+	1	0	0.00	3.36



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
Stonewall Project & HIV Set-Aside
Program codes (RUs): 89051

Overall Satisfaction¹
100.0%

Survey Response Rate²
33.3%

There were 15 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.85** out of five,
Other programs: **4.41**.

The average rating on all survey questions for Stonewall Project & HIV Set-Aside: **4.85**
Other programs: **4.42**.

Survey Compliance

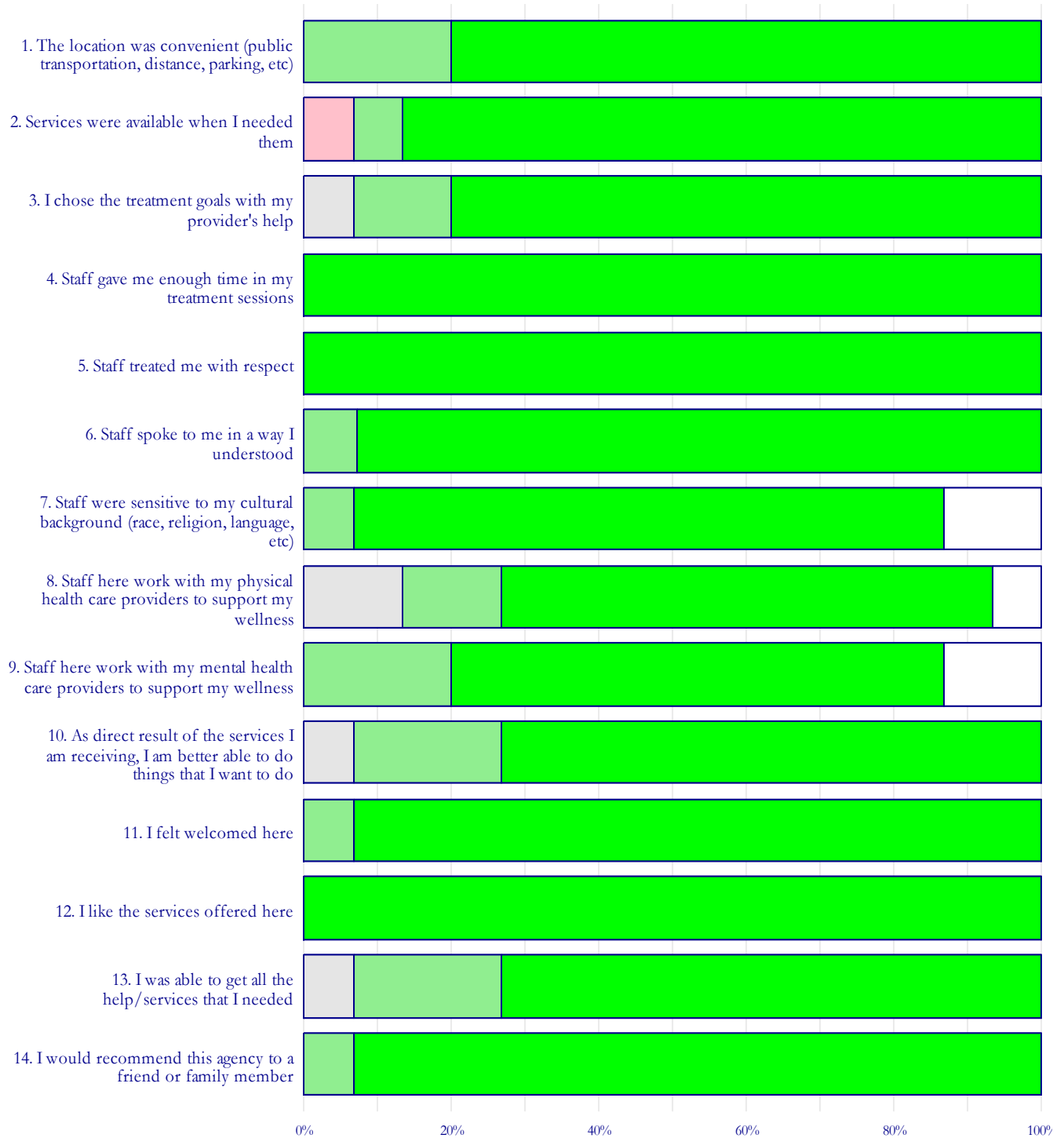
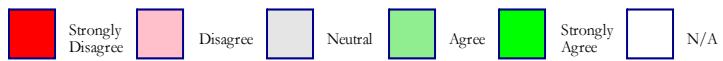
Only adult forms were submitted.

There were 15 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (15), as a ratio to the number of unique persons (45) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

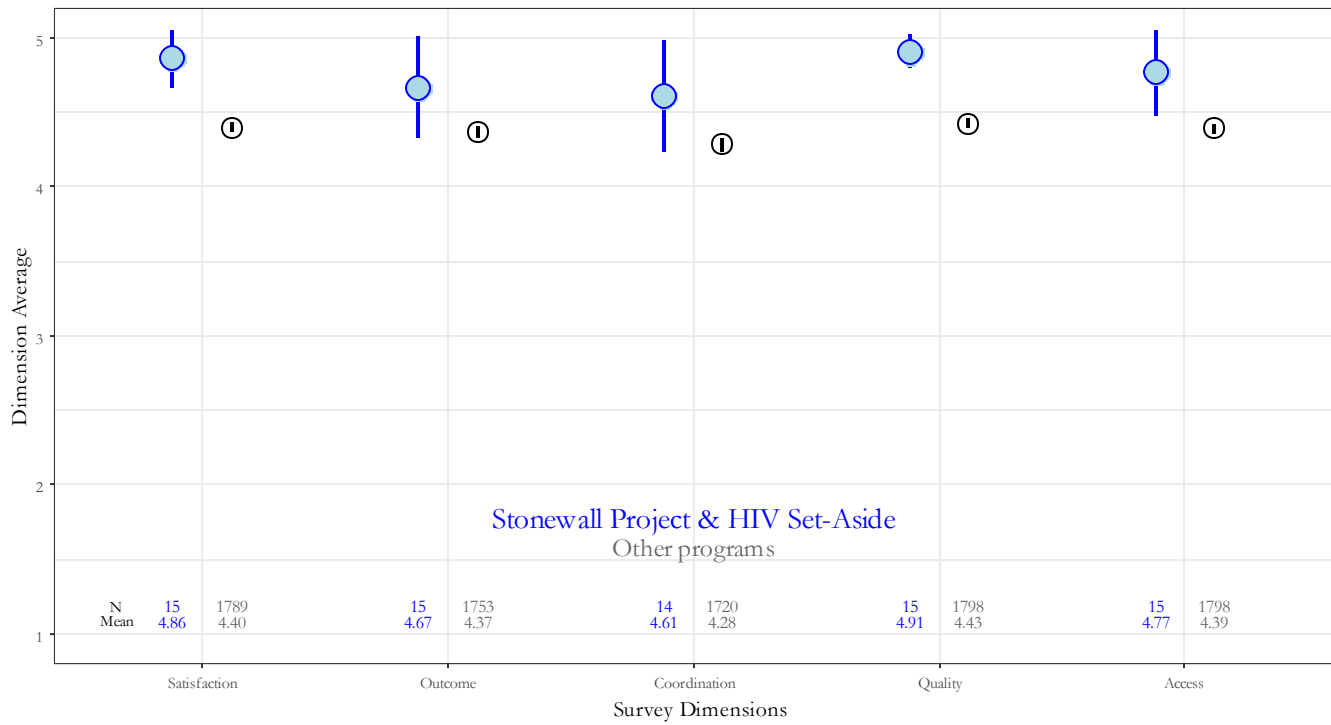
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 6.7 %	0 0.0 %	1 6.7 %	13 86.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	12 80.0 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	15 100.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	15 100.0 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	13 86.7 %	0 0.0 %	1 6.7 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	12 80.0 %	2 13.3 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 13.3 %	2 13.3 %	10 66.7 %	1 6.7 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	10 66.7 %	2 13.3 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	11 73.3 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	14 93.3 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	14 93.3 %	0 0.0 %	1 6.7 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	11 73.3 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 6.7 %	14 93.3 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Stonewall Project & HIV Set-Aside Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	5	5	100.00	4.66
White/Caucasian	7	7	100.00	4.92
Multi-ethnic	2	2	100.00	5.00
No Response	1	1	100.00	5.00

Stonewall Project & HIV Set-Aside Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	14	14	100.00	4.84
Decline to answer	1	1	100.00	5.00

Stonewall Project & HIV Set-Aside Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	3	3	100.00	5.00
36-45	5	5	100.00	4.66
46-55	5	5	100.00	4.95
55+	2	2	100.00	4.86



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
UCSF Citywide-STOP (38321)
Program codes (RUs): 38321

Overall Satisfaction¹
93.3%

Survey Response Rate²
100.0%

There were 15 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.41**.

The average rating on all survey questions for UCSF Citywide-STOP (38321): **4.46**
Other programs: **4.42**.

Survey Compliance

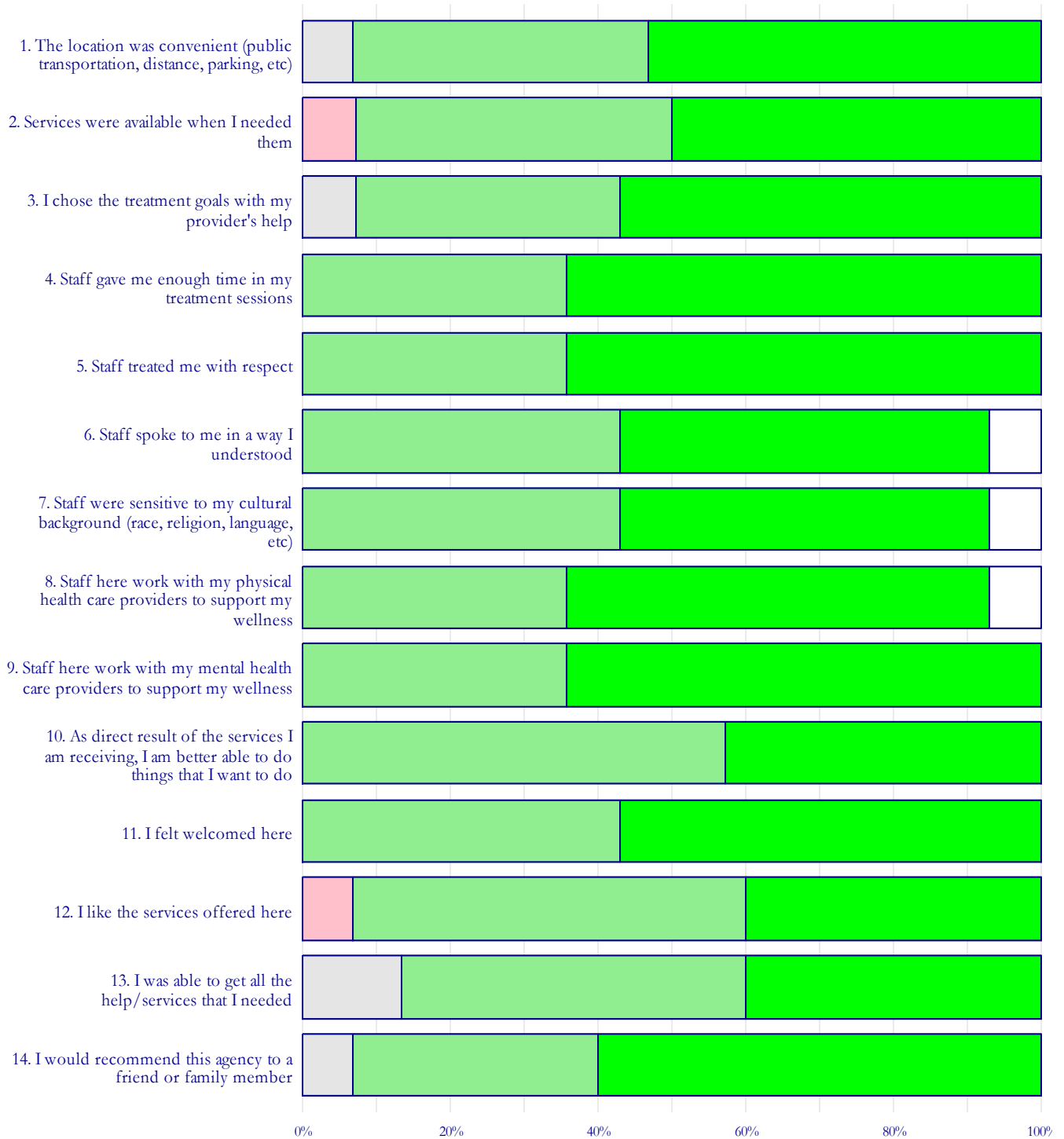
Only adult forms were submitted.

There were 15 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (15), as a ratio to the number of unique persons (15) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

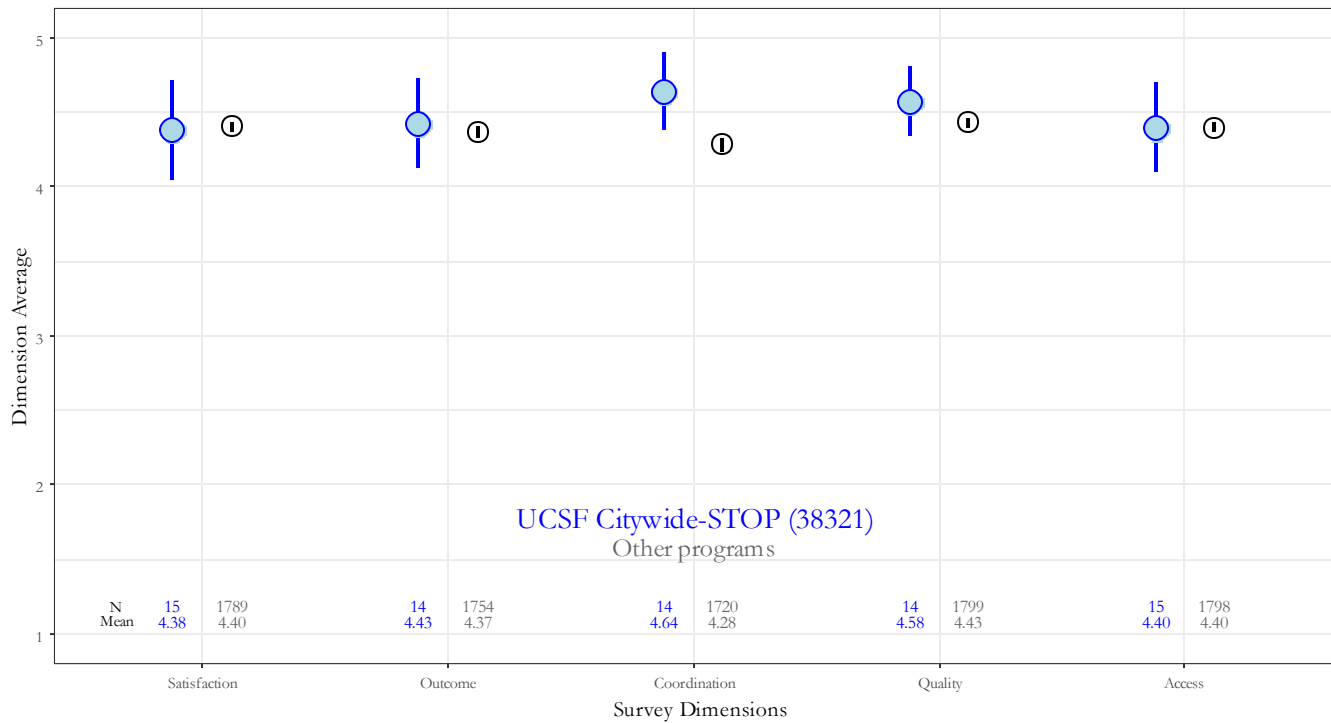
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 6.7 %	0 0.0 %	6 40.0 %	7 46.7 %	0 0.0 %	1 6.7 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	8 53.3 %	0 0.0 %	1 6.7 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	9 60.0 %	0 0.0 %	1 6.7 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	9 60.0 %	0 0.0 %	1 6.7 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	7 46.7 %	1 6.7 %	1 6.7 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	7 46.7 %	1 6.7 %	1 6.7 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	8 53.3 %	1 6.7 %	1 6.7 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	9 60.0 %	0 0.0 %	1 6.7 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	8 53.3 %	6 40.0 %	0 0.0 %	1 6.7 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	8 53.3 %	0 0.0 %	1 6.7 %
12. I like the services offered here	0 0.0 %	1 6.7 %	0 0.0 %	8 53.3 %	6 40.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	6 40.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 6.7 %	5 33.3 %	9 60.0 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



UCSF Citywide-STOP (38321) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.45
Asian	1	1	100.00	5.00
Black/African American	3	3	100.00	4.00
Latinx	1	1	100.00	5.00
White/Caucasian	5	5	100.00	4.61
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	4.27
No Response	2	1	50.00	3.68

UCSF Citywide-STOP (38321) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	6	6	100.00	4.47
Male	7	7	100.00	4.57
No Response	2	1	50.00	3.68

UCSF Citywide-STOP (38321) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	5.00
26-35	2	2	100.00	4.36
36-45	2	2	100.00	4.64
46-55	4	4	100.00	4.45
55+	2	2	100.00	4.94
No Response	4	3	75.00	3.86



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2018
UCSF Citywide STOP Sober CM
Program codes (RUs): 3832SM-ANS

Overall Satisfaction¹
100.0%

Survey Response Rate²
over 100%

There were 3 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.41**.

The average rating on all survey questions for UCSF Citywide STOP Sober CM: **4.47**
Other programs: **4.43**.

Survey Compliance

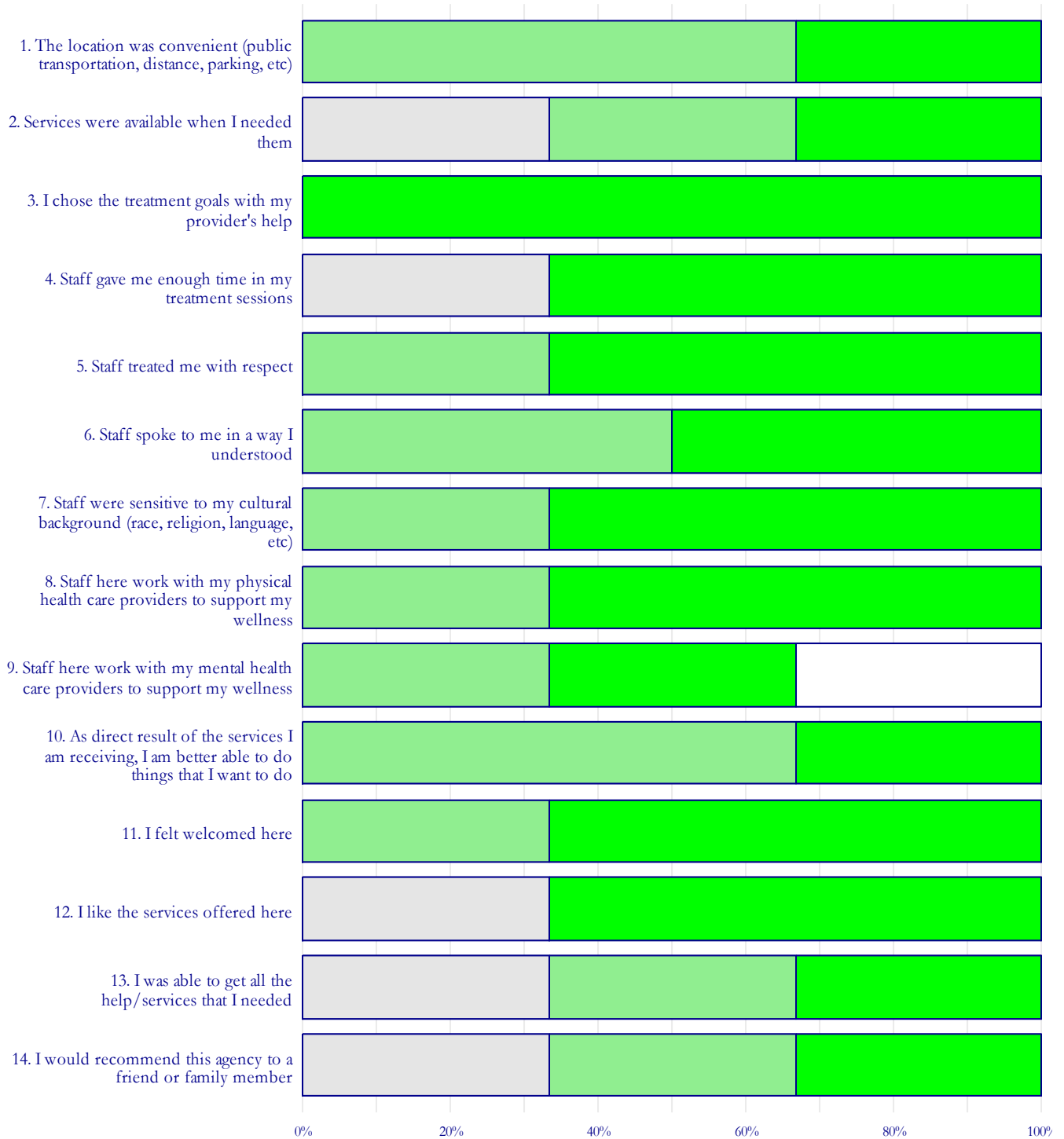
Only adult forms were submitted.

There were 3 survey forms, 0 of them were blank (not filled out).

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (3), as a ratio to the number of unique persons (2) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

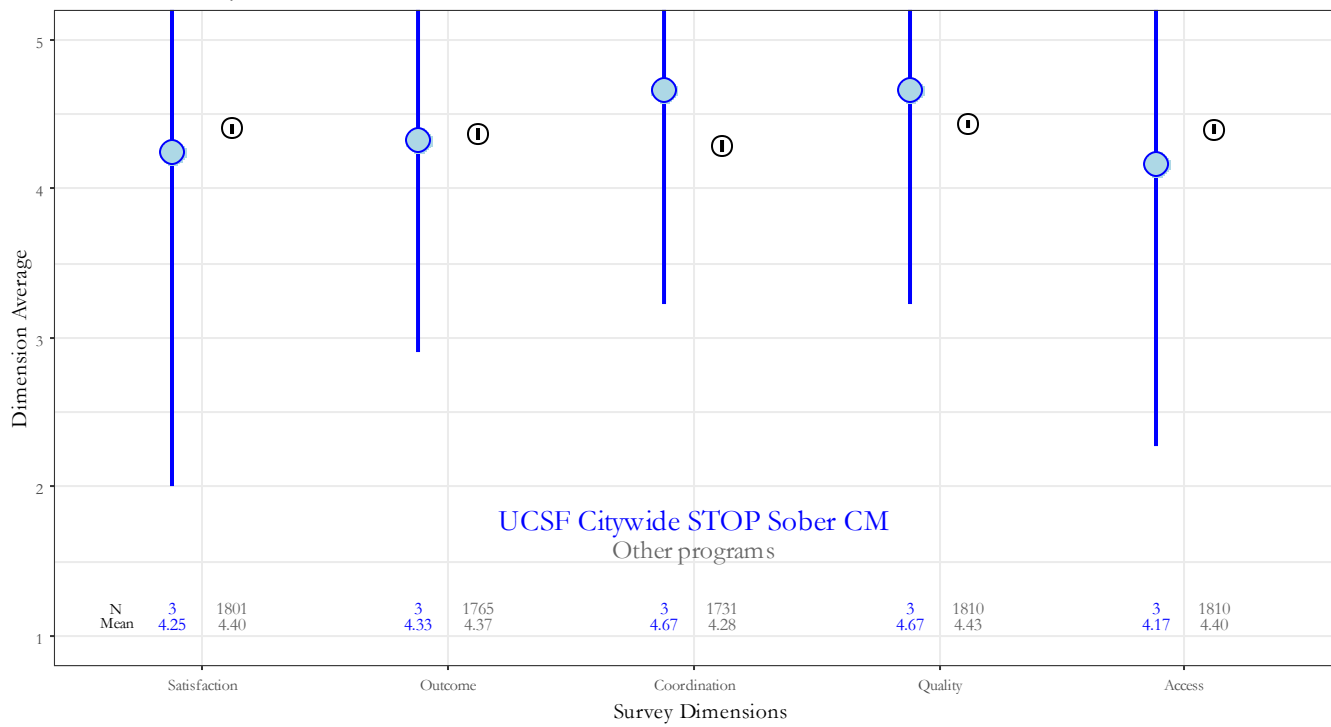
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	0 0.0 %	1 33.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 33.3 %	0 0.0 %	2 66.7 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 33.3 %	1 33.3 %	1 33.3 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



UCSF Citywide STOP Sober CM Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	2	100.00	4.32
White/Caucasian	1	1	100.00	4.60

UCSF Citywide STOP Sober CM Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	3	3	100.00	4.41

UCSF Citywide STOP Sober CM Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
36-45	1	1	100.00	4.60
55+	2	2	100.00	4.32