



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019

All Substance Treatment Programs

Overall Satisfaction¹
88.9%

Survey Response Rate²
over 100%

There were 1964 surveys returned.

The satisfaction score (items 2-7 and 10-14) for all programs: **4.33**

The average rating on all survey questions for all programs: **4.34**.

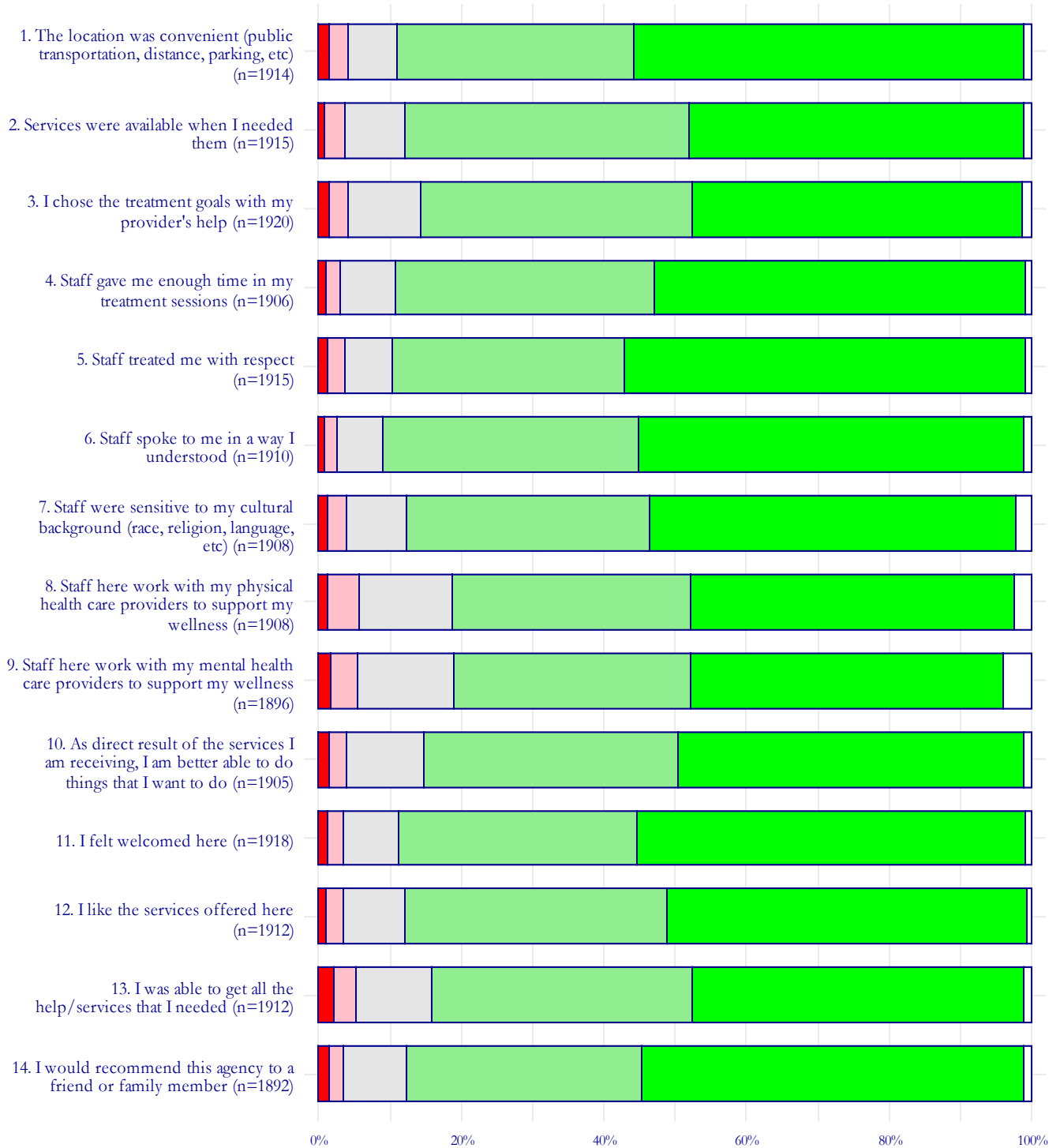
Survey Compliance

Completion Status	Survey Completion by Adult/Youth		Total
	Adult	Youth	
Completed Survey	1938 99.3 %	13 100 %	1951 99.3 %
Blank Survey	13 0.7 %	0 0 %	13 0.7 %
Total	1951 100 %	13 100 %	1964 100 %

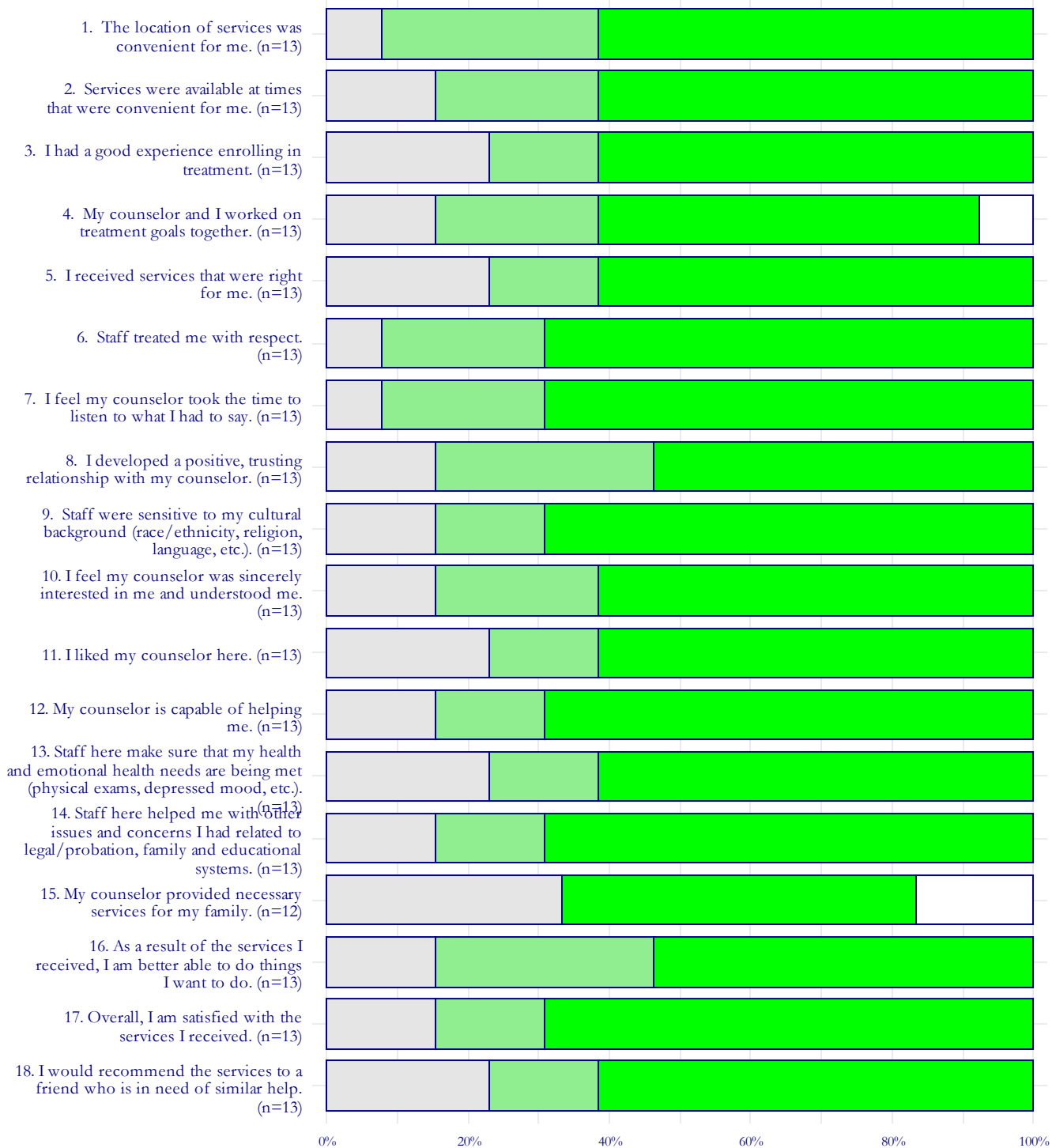
¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied."

² Approximate return rate is based on count of survey forms submitted (1964), as a ratio to the number of unique persons (1777) 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)	28 1.4 %	51 2.6 %	130 6.7 %	638 32.7 %	1046 53.6 %	21 1.1 %	37 1.9 %
2. Services were available when I needed them	17 0.9 %	53 2.7 %	163 8.3 %	761 39.0 %	901 46.2 %	20 1.0 %	36 1.8 %
3. I chose the treatment goals with my provider's help	27 1.4 %	54 2.8 %	192 9.8 %	732 37.5 %	890 45.6 %	25 1.3 %	31 1.6 %
4. Staff gave me enough time in my treatment sessions	20 1.0 %	39 2.0 %	147 7.5 %	690 35.4 %	991 50.8 %	19 1.0 %	45 2.3 %
5. Staff treated me with respect	23 1.2 %	47 2.4 %	126 6.5 %	625 32.0 %	1076 55.1 %	18 0.9 %	36 1.8 %
6. Staff spoke to me in a way I understood	15 0.8 %	35 1.8 %	122 6.2 %	686 35.2 %	1032 52.9 %	20 1.0 %	41 2.1 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	22 1.1 %	51 2.6 %	161 8.2 %	650 33.3 %	982 50.3 %	42 2.1 %	43 2.2 %
8. Staff here work with my physical health care providers to support my wellness	25 1.3 %	85 4.4 %	249 12.8 %	635 32.6 %	865 44.3 %	49 2.5 %	43 2.2 %
9. Staff here work with my mental health care providers to support my wellness	32 1.6 %	72 3.7 %	256 13.1 %	629 32.2 %	830 42.5 %	77 4.0 %	55 2.8 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	29 1.5 %	45 2.3 %	206 10.6 %	680 34.8 %	925 47.4 %	20 1.0 %	46 2.4 %
11. I felt welcomed here	22 1.1 %	42 2.1 %	150 7.7 %	641 32.9 %	1046 53.6 %	17 0.9 %	33 1.7 %
12. I like the services offered here	21 1.1 %	43 2.2 %	169 8.7 %	702 36.0 %	962 49.3 %	15 0.8 %	39 2.0 %
13. I was able to get all the help/services that I needed	39 2.0 %	59 3.0 %	204 10.5 %	701 35.9 %	888 45.5 %	21 1.1 %	39 2.0 %
14. I would recommend this agency to a friend or family member	26 1.3 %	39 2.0 %	169 8.7 %	623 31.9 %	1015 52.0 %	20 1.0 %	59 3.0 %

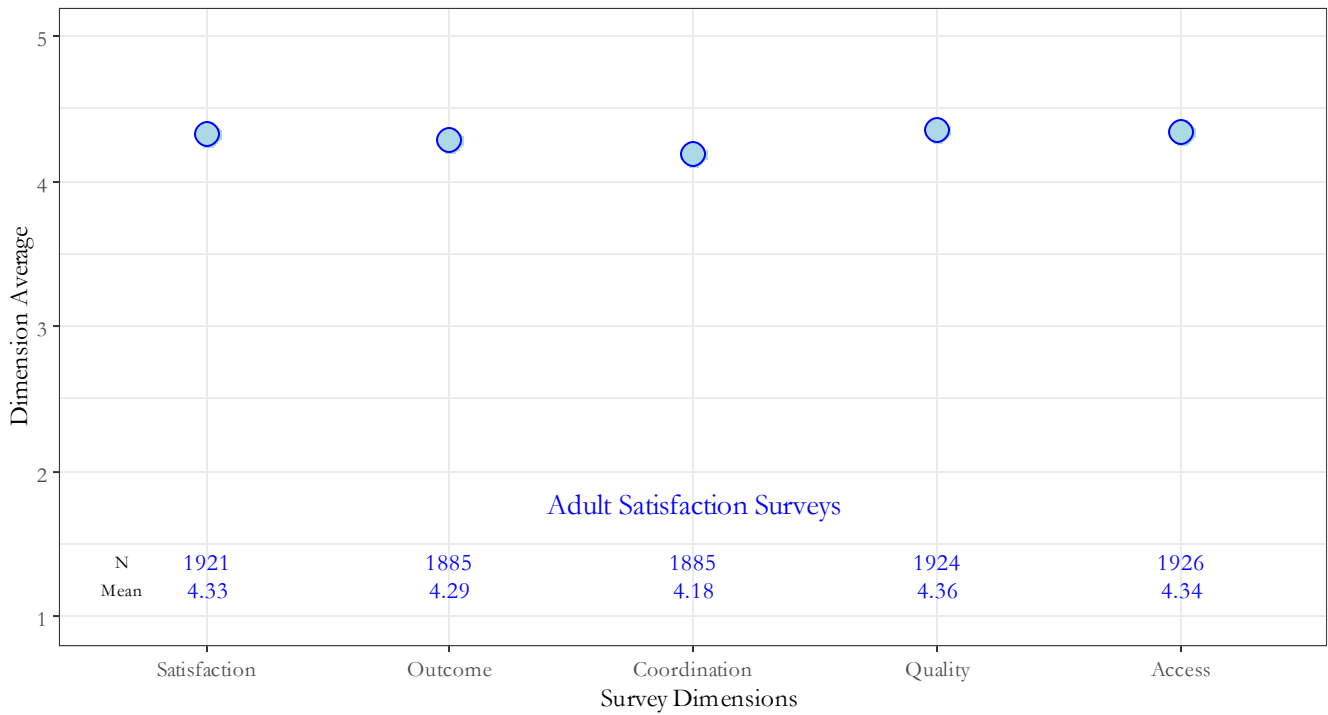
Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	592	519	87.67	4.33
Male	1202	1084	90.18	4.37
Transgender	31	23	74.19	4.07
Decline to answer	24	15	62.50	3.97
Other	12	7	58.33	4.01
No Response	103	76	73.79	4.15

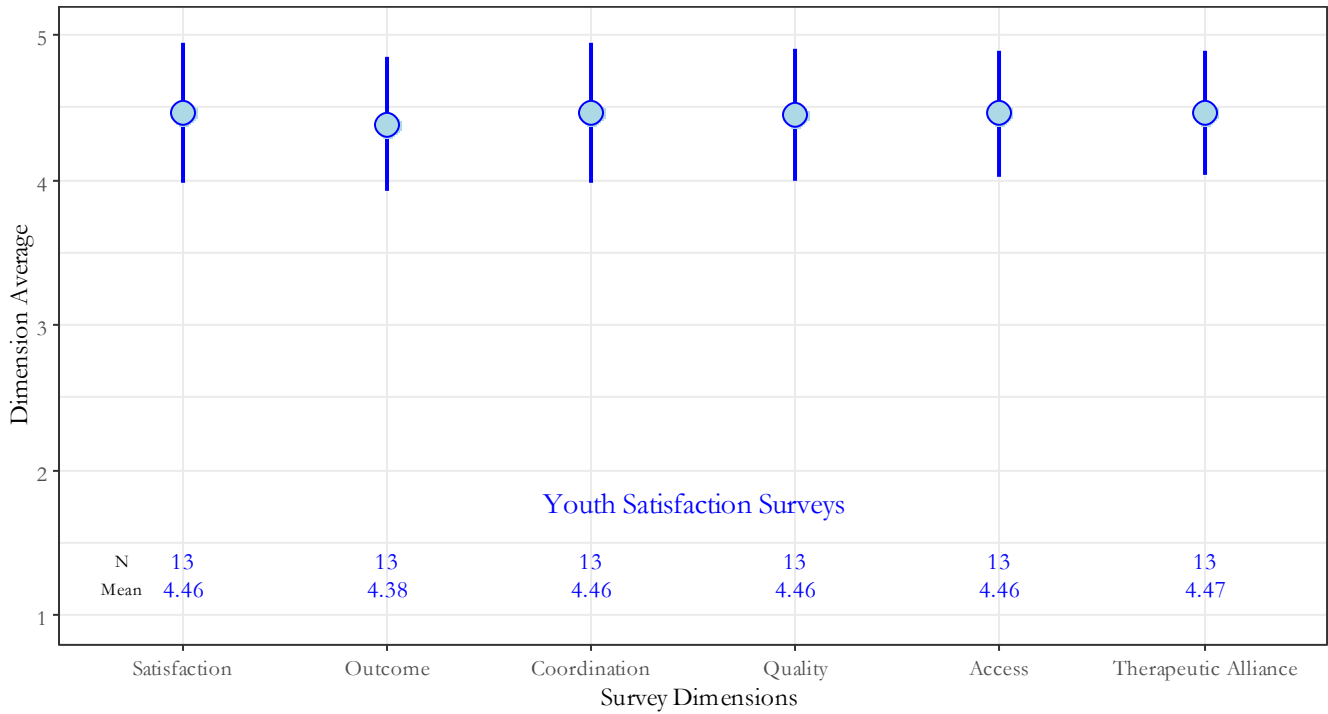
Youth Satisfaction Survey Items

	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 7.7 %	4 30.8 %	8 61.5 %	0 0.0 %	0 0.0 %
2. Services were available at times that were convenient for me.	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
3. I had a good experience enrolling in treatment.	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %
4. My counselor and I worked on treatment goals together.	0 0.0 %	0 0.0 %	2 15.4 %	3 23.1 %	7 53.8 %	1 7.7 %	0 0.0 %
5. I received services that were right for me.	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %
6. Staff treated me with respect.	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	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 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
8. I developed a positive, trusting relationship with my counselor.	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	7 53.8 %	0 0.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	9 69.2 %	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 %	2 15.4 %	3 23.1 %	8 61.5 %	0 0.0 %	0 0.0 %
11. I liked my counselor here.	0 0.0 %	0 0.0 %	3 23.1 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %
12. My counselor is capable of helping me.	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	9 69.2 %	0 0.0 %	0 0.0 %
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 %	3 23.1 %	2 15.4 %	8 61.5 %	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 %	2 15.4 %	2 15.4 %	9 69.2 %	0 0.0 %	0 0.0 %
15. My counselor provided necessary services for my family.	0 0.0 %	0 0.0 %	4 30.8 %	0 0.0 %	6 46.2 %	2 15.4 %	1 7.7 %
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 %	2 15.4 %	4 30.8 %	7 53.8 %	0 0.0 %	0 0.0 %
17. Overall, I am satisfied with the services I received.	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	9 69.2 %	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 %	3 23.1 %	2 15.4 %	8 61.5 %	0 0.0 %	0 0.0 %

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	60	56	93.33	4.40
Asian	31	30	96.77	4.69
Black/African American	501	448	89.42	4.34
Latinx	248	219	88.31	4.41
Native Hawaiian/Pacific Islander	23	19	82.61	4.28
White/Caucasian	728	648	89.01	4.36
Multi-ethnic	138	122	88.41	4.32
Other	117	91	77.78	4.05
Unknown	23	17	73.91	4.13
No Response	95	74	77.89	4.18

Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
14-17	10	8	80.00	4.32
18-25	61	56	91.80	4.49
26-35	344	299	86.92	4.35
36-45	419	353	84.25	4.30
46-55	440	397	90.23	4.35
55+	508	470	92.52	4.36
No Response	182	141	77.47	4.19

Satisfaction by Treatment Modality

Modality	Count	Satisfied	Percentage	Mean (1-5)
OP/IOP	406	371	91.38	4.46
Residential	363	302	83.20	4.30
OTP/NTP	1182	1039	87.90	4.30
Detox/WM	13	12	92.31	4.57



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
AARS DPH TX ACCESS PRG (99089)
Program codes (RUs): 99089

Overall Satisfaction¹
88.9%

Survey Response Rate²
over 100%

There were 9 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.31** out of five,
Other programs: **4.33**.

The average rating on all survey questions for AARS DPH TX ACCESS PRG (99089): **4.35**
Other programs: **4.34**.

Survey Compliance

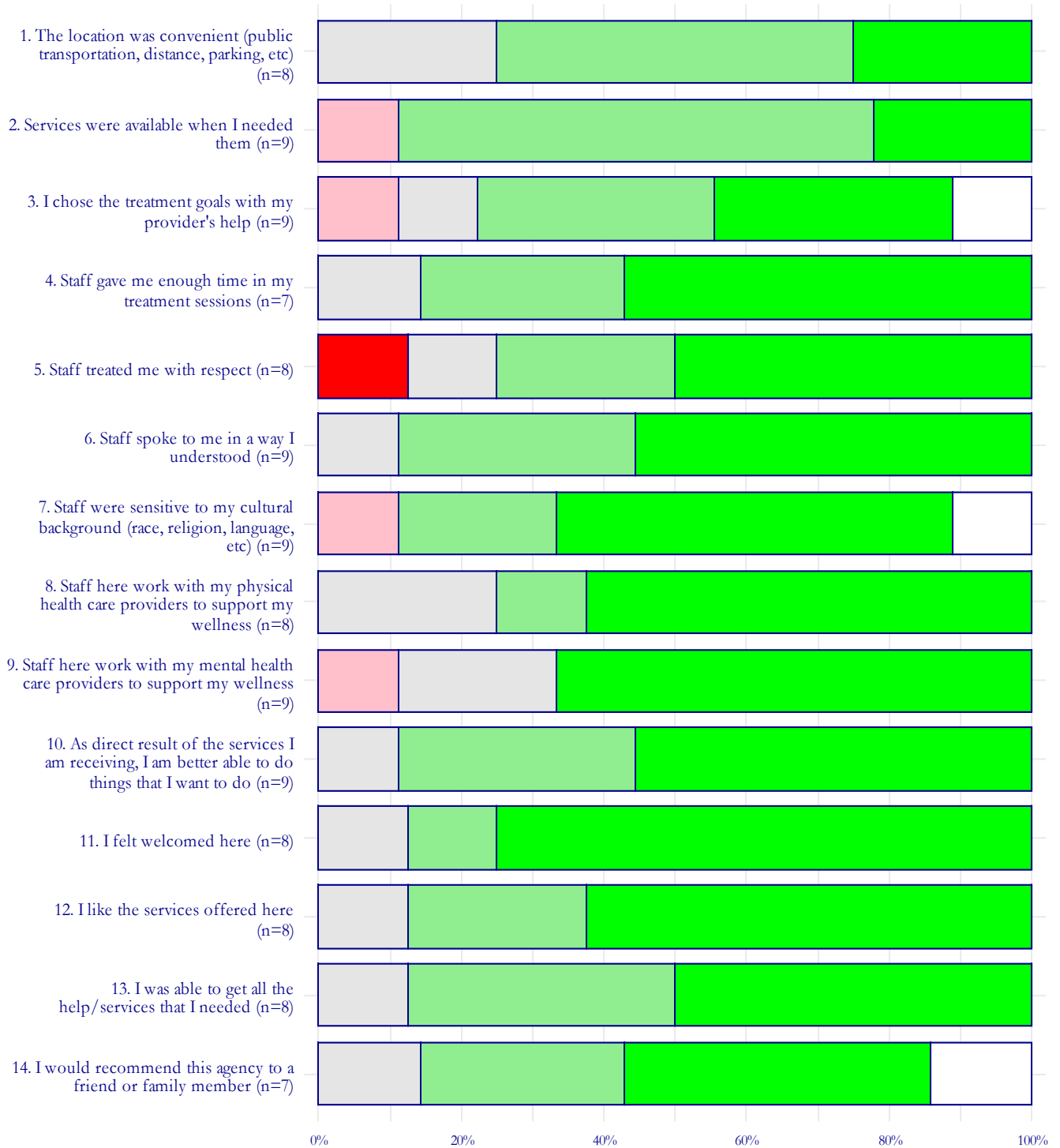
Only adult forms were submitted.

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 (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

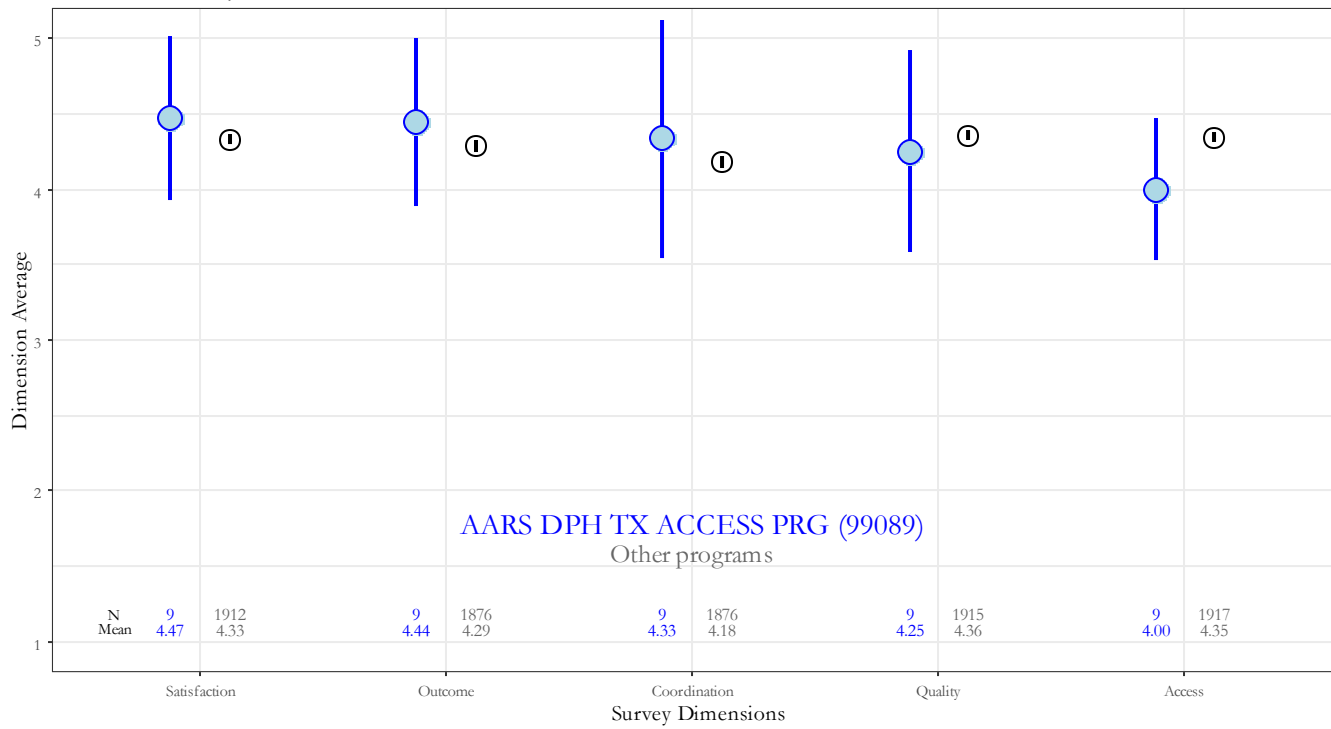
Adult Satisfaction Surveys



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 %	2 22.2 %	4 44.4 %	2 22.2 %	0 0.0 %	1 11.1 %
2. Services were available when I needed them	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	2 22.2 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 11.1 %	1 11.1 %	3 33.3 %	3 33.3 %	1 11.1 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	2 22.2 %
5. Staff treated me with respect	1 11.1 %	0 0.0 %	1 11.1 %	2 22.2 %	4 44.4 %	0 0.0 %	1 11.1 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 11.1 %	0 0.0 %	2 22.2 %	5 55.6 %	1 11.1 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 22.2 %	1 11.1 %	5 55.6 %	0 0.0 %	1 11.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 11.1 %	2 22.2 %	0 0.0 %	6 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 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	6 66.7 %	0 0.0 %	1 11.1 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	5 55.6 %	0 0.0 %	1 11.1 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	4 44.4 %	0 0.0 %	1 11.1 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	2 22.2 %	3 33.3 %	1 11.1 %	2 22.2 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



AARS DPH TX ACCESS PRG (99089) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	5.00
White/Caucasian	5	5	100.00	4.53
Multi-ethnic	1	0	0.00	2.80
No Response	2	2	100.00	4.16

AARS DPH TX ACCESS PRG (99089) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	5.00
Male	5	5	100.00	4.53
Other	1	0	0.00	2.80
No Response	2	2	100.00	4.16

AARS DPH TX ACCESS PRG (99089) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	1	1	100.00	4.75
36-45	3	2	66.67	4.15
46-55	3	3	100.00	4.42
No Response	2	2	100.00	4.16



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Treatment Perceptions Survey Report - Fall 2019
AARS Lee Woodward Counseling Center for Women
Program codes (RUs): 01201

Overall Satisfaction¹
97.4%

Survey Response Rate²
97.6%

There were 41 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.63** out of five,
Other programs: **4.33**.

The average rating on all survey questions for AARS Lee Woodward Counseling Center for Women: **4.59**
Other programs: **4.34**.

Survey Compliance

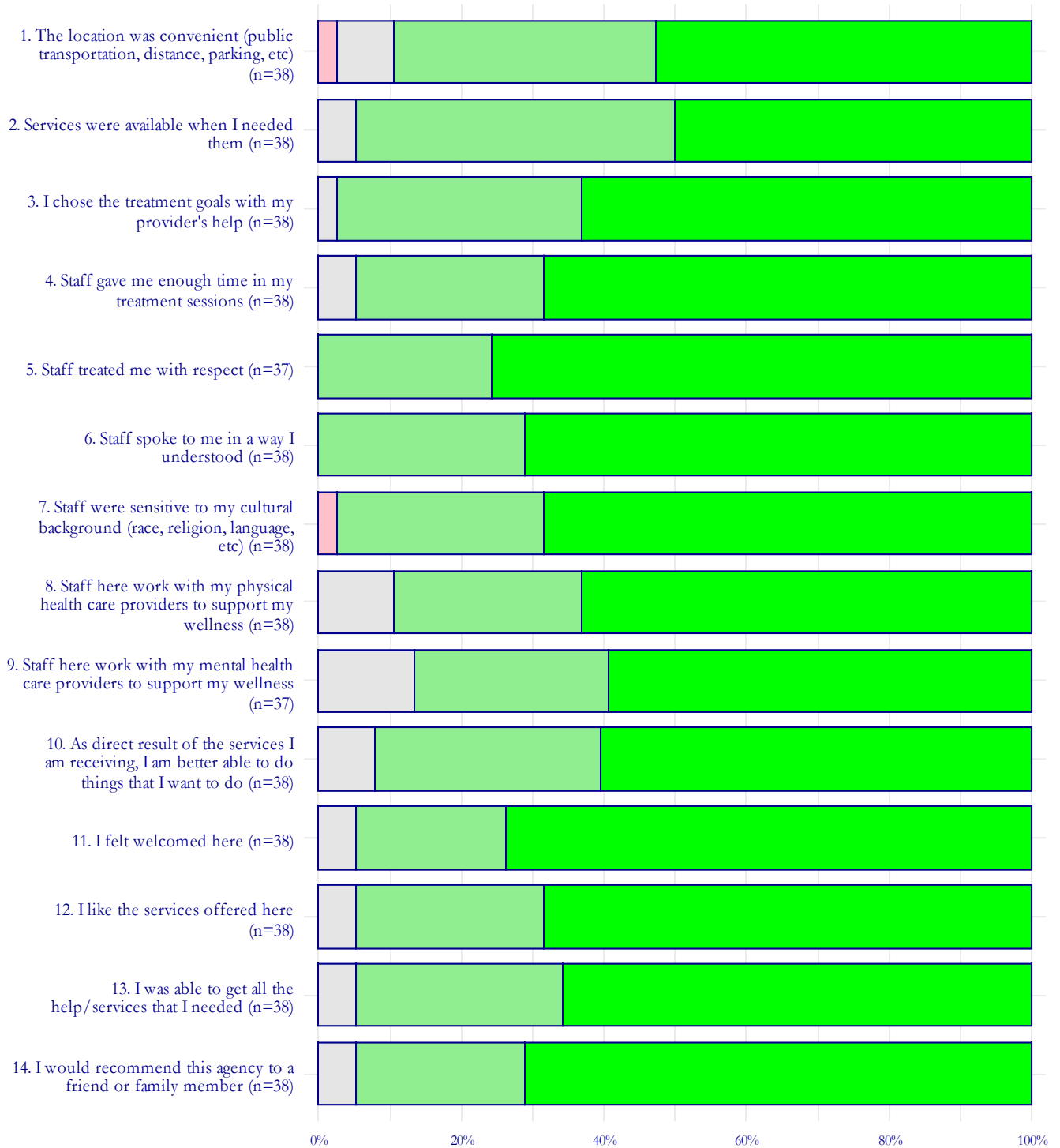
Only adult forms were submitted.

There were 41 survey forms, 3 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 (41), 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%.

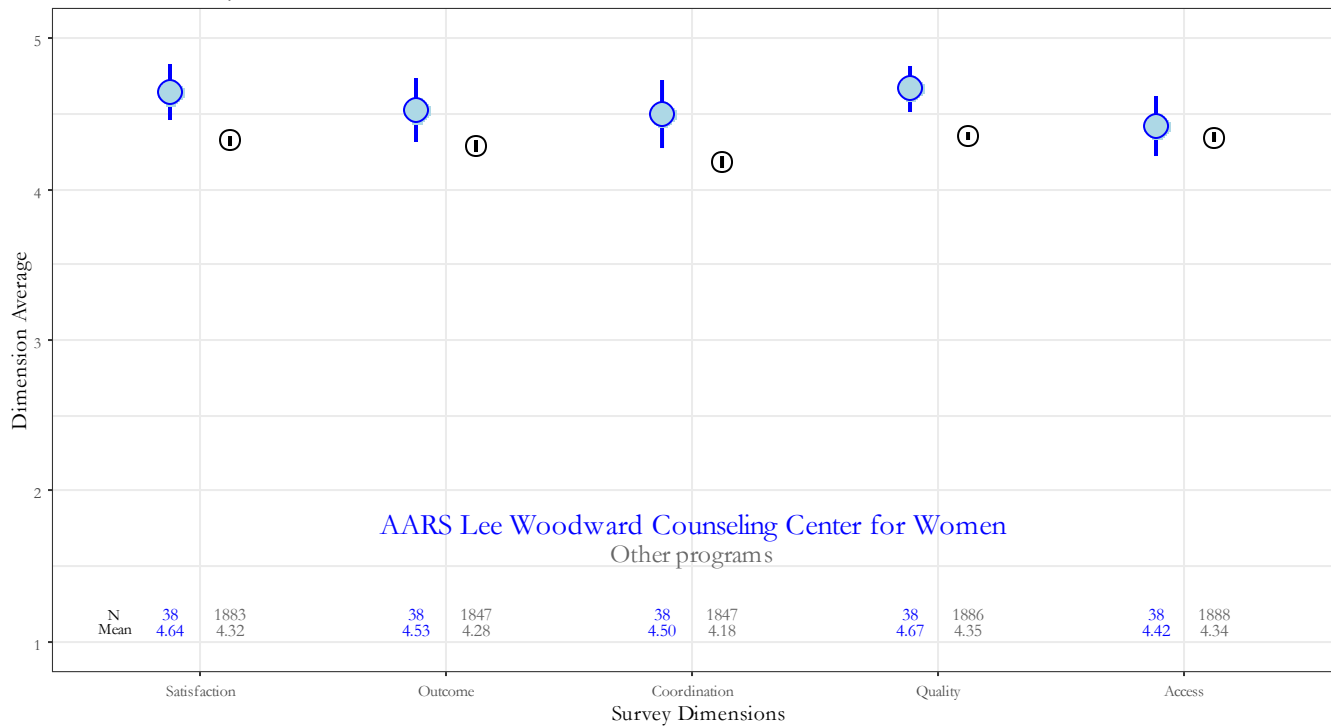
Adult Satisfaction Surveys



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 2.4 %	3 7.3 %	14 34.2 %	20 48.8 %	0 0.0 %	3 7.3 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 4.9 %	17 41.5 %	19 46.3 %	0 0.0 %	3 7.3 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 2.4 %	13 31.7 %	24 58.5 %	0 0.0 %	3 7.3 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 4.9 %	10 24.4 %	26 63.4 %	0 0.0 %	3 7.3 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	9 21.9 %	28 68.3 %	0 0.0 %	4 9.8 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	11 26.8 %	27 65.8 %	0 0.0 %	3 7.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 2.4 %	0 0.0 %	11 26.8 %	26 63.4 %	0 0.0 %	3 7.3 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	4 9.8 %	10 24.4 %	24 58.5 %	0 0.0 %	3 7.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	5 12.2 %	10 24.4 %	22 53.7 %	0 0.0 %	4 9.8 %
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 %	3 7.3 %	12 29.3 %	23 56.1 %	0 0.0 %	3 7.3 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	2 4.9 %	8 19.5 %	28 68.3 %	0 0.0 %	3 7.3 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 4.9 %	10 24.4 %	26 63.4 %	0 0.0 %	3 7.3 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 4.9 %	11 26.8 %	25 61.0 %	0 0.0 %	3 7.3 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 4.9 %	9 21.9 %	27 65.8 %	0 0.0 %	3 7.3 %

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	9	9	100.00	4.46
Latinx	2	2	100.00	4.95
White/Caucasian	17	16	94.12	4.61
Multi-ethnic	3	3	100.00	4.79
Other	6	6	100.00	4.67
No Response	4	1	25.00	5.00

AARS Lee Woodward Counseling Center for Women Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	35	34	97.14	4.61
Decline to answer	1	1	100.00	5.00
Other	1	1	100.00	4.55
No Response	4	1	25.00	5.00

AARS Lee Woodward Counseling Center for Women Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	5.00
26-35	9	9	100.00	4.71
36-45	10	9	90.00	4.53
46-55	9	9	100.00	4.61
55+	5	5	100.00	4.58
No Response	6	3	50.00	4.58



San Francisco
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Treatment Perceptions Survey Report - Fall 2019
AARS Project ADAPT SA
Program codes (RUs): 38371

Overall Satisfaction¹
97.7%

Survey Response Rate²
97.8%

There were 45 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.66** out of five,
Other programs: **4.33**.

The average rating on all survey questions for AARS Project ADAPT SA: **4.64**
Other programs: **4.34**.

Survey Compliance

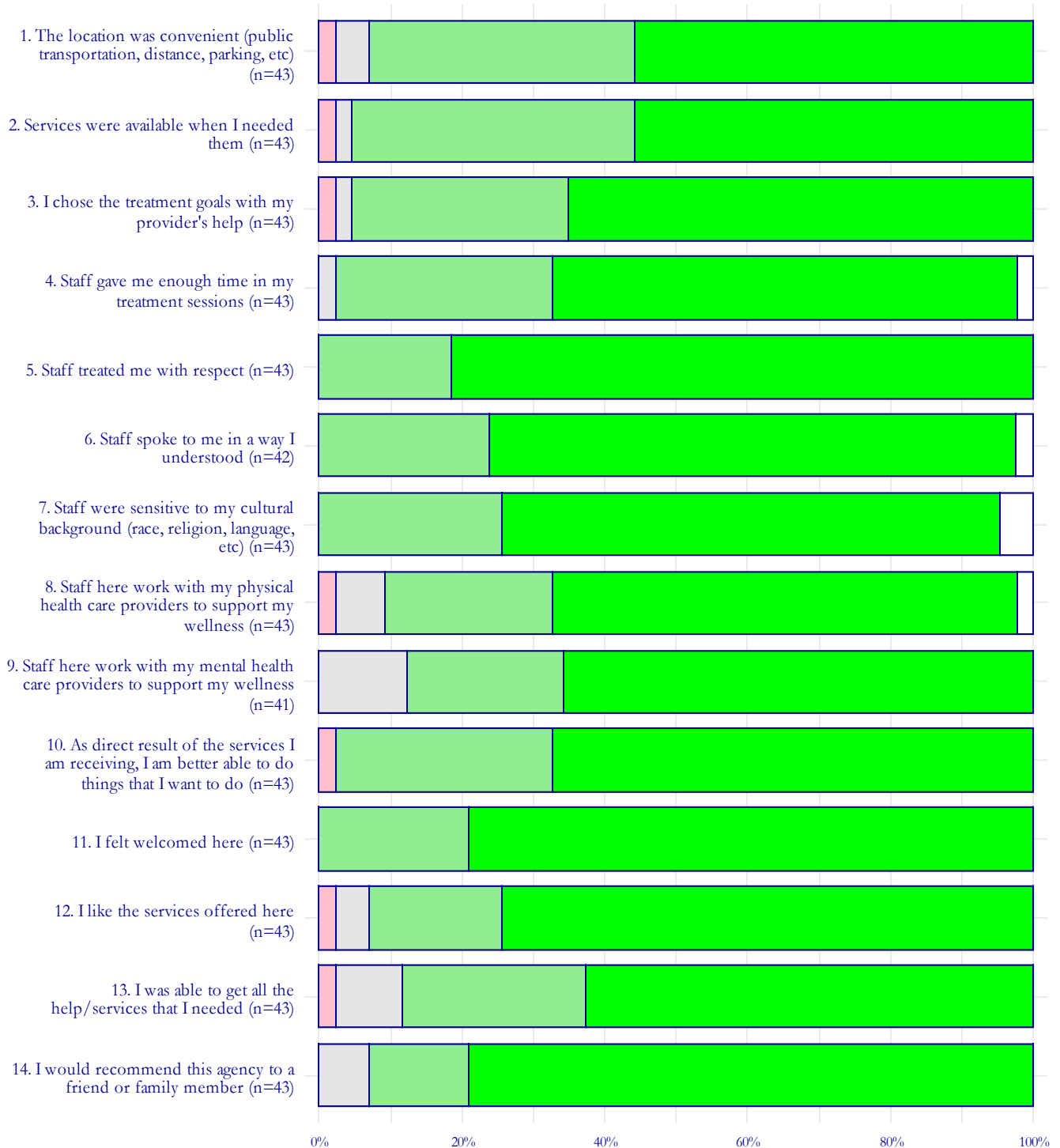
Only adult forms were submitted.

There were 45 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 (45), as a ratio to the number of unique persons (46) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

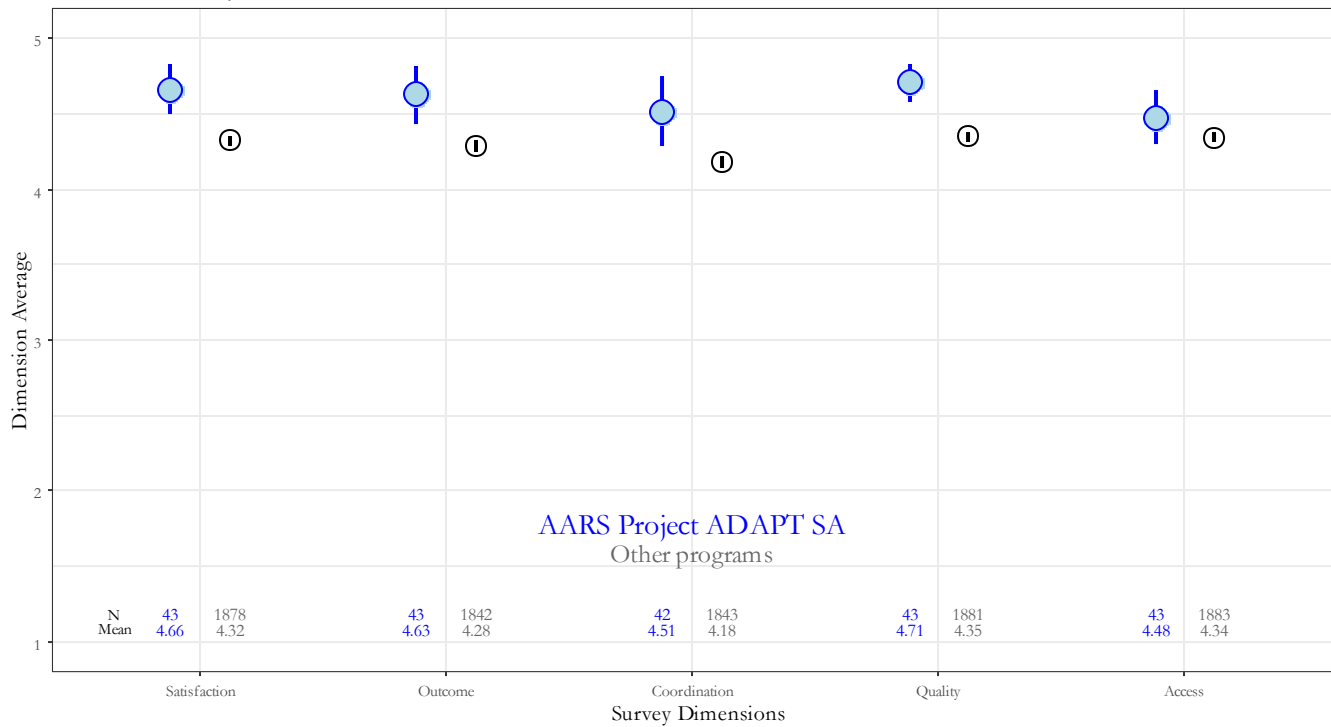
Adult Satisfaction Surveys



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 2.2 %	2 4.4 %	16 35.6 %	24 53.3 %	0 0.0 %	2 4.4 %
2. Services were available when I needed them	0 0.0 %	1 2.2 %	1 2.2 %	17 37.8 %	24 53.3 %	0 0.0 %	2 4.4 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 2.2 %	1 2.2 %	13 28.9 %	28 62.2 %	0 0.0 %	2 4.4 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 2.2 %	13 28.9 %	28 62.2 %	1 2.2 %	2 4.4 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 17.8 %	35 77.8 %	0 0.0 %	2 4.4 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	10 22.2 %	31 68.9 %	1 2.2 %	3 6.7 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	11 24.4 %	30 66.7 %	2 4.4 %	2 4.4 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 2.2 %	3 6.7 %	10 22.2 %	28 62.2 %	1 2.2 %	2 4.4 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	5 11.1 %	9 20.0 %	27 60.0 %	0 0.0 %	4 8.9 %
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 %	1 2.2 %	0 0.0 %	13 28.9 %	29 64.4 %	0 0.0 %	2 4.4 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	9 20.0 %	34 75.6 %	0 0.0 %	2 4.4 %
12. I like the services offered here	0 0.0 %	1 2.2 %	2 4.4 %	8 17.8 %	32 71.1 %	0 0.0 %	2 4.4 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 2.2 %	4 8.9 %	11 24.4 %	27 60.0 %	0 0.0 %	2 4.4 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 6.7 %	6 13.3 %	34 75.6 %	0 0.0 %	2 4.4 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



AARS Project ADAPT SA Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	6	6	100.00	4.92
Black/African American	6	6	100.00	4.68
Latinx	4	4	100.00	4.50
White/Caucasian	23	22	95.65	4.66
Multi-ethnic	1	1	100.00	3.82
Other	2	2	100.00	4.41
Unknown	1	1	100.00	5.00
No Response	2	0	0.00	

AARS Project ADAPT SA Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	4	80.00	4.47
Male	36	36	100.00	4.67
Decline to answer	1	1	100.00	5.00
No Response	3	1	33.33	4.91

AARS Project ADAPT SA 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	4.70
36-45	14	13	92.86	4.54
46-55	10	10	100.00	4.86
55+	13	13	100.00	4.57
No Response	3	1	33.33	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
BAART Market Street Methadone Maintenance
Program codes (RUs): 38124

Overall Satisfaction¹
79.1%

Survey Response Rate²
over 100%

There were 247 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.09** out of five,
Other programs: **4.37**.

The average rating on all survey questions for BAART Market Street Methadone Maintenance: **4.11**
Other programs: **4.38**.

Survey Compliance

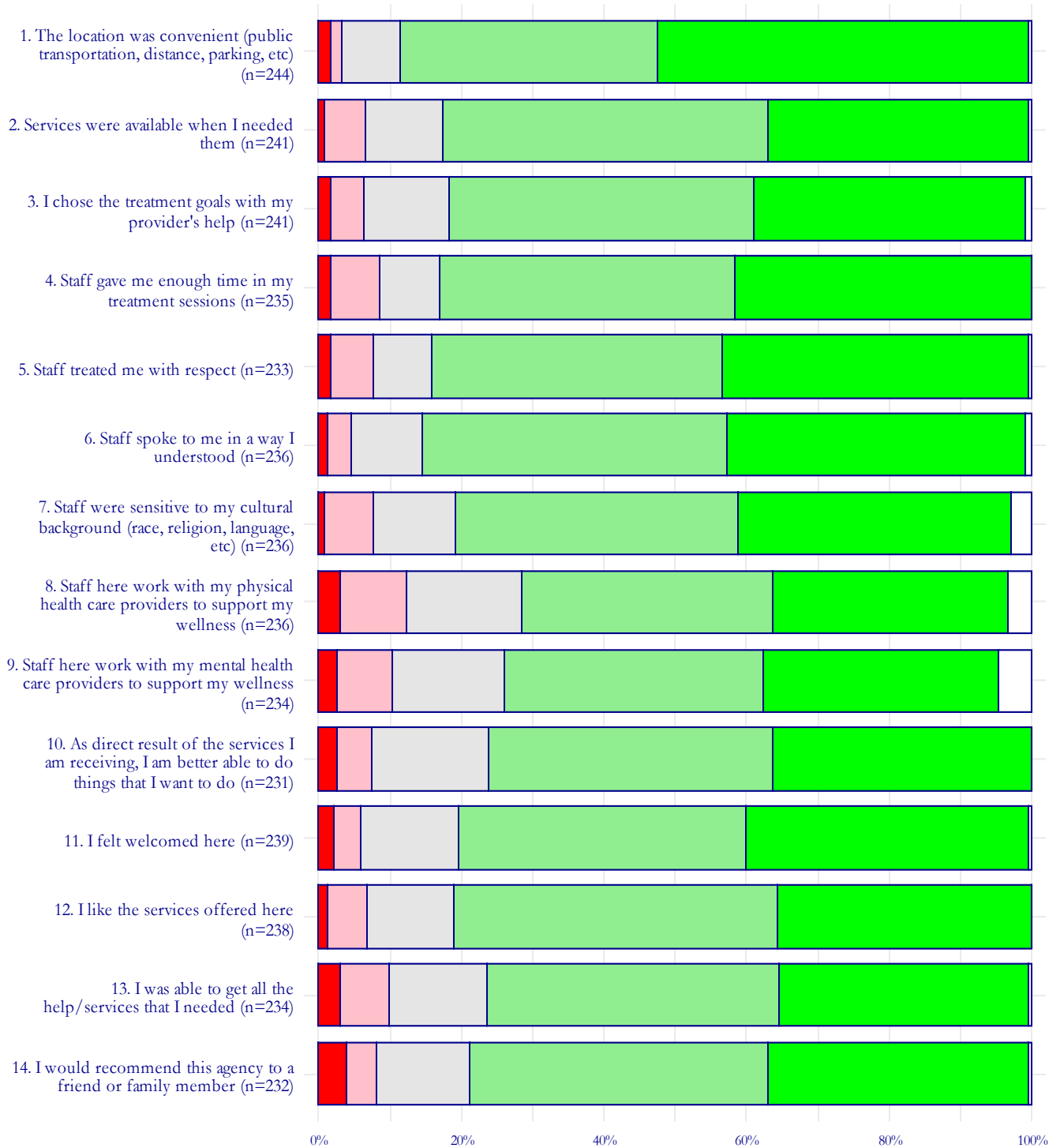
Only adult forms were submitted.

There were 247 survey forms, 3 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 (247), 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%.

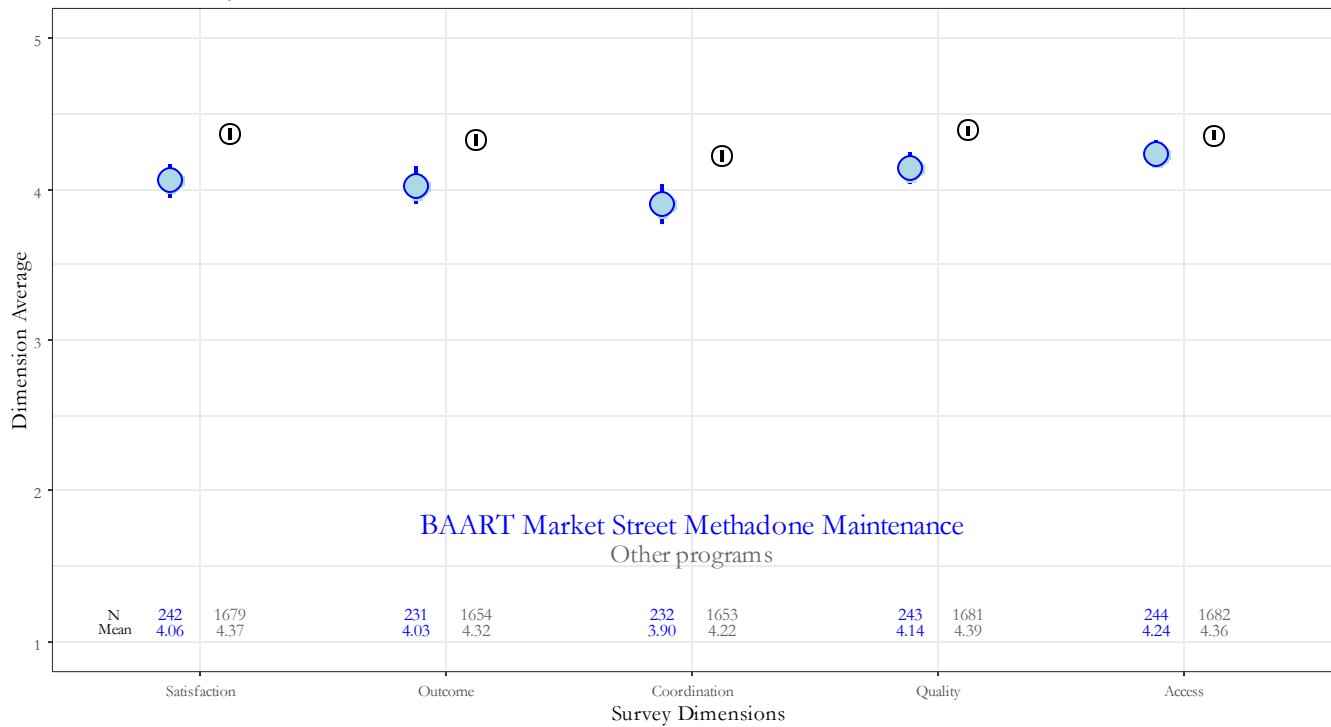
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	4 1.6 %	4 1.6 %	20 8.1 %	88 35.6 %	127 51.4 %	1 0.4 %	3 1.2 %
2. Services were available when I needed them	2 0.8 %	14 5.7 %	26 10.5 %	110 44.5 %	88 35.6 %	1 0.4 %	6 2.4 %
3. I chose the treatment goals with my provider's help	4 1.6 %	11 4.4 %	29 11.7 %	103 41.7 %	92 37.2 %	2 0.8 %	6 2.4 %
4. Staff gave me enough time in my treatment sessions	4 1.6 %	16 6.5 %	20 8.1 %	97 39.3 %	98 39.7 %	0 0.0 %	12 4.9 %
5. Staff treated me with respect	4 1.6 %	14 5.7 %	19 7.7 %	95 38.5 %	100 40.5 %	1 0.4 %	14 5.7 %
6. Staff spoke to me in a way I understood	3 1.2 %	8 3.2 %	23 9.3 %	101 40.9 %	99 40.1 %	2 0.8 %	11 4.4 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	2 0.8 %	16 6.5 %	27 10.9 %	94 38.1 %	90 36.4 %	7 2.8 %	11 4.4 %
8. Staff here work with my physical health care providers to support my wellness	7 2.8 %	22 8.9 %	38 15.4 %	83 33.6 %	78 31.6 %	8 3.2 %	11 4.4 %
9. Staff here work with my mental health care providers to support my wellness	6 2.4 %	18 7.3 %	37 15.0 %	85 34.4 %	77 31.2 %	11 4.4 %	13 5.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	6 2.4 %	11 4.4 %	38 15.4 %	92 37.2 %	84 34.0 %	0 0.0 %	16 6.5 %
11. I felt welcomed here	5 2.0 %	9 3.6 %	33 13.4 %	96 38.9 %	95 38.5 %	1 0.4 %	8 3.2 %
12. I like the services offered here	3 1.2 %	13 5.3 %	29 11.7 %	108 43.7 %	85 34.4 %	0 0.0 %	9 3.6 %
13. I was able to get all the help/services that I needed	7 2.8 %	16 6.5 %	32 13.0 %	96 38.9 %	82 33.2 %	1 0.4 %	13 5.3 %
14. I would recommend this agency to a friend or family member	9 3.6 %	10 4.0 %	30 12.2 %	97 39.3 %	85 34.4 %	1 0.4 %	15 6.1 %

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	11	11	100.00	4.40
Asian	3	2	66.67	4.30
Black/African American	40	31	77.50	4.10
Latinx	16	14	87.50	4.05
Native Hawaiian/Pacific Islander	4	3	75.00	4.15
White/Caucasian	111	89	80.18	4.14
Multi-ethnic	24	17	70.83	4.07
Other	13	8	61.54	3.68
Unknown	4	2	50.00	3.45
No Response	21	16	76.19	4.01

BAART Market Street Methadone Maintenance Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	68	59	86.76	4.25
Male	141	111	78.72	4.08
Transgender	4	2	50.00	3.47
Decline to answer	4	0	0.00	2.85
No Response	30	21	70.00	4.00

BAART Market Street Methadone Maintenance Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	4	4	100.00	4.23
26-35	34	28	82.35	4.21
36-45	55	39	70.91	4.01
46-55	56	49	87.50	4.28
55+	53	45	84.91	4.09
No Response	45	28	62.22	3.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
BAART Turk Street Methadone Maintenance - HIV Set-Aside
Program codes (RUs): 38114

Overall Satisfaction¹
86.7%

Survey Response Rate²
over 100%

There were 312 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.25** out of five,
Other programs: **4.35**.

The average rating on all survey questions for BAART Turk Street Methadone Maintenance - HIV Set-Aside:
4.27
Other programs: **4.36**.

Survey Compliance

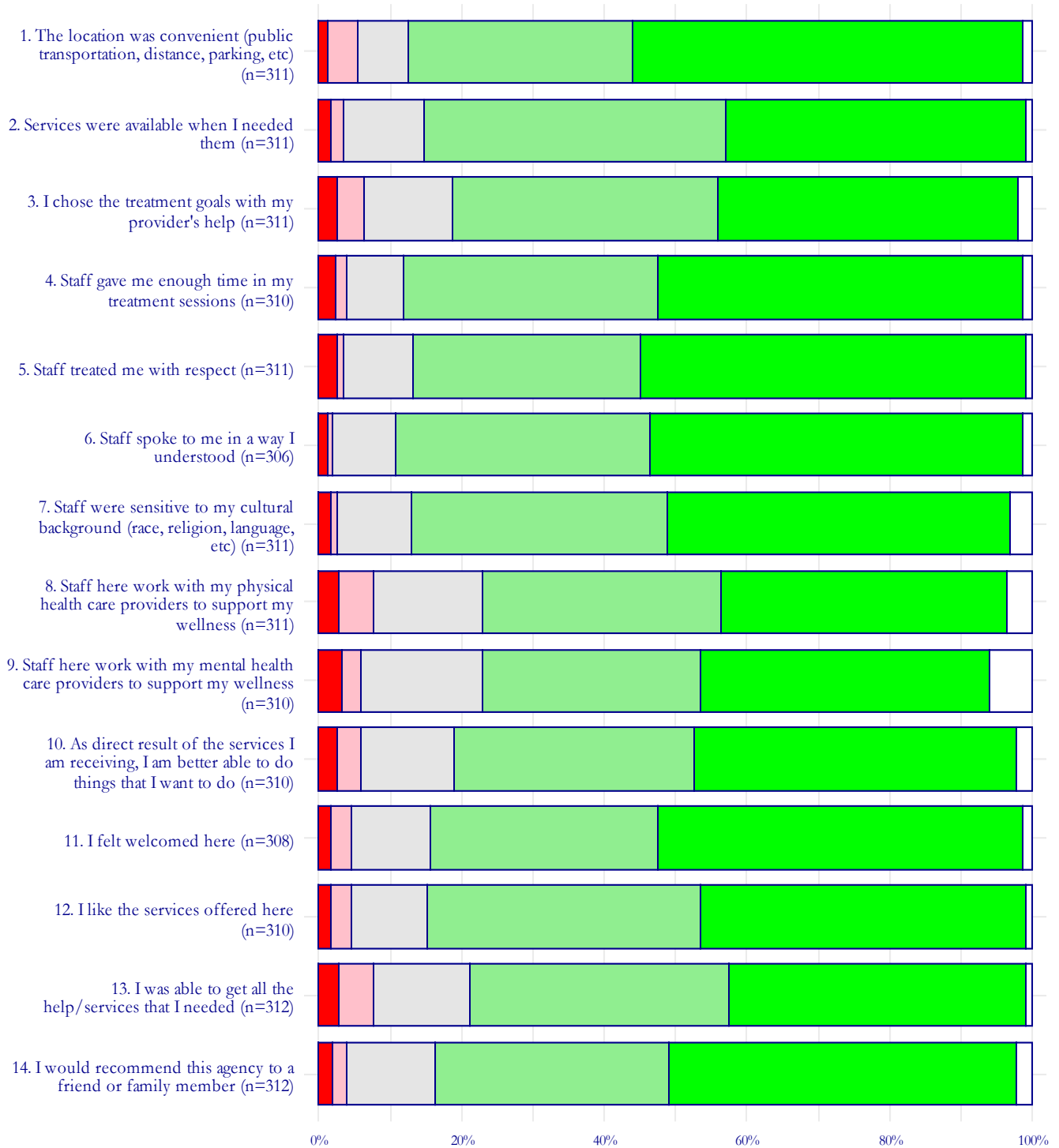
Only adult forms were submitted.

There were 312 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 (312), 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%.

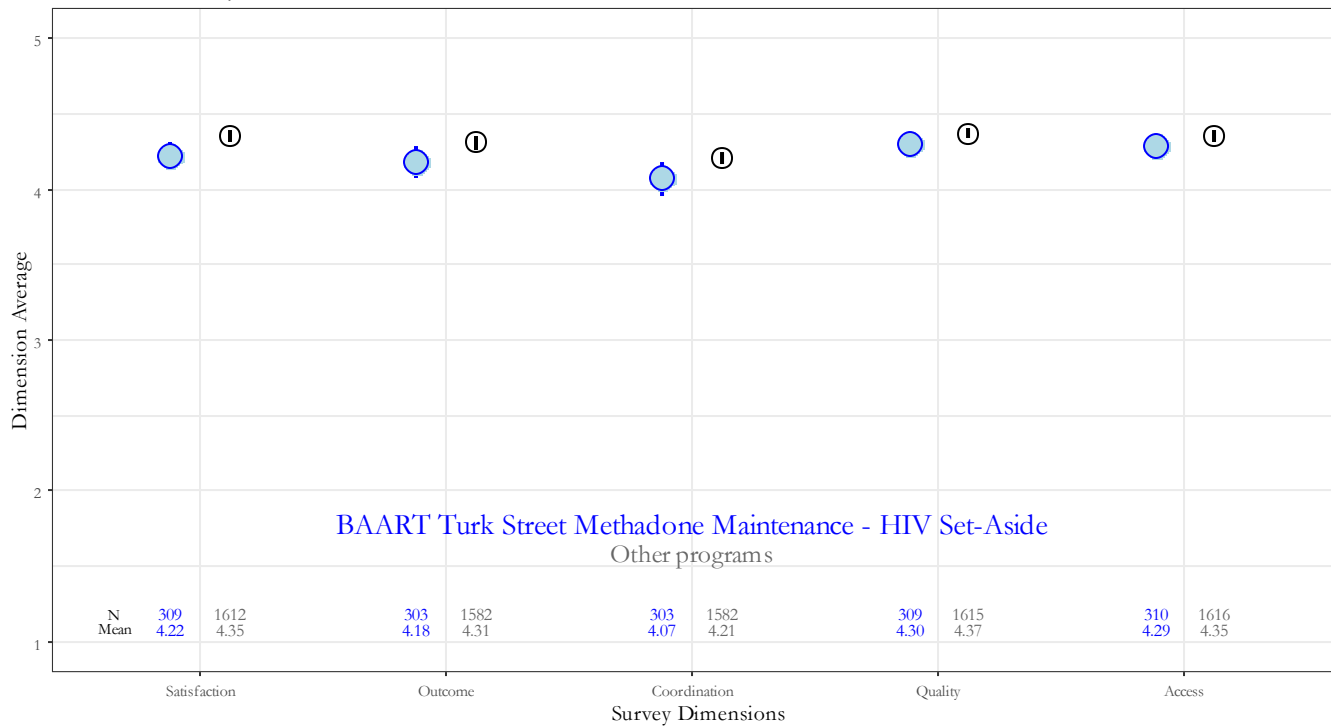
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	4 1.3 %	13 4.2 %	22 7.0 %	98 31.4 %	170 54.5 %	4 1.3 %	1 0.3 %
2. Services were available when I needed them	5 1.6 %	6 1.9 %	35 11.2 %	131 42.0 %	131 42.0 %	3 1.0 %	1 0.3 %
3. I chose the treatment goals with my provider's help	8 2.6 %	12 3.8 %	38 12.2 %	116 37.2 %	131 42.0 %	6 1.9 %	1 0.3 %
4. Staff gave me enough time in my treatment sessions	7 2.2 %	5 1.6 %	25 8.0 %	110 35.3 %	159 51.0 %	4 1.3 %	2 0.6 %
5. Staff treated me with respect	8 2.6 %	3 1.0 %	30 9.6 %	99 31.7 %	168 53.8 %	3 1.0 %	1 0.3 %
6. Staff spoke to me in a way I understood	4 1.3 %	2 0.6 %	27 8.6 %	109 34.9 %	160 51.3 %	4 1.3 %	6 1.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	5 1.6 %	3 1.0 %	32 10.3 %	112 35.9 %	149 47.8 %	10 3.2 %	1 0.3 %
8. Staff here work with my physical health care providers to support my wellness	9 2.9 %	15 4.8 %	47 15.1 %	104 33.3 %	125 40.1 %	11 3.5 %	1 0.3 %
9. Staff here work with my mental health care providers to support my wellness	10 3.2 %	8 2.6 %	53 17.0 %	95 30.4 %	125 40.1 %	19 6.1 %	2 0.6 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	8 2.6 %	10 3.2 %	41 13.1 %	104 33.3 %	140 44.9 %	7 2.2 %	2 0.6 %
11. I felt welcomed here	5 1.6 %	9 2.9 %	34 10.9 %	98 31.4 %	158 50.6 %	4 1.3 %	4 1.3 %
12. I like the services offered here	5 1.6 %	9 2.9 %	33 10.6 %	119 38.1 %	141 45.2 %	3 1.0 %	2 0.6 %
13. I was able to get all the help/services that I needed	9 2.9 %	15 4.8 %	42 13.5 %	113 36.2 %	130 41.7 %	3 1.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	6 1.9 %	6 1.9 %	39 12.5 %	102 32.7 %	152 48.7 %	7 2.2 %	0 0.0 %

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	11	9	81.82	4.18
Asian	1	1	100.00	4.60
Black/African American	72	60	83.33	4.23
Latinx	13	9	69.23	3.64
Native Hawaiian/Pacific Islander	2	2	100.00	4.00
White/Caucasian	146	127	86.99	4.29
Multi-ethnic	34	31	91.18	4.36
Other	22	20	90.91	4.23
Unknown	7	5	71.43	4.05
No Response	4	4	100.00	4.66

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

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	119	99	83.19	4.19
Male	181	159	87.85	4.29
Transgender	5	4	80.00	3.95
Decline to answer	2	2	100.00	5.00
Other	1	1	100.00	4.73
No Response	4	3	75.00	4.09

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	7	6	85.71	4.25
26-35	62	57	91.94	4.32
36-45	67	54	80.60	4.13
46-55	86	68	79.07	4.11
55+	85	79	92.94	4.42
No Response	5	4	80.00	4.43



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019

BP Acceptance Place

Program codes (RUs): 38752

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 10 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.33**.

The average rating on all survey questions for BP Acceptance Place: **4.43**
Other programs: **4.34**.

Survey Compliance

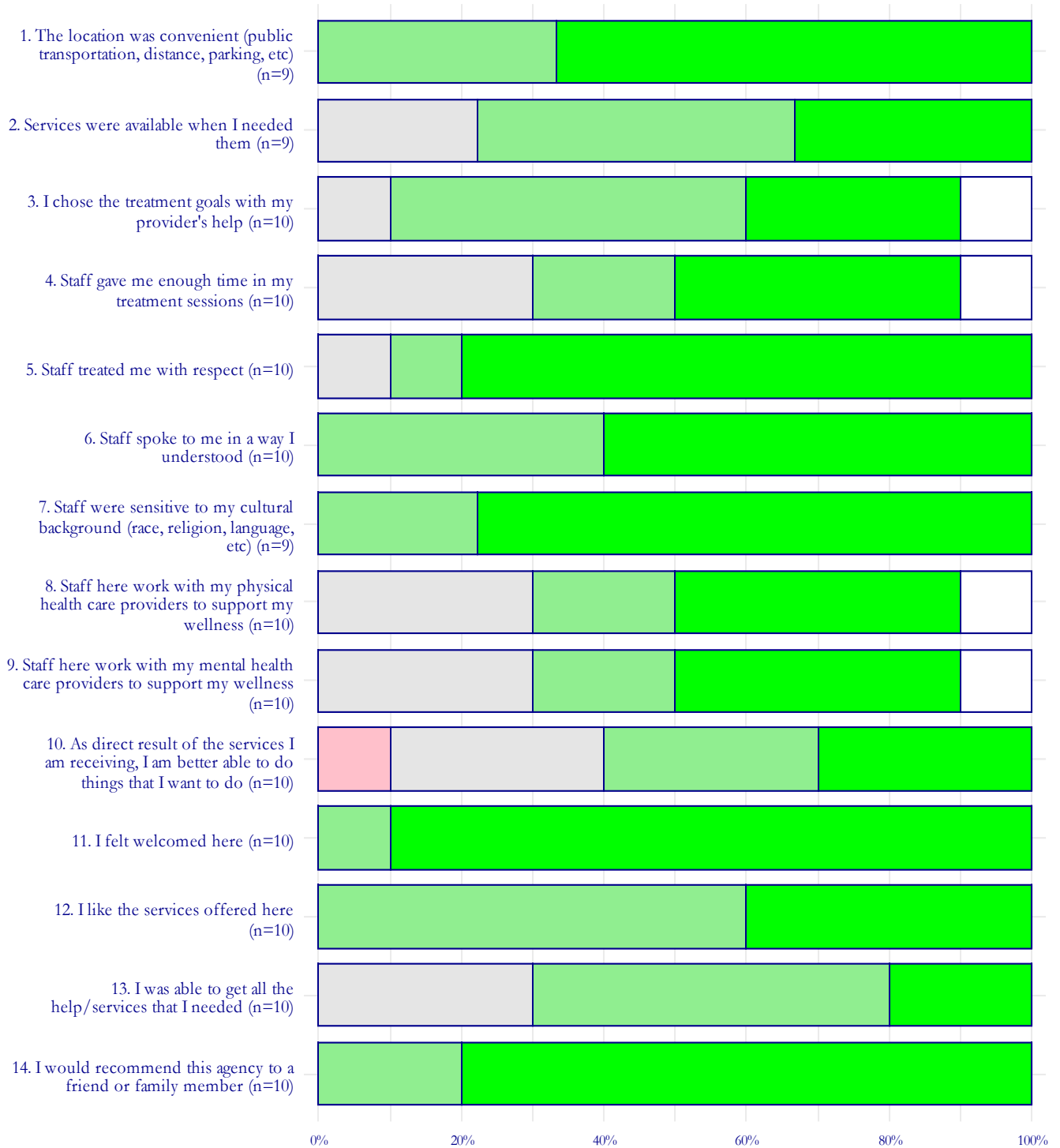
Only adult forms were submitted.

There were 10 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 (10), as a ratio to the number of unique persons (10) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

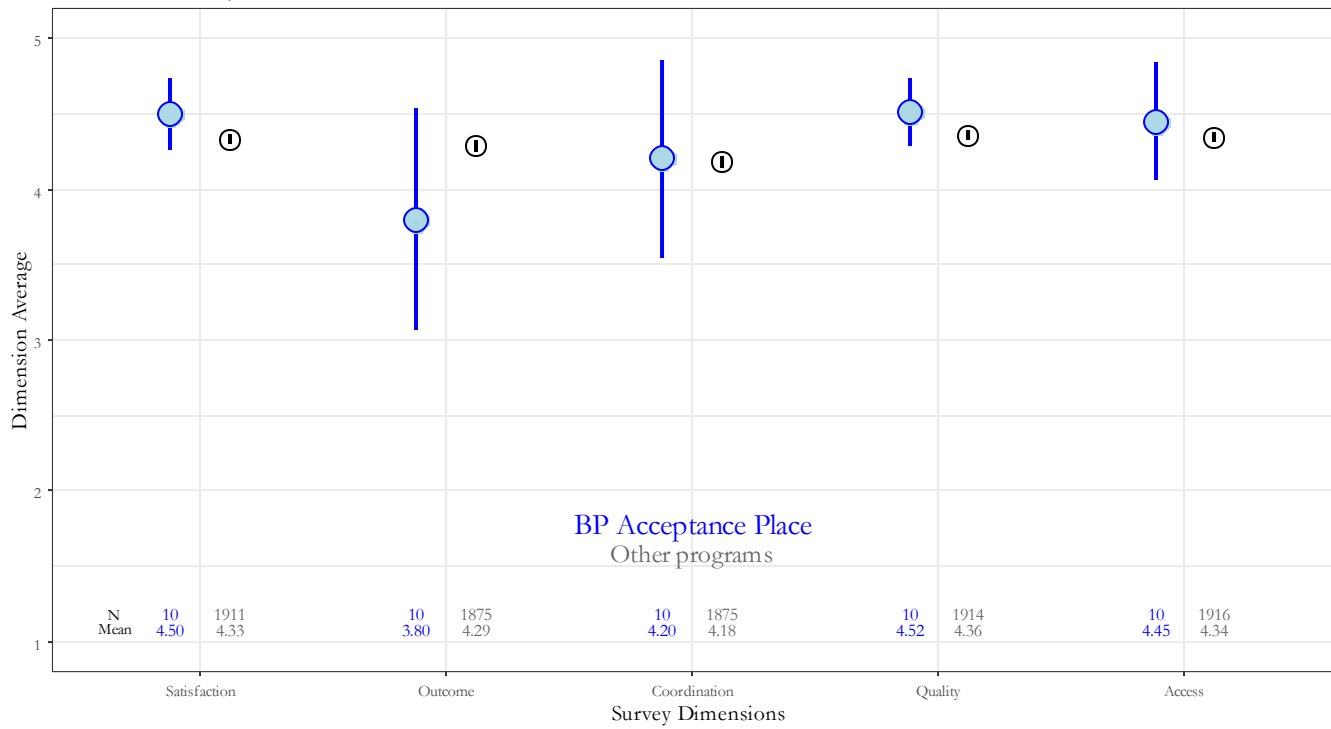
Adult Satisfaction Surveys



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 30.0 %	6 60.0 %	0 0.0 %	1 10.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %	1 10.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 10.0 %	5 50.0 %	3 30.0 %	1 10.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	1 10.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	8 80.0 %	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 40.0 %	6 60.0 %	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 20.0 %	7 70.0 %	0 0.0 %	1 10.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	1 10.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 30.0 %	2 20.0 %	4 40.0 %	1 10.0 %	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 %	1 10.0 %	3 30.0 %	3 30.0 %	3 30.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	6 60.0 %	4 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 %	3 30.0 %	5 50.0 %	2 20.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	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)
Asian	1	1	100.00	4.36
Black/African American	1	1	100.00	5.00
Latinx	1	1	100.00	4.73
White/Caucasian	5	5	100.00	4.30
Other	1	1	100.00	4.18
No Response	1	1	100.00	4.36

BP Acceptance Place Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	9	9	100.00	4.42
No Response	1	1	100.00	4.36

BP Acceptance Place Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	5	5	100.00	4.39
36-45	3	3	100.00	4.39
46-55	2	2	100.00	4.50



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
BP Joe Healy Medical Detox
Program codes (RUs): 38442

Overall Satisfaction¹
92.3%

Survey Response Rate²
56.5%

There were 13 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.57** out of five,
Other programs: **4.33**.

The average rating on all survey questions for BP Joe Healy Medical Detox: **4.59**
Other programs: **4.34**.

Survey Compliance

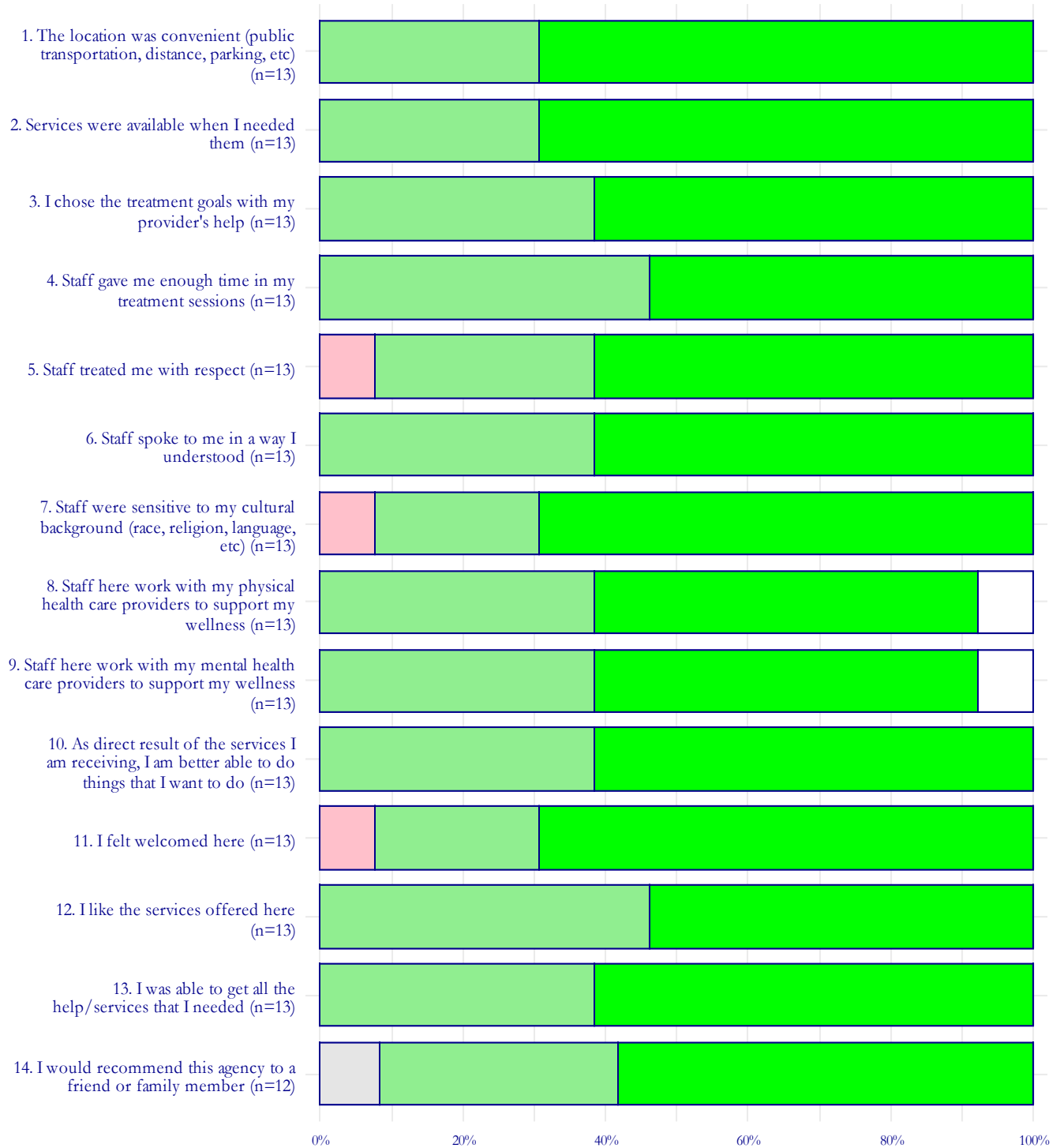
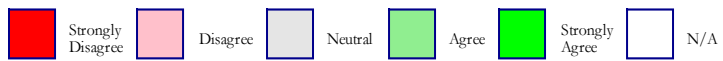
Only adult forms were submitted.

There were 13 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 (13), as a ratio to the number of unique persons (23) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

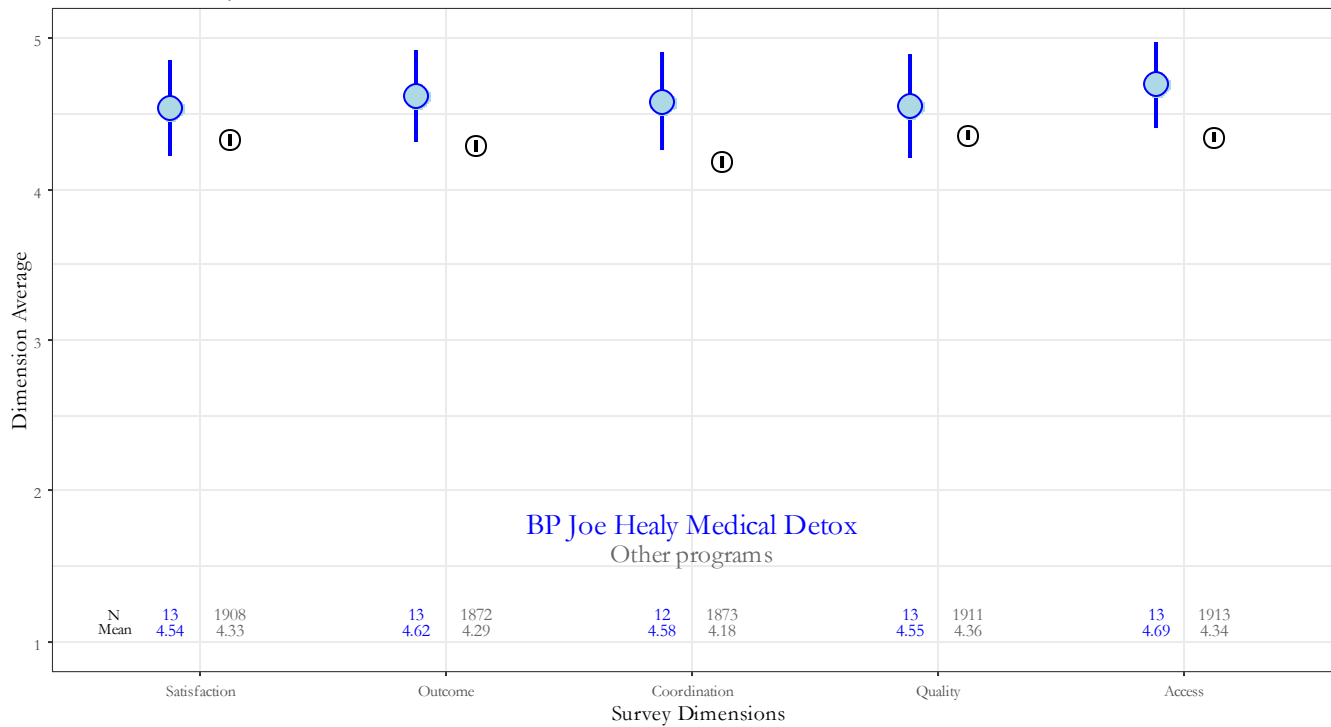
Adult Satisfaction Surveys



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 30.8 %	9 69.2 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	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 %	5 38.5 %	8 61.5 %	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 %	6 46.2 %	7 53.8 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 7.7 %	0 0.0 %	4 30.8 %	8 61.5 %	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 %	5 38.5 %	8 61.5 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 7.7 %	0 0.0 %	3 23.1 %	9 69.2 %	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 %	5 38.5 %	7 53.8 %	1 7.7 %	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 %	5 38.5 %	7 53.8 %	1 7.7 %	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 %	5 38.5 %	8 61.5 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	1 7.7 %	0 0.0 %	3 23.1 %	9 69.2 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	6 46.2 %	7 53.8 %	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 38.5 %	8 61.5 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %	1 7.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



BP Joe Healy Medical Detox Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	2	100.00	4.50
Latinx	6	5	83.33	4.38
White/Caucasian	3	3	100.00	5.00
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	4.10

BP Joe Healy Medical Detox Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.00
Male	10	10	100.00	4.79
Transgender	1	0	0.00	3.45

BP Joe Healy Medical Detox Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	0	0.00	3.45
26-35	5	5	100.00	4.64
36-45	2	2	100.00	4.82
46-55	2	2	100.00	4.55
55+	1	1	100.00	5.00
No Response	2	2	100.00	4.50



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
BVHP Methadone Maintenance & HIV Set-Aside
Program codes (RUs): 38164

Overall Satisfaction¹
94.7%

Survey Response Rate²
77.7%

There were 94 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.39** out of five,
Other programs: **4.33**.

The average rating on all survey questions for BVHP Methadone Maintenance & HIV Set-Aside: **4.37**
Other programs: **4.34**.

Survey Compliance

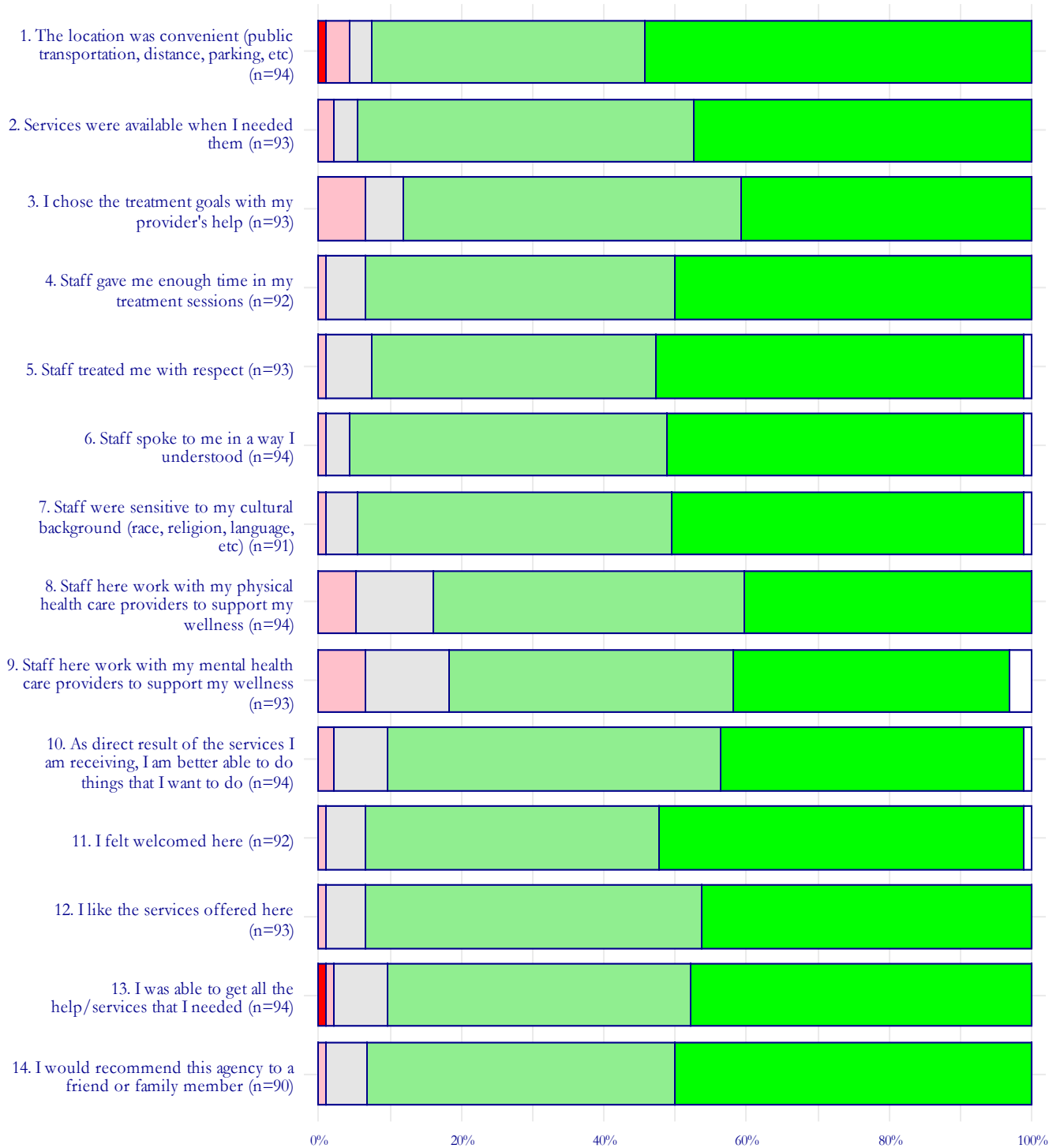
Only adult forms were submitted.

There were 94 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 (94), as a ratio to the number of unique persons (121) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

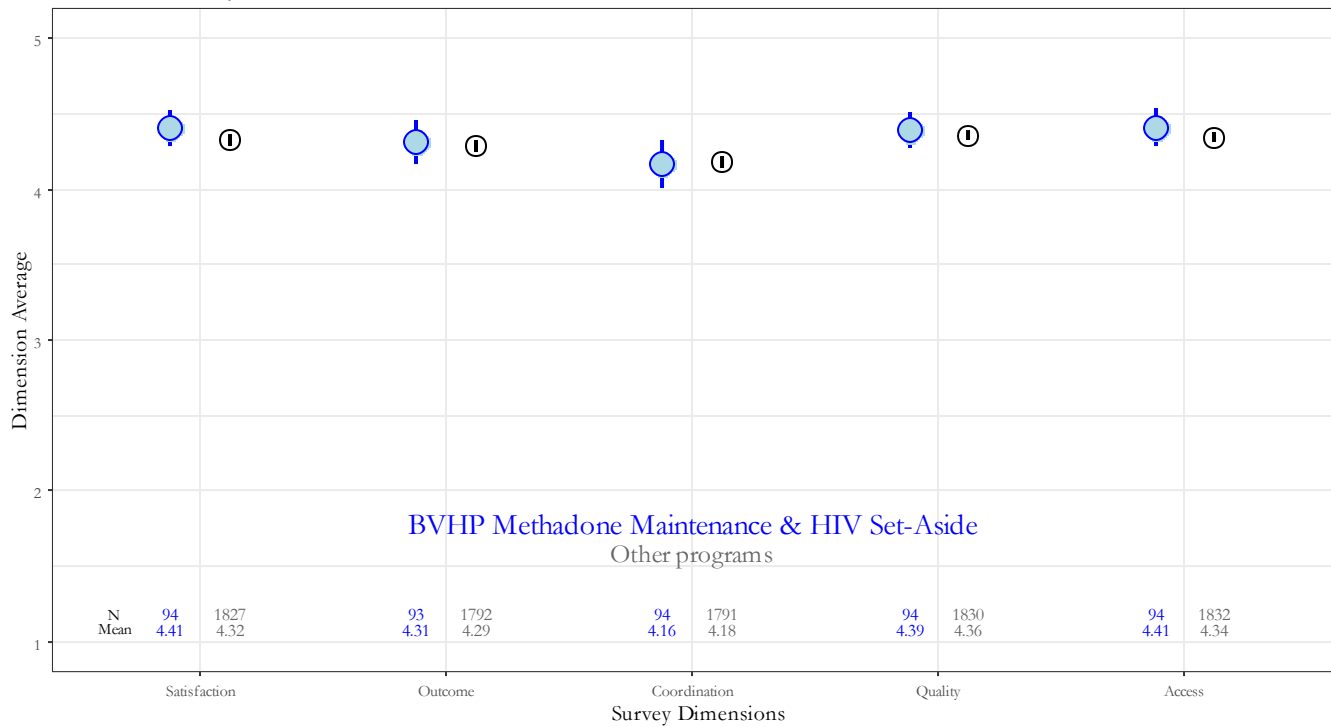
Adult Satisfaction Surveys



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 1.1 %	3 3.2 %	3 3.2 %	36 38.3 %	51 54.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	2 2.1 %	3 3.2 %	44 46.8 %	44 46.8 %	0 0.0 %	1 1.1 %
3. I chose the treatment goals with my provider's help	0 0.0 %	6 6.4 %	5 5.3 %	44 46.8 %	38 40.4 %	0 0.0 %	1 1.1 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 1.1 %	5 5.3 %	40 42.5 %	46 48.9 %	0 0.0 %	2 2.1 %
5. Staff treated me with respect	0 0.0 %	1 1.1 %	6 6.4 %	37 39.4 %	48 51.1 %	1 1.1 %	1 1.1 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 1.1 %	3 3.2 %	42 44.7 %	47 50.0 %	1 1.1 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 1.1 %	4 4.3 %	40 42.5 %	45 47.9 %	1 1.1 %	3 3.2 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	5 5.3 %	10 10.6 %	41 43.6 %	38 40.4 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	6 6.4 %	11 11.7 %	37 39.4 %	36 38.3 %	3 3.2 %	1 1.1 %
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 %	2 2.1 %	7 7.4 %	44 46.8 %	40 42.5 %	1 1.1 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	1 1.1 %	5 5.3 %	38 40.4 %	47 50.0 %	1 1.1 %	2 2.1 %
12. I like the services offered here	0 0.0 %	1 1.1 %	5 5.3 %	44 46.8 %	43 45.7 %	0 0.0 %	1 1.1 %
13. I was able to get all the help/services that I needed	1 1.1 %	1 1.1 %	7 7.4 %	40 42.5 %	45 47.9 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 1.1 %	5 5.3 %	39 41.5 %	45 47.9 %	0 0.0 %	4 4.3 %

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	2	2	100.00	4.36
Asian	2	2	100.00	5.00
Black/African American	63	59	93.65	4.36
Latinx	5	5	100.00	4.29
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	10	9	90.00	4.21
Multi-ethnic	5	5	100.00	4.60
Other	2	2	100.00	4.82
No Response	4	4	100.00	4.58

BVHP Methadone Maintenance & HIV Set-Aside Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	40	36	90.00	4.32
Male	52	51	98.08	4.43
No Response	2	2	100.00	4.80

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	1	1	100.00	3.55
36-45	13	10	76.92	4.05
46-55	24	24	100.00	4.43
55+	44	43	97.73	4.45
No Response	12	11	91.67	4.54



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
CATS Golden Gate for Seniors
Program codes (RUs): 00202

Overall Satisfaction¹
93.3%

Survey Response Rate²
88.2%

There were 15 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.24** out of five,
Other programs: **4.33**.

The average rating on all survey questions for CATS Golden Gate for Seniors: **4.21**
Other programs: **4.35**.

Survey Compliance

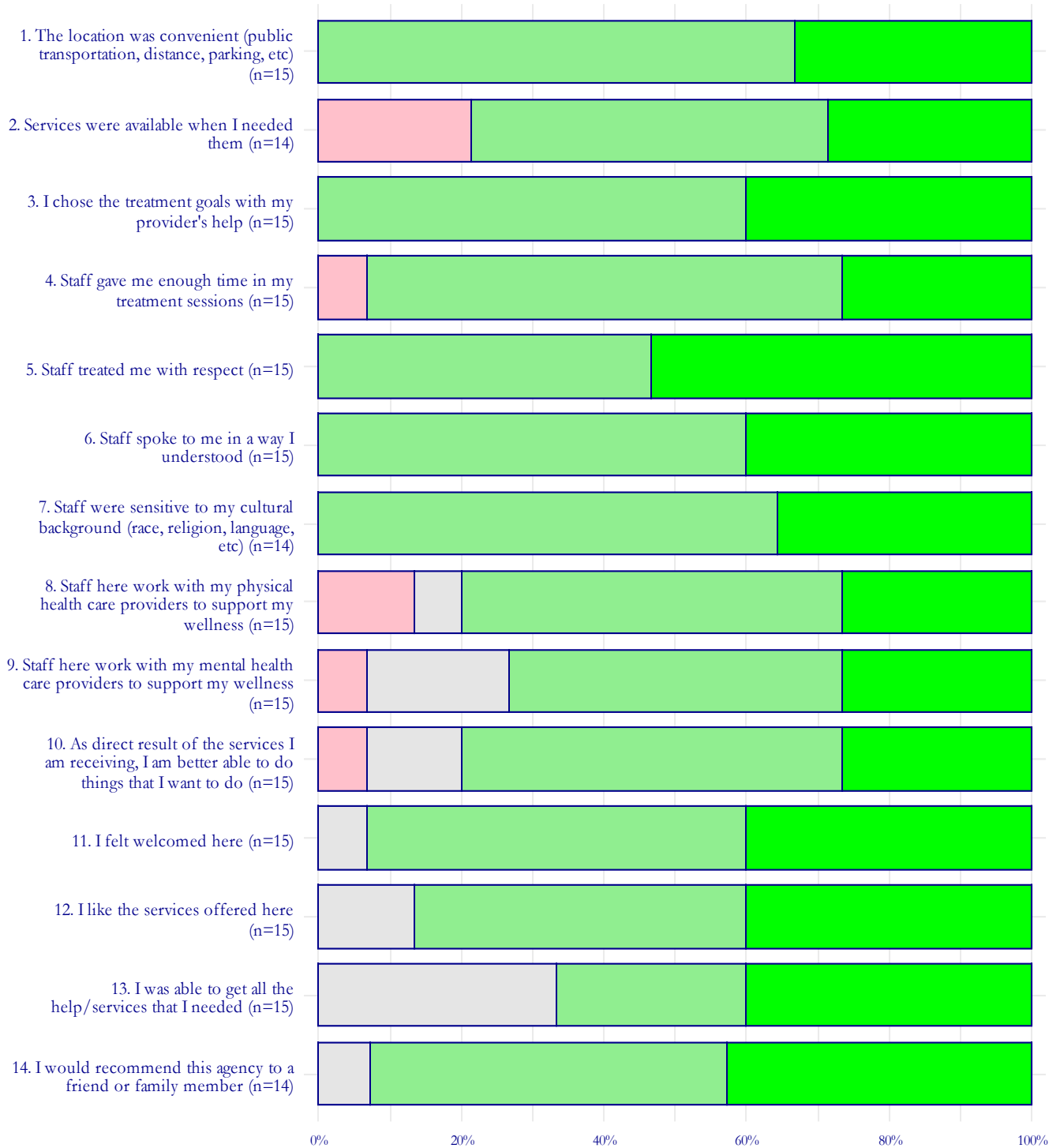
Only adult forms were submitted.

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 (17) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

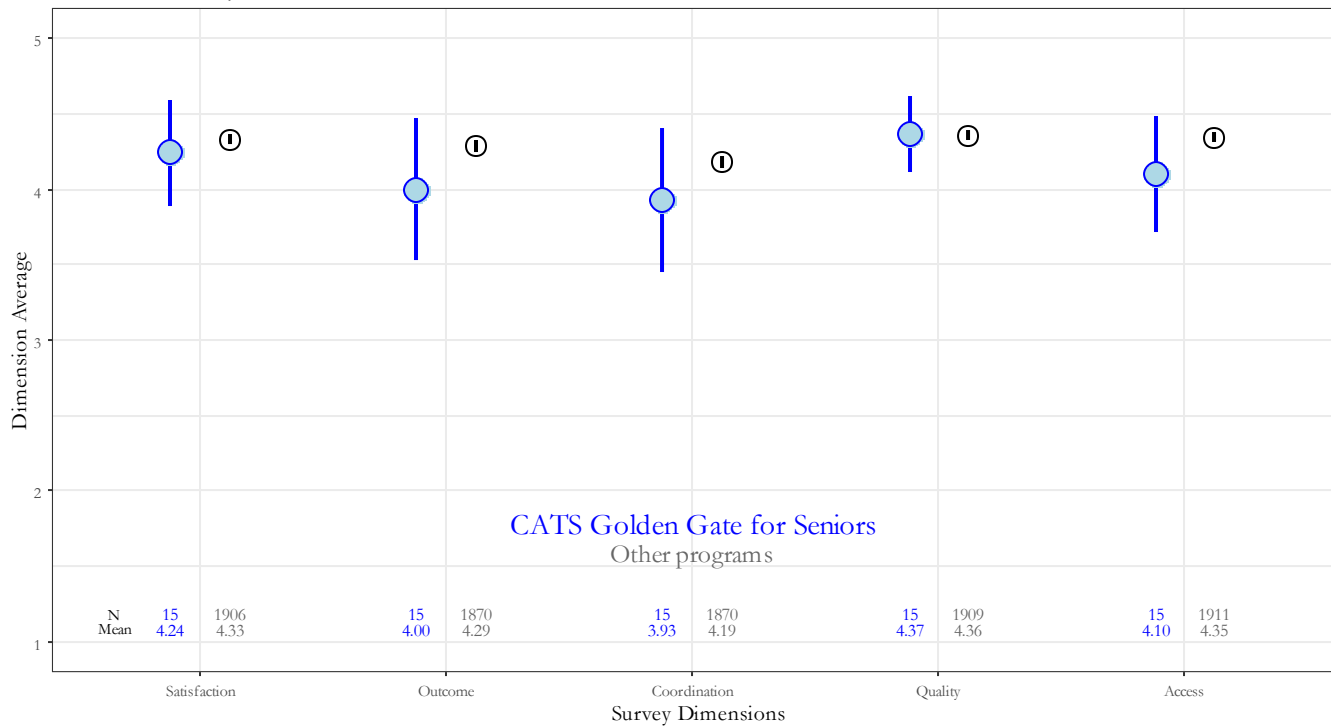
Adult Satisfaction Surveys



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 %	10 66.7 %	5 33.3 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	3 20.0 %	0 0.0 %	7 46.7 %	4 26.7 %	0 0.0 %	1 6.7 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	9 60.0 %	6 40.0 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 6.7 %	0 0.0 %	10 66.7 %	4 26.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	7 46.7 %	8 53.3 %	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 %	9 60.0 %	6 40.0 %	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 %	9 60.0 %	5 33.3 %	0 0.0 %	1 6.7 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	2 13.3 %	1 6.7 %	8 53.3 %	4 26.7 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 6.7 %	3 20.0 %	7 46.7 %	4 26.7 %	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 %	1 6.7 %	2 13.3 %	8 53.3 %	4 26.7 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 6.7 %	8 53.3 %	6 40.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	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 %	5 33.3 %	4 26.7 %	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 %	7 46.7 %	6 40.0 %	0 0.0 %	1 6.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



CATS Golden Gate for Seniors Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	9	9	100.00	4.35
Latinx	1	1	100.00	4.00
White/Caucasian	1	1	100.00	4.55
Other	2	1	50.00	4.18
Unknown	1	1	100.00	4.00
No Response	1	1	100.00	3.64

CATS Golden Gate for Seniors Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	4.38
Male	12	11	91.67	4.21

CATS Golden Gate for Seniors Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
46-55	2	2	100.00	4.77
55+	10	9	90.00	4.12
No Response	3	3	100.00	4.30



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Curry ODS Outpatient (9639ODS)
Program codes (RUs): 9639ODS

Overall Satisfaction¹
100.0%

Survey Response Rate²
60.0%

There were 12 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.20** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Curry ODS Outpatient (9639ODS): **4.21**
Other programs: **4.35**.

Survey Compliance

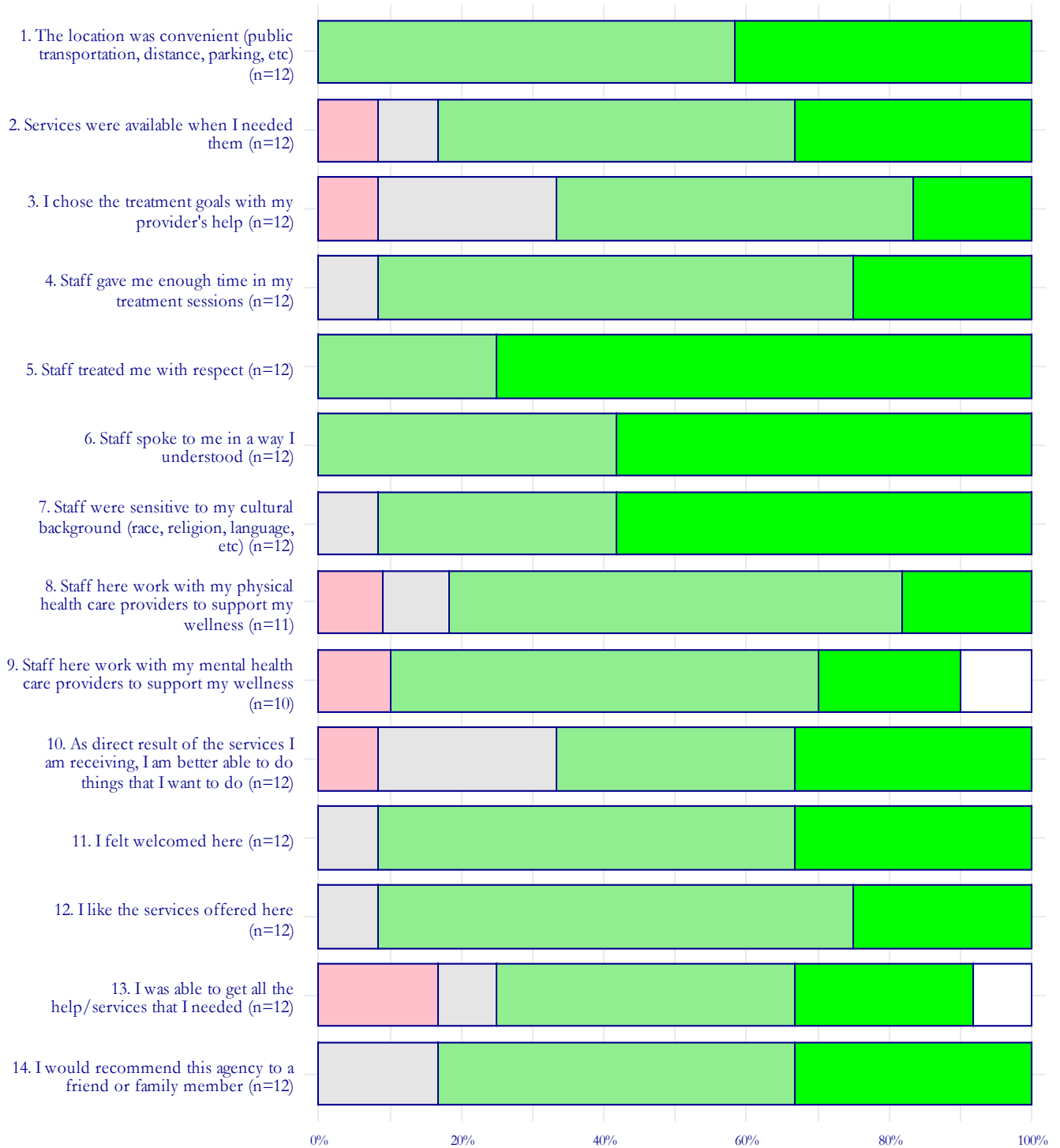
Only adult forms were submitted.

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 (20) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

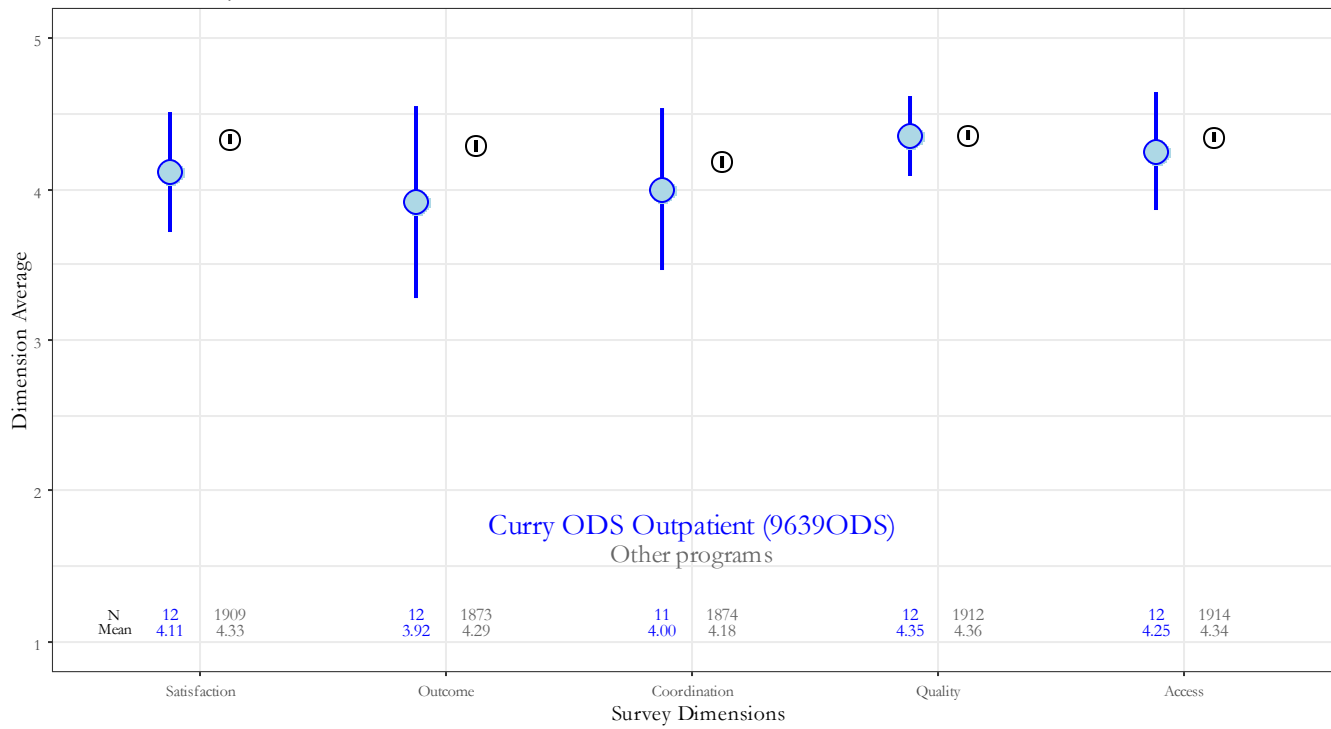
Adult Satisfaction Surveys



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 %	0 0.0 %	7 58.3 %	5 41.7 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 8.3 %	1 8.3 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 8.3 %	3 25.0 %	6 50.0 %	2 16.7 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 8.3 %	8 66.7 %	3 25.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	9 75.0 %	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 %	5 41.7 %	7 58.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	7 58.3 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 8.3 %	1 8.3 %	7 58.3 %	2 16.7 %	0 0.0 %	1 8.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 8.3 %	0 0.0 %	6 50.0 %	2 16.7 %	1 8.3 %	2 16.7 %
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 8.3 %	3 25.0 %	4 33.3 %	4 33.3 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 8.3 %	7 58.3 %	4 33.3 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 8.3 %	8 66.7 %	3 25.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	2 16.7 %	1 8.3 %	5 41.7 %	3 25.0 %	1 8.3 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Curry ODS Outpatient (9639 ODS) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.00
Black/African American	6	6	100.00	4.20
White/Caucasian	4	4	100.00	4.30
Other	1	1	100.00	4.00

Curry ODS Outpatient (9639ODS) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	4.20
Male	11	11	100.00	4.20

Curry ODS Outpatient (9639ODS) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
55+	12	12	100.00	4.20



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Drug Court Treatment Center (9203OP)
Program codes (RUs): 9203OP

Overall Satisfaction¹
90.5%

Survey Response Rate²
over 100%

There were 21 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.27** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Drug Court Treatment Center (9203OP): **4.29**
Other programs: **4.34**.

Survey Compliance

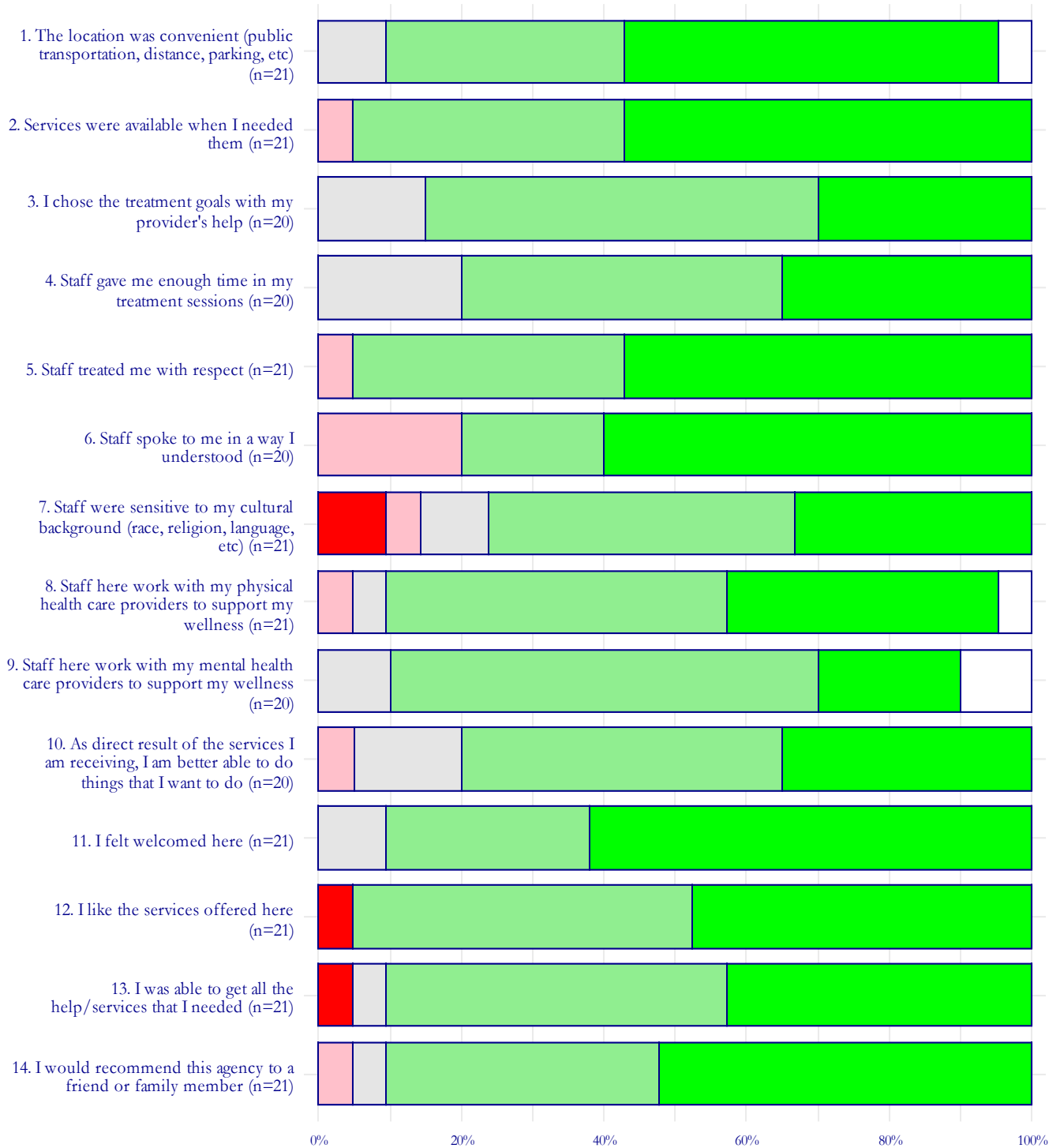
Only adult forms were submitted.

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 (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

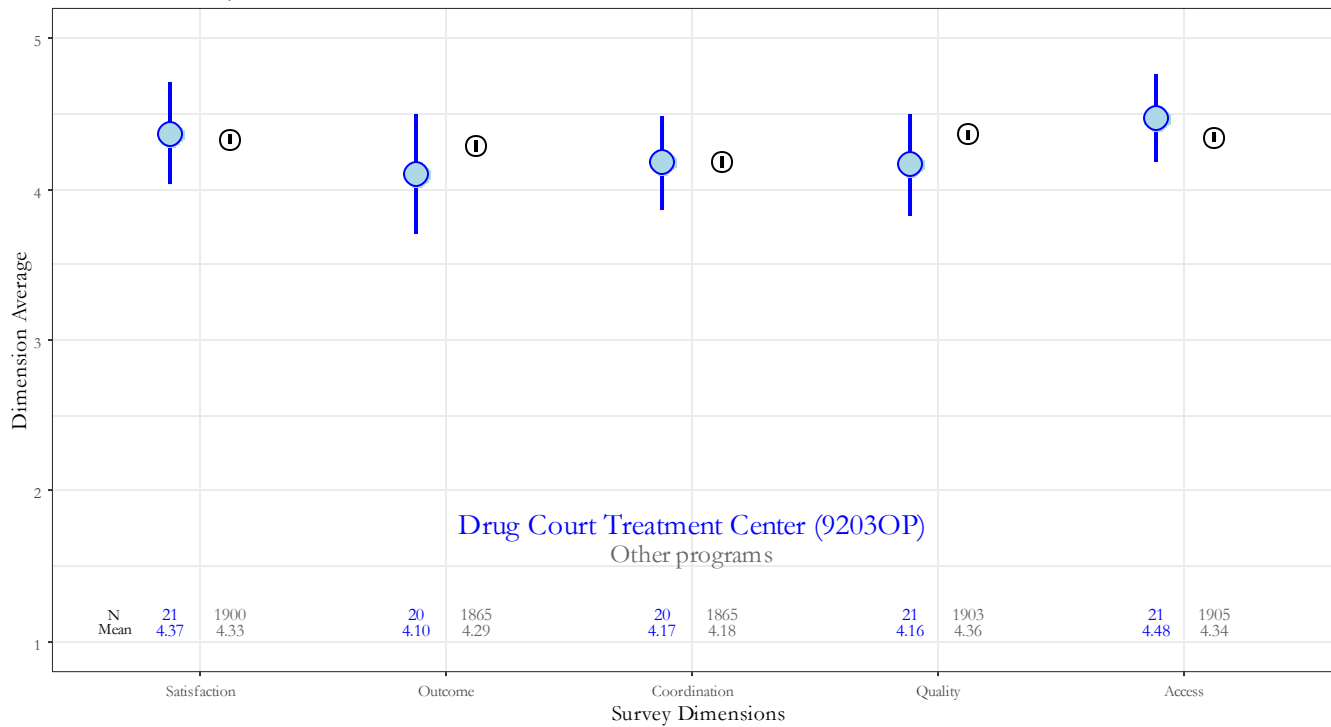
Adult Satisfaction Surveys



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 %	2 9.5 %	7 33.3 %	11 52.4 %	1 4.8 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 4.8 %	0 0.0 %	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 %	11 52.4 %	6 28.6 %	0 0.0 %	1 4.8 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	4 19.1 %	9 42.9 %	7 33.3 %	0 0.0 %	1 4.8 %
5. Staff treated me with respect	0 0.0 %	1 4.8 %	0 0.0 %	8 38.1 %	12 57.1 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	4 19.1 %	0 0.0 %	4 19.1 %	12 57.1 %	0 0.0 %	1 4.8 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	2 9.5 %	1 4.8 %	2 9.5 %	9 42.9 %	7 33.3 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 4.8 %	1 4.8 %	10 47.6 %	8 38.1 %	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 %	2 9.5 %	12 57.1 %	4 19.1 %	2 9.5 %	1 4.8 %
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 %	1 4.8 %	3 14.3 %	9 42.9 %	7 33.3 %	0 0.0 %	1 4.8 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	2 9.5 %	6 28.6 %	13 61.9 %	0 0.0 %	0 0.0 %
12. I like the services offered here	1 4.8 %	0 0.0 %	0 0.0 %	10 47.6 %	10 47.6 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	1 4.8 %	0 0.0 %	1 4.8 %	10 47.6 %	9 42.9 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 4.8 %	1 4.8 %	8 38.1 %	11 52.4 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Drug Court Treatment Center (9203OP) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	7	7	100.00	4.28
Latinx	8	8	100.00	4.61
Native Hawaiian/Pacific Islander	1	1	100.00	4.36
White/Caucasian	3	2	66.67	3.45
Multi-ethnic	1	0	0.00	3.09
Unknown	1	1	100.00	5.00

Drug Court Treatment Center (9203OP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	4.82
Male	19	17	89.47	4.21
Other	1	1	100.00	4.89

Drug Court Treatment Center (9203OP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	3	100.00	4.75
26-35	3	3	100.00	4.50
36-45	2	2	100.00	4.45
46-55	6	6	100.00	4.34
55+	5	3	60.00	3.44
No Response	2	2	100.00	4.86



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
DSAAM Howard Street (OBIC) (8921HS-OP)
Program codes (RUs): 8921HS-OP

Overall Satisfaction¹
100.0%

Survey Response Rate²
73.3%

There were 11 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.77** out of five,
Other programs: **4.33**.

The average rating on all survey questions for DSAAM Howard Street (OBIC) (8921HS-OP): **4.76**
Other programs: **4.34**.

Survey Compliance

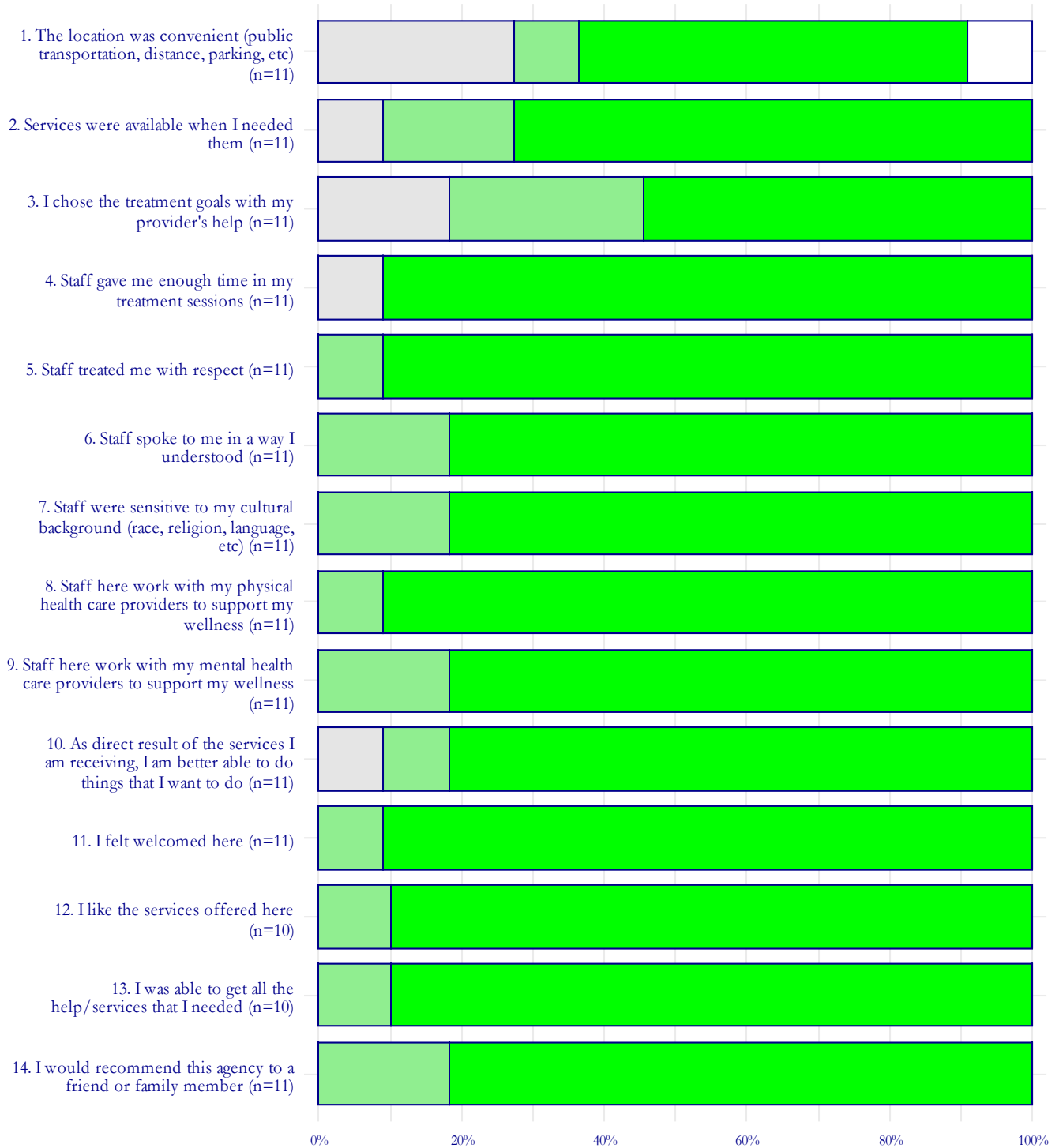
Only adult forms were submitted.

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 (15) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

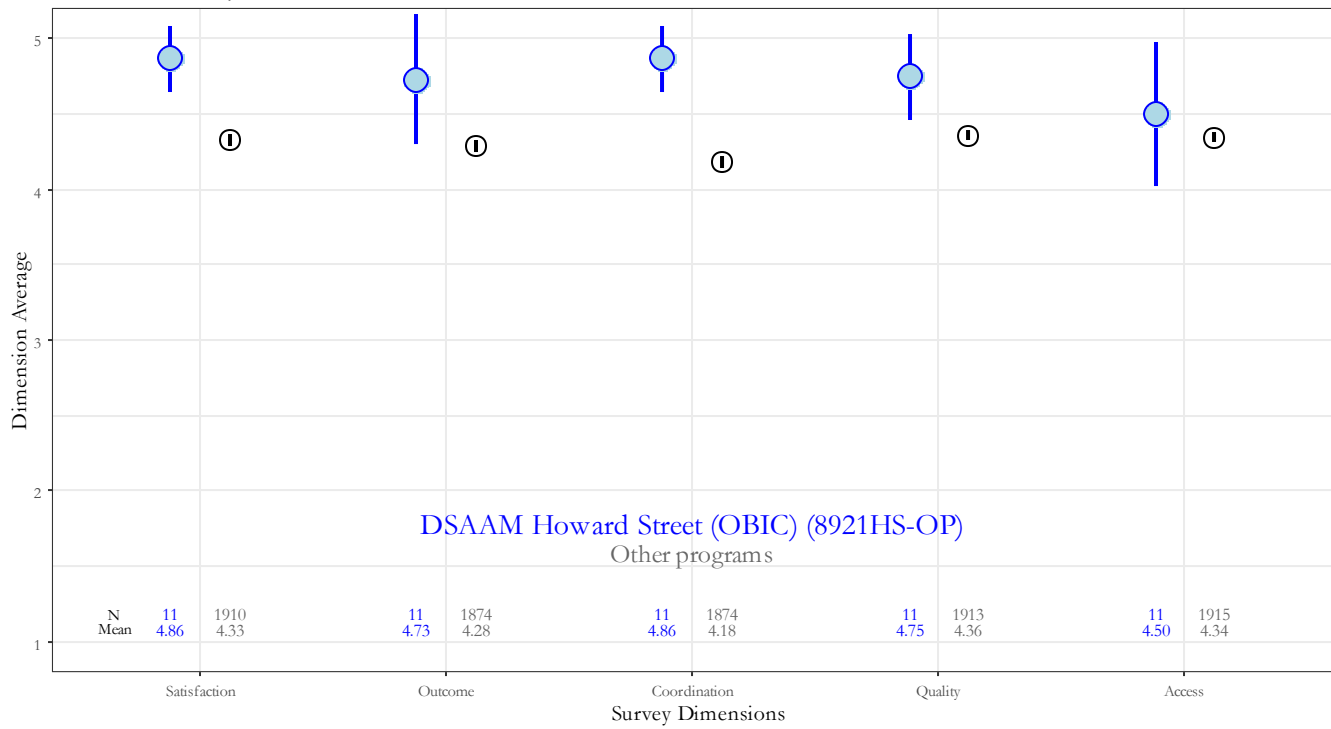
Adult Satisfaction Surveys



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 %	3 27.3 %	1 9.1 %	6 54.5 %	1 9.1 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	8 72.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 18.2 %	3 27.3 %	6 54.5 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 9.1 %	0 0.0 %	10 90.9 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	10 90.9 %	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 18.2 %	9 81.8 %	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 18.2 %	9 81.8 %	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 9.1 %	10 90.9 %	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 %	2 18.2 %	9 81.8 %	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 9.1 %	1 9.1 %	9 81.8 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	10 90.9 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	9 81.8 %	0 0.0 %	1 9.1 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 9.1 %	9 81.8 %	0 0.0 %	1 9.1 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



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

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	1	1	100.00	5.00
Black/African American	4	4	100.00	4.47
Latinx	1	1	100.00	5.00
White/Caucasian	5	5	100.00	4.92

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

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	4.91
Male	8	8	100.00	4.72

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	2	2	100.00	4.90
36-45	4	4	100.00	4.82
46-55	1	1	100.00	5.00
55+	2	2	100.00	4.91
No Response	2	2	100.00	4.30



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
DSAAM Methadone Van
Program codes (RUs): 72134

Overall Satisfaction¹
100.0%

Survey Response Rate²
65.4%

There were 53 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.51** out of five,
Other programs: **4.33**.

The average rating on all survey questions for DSAAM Methadone Van: **4.51**
Other programs: **4.34**.

Survey Compliance

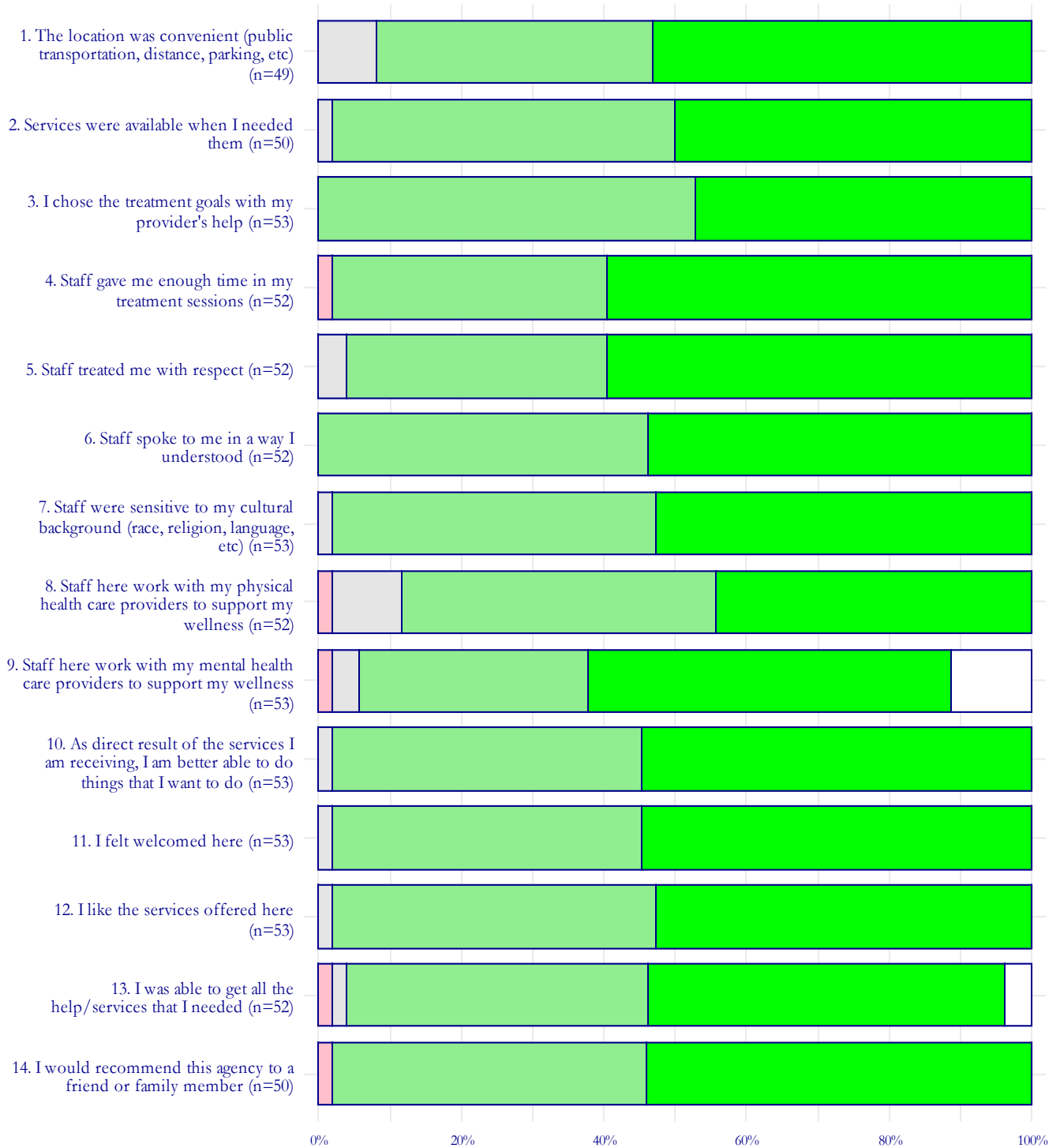
Only adult forms were submitted.

There were 53 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 (53), as a ratio to the number of unique persons (81) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

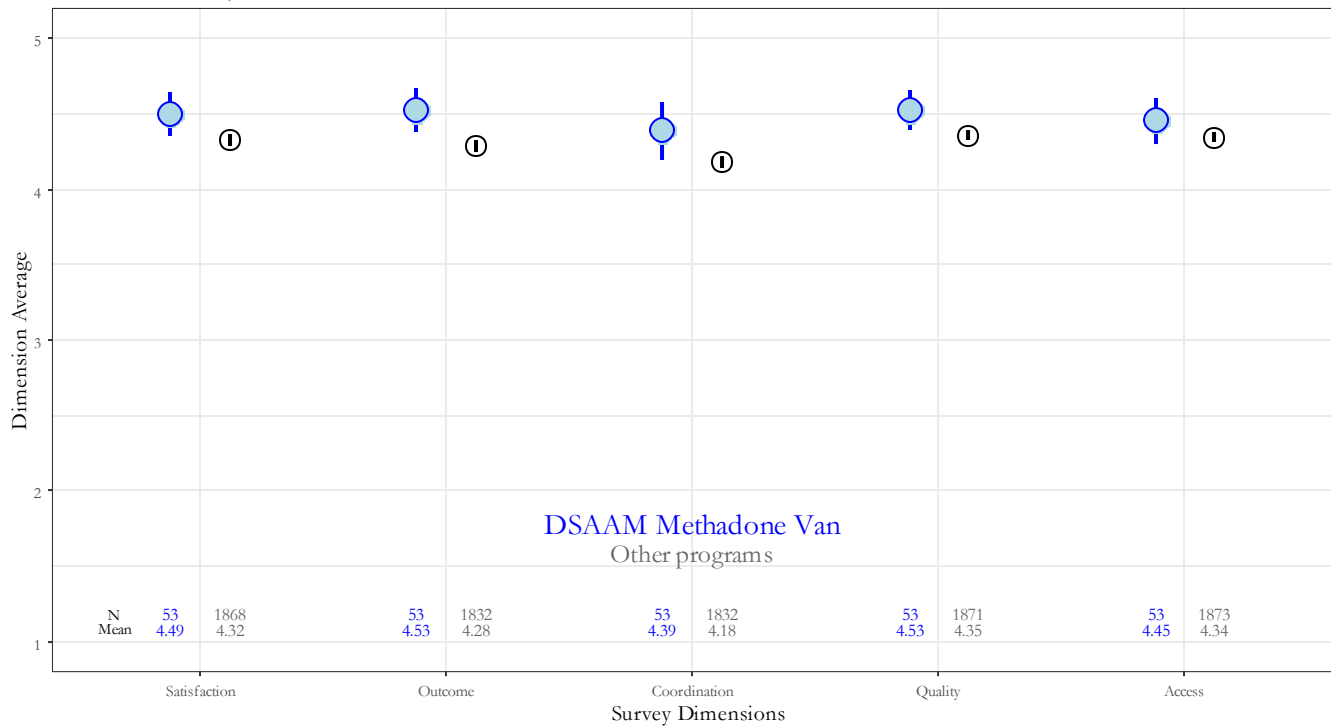
Adult Satisfaction Surveys



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 %	4 7.5 %	19 35.9 %	26 49.1 %	0 0.0 %	4 7.5 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 1.9 %	24 45.3 %	25 47.2 %	0 0.0 %	3 5.7 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	28 52.8 %	25 47.2 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 1.9 %	0 0.0 %	20 37.7 %	31 58.5 %	0 0.0 %	1 1.9 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 3.8 %	19 35.9 %	31 58.5 %	0 0.0 %	1 1.9 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	24 45.3 %	28 52.8 %	0 0.0 %	1 1.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 1.9 %	24 45.3 %	28 52.8 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 1.9 %	5 9.4 %	23 43.4 %	23 43.4 %	0 0.0 %	1 1.9 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 1.9 %	2 3.8 %	17 32.1 %	27 50.9 %	6 11.3 %	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 1.9 %	23 43.4 %	29 54.7 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 1.9 %	23 43.4 %	29 54.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 1.9 %	24 45.3 %	28 52.8 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 1.9 %	1 1.9 %	22 41.5 %	26 49.1 %	2 3.8 %	1 1.9 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 1.9 %	0 0.0 %	22 41.5 %	27 50.9 %	0 0.0 %	3 5.7 %

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	3	100.00	4.67
Asian	1	1	100.00	5.00
Black/African American	30	30	100.00	4.56
Latinx	4	4	100.00	4.80
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	8	8	100.00	4.25
Multi-ethnic	3	3	100.00	4.06
Other	1	1	100.00	5.00
No Response	2	2	100.00	3.95

DSAAM Methadone Van Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	24	24	100.00	4.46
Male	27	27	100.00	4.53
No Response	2	2	100.00	4.95

DSAAM Methadone Van Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	3	3	100.00	4.39
36-45	10	10	100.00	4.46
46-55	11	11	100.00	4.70
55+	23	23	100.00	4.38
No Response	6	6	100.00	4.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
DSAAM OTOP-OBOT CBHS Pharmacy (77134)
Program codes (RUs): 77134

Overall Satisfaction¹
87.5%

Survey Response Rate²
61.5%

There were 8 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.52** out of five,
Other programs: **4.33**.

The average rating on all survey questions for DSAAM OTOP-OBOT CBHS Pharmacy (77134): **4.50**
Other programs: **4.34**.

Survey Compliance

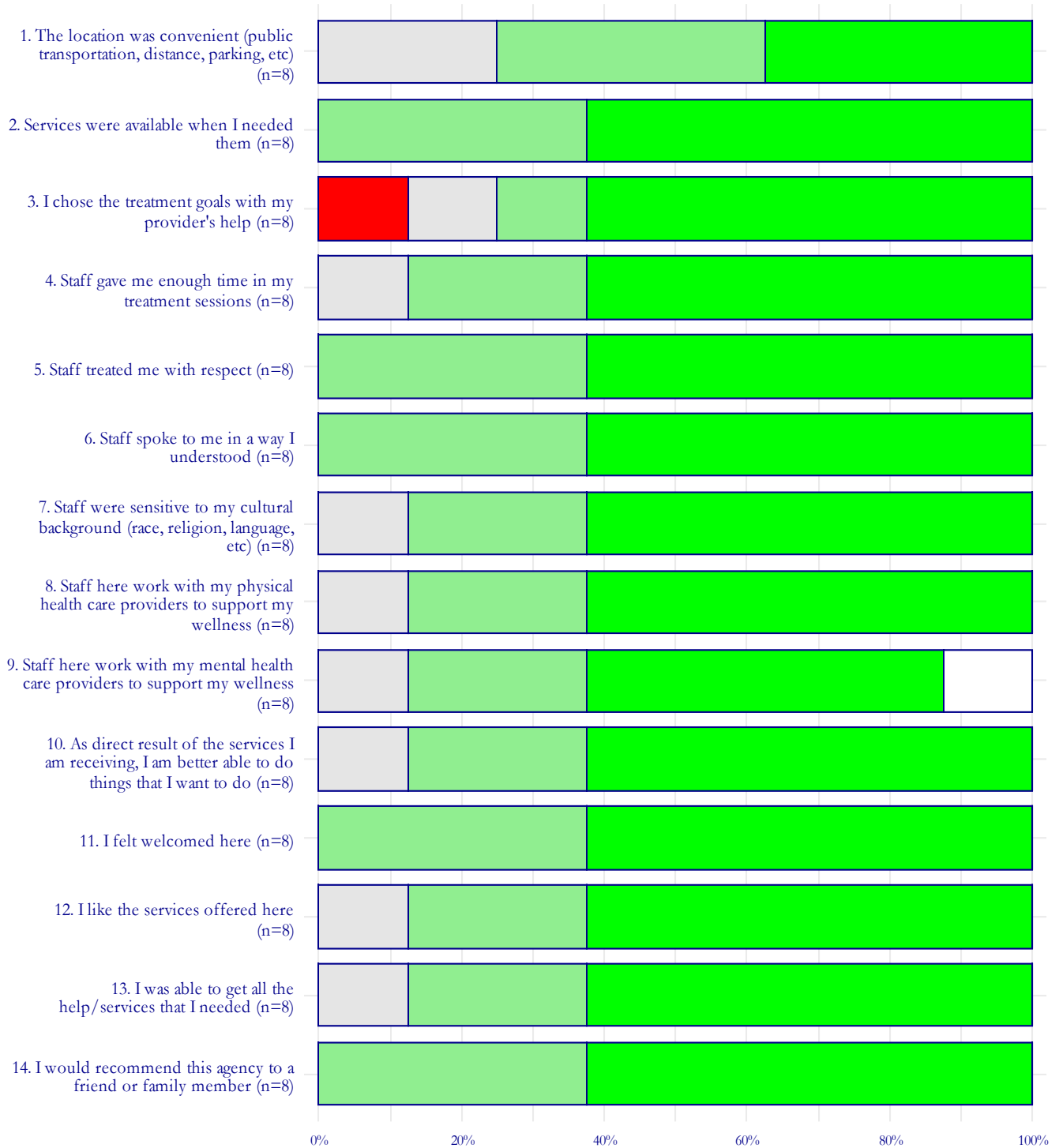
Only adult forms were submitted.

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 (13) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

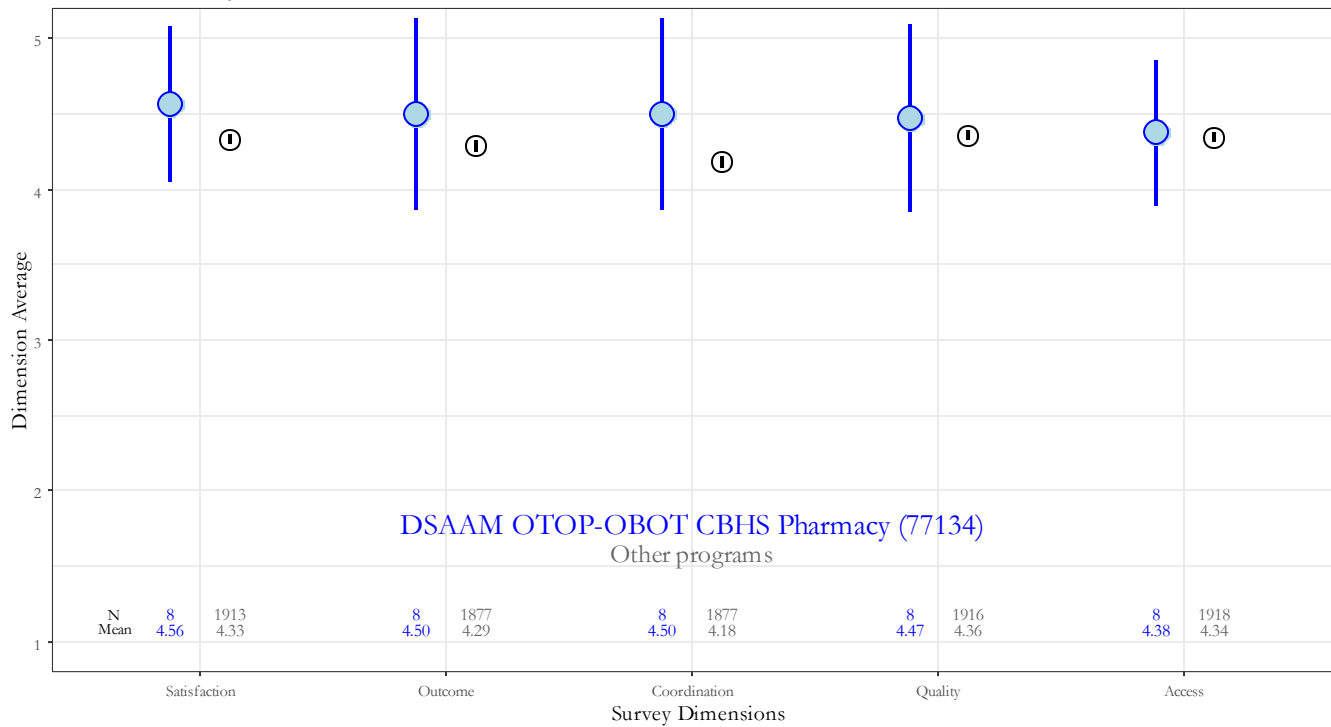
Adult Satisfaction Surveys



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 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 12.5 %	0 0.0 %	1 12.5 %	1 12.5 %	5 62.5 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	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 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	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 12.5 %	2 25.0 %	5 62.5 %	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 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	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 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	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 %	1 12.5 %	2 25.0 %	5 62.5 %	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 %	3 37.5 %	5 62.5 %	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)
Asian	1	1	100.00	5.00
Black/African American	2	2	100.00	4.36
Latinx	1	0	0.00	3.45
White/Caucasian	2	2	100.00	5.00
Multi-ethnic	1	1	100.00	4.00
No Response	1	1	100.00	5.00

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

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	3	3	100.00	5.00
Male	4	3	75.00	4.05
No Response	1	1	100.00	5.00

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
36-45	1	0	0.00	3.45
46-55	1	1	100.00	5.00
55+	5	5	100.00	4.55
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
DSAAM OTOP-OBOT SFGH Pharmacy (76134)
Program codes (RUs): 76134

Overall Satisfaction¹
100.0%

Survey Response Rate²
57.7%

There were 15 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.59** out of five,
Other programs: **4.33**.

The average rating on all survey questions for DSAAM OTOP-OBOT SFGH Pharmacy (76134): **4.56**
Other programs: **4.34**.

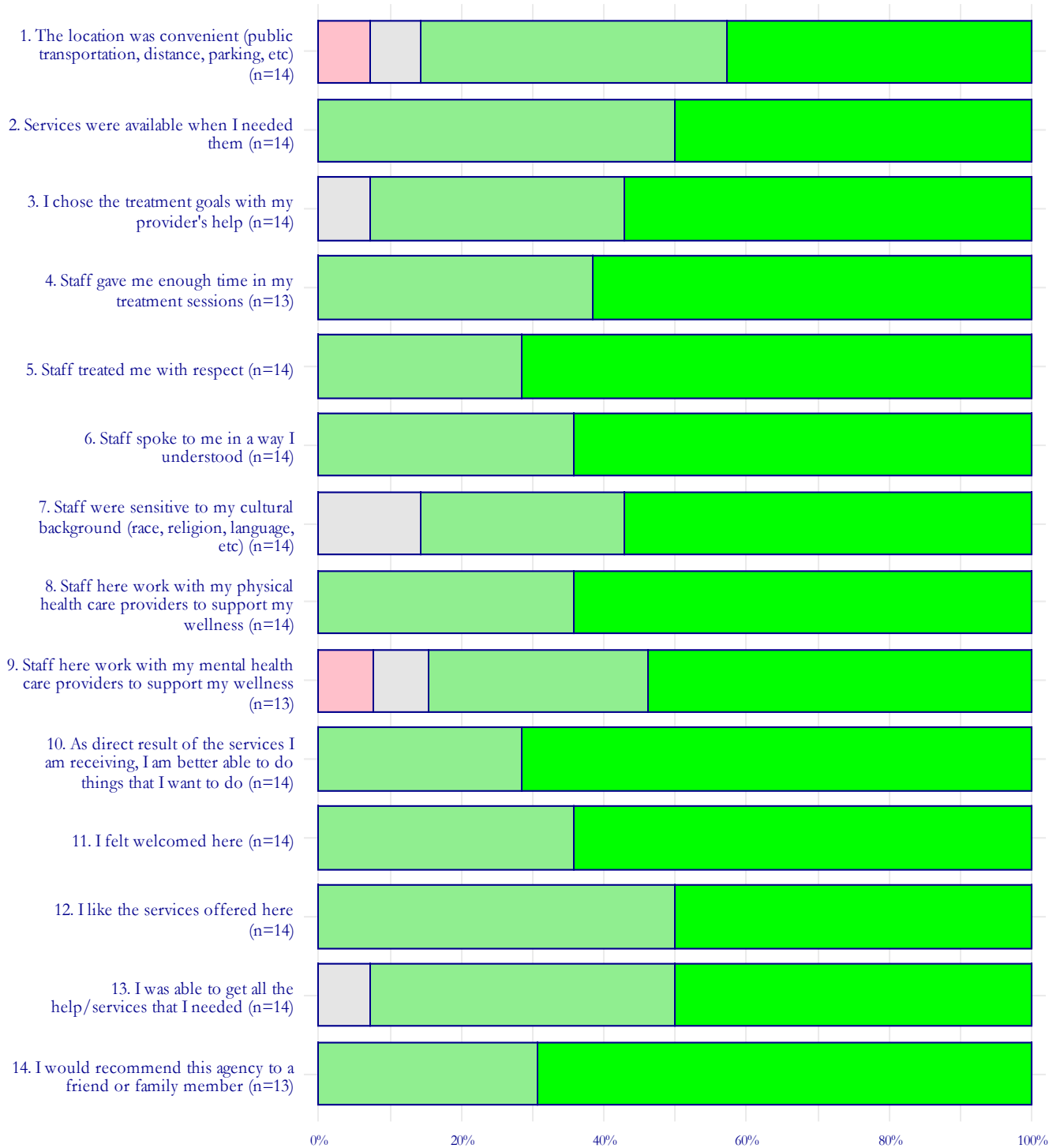
Survey Compliance
Survey Completion by

Completion Status	Adult/Youth		<i>Total</i>
	Adult	Youth	
Completed Survey	14 100 %	1 100 %	15 100 %
Blank Survey	0 0 %	0 0 %	0 0 %
<i>Total</i>	14 100 %	1 100 %	15 100 %

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 (15), as a ratio to the number of unique persons (26) 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



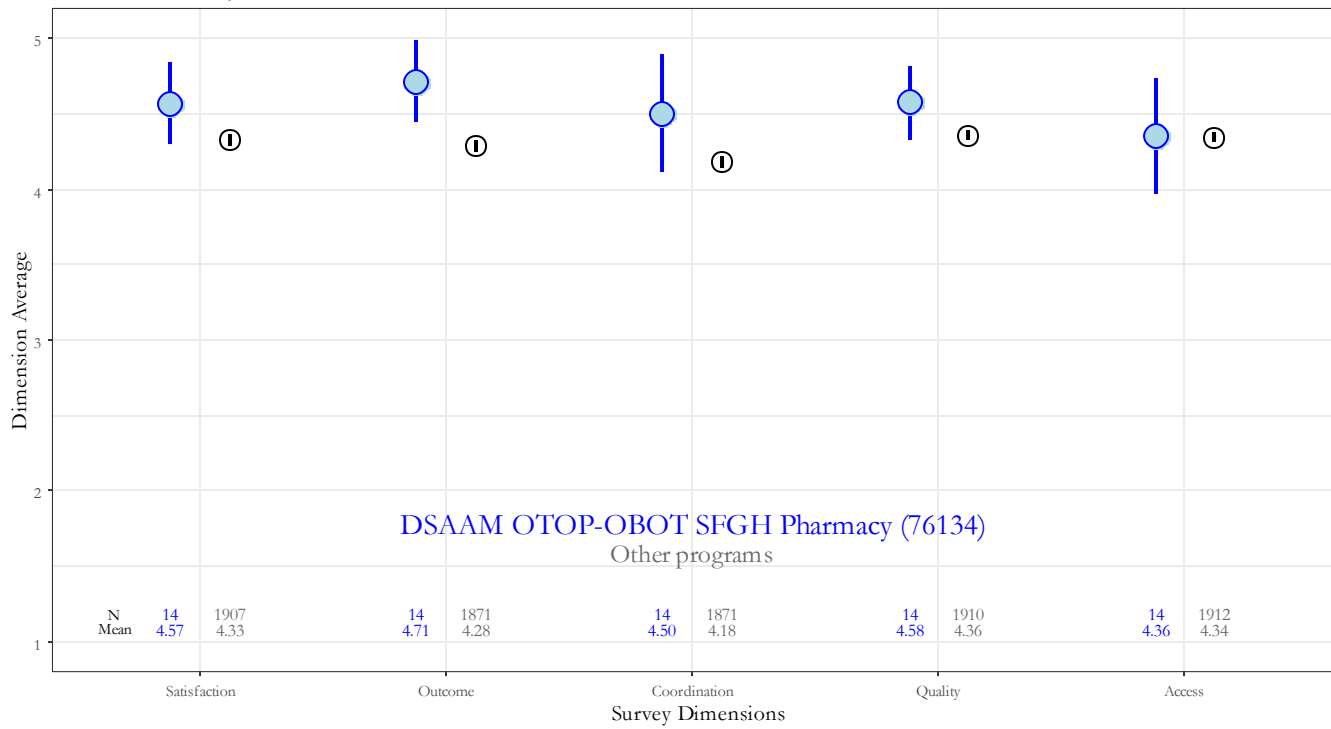
Not enough youth data for item bar plot

Adult Satisfaction Survey Items

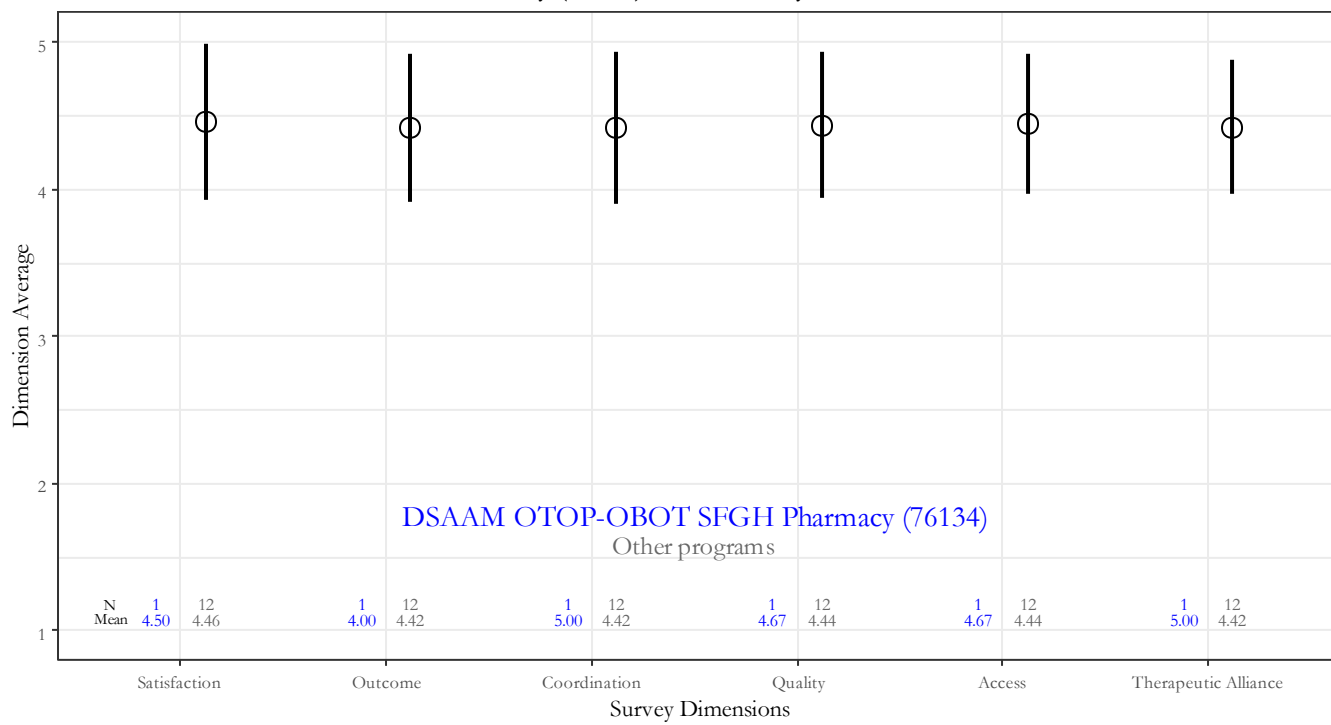
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 7.1 %	1 7.1 %	6 42.9 %	6 42.9 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	7 50.0 %	7 50.0 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	8 57.1 %	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 35.7 %	8 57.1 %	0 0.0 %	1 7.1 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	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 35.7 %	9 64.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	8 57.1 %	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 %	5 35.7 %	9 64.3 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 7.1 %	1 7.1 %	4 28.6 %	7 50.0 %	0 0.0 %	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 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	9 64.3 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	7 50.0 %	7 50.0 %	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 %	1 7.1 %	6 42.9 %	7 50.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	9 64.3 %	0 0.0 %	1 7.1 %

Only one survey, cannot create a youth frequency table

Satisfaction Survey - Item Means and 95% Confidence Intervals



DSAAM OTOP-OBOT SFGH Pharmacy (76134) Youth Survey - Scale Means and 95% Confidence Intervals



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

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	2	2	100.00	4.27
Black/African American	3	3	100.00	4.63
Latinx	1	1	100.00	5.00
White/Caucasian	7	7	100.00	4.64
Other	1	1	100.00	5.00
No Response	1	1	100.00	4.00

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

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.75
Male	10	10	100.00	4.59
No Response	1	1	100.00	4.00

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
46-55	1	1	100.00	5.00
55+	12	12	100.00	4.59
No Response	2	2	100.00	4.39



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
DSAAM OTOP Methadone Maintenance & Van
Program codes (RUs): 38134

Overall Satisfaction¹
94.0%

Survey Response Rate²
31.4%

There were 150 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.44** out of five,
Other programs: **4.32**.

The average rating on all survey questions for DSAAM OTOP Methadone Maintenance & Van: **4.42**
Other programs: **4.34**.

Survey Compliance

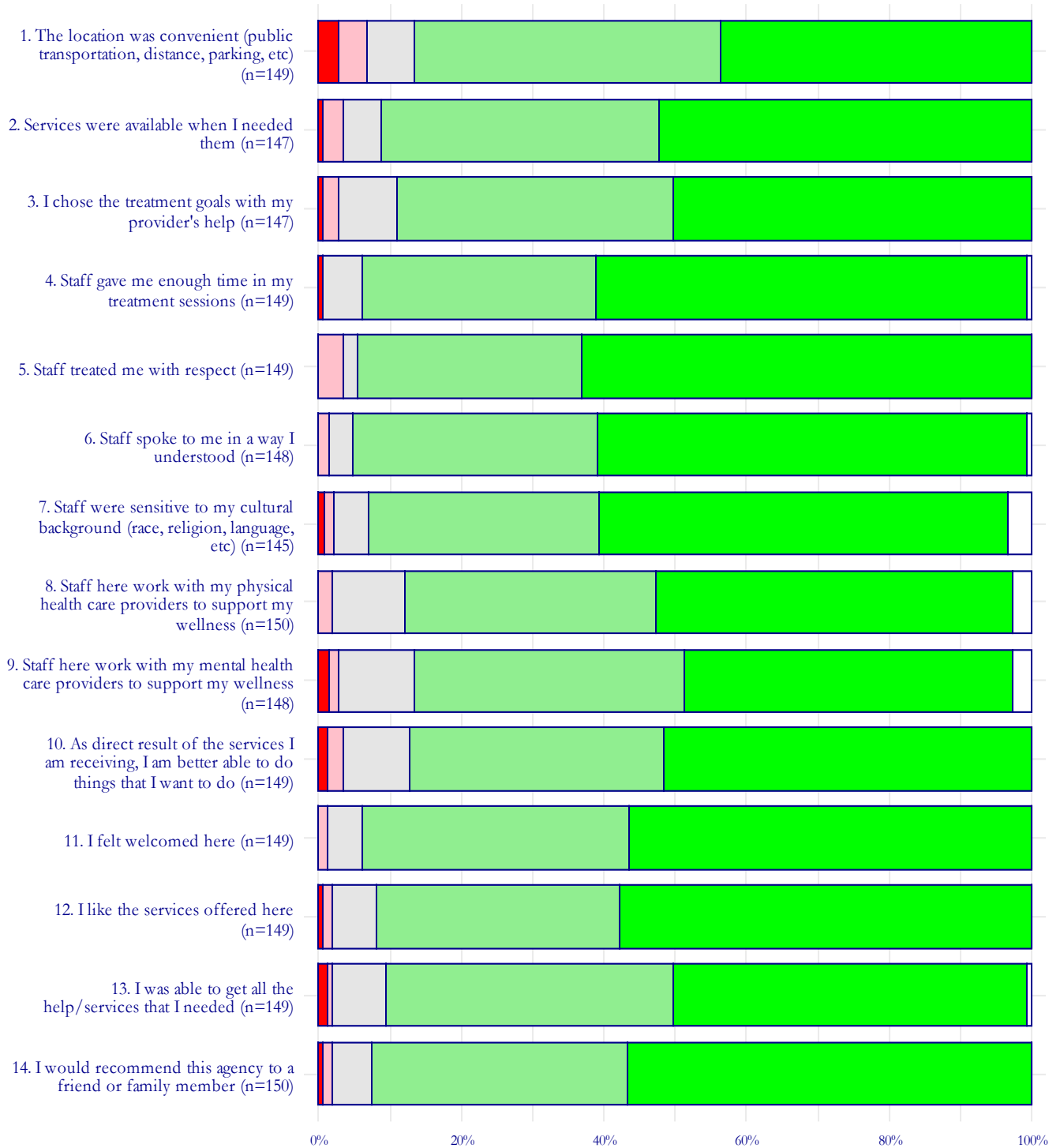
Only adult forms were submitted.

There were 150 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 (150), as a ratio to the number of unique persons (478) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

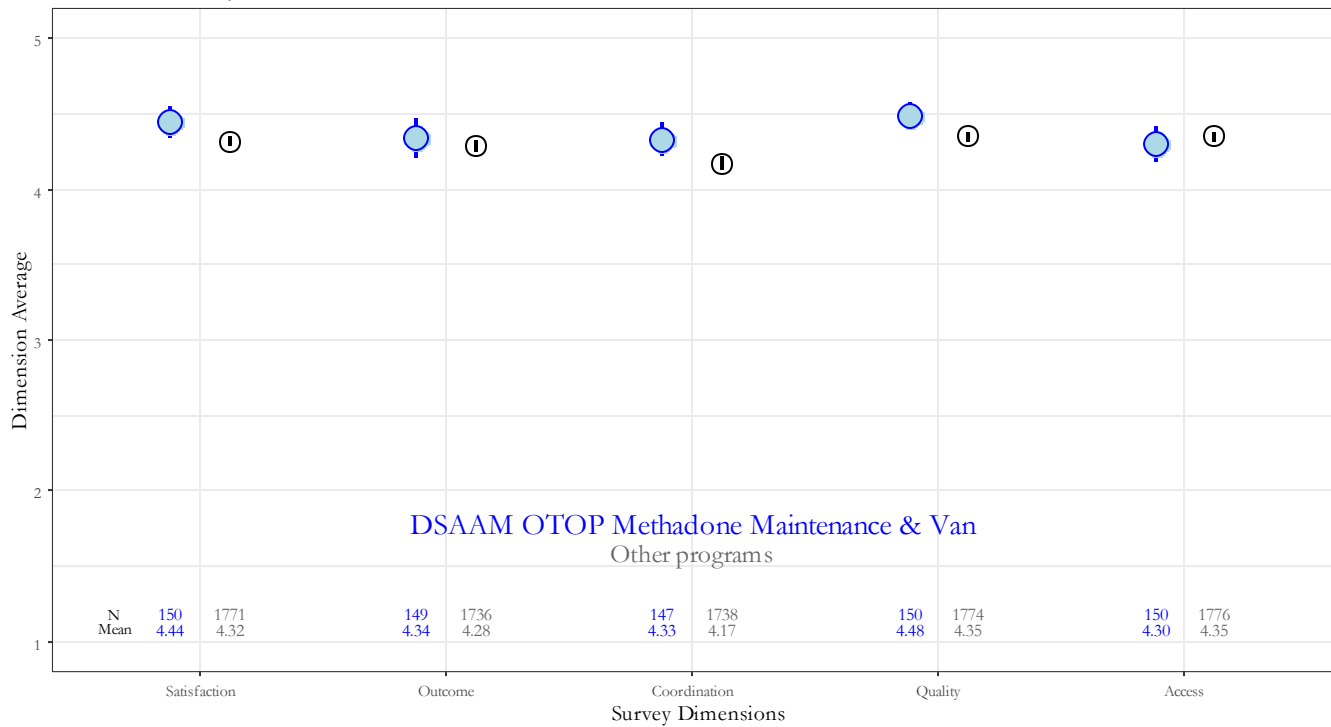
Adult Satisfaction Surveys



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 2.7 %	6 4.0 %	10 6.7 %	64 42.7 %	65 43.3 %	0 0.0 %	1 0.7 %
2. Services were available when I needed them	1 0.7 %	4 2.7 %	8 5.3 %	57 38.0 %	77 51.3 %	0 0.0 %	3 2.0 %
3. I chose the treatment goals with my provider's help	1 0.7 %	3 2.0 %	12 8.0 %	57 38.0 %	74 49.3 %	0 0.0 %	3 2.0 %
4. Staff gave me enough time in my treatment sessions	1 0.7 %	0 0.0 %	8 5.3 %	49 32.7 %	90 60.0 %	1 0.7 %	1 0.7 %
5. Staff treated me with respect	0 0.0 %	5 3.3 %	3 2.0 %	47 31.3 %	94 62.7 %	0 0.0 %	1 0.7 %
6. Staff spoke to me in a way I understood	0 0.0 %	2 1.3 %	5 3.3 %	51 34.0 %	89 59.3 %	1 0.7 %	2 1.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.7 %	2 1.3 %	7 4.7 %	47 31.3 %	83 55.3 %	5 3.3 %	5 3.3 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	3 2.0 %	15 10.0 %	53 35.3 %	75 50.0 %	4 2.7 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	2 1.3 %	2 1.3 %	16 10.7 %	56 37.3 %	68 45.3 %	4 2.7 %	2 1.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	2 1.3 %	3 2.0 %	14 9.3 %	53 35.3 %	77 51.3 %	0 0.0 %	1 0.7 %
11. I felt welcomed here	0 0.0 %	2 1.3 %	7 4.7 %	56 37.3 %	84 56.0 %	0 0.0 %	1 0.7 %
12. I like the services offered here	1 0.7 %	2 1.3 %	9 6.0 %	51 34.0 %	86 57.3 %	0 0.0 %	1 0.7 %
13. I was able to get all the help/services that I needed	2 1.3 %	1 0.7 %	11 7.3 %	60 40.0 %	74 49.3 %	1 0.7 %	1 0.7 %
14. I would recommend this agency to a friend or family member	1 0.7 %	2 1.3 %	8 5.3 %	54 36.0 %	85 56.7 %	0 0.0 %	0 0.0 %

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	5	5	100.00	4.58
Asian	3	3	100.00	4.73
Black/African American	39	37	94.87	4.41
Latinx	12	12	100.00	4.46
Native Hawaiian/Pacific Islander	2	2	100.00	5.00
White/Caucasian	66	60	90.91	4.44
Multi-ethnic	10	10	100.00	4.57
Other	12	11	91.67	4.26
No Response	1	1	100.00	4.00

DSAAM OTOP Methadone Maintenance & Van Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	43	41	95.35	4.58
Male	98	92	93.88	4.42
Transgender	5	4	80.00	3.68
Decline to answer	1	1	100.00	4.73
No Response	3	3	100.00	4.33

DSAAM OTOP Methadone Maintenance & Van Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	2	66.67	4.06
26-35	23	22	95.65	4.62
36-45	28	26	92.86	4.41
46-55	36	34	94.44	4.42
55+	43	42	97.67	4.52
No Response	17	15	88.24	4.19



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Ferguson Place

Program codes (RUs): FergusonPI

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: **4.80** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Ferguson Place: **4.80**
Other programs: **4.34**.

Survey Compliance

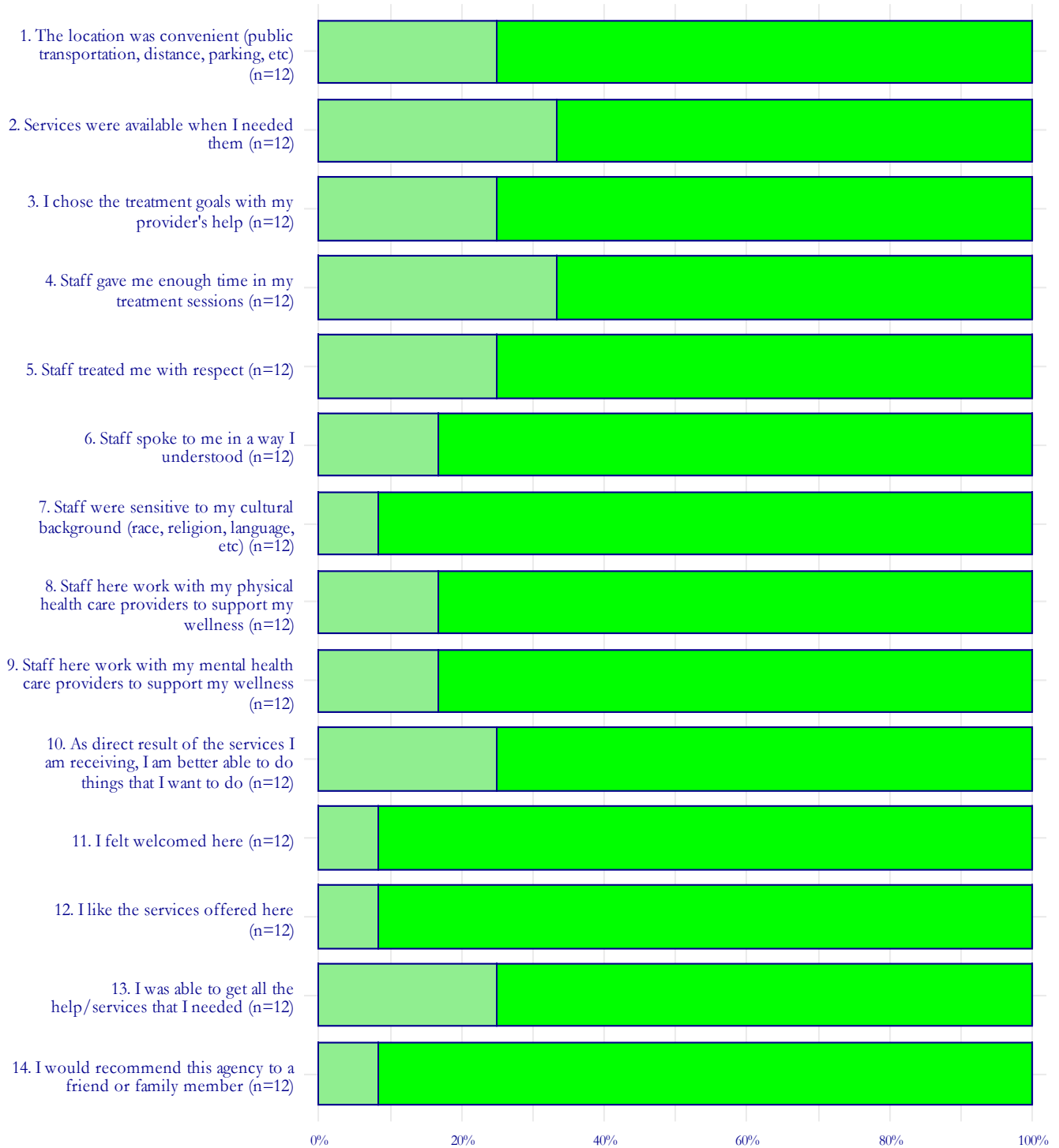
Only adult forms were submitted.

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 (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

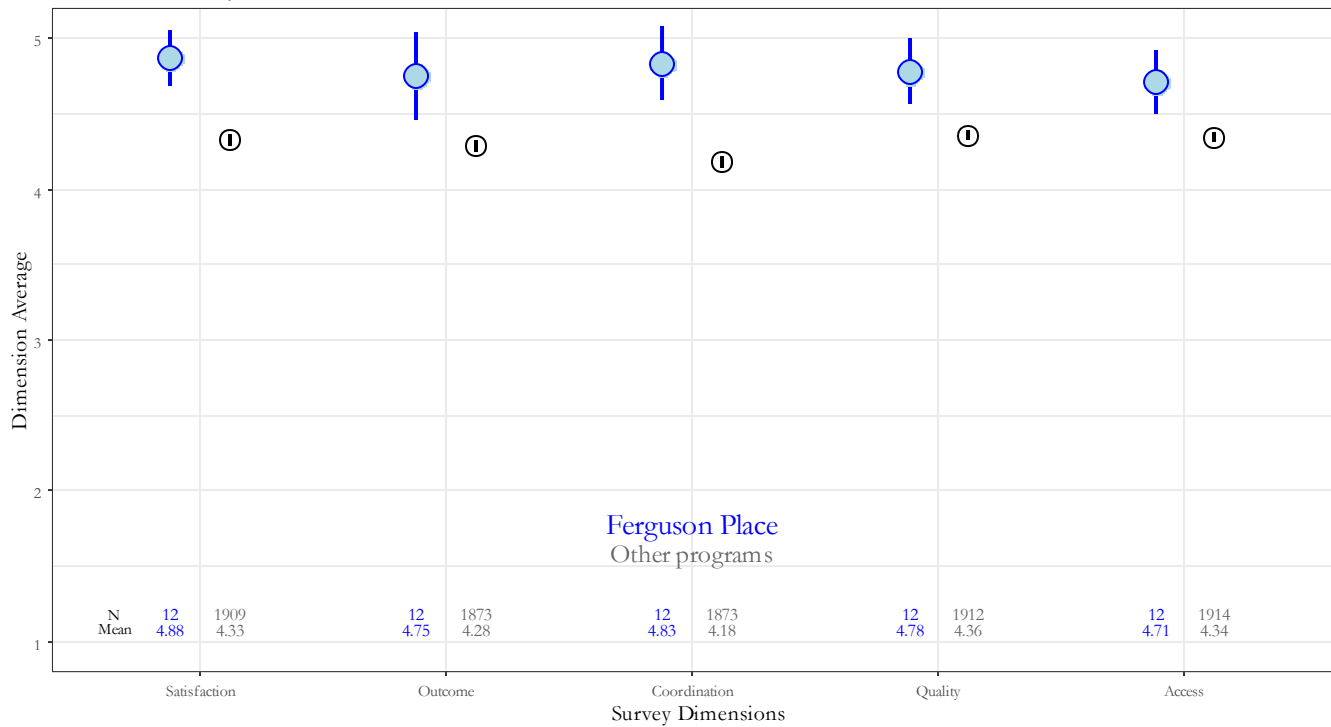
Adult Satisfaction Surveys



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 %	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 %	0 0.0 %	4 33.3 %	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 %	0 0.0 %	3 25.0 %	9 75.0 %	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 %	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 %	3 25.0 %	9 75.0 %	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 %	2 16.7 %	10 83.3 %	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 8.3 %	11 91.7 %	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 %	2 16.7 %	10 83.3 %	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 %	0 0.0 %	2 16.7 %	10 83.3 %	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 %	3 25.0 %	9 75.0 %	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 %	0 0.0 %	1 8.3 %	11 91.7 %	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 %	3 25.0 %	9 75.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	11 91.7 %	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)
American Indian/Alaskan Native	1	1	100.00	4.45
Black/African American	3	3	100.00	4.67
Latinx	2	2	100.00	4.86
White/Caucasian	4	4	100.00	4.89
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	4.91

Ferguson Place Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.86
Male	9	9	100.00	4.77
Transgender	1	1	100.00	5.00

Ferguson Place Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	4	4	100.00	4.73
36-45	4	4	100.00	4.93
46-55	2	2	100.00	5.00
55+	2	2	100.00	4.50



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Fort Help Bryant Clinic
Program codes (RUs): 38364

Overall Satisfaction¹
88.5%

Survey Response Rate²
29.2%

There were 52 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.38** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Fort Help Bryant Clinic: **4.35**
Other programs: **4.34**.

Survey Compliance

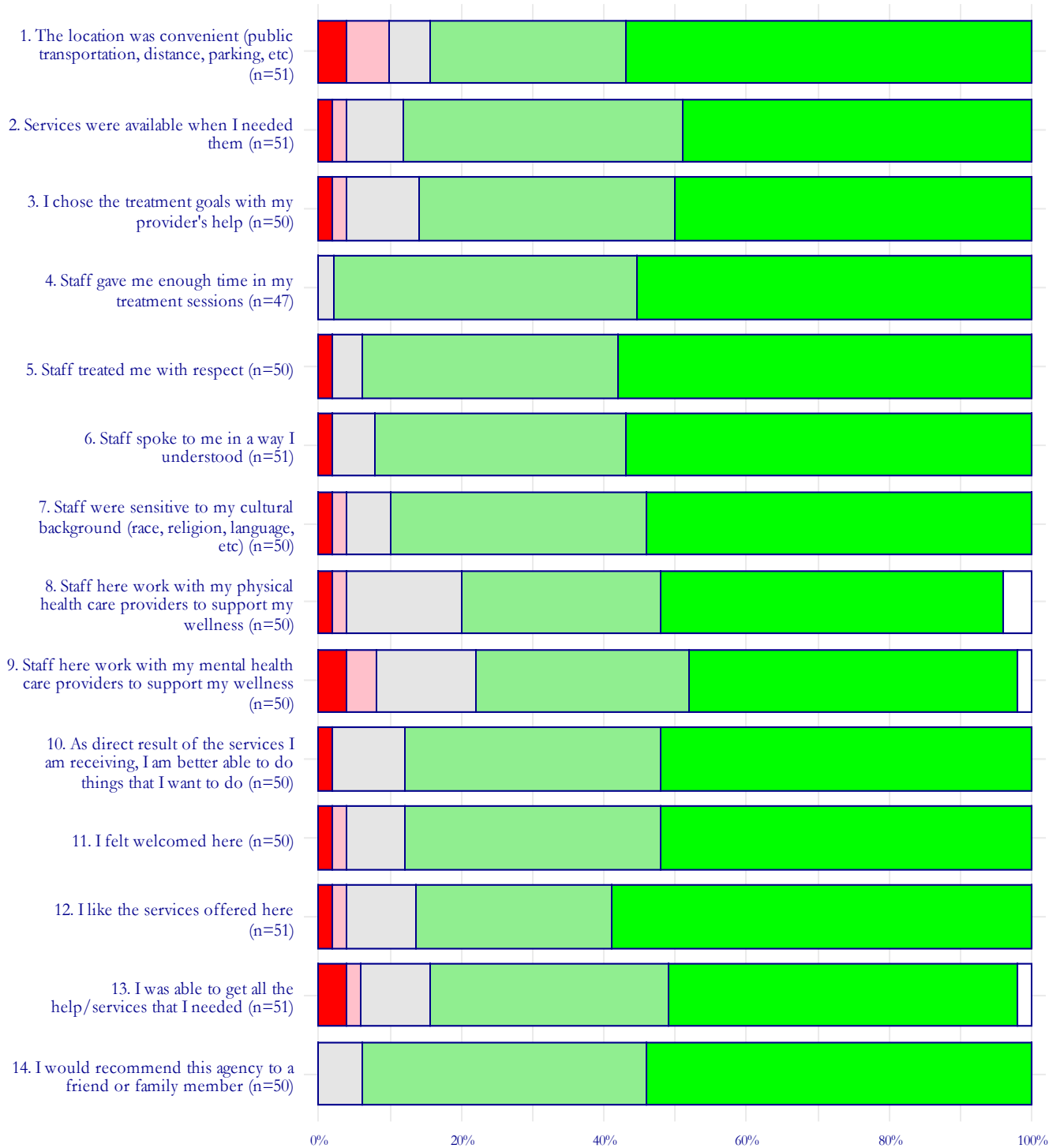
Only adult forms were submitted.

There were 52 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 (52), as a ratio to the number of unique persons (178) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

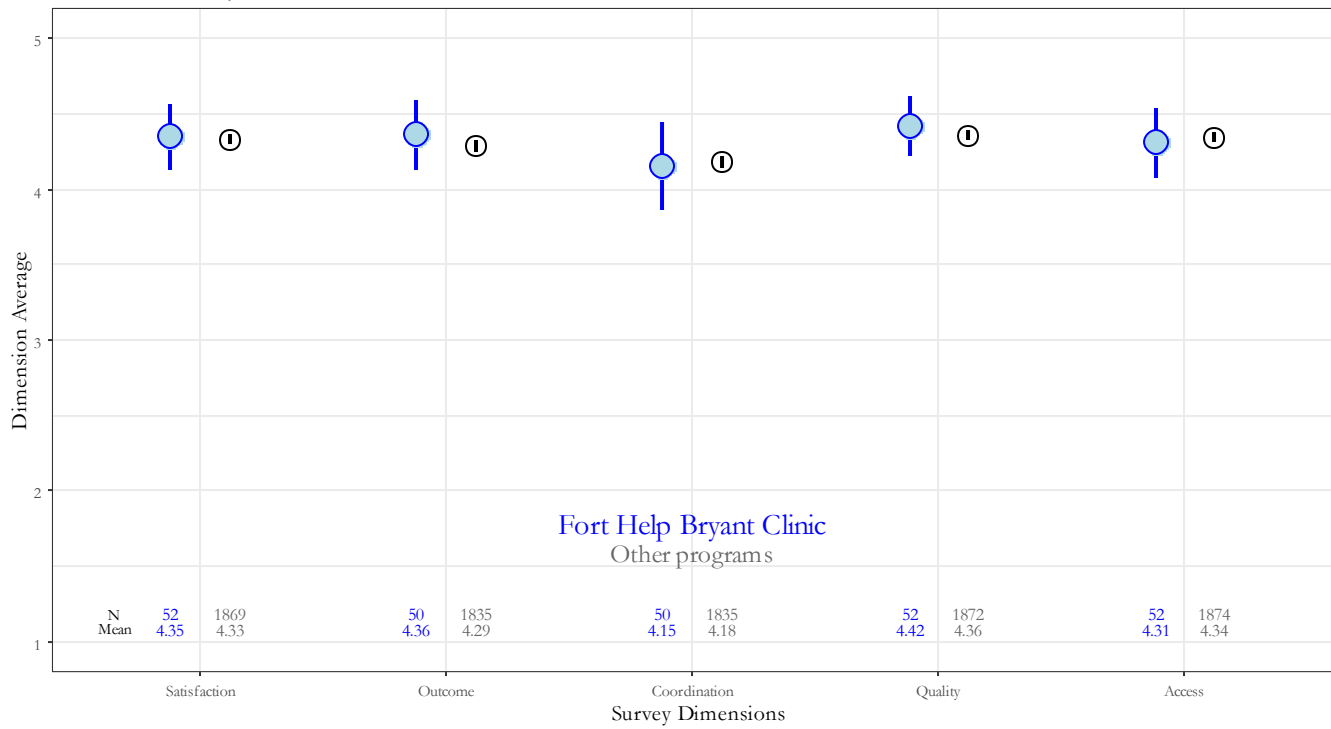
Adult Satisfaction Surveys



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 3.8 %	3 5.8 %	3 5.8 %	14 26.9 %	29 55.8 %	0 0.0 %	1 1.9 %
2. Services were available when I needed them	1 1.9 %	1 1.9 %	4 7.7 %	20 38.5 %	25 48.1 %	0 0.0 %	1 1.9 %
3. I chose the treatment goals with my provider's help	1 1.9 %	1 1.9 %	5 9.6 %	18 34.6 %	25 48.1 %	0 0.0 %	2 3.8 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 1.9 %	20 38.5 %	26 50.0 %	0 0.0 %	5 9.6 %
5. Staff treated me with respect	1 1.9 %	0 0.0 %	2 3.8 %	18 34.6 %	29 55.8 %	0 0.0 %	2 3.8 %
6. Staff spoke to me in a way I understood	1 1.9 %	0 0.0 %	3 5.8 %	18 34.6 %	29 55.8 %	0 0.0 %	1 1.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.9 %	1 1.9 %	3 5.8 %	18 34.6 %	27 51.9 %	0 0.0 %	2 3.8 %
8. Staff here work with my physical health care providers to support my wellness	1 1.9 %	1 1.9 %	8 15.4 %	14 26.9 %	24 46.2 %	2 3.8 %	2 3.8 %
9. Staff here work with my mental health care providers to support my wellness	2 3.8 %	2 3.8 %	7 13.5 %	15 28.8 %	23 44.2 %	1 1.9 %	2 3.8 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.9 %	0 0.0 %	5 9.6 %	18 34.6 %	26 50.0 %	0 0.0 %	2 3.8 %
11. I felt welcomed here	1 1.9 %	1 1.9 %	4 7.7 %	18 34.6 %	26 50.0 %	0 0.0 %	2 3.8 %
12. I like the services offered here	1 1.9 %	1 1.9 %	5 9.6 %	14 26.9 %	30 57.7 %	0 0.0 %	1 1.9 %
13. I was able to get all the help/services that I needed	2 3.8 %	1 1.9 %	5 9.6 %	17 32.7 %	25 48.1 %	1 1.9 %	1 1.9 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	3 5.8 %	20 38.5 %	27 51.9 %	0 0.0 %	2 3.8 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Fort Help Bryant Clinic Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	4	4	100.00	4.64
Black/African American	11	9	81.82	4.20
Latinx	2	2	100.00	4.77
White/Caucasian	24	21	87.50	4.43
Multi-ethnic	3	3	100.00	4.76
Other	4	3	75.00	3.43
Unknown	1	1	100.00	5.00
No Response	3	3	100.00	4.70

Fort Help Bryant Clinic Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	18	14	77.78	4.20
Male	31	29	93.55	4.45
No Response	3	3	100.00	4.70

Fort Help Bryant Clinic 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	4.91
36-45	12	10	83.33	4.30
46-55	15	14	93.33	4.57
55+	18	16	88.89	4.37
No Response	4	3	75.00	3.53



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Fort Help Mission Clinic
Program codes (RUs): 89074

Overall Satisfaction¹
95.3%

Survey Response Rate²
82.7%

There were 86 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.40** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Fort Help Mission Clinic: **4.39**
Other programs: **4.34**.

Survey Compliance

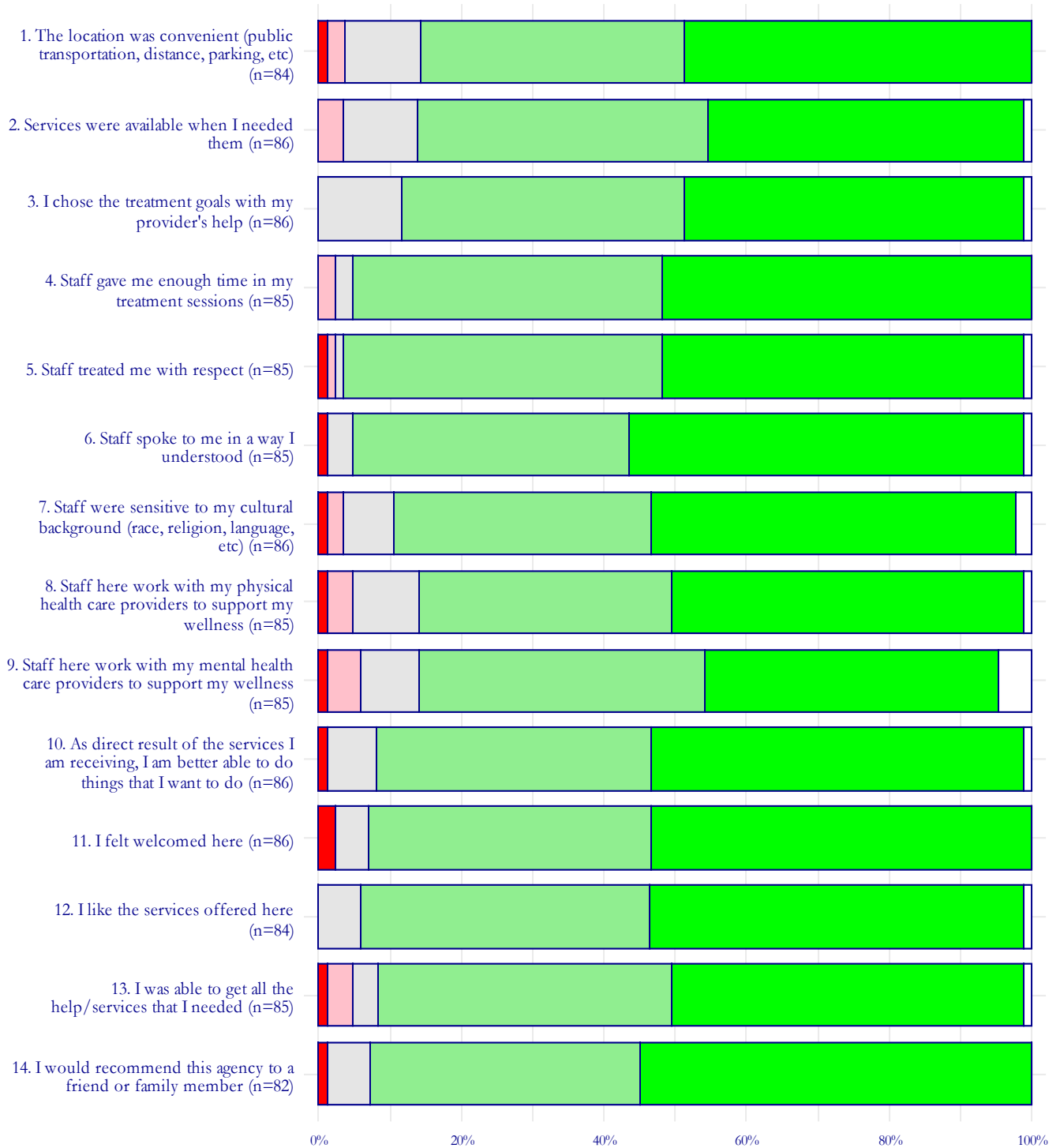
Only adult forms were submitted.

There were 86 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 (86), as a ratio to the number of unique persons (104) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

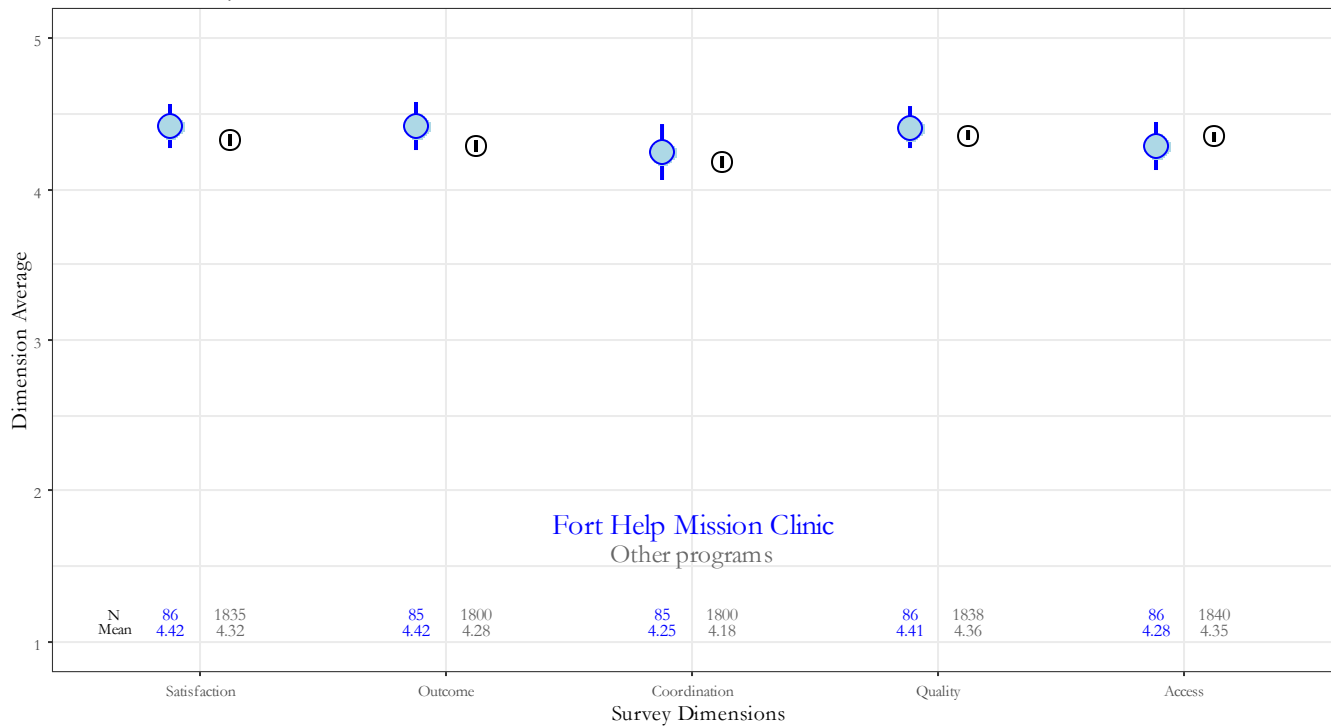
Adult Satisfaction Surveys



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 1.2 %	2 2.3 %	9 10.5 %	31 36.0 %	41 47.7 %	0 0.0 %	2 2.3 %
2. Services were available when I needed them	0 0.0 %	3 3.5 %	9 10.5 %	35 40.7 %	38 44.2 %	1 1.2 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	10 11.6 %	34 39.5 %	41 47.7 %	1 1.2 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	2 2.3 %	2 2.3 %	37 43.0 %	44 51.2 %	0 0.0 %	1 1.2 %
5. Staff treated me with respect	1 1.2 %	1 1.2 %	1 1.2 %	38 44.2 %	43 50.0 %	1 1.2 %	1 1.2 %
6. Staff spoke to me in a way I understood	1 1.2 %	0 0.0 %	3 3.5 %	33 38.4 %	47 54.6 %	1 1.2 %	1 1.2 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.2 %	2 2.3 %	6 7.0 %	31 36.0 %	44 51.2 %	2 2.3 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 1.2 %	3 3.5 %	8 9.3 %	30 34.9 %	42 48.8 %	1 1.2 %	1 1.2 %
9. Staff here work with my mental health care providers to support my wellness	1 1.2 %	4 4.6 %	7 8.1 %	34 39.5 %	35 40.7 %	4 4.6 %	1 1.2 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.2 %	0 0.0 %	6 7.0 %	33 38.4 %	45 52.3 %	1 1.2 %	0 0.0 %
11. I felt welcomed here	2 2.3 %	0 0.0 %	4 4.6 %	34 39.5 %	46 53.5 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	5 5.8 %	34 39.5 %	44 51.2 %	1 1.2 %	2 2.3 %
13. I was able to get all the help/services that I needed	1 1.2 %	3 3.5 %	3 3.5 %	35 40.7 %	42 48.8 %	1 1.2 %	1 1.2 %
14. I would recommend this agency to a friend or family member	1 1.2 %	0 0.0 %	5 5.8 %	31 36.0 %	45 52.3 %	0 0.0 %	4 4.6 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Fort Help Mission Clinic Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	3	3	100.00	4.33
Asian	2	2	100.00	4.50
Black/African American	11	11	100.00	4.69
Latinx	18	18	100.00	4.65
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	32	31	96.88	4.33
Multi-ethnic	8	7	87.50	4.15
Other	8	6	75.00	3.90
Unknown	1	1	100.00	3.91
No Response	2	2	100.00	4.45

Fort Help Mission Clinic Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	27	26	96.30	4.41
Male	52	51	98.08	4.46
Transgender	1	1	100.00	4.00
Decline to answer	2	2	100.00	3.95
Other	1	0	0.00	3.00
No Response	3	2	66.67	4.06

Fort Help Mission Clinic Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	4.95
26-35	14	12	85.71	4.03
36-45	20	19	95.00	4.32
46-55	25	25	100.00	4.43
55+	21	20	95.24	4.55
No Response	4	4	100.00	4.75



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Friendship House - Residential Treatment
Program codes (RUs): 00102

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 3 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.91** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Friendship House - Residential Treatment: **4.90**
Other programs: **4.34**.

Survey Compliance

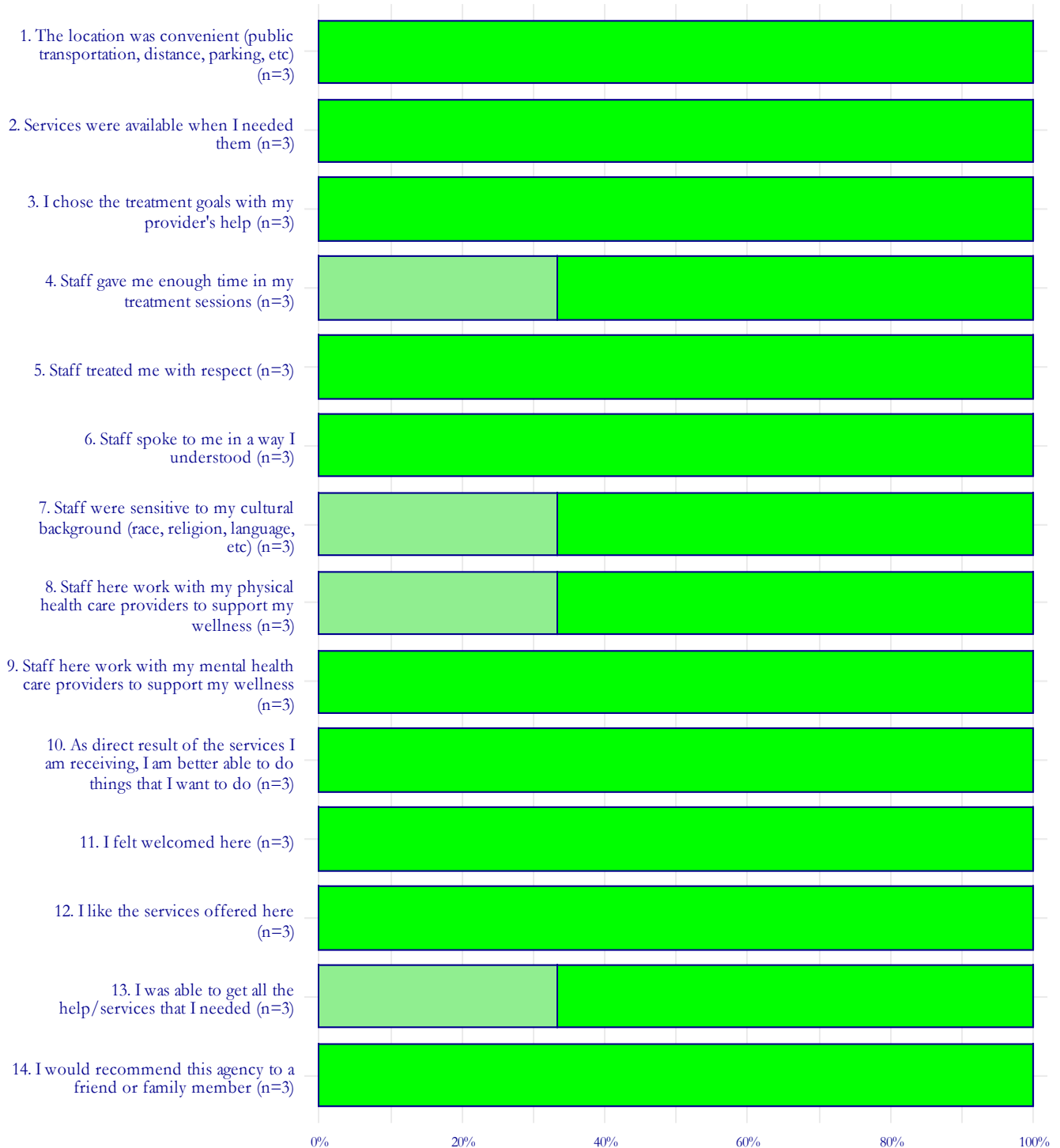
Only adult forms were submitted.

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 (3) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

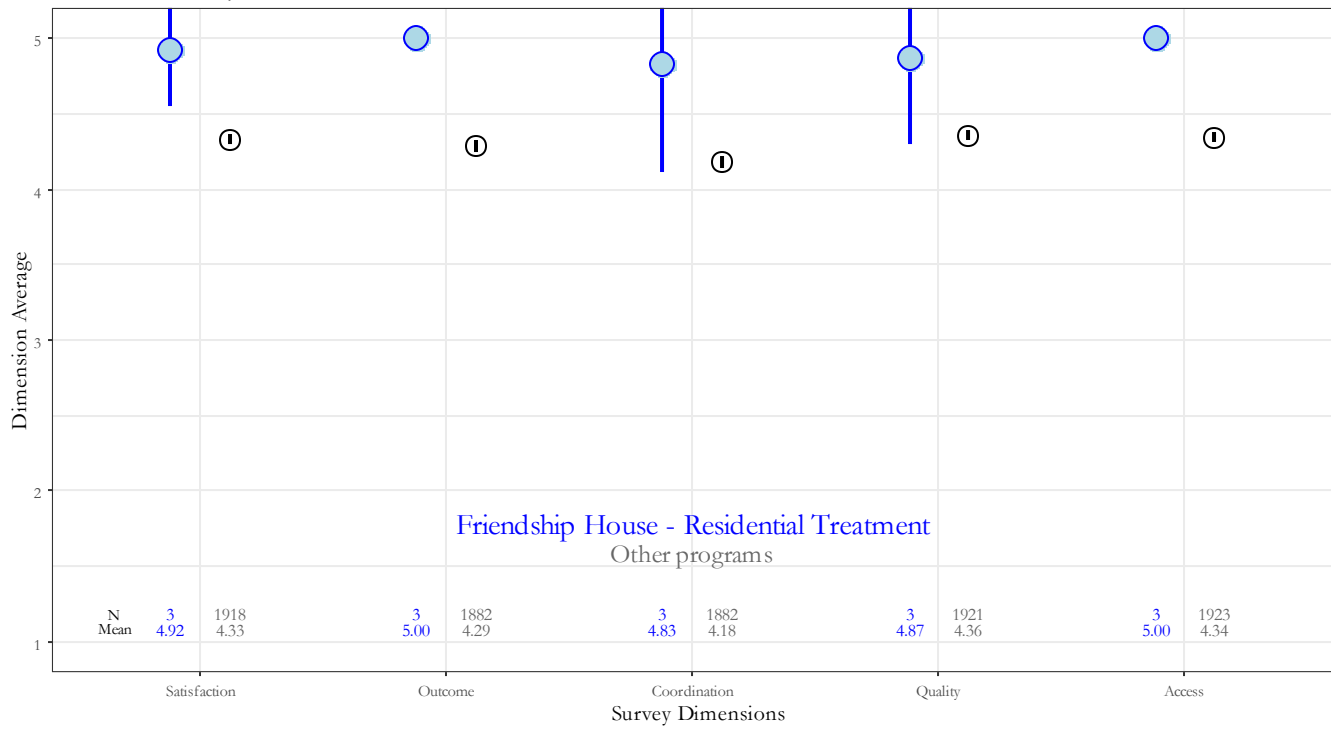
Adult Satisfaction Surveys



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 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	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 %	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 %	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 %	0 0.0 %	3 100.0 %	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 %	0 0.0 %	3 100.0 %	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 %	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 %	0 0.0 %	3 100.0 %	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 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	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 %	3 100.0 %	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 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 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Friendship House - Residential Treatment Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	5.00
Latinx	1	1	100.00	5.00
White/Caucasian	1	1	100.00	4.73

Friendship House - Residential Treatment Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	4.73
Male	2	2	100.00	5.00

Friendship House - Residential Treatment Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	1	1	100.00	5.00
46-55	2	2	100.00	4.86



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HealthRIGHT 360 African American Healing Center AAHC
Program codes (RUs): 87301

Overall Satisfaction¹
94.1%

Survey Response Rate²
37.0%

There were 17 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.53** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HealthRIGHT 360 African American Healing Center AAHC:
4.47
Other programs: **4.34**.

Survey Compliance

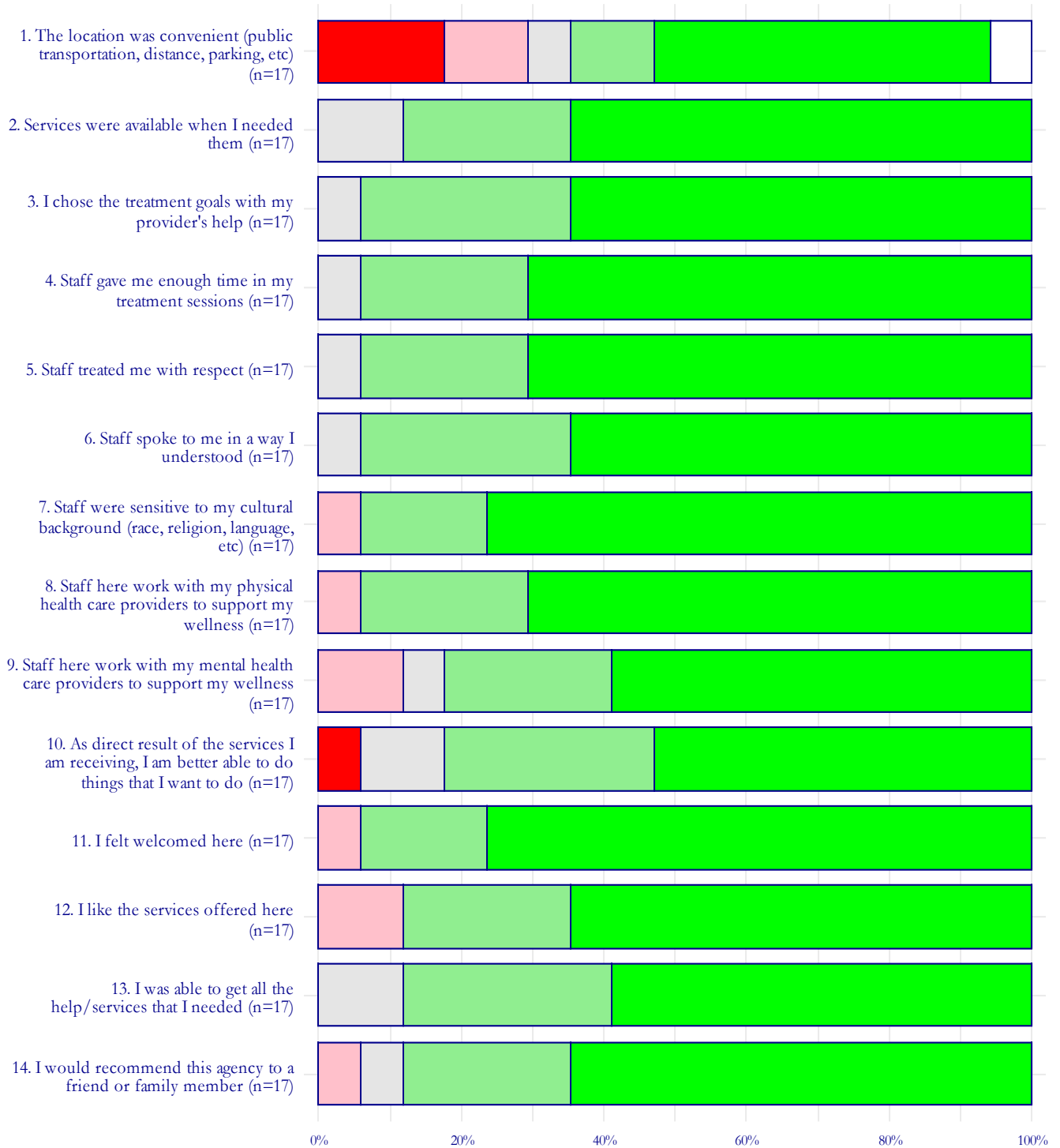
Only adult forms were submitted.

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 (46) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

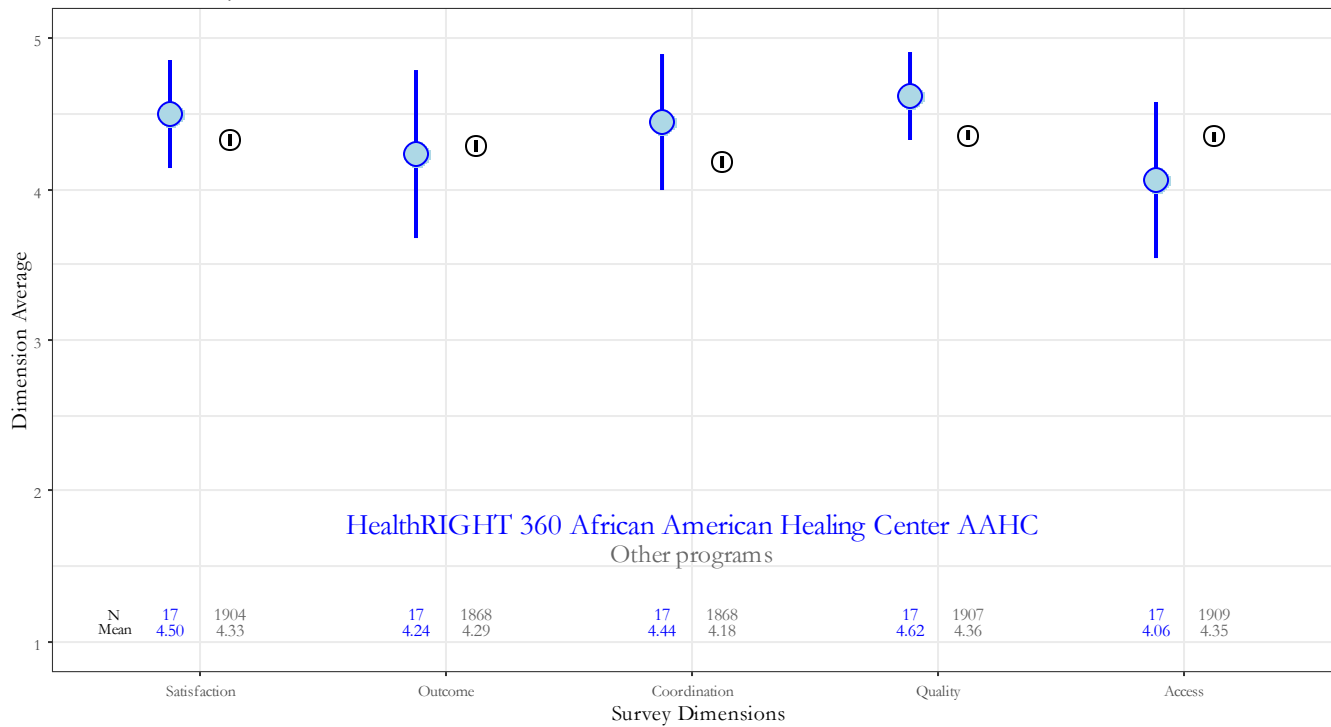
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	3 17.6 %	2 11.8 %	1 5.9 %	2 11.8 %	8 47.1 %	1 5.9 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 11.8 %	4 23.5 %	11 64.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	11 64.7 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	12 70.6 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 5.9 %	4 23.5 %	12 70.6 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 5.9 %	5 29.4 %	11 64.7 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	13 76.5 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 5.9 %	0 0.0 %	4 23.5 %	12 70.6 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	2 11.8 %	1 5.9 %	4 23.5 %	10 58.8 %	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	1 5.9 %	0 0.0 %	2 11.8 %	5 29.4 %	9 52.9 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	1 5.9 %	0 0.0 %	3 17.6 %	13 76.5 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	2 11.8 %	0 0.0 %	4 23.5 %	11 64.7 %	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 %	2 11.8 %	5 29.4 %	10 58.8 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 5.9 %	1 5.9 %	4 23.5 %	11 64.7 %	0 0.0 %	0 0.0 %

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)
Asian	1	1	100.00	5.00
Black/African American	5	5	100.00	4.75
Latinx	2	2	100.00	4.77
White/Caucasian	3	3	100.00	4.88
Multi-ethnic	2	2	100.00	4.32
Other	1	1	100.00	4.00
No Response	3	2	66.67	3.85

HealthRIGHT 360 African American Healing Center AAHC Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.66
Male	10	10	100.00	4.69
Decline to answer	1	1	100.00	4.18
No Response	2	1	50.00	3.68

HealthRIGHT 360 African American Healing Center AAHC Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	4.32
26-35	2	2	100.00	4.73
36-45	5	5	100.00	4.62
46-55	3	3	100.00	4.91
No Response	5	4	80.00	4.24



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HealthRIGHT 360 Bridges CSM OP Program ISMIP
Program codes (RUs): 85351

Overall Satisfaction¹
100.0%

Survey Response Rate²
78.9%

There were 15 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.34** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HealthRIGHT 360 Bridges CSM OP Program ISMIP: **4.32**
Other programs: **4.34**.

Survey Compliance

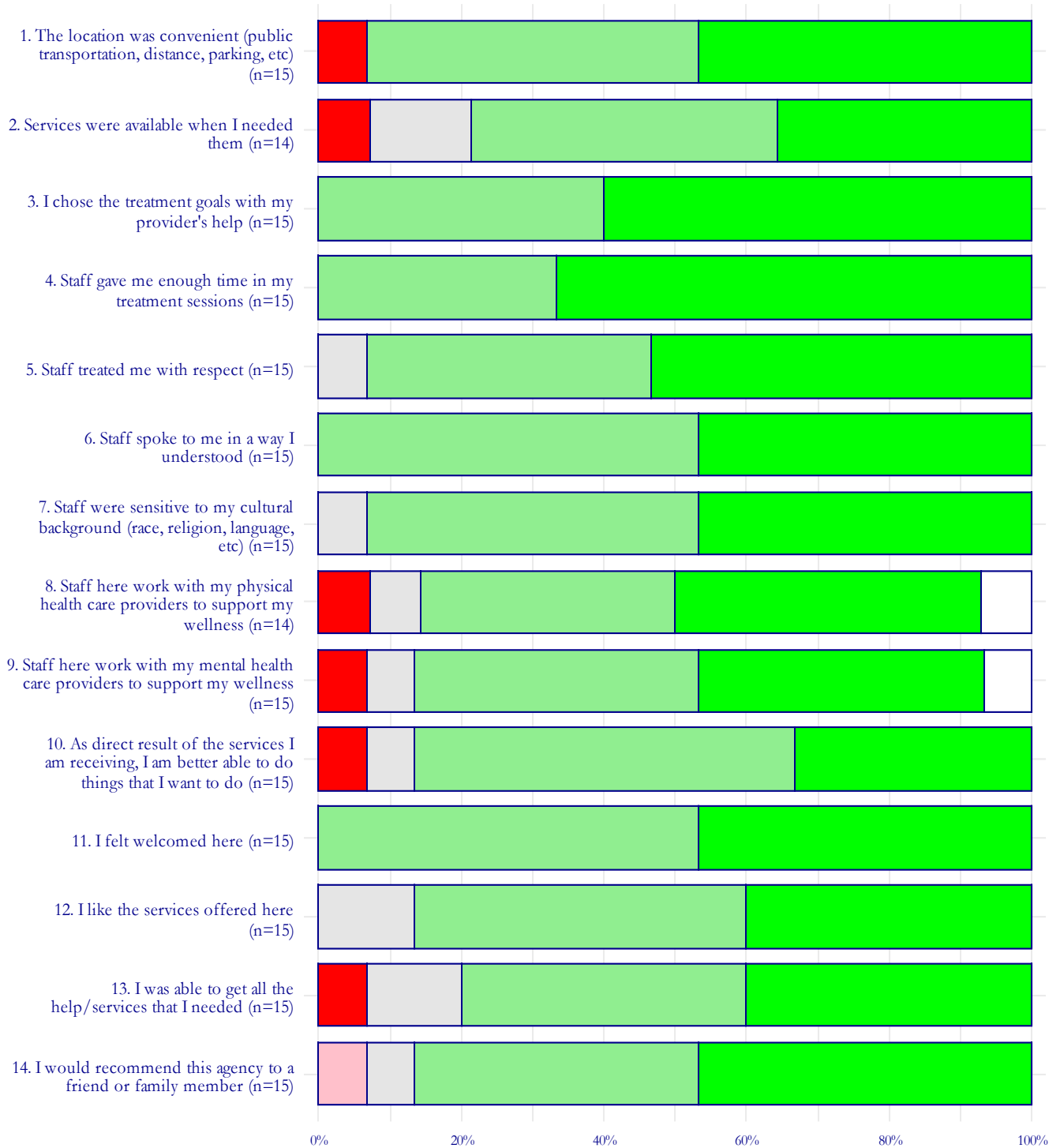
Only adult forms were submitted.

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 (19) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

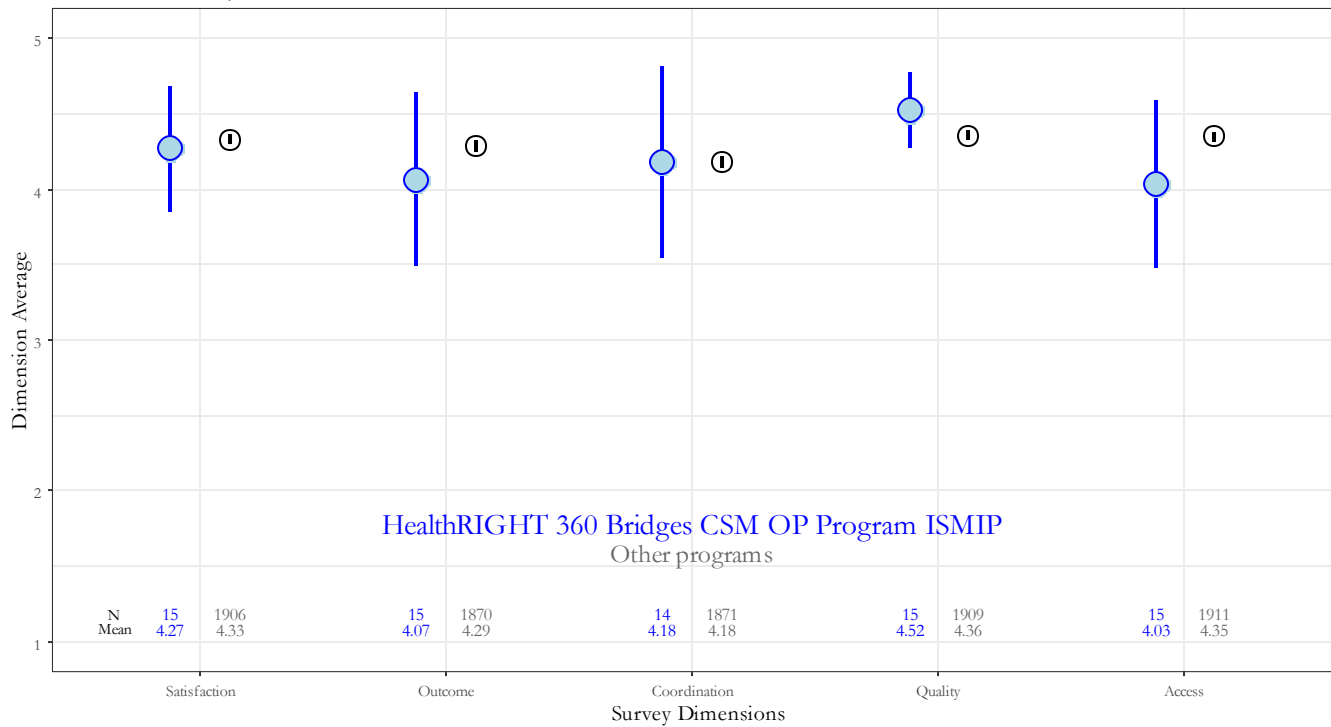
Adult Satisfaction Surveys



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 6.7 %	0 0.0 %	0 0.0 %	7 46.7 %	7 46.7 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	1 6.7 %	0 0.0 %	2 13.3 %	6 40.0 %	5 33.3 %	0 0.0 %	1 6.7 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	6 40.0 %	9 60.0 %	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 %	5 33.3 %	10 66.7 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	8 53.3 %	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 %	8 53.3 %	7 46.7 %	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 6.7 %	7 46.7 %	7 46.7 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 6.7 %	0 0.0 %	1 6.7 %	5 33.3 %	6 40.0 %	1 6.7 %	1 6.7 %
9. Staff here work with my mental health care providers to support my wellness	1 6.7 %	0 0.0 %	1 6.7 %	6 40.0 %	6 40.0 %	1 6.7 %	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	1 6.7 %	0 0.0 %	1 6.7 %	8 53.3 %	5 33.3 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	8 53.3 %	7 46.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 13.3 %	7 46.7 %	6 40.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	1 6.7 %	0 0.0 %	2 13.3 %	6 40.0 %	6 40.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 6.7 %	1 6.7 %	6 40.0 %	7 46.7 %	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)
Black/African American	7	7	100.00	4.64
Latinx	3	3	100.00	4.36
Native Hawaiian/Pacific Islander	2	2	100.00	3.77
White/Caucasian	2	2	100.00	4.05
Other	1	1	100.00	3.90

HealthRIGHT 360 Bridges CSM OP Program ISMIP Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	3.55
Male	14	14	100.00	4.40

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	4.36
26-35	3	3	100.00	4.12
36-45	3	3	100.00	4.45
46-55	4	4	100.00	4.25
55+	3	3	100.00	4.64
No Response	1	1	100.00	4.09



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HealthRIGHT 360 Men's Residential Program Hayes Street
Program codes (RUs): 87342

Overall Satisfaction¹
83.3%

Survey Response Rate²
50.0%

There were 12 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.30** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HealthRIGHT 360 Men's Residential Program Hayes Street: **4.32**
Other programs: **4.34**.

Survey Compliance

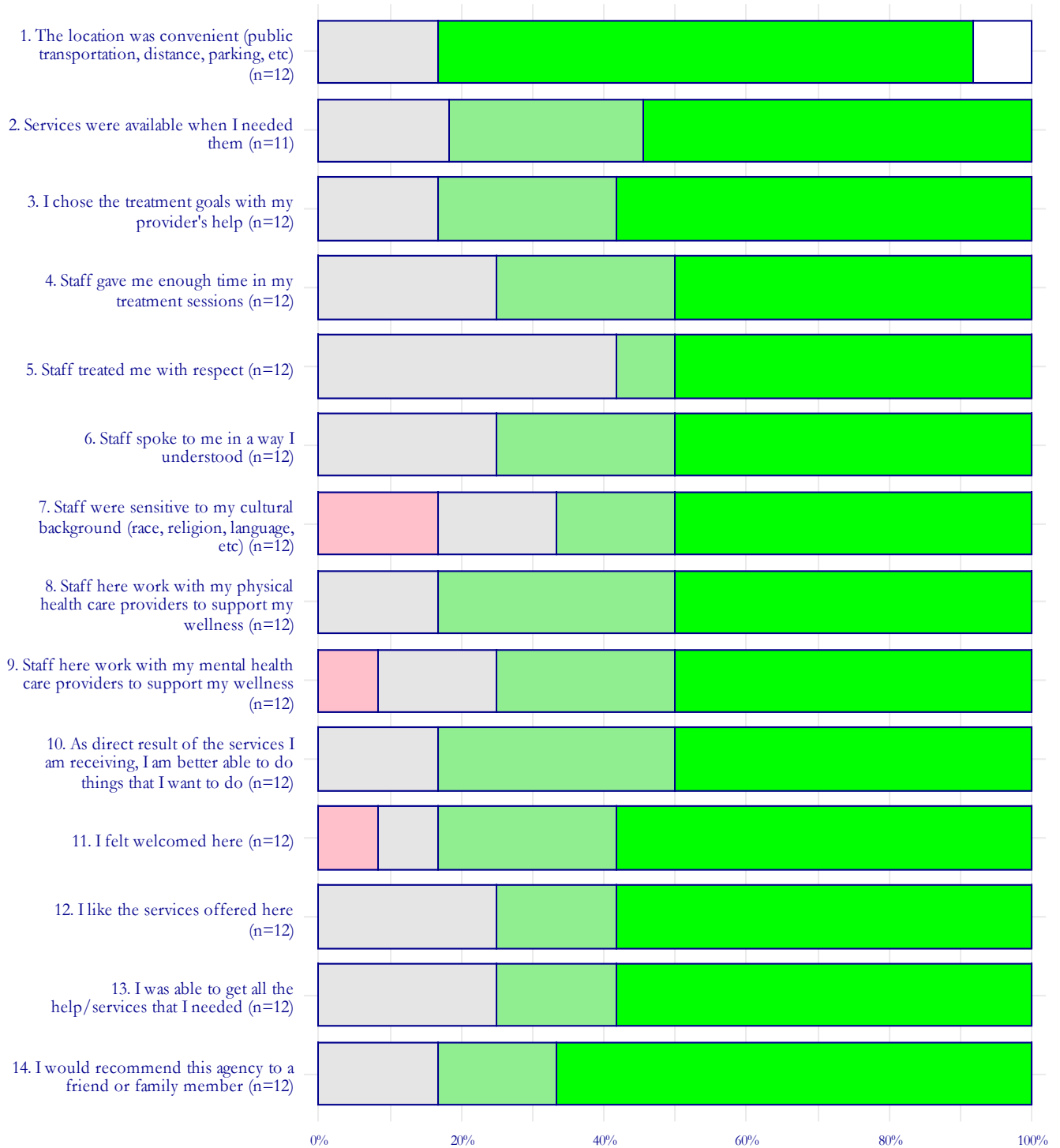
Only adult forms were submitted.

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 (24) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

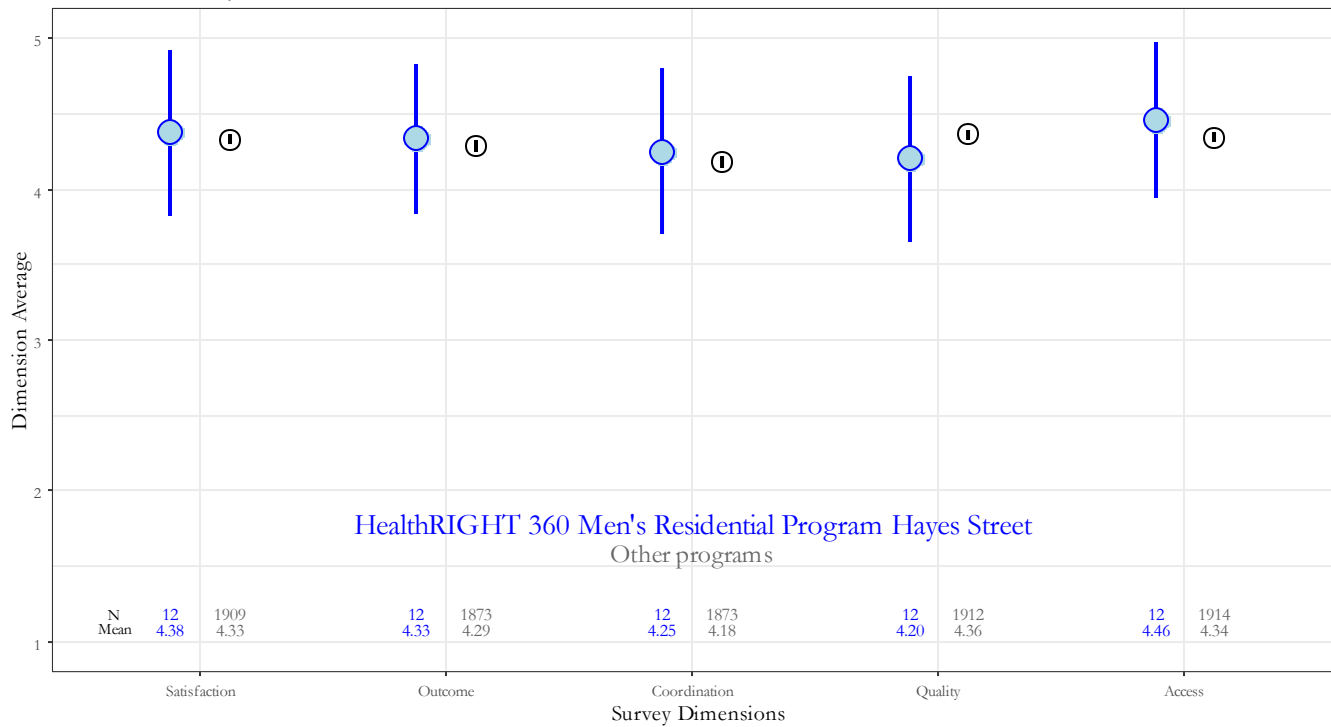
Adult Satisfaction Surveys



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 16.7 %	0 0.0 %	9 75.0 %	1 8.3 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	1 8.3 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	7 58.3 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	6 50.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	5 41.7 %	1 8.3 %	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 %	3 25.0 %	3 25.0 %	6 50.0 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	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 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	6 50.0 %	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 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	1 8.3 %	1 8.3 %	3 25.0 %	7 58.3 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	7 58.3 %	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 %	3 25.0 %	2 16.7 %	7 58.3 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 16.7 %	2 16.7 %	8 66.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HealthRIGHT 360 Men's Residential Program Hayes Street Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	3.91
Black/African American	1	1	100.00	5.00
Latinx	4	3	75.00	3.82
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	2	2	100.00	4.73
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	5.00
No Response	1	0	0.00	2.91

HealthRIGHT 360 Men's Residential Program Hayes Street Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	11	10	90.91	4.41
Other	1	0	0.00	3.00

HealthRIGHT 360 Men's Residential Program Hayes Street Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	3.73
26-35	2	2	100.00	4.45
36-45	6	5	83.33	4.42
46-55	2	2	100.00	4.73
No Response	1	0	0.00	2.91



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HealthRIGHT 360 Men's Satelite Program
Program codes (RUs): 88077

Overall Satisfaction¹
88.7%

Survey Response Rate²
85.7%

There were 54 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.48** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HealthRIGHT 360 Men's Satelite Program: **4.52**
Other programs: **4.34**.

Survey Compliance

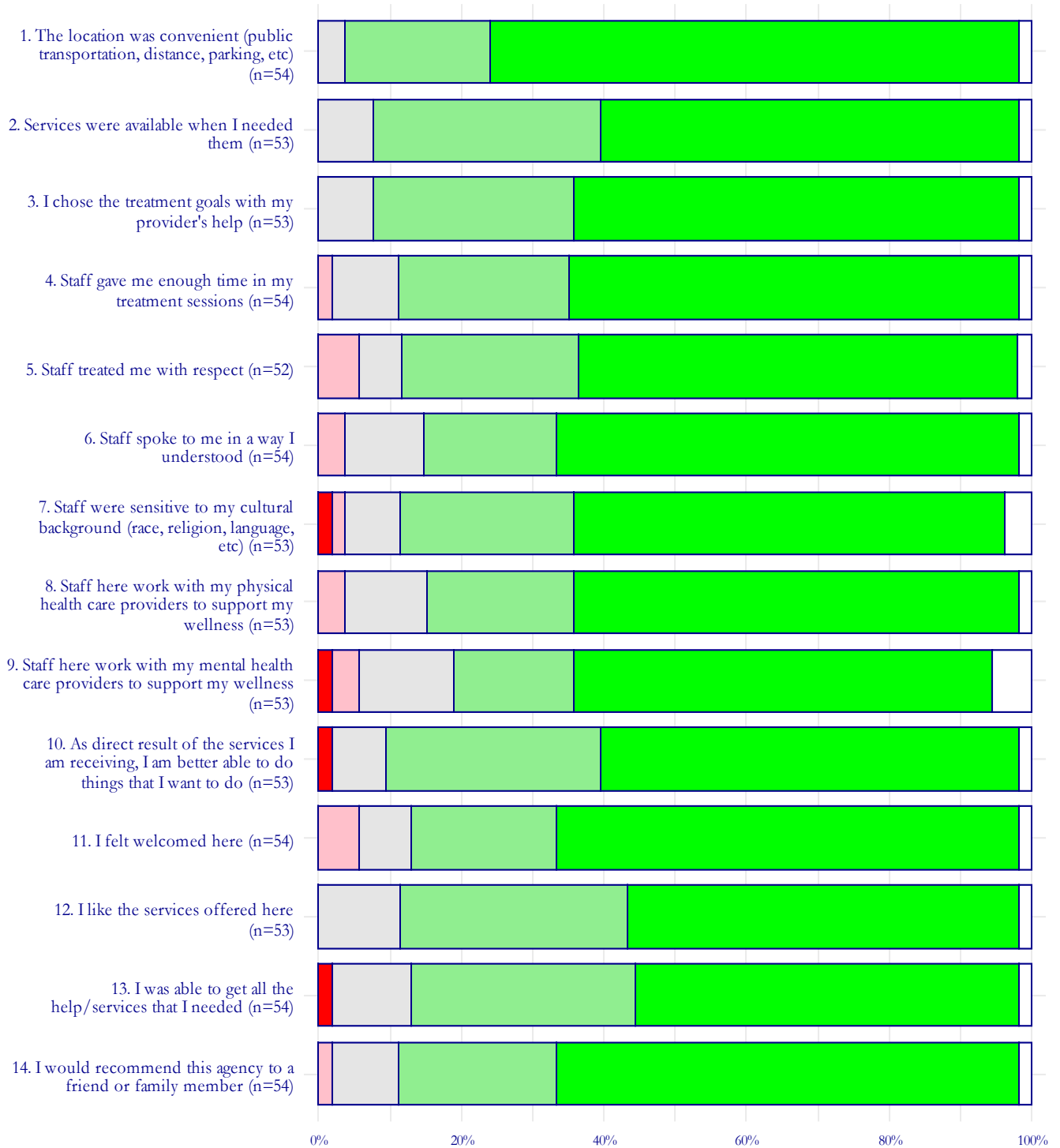
Only adult forms were submitted.

There were 54 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 (54), as a ratio to the number of unique persons (63) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

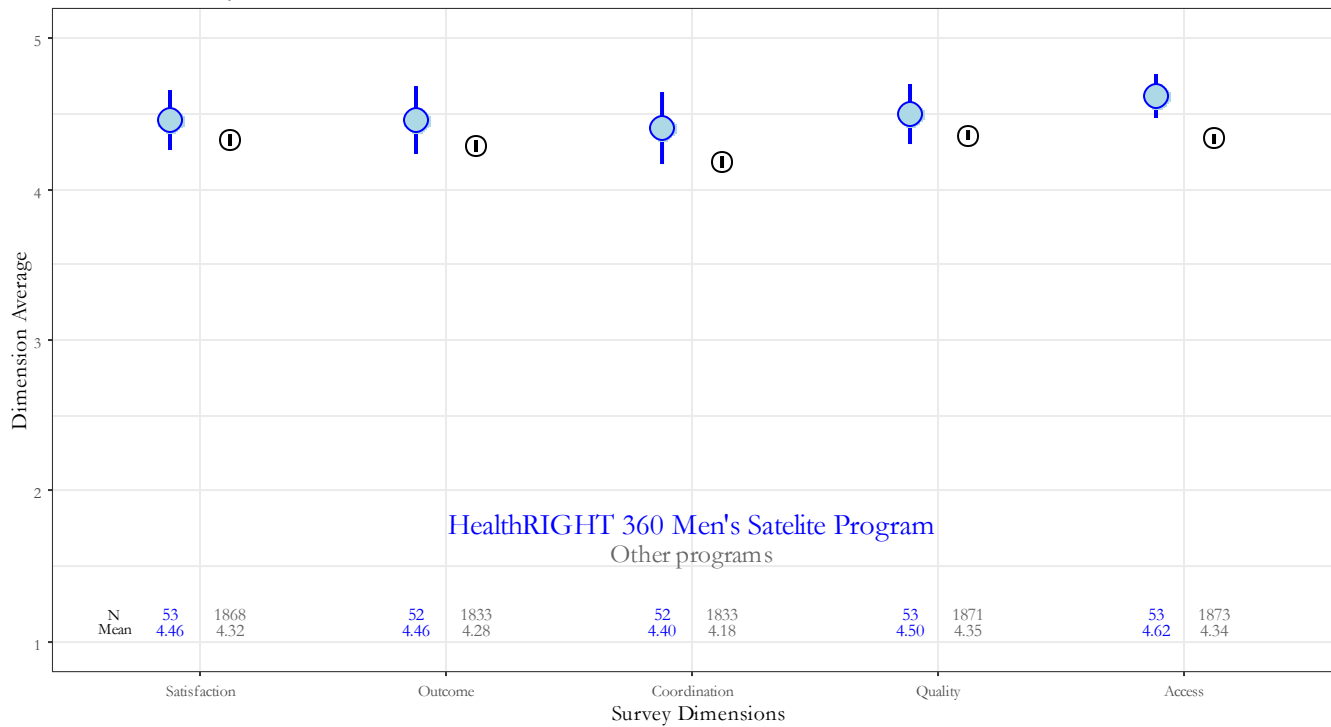
Adult Satisfaction Surveys



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 3.7 %	11 20.4 %	40 74.1 %	1 1.8 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	4 7.4 %	17 31.5 %	31 57.4 %	1 1.8 %	1 1.8 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	4 7.4 %	15 27.8 %	33 61.1 %	1 1.8 %	1 1.8 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 1.8 %	5 9.3 %	13 24.1 %	34 63.0 %	1 1.8 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	3 5.6 %	3 5.6 %	13 24.1 %	32 59.3 %	1 1.8 %	2 3.7 %
6. Staff spoke to me in a way I understood	0 0.0 %	2 3.7 %	6 11.1 %	10 18.5 %	35 64.8 %	1 1.8 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.8 %	1 1.8 %	4 7.4 %	13 24.1 %	32 59.3 %	2 3.7 %	1 1.8 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	2 3.7 %	6 11.1 %	11 20.4 %	33 61.1 %	1 1.8 %	1 1.8 %
9. Staff here work with my mental health care providers to support my wellness	1 1.8 %	2 3.7 %	7 13.0 %	9 16.7 %	31 57.4 %	3 5.6 %	1 1.8 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.8 %	0 0.0 %	4 7.4 %	16 29.6 %	31 57.4 %	1 1.8 %	1 1.8 %
11. I felt welcomed here	0 0.0 %	3 5.6 %	4 7.4 %	11 20.4 %	35 64.8 %	1 1.8 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	6 11.1 %	17 31.5 %	29 53.7 %	1 1.8 %	1 1.8 %
13. I was able to get all the help/services that I needed	1 1.8 %	0 0.0 %	6 11.1 %	17 31.5 %	29 53.7 %	1 1.8 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 1.8 %	5 9.3 %	12 22.2 %	35 64.8 %	1 1.8 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HealthRIGHT 360 Men's Satellite Program Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	3.55
Black/African American	10	8	80.00	4.25
Latinx	11	8	72.73	4.49
White/Caucasian	22	21	95.45	4.63
Other	4	4	100.00	4.61
Unknown	2	1	50.00	4.00
No Response	4	4	100.00	4.57

HealthRIGHT 360 Men's Satellite Program Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	47	43	91.49	4.55
Other	1	0	0.00	
No Response	6	4	66.67	3.92

HealthRIGHT 360 Men's Satellite Program Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	5.00
26-35	10	9	90.00	4.49
36-45	18	16	88.89	4.55
46-55	12	10	83.33	4.33
55+	6	5	83.33	4.26
No Response	6	5	83.33	4.65



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

**Treatment Perceptions Survey Report - Fall 2019
HealthRIGHT 360 Representative Payee Program**

Program codes (RUs): 88359

Overall Satisfaction¹
92.0%

Survey Response Rate²
over 100%

There were 76 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.39** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HealthRIGHT 360 Representative Payee Program: **4.41**
Other programs: **4.34**.

Survey Compliance

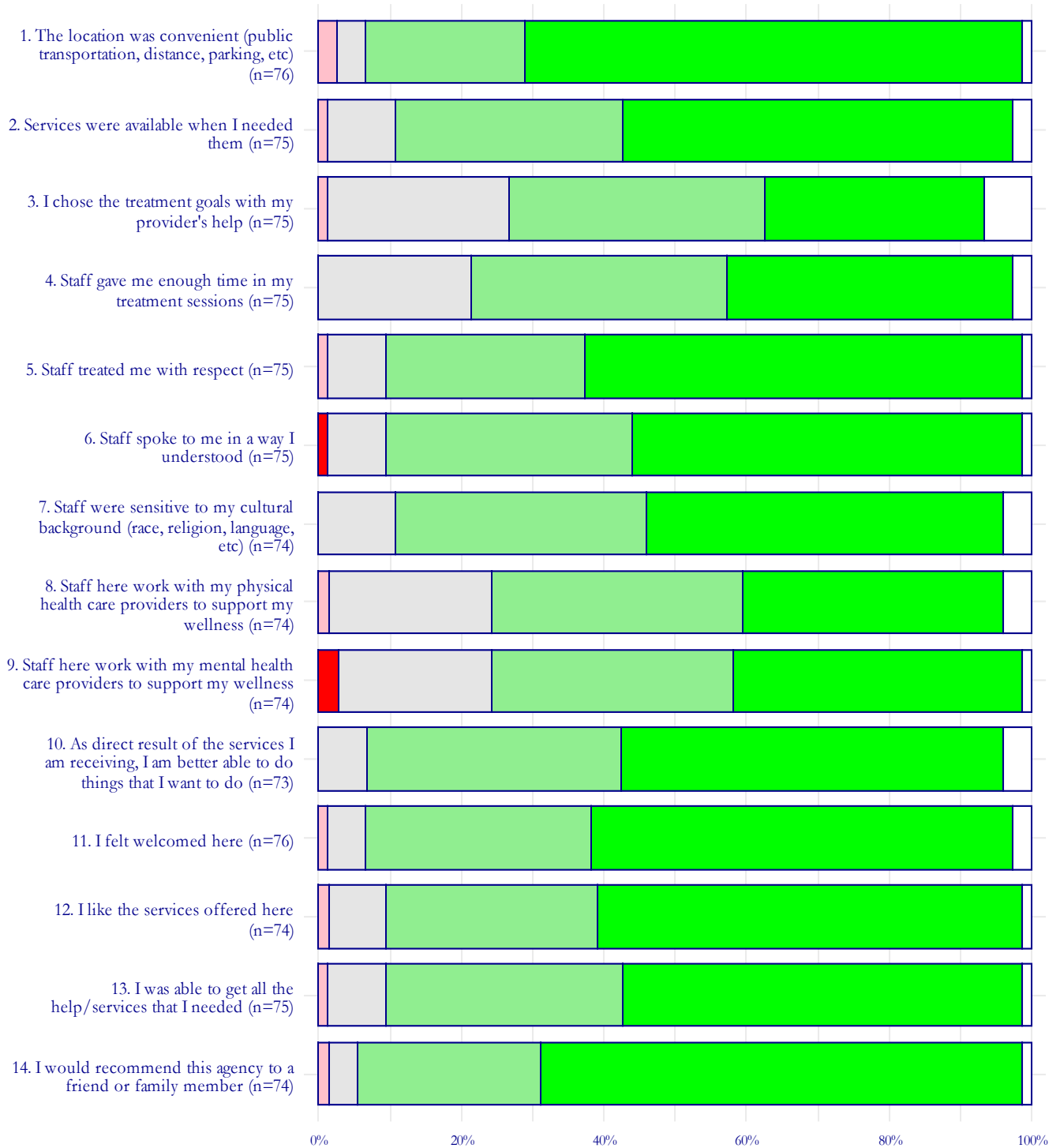
Only adult forms were submitted.

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 (15) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

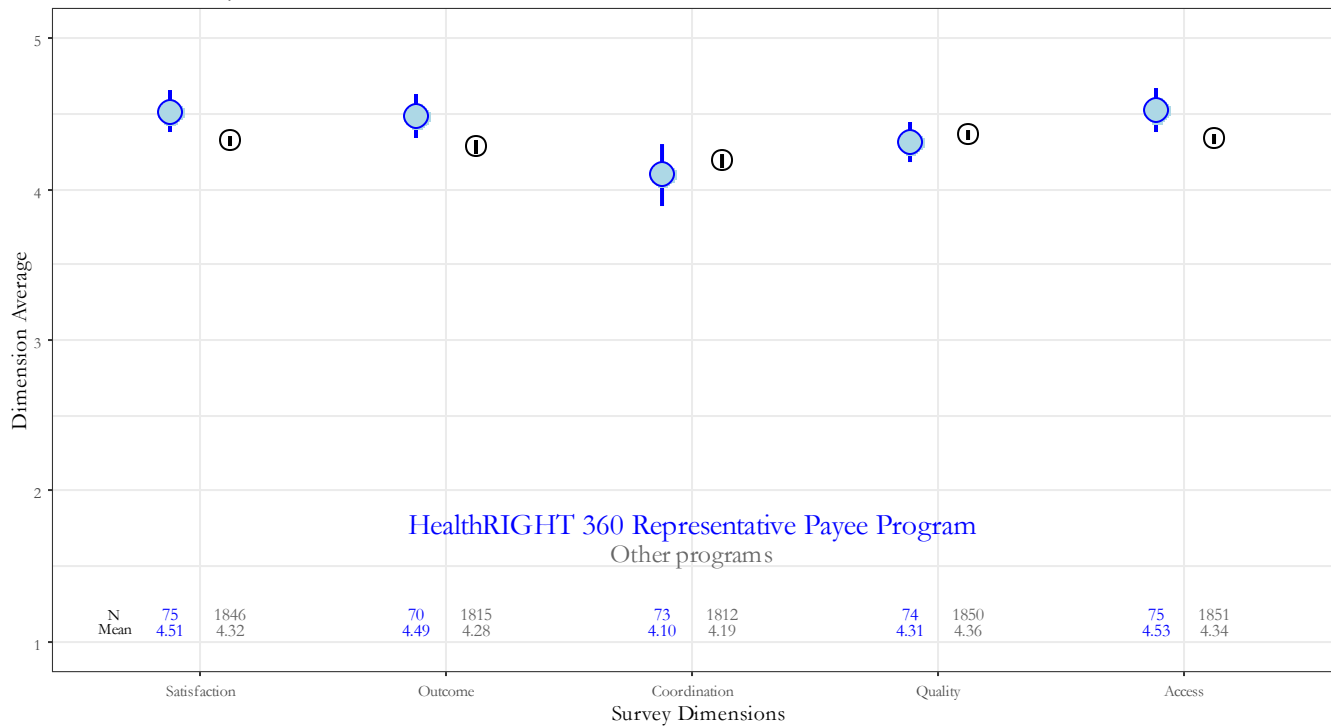
Adult Satisfaction Surveys



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 %	2 2.6 %	3 4.0 %	17 22.4 %	53 69.7 %	1 1.3 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 1.3 %	7 9.2 %	24 31.6 %	41 53.9 %	2 2.6 %	1 1.3 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 1.3 %	19 25.0 %	27 35.5 %	23 30.3 %	5 6.6 %	1 1.3 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	16 21.1 %	27 35.5 %	30 39.5 %	2 2.6 %	1 1.3 %
5. Staff treated me with respect	0 0.0 %	1 1.3 %	6 7.9 %	21 27.6 %	46 60.5 %	1 1.3 %	1 1.3 %
6. Staff spoke to me in a way I understood	1 1.3 %	0 0.0 %	6 7.9 %	26 34.2 %	41 53.9 %	1 1.3 %	1 1.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	8 10.5 %	26 34.2 %	37 48.7 %	3 4.0 %	2 2.6 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 1.3 %	17 22.4 %	26 34.2 %	27 35.5 %	3 4.0 %	2 2.6 %
9. Staff here work with my mental health care providers to support my wellness	2 2.6 %	0 0.0 %	16 21.1 %	25 32.9 %	30 39.5 %	1 1.3 %	2 2.6 %
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 %	5 6.6 %	26 34.2 %	39 51.3 %	3 4.0 %	3 4.0 %
11. I felt welcomed here	0 0.0 %	1 1.3 %	4 5.3 %	24 31.6 %	45 59.2 %	2 2.6 %	0 0.0 %
12. I like the services offered here	0 0.0 %	1 1.3 %	6 7.9 %	22 28.9 %	44 57.9 %	1 1.3 %	2 2.6 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 1.3 %	6 7.9 %	25 32.9 %	42 55.3 %	1 1.3 %	1 1.3 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 1.3 %	3 4.0 %	19 25.0 %	50 65.8 %	1 1.3 %	2 2.6 %

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	3	3	100.00	4.67
Black/African American	34	31	91.18	4.46
Latinx	6	5	83.33	4.50
White/Caucasian	25	25	100.00	4.43
Multi-ethnic	4	4	100.00	4.27
Other	2	0	0.00	3.39
No Response	2	1	50.00	3.27

HealthRIGHT 360 Representative Payee Program Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	21	16	76.19	4.11
Male	50	49	98.00	4.52
Transgender	2	2	100.00	5.00
Decline to answer	2	1	50.00	3.77
No Response	1	1	100.00	4.18

HealthRIGHT 360 Representative Payee Program Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	3	3	100.00	4.18
36-45	11	10	90.91	4.52
46-55	18	17	94.44	4.53
55+	41	37	90.24	4.38
No Response	3	2	66.67	3.52



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HealthRIGHT 360 Women's Hope Residential
Program codes (RUs): 89102

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 10 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.91** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HealthRIGHT 360 Women's Hope Residential: **4.91**
Other programs: **4.34**.

Survey Compliance

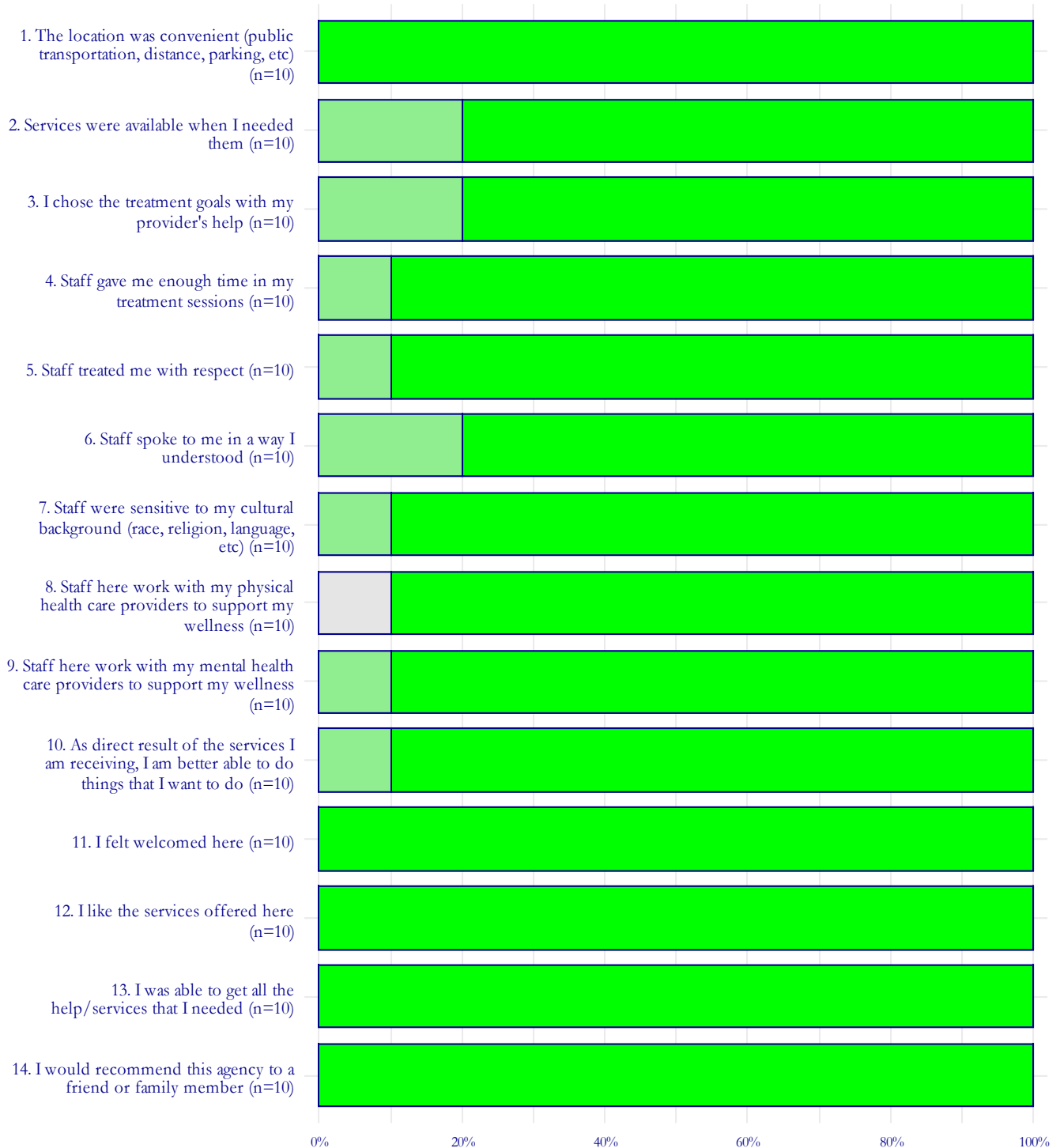
Only adult forms were submitted.

There were 10 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 (10), as a ratio to the number of unique persons (10) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

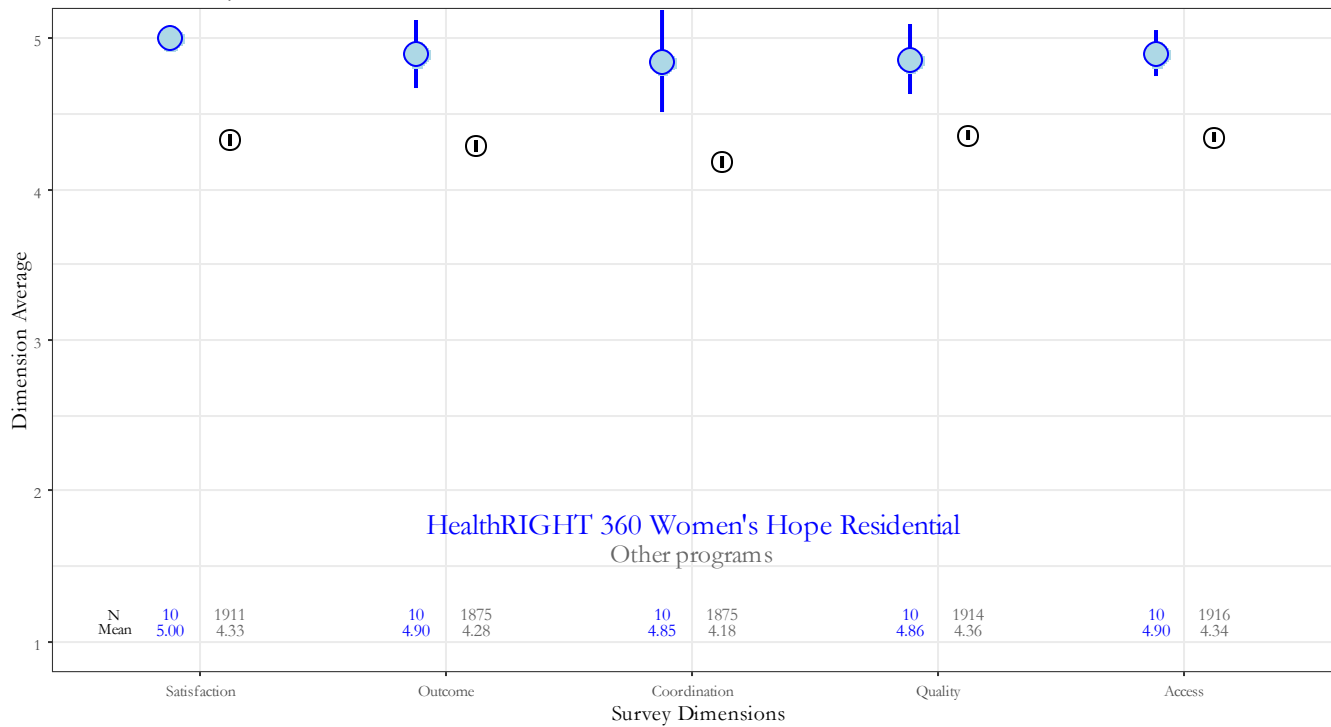
Adult Satisfaction Surveys



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 %	0 0.0 %	10 100.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	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 %	2 20.0 %	8 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 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 10.0 %	9 90.0 %	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 %	2 20.0 %	8 80.0 %	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 %	1 10.0 %	9 90.0 %	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 %	1 10.0 %	0 0.0 %	9 90.0 %	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 %	1 10.0 %	9 90.0 %	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 %	0 0.0 %	1 10.0 %	9 90.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	10 100.0 %	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 %	10 100.0 %	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 %	0 0.0 %	10 100.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	10 100.0 %	0 0.0 %	0 0.0 %

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	1	1	100.00	5.00
Latinx	3	3	100.00	4.94
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	3	3	100.00	4.76
Other	1	1	100.00	5.00
Unknown	1	1	100.00	5.00

HealthRIGHT 360 Women's Hope Residential Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	9	9	100.00	4.90
Decline to answer	1	1	100.00	5.00

HealthRIGHT 360 Women's Hope Residential Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	6	6	100.00	4.88
36-45	4	4	100.00	4.95



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Horizons Log Cabin Ranch (3824LC)
Program codes (RUs): 3824LC

Overall Satisfaction¹
33.3%

Survey Response Rate²
60.0%

There were 3 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **3.29** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Horizons Log Cabin Ranch (3824LC): **3.30**
Other programs: **4.35**.

Survey Compliance

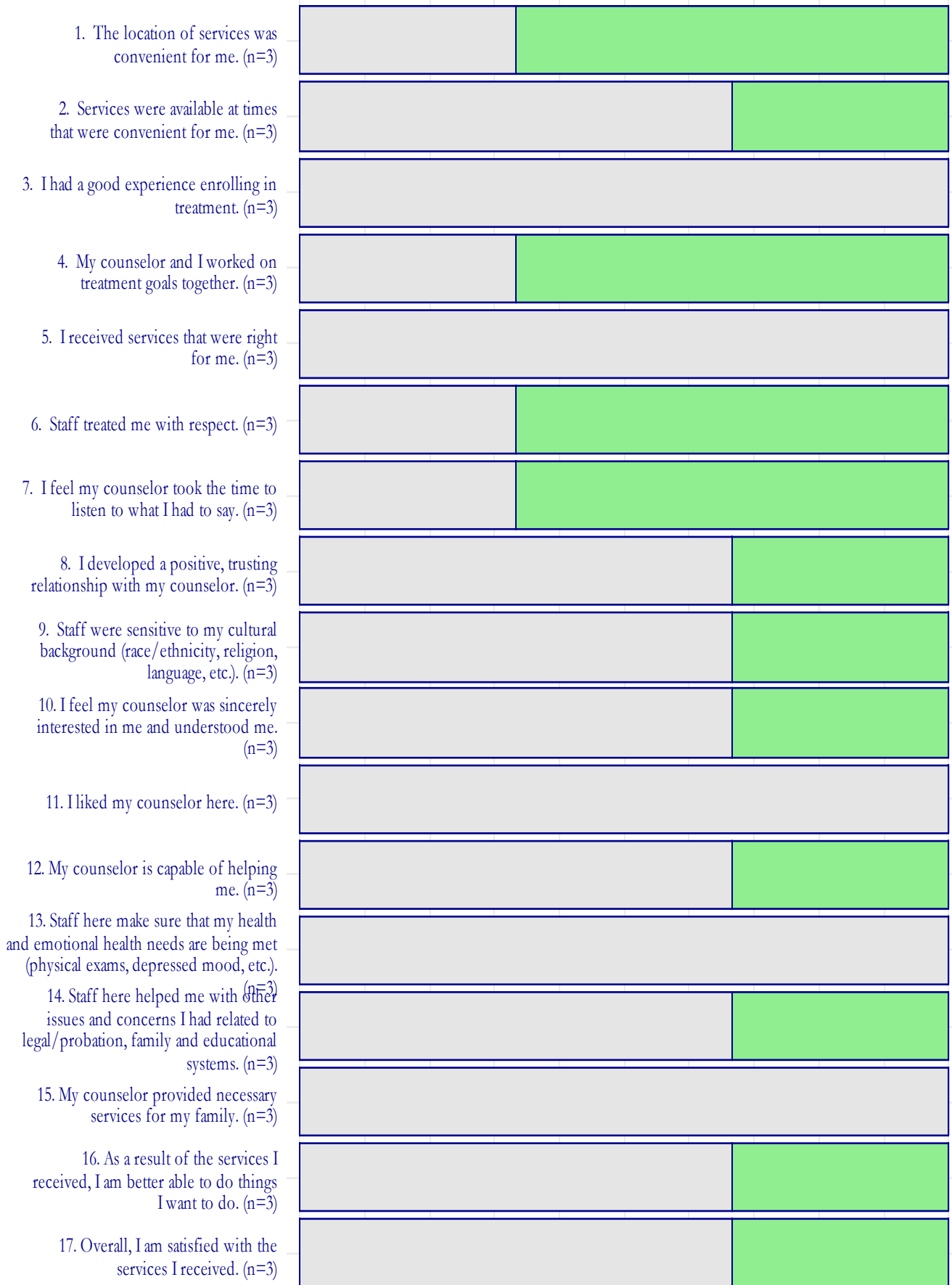
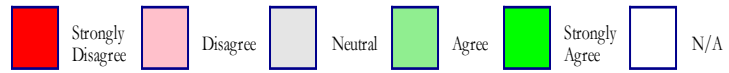
Only youth forms were submitted.

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 (5) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

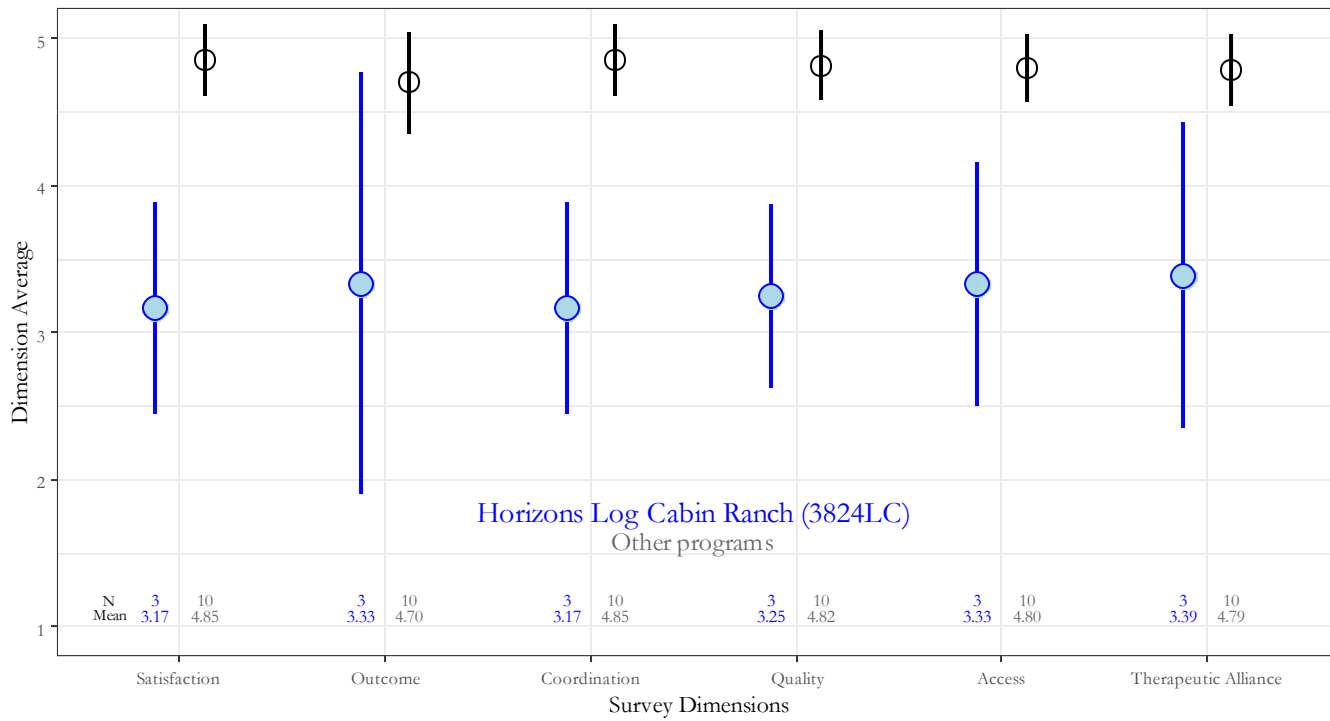
Youth Satisfaction Surveys



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 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
2. Services were available at times that were convenient for me.	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
3. I had a good experience enrolling in treatment.	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
4. My counselor and I worked on treatment goals together.	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
5. I received services that were right for me.	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
6. Staff treated me with respect.	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %	0 0.0 %
8. I developed a positive, trusting relationship with my counselor.	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
11. I liked my counselor here.	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
12. My counselor is capable of helping me.	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
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 %	3 100.0 %	0 0.0 %	0 0.0 %	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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
15. My counselor provided necessary services for my family.	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
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 %	2 66.7 %	1 33.3 %	0 0.0 %	0 0.0 %	0 0.0 %
17. Overall, I am satisfied with the services I received.	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %	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 %	3 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %

Horizons Log Cabin Ranch (3824LC) Youth Survey - Scale Means and 95% Confidence Intervals



Horizons Log Cabin Ranch (3824LC) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	1	50.00	3.43
White/Caucasian	1	0	0.00	3.00

Horizons Log Cabin Ranch (3824LC) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	3	1	33.33	3.29

Horizons Log Cabin Ranch (3824LC) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
14-17	3	1	33.33	3.29



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Adult OP (8926OP)
Program codes (RUs): 8926OP

Overall Satisfaction¹
81.7%

Survey Response Rate²
65.2%

There were 60 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.18** out of five,
Other programs: **4.34**.

The average rating on all survey questions for HR360 Adult OP (8926OP): **4.18**
Other programs: **4.35**.

Survey Compliance

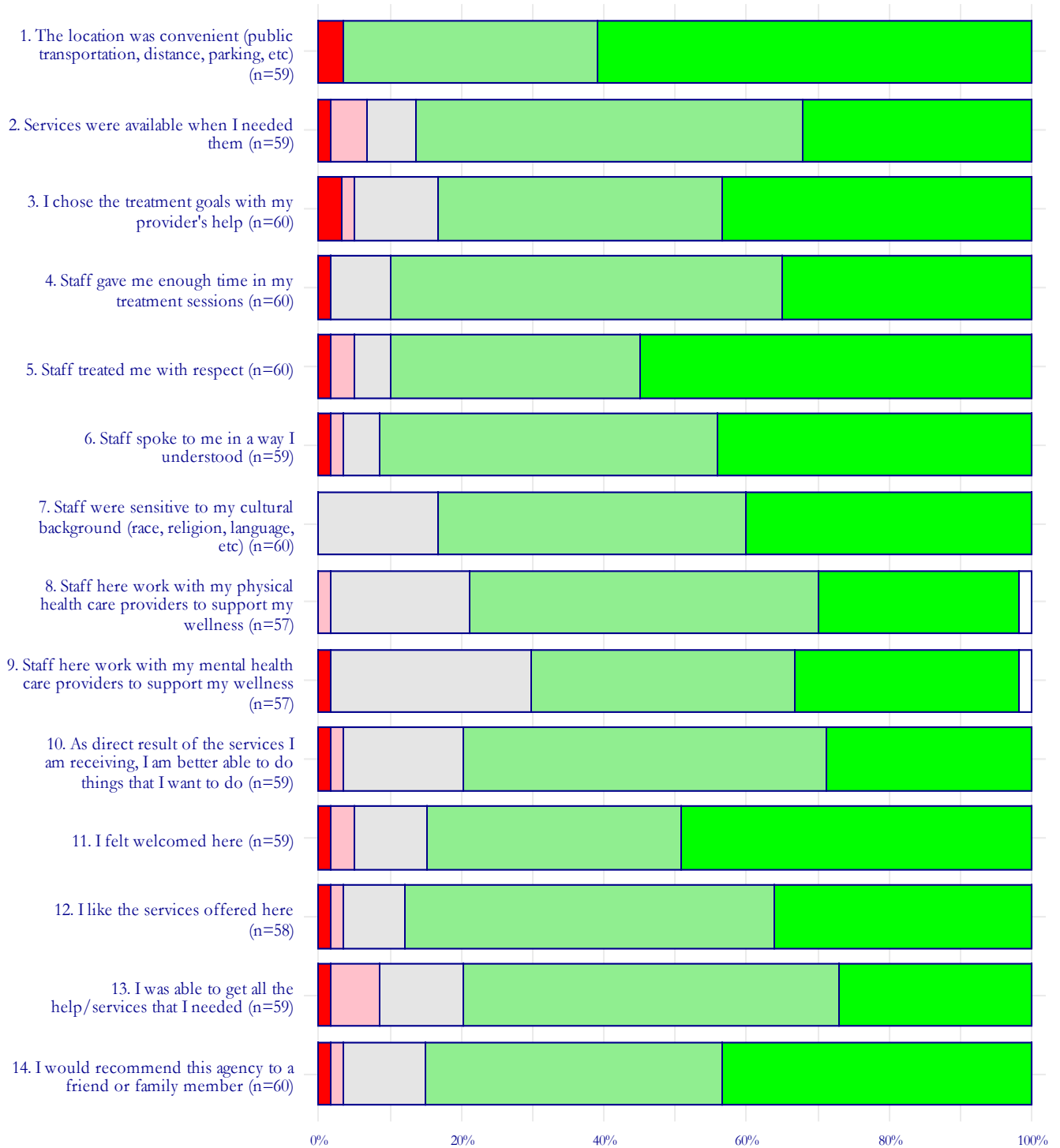
Only adult forms were submitted.

There were 60 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 (60), as a ratio to the number of unique persons (92) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

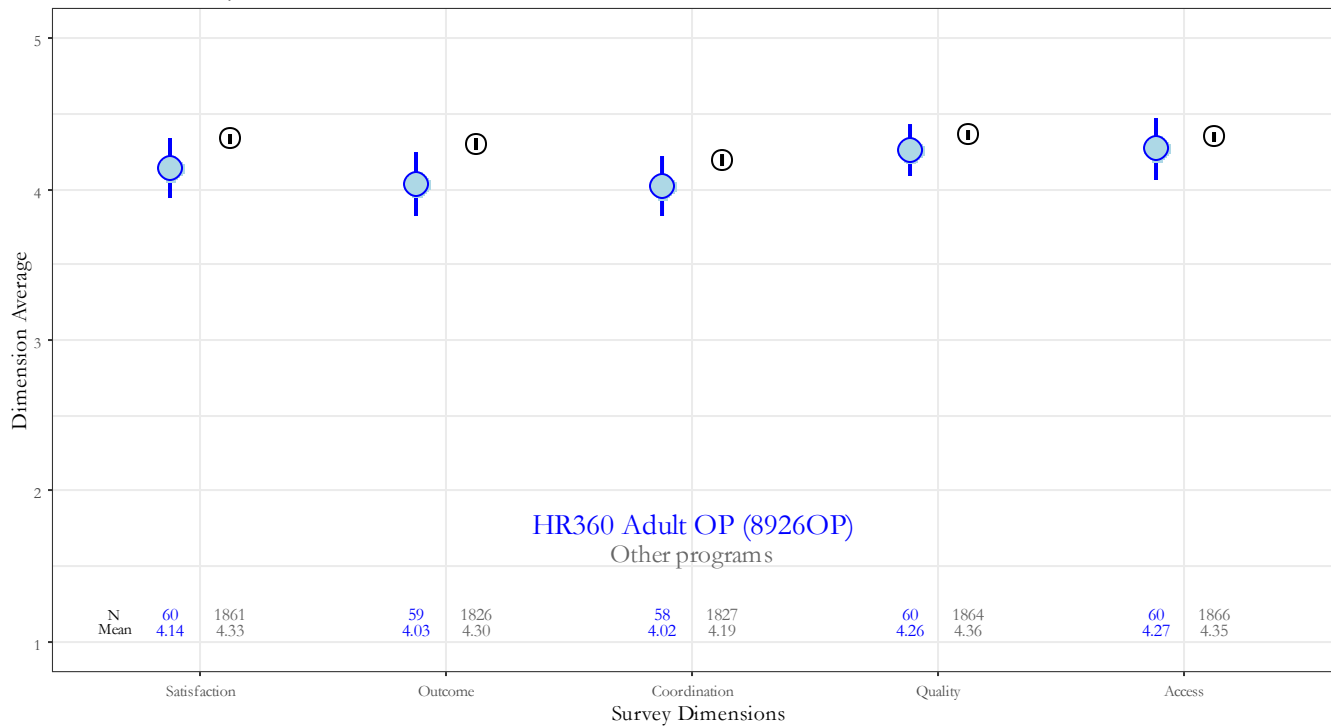
Adult Satisfaction Surveys



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 3.3 %	0 0.0 %	0 0.0 %	21 35.0 %	36 60.0 %	0 0.0 %	1 1.7 %
2. Services were available when I needed them	1 1.7 %	3 5.0 %	4 6.7 %	32 53.3 %	19 31.7 %	0 0.0 %	1 1.7 %
3. I chose the treatment goals with my provider's help	2 3.3 %	1 1.7 %	7 11.7 %	24 40.0 %	26 43.3 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	1 1.7 %	0 0.0 %	5 8.3 %	33 55.0 %	21 35.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	1 1.7 %	2 3.3 %	3 5.0 %	21 35.0 %	33 55.0 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	1 1.7 %	1 1.7 %	3 5.0 %	28 46.7 %	26 43.3 %	0 0.0 %	1 1.7 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	10 16.7 %	26 43.3 %	24 40.0 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 1.7 %	11 18.3 %	28 46.7 %	16 26.7 %	1 1.7 %	3 5.0 %
9. Staff here work with my mental health care providers to support my wellness	1 1.7 %	0 0.0 %	16 26.7 %	21 35.0 %	18 30.0 %	1 1.7 %	3 5.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.7 %	1 1.7 %	10 16.7 %	30 50.0 %	17 28.3 %	0 0.0 %	1 1.7 %
11. I felt welcomed here	1 1.7 %	2 3.3 %	6 10.0 %	21 35.0 %	29 48.3 %	0 0.0 %	1 1.7 %
12. I like the services offered here	1 1.7 %	1 1.7 %	5 8.3 %	30 50.0 %	21 35.0 %	0 0.0 %	2 3.3 %
13. I was able to get all the help/services that I needed	1 1.7 %	4 6.7 %	7 11.7 %	31 51.7 %	16 26.7 %	0 0.0 %	1 1.7 %
14. I would recommend this agency to a friend or family member	1 1.7 %	1 1.7 %	7 11.7 %	25 41.7 %	26 43.3 %	0 0.0 %	0 0.0 %

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	2	1	50.00	4.00
Asian	1	1	100.00	4.55
Black/African American	16	13	81.25	4.09
Latinx	7	6	85.71	4.25
White/Caucasian	22	20	90.91	4.40
Multi-ethnic	4	4	100.00	4.32
Other	4	2	50.00	3.57
No Response	4	2	50.00	3.75

HR360 Adult OP (8926OP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	11	10	90.91	4.50
Male	39	33	84.62	4.17
Transgender	2	1	50.00	3.94
Decline to answer	2	1	50.00	3.77
Other	1	1	100.00	4.27
No Response	5	3	60.00	3.86

HR360 Adult OP (8926OP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	15	13	86.67	4.36
36-45	11	8	72.73	4.16
46-55	16	14	87.50	4.21
55+	13	12	92.31	4.27
No Response	5	2	40.00	3.41



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Adult Res 815 W Mang.(3806RWM)
Program codes (RUs): 3806RWM

Overall Satisfaction¹
92.3%

Survey Response Rate²
over 100%

There were 28 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.29** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HR360 Adult Res 815 W Mang.(3806RWM): **4.35**
Other programs: **4.34**.

Survey Compliance

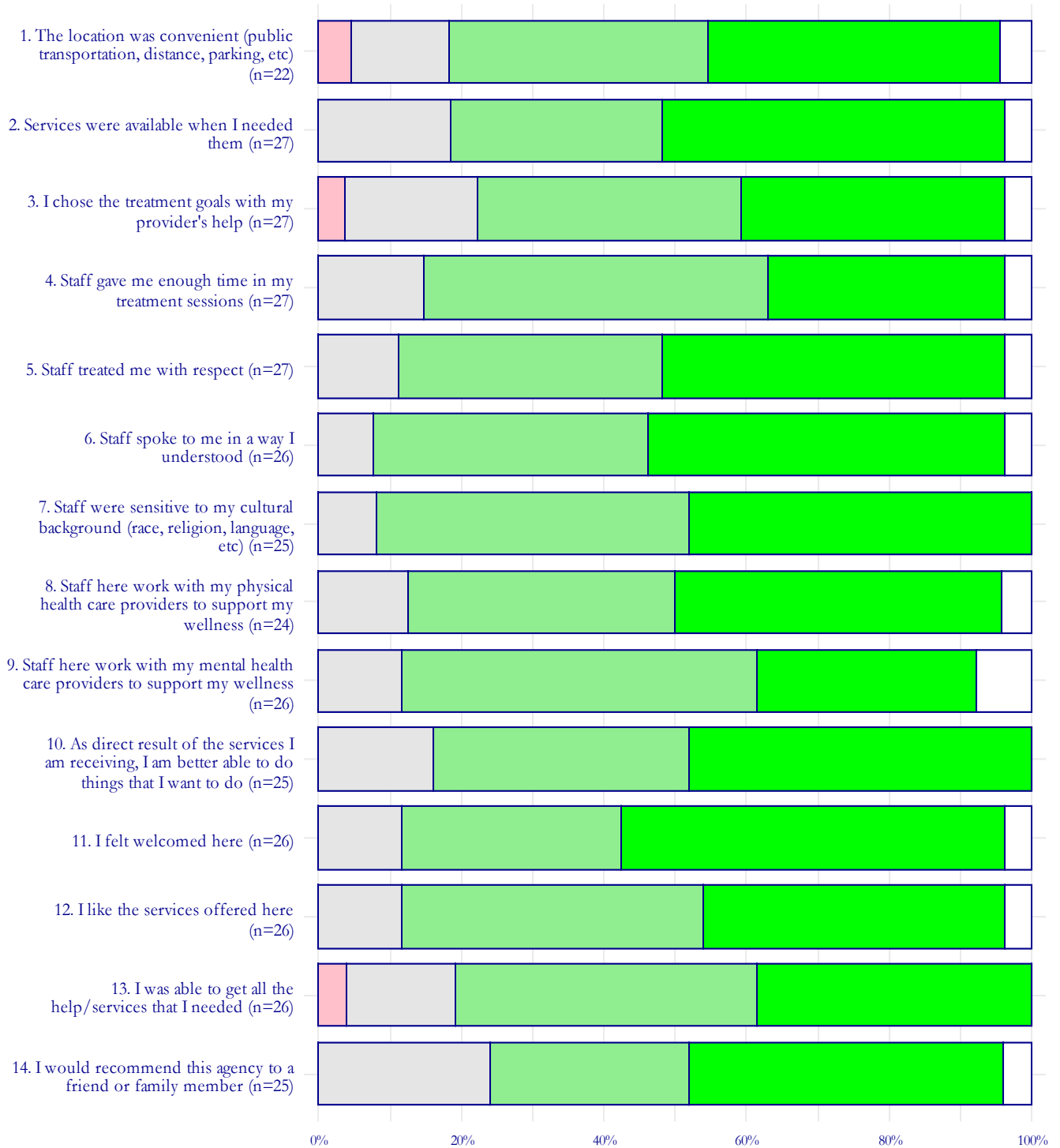
Only adult forms were submitted.

There were 28 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 (28), as a ratio to the number of unique persons (23) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

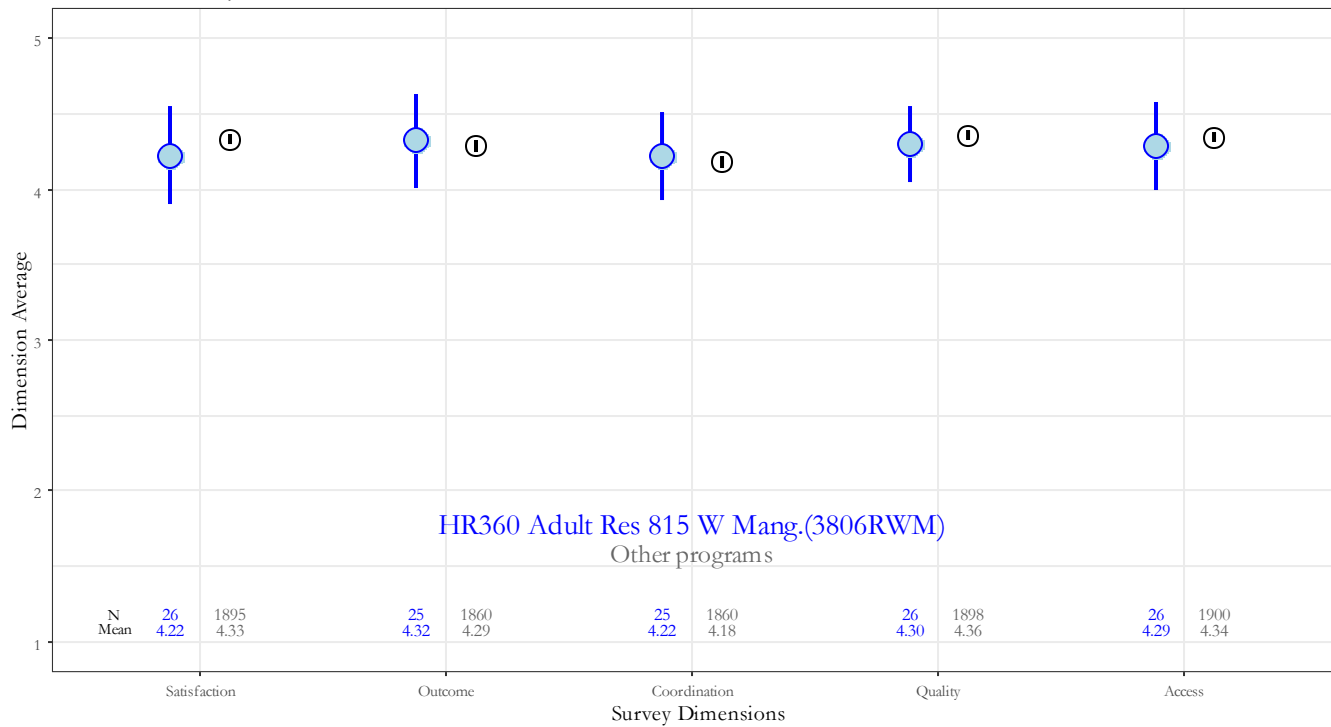
Adult Satisfaction Surveys



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 3.6 %	3 10.7 %	8 28.6 %	9 32.1 %	1 3.6 %	6 21.4 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	5 17.9 %	8 28.6 %	13 46.4 %	1 3.6 %	1 3.6 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 3.6 %	5 17.9 %	10 35.7 %	10 35.7 %	1 3.6 %	1 3.6 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	4 14.3 %	13 46.4 %	9 32.1 %	1 3.6 %	1 3.6 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	3 10.7 %	10 35.7 %	13 46.4 %	1 3.6 %	1 3.6 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 7.1 %	10 35.7 %	13 46.4 %	1 3.6 %	2 7.1 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 7.1 %	11 39.3 %	12 42.9 %	0 0.0 %	3 10.7 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 10.7 %	9 32.1 %	11 39.3 %	1 3.6 %	4 14.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 10.7 %	13 46.4 %	8 28.6 %	2 7.1 %	2 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 %	0 0.0 %	4 14.3 %	9 32.1 %	12 42.9 %	0 0.0 %	3 10.7 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	3 10.7 %	8 28.6 %	14 50.0 %	1 3.6 %	2 7.1 %
12. I like the services offered here	0 0.0 %	0 0.0 %	3 10.7 %	11 39.3 %	11 39.3 %	1 3.6 %	2 7.1 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 3.6 %	4 14.3 %	11 39.3 %	10 35.7 %	0 0.0 %	2 7.1 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	6 21.4 %	7 25.0 %	11 39.3 %	1 3.6 %	3 10.7 %

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	4.52
Latinx	4	4	100.00	4.09
Native Hawaiian/Pacific Islander	2	1	50.00	3.50
White/Caucasian	6	5	83.33	4.16
Multi-ethnic	3	2	66.67	4.50
Other	1	1	100.00	5.00
No Response	5	4	80.00	4.32

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

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.14
Male	16	15	93.75	4.41
Other	2	1	50.00	4.09
No Response	6	4	66.67	4.10

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	4.55
26-35	6	3	50.00	3.98
36-45	4	4	100.00	4.48
46-55	3	3	100.00	4.21
55+	5	5	100.00	4.51
No Response	8	7	87.50	4.17



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Adult Res 890 With. Mgt.(3834RWM)
Program codes (RUs): 3834RWM

Overall Satisfaction¹
100.0%

Survey Response Rate²
80.0%

There were 4 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.40** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HR360 Adult Res 890 With. Mgt.(3834RWM): **4.35**
Other programs: **4.34**.

Survey Compliance

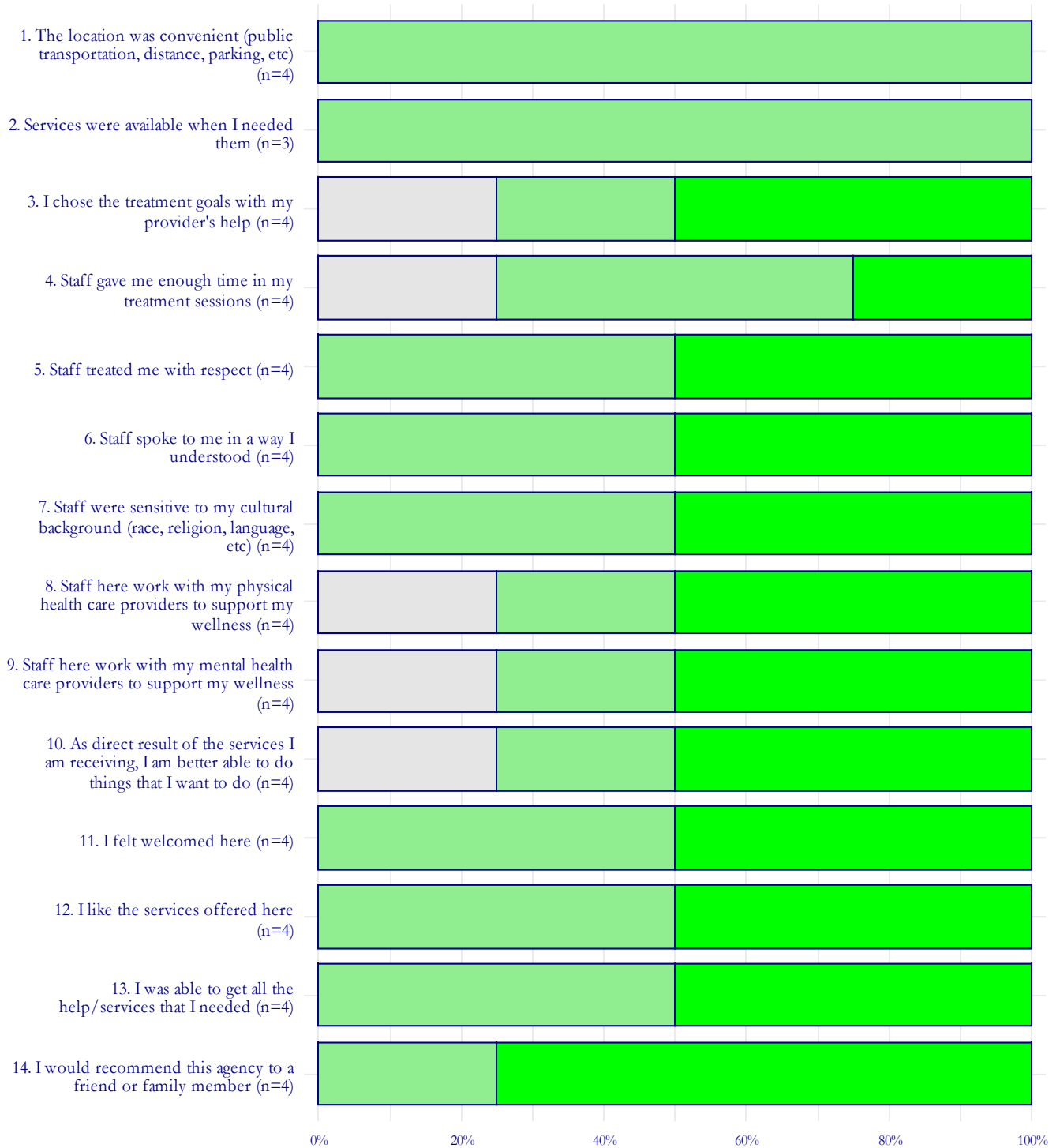
Only adult forms were submitted.

There were 4 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 (4), as a ratio to the number of unique persons (5) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

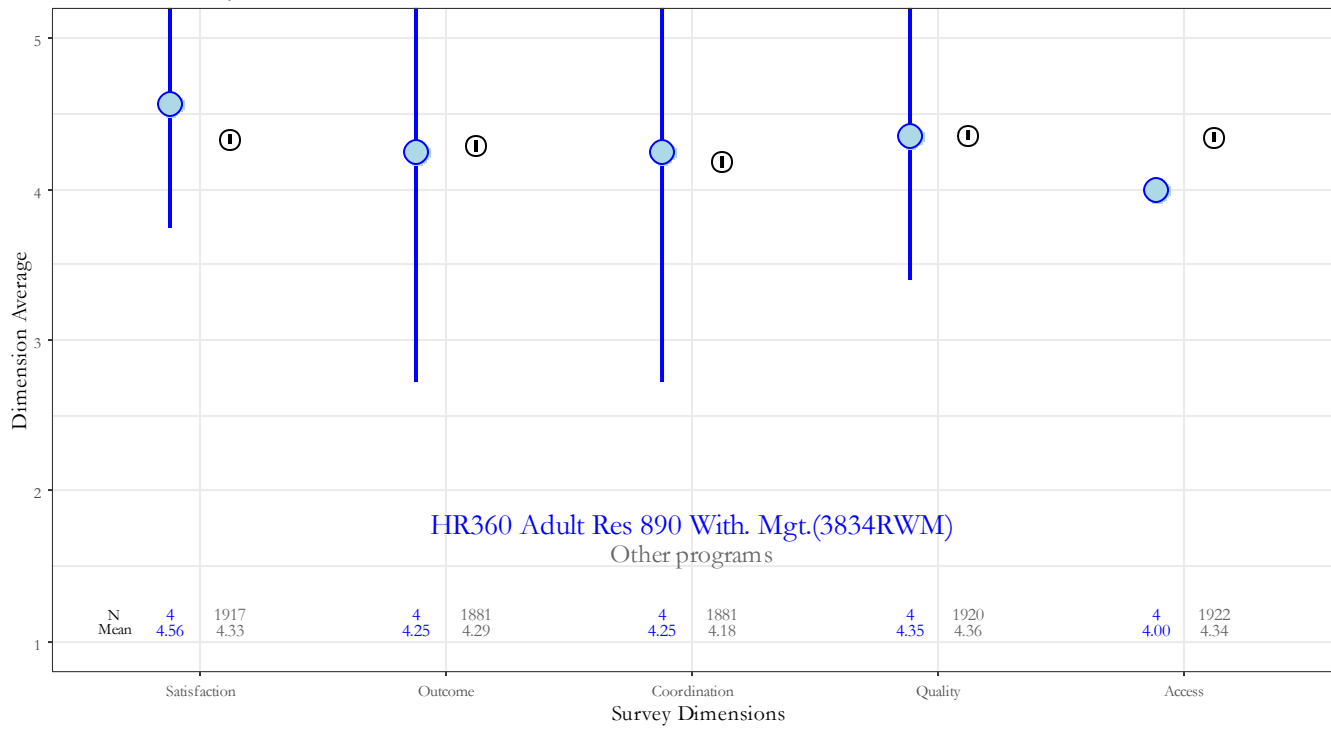
Adult Satisfaction Surveys



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 %	4 100.0 %	0 0.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	0 0.0 %	0 0.0 %	1 25.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 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 %	2 50.0 %	2 50.0 %	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 50.0 %	2 50.0 %	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 %	1 25.0 %	1 25.0 %	2 50.0 %	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 %	1 25.0 %	1 25.0 %	2 50.0 %	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 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	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 %	2 50.0 %	2 50.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	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)
Latinx	1	1	100.00	4.18
White/Caucasian	3	3	100.00	4.48

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

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	4	4	100.00	4.40

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.91
26-35	2	2	100.00	3.95
No Response	1	1	100.00	4.80



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Adult Residential 815 (3806ARM)
Program codes (RUs): 3806ARM

Overall Satisfaction¹
76.9%

Survey Response Rate²
over 100%

There were 70 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **3.99** out of five,
Other programs: **4.34**.

The average rating on all survey questions for HR360 Adult Residential 815 (3806ARM): **4.08**
Other programs: **4.35**.

Survey Compliance

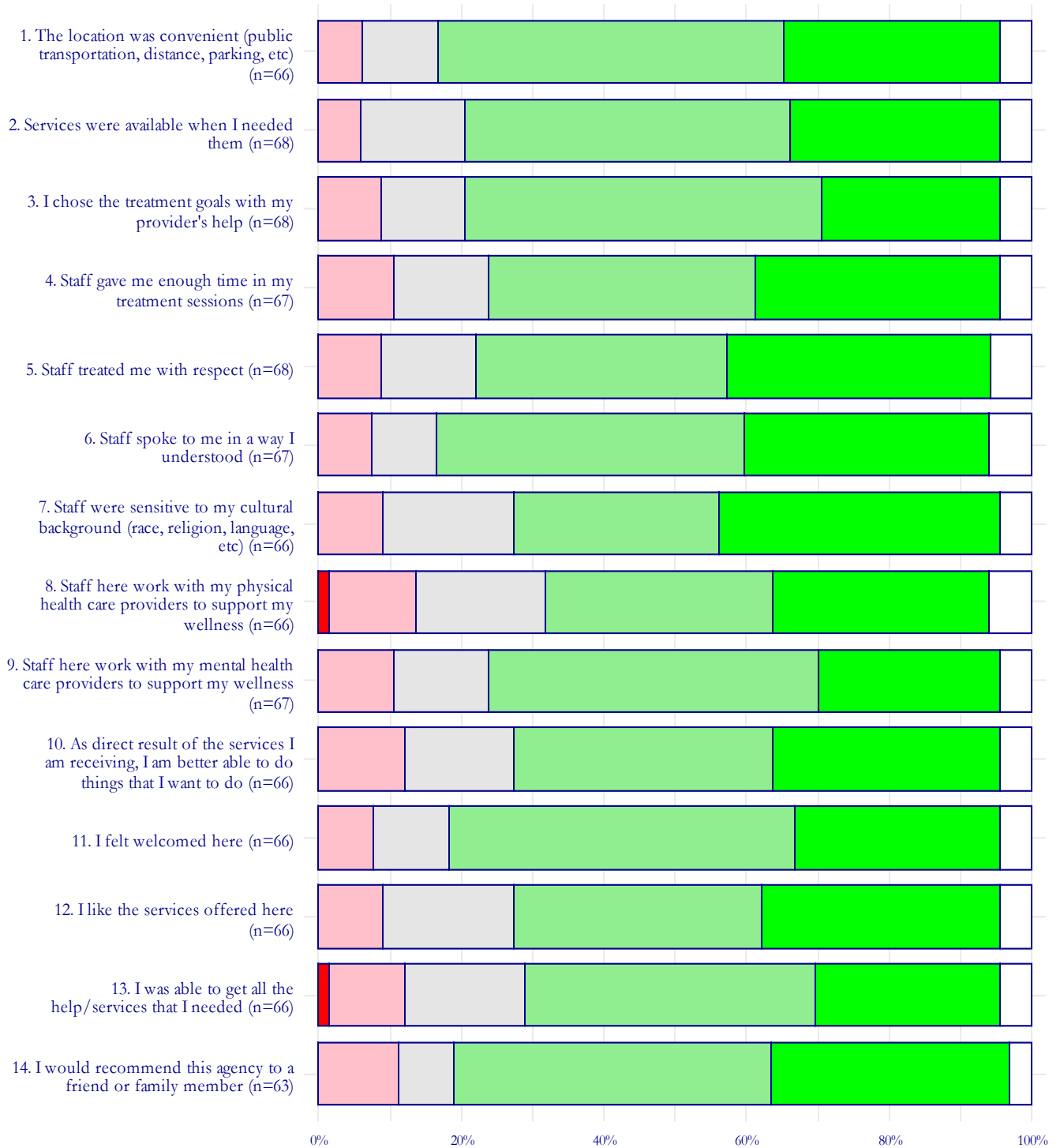
Only adult forms were submitted.

There were 70 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 (70), as a ratio to the number of unique persons (54) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

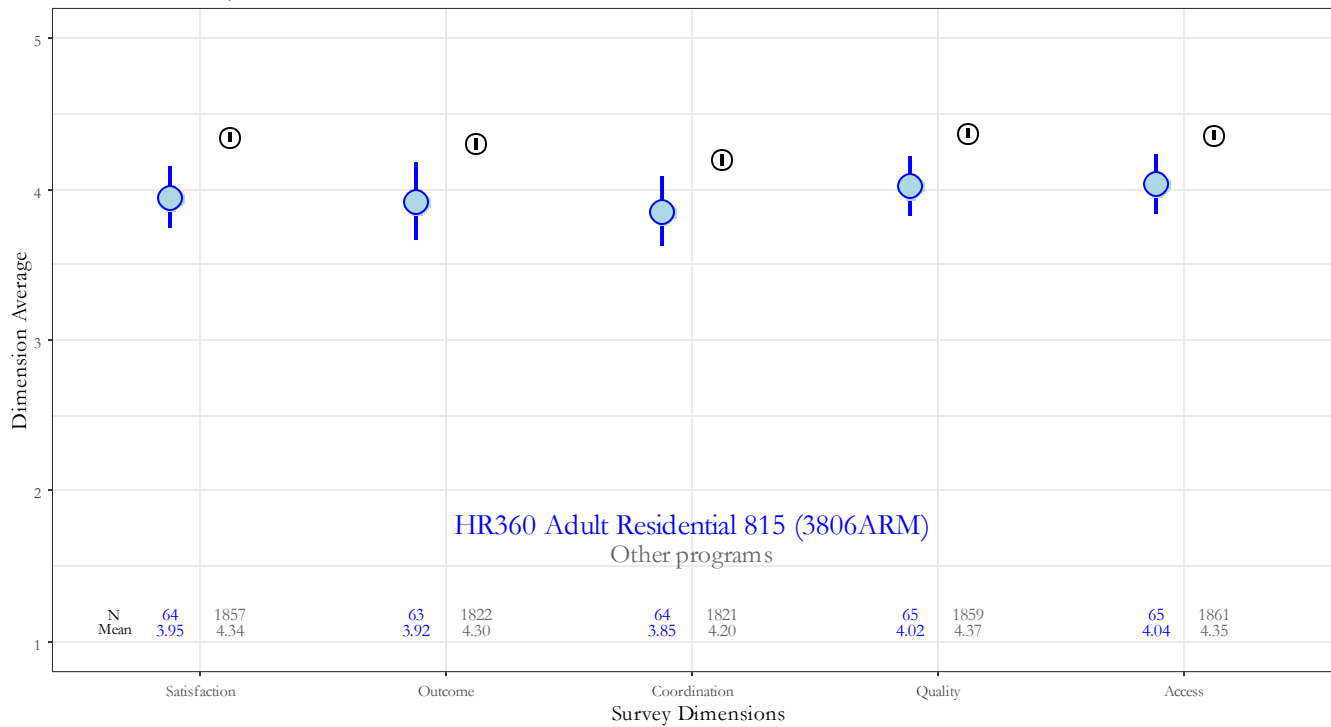
Adult Satisfaction Surveys



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 %	4 5.7 %	7 10.0 %	32 45.7 %	20 28.6 %	3 4.3 %	4 5.7 %
2. Services were available when I needed them	0 0.0 %	4 5.7 %	10 14.3 %	31 44.3 %	20 28.6 %	3 4.3 %	2 2.9 %
3. I chose the treatment goals with my provider's help	0 0.0 %	6 8.6 %	8 11.4 %	34 48.6 %	17 24.3 %	3 4.3 %	2 2.9 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	7 10.0 %	9 12.9 %	25 35.7 %	23 32.9 %	3 4.3 %	3 4.3 %
5. Staff treated me with respect	0 0.0 %	6 8.6 %	9 12.9 %	24 34.3 %	25 35.7 %	4 5.7 %	2 2.9 %
6. Staff spoke to me in a way I understood	0 0.0 %	5 7.1 %	6 8.6 %	29 41.4 %	23 32.9 %	4 5.7 %	3 4.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	6 8.6 %	12 17.1 %	19 27.1 %	26 37.1 %	3 4.3 %	4 5.7 %
8. Staff here work with my physical health care providers to support my wellness	1 1.4 %	8 11.4 %	12 17.1 %	21 30.0 %	20 28.6 %	4 5.7 %	4 5.7 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	7 10.0 %	9 12.9 %	31 44.3 %	17 24.3 %	3 4.3 %	3 4.3 %
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 %	8 11.4 %	10 14.3 %	24 34.3 %	21 30.0 %	3 4.3 %	4 5.7 %
11. I felt welcomed here	0 0.0 %	5 7.1 %	7 10.0 %	32 45.7 %	19 27.1 %	3 4.3 %	4 5.7 %
12. I like the services offered here	0 0.0 %	6 8.6 %	12 17.1 %	23 32.9 %	22 31.4 %	3 4.3 %	4 5.7 %
13. I was able to get all the help/services that I needed	1 1.4 %	7 10.0 %	11 15.7 %	27 38.6 %	17 24.3 %	3 4.3 %	4 5.7 %
14. I would recommend this agency to a friend or family member	0 0.0 %	7 10.0 %	5 7.1 %	28 40.0 %	21 30.0 %	2 2.9 %	7 10.0 %

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	1	1	100.00	4.18
Asian	2	2	100.00	4.00
Black/African American	21	17	80.95	4.04
Latinx	11	5	45.45	3.96
White/Caucasian	20	15	75.00	4.07
Multi-ethnic	2	2	100.00	4.10
Other	1	0	0.00	3.36
No Response	12	8	66.67	3.78

HR360 Adult Residential 815 (3806ARM) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	23	20	86.96	4.23
Male	38	23	60.53	3.86
Transgender	3	3	100.00	4.15
No Response	6	4	66.67	3.70

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	2	66.67	4.59
26-35	14	11	78.57	4.10
36-45	17	8	47.06	3.54
46-55	15	13	86.67	4.13
55+	12	10	83.33	4.34
No Response	9	6	66.67	3.73



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Adult Residential 890(3834ARS)
Program codes (RUs): 3834ARS

Overall Satisfaction¹
89.1%

Survey Response Rate²
83.9%

There were 47 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HR360 Adult Residential 890(3834ARS): **4.45**
Other programs: **4.34**.

Survey Compliance

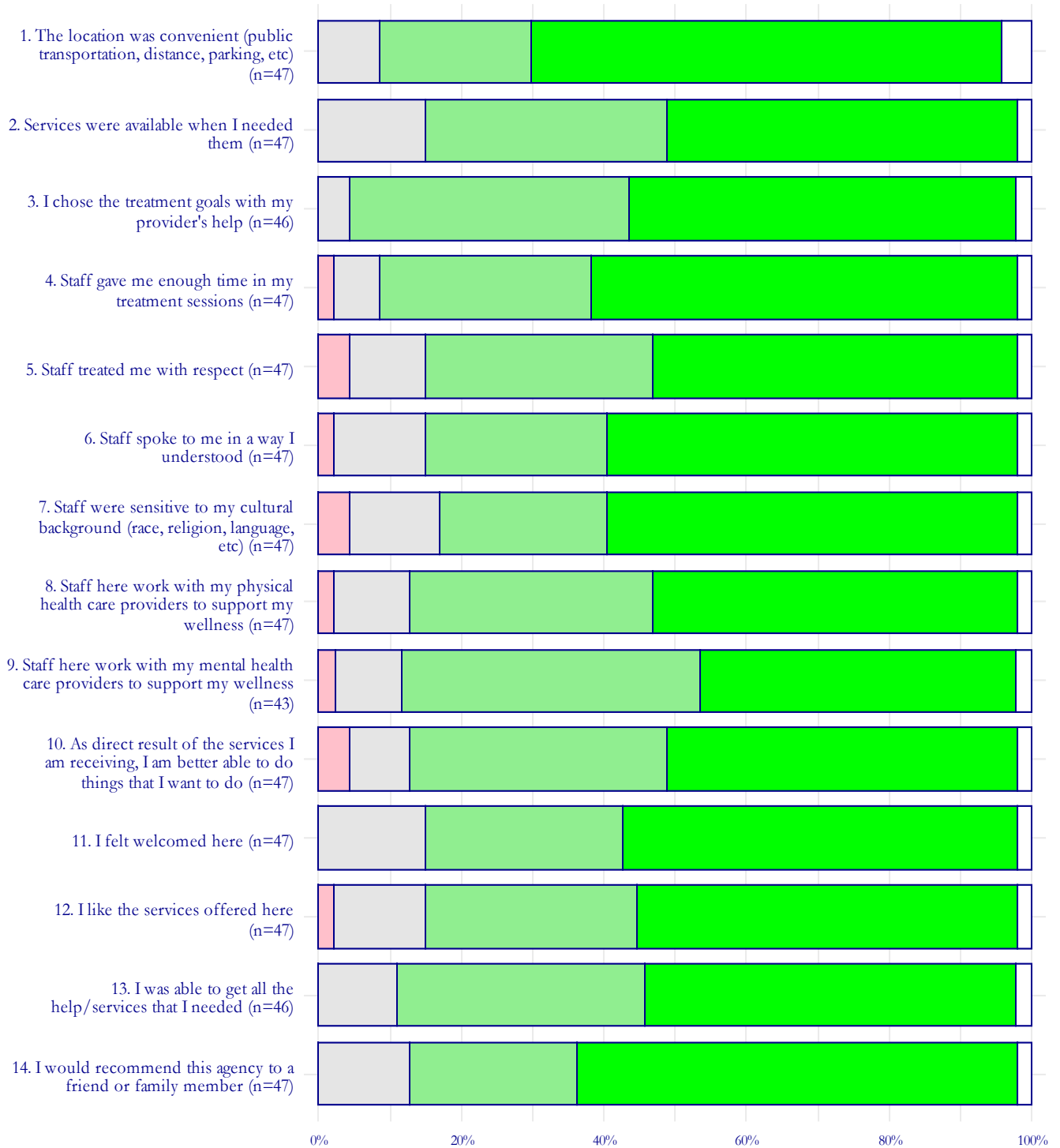
Only adult forms were submitted.

There were 47 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 (47), as a ratio to the number of unique persons (56) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

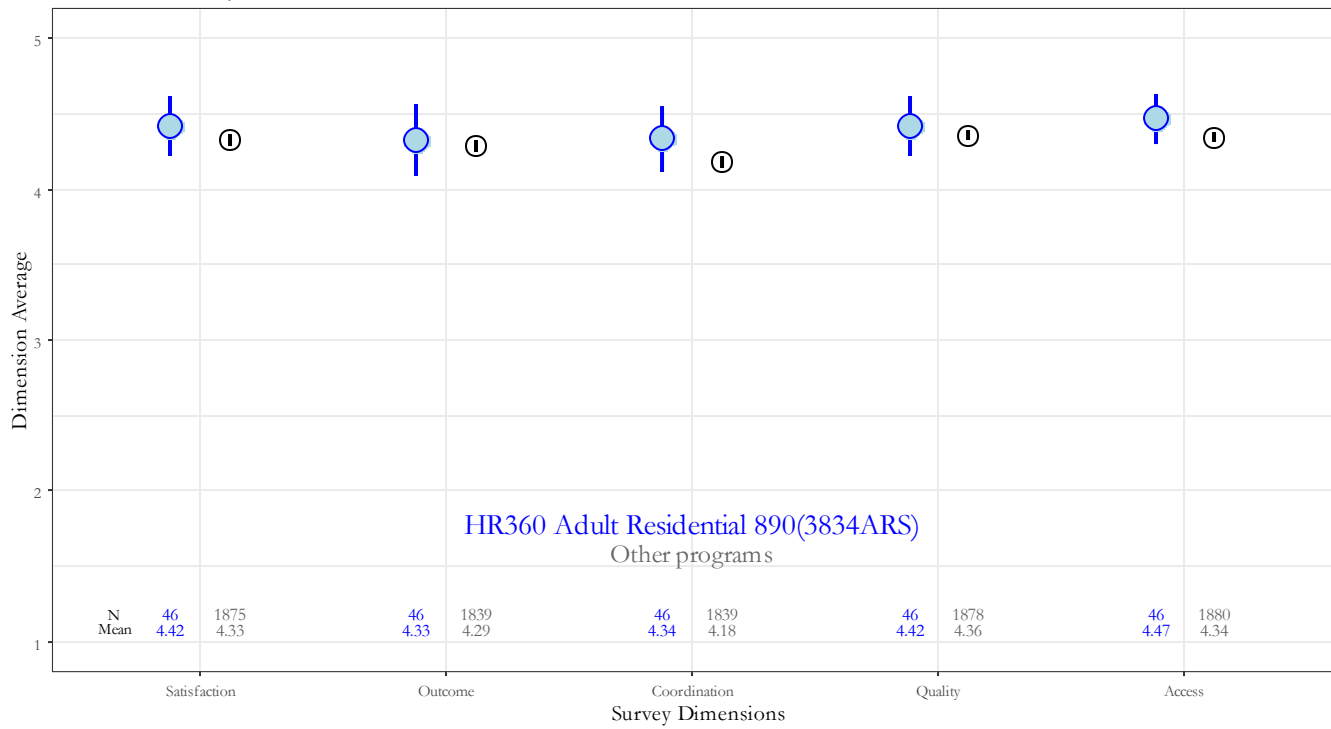
Adult Satisfaction Surveys



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 %	4 8.5 %	10 21.3 %	31 66.0 %	2 4.3 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	7 14.9 %	16 34.0 %	23 48.9 %	1 2.1 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 4.3 %	18 38.3 %	25 53.2 %	1 2.1 %	1 2.1 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 2.1 %	3 6.4 %	14 29.8 %	28 59.6 %	1 2.1 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	2 4.3 %	5 10.6 %	15 31.9 %	24 51.1 %	1 2.1 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 2.1 %	6 12.8 %	12 25.5 %	27 57.5 %	1 2.1 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 4.3 %	6 12.8 %	11 23.4 %	27 57.5 %	1 2.1 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 2.1 %	5 10.6 %	16 34.0 %	24 51.1 %	1 2.1 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 2.1 %	4 8.5 %	18 38.3 %	19 40.4 %	1 2.1 %	4 8.5 %
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 %	2 4.3 %	4 8.5 %	17 36.2 %	23 48.9 %	1 2.1 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	7 14.9 %	13 27.7 %	26 55.3 %	1 2.1 %	0 0.0 %
12. I like the services offered here	0 0.0 %	1 2.1 %	6 12.8 %	14 29.8 %	25 53.2 %	1 2.1 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	5 10.6 %	16 34.0 %	24 51.1 %	1 2.1 %	1 2.1 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	6 12.8 %	11 23.4 %	29 61.7 %	1 2.1 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Adult Residential 890(3834ARS) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	8	8	100.00	4.61
Latinx	8	7	87.50	4.58
White/Caucasian	17	13	76.47	4.30
Multi-ethnic	7	7	100.00	4.23
Other	4	3	75.00	4.20
No Response	3	3	100.00	4.58

HR360 Adult Residential 890(3834ARS) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	41	36	87.80	4.39
Decline to answer	2	1	50.00	5.00
No Response	4	4	100.00	4.43

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

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	6	5	83.33	4.27
26-35	14	10	71.43	4.26
36-45	9	8	88.89	4.59
46-55	6	6	100.00	4.36
55+	5	5	100.00	4.37
No Response	7	7	100.00	4.65



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Perinatal Residential (8910RPN)
Program codes (RUs): 8910RPN

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 2 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **5.00** out of five,
Other programs: **4.33**.

The average rating on all survey questions for HR360 Perinatal Residential (8910RPN): **5.00**
Other programs: **4.34**.

Survey Compliance

Only adult forms were submitted.

There were 2 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 (2), 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%.

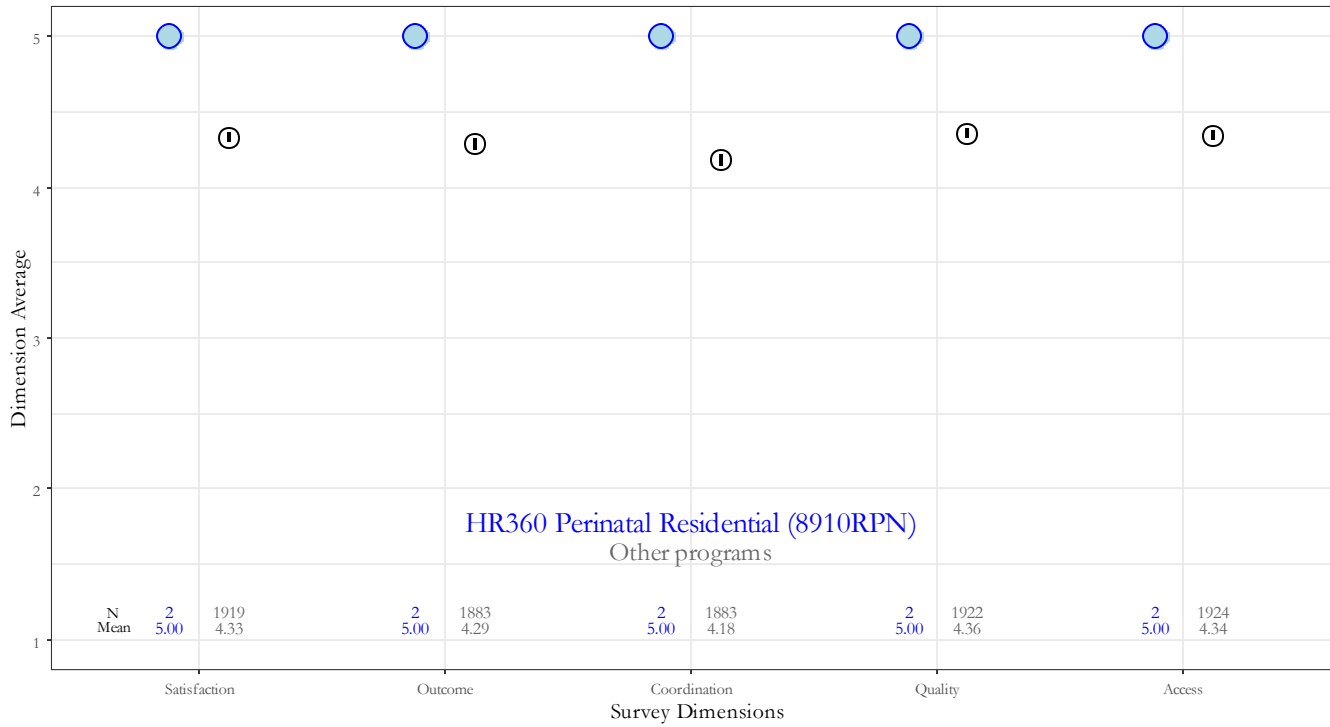
Adult Satisfaction Surveys



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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %

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	2	2	100.00	5.00

HR360 Perinatal Residential (8910RPN) Satisfaction by Gender

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

HR360 Perinatal Residential (8910RPN) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	2	2	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
HR360 Women's Satellite Program (87067)
Program codes (RUs): 87067

Overall Satisfaction¹
72.7%

Survey Response Rate²
100.0%

There were 22 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **3.85** out of five,
Other programs: **4.34**.

The average rating on all survey questions for HR360 Women's Satellite Program (87067): **3.85**
Other programs: **4.35**.

Survey Compliance

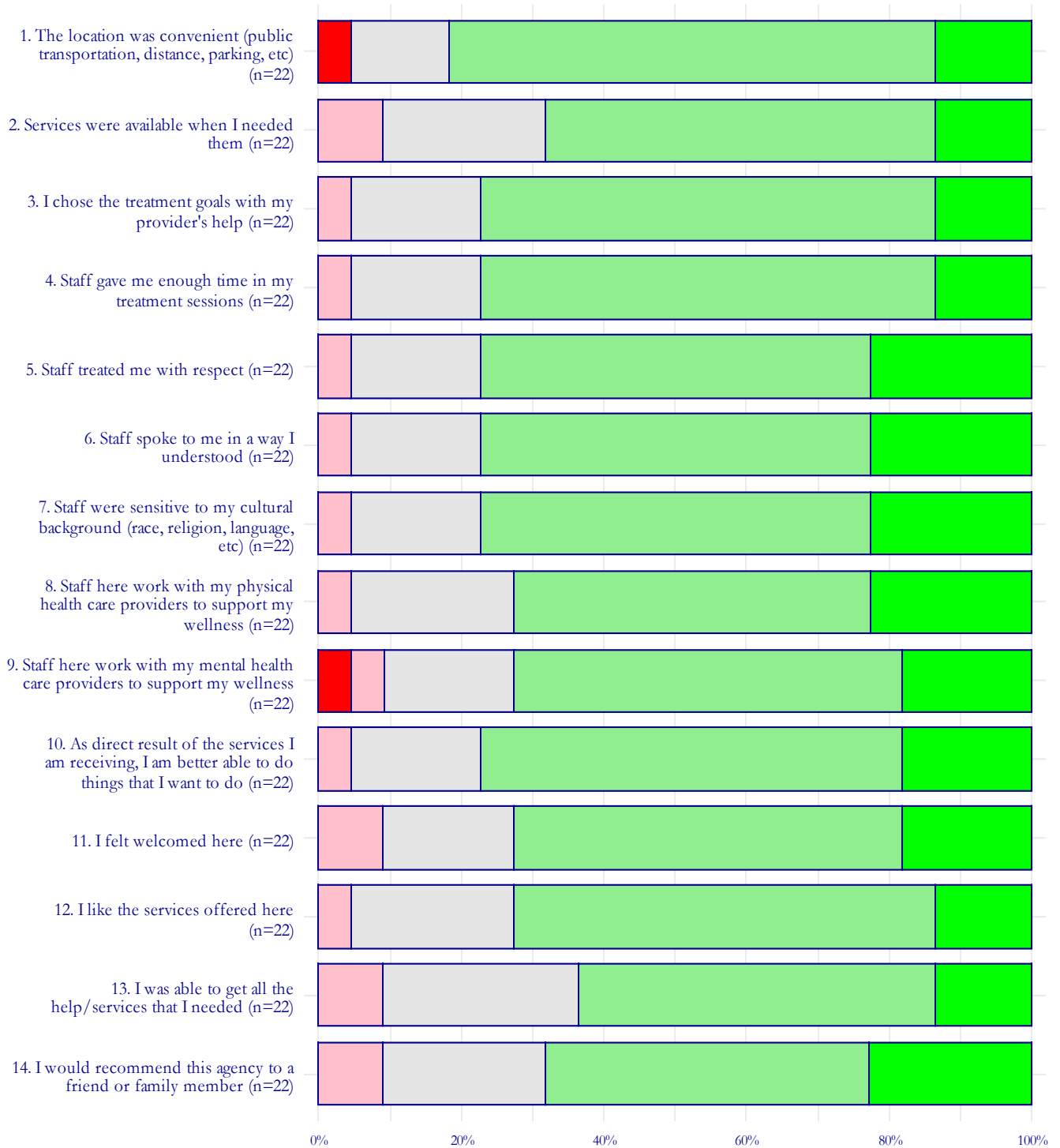
Only adult forms were submitted.

There were 22 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 (22), as a ratio to the number of unique persons (22) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

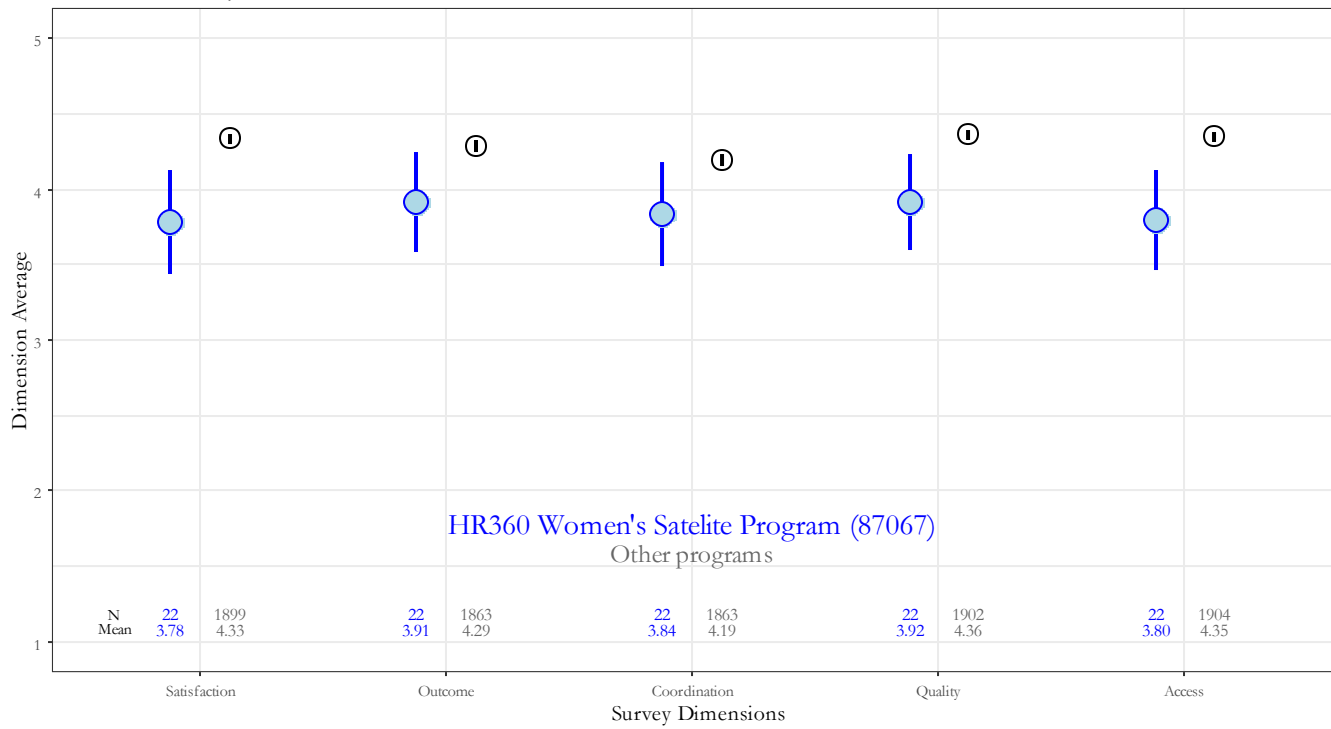
Adult Satisfaction Surveys



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 4.5 %	0 0.0 %	3 13.6 %	15 68.2 %	3 13.6 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	2 9.1 %	5 22.7 %	12 54.5 %	3 13.6 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 4.5 %	4 18.2 %	14 63.6 %	3 13.6 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 4.5 %	4 18.2 %	14 63.6 %	3 13.6 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 4.5 %	4 18.2 %	12 54.5 %	5 22.7 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 4.5 %	4 18.2 %	12 54.5 %	5 22.7 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 4.5 %	4 18.2 %	12 54.5 %	5 22.7 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 4.5 %	5 22.7 %	11 50.0 %	5 22.7 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 4.5 %	1 4.5 %	4 18.2 %	12 54.5 %	4 18.2 %	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 %	1 4.5 %	4 18.2 %	13 59.1 %	4 18.2 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	2 9.1 %	4 18.2 %	12 54.5 %	4 18.2 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	1 4.5 %	5 22.7 %	13 59.1 %	3 13.6 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	2 9.1 %	6 27.3 %	11 50.0 %	3 13.6 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	2 9.1 %	5 22.7 %	10 45.5 %	5 22.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



HR360 Women's Satellite Program (87067) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	8	7	87.50	4.20
Latinx	3	2	66.67	3.70
White/Caucasian	7	4	57.14	3.52
Multi-ethnic	1	1	100.00	4.00
Other	3	2	66.67	3.79

HR360 Women's Satellite Program (87067) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	20	14	70.00	3.79
Transgender	2	2	100.00	4.50

HR360 Women's Satellite Program (87067) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.00
26-35	7	4	57.14	3.75
36-45	7	4	57.14	3.57
46-55	3	3	100.00	4.21
55+	3	3	100.00	4.24
No Response	1	1	100.00	4.09



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Hz SA Outpatient Treatment Services
Program codes (RUs): 38241

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: **4.80** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Hz SA Outpatient Treatment Services: **4.83**
Other programs: **4.34**.

Survey Compliance

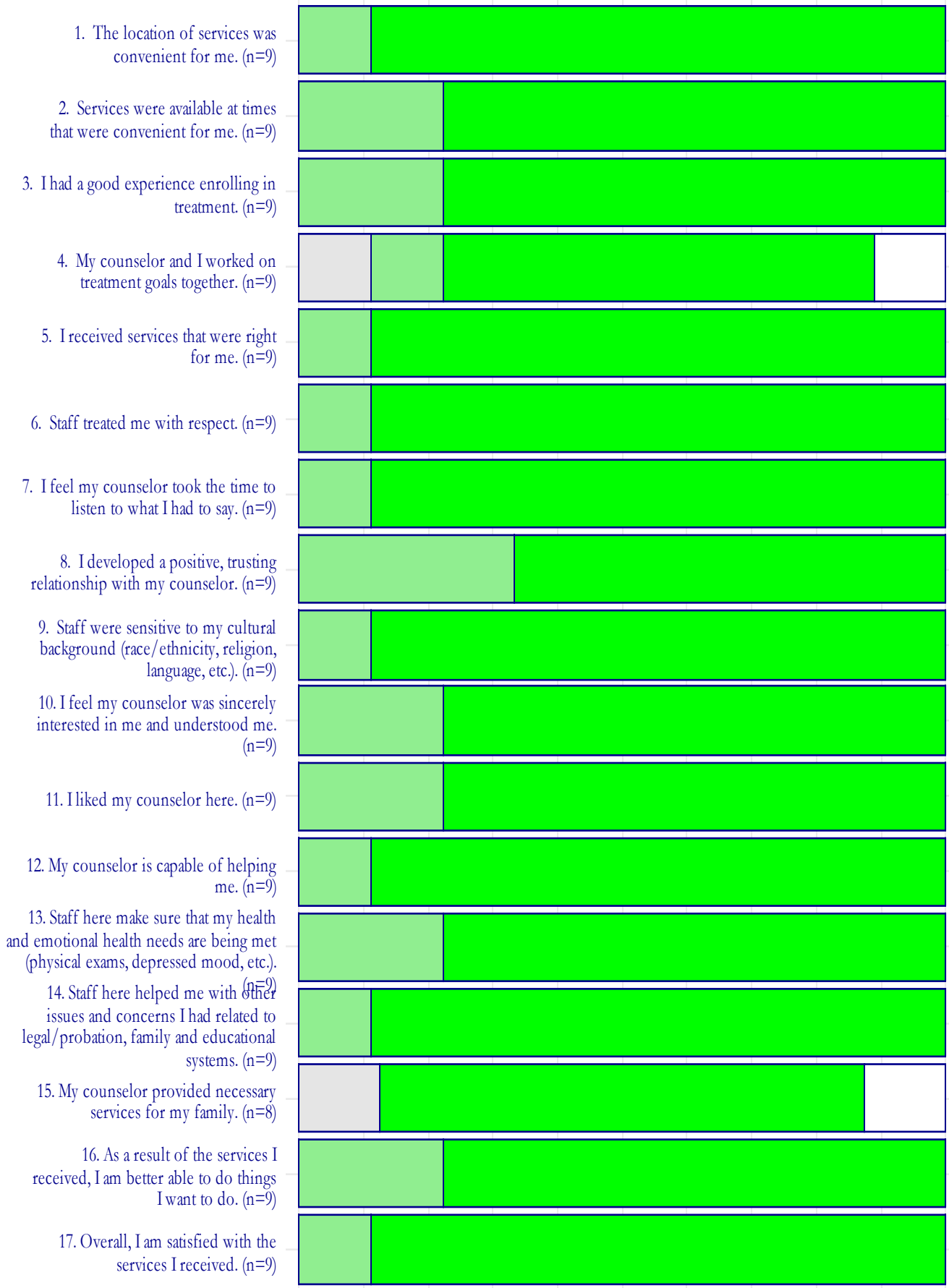
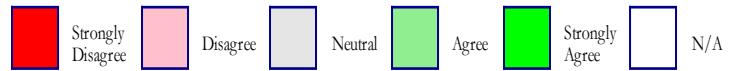
Only youth forms were submitted.

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 (7) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

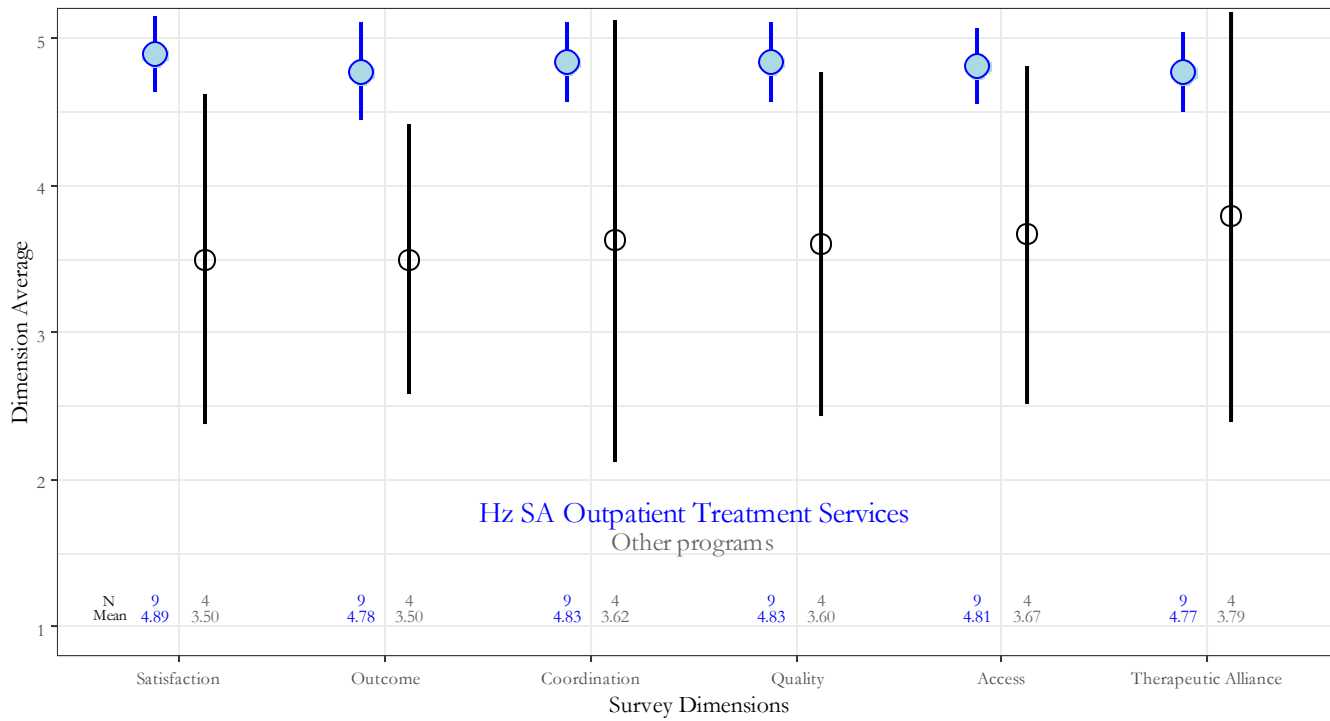
Youth Satisfaction Surveys



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 %	0 0.0 %	1 11.1 %	8 88.9 %	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 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
3. I had a good experience enrolling in treatment.	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
4. My counselor and I worked on treatment goals together.	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	6 66.7 %	1 11.1 %	0 0.0 %
5. I received services that were right for me.	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
6. Staff treated me with respect.	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	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 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
8. I developed a positive, trusting relationship with my counselor.	0 0.0 %	0 0.0 %	0 0.0 %	3 33.3 %	6 66.7 %	0 0.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race/ethnicity, religion, language, etc.).	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	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 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
11. I liked my counselor here.	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %	0 0.0 %
12. My counselor is capable of helping me.	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
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 %	2 22.2 %	7 77.8 %	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 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %
15. My counselor provided necessary services for my family.	0 0.0 %	0 0.0 %	1 11.1 %	0 0.0 %	6 66.7 %	1 11.1 %	1 11.1 %
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 %	2 22.2 %	7 77.8 %	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 11.1 %	8 88.9 %	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 %	1 11.1 %	8 88.9 %	0 0.0 %	0 0.0 %

Hz SA Outpatient Treatment Services Youth Survey - Scale Means and 95% Confidence Intervals



Hz SA Outpatient Treatment Services Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.87
Latinx	7	7	100.00	4.77
White/Caucasian	1	1	100.00	5.00

Hz SA Outpatient Treatment Services Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.88
Male	4	4	100.00	4.67
No Response	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	7	7	100.00	4.77
18-25	1	1	100.00	4.87
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
INACTIVE HR360 Recovery Services (3820RS)
Program codes (RUs): 3820RS

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: **4.58** out of five,
Other programs: **4.33**.

The average rating on all survey questions for INACTIVE HR360 Recovery Services (3820RS): **4.45**
Other programs: **4.34**.

Survey Compliance

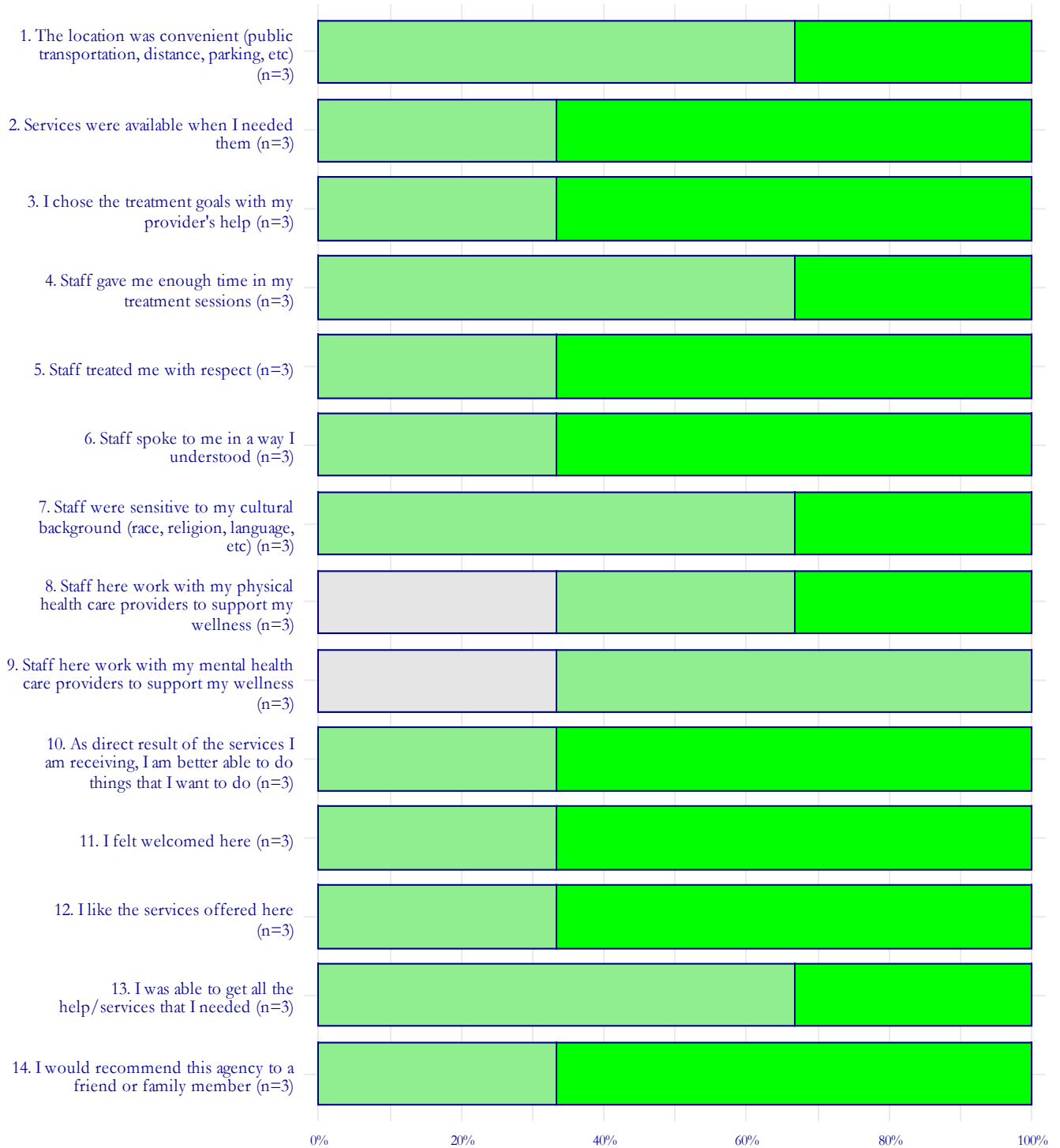
Only adult forms were submitted.

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 (1) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

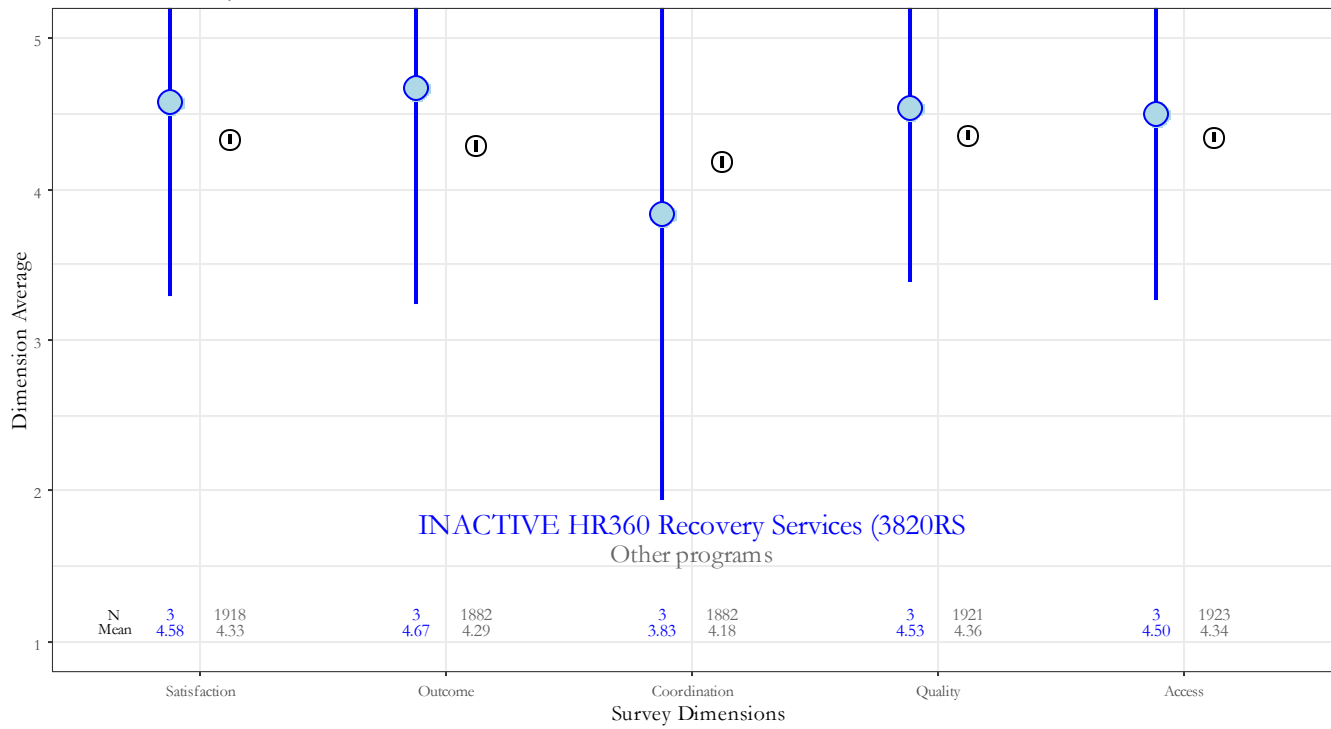
Adult Satisfaction Surveys



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 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 %	2 66.7 %	1 33.3 %	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 %	2 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 %	2 66.7 %	1 33.3 %	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 %	1 33.3 %	1 33.3 %	1 33.3 %	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 %	1 33.3 %	2 66.7 %	0 0.0 %	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 %	0 0.0 %	1 33.3 %	2 66.7 %	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 %	2 66.7 %	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 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



INACTIONIVE HR360 Recovery Services (3820RS Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.00
White/Caucasian	2	2	100.00	4.86

INACTIVE HR360 Recovery Services (3820RS Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	3	3	100.00	4.58

INo ResponseCTIVE HR360 Recovery Services (3820RS Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
36-45	1	1	100.00	4.91
46-55	1	1	100.00	4.00
55+	1	1	100.00	4.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
LC Aviva House Residential 3.1(3893AHR)
Program codes (RUs): 3893AHR

Overall Satisfaction¹
0.0%

Survey Response Rate²
100.0%

There were 1 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **2.09** out of five,
Other programs: **4.33**.

The average rating on all survey questions for LC Aviva House Residential 3.1(3893AHR): **2.29**
Other programs: **4.35**.

Survey Compliance

Only adult forms were submitted.

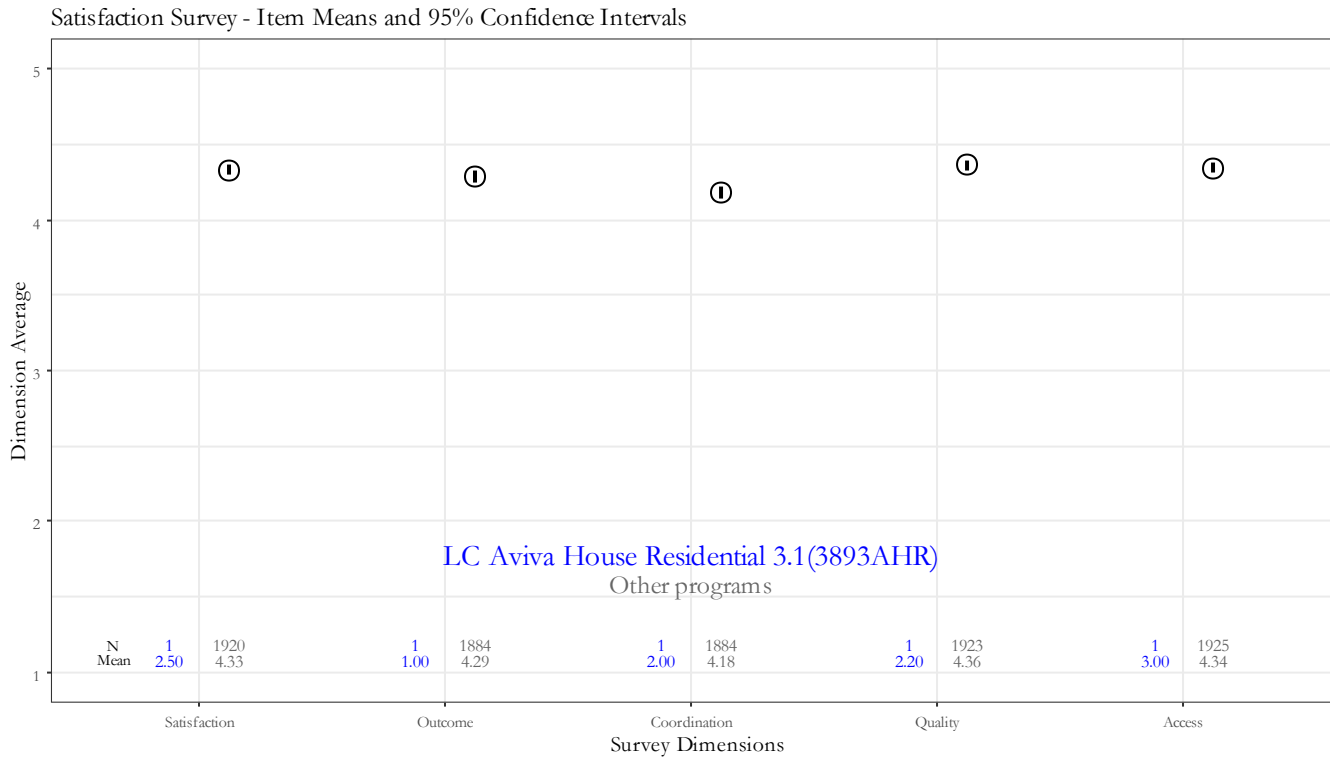
There were 1 survey forms, 0 of them were blank (not filled out).

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 adult data for item bar plot

Only one survey, cannot create a frequency table



LC Aviva House Residential 3.1(3893AHR) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Other	1	0	0.00	2.09

LC Aviva House Residential 3.1(3893AHR) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	0	0.00	2.09

LC Aviva House Residential 3.1(3893AHR) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	1	0	0.00	2.09



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019

LC Casa Aviva

Program codes (RUs): 38932 38935

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 2 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.45** out of five,
Other programs: **4.33**.

The average rating on all survey questions for LC Casa Aviva: **4.46**
Other programs: **4.34**.

Survey Compliance

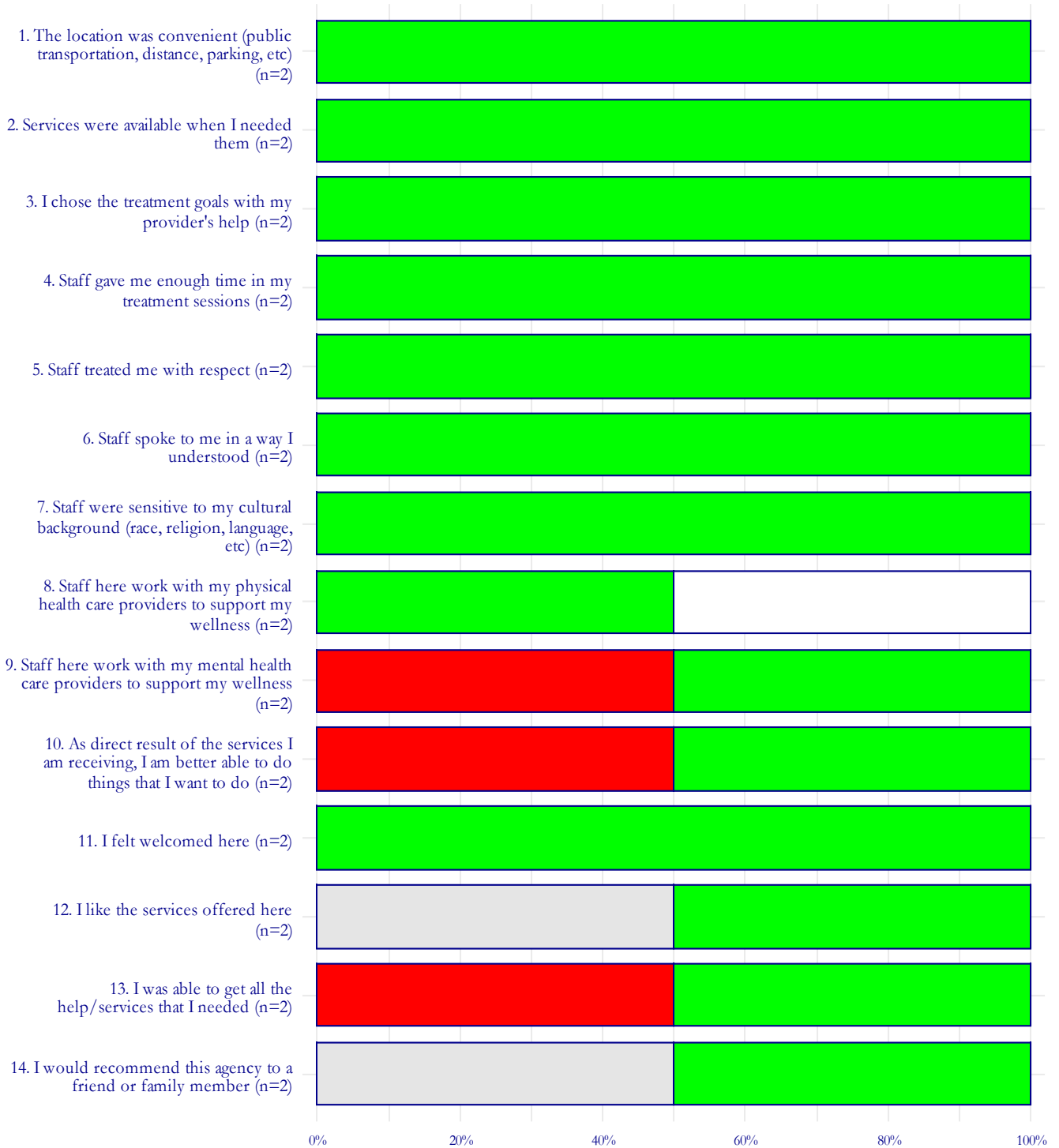
Only adult forms were submitted.

There were 2 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 (2), 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%.

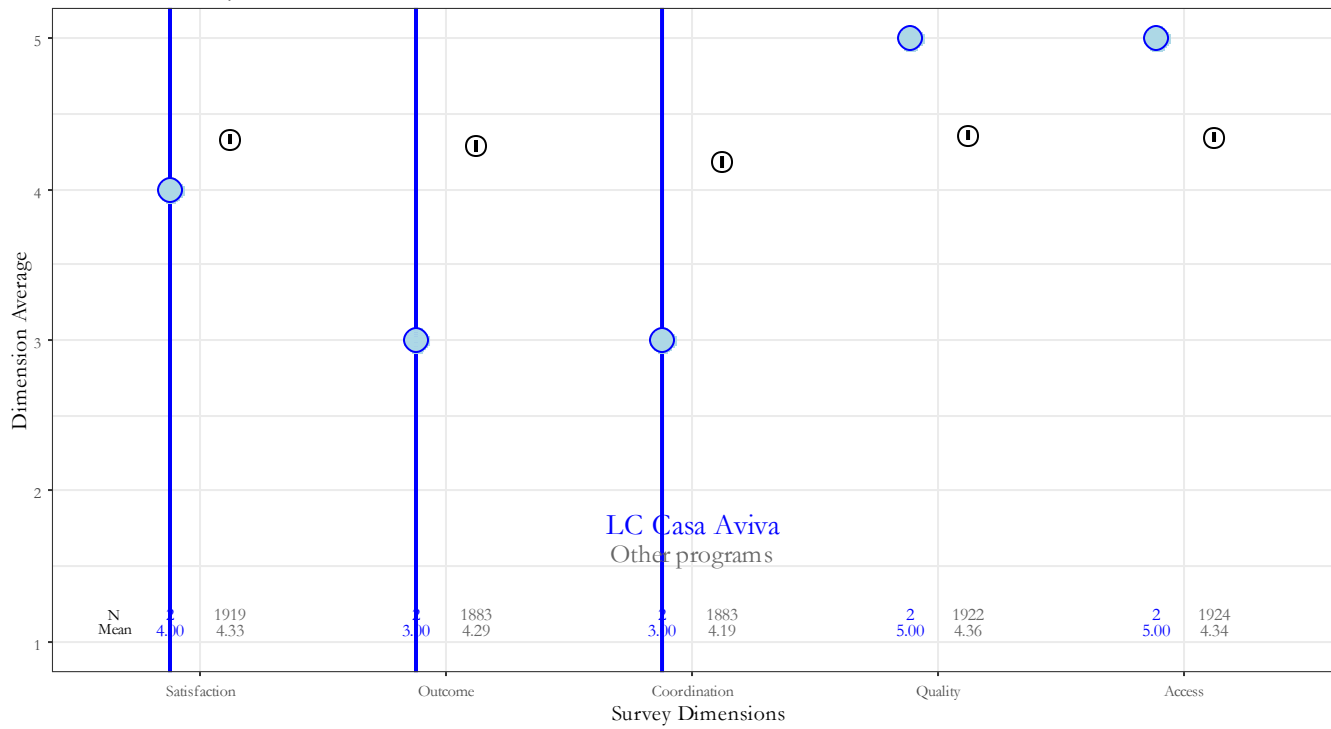
Adult Satisfaction Surveys



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 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	2 100.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	0 0.0 %	2 100.0 %	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 %	1 50.0 %	1 50.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	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	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	2 100.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	1 50.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 50.0 %	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 50.0 %	0 0.0 %	1 50.0 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



LC Casa Aviva Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	2	2	100.00	4.45

LC Casa Aviva Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	3.91
Male	1	1	100.00	5.00

LC Casa Aviva Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	3.91
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019

LC Casa Ollin

Program codes (RUs): 97037

Overall Satisfaction¹
100.0%

Survey Response Rate²
100.0%

There were 9 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.93** out of five,
Other programs: **4.33**.

The average rating on all survey questions for LC Casa Ollin: **4.93**
Other programs: **4.34**.

Survey Compliance

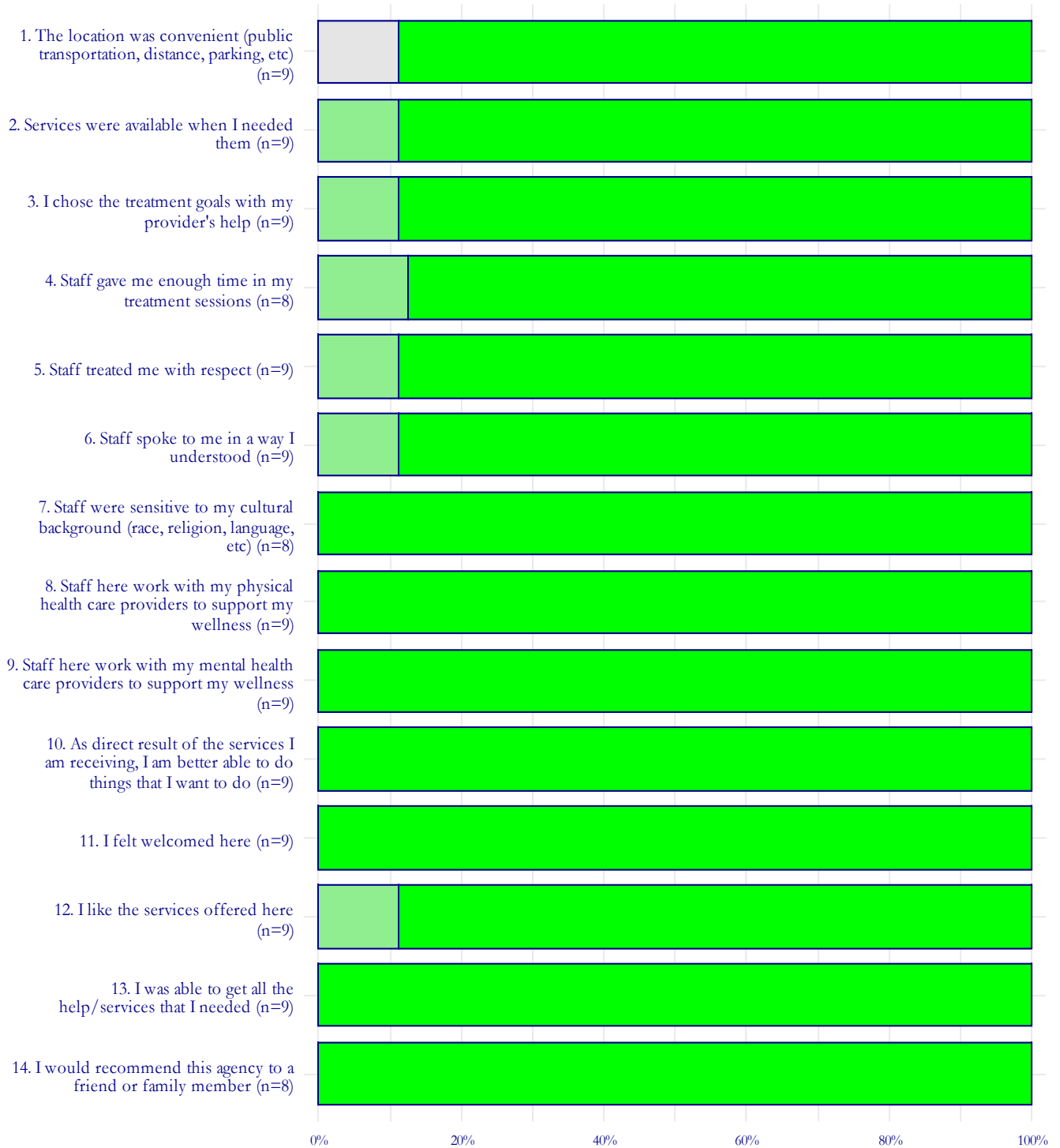
Only adult forms were submitted.

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 (9) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

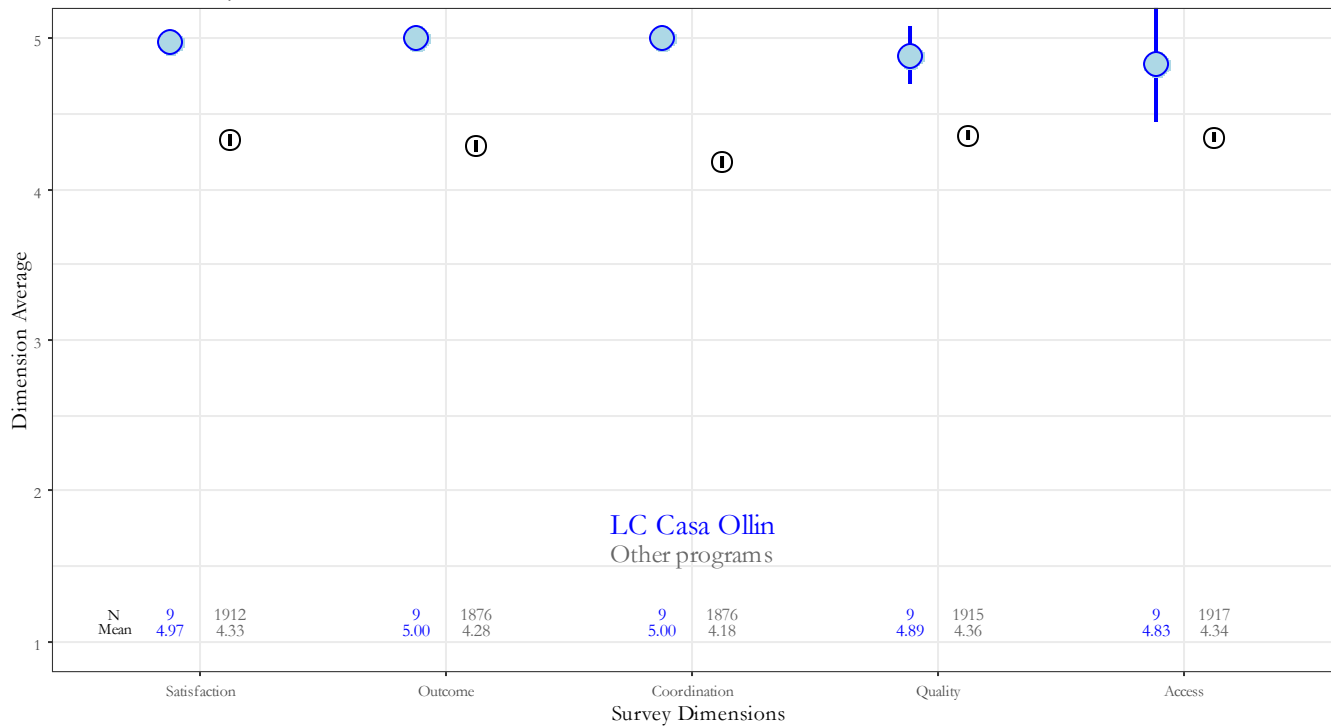
Adult Satisfaction Surveys



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 %	1 11.1 %	0 0.0 %	8 88.9 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	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 11.1 %	8 88.9 %	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 11.1 %	7 77.8 %	0 0.0 %	1 11.1 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	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 11.1 %	8 88.9 %	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 %	0 0.0 %	8 88.9 %	0 0.0 %	1 11.1 %
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 %	9 100.0 %	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 %	0 0.0 %	9 100.0 %	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 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	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 %	0 0.0 %	9 100.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 88.9 %	0 0.0 %	1 11.1 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



LC Casa Ollin Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	5.00
Latinx	2	2	100.00	4.85
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	2	2	100.00	5.00
Other	2	2	100.00	5.00
No Response	1	1	100.00	4.67

LC Casa Ollin Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	6	6	100.00	4.89
Decline to answer	1	1	100.00	5.00
Other	1	1	100.00	5.00
No Response	1	1	100.00	5.00

LC Casa Ollin Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	3	3	100.00	4.90
36-45	3	3	100.00	4.89
46-55	2	2	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 2019

LC Casa Quetzal

Program codes (RUs): 38472

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: **4.85** out of five,
Other programs: **4.33**.

The average rating on all survey questions for LC Casa Quetzal: **4.88**
Other programs: **4.34**.

Survey Compliance

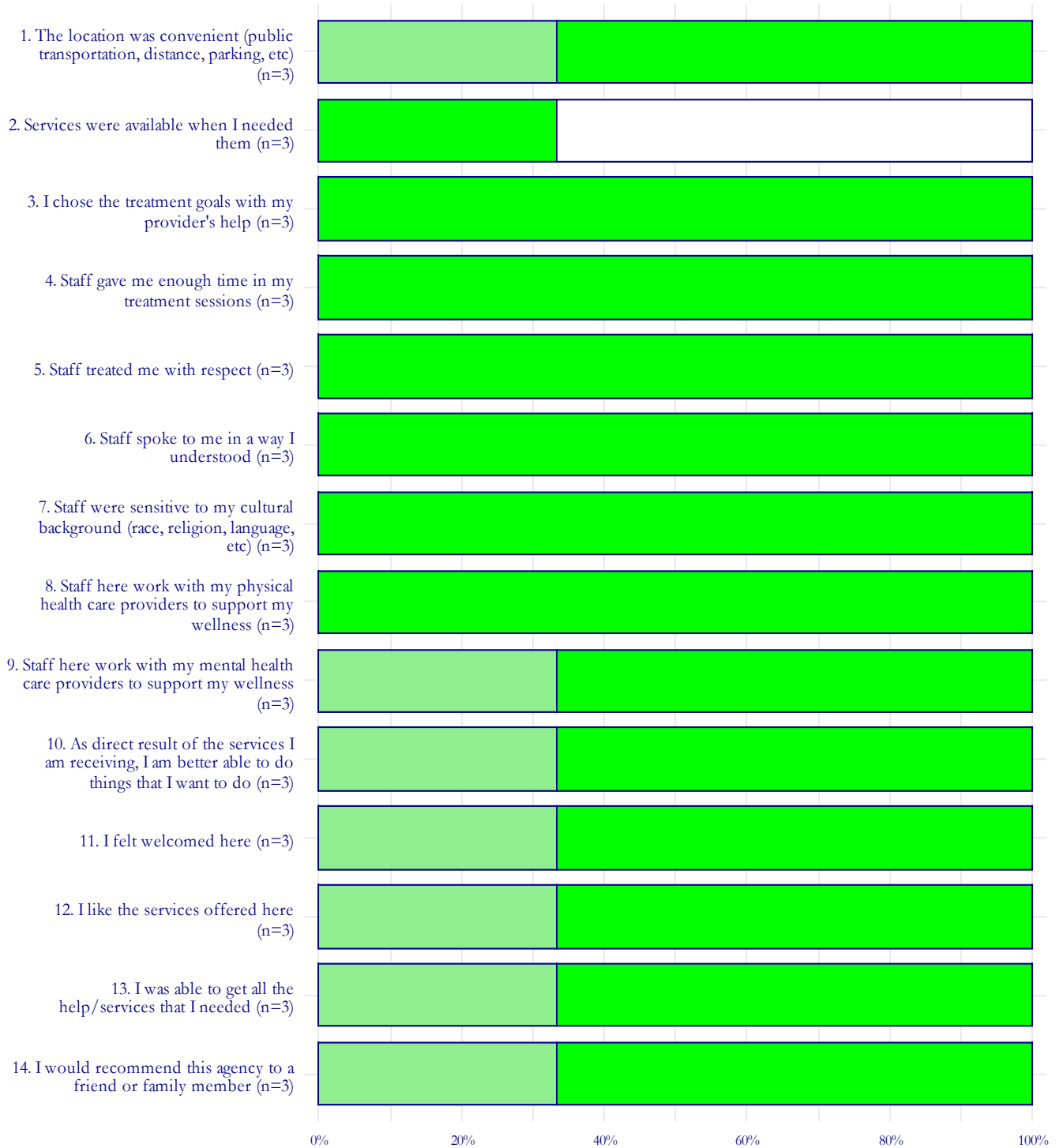
Only adult forms were submitted.

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%.

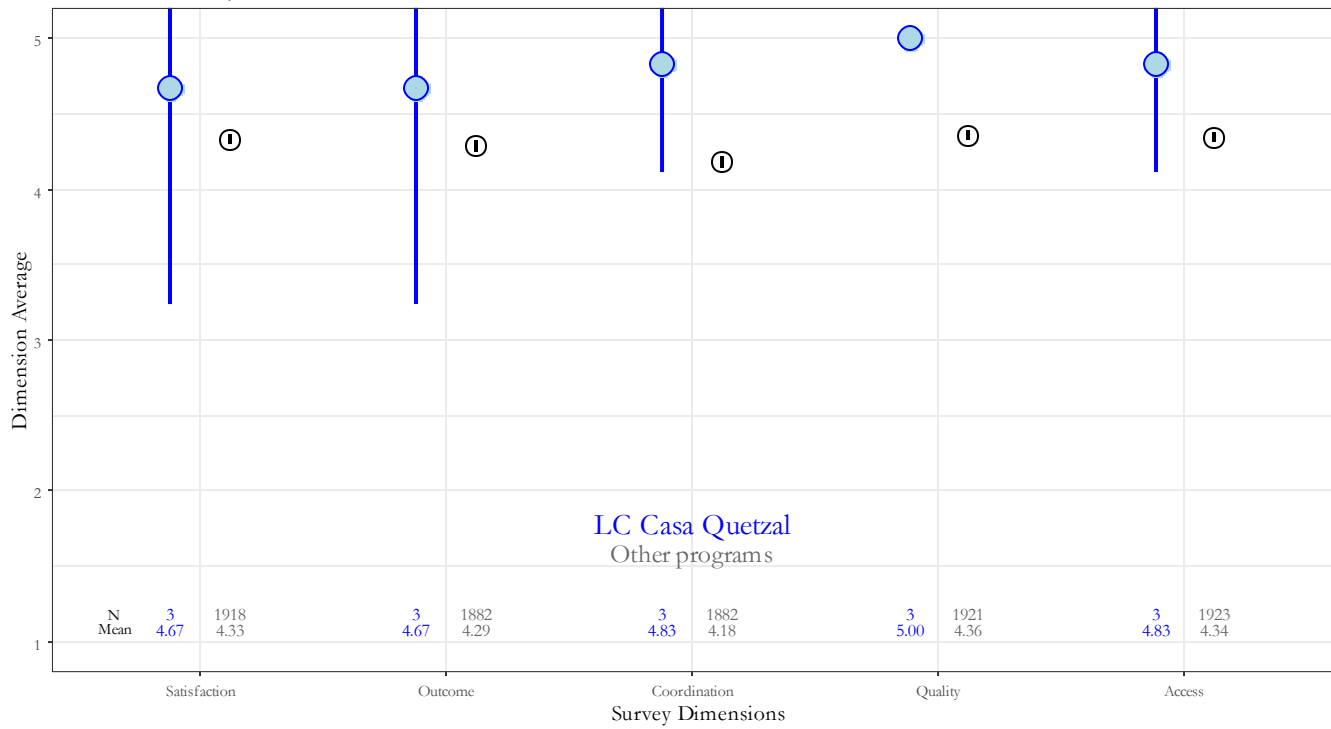
Adult Satisfaction Surveys



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 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	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 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	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 %	0 0.0 %	3 100.0 %	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 %	0 0.0 %	3 100.0 %	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 %	3 100.0 %	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 %	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 %	1 33.3 %	2 66.7 %	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



LC Casa Quetzal Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	2	2	100.00	5.00
No Response	1	1	100.00	4.55

LC Casa Quetzal Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	2	2	100.00	5.00
No Response	1	1	100.00	4.55

LC Casa Quetzal Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	5.00
26-35	1	1	100.00	5.00
No Response	1	1	100.00	4.55



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
LC Casa Quetzal Residential 3.1(3847CQR)
Program codes (RUs): 3847CQR

Overall Satisfaction¹
25.0%

Survey Response Rate²
80.0%

There were 4 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **2.73** out of five,
Other programs: **4.34**.

The average rating on all survey questions for LC Casa Quetzal Residential 3.1(3847CQR): **3.61**
Other programs: **4.35**.

Survey Compliance

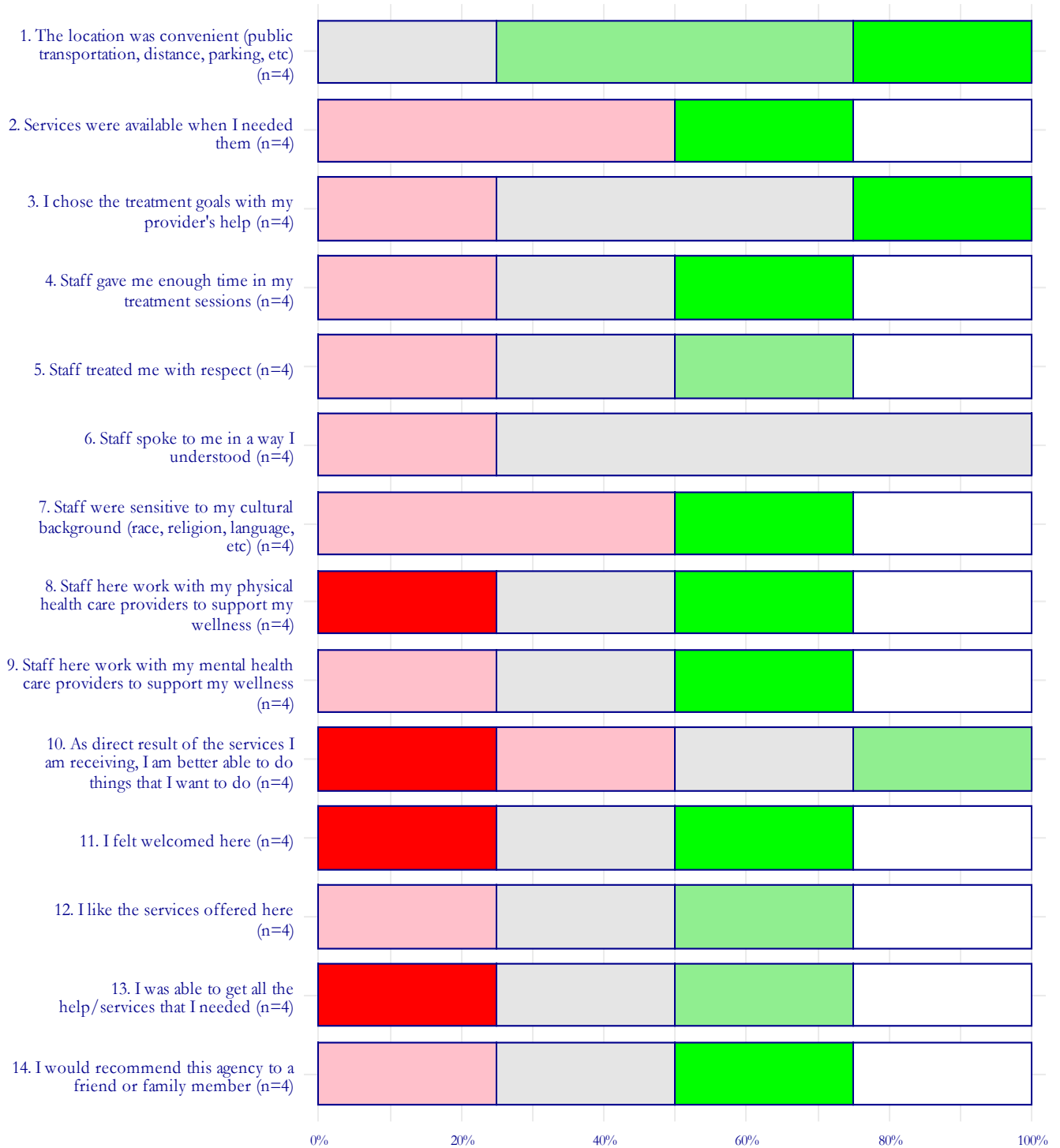
Only adult forms were submitted.

There were 4 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 (4), as a ratio to the number of unique persons (5) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

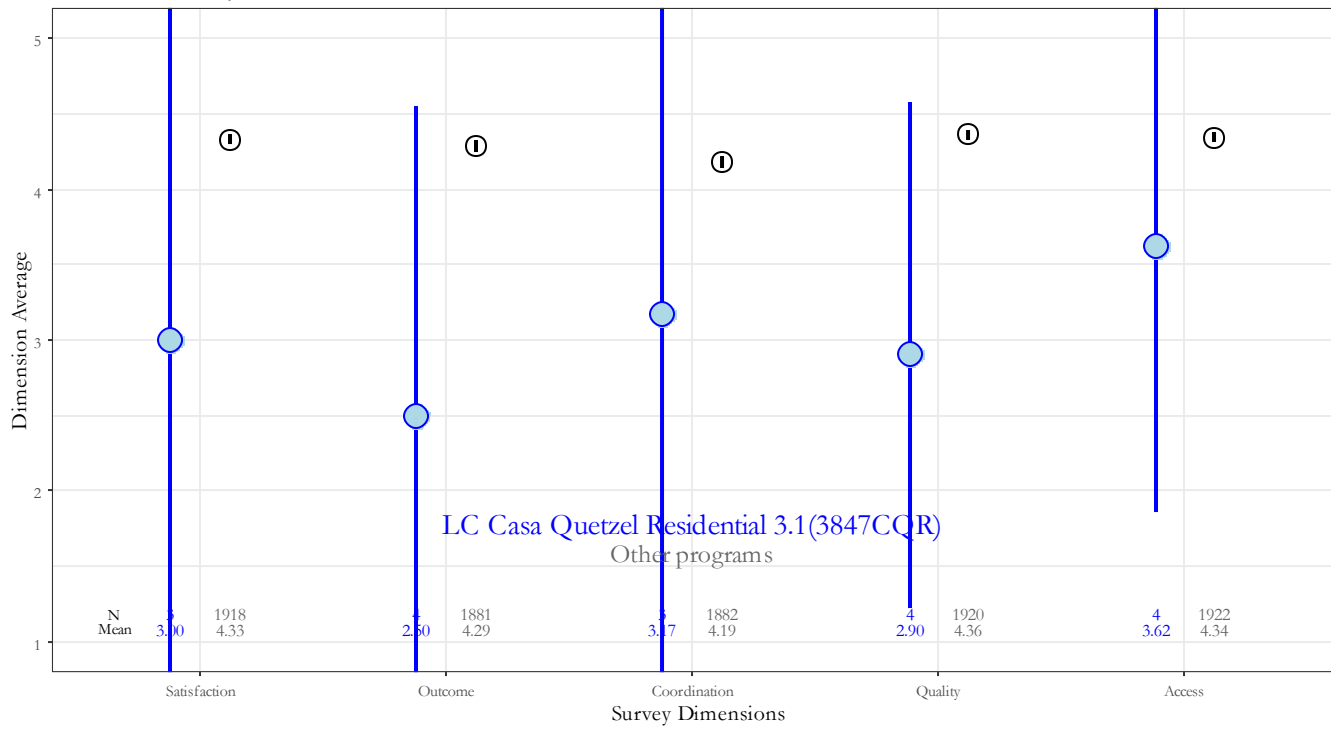
Adult Satisfaction Surveys



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 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %	1 25.0 %	0 0.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 50.0 %	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	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	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	1 25.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



LC Casa Quetzal Residential 3.1(3847CQR) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	2	0	0.00	1.83
White/Caucasian	2	1	50.00	3.64

LC Casa Quetzal Residential 3.1(3847CQR) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	4	1	25.00	2.73

LC Casa Quetzal Residential 3.1(3847CQR) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	4.45
26-35	2	0	0.00	1.83
46-55	1	0	0.00	2.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
MC ODS Intensive Outpatient (3871IOP)
Program codes (RUs): 3871IOP

Overall Satisfaction¹
95.5%

Survey Response Rate²
over 100%

There were 22 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.75** out of five,
Other programs: **4.33**.

The average rating on all survey questions for MC ODS Intensive Outpatient (3871IOP): **4.76**
Other programs: **4.34**.

Survey Compliance

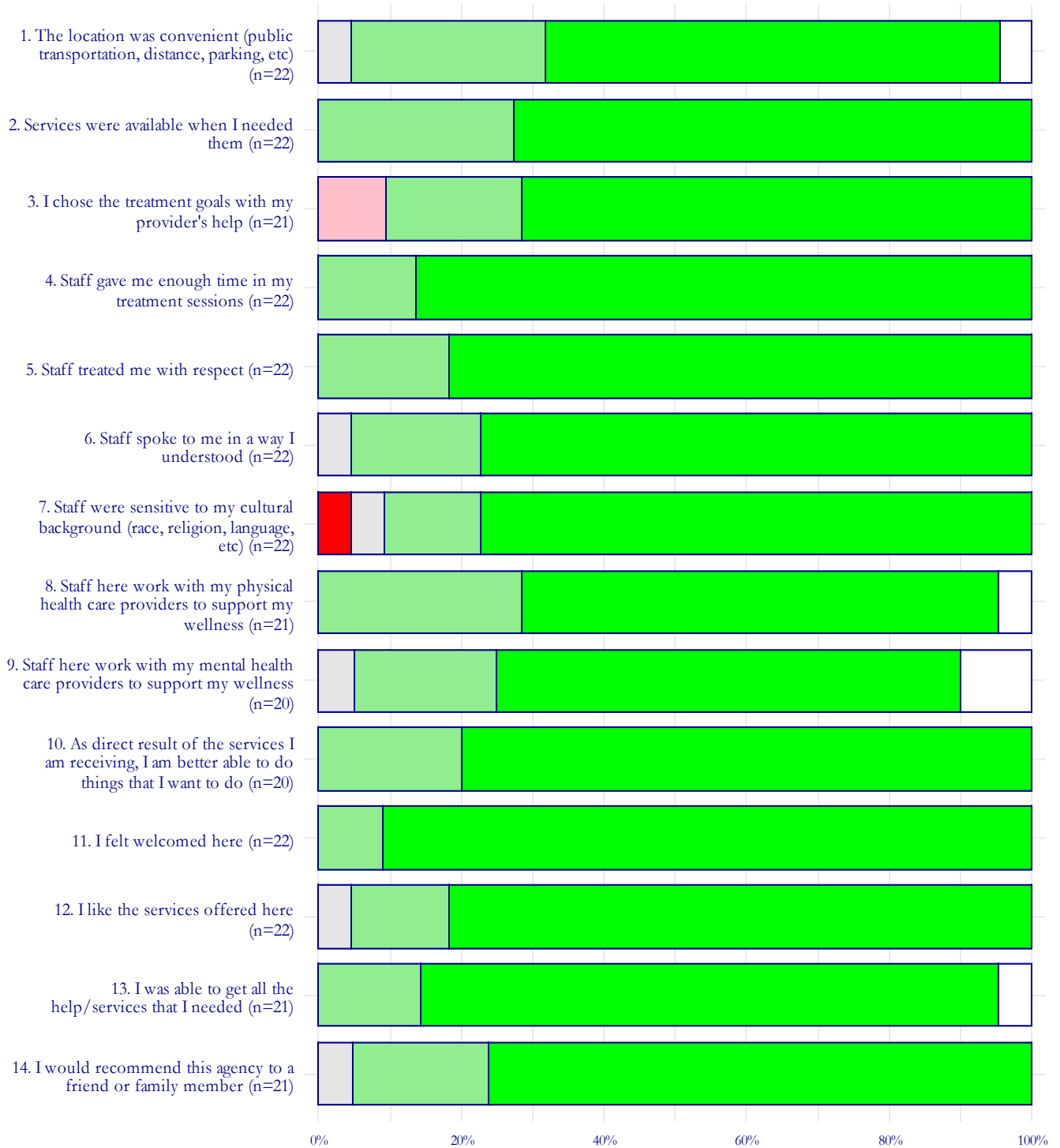
Only adult forms were submitted.

There were 22 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 (22), 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%.

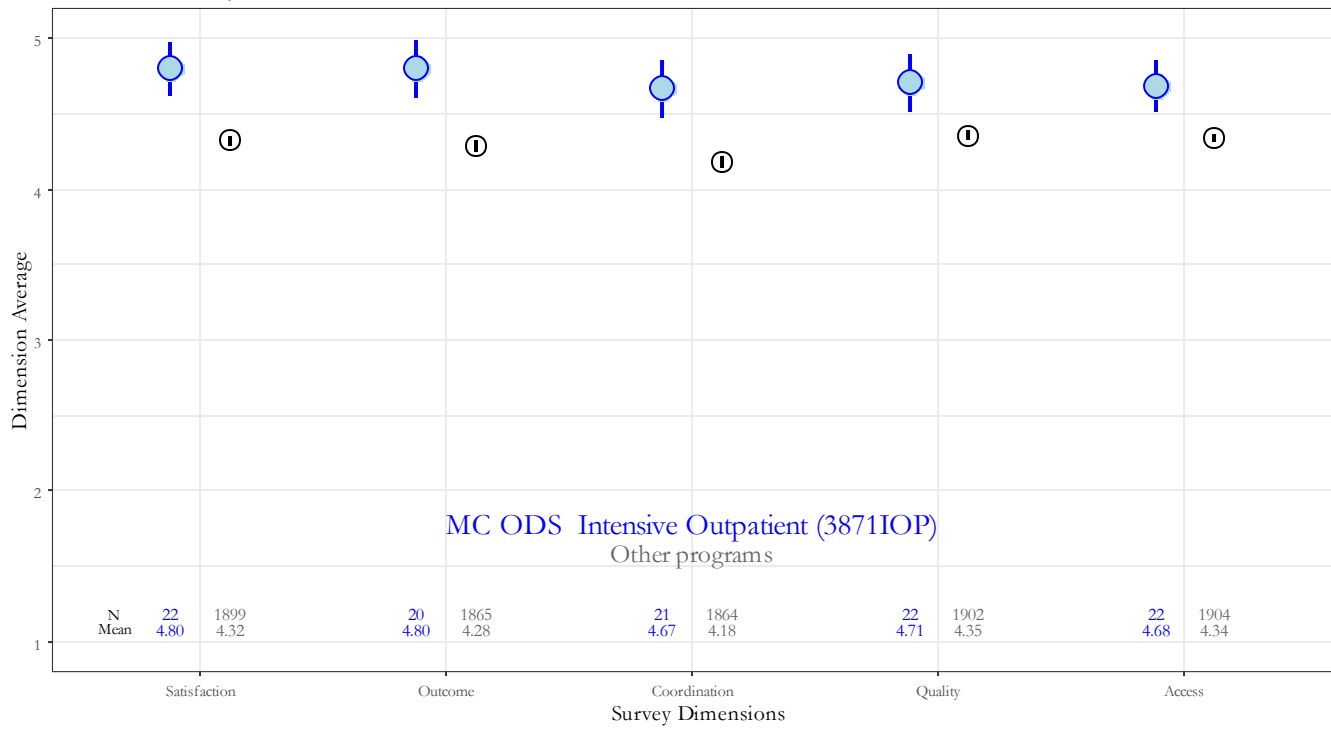
Adult Satisfaction Surveys



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 %	1 4.5 %	6 27.3 %	14 63.6 %	1 4.5 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	6 27.3 %	16 72.7 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	2 9.1 %	0 0.0 %	4 18.2 %	15 68.2 %	0 0.0 %	1 4.5 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 13.6 %	19 86.4 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	18 81.8 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	17 77.3 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 4.5 %	0 0.0 %	1 4.5 %	3 13.6 %	17 77.3 %	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 %	6 27.3 %	14 63.6 %	1 4.5 %	1 4.5 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	13 59.1 %	2 9.1 %	2 9.1 %
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 %	0 0.0 %	0 0.0 %	4 18.2 %	16 72.7 %	0 0.0 %	2 9.1 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 9.1 %	20 90.9 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 4.5 %	3 13.6 %	18 81.8 %	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 %	3 13.6 %	17 77.3 %	1 4.5 %	1 4.5 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	16 72.7 %	0 0.0 %	1 4.5 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



MC ODS Intensive Outpatient (3871IOP) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	22	21	95.45	4.75

MC ODS Intensive Outpatient (3871IOP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	8	8	100.00	4.90
Male	14	13	92.86	4.66

MC ODS Intensive Outpatient (3871IOP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	3	100.00	4.82
26-35	10	9	90.00	4.57
36-45	8	8	100.00	4.92
No Response	1	1	100.00	4.91



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
MC ODS Outpatient (3871OP)
Program codes (RUs): 3871OP

Overall Satisfaction¹
97.1%

Survey Response Rate²
100.0%

There were 35 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.66** out of five,
Other programs: **4.33**.

The average rating on all survey questions for MC ODS Outpatient (3871OP): **4.64**
Other programs: **4.34**.

Survey Compliance

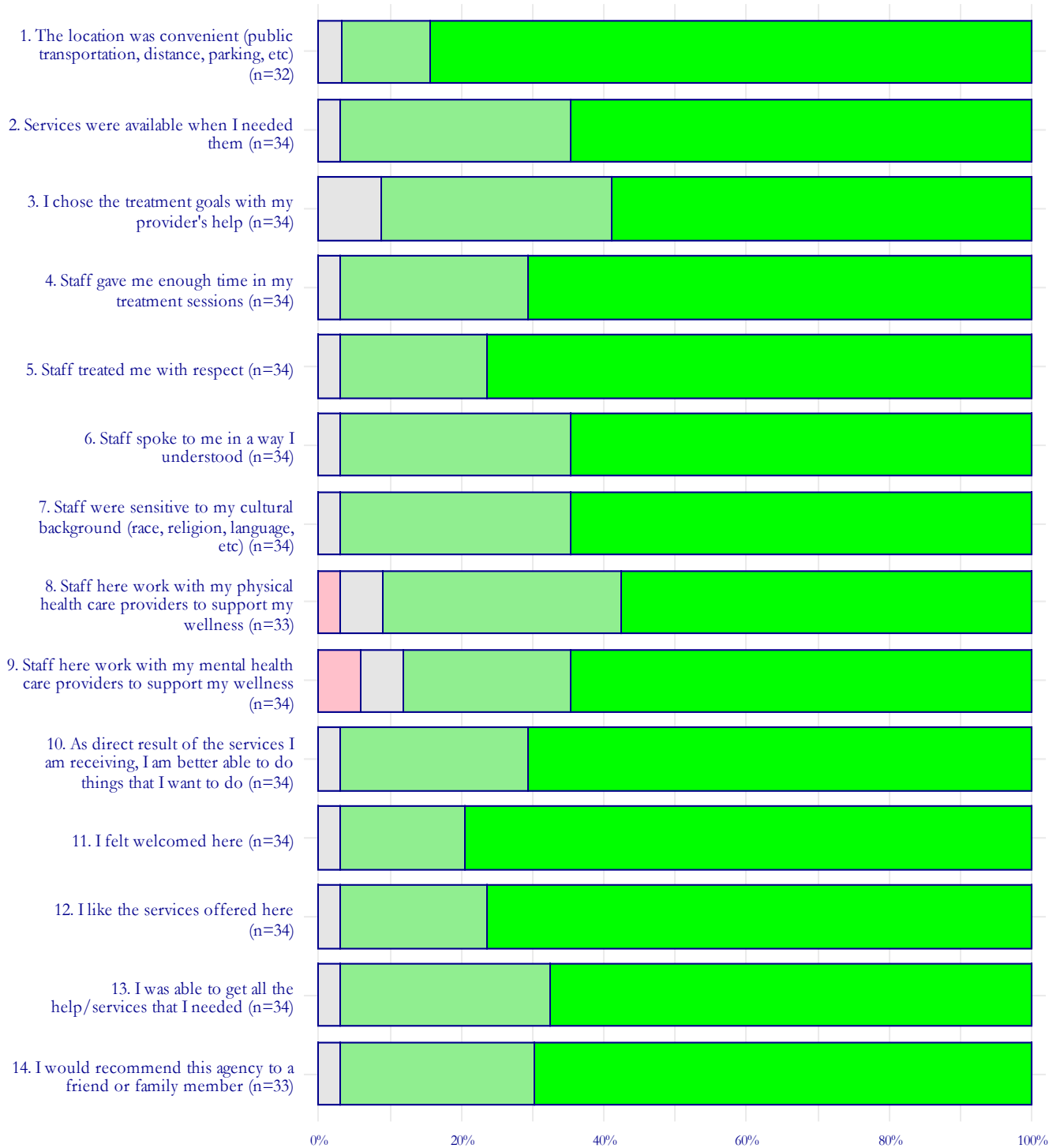
Only adult forms were submitted.

There were 35 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 (35), as a ratio to the number of unique persons (35) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

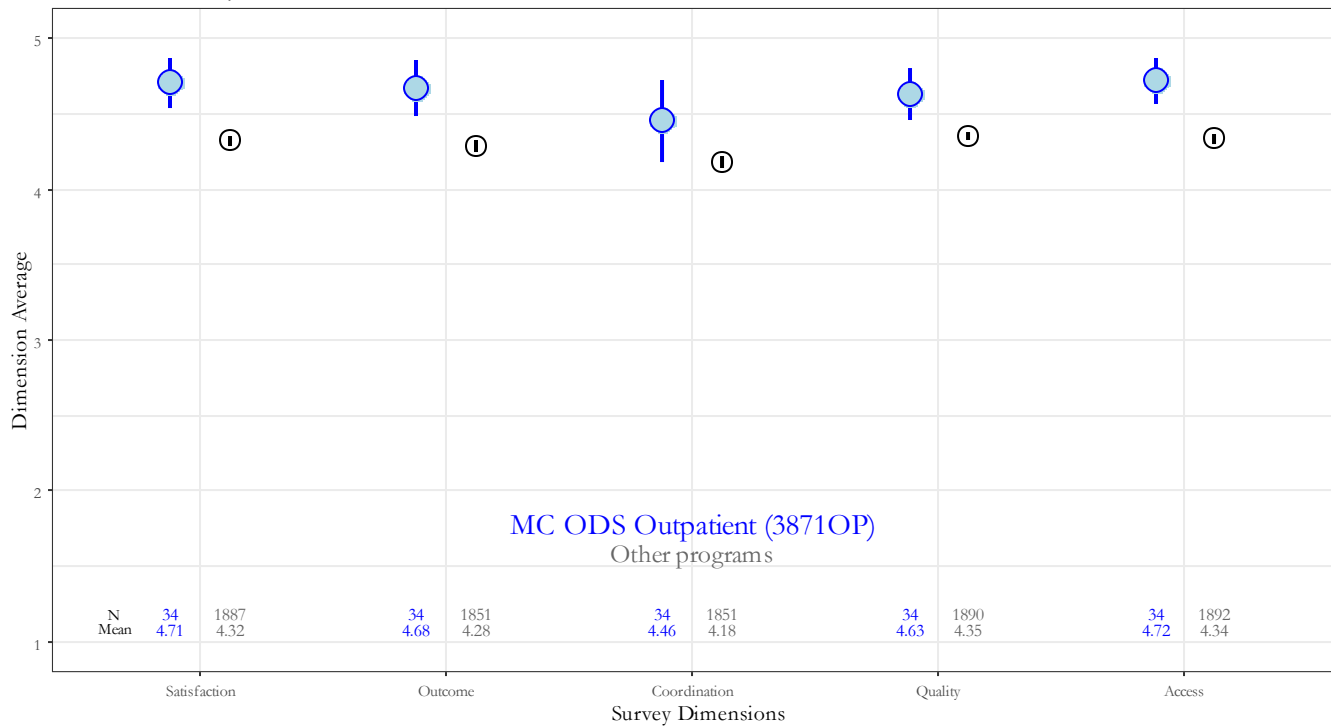
Adult Satisfaction Surveys



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 2.9 %	4 11.4 %	27 77.1 %	0 0.0 %	3 8.6 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 2.9 %	11 31.4 %	22 62.9 %	0 0.0 %	1 2.9 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 8.6 %	11 31.4 %	20 57.1 %	0 0.0 %	1 2.9 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 2.9 %	9 25.7 %	24 68.6 %	0 0.0 %	1 2.9 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 2.9 %	7 20.0 %	26 74.3 %	0 0.0 %	1 2.9 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 2.9 %	11 31.4 %	22 62.9 %	0 0.0 %	1 2.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 2.9 %	11 31.4 %	22 62.9 %	0 0.0 %	1 2.9 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 2.9 %	2 5.7 %	11 31.4 %	19 54.3 %	0 0.0 %	2 5.7 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	2 5.7 %	2 5.7 %	8 22.9 %	22 62.9 %	0 0.0 %	1 2.9 %
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 %	1 2.9 %	9 25.7 %	24 68.6 %	0 0.0 %	1 2.9 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 2.9 %	6 17.1 %	27 77.1 %	0 0.0 %	1 2.9 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 2.9 %	7 20.0 %	26 74.3 %	0 0.0 %	1 2.9 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 2.9 %	10 28.6 %	23 65.7 %	0 0.0 %	1 2.9 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.9 %	9 25.7 %	23 65.7 %	0 0.0 %	2 5.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



MC ODS Outpatient (3871OP) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	4.27
Black/African American	4	2	50.00	4.03
Latinx	19	19	100.00	4.79
White/Caucasian	6	6	100.00	4.85
Multi-ethnic	1	1	100.00	5.00
Other	2	2	100.00	4.32
No Response	1	1	100.00	4.00

MC ODS Outpatient (3871OP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	4	80.00	4.20
Male	29	28	96.55	4.73
Transgender	1	1	100.00	5.00

MC ODS Outpatient (3871OP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	3	3	100.00	4.82
26-35	15	15	100.00	4.77
36-45	11	10	90.91	4.61
46-55	3	2	66.67	4.00
55+	2	2	100.00	4.68
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
MSJ Epiphany Residential Masonic
Program codes (RUs): 38432

Overall Satisfaction¹
85.7%

Survey Response Rate²
over 100%

There were 7 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.57** out of five,
Other programs: **4.33**.

The average rating on all survey questions for MSJ Epiphany Residential Masonic: **4.54**
Other programs: **4.34**.

Survey Compliance

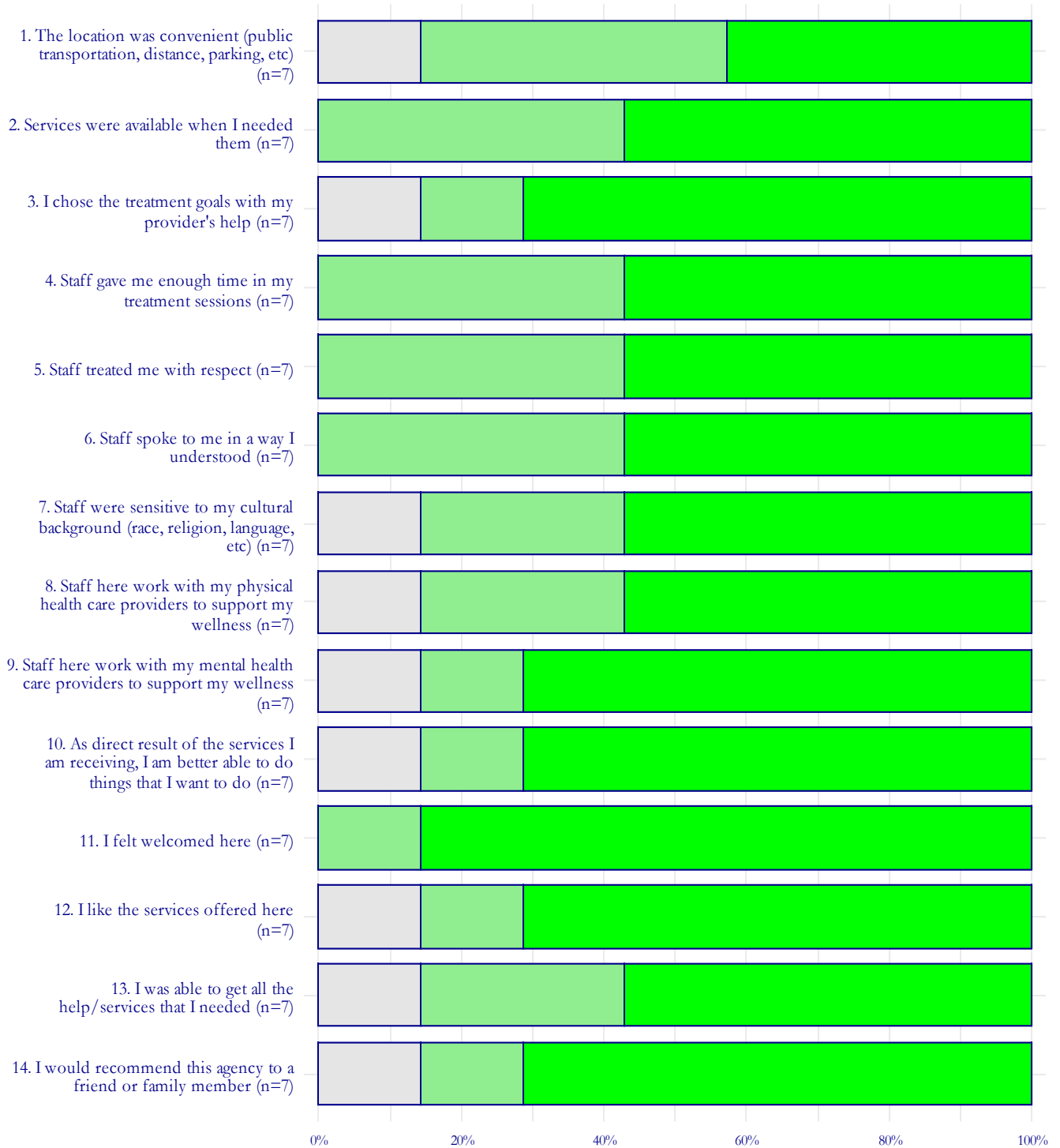
Only adult forms were submitted.

There were 7 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 (7), 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%.

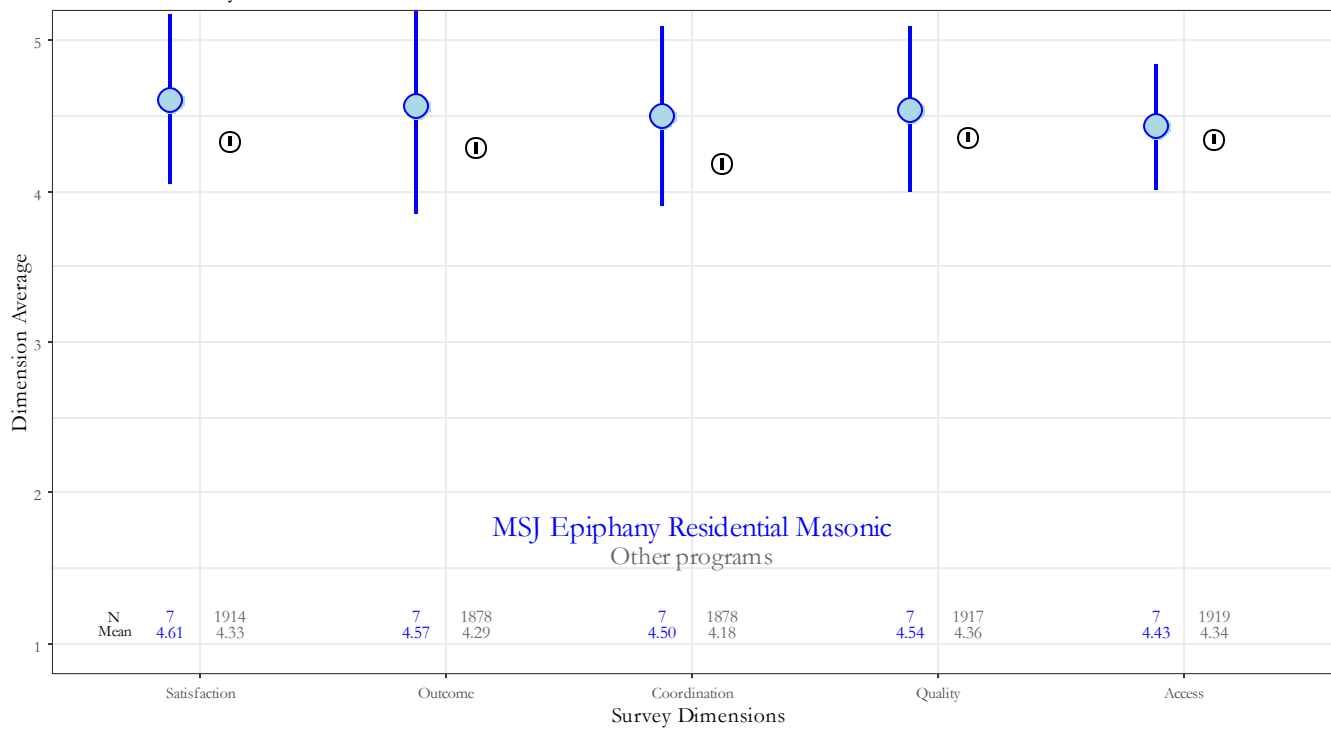
Adult Satisfaction Surveys



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 %	1 14.3 %	3 42.9 %	3 42.9 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 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 %	1 14.3 %	1 14.3 %	5 71.4 %	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 %	3 42.9 %	4 57.1 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	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 42.9 %	4 57.1 %	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 14.3 %	2 28.6 %	4 57.1 %	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 14.3 %	2 28.6 %	4 57.1 %	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 14.3 %	1 14.3 %	5 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 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	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 %	1 14.3 %	2 28.6 %	4 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 14.3 %	1 14.3 %	5 71.4 %	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)
American Indian/Alaskan Native	1	1	100.00	4.45
Black/African American	1	1	100.00	5.00
Native Hawaiian/Pacific Islander	1	0	0.00	3.45
White/Caucasian	3	3	100.00	4.70
Multi-ethnic	1	1	100.00	5.00

MSJ Epiphany Residential Masonic Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	7	6	85.71	4.57

MSJ Epiphany Residential Masonic Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	3	3	100.00	4.82
36-45	3	2	66.67	4.24
55+	1	1	100.00	4.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
RAMS CAAP Linkages (9420RCL)
Program codes (RUs): 9420RCL

Overall Satisfaction¹
87.5%

Survey Response Rate²
38.1%

There were 8 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.15** out of five,
Other programs: **4.33**.

The average rating on all survey questions for RAMS CAAP Linkages (9420RCL): **4.11**
Other programs: **4.35**.

Survey Compliance

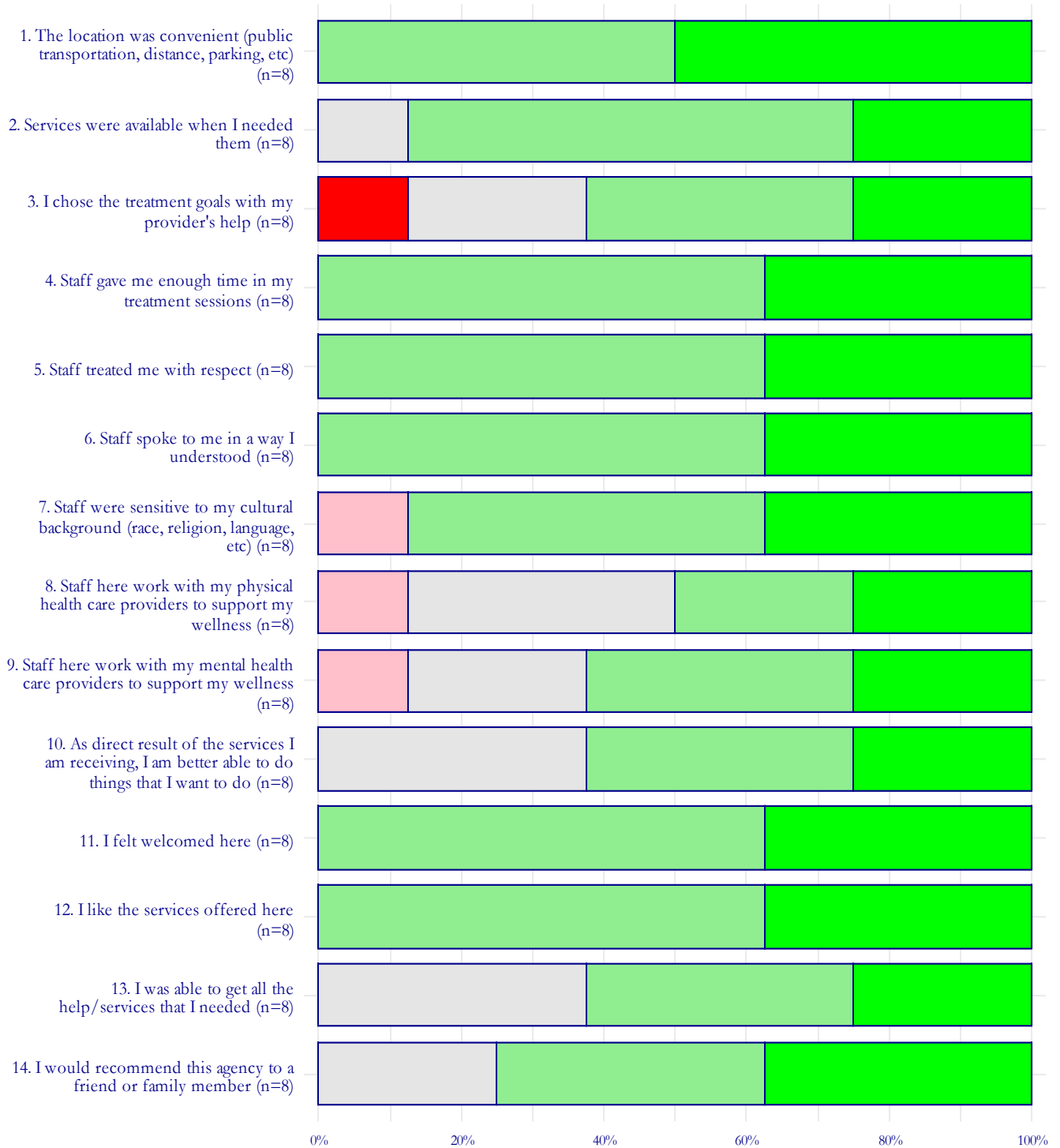
Only adult forms were submitted.

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 (21) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

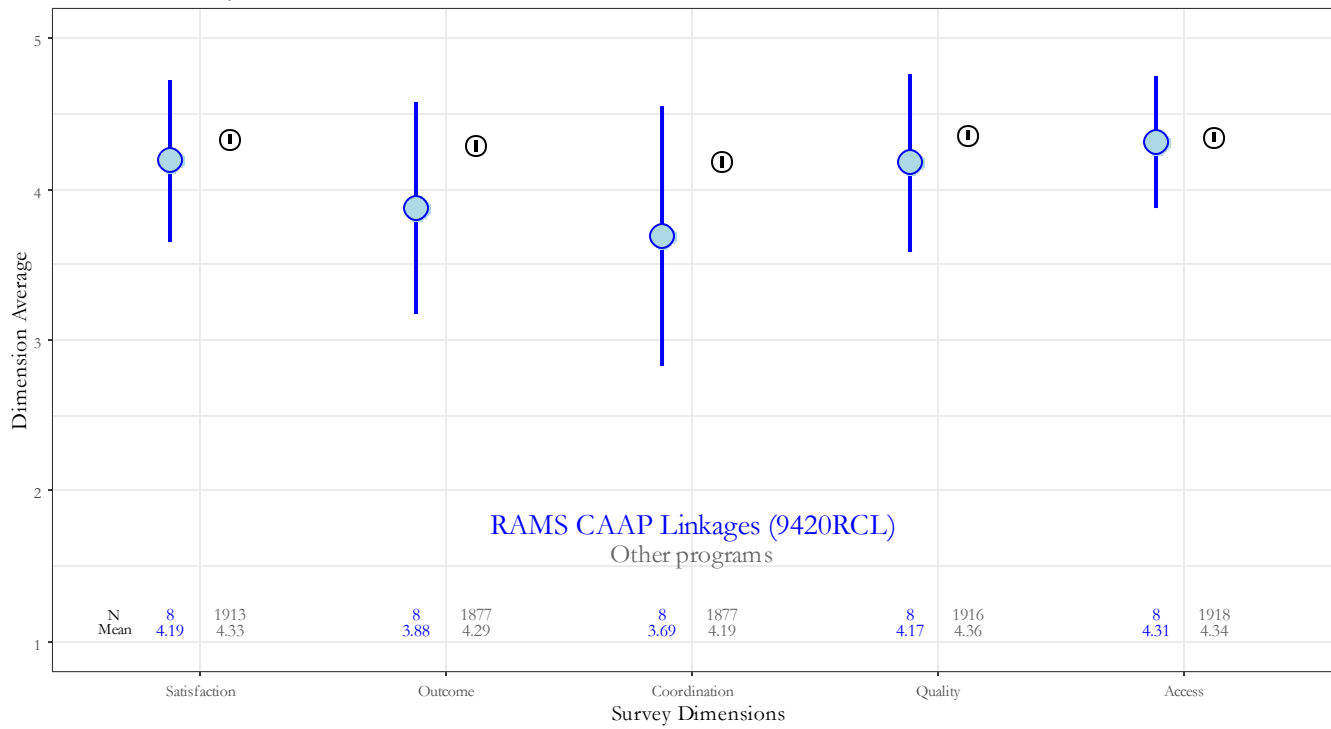
Adult Satisfaction Surveys



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 50.0 %	4 50.0 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 12.5 %	0 0.0 %	2 25.0 %	3 37.5 %	2 25.0 %	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 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	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 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 12.5 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	2 25.0 %	0 0.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 12.5 %	2 25.0 %	3 37.5 %	2 25.0 %	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 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	0 0.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	5 62.5 %	3 37.5 %	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 %	3 37.5 %	3 37.5 %	2 25.0 %	0 0.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 25.0 %	3 37.5 %	3 37.5 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



RAMS CAAP Linkages (9420RCL) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	5.00
Latinx	2	2	100.00	4.18
White/Caucasian	4	3	75.00	3.70
No Response	1	1	100.00	5.00

RAMS CAAP Linkages (9420RCL) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	3.73
Male	4	3	75.00	3.91
Transgender	1	1	100.00	5.00
Other	1	1	100.00	3.82
No Response	1	1	100.00	5.00

RAMS CAAP Linkages (9420RCL) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	1	1	100.00	3.82
26-35	1	0	0.00	3.36
36-45	3	3	100.00	4.42
46-55	2	2	100.00	3.86
No Response	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
SA Harbor Lights Residential (9379HC)
Program codes (RUs): 9379HC

Overall Satisfaction¹
80.9%

Survey Response Rate²
over 100%

There were 48 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.25** out of five,
Other programs: **4.33**.

The average rating on all survey questions for SA Harbor Lights Residential (9379HC): **4.27**
Other programs: **4.35**.

Survey Compliance

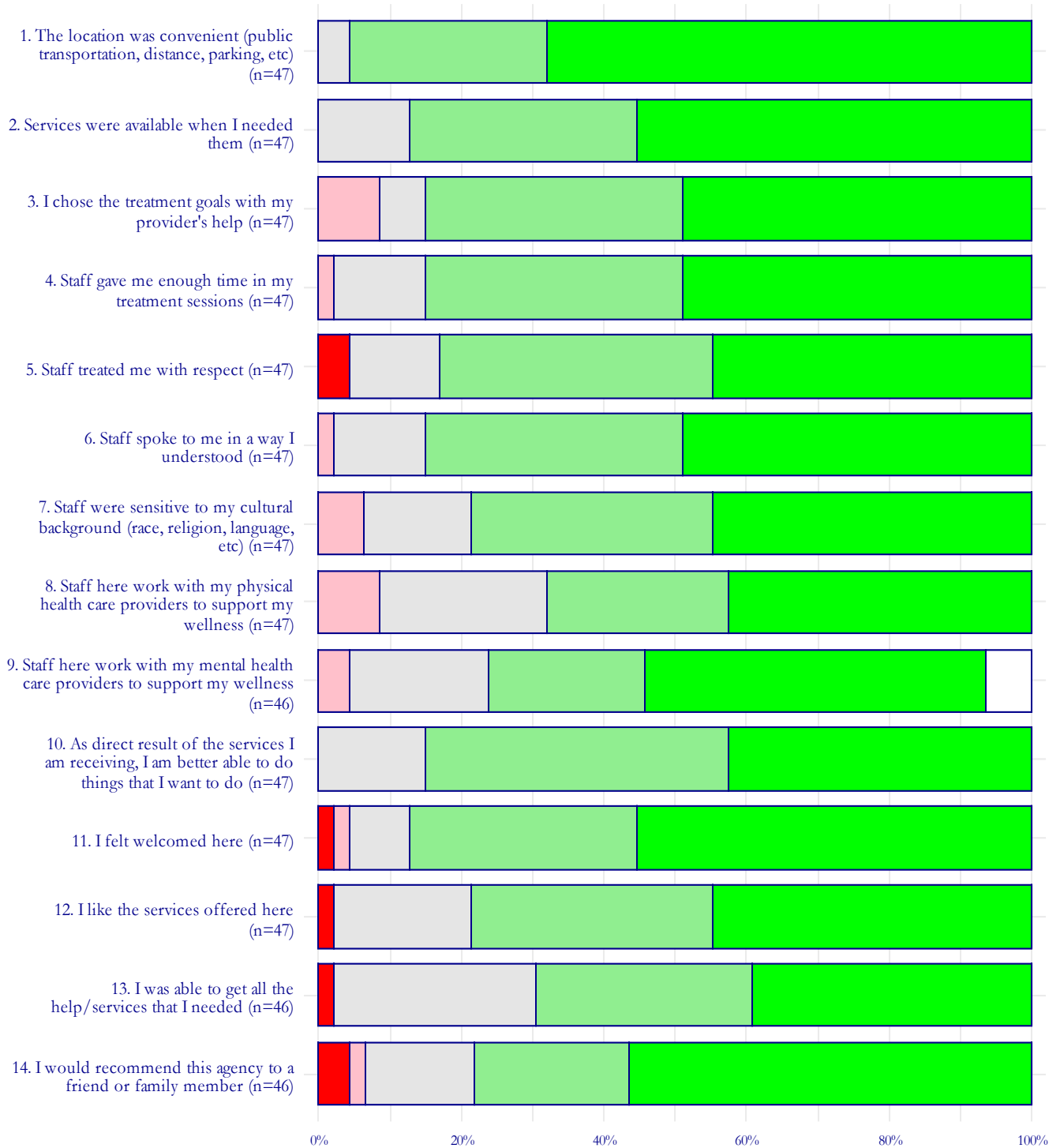
Only adult forms were submitted.

There were 48 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 (48), 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%.

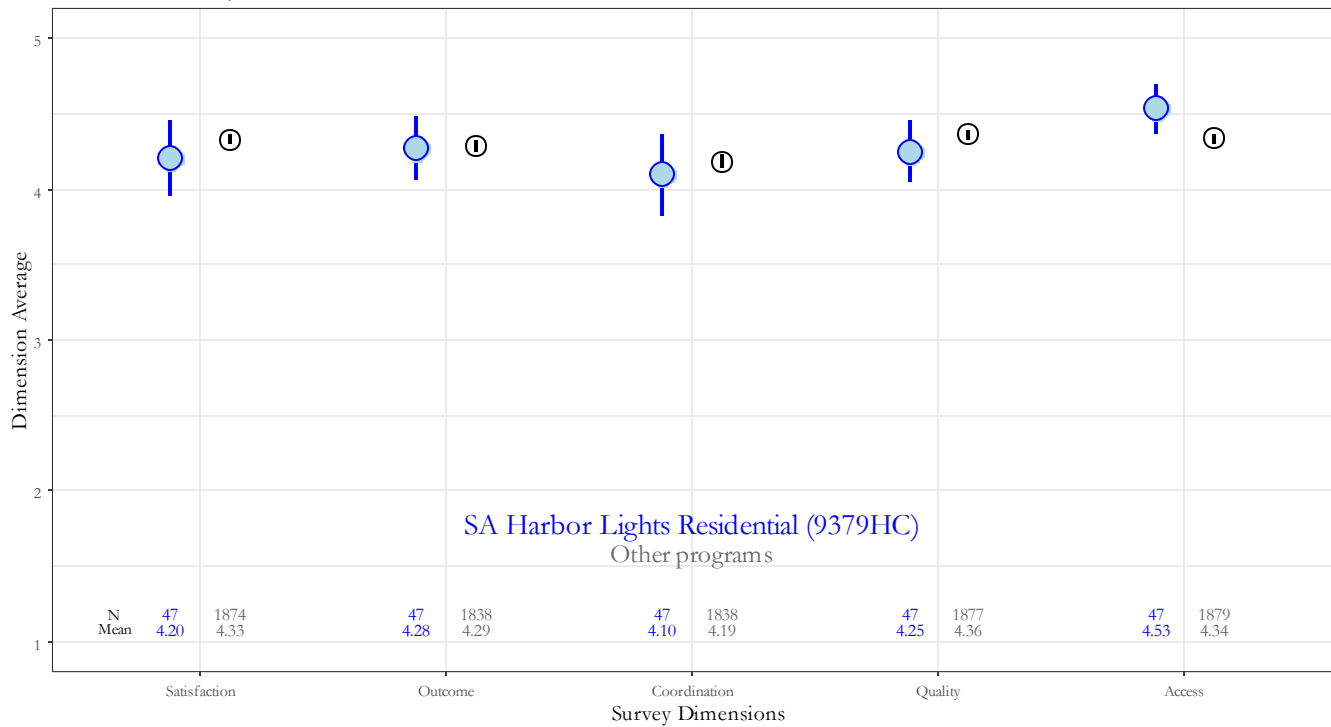
Adult Satisfaction Surveys



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 %	2 4.2 %	13 27.1 %	32 66.7 %	0 0.0 %	1 2.1 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	6 12.5 %	15 31.2 %	26 54.2 %	0 0.0 %	1 2.1 %
3. I chose the treatment goals with my provider's help	0 0.0 %	4 8.3 %	3 6.2 %	17 35.4 %	23 47.9 %	0 0.0 %	1 2.1 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 2.1 %	6 12.5 %	17 35.4 %	23 47.9 %	0 0.0 %	1 2.1 %
5. Staff treated me with respect	2 4.2 %	0 0.0 %	6 12.5 %	18 37.5 %	21 43.8 %	0 0.0 %	1 2.1 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 2.1 %	6 12.5 %	17 35.4 %	23 47.9 %	0 0.0 %	1 2.1 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	3 6.2 %	7 14.6 %	16 33.3 %	21 43.8 %	0 0.0 %	1 2.1 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	4 8.3 %	11 22.9 %	12 25.0 %	20 41.7 %	0 0.0 %	1 2.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	2 4.2 %	9 18.8 %	10 20.8 %	22 45.8 %	3 6.2 %	2 4.2 %
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 %	7 14.6 %	20 41.7 %	20 41.7 %	0 0.0 %	1 2.1 %
11. I felt welcomed here	1 2.1 %	1 2.1 %	4 8.3 %	15 31.2 %	26 54.2 %	0 0.0 %	1 2.1 %
12. I like the services offered here	1 2.1 %	0 0.0 %	9 18.8 %	16 33.3 %	21 43.8 %	0 0.0 %	1 2.1 %
13. I was able to get all the help/services that I needed	1 2.1 %	0 0.0 %	13 27.1 %	14 29.2 %	18 37.5 %	0 0.0 %	2 4.2 %
14. I would recommend this agency to a friend or family member	2 4.2 %	1 2.1 %	7 14.6 %	10 20.8 %	26 54.2 %	0 0.0 %	2 4.2 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



SA Harbor Lights Residential (9379HC) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	0	0.00	3.00
Asian	1	1	100.00	5.00
Black/African American	15	11	73.33	4.02
Latinx	9	8	88.89	4.39
Native Hawaiian/Pacific Islander	2	1	50.00	3.45
White/Caucasian	16	14	87.50	4.47
Multi-ethnic	1	1	100.00	4.91
No Response	3	2	66.67	4.36

SA Harbor Lights Residential (9379HC) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	11	5	45.45	3.93
Male	33	31	93.94	4.37
Transgender	1	0	0.00	3.18
No Response	3	2	66.67	4.59

SA Harbor Lights Residential (9379HC) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	4	4	100.00	4.41
26-35	16	9	56.25	3.81
36-45	10	10	100.00	4.63
46-55	7	6	85.71	4.32
55+	7	7	100.00	4.63
No Response	4	2	50.00	4.09



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
UCSF Citywide-STOP (38321)
Program codes (RUs): 38321

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: **4.45** out of five,
Other programs: **4.33**.

The average rating on all survey questions for UCSF Citywide-STOP (38321): **4.46**
Other programs: **4.34**.

Survey Compliance

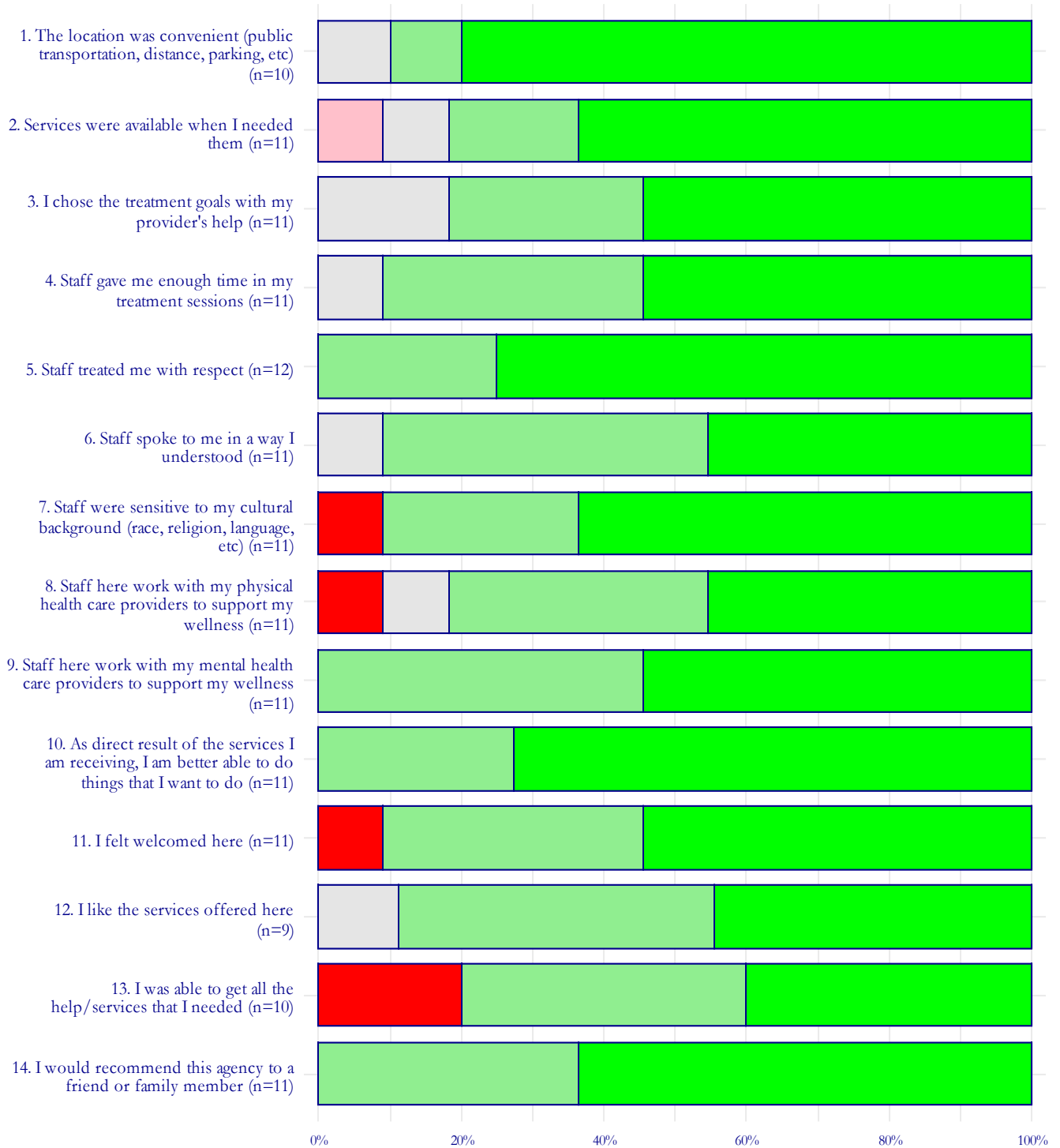
Only adult forms were submitted.

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 (8) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

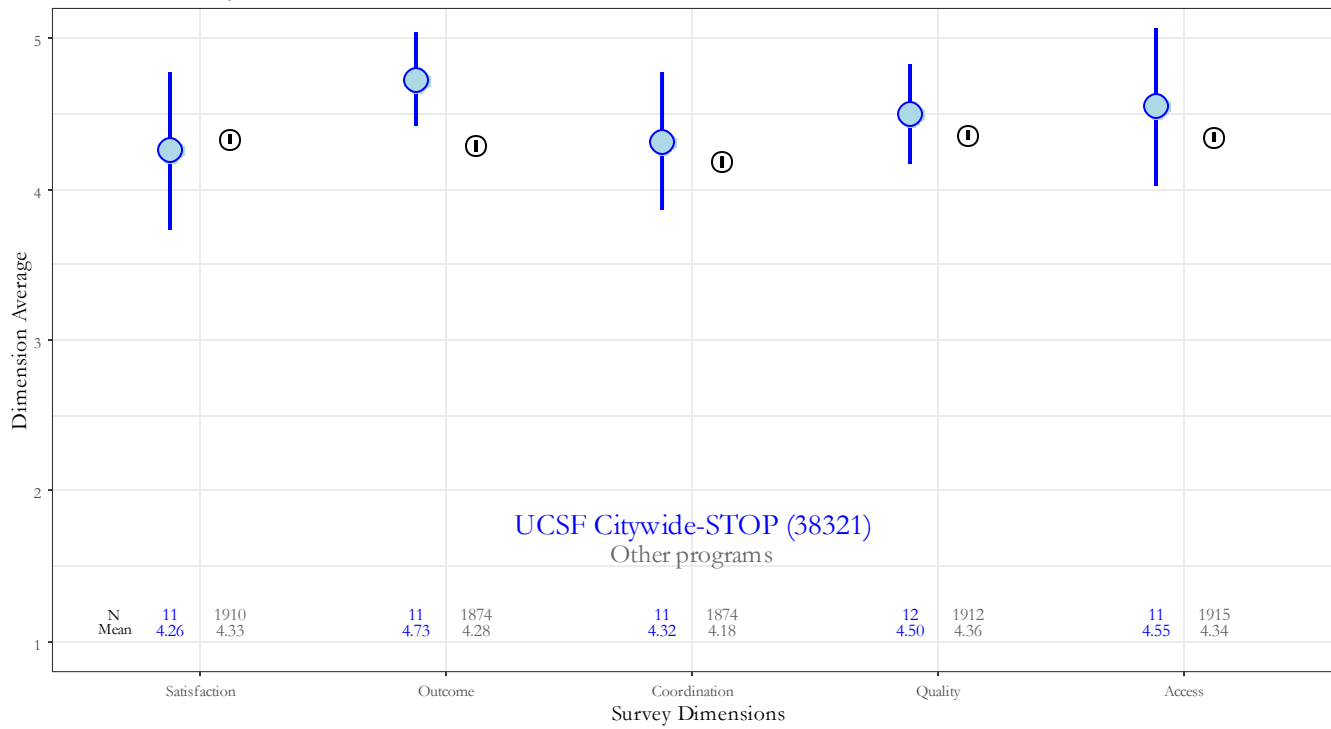
Adult Satisfaction Surveys



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 8.3 %	1 8.3 %	8 66.7 %	0 0.0 %	2 16.7 %
2. Services were available when I needed them	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	7 58.3 %	0 0.0 %	1 8.3 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %	1 8.3 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	6 50.0 %	0 0.0 %	1 8.3 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	9 75.0 %	0 0.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	5 41.7 %	0 0.0 %	1 8.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 8.3 %	0 0.0 %	0 0.0 %	3 25.0 %	7 58.3 %	0 0.0 %	1 8.3 %
8. Staff here work with my physical health care providers to support my wellness	1 8.3 %	0 0.0 %	1 8.3 %	4 33.3 %	5 41.7 %	0 0.0 %	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 %	5 41.7 %	6 50.0 %	0 0.0 %	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 %	3 25.0 %	8 66.7 %	0 0.0 %	1 8.3 %
11. I felt welcomed here	1 8.3 %	0 0.0 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %	1 8.3 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	4 33.3 %	0 0.0 %	3 25.0 %
13. I was able to get all the help/services that I needed	2 16.7 %	0 0.0 %	0 0.0 %	4 33.3 %	4 33.3 %	0 0.0 %	2 16.7 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %	1 8.3 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



UCSF Citywide-STOP (38321) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	1	1	100.00	5.00
Black/African American	2	2	100.00	4.45
Latinx	1	1	100.00	5.00
White/Caucasian	3	3	100.00	4.22
Multi-ethnic	3	3	100.00	4.29
No Response	2	2	100.00	4.50

UCSF Citywide-STOP (38321) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	5.00
Male	6	6	100.00	4.37
Decline to answer	1	1	100.00	3.55
No Response	3	3	100.00	4.57

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	1	1	100.00	5.00
36-45	1	1	100.00	3.91
46-55	4	4	100.00	4.70
55+	2	2	100.00	3.82
No Response	3	3	100.00	4.37



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
UCSF SUD Alliance Health Project(8920AP)
Program codes (RUs): 8920AP

Overall Satisfaction¹
100.0%

Survey Response Rate²
77.8%

There were 7 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.91** out of five,
Other programs: **4.33**.

The average rating on all survey questions for UCSF SUD Alliance Health Project(8920AP): **4.92**
Other programs: **4.34**.

Survey Compliance

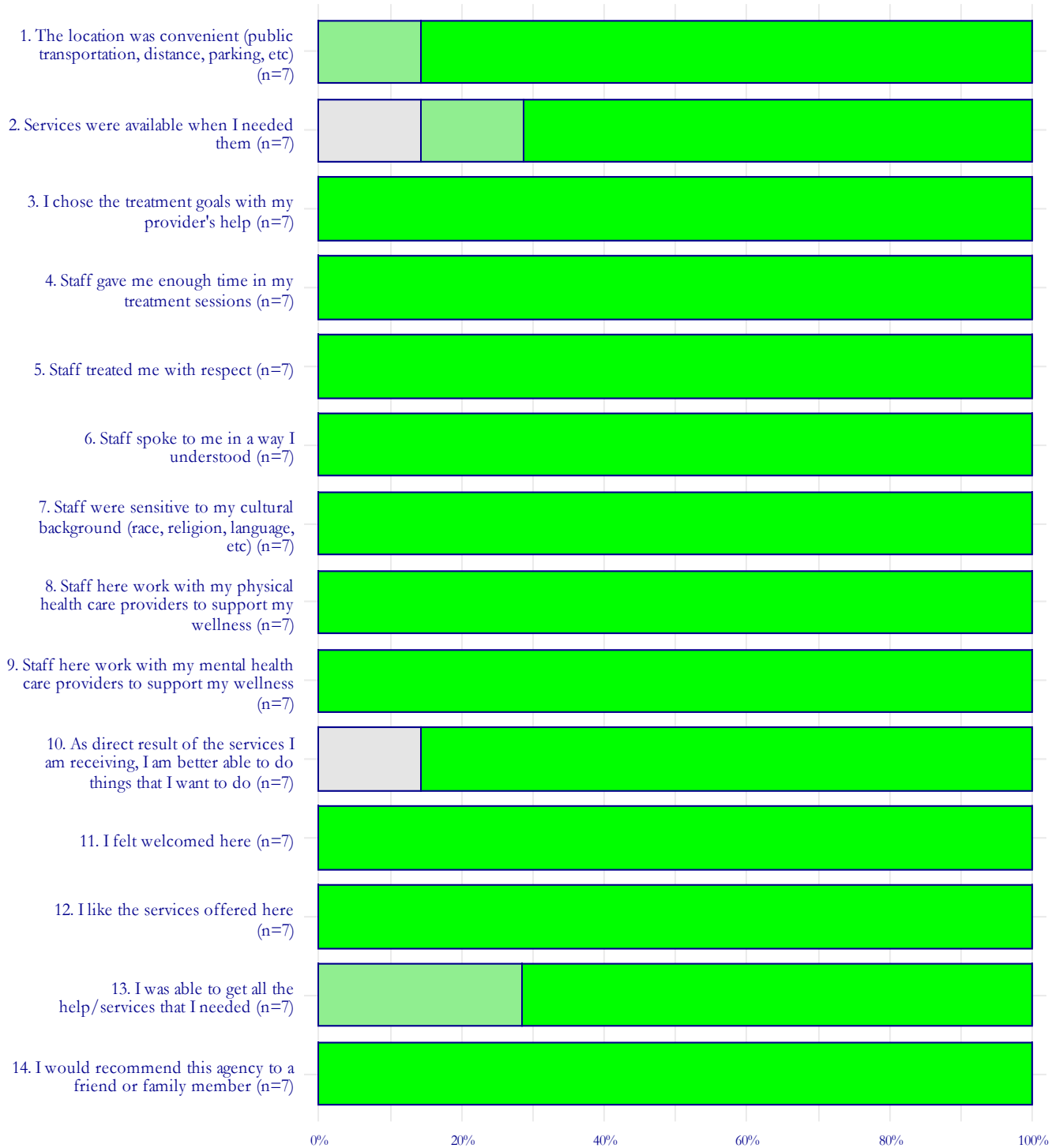
Only adult forms were submitted.

There were 7 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 (7), 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%.

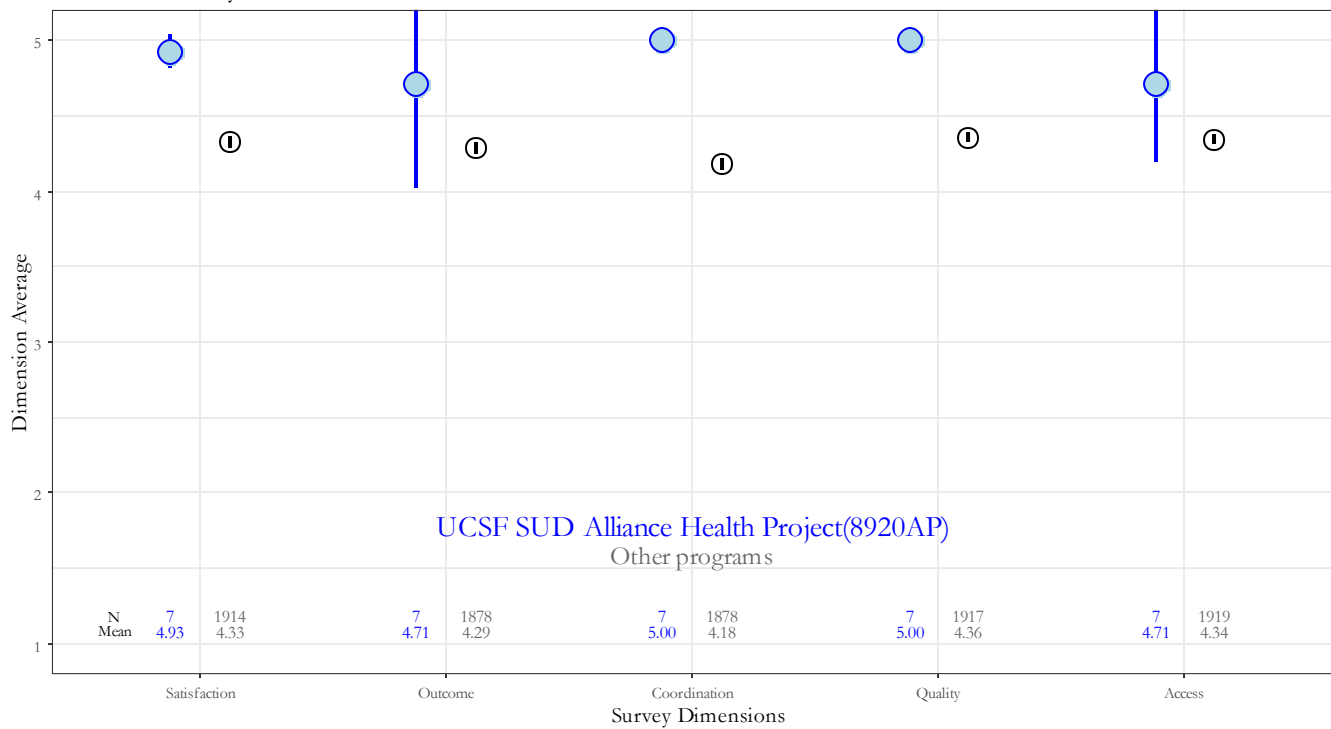
Adult Satisfaction Surveys



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 %	1 14.3 %	6 85.7 %	0 0.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	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 %	0 0.0 %	7 100.0 %	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 %	7 100.0 %	0 0.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	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 %	0 0.0 %	7 100.0 %	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 %	0 0.0 %	7 100.0 %	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 %	7 100.0 %	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 %	0 0.0 %	7 100.0 %	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 14.3 %	0 0.0 %	6 85.7 %	0 0.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	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 %	7 100.0 %	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 %	2 28.6 %	5 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 %	0 0.0 %	7 100.0 %	0 0.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



UCSF SUD Alliance Health Project(8920AP) Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Native Hawaiian/Pacific Islander	1	1	100.00	4.55
White/Caucasian	3	3	100.00	4.94
Multi-ethnic	2	2	100.00	5.00
Other	1	1	100.00	5.00

UCSF SUD Alliance Health Project(8920AP) Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	6	6	100.00	4.97
Decline to answer	1	1	100.00	4.55

UCSF SUD Alliance Health Project(8920AP) Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
26-35	2	2	100.00	5.00
36-45	2	2	100.00	4.77
46-55	2	2	100.00	5.00
55+	1	1	100.00	4.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2019
Westside Methadone Maintenance & Detox & HIV Set Aside
Program codes (RUs): 38874

Overall Satisfaction¹
89.0%

Survey Response Rate²
89.2%

There were 165 surveys returned.

The satisfaction score (items 2-7 and 10-14) for this program: **4.33** out of five,
Other programs: **4.33**.

The average rating on all survey questions for Westside Methadone Maintenance & Detox & HIV Set Aside:
4.35
Other programs: **4.34**.

Survey Compliance

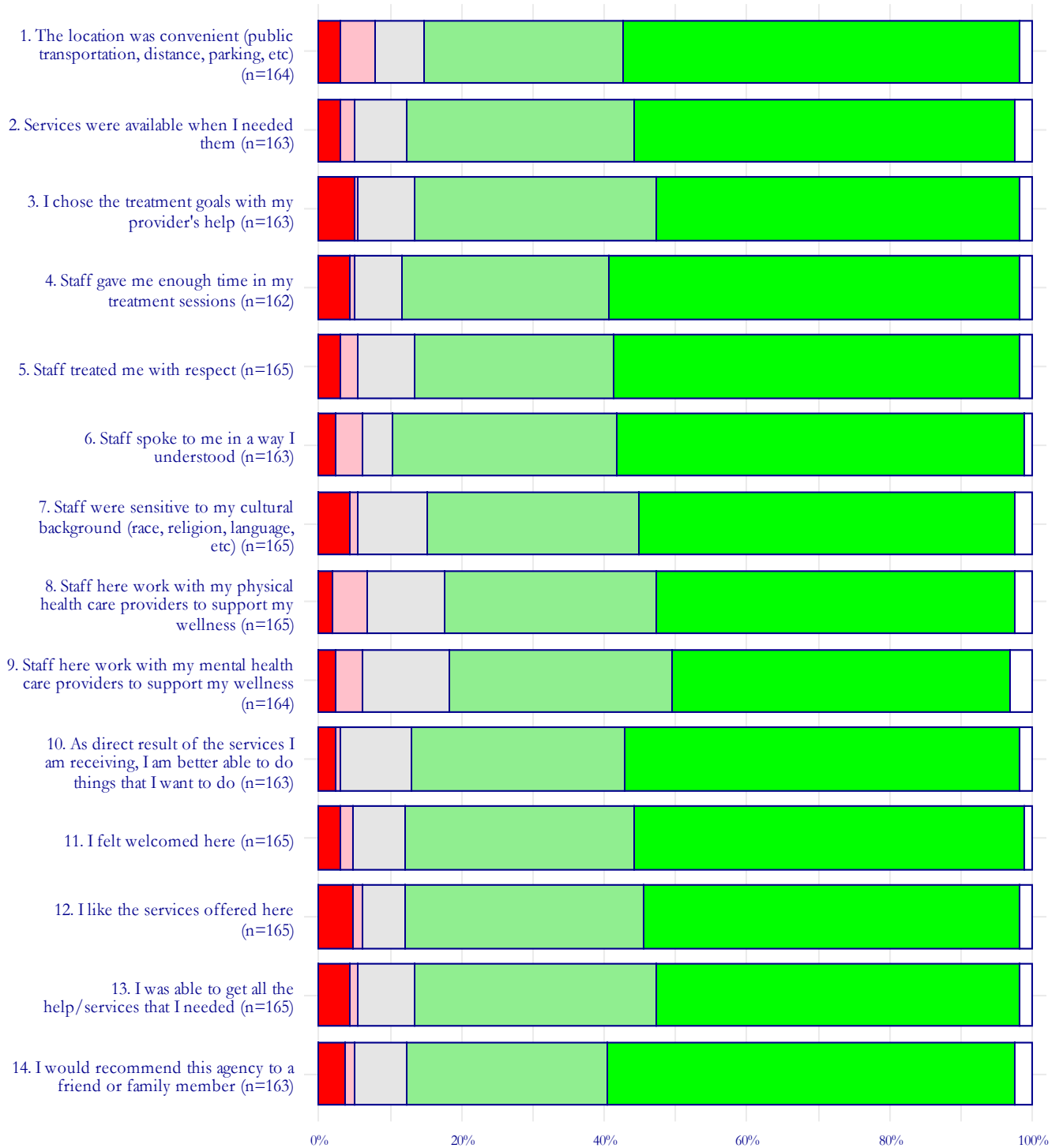
Only adult forms were submitted.

There were 165 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 (165), as a ratio to the number of unique persons (185) with billings in the Avatar system during the week of the survey. If surveys exceed billings then the ratio will be over 100%.

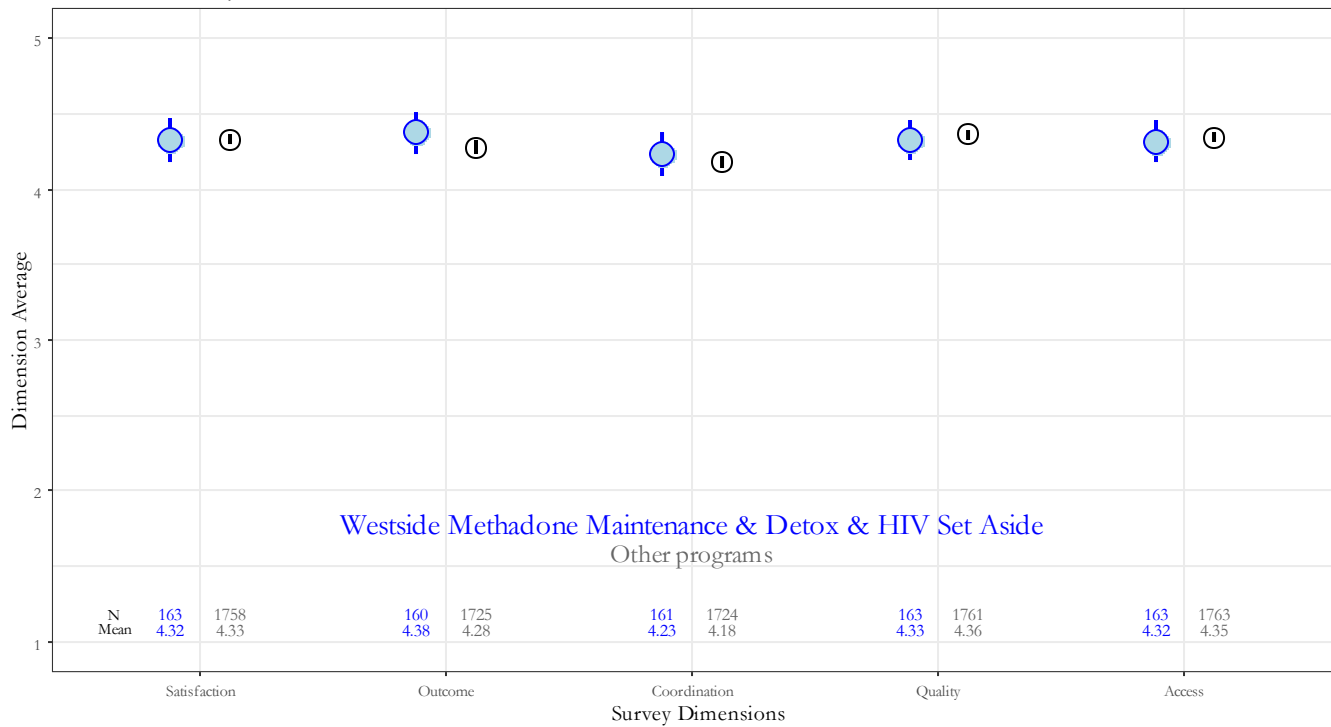
Adult Satisfaction Surveys



Adult Satisfaction Survey Items

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Blank
1. The location was convenient (public transportation, distance, parking, etc)	5 3.0 %	8 4.8 %	11 6.7 %	46 27.9 %	91 55.1 %	3 1.8 %	1 0.6 %
2. Services were available when I needed them	5 3.0 %	3 1.8 %	12 7.3 %	52 31.5 %	87 52.7 %	4 2.4 %	2 1.2 %
3. I chose the treatment goals with my provider's help	8 4.8 %	1 0.6 %	13 7.9 %	55 33.3 %	83 50.3 %	3 1.8 %	2 1.2 %
4. Staff gave me enough time in my treatment sessions	7 4.2 %	1 0.6 %	11 6.7 %	47 28.5 %	93 56.4 %	3 1.8 %	3 1.8 %
5. Staff treated me with respect	5 3.0 %	4 2.4 %	13 7.9 %	46 27.9 %	94 57.0 %	3 1.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	4 2.4 %	6 3.6 %	7 4.2 %	51 30.9 %	93 56.4 %	2 1.2 %	2 1.2 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	7 4.2 %	2 1.2 %	16 9.7 %	49 29.7 %	87 52.7 %	4 2.4 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	3 1.8 %	8 4.8 %	18 10.9 %	49 29.7 %	83 50.3 %	4 2.4 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	4 2.4 %	6 3.6 %	20 12.1 %	51 30.9 %	78 47.3 %	5 3.0 %	1 0.6 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	4 2.4 %	1 0.6 %	16 9.7 %	49 29.7 %	90 54.5 %	3 1.8 %	2 1.2 %
11. I felt welcomed here	5 3.0 %	3 1.8 %	12 7.3 %	53 32.1 %	90 54.5 %	2 1.2 %	0 0.0 %
12. I like the services offered here	8 4.8 %	2 1.2 %	10 6.1 %	55 33.3 %	87 52.7 %	3 1.8 %	0 0.0 %
13. I was able to get all the help/services that I needed	7 4.2 %	2 1.2 %	13 7.9 %	56 33.9 %	84 50.9 %	3 1.8 %	0 0.0 %
14. I would recommend this agency to a friend or family member	6 3.6 %	2 1.2 %	12 7.3 %	46 27.9 %	93 56.4 %	4 2.4 %	2 1.2 %

Satisfaction Survey - Item Means and 95% Confidence Intervals



Westside Methadone Maintenance & Detox & HIV Set Aside Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	4	4	100.00	4.75
Asian	2	2	100.00	4.91
Black/African American	36	32	88.89	4.43
Latinx	19	16	84.21	4.18
White/Caucasian	76	72	94.74	4.45
Multi-ethnic	10	8	80.00	4.23
Other	11	5	45.45	3.18
Unknown	4	3	75.00	4.30
No Response	3	3	100.00	4.55

Westside Methadone Maintenance & Detox & HIV Set Aside Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	57	50	87.72	4.31
Male	100	91	91.00	4.41
Transgender	2	1	50.00	5.00
Decline to answer	2	0	0.00	2.45
No Response	4	3	75.00	3.41

Westside Methadone Maintenance & Detox & HIV Set Aside Satisfaction by Age Group

Age Group	Count	Satisfied	Percentage	Mean (1-5)
18-25	2	2	100.00	5.00
26-35	30	27	90.00	4.46
36-45	34	31	91.18	4.40
46-55	42	37	88.10	4.29
55+	52	44	84.62	4.20
No Response	5	4	80.00	4.42