



## Treatment Satisfaction Survey Report - Spring 2017

### All Substance Treatment Programs

Overall Satisfaction<sup>1</sup>

**92.3%**

Survey Response Rate

**73.7%**

There were surveys returned for 2492 clients.

The satisfaction score (items 1-10) for this program: **4.48** out of five.

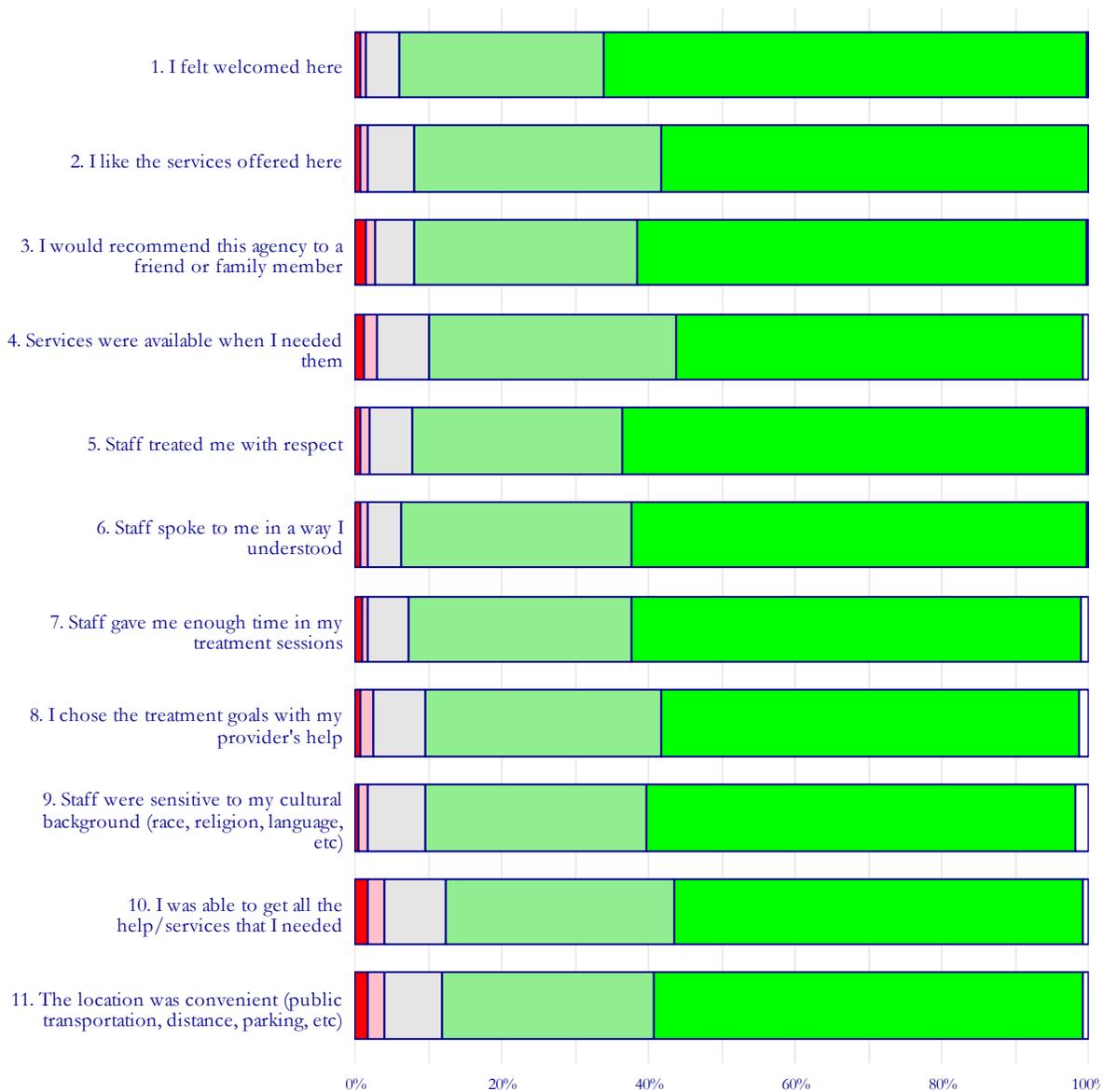
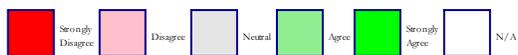
The average rating on all survey questions for All Substance Treatment Programs: **4.48**.

### Survey Compliance

Response	Count	Percentage
<b>Refused</b>	93	3.7
<b>Impaired</b>	8	0.3
<b>Language</b>	8	0.3
<b>Other</b>	10	0.4
<b>Missing w/o Reason</b>	16	0.6
<b>Completed Survey</b>	2357	94.6

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey.

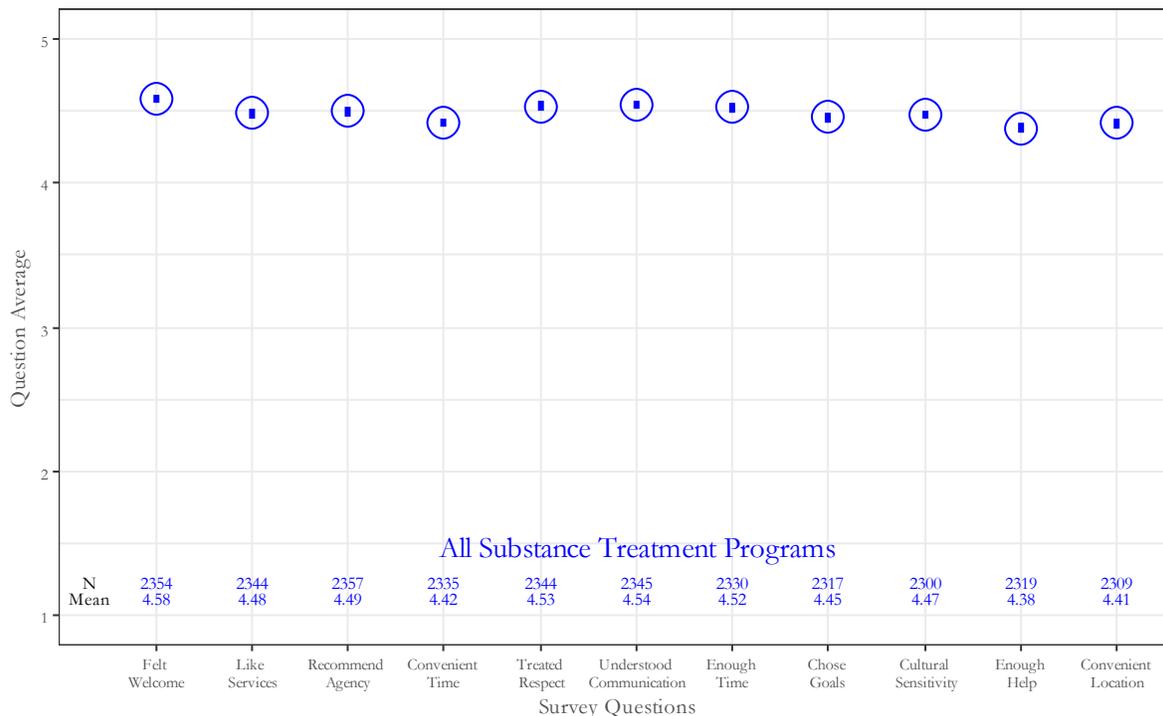
# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	13 0.5 %	19 0.8 %	107 4.5 %	656 27.8 %	1559 66.1 %	3 0.1 %
2. I like the services offered here	17 0.7 %	25 1.1 %	146 6.2 %	789 33.6 %	1367 58.3 %	2 0.1 %
3. I would recommend this agency to a friend or family member	35 1.5 %	27 1.1 %	126 5.3 %	720 30.5 %	1449 61.3 %	6 0.2 %
4. Services were available when I needed them	26 1.1 %	42 1.8 %	171 7.3 %	791 33.6 %	1305 55.4 %	19 0.8 %
5. Staff treated me with respect	18 0.8 %	30 1.3 %	132 5.6 %	672 28.6 %	1492 63.5 %	4 0.2 %
6. Staff spoke to me in a way I understood	17 0.7 %	21 0.9 %	108 4.6 %	736 31.4 %	1463 62.3 %	3 0.1 %
7. Staff gave me enough time in my treatment sessions	19 0.8 %	23 1.0 %	130 5.5 %	714 30.3 %	1444 61.3 %	24 1.0 %
8. I chose the treatment goals with my provider's help	16 0.7 %	39 1.7 %	168 7.1 %	754 32.1 %	1340 57.0 %	33 1.4 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	12 0.5 %	30 1.3 %	182 7.8 %	707 30.2 %	1369 58.4 %	43 1.8 %
10. I was able to get all the help/services that I needed	39 1.7 %	53 2.3 %	198 8.5 %	726 31.1 %	1303 55.7 %	19 0.8 %
11. The location was convenient (public transportation, distance, parking, etc)	39 1.7 %	54 2.3 %	183 7.9 %	669 28.7 %	1364 58.6 %	18 0.8 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**AARS DPH TX Access Program**  
 Program codes (RUs): 99089 99099

Overall Satisfaction<sup>1</sup>  
**83.3%**

Survey Response Rate  
**Not available, no Avatar billing**

There were surveys returned for 13 clients.

The satisfaction score (items 1-10) for this program: **4.34** out of five,  
 Other programs: **4.48**.

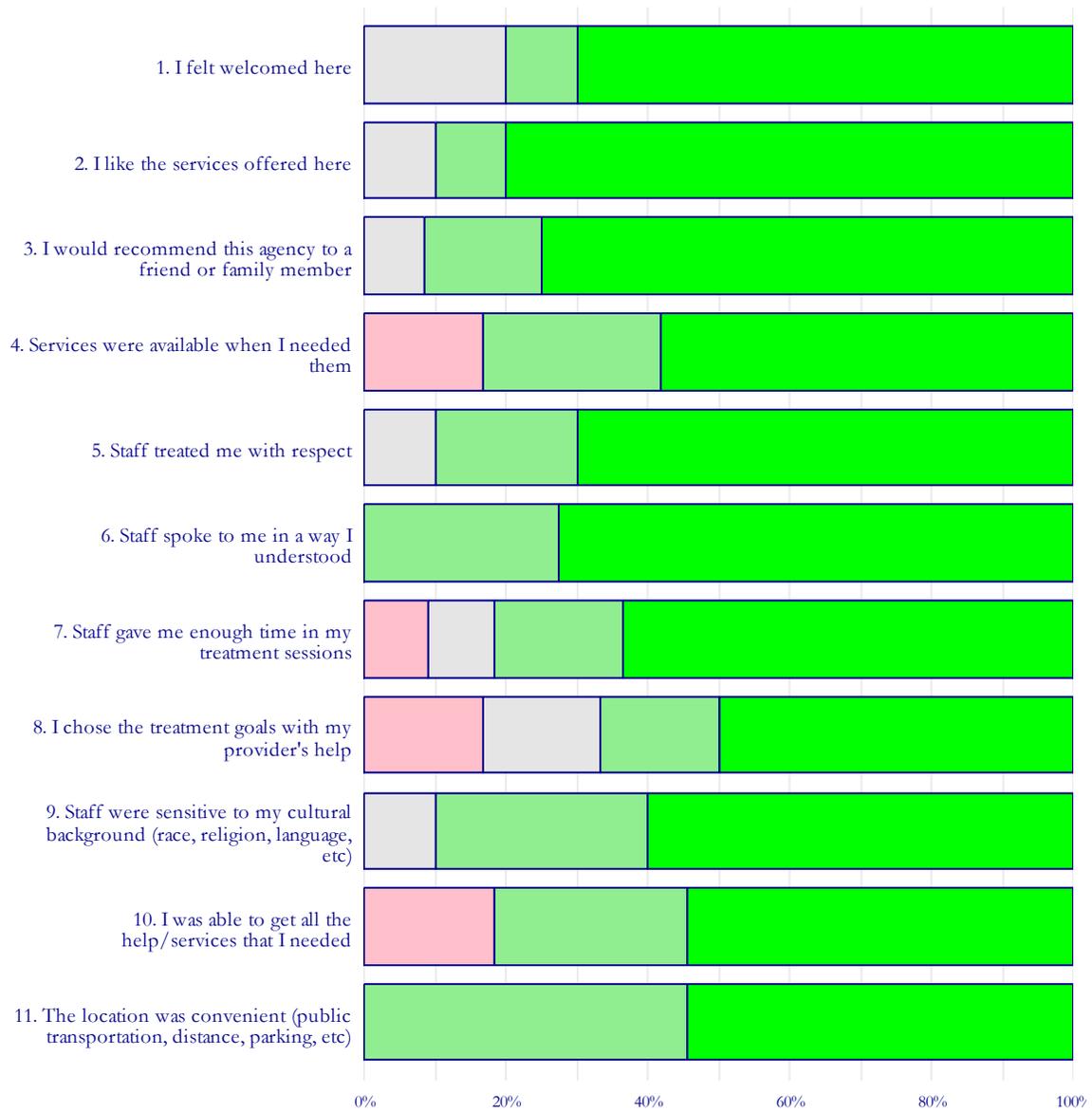
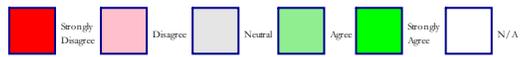
The average rating on all survey questions for AARS DPH TX Access Program: **4.38**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>AARS DPH TX Access Program</b>	<b>Other Programs</b>	<b>Total</b>
Refused	1 7.7 %	92 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	12 92.3 %	2345 94.6 %	2357 94.6 %
<b>Total</b>	13 100 %	2479 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

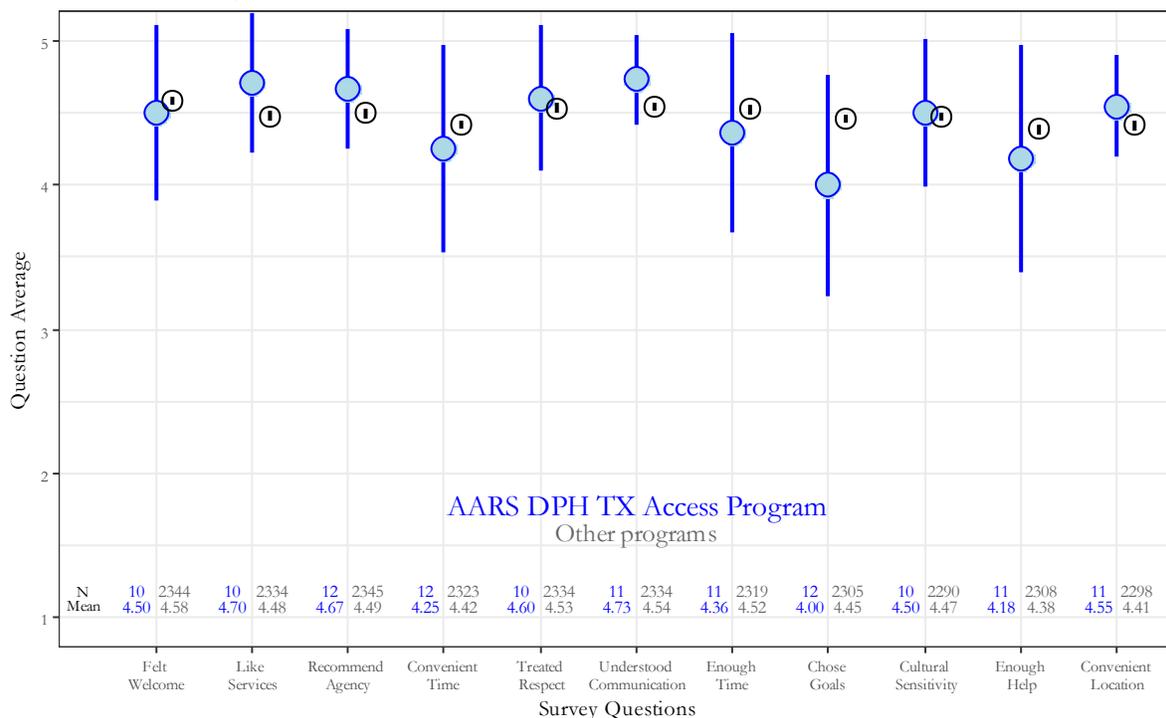
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	2 20.0 %	1 10.0 %	7 70.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	8 80.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	9 75.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	2 16.7 %	0 0.0 %	3 25.0 %	7 58.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	1 9.1 %	1 9.1 %	2 18.2 %	7 63.6 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 16.7 %	2 16.7 %	2 16.7 %	6 50.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 10.0 %	3 30.0 %	6 60.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	2 18.2 %	0 0.0 %	3 27.3 %	6 54.5 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 45.5 %	6 54.5 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**AARS Drug Court Treatment Center**  
 Program codes (RUs): 38041

Overall Satisfaction<sup>1</sup>  
**88.2%**

Survey Response Rate  
**154.5%**

There were surveys returned for 17 clients.

The satisfaction score (items 1-10) for this program: **4.49** out of five,  
 Other programs: **4.48**.

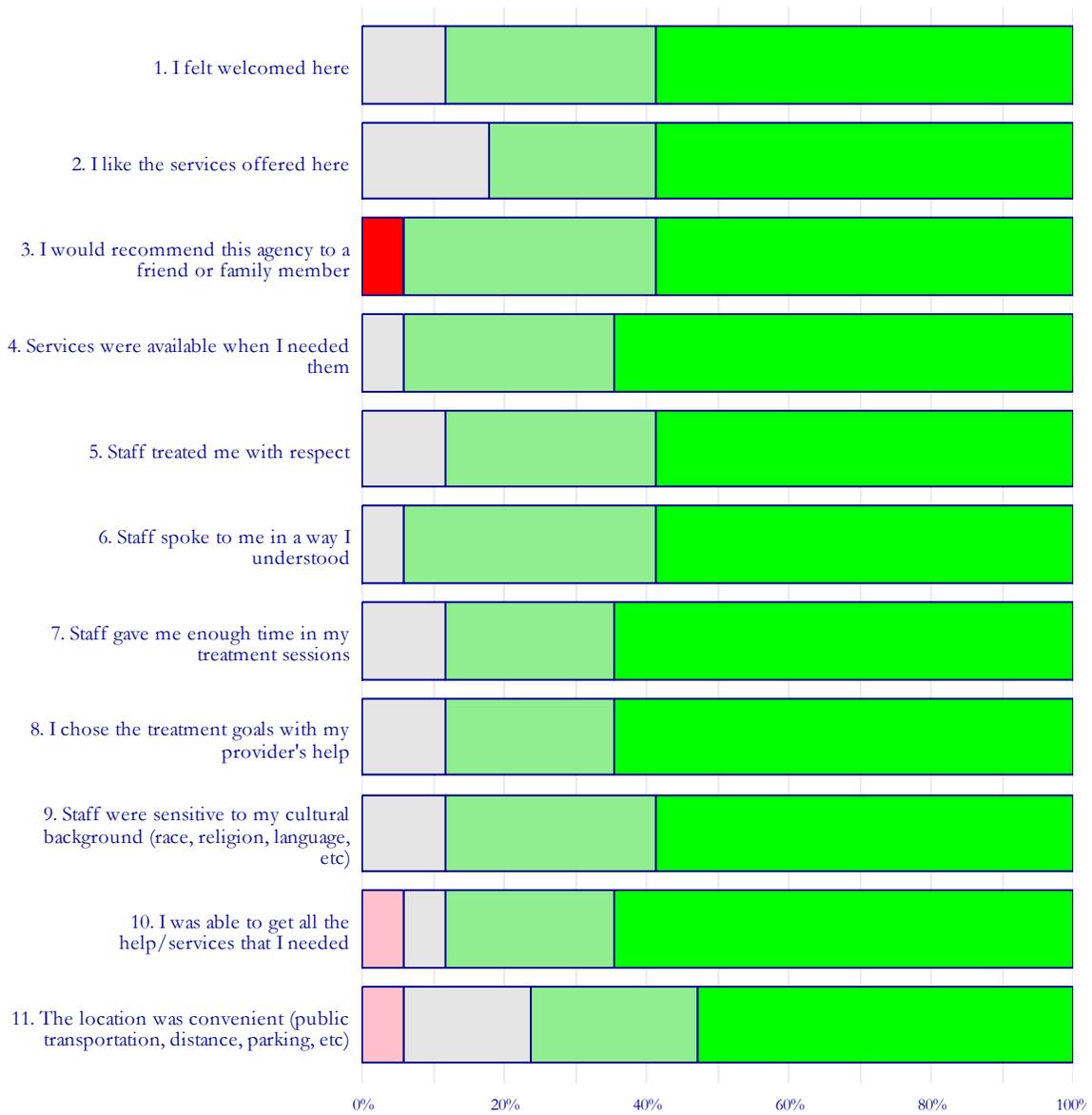
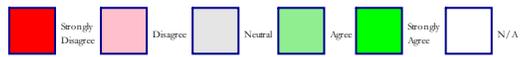
The average rating on all survey questions for AARS Drug Court Treatment Center: **4.47**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>AARS Drug Court Treatment Center</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	17 100 %	2340 94.5 %	2357 94.6 %
<b>Total</b>	17 100 %	2475 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey

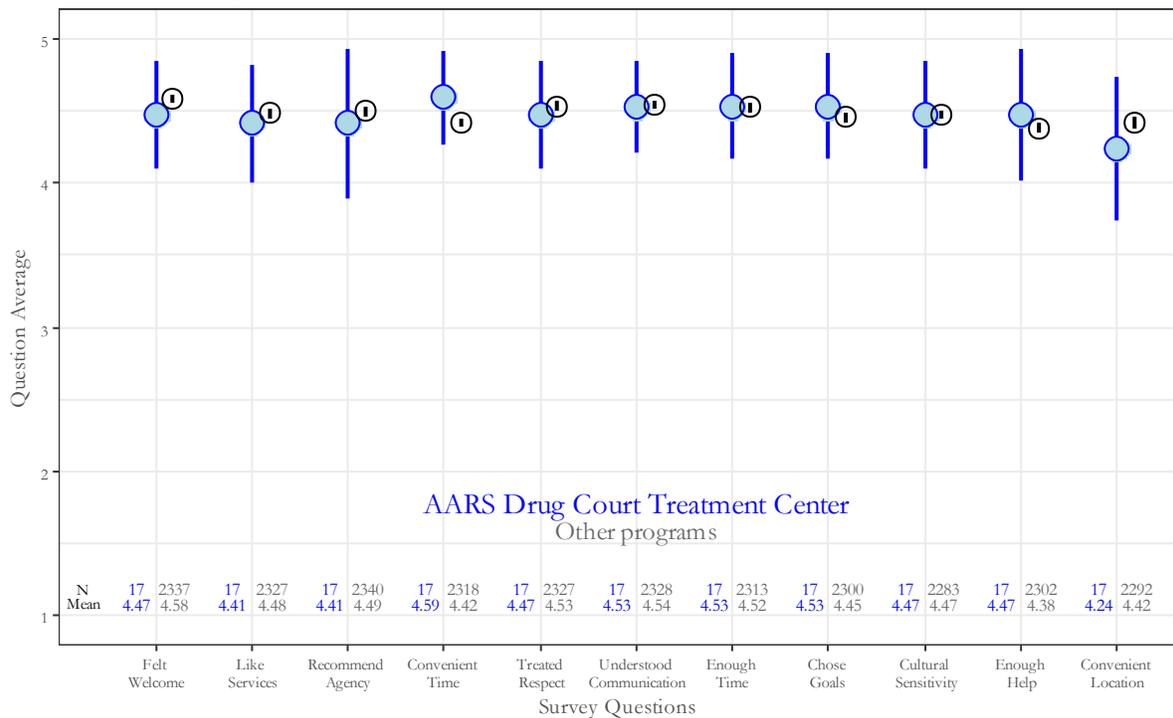




## Satisfaction Survey

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

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**AARS Lee Woodward Counseling Center for Women**  
 Program codes (RUs): 01201

Overall Satisfaction<sup>1</sup>  
**94.1%**

Survey Response Rate  
**94.4%**

There were surveys returned for 17 clients.

The satisfaction score (items 1-10) for this program: **4.81** out of five,  
 Other programs: **4.48**.

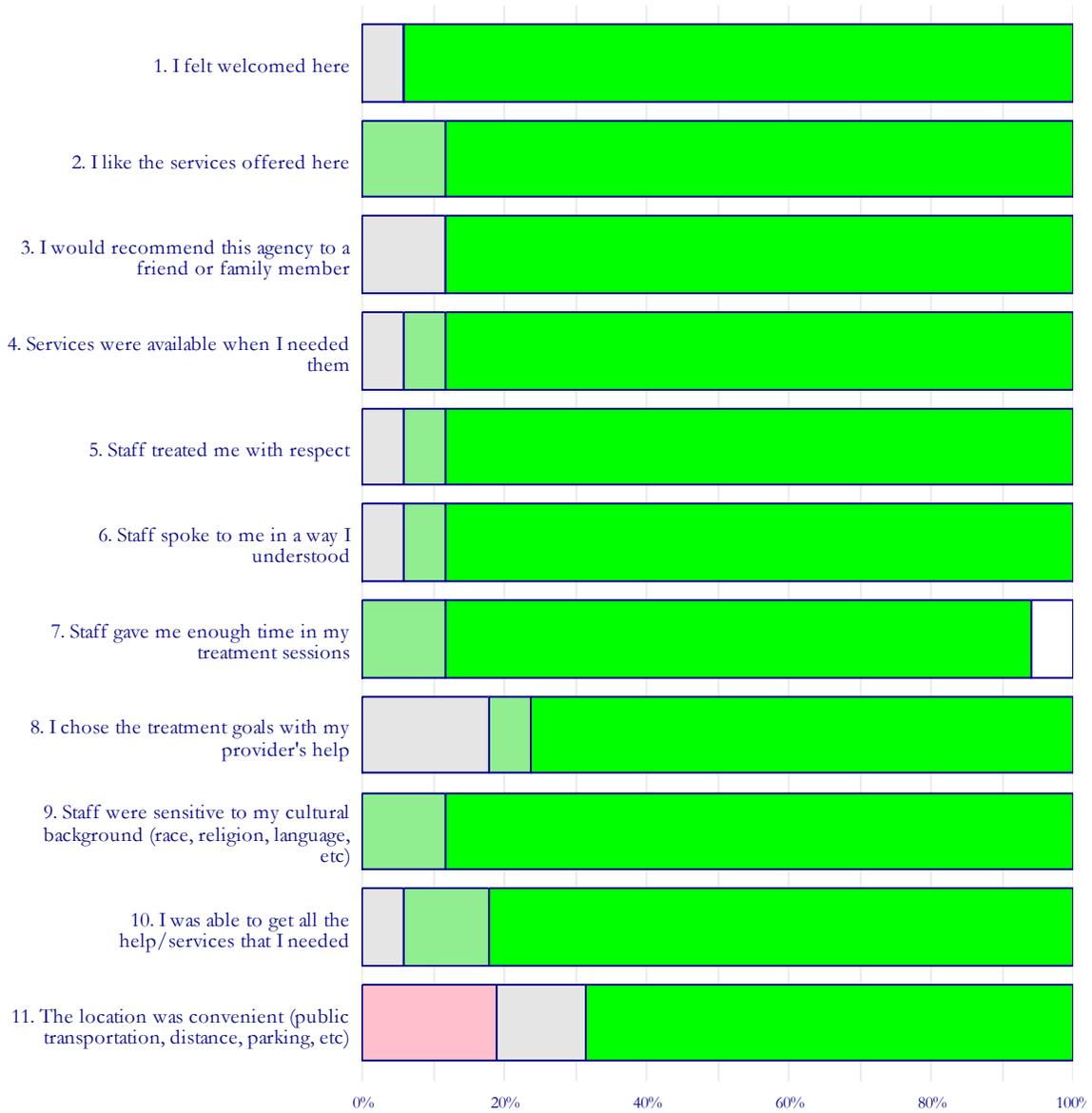
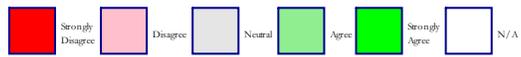
The average rating on all survey questions for AARS Lee Woodward Counseling Center for Women: **4.76**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>AARS Lee Woodward Counseling Center for Women</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	17 100 %	2340 94.5 %	2357 94.6 %
<b>Total</b>	17 100 %	2475 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

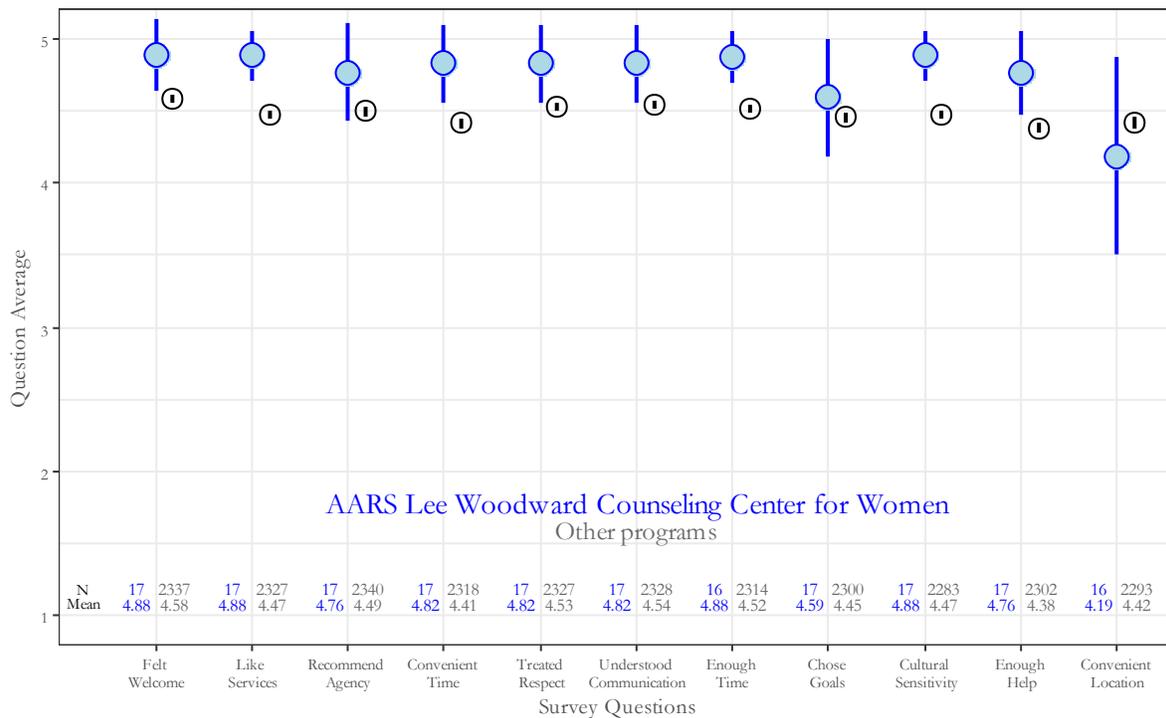
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	1 5.9 %	0 0.0 %	16 94.1 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	15 88.2 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 11.8 %	0 0.0 %	15 88.2 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	15 88.2 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	15 88.2 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 5.9 %	1 5.9 %	15 88.2 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	14 82.3 %	1 5.9 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 17.6 %	1 5.9 %	13 76.5 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 11.8 %	15 88.2 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 5.9 %	2 11.8 %	14 82.3 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	3 18.8 %	2 12.5 %	0 0.0 %	11 68.8 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**AARS Project ADAPT SA**  
 Program codes (RUs): 38371

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**100.0%**

There were surveys returned for 27 clients.

The satisfaction score (items 1-10) for this program: **4.70** out of five,  
 Other programs: **4.48**.

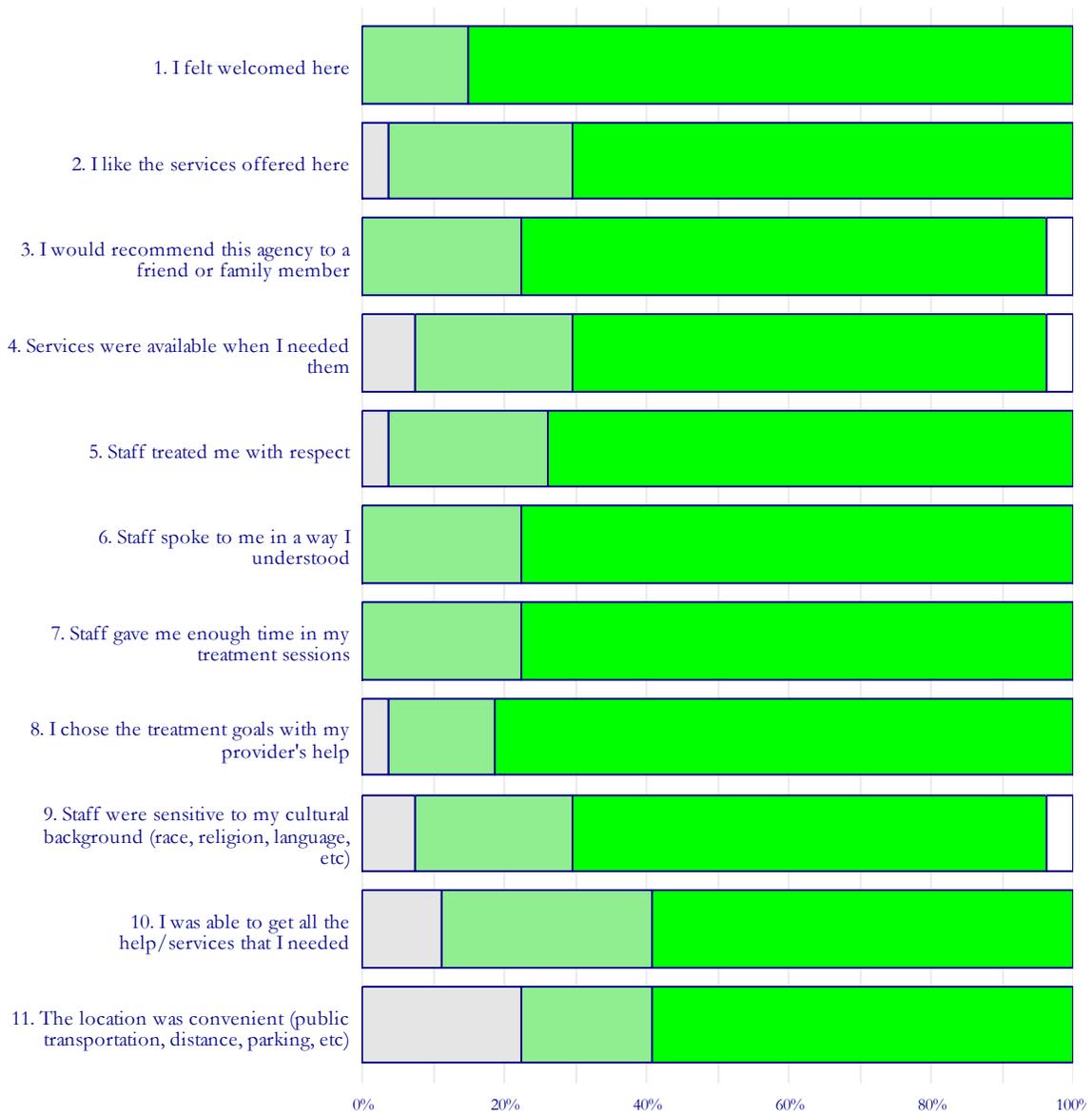
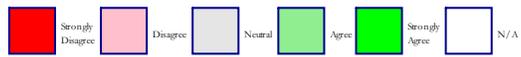
The average rating on all survey questions for AARS Project ADAPT SA: **4.67**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>AARS Project ADAPT SA</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	27 100 %	2330 94.5 %	2357 94.6 %
<b>Total</b>	27 100 %	2465 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

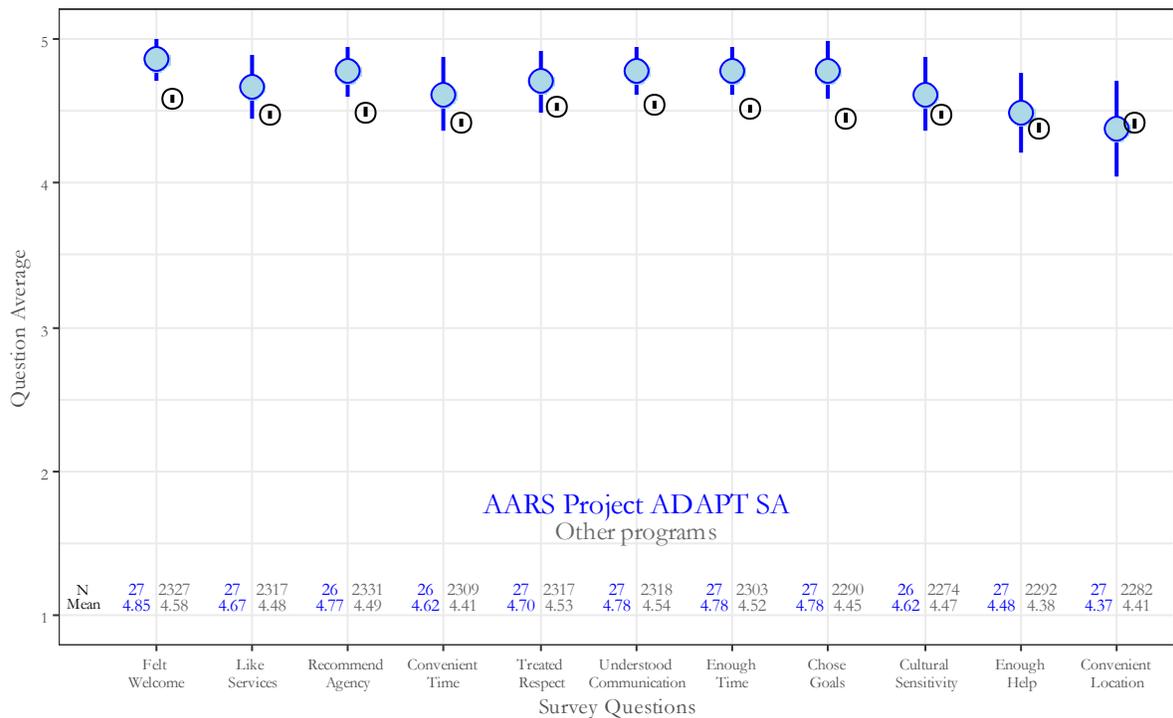
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 14.8 %	23 85.2 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	1 3.7 %	7 25.9 %	19 70.4 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	6 22.2 %	20 74.1 %	1 3.7 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 7.4 %	6 22.2 %	18 66.7 %	1 3.7 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.7 %	6 22.2 %	20 74.1 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 22.2 %	21 77.8 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	6 22.2 %	21 77.8 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 3.7 %	4 14.8 %	22 81.5 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 7.4 %	6 22.2 %	18 66.7 %	1 3.7 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 11.1 %	8 29.6 %	16 59.3 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	6 22.2 %	5 18.5 %	16 59.3 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**AARS Project Reconnect SA**  
 Program codes (RUs): 01211

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**171.4%**

There were surveys returned for 12 clients.

The satisfaction score (items 1-10) for this program: **4.48** out of five,  
 Other programs: **4.48**.

The average rating on all survey questions for AARS Project Reconnect SA: **4.43**  
 Other programs: **4.48**.

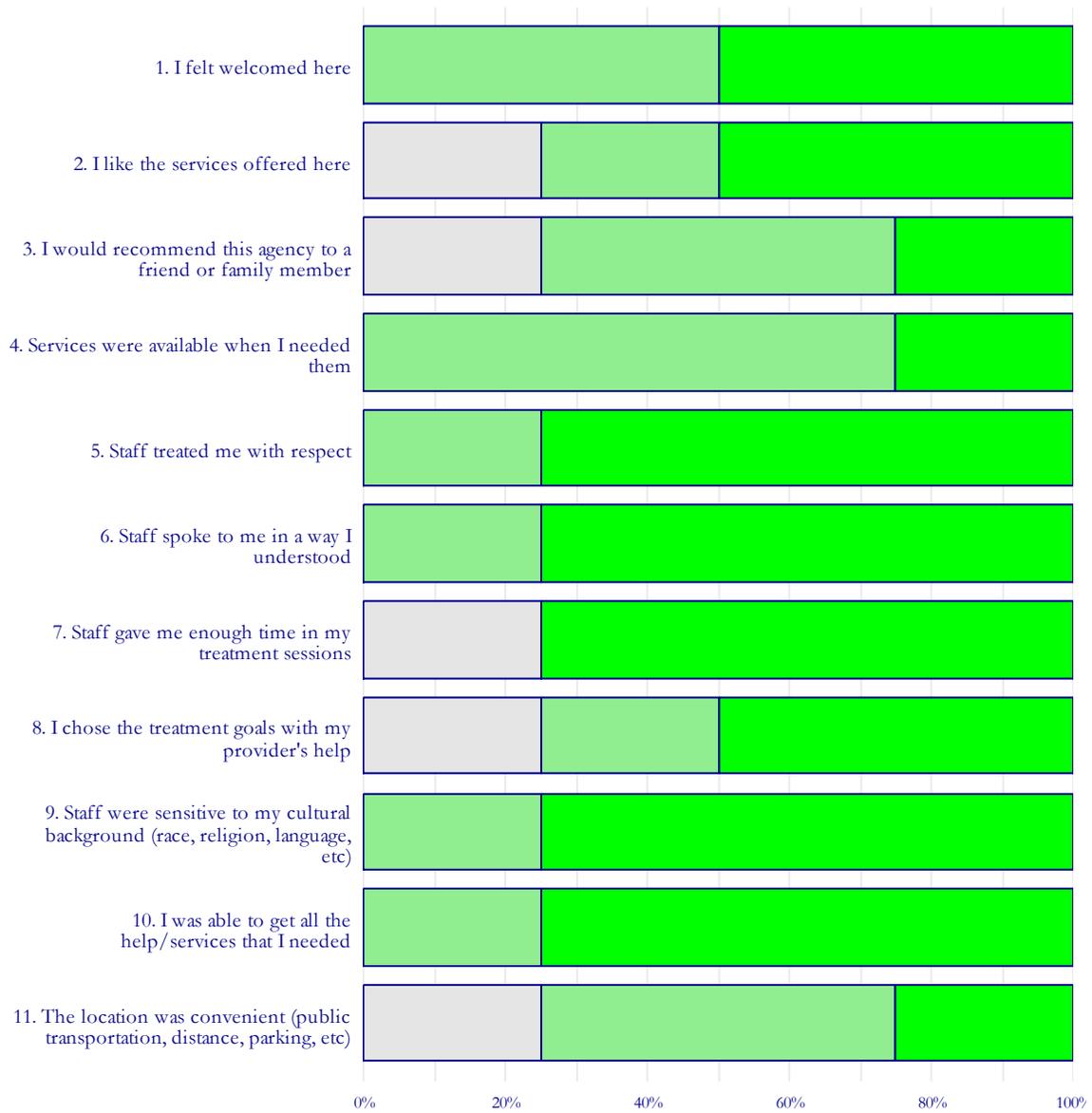
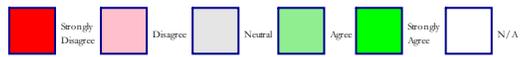
**Survey Compliance**

<b>Response</b>	<b>AARS Project Reconnect SA</b>	<b>Other Programs</b>	<b>Total</b>
Refused	2 16.7 %	91 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	6 50 %	10 0.4 %	16 0.6 %
Completed Survey	4 33.3 %	2353 94.9 %	2357 94.6 %
<b>Total</b>	12 100 %	2480 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

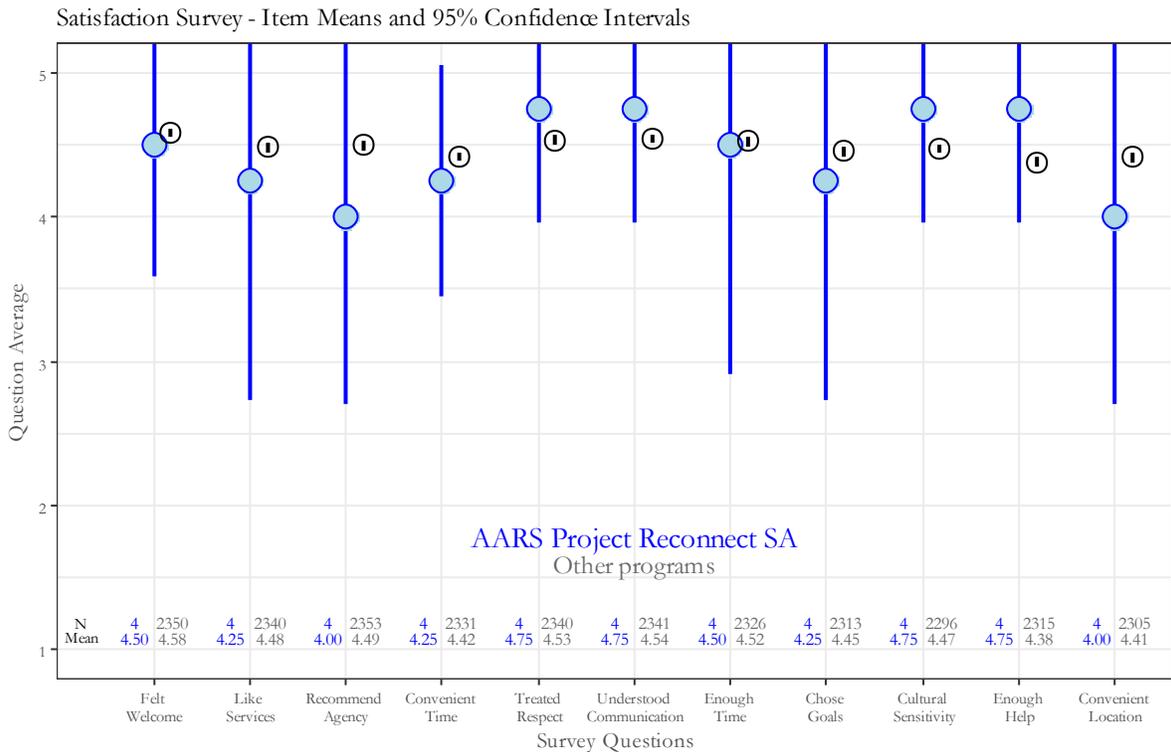


## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 25.0 %	2 50.0 %	1 25.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %
8. 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 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
11. 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 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**AARS Residential Recovery Services**  
 Program codes (RUs): 38252

Overall Satisfaction<sup>1</sup>  
**50.0%**

Survey Response Rate  
**85.7%**

There were surveys returned for 12 clients.

The satisfaction score (items 1-10) for this program: **3.65** out of five,  
 Other programs: **4.49**.

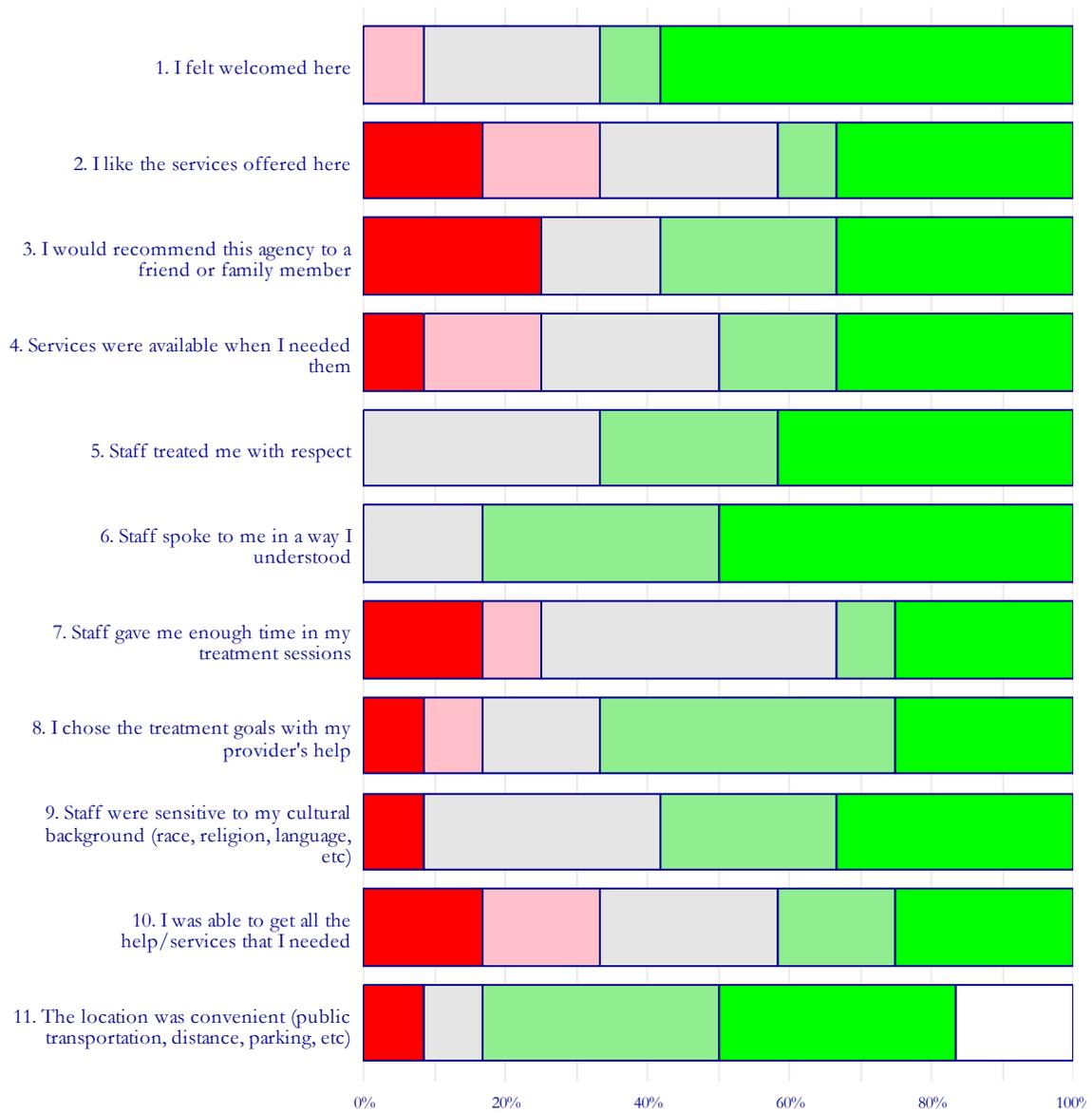
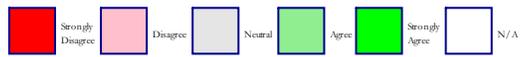
The average rating on all survey questions for AARS Residential Recovery Services: **3.66**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>AARS Residential Recovery Services</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	1 8.3 %	7 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	11 91.7 %	2346 94.6 %	2357 94.6 %
<b>Total</b>	12 100 %	2480 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

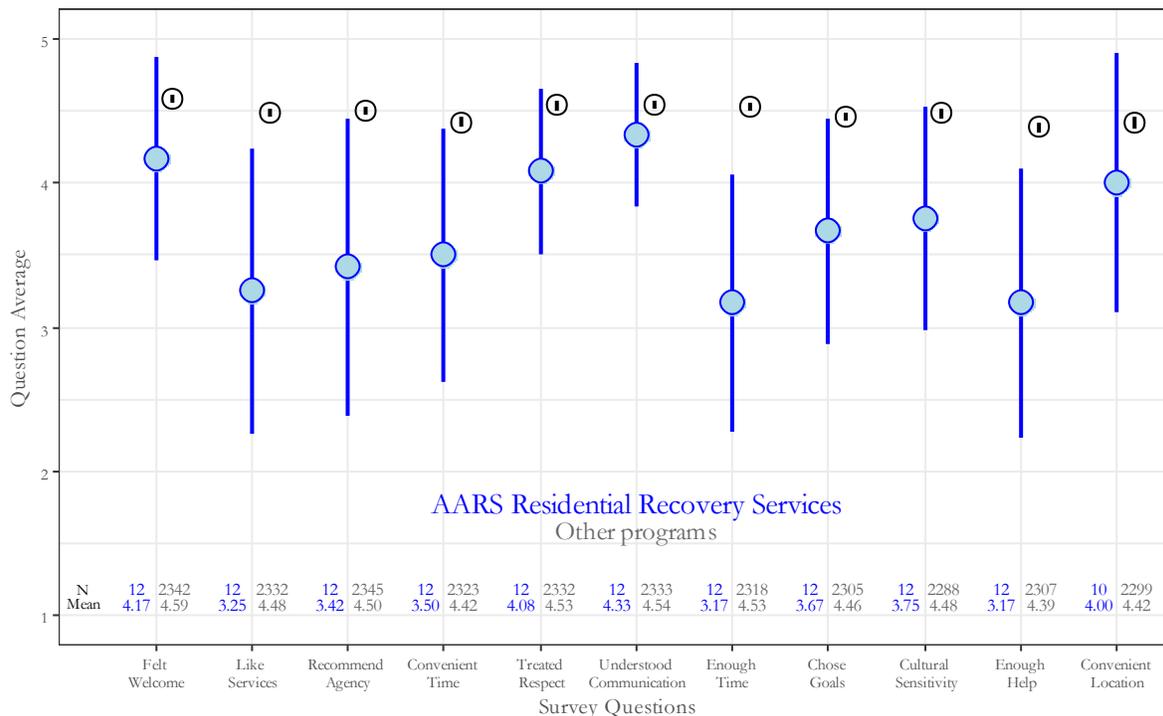
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	1 8.3 %	3 25.0 %	1 8.3 %	7 58.3 %	0 0.0 %
2. I like the services offered here	2 16.7 %	2 16.7 %	3 25.0 %	1 8.3 %	4 33.3 %	0 0.0 %
3. I would recommend this agency to a friend or family member	3 25.0 %	0 0.0 %	2 16.7 %	3 25.0 %	4 33.3 %	0 0.0 %
4. Services were available when I needed them	1 8.3 %	2 16.7 %	3 25.0 %	2 16.7 %	4 33.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	4 33.3 %	3 25.0 %	5 41.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 16.7 %	4 33.3 %	6 50.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	2 16.7 %	1 8.3 %	5 41.7 %	1 8.3 %	3 25.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	1 8.3 %	1 8.3 %	2 16.7 %	5 41.7 %	3 25.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	1 8.3 %	0 0.0 %	4 33.3 %	3 25.0 %	4 33.3 %	0 0.0 %
10. I was able to get all the help/services that I needed	2 16.7 %	2 16.7 %	3 25.0 %	2 16.7 %	3 25.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	1 8.3 %	0 0.0 %	1 8.3 %	4 33.3 %	4 33.3 %	2 16.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**ART Market Street Methadone Maintenance**  
 Program codes (RUs): 38124

Overall Satisfaction<sup>1</sup>  
**88.7%**

Survey Response Rate  
**46.7%**

There were surveys returned for 284 clients.

The satisfaction score (items 1-10) for this program: **4.35** out of five,  
 Other programs: **4.50**.

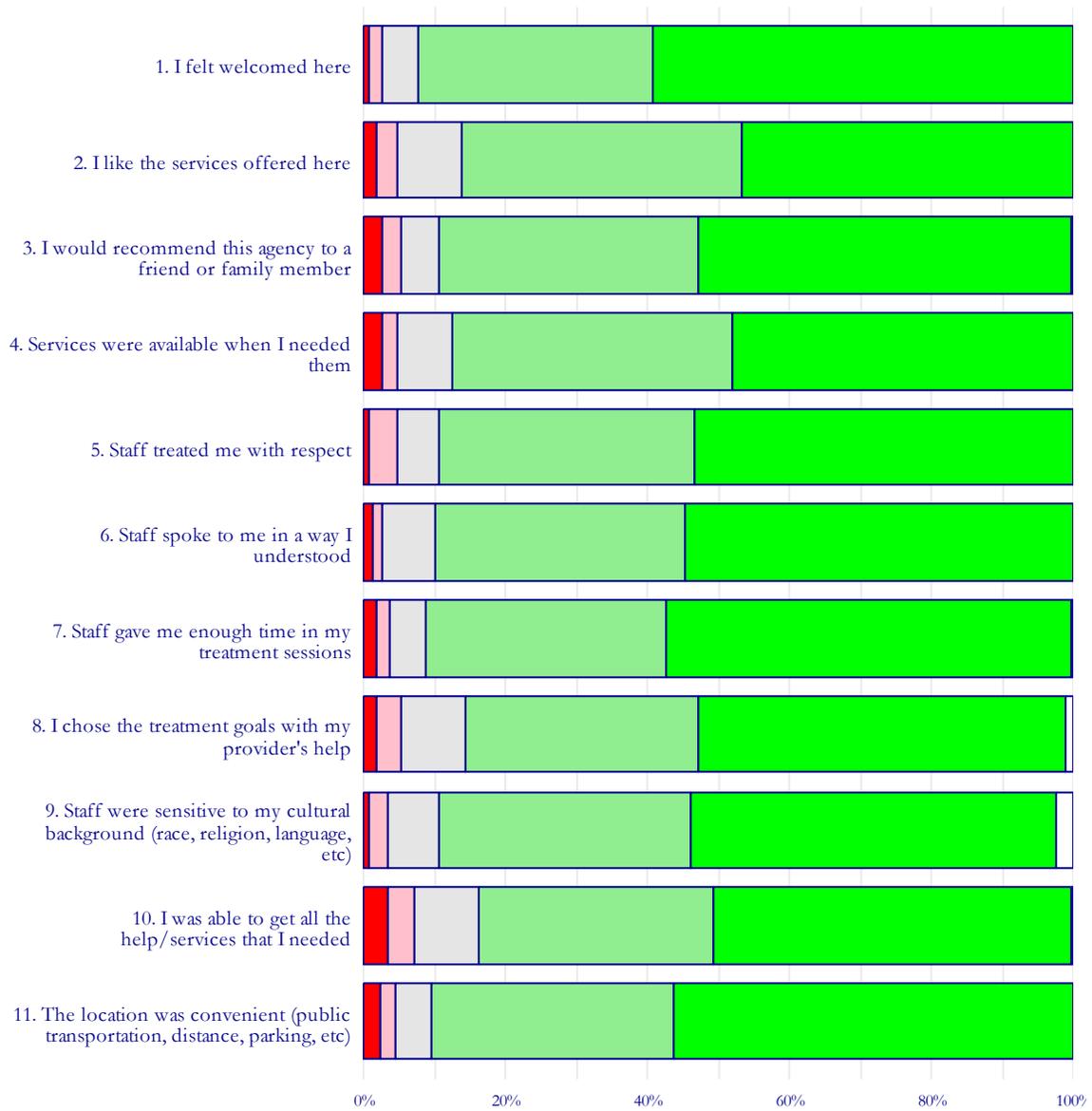
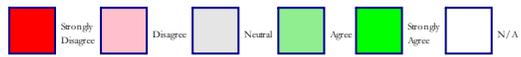
The average rating on all survey questions for ART Market Street Methadone Maintenance: **4.35**  
 Other programs: **4.49**.

**Survey Compliance**

<b>Response</b>	<b>ART Market Street Methadone Maintenance</b>	<b>Other Programs</b>	<b>Total</b>
Refused	11 3.9 %	82 3.7 %	93 3.7 %
Impaired	3 1.1 %	5 0.2 %	8 0.3 %
Language	2 0.7 %	6 0.3 %	8 0.3 %
Other	1 0.4 %	9 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	267 94 %	2090 94.7 %	2357 94.6 %
<b>Total</b>	284 100 %	2208 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

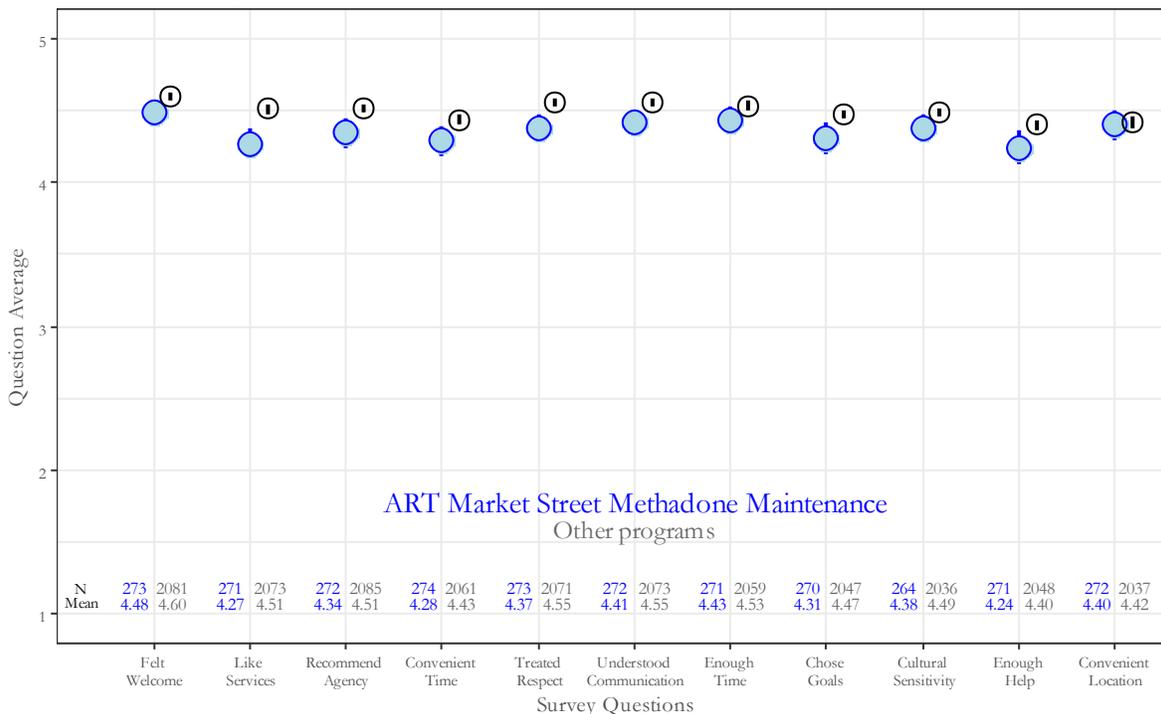
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	2 0.7 %	5 1.8 %	14 5.1 %	90 33.0 %	162 59.3 %	0 0.0 %
2. I like the services offered here	5 1.8 %	8 2.9 %	24 8.9 %	107 39.5 %	127 46.9 %	0 0.0 %
3. I would recommend this agency to a friend or family member	7 2.6 %	7 2.6 %	15 5.5 %	100 36.6 %	143 52.4 %	1 0.4 %
4. Services were available when I needed them	7 2.5 %	6 2.2 %	21 7.7 %	108 39.4 %	132 48.2 %	0 0.0 %
5. Staff treated me with respect	2 0.7 %	11 4.0 %	16 5.9 %	98 35.9 %	146 53.5 %	0 0.0 %
6. Staff spoke to me in a way I understood	3 1.1 %	4 1.5 %	20 7.3 %	96 35.3 %	149 54.8 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	5 1.8 %	5 1.8 %	14 5.1 %	92 33.8 %	155 57.0 %	1 0.4 %
8. I chose the treatment goals with my provider's help	5 1.8 %	9 3.3 %	25 9.2 %	90 33.0 %	141 51.6 %	3 1.1 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	2 0.7 %	7 2.6 %	20 7.4 %	96 35.4 %	139 51.3 %	7 2.6 %
10. I was able to get all the help/services that I needed	9 3.3 %	10 3.7 %	25 9.2 %	90 33.1 %	137 50.4 %	1 0.4 %
11. The location was convenient (public transportation, distance, parking, etc)	6 2.2 %	6 2.2 %	14 5.1 %	93 34.2 %	153 56.2 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals







**Treatment Satisfaction Survey Report - Spring 2017**  
**ART Turk Street Methadone Maintenance**  
 Program codes (RUs): 38114

Overall Satisfaction<sup>1</sup>  
**92.5%**

Survey Response Rate  
**71.0%**

There were surveys returned for 412 clients.

The satisfaction score (items 1-10) for this program: **4.49** out of five,  
 Other programs: **4.48**.

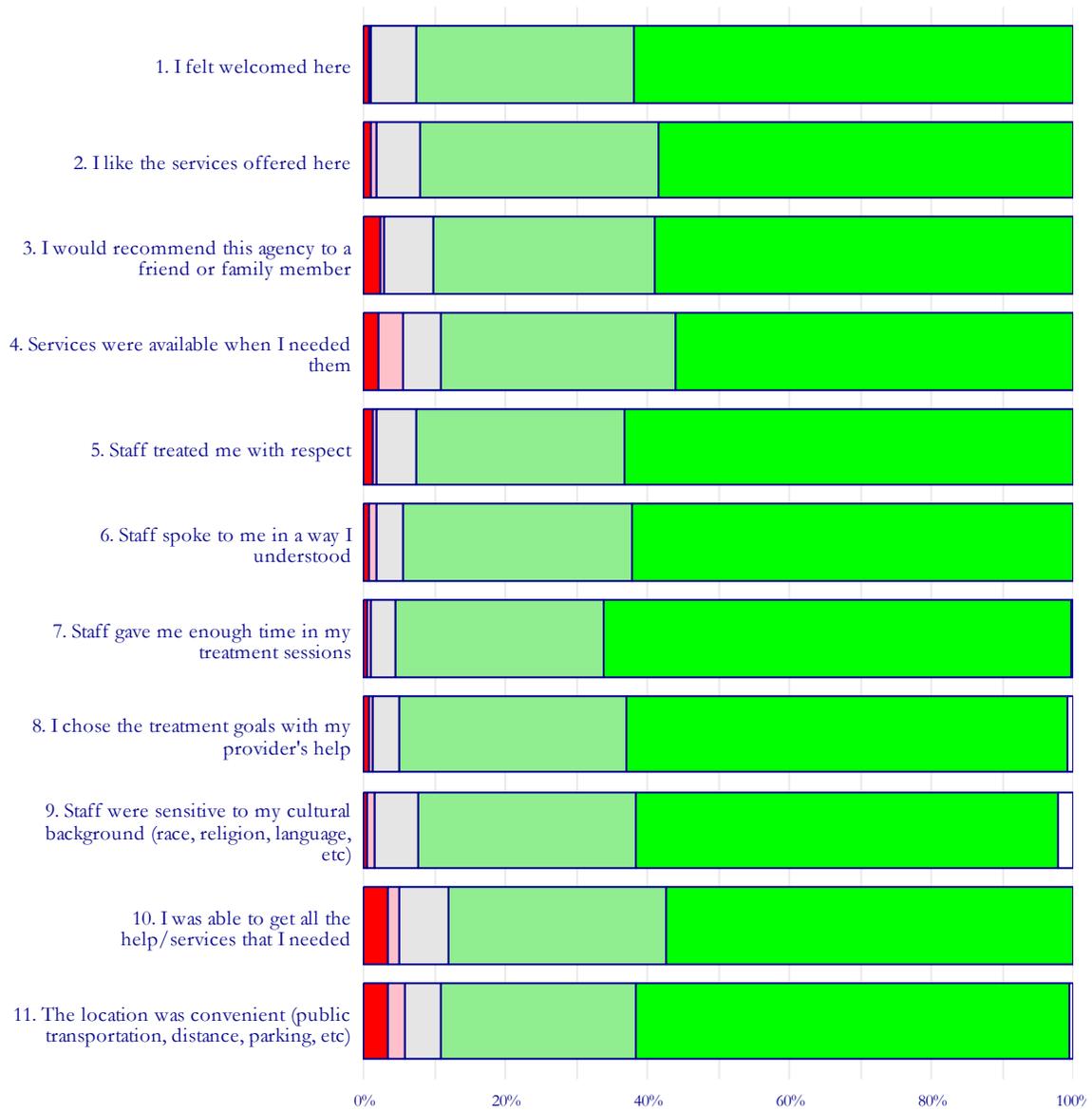
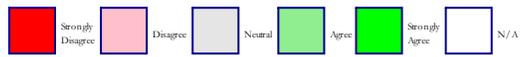
The average rating on all survey questions for ART Turk Street Methadone Maintenance: **4.48**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>ART Turk Street Methadone Maintenance</b>	<b>Other Programs</b>	<b>Total</b>
Refused	1 0.2 %	92 4.4 %	93 3.7 %
Impaired	0 0 %	8 0.4 %	8 0.3 %
Language	0 0 %	8 0.4 %	8 0.3 %
Other	1 0.2 %	9 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.8 %	16 0.6 %
Completed Survey	410 99.5 %	1947 93.6 %	2357 94.6 %
<b>Total</b>	412 100 %	2080 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

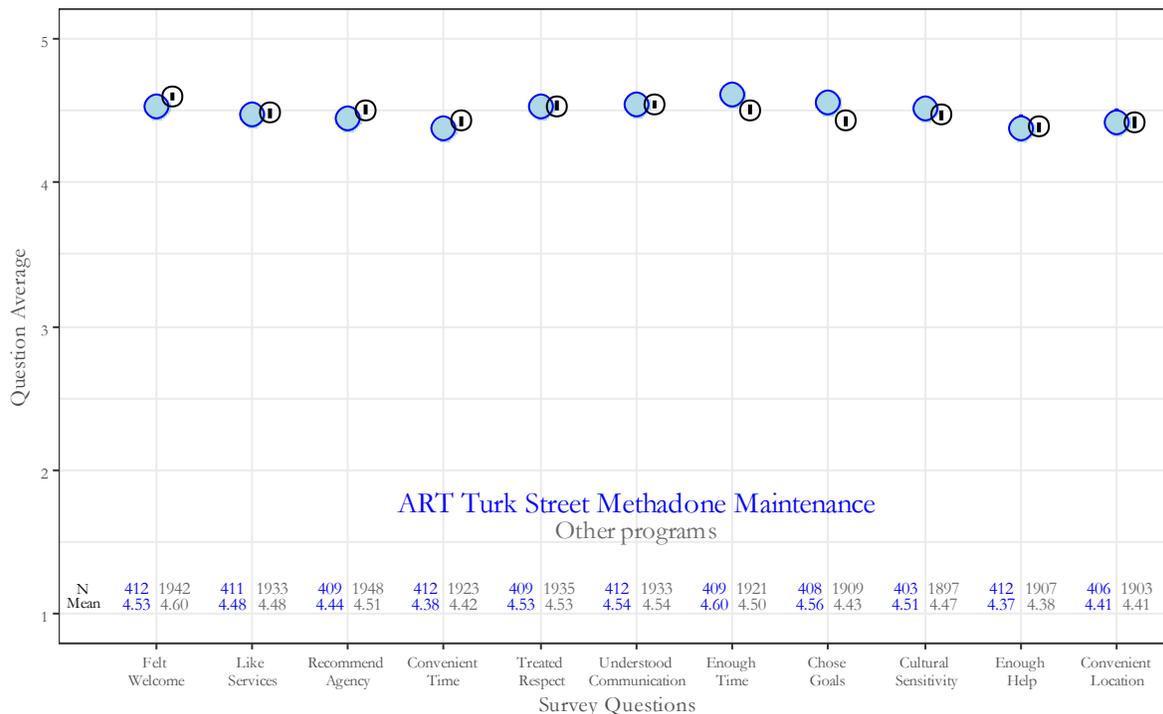
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	3 0.7 %	1 0.2 %	26 6.3 %	127 30.8 %	255 61.9 %	0 0.0 %
2. I like the services offered here	4 1.0 %	3 0.7 %	26 6.3 %	138 33.6 %	240 58.4 %	0 0.0 %
3. I would recommend this agency to a friend or family member	9 2.2 %	3 0.7 %	28 6.8 %	128 31.3 %	241 58.9 %	0 0.0 %
4. Services were available when I needed them	8 1.9 %	15 3.6 %	22 5.3 %	136 33.0 %	231 56.1 %	0 0.0 %
5. Staff treated me with respect	5 1.2 %	2 0.5 %	23 5.6 %	120 29.3 %	259 63.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	3 0.7 %	4 1.0 %	16 3.9 %	133 32.3 %	256 62.1 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	2 0.5 %	2 0.5 %	14 3.4 %	120 29.3 %	271 66.1 %	1 0.2 %
8. I chose the treatment goals with my provider's help	3 0.7 %	2 0.5 %	16 3.9 %	131 31.8 %	256 62.1 %	4 1.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	2 0.5 %	4 1.0 %	25 6.1 %	127 30.8 %	245 59.5 %	9 2.2 %
10. I was able to get all the help/services that I needed	14 3.4 %	6 1.5 %	29 7.0 %	126 30.6 %	237 57.5 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	14 3.4 %	10 2.4 %	20 4.9 %	112 27.5 %	250 61.3 %	2 0.5 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**BP Acceptance Place**  
 Program codes (RUs): 38752

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**100.0%**

There were surveys returned for 8 clients.

The satisfaction score (items 1-10) for this program: **4.08** out of five,  
 Other programs: **4.48**.

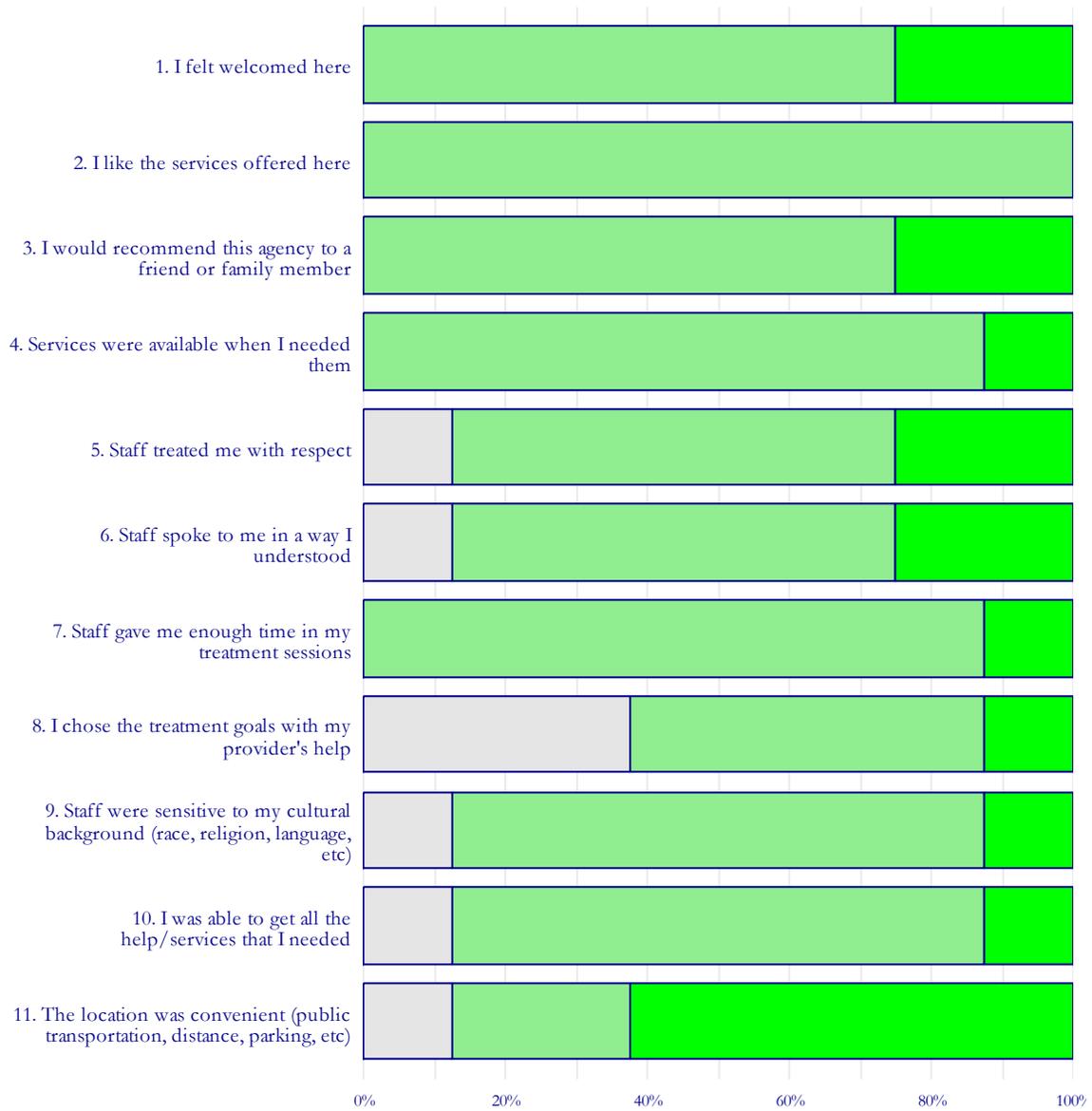
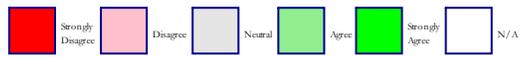
The average rating on all survey questions for BP Acceptance Place: **4.11**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>BP Acceptance Place</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	8 100 %	2349 94.6 %	2357 94.6 %
<b>Total</b>	8 100 %	2484 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

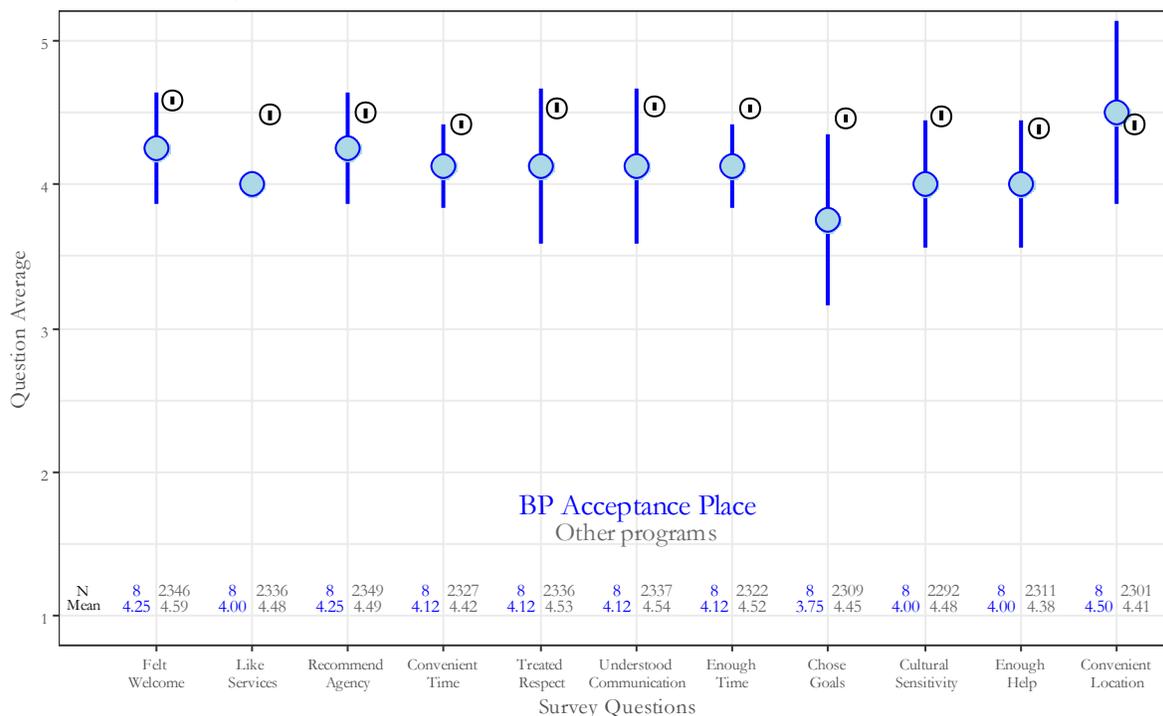
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	6 75.0 %	2 25.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	7 87.5 %	1 12.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 12.5 %	5 62.5 %	2 25.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	7 87.5 %	1 12.5 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 37.5 %	4 50.0 %	1 12.5 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 12.5 %	6 75.0 %	1 12.5 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**BP Joe Healy Medical Detox**  
 Program codes (RUs): 38442

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**73.5%**

There were surveys returned for 25 clients.

The satisfaction score (items 1-10) for this program: **4.47** out of five,  
 Other programs: **4.48**.

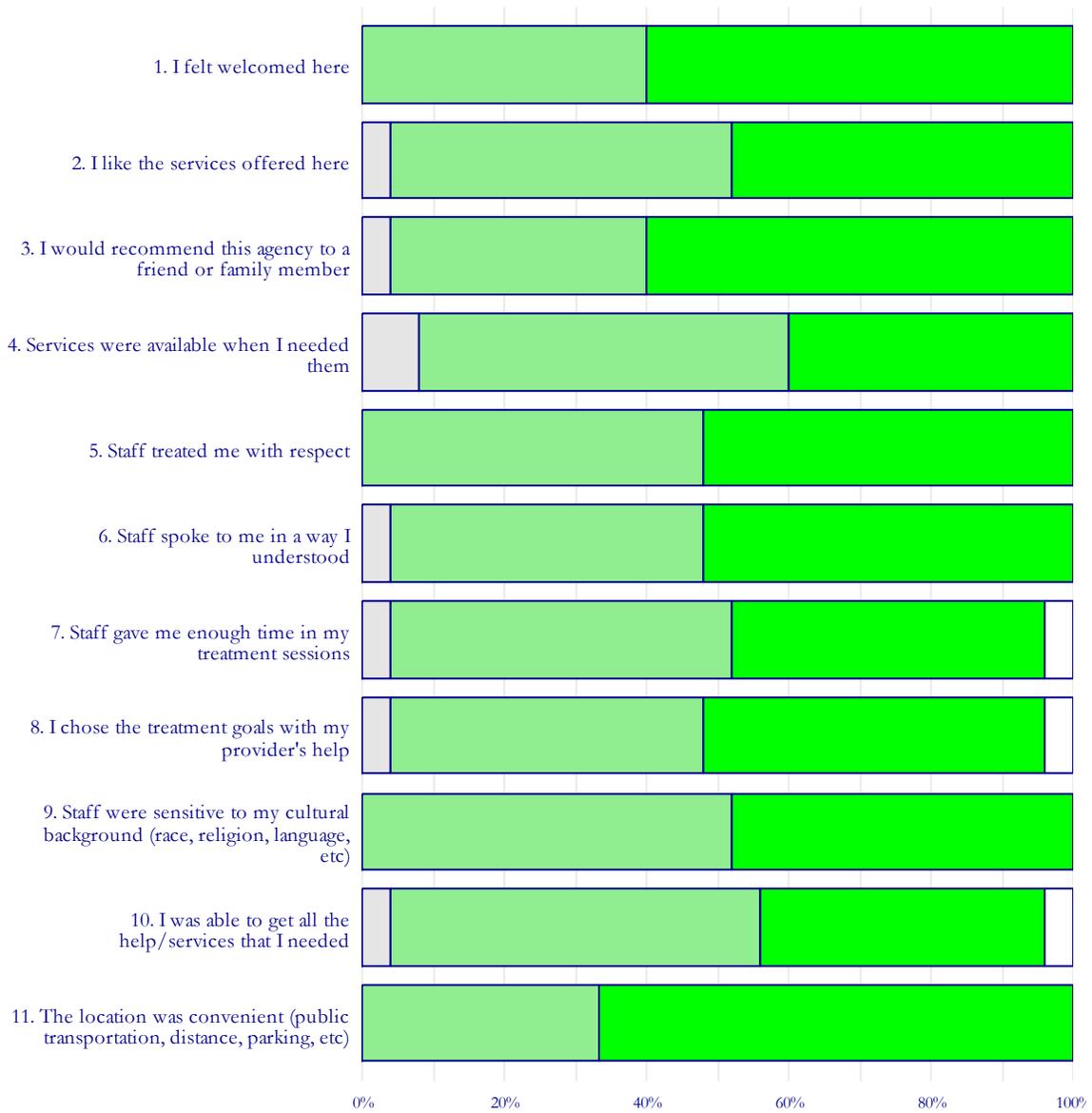
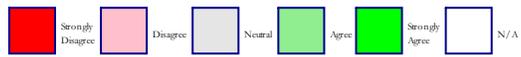
The average rating on all survey questions for BP Joe Healy Medical Detox: **4.49**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>BP Joe Healy Medical Detox</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	25 100 %	2332 94.5 %	2357 94.6 %
<b>Total</b>	25 100 %	2467 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

# Satisfaction Survey

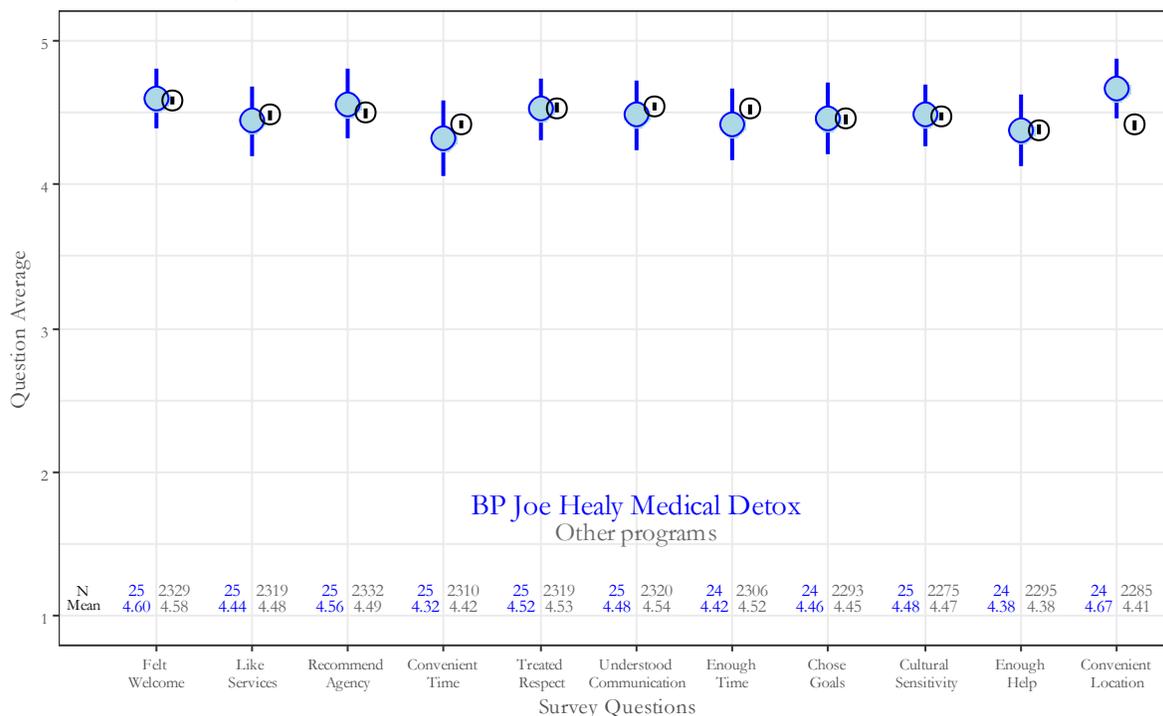




## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	10 40.0 %	15 60.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	1 4.0 %	12 48.0 %	12 48.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.0 %	9 36.0 %	15 60.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 8.0 %	13 52.0 %	10 40.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	12 48.0 %	13 52.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 4.0 %	11 44.0 %	13 52.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 4.0 %	12 48.0 %	11 44.0 %	1 4.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 4.0 %	11 44.0 %	12 48.0 %	1 4.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	13 52.0 %	12 48.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 4.0 %	13 52.0 %	10 40.0 %	1 4.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	8 33.3 %	16 66.7 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**BVHP Methadone Maintenance HIV**  
 Program codes (RUs): 38163 38164

Overall Satisfaction<sup>1</sup>  
**87.0%**

Survey Response Rate  
**93.3%**

There were surveys returned for 154 clients.

The satisfaction score (items 1-10) for this program: **4.19** out of five,  
 Other programs: **4.50**.

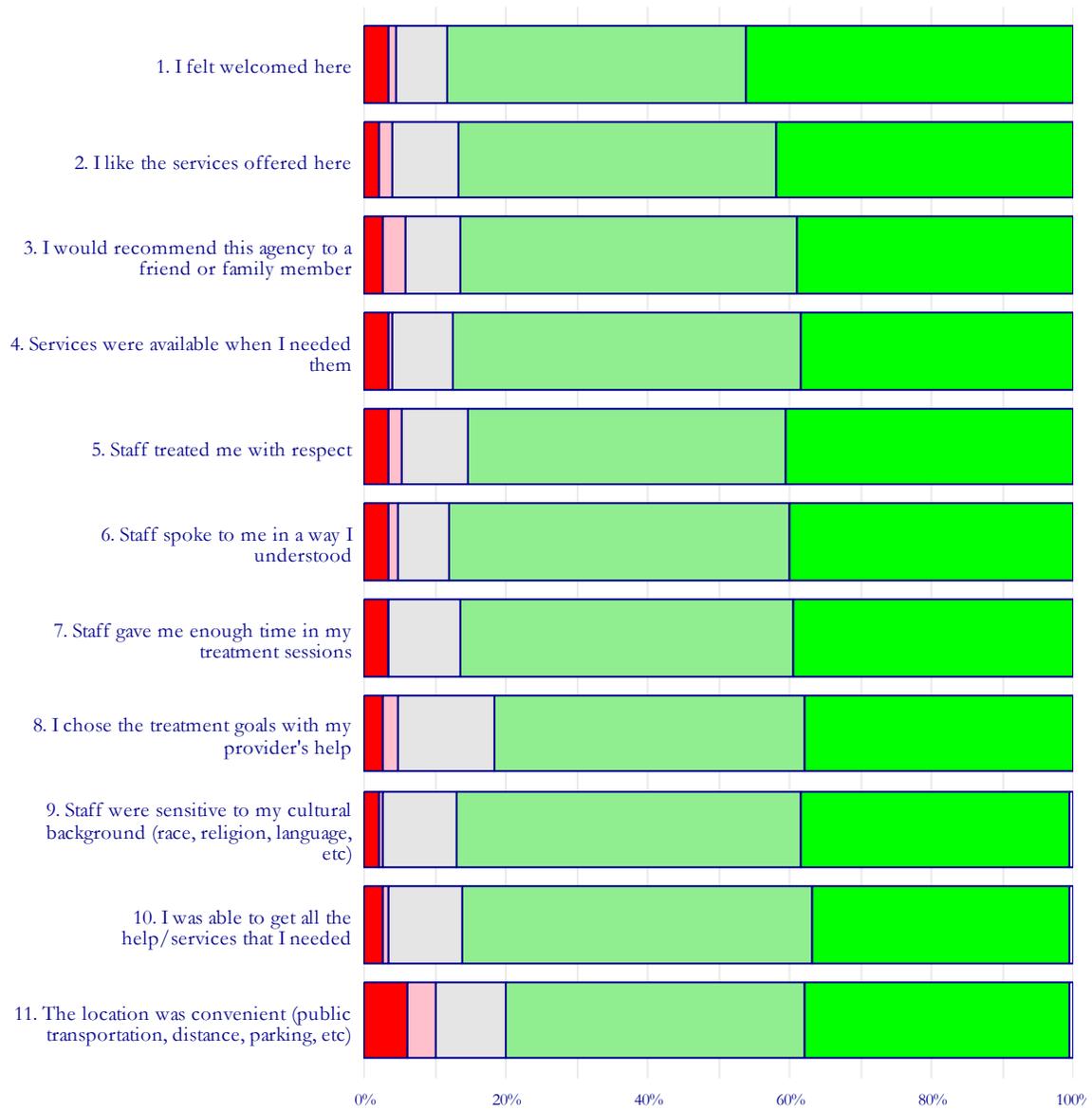
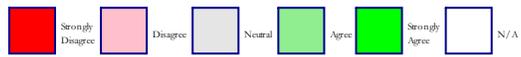
The average rating on all survey questions for BVHP Methadone Maintenance HIV: **4.17**  
 Other programs: **4.50**.

**Survey Compliance**

<b>Response</b>	<b>BVHP Methadone Maintenance HIV</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 4 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	2 1.3 %	6 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	152 98.7 %	2205 94.3 %	2357 94.6 %
<b>Total</b>	154 100 %	2338 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

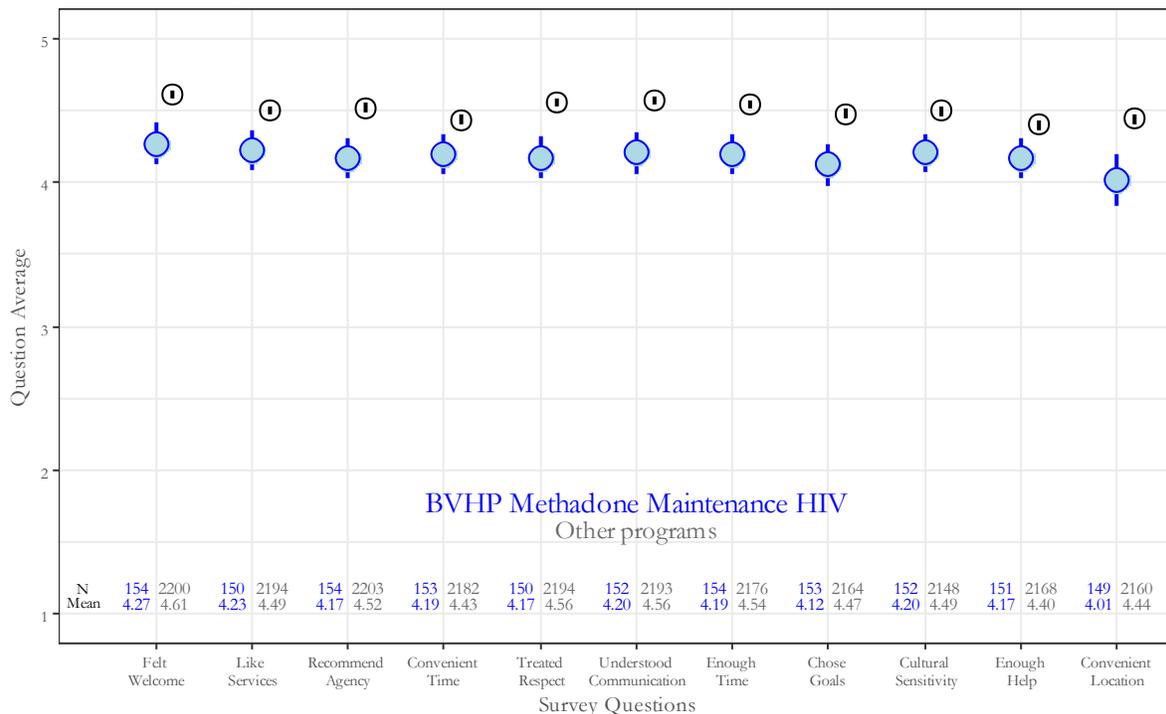
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	5 3.2 %	2 1.3 %	11 7.1 %	65 42.2 %	71 46.1 %	0 0.0 %
2. I like the services offered here	3 2.0 %	3 2.0 %	14 9.3 %	67 44.7 %	63 42.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	4 2.6 %	5 3.2 %	12 7.8 %	73 47.4 %	60 39.0 %	0 0.0 %
4. Services were available when I needed them	5 3.3 %	1 0.6 %	13 8.5 %	75 49.0 %	59 38.6 %	0 0.0 %
5. Staff treated me with respect	5 3.3 %	3 2.0 %	14 9.3 %	67 44.7 %	61 40.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	5 3.3 %	2 1.3 %	11 7.2 %	73 48.0 %	61 40.1 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	5 3.2 %	0 0.0 %	16 10.4 %	72 46.8 %	61 39.6 %	0 0.0 %
8. I chose the treatment goals with my provider's help	4 2.6 %	3 2.0 %	21 13.7 %	67 43.8 %	58 37.9 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	3 2.0 %	1 0.6 %	16 10.5 %	74 48.4 %	58 37.9 %	1 0.6 %
10. I was able to get all the help/services that I needed	4 2.6 %	1 0.7 %	16 10.5 %	75 49.3 %	55 36.2 %	1 0.7 %
11. The location was convenient (public transportation, distance, parking, etc)	9 6.0 %	6 4.0 %	15 10.0 %	63 42.0 %	56 37.3 %	1 0.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**BVHP Youth Moving Forward 3rd Street**  
 Program codes (RUs): 38171

Overall Satisfaction<sup>1</sup>  
**91.5%**

Survey Response Rate  
**331.2%**

There were surveys returned for 53 clients.

The satisfaction score (items 1-10) for this program: **4.29** out of five,  
 Other programs: **4.49**.

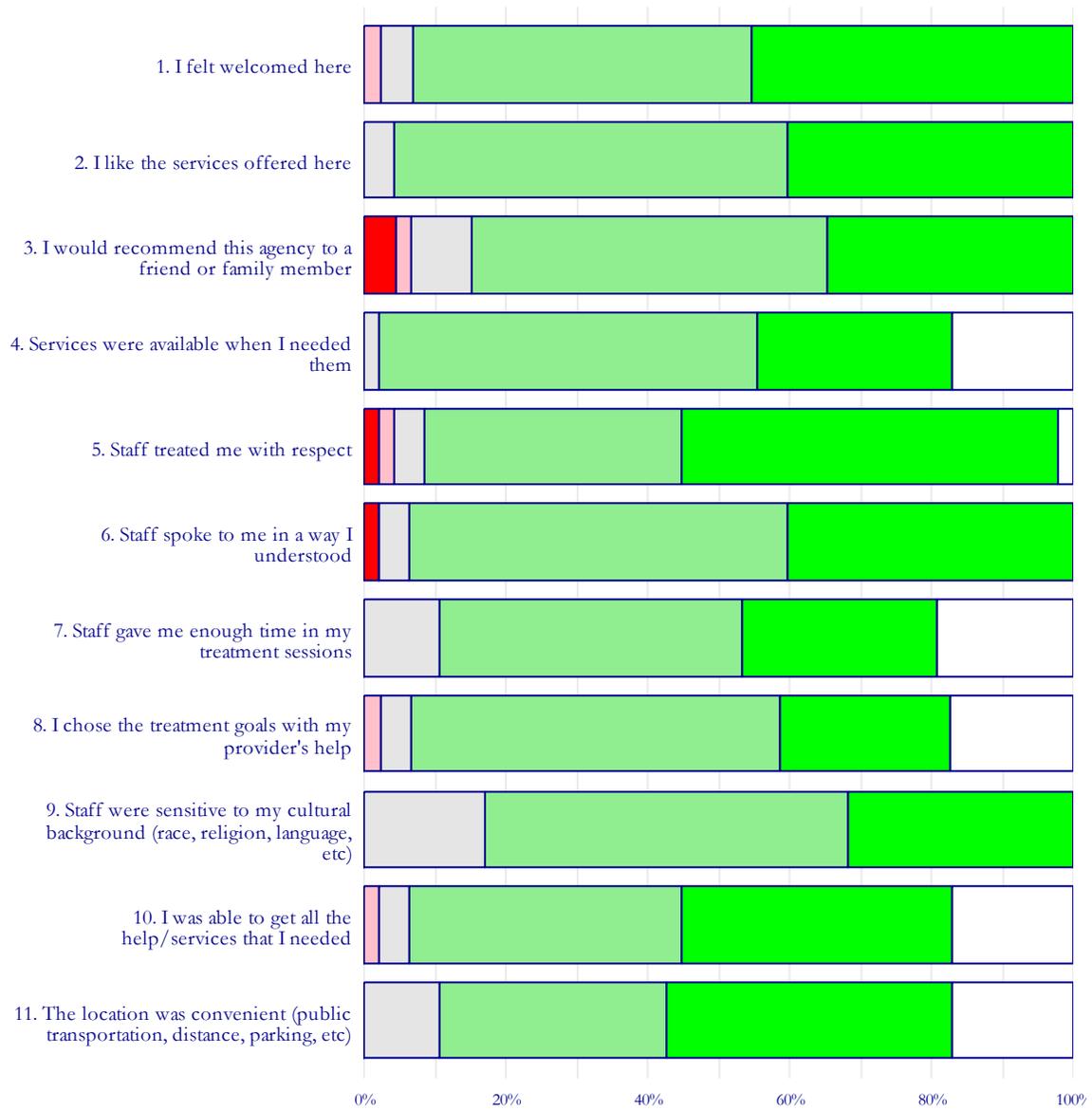
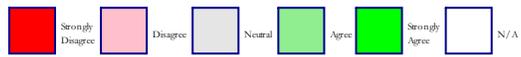
The average rating on all survey questions for BVHP Youth Moving Forward 3rd Street: **4.30**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>BVHP Youth Moving Forward 3rd Street</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	6 11.3 %	10 0.4 %	16 0.6 %
Completed Survey	47 88.7 %	2310 94.7 %	2357 94.6 %
<b>Total</b>	53 100 %	2439 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

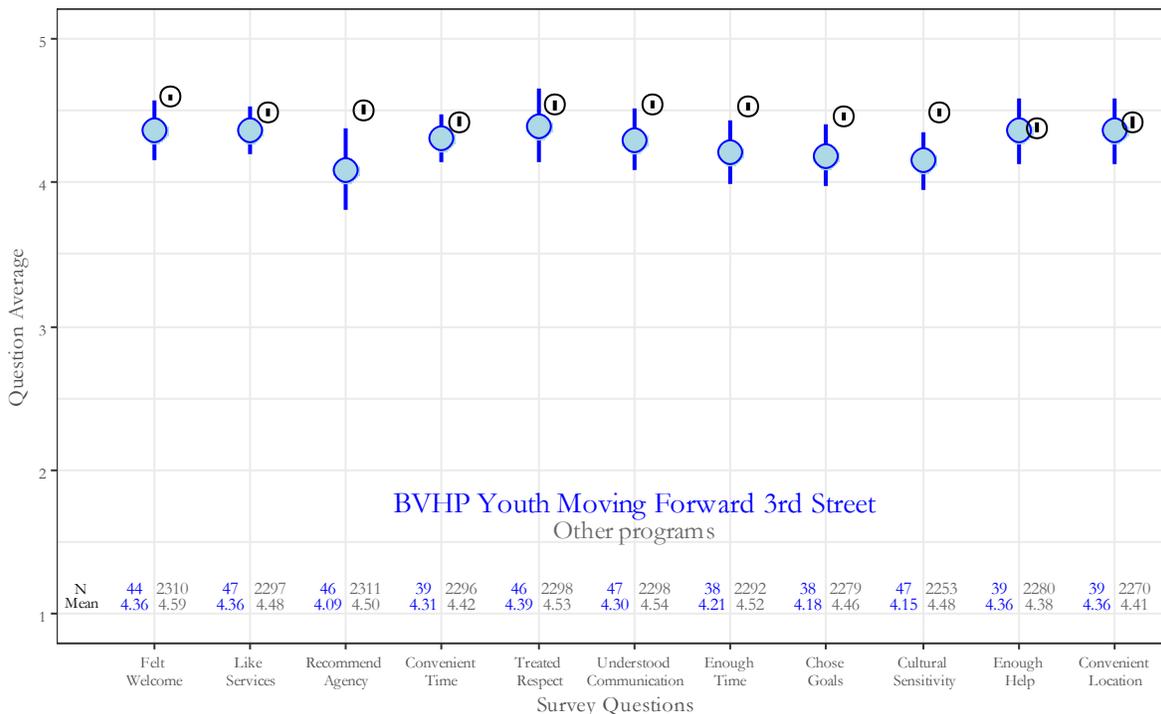
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	1 2.3 %	2 4.5 %	21 47.7 %	20 45.5 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	2 4.3 %	26 55.3 %	19 40.4 %	0 0.0 %
3. I would recommend this agency to a friend or family member	2 4.3 %	1 2.2 %	4 8.7 %	23 50.0 %	16 34.8 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	1 2.1 %	25 53.2 %	13 27.7 %	8 17.0 %
5. Staff treated me with respect	1 2.1 %	1 2.1 %	2 4.3 %	17 36.2 %	25 53.2 %	1 2.1 %
6. Staff spoke to me in a way I understood	1 2.1 %	0 0.0 %	2 4.3 %	25 53.2 %	19 40.4 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	5 10.6 %	20 42.5 %	13 27.7 %	9 19.1 %
8. I chose the treatment goals with my provider's help	0 0.0 %	1 2.2 %	2 4.3 %	24 52.2 %	11 23.9 %	8 17.4 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	8 17.0 %	24 51.1 %	15 31.9 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	1 2.1 %	2 4.3 %	18 38.3 %	18 38.3 %	8 17.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	5 10.6 %	15 31.9 %	19 40.4 %	8 17.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**CATS Golden Gate for Seniors**  
 Program codes (RUs): 00202

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**100.0%**

There were surveys returned for 15 clients.

The satisfaction score (items 1-10) for this program: **4.56** out of five,  
 Other programs: **4.48**.

The average rating on all survey questions for CATS Golden Gate for Seniors: **4.58**  
 Other programs: **4.48**.

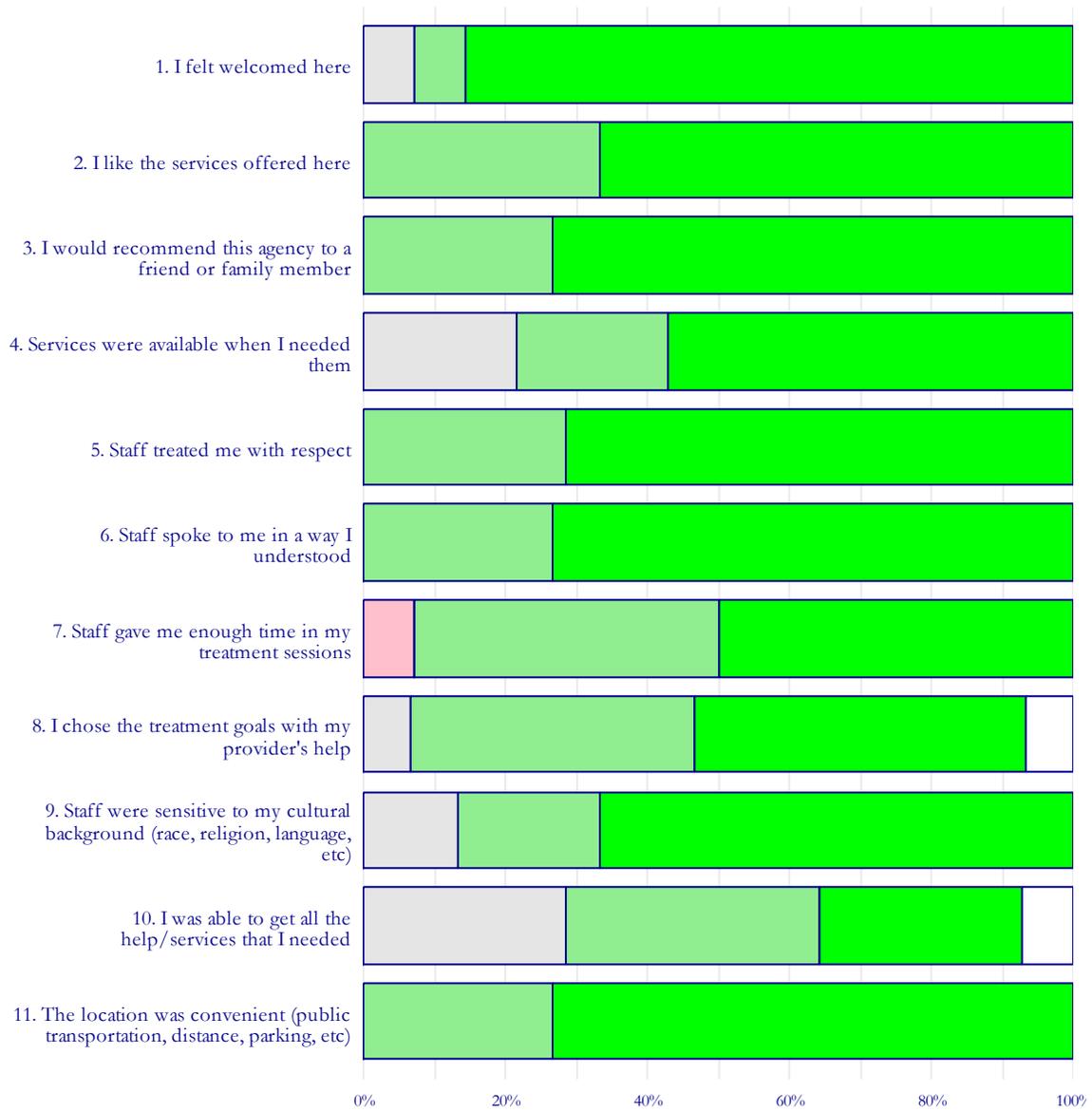
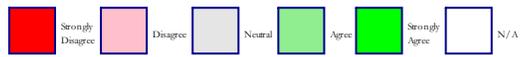
**Survey Compliance**

<b>Response</b>	<b>CATS Golden Gate for Seniors</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	15 100 %	2342 94.5 %	2357 94.6 %
<b>Total</b>	15 100 %	2477 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.



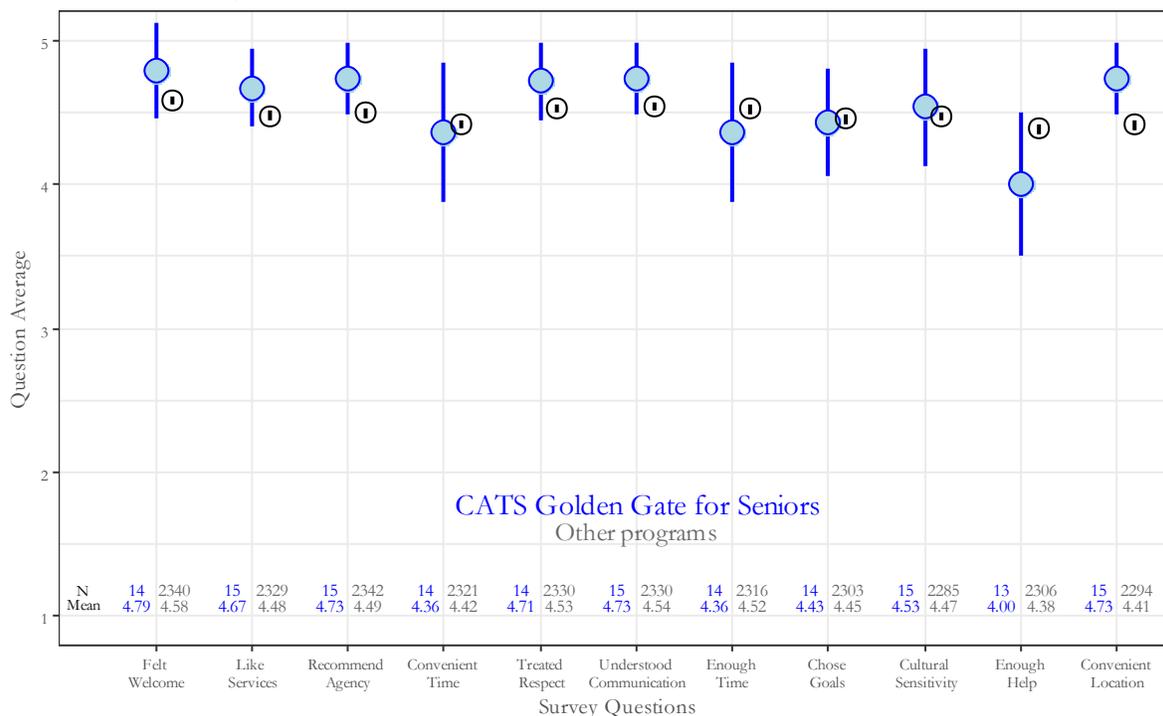
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	1 7.1 %	1 7.1 %	12 85.7 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	8 57.1 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	1 7.1 %	0 0.0 %	6 42.9 %	7 50.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 6.7 %	6 40.0 %	7 46.7 %	1 6.7 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 13.3 %	3 20.0 %	10 66.7 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	4 28.6 %	5 35.7 %	4 28.6 %	1 7.1 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Curry Senior Center Outpatient**  
 Program codes (RUs): 00701

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**56.2%**

There were surveys returned for 9 clients.

The satisfaction score (items 1-10) for this program: **4.42** out of five,  
 Other programs: **4.48**.

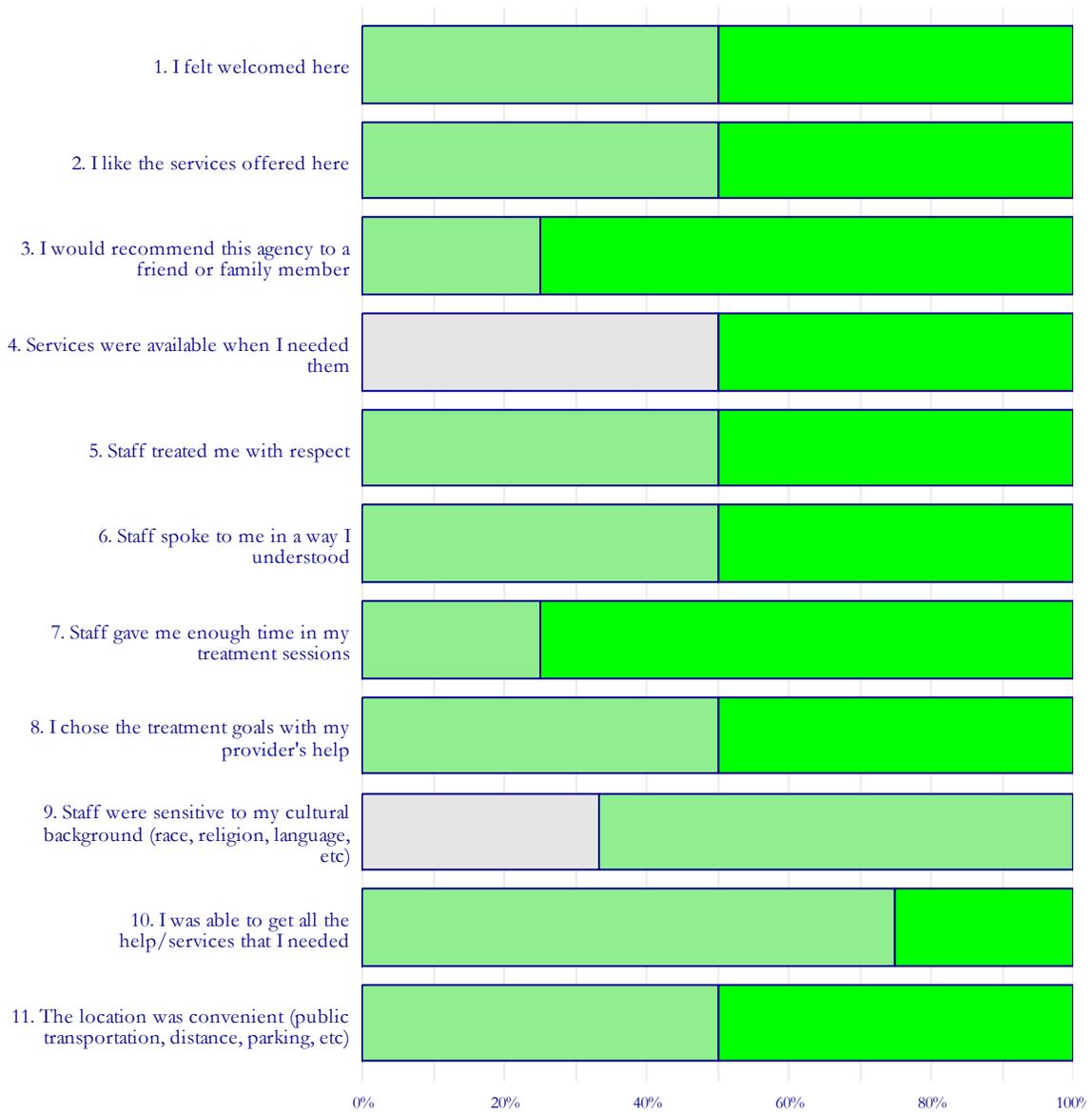
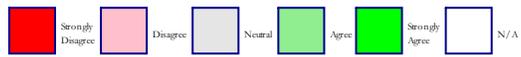
The average rating on all survey questions for Curry Senior Center Outpatient: **4.43**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>Curry Senior Center Outpatient</b>	<b>Other Programs</b>	<b>Total</b>
Refused	2 22.2 %	91 3.7 %	93 3.7 %
Impaired	3 33.3 %	5 0.2 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	4 44.4 %	2353 94.8 %	2357 94.6 %
<b>Total</b>	9 100 %	2483 100 %	2492 100 %

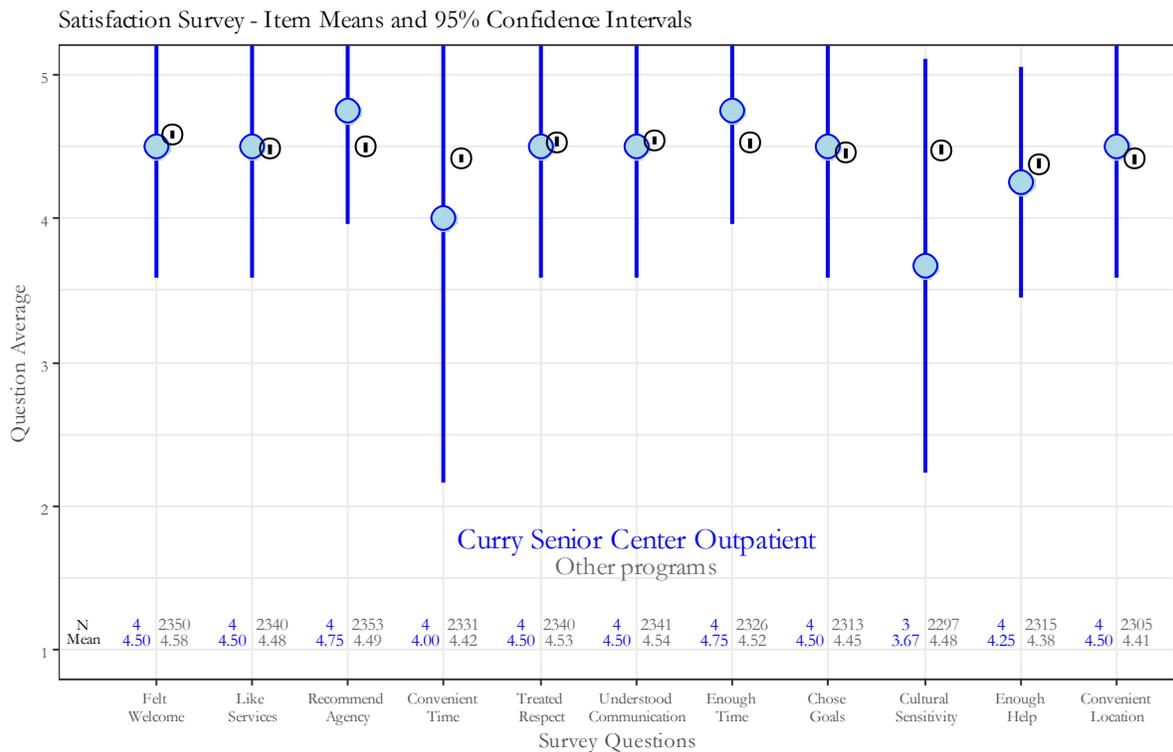
<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
3. 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 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 50.0 %	0 0.0 %	2 50.0 %	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 %
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 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**DSAAM Methadone Van**  
 Program codes (RUs): 72134

Overall Satisfaction<sup>1</sup>  
**93.3%**

Survey Response Rate  
**82.2%**

There were surveys returned for 60 clients.

The satisfaction score (items 1-10) for this program: **4.65** out of five,  
 Other programs: **4.48**.

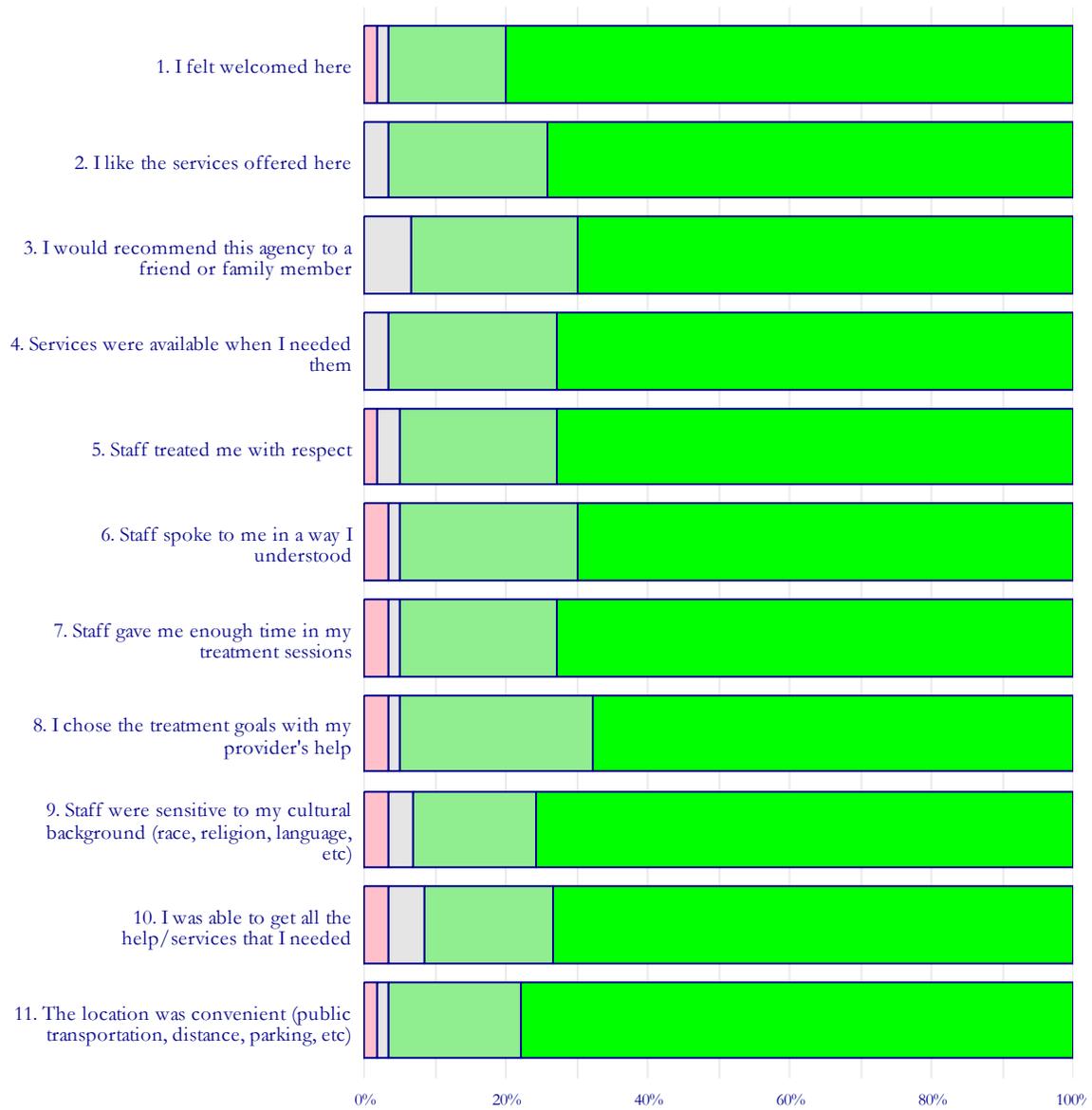
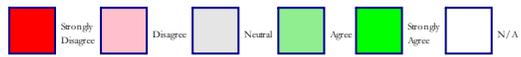
The average rating on all survey questions for DSAAM Methadone Van: **4.66**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>DSAAM Methadone Van</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	1 1.7 %	7 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	59 98.3 %	2298 94.5 %	2357 94.6 %
<b>Total</b>	<b>60</b> <b>100 %</b>	<b>2432</b> <b>100 %</b>	<b>2492</b> <b>100 %</b>

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

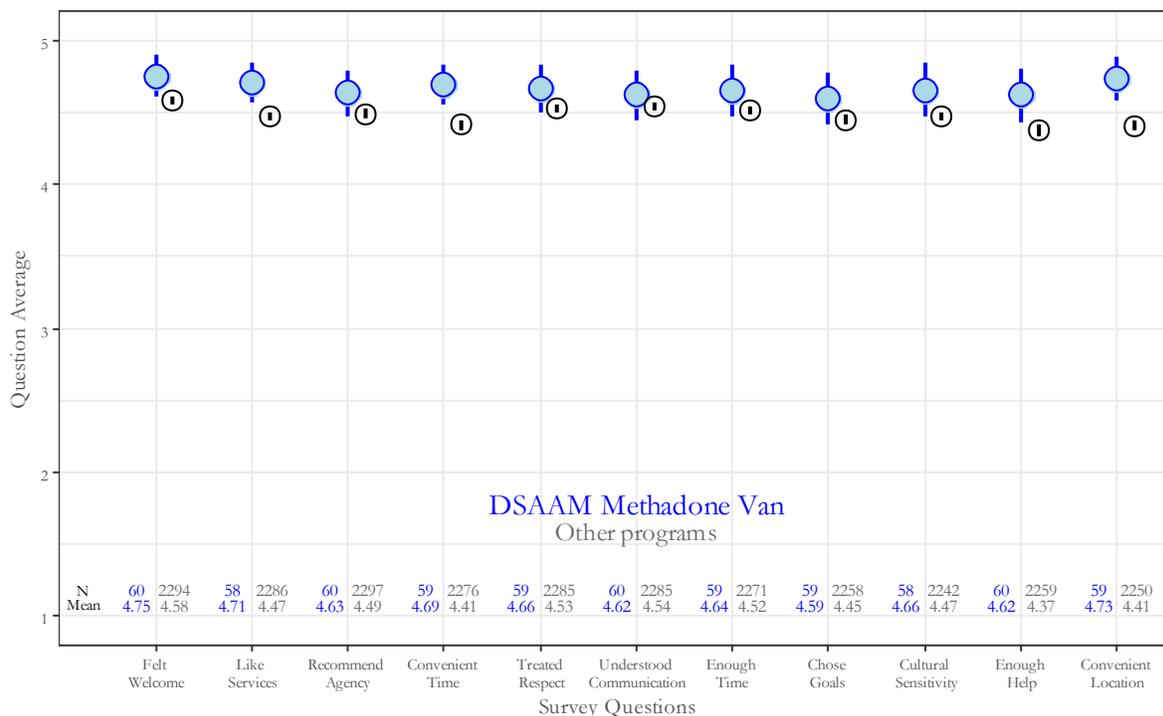
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	1 1.7 %	1 1.7 %	10 16.7 %	48 80.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	2 3.4 %	13 22.4 %	43 74.1 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	4 6.7 %	14 23.3 %	42 70.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 3.4 %	14 23.7 %	43 72.9 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 1.7 %	2 3.4 %	13 22.0 %	43 72.9 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	2 3.3 %	1 1.7 %	15 25.0 %	42 70.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	2 3.4 %	1 1.7 %	13 22.0 %	43 72.9 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 3.4 %	1 1.7 %	16 27.1 %	40 67.8 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 3.4 %	2 3.4 %	10 17.2 %	44 75.9 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	2 3.3 %	3 5.0 %	11 18.3 %	44 73.3 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 1.7 %	1 1.7 %	11 18.6 %	46 78.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals







**Treatment Satisfaction Survey Report - Spring 2017**  
**DSAAM OBOT**

Program codes (RUs): 74134 75134 86134

Overall Satisfaction<sup>1</sup>  
**96.3%**

Survey Response Rate  
**207.7%**

There were surveys returned for 27 clients.

The satisfaction score (items 1-10) for this program: **4.67** out of five,  
 Other programs: **4.48**.

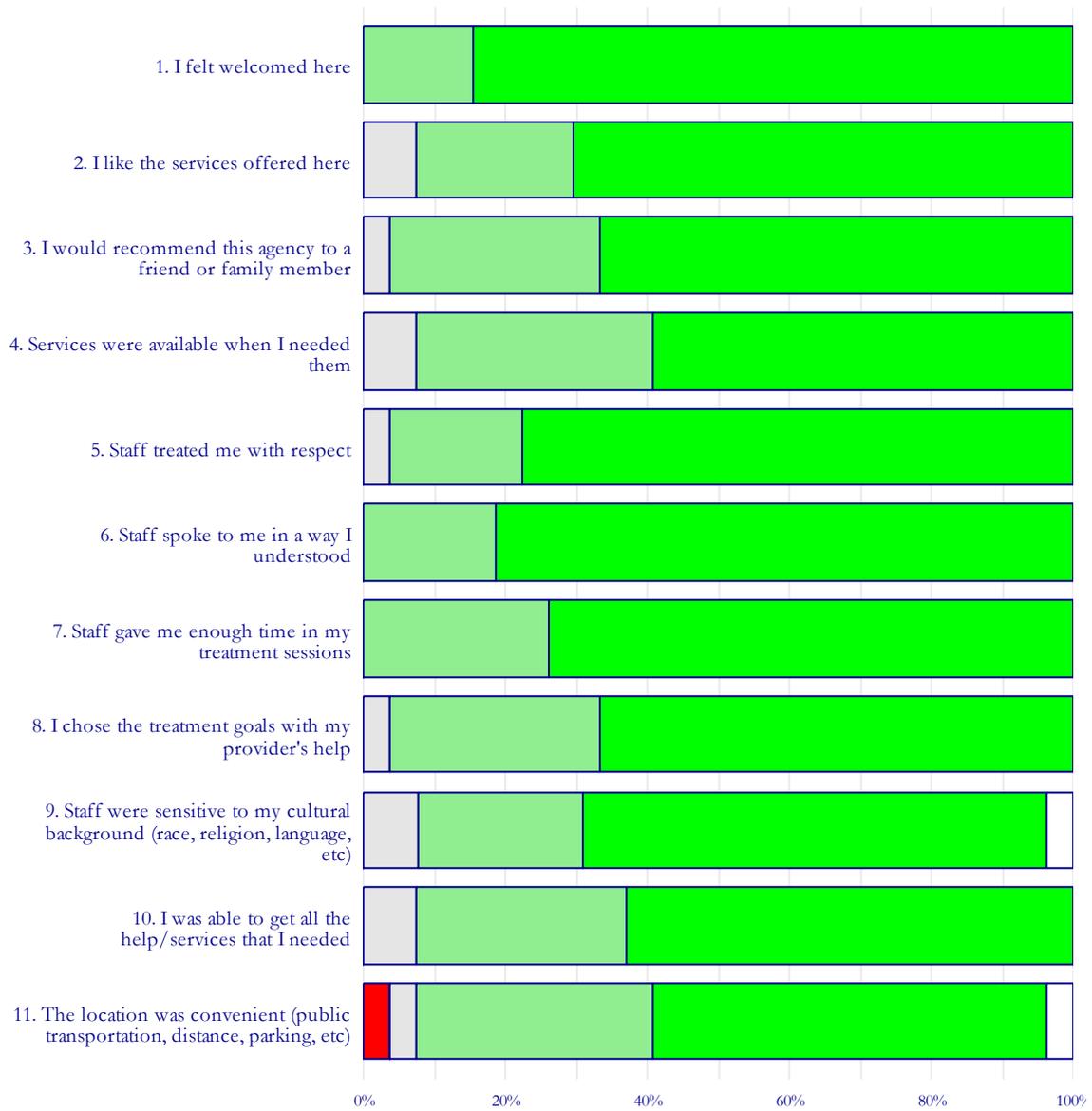
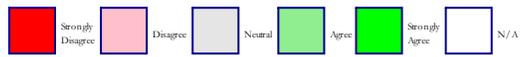
The average rating on all survey questions for DSAAM OBOT: **4.65**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>DSAAM OBOT</b>	<b>Other Programs</b>	<b>Total</b>
Refused	1 3.7 %	92 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	26 96.3 %	2331 94.6 %	2357 94.6 %
<b>Total</b>	27 100 %	2465 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

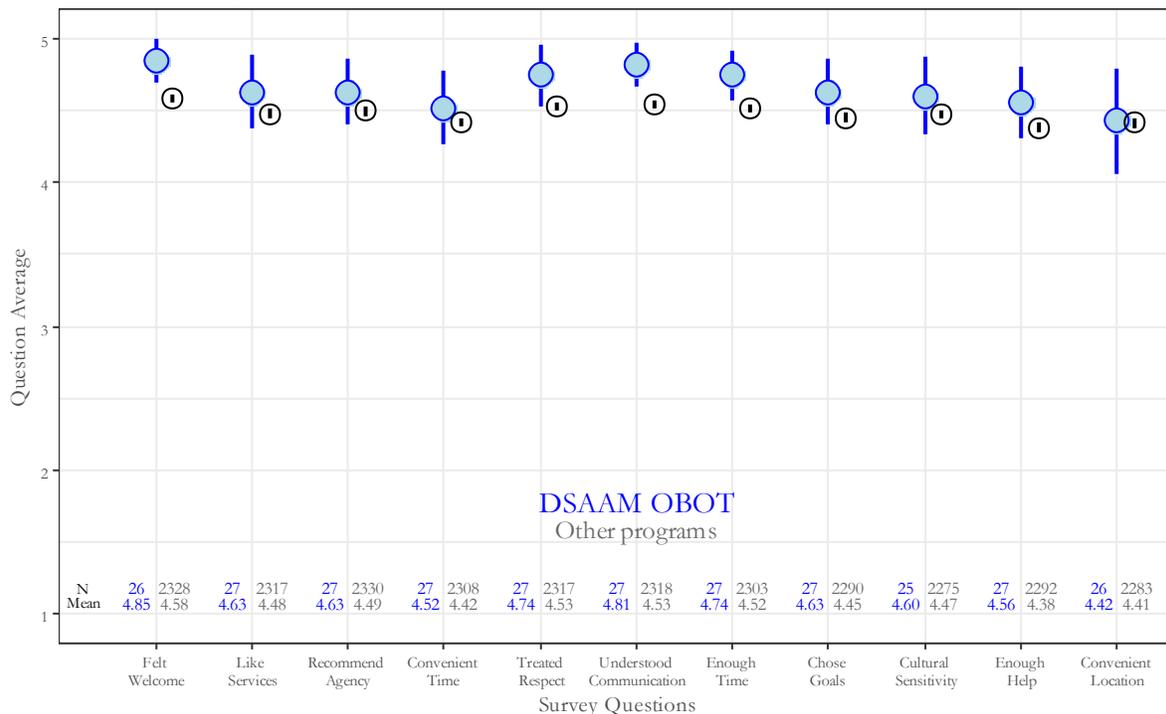
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 15.4 %	22 84.6 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	2 7.4 %	6 22.2 %	19 70.4 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 3.7 %	8 29.6 %	18 66.7 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 7.4 %	9 33.3 %	16 59.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 3.7 %	5 18.5 %	21 77.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 18.5 %	22 81.5 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	7 25.9 %	20 74.1 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 3.7 %	8 29.6 %	18 66.7 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 7.7 %	6 23.1 %	17 65.4 %	1 3.8 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 7.4 %	8 29.6 %	17 63.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	1 3.7 %	0 0.0 %	1 3.7 %	9 33.3 %	15 55.6 %	1 3.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**DSAAM OTOP Methadone Maintenance**  
 Program codes (RUs): 38134 38143 87134

Overall Satisfaction<sup>1</sup>  
**95.9%**

Survey Response Rate  
**69.1%**

There were surveys returned for 325 clients.

The satisfaction score (items 1-10) for this program: **4.53** out of five,  
 Other programs: **4.48**.

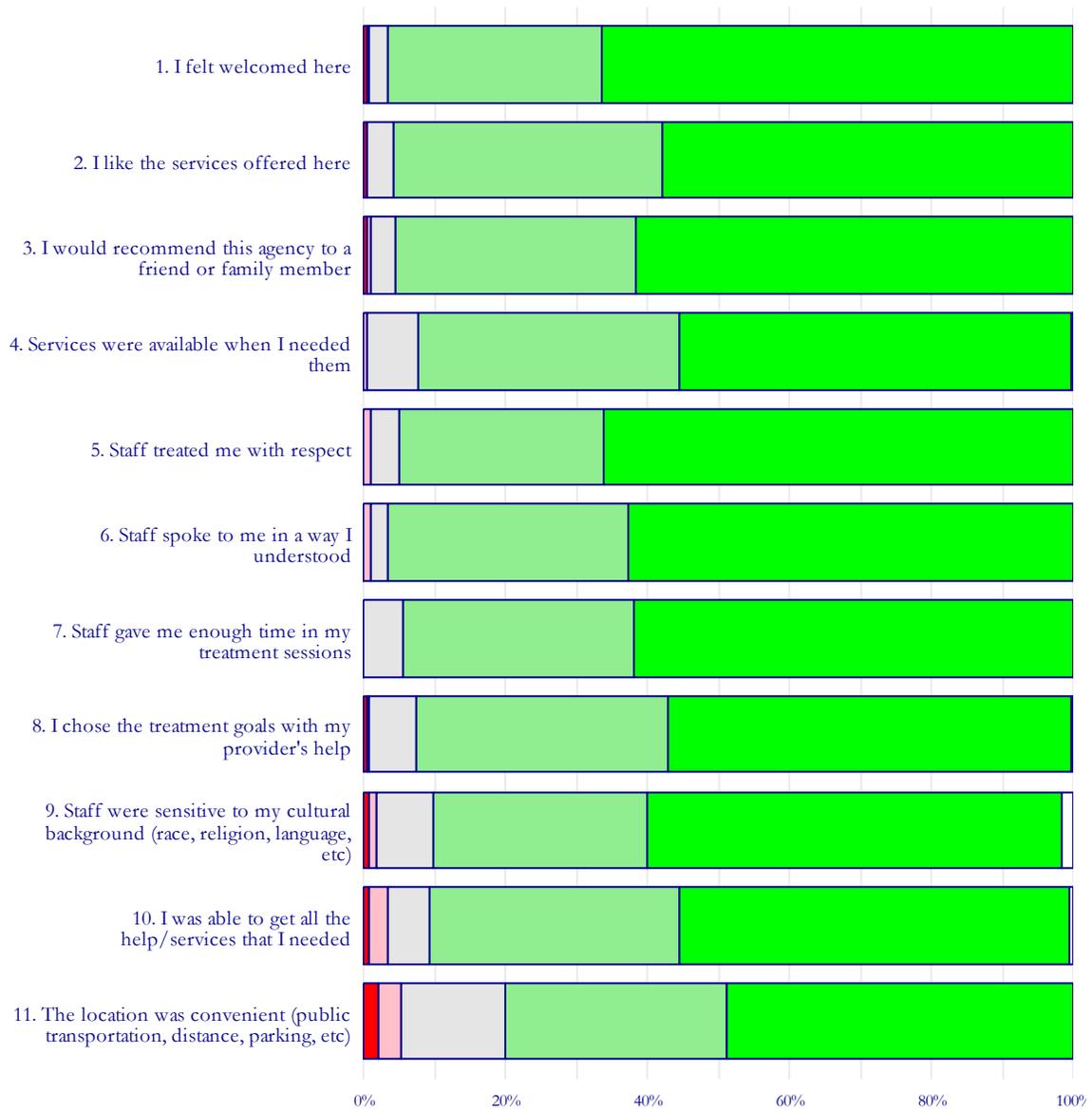
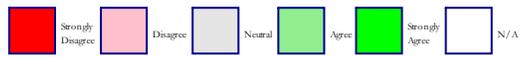
The average rating on all survey questions for DSAAM OTOP Methadone Maintenance: **4.50**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>DSAAM OTOP Methadone Maintenance</b>	<b>Other Programs</b>	<b>Total</b>
Refused	35 10.8 %	58 2.7 %	93 3.7 %
Impaired	0 0 %	8 0.4 %	8 0.3 %
Language	0 0 %	8 0.4 %	8 0.3 %
Other	0 0 %	10 0.5 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	290 89.2 %	2067 95.4 %	2357 94.6 %
<b>Total</b>	325 100 %	2167 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

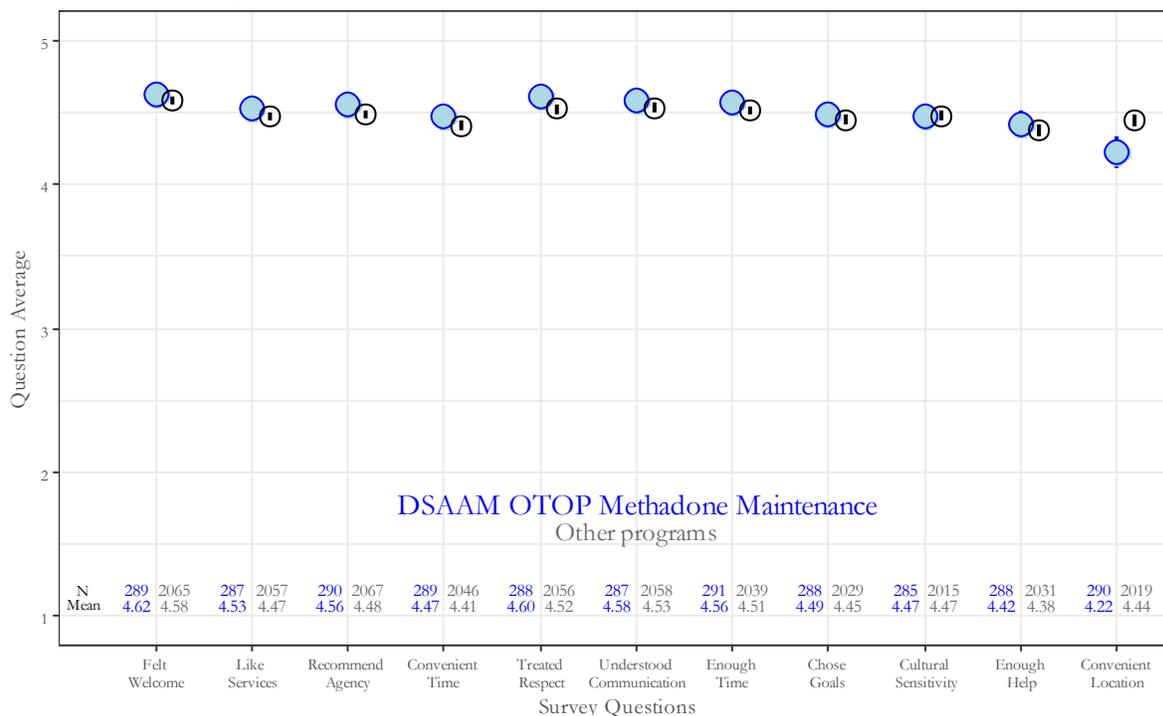
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	1 0.4 %	1 0.4 %	8 2.8 %	87 30.1 %	192 66.4 %	0 0.0 %
2. I like the services offered here	1 0.4 %	0 0.0 %	11 3.8 %	109 38.0 %	166 57.8 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 0.3 %	2 0.7 %	10 3.4 %	98 33.8 %	179 61.7 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	1 0.3 %	21 7.2 %	107 36.9 %	160 55.2 %	1 0.3 %
5. Staff treated me with respect	0 0.0 %	3 1.0 %	11 3.8 %	83 28.8 %	191 66.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	3 1.0 %	7 2.4 %	97 33.8 %	180 62.7 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	16 5.5 %	95 32.6 %	180 61.9 %	0 0.0 %
8. I chose the treatment goals with my provider's help	1 0.4 %	1 0.4 %	19 6.6 %	103 35.6 %	164 56.8 %	1 0.4 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	2 0.7 %	3 1.0 %	23 7.9 %	88 30.3 %	169 58.3 %	5 1.7 %
10. I was able to get all the help/services that I needed	2 0.7 %	8 2.8 %	17 5.9 %	102 35.2 %	159 54.8 %	2 0.7 %
11. The location was convenient (public transportation, distance, parking, etc)	6 2.1 %	9 3.1 %	43 14.8 %	90 31.0 %	142 49.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Ferguson Place**  
 Program codes (RUs): Ferguson

Overall Satisfaction<sup>1</sup>  
**70.0%**

Survey Response Rate  
**Not available, no Avatar billing**

There were surveys returned for 10 clients.

The satisfaction score (items 1-10) for this program: **4.04** out of five,  
 Other programs: **4.48**.

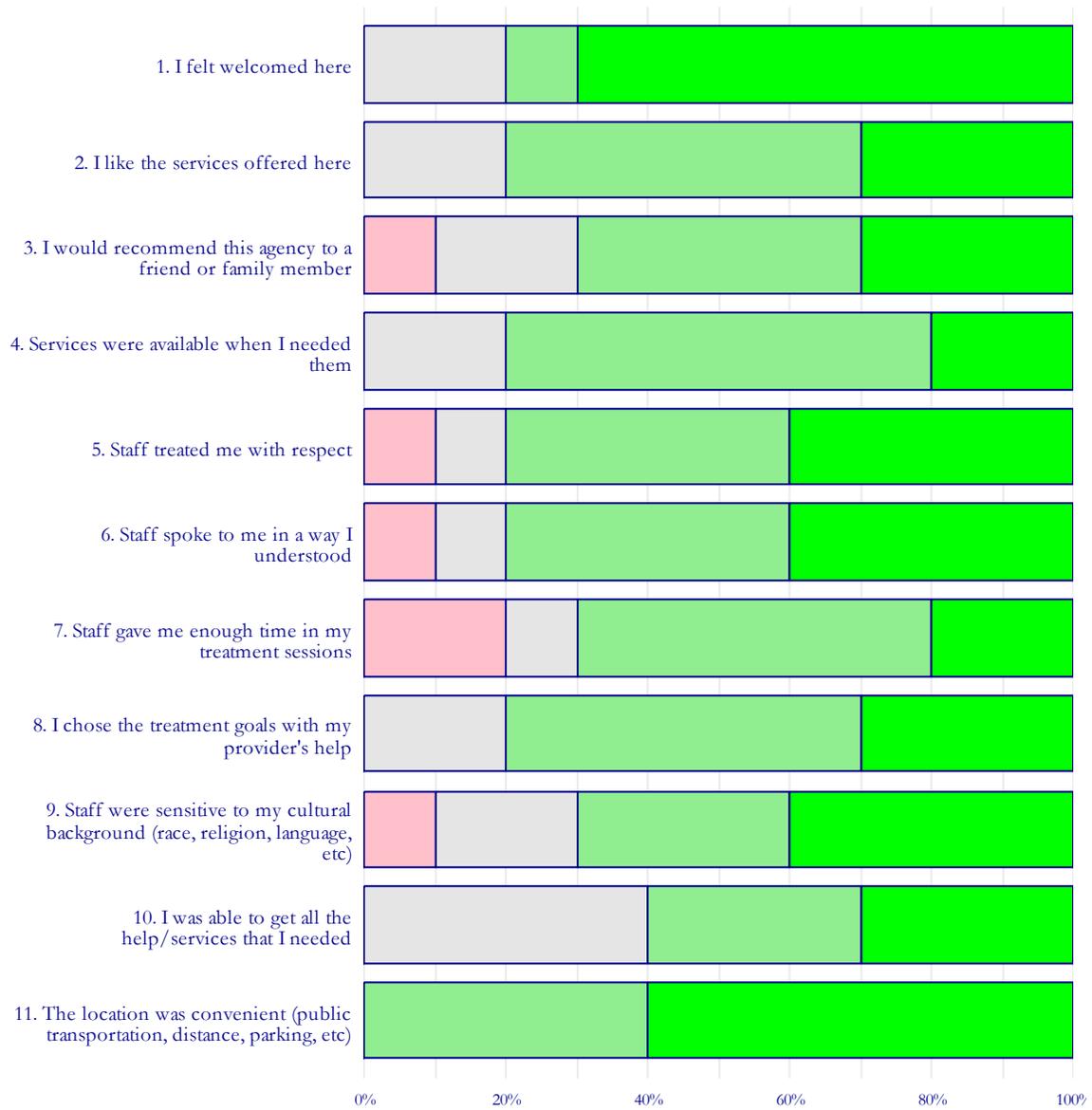
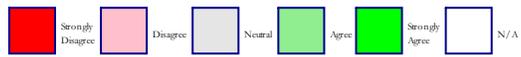
The average rating on all survey questions for Ferguson Place: **4.09**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	Ferguson Place	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	10 100 %	2347 94.6 %	2357 94.6 %
<b>Total</b>	10 100 %	2482 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey

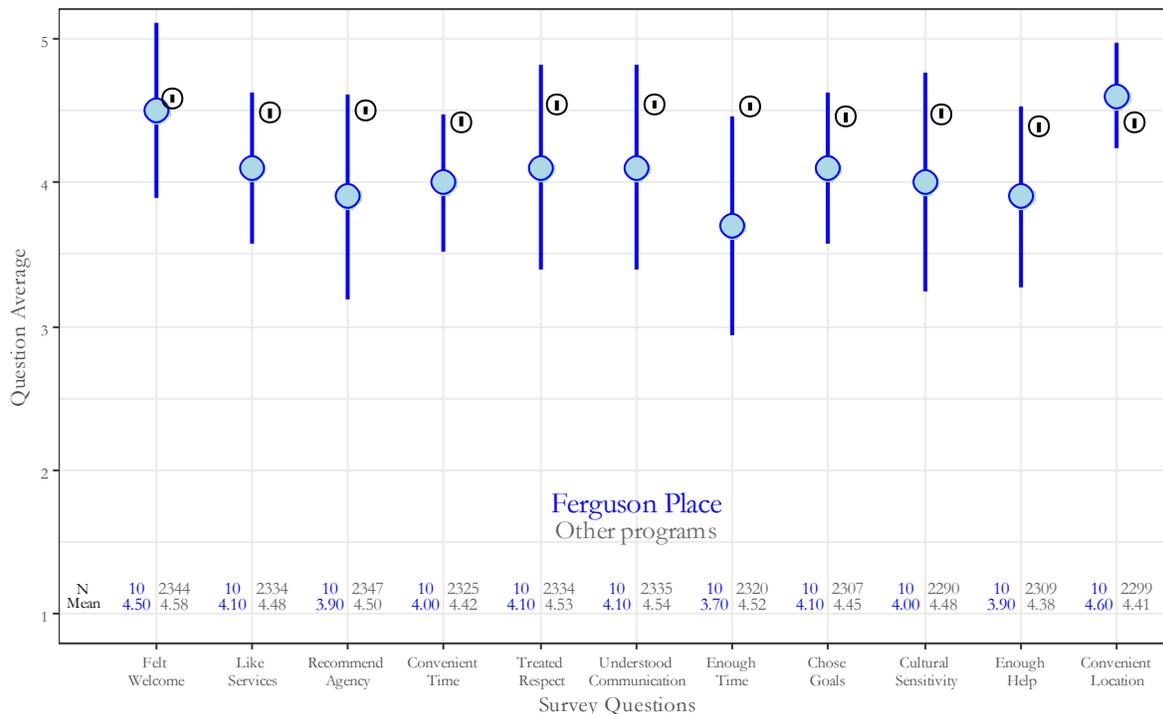




## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	2 20.0 %	1 10.0 %	7 70.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	1 10.0 %	2 20.0 %	4 40.0 %	3 30.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 20.0 %	6 60.0 %	2 20.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 10.0 %	1 10.0 %	4 40.0 %	4 40.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	2 20.0 %	1 10.0 %	5 50.0 %	2 20.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 20.0 %	5 50.0 %	3 30.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 10.0 %	2 20.0 %	3 30.0 %	4 40.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	4 40.0 %	3 30.0 %	3 30.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Fort Help Bryant Clinic**  
 Program codes (RUs): 38364

Overall Satisfaction<sup>1</sup>  
**94.4%**

Survey Response Rate  
**57.9%**

There were surveys returned for 125 clients.

The satisfaction score (items 1-10) for this program: **4.59** out of five,  
 Other programs: **4.48**.

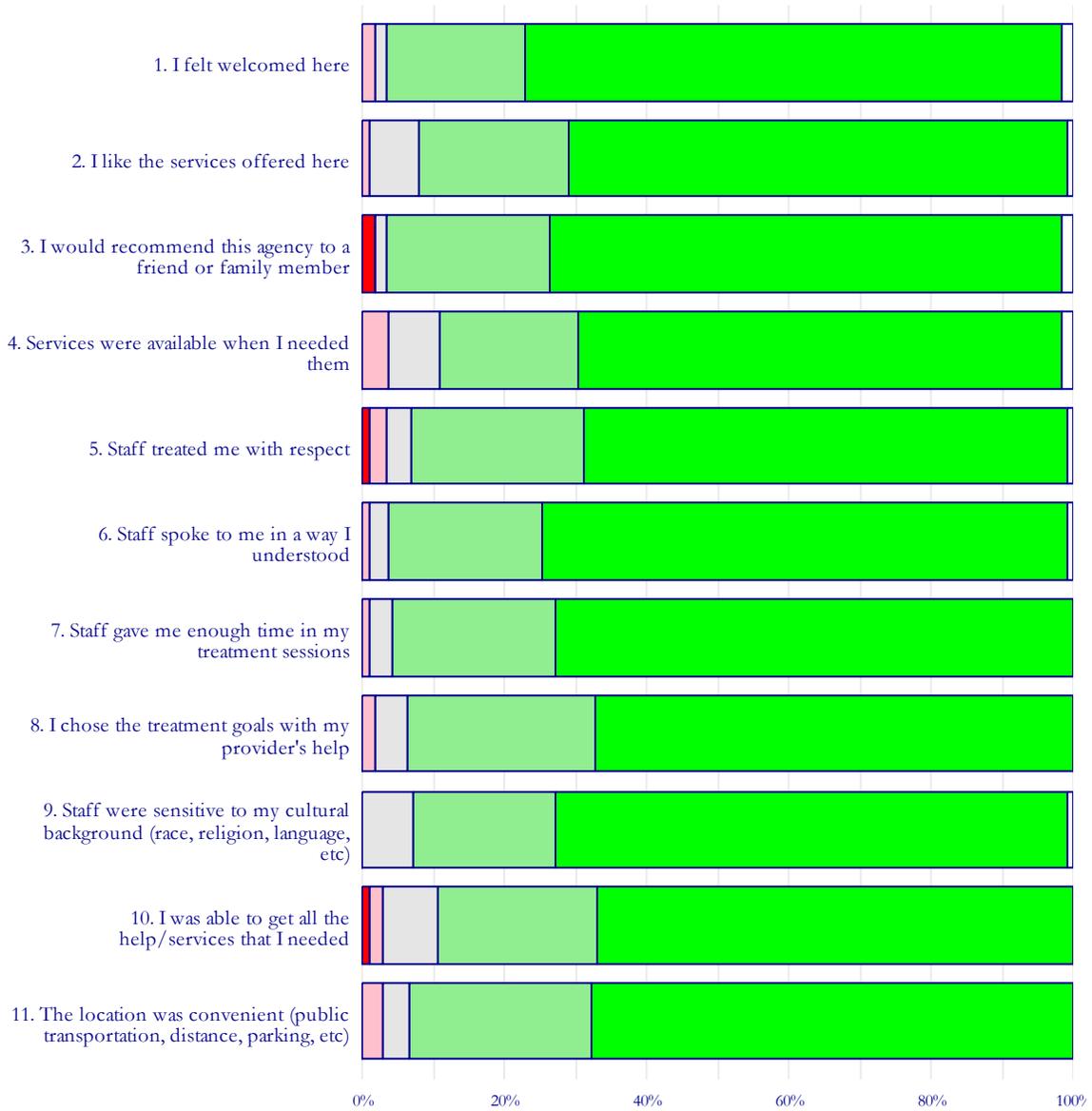
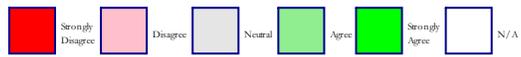
The average rating on all survey questions for Fort Help Bryant Clinic: **4.58**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	Fort Help Bryant Clinic	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.9 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	3 2.4 %	7 0.3 %	10 0.4 %
Missing w/o Reason	1 0.8 %	15 0.6 %	16 0.6 %
Completed Survey	121 96.8 %	2236 94.5 %	2357 94.6 %
<b>Total</b>	125 100 %	2367 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

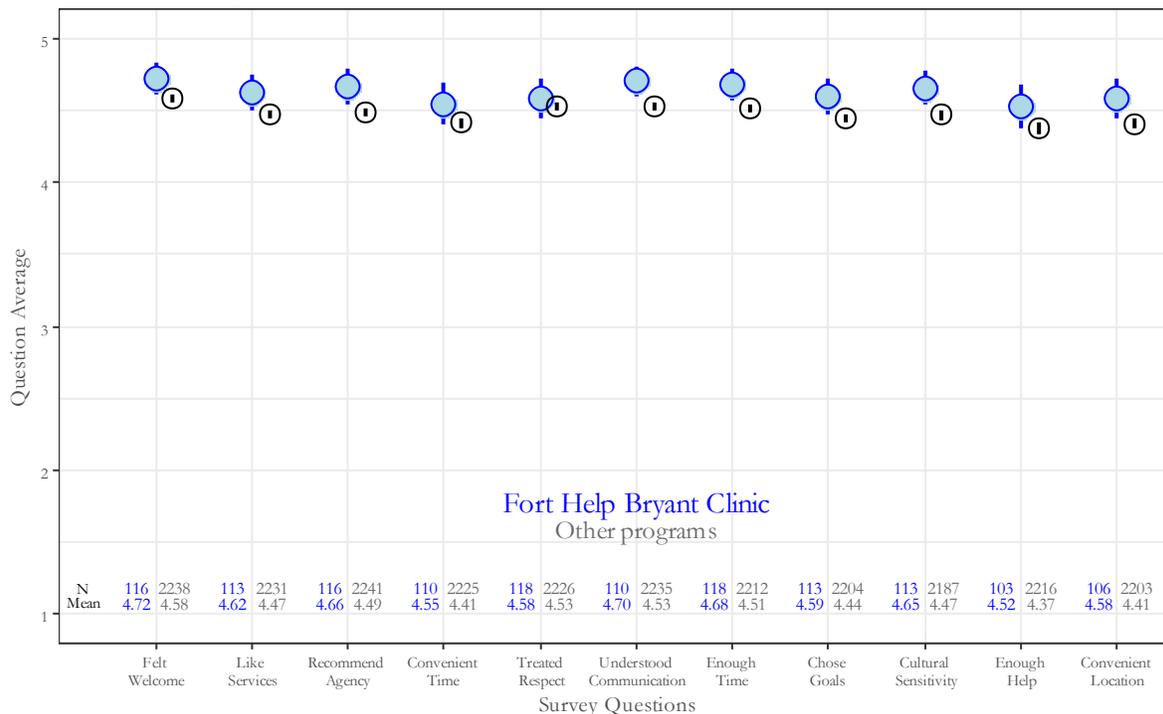
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	2 1.7 %	2 1.7 %	23 19.5 %	89 75.4 %	2 1.7 %
2. I like the services offered here	0 0.0 %	1 0.9 %	8 7.0 %	24 21.1 %	80 70.2 %	1 0.9 %
3. I would recommend this agency to a friend or family member	2 1.7 %	0 0.0 %	2 1.7 %	27 22.9 %	85 72.0 %	2 1.7 %
4. Services were available when I needed them	0 0.0 %	4 3.6 %	8 7.1 %	22 19.6 %	76 67.9 %	2 1.8 %
5. Staff treated me with respect	1 0.8 %	3 2.5 %	4 3.4 %	29 24.4 %	81 68.1 %	1 0.8 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 0.9 %	3 2.7 %	24 21.6 %	82 73.9 %	1 0.9 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	1 0.8 %	4 3.4 %	27 22.9 %	86 72.9 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 1.8 %	5 4.4 %	30 26.6 %	76 67.3 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	8 7.0 %	23 20.2 %	82 71.9 %	1 0.9 %
10. I was able to get all the help/services that I needed	1 1.0 %	2 1.9 %	8 7.8 %	23 22.3 %	69 67.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	3 2.8 %	4 3.8 %	27 25.5 %	72 67.9 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Fort Help Mission Clinic**  
 Program codes (RUs): 89074

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**20.9%**

There were surveys returned for 24 clients.

The satisfaction score (items 1-10) for this program: **4.62** out of five,  
 Other programs: **4.48**.

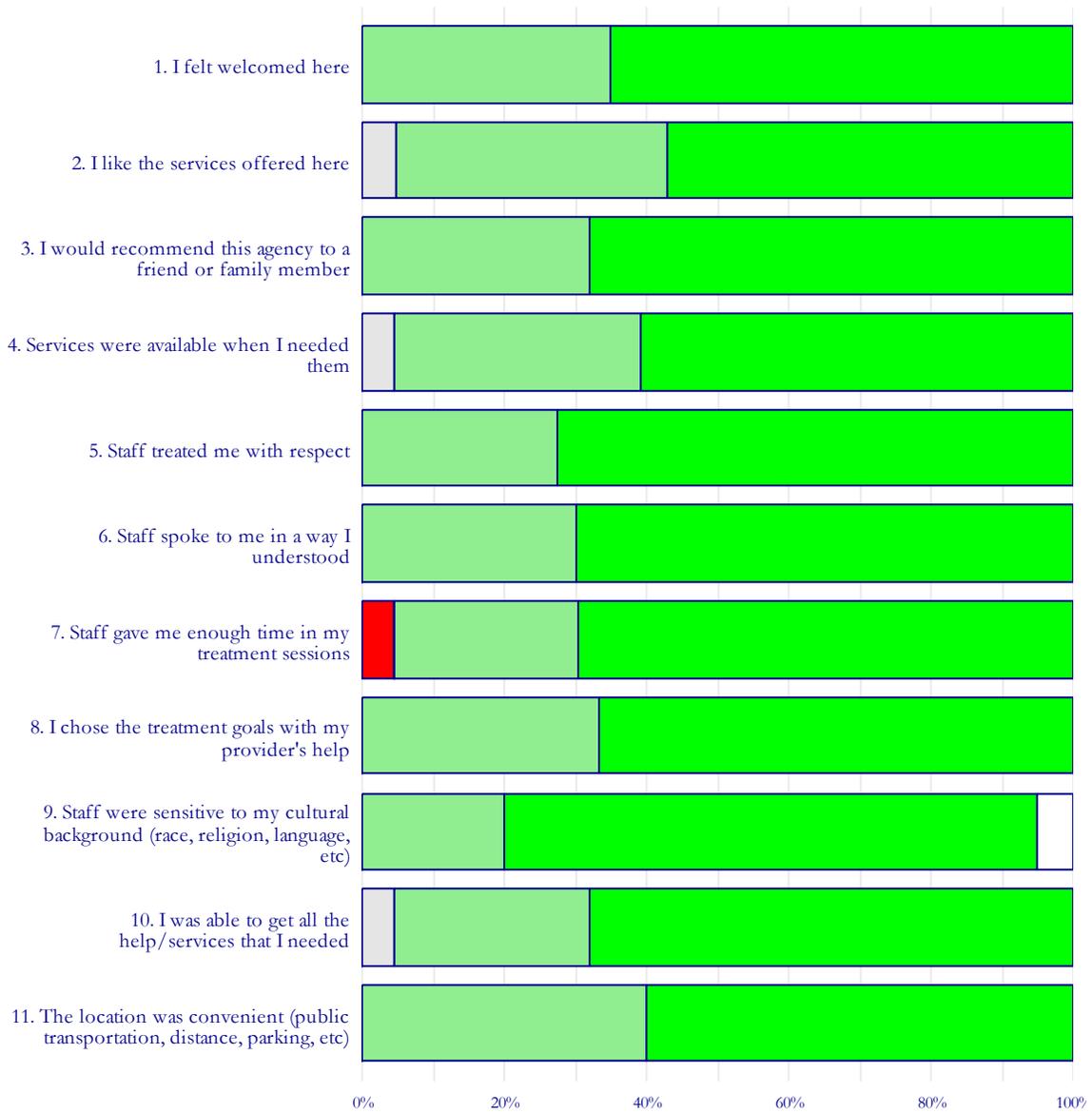
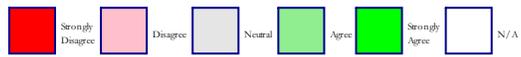
The average rating on all survey questions for Fort Help Mission Clinic: **4.61**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	Fort Help Mission Clinic	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	24 100 %	2333 94.5 %	2357 94.6 %
<b>Total</b>	24 100 %	2468 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

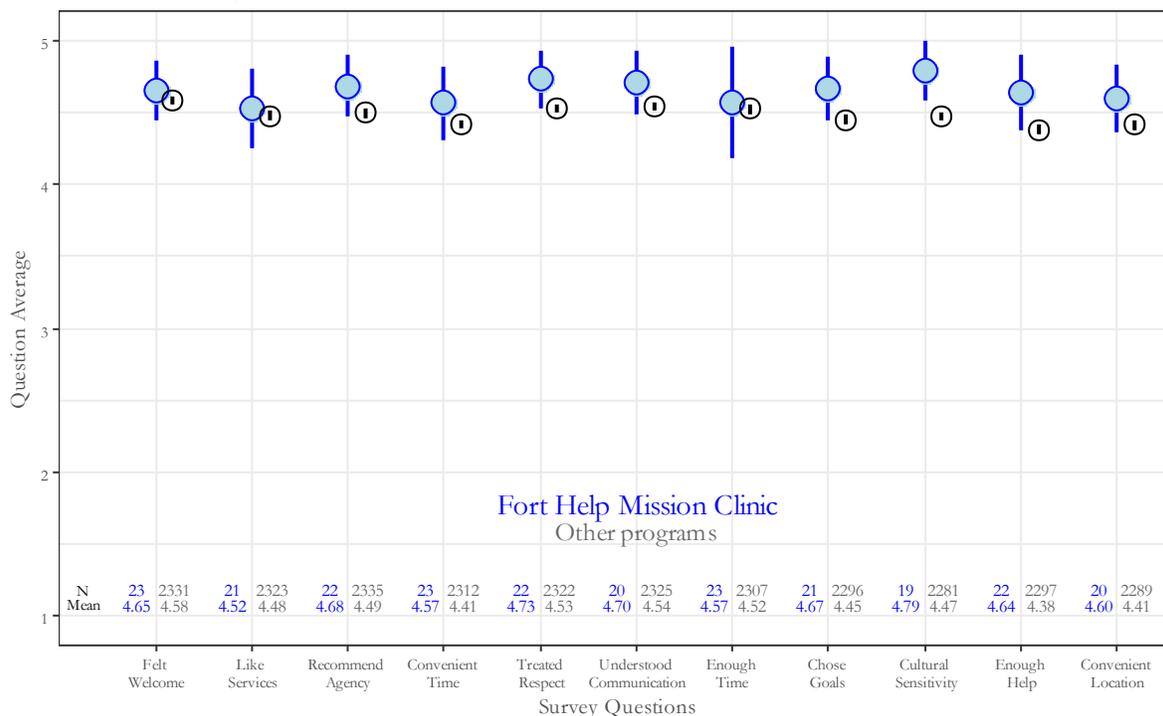
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	8 34.8 %	15 65.2 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	1 4.8 %	8 38.1 %	12 57.1 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	1 4.3 %	8 34.8 %	14 60.9 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 27.3 %	16 72.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 30.0 %	14 70.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	1 4.3 %	0 0.0 %	0 0.0 %	6 26.1 %	16 69.6 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	14 66.7 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 20.0 %	15 75.0 %	1 5.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 4.5 %	6 27.3 %	15 68.2 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	8 40.0 %	12 60.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Friendship House - Residential**  
 Program codes (RUs): 00102

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**81.8%**

There were surveys returned for 9 clients.

The satisfaction score (items 1-10) for this program: **4.85** out of five,  
 Other programs: **4.48**.

The average rating on all survey questions for Friendship House - Residential: **4.86**  
 Other programs: **4.47**.

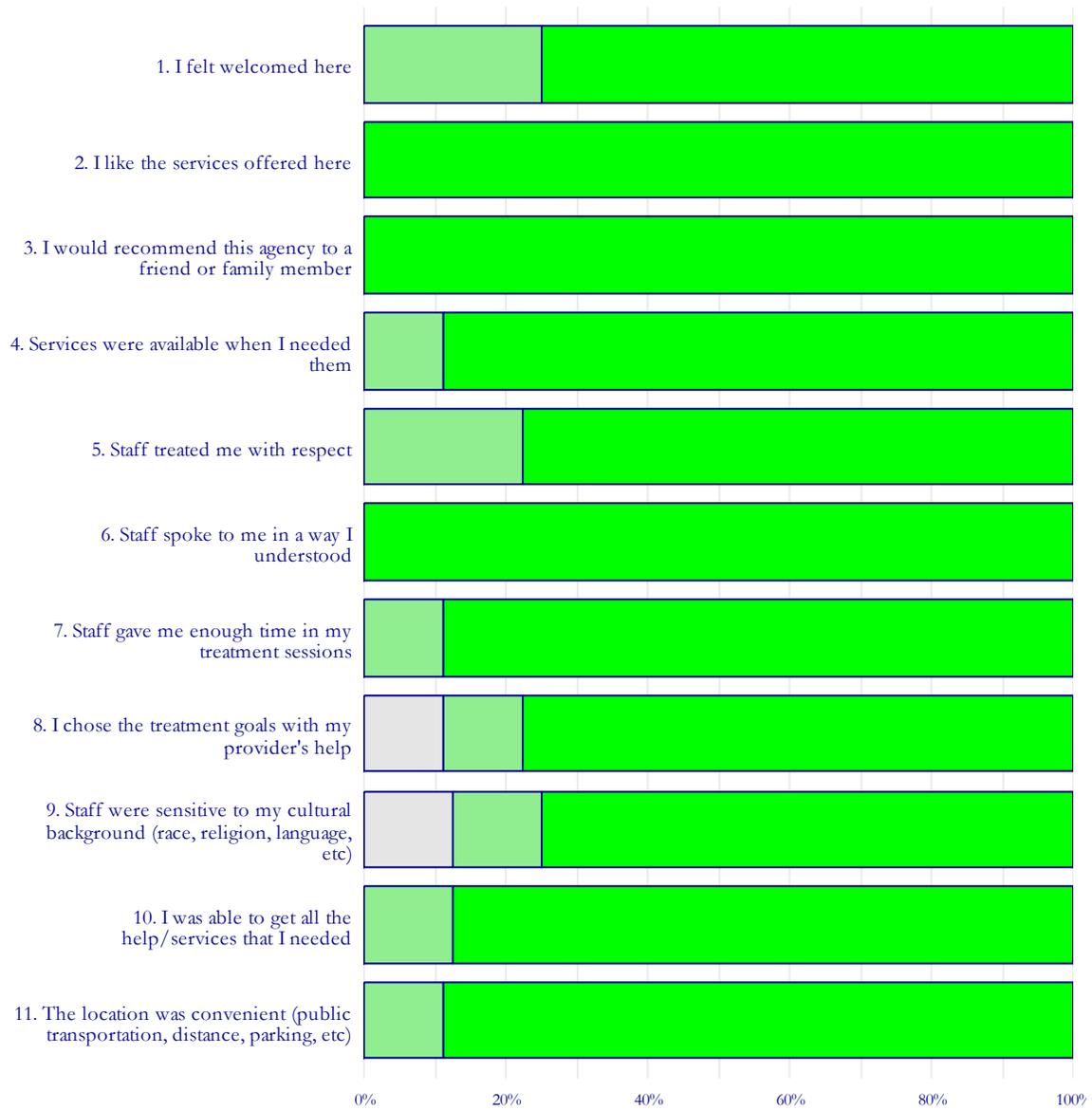
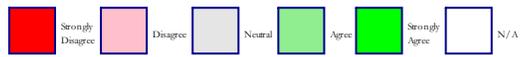
**Survey Compliance**

<b>Response</b>	<b>Friendship House - Residential</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	9 100 %	2348 94.6 %	2357 94.6 %
<b>Total</b>	9 100 %	2483 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

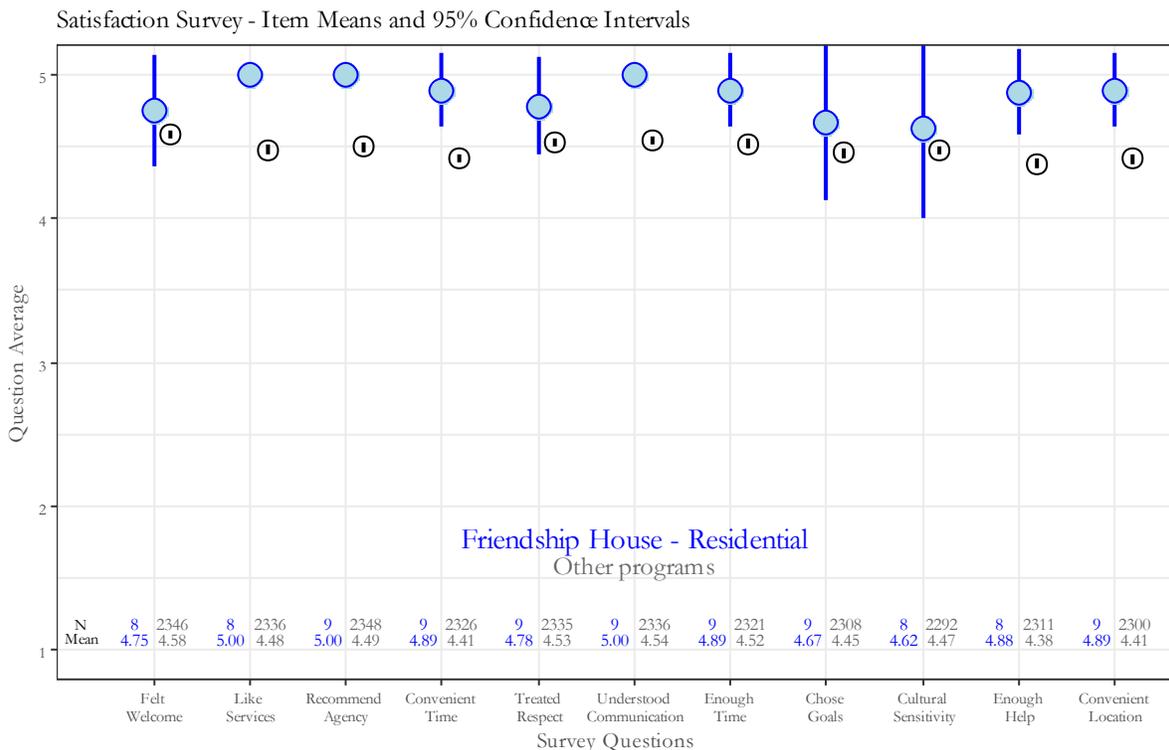


## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	9 100.0 %	0 0.0 %
4. 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 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	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 %	9 100.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 12.5 %	1 12.5 %	6 75.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 African American Healing**  
 Program codes (RUs): 87301

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**108.3%**

There were surveys returned for 13 clients.

The satisfaction score (items 1-10) for this program: **4.79** out of five,  
 Other programs: **4.48**.

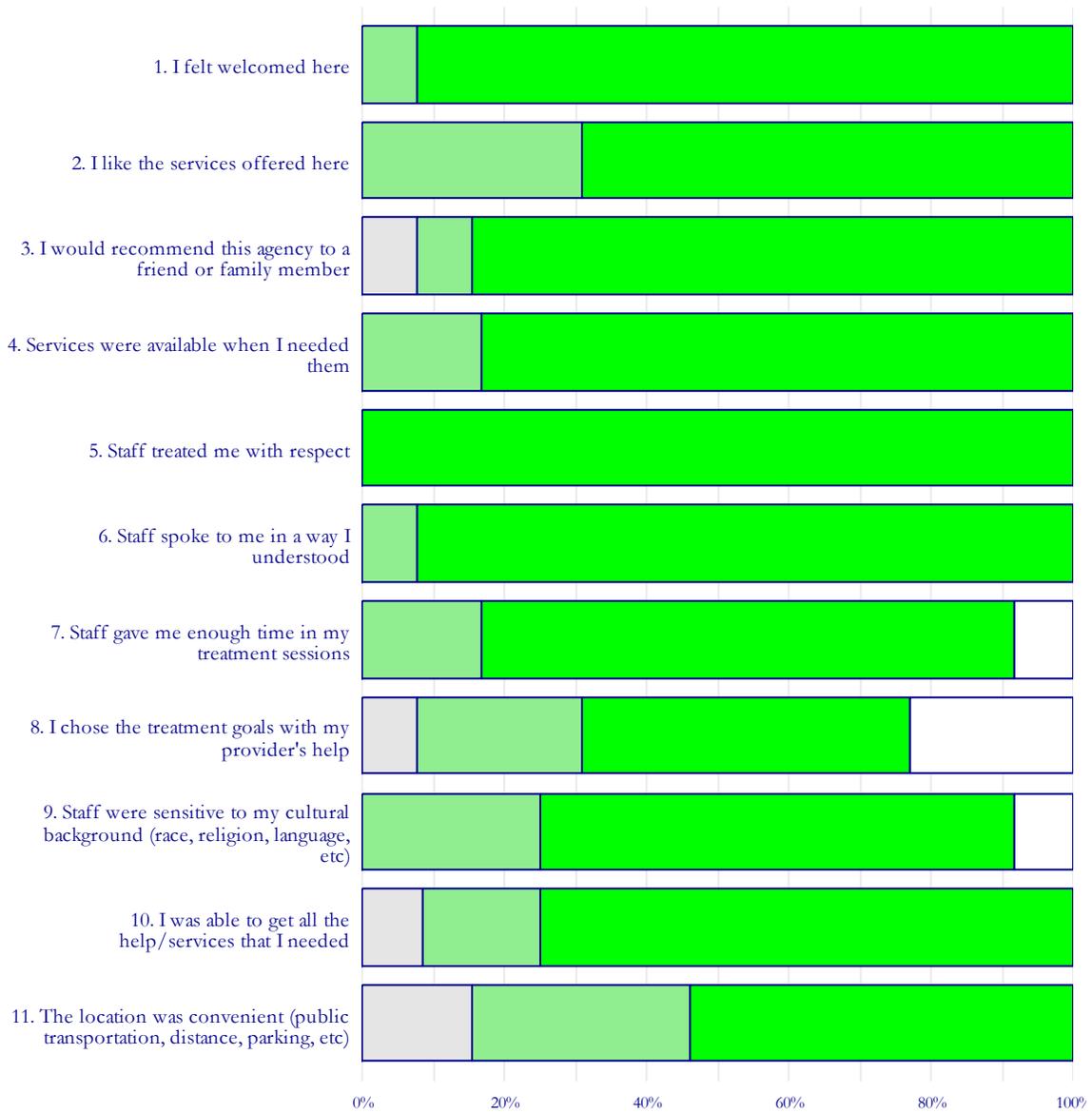
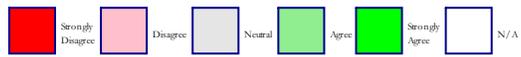
The average rating on all survey questions for HealthRIGHT 360 African American Healing: **4.75**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>HealthRIGHT 360 African American Healing</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	13 100 %	2344 94.6 %	2357 94.6 %
<b>Total</b>	13 100 %	2479 100 %	2492 100 %

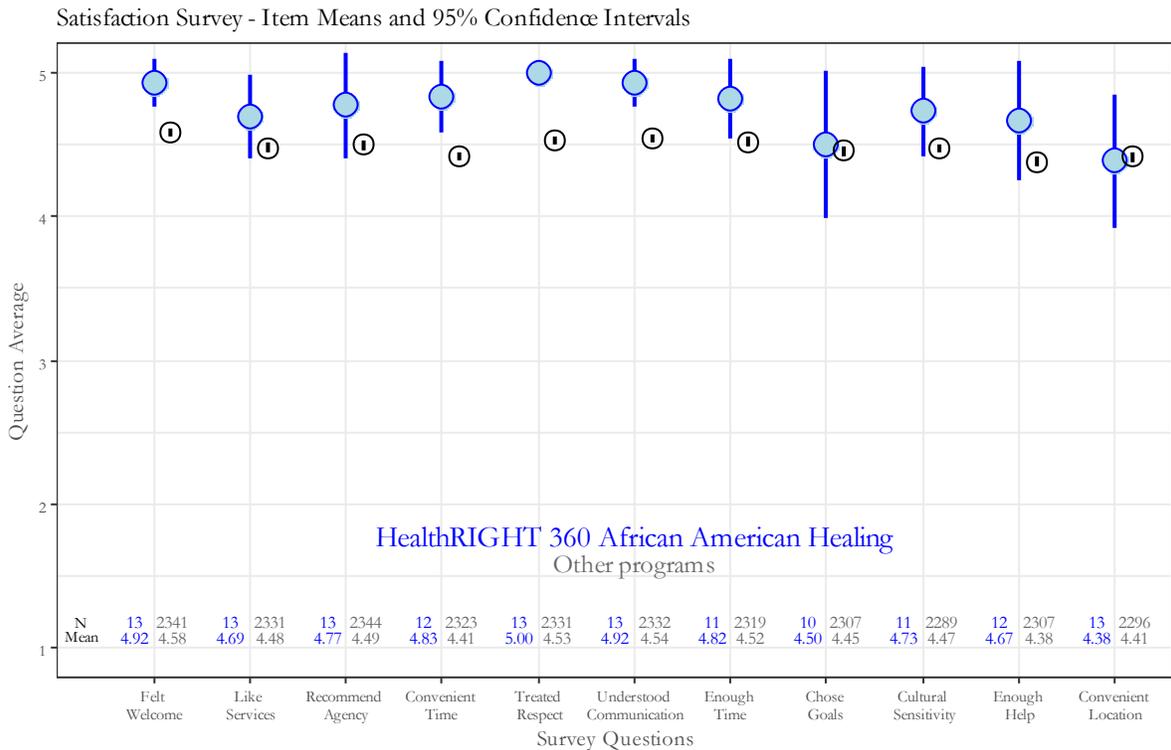
<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	12 92.3 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 7.7 %	1 7.7 %	11 84.6 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	13 100.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 7.7 %	12 92.3 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	9 75.0 %	1 8.3 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	6 46.2 %	3 23.1 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 25.0 %	8 66.7 %	1 8.3 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 8.3 %	2 16.7 %	9 75.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	7 53.8 %	0 0.0 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Detox Center Buena Vista**  
 Program codes (RUs): 88062

Overall Satisfaction<sup>1</sup>  
**88.0%**

Survey Response Rate  
**67.6%**

There were surveys returned for 25 clients.

The satisfaction score (items 1-10) for this program: **4.46** out of five,  
 Other programs: **4.48**.

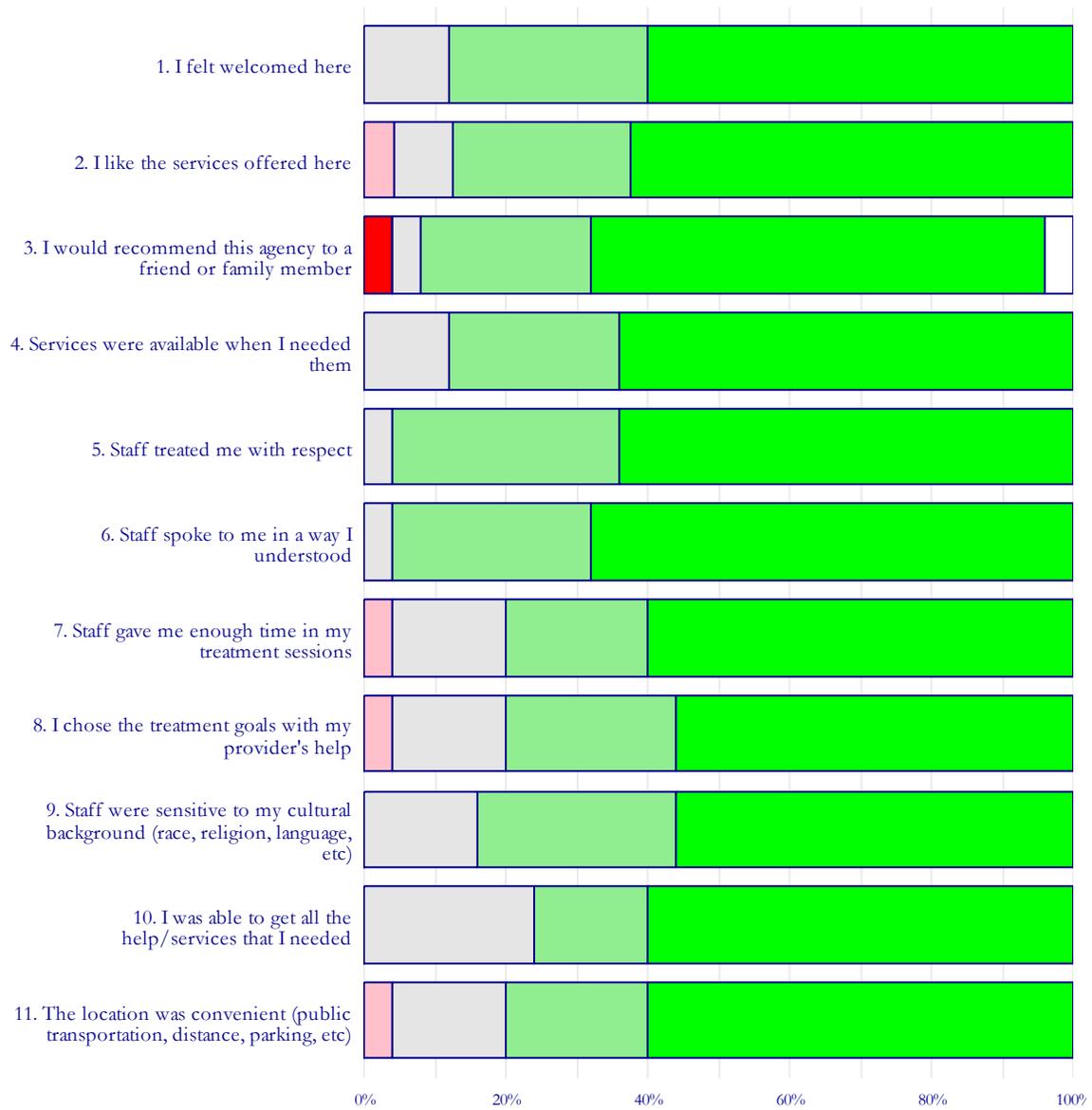
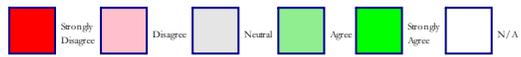
The average rating on all survey questions for HealthRIGHT 360 Detox Center Buena Vista: **4.45**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>HealthRIGHT 360 Detox Center Buena Vista</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	1 4 %	9 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	24 96 %	2333 94.6 %	2357 94.6 %
<b>Total</b>	25 100 %	2467 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

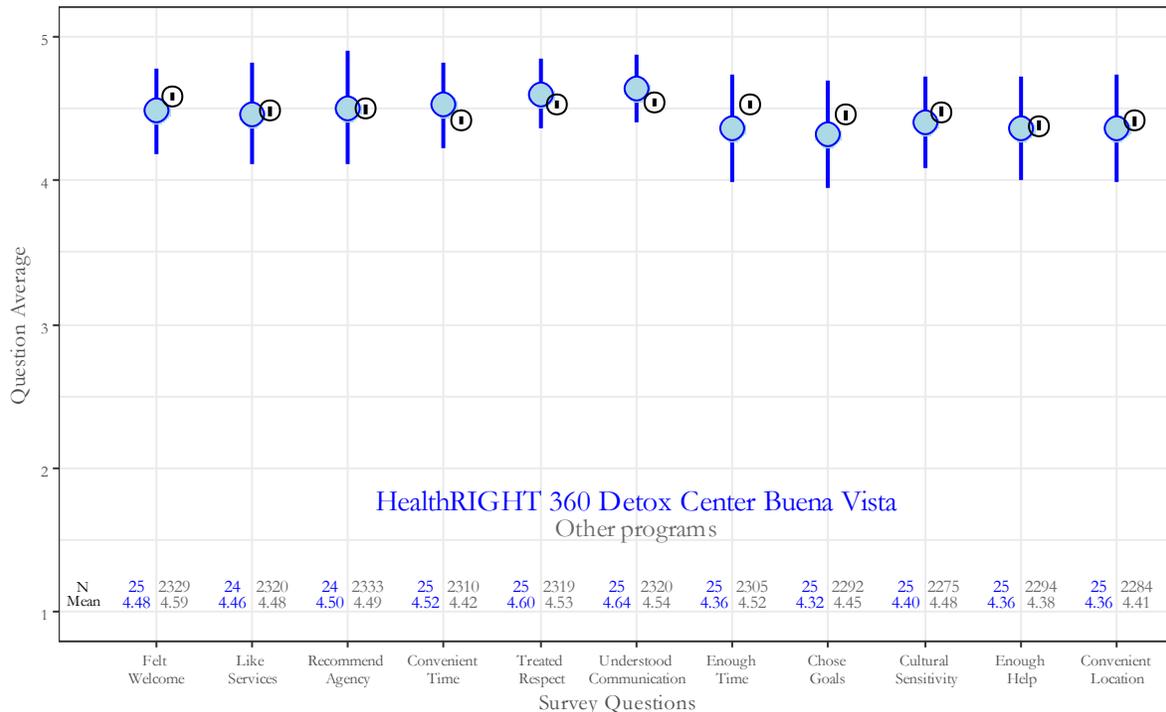
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	3 12.0 %	7 28.0 %	15 60.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	1 4.2 %	2 8.3 %	6 25.0 %	15 62.5 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 4.0 %	0 0.0 %	1 4.0 %	6 24.0 %	16 64.0 %	1 4.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	3 12.0 %	6 24.0 %	16 64.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 4.0 %	8 32.0 %	16 64.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 4.0 %	7 28.0 %	17 68.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	1 4.0 %	4 16.0 %	5 20.0 %	15 60.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	1 4.0 %	4 16.0 %	6 24.0 %	14 56.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 16.0 %	7 28.0 %	14 56.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	6 24.0 %	4 16.0 %	15 60.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 4.0 %	4 16.0 %	5 20.0 %	15 60.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals







**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Dual Recovery Program**  
 Program codes (RUs): 38062 3806SR-RES 3806WT-RES

Overall Satisfaction<sup>1</sup>  
**88.6%**

Survey Response Rate  
**73.8%**

There were surveys returned for 45 clients.

The satisfaction score (items 1-10) for this program: **4.50** out of five,  
 Other programs: **4.48**.

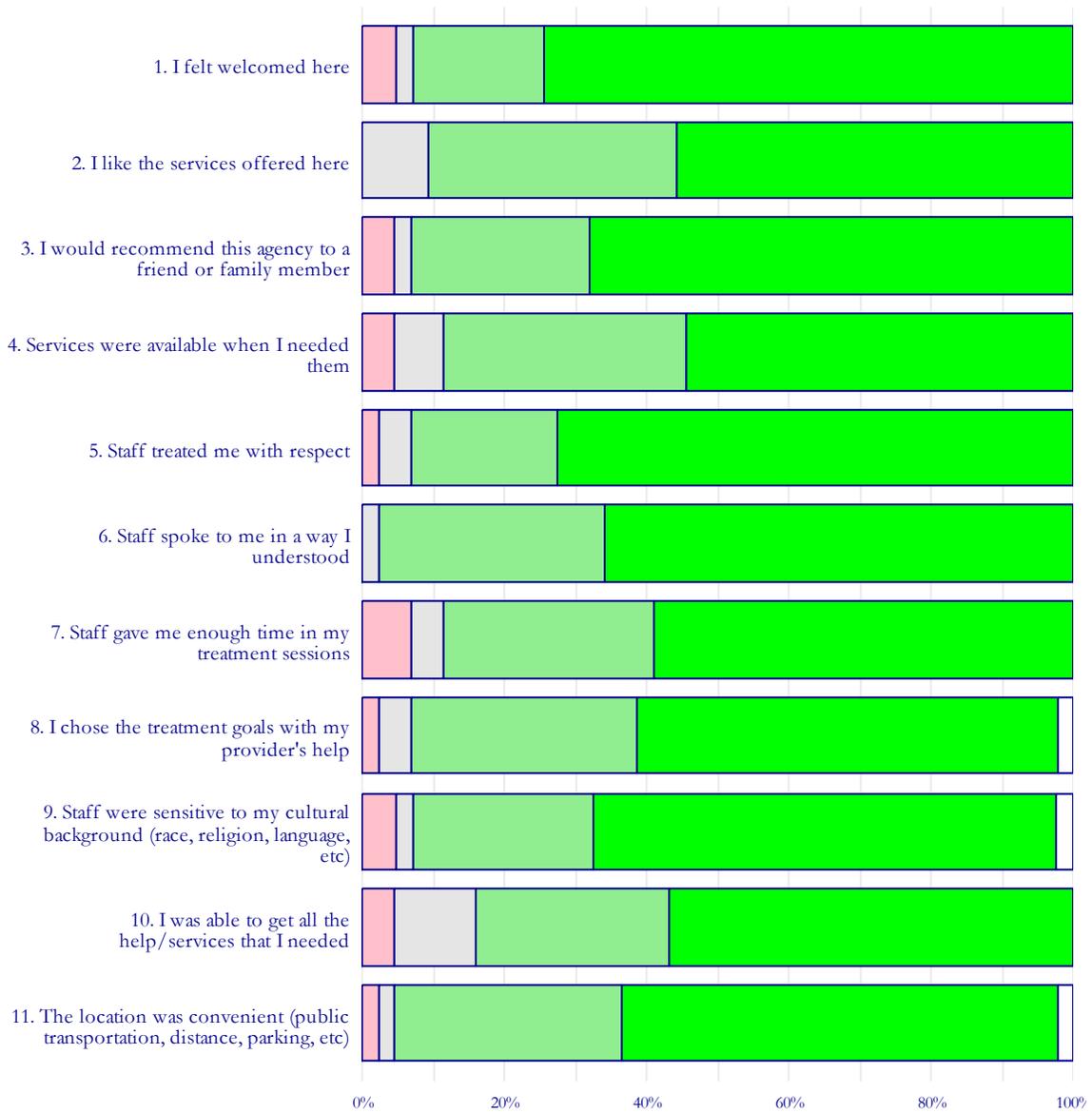
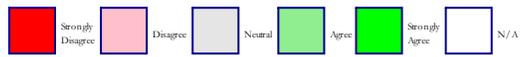
The average rating on all survey questions for HealthRIGHT 360 Dual Recovery Program: **4.51**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	HealthRIGHT 360 Dual Recovery Program	Other Programs	<b>Total</b>
Refused	1 2.2 %	92 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	44 97.8 %	2313 94.5 %	2357 94.6 %
<b>Total</b>	45 100 %	2447 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

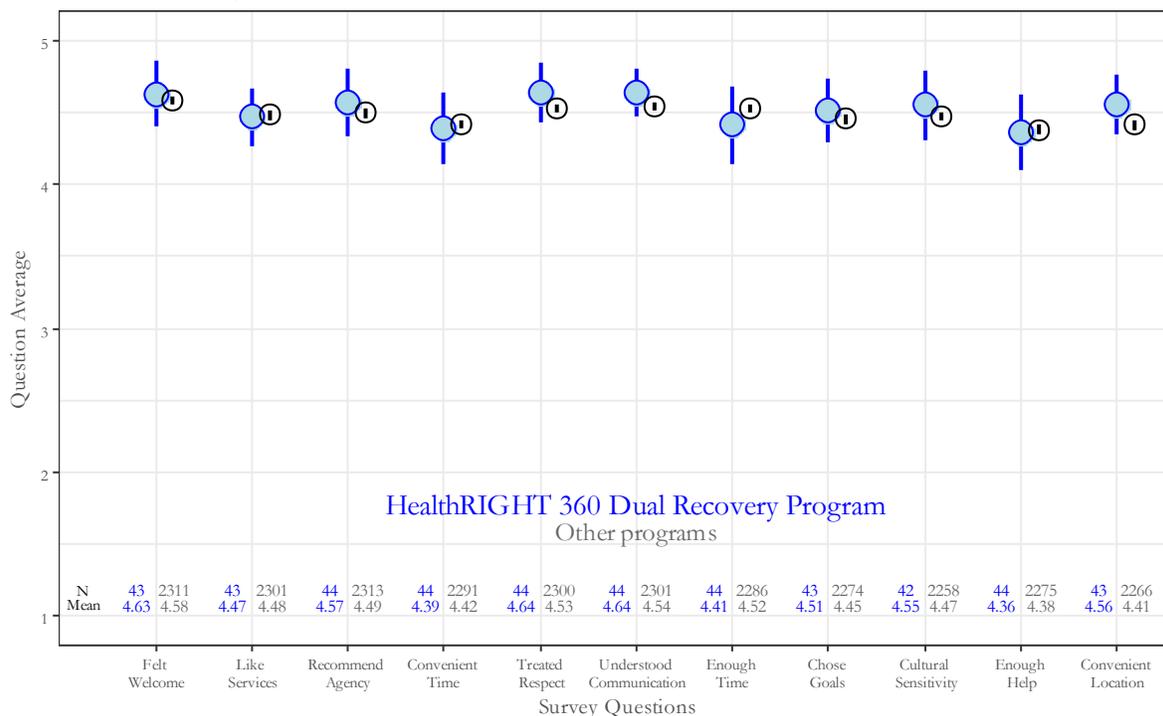
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	2 4.6 %	1 2.3 %	8 18.6 %	32 74.4 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	4 9.3 %	15 34.9 %	24 55.8 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	2 4.5 %	1 2.3 %	11 25.0 %	30 68.2 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	2 4.5 %	3 6.8 %	15 34.1 %	24 54.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 2.3 %	2 4.5 %	9 20.4 %	32 72.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 2.3 %	14 31.8 %	29 65.9 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	3 6.8 %	2 4.5 %	13 29.5 %	26 59.1 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	1 2.3 %	2 4.5 %	14 31.8 %	26 59.1 %	1 2.3 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 4.6 %	1 2.3 %	11 25.6 %	28 65.1 %	1 2.3 %
10. I was able to get all the help/services that I needed	0 0.0 %	2 4.5 %	5 11.4 %	12 27.3 %	25 56.8 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 2.3 %	1 2.3 %	14 31.8 %	27 61.4 %	1 2.3 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Family STRENGTH OP**  
 Program codes (RUs): 38731

Overall Satisfaction<sup>1</sup>  
**91.7%**

Survey Response Rate  
**80.0%**

There were surveys returned for 12 clients.

The satisfaction score (items 1-10) for this program: **4.49** out of five,  
 Other programs: **4.48**.

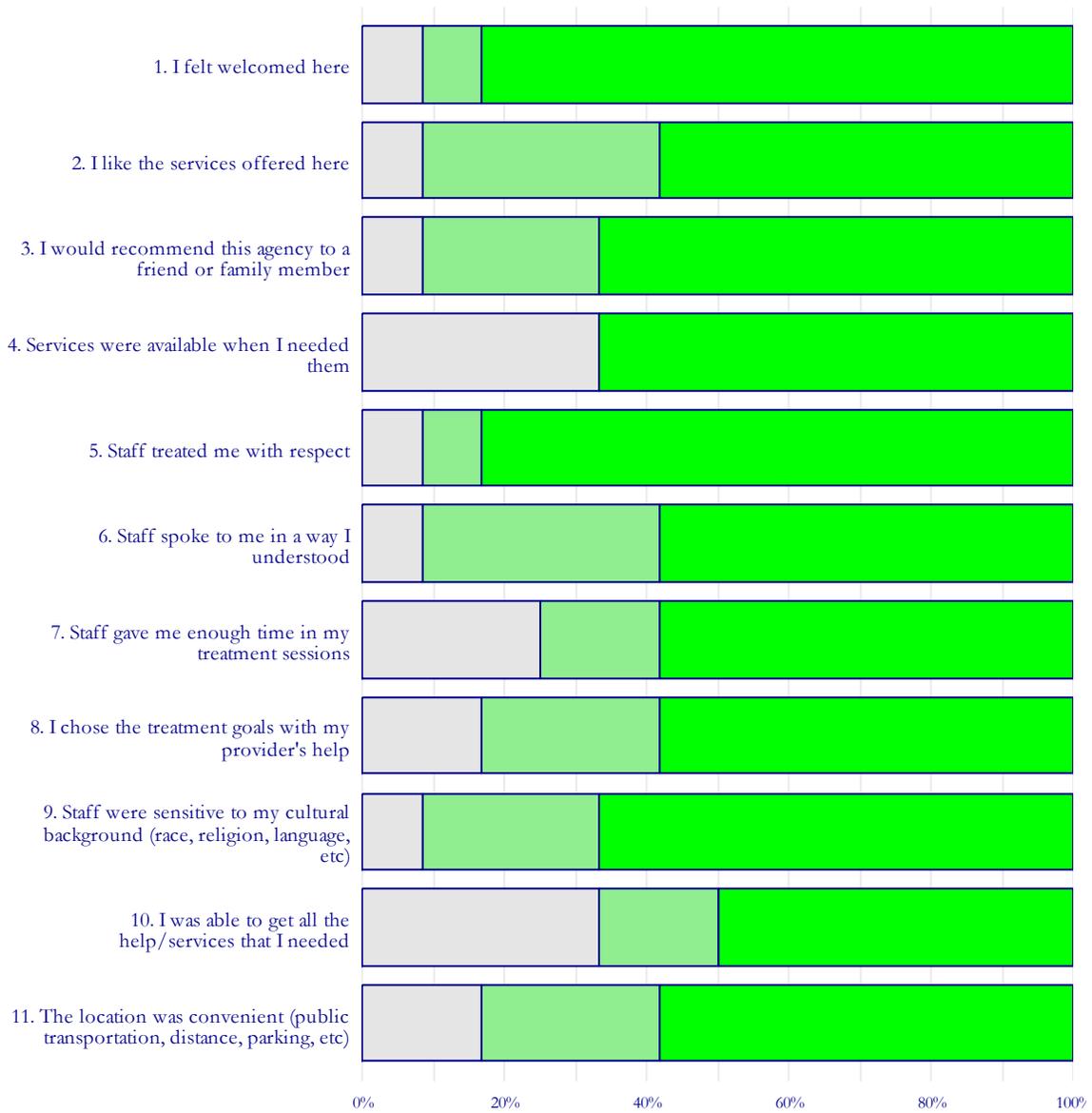
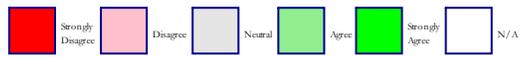
The average rating on all survey questions for HealthRIGHT 360 Family STRENGTH OP: **4.48**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>HealthRIGHT 360 Family STRENGTH OP</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	1 8.3 %	9 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	11 91.7 %	2346 94.6 %	2357 94.6 %
<b>Total</b>	12 100 %	2480 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

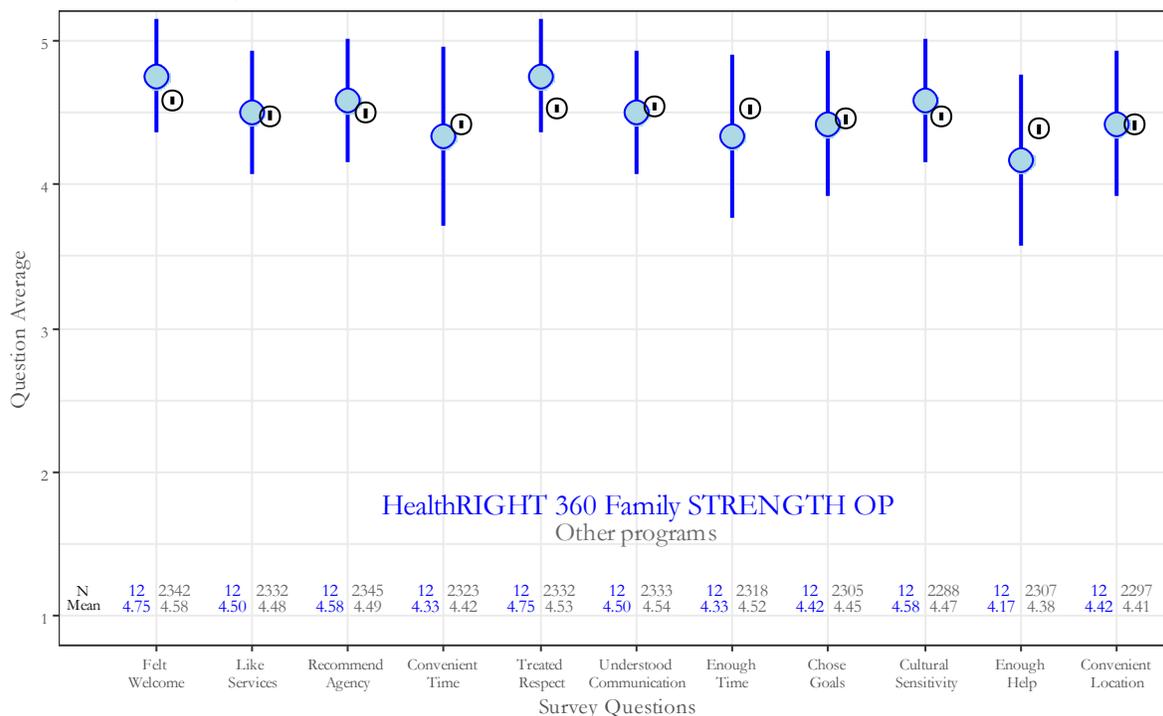
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	10 83.3 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	7 58.3 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	4 33.3 %	0 0.0 %	8 66.7 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 8.3 %	1 8.3 %	10 83.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	7 58.3 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 25.0 %	2 16.7 %	7 58.3 %	0 0.0 %
8. 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 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 8.3 %	3 25.0 %	8 66.7 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	4 33.3 %	2 16.7 %	6 50.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	7 58.3 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Men's Residential Hayes Street**  
 Program codes (RUs): 38342 3834SG-RES 87342

Overall Satisfaction<sup>1</sup>  
**91.1%**

Survey Response Rate  
**84.1%**

There were surveys returned for 90 clients.

The satisfaction score (items 1-10) for this program: **4.47** out of five,  
 Other programs: **4.48**.

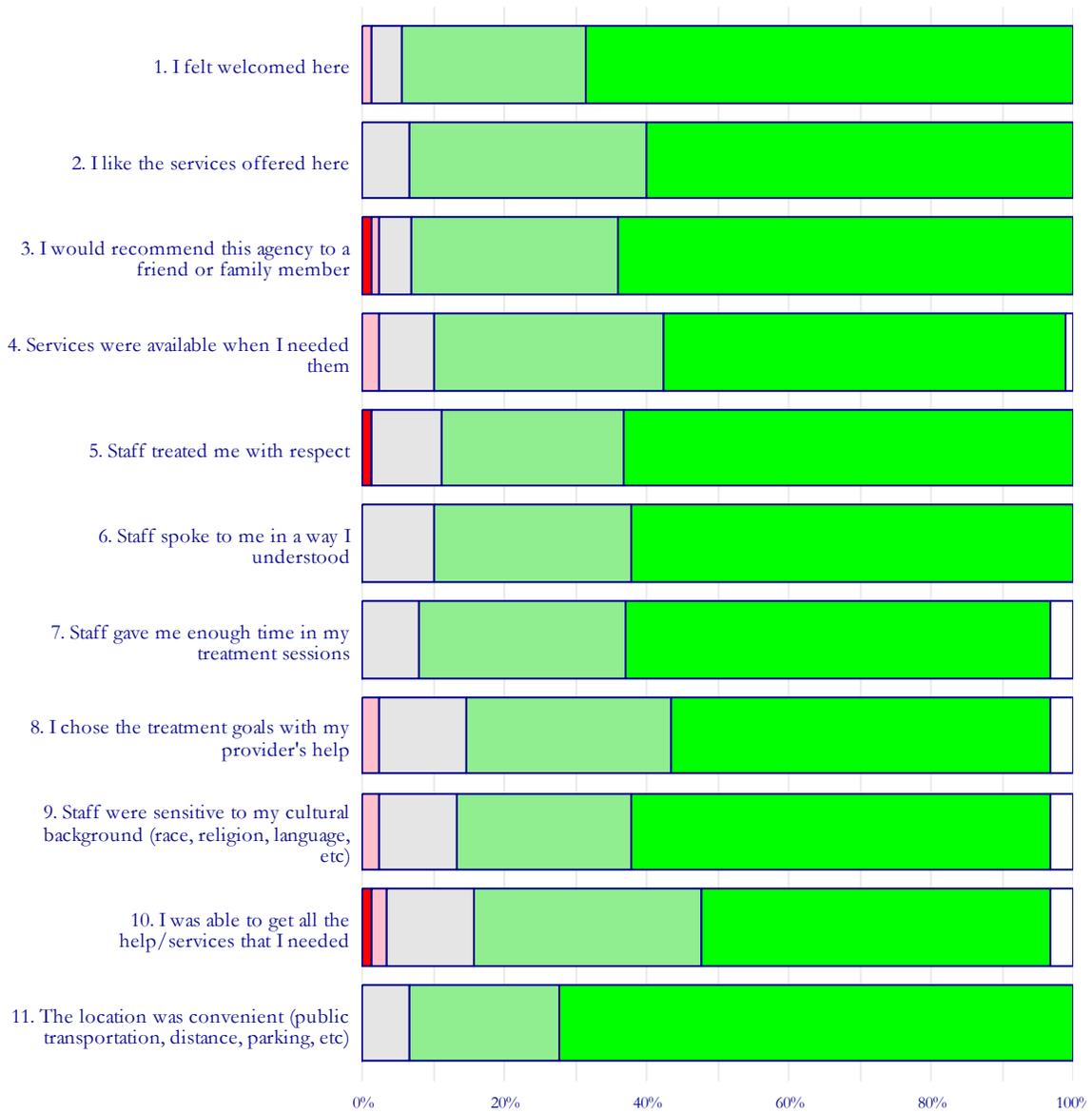
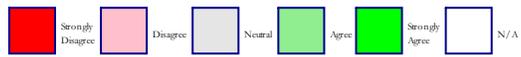
The average rating on all survey questions for HealthRIGHT 360 Men's Residential Hayes Street: **4.49**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>HealthRIGHT 360 Men's Residential Hayes Street</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.9 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	2 2.2 %	6 0.2 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	88 97.8 %	2269 94.5 %	2357 94.6 %
<b>Total</b>	90 100 %	2402 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey

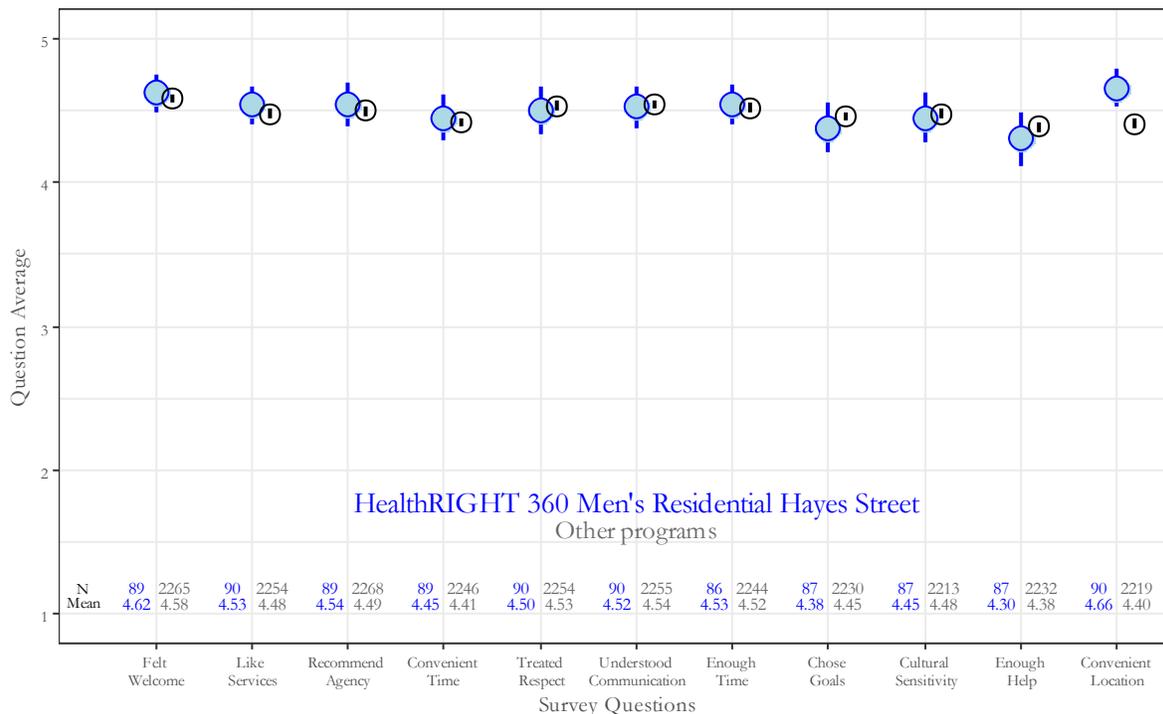




## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	1 1.1 %	4 4.5 %	23 25.8 %	61 68.5 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	6 6.7 %	30 33.3 %	54 60.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 1.1 %	1 1.1 %	4 4.5 %	26 29.2 %	57 64.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	2 2.2 %	7 7.8 %	29 32.2 %	51 56.7 %	1 1.1 %
5. Staff treated me with respect	1 1.1 %	0 0.0 %	9 10.0 %	23 25.6 %	57 63.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	9 10.0 %	25 27.8 %	56 62.2 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	7 7.9 %	26 29.2 %	53 59.6 %	3 3.4 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 2.2 %	11 12.2 %	26 28.9 %	48 53.3 %	3 3.3 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 2.2 %	10 11.1 %	22 24.4 %	53 58.9 %	3 3.3 %
10. I was able to get all the help/services that I needed	1 1.1 %	2 2.2 %	11 12.2 %	29 32.2 %	44 48.9 %	3 3.3 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	6 6.7 %	19 21.1 %	65 72.2 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Men's Satellite Program**  
 Program codes (RUs): 88077

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**100.0%**

There were surveys returned for 16 clients.

The satisfaction score (items 1-10) for this program: **4.81** out of five,  
 Other programs: **4.48**.

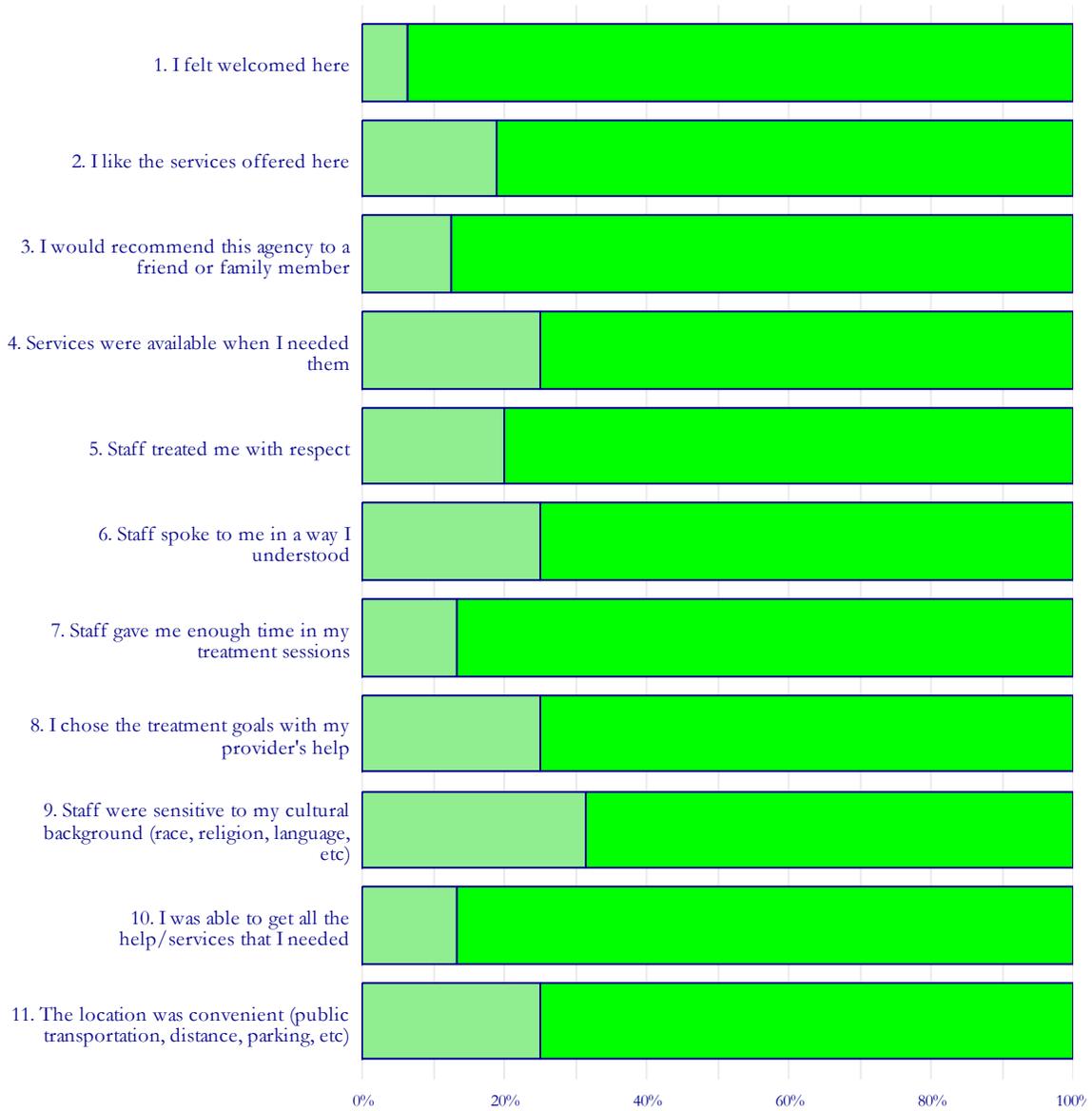
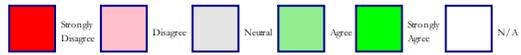
The average rating on all survey questions for HealthRIGHT 360 Men's Satellite Program: **4.80**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>HealthRIGHT 360 Men's Satellite Program</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	16 100 %	2341 94.5 %	2357 94.6 %
<b>Total</b>	16 100 %	2476 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

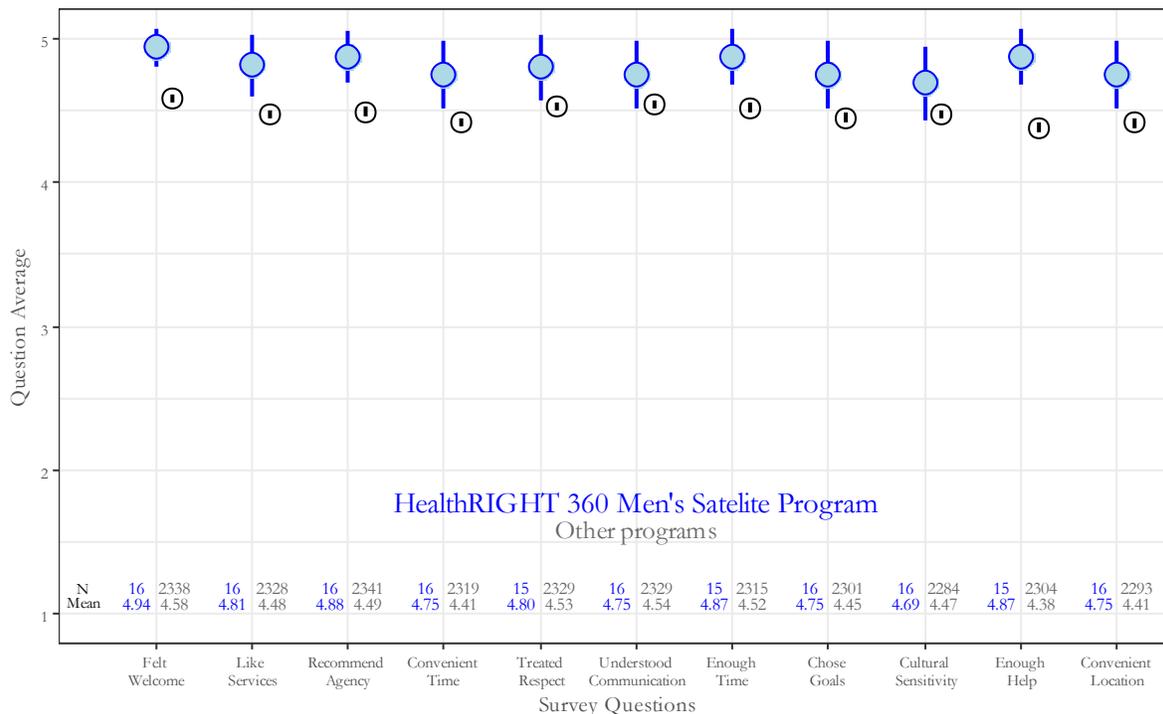
# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 6.2 %	15 93.8 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 18.8 %	13 81.2 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 12.5 %	14 87.5 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 25.0 %	12 75.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 25.0 %	12 75.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	13 86.7 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 25.0 %	12 75.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	13 86.7 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 25.0 %	12 75.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Outpatient Treatment**  
 Program codes (RUs): 3820OP

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**43.1%**

There were surveys returned for 22 clients.

The satisfaction score (items 1-10) for this program: **4.64** out of five,  
 Other programs: **4.48**.

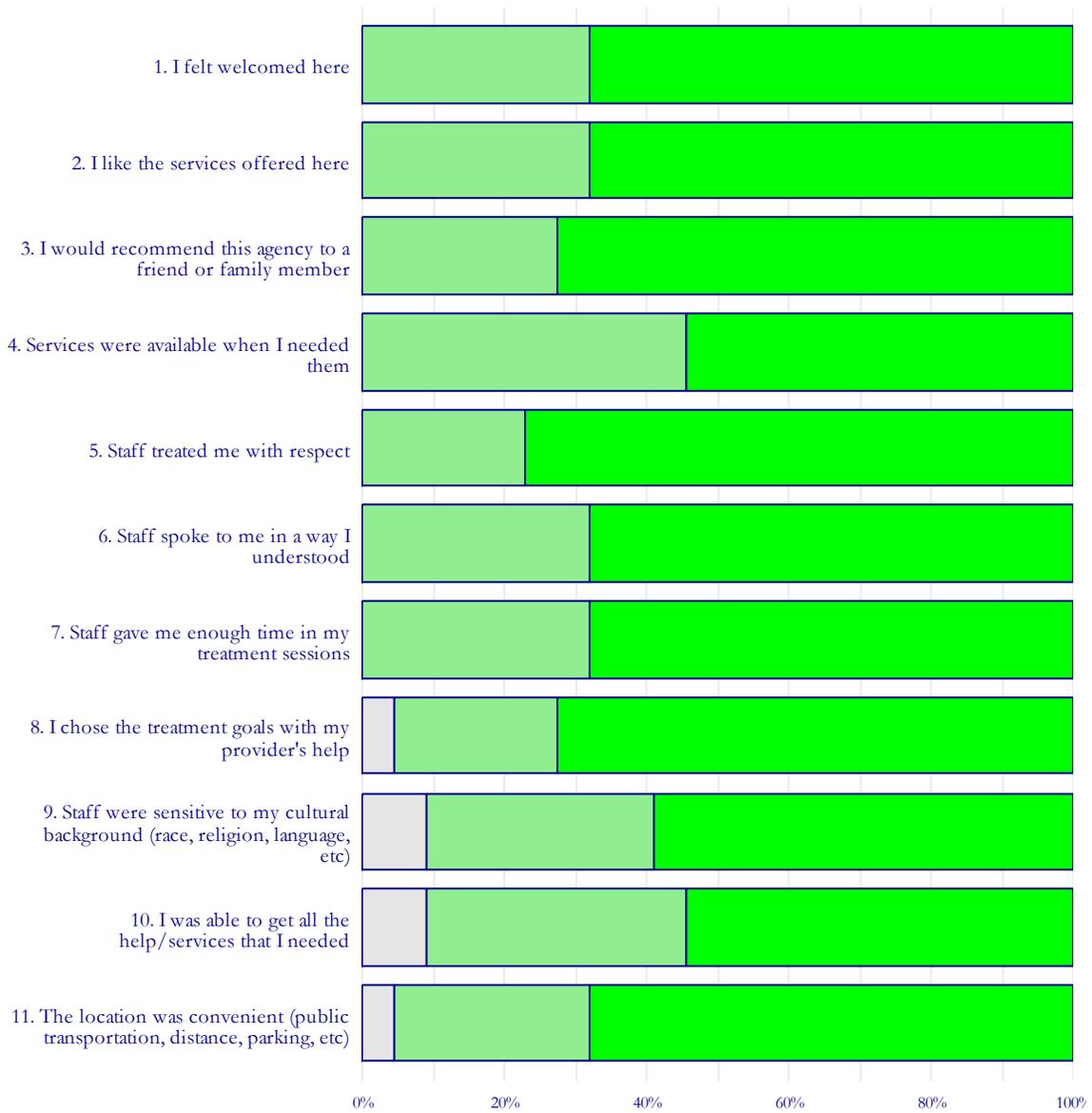
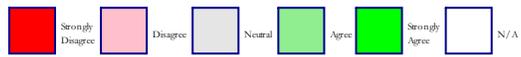
The average rating on all survey questions for HealthRIGHT 360 Outpatient Treatment: **4.64**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	HealthRIGHT 360 Outpatient Treatment	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	22 100 %	2335 94.5 %	2357 94.6 %
<b>Total</b>	22 100 %	2470 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

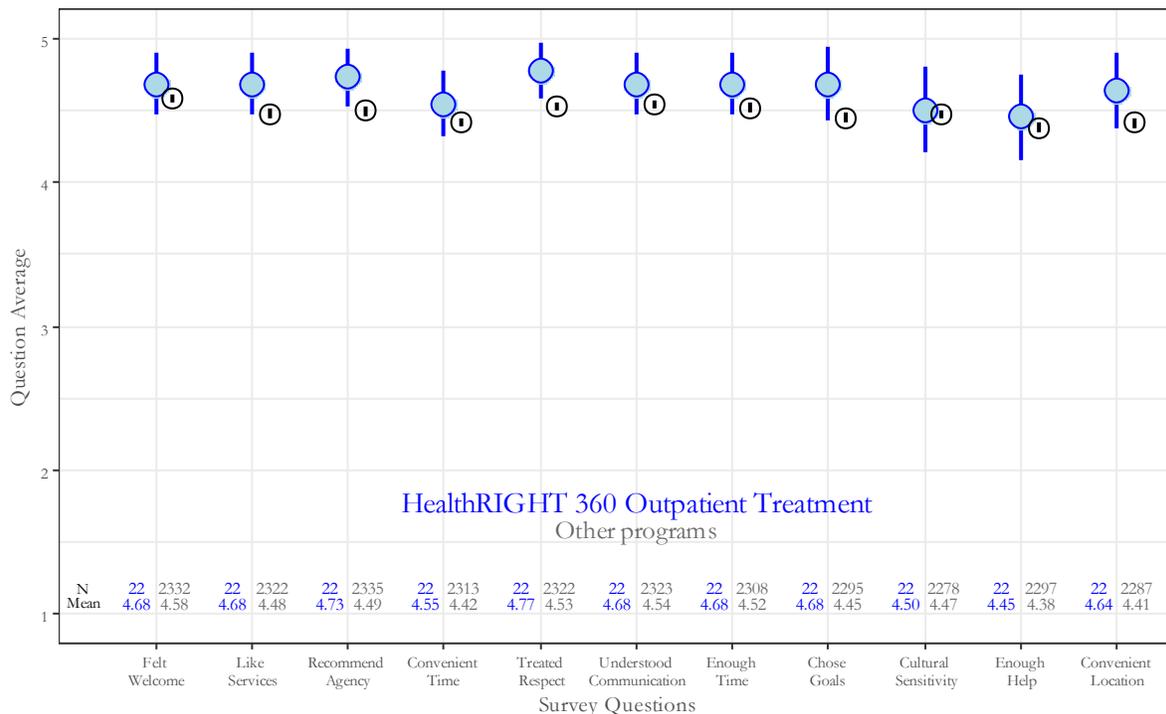
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	6 27.3 %	16 72.7 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	10 45.5 %	12 54.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	17 77.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 4.5 %	5 22.7 %	16 72.7 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 9.1 %	7 31.8 %	13 59.1 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 9.1 %	8 36.4 %	12 54.5 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 4.5 %	6 27.3 %	15 68.2 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Representative Payee Program**  
 Program codes (RUs): 88359

Overall Satisfaction<sup>1</sup>  
**92.6%**

Survey Response Rate  
**300.0%**

There were surveys returned for 36 clients.

The satisfaction score (items 1-10) for this program: **4.40** out of five,  
 Other programs: **4.48**.

The average rating on all survey questions for HealthRIGHT 360 Representative Payee Program: **4.39**  
 Other programs: **4.48**.

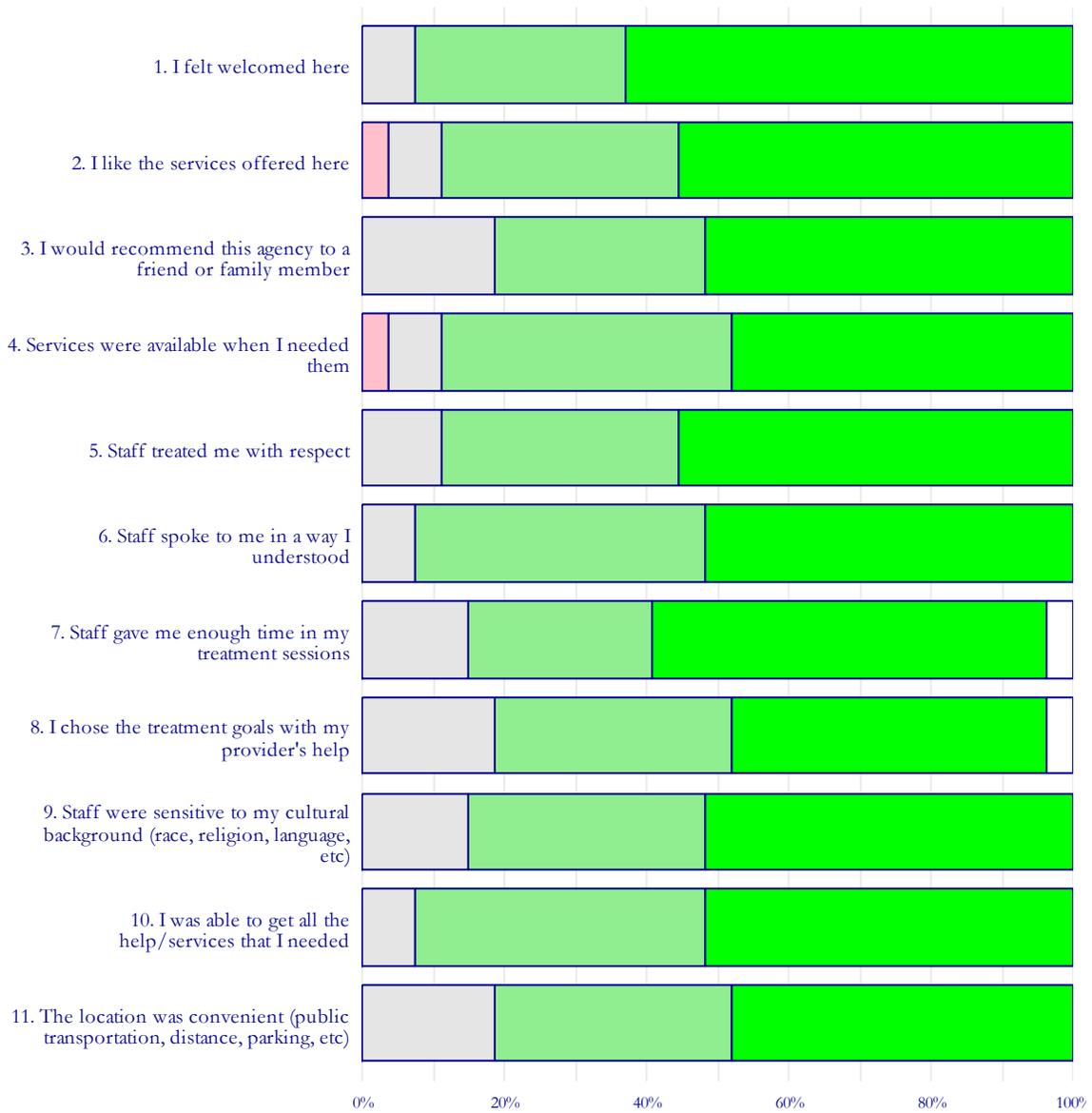
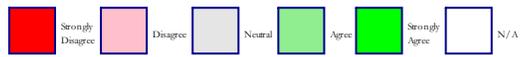
**Survey Compliance**

<b>Response</b>	<b>HealthRIGHT 360 Representative Payee Program</b>	<b>Other Programs</b>	<b>Total</b>
Refused	9 25 %	84 3.4 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	27 75 %	2330 94.9 %	2357 94.6 %
<b>Total</b>	36 100 %	2456 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.



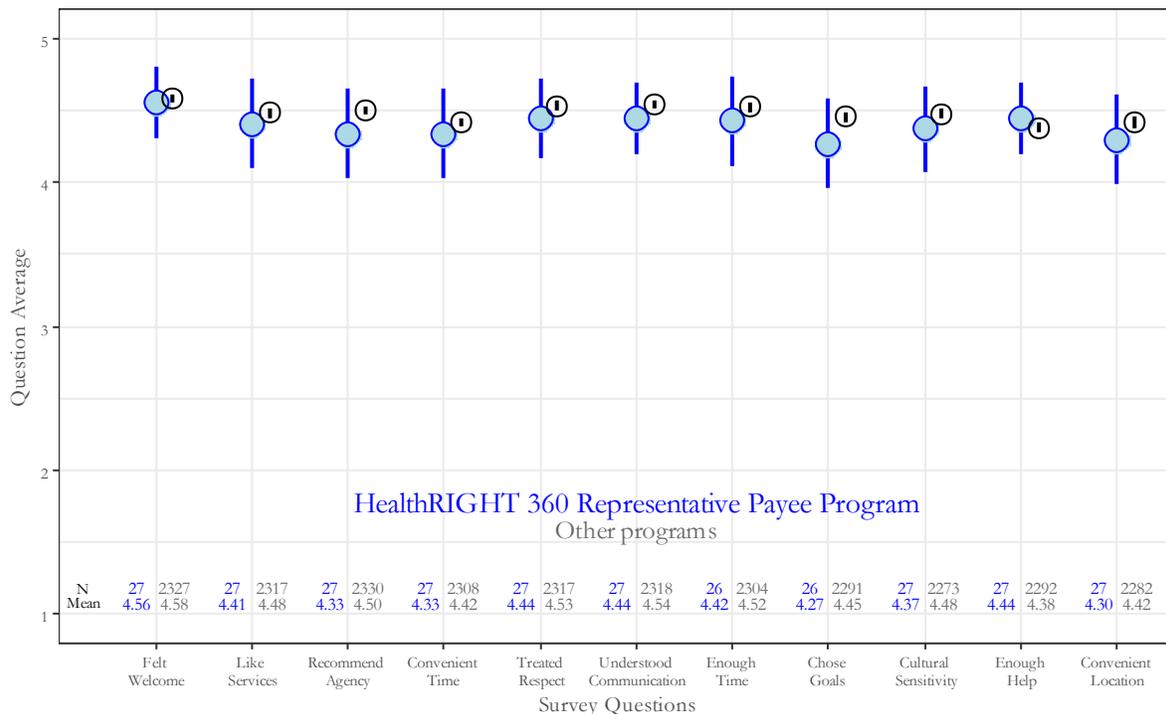
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	2 7.4 %	8 29.6 %	17 63.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	1 3.7 %	2 7.4 %	9 33.3 %	15 55.6 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	5 18.5 %	8 29.6 %	14 51.8 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	1 3.7 %	2 7.4 %	11 40.7 %	13 48.1 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	3 11.1 %	9 33.3 %	15 55.6 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 7.4 %	11 40.7 %	14 51.8 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	4 14.8 %	7 25.9 %	15 55.6 %	1 3.7 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	5 18.5 %	9 33.3 %	12 44.4 %	1 3.7 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 14.8 %	9 33.3 %	14 51.8 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 7.4 %	11 40.7 %	14 51.8 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	5 18.5 %	9 33.3 %	13 48.1 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Women's Hope**  
 Program codes (RUs): 89102

Overall Satisfaction<sup>1</sup>  
**60.0%**

Survey Response Rate  
**93.8%**

There were surveys returned for 15 clients.

The satisfaction score (items 1-10) for this program: **3.87** out of five,  
 Other programs: **4.49**.

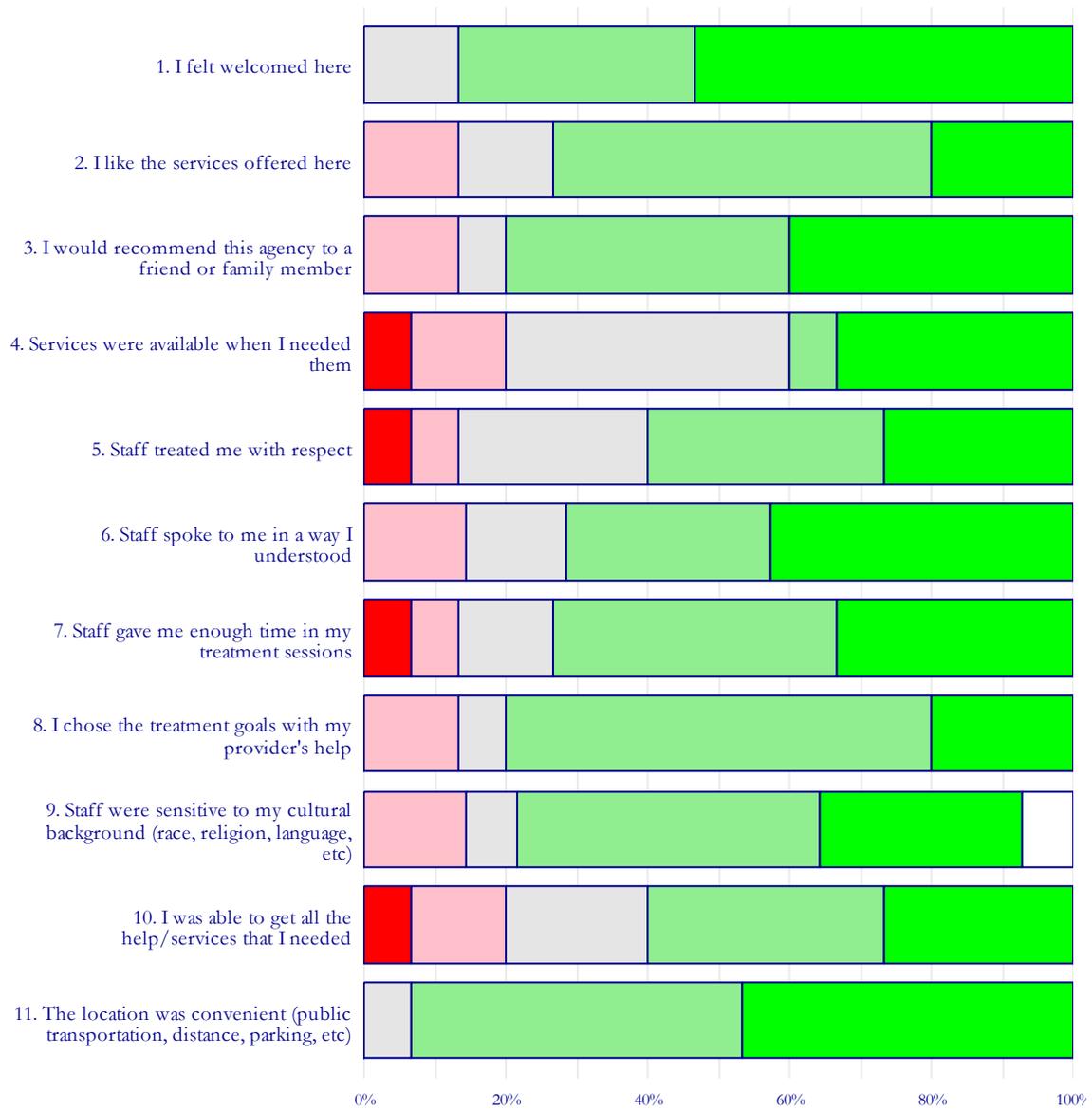
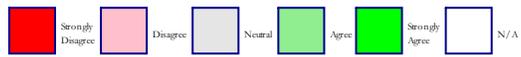
The average rating on all survey questions for HealthRIGHT 360 Women's Hope: **3.92**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	HealthRIGHT 360 Women's Hope	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	15 100 %	2342 94.5 %	2357 94.6 %
<b>Total</b>	15 100 %	2477 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

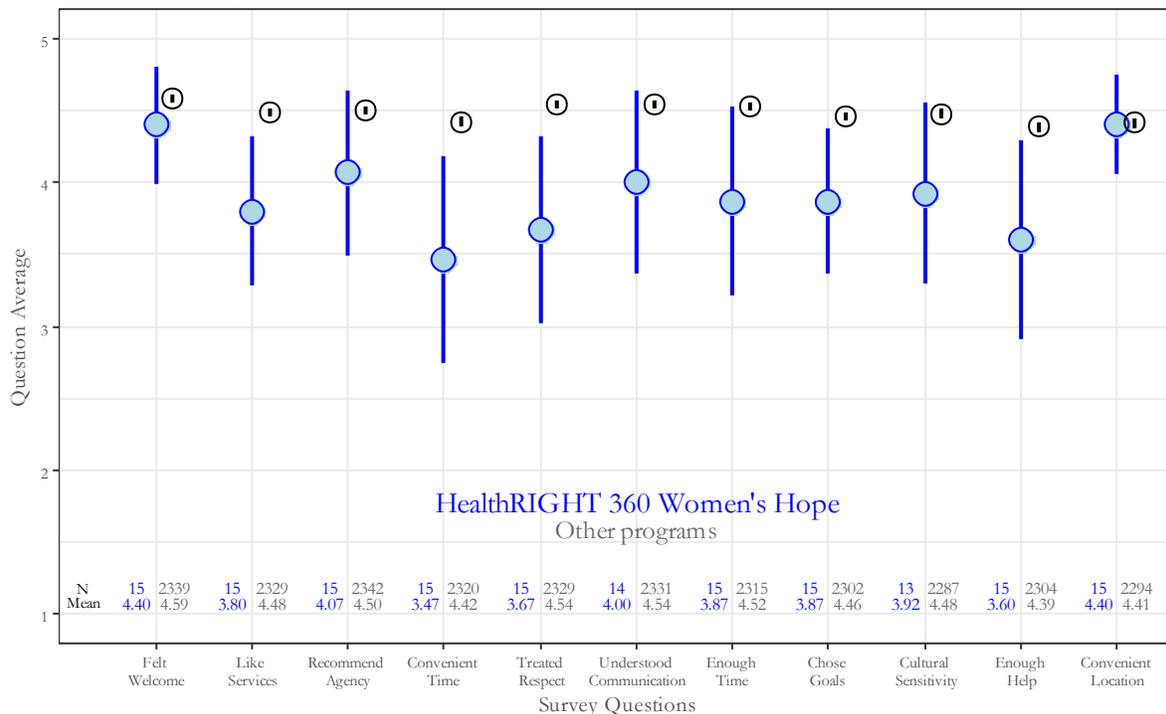
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	2 13.3 %	5 33.3 %	8 53.3 %	0 0.0 %
2. I like the services offered here	0 0.0 %	2 13.3 %	2 13.3 %	8 53.3 %	3 20.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	2 13.3 %	1 6.7 %	6 40.0 %	6 40.0 %	0 0.0 %
4. Services were available when I needed them	1 6.7 %	2 13.3 %	6 40.0 %	1 6.7 %	5 33.3 %	0 0.0 %
5. Staff treated me with respect	1 6.7 %	1 6.7 %	4 26.7 %	5 33.3 %	4 26.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	2 14.3 %	2 14.3 %	4 28.6 %	6 42.9 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	1 6.7 %	1 6.7 %	2 13.3 %	6 40.0 %	5 33.3 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 13.3 %	1 6.7 %	9 60.0 %	3 20.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 14.3 %	1 7.1 %	6 42.9 %	4 28.6 %	1 7.1 %
10. I was able to get all the help/services that I needed	1 6.7 %	2 13.3 %	3 20.0 %	5 33.3 %	4 26.7 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 6.7 %	7 46.7 %	7 46.7 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**HealthRIGHT 360 Women's Residential**  
 Program codes (RUs): 3805TG-RES 3805WR-RSD 3805WS-CSL

Overall Satisfaction<sup>1</sup>  
**82.4%**

Survey Response Rate  
**94.4%**

There were surveys returned for 51 clients.

The satisfaction score (items 1-10) for this program: **4.19** out of five,  
 Other programs: **4.49**.

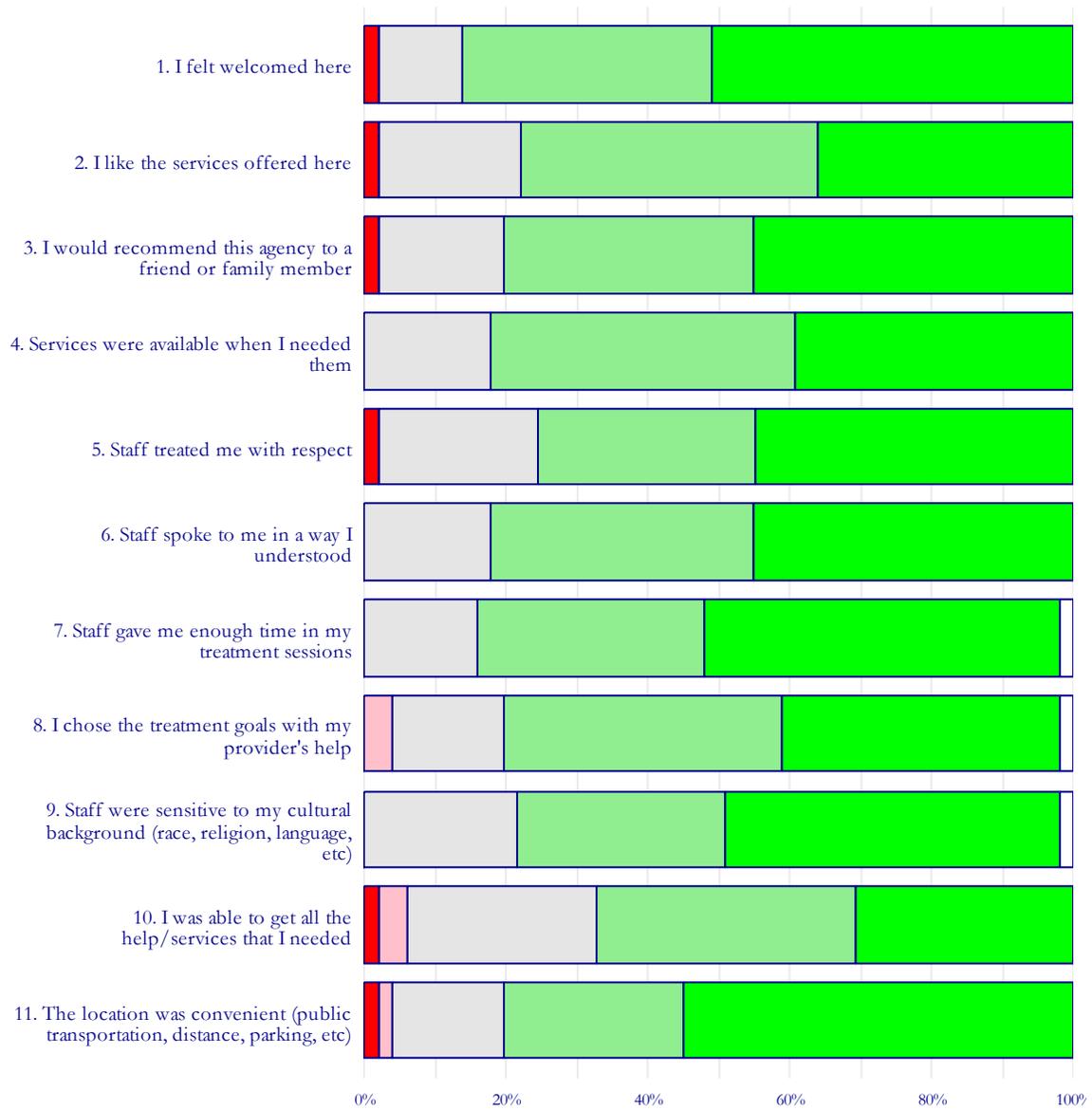
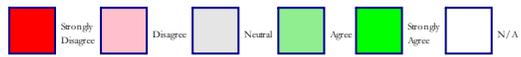
The average rating on all survey questions for HealthRIGHT 360 Women's Residential: **4.20**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	HealthRIGHT 360 Women's Residential	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	51 100 %	2306 94.5 %	2357 94.6 %
<b>Total</b>	51 100 %	2441 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

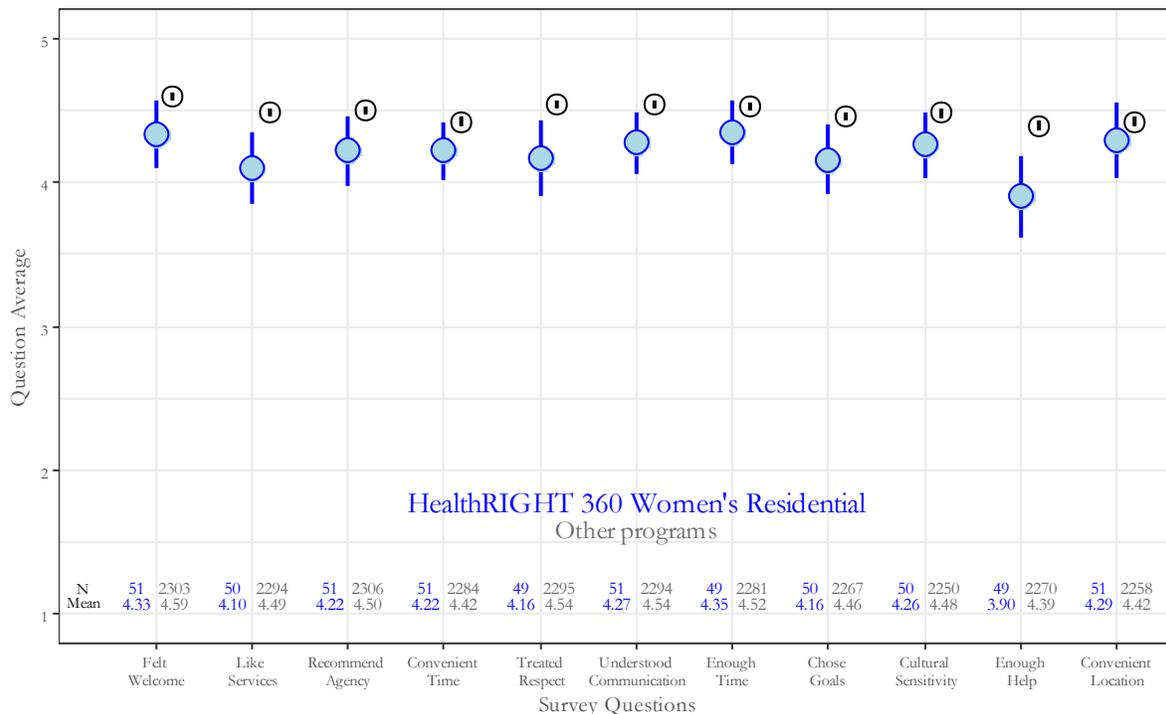
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	1 2.0 %	0 0.0 %	6 11.8 %	18 35.3 %	26 51.0 %	0 0.0 %
2. I like the services offered here	1 2.0 %	0 0.0 %	10 20.0 %	21 42.0 %	18 36.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 2.0 %	0 0.0 %	9 17.6 %	18 35.3 %	23 45.1 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	9 17.6 %	22 43.1 %	20 39.2 %	0 0.0 %
5. Staff treated me with respect	1 2.0 %	0 0.0 %	11 22.4 %	15 30.6 %	22 44.9 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	9 17.6 %	19 37.2 %	23 45.1 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	8 16.0 %	16 32.0 %	25 50.0 %	1 2.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 3.9 %	8 15.7 %	20 39.2 %	20 39.2 %	1 2.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	11 21.6 %	15 29.4 %	24 47.1 %	1 2.0 %
10. I was able to get all the help/services that I needed	1 2.0 %	2 4.1 %	13 26.5 %	18 36.7 %	15 30.6 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	1 2.0 %	1 2.0 %	8 15.7 %	13 25.5 %	28 54.9 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals







**Treatment Satisfaction Survey Report - Spring 2017**  
**Homeless Prenatal Program**  
 Program codes (RUs): 88049 99049

Overall Satisfaction<sup>1</sup>  
**96.0%**

Survey Response Rate  
**186.2%**

There were surveys returned for 54 clients.

The satisfaction score (items 1-10) for this program: **4.79** out of five,  
 Other programs: **4.48**.

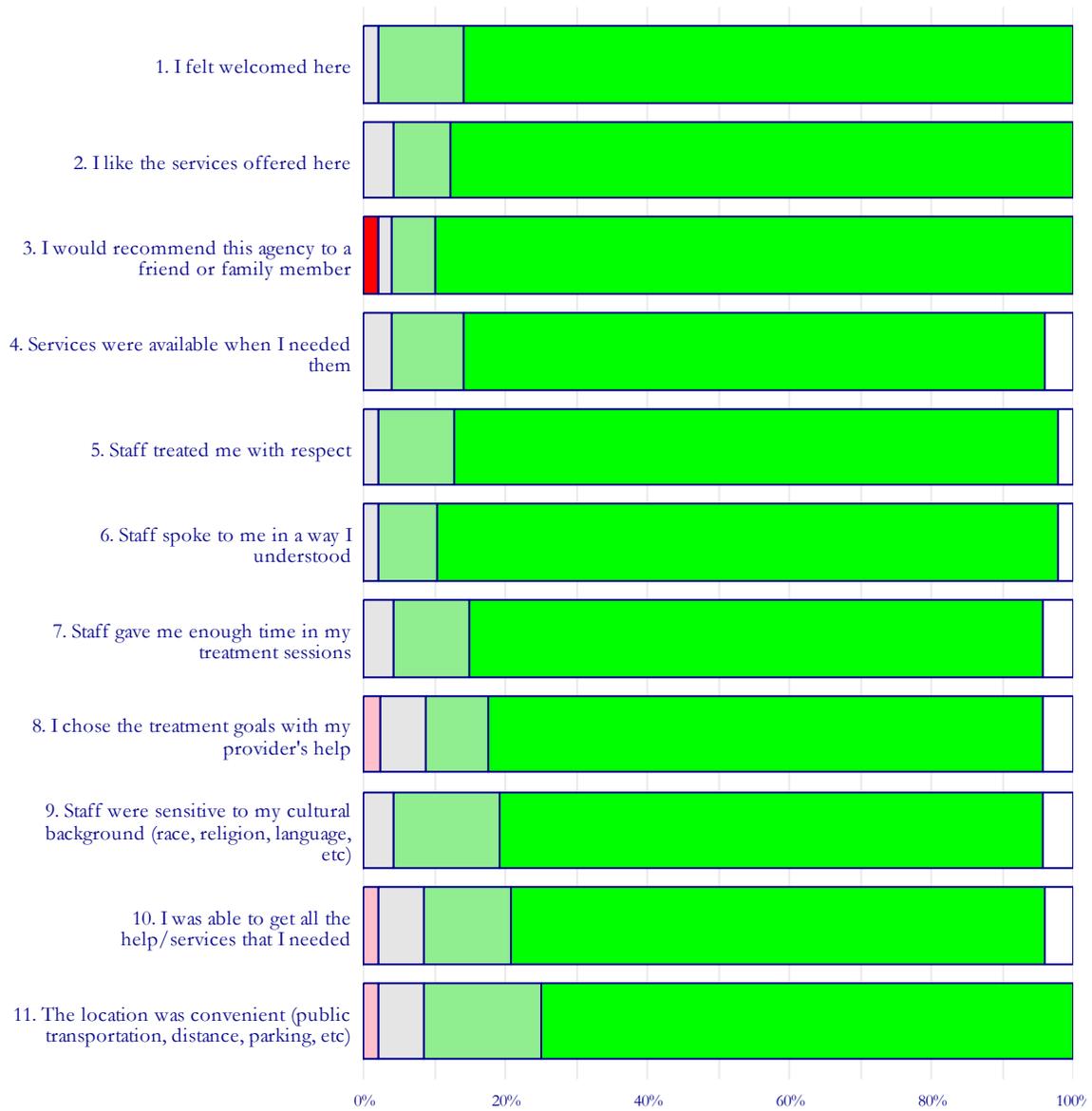
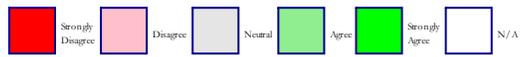
The average rating on all survey questions for Homeless Prenatal Program: **4.78**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	Homeless Prenatal Program	Other Programs	<b>Total</b>
Refused	3 5.6 %	90 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	1 1.9 %	9 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	50 92.6 %	2307 94.6 %	2357 94.6 %
<b>Total</b>	54 100 %	2438 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

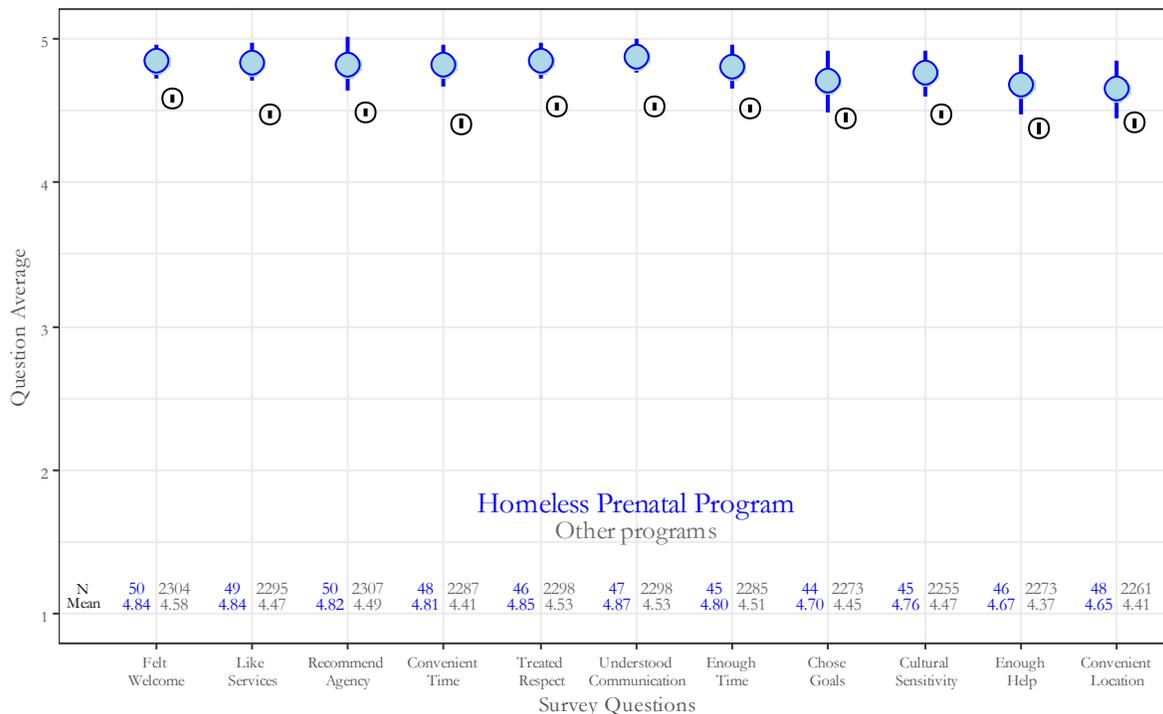
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	1 2.0 %	6 12.0 %	43 86.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	2 4.1 %	4 8.2 %	43 87.8 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 2.0 %	0 0.0 %	1 2.0 %	3 6.0 %	45 90.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 4.0 %	5 10.0 %	41 82.0 %	2 4.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 2.1 %	5 10.6 %	40 85.1 %	1 2.1 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 2.1 %	4 8.3 %	42 87.5 %	1 2.1 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 4.3 %	5 10.6 %	38 80.8 %	2 4.3 %
8. I chose the treatment goals with my provider's help	0 0.0 %	1 2.2 %	3 6.5 %	4 8.7 %	36 78.3 %	2 4.3 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 4.3 %	7 14.9 %	36 76.6 %	2 4.3 %
10. I was able to get all the help/services that I needed	0 0.0 %	1 2.1 %	3 6.2 %	6 12.5 %	36 75.0 %	2 4.2 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 2.1 %	3 6.2 %	8 16.7 %	36 75.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Hz SA Outpatient Treatment Services**  
 Program codes (RUs): 38241

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**88.7%**

There were surveys returned for 47 clients.

The satisfaction score (items 1-10) for this program: **4.76** out of five,  
 Other programs: **4.48**.

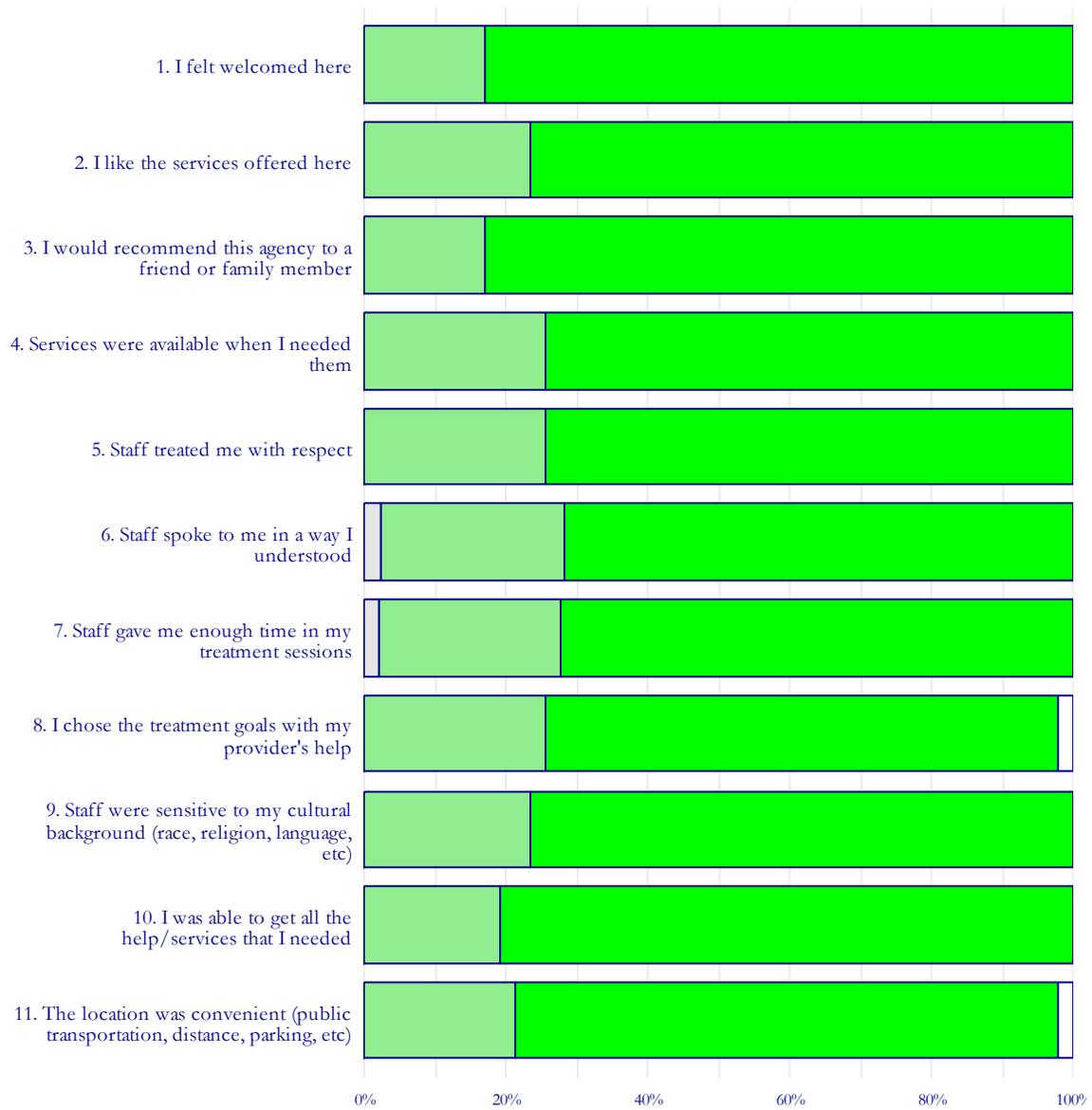
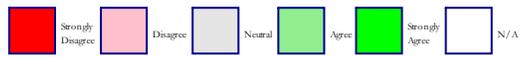
The average rating on all survey questions for Hz SA Outpatient Treatment Services: **4.76**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>Hz SA Outpatient Treatment Services</b>	<b>Other Programs</b>	<b>Total</b>
Refused	2 4.3 %	91 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	45 95.7 %	2312 94.6 %	2357 94.6 %
<b>Total</b>	47 100 %	2445 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

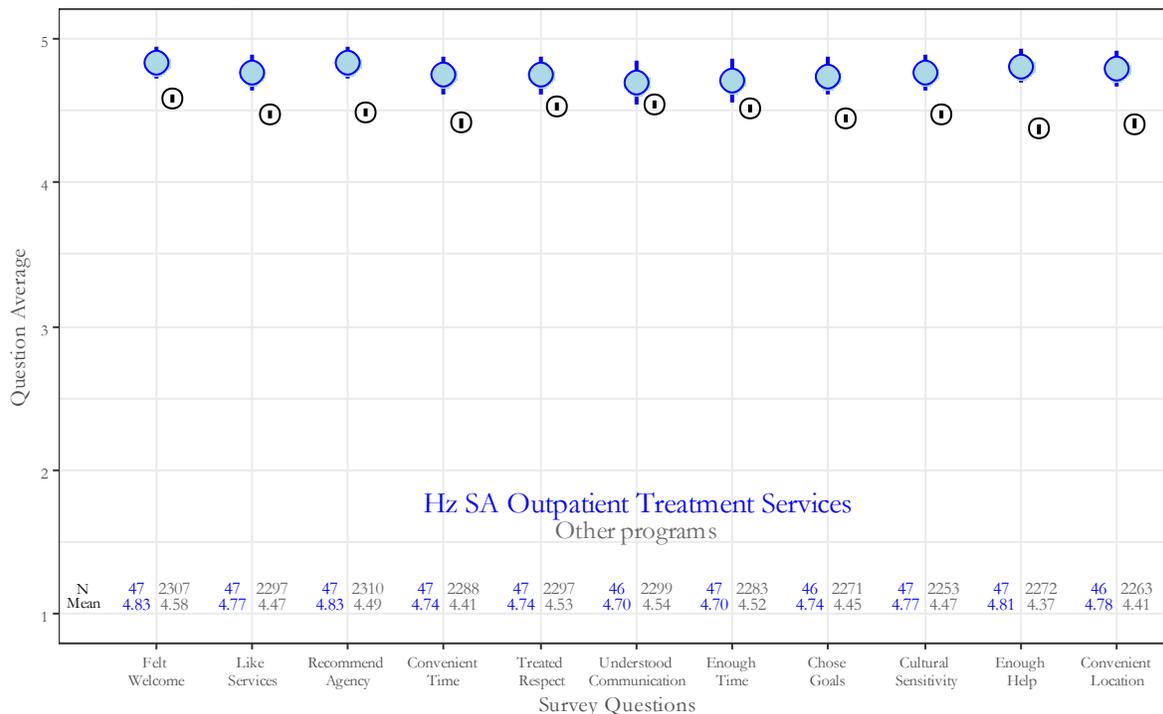
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	8 17.0 %	39 83.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	11 23.4 %	36 76.6 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	8 17.0 %	39 83.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	12 25.5 %	35 74.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	12 25.5 %	35 74.5 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 2.2 %	12 26.1 %	33 71.7 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 2.1 %	12 25.5 %	34 72.3 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	12 25.5 %	34 72.3 %	1 2.1 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	11 23.4 %	36 76.6 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	9 19.1 %	38 80.8 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	10 21.3 %	36 76.6 %	1 2.1 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**LC Casa Aviva**  
 Program codes (RUs): 38932

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**100.0%**

There were surveys returned for 4 clients.

The satisfaction score (items 1-10) for this program: **4.70** out of five,  
 Other programs: **4.48**.

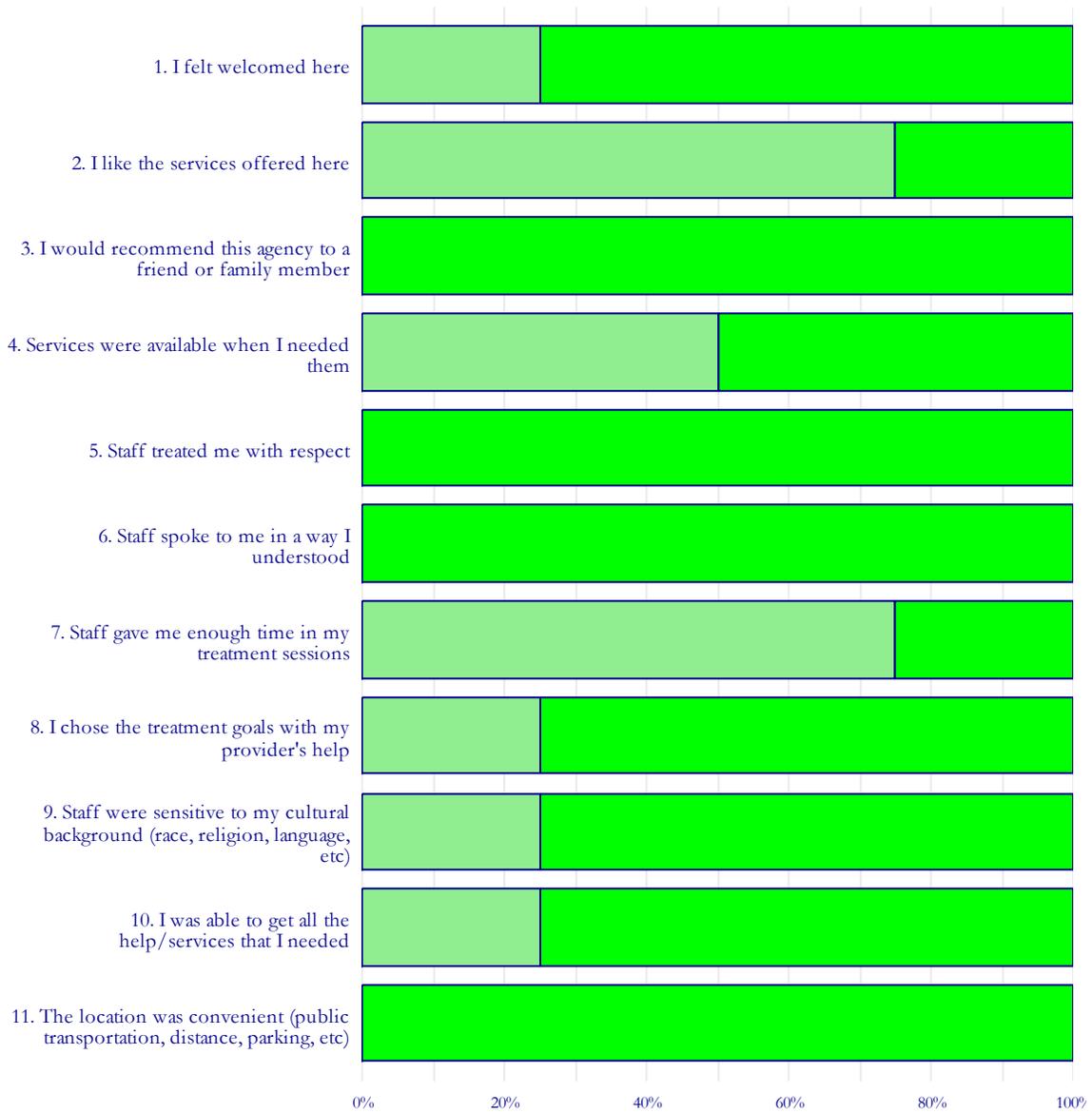
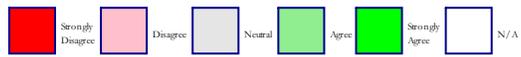
The average rating on all survey questions for LC Casa Aviva: **4.73**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>LC Casa Aviva</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	4 100 %	2353 94.6 %	2357 94.6 %
<b>Total</b>	4 100 %	2488 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

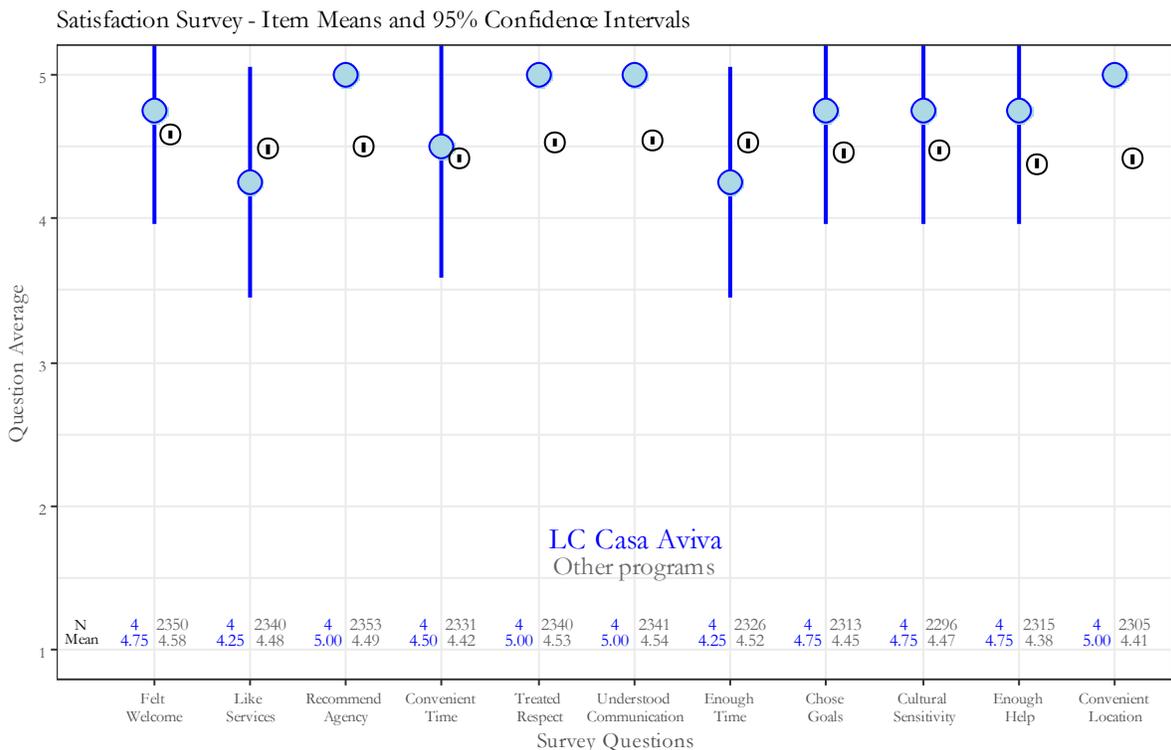
# Satisfaction Survey





## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	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 %	4 100.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 75.0 %	1 25.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**LC Casa Ollin**  
 Program codes (RUs): 3847HV-RES 97037

Overall Satisfaction<sup>1</sup>  
**83.3%**

Survey Response Rate  
**109.1%**

There were surveys returned for 12 clients.

The satisfaction score (items 1-10) for this program: **4.43** out of five,  
 Other programs: **4.48**.

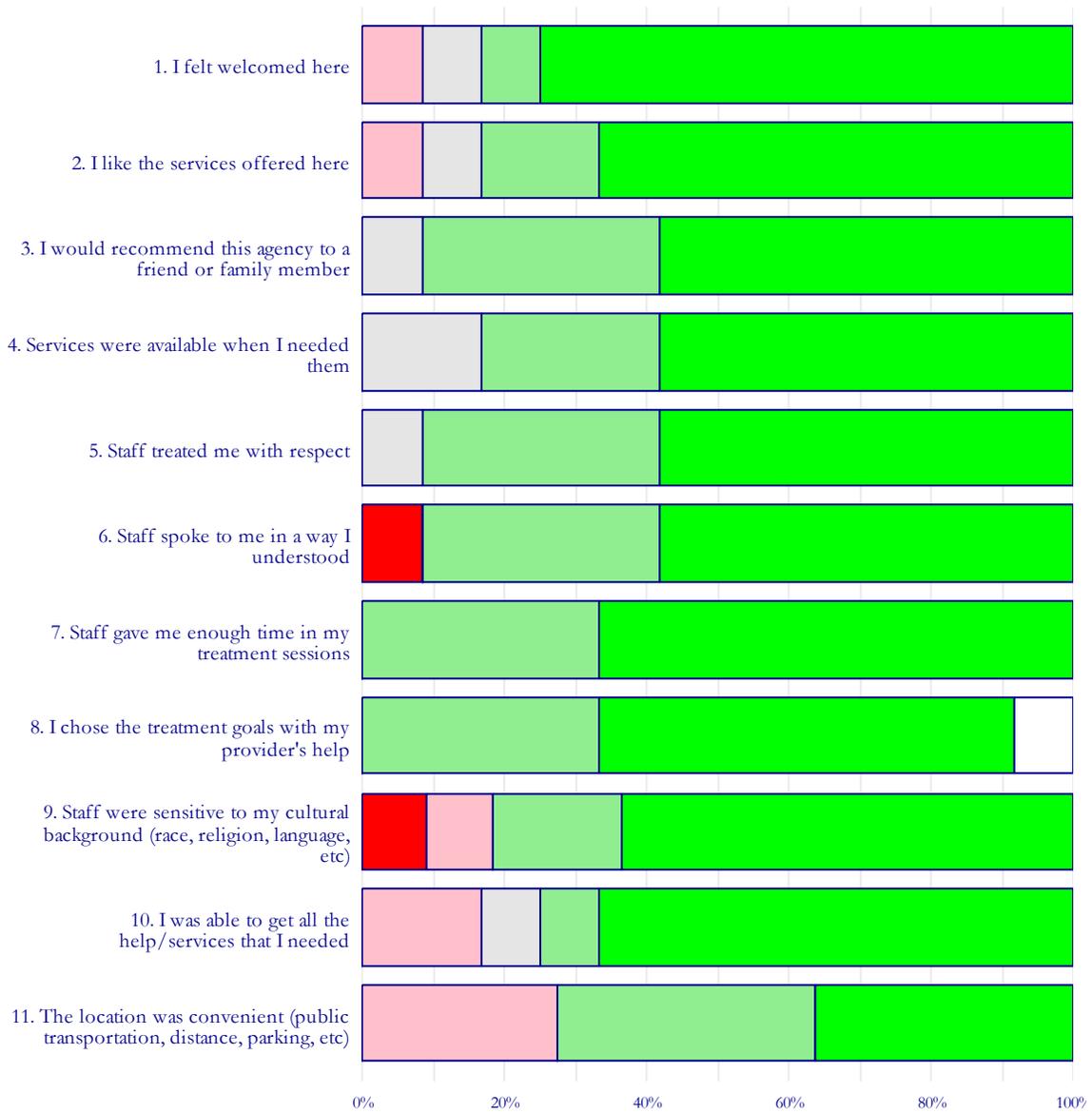
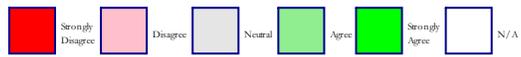
The average rating on all survey questions for LC Casa Ollin: **4.38**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>LC Casa Ollin</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	12 100 %	2345 94.6 %	2357 94.6 %
<b>Total</b>	12 100 %	2480 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

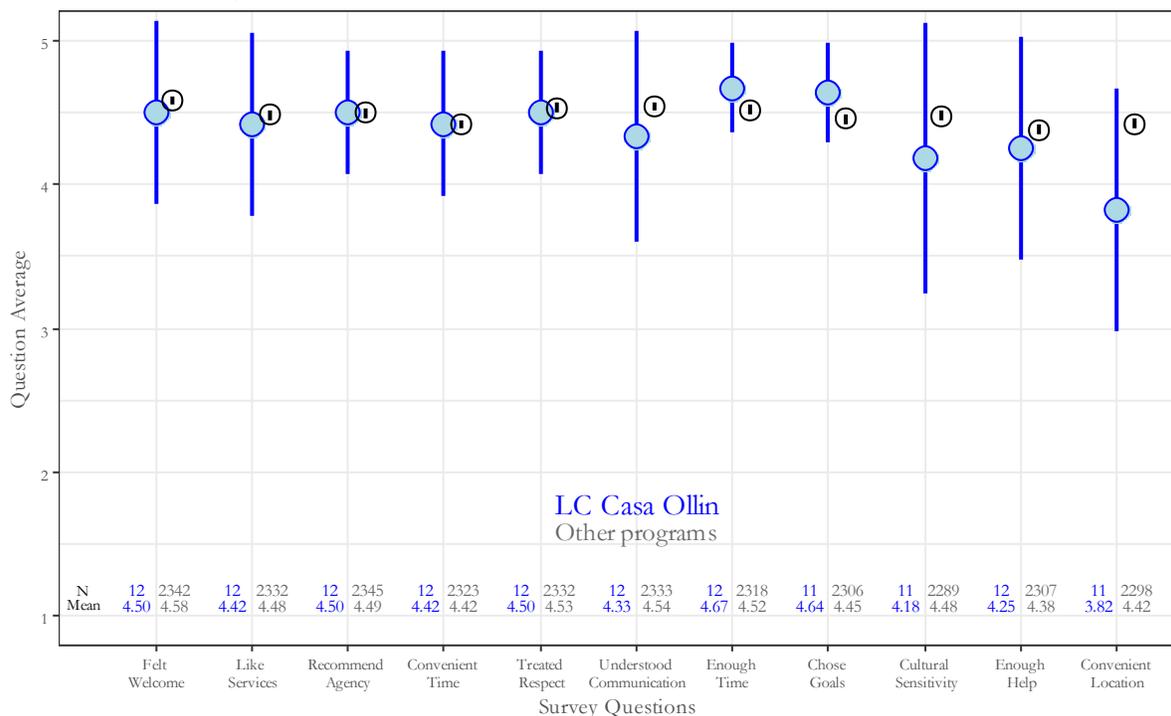
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	1 8.3 %	1 8.3 %	1 8.3 %	9 75.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	8 66.7 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	7 58.3 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	2 16.7 %	3 25.0 %	7 58.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 8.3 %	4 33.3 %	7 58.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	1 8.3 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	0 0.0 %
7. 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 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	7 58.3 %	1 8.3 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	1 9.1 %	1 9.1 %	0 0.0 %	2 18.2 %	7 63.6 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	2 16.7 %	1 8.3 %	1 8.3 %	8 66.7 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	3 27.3 %	0 0.0 %	4 36.4 %	4 36.4 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**LC Casa Quetzal**  
 Program codes (RUs): 38472

Overall Satisfaction<sup>1</sup>  
**80.0%**

Survey Response Rate  
**100.0%**

There were surveys returned for 5 clients.

The satisfaction score (items 1-10) for this program: **4.08** out of five,  
 Other programs: **4.48**.

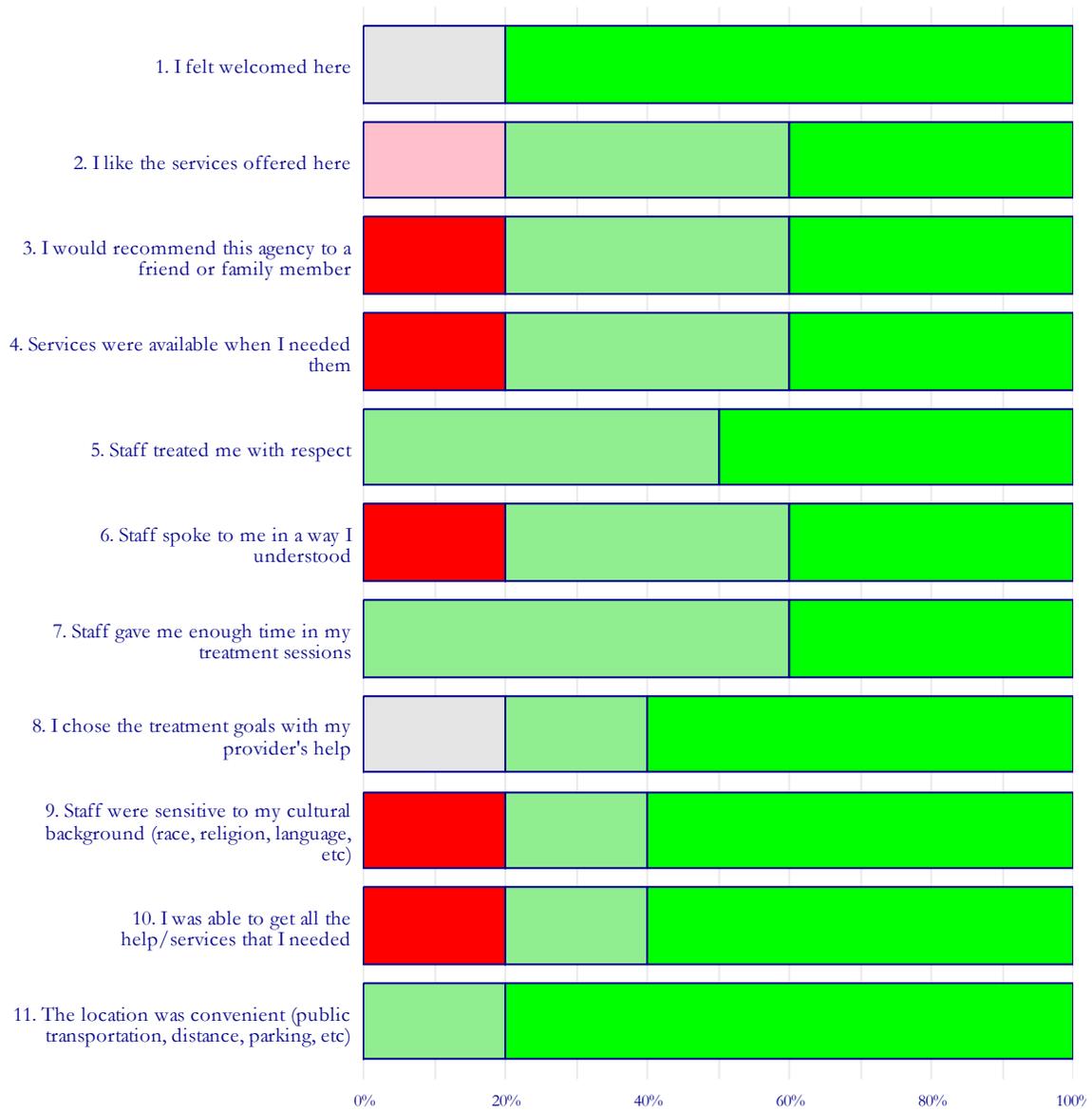
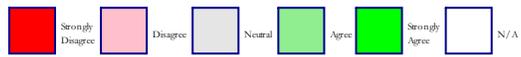
The average rating on all survey questions for LC Casa Quetzal: **4.15**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>LC Casa Quetzal</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	5 100 %	2352 94.6 %	2357 94.6 %
<b>Total</b>	5 100 %	2487 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

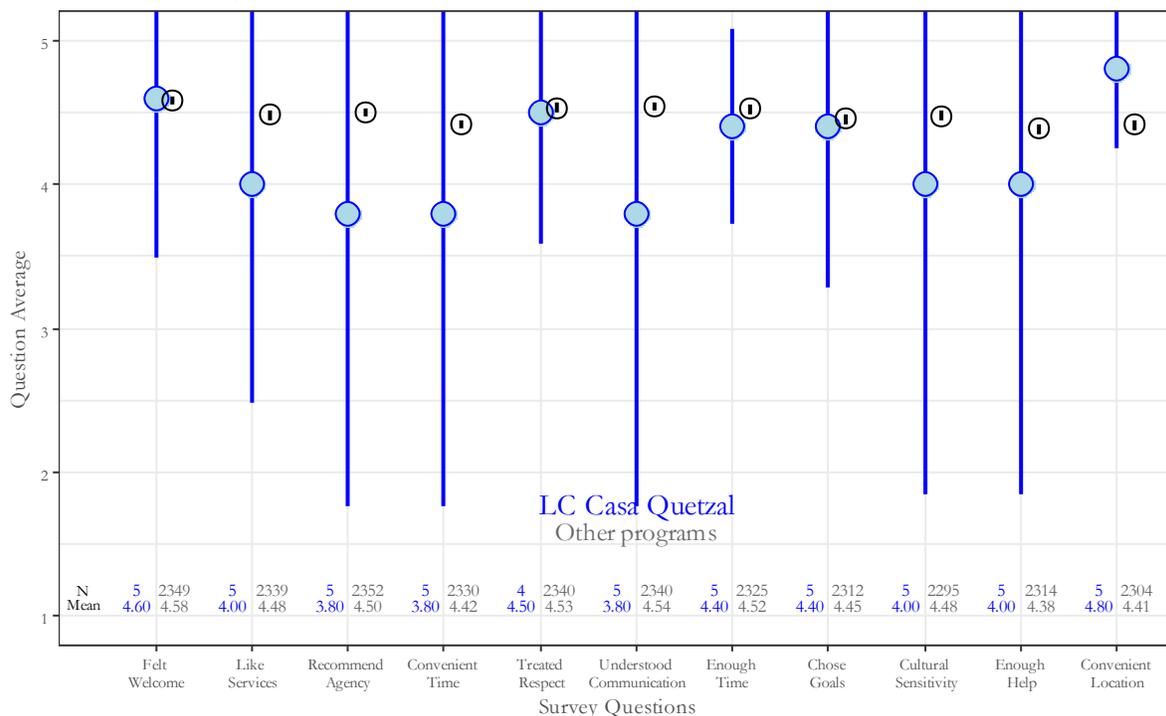
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	1 20.0 %	0 0.0 %	4 80.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	1 20.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 20.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %
4. Services were available when I needed them	1 20.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	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 %
6. Staff spoke to me in a way I understood	1 20.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	1 20.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**MC Family Day Treatment**  
 Program codes (RUs): 38718

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**122.2%**

There were surveys returned for 22 clients.

The satisfaction score (items 1-10) for this program: **4.80** out of five,  
 Other programs: **4.48**.

The average rating on all survey questions for MC Family Day Treatment: **4.79**  
 Other programs: **4.47**.

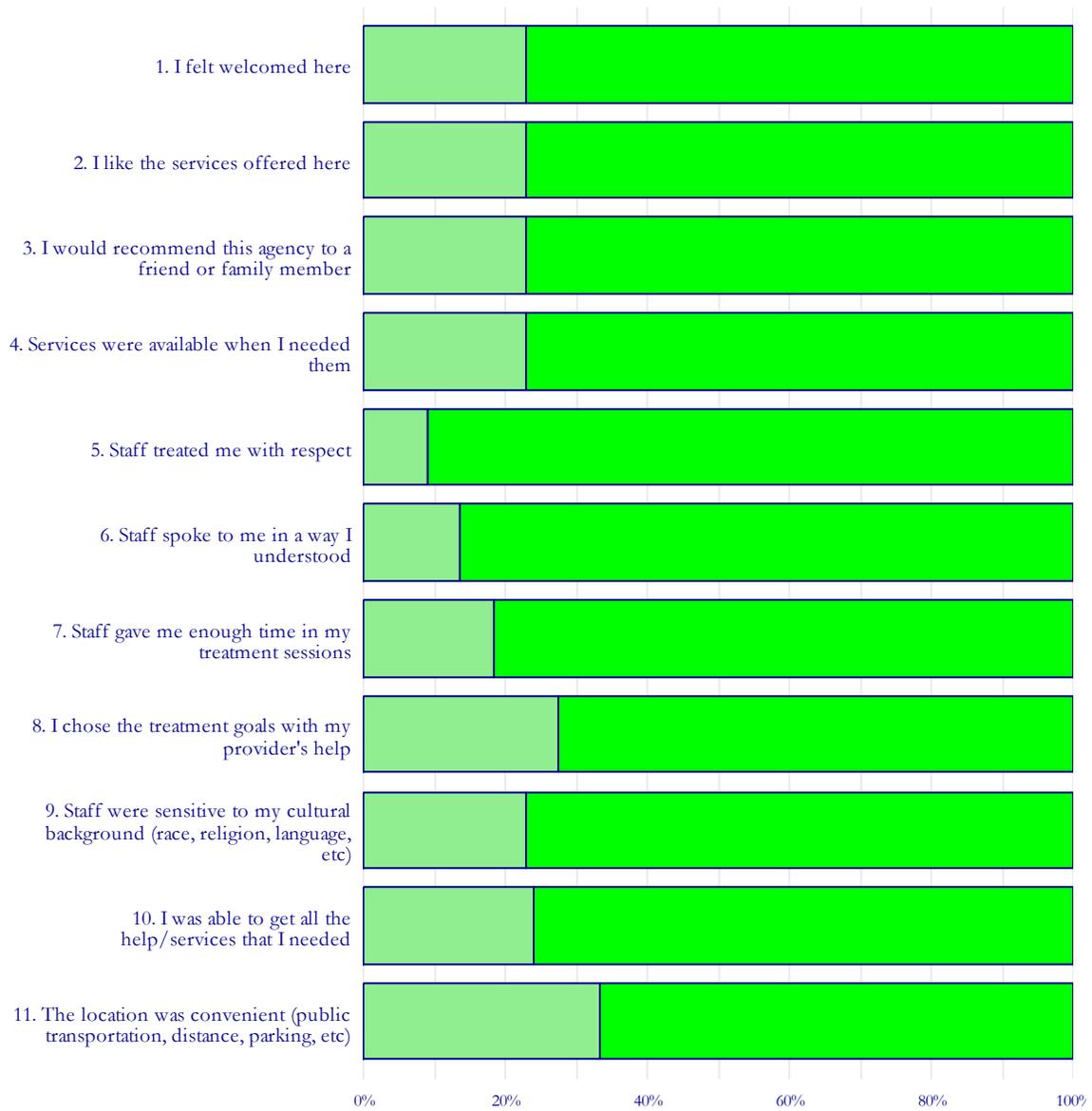
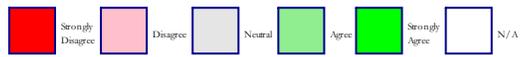
**Survey Compliance**

<b>Response</b>	<b>MC Family Day Treatment</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	22 100 %	2335 94.5 %	2357 94.6 %
<b>Total</b>	22 100 %	2470 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.



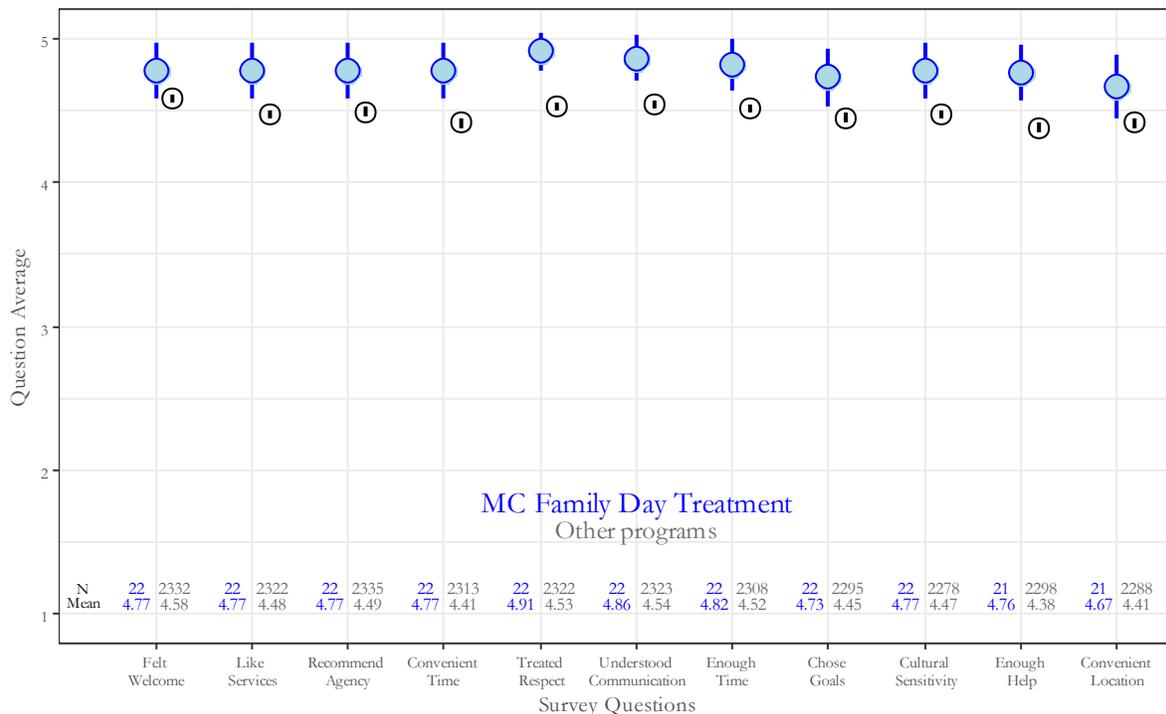
# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	17 77.3 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	17 77.3 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	17 77.3 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	17 77.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 9.1 %	20 90.9 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 13.6 %	19 86.4 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	18 81.8 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	6 27.3 %	16 72.7 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 22.7 %	17 77.3 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	5 23.8 %	16 76.2 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	14 66.7 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**MC Outpatient**  
 Program codes (RUs): 38561

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**73.1%**

There were surveys returned for 19 clients.

The satisfaction score (items 1-10) for this program: **4.82** out of five,  
 Other programs: **4.48**.

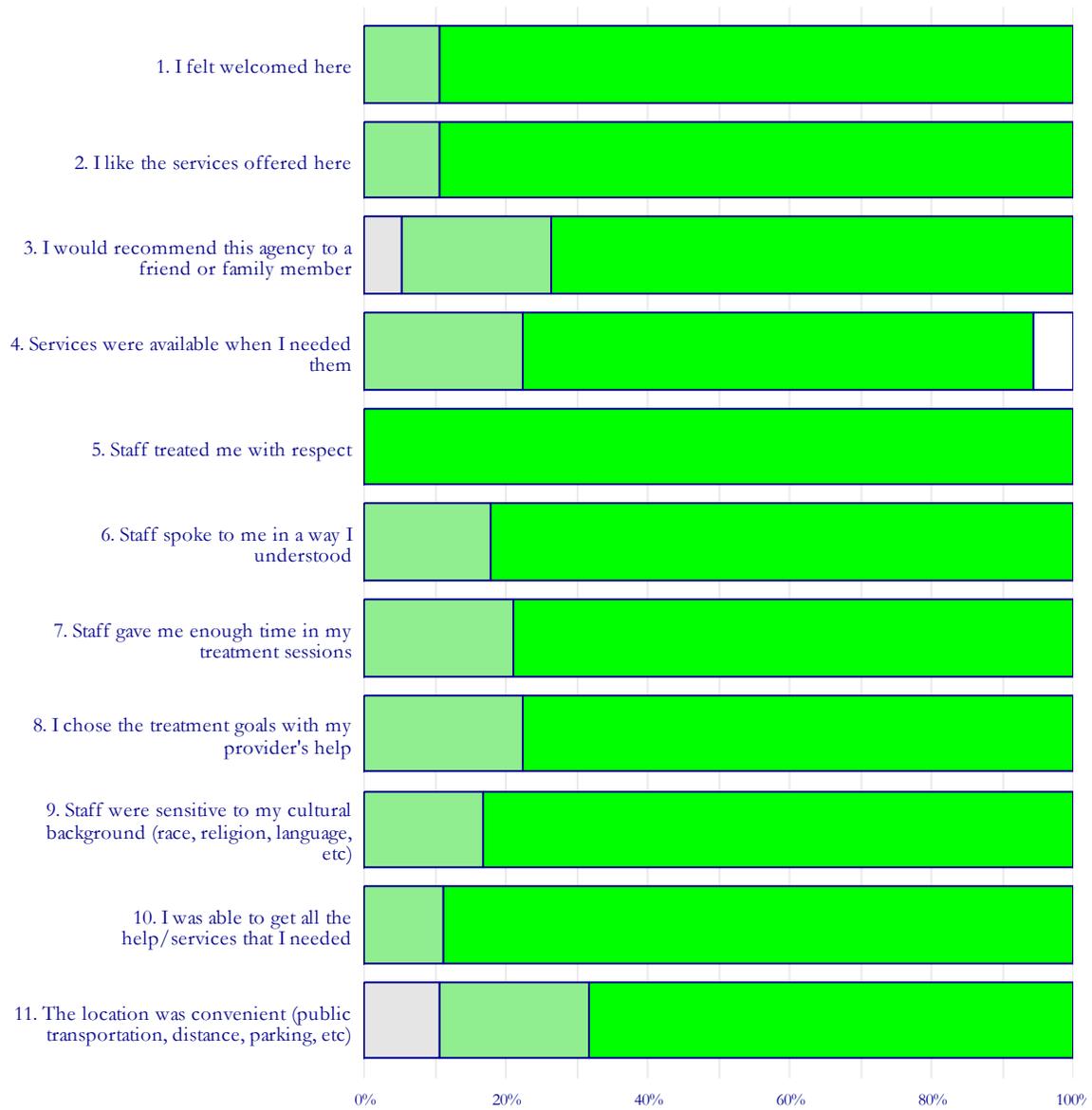
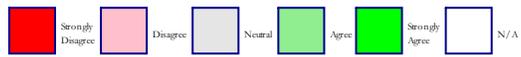
The average rating on all survey questions for MC Outpatient: **4.80**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>MC Outpatient</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	19 100 %	2338 94.5 %	2357 94.6 %
<b>Total</b>	19 100 %	2473 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

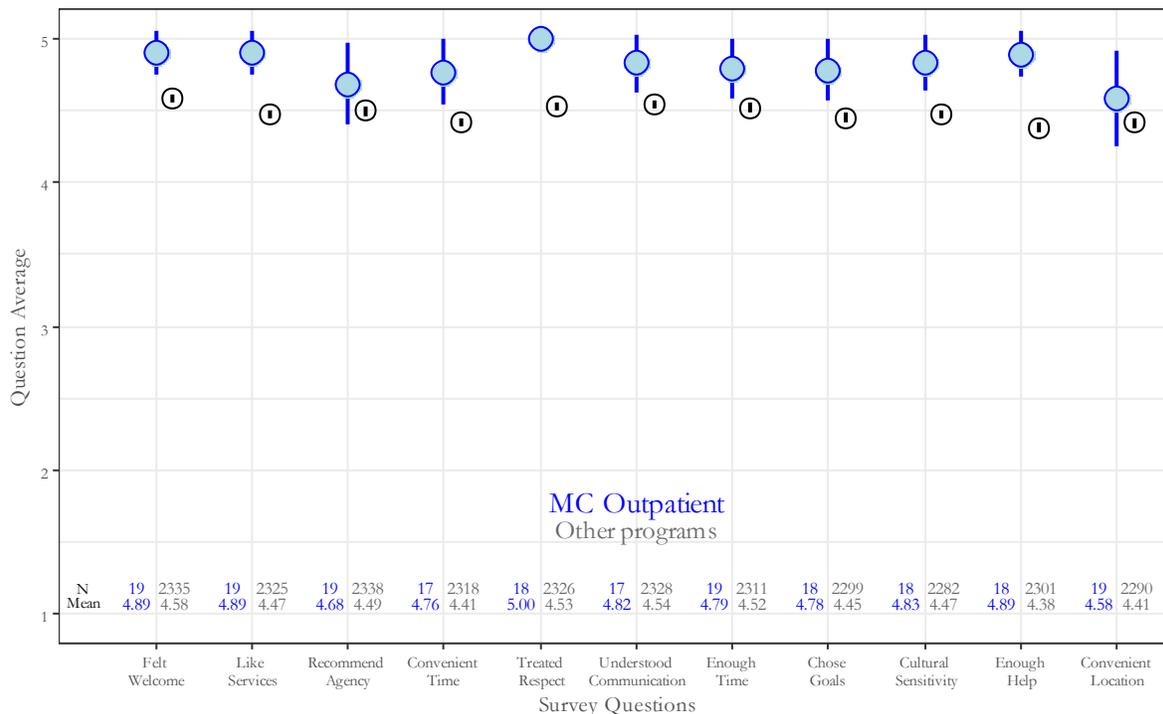
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 10.5 %	17 89.5 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 10.5 %	17 89.5 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.3 %	4 21.1 %	14 73.7 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 22.2 %	13 72.2 %	1 5.6 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	18 100.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 17.6 %	14 82.3 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	15 79.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 22.2 %	14 77.8 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 16.7 %	15 83.3 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 11.1 %	16 88.9 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 10.5 %	4 21.1 %	13 68.4 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**MSJ Epiphany House Broderick**  
 Program codes (RUs): 38812

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**Not available, no Avatar billing**

There were surveys returned for 5 clients.

The satisfaction score (items 1-10) for this program: **4.32** out of five,  
 Other programs: **4.48**.

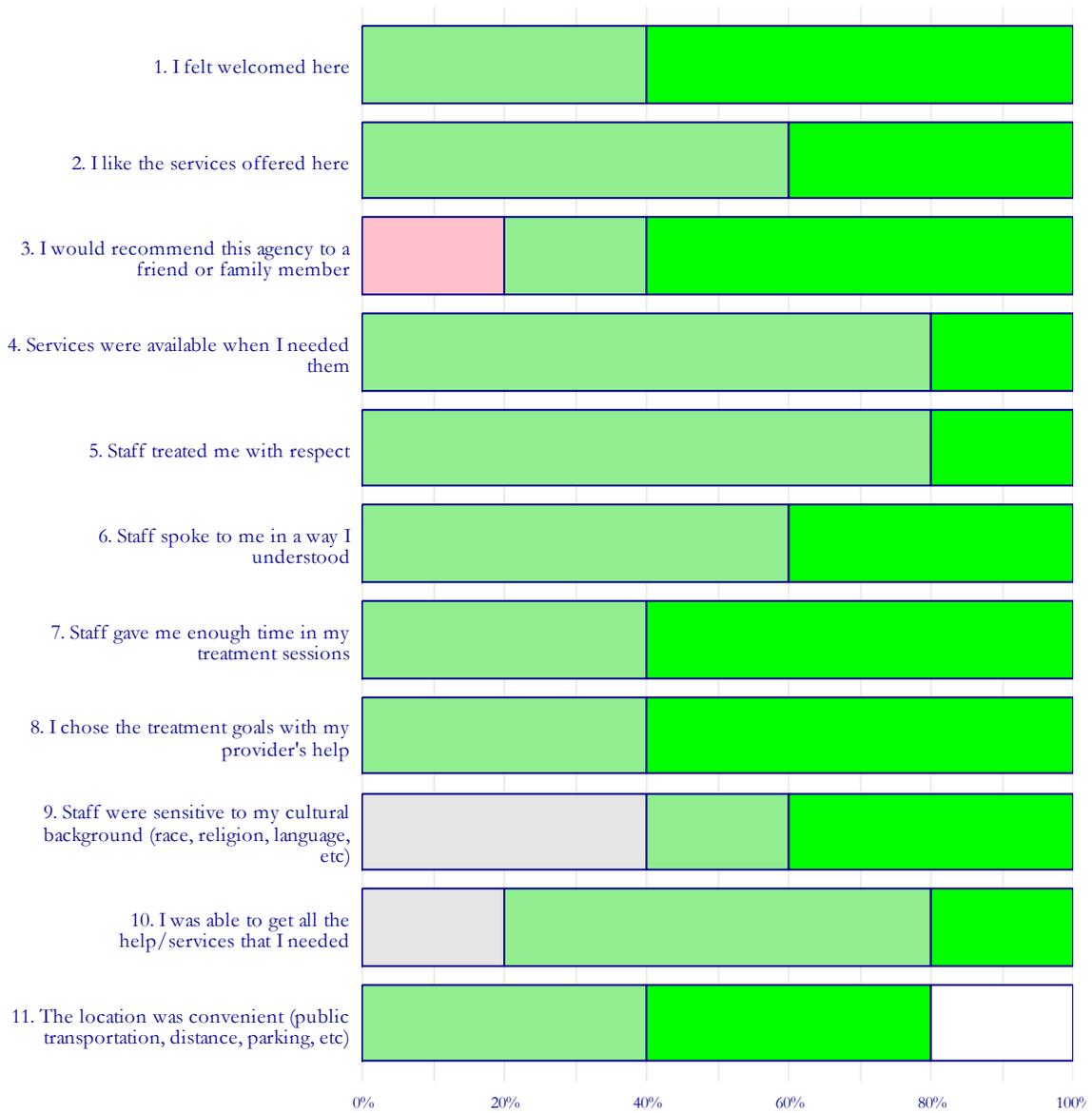
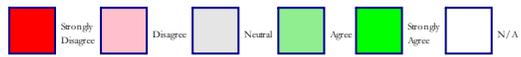
The average rating on all survey questions for MSJ Epiphany House Broderick: **4.33**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>MSJ Epiphany House Broderick</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	5 100 %	2352 94.6 %	2357 94.6 %
<b>Total</b>	5 100 %	2487 100 %	2492 100 %

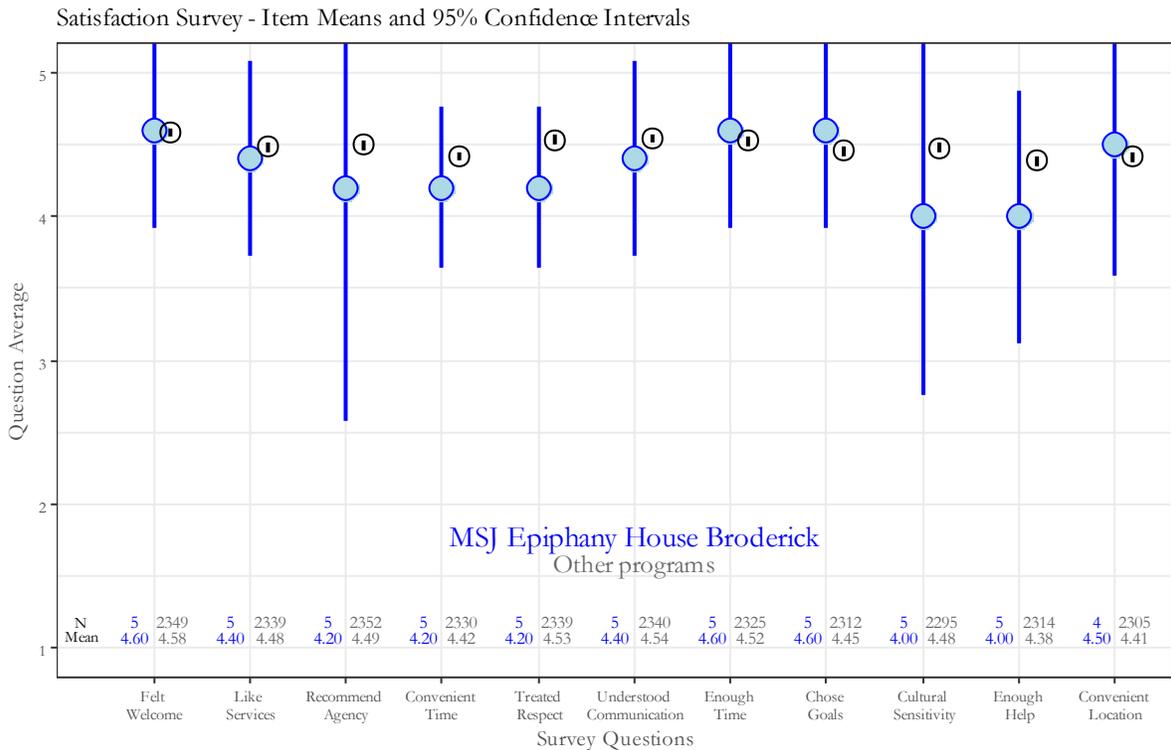
<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	1 20.0 %	0 0.0 %	1 20.0 %	3 60.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 80.0 %	1 20.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 40.0 %	1 20.0 %	2 40.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	2 40.0 %	1 20.0 %







**Treatment Satisfaction Survey Report - Spring 2017**  
**MSJ Epiphany Residential Masonic**  
 Program codes (RUs): 38432

Overall Satisfaction<sup>1</sup>  
**50.0%**

Survey Response Rate  
**Not available, no Avatar billing**

There were surveys returned for 6 clients.

The satisfaction score (items 1-10) for this program: **3.53** out of five,  
 Other programs: **4.48**.

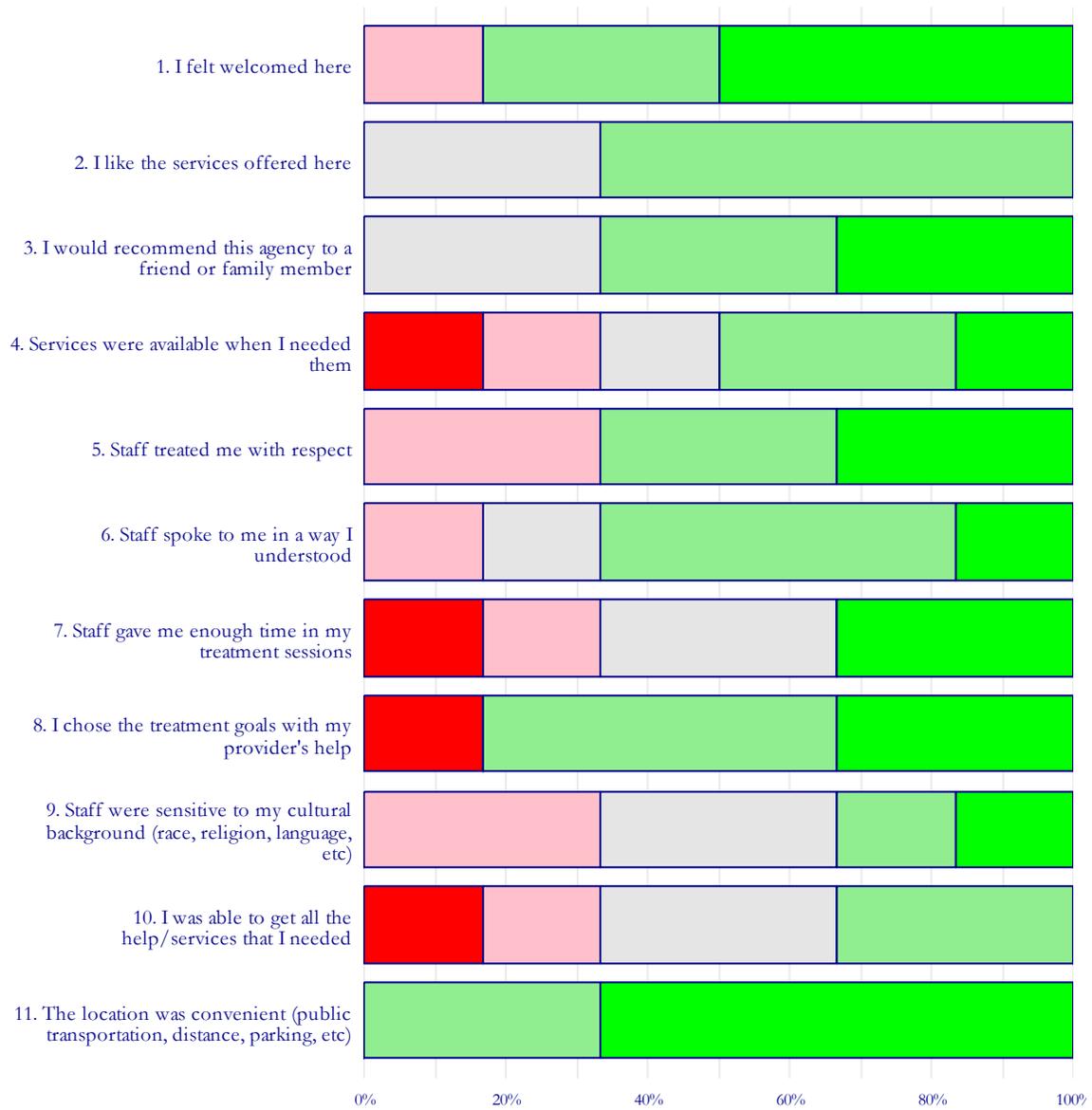
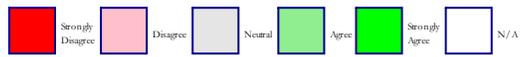
The average rating on all survey questions for MSJ Epiphany Residential Masonic: **3.64**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>MSJ Epiphany Residential Masonic</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	1 16.7 %	9 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	5 83.3 %	2352 94.6 %	2357 94.6 %
<b>Total</b>	<b>6</b> <b>100 %</b>	<b>2486</b> <b>100 %</b>	<b>2492</b> <b>100 %</b>

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

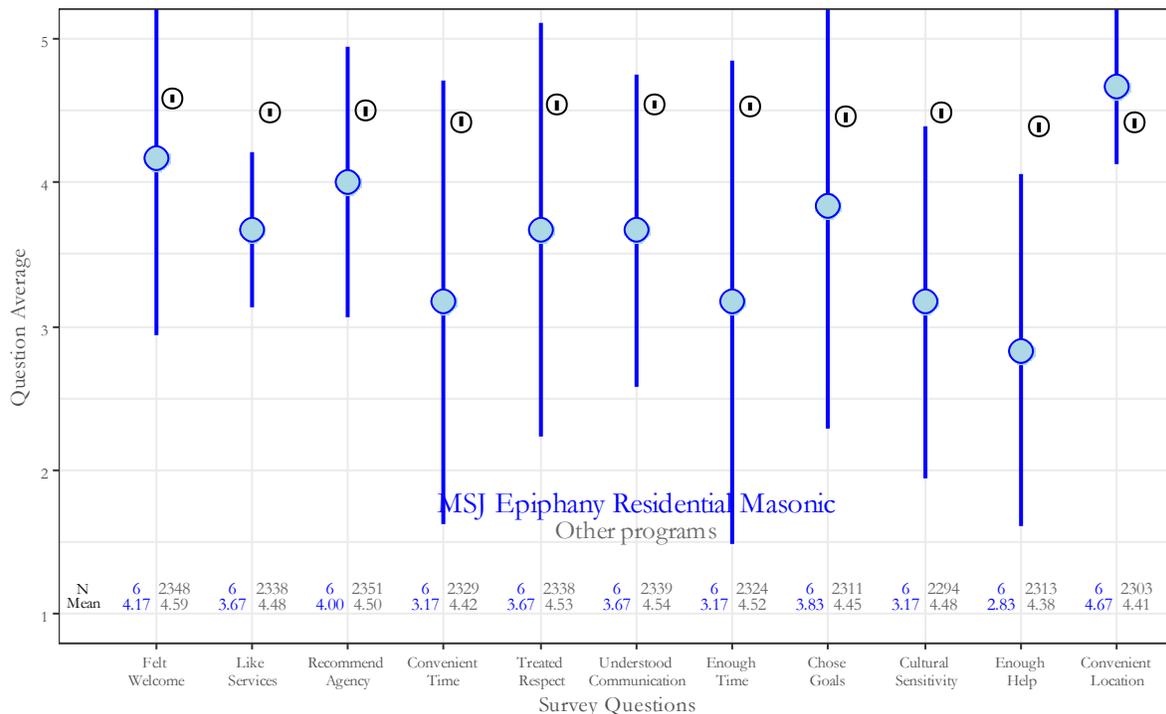
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	1 16.7 %	0 0.0 %	2 33.3 %	3 50.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 33.3 %	2 33.3 %	2 33.3 %	0 0.0 %
4. Services were available when I needed them	1 16.7 %	1 16.7 %	1 16.7 %	2 33.3 %	1 16.7 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	2 33.3 %	0 0.0 %	2 33.3 %	2 33.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 16.7 %	1 16.7 %	3 50.0 %	1 16.7 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	1 16.7 %	1 16.7 %	2 33.3 %	0 0.0 %	2 33.3 %	0 0.0 %
8. I chose the treatment goals with my provider's help	1 16.7 %	0 0.0 %	0 0.0 %	3 50.0 %	2 33.3 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 33.3 %	2 33.3 %	1 16.7 %	1 16.7 %	0 0.0 %
10. I was able to get all the help/services that I needed	1 16.7 %	1 16.7 %	2 33.3 %	2 33.3 %	0 0.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017  
OBIC-MH**

Program codes (RUs): 38CX2F

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**Not available, no Avatar billing**

There were surveys returned for 14 clients.

The satisfaction score (items 1-10) for this program: **4.69** out of five,  
Other programs: **4.48**.

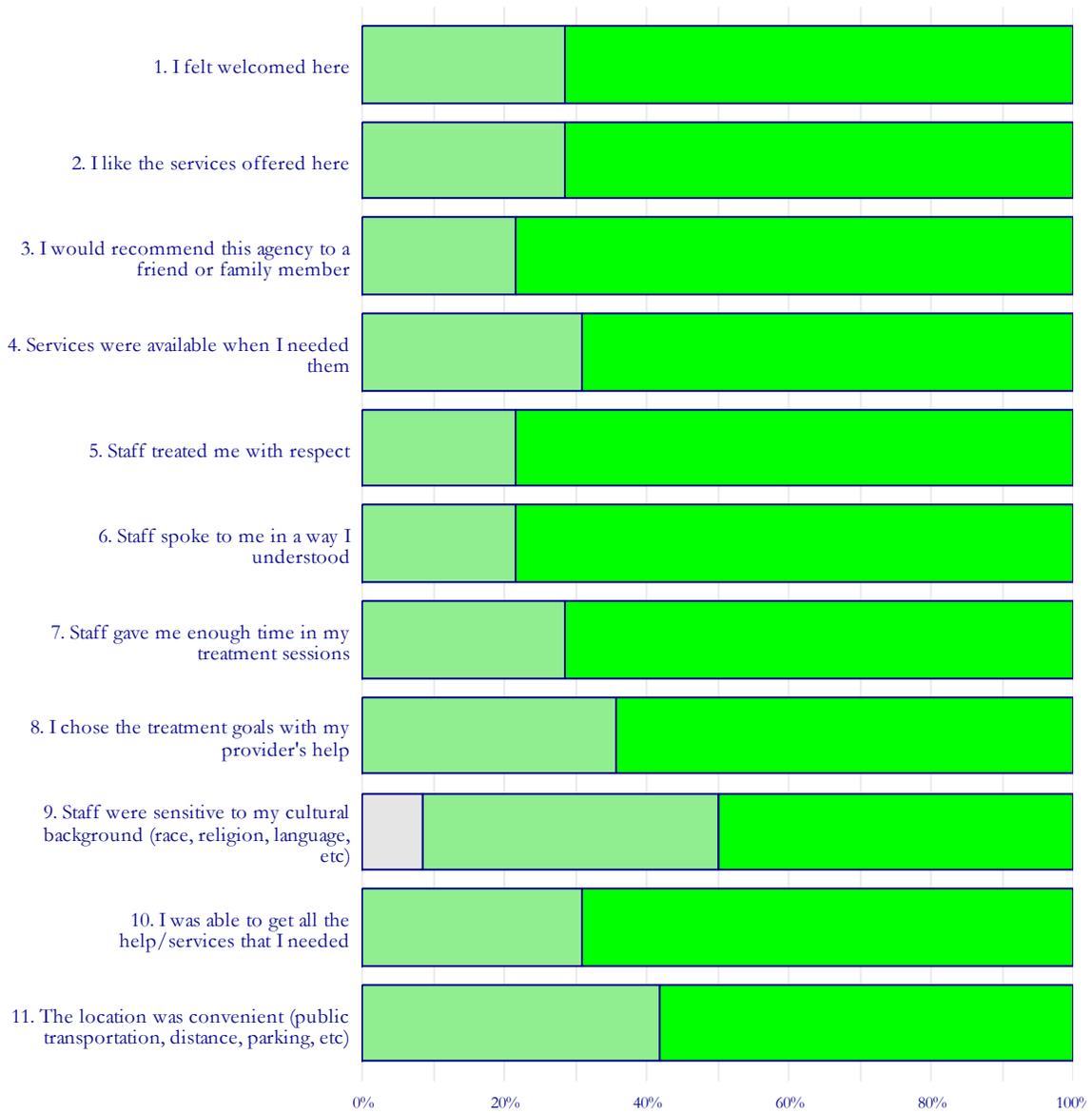
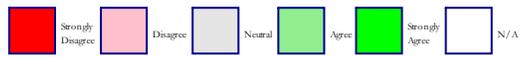
The average rating on all survey questions for OBIC-MH: **4.68**  
Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>OBIC-MH</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	14 100 %	2343 94.6 %	2357 94.6 %
<b>Total</b>	14 100 %	2478 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

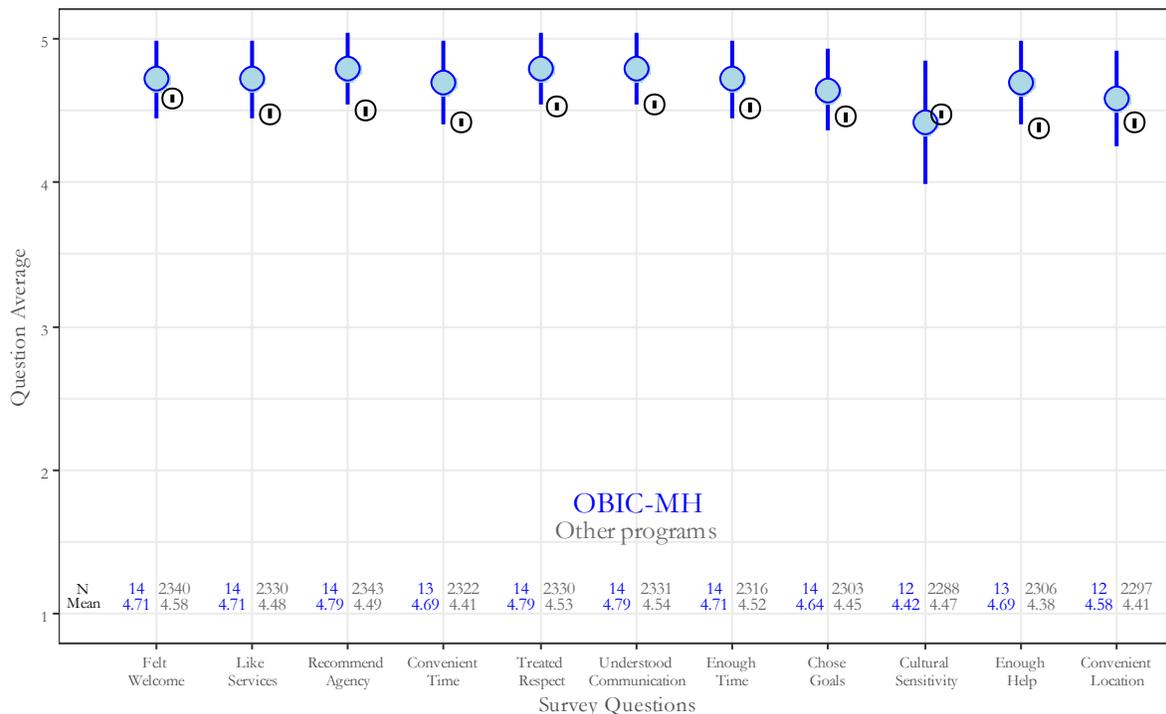
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
4. 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 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	5 35.7 %	9 64.3 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	4 30.8 %	9 69.2 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**SF FIRST**

Program codes (RUs): 38719A

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**29.4%**

There were surveys returned for 10 clients.

The satisfaction score (items 1-10) for this program: **4.56** out of five,  
 Other programs: **4.48**.

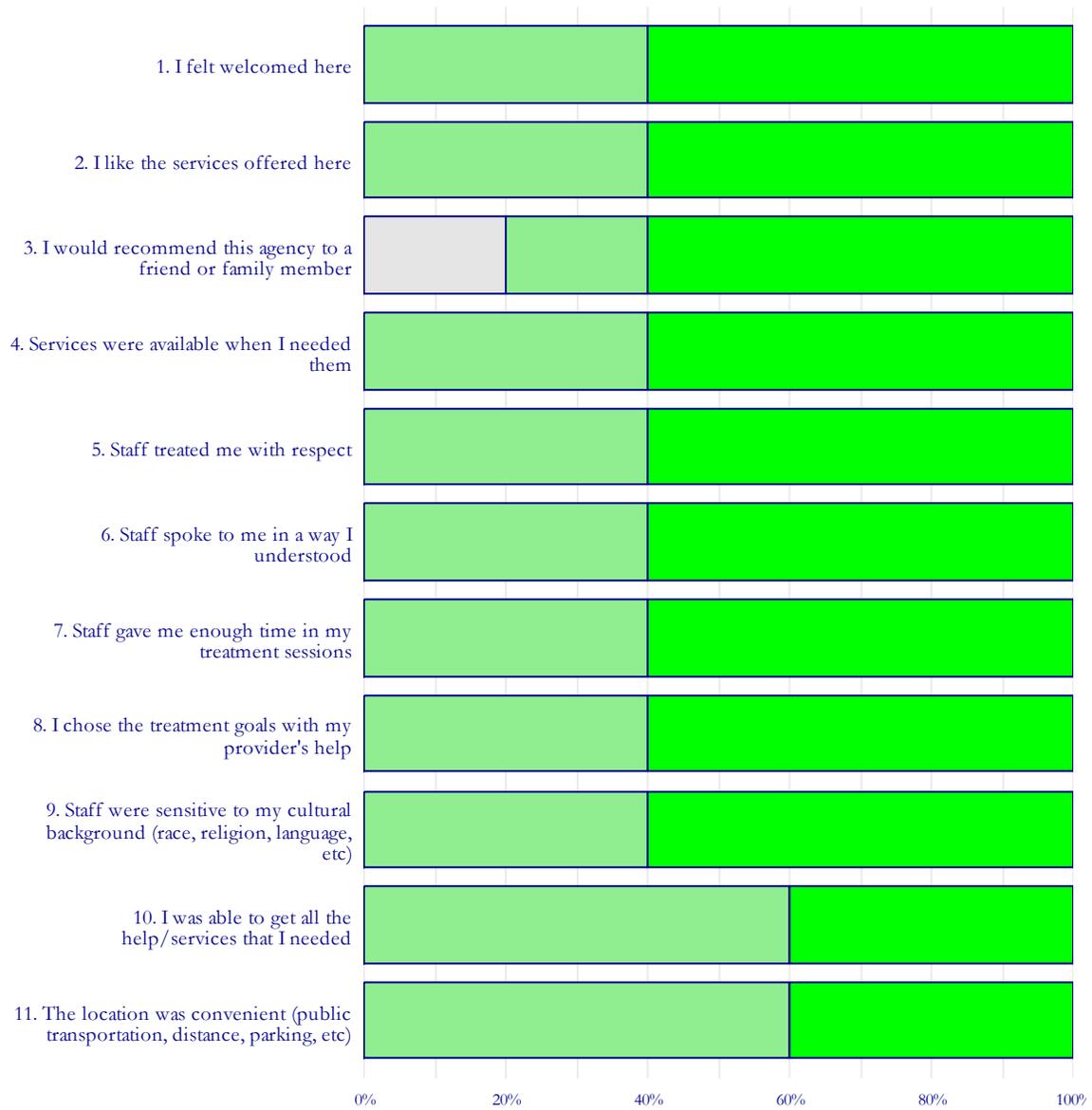
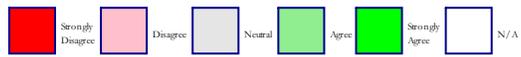
The average rating on all survey questions for SF FIRST: **4.55**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	<b>SF FIRST</b>	<b>Other Programs</b>	<b>Total</b>
Refused	5 50 %	88 3.5 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	5 50 %	2352 94.8 %	2357 94.6 %
<b>Total</b>	<b>10</b> <b>100 %</b>	<b>2482</b> <b>100 %</b>	<b>2492</b> <b>100 %</b>

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

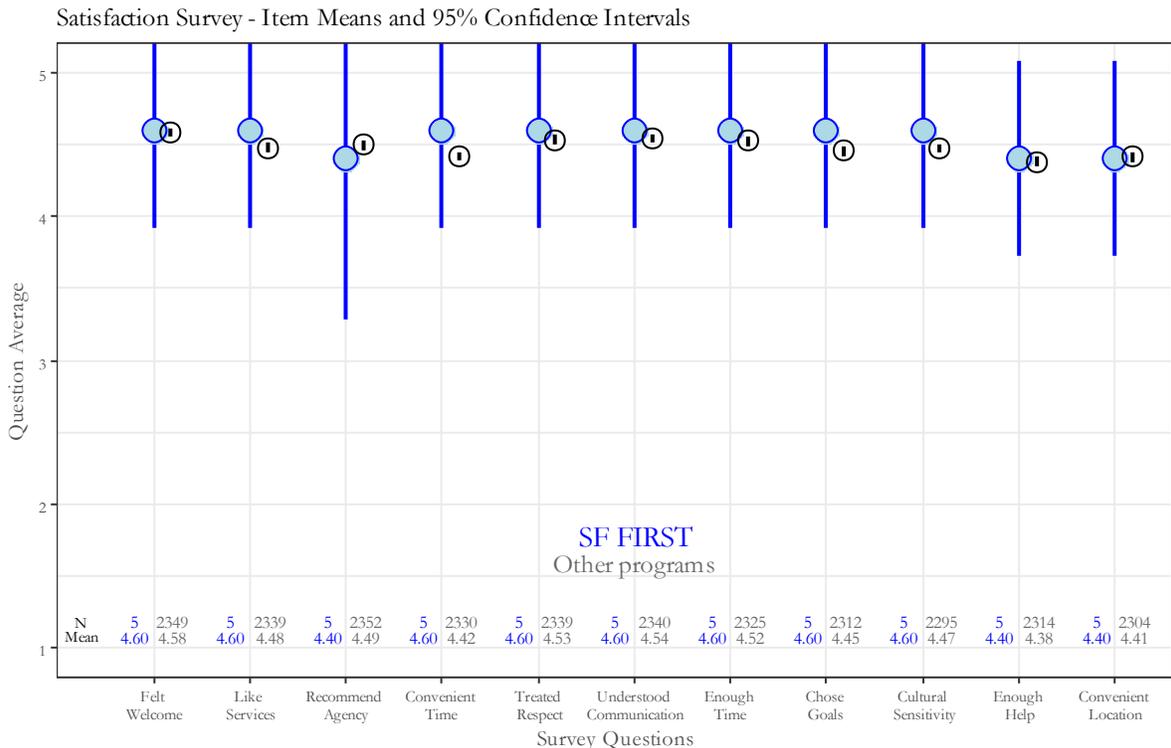
# Satisfaction Survey





## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**South of Market MHS**  
 Program codes (RUs): 38719

Overall Satisfaction<sup>1</sup>  
**96.4%**

Survey Response Rate  
**49.1%**

There were surveys returned for 104 clients.

The satisfaction score (items 1-10) for this program: **4.58** out of five,  
 Other programs: **4.48**.

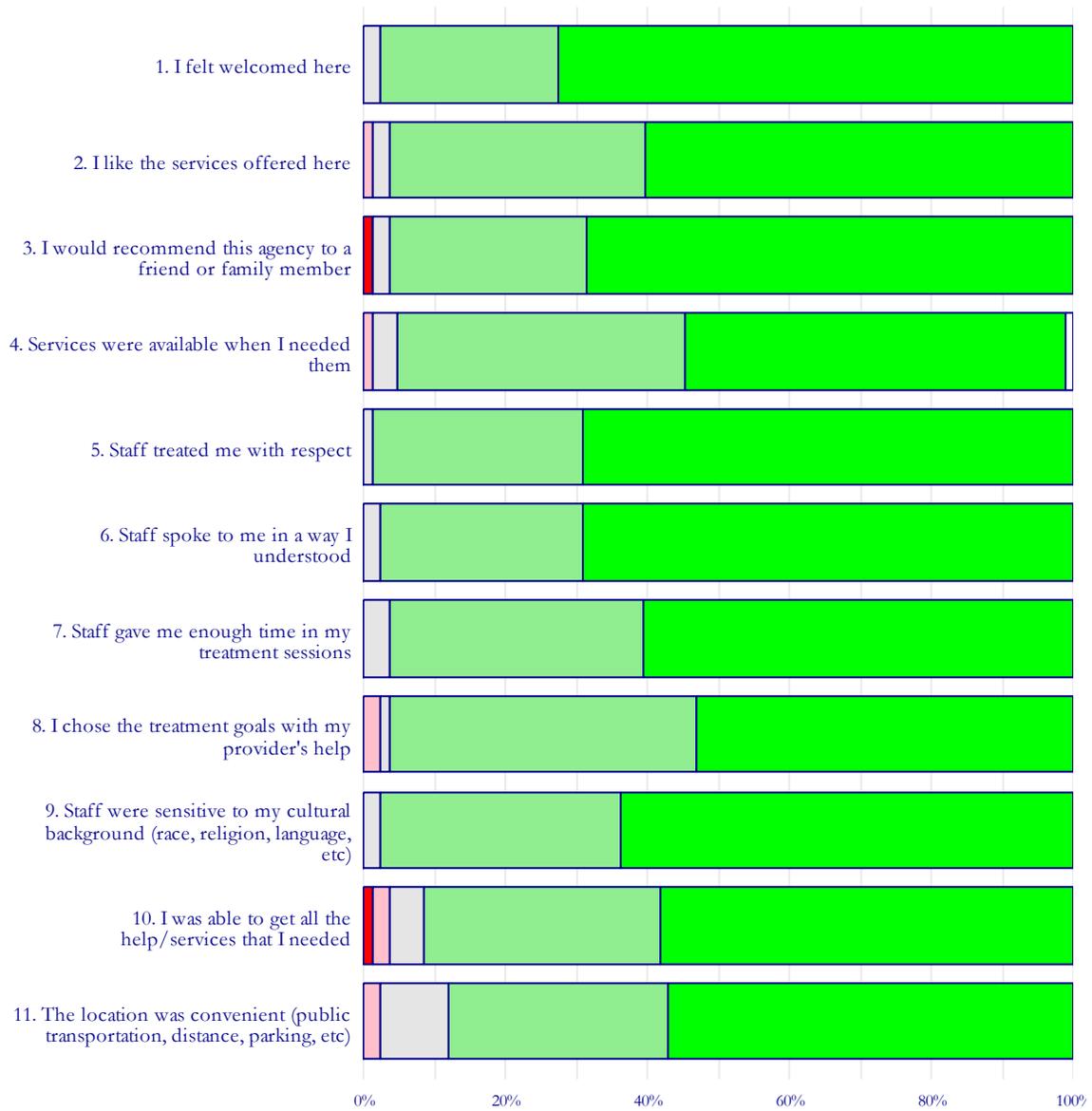
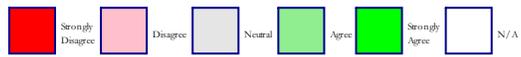
The average rating on all survey questions for South of Market MHS: **4.57**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>South of Market MHS</b>	<b>Other Programs</b>	<b>Total</b>
Refused	20 19.2 %	73 3.1 %	93 3.7 %
Impaired	1 1 %	7 0.3 %	8 0.3 %
Language	1 1 %	7 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	82 78.8 %	2275 95.3 %	2357 94.6 %
<b>Total</b>	104 100 %	2388 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

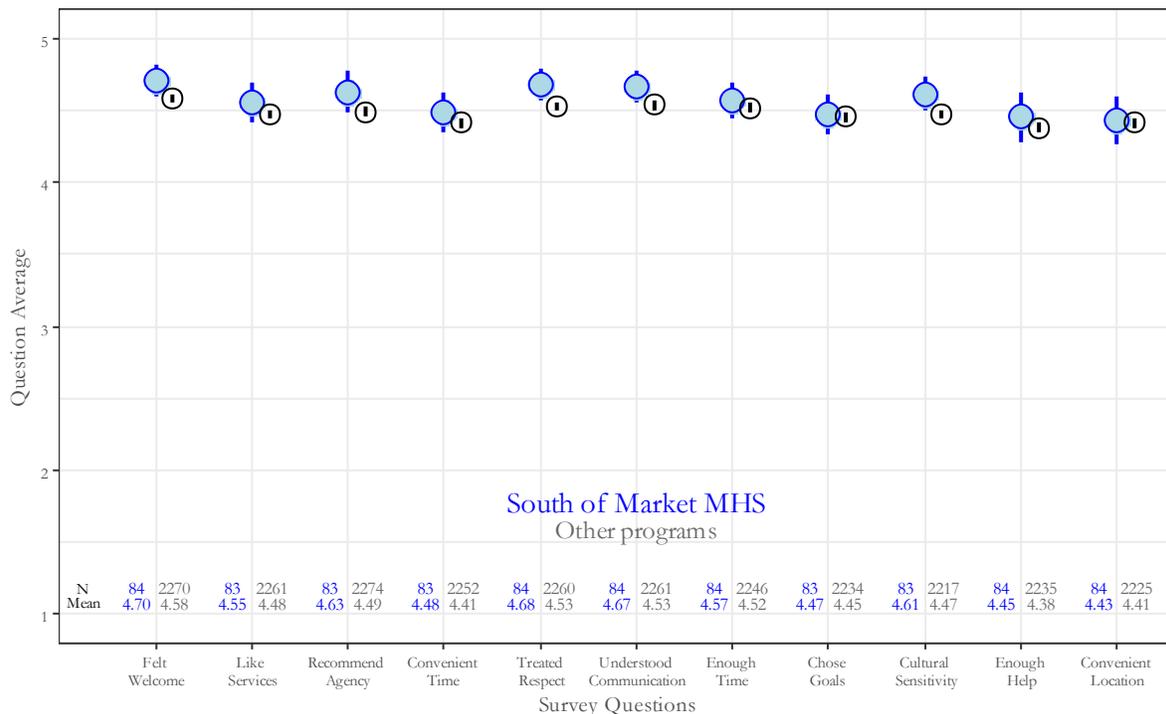
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	2 2.4 %	21 25.0 %	61 72.6 %	0 0.0 %
2. I like the services offered here	0 0.0 %	1 1.2 %	2 2.4 %	30 36.1 %	50 60.2 %	0 0.0 %
3. I would recommend this agency to a friend or family member	1 1.2 %	0 0.0 %	2 2.4 %	23 27.7 %	57 68.7 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	1 1.2 %	3 3.6 %	34 40.5 %	45 53.6 %	1 1.2 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 1.2 %	25 29.8 %	58 69.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 2.4 %	24 28.6 %	58 69.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	3 3.6 %	30 35.7 %	51 60.7 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	2 2.4 %	1 1.2 %	36 43.4 %	44 53.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 2.4 %	28 33.7 %	53 63.9 %	0 0.0 %
10. I was able to get all the help/services that I needed	1 1.2 %	2 2.4 %	4 4.8 %	28 33.3 %	49 58.3 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	2 2.4 %	8 9.5 %	26 30.9 %	48 57.1 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Stonewall Project HIV Set-Aside**  
 Program codes (RUs): 89051

Overall Satisfaction<sup>1</sup>  
**97.7%**

Survey Response Rate  
**57.1%**

There were surveys returned for 44 clients.

The satisfaction score (items 1-10) for this program: **4.68** out of five,  
 Other programs: **4.48**.

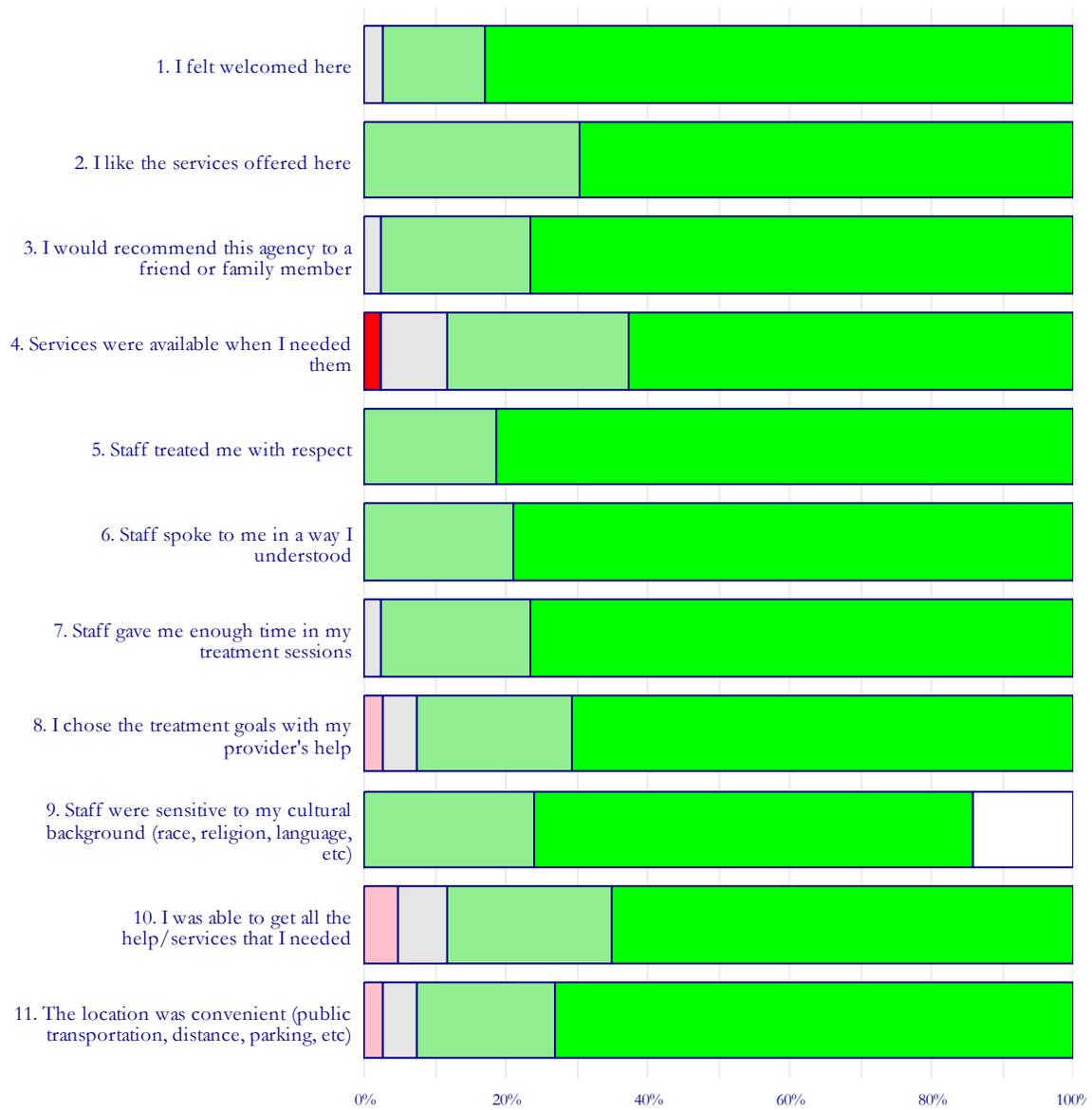
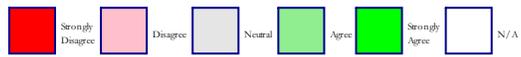
The average rating on all survey questions for Stonewall Project HIV Set-Aside: **4.68**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	Stonewall Project HIV Set-Aside	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.7 %	16 0.6 %
Completed Survey	44 100 %	2313 94.5 %	2357 94.6 %
<b>Total</b>	44 100 %	2448 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

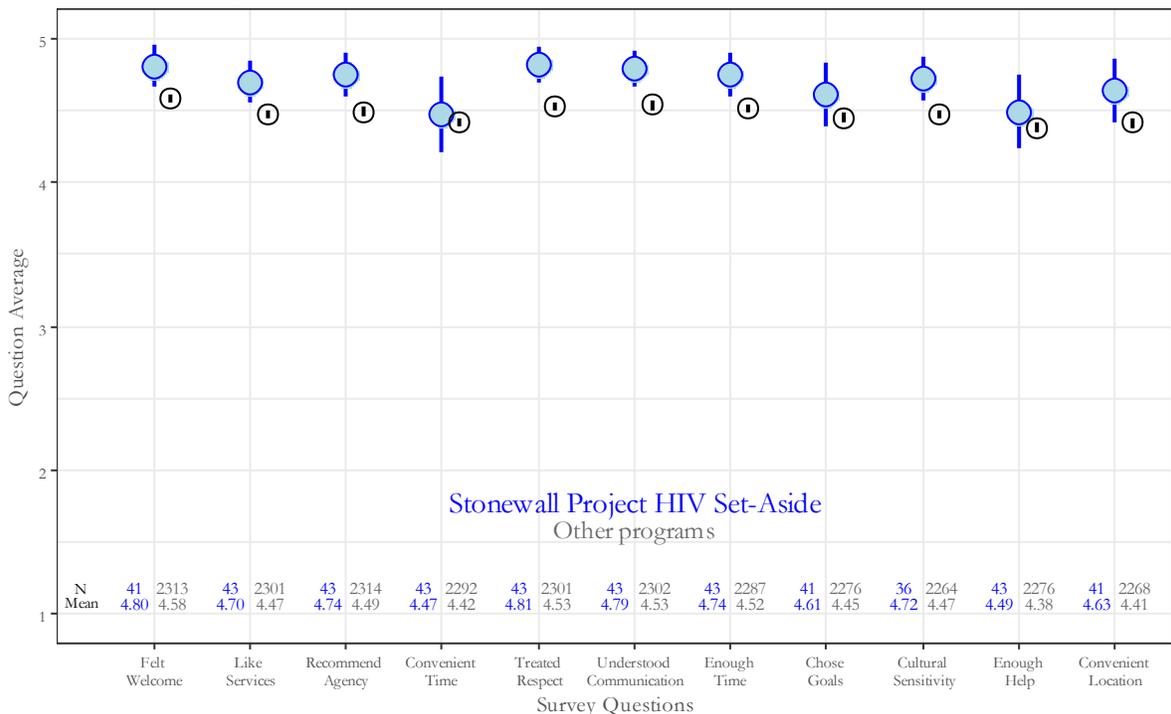
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	1 2.4 %	6 14.6 %	34 82.9 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	13 30.2 %	30 69.8 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.3 %	9 20.9 %	33 76.7 %	0 0.0 %
4. Services were available when I needed them	1 2.3 %	0 0.0 %	4 9.3 %	11 25.6 %	27 62.8 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	8 18.6 %	35 81.4 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	9 20.9 %	34 79.1 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 2.3 %	9 20.9 %	33 76.7 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	1 2.4 %	2 4.9 %	9 21.9 %	29 70.7 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	10 23.8 %	26 61.9 %	6 14.3 %
10. I was able to get all the help/services that I needed	0 0.0 %	2 4.6 %	3 7.0 %	10 23.3 %	28 65.1 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 2.4 %	2 4.9 %	8 19.5 %	30 73.2 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**UCSF-Citywide STOP Sober CM**  
 Program codes (RUs): 3832SM-ANS

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**166.7%**

There were surveys returned for 5 clients.

The satisfaction score (items 1-10) for this program: **4.55** out of five,  
 Other programs: **4.48**.

The average rating on all survey questions for UCSF-Citywide STOP Sober CM: **4.57**  
 Other programs: **4.48**.

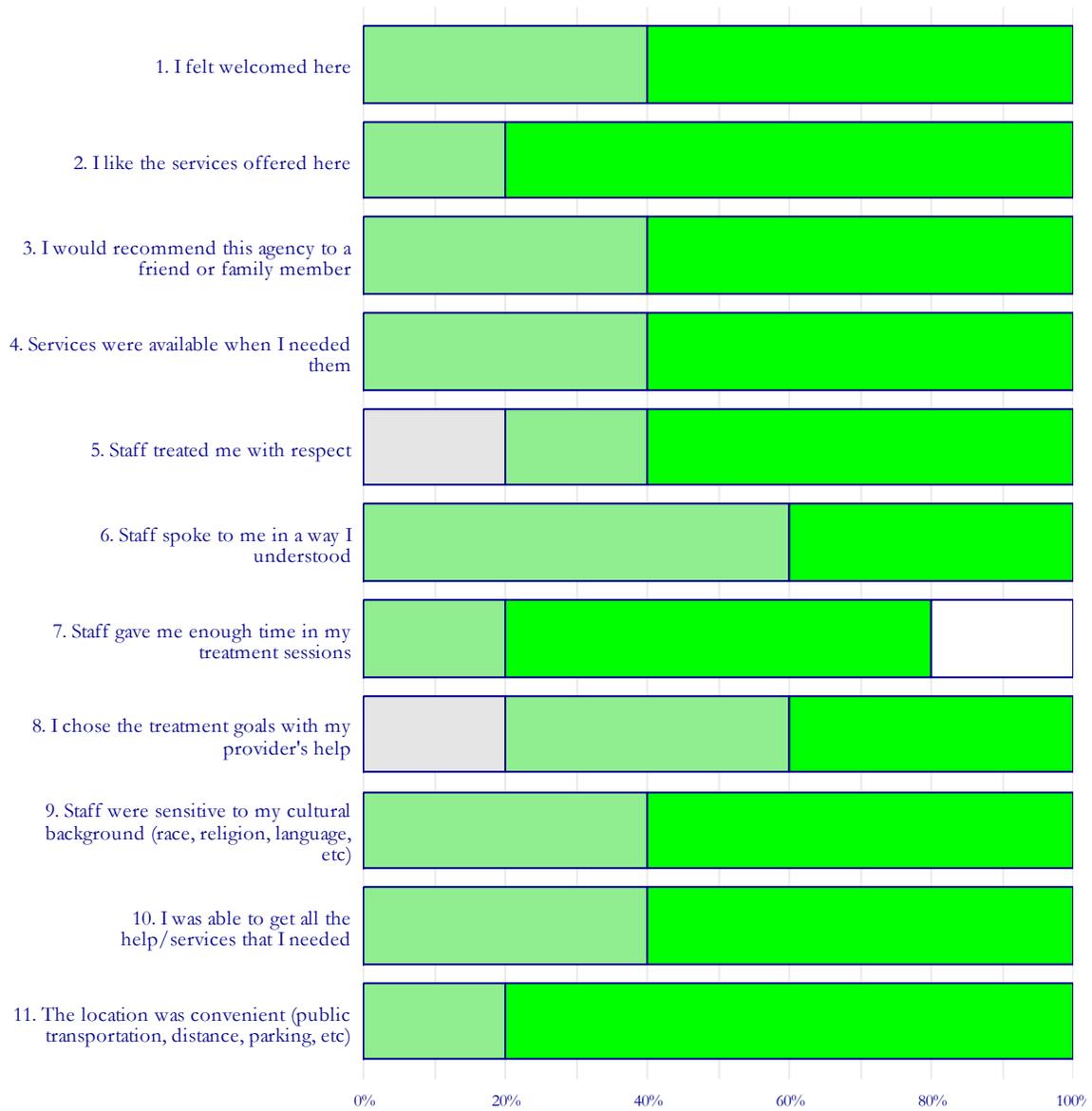
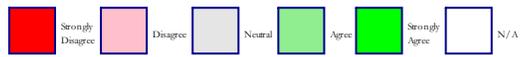
**Survey Compliance**

<b>Response</b>	UCSF-Citywide STOP Sober CM	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.7 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	5 100 %	2352 94.6 %	2357 94.6 %
<b>Total</b>	5 100 %	2487 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

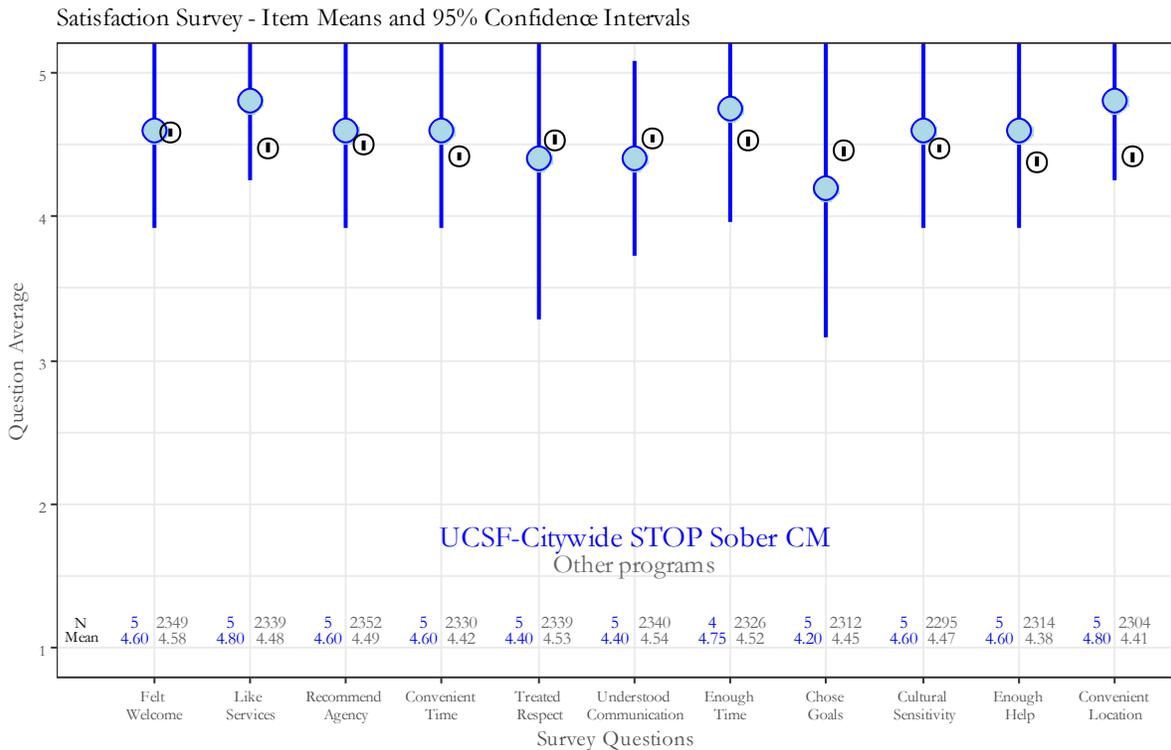


## Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 60.0 %	2 40.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	3 60.0 %	1 20.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 20.0 %	2 40.0 %	2 40.0 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %





**Treatment Satisfaction Survey Report - Spring 2017**  
**UCSF Citywide STOP**  
 Program codes (RUs): 38321

Overall Satisfaction<sup>1</sup>  
**100.0%**

Survey Response Rate  
**171.4%**

There were surveys returned for 12 clients.

The satisfaction score (items 1-10) for this program: **4.40** out of five,  
 Other programs: **4.48**.

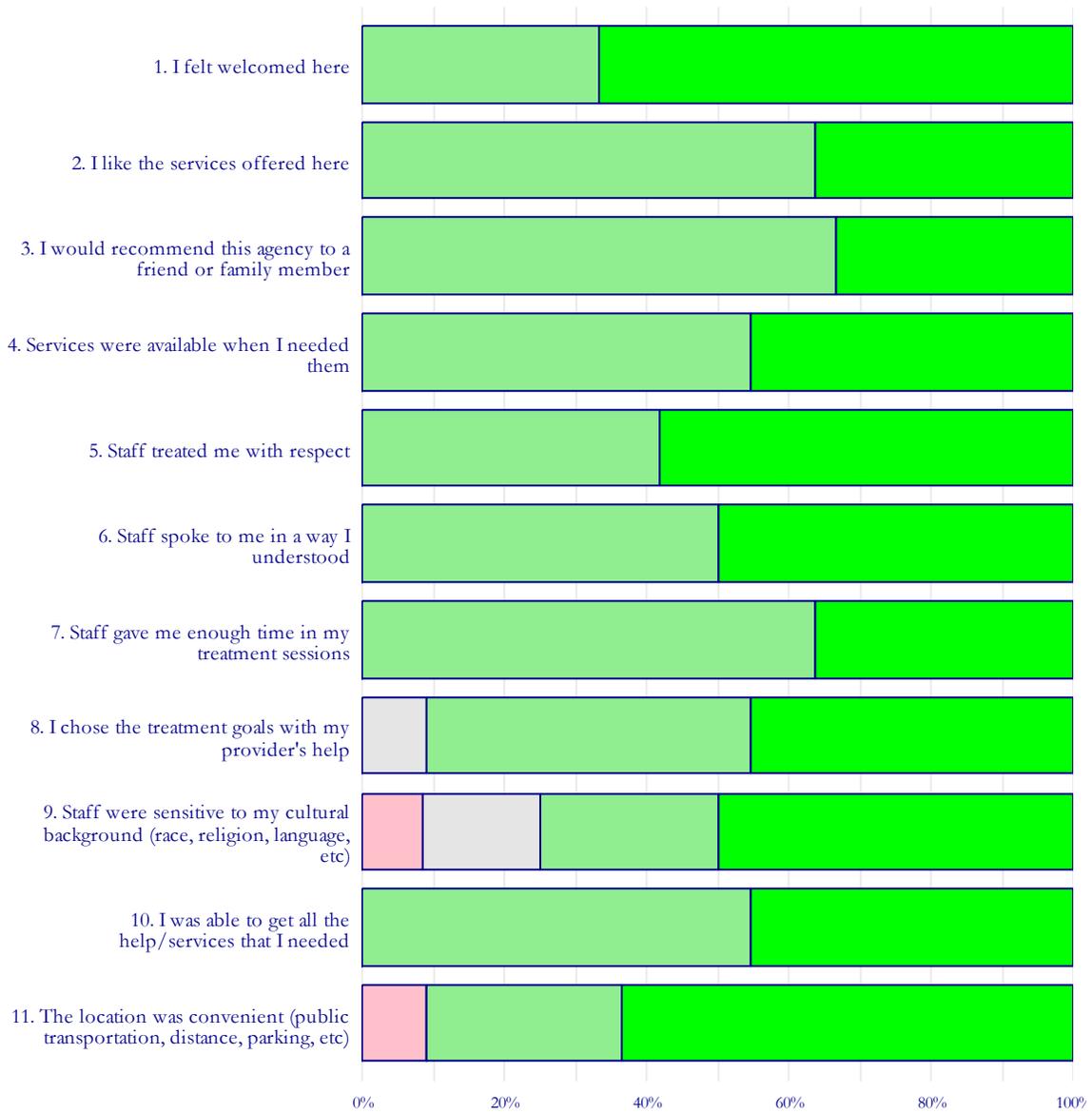
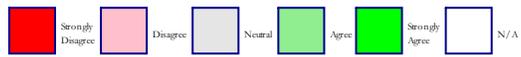
The average rating on all survey questions for UCSF Citywide STOP: **4.40**  
 Other programs: **4.48**.

**Survey Compliance**

<b>Response</b>	UCSF Citywide STOP	Other Programs	<b>Total</b>
Refused	0 0 %	93 3.8 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	0 0 %	10 0.4 %	10 0.4 %
Missing w/o Reason	0 0 %	16 0.6 %	16 0.6 %
Completed Survey	12 100 %	2345 94.6 %	2357 94.6 %
<b>Total</b>	12 100 %	2480 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

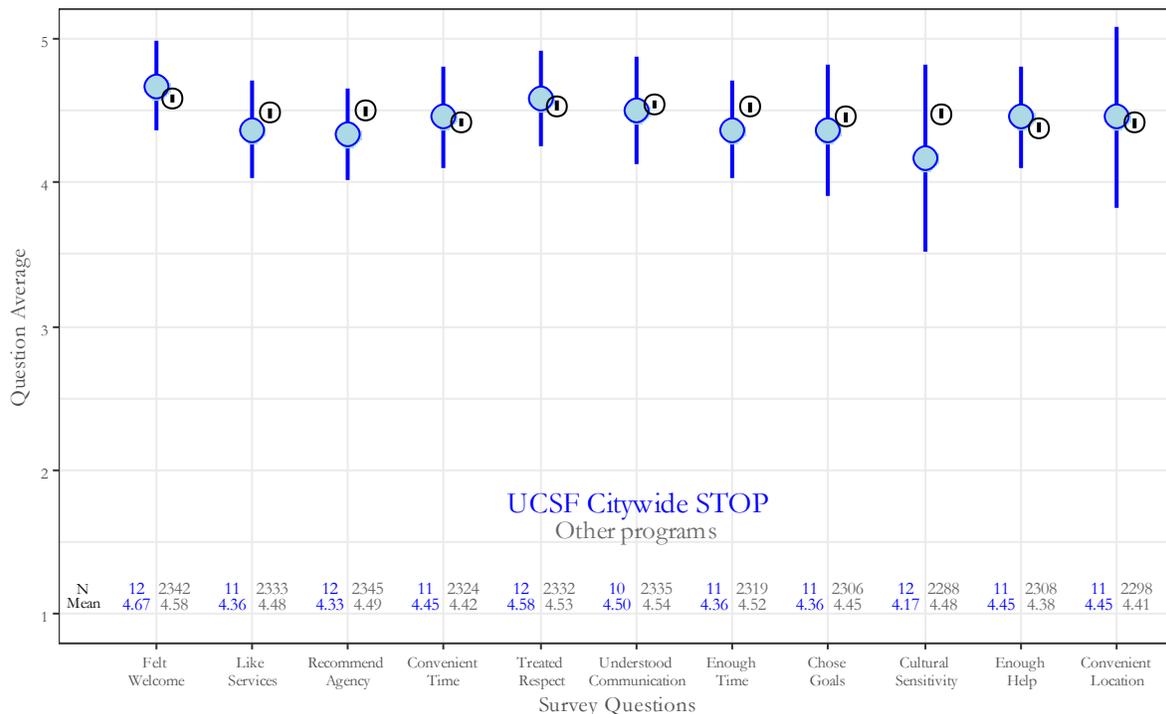
## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %
2. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %
3. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	8 66.7 %	4 33.3 %	0 0.0 %
4. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 50.0 %	5 50.0 %	0 0.0 %
7. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	7 63.6 %	4 36.4 %	0 0.0 %
8. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 9.1 %	5 45.5 %	5 45.5 %	0 0.0 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 8.3 %	2 16.7 %	3 25.0 %	6 50.0 %	0 0.0 %
10. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 9.1 %	0 0.0 %	3 27.3 %	7 63.6 %	0 0.0 %

Satisfaction Survey - Item Means and 95% Confidence Intervals





**Treatment Satisfaction Survey Report - Spring 2017**  
**Westside Methadone Maintenance Detox**  
 Program codes (RUs): 38874

Overall Satisfaction<sup>1</sup>  
**92.0%**

Survey Response Rate  
**72.5%**

There were surveys returned for 166 clients.

The satisfaction score (items 1-10) for this program: **4.52** out of five,  
 Other programs: **4.48**.

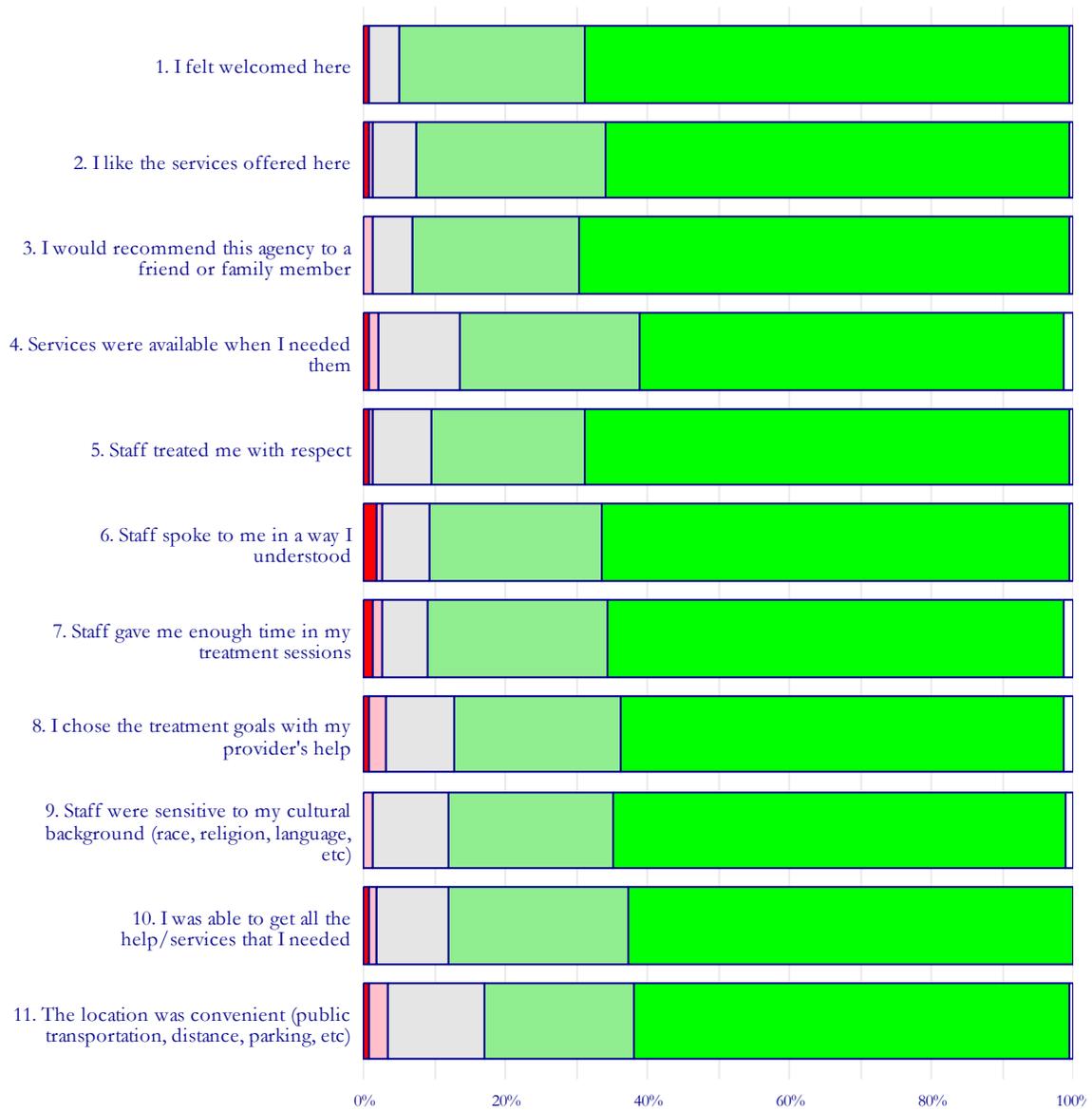
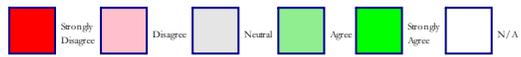
The average rating on all survey questions for Westside Methadone Maintenance Detox: **4.52**  
 Other programs: **4.47**.

**Survey Compliance**

<b>Response</b>	<b>Westside Methadone Maintenance Detox</b>	<b>Other Programs</b>	<b>Total</b>
Refused	0 0 %	93 4 %	93 3.7 %
Impaired	0 0 %	8 0.3 %	8 0.3 %
Language	0 0 %	8 0.3 %	8 0.3 %
Other	1 0.6 %	9 0.4 %	10 0.4 %
Missing w/o Reason	3 1.8 %	13 0.6 %	16 0.6 %
Completed Survey	162 97.6 %	2195 94.4 %	2357 94.6 %
<b>Total</b>	166 100 %	2326 100 %	2492 100 %

<sup>1</sup> Overall Satisfaction calculated using questions 1-10. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

## Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	1 0.6 %	0 0.0 %	7 4.4 %	41 25.9 %	108 68.3 %	1 0.6 %
2. I like the services offered here	1 0.6 %	1 0.6 %	10 6.2 %	43 26.7 %	105 65.2 %	1 0.6 %
3. I would recommend this agency to a friend or family member	0 0.0 %	2 1.3 %	9 5.7 %	37 23.4 %	109 69.0 %	1 0.6 %
4. Services were available when I needed them	1 0.6 %	2 1.3 %	18 11.7 %	39 25.3 %	92 59.7 %	2 1.3 %
5. Staff treated me with respect	1 0.6 %	1 0.6 %	13 8.3 %	34 21.7 %	107 68.2 %	1 0.6 %
6. Staff spoke to me in a way I understood	3 1.9 %	1 0.6 %	11 6.8 %	39 24.2 %	106 65.8 %	1 0.6 %
7. Staff gave me enough time in my treatment sessions	2 1.3 %	2 1.3 %	10 6.4 %	39 25.2 %	100 64.5 %	2 1.3 %
8. I chose the treatment goals with my provider's help	1 0.6 %	4 2.5 %	15 9.5 %	37 23.4 %	99 62.7 %	2 1.3 %
9. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 1.2 %	17 10.6 %	37 23.1 %	102 63.7 %	2 1.2 %
10. I was able to get all the help/services that I needed	1 0.6 %	2 1.3 %	16 10.1 %	40 25.3 %	99 62.7 %	0 0.0 %
11. The location was convenient (public transportation, distance, parking, etc)	1 0.7 %	4 2.6 %	21 13.8 %	32 21.1 %	93 61.2 %	1 0.7 %

Satisfaction Survey - Item Means and 95% Confidence Intervals

