

## **Treatment Satisfaction Survey Report - Spring 2017**

## **All Substance Treatment Programs**

Overall Satisfaction<sup>1</sup> **92.3%** 

Survey Response Rate 73.7%

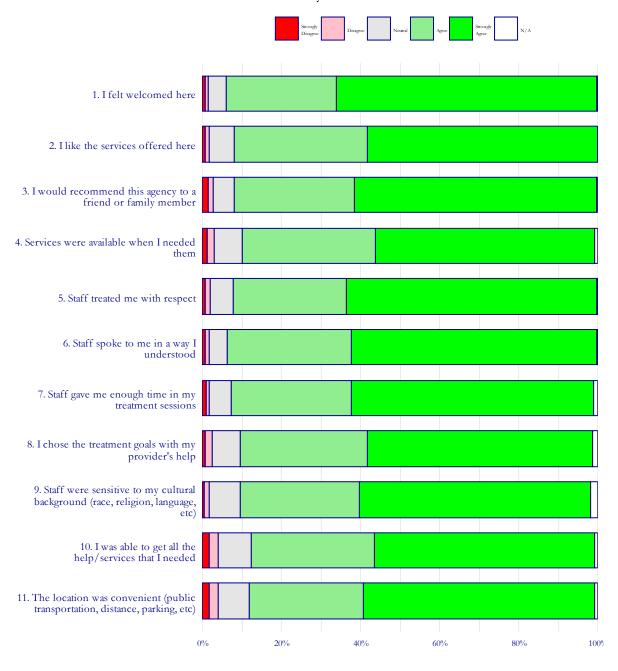
There were surveys returned for 2492 clients.

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

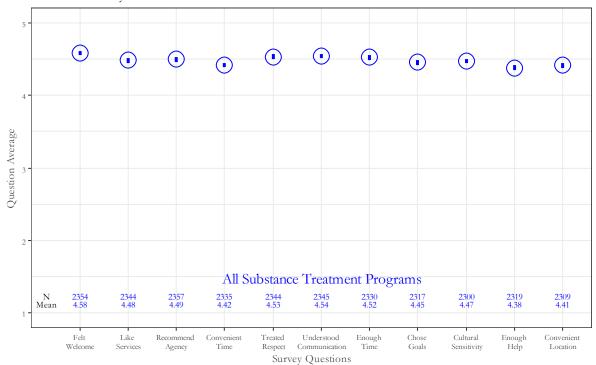
The average rating on all survey questions for All Substance Treatment Programs: 4.48.

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

<sup>&</sup>lt;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.



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





# 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,

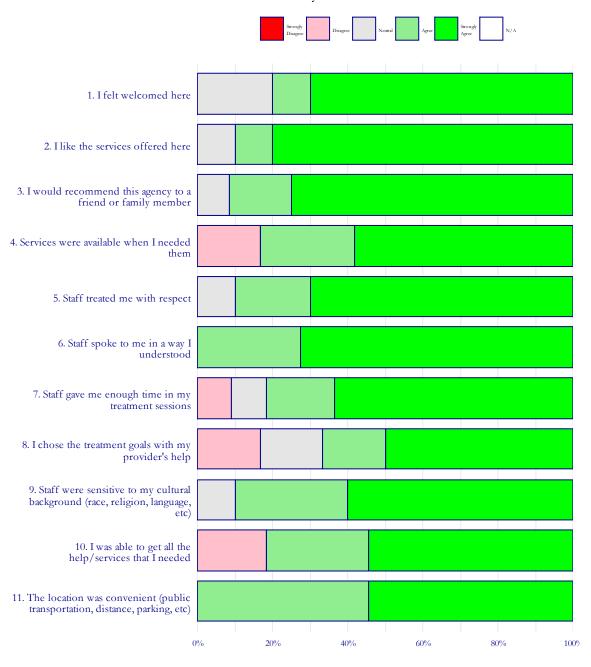
Other programs: 4.48.

The average rating on all survey questions for AARS DPH TX Access Program: 4.38

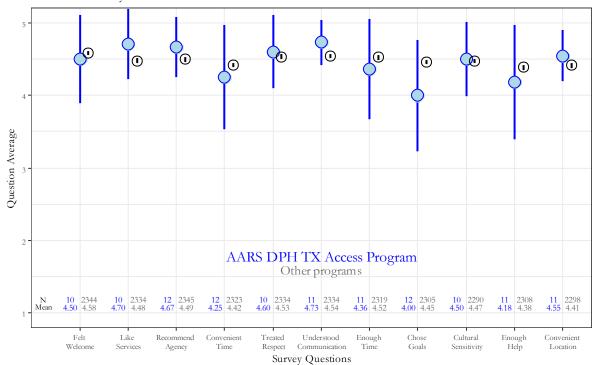
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

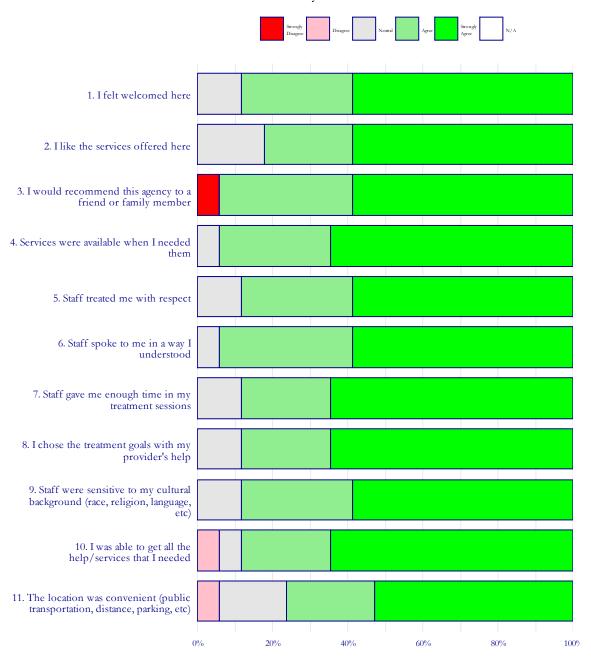
Other programs: 4.48.

The average rating on all survey questions for AARS Drug Court Treatment Center: 4.47

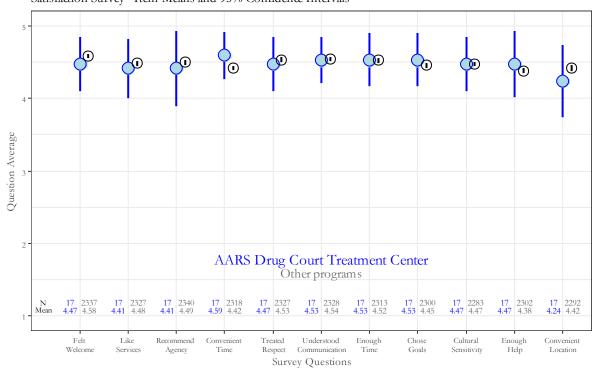
Other programs: 4.48.

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

<sup>&</sup>lt;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.



•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	2	5	10	0
	0.0 %	0.0 %	11.8 %	29.4 %	58.8 %	0.0 %
2. I like the services offered here	0	0	3	4	10	0
	0.0 %	0.0 %	17.6 %	23.5 %	58.8 %	0.0 %
3. I would recommend this agency to a friend or family	1	0	0	6	10	0
member	5.9 %	0.0 %	0.0 %	35.3 %	58.8 %	0.0 %
4. Services were available when I needed them	0	0	1	5	11	0
4. Services were available when I needed them	0.0 %	0.0 %	5.9 %	29.4 %	64.7 %	0.0 %
5 Ct-66 t	0	0	2	5	10	0
5. Staff treated me with respect	0.0 %	0.0 %	11.8 %	29.4 %	58.8 %	0.0 %
C Chaff and the marks a survey I am decrete al	0	0	1	6	10	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	5.9 %	35.3 %	58.8 %	0.0 %
7 54-55	0	0	2	4	11	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	11.8 %	23.5 %	64.7 %	0.0 %
0 1 -1 41 - 4 41	0	0	2	4	11	0
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	11.8 %	23.5 %	64.7 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 0	0	2	5	10	0
religion, language, etc)	0.0 %	0.0 %	11.8 %	29.4 %	58.8 %	0.0 %
10.1	0	1	1	4	11	0
10. I was able to get all the help/services that I needed	0.0 %	5.9 %	5.9 %	23.5 %	64.7 %	0.0 %
11. The location was convenient (public transportation,	, 0	1	3	4	9	0
distance, parking, etc)	0.0 %	5.9 %	17.6 %	23.5 %	52.9 %	0.0 %





## 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.

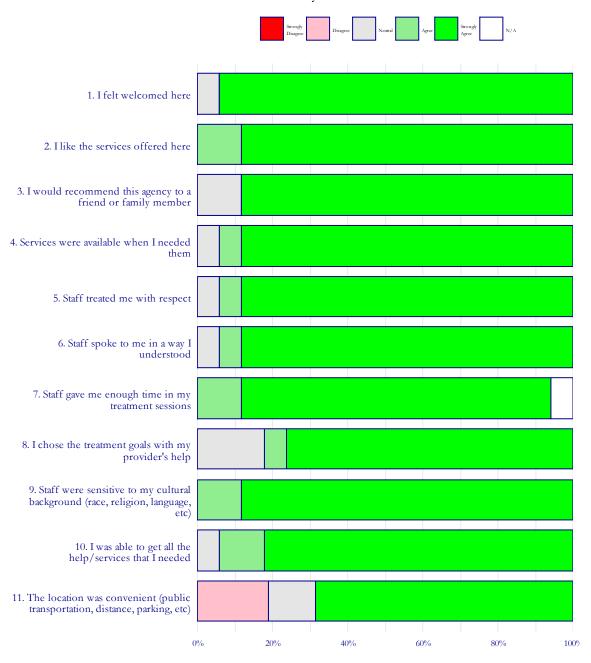
The satisfaction score (items 1-10) for this program: **4.81** out of five,

Other programs: 4.48.

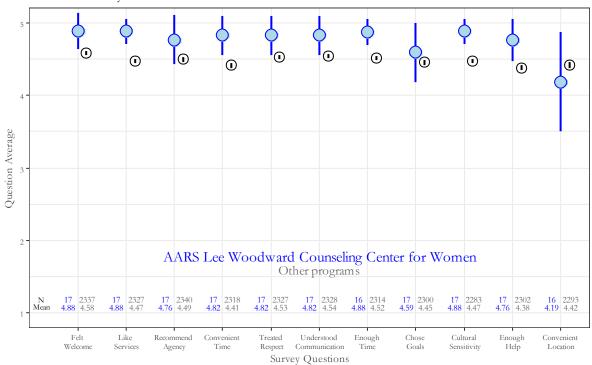
The average rating on all survey questions for AARS Lee Woodward Counseling Center for Women: **4.76** Other programs: **4.47.** 

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	1	0	16	0
1. I left welcomed here	0.0 %	0.0 %	5.9 %	0.0 %	94.1 %	0.0 %
2. I like the services offered here	0	0	0	2	15	0
2. Three the services offered here	0.0 %	0.0 %	0.0 %	11.8 %	88.2 %	0.0 %
3. I would recommend this agency to a friend or family	y 0	0	2	0	15	0
member	0.0 %	0.0 %	11.8 %	0.0 %	88.2 %	0.0 %
4. Services were available when I needed them	0	0	1	1	15	0
4. Services were available when I needed them	0.0 %	0.0 %	5.9 %	5.9 %	88.2 %	0.0 %
5. Staff treated me with respect	0	0	1	1	15	0
3. Starr treated the with respect	0.0 %	0.0 %	5.9 %	5.9 %	88.2 %	0.0 %
C C4-66	0	0	1	1	15	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	5.9 %	5.9 %	88.2 %	0.0 %
7. Staff any me anaugh time in my treatment asserting	0	0	0	2	14	1
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	11.8 %	82.3 %	5.9 %
9. Labora the treatment goals with my may ideals halm	0	0	3	1	13	0
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	17.6 %	5.9 %	76.5 %	0.0 %
9. Staff were sensitive to my cultural background (race	e, 0	0	0	2	15	0
religion, language, etc)	0.0 %	0.0 %	0.0 %	11.8 %	88.2 %	0.0 %
10 1	0	0	1	2	14	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	5.9 %	11.8 %	82.3 %	0.0 %
11. The location was convenient (public transportation	, 0	3	2	0	11	0
distance, parking, etc)	0.0 %	18.8 %	12.5 %	0.0 %	68.8 %	0.0 %





## 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,

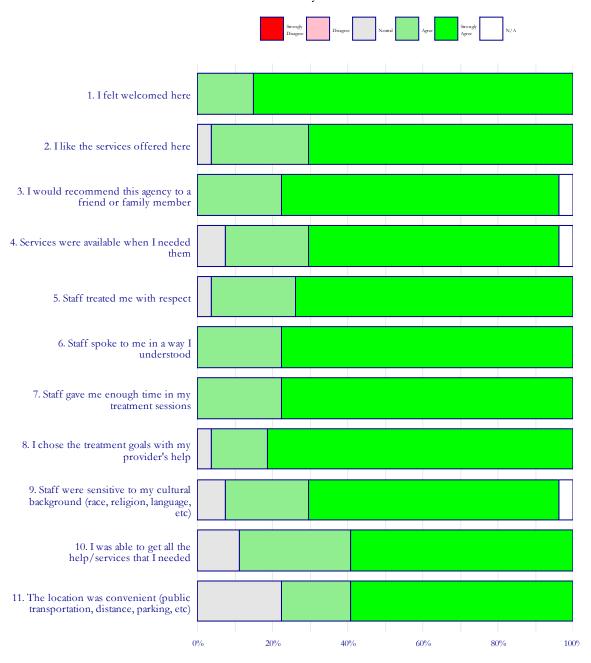
Other programs: 4.48.

The average rating on all survey questions for AARS Project ADAPT SA: 4.67

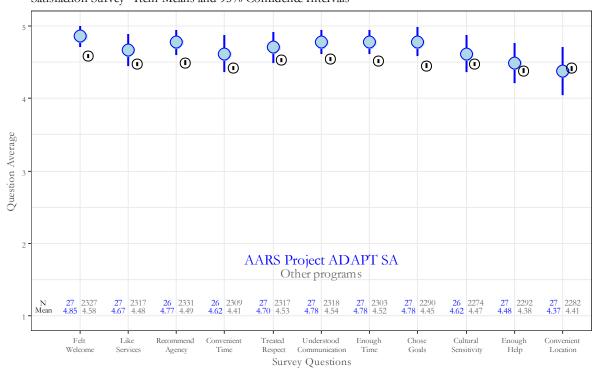
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





## 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%

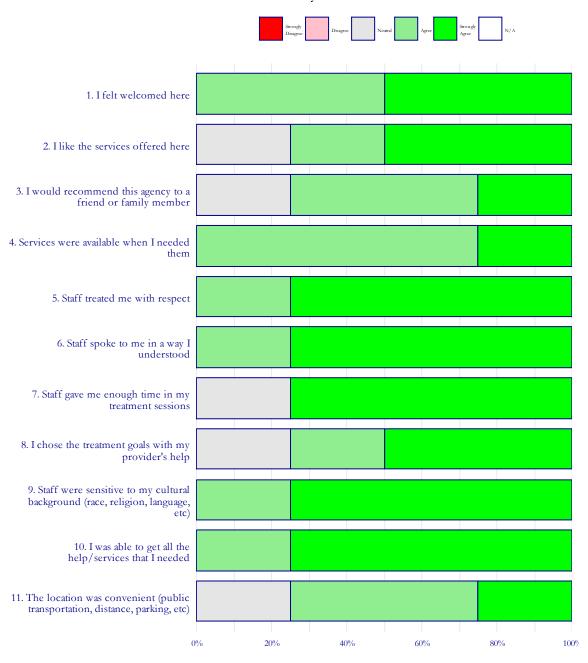
There were surveys returned for 12 clients.

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

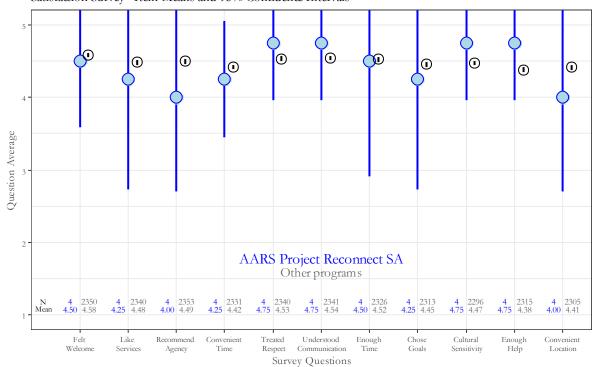
The average rating on all survey questions for AARS Project Reconnect SA: **4.43** Other programs: **4.48.** 

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

<sup>&</sup>lt;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.



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

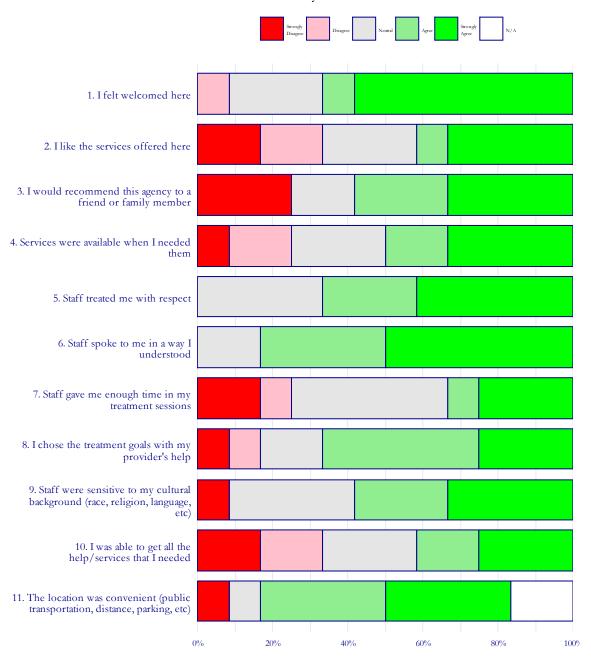
Other programs: 4.49.

The average rating on all survey questions for AARS Residential Recovery Services: 3.66

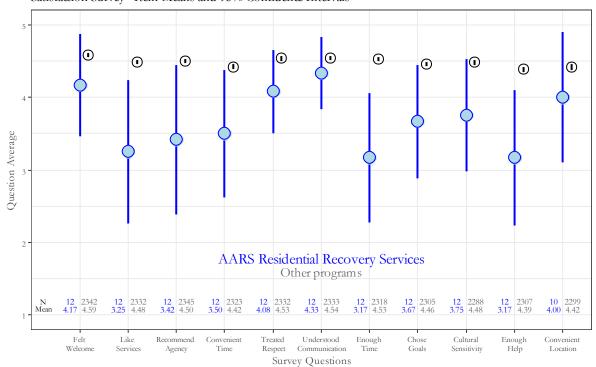
Other programs: 4.48.

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	1	3	1	7	0
1. Freit welcomed here	0.0 %	8.3 %	25.0 %	8.3 %	58.3 %	0.0 %
2. I like the services offered here	2	2	3	1	4	0
2. 1 mile the ger (1000 offered field	16.7 %	16.7 %	25.0 %	8.3 %	33.3 %	0.0 %
3. I would recommend this agency to a friend or family	3	0	2	3	4	0
member	25.0 %	0.0 %	16.7 %	25.0 %	33.3 %	0.0 %
4. Services were available when I needed them	1	2	3	2	4	0
4. Services were available when I needed them	8.3 %	16.7 %	25.0 %	16.7 %	33.3 %	0.0 %
5. Staff treated me with respect	0	0	4	3	5	0
3. Stari treated the with respect	0.0 %	0.0 %	33.3 %	25.0 %	41.7 %	0.0 %
6. Staff spoke to me in a way I understood	0	0	2	4	6	0
o. Start spoke to me in a way I understood	0.0 %	0.0 %	16.7 %	33.3 %	50.0 %	0.0 %
7. Staff gave me enough time in my treatment sessions	2	1	5	1	3	0
7. Start gave me enough time in my treatment sessions	16.7 %	8.3 %	41.7 %	8.3 %	25.0 %	0.0 %
8. I chose the treatment goals with my provider's help	1	1	2	5	3	0
8. I chose the treatment goals with my provider's help	8.3 %	8.3 %	16.7 %	41.7 %	25.0 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 1	0	4	3	4	0
religion, language, etc)	8.3 %	0.0 %	33.3 %	25.0 %	33.3 %	0.0 %
10. Lyon able to get all the help/garvious that I needed	2	2	3	2	3	0
10. I was able to get all the help/services that I needed	16.7 %	16.7 %	25.0 %	16.7 %	25.0 %	0.0 %
11. The location was convenient (public transportation,	1	0	1	4	4	2
distance, parking, etc)	8.3 %	0.0 %	8.3 %	33.3 %	33.3 %	16.7 %





## 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%

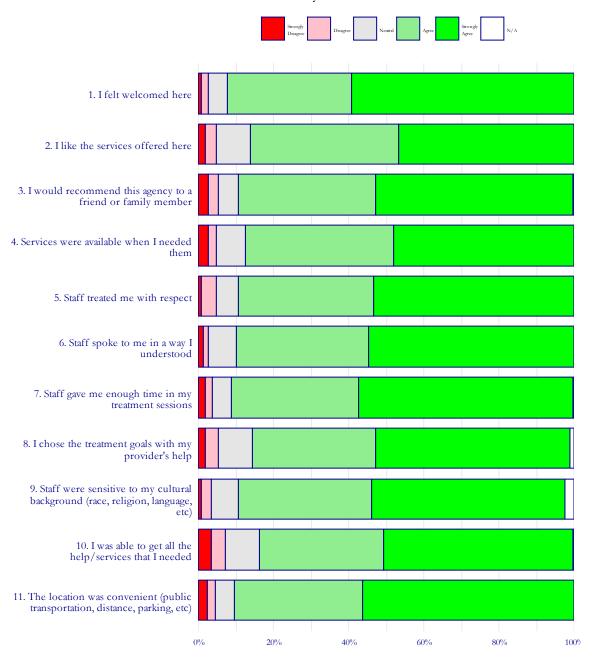
There were surveys returned for 284 clients.

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

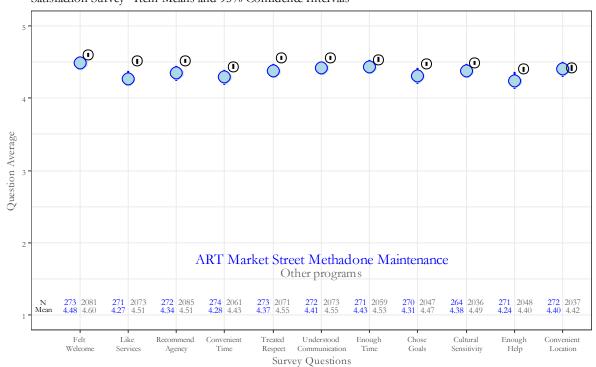
The average rating on all survey questions for ART Market Street Methadone Maintenance: **4.35** Other programs: **4.49.** 

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	2	5	14	90	162	0
	0.7 %	1.8 %	5.1 %	33.0 %	59.3 %	0.0 %
2. I like the services offered here	5	8	24	107	127	0
	1.8 %	2.9 %	8.9 %	39.5 %	46.9 %	0.0 %
3. I would recommend this agency to a friend or family	7	7	15	100	143	1
member	2.6 %	2.6 %	5.5 %	36.6 %	52.4 %	0.4 %
4. Services were available when I needed them	7	6	21	108	132	0
4. Services were available when I needed them	2.5 %	2.2 %	7.7 %	39.4 %	48.2 %	0.0 %
5 C4-ff4	2	11	16	98	146	0
5. Staff treated me with respect	0.7 %	4.0 %	5.9 %	35.9 %	53.5 %	0.0 %
	3	4	20	96	149	0
6. Staff spoke to me in a way I understood	1.1 %	1.5 %	7.3 %	35.3 %	54.8 %	0.0 %
7. C4-ff	5	5	14	92	155	1
7. Staff gave me enough time in my treatment sessions	1.8 %	1.8 %	5.1 %	33.8 %	57.0 %	0.4 %
0. I also a distance de la constance de la cons	5	9	25	90	141	3
8. I chose the treatment goals with my provider's help	1.8 %	3.3 %	9.2 %	33.0 %	51.6 %	1.1 %
9. Staff were sensitive to my cultural background (race	, 2	7	20	96	139	7
religion, language, etc)	0.7 %	2.6 %	7.4 %	35.4 %	51.3 %	2.6 %
10 7 11 4 4 14 1 1 / 2 4 4 7 1 1	9	10	25	90	137	1
10. I was able to get all the help/services that I needed	3.3 %	3.7 %	9.2 %	33.1 %	50.4 %	0.4 %
11. The location was convenient (public transportation	, 6	6	14	93	153	0
distance, parking, etc)	2.2 %	2.2 %	5.1 %	34.2 %	56.2 %	0.0 %





## 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,

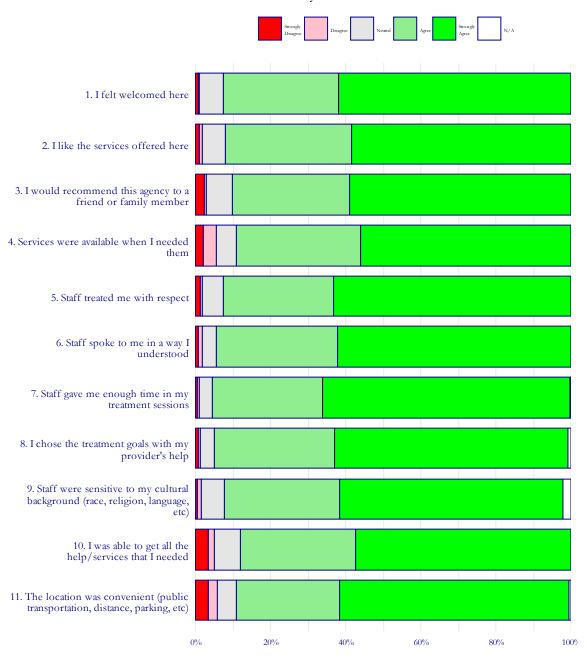
Other programs: 4.48.

The average rating on all survey questions for ART Turk Street Methadone Maintenance: 4.48

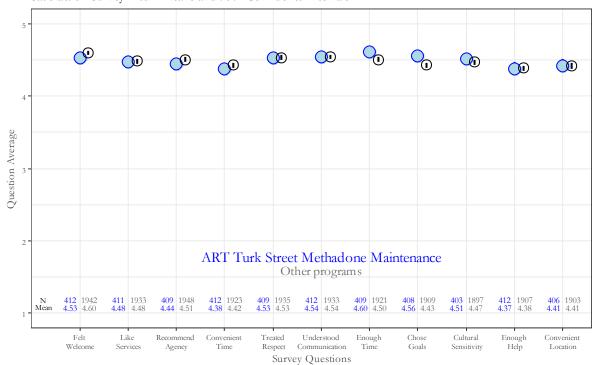
Other programs: 4.47.

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

<sup>&</sup>lt;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.



•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	3	1	26	127	255	0
	0.7 %	0.2 %	6.3 %	30.8 %	61.9 %	0.0 %
2. I like the services offered here	4	3	26	138	240	0
2. Thre the services offered here	1.0 %	0.7 %	6.3 %	33.6 %	58.4 %	0.0 %
3. I would recommend this agency to a friend or family	9	3	28	128	241	0
member	2.2 %	0.7 %	6.8 %	31.3 %	58.9 %	0.0 %
4.0 ' '111 1 7 114	8	15	22	136	231	0
4. Services were available when I needed them	1.9 %	3.6 %	5.3 %	33.0 %	56.1 %	0.0 %
5 0, 00, 1	5	2	23	120	259	0
5. Staff treated me with respect	1.2 %	0.5 %	5.6 %	29.3 %	63.3 %	0.0 %
	3	4	16	133	256	0
6. Staff spoke to me in a way I understood	0.7 %	1.0 %	3.9 %	32.3 %	62.1 %	0.0 %
7 6, 66	2	2	14	120	271	1
7. Staff gave me enough time in my treatment sessions	0.5 %	0.5 %	3.4 %	29.3 %	66.1 %	0.2 %
	3	2	16	131	256	4
8. I chose the treatment goals with my provider's help	0.7 %	0.5 %	3.9 %	31.8 %	62.1 %	1.0 %
9. Staff were sensitive to my cultural background (race	, 2	4	25	127	245	9
religion, language, etc)	0.5 %	1.0 %	6.1 %	30.8 %	59.5 %	2.2 %
10 7 11 4 1 1 1 1 1 1 1 1 1 1 1	14	6	29	126	237	0
10. I was able to get all the help/services that I needed	3.4 %	1.5 %	7.0 %	30.6 %	57.5 %	0.0 %
11. The location was convenient (public transportation,	, 14	10	20	112	250	2
distance, parking, etc)	3.4 %	2.4 %	4.9 %	27.5 %	61.3 %	0.5 %





## 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,

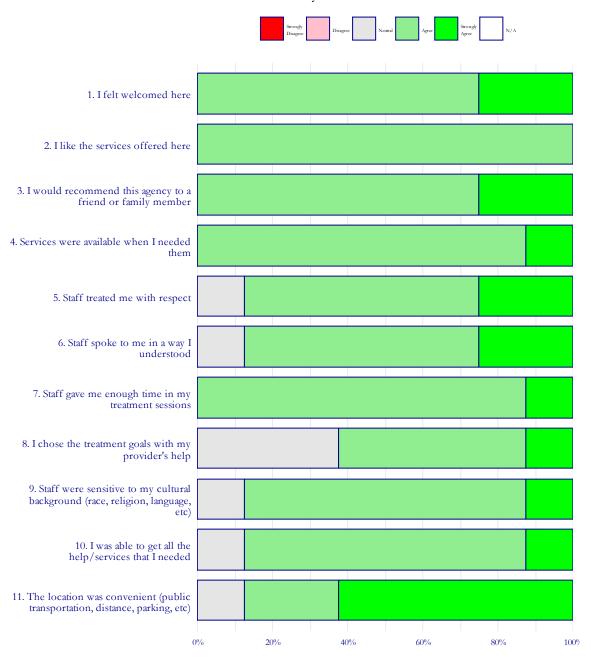
Other programs: 4.48.

The average rating on all survey questions for BP Acceptance Place: 4.11

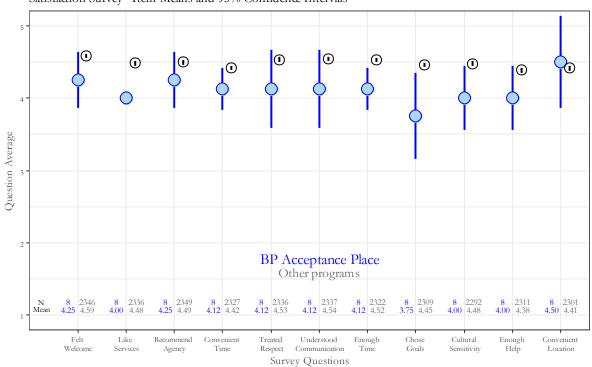
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

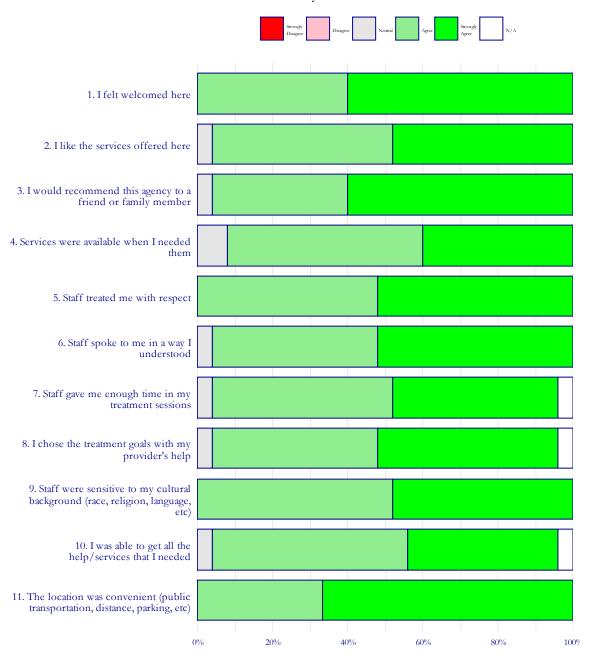
Other programs: 4.48.

The average rating on all survey questions for BP Joe Healy Medical Detox: 4.49

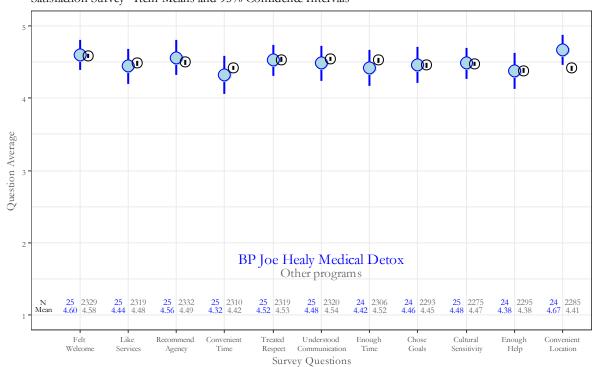
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

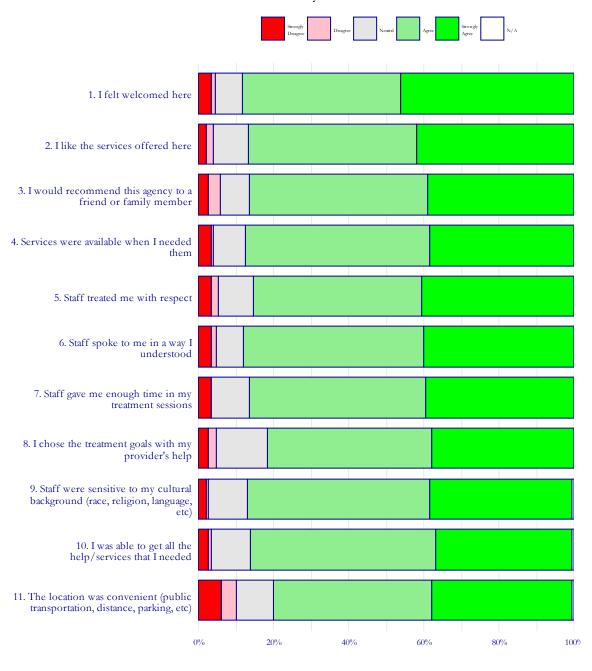
Other programs: 4.50.

The average rating on all survey questions for BVHP Methadone Maintenance HIV: 4.17

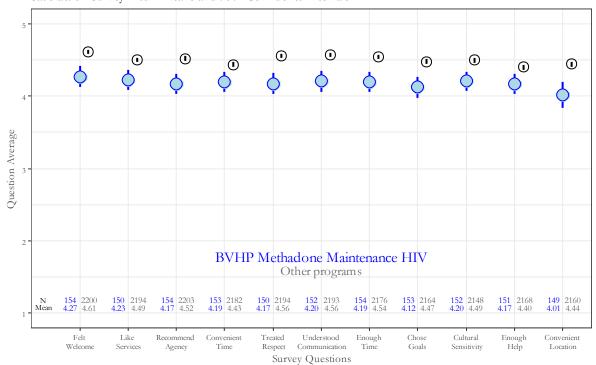
Other programs: 4.50.

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	5	2	11	65	71	0
	3.2 %	1.3 %	7.1 %	42.2 %	46.1 %	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	, 4	5	12	73	60	0
member	2.6 %	3.2 %	7.8 %	47.4 %	39.0 %	0.0 %
4 Camilana anno anni labla antana I ann da datana	5	1	13	75	59	0
4. Services were available when I needed them	3.3 %	0.6 %	8.5 %	49.0 %	38.6 %	0.0 %
5 G. CC 1	5	3	14	67	61	0
5. Staff treated me with respect	3.3 %	2.0 %	9.3 %	44.7 %	40.7 %	0.0 %
	5	2	11	73	61	0
6. Staff spoke to me in a way I understood	3.3 %	1.3 %	7.2 %	48.0 %	40.1 %	0.0 %
7 54-55	5	0	16	72	61	0
7. Staff gave me enough time in my treatment sessions	3.2 %	0.0 %	10.4 %	46.8 %	39.6 %	0.0 %
	4	3	21	67	58	0
8. I chose the treatment goals with my provider's help	2.6 %	2.0 %	13.7 %	43.8 %	37.9 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 3	1	16	74	58	1
religion, language, etc)	2.0 %	0.6 %	10.5 %	48.4 %	37.9 %	0.6 %
10 7 11 4 11 11 11 11 11 11 11	4	1	16	75	55	1
10. I was able to get all the help/services that I needed	2.6 %	0.7 %	10.5 %	49.3 %	36.2 %	0.7 %
11. The location was convenient (public transportation	, 9	6	15	63	56	1
distance, parking, etc)	6.0 %	4.0 %	10.0 %	42.0 %	37.3 %	0.7 %





## 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,

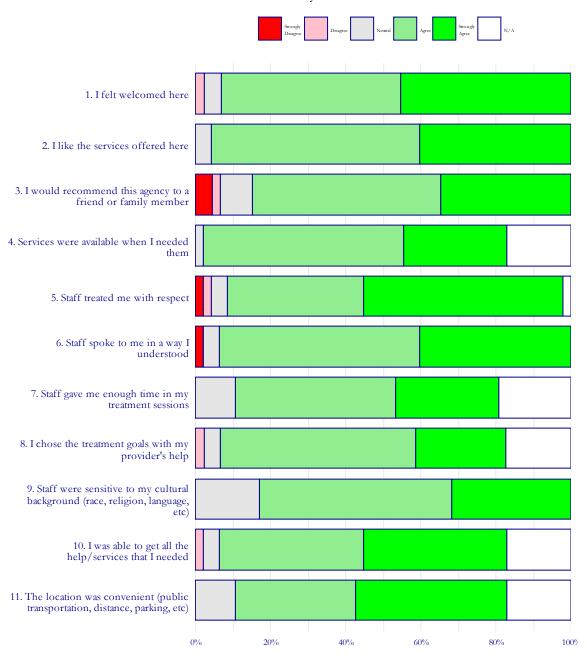
Other programs: 4.49.

The average rating on all survey questions for BVHP Youth Moving Forward 3rd Street: 4.30

Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





#### 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,

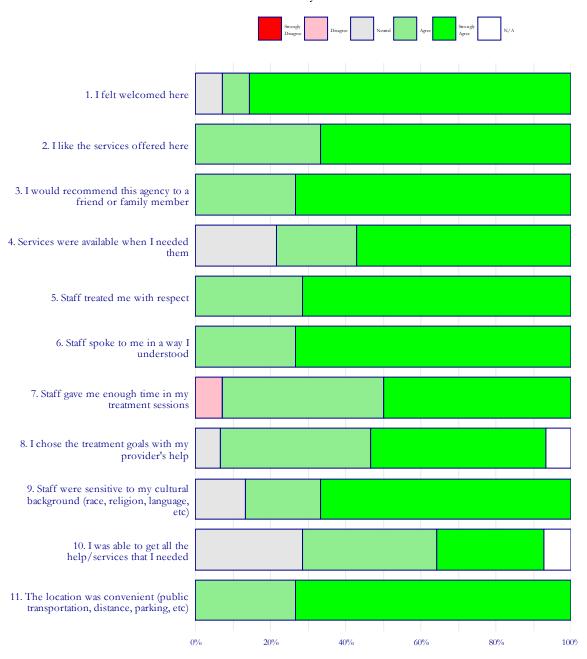
Other programs: 4.48.

The average rating on all survey questions for CATS Golden Gate for Seniors: 4.58

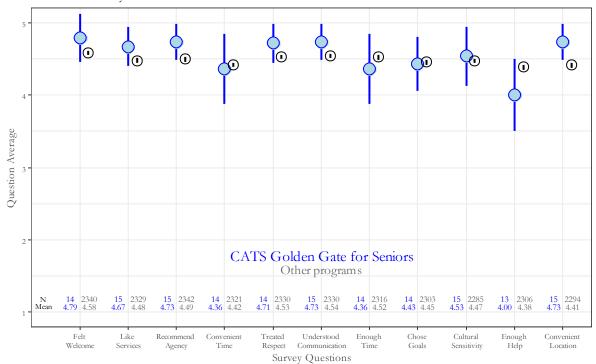
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

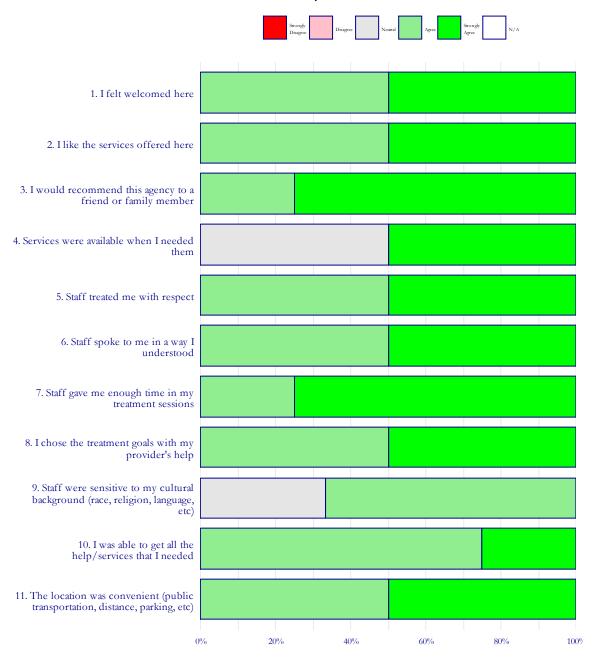
Other programs: 4.48.

The average rating on all survey questions for Curry Senior Center Outpatient: 4.43

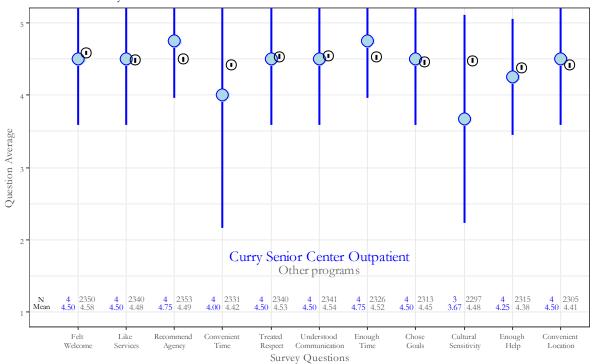
Other programs: 4.48.

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	0	2	2	0
1. Hert welcomed here	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %
2. I like the services offered here	0	0	0	2	2	0
2. Thre the services offered here	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	0	1	3	0
member	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %
4. Services were available when I needed them	0	0	2	0	2	0
4. Services were available when I needed them	0.0 %	0.0 %	50.0 %	0.0 %	50.0 %	0.0 %
5. Staff treated me with respect	0	0	0	2	2	0
5. Starr treated me with respect	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %
6. Staff spoke to me in a way I understood	0	0	0	2	2	0
o. Start spoke to the in a way I understood	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %
7. Staff gave me enough time in my treatment sessions	0	0	0	1	3	0
7. Starr gave me chough time in my deatment sessions	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %
8. I chose the treatment goals with my provider's help	0	0	0	2	2	0
o. Tenose the treatment goals with my provider's help	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 0	0	1	2	0	0
religion, language, etc)	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %	0.0 %
10. I was able to get all the help/services that I needed	0	0	0	3	1	0
10. I was able to get an the help/services that I needed	0.0 %	0.0 %	0.0 %	75.0 %	25.0 %	0.0 %
11. The location was convenient (public transportation	, 0	0	0	2	2	0
distance, parking, etc)	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	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,

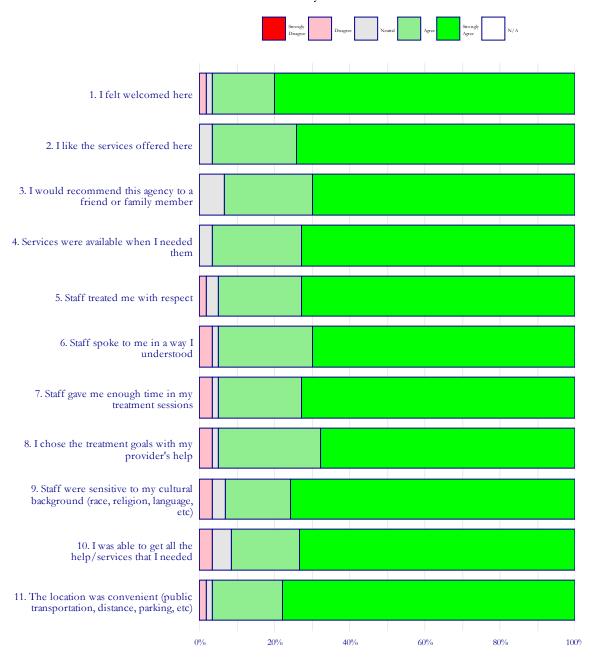
Other programs: 4.48.

The average rating on all survey questions for DSAAM Methadone Van: 4.66

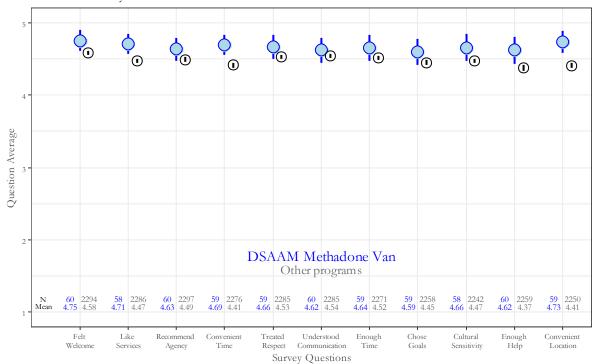
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





#### 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,

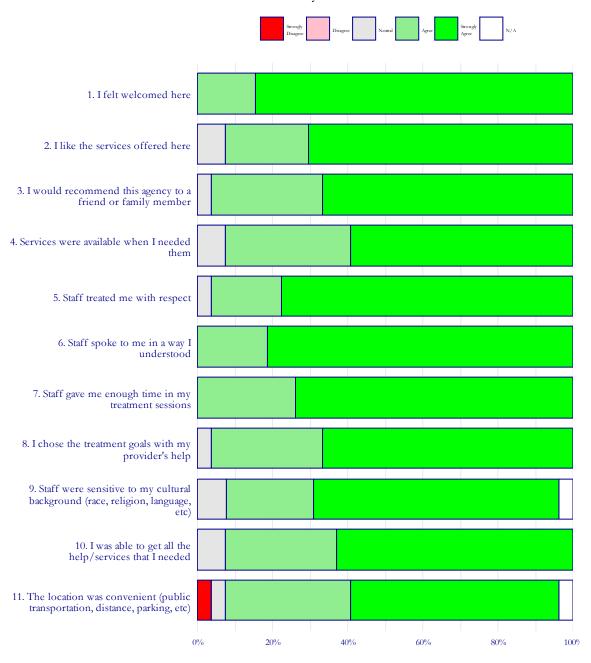
Other programs: 4.48.

The average rating on all survey questions for DSAAM OBOT: 4.65

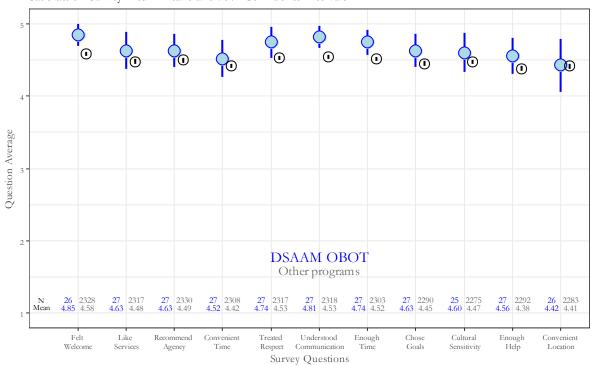
Other programs: 4.47.

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	0	4	22	0
The work was a second of the s	0.0 %	0.0 %	0.0 %	15.4 %	84.6 %	0.0 %
2. I like the services offered here	0	0	2	6	19	0
2. Three the services offered here	0.0 %	0.0 %	7.4 %	22.2 %	70.4 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	1	8	18	0
member	0.0 %	0.0 %	3.7 %	29.6 %	66.7 %	0.0 %
4. Services were available when I needed them	0	0	2	9	16	0
4. Services were available when I needed them	0.0 %	0.0 %	7.4 %	33.3 %	59.3 %	0.0 %
5 C4-C6 4	0	0	1	5	21	0
5. Staff treated me with respect	0.0 %	0.0 %	3.7 %	18.5 %	77.8 %	0.0 %
C C4-ff1 4 1 11	0	0	0	5	22	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	0.0 %	18.5 %	81.5 %	0.0 %
7.64.66	0	0	0	7	20	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	25.9 %	74.1 %	0.0 %
	0	0	1	8	18	0
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	3.7 %	29.6 %	66.7 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 0	0	2	6	17	1
religion, language, etc)	0.0 %	0.0 %	7.7 %	23.1 %	65.4 %	3.8 %
10 7 11	0	0	2	8	17	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	7.4 %	29.6 %	63.0 %	0.0 %
11. The location was convenient (public transportation	. 1	0	1	9	15	1
distance, parking, etc)	3.7 %	0.0 %	3.7 %	33.3 %	55.6 %	3.7 %





#### 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,

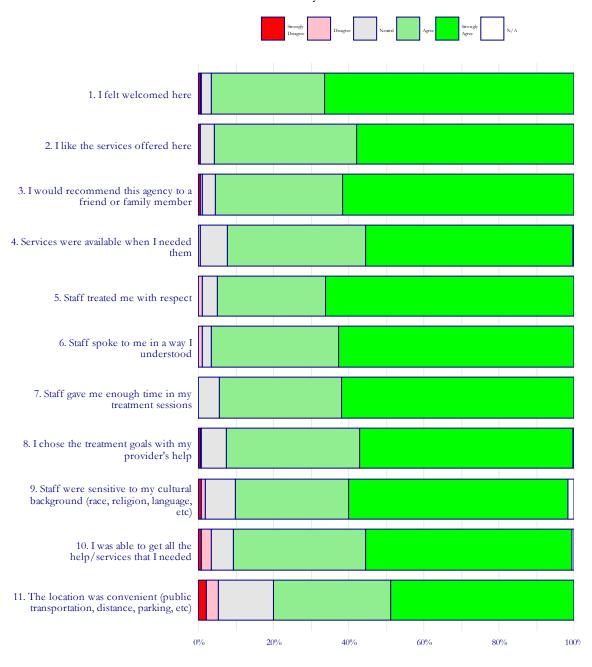
Other programs: 4.48.

The average rating on all survey questions for DSAAM OTOP Methadone Maintenance: 4.50

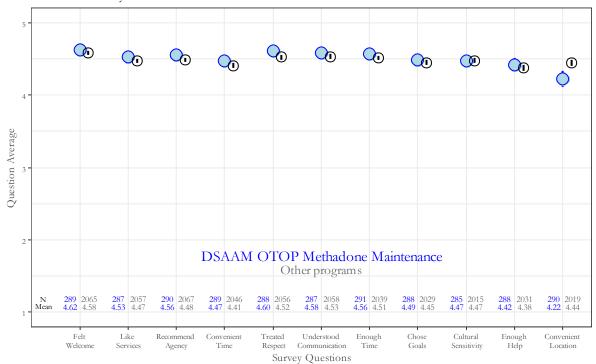
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





#### 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,

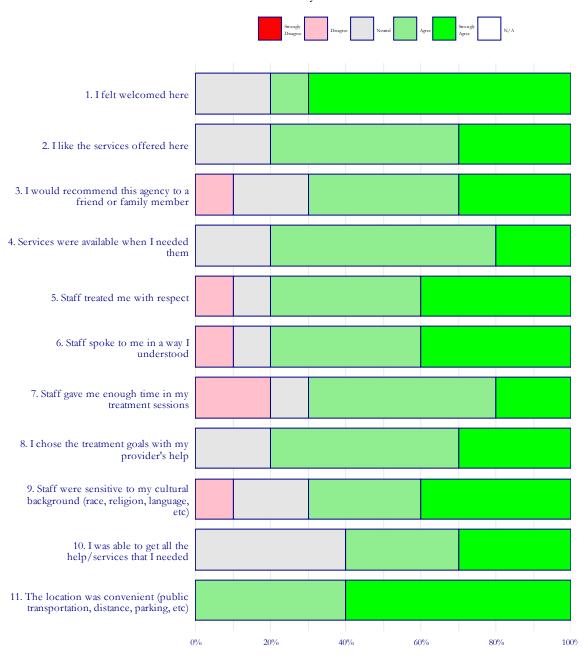
Other programs: 4.48.

The average rating on all survey questions for Ferguson Place: 4.09

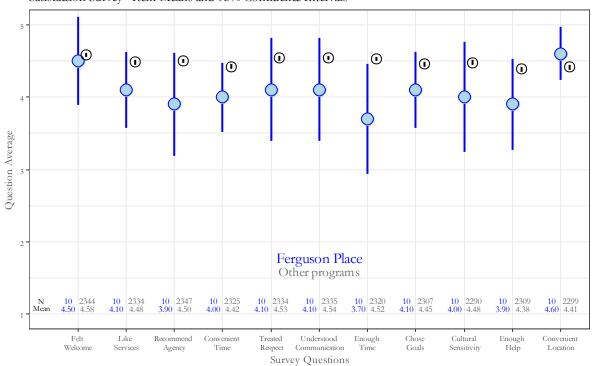
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





#### 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,

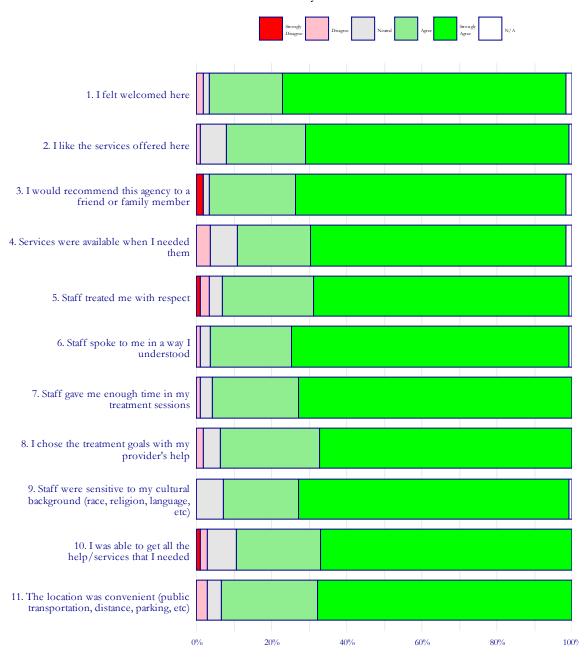
Other programs: 4.48.

The average rating on all survey questions for Fort Help Bryant Clinic: 4.58

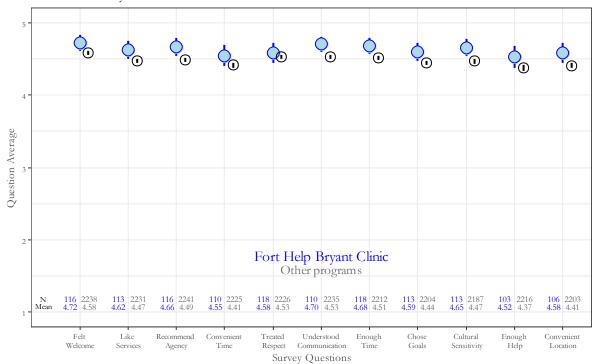
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





## 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,

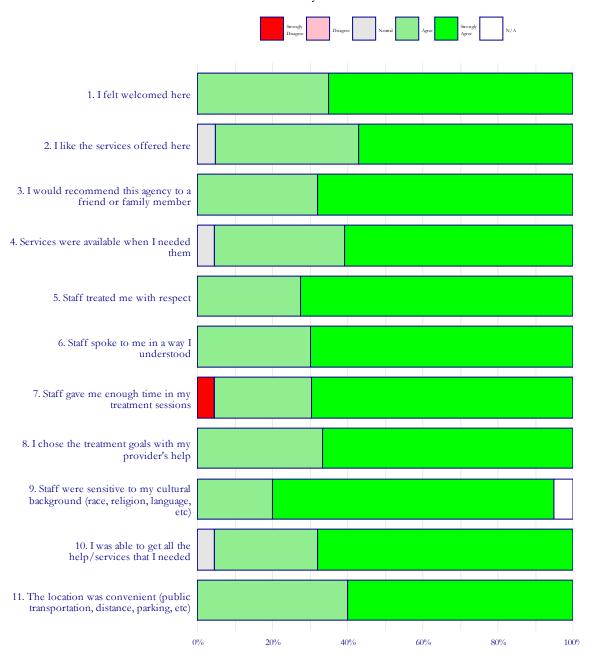
Other programs: 4.48.

The average rating on all survey questions for Fort Help Mission Clinic: 4.61

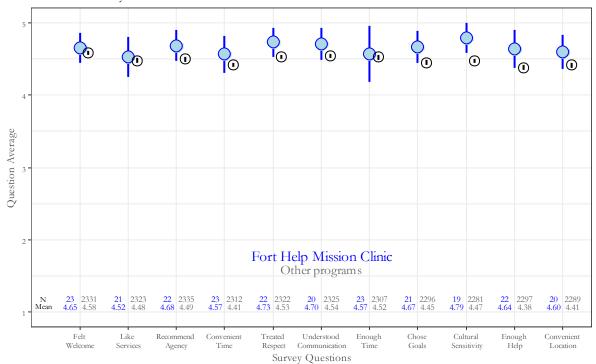
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





# 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.

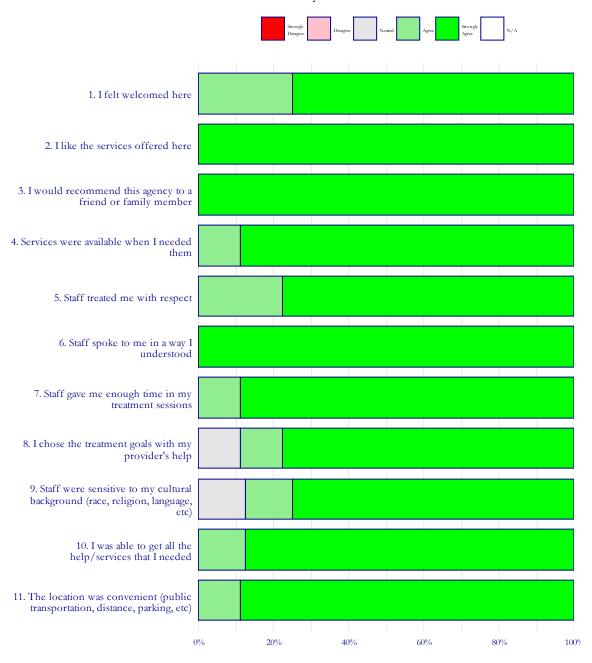
The satisfaction score (items 1-10) for this program: **4.85** out of five, Other programs: **4.48.** 

Omer programs. 4.40.

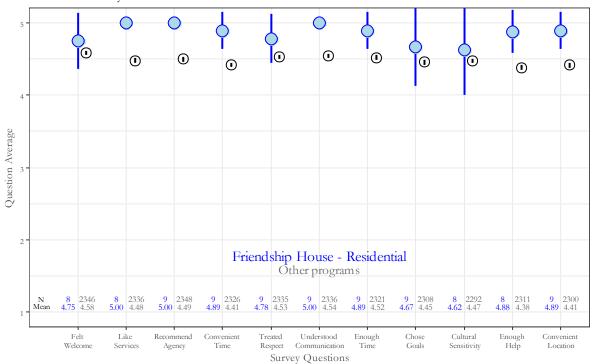
The average rating on all survey questions for Friendship House - Residential: **4.86** Other programs: **4.47.** 

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	0	2	6	0
1. From welcomed here	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %
2. I like the services offered here	0	0	0	0	8	0
2. Thre the services offered here	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	0	0	9	0
member	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %
4. Services were available when I needed them	0	0	0	1	8	0
4. Services were available when I needed them	0.0 %	0.0 %	0.0 %	11.1 %	88.9 %	0.0 %
5 0, 00	0	0	0	2	7	0
5. Staff treated me with respect	0.0 %	0.0 %	0.0 %	22.2 %	77.8 %	0.0 %
C Ct-ff1- t i I I I	0	0	0	0	9	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	0.0 %	0.0 %	100.0 %	0.0 %
7. Staff gave me anaugh time in my treatment assering	0	0	0	1	8	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	11.1 %	88.9 %	0.0 %
Q. I always the treatment goals with my may ideals halm	0	0	1	1	7	0
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	11.1 %	11.1 %	77.8 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 0	0	1	1	6	0
religion, language, etc)	0.0 %	0.0 %	12.5 %	12.5 %	75.0 %	0.0 %
10 1	0	0	0	1	7	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	0.0 %	12.5 %	87.5 %	0.0 %
11. The location was convenient (public transportation	, 0	0	0	1	8	0
distance, parking, etc)	0.0 %	0.0 %	0.0 %	11.1 %	88.9 %	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,

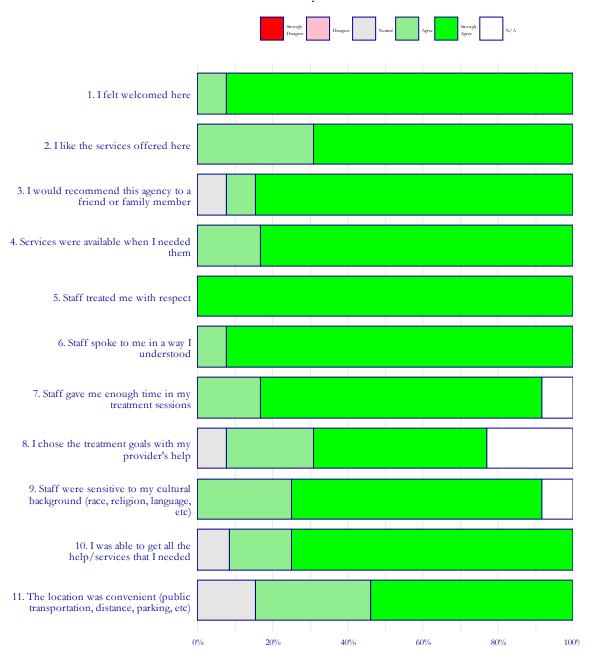
Other programs: 4.48.

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

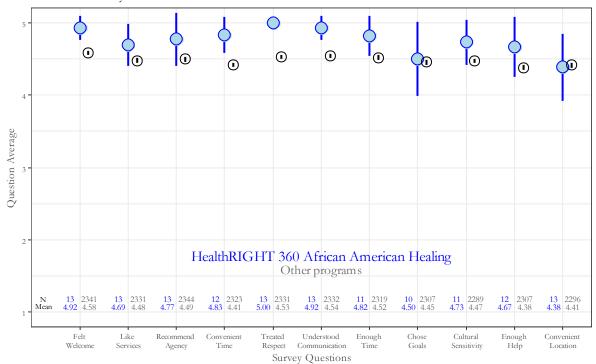
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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

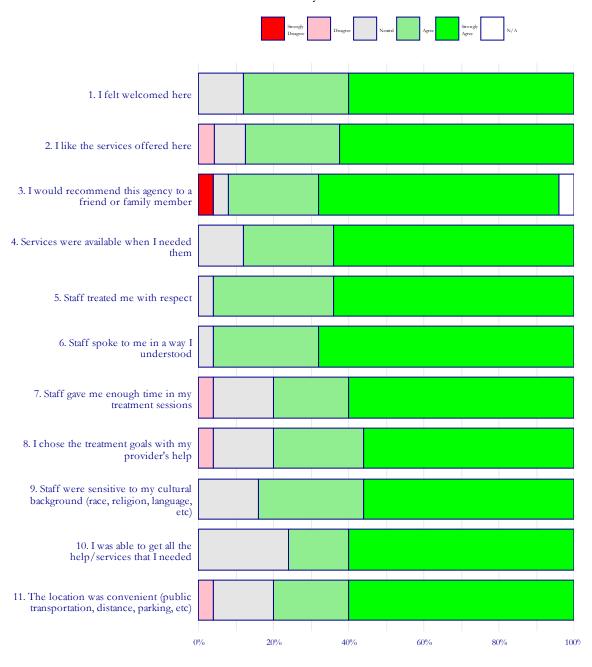
Other programs: 4.48.

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

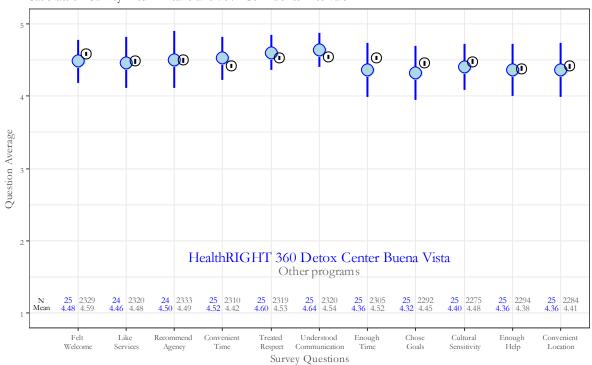
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

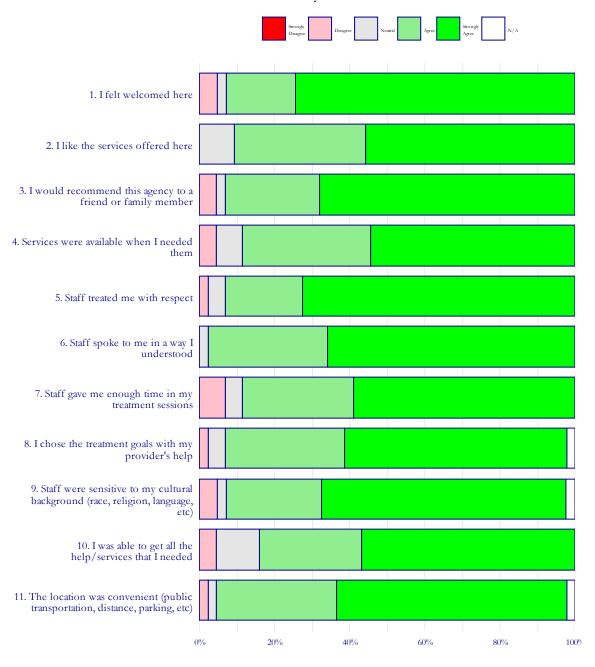
Other programs: 4.48.

The average rating on all survey questions for HealthRIGHT 360 Dual Recovery Program: 4.51

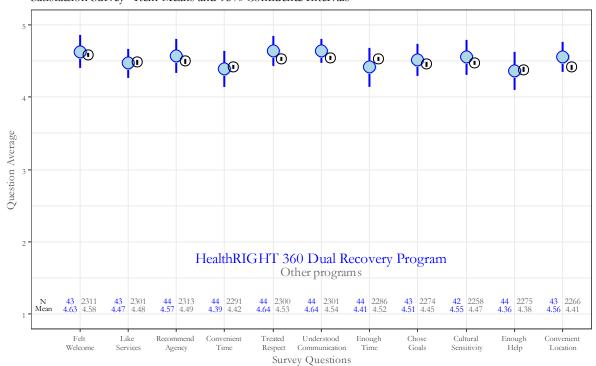
Other programs: 4.48.

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	2	1	8	32	0
	0.0 %	4.6 %	2.3 %	18.6 %	74.4 %	0.0 %
2. I like the services offered here	0	0	4	15	24	0
2. I fixe the services offered here	0.0 %	0.0 %	9.3 %	34.9 %	55.8 %	0.0 %
3. I would recommend this agency to a friend or family	0	2	1	11	30	0
member	0.0 %	4.5 %	2.3 %	25.0 %	68.2 %	0.0 %
4. Services were available when I needed them	0	2	3	15	24	0
4. Services were available when I needed them	0.0 %	4.5 %	6.8 %	34.1 %	54.5 %	0.0 %
5 Chaffernatal manifestrum	0	1	2	9	32	0
5. Staff treated me with respect	0.0 %	2.3 %	4.5 %	20.4 %	72.7 %	0.0 %
	0	0	1	14	29	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	2.3 %	31.8 %	65.9 %	0.0 %
7.64.66	0	3	2	13	26	0
7. Staff gave me enough time in my treatment sessions	0.0 %	6.8 %	4.5 %	29.5 %	59.1 %	0.0 %
	0	1	2	14	26	1
8. I chose the treatment goals with my provider's help	0.0 %	2.3 %	4.5 %	31.8 %	59.1 %	2.3 %
9. Staff were sensitive to my cultural background (race	, 0	2	1	11	28	1
religion, language, etc)	0.0 %	4.6 %	2.3 %	25.6 %	65.1 %	2.3 %
10 7 11	0	2	5	12	25	0
10. I was able to get all the help/services that I needed	0.0 %	4.5 %	11.4 %	27.3 %	56.8 %	0.0 %
11. The location was convenient (public transportation	, 0	1	1	14	27	1
distance, parking, etc)	0.0 %	2.3 %	2.3 %	31.8 %	61.4 %	2.3 %





### 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,

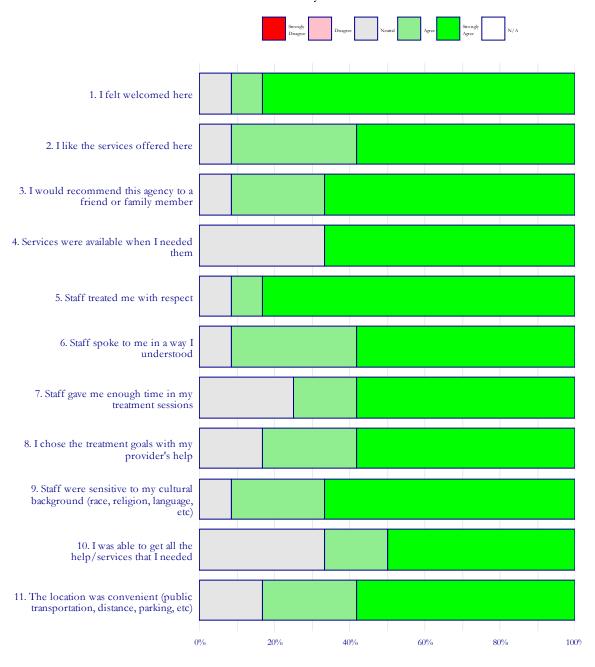
Other programs: 4.48.

The average rating on all survey questions for HealthRIGHT 360 Family STRENGTH OP: 4.48

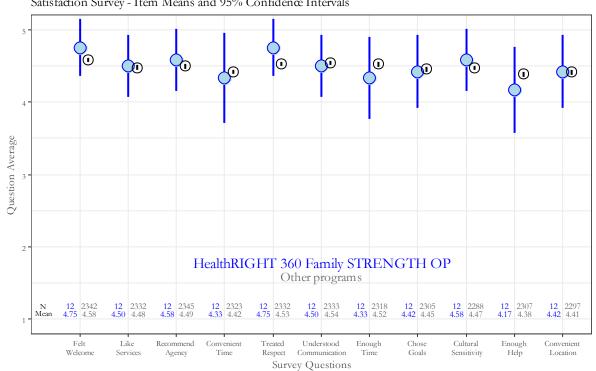
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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.

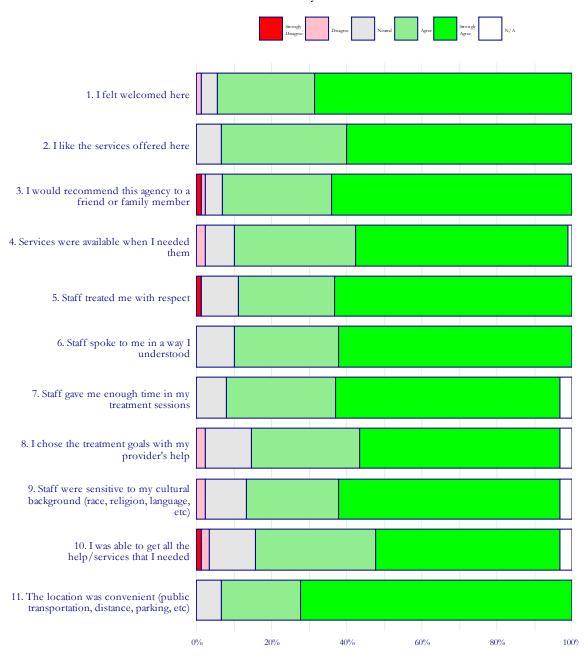
The satisfaction score (items 1-10) for this program: **4.47** out of five,

Other programs: 4.48.

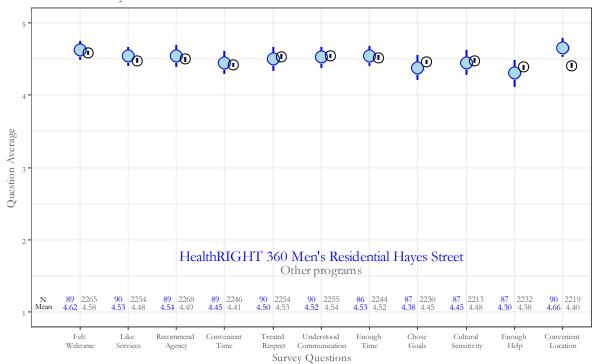
The average rating on all survey questions for HealthRIGHT 360 Men's Residential Hayes Street: **4.49** Other programs: **4.48.** 

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

<sup>&</sup>lt;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.



•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	1	4	23	61	0
	0.0 %	1.1 %	4.5 %	25.8 %	68.5 %	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		1	4	26	57	0.0 70
member	1.1 %	1.1 %	4.5 %	29.2 %	64.0 %	0.0 %
4. Services were available when I needed them	0	2	7	29	51	1
4. Services were available when I needed them	0.0 %	2.2 %	7.8 %	32.2 %	56.7 %	1.1 %
5. Staff treated me with respect	1	0	9	23	57	0
5. Start treated the with respect	1.1 %	0.0 %	10.0 %	25.6 %	63.3 %	0.0 %
6. Staff spoke to me in a way I understood	0	0	9	25	56	0
o. Start spoke to the in a way I understood	0.0 %	0.0 %	10.0 %	27.8 %	62.2 %	0.0 %
7. Staff gave me enough time in my treatment sessions	0	0	7	26	53	3
7. Start gave the enough time in my treatment sessions	0.0 %	0.0 %	7.9 %	29.2 %	59.6 %	3.4 %
8. I chose the treatment goals with my provider's help	0	2	11	26	48	3
o. I chose the treatment goals with my provider's help	0.0 %	2.2 %	12.2 %	28.9 %	53.3 %	3.3 %
9. Staff were sensitive to my cultural background (race	, 0	2	10	22	53	3
religion, language, etc)	0.0 %	2.2 %	11.1 %	24.4 %	58.9 %	3.3 %
10. Lyon able to get all the help/gamiless that I needed	1	2	11	29	44	3
10. I was able to get all the help/services that I needed	1.1 %	2.2 %	12.2 %	32.2 %	48.9 %	3.3 %
11. The location was convenient (public transportation,	0	0	6	19	65	0
distance, parking, etc)	0.0 %	0.0 %	6.7 %	21.1 %	72.2 %	0.0 %





#### Treatment Satisfaction Survey Report - Spring 2017 HealthRIGHT 360 Men's Satelite 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,

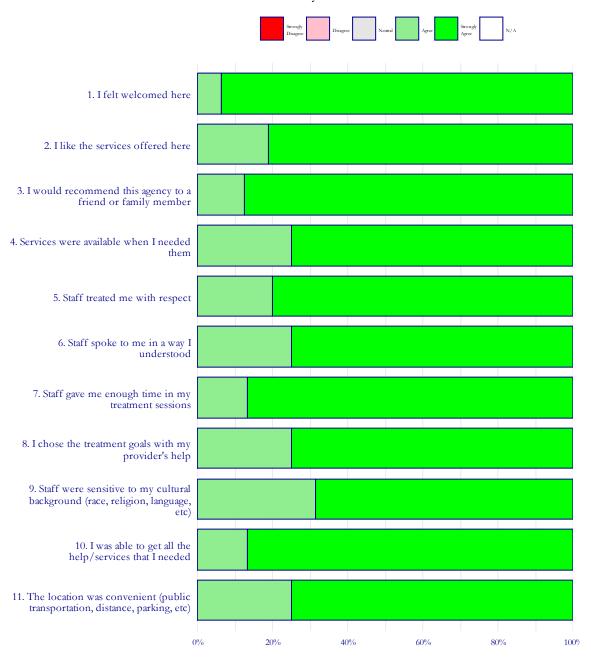
Other programs: 4.48.

The average rating on all survey questions for HealthRIGHT 360 Men's Satelite Program: 4.80

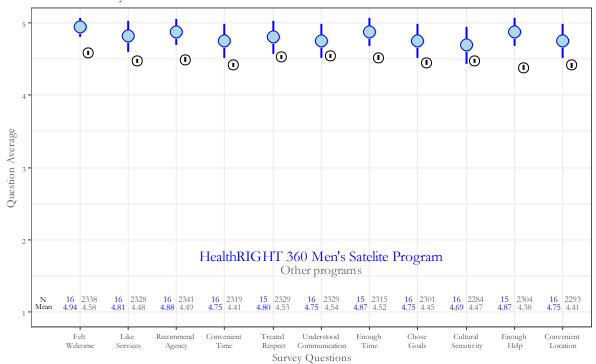
Other programs: 4.47.

Response	HealthRIGHT 360 Men's Satelite Program	Other Programs	Total
Refused	0	93	93
11010000	0 %	3.8 %	3.7 %
Impaired	0	8	8
Impaired	0 %	0.3 %	0.3 %
T	0	8	8
Language	0 %	0.3 %	0.3 %
0.1	0	10	10
Other	0 %	0.4 %	0.4 %
M::/- D	0	16	16
Missing w/o Reason	0 %	0.6 %	0.6 %
C1-4-1 C	16	2341	2357
Completed Survey	100 %	94.5 %	94.6 %
T . 1	16	2476	2492
Total	100 %	100 %	100 %

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	0	1	15	0
1. I felt welcomed here	0.0 %	0.0 %	0.0 %	6.2 %	93.8 %	0.0 %
2. I like the services offered here	0	0	0	3	13	0
2. I like the services offered here	0.0 %	0.0 %	0.0 %	18.8 %	81.2 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	0	2	14	0
member	0.0 %	0.0 %	0.0 %	12.5 %	87.5 %	0.0 %
4. Services were available when I needed them	0	0	0	4	12	0
4. Services were available when I needed them	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %
5 64 664 4 1 241	0	0	0	3	12	0
5. Staff treated me with respect	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %
	0	0	0	4	12	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %
7. Staff aggs me anguah tima in my treatment aggsione	0	0	0	2	13	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	13.3 %	86.7 %	0.0 %
Q. I always the treatment goals with my may ideals halm	0	0	0	4	12	0
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %
9. Staff were sensitive to my cultural background (race	e, 0	0	0	5	11	0
religion, language, etc)	0.0 %	0.0 %	0.0 %	31.2 %	68.8 %	0.0 %
10 1	0	0	0	2	13	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	0.0 %	13.3 %	86.7 %	0.0 %
11. The location was convenient (public transportation	, 0	0	0	4	12	0
distance, parking, etc)	0.0 %	0.0 %	0.0 %	25.0 %	75.0 %	0.0 %





## 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,

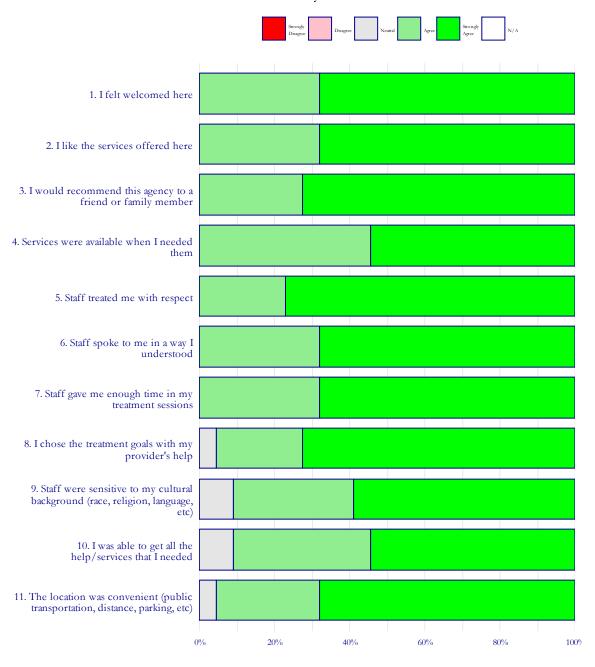
Other programs: 4.48.

The average rating on all survey questions for HealthRIGHT 360 Outpatient Treatment: 4.64

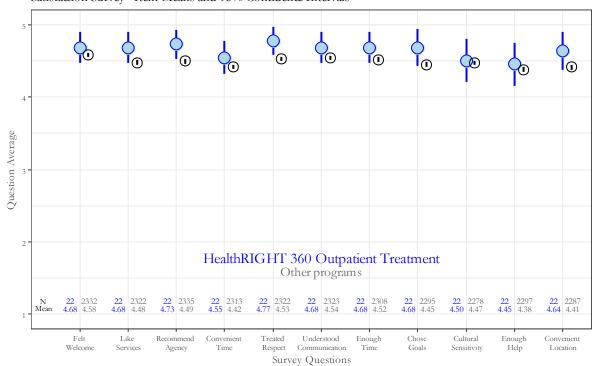
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





#### 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,

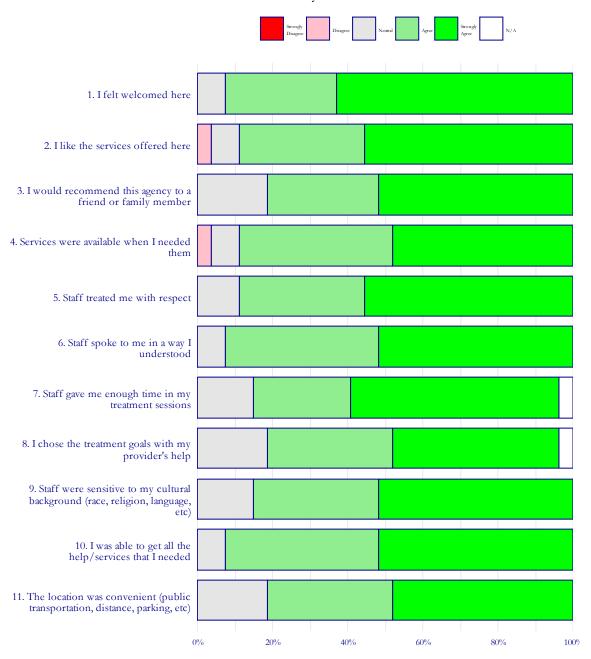
Other programs: 4.48.

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

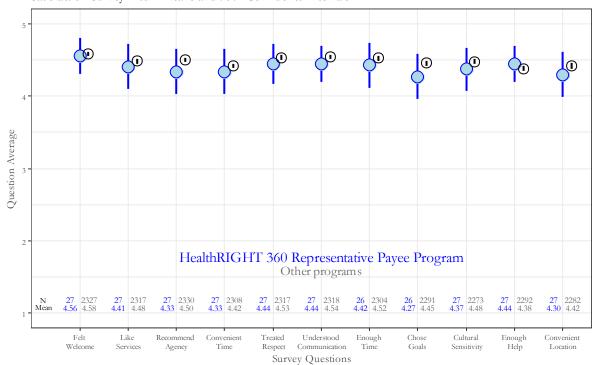
Other programs: 4.48.

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	2	8	17	0
1. From welcomed here	0.0 %	0.0 %	7.4 %	29.6 %	63.0 %	0.0 %
2. I like the services offered here	0	1	2	9	15	0
2. I fixe the services offered here	0.0 %	3.7 %	7.4 %	33.3 %	55.6 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	5	8	14	0
member	0.0 %	0.0 %	18.5 %	29.6 %	51.8 %	0.0 %
4. Services were available when I needed them	0	1	2	11	13	0
4. Services were available when I needed them	0.0 %	3.7 %	7.4 %	40.7 %	48.1 %	0.0 %
5 64 664 4 1 24	0	0	3	9	15	0
5. Staff treated me with respect	0.0 %	0.0 %	11.1 %	33.3 %	55.6 %	0.0 %
	0	0	2	11	14	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	7.4 %	40.7 %	51.8 %	0.0 %
7.0.0	0	0	4	7	15	1
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	14.8 %	25.9 %	55.6 %	3.7 %
	0	0	5	9	12	1
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	18.5 %	33.3 %	44.4 %	3.7 %
9. Staff were sensitive to my cultural background (race	, 0	0	4	9	14	0
religion, language, etc)	0.0 %	0.0 %	14.8 %	33.3 %	51.8 %	0.0 %
	0	0	2	11	14	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	7.4 %	40.7 %	51.8 %	0.0 %
11. The location was convenient (public transportation	. 0	0	5	9	13	0
distance, parking, etc)	0.0 %	0.0 %	18.5 %	33.3 %	48.1 %	0.0 %





## 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,

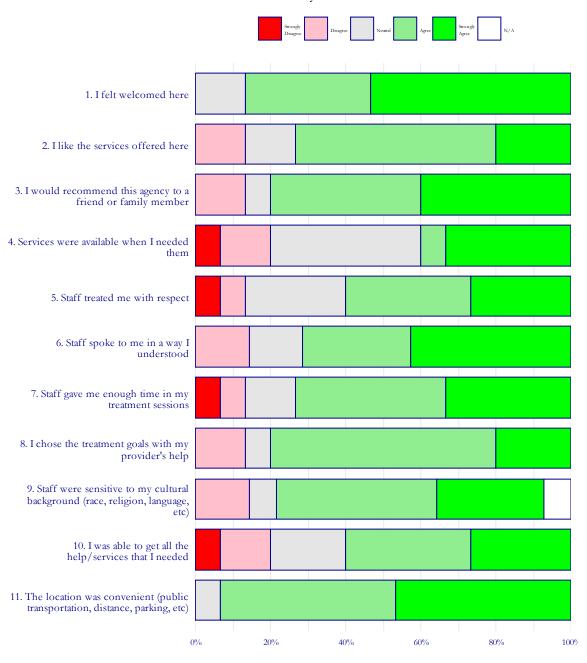
Other programs: 4.49.

The average rating on all survey questions for HealthRIGHT 360 Women's Hope: 3.92

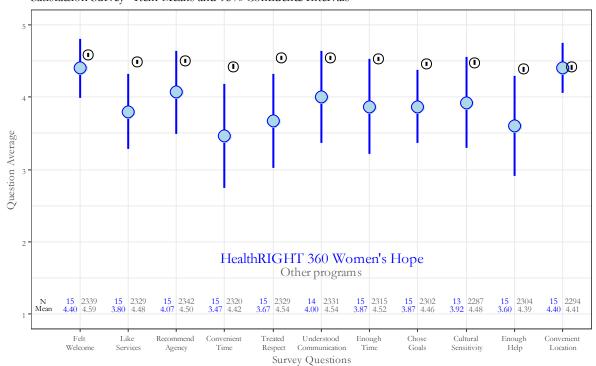
Other programs: 4.48.

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	2	5	8	0
1. I felt welcomed here	0.0 %	0.0 %	13.3 %	33.3 %	53.3 %	0.0 %
2. I like the services offered here	0	2	2	8	3	0
21 Time the ger (1965) offered field	0.0 %	13.3 %	13.3 %	53.3 %	20.0 %	0.0 %
3. I would recommend this agency to a friend or family	0	2	1	6	6	0
member	0.0 %	13.3 %	6.7 %	40.0 %	40.0 %	0.0 %
4. Services were available when I needed them	1	2	6	1	5	0
4. Services were available when I needed them	6.7 %	13.3 %	40.0 %	6.7 %	33.3 %	0.0 %
5. Staff treated me with respect	1	1	4	5	4	0
3. Starr treated the with respect	6.7 %	6.7 %	26.7 %	33.3 %	26.7 %	0.0 %
6. Staff spoke to me in a way I understood	0	2	2	4	6	0
o. Start spoke to the in a way I understood	0.0 %	14.3 %	14.3 %	28.6 %	42.9 %	0.0 %
7. Staff gave me enough time in my treatment sessions	1	1	2	6	5	0
7. Staff gave me enough time in my treatment sessions	6.7 %	6.7 %	13.3 %	40.0 %	33.3 %	0.0 %
8. I chose the treatment goals with my provider's help	0	2	1	9	3	0
8. I chose the treatment goals with my provider's help	0.0 %	13.3 %	6.7 %	60.0 %	20.0 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 0	2	1	6	4	1
religion, language, etc)	0.0 %	14.3 %	7.1 %	42.9 %	28.6 %	7.1 %
10. I was able to get all the help/complete that I needed	1	2	3	5	4	0
10. I was able to get all the help/services that I needed	6.7 %	13.3 %	20.0 %	33.3 %	26.7 %	0.0 %
11. The location was convenient (public transportation	, 0	0	1	7	7	0
distance, parking, etc)	0.0 %	0.0 %	6.7 %	46.7 %	46.7 %	0.0 %





#### 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,

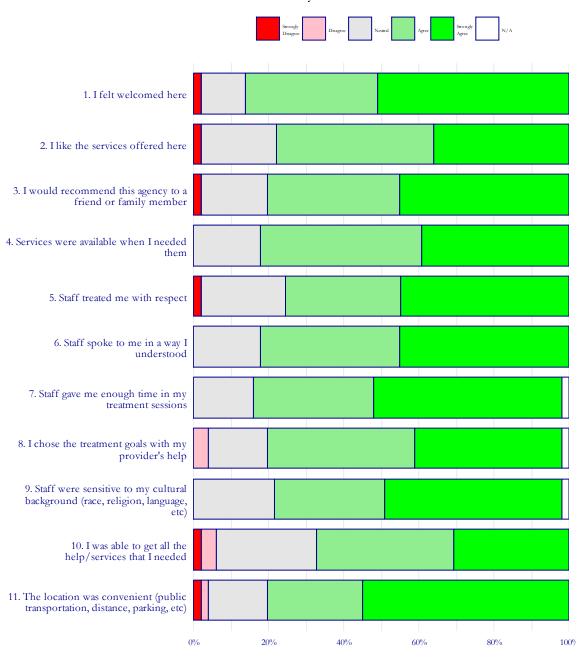
Other programs: 4.49.

The average rating on all survey questions for HealthRIGHT 360 Women's Residential: 4.20

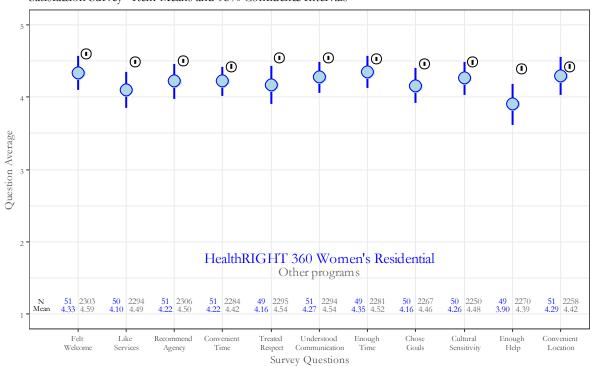
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

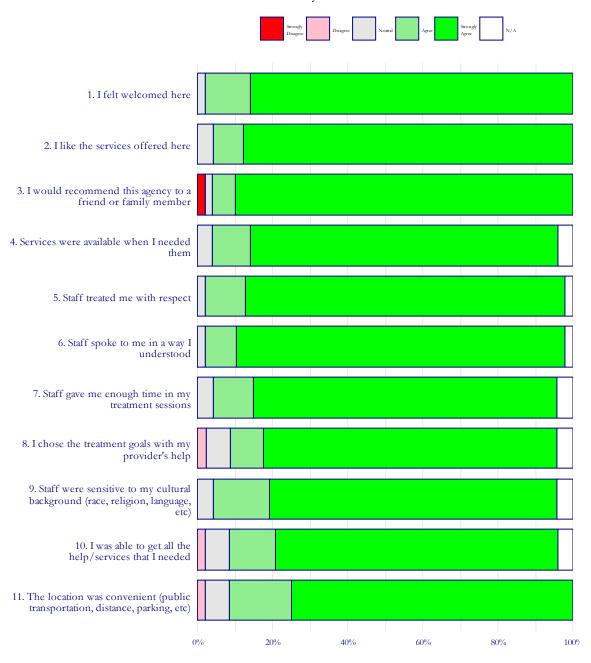
Other programs: 4.48.

The average rating on all survey questions for Homeless Prenatal Program: 4.78

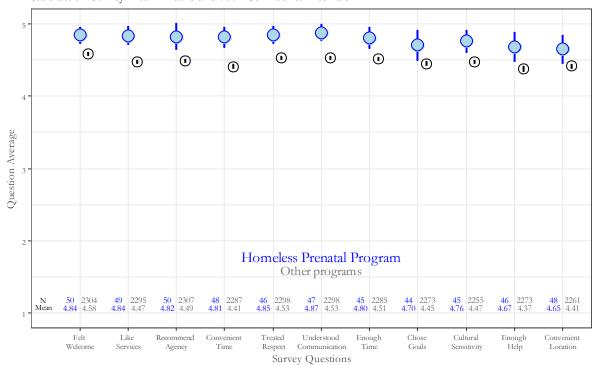
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





## 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,

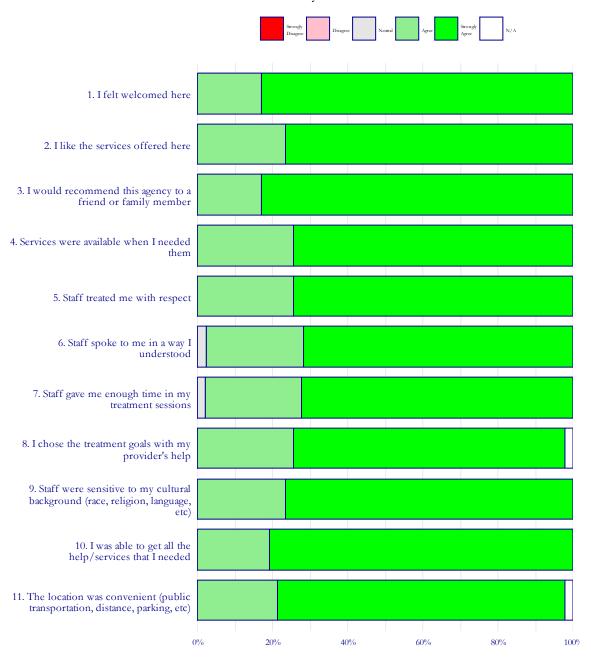
Other programs: 4.48.

The average rating on all survey questions for Hz SA Outpatient Treatment Services: 4.76

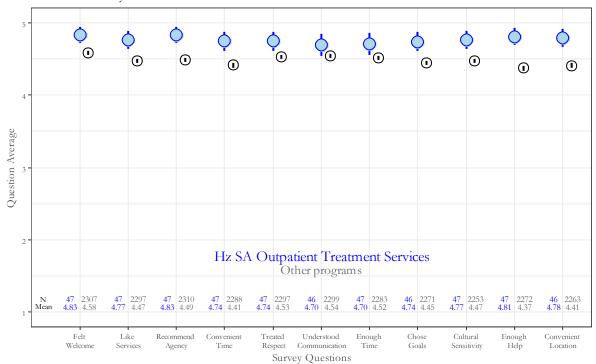
Other programs: 4.47.

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	0	8	39	0
1. First welcomed here	0.0 %	0.0 %	0.0 %	17.0 %	83.0 %	0.0 %
2. I like the services offered here	0	0	0	11	36	0
2. I fixe the services offered here	0.0 %	0.0 %	0.0 %	23.4 %	76.6 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	0	8	39	0
member	0.0 %	0.0 %	0.0 %	17.0 %	83.0 %	0.0 %
4. Services were available when I needed them	0	0	0	12	35	0
4. Services were available when I needed them	0.0 %	0.0 %	0.0 %	25.5 %	74.5 %	0.0 %
5 Chaffernatal manifestrum	0	0	0	12	35	0
5. Staff treated me with respect	0.0 %	0.0 %	0.0 %	25.5 %	74.5 %	0.0 %
	0	0	1	12	33	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	2.2 %	26.1 %	71.7 %	0.0 %
7.64.66	0	0	1	12	34	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	2.1 %	25.5 %	72.3 %	0.0 %
	0	0	0	12	34	1
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	0.0 %	25.5 %	72.3 %	2.1 %
9. Staff were sensitive to my cultural background (race	, 0	0	0	11	36	0
religion, language, etc)	0.0 %	0.0 %	0.0 %	23.4 %	76.6 %	0.0 %
10 7 11	0	0	0	9	38	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	0.0 %	19.1 %	80.8 %	0.0 %
11. The location was convenient (public transportation	, 0	0	0	10	36	1
distance, parking, etc)	0.0 %	0.0 %	0.0 %	21.3 %	76.6 %	2.1 %





#### 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,

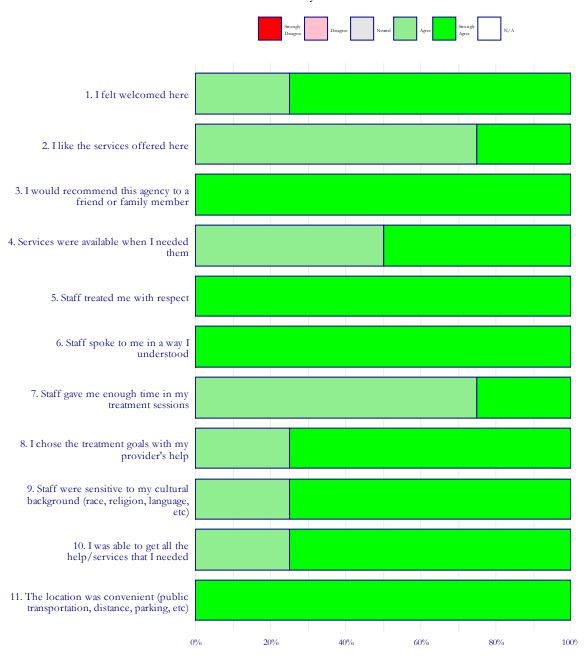
Other programs: 4.48.

The average rating on all survey questions for LC Casa Aviva: 4.73

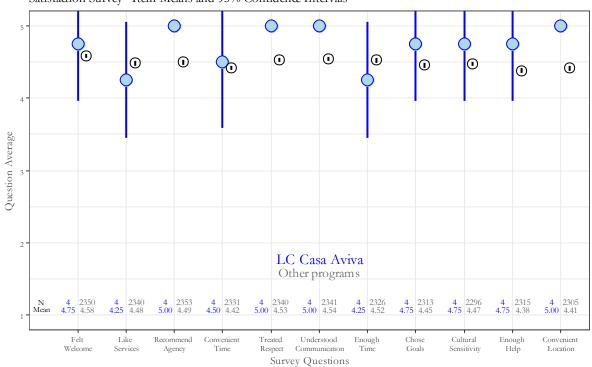
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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

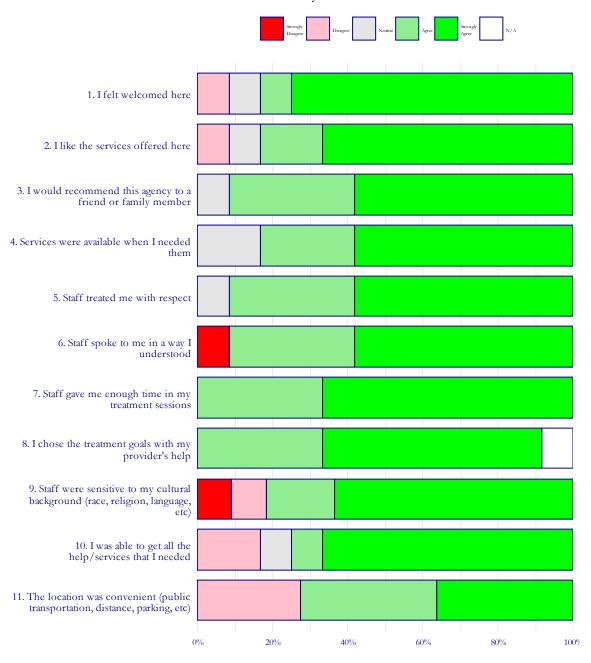
Other programs: 4.48.

The average rating on all survey questions for LC Casa Ollin: 4.38

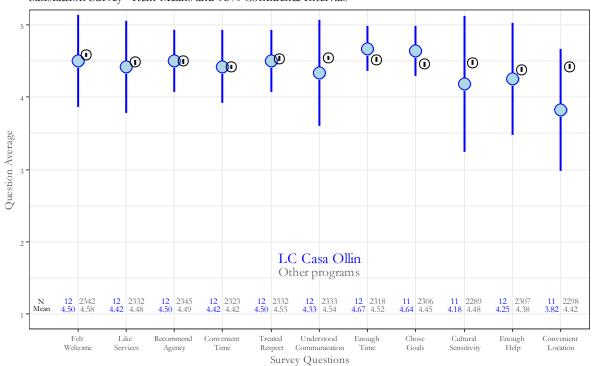
Other programs: 4.48.

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	1	1	1	9	0
1. Test weredited here	0.0 %	8.3 %	8.3 %	8.3 %	75.0 %	0.0 %
2. I like the services offered here	0	1	1	2	8	0
21 7 mile the services stretch here	0.0 %	8.3 %	8.3 %	16.7 %	66.7 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	1	4	7	0
member	0.0 %	0.0 %	8.3 %	33.3 %	58.3 %	0.0 %
4. Services were available when I needed them	0	0	2	3	7	0
4. Services were available when I needed them	0.0 %	0.0 %	16.7 %	25.0 %	58.3 %	0.0 %
5. Staff treated me with respect	0	0	1	4	7	0
5. Start treated the with respect	0.0 %	0.0 %	8.3 %	33.3 %	58.3 %	0.0 %
6 Stoff analys to make a way I understood	1	0	0	4	7	0
6. Staff spoke to me in a way I understood	8.3 %	0.0 %	0.0 %	33.3 %	58.3 %	0.0 %
7 Stoff cave me anaugh time in my treatment cossions	0	0	0	4	8	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %
Q. I always the treatment goals with my may ideals halm	0	0	0	4	7	1
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	0.0 %	33.3 %	58.3 %	8.3 %
9. Staff were sensitive to my cultural background (race	, 1	1	0	2	7	0
religion, language, etc)	9.1 %	9.1 %	0.0 %	18.2 %	63.6 %	0.0 %
10 1	0	2	1	1	8	0
10. I was able to get all the help/services that I needed	0.0 %	16.7 %	8.3 %	8.3 %	66.7 %	0.0 %
11. The location was convenient (public transportation,	, 0	3	0	4	4	0
distance, parking, etc)	0.0 %	27.3 %	0.0 %	36.4 %	36.4 %	0.0 %





### 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,

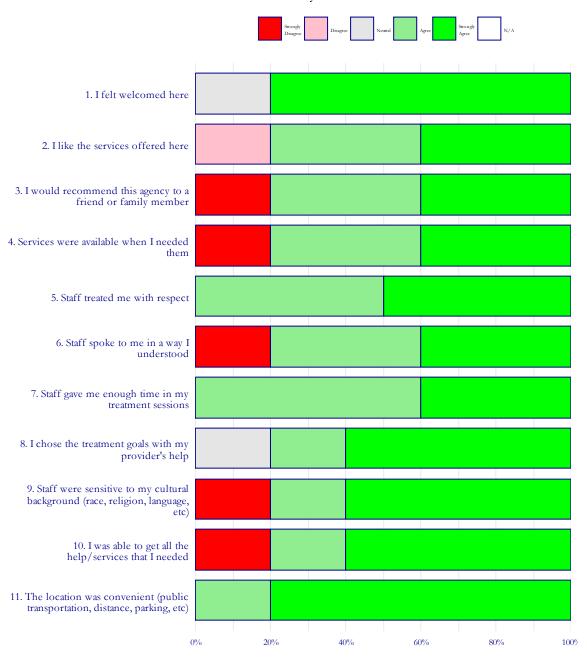
Other programs: 4.48.

The average rating on all survey questions for LC Casa Quetzal: 4.15

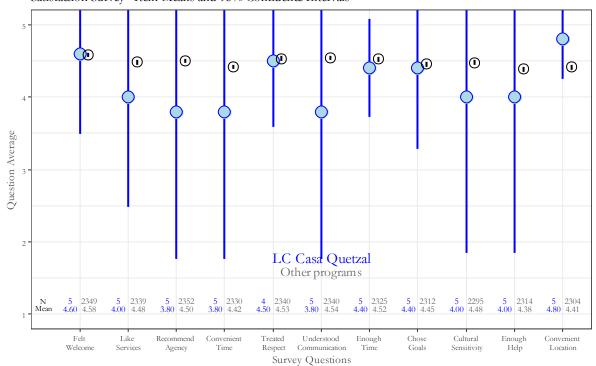
Other programs: 4.48.

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

<sup>&</sup>lt;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.



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	1	0	4	0
1. Hert welcomed here	0.0 %	0.0 %	20.0 %	0.0 %	80.0 %	0.0 %
2. I like the services offered here	0	1	0	2	2	0
2. Three the services offered here	0.0 %	20.0 %	0.0 %	40.0 %	40.0 %	0.0 %
3. I would recommend this agency to a friend or family	1	0	0	2	2	0
member	20.0 %	0.0 %	0.0 %	40.0 %	40.0 %	0.0 %
4. Services were available when I needed them	1	0	0	2	2	0
4. Services were available when I needed them	20.0 %	0.0 %	0.0 %	40.0 %	40.0 %	0.0 %
5. Staff treated me with respect	0	0	0	2	2	0
5. Starr treated me with respect	0.0 %	0.0 %	0.0 %	50.0 %	50.0 %	0.0 %
6. Staff spoke to me in a way I understood	1	0	0	2	2	0
o. Start spoke to the in a way I understood	20.0 %	0.0 %	0.0 %	40.0 %	40.0 %	0.0 %
7. Staff gave me enough time in my treatment sessions	0	0	0	3	2	0
7. Start gave the enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	60.0 %	40.0 %	0.0 %
8. I chose the treatment goals with my provider's help	0	0	1	1	3	0
o. I chose the treatment goals with my provider's help	0.0 %	0.0 %	20.0 %	20.0 %	60.0 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 1	0	0	1	3	0
religion, language, etc)	20.0 %	0.0 %	0.0 %	20.0 %	60.0 %	0.0 %
10. I was able to get all the help/services that I needed	1	0	0	1	3	0
10. I was able to get all the help/services that I heeded	20.0 %	0.0 %	0.0 %	20.0 %	60.0 %	0.0 %
11. The location was convenient (public transportation,	0	0	0	1	4	0
distance, parking, etc)	0.0 %	0.0 %	0.0 %	20.0 %	80.0 %	0.0 %





### 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,

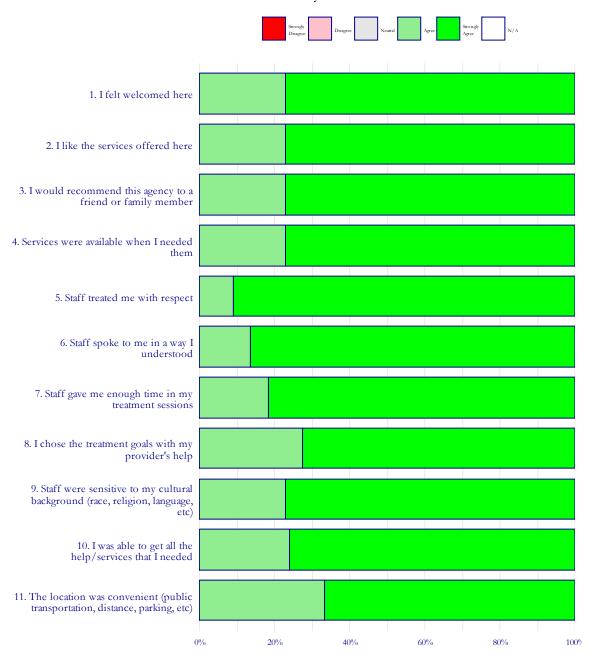
Other programs: 4.48.

The average rating on all survey questions for MC Family Day Treatment: 4.79

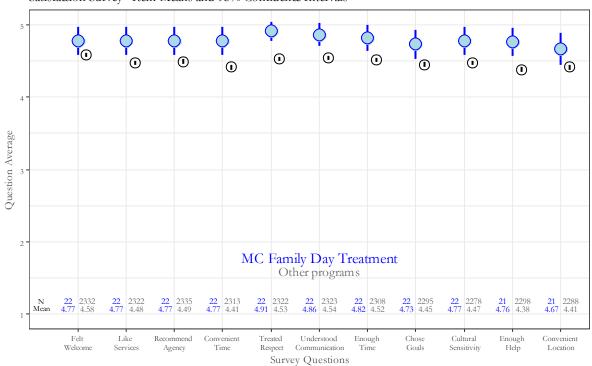
Other programs: 4.47.

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

<sup>&</sup>lt;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.



·	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. I felt welcomed here	0	0	0	5	17	0
	0.0 %	0.0 %	0.0 %	22.7 %	77.3 %	0.0 %
2. I like the services offered here	0	0	0	5	17	0
2. I fixe the services offered here	0.0 %	0.0 %	0.0 %	22.7 %	77.3 %	0.0 %
3. I would recommend this agency to a friend or family	0	0	0	5	17	0
member	0.0 %	0.0 %	0.0 %	22.7 %	77.3 %	0.0 %
4. Services were available when I needed them	0	0	0	5	17	0
4. Services were available when I needed them	0.0 %	0.0 %	0.0 %	22.7 %	77.3 %	0.0 %
5 64 664 4 1 24	0	0	0	2	20	0
5. Staff treated me with respect	0.0 %	0.0 %	0.0 %	9.1 %	90.9 %	0.0 %
	0	0	0	3	19	0
6. Staff spoke to me in a way I understood	0.0 %	0.0 %	0.0 %	13.6 %	86.4 %	0.0 %
7. 64. 66	0	0	0	4	18	0
7. Staff gave me enough time in my treatment sessions	0.0 %	0.0 %	0.0 %	18.2 %	81.8 %	0.0 %
	0	0	0	6	16	0
8. I chose the treatment goals with my provider's help	0.0 %	0.0 %	0.0 %	27.3 %	72.7 %	0.0 %
9. Staff were sensitive to my cultural background (race	, 0	0	0	5	17	0
religion, language, etc)	0.0 %	0.0 %	0.0 %	22.7 %	77.3 %	0.0 %
10 7 11	0	0	0	5	16	0
10. I was able to get all the help/services that I needed	0.0 %	0.0 %	0.0 %	23.8 %	76.2 %	0.0 %
11. The location was convenient (public transportation	. 0	0	0	7	14	0
distance, parking, etc)	0.0 %	0.0 %	0.0 %	33.3 %	66.7 %	0.0 %





## 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,

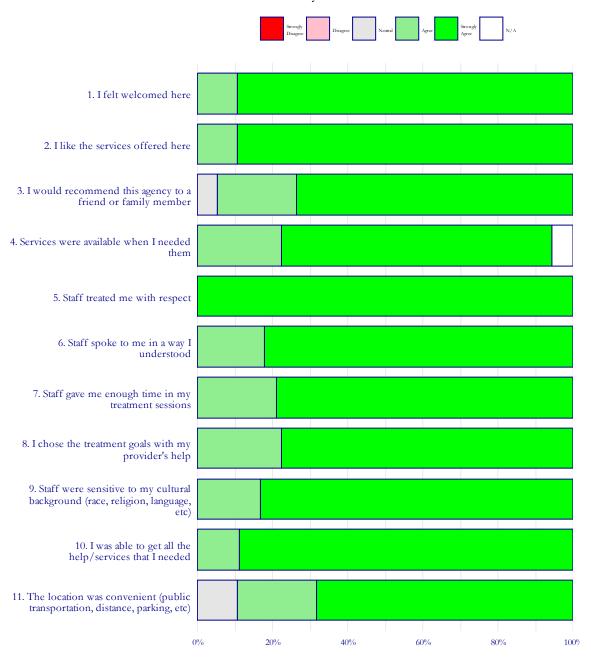
Other programs: 4.48.

The average rating on all survey questions for MC Outpatient: 4.80

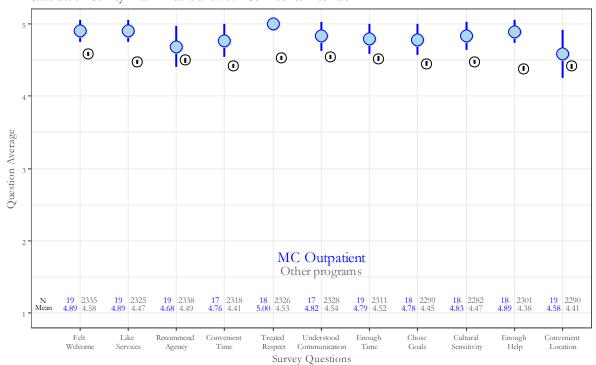
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





## 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,

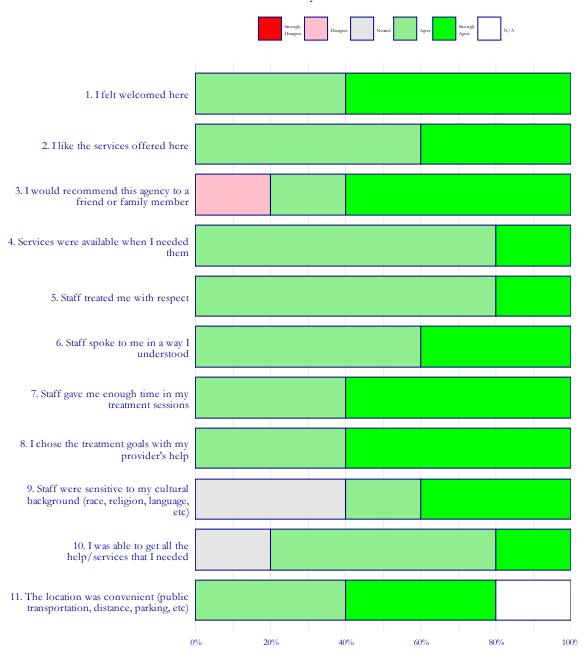
Other programs: 4.48.

The average rating on all survey questions for MSJ Epiphany House Broderick: 4.33

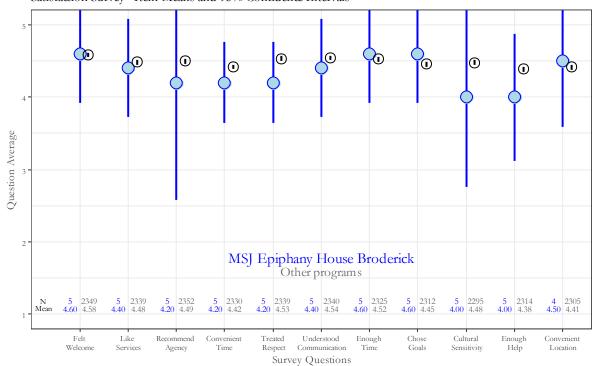
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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

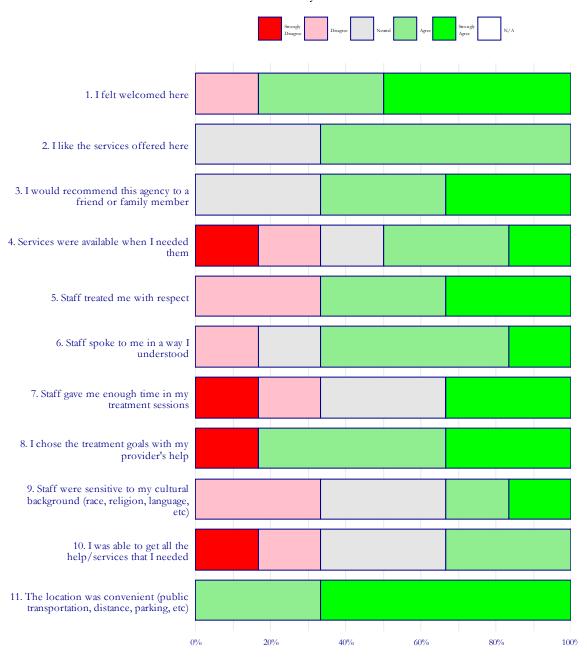
Other programs: 4.48.

The average rating on all survey questions for MSJ Epiphany Residential Masonic: 3.64

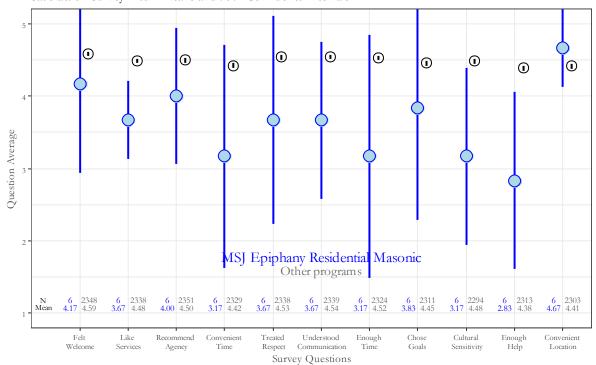
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





### 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,

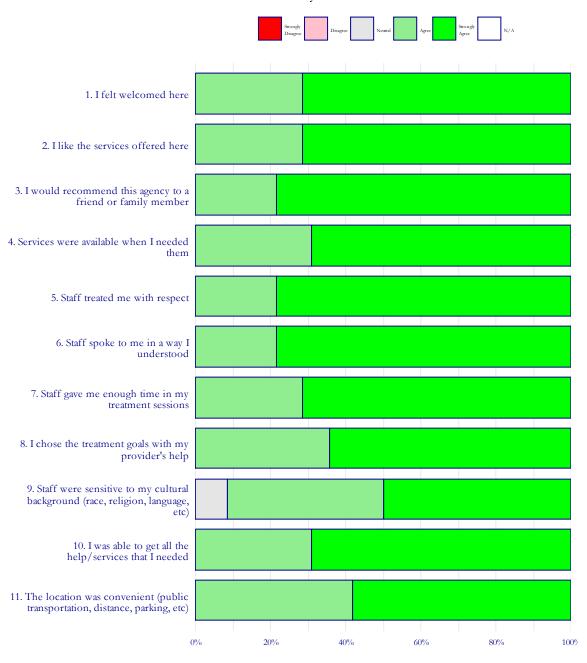
Other programs: 4.48.

The average rating on all survey questions for OBIC-MH: 4.68

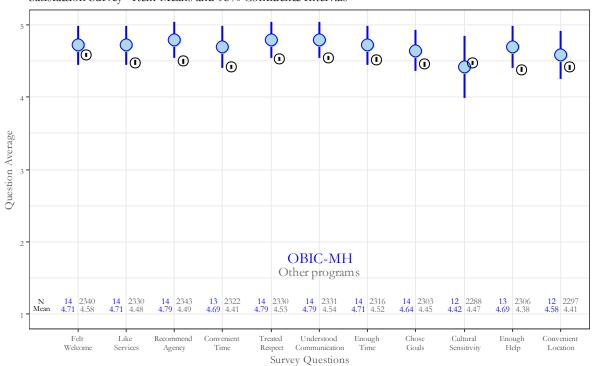
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





### 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,

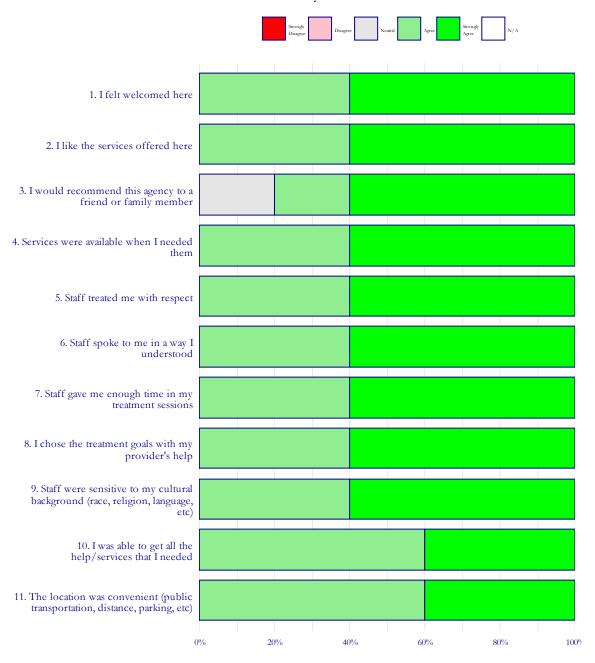
Other programs: 4.48.

The average rating on all survey questions for SF FIRST: 4.55

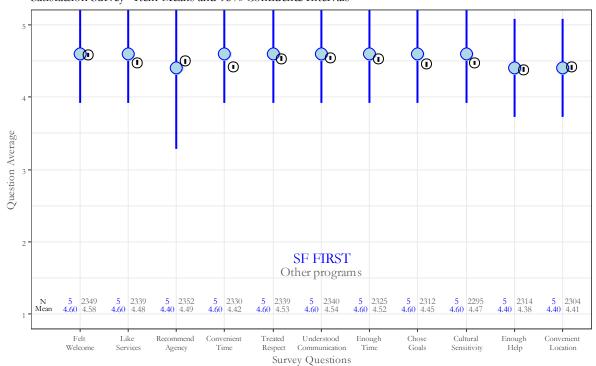
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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

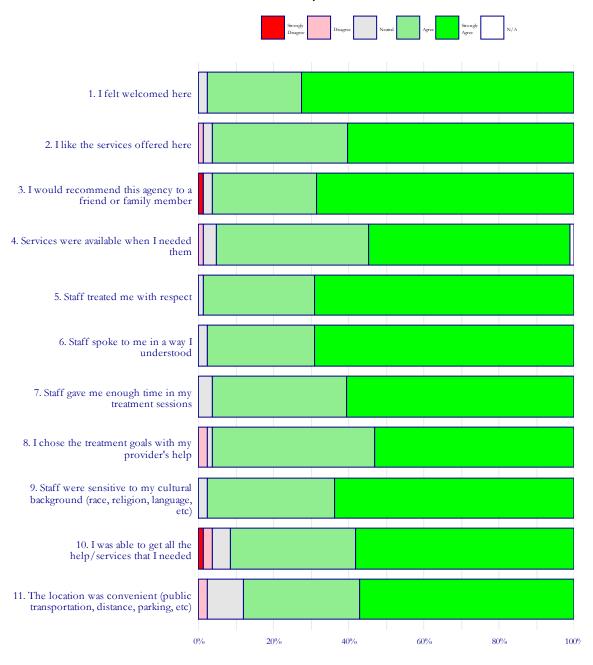
Other programs: 4.48.

The average rating on all survey questions for South of Market MHS: 4.57

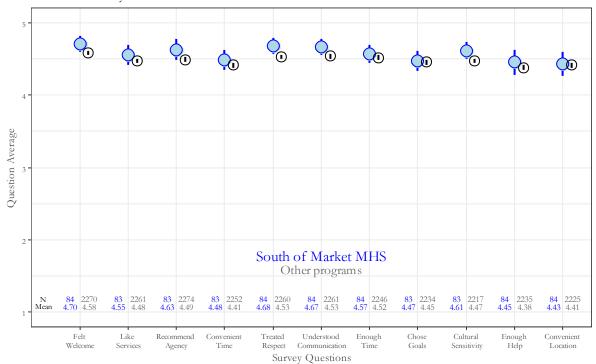
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





# 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,

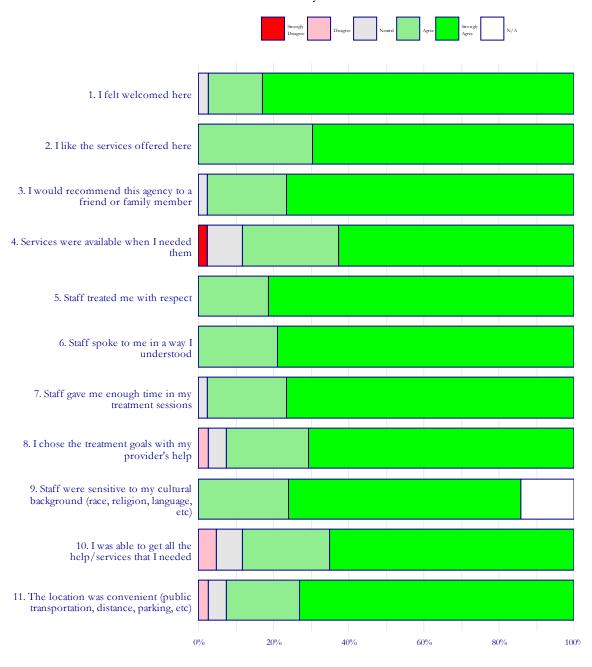
Other programs: 4.48.

The average rating on all survey questions for Stonewall Project HIV Set-Aside: 4.68

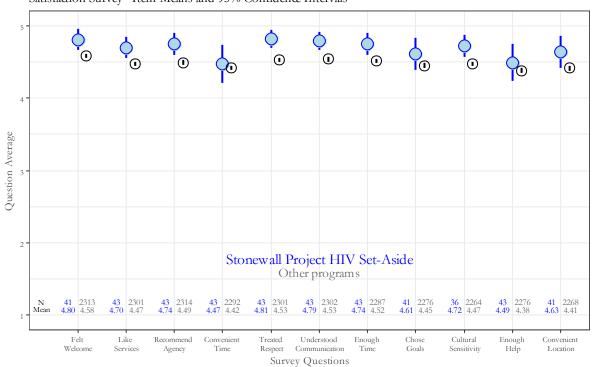
Other programs: 4.47.

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

<sup>&</sup>lt;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.



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





# 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,

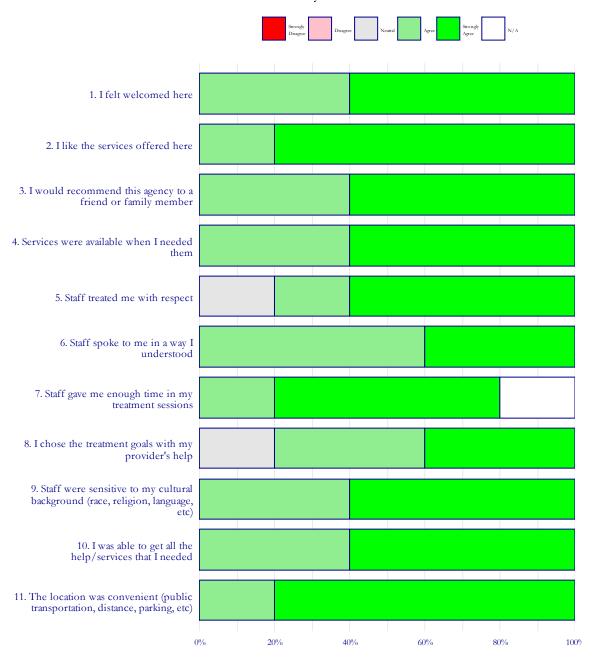
Other programs: 4.48.

The average rating on all survey questions for UCSF-Citywide STOP Sober CM: 4.57

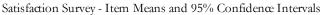
Other programs: 4.48.

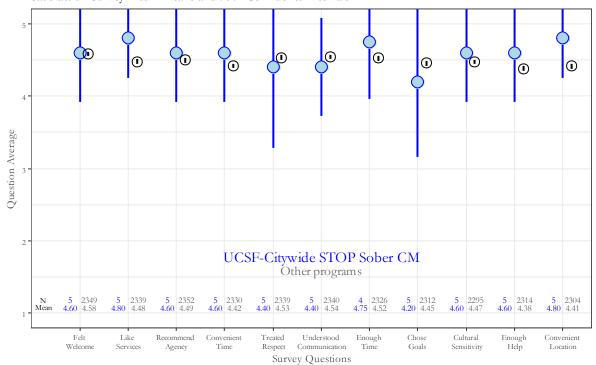
Response	UCSF-Citywide STOP Sober CM	Other Programs	Total
Refused	0	93	93
	0 %	3.7 %	3.7 %
Impaired	0	8	8
	0 %	0.3 %	0.3 %
Language	0	8	8
	0 %	0.3 %	0.3 %
Other	0	10	10
	0 %	0.4 %	0.4 %
Missing w/o Reason	0 %	16 0.6 %	16 0.6 %
Completed Survey	5	2352	2357
	100 %	94.6 %	94.6 %
Total	5	2487	2492
	100 %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

<sup>&</sup>lt;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.



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

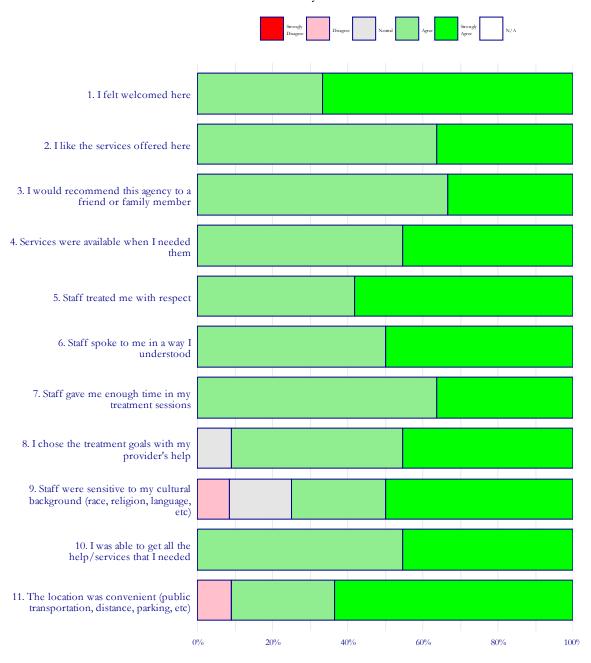
Other programs: 4.48.

The average rating on all survey questions for UCSF Citywide STOP: 4.40

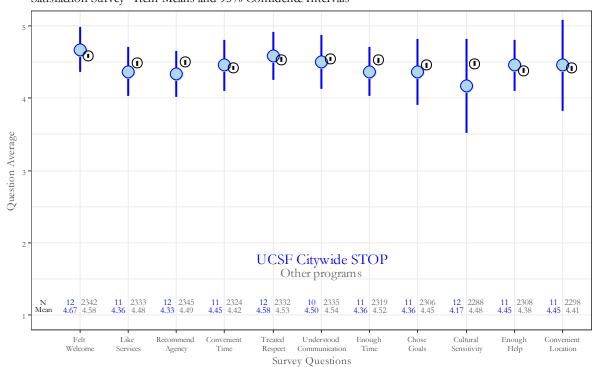
Other programs: 4.48.

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

<sup>&</sup>lt;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.



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





## 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,

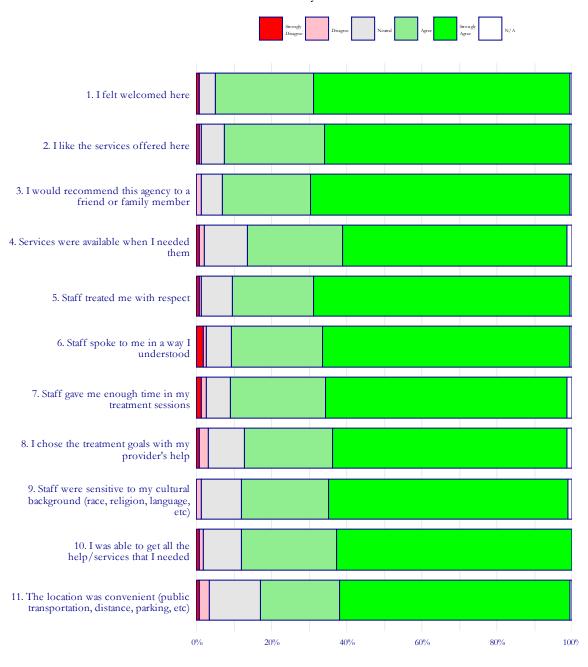
Other programs: 4.48.

The average rating on all survey questions for Westside Methadone Maintenance Detox: 4.52

Other programs: 4.47.

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

<sup>&</sup>lt;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.



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

