Washington State
Department of Social
& Health Services

Division of Alcohol and Substance Abuse

Clients Speak Out 2003

Third Annual Statewide Client Satisfaction Survey

Prepared for

Kenneth D. Stark, Director
Division of Alcohol and Substance Abuse
Washington State Department of Social and Health Services
Olympia, WA

Prepared by

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Edward R. Murrow School of Communication
Washington State University

August 2003

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Executive Summary

Background

Now in its third year, the Washington State Division of Alcohol and Substance Abuse (DASA) conducted the annual statewide client satisfaction survey during the week of March 24, 2003. The survey aims to assess clients' perception of the quality of alcohol and drug treatment services they receive. Three hundred fifty-nine or 80 percent of the certified treatment agencies in Washington State administered the survey to adult and youth clients. The survey captured 86 percent of public and 71 percent of private agencies. Overall, 15,715 clients completed the survey, representing 75 percent of clients receiving treatment in participating agencies during the week of the survey.

Overall Findings

Adult Clients in Community Treatment Programs

- Overall, 96 percent of adult clients participating in community treatment programs reported that they were satisfied with service received with 54 percent being very satisfied and 42 percent mostly satisfied.

- Close to 98 percent of adult clients in community treatment programs reported that staff treated them with respect with over 82 percent saying that staff treated them with respect all of the time and over 15 percent saying some of the time.

- Around 90 percent of adult clients in community treatment programs said that they would come back to the same program if they were to seek help again with over 57 percent saying they would definitely come back and over 32 percent saying they would probably come back.

- Hispanic clients completing the Spanish translation of the survey had a considerably higher proportion of those who reported being very satisfied with service received, 88 percent compared to 59 percent of Hispanic and 54 percent of non-Hispanic clients who completed the English version of the survey.

- Hispanic clients completing the Spanish translation of the survey had a higher proportion of those who reported a need for services than Hispanic and non-Hispanic clients who completed the English version, and this was true for all the types of service mentioned in the survey.

- Although a larger proportion of Hispanic clients completing the Spanish translation of the survey reported being in need of services, they appeared

to have a lower proportion of those who said that their program was helpful in assisting them to identify and find needed services compared to Hispanic and non-Hispanic clients completing the English version of the survey.

Youth Clients in Community Treatment Programs

- Overall, slightly over 90 percent of youth clients in community treatment programs reported that they were satisfied with service received with around 37 percent being very satisfied and nearly 54 percent mostly satisfied.

- Ninety-five percent of youth clients in community treatment programs reported that staff treated them with respect with around 74 percent saying that staff treated them with respect all of the time and 21 percent saying some of the time.

- Almost 80 percent of youth clients in community treatment programs said that they would come back to the same program if they were to seek help again with 38 percent saying they would definitely come back and 41 percent saying they would probably come back.

Clients in Department of Corrections (DOC) Treatment Programs

- Overall, close to 91 percent of DOC clients reported that they were satisfied with service received with around 40 percent being very satisfied and 51 percent mostly satisfied.

- A little over 93 percent of DOC clients reported that staff treated them with respect with nearly 67 percent saying that staff treated them with respect all of the time and around 27 percent saying some of the time.

Clients in Juvenile Rehabilitation Administration (JRA) Treatment Programs

- Close to 77 percent of JRA clients reported that they were satisfied with service received with 13 percent being very satisfied and 64 percent mostly satisfied.

- Seventy-eight percent of JRA clients reported that staff treated them with respect with 39 percent saying that staff treated them with respect all of the time and another 39 percent saying some of the time.

Differences Between Groups

- African American clients in methadone programs appeared to report somewhat lower levels of satisfaction with service received compared to other racial/ethnic groups, 87 percent as opposed to 94 percent for Whites, 94 percent for Native American clients, 100 percent for Hispanic clients, and 90 percent for clients of other race/ethnicity.

- Private pay and publicly funded adult clients in community treatment programs appeared to report similar levels of satisfaction with service received, 96 percent for both groups in intensive inpatient, 97 percent and 96 percent respectively in outpatient, and 92 percent and 95 percent respectively in methadone.*

- Regardless of modality in community treatment programs, adult clients appeared to be more satisfied with service received than youth clients.

- African American youth clients in community outpatient treatment programs appeared to report lower levels of satisfaction with service received compared to other racial/ethnic groups, 82 percent as opposed to 92 percent for Whites, 87 percent for Native American youth, 91 percent for Hispanic youth, and 92 percent for youth clients of other race/ethnicity.

- Private pay and publicly funded youth clients in community outpatient treatment programs reported similar levels of satisfaction with service received.

- There was only a small difference between community outpatient and DOC outpatient treatment programs in clients' reported satisfaction with service received.

*Recovery house and long term residential programs were not included in this comparison because of the small number of private pay clients in these modalities.

Introduction

Purpose of the Survey

The Washington State Division of Alcohol and Substance Abuse (DASA) conducted the Third Annual Statewide Client Satisfaction Survey during the week of March 24, 2003. The survey aims to assess clients' perception of the quality of alcohol and drug treatment services they receive. Aside from this report, which presents the statewide summary of the survey results, DASA also prepares county-level reports and individual, confidential reports for each of the participating treatment agencies. DASA hopes that the client feedback information contained in the statewide, county, and provider-level reports will serve its mission of continuing to improve the quality of alcohol and drug treatment services in Washington State.

Administration of the Survey

Three hundred fifty-nine certified treatment providers in Washington State, composed of 70 percent adult programs, 12 percent youth, and 18 percent adult and youth programs, administered the survey. Agency participation was voluntary. The table below shows the distribution of participating agencies by region. At least over 70 percent of treatment agencies in each region volunteered to participate. The 359 agencies represented a little over 80 percent of the 447 certified alcohol and drug treatment agencies that, as of December 27, 2002, were operating in Washington State. The survey captured 86 percent of public and 71 percent of private agencies.*

Regional Distribution of Substance Abuse Treatment Agencies Participating in the 2003 Statewide Client Satisfaction Survey

Region*	Participating Providers		Non-Participating Providers		Total (100%)
	Number	Percent (%)	Number	Percent (%)	
Region 1	45	78.9	12	21.1	57
Region 2	39	83.0	8	17.0	47
Region 3	43	70.5	18	29.5	61
Region 4	86	73.5	31	26.5	117
Region 5	63	87.5	9	12.5	72
Region 6	83	89.2	10	10.8	93
Total	359	80.3	88	19.7	447

*See map on page 179, Appendix C.

During the week of March 24, 2003, participating providers asked all of their clients who were participating in treatment to complete the client satisfaction survey. The survey included an adult and a youth version in English and Spanish. Providers returned completed surveys to DASA for processing and analysis. As the following table shows, DASA received a total of 15,715

*See page 109 for details.

completed surveys representing 75 percent of the clients receiving treatment in the participating agencies during the week of the survey.* Clients who completed the survey consisted of 85 percent community adults, over eight percent community youth clients, six percent Department of Corrections (DOC) clients, and half of a percent Juvenile Rehabilitation Administration (JRA) clients.

Number of Substance Abuse Treatment Clients Completing the 2003 Statewide Client Satisfaction Survey by Treatment Modality and Category

Treatment Modality		Adult		Youth		Total	
		Community	DOC	Community	JRA**	Number	Percent (%)
Intensive Inpatient		511		126*	42	679	4.3
Recovery House		149		17*	14	180	1.1
Long Term Residential		334	226			560	3.6
Outpatient/Intensive Outpatient		10,919	740	1,188	21	12,868	81.9
Methadone		1,428				1,428	9.1
Total	Number	13,341	966	1,331	77	15,715	
	Percent (%)	84.8	6.1	8.5	.5		100.0

*In this report, community youth responses from intensive inpatient and recovery house were combined in a single "residential category" to protect the identity of the *one* youth recovery house participating in the survey.
**JRA client responses were collapsed in order to protect the identity of the *one* JRA recovery house and *one* JRA outpatient program participating in the survey.

Overall, as the table above shows, almost 82 percent of the clients completing the survey were enrolled in outpatient/intensive outpatient (OP/IOP) treatment programs, nine percent in residential treatment, and another nine percent in methadone programs.

Interpretation of Survey Results

Results of the survey are given in percentages. In comparing treatment modalities or groups, this report uses the following guide: a difference of five percent or less is considered small or negligible; between six percent and ten percent is modest; over ten percent is large.

Organization of the Report

This report presents the survey responses for each of the four client groups identified above. The results are aggregated on a state level and are broken down by treatment modality except for JRA clients. The chapters divide mainly into a section for adult and another section for youth responses. The adult section divides into community and DOC treatment programs, while the youth section splits into community and JRA treatment programs. The report also includes a section on how providers used their last year's survey results and a section on how policy makers used the 2002 statewide report. The *Technical Notes* section (page 109) presents more information about the administration of the survey. The charts presented in the report are based on the tables that appear in Appendix A (pages 111-164). The survey instruments and administration guidelines can be found in Appendix B (165-175).

*See page 110 for details.

Part 1: Adult Responses

Adult Responses in Community Treatment Programs by Modality

Satisfaction with Service Received

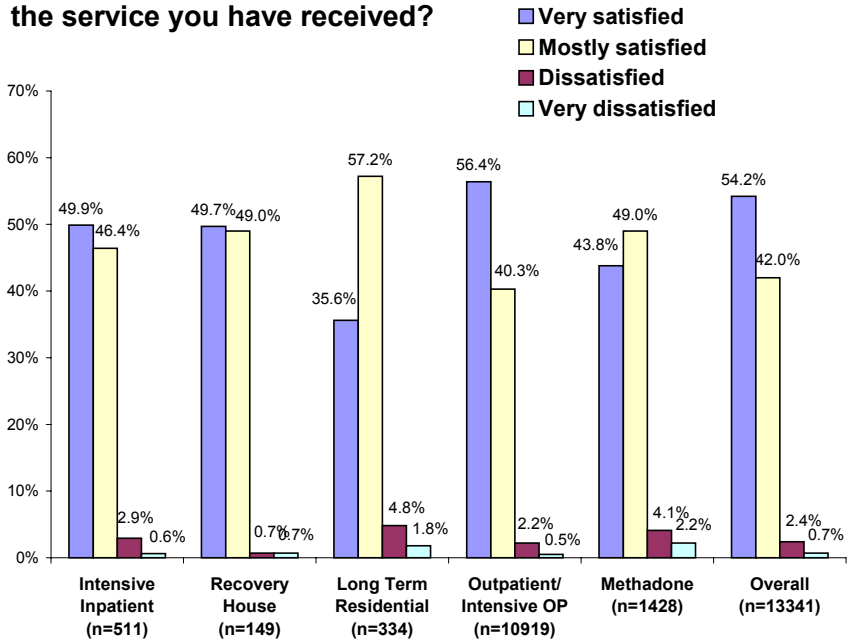
- Overall, 96 percent of adult clients participating in community treatment programs reported that they were satisfied with service received with 54 percent being very satisfied and 42 percent mostly satisfied.

- In residential programs,* clients enrolled in intensive inpatient and recovery house had a higher proportion of those reporting that they were very satisfied with service received than those in long term residential.

- Across modalities, outpatient programs had the highest proportion of clients reporting that they were very satisfied with service received, 56 percent.

- In methadone programs, there was only a small difference between the proportion of clients who were very satisfied and those who were mostly satisfied with service received.

Q1. In an overall, general sense, how satisfied are you with the service you have received?



SOURCE: Table 1a, Appendix A.

*From here on, residential programs refer to intensive inpatient, recovery house, and long term residential.

Satisfaction with Comfort and Appearance of Facility

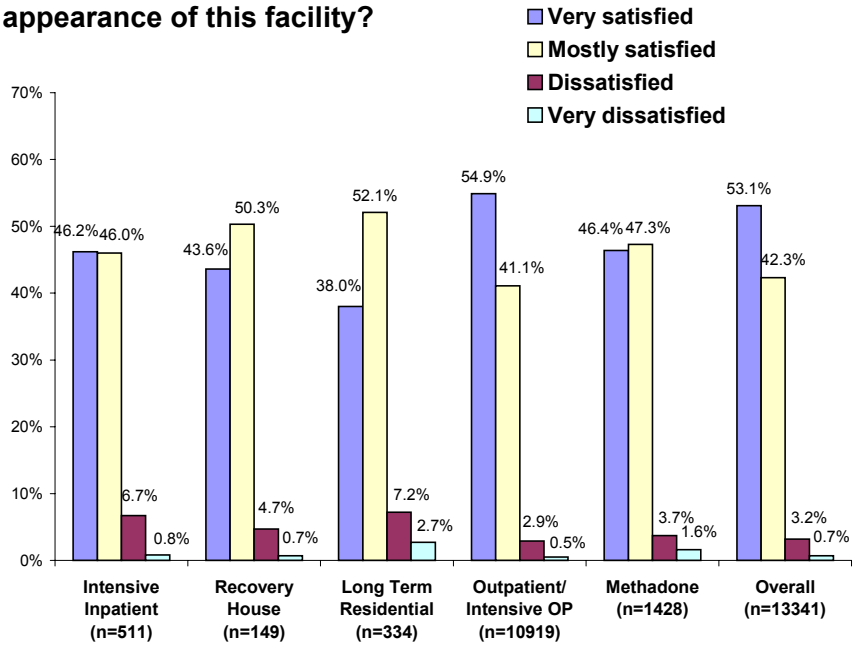
- Ninety-five percent of adult clients enrolled in community treatment programs reported that they were satisfied with the comfort and appearance of their facility with 53 percent being very satisfied and 42 percent mostly satisfied.

- In residential programs, clients in intensive inpatient and recovery house had a higher proportion of those reporting that they were very satisfied with the comfort and appearance of their facility than those in long term residential.

- Nearly 55 percent of outpatient clients reported that they were very satisfied with the comfort and appearance of their facility.

- Methadone programs had an almost equal proportion of clients who were very satisfied and mostly satisfied with the comfort and appearance of their facility.

Q2. In general, how satisfied are you with the comfort and appearance of this facility?



SOURCE: Table 1a, Appendix A.

Respect from Staff

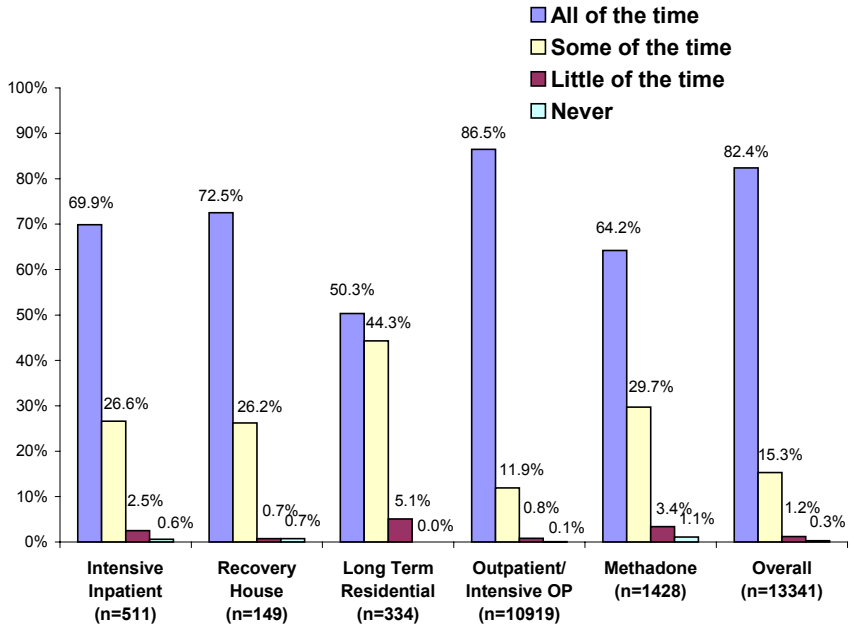
- Overall, close to 98 percent of adult clients in community treatment programs reported that staff treated them with respect with over 82 percent saying that staff treated them with respect all of the time and over 15 percent saying some of the time.

- Among residential clients, those in intensive inpatient and recovery house had a higher proportion of clients reporting that staff treated them with respect all of the time compared to those in long term residential.

- Around 87 percent of clients in outpatient community programs reported that staff treated them respect all of the time, the highest proportion across modalities.

- Sixty-four percent of methadone clients reported that staff treated them with respect all of the time.

Q3. Would you say our staff treated you with respect?



SOURCE: Table 1a, Appendix A.

Helpfulness of Group Sessions

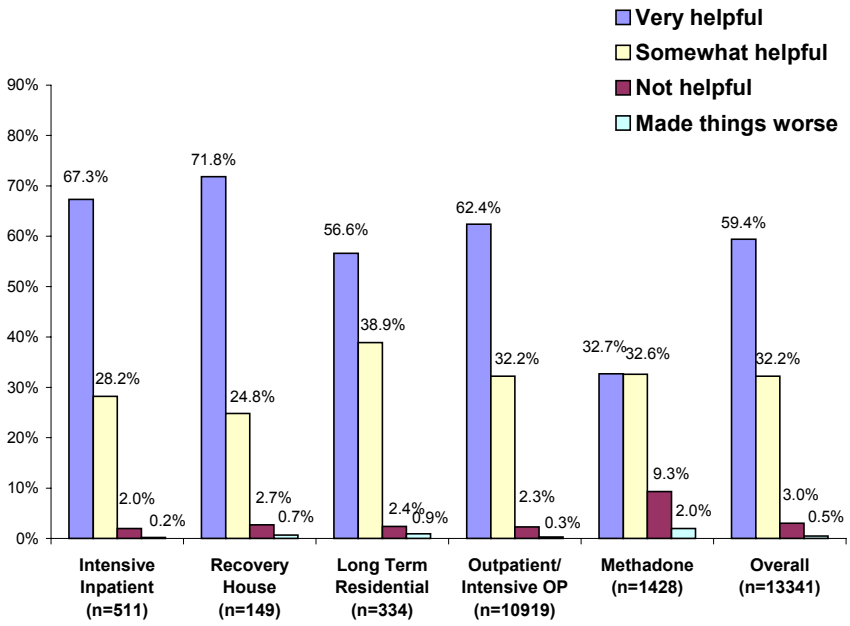
- Overall, around 92 percent of adult clients in community treatment programs rated the group sessions as being helpful with over 59 percent saying they were very helpful and over 32 percent saying they were somewhat helpful.

- Clients in intensive inpatient and recovery house had a higher proportion of those who rated the group sessions as being very helpful compared to those in long term residential.

- Sixty-two percent of adult clients in community outpatient programs reported that the group sessions were very helpful.

- Methadone clients had the same proportion of clients who rated the group sessions as very helpful and somewhat helpful.

Q4. How do you rate the helpfulness of the group sessions?



SOURCE: Table 1a, Appendix A.

Helpfulness of Individual Counseling

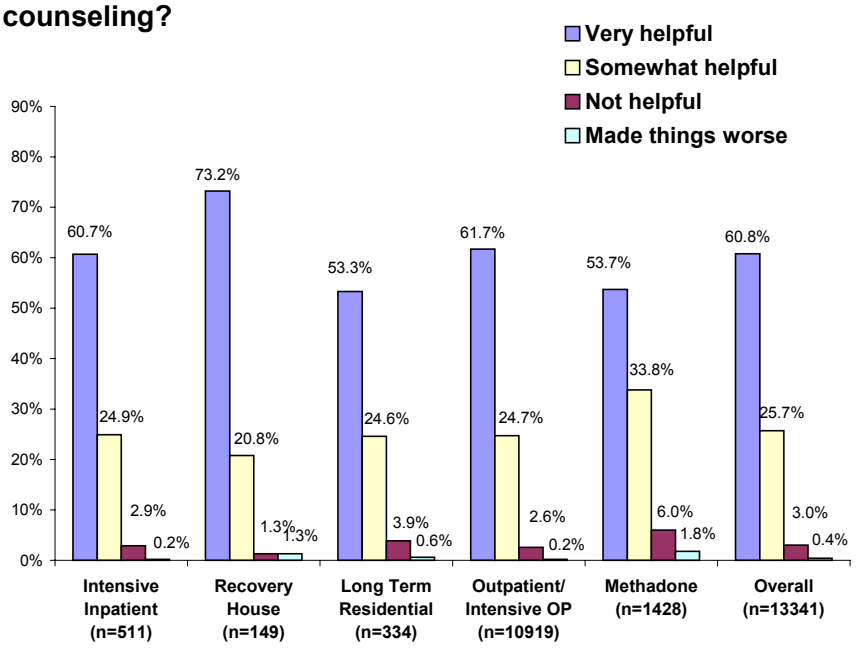
- Over 86 percent of adult clients in community treatment programs rated individual counseling as helpful with nearly 61 percent saying it was very helpful and almost 26 percent saying it was somewhat helpful.

- Within residential programs and across modalities, clients enrolled in recovery house had the highest proportion of those who rated individual counseling as very helpful, 73 percent.

- Close to 62 percent of outpatient clients rated individual counseling as very helpful.

- In methadone programs, around 54 percent of clients rated individual counseling as very helpful.

Q5. How do you rate the helpfulness of the individual counseling?



SOURCE: Table 1a, Appendix A.

"…Would you come back to this program?"

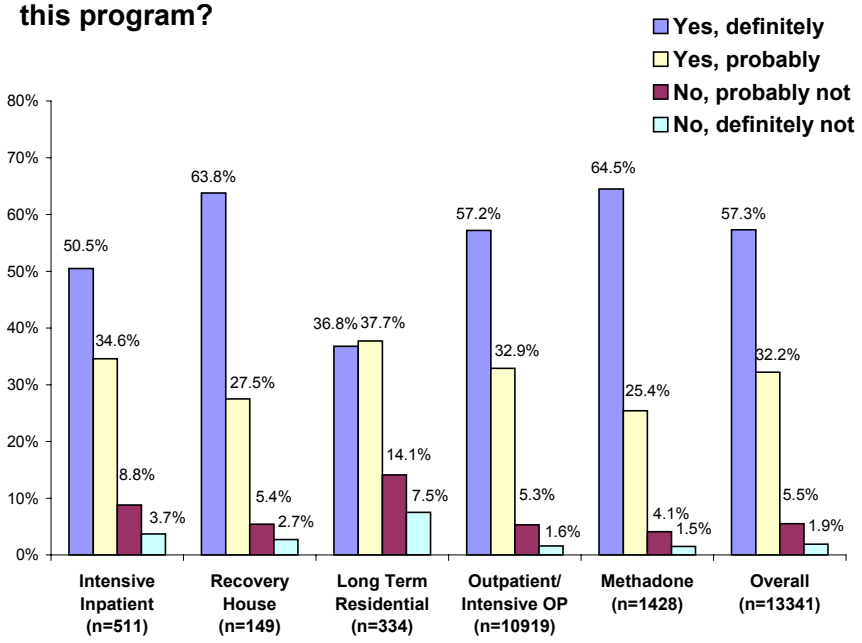
- Around 90 percent of adult clients in community treatment programs said that they would come back to the same program if they were to seek help again with over 57 percent saying they would definitely come back and over 32 percent saying they would probably come back.

- Among residential clients, those in recovery house had the highest proportion of clients reporting that they would definitely come back to the same program if they were to seek help again, while long term residential clients were almost evenly split between those who would definitely and those who would probably come back to the same program.

- Fifty-seven percent of outpatient clients reported that they would definitely come back to the same program if they were to seek help again.

- Around 65 percent of methadone clients said that they would definitely come back to the same program, the highest proportion across modalities, although just slightly higher than that of recovery house.

Q6. If you were to seek help again, would you come back to this program?

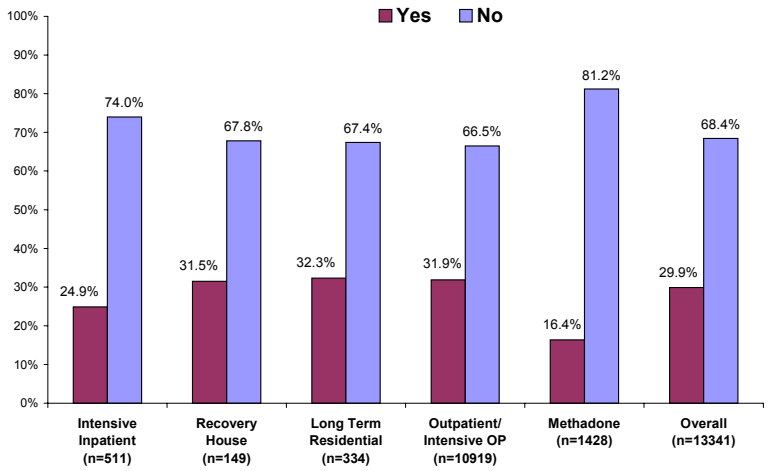


SOURCE: Table 1a, Appendix A.

Need for Legal Services

Overall, 30 percent of adults enrolled in community treatment programs reported a need for legal services. Across modalities, the proportion of clients who needed legal services varied from 16 percent among methadone clients, 25 percent among intensive inpatient clients to over 30 percent among recovery house, long term residential, and outpatient clients.

Q7. Did you need legal services?

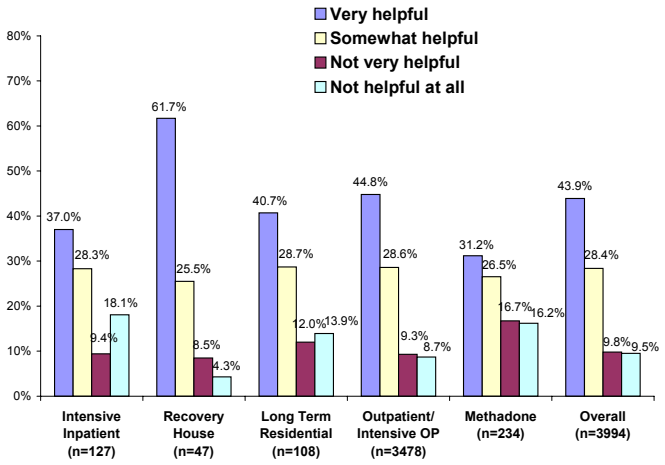


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Legal Services

Among those who needed legal services, 72 percent overall rated their program as being helpful in assisting them to identify and find legal services with 44 percent saying their program was very helpful and 28 percent saying it was somewhat helpful. Across modalities, except for recovery house, where there was a relatively small number of clients needing this service, between 31 percent and 45 percent of clients needing legal services rated their program as very helpful in assisting them to identify and find legal services.

Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?

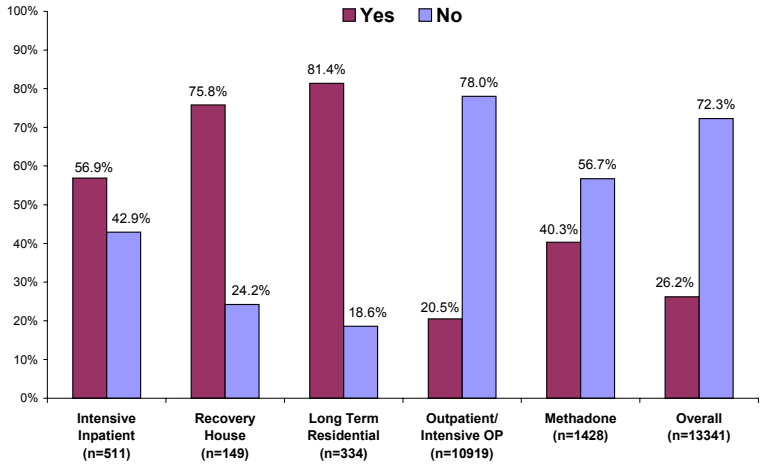


SOURCE: Table 1b, Appendix A.

Need for Medical Services

Overall, 26 percent of adult clients in community treatment programs expressed a need for medical services. As a group, between 57 percent and 81 percent of residential clients reported a need for medical services, compared to around 21 percent of outpatient and 40 percent of methadone clients.

Q8. Did you need medical services?

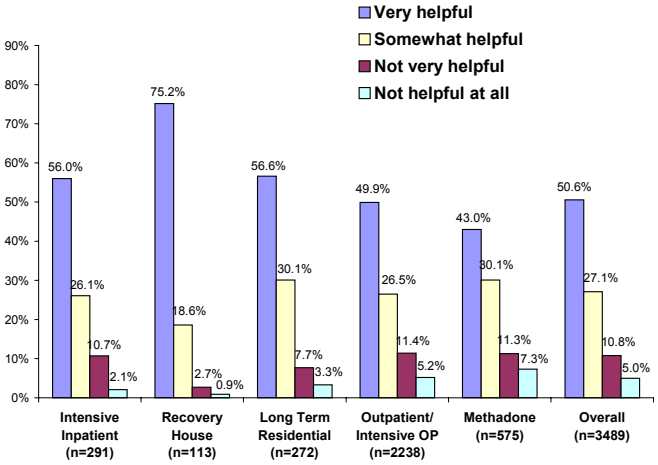


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Medical Services

Nearly 78 percent of those needing medical services rated their program as being helpful in assisting them to identify and find medical services with nearly 51 percent saying it was very helpful and 27 percent saying it was somewhat helpful. Seventy-five percent of recovery house clients reported that their program was very helpful in assisting them to identify and find medical services, the highest proportion within residential treatment and across modalities.

Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?

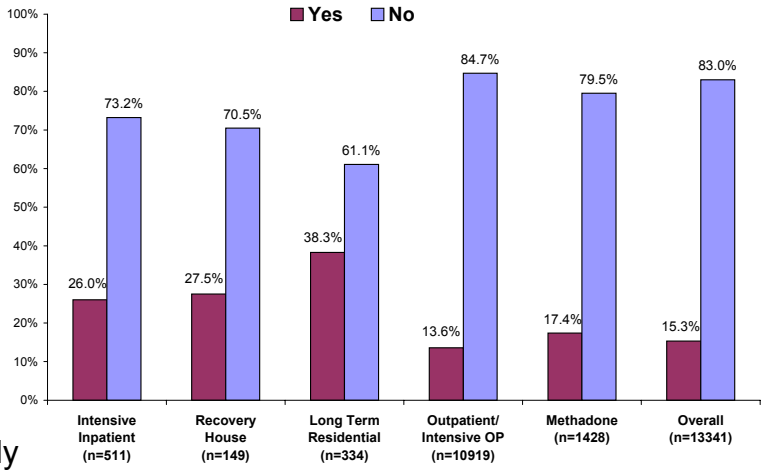


SOURCE: Table 1b, Appendix A.

Need for Family Services

Overall, 15 percent of adults in community treatment programs reported a need for family services. Among residential clients, 38 percent of long term residential clients expressed a need for family services compared to 26 percent of intensive inpatient and around 28 percent of recovery house clients. Between 14 percent and 17 percent of outpatient and methadone clients reported that they needed family services.

Q9. Did you need family services?

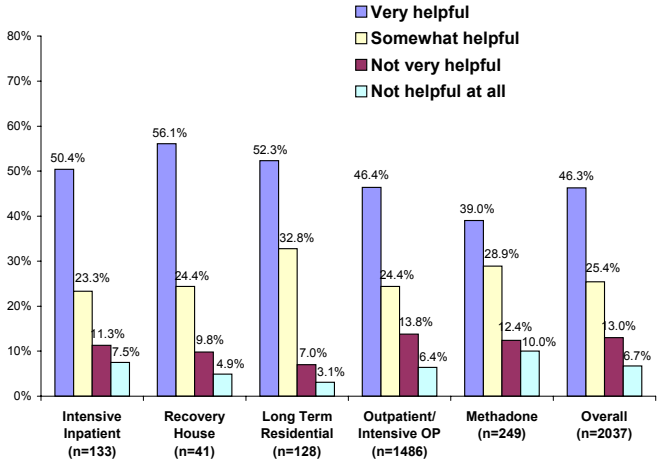


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Family Services

Among those who needed family services, nearly 72 percent rated their program as being helpful in assisting them to identify and find family services with over 46 percent saying it was very helpful and more than 25 percent saying it was somewhat helpful. As a group, over 50 percent of residential clients reported that their program was very helpful in assisting them to identify and find family services. Forty-six percent of outpatient and 39 percent of methadone clients reported that their program was very helpful in assisting them to identify and find family services.

Q9a. IF YES, how helpful were we in assisting you to identify and find family services?

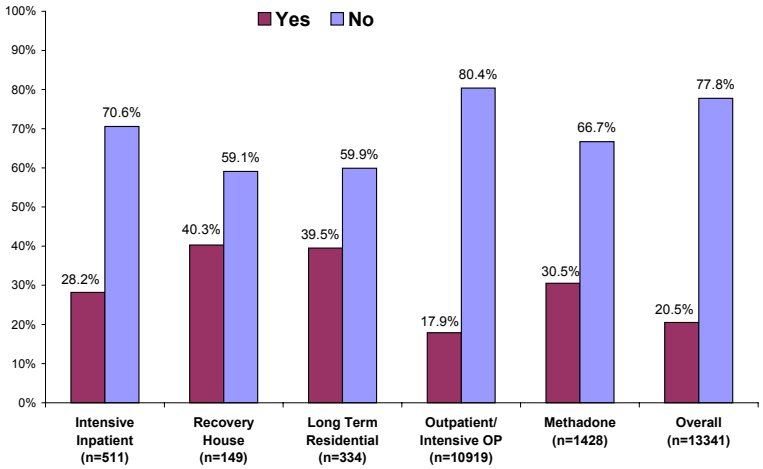


SOURCE: Table 1b, Appendix A.

Need for Mental Health Services

Close to 21 percent of adults in community treatment programs expressed a need for mental health services. Around 40 percent of recovery house and long term residential clients reported a need for mental health services compared to 28 percent of intensive inpatient clients. Almost 18 percent of outpatient clients and around 31 percent of methadone clients reported a need for mental health services.

Q10. Did you need mental health services?

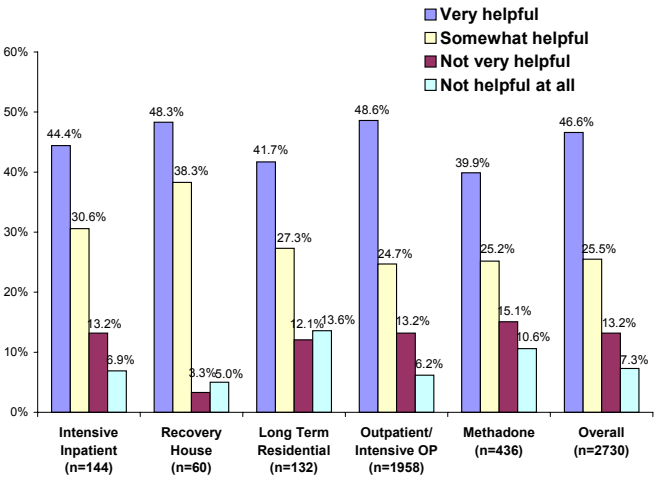


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Mental Health Services

Seventy-two percent of adults needing mental health services rated their program as being helpful in assisting them to identify and find mental health services with close to 47 percent saying it was very helpful and around 26 percent saying it was somewhat helpful. Across all the treatment modalities, between 40 percent and around 49 percent of clients needing mental health services rated their program as very helpful in assisting them to identify and find mental health services.

Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?

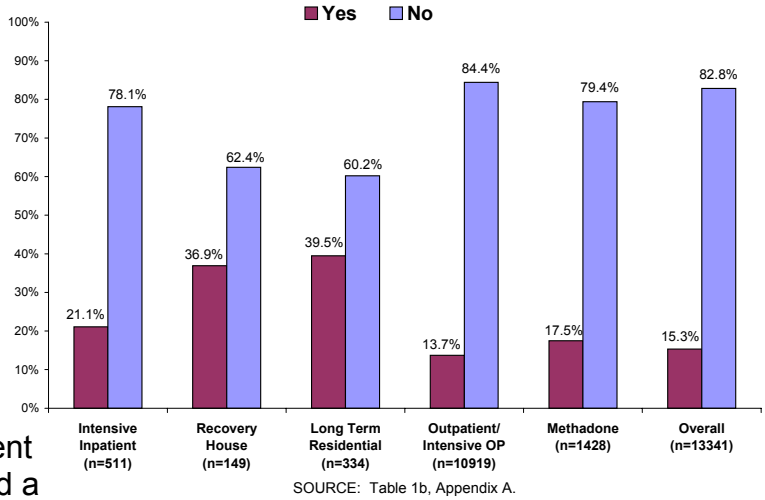


SOURCE: Table 1b, Appendix A.

Need for Educational or Vocational Services

Overall, 15 percent of adult clients in community treatment programs reported that they needed educational or vocational services. Almost 37 percent of recovery house and around 40 percent of long term residential clients said they needed educational or vocational services compared to 21 percent of intensive inpatient clients. Nearly 14 percent of outpatient and around 18 percent of methadone clients expressed a need for educational or vocational services.

Q11. Did you need educational or vocational services?

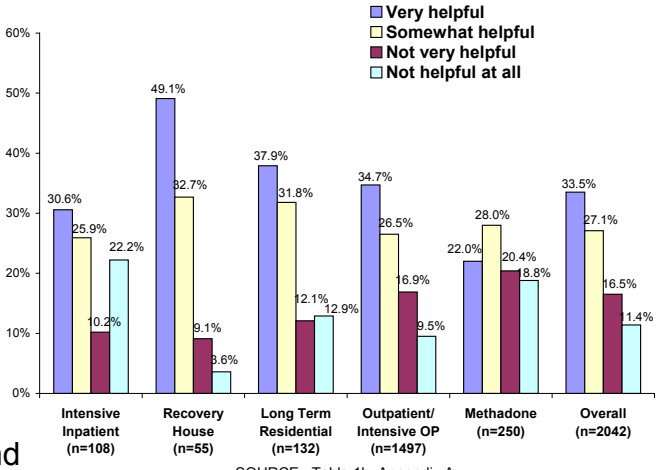


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Educational or Vocational Services

Overall, around 61 percent of those needing educational or vocational services rated their program as being helpful in assisting them to identify and find these services with close to 34 percent saying it was very helpful and 27 percent saying it was somewhat helpful. Across all the treatment modalities, except for recovery house, where the number of clients needing these services was smaller compared to others, between 22 percent and 38 percent of clients needing educational or vocational services rated their program as very helpful in assisting them to identify and find these services.

Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?

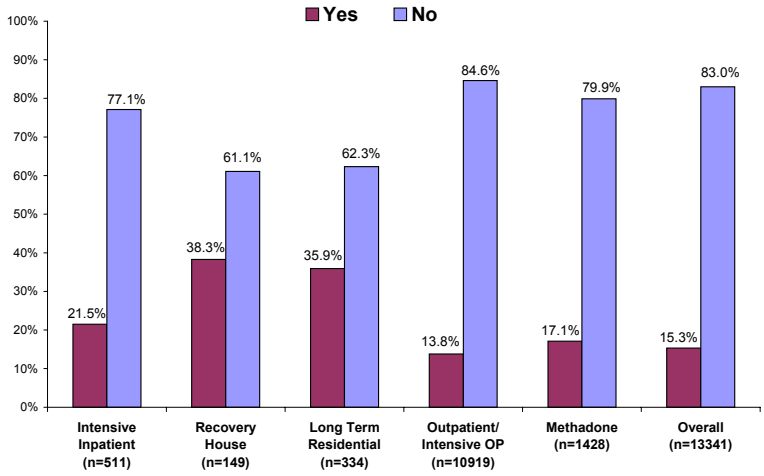


SOURCE: Table 1b, Appendix A.

Need for Employment Services

Overall, 15 percent of adult clients in community treatment programs reported that they needed employment services. Among residential clients, 38 percent of recovery house and 36 percent of long term residential clients said they needed employment services compared to 22 percent of intensive inpatient clients. Nearly 14 percent of outpatient and 17 percent of methadone clients said they needed employment services.

Q12. Did you need employment services?

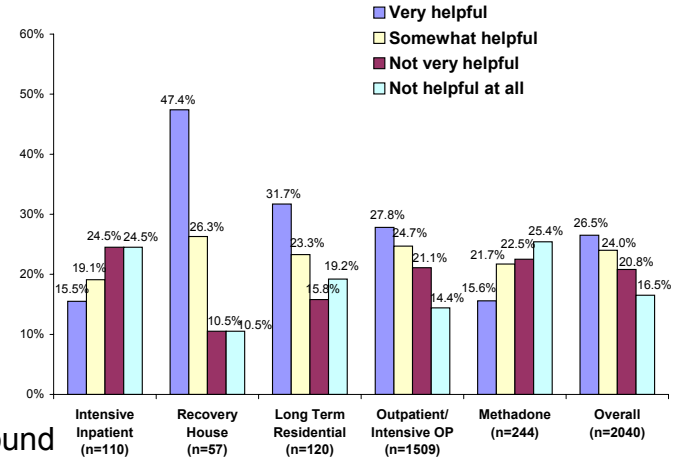


SOURCE: Table 1b, Appendix A.

Helpfulness in Identifying and Finding Employment Services

Among those who needed employment services, over 50 percent rated their program as being helpful in assisting them to identify and find employment services with around 27 percent saying it was very helpful and 24 percent saying it was somewhat helpful. Compared to those in other modalities, intensive inpatient and methadone clients who needed this service had a lower proportion of clients, around 16 percent, saying that their program was very helpful in assisting them to identify and find employment services.

Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?



SOURCE: Table 1b, Appendix A.

"What do you like about this program?"

Intensive Inpatient: Selected Responses

"I like that the education focus is on old behavior changes to help with recovery, and there is substantial information for relapse prevention. I have also received sufficient amount of info and tools for regaining self-confidence as well as relapse prevention."

"It helped to understand what my alcohol addiction was as well as teaching me the tools I will need to succeed when I leave the center."

"I think it's a great approach to learning about myself and dealing with life and change behaviors. I've been in other treatments and this is great."

"The way they treat the patients with respect and not like drug addicts or criminals. Counselors are very good and see people as individuals."

"Group therapy and intensive one-on-one counseling."

"The openness and very friendly environment. The program is very pro—my recovery. It is like a family."

"This is a clean and healthy environment. I also enjoy the contact with my social worker and other workers. I am also pleased with most all of the people that I participate within the program."

"The respect for culture and spirituality. The focus on individual issues, being able to go outside and walk, shoot hoops, volleyball. I like the inepi (sweat lodge). The privilege to do our native drumming and singing."

Recovery House: Selected Responses

"I feel the counselors and care team are very dedicated to their jobs and are sincere to the cause. I am learning about spirituality, positive thinking, assertiveness, relapse triggers, major stressors."

"Not only have I been treated with respect, I feel this place will help me grow."

"The understanding staff, the classes, and the helpfulness with finding resources."

"The staff is very friendly and helpful. They have helped with some personal problems and I got them resolved."

"The safe environment to stay clean and sober and the help with transition between treatment and living on my own. Sober support."

"The discipline and routine. There is great emphasis on recovery and a real sense of family and camaraderie. Also, a sense of 'order' and 'structure' in a sober reality—without chaos. It's very grounding."

"Process group and lectures are excellent."

"It gives me more of an opportunity to work on a relapse prevention program, a chance to get my G.E.D. and last but not least adapting to going to more and more AA meetings."

Long Term Residential: Selected Responses

"What I love about this program is it's teaching me more about myself… I'm learning boundary skills and communication, which is very helpful to me in my recovery. I'm glad I came back here for my 2nd time instead of somewhere else."

"That the professional staff here really cares for people out of their hearts. And that this is the first treatment program I successfully completed for the whole 6 months and now this is my 2nd time back and I will make it this time."

"I really like the fact that I am finally learning that my behavior has stood in the way of my sobriety not vice versa. I am gaining self worth and a new attitude towards life. I am learning who I really am and I am finally willing to be honest enough to let go of my part by facing what I have done and how I have behaved—realistically."

"This program has helped me grow so much. It has raised my self-esteem immensely. Thank you!"

"I have been able to change my life, my behaviors. Learn the tools to stay clean and sober and be a great single mother to my children."

"The fact that we have our children with us and we don't have to worry about childcare and who's going to babysit."

"The counselors here are very good and very qualified. They help me with any problems I have and point out any behaviors I might have. My counselor gives me work on specific behaviors that I have like co-dependent and being passive. I also learn good work skills and healthy boundaries and I am doing step work. Also it's a very good program."

"The staff is great! Very concerned and helpful. It's helped me immensely to look at my behaviors and is helping me to find out who I am. Is giving me invaluable tools to help me fight my addiction."

"I love the fact that I have grown within so much, not to mention the structure and parenting skills I've learned from being here in this program."

Outpatient/Intensive Outpatient: Selected Responses

"The convenience of being able to work around my work schedule is by far the best part of the program. The people are all very friendly and more than willing to help you no matter what, which is awesome and really makes attending class a lot easier."

"I like that this program was easy to get into and promptly. The treatment center did a great job for my confidence, health, and reuniting me with my family."

"I very much enjoy the counselors. They are compassionate and also keep a good control of the program. (Name of counselor) is very sweet, too. The materials covered in groups have been instrumental in my success. I became very dependent on the support initially and learned to become well and independent."

"I like the comfortable environment and also enjoy the respect given to me by the counselors. I also like the fact that the info given to me are by people who have been through the same disease I'm now getting treated for."

"It's very informative. Helps me to realize that I do have a problem and coming to class with other people like me helps me to stay strong and take pride in my sobriety."

"Camaraderie and sharing experiences, educational info about alcoholism, encouragement that there is hope of recovery."

"The counselors are helpful rather than harassing—the group is open and supportive—the program is insightful and informative."

"I like that the more you are in compliance, the less groups you need to go to. I went from 2x a week to once a week."

"The educational aspect is very informative. No one can recover without the proper education about the disease."

"I really like the individual sessions. And the hand you receive whenever you're in need. And the understanding whenever you have a problem."

"The major highlight of this class, in my personal opinion, is the friendliness of the staff. This provides a comfortable learning environment for all patients, no matter what their personal dilemmas may be."

"The staff have not only been very understanding about my situation, but they have also helped me understand that I'm not alone and many other people have gone through both legal and personal struggles and now lead very productive lives."

"The people here are very personable and seem like they really care and are genuinely concerned about how you're doing. They don't just act like they are here only to collect a paycheck like other places I've been to before."

"Outpatient treatment's long term nature—helped me stay sober long enough to find my way out of drinking—kept me in tune with my sobriety plan."

Methadone: Selected Responses

"I like the intense counseling and group therapy that helped me in the very beginning of my time on the program. I truthfully believe that the program changed my life. It took me years to recondition myself to live a normal life and to alter behavior patterns that were destroying my life. The program literally saved me."

"I like the dispensary nurses, the fact that they look at your card and picture after I state my name, they restate my name, tell me what my dose is, double check for accuracy, and then state the amount of my dose again. I like the receptionists too. I like several of the counselors but I don't think my specific counselor is a good match because I don't feel that our sessions are beneficial."

"The personal dedication to helping us be integrated back into society and assist in becoming productive citizens once again. This program is a life saver."

"Recently, the program underwent some policy changes. Since the change occurred, I have found that I am much more satisfied with the program. The overall program seems much more concerned with client success in treatment, including utilizing more individualized assessment and approach when necessary. Emphasis on compliance and punishment only serves to create animosity and distance between clients and program rather than trust and working relationship."

"Staff is respectful and courteous—methadone helps you adjust to a more normal life if you want to."

"We are real people and you treat us as such—no discrimination like on the outside. People (staff, too) are genuine here. I am comfortable and want to do well because of this."

"My counselor cares genuinely. He is so eager to help. Never hardly ever in today's society do I find that. That makes it feel like a team effort, like I'm not having to recover alone. No druggy behavior is allowed in the clinic or outside the common area. No one is allowed to just hang out. There have been times I wanted to get high and had no drug friends anywhere to get drugs from. If there had been people hanging out here at that time, I'm sure I could have found drugs. Thank heavens for that rule."

"Is there anything you would change about this program?"

Intensive Inpatient: Selected Responses

"The constant on the go—one thing to another, mandatory meetings I must attend which leaves me always asking what's next."

"I strongly believe mental health counselors need to be involved with treatment. Not treatment before the M.H. counseling; it's a combined process and would boost the success of this facility."

"Patients new to treatment may benefit by more one-on-one interaction with staff—possibly interns."

"Tighter screening on mental illness or a qualified mental health counselor on sight."

"Counselors and staff overstepping boundaries. They tell us to set boundaries, but they step on them. Ask counselors to write down what they say to you so that they don't forget when you ask about it later."

"Co-ed and more understanding associates that don't talk about people behind their back and more comfortable chairs to sit 8 hours a day."

"Less choice time, more group time, more assignments, more meetings AA, NA, CA. Try to get some inside meetings started."

Recovery House: Selected Responses

"More attention to relapse prevention and less on things like parenting, manners, careers."

"Change the vagueness of lectures—mixing of intensive and recovery stages and better communication of care team in tackling issues."

"Yes, the structure, the repetitiveness, the holier than thou supervisors. Less mental health, more addiction tools."

"Yes, the no smoking. But I know that won't change so other than that there's nothing I would change. Oh yeah, I guess I would have liked my own room."

"How about the whole building! The dishwasher barely works for god's sakes, more information about education and maybe a phone that doesn't help eat the tiny checks that is supposed to last the whole month."

Long Term Residential: Selected Responses

"I would like to change the day care because I believe one of the staff members is using."

"The negativity from the other peers and the confidentiality and the gossiping. But otherwise, I liked it better last time I was here. I am less comfortable this time and the peers are much different. And we are all equal and adults."

"I think that there should be a class on unity and on the importance of caring for one another in recovery and how part of working a program and changing old behaviors is for women to focus on being more supportive towards one another."

"The staff needs a raise whatever it is they're paid, it's not enough. Need more long term houses available to everyone."

"Yes, I would like to have a little more freedom within the first 6 months. Overall, the program has helped me turn my life around and for that I am thankful."

"More counselors, client interaction, more involved with intense recovery issues (not just classes), more intensive therapy groups, clients responsible to change."

"I think candy or coffee should be allowed. Even if it's sugar free, caffeine free. That would help a lot of people in dealing with the stress of recovery and not smoking."

Outpatient/Intensive Outpatient: Selected Responses

"Make it less expensive. Also make public funding more easily available. New chairs, more comfortable. Larger TV/DVD with updated videos."

"More funds from state and federal so people can get the help we need for people that don't make much money."

"Cost. Do not put good people in jail because they don't have money, if they are not a harm to the people around them."

"Maybe cut out the 4 times a week or at least cut the time in half, it was just too much time consuming with working 40 hours to pay for treatment and with going to school. More videos."

"Bring in outside professional counselors for some sessions. More educational group meetings—less rambling on and on as counselor loses control."

"My personal opinion is that some of the counselors need to be reevaluated and get more training. The front desk help is not very helpful. The building is very bleak and seems like somewhat like a person feels."

"Being able to have more than one visit a day. Some chairs or benches out for smokers, maybe even umbrellas. Rotating counselors might be helpful."
"More Native American resources."

"The program isn't bad but the people here make me feel like a criminal and or a bad person just because I made one bad decision in my life."

"You have pop machines but no coffee machines. Go figure. Pop has caffeine."

"Smaller groups (if) possible—keeping people on the subject as in AA groups—not wasting (expensive) group time on people's irrelevant stories about other people's problems."

"I believe the counselors deserve more money because they are improving society for tomorrow."

"Only maybe a program for our children to understand our addiction."

"Reduce the amount of "homework". It's almost like they intentionally give you so much homework that you don't have time to get drunk even if you wanted to."

"Have some counselors focus more on group problems rather than just preaching recovery. Listen to everybody."

"More depth on the underlying issues of why alcohol was abused and learning more of ourselves and getting feedback."

"Yes, I would have smaller groups, it's more comfortable and you get to know others better."

"Smaller after-care groups—after-care groups, in my opinion, should be based on solutions on how we stayed clean and sober for the last 24 hours."

"The one thing I would change about the program would be to include some aspects of AA so that each meeting that a person attends they could get signatures for there AA attendance sheet."

"I would get rid of (name). It is difficult for someone with no prior drug or alcohol problem to relate to or understand cravings, urges, etc. He seems more interested in football than treatment."

"More educational handouts, have topics for after-care, a bit more work writing, thinking, problem-solving. People tend to hold back if given the opportunity. Most people in recovery need to be pushed or led through recovery."

"I would like to be in a group of people who want to be here. Being in a group of people who are all court-ordered is a little disconcerting. I question whether or not they really want to be sober. I would rather be in a group of people who really want to be here."

"Would be working on putting together another program for people who just left treatment so we don't repeat everything twice."

"Some of the counselors are controlling and think they always know what is best. I'm staying sober but certain outcomes can lie in their hands. They can hurt the situation."

"I would like an overview of the program prior to being put in a class to have had explained to me my responsibilities and requirements to not be treated as a less than an acceptable member of the human race, who will succeed in this program as opposed to one who will not."

Methadone: Selected Responses

"If I could change anything about the program, I would reinstate the exercise program they had years ago; it is especially helpful for people in the early stages of treatment because the lifestyle of drug addicts does not necessarily encourage exercise. We were also allowed to bring our dogs and walk them as part of the program. Thank you."

"The attitude of the staff towards the patients. A better UA and prescription registration program. You can't find anyone to register a script—yet you get in trouble when it's not done on time. And the patients are never given the benefit of the doubt."

"Treat people with more dignity. Don't threaten every one with detox for anything."

"Location—I live in (name), this is the closest meth center. Would like closer location—more North."

"We would have a clinic closer than 100 miles to our house. Plus we would be allowed to have carries before 6 months."

"It would open at 5 a.m. thru 6 a.m. for clients that work in the early morning. A lot of clients have been late for work and consequently not had good luck with jobs."

"To let people have carries if they are clean even if they have no job or no children. Gas is expensive and coming everyday is a lot of $; I have been clean a long time, I should get carries."

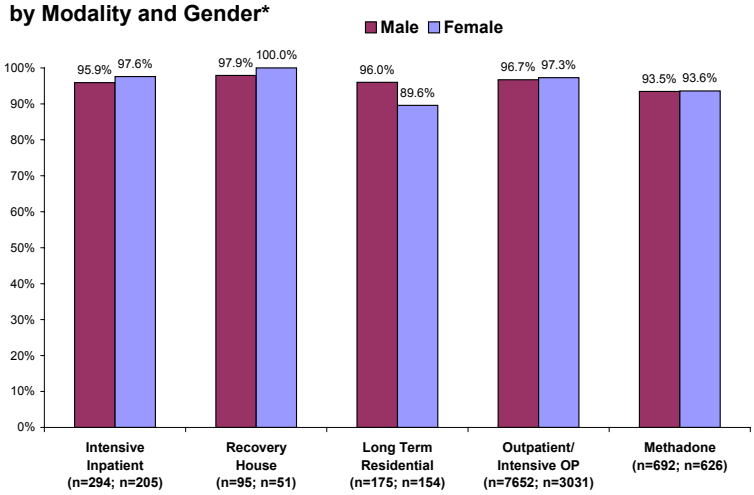
Adult Client Satisfaction in Community Treatment Programs: Differences Between Groups

Did client satisfaction differ between males and females?

Satisfaction with Service Received

Males in long term residential appeared to be somewhat more satisfied than females with service received, 96 percent versus 90 percent. Levels of satisfaction among males and females appeared similar in intensive inpatient and recovery house (two-percent difference), although the result for recovery house must be interpreted with caution because there were only 51 female clients participating in recovery house programs. Males and females in outpatient and methadone did not show any difference in the proportion of clients saying they were satisfied with service received.

Percent of Clients Satisfied with Service Received by Modality and Gender*

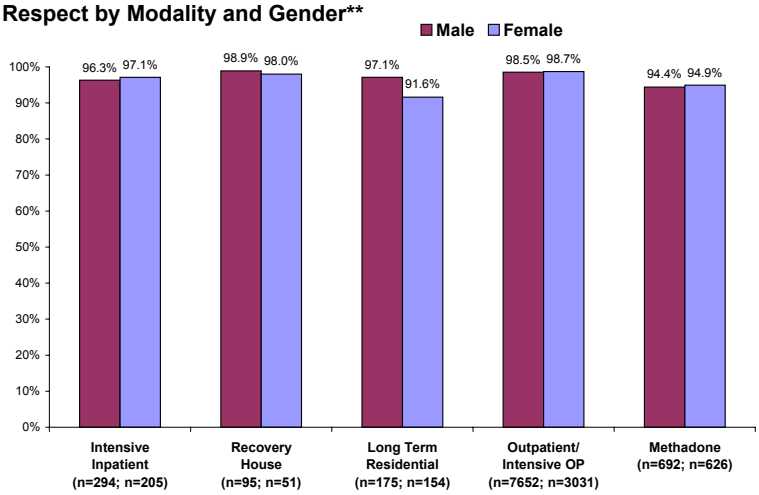


SOURCE: Table 2a, Appendix A.

Respect from Staff

The proportion of males and females reporting that staff treated them with respect did not show appreciable differences within and across treatment modalities. The exception was in long term residential where more males than females reported that staff treated them with respect, a difference of around six percent.

Percent of Clients Reporting that Staff Treated Them with Respect by Modality and Gender**



SOURCE: Table 2a, Appendix A.

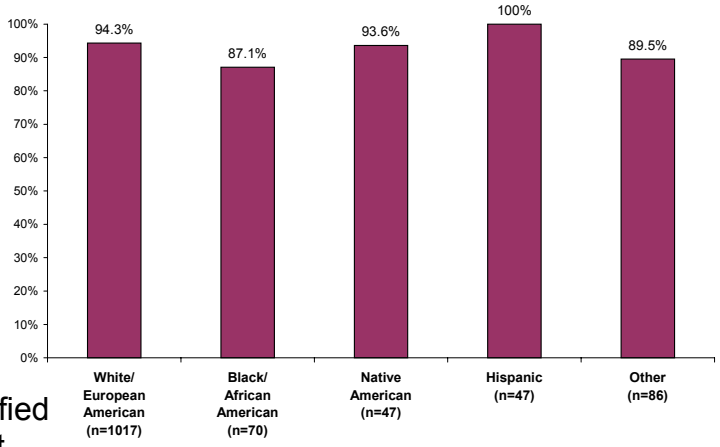
*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

Did client satisfaction vary among racial/ethnic groups?

Satisfaction with Service Received

The small number of clients in intensive inpatient, recovery house, and long term residential prevented any fair comparison of this measure across racial/ethnic groups (see Table 2b, Appendix A). In outpatient programs, where the number of cases was adequate to make such a comparison, racial/ethnic groups did not appear to differ with respect to the proportion of clients saying they were satisfied with service received. The most variation in this measure can be observed among methadone clients (see chart on the right) where the proportion of those saying they were satisfied with service received was somewhat lower among African American clients compared to other groups.

Percent of Clients Satisfied with Service Received in Methadone Programs by Race/Ethnicity*

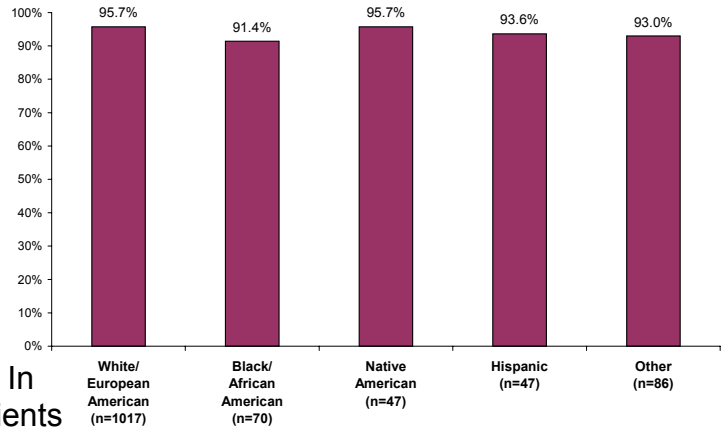


SOURCE: Table 2b, Appendix A.

Respect from Staff

Likewise, the small number of residential clients did not allow a fair comparison of this measure across racial/ethnic groups (see Table 2b, Appendix A). Among outpatient clients, however, where there were adequate numbers to make such a comparison, racial/ethnic groups had the same proportion of clients saying that staff treated them with respect. In methadone, the proportion of clients saying that staff treated them with respect was somewhat lower among African Americans compared to other groups (see chart on the right).

Percent of Clients Reporting that Staff Treated Them with Respect in Methadone Programs by Race/Ethnicity**



SOURCE: Table 2b, Appendix A.

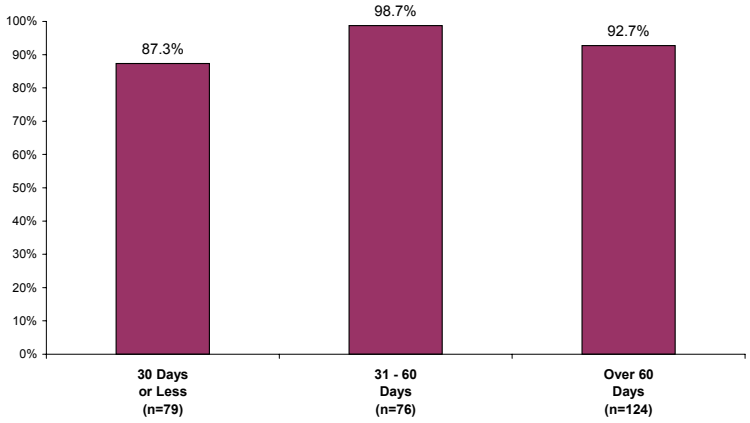
*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

Did client satisfaction vary by length of stay in treatment?

Satisfaction with Service Received

When grouped by varying lengths of stay in treatment, adult clients in community treatment programs showed only small differences within modalities with respect to satisfaction with service received (see Table 2c, Appendix A). This was true for all the treatment modalities except for long term residential (see chart on the right) where the proportion of clients saying they were satisfied with service received was somewhat lower for those who had been in treatment for 30 days or less compared to those who had been in treatment for 31 days and over.

Percent of Clients Satisfied with Service Received in Long Term Residential by Length of Stay*

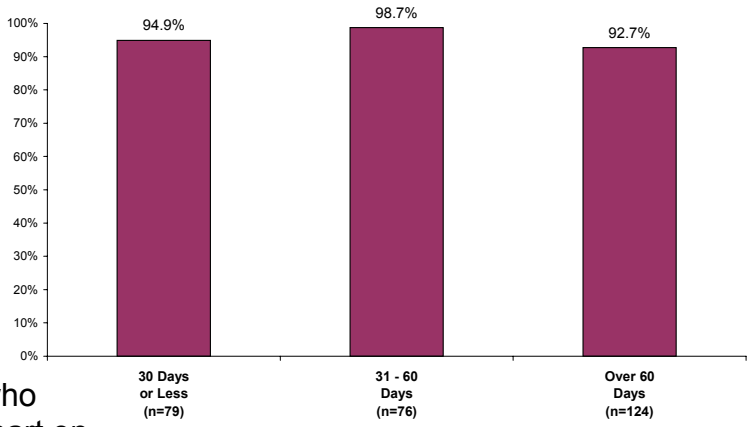


SOURCE: Table 2c, Appendix A.

Respect from Staff

With respect to this measure, adult clients did not show any appreciable differences when grouped by varying lengths of stay in intensive inpatient, recovery house, outpatient, and methadone (see Table 2c, Appendix A). However, for long term residential clients, the proportion of those saying that staff treated them with respect was somewhat lower for clients who had stayed in treatment for over 60 days compared to those who had stayed 60 days or less (see chart on the right).

Percent of Clients Reporting Staff Treated Them with Respect in Long Term Residential by Length of Stay**



SOURCE: Table 2c, Appendix A.

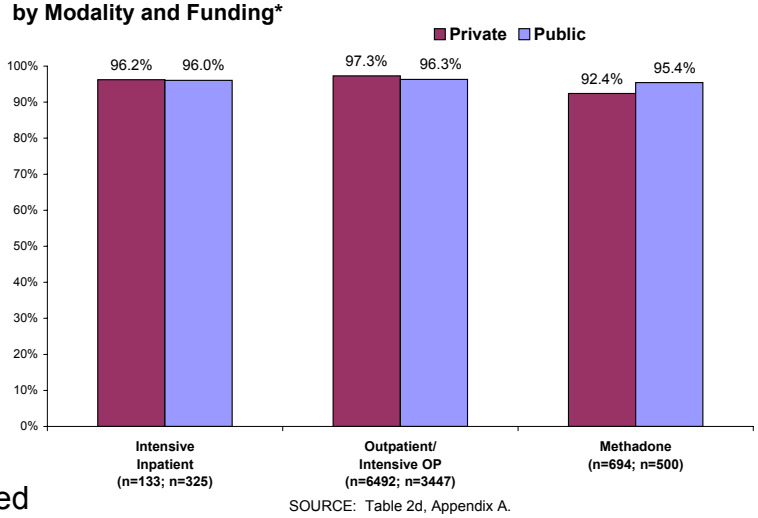
*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

Did private pay and publicly funded clients differ in client satisfaction?

Satisfaction with Service Received

The number of private pay clients in recovery house and long term residential did not allow for a valid comparison with publicly funded clients (see Table 2d, Appendix A). With respect to other modalities, however, the proportion of clients saying they were satisfied with service received was almost the same between private pay and publicly funded clients in intensive inpatient, and only a small difference can be observed between them in outpatient and methadone programs (see chart on the right).

Percent of Clients Satisfied with Service Received by Modality and Funding*

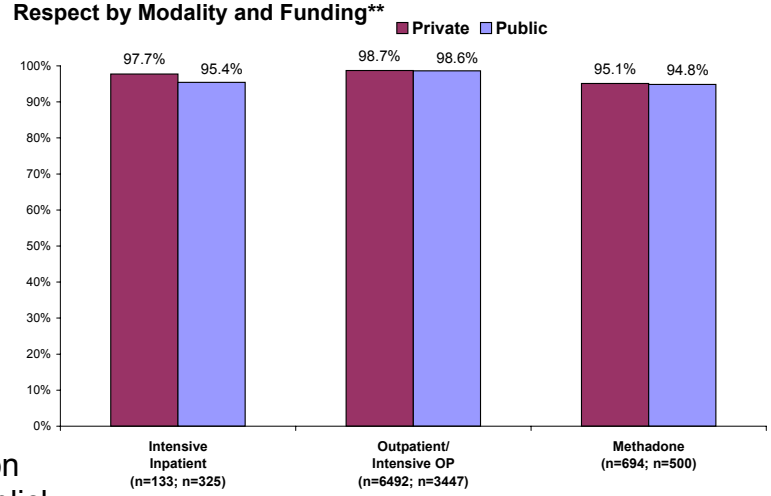


SOURCE: Table 2d, Appendix A.

Respect from Staff

Recovery house and long term residential had too small a number of private pay clients to permit any comparison with publicly funded clients (see Table 2d, Appendix A). Intensive inpatient programs showed a small difference between private pay and publicly funded clients in the proportion of those who reported that staff treated them with respect (see chart on the right). Private pay and publicly funded clients in outpatient and methadone programs did not show any difference in the proportion of those saying that staff treated them with respect.

Percent of Clients Reporting that Staff Treated Them with Respect by Modality and Funding**



SOURCE: Table 2d, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

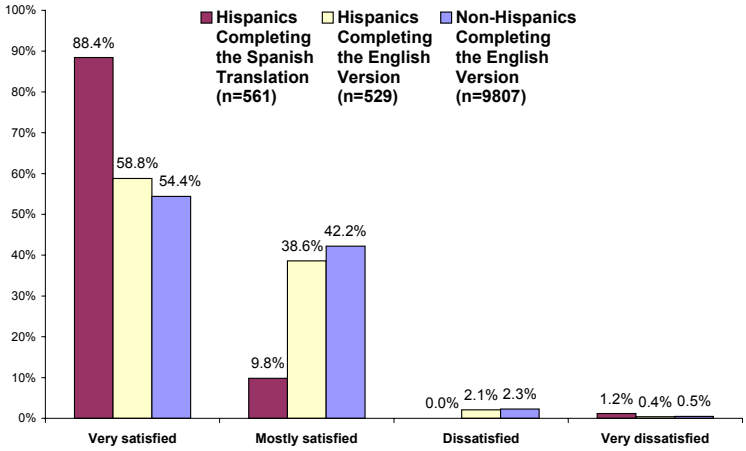
English and Spanish Versions of the Adult Client Satisfaction Survey Compared

Was there a difference in client satisfaction between Hispanic clients who completed the Spanish translation and Hispanic and non-Hispanic clients who completed the English version of the survey?

Satisfaction with Service Received

All of the completed surveys in Spanish came from adult community outpatient treatment programs. The chart on the right compares three groups of community outpatient adult clients. Hispanic clients completing the Spanish translation of the adult client satisfaction survey had a considerably higher proportion of those who reported being very satisfied with service received, 88 percent compared to 59 percent of Hispanic and 54 percent of non-Hispanic clients who completed the English version of the survey.

Q1. In an overall, general sense, how satisfied are you with the service you have received?

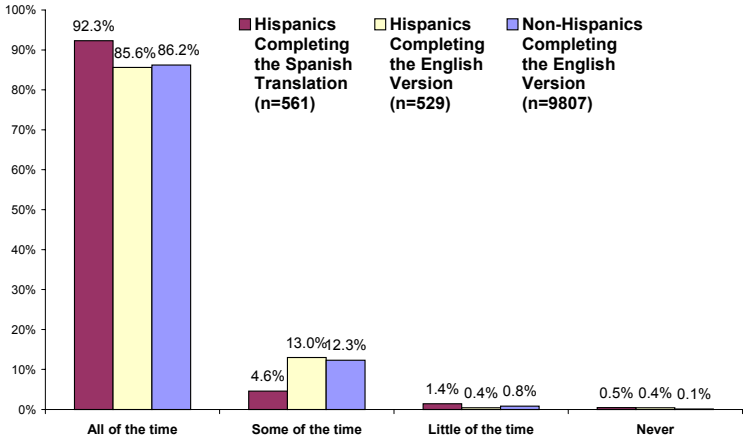


SOURCE: Table 3a, Appendix A.

Respect from Staff

Hispanic clients who completed the Spanish translation of the survey showed a higher proportion of those saying that staff treated them with respect all of the time, 92 percent compared to around 86 percent of Hispanic and 86 percent of non-Hispanic clients completing the English version of the survey.

Q3. Would you say our staff treated you with respect?

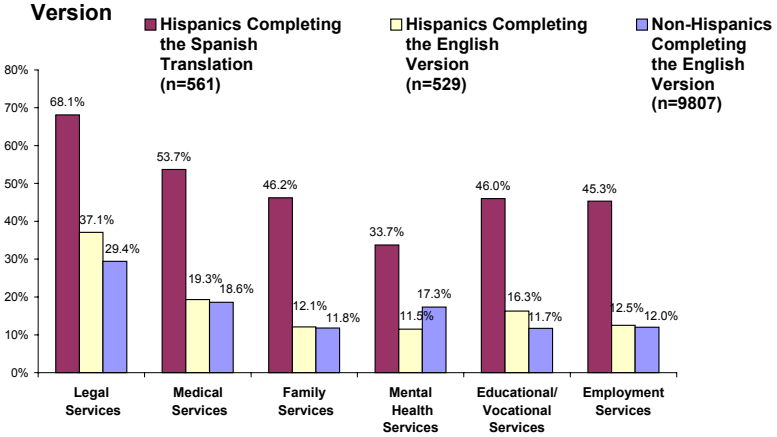


SOURCE: Table 3a, Appendix A.

Need for Services

Hispanic clients completing the Spanish translation of the survey had a higher proportion of those who reported a need for services than Hispanic and non-Hispanic clients completing the English version of the survey, and this was true for all the types of service mentioned in the survey. The two most common types of service needed by Hispanic clients completing the Spanish translation were legal services, 68 percent, and medical services, nearly 54 percent. Over 40 percent of Hispanic clients completing the Spanish translation reported a need for family services, educational or vocational services, and employment services.

Comparing Need for Services Among the Three Groups: Hispanic Clients Completing the Spanish Translation and Hispanic and Non-Hispanic Clients Completing the English Version

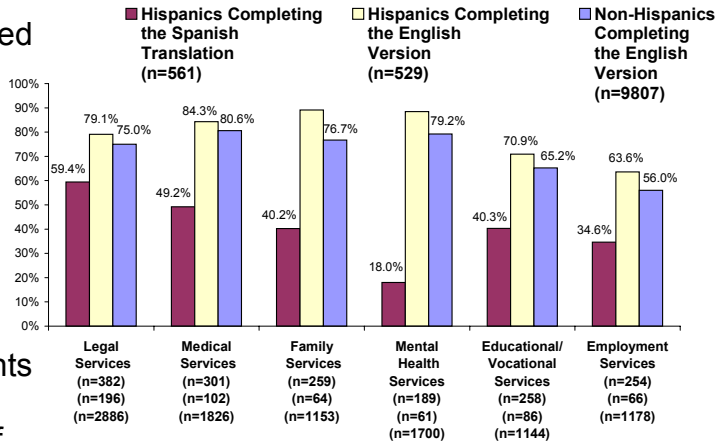


SOURCE: Table 3b, Appendix A.

Helpfulness of Treatment Program in Identifying and Finding Needed Services

Although a larger proportion of Hispanic clients completing the Spanish translation of the survey reported being in need of services, they appeared to have a lower proportion of those who said that their program was helpful in assisting them to identify and find needed services compared to the other two groups. For example, among Hispanic clients who completed the Spanish translation and were in need of legal services, 59 percent reported that their program was helpful in assisting them to identify and find this service compared to 79 percent of Hispanic and 75 percent of non-Hispanic clients who completed the English version of the survey and were in need of legal services.

Comparing the Three Groups on Client Ratings of Treatment Program's Helpfulness in Assisting Clients to Identify and Find Needed Services*



SOURCE: Table 3b, Appendix A.

*Included clients saying their program was very helpful or somewhat helpful in assisting them to identify and find services they needed.

Three-Year Trend in Adult Client Satisfaction in Community Treatment Programs by Modality

Satisfaction with Service Received

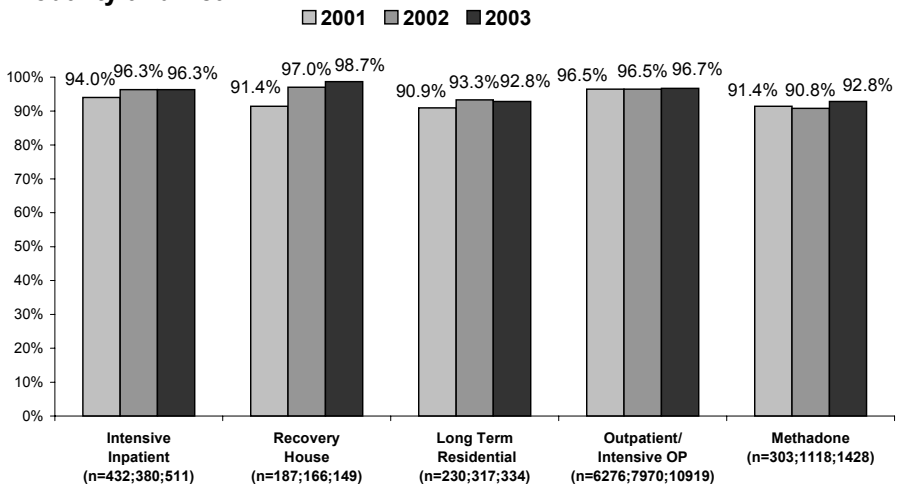
- Between 2001 and 2003, there was a small increase in the proportion of clients reporting that they were satisfied with service received in intensive inpatient and long term residential modalities.

- In recovery house, the proportion of clients reporting that they were satisfied with service received increased by eight percent from 91 percent in 2001 to 99 percent in 2003.

- The proportion of outpatient clients reporting that they were satisfied with service received remained at the same level, around 97 percent, during the three-year period.

- The proportion of methadone clients reporting that they were satisfied with service received showed a small increase from 91 percent in 2001 to 93 percent in 2003.

Percent of Adult Clients in Community Treatment Programs Reporting They Were Satisfied with Service Received, by Modality and Year*



SOURCE: Tables 4a, 4b, 4c, 4d, and 4e, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.

Respect from Staff

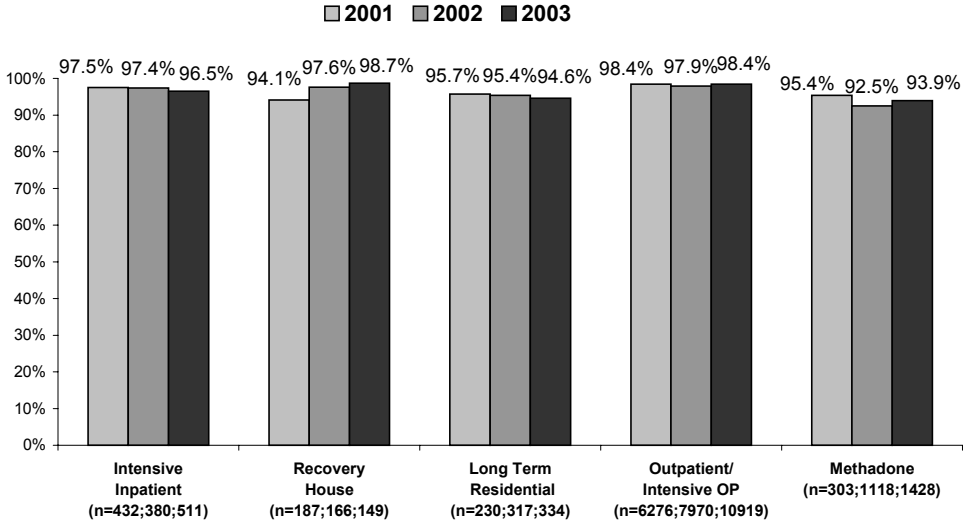
- The proportion of clients reporting that staff treated them with respect changed very little during the three-year period in intensive inpatient and long term residential.

- In recovery house, the proportion increased by five percent from 94 percent in 2001 to almost 99 percent in 2003.

- The proportion of outpatient clients reporting that staff treated them with respect remained at around 98 percent during the three-year period.

- For methadone, the proportion of clients reporting that staff treated them with respect fluctuated between 95 percent and 93 percent.

Percent of Adult Clients in Community Treatment Programs Reporting that Staff Treated Them with Respect, by Modality and Year*



SOURCE: Tables 4a, 4b, 4c, 4d, and 4e, Appendix A.

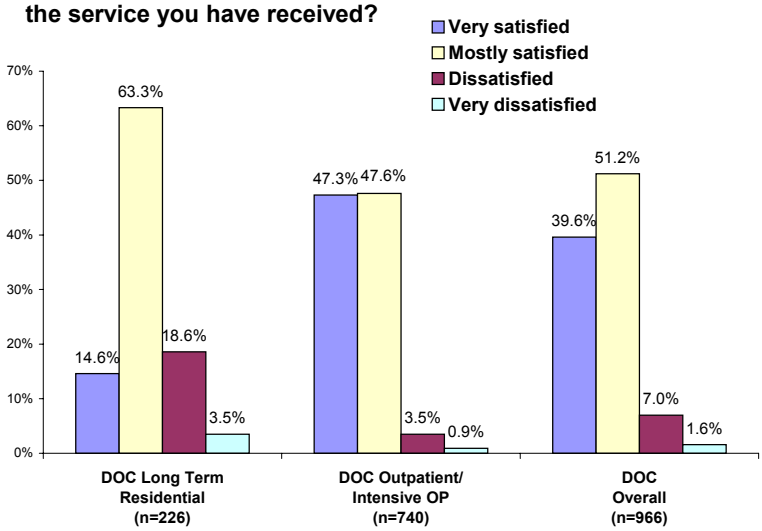
*Included clients who reported that they were treated with respect all or some of the time.

Adult Responses in Department of Corrections (DOC) Treatment Programs by Modality

Satisfaction with Service Received

Overall, close to 91 percent of DOC clients reported that they were satisfied with service received with around 40 percent being very satisfied and 51 percent mostly satisfied. Forty-seven percent of DOC outpatient clients reported that they were very satisfied with service received compared to around 15 percent of DOC long term residential clients.

Q1. In an overall, general sense, how satisfied are you with the service you have received?

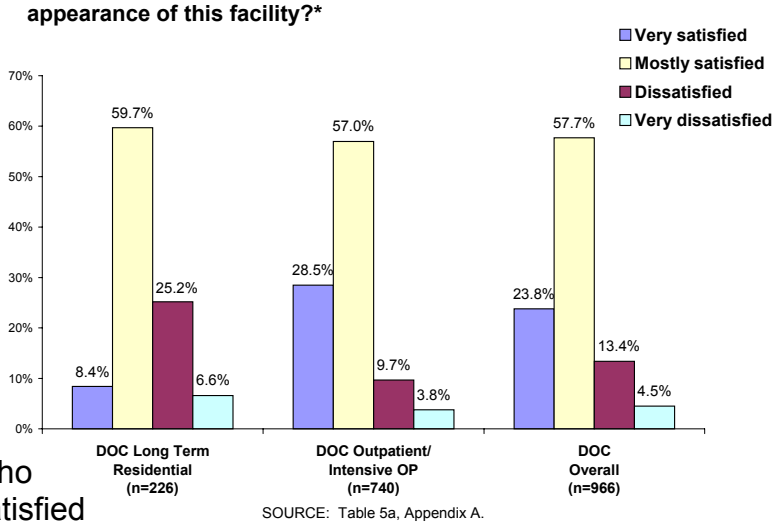


SOURCE: Table 5a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

DOC clients participate in treatment programs that are provided within an institutional environment. Around 82 percent of DOC clients reported that they were satisfied with the comfort and appearance of their facility with almost 24 percent being very satisfied and nearly 58 percent mostly satisfied. DOC outpatient programs had a higher proportion of clients who reported that they were very satisfied with the comfort and appearance of their facility than those in DOC long term residential programs, around 29 percent versus eight percent.

Q2. In general, how satisfied are you with the comfort and appearance of this facility?*



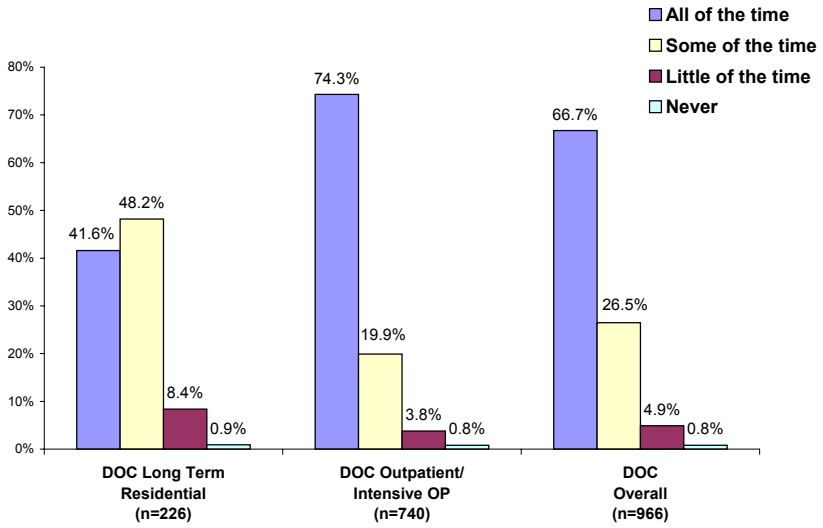
SOURCE: Table 5a, Appendix A.

*Please note that compared to community treatment programs, DOC programs take place in an institutional setting and, therefore, this question may elicit more unfavorable responses from DOC clients.

Respect from Staff

Overall, a little over 93 percent of DOC clients reported that staff treated them with respect with nearly 67 percent saying that staff treated them with respect all of the time and around 27 percent saying some of the time. Over 74 percent of DOC outpatient clients reported that staff treated them with respect all of the time compared to around 42 percent of DOC long term residential clients.

Q3. Would you say our staff treated you with respect?

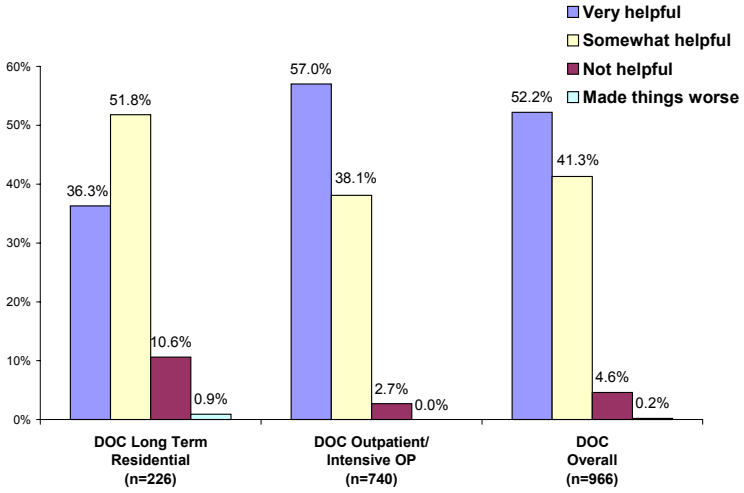


SOURCE: Table 5a, Appendix A.

Helpfulness of Group Sessions

Overall, around 94 percent of DOC clients reported that the group sessions were helpful with little over 52 percent saying they were very helpful and over 41 percent saying they were somewhat helpful. Fifty-seven percent of DOC outpatient clients reported that the group sessions were very helpful compared to 36 percent of DOC long term residential clients.

Q4. How do you rate the helpfulness of the group sessions?

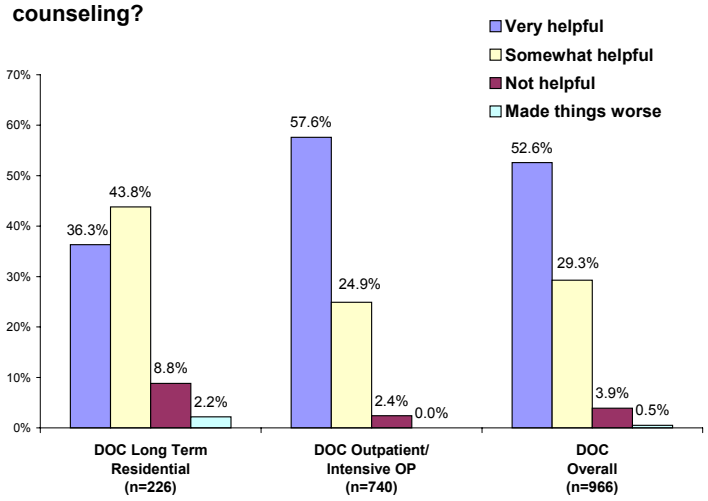


SOURCE: Table 5a, Appendix A.

Helpfulness of Individual Counseling

Close to 82 percent of DOC clients rated individual counseling as helpful with around 53 percent saying it was very helpful and 29 percent saying it was somewhat helpful. Nearly 58 percent of DOC outpatient clients rated individual counseling as very helpful compared to 36 percent of DOC long term residential clients.

Q5. How do you rate the helpfulness of the individual counseling?

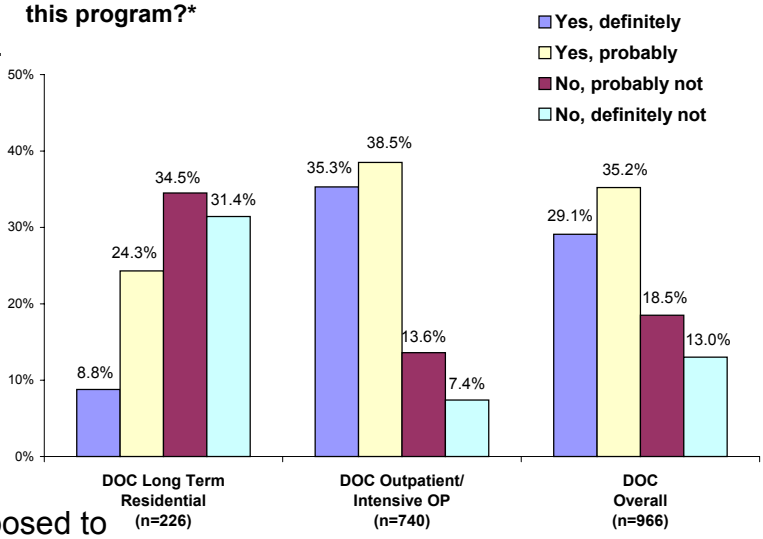


SOURCE: Table 5a, Appendix A.

"…Would you come back to this program?"

DOC treatment programs take place in a highly supervised, institutional setting. Overall, sixty-four percent of DOC clients reported that they would come back to the same program if they were to seek help again with 29 percent saying they would definitely come back and 35 percent saying they would probably come back. Thirty-five percent of DOC outpatient clients said they would definitely come back if they were to seek help again as opposed to nearly nine percent of DOC long term residential clients.

Q6. If you were to seek help again, would you come back to this program?*



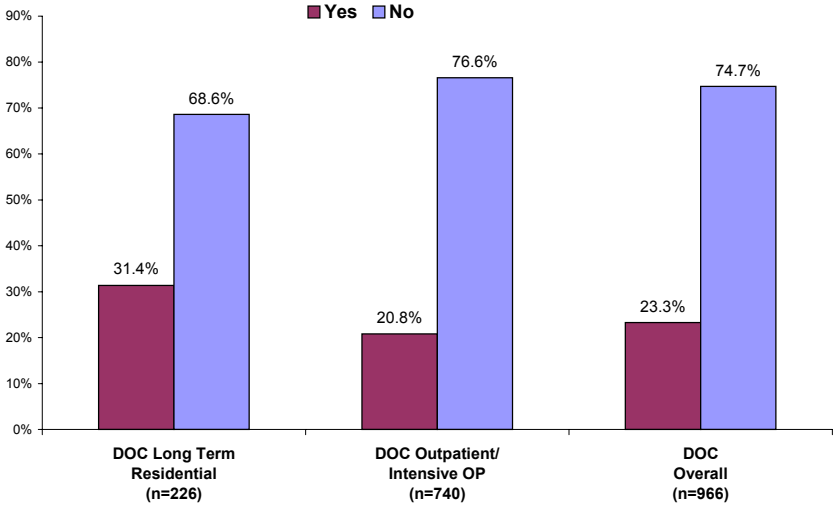
SOURCE: Table 5a, Appendix A.

*Please note that compared to community treatment programs, DOC programs take place in an institutional setting and, therefore, this question may elicit more unfavorable responses from DOC clients.

Need for Legal Services

Overall, 23 percent of DOC clients said they needed legal services.* Thirty-one percent of DOC long term residential clients expressed a need for legal services compared to 21 percent of DOC outpatient clients.

Q7. Did you need legal services?

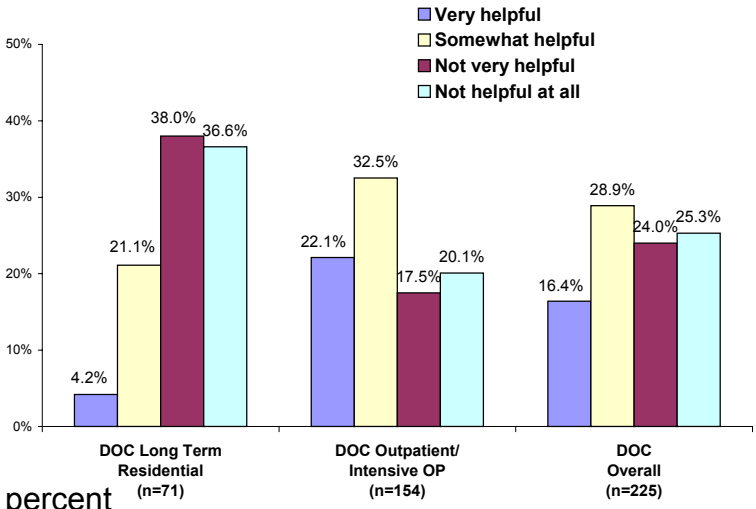


SOURCE: Table 5b, Appendix A.

Helpfulness in Identifying and Finding Legal Services

Among those who needed legal services, 45 percent overall said that their program was helpful in assisting them to identify and find legal services with 16 percent saying their program was very helpful and nearly 29 percent saying their program was somewhat helpful. Twenty-two percent of DOC outpatient clients who needed legal services rated their program as very helpful in assisting them to identify and find this service. Only four percent of DOC long term residential clients needing legal services rated their program as very helpful, although this result should be interpreted with caution because of the much smaller number of clients in this modality that needed legal services compared to that in outpatient.

Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?



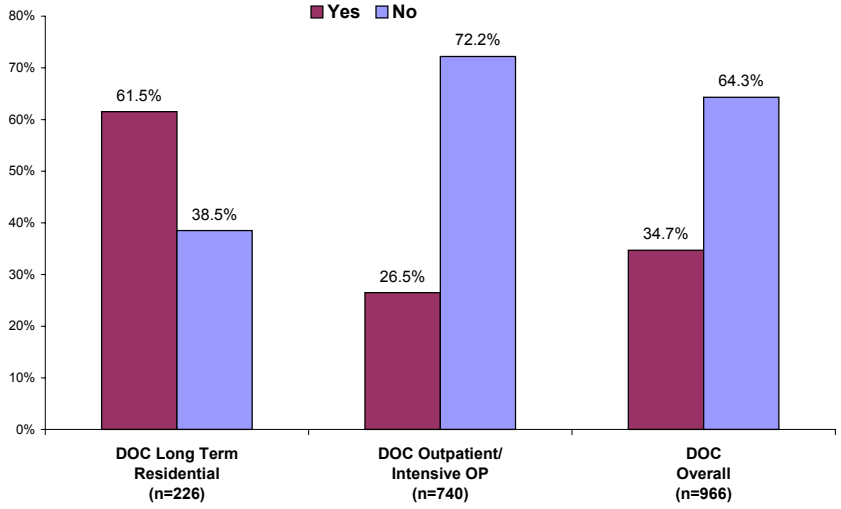
SOURCE: Table 5b, Appendix A.

*Offenders served by DOC are involved in the criminal justice system and may be expressing a need for legal services beyond the ability of the contracted chemical dependency treatment provider to address. Treatment staff is required to redirect offenders to their DOC counselor for assistance.

Need for Medical Services

Overall, nearly 35 percent of DOC clients reported that they needed medical services. Around 62 percent of DOC long term residential clients reported they needed medical services compared to about 27 percent of DOC outpatient clients.

Q8. Did you need medical services?

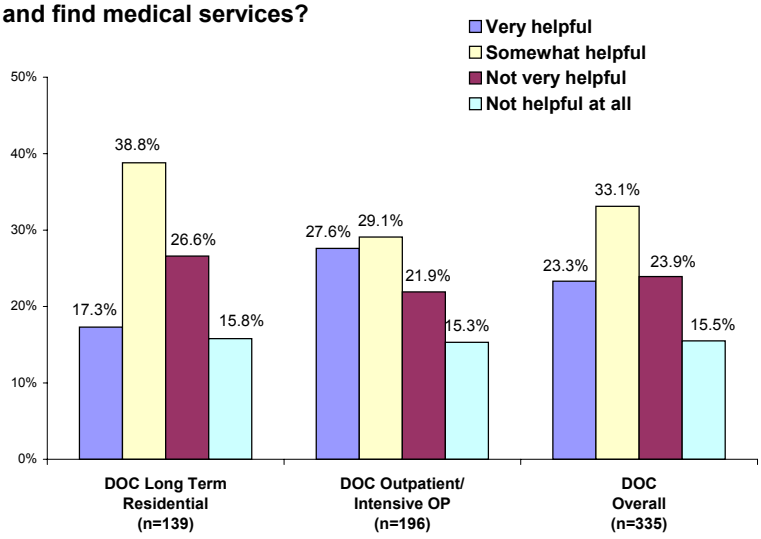


SOURCE: Table 5b, Appendix A.

Helpfulness in Identifying and Finding Medical Services

Fifty-six percent of those needing medical services reported that their program was helpful in assisting them to identify and find medical services with 23 percent saying their program was very helpful and 33 percent saying their program was somewhat helpful.* Around 28 percent of DOC outpatient clients needing medical services rated their program as very helpful in assisting them to identify and find medical services compared to 17 percent of DOC long term residential clients who needed medical services.

Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?



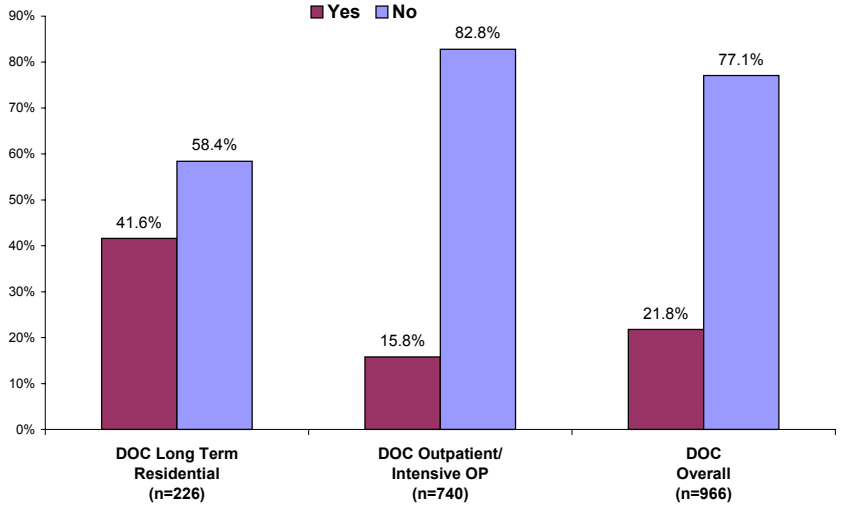
SOURCE: Table 5b, Appendix A.

*DOC provides medical services to incarcerated offenders at the direction of DOC policy and medical staff. Offenders in the community are not eligible for DOC funded medical services and, hence, are directed to publicly or privately funded resources as available.

Need for Family Services

Overall, 22 percent of DOC clients reported a need for family services.* Nearly 42 percent of DOC long term residential clients reported a need for family services compared to almost 16 percent of DOC outpatient clients.

Q9. Did you need family services?

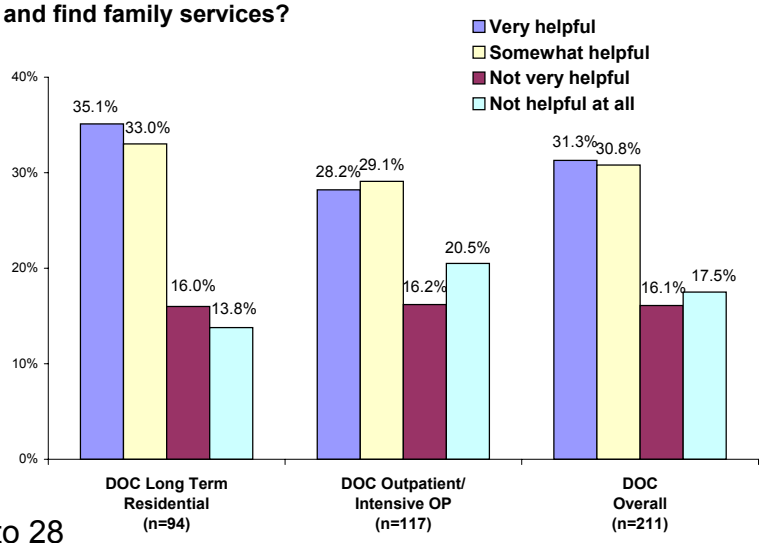


SOURCE: Table 5b, Appendix A.

Helpfulness in Identifying and Finding Family Services

Of those needing family services, 62 percent overall reported that their program was helpful in assisting them to identify and find family services with almost the same proportion of clients, 31 percent, saying their program was very helpful and somewhat helpful. Thirty-five percent of DOC long term residential clients who needed family services rated their program as very helpful in assisting them to identify and find family services compared to 28 percent of DOC outpatient clients who needed family services.

Q9a. IF YES, how helpful were we in assisting you to identify and find family services?



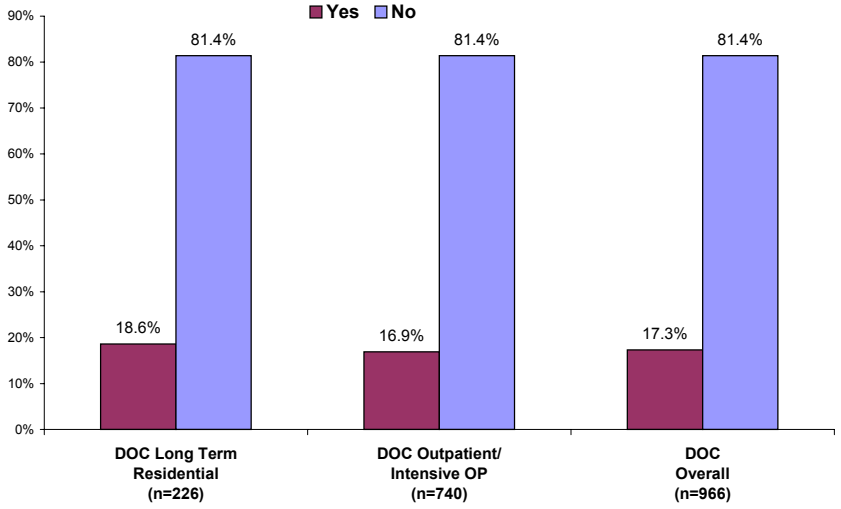
SOURCE: Table 5b, Appendix A.

*Incarcerated offenders are separated from their families by nature of their circumstances. Those in the community have often lost contact with family due to criminal activity.

Need for Mental Health Services

Overall, 17 percent of DOC clients reported a need for mental health services. DOC long term residential and DOC outpatient programs had an almost similar proportion of clients needing mental health services, around 19 percent and 17 percent respectively.

Q10. Did you need mental health services?

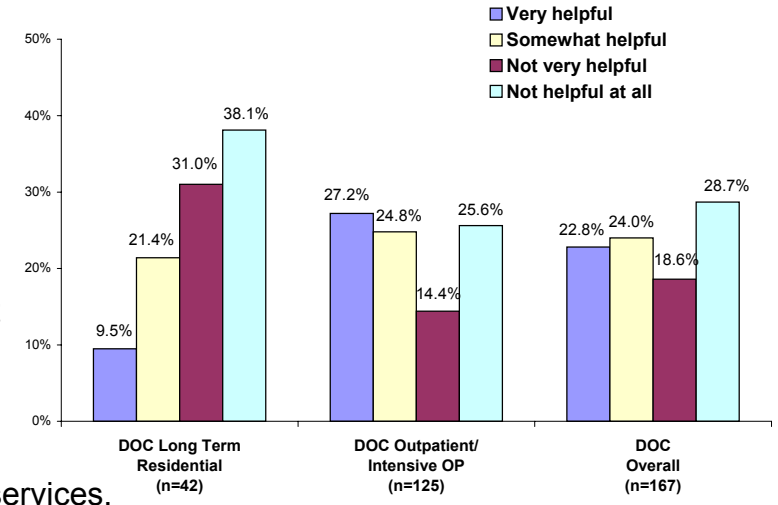


SOURCE: Table 5b, Appendix A.

Helpfulness in Identifying and Finding Mental Health Services

Of those who needed mental health services, 47 percent rated their program as being helpful in assisting them to identify and find mental health services with nearly 23 percent saying their program was very helpful and 24 percent saying their program was somewhat helpful.* Twenty-seven percent of DOC outpatient clients who needed mental health services rated their program as very helpful in assisting them to identify and find mental health services. Around 10 percent of DOC long term residential clients rated their program as very helpful, although this result should be interpreted with care because there were only 42 clients in this modality who needed mental health services.

Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?



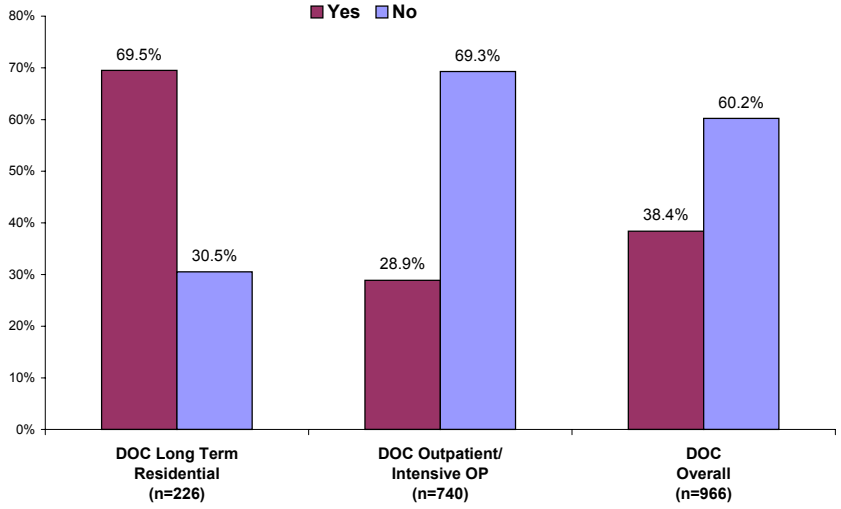
SOURCE: Table 5b, Appendix A.

*DOC is limited to providing mental health services to incarcerated offenders only.

Need for Educational or Vocational Services

Overall, 38 percent of DOC clients reported they needed educational or vocational services. Around 70 percent of DOC long term residential clients expressed a need for educational or vocational services compared to nearly 29 percent of DOC outpatient clients.

Q11. Did you need educational or vocational services?

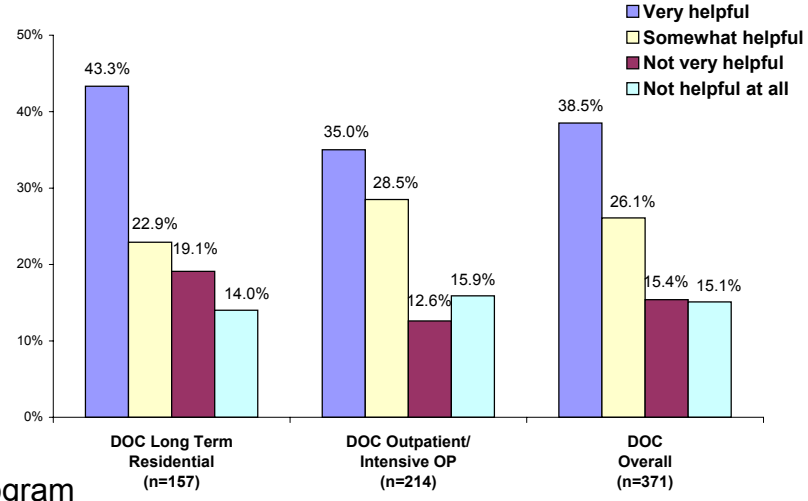


SOURCE: Table 5b, Appendix A.

Helpfulness in Identifying and Finding Educational or Vocational Services

Among those who needed educational or vocational services, close to 65 percent reported that their program was helpful in assisting them to identify and find these services with around 39 percent saying their program was very helpful and 26 percent saying their program was somewhat helpful.* Forty-three percent of DOC long term residential clients who needed educational or vocational services reported that their program was very helpful in assisting them to identify and find educational or vocational services compared to 35 percent of DOC outpatient clients who needed these services.

Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?



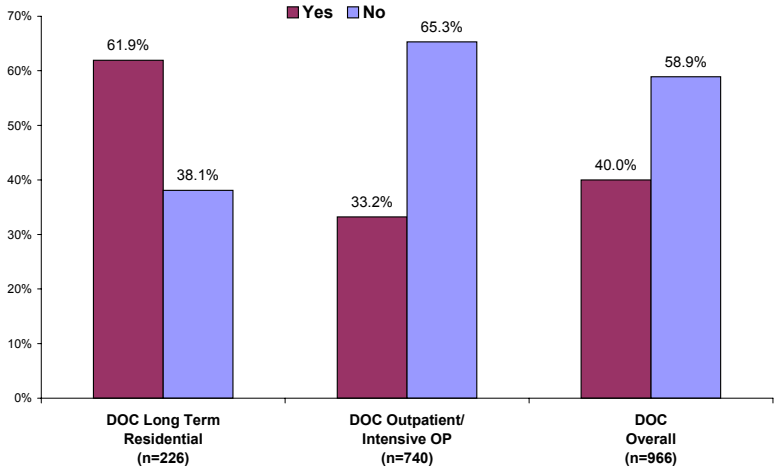
SOURCE: Table 5b, Appendix A.

*Offenders are referred to educational and vocational programs during their incarceration as per DOC policy.

Need for Employment Services

Overall, 40 percent of DOC clients in the survey reported that they needed employment services. Almost 62 percent of DOC long term residential clients said they needed employment services compared to 33 percent of DOC outpatient clients.

Q12. Did you need employment services?

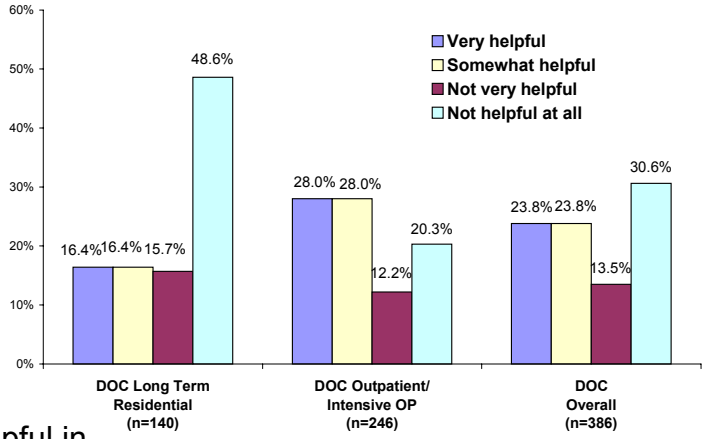


SOURCE: Table 5b, Appendix A.

Helpfulness in Identifying and Finding Employment Services

Among those who needed employment services, close to 48 percent rated their program as being helpful in assisting them to identify and find employment services with exactly the same proportion of clients, nearly 24 percent, saying their program was very helpful and somewhat helpful. Twenty-eight percent of DOC outpatient clients who needed employment services reported that their program was very helpful in assisting them to identify and find employment services compared to 16 percent of DOC long term residential clients who needed employment services.*

Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?



SOURCE: Table 5b, Appendix A.

*Jobs are available to all clients during treatment; however, some offenders, understandably so, are less likely to take advantage of employment options during the intensive early phases of long term residential treatment. Those progressing to subsequent or later phases of treatment are increasingly eligible for work programs and, in some cases, have jobs reserved exclusively for them as an incentive for progress made in treatment.

"What do you like about this program?"

Long Term Residential: Selected Responses

"It's an honest program that will work in a person's life if they give it a chance. Everyone has issues with behavior, and this is an opportunity to explore the destructive behavior patterns and correct them to the best of your ability. That's beautiful and freedom from self-imprisonment."

"I like the classes. I've learned a lot about things I've done to myself and others, that I didn't even realize I was doing. I also like my self-discovery groups. I've learned to trust others and share my true feelings without fear of others outside the group hearing about it."

"That if an individual is sincere about change in his/her lifestyle and attitude, this program provides the environment that enables that individual to separate his/herself from those that would hinder the necessary thought process that is required."

"I like how they teach us about ourselves besides our addiction. They helped me understand my feelings and how to deal with them. The counselors are there and willing to talk to us when we need it."

Outpatient/Intensive Outpatient: Selected Responses

"I'm learning a lot about my addiction, like the biological aspects of it. Learning the social aspects of it is an eye-opener."

"The people are real and they treat you like a human. They work with your problems individually."

"The way they explain my needs not being met as a child, values, feeling, dysfunctional family."

"The program was very helpful for me to look at self and how my actions affected others around me. It also helped me to recognize triggers and how to deal with them in a positive manner instead of using."

"My teacher lets us be honest and share personal experiences that keep us sober along with experiences that caused us to use. Sharing experiences truly helps. I've been in treatment 5 times, some volunteer and some court ordered, and I got more from this class than any other treatment."

"I felt that it was a two-way mirror looking at me. So I could actually see what I've done in my life, feel the impact of it and care enough to do something about it."

"Is there anything you would change about this program?"

Long Term Residential: Selected Responses

"Yes, to not have to do some of the childish things we have to do. To get more recreation time; one hour a day is not enough."

"More one-on-one counseling. The need for a better accountability system as to where someone can actually process their feelings instead of just owning or disowning the behavior."

"If it's a 9 to 12 month program, then let it be a 9 to 12 month program and don't keep people longer. I would also change the mandatory wellness to a voluntary program or if a person has got a medical condition, not be reprimanded for not keeping up. Let wellness be voluntary."

"Instead of a 12 month program, it should be half of that. This is so that people can get to work release, find a job and have something to look forward to instead of old habits."

"More job skills, vocational class, transition class, family, fatherhood classes, classes to help reenter society, being prepared for culture shock, how to sell ourselves to get a job, how to fill out job applications."

Outpatient/Intensive Outpatient: Selected Responses

"When seated in a circle, I would like to see everything done in clockwise direction which in native tradition creates positive energy, counter clockwise creates negative energy. Also, I would like a positive word to focus on each day, kindness, forgiveness, etc."

"People would not be put on the spot to speak in front of others about their private lives."

"More exposure to film or personal experience from outside sources that pertain to the physical and mental realities of continuing drug use, relapse, and long term sobriety."

"Get some of the counselors to spend more time with the people in the program."

"Extend it and make it required for more individuals prior to their release."

"More help about what to do when you get released—housing, job, starting over, how to pay for housing when you don't have any outside help."

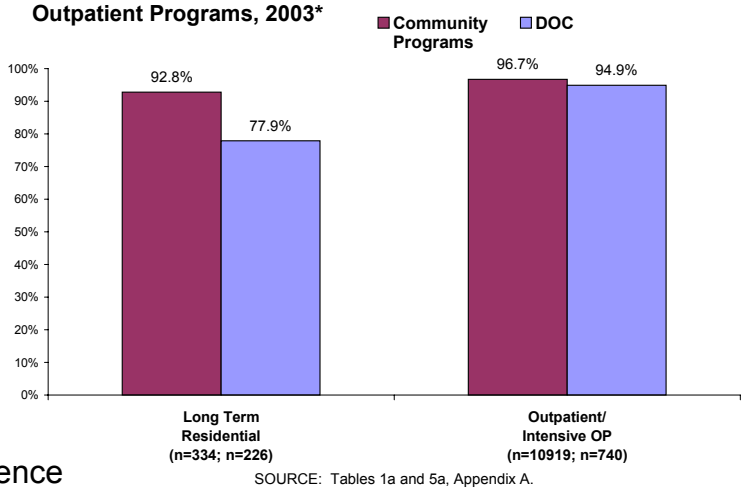
Adult Client Satisfaction in Community Treatment Programs Compared to Department of Corrections (DOC) Treatment Programs

Was there a difference in client satisfaction between community and Department of Corrections (DOC) treatment programs?

Satisfaction with Service Received

As far as outpatient programs are concerned, only a small difference in this measure can be observed between community and DOC treatment programs suggesting that, for this modality, community and DOC clients have similar levels of satisfaction with service received. There is an apparent difference among clients in long term residential where 93 percent of community clients reported being satisfied with service received as opposed to 78 percent of DOC clients, a difference of 15 percent.

Percent of Clients Satisfied with Service Received in Community versus DOC Long Term Residential and Outpatient Programs, 2003*

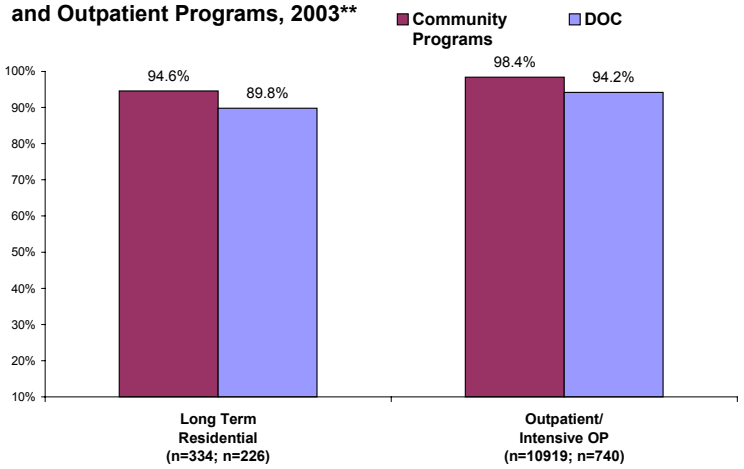


SOURCE: Tables 1a and 5a, Appendix A.

Respect from Staff

Regardless of modality, clients in community treatment programs appeared to have a higher proportion of those saying that staff treated them with respect than DOC treatment programs. However, the difference was small, around five percent in long term residential and four percent in outpatient programs.

Percent of Clients Reporting that Staff Treated Them with Respect in Community versus DOC Long Term Residential and Outpatient Programs, 2003**



SOURCE: Tables 1a and 5a, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

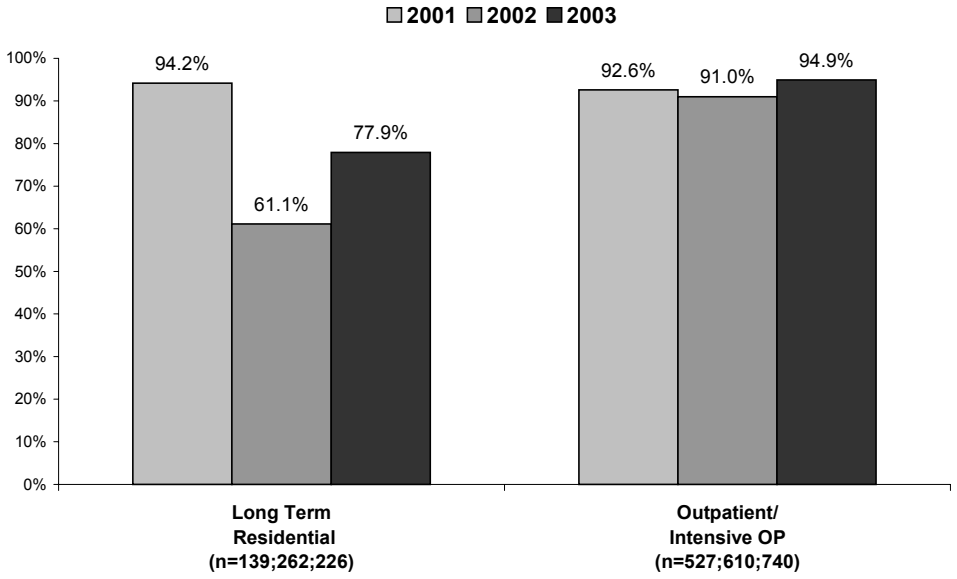
Three-Year Trend in Adult Client Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality

Satisfaction with Service Received

- The proportion of DOC long term residential clients reporting that they were satisfied with service received fluctuated between 94 percent in 2001 and 61 percent in 2002.

- The proportion of DOC outpatient clients reporting that they were satisfied with service received stayed within the same range between 2001 and 2003, at around 91 percent and 95 percent.

Percent of DOC Clients Reporting They Were Satisfied with Service Received, by Modality and Year*



SOURCE: Tables 6a and 6b, Appendix A.

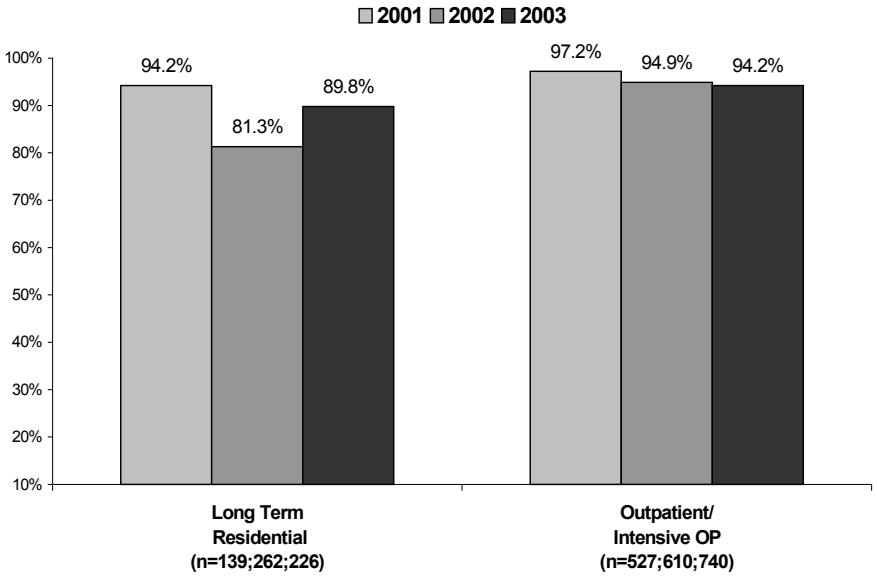
*Included clients who reported that they were very satisfied or mostly satisfied with service received.

Respect from Staff

- The proportion of DOC long term residential clients reporting that staff treated them with respect fluctuated between 94 percent in 2001 and 81 percent in 2002.

- The proportion of DOC outpatient clients reporting that staff treated them with respect was 97 percent in 2001 and remained at similar levels in 2002 and 2003, at around 94 percent.

Percent of DOC Clients Reporting that Staff Treated Them with Respect, by Modality and Year*



SOURCE: Tables 6a and 6b, Appendix A.

*Included clients who reported that they were treated with respect all or some of the time.

Part 2: Youth Responses

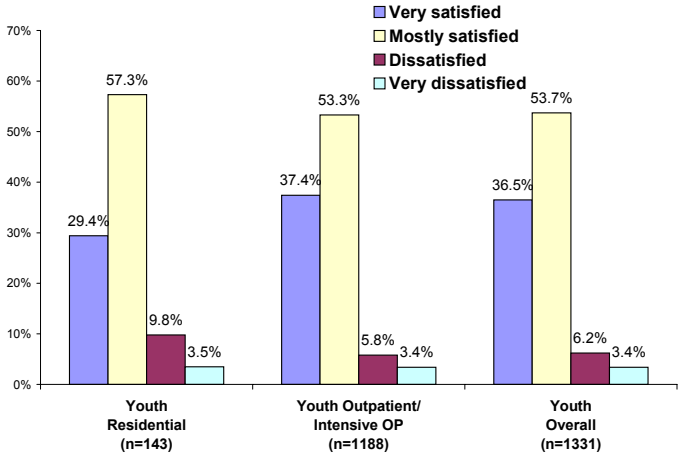
Youth Responses in Community Treatment Programs by Modality

Community youth clients in the survey came from 11 intensive inpatient programs and one recovery house. In order to keep the identity of the recovery house confidential, youth responses from intensive inpatient and recovery house were all grouped in a single "Youth Residential" category.

Satisfaction with Service Received

Overall, slightly over 90 percent of youth clients in community treatment programs reported that they were satisfied with service received with around 37 percent being very satisfied and nearly 54 percent mostly satisfied. Thirty-seven percent of youth clients in outpatient reported that they were very satisfied with service received compared to 29 percent of youth clients in residential programs.

Q1. How satisfied are you with the service you have received?

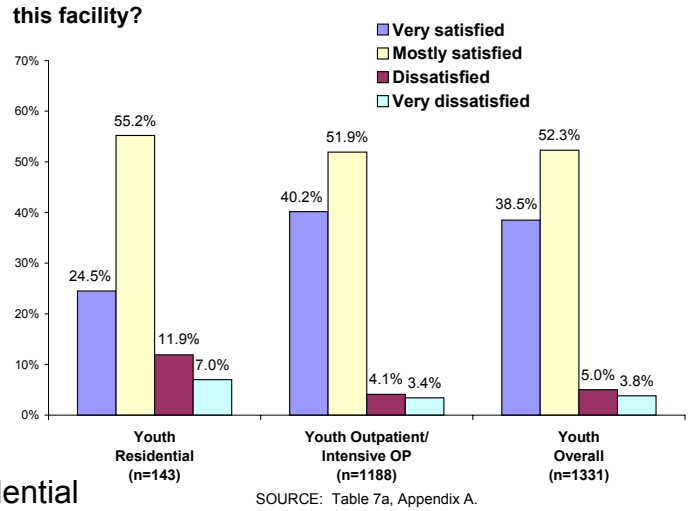


SOURCE: Table 7a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

Overall, nearly 91 percent of youth clients in community treatment programs said that they were satisfied with the comfort and appearance of their facility with around 39 percent being very satisfied and 52 percent somewhat satisfied. Forty percent of youth clients in outpatient reported that they were very satisfied with the comfort and appearance of their facility compared to around 25 percent of youth clients in residential programs.

Q2. How satisfied are you with the comfort and apperance of this facility?

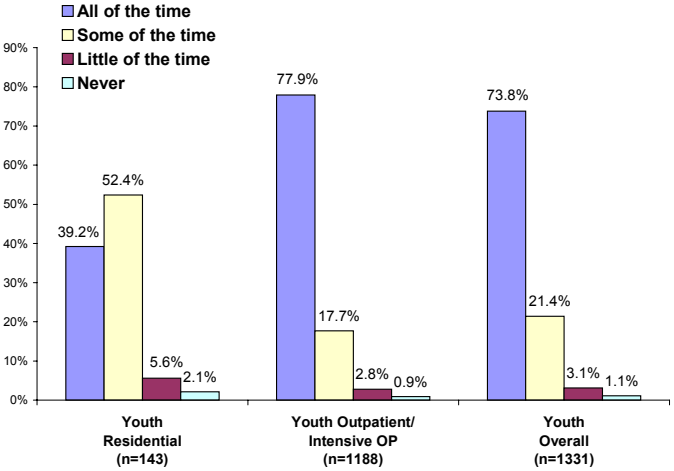


SOURCE: Table 7a, Appendix A.

Respect from Staff

Overall, 95 percent of youth clients in community treatment programs reported that staff treated them with respect with around 74 percent saying that staff treated them with respect all of the time and 21 percent saying some of the time. Almost 78 percent of youth clients in outpatient said that staff treated them with respect all of the time compared to 39 percent youth clients in residential programs.

Q3. Would you say our staff treated you with respect?

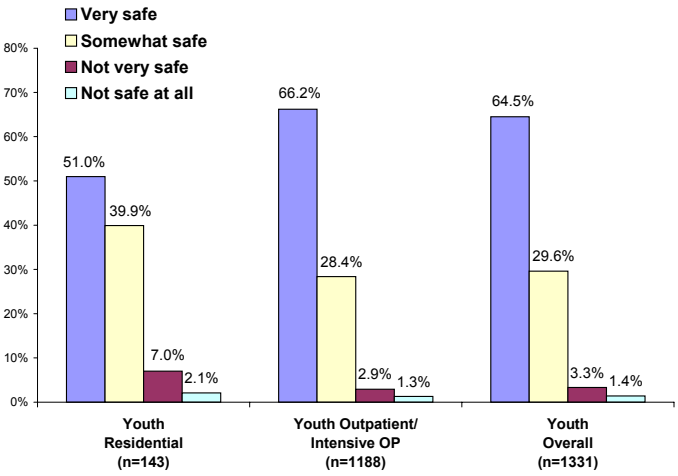


SOURCE: Table 7a, Appendix A.

Feeling Safe

A little over 94 percent of youth clients in community treatment programs reported that they felt safe in their program with around 65 percent feeling very safe and close to 30 percent feeling somewhat safe. Sixty-six percent of youth clients in outpatient reported feeling very safe in their program compared to 51 percent of youth clients in residential programs.

Q4. How safe do you feel in this program?

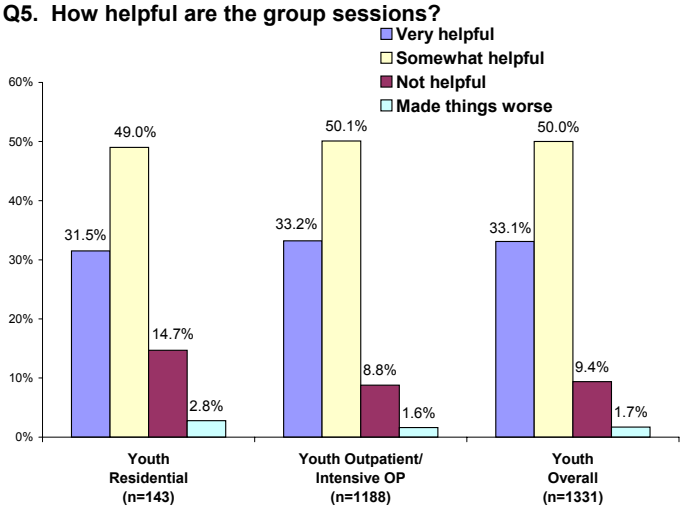


SOURCE: Table 7a, Appendix A.

Helpfulness of Group Sessions

Overall, 83 percent of youth clients enrolled in community treatment programs rated the group sessions as being helpful with 33 percent saying they were very helpful and 50 percent saying they were somewhat helpful. Youth clients in residential and outpatient programs had nearly the same proportion of those saying that the group sessions were very helpful and somewhat helpful.

Q5. How helpful are the group sessions?

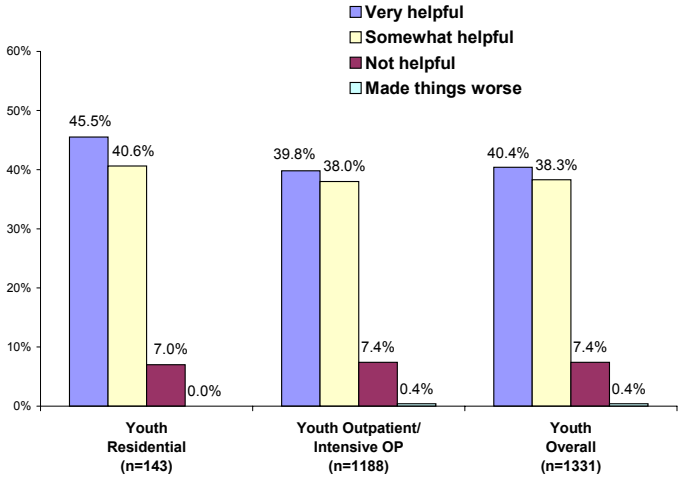


SOURCE: Table 7a, Appendix A.

Helpfulness of Individual Counseling

Overall, nearly 79 percent of community youth clients rated individual counseling as helpful with 40 percent saying it was very helpful and 38 percent saying it was somewhat helpful.
Around 46 percent of youth clients in residential programs reported that individual counseling was very helpful compared to almost 40 percent of youth clients in outpatient programs.

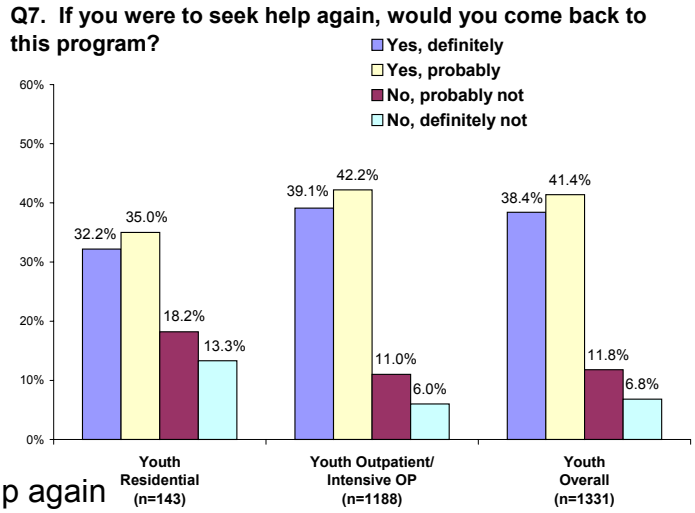
Q6. How helpful is the individual counseling?



SOURCE: Table 7a, Appendix A.

"…Would you come back to this program?"

Overall, almost 80 percent of youth clients in community treatment programs said that they would come back to the same program if they were to seek help again with 38 percent saying they would definitely come back and 41 percent saying they would probably come back. Thirty-nine percent of youth clients in outpatient said that they would definitely come back to the same program if they were to seek help again as opposed to 32 percent of youth clients in residential programs.



SOURCE: Table 7a, Appendix A.

"What do you like about this program?"

Residential Program: Selected Responses

"I think this program is very helpful. It would be a lot better if it had a weight room. I like working with all young men because I don't get distracted by women."

"What I like about the program is that it is very structured. It teaches some life skills as well like cleaning your room, bathroom, and making your bed."

"That it will help me with my sobriety. And the counselors focus on what you're struggling with the most and can teach you a lot about ways to stay sober. You get to go to a lot of AA or NA meetings."

"The counseling and care. Support from peers and certain staff. The skills are very good and help if you're willing. The chance they give you."

"That we learn to talk about our feelings and that we meet people that are going in the same shoes as me and that nobody can judge me because they're all addicts like me."

"I'm safe from temptations to use and this is a pretty neutral environment, which is good, I like my P.C. and the format for treatment."

"That all staff and counselors treat me with respect and are there to help me with my problems. We eat good too. Thanks for the food."

Outpatient/Intensive Outpatient Program: Selected Responses

"The confidentiality and the open-minded, adaptive attitude of my counselor made it easy to communicate with him as well as accept his advice."

"They get me in touch with my feelings and make me talk about them and I can discuss my problems with the group."

"I felt comfortable with the staff and I learned about my addiction."

"I like how the program is easy going and there are patients my age and counselors are friendly and easy to talk to."

"It helps me with my drug problem and teaches me what it can do to me and my life."

"The feeling that they really care if you make it in life. The strict standards that they set for the patients"

"What do you not like about this program?"

Residential Program: Selected Responses

"Lack of respect sometimes. Lack of facilities and it is too much like jail. Especially for someone like me who is here on self will. (Not court ordered.)"

"I don't think they should give the peers who don't want to be here so many chances."

"That it makes you feel like you are trapped. Also not being able to smoke cigarettes at least. From what I know about addiction, it is easier to quit one thing at a time."

"The judge merits; that there is not enough 1-on-1 time between staff and clients; that we can't talk to boys that much because they think we're pairing; the food!"

"That you can't change your P.C. if you can't talk to them, food sucks, groups aren't well led, person reading lecture, doesn't know crap about it. Don't have my room."

"The staff sometimes brings their problems to work with them. And some of the rules are ridiculous. And the food sucks sometimes."

Outpatient/Intensive Outpatient Program: Selected Responses

"When I'm accused of being dirty when there is no proof."

"The lectures."

"I don't like the fact that I have to come here and that the pupils are disrespectful."

"I don't like the drama and bad attitudes."

"Some days are really boring. Sometimes the supervisor doesn't lead very well and we just sit in silence."

"Sometimes we don't cover things we need to go over."

"I don't like that there are no females in our group."

"The classes get old and are not that beneficial, but I still like attending them, hoping to get something out of them."

"Doesn't make a difference for my situation except interfere with my time."

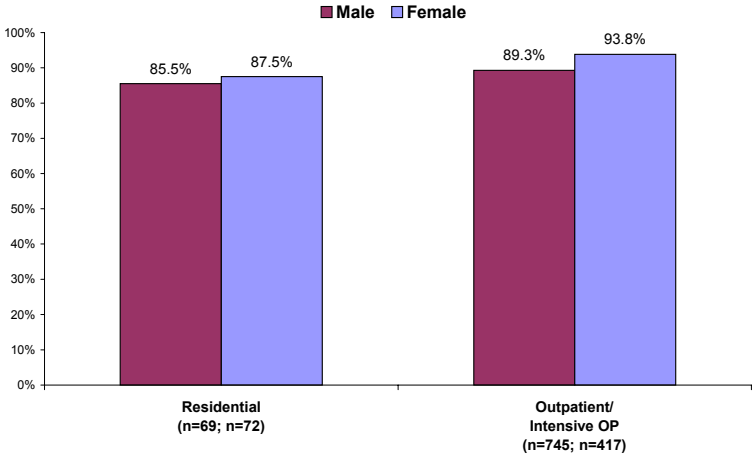
Youth Client Satisfaction in Community Treatment Programs: Differences Between Groups

Did youth client satisfaction differ between males and females?

Satisfaction with Service Received

Regardless of modality, female youth clients appeared to be more satisfied with service received than male youth clients, although the difference was small, two percent in residential and around five percent in outpatient programs.

Percent of Youth Clients Satisfied with Service Received by Modality and Gender*

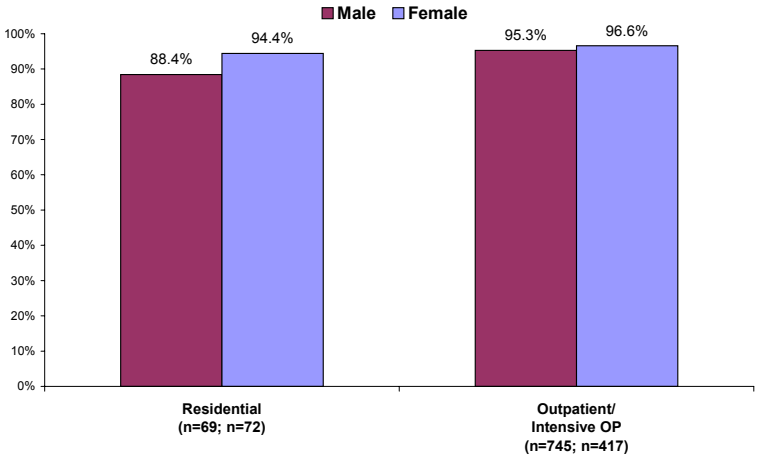


SOURCE: Table 7c, Appendix A.

Respect from Staff

In the residential modality, a higher proportion of female than male youth clients reported that staff treated them with respect, about a six-percent difference. Gender difference in outpatient programs was negligible, just over one percent.

Percent of Youth Clients Reporting that Staff Treated Them with Respect by Modality and Gender**



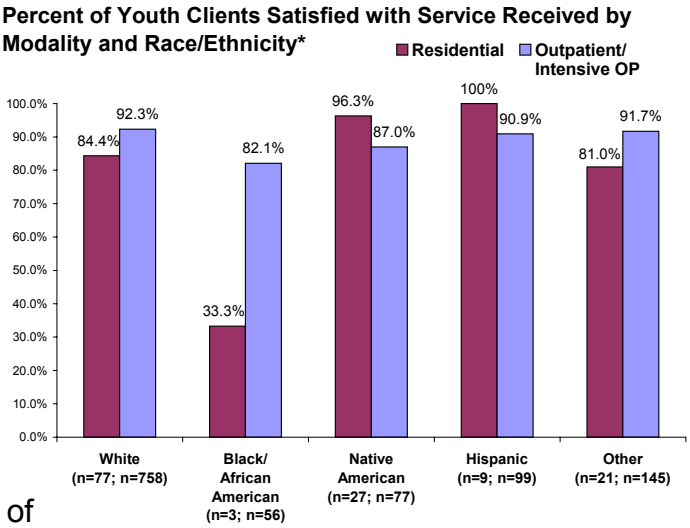
SOURCE: Table 7c, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

Did youth client satisfaction vary among racial/ethnic groups?

Satisfaction with Service Received

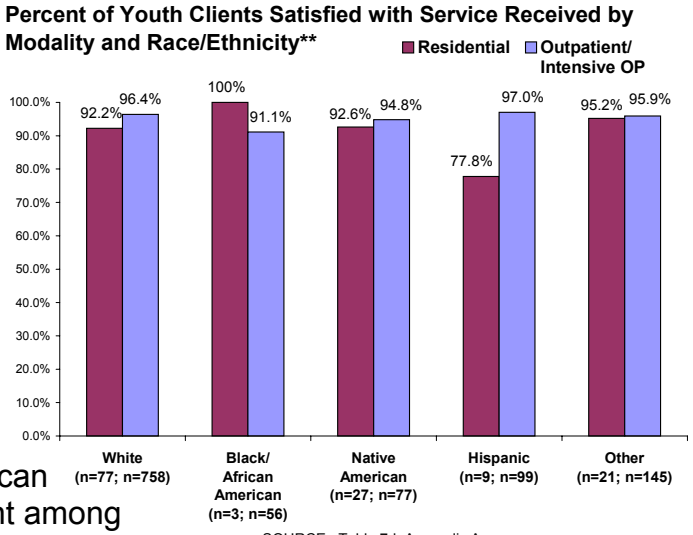
The small number of youth clients in residential programs did not allow for a valid comparison of this measure across racial/ethnic groups (see Table 7d, Appendix A). However, within outpatient, where there were substantially more cases to permit a comparison across racial/ethnic groups, 82 percent of African American youth clients reported that they were satisfied with service received as opposed to 92 percent of Whites, 87 percent of Native American youth, 91 percent of Hispanic youth, and 92 percent of youth clients belonging to other race/ethnicity (see chart on the right).



SOURCE: Table 7d, Appendix A.

Respect from Staff

Similarly, the small number of youth clients in residential treatment did not allow for a fair comparison of this measure across racial/ethnic groups (see Table 7d, Appendix A). However, within outpatient, where the numbers were sufficient to allow such a comparison, the proportion of community youth clients reporting that staff treated them with respect varied from 91 percent among African American youth clients to almost 95 percent among Native American youth, 96 percent among Whites and among youth of other race/ethnicity, and 97 percent among Hispanic youth clients (see chart on the right).



SOURCE: Table 7d, Appendix A.

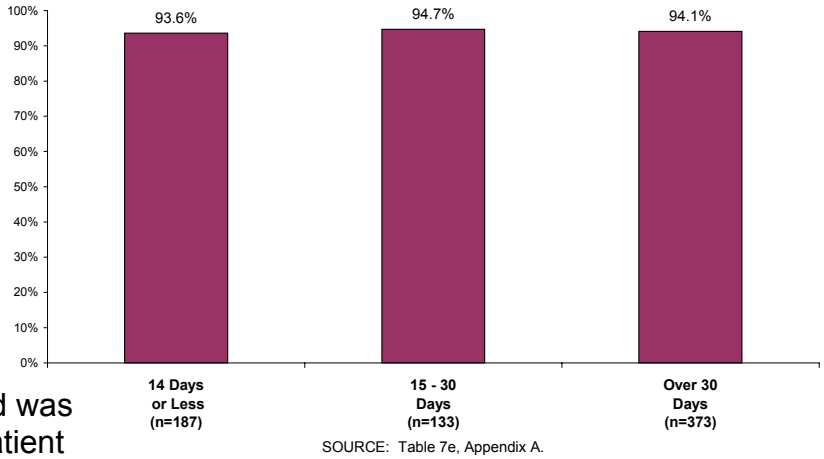
*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

Did youth client satisfaction vary by length of stay in treatment?

Satisfaction with Service Received

The number of youth clients in residential programs was not large enough to allow a fair comparison of this measure across varying lengths of stay in treatment (see Table 7e, Appendix A). Grouping outpatient youth clients by length of stay in treatment yielded enough cases to suggest that the proportion of youth clients reporting that they were satisfied with service received was similar across the three outpatient groups, between 94 percent and 95 percent (see chart on the right).

Percent of Youth Clients Satisfied with Service Received by Length of Stay in Outpatient Treatment*

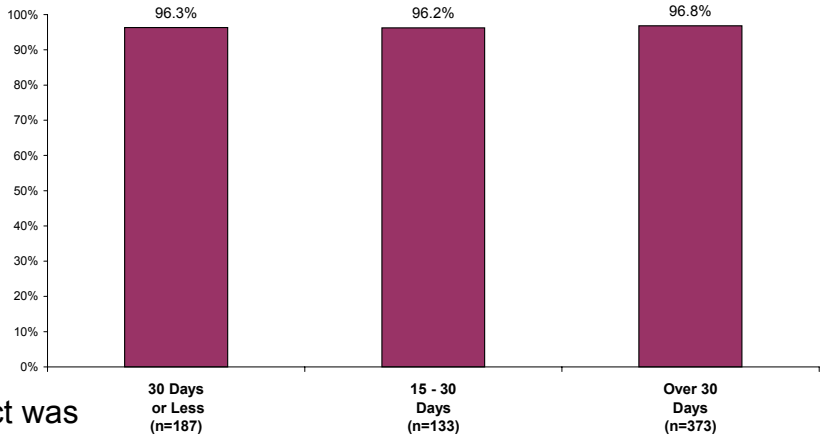


SOURCE: Table 7e, Appendix A.

Respect from Staff

Likewise, the small number of residential youth clients did not allow for a fair comparison of this measure across varying lengths of stay in treatment (see Table 7e, Appendix A). But for outpatient programs, where the number of cases was large enough to allow such a comparison, the results indicated that the proportion of youth clients reporting that staff treated them with respect was similar across the three groups, around 96 percent (see chart on the right).

Percent of Youth Clients Reporting that Staff Treated Them with Respect by Length of Stay in Outpatient Treatment**



SOURCE: Table 7e, Appendix A.

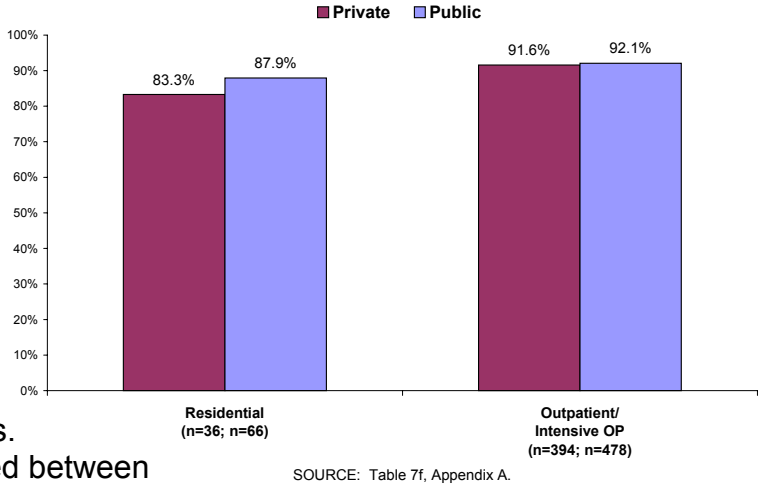
*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

Did private pay and publicly funded youth clients differ in client satisfaction?

Satisfaction with Service Received

A small difference of around five percent can be observed between private pay and publicly funded youth clients in residential programs, with publicly funded youth clients indicating somewhat higher levels of satisfaction. However, this result should be interpreted with caution because of the small number of private pay youth clients in residential programs. No difference can be observed between private pay and publicly funded youth clients in outpatient programs.

Percent of Youth Clients Satisfied with Service Received by Modality and Funding*

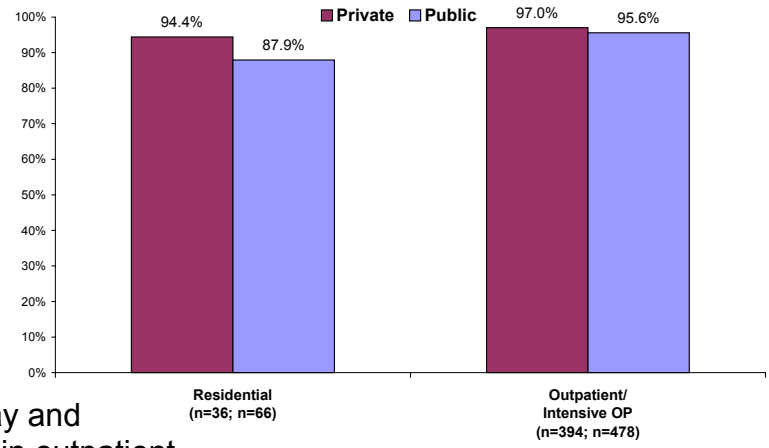


SOURCE: Table 7f, Appendix A.

Respect from Staff

Within residential programs, over 94 percent of private pay youth clients reported that staff treated them with respect compared to nearly 88 percent of publicly funded youth clients. This result should be interpreted with caution because of the small number of private pay youth clients in residential programs. There was only a negligible difference observed between private pay and publicly funded youth clients in outpatient programs.

Percent of Youth Clients Reporting that Staff Treated Them with Respect by Modality and Funding**



SOURCE: Table 7f, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

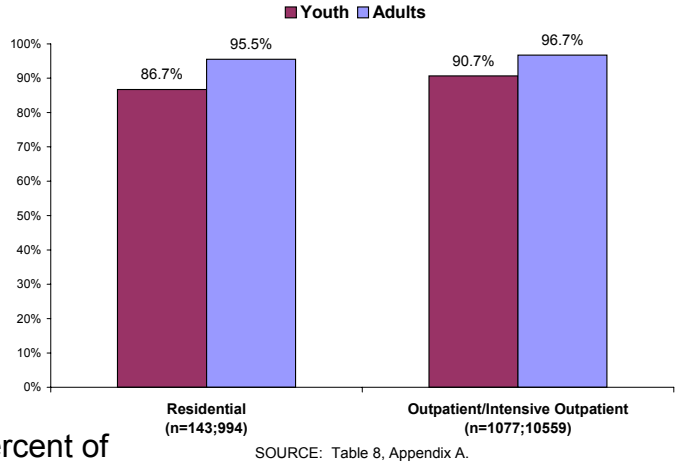
Client Satisfaction of Youth and Adults in Community Treatment Programs Compared

Was there a difference in client satisfaction between youth and adults in community treatment programs?

Satisfaction with Service Received

Regardless of modality, adult clients appeared to be more satisfied with service received than youth clients, although the difference was less than 10 percent. In residential programs, around 96 percent of adult clients reported that they were satisfied with service received compared to nearly 87 percent of youth clients. For outpatient, almost 97 percent of adult clients reported that they were satisfied with service received compared to nearly 91 percent of youth clients.

Percent of Youth and Adult Clients Satisfied with Service Received, by Modality, 2003*

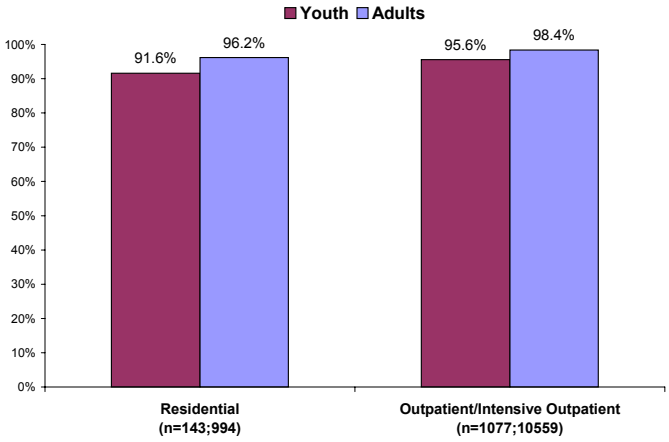


SOURCE: Table 8, Appendix A.

Respect from Staff

Regardless of modality, a higher proportion of adult clients than youth clients reported that staff treated them with respect, although the difference was small, around five percent in residential and close to three percent in outpatient programs.

Percent of Youth and Adult Clients Reporting that Staff Treated Them with Respect, by Modality, 2003**



SOURCE: Table 8, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.

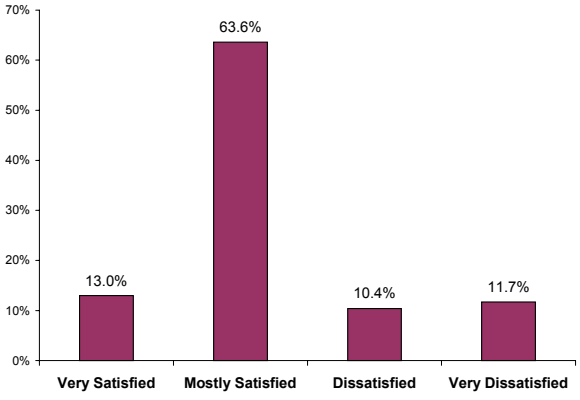
Youth Responses in Juvenile Rehabilitation Administration (JRA) Treatment Programs

The **Juvenile Rehabilitation Administration (JRA)** treatment programs that participated in the survey included two intensive inpatient programs, one recovery house, and one outpatient/intensive outpatient (OP/IOP) program. In order to keep the identity of the recovery house and the OP/IOP program confidential, JRA client responses were not grouped by treatment modalities in contrast to other sections of the report. Youth participating in JRA programs were committed to JRA facilities involuntarily.

Satisfaction with Service Received

Close to 77 percent of JRA clients reported that they were satisfied with service received with 13 percent being very satisfied and 64 percent mostly satisfied.

Q1. How satisfied are you with the service you have received?

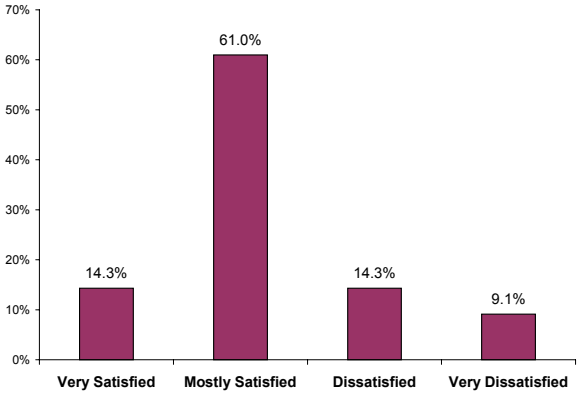


(n=77)
SOURCE: Table 7a, Appendix A.

Satisfaction with Comfort and Appearance of Facility

JRA clients participate in treatment provided within an institutional environment. Seventy-five percent of JRA clients said that they were satisfied with the comfort and appearance of their facility with 14 percent being very satisfied and 61 percent mostly satisfied.

Q2. How satisfied are you with the comfort and appearance of this facility?*



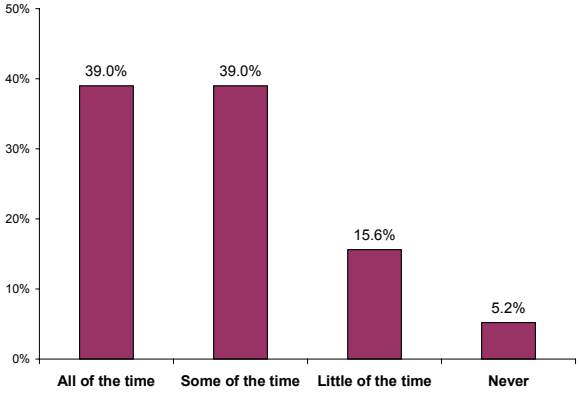
(n=77)
SOURCE: Table 7a, Appendix A.

*Please note that JRA programs, compared to youth community treatment programs, take place in an institutional setting and, therefore, this question may elicit more unfavorable responses from JRA clients.

Respect from Staff

Among JRA clients in the survey, 78 percent reported that staff treated them with respect. Thirty-nine percent said that staff treated them with respect all of the time, while an equal proportion said that staff treated them with respect some of the time.

Q3. Would you say our staff treated you with respect?

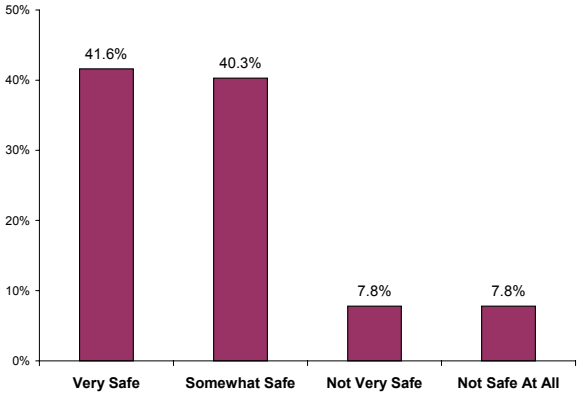


(n=77)
SOURCE: Table 7a, Appendix A.

Feeling Safe

Eighty-two percent of JRA clients reported feeling safe in their program. There was little difference in the proportion of those feeling very safe and those feeling somewhat safe.

Q4. How safe do you feel in this program?

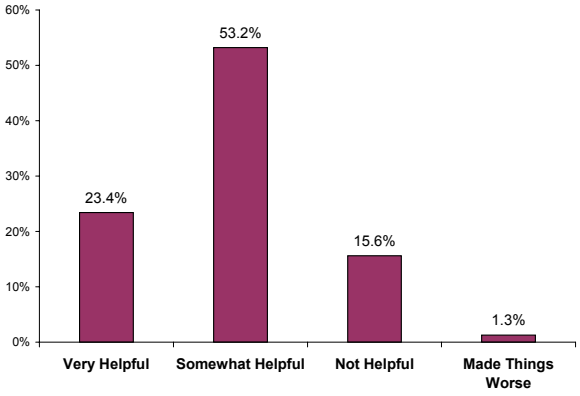


(n=77)
SOURCE: Table 7a, Appendix A.

Helpfulness of Group Sessions

Nearly 77 percent of JRA clients reported that the group sessions were helpful with 23 percent saying they were very helpful and 53 percent saying they were somewhat helpful.

Q5. How helpful are the group sessions?

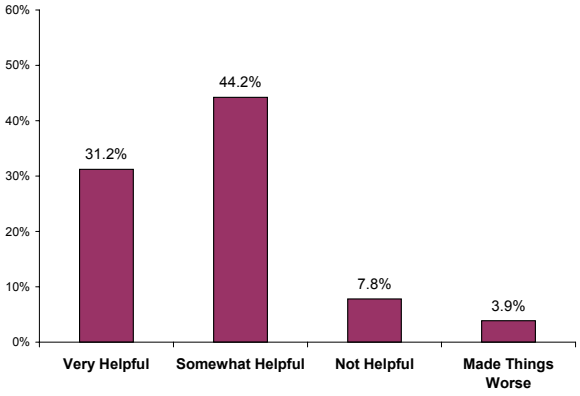


(n=77)
SOURCE: Table 7a, Appendix A.

Helpfulness of Individual Counseling

Seventy-five percent of JRA clients rated individual counseling as being helpful with 31 percent saying it was very helpful and 44 percent saying it was somewhat helpful.

Q5. How helpful is the individual counseling?

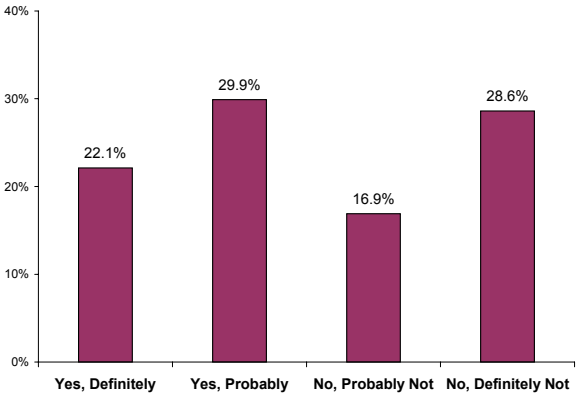


(n=77)
SOURCE: Table 7a, Appendix A.

"…Would you come back to this program?"

JRA programs take place in an institutional setting. Fifty-two percent of JRA clients reported that they would come back to the same program if they were to seek help again. Twenty-two percent reported that they would definitely come back, while 30 percent said they would probably come back.

Q7. If you were to seek help again, would you come back to this program?*



(n=77)
SOURCE: Table 7a, Appendix A.

*Please note that JRA programs, compared to youth community treatment programs, take place in an institutional setting and, therefore, this question may elicit more unfavorable responses from JRA clients. Youth participating in JRA programs were committed to JRA facilities involuntarily.

"What do you like about this program?"

Selected Responses

"I like the groups, staff, and some of the peers. I also like the fact that if you need help with something, the answer is only a question away."

"What I like is the rap group because it helps me to know my peers and to solve our problems with staff and peers, the other reason is, it is for all, and we all like doing it."

"I like the small groups because I feel more comfortable talking out loud than with the whole group."

"That I'm learning ways on how to stay clean and sober. Also I like that I am learning knew (*sic*) things about my use and how it effected (*sic*) others."

"That it takes points off my CRA, and I won't have to do treatment when I get out, and it helps me face my problems."

"I like the staff explain things to help you understand the things better. And I like the skills that they teach you here like how to deal with anger and to treat other people with respect. And I like how this program is helping my life."

"It could get you to be open more and start to be honest a lot. It is good to do what you want to do, and it could help you."

"What I like about this program is that the group home gave me a chance to change my life and rehabilitate. The program helps me get the proper treatment I need."

"Helps me stay clean and feel good about myself."

"The program helps me by letting out my feelings."

"What do you not like about this program?"

Selected Responses

"…Staff bring their attitude problem and take it out on us. They set us up for failure. They're quick to punish us for our mistakes like they don't make mistakes. Don't have a bathroom in my room. They are always putting us down…"

"I don't like the way they decide to put you in the program, or how I'm being victimized constantly and threatened by peers and staff don't help me. I also don't like the way they counsel me because I haven't had one individual session here yet…"

"Going to groups everyday and it's the same and that gets boring after a little bit, cannot get candy or pop."

"So much room time. Not enough individual counseling. Need longer phone calls (use of collect phone on phase 2)."

"Rules the way there (*sic*) enforced. Staff only recognizes me for bad things in there (*sic*) eyes, which is bullshit. Staff is not taking treatment serious, calling residents priks (*sic*).

"I don't like how we are in our rooms practically almost all day long. I also don't like how you have to complete treatment paper work. I think it should be how your (*sic*) taking treatment and behavior in order to get your phases."

"Too much stress and drama and a lot of miscommunication."

"Being locked up."

"That we do not do all the groups, and we should because then it is like we are having a real AA group."

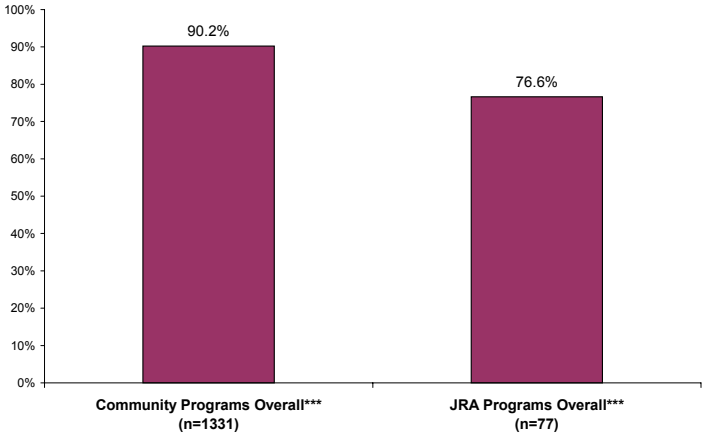
Youth Client Satisfaction in Community Treatment Programs Compared to Juvenile Rehabilitation Administration (JRA) Programs

Was there a difference in youth client satisfaction between community and Juvenile Rehabilitation Administration (JRA) treatment programs?

Satisfaction with Service Received

Community treatment programs had a higher proportion of youth clients reporting that they were satisfied with service received compared to JRA treatment programs, 90 percent versus 77 percent. However, this result should be interpreted with caution since there were only 77 JRA clients completing the survey. It should also be noted that youth participating in JRA programs were committed to JRA facilities involuntarily.

Percent of Youth Clients Satisfied with Service Received, Community Versus JRA Treatment Programs, 2003*

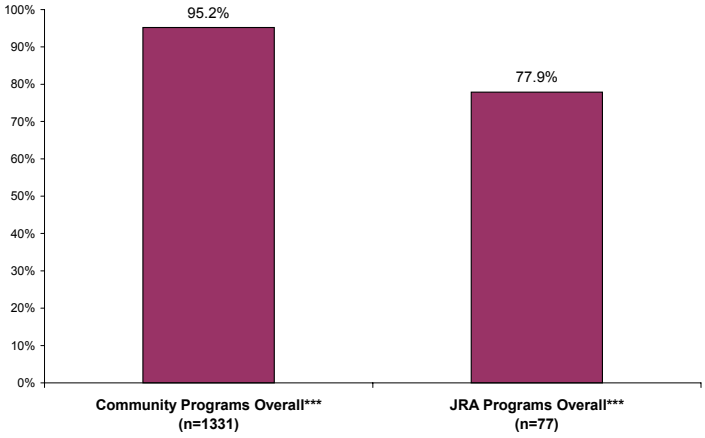


SOURCE: Table 7a, Appendix A.

Respect from Staff

Ninety-five percent of youth clients participating in community treatment programs reported that staff treated them with respect compared to 78 percent of clients in JRA treatment programs. Again, this result should be interpreted with caution because of the small number of JRA clients completing the survey. It should also be noted that youth participating in JRA programs were committed to JRA facilities involuntarily.

Percent of Youth Clients Reporting Staff Treated Them with Respect, Community Versus JRA Treatment Programs, 2003**



SOURCE: Table 7a, Appendix A.

*Included clients who reported that they were very or mostly satisfied with service received.
**Included clients who reported that they were treated with respect all or some of the time.
***Collapsed across treatment modalities. Note that youth participating in JRA programs were committed to JRA facilities involuntarily.

How Providers Used Their Own Results from the 2002 Statewide Client Satisfaction Survey

Treatment providers who participate in DASA's annual Statewide Client Satisfaction Survey receive a confidential copy of their individual agency results. In November 2002, DASA conducted a follow-up survey asking providers that participated in the 2002 Statewide Client Satisfaction Survey how they were using their provider-level results. Below are selected responses from the follow-up survey.

Service Improvement

"We are looking at the 12 questions asked and the quantitative scores given to increase quality improvement in those areas. For example, Q4 looks at the helpfulness of group sessions. 44.2% responded that these sessions were "very helpful". We now want to scrutinize this treatment activity in order to raise the level of satisfaction in this area. We are revising our overall curriculum and content of sessions with help from our own organizational client satisfaction survey results and from our suggestion box. We hope to score at a higher level and thereby increase the quality of care here."

Claudia D'Allegri, Behavioral Health Director
Sea Mar Community Health Center/Main Facility Bellingham

"Front office procedures were made more welcoming and efficient—staff was retrained on customer service…A new procedure has been developed that all clients sign a Release of Information for a medical provider within the first 2 months of services and a Concurrence with CD-COD Treatment is signed by provider. Treatment plans and other information (i.e. relapse, etc.) can then be provided by the medical provider in a timely manner. We initiated a training partnership with the 24-Hour Alcohol/Drug Helpline. One of our case management interns spends half her work week at that facility and is developing a referral base for multi-faceted referral needs that include everything from Parenting Classes to Child-Parent Play Groups to providing Seattle Child Magazine for our resource shelf, as well as seeking culturally specific information for our population."

Terri Erickson, Program Manager
Highline West Seattle Mental Health Center

"It provided external documentation of a problem the DOC was having with the vendor and their staff at a long term residential treatment program. This finding was imperative to us as we receive some federal funds for the operation of this program. We are adopting the instrument with some modification to replace our own internal client satisfaction survey. We will also adopt the scoring and reporting system and apply it throughout our system. We also shared this information with UCLA, which received a federal grant to conduct a Pacifica Coast Research study for the treatment of addicted offenders."
Patricia C. Terry, Chemical Dependency Administrator
Washington State Department of Corrections

"We are using the survey as a quality assurance tool."
Berniece Kroll, Director of Program
Lourdes Counseling Center Chemical Dependency Program

"Service improvement and more satisfaction surveys along the way to satisfy the idiosyncratic needs and preference of patients."
Duane Stewart, Director
Belair Clinic

"We went over the report as a training tool. Helps staff see from patient's point of view what our strengths and weaknesses are."
Tom C. Davidson, Treatment Director
Merit Resource Services

"We give a copy of the report to our Unit Leads and collect feedback from them on possible areas for improving the outcome."
Cindy Jones, Operations Manager
Drug Abuse Prevention Center

"Overall, it allows for connecting the weak links and substantiates the need for service improvement and any program planning changes needed. Working tool for counselors/staff to improve in areas needed. The report states respect from residential providers is low. It is something to address with staff."
Vicki Stark, Acting Executive Director
Perinatal Treatment Services/Seattle, Tacoma

"We found that clients were not satisfied with facilities. Basically confirmed our suspicions."
John Wise, Executive Director
West Sound Treatment Center

Program Planning

"We are using the report to meet clients' needs and requests in areas of: group topics, one-on-one counseling availability, and monthly reports."
Roy L. Sykes, Director
BSM New Life Recovery Center

"Guide for developing outcomes. Confirmed the issues youth struggle within our facility: gender-specific, visiting, etc. See the need to develop specific recreation programs that interest youth."
Claudia D'Allegri, Behavioral Health Director
Sea Mar Community Health Center/Visions

"It helps us to individualize our treatment regimen."
Duane Stewart, Director
Belair Clinic

"Helped us clarify how we're fulfilling our agency's mission statement and current goals. Was there a common thread around any client dissatisfaction?"
Joan Dellamas, Administrator
Dellamas and Associates

"Identifying specific client needs in order to re-enter society as a productive person."
Michael Cunningham, Clinical Supervisor
Triumph Treatment Services

"We are using it as a means to determine how we can better provide services to our clients, especially in the initial engagement into treatment."
K. Todd Wagner, Clinical Director
Inland Counseling Network

"Used as a single uniform instrument to compare client satisfaction within the field and among programs within the agency. Used as a measurement tool to determine if programs within the agency have met their client satisfaction goals."
Jerry Minaker, Program Manager
Pierce County Alliance

"Due to our clients being in jail our planning is restricted, but it helps us to know our program is effective and meeting needs."
Leo Marty, Co-Occurring/Employment Supervisor
Cascade Mental Health Care

"Our program used this information looking at ways to improve service delivery and treatment with keeping a client perspective in mind in program planning and program development."
Preston Boyd, Behavioral Health Manager
Colville Confederated Tribes

Marketing

"I am using this information in my talks with the school system, the mayor, and the community. It is valuable information concerning what we are doing in this community."
Larry King, Program Coordinator
West End Outreach Services

"…I have also again taken this report to the county commissioners, local judge, and prosecutor so that they are getting feedback from all our clients instead of just the ones who go and complain."
K. Todd Wagner, Clinical Director
Inland Counseling Network

Funding Request

"(We) are seeking funding resources for more comfortable group room chairs."
Terri Erickson, Program Manager
Highline West Seattle Mental Health Center

"Reports from this survey will be used to acquire funding for program continuation."
Marcia Glendenning, Administrator
Catholic Community Services

"Supportive in RFP process."
Bill Siesseger, Administrator
Reflections Recovery Center

Resource Allocation

"Identification of need for mental health services and success in percentage referred to services. [77% of our patients had primary or secondary mental health diagnosis; 71% found us helpful that these issues were identified (referred while addressing recovery needs)]."
Charlotte Mantooth, Executive Clinical Director
Triumph Treatment Services/Riel House

"Our program is using the survey results to add or improve services in our program and match service delivery with patient need."
Tom Cook, Branch Administrator
Sunray Court, Branch Facility of New Horizon Care Corporation

"We are making better referrals to other services particularly education, family, and mental health services."
John Aylmer, Executive Director
Dependency Health Services

"To implement better services for current clients and to develop ideas on how to serve other groups in the area such as youth co-occurring and prevention services."
Vicente Moran, Clinical Director
Casa de Esperanza

Other Uses

"Helpful in answering county commissioners' questions."
Rick Jessel, Director
Skamania County Counseling Center

"This report will be used in reporting quarterly information as well as fulfill Council on Accreditation requirements."
Marcia Glendenning, Administrator
Catholic Community Services

"We will use it as a performance improvement project during JCAHO accreditation visit."
Andrew J. Saxon, Director
VA Puget Sound Health Care System Addiction Treatment

"Great for staff morale. Our agency results will be noted in our next newsletter mailed to attorneys, courts, EAPs, etc."
Ingrid Kale, Administrator
The Right Step, Inc.

"Presentations to other organizations and individuals; presentations to Board of Directors."
Juliette Sauvage, Substance Abuse Program Manager
Kent Youth and Family Services

How Policy Makers Used the Results of the 2002 Statewide Client Satisfaction Survey

Copies of the statewide report on last year's client satisfaction survey, *Clients Speak Out 2002,* were distributed not only to participating treatment providers but, also, to state and county policy makers and other stakeholders. "Policy makers" are loosely defined, in this report, as individuals who are involved in the policy making/implementing process that guides the delivery of substance abuse treatment programs in counties and the state. DASA asked policy makers/ implementers and other key informants how they were using the results of the 2002 statewide client satisfaction survey. Here are some of their answers.

Responses from Policy Makers/Implementers

"I have used the report to: inform me of how clients view our programs to determine if treatment programs are credible with consumers; to educate legislators, other state agencies, federal agencies, and others regarding how consumers feel about our programs; to see if there are differences among client groups about how they feel about the programs (race/ethnicity in particular but, also, by treatment modality); to identify what other types of problems (legal, mental health, etc.) clients say they are facing, and whether the clients believe the program is helping them with these issues (if not, we know we have some training issues)."

Kenneth D. Stark, Director
Division of Alcohol and Substance Abuse
Washington State Department of Social and Health Services

"We used it within the agency and with the vendor who contracts to deliver services. Firstly, we looked inside at reported strengths and weaknesses and, in the case of the LTR (long term residential) site referenced, we developed an action plan to address some of the concerns raised by the client feedback. In partnership with the vendor, we strategized on how to track progress on the action plan items over the year. As a result we learned that, while the feedback was not specific to clinical services, by using the feedback as the starting place we ultimately led ourselves to a clinical file review process, looking for evidence, or lack thereof, of issues addressed. For example, one of the areas noted was transition services and referral support. On paper we had a process; what we found in the files is some staff were not adhering

to the written policy and procedure as evidenced by a lack of case notes documenting such activity. So, it is one thing to have the best written procedures, it is another to assure everyone is following it as expected. So by the way of client feedback, we took the initiative to look closely at the responses and found our system needed a tune up."
Patricia C. Terry, Chemical Dependency Administrator
Washington State Department of Corrections

"In Whitman County, the results of the Statewide Client Satisfaction Survey are used in a variety of ways. The information is shared with provider staff and used as one important basis for discussions around service delivery efforts/effectiveness. The data/analysis is also presented to the Administrative Board and the County Board of Commissioners for their input and possible policy direction. I am especially appreciative of the fact that a short, easy-to-use survey format is provided, that the same format is used statewide, and that the analysis of the data is done centrally. This way of administering the satisfaction survey seems to provide excellent information while keeping the administrative burden to a minimum."
Mike Berney, County Alcohol and Drug Coordinator
Whitman County

"In response to your question, for those agencies who have participated in the survey, I've included the results as part of my county on-site contract compliance monitoring process. I'm particularly interested in trends and how the agency incorporates survey outcomes and trends into agency and quality improvement."
Dan Finn, County Alcohol and Drug Coordinator
Spokane County

"In past years, we have been using a locally developed client satisfaction tool. With DASA implementing a survey tool and with the research staff available to evaluate the results, with our providers' agreement, we have chosen to utilize this annual survey and have contractually mandated provider involvement in the DASA survey. Providers will provide a copy of their agency's results to the counties for our review and use in managing our programs. We will expect agencies to include review and use of the survey results in their internal QA/QI processes. We expect this will play a role, in the future, in increasing retention in the treatment completion arena. We have reviewed the current survey results against the statewide results and noted some differences for several of our agencies. We will be discussing this review with providers and there could be specific activity in some areas as a result of the dialogue."
Dave Hopper, County Alcohol and Drug Coordinator
Benton and Franklin County

"I find the information in the survey to be extremely helpful. I have used it to engage in a discussion with the provider community related to quality improvement and treatment completion and retention rates. Additionally, the rates at which clients report the programs as being helpful in connecting them to ancillary services were used in shaping questions in the county RFP process. Most importantly, I used the information as an opportunity to celebrate the success that our agencies are experiencing in terms of overall client satisfaction."
Jim Vollendroff, County Alcohol and Drug Coordinator
King County

"We incorporated some of the suggestions from clients into our needs assessment recommendations. These recommendations are then passed on to our providers for implementation in their services."
Penni Newman, County Alcohol and Drug Coordinator
Pierce County

"I used the results in two ways: I shared the report at our monthly chemical dependency provider meeting, and we discussed various aspects of it. And, I shared the report with the Thurston/Mason Chemical Dependency Advisory Board."
Donna M. Bosworth, County Alcohol and Drug Coordinator
Thurston and Mason County

"I shared some of the information with our Advisory Board, and I referenced the survey in a grant application we wrote to SAMHSA (Substance Abuse and Mental Health Services Administration)."
Cammy Hart-Anderson, County Alcohol and Drug Coordinator
Snohomish County

"Part of our Strategic Plan for the Clallam County Health and Human Services is to access client satisfaction in the programs we fund, so we used it as one of the measures."
Florence Bucierka, County Alcohol and Drug Coordinator
Clallam County

"Whatcom County Substance Abuse Program (not a policy making body) used the results of the CSS (client satisfaction survey) as feedback to county community service agencies, during required on-site visits. If the agency provides us with the results, we do not require them to do a separate county survey."
Jackie Mitchell, County Alcohol and Drug Coordinator
Whatcom County

"I used this as part of a quality improvement presentation to the local Substance Abuse Advisory Board. This was to inform them about the perceptions of satisfaction with treatment services."
Eric Hanson, County Alcohol and Drug Coordinator
Cowlitz County

"Parts of it were handed out to our board and key informants in our discussions for planning services."
KayDee Steel, County Alcohol and Drug Coordinator
Stevens County

Responses from Other Key Informants

"We continue to use it as a marketing tool. Recently, the county commissioners were looking at going through the RFP process to provide substance abuse services. I made sure that they had a copy of the 2002 satisfaction survey, and for some reason, they decided to just award the contract to us. I have also continued to review the results with the judge, prosecuting attorney, and public defender, so that they have some reassurance that our mutual clients are satisfied with the services being provided to them. Finally, our team has also used this as a clinical tool, as we had a client who was making allegations that all of our clients were thoroughly displeased with our treatment approach. I provided him with a copy of the satisfaction survey and replied that the results speak for themselves, and if after he had reviewed this document, I would be pleased to discuss the matter further with him. He did take my challenge and reviewed the results, as well as how Inland Counseling compared to other providers, and when we did meet, he admitted he had made these allegations only because he really didn't want to stop drinking at that time."
K. Todd Wagner, Clinical Director
Inland Counseling Network, Dayton, Columbia County

"Community Psychiatric Clinic's Bridgeway Recovery Program conducts an annual "Client Satisfaction Survey" that is part of our "Outcomes Management" protocol. Last year, I used the results of the Statewide Client Satisfaction Survey to validate our internal survey. I found that having two tools to measure client satisfaction was extremely reassuring. When I compared the results of our survey with the statewide survey, they contained the same outcome information. Having two instruments made it easier for me to change processes that clients noted as needing improvement. I look forward to receiving the results of this year's survey."
Ken Nicholas, Program Manager
Community Psychiatric Clinic, Seattle, King County

"I have shared your survey results and presentation with the Management Team as a good example of using customer survey results to improve client service outcomes. We also used it as a very good model of involving providers in a standard/consolidated client survey process and also monitoring the providers' improvements in client services."
Alice Liou, Special Assistant to the Secretary and Internal Quality Consultant
Washington State Department of Social and Health Services

"We used it as an example in the Customer Feedback Systems Review Report."
Nancy Raiha, Manager, Executive Management Information Section
Research and Data Analysis Division
Washington State Department of Social and Health Services

Technical Notes

What instruments were used in the survey?

The instruments used in the survey included English and Spanish versions of the adult and youth client satisfaction questionnaires (see Appendix B). These same instruments were used in the 2001 (English version only) and 2002 (English and Spanish versions) statewide surveys.

Who administered the survey and when?

The survey was administered by participating Washington State alcohol and drug treatment agencies to adult and youth clients who were receiving treatment during the week of March 24, 2003.

How were agencies selected to participate in the statewide survey?

Agencies volunteered to participate in the survey. Using data from the DASA management information system, Treatment and Assessment Report Generation Tool (TARGET), a list of 447 certified agencies that, as of December 27, 2002, were known to be operating in Washington State, was generated. On January 17, 2003, invitations were mailed to directors of all the 447 agencies requesting their agency to participate in the statewide survey to be held during the week of March 24, 2003. The invitation included: (a) a cover letter stating the purpose of the survey and the promise that they will receive a confidential report of their agency's survey results, (b) copies of the survey instruments, (c) a copy of the "Guidelines for Administration" (see Appendix B), and (d) a survey confirmation form to be returned to DASA.

How many agencies participated in the survey?

The table below shows that 359 agencies participated in the statewide survey representing a little over 80 percent of the 447 agencies in the mailing list. The survey captured 86 percent of public and 71 percent of private treatment agencies in Washington State.

Number and Percent of Public and Private Treatment Agencies Participating in the 2003 Statewide Client Satisfaction Survey

Participation Status	Public Agencies* (n=273)	Private Agencies (n=174)	TOTAL (n=447)
Participating	235 (86.1%)	124 (71.3%)	359 (80.3%)
Non-participating	38 (13.9%)	50 (28.7%)	88 (19.7%)

*Treatment agencies were considered public if any of their programs, such as intensive inpatient, recovery house, long term residential, outpatient/intensive outpatient, and methadone, was known, as of December 27, 2002, to receive funding from any of the following sources: state, county, federal, or tribal government.

How did treatment agencies administer the survey?

The survey was administered by treatment agencies using the "Guidelines for Administration," a one-page document containing helpful information on how providers can administer the survey in their agency (see Appendix B). DASA provided treatment agencies with copies of the survey and pencils for the use of clients.

How were clients selected to participate in the survey?

During the week of March 24, 2003, participating agencies asked all of their clients who were receiving treatment to complete the client satisfaction survey. According to a survey of alcohol and drug state agencies conducted by DASA in 1998, the most commonly used sampling method among states that have a statewide, standardized system of assessing client satisfaction with treatment is to ask all clients, who are participating in treatment within a designated week of the year, to complete the survey.* This method results in a cross-section of clients who are in different stages of treatment.

How many clients completed the client satisfaction survey?

The table below shows that 15,715 clients completed the survey representing 75 percent of the reported 21,011 clients who were receiving treatment in the 359 participating agencies during the week of March 24, 2003. The response rate was highest in recovery house and lowest in methadone programs.

Number of Clients Completing the Client Satisfaction Survey by Treatment Modality

Treatment Modality	Number of Clients Receiving Treatment During the Week of March 24, 2003*	Number of Clients Completing the Client Satisfaction Survey During the Week of March 24, 2003	Response Rate
Intensive Inpatient	790	679	86%
Recovery House	187	180	96%
Long Term Residential	593	560	94%
Outpatient/Intensive Outpatient	15662	12868	82%
Methadone	3779	1428	38%
TOTAL	**21011**	**15715**	**75%**

*These figures were reported by participating treatment agencies.

Who was responsible for analyzing the survey data?

Completed surveys were returned by participating treatment agencies to DASA and were scanned at the University of Washington Office of Educational Assessment. At DASA, Felix Rodriguez, Ph.D., analyzed the survey data and wrote the statewide report.

*Rodriguez, F.I., Krupski, A., Wrede, A. F., Malmer, D. W., and Stark, K. D. 1998. Assessing Client Satisfaction with Substance Abuse Treatment: What are states doing? Olympia, Washington: Division of Alcohol and Substance Abuse.

Appendix A

Table 1a.
Community Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 24-28, 2003

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long Term Residential		Outpatient/ Intensive OP		Methadone		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	255	49.9%	74	49.7%	119	35.6%	6160	56.4%	625	43.8%	7233	54.2%
	Mostly satisfied	237	46.4%	73	49.0%	191	57.2%	4399	40.3%	700	49.0%	5600	42.0%
	Subtotal	***492***	***96.3%***	***147***	***98.7%***	***310***	***92.8%***	***10559***	***96.7%***	***1325***	***92.8%***	***12833***	***96.2%***
	Dissatisfied	15	2.9%	1	.7%	16	4.8%	236	2.2%	58	4.1%	326	2.4%
	Very dissatisfied	3	.6%	1	.7%	6	1.8%	57	.5%	32	2.2%	99	.7%
	Subtotal	***18***	***3.5%***	***2***	***1.3%***	***22***	***6.6%***	***293***	***2.7%***	***90***	***6.3%***	***425***	***3.2%***
	Did not respond	1	.2%	0	.0%	2	.6%	67	.6%	13	.9%	83	.6%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	236	46.2%	65	43.6%	127	38.0%	5995	54.9%	662	46.4%	7085	53.1%
	Mostly satisfied	235	46.0%	75	50.3%	174	52.1%	4484	41.1%	675	47.3%	5643	42.3%
	Subtotal	***471***	***92.2%***	***140***	***94.0%***	***301***	***90.1%***	***10479***	***96.0%***	***1337***	***93.6%***	***12728***	***95.4%***
	Dissatisfied	34	6.7%	7	4.7%	24	7.2%	314	2.9%	53	3.7%	432	3.2%
	Very dissatisfied	4	.8%	1	.7%	9	2.7%	56	.5%	23	1.6%	93	.7%
	Subtotal	***38***	***7.4%***	***8***	***5.4%***	***33***	***9.9%***	***370***	***3.4%***	***76***	***5.3%***	***525***	***3.9%***
	Did not respond	2	.4%	1	.7%	0	.0%	70	.6%	15	1.1%	88	.7%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	357	69.9%	108	72.5%	168	50.3%	9447	86.5%	917	64.2%	10997	82.4%
	Some of the time	136	26.6%	39	26.2%	148	44.3%	1299	11.9%	424	29.7%	2046	15.3%
	Subtotal	***493***	***96.5%***	***147***	***98.7%***	***316***	***94.6%***	***10746***	***98.4%***	***1341***	***93.9%***	***13043***	***97.8%***
	Little of the time	13	2.5%	1	.7%	17	5.1%	86	.8%	49	3.4%	166	1.2%
	Never	3	.6%	1	.7%	0	.0%	15	.1%	15	1.1%	34	.3%
	Subtotal	***16***	***3.1%***	***2***	***1.3%***	***17***	***5.1%***	***101***	***.9%***	***64***	***4.5%***	***200***	***1.5%***
	Did not respond	2	.4%	0	.0%	1	.3%	72	.7%	23	1.6%	98	.7%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	344	67.3%	107	71.8%	189	56.6%	6811	62.4%	467	32.7%	7918	59.4%
	Somewhat helpful	144	28.2%	37	24.8%	130	38.9%	3513	32.2%	466	32.6%	4290	32.2%
	Subtotal	***488***	***95.5%***	***144***	***96.6%***	***319***	***95.5%***	***10324***	***94.6%***	***933***	***65.3%***	***12208***	***91.5%***
	Not helpful	10	2.0%	4	2.7%	8	2.4%	246	2.3%	133	9.3%	401	3.0%
	Made things worse	1	.2%	1	.7%	3	.9%	31	.3%	29	2.0%	65	.5%
	Subtotal	***11***	***2.2%***	***5***	***3.4%***	***11***	***3.3%***	***277***	***2.5%***	***162***	***11.3%***	***466***	***3.5%***
	Did not respond	7	1.4%	0	.0%	2	.6%	123	1.1%	57	4.0%	189	1.4%
	Did not receive	5	1.0%	0	.0%	2	.6%	195	1.8%	276	19.3%	478	3.6%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	310	60.7%	109	73.2%	178	53.3%	6741	61.7%	767	53.7%	8105	60.8%
	Somewhat helpful	127	24.9%	31	20.8%	82	24.6%	2701	24.7%	482	33.8%	3423	25.7%
	Subtotal	***437***	***85.5%***	***140***	***94.0%***	***260***	***77.8%***	***9442***	***86.5%***	***1249***	***87.5%***	***11528***	***86.4%***
	Not helpful	15	2.9%	2	1.3%	13	3.9%	280	2.6%	85	6.0%	395	3.0%
	Made things worse	1	.2%	2	1.3%	2	.6%	27	.2%	25	1.8%	57	.4%
	Subtotal	***16***	***3.1%***	***4***	***2.7%***	***15***	***4.5%***	***307***	***2.8%***	***110***	***7.7%***	***452***	***3.4%***
	Did not respond	14	2.7%	1	.7%	5	1.5%	196	1.8%	49	3.4%	265	2.0%
	Did not receive	44	8.6%	4	2.7%	54	16.2%	974	8.9%	20	1.4%	1096	8.2%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	258	50.5%	95	63.8%	123	36.8%	6246	57.2%	921	64.5%	7643	57.3%
	Yes, probably	177	34.6%	41	27.5%	126	37.7%	3594	32.9%	362	25.4%	4300	32.2%
	Subtotal	***435***	***85.1%***	***136***	***91.3%***	***249***	***74.6%***	***9840***	***90.1%***	***1283***	***89.8%***	***11943***	***89.5%***
	No, probably not	45	8.8%	8	5.4%	47	14.1%	581	5.3%	58	4.1%	739	5.5%
	No, definitely not	19	3.7%	4	2.7%	25	7.5%	179	1.6%	21	1.5%	248	1.9%
	Subtotal	***64***	***12.5%***	***12***	***8.1%***	***72***	***21.6%***	***760***	***7.0%***	***79***	***5.5%***	***987***	***7.4%***
	Did not respond	12	2.3%	1	.7%	13	3.9%	319	2.9%	66	4.6%	411	3.1%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***

Table 1b.
Community Treatment Programs: Client Responses to Questions 7-12 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 24-28, 2003

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long Term Residential		Outpatient/ Intensive OP		Methadone		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	127	24.9%	47	31.5%	108	32.3%	3478	31.9%	234	16.4%	3994	29.9%
	No	378	74.0%	101	67.8%	225	67.4%	7258	66.5%	1159	81.2%	9121	68.4%
	Did not respond	6	1.2%	1	.7%	1	.3%	183	1.7%	35	2.5%	226	1.7%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	47	37.0%	29	61.7%	44	40.7%	1559	44.8%	73	31.2%	1752	43.9%
	Somewhat helpful	36	28.3%	12	25.5%	31	28.7%	995	28.6%	62	26.5%	1136	28.4%
	Subtotal	***83***	***65.4%***	***41***	***87.2%***	***75***	***69.4%***	***2554***	***73.4%***	***135***	***57.7%***	***2888***	***72.3%***
	Not very helpful	12	9.4%	4	8.5%	13	12.0%	322	9.3%	39	16.7%	390	9.8%
	Not helpful at all	23	18.1%	2	4.3%	15	13.9%	301	8.7%	38	16.2%	379	9.5%
	Subtotal	***35***	***27.6%***	***6***	***12.8%***	***28***	***25.9%***	***623***	***17.9%***	***77***	***32.9%***	***769***	***19.3%***
	Did not respond	9	7.1%	0	.0%	5	4.6%	301	8.7%	22	9.4%	337	8.4%
	Total	***127***	***100.0%***	***47***	***100.0%***	***108***	***100.0%***	***3478***	***100.0%***	***234***	***100.0%***	***3994***	***100.0%***
Q8. Did you need medical services?	Yes	291	56.9%	113	75.8%	272	81.4%	2238	20.5%	575	40.3%	3489	26.2%
	No	219	42.9%	36	24.2%	62	18.6%	8513	78.0%	809	56.7%	9639	72.3%
	Did not respond	1	.2%	0	.0%	0	.0%	168	1.5%	44	3.1%	213	1.6%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	163	56.0%	85	75.2%	154	56.6%	1117	49.9%	247	43.0%	1766	50.6%
	Somewhat helpful	76	26.1%	21	18.6%	82	30.1%	592	26.5%	173	30.1%	944	27.1%
	Subtotal	***239***	***82.1%***	***106***	***93.8%***	***236***	***86.8%***	***1709***	***76.4%***	***420***	***73.0%***	***2710***	***77.7%***
	Not very helpful	31	10.7%	3	2.7%	21	7.7%	256	11.4%	65	11.3%	376	10.8%
	Not helpful at all	6	2.1%	1	.9%	9	3.3%	117	5.2%	42	7.3%	175	5.0%
	Subtotal	***37***	***12.7%***	***4***	***3.5%***	***30***	***11.0%***	***373***	***16.7%***	***107***	***18.6%***	***551***	***15.8%***
	Did not respond	15	5.2%	3	2.7%	6	2.2%	156	7.0%	48	8.3%	228	6.5%
	Total	***291***	***100.0%***	***113***	***100.0%***	***272***	***100.0%***	***2238***	***100.0%***	***575***	***100.0%***	***3489***	***100.0%***

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Q9. Did you need family services?	Yes	133	26.0%	41	27.5%	128	38.3%	1486	13.6%	249	17.4%	2037	15.3%
	No	374	73.2%	105	70.5%	204	61.1%	9250	84.7%	1135	79.5%	11068	83.0%
	Did not respond	4	.8%	3	2.0%	2	.6%	183	1.7%	44	3.1%	236	1.8%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	67	50.4%	23	56.1%	67	52.3%	689	46.4%	97	39.0%	943	46.3%
	Somewhat helpful	31	23.3%	10	24.4%	42	32.8%	362	24.4%	72	28.9%	517	25.4%
	Subtotal	***98***	***73.7%***	***33***	***80.5%***	***109***	***85.2%***	***1051***	***70.7%***	***169***	***67.9%***	***1460***	***71.7%***
	Not very helpful	15	11.3%	4	9.8%	9	7.0%	205	13.8%	31	12.4%	264	13.0%
	Not helpful at all	10	7.5%	2	4.9%	4	3.1%	95	6.4%	25	10.0%	136	6.7%
	Subtotal	***25***	***18.8%***	***6***	***14.6%***	***13***	***10.2%***	***300***	***20.2%***	***56***	***22.5%***	***400***	***19.6%***
	Did not respond	10	7.5%	2	4.9%	6	4.7%	135	9.1%	24	9.6%	177	8.7%
	Total	***133***	***100.0%***	***41***	***100.0%***	***128***	***100.0%***	***1486***	***100.0%***	***249***	***100.0%***	***2037***	***100.0%***
Q10. Did you need mental health services?	Yes	144	28.2%	60	40.3%	132	39.5%	1958	17.9%	436	30.5%	2730	20.5%
	No	361	70.6%	88	59.1%	200	59.9%	8776	80.4%	953	66.7%	10378	77.8%
	Did not respond	6	1.2%	1	.7%	2	.6%	185	1.7%	39	2.7%	233	1.7%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	64	44.4%	29	48.3%	55	41.7%	951	48.6%	174	39.9%	1273	46.6%
	Somewhat helpful	44	30.6%	23	38.3%	36	27.3%	484	24.7%	110	25.2%	697	25.5%
	Subtotal	***108***	***75.0%***	***52***	***86.7%***	***91***	***68.9%***	***1435***	***73.3%***	***284***	***65.1%***	***1970***	***72.2%***
	Not very helpful	19	13.2%	2	3.3%	16	12.1%	258	13.2%	66	15.1%	361	13.2%
	Not helpful at all	10	6.9%	3	5.0%	18	13.6%	122	6.2%	46	10.6%	199	7.3%
	Subtotal	***29***	***20.1%***	***5***	***8.3%***	***34***	***25.8%***	***380***	***19.4%***	***112***	***25.7%***	***560***	***20.5%***
	Did not respond	7	4.9%	3	5.0%	7	5.3%	143	7.3%	40	9.2%	200	7.3%
	Total	***144***	***100.0%***	***60***	***100.0%***	***132***	***100.0%***	***1958***	***100.0%***	***436***	***100.0%***	***2730***	***100.0%***
Q11. Did you need educational or vocational services?	Yes	108	21.1%	55	36.9%	132	39.5%	1497	13.7%	250	17.5%	2042	15.3%
	No	399	78.1%	93	62.4%	201	60.2%	9218	84.4%	1134	79.4%	11045	82.8%
	Did not respond	4	.8%	1	.7%	1	.3%	204	1.9%	44	3.1%	254	1.9%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	33	30.6%	27	49.1%	50	37.9%	519	34.7%	55	22.0%	684	33.5%
	Somewhat helpful	28	25.9%	18	32.7%	42	31.8%	396	26.5%	70	28.0%	554	27.1%
	Subtotal	***61***	***56.5%***	***45***	***81.8%***	***92***	***69.7%***	***915***	***61.1%***	***125***	***50.0%***	***1238***	***60.6%***
	Not very helpful	11	10.2%	5	9.1%	16	12.1%	253	16.9%	51	20.4%	336	16.5%
	Not helpful at all	24	22.2%	2	3.6%	17	12.9%	142	9.5%	47	18.8%	232	11.4%
	Subtotal	***35***	***32.4%***	***7***	***12.7%***	***33***	***25.0%***	***395***	***26.4%***	***98***	***39.2%***	***568***	***27.8%***
	Did not respond	12	11.1%	3	5.5%	7	5.3%	187	12.5%	27	10.8%	236	11.6%
	Total	***108***	***100.0%***	***55***	***100.0%***	***132***	***100.0%***	***1497***	***100.0%***	***250***	***100.0%***	***2042***	***100.0%***

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Q12. Did you need employment services?	Yes	110	21.5%	57	38.3%	120	35.9%	1509	13.8%	244	17.1%	2040	15.3%
	No	394	77.1%	91	61.1%	208	62.3%	9236	84.6%	1141	79.9%	11070	83.0%
	Did not respond	7	1.4%	1	.7%	6	1.8%	174	1.6%	43	3.0%	231	1.7%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	17	15.5%	27	47.4%	38	31.7%	420	27.8%	38	15.6%	540	26.5%
	Somewhat helpful	21	19.1%	15	26.3%	28	23.3%	372	24.7%	53	21.7%	489	24.0%
	Subtotal	***38***	***34.5%***	***42***	***73.7%***	***66***	***55.0%***	***792***	***52.5%***	***91***	***37.3%***	***1029***	***50.4%***
	Not very helpful	27	24.5%	6	10.5%	19	15.8%	318	21.1%	55	22.5%	425	20.8%
	Not helpful at all	27	24.5%	6	10.5%	23	19.2%	218	14.4%	62	25.4%	336	16.5%
	Subtotal	***54***	***49.1%***	***12***	***21.1%***	***42***	***35.0%***	***536***	***35.5%***	***117***	***48.0%***	***761***	***37.3%***
	Did not respond	18	16.4%	3	5.3%	12	10.0%	181	12.0%	36	14.8%	250	12.3%
	Total	***110***	***100.0%***	***57***	***100.0%***	***120***	***100.0%***	***1509***	***100.0%***	***244***	***100.0%***	***2040***	***100.0%***

Table 1c.
Community Treatment Programs: Characteristics of Clients Completing the DASA Adult Client Satisfaction Survey by Treatment Modality, March 24-28, 2003

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long Term Residential		Outpatient/ Intensive OP		Methadone		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	25	4.9%	7	4.7%	14	4.2%	599	5.5%	5	.4%	650	4.9%
	21 - 25	64	12.5%	13	8.7%	57	17.1%	1678	15.4%	70	4.9%	1882	14.1%
	26 - 30	75	14.7%	15	10.1%	52	15.6%	1344	12.3%	108	7.6%	1594	11.9%
	31 - 35	73	14.3%	21	14.1%	67	20.1%	1475	13.5%	155	10.9%	1791	13.4%
	36 - 40	59	11.5%	17	11.4%	50	15.0%	1607	14.7%	139	9.7%	1872	14.0%
	41 - 45	100	19.6%	43	28.9%	35	10.5%	1509	13.8%	266	18.6%	1953	14.6%
	46 - 50	47	9.2%	15	10.1%	32	9.6%	1090	10.0%	285	20.0%	1469	11.0%
	51 - 55	26	5.1%	6	4.0%	12	3.6%	619	5.7%	199	13.9%	862	6.5%
	Over 55	22	4.3%	7	4.7%	7	2.1%	471	4.3%	85	6.0%	592	4.4%
	Did not respond	20	3.9%	5	3.4%	8	2.4%	527	4.8%	116	8.1%	676	5.1%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Gender	Male	294	57.5%	95	63.8%	175	52.4%	7652	70.1%	692	48.5%	8908	66.8%
	Female	205	40.1%	51	34.2%	154	46.1%	3031	27.8%	626	43.8%	4067	30.5%
	Did not respond	12	2.3%	3	2.0%	5	1.5%	236	2.2%	110	7.7%	366	2.7%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Ethnic/Racial Background	White/European American	336	65.8%	104	69.8%	235	70.4%	7721	70.7%	1017	71.2%	9413	70.6%
	Black/African American	32	6.3%	13	8.7%	21	6.3%	470	4.3%	70	4.9%	606	4.5%
	Asian/Pacific Islander	5	1.0%	1	.7%	2	.6%	253	2.3%	21	1.5%	282	2.1%
	Native American/Eskimo/Aleut	60	11.7%	13	8.7%	28	8.4%	492	4.5%	47	3.3%	640	4.8%
	Hispanic	32	6.3%	5	3.4%	9	2.7%	1090	10.0%	47	3.3%	1183	8.9%
	Multiracial	11	2.2%	4	2.7%	11	3.3%	178	1.6%	29	2.0%	233	1.7%
	Other	13	2.5%	6	4.0%	8	2.4%	257	2.4%	36	2.5%	320	2.4%
	Did not respond	22	4.3%	3	2.0%	20	6.0%	458	4.2%	161	11.3%	664	5.0%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Length of Stay in Treatment	15 days or less	181	35.4%	23	15.4%	43	12.9%	936	8.6%	31	2.2%	1214	9.1%
	16 - 30 days	122	23.9%	21	14.1%	36	10.8%	728	6.7%	28	2.0%	935	7.0%
	31 - 45 days	28	5.5%	27	18.1%	37	11.1%	562	5.1%	16	1.1%	670	5.0%
	46 - 60 days	20	3.9%	30	20.1%	39	11.7%	590	5.4%	22	1.5%	701	5.3%
	61 - 75 days	8	1.6%	7	4.7%	22	6.6%	473	4.3%	21	1.5%	531	4.0%
	76 - 90 days	8	1.6%	8	5.4%	17	5.1%	459	4.2%	28	2.0%	520	3.9%
	Over 90 days	44	8.6%	3	2.0%	85	25.4%	4882	44.7%	839	58.8%	5853	43.9%
	Unknown	100	19.6%	30	20.1%	55	16.5%	2289	21.0%	443	31.0%	2917	21.9%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***
Source of Funding	Private	133	26.0%	2	1.3%	12	3.6%	6492	59.5%	694	48.6%	7333	55.0%
	Public	325	63.6%	133	89.3%	297	88.9%	3447	31.6%	500	35.0%	4702	35.2%
	Did not respond	53	10.4%	14	9.4%	25	7.5%	980	9.0%	234	16.4%	1306	9.8%
	Total	***511***	***100.0%***	***149***	***100.0%***	***334***	***100.0%***	***10919***	***100.0%***	***1428***	***100.0%***	***13341***	***100.0%***

Table 2a.
Community Treatment Programs: Adult Client Responses to Questions 1 and 3
by Treatment Modality and Gender

Intensive Inpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	145	49.3%	103	50.2%	7	58.3%	255	49.9%
	Mostly satisfied	137	46.6%	97	47.3%	3	25.0%	237	46.4%
	Subtotal	***282***	***95.9%***	***200***	***97.6%***	***10***	***83.3%***	***492***	***96.3%***
	Dissatisfied	11	3.7%	3	1.5%	1	8.3%	15	2.9%
	Very dissatisfied	1	.3%	1	.5%	1	8.3%	3	.6%
	Subtotal	***12***	***4.1%***	***4***	***2.0%***	***2***	***16.7%***	***18***	***3.5%***
	Did not respond	0	.0%	1	.5%	0	.0%	1	.2%
	Total	***294***	***100.0%***	***205***	***100.0%***	***12***	***100.0%***	***511***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	224	76.2%	126	61.5%	7	58.3%	357	69.9%
	Some of the time	59	20.1%	73	35.6%	4	33.3%	136	26.6%
	Subtotal	***283***	***96.3%***	***199***	***97.1%***	***11***	***91.7%***	***493***	***96.5%***
	Little of the time	7	2.4%	6	2.9%	0	.0%	13	2.5%
	Never	2	.7%	0	.0%	1	8.3%	3	.6%
	Subtotal	***9***	***3.1%***	***6***	***2.9%***	***1***	***8.3%***	***16***	***3.1%***
	Did not respond	2	.7%	0	.0%	0	.0%	2	.4%
	Total	***294***	***100.0%***	***205***	***100.0%***	***12***	***100.0%***	***511***	***100.0%***

Recovery House

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	48	50.5%	23	45.1%	3	100.0%	74	49.7%
	Mostly satisfied	45	47.4%	28	54.9%	0	.0%	73	49.0%
	Subtotal	***93***	***97.9%***	***51***	***100.0%***	***3***	***100.0%***	***147***	***98.7%***
	Dissatisfied	1	1.1%	0	.0%	0	.0%	1	.7%
	Very dissatisfied	1	1.1%	0	.0%	0	.0%	1	.7%
	Subtotal	***2***	***2.1%***	***0***	***.0%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***95***	***100.0%***	***51***	***100.0%***	***3***	***100.0%***	***149***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	70	73.7%	35	68.6%	3	100.0%	108	72.5%
	Some of the time	24	25.3%	15	29.4%	0	.0%	39	26.2%
	Subtotal	***94***	***98.9%***	***50***	***98.0%***	***3***	***100.0%***	***147***	***98.7%***
	Little of the time	0	.0%	1	2.0%	0	.0%	1	.7%
	Never	1	1.1%	0	.0%	0	.0%	1	.7%
	Subtotal	***1***	***1.1%***	***1***	***2.0%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***95***	***100.0%***	***51***	***100.0%***	***3***	***100.0%***	***149***	***100.0%***

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Long Term Residential

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	66	37.7%	51	33.1%	2	40.0%	119	35.6%
	Mostly satisfied	102	58.3%	87	56.5%	2	40.0%	191	57.2%
	Subtotal	***168***	***96.0%***	***138***	***89.6%***	***4***	***80.0%***	***310***	***92.8%***
	Dissatisfied	3	1.7%	12	7.8%	1	20.0%	16	4.8%
	Very dissatisfied	2	1.1%	4	2.6%	0	.0%	6	1.8%
	Subtotal	***5***	***2.9%***	***16***	***10.4%***	***1***	***20.0%***	***22***	***6.6%***
	Did not respond	2	1.1%	0	.0%	0	.0%	2	.6%
	Total	***175***	***100.0%***	***154***	***100.0%***	***5***	***100.0%***	***334***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	99	56.6%	65	42.2%	4	80.0%	168	50.3%
	Some of the time	71	40.6%	76	49.4%	1	20.0%	148	44.3%
	Subtotal	***170***	***97.1%***	***141***	***91.6%***	***5***	***100.0%***	***316***	***94.6%***
	Little of the time	5	2.9%	12	7.8%	0	.0%	17	5.1%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	***5***	***2.9%***	***12***	***7.8%***	***0***	***.0%***	***17***	5.1%
	Did not respond	0	.0%	1	.6%	0	.0%	1	.3%
	Total	***175***	***100.0%***	***154***	***100.0%***	***5***	***100.0%***	***334***	***100.0%***

Outpatient/Intensive Outpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	4222	55.2%	1813	59.8%	125	53.0%	6160	56.4%
	Mostly satisfied	3176	41.5%	1135	37.4%	88	37.3%	4399	40.3%
	Subtotal	***7398***	***96.7%***	***2948***	***97.3%***	***213***	***90.3%***	***10559***	***96.7%***
	Dissatisfied	171	2.2%	58	1.9%	7	3.0%	236	2.2%
	Very dissatisfied	40	.5%	14	.5%	3	1.3%	57	.5%
	Subtotal	***211***	***2.8%***	***72***	***2.4%***	***10***	***4.2%***	***293***	***2.7%***
	Did not respond	43	.6%	11	.4%	13	5.5%	67	.6%
	Total	***7652***	***100.0%***	***3031***	***100.0%***	***236***	***100.0%***	***10919***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	6642	86.8%	2628	86.7%	177	75.0%	9447	86.5%
	Some of the time	893	11.7%	365	12.0%	41	17.4%	1299	11.9%
	Subtotal	***7535***	***98.5%***	***2993***	***98.7%***	***218***	***92.4%***	***10746***	***98.4%***
	Little of the time	59	.8%	25	.8%	2	.8%	86	.8%
	Never	13	.2%	2	.1%	0	.0%	15	.1%
	Subtotal	***72***	***.9%***	***27***	***.9%***	***2***	***.8%***	***101***	***.9%***
	Did not respond	45	.6%	11	.4%	16	6.8%	72	.7%
	Total	***7652***	***100.0%***	***3031***	***100.0%***	***236***	***100.0%***	***10919***	***100.0%***

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Methadone

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	298	43.1%	287	45.8%	40	36.4%	625	43.8%
	Mostly satisfied	349	50.4%	299	47.8%	52	47.3%	700	49.0%
	Subtotal	***647***	***93.5%***	***586***	***93.6%***	***92***	***83.6%***	***1325***	***92.8%***
	Dissatisfied	24	3.5%	26	4.2%	8	7.3%	58	4.1%
	Very dissatisfied	16	2.3%	10	1.6%	6	5.5%	32	2.2%
	Subtotal	***40***	***5.8%***	***36***	***5.8%***	***14***	***12.7%***	***90***	***6.3%***
	Did not respond	5	.7%	4	.6%	4	3.6%	13	.9%
	Total	***692***	***100.0%***	***626***	***100.0%***	***110***	***100.0%***	***1428***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	462	66.8%	395	63.1%	60	54.5%	917	64.2%
	Some of the time	191	27.6%	199	31.8%	34	30.9%	424	29.7%
	Subtotal	***653***	***94.4%***	***594***	***94.9%***	***94***	***85.5%***	***1341***	***93.9%***
	Little of the time	21	3.0%	22	3.5%	6	5.5%	49	3.4%
	Never	11	1.6%	1	.2%	3	2.7%	15	1.1%
	Subtotal	***32***	***4.6%***	***23***	***3.7%***	***9***	***8.2%***	***64***	***4.5%***
	Did not respond	7	1.0%	9	1.4%	7	6.4%	23	1.6%
	Total	***692***	***100.0%***	***626***	***100.0%***	***110***	***100.0%***	***1428***	***100.0%***

Table 2b.
Community Treatment Programs: Adult Responses to Questions 1 and 3
by Treatment Modality and Race/Ethnicity

Intensive Inpatient

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	153	45.5%	20	62.5%	31	51.7%	19	59.4%	16	55.2%	16	72.7%	255	49.9%
	Mostly satisfied	172	51.2%	12	37.5%	23	38.3%	13	40.6%	11	37.9%	6	27.3%	237	46.4%
	Subtotal	***325***	***96.7%***	***32***	***100.0%***	***54***	***90.0%***	***32***	***100.0%***	***27***	***93.1%***	***22***	***100.0%***	***492***	***96.3%***
	Dissatisfied	9	2.7%	0	.0%	5	8.3%	0	.0%	1	3.4%	0	.0%	15	2.9%
	Very dissatisfied	1	.3%	0	.0%	1	1.7%	0	.0%	1	3.4%	0	.0%	3	.6%
	Subtotal	***10***	***3.0%***	***0***	***.0%***	***6***	***10.0%***	***0***	***.0%***	***2***	***6.9%***	***0***	***.0%***	***18***	***3.5%***
	Did not respond	1	.3%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.2%
	Total	***336***	***100.0%***	***32***	***100.0%***	***60***	***100.0%***	***32***	***100.0%***	***29***	***100.0%***	***22***	***100.0%***	***511***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	233	69.3%	26	81.3%	34	56.7%	23	71.9%	25	86.2%	16	72.7%	357	69.9%
	Some of the time	91	27.1%	5	15.6%	24	40.0%	6	18.8%	4	13.8%	6	27.3%	136	26.6%
	Subtotal	***324***	***96.4%***	***31***	***96.9%***	***58***	***96.7%***	***29***	***90.6%***	***29***	***100.0%***	***22***	***100.0%***	***493***	***96.5%***
	Little of the time	9	2.7%	1	3.1%	1	1.7%	2	6.3%	0	.0%	0	.0%	13	2.5%
	Never	2	.6%	0	.0%	1	1.7%	0	.0%	0	.0%	0	.0%	3	.6%
	Subtotal	***11***	***3.3%***	***1***	***3.1%***	***2***	***3.3%***	***2***	***6.3%***	***0***	***.0%***	***0***	***.0%***	***16***	***3.1%***
	Did not respond	1	.3%	0	.0%	0	.0%	1	3.1%	0	.0%	0	.0%	2	.4%
	Total	***336***	***100.0%***	***32***	***100.0%***	***60***	***100.0%***	***32***	***100.0%***	***29***	***100.0%***	***22***	***100.0%***	***511***	***100.0%***

Recovery House

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	52	50.0%	5	38.5%	5	38.5%	5	100.0%	6	54.5%	1	33.3%	74	49.7%
	Mostly satisfied	51	49.0%	8	61.5%	8	61.5%	0	.0%	4	36.4%	2	66.7%	73	49.0%
	Subtotal	***103***	***99.0%***	***13***	***100.0%***	***13***	***100.0%***	***5***	***100.0%***	***10***	***90.9%***	***3***	***100.0%***	***147***	***98.7%***
	Dissatisfied	1	1.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.7%
	Very dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%	1	9.1%	0	.0%	1	.7%
	Subtotal	***1***	***1.0%***	***0***	***.0%***	***0***	***.0%***	***0***	***.0%***	***1***	***9.1%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***104***	***100.0%***	***13***	***100.0%***	***13***	***100.0%***	***5***	***100.0%***	***11***	***100.0%***	***3***	***100.0%***	***149***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	81	77.9%	7	53.8%	7	53.8%	5	100.0%	6	54.5%	2	66.7%	108	72.5%
	Some of the time	23	22.1%	6	46.2%	5	38.5%	0	.0%	4	36.4%	1	33.3%	39	26.2%
	Subtotal	***104***	***100.0%***	***13***	***100.0%***	***12***	***92.3%***	***5***	***100.0%***	***10***	***90.9%***	***3***	***100.0%***	***147***	***98.7%***
	Little of the time	0	.0%	0	.0%	1	7.7%	0	.0%	0	.0%	0	.0%	1	.7%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	1	9.1%	0	.0%	1	.7%
	Subtotal	***0***	***.0%***	***0***	***.0%***	***1***	***7.7%***	***0***	***.0%***	***1***	***9.1%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***104***	***100.0%***	***13***	***100.0%***	***13***	***100.0%***	***5***	***100.0%***	***11***	***100.0%***	***3***	***100.0%***	***149***	***100.0%***

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Long Term Residential

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	89	37.9%	6	28.6%	13	46.4%	1	11.1%	5	23.8%	5	25.0%	119	35.6%
	Mostly satisfied	133	56.6%	13	61.9%	11	39.3%	6	66.7%	14	66.7%	14	70.0%	191	57.2%
	Subtotal	***222***	***94.5%***	***19***	***90.5%***	***24***	***85.7%***	***7***	***77.8%***	***19***	***90.5%***	***19***	***95.0%***	***310***	***92.8%***
	Dissatisfied	9	3.8%	1	4.8%	2	7.1%	2	22.2%	1	4.8%	1	5.0%	16	4.8%
	Very dissatisfied	3	1.3%	0	.0%	2	7.1%	0	.0%	1	4.8%	0	.0%	6	1.8%
	Subtotal	***12***	***5.1%***	***1***	***4.8%***	***4***	***14.3%***	***2***	***22.2%***	***2***	***9.5%***	***1***	***5.0%***	***22***	***6.6%***
	Did not respond	1	.4%	1	4.8%	0	.0%	0	.0%	0	.0%	0	.0%	2	.6%
	Total	***235***	***100.0%***	***21***	***100.0%***	***28***	***100.0%***	***9***	***100.0%***	***21***	***100.0%***	***20***	***100.0%***	***334***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	126	53.6%	11	52.4%	15	53.6%	3	33.3%	7	33.3%	6	30.0%	168	50.3%
	Some of the time	99	42.1%	9	42.9%	10	35.7%	4	44.4%	12	57.1%	14	70.0%	148	44.3%
	Subtotal	***225***	***95.7%***	***20***	***95.2%***	***25***	***89.3%***	***7***	***77.8%***	***19***	***90.5%***	***20***	***100.0%***	***316***	***94.6%***
	Little of the time	9	3.8%	1	4.8%	3	10.7%	2	22.2%	2	9.5%	0	.0%	17	5.1%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	***9***	***3.8%***	***1***	***4.8%***	***3***	***10.7%***	***2***	***22.2%***	***2***	***9.5%***	***0***	***.0%***	***17***	***5.1%***
	Did not respond	1	.4%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.3%
	Total	***235***	***100.0%***	***21***	***100.0%***	***28***	***100.0%***	***9***	***100.0%***	***21***	***100.0%***	***20***	***100.0%***	***334***	***100.0%***

Outpatient/Intensive Outpatient

		Ethnic/Racial Background													
		White/European American		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	4236	54.9%	262	55.7%	282	57.3%	807	74.0%	340	49.4%	233	50.9%	6160	56.4%
	Mostly satisfied	3251	42.1%	188	40.0%	196	39.8%	259	23.8%	311	45.2%	194	42.4%	4399	40.3%
	Subtotal	***7487***	***97.0%***	***450***	***95.7%***	***478***	***97.2%***	***1066***	***97.8%***	***651***	***94.6%***	***427***	***93.2%***	***10559***	***96.7%***
	Dissatisfied	164	2.1%	14	3.0%	12	2.4%	11	1.0%	22	3.2%	13	2.8%	236	2.2%
	Very dissatisfied	36	.5%	3	.6%	0	.0%	9	.8%	6	.9%	3	.7%	57	.5%
	Subtotal	***200***	***2.6%***	***17***	***3.6%***	***12***	***2.4%***	***20***	***1.8%***	***28***	***4.1%***	***16***	***3.5%***	***293***	***2.7%***
	Did not respond	34	.4%	3	.6%	2	.4%	4	.4%	9	1.3%	15	3.3%	67	.6%
	Total	***7721***	***100.0%***	***470***	***100.0%***	***492***	***100.0%***	***1090***	***100.0%***	***688***	***100.0%***	***458***	***100.0%***	***10919***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	6759	87.5%	389	82.8%	414	84.1%	971	89.1%	564	82.0%	350	76.4%	9447	86.5%
	Some of the time	872	11.3%	71	15.1%	69	14.0%	95	8.7%	108	15.7%	84	18.3%	1299	11.9%
	Subtotal	***7631***	***98.8%***	***460***	***97.9%***	***483***	***98.2%***	***1066***	***97.8%***	***672***	***97.7%***	***434***	***94.8%***	***10746***	***98.4%***
	Little of the time	49	.6%	8	1.7%	6	1.2%	10	.9%	8	1.2%	5	1.1%	86	.8%
	Never	4	.1%	2	.4%	0	.0%	5	.5%	4	.6%	0	.0%	15	.1%
	Subtotal	***53***	***.7%***	***10***	***2.1%***	***6***	***1.2%***	***15***	***1.4%***	***12***	***1.7%***	***5***	***1.1%***	***101***	***.9%***
	Did not respond	37	.5%	0	.0%	3	.6%	9	.8%	4	.6%	19	4.1%	72	.7%
	Total	***7721***	***100.0%***	***470***	***100.0%***	***492***	***100.0%***	***1090***	***100.0%***	***688***	***100.0%***	***458***	***100.0%***	***10919***	***100.0%***

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Methadone

		Ethnic/Racial Background													
		White/European American		**Black/African American**		**Native American**		**Hispanic**		**Other**		**Unknown**		**Total**	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	434	42.7%	28	40.0%	22	46.8%	33	70.2%	41	47.7%	67	41.6%	625	43.8%
	Mostly satisfied	525	51.6%	33	47.1%	22	46.8%	14	29.8%	36	41.9%	70	43.5%	700	49.0%
	Subtotal	***959***	***94.3%***	***61***	***87.1%***	***44***	***93.6%***	***47***	***100.0%***	***77***	***89.5%***	***137***	***85.1%***	***1325***	***92.8%***
	Dissatisfied	33	3.2%	5	7.1%	3	6.4%	0	.0%	6	7.0%	11	6.8%	58	4.1%
	Very dissatisfied	22	2.2%	2	2.9%	0	.0%	0	.0%	1	1.2%	7	4.3%	32	2.2%
	Subtotal	***55***	***5.4%***	***7***	***10.0%***	***3***	***6.4%***	***0***	***.0%***	***7***	***8.1%***	***18***	***11.2%***	***90***	***6.3%***
	Did not respond	3	.3%	2	2.9%	0	.0%	0	.0%	2	2.3%	6	3.7%	13	.9%
	Total	***1017***	***100.0%***	***70***	***100.0%***	***47***	***100.0%***	***47***	***100.0%***	***86***	***100.0%***	***161***	***100.0%***	***1428***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	673	66.2%	40	57.1%	31	66.0%	34	72.3%	47	54.7%	92	57.1%	917	64.2%
	Some of the time	300	29.5%	24	34.3%	14	29.8%	10	21.3%	33	38.4%	43	26.7%	424	29.7%
	Subtotal	***973***	***95.7%***	***64***	***91.4%***	***45***	***95.7%***	***44***	***93.6%***	***80***	***93.0%***	***135***	***83.9%***	***1341***	***93.9%***
	Little of the time	24	2.4%	5	7.1%	1	2.1%	3	6.4%	3	3.5%	13	8.1%	49	3.4%
	Never	9	.9%	0	.0%	1	2.1%	0	.0%	2	2.3%	3	1.9%	15	1.1%
	Subtotal	***33***	***3.2%***	***5***	***7.1%***	***2***	***4.3%***	***3***	***6.4%***	***5***	***5.8%***	***16***	***9.9%***	***64***	***4.5%***
	Did not respond	11	1.1%	1	1.4%	0	.0%	0	.0%	1	1.2%	10	6.2%	23	1.6%
	Total	***1017***	***100.0%***	***70***	***100.0%***	***47***	***100.0%***	***47***	***100.0%***	***86***	***100.0%***	***161***	***100.0%***	***1428***	***100.0%***

Table 2c.
Community Treatment Programs: Adult Client Responses to Questions 1 and 3
by Treatment Modality and Length of Stay in Treatment

Intensive Inpatient

		Length of Stay in Treatment									
		7 days or less		8 - 14 days		Over 14 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	43	46.2%	41	52.6%	126	52.5%	45	45.0%	255	49.9%
	Mostly satisfied	49	52.7%	32	41.0%	107	44.6%	49	49.0%	237	46.4%
	Subtotal	***92***	***98.9%***	***73***	***93.6%***	***233***	***97.1%***	***94***	***94.0%***	***492***	***96.3%***
	Dissatisfied	1	1.1%	3	3.8%	6	2.5%	5	5.0%	15	2.9%
	Very dissatisfied	0	.0%	1	1.3%	1	.4%	1	1.0%	3	.6%
	Subtotal	***1***	***1.1%***	***4***	***5.1%***	***7***	***2.9%***	***6***	***6.0%***	***18***	***3.5%***
	Did not respond	0	.0%	1	1.3%	0	.0%	0	.0%	1	.2%
	Total	***93***	***100.0%***	***78***	***100.0%***	***240***	***100.0%***	***100***	***100.0%***	***511***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	71	76.3%	51	65.4%	172	71.7%	63	63.0%	357	69.9%
	Some of the time	21	22.6%	23	29.5%	60	25.0%	32	32.0%	136	26.6%
	Subtotal	***92***	***98.9%***	***74***	***94.9%***	***232***	***96.7%***	***95***	***95.0%***	***493***	***96.5%***
	Little of the time	0	.0%	4	5.1%	6	2.5%	3	3.0%	13	2.5%
	Never	1	1.1%	0	.0%	1	.4%	1	1.0%	3	.6%
	Subtotal	***1***	***1.1%***	***4***	***5.1%***	***7***	***2.9%***	***4***	***4.0%***	***16***	***3.1%***
	Did not respond	0	.0%	0	.0%	1	.4%	1	1.0%	2	.4%
	Total	***93***	***100.0%***	***78***	***100.0%***	***240***	***100.0%***	***100***	***100.0%***	***511***	***100.0%***

Recovery House

		Length of Stay in Treatment									
		20 days or less		21 - 40 days		Over 40 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	15	53.6%	15	50.0%	30	49.2%	14	46.7%	74	49.7%
	Mostly satisfied	13	46.4%	14	46.7%	30	49.2%	16	53.3%	73	49.0%
	Subtotal	***28***	***100.0%***	***29***	***96.7%***	***60***	***98.4%***	***30***	***100.0%***	***147***	***98.7%***
	Dissatisfied	0	.0%	1	3.3%	0	.0%	0	.0%	1	.7%
	Very dissatisfied	0	.0%	0	.0%	1	1.6%	0	.0%	1	.7%
	Subtotal	***0***	***.0%***	***1***	***3.3%***	***1***	***1.6%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***28***	***100.0%***	***30***	***100.0%***	***61***	***100.0%***	***30***	***100.0%***	***149***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	22	78.6%	22	73.3%	40	65.6%	24	80.0%	108	72.5%
	Some of the time	6	21.4%	8	26.7%	19	31.1%	6	20.0%	39	26.2%
	Subtotal	***28***	***100.0%***	***30***	***100.0%***	***59***	***96.7%***	***30***	***100.0%***	***147***	***98.7%***
	Little of the time	0	.0%	0	.0%	1	1.6%	0	.0%	1	.7%
	Never	0	.0%	0	.0%	1	1.6%	0	.0%	1	.7%
	Subtotal	***0***	***.0%***	***0***	***.0%***	***2***	***3.3%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***28***	***100.0%***	***30***	***100.0%***	***61***	***100.0%***	***30***	***100.0%***	***149***	***100.0%***

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Long Term Residential

		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	28	35.4%	36	47.4%	40	32.3%	15	27.3%	119	35.6%
	Mostly satisfied	41	51.9%	39	51.3%	75	60.5%	36	65.5%	191	57.2%
	Subtotal	***69***	***87.3%***	***75***	***98.7%***	***115***	***92.7%***	***51***	***92.7%***	***310***	***92.8%***
	Dissatisfied	5	6.3%	0	.0%	8	6.5%	3	5.5%	16	4.8%
	Very dissatisfied	4	5.1%	0	.0%	1	.8%	1	1.8%	6	1.8%
	Subtotal	***9***	***11.4%***	***0***	***.0%***	***9***	***7.3%***	***4***	***7.3%***	***22***	***6.6%***
	Did not respond	1	1.3%	1	1.3%	0	.0%	0	.0%	2	.6%
	Total	***79***	***100.0%***	***76***	***100.0%***	***124***	***100.0%***	***55***	***100.0%***	***334***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	46	58.2%	43	56.6%	52	41.9%	27	49.1%	168	50.3%
	Some of the time	29	36.7%	32	42.1%	63	50.8%	24	43.6%	148	44.3%
	Subtotal	***75***	***94.9%***	***75***	***98.7%***	***115***	***92.7%***	***51***	***92.7%***	***316***	***94.6%***
	Little of the time	4	5.1%	1	1.3%	8	6.5%	4	7.3%	17	5.1%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	***4***	***5.1%***	***1***	***1.3%***	***8***	***6.5%***	***4***	***7.3%***	***17***	***5.1%***
	Did not respond	0	.0%	0	.0%	1	.8%	0	.0%	1	.3%
	Total	***79***	***100.0%***	***76***	***100.0%***	***124***	***100.0%***	***55***	***100.0%***	***334***	***100.0%***

Outpatient/Intensive Outpatient

		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	889	53.4%	660	57.3%	3294	56.7%	1317	57.5%	6160	56.4%
	Mostly satisfied	719	43.2%	458	39.8%	2364	40.7%	858	37.5%	4399	40.3%
	Subtotal	***1608***	***96.6%***	***1118***	***97.0%***	***5658***	***97.3%***	***2175***	***95.0%***	***10559***	***96.7%***
	Dissatisfied	35	2.1%	25	2.2%	110	1.9%	66	2.9%	236	2.2%
	Very dissatisfied	9	.5%	6	.5%	25	.4%	17	.7%	57	.5%
	Subtotal	***44***	***2.6%***	***31***	***2.7%***	***135***	***2.3%***	***83***	***3.6%***	***293***	***2.7%***
	Did not respond	12	.7%	3	.3%	21	.4%	31	1.4%	67	.6%
	Total	***1664***	***100.0%***	***1152***	***100.0%***	***5814***	***100.0%***	***2289***	***100.0%***	***10919***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	1483	89.1%	991	86.0%	5040	86.7%	1933	84.4%	9447	86.5%
	Some of the time	159	9.6%	144	12.5%	704	12.1%	292	12.8%	1299	11.9%
	Subtotal	***1642***	***98.7%***	***1135***	***98.5%***	***5744***	***98.8%***	***2225***	***97.2%***	***10746***	***98.4%***
	Little of the time	8	.5%	7	.6%	45	.8%	26	1.1%	86	.8%
	Never	1	.1%	3	.3%	5	.1%	6	.3%	15	.1%
	Subtotal	***9***	***.5%***	***10***	***.9%***	***50***	***.9%***	***32***	***1.4%***	***101***	***.9%***
	Did not respond	13	.8%	7	.6%	20	.3%	32	1.4%	72	.7%
	Total	***1664***	***100.0%***	***1152***	***100.0%***	***5814***	***100.0%***	***2289***	***100.0%***	***10919***	***100.0%***

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Methadone

		Length of Stay in Treatment									
		90 days or less		91 - 180 days		Over 180 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	76	52.1%	51	51.0%	322	43.6%	176	39.7%	625	43.8%
	Mostly satisfied	64	43.8%	47	47.0%	364	49.3%	225	50.8%	700	49.0%
	Subtotal	***140***	***95.9%***	***98***	***98.0%***	***686***	***92.8%***	***401***	***90.5%***	***1325***	***92.8%***
	Dissatisfied	1	.7%	1	1.0%	31	4.2%	25	5.6%	58	4.1%
	Very dissatisfied	3	2.1%	1	1.0%	19	2.6%	9	2.0%	32	2.2%
	Subtotal	***4***	***2.7%***	***2***	***2.0%***	***50***	***6.8%***	***34***	***7.7%***	***90***	***6.3%***
	Did not respond	2	1.4%	0	.0%	3	.4%	8	1.8%	13	.9%
	Total	***146***	***100.0%***	***100***	***100.0%***	***739***	***100.0%***	***443***	***100.0%***	***1428***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	114	78.1%	67	67.0%	454	61.4%	282	63.7%	917	64.2%
	Some of the time	25	17.1%	27	27.0%	246	33.3%	126	28.4%	424	29.7%
	Subtotal	***139***	***95.2%***	***94***	***94.0%***	***700***	***94.7%***	***408***	***92.1%***	***1341***	***93.9%***
	Little of the time	5	3.4%	3	3.0%	24	3.2%	17	3.8%	49	3.4%
	Never	1	.7%	0	.0%	9	1.2%	5	1.1%	15	1.1%
	Subtotal	***6***	***4.1%***	***3***	***3.0%***	***33***	***4.5%***	***22***	***5.0%***	***64***	***4.5%***
	Did not respond	1	.7%	3	3.0%	6	.8%	13	2.9%	23	1.6%
	Total	***146***	***100.0%***	***100***	***100.0%***	***739***	***100.0%***	***443***	***100.0%***	***1428***	***100.0%***

Table 2d.
Community Treatment Programs: Adult Client Responses to Questions 1 and 3
by Treatment Modality and Funding

Intensive Inpatient

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	65	48.9%	160	49.2%	30	56.6%	255	49.9%
	Mostly satisfied	63	47.4%	152	46.8%	22	41.5%	237	46.4%
	Subtotal	***128***	***96.2%***	***312***	***96.0%***	***52***	***98.1%***	***492***	***96.3%***
	Dissatisfied	5	3.8%	9	2.8%	1	1.9%	15	2.9%
	Very dissatisfied	0	.0%	3	.9%	0	.0%	3	.6%
	Subtotal	***5***	***3.8%***	***12***	***3.7%***	***1***	***1.9%***	***18***	***3.5%***
	Did not respond	0	.0%	1	.3%	0	.0%	1	.2%
	Total	***133***	***100.0%***	***325***	***100.0%***	***53***	***100.0%***	***511***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	109	82.0%	207	63.7%	41	77.4%	357	69.9%
	Some of the time	21	15.8%	103	31.7%	12	22.6%	136	26.6%
	Subtotal	***130***	***97.7%***	***310***	***95.4%***	***53***	***100.0%***	***493***	***96.5%***
	Little of the time	2	1.5%	11	3.4%	0	.0%	13	2.5%
	Never	0	.0%	3	.9%	0	.0%	3	.6%
	Subtotal	***2***	***1.5%***	***14***	***4.3%***	***0***	***.0%***	***16***	***3.1%***
	Did not respond	1	.8%	1	.3%	0	.0%	2	.4%
	Total	***133***	***100.0%***	***325***	***100.0%***	***53***	***100.0%***	***511***	***100.0%***

Recovery House

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	0	.0%	66	49.6%	8	57.1%	74	49.7%
	Mostly satisfied	2	100.0%	66	49.6%	5	35.7%	73	49.0%
	Subtotal	***2***	***100.0%***	***132***	***99.2%***	***13***	***92.9%***	***147***	***98.7%***
	Dissatisfied	0	.0%	0	.0%	1	7.1%	1	.7%
	Very dissatisfied	0	.0%	1	.8%	0	.0%	1	.7%
	Subtotal	***0***	***.0%***	***1***	***.8%***	***1***	***7.1%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***2***	***100.0%***	***133***	***100.0%***	***14***	***100.0%***	***149***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	1	50.0%	96	72.2%	11	78.6%	108	72.5%
	Some of the time	1	50.0%	35	26.3%	3	21.4%	39	26.2%
	Subtotal	***2***	***100.0%***	***131***	***98.5%***	***14***	***100.0%***	***147***	***98.7%***
	Little of the time	0	.0%	1	.8%	0	.0%	1	.7%
	Never	0	.0%	1	.8%	0	.0%	1	.7%
	Subtotal	***0***	***.0%***	***2***	***1.5%***	***0***	***.0%***	***2***	***1.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***2***	***100.0%***	***133***	***100.0%***	***14***	***100.0%***	***149***	***100.0%***

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Long Term Residential

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	6	50.0%	105	35.4%	8	32.0%	119	35.6%
	Mostly satisfied	6	50.0%	170	57.2%	15	60.0%	191	57.2%
	Subtotal	***12***	***100.0%***	***275***	***92.6%***	***23***	***92.0%***	***310***	***92.8%***
	Dissatisfied	0	.0%	15	5.1%	1	4.0%	16	4.8%
	Very dissatisfied	0	.0%	5	1.7%	1	4.0%	6	1.8%
	Subtotal	***0***	***.0%***	***20***	***6.7%***	***2***	***8.0%***	***22***	***6.6%***
	Did not respond	0	.0%	2	.7%	0	.0%	2	.6%
	Total	***12***	***100.0%***	***297***	***100.0%***	***25***	***100.0%***	***334***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	8	66.7%	148	49.8%	12	48.0%	168	50.3%
	Some of the time	3	25.0%	133	44.8%	12	48.0%	148	44.3%
	Subtotal	***11***	***91.7%***	***281***	***94.6%***	***24***	***96.0%***	***316***	***94.6%***
	Little of the time	1	8.3%	15	5.1%	1	4.0%	17	5.1%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	***1***	***8.3%***	***15***	***5.1%***	***1***	***4.0%***	***17***	***5.1%***
	Did not respond	0	.0%	1	.3%	0	.0%	1	.3%
	Total	***12***	***100.0%***	***297***	***100.0%***	***25***	***100.0%***	***334***	***100.0%***

Outpatient/Intensive Outpatient

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	3686	56.8%	1939	56.3%	535	54.6%	6160	56.4%
	Mostly satisfied	2629	40.5%	1382	40.1%	388	39.6%	4399	40.3%
	Subtotal	***6315***	***97.3%***	***3321***	***96.3%***	***923***	***94.2%***	***10559***	***96.7%***
	Dissatisfied	118	1.8%	90	2.6%	28	2.9%	236	2.2%
	Very dissatisfied	30	.5%	19	.6%	8	.8%	57	.5%
	Subtotal	***148***	***2.3%***	***109***	***3.2%***	***36***	***3.7%***	***293***	***2.7%***
	Did not respond	29	.4%	17	.5%	21	2.1%	67	.6%
	Total	***6492***	***100.0%***	***3447***	***100.0%***	***980***	***100.0%***	***10919***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	5715	88.0%	2927	84.9%	805	82.1%	9447	86.5%
	Some of the time	690	10.6%	471	13.7%	138	14.1%	1299	11.9%
	Subtotal	***6405***	***98.7%***	***3398***	***98.6%***	***943***	***96.2%***	***10746***	***98.4%***
	Little of the time	45	.7%	31	.9%	10	1.0%	86	.8%
	Never	8	.1%	3	.1%	4	.4%	15	.1%
	Subtotal	***53***	***.8%***	***34***	***1.0%***	***14***	***1.4%***	***101***	***.9%***
	Did not respond	34	.5%	15	.4%	23	2.3%	72	.7%
	Total	***6492***	***100.0%***	***3447***	***100.0%***	***980***	***100.0%***	***10919***	***100.0%***

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Methadone

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	282	40.6%	247	49.4%	96	41.0%	625	43.8%
	Mostly satisfied	359	51.7%	230	46.0%	111	47.4%	700	49.0%
	Subtotal	***641***	***92.4%***	***477***	***95.4%***	***207***	***88.5%***	***1325***	***92.8%***
	Dissatisfied	30	4.3%	13	2.6%	15	6.4%	58	4.1%
	Very dissatisfied	18	2.6%	8	1.6%	6	2.6%	32	2.2%
	Subtotal	***48***	***6.9%***	***21***	***4.2%***	***21***	***9.0%***	***90***	***6.3%***
	Did not respond	5	.7%	2	.4%	6	2.6%	13	.9%
	Total	***694***	***100.0%***	***500***	***100.0%***	***234***	***100.0%***	***1428***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	450	64.8%	328	65.6%	139	59.4%	917	64.2%
	Some of the time	210	30.3%	146	29.2%	68	29.1%	424	29.7%
	Subtotal	***660***	***95.1%***	***474***	***94.8%***	***207***	***88.5%***	***1341***	***93.9%***
	Little of the time	17	2.4%	21	4.2%	11	4.7%	49	3.4%
	Never	10	1.4%	0	.0%	5	2.1%	15	1.1%
	Subtotal	***27***	***3.9%***	***21***	***4.2%***	***16***	***6.8%***	***64***	***4.5%***
	Did not respond	7	1.0%	5	1.0%	11	4.7%	23	1.6%
	Total	***694***	***100.0%***	***500***	***100.0%***	***234***	***100.0%***	***1428***	***100.0%***

Table 3a.
Community Treatment Programs: Comparing Responses to Questions 1-6 of the Adult Client Satisfaction Survey Between Hispanic Clients Completing the Spanish Translation and Hispanic and Non-Hispanic Clients Completing the English Version

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing the Spanish Translation		Hispanics Completing the English Version		Non-Hispanics Completing the English Version	
		Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	496	88.4%	311	58.8%	5335	54.4%
	Mostly satisfied	55	9.8%	204	38.6%	4139	42.2%
	Subtotal	***551***	***98.2%***	***515***	***97.4%***	***9474***	***96.6%***
	Dissatisfied	0	.0%	11	2.1%	224	2.3%
	Very dissatisfied	7	1.2%	2	.4%	48	.5%
	Subtotal	***7***	***1.2%***	***13***	***2.5%***	***272***	***2.8%***
	Did not respond	3	.5%	1	.2%	61	.6%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	468	83.4%	299	56.5%	5213	53.2%
	Mostly satisfied	74	13.2%	216	40.8%	4189	42.7%
	Subtotal	***542***	***96.6%***	***515***	***97.4%***	***9402***	***95.9%***
	Dissatisfied	6	1.1%	10	1.9%	298	3.0%
	Very dissatisfied	3	.5%	3	.6%	50	.5%
	Subtotal	***9***	***1.6%***	***13***	***2.5%***	***348***	***3.5%***
	Did not respond	10	1.8%	1	.2%	57	.6%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	518	92.3%	453	85.6%	8458	86.2%
	Some of the time	26	4.6%	69	13.0%	1203	12.3%
	Subtotal	***544***	***97.0%***	***522***	***98.7%***	***9661***	***98.5%***
	Little of the time	8	1.4%	2	.4%	76	.8%
	Never	3	.5%	2	.4%	10	.1%
	Subtotal	***11***	***2.0%***	***4***	***.8%***	***86***	***.9%***
	Did not respond	6	1.1%	3	.6%	60	.6%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	505	90.0%	353	66.7%	5938	60.5%
	Somewhat helpful	40	7.1%	156	29.5%	3314	33.8%
	Subtotal	***545***	***97.1%***	***509***	***96.2%***	***9252***	***94.3%***
	Not helpful	0	.0%	7	1.3%	239	2.4%
	Made things worse	0	.0%	2	.4%	29	.3%
	Subtotal	***0***	***.0%***	***9***	***1.7%***	***268***	***2.7%***
	Did not receive	9	1.6%	3	.6%	183	1.9%
	Did not respond	7	1.2%	8	1.5%	104	1.1%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	458	81.6%	341	64.5%	5929	60.5%
	Somewhat helpful	50	8.9%	129	24.4%	2518	25.7%
	Subtotal	***508***	***90.6%***	***470***	***88.8%***	***8447***	***86.1%***
	Not helpful	3	.5%	13	2.5%	264	2.7%
	Made things worse	2	.4%	1	.2%	24	.2%
	Subtotal	***5***	***.9%***	***14***	***2.6%***	***288***	***2.9%***
	Did not receive	32	5.7%	37	7.0%	904	9.2%
	Did not respond	16	2.9%	8	1.5%	168	1.7%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	444	79.1%	316	59.7%	5476	55.8%
	Yes, probably	97	17.3%	157	29.7%	3336	34.0%
	Subtotal	***541***	***96.4%***	***473***	***89.4%***	***8812***	***89.9%***
	No, probably not	7	1.2%	20	3.8%	552	5.6%
	No, definitely not	5	.9%	16	3.0%	156	1.6%
	Subtotal	***12***	***2.1%***	***36***	***6.8%***	***708***	***7.2%***
	Did not respond	8	1.4%	20	3.8%	287	2.9%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***

Table 3b.
Community Treatment Programs: Comparing Responses to Questions 7-12 of the Adult Client Satisfaction Survey Between Hispanic Clients Completing the Spanish Translation and Hispanic and Non-Hispanic Clients Completing the English Version

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing the Spanish Translation		Hispanics Completing the English Version		Non-Hispanics Completing the English Version	
		Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	382	68.1%	196	37.1%	2886	29.4%
	No	164	29.2%	326	61.6%	6763	69.0%
	Did not respond	15	2.7%	7	1.3%	158	1.6%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	161	42.1%	106	54.1%	1286	44.6%
	Somewhat helpful	66	17.3%	49	25.0%	879	30.5%
	Subtotal	***227***	***59.4%***	***155***	***79.1%***	***2165***	***75.0%***
	Not very helpful	78	20.4%	12	6.1%	228	7.9%
	Not helpful at all	4	1.0%	16	8.2%	280	9.7%
	Subtotal	***82***	***21.5%***	***28***	***14.3%***	***508***	***17.6%***
	Did not respond	73	19.1%	13	6.6%	213	7.4%
	Total	***382***	***100.0%***	***196***	***100.0%***	***2886***	***100.0%***
Q8. Did you need medical services?	Yes	301	53.7%	102	19.3%	1826	18.6%
	No	250	44.6%	425	80.3%	7830	79.8%
	Did not respond	10	1.8%	2	.4%	151	1.5%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	85	28.2%	66	64.7%	963	52.7%
	Somewhat helpful	63	20.9%	20	19.6%	508	27.8%
	Subtotal	***148***	***49.2%***	***86***	***84.3%***	***1471***	***80.6%***
	Not very helpful	103	34.2%	6	5.9%	145	7.9%
	Not helpful at all	5	1.7%	3	2.9%	108	5.9%
	Subtotal	***108***	***35.9%***	***9***	***8.8%***	***253***	***13.9%***
	Did not respond	45	15.0%	7	6.9%	102	5.6%
	Total	***301***	***100.0%***	***102***	***100.0%***	***1826***	***100.0%***

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Q9. Did you need family services?	Yes	259	46.2%	64	12.1%	1153	11.8%
	No	294	52.4%	456	86.2%	8490	86.6%
	Did not respond	8	1.4%	9	1.7%	164	1.7%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	68	26.3%	34	53.1%	585	50.7%
	Somewhat helpful	36	13.9%	23	35.9%	299	25.9%
	Subtotal	***104***	***40.2%***	***57***	***89.1%***	***884***	***76.7%***
	Not very helpful	111	42.9%	2	3.1%	88	7.6%
	Not helpful at all	11	4.2%	2	3.1%	82	7.1%
	Subtotal	***122***	***47.1%***	***4***	***6.3%***	***170***	***14.7%***
	Did not respond	33	12.7%	3	4.7%	99	8.6%
	Total	***259***	***100.0%***	***64***	***100.0%***	***1153***	***100.0%***
Q10. Did you need mental health services?	Yes	189	33.7%	61	11.5%	1700	17.3%
	No	361	64.3%	461	87.1%	7943	81.0%
	Did not respond	11	2.0%	7	1.3%	164	1.7%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	20	10.6%	39	63.9%	891	52.4%
	Somewhat helpful	14	7.4%	15	24.6%	455	26.8%
	Subtotal	***34***	***18.0%***	***54***	***88.5%***	***1346***	***79.2%***
	Not very helpful	128	67.7%	3	4.9%	121	7.1%
	Not helpful at all	11	5.8%	1	1.6%	110	6.5%
	Subtotal	***139***	***73.5%***	***4***	***6.6%***	***231***	***13.6%***
	Did not respond	16	8.5%	3	4.9%	123	7.2%
	Total	***189***	***100.0%***	***61***	***100.0%***	***1700***	***100.0%***

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Q11. Did you need educational or vocational services?	Yes	258	46.0%	86	16.3%	1144	11.7%
	No	289	51.5%	434	82.0%	8484	86.5%
	Did not respond	14	2.5%	9	1.7%	179	1.8%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	53	20.5%	37	43.0%	426	37.2%
	Somewhat helpful	51	19.8%	24	27.9%	320	28.0%
	Subtotal	***104***	***40.3%***	***61***	***70.9%***	***746***	***65.2%***
	Not very helpful	101	39.1%	6	7.0%	143	12.5%
	Not helpful at all	7	2.7%	5	5.8%	130	11.4%
	Subtotal	***108***	***41.9%***	***11***	***12.8%***	***273***	***23.9%***
	Did not respond	46	17.8%	14	16.3%	125	10.9%
	Total	***258***	***100.0%***	***86***	***100.0%***	***1144***	***100.0%***
Q12. Did you need employment services?	Yes	254	45.3%	66	12.5%	1178	12.0%
	No	298	53.1%	455	86.0%	8475	86.4%
	Did not respond	9	1.6%	8	1.5%	154	1.6%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	50	19.7%	25	37.9%	343	29.1%
	Somewhat helpful	38	15.0%	17	25.8%	317	26.9%
	Subtotal	***88***	***34.6%***	***42***	***63.6%***	***660***	***56.0%***
	Not very helpful	109	42.9%	6	9.1%	198	16.8%
	Not helpful at all	9	3.5%	7	10.6%	202	17.1%
	Subtotal	***118***	***46.5%***	***13***	***19.7%***	***400***	***34.0%***
	Did not respond	48	18.9%	11	16.7%	118	10.0%
	Total	***254***	***100.0%***	***66***	***100.0%***	***1178***	***100.0%***

Table 3c.
Community Treatment Programs: Comparing Client Characteristics Between Hispanic Clients Completing the Spanish Translation and Hispanic and Non-Hispanic Clients Completing the English Version of the Adult Client Satisfaction Survey

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing the Spanish Translation		Hispanics Completing the English Version		Non-Hispanics Completing the English Version	
		Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	19	3.4%	37	7.0%	543	5.5%
	21 - 25	92	16.4%	129	24.4%	1455	14.8%
	26 - 30	103	18.4%	91	17.2%	1146	11.7%
	31 - 35	91	16.2%	69	13.0%	1313	13.4%
	36 - 40	73	13.0%	68	12.9%	1464	14.9%
	41 - 45	35	6.2%	55	10.4%	1417	14.4%
	46 - 50	23	4.1%	23	4.3%	1044	10.6%
	51 - 55	18	3.2%	16	3.0%	584	6.0%
	Over 55	16	2.9%	12	2.3%	443	4.5%
	Did not respond	91	16.2%	29	5.5%	398	4.1%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Gender	Male	535	95.4%	412	77.9%	6693	68.2%
	Female	11	2.0%	111	21.0%	2909	29.7%
	Did not respond	15	2.7%	6	1.1%	205	2.1%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Ethnic/Racial Background	White/European American	0	.0%	0	.0%	7719	78.7%
	Black/African American	0	.0%	0	.0%	469	4.8%
	Asian/Pacific Islander	0	.0%	0	.0%	253	2.6%
	Native American/Eskimo/Aleut	0	.0%	0	.0%	491	5.0%
	Hispanic	561	100.0%	529	100.0%	0	.0%
	Multiracial	0	.0%	0	.0%	178	1.8%
	Other	0	.0%	0	.0%	254	2.6%
	Did not respond	0	.0%	0	.0%	443	4.5%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Length of Stay in Treatment	15 days or less	30	5.3%	46	8.7%	859	8.8%
	16 - 30 days	34	6.1%	35	6.6%	659	6.7%
	31 - 45 days	26	4.6%	29	5.5%	507	5.2%
	46 - 60 days	14	2.5%	26	4.9%	549	5.6%
	61 - 75 days	21	3.7%	19	3.6%	433	4.4%
	76 - 90 days	28	5.0%	24	4.5%	407	4.2%
	Over 90 days	228	40.6%	220	41.6%	4428	45.2%
	Unknown	180	32.1%	130	24.6%	1965	20.0%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***
Source of Funding	Private	451	80.4%	318	60.1%	5711	58.2%
	Public	80	14.3%	156	29.5%	3211	32.7%
	Did not respond	30	5.3%	55	10.4%	885	9.0%
	Total	***561***	***100.0%***	***529***	***100.0%***	***9807***	***100.0%***

Table 4a.
Community Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Intensive Inpatient

		Year							
		2001		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	175	40.5%	194	51.1%	255	49.9%	624	47.2%
	Mostly satisfied	231	53.5%	172	45.3%	237	46.4%	640	48.4%
	Subtotal	***406***	***94.0%***	***366***	***96.3%***	***492***	***96.3%***	***1264***	***95.5%***
	Dissatisfied	19	4.4%	4	1.1%	15	2.9%	38	2.9%
	Very dissatisfied	4	.9%	4	1.1%	3	.6%	11	.8%
	Subtotal	***23***	***5.3%***	***8***	***2.1%***	***18***	***3.5%***	***49***	***3.7%***
	Did not respond	3	.7%	6	1.6%	1	.2%	10	.8%
	Total	***432***	***100.0%***	***380***	***100.0%***	***511***	***100.0%***	***1323***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	143	33.1%	169	44.5%	236	46.2%	548	41.4%
	Mostly satisfied	255	59.0%	188	49.5%	235	46.0%	678	51.2%
	Subtotal	***398***	***92.1%***	***357***	***93.9%***	***471***	***92.2%***	***1226***	***92.7%***
	Dissatisfied	26	6.0%	17	4.5%	34	6.7%	77	5.8%
	Very dissatisfied	6	1.4%	1	.3%	4	.8%	11	.8%
	Subtotal	***32***	***7.4%***	***18***	***4.7%***	***38***	***7.4%***	***88***	***6.7%***
	Did not respond	2	.5%	5	1.3%	2	.4%	9	.7%
	Total	***432***	***100.0%***	***380***	***100.0%***	***511***	***100.0%***	***1323***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	268	62.0%	243	63.9%	357	69.9%	868	65.6%
	Some of the time	153	35.4%	127	33.4%	136	26.6%	416	31.4%
	Subtotal	***421***	***97.5%***	***370***	***97.4%***	***493***	***96.5%***	***1284***	***97.1%***
	Little of the time	11	2.5%	7	1.8%	13	2.5%	31	2.3%
	Never	0	.0%	0	.0%	3	.6%	3	.2%
	Subtotal	***11***	***2.5%***	***7***	***1.8%***	***16***	***3.1%***	***34***	***2.6%***
	Did not respond	0	.0%	3	.8%	2	.4%	5	.4%
	Total	***432***	***100.0%***	***380***	***100.0%***	***511***	***100.0%***	***1323***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	267	61.8%	257	67.6%	344	67.3%	868	65.6%
	Somewhat helpful	146	33.8%	107	28.2%	144	28.2%	397	30.0%
	Subtotal	***413***	***95.6%***	***364***	***95.8%***	***488***	***95.5%***	***1265***	***95.6%***
	Not helpful	13	3.0%	5	1.3%	10	2.0%	28	2.1%
	Made things worse	1	.2%	0	.0%	1	.2%	2	.2%
	Subtotal	***14***	***3.2%***	***5***	***1.3%***	***11***	***2.2%***	***30***	***2.3%***
	Did not receive	2	.5%	3	.8%	5	1.0%	10	.8%
	Did not respond	3	.7%	8	2.1%	7	1.4%	18	1.4%
	Total	***432***	***100.0%***	***380***	***100.0%***	***511***	***100.0%***	***1323***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	246	56.9%	244	64.2%	310	60.7%	800	60.5%
	Somewhat helpful	122	28.2%	83	21.8%	127	24.9%	332	25.1%
	Subtotal	***368***	***85.2%***	***327***	***86.1%***	***437***	***85.5%***	***1132***	***85.6%***
	Not helpful	12	2.8%	6	1.6%	15	2.9%	33	2.5%
	Made things worse	1	.2%	2	.5%	1	.2%	4	.3%
	Subtotal	***13***	***3.0%***	***8***	***2.1%***	***16***	***3.1%***	***37***	***2.8%***
	Did not receive	43	10.0%	37	9.7%	44	8.6%	124	9.4%
	Did not respond	8	1.9%	8	2.1%	14	2.7%	30	2.3%
	Total	***432***	***100.0%***	***380***	***100.0%***	***511***	***100.0%***	***1323***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	196	45.4%	205	53.9%	258	50.5%	659	49.8%
	Yes, probably	161	37.3%	126	33.2%	177	34.6%	464	35.1%
	Subtotal	***357***	***82.6%***	***331***	***87.1%***	***435***	***85.1%***	***1123***	***84.9%***
	No, probably not	50	11.6%	35	9.2%	45	8.8%	130	9.8%
	No, definitely not	19	4.4%	5	1.3%	19	3.7%	43	3.3%
	Subtotal	***69***	***16.0%***	***40***	***10.5%***	***64***	***12.5%***	***173***	***13.1%***
	Did not respond	6	1.4%	9	2.4%	12	2.3%	27	2.0%
	Total	***432***	***100.0%***	***380***	***100.0%***	***511***	***100.0%***	***1323***	***100.0%***

Table 4b.
Community Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Recovery House

		Year							
		2001		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	62	33.2%	91	54.8%	74	49.7%	227	45.2%
	Mostly satisfied	109	58.3%	70	42.2%	73	49.0%	252	50.2%
	Subtotal	***171***	***91.4%***	***161***	***97.0%***	***147***	***98.7%***	***479***	***95.4%***
	Dissatisfied	12	6.4%	4	2.4%	1	.7%	17	3.4%
	Very dissatisfied	4	2.1%	1	.6%	1	.7%	6	1.2%
	Subtotal	***16***	***8.6%***	***5***	***3.0%***	***2***	***1.3%***	***23***	***4.6%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***187***	***100.0%***	***166***	***100.0%***	***149***	***100.0%***	***502***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	57	30.5%	70	42.2%	65	43.6%	192	38.2%
	Mostly satisfied	100	53.5%	88	53.0%	75	50.3%	263	52.4%
	Subtotal	***157***	***84.0%***	***158***	***95.2%***	***140***	***94.0%***	***455***	***90.6%***
	Dissatisfied	24	12.8%	7	4.2%	7	4.7%	38	7.6%
	Very dissatisfied	6	3.2%	1	.6%	1	.7%	8	1.6%
	Subtotal	***30***	***16.0%***	***8***	***4.8%***	***8***	***5.4%***	***46***	***9.2%***
	Did not respond	0	.0%	0	.0%	1	.7%	1	.2%
	Total	***187***	***100.0%***	***166***	***100.0%***	***149***	***100.0%***	***502***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	118	63.1%	117	70.5%	108	72.5%	343	68.3%
	Some of the time	58	31.0%	45	27.1%	39	26.2%	142	28.3%
	Subtotal	***176***	***94.1%***	***162***	***97.6%***	***147***	***98.7%***	***485***	***96.6%***
	Little of the time	10	5.3%	4	2.4%	1	.7%	15	3.0%
	Never	1	.5%	0	.0%	1	.7%	2	.4%
	Subtotal	***11***	***5.9%***	***4***	***2.4%***	***2***	***1.3%***	***17***	***3.4%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***187***	***100.0%***	***166***	***100.0%***	***149***	***100.0%***	***502***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	93	49.7%	112	67.5%	107	71.8%	312	62.2%
	Somewhat helpful	83	44.4%	51	30.7%	37	24.8%	171	34.1%
	Subtotal	***176***	***94.1%***	***163***	***98.2%***	***144***	***96.6%***	***483***	***96.2%***
	Not helpful	6	3.2%	2	1.2%	4	2.7%	12	2.4%
	Made things worse	2	1.1%	0	.0%	1	.7%	3	.6%
	Subtotal	***8***	***4.3%***	***2***	***1.2%***	***5***	***3.4%***	***15***	***3.0%***
	Did not receive	1	.5%	0	.0%	0	.0%	1	.2%
	Did not respond	2	1.1%	1	.6%	0	.0%	3	.6%
	Total	***187***	***100.0%***	***166***	***100.0%***	***149***	***100.0%***	***502***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	116	62.0%	116	69.9%	109	73.2%	341	67.9%
	Somewhat helpful	53	28.3%	33	19.9%	31	20.8%	117	23.3%
	Subtotal	***169***	***90.4%***	***149***	***89.8%***	***140***	***94.0%***	***458***	***91.2%***
	Not helpful	3	1.6%	4	2.4%	2	1.3%	9	1.8%
	Made things worse	0	.0%	0	.0%	2	1.3%	2	.4%
	Subtotal	***3***	***1.6%***	***4***	***2.4%***	***4***	***2.7%***	***11***	***2.2%***
	Did not receive	13	7.0%	9	5.4%	4	2.7%	26	5.2%
	Did not respond	2	1.1%	4	2.4%	1	.7%	7	1.4%
	Total	***187***	***100.0%***	***166***	***100.0%***	***149***	***100.0%***	***502***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	75	40.1%	92	55.4%	95	63.8%	262	52.2%
	Yes, probably	65	34.8%	54	32.5%	41	27.5%	160	31.9%
	Subtotal	***140***	***74.9%***	***146***	***88.0%***	***136***	***91.3%***	***422***	***84.1%***
	No, probably not	31	16.6%	12	7.2%	8	5.4%	51	10.2%
	No, definitely not	11	5.9%	5	3.0%	4	2.7%	20	4.0%
	Subtotal	***42***	***22.5%***	***17***	***10.2%***	***12***	***8.1%***	***71***	***14.1%***
	Did not respond	5	2.7%	3	1.8%	1	.7%	9	1.8%
	Total	***187***	***100.0%***	***166***	***100.0%***	***149***	***100.0%***	***502***	***100.0%***

Table 4c.
Community Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Long Term Residential

		Year							
		2001		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	81	35.2%	151	40.7%	119	35.6%	351	37.5%
	Mostly satisfied	128	55.7%	195	52.6%	191	57.2%	514	55.0%
	Subtotal	***209***	***90.9%***	***346***	***93.3%***	***310***	***92.8%***	***865***	***92.5%***
	Dissatisfied	15	6.5%	18	4.9%	16	4.8%	49	5.2%
	Very dissatisfied	4	1.7%	5	1.3%	6	1.8%	15	1.6%
	Subtotal	***19***	***8.3%***	***23***	***6.2%***	***22***	***6.6%***	***64***	***6.8%***
	Did not respond	2	.9%	2	.5%	2	.6%	6	.6%
	Total	***230***	***100.0%***	***371***	***100.0%***	***334***	***100.0%***	***935***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	70	30.4%	167	45.0%	127	38.0%	364	38.9%
	Mostly satisfied	122	53.0%	182	49.1%	174	52.1%	478	51.1%
	Subtotal	***192***	***83.5%***	***349***	***94.1%***	***301***	***90.1%***	***842***	***90.1%***
	Dissatisfied	29	12.6%	17	4.6%	24	7.2%	70	7.5%
	Very dissatisfied	4	1.7%	3	.8%	9	2.7%	16	1.7%
	Subtotal	***33***	***14.3%***	***20***	***5.4%***	***33***	***9.9%***	***86***	***9.2%***
	Did not respond	5	2.2%	2	.5%	0	.0%	7	.7%
	Total	***230***	***100.0%***	***371***	***100.0%***	***334***	***100.0%***	***935***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	120	52.2%	222	59.8%	168	50.3%	510	54.5%
	Some of the time	100	43.5%	132	35.6%	148	44.3%	380	40.6%
	Subtotal	***220***	***95.7%***	***354***	***95.4%***	***316***	***94.6%***	***890***	***95.2%***
	Little of the time	5	2.2%	14	3.8%	17	5.1%	36	3.9%
	Never	2	.9%	1	.3%	0	.0%	3	.3%
	Subtotal	***7***	***3.0%***	***15***	***4.0%***	***17***	***5.1%***	***39***	***4.2%***
	Did not respond	3	1.3%	2	.5%	1	.3%	6	.6%
	Total	***230***	***100.0%***	***371***	***100.0%***	***334***	***100.0%***	***935***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	115	50.0%	218	58.8%	189	56.6%	522	55.8%
	Somewhat helpful	94	40.9%	132	35.6%	130	38.9%	356	38.1%
	Subtotal	***209***	***90.9%***	***350***	***94.3%***	***319***	***95.5%***	***878***	***93.9%***
	Not helpful	12	5.2%	14	3.8%	8	2.4%	34	3.6%
	Made things worse	3	1.3%	1	.3%	3	.9%	7	.7%
	Subtotal	***15***	***6.5%***	***15***	***4.0%***	***11***	***3.3%***	***41***	***4.4%***
	Did not receive	3	1.3%	3	.8%	2	.6%	8	.9%
	Did not respond	3	1.3%	3	.8%	2	.6%	8	.9%
	Total	***230***	***100.0%***	***371***	***100.0%***	***334***	***100.0%***	***935***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	104	45.2%	193	52.0%	178	53.3%	475	50.8%
	Somewhat helpful	63	27.4%	96	25.9%	82	24.6%	241	25.8%
	Subtotal	***167***	***72.6%***	***289***	***77.9%***	***260***	***77.8%***	***716***	***76.6%***
	Not helpful	10	4.3%	7	1.9%	13	3.9%	30	3.2%
	Made things worse	1	.4%	1	.3%	2	.6%	4	.4%
	Subtotal	***11***	***4.8%***	***8***	***2.2%***	***15***	***4.5%***	***34***	***3.6%***
	Did not receive	46	20.0%	65	17.5%	54	16.2%	165	17.6%
	Did not respond	6	2.6%	9	2.4%	5	1.5%	20	2.1%
	Total	***230***	***100.0%***	***371***	***100.0%***	***334***	***100.0%***	***935***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	88	38.3%	149	40.2%	123	36.8%	360	38.5%
	Yes, probably	76	33.0%	141	38.0%	126	37.7%	343	36.7%
	Subtotal	***164***	***71.3%***	***290***	***78.2%***	***249***	***74.6%***	***703***	***75.2%***
	No, probably not	36	15.7%	44	11.9%	47	14.1%	127	13.6%
	No, definitely not	21	9.1%	24	6.5%	25	7.5%	70	7.5%
	Subtotal	***57***	***24.8%***	***68***	***18.3%***	***72***	***21.6%***	***197***	***21.1%***
	Did not respond	9	3.9%	13	3.5%	13	3.9%	35	3.7%
	Total	***230***	***100.0%***	***371***	***100.0%***	***334***	***100.0%***	***935***	***100.0%***

Table 4d.
Community Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Outpatient/Intensive Outpatient

		Year							
		2001		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	3363	53.6%	4454	55.9%	6160	56.4%	13977	55.5%
	Mostly satisfied	2692	42.9%	3241	40.7%	4399	40.3%	10332	41.1%
	Subtotal	***6055***	***96.5%***	***7695***	***96.5%***	***10559***	***96.7%***	***24309***	***96.6%***
	Dissatisfied	155	2.5%	171	2.1%	236	2.2%	562	2.2%
	Very dissatisfied	43	.7%	48	.6%	57	.5%	148	.6%
	Subtotal	***198***	***3.2%***	***219***	***2.7%***	***293***	***2.7%***	***710***	***2.8%***
	Did not respond	23	.4%	56	.7%	67	.6%	146	.6%
	Total	***6276***	***100.0%***	***7970***	***100.0%***	***10919***	***100.0%***	***25165***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	3347	53.3%	4409	55.3%	5995	54.9%	13751	54.6%
	Mostly satisfied	2649	42.2%	3260	40.9%	4484	41.1%	10393	41.3%
	Subtotal	***5996***	***95.5%***	***7669***	***96.2%***	***10479***	***96.0%***	***24144***	***95.9%***
	Dissatisfied	210	3.3%	194	2.4%	314	2.9%	718	2.9%
	Very dissatisfied	34	.5%	60	.8%	56	.5%	150	.6%
	Subtotal	***244***	***3.9%***	***254***	***3.2%***	***370***	***3.4%***	***868***	***3.4%***
	Did not respond	36	.6%	47	.6%	70	.6%	153	.6%
	Total	***6276***	***100.0%***	***7970***	***100.0%***	***10919***	***100.0%***	***25165***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	5335	85.0%	6783	85.1%	9447	86.5%	21565	85.7%
	Some of the time	842	13.4%	1023	12.8%	1299	11.9%	3164	12.6%
	Subtotal	***6177***	***98.4%***	***7806***	***97.9%***	***10746***	***98.4%***	***24729***	***98.3%***
	Little of the time	61	1.0%	73	.9%	86	.8%	220	.9%
	Never	13	.2%	20	.3%	15	.1%	48	.2%
	Subtotal	***74***	***1.2%***	***93***	***1.2%***	***101***	***.9%***	***268***	***1.1%***
	Did not respond	25	.4%	71	.9%	72	.7%	168	.7%
	Total	***6276***	***100.0%***	***7970***	***100.0%***	***10919***	***100.0%***	***25165***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	3892	62.0%	4929	61.8%	6811	62.4%	15632	62.1%
	Somewhat helpful	2080	33.1%	2561	32.1%	3513	32.2%	8154	32.4%
	Subtotal	***5972***	***95.2%***	***7490***	***94.0%***	***10324***	***94.6%***	***23786***	***94.5%***
	Not helpful	152	2.4%	193	2.4%	246	2.3%	591	2.3%
	Made things worse	14	.2%	21	.3%	31	.3%	66	.3%
	Subtotal	***166***	***2.6%***	***214***	***2.7%***	***277***	***2.5%***	***657***	***2.6%***
	Did not receive	80	1.3%	153	1.9%	195	1.8%	428	1.7%
	Did not respond	58	.9%	113	1.4%	123	1.1%	294	1.2%
	Total	***6276***	***100.0%***	***7970***	***100.0%***	***10919***	***100.0%***	***25165***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	3789	60.4%	4925	61.8%	6741	61.7%	15455	61.4%
	Somewhat helpful	1620	25.8%	1974	24.8%	2701	24.7%	6295	25.0%
	Subtotal	***5409***	***86.2%***	***6899***	***86.6%***	***9442***	***86.5%***	***21750***	***86.4%***
	Not helpful	170	2.7%	217	2.7%	280	2.6%	667	2.7%
	Made things worse	20	.3%	17	.2%	27	.2%	64	.3%
	Subtotal	***190***	***3.0%***	***234***	***2.9%***	***307***	***2.8%***	***731***	***2.9%***
	Did not receive	575	9.2%	672	8.4%	974	8.9%	2221	8.8%
	Did not respond	102	1.6%	165	2.1%	196	1.8%	463	1.8%
	Total	***6276***	***100.0%***	***7970***	***100.0%***	***10919***	***100.0%***	***25165***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	3452	55.0%	4467	56.0%	6246	57.2%	14165	56.3%
	Yes, probably	2140	34.1%	2656	33.3%	3594	32.9%	8390	33.3%
	Subtotal	***5592***	***89.1%***	***7123***	***89.4%***	***9840***	***90.1%***	***22555***	***89.6%***
	No, probably not	370	5.9%	450	5.6%	581	5.3%	1401	5.6%
	No, definitely not	124	2.0%	140	1.8%	179	1.6%	443	1.8%
	Subtotal	***494***	***7.9%***	***590***	***7.4%***	***760***	***7.0%***	***1844***	***7.3%***
	Did not respond	190	3.0%	257	3.2%	319	2.9%	766	3.0%
	Total	***6276***	***100.0%***	***7970***	***100.0%***	***10919***	***100.0%***	***25165***	***100.0%***

Table 4e.
Community Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Methadone

		Year							
		2001		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	141	46.5%	443	39.6%	625	43.8%	1209	42.4%
	Mostly satisfied	136	44.9%	572	51.2%	700	49.0%	1408	49.4%
	Subtotal	***277***	***91.4%***	***1015***	***90.8%***	***1325***	***92.8%***	***2617***	***91.9%***
	Dissatisfied	15	5.0%	66	5.9%	58	4.1%	139	4.9%
	Very dissatisfied	8	2.6%	25	2.2%	32	2.2%	65	2.3%
	Subtotal	***23***	***7.6%***	***91***	***8.1%***	***90***	***6.3%***	***204***	***7.2%***
	Did not respond	3	1.0%	12	1.1%	13	.9%	28	1.0%
	Total	***303***	***100.0%***	***1118***	***100.0%***	***1428***	***100.0%***	***2849***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	137	45.2%	457	40.9%	662	46.4%	1256	44.1%
	Mostly satisfied	146	48.2%	530	47.4%	675	47.3%	1351	47.4%
	Subtotal	***283***	***93.4%***	***987***	***88.3%***	***1337***	***93.6%***	***2607***	***91.5%***
	Dissatisfied	16	5.3%	95	8.5%	53	3.7%	164	5.8%
	Very dissatisfied	2	.7%	19	1.7%	23	1.6%	44	1.5%
	Subtotal	***18***	***5.9%***	***114***	***10.2%***	***76***	***5.3%***	***208***	***7.3%***
	Did not respond	2	.7%	17	1.5%	15	1.1%	34	1.2%
	Total	***303***	***100.0%***	***1118***	***100.0%***	***1428***	***100.0%***	***2849***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	202	66.7%	696	62.3%	917	64.2%	1815	63.7%
	Some of the time	87	28.7%	338	30.2%	424	29.7%	849	29.8%
	Subtotal	***289***	***95.4%***	***1034***	***92.5%***	***1341***	***93.9%***	***2664***	***93.5%***
	Little of the time	8	2.6%	64	5.7%	49	3.4%	121	4.2%
	Never	2	.7%	6	.5%	15	1.1%	23	.8%
	Subtotal	***10***	***3.3%***	***70***	***6.3%***	***64***	***4.5%***	***144***	5.1%
	Did not respond	4	1.3%	14	1.3%	23	1.6%	41	1.4%
	Total	***303***	***100.0%***	***1118***	***100.0%***	***1428***	***100.0%***	***2849***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	85	28.1%	373	33.4%	467	32.7%	925	32.5%
	Somewhat helpful	100	33.0%	384	34.3%	466	32.6%	950	33.3%
	Subtotal	***185***	***61.1%***	***757***	***67.7%***	***933***	***65.3%***	***1875***	***65.8%***
	Not helpful	20	6.6%	90	8.1%	133	9.3%	243	8.5%
	Made things worse	4	1.3%	12	1.1%	29	2.0%	45	1.6%
	Subtotal	***24***	***7.9%***	***102***	***9.1%***	***162***	***11.3%***	***288***	***10.1%***
	Did not receive	83	27.4%	218	19.5%	276	19.3%	577	20.3%
	Did not respond	11	3.6%	41	3.7%	57	4.0%	109	3.8%
	Total	***303***	***100.0%***	***1118***	***100.0%***	***1428***	***100.0%***	***2849***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	169	55.8%	614	54.9%	767	53.7%	1550	54.4%
	Somewhat helpful	85	28.1%	364	32.6%	482	33.8%	931	32.7%
	Subtotal	***254***	***83.8%***	***978***	***87.5%***	***1249***	***87.5%***	***2481***	***87.1%***
	Not helpful	23	7.6%	70	6.3%	85	6.0%	178	6.2%
	Made things worse	4	1.3%	13	1.2%	25	1.8%	42	1.5%
	Subtotal	***27***	***8.9%***	***83***	***7.4%***	***110***	***7.7%***	***220***	***7.7%***
	Did not receive	10	3.3%	25	2.2%	20	1.4%	55	1.9%
	Did not respond	12	4.0%	32	2.9%	49	3.4%	93	3.3%
	Total	***303***	***100.0%***	***1118***	***100.0%***	***1428***	***100.0%***	***2849***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	202	66.7%	685	61.3%	921	64.5%	1808	63.5%
	Yes, probably	68	22.4%	312	27.9%	362	25.4%	742	26.0%
	Subtotal	***270***	***89.1%***	***997***	***89.2%***	***1283***	***89.8%***	***2550***	***89.5%***
	No, probably not	11	3.6%	56	5.0%	58	4.1%	125	4.4%
	No, definitely not	3	1.0%	17	1.5%	21	1.5%	41	1.4%
	Subtotal	***14***	***4.6%***	***73***	***6.5%***	***79***	***5.5%***	***166***	***5.8%***
	Did not respond	19	6.3%	48	4.3%	66	4.6%	133	4.7%
	Total	***303***	***100.0%***	***1118***	***100.0%***	***1428***	***100.0%***	***2849***	***100.0%***

Table 5a.
Department of Corrections Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 24-28, 2003.

		Treatment Modality					
		Long Term Residential		Outpatient/ Intensive OP		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	33	14.6%	350	47.3%	383	39.6%
	Mostly satisfied	143	63.3%	352	47.6%	495	51.2%
	Subtotal	***176***	***77.9%***	***702***	***94.9%***	***878***	***90.9%***
	Dissatisfied	42	18.6%	26	3.5%	68	7.0%
	Very dissatisfied	8	3.5%	7	.9%	15	1.6%
	Subtotal	***50***	***22.1%***	***33***	***4.5%***	***83***	***8.6%***
	Did not respond	0	.0%	5	.7%	5	.5%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?*	Very satisfied	19	8.4%	211	28.5%	230	23.8%
	Mostly satisfied	135	59.7%	422	57.0%	557	57.7%
	Subtotal	***154***	***68.1%***	***633***	***85.5%***	***787***	***81.5%***
	Dissatisfied	57	25.2%	72	9.7%	129	13.4%
	Very dissatisfied	15	6.6%	28	3.8%	43	4.5%
	Subtotal	***72***	***31.9%***	***100***	***13.5%***	***172***	***17.8%***
	Did not respond	0	.0%	7	.9%	7	.7%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	94	41.6%	550	74.3%	644	66.7%
	Some of the time	109	48.2%	147	19.9%	256	26.5%
	Subtotal	***203***	***89.8%***	***697***	***94.2%***	***900***	***93.2%***
	Little of the time	19	8.4%	28	3.8%	47	4.9%
	Never	2	.9%	6	.8%	8	.8%
	Subtotal	***21***	***9.3%***	***34***	***4.6%***	***55***	***5.7%***
	Did not respond	2	.9%	9	1.2%	11	1.1%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	82	36.3%	422	57.0%	504	52.2%
	Somewhat helpful	117	51.8%	282	38.1%	399	41.3%
	Subtotal	***199***	***88.1%***	***704***	***95.1%***	***903***	***93.5%***
	Not helpful	24	10.6%	20	2.7%	44	4.6%
	Made things worse	2	.9%	0	.0%	2	.2%
	Subtotal	***26***	***11.5%***	***20***	***2.7%***	***46***	***4.8%***
	Did not respond	0	.0%	11	1.5%	11	1.1%
	Did not receive	1	.4%	5	.7%	6	.6%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	82	36.3%	426	57.6%	508	52.6%
	Somewhat helpful	99	43.8%	184	24.9%	283	29.3%
	Subtotal	***181***	***80.1%***	***610***	***82.4%***	***791***	***81.9%***
	Not helpful	20	8.8%	18	2.4%	38	3.9%
	Made things worse	5	2.2%	0	.0%	5	.5%
	Subtotal	***25***	***11.1%***	***18***	***2.4%***	***43***	***4.5%***
	Did not respond	0	.0%	18	2.4%	18	1.9%
	Did not receive	20	8.8%	94	12.7%	114	11.8%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?*	Yes, definitely	20	8.8%	261	35.3%	281	29.1%
	Yes, probably	55	24.3%	285	38.5%	340	35.2%
	Subtotal	***75***	***33.2%***	***546***	***73.8%***	***621***	***64.3%***
	No, probably not	78	34.5%	101	13.6%	179	18.5%
	No, definitely not	71	31.4%	55	7.4%	126	13.0%
	Subtotal	***149***	***65.9%***	***156***	***21.1%***	***305***	***31.6%***
	Did not respond	2	.9%	38	5.1%	40	4.1%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***

*Please note that compared to community treatment programs, DOC programs take place in an institutional setting and, therefore, this question may elicit more unfavorable responses from DOC clients.

Table 5b.
Department of Corrections Treatment Programs: Client Responses to Questions 7-12 of the DASA Adult Client Satisfaction Survey by Treatment Modality, March 24-28, 2003.

		Treatment Modality					
		Long Term Residential		Outpatient/ Intensive OP		Total	
		Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	71	31.4%	154	20.8%	225	23.3%
	No	155	68.6%	567	76.6%	722	74.7%
	Did not respond	0	.0%	19	2.6%	19	2.0%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	3	4.2%	34	22.1%	37	16.4%
	Somewhat helpful	15	21.1%	50	32.5%	65	28.9%
	Subtotal	***18***	***25.4%***	***84***	***54.5%***	***102***	***45.3%***
	Not very helpful	27	38.0%	27	17.5%	54	24.0%
	Not helpful at all	26	36.6%	31	20.1%	57	25.3%
	Subtotal	***53***	***74.6%***	***58***	***37.7%***	***111***	***49.3%***
	Did not respond	0	.0%	12	7.8%	12	5.3%
	Total	***71***	***100.0%***	***154***	***100.0%***	***225***	***100.0%***
Q8. Did you need medical services?	Yes	139	61.5%	196	26.5%	335	34.7%
	No	87	38.5%	534	72.2%	621	64.3%
	Did not respond	0	.0%	10	1.4%	10	1.0%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	24	17.3%	54	27.6%	78	23.3%
	Somewhat helpful	54	38.8%	57	29.1%	111	33.1%
	Subtotal	***78***	***56.1%***	***111***	***56.6%***	***189***	***56.4%***
	Not very helpful	37	26.6%	43	21.9%	80	23.9%
	Not helpful at all	22	15.8%	30	15.3%	52	15.5%
	Subtotal	***59***	***42.4%***	***73***	***37.2%***	***132***	***39.4%***
	Did not respond	2	1.4%	12	6.1%	14	4.2%
	Total	***139***	***100.0%***	***196***	***100.0%***	***335***	***100.0%***

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Q9. Did you need family services?	Yes	94	41.6%	117	15.8%	211	21.8%
	No	132	58.4%	613	82.8%	745	77.1%
	Did not respond	0	.0%	10	1.4%	10	1.0%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	33	35.1%	33	28.2%	66	31.3%
	Somewhat helpful	31	33.0%	34	29.1%	65	30.8%
	Subtotal	***64***	***68.1%***	***67***	***57.3%***	***131***	***62.1%***
	Not very helpful	15	16.0%	19	16.2%	34	16.1%
	Not helpful at all	13	13.8%	24	20.5%	37	17.5%
	Subtotal	***28***	***29.8%***	***43***	***36.8%***	***71***	***33.6%***
	Did not respond	2	2.1%	7	6.0%	9	4.3%
	Total	***94***	***100.0%***	***117***	***100.0%***	***211***	***100.0%***
Q10. Did you need mental health services?	Yes	42	18.6%	125	16.9%	167	17.3%
	No	184	81.4%	602	81.4%	786	81.4%
	Did not respond	0	.0%	13	1.8%	13	1.3%
	Total	**226**	**100.0%**	**740**	**100.0%**	**966**	**100.0%**
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	4	9.5%	34	27.2%	38	22.8%
	Somewhat helpful	9	21.4%	31	24.8%	40	24.0%
	Subtotal	***13***	***31.0%***	***65***	***52.0%***	***78***	***46.7%***
	Not very helpful	13	31.0%	18	14.4%	31	18.6%
	Not helpful at all	16	38.1%	32	25.6%	48	28.7%
	Subtotal	***29***	***69.0%***	***50***	***40.0%***	***79***	***47.3%***
	Did not respond	0	.0%	10	8.0%	10	6.0%
	Total	***42***	***100.0%***	***125***	***100.0%***	***167***	***100.0%***
Q11. Did you need educational or vocational services?	Yes	157	69.5%	214	28.9%	371	38.4%
	No	69	30.5%	513	69.3%	582	60.2%
	Did not respond	0	.0%	13	1.8%	13	1.3%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	68	43.3%	75	35.0%	143	38.5%
	Somewhat helpful	36	22.9%	61	28.5%	97	26.1%
	Subtotal	***104***	***66.2%***	***136***	***63.6%***	***240***	***64.7%***
	Not very helpful	30	19.1%	27	12.6%	57	15.4%
	Not helpful at all	22	14.0%	34	15.9%	56	15.1%
	Subtotal	***52***	***33.1%***	***61***	***28.5%***	***113***	***30.5%***
	Did not respond	1	.6%	17	7.9%	18	4.9%
	Total	***157***	***100.0%***	***214***	***100.0%***	***371***	***100.0%***

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Q12. Did you need employment services?	Yes	140	61.9%	246	33.2%	386	40.0%
	No	86	38.1%	483	65.3%	569	58.9%
	Did not respond	0	.0%	11	1.5%	11	1.1%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	23	16.4%	69	28.0%	92	23.8%
	Somewhat helpful	23	16.4%	69	28.0%	92	23.8%
	Subtotal	***46***	***32.9%***	***138***	***56.1%***	***184***	***47.7%***
	Not very helpful	22	15.7%	30	12.2%	52	13.5%
	Not helpful at all	68	48.6%	50	20.3%	118	30.6%
	Subtotal	***90***	***64.3%***	***80***	***32.5%***	***170***	***44.0%***
	Did not respond	4	2.9%	28	11.4%	32	8.3%
	Total	***140***	***100.0%***	***246***	***100.0%***	***386***	***100.0%***

Table 5c.
Department of Corrections Treatment Programs: Characteristics of Clients Completing the DASA Adult Client Satisfaction Survey by Treatment Modality, March 24-28, 2003.

		Treatment Modality					
		Long Term Residential		Outpatient/ Intensive OP		Total	
		Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	9	4.0%	35	4.7%	44	4.6%
	21 - 25	21	9.3%	118	15.9%	139	14.4%
	26 - 30	37	16.4%	120	16.2%	157	16.3%
	31 - 35	53	23.5%	145	19.6%	198	20.5%
	36 - 40	49	21.7%	132	17.8%	181	18.7%
	41 - 45	34	15.0%	90	12.2%	124	12.8%
	46 - 50	17	7.5%	46	6.2%	63	6.5%
	51 - 55	1	.4%	22	3.0%	23	2.4%
	Over 55	2	.9%	12	1.6%	14	1.4%
	Did not respond	3	1.3%	20	2.7%	23	2.4%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Gender	Male	162	71.7%	571	77.2%	733	75.9%
	Female	62	27.4%	154	20.8%	216	22.4%
	Did not respond	2	.9%	15	2.0%	17	1.8%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Ethnic/Racial Background	White/European American	149	65.9%	434	58.6%	583	60.4%
	Black/African American	37	16.4%	144	19.5%	181	18.7%
	Asian/Pacific Islander	3	1.3%	13	1.8%	16	1.7%
	Native American/Eskimo/Aleut	13	5.8%	37	5.0%	50	5.2%
	Hispanic	10	4.4%	33	4.5%	43	4.5%
	Multiracial	7	3.1%	18	2.4%	25	2.6%
	Other	5	2.2%	21	2.8%	26	2.7%
	Did not respond	2	.9%	40	5.4%	42	4.3%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Length of Stay in Treatment	15 days or less	19	8.4%	139	18.8%	158	16.4%
	16 - 30 days	12	5.3%	98	13.2%	110	11.4%
	31 - 45 days	11	4.9%	84	11.4%	95	9.8%
	46 - 60 days	11	4.9%	55	7.4%	66	6.8%
	61 - 75 days	14	6.2%	51	6.9%	65	6.7%
	76 - 90 days	8	3.5%	46	6.2%	54	5.6%
	Over 90 days	132	58.4%	125	16.9%	257	26.6%
	Unknown	19	8.4%	142	19.2%	161	16.7%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***
Source of Funding	Private	2	.9%	29	3.9%	31	3.2%
	Public	212	93.8%	641	86.6%	853	88.3%
	Did not respond	12	5.3%	70	9.5%	82	8.5%
	Total	***226***	***100.0%***	***740***	***100.0%***	***966***	***100.0%***

Table 6a.
Department of Corrections Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Long Term Residential

		Year							
		2001*		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	61	43.9%	42	16.0%	33	14.6%	136	21.7%
	Mostly satisfied	70	50.4%	118	45.0%	143	63.3%	331	52.8%
	Subtotal	***131***	***94.2%***	***160***	***61.1%***	***176***	***77.9%***	***467***	***74.5%***
	Dissatisfied	7	5.0%	66	25.2%	42	18.6%	115	18.3%
	Very dissatisfied	1	.7%	34	13.0%	8	3.5%	43	6.9%
	Subtotal	***8***	***5.8%***	***100***	***38.2%***	***50***	***22.1%***	***158***	***25.2%***
	Did not respond	0	.0%	2	.8%	0	.0%	2	.3%
	Total	***139***	***100.0%***	***262***	***100.0%***	***226***	***100.0%***	***627***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	27	19.4%	26	9.9%	19	8.4%	72	11.5%
	Mostly satisfied	87	62.6%	134	51.1%	135	59.7%	356	56.8%
	Subtotal	***114***	***82.0%***	***160***	***61.1%***	***154***	***68.1%***	***428***	***68.3%***
	Dissatisfied	21	15.1%	80	30.5%	57	25.2%	158	25.2%
	Very dissatisfied	4	2.9%	21	8.0%	15	6.6%	40	6.4%
	Subtotal	***25***	***18.0%***	***101***	***38.5%***	***72***	***31.9%***	***198***	***31.6%***
	Did not respond	0	.0%	1	.4%	0	.0%	1	.2%
	Total	***139***	***100.0%***	***262***	***100.0%***	***226***	***100.0%***	***627***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	99	71.2%	88	33.6%	94	41.6%	281	44.8%
	Some of the time	32	23.0%	125	47.7%	109	48.2%	266	42.4%
	Subtotal	***131***	***94.2%***	***213***	***81.3%***	***203***	***89.8%***	***547***	***87.2%***
	Little of the time	7	5.0%	40	15.3%	19	8.4%	66	10.5%
	Never	1	.7%	8	3.1%	2	.9%	11	1.8%
	Subtotal	***8***	***5.8%***	***48***	***18.3%***	***21***	***9.3%***	***77***	***12.3%***
	Did not respond	0	.0%	1	.4%	2	.9%	3	.5%
	Total	***139***	***100.0%***	***262***	***100.0%***	***226***	***100.0%***	***627***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	94	67.6%	73	27.9%	82	36.3%	249	39.7%
	Somewhat helpful	40	28.8%	145	55.3%	117	51.8%	302	48.2%
	Subtotal	***134***	***96.4%***	***218***	***83.2%***	***199***	***88.1%***	***551***	***87.9%***
	Not helpful	4	2.9%	34	13.0%	24	10.6%	62	9.9%
	Made things worse	1	.7%	8	3.1%	2	.9%	11	1.8%
	Subtotal	***5***	***3.6%***	***42***	***16.0%***	***26***	***11.5%***	***73***	***11.6%***
	Did not receive	0	.0%	0	.0%	1	.4%	1	.2%
	Did not respond	0	.0%	2	.8%	0	.0%	2	.3%
	Total	***139***	***100.0%***	***262***	***100.0%***	***226***	***100.0%***	***627***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	84	60.4%	59	22.5%	82	36.3%	225	35.9%
	Somewhat helpful	36	25.9%	95	36.3%	99	43.8%	230	36.7%
	Subtotal	***120***	***86.3%***	***154***	***58.8%***	***181***	***80.1%***	***455***	***72.6%***
	Not helpful	2	1.4%	29	11.1%	20	8.8%	51	8.1%
	Made things worse	0	.0%	10	3.8%	5	2.2%	15	2.4%
	Subtotal	***2***	***1.4%***	***39***	***14.9%***	***25***	***11.1%***	***66***	***10.5%***
	Did not receive	15	10.8%	66	25.2%	20	8.8%	101	16.1%
	Did not respond	2	1.4%	3	1.1%	0	.0%	5	.8%
	Total	***139***	***100.0%***	***262***	***100.0%***	***226***	***100.0%***	***627***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	37	26.6%	22	8.4%	20	8.8%	79	12.6%
	Yes, probably	45	32.4%	46	17.6%	55	24.3%	146	23.3%
	Subtotal	***82***	***59.0%***	***68***	***26.0%***	***75***	***33.2%***	***225***	***35.9%***
	No, probably not	27	19.4%	57	21.8%	78	34.5%	162	25.8%
	No, definitely not	30	21.6%	131	50.0%	71	31.4%	232	37.0%
	Subtotal	***57***	***41.0%***	***188***	***71.8%***	***149***	***65.9%***	***394***	***62.8%***
	Did not respond	0	.0%	6	2.3%	2	.9%	8	1.3%
	Total	***139***	***100.0%***	***262***	***100.0%***	***226***	***100.0%***	***627***	***100.0%***

*Included 33 clients from one DOC intensive inpatient program.

Table 6b.
Department of Corrections Treatment Programs: Client Responses to Questions 1-6 of the DASA Adult Client Satisfaction Survey by Year of Survey in Outpatient/Intensive Outpatient

		Year							
		2001		2002		2003		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	229	43.5%	264	43.3%	350	47.3%	843	44.9%
	Mostly satisfied	259	49.1%	291	47.7%	352	47.6%	902	48.1%
	Subtotal	***488***	***92.6%***	***555***	***91.0%***	***702***	***94.9%***	***1745***	***93.0%***
	Dissatisfied	26	4.9%	39	6.4%	26	3.5%	91	4.8%
	Very dissatisfied	9	1.7%	12	2.0%	7	.9%	28	1.5%
	Subtotal	***35***	***6.6%***	***51***	***8.4%***	***33***	***4.5%***	***119***	***6.3%***
	Did not respond	4	.8%	4	.7%	5	.7%	13	.7%
	Total	***527***	***100.0%***	***610***	***100.0%***	***740***	***100.0%***	***1877***	***100.0%***
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	138	26.2%	169	27.7%	211	28.5%	518	27.6%
	Mostly satisfied	303	57.5%	342	56.1%	422	57.0%	1067	56.8%
	Subtotal	***441***	***83.7%***	***511***	***83.8%***	***633***	***85.5%***	***1585***	***84.4%***
	Dissatisfied	56	10.6%	70	11.5%	72	9.7%	198	10.5%
	Very dissatisfied	25	4.7%	25	4.1%	28	3.8%	78	4.2%
	Subtotal	***81***	***15.4%***	***95***	***15.6%***	***100***	***13.5%***	***276***	***14.7%***
	Did not respond	5	.9%	4	.7%	7	.9%	16	.9%
	Total	***527***	***100.0%***	***610***	***100.0%***	***740***	***100.0%***	***1877***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	398	75.5%	441	72.3%	550	74.3%	1389	74.0%
	Some of the time	114	21.6%	138	22.6%	147	19.9%	399	21.3%
	Subtotal	***512***	***97.2%***	***579***	***94.9%***	***697***	***94.2%***	***1788***	***95.3%***
	Little of the time	11	2.1%	23	3.8%	28	3.8%	62	3.3%
	Never	4	.8%	6	1.0%	6	.8%	16	.9%
	Subtotal	***15***	***2.8%***	***29***	***4.8%***	***34***	***4.6%***	***78***	***4.2%***
	Did not respond	0	.0%	2	.3%	9	1.2%	11	.6%
	Total	***527***	***100.0%***	***610***	***100.0%***	***740***	***100.0%***	***1877***	***100.0%***
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	293	55.6%	329	53.9%	422	57.0%	1044	55.6%
	Somewhat helpful	197	37.4%	242	39.7%	282	38.1%	721	38.4%
	Subtotal	***490***	***93.0%***	***571***	***93.6%***	***704***	***95.1%***	***1765***	***94.0%***
	Not helpful	24	4.6%	22	3.6%	20	2.7%	66	3.5%
	Made things worse	3	.6%	4	.7%	0	.0%	7	.4%
	Subtotal	***27***	***5.1%***	***26***	***4.3%***	***20***	***2.7%***	***73***	***3.9%***
	Did not receive	5	.9%	6	1.0%	5	.7%	16	.9%
	Did not respond	5	.9%	7	1.1%	11	1.5%	23	1.2%
	Total	***527***	***100.0%***	***610***	***100.0%***	***740***	***100.0%***	***1877***	***100.0%***

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	308	58.4%	309	50.7%	426	57.6%	1043	55.6%
	Somewhat helpful	140	26.6%	176	28.9%	184	24.9%	500	26.6%
	Subtotal	***448***	***85.0%***	***485***	***79.5%***	***610***	***82.4%***	***1543***	***82.2%***
	Not helpful	19	3.6%	15	2.5%	18	2.4%	52	2.8%
	Made things worse	1	.2%	2	.3%	0	.0%	3	.2%
	Subtotal	***20***	***3.8%***	***17***	***2.8%***	***18***	***2.4%***	***55***	***2.9%***
	Did not receive	50	9.5%	100	16.4%	94	12.7%	244	13.0%
	Did not respond	9	1.7%	8	1.3%	18	2.4%	35	1.9%
	Total	***527***	***100.0%***	***610***	***100.0%***	***740***	***100.0%***	***1877***	***100.0%***
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	181	34.3%	179	29.3%	261	35.3%	621	33.1%
	Yes, probably	181	34.3%	219	35.9%	285	38.5%	685	36.5%
	Subtotal	***362***	***68.7%***	***398***	***65.2%***	***546***	***73.8%***	***1306***	***69.6%***
	No, probably not	87	16.5%	111	18.2%	101	13.6%	299	15.9%
	No, definitely not	62	11.8%	79	13.0%	55	7.4%	196	10.4%
	Subtotal	***149***	***28.3%***	***190***	***31.1%***	***156***	***21.1%***	***495***	***26.4%***
	Did not respond	16	3.0%	22	3.6%	38	5.1%	76	4.0%
	Total	***527***	***100.0%***	***610***	***100.0%***	***740***	***100.0%***	***1877***	***100.0%***

Table 7a.
Responses of Youth Clients in Community Treatment and Juvenile Rehabilitation Administration (JRA) Treatment Programs to Questions 1-7 of the DASA Youth Client Satisfaction Survey, March 24-28, 2003

		Community Treatment Residential*		Community Treatment Outpatient/Intensive OP		Community Treatment Total		JRA Programs Overall**	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	42	29.4%	444	37.4%	486	36.5%	10	13.0%
	Mostly satisfied	82	57.3%	633	53.3%	715	53.7%	49	63.6%
	Subtotal	***124***	***86.7%***	***1077***	***90.7%***	***1201***	***90.2%***	***59***	***76.6%***
	Dissatisfied	14	9.8%	69	5.8%	83	6.2%	8	10.4%
	Very dissatisfied	5	3.5%	40	3.4%	45	3.4%	9	11.7%
	Subtotal	***19***	***13.3%***	***109***	***9.2%***	***128***	***9.6%***	***17***	***22.1%***
	Did not respond	0	.0%	2	.2%	2	.2%	1	1.3%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	35	24.5%	478	40.2%	513	38.5%	11	14.3%
	Mostly satisfied	79	55.2%	617	51.9%	696	52.3%	47	61.0%
	Subtotal	***114***	***79.7%***	***1095***	***92.2%***	***1209***	***90.8%***	***58***	***75.3%***
	Dissatisfied	17	11.9%	49	4.1%	66	5.0%	11	14.3%
	Very dissatisfied	10	7.0%	40	3.4%	50	3.8%	7	9.1%
	Subtotal	***27***	***18.9%***	***89***	***7.5%***	***116***	***8.7%***	***18***	***23.4%***
	Did not respond	2	1.4%	4	.3%	6	.5%	1	1.3%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	56	39.2%	926	77.9%	982	73.8%	30	39.0%
	Some of the time	75	52.4%	210	17.7%	285	21.4%	30	39.0%
	Subtotal	***131***	***91.6%***	***1136***	***95.6%***	***1267***	***95.2%***	***60***	***77.9%***
	Little of the time	8	5.6%	33	2.8%	41	3.1%	12	15.6%
	Never	3	2.1%	11	.9%	14	1.1%	4	5.2%
	Subtotal	***11***	***7.7%***	***44***	***3.7%***	***55***	***4.1%***	***16***	***20.8%***
	Did not respond	1	.7%	8	.7%	9	.7%	1	1.3%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Q4. How safe do you feel in this program?	Very safe	73	51.0%	786	66.2%	859	64.5%	32	41.6%
	Somewhat safe	57	39.9%	337	28.4%	394	29.6%	31	40.3%
	Subtotal	***130***	***90.9%***	***1123***	***94.5%***	***1253***	***94.1%***	***63***	***81.8%***
	Not very safe	10	7.0%	34	2.9%	44	3.3%	6	7.8%
	Not safe at all	3	2.1%	15	1.3%	18	1.4%	6	7.8%
	Subtotal	***13***	***9.1%***	***49***	***4.1%***	***62***	***4.7%***	***12***	***15.6%***
	Did not respond	0	.0%	16	1.3%	16	1.2%	2	2.6%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***

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Q5. How helpful are the group sessions?	Very helpful	45	31.5%	395	33.2%	440	33.1%	18	23.4%
	Somewhat helpful	70	49.0%	595	50.1%	665	50.0%	41	53.2%
	Subtotal	***115***	***80.4%***	***990***	***83.3%***	***1105***	***83.0%***	***59***	***76.6%***
	Not helpful	21	14.7%	104	8.8%	125	9.4%	12	15.6%
	Made things worse	4	2.8%	19	1.6%	23	1.7%	1	1.3%
	Subtotal	***25***	***17.5%***	***123***	***10.4%***	***148***	***11.1%***	***13***	***16.9%***
	Did not receive	2	1.4%	58	4.9%	60	4.5%	2	2.6%
	Did not respond	1	.7%	17	1.4%	18	1.4%	3	3.9%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Q6. How helpful is the individual counseling?	Very helpful	65	45.5%	473	39.8%	538	40.4%	24	31.2%
	Somewhat helpful	58	40.6%	452	38.0%	510	38.3%	34	44.2%
	Subtotal	***123***	***86.0%***	***925***	***77.9%***	***1048***	***78.7%***	***58***	***75.3%***
	Not helpful	10	7.0%	88	7.4%	98	7.4%	6	7.8%
	Made things worse	0	.0%	5	.4%	5	.4%	3	3.9%
	Subtotal	***10***	***7.0%***	***93***	***7.8%***	***103***	***7.7%***	***9***	***11.7%***
	Did not receive	9	6.3%	161	13.6%	170	12.8%	8	10.4%
	Did not respond	1	.7%	9	.8%	10	.8%	2	2.6%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Q7. If you were to seek help again, would you come back to this program?***	Yes, definitely	46	32.2%	465	39.1%	511	38.4%	17	22.1%
	Yes, probably	50	35.0%	501	42.2%	551	41.4%	23	29.9%
	Subtotal	***96***	***67.1%***	***966***	***81.3%***	***1062***	***79.8%***	***40***	***51.9%***
	No, probably not	26	18.2%	131	11.0%	157	11.8%	13	16.9%
	No, definitely not	19	13.3%	71	6.0%	90	6.8%	22	28.6%
	Subtotal	***45***	***31.5%***	***202***	***17.0%***	***247***	***18.6%***	***35***	***45.5%***
	Did not respond	2	1.4%	20	1.7%	22	1.7%	2	2.6%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***

*Included 126 clients from 11 intensive inpatient programs and 17 clients from one recovery house program. In order to keep the identity of the recovery house program confidential, client responses were combined in a single residential category.
**Included 42 clients from two intensive inpatient, 14 from one recovery house, and 21 from one outpatient/intensive outpatient (OP/IOP). In order to keep the identity of the recovery house and the OP/IOP program confidential, JRA client responses were combined in a single "JRA" category.
***Please note that JRA programs, compared to youth community treatment programs, take place in an institutional setting and, therefore, this question may elicit more unfavorable responses from JRA clients.

Table 7b.
Characteristics of Youth Clients in Community Treatment and Juvenile Rehabilitation Administration (JRA) Treatment Programs Completing the DASA Youth Client Satisfaction Survey, March 24-28, 2003.

		Community Treatment Residential*		Community Treatment Outpatient/ Intensive OP		Community Treatment Total		JRA Programs**	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	3	2.1%	42	3.5%	45	3.4%	1	1.3%
	14 - 15	44	30.8%	342	28.8%	386	29.0%	16	20.8%
	16 - 17	88	61.5%	640	53.9%	728	54.7%	47	61.0%
	18 - 21	8	5.6%	164	13.8%	172	12.9%	13	16.9%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Ethnic/Racial Background	White/European American	77	53.8%	758	63.8%	835	62.7%	38	49.4%
	Black/African American	3	2.1%	56	4.7%	59	4.4%	9	11.7%
	Asian/Pacific Islander	3	2.1%	27	2.3%	30	2.3%	0	.0%
	Native American/Eskimo/Aleut	27	18.9%	77	6.5%	104	7.8%	4	5.2%
	Hispanic	9	6.3%	99	8.3%	108	8.1%	16	20.8%
	Multiracial	12	8.4%	71	6.0%	83	6.2%	5	6.5%
	Other	6	4.2%	47	4.0%	53	4.0%	1	1.3%
	Did not respond	6	4.2%	53	4.5%	59	4.4%	4	5.2%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Gender	Male	69	48.3%	745	62.7%	814	61.2%	66	85.7%
	Female	72	50.3%	417	35.1%	489	36.7%	11	14.3%
	Did not respond	2	1.4%	26	2.2%	28	2.1%	0	.0%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Length of Stay in Treatment	15 days or less	16	11.2%	106	8.9%	122	9.2%	13	16.9%
	16 - 30 days	32	22.4%	81	6.8%	113	8.5%	12	15.6%
	31 - 45 days	16	11.2%	71	6.0%	87	6.5%	12	15.6%
	46 - 60 days	9	6.3%	62	5.2%	71	5.3%	8	10.4%
	61 - 75 days	5	3.5%	55	4.6%	60	4.5%	4	5.2%
	76 - 90 days	9	6.3%	42	3.5%	51	3.8%	1	1.3%
	Over 90 days	11	7.7%	276	23.2%	287	21.6%	8	10.4%
	Unknown	45	31.5%	495	41.7%	540	40.6%	19	24.7%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***
Source of Funding	Private	36	25.2%	394	33.2%	430	32.3%	10	13.0%
	Public	66	46.2%	478	40.2%	544	40.9%	37	48.1%
	Other	24	16.8%	197	16.6%	221	16.6%	19	24.7%
	Did not respond	17	11.9%	119	10.0%	136	10.2%	11	14.3%
	Total	***143***	***100.0%***	***1188***	***100.0%***	***1331***	***100.0%***	***77***	***100.0%***

*Included 126 clients from intensive inpatient and 17 from recovery house.
**Included 42 clients from intensive inpatient, 14 from recovery house, and 21 from outpatient/intensive outpatient.

Table 7c.
Responses of Youth Clients in Community Treatment Programs to Questions 1 and 3 of the DASA Youth Client Satisfaction Survey by Treatment Modality and Gender

Residential

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	23	33.3%	19	26.4%	0	.0%	42	29.4%
	Mostly satisfied	36	52.2%	44	61.1%	2	100.0%	82	57.3%
	Subtotal	***59***	***85.5%***	***63***	***87.5%***	***2***	***100.0%***	***124***	***86.7%***
	Dissatisfied	9	13.0%	5	6.9%	0	.0%	14	9.8%
	Very dissatisfied	1	1.4%	4	5.6%	0	.0%	5	3.5%
	Subtotal	***10***	***14.5%***	***9***	***12.5%***	***0***	***.0%***	***19***	***13.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***69***	***100.0%***	***72***	***100.0%***	***2***	***100.0%***	***143***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	29	42.0%	27	37.5%	0	.0%	56	39.2%
	Some of the time	32	46.4%	41	56.9%	2	100.0%	75	52.4%
	Subtotal	***61***	***88.4%***	***68***	***94.4%***	***2***	***100.0%***	***131***	***91.6%***
	Little of the time	5	7.2%	3	4.2%	0	.0%	8	5.6%
	Never	2	2.9%	1	1.4%	0	.0%	3	2.1%
	Subtotal	***7***	***10.1%***	***4***	***5.6%***	***0***	***.0%***	***11***	***7.7%***
	Did not respond	1	1.4%	0	.0%	0	.0%	1	.7%
	Total	***69***	***100.0%***	***72***	***100.0%***	***2***	***100.0%***	***143***	***100.0%***

Outpatient/Intensive Outpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	272	36.5%	163	39.1%	9	34.6%	444	37.4%
	Mostly satisfied	393	52.8%	228	54.7%	12	46.2%	633	53.3%
	Subtotal	***665***	***89.3%***	***391***	***93.8%***	***21***	***80.8%***	***1077***	***90.7%***
	Dissatisfied	52	7.0%	15	3.6%	2	7.7%	69	5.8%
	Very dissatisfied	27	3.6%	10	2.4%	3	11.5%	40	3.4%
	Subtotal	***79***	***10.6%***	***25***	***6.0%***	***5***	***19.2%***	***109***	***9.2%***
	Did not respond	1	.1%	1	.2%	0	.0%	2	.2%
	Total	***745***	***100.0%***	***417***	***100.0%***	***26***	***100.0%***	***1188***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	577	77.4%	329	78.9%	20	76.9%	926	77.9%
	Some of the time	133	17.9%	74	17.7%	3	11.5%	210	17.7%
	Subtotal	***710***	***95.3%***	***403***	***96.6%***	***23***	***88.5%***	***1136***	***95.6%***
	Little of the time	24	3.2%	9	2.2%	0	.0%	33	2.8%
	Never	8	1.1%	1	.2%	2	7.7%	11	.9%
	Subtotal	***32***	***4.3%***	***10***	***2.4%***	***2***	***7.7%***	***44***	***3.7%***
	Did not respond	3	.4%	4	1.0%	1	3.8%	8	.7%
	Total	***745***	***100.0%***	***417***	***100.0%***	***26***	***100.0%***	***1188***	***100.0%***

Table 7d.
Responses of Youth Clients in Community Treatment Programs to Questions 1 and 3 of the DASA Youth Client Satisfaction Survey by Treatment Modality and Race/Ethnicity

Residential

		Ethnic/Racial Background													
		White		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	29	37.7%	0	.0%	6	22.2%	5	55.6%	2	9.5%	0	.0%	42	29.4%
	Mostly satisfied	36	46.8%	1	33.3%	20	74.1%	4	44.4%	15	71.4%	6	100.0%	82	57.3%
	Subtotal	***65***	***84.4%***	***1***	***33.3%***	***26***	***96.3%***	***9***	***100.0%***	***17***	***81.0%***	***6***	***100.0%***	***124***	***86.7%***
	Dissatisfied	9	11.7%	2	66.7%	1	3.7%	0	.0%	2	9.5%	0	.0%	14	9.8%
	Very dissatisfied	3	3.9%	0	.0%	0	.0%	0	.0%	2	9.5%	0	.0%	5	3.5%
	Subtotal	***12***	***15.6%***	***2***	***66.7%***	***1***	***3.7%***	***0***	***.0%***	***4***	***19.0%***	***0***	***.0%***	***19***	***13.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***77***	***100.0%***	***3***	***100.0%***	***27***	***100.0%***	***9***	***100.0%***	***21***	***100.0%***	***6***	***100.0%***	***143***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	41	53.2%	1	33.3%	9	33.3%	3	33.3%	2	9.5%	0	.0%	56	39.2%
	Some of the time	30	39.0%	2	66.7%	16	59.3%	4	44.4%	18	85.7%	5	83.3%	75	52.4%
	Subtotal	***71***	***92.2%***	***3***	***100.0%***	***25***	***92.6%***	***7***	***77.8%***	***20***	***95.2%***	***5***	***83.3%***	***131***	***91.6%***
	Little of the time	4	5.2%	0	.0%	1	3.7%	1	11.1%	1	4.8%	1	16.7%	8	5.6%
	Never	2	2.6%	0	.0%	1	3.7%	0	.0%	0	.0%	0	.0%	3	2.1%
	Subtotal	**6**	**7.8%**	**0**	**.0%**	**2**	**7.4%**	**1**	**11.1%**	**1**	**4.8%**	**1**	**16.7%**	**11**	**7.7%**
	Did not respond	0	.0%	0	.0%	0	.0%	1	11.1%	0	.0%	0	.0%	1	.7%
	Total	***77***	***100.0%***	***3***	***100.0%***	***27***	***100.0%***	***9***	***100.0%***	***21***	***100.0%***	***6***	***100.0%***	***143***	***100.0%***

Outpatient/Intensive Outpatient

		Ethnic/Racial Background													
		White		Black/African American		Native American		Hispanic		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	301	39.7%	19	33.9%	28	36.4%	37	37.4%	45	31.0%	14	26.4%	444	37.4%
	Mostly satisfied	399	52.6%	27	48.2%	39	50.6%	53	53.5%	88	60.7%	27	50.9%	633	53.3%
	Subtotal	***700***	***92.3%***	***46***	***82.1%***	***67***	***87.0%***	***90***	***90.9%***	***133***	***91.7%***	***41***	***77.4%***	***1077***	***90.7%***
	Dissatisfied	42	5.5%	5	8.9%	6	7.8%	5	5.1%	7	4.8%	4	7.5%	69	5.8%
	Very dissatisfied	15	2.0%	5	8.9%	4	5.2%	4	4.0%	5	3.4%	7	13.2%	40	3.4%
	Subtotal	***57***	***7.5%***	***10***	***17.9%***	***10***	***13.0%***	***9***	***9.1%***	***12***	***8.3%***	***11***	***20.8%***	***109***	***9.2%***
	Did not respond	1	.1%	0	.0%	0	.0%	0	.0%	0	.0%	1	1.9%	2	.2%
	Total	***758***	***100.0%***	***56***	***100.0%***	***77***	***100.0%***	***99***	***100.0%***	***145***	***100.0%***	***53***	***100.0%***	***1188***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	603	79.6%	41	73.2%	57	74.0%	81	81.8%	110	75.9%	34	64.2%	926	77.9%
	Some of the time	128	16.9%	10	17.9%	16	20.8%	15	15.2%	29	20.0%	12	22.6%	210	17.7%
	Subtotal	***731***	***96.4%***	***51***	***91.1%***	***73***	***94.8%***	***96***	***97.0%***	***139***	***95.9%***	***46***	***86.8%***	***1136***	***95.6%***
	Little of the time	18	2.4%	4	7.1%	3	3.9%	2	2.0%	5	3.4%	1	1.9%	33	2.8%
	Never	5	.7%	1	1.8%	0	.0%	1	1.0%	1	.7%	3	5.7%	11	.9%
	Subtotal	***23***	***3.0%***	***5***	***8.9%***	***3***	***3.9%***	***3***	***3.0%***	***6***	***4.1%***	***4***	***7.5%***	***44***	***3.7%***
	Did not respond	4	.5%	0	.0%	1	1.3%	0	.0%	0	.0%	3	5.7%	8	.7%
	Total	***758***	***100.0%***	***56***	***100.0%***	***77***	***100.0%***	***99***	***100.0%***	***145***	***100.0%***	***53***	***100.0%***	***1188***	***100.0%***

Table 7e.
Responses of Youth Clients in Community Treatment Programs to Questions 1 and 3 of the DASA Youth Client Satisfaction Survey by Treatment Modality and Length of Stay in Treatment

Residential

		Length of Stay in Treatment									
		14 days or less		15 - 30 days		Over 30 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	1	7.1%	8	23.5%	15	30.0%	18	40.0%	42	29.4%
	Mostly satisfied	12	85.7%	19	55.9%	30	60.0%	21	46.7%	82	57.3%
	Subtotal	***13***	***92.9%***	***27***	***79.4%***	***45***	***90.0%***	***39***	***86.7%***	***124***	***86.7%***
	Dissatisfied	1	7.1%	5	14.7%	3	6.0%	5	11.1%	14	9.8%
	Very dissatisfied	0	.0%	2	5.9%	2	4.0%	1	2.2%	5	3.5%
	Subtotal	***1***	***7.1%***	***7***	***20.6%***	***5***	***10.0%***	***6***	***13.3%***	***19***	***13.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***14***	***100.0%***	***34***	***100.0%***	***50***	***100.0%***	***45***	***100.0%***	***143***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	7	50.0%	14	41.2%	16	32.0%	19	42.2%	56	39.2%
	Some of the time	6	42.9%	18	52.9%	30	60.0%	21	46.7%	75	52.4%
	Subtotal	***13***	***92.9%***	***32***	***94.1%***	***46***	***92.0%***	***40***	***88.9%***	***131***	***91.6%***
	Little of the time	1	7.1%	1	2.9%	4	8.0%	2	4.4%	8	5.6%
	Never	0	.0%	1	2.9%	0	.0%	2	4.4%	3	2.1%
	Subtotal	***1***	***7.1%***	***2***	***5.9%***	***4***	***8.0%***	***4***	***8.9%***	***11***	***7.7%***
	Did not respond	0	.0%	0	.0%	0	.0%	1	2.2%	1	.7%
	Total	***14***	***100.0%***	***34***	***100.0%***	***50***	***100.0%***	***45***	***100.0%***	***143***	***100.0%***

Outpatient/Intensive Outpatient

		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	67	35.8%	60	45.1%	147	39.4%	170	34.3%	444	37.4%
	Mostly satisfied	108	57.8%	66	49.6%	204	54.7%	255	51.5%	633	53.3%
	Subtotal	***175***	***93.6%***	***126***	***94.7%***	***351***	***94.1%***	***425***	***85.9%***	***1077***	***90.7%***
	Dissatisfied	9	4.8%	4	3.0%	14	3.8%	42	8.5%	69	5.8%
	Very dissatisfied	3	1.6%	3	2.3%	8	2.1%	26	5.3%	40	3.4%
	Subtotal	***12***	***6.4%***	***7***	***5.3%***	***22***	***5.9%***	***68***	***13.7%***	***109***	***9.2%***
	Did not respond	0	.0%	0	.0%	0	.0%	2	.4%	2	.2%
	Total	***187***	***100.0%***	***133***	***100.0%***	***373***	***100.0%***	***495***	***100.0%***	***1188***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	158	84.5%	112	84.2%	291	78.0%	365	73.7%	926	77.9%
	Some of the time	22	11.8%	16	12.0%	70	18.8%	102	20.6%	210	17.7%
	Subtotal	***180***	***96.3%***	***128***	***96.2%***	***361***	***96.8%***	***467***	***94.3%***	***1136***	***95.6%***
	Little of the time	4	2.1%	3	2.3%	11	2.9%	15	3.0%	33	2.8%
	Never	3	1.6%	2	1.5%	0	.0%	6	1.2%	11	.9%
	Subtotal	***7***	***3.7%***	***5***	***3.8%***	***11***	***2.9%***	***21***	***4.2%***	***44***	***3.7%***
	Did not respond	0	.0%	0	.0%	1	.3%	7	1.4%	8	.7%
	Total	***187***	***100.0%***	***133***	***100.0%***	***373***	***100.0%***	***495***	***100.0%***	***1188***	***100.0%***

Table 7f.
Responses of Youth Clients in Community Treatment Programs to Questions 1 and 3 of the DASA Youth Client Satisfaction Survey by Treatment Modality and Funding

Residential

		Source of Funding									
		Private		Public		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	14	38.9%	17	25.8%	8	33.3%	3	17.6%	42	29.4%
	Mostly satisfied	16	44.4%	41	62.1%	15	62.5%	10	58.8%	82	57.3%
	Subtotal	***30***	***83.3%***	***58***	***87.9%***	***23***	***95.8%***	***13***	***76.5%***	***124***	***86.7%***
	Dissatisfied	6	16.7%	4	6.1%	1	4.2%	3	17.6%	14	9.8%
	Very dissatisfied	0	.0%	4	6.1%	0	.0%	1	5.9%	5	3.5%
	Subtotal	***6***	***16.7%***	***8***	***12.1%***	***1***	***4.2%***	***4***	***23.5%***	***19***	***13.3%***
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	***36***	***100.0%***	***66***	***100.0%***	***24***	***100.0%***	***17***	***100.0%***	***143***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	15	41.7%	23	34.8%	11	45.8%	7	41.2%	56	39.2%
	Some of the time	19	52.8%	35	53.0%	13	54.2%	8	47.1%	75	52.4%
	Subtotal	***34***	***94.4%***	***58***	***87.9%***	***24***	***100.0%***	***15***	***88.2%***	***131***	***91.6%***
	Little of the time	0	.0%	6	9.1%	0	.0%	2	11.8%	8	5.6%
	Never	2	5.6%	1	1.5%	0	.0%	0	.0%	3	2.1%
	Subtotal	***2***	***5.6%***	***7***	***10.6%***	***0***	***.0%***	***2***	***11.8%***	***11***	***7.7%***
	Did not respond	0	.0%	1	1.5%	0	.0%	0	.0%	1	.7%
	Total	***36***	***100.0%***	***66***	***100.0%***	***24***	***100.0%***	***17***	***100.0%***	***143***	***100.0%***

Outpatient/Intensive Outpatient

		Source of Funding									
		Private		Public		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	147	37.3%	189	39.5%	63	32.0%	45	37.8%	444	37.4%
	Mostly satisfied	214	54.3%	251	52.5%	108	54.8%	60	50.4%	633	53.3%
	Subtotal	***361***	***91.6%***	***440***	***92.1%***	***171***	***86.8%***	***105***	***88.2%***	***1077***	***90.7%***
	Dissatisfied	27	6.9%	22	4.6%	12	6.1%	8	6.7%	69	5.8%
	Very dissatisfied	6	1.5%	15	3.1%	14	7.1%	5	4.2%	40	3.4%
	Subtotal	***33***	***8.4%***	***37***	***7.7%***	***26***	***13.2%***	***13***	***10.9%***	***109***	***9.2%***
	Did not respond	0	.0%	1	.2%	0	.0%	1	.8%	2	.2%
	Total	***394***	***100.0%***	***478***	***100.0%***	***197***	***100.0%***	***119***	***100.0%***	***1188***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	308	78.2%	384	80.3%	146	74.1%	88	73.9%	926	77.9%
	Some of the time	74	18.8%	73	15.3%	40	20.3%	23	19.3%	210	17.7%
	Subtotal	***382***	***97.0%***	***457***	***95.6%***	***186***	***94.4%***	***111***	***93.3%***	***1136***	***95.6%***
	Little of the time	12	3.0%	13	2.7%	4	2.0%	4	3.4%	33	2.8%
	Never	0	.0%	2	.4%	7	3.6%	2	1.7%	11	.9%
	Subtotal	***12***	***3.0%***	***15***	***3.1%***	***11***	***5.6%***	***6***	***5.0%***	***44***	***3.7%***
	Did not respond	0	.0%	6	1.3%	0	.0%	2	1.7%	8	.7%
	Total	***394***	***100.0%***	***478***	***100.0%***	***197***	***100.0%***	***119***	***100.0%***	***1188***	***100.0%***

Table 8.
Responses of Youth and Adult Clients in Community Treatment Programs to Questions 1 and 3 of the DASA Client Satisfaction Survey by Treatment Modality, March 24-28, 2003

		Youth and Adults in Community Treatment Programs							
		Youth Residential**		Adult Residential***		Youth Outpatient /Intensive OP		Adult Outpatient/ Intensive OP	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?*	Very satisfied	42	29.4%	448	45.1%	444	37.4%	6160	56.4%
	Mostly satisfied	82	57.3%	501	50.4%	633	53.3%	4399	40.3%
	Subtotal	***124***	***86.7%***	***949***	***95.5%***	***1077***	***90.7%***	***10559***	***96.7%***
	Dissatisfied	14	9.8%	32	3.2%	69	5.8%	236	2.2%
	Very dissatisfied	5	3.5%	10	1.0%	40	3.4%	57	.5%
	Subtotal	***19***	***13.3%***	***42***	***4.2%***	***109***	***9.2%***	***293***	***2.7%***
	Did not respond	0	.0%	3	.3%	2	.2%	67	.6%
	Total	***143***	***100.0%***	***994***	***100.0%***	***1188***	***100.0%***	***10919***	***100.0%***
Q3. Would you say our staff treated you with respect?	All of the time	56	39.2%	633	63.7%	926	77.9%	9447	86.5%
	Some of the time	75	52.4%	323	32.5%	210	17.7%	1299	11.9%
	Subtotal	***131***	***91.6%***	***956***	***96.2%***	***1136***	***95.6%***	***10746***	***98.4%***
	Little of the time	8	5.6%	31	3.1%	33	2.8%	86	.8%
	Never	3	2.1%	4	.4%	11	.9%	15	.1%
	Subtotal	***11***	***7.7%***	***35***	***3.5%***	***44***	***3.7%***	***101***	***.9%***
	Did not respond	1	.7%	3	.3%	8	.7%	72	.7%
	Total	***143***	***100.0%***	***994***	***100.0%***	***1188***	***100.0%***	***10919***	***100.0%***

*The Adult Client Satisfaction Survey asked this question in a slightly different way. See Appendix B.
**Included youth clients in intensive inpatient and recovery house.
***Included adult clients in intensive inpatient, recovery house, and long term residential.

Appendix B

(ADULT/ENGLISH)

CLIENT SATISFACTION SURVEY

FOR DASA USE ONLY

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help.

Please fill in the appropriate bubble under each question. CORRECT MARK ● USE NO. 2 PENCIL ONLY

1. In an overall, general sense, how satisfied are you with the service you have received?
- ○ Very satisfied
- ○ Mostly satisfied
- ○ Dissatisfied
- ○ Very dissatisfied

2. In general, how satisfied are you with the comfort and appearance of this facility?
- ○ Very satisfied
- ○ Mostly satisfied
- ○ Dissatisfied
- ○ Very dissatisfied

3. Would you say our staff treated you with respect?
- ○ All of the time
- ○ Some of the time
- ○ Little of the time
- ○ Never

4. How do you rate the helpfulness of the group sessions?
- ○ Very helpful
- ○ Did not receive
- ○ Somewhat helpful
- ○ Not helpful
- ○ Made things worse

5. How do you rate the helpfulness of the individual counseling?
- ○ Very helpful
- ○ Did not receive
- ○ Somewhat helpful
- ○ Not helpful
- ○ Made things worse

6. If you were to seek help again, would you come back to this program?
- ○ Yes, definitely
- ○ Yes, probably
- ○ No, probably not
- ○ No, definitely not

Please answer all of the questions below. We are interested in knowing how we have been able to assist you in identifying and finding other services that you needed.

7. Did you need legal services? (Example: legal defense, legal advice, DUI assistance)
○ Yes IF YES, how helpful were we in assisting you to identify and find legal services.
○ Very helpful ○ Somewhat helpful ○ Not very helpful ○ Not helpful at all
○ No

8. Did you need medical services? (Example: medical check-up, medical testing)
○ Yes IF YES, how helpful were we in assisting you to identify and find medical services.
○ Very helpful ○ Somewhat helpful ○ Not very helpful ○ Not helpful at all
○ No

9. Did you need family services? (Example: parenting class, family recovery services)
○ Yes IF YES, how helpful were we in assisting you to identify and find family services.
○ Very helpful ○ Somewhat helpful ○ Not very helpful ○ Not helpful at all
○ No

10. Did you need mental health services? (Example: co-occurring disorder treatment, medication management)
○ Yes IF YES, how helpful were we in assisting you to identify and find mental health services.
○ Very helpful ○ Somewhat helpful ○ Not very helpful ○ Not helpful at all
○ No

11. Did you need educational or vocational services? (Example: basic skills, community college)
○ Yes IF YES, how helpful were we in assisting you to identify and find educational or vocational services.
○ Very helpful ○ Somewhat helpful ○ Not very helpful ○ Not helpful at all
○ No

12. Did you need employment services? (Example: resumé writing, job placement)
○ Yes IF YES, how helpful were we in assisting you to identify and find employment services.
○ Very helpful ○ Somewhat helpful ○ Not very helpful ○ Not helpful at all
○ No

Please continue on reverse side. →

Please help us to know you better by filling in the section below.

13. How old are you?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. I am:
- ◯ Male
- ◯ Female

15. The best description of my ethnic or racial background is (please mark only one):
- ◯ White/European American
- ◯ Black/African American
- ◯ Asian/Pacific Islander
- ◯ Native American/Eskimo/Aleut
- ◯ Hispanic
- ◯ Multiracial
- ◯ Other

16. I am participating in (please mark only one):
- ◯ Residential Program
- ◯ Outpatient Program
- ◯ Methadone Treatment

17. The date I started in this program was:

Month	Day	Year
◯ Jan		
◯ Feb		
◯ Mar	0 0	0 0
◯ April	1 1	1 1
◯ May	2 2	2 2
◯ June	3 3	3 3
◯ July	4	4 4
◯ Aug	5	5 5
◯ Sept	6	6 6
◯ Oct	7	7 7
◯ Nov	8	8 8
◯ Dec	9	9 9

18. Today's date is:

Month	Day	Year
◯ Jan		
◯ Feb		
◯ Mar	0 0	0 0
◯ April	1 1	1 1
◯ May	2 2	2 2
◯ June	3 3	3 3
◯ July	4	4 4
◯ Aug	5	5 5
◯ Sept	6	6 6
◯ Oct	7	7 7
◯ Nov	8	8 8
◯ Dec	9	9 9

19. My treatment is being paid by:
- ◯ Private funds (myself, insurance, friend or relative, etc.)
- ◯ Public funds (medicaid, ADATSA, TANF, etc.)

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program?_____

Is there anything you would change about this program? If yes, what would that be?_____

Thank you for your comments and for taking the time to help us.

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling (360) 438-8629, by E-mail at rodrifi@dshs.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

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(ADULT/SPANISH)

Evaluación del nivel de satisfacción del cliente

FOR DASA USE ONLY

Ayúdenos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibió. Estamos interesados en su honesta opinión, sea positiva o negativa. Por favor, responda todas las preguntas. Sus respuestas serán estrictamente confidenciales. Muchas gracias, valoramos su ayuda.

Rellene el círculo que corresponda, debajo de cada pregunta. MARCA CORRECTA ● Sólo utilice lápiz N° 2

1. En un sentido general, ¿cómo se siente con respecto a los servicios recibidos?
- ○ Muy satisfecho
- ○ Casi satisfecho
- ○ Insatisfecho
- ○ Muy insatisfecho

2. En general, ¿cómo se siente sobre la comodidad y aspecto del establecimiento?
- ○ Muy satisfecho
- ○ Casi satisfecho
- ○ Insatisfecho
- ○ Muy insatisfecho

3. ¿Opina usted que fue tratado con respeto por los empleados?
- ○ Todo el tiempo
- ○ A menudo
- ○ Pocas veces
- ○ Nunca

4. ¿Como clasificaría la ayuda recibida de los grupos de terapia?
- ○ Me ayudaron mucho ○ No recibí
- ○ Me auydaron un poco
- ○ No me ayudaron
- ○ Empeoraron mi situación

5. ¿Cómo clasificaría la ayuda recibida en las sesiones de terapia individual?
- ○ Me ayudaron mucho ○ No recibí
- ○ Me ayudaron un poco
- ○ No me ayudaron
- ○ Empeoraron mi situación

6. Si necesitara ayuda otra vez, ¿volvería a este programa?
- ○ Sí, por supuesto
- ○ Sí, probablemente
- ○ No, probablemente no
- ○ No, definitivamente no

Responda las siguientes preguntas en su totalidad. Estamos interesados en saber de qué manera le hemos podido ayudar a identificar y encontrar otros servicios que pudiera necesitar.

7. ¿Necesitó servicios legales? (Ej.: defensa legal, asesoría legal, ayuda DUI.)
- ○ Sí **Si seleccionó SÍ**, ¿le ayudamos a identificar y encontrar servicios legales?
  - ○ Mucho ○ Un poco ○ No ○ Nada
- ○ No

8. ¿Necesitó atención médica? (Ej.: un examen general o análisis.)
- ○ Sí **Si seleccionó SÍ**, ¿le ayudamos a identificar y encontrar atención médica?
  - ○ Mucho ○ Un poco ○ No ○ Nada
- ○ No

9. ¿Necesitó servicios para la familia? (Ej.: clases para padres, recuperación familiar.)
- ○ Sí **Si seleccionó SÍ**, ¿le ayudamos a identificar y encontrar servicios especiales para la familia?
  - ○ Mucho ○ Un poco ○ No ○ Nada
- ○ No

10. ¿Necesitó servicios para la salud mental? (Ej.: desórdenes colaterales, manejo de medicamentos.)
- ○ Sí **Si seleccionó SÍ**, ¿le ayudamos a identificar y encontrar servicios para la salud mental?
  - ○ Mucho ○ Un poco ○ No ○ Nada
- ○ No

11. ¿Necesitó servicios para la educación o vocacionales? (Ej.: habilidades básicas, colegio comunitario.)
- ○ Sí **Si seleccionó SÍ**, ¿le ayudamos a identificar y encontrar servicios para la educación y vocacionales?
  - ○ Mucho ○ Un poco ○ No ○ Nada
- ○ No

12. ¿Necesitó servicios de empleo? (Ej.: búsqueda de trabajo, para escribir su historia de empleo.)
- ○ Sí **Si seleccionó SÍ**, ¿le ayudamos a identificar y encontrar servicios de empleo?
  - ○ Mucho ○ Un poco ○ No ○ Nada
- ○ No

Continua en el reverso. →

Ayúdenos a conocerlo mejor complentando la siguiente sección.

13. ¿Cuánto años tiene?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. Sexo:
- ◯ Masculino
- ◯ Femenino

15. La mejor descripción de mi origen racial o étnico es (marque sólo una):
- ◯ Blanco/Euroamericano
- ◯ Negro/Afroamericano
- ◯ Asiático/Islas del Pacífico
- ◯ Indígena americano/Esquimal/Aleutiano
- ◯ Hispano/Latino
- ◯ Multi-racial
- ◯ Otro

16. Estoy participando en (marque sólo uno):
- ◯ Programa residencial
- ◯ Programa de paciente externo
- ◯ Tratamiento médico con metadona

17. Le fecha en que empecé en este programa es:

Mes	Dia	Año
◯ Ene		
◯ Feb		
◯ Mar	0 0	0 0
◯ Abr	1 1	1 1
◯ May	2 2	2 2
◯ Jun	3 3	3 3
◯ Jul	4	4 4
◯ Ago	5	5 5
◯ Sep	6	6 6
◯ Oct	7	7 7
◯ Nov	8	8 8
◯ Dic	9	9 9

18. La fecha de hoy es:

Mes	Dia	Año
◯ Ene		
◯ Feb		
◯ Mar	0 0	0 0
◯ Abr	1 1	1 1
◯ May	2 2	2 2
◯ Jun	3 3	3 3
◯ Jul	4	4 4
◯ Ago	5	5 5
◯ Sep	6	6 6
◯ Oct	7	7 7
◯ Nov	8	8 8
◯ Dic	9	9 9

19. Mi tratamiento se paga con:
- ◯ Fondos privados (míos, seguro, amigo o pariente, etc.)
- ◯ Fondos públicos (Medicaid, ADATSA, TANF, etc.)

Sus comentarios son muy importantes. Por favor, permítanos saber lo que piensa con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué le gusta de este programa? _____

¿Hay algo que usted cambiaría en este programa? Si así es, ¿qué cambiaría? _____

Muchas gracias por sus comentarios y por tomar el tiempo necesario para ayudarnos.

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tiene preguntas o comentarios acerca de este cuestionario dirijalas a Felix Rodriguez, Ph.D., llamando al telefono (360) 438-8629, por correo electrónico a rodrifi@dshs.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

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(YOUTH/ENGLISH)

YOUTH CLIENT SATISFACTION SURVEY

FOR DASA USE ONLY

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help.

For questions 1 through 7, please fill in the appropriate bubble that best describes what you feel.

CORRECT MARK ● USE NO. 2 PENCIL ONLY

1. How satisfied are you with the service you have received?

- ○ Very satisfied
- ○ Mostly satisfied
- ○ Dissatisfied
- ○ Very dissatisfied

2. How satisfied are you with the comfort and appearance of this facility?

- ○ Very satisfied
- ○ Mostly satisfied
- ○ Dissatisfied
- ○ Very dissatisfied

3. Would you say our staff treated you with respect?

- ○ All of the time
- ○ Some of the time
- ○ Little of the time
- ○ Never

4. How safe do you feel in this program?

- ○ Very safe
- ○ Somewhat safe
- ○ Not very safe
- ○ Not safe at all

5. How helpful are the group sessions?

- ○ Very helpful
- ○ Somewhat helpful
- ○ Not helpful
- ○ Made things worse
- ○ Did not receive

6. How helpful is the individual counseling?

- ○ Very helpful
- ○ Somewhat helpful
- ○ Not helpful
- ○ Made things worse
- ○ Did not receive

7. If you were to seek help again, would you come back to this program?

- ○ Yes, definitely
- ○ Yes, probably
- ○ No, probably not
- ○ No, definitely not

8. How old are you?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

9. What racial or ethnic category best describes you? (please mark only one)

- ○ White
- ○ Black/African American
- ○ Asian/Pacific Islander
- ○ Native American/Eskimo/Aleut
- ○ Hispanic
- ○ Multiracial
- ○ Other

Please continue on the reverse side.

10. Are you:

- ◯ Male
- ◯ Female

11. What program are you participating in?

- ◯ Youth residential treatment
- ◯ Youth outpatient treatment

12. When did you start in this program?

Month	Day	Year
◯ Jan		
◯ Feb		
◯ Mar	⓪⓪	⓪⓪
◯ April	①①	①①
◯ May	②②	②②
◯ June	③③	③③
◯ July	④	④④
◯ Aug	⑤	⑤⑤
◯ Sept	⑥	⑥⑥
◯ Oct	⑦	⑦⑦
◯ Nov	⑧	⑧⑧
◯ Dec	⑨	⑨⑨

13. What is today's date?

Month	Day	Year
◯ Jan		
◯ Feb		
◯ Mar	⓪⓪	⓪⓪
◯ April	①①	①①
◯ May	②②	②②
◯ June	③③	③③
◯ July	④	④④
◯ Aug	⑤	⑤⑤
◯ Sept	⑥	⑥⑥
◯ Oct	⑦	⑦⑦
◯ Nov	⑧	⑧⑧
◯ Dec	⑨	⑨⑨

14. How is your treatment being paid?

- ◯ Private funds (family, private insurance)
- ◯ Public funds (state-DASA, Title 19)
- ◯ Other

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

_____

_____

_____

_____

What do you not like about this program? _____

_____

_____

_____

_____

Great job! Thank you for your comments and for taking the time to help us.

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling (360) 438-8629, by E-mail at rodrifi@dshs.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

1/02 FormScan-3116- 54321 - 2 -

(YOUTH/SPANISH)

Evaluación del nivel de satisfacción de los clientes jóvenes

FOR DASA USE ONLY

Ayúdanos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibiste. Estamos interesados en tu honesta opinión, sea positiva o negativa. Por favor, responde todas las preguntas. Tus respuestas serán estrictamente confidenciales. Muchas gracias, valoramos tu ayuda.

Por favor, para las preguntas 1 a 7, rellena el círculo apropiado que mejor describe cómo te sientes.

MARCA CORRECTA ● Sólo utiliza lápiz N° 2

1. ¿Estás satisfecho con los servicios que recibiste?

- ○ Muy satisfecho
- ○ Casi satisfecho
- ○ Insatisfecho
- ○ Muy insatisfecho

2. ¿Cómo te sientes sobre la comodidad y aspecto del establecimiento?

- ○ Muy satifecho
- ○ Casi satisfecho
- ○ Insatisfecho
- ○ Muy insatisfecho

3. ¿Dirías que nuestros empleados te trataron con respeto?

- ○ Todo el tiempo
- ○ A menudo
- ○ Pocas veces
- ○ Nunca

4. ¿Te sientes seguro en este programa?

- ○ Muy seguro
- ○ Algo seguro
- ○ No muy seguro
- ○ Totalmente inseguro

5. ¿Te ayudan las sesiones de terapia en grupo?

- ○ Me ayudan mucho
- ○ Me ayudan un poco
- ○ No me ayudan
- ○ Me hacen peor
- ○ No participo en terapia en grupo

6. ¿Te ayudan las sesiones de terapia individual?

- ○ Me ayudan mucho
- ○ Me ayudan un poco
- ○ No me ayudan
- ○ Me hacen peor
- ○ No participo en terapia individual

7. Si necesitaras ayuda otra vez, ¿volverías a este programa?

- ○ Sí, por supuesto
- ○ Sí, probablemente
- ○ No, probablemente no
- ○ No, definitivamente no

8. ¿Cuántos años tienes?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

9. ¿Qué grupo racial o étnico te describe mejor? (marca sólo uno):

- ○ Blanco/Euroamericano
- ○ Negro/Afroamericano
- ○ Asiático/Islas del Pacífico
- ○ Indígena americano/Esquimal/Aleutiano
- ○ Hispano/Latino
- ○ Multi-racial
- ○ Otro

Por favor, continúa del otro lado.

- 1 -

10. Sexo:

- ◯ Masculino
- ◯ Femenino

11. ¿En qué programa estás participando?

- ◯ Programa residencial para jóvenes
- ◯ Programa de paciente externo para jóvenes

12. ¿Cuándo empezaste en este programa?

Mes	Día	Año
◯ Ene		
◯ Feb		
◯ Mar	0 0	0 0
◯ Abr	1 1	1 1
◯ May	2 2	2 2
◯ Jun	3 3	3 3
◯ Jul	4	4 4
◯ Ago	5	5 5
◯ Sep	6	6 6
◯ Oct	7	7 7
◯ Nov	8	8 8
◯ Dic	9	9 9

13. La fecha de hoy es:

Mes	Día	Año
◯ Ene		
◯ Feb		
◯ Mar	0 0	0 0
◯ Abr	1 1	1 1
◯ May	2 2	2 2
◯ Jun	3 3	3 3
◯ Jul	4	4 4
◯ Ago	5	5 5
◯ Sep	6	6 6
◯ Oct	7	7 7
◯ Nov	8	8 8
◯ Dic	9	9 9

14. Mi tratamiento se paga con:

- ◯ Fondos privados (familia, seguro privado)
- ◯ Fondos públicos (Estado-DASA, Title 19)
- ◯ Otros

Tus comentarios son muy importantes. Por favor, permítenos saber lo que piensas con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué te gusta de este programa?_____

¿Qué es lo que no te gusta de este programa?_____

¡Excelente! Muchas gracias por tus comentarios y por tomar el tiempo necesario para ayudarnos.

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tienes preguntas o comentarios acerca de este cuestionario dirígelas a Felix Rodríguez, Ph.D., llamando al teléfono (360) 438-8629, por correo electrónico a rodrifi@dshs.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

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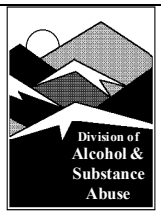
Washington State Division of Alcohol and Substance Abuse (DASA)

2003 Statewide Client Satisfaction Survey

GUIDELINES FOR ADMINISTRATION



Goal of the Guidelines:

These Guidelines provide the basic information regarding the administration of the Client Satisfaction Survey. However, if treatment agencies would like further information or assistance, they should contact:

Felix Rodriguez, Ph.D.
Division of Alcohol & Substance Abuse
P.O. Box 45330
Olympia, WA 98504-5330
Phone: (360) 438-8629, or toll-free at (877) 301-4557
E-mail: rodrifi@dshs.wa.gov
DASA website: www1.dshs.wa.gov/dasa/

What is the purpose of the Client Satisfaction Survey?

The Client Satisfaction Survey aims to assess clients' perception of the quality of alcohol/drug treatment services they receive. Information given by clients will be used to improve treatment programs in Washington State.

When will treatment agencies administer the survey?

Treatment agencies will administer the survey during the week of **March 24-28, 2003.**

What is the goal of the survey?

To obtain completed surveys from 100% of clients who are participating in treatment during the week of March 24-28, 2003. This will include clients who have started treatment any day during that week.

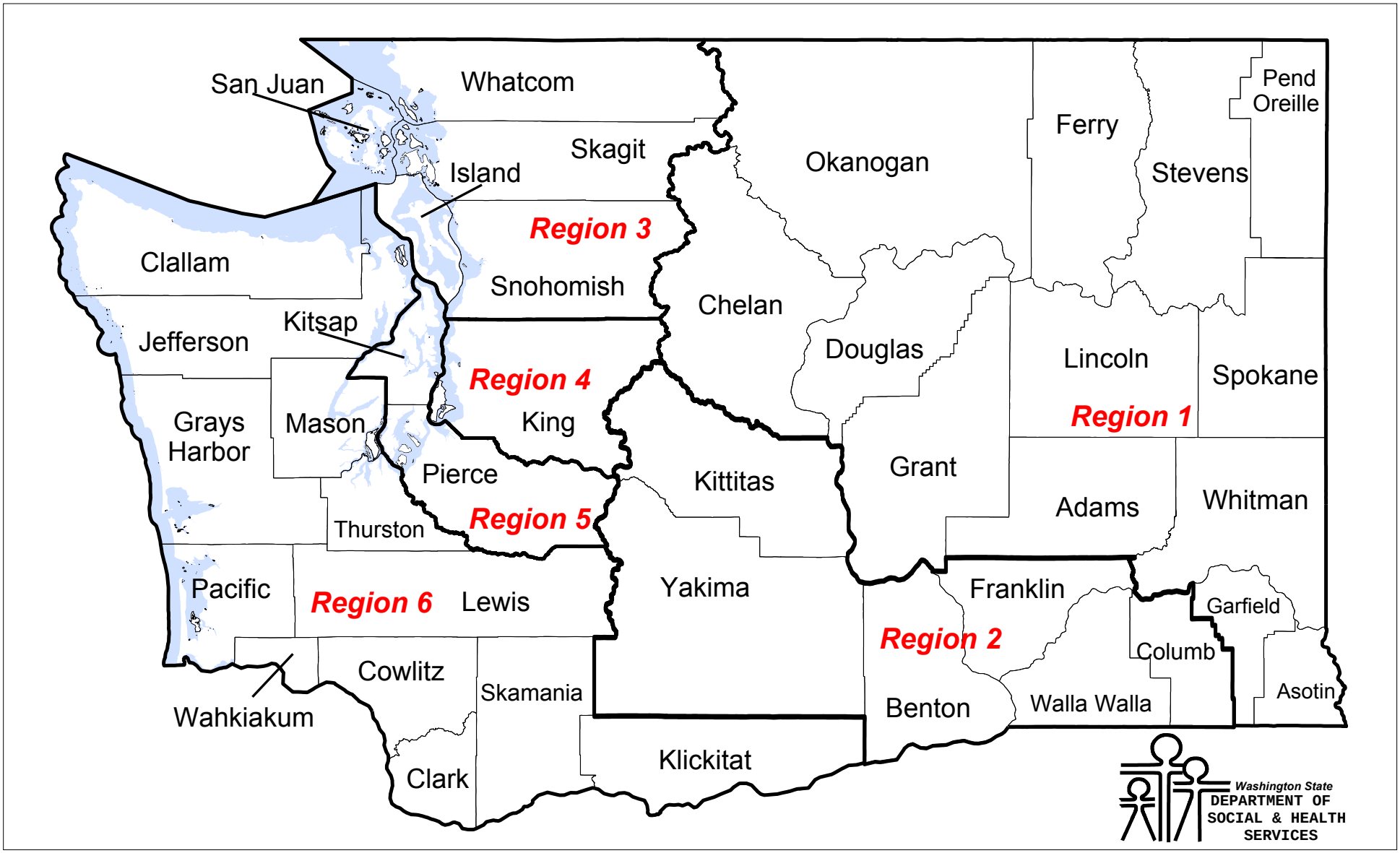
How will treatment agencies administer the Client Satisfaction Survey? What are some helpful tips for a successful survey?

- It is important for the agency to use procedures that encourage clients to complete the survey, ensure confidentiality of their responses, and allow them to respond as honestly as possible.
- Agencies who have successfully administered client satisfaction surveys in the past suggest it is helpful to have a survey coordinator who will be responsible for: (a) distributing and collecting the surveys, and (b) returning them to DASA.
- It is important to know the best time and manner to distribute and collect the surveys during the week of March 24-28, 2003. ***We have found in our previous surveys that the best time to give the survey to clients is during group session.***
- It is important: (a) to encourage clients to answer all of the questions in the survey, and (b) to ensure that they complete the survey only once during the week. ***We have found that keeping a list is helpful in tracking those who have and those who have not completed the survey. Experience tells us that 85% to 90% of agency clients who are participating in treatment will complete the survey.***
- It is important to allow clients to seek help from a staff member or from another client if they need assistance in completing the survey (e.g. clarification with questions, definition of some terms, difficulty in reading).

What will treatment agencies do after collecting all the completed surveys?

Please fill out the Completion Summary Form. We strongly suggest that the survey coordinator review this form before the week of the survey. The Completion Summary Form and all the completed surveys should be returned **no later than April 4, 2003,** to:

Felix Rodriguez, Ph.D.
Division of Alcohol and Substance Abuse
P.O. Box 45330
Olympia, WA 98504-5330

Appendix C

Department of Social and Health Services - County by Regions