



Washington State
Department of Social
& Health Services

Division of Alcohol and Substance Abuse
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PATIENTS SPEAK OUT

|2006|

*Sixth Annual
Statewide Patient Satisfaction
Survey*

Prepared for

Douglas E. Allen, Director
Division of Alcohol and Substance Abuse
Washington State Department of Social and
Health Services
Olympia, WA

Prepared by

Felix Rodriguez, Ph.D.
Edward R. Murrow School of Communication
Washington State University

|August 2006|

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Contents

CONTENTS	III
ACKNOWLEDGMENTS	1
EXECUTIVE SUMMARY	3
Background.....	3
Overall Findings.....	3
INTRODUCTION	5
Purpose of the Survey	5
Administration of the Survey.....	5
Interpretation of Survey Results	7
Organization of the Report.....	7
PART 1: COMMUNITY TREATMENT PROGRAMS.....	9
Adult Patient Satisfaction in Community Treatment Programs by Modality	9
In an overall, general sense, how satisfied are you with the service you have received?	11
In general, how satisfied are you with the comfort and appearance of this facility?....	11
Would you say our staff treated you with respect?.....	12
How do you rate the helpfulness of the group sessions?	12
How do you rate the helpfulness of the individual counseling?	13
If you were to seek help again, would you come back to the same program?.....	13
Did you need legal services?.....	14
If yes, how helpful were we in assisting you to identify and find legal services?.....	14
Did you need medical services?.....	15
If yes, how helpful were we in assisting you to identify and find medical services?...	15
Did you need family services?.....	16
If yes, how helpful were we in assisting you to identify and find family services?	16
Did you need mental health services?.....	17
If yes, how helpful were we in assisting you to identify and find mental health services?.....	17
Did you need educational or vocational services?	18
If yes, how helpful were we in assisting you to identify and find educational and vocational services?	18
Did you need employment services?	19
If yes, how helpful were we in assisting you to identify and find employment services?	19
What do you like about this program?.....	20
Intensive Inpatient: Selected Responses	20
Recovery House: Selected Responses	20

Long-term Residential: Selected Responses	21
Outpatient/Intensive Outpatient: Selected Responses	22
Opiate Substitution: Selected Responses	23
Is there anything you would change about this program?	24
Intensive Inpatient: Selected Responses	24
Recovery House: Selected Responses	24
Long-term Residential: Selected Responses	25
Outpatient/Intensive Outpatient: Selected Responses	25
Opiate Substitution: Selected Responses	26
Adult Patient Satisfaction in Community Treatment Programs: Differences Between Groups.....	27
Gender and Patient Satisfaction	29
Satisfaction with Service Received.....	29
Respect from Staff	29
Ethnicity/Race and Patient Satisfaction	30
Satisfaction with Service Received.....	30
Respect from Staff	30
Length of Stay in Treatment and Patient Satisfaction	31
Satisfaction with Service Received.....	31
Respect from Staff	31
Source of Funding and Patient Satisfaction	32
Satisfaction with Service Received.....	32
Respect from Staff	32
English and Spanish Versions of the Adult Patient Satisfaction Survey Compared	33
Satisfaction with Service Received.....	35
Respect from Staff	35
Need for Services.....	36
Helpfulness of Treatment Program in Identifying and Finding Needed Services	36
Six-Year Trend in Adult Patient Satisfaction in Community Treatment Programs by Modality	37
Satisfaction with Service Received.....	39
Respect from Staff	40
Youth Patient Satisfaction in Community Treatment Programs by Modality	41
How satisfied are you with the service you have received?	43
How satisfied are you with the comfort and appearance of the facility?.....	43
Would you say our staff treated you with respect?.....	44
How safe do you feel in this program?	44
How helpful are the group sessions?	45
How helpful is the individual counseling?.....	45
If you were to seek help again, would you come back to this program?.....	46
What do you like about this program?.....	47
Intensive Inpatient: Selected Responses	47
Recovery House: Selected Responses	47

Outpatient/Intensive Outpatient: Selected Responses	49
What do you not like about this program?.....	50
Intensive Inpatient: Selected Responses	50
Recovery House: Selected Responses	50
Outpatient/Intensive Outpatient: Selected Responses	51
Youth Patient Satisfaction in Community Treatment Programs: Differences	
Between Groups	52
Gender and Youth Patient Satisfaction	54
Satisfaction with Service Received.....	54
Respect from Staff	54
Ethnicity/Race and Youth Patient Satisfaction	55
Satisfaction with Service Received.....	55
Respect from Staff	55
Length of Stay in Treatment and Youth Patient Satisfaction	56
Satisfaction with Service Received.....	56
Respect from Staff	56
Source of Funding and Youth Patient Satisfaction	57
Satisfaction with Service Received.....	57
Respect from Staff	57
Five-Year Trend in Youth Patient Satisfaction in Community Treatment Programs by Modality.....	
58	
Satisfaction with Service Received.....	60
Respect from Staff	60
PART 2: CORRECTIONAL TREATMENT PROGRAMS	
62	
Patient Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality	
62	
In an overall, general sense, how satisfied are you with the service you have received?	64
In general, how satisfied are you with the comfort and appearance of this facility?....	64
Would you say our staff treated you with respect?.....	65
How do you rate the helpfulness of the group sessions?	65
How do you rate the helpfulness of the individual counseling?	66
If you were to seek help again, would you come back to this program?	66
Did you need legal services?.....	67
If yes, how helpful were we in assisting you identify and find legal services?.....	67
Did you need medical services?.....	68
If yes, how helpful were we in assisting you to identify and find medical services?...	68
Did you need family services?.....	69
If yes, how helpful were we in assisting you to identify and find family services?	69
Did you need mental health services?.....	70
If yes, how helpful were we in assisting you to identify and find mental health services?.....	70
Did you need educational or vocational services?	71

If yes, how helpful were we in assisting you to identify and find educational or vocational services?	71
Did you need employment services?	72
If yes, how helpful were we in assisting you to identify and find employment services?	72
What do you like about this program?	73
Recovery House: Selected Responses	73
Long-term Residential: Selected Responses	73
Outpatient/Intensive Outpatient: Selected Responses	74
Is there anything you would change about this program?	75
Recovery House: Selected Responses	75
Long-term Residential: Selected Responses	75
Outpatient/Intensive Outpatient: Selected Responses	76
Adult Patient Satisfaction in Community Compared to Department of Corrections (DOC) Treatment Programs.....	78
Was there a difference in patient satisfaction between community and Department of Corrections (DOC) treatment programs?.....	80
Satisfaction with Service Received.....	80
Respect from Staff	80
Six-Year Trend in Patient Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality.....	82
Satisfaction with Service Received.....	84
Respect from Staff	84
Patient Satisfaction in Juvenile Rehabilitation Administration (JRA) Treatment Programs.....	86
How satisfied are you with the service you have received?	88
How satisfied are you with the comfort and appearance of this facility?.....	88
Would you say our staff treated you with respect?.....	89
How safe do you feel in this program?	89
How helpful are the group sessions?	90
How helpful is the individual counseling?.....	90
If you were to seek help again, would you come back to this program?.....	91
What do you like about this program?.....	92
Residential Program: Selected Responses	92
Outpatient/Intensive Outpatient Program: Selected Responses.....	92
What do you not like about this program?.....	93
Residential Program: Selected Responses	93
Outpatient/Intensive Outpatient: Selected Responses	93
Youth Patient Satisfaction in Community Compared to Juvenile Rehabilitation Administration (JRA) Treatment Programs.....	94
Was there a difference in youth patient satisfaction between community and JRA treatment programs?.....	96
Satisfaction with Service Received.....	96

Respect from Staff	96
Five-Year Trend in Patient Satisfaction in Juvenile Rehabilitation Administration (JRA) Treatment Programs	98
Satisfaction with Service Received.....	100
Respect from Staff	100
HOW TREATMENT PROVIDERS AND POLICY MAKERS USED THE 2005 SURVEY RESULTS	102
Treatment Providers.....	102
Policy Makers and/or Implementers	106
TECHNICAL NOTES.....	108
APPENDIX A.....	110
APPENDIX B.....	172
APPENDIX C.....	192

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Felix Rodriguez, Ph.D.

Executive Summary

Background

The Division of Alcohol and Substance Abuse (DASA) sponsors an annual statewide survey to assess patient satisfaction with chemical dependency (CD) treatment services in Washington State. The 2006 Statewide Patient Satisfaction Survey took place during the week of March 20. A total of 452 agencies participated in the survey, representing 91 percent of the 496 DASA-certified agencies offering any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient or intensive outpatient (OP/IOP), or opiate substitution treatment. Close to 96 percent of the public and 85 percent of the private treatment agencies volunteered to participate in the survey. DASA received a total of 19,886 completed surveys, representing 75 percent of the adult and youth patients receiving treatment in participating community-based and correctional treatment programs during the week of the survey.

Overall Findings

Adult Patients in Community Treatment Programs

- Overall, 96.3 percent of adult patients receiving CD treatment in community-based programs reported they were very or mostly satisfied with the service they received.
- Nearly 98 percent of adult patients in community-based treatment programs reported that staff treated them with respect all or some of the time.
- Ninety-one percent of outpatient and at least 71 percent of residential patients reported they would definitely or probably come back to the same program if they were to seek help again.

Youth Patients in Community Treatment Programs

- Overall, close to 92 percent of youth patients in community-based treatment programs reported they were very or mostly satisfied with the service they received.
- Ninety-seven percent of outpatient and at least 86 percent of residential youth patients reported that staff treated them with respect all or some of the time.
- Eighty-three percent of outpatient and at least 72 percent of residential youth patients reported they would definitely or probably return to the same program if they were to seek help again.

Offenders Participating in Department of Corrections (DOC) Treatment Programs

- Overall, 90 percent of DOC patients reported they were very or mostly satisfied with the service they received.
- Ninety-four percent of DOC patients reported that staff treated them with respect all or some of the time.

- Overall, 67 percent of DOC patients reported that they would definitely or probably return to the same program if they were to seek help again.

Youth Offenders Participating in Juvenile Rehabilitation Administration (JRA) Treatment Programs

- Sixty-two percent of JRA patients reported they were very or mostly satisfied with the service they received.
- Seventy-five percent of JRA patients reported that staff treated them with respect all or some of the time.
- Overall, 46 percent of JRA patients reported that they would definitely or probably come back to the same program if they were to seek help again.

Trends in Patient Satisfaction, 2001-2006

- The proportion of adult patients in community-based treatment reporting that staff treated them with respect all or some of the time stayed consistently above 92 percent over the course of six years.
- The proportion of youth patients in community-based residential treatment reporting they were very or mostly satisfied with the service they received increased from 82 percent in 2005 to 90 percent in 2006.
- The proportion of DOC patients in long-term residential treatment reporting they were very or mostly satisfied with the service they received declined from 87 percent in 2005 to 78 percent in 2006.
- The proportion of JRA patients in intensive inpatient and recovery house reporting that they were very or mostly satisfied with the service they received declined from 75 percent in 2005 to 60 percent in 2006.

Introduction

Purpose of the Survey

For six consecutive years, the Division of Alcohol and Substance Abuse (DASA) has commissioned a survey to assess patient satisfaction with chemical dependency (CD) treatment services in Washington State. The goal of the survey is to collect patient feedback information that state, county agencies, and treatment providers can use to improve the quality of CD treatment services systemwide. This report presents the results of the sixth annual survey which took place during the week of March 20, 2006. In addition to this statewide report, DASA prepares provider-level reports summarizing the results for individual treatment agencies that participate in the survey. DASA also prepares county-level reports which aggregate the results for each county represented in the survey.

Administration of the Survey

Each year, participating treatment providers are asked to request all of their patients who are receiving treatment during a week in March to complete the patient satisfaction survey. The survey comes in two versions, adult and youth. Both versions are available in English, Spanish, Vietnamese, and Cambodian (see page 171, Appendix B).

In 2006, a total of 452 agencies volunteered to participate in the survey. This number represents 91 percent of the 496 DASA-certified treatment centers that were identified as actively operating in Washington State as of March 17, 2006, and were offering any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient or intensive outpatient (OP/IOP), or opiate substitution.* As the table below shows, at least 90 percent of the treatment agencies in each region volunteered to participate in the survey. The survey captured nearly 96 percent of the public and 85 percent of the private treatment agencies in the state.*

Regional Distribution of DASA-Certified Treatment Agencies Participating in the 2006 Statewide Patient Satisfaction Survey[†]

Regions	Participating Providers		Non-Participating Providers		Total (100%)
	Number	Percent (%)	Number	Percent (%)	
Region 1 (Spokane)	56	91.8	5	8.2	61
Region 2 (Yakima)	50	90.9	5	9.1	55
Region 3 (Snohomish)	61	89.7	7	10.3	68
Region 4 (King)	123	89.8	14	10.2	137
Region 5 (Pierce)	68	90.7	7	10.2	75
Region 6 (Clark)	94	94.0	6	6.0	100
TOTAL	452	91.1	44	8.9	496

* See page 107 for details.

† See map on page 193, Appendix C.

DASA received a total of 19,886 completed surveys, representing 75 percent of the adult and youth patients receiving treatment in participating community-based and correctional treatment programs during the week of the survey. The table below shows that the survey response rate was highest in recovery house followed by intensive inpatient, long-term residential, OP/IOP, and opiate substitution.

**2006 Statewide Patient Satisfaction Survey
Survey Response Rate by Treatment Modality**

Treatment Modality	Number of Patients Completing the Survey	Number of Patients Receiving Treatment March 20-24, 2006	Survey Response Rate (%)
Intensive Inpatient	1076	1166	92.3
Recovery House	120	123	97.6
Long-term Residential	744	812	91.6
Outpatient/Intensive Outpatient (OP/IOP)	15776	19724	80.0
Total Excluding Opiate Substitution	17716	21825	81.2
Opiate Substitution	2170	4715	46.0
Total Including Opiate Substitution	19886	26540	75.0

The survey response rate for opiate substitution programs historically has been low and has tended to reduce the overall survey response rate. If opiate substitution were excluded, the survey response rate overall would be 81 percent. What accounts for the low survey response rate in opiate substitution programs? Of the 17 participating opiate substitution programs, four had a response rate of 70 percent and over, seven had a response rate between 40 percent and 57 percent, while six had a response rate below 40 percent. This variation in response rates indicates that some methadone programs were more successful than others in obtaining patients' cooperation to complete and return the survey. DASA will continue to collaborate with agencies having less than 70 percent response rate to improve the level of cooperation among opiate substitution patients.

Patients who completed the survey included adults and youth who were receiving CD treatment in community-based programs and in programs administered by the Department of Corrections (DOC) and the Juvenile Rehabilitation Administration (JRA). Of the 18,538 patients completing the survey in community-based treatment programs, 17,014 or 91.7 percent were adults, while 1,524 or 8.2 percent were youth patients. Of the 1,348 patients completing the survey in correctional programs, 1,259 or 93.4 percent were DOC patients, while 89 or 6.6 percent were JRA patients.

Since its first administration in 2001, the number of patients and treatment providers participating in the annual statewide patient satisfaction survey has grown. As the following table shows, the proportion of treatment providers participating in the survey has grown from 45 percent in 2001 to 91 percent in 2006. The number of patients completing the survey has more than doubled from 8,094 in 2001 to 19,886 in 2006.

**Number of Treatment Providers and Patients
Participating in the Annual Statewide Patient Satisfaction Survey, 2001-2006**

Year	Number and Percent of Providers Participating	Number of Patients Completing the Survey
2001	186 (45.0%)	8094
2002	269 (58.6%)	12000
2003	359 (80.3%)	15715
2004	403 (87.2%)	17923
2005	444 (91.0%)	18748
2006	452 (91.1%)	19886

Interpretation of Survey Results

This report presents the 2006 statewide results in percentages. In comparing treatment modalities or groups, this report uses the following guide: a difference of five percent or less is considered small; between six percent and ten percent is modest; over ten percent is large.

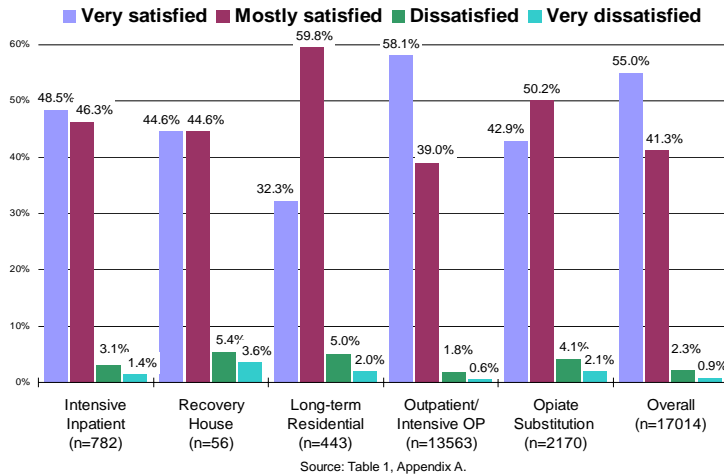
Organization of the Report

The results presented in this report are aggregated on a state level for each treatment modality and are divided into two main parts: community treatment programs and correctional treatment programs. The results for community treatment programs are divided into adult and youth responses. The part devoted to correctional treatment programs is divided between the DOC and the JRA. The report also includes a section on how providers and policy makers and/or implementers used the results from the 2005 survey. The *Technical Notes* section (pages 107-108) presents further information related to the administration of the survey. The charts presented in the report are based on tables appearing in Appendix A (pages 109-170). The survey instruments and administration guidelines can be found in Appendix B (pages 171-189).

Part 1: Community Treatment Programs

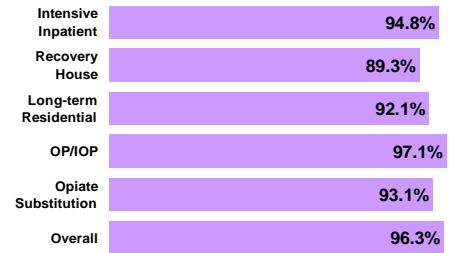
Adult Patient Satisfaction in Community Treatment Programs by Modality

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

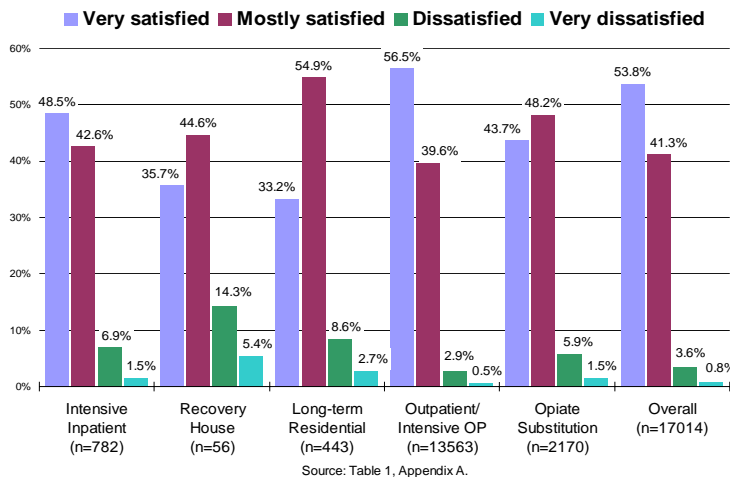


Overall, 96.3 percent of patients in community-based treatment programs reported they were very or mostly satisfied with the service they received.*

Percent Reporting Very or Mostly Satisfied

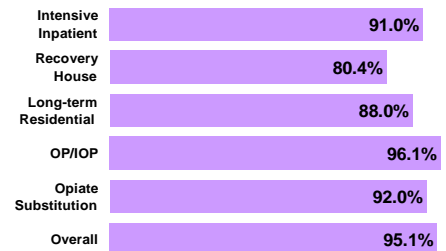


In general, how satisfied are you with the comfort and appearance of this facility?



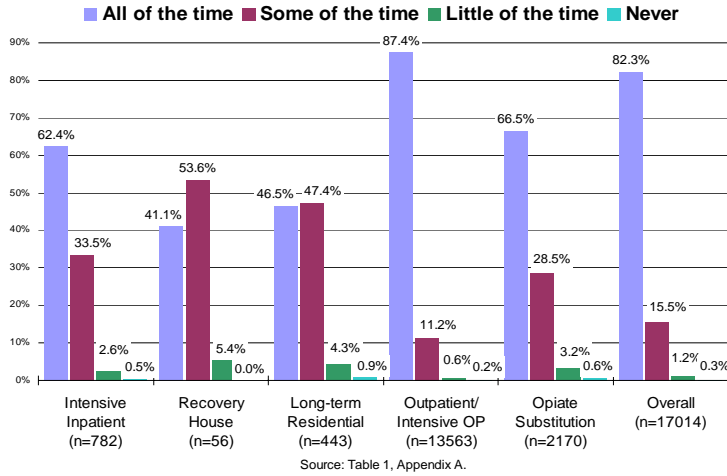
Across all modalities, at least 80 percent of patients reported they were very or mostly satisfied with the comfort and appearance of their facility.

Percent Reporting Very or Mostly Satisfied



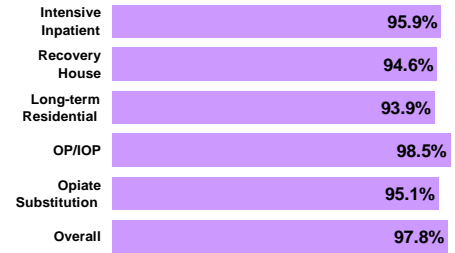
* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Would you say our staff treated you with respect?

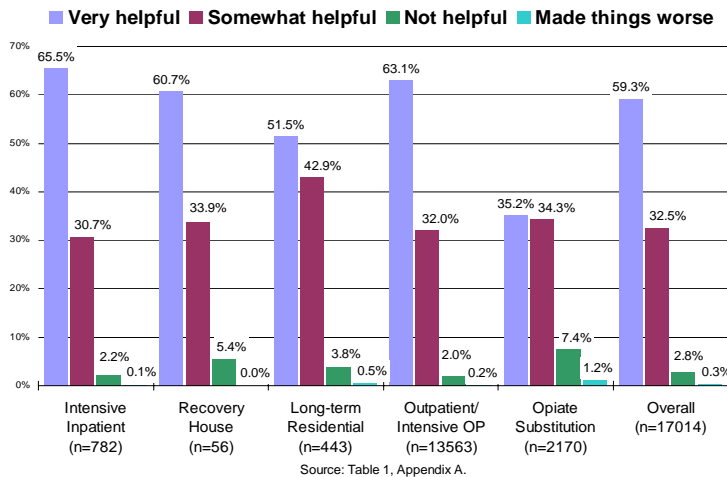


Overall, nearly 98 percent of adult patients in community-based treatment programs reported that staff treated them with respect all or some of the time.*

Percent Reporting All or Some of the Time

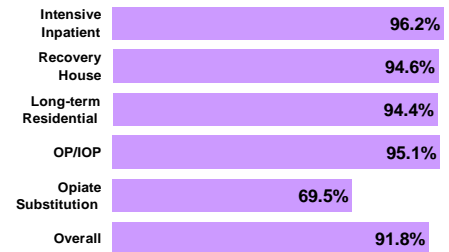


How do you rate the helpfulness of the group sessions?



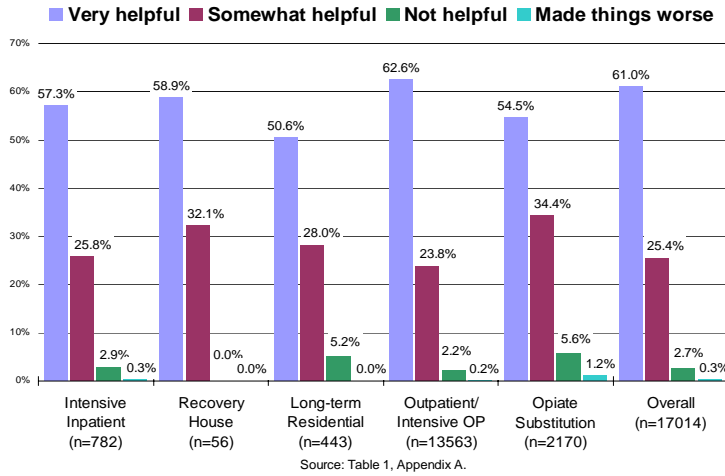
Except for patients enrolled in opiate substitution programs, 92 percent of adult patients in community-based programs found the groups sessions to be very or somewhat helpful.*

Percent Reporting Very or Somewhat Helpful

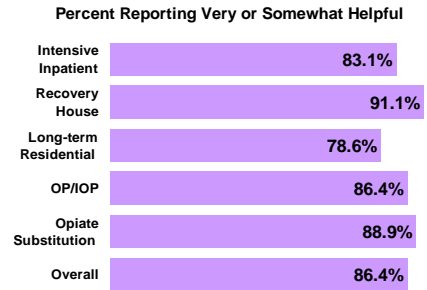


* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

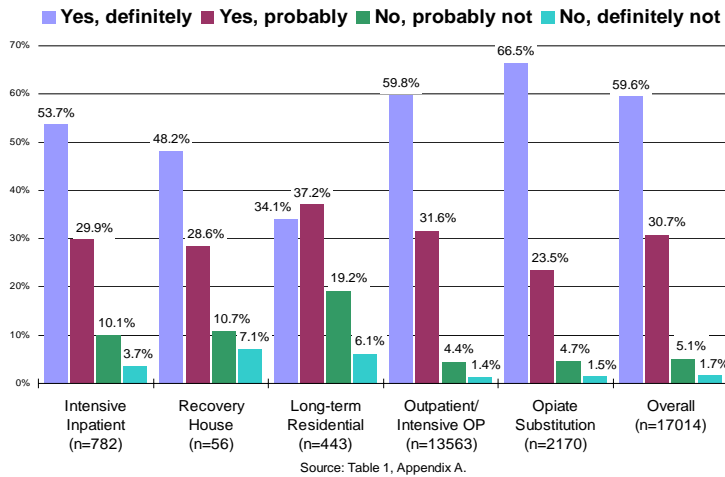
How do you rate the helpfulness of the individual counseling?



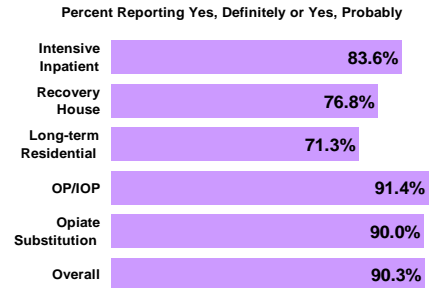
Across treatment modalities, at least 79 percent of adult patients in community-based treatment programs rated individual counseling as very or somewhat helpful.*



If you were to seek help again, would you come back to the same program?

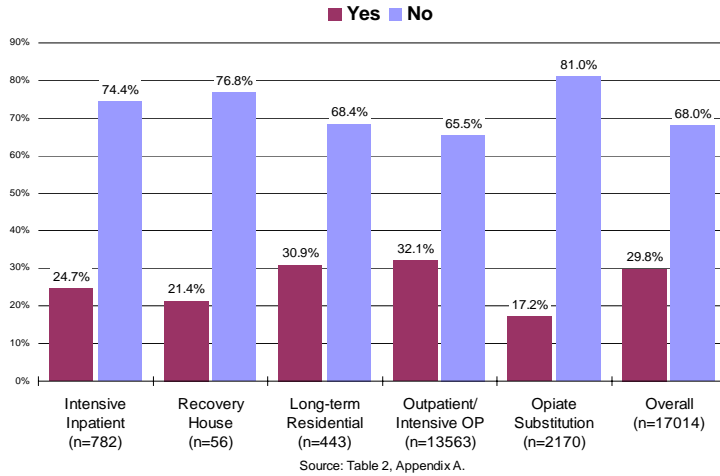


Ninety-one percent of OP/IOP and at least 71 percent of residential patients reported they would definitely or probably come back to the same program if they were to seek help again.



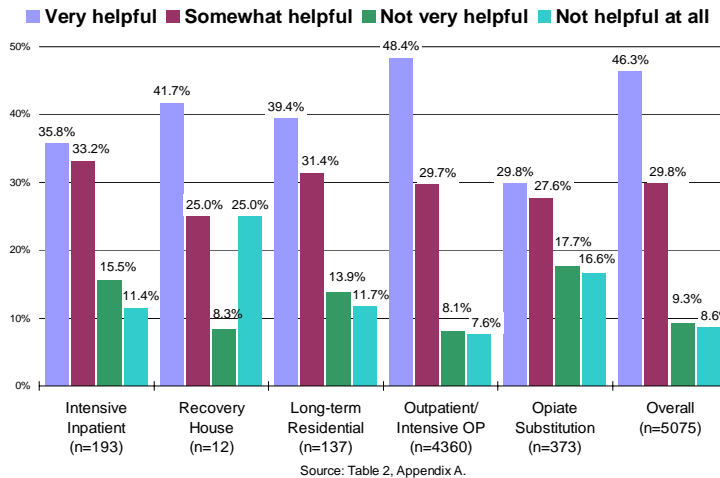
* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Did you need legal services?

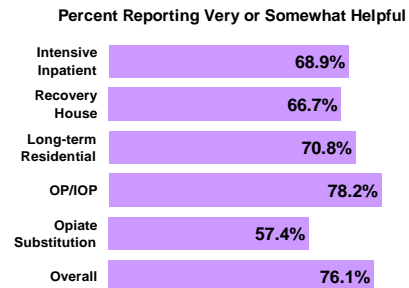


Overall, nearly 30 percent of adult patients in community-based treatment programs reported they needed legal services.

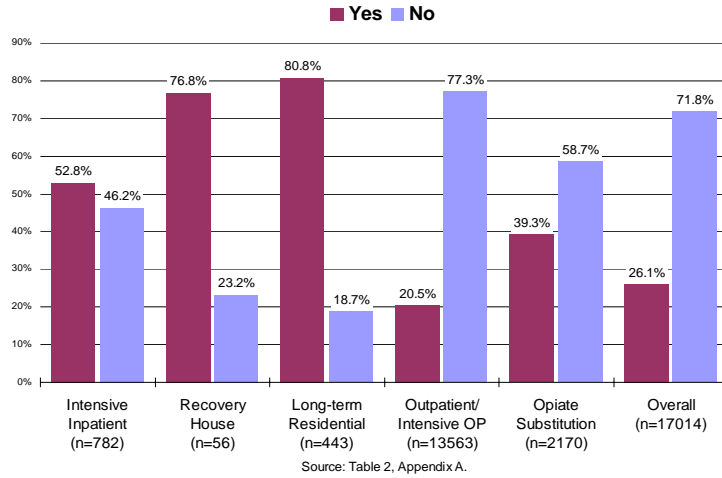
If yes, how helpful were we in assisting you to identify and find legal services?



Among patients who reported a need for legal services, 76 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find legal services.

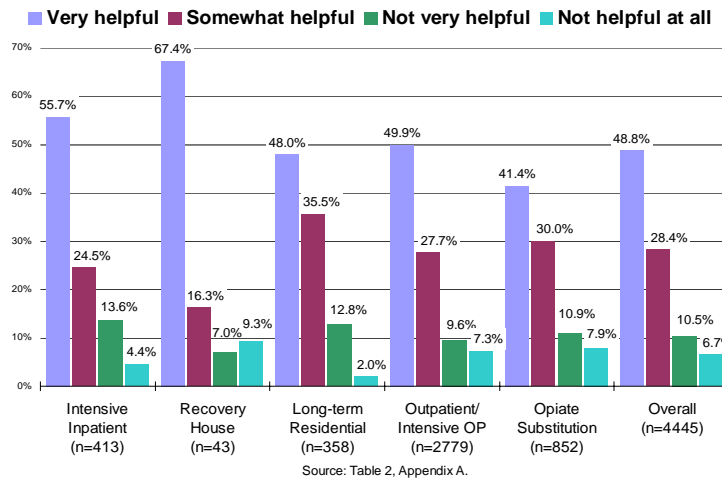


Did you need medical services?

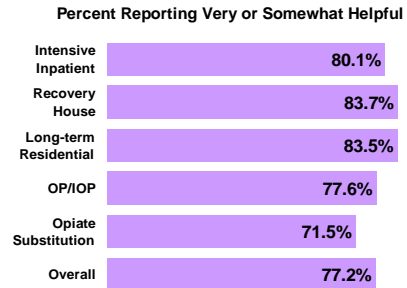


Over 50 percent of adult patients enrolled in community-based residential treatment programs reported a need for medical services.

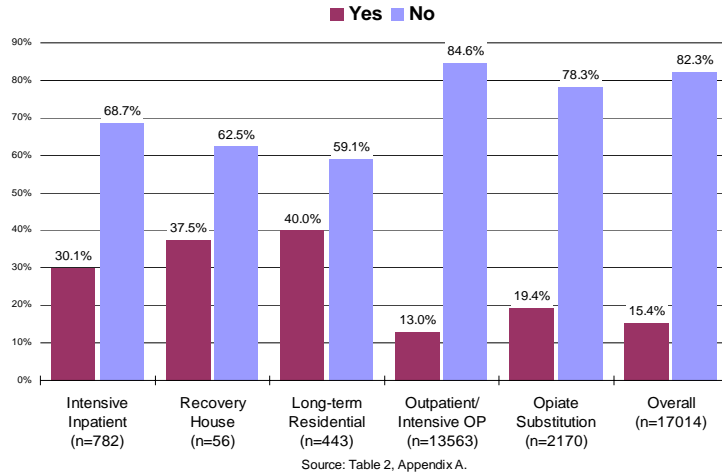
If yes, how helpful were we in assisting you to identify and find medical services?



Among patients in residential treatment who reported a need for medical services, at least 80 percent reported that their program was very or somewhat helpful in assisting them to identify and find medical services.

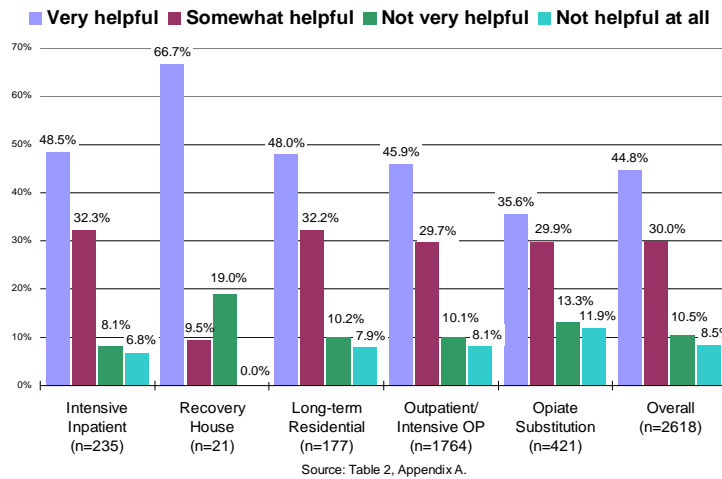


Did you need family services?

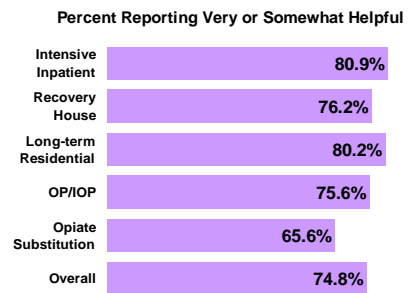


At least 30 percent of adult patients enrolled in community-based residential treatment programs reported a need for family services.

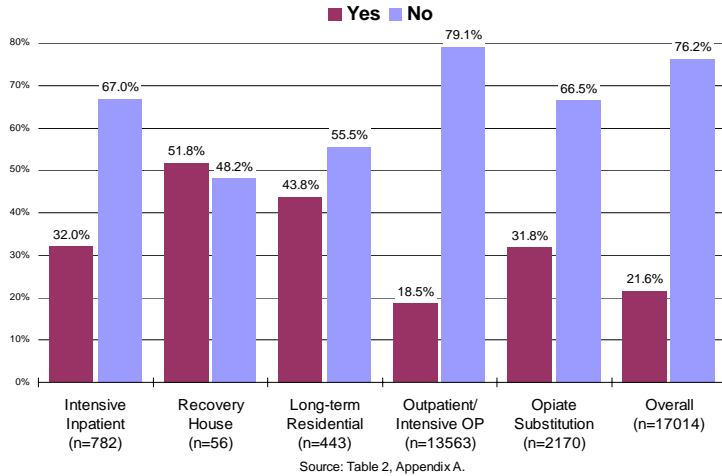
If yes, how helpful were we in assisting you to identify and find family services?



Among patients who reported a need for family services, 75 percent overall rated their program as very or somewhat helpful in assisting them to identify and find family services.

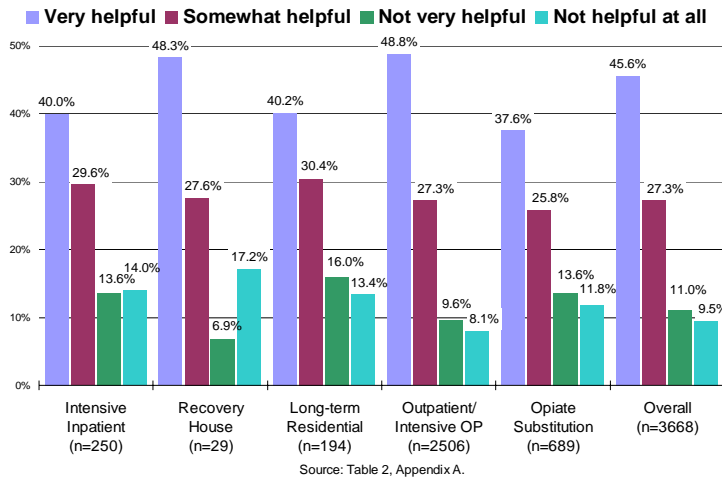


Did you need mental health services?

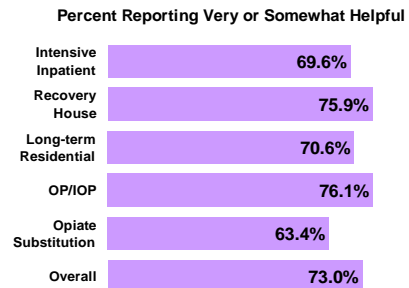


At least 32 percent of adult patients enrolled in community-based residential treatment programs reported a need for mental health services.

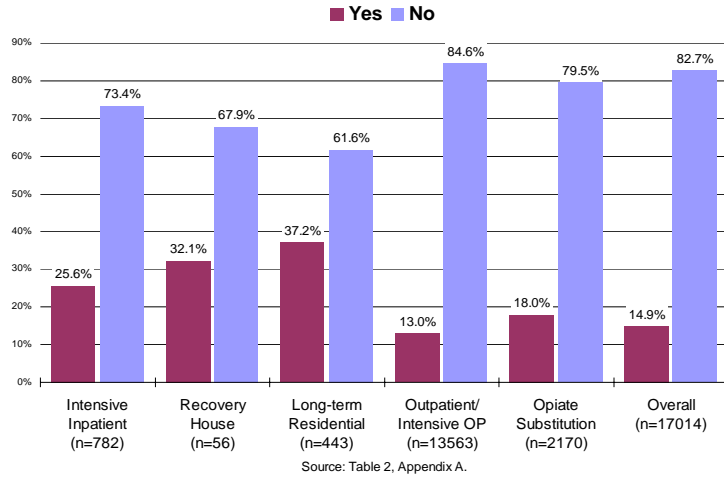
If yes, how helpful were we in assisting you to identify and find mental health services?



Among patients who reported a need for mental health services, 73 percent overall rated their program as very or somewhat helpful in assisting them to identify and find mental health services.

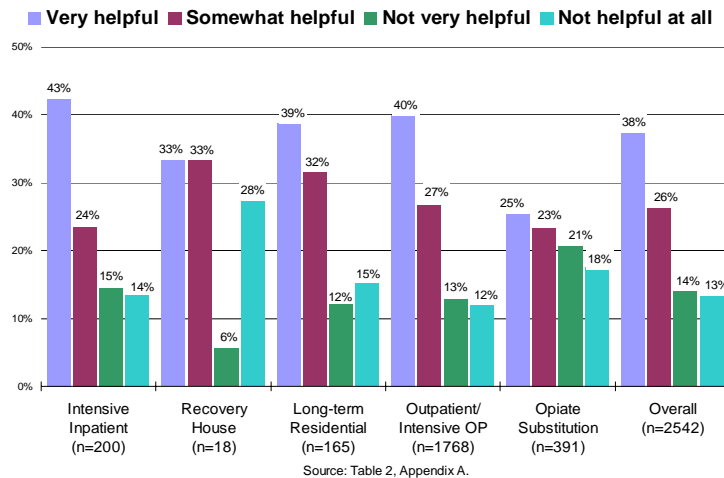


Did you need educational or vocational services?



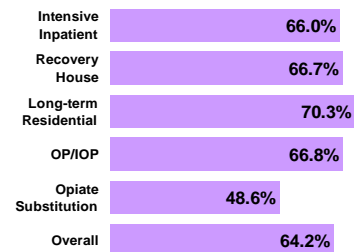
At least 26 percent of adult patients enrolled in community-based residential treatment programs reported a need for educational or vocational services.

If yes, how helpful were we in assisting you to identify and find educational and vocational services?

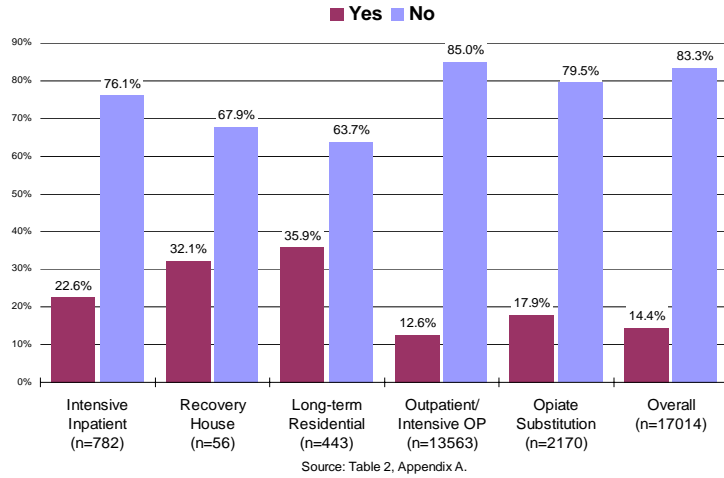


Among patients who reported a need for educational or vocational services, 64 percent overall rated their program as very or somewhat helpful in assisting them to identify and find educational or vocational services.

Percent Reporting Very or Somewhat Helpful

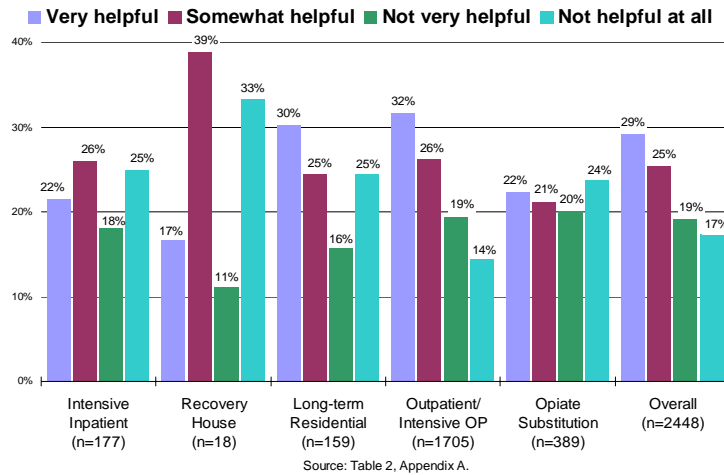


Did you need employment services?



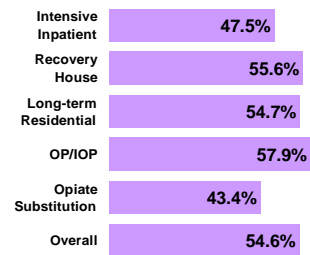
At least 23 percent of adult patients enrolled in community-based residential treatment programs reported a need for employment services.

If yes, how helpful were we in assisting you to identify and find employment services?



Among those who reported a need for employment services, 55 percent overall rated their program as very or somewhat helpful in assisting them to identify and find employment services.

Percent Reporting Very or Somewhat Helpful



What do you like about this program?

Intensive Inpatient: Selected Responses

“What I like is I’m getting a lot of good advice, feedback, and comments. Also, the staff and patients are very friendly and so much respectful. I truly, honestly think that this place will be good for me. I have a positive attitude that I will become a better person.”

“This program met all of my educational needs. The counselors, staff, and administration are wonderful human service professionals.”

“I like the educational groups. They are very informative, help me to understand my disease, and give me the tools I will need to maintain my sobriety. There is a lot of support in the community. The staff/counselors really care about all of us.”

“It has helped me be clean from 11 days. I have shot up drugs for the last three years of my life, and for the first time, I am clean. I want to stay clean.”

“I feel that it’s a great program that I can benefit from. I feel there are many things to learn here to help me with achieving sobriety and being a person that others and myself can appreciate.”

“It is a new, nice facility. The program is just getting settled so we are able to give counselors input about the program. Programming, groups, homework, and the time work out well.”

“Everyone here would like for me to finish this program, go on, and be of help to someone that would need the help I needed.”

“Counselors, food, the format, the spiritual aspect. That there is forgiveness for some of the mistakes that are made by some of the people.”

Recovery House: Selected Responses

“Keeps my mind on recovery. I’m able to think clearly. The food is good. The staff is helpful. I’ve lived on the street for many years so what I’ve got here is good. I’m grateful for what I’m getting here.”

“I like that they treat us with respect and dignity, and all staff members are compassionate, and the clients are all very into their recovery and bettering their lives.”

“The lectures for the most part are interesting and encourage input from the class. They encourage us to address our medical issues. My counselor has been more than willing to address any issues I have that may arise.”

“That they are thorough in their lectures and sometimes repeat things like relapse prevention so we learn them better and get more tools to take with us. I also like the fact that it is a small group so the counselors have more time to work with us.”

“I like the fact that the counselors really do care. I like that it’s a smaller group and not co-ed.”

“That you get the chance to meet and become friends with clean and sober people.”

Long-term Residential: Selected Responses

“I have finally found out who I really am. I have finally gotten my head on straight. It is the greatest thing that has happened to me.”

“The consistency with staff’s help for any situation I’ve had. The respect I got from staff. The set-up, how it works on the work, communication, and behavioral aspects of my life. The open-door policy, visits, hospitality, groups.”

“They put your problems in your face so you have to deal with them. In the past, I would cover my problems with violence and using. Now, I have the tools to work through them without breaking the law.”

“The fact that our children are allowed to come live with us, giving us a great opportunity to become better parents; and the learning experiences because people in here have good ‘input’ that can relate to someone or all of us.”

“That behaviors are identified by my peers, people that have the same experience as mine, and then actually help me learn why these things are inappropriate.”

“The structure, the diet, the programming and groups, the care and concern.”

“The clients are the best part about (name of agency). Everyone’s friendly and tries to be helpful.”

“I’ve seen a big change in myself since being in this program.”

Outpatient/Intensive Outpatient: Selected Responses

“Outpatient was helpful because I was able to gain support from my group. The discussions were open, honest, and helpful. Also, I found much of the materials presented by the counselor to be very informative and helpful.”

“The atmosphere, the people, the way they make me feel. Most of all, I like the knowledge that I have learned about the human body – what effects drugs have on it.”

“The group sessions are very helpful. The counselors are very committed to their jobs and are serious about what they are doing. They seem to have our best interests at heart.”

“Being able to have aftercare after treatment, a place to vent my issues. I would not have been able to stay clean dealing on my own, but I had this class to help me.”

“I love that inpatient treatment, outpatient treatment, health department, and mental health are all available in one building.”

“I like the women’s group. I like that you can bring your children.”

“This program has really helped me to identify my triggers, my self-help, and my recovery. I have begun to finally find out who I am inside.”

“Specialized, caring counselors who are able to aid me in the pursuit of a much healthier, happier life. People take time to listen. People here are usually grateful, sober, friendly, and helpful. My problems always seem less stressful, and I don’t feel alone.”

“That the counselor is also in recovery.”

“I like the way each counselor individualizes group sessions and treatment, and the interest they show on each patient/client.”

“I think this program is great because it has helped me to become a better person. It is a safe place to come to, and the people here are helpful and caring.”

“The one-on-ones with my primary counselor.”

“I feel that I am important as an individual.”

“Keeps me accountable.”

"I like watching the changes within myself the longer I stay in the program."

"I enjoy our leader and his ideas. His approach is realistic and encourages us to stay away from denial."

"I have gotten a lot out of this program. I think all people with drug problems that are also legal problems should have a chance at this program."

Opiate Substitution: Selected Responses

"After many years on other methadone programs, this is the first one that (by giving me monthly carries) has allowed me to work and have a more complete life."

"This program lets me realize that there was a way to get off heroin (opiates) and become useful again. Allowed me to find a church and a life. After five years, I am still grateful."

"Respect; counselors are exceptionally multi-tasked, friendly. No judgment here; do not feel policed like other programs. Confidentiality is very important here and is held up to my knowledge."

"The head man is one of the nicest and most caring men I have ever met. He is by far the best choice for running a bunch of drug-addicted losers like us."

"This program has allowed me to stop shooting drugs. I haven't shot drugs in four and a half years."

"Clinic opens promptly and speed of dosing (especially at 5:00 a.m.) is usually as fast as possible. The staff, especially the head R.N., keeps the dosing speed up. My counselor is very accommodating and helpful at all times."

"The fact that I don't have to do street drugs and that lifestyle any more. I'm very grateful for that. My life is becoming more normal."

"The staff is great."

"I like that we are allowed to stay on as long as we need it."

Is there anything you would change about this program?

Intensive Inpatient: Selected Responses

“The staff here is first-class all the way. But they need money for basic repairs on the buildings such as plumbing, electrical, carpentry, more books in the library.”

“I wish all the rules and programs were in place already. I understand this is a new program, and they are trying to work everything out. It will run smoothly and be amazing once this happens. Otherwise, I am very grateful that I am able to be here.”

“The language some people use around here and the way some people conduct themselves in sessions, meetings, halls, outside. Also, that the staff correct some of that stuff, for example: talking in sessions, foul language, obscene language.”

“I think some of the staff are rude. They need to brush up on their social skills.”

“Take away the five-day blackout. Sometimes some of the staff treat you like a child or inmate.”

“Yes, the policy on meds. I want to be able to smoke cigarettes with my family when they visit.”

Recovery House: Selected Responses

“I would change a lot. All the staff would comply with all the rules for us. I wish the counselors would see us more than once every couple of weeks. I wish we could have a family day. I wish we could have more than five-minute phone calls per week. A nurse or counselor on duty 24 hours, seven days a week.”

“First of all, the mold in the bathrooms needs to be cleaned up. New fresh paint is also needed. Better ventilation.”

“Some counselors are really selective in who they help and who they don't.”

“The food and the amounts, some of the rules, the rude staff, the dirty and smelly appearance, the beds and how many people share a room. More activities and lectures on weekends.”

“More counselors and funding for simple repairs on this building. The program is great, but there is a definite lack of funds.”

Long-term Residential: Selected Responses

“Counselors need to spend time with their clients through regular one-on-ones. I went through most my treatment without much one-on-one counseling.”

“Yes, the food we eat; need sugar and chocolate; need more time outside of the facility. Meds need to help clients rather than state requirements. More money for clients to live on. Doctor’s prescription should be allowed no matter what.”

“The 90-day blackouts are too long. We should be allowed at least mail from family. It’d be easier if we could have our own stuff like beddings, towels. It needs at least one real NA or AA meeting with outsiders a week. Needs more mental health help and not just availability of meds – real help, not just talking about it either.”

“More groups. We get only four hours of TV a week – it would be nice to have more to be caught up in current events. More combined activities. We get ten minutes a month for phone calls. More time to talk to family.”

“Yes. I would add, or at least, have the option to go to church. I need more spiritual time.”

“More of a variety of things to do during free time and maybe two shopping trips to the store.”

Outpatient/Intensive Outpatient: Selected Responses

“Have more activities or active sessions on occasion to make it more fun to learn about our addictions. Sometimes, I feel like falling asleep, and nothing sinks in – no excitement.”

“I think the program needs more funding to better provide materials and extra help.”

“Yes, I think that the counselors should focus more on one-on-one meetings. I like hearing positive feedback when I am doing good.”

“Instead of me hearing about programs through the grapevine, they should have a list of programs that are available.”

“I think that smaller groups would be better, and maybe there should be more just all women’s group.”

“The number of classes – I would like if there was about half the amount rather than a two-year program. A year would be sufficient.”

“Yes, the four-day intensive outpatient groups a week. It should be done by the needs of each client and should be discussed at the intake interview.”

“Less homework and packets. It should be done in class.”

“Provide more live lectures with special guests.”

“More book handouts or movies, more research information.”

“Class size should be no more than about 12 people. Counselor sometimes spent the majority of class speaking. Could be more beneficial for some to have more involvement during class.”

“Be more informative of changes and front desk staff being better at communicating – full sentences with verbs, etc.”

“Yes, dental assistance for those that really need it.”

“Just that the women’s bathroom facility is not very clean. It needs to be cleaned.”

“The costs seem pretty outrageous especially for someone with an actual desire to change.”

Opiate Substitution: Selected Responses

“I’ve been on the program for 12 years with three dirty UAs which were due to pain pill use (for extreme pain!) not abuse. I’m supposed to be getting monthly take-home but can’t due to the program’s lack of pharmacist or doctor to dose the 30-day supply. If they hired a pharmacist for three hours, once or twice a week, the long lines could be much shorter, and my responsible behavior would be rewarded.”

“Flexibility would be great. The hours can be challenging for folks with work or school. The process for vacation emergency carries could be simplified. I think people with long standing clean UAs should be allowed some leniency.”

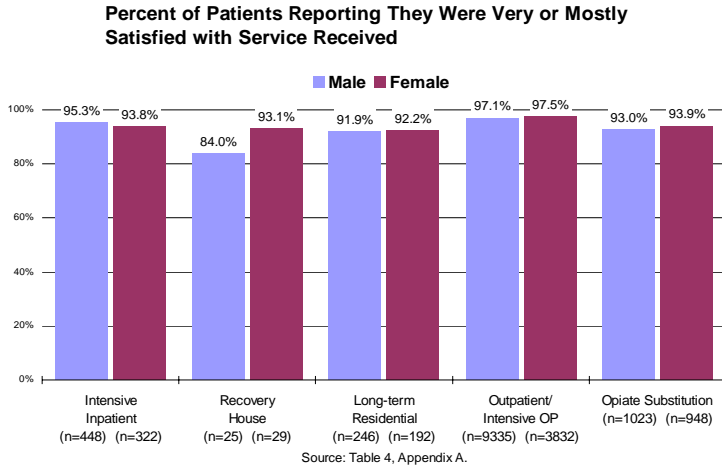
“We need photo ID cards and a disaster plan: that is, what do we do if an earthquake flattens the city? Any plans for a week later? Do we go to Yakima? Hospitals have told me not to show up. Methadone is a serious drug. I’ve tried getting off at one milligram a week for two years and was still too ill to function for 11 months. Had to get back on. I cannot imagine what total withdrawal would be like with no water and sick people and kids to care of.”

“More government funding for lower income people who are trying to get back on their feet.”

***Adult Patient Satisfaction in Community
Treatment Programs: Differences Between
Groups***

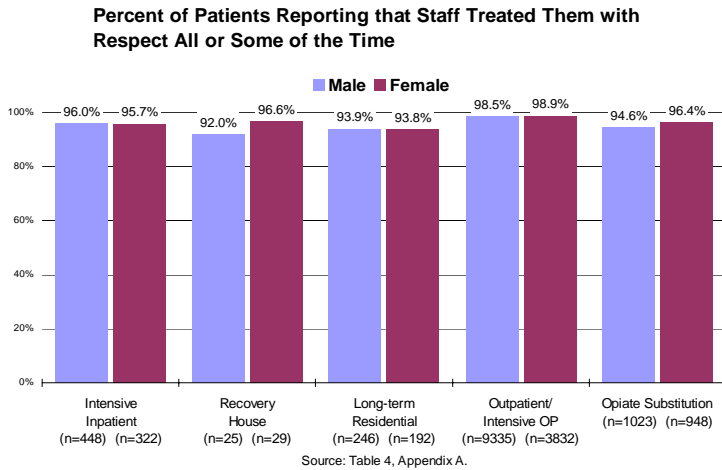
Gender and Patient Satisfaction

Satisfaction with Service Received



The proportion of patients reporting they were very or mostly satisfied with service received was similar between males and females in all the treatment modalities except for recovery house where a lower proportion of males than females reported they were very or mostly satisfied with service received.*

Respect from Staff

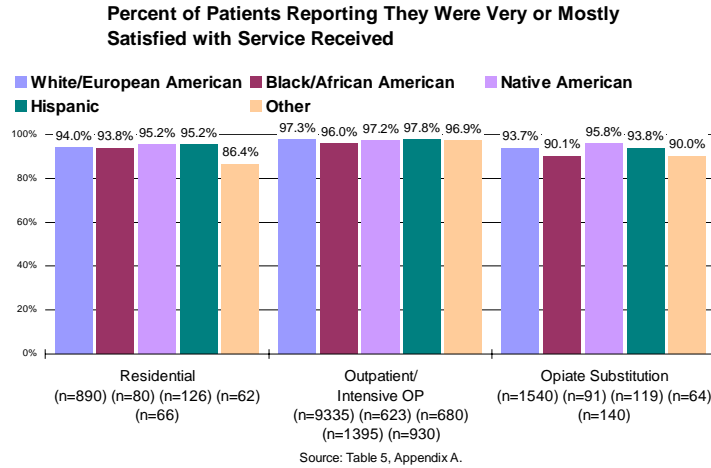


The proportion of patients reporting that staff treated them with respect all or some of the time was similar between males and females across the treatment modalities except for recovery house where 92 percent of males reported that staff treated them with respect all or some of the time compared to 97 percent of females.*

* The results for recovery house should be interpreted with caution because of the comparatively fewer number of recovery house patients completing the survey.

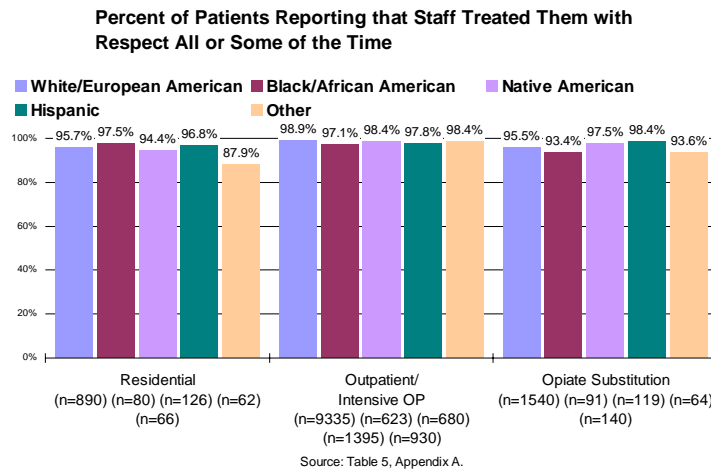
Ethnicity/Race and Patient Satisfaction

Satisfaction with Service Received



The proportion of patients reporting they were very or mostly satisfied with service received was similar across ethnic or racial groups and treatment modalities except in residential programs where patients identified as other and in opiate substitution where African American patients and those identified as other had a lower proportion reporting they were very or mostly satisfied with service received.*

Respect from Staff

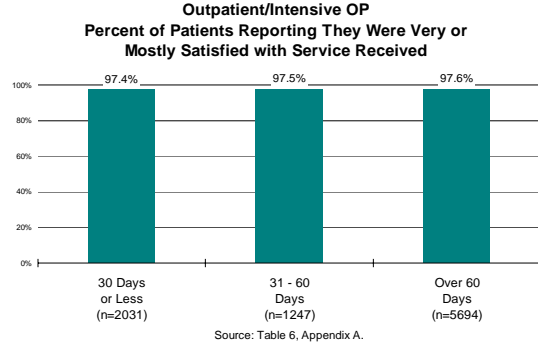
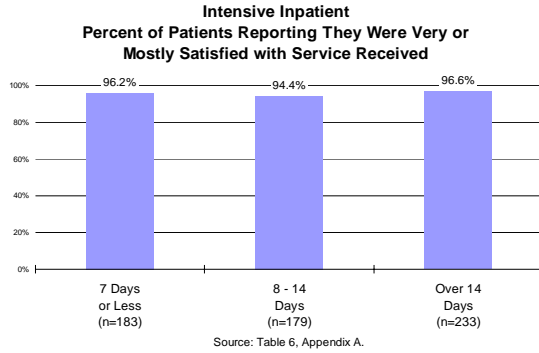


The proportion of patients reporting that staff treated them with respect all or some of the time was similar across ethnic or racial groups and treatment modalities except for patients identified as other in residential treatment where the proportion of patients reporting that staff treated them with respect all or some of the time was lower compared to that of other groups.*

*Patients identified as other included patients identifying themselves as Asian/Pacific Islander, multiracial, or as other ethnicity/race. Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients in participating opiate substitution programs completed the survey during the week of March 20, 2006.

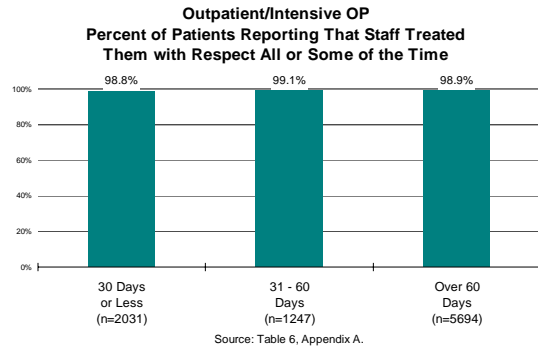
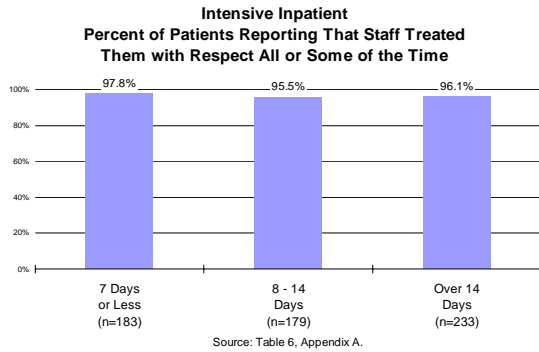
Length of Stay in Treatment and Patient Satisfaction

Satisfaction with Service Received



The proportion of adult patients reporting they were very or mostly satisfied with the service they received was similar across varying lengths of stay in intensive inpatient and almost equal in outpatient programs.*

Respect from Staff

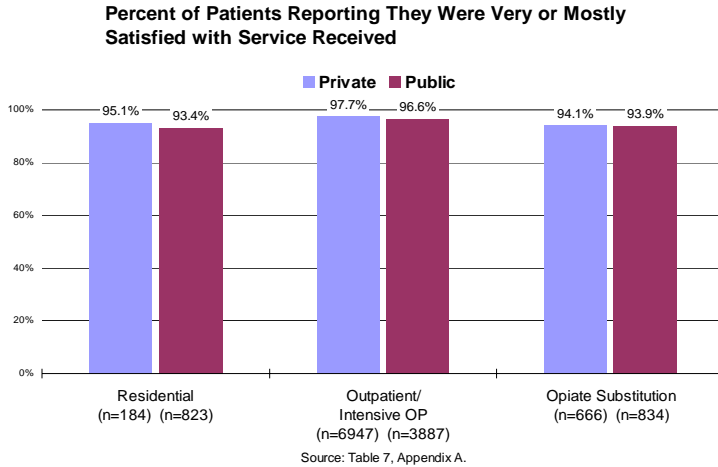


The proportion of adult patients reporting that staff treated them with respect all or some of the time was similar across varying lengths of stay in treatment in intensive inpatient and nearly the same in outpatient programs.*

* For length of stay in treatment and patient satisfaction in other treatment modalities, see Table 6 in Appendix A.

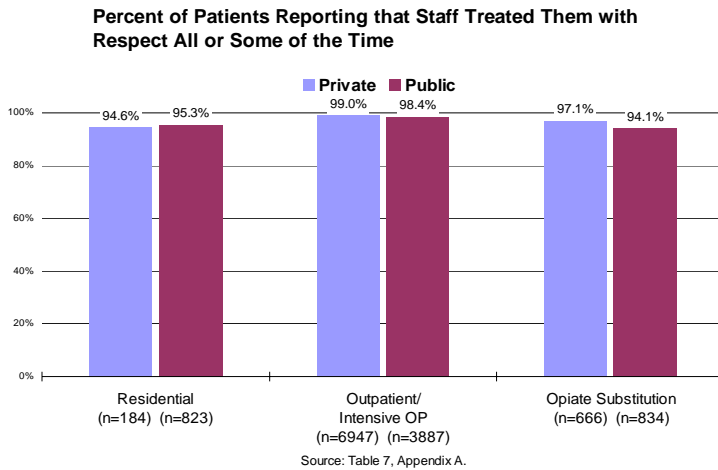
Source of Funding and Patient Satisfaction

Satisfaction with Service Received



The proportion of adult patients reporting they were very or mostly satisfied with service received was similar between private-pay and publicly funded patients across treatment modalities.*

Respect from Staff

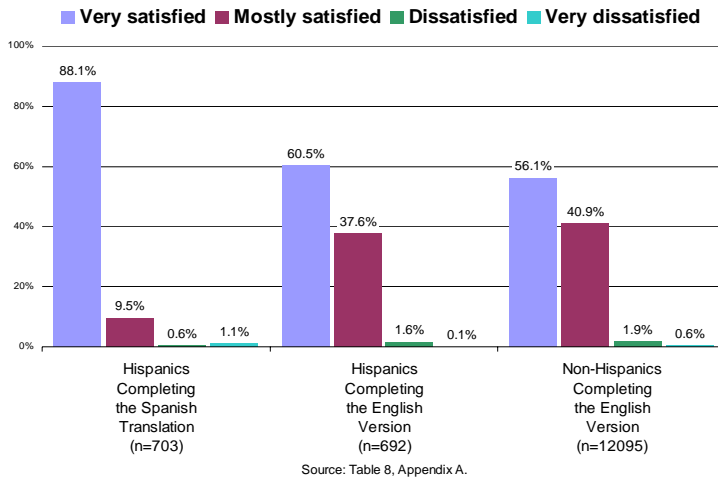


The proportion of patients reporting that staff treated them with respect all or some of the time was slightly lower among publicly funded patients than among private-pay patients in opiate substitution programs.*

*Results for opiate substitution programs should be interpreted with caution since fewer than 70 percent of patients in participating opiate substitution programs completed the survey during the week of March 20, 2006.

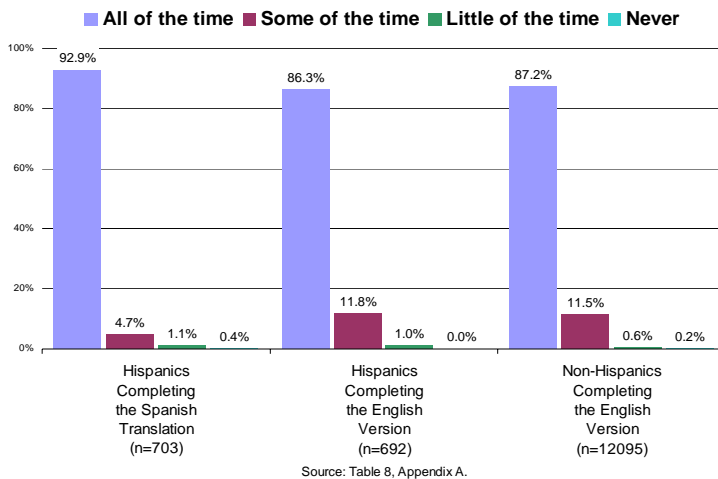
***English and Spanish Versions of the Adult
Patient Satisfaction Survey Compared***

Satisfaction with Service Received



Adult Hispanic patients completing the Spanish translation of the survey had the highest proportion of those reporting they were very satisfied with service received compared to Hispanics and non-Hispanics completing the English version of the survey.

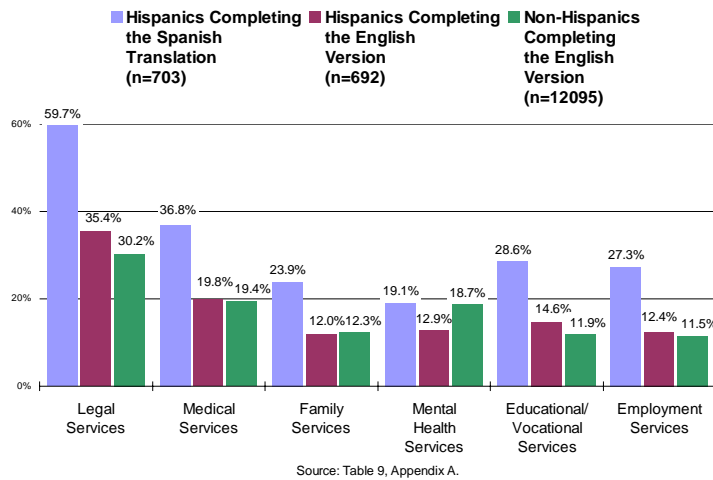
Respect from Staff



Adult Hispanic patients completing the Spanish translation of the survey had the highest proportion of those reporting that staff treated them with respect all of the time compared to Hispanics and non-Hispanics completing the English version of the survey.

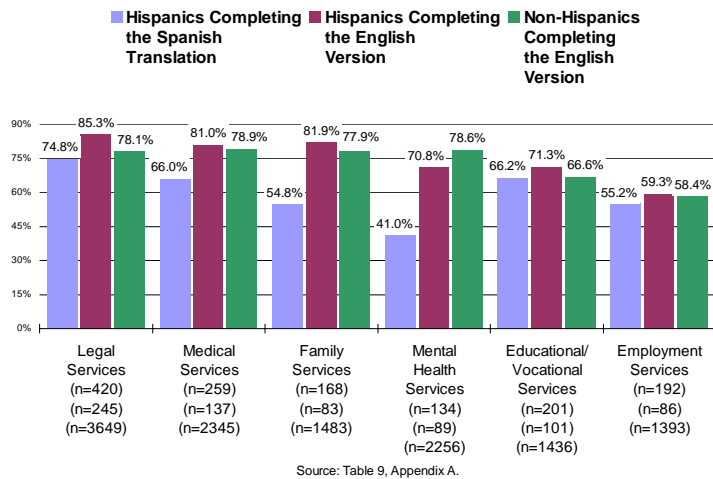
*The patients included in this analysis were those enrolled in adult community outpatient programs only.

Need for Services



Adult Hispanic patients completing the Spanish translation of the survey had a higher proportion of those reporting a need for other services compared to Hispanics and non-Hispanics completing the English version of the survey.

Helpfulness of Treatment Program in Identifying and Finding Needed Services

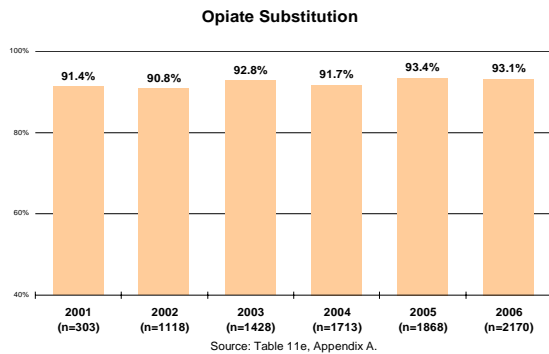
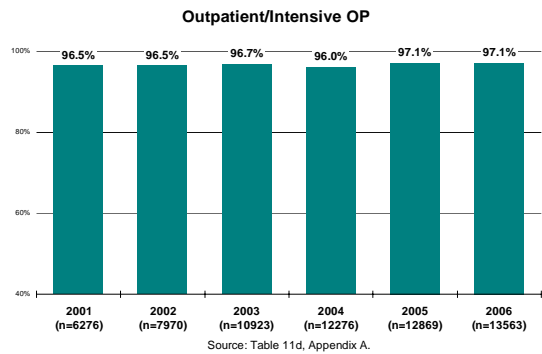
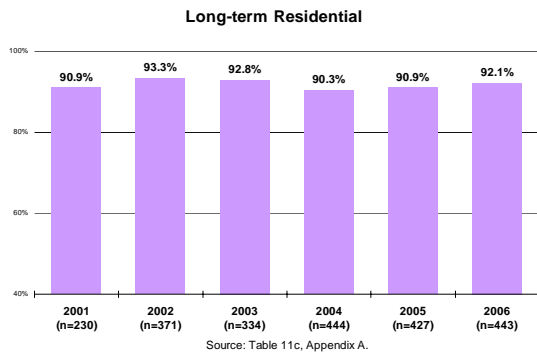
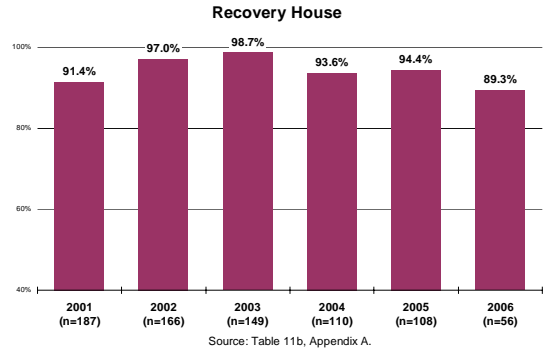
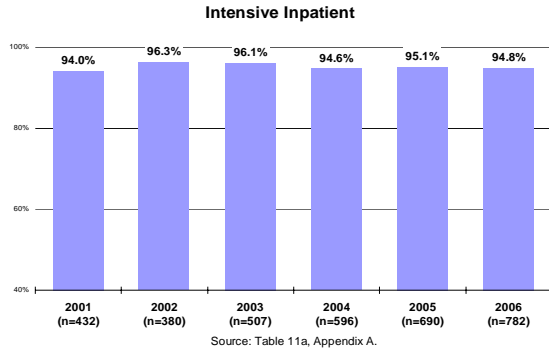


Among those who reported a need for other services, adult Hispanic patients completing the Spanish translation had the lowest proportion of those rating their program as being very or somewhat helpful in assisting them to identify and find other needed services compared to Hispanics and non-Hispanics completing the English version of the survey.

*The patients included in this analysis were those enrolled in adult community outpatient programs only.

***Six-Year Trend in Adult Patient Satisfaction
in Community Treatment Programs by
Modality***

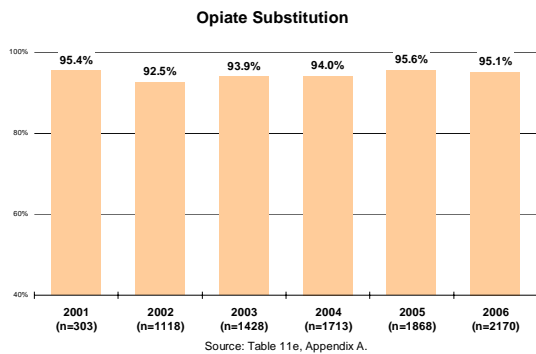
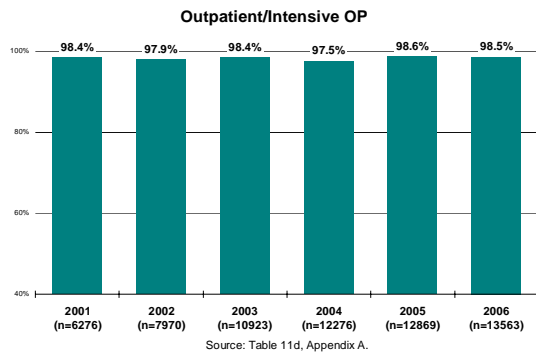
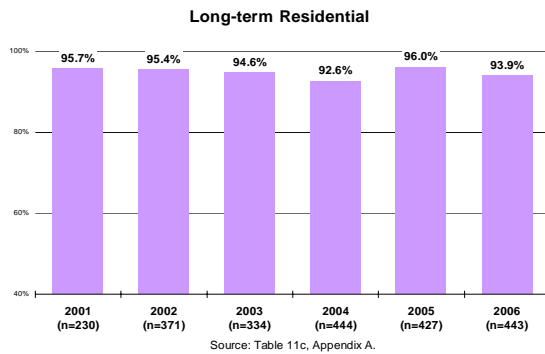
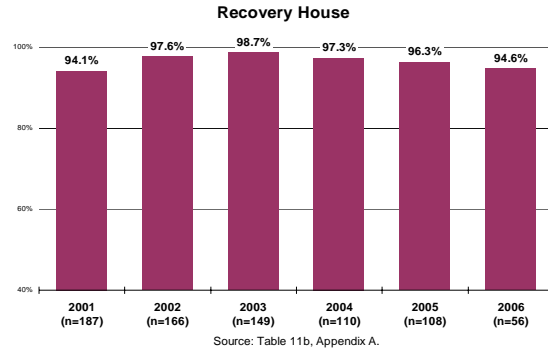
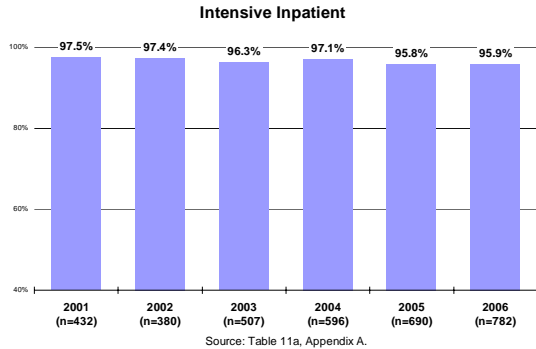
Satisfaction with Service Received



Across treatment modalities, the proportion of patients reporting they were very or mostly satisfied with service received stayed at or above 90 percent over the course of six years except in recovery house where it dropped from 94 percent in 2005 to 89 percent in 2006.*

* The results for recovery house should be interpreted with caution because of the comparatively fewer number of recovery house patients completing the survey in 2006.

Respect from Staff

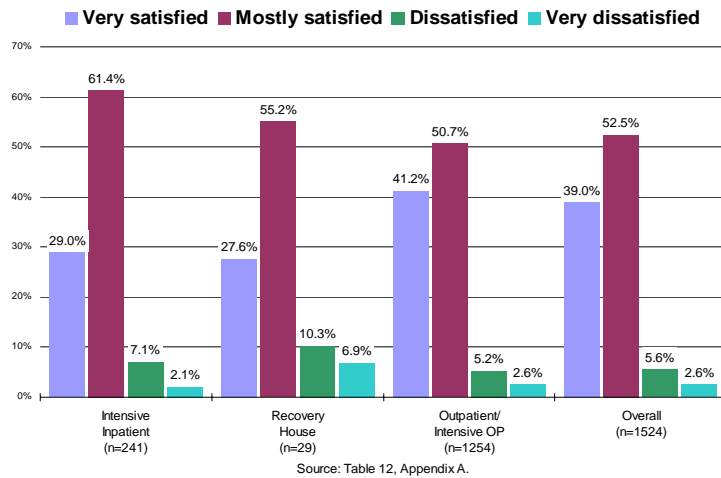


The proportion of adult patients in community-based treatment programs reporting that staff treated them with respect all or some of the time stayed consistently above 92 percent over the period of six years across treatment modalities.*

* The results for recovery house should be interpreted with caution because of the comparatively fewer number of recovery house patients completing the survey in 2006.

Youth Patient Satisfaction in Community Treatment Programs by Modality

How satisfied are you with the service you have received?

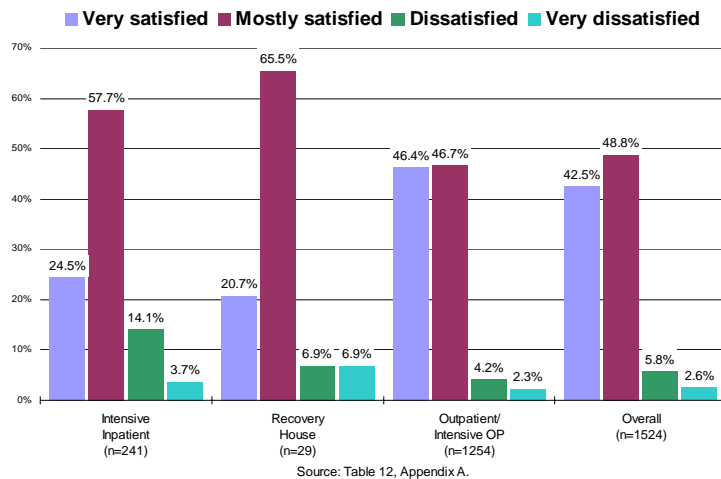


Overall, close to 92 percent of youth patients in community-based treatment programs reported they were very or mostly satisfied with the service they received.*

Percent Reporting Very or Mostly Satisfied



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



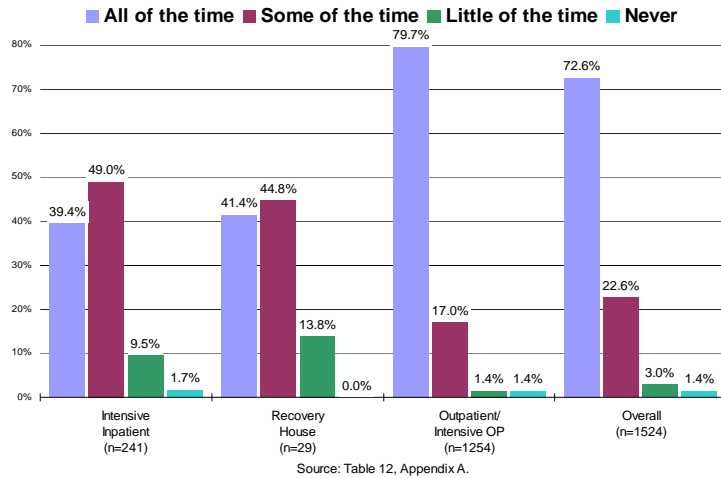
Ninety-three percent of outpatient and at least 82 percent of residential youth patients reported they were very or mostly satisfied with the comfort and appearance of their facility.

Percent Reporting Very or Mostly Satisfied



*The results for recovery house should be interpreted with caution since there were only 29 youth patients that completed the survey in participating recovery house programs.

Would you say our staff treated you with respect?

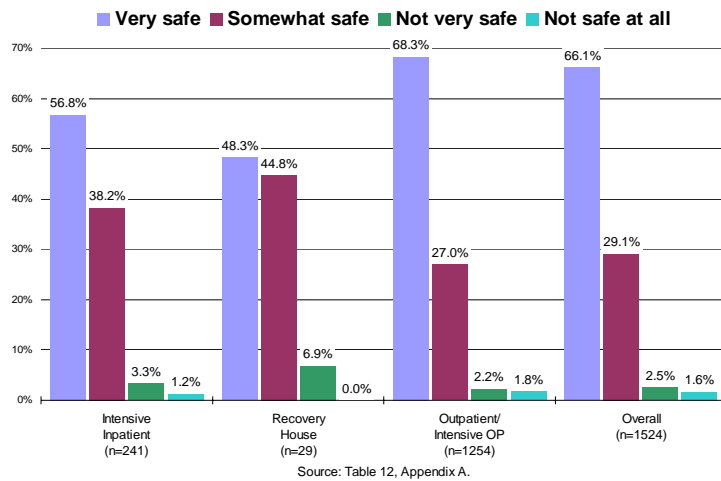


Ninety-seven percent of outpatient and at least 86 percent of residential youth patients reported that staff treated them with respect all or some of the time.*

Percent Reporting All or Some of the Time



How safe do you feel in this program?



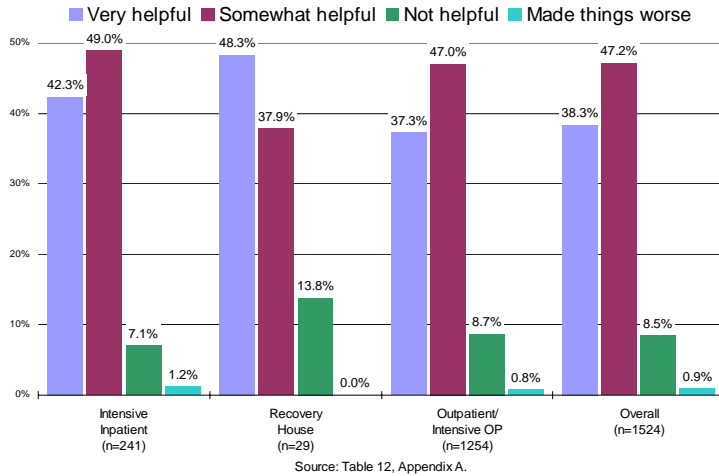
Overall, 95 percent of youth patients enrolled in community-based residential treatment programs reported they felt very or somewhat safe in their program.*

Percent Reporting Very or Somewhat Safe



*The results for recovery house should be interpreted with caution since there were only 29 youth patients completing the survey in participating recovery house programs.

How helpful are the group sessions?

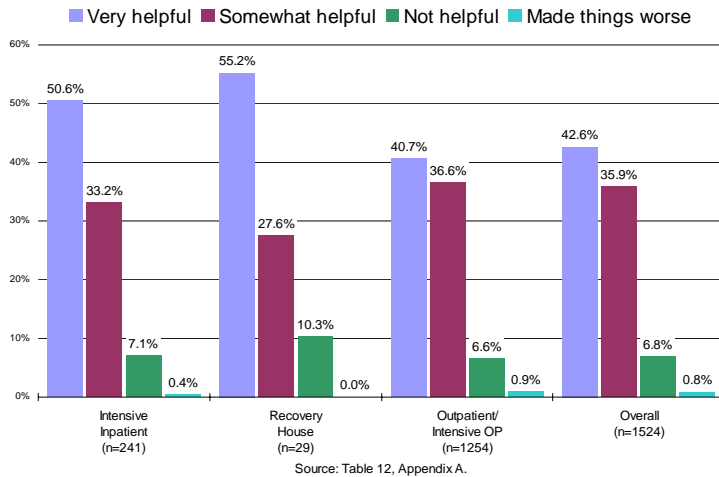


The proportion of youth patients reporting that group sessions were very or somewhat helpful was highest in intensive inpatient.*

Percent Reporting Very or Mostly Satisfied

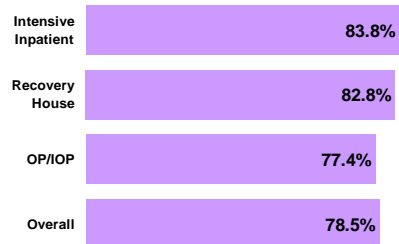


How helpful is the individual counseling?



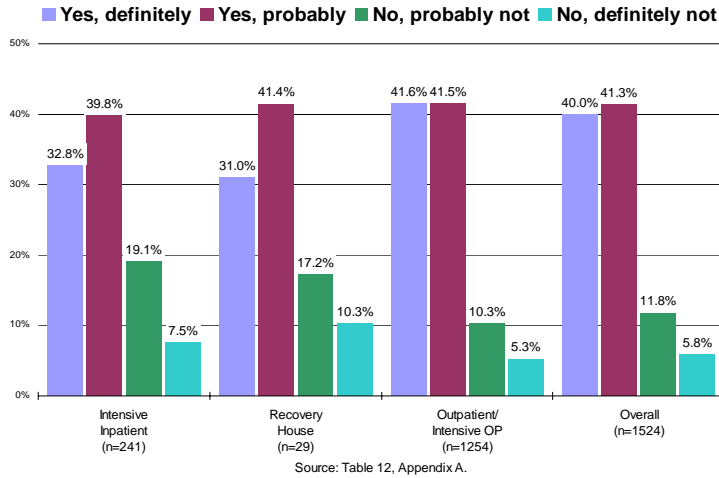
The proportion of youth patients reporting that individual counseling was very or somewhat helpful was highest in intensive inpatient.*

Percent Reporting Very or Somewhat Helpful

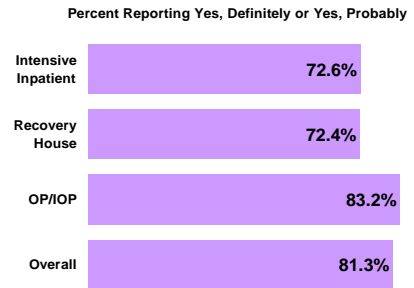


*The results for recovery house should be interpreted with caution since there only 29 youth patients that completed the survey in participating recovery house programs.

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



Eighty-three percent of outpatient and at least 72 percent of residential youth patients reported that they would definitely or probably return to the same program if they were to seek help again.



The results for recovery house should be interpreted with caution since there were only 29 youth patients in recovery house that completed the survey in participating recovery house programs.

What do you like about this program?

Intensive Inpatient: Selected Responses

“I like how they do as much as they can to help us and give us their full-time support. I like the groups and staff most of the time and agree with the way they treat and teach us. I like everything about this place, and I believe that this place has saved many lives including mine.”

“That it works with emotion and addiction, not just your addiction. The whole time you’re learning skills to stay away from drugs instead of learning that drugs are bad because we already know that.”

“That the staff are nice and the beds are soft. Also, the food is good. Also, they encourage me to stay clean.”

“Counseling.”

“That it is not co-ed, and we can focus on ourselves.”

“I like art therapy because it helps me to express myself.”

“I like the fact that it is so organized. We get to go on outings, and also the fact that we have guest speakers – that’s what helps me the most, hearing other people’s stories.”

“I can be honest without being judged. I am helping myself in different ways. I’m growing internally. I’m getting healthy physically, emotionally, spiritually, mentally, and I’m sober.”

Recovery House: Selected Responses

“The support, how responsive the staff is to our issues.”

“That they care genuinely about you, and how you are treated.”

“I like the staff. They all seem to do their jobs well, and even if I don’t like it at times, I know it benefits me in the end. It’s comfortable, and I feel safe.”

“I like some of the food, and I like the counselors, how they confront you, because it really opens your eyes and helps a lot.”

“The support and advice.”

“That I’m staying clean.”

Outpatient/Intensive Outpatient: Selected Responses

"I really like that my counselor is always there for his clients, and that he is really good at helping me with individual problems and always sticking up for me."

"I like that it's better than having to do time in detention."

"This program gives me the chance to get to know other people and know that I'm not the only one doing this."

"It gives me a place to feel safe and be accounted for."

"I like that the counselors are really here for you, not just in it for the money. They really want you to do well."

"That I learn about different substances, and I feel like I can be open."

"I like the comfort of food and humor around me. I also like the confidentiality in our groups."

"Good activities with meaningful purposes and outcomes."

"I like the one-on-one sessions because (name of counselor) really helps me with what I need to do to stay sober. She is someone I can talk to, and that really helps with my recovery."

"I like that it rewards me for working hard."

"I like how my counselor tries to fix problems even if I can't or choose not to."

"How I have somebody to talk to when I'm mad or sad."

"Free food."

"That it keeps me sober."

What do you not like about this program?

Intensive Inpatient: Selected Responses

“Well, the only thing I do not like is they listen to my phone calls and write down what I say when I’m on the phone.”

“We don’t get to have certain things in our rooms. There are so many girls that start so much drama.”

“I don’t like the short period of time you get to talk to your family. The facility is very old. They need to allow calls to family at any time or allow us more time. Smells very bad, smells won’t go away. The movies are out of date.”

“I do not like some of the house managers. Also, the fact that the comforters are never washed.”

“I don’t like how they discontinued my use of medication. Can’t write mom, can’t shave, can’t sleep during the day; boring educational movies.”

“That sometimes the staff are not fair or that they can be jerks.”

“The hall staff are rude and don’t seem like they care or know what they are doing.”

“How long it is and how we don’t learn, or watch movies, on certain drugs or anything.”

Recovery House: Selected Responses

“I had an issue with a male staff here making me feel unsafe.”

“I don’t like the smell of a sewer when I walk outside. I don’t like that I can’t go outside when I want, or that I can’t bring outside reading materials.”

“I don’t like some of the staff, and I don’t like some of the food. Also, I don’t like getting up so early without being able to take naps.”

“Tension that I feel often, and sometimes staff are rude, only some though.”

“There were a few encounters with a staff member, but it got taken care of.”

Outpatient/Intensive Outpatient: Selected Responses

"I feel (name of treatment program) is extremely impersonal. This system categorizes individuals in a way that makes recovery difficult. If someone wants to be clean, they will get clean with or without help."

"I feel that it could be a little bit more organized, and that I think you could possibly get a lot more from it."

"The groups are big that sometimes you don't get to talk about things."

"I don't really like groups even though I don't go to groups anymore, but when I went, the kids didn't take groups seriously, and that really bothered me."

"Times are not convenient for all participants."

"Difficult to schedule one-on-one appointments."

"I don't like taking a UA."

"I don't like the location. I don't like the druggies. I think group is just a joke. All we do is sit here for two hours, and we don't talk really about feelings."

"Court every week."

"I don't like the time it takes up. Also, that I have to travel far to get here."

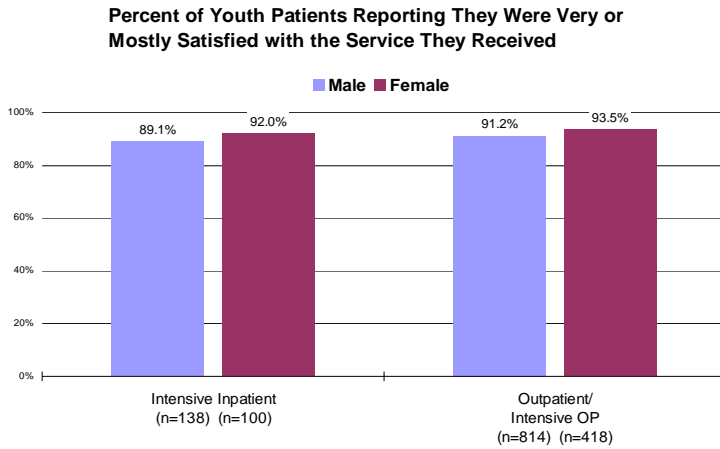
"It's extremely boring and makes me want to go smoke, but I just hold back because of the drug tests."

"The fact that the two original counselors are gone. (Names of counselors) were the best at teaching things and providing the needed support."

***Youth Patient Satisfaction in Community
Treatment Programs: Differences Between
Groups***

Gender and Youth Patient Satisfaction

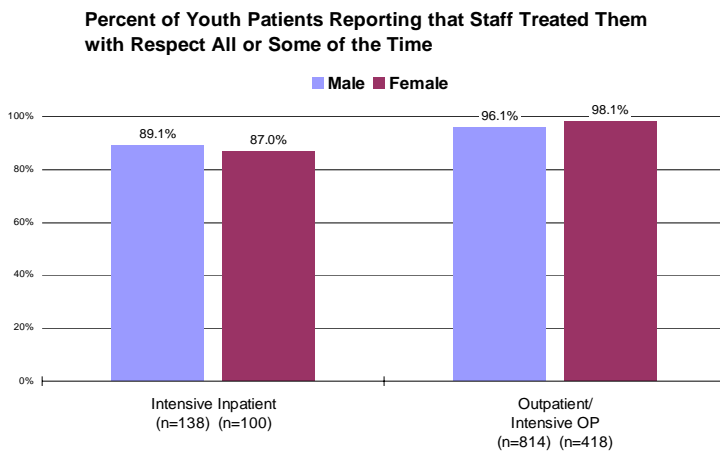
Satisfaction with Service Received



Source: Table 14, Appendix A.

In intensive inpatient and outpatient treatment programs, the proportion of youth patients reporting they were very or mostly satisfied with the service they received was similar between males and females. The small number of cases in recovery house did not allow for a fair comparison of this measure; therefore, it is not included in this chart.

Respect from Staff

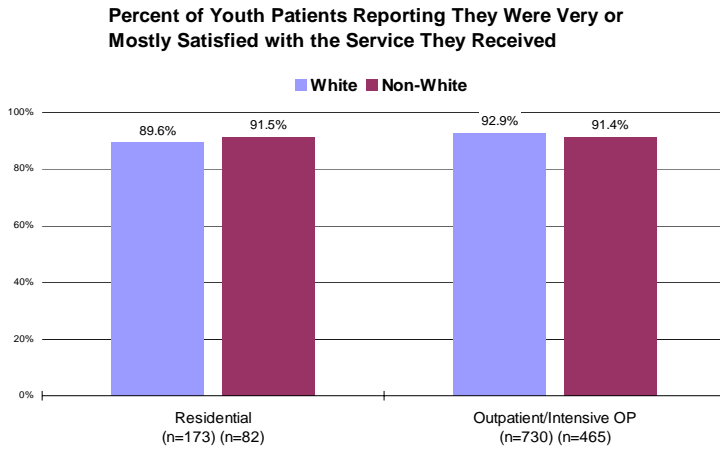


Source: Table 14, Appendix A.

In intensive inpatient and outpatient treatment programs, the proportion of youth patients reporting that staff treated them with respect all or some of the time was about the same between males and females. The small number of cases in recovery house did not allow for a valid comparison of this measure; therefore, it is not included in this chart.

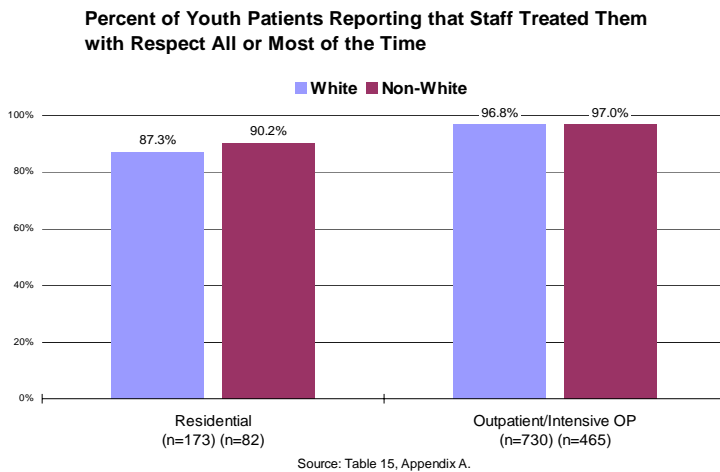
Ethnicity/Race and Youth Patient Satisfaction

Satisfaction with Service Received



The proportion of youth patients reporting they were very or mostly satisfied with the service they received was similar between White and non-White youth patients in residential and outpatient treatment programs.*

Respect from Staff

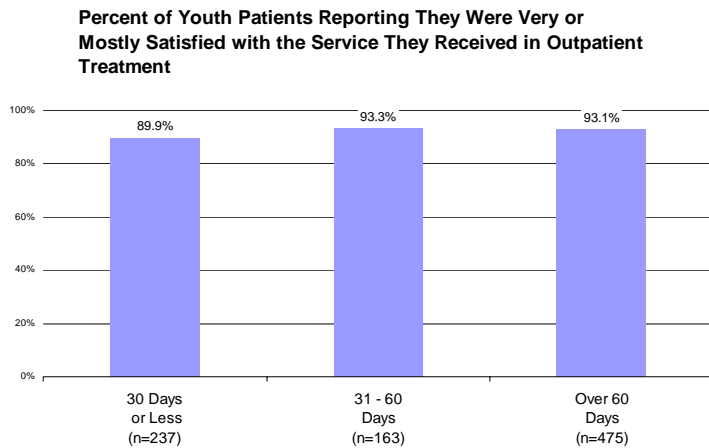


The proportion of youth patients reporting that staff treated them with respect all or some of the time was similar between White and non-White youth patients across treatment modalities.*

*Youth patients identifying themselves as African American, Asian/Pacific Islander, Native American, Hispanic, Multiracial, or other were grouped together as non-Whites, and intensive inpatient and recovery house were grouped together as residential in order to obtain a more even distribution across ethnic/racial groups and treatment modalities.

Length of Stay in Treatment and Youth Patient Satisfaction

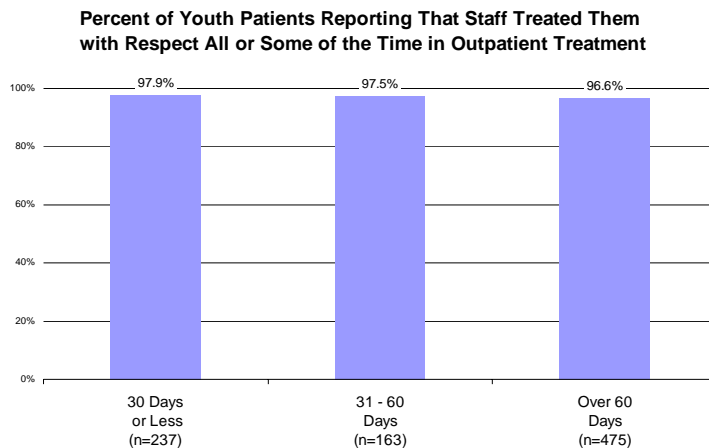
Satisfaction with Service Received



Source: Table 16, Appendix A.

The proportion of youth patients in outpatient treatment reporting they were very or mostly satisfied with service received was slightly higher among longer-term patients than among shorter-term patients.

Respect from Staff



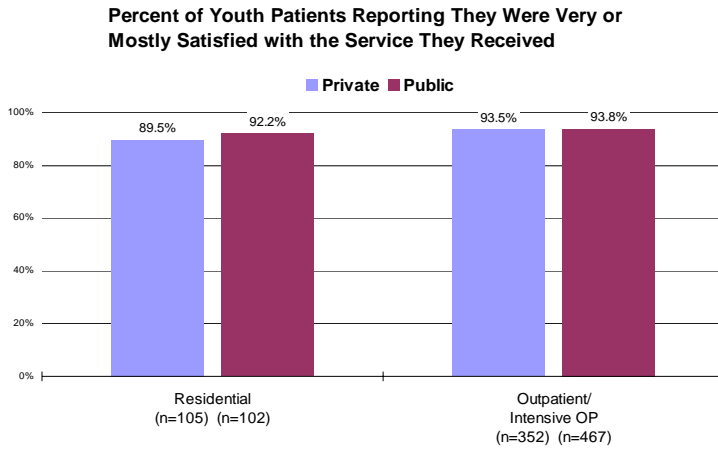
Source: Table 16, Appendix A.

The proportion of youth patients in outpatient treatment reporting that staff treated them with respect all or some of the time was similar across varying lengths of stay in treatment.

For length of stay in treatment and youth patient satisfaction in intensive inpatient and recovery house, please see Table 16 in Appendix A.

Source of Funding and Youth Patient Satisfaction

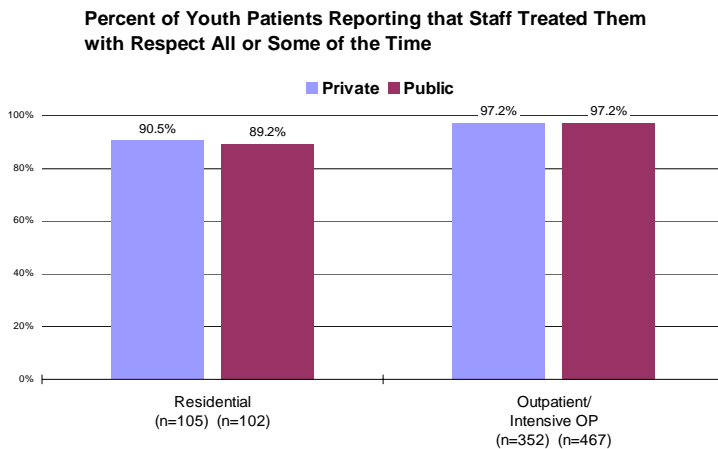
Satisfaction with Service Received



Source: Table 17, Appendix A.

The proportion of youth patients reporting they were very or mostly satisfied with service received was nearly equal between private-pay and publicly funded patients in outpatient treatment and similar in residential treatment.

Respect from Staff



Source: Table 17, Appendix A.

The proportion of youth patients reporting that staff treated them with respect all or some of the time was the same between private-pay and publicly funded patients in outpatient treatment and similar in residential treatment.

***Five-Year Trend in Youth Patient Satisfaction
in Community Treatment Programs by
Modality***

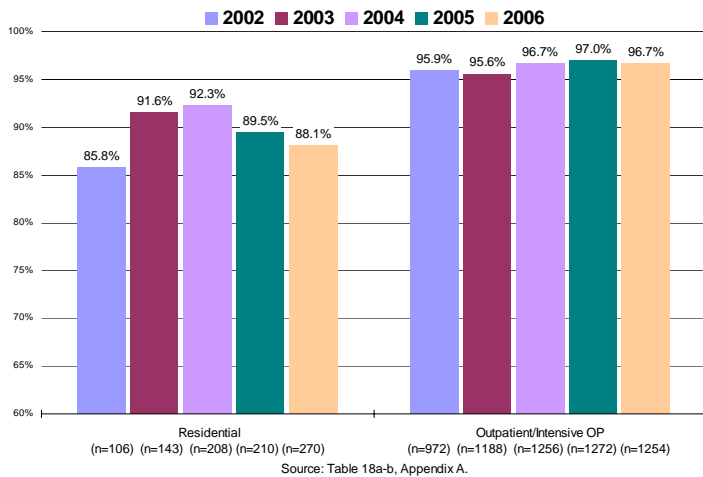
The responses of youth patients in intensive inpatient and recovery house were combined in a single residential category in order to keep confidential the identity of the one youth recovery house program participating in 2003.

Satisfaction with Service Received



The proportion of youth patients reporting they were very or mostly satisfied with service received stayed consistently above 90 percent in outpatient treatment over the course of five years, while it has fluctuated in residential treatment increasing from 82 percent in 2005 to 90 percent in 2006.

Respect from Staff

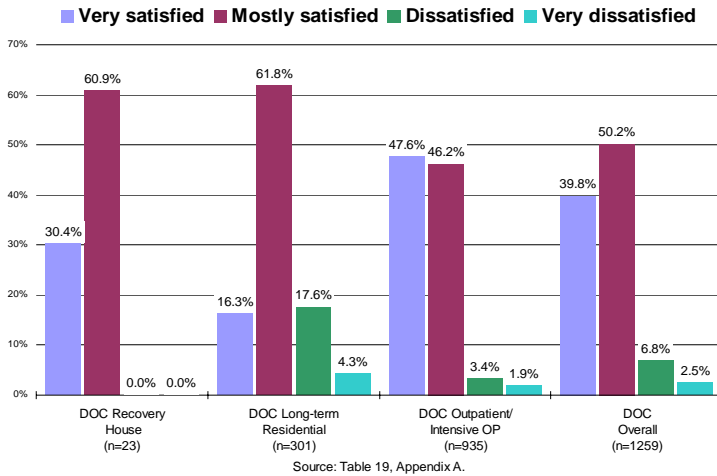


The proportion of youth patients reporting that staff treated them with respect all or some of the time consistently remained over 95 percent over the five-year period in outpatient treatment, while in residential treatment it has remained under 90 percent over the last two years.

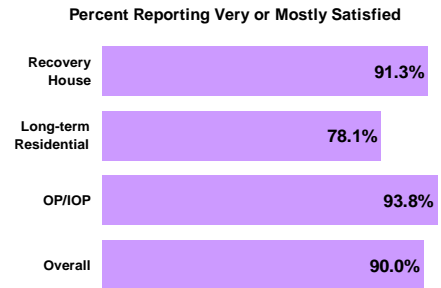
Part 2: Correctional Treatment Programs

Patient Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality

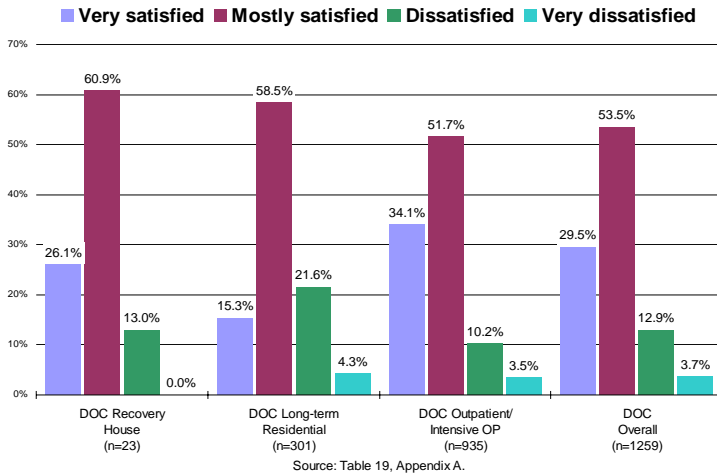
In an overall, general sense, how satisfied are you with the service you have received?



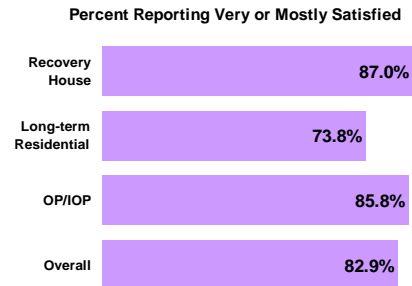
Overall, 90 percent of DOC patients reported they were very or mostly satisfied with service received.



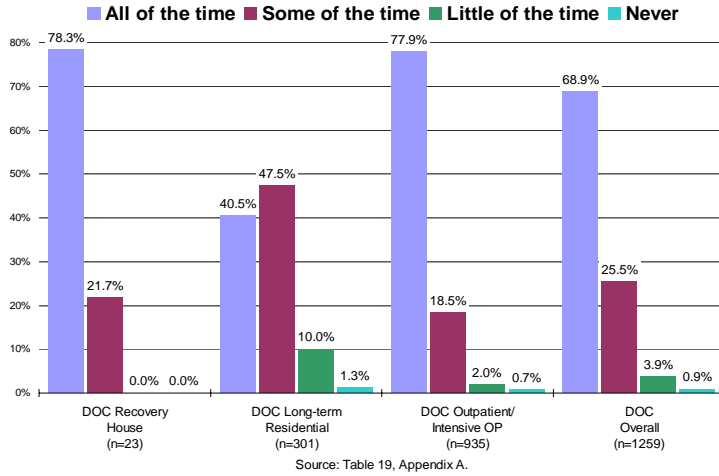
In general, how satisfied are you with the comfort and appearance of this facility?



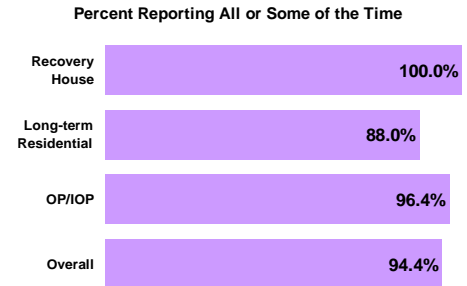
DOC treatment programs take place in an institutional environment. Overall, 83 percent of DOC patients reported they were very or mostly satisfied with the comfort and appearance of their facility.



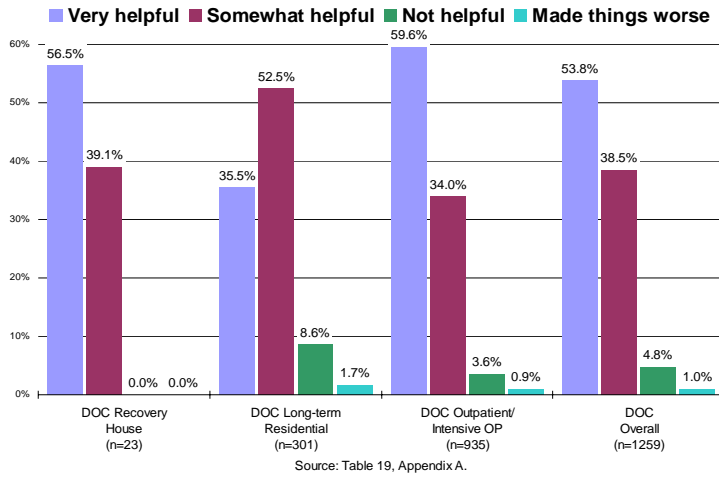
Woud you say our staff treated you with respect?



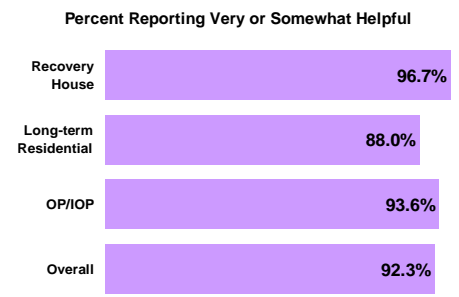
Overall, 94 percent of DOC patients reported that staff treated them with respect all or some of the time.



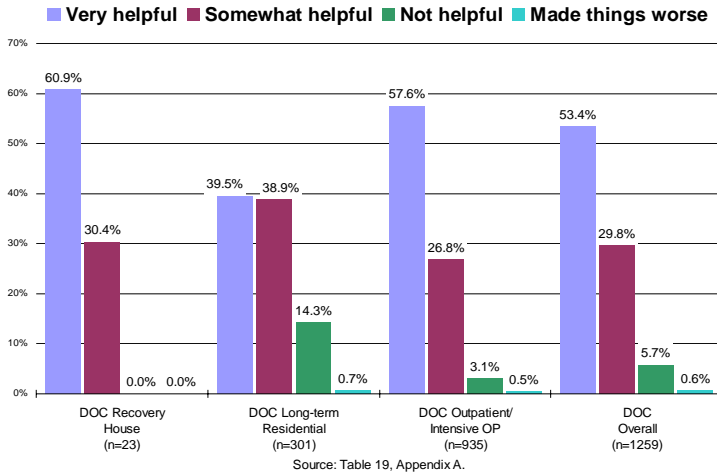
How do you rate the helpfulness of the group sessions?



Overall, 92 percent of DOC patients rated group sessions as very or somewhat helpful.

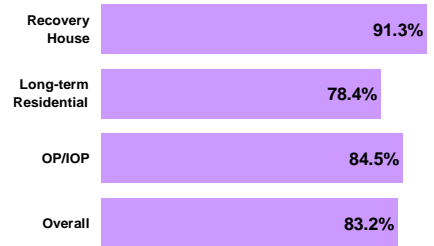


How do you rate the helpfulness of the individual counseling?

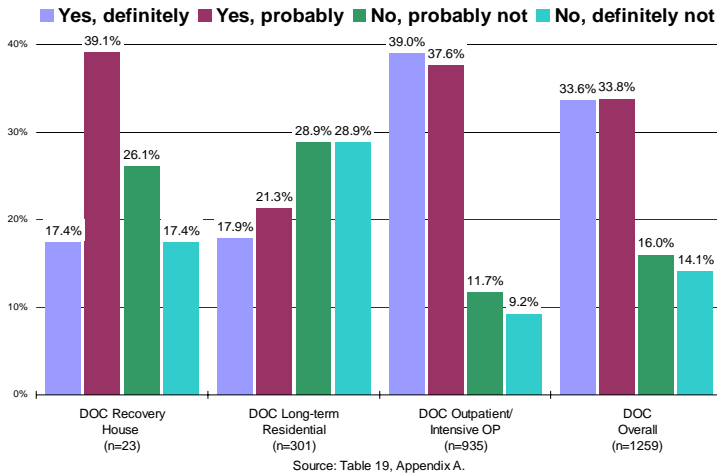


The proportion of patients rating individual counseling as very or somewhat helpful was higher in DOC recovery house and outpatient than in long-term residential programs.

Percent Reporting Very or Somewhat Helpful

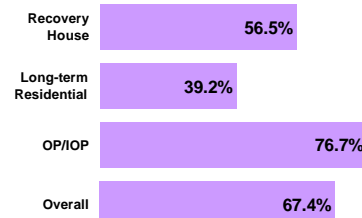


If you were to seek help again, would you come back to this program?

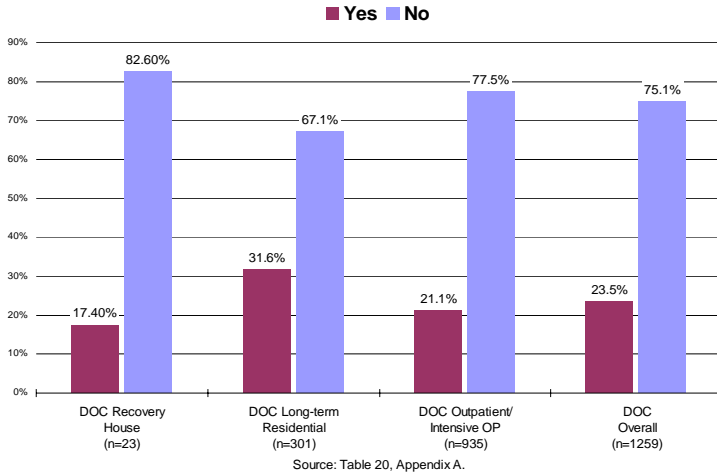


The DOC provides treatment in a highly supervised, institutional setting. Among patients in outpatient treatment, 77 percent reported that they would definitely or probably return to the same program if they were to seek help again, while 57 percent and 39 percent reported the same in recovery house and long-term residential treatment respectively.

Percent Reporting Yes, Definitely or Yes, Probably

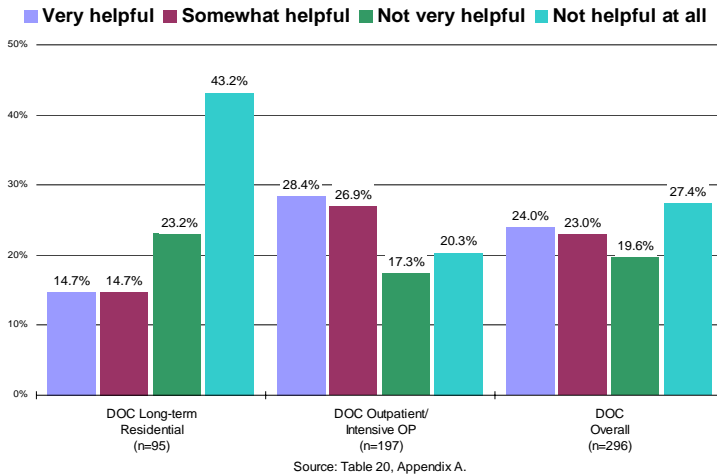


Did you need legal services?



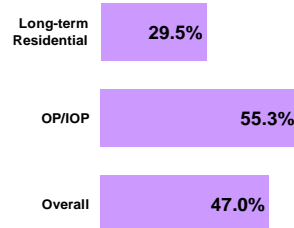
Overall, 24 percent of DOC patients reported they needed legal services.

If yes, how helpful were we in assisting you identify and find legal services?



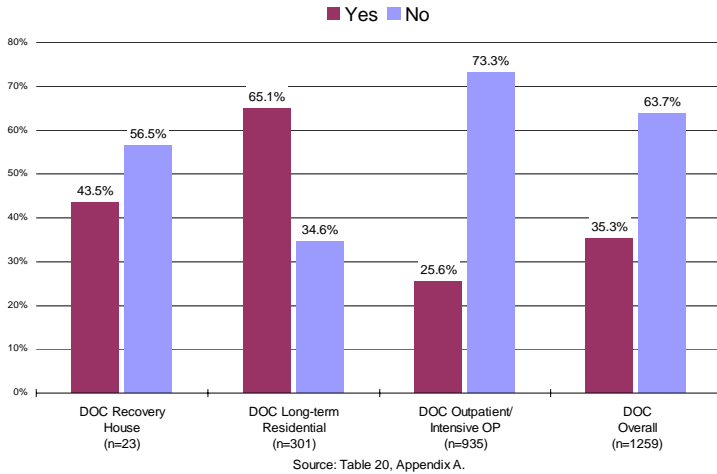
Among DOC patients reporting a need for legal services, 47 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find legal services.^{*} The bars for recovery house are not shown in these charts because it had only four cases.

Percent Reporting Very or Somewhat Helpful



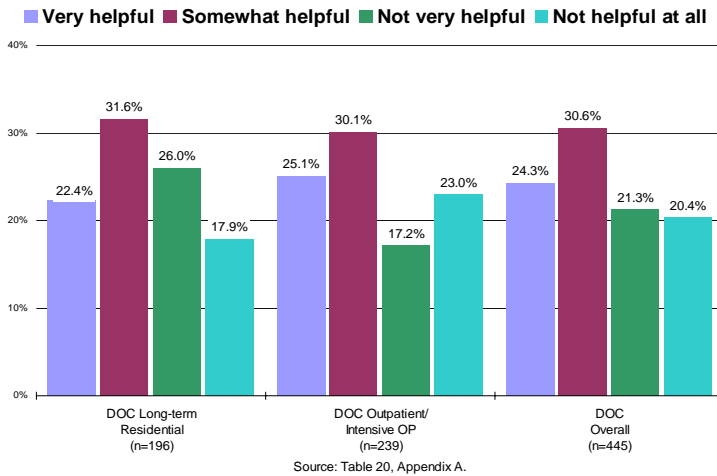
^{*}Offenders participating in DOC treatment programs are involved with the criminal justice system and may be expressing a need for legal services beyond the ability of the contracted treatment provider to address. Treatment staff is required to redirect offenders to their DOC counselors for assistance.

Did you need medical services?



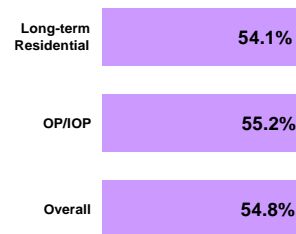
The proportion of patients reporting a need for medical services was highest in long-term residential.*

If yes, how helpful were we in assisting you to identify and find medical services?



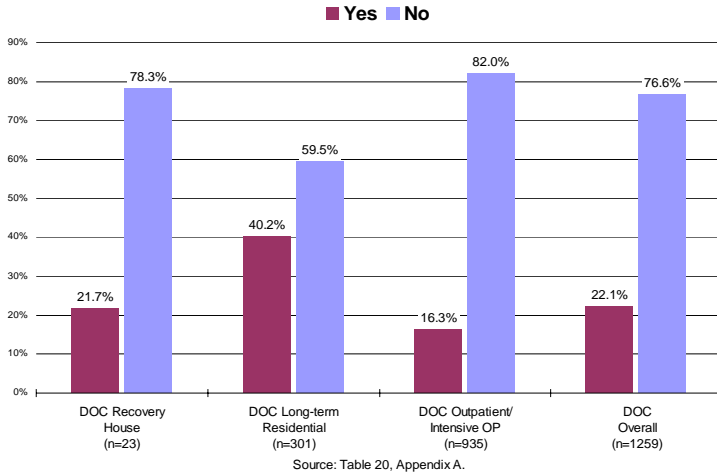
Among DOC patients reporting a need for medical services, 55 percent overall rated their program as very or somewhat helpful in assisting them to identify and find medical services. The bars for recovery house are not included in these charts because it had only ten cases.

Percent Reporting Very or Somewhat Helpful



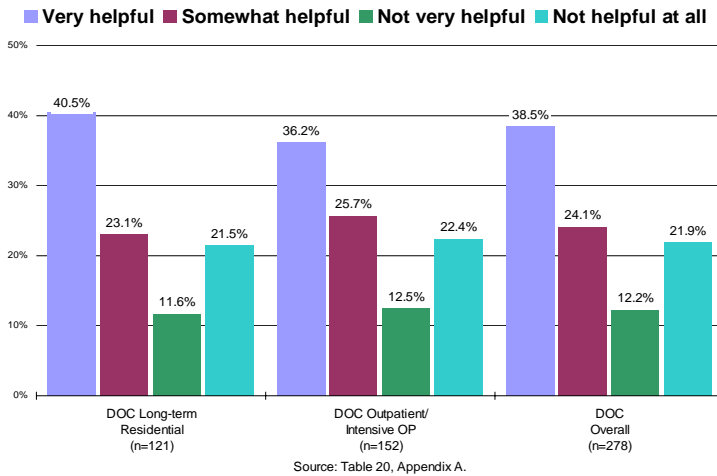
*The DOC provides medical services to incarcerated offenders at the direction of DOC policy and medical staff. Offenders in the community are not eligible for DOC-funded medical services and, hence, are directed to publicly or privately funded resources.

Did you need family services?



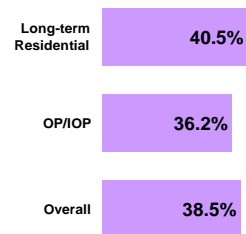
The proportion of DOC patients reporting a need for family services was highest in long-term residential.*

If yes, how helpful were we in assisting you to identify and find family services?



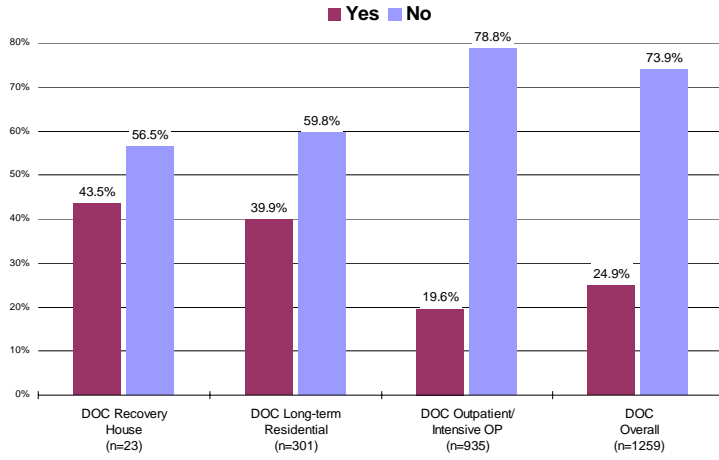
Among DOC patients reporting a need for family services, 39 percent overall rated their program as being very or somewhat helpful in assisting them to identify and find family services. The bars for recovery house are not shown in these charts because it had only five cases.

Percent Reporting Very or Somewhat Helpful



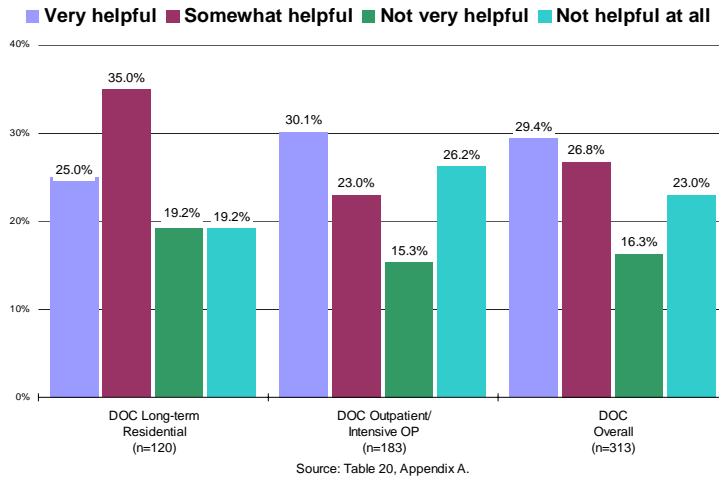
*Incarcerated offenders are separated from their families by nature of their circumstances. Those in the community have often lost contact with family due to criminal activity.

Did you need mental health services?



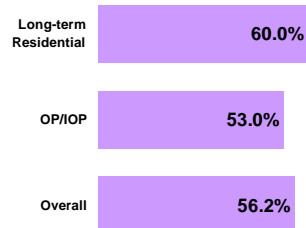
Twenty percent of DOC outpatient and at least 40 percent of those enrolled in recovery house and long-term residential treatment reported they needed mental health services.

If yes, how helpful were we in assisting you to identify and find mental health services?



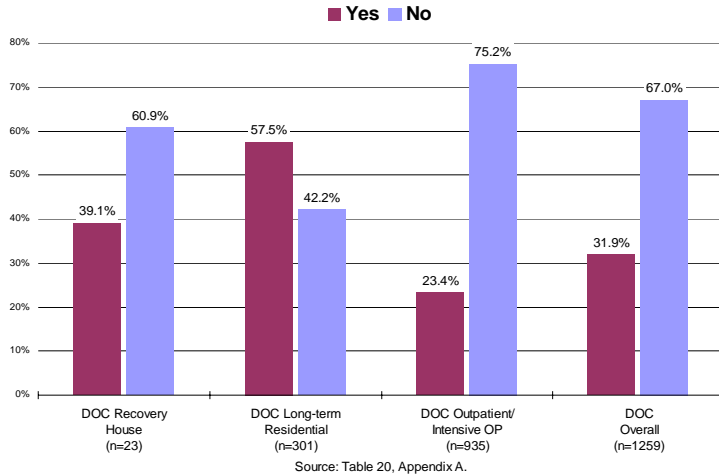
Among DOC patients who reported a need for mental health services, 56 percent overall rated their program as being very or somewhat helpful in assisting them to identify and find mental health services.* The bars for recovery house are not shown in these charts because it had only ten cases.

Percent Reporting Very or Somewhat Helpful



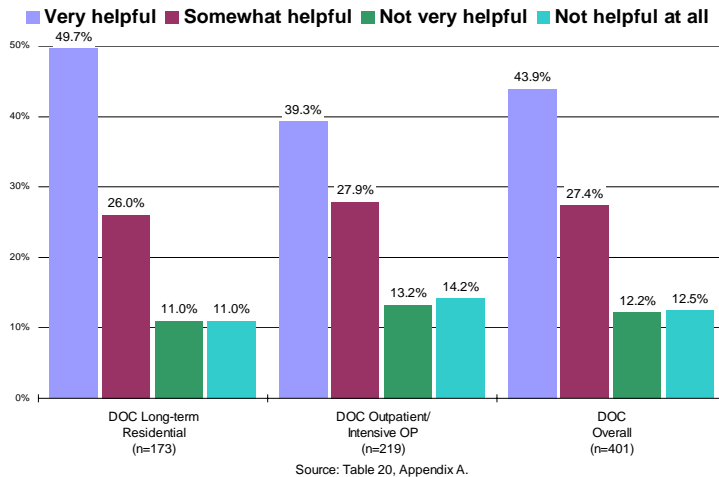
*The DOC is limited to providing mental health services to incarcerated offenders only.

Did you need educational or vocational services?



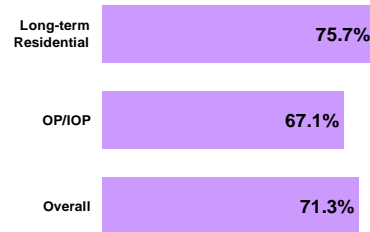
Overall, 32 percent of DOC patients reported a need for educational or vocational services.

If yes, how helpful were we in assisting you to identify and find educational or vocational services?

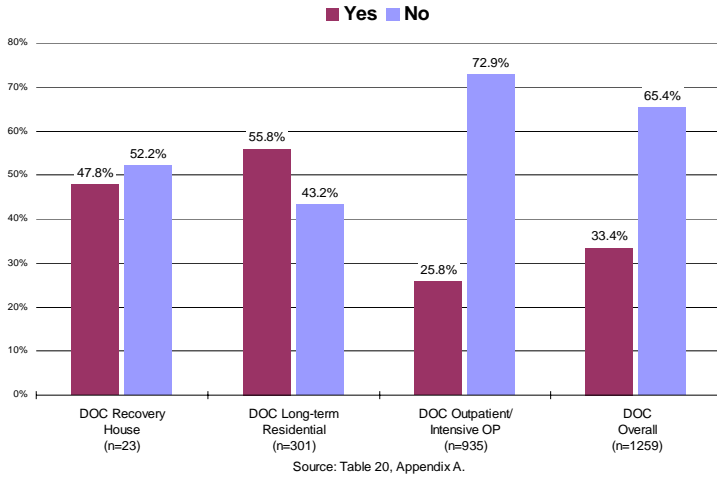


Among those who reported a need for educational or vocational services, 71 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find educational or vocational services. The bars for recovery house are not included in these charts because it had only nine cases.

Percent Reporting Very or Somewhat Helpful

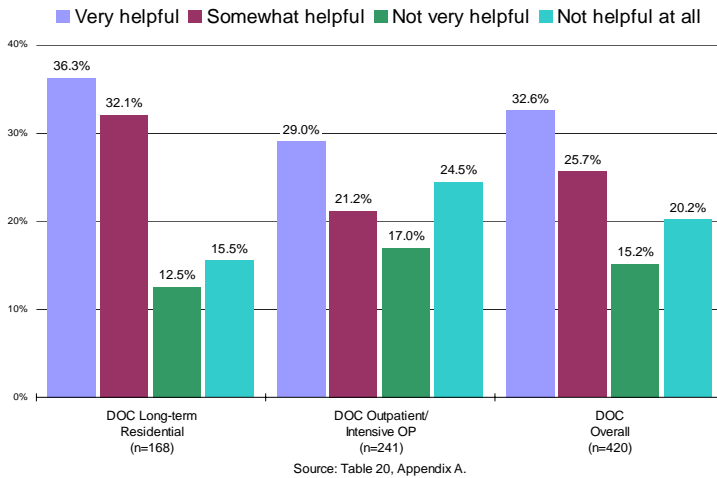


Did you need employment services?



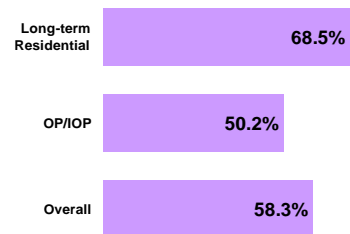
The proportion of DOC patients reporting a need for employment services was highest in long-term residential.

If yes, how helpful were we in assisting you to identify and find employment services?



Among those who reported a need for employment services, 58 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find employment services.* The bars for recovery house are not shown in these charts because it had only 11 cases.

Percent Reporting Very or Somewhat Helpful



*Jobs are available to all participants during treatment. However, some offenders may be less likely to take advantage of employment options during the intensive early phase of long-term residential treatment. Those who advance to later phases of treatment are 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?

Recovery House: Selected Responses

“The sincerity of staff, the sincerity they show me that I am an individual, I am not just a number. I feel that the harder I try to better me, the more they help boost me.”

“I like being in this work release, and I feel I have learned a lot through CiviGenics, and appreciate DOC letting in this program.”

“That it helps promote structure and planning into your everyday life and helps you to deal with life and change, not by yourself but with the help and knowledge of others. What I can’t do alone, we can do together.”

“That it’s taken care of my alcoholism and my legal obligations.”

“I find that mostly I like the one-on-one counseling.”

“The CD counselor and the work done in class and at my own time.”

Long-term Residential: Selected Responses

“I like this program because it helps me identify my self-destructive behaviors. It helps me identify my inner self and the areas I need to improve in myself. It helps me learn tools and skills to be successful in my recovery. It is a great program. It has helped learn about my alcoholism and taught me that I have the ability to succeed and achieve my goals.”

“I like the one-on-one counseling and self-discovery groups.”

“Helps me gain speaker skills, leadership skills. Every meeting helps me get in touch with guilt and shame that I buried away. I interact with others now, and I’ve learned to laugh and enjoy myself and others, and I appreciate my time alone as well. I am now structured, and I am a natural at getting up early.”

“The counselors are intelligent. The staff seems genuinely concerned about our well-being.”

“I’m learning tools to take out on the street so I can be more responsible.”

“The structure, education, classes, and process groups.”

Outpatient/Intensive Outpatient: Selected Responses

“That I’m receiving treatment for drug abuse to find ways to help me try not to use, my trigger points, and why I think and use drugs to hide from my feelings or to fit in with the wrong crowd.”

“I find it a valuable asset to the community. Not only am I being helped, but by helping me, the public is safe.”

“The comfort of the group sessions and the experience of the counselor, also his understanding. The comfort of the groups is very reassuring.”

“Group interactions. Being counseled by former addicts now in recovery.”

“Individual services and sessions are helpful.”

“I obtained self-confidence that I needed to achieve sobriety.”

“Allowed me to gain knowledge about my disease of addiction. Gave me options to think about before making choices not only with my addiction, but in life experiences as well.”

“The non-judgmental support I receive both from other members and facilitator.”

“I can talk about anything without worrying about it leaving the group.”

“Good place to vent.”

“Helps me in having a better understanding of self.”

“Helps me with needed tools for recovery.”

Is there anything you would change about this program?

Recovery House: Selected Responses

“Don’t feel that DOC should be so involved in the recovery program, and if they are, they should have more training.”

“Not have it in a work release.”

“More help about legal and family issues.”

“More education.”

“Make it shorter.”

“I wouldn’t change anything, but have life skills training on the weekends.”

Long-term Residential: Selected Responses

“More individual time with counselors, more classes, more coping skills with each other, inmate to inmate. We are left to fight among ourselves too much.”

“More drug counseling and education, treatment-related films about recovering addicts, help with resources to prepare for release.”

“The counselors are a bunch of bums and should be screened better to see if their credentials meet the criteria of the program.”

“That people who are not DOSA should not be made to take this program because they make recovery harder for those who do want to change.”

“Yes, we need to get the constant turnover of general population out of our hallways, laundry room, and bathroom. We casually mingle with general population where we sleep, shower. DOC even put general population in with a TC family member for 24 hours. Not good.”

“Stop making people do the program, let them volunteer for the program. It would work better than forcing someone to do the program.”

“They should let us have personal television and more recreation time.”

Outpatient/Intensive Outpatient: Selected Responses

“I would have more one-on-one time and offer more of a release plan. Jobs, housing, furthering our chances of recovery. Some of us (most) have nothing positive to expect when released.”

“I personally would change all the talk and thinking back into the past. Stop making us imagine the future in the drug life and focus on the right path. I don't like to imagine myself using again just to participate in class.”

“More outside referrals for assistance.”

“More individual counseling and better assessment.”

“I would change it to two days a week instead of three days a week.”

“Have class one night a week to accommodate people who work long hours.”

“Less personal talk and jargon and more input about treatment. More discipline during group.”

“Have more consideration of medical needs. Stop pushing religion on us.”

“No more thinking errors tapes. They are boring.”

“Let the people in the group have a bit more say as to how the program could be run.”

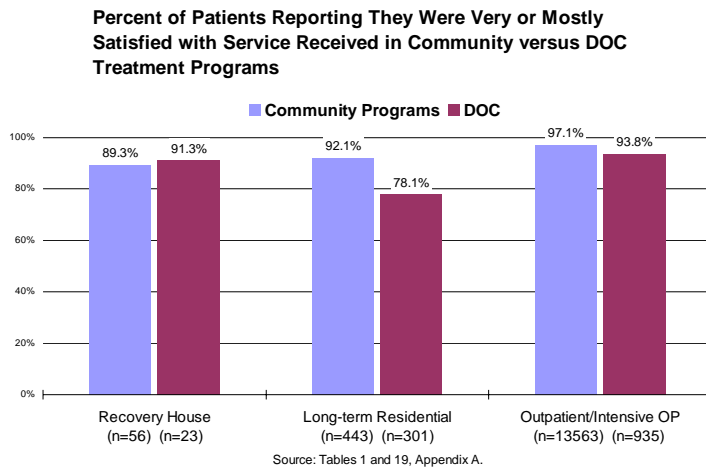
“Yes, less videos and book work. And more talking. Talking helps.”

“To have vending machines here for the people who do go to group sessions.”

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

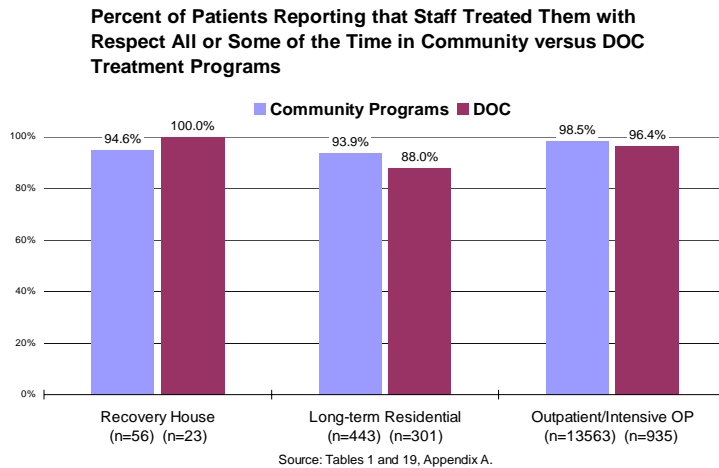
Was there a difference in patient satisfaction between community and Department of Corrections (DOC) treatment programs?

Satisfaction with Service Received



The proportion of long-term residential patients reporting they were very or mostly satisfied with service received was higher in community-based than in DOC treatment programs (92% versus 78%).

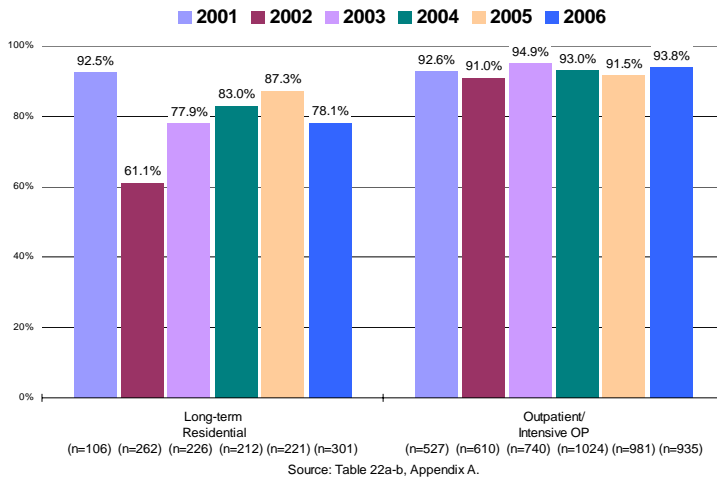
Respect from Staff



In long-term residential, the proportion of patients reporting that staff treated them with respect all or some of the time was higher in community-based than in DOC treatment programs.

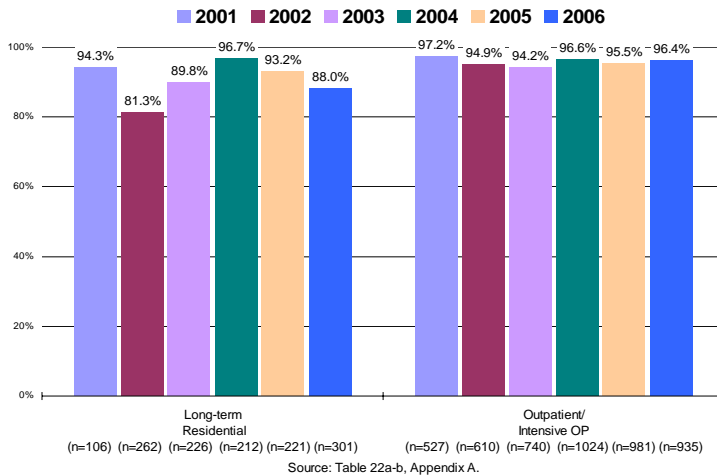
***Six-Year Trend in Patient Satisfaction in
Department of Corrections (DOC) Treatment
Programs by Modality***

Satisfaction with Service Received



In long-term residential, the proportion of DOC patients reporting they were very or mostly satisfied with service received declined from 87 percent in 2005 to 78 percent in 2006, reversing a three-year trend. In outpatient treatment, the proportion remained above 90 percent over the six-year period.

Respect from Staff

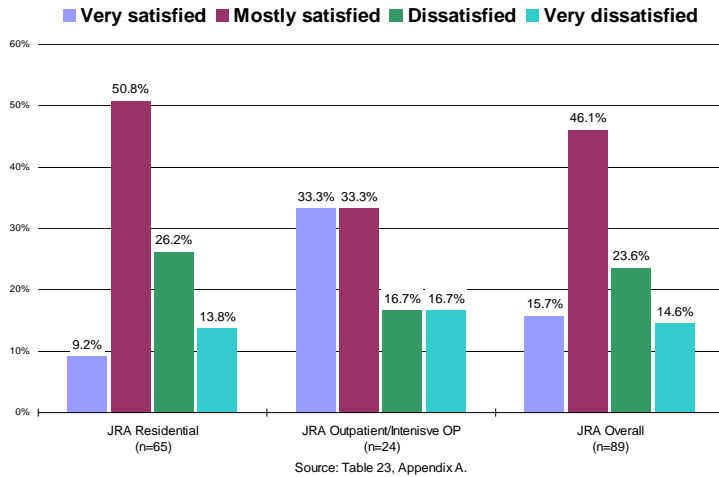


In long-term residential, the proportion of DOC patients reporting that staff treated them with respect all or some of the time dropped from 93 percent in 2005 to 88 percent in 2006. In outpatient, the proportion stayed above 94 percent over the six-year period.

***Patient Satisfaction in Juvenile
Rehabilitation Administration (JRA)
Treatment Programs***

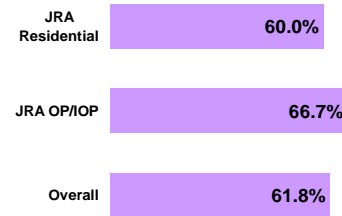
Youth offenders are committed to JRA facilities involuntarily. The JRA provides chemical dependency treatment to youth offenders within a highly supervised institutional setting. For this year, three intensive inpatient, one recovery house, and two outpatient JRA programs participated in the survey. JRA youth responses from intensive inpatient and recovery house were combined under one residential category in order to keep confidential the identity of the one recovery house program participating in the survey.

How satisfied are you with the service you have received?

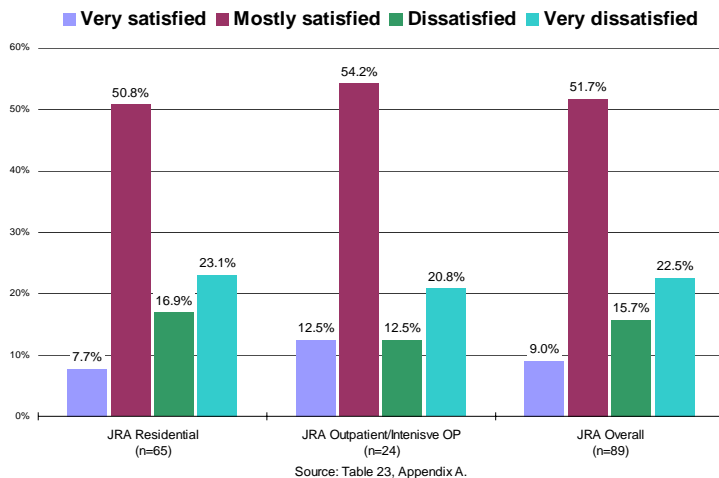


Overall, 62 percent of JRA patients reported they were very or mostly satisfied with the service they received.*

Percent Reporting Very or Mostly Satisfied

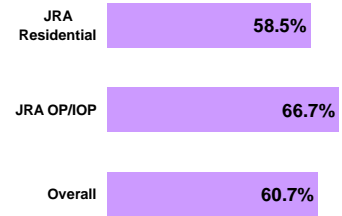


How satisfied are you with the comfort and appearance of this facility?



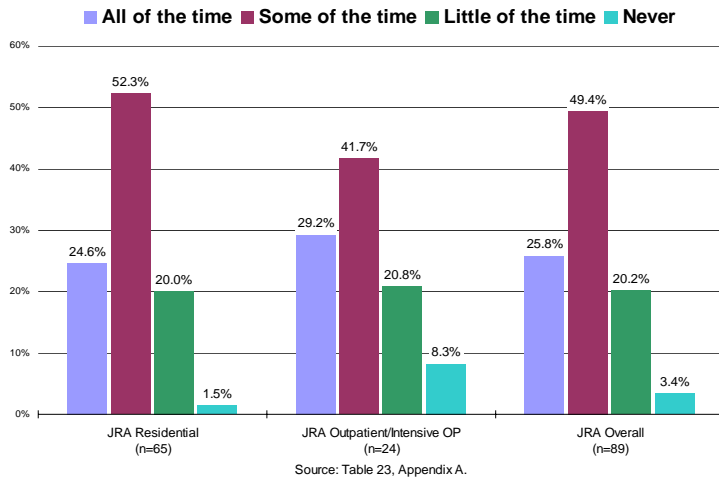
Youth offenders participating in JRA treatment programs receive treatment within an institutional setting. At least 59 percent of JRA patients reported they were very or mostly satisfied with the comfort and appearance of their facility.

Percent Reporting Very or Mostly Satisfied



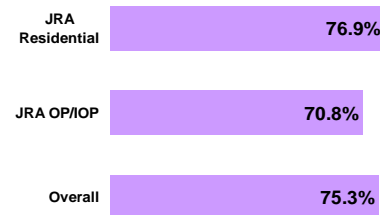
*The results should be interpreted with caution since there were only 24 youth offenders in JRA outpatient patients completing the survey compared to 65 in JRA residential programs.

Would you say our staff treated you with respect?

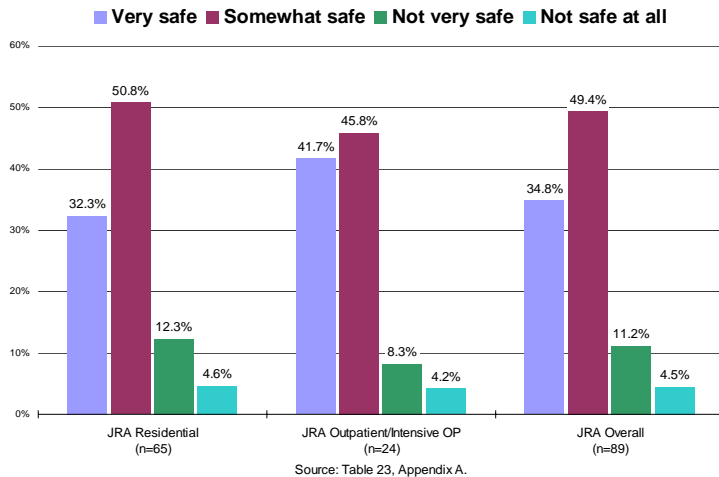


Overall, 75 percent of JRA patients reported that staff treated them with respect all or some of the time.

Percent Reporting All or Some of the Time



How safe do you feel in this program?



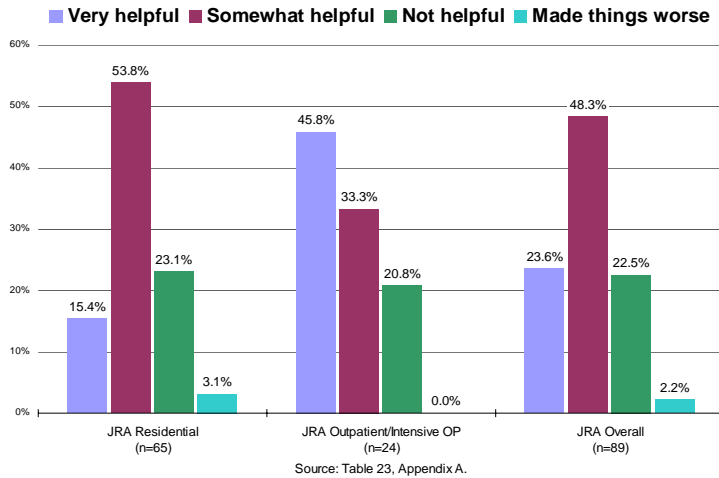
At least 83 percent of JRA patients reported they feel very or somewhat safe in their program.

Percent Reporting Very or Somewhat Safe

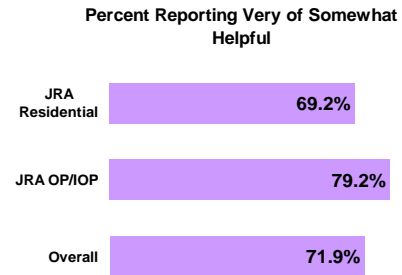


*The results should be interpreted with caution since there were only 24 youth offenders in JRA outpatient patients completing the survey compared to 65 in JRA residential programs.

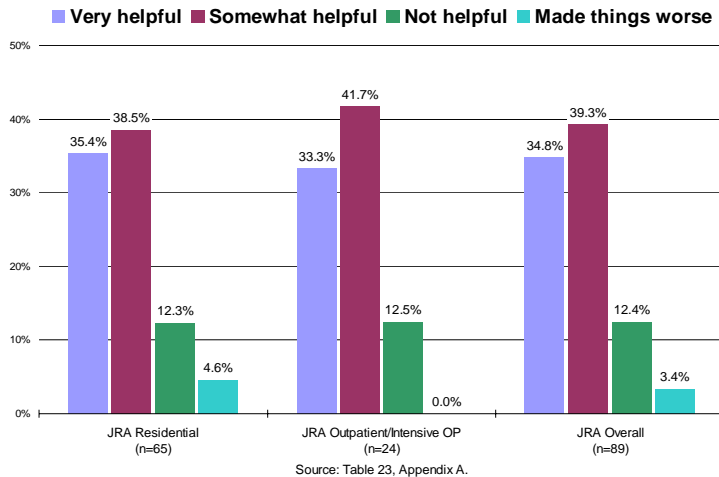
How helpful are the group sessions?



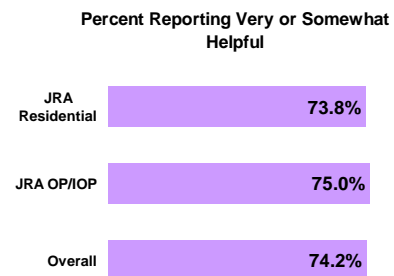
Overall, 72 percent of JRA patients rated group sessions as very or somewhat helpful.*



How helpful is the individual counseling?

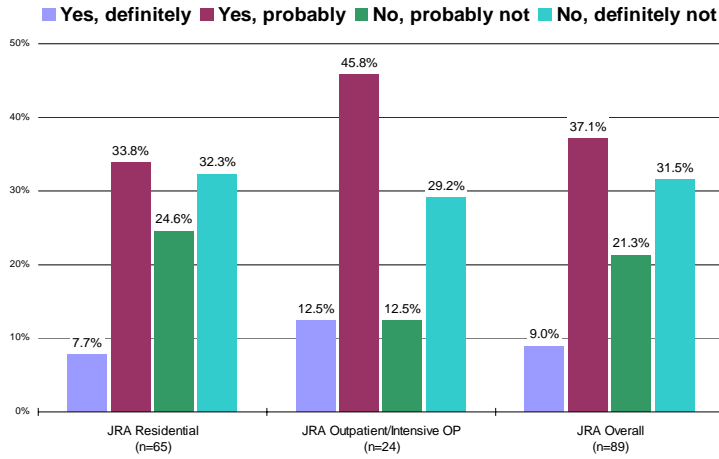


Overall, 74 percent of JRA patients rated individual counseling as very or somewhat helpful.*



*The results should be interpreted with caution since there were only 24 youth offenders in JRA outpatient patients completing the survey compared to 65 in JRA residential programs.

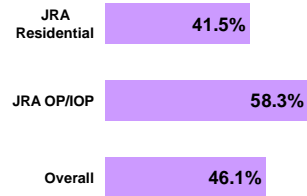
If you were to seek help again, would you come back to this program?



Source: Table 23, Appendix A.

Youth offenders are committed involuntarily to JRA facilities. They receive treatment within an institutional setting. Overall, 46 percent of JRA patients reported they would definitely or probably return to the same program if they were to seek help again.*

Percent Reporting Yes, Definitely or Yes, Probably



*The results should be interpreted with caution since there were only 24 youth offenders in JRA outpatient patients completing the survey compared to 65 in JRA residential programs.

What do you like about this program?

Residential Program: Selected Responses

"I like being accountable for my behaviors. I like the meetings that are held here. I like the skill cards, and I like homework for the groups."

"I like that we are doing treatment, and we get our needs met. I get the help I need. Staff are always trying to help."

"I like the environment, the view outside, the food, staff, and all the freedom I'm allowed to have here."

"The support of all the positive people around you and the education provided."

"It helps me with some skills I could use back at home."

"It is organized, and they make us do role-playing of the skills."

Outpatient/Intensive Outpatient Program: Selected Responses

"I am able to discuss what I have done. The group is very respectful. We actually learn things. We have an awesome teacher."

"How it helped me become a better person and make some right choices. I really like the program. I like the movies and assignments."

"My counselor being fair and sticking to what he says."

"That it can help me from smoking weed."

"I like it because it gives you a chance to look back on what you've been doing and to change your lifestyle if you don't want to."

"I like it because you learn what drugs or alcohol did to you in the past."

What do you not like about this program?

Residential Program: Selected Responses

“This program is not prepared to deal with all the symptoms that people have from drug withdrawal.”

“I don’t think we get enough treatment.”

“The rules are too strict.”

“The limit on phone calls and how we can’t write to jails.”

“Not enough physical activities.”

“The female staff that comes in smelling like cigarettes.”

“I don’t like some of the staff. I don’t like being locked down all the time.”

Outpatient/Intensive Outpatient: Selected Responses

“The beds are causing problems on my back. Staff show no respect. We don’t get our scheduled free time.”

“It was too short. I didn’t like it because it was only a 60-day program.”

“That we always got to go to groups.”

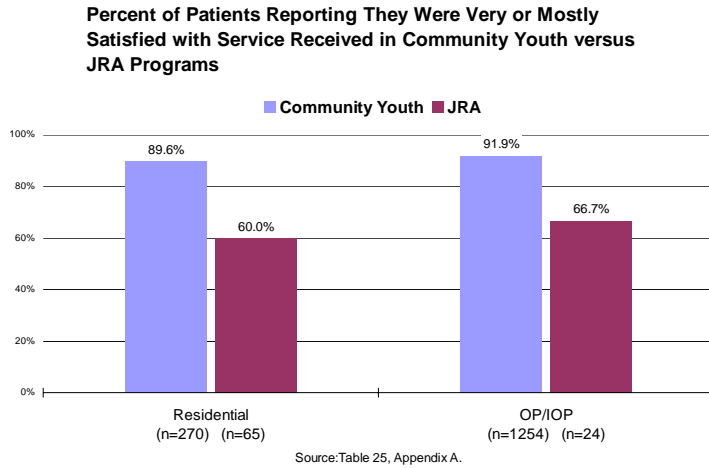
“Having to wait five weeks to get my level two back.”

“The timing, and that it seemed in the beginning of the program, that I was being judged and singled out because of my habit.”

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

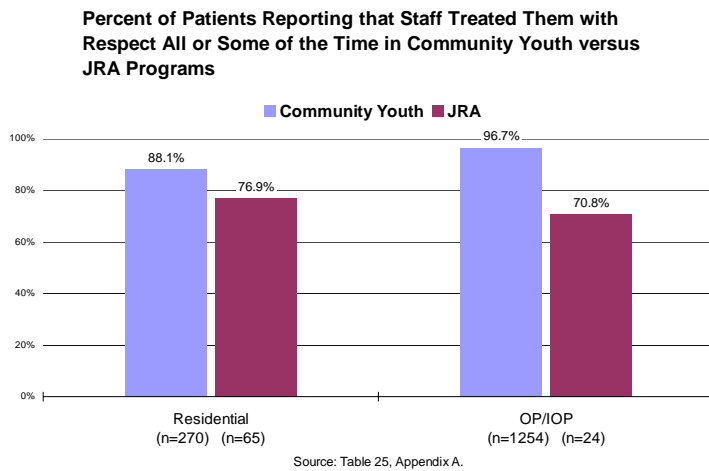
Was there a difference in youth patient satisfaction between community and JRA treatment programs?

Satisfaction with Service Received



Regardless of treatment modality, the proportion of youth patients reporting they were very or mostly satisfied with service received was higher in community than in JRA programs.

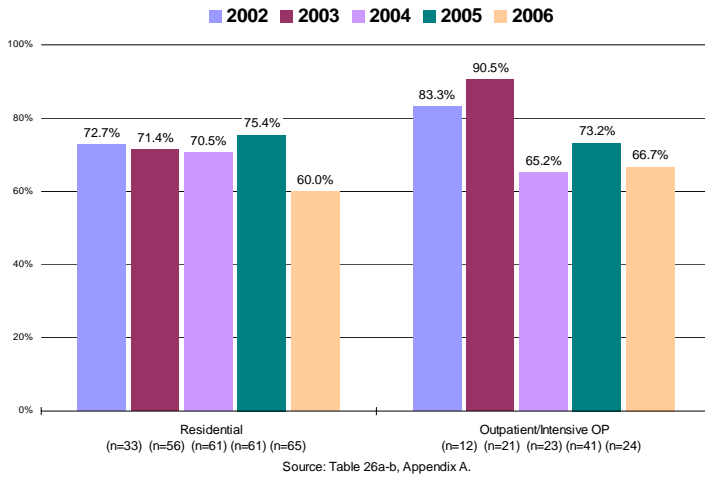
Respect from Staff



Similarly, the proportion of youth patients reporting that staff treated them with respect all or some of the time was higher in community than in JRA programs regardless of treatment modality.

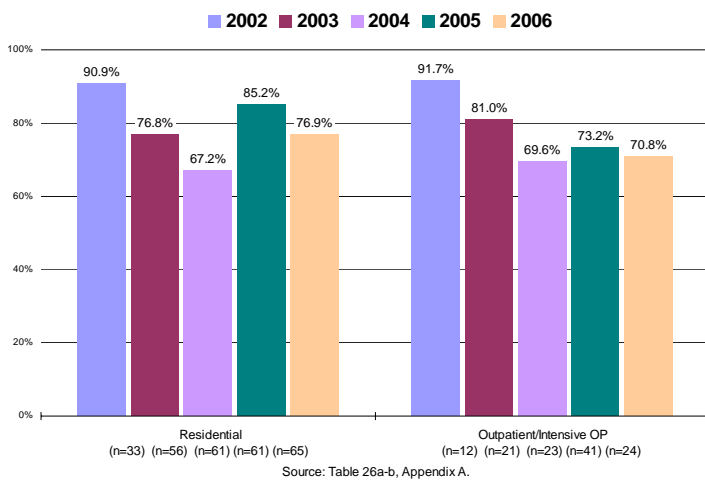
***Five-Year Trend in Patient Satisfaction in
Juvenile Rehabilitation Administration (JRA)
Treatment Programs***

Satisfaction with Service Received



In residential treatment, the proportion of JRA patients reporting they were very or mostly satisfied with service received remained over 70 percent from 2002 until 2005 but dropped to 60 percent in 2006. In outpatient treatment, the proportion has fluctuated between 65 percent and 73 percent in the last three years,

Respect from Staff



In residential treatment, the proportion of JRA patients reporting that staff treated them with respect all or some of the time has been fluctuating between 67 percent and 85 percent in the last four years. In outpatient treatment, the proportion has remained at or above 70 percent in the last three years.

How Treatment Providers and Policy Makers Used the 2005 Survey Results

Treatment Providers

Agencies that participate in the annual statewide patient satisfaction survey receive a confidential copy of their own results. To understand how agencies benefit from the survey, DASA asked treatment providers that participated in the 2005 survey to describe how they used their results. The following are some of their responses.

“Recovery Centers of King County has used the 2005 DASA patient satisfaction survey results in the following ways:

- In our Kent outpatient agency, we identified a lack of awareness of employment opportunities in south King county and began a program using guest speakers from the employment community to explain what their programs offer and how to access them. Most of the patients who are using these resources are in the ADATSA program.
- Working poor patients in need of mental health and/or medical services were identified in the survey as needing more services in outpatient. Counselors are now referring them to Access to Recovery program and other outreach programs to meet their needs. The clinical staff are working with these patients to develop more specific treatment plans working closely with DSHS, CPS, and the courts.
- The value of specific outpatient programs were noted in the survey and encouraged us to continue our women’s intensive outpatient, specific employment groups, and our relapse prevention program. At central Seattle, a second relapse prevention group was added to target ADATSA patients and allow more working patients to attend the evening group.
- Specific to our intensive inpatient, we learned that we were on the right track. Since this is a new program, it was exciting to see how satisfied our patients were with our services.
- The positive feedback received for each of our sites encouraged counseling staff to continue what they’re doing and gave them a boost in feeling that they are appreciated by our patients, and they are making a difference in their lives. (We especially appreciate receiving the comments from the patients.)”

*Pat Knox, Ph.D., CEO
Recovery Centers of King County*

“Each year we review the results of the statewide patient satisfaction survey in detail with all the staff. In those areas of patient service and care where we have done well, we review what we have been doing that would have contributed to the positive responses from our patients. We look at ways to continue and improve what we have been doing to maintain high levels of satisfaction from the people we serve. Areas that need improvement are identified and discussed. Suggestions for improvement are requested from all staff and management. These suggestions are then evaluated, and changes that will improve patient care and satisfaction are implemented.

“The survey results are also reviewed with our county coordinator. We employ the same process as described above. Positive results are reviewed so that patient satisfaction remains high. Areas that need improvement are discussed and plans for improvement are developed, reviewed, and implemented.”

Paul Kubiak, Program Manager
Lifeline Connections

“Here in Columbia county, the first thing that we used them for is program improvement. We timed our recent alcohol drug information school (ADIS) course that we teach once every three months here to correspond with the week that the satisfaction surveys were given. We did this purposefully, as this was a program we wanted more feedback on how to improve upon, versus just using the program evaluations found within the ADIS workbook. Second, we used the results of the satisfaction survey for marketing and advertising. Oftentimes, the most vocal individuals are those who are dissatisfied, so this survey gives ‘voice’ to those clients involved in ongoing services whom we have found to ‘be satisfied’. Finally, the results of this survey will be discussed at length with our County Alcohol and Drug Advisory Board, as well as with officials within our local court system. This is also done for the purpose of comparing our results with prior year’s results and assessing if problem areas have been improved upon.”

K. Todd Wagner, LCSW-CDP, Clinical Director
Blue Mountain Counseling

“This year we focused on the appearance of our facility and hired a person on a regular basis to address this issue. We also focused on client safety by adding another staff one day a week on the weekend to assist during times when we experience the most difficulty with client safety.”

Michael Ott, Treatment Director
Daybreak Youth Services

“We took two staff meetings to go over the results for our agency. We looked at how we can increase the positive comments – what different things staff did that was seen as positive for clients. We looked at what we can do to help ensure patient satisfaction – even for court-mandated patients. Using different motivational techniques was thought to help increase patient satisfaction along with respect and compassion.

“Staff are more aware of the positive outcomes of using motivational techniques. By sharing different client comments in the all staff meeting, staff were able to be recognized for their good work with clients. It was a great way of giving recognition to staff.”

*Vickie Smith, Chemical Dependency Director
Community Services Northwest – Northwest Recovery Center*

“At Pierce County Alliance, the satisfaction survey results are reviewed with the staff of each respective program. We compare the current year with the results from last year’s to note any changes. We compare results to identify differences between programs at Pierce County Alliance. Finally, we compare ourselves with the statewide average to identify our strengths and areas of concern.

“Staff appreciate the feedback from the surveys, and meeting times or location have been changed as a result of the feedback. Specific recommendations such as rules on cell phone use, which are proposed by client feedback, are taken seriously and frequently used for policy or procedure development.

“We appreciate the effort and assistance provided by DASA. The staff are service-oriented and very responsive to our program needs.”

*Jerry Minaker, Programs Manager
Pierce County Alliance*

“The Behavioral Health Department’s chemical dependency staff focuses on patient feedback in-depth during their clinical staff meetings. If any results are worthy of deeper investigation, they are turned over to our quality assurance team which would seriously view the suggestions and programs. Changes in times of treatment are one possible outcome from the survey.

“For many years now, we annually share the results with our Whatcom county substance abuse coordinator for insight into how our clients think/feel about our programs.”

*Mary E. Mullen Behavioral Health Administrative Manager
St. Joseph Hospital Recovery Center for Alcoholism and Addiction*

"I used the information in the survey to discuss changes with the staff and also to provide better opportunities for offenders to have input into what they were needing. Staff responded with getting more feedback from clients and sharing information in staffing with the whole unit. I also used the information as a basis to compliment staff on jobs well done. The information is very helpful to me and the staff I supervise."

*Flo Gaskill, Unit 1 Program Manager
Department of Corrections*

"We looked at the information and really looked at the feelings of respect and how we could continue to do the tough job of being treatment and corrections, at the same time looking at what the perception of respect was. I believe that we have made great strides in regard to residents feeling a sense of respect from staff. I also feel that looking at this specific point has increased motivation and engagement levels.

"I think in the 2006 survey we will see that these numbers increased, as well as a sense from our clients that they would return to treatment at Parke Creek if they needed treatment again in the future."

*Trace Prael, Chemical Dependency Coordinator
Parke Creek, Juvenile Rehabilitation Administration*

"We used the 2005 survey results for future treatment improvements, staff training, staff evaluations, advertising, and to fulfill contractual obligations with our county Department of Human Services. We take the survey results very seriously as they not only serve us as an agency, but they serve the patients as well."

*Gary Somdahl, Executive Director
Somerset Counseling Center*

"We use the information in staff trainings to improve outcomes designated by our funders. We also have used the information to apply for city grants and to expand and develop programs, for example: we have added gender-specific groups, parenting groups, and employment readiness groups in response to our client requests. We are adding a daytime intensive outpatient for those clients not yet employed. Our completion and retention rates have improved through staff trainings on defining successful completion and addressing ways to retain adult clients longer."

*Ramona K. Graham, Substance Abuse Program Manager
Center for Human Services*

"We greatly appreciated getting our survey results. We used them in making modifications to our program structure and used them in preparation for upcoming JCAHO accreditation visits."

*Andrew J. Saxon, M.D., Director
Addiction Patient Care Line, VA Puget Sound Health Care System*

“In both MOMS/Women's Recovery and Methadone Treatment Services, we use the satisfaction surveys primarily to adjust case management services and educational groups.

“This year, we strengthened our employment/vocational services in both program areas because that's where we had the least satisfaction.

“Some of the problem areas were already in our sites, and we addressed them before the results arrived. However, we were able to confirm that patients agreed that these were problems.”

Dave Bischof, Program Director
Tacoma/Pierce County Treatment Services

Policy Makers and/or Implementers

The following are quotes from policy makers and/or implementers describing how they used the results of the 2005 Statewide Patient Satisfaction Survey.

“With regard to CiviGenics, here is how we have used the data to date.

“On January 9, 2006, I sent a memo to all our program managers. I referred them to the overall DOC results in the *Patients Speak Out 2005* report on pages 75-98. I also provided each program manager with the individual patient satisfaction survey forms for their site(s) as well as the table(s) comparing their site(s) outcomes with statewide DOC outcomes.

“In that memo, I directed them to share the information with their staff and to identify and recognize where they did well and to celebrate that success. Likewise, I asked them to identify where there were opportunities for further improvement. Regarding the latter, I asked that they identify specific strategies to increase efficiencies/positive outcomes.

“At follow-up management team meetings, various program managers have shared their observations regarding the data, both the areas where they did well and where improvement is needed. Specifically, one program manager recently identified two specific areas that were frequently mentioned and where we can act and impact: (1) providing opportunities for offenders to share what's working in their lives due to their efforts and success in making positive changes in how they think, feel and act; and (2) focusing on offender's family issues and their needs. With respect to number 1, chemical dependency professionals (CDPs) are helping offenders focus on the positive (what's working?) when doing check-in at the start of group. When offenders share what's working, they are encouraged to consider what their life might look

like if they do the work needed to change what's not working. Focusing on positives gives offenders hope. Considering what their life might look like if they do the work needed to change reinforces the message that they are responsible, and need to be accountable, for their behavior and recovery. It is a message that motivates them. With regard to number 2, CDPs are emphasizing the importance of family and family support and are helping them understand that alienation/estrangement from family today does not necessarily mean long-term or permanent ostracism or exclusion. We are increasing our focus on helping offenders identify what they can do, as they learn and grow, to repair and rebuild family relationships and reconnect with their families as recovering persons.”

*Dan Snyder, State Director
CiviGenics*

“I always appreciate receiving the results of the survey. In Grays Harbor, we send them to our providers for their review and encourage them to use that information to critique their programs, the quality of their care, patient outcomes, service delivery systems, and custom service evaluation. I also present the information to our County Advisory Board for review and discussion. The data are also utilized in county planning processes for future planning, prioritizing, and goal setting.

“We appreciate the information DASA provides through this mechanism.”

*Vera Kalkwarf, Social Services Manager
Grays Harbor County Public Health and Social Services*

“We use the report as part of our overall quality control reports on treatment. Overall, our clients seem to be very satisfied, and that is good! Thanks for all the good work you do!”

*Florence Bucierka, Human Services Planner
Clallam County Department of Health and Human Services*

Technical Notes

What instruments were used in the statewide survey?

The instruments used in the survey were the Adult Patient Satisfaction Survey and the Youth Patient Satisfaction Survey. These surveys are available in English, Spanish, Vietnamese, and Cambodian languages (see pages 171-188, Appendix B).

Who administered the survey, to whom, and when?

The survey was administered by participating DASA-certified alcohol and drug treatment providers to adult and youth patients who were receiving treatment during the week of March 20, 2006.

How were agencies selected to participate in the statewide survey?

Agencies volunteered to participate in the survey. Agencies must be DASA-certified for any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or opiate substitution. An initial list of 536 treatment agencies meeting this requirement was generated on December 29, 2005, using data from the DASA management information system, Treatment and Assessment Report Generation Tool (TARGET). Using this initial list, invitations were mailed on January 11, 2006, to directors asking their agency to participate in the statewide survey to be held during the week of March 20, 2006. The invitation included: (1) 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; (2) copies of the survey instruments; (3) a copy of the "Guidelines for Administration" (see page 189, Appendix B); and (4) a survey confirmation form to be returned to DASA. Agencies interested in participating were asked to indicate on the survey confirmation form the type and number of surveys they will need during the week of the survey. Follow-up calls were made to agencies that have not returned their confirmation form right up to the week before the survey. It was through these follow-up calls that information regarding the agency's certification status (for example: closed, suspended) and the service they provide was verified. As a result, 40 agencies were dropped from the initial list because they have been suspended, have closed, were not offering any of the services required for the survey, or were not actually providing any treatment services but have continued to retain their certification. The process of eliminating non-qualifying or inactive treatment agencies produced a final number of 496 agencies that, as of March 17, 2006, were actively operating and were offering the aforementioned treatment services.

How many agencies participated in the survey?

The table below shows that 452 agencies, or 91 percent, of the 496 certified treatment centers, identified to have been actively operating in Washington State and offering any of the

Agency Participation by Funding Status

Participation Status	Public (n=290)	Private (n=206)	Total (n=496)
Participating	277 (95.5%)	175 (85.0%)	452 (91.1%)
Non-participating	13 (4.5%)	31 (15.0%)	44 (8.9%)

*Publicly-funded agencies are those that provide a certified treatment service funded by any of the following sources: city, county, federal, tribal, or state.

following treatment services, such as, intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or opiate substitution, volunteered to administer the survey. Among the 290 public treatment agencies 277, or 95.5 percent, participated in the survey. Out of the 206 agencies identified as private 175, or 85 percent, volunteered to participate in the survey.

How did treatment agencies administer the survey?

Participating providers were asked to follow the “Guidelines for Administration,” a one-page document provided by DASA. It contains instructions and helpful suggestions on how providers can administer the survey in their agency (see page 189, Appendix B). DASA provided treatment agencies with copies of the survey and pencils for the use of patients.

How were patients selected to participate in the survey?

Participating agencies asked all of their patients who were receiving treatment during the week of March 20, 2006, to complete the survey. According to a study conducted by DASA in 1998, the sampling method most commonly used by states that have a statewide, standardized system of assessing patient satisfaction is to give the survey to all patients who are participating in treatment during a designated week of the year.^{*} This method results in a cross-section of the patient population in the state for a given year.

Who was responsible for analyzing the survey data?

Participating treatment agencies returned completed surveys to DASA. Completed surveys 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. Provider-level and county-level reports were also produced. Participating agencies receive free confidential copies of their provider-level report. County alcohol and drug coordinators receive copies of the county-level reports.

^{*} 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

Patients Speak Out 2006
Appendix A

Table 1
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Opiate Substitution*		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	379	48.5%	25	44.6%	143	32.3%	7874	58.1%	931	42.9%	9352	55.0%
	Mostly satisfied	362	46.3%	25	44.6%	265	59.8%	5292	39.0%	1089	50.2%	7033	41.3%
	Subtotal	741	94.8%	50	89.3%	408	92.1%	13166	97.1%	2020	93.1%	16385	96.3%
	Dissatisfied	24	3.1%	3	5.4%	22	5.0%	244	1.8%	90	4.1%	383	2.3%
	Very dissatisfied	11	1.4%	2	3.6%	9	2.0%	86	.6%	45	2.1%	153	.9%
	Subtotal	35	4.5%	5	8.9%	31	7.0%	330	2.4%	135	6.2%	536	3.2%
	Did not respond	6	.8%	1	1.8%	4	.9%	67	.5%	15	.7%	93	.5%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	379	48.5%	20	35.7%	147	33.2%	7661	56.5%	949	43.7%	9156	53.8%
	Mostly satisfied	333	42.6%	25	44.6%	243	54.9%	5375	39.6%	1047	48.2%	7023	41.3%
	Subtotal	712	91.0%	45	80.4%	390	88.0%	13036	96.1%	1996	92.0%	16179	95.1%
	Dissatisfied	54	6.9%	8	14.3%	38	8.6%	389	2.9%	129	5.9%	618	3.6%
	Very dissatisfied	12	1.5%	3	5.4%	12	2.7%	68	.5%	33	1.5%	128	.8%
	Subtotal	66	8.4%	11	19.6%	50	11.3%	457	3.4%	162	7.5%	746	4.4%
	Did not respond	4	.5%	0	.0%	3	.7%	70	.5%	12	.6%	89	.5%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	488	62.4%	23	41.1%	206	46.5%	11850	87.4%	1444	66.5%	14011	82.3%
	Some of the time	262	33.5%	30	53.6%	210	47.4%	1513	11.2%	619	28.5%	2634	15.5%
	Subtotal	750	95.9%	53	94.6%	416	93.9%	13363	98.5%	2063	95.1%	16645	97.8%
	Little of the time	20	2.6%	3	5.4%	19	4.3%	87	.6%	69	3.2%	198	1.2%
	Never	4	.5%	0	.0%	4	.9%	25	.2%	13	.6%	46	.3%
	Subtotal	24	3.1%	3	5.4%	23	5.2%	112	.8%	82	3.8%	244	1.4%
	Did not respond	8	1.0%	0	.0%	4	.9%	88	.6%	25	1.2%	125	.7%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	512	65.5%	34	60.7%	228	51.5%	8558	63.1%	764	35.2%	10096	59.3%
	Somewhat helpful	240	30.7%	19	33.9%	190	42.9%	4335	32.0%	745	34.3%	5529	32.5%
	Subtotal	752	96.2%	53	94.6%	418	94.4%	12893	95.1%	1509	69.5%	15625	91.8%
	Not helpful	17	2.2%	3	5.4%	17	3.8%	277	2.0%	160	7.4%	474	2.8%
	Made things worse	1	.1%	0	.0%	2	.5%	23	.2%	25	1.2%	51	.3%
	Subtotal	18	2.3%	3	5.4%	19	4.3%	300	2.2%	185	8.5%	525	3.1%
	Did not receive	9	1.2%	0	.0%	4	.9%	238	1.8%	432	19.9%	683	4.0%
	Did not respond	3	.4%	0	.0%	2	.5%	132	1.0%	44	2.0%	181	1.1%
Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%	

Continued next page.

Patients Speak Out 2006
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	448	57.3%	33	58.9%	224	50.6%	8496	62.6%	1183	54.5%	10384	61.0%
	Somewhat helpful	202	25.8%	18	32.1%	124	28.0%	3223	23.8%	747	34.4%	4314	25.4%
	Subtotal	650	83.1%	51	91.1%	348	78.6%	11719	86.4%	1930	88.9%	14698	86.4%
	Not helpful	23	2.9%	0	.0%	23	5.2%	294	2.2%	121	5.6%	461	2.7%
	Made things worse	2	.3%	0	.0%	0	.0%	21	.2%	27	1.2%	50	.3%
	Subtotal	25	3.2%	0	.0%	23	5.2%	315	2.3%	148	6.8%	511	3.0%
	Did not receive	92	11.8%	4	7.1%	68	15.3%	1314	9.7%	40	1.8%	1518	8.9%
	Did not respond	15	1.9%	1	1.8%	4	.9%	215	1.6%	52	2.4%	287	1.7%
Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%	
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	420	53.7%	27	48.2%	151	34.1%	8106	59.8%	1443	66.5%	10147	59.6%
	Yes, probably	234	29.9%	16	28.6%	165	37.2%	4291	31.6%	510	23.5%	5216	30.7%
	Subtotal	654	83.6%	43	76.8%	316	71.3%	12397	91.4%	1953	90.0%	15363	90.3%
	No, probably not	79	10.1%	6	10.7%	85	19.2%	598	4.4%	102	4.7%	870	5.1%
	No, definitely not	29	3.7%	4	7.1%	27	6.1%	190	1.4%	32	1.5%	282	1.7%
	Subtotal	108	13.8%	10	17.9%	112	25.3%	788	5.8%	134	6.2%	1152	6.8%
	Did not respond	20	2.6%	3	5.4%	15	3.4%	378	2.8%	83	3.8%	499	2.9%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Patients Speak Out 2006
Appendix A

Table 2
Community Treatment Programs: Responses to Questions 7-12a of the DASA Adult Patient Satisfaction Survey
by Treatment Modality, March 20-24, 2006

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Opiate Substitution*		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	193	24.7%	12	21.4%	137	30.9%	4360	32.1%	373	17.2%	5075	29.8%
	No	582	74.4%	43	76.8%	303	68.4%	8883	65.5%	1757	81.0%	11568	68.0%
	Did not respond	7	.9%	1	1.8%	3	.7%	320	2.4%	40	1.8%	371	2.2%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	69	35.8%	5	41.7%	54	39.4%	2111	48.4%	111	29.8%	2350	46.3%
	Somewhat helpful	64	33.2%	3	25.0%	43	31.4%	1297	29.7%	103	27.6%	1510	29.8%
	Subtotal	133	68.9%	8	66.7%	97	70.8%	3408	78.2%	214	57.4%	3860	76.1%
	Not very helpful	30	15.5%	1	8.3%	19	13.9%	355	8.1%	66	17.7%	471	9.3%
	Not helpful at all	22	11.4%	3	25.0%	16	11.7%	333	7.6%	62	16.6%	436	8.6%
	Subtotal	52	26.9%	4	33.3%	35	25.5%	688	15.8%	128	34.3%	907	17.9%
	Total	193	100.0%	12	100.0%	137	100.0%	4360	100.0%	373	100.0%	5075	100.0%
Q8. Did you need medical services?	Yes	413	52.8%	43	76.8%	358	80.8%	2779	20.5%	852	39.3%	4445	26.1%
	No	361	46.2%	13	23.2%	83	18.7%	10490	77.3%	1273	58.7%	12220	71.8%
	Did not respond	8	1.0%	0	.0%	2	.5%	294	2.2%	45	2.1%	349	2.1%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	230	55.7%	29	67.4%	172	48.0%	1387	49.9%	353	41.4%	2171	48.8%
	Somewhat helpful	101	24.5%	7	16.3%	127	35.5%	770	27.7%	256	30.0%	1261	28.4%
	Subtotal	331	80.1%	36	83.7%	299	83.5%	2157	77.6%	609	71.5%	3432	77.2%
	Not very helpful	56	13.6%	3	7.0%	46	12.8%	268	9.6%	93	10.9%	466	10.5%
	Not helpful at all	18	4.4%	4	9.3%	7	2.0%	202	7.3%	67	7.9%	298	6.7%
	Subtotal	74	17.9%	7	16.3%	53	14.8%	470	16.9%	160	18.8%	764	17.2%
	Total	413	100.0%	43	100.0%	358	100.0%	2779	100.0%	852	100.0%	4445	100.0%
Q9. Did you need family services?	Yes	235	30.1%	21	37.5%	177	40.0%	1764	13.0%	421	19.4%	2618	15.4%
	No	537	68.7%	35	62.5%	262	59.1%	11471	84.6%	1699	78.3%	14004	82.3%
	Did not respond	10	1.3%	0	.0%	4	.9%	328	2.4%	50	2.3%	392	2.3%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	114	48.5%	14	66.7%	85	48.0%	809	45.9%	150	35.6%	1172	44.8%
	Somewhat helpful	76	32.3%	2	9.5%	57	32.2%	524	29.7%	126	29.9%	785	30.0%
	Subtotal	190	80.9%	16	76.2%	142	80.2%	1333	75.6%	276	65.6%	1957	74.8%
	Not very helpful	19	8.1%	4	19.0%	18	10.2%	178	10.1%	56	13.3%	275	10.5%
	Not helpful at all	16	6.8%	0	.0%	14	7.9%	143	8.1%	50	11.9%	223	8.5%
	Subtotal	35	14.9%	4	19.0%	32	18.1%	321	18.2%	106	25.2%	498	19.0%
	Total	235	100.0%	21	100.0%	177	100.0%	1764	100.0%	421	100.0%	2618	100.0%

Continued next page.

Patients Speak Out 2006
Appendix A

Q10. Did you need mental health services?	Yes	250	32.0%	29	51.8%	194	43.8%	2506	18.5%	689	31.8%	3668	21.6%
	No	524	67.0%	27	48.2%	246	55.5%	10733	79.1%	1442	66.5%	12972	76.2%
	Did not respond	8	1.0%	0	.0%	3	.7%	324	2.4%	39	1.8%	374	2.2%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	100	40.0%	14	48.3%	78	40.2%	1222	48.8%	259	37.6%	1673	45.6%
	Somewhat helpful	74	29.6%	8	27.6%	59	30.4%	684	27.3%	178	25.8%	1003	27.3%
	Subtotal	174	69.6%	22	75.9%	137	70.6%	1906	76.1%	437	63.4%	2676	73.0%
	Not very helpful	34	13.6%	2	6.9%	31	16.0%	241	9.6%	94	13.6%	402	11.0%
	Not helpful at all	35	14.0%	5	17.2%	26	13.4%	203	8.1%	81	11.8%	350	9.5%
	Subtotal	69	27.6%	7	24.1%	57	29.4%	444	17.7%	175	25.4%	752	20.5%
	Did not respond	7	2.8%	0	.0%	0	.0%	156	6.2%	77	11.2%	240	6.5%
	Total	250	100.0%	29	100.0%	194	100.0%	2506	100.0%	689	100.0%	3668	100.0%
Q11. Did you need educational or vocational services?	Yes	200	25.6%	18	32.1%	165	37.2%	1768	13.0%	391	18.0%	2542	14.9%
	No	574	73.4%	38	67.9%	273	61.6%	11469	84.6%	1725	79.5%	14079	82.7%
	Did not respond	8	1.0%	0	.0%	5	1.1%	326	2.4%	54	2.5%	393	2.3%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	85	42.5%	6	33.3%	64	38.8%	708	40.0%	99	25.3%	962	37.8%
	Somewhat helpful	47	23.5%	6	33.3%	52	31.5%	473	26.8%	91	23.3%	669	26.3%
	Subtotal	132	66.0%	12	66.7%	116	70.3%	1181	66.8%	190	48.6%	1631	64.2%
	Not very helpful	29	14.5%	1	5.6%	20	12.1%	226	12.8%	81	20.7%	357	14.0%
	Not helpful at all	27	13.5%	5	27.8%	25	15.2%	212	12.0%	69	17.6%	338	13.3%
	Subtotal	56	28.0%	6	33.3%	45	27.3%	438	24.8%	150	38.4%	695	27.3%
	Did not respond	12	6.0%	0	.0%	4	2.4%	149	8.4%	51	13.0%	216	8.5%
	Total	200	100.0%	18	100.0%	165	100.0%	1768	100.0%	391	100.0%	2542	100.0%
Q12. Did you need employment services?	Yes	177	22.6%	18	32.1%	159	35.9%	1705	12.6%	389	17.9%	2448	14.4%
	No	595	76.1%	38	67.9%	282	63.7%	11532	85.0%	1726	79.5%	14173	83.3%
	Did not respond	10	1.3%	0	.0%	2	.5%	326	2.4%	55	2.5%	393	2.3%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	38	21.5%	3	16.7%	48	30.2%	540	31.7%	87	22.4%	716	29.2%
	Somewhat helpful	46	26.0%	7	38.9%	39	24.5%	447	26.2%	82	21.1%	621	25.4%
	Subtotal	84	47.5%	10	55.6%	87	54.7%	987	57.9%	169	43.4%	1337	54.6%
	Not very helpful	32	18.1%	2	11.1%	25	15.7%	330	19.4%	78	20.1%	467	19.1%
	Not helpful at all	44	24.9%	6	33.3%	39	24.5%	246	14.4%	92	23.7%	427	17.4%
	Subtotal	76	42.9%	8	44.4%	64	40.3%	576	33.8%	170	43.7%	894	36.5%
	Did not respond	17	9.6%	0	.0%	8	5.0%	142	8.3%	50	12.9%	217	8.9%
	Total	177	100.0%	18	100.0%	159	100.0%	1705	100.0%	389	100.0%	2448	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Patients Speak Out 2006
Appendix A

Table 3
Community Treatment Programs: Characteristics of Patients Completing the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Opiate Substitution		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	69	8.8%	4	7.1%	22	5.0%	782	5.8%	40	1.8%	917	5.4%
	21 - 25	97	12.4%	9	16.1%	89	20.1%	2346	17.3%	156	7.2%	2697	15.9%
	26 - 30	100	12.8%	7	12.5%	84	19.0%	1964	14.5%	213	9.8%	2368	13.9%
	31 - 35	89	11.4%	9	16.1%	50	11.3%	1720	12.7%	202	9.3%	2070	12.2%
	36 - 40	95	12.1%	6	10.7%	62	14.0%	1697	12.5%	227	10.5%	2087	12.3%
	41 - 45	109	13.9%	8	14.3%	55	12.4%	1680	12.4%	288	13.3%	2140	12.6%
	46 - 50	106	13.6%	7	12.5%	38	8.6%	1368	10.1%	342	15.8%	1861	10.9%
	51 - 55	43	5.5%	4	7.1%	19	4.3%	753	5.6%	327	15.1%	1146	6.7%
	Over 55	42	5.4%	0	.0%	12	2.7%	694	5.1%	198	9.1%	946	5.6%
	Unknown	32	4.1%	2	3.6%	12	2.7%	559	4.1%	177	8.2%	782	4.6%
Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%	
Gender	Male	448	57.3%	25	44.6%	246	55.5%	9335	68.8%	1023	47.1%	11077	65.1%
	Female	322	41.2%	29	51.8%	192	43.3%	3832	28.3%	948	43.7%	5323	31.3%
	Unknown	12	1.5%	2	3.6%	5	1.1%	396	2.9%	199	9.2%	614	3.6%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Ethnic/Racial Background	White/European American	546	69.8%	40	71.4%	304	68.6%	9335	68.8%	1540	71.0%	11765	69.1%
	Black/African American	45	5.8%	1	1.8%	34	7.7%	623	4.6%	91	4.2%	794	4.7%
	Asian/Pacific Islander	6	.8%	0	.0%	2	.5%	335	2.5%	41	1.9%	384	2.3%
	Native American/Eskimo/Aleut	77	9.8%	5	8.9%	44	9.9%	680	5.0%	119	5.5%	925	5.4%
	Hispanic	42	5.4%	2	3.6%	18	4.1%	1395	10.3%	64	2.9%	1521	8.9%
	Multiracial	22	2.8%	2	3.6%	7	1.6%	298	2.2%	55	2.5%	384	2.3%
	Other	13	1.7%	0	.0%	14	3.2%	297	2.2%	44	2.0%	368	2.2%
	Unknown	31	4.0%	6	10.7%	20	4.5%	600	4.4%	216	10.0%	873	5.1%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Length of Stay in Treatment	15 days or less	381	48.7%	14	25.0%	66	14.9%	1351	10.0%	65	3.0%	1877	11.0%
	16 - 30 days	189	24.2%	13	23.2%	86	19.4%	680	5.0%	18	.8%	986	5.8%
	31 - 45 days	25	3.2%	2	3.6%	66	14.9%	656	4.8%	21	1.0%	770	4.5%
	46 - 60 days	0	.0%	9	16.1%	34	7.7%	591	4.4%	23	1.1%	657	3.9%
	61 - 75 days	0	.0%	9	16.1%	19	4.3%	630	4.6%	34	1.6%	692	4.1%
	76 - 90 days	0	.0%	0	.0%	14	3.2%	424	3.1%	23	1.1%	461	2.7%
	Over 90 days	0	.0%	0	.0%	10	2.3%	4640	34.2%	815	37.6%	5465	32.1%
	Unknown	187	23.9%	9	16.1%	148	33.4%	4591	33.8%	1171	54.0%	6106	35.9%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%
Source of Funding	Private	174	22.3%	1	1.8%	9	2.0%	6947	51.2%	666	30.7%	7797	45.8%
	Public	449	57.4%	42	75.0%	332	74.9%	3887	28.7%	834	38.4%	5544	32.6%
	Unknown	159	20.3%	13	23.2%	102	23.0%	2729	20.1%	670	30.9%	3673	21.6%
	Total	782	100.0%	56	100.0%	443	100.0%	13563	100.0%	2170	100.0%	17014	100.0%

Table 4
Community Treatment Programs: Adult Patient 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	212	47.3%	160	49.7%	7	58.3%	379	48.5%
	Mostly satisfied	215	48.0%	142	44.1%	5	41.7%	362	46.3%
	Subtotal	427	95.3%	302	93.8%	12	100.0%	741	94.8%
	Dissatisfied	13	2.9%	11	3.4%	0	.0%	24	3.1%
	Very dissatisfied	5	1.1%	6	1.9%	0	.0%	11	1.4%
	Subtotal	18	4.0%	17	5.3%	0	.0%	35	4.5%
	Did not respond	3	.7%	3	.9%	0	.0%	6	.8%
	Total	448	100.0%	322	100.0%	12	100.0%	782	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	286	63.8%	193	59.9%	9	75.0%	488	62.4%
	Some of the time	144	32.1%	115	35.7%	3	25.0%	262	33.5%
	Subtotal	430	96.0%	308	95.7%	12	100.0%	750	95.9%
	Little of the time	12	2.7%	8	2.5%	0	.0%	20	2.6%
	Never	1	.2%	3	.9%	0	.0%	4	.5%
	Subtotal	13	2.9%	11	3.4%	0	.0%	24	3.1%
	Did not respond	5	1.1%	3	.9%	0	.0%	8	1.0%
	Total	448	100.0%	322	100.0%	12	100.0%	782	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	10	40.0%	14	48.3%	1	50.0%	25	44.6%
	Mostly satisfied	11	44.0%	13	44.8%	1	50.0%	25	44.6%
	Subtotal	21	84.0%	27	93.1%	2	100.0%	50	89.3%
	Dissatisfied	1	4.0%	2	6.9%	0	.0%	3	5.4%
	Very dissatisfied	2	8.0%	0	.0%	0	.0%	2	3.6%
	Subtotal	3	12.0%	2	6.9%	0	.0%	5	8.9%
	Did not respond	1	4.0%	0	.0%	0	.0%	1	1.8%
	Total	25	100.0%	29	100.0%	2	100.0%	56	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	7	28.0%	15	51.7%	1	50.0%	23	41.1%
	Some of the time	16	64.0%	13	44.8%	1	50.0%	30	53.6%
	Subtotal	23	92.0%	28	96.6%	2	100.0%	53	94.6%
	Little of the time	2	8.0%	1	3.4%	0	.0%	3	5.4%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	2	8.0%	1	3.4%	0	.0%	3	5.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	25	100.0%	29	100.0%	2	100.0%	56	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

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	82	33.3%	59	30.7%	2	40.0%	143	32.3%
	Mostly satisfied	144	58.5%	118	61.5%	3	60.0%	265	59.8%
	Subtotal	226	91.9%	177	92.2%	5	100.0%	408	92.1%
	Dissatisfied	12	4.9%	10	5.2%	0	.0%	22	5.0%
	Very dissatisfied	6	2.4%	3	1.6%	0	.0%	9	2.0%
	Subtotal	18	7.3%	13	6.8%	0	.0%	31	7.0%
	Did not respond	2	.8%	2	1.0%	0	.0%	4	.9%
Total	246	100.0%	192	100.0%	5	100.0%	443	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	132	53.7%	71	37.0%	3	60.0%	206	46.5%
	Some of the time	99	40.2%	109	56.8%	2	40.0%	210	47.4%
	Subtotal	231	93.9%	180	93.8%	5	100.0%	416	93.9%
	Little of the time	10	4.1%	9	4.7%	0	.0%	19	4.3%
	Never	3	1.2%	1	.5%	0	.0%	4	.9%
	Subtotal	13	5.3%	10	5.2%	0	.0%	23	5.2%
	Did not respond	2	.8%	2	1.0%	0	.0%	4	.9%
Total	246	100.0%	192	100.0%	5	100.0%	443	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	5369	57.5%	2283	59.6%	222	56.1%	7874	58.1%
	Mostly satisfied	3692	39.6%	1454	37.9%	146	36.9%	5292	39.0%
	Subtotal	9061	97.1%	3737	97.5%	368	92.9%	13166	97.1%
	Dissatisfied	177	1.9%	58	1.5%	9	2.3%	244	1.8%
	Very dissatisfied	50	.5%	24	.6%	12	3.0%	86	.6%
	Subtotal	227	2.4%	82	2.1%	21	5.3%	330	2.4%
	Did not respond	47	.5%	13	.3%	7	1.8%	67	.5%
Total	9335	100.0%	3832	100.0%	396	100.0%	13563	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	8221	88.1%	3305	86.2%	324	81.8%	11850	87.4%
	Some of the time	975	10.4%	484	12.6%	54	13.6%	1513	11.2%
	Subtotal	9196	98.5%	3789	98.9%	378	95.5%	13363	98.5%
	Little of the time	65	.7%	19	.5%	3	.8%	87	.6%
	Never	14	.1%	5	.1%	6	1.5%	25	.2%
	Subtotal	79	.8%	24	.6%	9	2.3%	112	.8%
	Did not respond	60	.6%	19	.5%	9	2.3%	88	.6%
Total	9335	100.0%	3832	100.0%	396	100.0%	13563	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Opiate Substitution*

		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	423	41.3%	435	45.9%	73	36.7%	931	42.9%
	Mostly satisfied	528	51.6%	455	48.0%	106	53.3%	1089	50.2%
	Subtotal	951	93.0%	890	93.9%	179	89.9%	2020	93.1%
	Dissatisfied	47	4.6%	33	3.5%	10	5.0%	90	4.1%
	Very dissatisfied	18	1.8%	19	2.0%	8	4.0%	45	2.1%
	Subtotal	65	6.4%	52	5.5%	18	9.0%	135	6.2%
	Did not respond	7	.7%	6	.6%	2	1.0%	15	.7%
	Total	1023	100.0%	948	100.0%	199	100.0%	2170	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	683	66.8%	643	67.8%	118	59.3%	1444	66.5%
	Some of the time	285	27.9%	271	28.6%	63	31.7%	619	28.5%
	Subtotal	968	94.6%	914	96.4%	181	91.0%	2063	95.1%
	Little of the time	35	3.4%	23	2.4%	11	5.5%	69	3.2%
	Never	7	.7%	2	.2%	4	2.0%	13	.6%
	Subtotal	42	4.1%	25	2.6%	15	7.5%	82	3.8%
	Did not respond	13	1.3%	9	.9%	3	1.5%	25	1.2%
	Total	1023	100.0%	948	100.0%	199	100.0%	2170	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Table 5
Community Treatment Programs: Adult Responses to Questions 1 and 3
by Treatment Modality and Ethnic/Racial Background
Residential Treatment

		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	377	42.4%	46	57.5%	53	42.1%	34	54.8%	17	25.8%	20	35.1%	547	42.7%
	Mostly satisfied	460	51.7%	29	36.3%	67	53.2%	25	40.3%	40	60.6%	31	54.4%	652	50.9%
	Subtotal	837	94.0%	75	93.8%	120	95.2%	59	95.2%	57	86.4%	51	89.5%	1199	93.6%
	Dissatisfied	32	3.6%	1	1.3%	5	4.0%	2	3.2%	6	9.1%	3	5.3%	49	3.8%
	Very dissatisfied	15	1.7%	3	3.8%	0	.0%	1	1.6%	2	3.0%	1	1.8%	22	1.7%
	Subtotal	47	5.3%	4	5.0%	5	4.0%	3	4.8%	8	12.1%	4	7.0%	71	5.5%
	Did not respond	6	.7%	1	1.3%	1	.8%	0	.0%	1	1.5%	2	3.5%	11	.9%
	Total	890	100.0%	80	100.0%	126	100.0%	62	100.0%	66	100.0%	57	100.0%	1281	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	496	55.7%	59	73.8%	64	50.8%	37	59.7%	35	53.0%	26	45.6%	717	56.0%
	Some of the time	356	40.0%	19	23.8%	55	43.7%	23	37.1%	23	34.8%	26	45.6%	502	39.2%
	Subtotal	852	95.7%	78	97.5%	119	94.4%	60	96.8%	58	87.9%	52	91.2%	1219	95.2%
	Little of the time	24	2.7%	1	1.3%	5	4.0%	2	3.2%	6	9.1%	4	7.0%	42	3.3%
	Never	7	.8%	0	.0%	0	.0%	0	.0%	1	1.5%	0	.0%	8	.6%
	Subtotal	31	3.5%	1	1.3%	5	4.0%	2	3.2%	7	10.6%	4	7.0%	50	3.9%
	Did not respond	7	.8%	1	1.3%	2	1.6%	0	.0%	1	1.5%	1	1.8%	12	.9%
	Total	890	100.0%	80	100.0%	126	100.0%	62	100.0%	66	100.0%	57	100.0%	1281	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	5283	56.6%	363	58.3%	389	57.2%	1038	74.4%	488	52.5%	313	52.2%	7874	58.1%
	Mostly satisfied	3796	40.7%	235	37.7%	272	40.0%	327	23.4%	413	44.4%	249	41.5%	5292	39.0%
	Subtotal	9079	97.3%	598	96.0%	661	97.2%	1365	97.8%	901	96.9%	562	93.7%	13166	97.1%
	Dissatisfied	172	1.8%	12	1.9%	11	1.6%	15	1.1%	20	2.2%	14	2.3%	244	1.8%
	Very dissatisfied	41	.4%	11	1.8%	5	.7%	9	.6%	5	.5%	15	2.5%	86	.6%
	Subtotal	213	2.3%	23	3.7%	16	2.4%	24	1.7%	25	2.7%	29	4.8%	330	2.4%
	Did not respond	43	.5%	2	.3%	3	.4%	6	.4%	4	.4%	9	1.5%	67	.5%
	Total	9335	100.0%	623	100.0%	680	100.0%	1395	100.0%	930	100.0%	600	100.0%	13563	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	8214	88.0%	519	83.3%	587	86.3%	1250	89.6%	790	84.9%	490	81.7%	11850	87.4%
	Some of the time	1015	10.9%	86	13.8%	82	12.1%	115	8.2%	125	13.4%	90	15.0%	1513	11.2%
	Subtotal	9229	98.9%	605	97.1%	669	98.4%	1365	97.8%	915	98.4%	580	96.7%	13363	98.5%
	Little of the time	44	.5%	13	2.1%	6	.9%	15	1.1%	3	.3%	6	1.0%	87	.6%
	Never	8	.1%	2	.3%	1	.1%	3	.2%	7	.8%	4	.7%	25	.2%
	Subtotal	52	.6%	15	2.4%	7	1.0%	18	1.3%	10	1.1%	10	1.7%	112	.8%
	Did not respond	54	.6%	3	.5%	4	.6%	12	.9%	5	.5%	10	1.7%	88	.6%
	Total	9335	100.0%	623	100.0%	680	100.0%	1395	100.0%	930	100.0%	600	100.0%	13563	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Opiate Substitution*

		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	663	43.1%	34	37.4%	55	46.2%	35	54.7%	61	43.6%	83	38.4%	931	42.9%
	Mostly satisfied	780	50.6%	48	52.7%	59	49.6%	25	39.1%	65	46.4%	112	51.9%	1089	50.2%
	Subtotal	1443	93.7%	82	90.1%	114	95.8%	60	93.8%	126	90.0%	195	90.3%	2020	93.1%
	Dissatisfied	58	3.8%	6	6.6%	3	2.5%	3	4.7%	8	5.7%	12	5.6%	90	4.1%
	Very dissatisfied	28	1.8%	2	2.2%	2	1.7%	1	1.6%	4	2.9%	8	3.7%	45	2.1%
	Subtotal	86	5.6%	8	8.8%	5	4.2%	4	6.3%	12	8.6%	20	9.3%	135	6.2%
	Did not respond	11	.7%	1	1.1%	0	.0%	0	.0%	2	1.4%	1	.5%	15	.7%
	Total	1540	100.0%	91	100.0%	119	100.0%	64	100.0%	140	100.0%	216	100.0%	2170	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1053	68.4%	59	64.8%	89	74.8%	35	54.7%	78	55.7%	130	60.2%	1444	66.5%
	Some of the time	418	27.1%	26	28.6%	27	22.7%	28	43.8%	53	37.9%	67	31.0%	619	28.5%
	Subtotal	1471	95.5%	85	93.4%	116	97.5%	63	98.4%	131	93.6%	197	91.2%	2063	95.1%
	Little of the time	47	3.1%	4	4.4%	2	1.7%	1	1.6%	4	2.9%	11	5.1%	69	3.2%
	Never	4	.3%	0	.0%	1	.8%	0	.0%	2	1.4%	6	2.8%	13	.6%
	Subtotal	51	3.3%	4	4.4%	3	2.5%	1	1.6%	6	4.3%	17	7.9%	82	3.8%
	Did not respond	18	1.2%	2	2.2%	0	.0%	0	.0%	3	2.1%	2	.9%	25	1.2%
	Total	1540	100.0%	91	100.0%	119	100.0%	64	100.0%	140	100.0%	216	100.0%	2170	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Table 6
Community Treatment Programs: Adult Patient 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	91	49.7%	78	43.6%	135	57.9%	75	40.1%	379	48.5%
	Mostly satisfied	85	46.4%	91	50.8%	90	38.6%	96	51.3%	362	46.3%
	Subtotal	176	96.2%	169	94.4%	225	96.6%	171	91.4%	741	94.8%
	Dissatisfied	6	3.3%	4	2.2%	4	1.7%	10	5.3%	24	3.1%
	Very dissatisfied	1	.5%	5	2.8%	2	.9%	3	1.6%	11	1.4%
	Subtotal	7	3.8%	9	5.0%	6	2.6%	13	7.0%	35	4.5%
	Did not respond	0	.0%	1	.6%	2	.9%	3	1.6%	6	.8%
	Total	183	100.0%	179	100.0%	233	100.0%	187	100.0%	782	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	122	66.7%	110	61.5%	149	63.9%	107	57.2%	488	62.4%
	Some of the time	57	31.1%	61	34.1%	75	32.2%	69	36.9%	262	33.5%
	Subtotal	179	97.8%	171	95.5%	224	96.1%	176	94.1%	750	95.9%
	Little of the time	2	1.1%	3	1.7%	6	2.6%	9	4.8%	20	2.6%
	Never	1	.5%	2	1.1%	1	.4%	0	.0%	4	.5%
	Subtotal	3	1.6%	5	2.8%	7	3.0%	9	4.8%	24	3.1%
	Did not respond	1	.5%	3	1.7%	2	.9%	2	1.1%	8	1.0%
	Total	183	100.0%	179	100.0%	233	100.0%	187	100.0%	782	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	10	55.6%	4	36.4%	8	44.4%	3	33.3%	25	44.6%
	Mostly satisfied	5	27.8%	5	45.5%	10	55.6%	5	55.6%	25	44.6%
	Subtotal	15	83.3%	9	81.8%	18	100.0%	8	88.9%	50	89.3%
	Dissatisfied	2	11.1%	0	.0%	0	.0%	1	11.1%	3	5.4%
	Very dissatisfied	1	5.6%	1	9.1%	0	.0%	0	.0%	2	3.6%
	Subtotal	3	16.7%	1	9.1%	0	.0%	1	11.1%	5	8.9%
	Did not respond	0	.0%	1	9.1%	0	.0%	0	.0%	1	1.8%
	Total	18	100.0%	11	100.0%	18	100.0%	9	100.0%	56	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	11	61.1%	3	27.3%	8	44.4%	1	11.1%	23	41.1%
	Some of the time	7	38.9%	6	54.5%	10	55.6%	7	77.8%	30	53.6%
	Subtotal	18	100.0%	9	81.8%	18	100.0%	8	88.9%	53	94.6%
	Little of the time	0	.0%	2	18.2%	0	.0%	1	11.1%	3	5.4%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	2	18.2%	0	.0%	1	11.1%	3	5.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	18	100.0%	11	100.0%	18	100.0%	9	100.0%	56	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

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	58	38.2%	33	33.0%	14	32.6%	38	25.7%	143	32.3%
	Mostly satisfied	87	57.2%	60	60.0%	24	55.8%	94	63.5%	265	59.8%
	Subtotal	145	95.4%	93	93.0%	38	88.4%	132	89.2%	408	92.1%
	Dissatisfied	4	2.6%	4	4.0%	4	9.3%	10	6.8%	22	5.0%
	Very dissatisfied	3	2.0%	3	3.0%	0	.0%	3	2.0%	9	2.0%
	Subtotal	7	4.6%	7	7.0%	4	9.3%	13	8.8%	31	7.0%
	Did not respond	0	.0%	0	.0%	1	2.3%	3	2.0%	4	.9%
	Total	152	100.0%	100	100.0%	43	100.0%	148	100.0%	443	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	87	57.2%	40	40.0%	13	30.2%	66	44.6%	206	46.5%
	Some of the time	59	38.8%	51	51.0%	28	65.1%	72	48.6%	210	47.4%
	Subtotal	146	96.1%	91	91.0%	41	95.3%	138	93.2%	416	93.9%
	Little of the time	3	2.0%	8	8.0%	0	.0%	8	5.4%	19	4.3%
	Never	3	2.0%	0	.0%	1	2.3%	0	.0%	4	.9%
	Subtotal	6	3.9%	8	8.0%	1	2.3%	8	5.4%	23	5.2%
	Did not respond	0	.0%	1	1.0%	1	2.3%	2	1.4%	4	.9%
	Total	152	100.0%	100	100.0%	43	100.0%	148	100.0%	443	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	1146	56.4%	755	60.5%	3469	60.9%	2504	54.5%	7874	58.1%
	Mostly satisfied	833	41.0%	461	37.0%	2088	36.7%	1910	41.6%	5292	39.0%
	Subtotal	1979	97.4%	1216	97.5%	5557	97.6%	4414	96.1%	13166	97.1%
	Dissatisfied	31	1.5%	20	1.6%	93	1.6%	100	2.2%	244	1.8%
	Very dissatisfied	13	.6%	6	.5%	22	.4%	45	1.0%	86	.6%
	Subtotal	44	2.2%	26	2.1%	115	2.0%	145	3.2%	330	2.4%
	Did not respond	8	.4%	5	.4%	22	.4%	32	.7%	67	.5%
	Total	2031	100.0%	1247	100.0%	5694	100.0%	4591	100.0%	13563	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1830	90.1%	1127	90.4%	4993	87.7%	3900	84.9%	11850	87.4%
	Some of the time	176	8.7%	109	8.7%	637	11.2%	591	12.9%	1513	11.2%
	Subtotal	2006	98.8%	1236	99.1%	5630	98.9%	4491	97.8%	13363	98.5%
	Little of the time	9	.4%	6	.5%	33	.6%	39	.8%	87	.6%
	Never	2	.1%	2	.2%	6	.1%	15	.3%	25	.2%
	Subtotal	11	.5%	8	.6%	39	.7%	54	1.2%	112	.8%
	Did not respond	14	.7%	3	.2%	25	.4%	46	1.0%	88	.6%
	Total	2031	100.0%	1247	100.0%	5694	100.0%	4591	100.0%	13563	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Opiate Substitution*

		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	99	53.8%	58	50.0%	297	42.5%	477	40.7%	931	42.9%
	Mostly satisfied	81	44.0%	55	47.4%	356	50.9%	597	51.0%	1089	50.2%
	Subtotal	180	97.8%	113	97.4%	653	93.4%	1074	91.7%	2020	93.1%
	Dissatisfied	3	1.6%	3	2.6%	23	3.3%	61	5.2%	90	4.1%
	Very dissatisfied	1	.5%	0	.0%	18	2.6%	26	2.2%	45	2.1%
	Subtotal	4	2.2%	3	2.6%	41	5.9%	87	7.4%	135	6.2%
	Did not respond	0	.0%	0	.0%	5	.7%	10	.9%	15	.7%
	Total	184	100.0%	116	100.0%	699	100.0%	1171	100.0%	2170	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	145	78.8%	86	74.1%	469	67.1%	744	63.5%	1444	66.5%
	Some of the time	31	16.8%	28	24.1%	203	29.0%	357	30.5%	619	28.5%
	Subtotal	176	95.7%	114	98.3%	672	96.1%	1101	94.0%	2063	95.1%
	Little of the time	7	3.8%	2	1.7%	17	2.4%	43	3.7%	69	3.2%
	Never	0	.0%	0	.0%	3	.4%	10	.9%	13	.6%
	Subtotal	7	3.8%	2	1.7%	20	2.9%	53	4.5%	82	3.8%
	Did not respond	1	.5%	0	.0%	7	1.0%	17	1.5%	25	1.2%
	Total	184	100.0%	116	100.0%	699	100.0%	1171	100.0%	2170	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 20, 2006.

Table 7
Community Treatment Programs: Adult Patient Responses to Questions 1 and 3
by Treatment Modality and Funding
Residential Treatment

		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	101	54.9%	329	40.0%	117	42.7%	547	42.7%
	Mostly satisfied	74	40.2%	440	53.5%	138	50.4%	652	50.9%
	Subtotal	175	95.1%	769	93.4%	255	93.1%	1199	93.6%
	Dissatisfied	5	2.7%	34	4.1%	10	3.6%	49	3.8%
	Very dissatisfied	3	1.6%	14	1.7%	5	1.8%	22	1.7%
	Subtotal	8	4.3%	48	5.8%	15	5.5%	71	5.5%
	Did not respond	1	.5%	6	.7%	4	1.5%	11	.9%
	Total	184	100.0%	823	100.0%	274	100.0%	1281	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	125	67.9%	441	53.6%	151	55.1%	717	56.0%
	Some of the time	49	26.6%	343	41.7%	110	40.1%	502	39.2%
	Subtotal	174	94.6%	784	95.3%	261	95.3%	1219	95.2%
	Little of the time	7	3.8%	25	3.0%	10	3.6%	42	3.3%
	Never	1	.5%	7	.9%	0	.0%	8	.6%
	Subtotal	8	4.3%	32	3.9%	10	3.6%	50	3.9%
	Did not respond	2	1.1%	7	.9%	3	1.1%	12	.9%
	Total	184	100.0%	823	100.0%	274	100.0%	1281	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	4151	59.8%	2215	57.0%	1508	55.3%	7874	58.1%
	Mostly satisfied	2633	37.9%	1539	39.6%	1120	41.0%	5292	39.0%
	Subtotal	6784	97.7%	3754	96.6%	2628	96.3%	13166	97.1%
	Dissatisfied	107	1.5%	82	2.1%	55	2.0%	244	1.8%
	Very dissatisfied	34	.5%	32	.8%	20	.7%	86	.6%
	Subtotal	141	2.0%	114	2.9%	75	2.7%	330	2.4%
	Did not respond	22	.3%	19	.5%	26	1.0%	67	.5%
	Total	6947	100.0%	3887	100.0%	2729	100.0%	13563	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	6234	89.7%	3304	85.0%	2312	84.7%	11850	87.4%
	Some of the time	641	9.2%	520	13.4%	352	12.9%	1513	11.2%
	Subtotal	6875	99.0%	3824	98.4%	2664	97.6%	13363	98.5%
	Little of the time	31	.4%	32	.8%	24	.9%	87	.6%
	Never	14	.2%	6	.2%	5	.2%	25	.2%
	Subtotal	45	.6%	38	1.0%	29	1.1%	112	.8%
	Did not respond	27	.4%	25	.6%	36	1.3%	88	.6%
	Total	6947	100.0%	3887	100.0%	2729	100.0%	13563	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Opiate Substitution*

		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	293	44.0%	349	41.8%	289	43.1%	931	42.9%
	Mostly satisfied	334	50.2%	434	52.0%	321	47.9%	1089	50.2%
	Subtotal	627	94.1%	783	93.9%	610	91.0%	2020	93.1%
	Dissatisfied	20	3.0%	32	3.8%	38	5.7%	90	4.1%
	Very dissatisfied	13	2.0%	15	1.8%	17	2.5%	45	2.1%
	Subtotal	33	5.0%	47	5.6%	55	8.2%	135	6.2%
	Did not respond	6	.9%	4	.5%	5	.7%	15	.7%
	Total	666	100.0%	834	100.0%	670	100.0%	2170	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	486	73.0%	531	63.7%	427	63.7%	1444	66.5%
	Some of the time	161	24.2%	254	30.5%	204	30.4%	619	28.5%
	Subtotal	647	97.1%	785	94.1%	631	94.2%	2063	95.1%
	Little of the time	14	2.1%	32	3.8%	23	3.4%	69	3.2%
	Never	1	.2%	6	.7%	6	.9%	13	.6%
	Subtotal	15	2.3%	38	4.6%	29	4.3%	82	3.8%
	Did not respond	4	.6%	11	1.3%	10	1.5%	25	1.2%
	Total	666	100.0%	834	100.0%	670	100.0%	2170	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 20, 2006.

Table 8
Community Outpatient Treatment Programs: Comparing Responses to Questions 1-6 of the Adult Patient Satisfaction Survey Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	619	88.1%	419	60.5%	6782	56.1%
	Mostly satisfied	67	9.5%	260	37.6%	4950	40.9%
	Subtotal	686	97.6%	679	98.1%	11732	97.0%
	Dissatisfied	4	.6%	11	1.6%	227	1.9%
	Very dissatisfied	8	1.1%	1	.1%	76	.6%
	Subtotal	12	1.7%	12	1.7%	303	2.5%
	Did not respond	5	.7%	1	.1%	60	.5%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	613	87.2%	400	57.8%	6602	54.6%
	Mostly satisfied	75	10.7%	258	37.3%	5022	41.5%
	Subtotal	688	97.9%	658	95.1%	11624	96.1%
	Dissatisfied	2	.3%	27	3.9%	358	3.0%
	Very dissatisfied	6	.9%	2	.3%	57	.5%
	Subtotal	8	1.1%	29	4.2%	415	3.4%
	Did not respond	7	1.0%	5	.7%	56	.5%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	653	92.9%	597	86.3%	10542	87.2%
	Some of the time	33	4.7%	82	11.8%	1387	11.5%
	Subtotal	686	97.6%	679	98.1%	11929	98.6%
	Little of the time	8	1.1%	7	1.0%	72	.6%
	Never	3	.4%	0	.0%	22	.2%
	Subtotal	11	1.6%	7	1.0%	94	.8%
	Did not respond	6	.9%	6	.9%	72	.6%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	638	90.8%	468	67.6%	7405	61.2%
	Somewhat helpful	49	7.0%	200	28.9%	4066	33.6%
	Subtotal	687	97.7%	668	96.5%	11471	94.8%
	Not helpful	0	.0%	11	1.6%	266	2.2%
	Made things worse	0	.0%	0	.0%	23	.2%
	Subtotal	0	.0%	11	1.6%	289	2.4%
	Did not receive	10	1.4%	10	1.4%	215	1.8%
	Did not respond	6	.9%	3	.4%	120	1.0%
	Total	703	100.0%	692	100.0%	12095	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	592	84.2%	464	67.1%	7392	61.1%
	Somewhat helpful	60	8.5%	148	21.4%	2997	24.8%
	Subtotal	652	92.7%	612	88.4%	10389	85.9%
	Not helpful	1	.1%	16	2.3%	276	2.3%
	Made things worse	0	.0%	1	.1%	20	.2%
	Subtotal	1	.1%	17	2.5%	296	2.4%
	Did not receive	32	4.6%	56	8.1%	1224	10.1%
	Did not respond	18	2.6%	7	1.0%	186	1.5%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	582	82.8%	440	63.6%	7038	58.2%
	Yes, probably	93	13.2%	192	27.7%	3988	33.0%
	Subtotal	675	96.0%	632	91.3%	11026	91.2%
	No, probably not	11	1.6%	30	4.3%	551	4.6%
	No, definitely not	7	1.0%	4	.6%	179	1.5%
	Subtotal	18	2.6%	34	4.9%	730	6.0%
	Did not respond	10	1.4%	26	3.8%	339	2.8%
	Total	703	100.0%	692	100.0%	12095	100.0%

Table 9
Community Outpatient Treatment Programs: Comparing Responses to Questions 7-12a of the Adult Patient Satisfaction Survey Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	420	59.7%	245	35.4%	3649	30.2%
	No	253	36.0%	428	61.8%	8178	67.6%
	Did not respond	30	4.3%	19	2.7%	268	2.2%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	211	50.2%	140	57.1%	1738	47.6%
	Somewhat helpful	103	24.5%	69	28.2%	1112	30.5%
	Subtotal	314	74.8%	209	85.3%	2850	78.1%
	Not very helpful	36	8.6%	15	6.1%	299	8.2%
	Not helpful at all	6	1.4%	8	3.3%	319	8.7%
	Subtotal	42	10.0%	23	9.4%	618	16.9%
	Total	420	100.0%	245	100.0%	3649	100.0%
Q8. Did you need medical services?	Yes	259	36.8%	137	19.8%	2345	19.4%
	No	417	59.3%	535	77.3%	9505	78.6%
	Did not respond	27	3.8%	20	2.9%	245	2.0%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	107	41.3%	74	54.0%	1195	51.0%
	Somewhat helpful	64	24.7%	37	27.0%	655	27.9%
	Subtotal	171	66.0%	111	81.0%	1850	78.9%
	Not very helpful	51	19.7%	9	6.6%	200	8.5%
	Not helpful at all	6	2.3%	10	7.3%	185	7.9%
	Subtotal	57	22.0%	19	13.9%	385	16.4%
	Total	259	100.0%	137	100.0%	2345	100.0%
Q9. Did you need family services?	Yes	168	23.9%	83	12.0%	1483	12.3%
	No	508	72.3%	585	84.5%	10338	85.5%
	Did not respond	27	3.8%	24	3.5%	274	2.3%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	55	32.7%	47	56.6%	695	46.9%
	Somewhat helpful	37	22.0%	21	25.3%	460	31.0%
	Subtotal	92	54.8%	68	81.9%	1155	77.9%
	Not very helpful	49	29.2%	5	6.0%	114	7.7%
	Not helpful at all	8	4.8%	4	4.8%	131	8.8%
	Subtotal	57	33.9%	9	10.8%	245	16.5%
	Total	168	100.0%	83	100.0%	1483	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Q10. Did you need mental health services?	Yes	134	19.1%	89	12.9%	2256	18.7%
	No	546	77.7%	577	83.4%	9568	79.1%
	Did not respond	23	3.3%	26	3.8%	271	2.2%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	28	20.9%	42	47.2%	1144	50.7%
	Somewhat helpful	27	20.1%	21	23.6%	629	27.9%
	Subtotal	55	41.0%	63	70.8%	1773	78.6%
	Not very helpful	63	47.0%	9	10.1%	159	7.0%
	Not helpful at all	10	7.5%	11	12.4%	181	8.0%
	Subtotal	73	54.5%	20	22.5%	340	15.1%
	Did not respond	6	4.5%	6	6.7%	143	6.3%
	Total	134	100.0%	89	100.0%	2256	100.0%
Q11. Did you need educational or vocational services?	Yes	201	28.6%	101	14.6%	1436	11.9%
	No	473	67.3%	567	81.9%	10389	85.9%
	Did not respond	29	4.1%	24	3.5%	270	2.2%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	84	41.8%	39	38.6%	575	40.0%
	Somewhat helpful	49	24.4%	33	32.7%	381	26.5%
	Subtotal	133	66.2%	72	71.3%	956	66.6%
	Not very helpful	42	20.9%	5	5.0%	172	12.0%
	Not helpful at all	4	2.0%	12	11.9%	196	13.6%
	Subtotal	46	22.9%	17	16.8%	368	25.6%
	Did not respond	22	10.9%	12	11.9%	112	7.8%
	Total	201	100.0%	101	100.0%	1436	100.0%
Q12. Did you need employment services?	Yes	192	27.3%	86	12.4%	1393	11.5%
	No	484	68.8%	583	84.2%	10429	86.2%
	Did not respond	27	3.8%	23	3.3%	273	2.3%
	Total	703	100.0%	692	100.0%	12095	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	71	37.0%	30	34.9%	429	30.8%
	Somewhat helpful	35	18.2%	21	24.4%	384	27.6%
	Subtotal	106	55.2%	51	59.3%	813	58.4%
	Not very helpful	59	30.7%	11	12.8%	251	18.0%
	Not helpful at all	3	1.6%	14	16.3%	227	16.3%
	Subtotal	62	32.3%	25	29.1%	478	34.3%
	Did not respond	24	12.5%	10	11.6%	102	7.3%
	Total	192	100.0%	86	100.0%	1393	100.0%

Table 10
Community Outpatient Treatment Programs: Comparing Patient Characteristics Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version of the Adult Patient Satisfaction Survey

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	31	4.4%	65	9.4%	682	5.6%
	21 - 25	126	17.9%	183	26.4%	2030	16.8%
	26 - 30	158	22.5%	125	18.1%	1676	13.9%
	31 - 35	124	17.6%	84	12.1%	1502	12.4%
	36 - 40	99	14.1%	65	9.4%	1520	12.6%
	41 - 45	55	7.8%	64	9.2%	1553	12.8%
	46 - 50	35	5.0%	36	5.2%	1290	10.7%
	51 - 55	16	2.3%	28	4.0%	706	5.8%
	Over 55	18	2.6%	16	2.3%	657	5.4%
	Unknown	41	5.8%	26	3.8%	479	4.0%
	Total	703	100.0%	692	100.0%	12095	100.0%
Gender	Male	660	93.9%	518	74.9%	8103	67.0%
	Female	19	2.7%	166	24.0%	3646	30.1%
	Unknown	24	3.4%	8	1.2%	346	2.9%
	Total	703	100.0%	692	100.0%	12095	100.0%
Ethnic/Racial Background	White/European American	0	.0%	0	.0%	9332	77.2%
	Black/African American	0	.0%	0	.0%	620	5.1%
	Asian/Pacific Islander	0	.0%	0	.0%	304	2.5%
	Native American/Eskimo/Aleut	0	.0%	0	.0%	679	5.6%
	Hispanic	703	100.0%	692	100.0%	0	.0%
	Multiracial	0	.0%	0	.0%	291	2.4%
	Other	0	.0%	0	.0%	292	2.4%
	Unknown	0	.0%	0	.0%	577	4.8%
	Total	703	100.0%	692	100.0%	12095	100.0%
Length of Stay in Treatment	15 days or less	43	6.1%	61	8.8%	979	8.1%
	16 - 30 days	21	3.0%	32	4.6%	624	5.2%
	31 - 45 days	34	4.8%	40	5.8%	581	4.8%
	46 - 60 days	41	5.8%	26	3.8%	521	4.3%
	61 - 75 days	46	6.5%	27	3.9%	554	4.6%
	76 - 90 days	20	2.8%	25	3.6%	375	3.1%
	Over 90 days	353	50.2%	220	31.8%	4039	33.4%
	Unknown	145	20.6%	261	37.7%	4422	36.6%
	Total	703	100.0%	692	100.0%	12095	100.0%
Source of Funding	Private	572	81.4%	344	49.7%	5989	49.5%
	Public	85	12.1%	211	30.5%	3581	29.6%
	Unknown	46	6.5%	137	19.8%	2525	20.9%
	Total	703	100.0%	692	100.0%	12095	100.0%

Clients Speak Out 2004
Appendix A

Table 11a
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Year of Survey in Intensive Inpatient

		Year													
		2001		2002		2003		2004		2005		2006		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	175	40.5%	194	51.1%	258	50.9%	307	51.5%	335	48.6%	379	48.5%	1648	48.7%
	Mostly satisfied	231	53.5%	172	45.3%	229	45.2%	257	43.1%	321	46.5%	362	46.3%	1572	46.4%
	Subtotal	406	94.0%	366	96.3%	487	96.1%	564	94.6%	656	95.1%	741	94.8%	3220	95.1%
	Dissatisfied	19	4.4%	4	1.1%	15	3.0%	21	3.5%	25	3.6%	24	3.1%	108	3.2%
	Very dissatisfied	4	.9%	4	1.1%	3	.6%	8	1.3%	6	.9%	11	1.4%	36	1.1%
	Subtotal	23	5.3%	8	2.1%	18	3.6%	29	4.9%	31	4.5%	35	4.5%	144	4.3%
	Did not respond	3	.7%	6	1.6%	2	.4%	3	.5%	3	.4%	6	.8%	23	.7%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	3387	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%	234	46.2%	296	49.7%	319	46.2%	379	48.5%	1540	45.5%
	Mostly satisfied	255	59.0%	188	49.5%	233	46.0%	247	41.4%	307	44.5%	333	42.6%	1563	46.1%
	Subtotal	398	92.1%	357	93.9%	467	92.1%	543	91.1%	626	90.7%	712	91.0%	3103	91.6%
	Dissatisfied	26	6.0%	17	4.5%	33	6.5%	41	6.9%	49	7.1%	54	6.9%	220	6.5%
	Very dissatisfied	6	1.4%	1	.3%	5	1.0%	8	1.3%	14	2.0%	12	1.5%	46	1.4%
	Subtotal	32	7.4%	18	4.7%	38	7.5%	49	8.2%	63	9.1%	66	8.4%	266	7.9%
	Did not respond	2	.5%	5	1.3%	2	.4%	4	.7%	1	.1%	4	.5%	18	.5%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	3387	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	268	62.0%	243	63.9%	351	69.2%	399	66.9%	452	65.5%	488	62.4%	2201	65.0%
	Some of the time	153	35.4%	127	33.4%	137	27.0%	180	30.2%	209	30.3%	262	33.5%	1068	31.5%
	Subtotal	421	97.5%	370	97.4%	488	96.3%	579	97.1%	661	95.8%	750	95.9%	3269	96.5%
	Little of the time	11	2.5%	7	1.8%	13	2.6%	12	2.0%	24	3.5%	20	2.6%	87	2.6%
	Never	0	.0%	0	.0%	3	.6%	1	.2%	3	.4%	4	.5%	11	.3%
	Subtotal	11	2.5%	7	1.8%	16	3.2%	13	2.2%	27	3.9%	24	3.1%	98	2.9%
	Did not respond	0	.0%	3	.8%	3	.6%	4	.7%	2	.3%	8	1.0%	20	.6%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	3387	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	267	61.8%	257	67.6%	350	69.0%	390	65.4%	438	63.5%	512	65.5%	2214	65.4%
	Somewhat helpful	146	33.8%	107	28.2%	134	26.4%	181	30.4%	225	32.6%	240	30.7%	1033	30.5%
	Subtotal	413	95.6%	364	95.8%	484	95.5%	571	95.8%	663	96.1%	752	96.2%	3247	95.9%
	Not helpful	13	3.0%	5	1.3%	10	2.0%	12	2.0%	11	1.6%	17	2.2%	68	2.0%
	Made things worse	1	.2%	0	.0%	1	.2%	2	.3%	1	.1%	1	.1%	6	.2%
	Subtotal	14	3.2%	5	1.3%	11	2.2%	14	2.3%	12	1.7%	18	2.3%	74	2.2%
	Did not receive	2	.5%	3	.8%	5	1.0%	8	1.3%	9	1.3%	9	1.2%	36	1.1%
	Did not respond	3	.7%	8	2.1%	7	1.4%	3	.5%	6	.9%	3	.4%	30	.9%
Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	3387	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	246	56.9%	244	64.2%	312	61.5%	349	58.6%	389	56.4%	448	57.3%	1988	58.7%
	Somewhat helpful	122	28.2%	83	21.8%	124	24.5%	109	18.3%	167	24.2%	202	25.8%	807	23.8%
	Subtotal	368	85.2%	327	86.1%	436	86.0%	458	76.8%	556	80.6%	650	83.1%	2795	82.5%
	Not helpful	12	2.8%	6	1.6%	15	3.0%	19	3.2%	23	3.3%	23	2.9%	98	2.9%
	Made things worse	1	.2%	2	.5%	1	.2%	1	.2%	1	.1%	2	.3%	8	.2%
	Subtotal	13	3.0%	8	2.1%	16	3.2%	20	3.4%	24	3.5%	25	3.2%	106	3.1%
	Did not receive	43	10.0%	37	9.7%	41	8.1%	113	19.0%	95	13.8%	92	11.8%	421	12.4%
	Did not respond	8	1.9%	8	2.1%	14	2.8%	5	.8%	15	2.2%	15	1.9%	65	1.9%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	3387	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%	259	51.1%	314	52.7%	348	50.4%	420	53.7%	1742	51.4%
	Yes, probably	161	37.3%	126	33.2%	172	33.9%	188	31.5%	201	29.1%	234	29.9%	1082	31.9%
	Subtotal	357	82.6%	331	87.1%	431	85.0%	502	84.2%	549	79.6%	654	83.6%	2824	83.4%
	No, probably not	50	11.6%	35	9.2%	43	8.5%	56	9.4%	94	13.6%	79	10.1%	357	10.5%
	No, definitely not	19	4.4%	5	1.3%	19	3.7%	19	3.2%	23	3.3%	29	3.7%	114	3.4%
	Subtotal	69	16.0%	40	10.5%	62	12.2%	75	12.6%	117	17.0%	108	13.8%	471	13.9%
	Did not respond	6	1.4%	9	2.4%	14	2.8%	19	3.2%	24	3.5%	20	2.6%	92	2.7%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	3387	100.0%

Clients Speak Out 2004
Appendix A

Table 11b
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Recovery House

		Year													
		2001		2002		2003		2004		2005		2006		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	62	33.2%	91	54.8%	74	49.7%	61	55.5%	49	45.4%	25	44.6%	362	46.6%
	Mostly satisfied	109	58.3%	70	42.2%	73	49.0%	42	38.2%	53	49.1%	25	44.6%	372	47.9%
	Subtotal	171	91.4%	161	97.0%	147	98.7%	103	93.6%	102	94.4%	50	89.3%	734	94.6%
	Dissatisfied	12	6.4%	4	2.4%	1	.7%	4	3.6%	4	3.7%	3	5.4%	28	3.6%
	Very dissatisfied	4	2.1%	1	.6%	1	.7%	1	.9%	2	1.9%	2	3.6%	11	1.4%
	Subtotal	16	8.6%	5	3.0%	2	1.3%	5	4.5%	6	5.6%	5	8.9%	39	5.0%
	Did not respond	0	.0%	0	.0%	0	.0%	2	1.8%	0	.0%	1	1.8%	3	.4%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	776	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%	46	41.8%	40	37.0%	20	35.7%	298	38.4%
	Mostly satisfied	100	53.5%	88	53.0%	75	50.3%	58	52.7%	58	53.7%	25	44.6%	404	52.1%
	Subtotal	157	84.0%	158	95.2%	140	94.0%	104	94.5%	98	90.7%	45	80.4%	702	90.5%
	Dissatisfied	24	12.8%	7	4.2%	7	4.7%	5	4.5%	7	6.5%	8	14.3%	58	7.5%
	Very dissatisfied	6	3.2%	1	.6%	1	.7%	0	.0%	3	2.8%	3	5.4%	14	1.8%
	Subtotal	30	16.0%	8	4.8%	8	5.4%	5	4.5%	10	9.3%	11	19.6%	72	9.3%
	Did not respond	0	.0%	0	.0%	1	.7%	1	.9%	0	.0%	0	.0%	2	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	776	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%	72	65.5%	64	59.3%	23	41.1%	502	64.7%
	Some of the time	58	31.0%	45	27.1%	39	26.2%	35	31.8%	40	37.0%	30	53.6%	247	31.8%
	Subtotal	176	94.1%	162	97.6%	147	98.7%	107	97.3%	104	96.3%	53	94.6%	749	96.5%
	Little of the time	10	5.3%	4	2.4%	1	.7%	1	.9%	3	2.8%	3	5.4%	22	2.8%
	Never	1	.5%	0	.0%	1	.7%	0	.0%	1	.9%	0	.0%	3	.4%
	Subtotal	11	5.9%	4	2.4%	2	1.3%	1	.9%	4	3.7%	3	5.4%	25	3.2%
	Did not respond	0	.0%	0	.0%	0	.0%	2	1.8%	0	.0%	0	.0%	2	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	776	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	93	49.7%	112	67.5%	107	71.8%	76	69.1%	63	58.3%	34	60.7%	485	62.5%
	Somewhat helpful	83	44.4%	51	30.7%	37	24.8%	29	26.4%	41	38.0%	19	33.9%	260	33.5%
	Subtotal	176	94.1%	163	98.2%	144	96.6%	105	95.5%	104	96.3%	53	94.6%	745	96.0%
	Not helpful	6	3.2%	2	1.2%	4	2.7%	2	1.8%	4	3.7%	3	5.4%	21	2.7%
	Made things worse	2	1.1%	0	.0%	1	.7%	1	.9%	0	.0%	0	.0%	4	.5%
	Subtotal	8	4.3%	2	1.2%	5	3.4%	3	2.7%	4	3.7%	3	5.4%	25	3.2%
	Did not receive	1	.5%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.1%
	Did not respond	2	1.1%	1	.6%	0	.0%	2	1.8%	0	.0%	0	.0%	5	.6%
Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	776	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	116	62.0%	116	69.9%	109	73.2%	82	74.5%	71	65.7%	33	58.9%	527	67.9%
	Somewhat helpful	53	28.3%	33	19.9%	31	20.8%	20	18.2%	29	26.9%	18	32.1%	184	23.7%
	Subtotal	169	90.4%	149	89.8%	140	94.0%	102	92.7%	100	92.6%	51	91.1%	711	91.6%
	Not helpful	3	1.6%	4	2.4%	2	1.3%	3	2.7%	5	4.6%	0	.0%	17	2.2%
	Made things worse	0	.0%	0	.0%	2	1.3%	0	.0%	0	.0%	0	.0%	2	.3%
	Subtotal	3	1.6%	4	2.4%	4	2.7%	3	2.7%	5	4.6%	0	.0%	19	2.4%
	Did not receive	13	7.0%	9	5.4%	4	2.7%	2	1.8%	1	.9%	4	7.1%	33	4.3%
	Did not respond	2	1.1%	4	2.4%	1	.7%	3	2.7%	2	1.9%	1	1.8%	13	1.7%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	776	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%	65	59.1%	55	50.9%	27	48.2%	409	52.7%
	Yes, probably	65	34.8%	54	32.5%	41	27.5%	26	23.6%	31	28.7%	16	28.6%	233	30.0%
	Subtotal	140	74.9%	146	88.0%	136	91.3%	91	82.7%	86	79.6%	43	76.8%	642	82.7%
	No, probably not	31	16.6%	12	7.2%	8	5.4%	14	12.7%	16	14.8%	6	10.7%	87	11.2%
	No, definitely not	11	5.9%	5	3.0%	4	2.7%	3	2.7%	6	5.6%	4	7.1%	33	4.3%
	Subtotal	42	22.5%	17	10.2%	12	8.1%	17	15.5%	22	20.4%	10	17.9%	120	15.5%
	Did not respond	5	2.7%	3	1.8%	1	.7%	2	1.8%	0	.0%	3	5.4%	14	1.8%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	776	100.0%

Clients Speak Out 2004
Appendix A

Table 11c
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Long-term Residential

		Year													
		2001		2002		2003		2004		2005		2006		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	81	35.2%	151	40.7%	119	35.6%	133	30.0%	134	31.4%	143	32.3%	761	33.8%
	Mostly satisfied	128	55.7%	195	52.6%	191	57.2%	268	60.4%	254	59.5%	265	59.8%	1301	57.8%
	Subtotal	209	90.9%	346	93.3%	310	92.8%	401	90.3%	388	90.9%	408	92.1%	2062	91.7%
	Dissatisfied	15	6.5%	18	4.9%	16	4.8%	33	7.4%	30	7.0%	22	5.0%	134	6.0%
	Very dissatisfied	4	1.7%	5	1.3%	6	1.8%	7	1.6%	4	.9%	9	2.0%	35	1.6%
	Subtotal	19	8.3%	23	6.2%	22	6.6%	40	9.0%	34	8.0%	31	7.0%	169	7.5%
	Did not respond	2	.9%	2	.5%	2	.6%	3	.7%	5	1.2%	4	.9%	18	.8%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	2249	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%	163	36.7%	157	36.8%	147	33.2%	831	36.9%
	Mostly satisfied	122	53.0%	182	49.1%	174	52.1%	241	54.3%	219	51.3%	243	54.9%	1181	52.5%
	Subtotal	192	83.5%	349	94.1%	301	90.1%	404	91.0%	376	88.1%	390	88.0%	2012	89.5%
	Dissatisfied	29	12.6%	17	4.6%	24	7.2%	29	6.5%	48	11.2%	38	8.6%	185	8.2%
	Very dissatisfied	4	1.7%	3	.8%	9	2.7%	8	1.8%	1	.2%	12	2.7%	37	1.6%
	Subtotal	33	14.3%	20	5.4%	33	9.9%	37	8.3%	49	11.5%	50	11.3%	222	9.9%
	Did not respond	5	2.2%	2	.5%	0	.0%	3	.7%	2	.5%	3	.7%	15	.7%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	2249	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%	217	48.9%	245	57.4%	206	46.5%	1178	52.4%
	Some of the time	100	43.5%	132	35.6%	148	44.3%	194	43.7%	165	38.6%	210	47.4%	949	42.2%
	Subtotal	220	95.7%	354	95.4%	316	94.6%	411	92.6%	410	96.0%	416	93.9%	2127	94.6%
	Little of the time	5	2.2%	14	3.8%	17	5.1%	24	5.4%	14	3.3%	19	4.3%	93	4.1%
	Never	2	.9%	1	.3%	0	.0%	2	.5%	0	.0%	4	.9%	9	.4%
	Subtotal	7	3.0%	15	4.0%	17	5.1%	26	5.9%	14	3.3%	23	5.2%	102	4.5%
	Did not respond	3	1.3%	2	.5%	1	.3%	7	1.6%	3	.7%	4	.9%	20	.9%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	2249	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	115	50.0%	218	58.8%	189	56.6%	228	51.4%	213	49.9%	228	51.5%	1191	53.0%
	Somewhat helpful	94	40.9%	132	35.6%	130	38.9%	188	42.3%	190	44.5%	190	42.9%	924	41.1%
	Subtotal	209	90.9%	350	94.3%	319	95.5%	416	93.7%	403	94.4%	418	94.4%	2115	94.0%
	Not helpful	12	5.2%	14	3.8%	8	2.4%	18	4.1%	21	4.9%	17	3.8%	90	4.0%
	Made things worse	3	1.3%	1	.3%	3	.9%	3	.7%	0	.0%	2	.5%	12	.5%
	Subtotal	15	6.5%	15	4.0%	11	3.3%	21	4.7%	21	4.9%	19	4.3%	102	4.5%
	Did not receive	3	1.3%	3	.8%	2	.6%	1	.2%	1	.2%	4	.9%	14	.6%
	Did not respond	3	1.3%	3	.8%	2	.6%	6	1.4%	2	.5%	2	.5%	18	.8%
Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	2249	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	104	45.2%	193	52.0%	178	53.3%	215	48.4%	201	47.1%	224	50.6%	1115	49.6%
	Somewhat helpful	63	27.4%	96	25.9%	82	24.6%	130	29.3%	120	28.1%	124	28.0%	615	27.3%
	Subtotal	167	72.6%	289	77.9%	260	77.8%	345	77.7%	321	75.2%	348	78.6%	1730	76.9%
	Not helpful	10	4.3%	7	1.9%	13	3.9%	20	4.5%	17	4.0%	23	5.2%	90	4.0%
	Made things worse	1	.4%	1	.3%	2	.6%	1	.2%	0	.0%	0	.0%	5	.2%
	Subtotal	11	4.8%	8	2.2%	15	4.5%	21	4.7%	17	4.0%	23	5.2%	95	4.2%
	Did not receive	46	20.0%	65	17.5%	54	16.2%	64	14.4%	79	18.5%	68	15.3%	376	16.7%
	Did not respond	6	2.6%	9	2.4%	5	1.5%	14	3.2%	10	2.3%	4	.9%	48	2.1%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	2249	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%	154	34.7%	154	36.1%	151	34.1%	819	36.4%
	Yes, probably	76	33.0%	141	38.0%	126	37.7%	157	35.4%	158	37.0%	165	37.2%	823	36.6%
	Subtotal	164	71.3%	290	78.2%	249	74.6%	311	70.0%	312	73.1%	316	71.3%	1642	73.0%
	No, probably not	36	15.7%	44	11.9%	47	14.1%	73	16.4%	75	17.6%	85	19.2%	360	16.0%
	No, definitely not	21	9.1%	24	6.5%	25	7.5%	46	10.4%	25	5.9%	27	6.1%	168	7.5%
	Subtotal	57	24.8%	68	18.3%	72	21.6%	119	26.8%	100	23.4%	112	25.3%	528	23.5%
	Did not respond	9	3.9%	13	3.5%	13	3.9%	14	3.2%	15	3.5%	15	3.4%	79	3.5%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	2249	100.0%

Clients Speak Out 2004
Appendix A

Table 11d
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by
Year of Survey in Outpatient/Intensive Outpatient

		Year													
		2001		2002		2003		2004		2005		2006		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	3363	53.6%	4454	55.9%	6157	56.4%	6923	56.4%	7473	58.1%	7874	58.1%	36244	56.7%
	Mostly satisfied	2692	42.9%	3241	40.7%	4407	40.3%	4856	39.6%	5019	39.0%	5292	39.0%	25507	39.9%
	Subtotal	6055	96.5%	7695	96.5%	10564	96.7%	11779	96.0%	12492	97.1%	13166	97.1%	61751	96.7%
	Dissatisfied	155	2.5%	171	2.1%	236	2.2%	245	2.0%	229	1.8%	244	1.8%	1280	2.0%
	Very dissatisfied	43	.7%	48	.6%	57	.5%	80	.7%	78	.6%	86	.6%	392	.6%
	Subtotal	198	3.2%	219	2.7%	293	2.7%	325	2.6%	307	2.4%	330	2.4%	1672	2.6%
	Did not respond	23	.4%	56	.7%	66	.6%	172	1.4%	70	.5%	67	.5%	454	.7%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	63877	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%	5997	54.9%	6782	55.2%	7283	56.6%	7661	56.5%	35479	55.5%
	Mostly satisfied	2649	42.2%	3260	40.9%	4486	41.1%	4939	40.2%	5103	39.7%	5375	39.6%	25812	40.4%
	Subtotal	5996	95.5%	7669	96.2%	10483	96.0%	11721	95.5%	12386	96.2%	13036	96.1%	61291	96.0%
	Dissatisfied	210	3.3%	194	2.4%	315	2.9%	315	2.6%	360	2.8%	389	2.9%	1783	2.8%
	Very dissatisfied	34	.5%	60	.8%	55	.5%	67	.5%	62	.5%	68	.5%	346	.5%
	Subtotal	244	3.9%	254	3.2%	370	3.4%	382	3.1%	422	3.3%	457	3.4%	2129	3.3%
	Did not respond	36	.6%	47	.6%	70	.6%	173	1.4%	61	.5%	70	.5%	457	.7%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	63877	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	5335	85.0%	6783	85.1%	9453	86.5%	10554	86.0%	11298	87.8%	11850	87.4%	55273	86.5%
	Some of the time	842	13.4%	1023	12.8%	1298	11.9%	1420	11.6%	1385	10.8%	1513	11.2%	7481	11.7%
	Subtotal	6177	98.4%	7806	97.9%	10751	98.4%	11974	97.5%	12683	98.6%	13363	98.5%	62754	98.2%
	Little of the time	61	1.0%	73	.9%	86	.8%	88	.7%	83	.6%	87	.6%	478	.7%
	Never	13	.2%	20	.3%	15	.1%	19	.2%	25	.2%	25	.2%	117	.2%
	Subtotal	74	1.2%	93	1.2%	101	.9%	107	.9%	108	.8%	112	.8%	595	.9%
	Did not respond	25	.4%	71	.9%	71	.7%	195	1.6%	78	.6%	88	.6%	528	.8%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	63877	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	3892	62.0%	4929	61.8%	6805	62.3%	7705	62.8%	8230	64.0%	8558	63.1%	40119	62.8%
	Somewhat helpful	2080	33.1%	2561	32.1%	3523	32.3%	3846	31.3%	4030	31.3%	4335	32.0%	20375	31.9%
	Subtotal	5972	95.2%	7490	94.0%	10328	94.6%	11551	94.1%	12260	95.3%	12893	95.1%	60494	94.7%
	Not helpful	152	2.4%	193	2.4%	246	2.3%	242	2.0%	257	2.0%	277	2.0%	1367	2.1%
	Made things worse	14	.2%	21	.3%	31	.3%	22	.2%	31	.2%	23	.2%	142	.2%
	Subtotal	166	2.6%	214	2.7%	277	2.5%	264	2.2%	288	2.2%	300	2.2%	1509	2.4%
	Did not receive	80	1.3%	153	1.9%	195	1.8%	265	2.2%	220	1.7%	238	1.8%	1151	1.8%
	Did not respond	58	.9%	113	1.4%	123	1.1%	196	1.6%	101	.8%	132	1.0%	723	1.1%
Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	63877	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	3789	60.4%	4925	61.8%	6739	61.7%	7654	62.3%	8073	62.7%	8496	62.6%	39676	62.1%
	Somewhat helpful	1620	25.8%	1974	24.8%	2704	24.8%	2909	23.7%	3133	24.3%	3223	23.8%	15563	24.4%
	Subtotal	5409	86.2%	6899	86.6%	9443	86.5%	10563	86.0%	11206	87.1%	11719	86.4%	55239	86.5%
	Not helpful	170	2.7%	217	2.7%	280	2.6%	287	2.3%	282	2.2%	294	2.2%	1530	2.4%
	Made things worse	20	.3%	17	.2%	27	.2%	18	.1%	17	.1%	21	.2%	120	.2%
	Subtotal	190	3.0%	234	2.9%	307	2.8%	305	2.5%	299	2.3%	315	2.3%	1650	2.6%
	Did not receive	575	9.2%	672	8.4%	977	8.9%	1118	9.1%	1175	9.1%	1314	9.7%	5831	9.1%
	Did not respond	102	1.6%	165	2.1%	196	1.8%	290	2.4%	189	1.5%	215	1.6%	1157	1.8%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	63877	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%	6245	57.2%	7096	57.8%	7668	59.6%	8106	59.8%	37034	58.0%
	Yes, probably	2140	34.1%	2656	33.3%	3599	32.9%	4020	32.7%	4074	31.7%	4291	31.6%	20780	32.5%
	Subtotal	5592	89.1%	7123	89.4%	9844	90.1%	11116	90.6%	11742	91.2%	12397	91.4%	57814	90.5%
	No, probably not	370	5.9%	450	5.6%	583	5.3%	548	4.5%	619	4.8%	598	4.4%	3168	5.0%
	No, definitely not	124	2.0%	140	1.8%	179	1.6%	188	1.5%	176	1.4%	190	1.4%	997	1.6%
	Subtotal	494	7.9%	590	7.4%	762	7.0%	736	6.0%	795	6.2%	788	5.8%	4165	6.5%
	Did not respond	190	3.0%	257	3.2%	317	2.9%	424	3.5%	332	2.6%	378	2.8%	1898	3.0%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	63877	100.0%

Clients Speak Out 2004
Appendix A

Table 11e
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Year of Survey in Opiate Substitution

		Year													
		2001		2002		2003		2004		2005		2006		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	141	46.5%	443	39.6%	625	43.8%	680	39.7%	851	45.6%	931	42.9%	3671	42.7%
	Mostly satisfied	136	44.9%	572	51.2%	700	49.0%	891	52.0%	894	47.9%	1089	50.2%	4282	49.8%
	Subtotal	277	91.4%	1015	90.8%	1325	92.8%	1571	91.7%	1745	93.4%	2020	93.1%	7953	92.5%
	Dissatisfied	15	5.0%	66	5.9%	58	4.1%	83	4.8%	77	4.1%	90	4.1%	389	4.5%
	Very dissatisfied	8	2.6%	25	2.2%	32	2.2%	34	2.0%	34	1.8%	45	2.1%	178	2.1%
	Subtotal	23	7.6%	91	8.1%	90	6.3%	117	6.8%	111	5.9%	135	6.2%	567	6.6%
	Did not respond	3	1.0%	12	1.1%	13	.9%	25	1.5%	12	.6%	15	.7%	80	.9%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	8600	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%	708	41.3%	881	47.2%	949	43.7%	3794	44.1%
	Mostly satisfied	146	48.2%	530	47.4%	675	47.3%	866	50.6%	863	46.2%	1047	48.2%	4127	48.0%
	Subtotal	283	93.4%	987	88.3%	1337	93.6%	1574	91.9%	1744	93.4%	1996	92.0%	7921	92.1%
	Dissatisfied	16	5.3%	95	8.5%	53	3.7%	84	4.9%	88	4.7%	129	5.9%	465	5.4%
	Very dissatisfied	2	.7%	19	1.7%	23	1.6%	30	1.8%	23	1.2%	33	1.5%	130	1.5%
	Subtotal	18	5.9%	114	10.2%	76	5.3%	114	6.7%	111	5.9%	162	7.5%	595	6.9%
	Did not respond	2	.7%	17	1.5%	15	1.1%	25	1.5%	13	.7%	12	.6%	84	1.0%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	8600	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%	1104	64.4%	1279	68.5%	1444	66.5%	5642	65.6%
	Some of the time	87	28.7%	338	30.2%	424	29.7%	507	29.6%	506	27.1%	619	28.5%	2481	28.8%
	Subtotal	289	95.4%	1034	92.5%	1341	93.9%	1611	94.0%	1785	95.6%	2063	95.1%	8123	94.5%
	Little of the time	8	2.6%	64	5.7%	49	3.4%	58	3.4%	47	2.5%	69	3.2%	295	3.4%
	Never	2	.7%	6	.5%	15	1.1%	6	.4%	9	.5%	13	.6%	51	.6%
	Subtotal	10	3.3%	70	6.3%	64	4.5%	64	3.7%	56	3.0%	82	3.8%	346	4.0%
	Did not respond	4	1.3%	14	1.3%	23	1.6%	38	2.2%	27	1.4%	25	1.2%	131	1.5%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	8600	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	85	28.1%	373	33.4%	467	32.7%	612	35.7%	652	34.9%	764	35.2%	2953	34.3%
	Somewhat helpful	100	33.0%	384	34.3%	466	32.6%	645	37.7%	640	34.3%	745	34.3%	2980	34.7%
	Subtotal	185	61.1%	757	67.7%	933	65.3%	1257	73.4%	1292	69.2%	1509	69.5%	5933	69.0%
	Not helpful	20	6.6%	90	8.1%	133	9.3%	137	8.0%	124	6.6%	160	7.4%	664	7.7%
	Made things worse	4	1.3%	12	1.1%	29	2.0%	15	.9%	19	1.0%	25	1.2%	104	1.2%
	Subtotal	24	7.9%	102	9.1%	162	11.3%	152	8.9%	143	7.7%	185	8.5%	768	8.9%
	Did not receive	83	27.4%	218	19.5%	276	19.3%	258	15.1%	389	20.8%	432	19.9%	1656	19.3%
	Did not respond	11	3.6%	41	3.7%	57	4.0%	46	2.7%	44	2.4%	44	2.0%	243	2.8%
Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	8600	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	169	55.8%	614	54.9%	767	53.7%	960	56.0%	1075	57.5%	1183	54.5%	4768	55.4%
	Somewhat helpful	85	28.1%	364	32.6%	482	33.8%	577	33.7%	577	30.9%	747	34.4%	2832	32.9%
	Subtotal	254	83.8%	978	87.5%	1249	87.5%	1537	89.7%	1652	88.4%	1930	88.9%	7600	88.4%
	Not helpful	23	7.6%	70	6.3%	85	6.0%	93	5.4%	100	5.4%	121	5.6%	492	5.7%
	Made things worse	4	1.3%	13	1.2%	25	1.8%	8	.5%	17	.9%	27	1.2%	94	1.1%
	Subtotal	27	8.9%	83	7.4%	110	7.7%	101	5.9%	117	6.3%	148	6.8%	586	6.8%
	Did not receive	10	3.3%	25	2.2%	20	1.4%	31	1.8%	49	2.6%	40	1.8%	175	2.0%
	Did not respond	12	4.0%	32	2.9%	49	3.4%	44	2.6%	50	2.7%	52	2.4%	239	2.8%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	8600	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%	1131	66.0%	1233	66.0%	1443	66.5%	5615	65.3%
	Yes, probably	68	22.4%	312	27.9%	362	25.4%	414	24.2%	455	24.4%	510	23.5%	2121	24.7%
	Subtotal	270	89.1%	997	89.2%	1283	89.8%	1545	90.2%	1688	90.4%	1953	90.0%	7736	90.0%
	No, probably not	11	3.6%	56	5.0%	58	4.1%	72	4.2%	89	4.8%	102	4.7%	388	4.5%
	No, definitely not	3	1.0%	17	1.5%	21	1.5%	24	1.4%	28	1.5%	32	1.5%	125	1.5%
	Subtotal	14	4.6%	73	6.5%	79	5.5%	96	5.6%	117	6.3%	134	6.2%	513	6.0%
	Did not respond	19	6.3%	48	4.3%	66	4.6%	72	4.2%	63	3.4%	83	3.8%	351	4.1%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	8600	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey in each year.

Clients Speak Out 2004
Appendix A

Table 12
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey,
March 20-24, 2006

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	70	29.0%	8	27.6%	517	41.2%	595	39.0%
	Mostly satisfied	148	61.4%	16	55.2%	636	50.7%	800	52.5%
	Subtotal	218	90.5%	24	82.8%	1153	91.9%	1395	91.5%
	Dissatisfied	17	7.1%	3	10.3%	65	5.2%	85	5.6%
	Very dissatisfied	5	2.1%	2	6.9%	32	2.6%	39	2.6%
	Subtotal	22	9.1%	5	17.2%	97	7.7%	124	8.1%
	Did not respond	1	.4%	0	.0%	4	.3%	5	.3%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	59	24.5%	6	20.7%	582	46.4%	647	42.5%
	Mostly satisfied	139	57.7%	19	65.5%	586	46.7%	744	48.8%
	Subtotal	198	82.2%	25	86.2%	1168	93.1%	1391	91.3%
	Dissatisfied	34	14.1%	2	6.9%	53	4.2%	89	5.8%
	Very dissatisfied	9	3.7%	2	6.9%	29	2.3%	40	2.6%
	Subtotal	43	17.8%	4	13.8%	82	6.5%	129	8.5%
	Did not respond	0	.0%	0	.0%	4	.3%	4	.3%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	95	39.4%	12	41.4%	1000	79.7%	1107	72.6%
	Some of the time	118	49.0%	13	44.8%	213	17.0%	344	22.6%
	Subtotal	213	88.4%	25	86.2%	1213	96.7%	1451	95.2%
	Little of the time	23	9.5%	4	13.8%	18	1.4%	45	3.0%
	Never	4	1.7%	0	.0%	18	1.4%	22	1.4%
	Subtotal	27	11.2%	4	13.8%	36	2.9%	67	4.4%
	Did not respond	1	.4%	0	.0%	5	.4%	6	.4%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Q4. How safe do you feel in this program?	Very safe	137	56.8%	14	48.3%	857	68.3%	1008	66.1%
	Somewhat safe	92	38.2%	13	44.8%	338	27.0%	443	29.1%
	Subtotal	229	95.0%	27	93.1%	1195	95.3%	1451	95.2%
	Not very safe	8	3.3%	2	6.9%	28	2.2%	38	2.5%
	Not safe at all	3	1.2%	0	.0%	22	1.8%	25	1.6%
	Subtotal	11	4.6%	2	6.9%	50	4.0%	63	4.1%
	Did not respond	1	.4%	0	.0%	9	.7%	10	.7%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	102	42.3%	14	48.3%	468	37.3%	584	38.3%
	Somewhat helpful	118	49.0%	11	37.9%	590	47.0%	719	47.2%
	Subtotal	220	91.3%	25	86.2%	1058	84.4%	1303	85.5%
	Not helpful	17	7.1%	4	13.8%	109	8.7%	130	8.5%
	Made things worse	3	1.2%	0	.0%	10	.8%	13	.9%
	Subtotal	20	8.3%	4	13.8%	119	9.5%	143	9.4%
	Did not receive	0	.0%	0	.0%	64	5.1%	64	4.2%
	Did not respond	1	.4%	0	.0%	13	1.0%	14	.9%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Q6. How helpful is the individual counseling?	Very helpful	122	50.6%	16	55.2%	511	40.7%	649	42.6%
	Somewhat helpful	80	33.2%	8	27.6%	459	36.6%	547	35.9%
	Subtotal	202	83.8%	24	82.8%	970	77.4%	1196	78.5%
	Not helpful	17	7.1%	3	10.3%	83	6.6%	103	6.8%
	Made things worse	1	.4%	0	.0%	11	.9%	12	.8%
	Subtotal	18	7.5%	3	10.3%	94	7.5%	115	7.5%
	Did not receive	21	8.7%	2	6.9%	177	14.1%	200	13.1%
	Did not respond	0	.0%	0	.0%	13	1.0%	13	.9%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	79	32.8%	9	31.0%	522	41.6%	610	40.0%
	Yes, probably	96	39.8%	12	41.4%	521	41.5%	629	41.3%
	Subtotal	175	72.6%	21	72.4%	1043	83.2%	1239	81.3%
	No, probably not	46	19.1%	5	17.2%	129	10.3%	180	11.8%
	No, definitely not	18	7.5%	3	10.3%	67	5.3%	88	5.8%
	Subtotal	64	26.6%	8	27.6%	196	15.6%	268	17.6%
	Did not respond	2	.8%	0	.0%	15	1.2%	17	1.1%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%

Table 13
Community Treatment Programs: Characteristics of Patients Completing the DASA Youth Patient Satisfaction Survey, March 20-24, 2006

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	8	3.3%	0	.0%	51	4.1%	59	3.9%
	14 - 15	67	27.8%	4	13.8%	365	29.1%	436	28.6%
	16 - 17	138	57.3%	21	72.4%	640	51.0%	799	52.4%
	18 - 21	27	11.2%	4	13.8%	154	12.3%	185	12.1%
	Unknown	1	.4%	0	.0%	44	3.5%	45	3.0%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Gender	Male	138	57.3%	19	65.5%	814	64.9%	971	63.7%
	Female	100	41.5%	10	34.5%	418	33.3%	528	34.6%
	Unknown	3	1.2%	0	.0%	22	1.8%	25	1.6%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Ethnic/Racial Background	White	151	62.7%	22	75.9%	730	58.2%	903	59.3%
	Black/African American	4	1.7%	0	.0%	66	5.3%	70	4.6%
	Asian/Pacific Islander	6	2.5%	0	.0%	47	3.7%	53	3.5%
	Native American/Eskimo/Aleut	23	9.5%	1	3.4%	119	9.5%	143	9.4%
	Hispanic	23	9.5%	2	6.9%	132	10.5%	157	10.3%
	Multiracial	15	6.2%	1	3.4%	57	4.5%	73	4.8%
	Other	5	2.1%	2	6.9%	44	3.5%	51	3.3%
	Unknown	14	5.8%	1	3.4%	59	4.7%	74	4.9%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Length of Stay in Treatment	15 days or less	105	43.6%	2	6.9%	147	11.7%	254	16.7%
	16 - 30 days	63	26.1%	14	48.3%	90	7.2%	167	11.0%
	31 - 45 days	33	13.7%	2	6.9%	92	7.3%	127	8.3%
	46 - 60 days	0	.0%	4	13.8%	71	5.7%	75	4.9%
	61 - 75 days	0	.0%	2	6.9%	62	4.9%	64	4.2%
	76 - 90 days	0	.0%	0	.0%	54	4.3%	54	3.5%
	Over 90 days	0	.0%	0	.0%	359	28.6%	359	23.6%
	Unknown	40	16.6%	5	17.2%	379	30.2%	424	27.8%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%
Source of Funding	Private	98	40.7%	7	24.1%	352	28.1%	457	30.0%
	Public	87	36.1%	15	51.7%	467	37.2%	569	37.3%
	Other	29	12.0%	3	10.3%	209	16.7%	241	15.8%
	Unknown	27	11.2%	4	13.8%	226	18.0%	257	16.9%
	Total	241	100.0%	29	100.0%	1254	100.0%	1524	100.0%

Table 14
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey by Treatment Modality and Gender
Intensive Inpatient

		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	34	24.6%	34	34.0%	2	66.7%	70	29.0%
	Mostly satisfied	89	64.5%	58	58.0%	1	33.3%	148	61.4%
	Subtotal	123	89.1%	92	92.0%	3	100.0%	218	90.5%
	Dissatisfied	13	9.4%	4	4.0%	0	.0%	17	7.1%
	Very dissatisfied	2	1.4%	3	3.0%	0	.0%	5	2.1%
	Subtotal	15	10.9%	7	7.0%	0	.0%	22	9.1%
	Did not respond	0	.0%	1	1.0%	0	.0%	1	.4%
	Total	138	100.0%	100	100.0%	3	100.0%	241	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	61	44.2%	32	32.0%	2	66.7%	95	39.4%
	Some of the time	62	44.9%	55	55.0%	1	33.3%	118	49.0%
	Subtotal	123	89.1%	87	87.0%	3	100.0%	213	88.4%
	Little of the time	11	8.0%	12	12.0%	0	.0%	23	9.5%
	Never	3	2.2%	1	1.0%	0	.0%	4	1.7%
	Subtotal	14	10.1%	13	13.0%	0	.0%	27	11.2%
	Did not respond	1	.7%	0	.0%	0	.0%	1	.4%
	Total	138	100.0%	100	100.0%	3	100.0%	241	100.0%

Recovery House

		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	6	31.6%	2	20.0%	0	.0%	8	27.6%
	Mostly satisfied	10	52.6%	6	60.0%	0	.0%	16	55.2%
	Subtotal	16	84.2%	8	80.0%	0	.0%	24	82.8%
	Dissatisfied	2	10.5%	1	10.0%	0	.0%	3	10.3%
	Very dissatisfied	1	5.3%	1	10.0%	0	.0%	2	6.9%
	Subtotal	3	15.8%	2	20.0%	0	.0%	5	17.2%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	19	100.0%	10	100.0%	0	.0%	29	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	9	47.4%	3	30.0%	0	.0%	12	41.4%
	Some of the time	6	31.6%	7	70.0%	0	.0%	13	44.8%
	Subtotal	15	78.9%	10	100.0%	0	.0%	25	86.2%
	Little of the time	4	21.1%	0	.0%	0	.0%	4	13.8%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	4	21.1%	0	.0%	0	.0%	4	13.8%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	19	100.0%	10	100.0%	0	.0%	29	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

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	326	40.0%	182	43.5%	9	40.9%	517	41.2%
	Mostly satisfied	416	51.1%	209	50.0%	11	50.0%	636	50.7%
	Subtotal	742	91.2%	391	93.5%	20	90.9%	1153	91.9%
	Dissatisfied	47	5.8%	18	4.3%	0	.0%	65	5.2%
	Very dissatisfied	23	2.8%	7	1.7%	2	9.1%	32	2.6%
	Subtotal	70	8.6%	25	6.0%	2	9.1%	97	7.7%
	Did not respond	2	.2%	2	.5%	0	.0%	4	.3%
	Total	814	100.0%	418	100.0%	22	100.0%	1254	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	641	78.7%	342	81.8%	17	77.3%	1000	79.7%
	Some of the time	141	17.3%	68	16.3%	4	18.2%	213	17.0%
	Subtotal	782	96.1%	410	98.1%	21	95.5%	1213	96.7%
	Little of the time	14	1.7%	4	1.0%	0	.0%	18	1.4%
	Never	14	1.7%	3	.7%	1	4.5%	18	1.4%
	Subtotal	28	3.4%	7	1.7%	1	4.5%	36	2.9%
	Did not respond	4	.5%	1	.2%	0	.0%	5	.4%
	Total	814	100.0%	418	100.0%	22	100.0%	1254	100.0%

Table 15
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey by Treatment Modality and Ethnic/Racial Background
Residential Treatment

		Ethnic/Racial Background							
		White		Non-White		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	45	26.0%	28	34.1%	5	33.3%	78	28.9%
	Mostly satisfied	110	63.6%	47	57.3%	7	46.7%	164	60.7%
	Subtotal	155	89.6%	75	91.5%	12	80.0%	242	89.6%
	Dissatisfied	11	6.4%	6	7.3%	3	20.0%	20	7.4%
	Very dissatisfied	6	3.5%	1	1.2%	0	.0%	7	2.6%
	Subtotal	17	9.8%	7	8.5%	3	20.0%	27	10.0%
	Did not respond	1	.6%	0	.0%	0	.0%	1	.4%
	Total	173	100.0%	82	100.0%	15	100.0%	270	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	64	37.0%	38	46.3%	5	33.3%	107	39.6%
	Some of the time	87	50.3%	36	43.9%	8	53.3%	131	48.5%
	Subtotal	151	87.3%	74	90.2%	13	86.7%	238	88.1%
	Little of the time	19	11.0%	6	7.3%	2	13.3%	27	10.0%
	Never	2	1.2%	2	2.4%	0	.0%	4	1.5%
	Subtotal	21	12.1%	8	9.8%	2	13.3%	31	11.5%
	Did not respond	1	.6%	0	.0%	0	.0%	1	.4%
	Total	173	100.0%	82	100.0%	15	100.0%	270	100.0%

Outpatient/Intensive Outpatient

		Ethnic/Racial Background							
		White		Non-White		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	295	40.4%	199	42.8%	23	39.0%	517	41.2%
	Mostly satisfied	383	52.5%	226	48.6%	27	45.8%	636	50.7%
	Subtotal	678	92.9%	425	91.4%	50	84.7%	1153	91.9%
	Dissatisfied	33	4.5%	27	5.8%	5	8.5%	65	5.2%
	Very dissatisfied	18	2.5%	12	2.6%	2	3.4%	32	2.6%
	Subtotal	51	7.0%	39	8.4%	7	11.9%	97	7.7%
	Did not respond	1	.1%	1	.2%	2	3.4%	4	.3%
	Total	730	100.0%	465	100.0%	59	100.0%	1254	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	582	79.7%	378	81.3%	40	67.8%	1000	79.7%
	Some of the time	125	17.1%	73	15.7%	15	25.4%	213	17.0%
	Subtotal	707	96.8%	451	97.0%	55	93.2%	1213	96.7%
	Little of the time	11	1.5%	5	1.1%	2	3.4%	18	1.4%
	Never	10	1.4%	7	1.5%	1	1.7%	18	1.4%
	Subtotal	21	2.9%	12	2.6%	3	5.1%	36	2.9%
	Did not respond	2	.3%	2	.4%	1	1.7%	5	.4%
	Total	730	100.0%	465	100.0%	59	100.0%	1254	100.0%

Continued next page.

Table 16
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction 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. How satisfied are you with the service you have received?	Very satisfied	20	40.0%	14	26.4%	26	26.5%	10	25.0%	70	29.0%
	Mostly satisfied	28	56.0%	32	60.4%	64	65.3%	24	60.0%	148	61.4%
	Subtotal	48	96.0%	46	86.8%	90	91.8%	34	85.0%	218	90.5%
	Dissatisfied	2	4.0%	5	9.4%	5	5.1%	5	12.5%	17	7.1%
	Very dissatisfied	0	.0%	2	3.8%	2	2.0%	1	2.5%	5	2.1%
	Subtotal	2	4.0%	7	13.2%	7	7.1%	6	15.0%	22	9.1%
	Did not respond	0	.0%	0	.0%	1	1.0%	0	.0%	1	.4%
	Total	50	100.0%	53	100.0%	98	100.0%	40	100.0%	241	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	26	52.0%	17	32.1%	33	33.7%	19	47.5%	95	39.4%
	Some of the time	22	44.0%	27	50.9%	53	54.1%	16	40.0%	118	49.0%
	Subtotal	48	96.0%	44	83.0%	86	87.8%	35	87.5%	213	88.4%
	Little of the time	2	4.0%	7	13.2%	11	11.2%	3	7.5%	23	9.5%
	Never	0	.0%	2	3.8%	0	.0%	2	5.0%	4	1.7%
	Subtotal	2	4.0%	9	17.0%	11	11.2%	5	12.5%	27	11.2%
	Did not respond	0	.0%	0	.0%	1	1.0%	0	.0%	1	.4%
	Total	50	100.0%	53	100.0%	98	100.0%	40	100.0%	241	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. How satisfied are you with the service you have received?	Very satisfied	1	16.7%	2	18.2%	3	42.9%	2	40.0%	8	27.6%
	Mostly satisfied	3	50.0%	7	63.6%	4	57.1%	2	40.0%	16	55.2%
	Subtotal	4	66.7%	9	81.8%	7	100.0%	4	80.0%	24	82.8%
	Dissatisfied	2	33.3%	0	.0%	0	.0%	1	20.0%	3	10.3%
	Very dissatisfied	0	.0%	2	18.2%	0	.0%	0	.0%	2	6.9%
	Subtotal	2	33.3%	2	18.2%	0	.0%	1	20.0%	5	17.2%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	6	100.0%	11	100.0%	7	100.0%	5	100.0%	29	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	3	50.0%	3	27.3%	4	57.1%	2	40.0%	12	41.4%
	Some of the time	3	50.0%	5	45.5%	3	42.9%	2	40.0%	13	44.8%
	Subtotal	6	100.0%	8	72.7%	7	100.0%	4	80.0%	25	86.2%
	Little of the time	0	.0%	3	27.3%	0	.0%	1	20.0%	4	13.8%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	3	27.3%	0	.0%	1	20.0%	4	13.8%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	6	100.0%	11	100.0%	7	100.0%	5	100.0%	29	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

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	88	37.1%	59	36.2%	223	46.9%	147	38.8%	517	41.2%
	Mostly satisfied	125	52.7%	93	57.1%	219	46.1%	199	52.5%	636	50.7%
	Subtotal	213	89.9%	152	93.3%	442	93.1%	346	91.3%	1153	91.9%
	Dissatisfied	15	6.3%	8	4.9%	23	4.8%	19	5.0%	65	5.2%
	Very dissatisfied	9	3.8%	2	1.2%	8	1.7%	13	3.4%	32	2.6%
	Subtotal	24	10.1%	10	6.1%	31	6.5%	32	8.4%	97	7.7%
	Did not respond	0	.0%	1	.6%	2	.4%	1	.3%	4	.3%
Total	237	100.0%	163	100.0%	475	100.0%	379	100.0%	1254	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	192	81.0%	126	77.3%	389	81.9%	293	77.3%	1000	79.7%
	Some of the time	40	16.9%	33	20.2%	70	14.7%	70	18.5%	213	17.0%
	Subtotal	232	97.9%	159	97.5%	459	96.6%	363	95.8%	1213	96.7%
	Little of the time	4	1.7%	3	1.8%	7	1.5%	4	1.1%	18	1.4%
	Never	1	.4%	0	.0%	7	1.5%	10	2.6%	18	1.4%
	Subtotal	5	2.1%	3	1.8%	14	2.9%	14	3.7%	36	2.9%
	Did not respond	0	.0%	1	.6%	2	.4%	2	.5%	5	.4%
Total	237	100.0%	163	100.0%	475	100.0%	379	100.0%	1254	100.0%	

Table 17
Community Treatment Programs: Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey by Treatment Modality and Funding Residential Treatment

		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	23	21.9%	36	35.3%	9	28.1%	10	32.3%	78	28.9%
	Mostly satisfied	71	67.6%	58	56.9%	17	53.1%	18	58.1%	164	60.7%
	Subtotal	94	89.5%	94	92.2%	26	81.3%	28	90.3%	242	89.6%
	Dissatisfied	8	7.6%	5	4.9%	5	15.6%	2	6.5%	20	7.4%
	Very dissatisfied	3	2.9%	2	2.0%	1	3.1%	1	3.2%	7	2.6%
	Subtotal	11	10.5%	7	6.9%	6	18.8%	3	9.7%	27	10.0%
	Did not respond	0	.0%	1	1.0%	0	.0%	0	.0%	1	.4%
	Total	105	100.0%	102	100.0%	32	100.0%	31	100.0%	270	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	37	35.2%	42	41.2%	17	53.1%	11	35.5%	107	39.6%
	Some of the time	58	55.2%	49	48.0%	12	37.5%	12	38.7%	131	48.5%
	Subtotal	95	90.5%	91	89.2%	29	90.6%	23	74.2%	238	88.1%
	Little of the time	7	6.7%	11	10.8%	2	6.3%	7	22.6%	27	10.0%
	Never	2	1.9%	0	.0%	1	3.1%	1	3.2%	4	1.5%
	Subtotal	9	8.6%	11	10.8%	3	9.4%	8	25.8%	31	11.5%
	Did not respond	1	1.0%	0	.0%	0	.0%	0	.0%	1	.4%
	Total	105	100.0%	102	100.0%	32	100.0%	31	100.0%	270	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	136	38.6%	205	43.9%	82	39.2%	94	41.6%	517	41.2%
	Mostly satisfied	193	54.8%	233	49.9%	108	51.7%	102	45.1%	636	50.7%
	Subtotal	329	93.5%	438	93.8%	190	90.9%	196	86.7%	1153	91.9%
	Dissatisfied	15	4.3%	22	4.7%	14	6.7%	14	6.2%	65	5.2%
	Very dissatisfied	7	2.0%	7	1.5%	3	1.4%	15	6.6%	32	2.6%
	Subtotal	22	6.3%	29	6.2%	17	8.1%	29	12.8%	97	7.7%
	Did not respond	1	.3%	0	.0%	2	1.0%	1	.4%	4	.3%
	Total	352	100.0%	467	100.0%	209	100.0%	226	100.0%	1254	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	274	77.8%	371	79.4%	172	82.3%	183	81.0%	1000	79.7%
	Some of the time	68	19.3%	83	17.8%	29	13.9%	33	14.6%	213	17.0%
	Subtotal	342	97.2%	454	97.2%	201	96.2%	216	95.6%	1213	96.7%
	Little of the time	4	1.1%	8	1.7%	5	2.4%	1	.4%	18	1.4%
	Never	5	1.4%	3	.6%	3	1.4%	7	3.1%	18	1.4%
	Subtotal	9	2.6%	11	2.4%	8	3.8%	8	3.5%	36	2.9%
	Did not respond	1	.3%	2	.4%	0	.0%	2	.9%	5	.4%
	Total	352	100.0%	467	100.0%	209	100.0%	226	100.0%	1254	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Table 18a
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by
Year of Survey in Residential Treatment*

		Year											
		2002		2003		2004		2005		2006		Total	
		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	17	16.0%	42	29.4%	58	27.9%	36	17.1%	78	28.9%	231	24.7%
	Mostly satisfied	79	74.5%	82	57.3%	130	62.5%	136	64.8%	164	60.7%	591	63.1%
	Subtotal	96	90.6%	124	86.7%	188	90.4%	172	81.9%	242	89.6%	822	87.7%
	Dissatisfied	7	6.6%	14	9.8%	15	7.2%	25	11.9%	20	7.4%	81	8.6%
	Very dissatisfied	2	1.9%	5	3.5%	2	1.0%	13	6.2%	7	2.6%	29	3.1%
	Subtotal	9	8.5%	19	13.3%	17	8.2%	38	18.1%	27	10.0%	110	11.7%
	Did not respond	1	.9%	0	.0%	3	1.4%	0	.0%	1	.4%	5	.5%
Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%	
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	20	18.9%	35	24.5%	52	25.0%	46	21.9%	65	24.1%	218	23.3%
	Mostly satisfied	55	51.9%	79	55.2%	124	59.6%	110	52.4%	158	58.5%	526	56.1%
	Subtotal	75	70.8%	114	79.7%	176	84.6%	156	74.3%	223	82.6%	744	79.4%
	Dissatisfied	29	27.4%	17	11.9%	30	14.4%	43	20.5%	36	13.3%	155	16.5%
	Very dissatisfied	2	1.9%	10	7.0%	0	.0%	10	4.8%	11	4.1%	33	3.5%
	Subtotal	31	29.2%	27	18.9%	30	14.4%	53	25.2%	47	17.4%	188	20.1%
	Did not respond	0	.0%	2	1.4%	2	1.0%	1	.5%	0	.0%	5	.5%
Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	31	29.2%	56	39.2%	90	43.3%	74	35.2%	107	39.6%	358	38.2%
	Some of the time	60	56.6%	75	52.4%	102	49.0%	114	54.3%	131	48.5%	482	51.4%
	Subtotal	91	85.8%	131	91.6%	192	92.3%	188	89.5%	238	88.1%	840	89.6%
	Little of the time	11	10.4%	8	5.6%	13	6.3%	16	7.6%	27	10.0%	75	8.0%
	Never	3	2.8%	3	2.1%	1	.5%	2	1.0%	4	1.5%	13	1.4%
	Subtotal	14	13.2%	11	7.7%	14	6.7%	18	8.6%	31	11.5%	88	9.4%
	Did not respond	1	.9%	1	.7%	2	1.0%	4	1.9%	1	.4%	9	1.0%
Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%	
Q4. How safe do you feel in this program?	Very safe	60	56.6%	73	51.0%	126	60.6%	104	49.5%	151	55.9%	514	54.9%
	Somewhat safe	40	37.7%	57	39.9%	74	35.6%	83	39.5%	105	38.9%	359	38.3%
	Subtotal	100	94.3%	130	90.9%	200	96.2%	187	89.0%	256	94.8%	873	93.2%
	Not very safe	5	4.7%	10	7.0%	5	2.4%	17	8.1%	10	3.7%	47	5.0%
	Not safe at all	1	.9%	3	2.1%	3	1.4%	6	2.9%	3	1.1%	16	1.7%
	Subtotal	6	5.7%	13	9.1%	8	3.8%	23	11.0%	13	4.8%	63	6.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	1	.4%	1	.1%
Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	31	29.2%	45	31.5%	83	39.9%	73	34.8%	116	43.0%	348	37.1%
	Somewhat helpful	62	58.5%	70	49.0%	99	47.6%	106	50.5%	129	47.8%	466	49.7%
	Subtotal	93	87.7%	115	80.4%	182	87.5%	179	85.2%	245	90.7%	814	86.9%
	Not helpful	6	5.7%	21	14.7%	20	9.6%	22	10.5%	21	7.8%	90	9.6%
	Made things worse	2	1.9%	4	2.8%	2	1.0%	4	1.9%	3	1.1%	15	1.6%
	Subtotal	8	7.5%	25	17.5%	22	10.6%	26	12.4%	24	8.9%	105	11.2%
	Did not receive	3	2.8%	2	1.4%	2	1.0%	4	1.9%	0	.0%	11	1.2%
	Did not respond	2	1.9%	1	.7%	2	1.0%	1	.5%	1	.4%	7	.7%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%
Q6. How helpful is the individual counseling?	Very helpful	48	45.3%	65	45.5%	104	50.0%	101	48.1%	138	51.1%	456	48.7%
	Somewhat helpful	39	36.8%	58	40.6%	73	35.1%	85	40.5%	88	32.6%	343	36.6%
	Subtotal	87	82.1%	123	86.0%	177	85.1%	186	88.6%	226	83.7%	799	85.3%
	Not helpful	8	7.5%	10	7.0%	9	4.3%	8	3.8%	20	7.4%	55	5.9%
	Made things worse	1	.9%	0	.0%	1	.5%	4	1.9%	1	.4%	7	.7%
	Subtotal	9	8.5%	10	7.0%	10	4.8%	12	5.7%	21	7.8%	62	6.6%
	Did not receive	8	7.5%	9	6.3%	18	8.7%	11	5.2%	23	8.5%	69	7.4%
	Did not respond	2	1.9%	1	.7%	3	1.4%	1	.5%	0	.0%	7	.7%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	21	19.8%	46	32.2%	65	31.3%	55	26.2%	88	32.6%	275	29.3%
	Yes, probably	42	39.6%	50	35.0%	96	46.2%	77	36.7%	108	40.0%	373	39.8%
	Subtotal	63	59.4%	96	67.1%	161	77.4%	132	62.9%	196	72.6%	648	69.2%
	No, probably not	30	28.3%	26	18.2%	22	10.6%	46	21.9%	51	18.9%	175	18.7%
	No, definitely not	11	10.4%	19	13.3%	22	10.6%	30	14.3%	21	7.8%	103	11.0%
	Subtotal	41	38.7%	45	31.5%	44	21.2%	76	36.2%	72	26.7%	278	29.7%
	Did not respond	2	1.9%	2	1.4%	3	1.4%	2	1.0%	2	.7%	11	1.2%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	937	100.0%

*Responses of youth patients in intensive inpatient and recovery house were combined in a single residential category in order to keep confidential the identity of one recovery house participating in 2003.

Clients Speak Out 2004
Appendix A

Table 18b
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by
Year of Survey in Outpatient Treatment

		Year											
		2002		2003		2004		2005		2006		Total	
		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	353	36.3%	444	37.4%	505	40.2%	502	39.5%	517	41.2%	2321	39.1%
	Mostly satisfied	536	55.1%	633	53.3%	647	51.5%	653	51.3%	636	50.7%	3105	52.3%
	Subtotal	889	91.5%	1077	90.7%	1152	91.7%	1155	90.8%	1153	91.9%	5426	91.3%
	Dissatisfied	53	5.5%	69	5.8%	63	5.0%	79	6.2%	65	5.2%	329	5.5%
	Very dissatisfied	27	2.8%	40	3.4%	32	2.5%	33	2.6%	32	2.6%	164	2.8%
	Subtotal	80	8.2%	109	9.2%	95	7.6%	112	8.8%	97	7.7%	493	8.3%
	Did not respond	3	.3%	2	.2%	9	.7%	5	.4%	4	.3%	23	.4%
Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%	
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	418	43.0%	478	40.2%	573	45.6%	556	43.7%	582	46.4%	2607	43.9%
	Mostly satisfied	459	47.2%	617	51.9%	600	47.8%	617	48.5%	586	46.7%	2879	48.5%
	Subtotal	877	90.2%	1095	92.2%	1173	93.4%	1173	92.2%	1168	93.1%	5486	92.3%
	Dissatisfied	63	6.5%	49	4.1%	55	4.4%	68	5.3%	53	4.2%	288	4.8%
	Very dissatisfied	28	2.9%	40	3.4%	21	1.7%	25	2.0%	29	2.3%	143	2.4%
	Subtotal	91	9.4%	89	7.5%	76	6.1%	93	7.3%	82	6.5%	431	7.3%
	Did not respond	4	.4%	4	.3%	7	.6%	6	.5%	4	.3%	25	.4%
Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	760	78.2%	926	77.9%	985	78.4%	1016	79.9%	1000	79.7%	4687	78.9%
	Some of the time	172	17.7%	210	17.7%	230	18.3%	218	17.1%	213	17.0%	1043	17.6%
	Subtotal	932	95.9%	1136	95.6%	1215	96.7%	1234	97.0%	1213	96.7%	5730	96.4%
	Little of the time	19	2.0%	33	2.8%	19	1.5%	23	1.8%	18	1.4%	112	1.9%
	Never	10	1.0%	11	.9%	12	1.0%	14	1.1%	18	1.4%	65	1.1%
	Subtotal	29	3.0%	44	3.7%	31	2.5%	37	2.9%	36	2.9%	177	3.0%
	Did not respond	11	1.1%	8	.7%	10	.8%	1	.1%	5	.4%	35	.6%
Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%	
Q4. How safe do you feel in this program?	Very safe	649	66.8%	786	66.2%	874	69.6%	857	67.4%	857	68.3%	4023	67.7%
	Somewhat safe	281	28.9%	337	28.4%	314	25.0%	333	26.2%	338	27.0%	1603	27.0%
	Subtotal	930	95.7%	1123	94.5%	1188	94.6%	1190	93.6%	1195	95.3%	5626	94.7%
	Not very safe	26	2.7%	34	2.9%	34	2.7%	32	2.5%	28	2.2%	154	2.6%
	Not safe at all	9	.9%	15	1.3%	21	1.7%	20	1.6%	22	1.8%	87	1.5%
	Subtotal	35	3.6%	49	4.1%	55	4.4%	52	4.1%	50	4.0%	241	4.1%
	Did not respond	7	.7%	16	1.3%	13	1.0%	30	2.4%	9	.7%	75	1.3%
Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	313	32.2%	395	33.2%	479	38.1%	444	34.9%	468	37.3%	2099	35.3%
	Somewhat helpful	486	50.0%	595	50.1%	572	45.5%	615	48.3%	590	47.0%	2858	48.1%
	Subtotal	799	82.2%	990	83.3%	1051	83.7%	1059	83.3%	1058	84.4%	4957	83.4%
	Not helpful	98	10.1%	104	8.8%	110	8.8%	118	9.3%	109	8.7%	539	9.1%
	Made things worse	18	1.9%	19	1.6%	17	1.4%	23	1.8%	10	.8%	87	1.5%
	Subtotal	116	11.9%	123	10.4%	127	10.1%	141	11.1%	119	9.5%	626	10.5%
	Did not receive	45	4.6%	58	4.9%	61	4.9%	61	4.8%	64	5.1%	289	4.9%
	Did not respond	12	1.2%	17	1.4%	17	1.4%	11	.9%	13	1.0%	70	1.2%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%
Q6. How helpful is the individual counseling?	Very helpful	351	36.1%	473	39.8%	521	41.5%	527	41.4%	511	40.7%	2383	40.1%
	Somewhat helpful	371	38.2%	452	38.0%	497	39.6%	463	36.4%	459	36.6%	2242	37.7%
	Subtotal	722	74.3%	925	77.9%	1018	81.1%	990	77.8%	970	77.4%	4625	77.8%
	Not helpful	84	8.6%	88	7.4%	88	7.0%	96	7.5%	83	6.6%	439	7.4%
	Made things worse	10	1.0%	5	.4%	13	1.0%	20	1.6%	11	.9%	59	1.0%
	Subtotal	94	9.7%	93	7.8%	101	8.0%	116	9.1%	94	7.5%	498	8.4%
	Did not receive	140	14.4%	161	13.6%	113	9.0%	154	12.1%	177	14.1%	745	12.5%
	Did not respond	16	1.6%	9	.8%	24	1.9%	12	.9%	13	1.0%	74	1.2%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	375	38.6%	465	39.1%	514	40.9%	502	39.5%	522	41.6%	2378	40.0%
	Yes, probably	388	39.9%	501	42.2%	504	40.1%	541	42.5%	521	41.5%	2455	41.3%
	Subtotal	763	78.5%	966	81.3%	1018	81.1%	1043	82.0%	1043	83.2%	4833	81.3%
	No, probably not	123	12.7%	131	11.0%	144	11.5%	134	10.5%	129	10.3%	661	11.1%
	No, definitely not	69	7.1%	71	6.0%	78	6.2%	79	6.2%	67	5.3%	364	6.1%
	Subtotal	192	19.8%	202	17.0%	222	17.7%	213	16.7%	196	15.6%	1025	17.3%
	Did not respond	17	1.7%	20	1.7%	16	1.3%	16	1.3%	15	1.2%	84	1.4%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	5942	100.0%

Table 19
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		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	7	30.4%	49	16.3%	445	47.6%	501	39.8%
	Mostly satisfied	14	60.9%	186	61.8%	432	46.2%	632	50.2%
	Subtotal	21	91.3%	235	78.1%	877	93.8%	1133	90.0%
	Dissatisfied	0	.0%	53	17.6%	32	3.4%	85	6.8%
	Very dissatisfied	0	.0%	13	4.3%	18	1.9%	31	2.5%
	Subtotal	0	.0%	66	21.9%	50	5.3%	116	9.2%
	Did not respond	2	8.7%	0	.0%	8	.9%	10	.8%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	6	26.1%	46	15.3%	319	34.1%	371	29.5%
	Mostly satisfied	14	60.9%	176	58.5%	483	51.7%	673	53.5%
	Subtotal	20	87.0%	222	73.8%	802	85.8%	1044	82.9%
	Dissatisfied	3	13.0%	65	21.6%	95	10.2%	163	12.9%
	Very dissatisfied	0	.0%	13	4.3%	33	3.5%	46	3.7%
	Subtotal	3	13.0%	78	25.9%	128	13.7%	209	16.6%
	Did not respond	0	.0%	1	.3%	5	.5%	6	.5%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	18	78.3%	122	40.5%	728	77.9%	868	68.9%
	Some of the time	5	21.7%	143	47.5%	173	18.5%	321	25.5%
	Subtotal	23	100.0%	265	88.0%	901	96.4%	1189	94.4%
	Little of the time	0	.0%	30	10.0%	19	2.0%	49	3.9%
	Never	0	.0%	4	1.3%	7	.7%	11	.9%
	Subtotal	0	.0%	34	11.3%	26	2.8%	60	4.8%
	Did not respond	0	.0%	2	.7%	8	.9%	10	.8%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	13	56.5%	107	35.5%	557	59.6%	677	53.8%
	Somewhat helpful	9	39.1%	158	52.5%	318	34.0%	485	38.5%
	Subtotal	22	95.7%	265	88.0%	875	93.6%	1162	92.3%
	Not helpful	0	.0%	26	8.6%	34	3.6%	60	4.8%
	Made things worse	0	.0%	5	1.7%	8	.9%	13	1.0%
	Subtotal	0	.0%	31	10.3%	42	4.5%	73	5.8%
	Did not receive	1	4.3%	2	.7%	9	1.0%	12	1.0%
	Did not respond	0	.0%	3	1.0%	9	1.0%	12	1.0%
Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	14	60.9%	119	39.5%	539	57.6%	672	53.4%
	Somewhat helpful	7	30.4%	117	38.9%	251	26.8%	375	29.8%
	Subtotal	21	91.3%	236	78.4%	790	84.5%	1047	83.2%
	Not helpful	0	.0%	43	14.3%	29	3.1%	72	5.7%
	Made things worse	0	.0%	2	.7%	5	.5%	7	.6%
	Subtotal	0	.0%	45	15.0%	34	3.6%	79	6.3%
	Did not receive	2	8.7%	17	5.6%	91	9.7%	110	8.7%
	Did not respond	0	.0%	3	1.0%	20	2.1%	23	1.8%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	4	17.4%	54	17.9%	365	39.0%	423	33.6%
	Yes, probably	9	39.1%	64	21.3%	352	37.6%	425	33.8%
	Subtotal	13	56.5%	118	39.2%	717	76.7%	848	67.4%
	No, probably not	6	26.1%	87	28.9%	109	11.7%	202	16.0%
	No, definitely not	4	17.4%	87	28.9%	86	9.2%	177	14.1%
	Subtotal	10	43.5%	174	57.8%	195	20.9%	379	30.1%
	Did not respond	0	.0%	9	3.0%	23	2.5%	32	2.5%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%

Table 20
Department of Corrections (DOC) Treatment Programs: Responses to Questions 7-12a of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q7. Did you need legal services?	Yes	4	17.4%	95	31.6%	197	21.1%	296	23.5%
	No	19	82.6%	202	67.1%	725	77.5%	946	75.1%
	Did not respond	0	.0%	4	1.3%	13	1.4%	17	1.4%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	1	25.0%	14	14.7%	56	28.4%	71	24.0%
	Somewhat helpful	1	25.0%	14	14.7%	53	26.9%	68	23.0%
	Subtotal	2	50.0%	28	29.5%	109	55.3%	139	47.0%
	Not very helpful	2	50.0%	22	23.2%	34	17.3%	58	19.6%
	Not helpful at all	0	.0%	41	43.2%	40	20.3%	81	27.4%
	Subtotal	2	50.0%	63	66.3%	74	37.6%	139	47.0%
	Did not respond	0	.0%	4	4.2%	14	7.1%	18	6.1%
	Total	4	100.0%	95	100.0%	197	100.0%	296	100.0%
Q8. Did you need medical services?	Yes	10	43.5%	196	65.1%	239	25.6%	445	35.3%
	No	13	56.5%	104	34.6%	685	73.3%	802	63.7%
	Did not respond	0	.0%	1	.3%	11	1.2%	12	1.0%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	4	40.0%	44	22.4%	60	25.1%	108	24.3%
	Somewhat helpful	2	20.0%	62	31.6%	72	30.1%	136	30.6%
	Subtotal	6	60.0%	106	54.1%	132	55.2%	244	54.8%
	Not very helpful	3	30.0%	51	26.0%	41	17.2%	95	21.3%
	Not helpful at all	1	10.0%	35	17.9%	55	23.0%	91	20.4%
	Subtotal	4	40.0%	86	43.9%	96	40.2%	186	41.8%
	Did not respond	0	.0%	4	2.0%	11	4.6%	15	3.4%
	Total	10	100.0%	196	100.0%	239	100.0%	445	100.0%
Q9. Did you need family services?	Yes	5	21.7%	121	40.2%	152	16.3%	278	22.1%
	No	18	78.3%	179	59.5%	767	82.0%	964	76.6%
	Did not respond	0	.0%	1	.3%	16	1.7%	17	1.4%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	3	60.0%	49	40.5%	55	36.2%	107	38.5%
	Somewhat helpful	0	.0%	28	23.1%	39	25.7%	67	24.1%
	Subtotal	3	60.0%	77	63.6%	94	61.8%	174	62.6%
	Not very helpful	1	20.0%	14	11.6%	19	12.5%	34	12.2%
	Not helpful at all	1	20.0%	26	21.5%	34	22.4%	61	21.9%
	Subtotal	2	40.0%	40	33.1%	53	34.9%	95	34.2%
	Did not respond	0	.0%	4	3.3%	5	3.3%	9	3.2%
	Total	5	100.0%	121	100.0%	152	100.0%	278	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Q10. Did you need mental health services?	Yes	10	43.5%	120	39.9%	183	19.6%	313	24.9%
	No	13	56.5%	180	59.8%	737	78.8%	930	73.9%
	Did not respond	0	.0%	1	.3%	15	1.6%	16	1.3%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	7	70.0%	30	25.0%	55	30.1%	92	29.4%
	Somewhat helpful	0	.0%	42	35.0%	42	23.0%	84	26.8%
	Subtotal	7	70.0%	72	60.0%	97	53.0%	176	56.2%
	Not very helpful	0	.0%	23	19.2%	28	15.3%	51	16.3%
	Not helpful at all	1	10.0%	23	19.2%	48	26.2%	72	23.0%
	Subtotal	1	10.0%	46	38.3%	76	41.5%	123	39.3%
	Did not respond	2	20.0%	2	1.7%	10	5.5%	14	4.5%
	Total	10	100.0%	120	100.0%	183	100.0%	313	100.0%
Q11. Did you need educational or vocational services?	Yes	9	39.1%	173	57.5%	219	23.4%	401	31.9%
	No	14	60.9%	127	42.2%	703	75.2%	844	67.0%
	Did not respond	0	.0%	1	.3%	13	1.4%	14	1.1%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	4	44.4%	86	49.7%	86	39.3%	176	43.9%
	Somewhat helpful	4	44.4%	45	26.0%	61	27.9%	110	27.4%
	Subtotal	8	88.9%	131	75.7%	147	67.1%	286	71.3%
	Not very helpful	1	11.1%	19	11.0%	29	13.2%	49	12.2%
	Not helpful at all	0	.0%	19	11.0%	31	14.2%	50	12.5%
	Subtotal	1	11.1%	38	22.0%	60	27.4%	99	24.7%
	Did not respond	0	.0%	4	2.3%	12	5.5%	16	4.0%
	Total	9	100.0%	173	100.0%	219	100.0%	401	100.0%
Q12. Did you need employment services?	Yes	11	47.8%	168	55.8%	241	25.8%	420	33.4%
	No	12	52.2%	130	43.2%	682	72.9%	824	65.4%
	Did not respond	0	.0%	3	1.0%	12	1.3%	15	1.2%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	6	54.5%	61	36.3%	70	29.0%	137	32.6%
	Somewhat helpful	3	27.3%	54	32.1%	51	21.2%	108	25.7%
	Subtotal	9	81.8%	115	68.5%	121	50.2%	245	58.3%
	Not very helpful	2	18.2%	21	12.5%	41	17.0%	64	15.2%
	Not helpful at all	0	.0%	26	15.5%	59	24.5%	85	20.2%
	Subtotal	2	18.2%	47	28.0%	100	41.5%	149	35.5%
	Did not respond	0	.0%	6	3.6%	20	8.3%	26	6.2%
	Total	11	100.0%	168	100.0%	241	100.0%	420	100.0%

Clients Speak Out 2004
Appendix A

Table 21
Department of Corrections (DOC) Treatment Programs: Characteristics of Patients Completing the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	0	.0%	6	2.0%	20	2.1%	26	2.1%
	21 - 25	1	4.3%	30	10.0%	150	16.0%	181	14.4%
	26 - 30	3	13.0%	51	16.9%	172	18.4%	226	18.0%
	31 - 35	5	21.7%	58	19.3%	163	17.4%	226	18.0%
	36 - 40	6	26.1%	68	22.6%	145	15.5%	219	17.4%
	41 - 45	2	8.7%	44	14.6%	136	14.5%	182	14.5%
	46 - 50	1	4.3%	23	7.6%	82	8.8%	106	8.4%
	51 - 55	3	13.0%	9	3.0%	23	2.5%	35	2.8%
	Over 55	0	.0%	7	2.3%	17	1.8%	24	1.9%
	Unknown	2	8.7%	5	1.7%	27	2.9%	34	2.7%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Gender	Male	19	82.6%	211	70.1%	760	81.3%	990	78.6%
	Female	3	13.0%	90	29.9%	163	17.4%	256	20.3%
	Unknown	1	4.3%	0	.0%	12	1.3%	13	1.0%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Ethnic/Racial Background	White/European American	10	43.5%	230	76.4%	681	72.8%	921	73.2%
	Black/African American	4	17.4%	24	8.0%	86	9.2%	114	9.1%
	Asian/Pacific Islander	1	4.3%	3	1.0%	13	1.4%	17	1.4%
	Native American/Eskimo/Aleut	1	4.3%	18	6.0%	45	4.8%	64	5.1%
	Hispanic	1	4.3%	5	1.7%	41	4.4%	47	3.7%
	Multiracial	0	.0%	4	1.3%	16	1.7%	20	1.6%
	Other	3	13.0%	7	2.3%	21	2.2%	31	2.5%
	Unknown	3	13.0%	10	3.3%	32	3.4%	45	3.6%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Length of Stay in Treatment	15 days or less	3	13.0%	22	7.3%	151	16.1%	176	14.0%
	16 - 30 days	7	30.4%	44	14.6%	134	14.3%	185	14.7%
	31 - 45 days	1	4.3%	56	18.6%	93	9.9%	150	11.9%
	46 - 60 days	2	8.7%	9	3.0%	91	9.7%	102	8.1%
	61 - 75 days	1	4.3%	13	4.3%	82	8.8%	96	7.6%
	76 - 90 days	1	4.3%	11	3.7%	46	4.9%	58	4.6%
	Over 90 days	0	.0%	62	20.6%	129	13.8%	191	15.2%
	Unknown	8	34.8%	84	27.9%	209	22.4%	301	23.9%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%
Source of Funding	Private	1	4.3%	3	1.0%	38	4.1%	42	3.3%
	Public	17	73.9%	239	79.4%	732	78.3%	988	78.5%
	Unknown	5	21.7%	59	19.6%	165	17.6%	229	18.2%
	Total	23	100.0%	301	100.0%	935	100.0%	1259	100.0%

Clients Speak Out 2004
Appendix A

Table 22a
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Year of Survey in Long-term Residential

		year													
		2001		2002		2003		2004		2005		2006		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	44	41.5%	42	16.0%	33	14.6%	58	27.4%	51	23.1%	49	16.3%	277	20.9%
	Mostly satisfied	54	50.9%	118	45.0%	143	63.3%	118	55.7%	142	64.3%	186	61.8%	761	57.3%
	Subtotal	98	92.5%	160	61.1%	176	77.9%	176	83.0%	193	87.3%	235	78.1%	1038	78.2%
	Dissatisfied	7	6.6%	66	25.2%	42	18.6%	30	14.2%	23	10.4%	53	17.6%	221	16.6%
	Very dissatisfied	1	.9%	34	13.0%	8	3.5%	5	2.4%	5	2.3%	13	4.3%	66	5.0%
	Subtotal	8	7.5%	100	38.2%	50	22.1%	35	16.5%	28	12.7%	66	21.9%	287	21.6%
	Did not respond	0	.0%	2	.8%	0	.0%	1	.5%	0	.0%	0	.0%	3	.2%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	1328	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	18	17.0%	26	9.9%	19	8.4%	34	16.0%	30	13.6%	46	15.3%	173	13.0%
	Mostly satisfied	68	64.2%	134	51.1%	135	59.7%	125	59.0%	145	65.6%	176	58.5%	783	59.0%
	Subtotal	86	81.1%	160	61.1%	154	68.1%	159	75.0%	175	79.2%	222	73.8%	956	72.0%
	Dissatisfied	18	17.0%	80	30.5%	57	25.2%	46	21.7%	42	19.0%	65	21.6%	308	23.2%
	Very dissatisfied	2	1.9%	21	8.0%	15	6.6%	7	3.3%	3	1.4%	13	4.3%	61	4.6%
	Subtotal	20	18.9%	101	38.5%	72	31.9%	53	25.0%	45	20.4%	78	25.9%	369	27.8%
	Did not respond	0	.0%	1	.4%	0	.0%	0	.0%	1	.5%	1	.3%	3	.2%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	1328	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	74	69.8%	88	33.6%	94	41.6%	105	49.5%	108	48.9%	122	40.5%	591	44.5%
	Some of the time	26	24.5%	125	47.7%	109	48.2%	100	47.2%	98	44.3%	143	47.5%	601	45.3%
	Subtotal	100	94.3%	213	81.3%	203	89.8%	205	96.7%	206	93.2%	265	88.0%	1192	89.8%
	Little of the time	5	4.7%	40	15.3%	19	8.4%	7	3.3%	15	6.8%	30	10.0%	116	8.7%
	Never	1	.9%	8	3.1%	2	.9%	0	.0%	0	.0%	4	1.3%	15	1.1%
	Subtotal	6	5.7%	48	18.3%	21	9.3%	7	3.3%	15	6.8%	34	11.3%	131	9.9%
	Did not respond	0	.0%	1	.4%	2	.9%	0	.0%	0	.0%	2	.7%	5	.4%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	1328	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	72	67.9%	73	27.9%	82	36.3%	110	51.9%	111	50.2%	107	35.5%	555	41.8%
	Somewhat helpful	29	27.4%	145	55.3%	117	51.8%	89	42.0%	102	46.2%	158	52.5%	640	48.2%
	Subtotal	101	95.3%	218	83.2%	199	88.1%	199	93.9%	213	96.4%	265	88.0%	1195	90.0%
	Not helpful	4	3.8%	34	13.0%	24	10.6%	13	6.1%	6	2.7%	26	8.6%	107	8.1%
	Made things worse	1	.9%	8	3.1%	2	.9%	0	.0%	2	.9%	5	1.7%	18	1.4%
	Subtotal	5	4.7%	42	16.0%	26	11.5%	13	6.1%	8	3.6%	31	10.3%	125	9.4%
	Did not receive	0	.0%	0	.0%	1	.4%	0	.0%	0	.0%	2	.7%	3	.2%
	Did not respond	0	.0%	2	.8%	0	.0%	0	.0%	0	.0%	3	1.0%	5	.4%
Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	1328	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	57	53.8%	59	22.5%	82	36.3%	92	43.4%	103	46.6%	119	39.5%	512	38.6%
	Somewhat helpful	32	30.2%	95	36.3%	99	43.8%	90	42.5%	79	35.7%	117	38.9%	512	38.6%
	Subtotal	89	84.0%	154	58.8%	181	80.1%	182	85.8%	182	82.4%	236	78.4%	1024	77.1%
	Not helpful	2	1.9%	29	11.1%	20	8.8%	15	7.1%	14	6.3%	43	14.3%	123	9.3%
	Made things worse	0	.0%	10	3.8%	5	2.2%	1	.5%	1	.5%	2	.7%	19	1.4%
	Subtotal	2	1.9%	39	14.9%	25	11.1%	16	7.5%	15	6.8%	45	15.0%	142	10.7%
	Did not receive	14	13.2%	66	25.2%	20	8.8%	12	5.7%	23	10.4%	17	5.6%	152	11.4%
	Did not respond	1	.9%	3	1.1%	0	.0%	2	.9%	1	.5%	3	1.0%	10	.8%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	1328	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	26	24.5%	22	8.4%	20	8.8%	39	18.4%	44	19.9%	54	17.9%	205	15.4%
	Yes, probably	40	37.7%	46	17.6%	55	24.3%	59	27.8%	66	29.9%	64	21.3%	330	24.8%
	Subtotal	66	62.3%	68	26.0%	75	33.2%	98	46.2%	110	49.8%	118	39.2%	535	40.3%
	No, probably not	21	19.8%	57	21.8%	78	34.5%	61	28.8%	56	25.3%	87	28.9%	360	27.1%
	No, definitely not	19	17.9%	131	50.0%	71	31.4%	48	22.6%	51	23.1%	87	28.9%	407	30.6%
	Subtotal	40	37.7%	188	71.8%	149	65.9%	109	51.4%	107	48.4%	174	57.8%	767	57.8%
	Did not respond	0	.0%	6	2.3%	2	.9%	5	2.4%	4	1.8%	9	3.0%	26	2.0%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	1328	100.0%

Clients Speak Out 2004
Appendix A

Table 22b
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Year of Survey in Outpatient/Intensive Outpatient

		year													
		2001		2002		2003		2004		2005		2006		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	229	43.5%	264	43.3%	350	47.3%	443	43.3%	383	39.0%	445	47.6%	2114	43.9%
	Mostly satisfied	259	49.1%	291	47.7%	352	47.6%	509	49.7%	515	52.5%	432	46.2%	2358	49.0%
	Subtotal	488	92.6%	555	91.0%	702	94.9%	952	93.0%	898	91.5%	877	93.8%	4472	92.8%
	Dissatisfied	26	4.9%	39	6.4%	26	3.5%	43	4.2%	58	5.9%	32	3.4%	224	4.7%
	Very dissatisfied	9	1.7%	12	2.0%	7	.9%	17	1.7%	18	1.8%	18	1.9%	81	1.7%
	Subtotal	35	6.6%	51	8.4%	33	4.5%	60	5.9%	76	7.7%	50	5.3%	305	6.3%
	Did not respond	4	.8%	4	.7%	5	.7%	12	1.2%	7	.7%	8	.9%	40	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	4817	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%	310	30.3%	276	28.1%	319	34.1%	1423	29.5%
	Mostly satisfied	303	57.5%	342	56.1%	422	57.0%	561	54.8%	542	55.2%	483	51.7%	2653	55.1%
	Subtotal	441	83.7%	511	83.8%	633	85.5%	871	85.1%	818	83.4%	802	85.8%	4076	84.6%
	Dissatisfied	56	10.6%	70	11.5%	72	9.7%	108	10.5%	112	11.4%	95	10.2%	513	10.6%
	Very dissatisfied	25	4.7%	25	4.1%	28	3.8%	34	3.3%	46	4.7%	33	3.5%	191	4.0%
	Subtotal	81	15.4%	95	15.6%	100	13.5%	142	13.9%	158	16.1%	128	13.7%	704	14.6%
	Did not respond	5	.9%	4	.7%	7	.9%	11	1.1%	5	.5%	5	.5%	37	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	4817	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%	775	75.7%	724	73.8%	728	77.9%	3616	75.1%
	Some of the time	114	21.6%	138	22.6%	147	19.9%	214	20.9%	213	21.7%	173	18.5%	999	20.7%
	Subtotal	512	97.2%	579	94.9%	697	94.2%	989	96.6%	937	95.5%	901	96.4%	4615	95.8%
	Little of the time	11	2.1%	23	3.8%	28	3.8%	18	1.8%	30	3.1%	19	2.0%	129	2.7%
	Never	4	.8%	6	1.0%	6	.8%	4	.4%	7	.7%	7	.7%	34	.7%
	Subtotal	15	2.8%	29	4.8%	34	4.6%	22	2.1%	37	3.8%	26	2.8%	163	3.4%
	Did not respond	0	.0%	2	.3%	9	1.2%	13	1.3%	7	.7%	8	.9%	39	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	4817	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	293	55.6%	329	53.9%	422	57.0%	594	58.0%	540	55.0%	557	59.6%	2735	56.8%
	Somewhat helpful	197	37.4%	242	39.7%	282	38.1%	371	36.2%	378	38.5%	318	34.0%	1788	37.1%
	Subtotal	490	93.0%	571	93.6%	704	95.1%	965	94.2%	918	93.6%	875	93.6%	4523	93.9%
	Not helpful	24	4.6%	22	3.6%	20	2.7%	33	3.2%	38	3.9%	34	3.6%	171	3.5%
	Made things worse	3	.6%	4	.7%	0	.0%	8	.8%	7	.7%	8	.9%	30	.6%
	Subtotal	27	5.1%	26	4.3%	20	2.7%	41	4.0%	45	4.6%	42	4.5%	201	4.2%
	Did not receive	5	.9%	6	1.0%	5	.7%	8	.8%	10	1.0%	9	1.0%	43	.9%
	Did not respond	5	.9%	7	1.1%	11	1.5%	10	1.0%	8	.8%	9	1.0%	50	1.0%
Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	4817	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	308	58.4%	309	50.7%	426	57.6%	568	55.5%	512	52.2%	539	57.6%	2662	55.3%
	Somewhat helpful	140	26.6%	176	28.9%	184	24.9%	277	27.1%	290	29.6%	251	26.8%	1318	27.4%
	Subtotal	448	85.0%	485	79.5%	610	82.4%	845	82.5%	802	81.8%	790	84.5%	3980	82.6%
	Not helpful	19	3.6%	15	2.5%	18	2.4%	30	2.9%	32	3.3%	29	3.1%	143	3.0%
	Made things worse	1	.2%	2	.3%	0	.0%	4	.4%	3	.3%	5	.5%	15	.3%
	Subtotal	20	3.8%	17	2.8%	18	2.4%	34	3.3%	35	3.6%	34	3.6%	158	3.3%
	Did not receive	50	9.5%	100	16.4%	94	12.7%	132	12.9%	131	13.4%	91	9.7%	598	12.4%
	Did not respond	9	1.7%	8	1.3%	18	2.4%	13	1.3%	13	1.3%	20	2.1%	81	1.7%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	4817	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%	352	34.4%	322	32.8%	365	39.0%	1660	34.5%
	Yes, probably	181	34.3%	219	35.9%	285	38.5%	383	37.4%	406	41.4%	352	37.6%	1826	37.9%
	Subtotal	362	68.7%	398	65.2%	546	73.8%	735	71.8%	728	74.2%	717	76.7%	3486	72.4%
	No, probably not	87	16.5%	111	18.2%	101	13.6%	151	14.7%	141	14.4%	109	11.7%	700	14.5%
	No, definitely not	62	11.8%	79	13.0%	55	7.4%	107	10.4%	88	9.0%	86	9.2%	477	9.9%
	Subtotal	149	28.3%	190	31.1%	156	21.1%	258	25.2%	229	23.3%	195	20.9%	1177	24.4%
	Did not respond	16	3.0%	22	3.6%	38	5.1%	31	3.0%	24	2.4%	23	2.5%	154	3.2%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	4817	100.0%

Table 23
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	6	9.2%	8	33.3%	14	15.7%
	Mostly satisfied	33	50.8%	8	33.3%	41	46.1%
	Subtotal	39	60.0%	16	66.7%	55	61.8%
	Dissatisfied	17	26.2%	4	16.7%	21	23.6%
	Very dissatisfied	9	13.8%	4	16.7%	13	14.6%
	Subtotal	26	40.0%	8	33.3%	34	38.2%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	65	100.0%	24	100.0%	89	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	5	7.7%	3	12.5%	8	9.0%
	Mostly satisfied	33	50.8%	13	54.2%	46	51.7%
	Subtotal	38	58.5%	16	66.7%	54	60.7%
	Dissatisfied	11	16.9%	3	12.5%	14	15.7%
	Very dissatisfied	15	23.1%	5	20.8%	20	22.5%
	Subtotal	26	40.0%	8	33.3%	34	38.2%
	Did not respond	1	1.5%	0	.0%	1	1.1%
	Total	65	100.0%	24	100.0%	89	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	16	24.6%	7	29.2%	23	25.8%
	Some of the time	34	52.3%	10	41.7%	44	49.4%
	Subtotal	50	76.9%	17	70.8%	67	75.3%
	Little of the time	13	20.0%	5	20.8%	18	20.2%
	Never	1	1.5%	2	8.3%	3	3.4%
	Subtotal	14	21.5%	7	29.2%	21	23.6%
	Did not respond	1	1.5%	0	.0%	1	1.1%
	Total	65	100.0%	24	100.0%	89	100.0%
Q4. How safe do you feel in this program?	Very safe	21	32.3%	10	41.7%	31	34.8%
	Somewhat safe	33	50.8%	11	45.8%	44	49.4%
	Subtotal	54	83.1%	21	87.5%	75	84.3%
	Not very safe	8	12.3%	2	8.3%	10	11.2%
	Not safe at all	3	4.6%	1	4.2%	4	4.5%
	Subtotal	11	16.9%	3	12.5%	14	15.7%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	65	100.0%	24	100.0%	89	100.0%

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	10	15.4%	11	45.8%	21	23.6%
	Somewhat helpful	35	53.8%	8	33.3%	43	48.3%
	Subtotal	45	69.2%	19	79.2%	64	71.9%
	Not helpful	15	23.1%	5	20.8%	20	22.5%
	Made things worse	2	3.1%	0	.0%	2	2.2%
	Subtotal	17	26.2%	5	20.8%	22	24.7%
	Did not receive	3	4.6%	0	.0%	3	3.4%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	65	100.0%	24	100.0%	89	100.0%
Q6. How helpful is the individual counseling?	Very helpful	23	35.4%	8	33.3%	31	34.8%
	Somewhat helpful	25	38.5%	10	41.7%	35	39.3%
	Subtotal	48	73.8%	18	75.0%	66	74.2%
	Not helpful	8	12.3%	3	12.5%	11	12.4%
	Made things worse	3	4.6%	0	.0%	3	3.4%
	Subtotal	11	16.9%	3	12.5%	14	15.7%
	Did not receive	6	9.2%	3	12.5%	9	10.1%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	65	100.0%	24	100.0%	89	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	5	7.7%	3	12.5%	8	9.0%
	Yes, probably	22	33.8%	11	45.8%	33	37.1%
	Subtotal	27	41.5%	14	58.3%	41	46.1%
	No, probably not	16	24.6%	3	12.5%	19	21.3%
	No, definitely not	21	32.3%	7	29.2%	28	31.5%
	Subtotal	37	56.9%	10	41.7%	47	52.8%
	Did not respond	1	1.5%	0	.0%	1	1.1%
	Total	65	100.0%	24	100.0%	89	100.0%

Table 24
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Characteristics of Patients Completing the DASA Youth Patient Satisfaction Survey by Treatment Modality, March 20-24, 2006

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	0	.0%	0	.0%	0	.0%
	14 - 15	10	15.4%	5	20.8%	15	16.9%
	16 - 17	41	63.1%	13	54.2%	54	60.7%
	18 - 21	14	21.5%	6	25.0%	20	22.5%
	Unknown	0	.0%	0	.0%	0	.0%
	Total	65	100.0%	24	100.0%	89	100.0%
Gender	Male	58	89.2%	19	79.2%	77	86.5%
	Female	7	10.8%	4	16.7%	11	12.4%
	Unknown	0	.0%	1	4.2%	1	1.1%
	Total	65	100.0%	24	100.0%	89	100.0%
Ethnic/Racial Background	White	27	41.5%	10	41.7%	37	41.6%
	Black/African American	6	9.2%	1	4.2%	7	7.9%
	Asian/Pacific Islander	4	6.2%	1	4.2%	5	5.6%
	Native American/Eskimo/Aleut	6	9.2%	2	8.3%	8	9.0%
	Hispanic	10	15.4%	5	20.8%	15	16.9%
	Multiracial	5	7.7%	1	4.2%	6	6.7%
	Other	2	3.1%	1	4.2%	3	3.4%
	Unknown	5	7.7%	3	12.5%	8	9.0%
	Total	65	100.0%	24	100.0%	89	100.0%
Length of Stay in Treatment	15 days or less	29	44.6%	0	.0%	29	32.6%
	16 - 30 days	20	30.8%	2	8.3%	22	24.7%
	31 - 45 days	10	15.4%	2	8.3%	12	13.5%
	46 - 60 days	1	1.5%	14	58.3%	15	16.9%
	61 - 75 days	0	.0%	0	.0%	0	.0%
	76 - 90 days	0	.0%	0	.0%	0	.0%
	Over 90 days	0	.0%	2	8.3%	2	2.2%
	Unknown	5	7.7%	4	16.7%	9	10.1%
	Total	65	100.0%	24	100.0%	89	100.0%
Source of Funding	Private	11	16.9%	1	4.2%	12	13.5%
	Public	30	46.2%	22	91.7%	52	58.4%
	Other	15	23.1%	0	.0%	15	16.9%
	Unknown	9	13.8%	1	4.2%	10	11.2%
	Total	65	100.0%	24	100.0%	89	100.0%

Table 25
Comparing Responses to Questions 1 and 3 of the DASA Youth Patient Satisfaction Survey Between Community Youth Residential and Juvenile Rehabilitation Administration (JRA) Treatment Programs Residential Treatment

		Community and JRA Youth					
		Community Youth		JRA Youth		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
Q1. How satisfied are you with the service you have received?	Very satisfied	78	28.9%	6	9.2%	84	25.1%
	Mostly satisfied	164	60.7%	33	50.8%	197	58.8%
	Subtotal	242	89.6%	39	60.0%	281	83.9%
	Dissatisfied	20	7.4%	17	26.2%	37	11.0%
	Very dissatisfied	7	2.6%	9	13.8%	16	4.8%
	Subtotal	27	10.0%	26	40.0%	53	15.8%
	Did not respond	1	.4%	0	.0%	1	.3%
	Total	270	100.0%	65	100.0%	335	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	107	39.6%	16	24.6%	123	36.7%
	Some of the time	131	48.5%	34	52.3%	165	49.3%
	Subtotal	238	88.1%	50	76.9%	288	86.0%
	Little of the time	27	10.0%	13	20.0%	40	11.9%
	Never	4	1.5%	1	1.5%	5	1.5%
	Subtotal	31	11.5%	14	21.5%	45	13.4%
	Did not respond	1	.4%	1	1.5%	2	.6%
	Total	270	100.0%	65	100.0%	335	100.0%

Outpatient/Intensive Outpatient

		Community and JRA Youth					
		Community Youth		JRA Youth		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
Q1. How satisfied are you with the service you have received?	Very satisfied	517	41.2%	8	33.3%	525	41.1%
	Mostly satisfied	636	50.7%	8	33.3%	644	50.4%
	Subtotal	1153	91.9%	16	66.7%	1169	91.5%
	Dissatisfied	65	5.2%	4	16.7%	69	5.4%
	Very dissatisfied	32	2.6%	4	16.7%	36	2.8%
	Subtotal	97	7.7%	8	33.3%	105	8.2%
	Did not respond	4	.3%	0	.0%	4	.3%
	Total	1254	100.0%	24	100.0%	1278	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1000	79.7%	7	29.2%	1007	78.8%
	Some of the time	213	17.0%	10	41.7%	223	17.4%
	Subtotal	1213	96.7%	17	70.8%	1230	96.2%
	Little of the time	18	1.4%	5	20.8%	23	1.8%
	Never	18	1.4%	2	8.3%	20	1.6%
	Subtotal	36	2.9%	7	29.2%	43	3.4%
	Did not respond	5	.4%	0	.0%	5	.4%
	Total	1254	100.0%	24	100.0%	1278	100.0%

Clients Speak Out 2004
Appendix A

Table 26a
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by Year of Survey in Residential Treatment

		Year											
		2002		2003		2004		2005		2006		Total	
		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	1	3.0%	4	7.1%	10	16.4%	8	13.1%	6	9.2%	29	10.5%
	Mostly satisfied	23	69.7%	36	64.3%	33	54.1%	38	62.3%	33	50.8%	163	59.1%
	Subtotal	24	72.7%	40	71.4%	43	70.5%	46	75.4%	39	60.0%	192	69.6%
	Dissatisfied	5	15.2%	8	14.3%	12	19.7%	6	9.8%	17	26.2%	48	17.4%
	Very dissatisfied	4	12.1%	7	12.5%	6	9.8%	9	14.8%	9	13.8%	35	12.7%
	Subtotal	9	27.3%	15	26.8%	18	29.5%	15	24.6%	26	40.0%	83	30.1%
	Did not respond	0	.0%	1	1.8%	0	.0%	0	.0%	0	.0%	1	.4%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	3	9.1%	6	10.7%	8	13.1%	8	13.1%	5	7.7%	30	10.9%
	Mostly satisfied	24	72.7%	36	64.3%	31	50.8%	38	62.3%	33	50.8%	162	58.7%
	Subtotal	27	81.8%	42	75.0%	39	63.9%	46	75.4%	38	58.5%	192	69.6%
	Dissatisfied	3	9.1%	9	16.1%	19	31.1%	7	11.5%	11	16.9%	49	17.8%
	Very dissatisfied	3	9.1%	4	7.1%	3	4.9%	8	13.1%	15	23.1%	33	12.0%
	Subtotal	6	18.2%	13	23.2%	22	36.1%	15	24.6%	26	40.0%	82	29.7%
	Did not respond	0	.0%	1	1.8%	0	.0%	0	.0%	1	1.5%	2	.7%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	6	18.2%	20	35.7%	7	11.5%	18	29.5%	16	24.6%	67	24.3%
	Some of the time	24	72.7%	23	41.1%	34	55.7%	34	55.7%	34	52.3%	149	54.0%
	Subtotal	30	90.9%	43	76.8%	41	67.2%	52	85.2%	50	76.9%	216	78.3%
	Little of the time	2	6.1%	9	16.1%	15	24.6%	4	6.6%	13	20.0%	43	15.6%
	Never	1	3.0%	3	5.4%	3	4.9%	5	8.2%	1	1.5%	13	4.7%
	Subtotal	3	9.1%	12	21.4%	18	29.5%	9	14.8%	14	21.5%	56	20.3%
	Did not respond	0	.0%	1	1.8%	2	3.3%	0	.0%	1	1.5%	4	1.4%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	
Q4. How safe do you feel in this program?	Very safe	6	18.2%	17	30.4%	14	23.0%	20	32.8%	21	32.3%	78	28.3%
	Somewhat safe	21	63.6%	27	48.2%	32	52.5%	27	44.3%	33	50.8%	140	50.7%
	Subtotal	27	81.8%	44	78.6%	46	75.4%	47	77.0%	54	83.1%	218	79.0%
	Not very safe	5	15.2%	6	10.7%	11	18.0%	7	11.5%	8	12.3%	37	13.4%
	Not safe at all	1	3.0%	5	8.9%	2	3.3%	7	11.5%	3	4.6%	18	6.5%
	Subtotal	6	18.2%	11	19.6%	13	21.3%	14	23.0%	11	16.9%	55	19.9%
	Did not respond	0	.0%	1	1.8%	2	3.3%	0	.0%	0	.0%	3	1.1%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	5	15.2%	11	19.6%	10	16.4%	13	21.3%	10	15.4%	49	17.8%
	Somewhat helpful	19	57.6%	28	50.0%	30	49.2%	31	50.8%	35	53.8%	143	51.8%
	Subtotal	24	72.7%	39	69.6%	40	65.6%	44	72.1%	45	69.2%	192	69.6%
	Not helpful	6	18.2%	12	21.4%	12	19.7%	15	24.6%	15	23.1%	60	21.7%
	Made things worse	3	9.1%	1	1.8%	5	8.2%	1	1.6%	2	3.1%	12	4.3%
	Subtotal	9	27.3%	13	23.2%	17	27.9%	16	26.2%	17	26.2%	72	26.1%
	Did not receive	0	.0%	1	1.8%	1	1.6%	1	1.6%	3	4.6%	6	2.2%
	Did not respond	0	.0%	3	5.4%	3	4.9%	0	.0%	0	.0%	6	2.2%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	
Q6. How helpful is the individual counseling?	Very helpful	8	24.2%	18	32.1%	21	34.4%	23	37.7%	23	35.4%	93	33.7%
	Somewhat helpful	18	54.5%	25	44.6%	24	39.3%	25	41.0%	25	38.5%	117	42.4%
	Subtotal	26	78.8%	43	76.8%	45	73.8%	48	78.7%	48	73.8%	210	76.1%
	Not helpful	5	15.2%	3	5.4%	7	11.5%	6	9.8%	8	12.3%	29	10.5%
	Made things worse	1	3.0%	3	5.4%	3	4.9%	1	1.6%	3	4.6%	11	4.0%
	Subtotal	6	18.2%	6	10.7%	10	16.4%	7	11.5%	11	16.9%	40	14.5%
	Did not receive	0	.0%	6	10.7%	5	8.2%	6	9.8%	6	9.2%	23	8.3%
	Did not respond	1	3.0%	1	1.8%	1	1.6%	0	.0%	0	.0%	3	1.1%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	1	3.0%	10	17.9%	8	13.1%	6	9.8%	5	7.7%	30	10.9%
	Yes, probably	15	45.5%	17	30.4%	9	14.8%	23	37.7%	22	33.8%	86	31.2%
	Subtotal	16	48.5%	27	48.2%	17	27.9%	29	47.5%	27	41.5%	116	42.0%
	No, probably not	7	21.2%	9	16.1%	25	41.0%	15	24.6%	16	24.6%	72	26.1%
	No, definitely not	10	30.3%	19	33.9%	19	31.1%	17	27.9%	21	32.3%	86	31.2%
	Subtotal	17	51.5%	28	50.0%	44	72.1%	32	52.5%	37	56.9%	158	57.2%
	Did not respond	0	.0%	1	1.8%	0	.0%	0	.0%	1	1.5%	2	.7%
Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	276	100.0%	

Clients Speak Out 2004
Appendix A

Table 26b
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey by Year of Survey in Outpatient/Intensive Outpatient

		Year											
		2002		2003		2004		2005		2006		Total	
		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	6	50.0%	6	28.6%	8	34.8%	14	34.1%	8	33.3%	42	34.7%
	Mostly satisfied	4	33.3%	13	61.9%	7	30.4%	16	39.0%	8	33.3%	48	39.7%
	Subtotal	10	83.3%	19	90.5%	15	65.2%	30	73.2%	16	66.7%	90	74.4%
	Dissatisfied	1	8.3%	0	.0%	3	13.0%	4	9.8%	4	16.7%	12	9.9%
	Very dissatisfied	1	8.3%	2	9.5%	5	21.7%	6	14.6%	4	16.7%	18	14.9%
	Subtotal	2	16.7%	2	9.5%	8	34.8%	10	24.4%	8	33.3%	30	24.8%
	Did not respond	0	.0%	0	.0%	0	.0%	1	2.4%	0	.0%	1	.8%
Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%	
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	5	41.7%	5	23.8%	6	26.1%	11	26.8%	3	12.5%	30	24.8%
	Mostly satisfied	5	41.7%	11	52.4%	10	43.5%	13	31.7%	13	54.2%	52	43.0%
	Subtotal	10	83.3%	16	76.2%	16	69.6%	24	58.5%	16	66.7%	82	67.8%
	Dissatisfied	1	8.3%	2	9.5%	4	17.4%	10	24.4%	3	12.5%	20	16.5%
	Very dissatisfied	1	8.3%	3	14.3%	3	13.0%	7	17.1%	5	20.8%	19	15.7%
	Subtotal	2	16.7%	5	23.8%	7	30.4%	17	41.5%	8	33.3%	39	32.2%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	7	58.3%	10	47.6%	8	34.8%	14	34.1%	7	29.2%	46	38.0%
	Some of the time	4	33.3%	7	33.3%	8	34.8%	16	39.0%	10	41.7%	45	37.2%
	Subtotal	11	91.7%	17	81.0%	16	69.6%	30	73.2%	17	70.8%	91	75.2%
	Little of the time	1	8.3%	3	14.3%	5	21.7%	9	22.0%	5	20.8%	23	19.0%
	Never	0	.0%	1	4.8%	2	8.7%	2	4.9%	2	8.3%	7	5.8%
	Subtotal	1	8.3%	4	19.0%	7	30.4%	11	26.8%	7	29.2%	30	24.8%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%	
Q4. How safe do you feel in this program?	Very safe	9	75.0%	15	71.4%	13	56.5%	19	46.3%	10	41.7%	66	54.5%
	Somewhat safe	3	25.0%	4	19.0%	7	30.4%	16	39.0%	11	45.8%	41	33.9%
	Subtotal	12	100.0%	19	90.5%	20	87.0%	35	85.4%	21	87.5%	107	88.4%
	Not very safe	0	.0%	0	.0%	2	8.7%	2	4.9%	2	8.3%	6	5.0%
	Not safe at all	0	.0%	1	4.8%	1	4.3%	3	7.3%	1	4.2%	6	5.0%
	Subtotal	0	.0%	1	4.8%	3	13.0%	5	12.2%	3	12.5%	12	9.9%
	Did not respond	0	.0%	1	4.8%	0	.0%	1	2.4%	0	.0%	2	1.7%
Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%	

Continued next page.

Clients Speak Out 2004
Appendix A

Q5. How helpful are the group sessions?	Very helpful	7	58.3%	7	33.3%	7	30.4%	13	31.7%	11	45.8%	45	37.2%
	Somewhat helpful	1	8.3%	13	61.9%	9	39.1%	16	39.0%	8	33.3%	47	38.8%
	Subtotal	8	66.7%	20	95.2%	16	69.6%	29	70.7%	19	79.2%	92	76.0%
	Not helpful	4	33.3%	0	.0%	4	17.4%	8	19.5%	5	20.8%	21	17.4%
	Made things worse	0	.0%	0	.0%	1	4.3%	1	2.4%	0	.0%	2	1.7%
	Subtotal	4	33.3%	0	.0%	5	21.7%	9	22.0%	5	20.8%	23	19.0%
	Did not receive	0	.0%	1	4.8%	2	8.7%	2	4.9%	0	.0%	5	4.1%
	Did not respond	0	.0%	0	.0%	0	.0%	1	2.4%	0	.0%	1	.8%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%
Q6. How helpful is the individual counseling?	Very helpful	5	41.7%	6	28.6%	11	47.8%	15	36.6%	8	33.3%	45	37.2%
	Somewhat helpful	4	33.3%	9	42.9%	5	21.7%	16	39.0%	10	41.7%	44	36.4%
	Subtotal	9	75.0%	15	71.4%	16	69.6%	31	75.6%	18	75.0%	89	73.6%
	Not helpful	2	16.7%	3	14.3%	3	13.0%	4	9.8%	3	12.5%	15	12.4%
	Made things worse	0	.0%	0	.0%	0	.0%	1	2.4%	0	.0%	1	.8%
	Subtotal	2	16.7%	3	14.3%	3	13.0%	5	12.2%	3	12.5%	16	13.2%
	Did not receive	1	8.3%	2	9.5%	4	17.4%	5	12.2%	3	12.5%	15	12.4%
	Did not respond	0	.0%	1	4.8%	0	.0%	0	.0%	0	.0%	1	.8%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	5	41.7%	7	33.3%	4	17.4%	5	12.2%	3	12.5%	24	19.8%
	Yes, probably	2	16.7%	6	28.6%	8	34.8%	16	39.0%	11	45.8%	43	35.5%
	Subtotal	7	58.3%	13	61.9%	12	52.2%	21	51.2%	14	58.3%	67	55.4%
	No, probably not	4	33.3%	4	19.0%	7	30.4%	8	19.5%	3	12.5%	26	21.5%
	No, definitely not	1	8.3%	3	14.3%	4	17.4%	12	29.3%	7	29.2%	27	22.3%
	Subtotal	5	41.7%	7	33.3%	11	47.8%	20	48.8%	10	41.7%	53	43.8%
	Did not respond	0	.0%	1	4.8%	0	.0%	0	.0%	0	.0%	1	.8%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	121	100.0%

Appendix B

(ADULT/ENGLISH)

PATIENT SATISFACTION SURVEY

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 oval under each question.

CORRECT MARK ●

INCORRECT MARKS ⊗ ⊘ ⊙

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

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

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

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

- 1 -

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
<input type="radio"/> Jan	0	0
<input type="radio"/> Feb	1	0
<input type="radio"/> Mar	0	0
<input type="radio"/> Apr	0	0
<input type="radio"/> May	0	0
<input type="radio"/> June	0	0
<input type="radio"/> July	0	0
<input type="radio"/> Aug	0	0
<input type="radio"/> Sept	0	0
<input type="radio"/> Oct	0	0
<input type="radio"/> Nov	0	0
<input type="radio"/> Dec	0	0

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> April	1	1
<input type="radio"/> May	2	2
<input type="radio"/> June	3	3
<input type="radio"/> July	4	4
<input type="radio"/> Aug	5	5
<input type="radio"/> Sept	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dec	9	9

18. Today's date is:

Month	Day	Year
<input type="radio"/> Jan	0	0
<input type="radio"/> Feb	1	0
<input type="radio"/> Mar	0	0
<input type="radio"/> Apr	0	0
<input type="radio"/> May	0	0
<input type="radio"/> June	0	0
<input type="radio"/> July	0	0
<input type="radio"/> Aug	0	0
<input type="radio"/> Sept	0	0
<input type="radio"/> Oct	0	0
<input type="radio"/> Nov	0	0
<input type="radio"/> Dec	0	0

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> April	1	1
<input type="radio"/> May	2	2
<input type="radio"/> June	3	3
<input type="radio"/> July	4	4
<input type="radio"/> Aug	5	5
<input type="radio"/> Sept	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dec	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 360-725-3761, by E-mail at rodfrf@dshs.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

(ADULT/SPANISH)

Evaluación del nivel de satisfacción del paciente

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

Rellene el espacio ovalado, como se muestra a continuación, que corresponda a cada pregunta.

MARCA CORRECTA ●

MARCAS INCORRECTAS ⊗ ⊘ ⊙

Solo 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 ayudaron 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, tratamiento con 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

Ayúdenos a conocerlo mejor complementando la siguiente sección.

13. ¿Cuánto años tiene?

0	1
2	3
4	5
6	7
8	9

14. Sexo:

- Masculino
 Femenino

15. La mejor descripción de mi origen racial o étnico es (marque sólo una):

- Blanco/Euroamericano
 Negro/Afroamericano
 Asiático/Islands 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	Día	Año
<input type="radio"/> Ene	0	1
<input type="radio"/> Feb	0	2
<input type="radio"/> Mar	0	3
<input type="radio"/> Abr	1	4
<input type="radio"/> May	2	5
<input type="radio"/> Jun	3	6
<input type="radio"/> Jul	4	7
<input type="radio"/> Ago	5	8
<input type="radio"/> Sep	6	9
<input type="radio"/> Oct	7	0
<input type="radio"/> Nov	8	1
<input type="radio"/> Dic	9	2

18. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> Abr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> Jun	3	3
<input type="radio"/> Jul	4	4
<input type="radio"/> Ago	5	5
<input type="radio"/> Sep	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dic	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 diríjelas a Felix Rodriguez, Ph.D., llamando al teléfono 360-725-3761, por correo electrónico a foxrifi@dhs.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

(ADULT/Vietnamese)

Thăm Dò Mức Độ HÀi LÒNG của Bệnh Nhân

Xin quý vị giúp đỡ chúng tôi cải thiện chương trình bằng cách trả lời những câu hỏi về các dịch vụ quý vị đã nhận được. Chúng tôi rất quan tâm đến các ý kiến trung thực của các bạn, dù đó là khen hay chê. **Xin quý vị trả lời toàn bộ các câu hỏi. Chúng tôi sẽ giữ kín một cách tuyệt đối các câu trả lời của quý vị.** Chúng tôi thành thật cảm ơn sự giúp đỡ của quý vị!

Hãy điền vào ô thích hợp cho từng câu hỏi.

ĐẤU ĐÁNH ĐÚNG

ĐẤU ĐÁNH SAI



<p>1. Nói chung, sự hài lòng của quý vị về dịch vụ quý vị nhận ở mức độ nào?</p> <p><input type="radio"/> Rất hài lòng <input type="radio"/> Hài lòng phần nhiều <input type="radio"/> Không hài lòng <input type="radio"/> Không hài lòng chút nào</p>	<p>4. Quý vị đánh giá sự hữu ích của những nhóm họp, hội thảo ở mức độ nào?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Không nhận được <input type="radio"/> Khá lợi <input type="radio"/> Không lợi <input type="radio"/> Làm cho mọi chuyện tệ hơn</p>
<p>2. Nói chung, sự hài lòng của quý vị ở mức độ nào khi nói về sự thoải mái và hình thái cơ sở này tạo ra cho quý vị?</p> <p><input type="radio"/> Rất hài lòng <input type="radio"/> Hài lòng phần nhiều <input type="radio"/> Không hài lòng <input type="radio"/> Không hài lòng chút nào</p>	<p>5. Quý vị đánh giá sự hữu ích của những cuộc tham vấn cá nhân ở mức độ nào?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Không nhận được <input type="radio"/> Khá lợi <input type="radio"/> Không lợi <input type="radio"/> Làm cho mọi chuyện tệ hơn</p>
<p>3. Theo suy nghĩ của quý vị, nhân viên của chương trình có đối xử với quý vị với sự tôn trọng không?</p> <p><input type="radio"/> Luôn luôn <input type="radio"/> Đôi khi <input type="radio"/> Ít khi <input type="radio"/> Không bao giờ</p>	<p>6. Nếu quý vị muốn tìm sự giúp đỡ nữa, quý vị có trở lại chương trình này không?</p> <p><input type="radio"/> Có, chắc chắn <input type="radio"/> Có, có thể <input type="radio"/> Không, có thể là không <input type="radio"/> Không, chắc chắn là không</p>

Hãy trả lời tất cả những câu hỏi dưới đây. Chúng tôi rất mong muốn để biết xem chúng tôi đã có thể trợ giúp quý vị như thế nào trong vấn đề nhận định và tìm giúp những dịch vụ khác mà quý vị cần.

<p>7. Trước đây, quý vị có cần dịch vụ pháp lý không? (thí dụ: biện hộ pháp lý, cố vấn pháp lý, trợ giúp về vấn đề lái xe trong lúc bị ảnh hưởng-DUI)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>➔ NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ pháp lý đó?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không có lợi <input type="radio"/> Không có lợi chút nào</p>
<p>8. Trước đây, quý vị có cần dịch vụ y tế không? (thí dụ: khám sức khỏe, thử nghiệm y tế)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>➔ NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ y tế đó?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không có lợi <input type="radio"/> Không có lợi chút nào</p>
<p>9. Trước đây, quý vị có cần những dịch vụ về gia đình không? (thí dụ: cách nuôi dạy con trẻ, dịch vụ phục hồi quan hệ gia đình)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>➔ NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ về gia đình đó?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không có lợi <input type="radio"/> Không có lợi chút nào</p>
<p>10. Trước đây, quý vị có cần những dịch vụ về sức khỏe tâm thần không? (thí dụ: dịch vụ dành cho những người không những có bệnh tâm thần mà còn có chứng nghiện ngập rượu, bia hoặc thuốc phiện, quản lý việc dùng thuốc)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>➔ NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ về sức khỏe tâm thần đó?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không có lợi <input type="radio"/> Không có lợi chút nào</p>
<p>11. Trước đây, quý vị có cần những dịch vụ giáo dục và huấn nghệ không? (thí dụ: kỹ năng cơ bản, trường cao đẳng cộng đồng)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>➔ NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ giáo dục và huấn nghệ đó?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không có lợi <input type="radio"/> Không có lợi chút nào</p>
<p>12. Trước đây, quý vị có cần những dịch vụ tìm kiếm việc làm không? (thí dụ: viết tiểu sử việc làm, tìm việc làm)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>➔ NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ tìm kiếm việc làm đó?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không có lợi <input type="radio"/> Không có lợi chút nào</p>

Xin tiếp tục ở mặt sau →

Để giúp chúng tôi hiểu thêm về quý vị, xin điền vào những phần dưới đây

13. Quý vị được bao nhiêu tuổi?

<input type="radio"/>	0
<input type="radio"/>	1
<input type="radio"/>	2
<input type="radio"/>	3
<input type="radio"/>	4
<input type="radio"/>	5
<input type="radio"/>	6
<input type="radio"/>	7
<input type="radio"/>	8
<input type="radio"/>	9

14. Tôi là:

- Nam
 Nữ

15. Sự mô tả gần nhất khi nói về chủng tộc hoặc sắc tộc của tôi là (hãy chọn một chi tiết thôi):

- Da trắng, người Mỹ gốc châu Âu
 Da đen, người Mỹ gốc châu Phi
 Người châu Á/các vùng đảo Thái-bình-Dương
 Thổ dân Mỹ/dân Eskimo/dân Alcut
 Người gốc Tây-ban-Nha
 Người đa chủng/đa sắc tộc
 Người thuộc chủng tộc/sắc tộc khác khác

16. Tôi đang tham dự trong (xin chọn một chi tiết thôi):

- Trị liệu nội trú
 Trị liệu ngoại trú
 Trị liệu với thuốc Methadone

17. Ngày tôi bắt đầu tham gia chương trình này là:

Tháng	Ngày	Năm		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>	0	1	0	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tháng	Ngày	Năm		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>	0	1	0	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	1	1	1	1
<input type="radio"/>	2	2	2	2
<input type="radio"/>	3	3	3	3
<input type="radio"/>	4	4	4	4
<input type="radio"/>	5	5	5	5
<input type="radio"/>	6	6	6	6
<input type="radio"/>	7	7	7	7
<input type="radio"/>	8	8	8	8
<input type="radio"/>	9	9	9	9

18. Hôm nay là ngày:

Tháng	Ngày	Năm		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>	0	1	0	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tháng	Ngày	Năm		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
<input type="radio"/>	0	1	0	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	1	1	1	1
<input type="radio"/>	2	2	2	2
<input type="radio"/>	3	3	3	3
<input type="radio"/>	4	4	4	4
<input type="radio"/>	5	5	5	5
<input type="radio"/>	6	6	6	6
<input type="radio"/>	7	7	7	7
<input type="radio"/>	8	8	8	8
<input type="radio"/>	9	9	9	9

19. Sự trợ giúp của tôi được trang trải bằng:

- Quỹ tư (cá nhân, hãng bảo hiểm, bạn bè hoặc người thân, v.v.)
 Quỹ công (Medicaid, ADATSA, TANF, v.v.)

Những nhận xét của quý vị rất quan trọng đối với chúng tôi. Hãy cho chúng tôi biết quý vị nghĩ gì về chương trình của chúng tôi qua sự trả lời những câu hỏi dưới đây:

Quý vị thích điều gì ở chương trình này? _____

Có điều gì mà quý vị muốn thay đổi trong chương trình này không? Nếu có, điều đó là điều gì? _____

Chúng tôi thành thật cảm ơn những nhận xét của quý vị và thời giờ quý vị bỏ ra để giúp chúng tôi.

Các hình ảnh và ý kiến được chuẩn bị bởi Bộ Cựu-Nghị và Thuế Thuế, Viện bang Washington/Washington State Division of Alcohol and Substance Abuse, gọi tắt là DASAA. Nếu có thể, xin liên lạc với một nhân viên kỹ thuật này, xin liên lạc với Tiến Sĩ Heidi Rodriguez qua số điện thoại 360-725-3761. Bằng thư điện tử ở địa chỉ rodri@cobhsa.gov, hoặc gọi tới theo địa chỉ sau đây: DASAA, P.O. Box 45320, Olympia, WA 98501-5320

II
II

(ADULT/Cambodian)

ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺ

សូមជួយពួកយើងដើម្បីកែលម្អការថែទាំរបស់យើងដោយឆ្លើយនឹងចំណួរខ្លះៗត្រឹមត្រូវដែលវាកម្មវិធីសម្រាប់អ្នកជំងឺ យើងមានការចាប់អារម្មណ៍ចំពោះមតិយើងស្តីពីការស្ទាបស្ទង់មតិ ទោះបីជាវាមានភាពវិជ្ជមានប្រសិនបើមានក៏ដោយ។ សូមឆ្លើយត្រឹមត្រូវចំពោះសំណួរខាងក្រោម។ យើងរក្សាទុកទម្រង់នេះដើម្បីយកមកប្រើប្រាស់សម្រាប់ការស្ទាបស្ទង់មតិផ្សេងៗទៀត។

សូមបំពេញទៅក្នុងរង្វង់ដែលនៅក្រោមសំណួរនីមួយៗ
សញ្ញាត្រឹមត្រូវ

សញ្ញាត្រូវមិនត្រឹមត្រូវ

សូមបំពេញទៅក្នុងរង្វង់ដែលនៅក្រោមសំណួរនីមួយៗ

<p>1. នៅក្នុងអំឡុងពេលសរុបជាទូទៅ តើអ្នកពេញចិត្តនឹងសេវាដែលអ្នកបានទទួលដោយយ៉ាងម្តងម្កេង?</p> <p><input type="radio"/> ពេញចិត្តណាស់</p> <p><input type="radio"/> ពេញចិត្តភាគច្រើន</p> <p><input type="radio"/> មិនពេញចិត្ត</p> <p><input type="radio"/> មិនពេញចិត្តសោះ</p>	<p>4. តើអ្នក ឮចំណាត់ថ្នាក់ពីជំនួយវេជ្ជសាស្ត្របង្កាត់បង្ហាញរបស់ក្រុមយ៉ាងម្តងម្កេង?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវមធ្យម</p> <p><input type="radio"/> មិនជួយទេ</p> <p><input type="radio"/> ធ្វើអោយអ្វីៗកាន់តែទ្រង់ទ្រាយទៅៗ</p>
<p>2. ជាទូទៅ តើអ្នកពេញចិត្តនឹងភាពកក់ក្តៅនិងរូបភាពនៃអាការៈនេះយ៉ាងម្តងម្កេង?</p> <p><input type="radio"/> ពេញចិត្តណាស់</p> <p><input type="radio"/> ពេញចិត្តភាគច្រើន</p> <p><input type="radio"/> មិនពេញចិត្ត</p> <p><input type="radio"/> មិនពេញចិត្តសោះ</p>	<p>5. តើអ្នក ឮចំណាត់ថ្នាក់ពីជំនួយវេជ្ជសាស្ត្រពិគ្រោះយោបល់រវាងបុគ្គលយ៉ាងម្តងម្កេង?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវមធ្យម</p> <p><input type="radio"/> មិនជួយទេ</p> <p><input type="radio"/> ធ្វើអោយអ្វីៗកាន់តែទ្រង់ទ្រាយទៅៗ</p>
<p>3. តើអ្នកនឹងនិយាយ រឺក៏បុគ្គលិកប្រព្រឹត្តិចំពោះអ្នកដោយគោរពដែរទេ?</p> <p><input type="radio"/> គ្រប់ពេលទាំងអស់</p> <p><input type="radio"/> មានពេលខ្លះ</p> <p><input type="radio"/> តិចតួច</p> <p><input type="radio"/> មិនដែលទាល់តែសោះ</p>	<p>6. លើសពីអ្នកត្រូវស្រាវជ្រាវយូរម្តងទៀត តើអ្នកនឹងត្រឡប់មកកាន់កម្មវិធីនេះវិញទេ?</p> <p><input type="radio"/> បាទ/ចាស ប្រាកដជាមក</p> <p><input type="radio"/> បាទ/ចាស ប្រហែលជាមក</p> <p><input type="radio"/> ទេ ប្រហែលជាអត់ទេ</p> <p><input type="radio"/> ទេ ប្រាកដជាអត់ទេ</p>

សូមឆ្លើយនឹងសំណួរខាងក្រោមនេះទៅខាងក្រោម។ យើងមានការចាប់អារម្មណ៍ចំពោះការដឹងថាតើយើងអាចជួយអ្នកក្នុងការកំណត់និងរកសេវាដទៃទៀតដែលអ្នកត្រូវការ។

<p>7. តើអ្នកត្រូវការសេវាផ្សេងៗទៀតដែរទេ? (ឧទាហរណ៍: ការពារផ្នែកផ្លូវចិត្ត យោបល់ផ្លូវចិត្ត ជំនួយរបស់ DVPI)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការក្នុងការជួយអ្នកដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាផ្សេងៗទៀតបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមធ្យម <input type="radio"/> មិនជួយទេ <input type="radio"/> មិនសូវជាជួយណាស់ <input type="radio"/> មិនជួយទាល់តែសោះណាទេ</p>
<p>8. តើអ្នកត្រូវការសេវាវេជ្ជសាស្ត្រដែរទេ? (ឧទាហរណ៍: ការពិនិត្យសុខភាព ការធ្វើតេស្តផ្នែកវេជ្ជសាស្ត្រ)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការក្នុងការជួយអ្នកដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវា វេជ្ជសាស្ត្របានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមធ្យម <input type="radio"/> មិនជួយទេ <input type="radio"/> មិនសូវជាជួយណាស់ <input type="radio"/> មិនជួយទាល់តែសោះណាទេ</p>
<p>9. តើអ្នកត្រូវការសេវាគ្រួសារទេ? (ឧទាហរណ៍: ថ្នាក់បង្រៀនមាតាបិតា សេវាថែទាំគ្រួសារ)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាគ្រួសារបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមធ្យម <input type="radio"/> មិនជួយទេ <input type="radio"/> មិនសូវជាជួយណាស់ <input type="radio"/> មិនជួយទាល់តែសោះណាទេ</p>
<p>10. តើអ្នកត្រូវការសេវាសុខភាពផ្លូវចិត្តទេ? (ឧទាហរណ៍: ការព្យាបាលពីភាពមិនប្រក្រតីនៃការកើតឡើងជួនកាល ការគ្រប់គ្រងសមាជិក)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាសុខភាពផ្លូវចិត្តបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមធ្យម <input type="radio"/> មិនជួយទេ <input type="radio"/> មិនសូវជាជួយណាស់ <input type="radio"/> មិនជួយទាល់តែសោះណាទេ</p>
<p>11. តើអ្នកត្រូវការសេវាអប់រំ ប្រឹក្សាជីវិតទេ? (ឧទាហរណ៍: ជំនាញជាមូលដ្ឋាន មហាវិទ្យាល័យតាមសហគមន៍)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាអប់រំបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមធ្យម <input type="radio"/> មិនជួយទេ <input type="radio"/> មិនសូវជាជួយណាស់ <input type="radio"/> មិនជួយទាល់តែសោះណាទេ</p>
<p>12. តើអ្នកត្រូវការងារដែរទេ? (ឧទាហរណ៍: ការសរសេរប្រវត្តិរូប ការដាក់អោយធ្វើការតាមកន្លែងធ្វើការនានា)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាងារបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមធ្យម <input type="radio"/> មិនជួយទេ <input type="radio"/> មិនសូវជាជួយណាស់ <input type="radio"/> មិនជួយទាល់តែសោះណាទេ</p>

II
II

សូមជួយយើងឱ្យស្គាល់អនកកាន់តែប្រសើរឡើងដោយបំពេញសំណួរក្នុងជំពូកនេះ

13. តើអ្នកមានអាយុប៉ុន្មាន?

①	①
②	①
③	②
④	③
⑤	④
⑥	⑤
⑦	⑥
⑧	⑦
⑨	⑧
⑩	⑨

14. ខ្ញុំជាភេទ

- ប្រុស
- ស្រី

15. ការពិពណ៌នាពីប្រសើរបំផុតអំពីជាតិពន្ធឬជាពិសាសន៍របស់ខ្ញុំគឺ (សូមជូនដំណើរឱ្យបានលម្អិត)

- វិស្វកម្ម
- វិស្វកម្មខ្មែរ/អាហ្វ្រិកអាមេរិកាំង
- អាស៊ី/អ្នករស់នៅទីកោះអាស៊ីប៉ាស៊ីហ្វិក
- ធ្វើមតិលើការអភិវឌ្ឍន៍/អភិវឌ្ឍន៍
- អានជាពិសាសន៍ច្រើន
- ជំនាញ

16. ខ្ញុំកំពុងចូលរួមក្នុង (សូមជូនដំណើរឱ្យបានលម្អិត)

- នៅទីកន្លែងរបស់យុវជន
- អ្នកជំងឺខាងក្រៅដែលជាយុវជន
- Methadone Treatment

17. កាលបរិច្ឆេទដែលខ្ញុំបានចាប់ផ្តើមកម្មវិធីនេះគឺ

ខែ	ថ្ងៃ	ឆ្នាំ
ខែ	01	03
កុម្ភៈ	02	04
មីនា	03	05
មេសា	04	06
ឧសភា	05	07
មិថុនា	06	08
កក្កដា	07	09
សីហា	08	10
កញ្ញា	09	11
តុលា	10	12
វិច្ឆិកា	11	13
ធ្នូ	12	14

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	①	①
<input type="radio"/> មេសា	②	②
<input type="radio"/> ឧសភា	③	③
<input type="radio"/> មិថុនា	④	④
<input type="radio"/> កក្កដា	⑤	⑤
<input type="radio"/> សីហា	⑥	⑥
<input type="radio"/> កញ្ញា	⑦	⑦
<input type="radio"/> តុលា	⑧	⑧
<input type="radio"/> វិច្ឆិកា	⑨	⑨
<input type="radio"/> ធ្នូ		

18. កាលបរិច្ឆេទថ្ងៃនេះ

ខែ	ថ្ងៃ	ឆ្នាំ
ខែ	01	03
កុម្ភៈ	02	04
មីនា	03	05
មេសា	04	06
ឧសភា	05	07
មិថុនា	06	08
កក្កដា	07	09
សីហា	08	10
កញ្ញា	09	11
តុលា	10	12
វិច្ឆិកា	11	13
ធ្នូ	12	14

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	①	①
<input type="radio"/> មេសា	②	②
<input type="radio"/> ឧសភា	③	③
<input type="radio"/> មិថុនា	④	④
<input type="radio"/> កក្កដា	⑤	⑤
<input type="radio"/> សីហា	⑥	⑥
<input type="radio"/> កញ្ញា	⑦	⑦
<input type="radio"/> តុលា	⑧	⑧
<input type="radio"/> វិច្ឆិកា	⑨	⑨
<input type="radio"/> ធ្នូ		

19. ការព្យាបាលរបស់ខ្ញុំត្រូវបានបង្កើតដោយ

- មូលនិធិកងទ័ព (ដោយខ្លួនឯង ការពាររ៉ាប់រង មិត្តភក្តិ ឬសាច់ញាតិ ជាដើម ។ល។)
- មូលនិធិសាធារណៈ (ម៉ែឌីខេដ ADATSA, TANF ជាដើម ។ល។)

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។ សូមប្រាប់ឱ្យយើងដឹងទូរស័ព្ទដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយផ្ញើនិងសំណួរខាងក្រោមនេះ។

តើអនកក្កដាចិត្តអំពីកម្មវិធីនេះ? _____

តើមានអ្វីដែលអនកក្កដា ផ្លាស់ប្តូរអំពីកម្មវិធីនេះ? ប្រសិនបើមាន តើនិងជាអ្វី? _____

សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលវេលារបស់អ្នកជួយយើង។

ការបំប្លែងមតិរបស់អ្នកជួយយើងឱ្យបានល្អប្រសើរ និងជ្រើសរើស (DASA) របស់យើងស្វែងរកនូវ យោបល់របស់អ្នកដែលបានបំប្លែងមតិរបស់អ្នកទៅជាប្រយោជន៍ដល់យើង។ លេខទូរស័ព្ទរបស់យើង ១៨៦-៧២៥-៥៧៦១ ឬប្រើយោបល់ E-mail ទៅកាន់អាសយដ្ឋាន: radm@dcshs.wa.gov

(YOUTH/ENGLISH)
**YOUTH PATIENT
SATISFACTION SURVEY**

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 oval that best describes what you feel.

CORRECT MARK  USE NO. 2 PENCIL ONLY
INCORRECT MARKS 

<p>1. How satisfied are you with the service you have received?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>6. How helpful is the individual counseling?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse <input type="radio"/> Did not receive</p>																				
<p>2. How satisfied are you with the comfort and appearance of this facility?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>7. If you were to seek help again, would you come back to this program?</p> <p><input type="radio"/> Yes, definitely <input type="radio"/> Yes, probably <input type="radio"/> No, probably not <input type="radio"/> No, definitely not</p>																				
<p>3. Would you say our staff treated you with respect?</p> <p><input type="radio"/> All of the time <input type="radio"/> Some of the time <input type="radio"/> Little of the time <input type="radio"/> Never</p>	<p>8. How old are you?</p> <table border="1" data-bbox="1096 997 1144 1270"> <tr><td><input type="radio"/> 0</td><td><input type="radio"/> 0</td></tr> <tr><td><input type="radio"/> 1</td><td><input type="radio"/> 1</td></tr> <tr><td><input type="radio"/> 2</td><td><input type="radio"/> 2</td></tr> <tr><td><input type="radio"/> 3</td><td><input type="radio"/> 3</td></tr> <tr><td><input type="radio"/> 4</td><td><input type="radio"/> 4</td></tr> <tr><td><input type="radio"/> 5</td><td><input type="radio"/> 5</td></tr> <tr><td><input type="radio"/> 6</td><td><input type="radio"/> 6</td></tr> <tr><td><input type="radio"/> 7</td><td><input type="radio"/> 7</td></tr> <tr><td><input type="radio"/> 8</td><td><input type="radio"/> 8</td></tr> <tr><td><input type="radio"/> 9</td><td><input type="radio"/> 9</td></tr> </table>	<input type="radio"/> 0	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 9
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<input type="radio"/> 9	<input type="radio"/> 9																				
<p>4. How safe do you feel in this program?</p> <p><input type="radio"/> Very safe <input type="radio"/> Somewhat safe <input type="radio"/> Not very safe <input type="radio"/> Not safe at all</p>	<p>9. What racial or ethnic category best describes you? (please mark only one)</p> <p><input type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian/Pacific Islander <input type="radio"/> Native American/Eskimo/Aleut <input type="radio"/> Hispanic <input type="radio"/> Multiracial <input type="radio"/> Other</p>																				
<p>5. How helpful are the group sessions?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse <input type="radio"/> Did not receive</p>																					

Please continue on the reverse side.

<p>10. Are you:</p> <p><input type="radio"/> Male <input type="radio"/> Female</p>	<p>13. What is today's date?</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th>Month</th> <th>Day</th> <th>Year</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Jan</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td><input type="radio"/> 0 <input type="radio"/> 0 <input type="radio"/> 0 <input type="radio"/> 0</td><td></td></tr> <tr><td><input type="radio"/> April</td><td><input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1</td><td></td></tr> <tr><td><input type="radio"/> May</td><td><input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2</td><td></td></tr> <tr><td><input type="radio"/> June</td><td><input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3</td><td></td></tr> <tr><td><input type="radio"/> July</td><td><input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4</td><td></td></tr> <tr><td><input type="radio"/> Aug</td><td><input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5</td><td></td></tr> <tr><td><input type="radio"/> Sept</td><td><input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6</td><td></td></tr> <tr><td><input type="radio"/> Oct</td><td><input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7</td><td></td></tr> <tr><td><input type="radio"/> Nov</td><td><input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8</td><td></td></tr> <tr><td><input type="radio"/> Dec</td><td><input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9</td><td></td></tr> </tbody> </table> <table border="1" style="width: 100%; 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<p>11. What program are you participating in?</p> <p><input type="radio"/> Youth residential treatment <input type="radio"/> Youth outpatient treatment</p>	<p>14. How is your treatment being paid?</p> <p><input type="radio"/> Private funds (family, private insurance) <input type="radio"/> Public funds (state-DASA, Title 19) <input type="radio"/> Other</p>																																																																																																																																																												
<p>12. 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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 800-726-3761, by E-mail at rd@dsas.wa.gov, or by writing him at this address: DASA, P.O. Box 46390, Olympia, WA 98504-6390.




12/05 DRC ScanDocs™ 6686-54321 - 2 -

(YOUTH/SPANISH)

Evaluación del nivel de satisfacción de los pacientes jóvenes

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.** Valoramos su ayuda. Muchas gracias.

Para las preguntas 1 a 7, por favor rellena el espacio ovalado, como se muestra a continuación, que mejor describe cómo te sientes.

MARCA CORRECTA 
MARCAS INCORRECTAS  

<p>1. ¿Estás satisfecho con los servicios que recibiste?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>6. ¿Te ayudan las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudan mucho <input type="radio"/> Me ayudan un poco <input type="radio"/> No me ayudan <input type="radio"/> Me hacen peor <input type="radio"/> No participo en terapia individual</p>																				
<p>2. ¿Cómo te sientes sobre la comodidad y aspecto del establecimiento?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>7. Si necesitaras ayuda otra vez, ¿volverías a este programa?</p> <p><input type="radio"/> Sí, por supuesto <input type="radio"/> Sí, probablemente <input type="radio"/> No, probablemente no <input type="radio"/> No, definitivamente no</p>																				
<p>3. ¿Dirías que nuestros empleados te trataron con respeto?</p> <p><input type="radio"/> Todo el tiempo <input type="radio"/> A menudo <input type="radio"/> Pocas veces <input type="radio"/> Nunca</p>	<p>8. ¿Cuántos años tienes?</p> <table border="1" data-bbox="1096 997 1144 1270"> <tbody> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </tbody> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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<p>4. ¿Te sientes seguro en este programa?</p> <p><input type="radio"/> Muy seguro <input type="radio"/> Algo seguro <input type="radio"/> No muy seguro <input type="radio"/> Totalmente inseguro</p>	<p>9. ¿Qué grupo racial o étnico te describe mejor? (marca sólo uno):</p> <p><input type="radio"/> Blanco/Euroamericano <input type="radio"/> Negro/Afroamericano <input type="radio"/> Asiático/Islands del Pacífico <input type="radio"/> Indígena americano/Esquimal/Aleutiano <input type="radio"/> Hispano/Latino <input type="radio"/> Multi-racial <input type="radio"/> Otro</p>																				
<p>5. ¿Te ayudan las sesiones de terapia en grupo?</p> <p><input type="radio"/> Me ayudan mucho <input type="radio"/> Me ayudan un poco <input type="radio"/> No me ayudan <input type="radio"/> Me hacen peor <input type="radio"/> No participo en terapia en grupo</p>																					

Por favor, continúa del otro lado.

<p>10. Sexo:</p> <p><input type="radio"/> Masculino <input type="radio"/> Femenino</p>	<p>13. La fecha de hoy es:</p> <table border="1"> <thead> <tr> <th>Mes</th> <th>Día</th> <th>Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>0 1 2</td><td>0 1 2</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 1 1</td><td>1 1 1</td></tr> <tr><td><input type="radio"/> May</td><td>2 2 2</td><td>2 2 2</td></tr> <tr><td><input type="radio"/> Jun</td><td>3 3 3</td><td>3 3 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>4 4 4</td><td></td></tr> <tr><td><input type="radio"/> Ago</td><td>5 5 5</td><td></td></tr> <tr><td><input type="radio"/> Sep</td><td>6 6 6</td><td></td></tr> <tr><td><input type="radio"/> Oct</td><td>7 7 7</td><td></td></tr> <tr><td><input type="radio"/> Nov</td><td>8 8 8</td><td></td></tr> <tr><td><input type="radio"/> Dic</td><td>9 9 9</td><td></td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	0 1 2	0 1 2	<input type="radio"/> Abr	1 1 1	1 1 1	<input type="radio"/> May	2 2 2	2 2 2	<input type="radio"/> Jun	3 3 3	3 3 3	<input type="radio"/> Jul	4 4 4		<input type="radio"/> Ago	5 5 5		<input type="radio"/> Sep	6 6 6		<input type="radio"/> Oct	7 7 7		<input type="radio"/> Nov	8 8 8		<input type="radio"/> Dic	9 9 9	
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<p>11. ¿En qué programa estás participando?</p> <p><input type="radio"/> Programa residencial para jóvenes <input type="radio"/> Programa de paciente externo para jóvenes</p>	<table border="1"> <thead> <tr> <th>Mes</th> <th>Día</th> <th>Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td>0 1 2</td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>1 1 1</td><td></td></tr> <tr><td><input type="radio"/> Abr</td><td>2 2 2</td><td></td></tr> <tr><td><input type="radio"/> May</td><td>3 3 3</td><td></td></tr> <tr><td><input type="radio"/> Jun</td><td>4 4 4</td><td></td></tr> <tr><td><input type="radio"/> Jul</td><td>5 5 5</td><td></td></tr> <tr><td><input type="radio"/> Ago</td><td>6 6 6</td><td></td></tr> <tr><td><input type="radio"/> Sep</td><td>7 7 7</td><td></td></tr> <tr><td><input type="radio"/> Oct</td><td>8 8 8</td><td></td></tr> <tr><td><input type="radio"/> Nov</td><td>9 9 9</td><td></td></tr> <tr><td><input type="radio"/> Dic</td><td></td><td></td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb	0 1 2		<input type="radio"/> Mar	1 1 1		<input type="radio"/> Abr	2 2 2		<input type="radio"/> May	3 3 3		<input type="radio"/> Jun	4 4 4		<input type="radio"/> Jul	5 5 5		<input type="radio"/> Ago	6 6 6		<input type="radio"/> Sep	7 7 7		<input type="radio"/> Oct	8 8 8		<input type="radio"/> Nov	9 9 9		<input type="radio"/> Dic		
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<p>12. ¿Cuándo empezaste en este programa?</p> <table border="1"> <thead> <tr> <th>Mes</th> <th>Día</th> <th>Año</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> Ene</td><td></td><td></td></tr> <tr><td><input type="radio"/> Feb</td><td></td><td></td></tr> <tr><td><input type="radio"/> Mar</td><td>0 1 2</td><td>0 1 2</td></tr> <tr><td><input type="radio"/> Abr</td><td>1 1 1</td><td>1 1 1</td></tr> <tr><td><input type="radio"/> May</td><td>2 2 2</td><td>2 2 2</td></tr> <tr><td><input type="radio"/> Jun</td><td>3 3 3</td><td>3 3 3</td></tr> <tr><td><input type="radio"/> Jul</td><td>4 4 4</td><td></td></tr> <tr><td><input type="radio"/> Ago</td><td>5 5 5</td><td></td></tr> <tr><td><input type="radio"/> Sep</td><td>6 6 6</td><td></td></tr> <tr><td><input type="radio"/> Oct</td><td>7 7 7</td><td></td></tr> <tr><td><input type="radio"/> Nov</td><td>8 8 8</td><td></td></tr> <tr><td><input type="radio"/> Dic</td><td>9 9 9</td><td></td></tr> </tbody> </table>	Mes	Día	Año	<input type="radio"/> Ene			<input type="radio"/> Feb			<input type="radio"/> Mar	0 1 2	0 1 2	<input type="radio"/> Abr	1 1 1	1 1 1	<input type="radio"/> May	2 2 2	2 2 2	<input type="radio"/> Jun	3 3 3	3 3 3	<input type="radio"/> Jul	4 4 4		<input type="radio"/> Ago	5 5 5		<input type="radio"/> Sep	6 6 6		<input type="radio"/> Oct	7 7 7		<input type="radio"/> Nov	8 8 8		<input type="radio"/> Dic	9 9 9		<p>14. Mi tratamiento se paga con:</p> <p><input type="radio"/> Fondos privados (familia, seguro privado) <input type="radio"/> Fondos públicos (Estado-DASA, Title 19) <input type="radio"/> Otros</p>
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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 dirígetas a Felix Rodriguez, Ph.D., llamando al teléfono 360-725-3761, por correo electrónico a rodri@dehs.wa.gov, o escribiéndolo a esta dirección: DASA, P.O. Box 46330, Olympia, WA 98504-5330.

12/05 DRC ScanDocs™ 6688-54321 - 2 -

(YOUTH/VIETNAMESE)

THĂM DÒ MỨC ĐỘ HÀI LÒNG CỦA BỆNH NHÂN THANH NIÊN

Xin quý vị giúp đỡ chúng tôi cải thiện chương trình bằng cách trả lời những câu hỏi về các dịch vụ quý vị đã nhận được. Chúng tôi rất quan tâm đến các ý kiến trung thực của các bạn, dù đó là khen hay chê. Xin quý vị trả lời toàn bộ các câu hỏi. Chúng tôi sẽ giữ kín một cách tuyệt đối các câu trả lời của quý vị. Chúng tôi thành thật cảm ơn sự giúp đỡ của quý vị!

Đối với các câu hỏi từ 1 đến 7, hãy điền vào ô thích hợp với suy nghĩ của quý vị nhất.

DẤU ĐÁNH ĐÚNG ●



DẤU ĐÁNH SAI ⊗ ⊗ ⊗

<p>1. Quý vị hài lòng với dịch vụ đã nhận ở mức độ nào?</p> <p><input type="radio"/> Rất hài lòng <input type="radio"/> Hài lòng phần nhiều <input type="radio"/> Không hài lòng <input type="radio"/> Không hài lòng chút nào</p>	<p>6. Sự tham vấn cá nhân có lợi ích như thế nào?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không lợi <input type="radio"/> Khiến cho mọi việc tệ hơn <input type="radio"/> Không nhận được</p>																				
<p>2. Quý vị hài lòng về cơ sở này ở mức độ nào khi đề cập đến sự thoải mái và hình thái cơ sở này tạo ra cho quý vị?</p> <p><input type="radio"/> Rất hài lòng <input type="radio"/> Hài lòng phần nhiều <input type="radio"/> Không hài lòng <input type="radio"/> Không hài lòng chút nào</p>	<p>7. Nếu quý vị cần sự giúp đỡ nữa, quý vị có trở lại chương trình này không?</p> <p><input type="radio"/> Có, chắc chắn <input type="radio"/> Có, có thể có <input type="radio"/> Không, có lẽ là không <input type="radio"/> Không, chắc chắn là không</p>																				
<p>3. Các nhân viên của chúng tôi có đối đãi quý vị với sự tôn trọng không?</p> <p><input type="radio"/> Luôn luôn <input type="radio"/> Đôi khi <input type="radio"/> Ít khi <input type="radio"/> Không bao giờ</p>	<p>8. Quý vị được bao nhiêu tuổi?</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </tbody> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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<p>4. Quý vị có cảm thấy an toàn khi tham dự trong chương trình này không?</p> <p><input type="radio"/> Rất an toàn <input type="radio"/> Khá an toàn <input type="radio"/> Không an toàn lắm <input type="radio"/> Không an toàn chút nào</p>	<p>9. Quý vị thuộc chủng tộc hoặc sắc tộc nào? (xin đánh dấu một chi tiết thôi)</p> <p><input type="radio"/> Mỹ Trắng <input type="radio"/> Mỹ đen/ Mỹ gốc châu Phi <input type="radio"/> Người châu Á/vùng đảo Thái bình Dương <input type="radio"/> Thổ dân Mỹ/Eskimo/Aleut <input type="radio"/> Người gốc Tây-ban-Nha <input type="radio"/> Người đa chủng/đa sắc tộc <input type="radio"/> Người thuộc chủng tộc/sắc tộc khác</p>																				

Xin tiếp tục ở mặt sau.

<p>10. Quý vị là:</p> <p><input type="radio"/> Nam</p> <p><input type="radio"/> Nữ</p>	<p>13. Ngày hôm nay là ngày nào?</p> <table border="1" style="margin-bottom: 10px;"> <thead> <tr> <th>Tháng</th> <th>Ngày</th> <th>Năm</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> 1</td><td></td><td></td></tr> <tr><td><input type="radio"/> 2</td><td></td><td></td></tr> <tr><td><input type="radio"/> 3</td><td><input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3</td><td></td></tr> <tr><td><input type="radio"/> 4</td><td><input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1</td><td></td></tr> <tr><td><input type="radio"/> 5</td><td><input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2</td><td></td></tr> <tr><td><input type="radio"/> 6</td><td><input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3</td><td></td></tr> <tr><td><input type="radio"/> 7</td><td><input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4</td><td></td></tr> <tr><td><input type="radio"/> 8</td><td><input type="radio"/> 5 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<p>11. Quý vị đang tham gia trong chương trình nào?</p> <p><input type="radio"/> Trị liệu nội trú cho thanh niên</p> <p><input type="radio"/> Trị liệu ngoại trú cho thanh niên</p>	<p>14. Sự trị liệu của quý vị được trang trải như thế nào?</p> <p><input type="radio"/> Quý tư (gia đình, bảo hiểm cá nhân)</p> <p><input type="radio"/> Quý công (tiểu bang-DASA, chương trình số 19)</p> <p><input type="radio"/> Quý khác</p>																																																																																																																																																												
<p>12. Quý vị bắt đầu tham dự trong chương trình từ khi nào?</p> <table border="1" style="margin-bottom: 10px;"> <thead> <tr> <th>Tháng</th> <th>Ngày</th> <th>Năm</th> </tr> </thead> <tbody> <tr><td><input type="radio"/> 1</td><td></td><td></td></tr> <tr><td><input type="radio"/> 2</td><td></td><td></td></tr> <tr><td><input type="radio"/> 3</td><td><input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1</td><td></td></tr> <tr><td><input type="radio"/> 4</td><td><input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2</td><td></td></tr> <tr><td><input type="radio"/> 5</td><td><input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3</td><td></td></tr> <tr><td><input type="radio"/> 6</td><td><input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4</td><td></td></tr> <tr><td><input type="radio"/> 7</td><td><input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5</td><td></td></tr> <tr><td><input type="radio"/> 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Những nhận xét của quý vị rất quan trọng đối với chúng tôi. Hãy cho chúng tôi biết quý vị nghĩ gì về chương trình của chúng tôi qua sự trả lời những câu hỏi dưới đây:

Quý vị thích điều gì ở chương trình này? _____

Quý vị không thích điều gì ở chương trình này? _____

Thật tốt đẹp! Chúng tôi xin cảm ơn quý vị về những nhận xét và thời gian quý vị dành ra để giúp chúng tôi.

Cuộc thăm dò ý kiến này được chuẩn bị bởi Bộ Cải Thiện Khỏe và Thuộc Quyền tiểu bang Washington (Washington State Division of Alcohol and Substance Abuse, gọi tắt là DASA). Nếu có thắc mắc hoặc có nhu cầu gì về cuộc thăm dò ý kiến này, xin liên lạc với Tiến Sĩ Felix Rodriguez qua số điện thoại 360-725-3761, bằng thư điện tử ở địa chỉ rodri@dasu.wa.gov, hoặc gửi thư theo địa chỉ sau đây: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

(YOUTH/Cambodian)
ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺយុវវ័យ

- សូមជួយពួកយើងដើម្បីកែលម្អ រកម្ចីវិធីរបស់យើងដោយឆ្លើយនឹងចំណុចខ្លះៗស្តីអំពីសេវាកម្មដែលអ្នកបានទទួល។
- យើងមានការចាប់អារម្មណ៍ចំពោះមតិដ៏ស្មោះត្រង់របស់អ្នក ទោះបីជាវាមានភាពវិជ្ជមានឬអវិជ្ជមានក៏ដោយ។
- សូមឆ្លើយគ្រប់សំណួរទាំងអស់។ យើងរក្សាទុកទម្រង់ឆ្លើយទាំងអស់របស់អ្នកដោយលក្ខណៈសម្ងាត់បំផុត។
- យើងពិតជាគោរពសរសើរចំពោះការជួយរបស់អ្នក។

សញ្ញាសម្រាប់ប្រើប្រាស់
សញ្ញាសម្រាប់មិនប្រើប្រាស់



សំណួរលេខ 1 ដល់លេខ 7
សូមបំពេញនៅក្នុងរង្វង់ដែលពណ៌នាទម្រង់ការមូលដ្ឋានដែលអ្នកមាន។

<p>1. តើអ្នកមានការពេញចិត្តនឹងសេវាដែលអ្នកទទួលបានយ៉ាងដូចម្តេច?</p> <ul style="list-style-type: none"> <input type="radio"/> ពេញចិត្តណាស់ <input type="radio"/> ពេញចិត្តភាគច្រើន <input type="radio"/> មិនពេញចិត្ត <input type="radio"/> មិនពេញចិត្តសោះ 	<p>6. តើការពិគ្រោះយោបល់រវាងបុគ្គល ជួយដោយរបៀបណា?</p> <ul style="list-style-type: none"> <input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមិនណាមួយ <input type="radio"/> មិនជួយឡើយ <input type="radio"/> ធ្វើឱ្យអ្វីៗកាន់តែធ្ងន់ធ្ងរទៅៗ <input type="radio"/> មិនបានទទួលឡើយ 																				
<p>2. តើអ្នកមានការពេញចិត្តនឹងភាពងាយស្រួលនិងរូបភាព នៃអាគារនេះយ៉ាងដូចម្តេច?</p> <ul style="list-style-type: none"> <input type="radio"/> ពេញចិត្តណាស់ <input type="radio"/> ពេញចិត្តភាគច្រើន <input type="radio"/> មិនពេញចិត្ត <input type="radio"/> មិនពេញចិត្តសោះ 	<p>7. ប្រសិនបើអ្នកត្រូវការការជំនួយម្តងទៀត តើអ្នកនឹងត្រឡប់មកកម្មវិធីនេះវិញទេ?</p> <ul style="list-style-type: none"> <input type="radio"/> បាទ/ចាស៍ ប្រាកដជាមក <input type="radio"/> បាទ/ចាស៍ ប្រហែលជាមក <input type="radio"/> ទេ ប្រហែលជាអត់ទេ <input type="radio"/> ទេ ប្រាកដជាអត់ទេ 																				
<p>3. តើអ្នកនឹងនិយាយថា បុគ្គលិកប្រព្រឹត្តិចំពោះអ្នកដោយគោរពដែរឬទេ?</p> <ul style="list-style-type: none"> <input type="radio"/> គ្រប់ពេលទាំងអស់ <input type="radio"/> មានពេលខ្លះ <input type="radio"/> តិចតួច <input type="radio"/> មិនដែលទាល់តែសោះ 	<p>8. តើអ្នកអាចប៉ុន្មាន?</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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<p>4. តើអ្នកមានអារម្មណ៍សុវត្ថិភាពយ៉ាងណាចំពោះកម្មវិធីនេះ?</p> <ul style="list-style-type: none"> <input type="radio"/> មានសុវត្ថិភាពណាស់ <input type="radio"/> មានសុវត្ថិភាពត្រឹមត្រូវណាមួយ <input type="radio"/> មិនមានសុវត្ថិភាព <input type="radio"/> មិនមានសុវត្ថិភាពទាល់តែសោះ 	<p>9. តើប្រភេទជនជាតិវិជ្ជមានជាតិសាសន៍អ្វីដែលពណ៌នាពីរូបអ្នក? (សូមគូសតែមួយប៉ុណ្ណោះ)</p> <ul style="list-style-type: none"> <input type="radio"/> ស្បែកស <input type="radio"/> ស្បែកខ្មៅ/អាហ្វ្រិកអាមេរិកាំង <input type="radio"/> អាស៊ី/អ្នករស់នៅជុំវិញអាស៊ី/ប៉ាស៊ីហ្វិក <input type="radio"/> ជើងកណ្តើរអាមេរិកាំង អេស្ប៉ូ/អាលឺត <input type="radio"/> អ៊ីស្ប៉ាណិក <input type="radio"/> មានជាតិសាសន៍ច្រើន <input type="radio"/> ដទៃទៀត 																				
<p>5. តើការបង្ហាញរបស់ក្រុមអាចជួយបានយ៉ាងដូចម្តេច?</p> <ul style="list-style-type: none"> <input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមិនណាមួយ <input type="radio"/> មិនជួយឡើយ <input type="radio"/> ធ្វើអោយអ្វីៗកាន់តែធ្ងន់ធ្ងរទៅៗ <input type="radio"/> មិនបានទទួលឡើយ 																					

សូមបន្តទៅខាងម្ខាងទៀត

10. ខ្ញុំជាភេទ

ប្រុស
 ស្រី

11. តើកម្មវិធីអ្វីដែលអ្នកកំពុងចូលរួម?

ការព្យាបាលតាមមន្ទីររក្សាយុវជន
 ការព្យាបាលអ្នកជំងឺខាងក្រៅដែលជាយុវជន

12. តើអ្នកបានចាប់ផ្តើមនៅក្នុងកម្មវិធីនេះនៅពេលណា?

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	0 0 0 0	
<input type="radio"/> មេសា	1 1 1 1	
<input type="radio"/> ឧសភា	2 2 2 2	
<input type="radio"/> មិថុនា	3 3 3 3	
<input type="radio"/> ក្រដា	4 4 4 4	
<input type="radio"/> សីហា	5 5 5 5	
<input type="radio"/> កញ្ញា	6 6 6 6	
<input type="radio"/> តុលា	7 7 7 7	
<input type="radio"/> វិច្ឆិកា	8 8 8 8	
<input type="radio"/> ធ្នូ	9 9 9 9	

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ	0 1 0 3	
<input type="radio"/> មីនា	0 0 0 0	
<input type="radio"/> មេសា	1 1 1 1	
<input type="radio"/> ឧសភា	2 2 2 2	
<input type="radio"/> មិថុនា	3 3 3 3	
<input type="radio"/> ក្រដា	4 4 4 4	
<input type="radio"/> សីហា	5 5 5 5	
<input type="radio"/> កញ្ញា	6 6 6 6	
<input type="radio"/> តុលា	7 7 7 7	
<input type="radio"/> វិច្ឆិកា	8 8 8 8	
<input type="radio"/> ធ្នូ	9 9 9 9	

13. កាលបរិច្ឆេទថ្ងៃនេះ

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	0 0 0 0	
<input type="radio"/> មេសា	1 1 1 1	
<input type="radio"/> ឧសភា	2 2 2 2	
<input type="radio"/> មិថុនា	3 3 3 3	
<input type="radio"/> ក្រដា	4 4 4 4	
<input type="radio"/> សីហា	5 5 5 5	
<input type="radio"/> កញ្ញា	6 6 6 6	
<input type="radio"/> តុលា	7 7 7 7	
<input type="radio"/> វិច្ឆិកា	8 8 8 8	
<input type="radio"/> ធ្នូ	9 9 9 9	

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ	0 1 0 3	
<input type="radio"/> មីនា	0 0 0 0	
<input type="radio"/> មេសា	1 1 1 1	
<input type="radio"/> ឧសភា	2 2 2 2	
<input type="radio"/> មិថុនា	3 3 3 3	
<input type="radio"/> ក្រដា	4 4 4 4	
<input type="radio"/> សីហា	5 5 5 5	
<input type="radio"/> កញ្ញា	6 6 6 6	
<input type="radio"/> តុលា	7 7 7 7	
<input type="radio"/> វិច្ឆិកា	8 8 8 8	
<input type="radio"/> ធ្នូ	9 9 9 9	

14. តើការព្យាបាលរបស់អ្នកត្រូវបានបង្កើតដោយរបៀបណា?

មូលិធិឯកជន (គ្រួសារ ការធានារ៉ាប់រងឯកជន)
 មូលិធិសាធារណៈ (រដ្ឋ- DASA Title 19)
 ដទៃទៀត

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។
សូមប្រាប់ឱ្យយើងដឹងពីកម្មវិធីដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយធ្វើយន្តិការសំណួរខាងក្រោមនេះ។

តើអ្នកចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

តើអ្នកមិនចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

ធ្វើបានល្អមែន! សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលរបស់អ្នកជួយយើង។

ការស្តាប់ខ្លួនគឺជាប្រព័ន្ធគ្រប់គ្រងការប្រកួតប្រជែងសម្រាប់អ្នកដែលមានបញ្ហាប្រតិបត្តិ (DASA) របស់រដ្ឋវ៉ាស៊ីនតោន។ សំណួរនិងយោបល់សិទ្ធិអ្នកជំងឺគ្រោះថ្នាក់ត្រូវបានផ្តល់ឱ្យដោយលោក Felix Rodriguez, PH.D., លោកគ្រូរូបសាស្ត្រស្រី 360-725-3761, ឬលោកស្រី E-ម៉ែល ទៅកាន់អាសយដ្ឋាន: rodri@dsas.wa.gov.

Washington State Division of Alcohol and Substance Abuse (DASA)

2006 Statewide Patient Satisfaction Survey GUIDELINES FOR ADMINISTRATION



These Guidelines provide the basic information regarding the administration of the Patient 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) 725-3761, or toll-free at
(877) 301-4557
FAX: (360) 407-1044
E-mail: rodrixf@dhs.wa.gov
DASA website:
www1.dhs.wa.gov/dasa/

What is the purpose of the Patient Satisfaction Survey?

The Patient Satisfaction Survey aims to assess patients' perception of the quality of chemical dependency (CD) treatment services they receive. Information given by patients will be used to improve CD treatment programs in Washington State.

When will treatment agencies administer the survey?

Treatment agencies will administer the survey during the week of March 20-24, 2006.

What is the goal of the survey?

To obtain completed surveys from 100% of patients who are participating in treatment during the week of March 20-24, 2006. This will include patients who have started treatment any day during that week.

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

- It is important for agencies to use procedures that encourage patients to complete the survey, ensure confidentiality of their responses, and allow them to respond as honestly as possible.
- Agencies who have successfully administered patient satisfaction surveys in the past suggest it is helpful to designate 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 20-24, 2006. **We have found from previous surveys that the best time to give the survey to patients is during the group sessions.**
- It is important: (a) to encourage patients 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 it is helpful to keep a list of patients who have and who have not completed the survey. Experience tells us that 85% to 90% of patients who are participating in treatment will complete the survey.**
- It is important to allow patients to seek help from a staff member or another patient if they need assistance in completing the survey (e.g. clarification with questions, definition of some terms, and difficulty in reading).
- **For methadone programs**, we have found that it is particularly helpful to train front staff: (a) to encourage patients to complete the survey as they check in and (b) to remind them to return completed surveys after dosing. It is also helpful for front staff to remind patients that: (a) the survey is confidential, and (b) the survey is a good opportunity for patients to give feedback about their own treatment. It is helpful to put up posters about the survey, display the surveys in a very visible manner, provide patients with clipboards, and provide locked boxes for putting in completed surveys.

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

Fill out the **Completion Summary Form**. This form will provide the information needed to calculate the statewide and agency response rates. Return the Completion Summary Form and all the original completed surveys by **March 31, 2006**, to:

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

123005

Appendix C

