



Washington State
Department of Social
& Health Services

PATIENTS SPEAK OUT |2007|

Seventh 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 2007|

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Acknowledgments

This year marks the seventh annual administration of the statewide patient satisfaction survey sponsored by the Division of Alcohol and Substance Abuse (DASA). As with the previous surveys, this one would not have been possible without the collaboration of chemical dependency (CD) treatment agencies in Washington State, their directors, and their staff. To them I offer my most heartfelt gratitude.

I thank the following staff of DASA's Evaluation and Quality Assurance Section (EQA): Barbara Lucenko, for reviewing the draft of this report; Kevin (Buzz) Campbell, for producing the county-level and provider-level reports; and Beverly Smith, for providing outstanding administrative support.

Each year we send thousands of pencils to agencies that participate in the survey. Kasey Leonard deserves high praises for working many hours to bundle the pencils for mailing.

The administration of the survey involves various tasks that require patience and skills in organization. Our student interns, Mercydyes Small, David Broach, and Thomas Oeun, gave their best in completing many of those tasks. I thank them with all my heart.

Kathy Norris of CiviGenics coordinated the administration of the survey in the Department of Corrections (DOC) treatment programs. Patty Noble-Desy reviewed the chapters related to the DOC treatment programs. Ryan Pinto did the same for the sections related to the Juvenile Rehabilitation Administration (JRA) treatment programs. Stephen Bogan reviewed the chapters related to community-based youth treatment programs.

I thank the treatment providers and policy makers who very kindly responded to my question about how they were using the results from the 2006 survey. Their names appear on pages 103-108.

I am indebted to the following DASA staff for their assistance at various stages of the survey administration: Tonja McDougall, Amber Dassow, Bob Geissinger, Renee Anderson, and MaryLou McKinlay.

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Felix Rodriguez, Ph.D.

Executive Summary

The 2007 Statewide Patient Satisfaction Survey

The Division of Alcohol and Substance Abuse (DASA) commissions an annual survey to assess patient satisfaction with chemical dependency (CD) treatment services in Washington State. The 2007 Statewide Patient Satisfaction Survey took place during the week of March 19. A total of 460 CD treatment centers volunteered to participate in the survey, representing 92 percent of the 500 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. Ninety-six percent of the public and 86 percent of the private treatment agencies participated in the survey. DASA received a total of 20,252 completed surveys, representing 79 percent of the adult and youth patients receiving CD treatment in participating community-based and correctional treatment programs during the week of the survey.

Key Findings

Adult Patients in Community Treatment Programs

- Overall, 96 percent of adult patients in community-based treatment programs reported that they were very or mostly satisfied with the service they received.
- Adult patients in residential treatment who identified themselves as multiracial or being of other race or ethnicity appeared to have the lowest proportion of those reporting that they were very or mostly satisfied with the service they received, 85 percent.
- Ninety-eight percent of adult patients in community-based treatment programs reported that staff treated them with respect all or some of the time.
- Overall, 90 percent of adult patients in community-based treatment programs reported that they would definitely or probably come back to the same program if they were to seek help again.
- The proportion of adult patients reporting that they would definitely or probably come back to the same program if they were to seek help again was lowest in recovery house, 69 percent.

Youth Patients in Community Treatment Programs

- Overall, 90 percent of youth patients in community-based treatment programs reported that they were very or mostly satisfied with the service they received.
- Ninety-four percent of youth patients reported that staff treated them with respect all or some of the time.
- Overall, 81 percent of youth patients reported they would definitely or probably return to the same program if they were to seek help again

- Compared to those in other modalities, youth patients participating in intensive inpatient treatment had: a lower proportion of those reporting that they were very or mostly satisfied with the service they received, 79 percent; a lower percentage reporting that they were treated with respect all or some of the time, 77 percent; and a lower percentage reporting that they will definitely or probably return to the same program if they were to seek help again, 66 percent.

Offenders Participating in the Department of Corrections (DOC) Treatment Programs

- Overall, 86 percent of patients in DOC treatment programs reported that they were very or mostly satisfied with the service they received.
- Ninety-two percent of patients in DOC treatment programs reported that staff treated them with respect all or some of the time.
- Overall, 64 percent of patients in DOC treatment programs reported that they would definitely or probably return to the same program if they were to seek help again.

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

- Overall, 83 percent of patients participating in JRA treatment programs reported that they were very or mostly satisfied with the service they received.
- Eighty-nine percent of patients in JRA treatment programs reported that staff treated them with respect all or some of the time.
- Overall, 57 percent of patients in JRA treatment programs reported that they would definitely or probably come back to the same program if they were to seek help again.

Trends in Patient Satisfaction, 2001-2007

- The proportion of adult patients in community-based long-term residential treatment reporting that they were very or mostly satisfied with the service they received fell from 92 percent in 2006 to 88 percent in 2007.
- The proportion of youth patients in community-based residential treatment reporting that they were very or mostly satisfied with the service they received dropped from 90 percent in 2006 to 82 percent in 2007.
- The proportion of youth patients in community-based residential treatment reporting that staff treated them with respect all or some of the time has declined in the last three years falling from 90 percent in 2005 to 81 percent in 2007.
- The percentage of patients in DOC long-term residential treatment reporting they were very or mostly satisfied with the service they received dropped from 78 percent in 2006 to 71 percent in 2007.

- The proportion of patients in DOC long-term residential treatment reporting that staff treated them with respect all or some of the time has declined in the last three years falling from 93 percent in 2005 to 85 percent in 2007.
- For JRA residential treatment, the proportion of patients reporting that they were very or mostly satisfied with the service they received rose from 60 percent in 2006 to 84 percent in 2007, while for JRA outpatient treatment the level moved up from 67 percent in 2006 to 82 percent in 2007.
- For JRA residential treatment, the proportion of patients reporting that staff treated them with respect all or some of the time rose from 77 percent in 2006 to 89 percent in 2007, while for JRA outpatient treatment the rate climbed from 71 percent in 2006 to 89 percent in 2007.

Introduction

Purpose of the Survey

The Division of Alcohol and Substance Abuse (DASA) has commissioned an annual survey since 2001 to assess patient satisfaction with chemical dependency (CD) treatment services. The purpose of the survey is to collect patient feedback information that can help providers and policy-makers improve the quality of CD treatment services in Washington State. This report presents the results of the seventh annual survey which took place during the week of March 19, 2007. 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, DASA invites CD treatment providers in Washington State to participate in the survey. Treatment providers who agree to participate are requested to ask 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 Appendix B, page 173).

In 2007, a total of 460 agencies volunteered to participate in the survey. This number represents 92 percent of the 500 DASA-certified treatment centers that were identified as actively operating in Washington State as of March 16, 2007, 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 87 percent of the treatment agencies in each region volunteered to participate in the survey. The survey captured 96 percent of the public and 86 percent of the private treatment agencies in the state.*

Regional Distribution of DASA-Certified Treatment Agencies Participating in the 2007 Statewide Patient Satisfaction Survey

Regions [†]	Participating Providers		Non-Participating Providers		Total (100%)
	Number	Percent (%)	Number	Percent (%)	
Region 1 (Spokane)	60	95.2	3	4.8	63
Region 2 (Yakima)	49	92.5	4	7.5	53
Region 3 (Snohomish)	63	88.7	8	11.3	71
Region 4 (King)	118	87.4	17	12.6	135
Region 5 (Pierce)	72	94.7	4	5.3	76
Region 6 (Clark)	98	96.1	4	3.9	102
TOTAL	460	92.0	40	8.0	500

* For details, see Technical Notes, page 109.

† See map in Appendix C, page 195.

Survey Response Rate

DASA received a total of 20,252 completed surveys, representing 79 percent of an estimated 25,642 adult and youth patients receiving treatment in participating community-based and correctional treatment programs during the week of the survey. The survey response rate this year increased by four percentage points from 75 percent in 2006. The table below shows that the survey response rate was highest in intensive inpatient followed by long-term residential, OP/IOP, recovery house, and opiate substitution.

**2007 Statewide Patient Satisfaction Survey
Survey Response Rate by Treatment Modality**

Treatment Modality	Number of Patients Receiving Treatment March 19-23, 2007*	Number of Patients Completing the Survey	Survey Response Rate (%)
Intensive Inpatient	1,241	1,123	90.5
Recovery House	207	157	75.8
Long-term Residential	914	789	86.3
Outpatient/Intensive Outpatient (OP/IOP)	19,644	16,025	81.6
Total Excluding Opiate Substitution	22,006	18,094	82.2
Opiate Substitution	3,636	2,158	59.4
Total Including Opiate Substitution	25,642	20,252	79.0

*Figures were based on data provided by participating treatment agencies.

The survey response rate for opiate substitution programs, which historically has been the lowest among treatment modalities represented in the survey, has tended to reduce the overall survey response rate. If opiate substitution programs were excluded, the survey response rate overall would be 82.2 percent. This year saw an improvement in the response rate of patients enrolled in opiate substitution programs with the rate rising from 46 percent in 2006 to 59.4 percent, an increase of 13.4 percentage points.

DASA received completed surveys from community-based treatment agencies and from correctional treatment programs administered by the Department of Corrections (DOC) and the Juvenile Rehabilitation Administration (JRA). Of the 20,252 completed surveys, 17,452 or 86.2 percent came from adults participating in community-based treatment programs; 1,379 or 6.8 percent from youth patients enrolled in community-based treatment programs; 1,338 or 6.6 percent from DOC treatment programs; and 83 or 0.4 percent from JRA treatment programs.

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 92 percent in 2007. The number of patients completing the survey has more than doubled from 8,094 in 2001 to 20,252 in 2007, while the survey response rate has ranged between 74 percent and 79 percent of the reported number of patients receiving treatment in participating agencies during the week of the survey.

**Number and Percent of Treatment Providers and Patients
Participating in the Annual Statewide Patient Satisfaction Survey, 2001-2007**

Year	Number and Percent of Providers Participating	Number and Percent of Patients Completing the Survey*
2001	186 (45.0%)	8,094 (74%)
2002	269 (58.6%)	12,000 (77%)
2003	359 (80.3%)	15,715 (75%)
2004	403 (87.2%)	17,923 (75%)
2005	444 (91.0%)	18,748 (76%)
2006	452 (91.1%)	19,886 (75%)
2007	460 (92.0%)	20,252 (79%)

*The percentages were based on the number of patients completing the survey out of the reported number of patients receiving treatment in participating agencies during the week of the survey.

Interpretation of Survey Results

This report presents the 2007 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.

Patient Responses to Open-ended Questions

The survey asked patients what they like and what they do not like about their treatment program. Responses revolved around the following themes: perceived effects of treatment on recovery, needs and expectations, education gained about alcohol and other drugs, attitude of counselors and other staff, program policies and activities, food, physical and social environment, funding, and cost of treatment. Patient responses representing these themes were selected for each treatment modality and are quoted in this report.

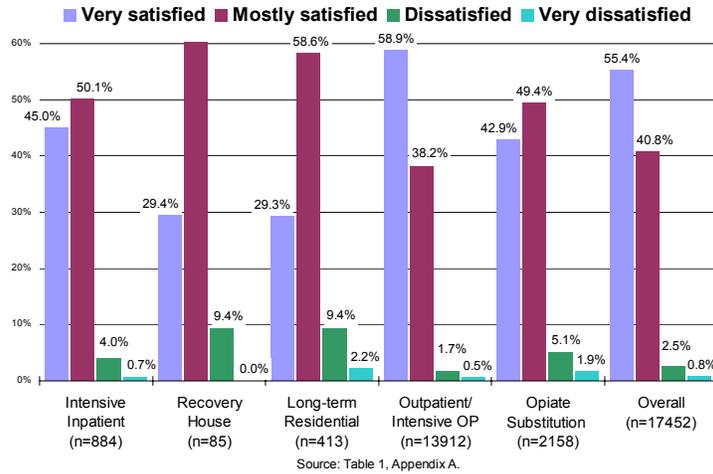
Organization of the Report

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 sections. 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 2006 survey. The *Technical Notes* section (pages 109-110) 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 111-172). The survey instruments and administration guidelines can be found in Appendix B (pages 173-191).

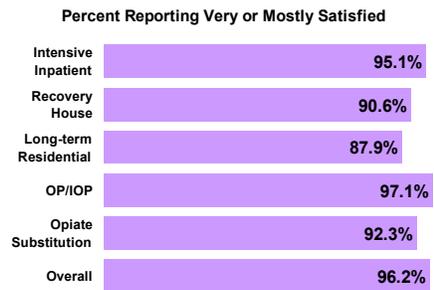
Part 1: Community Treatment Programs

Adult Patient Satisfaction in Community Treatment Programs by Modality

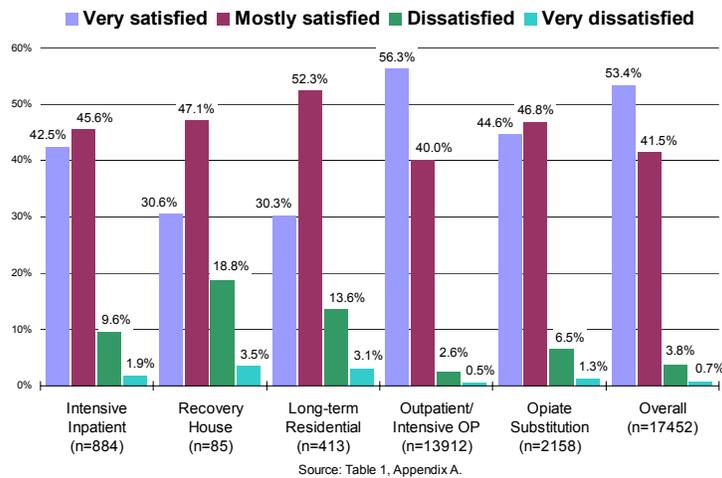
In an overall, general sense, how satisfied are you with the service you have received?



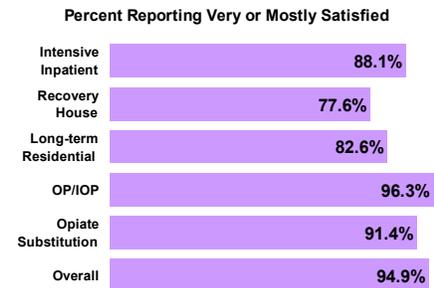
Overall, 96 percent of adult patients treated in community-based programs reported that they were very or mostly satisfied with the service they received. * The rate was lowest in long-term residential, 88 percent.



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

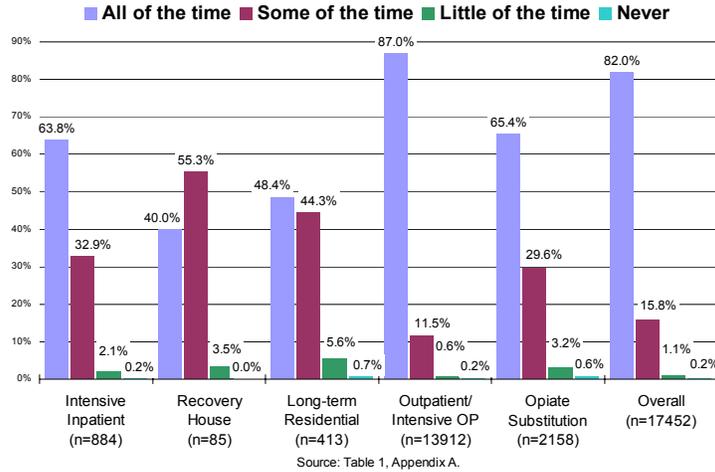


Overall, 95 percent of adult patients reported that they were very or mostly satisfied with the comfort and appearance of their facility. * The rate was lowest in recovery house, 78 percent.



* 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 19, 2007.

Would you say our staff treated you with respect?

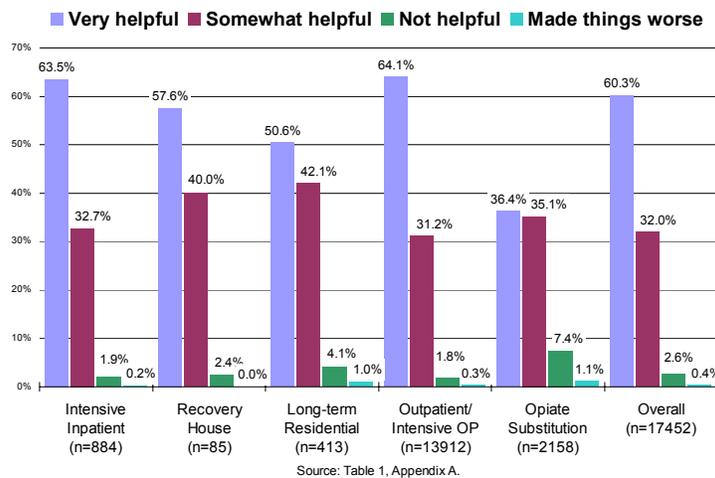


Ninety-eight percent of adult patients in community-based treatment reported that staff treated them with respect all or some of the time.*

Percent Reporting All or Some of the Time

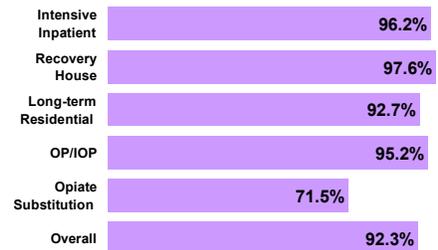


How do you rate the helpfulness of the group sessions?



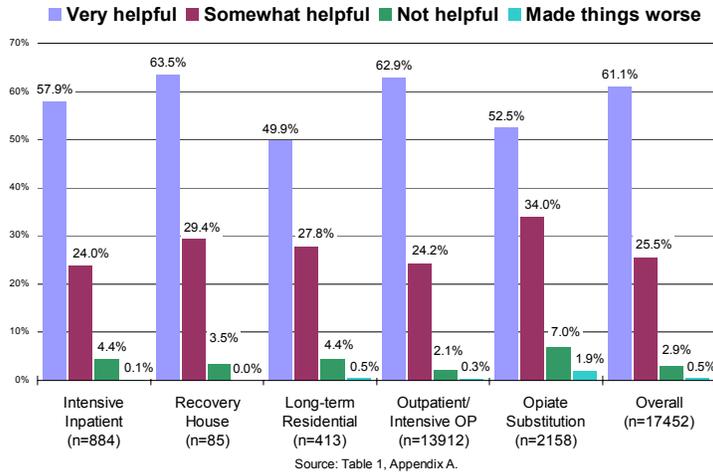
Overall, 92 percent of adult patients in community-based programs found the groups sessions to be very or somewhat helpful. The rate was lowest in opiate substitution programs, 72 percent.*

Percent Reporting Very or Somewhat Helpful

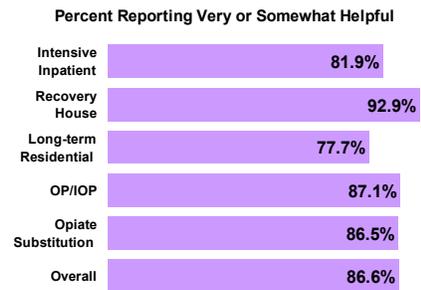


* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 19, 2007.

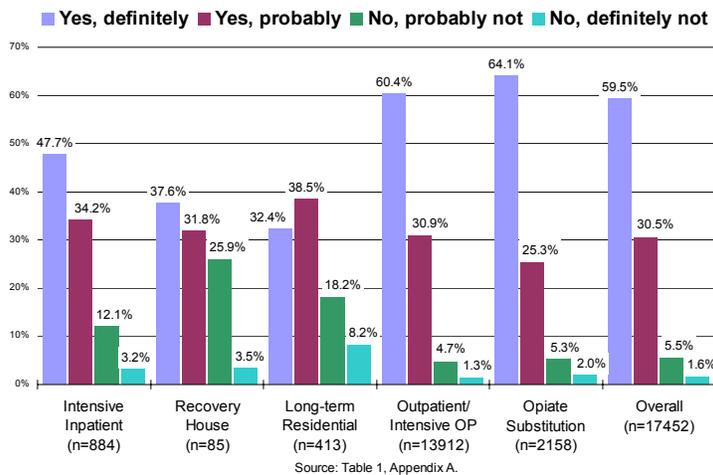
How do you rate the helpfulness of the individual counseling?



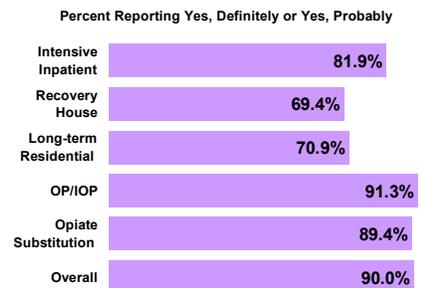
Close to 87 percent of adult patients in community-based treatment programs rated individual counseling as very or somewhat helpful.* The rate was lowest in long-term residential, 78 percent.



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

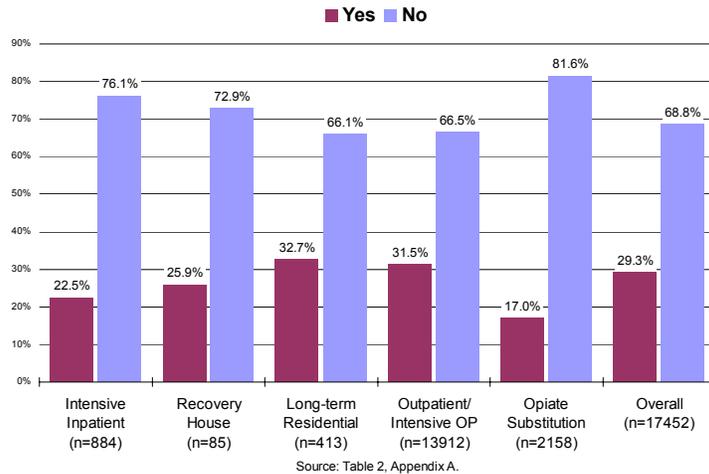


Overall, 90 percent of adult patients in community-based treatment reported that they would definitely or probably come back to the same program if they were to seek help again.* The rate was lowest in recovery house, 69 percent.



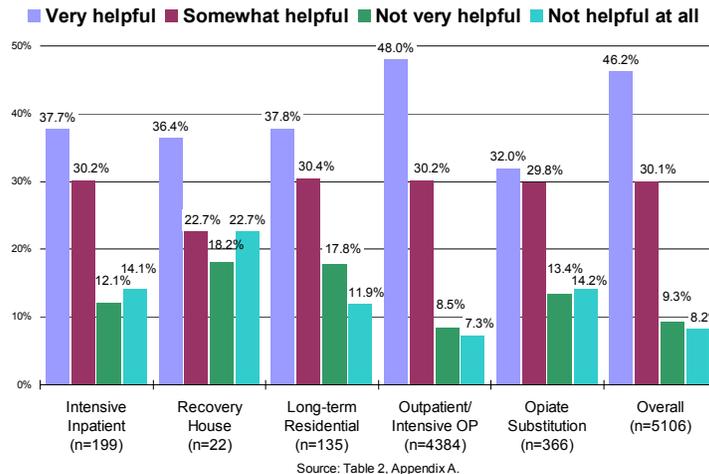
* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 19, 2007.

Did you need legal services?

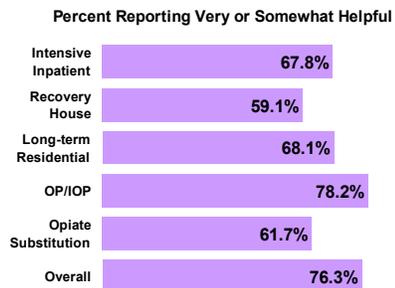


Overall, 29 percent of adult patients treated in community-based programs reported that they needed legal services. Long-term residential programs had the highest proportion of patients reporting a need for legal services, 33 percent.

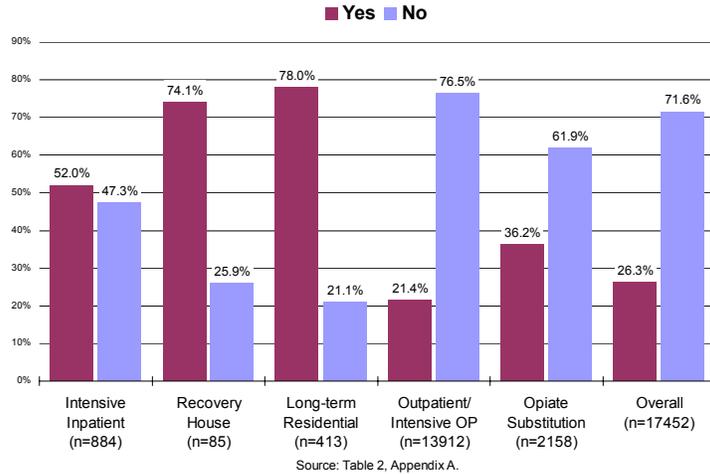
If yes, how helpful were we in assisting you to identify and find legal services?



Overall, 76 percent of patients who reported a need for legal services rated their program as being very or somewhat helpful in assisting them to identify and find legal services.

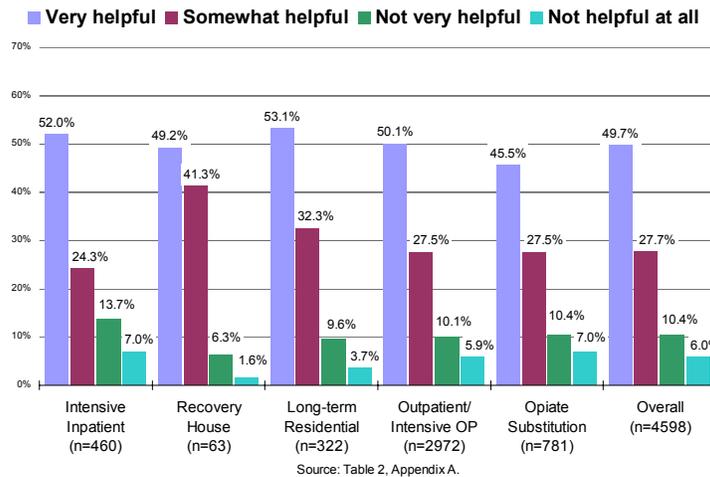


Did you need medical services?

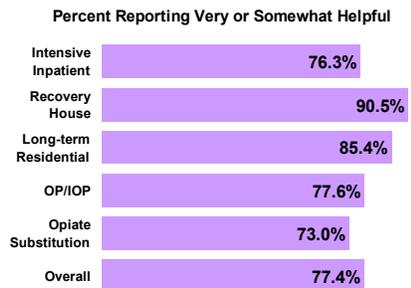


Overall, 26 percent of adult patients in community-based treatment programs reported a need for medical services. Long-term residential programs had the highest proportion of patients reporting a need for medical services, 78 percent.

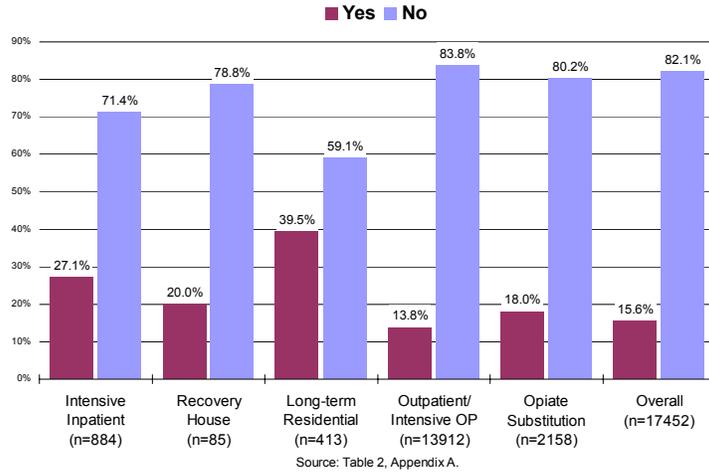
If yes, how helpful were we in assisting you to identify and find medical services?



Among those who reported a need for medical services, 77 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find medical services.

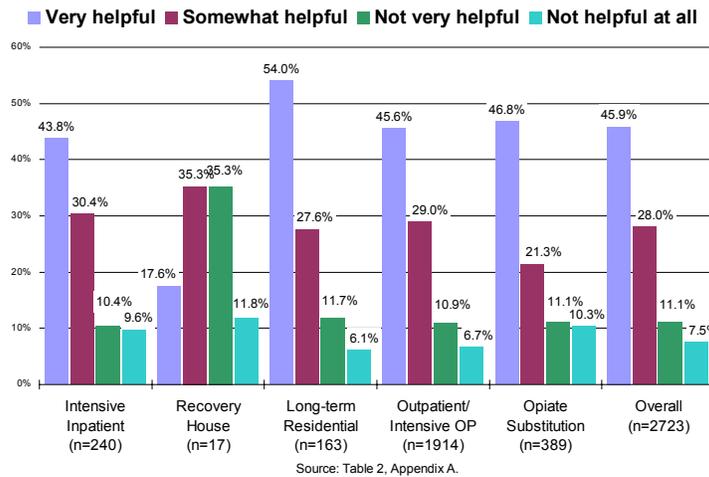


Did you need family services?

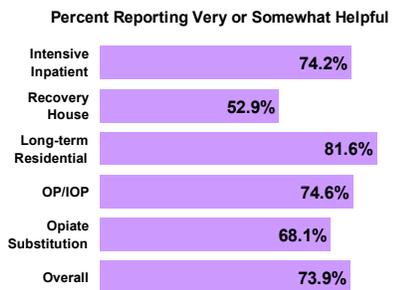


Overall, 16 percent of adult patients treated in community-based programs reported that they needed family services. The proportion was highest in long-term residential, 40 percent.

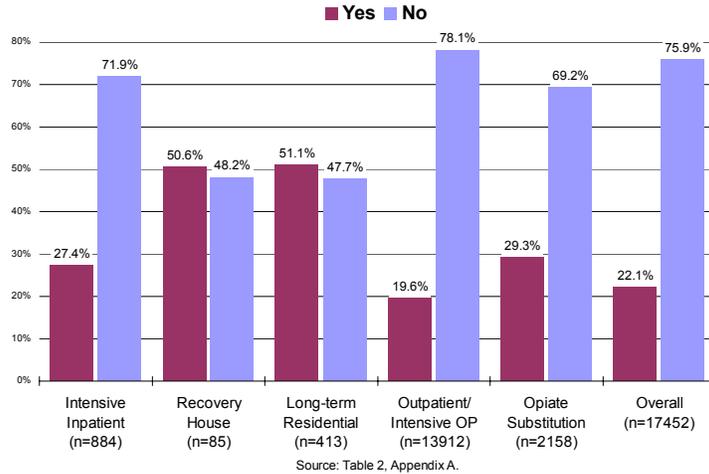
If yes, how helpful were we in assisting you to identify and find family services?



Among those who reported a need for family services, 74 percent overall rated their program as very or somewhat helpful in assisting them to identify and find family services.

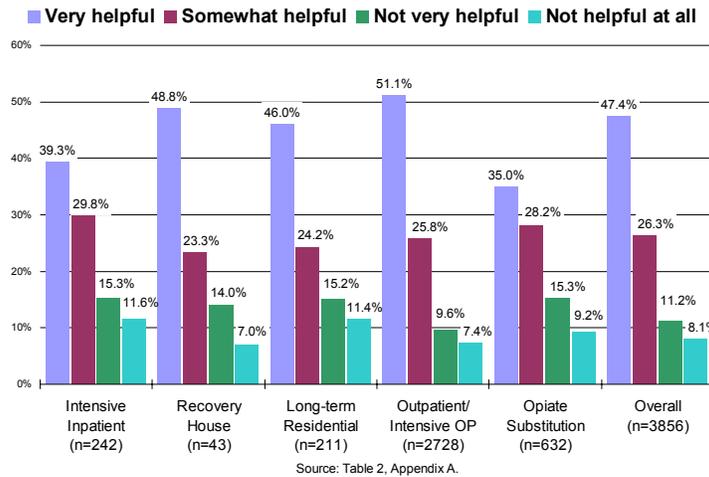


Did you need mental health services?



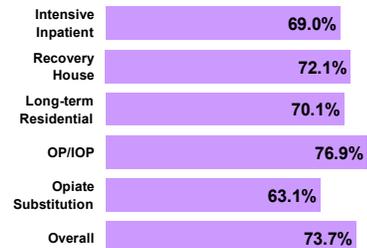
Overall, 22 percent of adult patients in community-based treatment programs reported that they needed mental health services. The proportion was highest in recovery house and long-term residential, 51 percent.

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

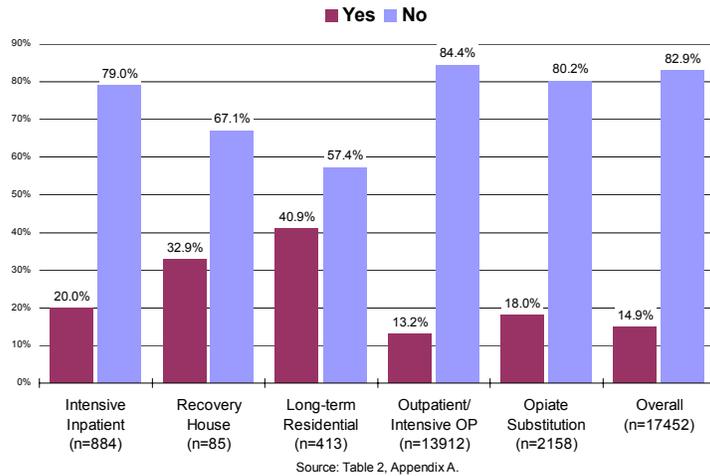


Among those who reported a need for mental health service, 74 percent overall rated their program as very or somewhat helpful in assisting them to identify and find mental health services.

Percent Reporting Very or Somewhat Helpful

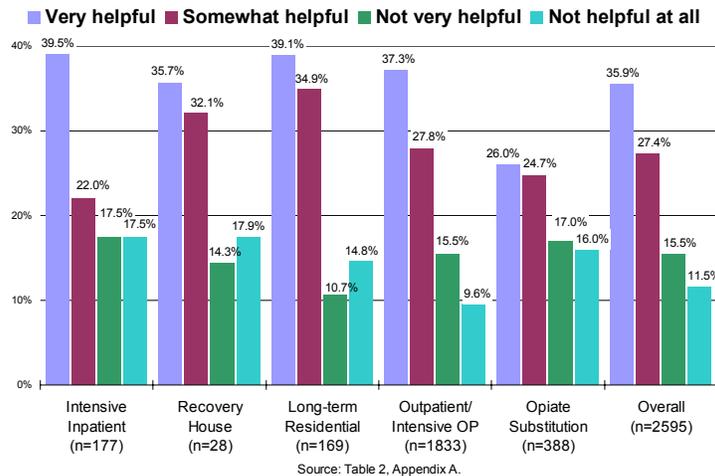


Did you need educational or vocational services?

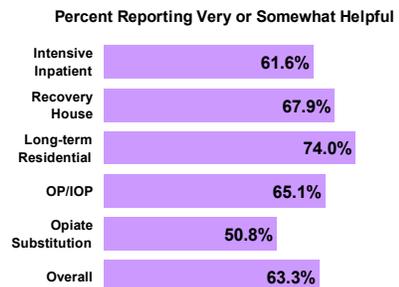


Overall, 15 percent of adult patients treated in community-based programs reported that they needed educational or vocational services. The rate was highest in long-term residential, 41 percent.

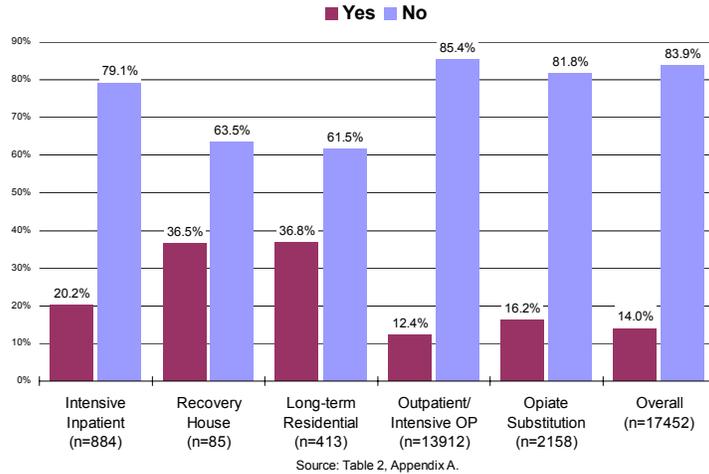
If yes, how helpful were we in assisting you to identify and find educational or vocational services?



Overall, 63 percent of adult patients reporting a need for educational or vocational services rated their program as very or somewhat helpful in assisting them to identify and find educational or vocational services. The rate was highest in long-term residential, 74 percent.

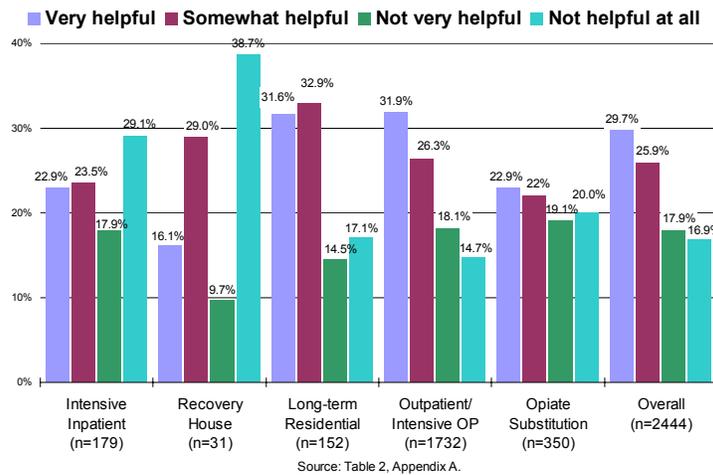


Did you need employment services?

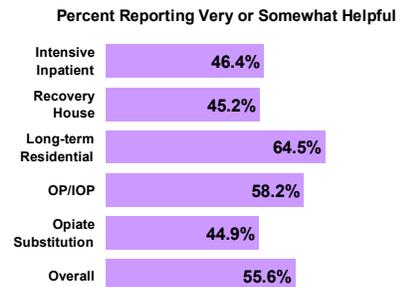


Overall, 14 percent of adult patients in community-based treatment programs reported a need for employment services. The rate was highest in recovery house and in long-term residential, 37 percent.

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



Overall, 56 percent of adult patients reporting a need for employment services rated their program as very or somewhat helpful in assisting them to identify and find employment services. The rate was highest in long-term residential, 65 percent.



What do you like about this program?

Intensive Inpatient: Selected Responses

“The staff was very welcoming and caring, and I’m leaving here knowing I’ll never have to use again, and I have the tools needed to make sure I don’t.”

“I love this program. I’m learning a lot about myself. I love my counselor. I love my roommate. My bed is comfy, and I love my group. I love my new best friends.”

“The concept, the structure, the fashion in which the patients were grouped together. The education and the lecture were very good, and added to the benefit of the group sessions. Hopefully, I will not relapse, but if it happens, I’ll return here.”

“It has helped me have a clean beginning for my daughter, and I can now give her a healthy future.”

“I like how the groups are women or men only. It makes sharing and overall treatment a better experience.”

“Everything that has happened to me in this program has given me the ability to recognize that I have a chronic disease. The information is incredible. Great lecture, group, and movies.”

“That the counselors have patience, and they put in the effort that we put into our treatment, but they work a lot harder.”

“I like the fact that I could have my child with me. The behavior modification concept has helped me recognize and overcome some of my negative behaviors.”

Recovery House: Selected Responses

“The program simulates real life. We go to work or function. We identify our behaviors through confrontational tools based on care and concern. These revealed things in me that I was unaware of and this knowledge will help keep me clean.”

“The chance to start over, the trust given by letting us go on passes. The way the staff cares for us. The visits, the family time we’re allowed to spend with the ones we love. It’s just all around a good center.”

“Patients run groups, and staff doesn’t have to babysit clients unlike other centers.”

“I like the fact that the staff cares for each person in here. Also that each staff that works in here has been through this program and that gives me more hope for my sobriety and life when I leave here.”

“That I am able to start my life with independence. I am going to get a job, go to school, get relationships; healthy again and not use drugs or alcohol.”

“When I relapsed, this program allowed me to return and regain life skills.”

“The family atmosphere and the work ethic I have developed.”

Long-term Residential: Selected Responses

“My counselor is great. The groups have a lot of good information which I have a chance to engage in. The behaviors that the treatment center find important to help us with are helping me learn values in everyday living.”

“That it helps me address behavioral dysfunctional aspects of my life, and the program has helped me identify this problem and address it.”

“I love the one-on-one counseling with (name of counselor). She is very understanding, open-minded, and trustworthy. She truly cares about me and my recovery. She also keeps me accountable and in the ‘light’. I am grateful and thankful to have her in my life.”

“The option of going out to the library or meetings.”

“It is very well-rounded—covers a lot of different aspects. I like the idea of therapeutic community.”

“I like that the behavior modification aspect works. I like the structure and the discipline it teaches.”

“The ability to bring your own music, radio.”

“I am given good and useful methods to change my thoughts and behaviors and am told when I am wasting time.”

“What I like about this program is that it gives me discipline and helps me raise the awareness of my boundaries. It helps me to face reality and look at life in a whole different way.”

“It does its best to try and address all of your needs mental, physical, emotional, and post-treatment.”

Outpatient/Intensive Outpatient: Selected Responses

“I have never been in a treatment program before so I appreciate the staff’s courtesy and good attitudes. My group is comfortable to be in, and the facilities are nice.”

“Consistency, able to voice challenges and listen to feedback, get available resources from Access to Recovery (ATR), listen and learn from others talking, accountability. The courts are able to become aware of my progress.”

“The ability of the staff to make changes when they feel it’s needed. I feel that staff care very much for the people they treat and their enthusiasm for a clean and sober lifestyle is very clear.”

“Hearing other methods or ways that other addicts handle and maintain their sobriety.”

“It made me realize how I had wasted my life and that I was better than I was treating myself.”

“The counselors are always there to support us in our decisions. They help us to know we can get better and that life will also get better.”

“I like feeling comfortable and welcomed to this program. I have been at another which made me feel like a number, not like a human being.”

“It helps me to understand all the bad things that my addiction can and does do to my body.”

“I like the candid interaction in the group. And the counselor is great to bring everyone together with her great sense of humor. That makes it fun and enjoyable.”

“I think the intensive outpatient program is good. At first I thought four days a week was too much, but it’s been the best thing for me.”

“That the counselors are real with you, honest, helpful, and up-front. The classes are very good with teaching about our disease and how to cope with our lives and manage it again.”

“Everybody was very helpful. I was funded the whole time I attended treatment. I was assisted in several programs and helped with housing and regaining an apartment. Very respectful counselors.”

“I really like the workbook. It made me look inside myself and see beyond the addiction.”

“Small groups, and it’s easy to communicate with my counselor and others in the group.”

“Accountability.”

“Cost efficient.”

Opiate Substitution: Selected Responses

“I like coming once per week and receiving carries. I’ve been clean for eight years, and methadone has been a big help. Getting the carries makes me feel trusted, and I’ve so definitely earned them.”

“The friendly and helpful people who work here. We are short on counselors, but I am still getting the help I need. Somehow they are making it work.”

“That there is a form of treatment that can help people like myself that haven’t been successful in getting off opiates and not going through so much pain and having the chance to start a new, responsible life that is a drug-free lifestyle.”

“This program saved my life. It found and treated my T.B. which I didn’t know I had before I came here. If I wasn’t on the program through that time, I honestly doubt if I would have done the treatment right as I was living a very disorganized and miserable existence before I came here in 1999. Now, I have a house, car, license, insurance...My son got on the program, and it saved him also.”

“No one has threatened me about being kicked out, or about withholding my dose for punishment.”

“Overall this program has helped me to stay off heroin/drugs more than any other recovery program, and I am grateful for this. Also, that there is funding available to help people when they need to pay full fee and cannot afford it.”

“The respect, kindness, and understanding of everyone here. It’s nice to be treated like a normal person. Thanks to everyone.”

“I really loved (name of counselor) my counselor. She was my counselor from day one. She was someone that I could really talk to about anything, and she was very helpful with any concerns I had.”

Is there anything you would change about this program?

Intensive Inpatient: Selected Responses

“Attention to medical concerns; access to telephone more frequently—especially for important calls during business hours; freer access to bathrooms and drinking water; ability to have visitors sooner; access to passes out in later part of treatment; less treatment like juveniles; some staff be more respectful.”

“The diet—I have gained a significant amount of weight and am very uncomfortable. The amount of carbohydrates we are served along with the little time for exercise has made this a difficult issue to overcome.”

“Occasional mixed male/female sessions to help accentuate differences in use and its effects on relationships. My girlfriend uses, and it would be nice to hear feedback because she can’t come for family; parents come for family.”

“That staff would quit telling me what to do with my baby and that they would all try to stick by the same rules. My counselor tells me to let my baby walk more. Night staff makes me carry her.”

“I would like mandatory scheduled appointments with the counselors.”

“I would change the little stupid rules and the over excessive, overbearing nature of staff and senior clients.”

Recovery House: Selected Responses

“This building in general leaves so much to be desired. The beds, chairs, and other equipment are so over used and disgusting that I’m afraid to use them. I also have issues with some of the patients. Some seem to have more mental issues that the staff doesn’t seem to know how to handle.”

“Visits should be accessible to all people, 28-day and 90-day patients, also phone calls; learn more about how to work with family. The same rules should apply to everyone—the women shouldn’t be able to have more benefits just because they are women.”

“It would be very helpful if we could have someone to help with making a resumé for those of us who will be seeking work when we get out.”

Long-term Residential: Selected Responses

“Need more groups and/or counseling two times a week. At least more time devoted to homework would do a lot of good for everyone. More therapy/time for treatment.”

“Sometimes I feel staff could be more considerate, show more care and concern. Also, staff on duty and graduated employees could be a better example sometimes, i.e. swearing off, gossiping.”

“The food is terrible. The 90-day program has too many repeat classes. Some very silly rules. Too many unwritten rules that seem to be conveniently enforced.”

“More information for patients coming into treatment; what you’re allowed to bring, what not. More variety of food, not everyone should have to eat a pork product every single day.”

“I think they should be a little more understanding with our significant others—after an amount of time, maybe be able to correspond.”

“More one-on-ones, more drug education, more mental health services.”

Outpatient/Intensive Outpatient: Selected Responses

“Yes, less caseload on the counselors. They would be more capable of strategic, specific help one-on-one.”

“Would help more with housing and employment services.”

“Communication between financial department and treatment groups is very poor. I was turned away from group not on the roster. I had to go home.”

“Outpatient aftercare, ADATSA funding (where is it?), nobody returns phone calls or lets me know what’s going on.”

“When I first came, it was confusing. Staff lost paper work; constant changing of group counselors.”

“Would like to see more structure, idea of what will be covered and when; stay with the same people throughout groups—too many people coming and going; hard to become comfortable discussing things when new people are added.”

“Better placement for people and their drug preference.”

“A little more flexibility in the UAs and other appointments for people who don’t drive and come from 30 miles away.”

“Three times per week is very overwhelming, and at times I wish the group was bigger, and I find it would be more helpful if our group counselor was the same primary counselor; however, I love both my group and primary counselor.”

“I would say that being late or taking time off of treatment or missing a couple of sessions should not merit being kicked out or a non-compliance report. This has been done to me, and I’m still mad about it.”

“More parking and day-care.”

“Stop people from bullshitting and wasting everyone’s time for education.”

“Online (internet) outpatient would be very helpful.”

“Cheaper! People need help and should not be that expensive.”

Opiate Substitution: Selected Responses

“Sometimes I feel there are favorites when it comes to some supervisors and who says what about who gets their carries and who doesn’t. Earlier on in the program, I had this problem but not so much anymore. The UA people need to pay more attention to who they are UAing as well.”

“Yes, have nurses show up for work. I’m late for work half the time because people here don’t show for work.”

“Make it to where you didn’t have to pay cash. That there was more help or services to pay; it’s so expensive. Or that if you do have to pay, that everyone could be on a sliding-fee scale. I have a job, but it’s still hard to pay. The Access to Recovery (ATR) service is cool—too bad it wasn’t longer.”

“Bring back acupuncture. Offer once per month pill carries like other clinics for people who have been on long term.”

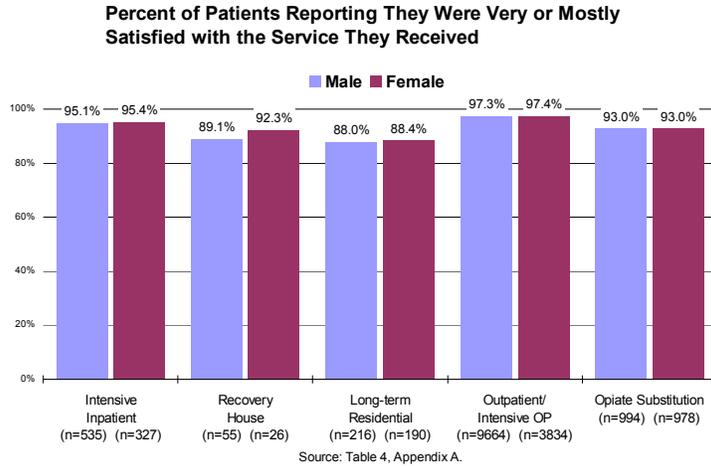
“We should be able to get carries, take home meds, even if we are not working, going to school, or have small children if we have been clean for the time allotted to get carries. Gas is expensive, and I have been in compliance for years and still can’t get carries.”

“Treat everyone with respect.”

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

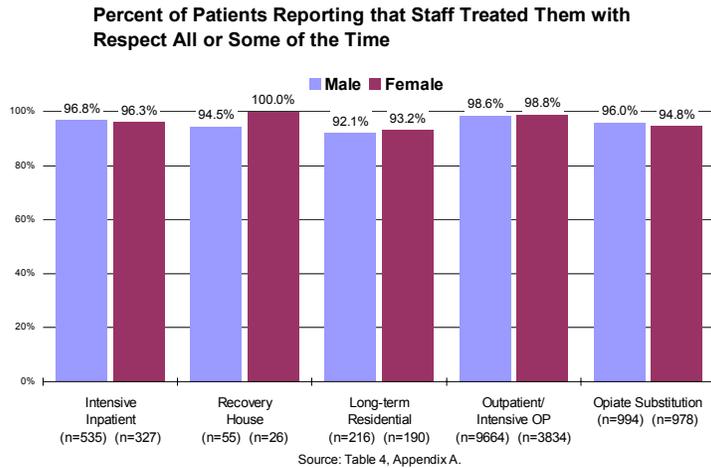
Gender and Patient Satisfaction

Satisfaction with Service Received



The proportion of male and female patients reporting that they were very or mostly satisfied with the service they received appeared to be similar within each treatment modality except for recovery house where slightly more females than males reported that they were very or mostly satisfied with the service they received.*

Respect from Staff

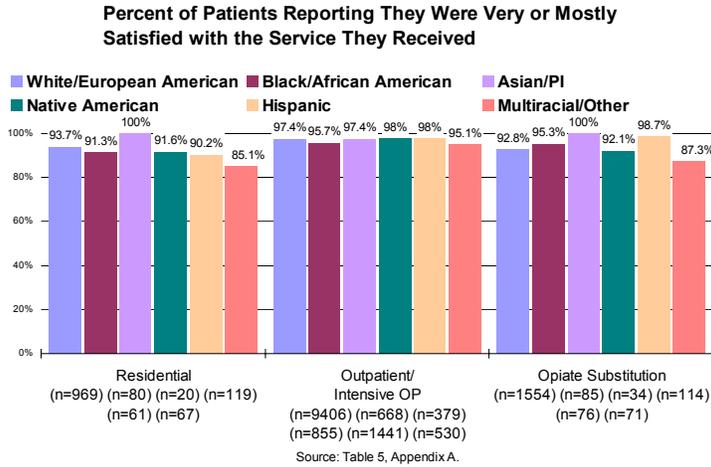


The proportion of male and female patients reporting that staff treated them with respect all or some of the time also appeared to be similar within each treatment modality except for recovery house where more females than males reported that staff treated them with respect all or some of the time.*

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

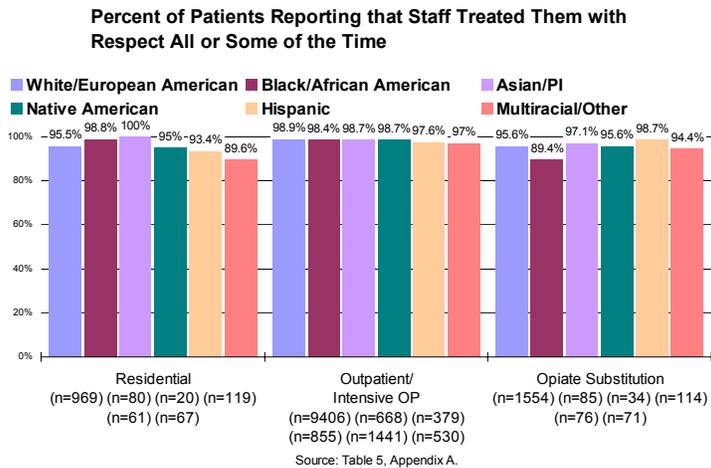
Ethnicity/Race and Patient Satisfaction

Satisfaction with Service Received



Differences due to ethnicity or race in the proportion of patients reporting they were very or mostly satisfied with the service they received appeared to be more pronounced in residential and in opiate substitution programs than in outpatient programs. The lowest rate can be found in residential treatment patients identifying themselves as multiracial or being of other race or ethnicity, 85 percent.*

Respect from Staff

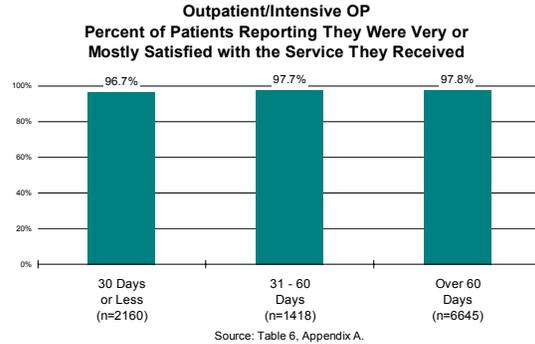
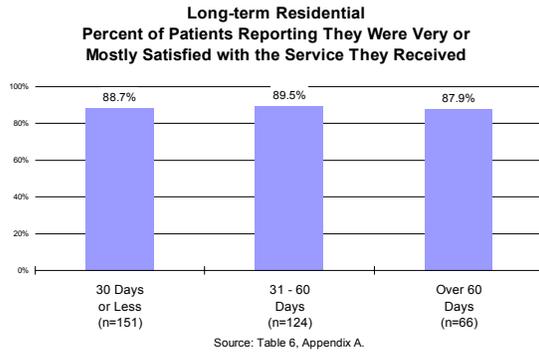


The proportion of patients reporting that staff treated them with respect all or some of the time was lower among patients identifying themselves as multiracial or other in residential programs, 90 percent, and among Black/African American patients in opiate substitution programs, 89 percent.*

* 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 19, 2007.

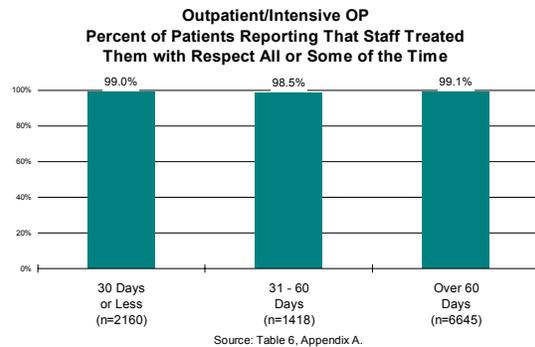
Length of Stay in Treatment and Patient Satisfaction

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 long-term residential and outpatient treatment.*

Respect from Staff

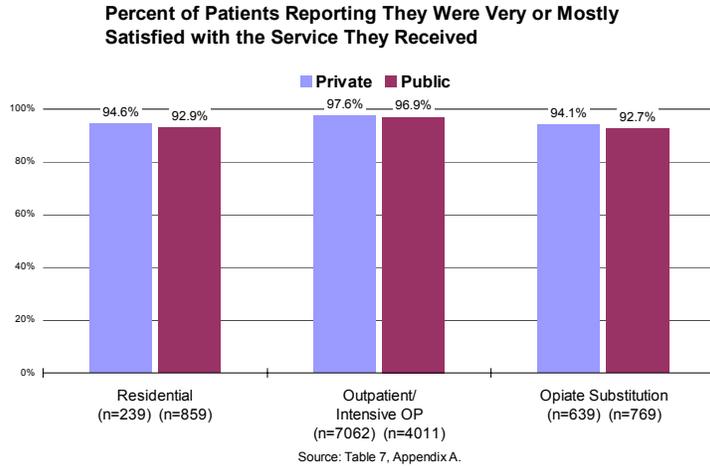


In long-term residential treatment, the proportion of adult patients reporting that staff treated them with respect all or some of the time was slightly higher in patients staying 60 days or less than those staying over 60 days. In outpatient, the proportion was similar across varying lengths of stay in treatment.*

* For length of stay in treatment and patient satisfaction in other treatment modalities, see Table 6 in Appendix A, page 123.

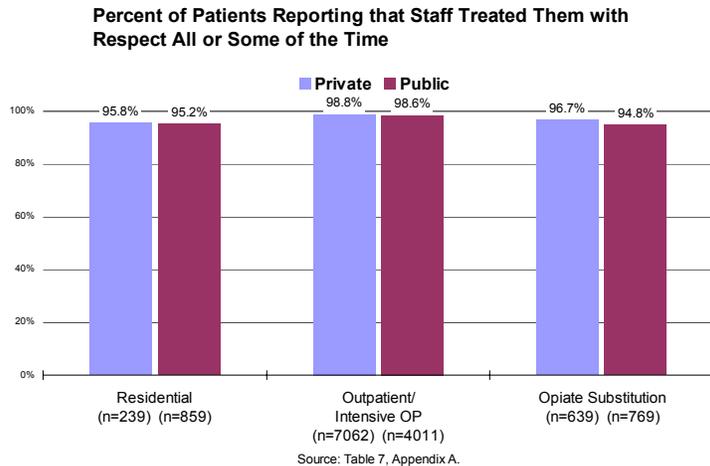
Source of Funding and Patient Satisfaction

Satisfaction with Service Received



In residential treatment, the proportion of those reporting they were very or mostly satisfied with the service they received was slightly higher in private pays than in publicly funded patients, 95 percent versus 93 percent.*

Respect from Staff

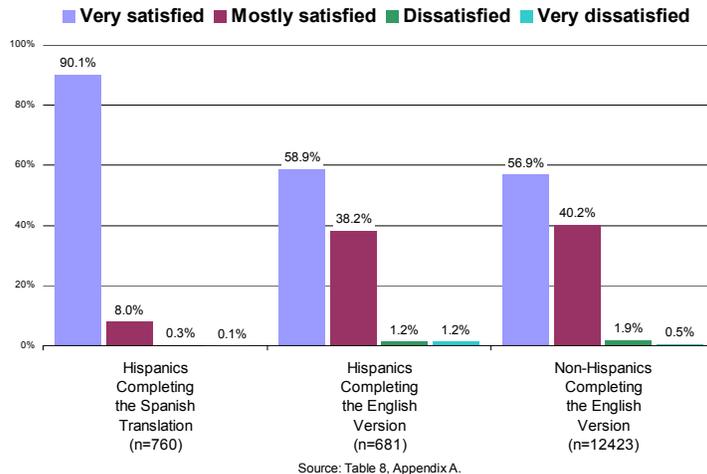


In opiate substitution programs, the proportion of those reporting that staff treated them with respect all or some of the time was slightly higher in private pays than in publicly funded patients, 97 percent versus 95 percent.*

* 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 19, 2007.

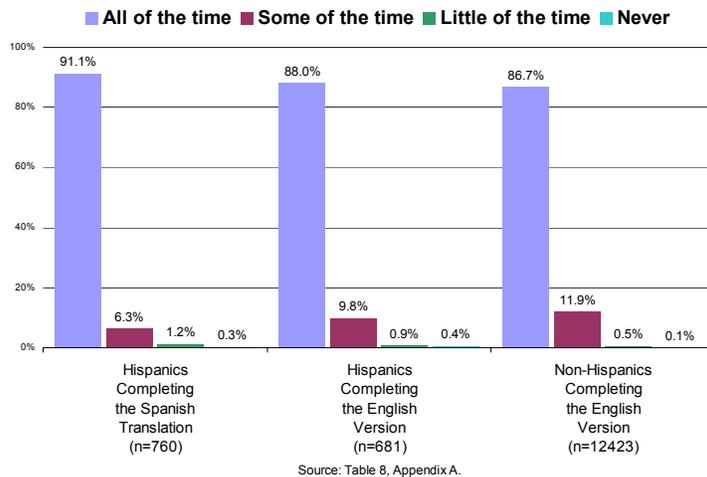
***English and Spanish Versions of the Adult
Patient Satisfaction Survey Compared***

Satisfaction with Service Received



The proportion of patients reporting they were very satisfied with the service they received was highest among adult Hispanic patients completing the Spanish translation of the survey, 90 percent, compared to 59 percent of Hispanics and 57 percent of non-Hispanics completing the English version.*

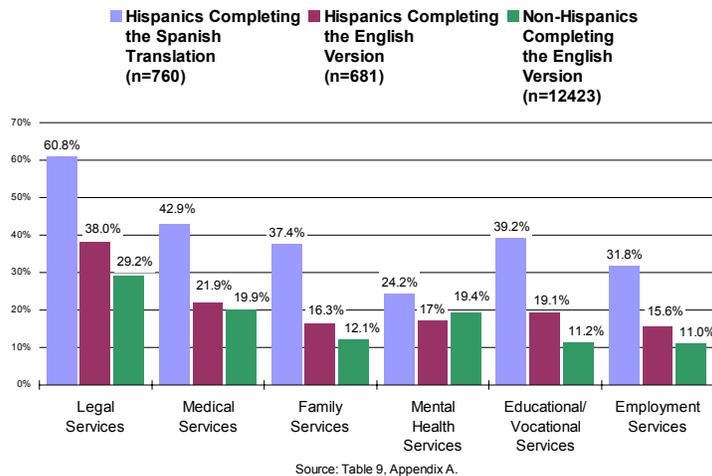
Respect from Staff



The proportion of patients reporting that staff treated them with respect all of the time showed only small differences among Hispanics completing the Spanish version and Hispanics and non-Hispanics completing the English version.*

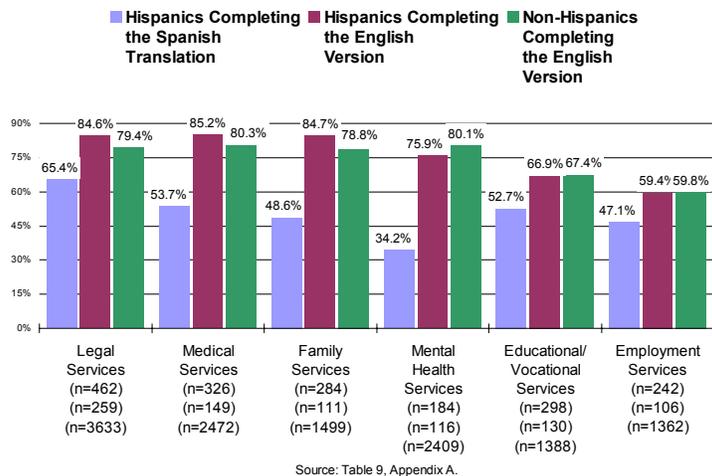
* The patients included in this analysis were those enrolled in adult community outpatient programs only.

Need for Services



The proportion of those reporting a need for other services was highest among adult Hispanics completing the Spanish version. More adult Hispanics completing the Spanish version reported a need for legal services than for any other services, 61 percent.*

Helpfulness of Treatment Program in Identifying and Finding Needed Services

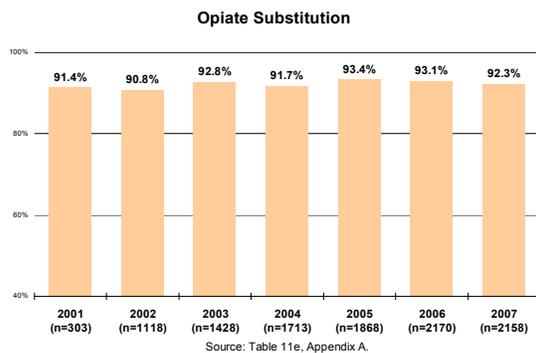
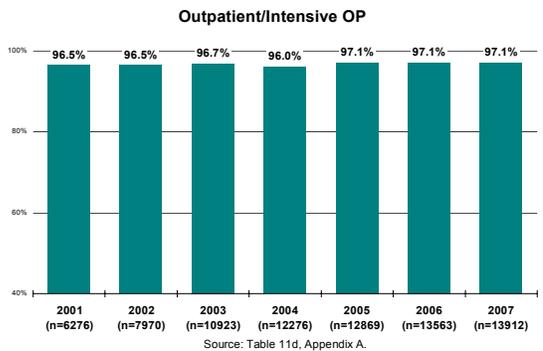
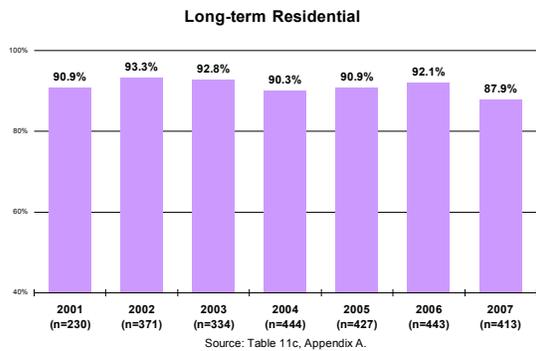
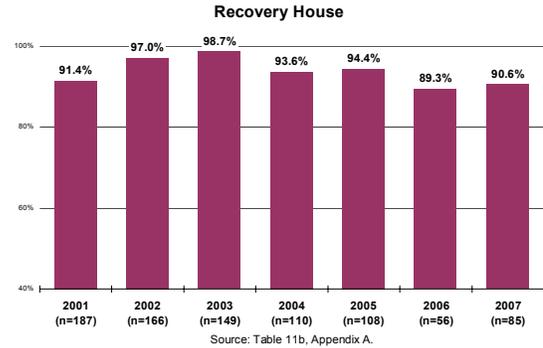
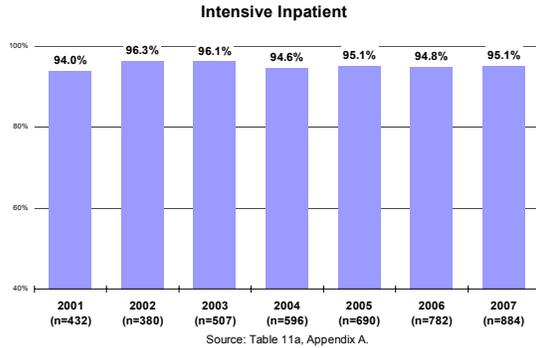


Although they have the highest proportion of patients reporting a need for services, adult Hispanics completing the Spanish version of the survey had the lowest proportion of those reporting that their agency was very or somewhat helpful in assisting them to identify and find other services. Among adult Hispanics who reported a need for other services, those needing mental health services had the lowest proportion of patients rating their program as being very or somewhat helpful in assisting them to identify and find the services they needed, 34 percent.*

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

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

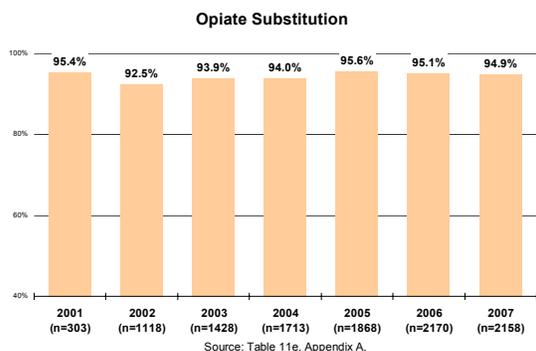
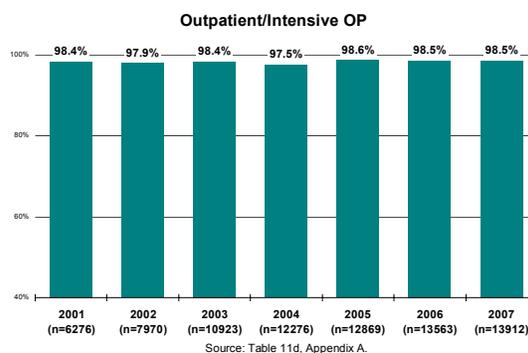
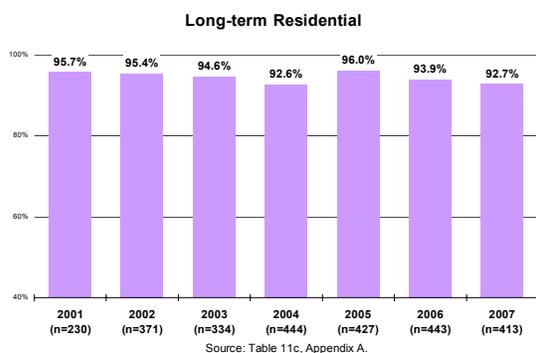
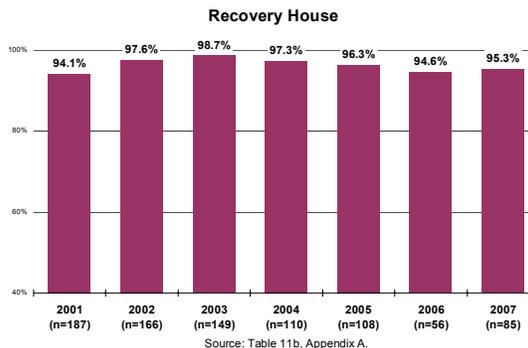
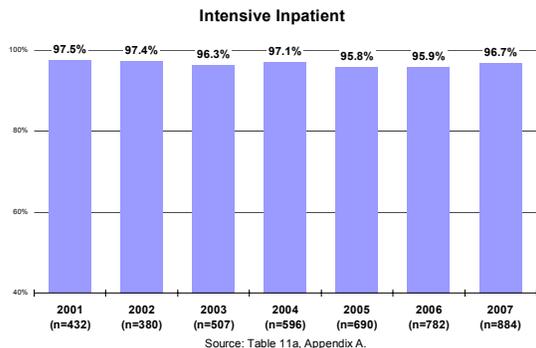
Satisfaction with Service Received



Over the course of seven years, the proportion of patients reporting they were very or mostly satisfied with the service they received stayed at about the same level in outpatient treatment and nearly so in intensive inpatient and opiate substitution programs, but less so in recovery house where small fluctuations can be observed in the last four years and in long-term residential treatment where the level fell from 92 percent in 2006 to 88 percent in 2007.*

* The results for recovery house should be interpreted with caution due to the comparatively smaller number of recovery house patients completing the survey in 2006 and 2007.

Respect from Staff

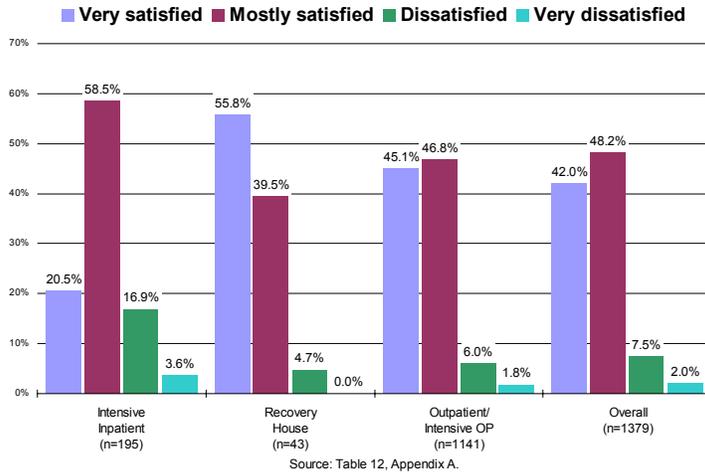


Over the course of seven years, the proportion of patients reporting that staff treated them with respect all or some of the time remained at about the same level in intensive inpatient and outpatient. In recovery house and opiate substitution, the rate has remained at similar levels in the last three years.* In long-term residential treatment, the level has changed somewhat in the last three years going down from 96 percent in 2005 to 93 percent in 2007.

* The results for recovery house should be interpreted with caution due to the comparatively smaller number of recovery house patients completing the survey in 2006 and 2007.

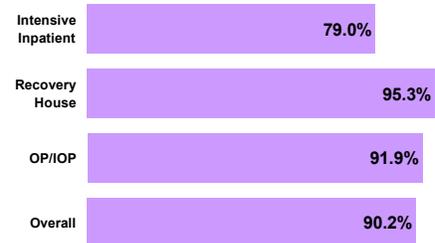
Youth Patient Satisfaction in Community Treatment Programs by Modality

How satisfied are you with the service you have received?

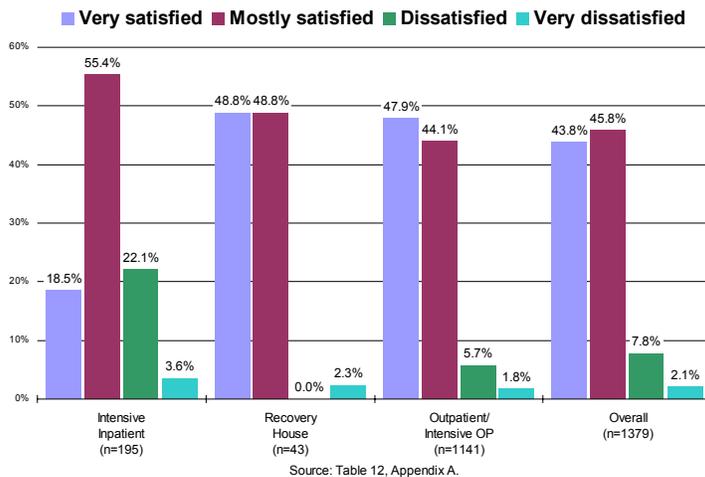


Overall, 90 percent of youth patients treated in community-based programs reported that they were very or mostly satisfied with the service they received.* The rate appeared to be lower in intensive inpatient than in other modalities, 79 percent.

Percent Reporting Very or Mostly Satisfied

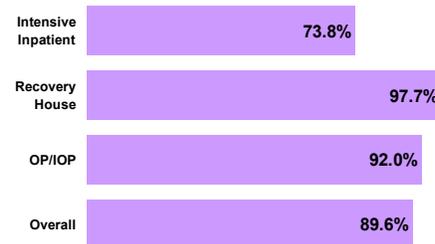


How satisfied are you with the comfort and appearance of the facility?



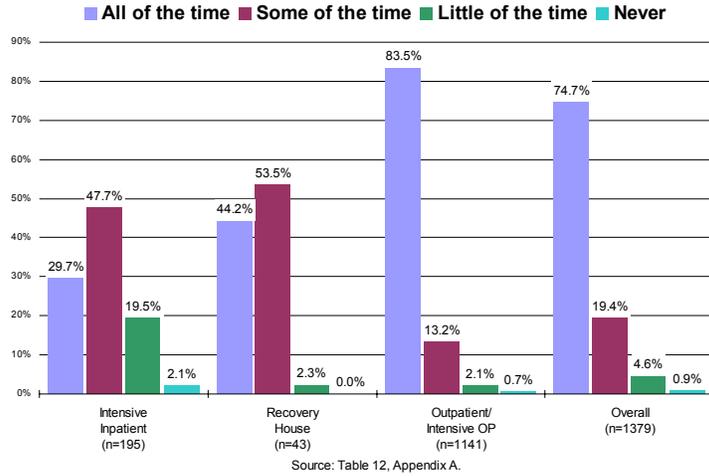
Overall, 90 percent of youth patients reported that they were very or mostly satisfied with the comfort and appearance of their facility.* The rate was lower in intensive inpatient than in other modalities, 74 percent.

Percent Reporting Very or Mostly Satisfied



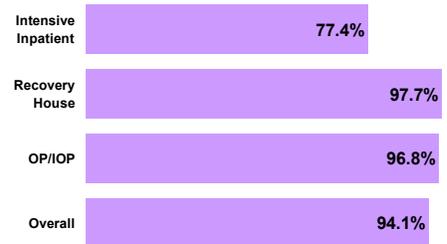
* The results for recovery house should be interpreted with caution due to the comparatively smaller number of youth patients completing the survey in participating recovery house programs.

Would you say our staff treated you with respect?

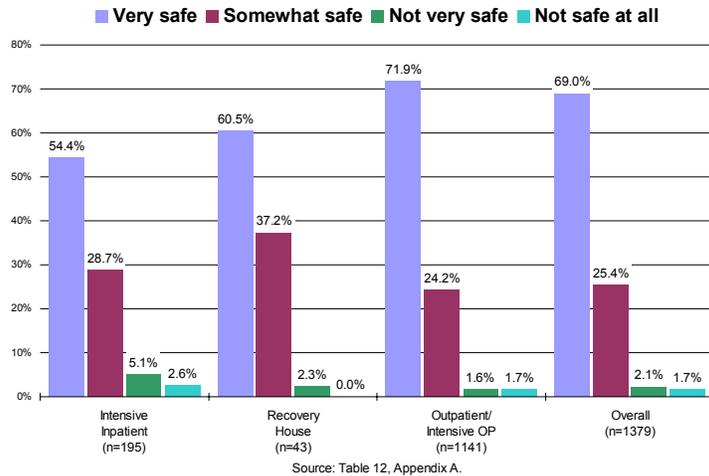


Overall, 94 percent of youth patients reported that staff treated them with respect all or some of the time.* In intensive inpatient, the rate was lower compared to other modalities, 77 percent.

Percent Reporting All or Some of the Time

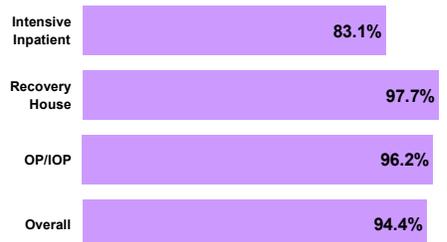


How safe do you feel in this program?



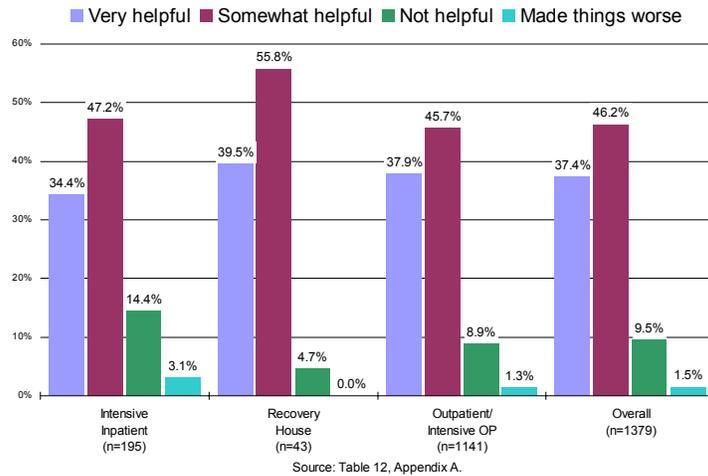
Overall, 94 percent of youth patients in community-based treatment reported that they felt very or somewhat safe in their program.* The rate appeared to be lower in intensive inpatient than in other modalities, 83 percent.

Percent Reporting Very or Somewhat Safe



* The results for recovery house should be interpreted with caution due to the comparatively smaller number of youth patients completing the survey in participating recovery house programs.

How helpful are the group sessions?

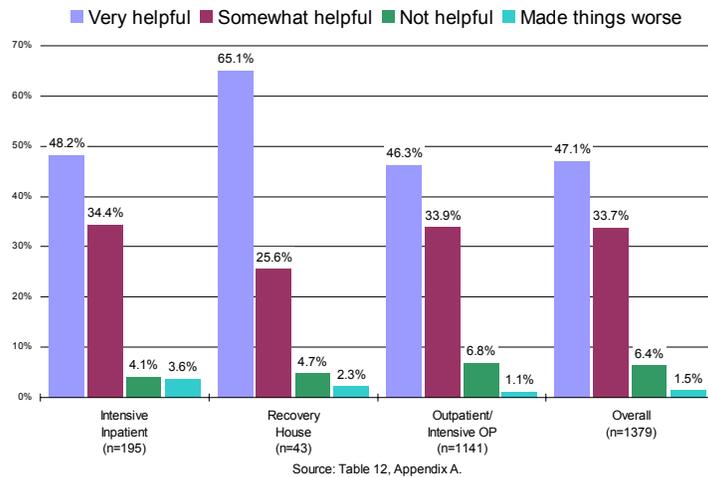


Overall, 84 percent of youth patients reported that the group sessions were very or somewhat helpful.*

Percent Reporting Very or Mostly Satisfied

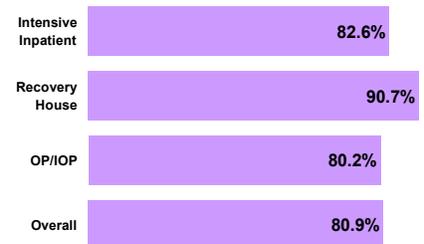


How helpful is the individual counseling?



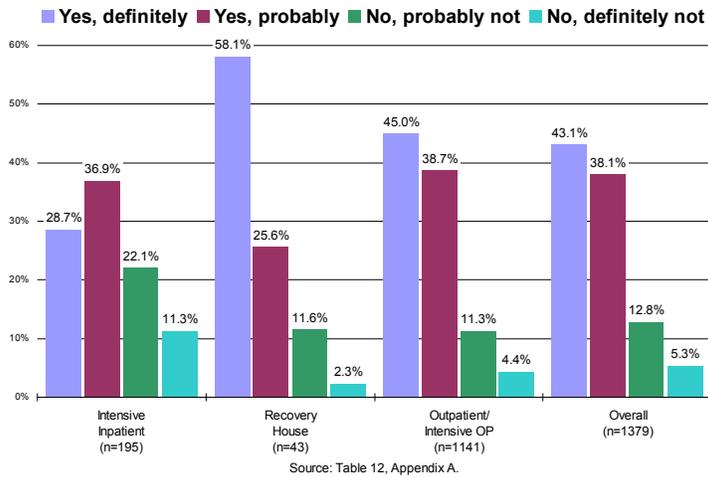
Overall, 81 percent of youth patients reported that the individual counseling was very or somewhat helpful.*

Percent Reporting Very or Somewhat Helpful

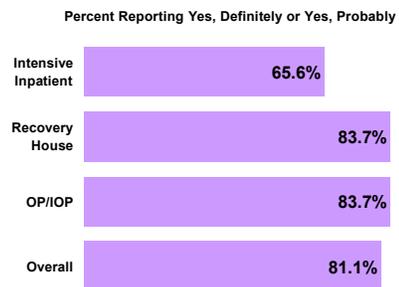


* The results for recovery house should be interpreted with caution due to the comparatively smaller number youth patients completing the survey in participating recovery house programs.

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



Overall, 81 percent of youth patients reported that they would definitely or probably return to the same program if they were to seek help again.* The rate was lower in intensive inpatient than in other modalities, 66 percent.



* The results for recovery house should be interpreted with caution due to the comparatively smaller number of youth patients completing the survey in participating recovery house programs.

What do you like about this program?

Intensive Inpatient: Selected Responses

“Learning coping skills. Also, all the movies about facts of harmful effects of drugs and especially the one on cigarette smoking. I probably won’t smoke or use when I get out.”

“That the staff treats you as an equal, not as a child. And they are always here to talk to you.”

“What I like about this program is how helpful it is and how respectful the staff. How cool the other patients are. I also like the food—the food here is really good, way better than jail.”

“That this helps me realize that I have a big problem with drugs and alcohol.”

“I like how it is run. I like how if there is a problem, it is confronted right away.”

“I like that I get away from all the friends that are what got me into drugs.”

“I love the Twelve Steps and how they are expressed here, and the foundation.”

“That they teach us DBT (Dialectical Behavioral Therapy) skills.”

Recovery House: Selected Responses

“I like that you teach me how to open up. I also like that I am able to learn about my disease through videos and people telling me their stories during lectures.”

“It helps and supports me in ways my parents can’t. It gives me everything I need and makes me feel safe and cared for.”

“It is helping me get clean and sober, and it is better than detention.”

“That it’s a safe environment for me to make a transition from an institution to the ‘real world’.”

“I like the fact that they give us a little bit of freedom. It’s not like inpatient—you’re not locked up, you can go on walks. And day/weekend passes.”

“I like that the staff treat us respectfully.”

Outpatient/Intensive Outpatient: Selected Responses

“I like the people here. I also like being here and opening up to these people, and they help me and also understand me. I like coming here for the support.”

“The amount of information provided was very helpful, and substantial, to continue making the choice to stay sober and say ‘No’ to drugs or any drug-related activities.”

“I like the fact that I know someone who knows the pain that I go through or the fact that I am getting help to stop doing drugs.”

“This program is very helpful, and we can talk to them about anything. They also make us laugh which is great. They are always here to help us.”

“I like that this program is like a reminder to me that my life is vulnerable to things that can destroy my life if I don’t take control.”

“It takes me from doing drugs because I have to take UAs every Monday.”

“I like that my counselor (name of counselor) is at the treatment. I look up to him as my brotherly influence.”

“The respect the people give you and the friends I make.”

“I like the way the counselors approach things and don’t preach to kids. Everyone’s treated with respect.”

“There’s food. The staff seems really nice; they act like they care.”

“I like that it is confidential and the people are nice.”

“I stay clean. (Name of counselor) is great and motivating and is straight up and is real like reality.”

“Hanging out with the kids, and basketball really is the only reason I come.”

“Everything. It is very helpful. (Name of counselor) has helped me so much; she has helped open my eyes and do good. I wouldn’t be sober without her.”

What do you not like about this program?

Intensive Inpatient: Selected Responses

“The staff and how they don’t respect us. They go through personal belongings. How forgetful they are. The food.”

“No individual counseling. Too many rules.”

“Some of the patients that are forced to be here don’t take it seriously sometimes so it’s kind of hard to stay focused and positive. But that’s only sometimes.”

“I hate how we can’t go on walks and hikes. And how you get written up for everything, and how they force you to watch recreational movies.”

“The rules in the handbook aren’t always followed by staff at least once a day.”

“Drama. There is way too much drama between patients.”

“They don’t let you make enough phone calls.”

“How you don’t meet with your counselor ‘cause they forget. The staff’s rudeness.”

“I don’t like how boring it gets sometimes and some of the staff are mostly busy and can’t help me right away.”

Recovery House: Selected Responses

“I don’t like how lonely it becomes in recovery house. I feel distant, and I don’t feel that the counselors pay attention to what I’m doing.”

“There is not enough counselors for all of the kids.”

“That inappropriate comments are not taken seriously. Most staff think that if you don’t feel great about this program, then they tell you, ‘there’s the door’.”

“The only thing that bothers me is the one-on-ones. They didn’t help at all.”

“I don’t like the fact that our parents have to approve of people on the list for day passes or visiting, etc.”

“The fact that we can’t nap during the daytime.”

Outpatient/Intensive Outpatient: Selected Responses

“Too much negativity during groups by other clients. Other clients brag about previous drug use.”

“Nothing is being taught about the positive/negative effects of drugs. Nothing is taught about what drugs really do to your brain.”

“What I don’t like about this program is coming and getting UAed.”

“(Name of counselor) is rude and doesn’t think about other’s feelings.”

“The food that gets served to us does not have any flavor.”

“The group doesn’t really do anything for me.”

“The drug stereotypes the staff had.”

“I don’t like when they tell parole officers things that can be taken care of on my own.”

“Needing to be on time.”

“You can’t smoke cigarettes when you are on break, and you can be grown and still can’t smoke.”

“I do not like the fact that some, or most, people receiving service from the group are not too serious about quitting, or even limiting their use of drugs. But everything else makes it a helpful and knowledgeable experience.”

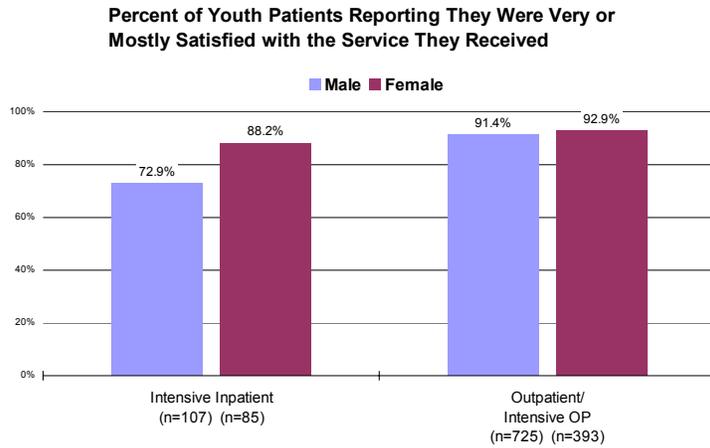
“Sometimes it gets boring.”

“I do not like coming here three times a week, but other than that I am cool with it.”

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

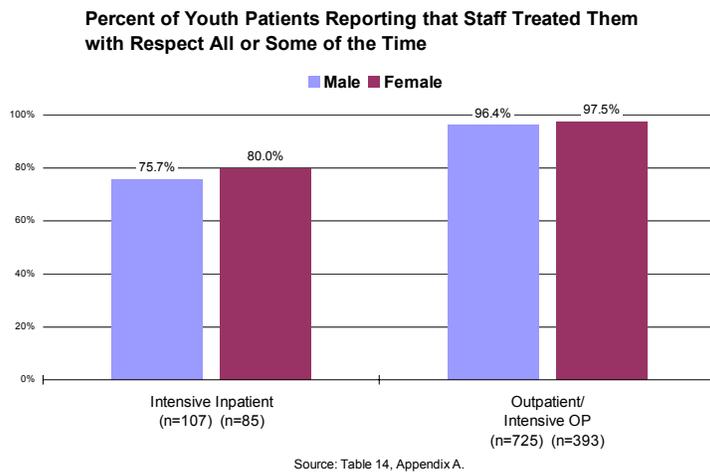
Gender and Youth Patient Satisfaction

Satisfaction with Service Received



The proportion of male and female youth patients reporting they were very or mostly satisfied with the service they received was about the same in outpatient in contrast to intensive inpatient where the rate was higher in females than in males, 88 percent versus 73 percent. The small number of cases in recovery house did not allow for a fair comparison of this measure; therefore, it is excluded from this chart.

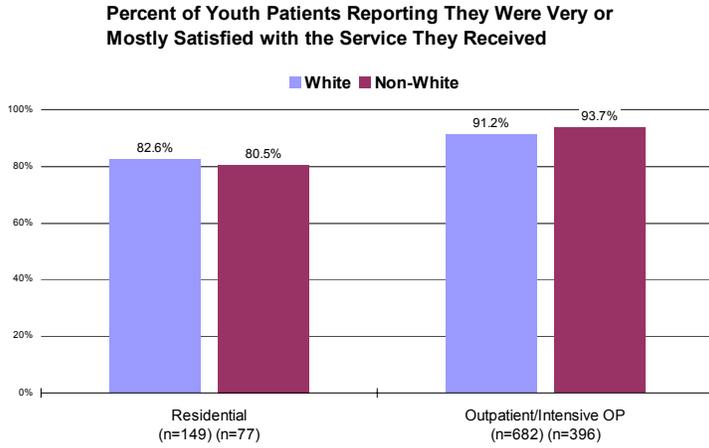
Respect from Staff



Similarly, the proportion of male and female youth patients reporting that staff treated them with respect all or some of the time was similar in outpatient treatment, but showed a small difference in intensive inpatient, 80 percent for females versus 76 percent for males. 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.

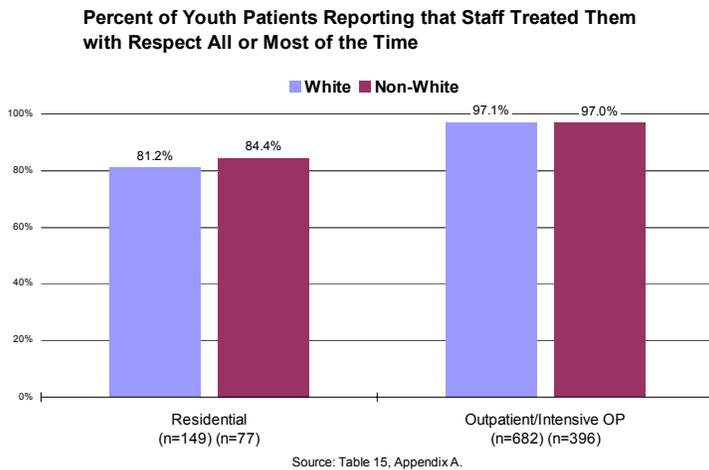
Ethnicity/Race and Youth Patient Satisfaction

Satisfaction with Service Received



In outpatient treatment, the proportion of youth patients reporting they were very or mostly satisfied with the service they received was slightly higher in non-Whites than in Whites, 94 percent versus 91 percent. In residential treatment, the rate was slightly higher in Whites than in non-Whites, 83 percent versus 81 percent.*

Respect from Staff

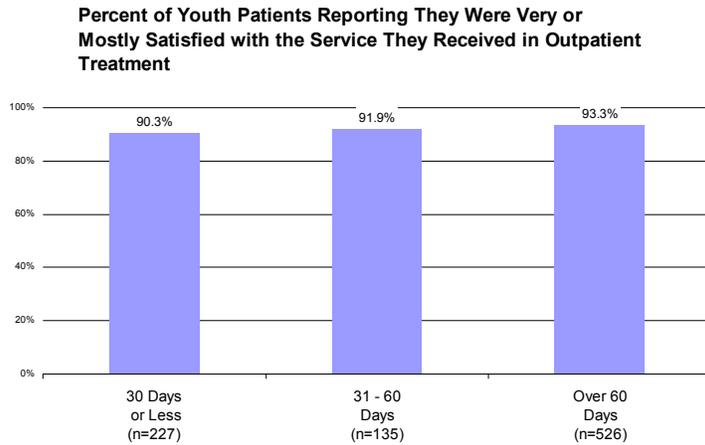


In outpatient treatment, the proportion of youth patients reporting that staff treated them with respect all or some of the time was nearly equal for Whites and non-Whites, while in residential treatment the rate was higher in non-Whites than in White youth patients, 84 percent versus 81 percent.*

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

Length of Stay in Treatment and Youth Patient Satisfaction

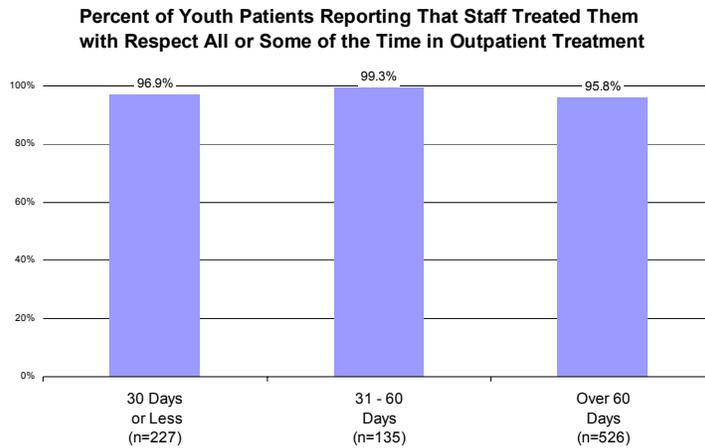
Satisfaction with Service Received



Source: Table 16, Appendix A.

In outpatient treatment, the proportion of youth patients reporting they were very or mostly satisfied with the service they received appeared to be slightly higher for those spending over 60 days than those spending 60 days or less in treatment.*

Respect from Staff



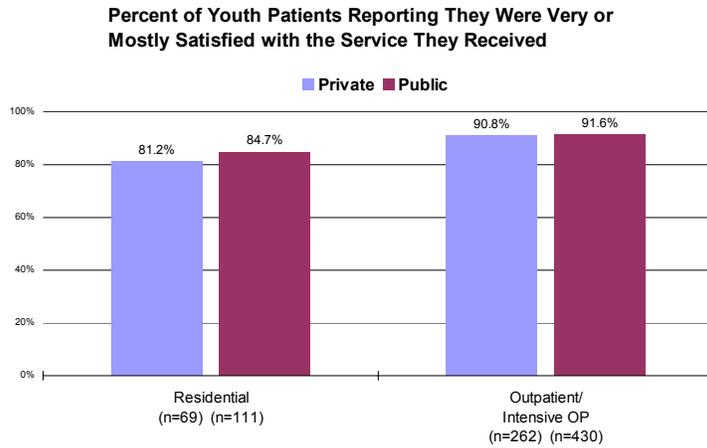
Source: Table 16, Appendix A.

In outpatient treatment the proportion of youth patients reporting that staff treated them with respect all or some of the time was slightly higher for those spending 60 days or less than those spending over 60 days in treatment.*

* For length of stay in treatment and youth patient satisfaction in intensive inpatient and recovery house, please see Table 16, Appendix A, page 149.

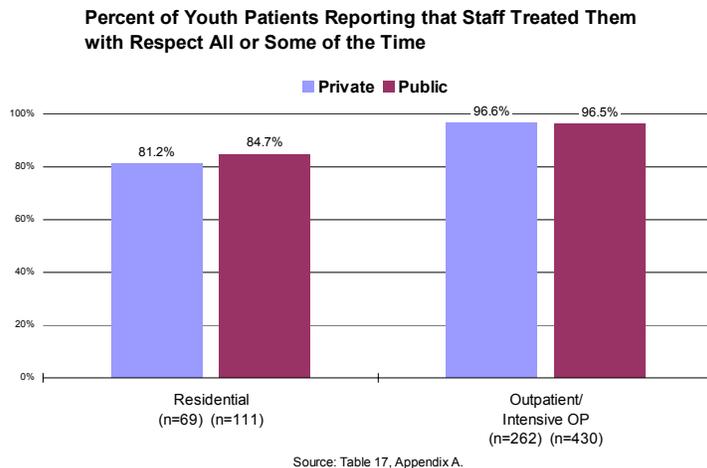
Source of Funding and Youth Patient Satisfaction

Satisfaction with Service Received



In outpatient treatment, the proportion of youth patients reporting they were very or mostly satisfied with the service they received was similar between private pays and publicly funded youth patients, while in residential treatment it was higher in publicly funded youth patients than in private pays, 85 percent versus 81 percent.

Respect from Staff

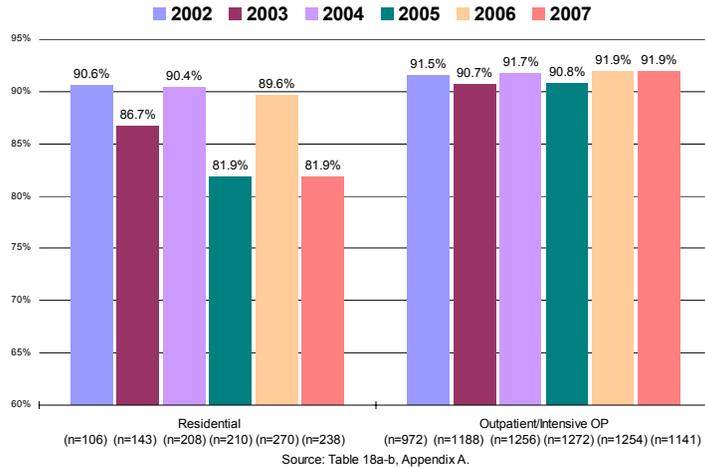


Similarly, the proportion of youth patients reporting that staff treated them with respect all or some of the time was nearly equal between private pays and publicly funded youth patients in outpatient treatment, while in residential treatment the rate was higher in publicly funded youth patients than in private pays, 85 percent versus 81 percent.

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

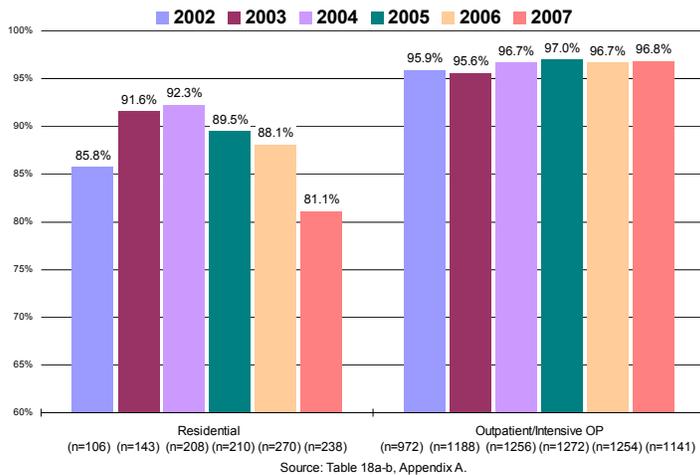
The responses of youth patients in intensive inpatient and recovery house were combined in a single residential category in order to keep confidential the identity of the only youth recovery house program participating in 2003.

Satisfaction with Service Received



In outpatient treatment, the proportion of youth patients reporting they were very or mostly satisfied with the service they received remained above 90 percent over the course of six years, in contrast to residential treatment where it has fluctuated sharply in the last four years with the rate dropping from 90 percent in 2006 to 82 percent in 2007.

Respect from Staff

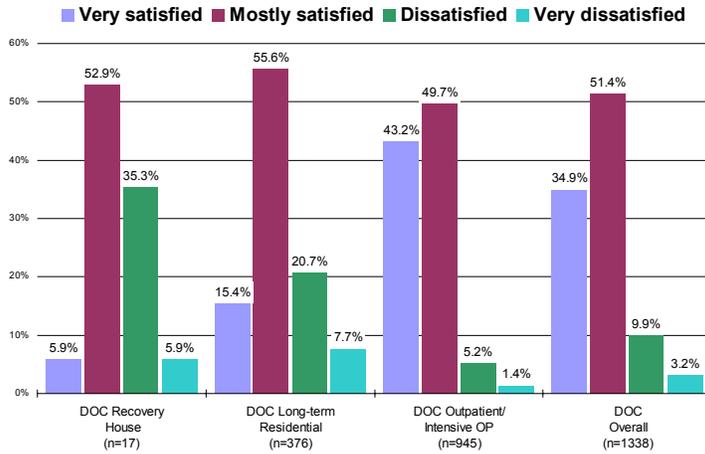


In outpatient treatment, the proportion of youth patients reporting that staff treated them with respect all or some of the time stayed at over 95 percent during the six-year period, while in residential treatment the rate has declined in the last three years falling from 90 percent in 2005 to 81 percent in 2007.

Part 2: Correctional Treatment Programs

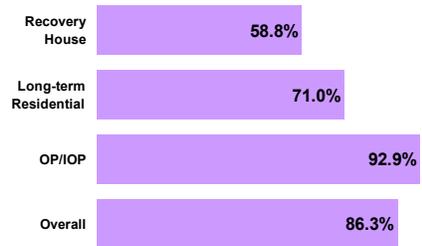
Patient Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality

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

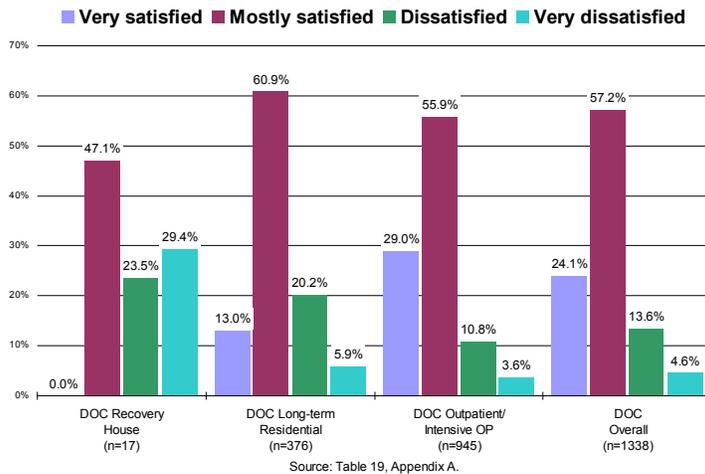


Overall, 86 percent of patients treated in DOC programs reported that they were very or mostly satisfied with the service they received. The rate appeared to be lower in DOC long-term residential, 71 percent.*

Percent Reporting Very or Mostly Satisfied

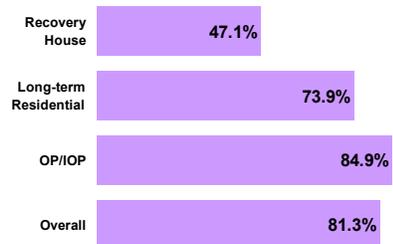


In general, how satisfied are you with the comfort and appearance of this facility?



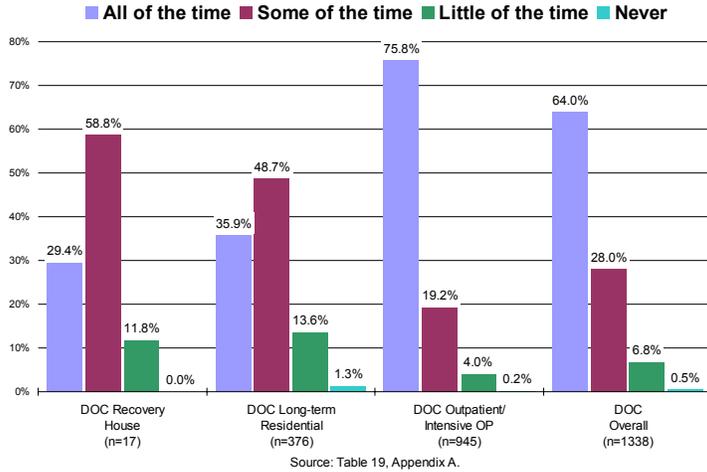
DOC provides treatment in an institutional setting. Overall, 81 percent of patients in DOC programs reported that they were very or mostly satisfied with the comfort and appearance of their facility. In DOC long-term residential, the rate was lower, 74 percent.*

Percent Reporting Very or Mostly Satisfied

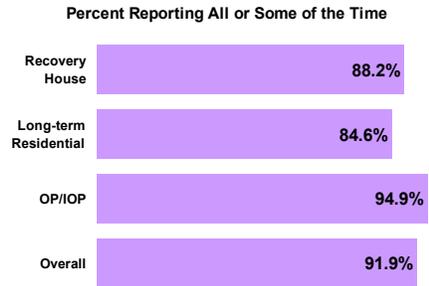


* Results for DOC recovery house treatment should be interpreted with caution due to the comparatively smaller number of completed surveys returned.

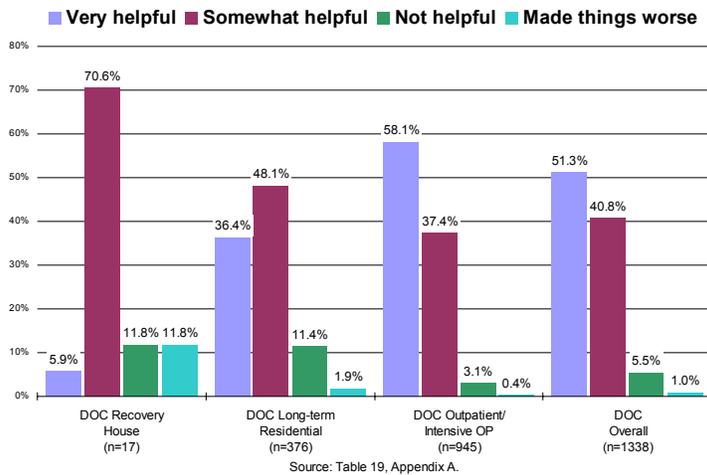
Would you say our staff treated you with respect?



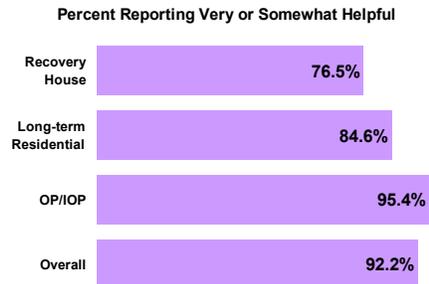
Overall, 92 percent of patients treated in DOC programs reported that staff treated them with respect all or some of the time.*



How do you rate the helpfulness of the group sessions?

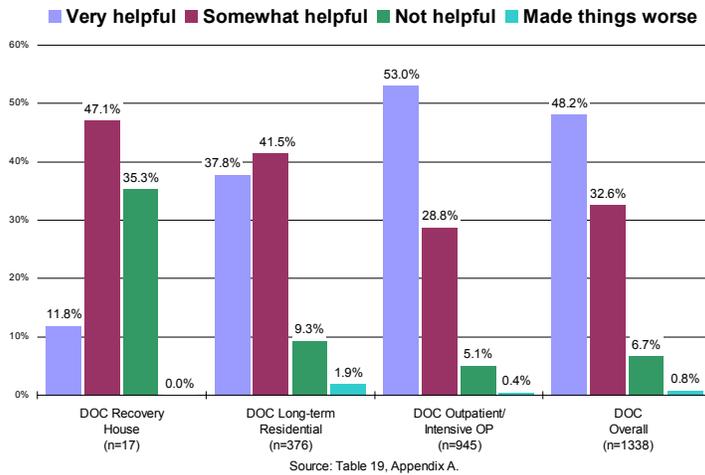


Overall, 92 percent of patients in DOC treatment programs rated group sessions as very or somewhat helpful.*

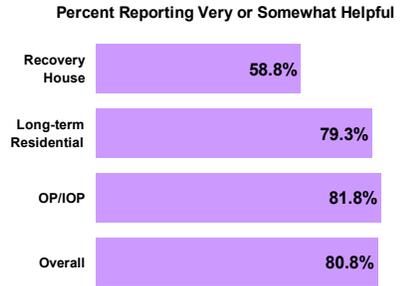


* Results for DOC recovery house treatment should be interpreted due to the comparatively smaller number of completed surveys returned.

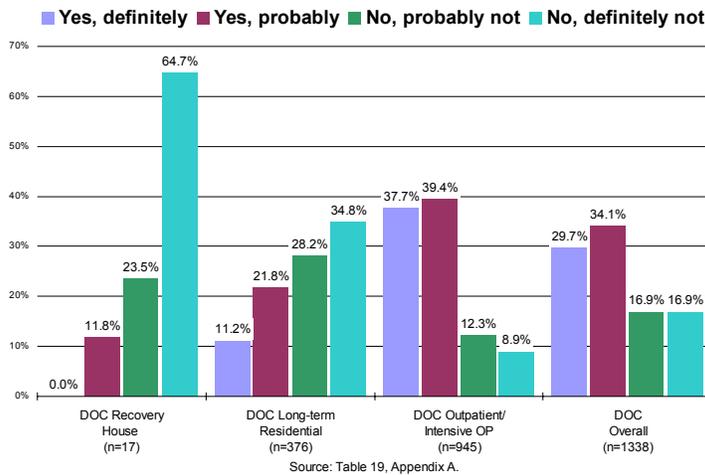
How do you rate the helpfulness of the individual counseling?



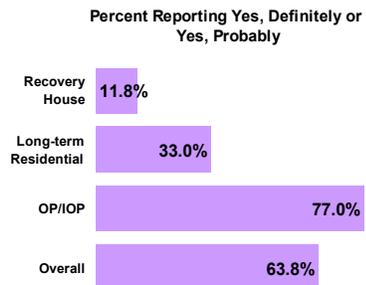
Overall, 81 percent of patients in DOC programs rated individual counseling as very or somewhat helpful.*



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

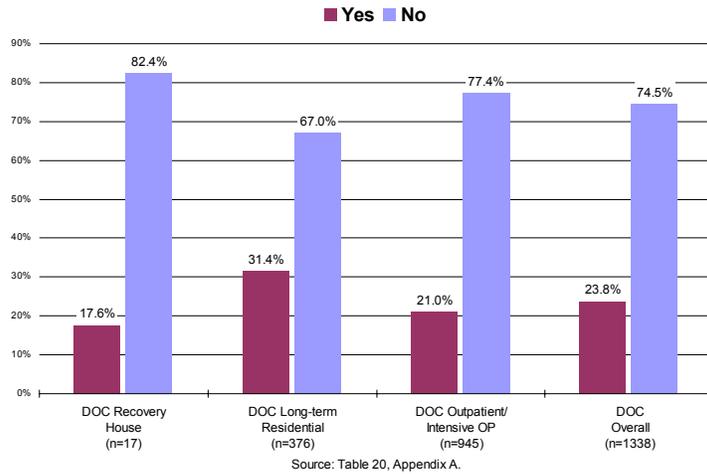


The DOC provides treatment in a highly restrictive setting. Overall, 64 percent of patients in DOC programs reported that they would definitely or probably return to the same program if they were to seek help again.* The rate was 77 percent in outpatient and 33 percent in long-term residential treatment.



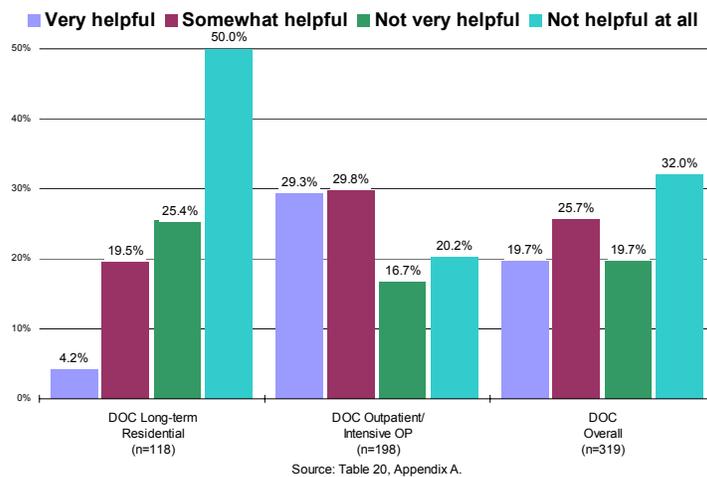
* Results for DOC recovery house treatment should be interpreted with caution due to the comparatively smaller number of completed surveys returned.

Did you need legal services?

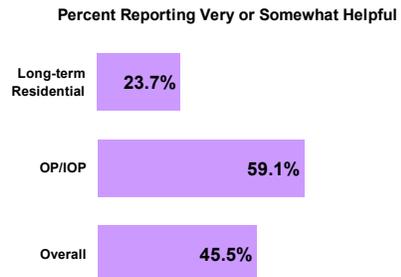


Overall, 24 percent of patients treated in DOC programs reported they needed legal services.* The rate appeared to be higher in long-term residential, 31 percent.

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

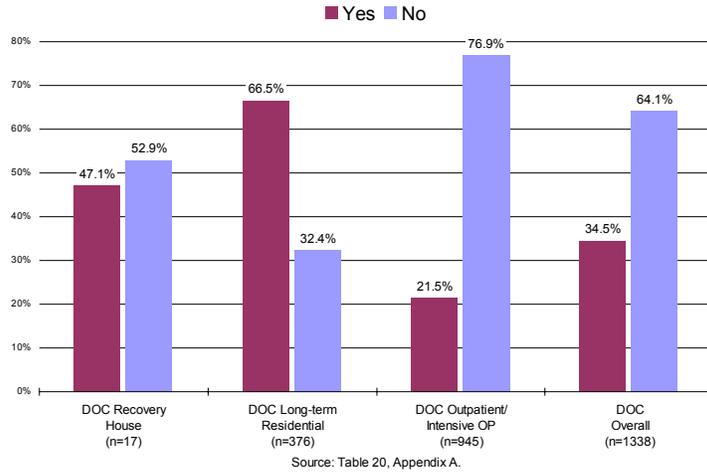


Among DOC patients reporting a need for legal services, 46 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find legal services.* The chart excludes recovery house because it had only three cases.



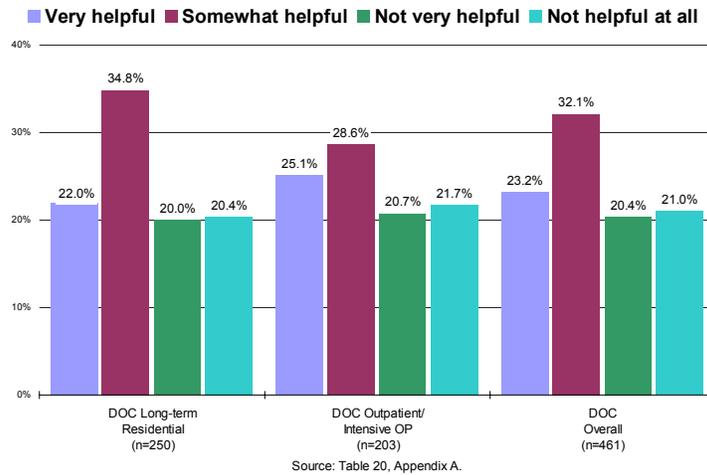
* Offenders participating in DOC chemical dependency treatment are involved with the criminal justice system and may be expressing a need for legal services beyond the ability of the contracted treatment provider to address. Treatment staff is required to redirect offenders to their DOC counselors for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

Did you need medical services?



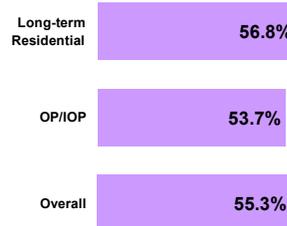
Overall, 35 percent of patients in DOC programs reported a need for medical services. In long-term residential treatment the rate was higher, 66 percent.*

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



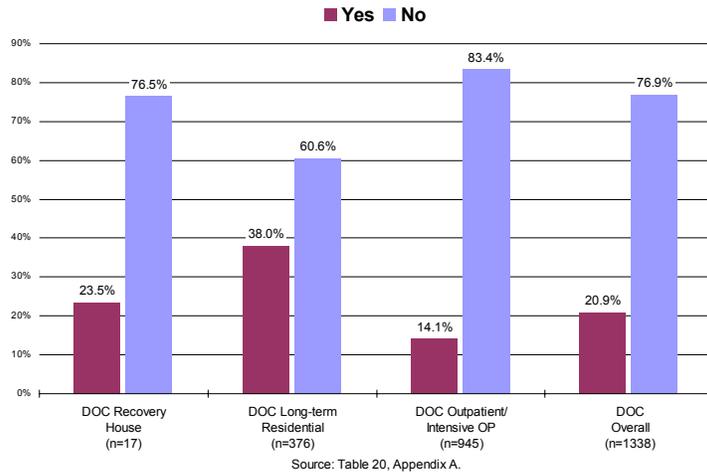
Among DOC patients reporting a need for medical services, 55 percent overall rated their program as very or somewhat helpful in assisting them to identify and find medical services.* The chart excludes recovery house because it had only eight cases.

Percent Reporting Very or Somewhat Helpful



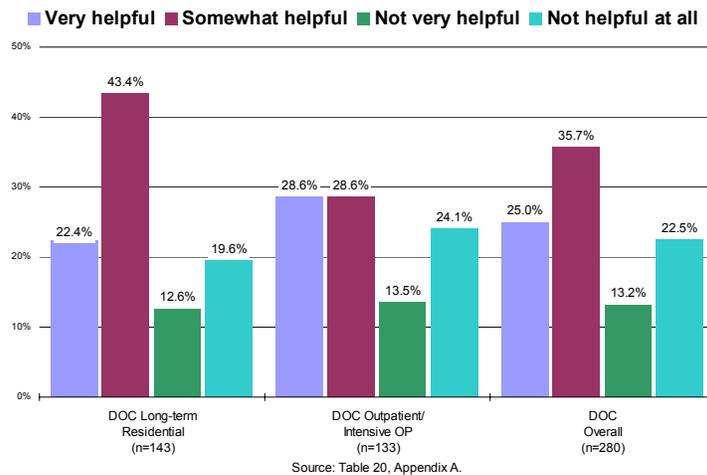
* The DOC provides medical services to incarcerated offenders at the direction of DOC policy and medical staff. Offenders in the community are not eligible for DOC-funded medical services and, hence, are directed to publicly or privately funded resources.

Did you need family services?

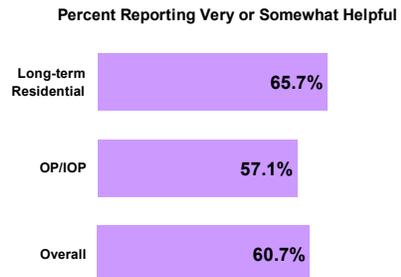


Overall, 21 percent of patients in DOC programs reported a need for family services. In long-term residential treatment the rate was higher, 38 percent.*

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

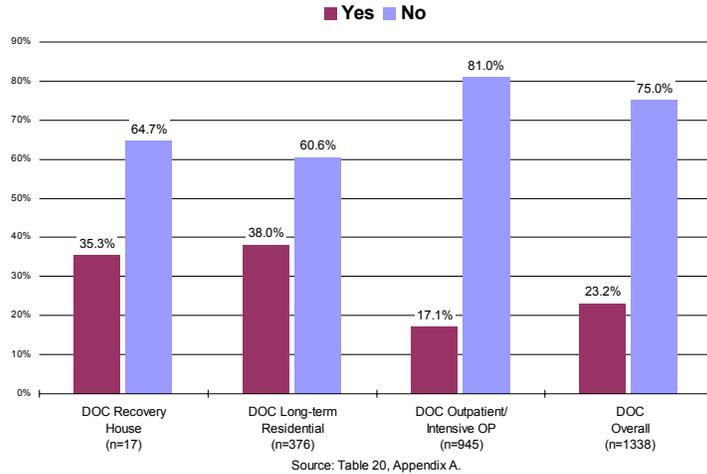


Among DOC patients reporting a need for family services, 61 percent overall rated their program as being very or somewhat helpful in assisting them to identify and find family services. The chart excludes recovery house because it had only four cases.



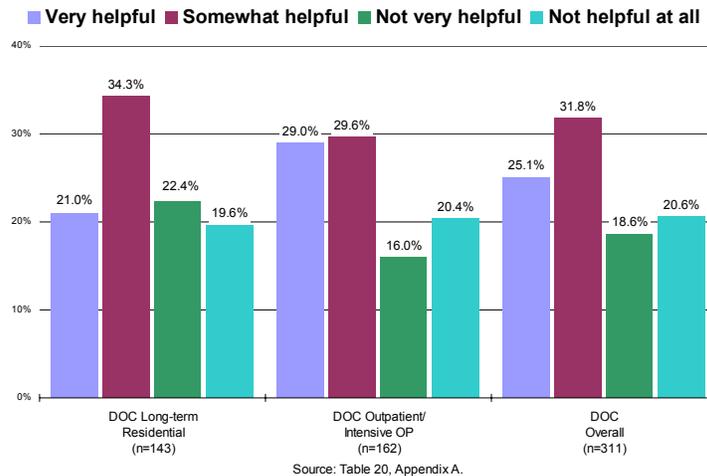
* Incarcerated offenders are separated from their families by nature of their circumstances. Those in the community have often lost contact with family due to criminal activity.

Did you need mental health services?



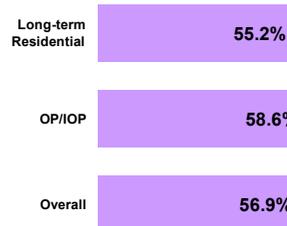
Overall, 23 percent of patients treated in DOC programs reported a need for mental health services. In long-term residential, the rate was higher, 38 percent.

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



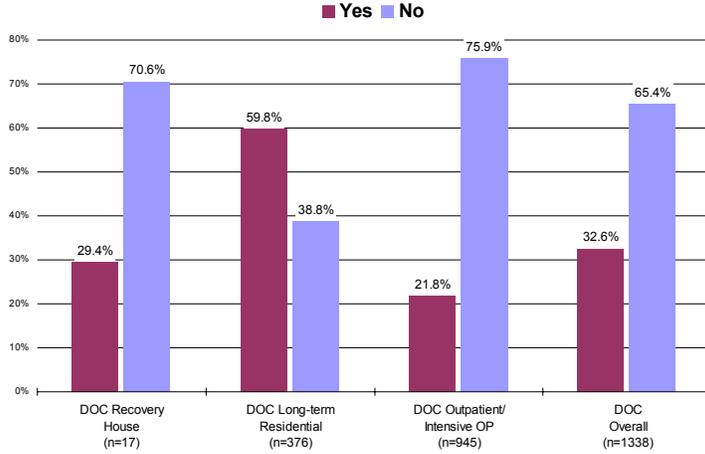
Among DOC patients reporting a need for mental health services, 57 percent overall rated their program as being very or somewhat helpful in assisting them to identify and find mental health services.* The chart excludes recovery house because it had only six cases.

Percent Reporting Very or Somewhat Helpful



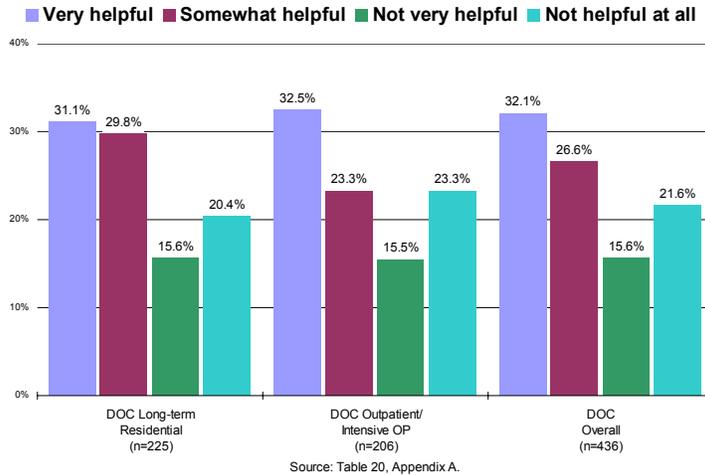
* The DOC is limited to providing mental health services to incarcerated offenders only.

Did you need educational or vocational services?

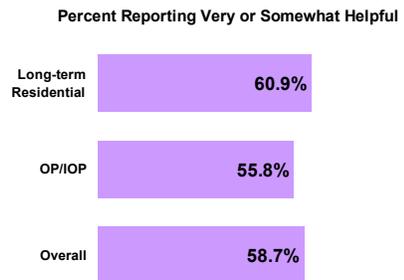


Overall, 33 percent of patients in DOC programs reported a need for educational or vocational services. The rate was higher in long-term residential, 60 percent.

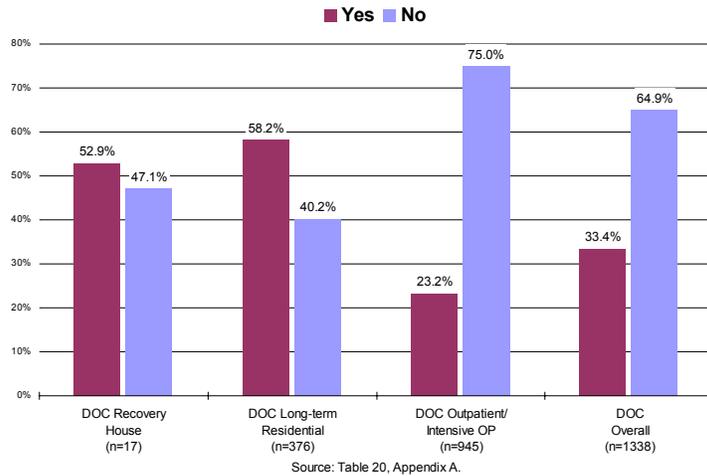
If yes, how helpful were we in assisting you to identify and find educational or vocational services?



Among those reporting a need for educational or vocational services, 59 percent overall reported that their program was very or somewhat helpful in assisting them to identify and find educational or vocational services. The chart excludes recovery house because it had only five cases.

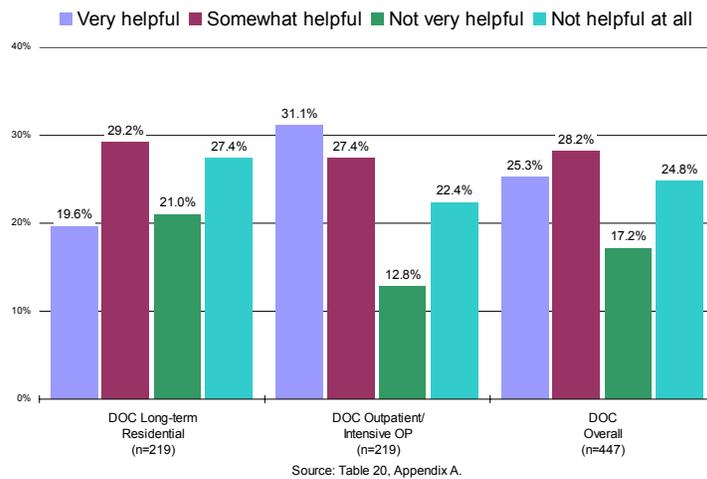


Did you need employment services?



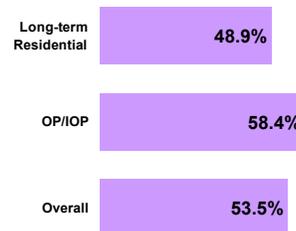
Overall, 33 percent of patients treated in DOC programs reported a need for employment services. In long-term residential, the rate was higher, 58 percent.

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



Overall, 54 percent of DOC patients who reported a need for employment services rated their program as very or somewhat helpful in assisting them to identify and find employment services.* The chart excludes recovery house because it had only nine 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 help I’m getting.”

“I would like it more if I was not forced to do the same things over and over again. But overall, it will help if you let it.”

“Its intensity.”

“I work and go to school.”

“The tools.”

Long-term Residential: Selected Responses

“I like the structure, closeness, and the high regard we are held in.”

“I am learning about myself, my addiction, right living.”

“My chemical dependency counselor was very helpful, and I believe without her help, it would have been very difficult to achieve the progress I have so far.”

“Information that pertains to medical issues. Assistance in changing the way I make decisions.”

“The structure—by showing me how to get up everyday and participate in my recovery.”

“It is preparing me for my future life skills and accomplishments.”

“How we all work as a whole.”

“The structure and learning about my triggers and addiction.”

“The basis of the curriculum is okay, and with a lot of changes it would be fantastic.”

“That they offer a lot of self-help programs, parenting, anger management, GED.”

“Helps me create a sound board so that I might follow some sort of guideline towards understanding the nature of my addiction (disease) and the steps I need to take towards recovery.”

“Educational content. Some staff are professional and competent.”

Outpatient/Intensive Outpatient: Selected Responses

“I like our counselor because he makes us learn. This class makes a person think deeper on the source of our addiction, thoughts, behaviors, etc.”

“I like this program because it was very resourceful and also because whatever was said was kept confidential. So whenever I needed to talk about things I had the trust that it wasn't going to be spread around to everyone.”

“Knowledge of problems from a professional perspective and ways to effectively deal with and prevent problems.”

“I am learning a lot about my addiction and how to deal with it better. I am also gaining tools to help me do this. My instructor is a very knowledgeable man, and I have learned a lot from him in this class.”

“There is a lot of feedback. There is also a lot of very important information given to us about our disease and our mental health issues, and we have a very special counselor who has a lot of experience in this field.”

“I like the fact that groups are usually small. I like that the counselors treat us with respect and try to address all our needs.”

“The honesty and the concern of the counselor at working toward our recovery from our addiction and the continuance of our recovery in the future.”

“The group setting helps a lot of us to come out of our shells, while the one-on-one counseling pinpoints issues that may be underlying.”

“I like this program a lot. It's helped me to recognize my triggers and to see when and if (am) tempted to relapse. It has also shown me ways to stop from relapsing by following the right steps.”

“It's the first time in my life I've really wanted to stop drinking and drugging. I am looking forward to completing it.”

“It has brought out a new man in me. It has made recovery possible.”

“Helps me to keep myself on right path and helps me to stop thinking about negative thought of relapse. When I feel this way, I can look back at my progress to see how far I have come in this programming and that will be a tool that I have learned from my programming.”

Is there anything you would change about this program?

Recovery House: Selected Responses

“Be treated like a person.”

“Don’t be so forceful with groups.”

“Yes, make it more structured about people’s jobs.”

“More accountability (as far as residents) in the Twelve Steps books, NA or AA.”

“Too many classes. I ain’t DOSA or court ordered to take classes. Why do I have to go three nights a week? I work five days a week at a metal shop. I am always tired. Classes don’t help.”

“Don’t force people into treatment. Better help with employment, better food. Staff that respects the people here.”

Long-term Residential: Selected Responses

“Yes. I think that I would change the fact that everything is always changing. Get rid of all the exceptions. A more concrete guideline. Maybe give us more jobs and more recreation time.”

“After finishing the education part of the program, I believe repeating all the classes over and over again is stagnating and causes different feeling towards the Department of Corrections.”

“Requiring the raising awarenesses. The length for individuals like me who already made the decision to quit is very drawn out. The first two phases are mainly for people who have yet to make a decision one way or the other. Weekend meals should not be required. We should be able to not go if we want to. We also should be allowed to wear personal clothes on weekends, personal shoes all the time. Guarantee work release.”

“Yes. Mandatory meals promote overeating. More adaptability—the program should change and grow; if something doesn’t work, change it. Put the focus on recovery. So much of the time, nobody can pay attention to their own treatment because of the millions of distractions and stressors.”

“Some of the classes are facilitated by inmates. There are no teachers at all.”

“Allow people to exercise their right to decline treatment. If they don’t want it, don’t make them be in the program.”

Outpatient/Intensive Outpatient: Selected Responses

“Housing, health, transportation need to be in place. As a homeless person, I find it difficult if not impossible to get to this program while worrying about where I will sleep tonight. These things are necessary prior to the ability to succeed in treatment programs.”

“Yes, I would allow windows to be open so on nice days we could get some air and sunshine.”

“It would be nice if it were an hour later so it doesn’t interfere with my work.”

“Yes, I would change the fact that in some of the group sessions there would only be one or two that talks the whole time, so some people didn’t get a chance to talk about any of their problems.”

“I think that counselors should have more leeway to help us address mental health issues, housing, and seeking jobs. Also they should be able to communicate with other agencies to help with counseling and other needs that need help with.”

“Not have AA/NA classes forced upon us.”

“Shorter groups so they are able to work with people’s schedule instead of people having to quit their jobs just so they can make it to class. It’s hard enough for ex-offenders to find good jobs, but not to have to make it to class and be unable to make it to work is a lose/lose situation.”

“To be consistent with counselors; not have a counselor stay in group for one week and then move to another location.”

“More one-on-one counseling.”

“I would change the time they draft you for the class. It should be way before you are eligible for work release.”

“The constant class orientation of new members.”

“Needs more resources like ATR and other benefits.”

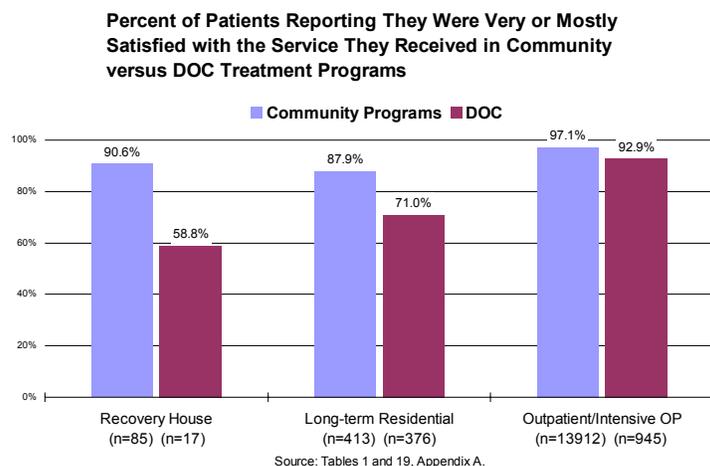
“There needs to be a bathroom so we can use it instead of having to run to the store; we would be able to have more time for treatment.”

“I would update the self-help videos because they are outdated and do not relate to the addicts of the 21st century.”

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

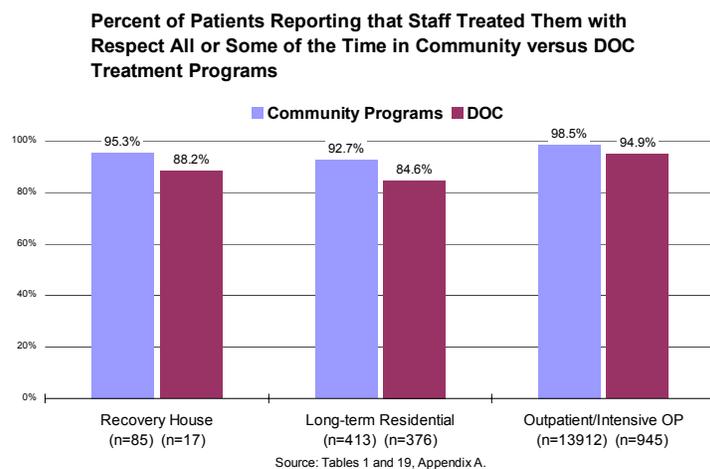
Was there a difference in patient satisfaction between community and Department of Corrections (DOC) treatment programs?

Satisfaction with Service Received



The difference between community-based and DOC treatment program was more pronounced in long-term residential than in outpatient treatment.* In long-term residential, 88 percent of community-based versus 71 percent of DOC patients reported that they were very or mostly satisfied with the service they received. In outpatient treatment, the rate was 97 percent for community-based versus 93 percent for DOC.

Respect from Staff

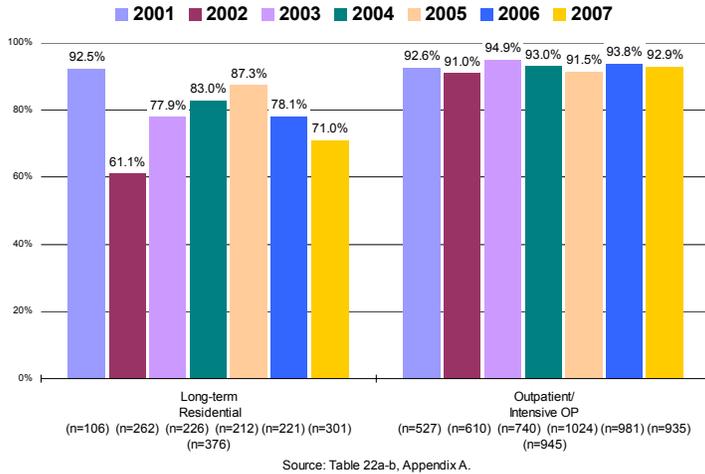


Similarly, the difference in the proportion of patients reporting that staff treated them with respect all or some of the time was more pronounced in long-term residential than in outpatient treatment.* In long-term residential, the rate was 93 percent for community-based versus 85 percent for DOC. In outpatient, the rate was 99 percent for community-based versus 95 percent for DOC.

* Comparing results between community-based and DOC recovery house should be done with caution because there were fewer than 20 completed surveys from DOC recovery house.

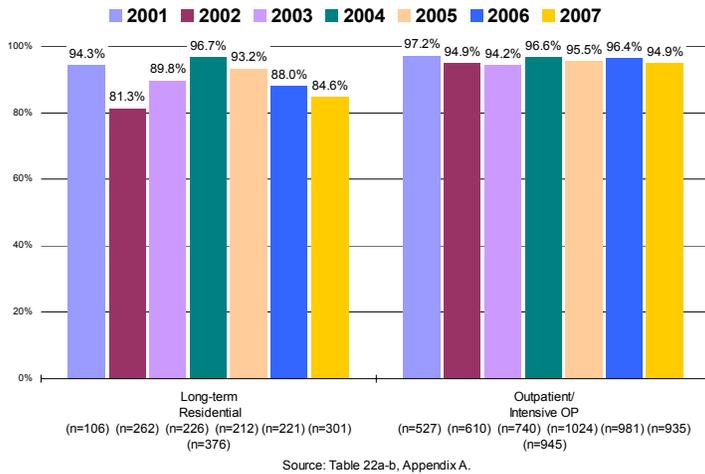
***Seven-Year Trend in Patient Satisfaction in
Department of Corrections (DOC) Treatment
Programs by Modality***

Satisfaction with Service Received



For DOC outpatient treatment, the proportion of patients reporting they were very or mostly satisfied with the service they received fluctuated between 91 percent and 95 percent over the course of seven years. For DOC long-term residential treatment, the rate dropped from 78 percent in 2006 to 71 percent in 2007.

Respect from Staff

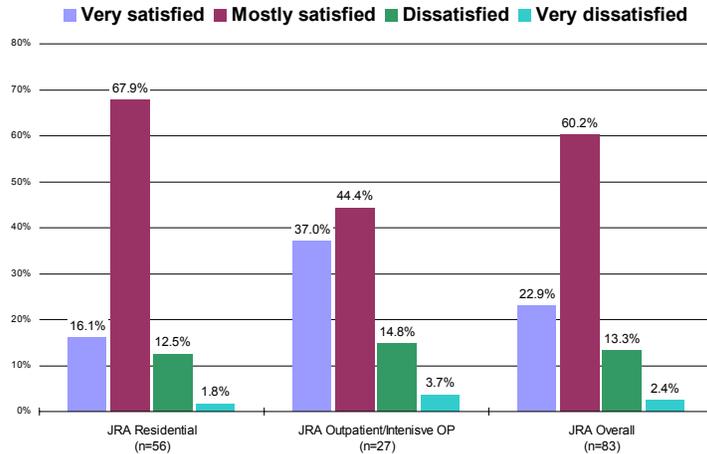


For DOC outpatient treatment, the proportion of patients reporting that staff treated them with respect all or some of the time fluctuated between 94 percent and 97 percent over the course of seven years. For DOC long-term residential, the rate has declined in the last three years falling from 93 percent in 2005 to 85 percent in 2007.

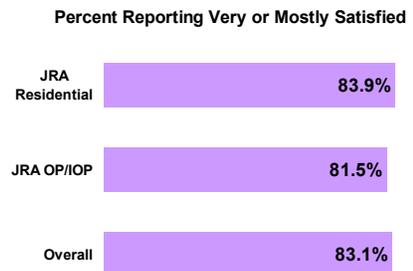
***Patient Satisfaction in Juvenile
Rehabilitation Administration (JRA)
Treatment Programs***

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

How satisfied are you with the service you have received?



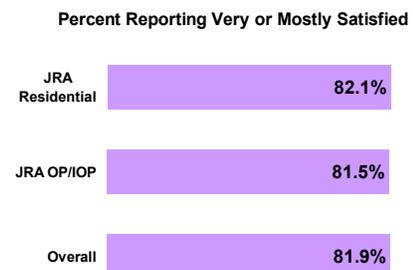
Overall, 83 percent of JRA patients reported that they were very or mostly satisfied with the service they received.*



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

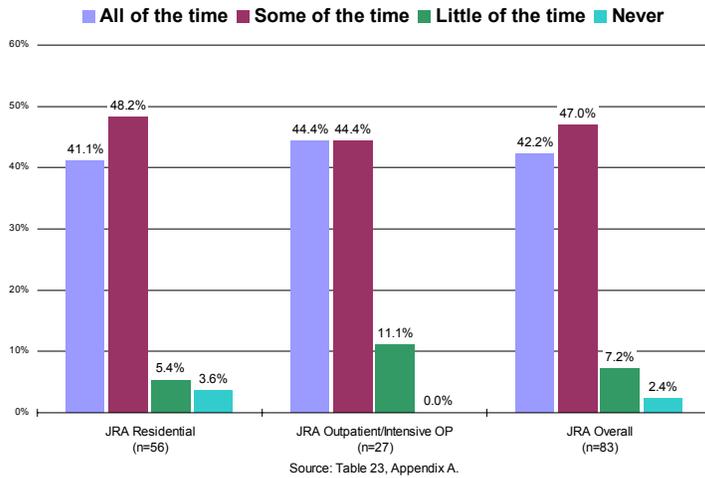


Youth offenders participating in JRA treatment programs receive treatment within an institutional setting. Overall, 82 percent of JRA patients reported that they were very or mostly satisfied with the comfort and appearance of their facility.*

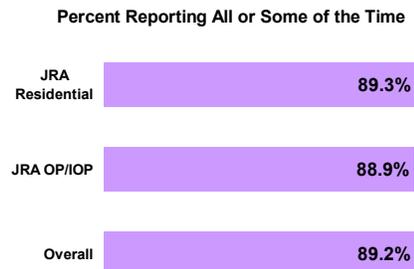


* These results should be interpreted with caution since there were only 27 patients from JRA outpatient versus 56 in combined recovery house and intensive inpatient treatment completing the survey.

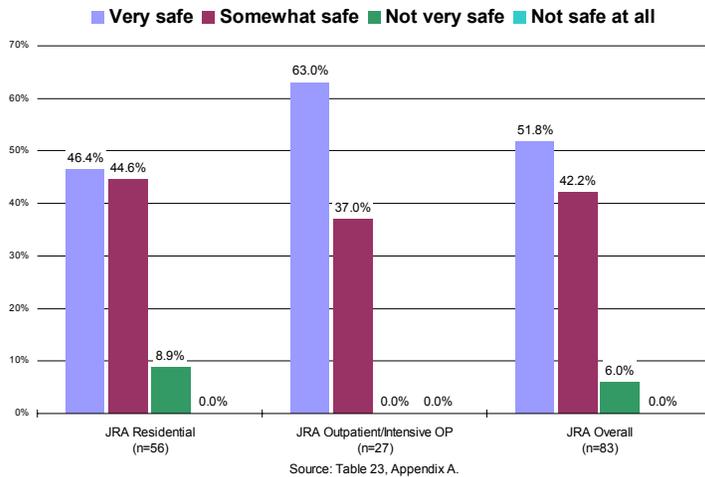
Would you say our staff treated you with respect?



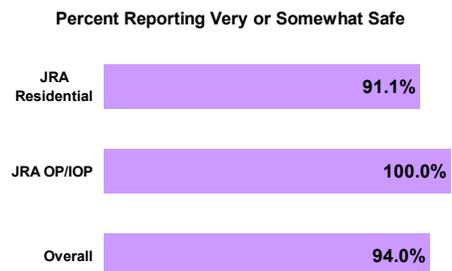
Overall, 89 percent of JRA patients reported that staff treated them with respect all or some of the time.*



How safe do you feel in this program?

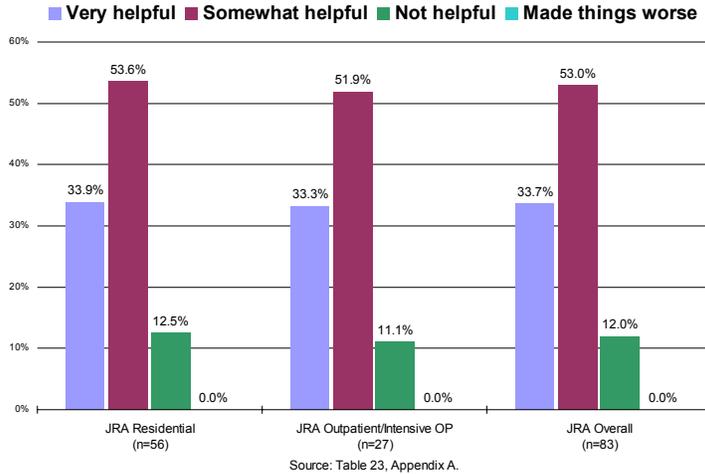


Ninety-four percent of JRA patients overall reported that they feel very or somewhat safe in their program.*

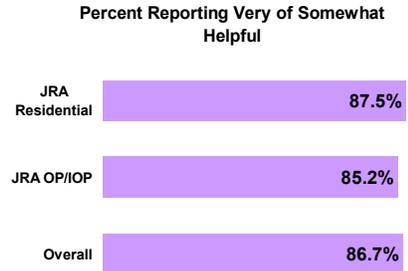


* These results should be interpreted with caution since there were only 27 patients from JRA outpatient versus 56 in combined recovery house and intensive inpatient treatment completing the survey.

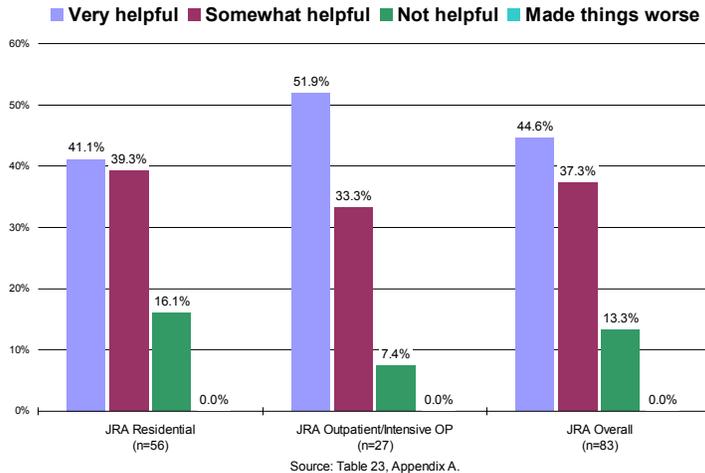
How helpful are the group sessions?



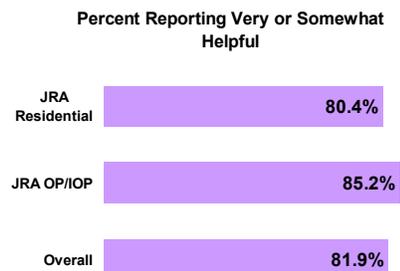
Overall, 87 percent of JRA patients rated group sessions as being very or somewhat helpful.*



How helpful is the individual counseling?

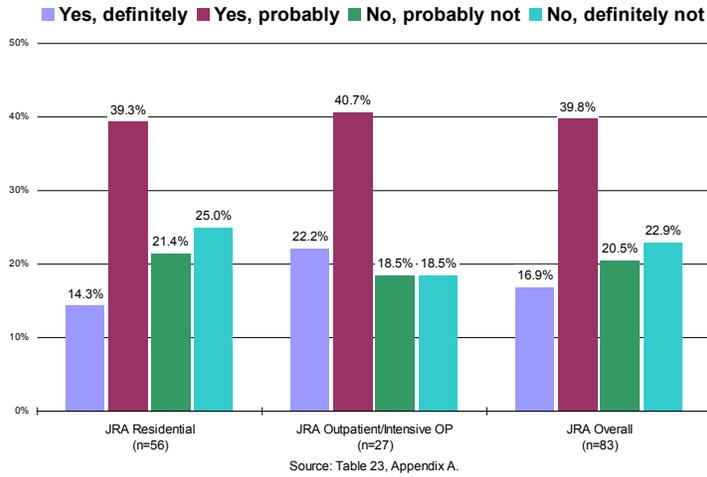


Eighty-two percent of JRA patients overall rated individual counseling as being very or somewhat helpful.*



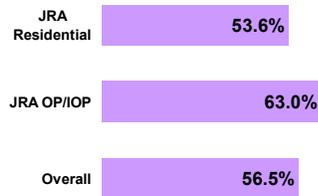
* These results should be interpreted with caution since there were only 27 patients from JRA outpatient versus 56 in combined recovery house and intensive inpatient treatment completing the survey.

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



Youth offenders are committed involuntarily to JRA facilities. They receive treatment within an institutional setting. Overall, 57 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



* These results should be interpreted with caution since there were only 27 patients from JRA outpatient versus 56 in combined recovery house and intensive inpatient treatment completing the survey.

What do you like about this program?

Residential Program: Selected Responses

“That it gives me the opportunity to see my negative and positive outlooks on life and teaches me to be a better person.”

“I like the small groups because I can express my feelings. I also like the one-on-one counseling sessions.”

“I like the way they run groups. They really are about our recovery. I like how staff are here to help us get clean. They share their past life with us to show us what drugs can do.”

“It teaches us how to deal with stress, drinking problems, our anger, and dealing with life in a positive way.”

“The staff shows me respect most of the time.”

“I like the support and respect from staff. Also, I like the ability to get a waiver on acceptance to play sports at (name of high school).”

“That I get one-on-one help from staff and that they really care how good I do.”

Outpatient/Intensive Outpatient Program: Selected Responses

“The counseling because in here there are group staff members that I can talk to and it feels good to get my emotion out. Also, I like the groups because I get to learn from other people and I can apply the knowledge I get to my life.”

“I feel that this program has helped me in many ways that other treatment centers have not been able to. I have done six treatment centers of all types. Can we have follow-up?”

“I like it because it has given me information that I have never had. I don't want to do what I use to do as much anymore.”

“I feel that treatment here at (name of program) has helped me realize a lot about myself. Staff has provided me with the comfort and professionalism I needed to succeed (in my) sobriety.”

“That the program is willing to help anyone and everyone who comes and participates. Staff are nice and helpful and willing to help.”

“I like the help they give me when I'm having a problem about trying to use.”

What do you not like about this program?

Residential Program: Selected Responses

“How they try to find out if your family has a drug history. I’m the one who is locked up, not my family.”

“So much AA meetings at the same time as DBT skills group will leave a resident exhausted.”

“The staff treats us like we’re dogs sometimes. We need to be treated like we are kids.”

“That most staff are racist to Blacks and Hispanics.”

“The groups; we learn the same stuff over and over again; the amount of groups as well.”

“The lack of activities inside the group home.”

“Probably waking up early in the morning, but there’s pros and cons to that.”

“I don’t like some of the rules that we have to follow.”

Outpatient/Intensive Outpatient: Selected Responses

“That they try to make you feel bad about your situation.”

“I don’t like how all the movies we watched are so old, and not up to date.”

“Well, we’re not very active, like (there’s) no group activity. We sit in chairs the whole time talking or watching videos.”

“That it is not going to be provided to us when we get out. Everybody is different, and this is the place where I have found my groove.”

“What I don’t like about this program is me having to be locked down, but that’s the way it is in this facility. This program’s not bad really. I can say that because this program helped me change my life around.”

“What I don’t like about this program is I can’t continue to be in it.”

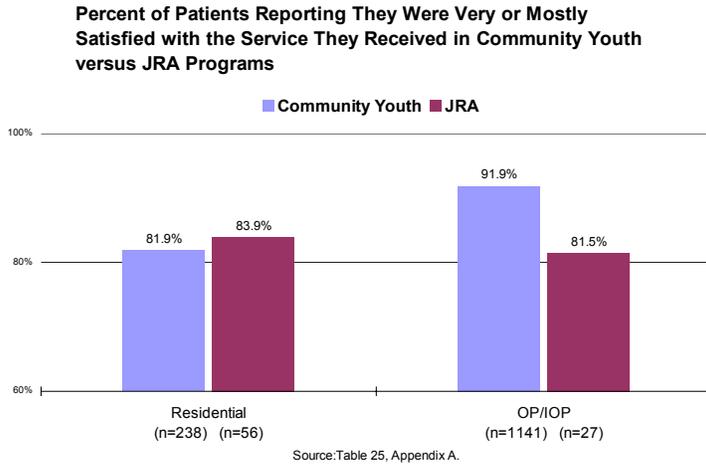
“We don’t get enough free time.”

“They talk about the same stuff a lot.”

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

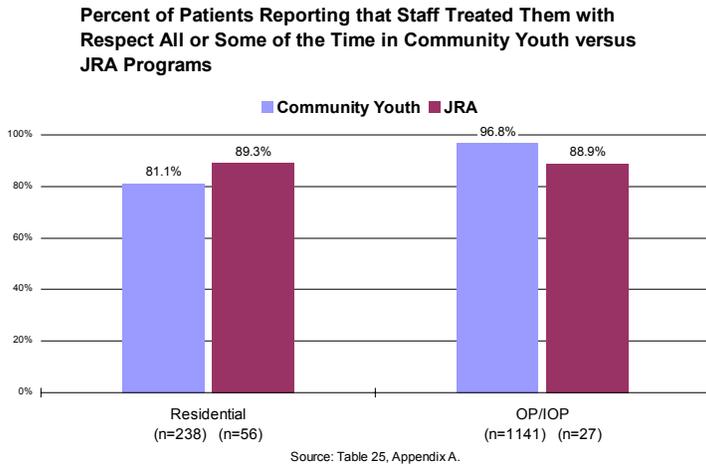
Was there a difference in youth patient satisfaction between community and JRA treatment programs?

Satisfaction with Service Received



For residential treatment, community-based and JRA programs showed only a small difference in the proportion of patients reporting they were very or mostly satisfied with the service they received. For outpatient treatment, the rate was higher in community-based than in JRA programs, 92 percent versus 82 percent.*

Respect from Staff

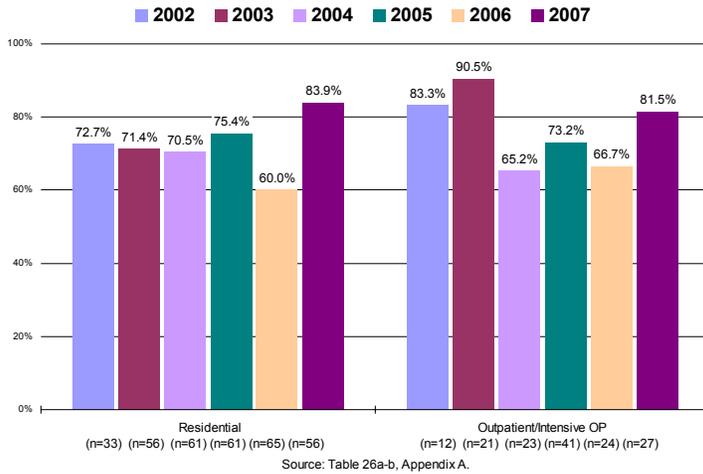


For residential treatment, the proportion of youth patients reporting that staff treated them with respect all or some of the time was higher in JRA than in community-based programs, 89 percent versus 81 percent. For outpatient treatment, the rate was higher in community-based than in JRA programs, 97 percent versus 89 percent.*

* Comparing the outpatient results between JRA and community-based programs should be done with caution since JRA provides outpatient treatment in a highly restricted institutional setting and because fewer than 30 completed outpatient surveys were received from JRA.

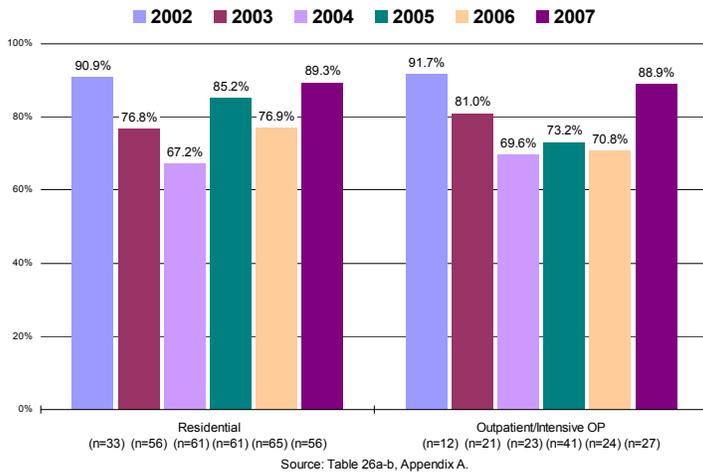
***Six-Year Trend in Patient Satisfaction in
Juvenile Rehabilitation Administration (JRA)
Treatment Programs***

Satisfaction with Service Received



For JRA residential treatment, the proportion of patients reporting that they were very or mostly satisfied with the service they received rose from 60 percent in 2006 to 84 percent in 2007. For JRA outpatient, the rate fluctuated over the course of six years with a sharp rise from 67 percent in 2006 to 82 percent in 2007.

Respect from Staff



For JRA residential treatment, the proportion of patients reporting that staff treated them with respect all or some of the time rose from 77 percent in 2006 to 89 percent in 2007. For JRA outpatient treatment, the rate climbed from 71 percent in 2006 to 89 percent in 2007.

How Treatment Providers and Policy Makers Used the 2006 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 2006 survey to describe how they used their results. The following are some of their responses.

“Kitsap Mental Health Services (KMHS) utilized the 2006 results to enhance our Pathways Adult Co-Occurring Disorders (COD) program:

- DASA results were incorporated into the annual quality program review under the customer satisfaction and clinical effectiveness domains with the goal of achieving an 85 percent overall level of patient satisfaction and clinical effectiveness.
- We were able to determine that our results were consistent with those of other programs providing non-COD services statewide, and in light of the challenges we face serving this complex population, this was a pleasing outcome for us and our stakeholders.
- We learned that the DASA results were also consistent with results we received from an on-going internal satisfaction survey administered in our COD educational workshop.
- The following areas have been enhanced in response to the feedback we received from the DASA patient satisfaction survey:
 - We implemented a structured family component which meets on Monday from 6 to 7:30 p.m. This group is open to clients and their family members. We will be developing a surrogate family program to support clients who come without family or do not have family support in the very near future.
 - We have worked more diligently with all our therapists and treatment coordinators to better define client legal needs and clarify court ordered requirements with each referring court. Oftentimes our clients are unable to meet the court requirements due to impaired mental status, and

we often have to work very closely with probation, judges, and the courts to tailor programs that will assist clients in reaching specific goals. This often requires a significant amount of coordination that can be very confusing to our clients as well as their mental health clinicians. We hope that we are making progress in this area and helping our clients navigate this system more effectively.

- We are working more closely with our vocational services at KMHS to better assist clients in finding meaningful work, even while they are still attempting to enter into recovery. We know that vocational opportunities can enhance a person's motivation for recovery and provide necessary meaning and structure to their lives. In addition, we have added a peer co-facilitator role to our skill-based groups which would allow patients who have advanced through our program to serve as mentors and peer group leaders. This has been a very heartwarming experience for our clinicians as well as a wonderful incentive for recovery and enhancement to clients' lives.
- We have restructured our groups to better meet the needs of our diverse clientele. All our group and individual interventions are structured using evidence-based practices (CBT, ART, Motivational Interviewing, Manualized Curricula, etc). We have added options to accommodate all learning styles, stages of treatment, and readiness. We provide appropriate repetition to allow for retention of the material, for example, education and didactic workshops, media based education, art therapy groups using art directives compatible with the skill based group curriculum, and family services."

Cheryl Mogensen, MA, CDP

COD Program Coordinator, Kitsap Mental Health Services

"We used the results as part of our quality assurance reviews. It was also used for improvement processes with our patients in our IOP groups, relapse prevention, and aftercare. It's a very useful tool."

Michael R. Arrington

Program Coordinator, Okanogan Behavioral Health Services

“Based on the survey results, our program improvements have focused on three areas: (a) relationship between clients and counselors; (b) minimizing the impact of program changes on clients; and (c) clean and sober recreation for youth and adults.

“The written comments of clients repeatedly emphasized the importance of their relationships with their counselors. Clients described feeling safe so that they can share information without fear of being judged. Sometimes it’s easy to fall into a pattern of viewing our work with clients as just another day on the job, when the process has the potential to be life-changing for the client. Since receiving the survey results, we have discussed a variety of concepts to continue to enhance the therapeutic relationship.

- Counselors have participated in trainings on motivational interviewing in order to move away from some models of addiction treatment which tend to be more confrontational.
- Consistent policies, administrative procedures and treatment strategies are used to keep clients engaged or to motivate them to re-engage rather than focus on negative consequences, such as suspension or termination.
- More cases are staffed by the treatment team to improve individualized strategies to keep clients engaged in treatment and improve the quality of their lives, rather than assuming that the same goals are of the same importance to everyone in treatment.

“With regard to program changes, our co-occurring disorders program experienced sudden changes in staffing that had not been predicted. As a result, clients experienced a lack of consistent staff coverage in group sessions. That problem was corrected as quickly as possible, but it nevertheless affected client services and satisfaction during that time. Recognizing that change is inevitable and cannot always be fully anticipated, we have made a commitment to improve cross-training of staff so that coverage can be arranged and disruption to services can be minimized. We are also more sensitive to the relationship that clients have with counselors, so we can better communicate changes to clients, and work with the situation in a more therapeutic manner. Finally, we continue to make a conscious effort to empower clients in recognizing the work they do, both individually and as a group, so that they recognize the counselor as a ‘facilitator’, rather than as a ‘healer’.

“Finally, one of the comments consistently made by both youth and adults was the desire for opportunities to engage in clean and sober recreation. This is a critical skill to prevent relapse; therefore, we sought outside funds from private donors to provide for these activities. Clients have enjoyed bowling, miniature golf

and going to the zoo. I think they appreciated the fact that they had a voice in identifying an unmet need in the program, and seeing it take effect.”

Lynn Stott, MS, JD
Program Director, Community Services Northwest
Northwest Recovery Center

“Our agency has utilized the results in many significant ways. First of all, we again have used it as a marketing tool, sharing the results with the Columbia County Commissioners, Columbia County District Court personnel, as well as with local medical providers with the Columbia County Hospital District. Our purpose for using this survey is to have the best advertising come from the clients that we serve. As this survey allows for anonymous responses, we are confident that we are receiving factual feedback. Another use was for some programming changes, such as when specific treatment groups meet, as well as other facility improvements that clients were suggesting.”

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

“We found the results of the survey quite useful. It helped us to see that we could improve in the physical aspect of our environment of care, and we are trying to do so within the resource constraints we have. The process helped the staff to focus on the idea of customer satisfaction, and the results were encouraging to staff in that our agency was at par with or superior to other agencies on most measures. We did not make any specific program changes based upon the survey. We did have the survey available for recent JCAHO accreditation visit as one example of quality improvement activities, but the surveyor did not request to see such information. Thank you for the opportunity to participate in the survey, and we hope to continue to participate in this important and worthwhile activity on an annual basis.”

Andrew J. Saxon, MD
Director, Addiction Patient Care Line
VA Puget Sound Health Care System

“The results were very helpful in identifying areas to improve upon as well as identifying areas which we are already doing well. We used the results to support information in our proposals, and used it to identify needs of patients that were not identified using other means. A very good temperature check!”

David Musse
Treatment Director, Agape Unlimited

“We used the results to: (a) train our non-clinical staff; (b) add a mental health professional to our team to better serve our special needs population; (c) design hour-by-hour schedule for client's first day here with us; and (d) have clinical staff meet with new clients within a few hours of admission to explain our program and to assess immediate needs.”

Fariba Nikdel
Administrator, Isabella House

“We used the last three surveys to help us improve services we provide to our patients. We used the most recent survey as input on implemented best practices into our program to help retain patients longer and get them engaged in treatment early.”

Louella Heavy Runner
Administrative Director, Healing Lodge of the Seven Nations

“Yes, it was good for Ryther staff to see specific points where we could improve our services and service delivery process. We especially appreciated the clients' comments. The results we used were helpful in program development and planning, as we changed some aspects of our program. For example, we changed our 'point system' to allow for more leniency in the beginning stages of treatment with ever-increasing responsibilities as a client transitions through the program. We definitely used the feedback received to help with staff trainings; we are continuing to work on always demonstrating respect and empathy towards our patients. We are using the results received to plan for a new outcome or assessment tool.”

Rachel A. S. Gerken
Chemical Dependency Program Director, Ryther Child Center

“We have used the results of the survey as a reinforcement of our commitment to providing more evidence-based programs and strategies to our challenging population. We make every attempt to think outside of the traditional box when it comes to serving our clients, and that is why their honest feedback gives us a way to constantly evaluate what it is we do and how we do it. Our agency has adopted the Successful Elements system to upgrade our service delivery. We are also implementing the Seven Challenges program this summer, as well as principles of the Cannabis Youth Treatment system. I have been able to introduce a treatment model to King County Drug Court that encompasses client's needs and goals to serve the 18-23 age group.”

Steven B. Wilson
Drug and Alcohol Department Manager
Central Youth and Family Services, Therapeutic Health Services

Policy Makers and/or Implementers

The following are quotes from policy makers and/or implementers describing how they used the results of the 2006 Statewide Patient Satisfaction Survey.

“All of the JRA programs that participated in the 2006 Statewide Patient Satisfaction Survey reviewed the results with their staff teams. Each program used the results as a learning tool. For example, the OMNI Program at Maple Lane School used it as an informational piece for staff to have a perspective on what other treatment facilities are doing. It helped facilitate a discussion on programming and evidence-based treatment. The TIDES Program at Naselle Youth Camp used it to improve basic elements of their programming to include updating materials (DVDs), Twelve Steps meetings, and individual contacts. Finally, the Parke Creek Treatment Center used the information to: (a) evaluate services; (b) note positive results and thank employees for their good work with difficult clients; and (c) discuss the results surrounding client’s feelings of safety and respect. As a provider for youth in the JRA system, these programs are working on the balance between community and client safety and client satisfaction on an on-going basis. The five-year trends are helpful for a more long-term perspective on the survey results. Specific to Parke Creek are the trends for higher satisfaction with JRA clients in outpatient versus inpatient. This can be a way for Parke Creek to look at what other programs do and possibly integrate some of their ideas to strengthen their program. JRA is very committed to improving our treatment programs and reaching our desired goals and outcomes. This survey allows us to see how far we have come and what areas we can continue to improve. Overall, it gives us a ‘real’ look at how the work we are doing is impacting the youth and families we work with.”

Cory Redman
Program Administrator, Juvenile Rehabilitation Administration

“Our board reviewed the survey results and provided feedback for us. As always with the survey results, if there is a need, or if the survey showed areas that need improvement in Pierce County, then the board’s, as well as staff’s, recommendations are incorporated in our contracts with providers. If the survey results show something positive, then we share that with our providers at our monthly provider meeting and encourage all providers to follow suit.”

Penni Newman
Pierce County Chemical Dependency Manager
Pierce County 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 Appendix B, pages 173-190).

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 19, 2007.

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 28, 2006, using data from the DASA management information system, Treatment and Assessment Report Generation Tool (TARGET). Using this initial list, invitations were mailed on January 5, 2007, to directors asking their agency to participate in the statewide survey to be held during the week of March 19, 2007. The invitation included: (a) a cover letter stating the purpose of the survey and the promise that they will receive a confidential report of their agency's survey results; (b) copies of the survey instruments; (c) a copy of the "Guidelines for Administration" (see Appendix B, page 191); and (d) a confirmation form to be returned to DASA. Agencies interested in participating were asked to indicate on the 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, 36 agencies were dropped from the initial list either 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 500 agencies that, as of March 16, 2007, were actively operating and were offering the aforementioned treatment services.

How many agencies participated in the survey?

The table below shows that 460 agencies, or 92 percent, of the 500 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=292)	Private (n=208)	Total (n=500)
Participating	281 (96.2%)	179 (86.1%)	460 (92.0%)
Non-participating	11 (3.8%)	29 (13.9%)	40 (8.0%)

*Publicly-funded agencies 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 292 public treatment agencies 281 or 96.2 percent participated in the survey. Out of the 208 agencies identified as private 179 or 86 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 prepared by DASA. It provides suggestions and other helpful tips on how providers can administer the survey in their agency (see Appendix B, page 191). 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 19, 2007, 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 snapshot or cross-section of patients receiving chemical dependency treatment in the state for a given week during the 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., oversaw the statewide administration of the survey, 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: Tables

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Table 1
Community Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 19-23, 2007

		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	398	45.0%	25	29.4%	121	29.3%	8197	58.9%	926	42.9%	9667	55.4%
	Mostly satisfied	443	50.1%	52	61.2%	242	58.6%	5317	38.2%	1065	49.4%	7119	40.8%
	Subtotal	841	95.1%	77	90.6%	363	87.9%	13514	97.1%	1991	92.3%	16786	96.2%
	Dissatisfied	35	4.0%	8	9.4%	39	9.4%	240	1.7%	109	5.1%	431	2.5%
	Very dissatisfied	6	.7%	0	.0%	9	2.2%	75	.5%	41	1.9%	131	.8%
	Subtotal	41	4.6%	8	9.4%	48	11.6%	315	2.3%	150	7.0%	562	3.2%
	Did not respond	2	.2%	0	.0%	2	.5%	83	.6%	17	.8%	104	.6%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	376	42.5%	26	30.6%	125	30.3%	7839	56.3%	962	44.6%	9328	53.4%
	Mostly satisfied	403	45.6%	40	47.1%	216	52.3%	5564	40.0%	1011	46.8%	7234	41.5%
	Subtotal	779	88.1%	66	77.6%	341	82.6%	13403	96.3%	1973	91.4%	16562	94.9%
	Dissatisfied	85	9.6%	16	18.8%	56	13.6%	361	2.6%	140	6.5%	658	3.8%
	Very dissatisfied	17	1.9%	3	3.5%	13	3.1%	68	.5%	27	1.3%	128	.7%
	Subtotal	102	11.5%	19	22.4%	69	16.7%	429	3.1%	167	7.7%	786	4.5%
	Did not respond	3	.3%	0	.0%	3	.7%	80	.6%	18	.8%	104	.6%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	564	63.8%	34	40.0%	200	48.4%	12109	87.0%	1411	65.4%	14318	82.0%
	Some of the time	291	32.9%	47	55.3%	183	44.3%	1594	11.5%	638	29.6%	2753	15.8%
	Subtotal	855	96.7%	81	95.3%	383	92.7%	13703	98.5%	2049	94.9%	17071	97.8%
	Little of the time	19	2.1%	3	3.5%	23	5.6%	83	.6%	68	3.2%	196	1.1%
	Never	2	.2%	0	.0%	3	.7%	21	.2%	13	.6%	39	.2%
	Subtotal	21	2.4%	3	3.5%	26	6.3%	104	.7%	81	3.8%	235	1.3%
	Did not respond	8	.9%	1	1.2%	4	1.0%	105	.8%	28	1.3%	146	.8%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	561	63.5%	49	57.6%	209	50.6%	8913	64.1%	785	36.4%	10517	60.3%
	Somewhat helpful	289	32.7%	34	40.0%	174	42.1%	4335	31.2%	758	35.1%	5590	32.0%
	Subtotal	850	96.2%	83	97.6%	383	92.7%	13248	95.2%	1543	71.5%	16107	92.3%
	Not helpful	17	1.9%	2	2.4%	17	4.1%	255	1.8%	159	7.4%	450	2.6%
	Made things worse	2	.2%	0	.0%	4	1.0%	39	.3%	24	1.1%	69	.4%
	Subtotal	19	2.1%	2	2.4%	21	5.1%	294	2.1%	183	8.5%	519	3.0%
	Did not receive	7	.8%	0	.0%	5	1.2%	233	1.7%	390	18.1%	635	3.6%
	Did not respond	8	.9%	0	.0%	4	1.0%	137	1.0%	42	1.9%	191	1.1%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%

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Appendix A: Results for Community Treatment Programs

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	512	57.9%	54	63.5%	206	49.9%	8749	62.9%	1134	52.5%	10655	61.1%
	Somewhat helpful	212	24.0%	25	29.4%	115	27.8%	3366	24.2%	733	34.0%	4451	25.5%
	Subtotal	724	81.9%	79	92.9%	321	77.7%	12115	87.1%	1867	86.5%	15106	86.6%
	Not helpful	39	4.4%	3	3.5%	18	4.4%	291	2.1%	151	7.0%	502	2.9%
	Made things worse	1	.1%	0	.0%	2	.5%	36	.3%	42	1.9%	81	.5%
	Subtotal	40	4.5%	3	3.5%	20	4.8%	327	2.4%	193	8.9%	583	3.3%
	Did not receive	109	12.3%	2	2.4%	46	11.1%	1255	9.0%	56	2.6%	1468	8.4%
	Did not respond	11	1.2%	1	1.2%	26	6.3%	215	1.5%	42	1.9%	295	1.7%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	422	47.7%	32	37.6%	134	32.4%	8408	60.4%	1383	64.1%	10379	59.5%
	Yes, probably	302	34.2%	27	31.8%	159	38.5%	4294	30.9%	546	25.3%	5328	30.5%
	Subtotal	724	81.9%	59	69.4%	293	70.9%	12702	91.3%	1929	89.4%	15707	90.0%
	No, probably not	107	12.1%	22	25.9%	75	18.2%	649	4.7%	115	5.3%	968	5.5%
	No, definitely not	28	3.2%	3	3.5%	34	8.2%	179	1.3%	43	2.0%	287	1.6%
	Subtotal	135	15.3%	25	29.4%	109	26.4%	828	6.0%	158	7.3%	1255	7.2%
	Did not respond	25	2.8%	1	1.2%	11	2.7%	382	2.7%	71	3.3%	490	2.8%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	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 19, 2007.

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Appendix A: Results for Community Treatment Programs

Table 2
Community Treatment Programs: Responses to Questions 7-12a of the DASA Adult Patient Satisfaction Survey
by Treatment Modality, March 19-23, 2007

		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	199	22.5%	22	25.9%	135	32.7%	4384	31.5%	366	17.0%	5106	29.3%
	No	673	76.1%	62	72.9%	273	66.1%	9246	66.5%	1760	81.6%	12014	68.8%
	Did not respond	12	1.4%	1	1.2%	5	1.2%	282	2.0%	32	1.5%	332	1.9%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	75	37.7%	8	36.4%	51	37.8%	2106	48.0%	117	32.0%	2357	46.2%
	Somewhat helpful	60	30.2%	5	22.7%	41	30.4%	1322	30.2%	109	29.8%	1537	30.1%
	Subtotal	135	67.8%	13	59.1%	92	68.1%	3428	78.2%	226	61.7%	3894	76.3%
	Not very helpful	24	12.1%	4	18.2%	24	17.8%	373	8.5%	49	13.4%	474	9.3%
	Not helpful at all	28	14.1%	5	22.7%	16	11.9%	318	7.3%	52	14.2%	419	8.2%
	Subtotal	52	26.1%	9	40.9%	40	29.6%	691	15.8%	101	27.6%	893	17.5%
	Did not respond	12	6.0%	0	.0%	3	2.2%	265	6.0%	39	10.7%	319	6.2%
	Total	199	100.0%	22	100.0%	135	100.0%	4384	100.0%	366	100.0%	5106	100.0%
Q8. Did you need medical services?	Yes	460	52.0%	63	74.1%	322	78.0%	2972	21.4%	781	36.2%	4598	26.3%
	No	418	47.3%	22	25.9%	87	21.1%	10641	76.5%	1336	61.9%	12504	71.6%
	Did not respond	6	.7%	0	.0%	4	1.0%	299	2.1%	41	1.9%	350	2.0%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	239	52.0%	31	49.2%	171	53.1%	1490	50.1%	355	45.5%	2286	49.7%
	Somewhat helpful	112	24.3%	26	41.3%	104	32.3%	817	27.5%	215	27.5%	1274	27.7%
	Subtotal	351	76.3%	57	90.5%	275	85.4%	2307	77.6%	570	73.0%	3560	77.4%
	Not very helpful	63	13.7%	4	6.3%	31	9.6%	301	10.1%	81	10.4%	480	10.4%
	Not helpful at all	32	7.0%	1	1.6%	12	3.7%	175	5.9%	55	7.0%	275	6.0%
	Subtotal	95	20.7%	5	7.9%	43	13.4%	476	16.0%	136	17.4%	755	16.4%
	Did not respond	14	3.0%	1	1.6%	4	1.2%	189	6.4%	75	9.6%	283	6.2%
	Total	460	100.0%	63	100.0%	322	100.0%	2972	100.0%	781	100.0%	4598	100.0%
Q9. Did you need family services?	Yes	240	27.1%	17	20.0%	163	39.5%	1914	13.8%	389	18.0%	2723	15.6%
	No	631	71.4%	67	78.8%	244	59.1%	11661	83.8%	1731	80.2%	14334	82.1%
	Did not respond	13	1.5%	1	1.2%	6	1.5%	337	2.4%	38	1.8%	395	2.3%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	105	43.8%	3	17.6%	88	54.0%	873	45.6%	182	46.8%	1251	45.9%
	Somewhat helpful	73	30.4%	6	35.3%	45	27.6%	555	29.0%	83	21.3%	762	28.0%
	Subtotal	178	74.2%	9	52.9%	133	81.6%	1428	74.6%	265	68.1%	2013	73.9%
	Not very helpful	25	10.4%	6	35.3%	19	11.7%	208	10.9%	43	11.1%	301	11.1%
	Not helpful at all	23	9.6%	2	11.8%	10	6.1%	128	6.7%	40	10.3%	203	7.5%
	Subtotal	48	20.0%	8	47.1%	29	17.8%	336	17.6%	83	21.3%	504	18.5%
	Did not respond	14	5.8%	0	.0%	1	.6%	150	7.8%	41	10.5%	206	7.6%
	Total	240	100.0%	17	100.0%	163	100.0%	1914	100.0%	389	100.0%	2723	100.0%

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Q10. Did you need mental health services?	Yes	242	27.4%	43	50.6%	211	51.1%	2728	19.6%	632	29.3%	3856	22.1%
	No	636	71.9%	41	48.2%	197	47.7%	10871	78.1%	1493	69.2%	13238	75.9%
	Did not respond	6	.7%	1	1.2%	5	1.2%	313	2.2%	33	1.5%	358	2.1%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	95	39.3%	21	48.8%	97	46.0%	1394	51.1%	221	35.0%	1828	47.4%
	Somewhat helpful	72	29.8%	10	23.3%	51	24.2%	703	25.8%	178	28.2%	1014	26.3%
	Subtotal	167	69.0%	31	72.1%	148	70.1%	2097	76.9%	399	63.1%	2842	73.7%
	Not very helpful	37	15.3%	6	14.0%	32	15.2%	261	9.6%	97	15.3%	433	11.2%
	Not helpful at all	28	11.6%	3	7.0%	24	11.4%	201	7.4%	58	9.2%	314	8.1%
	Subtotal	65	26.9%	9	20.9%	56	26.5%	462	16.9%	155	24.5%	747	19.4%
	Did not respond	10	4.1%	3	7.0%	7	3.3%	169	6.2%	78	12.3%	267	6.9%
	Total	242	100.0%	43	100.0%	211	100.0%	2728	100.0%	632	100.0%	3856	100.0%
Q11. Did you need educational or vocational services?	Yes	177	20.0%	28	32.9%	169	40.9%	1833	13.2%	388	18.0%	2595	14.9%
	No	698	79.0%	57	67.1%	237	57.4%	11741	84.4%	1730	80.2%	14463	82.9%
	Did not respond	9	1.0%	0	.0%	7	1.7%	338	2.4%	40	1.9%	394	2.3%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	70	39.5%	10	35.7%	66	39.1%	684	37.3%	101	26.0%	931	35.9%
	Somewhat helpful	39	22.0%	9	32.1%	59	34.9%	509	27.8%	96	24.7%	712	27.4%
	Subtotal	109	61.6%	19	67.9%	125	74.0%	1193	65.1%	197	50.8%	1643	63.3%
	Not very helpful	31	17.5%	4	14.3%	18	10.7%	284	15.5%	66	17.0%	403	15.5%
	Not helpful at all	31	17.5%	5	17.9%	25	14.8%	176	9.6%	62	16.0%	299	11.5%
	Subtotal	62	35.0%	9	32.1%	43	25.4%	460	25.1%	128	33.0%	702	27.1%
	Did not respond	6	3.4%	0	.0%	1	.6%	180	9.8%	63	16.2%	250	9.6%
	Total	177	100.0%	28	100.0%	169	100.0%	1833	100.0%	388	100.0%	2595	100.0%
Q12. Did you need employment services?	Yes	179	20.2%	31	36.5%	152	36.8%	1732	12.4%	350	16.2%	2444	14.0%
	No	699	79.1%	54	63.5%	254	61.5%	11875	85.4%	1765	81.8%	14647	83.9%
	Did not respond	6	.7%	0	.0%	7	1.7%	305	2.2%	43	2.0%	361	2.1%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	41	22.9%	5	16.1%	48	31.6%	553	31.9%	80	22.9%	727	29.7%
	Somewhat helpful	42	23.5%	9	29.0%	50	32.9%	455	26.3%	77	22.0%	633	25.9%
	Subtotal	83	46.4%	14	45.2%	98	64.5%	1008	58.2%	157	44.9%	1360	55.6%
	Not very helpful	32	17.9%	3	9.7%	22	14.5%	314	18.1%	67	19.1%	438	17.9%
	Not helpful at all	52	29.1%	12	38.7%	26	17.1%	254	14.7%	70	20.0%	414	16.9%
	Subtotal	84	46.9%	15	48.4%	48	31.6%	568	32.8%	137	39.1%	852	34.9%
	Did not respond	12	6.7%	2	6.5%	6	3.9%	156	9.0%	56	16.0%	232	9.5%
	Total	179	100.0%	31	100.0%	152	100.0%	1732	100.0%	350	100.0%	2444	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 19, 2007.

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Table 3
Community Treatment Programs: Characteristics of Patients Completing the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 19-23, 2007

		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	45	5.1%	4	4.7%	30	7.3%	682	4.9%	26	1.2%	787	4.5%
	21 - 25	151	17.1%	12	14.1%	75	18.2%	2411	17.3%	219	10.1%	2868	16.4%
	26 - 30	123	13.9%	10	11.8%	54	13.1%	2132	15.3%	269	12.5%	2588	14.8%
	31 - 35	101	11.4%	8	9.4%	63	15.3%	1622	11.7%	217	10.1%	2011	11.5%
	36 - 40	132	14.9%	12	14.1%	50	12.1%	1667	12.0%	261	12.1%	2122	12.2%
	41 - 45	114	12.9%	16	18.8%	43	10.4%	1650	11.9%	248	11.5%	2071	11.9%
	46 - 50	99	11.2%	9	10.6%	44	10.7%	1379	9.9%	246	11.4%	1777	10.2%
	51 - 55	52	5.9%	8	9.4%	19	4.6%	872	6.3%	279	12.9%	1230	7.0%
	Over 55	30	3.4%	1	1.2%	17	4.1%	858	6.2%	173	8.0%	1079	6.2%
	Unknown	37	4.2%	5	5.9%	18	4.4%	639	4.6%	220	10.2%	919	5.3%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Gender	Male	535	60.5%	55	64.7%	216	52.3%	9664	69.5%	994	46.1%	11464	65.7%
	Female	327	37.0%	26	30.6%	190	46.0%	3834	27.6%	978	45.3%	5355	30.7%
	Unknown	22	2.5%	4	4.7%	7	1.7%	414	3.0%	186	8.6%	633	3.6%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Ethnic/Racial Background	White/European American	636	71.9%	57	67.1%	276	66.8%	9406	67.6%	1554	72.0%	11929	68.4%
	Black/African American	46	5.2%	5	5.9%	29	7.0%	668	4.8%	85	3.9%	833	4.8%
	Asian/Pacific Islander	12	1.4%	2	2.4%	6	1.5%	379	2.7%	34	1.6%	433	2.5%
	Native American/Eskimo/Aleut	71	8.0%	4	4.7%	44	10.7%	855	6.1%	114	5.3%	1088	6.2%
	Hispanic	44	5.0%	7	8.2%	10	2.4%	1441	10.4%	76	3.5%	1578	9.0%
	Multiracial	19	2.1%	1	1.2%	20	4.8%	256	1.8%	38	1.8%	334	1.9%
	Other	13	1.5%	5	5.9%	9	2.2%	274	2.0%	33	1.5%	334	1.9%
	Unknown	43	4.9%	4	4.7%	19	4.6%	633	4.6%	224	10.4%	923	5.3%
Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%	
Length of Stay in Treatment	15 days or less	386	43.7%	7	8.2%	42	10.2%	1111	8.0%	35	1.6%	1581	9.1%
	16 - 30 days	232	26.2%	7	8.2%	109	26.4%	1049	7.5%	61	2.8%	1458	8.4%
	31 - 45 days	28	3.2%	42	49.4%	70	16.9%	728	5.2%	23	1.1%	891	5.1%
	46 - 60 days	0	.0%	8	9.4%	54	13.1%	690	5.0%	26	1.2%	778	4.5%
	61 - 75 days	0	.0%	7	8.2%	26	6.3%	684	4.9%	21	1.0%	738	4.2%
	76 - 90 days	0	.0%	0	.0%	21	5.1%	457	3.3%	25	1.2%	503	2.9%
	Over 90 days	0	.0%	0	.0%	19	4.6%	5504	39.6%	873	40.5%	6396	36.6%
	Unknown	238	26.9%	14	16.5%	72	17.4%	3689	26.5%	1094	50.7%	5107	29.3%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%
Source of Funding	Private	222	25.1%	1	1.2%	16	3.9%	7062	50.8%	639	29.6%	7940	45.5%
	Public	488	55.2%	62	72.9%	309	74.8%	4011	28.8%	769	35.6%	5639	32.3%
	Unknown	174	19.7%	22	25.9%	88	21.3%	2839	20.4%	750	34.8%	3873	22.2%
	Total	884	100.0%	85	100.0%	413	100.0%	13912	100.0%	2158	100.0%	17452	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	241	45.0%	147	45.0%	10	45.5%	398	45.0%
	Mostly satisfied	268	50.1%	165	50.5%	10	45.5%	443	50.1%
	Subtotal	509	95.1%	312	95.4%	20	90.9%	841	95.1%
	Dissatisfied	23	4.3%	10	3.1%	2	9.1%	35	4.0%
	Very dissatisfied	2	.4%	4	1.2%	0	.0%	6	.7%
	Subtotal	25	4.7%	14	4.3%	2	9.1%	41	4.6%
	Did not respond	1	.2%	1	.3%	0	.0%	2	.2%
	Total	535	100.0%	327	100.0%	22	100.0%	884	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	348	65.0%	204	62.4%	12	54.5%	564	63.8%
	Some of the time	170	31.8%	111	33.9%	10	45.5%	291	32.9%
	Subtotal	518	96.8%	315	96.3%	22	100.0%	855	96.7%
	Little of the time	9	1.7%	10	3.1%	0	.0%	19	2.1%
	Never	1	.2%	1	.3%	0	.0%	2	.2%
	Subtotal	10	1.9%	11	3.4%	0	.0%	21	2.4%
	Did not respond	7	1.3%	1	.3%	0	.0%	8	.9%
	Total	535	100.0%	327	100.0%	22	100.0%	884	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	18	32.7%	6	23.1%	1	25.0%	25	29.4%
	Mostly satisfied	31	56.4%	18	69.2%	3	75.0%	52	61.2%
	Subtotal	49	89.1%	24	92.3%	4	100.0%	77	90.6%
	Dissatisfied	6	10.9%	2	7.7%	0	.0%	8	9.4%
	Very dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	6	10.9%	2	7.7%	0	.0%	8	9.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	55	100.0%	26	100.0%	4	100.0%	85	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	21	38.2%	11	42.3%	2	50.0%	34	40.0%
	Some of the time	31	56.4%	15	57.7%	1	25.0%	47	55.3%
	Subtotal	52	94.5%	26	100.0%	3	75.0%	81	95.3%
	Little of the time	3	5.5%	0	.0%	0	.0%	3	3.5%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	3	5.5%	0	.0%	0	.0%	3	3.5%
	Did not respond	0	.0%	0	.0%	1	25.0%	1	1.2%
	Total	55	100.0%	26	100.0%	4	100.0%	85	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	65	30.1%	54	28.4%	2	28.6%	121	29.3%
	Mostly satisfied	125	57.9%	114	60.0%	3	42.9%	242	58.6%
	Subtotal	190	88.0%	168	88.4%	5	71.4%	363	87.9%
	Dissatisfied	21	9.7%	18	9.5%	0	.0%	39	9.4%
	Very dissatisfied	3	1.4%	4	2.1%	2	28.6%	9	2.2%
	Subtotal	24	11.1%	22	11.6%	2	28.6%	48	11.6%
	Did not respond	2	.9%	0	.0%	0	.0%	2	.5%
	Total	216	100.0%	190	100.0%	7	100.0%	413	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	123	56.9%	74	38.9%	3	42.9%	200	48.4%
	Some of the time	76	35.2%	103	54.2%	4	57.1%	183	44.3%
	Subtotal	199	92.1%	177	93.2%	7	100.0%	383	92.7%
	Little of the time	13	6.0%	10	5.3%	0	.0%	23	5.6%
	Never	1	.5%	2	1.1%	0	.0%	3	.7%
	Subtotal	14	6.5%	12	6.3%	0	.0%	26	6.3%
	Did not respond	3	1.4%	1	.5%	0	.0%	4	1.0%
	Total	216	100.0%	190	100.0%	7	100.0%	413	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	5583	57.8%	2374	61.9%	240	58.0%	8197	58.9%
	Mostly satisfied	3817	39.5%	1359	35.4%	141	34.1%	5317	38.2%
	Subtotal	9400	97.3%	3733	97.4%	381	92.0%	13514	97.1%
	Dissatisfied	164	1.7%	64	1.7%	12	2.9%	240	1.7%
	Very dissatisfied	55	.6%	19	.5%	1	.2%	75	.5%
	Subtotal	219	2.3%	83	2.2%	13	3.1%	315	2.3%
	Did not respond	45	.5%	18	.5%	20	4.8%	83	.6%
	Total	9664	100.0%	3834	100.0%	414	100.0%	13912	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	8486	87.8%	3293	85.9%	330	79.7%	12109	87.0%
	Some of the time	1045	10.8%	495	12.9%	54	13.0%	1594	11.5%
	Subtotal	9531	98.6%	3788	98.8%	384	92.8%	13703	98.5%
	Little of the time	61	.6%	17	.4%	5	1.2%	83	.6%
	Never	19	.2%	1	.0%	1	.2%	21	.2%
	Subtotal	80	.8%	18	.5%	6	1.4%	104	.7%
	Did not respond	53	.5%	28	.7%	24	5.8%	105	.8%
	Total	9664	100.0%	3834	100.0%	414	100.0%	13912	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	437	44.0%	422	43.1%	67	36.0%	926	42.9%
	Mostly satisfied	487	49.0%	488	49.9%	90	48.4%	1065	49.4%
	Subtotal	924	93.0%	910	93.0%	157	84.4%	1991	92.3%
	Dissatisfied	47	4.7%	45	4.6%	17	9.1%	109	5.1%
	Very dissatisfied	14	1.4%	20	2.0%	7	3.8%	41	1.9%
	Subtotal	61	6.1%	65	6.6%	24	12.9%	150	7.0%
	Did not respond	9	.9%	3	.3%	5	2.7%	17	.8%
	Total	994	100.0%	978	100.0%	186	100.0%	2158	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	677	68.1%	621	63.5%	113	60.8%	1411	65.4%
	Some of the time	277	27.9%	306	31.3%	55	29.6%	638	29.6%
	Subtotal	954	96.0%	927	94.8%	168	90.3%	2049	94.9%
	Little of the time	24	2.4%	35	3.6%	9	4.8%	68	3.2%
	Never	4	.4%	9	.9%	0	.0%	13	.6%
	Subtotal	28	2.8%	44	4.5%	9	4.8%	81	3.8%
	Did not respond	12	1.2%	7	.7%	9	4.8%	28	1.3%
	Total	994	100.0%	978	100.0%	186	100.0%	2158	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 19, 2007.

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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		Asian/PI		Native American		Hispanic		Multiracial/Other		Unknown		Total	
		Count	Column %	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	363	37.5%	35	43.8%	8	40.0%	55	46.2%	32	52.5%	25	37.3%	26	39.4%	544	39.4%
	Mostly satisfied	545	56.2%	38	47.5%	12	60.0%	54	45.4%	23	37.7%	32	47.8%	33	50.0%	737	53.3%
	Subtotal	908	93.7%	73	91.3%	20	100.0%	109	91.6%	55	90.2%	57	85.1%	59	89.4%	1281	92.7%
	Dissatisfied	50	5.2%	7	8.8%	0	.0%	6	5.0%	5	8.2%	9	13.4%	5	7.6%	82	5.9%
	Very dissatisfied	9	.9%	0	.0%	0	.0%	2	1.7%	1	1.6%	1	1.5%	2	3.0%	15	1.1%
	Subtotal	59	6.1%	7	8.8%	0	.0%	8	6.7%	6	9.8%	10	14.9%	7	10.6%	97	7.0%
	Did not respond	2	.2%	0	.0%	0	.0%	2	1.7%	0	.0%	0	.0%	0	.0%	4	.3%
	Total	969	100.0%	80	100.0%	20	100.0%	119	100.0%	61	100.0%	67	100.0%	66	100.0%	1382	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	562	58.0%	44	55.0%	11	55.0%	69	58.0%	43	70.5%	34	50.7%	35	53.0%	798	57.7%
	Some of the time	363	37.5%	35	43.8%	9	45.0%	44	37.0%	14	23.0%	26	38.8%	30	45.5%	521	37.7%
	Subtotal	925	95.5%	79	98.8%	20	100.0%	113	95.0%	57	93.4%	60	89.6%	65	98.5%	1319	95.4%
	Little of the time	31	3.2%	1	1.3%	0	.0%	6	5.0%	3	4.9%	4	6.0%	0	.0%	45	3.3%
	Never	4	.4%	0	.0%	0	.0%	0	.0%	1	1.6%	0	.0%	0	.0%	5	.4%
	Subtotal	35	3.6%	1	1.3%	0	.0%	6	5.0%	4	6.6%	4	6.0%	0	.0%	50	3.6%
	Did not respond	9	.9%	0	.0%	0	.0%	0	.0%	0	.0%	3	4.5%	1	1.5%	13	.9%
	Total	969	100.0%	80	100.0%	20	100.0%	119	100.0%	61	100.0%	67	100.0%	66	100.0%	1382	100.0%

Outpatient/Intensive Outpatient

		Ethnic/Racial Background															
		White/European American		Black/African American		Asian/PI		Native American		Hispanic		Multiracial/Other		Unknown		Total	
		Count	Column %	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	5368	57.1%	392	58.7%	225	59.4%	493	57.7%	1091	75.7%	274	51.7%	354	55.9%	8197	58.9%
	Mostly satisfied	3790	40.3%	247	37.0%	144	38.0%	345	40.4%	321	22.3%	230	43.4%	240	37.9%	5317	38.2%
	Subtotal	9158	97.4%	639	95.7%	369	97.4%	838	98.0%	1412	98.0%	504	95.1%	594	93.8%	13514	97.1%
	Dissatisfied	162	1.7%	16	2.4%	7	1.8%	11	1.3%	10	.7%	17	3.2%	17	2.7%	240	1.7%
	Very dissatisfied	50	.5%	5	.7%	0	.0%	3	.4%	9	.6%	6	1.1%	2	.3%	75	.5%
	Subtotal	212	2.3%	21	3.1%	7	1.8%	14	1.6%	19	1.3%	23	4.3%	19	3.0%	315	2.3%
	Did not respond	36	.4%	8	1.2%	3	.8%	3	.4%	10	.7%	3	.6%	20	3.2%	83	.6%
	Total	9406	100.0%	668	100.0%	379	100.0%	855	100.0%	1441	100.0%	530	100.0%	633	100.0%	13912	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	8256	87.8%	567	84.9%	322	85.0%	734	85.8%	1291	89.6%	426	80.4%	513	81.0%	12109	87.0%
	Some of the time	1045	11.1%	90	13.5%	52	13.7%	110	12.9%	115	8.0%	88	16.6%	94	14.8%	1594	11.5%
	Subtotal	9301	98.9%	657	98.4%	374	98.7%	844	98.7%	1406	97.6%	514	97.0%	607	95.9%	13703	98.5%
	Little of the time	49	.5%	6	.9%	1	.3%	3	.4%	15	1.0%	5	.9%	4	.6%	83	.6%
	Never	11	.1%	1	.1%	0	.0%	1	.1%	5	.3%	2	.4%	1	.2%	21	.2%
	Subtotal	60	.6%	7	1.0%	1	.3%	4	.5%	20	1.4%	7	1.3%	5	.8%	104	.7%
	Did not respond	45	.5%	4	.6%	4	1.1%	7	.8%	15	1.0%	9	1.7%	21	3.3%	105	.8%
	Total	9406	100.0%	668	100.0%	379	100.0%	855	100.0%	1441	100.0%	530	100.0%	633	100.0%	13912	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Opiate Substitution*

		Ethnic/Racial Background															
		White/European American		Black/African American		Asian/PI		Native American		Hispanic		Multiracial/Other		Unknown		Total	
		Count	Column %	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	664	42.7%	34	40.0%	21	61.8%	50	43.9%	47	61.8%	26	36.6%	84	37.5%	926	42.9%
	Mostly satisfied	778	50.1%	47	55.3%	13	38.2%	55	48.2%	28	36.8%	36	50.7%	108	48.2%	1065	49.4%
	Subtotal	1442	92.8%	81	95.3%	34	100.0%	105	92.1%	75	98.7%	62	87.3%	192	85.7%	1991	92.3%
	Dissatisfied	75	4.8%	2	2.4%	0	.0%	7	6.1%	0	.0%	7	9.9%	18	8.0%	109	5.1%
	Very dissatisfied	26	1.7%	1	1.2%	0	.0%	2	1.8%	1	1.3%	2	2.8%	9	4.0%	41	1.9%
	Subtotal	101	6.5%	3	3.5%	0	.0%	9	7.9%	1	1.3%	9	12.7%	27	12.1%	150	7.0%
	Did not respond	11	.7%	1	1.2%	0	.0%	0	.0%	0	.0%	0	.0%	5	2.2%	17	.8%
	Total	1554	100.0%	85	100.0%	34	100.0%	114	100.0%	76	100.0%	71	100.0%	224	100.0%	2158	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1034	66.5%	53	62.4%	20	58.8%	71	62.3%	57	75.0%	41	57.7%	135	60.3%	1411	65.4%
	Some of the time	452	29.1%	23	27.1%	13	38.2%	38	33.3%	18	23.7%	26	36.6%	68	30.4%	638	29.6%
	Subtotal	1486	95.6%	76	89.4%	33	97.1%	109	95.6%	75	98.7%	67	94.4%	203	90.6%	2049	94.9%
	Little of the time	47	3.0%	2	2.4%	0	.0%	4	3.5%	0	.0%	2	2.8%	13	5.8%	68	3.2%
	Never	8	.5%	0	.0%	0	.0%	1	.9%	1	1.3%	1	1.4%	2	.9%	13	.6%
	Subtotal	55	3.5%	2	2.4%	0	.0%	5	4.4%	1	1.3%	3	4.2%	15	6.7%	81	3.8%
	Did not respond	13	.8%	7	8.2%	1	2.9%	0	.0%	0	.0%	1	1.4%	6	2.7%	28	1.3%
	Total	1554	100.0%	85	100.0%	34	100.0%	114	100.0%	76	100.0%	71	100.0%	224	100.0%	2158	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 19, 2007.

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	82	41.0%	79	48.5%	137	48.4%	100	42.0%	398	45.0%
	Mostly satisfied	107	53.5%	76	46.6%	137	48.4%	123	51.7%	443	50.1%
	Subtotal	189	94.5%	155	95.1%	274	96.8%	223	93.7%	841	95.1%
	Dissatisfied	10	5.0%	7	4.3%	6	2.1%	12	5.0%	35	4.0%
	Very dissatisfied	1	.5%	1	.6%	3	1.1%	1	.4%	6	.7%
	Subtotal	11	5.5%	8	4.9%	9	3.2%	13	5.5%	41	4.6%
	Did not respond	0	.0%	0	.0%	0	.0%	2	.8%	2	.2%
	Total	200	100.0%	163	100.0%	283	100.0%	238	100.0%	884	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	130	65.0%	103	63.2%	187	66.1%	144	60.5%	564	63.8%
	Some of the time	64	32.0%	54	33.1%	85	30.0%	88	37.0%	291	32.9%
	Subtotal	194	97.0%	157	96.3%	272	96.1%	232	97.5%	855	96.7%
	Little of the time	4	2.0%	4	2.5%	7	2.5%	4	1.7%	19	2.1%
	Never	1	.5%	0	.0%	1	.4%	0	.0%	2	.2%
	Subtotal	5	2.5%	4	2.5%	8	2.8%	4	1.7%	21	2.4%
	Did not respond	1	.5%	2	1.2%	3	1.1%	2	.8%	8	.9%
	Total	200	100.0%	163	100.0%	283	100.0%	238	100.0%	884	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	3	33.3%	13	33.3%	7	30.4%	2	14.3%	25	29.4%
	Mostly satisfied	5	55.6%	25	64.1%	13	56.5%	9	64.3%	52	61.2%
	Subtotal	8	88.9%	38	97.4%	20	87.0%	11	78.6%	77	90.6%
	Dissatisfied	1	11.1%	1	2.6%	3	13.0%	3	21.4%	8	9.4%
	Very dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	1	11.1%	1	2.6%	3	13.0%	3	21.4%	8	9.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	9	100.0%	39	100.0%	23	100.0%	14	100.0%	85	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	6	66.7%	14	35.9%	8	34.8%	6	42.9%	34	40.0%
	Some of the time	3	33.3%	25	64.1%	13	56.5%	6	42.9%	47	55.3%
	Subtotal	9	100.0%	39	100.0%	21	91.3%	12	85.7%	81	95.3%
	Little of the time	0	.0%	0	.0%	2	8.7%	1	7.1%	3	3.5%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	0	.0%	2	8.7%	1	7.1%	3	3.5%
	Did not respond	0	.0%	0	.0%	0	.0%	1	7.1%	1	1.2%
	Total	9	100.0%	39	100.0%	23	100.0%	14	100.0%	85	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	45	29.8%	38	30.6%	22	33.3%	16	22.2%	121	29.3%
	Mostly satisfied	89	58.9%	73	58.9%	36	54.5%	44	61.1%	242	58.6%
	Subtotal	134	88.7%	111	89.5%	58	87.9%	60	83.3%	363	87.9%
	Dissatisfied	13	8.6%	11	8.9%	7	10.6%	8	11.1%	39	9.4%
	Very dissatisfied	4	2.6%	2	1.6%	1	1.5%	2	2.8%	9	2.2%
	Subtotal	17	11.3%	13	10.5%	8	12.1%	10	13.9%	48	11.6%
	Did not respond	0	.0%	0	.0%	0	.0%	2	2.8%	2	.5%
	Total	151	100.0%	124	100.0%	66	100.0%	72	100.0%	413	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	81	53.6%	58	46.8%	32	48.5%	29	40.3%	200	48.4%
	Some of the time	63	41.7%	59	47.6%	28	42.4%	33	45.8%	183	44.3%
	Subtotal	144	95.4%	117	94.4%	60	90.9%	62	86.1%	383	92.7%
	Little of the time	5	3.3%	7	5.6%	6	9.1%	5	6.9%	23	5.6%
	Never	1	.7%	0	.0%	0	.0%	2	2.8%	3	.7%
	Subtotal	6	4.0%	7	5.6%	6	9.1%	7	9.7%	26	6.3%
	Did not respond	1	.7%	0	.0%	0	.0%	3	4.2%	4	1.0%
	Total	151	100.0%	124	100.0%	66	100.0%	72	100.0%	413	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	1220	56.5%	854	60.2%	4028	60.6%	2095	56.8%	8197	58.9%
	Mostly satisfied	869	40.2%	531	37.4%	2474	37.2%	1443	39.1%	5317	38.2%
	Subtotal	2089	96.7%	1385	97.7%	6502	97.8%	3538	95.9%	13514	97.1%
	Dissatisfied	47	2.2%	23	1.6%	91	1.4%	79	2.1%	240	1.7%
	Very dissatisfied	10	.5%	6	.4%	33	.5%	26	.7%	75	.5%
	Subtotal	57	2.6%	29	2.0%	124	1.9%	105	2.8%	315	2.3%
	Did not respond	14	.6%	4	.3%	19	.3%	46	1.2%	83	.6%
	Total	2160	100.0%	1418	100.0%	6645	100.0%	3689	100.0%	13912	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	1914	88.6%	1267	89.4%	5841	87.9%	3087	83.7%	12109	87.0%
	Some of the time	225	10.4%	130	9.2%	744	11.2%	495	13.4%	1594	11.5%
	Subtotal	2139	99.0%	1397	98.5%	6585	99.1%	3582	97.1%	13703	98.5%
	Little of the time	9	.4%	10	.7%	26	.4%	38	1.0%	83	.6%
	Never	0	.0%	1	.1%	8	.1%	12	.3%	21	.2%
	Subtotal	9	.4%	11	.8%	34	.5%	50	1.4%	104	.7%
	Did not respond	12	.6%	10	.7%	26	.4%	57	1.5%	105	.8%
	Total	2160	100.0%	1418	100.0%	6645	100.0%	3689	100.0%	13912	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

		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	105	55.0%	68	43.9%	318	44.3%	435	39.8%	926	42.9%
	Mostly satisfied	78	40.8%	73	47.1%	353	49.2%	561	51.3%	1065	49.4%
	Subtotal	183	95.8%	141	91.0%	671	93.5%	996	91.0%	1991	92.3%
	Dissatisfied	4	2.1%	11	7.1%	33	4.6%	61	5.6%	109	5.1%
	Very dissatisfied	2	1.0%	3	1.9%	12	1.7%	24	2.2%	41	1.9%
	Subtotal	6	3.1%	14	9.0%	45	6.3%	85	7.8%	150	7.0%
	Did not respond	2	1.0%	0	.0%	2	.3%	13	1.2%	17	.8%
	Total	191	100.0%	155	100.0%	718	100.0%	1094	100.0%	2158	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	140	73.3%	112	72.3%	479	66.7%	680	62.2%	1411	65.4%
	Some of the time	47	24.6%	38	24.5%	210	29.2%	343	31.4%	638	29.6%
	Subtotal	187	97.9%	150	96.8%	689	96.0%	1023	93.5%	2049	94.9%
	Little of the time	0	.0%	4	2.6%	20	2.8%	44	4.0%	68	3.2%
	Never	1	.5%	1	.6%	3	.4%	8	.7%	13	.6%
	Subtotal	1	.5%	5	3.2%	23	3.2%	52	4.8%	81	3.8%
	Did not respond	3	1.6%	0	.0%	6	.8%	19	1.7%	28	1.3%
	Total	191	100.0%	155	100.0%	718	100.0%	1094	100.0%	2158	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 19, 2007.

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	105	43.9%	329	38.3%	110	38.7%	544	39.4%
	Mostly satisfied	121	50.6%	469	54.6%	147	51.8%	737	53.3%
	Subtotal	226	94.6%	798	92.9%	257	90.5%	1281	92.7%
	Dissatisfied	11	4.6%	49	5.7%	22	7.7%	82	5.9%
	Very dissatisfied	1	.4%	11	1.3%	3	1.1%	15	1.1%
	Subtotal	12	5.0%	60	7.0%	25	8.8%	97	7.0%
	Did not respond	1	.4%	1	.1%	2	.7%	4	.3%
	Total	239	100.0%	859	100.0%	284	100.0%	1382	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	160	66.9%	474	55.2%	164	57.7%	798	57.7%
	Some of the time	69	28.9%	344	40.0%	108	38.0%	521	37.7%
	Subtotal	229	95.8%	818	95.2%	272	95.8%	1319	95.4%
	Little of the time	4	1.7%	34	4.0%	7	2.5%	45	3.3%
	Never	1	.4%	2	.2%	2	.7%	5	.4%
	Subtotal	5	2.1%	36	4.2%	9	3.2%	50	3.6%
	Did not respond	5	2.1%	5	.6%	3	1.1%	13	.9%
	Total	239	100.0%	859	100.0%	284	100.0%	1382	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	4283	60.6%	2268	56.5%	1646	58.0%	8197	58.9%
	Mostly satisfied	2607	36.9%	1618	40.3%	1092	38.5%	5317	38.2%
	Subtotal	6890	97.6%	3886	96.9%	2738	96.4%	13514	97.1%
	Dissatisfied	108	1.5%	80	2.0%	52	1.8%	240	1.7%
	Very dissatisfied	27	.4%	26	.6%	22	.8%	75	.5%
	Subtotal	135	1.9%	106	2.6%	74	2.6%	315	2.3%
	Did not respond	37	.5%	19	.5%	27	1.0%	83	.6%
	Total	7062	100.0%	4011	100.0%	2839	100.0%	13912	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	6362	90.1%	3370	84.0%	2377	83.7%	12109	87.0%
	Some of the time	617	8.7%	583	14.5%	394	13.9%	1594	11.5%
	Subtotal	6979	98.8%	3953	98.6%	2771	97.6%	13703	98.5%
	Little of the time	33	.5%	28	.7%	22	.8%	83	.6%
	Never	11	.2%	5	.1%	5	.2%	21	.2%
	Subtotal	44	.6%	33	.8%	27	1.0%	104	.7%
	Did not respond	39	.6%	25	.6%	41	1.4%	105	.8%
	Total	7062	100.0%	4011	100.0%	2839	100.0%	13912	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	271	42.4%	345	44.9%	310	41.3%	926	42.9%
	Mostly satisfied	330	51.6%	368	47.9%	367	48.9%	1065	49.4%
	Subtotal	601	94.1%	713	92.7%	677	90.3%	1991	92.3%
	Dissatisfied	26	4.1%	40	5.2%	43	5.7%	109	5.1%
	Very dissatisfied	9	1.4%	12	1.6%	20	2.7%	41	1.9%
	Subtotal	35	5.5%	52	6.8%	63	8.4%	150	7.0%
	Did not respond	3	.5%	4	.5%	10	1.3%	17	.8%
	Total	639	100.0%	769	100.0%	750	100.0%	2158	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	456	71.4%	497	64.6%	458	61.1%	1411	65.4%
	Some of the time	162	25.4%	232	30.2%	244	32.5%	638	29.6%
	Subtotal	618	96.7%	729	94.8%	702	93.6%	2049	94.9%
	Little of the time	16	2.5%	21	2.7%	31	4.1%	68	3.2%
	Never	2	.3%	6	.8%	5	.7%	13	.6%
	Subtotal	18	2.8%	27	3.5%	36	4.8%	81	3.8%
	Did not respond	3	.5%	13	1.7%	12	1.6%	28	1.3%
	Total	639	100.0%	769	100.0%	750	100.0%	2158	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 19, 2007.

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	690	90.8%	401	58.9%	7065	56.9%
	Mostly satisfied	61	8.0%	260	38.2%	4990	40.2%
	Subtotal	751	98.8%	661	97.1%	12055	97.0%
	Dissatisfied	2	.3%	8	1.2%	230	1.9%
	Very dissatisfied	1	.1%	8	1.2%	66	.5%
	Subtotal	3	.4%	16	2.3%	296	2.4%
	Did not respond	6	.8%	4	.6%	72	.6%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	643	84.6%	377	55.4%	6784	54.6%
	Mostly satisfied	99	13.0%	265	38.9%	5190	41.8%
	Subtotal	742	97.6%	642	94.3%	11974	96.4%
	Dissatisfied	5	.7%	25	3.7%	330	2.7%
	Very dissatisfied	2	.3%	8	1.2%	58	.5%
	Subtotal	7	.9%	33	4.8%	388	3.1%
	Did not respond	11	1.4%	6	.9%	61	.5%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	692	91.1%	599	88.0%	10775	86.7%
	Some of the time	48	6.3%	67	9.8%	1477	11.9%
	Subtotal	740	97.4%	666	97.8%	12252	98.6%
	Little of the time	9	1.2%	6	.9%	68	.5%
	Never	2	.3%	3	.4%	16	.1%
	Subtotal	11	1.4%	9	1.3%	84	.7%
	Did not respond	9	1.2%	6	.9%	87	.7%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	682	89.7%	479	70.3%	7719	62.1%
	Somewhat helpful	52	6.8%	181	26.6%	4091	32.9%
	Subtotal	734	96.6%	660	96.9%	11810	95.1%
	Not helpful	1	.1%	2	.3%	252	2.0%
	Made things worse	1	.1%	4	.6%	34	.3%
	Subtotal	2	.3%	6	.9%	286	2.3%
	Did not receive	13	1.7%	9	1.3%	209	1.7%
	Did not respond	11	1.4%	6	.9%	118	.9%
Total	760	100.0%	681	100.0%	12423	100.0%	

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	614	80.8%	467	68.6%	7633	61.4%
	Somewhat helpful	54	7.1%	151	22.2%	3152	25.4%
	Subtotal	668	87.9%	618	90.7%	10785	86.8%
	Not helpful	2	.3%	6	.9%	282	2.3%
	Made things worse	1	.1%	0	.0%	35	.3%
	Subtotal	3	.4%	6	.9%	317	2.6%
	Did not receive	64	8.4%	43	6.3%	1147	9.2%
	Did not respond	25	3.3%	14	2.1%	174	1.4%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	629	82.8%	448	65.8%	7298	58.7%
	Yes, probably	105	13.8%	182	26.7%	3995	32.2%
	Subtotal	734	96.6%	630	92.5%	11293	90.9%
	No, probably not	11	1.4%	16	2.3%	622	5.0%
	No, definitely not	2	.3%	14	2.1%	162	1.3%
	Subtotal	13	1.7%	30	4.4%	784	6.3%
	Did not respond	13	1.7%	21	3.1%	346	2.8%
	Total	760	100.0%	681	100.0%	12423	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	462	60.8%	259	38.0%	3633	29.2%
	No	278	36.6%	402	59.0%	8548	68.8%
	Did not respond	20	2.6%	20	2.9%	242	1.9%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	209	45.2%	147	56.8%	1737	47.8%
	Somewhat helpful	93	20.1%	72	27.8%	1149	31.6%
	Subtotal	302	65.4%	219	84.6%	2886	79.4%
	Not very helpful	62	13.4%	18	6.9%	290	8.0%
	Not helpful at all	8	1.7%	14	5.4%	295	8.1%
	Subtotal	70	15.2%	32	12.4%	585	16.1%
	Did not respond	90	19.5%	8	3.1%	162	4.5%
	Total	462	100.0%	259	100.0%	3633	100.0%
Q8. Did you need medical services?	Yes	326	42.9%	149	21.9%	2472	19.9%
	No	415	54.6%	509	74.7%	9696	78.0%
	Did not respond	19	2.5%	23	3.4%	255	2.1%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	96	29.4%	81	54.4%	1299	52.5%
	Somewhat helpful	79	24.2%	46	30.9%	687	27.8%
	Subtotal	175	53.7%	127	85.2%	1986	80.3%
	Not very helpful	84	25.8%	9	6.0%	204	8.3%
	Not helpful at all	8	2.5%	8	5.4%	158	6.4%
	Subtotal	92	28.2%	17	11.4%	362	14.6%
	Did not respond	59	18.1%	5	3.4%	124	5.0%
	Total	326	100.0%	149	100.0%	2472	100.0%
Q9. Did you need family services?	Yes	284	37.4%	111	16.3%	1499	12.1%
	No	452	59.5%	545	80.0%	10637	85.6%
	Did not respond	24	3.2%	25	3.7%	287	2.3%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	78	27.5%	70	63.1%	715	47.7%
	Somewhat helpful	60	21.1%	24	21.6%	466	31.1%
	Subtotal	138	48.6%	94	84.7%	1181	78.8%
	Not very helpful	74	26.1%	4	3.6%	128	8.5%
	Not helpful at all	11	3.9%	8	7.2%	108	7.2%
	Subtotal	85	29.9%	12	10.8%	236	15.7%
	Did not respond	61	21.5%	5	4.5%	82	5.5%
	Total	284	100.0%	111	100.0%	1499	100.0%

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Appendix A: Results for Community Treatment Programs

Q10. Did you need mental health services?	Yes	184	24.2%	116	17.0%	2409	19.4%
	No	557	73.3%	539	79.1%	9747	78.5%
	Did not respond	19	2.5%	26	3.8%	267	2.1%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	33	17.9%	66	56.9%	1282	53.2%
	Somewhat helpful	30	16.3%	22	19.0%	648	26.9%
	Subtotal	63	34.2%	88	75.9%	1930	80.1%
	Not very helpful	79	42.9%	4	3.4%	176	7.3%
	Not helpful at all	11	6.0%	14	12.1%	176	7.3%
	Subtotal	90	48.9%	18	15.5%	352	14.6%
	Did not respond	31	16.8%	10	8.6%	127	5.3%
	Total	184	100.0%	116	100.0%	2409	100.0%
	Q11. Did you need educational or vocational services?	Yes	298	39.2%	130	19.1%	1388
No		442	58.2%	522	76.7%	10750	86.5%
Did not respond		20	2.6%	29	4.3%	285	2.3%
Total		760	100.0%	681	100.0%	12423	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	97	32.6%	51	39.2%	526	37.9%
	Somewhat helpful	60	20.1%	36	27.7%	410	29.5%
	Subtotal	157	52.7%	87	66.9%	936	67.4%
	Not very helpful	77	25.8%	15	11.5%	190	13.7%
	Not helpful at all	6	2.0%	13	10.0%	156	11.2%
	Subtotal	83	27.9%	28	21.5%	346	24.9%
	Did not respond	58	19.5%	15	11.5%	106	7.6%
	Total	298	100.0%	130	100.0%	1388	100.0%
Q12. Did you need employment services?	Yes	242	31.8%	106	15.6%	1362	11.0%
	No	500	65.8%	549	80.6%	10801	86.9%
	Did not respond	18	2.4%	26	3.8%	260	2.1%
	Total	760	100.0%	681	100.0%	12423	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	72	29.8%	38	35.8%	431	31.6%
	Somewhat helpful	42	17.4%	25	23.6%	384	28.2%
	Subtotal	114	47.1%	63	59.4%	815	59.8%
	Not very helpful	74	30.6%	16	15.1%	220	16.2%
	Not helpful at all	10	4.1%	15	14.2%	229	16.8%
	Subtotal	84	34.7%	31	29.2%	449	33.0%
	Did not respond	44	18.2%	12	11.3%	98	7.2%
	Total	242	100.0%	106	100.0%	1362	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	23	3.0%	55	8.1%	604	4.9%
	21 - 25	152	20.0%	174	25.6%	2081	16.8%
	26 - 30	170	22.4%	129	18.9%	1829	14.7%
	31 - 35	122	16.1%	88	12.9%	1406	11.3%
	36 - 40	101	13.3%	66	9.7%	1495	12.0%
	41 - 45	62	8.2%	61	9.0%	1519	12.2%
	46 - 50	33	4.3%	47	6.9%	1292	10.4%
	51 - 55	21	2.8%	30	4.4%	820	6.6%
	Over 55	21	2.8%	13	1.9%	818	6.6%
	Unknown	55	7.2%	18	2.6%	559	4.5%
	Total	760	100.0%	681	100.0%	12423	100.0%
Gender	Male	726	95.5%	521	76.5%	8384	67.5%
	Female	13	1.7%	150	22.0%	3668	29.5%
	Unknown	21	2.8%	10	1.5%	371	3.0%
	Total	760	100.0%	681	100.0%	12423	100.0%
Ethnic/Racial Background	White/European American	0	.0%	0	.0%	9405	75.7%
	Black/African American	0	.0%	0	.0%	667	5.4%
	Asian/Pacific Islander	0	.0%	0	.0%	358	2.9%
	Native American/Eskimo/Aleut	0	.0%	0	.0%	854	6.9%
	Hispanic	760	100.0%	681	100.0%	0	.0%
	Multiracial	0	.0%	0	.0%	255	2.1%
	Other	0	.0%	0	.0%	273	2.2%
	Unknown	0	.0%	0	.0%	611	4.9%
Total	760	100.0%	681	100.0%	12423	100.0%	
Length of Stay in Treatment	15 days or less	37	4.9%	61	9.0%	1010	8.1%
	16 - 30 days	56	7.4%	43	6.3%	947	7.6%
	31 - 45 days	53	7.0%	30	4.4%	643	5.2%
	46 - 60 days	32	4.2%	45	6.6%	612	4.9%
	61 - 75 days	50	6.6%	29	4.3%	605	4.9%
	76 - 90 days	38	5.0%	22	3.2%	394	3.2%
	Over 90 days	387	50.9%	250	36.7%	4848	39.0%
	Unknown	107	14.1%	201	29.5%	3364	27.1%
	Total	760	100.0%	681	100.0%	12423	100.0%
Source of Funding	Private	565	74.3%	338	49.6%	6142	49.4%
	Public	131	17.2%	206	30.2%	3658	29.4%
	Unknown	64	8.4%	137	20.1%	2623	21.1%
	Total	760	100.0%	681	100.0%	12423	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	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%	398	45.0%	2046	47.9%
	Mostly satisfied	231	53.5%	172	45.3%	229	45.2%	257	43.1%	321	46.5%	362	46.3%	443	50.1%	2015	47.2%
	Subtotal	406	94.0%	366	96.3%	487	96.1%	564	94.6%	656	95.1%	741	94.8%	841	95.1%	4061	95.1%
	Dissatisfied	19	4.4%	4	1.1%	15	3.0%	21	3.5%	25	3.6%	24	3.1%	35	4.0%	143	3.3%
	Very dissatisfied	4	.9%	4	1.1%	3	.6%	8	1.3%	6	.9%	11	1.4%	6	.7%	42	1.0%
	Subtotal	23	5.3%	8	2.1%	18	3.6%	29	4.9%	31	4.5%	35	4.5%	41	4.6%	185	4.3%
	Did not respond	3	.7%	6	1.6%	2	.4%	3	.5%	3	.4%	6	.8%	2	.2%	25	.6%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	884	100.0%	4271	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%	376	42.5%	1916	44.9%
	Mostly satisfied	255	59.0%	188	49.5%	233	46.0%	247	41.4%	307	44.5%	333	42.6%	403	45.6%	1966	46.0%
	Subtotal	398	92.1%	357	93.9%	467	92.1%	543	91.1%	626	90.7%	712	91.0%	779	88.1%	3882	90.9%
	Dissatisfied	26	6.0%	17	4.5%	33	6.5%	41	6.9%	49	7.1%	54	6.9%	85	9.6%	305	7.1%
	Very dissatisfied	6	1.4%	1	.3%	5	1.0%	8	1.3%	14	2.0%	12	1.5%	17	1.9%	63	1.5%
	Subtotal	32	7.4%	18	4.7%	38	7.5%	49	8.2%	63	9.1%	66	8.4%	102	11.5%	368	8.6%
	Did not respond	2	.5%	5	1.3%	2	.4%	4	.7%	1	.1%	4	.5%	3	.3%	21	.5%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	884	100.0%	4271	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%	564	63.8%	2765	64.7%
	Some of the time	153	35.4%	127	33.4%	137	27.0%	180	30.2%	209	30.3%	262	33.5%	291	32.9%	1359	31.8%
	Subtotal	421	97.5%	370	97.4%	488	96.3%	579	97.1%	661	95.8%	750	95.9%	855	96.7%	4124	96.6%
	Little of the time	11	2.5%	7	1.8%	13	2.6%	12	2.0%	24	3.5%	20	2.6%	19	2.1%	106	2.5%
	Never	0	.0%	0	.0%	3	.6%	1	.2%	3	.4%	4	.5%	2	.2%	13	.3%
	Subtotal	11	2.5%	7	1.8%	16	3.2%	13	2.2%	27	3.9%	24	3.1%	21	2.4%	119	2.8%
	Did not respond	0	.0%	3	.8%	3	.6%	4	.7%	2	.3%	8	1.0%	8	.9%	28	.7%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	884	100.0%	4271	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%	561	63.5%	2775	65.0%
	Somewhat helpful	146	33.8%	107	28.2%	134	26.4%	181	30.4%	225	32.6%	240	30.7%	289	32.7%	1322	31.0%
	Subtotal	413	95.6%	364	95.8%	484	95.5%	571	95.8%	663	96.1%	752	96.2%	850	96.2%	4097	95.9%
	Not helpful	13	3.0%	5	1.3%	10	2.0%	12	2.0%	11	1.6%	17	2.2%	17	1.9%	85	2.0%
	Made things worse	1	.2%	0	.0%	1	.2%	2	.3%	1	.1%	1	.1%	2	.2%	8	.2%
	Subtotal	14	3.2%	5	1.3%	11	2.2%	14	2.3%	12	1.7%	18	2.3%	19	2.1%	93	2.2%
	Did not receive	2	.5%	3	.8%	5	1.0%	8	1.3%	9	1.3%	9	1.2%	7	.8%	43	1.0%
	Did not respond	3	.7%	8	2.1%	7	1.4%	3	.5%	6	.9%	3	.4%	8	.9%	38	.9%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	884	100.0%	4271	100.0%

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Appendix A: Results for Community Treatment Programs

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%	512	57.9%	2500	58.5%
	Somewhat helpful	122	28.2%	83	21.8%	124	24.5%	109	18.3%	167	24.2%	202	25.8%	212	24.0%	1019	23.9%
	Subtotal	368	85.2%	327	86.1%	436	86.0%	458	76.8%	556	80.6%	650	83.1%	724	81.9%	3519	82.4%
	Not helpful	12	2.8%	6	1.6%	15	3.0%	19	3.2%	23	3.3%	23	2.9%	39	4.4%	137	3.2%
	Made things worse	1	.2%	2	.5%	1	.2%	1	.2%	1	.1%	2	.3%	1	.1%	9	.2%
	Subtotal	13	3.0%	8	2.1%	16	3.2%	20	3.4%	24	3.5%	25	3.2%	40	4.5%	146	3.4%
	Did not receive	43	10.0%	37	9.7%	41	8.1%	113	19.0%	95	13.8%	92	11.8%	109	12.3%	530	12.4%
	Did not respond	8	1.9%	8	2.1%	14	2.8%	5	.8%	15	2.2%	15	1.9%	11	1.2%	76	1.8%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	884	100.0%	4271	100.0%
Q6. 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%	422	47.7%	2164	50.7%
	Yes, probably	161	37.3%	126	33.2%	172	33.9%	188	31.5%	201	29.1%	234	29.9%	302	34.2%	1384	32.4%
	Subtotal	357	82.6%	331	87.1%	431	85.0%	502	84.2%	549	79.6%	654	83.6%	724	81.9%	3548	83.1%
	No, probably not	50	11.6%	35	9.2%	43	8.5%	56	9.4%	94	13.6%	79	10.1%	107	12.1%	464	10.9%
	No, definitely not	19	4.4%	5	1.3%	19	3.7%	19	3.2%	23	3.3%	29	3.7%	28	3.2%	142	3.3%
	Subtotal	69	16.0%	40	10.5%	62	12.2%	75	12.6%	117	17.0%	108	13.8%	135	15.3%	606	14.2%
	Did not respond	6	1.4%	9	2.4%	14	2.8%	19	3.2%	24	3.5%	20	2.6%	25	2.8%	117	2.7%
	Total	432	100.0%	380	100.0%	507	100.0%	596	100.0%	690	100.0%	782	100.0%	884	100.0%	4271	100.0%

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Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	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%	25	29.4%	387	44.9%
	Mostly satisfied	109	58.3%	70	42.2%	73	49.0%	42	38.2%	53	49.1%	25	44.6%	52	61.2%	424	49.2%
	Subtotal	171	91.4%	161	97.0%	147	98.7%	103	93.6%	102	94.4%	50	89.3%	77	90.6%	811	94.2%
	Dissatisfied	12	6.4%	4	2.4%	1	.7%	4	3.6%	4	3.7%	3	5.4%	8	9.4%	36	4.2%
	Very dissatisfied	4	2.1%	1	.6%	1	.7%	1	.9%	2	1.9%	2	3.6%	0	.0%	11	1.3%
	Subtotal	16	8.6%	5	3.0%	2	1.3%	5	4.5%	6	5.6%	5	8.9%	8	9.4%	47	5.5%
	Did not respond	0	.0%	0	.0%	0	.0%	2	1.8%	0	.0%	1	1.8%	0	.0%	3	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	85	100.0%	861	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%	26	30.6%	324	37.6%
	Mostly satisfied	100	53.5%	88	53.0%	75	50.3%	58	52.7%	58	53.7%	25	44.6%	40	47.1%	444	51.6%
	Subtotal	157	84.0%	158	95.2%	140	94.0%	104	94.5%	98	90.7%	45	80.4%	66	77.6%	768	89.2%
	Dissatisfied	24	12.8%	7	4.2%	7	4.7%	5	4.5%	7	6.5%	8	14.3%	16	18.8%	74	8.6%
	Very dissatisfied	6	3.2%	1	.6%	1	.7%	0	.0%	3	2.8%	3	5.4%	3	3.5%	17	2.0%
	Subtotal	30	16.0%	8	4.8%	8	5.4%	5	4.5%	10	9.3%	11	19.6%	19	22.4%	91	10.6%
	Did not respond	0	.0%	0	.0%	1	.7%	1	.9%	0	.0%	0	.0%	0	.0%	2	.2%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	85	100.0%	861	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%	34	40.0%	536	62.3%
	Some of the time	58	31.0%	45	27.1%	39	26.2%	35	31.8%	40	37.0%	30	53.6%	47	55.3%	294	34.1%
	Subtotal	176	94.1%	162	97.6%	147	98.7%	107	97.3%	104	96.3%	53	94.6%	81	95.3%	830	96.4%
	Little of the time	10	5.3%	4	2.4%	1	.7%	1	.9%	3	2.8%	3	5.4%	3	3.5%	25	2.9%
	Never	1	.5%	0	.0%	1	.7%	0	.0%	1	.9%	0	.0%	0	.0%	3	.3%
	Subtotal	11	5.9%	4	2.4%	2	1.3%	1	.9%	4	3.7%	3	5.4%	3	3.5%	28	3.3%
	Did not respond	0	.0%	0	.0%	0	.0%	2	1.8%	0	.0%	0	.0%	1	1.2%	3	.3%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	85	100.0%	861	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%	49	57.6%	534	62.0%
	Somewhat helpful	83	44.4%	51	30.7%	37	24.8%	29	26.4%	41	38.0%	19	33.9%	34	40.0%	294	34.1%
	Subtotal	176	94.1%	163	98.2%	144	96.6%	105	95.5%	104	96.3%	53	94.6%	83	97.6%	828	96.2%
	Not helpful	6	3.2%	2	1.2%	4	2.7%	2	1.8%	4	3.7%	3	5.4%	2	2.4%	23	2.7%
	Made things worse	2	1.1%	0	.0%	1	.7%	1	.9%	0	.0%	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%	2	2.4%	27	3.1%
	Did not receive	1	.5%	0	.0%	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%	0	.0%	5	.6%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	85	100.0%	861	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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%	54	63.5%	581	67.5%
	Somewhat helpful	53	28.3%	33	19.9%	31	20.8%	20	18.2%	29	26.9%	18	32.1%	25	29.4%	209	24.3%
	Subtotal	169	90.4%	149	89.8%	140	94.0%	102	92.7%	100	92.6%	51	91.1%	79	92.9%	790	91.8%
	Not helpful	3	1.6%	4	2.4%	2	1.3%	3	2.7%	5	4.6%	0	.0%	3	3.5%	20	2.3%
	Made things worse	0	.0%	0	.0%	2	1.3%	0	.0%	0	.0%	0	.0%	0	.0%	2	.2%
	Subtotal	3	1.6%	4	2.4%	4	2.7%	3	2.7%	5	4.6%	0	.0%	3	3.5%	22	2.6%
	Did not receive	13	7.0%	9	5.4%	4	2.7%	2	1.8%	1	.9%	4	7.1%	2	2.4%	35	4.1%
	Did not respond	2	1.1%	4	2.4%	1	.7%	3	2.7%	2	1.9%	1	1.8%	1	1.2%	14	1.6%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	85	100.0%	861	100.0%
Q6. 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%	32	37.6%	441	51.2%
	Yes, probably	65	34.8%	54	32.5%	41	27.5%	26	23.6%	31	28.7%	16	28.6%	27	31.8%	260	30.2%
	Subtotal	140	74.9%	146	88.0%	136	91.3%	91	82.7%	86	79.6%	43	76.8%	59	69.4%	701	81.4%
	No, probably not	31	16.6%	12	7.2%	8	5.4%	14	12.7%	16	14.8%	6	10.7%	22	25.9%	109	12.7%
	No, definitely not	11	5.9%	5	3.0%	4	2.7%	3	2.7%	6	5.6%	4	7.1%	3	3.5%	36	4.2%
	Subtotal	42	22.5%	17	10.2%	12	8.1%	17	15.5%	22	20.4%	10	17.9%	25	29.4%	145	16.8%
	Did not respond	5	2.7%	3	1.8%	1	.7%	2	1.8%	0	.0%	3	5.4%	1	1.2%	15	1.7%
	Total	187	100.0%	166	100.0%	149	100.0%	110	100.0%	108	100.0%	56	100.0%	85	100.0%	861	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	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%	121	29.3%	882	33.1%
	Mostly satisfied	128	55.7%	195	52.6%	191	57.2%	268	60.4%	254	59.5%	265	59.8%	242	58.6%	1543	58.0%
	Subtotal	209	90.9%	346	93.3%	310	92.8%	401	90.3%	388	90.9%	408	92.1%	363	87.9%	2425	91.1%
	Dissatisfied	15	6.5%	18	4.9%	16	4.8%	33	7.4%	30	7.0%	22	5.0%	39	9.4%	173	6.5%
	Very dissatisfied	4	1.7%	5	1.3%	6	1.8%	7	1.6%	4	.9%	9	2.0%	9	2.2%	44	1.7%
	Subtotal	19	8.3%	23	6.2%	22	6.6%	40	9.0%	34	8.0%	31	7.0%	48	11.6%	217	8.2%
	Did not respond	2	.9%	2	.5%	2	.6%	3	.7%	5	1.2%	4	.9%	2	.5%	20	.8%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	413	100.0%	2662	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%	125	30.3%	956	35.9%
	Mostly satisfied	122	53.0%	182	49.1%	174	52.1%	241	54.3%	219	51.3%	243	54.9%	216	52.3%	1397	52.5%
	Subtotal	192	83.5%	349	94.1%	301	90.1%	404	91.0%	376	88.1%	390	88.0%	341	82.6%	2353	88.4%
	Dissatisfied	29	12.6%	17	4.6%	24	7.2%	29	6.5%	48	11.2%	38	8.6%	56	13.6%	241	9.1%
	Very dissatisfied	4	1.7%	3	.8%	9	2.7%	8	1.8%	1	.2%	12	2.7%	13	3.1%	50	1.9%
	Subtotal	33	14.3%	20	5.4%	33	9.9%	37	8.3%	49	11.5%	50	11.3%	69	16.7%	291	10.9%
	Did not respond	5	2.2%	2	.5%	0	.0%	3	.7%	2	.5%	3	.7%	3	.7%	18	.7%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	413	100.0%	2662	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%	200	48.4%	1378	51.8%
	Some of the time	100	43.5%	132	35.6%	148	44.3%	194	43.7%	165	38.6%	210	47.4%	183	44.3%	1132	42.5%
	Subtotal	220	95.7%	354	95.4%	316	94.6%	411	92.6%	410	96.0%	416	93.9%	383	92.7%	2510	94.3%
	Little of the time	5	2.2%	14	3.8%	17	5.1%	24	5.4%	14	3.3%	19	4.3%	23	5.6%	116	4.4%
	Never	2	.9%	1	.3%	0	.0%	2	.5%	0	.0%	4	.9%	3	.7%	12	.5%
	Subtotal	7	3.0%	15	4.0%	17	5.1%	26	5.9%	14	3.3%	23	5.2%	26	6.3%	128	4.8%
	Did not respond	3	1.3%	2	.5%	1	.3%	7	1.6%	3	.7%	4	.9%	4	1.0%	24	.9%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	413	100.0%	2662	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%	209	50.6%	1400	52.6%
	Somewhat helpful	94	40.9%	132	35.6%	130	38.9%	188	42.3%	190	44.5%	190	42.9%	174	42.1%	1098	41.2%
	Subtotal	209	90.9%	350	94.3%	319	95.5%	416	93.7%	403	94.4%	418	94.4%	383	92.7%	2498	93.8%
	Not helpful	12	5.2%	14	3.8%	8	2.4%	18	4.1%	21	4.9%	17	3.8%	17	4.1%	107	4.0%
	Made things worse	3	1.3%	1	.3%	3	.9%	3	.7%	0	.0%	2	.5%	4	1.0%	16	.6%
	Subtotal	15	6.5%	15	4.0%	11	3.3%	21	4.7%	21	4.9%	19	4.3%	21	5.1%	123	4.6%
	Did not receive	3	1.3%	3	.8%	2	.6%	1	.2%	1	.2%	4	.9%	5	1.2%	19	.7%
	Did not respond	3	1.3%	3	.8%	2	.6%	6	1.4%	2	.5%	2	.5%	4	1.0%	22	.8%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	413	100.0%	2662	100.0%

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Appendix A: Results for Community Treatment Programs

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%	206	49.9%	1321	49.6%
	Somewhat helpful	63	27.4%	96	25.9%	82	24.6%	130	29.3%	120	28.1%	124	28.0%	115	27.8%	730	27.4%
	Subtotal	167	72.6%	289	77.9%	260	77.8%	345	77.7%	321	75.2%	348	78.6%	321	77.7%	2051	77.0%
	Not helpful	10	4.3%	7	1.9%	13	3.9%	20	4.5%	17	4.0%	23	5.2%	18	4.4%	108	4.1%
	Made things worse	1	.4%	1	.3%	2	.6%	1	.2%	0	.0%	0	.0%	2	.5%	7	.3%
	Subtotal	11	4.8%	8	2.2%	15	4.5%	21	4.7%	17	4.0%	23	5.2%	20	4.8%	115	4.3%
	Did not receive	46	20.0%	65	17.5%	54	16.2%	64	14.4%	79	18.5%	68	15.3%	46	11.1%	422	15.9%
	Did not respond	6	2.6%	9	2.4%	5	1.5%	14	3.2%	10	2.3%	4	.9%	26	6.3%	74	2.8%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	413	100.0%	2662	100.0%
Q6. 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%	134	32.4%	953	35.8%
	Yes, probably	76	33.0%	141	38.0%	126	37.7%	157	35.4%	158	37.0%	165	37.2%	159	38.5%	982	36.9%
	Subtotal	164	71.3%	290	78.2%	249	74.6%	311	70.0%	312	73.1%	316	71.3%	293	70.9%	1935	72.7%
	No, probably not	36	15.7%	44	11.9%	47	14.1%	73	16.4%	75	17.6%	85	19.2%	75	18.2%	435	16.3%
	No, definitely not	21	9.1%	24	6.5%	25	7.5%	46	10.4%	25	5.9%	27	6.1%	34	8.2%	202	7.6%
	Subtotal	57	24.8%	68	18.3%	72	21.6%	119	26.8%	100	23.4%	112	25.3%	109	26.4%	637	23.9%
	Did not respond	9	3.9%	13	3.5%	13	3.9%	14	3.2%	15	3.5%	15	3.4%	11	2.7%	90	3.4%
	Total	230	100.0%	371	100.0%	334	100.0%	444	100.0%	427	100.0%	443	100.0%	413	100.0%	2662	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	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%	8197	58.9%	44441	57.1%
	Mostly satisfied	2692	42.9%	3241	40.7%	4407	40.3%	4856	39.6%	5019	39.0%	5292	39.0%	5317	38.2%	30824	39.6%
	Subtotal	6055	96.5%	7695	96.5%	10564	96.7%	11779	96.0%	12492	97.1%	13166	97.1%	13514	97.1%	75265	96.8%
	Dissatisfied	155	2.5%	171	2.1%	236	2.2%	245	2.0%	229	1.8%	244	1.8%	240	1.7%	1520	2.0%
	Very dissatisfied	43	.7%	48	.6%	57	.5%	80	.7%	78	.6%	86	.6%	75	.5%	467	.6%
	Subtotal	198	3.2%	219	2.7%	293	2.7%	325	2.6%	307	2.4%	330	2.4%	315	2.3%	1987	2.6%
	Did not respond	23	.4%	56	.7%	66	.6%	172	1.4%	70	.5%	67	.5%	83	.6%	537	.7%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	77789	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%	7839	56.3%	43318	55.7%
	Mostly satisfied	2649	42.2%	3260	40.9%	4486	41.1%	4939	40.2%	5103	39.7%	5375	39.6%	5564	40.0%	31376	40.3%
	Subtotal	5996	95.5%	7669	96.2%	10483	96.0%	11721	95.5%	12386	96.2%	13036	96.1%	13403	96.3%	74694	96.0%
	Dissatisfied	210	3.3%	194	2.4%	315	2.9%	315	2.6%	360	2.8%	389	2.9%	361	2.6%	2144	2.8%
	Very dissatisfied	34	.5%	60	.8%	55	.5%	67	.5%	62	.5%	68	.5%	68	.5%	414	.5%
	Subtotal	244	3.9%	254	3.2%	370	3.4%	382	3.1%	422	3.3%	457	3.4%	429	3.1%	2558	3.3%
	Did not respond	36	.6%	47	.6%	70	.6%	173	1.4%	61	.5%	70	.5%	80	.6%	537	.7%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	77789	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%	12109	87.0%	67382	86.6%
	Some of the time	842	13.4%	1023	12.8%	1298	11.9%	1420	11.6%	1385	10.8%	1513	11.2%	1594	11.5%	9075	11.7%
	Subtotal	6177	98.4%	7806	97.9%	10751	98.4%	11974	97.5%	12683	98.6%	13363	98.5%	13703	98.5%	76457	98.3%
	Little of the time	61	1.0%	73	.9%	86	.8%	88	.7%	83	.6%	87	.6%	83	.6%	561	.7%
	Never	13	.2%	20	.3%	15	.1%	19	.2%	25	.2%	25	.2%	21	.2%	138	.2%
	Subtotal	74	1.2%	93	1.2%	101	.9%	107	.9%	108	.8%	112	.8%	104	.7%	699	.9%
	Did not respond	25	.4%	71	.9%	71	.7%	195	1.6%	78	.6%	88	.6%	105	.8%	633	.8%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	77789	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%	8913	64.1%	49032	63.0%
	Somewhat helpful	2080	33.1%	2561	32.1%	3523	32.3%	3846	31.3%	4030	31.3%	4335	32.0%	4335	31.2%	24710	31.8%
	Subtotal	5972	95.2%	7490	94.0%	10328	94.6%	11551	94.1%	12260	95.3%	12893	95.1%	13248	95.2%	73742	94.8%
	Not helpful	152	2.4%	193	2.4%	246	2.3%	242	2.0%	257	2.0%	277	2.0%	255	1.8%	1622	2.1%
	Made things worse	14	.2%	21	.3%	31	.3%	22	.2%	31	.2%	23	.2%	39	.3%	181	.2%
	Subtotal	166	2.6%	214	2.7%	277	2.5%	264	2.2%	288	2.2%	300	2.2%	294	2.1%	1803	2.3%
	Did not receive	80	1.3%	153	1.9%	195	1.8%	265	2.2%	220	1.7%	238	1.8%	233	1.7%	1384	1.8%
	Did not respond	58	.9%	113	1.4%	123	1.1%	196	1.6%	101	.8%	132	1.0%	137	1.0%	860	1.1%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	77789	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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%	8749	62.9%	48425	62.3%
	Somewhat helpful	1620	25.8%	1974	24.8%	2704	24.8%	2909	23.7%	3133	24.3%	3223	23.8%	3366	24.2%	18929	24.3%
	Subtotal	5409	86.2%	6899	86.6%	9443	86.5%	10563	86.0%	11206	87.1%	11719	86.4%	12115	87.1%	67354	86.6%
	Not helpful	170	2.7%	217	2.7%	280	2.6%	287	2.3%	282	2.2%	294	2.2%	291	2.1%	1821	2.3%
	Made things worse	20	.3%	17	.2%	27	.2%	18	.1%	17	.1%	21	.2%	36	.3%	156	.2%
	Subtotal	190	3.0%	234	2.9%	307	2.8%	305	2.5%	299	2.3%	315	2.3%	327	2.4%	1977	2.5%
	Did not receive	575	9.2%	672	8.4%	977	8.9%	1118	9.1%	1175	9.1%	1314	9.7%	1255	9.0%	7086	9.1%
	Did not respond	102	1.6%	165	2.1%	196	1.8%	290	2.4%	189	1.5%	215	1.6%	215	1.5%	1372	1.8%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	77789	100.0%
Q6. 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%	8408	60.4%	45442	58.4%
	Yes, probably	2140	34.1%	2656	33.3%	3599	32.9%	4020	32.7%	4074	31.7%	4291	31.6%	4294	30.9%	25074	32.2%
	Subtotal	5592	89.1%	7123	89.4%	9844	90.1%	11116	90.6%	11742	91.2%	12397	91.4%	12702	91.3%	70516	90.7%
	No, probably not	370	5.9%	450	5.6%	583	5.3%	548	4.5%	619	4.8%	598	4.4%	649	4.7%	3817	4.9%
	No, definitely not	124	2.0%	140	1.8%	179	1.6%	188	1.5%	176	1.4%	190	1.4%	179	1.3%	1176	1.5%
	Subtotal	494	7.9%	590	7.4%	762	7.0%	736	6.0%	795	6.2%	788	5.8%	828	6.0%	4993	6.4%
	Did not respond	190	3.0%	257	3.2%	317	2.9%	424	3.5%	332	2.6%	378	2.8%	382	2.7%	2280	2.9%
	Total	6276	100.0%	7970	100.0%	10923	100.0%	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	77789	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	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%	926	42.9%	4597	42.7%
	Mostly satisfied	136	44.9%	572	51.2%	700	49.0%	891	52.0%	894	47.9%	1089	50.2%	1065	49.4%	5347	49.7%
	Subtotal	277	91.4%	1015	90.8%	1325	92.8%	1571	91.7%	1745	93.4%	2020	93.1%	1991	92.3%	9944	92.4%
	Dissatisfied	15	5.0%	66	5.9%	58	4.1%	83	4.8%	77	4.1%	90	4.1%	109	5.1%	498	4.6%
	Very dissatisfied	8	2.6%	25	2.2%	32	2.2%	34	2.0%	34	1.8%	45	2.1%	41	1.9%	219	2.0%
	Subtotal	23	7.6%	91	8.1%	90	6.3%	117	6.8%	111	5.9%	135	6.2%	150	7.0%	717	6.7%
	Did not respond	3	1.0%	12	1.1%	13	.9%	25	1.5%	12	.6%	15	.7%	17	.8%	97	.9%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	10758	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%	962	44.6%	4756	44.2%
	Mostly satisfied	146	48.2%	530	47.4%	675	47.3%	866	50.6%	863	46.2%	1047	48.2%	1011	46.8%	5138	47.8%
	Subtotal	283	93.4%	987	88.3%	1337	93.6%	1574	91.9%	1744	93.4%	1996	92.0%	1973	91.4%	9894	92.0%
	Dissatisfied	16	5.3%	95	8.5%	53	3.7%	84	4.9%	88	4.7%	129	5.9%	140	6.5%	605	5.6%
	Very dissatisfied	2	.7%	19	1.7%	23	1.6%	30	1.8%	23	1.2%	33	1.5%	27	1.3%	157	1.5%
	Subtotal	18	5.9%	114	10.2%	76	5.3%	114	6.7%	111	5.9%	162	7.5%	167	7.7%	762	7.1%
	Did not respond	2	.7%	17	1.5%	15	1.1%	25	1.5%	13	.7%	12	.6%	18	.8%	102	.9%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	10758	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%	1411	65.4%	7053	65.6%
	Some of the time	87	28.7%	338	30.2%	424	29.7%	507	29.6%	506	27.1%	619	28.5%	638	29.6%	3119	29.0%
	Subtotal	289	95.4%	1034	92.5%	1341	93.9%	1611	94.0%	1785	95.6%	2063	95.1%	2049	94.9%	10172	94.6%
	Little of the time	8	2.6%	64	5.7%	49	3.4%	58	3.4%	47	2.5%	69	3.2%	68	3.2%	363	3.4%
	Never	2	.7%	6	.5%	15	1.1%	6	.4%	9	.5%	13	.6%	13	.6%	64	.6%
	Subtotal	10	3.3%	70	6.3%	64	4.5%	64	3.7%	56	3.0%	82	3.8%	81	3.8%	427	4.0%
	Did not respond	4	1.3%	14	1.3%	23	1.6%	38	2.2%	27	1.4%	25	1.2%	28	1.3%	159	1.5%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	10758	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%	785	36.4%	3738	34.7%
	Somewhat helpful	100	33.0%	384	34.3%	466	32.6%	645	37.7%	640	34.3%	745	34.3%	758	35.1%	3738	34.7%
	Subtotal	185	61.1%	757	67.7%	933	65.3%	1257	73.4%	1292	69.2%	1509	69.5%	1543	71.5%	7476	69.5%
	Not helpful	20	6.6%	90	8.1%	133	9.3%	137	8.0%	124	6.6%	160	7.4%	159	7.4%	823	7.7%
	Made things worse	4	1.3%	12	1.1%	29	2.0%	15	.9%	19	1.0%	25	1.2%	24	1.1%	128	1.2%
	Subtotal	24	7.9%	102	9.1%	162	11.3%	152	8.9%	143	7.7%	185	8.5%	183	8.5%	951	8.8%
	Did not receive	83	27.4%	218	19.5%	276	19.3%	258	15.1%	389	20.8%	432	19.9%	390	18.1%	2046	19.0%
	Did not respond	11	3.6%	41	3.7%	57	4.0%	46	2.7%	44	2.4%	44	2.0%	42	1.9%	285	2.6%
Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	10758	100.0%	

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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%	1134	52.5%	5902	54.9%
	Somewhat helpful	85	28.1%	364	32.6%	482	33.8%	577	33.7%	577	30.9%	747	34.4%	733	34.0%	3565	33.1%
	Subtotal	254	83.8%	978	87.5%	1249	87.5%	1537	89.7%	1652	88.4%	1930	88.9%	1867	86.5%	9467	88.0%
	Not helpful	23	7.6%	70	6.3%	85	6.0%	93	5.4%	100	5.4%	121	5.6%	151	7.0%	643	6.0%
	Made things worse	4	1.3%	13	1.2%	25	1.8%	8	.5%	17	.9%	27	1.2%	42	1.9%	136	1.3%
	Subtotal	27	8.9%	83	7.4%	110	7.7%	101	5.9%	117	6.3%	148	6.8%	193	8.9%	779	7.2%
	Did not receive	10	3.3%	25	2.2%	20	1.4%	31	1.8%	49	2.6%	40	1.8%	56	2.6%	231	2.1%
	Did not respond	12	4.0%	32	2.9%	49	3.4%	44	2.6%	50	2.7%	52	2.4%	42	1.9%	281	2.6%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	10758	100.0%
Q6. 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%	1383	64.1%	6998	65.0%
	Yes, probably	68	22.4%	312	27.9%	362	25.4%	414	24.2%	455	24.4%	510	23.5%	546	25.3%	2667	24.8%
	Subtotal	270	89.1%	997	89.2%	1283	89.8%	1545	90.2%	1688	90.4%	1953	90.0%	1929	89.4%	9665	89.8%
	No, probably not	11	3.6%	56	5.0%	58	4.1%	72	4.2%	89	4.8%	102	4.7%	115	5.3%	503	4.7%
	No, definitely not	3	1.0%	17	1.5%	21	1.5%	24	1.4%	28	1.5%	32	1.5%	43	2.0%	168	1.6%
	Subtotal	14	4.6%	73	6.5%	79	5.5%	96	5.6%	117	6.3%	134	6.2%	158	7.3%	671	6.2%
	Did not respond	19	6.3%	48	4.3%	66	4.6%	72	4.2%	63	3.4%	83	3.8%	71	3.3%	422	3.9%
	Total	303	100.0%	1118	100.0%	1428	100.0%	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	10758	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.

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Table 12
Community Treatment Programs: Responses to Questions 1-7 of the DASA Youth Patient Satisfaction Survey, March 19-23, 2007

		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	40	20.5%	24	55.8%	515	45.1%	579	42.0%
	Mostly satisfied	114	58.5%	17	39.5%	534	46.8%	665	48.2%
	Subtotal	154	79.0%	41	95.3%	1049	91.9%	1244	90.2%
	Dissatisfied	33	16.9%	2	4.7%	69	6.0%	104	7.5%
	Very dissatisfied	7	3.6%	0	.0%	20	1.8%	27	2.0%
	Subtotal	40	20.5%	2	4.7%	89	7.8%	131	9.5%
	Did not respond	1	.5%	0	.0%	3	.3%	4	.3%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	36	18.5%	21	48.8%	547	47.9%	604	43.8%
	Mostly satisfied	108	55.4%	21	48.8%	503	44.1%	632	45.8%
	Subtotal	144	73.8%	42	97.7%	1050	92.0%	1236	89.6%
	Dissatisfied	43	22.1%	0	.0%	65	5.7%	108	7.8%
	Very dissatisfied	7	3.6%	1	2.3%	21	1.8%	29	2.1%
	Subtotal	50	25.6%	1	2.3%	86	7.5%	137	9.9%
	Did not respond	1	.5%	0	.0%	5	.4%	6	.4%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	58	29.7%	19	44.2%	953	83.5%	1030	74.7%
	Some of the time	93	47.7%	23	53.5%	151	13.2%	267	19.4%
	Subtotal	151	77.4%	42	97.7%	1104	96.8%	1297	94.1%
	Little of the time	38	19.5%	1	2.3%	24	2.1%	63	4.6%
	Never	4	2.1%	0	.0%	8	.7%	12	.9%
	Subtotal	42	21.5%	1	2.3%	32	2.8%	75	5.4%
	Did not respond	2	1.0%	0	.0%	5	.4%	7	.5%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Q4. How safe do you feel in this program?	Very safe	106	54.4%	26	60.5%	820	71.9%	952	69.0%
	Somewhat safe	56	28.7%	16	37.2%	278	24.4%	350	25.4%
	Subtotal	162	83.1%	42	97.7%	1098	96.2%	1302	94.4%
	Not very safe	10	5.1%	1	2.3%	18	1.6%	29	2.1%
	Not safe at all	5	2.6%	0	.0%	19	1.7%	24	1.7%
	Subtotal	15	7.7%	1	2.3%	37	3.2%	53	3.8%
	Did not respond	18	9.2%	0	.0%	6	.5%	24	1.7%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Q5. How helpful are the group sessions?	Very helpful	67	34.4%	17	39.5%	432	37.9%	516	37.4%
	Somewhat helpful	92	47.2%	24	55.8%	521	45.7%	637	46.2%
	Subtotal	159	81.5%	41	95.3%	953	83.5%	1153	83.6%
	Not helpful	28	14.4%	2	4.7%	101	8.9%	131	9.5%
	Made things worse	6	3.1%	0	.0%	15	1.3%	21	1.5%
	Subtotal	34	17.4%	2	4.7%	116	10.2%	152	11.0%
	Did not receive	1	.5%	0	.0%	61	5.3%	62	4.5%
	Did not respond	1	.5%	0	.0%	11	1.0%	12	.9%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Q6. How helpful is the individual counseling?	Very helpful	94	48.2%	28	65.1%	528	46.3%	650	47.1%
	Somewhat helpful	67	34.4%	11	25.6%	387	33.9%	465	33.7%
	Subtotal	161	82.6%	39	90.7%	915	80.2%	1115	80.9%
	Not helpful	8	4.1%	2	4.7%	78	6.8%	88	6.4%
	Made things worse	7	3.6%	1	2.3%	13	1.1%	21	1.5%
	Subtotal	15	7.7%	3	7.0%	91	8.0%	109	7.9%
	Did not receive	18	9.2%	1	2.3%	123	10.8%	142	10.3%
	Did not respond	1	.5%	0	.0%	12	1.1%	13	.9%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	56	28.7%	25	58.1%	513	45.0%	594	43.1%
	Yes, probably	72	36.9%	11	25.6%	442	38.7%	525	38.1%
	Subtotal	128	65.6%	36	83.7%	955	83.7%	1119	81.1%
	No, probably not	43	22.1%	5	11.6%	129	11.3%	177	12.8%
	No, definitely not	22	11.3%	1	2.3%	50	4.4%	73	5.3%
	Subtotal	65	33.3%	6	14.0%	179	15.7%	250	18.1%
	Did not respond	2	1.0%	1	2.3%	7	.6%	10	.7%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

Table 13
Community Treatment Programs: Characteristics of Patients Completing the DASA Youth Patient Satisfaction Survey, March 19-23, 2007

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	6	3.1%	0	.0%	36	3.2%	42	3.0%
	14 - 15	69	35.4%	8	18.6%	316	27.7%	393	28.5%
	16 - 17	103	52.8%	31	72.1%	593	52.0%	727	52.7%
	18 - 21	12	6.2%	3	7.0%	171	15.0%	186	13.5%
	Unknown	5	2.6%	1	2.3%	25	2.2%	31	2.2%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Gender	Male	107	54.9%	26	60.5%	725	63.5%	858	62.2%
	Female	85	43.6%	17	39.5%	393	34.4%	495	35.9%
	Unknown	3	1.5%	0	.0%	23	2.0%	26	1.9%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Ethnic/Racial Background	White	118	60.5%	31	72.1%	682	59.8%	831	60.3%
	Black/African American	8	4.1%	1	2.3%	60	5.3%	69	5.0%
	Asian/Pacific Islander	3	1.5%	0	.0%	25	2.2%	28	2.0%
	Native American/Eskimo/Aleut	30	15.4%	2	4.7%	89	7.8%	121	8.8%
	Hispanic	19	9.7%	2	4.7%	152	13.3%	173	12.5%
	Multiracial	5	2.6%	0	.0%	43	3.8%	48	3.5%
	Other	4	2.1%	3	7.0%	27	2.4%	34	2.5%
	Unknown	8	4.1%	4	9.3%	63	5.5%	75	5.4%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Length of Stay in Treatment	15 days or less	93	47.7%	6	14.0%	111	9.7%	210	15.2%
	16 - 30 days	54	27.7%	21	48.8%	116	10.2%	191	13.9%
	31 - 45 days	30	15.4%	4	9.3%	66	5.8%	100	7.3%
	46 - 60 days	0	.0%	4	9.3%	69	6.0%	73	5.3%
	61 - 75 days	0	.0%	4	9.3%	66	5.8%	70	5.1%
	76 - 90 days	0	.0%	0	.0%	42	3.7%	42	3.0%
	Over 90 days	0	.0%	0	.0%	418	36.6%	418	30.3%
	Unknown	18	9.2%	4	9.3%	253	22.2%	275	19.9%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	100.0%
Source of Funding	Private	61	31.3%	8	18.6%	262	23.0%	331	24.0%
	Public	85	43.6%	26	60.5%	430	37.7%	541	39.2%
	Other	24	12.3%	3	7.0%	212	18.6%	239	17.3%
	Unknown	25	12.8%	6	14.0%	237	20.8%	268	19.4%
	Total	195	100.0%	43	100.0%	1141	100.0%	1379	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	16	15.0%	24	28.2%	0	.0%	40	20.5%
	Mostly satisfied	62	57.9%	51	60.0%	1	33.3%	114	58.5%
	Subtotal	78	72.9%	75	88.2%	1	33.3%	154	79.0%
	Dissatisfied	23	21.5%	8	9.4%	2	66.7%	33	16.9%
	Very dissatisfied	6	5.6%	1	1.2%	0	.0%	7	3.6%
	Subtotal	29	27.1%	9	10.6%	2	66.7%	40	20.5%
	Did not respond	0	.0%	1	1.2%	0	.0%	1	.5%
	Total	107	100.0%	85	100.0%	3	100.0%	195	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	33	30.8%	25	29.4%	0	.0%	58	29.7%
	Some of the time	48	44.9%	43	50.6%	2	66.7%	93	47.7%
	Subtotal	81	75.7%	68	80.0%	2	66.7%	151	77.4%
	Little of the time	22	20.6%	15	17.6%	1	33.3%	38	19.5%
	Never	3	2.8%	1	1.2%	0	.0%	4	2.1%
	Subtotal	25	23.4%	16	18.8%	1	33.3%	42	21.5%
	Did not respond	1	.9%	1	1.2%	0	.0%	2	1.0%
	Total	107	100.0%	85	100.0%	3	100.0%	195	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	12	46.2%	12	70.6%	0	.0%	24	55.8%
	Mostly satisfied	12	46.2%	5	29.4%	0	.0%	17	39.5%
	Subtotal	24	92.3%	17	100.0%	0	.0%	41	95.3%
	Dissatisfied	2	7.7%	0	.0%	0	.0%	2	4.7%
	Very dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	2	7.7%	0	.0%	0	.0%	2	4.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	26	100.0%	17	100.0%	0	.0%	43	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	14	53.8%	5	29.4%	0	.0%	19	44.2%
	Some of the time	11	42.3%	12	70.6%	0	.0%	23	53.5%
	Subtotal	25	96.2%	17	100.0%	0	.0%	42	97.7%
	Little of the time	1	3.8%	0	.0%	0	.0%	1	2.3%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	1	3.8%	0	.0%	0	.0%	1	2.3%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	26	100.0%	17	100.0%	0	.0%	43	100.0%

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	295	40.7%	208	52.9%	12	52.2%	515	45.1%
	Mostly satisfied	368	50.8%	157	39.9%	9	39.1%	534	46.8%
	Subtotal	663	91.4%	365	92.9%	21	91.3%	1049	91.9%
	Dissatisfied	48	6.6%	20	5.1%	1	4.3%	69	6.0%
	Very dissatisfied	12	1.7%	8	2.0%	0	.0%	20	1.8%
	Subtotal	60	8.3%	28	7.1%	1	4.3%	89	7.8%
	Did not respond	2	.3%	0	.0%	1	4.3%	3	.3%
	Total	725	100.0%	393	100.0%	23	100.0%	1141	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	583	80.4%	349	88.8%	21	91.3%	953	83.5%
	Some of the time	116	16.0%	34	8.7%	1	4.3%	151	13.2%
	Subtotal	699	96.4%	383	97.5%	22	95.7%	1104	96.8%
	Little of the time	18	2.5%	6	1.5%	0	.0%	24	2.1%
	Never	5	.7%	3	.8%	0	.0%	8	.7%
	Subtotal	23	3.2%	9	2.3%	0	.0%	32	2.8%
	Did not respond	3	.4%	1	.3%	1	4.3%	5	.4%
	Total	725	100.0%	393	100.0%	23	100.0%	1141	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	40	26.8%	20	26.0%	4	33.3%	64	26.9%
	Mostly satisfied	83	55.7%	42	54.5%	6	50.0%	131	55.0%
	Subtotal	123	82.6%	62	80.5%	10	83.3%	195	81.9%
	Dissatisfied	23	15.4%	12	15.6%	0	.0%	35	14.7%
	Very dissatisfied	3	2.0%	3	3.9%	1	8.3%	7	2.9%
	Subtotal	26	17.4%	15	19.5%	1	8.3%	42	17.6%
	Did not respond	0	.0%	0	.0%	1	8.3%	1	.4%
	Total	149	100.0%	77	100.0%	12	100.0%	238	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	52	34.9%	24	31.2%	1	8.3%	77	32.4%
	Some of the time	69	46.3%	41	53.2%	6	50.0%	116	48.7%
	Subtotal	121	81.2%	65	84.4%	7	58.3%	193	81.1%
	Little of the time	26	17.4%	9	11.7%	4	33.3%	39	16.4%
	Never	1	.7%	3	3.9%	0	.0%	4	1.7%
	Subtotal	27	18.1%	12	15.6%	4	33.3%	43	18.1%
	Did not respond	1	.7%	0	.0%	1	8.3%	2	.8%
	Total	149	100.0%	77	100.0%	12	100.0%	238	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	293	43.0%	195	49.2%	27	42.9%	515	45.1%
	Mostly satisfied	329	48.2%	176	44.4%	29	46.0%	534	46.8%
	Subtotal	622	91.2%	371	93.7%	56	88.9%	1049	91.9%
	Dissatisfied	49	7.2%	18	4.5%	2	3.2%	69	6.0%
	Very dissatisfied	9	1.3%	7	1.8%	4	6.3%	20	1.8%
	Subtotal	58	8.5%	25	6.3%	6	9.5%	89	7.8%
	Did not respond	2	.3%	0	.0%	1	1.6%	3	.3%
	Total	682	100.0%	396	100.0%	63	100.0%	1141	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	565	82.8%	339	85.6%	49	77.8%	953	83.5%
	Some of the time	97	14.2%	45	11.4%	9	14.3%	151	13.2%
	Subtotal	662	97.1%	384	97.0%	58	92.1%	1104	96.8%
	Little of the time	15	2.2%	8	2.0%	1	1.6%	24	2.1%
	Never	3	.4%	2	.5%	3	4.8%	8	.7%
	Subtotal	18	2.6%	10	2.5%	4	6.3%	32	2.8%
	Did not respond	2	.3%	2	.5%	1	1.6%	5	.4%
	Total	682	100.0%	396	100.0%	63	100.0%	1141	100.0%

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	4	16.7%	14	20.9%	18	20.9%	4	22.2%	40	20.5%
	Mostly satisfied	14	58.3%	37	55.2%	53	61.6%	10	55.6%	114	58.5%
	Subtotal	18	75.0%	51	76.1%	71	82.6%	14	77.8%	154	79.0%
	Dissatisfied	4	16.7%	13	19.4%	12	14.0%	4	22.2%	33	16.9%
	Very dissatisfied	2	8.3%	3	4.5%	2	2.3%	0	.0%	7	3.6%
	Subtotal	6	25.0%	16	23.9%	14	16.3%	4	22.2%	40	20.5%
	Did not respond	0	.0%	0	.0%	1	1.2%	0	.0%	1	.5%
Total	24	100.0%	67	100.0%	86	100.0%	18	100.0%	195	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	8	33.3%	21	31.3%	22	25.6%	7	38.9%	58	29.7%
	Some of the time	13	54.2%	29	43.3%	43	50.0%	8	44.4%	93	47.7%
	Subtotal	21	87.5%	50	74.6%	65	75.6%	15	83.3%	151	77.4%
	Little of the time	2	8.3%	16	23.9%	18	20.9%	2	11.1%	38	19.5%
	Never	1	4.2%	0	.0%	2	2.3%	1	5.6%	4	2.1%
	Subtotal	3	12.5%	16	23.9%	20	23.3%	3	16.7%	42	21.5%
	Did not respond	0	.0%	1	1.5%	1	1.2%	0	.0%	2	1.0%
Total	24	100.0%	67	100.0%	86	100.0%	18	100.0%	195	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	4	50.0%	11	50.0%	6	66.7%	3	75.0%	24	55.8%
	Mostly satisfied	4	50.0%	9	40.9%	3	33.3%	1	25.0%	17	39.5%
	Subtotal	8	100.0%	20	90.9%	9	100.0%	4	100.0%	41	95.3%
	Dissatisfied	0	.0%	2	9.1%	0	.0%	0	.0%	2	4.7%
	Very dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	2	9.1%	0	.0%	0	.0%	2	4.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	8	100.0%	22	100.0%	9	100.0%	4	100.0%	43	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	5	62.5%	9	40.9%	3	33.3%	2	50.0%	19	44.2%
	Some of the time	3	37.5%	12	54.5%	6	66.7%	2	50.0%	23	53.5%
	Subtotal	8	100.0%	21	95.5%	9	100.0%	4	100.0%	42	97.7%
	Little of the time	0	.0%	1	4.5%	0	.0%	0	.0%	1	2.3%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	1	4.5%	0	.0%	0	.0%	1	2.3%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	8	100.0%	22	100.0%	9	100.0%	4	100.0%	43	100.0%	

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Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	98	43.2%	52	38.5%	254	48.3%	111	43.9%	515	45.1%
	Mostly satisfied	107	47.1%	72	53.3%	237	45.1%	118	46.6%	534	46.8%
	Subtotal	205	90.3%	124	91.9%	491	93.3%	229	90.5%	1049	91.9%
	Dissatisfied	19	8.4%	10	7.4%	20	3.8%	20	7.9%	69	6.0%
	Very dissatisfied	3	1.3%	1	.7%	13	2.5%	3	1.2%	20	1.8%
	Subtotal	22	9.7%	11	8.1%	33	6.3%	23	9.1%	89	7.8%
	Did not respond	0	.0%	0	.0%	2	.4%	1	.4%	3	.3%
	Total	227	100.0%	135	100.0%	526	100.0%	253	100.0%	1141	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	201	88.5%	114	84.4%	426	81.0%	212	83.8%	953	83.5%
	Some of the time	19	8.4%	20	14.8%	78	14.8%	34	13.4%	151	13.2%
	Subtotal	220	96.9%	134	99.3%	504	95.8%	246	97.2%	1104	96.8%
	Little of the time	4	1.8%	1	.7%	14	2.7%	5	2.0%	24	2.1%
	Never	2	.9%	0	.0%	4	.8%	2	.8%	8	.7%
	Subtotal	6	2.6%	1	.7%	18	3.4%	7	2.8%	32	2.8%
	Did not respond	1	.4%	0	.0%	4	.8%	0	.0%	5	.4%
	Total	227	100.0%	135	100.0%	526	100.0%	253	100.0%	1141	100.0%

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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	19	27.5%	37	33.3%	3	11.1%	5	16.1%	64	26.9%
	Mostly satisfied	37	53.6%	57	51.4%	18	66.7%	19	61.3%	131	55.0%
	Subtotal	56	81.2%	94	84.7%	21	77.8%	24	77.4%	195	81.9%
	Dissatisfied	8	11.6%	16	14.4%	6	22.2%	5	16.1%	35	14.7%
	Very dissatisfied	5	7.2%	0	.0%	0	.0%	2	6.5%	7	2.9%
	Subtotal	13	18.8%	16	14.4%	6	22.2%	7	22.6%	42	17.6%
	Did not respond	0	.0%	1	.9%	0	.0%	0	.0%	1	.4%
Total	69	100.0%	111	100.0%	27	100.0%	31	100.0%	238	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	29	42.0%	31	27.9%	8	29.6%	9	29.0%	77	32.4%
	Some of the time	27	39.1%	63	56.8%	13	48.1%	13	41.9%	116	48.7%
	Subtotal	56	81.2%	94	84.7%	21	77.8%	22	71.0%	193	81.1%
	Little of the time	11	15.9%	15	13.5%	5	18.5%	8	25.8%	39	16.4%
	Never	2	2.9%	1	.9%	0	.0%	1	3.2%	4	1.7%
	Subtotal	13	18.8%	16	14.4%	5	18.5%	9	29.0%	43	18.1%
	Did not respond	0	.0%	1	.9%	1	3.7%	0	.0%	2	.8%
Total	69	100.0%	111	100.0%	27	100.0%	31	100.0%	238	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	122	46.6%	195	45.3%	86	40.6%	112	47.3%	515	45.1%
	Mostly satisfied	116	44.3%	199	46.3%	111	52.4%	108	45.6%	534	46.8%
	Subtotal	238	90.8%	394	91.6%	197	92.9%	220	92.8%	1049	91.9%
	Dissatisfied	21	8.0%	32	7.4%	7	3.3%	9	3.8%	69	6.0%
	Very dissatisfied	2	.8%	4	.9%	7	3.3%	7	3.0%	20	1.8%
	Subtotal	23	8.8%	36	8.4%	14	6.6%	16	6.8%	89	7.8%
	Did not respond	1	.4%	0	.0%	1	.5%	1	.4%	3	.3%
Total	262	100.0%	430	100.0%	212	100.0%	237	100.0%	1141	100.0%	
Q3. Would you say our staff treated you with respect?	All of the time	219	83.6%	370	86.0%	171	80.7%	193	81.4%	953	83.5%
	Some of the time	34	13.0%	45	10.5%	35	16.5%	37	15.6%	151	13.2%
	Subtotal	253	96.6%	415	96.5%	206	97.2%	230	97.0%	1104	96.8%
	Little of the time	6	2.3%	11	2.6%	5	2.4%	2	.8%	24	2.1%
	Never	3	1.1%	1	.2%	1	.5%	3	1.3%	8	.7%
	Subtotal	9	3.4%	12	2.8%	6	2.8%	5	2.1%	32	2.8%
	Did not respond	0	.0%	3	.7%	0	.0%	2	.8%	5	.4%
Total	262	100.0%	430	100.0%	212	100.0%	237	100.0%	1141	100.0%	

Patients Speak Out 2007
Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	17	16.0%	42	29.4%	58	27.9%	36	17.1%	78	28.9%	64	26.9%	295	25.1%
	Mostly satisfied	79	74.5%	82	57.3%	130	62.5%	136	64.8%	164	60.7%	131	55.0%	722	61.4%
	Subtotal	96	90.6%	124	86.7%	188	90.4%	172	81.9%	242	89.6%	195	81.9%	1017	86.6%
	Dissatisfied	7	6.6%	14	9.8%	15	7.2%	25	11.9%	20	7.4%	35	14.7%	116	9.9%
	Very dissatisfied	2	1.9%	5	3.5%	2	1.0%	13	6.2%	7	2.6%	7	2.9%	36	3.1%
	Subtotal	9	8.5%	19	13.3%	17	8.2%	38	18.1%	27	10.0%	42	17.6%	152	12.9%
	Did not respond	1	.9%	0	.0%	3	1.4%	0	.0%	1	.4%	1	.4%	6	.5%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	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%	57	23.9%	275	23.4%
	Mostly satisfied	55	51.9%	79	55.2%	124	59.6%	110	52.4%	158	58.5%	129	54.2%	655	55.7%
	Subtotal	75	70.8%	114	79.7%	176	84.6%	156	74.3%	223	82.6%	186	78.2%	930	79.1%
	Dissatisfied	29	27.4%	17	11.9%	30	14.4%	43	20.5%	36	13.3%	43	18.1%	198	16.9%
	Very dissatisfied	2	1.9%	10	7.0%	0	.0%	10	4.8%	11	4.1%	8	3.4%	41	3.5%
	Subtotal	31	29.2%	27	18.9%	30	14.4%	53	25.2%	47	17.4%	51	21.4%	239	20.3%
	Did not respond	0	.0%	2	1.4%	2	1.0%	1	.5%	0	.0%	1	.4%	6	.5%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	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%	77	32.4%	435	37.0%
	Some of the time	60	56.6%	75	52.4%	102	49.0%	114	54.3%	131	48.5%	116	48.7%	598	50.9%
	Subtotal	91	85.8%	131	91.6%	192	92.3%	188	89.5%	238	88.1%	193	81.1%	1033	87.9%
	Little of the time	11	10.4%	8	5.6%	13	6.3%	16	7.6%	27	10.0%	39	16.4%	114	9.7%
	Never	3	2.8%	3	2.1%	1	.5%	2	1.0%	4	1.5%	4	1.7%	17	1.4%
	Subtotal	14	13.2%	11	7.7%	14	6.7%	18	8.6%	31	11.5%	43	18.1%	131	11.1%
	Did not respond	1	.9%	1	.7%	2	1.0%	4	1.9%	1	.4%	2	.8%	11	.9%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	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%	132	55.5%	646	55.0%
	Somewhat safe	40	37.7%	57	39.9%	74	35.6%	83	39.5%	105	38.9%	72	30.3%	431	36.7%
	Subtotal	100	94.3%	130	90.9%	200	96.2%	187	89.0%	256	94.8%	204	85.7%	1077	91.7%
	Not very safe	5	4.7%	10	7.0%	5	2.4%	17	8.1%	10	3.7%	11	4.6%	58	4.9%
	Not safe at all	1	.9%	3	2.1%	3	1.4%	6	2.9%	3	1.1%	5	2.1%	21	1.8%
	Subtotal	6	5.7%	13	9.1%	8	3.8%	23	11.0%	13	4.8%	16	6.7%	79	6.7%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	1	.4%	18	7.6%	19	1.6%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	100.0%

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Appendix A: Results for Community Treatment Programs

Q5. How helpful are the group sessions?	Very helpful	31	29.2%	45	31.5%	83	39.9%	73	34.8%	116	43.0%	84	35.3%	432	36.8%
	Somewhat helpful	62	58.5%	70	49.0%	99	47.6%	106	50.5%	129	47.8%	116	48.7%	582	49.5%
	Subtotal	93	87.7%	115	80.4%	182	87.5%	179	85.2%	245	90.7%	200	84.0%	1014	86.3%
	Not helpful	6	5.7%	21	14.7%	20	9.6%	22	10.5%	21	7.8%	30	12.6%	120	10.2%
	Made things worse	2	1.9%	4	2.8%	2	1.0%	4	1.9%	3	1.1%	6	2.5%	21	1.8%
	Subtotal	8	7.5%	25	17.5%	22	10.6%	26	12.4%	24	8.9%	36	15.1%	141	12.0%
	Did not receive	3	2.8%	2	1.4%	2	1.0%	4	1.9%	0	.0%	1	.4%	12	1.0%
	Did not respond	2	1.9%	1	.7%	2	1.0%	1	.5%	1	.4%	1	.4%	8	.7%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	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%	122	51.3%	578	49.2%
	Somewhat helpful	39	36.8%	58	40.6%	73	35.1%	85	40.5%	88	32.6%	78	32.8%	421	35.8%
	Subtotal	87	82.1%	123	86.0%	177	85.1%	186	88.6%	226	83.7%	200	84.0%	999	85.0%
	Not helpful	8	7.5%	10	7.0%	9	4.3%	8	3.8%	20	7.4%	10	4.2%	65	5.5%
	Made things worse	1	.9%	0	.0%	1	.5%	4	1.9%	1	.4%	8	3.4%	15	1.3%
	Subtotal	9	8.5%	10	7.0%	10	4.8%	12	5.7%	21	7.8%	18	7.6%	80	6.8%
	Did not receive	8	7.5%	9	6.3%	18	8.7%	11	5.2%	23	8.5%	19	8.0%	88	7.5%
	Did not respond	2	1.9%	1	.7%	3	1.4%	1	.5%	0	.0%	1	.4%	8	.7%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	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%	81	34.0%	356	30.3%
	Yes, probably	42	39.6%	50	35.0%	96	46.2%	77	36.7%	108	40.0%	83	34.9%	456	38.8%
	Subtotal	63	59.4%	96	67.1%	161	77.4%	132	62.9%	196	72.6%	164	68.9%	812	69.1%
	No, probably not	30	28.3%	26	18.2%	22	10.6%	46	21.9%	51	18.9%	48	20.2%	223	19.0%
	No, definitely not	11	10.4%	19	13.3%	22	10.6%	30	14.3%	21	7.8%	23	9.7%	126	10.7%
	Subtotal	41	38.7%	45	31.5%	44	21.2%	76	36.2%	72	26.7%	71	29.8%	349	29.7%
	Did not respond	2	1.9%	2	1.4%	3	1.4%	2	1.0%	2	.7%	3	1.3%	14	1.2%
	Total	106	100.0%	143	100.0%	208	100.0%	210	100.0%	270	100.0%	238	100.0%	1175	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.

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Appendix A: Results for Community Treatment Programs

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		2007		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	353	36.3%	444	37.4%	505	40.2%	502	39.5%	517	41.2%	515	45.1%	2836	40.0%
	Mostly satisfied	536	55.1%	633	53.3%	647	51.5%	653	51.3%	636	50.7%	534	46.8%	3639	51.4%
	Subtotal	889	91.5%	1077	90.7%	1152	91.7%	1155	90.8%	1153	91.9%	1049	91.9%	6475	91.4%
	Dissatisfied	53	5.5%	69	5.8%	63	5.0%	79	6.2%	65	5.2%	69	6.0%	398	5.6%
	Very dissatisfied	27	2.8%	40	3.4%	32	2.5%	33	2.6%	32	2.6%	20	1.8%	184	2.6%
	Subtotal	80	8.2%	109	9.2%	95	7.6%	112	8.8%	97	7.7%	89	7.8%	582	8.2%
	Did not respond	3	.3%	2	.2%	9	.7%	5	.4%	4	.3%	3	.3%	26	.4%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	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%	547	47.9%	3154	44.5%
	Mostly satisfied	459	47.2%	617	51.9%	600	47.8%	617	48.5%	586	46.7%	503	44.1%	3382	47.7%
	Subtotal	877	90.2%	1095	92.2%	1173	93.4%	1173	92.2%	1168	93.1%	1050	92.0%	6536	92.3%
	Dissatisfied	63	6.5%	49	4.1%	55	4.4%	68	5.3%	53	4.2%	65	5.7%	353	5.0%
	Very dissatisfied	28	2.9%	40	3.4%	21	1.7%	25	2.0%	29	2.3%	21	1.8%	164	2.3%
	Subtotal	91	9.4%	89	7.5%	76	6.1%	93	7.3%	82	6.5%	86	7.5%	517	7.3%
	Did not respond	4	.4%	4	.3%	7	.6%	6	.5%	4	.3%	5	.4%	30	.4%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	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%	953	83.5%	5640	79.6%
	Some of the time	172	17.7%	210	17.7%	230	18.3%	218	17.1%	213	17.0%	151	13.2%	1194	16.9%
	Subtotal	932	95.9%	1136	95.6%	1215	96.7%	1234	97.0%	1213	96.7%	1104	96.8%	6834	96.5%
	Little of the time	19	2.0%	33	2.8%	19	1.5%	23	1.8%	18	1.4%	24	2.1%	136	1.9%
	Never	10	1.0%	11	.9%	12	1.0%	14	1.1%	18	1.4%	8	.7%	73	1.0%
	Subtotal	29	3.0%	44	3.7%	31	2.5%	37	2.9%	36	2.9%	32	2.8%	209	3.0%
	Did not respond	11	1.1%	8	.7%	10	.8%	1	.1%	5	.4%	5	.4%	40	.6%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	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%	820	71.9%	4843	68.4%
	Somewhat safe	281	28.9%	337	28.4%	314	25.0%	333	26.2%	338	27.0%	278	24.4%	1881	26.6%
	Subtotal	930	95.7%	1123	94.5%	1188	94.6%	1190	93.6%	1195	95.3%	1098	96.2%	6724	94.9%
	Not very safe	26	2.7%	34	2.9%	34	2.7%	32	2.5%	28	2.2%	18	1.6%	172	2.4%
	Not safe at all	9	.9%	15	1.3%	21	1.7%	20	1.6%	22	1.8%	19	1.7%	106	1.5%
	Subtotal	35	3.6%	49	4.1%	55	4.4%	52	4.1%	50	4.0%	37	3.2%	278	3.9%
	Did not respond	7	.7%	16	1.3%	13	1.0%	30	2.4%	9	.7%	6	.5%	81	1.1%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	100.0%

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Appendix A: Results for Community Treatment Programs

Q5. How helpful are the group sessions?	Very helpful	313	32.2%	395	33.2%	479	38.1%	444	34.9%	468	37.3%	432	37.9%	2531	35.7%
	Somewhat helpful	486	50.0%	595	50.1%	572	45.5%	615	48.3%	590	47.0%	521	45.7%	3379	47.7%
	Subtotal	799	82.2%	990	83.3%	1051	83.7%	1059	83.3%	1058	84.4%	953	83.5%	5910	83.4%
	Not helpful	98	10.1%	104	8.8%	110	8.8%	118	9.3%	109	8.7%	101	8.9%	640	9.0%
	Made things worse	18	1.9%	19	1.6%	17	1.4%	23	1.8%	10	.8%	15	1.3%	102	1.4%
	Subtotal	116	11.9%	123	10.4%	127	10.1%	141	11.1%	119	9.5%	116	10.2%	742	10.5%
	Did not receive	45	4.6%	58	4.9%	61	4.9%	61	4.8%	64	5.1%	61	5.3%	350	4.9%
	Did not respond	12	1.2%	17	1.4%	17	1.4%	11	.9%	13	1.0%	11	1.0%	81	1.1%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	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%	528	46.3%	2911	41.1%
	Somewhat helpful	371	38.2%	452	38.0%	497	39.6%	463	36.4%	459	36.6%	387	33.9%	2629	37.1%
	Subtotal	722	74.3%	925	77.9%	1018	81.1%	990	77.8%	970	77.4%	915	80.2%	5540	78.2%
	Not helpful	84	8.6%	88	7.4%	88	7.0%	96	7.5%	83	6.6%	78	6.8%	517	7.3%
	Made things worse	10	1.0%	5	.4%	13	1.0%	20	1.6%	11	.9%	13	1.1%	72	1.0%
	Subtotal	94	9.7%	93	7.8%	101	8.0%	116	9.1%	94	7.5%	91	8.0%	589	8.3%
	Did not receive	140	14.4%	161	13.6%	113	9.0%	154	12.1%	177	14.1%	123	10.8%	868	12.3%
	Did not respond	16	1.6%	9	.8%	24	1.9%	12	.9%	13	1.0%	12	1.1%	86	1.2%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	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%	513	45.0%	2891	40.8%
	Yes, probably	388	39.9%	501	42.2%	504	40.1%	541	42.5%	521	41.5%	442	38.7%	2897	40.9%
	Subtotal	763	78.5%	966	81.3%	1018	81.1%	1043	82.0%	1043	83.2%	955	83.7%	5788	81.7%
	No, probably not	123	12.7%	131	11.0%	144	11.5%	134	10.5%	129	10.3%	129	11.3%	790	11.2%
	No, definitely not	69	7.1%	71	6.0%	78	6.2%	79	6.2%	67	5.3%	50	4.4%	414	5.8%
	Subtotal	192	19.8%	202	17.0%	222	17.7%	213	16.7%	196	15.6%	179	15.7%	1204	17.0%
	Did not respond	17	1.7%	20	1.7%	16	1.3%	16	1.3%	15	1.2%	7	.6%	91	1.3%
	Total	972	100.0%	1188	100.0%	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	7083	100.0%

Patients Speak Out 2007
Appendix A: Results for Department of Corrections (DOC) Treatment Programs

Table 19
Department of Corrections (DOC) Treatment Programs: Responses to Questions 1-6 of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 19-23, 2007

		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	1	5.9%	58	15.4%	408	43.2%	467	34.9%
	Mostly satisfied	9	52.9%	209	55.6%	470	49.7%	688	51.4%
	Subtotal	10	58.8%	267	71.0%	878	92.9%	1155	86.3%
	Dissatisfied	6	35.3%	78	20.7%	49	5.2%	133	9.9%
	Very dissatisfied	1	5.9%	29	7.7%	13	1.4%	43	3.2%
	Subtotal	7	41.2%	107	28.5%	62	6.6%	176	13.2%
	Did not respond	0	.0%	2	.5%	5	.5%	7	.5%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q2. In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	0	.0%	49	13.0%	274	29.0%	323	24.1%
	Mostly satisfied	8	47.1%	229	60.9%	528	55.9%	765	57.2%
	Subtotal	8	47.1%	278	73.9%	802	84.9%	1088	81.3%
	Dissatisfied	4	23.5%	76	20.2%	102	10.8%	182	13.6%
	Very dissatisfied	5	29.4%	22	5.9%	34	3.6%	61	4.6%
	Subtotal	9	52.9%	98	26.1%	136	14.4%	243	18.2%
	Did not respond	0	.0%	0	.0%	7	.7%	7	.5%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	5	29.4%	135	35.9%	716	75.8%	856	64.0%
	Some of the time	10	58.8%	183	48.7%	181	19.2%	374	28.0%
	Subtotal	15	88.2%	318	84.6%	897	94.9%	1230	91.9%
	Little of the time	2	11.8%	51	13.6%	38	4.0%	91	6.8%
	Never	0	.0%	5	1.3%	2	.2%	7	.5%
	Subtotal	2	11.8%	56	14.9%	40	4.2%	98	7.3%
	Did not respond	0	.0%	2	.5%	8	.8%	10	.7%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q4. How do you rate the helpfulness of the group sessions?	Very helpful	1	5.9%	137	36.4%	549	58.1%	687	51.3%
	Somewhat helpful	12	70.6%	181	48.1%	353	37.4%	546	40.8%
	Subtotal	13	76.5%	318	84.6%	902	95.4%	1233	92.2%
	Not helpful	2	11.8%	43	11.4%	29	3.1%	74	5.5%
	Made things worse	2	11.8%	7	1.9%	4	.4%	13	1.0%
	Subtotal	4	23.5%	50	13.3%	33	3.5%	87	6.5%
	Did not receive	0	.0%	4	1.1%	6	.6%	10	.7%
	Did not respond	0	.0%	4	1.1%	4	.4%	8	.6%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%

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Q5. How do you rate the helpfulness of the individual counseling?	Very helpful	2	11.8%	142	37.8%	501	53.0%	645	48.2%
	Somewhat helpful	8	47.1%	156	41.5%	272	28.8%	436	32.6%
	Subtotal	10	58.8%	298	79.3%	773	81.8%	1081	80.8%
	Not helpful	6	35.3%	35	9.3%	48	5.1%	89	6.7%
	Made things worse	0	.0%	7	1.9%	4	.4%	11	.8%
	Subtotal	6	35.3%	42	11.2%	52	5.5%	100	7.5%
	Did not receive	1	5.9%	27	7.2%	106	11.2%	134	10.0%
	Did not respond	0	.0%	9	2.4%	14	1.5%	23	1.7%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q6. If you were to seek help again, would you come back to this program?	Yes, definitely	0	.0%	42	11.2%	356	37.7%	398	29.7%
	Yes, probably	2	11.8%	82	21.8%	372	39.4%	456	34.1%
	Subtotal	2	11.8%	124	33.0%	728	77.0%	854	63.8%
	No, probably not	4	23.5%	106	28.2%	116	12.3%	226	16.9%
	No, definitely not	11	64.7%	131	34.8%	84	8.9%	226	16.9%
	Subtotal	15	88.2%	237	63.0%	200	21.2%	452	33.8%
	Did not respond	0	.0%	15	4.0%	17	1.8%	32	2.4%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%

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Appendix A: Results for Department of Corrections (DOC) Treatment Programs

Table 20
Department of Corrections (DOC) Treatment Programs: Responses to Questions 7-12a of the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 19-23, 2007

		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	3	17.6%	118	31.4%	198	21.0%	319	23.8%
	No	14	82.4%	252	67.0%	731	77.4%	997	74.5%
	Did not respond	0	.0%	6	1.6%	16	1.7%	22	1.6%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q7a. IF YES, how helpful were we in assisting you to identify and find legal services?	Very helpful	0	.0%	5	4.2%	58	29.3%	63	19.7%
	Somewhat helpful	0	.0%	23	19.5%	59	29.8%	82	25.7%
	Subtotal	0	.0%	28	23.7%	117	59.1%	145	45.5%
	Not very helpful	0	.0%	30	25.4%	33	16.7%	63	19.7%
	Not helpful at all	3	100.0%	59	50.0%	40	20.2%	102	32.0%
	Subtotal	3	100.0%	89	75.4%	73	36.9%	165	51.7%
	Did not respond	0	.0%	1	.8%	8	4.0%	9	2.8%
	Total	3	100.0%	118	100.0%	198	100.0%	319	100.0%
Q8. Did you need medical services?	Yes	8	47.1%	250	66.5%	203	21.5%	461	34.5%
	No	9	52.9%	122	32.4%	727	76.9%	858	64.1%
	Did not respond	0	.0%	4	1.1%	15	1.6%	19	1.4%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q8a. IF YES, how helpful were we in assisting you to identify and find medical services?	Very helpful	1	12.5%	55	22.0%	51	25.1%	107	23.2%
	Somewhat helpful	3	37.5%	87	34.8%	58	28.6%	148	32.1%
	Subtotal	4	50.0%	142	56.8%	109	53.7%	255	55.3%
	Not very helpful	2	25.0%	50	20.0%	42	20.7%	94	20.4%
	Not helpful at all	2	25.0%	51	20.4%	44	21.7%	97	21.0%
	Subtotal	4	50.0%	101	40.4%	86	42.4%	191	41.4%
	Did not respond	0	.0%	7	2.8%	8	3.9%	15	3.3%
	Total	8	100.0%	250	100.0%	203	100.0%	461	100.0%
Q9. Did you need family services?	Yes	4	23.5%	143	38.0%	133	14.1%	280	20.9%
	No	13	76.5%	228	60.6%	788	83.4%	1029	76.9%
	Did not respond	0	.0%	5	1.3%	24	2.5%	29	2.2%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q9a. IF YES, how helpful were we in assisting you to identify and find family services?	Very helpful	0	.0%	32	22.4%	38	28.6%	70	25.0%
	Somewhat helpful	0	.0%	62	43.4%	38	28.6%	100	35.7%
	Subtotal	0	.0%	94	65.7%	76	57.1%	170	60.7%
	Not very helpful	1	25.0%	18	12.6%	18	13.5%	37	13.2%
	Not helpful at all	3	75.0%	28	19.6%	32	24.1%	63	22.5%
	Subtotal	4	100.0%	46	32.2%	50	37.6%	100	35.7%
	Did not respond	0	.0%	3	2.1%	7	5.3%	10	3.6%
	Total	4	100.0%	143	100.0%	133	100.0%	280	100.0%

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Patients Speak Out 2007
Appendix A: Results for Department of Corrections (DOC) Treatment Programs

Q10. Did you need mental health services?	Yes	6	35.3%	143	38.0%	162	17.1%	311	23.2%
	No	11	64.7%	228	60.6%	765	81.0%	1004	75.0%
	Did not respond	0	.0%	5	1.3%	18	1.9%	23	1.7%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q10a. IF YES, how helpful were we in assisting you to identify and find mental health services?	Very helpful	1	16.7%	30	21.0%	47	29.0%	78	25.1%
	Somewhat helpful	2	33.3%	49	34.3%	48	29.6%	99	31.8%
	Subtotal	3	50.0%	79	55.2%	95	58.6%	177	56.9%
	Not very helpful	0	.0%	32	22.4%	26	16.0%	58	18.6%
	Not helpful at all	3	50.0%	28	19.6%	33	20.4%	64	20.6%
	Subtotal	3	50.0%	60	42.0%	59	36.4%	122	39.2%
	Did not respond	0	.0%	4	2.8%	8	4.9%	12	3.9%
	Total	6	100.0%	143	100.0%	162	100.0%	311	100.0%
Q11. Did you need educational or vocational services?	Yes	5	29.4%	225	59.8%	206	21.8%	436	32.6%
	No	12	70.6%	146	38.8%	717	75.9%	875	65.4%
	Did not respond	0	.0%	5	1.3%	22	2.3%	27	2.0%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q11a. IF YES, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	3	60.0%	70	31.1%	67	32.5%	140	32.1%
	Somewhat helpful	1	20.0%	67	29.8%	48	23.3%	116	26.6%
	Subtotal	4	80.0%	137	60.9%	115	55.8%	256	58.7%
	Not very helpful	1	20.0%	35	15.6%	32	15.5%	68	15.6%
	Not helpful at all	0	.0%	46	20.4%	48	23.3%	94	21.6%
	Subtotal	1	20.0%	81	36.0%	80	38.8%	162	37.2%
	Did not respond	0	.0%	7	3.1%	11	5.3%	18	4.1%
	Total	5	100.0%	225	100.0%	206	100.0%	436	100.0%
Q12. Did you need employment services?	Yes	9	52.9%	219	58.2%	219	23.2%	447	33.4%
	No	8	47.1%	151	40.2%	709	75.0%	868	64.9%
	Did not respond	0	.0%	6	1.6%	17	1.8%	23	1.7%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Q12a. IF YES, how helpful were we in assisting you to identify and find employment services?	Very helpful	2	22.2%	43	19.6%	68	31.1%	113	25.3%
	Somewhat helpful	2	22.2%	64	29.2%	60	27.4%	126	28.2%
	Subtotal	4	44.4%	107	48.9%	128	58.4%	239	53.5%
	Not very helpful	3	33.3%	46	21.0%	28	12.8%	77	17.2%
	Not helpful at all	2	22.2%	60	27.4%	49	22.4%	111	24.8%
	Subtotal	5	55.6%	106	48.4%	77	35.2%	188	42.1%
	Did not respond	0	.0%	6	2.7%	14	6.4%	20	4.5%
	Total	9	100.0%	219	100.0%	219	100.0%	447	100.0%

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Appendix A: Results for Department of Corrections (DOC) Treatment Programs

Table 21
Department of Corrections (DOC) Treatment Programs: Characteristics of Patients Completing the DASA Adult Patient Satisfaction Survey by Treatment Modality, March 19-23, 2007

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	0	.0%	10	2.7%	17	1.8%	27	2.0%
	21 - 25	1	5.9%	48	12.8%	150	15.9%	199	14.9%
	26 - 30	4	23.5%	67	17.8%	180	19.0%	251	18.8%
	31 - 35	4	23.5%	58	15.4%	148	15.7%	210	15.7%
	36 - 40	0	.0%	79	21.0%	170	18.0%	249	18.6%
	41 - 45	2	11.8%	49	13.0%	136	14.4%	187	14.0%
	46 - 50	4	23.5%	30	8.0%	69	7.3%	103	7.7%
	51 - 55	2	11.8%	15	4.0%	35	3.7%	52	3.9%
	Over 55	0	.0%	7	1.9%	16	1.7%	23	1.7%
	Unknown	0	.0%	13	3.5%	24	2.5%	37	2.8%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Gender	Male	15	88.2%	291	77.4%	805	85.2%	1111	83.0%
	Female	2	11.8%	85	22.6%	132	14.0%	219	16.4%
	Unknown	0	.0%	0	.0%	8	.8%	8	.6%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Ethnic/Racial Background	White/European American	11	64.7%	254	67.6%	620	65.6%	885	66.1%
	Black/African American	4	23.5%	46	12.2%	112	11.9%	162	12.1%
	Asian/Pacific Islander	0	.0%	5	1.3%	13	1.4%	18	1.3%
	Native American/Eskimo/Aleut	0	.0%	19	5.1%	42	4.4%	61	4.6%
	Hispanic	1	5.9%	11	2.9%	43	4.6%	55	4.1%
	Multiracial	0	.0%	10	2.7%	22	2.3%	32	2.4%
	Other	1	5.9%	8	2.1%	33	3.5%	42	3.1%
	Unknown	0	.0%	23	6.1%	60	6.3%	83	6.2%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Length of Stay in Treatment	15 days or less	2	11.8%	22	5.9%	164	17.4%	188	14.1%
	16 - 30 days	0	.0%	78	20.7%	116	12.3%	194	14.5%
	31 - 45 days	2	11.8%	108	28.7%	98	10.4%	208	15.5%
	46 - 60 days	1	5.9%	12	3.2%	91	9.6%	104	7.8%
	61 - 75 days	3	17.6%	7	1.9%	75	7.9%	85	6.4%
	76 - 90 days	0	.0%	8	2.1%	48	5.1%	56	4.2%
	Over 90 days	0	.0%	76	20.2%	134	14.2%	210	15.7%
	Unknown	9	52.9%	65	17.3%	219	23.2%	293	21.9%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%
Source of Funding	Private	1	5.9%	8	2.1%	41	4.3%	50	3.7%
	Public	10	58.8%	306	81.4%	716	75.8%	1032	77.1%
	Unknown	6	35.3%	62	16.5%	188	19.9%	256	19.1%
	Total	17	100.0%	376	100.0%	945	100.0%	1338	100.0%

Patients Speak Out 2007
Appendix A: Results for Department of Corrections (DOC) Treatment Programs

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		2007		Total	
		Count	Column %	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%	58	15.4%	335	19.7%
	Mostly satisfied	54	50.9%	118	45.0%	143	63.3%	118	55.7%	142	64.3%	186	61.8%	209	55.6%	970	56.9%
	Subtotal	98	92.5%	160	61.1%	176	77.9%	176	83.0%	193	87.3%	235	78.1%	267	71.0%	1305	76.6%
	Dissatisfied	7	6.6%	66	25.2%	42	18.6%	30	14.2%	23	10.4%	53	17.6%	78	20.7%	299	17.5%
	Very dissatisfied	1	.9%	34	13.0%	8	3.5%	5	2.4%	5	2.3%	13	4.3%	29	7.7%	95	5.6%
	Subtotal	8	7.5%	100	38.2%	50	22.1%	35	16.5%	28	12.7%	66	21.9%	107	28.5%	394	23.1%
	Did not respond	0	.0%	2	.8%	0	.0%	1	.5%	0	.0%	0	.0%	2	.5%	5	.3%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	376	100.0%	1704	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%	49	13.0%	222	13.0%
	Mostly satisfied	68	64.2%	134	51.1%	135	59.7%	125	59.0%	145	65.6%	176	58.5%	229	60.9%	1012	59.4%
	Subtotal	86	81.1%	160	61.1%	154	68.1%	159	75.0%	175	79.2%	222	73.8%	278	73.9%	1234	72.4%
	Dissatisfied	18	17.0%	80	30.5%	57	25.2%	46	21.7%	42	19.0%	65	21.6%	76	20.2%	384	22.5%
	Very dissatisfied	2	1.9%	21	8.0%	15	6.6%	7	3.3%	3	1.4%	13	4.3%	22	5.9%	83	4.9%
	Subtotal	20	18.9%	101	38.5%	72	31.9%	53	25.0%	45	20.4%	78	25.9%	98	26.1%	467	27.4%
	Did not respond	0	.0%	1	.4%	0	.0%	0	.0%	1	.5%	1	.3%	0	.0%	3	.2%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	376	100.0%	1704	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%	135	35.9%	726	42.6%
	Some of the time	26	24.5%	125	47.7%	109	48.2%	100	47.2%	98	44.3%	143	47.5%	183	48.7%	784	46.0%
	Subtotal	100	94.3%	213	81.3%	203	89.8%	205	96.7%	206	93.2%	265	88.0%	318	84.6%	1510	88.6%
	Little of the time	5	4.7%	40	15.3%	19	8.4%	7	3.3%	15	6.8%	30	10.0%	51	13.6%	167	9.8%
	Never	1	.9%	8	3.1%	2	.9%	0	.0%	0	.0%	4	1.3%	5	1.3%	20	1.2%
	Subtotal	6	5.7%	48	18.3%	21	9.3%	7	3.3%	15	6.8%	34	11.3%	56	14.9%	187	11.0%
	Did not respond	0	.0%	1	.4%	2	.9%	0	.0%	0	.0%	2	.7%	2	.5%	7	.4%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	376	100.0%	1704	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%	137	36.4%	692	40.6%
	Somewhat helpful	29	27.4%	145	55.3%	117	51.8%	89	42.0%	102	46.2%	158	52.5%	181	48.1%	821	48.2%
	Subtotal	101	95.3%	218	83.2%	199	88.1%	199	93.9%	213	96.4%	265	88.0%	318	84.6%	1513	88.8%
	Not helpful	4	3.8%	34	13.0%	24	10.6%	13	6.1%	6	2.7%	26	8.6%	43	11.4%	150	8.8%
	Made things worse	1	.9%	8	3.1%	2	.9%	0	.0%	2	.9%	5	1.7%	7	1.9%	25	1.5%
	Subtotal	5	4.7%	42	16.0%	26	11.5%	13	6.1%	8	3.6%	31	10.3%	50	13.3%	175	10.3%
	Did not receive	0	.0%	0	.0%	1	.4%	0	.0%	0	.0%	2	.7%	4	1.1%	7	.4%
	Did not respond	0	.0%	2	.8%	0	.0%	0	.0%	0	.0%	3	1.0%	4	1.1%	9	.5%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	376	100.0%	1704	100.0%

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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%	142	37.8%	654	38.4%
	Somewhat helpful	32	30.2%	95	36.3%	99	43.8%	90	42.5%	79	35.7%	117	38.9%	156	41.5%	668	39.2%
	Subtotal	89	84.0%	154	58.8%	181	80.1%	182	85.8%	182	82.4%	236	78.4%	298	79.3%	1322	77.6%
	Not helpful	2	1.9%	29	11.1%	20	8.8%	15	7.1%	14	6.3%	43	14.3%	35	9.3%	158	9.3%
	Made things worse	0	.0%	10	3.8%	5	2.2%	1	.5%	1	.5%	2	.7%	7	1.9%	26	1.5%
	Subtotal	2	1.9%	39	14.9%	25	11.1%	16	7.5%	15	6.8%	45	15.0%	42	11.2%	184	10.8%
	Did not receive	14	13.2%	66	25.2%	20	8.8%	12	5.7%	23	10.4%	17	5.6%	27	7.2%	179	10.5%
	Did not respond	1	.9%	3	1.1%	0	.0%	2	.9%	1	.5%	3	1.0%	9	2.4%	19	1.1%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	376	100.0%	1704	100.0%
Q6. 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%	42	11.2%	247	14.5%
	Yes, probably	40	37.7%	46	17.6%	55	24.3%	59	27.8%	66	29.9%	64	21.3%	82	21.8%	412	24.2%
	Subtotal	66	62.3%	68	26.0%	75	33.2%	98	46.2%	110	49.8%	118	39.2%	124	33.0%	659	38.7%
	No, probably not	21	19.8%	57	21.8%	78	34.5%	61	28.8%	56	25.3%	87	28.9%	106	28.2%	466	27.3%
	No, definitely not	19	17.9%	131	50.0%	71	31.4%	48	22.6%	51	23.1%	87	28.9%	131	34.8%	538	31.6%
	Subtotal	40	37.7%	188	71.8%	149	65.9%	109	51.4%	107	48.4%	174	57.8%	237	63.0%	1004	58.9%
	Did not respond	0	.0%	6	2.3%	2	.9%	5	2.4%	4	1.8%	9	3.0%	15	4.0%	41	2.4%
	Total	106	100.0%	262	100.0%	226	100.0%	212	100.0%	221	100.0%	301	100.0%	376	100.0%	1704	100.0%

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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		2007		Total	
		Count	Column %	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%	408	43.2%	2522	43.8%
	Mostly satisfied	259	49.1%	291	47.7%	352	47.6%	509	49.7%	515	52.5%	432	46.2%	470	49.7%	2828	49.1%
	Subtotal	488	92.6%	555	91.0%	702	94.9%	952	93.0%	898	91.5%	877	93.8%	878	92.9%	5350	92.8%
	Dissatisfied	26	4.9%	39	6.4%	26	3.5%	43	4.2%	58	5.9%	32	3.4%	49	5.2%	273	4.7%
	Very dissatisfied	9	1.7%	12	2.0%	7	.9%	17	1.7%	18	1.8%	18	1.9%	13	1.4%	94	1.6%
	Subtotal	35	6.6%	51	8.4%	33	4.5%	60	5.9%	76	7.7%	50	5.3%	62	6.6%	367	6.4%
	Did not respond	4	.8%	4	.7%	5	.7%	12	1.2%	7	.7%	8	.9%	5	.5%	45	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	5762	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%	274	29.0%	1697	29.5%
	Mostly satisfied	303	57.5%	342	56.1%	422	57.0%	561	54.8%	542	55.2%	483	51.7%	528	55.9%	3181	55.2%
	Subtotal	441	83.7%	511	83.8%	633	85.5%	871	85.1%	818	83.4%	802	85.8%	802	84.9%	4878	84.7%
	Dissatisfied	56	10.6%	70	11.5%	72	9.7%	108	10.5%	112	11.4%	95	10.2%	102	10.8%	615	10.7%
	Very dissatisfied	25	4.7%	25	4.1%	28	3.8%	34	3.3%	46	4.7%	33	3.5%	34	3.6%	225	3.9%
	Subtotal	81	15.4%	95	15.6%	100	13.5%	142	13.9%	158	16.1%	128	13.7%	136	14.4%	840	14.6%
	Did not respond	5	.9%	4	.7%	7	.9%	11	1.1%	5	.5%	5	.5%	7	.7%	44	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	5762	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%	716	75.8%	4332	75.2%
	Some of the time	114	21.6%	138	22.6%	147	19.9%	214	20.9%	213	21.7%	173	18.5%	181	19.2%	1180	20.5%
	Subtotal	512	97.2%	579	94.9%	697	94.2%	989	96.6%	937	95.5%	901	96.4%	897	94.9%	5512	95.7%
	Little of the time	11	2.1%	23	3.8%	28	3.8%	18	1.8%	30	3.1%	19	2.0%	38	4.0%	167	2.9%
	Never	4	.8%	6	1.0%	6	.8%	4	.4%	7	.7%	7	.7%	2	.2%	36	.6%
	Subtotal	15	2.8%	29	4.8%	34	4.6%	22	2.1%	37	3.8%	26	2.8%	40	4.2%	203	3.5%
	Did not respond	0	.0%	2	.3%	9	1.2%	13	1.3%	7	.7%	8	.9%	8	.8%	47	.8%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	5762	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%	549	58.1%	3284	57.0%
	Somewhat helpful	197	37.4%	242	39.7%	282	38.1%	371	36.2%	378	38.5%	318	34.0%	353	37.4%	2141	37.2%
	Subtotal	490	93.0%	571	93.6%	704	95.1%	965	94.2%	918	93.6%	875	93.6%	902	95.4%	5425	94.2%
	Not helpful	24	4.6%	22	3.6%	20	2.7%	33	3.2%	38	3.9%	34	3.6%	29	3.1%	200	3.5%
	Made things worse	3	.6%	4	.7%	0	.0%	8	.8%	7	.7%	8	.9%	4	.4%	34	.6%
	Subtotal	27	5.1%	26	4.3%	20	2.7%	41	4.0%	45	4.6%	42	4.5%	33	3.5%	234	4.1%
	Did not receive	5	.9%	6	1.0%	5	.7%	8	.8%	10	1.0%	9	1.0%	6	.6%	49	.9%
	Did not respond	5	.9%	7	1.1%	11	1.5%	10	1.0%	8	.8%	9	1.0%	4	.4%	54	.9%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	5762	100.0%

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Appendix A: Results for Department of Corrections (DOC) Treatment Programs

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%	501	53.0%	3163	54.9%
	Somewhat helpful	140	26.6%	176	28.9%	184	24.9%	277	27.1%	290	29.6%	251	26.8%	272	28.8%	1590	27.6%
	Subtotal	448	85.0%	485	79.5%	610	82.4%	845	82.5%	802	81.8%	790	84.5%	773	81.8%	4753	82.5%
	Not helpful	19	3.6%	15	2.5%	18	2.4%	30	2.9%	32	3.3%	29	3.1%	48	5.1%	191	3.3%
	Made things worse	1	.2%	2	.3%	0	.0%	4	.4%	3	.3%	5	.5%	4	.4%	19	.3%
	Subtotal	20	3.8%	17	2.8%	18	2.4%	34	3.3%	35	3.6%	34	3.6%	52	5.5%	210	3.6%
	Did not receive	50	9.5%	100	16.4%	94	12.7%	132	12.9%	131	13.4%	91	9.7%	106	11.2%	704	12.2%
	Did not respond	9	1.7%	8	1.3%	18	2.4%	13	1.3%	13	1.3%	20	2.1%	14	1.5%	95	1.6%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	5762	100.0%
Q6. 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%	356	37.7%	2016	35.0%
	Yes, probably	181	34.3%	219	35.9%	285	38.5%	383	37.4%	406	41.4%	352	37.6%	372	39.4%	2198	38.1%
	Subtotal	362	68.7%	398	65.2%	546	73.8%	735	71.8%	728	74.2%	717	76.7%	728	77.0%	4214	73.1%
	No, probably not	87	16.5%	111	18.2%	101	13.6%	151	14.7%	141	14.4%	109	11.7%	116	12.3%	816	14.2%
	No, definitely not	62	11.8%	79	13.0%	55	7.4%	107	10.4%	88	9.0%	86	9.2%	84	8.9%	561	9.7%
	Subtotal	149	28.3%	190	31.1%	156	21.1%	258	25.2%	229	23.3%	195	20.9%	200	21.2%	1377	23.9%
	Did not respond	16	3.0%	22	3.6%	38	5.1%	31	3.0%	24	2.4%	23	2.5%	17	1.8%	171	3.0%
	Total	527	100.0%	610	100.0%	740	100.0%	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	5762	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 19-23, 2007

		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	9	16.1%	10	37.0%	19	22.9%
	Mostly satisfied	38	67.9%	12	44.4%	50	60.2%
	Subtotal	47	83.9%	22	81.5%	69	83.1%
	Dissatisfied	7	12.5%	4	14.8%	11	13.3%
	Very dissatisfied	1	1.8%	1	3.7%	2	2.4%
	Subtotal	8	14.3%	5	18.5%	13	15.7%
	Did not respond	1	1.8%	0	.0%	1	1.2%
	Total	56	100.0%	27	100.0%	83	100.0%
Q2. How satisfied are you with the comfort and appearance of this facility?	Very satisfied	13	23.2%	3	11.1%	16	19.3%
	Mostly satisfied	33	58.9%	19	70.4%	52	62.7%
	Subtotal	46	82.1%	22	81.5%	68	81.9%
	Dissatisfied	8	14.3%	3	11.1%	11	13.3%
	Very dissatisfied	2	3.6%	2	7.4%	4	4.8%
	Subtotal	10	17.9%	5	18.5%	15	18.1%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	27	100.0%	83	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	23	41.1%	12	44.4%	35	42.2%
	Some of the time	27	48.2%	12	44.4%	39	47.0%
	Subtotal	50	89.3%	24	88.9%	74	89.2%
	Little of the time	3	5.4%	3	11.1%	6	7.2%
	Never	2	3.6%	0	.0%	2	2.4%
	Subtotal	5	8.9%	3	11.1%	8	9.6%
	Did not respond	1	1.8%	0	.0%	1	1.2%
	Total	56	100.0%	27	100.0%	83	100.0%
Q4. How safe do you feel in this program?	Very safe	26	46.4%	17	63.0%	43	51.8%
	Somewhat safe	25	44.6%	10	37.0%	35	42.2%
	Subtotal	51	91.1%	27	100.0%	78	94.0%
	Not very safe	5	8.9%	0	.0%	5	6.0%
	Not safe at all	0	.0%	0	.0%	0	.0%
	Subtotal	5	8.9%	0	.0%	5	6.0%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	27	100.0%	83	100.0%

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Q5. How helpful are the group sessions?	Very helpful	19	33.9%	9	33.3%	28	33.7%
	Somewhat helpful	30	53.6%	14	51.9%	44	53.0%
	Subtotal	49	87.5%	23	85.2%	72	86.7%
	Not helpful	7	12.5%	3	11.1%	10	12.0%
	Made things worse	0	.0%	0	.0%	0	.0%
	Subtotal	7	12.5%	3	11.1%	10	12.0%
	Did not receive	0	.0%	1	3.7%	1	1.2%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	27	100.0%	83	100.0%
Q6. How helpful is the individual counseling?	Very helpful	23	41.1%	14	51.9%	37	44.6%
	Somewhat helpful	22	39.3%	9	33.3%	31	37.3%
	Subtotal	45	80.4%	23	85.2%	68	81.9%
	Not helpful	9	16.1%	2	7.4%	11	13.3%
	Made things worse	0	.0%	0	.0%	0	.0%
	Subtotal	9	16.1%	2	7.4%	11	13.3%
	Did not receive	2	3.6%	2	7.4%	4	4.8%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	27	100.0%	83	100.0%
Q7. If you were to seek help again, would you come back to this program?	Yes, definitely	8	14.3%	6	22.2%	14	16.9%
	Yes, probably	22	39.3%	11	40.7%	33	39.8%
	Subtotal	30	53.6%	17	63.0%	47	56.6%
	No, probably not	12	21.4%	5	18.5%	17	20.5%
	No, definitely not	14	25.0%	5	18.5%	19	22.9%
	Subtotal	26	46.4%	10	37.0%	36	43.4%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	27	100.0%	83	100.0%

Table 24
Juvenile Rehabilitation Administration (JRA) Treatment Programs: Characteristics of Patients Completing the DASA Youth Patient Satisfaction Survey by Treatment Modality, March 19-23, 2007

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	1	1.8%	0	.0%	1	1.2%
	14 - 15	9	16.1%	6	22.2%	15	18.1%
	16 - 17	32	57.1%	12	44.4%	44	53.0%
	18 - 21	13	23.2%	9	33.3%	22	26.5%
	Unknown	1	1.8%	0	.0%	1	1.2%
	Total	56	100.0%	27	100.0%	83	100.0%
Gender	Male	50	89.3%	20	74.1%	70	84.3%
	Female	6	10.7%	7	25.9%	13	15.7%
	Unknown	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	27	100.0%	83	100.0%
Ethnic/Racial Background	White	25	44.6%	8	29.6%	33	39.8%
	Black/African American	6	10.7%	4	14.8%	10	12.0%
	Asian/Pacific Islander	4	7.1%	3	11.1%	7	8.4%
	Native American/Eskimo/Aleut	9	16.1%	2	7.4%	11	13.3%
	Hispanic	5	8.9%	5	18.5%	10	12.0%
	Multiracial	4	7.1%	4	14.8%	8	9.6%
	Other	1	1.8%	1	3.7%	2	2.4%
	Unknown	2	3.6%	0	.0%	2	2.4%
	Total	56	100.0%	27	100.0%	83	100.0%
Length of Stay in Treatment	15 days or less	16	28.6%	3	11.1%	19	22.9%
	16 - 30 days	24	42.9%	3	11.1%	27	32.5%
	31 - 45 days	7	12.5%	6	22.2%	13	15.7%
	46 - 60 days	0	.0%	8	29.6%	8	9.6%
	61 - 75 days	4	7.1%	1	3.7%	5	6.0%
	76 - 90 days	0	.0%	1	3.7%	1	1.2%
	Over 90 days	0	.0%	4	14.8%	4	4.8%
	Unknown	5	8.9%	1	3.7%	6	7.2%
	Total	56	100.0%	27	100.0%	83	100.0%
Source of Funding	Private	3	5.4%	0	.0%	3	3.6%
	Public	37	66.1%	25	92.6%	62	74.7%
	Other	8	14.3%	0	.0%	8	9.6%
	Unknown	8	14.3%	2	7.4%	10	12.0%
	Total	56	100.0%	27	100.0%	83	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	64	26.9%	9	16.1%	73	24.8%
	Mostly satisfied	131	55.0%	38	67.9%	169	57.5%
	Subtotal	195	81.9%	47	83.9%	242	82.3%
	Dissatisfied	35	14.7%	7	12.5%	42	14.3%
	Very dissatisfied	7	2.9%	1	1.8%	8	2.7%
	Subtotal	42	17.6%	8	14.3%	50	17.0%
	Did not respond	1	.4%	1	1.8%	2	.7%
	Total	238	100.0%	56	100.0%	294	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	77	32.4%	23	41.1%	100	34.0%
	Some of the time	116	48.7%	27	48.2%	143	48.6%
	Subtotal	193	81.1%	50	89.3%	243	82.7%
	Little of the time	39	16.4%	3	5.4%	42	14.3%
	Never	4	1.7%	2	3.6%	6	2.0%
	Subtotal	43	18.1%	5	8.9%	48	16.3%
	Did not respond	2	.8%	1	1.8%	3	1.0%
	Total	238	100.0%	56	100.0%	294	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	515	45.1%	10	37.0%	525	44.9%
	Mostly satisfied	534	46.8%	12	44.4%	546	46.7%
	Subtotal	1049	91.9%	22	81.5%	1071	91.7%
	Dissatisfied	69	6.0%	4	14.8%	73	6.3%
	Very dissatisfied	20	1.8%	1	3.7%	21	1.8%
	Subtotal	89	7.8%	5	18.5%	94	8.0%
	Did not respond	3	.3%	0	.0%	3	.3%
	Total	1141	100.0%	27	100.0%	1168	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	953	83.5%	12	44.4%	965	82.6%
	Some of the time	151	13.2%	12	44.4%	163	14.0%
	Subtotal	1104	96.8%	24	88.9%	1128	96.6%
	Little of the time	24	2.1%	3	11.1%	27	2.3%
	Never	8	.7%	0	.0%	8	.7%
	Subtotal	32	2.8%	3	11.1%	35	3.0%
	Did not respond	5	.4%	0	.0%	5	.4%
	Total	1141	100.0%	27	100.0%	1168	100.0%

Patients Speak Out 2007
Appendix A: Results for Juvenile Rehabilitation Administration (JRA) Treatment Programs

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		2007		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	1	3.0%	4	7.1%	10	16.4%	8	13.1%	6	9.2%	9	16.1%	38	11.4%
	Mostly satisfied	23	69.7%	36	64.3%	33	54.1%	38	62.3%	33	50.8%	38	67.9%	201	60.5%
	Subtotal	24	72.7%	40	71.4%	43	70.5%	46	75.4%	39	60.0%	47	83.9%	239	72.0%
	Dissatisfied	5	15.2%	8	14.3%	12	19.7%	6	9.8%	17	26.2%	7	12.5%	55	16.6%
	Very dissatisfied	4	12.1%	7	12.5%	6	9.8%	9	14.8%	9	13.8%	1	1.8%	36	10.8%
	Subtotal	9	27.3%	15	26.8%	18	29.5%	15	24.6%	26	40.0%	8	14.3%	91	27.4%
	Did not respond	0	.0%	1	1.8%	0	.0%	0	.0%	0	.0%	1	1.8%	2	.6%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	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%	13	23.2%	43	13.0%
	Mostly satisfied	24	72.7%	36	64.3%	31	50.8%	38	62.3%	33	50.8%	33	58.9%	195	58.7%
	Subtotal	27	81.8%	42	75.0%	39	63.9%	46	75.4%	38	58.5%	46	82.1%	238	71.7%
	Dissatisfied	3	9.1%	9	16.1%	19	31.1%	7	11.5%	11	16.9%	8	14.3%	57	17.2%
	Very dissatisfied	3	9.1%	4	7.1%	3	4.9%	8	13.1%	15	23.1%	2	3.6%	35	10.5%
	Subtotal	6	18.2%	13	23.2%	22	36.1%	15	24.6%	26	40.0%	10	17.9%	92	27.7%
	Did not respond	0	.0%	1	1.8%	0	.0%	0	.0%	1	1.5%	0	.0%	2	.6%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	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%	23	41.1%	90	27.1%
	Some of the time	24	72.7%	23	41.1%	34	55.7%	34	55.7%	34	52.3%	27	48.2%	176	53.0%
	Subtotal	30	90.9%	43	76.8%	41	67.2%	52	85.2%	50	76.9%	50	89.3%	266	80.1%
	Little of the time	2	6.1%	9	16.1%	15	24.6%	4	6.6%	13	20.0%	3	5.4%	46	13.9%
	Never	1	3.0%	3	5.4%	3	4.9%	5	8.2%	1	1.5%	2	3.6%	15	4.5%
	Subtotal	3	9.1%	12	21.4%	18	29.5%	9	14.8%	14	21.5%	5	8.9%	61	18.4%
	Did not respond	0	.0%	1	1.8%	2	3.3%	0	.0%	1	1.5%	1	1.8%	5	1.5%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	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%	26	46.4%	104	31.3%
	Somewhat safe	21	63.6%	27	48.2%	32	52.5%	27	44.3%	33	50.8%	25	44.6%	165	49.7%
	Subtotal	27	81.8%	44	78.6%	46	75.4%	47	77.0%	54	83.1%	51	91.1%	269	81.0%
	Not very safe	5	15.2%	6	10.7%	11	18.0%	7	11.5%	8	12.3%	5	8.9%	42	12.7%
	Not safe at all	1	3.0%	5	8.9%	2	3.3%	7	11.5%	3	4.6%	0	.0%	18	5.4%
	Subtotal	6	18.2%	11	19.6%	13	21.3%	14	23.0%	11	16.9%	5	8.9%	60	18.1%
	Did not respond	0	.0%	1	1.8%	2	3.3%	0	.0%	0	.0%	0	.0%	3	.9%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	100.0%

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Patients Speak Out 2007
Appendix A: Results for Juvenile Rehabilitation Administration (JRA) Treatment Programs

Q5. How helpful are the group sessions?	Very helpful	5	15.2%	11	19.6%	10	16.4%	13	21.3%	10	15.4%	19	33.9%	68	20.5%
	Somewhat helpful	19	57.6%	28	50.0%	30	49.2%	31	50.8%	35	53.8%	30	53.6%	173	52.1%
	Subtotal	24	72.7%	39	69.6%	40	65.6%	44	72.1%	45	69.2%	49	87.5%	241	72.6%
	Not helpful	6	18.2%	12	21.4%	12	19.7%	15	24.6%	15	23.1%	7	12.5%	67	20.2%
	Made things worse	3	9.1%	1	1.8%	5	8.2%	1	1.6%	2	3.1%	0	.0%	12	3.6%
	Subtotal	9	27.3%	13	23.2%	17	27.9%	16	26.2%	17	26.2%	7	12.5%	79	23.8%
	Did not receive	0	.0%	1	1.8%	1	1.6%	1	1.6%	3	4.6%	0	.0%	6	1.8%
	Did not respond	0	.0%	3	5.4%	3	4.9%	0	.0%	0	.0%	0	.0%	6	1.8%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	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%	23	41.1%	116	34.9%
	Somewhat helpful	18	54.5%	25	44.6%	24	39.3%	25	41.0%	25	38.5%	22	39.3%	139	41.9%
	Subtotal	26	78.8%	43	76.8%	45	73.8%	48	78.7%	48	73.8%	45	80.4%	255	76.8%
	Not helpful	5	15.2%	3	5.4%	7	11.5%	6	9.8%	8	12.3%	9	16.1%	38	11.4%
	Made things worse	1	3.0%	3	5.4%	3	4.9%	1	1.6%	3	4.6%	0	.0%	11	3.3%
	Subtotal	6	18.2%	6	10.7%	10	16.4%	7	11.5%	11	16.9%	9	16.1%	49	14.8%
	Did not receive	0	.0%	6	10.7%	5	8.2%	6	9.8%	6	9.2%	2	3.6%	25	7.5%
	Did not respond	1	3.0%	1	1.8%	1	1.6%	0	.0%	0	.0%	0	.0%	3	.9%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	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%	8	14.3%	38	11.4%
	Yes, probably	15	45.5%	17	30.4%	9	14.8%	23	37.7%	22	33.8%	22	39.3%	108	32.5%
	Subtotal	16	48.5%	27	48.2%	17	27.9%	29	47.5%	27	41.5%	30	53.6%	146	44.0%
	No, probably not	7	21.2%	9	16.1%	25	41.0%	15	24.6%	16	24.6%	12	21.4%	84	25.3%
	No, definitely not	10	30.3%	19	33.9%	19	31.1%	17	27.9%	21	32.3%	14	25.0%	100	30.1%
	Subtotal	17	51.5%	28	50.0%	44	72.1%	32	52.5%	37	56.9%	26	46.4%	184	55.4%
	Did not respond	0	.0%	1	1.8%	0	.0%	0	.0%	1	1.5%	0	.0%	2	.6%
	Total	33	100.0%	56	100.0%	61	100.0%	61	100.0%	65	100.0%	56	100.0%	332	100.0%

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		2007		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. How satisfied are you with the service you have received?	Very satisfied	6	50.0%	6	28.6%	8	34.8%	14	34.1%	8	33.3%	10	37.0%	52	35.1%
	Mostly satisfied	4	33.3%	13	61.9%	7	30.4%	16	39.0%	8	33.3%	12	44.4%	60	40.5%
	Subtotal	10	83.3%	19	90.5%	15	65.2%	30	73.2%	16	66.7%	22	81.5%	112	75.7%
	Dissatisfied	1	8.3%	0	.0%	3	13.0%	4	9.8%	4	16.7%	4	14.8%	16	10.8%
	Very dissatisfied	1	8.3%	2	9.5%	5	21.7%	6	14.6%	4	16.7%	1	3.7%	19	12.8%
	Subtotal	2	16.7%	2	9.5%	8	34.8%	10	24.4%	8	33.3%	5	18.5%	35	23.6%
	Did not respond	0	.0%	0	.0%	0	.0%	1	2.4%	0	.0%	0	.0%	1	.7%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	27	100.0%	148	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%	3	11.1%	33	22.3%
	Mostly satisfied	5	41.7%	11	52.4%	10	43.5%	13	31.7%	13	54.2%	19	70.4%	71	48.0%
	Subtotal	10	83.3%	16	76.2%	16	69.6%	24	58.5%	16	66.7%	22	81.5%	104	70.3%
	Dissatisfied	1	8.3%	2	9.5%	4	17.4%	10	24.4%	3	12.5%	3	11.1%	23	15.5%
	Very dissatisfied	1	8.3%	3	14.3%	3	13.0%	7	17.1%	5	20.8%	2	7.4%	21	14.2%
	Subtotal	2	16.7%	5	23.8%	7	30.4%	17	41.5%	8	33.3%	5	18.5%	44	29.7%
	Did not respond	0	.0%	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%	27	100.0%	148	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%	12	44.4%	58	39.2%
	Some of the time	4	33.3%	7	33.3%	8	34.8%	16	39.0%	10	41.7%	12	44.4%	57	38.5%
	Subtotal	11	91.7%	17	81.0%	16	69.6%	30	73.2%	17	70.8%	24	88.9%	115	77.7%
	Little of the time	1	8.3%	3	14.3%	5	21.7%	9	22.0%	5	20.8%	3	11.1%	26	17.6%
	Never	0	.0%	1	4.8%	2	8.7%	2	4.9%	2	8.3%	0	.0%	7	4.7%
	Subtotal	1	8.3%	4	19.0%	7	30.4%	11	26.8%	7	29.2%	3	11.1%	33	22.3%
	Did not respond	0	.0%	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%	27	100.0%	148	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%	17	63.0%	83	56.1%
	Somewhat safe	3	25.0%	4	19.0%	7	30.4%	16	39.0%	11	45.8%	10	37.0%	51	34.5%
	Subtotal	12	100.0%	19	90.5%	20	87.0%	35	85.4%	21	87.5%	27	100.0%	134	90.5%
	Not very safe	0	.0%	0	.0%	2	8.7%	2	4.9%	2	8.3%	0	.0%	6	4.1%
	Not safe at all	0	.0%	1	4.8%	1	4.3%	3	7.3%	1	4.2%	0	.0%	6	4.1%
	Subtotal	0	.0%	1	4.8%	3	13.0%	5	12.2%	3	12.5%	0	.0%	12	8.1%
	Did not respond	0	.0%	1	4.8%	0	.0%	1	2.4%	0	.0%	0	.0%	2	1.4%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	27	100.0%	148	100.0%

Continued next page.

Patients Speak Out 2007
Appendix A: Results for Juvenile Rehabilitation Administration (JRA) Treatment Programs

Q5. How helpful are the group sessions?	Very helpful	7	58.3%	7	33.3%	7	30.4%	13	31.7%	11	45.8%	9	33.3%	54	36.5%
	Somewhat helpful	1	8.3%	13	61.9%	9	39.1%	16	39.0%	8	33.3%	14	51.9%	61	41.2%
	Subtotal	8	66.7%	20	95.2%	16	69.6%	29	70.7%	19	79.2%	23	85.2%	115	77.7%
	Not helpful	4	33.3%	0	.0%	4	17.4%	8	19.5%	5	20.8%	3	11.1%	24	16.2%
	Made things worse	0	.0%	0	.0%	1	4.3%	1	2.4%	0	.0%	0	.0%	2	1.4%
	Subtotal	4	33.3%	0	.0%	5	21.7%	9	22.0%	5	20.8%	3	11.1%	26	17.6%
	Did not receive	0	.0%	1	4.8%	2	8.7%	2	4.9%	0	.0%	1	3.7%	6	4.1%
	Did not respond	0	.0%	0	.0%	0	.0%	1	2.4%	0	.0%	0	.0%	1	.7%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	27	100.0%	148	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%	14	51.9%	59	39.9%
	Somewhat helpful	4	33.3%	9	42.9%	5	21.7%	16	39.0%	10	41.7%	9	33.3%	53	35.8%
	Subtotal	9	75.0%	15	71.4%	16	69.6%	31	75.6%	18	75.0%	23	85.2%	112	75.7%
	Not helpful	2	16.7%	3	14.3%	3	13.0%	4	9.8%	3	12.5%	2	7.4%	17	11.5%
	Made things worse	0	.0%	0	.0%	0	.0%	1	2.4%	0	.0%	0	.0%	1	.7%
	Subtotal	2	16.7%	3	14.3%	3	13.0%	5	12.2%	3	12.5%	2	7.4%	18	12.2%
	Did not receive	1	8.3%	2	9.5%	4	17.4%	5	12.2%	3	12.5%	2	7.4%	17	11.5%
	Did not respond	0	.0%	1	4.8%	0	.0%	0	.0%	0	.0%	0	.0%	1	.7%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	27	100.0%	148	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%	6	22.2%	30	20.3%
	Yes, probably	2	16.7%	6	28.6%	8	34.8%	16	39.0%	11	45.8%	11	40.7%	54	36.5%
	Subtotal	7	58.3%	13	61.9%	12	52.2%	21	51.2%	14	58.3%	17	63.0%	84	56.8%
	No, probably not	4	33.3%	4	19.0%	7	30.4%	8	19.5%	3	12.5%	5	18.5%	31	20.9%
	No, definitely not	1	8.3%	3	14.3%	4	17.4%	12	29.3%	7	29.2%	5	18.5%	32	21.6%
	Subtotal	5	41.7%	7	33.3%	11	47.8%	20	48.8%	10	41.7%	10	37.0%	63	42.6%
	Did not respond	0	.0%	1	4.8%	0	.0%	0	.0%	0	.0%	0	.0%	1	.7%
	Total	12	100.0%	21	100.0%	23	100.0%	41	100.0%	24	100.0%	27	100.0%	148	100.0%

Appendix B: Survey Instruments

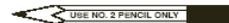
(ADULT/ENGLISH)

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 ✕ ◊ ◐



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

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"/> April	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"/> April	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 rod.feli@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

<p>1. En un sentido general, ¿cómo se siente con respecto a los servicios recibidos?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>4. ¿Como clasificaría la ayuda recibida de los grupos de terapia?</p> <p><input type="radio"/> Me ayudaron mucho <input type="radio"/> No recibí <input type="radio"/> Me ayudaron un poco <input type="radio"/> No me ayudaron <input type="radio"/> Empeoraron mi situación</p>
<p>2. En general, ¿cómo se siente 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>5. ¿Cómo clasificaría la ayuda recibida en las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudaron mucho <input type="radio"/> No recibí <input type="radio"/> Me ayudaron un poco <input type="radio"/> No me ayudaron <input type="radio"/> Empeoraron mi situación</p>
<p>3. ¿Opina usted que fue tratado con respeto por los empleados?</p> <p><input type="radio"/> Todo el tiempo <input type="radio"/> A menudo <input type="radio"/> Pocas veces <input type="radio"/> Nunca</p>	<p>6. Si necesitara ayuda otra vez, ¿volvería 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>

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.

<p>7. ¿Necesitó servicios legales? (Ej.: defensa legal, asesoría legal, ayuda DUI.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios legales? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>8. ¿Necesitó atención médica? (Ej.: un examen general o análisis.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar atención médica? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>9. ¿Necesitó servicios para la familia? (Ej.: clases para padres, recuperación familiar.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios especiales para la familia? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>10. ¿Necesitó servicios para la salud mental? (Ej.: desórdenes colaterales, tratamiento con medicamentos.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios para la salud mental? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>11. ¿Necesitó servicios para la educación o vocacionales? (Ej.: habilidades básicas, colegio comunitario.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios para la educación y vocacionales? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>12. ¿Necesitó servicios de empleo? (Ej.: búsqueda de trabajo, para escribir su historia de empleo.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios de empleo? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>

- 1 - Continúa en el reverso. →

Ayúdenos a conocerlo mejor complementando la siguiente sección.

13. ¿Cuánto años tiene?

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

14. Sexo:

- Masculino
 Femenino

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

- Blanco/Euroamericano
 Negro/Afroamericano
 Asiático/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 0 9
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	3 0 2
<input type="radio"/> Abr	0	3 0 0
<input type="radio"/> May	0	3 0 2
<input type="radio"/> Jun	0	3 0 3
<input type="radio"/> Jul	0	3 0 0
<input type="radio"/> Ago	0	3 0 0
<input type="radio"/> Sep	0	3 0 0
<input type="radio"/> Oct	0	3 0 0
<input type="radio"/> Nov	0	3 0 0
<input type="radio"/> Dic	0	3 0 0

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

18. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene	0	1 0 9
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	3 0 2
<input type="radio"/> Abr	0	3 0 0
<input type="radio"/> May	0	3 0 2
<input type="radio"/> Jun	0	3 0 3
<input type="radio"/> Jul	0	3 0 0
<input type="radio"/> Ago	0	3 0 0
<input type="radio"/> Sep	0	3 0 0
<input type="radio"/> Oct	0	3 0 0
<input type="radio"/> Nov	0	3 0 0
<input type="radio"/> Dic	0	3 0 0

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

19. Mi tratamiento se paga con:

- Fondos privados (míos, seguro, amigo o pariente, etc.)
 Fondos públicos (Medicaid, ADATSA, TANF, etc.)

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

¿Qué le gusta de este programa? _____

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

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

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tiene preguntas o comentarios acerca de este cuestionario diríjelas a Felix Rodriguez, Ph.D., llamando al teléfono 360-725-3761, por correo electrónico a foxruff@dshs.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.

DẤU ĐÁNH ĐÚNG **DẤU 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</p> <p><input type="radio"/> Hài lòng phần nhiều</p> <p><input type="radio"/> Không hài lòng</p> <p><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</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không lợi</p> <p><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</p> <p><input type="radio"/> Hài lòng phần nhiều</p> <p><input type="radio"/> Không hài lòng</p> <p><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</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không lợi</p> <p><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</p> <p><input type="radio"/> Đôi khi</p> <p><input type="radio"/> Ít khi</p> <p><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</p> <p><input type="radio"/> Có, có thể</p> <p><input type="radio"/> Không, có thể là không</p> <p><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 →

- 1 -

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

13. Quý vị được bao nhiêu tuổi?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	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 Aleut
 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
1	0	1
2	0	1
3	0	1
4	0	1
5	0	1
6	0	1
7	0	1
8	0	1
9	0	1
10	0	1
11	0	1
12	0	1

Tháng	Ngày	Năm
1		
2		
3	0	0
4	1	1
5	2	2
6	3	3
7	4	4
8	5	5
9	6	6
10	7	7
11	8	8
12	9	9

18. Hôm nay là ngày:

Tháng	Ngày	Năm
1	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10	0	0
11	0	0
12	0	0

Tháng	Ngày	Năm
1		
2		
3	0	0
4	1	1
5	2	2
6	3	3
7	4	4
8	5	5
9	6	6
10	7	7
11	8	8
12	9	9

19. Sự trị liệu 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 nội dung được mượn từ bởi Bộ Cựu Chiến Sĩ và Thuế Thu nhập của tiểu bang Washington, Washington State Division of Alcohol and Substance Abuse, gọi tắt là DASAB. Nếu có bất kỳ thắc mắc nào xin liên hệ với Văn phòng Tư vấn Rodriguez qua số điện thoại 360-725-3761. Hình ảnh được sử dụng để chỉ nhận xét của quý vị: DASAB, P.O. Box 15320, Olympia, WA 98501-5320

(ADULT/Cambodian)

ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺ

សូមជួយពួកយើងដើម្បីកែលម្អការថែទាំរបស់យើងដោយឆ្លើយនឹងចំណុចខ្លះៗខ្លាំងពីសេវាកម្មដែលអ្នកបានទទួល។ យើងមានការចាប់អារម្មណ៍ចំពោះមតិដ៏ស្តោះភ្រែងរបស់អ្នក ទោះបីជាវាមានភាពវិជ្ជមានប្រសិនបើមានក៏ដោយ។ សូមឆ្លើយត្រូវបំណងទាំងអស់។ យើងរក្សាទុកទម្រង់ឆ្លើយទាំងអស់របស់អ្នកដោយលក្ខណៈសម្ងាត់បំផុត។ យើងពិតជាគោរពសេរីចំពោះការជួយរបស់អ្នក។

សូមបំពេញនៅក្នុងរង្វង់ដែលនៅក្រោមសំណួរនីមួយៗ

សញ្ញាត្រូវត្រឹមត្រូវ សញ្ញាត្រូវមិនត្រឹមត្រូវ 

<p>1. នៅក្នុងអំឡុងពេលសរុបជាទូទៅ តើអ្នកពេញចិត្តនឹងសេវាដែលអ្នកបានទទួលដោយយ៉ាងម្តេច?</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 ឮចំណាត់ថ្នាក់ពីជំនួយវេជ្ជបញ្ជាបង្ហាញរបស់ក្រុមយ៉ាងម្តេច?</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 តើអ្នកពេញចិត្តនឹងភាពកក់ក្តៅនិងបរាពន្ធអាការនេះយ៉ាងម្តេច?</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. តើអ្នកឮចំណាត់ថ្នាក់ពីជំនួយវេជ្ជបញ្ជាពិគ្រោះយោបល់រវាងបុគ្គលយ៉ាងម្តេច?</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 រឺក៏បុគ្គលិកប្រតិបត្តិចំពោះអ្នកដោយគោរពដែរទេ?</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. បើសិនអ្នកត្រូវស្រែកកង្វែងម្តងទៀត តើអ្នកនឹងត្រឡប់មកកាន់កម្លាំងនេះវិញទេ?</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>

សូមឆ្លើយនឹងសំណួរទាំងឡាយនៅខាងក្រោម។ យើងមានការចាប់អារម្មណ៍ចំពោះការដឹងថាតើយើងអាចជួយអ្នកក្នុងការកំណត់និងរកសេវាដទៃទៀតដែលអ្នកត្រូវការ។

<p>7. តើអ្នកត្រូវការសេវាផ្សេងៗទៀតដែរទេ? (ឧទាហរណ៍: ការពារផ្នែកផ្លូវច្បាប់ យោបល់ផ្លូវច្បាប់ ជំនួយរបស់ DVI)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយកិច្ចការក្នុងការជួយអ្នកដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាផ្សេងៗ ដូចជា ជួយខ្លាំងណាស់ ជួយត្រឹមត្រូវមធ្យម មិនសូវជាជួយណាស់ មិនជួយទាល់តែសោះណាទេ</p>
<p>8. តើអ្នកត្រូវការសេវាវេជ្ជសាស្ត្រដែរទេ? (ឧទាហរណ៍: ការពិនិត្យសុខភាព ការធ្វើតេស្តផ្នែកវេជ្ជសាស្ត្រ)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយកិច្ចការក្នុងការជួយអ្នកដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវា វេជ្ជសាស្ត្រ ដូចជា ជួយខ្លាំងណាស់ ជួយត្រឹមត្រូវមធ្យម មិនសូវជាជួយណាស់ មិនជួយទាល់តែសោះណាទេ</p>
<p>9. តើអ្នកត្រូវការសេវាគ្រួសារទេ? (ឧទាហរណ៍: ថ្នាក់បង្រៀនមាតាបិតា សេវាថែទាំគ្រួសារ)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាគ្រួសារ ដូចជា ជួយខ្លាំងណាស់ ជួយត្រឹមត្រូវមធ្យម មិនសូវជាជួយណាស់ មិនជួយទាល់តែសោះណាទេ</p>
<p>10. តើអ្នកត្រូវការសេវាសុខភាពផ្លូវចិត្តទេ? (ឧទាហរណ៍: ការព្យាបាលពីភាពមិនប្រក្រតីនៃការកើតឡើងជួនកាល ការគ្រប់គ្រងសមាជិក)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាសុខភាព ដូចជា ជួយខ្លាំងណាស់ ជួយត្រឹមត្រូវមធ្យម មិនសូវជាជួយណាស់ មិនជួយទាល់តែសោះណាទេ</p>
<p>11. តើអ្នកត្រូវការសេវាអប់រំ ប្រវត្តិជីវិតទេ? (ឧទាហរណ៍: ជំនាញជាមូលដ្ឋាន មហាវិទ្យាល័យតាមសហគមន៍)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាអប់រំ ដូចជា ជួយខ្លាំងណាស់ ជួយត្រឹមត្រូវមធ្យម មិនសូវជាជួយណាស់ មិនជួយទាល់តែសោះណាទេ</p>
<p>12. តើអ្នកត្រូវការងារដែរទេ? (ឧទាហរណ៍: ការសរសេរប្រវត្តិរូប ការដាក់អោយធ្វើការតាមកន្លែងធ្វើការនានា)</p> <p><input type="radio"/> បាទ <input type="radio"/> ទេ</p> <p>ប្រសិនបើត្រូវការ តើយើងអាចជាជំនួយកិច្ចការក្នុងការជួយអ្នកដើម្បីកំណត់និងស្វែងរកសេវាងារ ដូចជា ជួយខ្លាំងណាស់ ជួយត្រឹមត្រូវមធ្យម មិនសូវជាជួយណាស់ មិនជួយទាល់តែសោះណាទេ</p>

- 1 -

សូមបន្តទៅខាងម្ខាងទៀត →

សូមជួយយើងឱ្យស្គាល់អនកកាន់តែប្រសើរឡើងដោយបំពេញសំណួរក្នុងជំពូកនេះ

13. តើអ្នកមានអាយុប៉ុន្មាន?

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

14. ខ្ញុំជាភេទ

ប្រុស

ស្រី

15. ការពិពណ៌នាពីប្រសើរបំផុតអំពីនាពិពណ៌នា ឬជាតិសាសន៍របស់ខ្ញុំគឺ (សូមជ្រើសរើសមួយចំនួន៖)

វិស្វកម្ម

វិស្វកម្មខ្មែរ/អាហ្វ្រិកអាមេរិកាំង

អាស៊ី អ្នករស់នៅនៅទីកោះអាស៊ី ប៉ាស៊ីហ្វិក

ជ្រើសរើសព័ត៌មានអាមេរិកាំង/អាស៊ី/អឺរ៉ុប

អ៊ីស្លាម

មានជាតិសាសន៍ច្រើន

ដទៃទៀត

16. ខ្ញុំកំពុងចូលរួមក្នុង (សូមជ្រើសរើសមួយចំនួន៖)

នៅទីអង្គការប្រយុទ្ធនឹងជំងឺ

អ្នកជំងឺខាងក្រៅដែលជាយុវជន

Methadone Treatment

17. កាលបរិច្ឆេទដែលខ្ញុំបានចាប់ផ្តើមកម្មវិធីនេះគឺ

ថ្ងៃ	ខែ	ឆ្នាំ
0	1	2
១	2	3
២	3	4
៣	4	5
៤	5	6
៥	6	7
៦	7	8
៧	8	9
៨	9	0

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

18. កាលបរិច្ឆេទថ្ងៃនេះ

ថ្ងៃ	ខែ	ឆ្នាំ
0	1	2
១	2	3
២	3	4
៣	4	5
៤	5	6
៥	6	7
៦	7	8
៧	8	9
៨	9	0

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

19. ការវាយតម្លៃរបស់ខ្ញុំត្រូវបានបង្ហាញដោយ

មូលនិធិឯកជន (ដោយខ្លួនឯង ការបានរ៉ាប់រង មិត្តភក្តិ ឬសាច់ប្លាតិ ជាដើម ។ល។)

មូលនិធិសាធារណៈ (ម៉ែឌីខេប ADATSA, TANNF ជាដើម ។ល។)

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។ សូមប្រាប់ឱ្យយើងដឹងទ្វេដងដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយឆ្លើយនឹងសំណួរខាងក្រោមនេះ។

តើអនកកាន់ចិត្តអំពីកម្មវិធីនេះ? _____

តើមានអ្វីដែលអនកកាន់ចិត្ត ផ្លាស់ប្តូរអំពីកម្មវិធីនេះ? ប្រសិនបើមាន តើនឹងជាអ្វី? _____

សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលវេលារបស់អ្នកជួយយើង។

ការស្រាវជ្រាវនេះត្រូវបានប្រើប្រាស់ដោយក្រុមការងារស្រាវជ្រាវ និងគ្រឹះស្ថានសុខភាព (OASAS) របស់រដ្ឋវ៉ាស៊ីនតោន។ សំណួរនិងយោបល់របស់អ្នកស្រាវជ្រាវនេះត្រូវបានផ្តល់ជូនដោយលោក Felix Rodriguez, PH.D., លេខទូរស័ព្ទ ២០៦-725-3761, ឬជាមួយសារ E-mail លើកែវកាត់តាម: rodmi@oasas.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 

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>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. 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.

10. Are you:

- Male
- Female

11. What program are you participating in?

- Youth residential treatment
- Youth outpatient treatment

12. When did you start in this program?

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

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

13. What is today's date?

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

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

14. How is your treatment being paid?

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

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

What do you like about this program? _____

What do you not like about this program? _____

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

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling 800-726-3761, by E-mail at redrifi@dshs.wa.gov, or by writing him at this address: DASA, P.O. Box 45380, Olympia, WA 98504-5320.





(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  Solo utiliza lápiz N° 2
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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9	9																				
<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.



10. Sexo:

- Masculino
- Femenino

11. ¿En qué programa estás participando?

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

12. ¿Cuándo empezaste en este programa?

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	01	01
<input type="radio"/> Abr	01	01
<input type="radio"/> May	02	02
<input type="radio"/> Jun	03	03
<input type="radio"/> Jul	04	04
<input type="radio"/> Ago	05	05
<input type="radio"/> Sep	06	06
<input type="radio"/> Oct	07	07
<input type="radio"/> Nov	08	08
<input type="radio"/> Dic	09	09

Mes	Día	Año
<input type="radio"/> Ene	0	0
<input type="radio"/> Feb	0	0
<input type="radio"/> Mar	00	00
<input type="radio"/> Abr	00	00
<input type="radio"/> May	00	00
<input type="radio"/> Jun	00	00
<input type="radio"/> Jul	00	00
<input type="radio"/> Ago	00	00
<input type="radio"/> Sep	00	00
<input type="radio"/> Oct	00	00
<input type="radio"/> Nov	00	00
<input type="radio"/> Dic	00	00

13. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	01	01
<input type="radio"/> Abr	01	01
<input type="radio"/> May	02	02
<input type="radio"/> Jun	03	03
<input type="radio"/> Jul	04	04
<input type="radio"/> Ago	05	05
<input type="radio"/> Sep	06	06
<input type="radio"/> Oct	07	07
<input type="radio"/> Nov	08	08
<input type="radio"/> Dic	09	09

Mes	Día	Año
<input type="radio"/> Ene	0	0
<input type="radio"/> Feb	0	0
<input type="radio"/> Mar	00	00
<input type="radio"/> Abr	00	00
<input type="radio"/> May	00	00
<input type="radio"/> Jun	00	00
<input type="radio"/> Jul	00	00
<input type="radio"/> Ago	00	00
<input type="radio"/> Sep	00	00
<input type="radio"/> Oct	00	00
<input type="radio"/> Nov	00	00
<input type="radio"/> Dic	00	00

14. Mi tratamiento se paga con:

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

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

¿Qué te gusta de este programa? _____

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

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

Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tienes preguntas o comentarios acerca de este cuestionario dirígetas a Felix Rodriguez, Ph.D., llamando al teléfono 360-725-3761, por correo electrónico a lorrifi@dhs.wa.gov, o escribiéndolo a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

12/06 DRC ScanDocs™ 6888-54321

(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" 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. 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>																				
<p>5. Các nhóm họp mặt, hội thảo 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"/> Làm cho mọi sự tệ hơn <input type="radio"/> Không nhận được</p>																					

Xin tiếp tục ở mặt sau.

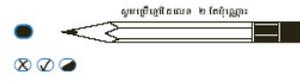
- 1 -

(YOUTH/Cambodian)

ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺយុវវ័យ

សូមជួយពួកយើងដើម្បីកែលម្អ កម្មវិធីរបស់យើងដោយធ្វើយន្តការណ៍ខ្លះៗស្តីពីសេវាកម្មដែលអ្នកបានទទួល។
 យើងមានការចាប់អារម្មណ៍ចំពោះមតិស្នើសុំរបស់អ្នក ទោះបីជាវាមានភាពវិជ្ជមានឬអវិជ្ជមានក៏ដោយ។
 សូមឆ្លើយត្រឹមត្រូវបំផុតទាំងអស់។ យើងរក្សាទុកទ្រព្យធម៌ទាំងអស់របស់អ្នកដោយលក្ខណៈស័ង្ស័យបំផុត។
 យើងពិតជាគោរពសេរីចំពោះការជួយរបស់អ្នក។

សញ្ញាត្រឹមត្រូវ
 សញ្ញាមិនត្រឹមត្រូវ



សំណួរលេខ 1 ដល់ 7
 សូមបំពេញនៅក្នុងរង្វង់ដែលពណ៌នាអារម្មណ៍អ្វីដែលអ្នកមាន។

<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. តើការពិគ្រោះយោបល់រវាងបុគ្គលជួយដោយរបៀបណា?</p> <ul style="list-style-type: none"> <input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមិនពេញលេញ <input type="radio"/> មិនជួយឡើយ <input type="radio"/> ធ្វើឱ្យអ្វីៗកាន់តែធ្ងន់ធ្ងរទៅៗ <input type="radio"/> មិនបានទទួលឡើយ 																				
<p>2. តើអ្នកមានការពេញចិត្តនឹងភាពងាយស្រួលនិងរូបភាពនៃអាគារនេះយ៉ាងដូចម្តេច?</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>5</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	5	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. តើប្រភេទជំនាញជាតិសាសន៍អ្វីដែលពណ៌នាពីរូបអ្នក? (សូមត្រួសត្រាយប៉ុណ្ណោះ)</p> <ul style="list-style-type: none"> <input type="radio"/> ស្បែកស <input type="radio"/> ស្បែកខ្មៅ/អាហ្វ្រិកាណេអ៊ាន <input type="radio"/> អាស៊ី/អ្នករស់នៅជុំវិញអាស៊ី/ប៉ាស៊ីហ្វិក <input type="radio"/> ដើមកំណើតអាមេរិកាំង/អេស្ប៉ូ/អាលឺ <input type="radio"/> អ៊ីស្ប៉ានិក <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"/> ជួយត្រឹមត្រូវមិនពេញលេញ <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	០ ១ ២ ៣	
<input type="radio"/> មេសា	១ ២ ៣ ៤	
<input type="radio"/> ឧសភា	២ ៣ ៤ ៥	
<input type="radio"/> មិថុនា	៣ ៤ ៥ ៦	
<input type="radio"/> ក្រដា	៤ ៥ ៦ ៧	
<input type="radio"/> សីហា	៥ ៦ ៧ ៨	
<input type="radio"/> កញ្ញា	៦ ៧ ៨ ៩	
<input type="radio"/> តុលា	៧ ៨ ៩ ១០	
<input type="radio"/> វិច្ឆិកា	៨ ៩ ១០ ១១	
<input type="radio"/> ធ្នូ	៩ ១០ ១១ ១២	

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ	០ ១ ២ ៣	
<input type="radio"/> មីនា	១ ២ ៣ ៤	
<input type="radio"/> មេសា	២ ៣ ៤ ៥	
<input type="radio"/> ឧសភា	៣ ៤ ៥ ៦	
<input type="radio"/> មិថុនា	៤ ៥ ៦ ៧	
<input type="radio"/> ក្រដា	៥ ៦ ៧ ៨	
<input type="radio"/> សីហា	៦ ៧ ៨ ៩	
<input type="radio"/> កញ្ញា	៧ ៨ ៩ ១០	
<input type="radio"/> តុលា	៨ ៩ ១០ ១១	
<input type="radio"/> វិច្ឆិកា	៩ ១០ ១១ ១២	
<input type="radio"/> ធ្នូ	១០ ១១ ១២ ១៣	

13. កាលបរិច្ឆេទថ្ងៃនេះ

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	០ ១ ២ ៣	
<input type="radio"/> មេសា	១ ២ ៣ ៤	
<input type="radio"/> ឧសភា	២ ៣ ៤ ៥	
<input type="radio"/> មិថុនា	៣ ៤ ៥ ៦	
<input type="radio"/> ក្រដា	៤ ៥ ៦ ៧	
<input type="radio"/> សីហា	៥ ៦ ៧ ៨	
<input type="radio"/> កញ្ញា	៦ ៧ ៨ ៩	
<input type="radio"/> តុលា	៧ ៨ ៩ ១០	
<input type="radio"/> វិច្ឆិកា	៨ ៩ ១០ ១១	
<input type="radio"/> ធ្នូ	៩ ១០ ១១ ១២	

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា	០ ១ ២ ៣	
<input type="radio"/> កុម្ភៈ	១ ២ ៣ ៤	
<input type="radio"/> មីនា	២ ៣ ៤ ៥	
<input type="radio"/> មេសា	៣ ៤ ៥ ៦	
<input type="radio"/> ឧសភា	៤ ៥ ៦ ៧	
<input type="radio"/> មិថុនា	៥ ៦ ៧ ៨	
<input type="radio"/> ក្រដា	៦ ៧ ៨ ៩	
<input type="radio"/> សីហា	៧ ៨ ៩ ១០	
<input type="radio"/> កញ្ញា	៨ ៩ ១០ ១១	
<input type="radio"/> តុលា	៩ ១០ ១១ ១២	
<input type="radio"/> វិច្ឆិកា	១០ ១១ ១២ ១៣	
<input type="radio"/> ធ្នូ	១១ ១២ ១៣ ១៤	

14. តើការព្យាបាលរបស់អ្នកត្រូវបានបង្វែរដោយរបៀបណា?

មូលដ្ឋានពេទ្យ (ត្រូវការ ការធានារ៉ាប់រងឯកជន)
 មូលដ្ឋានពេទ្យ (រដ្ឋ - DASA Title 19)
 ដទៃទៀត

**យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។
សូមប្រាប់ឱ្យយើងដឹងអ្វីដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយធ្វើយន្តិការសំណួរខាងក្រោមនេះ។**

តើអ្នកចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

តើអ្នកមិនចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

ធ្វើបានល្អមែន! សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលរបស់អ្នកក្នុងការឆ្លើយ។

ការសម្របសម្រួលដោយក្រុមការងារស្រាវជ្រាវស្រាវជ្រាវ (DASA) របស់រដ្ឋវ៉ាស៊ីនតោន។ សំណួរនិងយោបល់សិក្សាស្រាវជ្រាវរបស់យើងត្រូវបានប្រើប្រាស់ដោយលោក Felix Rodriguez, Ph.D., លោកវេជ្ជបណ្ឌិតនៅលេខ 360-275-3761, អ៊ីម៉ែលលេខ E-mail គេហទំព័រគេហទំព័រ: rodrif@dshs.wa.gov.

12/05 DRC ScanDoc™ 5692-54321 - 2 -

Washington State Division of Alcohol and Substance Abuse (DASA)

2007 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.
Washington State Division of Alcohol
and Substance Abuse (DASA)
P.O. Box 45330
Olympia, WA 98504-5330
Phone: 360-725-3761, or toll-free at
1-877-301-4557
FAX: 360-407-1044
E-mail: rodifi@dshs.wa.gov
DASA website:
www1.dshs.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 19-23, 2007**.

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 19-23, 2007. 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 that 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 19-23, 2007. **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 opiate substitution 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 providers 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 30, 2007**, to:

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

121306

Appendix C: DSHS Washington State Map of County by Regions

Department of Social and Health Services - County by Regions

