

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

State of Maine

December 2010 – January 2011

Prepared by
The Office of Substance Abuse
Maine Department of Health and Human Services

April 2011

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EXECUTIVE SUMMARY

Methodology: The Client Satisfaction Survey was initiated to assist substance abuse treatment facilities to evaluate the effectiveness of their services. Seventy-four (74) substance abuse treatment agencies that receive funding from the Maine Office of Substance Abuse (OSA) or that provide opiate replacement therapy (ORT) were given the opportunity to participate in the 2010 Client Satisfaction Survey. Included in this number were facilities providing both mental health and substance abuse services that received funding through OSA's Co-occurring State Integration Initiative (CO-SII). To minimize the cost and time involved in distributing paper forms, both for OSA and for agencies with multiple facilities, we decided to pilot test offering the 2010 survey on-line, offering separate surveys for adults and adolescents. Agencies were first notified of this change by e-mail in October, and then again in November with suggestions for how to make this option available to clients (See Appendix A for November e-mail). Because the on-line survey posed a problem of accessibility and/or confidentiality at a number of facilities, we also sent paper survey forms and cover letters for clients (see Appendix B) when requested. We will continue to offer both submission options.

Reports: In order to protect client confidentiality, only agencies and individual facilities whose clients returned 20 or more useable surveys received a full report; an abbreviated report with collapsed response categories was made available when 17-19 surveys were received, and all facilities received an overall satisfaction score if 6 or more clients responded. Only one agency had enough returns to receive a report on the results from their adolescent clients, and because 72% of all responses from adolescent clients were from this agency, we considered a state report on the results from adolescents both redundant and a breach of that facility's privacy.

Respondent Profile: A total of 907 adult clients submitted useable data; 442 from 27 agencies reported electronically, and 465 from 8 agencies submitted paper forms. The majority of respondents were white (91%), male (60%), between the age of 25 and 44 (64%), and receiving services from an ambulatory facility (17% from a non-intensive outpatient setting and 46% from Methadone Clinics). For the largest proportion of clients, their highest level of education was high school (47%). More than a third (35%) had been receiving treatment at their current facility for more than a year, but another 21% had been receiving services there for less than month. Forty percent (40%) were not currently being treated for a mental health problem, but of those that were, a third (33%) were receiving mental health services at their current substance abuse treatment facility and two thirds (67%) were receiving their mental health services elsewhere.

Results: *(The results in this report can only be considered the opinions of the survey participants and cannot be generalized to the client population as a whole.)* The mean overall level of satisfaction was 8.7 on a scale of 1 (poor) to 10 (excellent); three out of four clients (76%) gave their facility a score of 8 or better, and one out of three clients (33%) gave their facility a score of 10. Below is the average (mean) overall satisfaction level broken down by service setting, client characteristics, and treatment length:

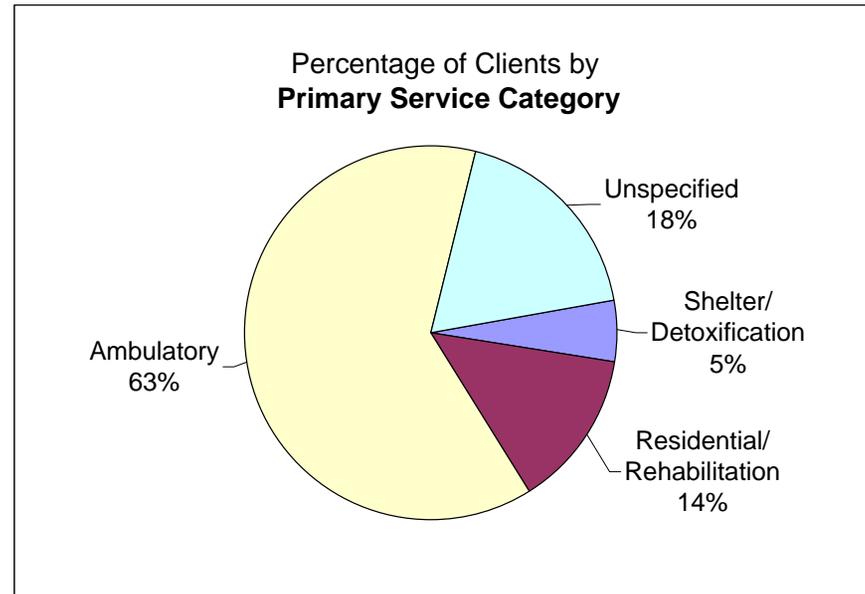
- **Service Setting:** The clients that gave their experience the highest mean rating were at consumer-run residences (9.5), while clients giving the lowest rating were receiving services at extended shelters (8.1) or free-standing inpatient detox facilities (8.2).

- **Age Group:** Older clients tended to be more satisfied with their treatment experience than younger clients; clients 19-24 gave the lowest mean rating (8.4), while clients 45 or older gave a mean rating of 8.9.
- **Gender:** Male and female clients gave the same rating – 8.7.
- **Race:** Black clients gave their facilities the highest rating, 9.1; otherwise there was little difference by race.
- **Ethnicity:** Hispanic clients only gave their facilities a mean score of 7.0, compared to 8.7 from non-Hispanic clients.
- **Education:** Education level made little difference in the degree of satisfaction reported.
- **Treatment Length:** Clients at their current treatment facility for <1 month gave the lowest mean rating (8.4), compared to clients at their facility from 7 -12 months (9.1).
- **Mental Health Services:** Clients receiving mental health services, either from the same facility as where they received substance abuse treatment or from another facility, rated their satisfaction higher (8.8 and 8.9, respectively) than clients without a mental health problem (8.6) or those who had received mental health services only in the past (8.5).

The individual questions on the survey were worded as positive statements with response options ranging from “strongly agree” to “strongly disagree”. In general, the more positively worded the response option was on the survey, the more often it was chosen. Three of the statements receiving the strongest positive responses were: “Staff respect my wishes about who can be given information about my treatment” (62% strongly agreed), “How would you rate your relationship with the counseling staff at your present agency?” (61% said “excellent”), and “Staff here believe I can grow, change and recover” (60%). The responses to statements related to *treatment results* were less strongly positive than to statements concerning *services received* or to their relationship with staff (this could partially be due to the fact that 21% of respondents had only been in treatment at their current facility for less than a month). The highest proportion of clients strongly agreed that: “I have a better understanding of my addiction” (54%), and “I am better able to deal with my alcohol or drug problem” (53%). Clients were least positive about improvements in their ability to function socially; only 38% of clients strongly agreed with the statement, “I do better in social situations” or “I can deal better with people and situations that used to be a problem for me”.

If you would like further information about this report, contact Melanie Lanctot (e-mail: melanie.lanctot@maine.gov; phone: 207-287-2964).

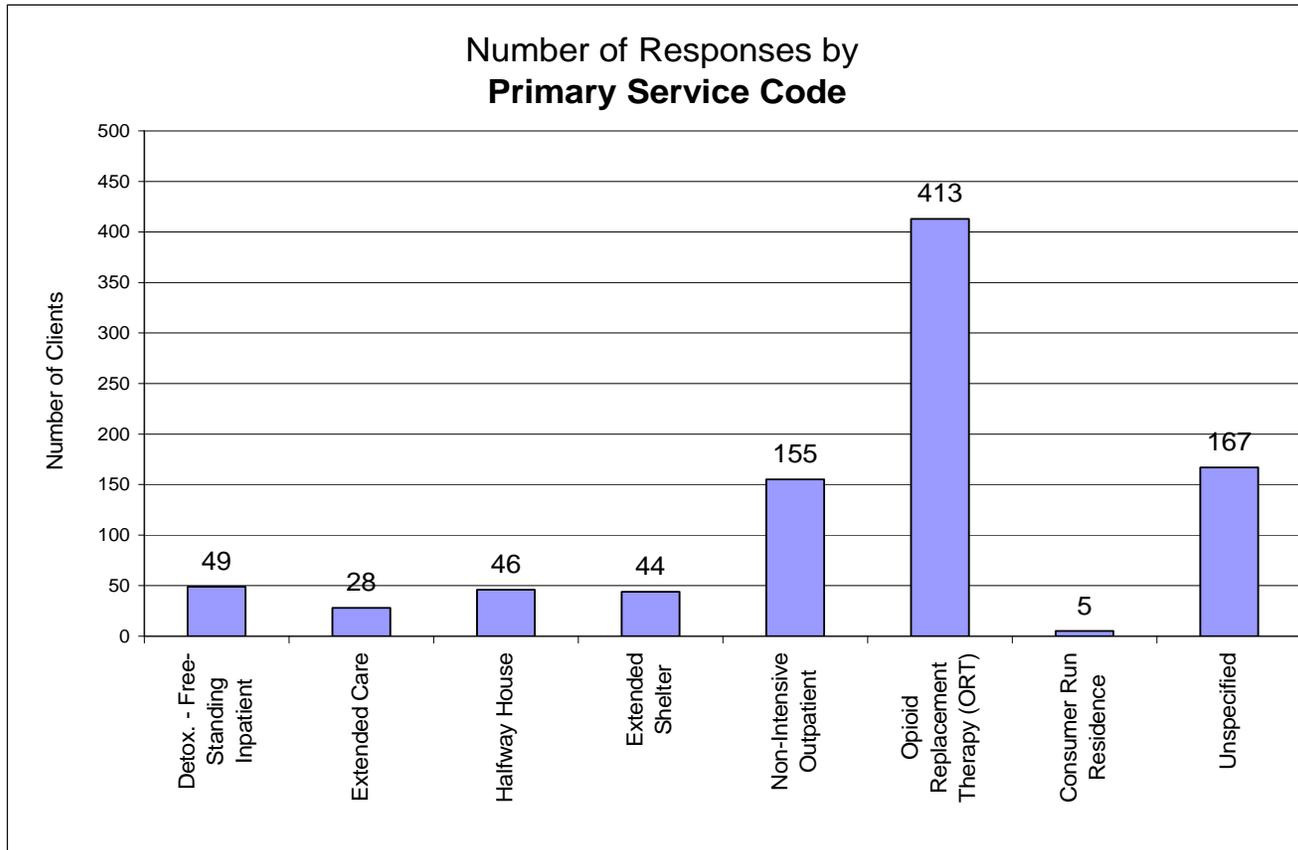
DEMOGRAPHICS



Primary Service Category	Number	Percent
Shelter/Detoxification	49	5%
Residential/Rehabilitation	123	14%
Ambulatory	568	63%
Unspecified	167	18%
Total	907	100%

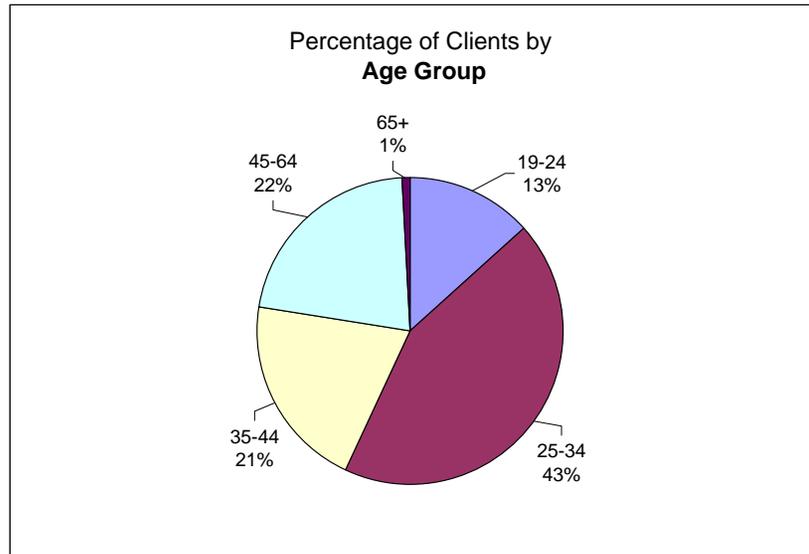
Of the 907 surveys received, 568 (63%) were from clients at ambulatory facilities; an additional 123 (14%) were from clients in residential/rehabilitation settings, and 49 (5%) were from clients at shelter/detox facilities.

DEMOGRAPHICS

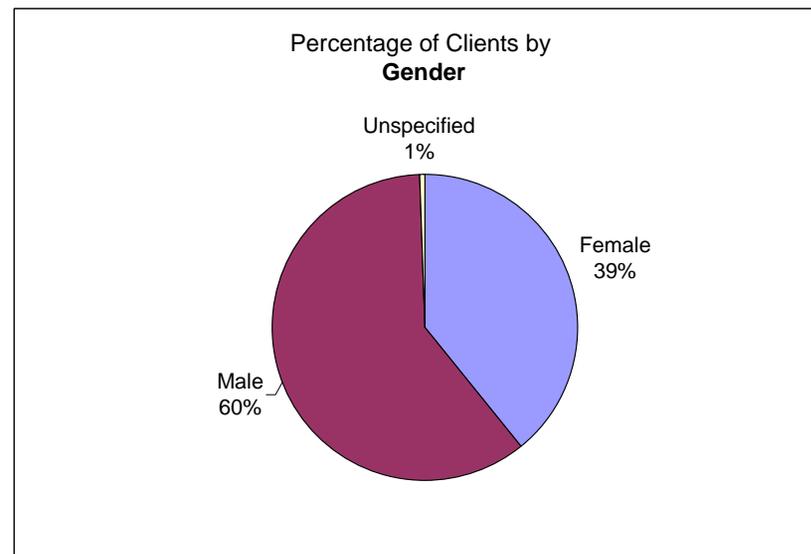


The graph above shows the number of respondents by the services they were receiving at the time of the survey. The largest number, 413 (46%), were receiving opioid replacement therapy; another 155 (17%) were receiving non-intensive outpatient services.

DEMOGRAPHICS



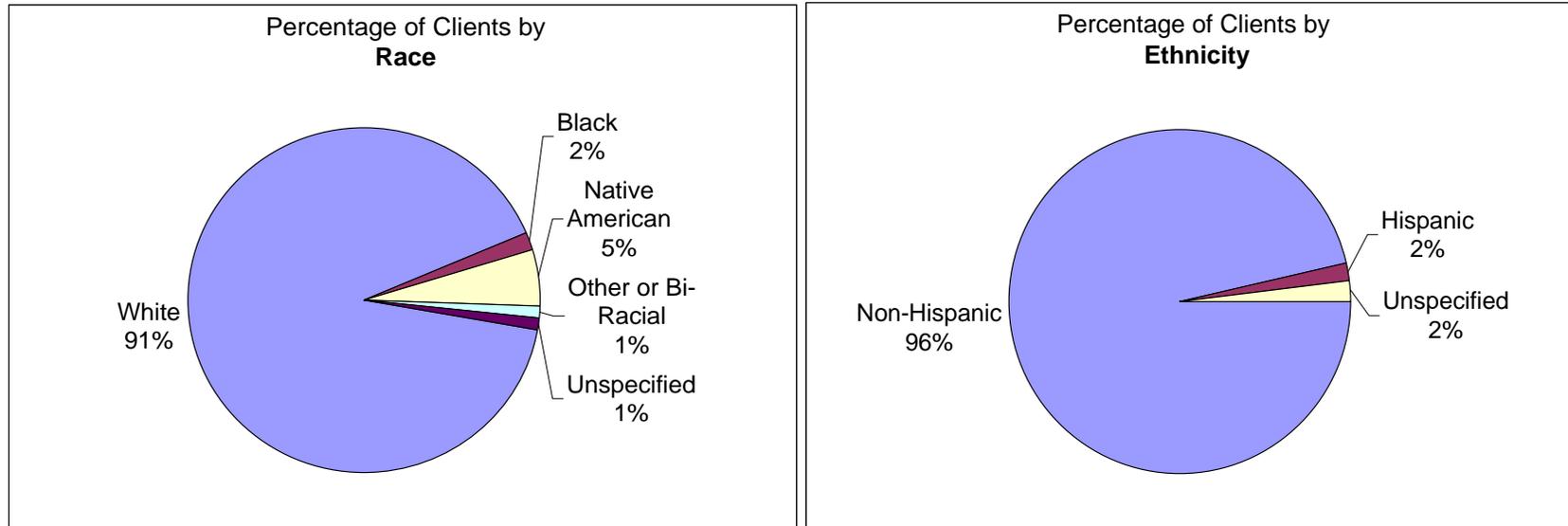
Age Group	Number	Percent
19-24	114	13%
25-34	371	43%
35-44	177	21%
45-64	184	22%
>65	7	1%
Total	853	100%



Gender	Number	Percent
Female	356	39%
Male	545	60%
Unspecified	6	1%
Total	907	100%

Of the 853 clients who gave their age, 43% were between the ages of 25 and 34. Clients between the ages of 35-44 (21%) and those 45-64 (22%) were about equally represented; only 1% were 65 or older. There were 53% more males responding to the survey than females (545 versus 356, respectively).

DEMOGRAPHICS

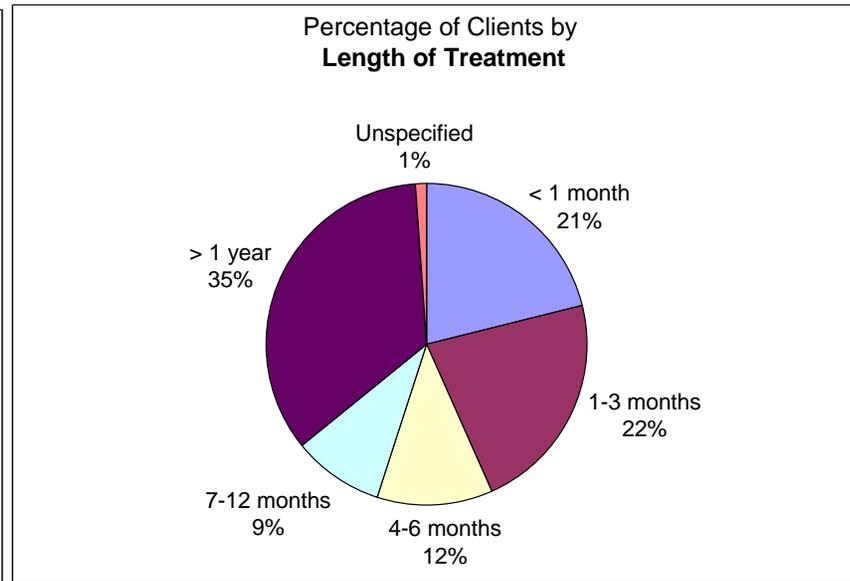
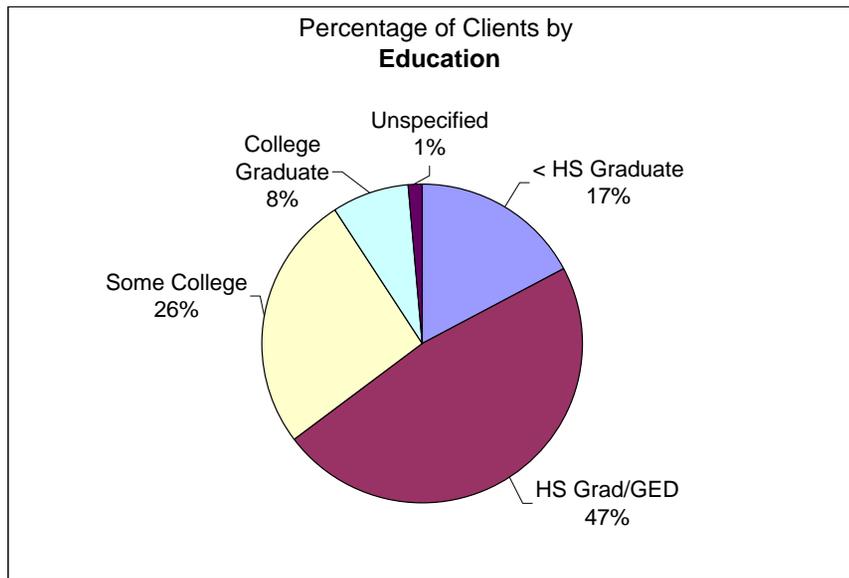


Race	Number	Percent
White	824	91%
Black	15	2%
Native American	48	5%
Other or Bi-Racial	9	1%
Unspecified	11	1%
Total	907	100%

Ethnicity	Number	Percent
Non-Hispanic	873	96%
Hispanic	16	2%
Unspecified	18	2%
Total	907	100%

Broken down by race, 824 (91%) of the respondents described themselves as white; another 48 (5%) were Native American, 15 (2%) were black, and 20 (2%) were another race, bi-racial or race was not specified. Only 16 (2%) described themselves as Hispanic.

DEMOGRAPHICS

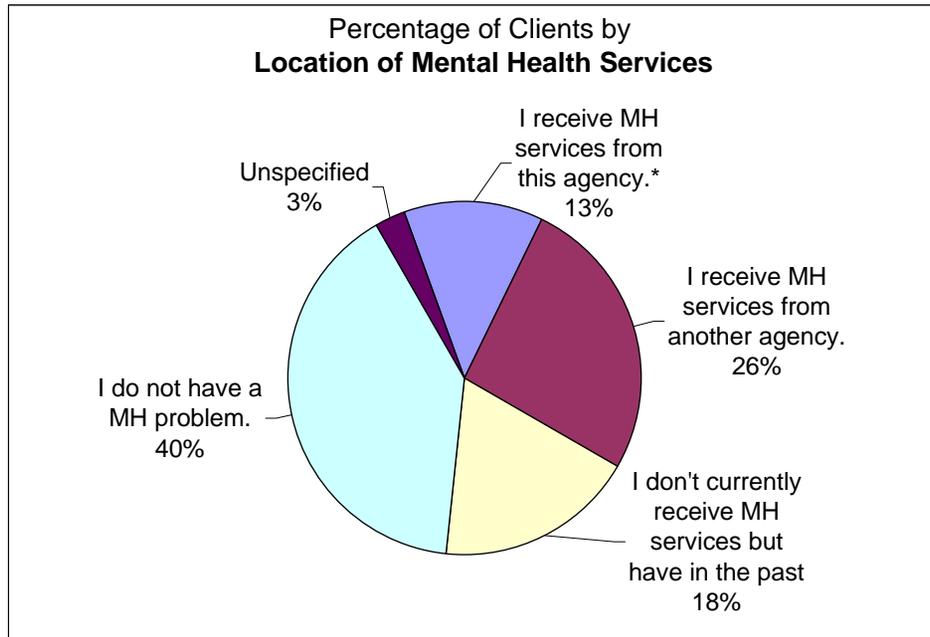


Level of Education	Number	Percent
<HS Graduate	157	17%
HS Graduate/GED	429	47%
Some College	238	26%
College Graduate	71	8%
Unspecified	12	1%
Total	907	100%

Treatment Length	Number	Percent
<1 month	191	21%
1-3 months	203	22%
4-6 months	106	12%
7-12 months	83	9%
>1 year	315	35%
Unspecified	9	1%
Total	907	100%

The largest number of adult respondents, 429 (47%), reported that a high school diploma or the equivalent was their highest level of education. Another 238 (26%) had some college experience, and 71 (8%) were college graduates; 157 (17%) did not have a high school diploma. More than one in three clients (35%) had been in treatment at their present facility for more than 1 year, reflecting the high proportion of respondents receiving Opioid Replacement Therapy (ORT). Another 21% of the clients had been receiving services less than a month, which could have influenced the responses to the results of treatment (pages 28-33).

DEMOGRAPHICS

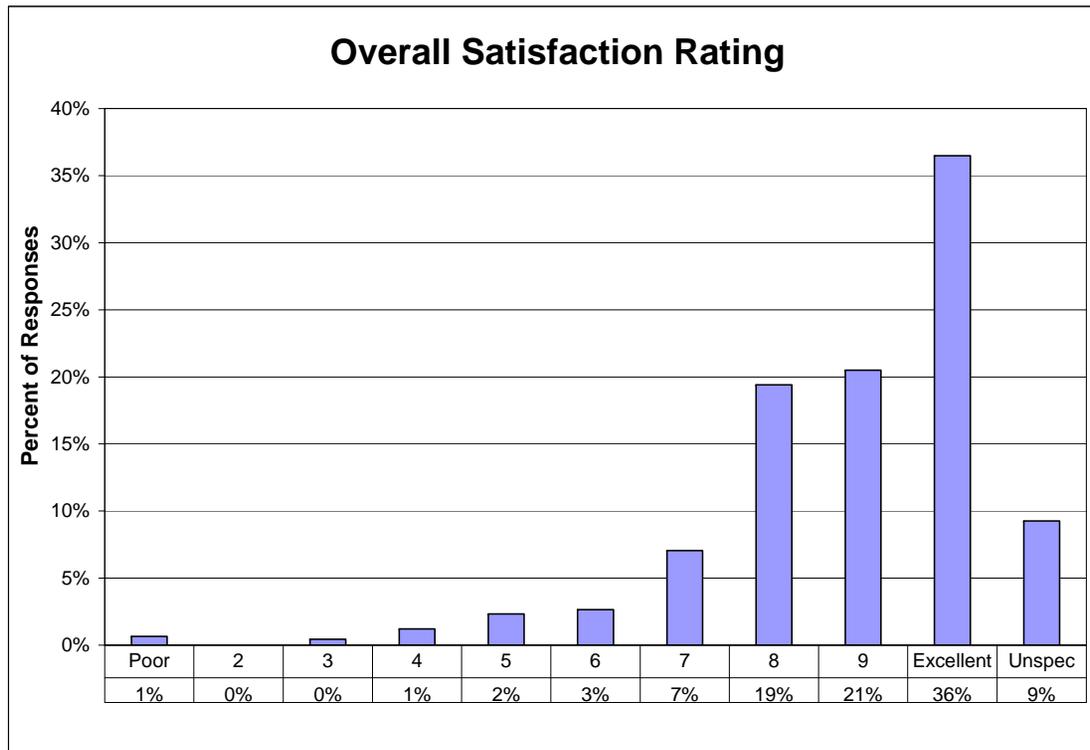


Location of Mental Health Services	Number of Responses	Percent of Responses
I receive MH services from this agency.	117	13%
I receive MH services from another agency.	236	26%
I don't currently receive MH services, but have in the past.	166	18%
I do not have a MH problem.	363	40%
Unspecified	25	3%
Total	907	100%

* Includes clients receiving mental health services from their substance abuse treatment facility and another facility.

Broken down by location of mental health services, 40% of responding clients said they did not have a mental health problem; another 18% said they had received mental health services in the past but not currently. Of the 353 clients who said that they were currently being treated for a mental health problem, 117 (33%) were being treated at the same facility where they were receiving their substance abuse treatment, and 236 (67%) were receiving their mental health services at another facility.

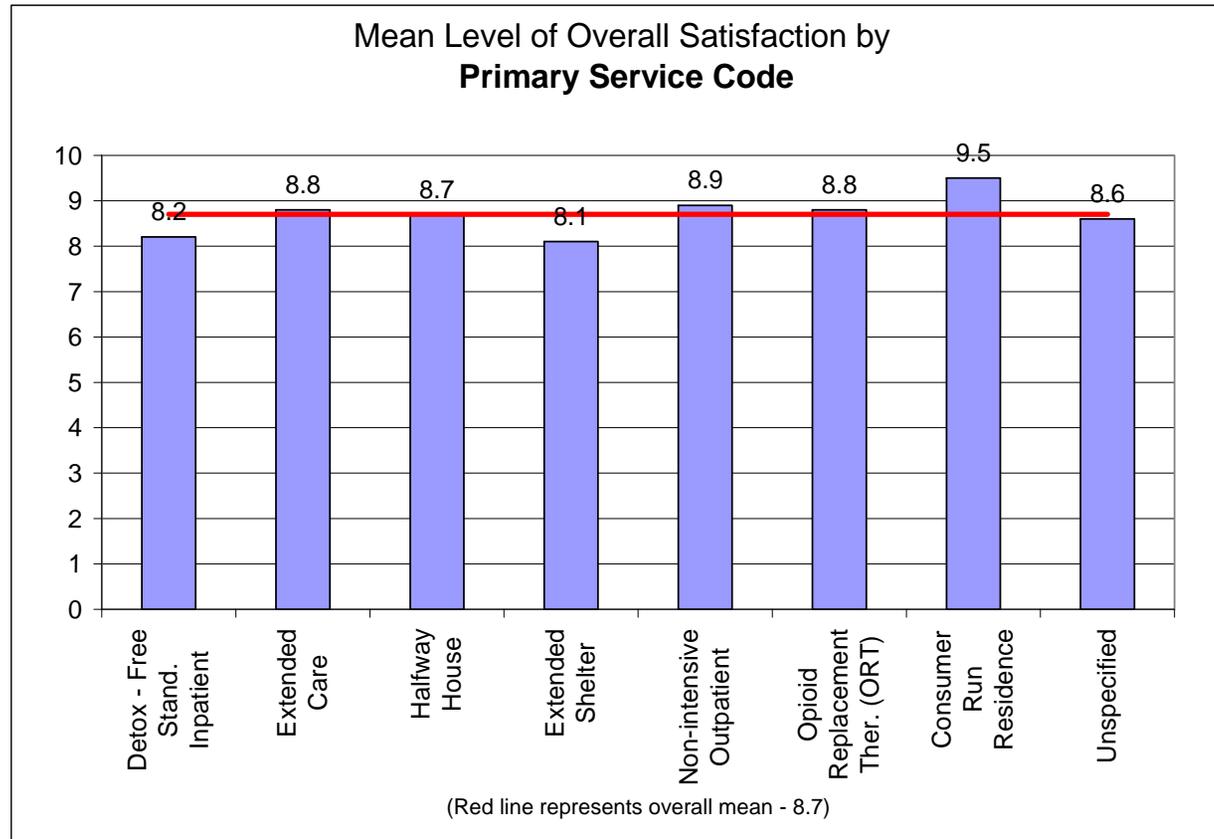
OVERALL SATISFACTION



Rating Scale	Number of Responses	Percent of Responses
Poor	6	1%
2	0	0%
3	4	<1%
4	11	1%
5	21	4%
6	24	3%
7	64	7%
8	176	19%
9	186	21%
Excellent	331	36%
Unspecified	84	9%
Total	907	100%
Mean Level of Satisfaction = 8.7		

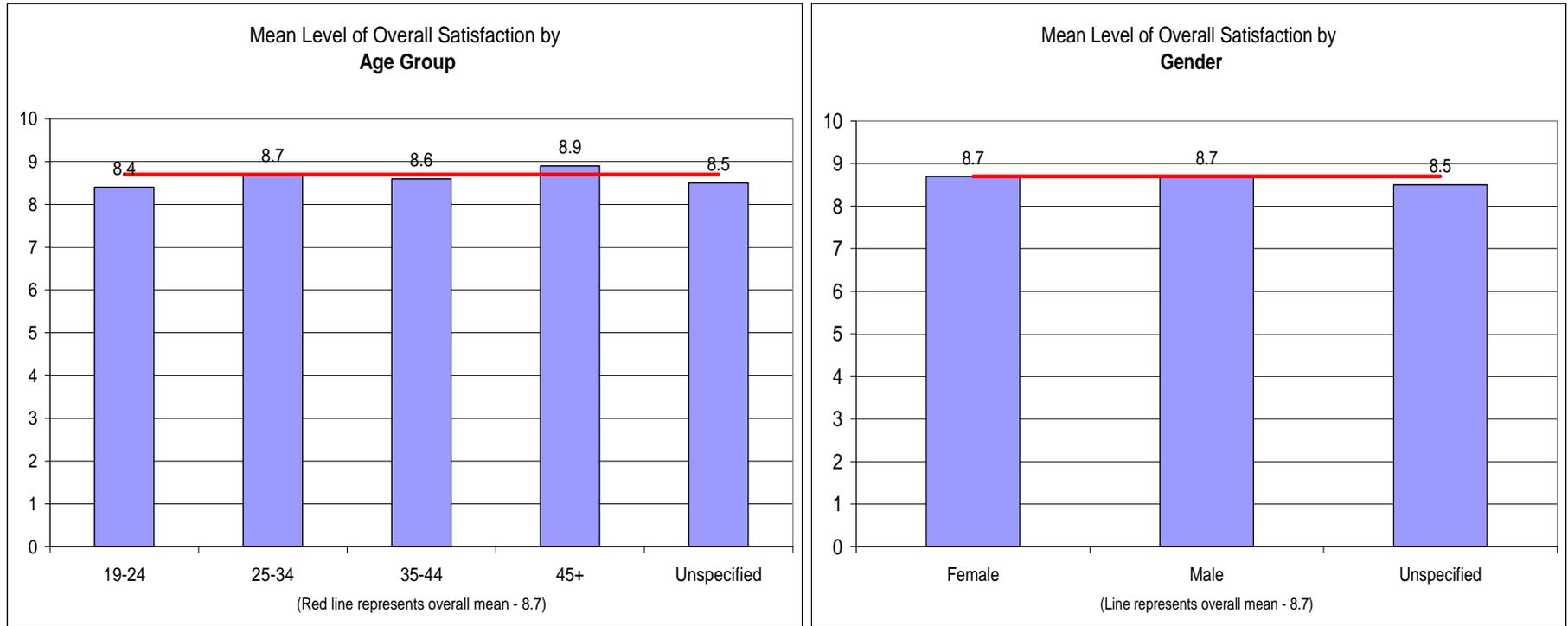
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 8.7. Three quarters (76%) rated their overall satisfaction with their current treatment facility as 8 or higher, and more than one in three (36%) rated their experience as 10. Only 2% of respondents rated their experience as 4 or lower.

OVERALL SATISFACTION: By Facility Type



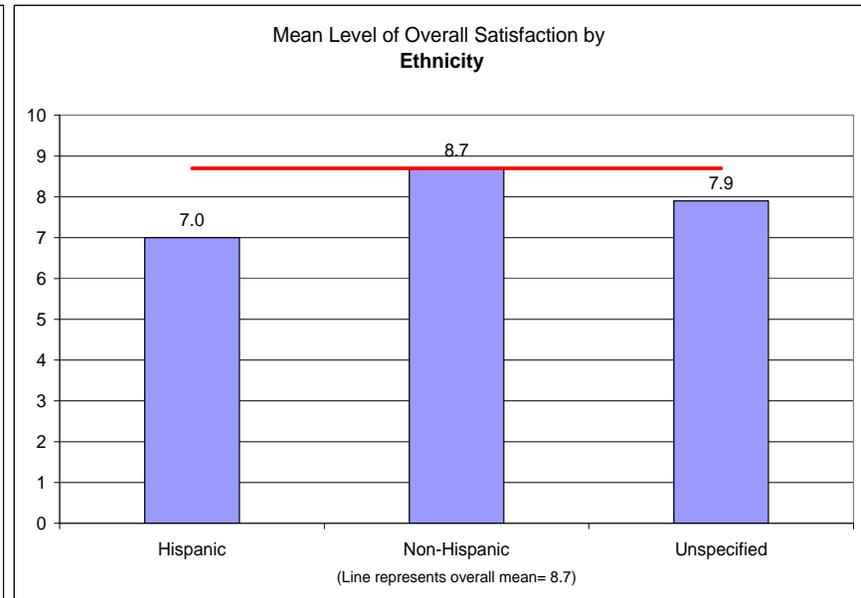
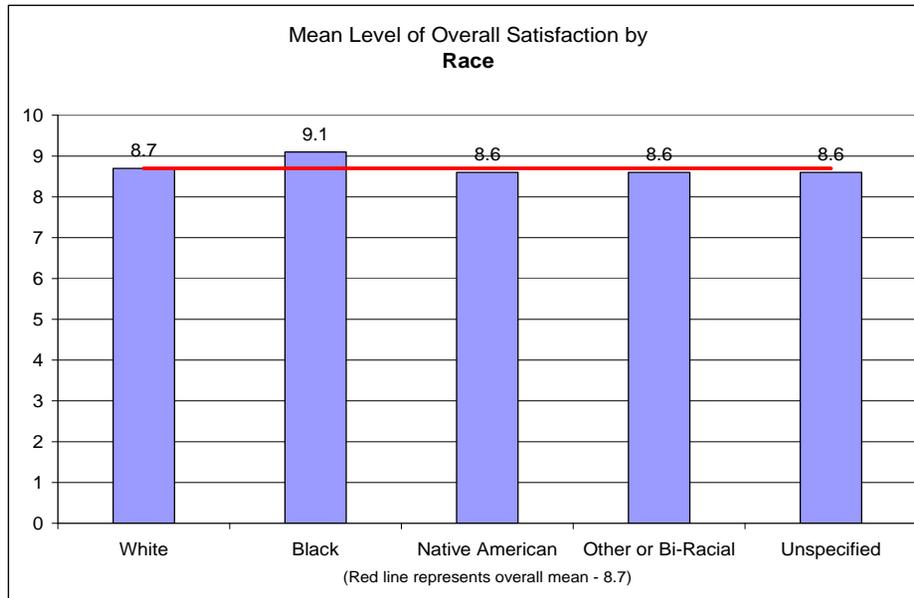
Clients giving the highest mean ratings (9.5) were receiving services at consumer-run residential facilities. Those giving the lowest mean ratings were at extended shelters (8.1), or in free-standing detox facilities (8.2).

OVERALL SATISFACTION: By Age Group & Gender



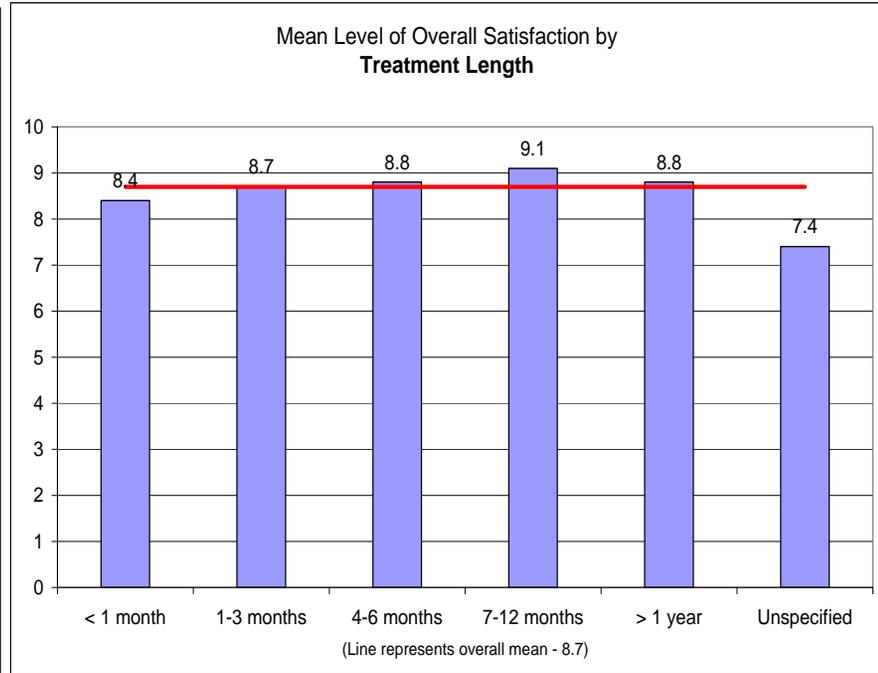
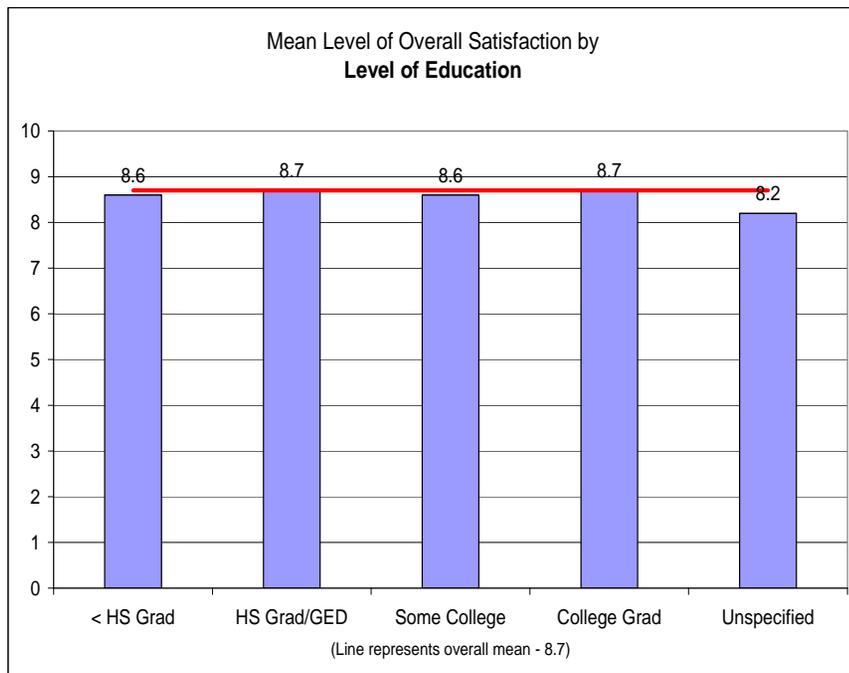
The clients reporting the lowest satisfaction (8.4) were between the age of 19 and 24, and those expressing the highest level of satisfaction (8.9) were 45 or older. Male and female clients reported the same level of satisfaction with their treatment facility (8.7).

OVERALL SATISFACTION: By Race & Ethnicity



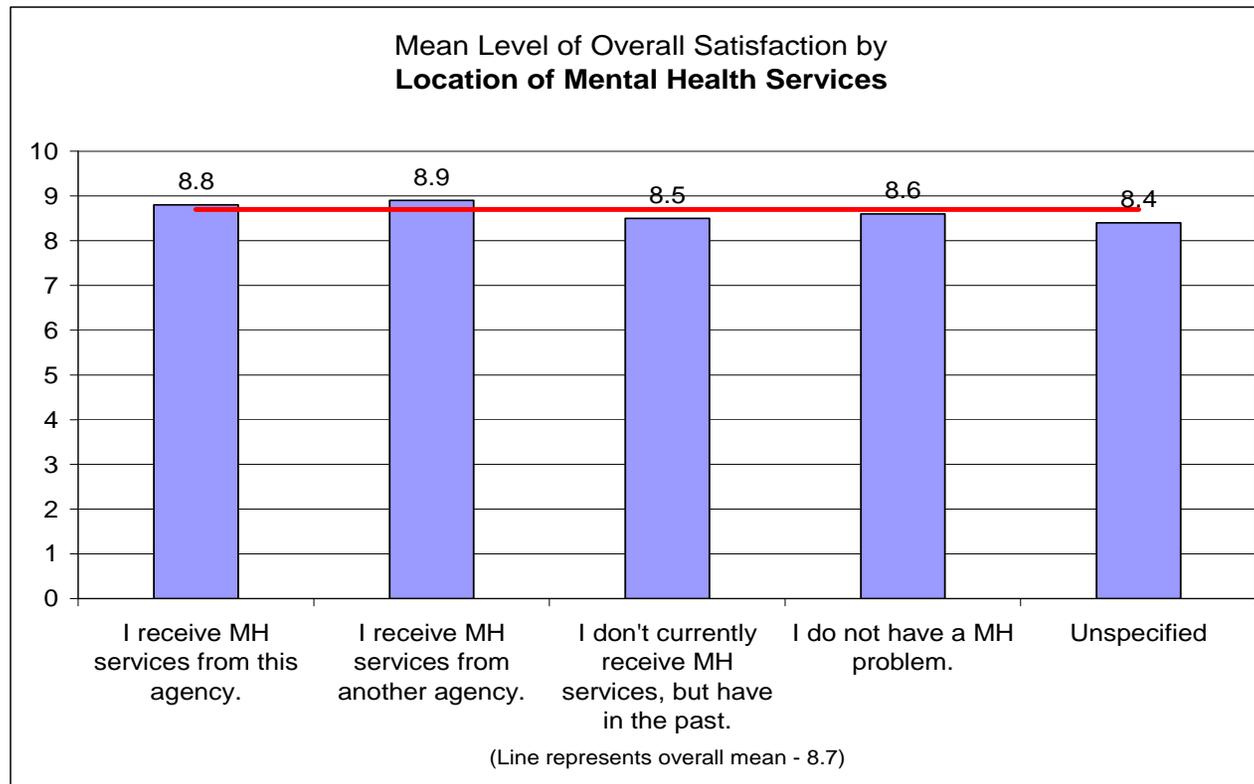
Black clients rated their current treatment experience highest (9.1); otherwise, there was little difference by racial breakdown. Hispanic clients rated their satisfaction lower than non-Hispanic clients (7.0 versus 8.7, respectively).

OVERALL SATISFACTION: By Education Level & Treatment Length



Level of education made little difference in the degree of satisfaction expressed by clients in the survey. Clients that had been in treatment less than a month rated their experience lower than clients in treatment between 7 and 12 months (8.4 versus 9.1, respectively).

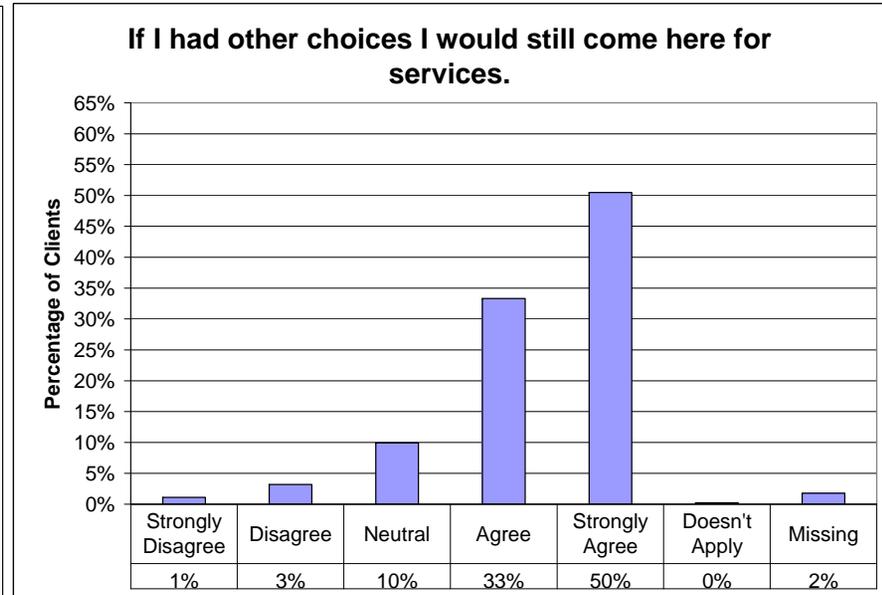
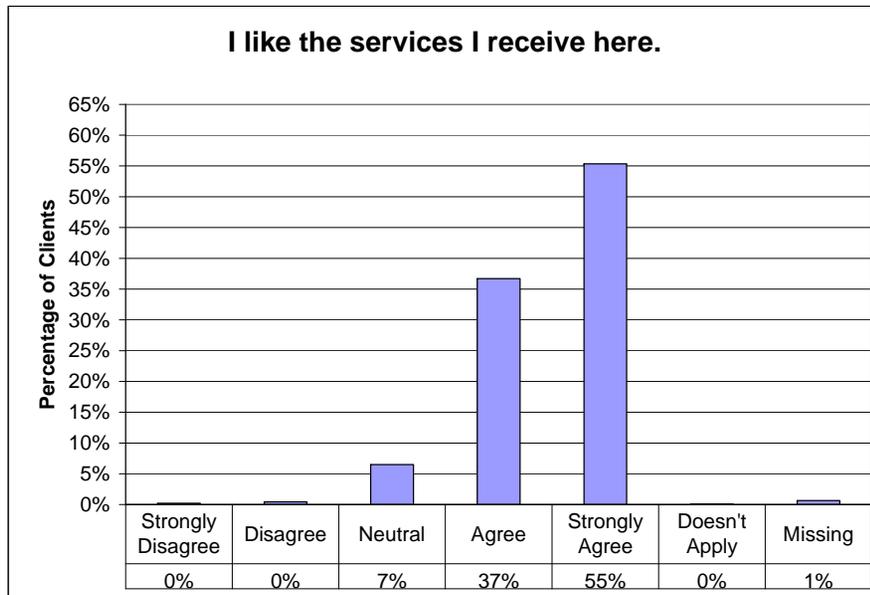
OVERALL SATISFACTION: By Mental Health Treatment Status



*Includes clients who received mental health services both this facility and at another facility.

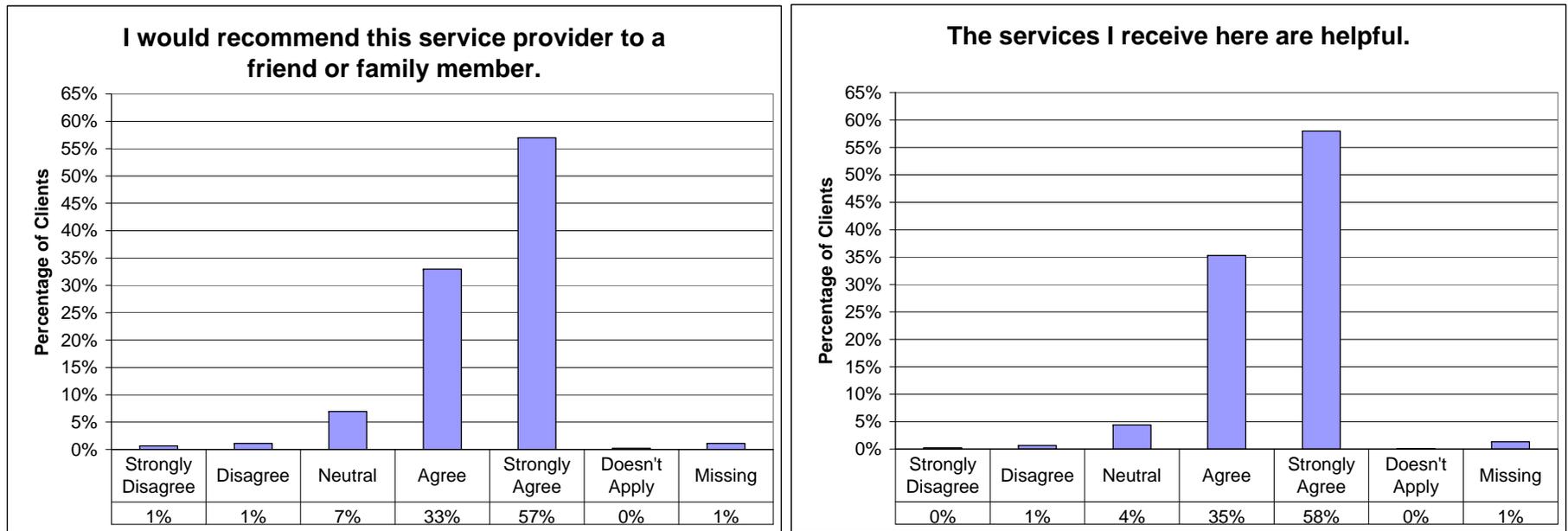
The clients who were currently receiving mental health services, either at the same facility as they received substance abuse treatment or from another facility, expressed a higher level of satisfaction than clients not receiving mental health services.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



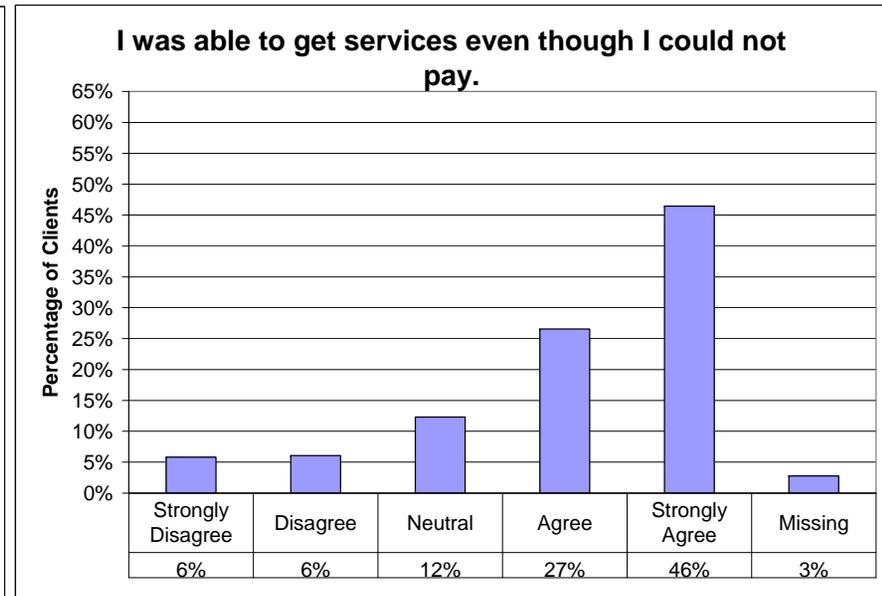
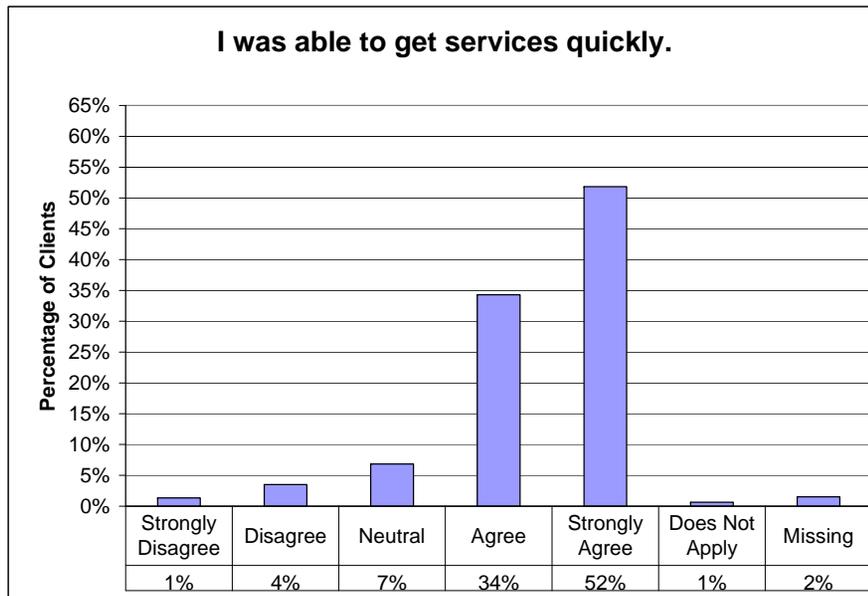
Most clients who responded said they liked the services they received at the facility they attended and would still go to that facility if there were other choices.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



The vast majority of clients felt the services received were helpful and would recommend the facility to a friend or family member.

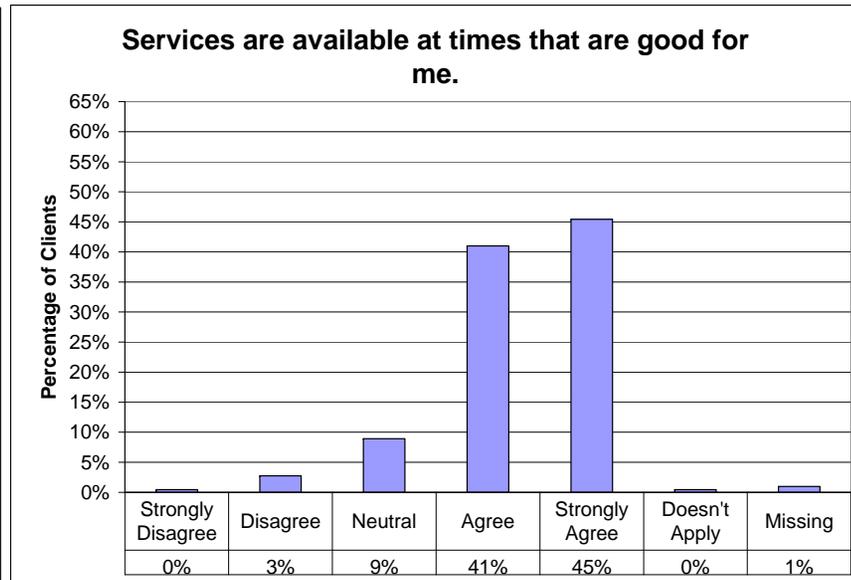
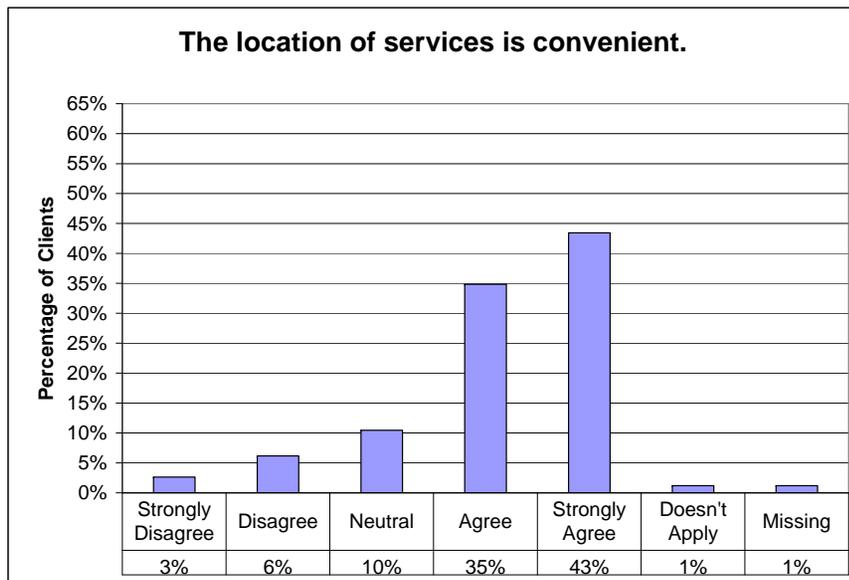
RESPONSES TO SPECIFIC QUESTIONS - SERVICES



Note: Total excludes "Does Not Apply".

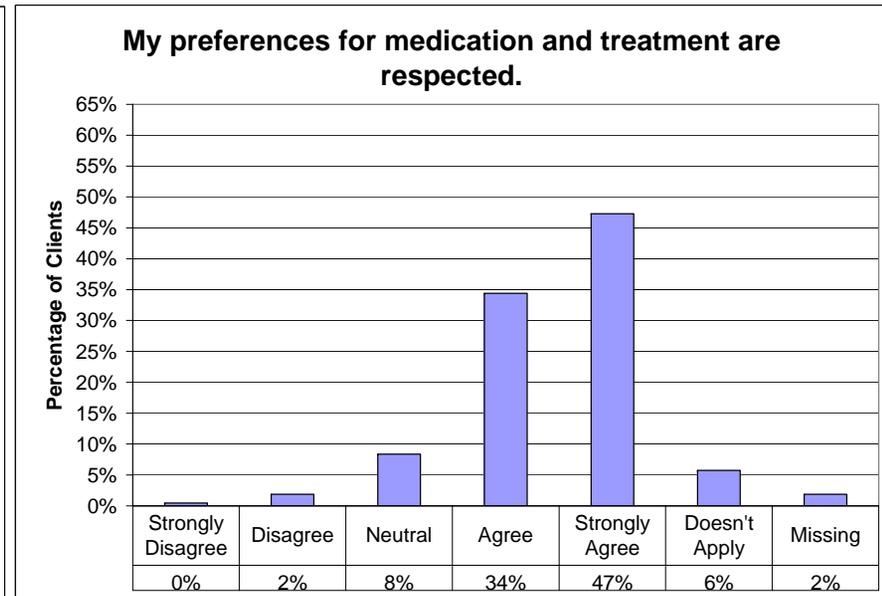
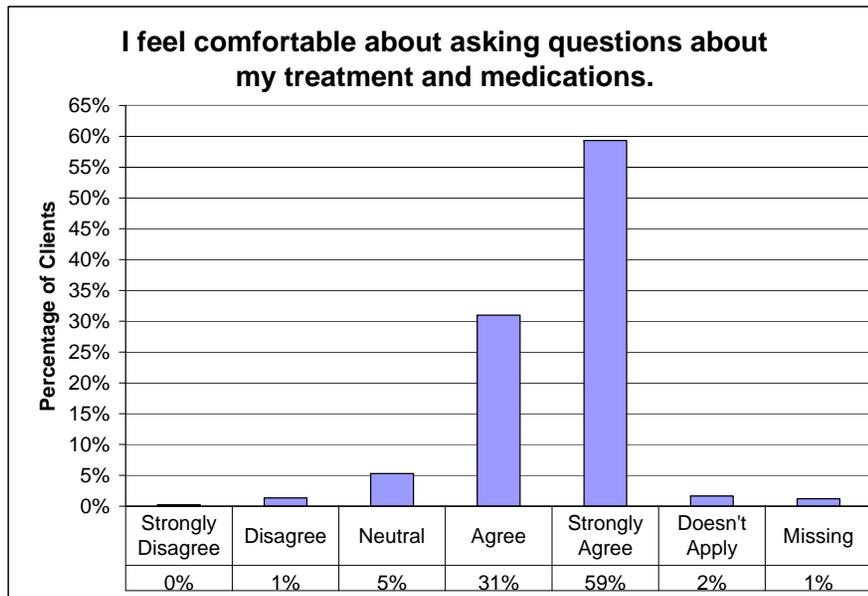
Most clients agreed they were able to get services quickly, and even those unable to pay were generally able to receive services.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



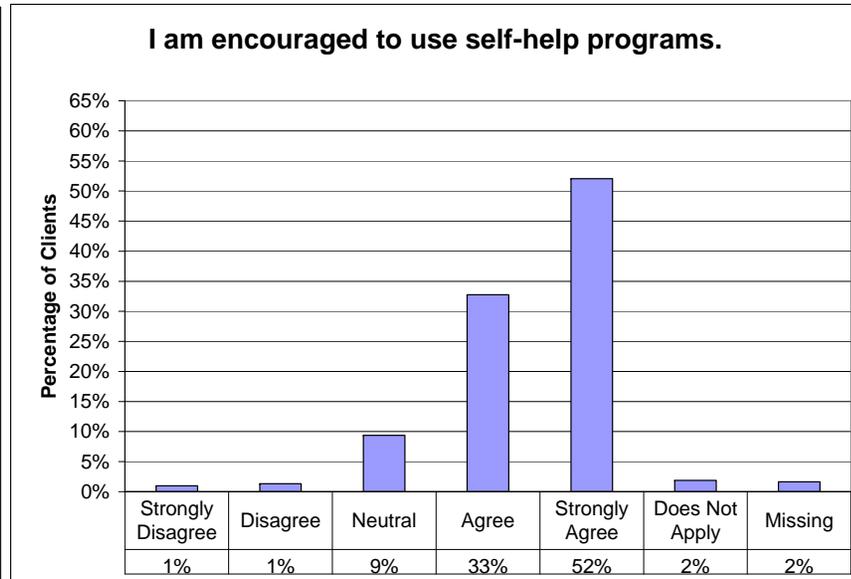
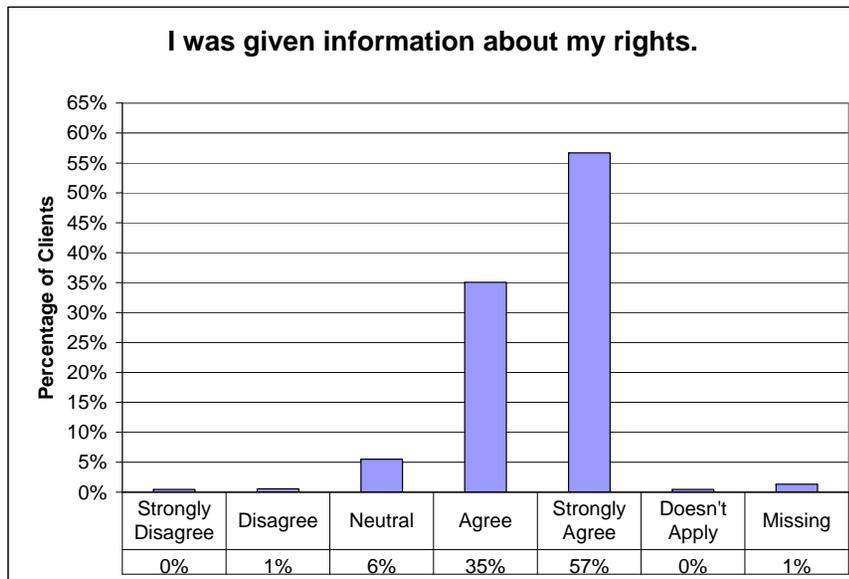
The availability of services, regarding both location and time offered, was convenient for most clients.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



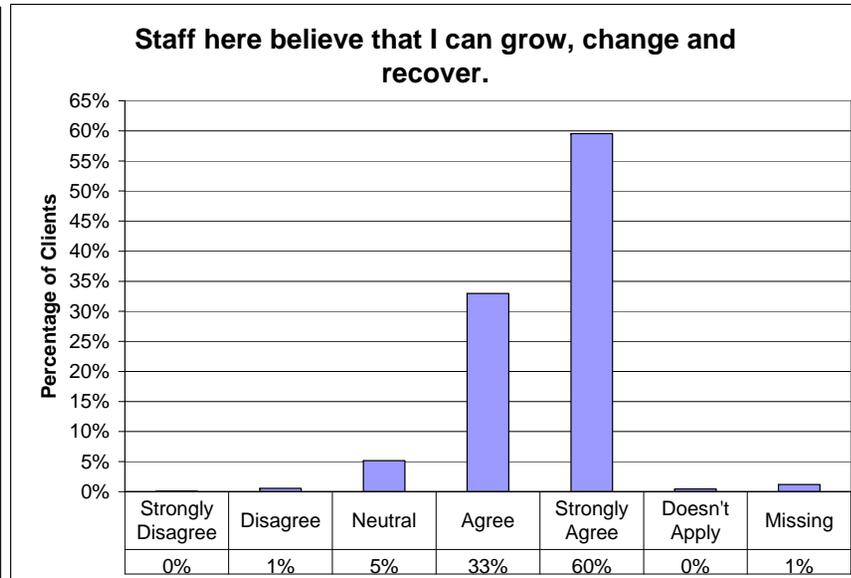
All but a few clients felt comfortable discussing their treatment and medications, and their preferences for both were respected.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



Ninety-two percent (92%) of responding clients said they were given information about their rights, and 85% were encouraged to take advantage of self-help programs.

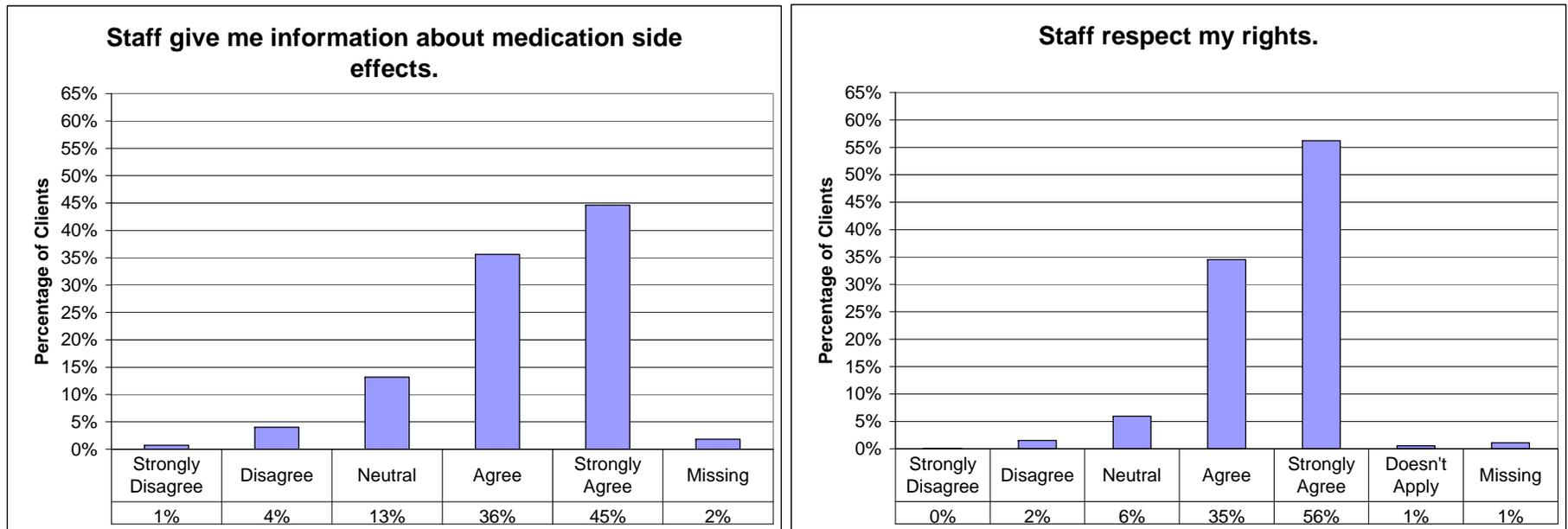
RESPONSES TO SPECIFIC QUESTIONS - STAFF



Note: Total excludes “Does Not Apply”.

Among clients who had phoned their treatment facility, 84% said that their phone calls were returned in a day. One of the statements receiving the most strongly positive responses was, “Staff here believe that I can grow, change and recover”; 60% of responding clients said they strongly agreed.

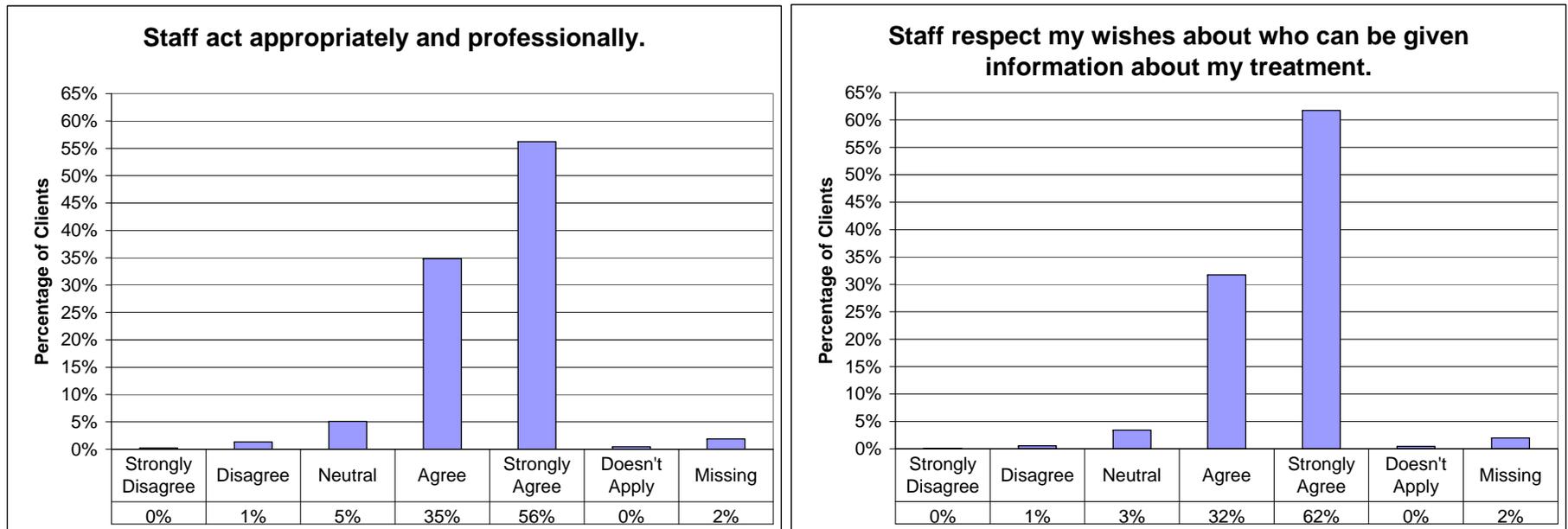
RESPONSES TO SPECIFIC QUESTIONS - STAFF



Note: Total excludes "Does Not Apply".

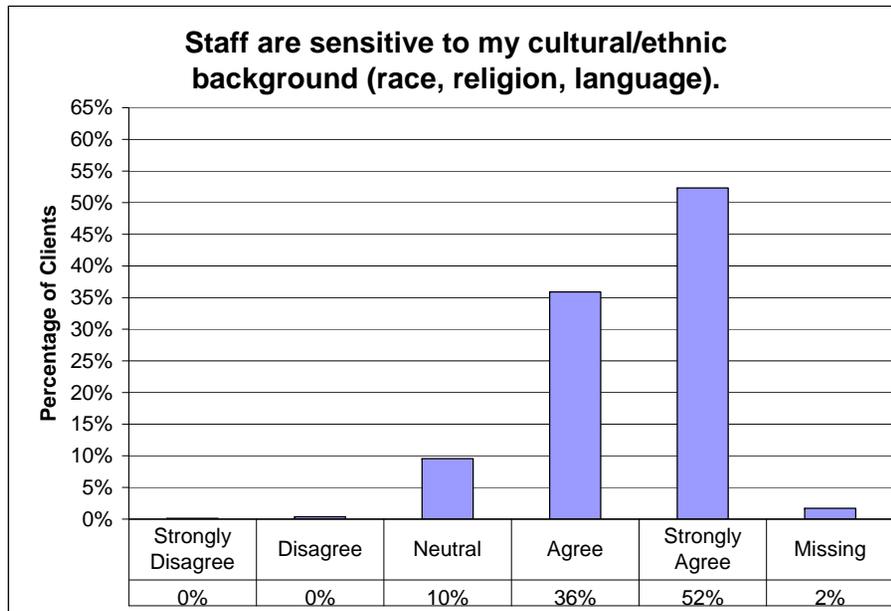
Among clients receiving medications, 81% agreed or strongly agreed that they received information about their medication's side effects. All but a few said that staff respected their rights.

RESPONSES TO SPECIFIC QUESTIONS - STAFF

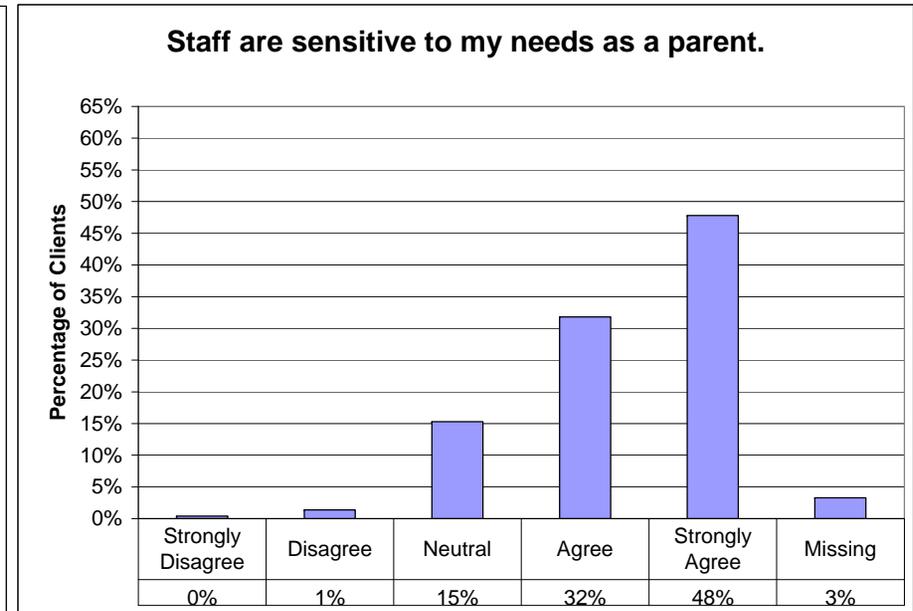


The vast majority of clients said that staff acted appropriately and professionally and that staff respected client confidentiality.

RESPONSES TO SPECIFIC QUESTIONS - STAFF



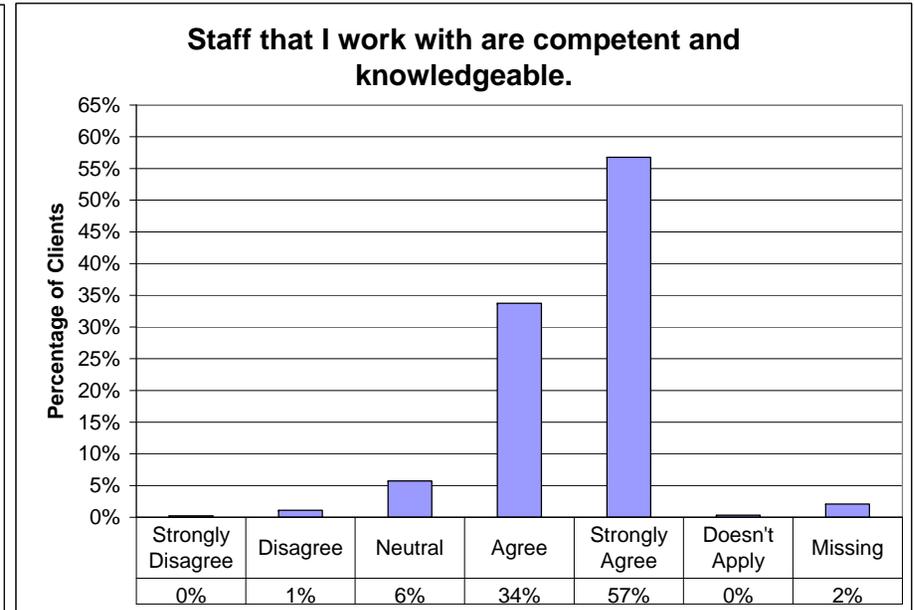
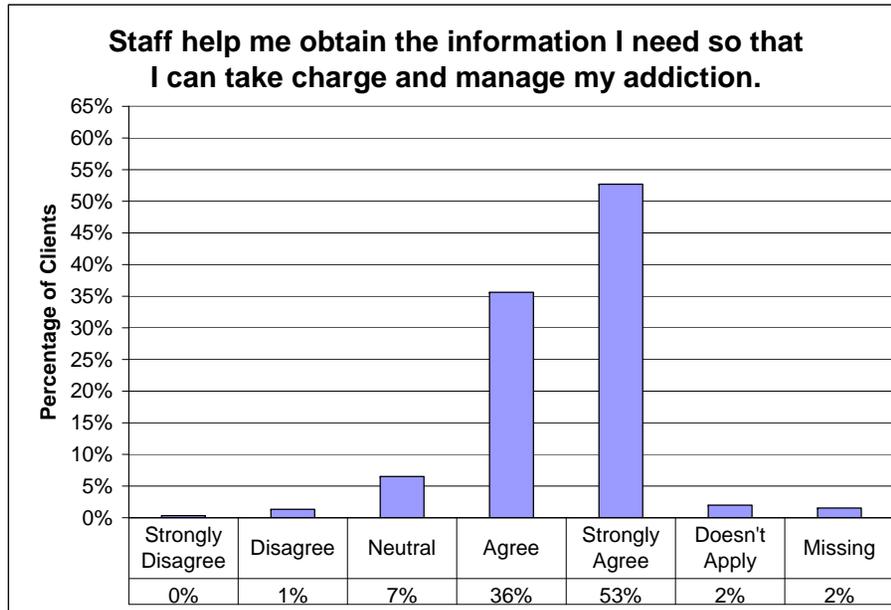
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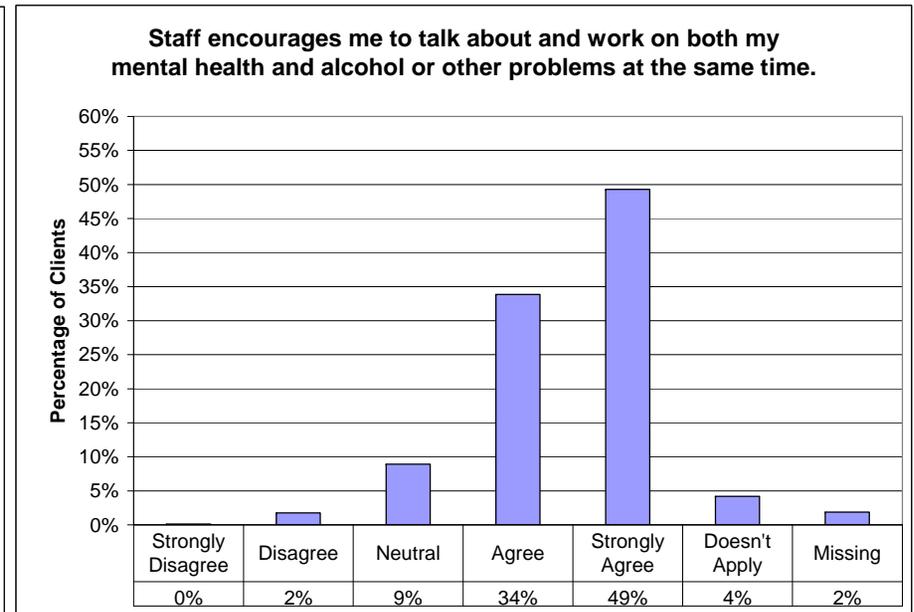
Among clients who felt it applied, most said that staff respected their cultural background and were sensitive to their needs as a parent.

RESPONSES TO SPECIFIC QUESTIONS - STAFF



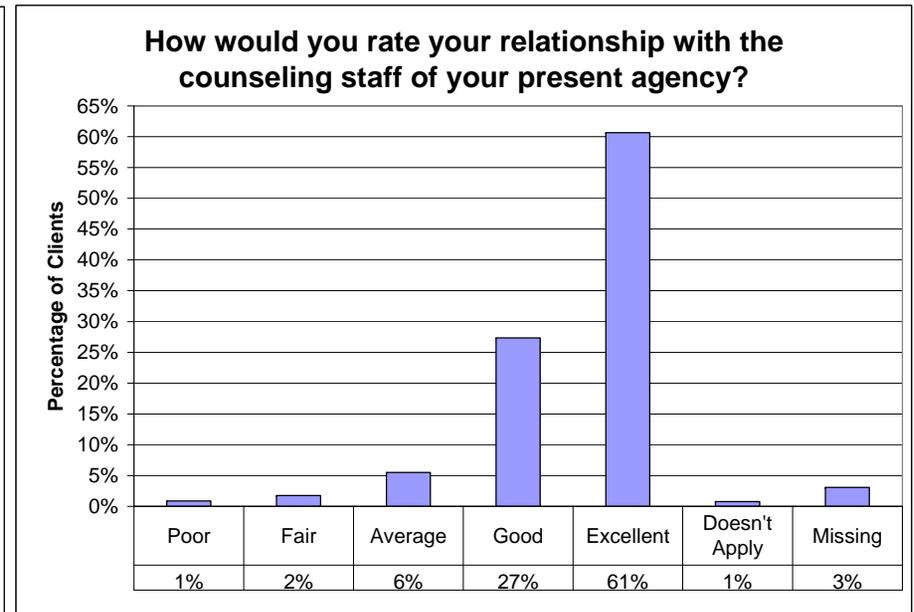
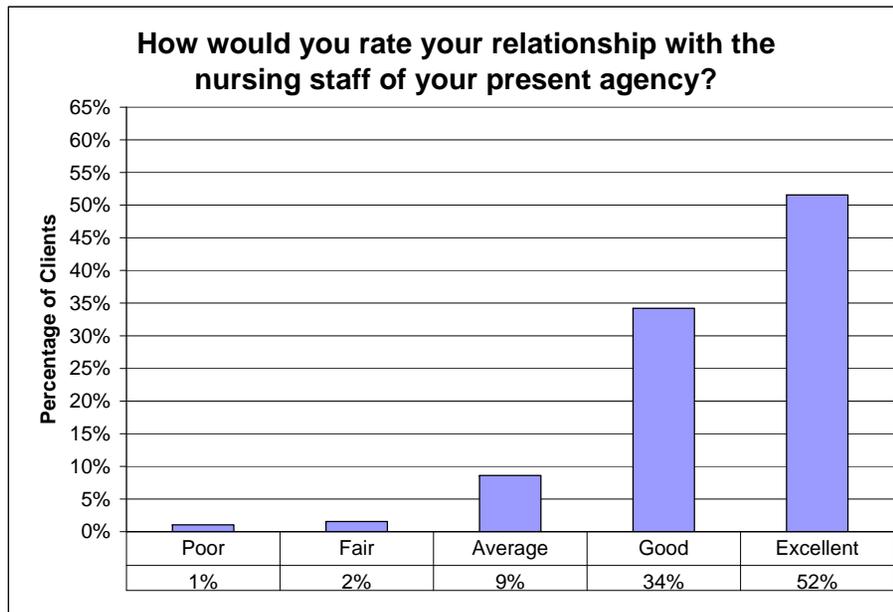
Clients agreed that staff were competent and knowledgeable and helped them to manage their addiction.

RESPONSES TO SPECIFIC QUESTIONS - STAFF



Most clients agreed that they were allowed to decide their treatment goals, and that they were encouraged to work on both substance abuse and mental health issues at the same time.

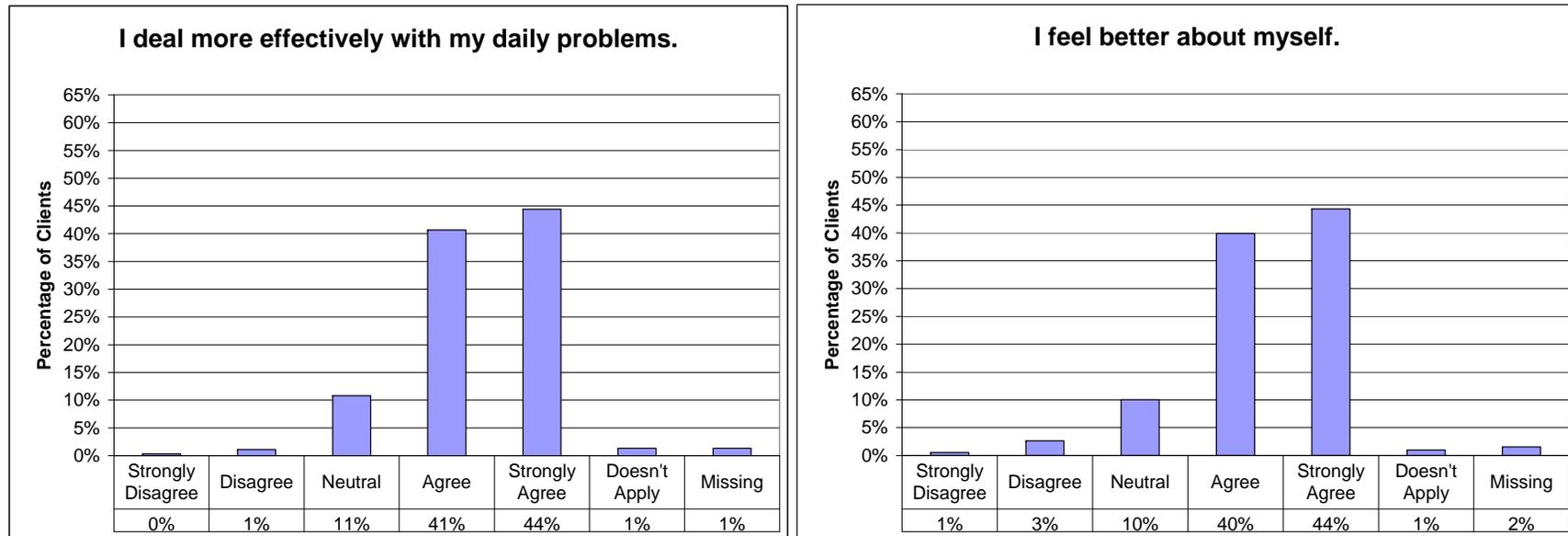
RESPONSES TO SPECIFIC QUESTIONS - STAFF



Note: Total excludes "Does Not Apply".

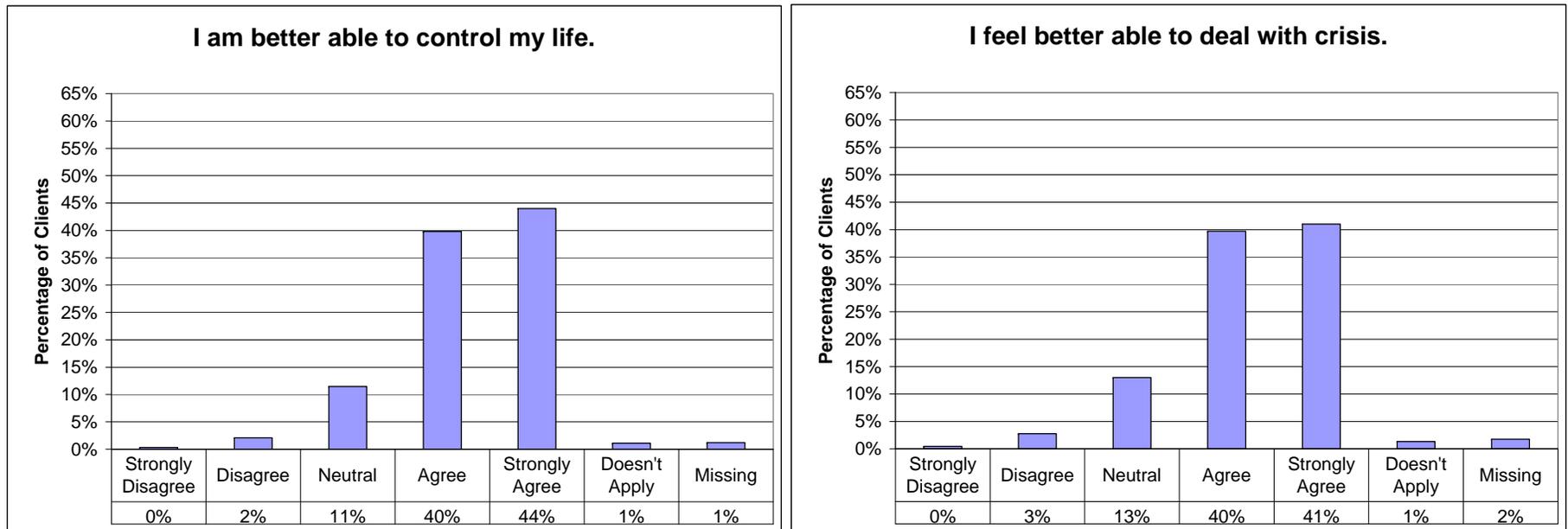
Where facilities had nurses on staff, the majority of clients (52%) said their relationship with the nursing staff was "excellent". A full 61% of clients rated their relationship with counseling staff as excellent.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



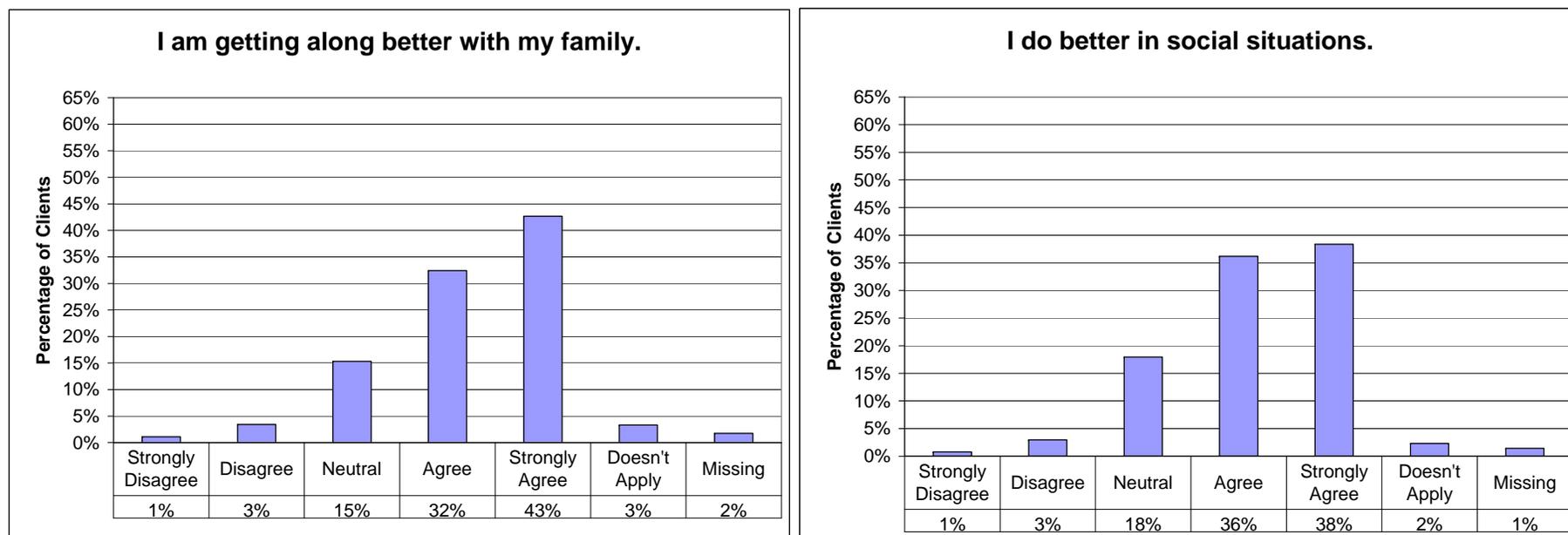
In general, clients were less strongly positive about the results of their treatment than they were about the facility or its staff, probably because 21% had been in treatment for less than a month. However, 85% agreed that they were able to deal more effectively with their daily problems, and 84% said that they felt better about themselves.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



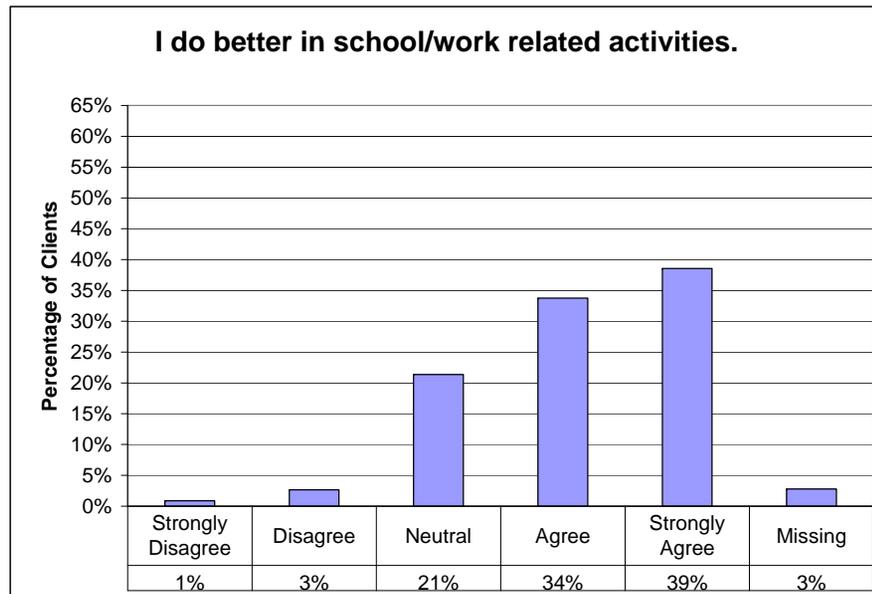
Four out of five clients said that they were better able to control their lives (84%) or deal better with crises (81%).

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT

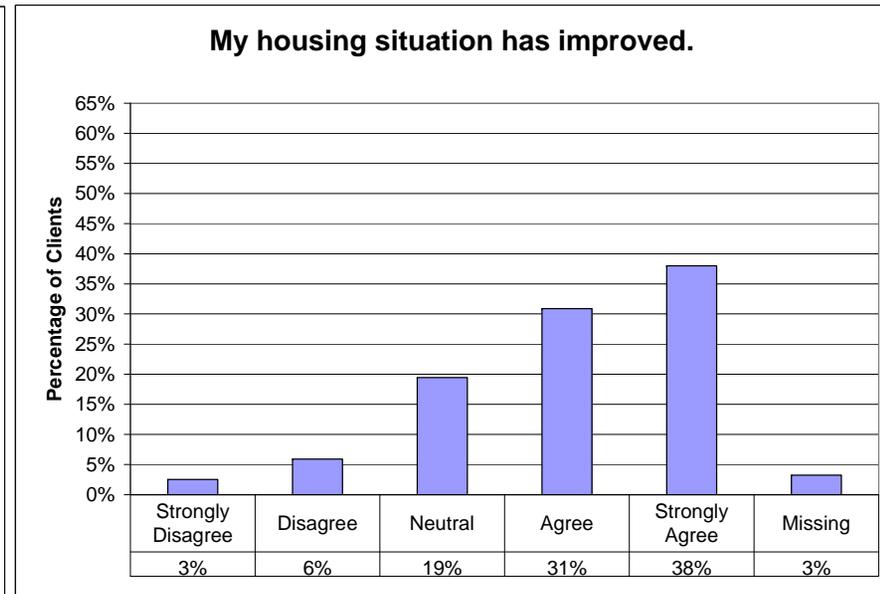


Three quarters said that they were getting along with their families (75%) or were doing better in social situations (74%).

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



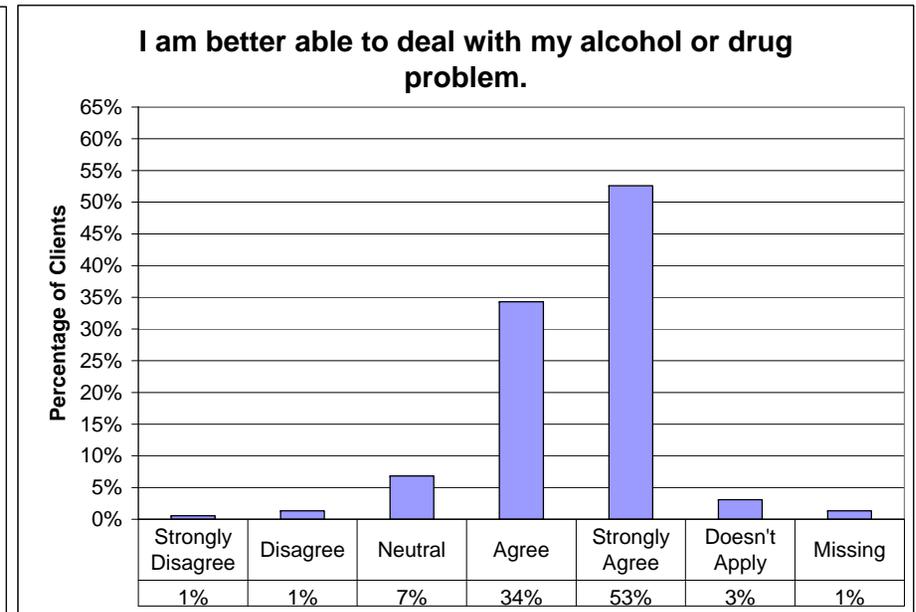
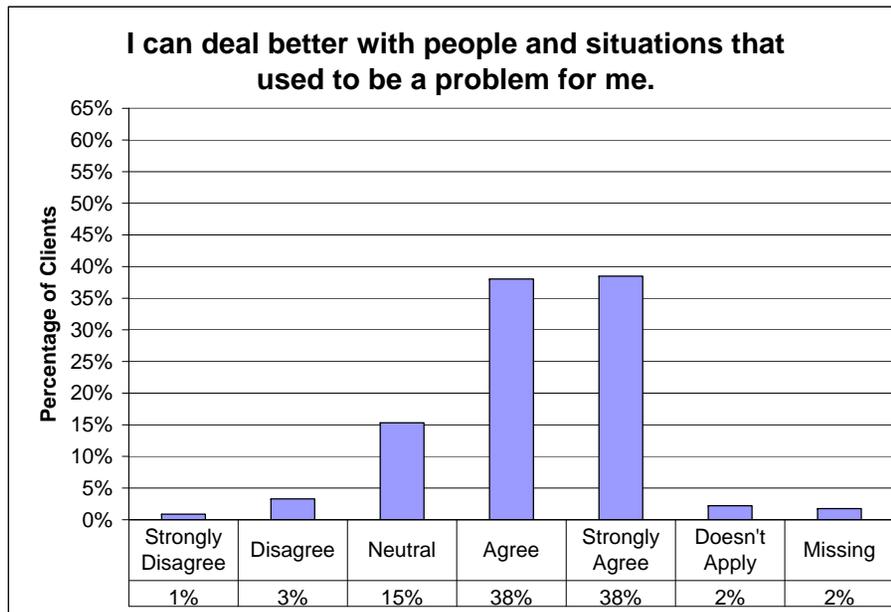
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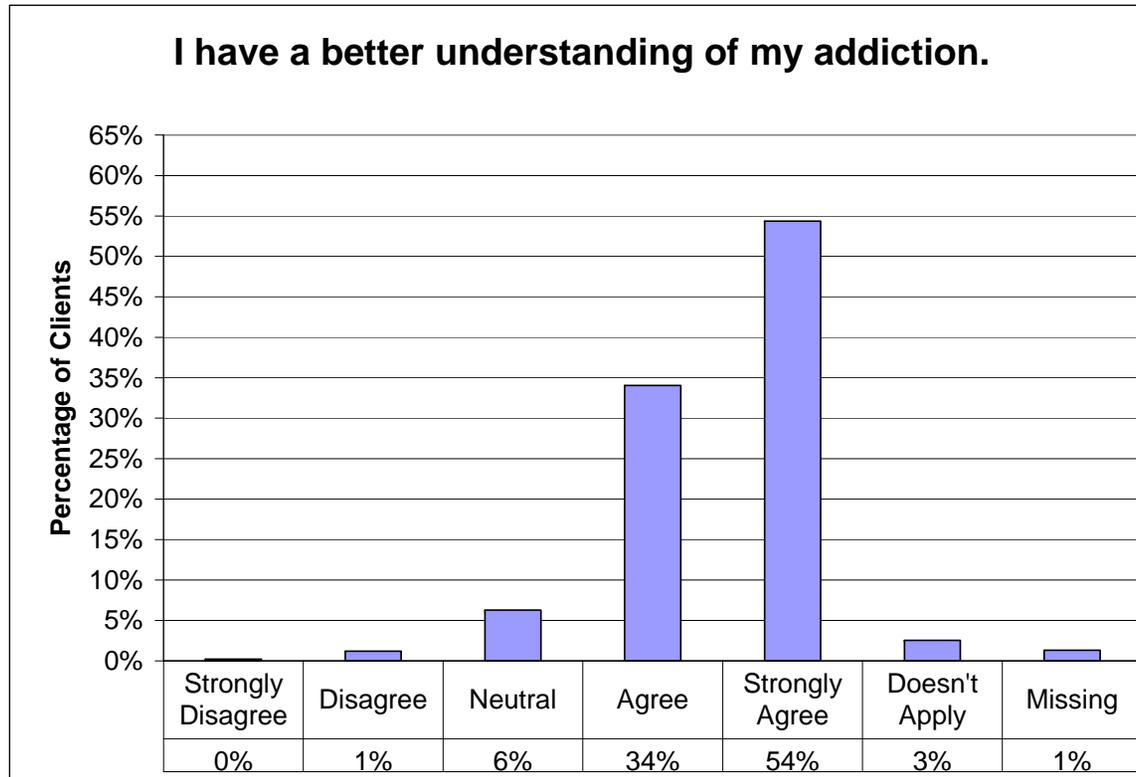
Most clients said there was an improvement in their school or work activities and that their housing situation had improved.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



Most clients agreed that they could deal better with their substance abuse and with people and situations that used to be a problem for them.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



More than half of responding clients (54%) strongly agreed that they had a better understanding of their addiction.

ATTACHMENTS

A – Introductory Letter to Agency Directors

B – Cover Letter to Clients Receiving Paper Survey Forms

1. Adult Clients

2. Adolescent Clients

Appendix A – Introductory Letter to Agency Directors

Dear Treatment Agency Director:

I trust that you have received your 2009 Client Satisfaction Survey Reports; if not, or if you have questions, let me know.

Regarding the 2010 survey, we are going to pilot test offering the survey on-line. Our hope is that a web-based, on-line survey will be easier for you to distribute and easier for the client to complete. As in the past, there will be both a youth survey designed for clients under the age of 19, as well as a survey for adult clients. The web link to each survey is provided at the end of this email.

In an effort to make it easier to distribute the web address to your clients we have created two label templates, one that contains the address for the adult survey and one that contains the address for the youth survey. If you would like to use these to print off some labels to stick to one of your business cards or other items to give to the client, the template is set up to print on an 8.5x11 sheet of paper or Avery 5160. Instructions are attached that you can give your clients on how to type in the survey's online address. If you want to make it easier for the client, instructions are attached for how you can create a desktop shortcut so they only have to click on a single icon to access the survey.

Please forward this e-mail to any satellite facilities you may have. Ask them to give your clients the appropriate web address, and to provide, if at all possible, a private room with computer for the client to use. **As always, protecting client confidentiality is of primary importance.** If a computer is not available, please ask them to either complete this at home if they have a computer with web access, or stop by the local library to use their computer.

Please offer the survey to any client who has an appointment or is in residential treatment during the month of December. Also, because a number of questions ask about the results of therapy at your facilities, we suggest that you forward this link to any clients who have completed treatment at your facility since January 1, 2008. The survey will be available on-line through January 15, 2011.

In late winter/early spring, individual reports will be available for agencies and facilities with 20 or more participating clients. A state report will also be available. If you have any questions, feel free to contact me. It is our hope that the survey will provide useful information to each agency on processes that can be improved upon and on processes already working optimally.

Adult: www.surveymonkey.com/s/cssadult

Adolescent (age <19): www.surveymonkey.com/s/cssyouth

If you have any questions feel free to contact me.

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John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

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41 Anthony Avenue
11 State House Station
Augusta, Maine 04333-0011
Tel: (207) 287-2595; Fax: (207) 287-4334
TTY: 1-800-606-0215

Appendix B1 – Cover Letter for Adult Clients

Dear Client:

The Office of Substance Abuse (OSA), Maine Department of Health and Human Services, is conducting a Client Satisfaction Survey in order to improve substance abuse and mental health treatment services delivered in the State of Maine. Your responses to the questions on the accompanying survey form will help us determine if changes are needed in the treatment delivery system that currently exists.

Please fill out the survey form using a pencil, or a pen with black or blue ink, and return to OSA by **January 15, 2011**, using the supplied self-addressed, prepaid envelope.

Your responses to this survey are completely confidential and will not be seen by this facility, nor does it identify you individually.

If you have any questions about this consumer satisfaction survey, please call 1-800-499-0027.

Thank you.



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

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Appendix B2 – Cover Letter for Adolescent Clients

Dear Client:

Hello! The Maine Department of Health and Human Services, Office of Substance Abuse (OSA) wants to make sure you are getting the best substance use counseling available. Can you help us with this goal by answering a few quick questions?

Your answers are confidential. We are not asking for your name. We will combine all the answers together. If you have any questions about this survey, please call 1-800-499-0027. Are you ready (you'll need a pencil or pen with blue or black ink – no sharpies, please)? Here's the survey!

Please return it in the envelope we have supplied you by January 15, 2011.

Thank you!