

Substance Abuse Treatment Agency
2011 CLIENT SATISFACTION SURVEY

Adolescent

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

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METHODOLOGY

NUMBER OF YOUR CLIENTS ANSWERING THIS SURVEY = 157 OVERALL SATISFACTION SCORE (from 1 to10) = **7.95**

The Client Satisfaction Survey was initiated to assist substance abuse treatment facilities to evaluate the effectiveness of their services. The survey was offered to agencies receiving OSA funding, and to agencies providing opiate replacement therapy. A customized survey was available for adolescent clients (18 or younger). Administering the survey is a requirement of OSA's Substance Abuse and Treatment Block Grant from the federal Substance Abuse and Mental Health Services Administration (SAMHSA), and agency participation has a direct impact on OSA's ability to sustain treatment funding.

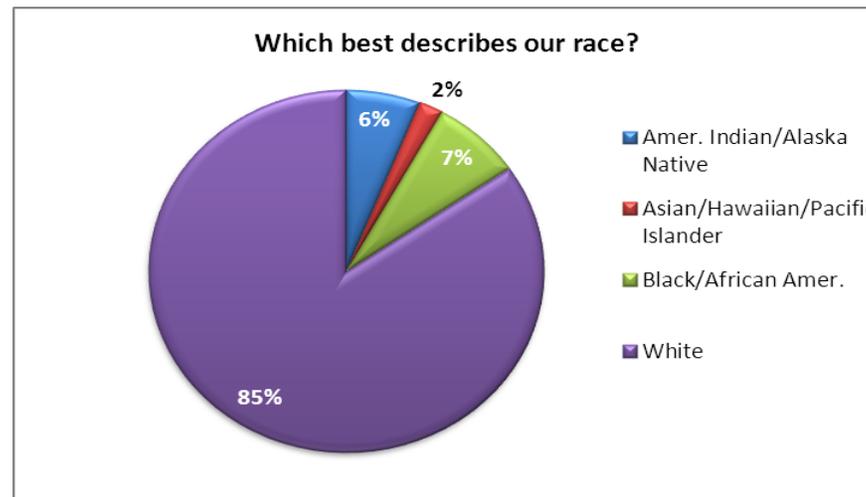
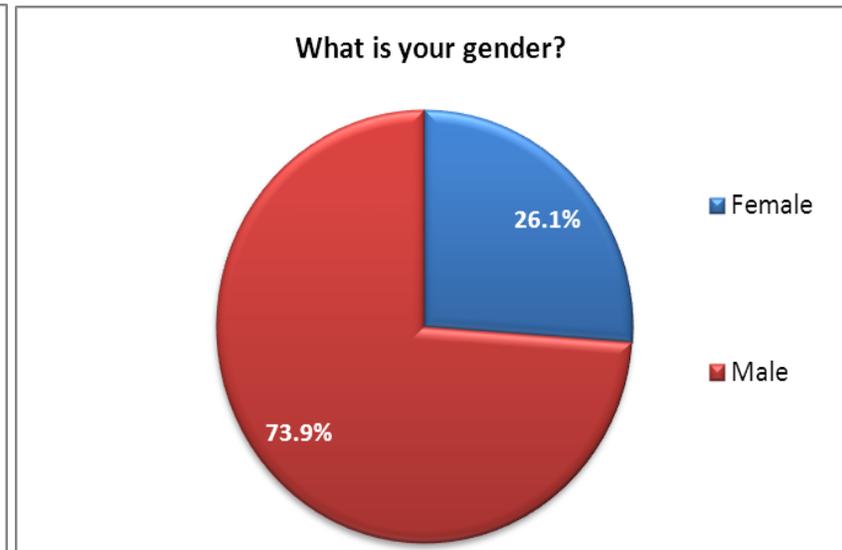
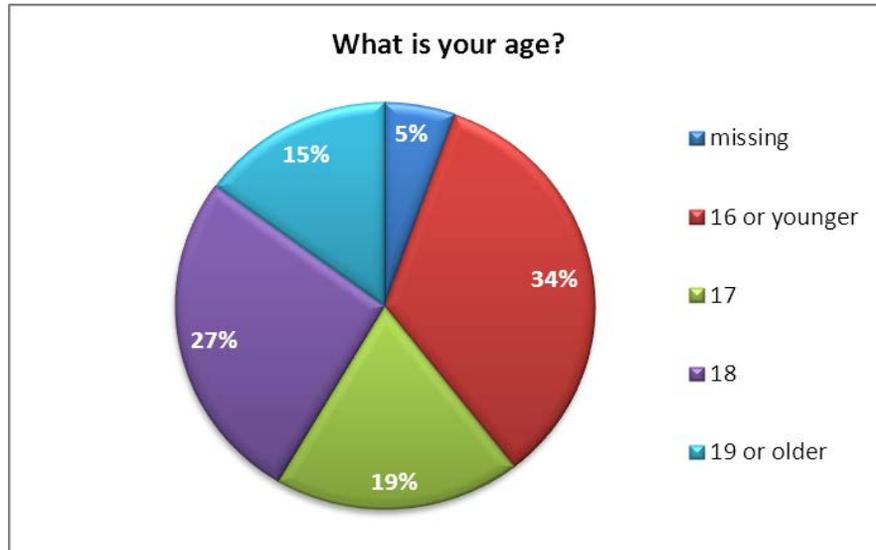
To try to minimize the cost and inconvenience of distributing paper forms, both for OSA and for agencies with multiple facilities, we offered the 2011 survey both in hard copy and on-line. Only 8% of those who responded used the on-line form. Accessibility appeared to be the primary reason why most facilities only offered it in paper to clients. A total of 157 adolescent clients submitted useable data; 13 from 2 agencies reported electronically, 133 from 6 agencies submitted paper forms, plus an additional 11 paper forms with no identifying agency were received.

Agencies and individual facilities whose clients returned 20 or more useable surveys received a full report; an abbreviated report was made available when 17-19 surveys were received. 74.5% of the total adolescent clients reporting were from one agency.

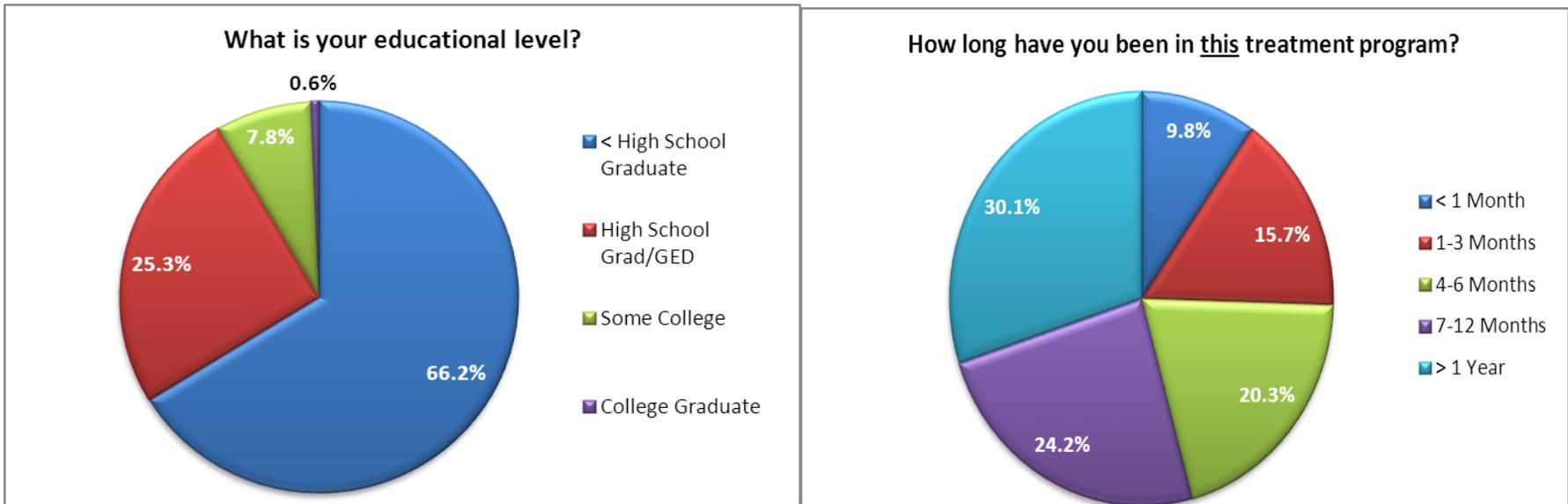
The results in this report can only be considered the opinions of the survey participants and cannot be generalized to your client population as whole.

If you would like further information about this report contact Anne Rogers (e-mail: anne.rogers@maine.gov; phone: 207-287-4706).

DEMOGRAPHICS

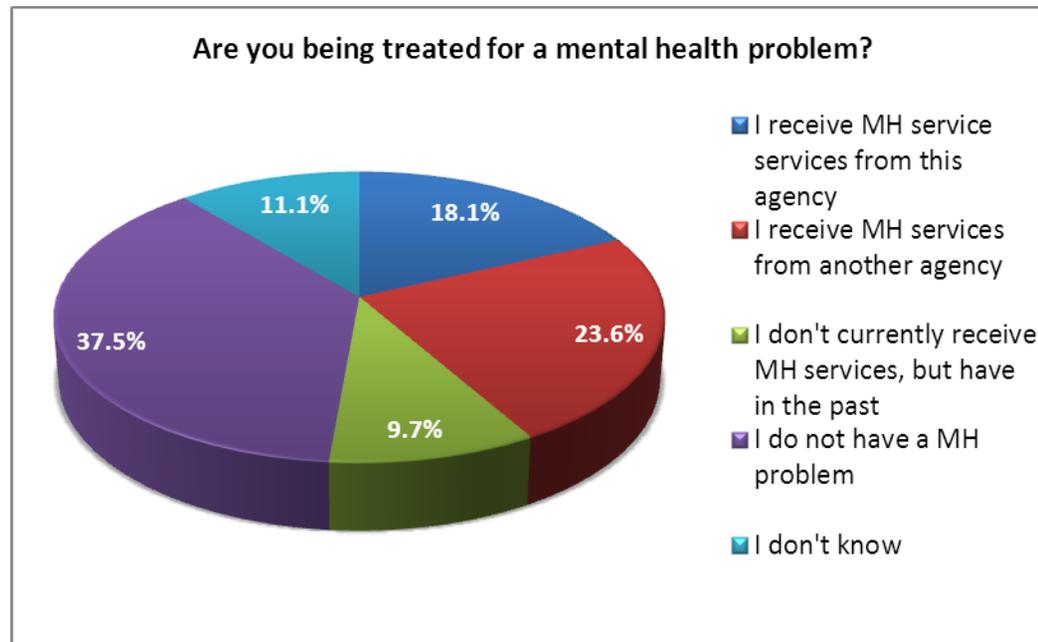


DEMOGRAPHICS



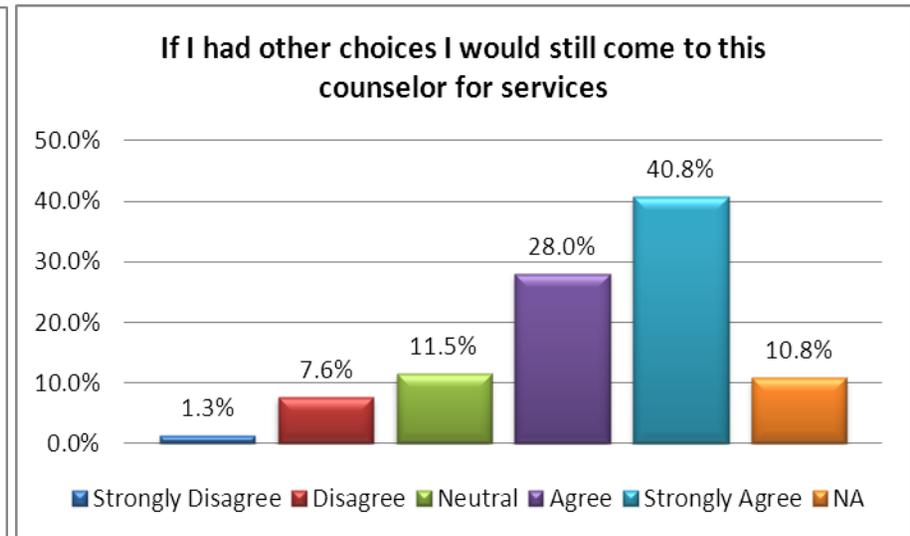
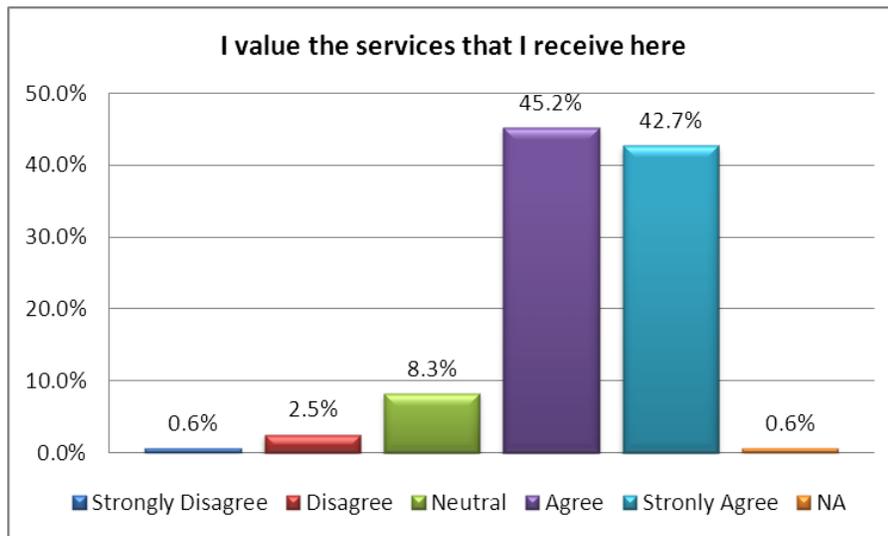
While the adolescent survey primarily is given to persons 18 years of age or younger, there are some adolescent substance abuse treatment agencies that treat young adults who may have completed the survey.

DEMOGRAPHICS

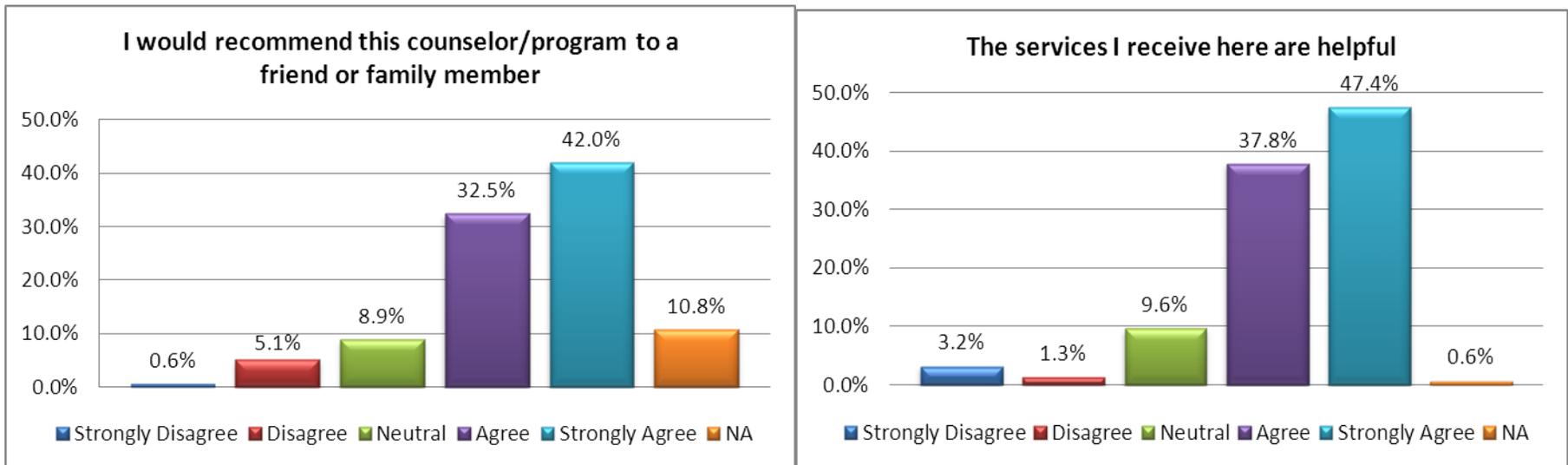


Almost 42% of the youth in substance abuse treatment also reported receiving mental health services.

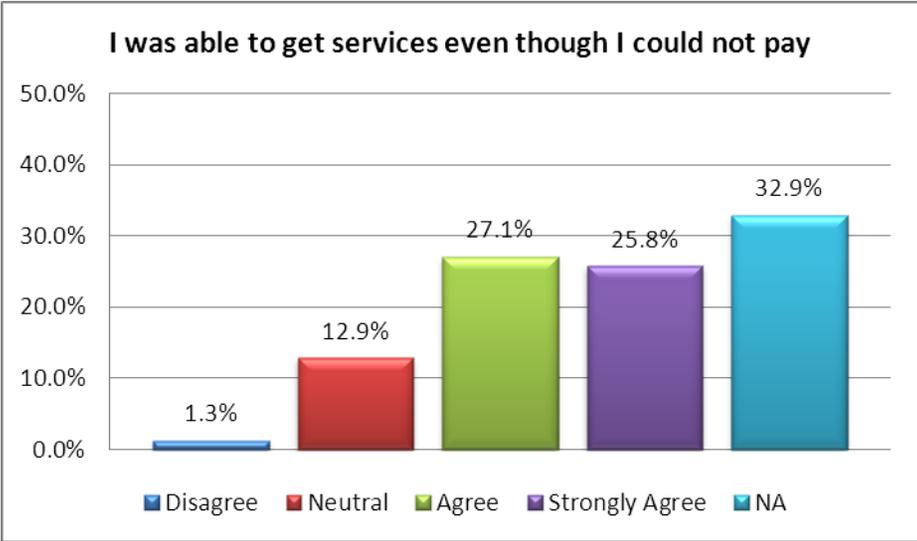
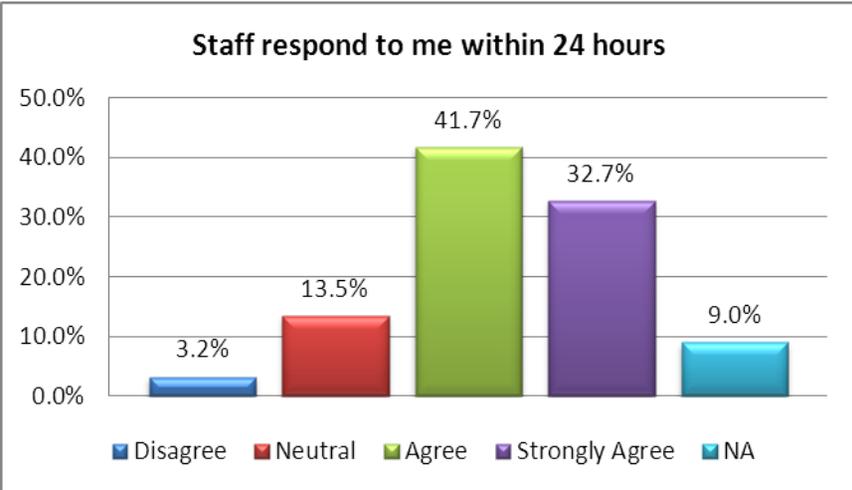
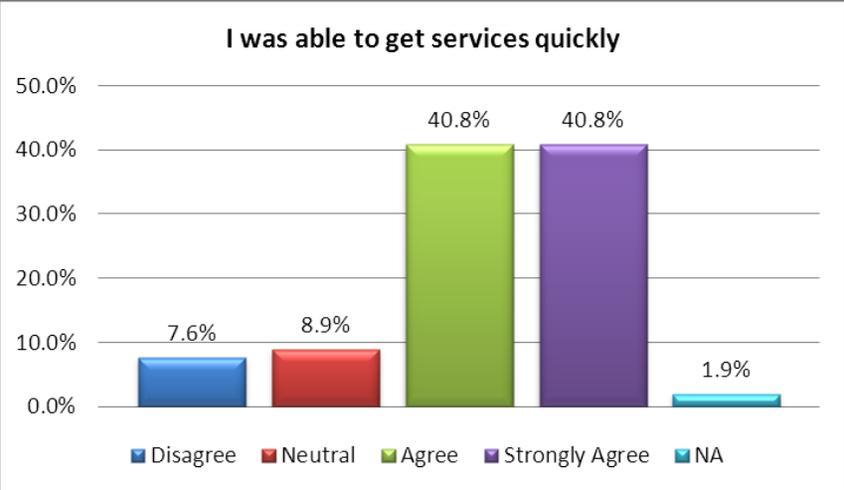
SATISFACTION WITH PRESENT TREATMENT - SERVICES



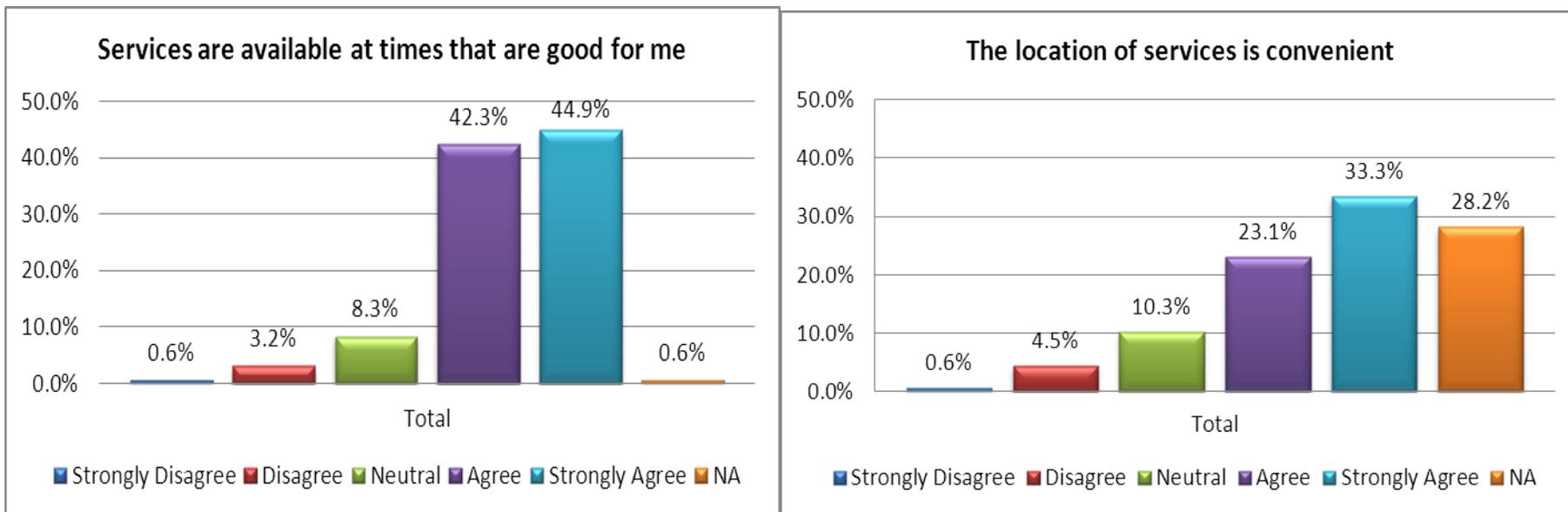
SATISFACTION WITH PRESENT TREATMENT - SERVICES



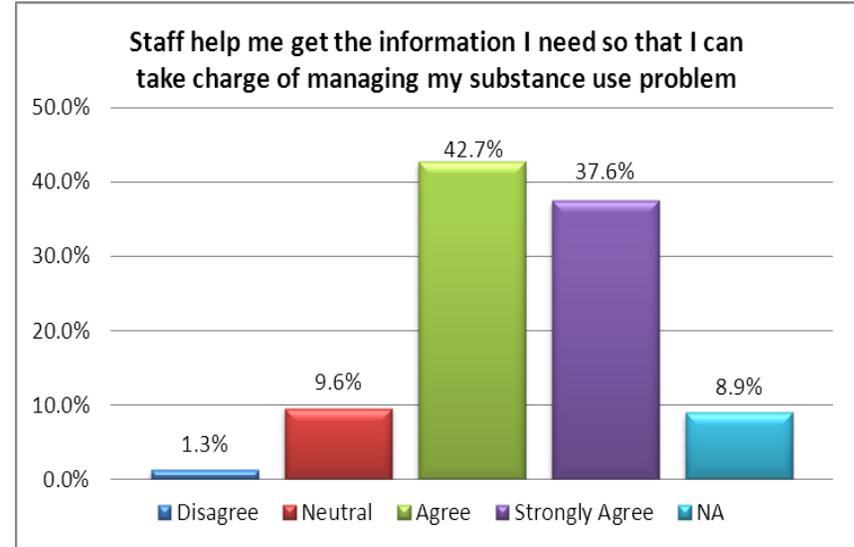
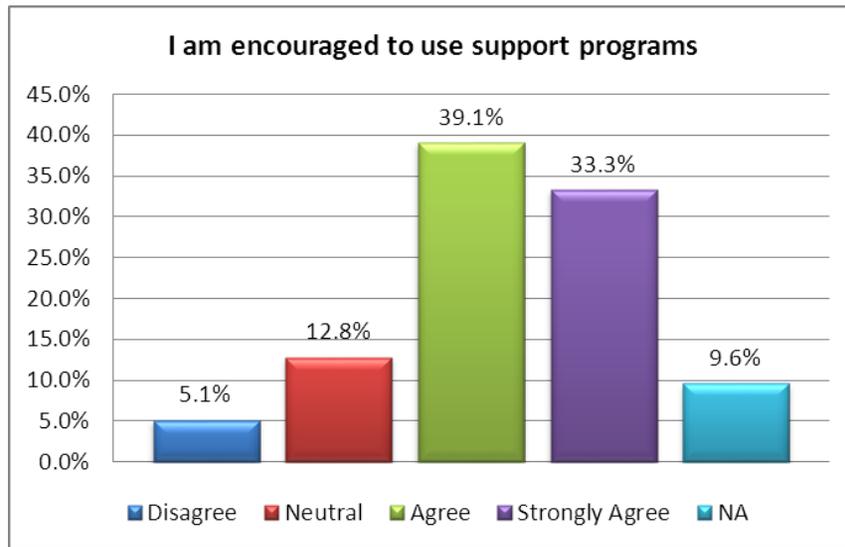
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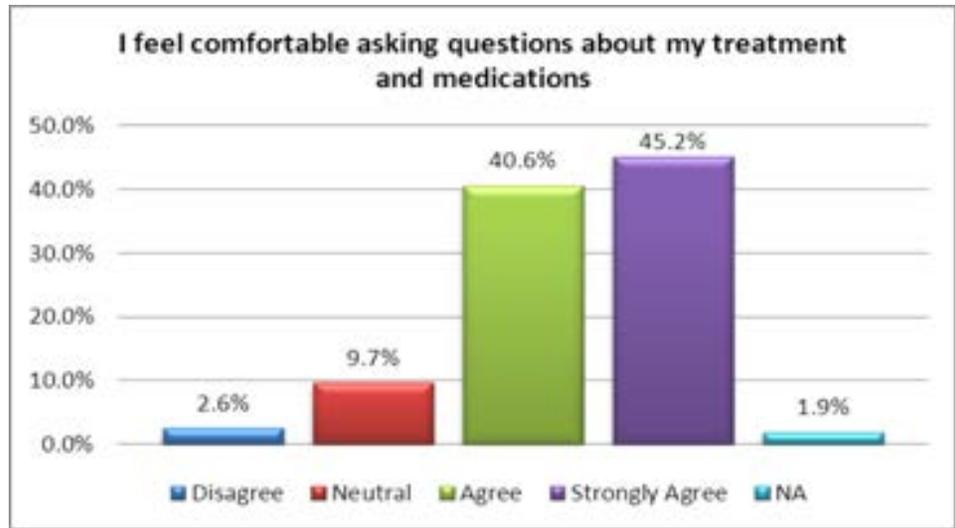


SATISFACTION WITH PRESENT TREATMENT - SERVICES

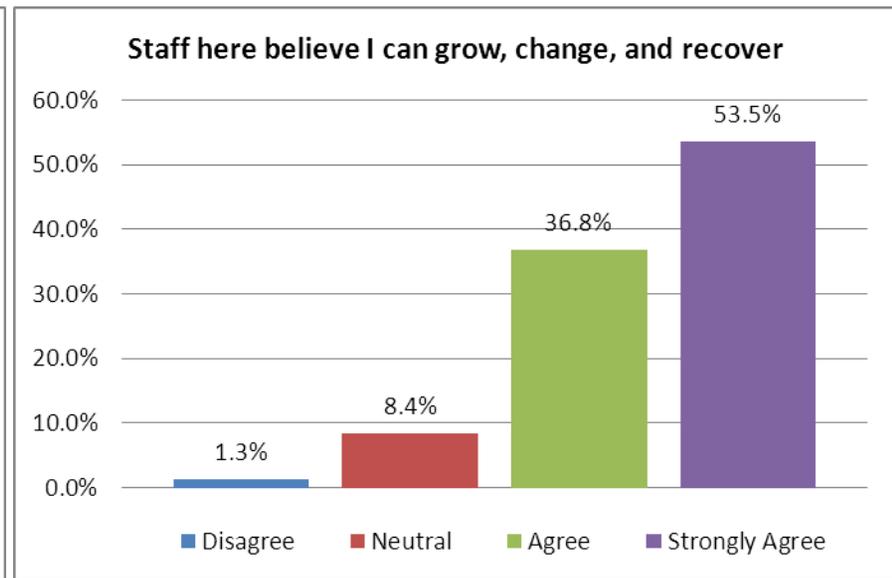
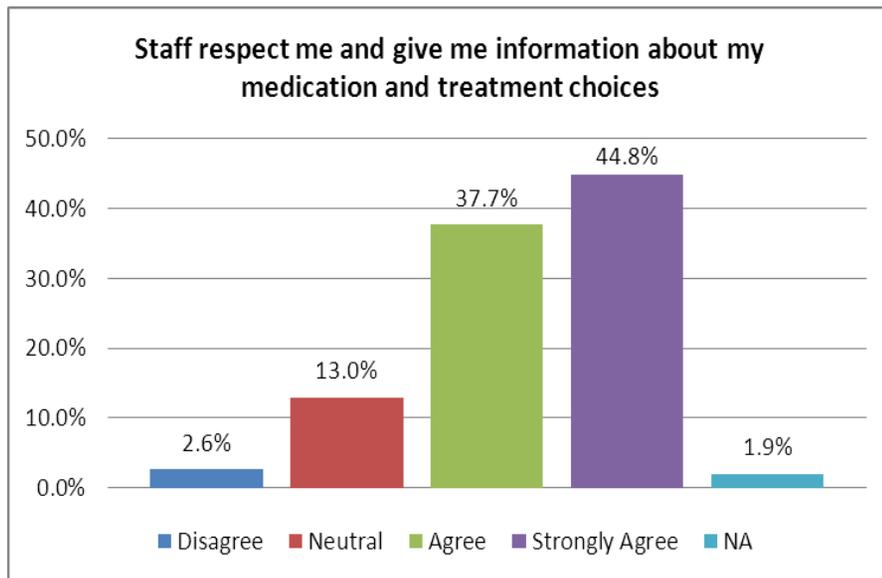


SATISFACTION WITH PRESENT TREATMENT - SERVICES

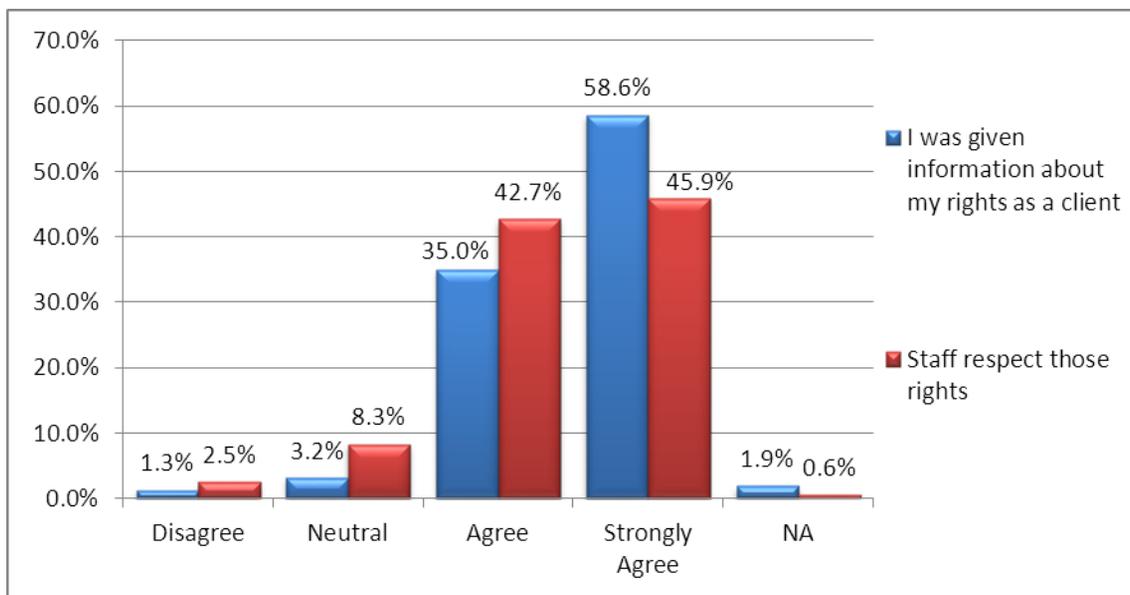




SATISFACTION WITH PRESENT TREATMENT - STAFF

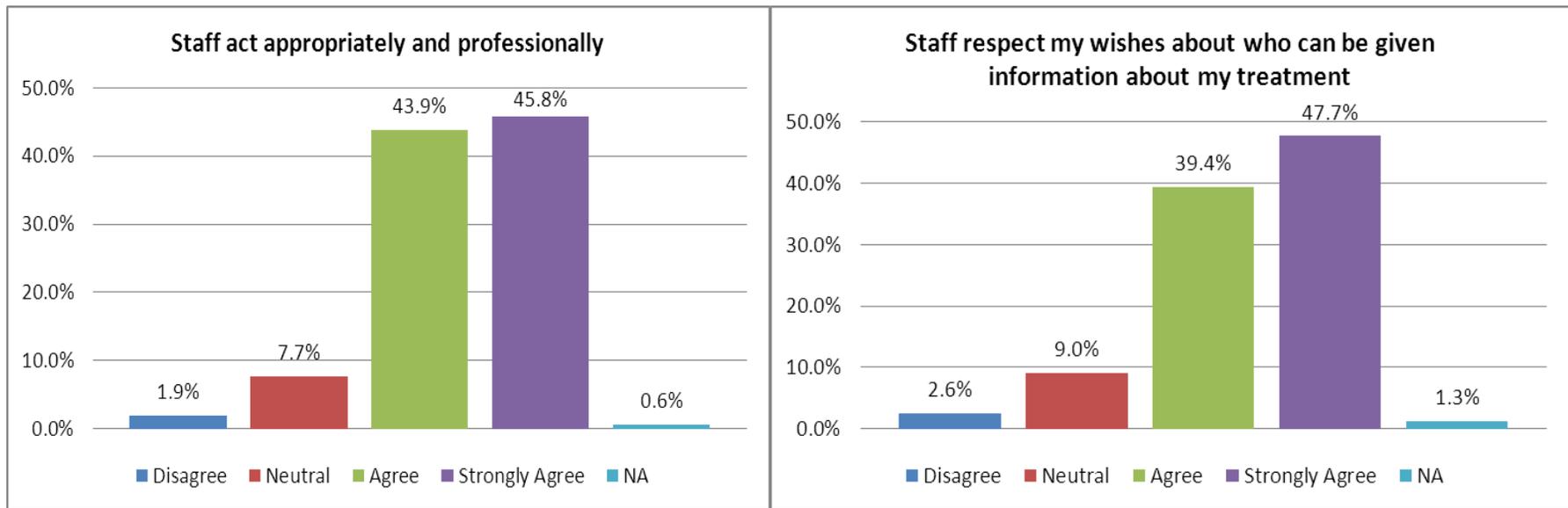


SATISFACTION WITH PRESENT TREATMENT - STAFF

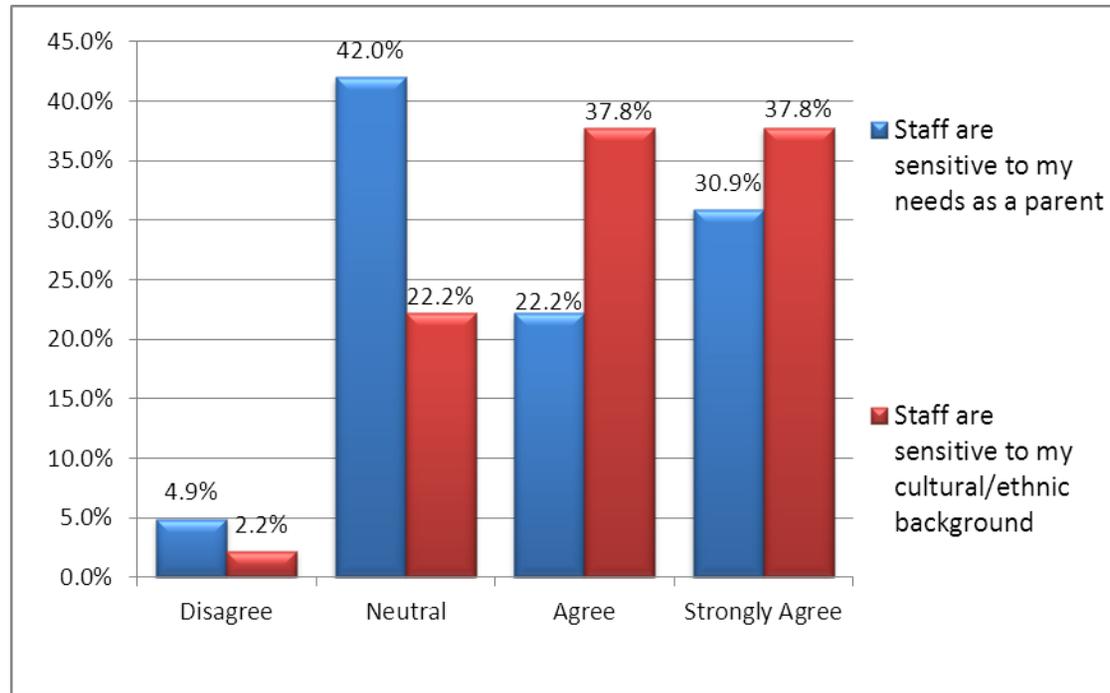


The percentage of those answering they agree/strongly agree they were given information about their rights as a client of the facility increased slightly, in 2011; but the percent of those answering they agree/strongly agree, that staff respect those rights slightly decreased in 2011.

SATISFACTION WITH PRESENT TREATMENT - STAFF



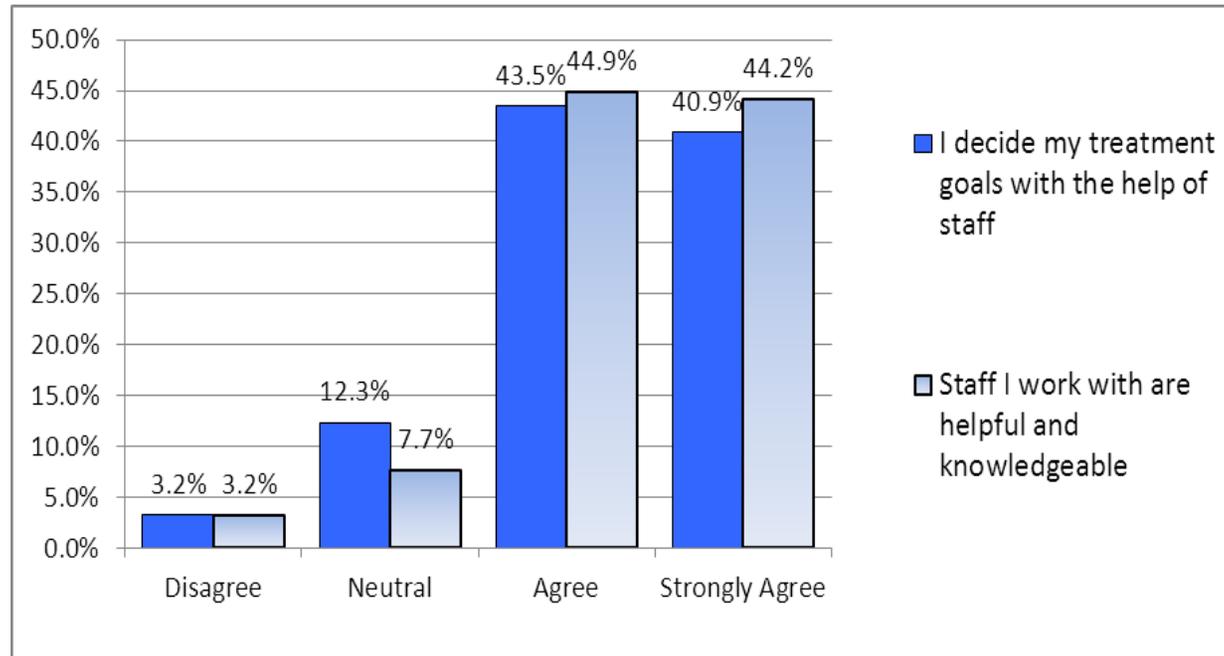
SATISFACTION WITH PRESENT TREATMENT - STAFF



Note: Total excludes "Doesn't Apply".

Almost one third of clients responding said the questions above did not apply.

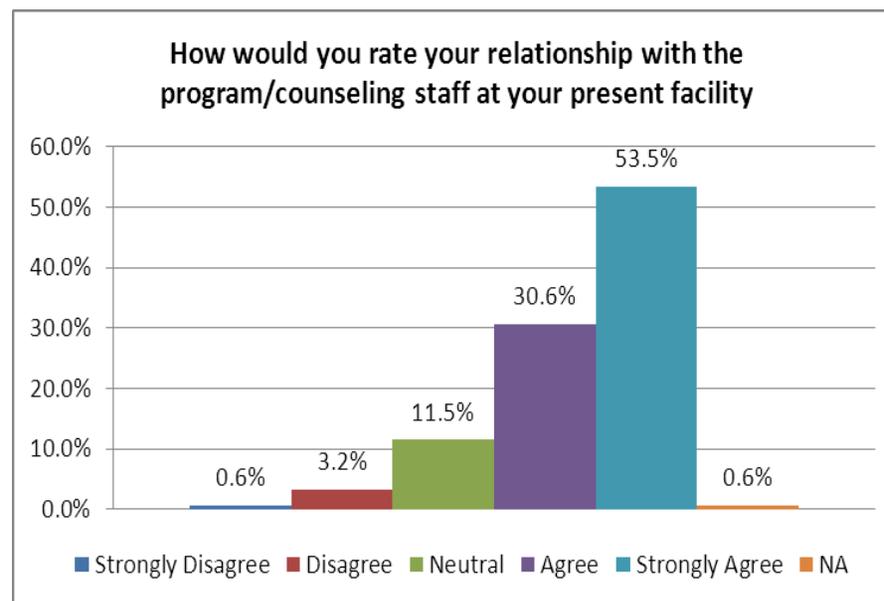
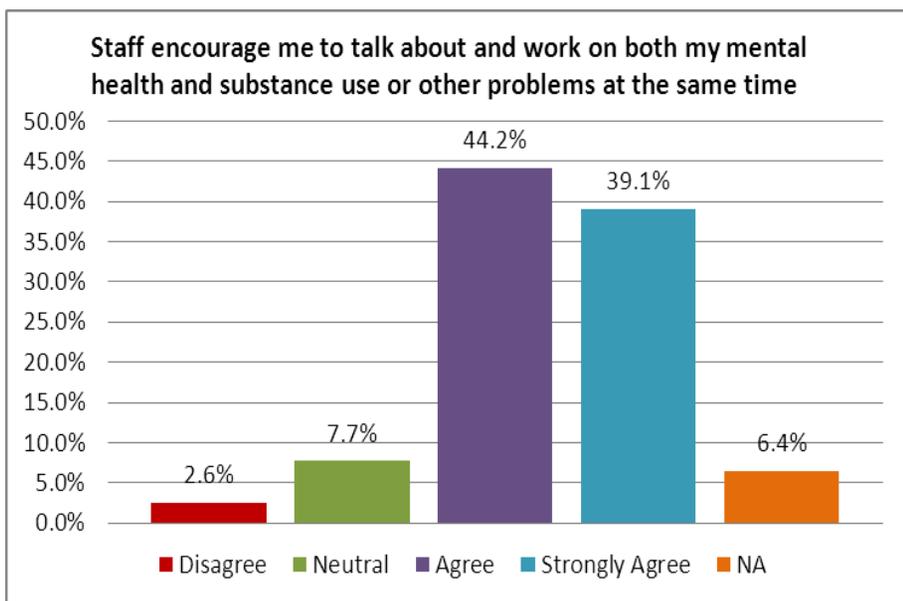
SATISFACTION WITH PRESENT TREATMENT - STAFF



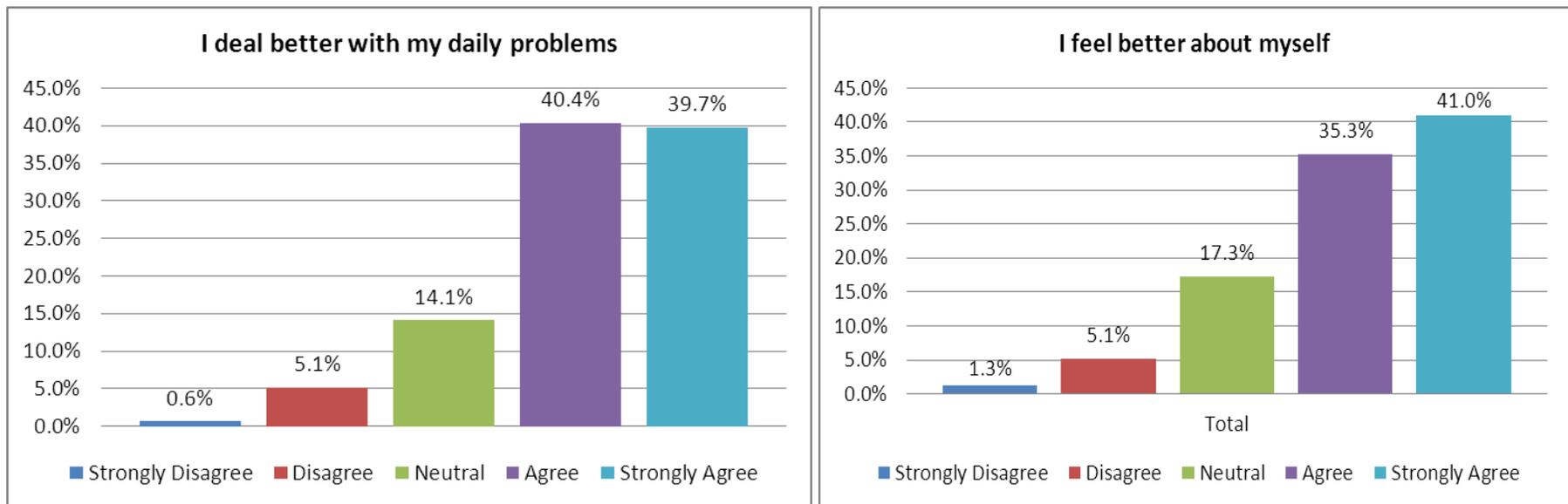
Note: Total excludes blanks.

No clients chose strongly disagree as an answer for either question. Almost 9 out of 10 clients felt the staff they worked with at the facility was helpful and knowledgeable.

SATISFACTION WITH PRESENT TREATMENT - STAFF

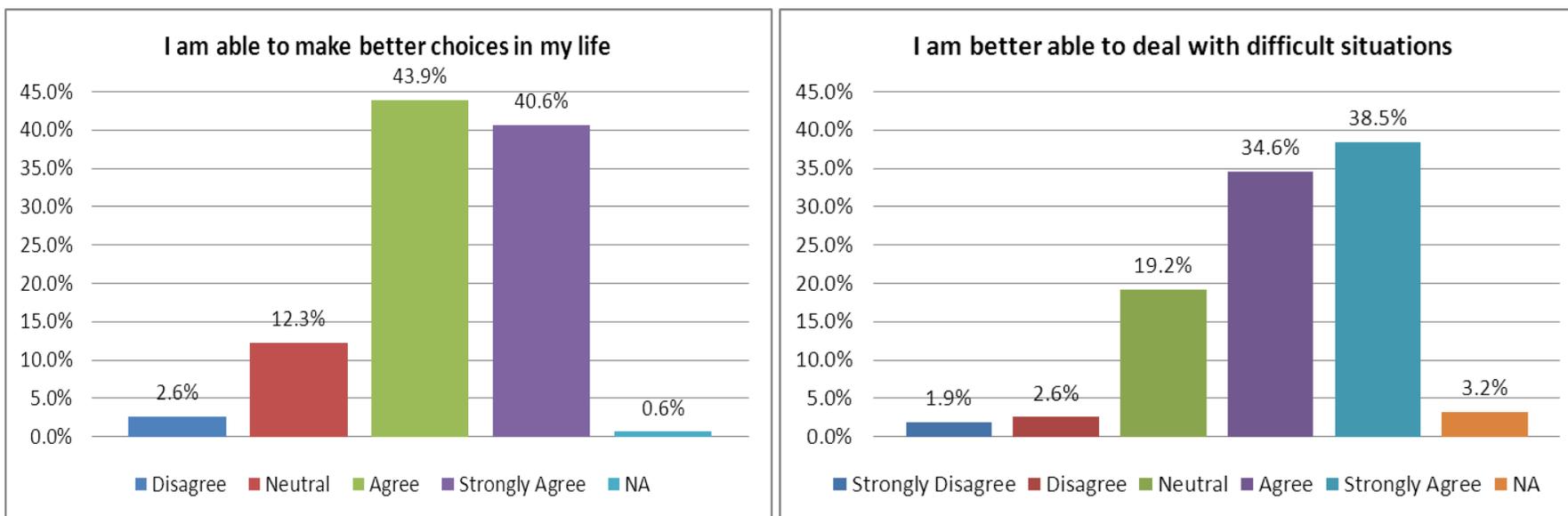


RESULTS OF PRESENT TREATMENT



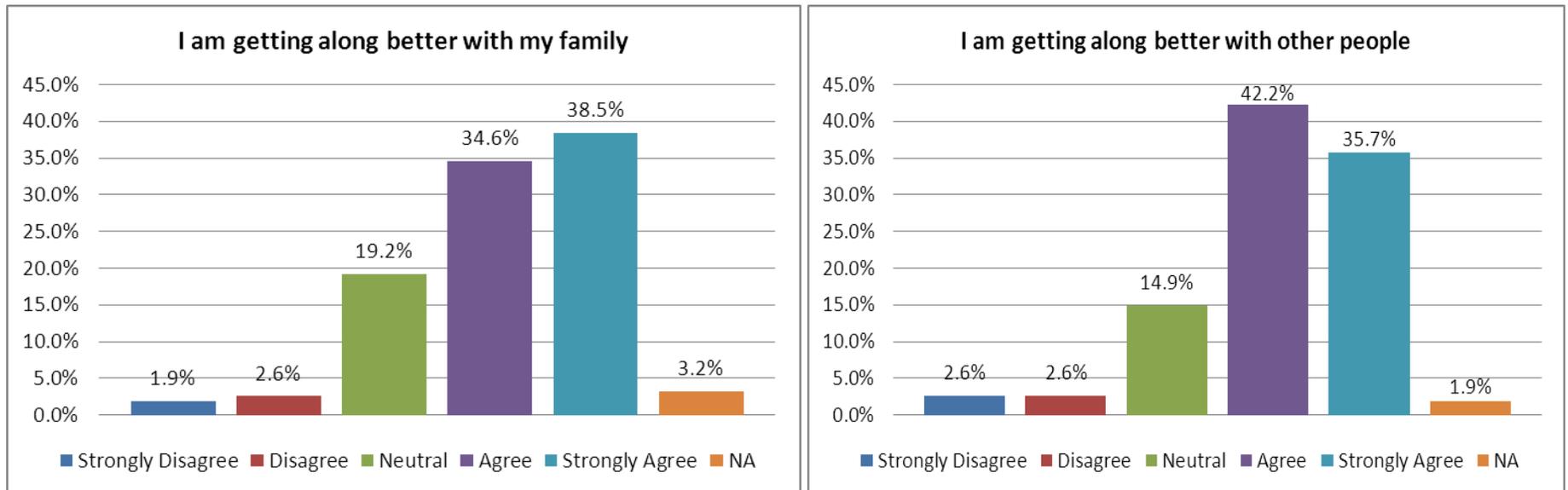
Neither question above had any “not applicable” responses. The rates of those answering agree/strongly agree were similar to the 2010 rates. Although many more answered strongly agree in 2011 than in 2010. I deal better with my daily problem, strongly agree: 33% in 2010 and 39.7% in 2011. I feel better about myself, strong agree: 37% in 2010, and 41% in 2011.

RESULTS OF PRESENT TREATMENT



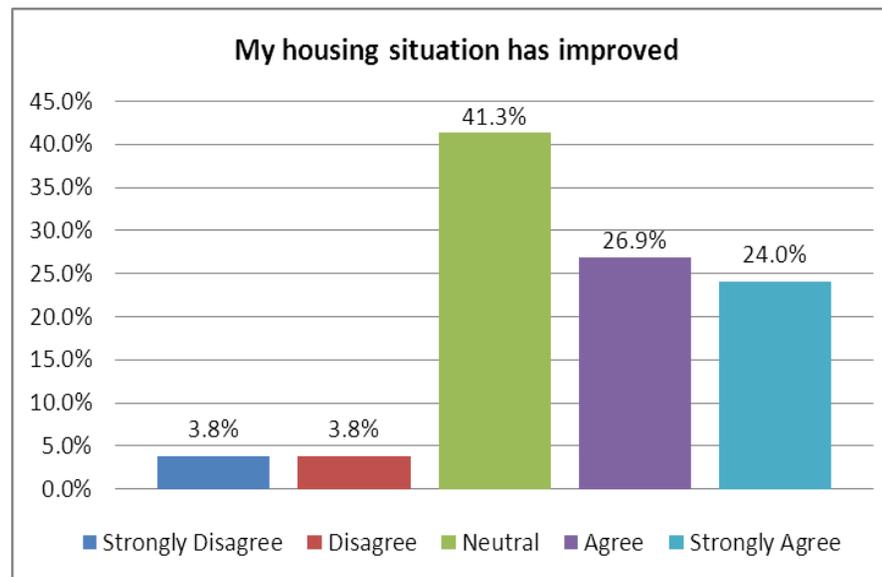
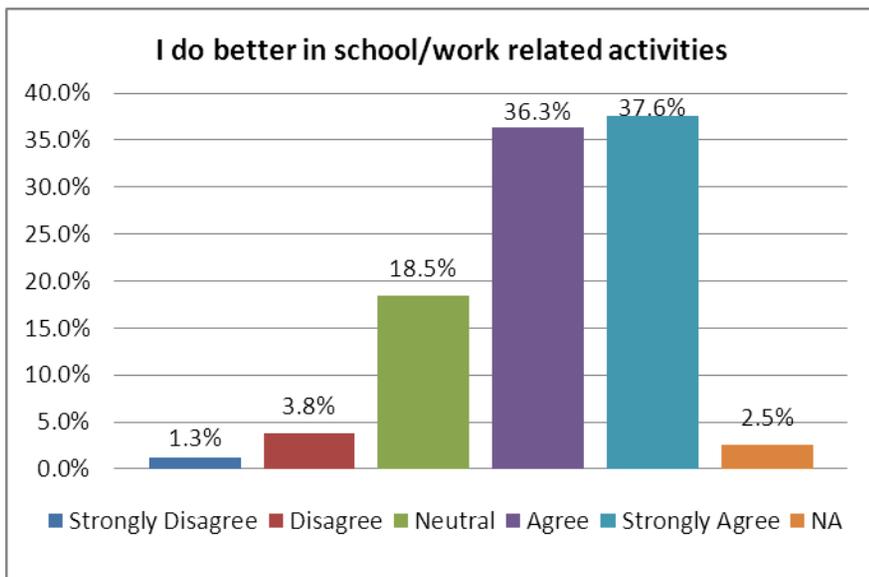
There were zero responses of “strongly disagree” to “I am able to make better choices in my life”.

RESULTS OF PRESENT TREATMENT



The question “I am getting along better with other people” included listing friends, teachers, employers, and police. The 2011 rates of agree versus disagree are similar to the 2010 rates for these two questions.

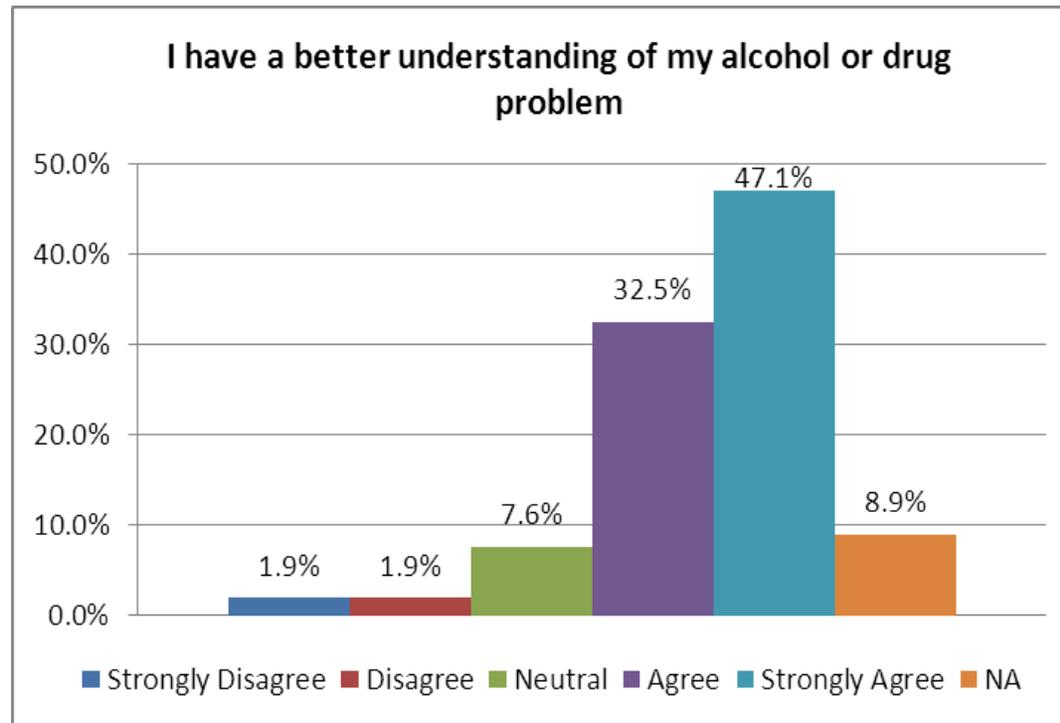
RESULTS OF PRESENT TREATMENT



Note: Total excludes "Doesn't Apply".

The rate of those who said they are doing better in school/work is similar to the rate of the prior year. There was a large percentage (31%) who said the housing question did not apply, so those were not included in the calculation and chart above.

RESULTS OF PRESENT TREATMENT



In 2010 86% of clients answered agree or strongly agree, in 2011 79.6% agreed/strongly agreed to the statement “I have a better understanding of my alcohol or drug problem”. Part of the decrease may be due to a larger number responding Not Applicable to the question. Of those agencies with 10 or more responses those who agree/strongly agree went as high as 97.5% and as low as 33.3% to this question.

OVERALL SATISFACTION RATING

