

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

**State of Maine**

November 2012 – December 2012

Prepared by  
Substance Abuse and Mental Health Services  
Maine Department of Health and Human Services

March 2013

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**Methodology:** The Client Satisfaction Survey was initiated to assist substance abuse treatment facilities to evaluate the effectiveness of their services. Substance abuse treatment agencies that receive funding from the Maine Substance Abuse and Mental Health Services (SAMHS), Office of MaineCare Services (OMS), or that provide opiate replacement therapy (ORT) were given the opportunity to participate in the 2012 Client Satisfaction Survey. To minimize the cost and time involved in distributing paper forms, both for SAMHS and for agencies with multiple facilities, we offered agencies the option of distributing the 2012 survey on-line as well as through the mail; offering separate surveys for adults and adolescents. Agencies were initially notified by email and phone beginning in August of the upcoming survey and were asked to choose which format they would like to offer to their clients. Follow-up contact with agencies who had not responded occurred in September. (See Appendix A for August e-mail). Most agencies chose to offer the survey to their clients using the paper format only, because many of the agencies were not set up to allow client access to computers in a secure location at their facility and many noted their clients lacked access at home to computers. (See Appendix B). 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 two agencies had enough returns to receive a report on the results from their adolescent clients. Just over 68% of all responses from adolescent clients were from one of these agencies. 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 2169 adult clients submitted useable data; 30 from 3 facilities reported electronically, and 2139 from 53 facilities submitted paper forms. The highest proportion of respondents were white (92%), male (51%), between the age of 25 and 44 (43%), and receiving services from an ambulatory facility (33% from a non-intensive outpatient setting and 42% from opioid replacement treatment facilities). For the largest proportion of clients, their highest level of education was high school (45%). More than a third (39.5%) had been receiving treatment at their current facility for more than a year, but another 34.6% had been receiving services there for less than 3 months. Two-thirds (66.7%) of clients surveyed have received treatment for a mental health problem at some point in their lives. Among the surveyed substance abuse clients who reported ever having mental health treatment, 70.9% were currently receiving mental health services. Of those currently receiving mental health treatment, less than half (45%) were receiving mental health services at their current substance abuse treatment facility and over half (51%) were receiving their mental health services elsewhere.

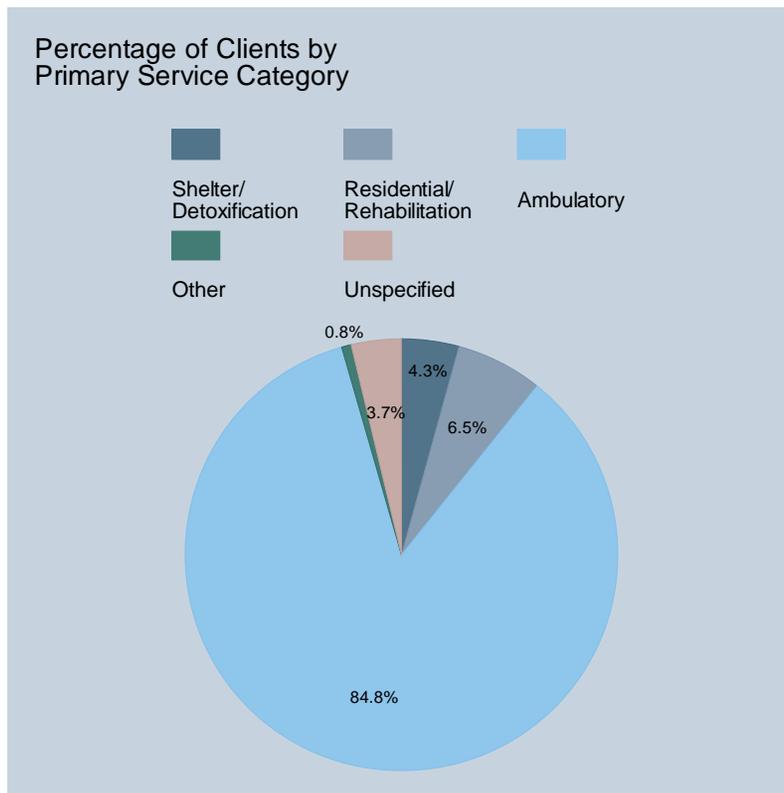
**Results:** *(The results in this report can only be considered the opinions of the survey participants and cannot be generalized to the client population as a whole.)* The mean overall level of satisfaction was 8.5 on a scale of 1 (poor) to 10 (excellent); three out of four clients (74%) gave their facility a score of 8 or better, and one out of three clients (34.9%) 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:** Among the types of facilities with more than 20 responses, clients who gave their experience the highest mean rating were at non-intensive outpatient (8.8), while clients giving the lowest rating were receiving services at shelters (7.5) or halfway houses (7.9).
- **Age Group:** Older clients tended to be more satisfied with their treatment experience than younger clients; clients 19-24 gave the lowest mean rating (8.3), while clients 45-64 gave a mean rating of 8.7.

- **Gender:** Females gave a higher mean rating (8.7) than males (8.4).
- **Race:** Black clients gave their facilities the lowest mean rating, 7.5. White clients gave their facilities the highest mean rating, 8.6.
- **Ethnicity:** Hispanic clients gave their facilities a mean score of 8.2, compared to 8.6 from non-Hispanic clients.
- **Education:** Clients that had less than a high school diploma had the lowest mean satisfaction scores (8.3) and clients with some college education had the second lowest mean satisfaction score (8.4). Clients that were high school graduates and those that were college graduates gave their facilities the highest satisfaction scores of 8.7.
- **Treatment Length:** Treatment length made little difference in the degree of satisfaction reported.
- **Mental Health Services:** Clients receiving mental health services from the same facility as where they received substance abuse treatment, rated their satisfaction higher (8.7) than clients receiving mental services from a different facility (8.5) without a mental health problem (8.6), or those who had received mental health services only in the past (8.4).

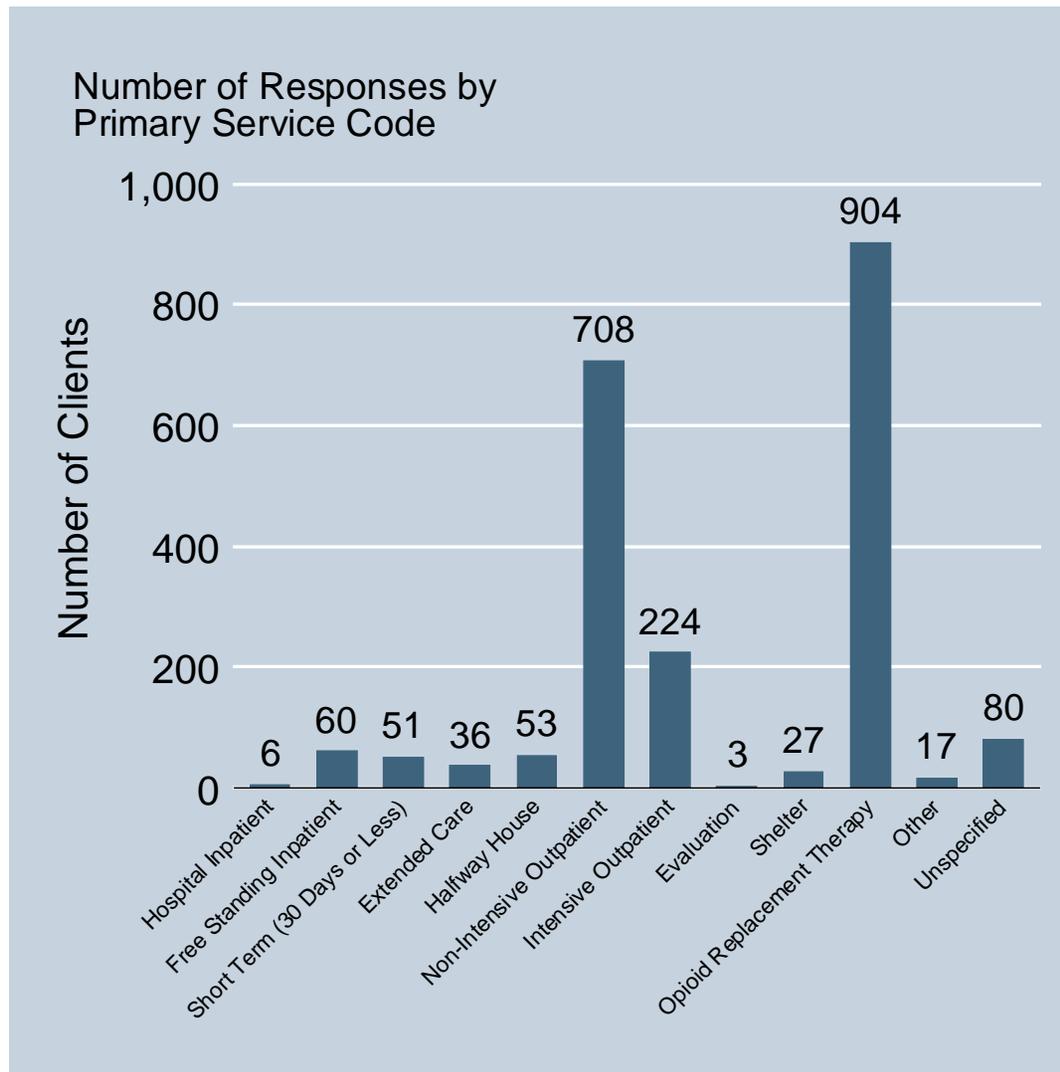
The individual questions on the survey were worded as positive statements with response options ranging from “strongly agree” to “strongly disagree”. In general, the more positively worded the response option was on the survey, the more often it was chosen. Questions about the clients’ satisfaction with facility staff received the highest scores with “How would you rate your relationship with the counseling staff at your present agency?” receiving the highest score among these questions (58.5% said “excellent”). Results about the services received also had high scores with some exceptions. Among questions about services received, 57.1% of clients strongly agreed with the statement, “I like the services that I receive here, they are helpful”. However, there was a drop in the percentage that strongly agreed with the statement, “I was able to get services even though I could not pay,” compared to surveys in previous years. The responses to statements related to *treatment results* were less strongly positive than to statements concerning *services received* or to their relationship with staff. 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 33.7% of clients strongly agreed with the statement, “I do better in social situations” and 39.6% who strongly agreed with the statement, “I am better able to deal with crisis situations that used to be a problem for me”.

If you would like further information about this report, contact Stephen Corral (e-mail: [stephen.corral@maine.gov](mailto:stephen.corral@maine.gov); phone: 207-287-2964).

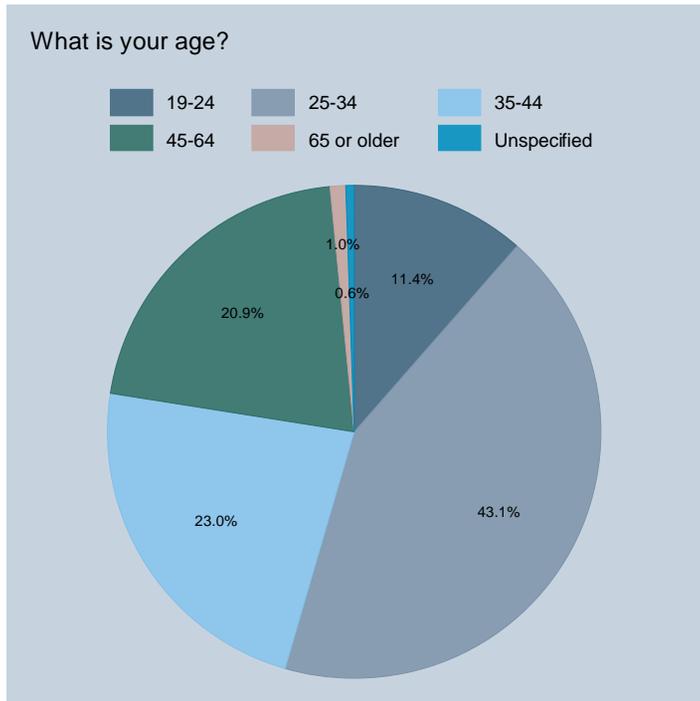


Primary Service Category	Number of Responses	Percentage
Shelter/ Detoxification	93	4.3%
Residential/ Rehabilitation	140	6.5%
Ambulatory	1839	84.8%
Other	17	0.8%
Unspecified	80	3.7%
Total	2169	100.0%

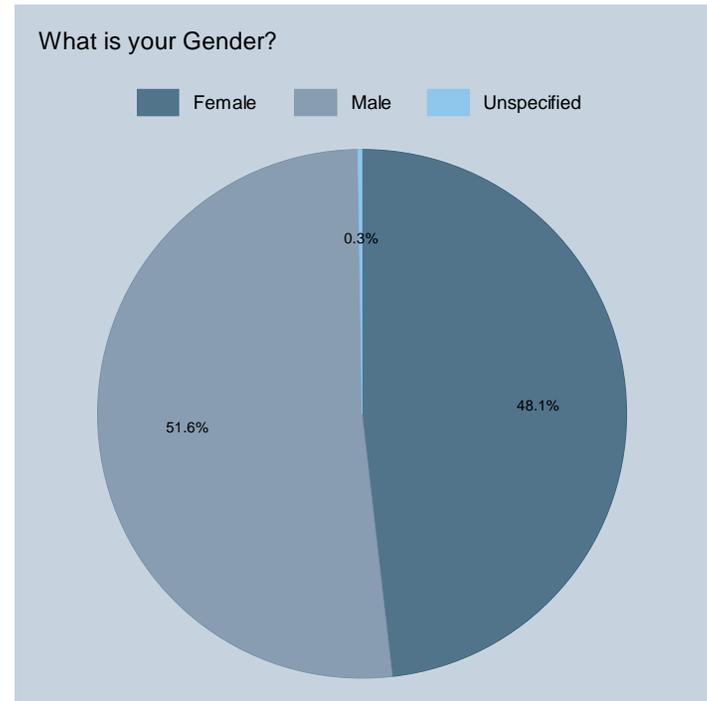
Of the 2,169 surveys received, 1,839 (84.8%) were from client at Ambulatory facilities; an additional 140 (6.5%) were from clients in residential/rehabilitation settings, and 93 (4.3%) were from clients at shelter/detox facilities.



The graph above shows the number of respondents by the services they were receiving at the time of the survey. The largest number, 904 (41.7%), were receiving opioid replacement therapy; another 708 (32.6%) were receiving non-intensive outpatient services and 224 (10.3%) were receiving intensive outpatient services.

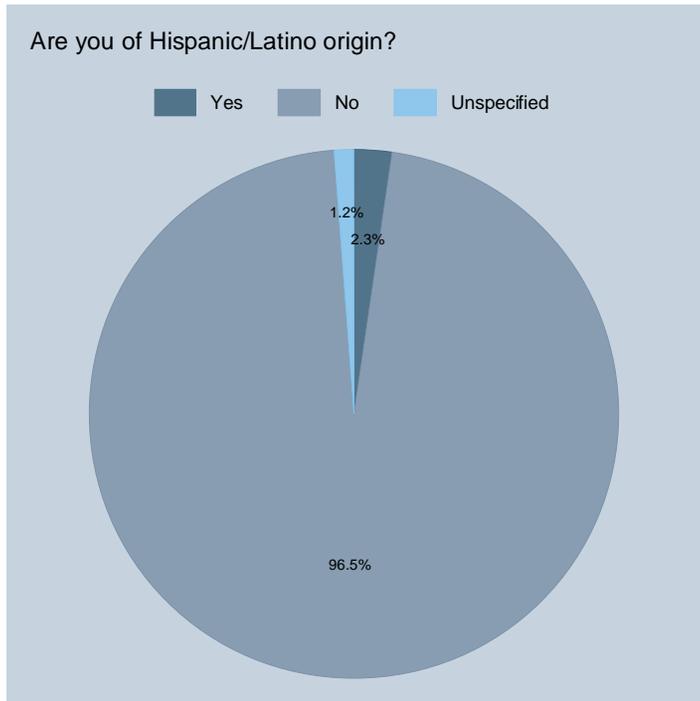


Age Group	Number of Responses	Percentage
19-24	248	11.4%
25-34	935	43.1%
35-44	499	23.0%
45-64	453	20.9%
65 or older	22	1.0%
Unspecified	12	0.6%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>

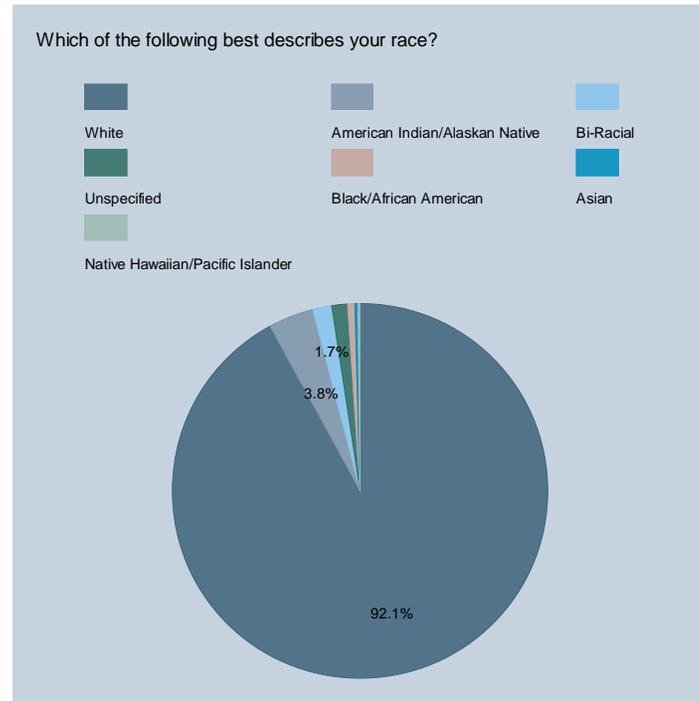


Gender	Number of Responses	Percentage
Female	1044	48.1%
Male	1119	51.6%
Unspecified	6	0.3%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>

Of the 2,169 clients who gave their age, 935 (43.1%) were between the ages of 25 and 34. Clients between the ages of 35-44 (23%) and those 45-64 (20.9%) were about equally represented; only 1% were 65 or older. 51.6% of the clients responding to the survey were males and 48.1% were females.

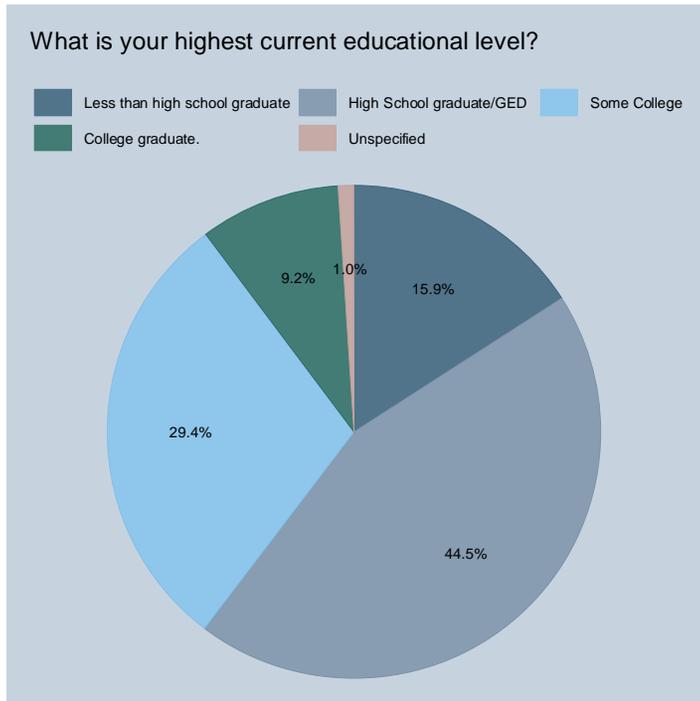


Hispanic/ Latino Status	Number of Responses	Percentage
Non-Hispanic/ Non-Latino	2093	96.5%
Hispanic/ Latino	50	2.3%
Unspecified	26	1.2%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>

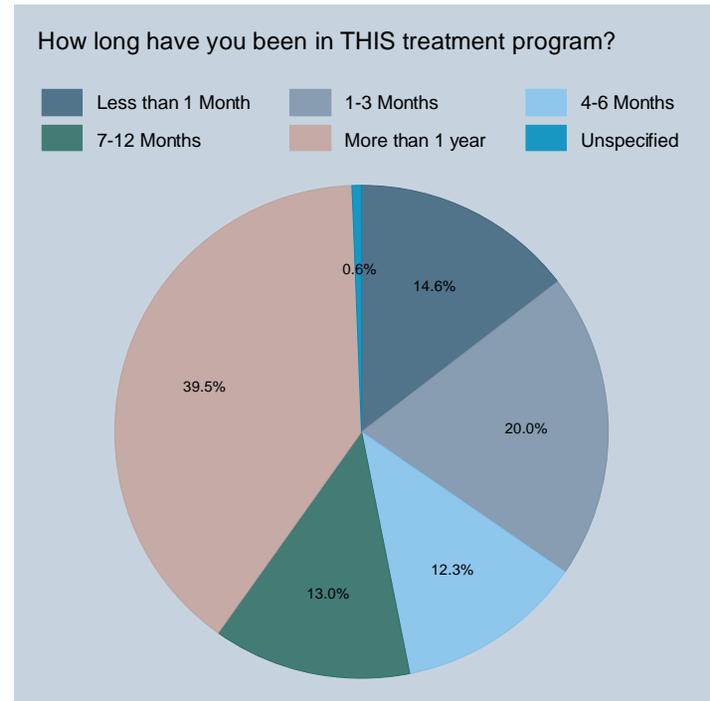


Racial Category	Number of Responses	Percentage
American Indian/ Alaskan Native	83	3.8%
Asian	7	0.3%
Black/ African American	13	0.6%
Native Hawaiian/ Pacific Islander	3	0.1%
White	1997	92.1%
Bi-Racial	37	1.7%
Unspecified	29	1.3%
<b>Total</b>	<b>2169</b>	<b>100.0</b>

Broken down by race, 1,997 (92.1%) of the respondents described themselves as white; another 83 (3.8%) were Native American, 13 (0.6%) were black, and 47 (2.1%) were another race or bi-racial. Among the client responding to the survey, 50 (2.3%) described themselves as Hispanic.

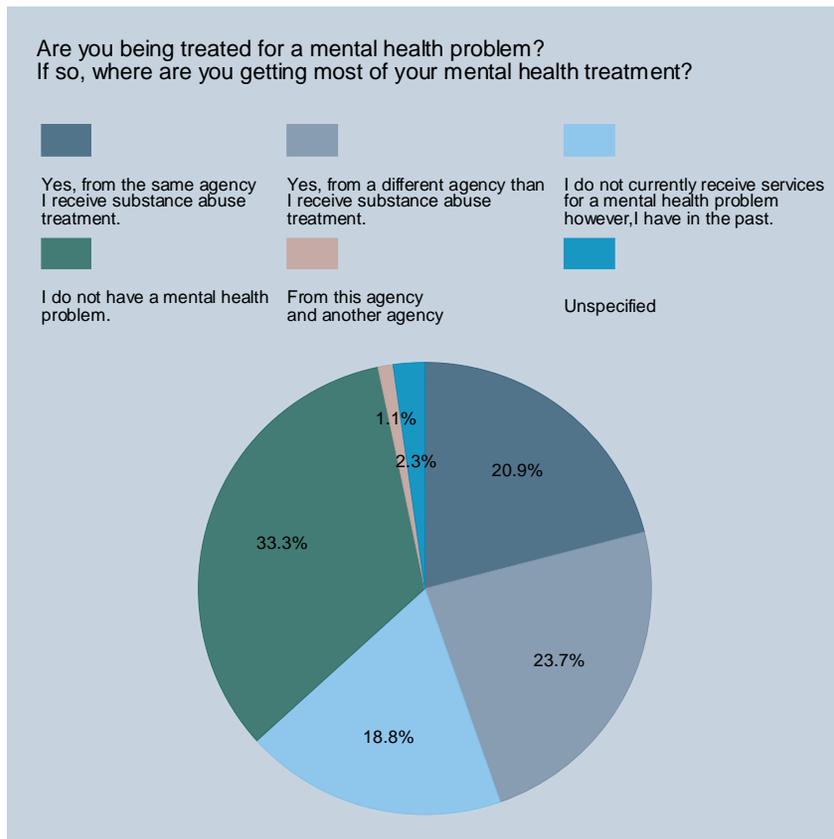


Education	Number of Responses	Percentage
Less than high school graduate	345	15.9%
High School graduate/ GED	965	44.5%
Some College	637	29.4%
College graduate	200	9.2%
Unspecified	22	1.0%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>



Length of Treatment	Number of Responses	Percentage
Less than 1 Month	316	14.6%
1-3 Months	434	20.0%
4-6 Months	266	12.3%
7-12 Months	283	13.0%
More than 1 year	857	39.5%
Unspecified	13	0.6%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>

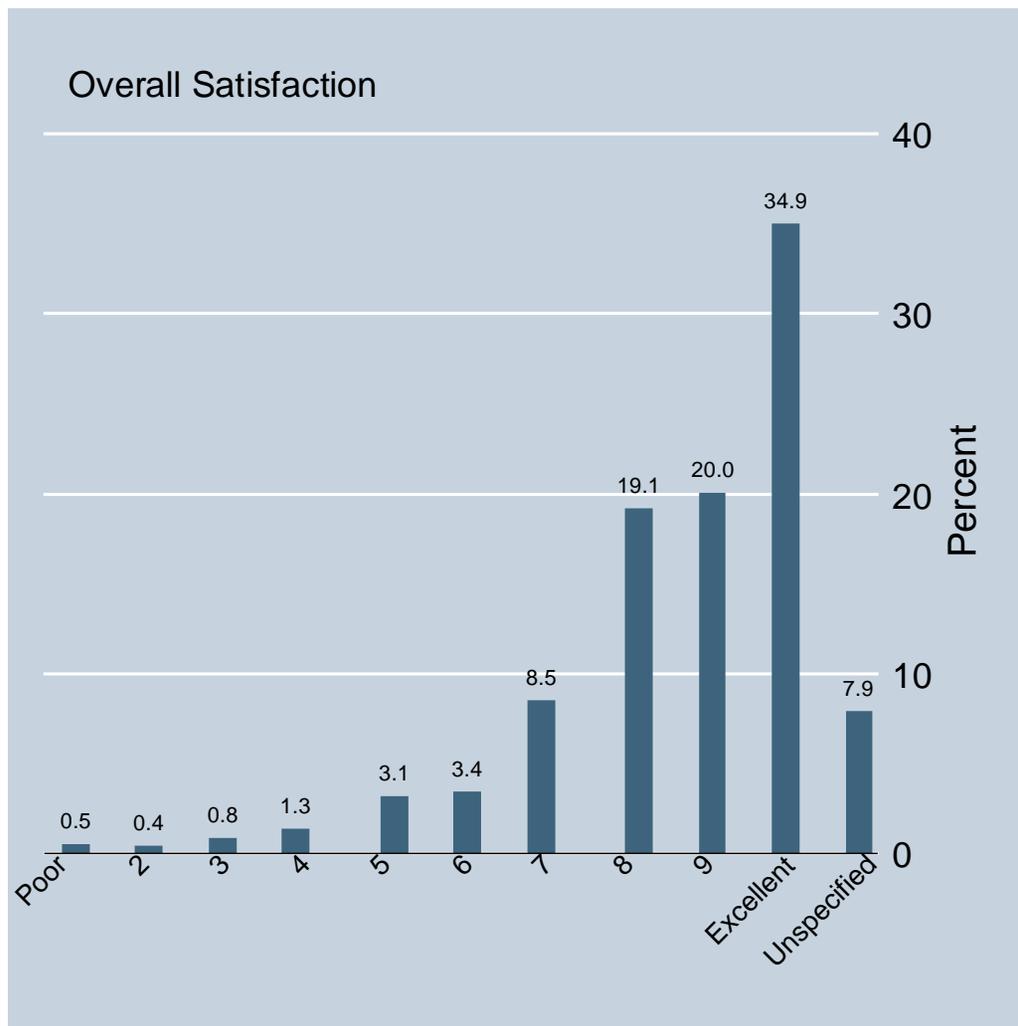
The largest number of adult respondents, 965 (44.5%), reported that a high school diploma or the equivalent was their highest level of education. Another 637 (29.4%) had some college experience, and 200 (9.2%) were college graduates; 345 (17%) did not have a high school diploma. Nearly 2 in 5 clients (39.5%) had been in treatment at their present facility for more than 1 year, reflecting the high proportion of respondents receiving Opioid Replacement Therapy (ORT).



Location of Mental Health Services	Number of Responses	Percentage
Yes, from the same agency I receive substance abuse treatment.	454	20.9%
Yes, from a different agency than I receive substance abuse treatment.	513	23.7%
I do not currently receive services for a mental health problem however, I have in the past.	407	18.8%
I do not have a mental health problem.	723	33.3%
From this agency and another agency	23	1.1%
Unspecified	49	2.3%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>

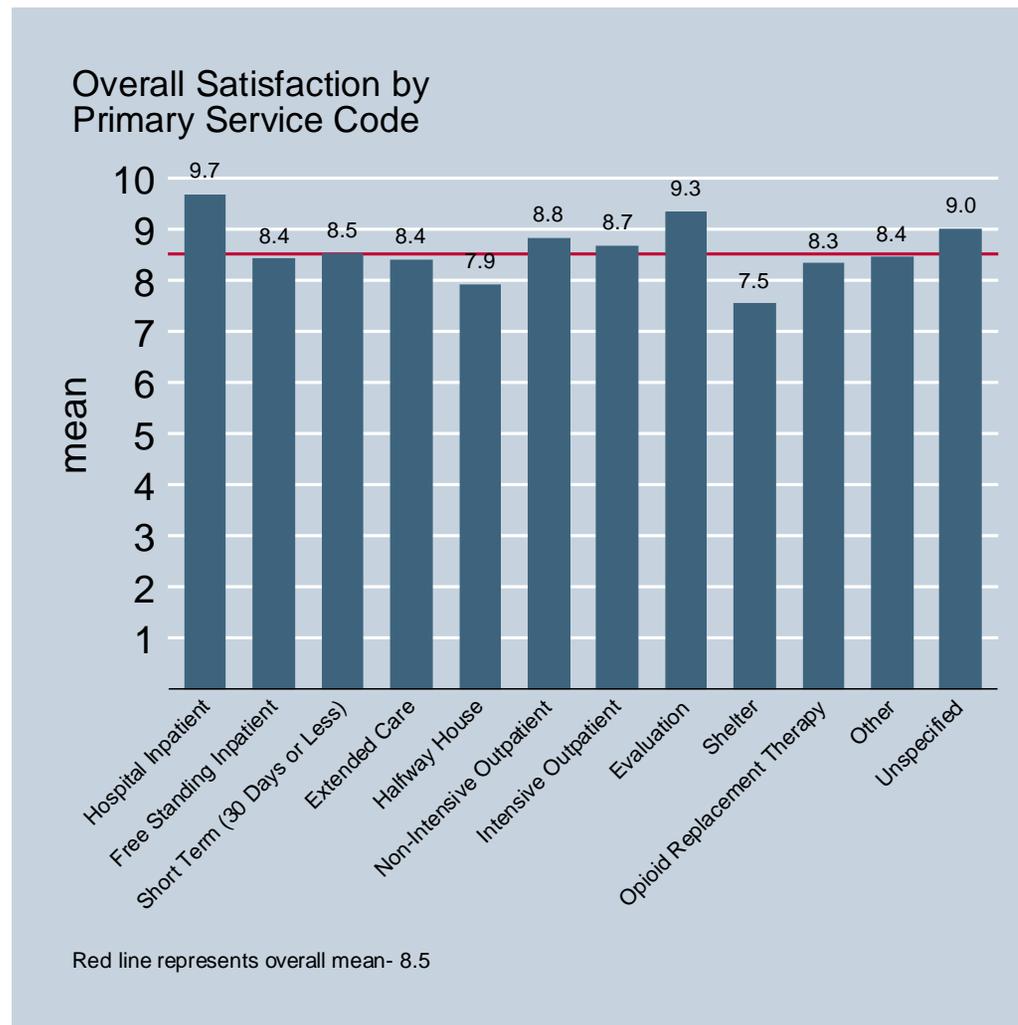
Broken down by location of mental health services, two-thirds (66.7%) of clients surveyed have received treatment for a mental health problem at some point in their lives. Of the 1397 clients who have ever received mental health services, 70.9% are currently receiving mental health treatment. Of the 990 clients who said that they were currently being treated for a mental health problem, 454 (45.8%) were being treated at the same facility where they were receiving their substance abuse treatment, and 236 (51.8%) were receiving their mental health services at another facility.

## Overall Satisfaction

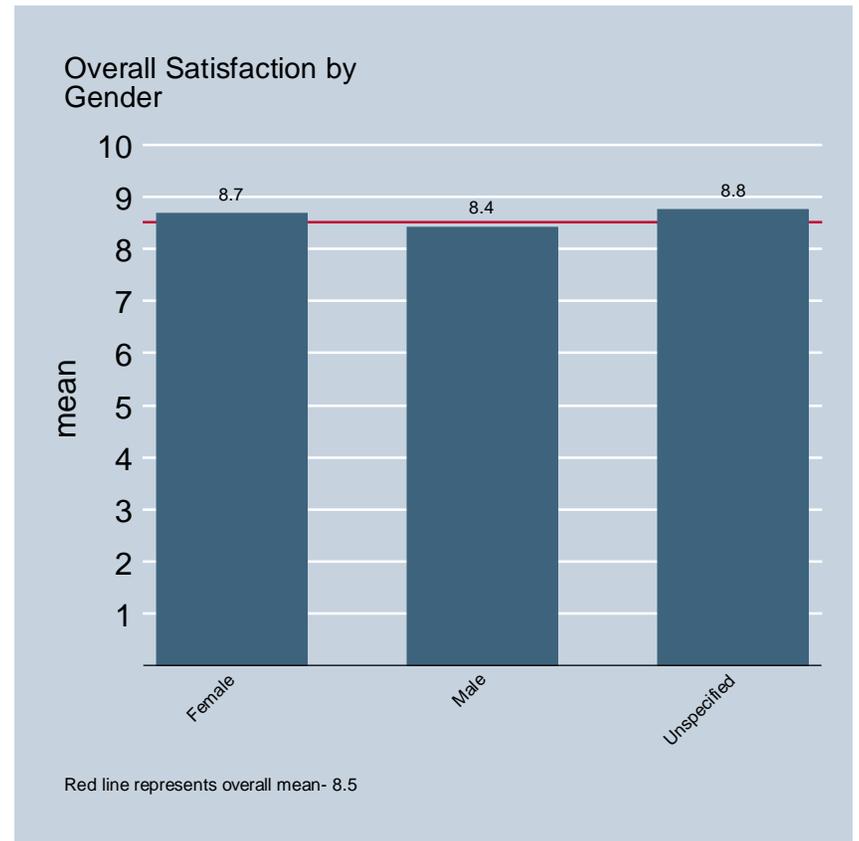
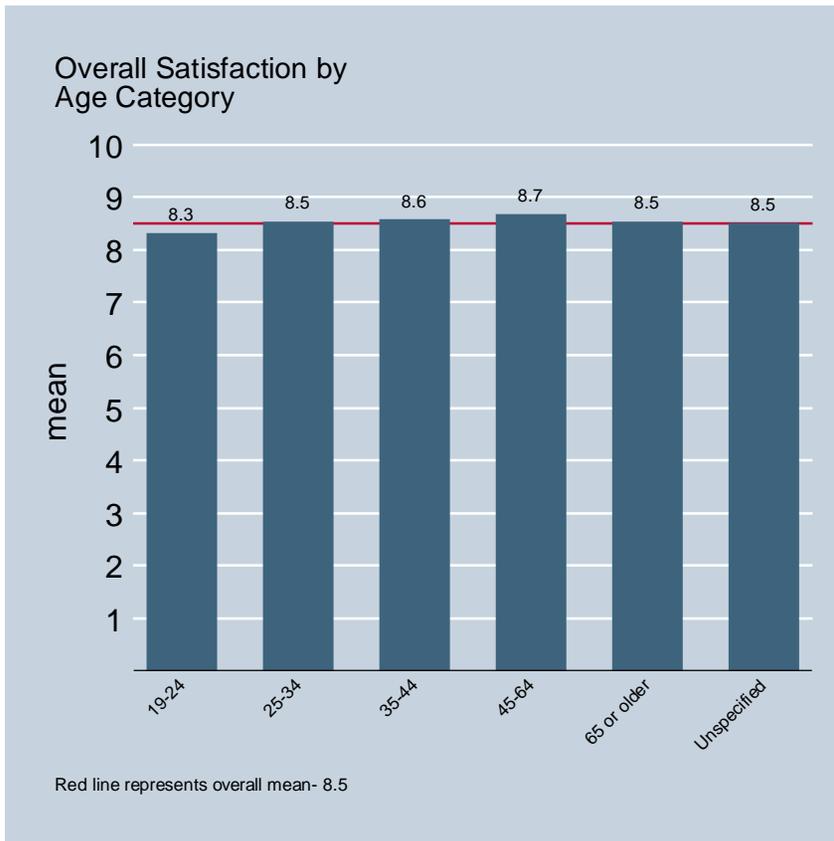


Rating Scale	Number of Responses	Percentage
Poor	11	0.5%
2	9	0.4%
3	17	0.8%
4	29	1.3%
5	68	3.1%
6	73	3.4%
7	184	8.5%
8	415	19.1%
9	434	20.0%
Excellent	758	34.9%
Unspecified	171	7.9%
<b>Total</b>	<b>2169</b>	<b>100.0%</b>
<b>Mean Level of Satisfaction = 8.5</b>		

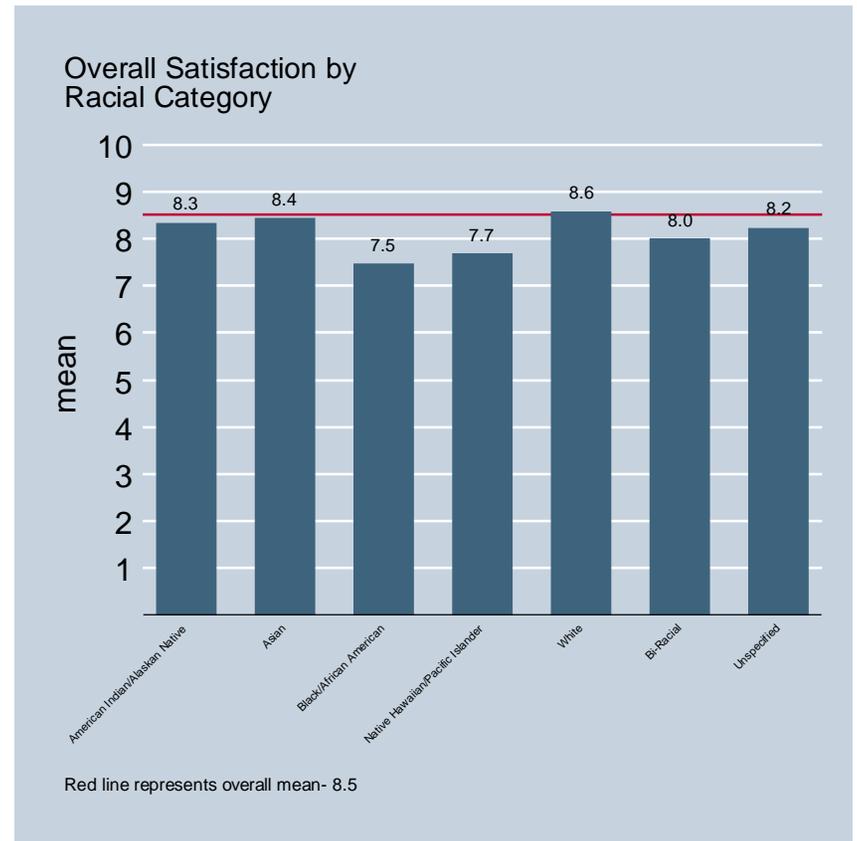
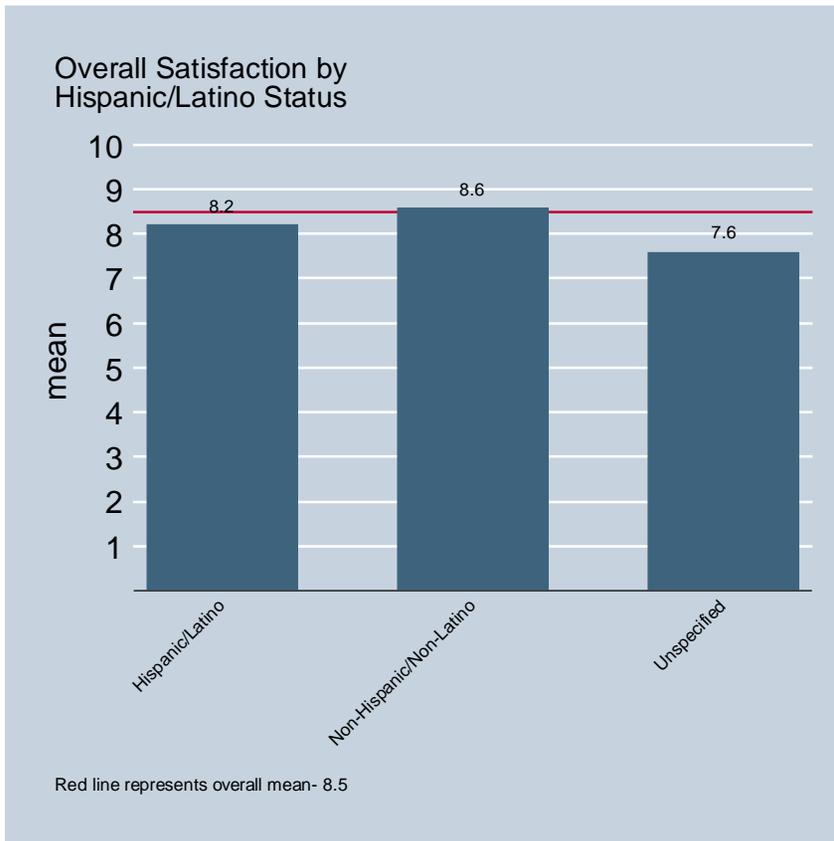
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 8.5. Almost three-quarters (74%) rated their overall satisfaction with their current treatment facility as 8 or higher, and more than one in three (34.9%) rated their experience as 10. Only 3% of respondents rated their experience as 4 or lower.



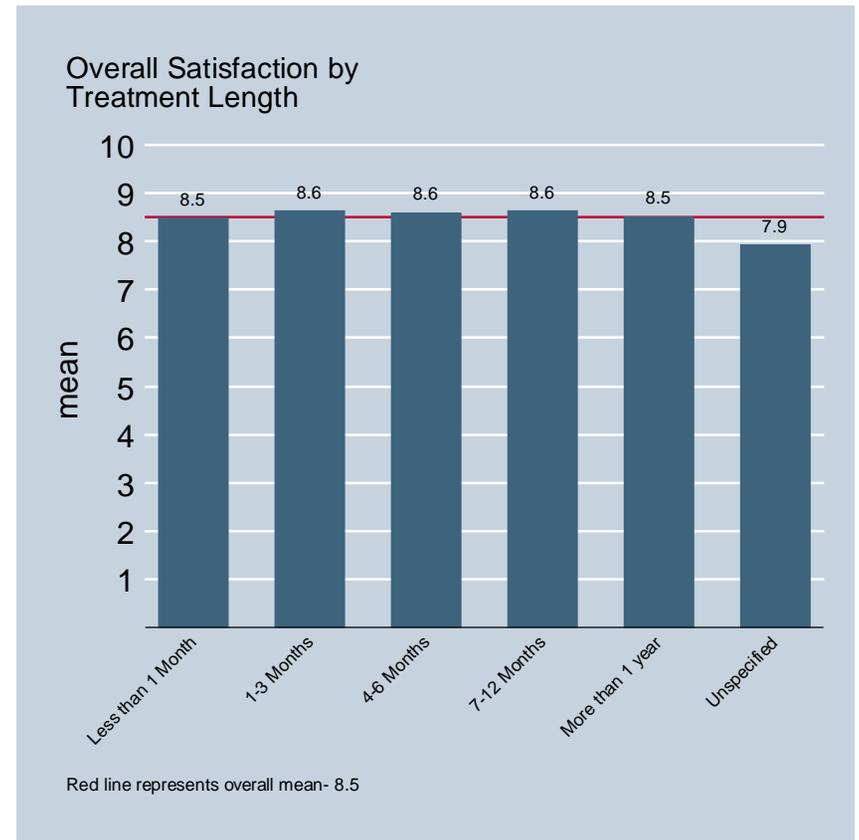
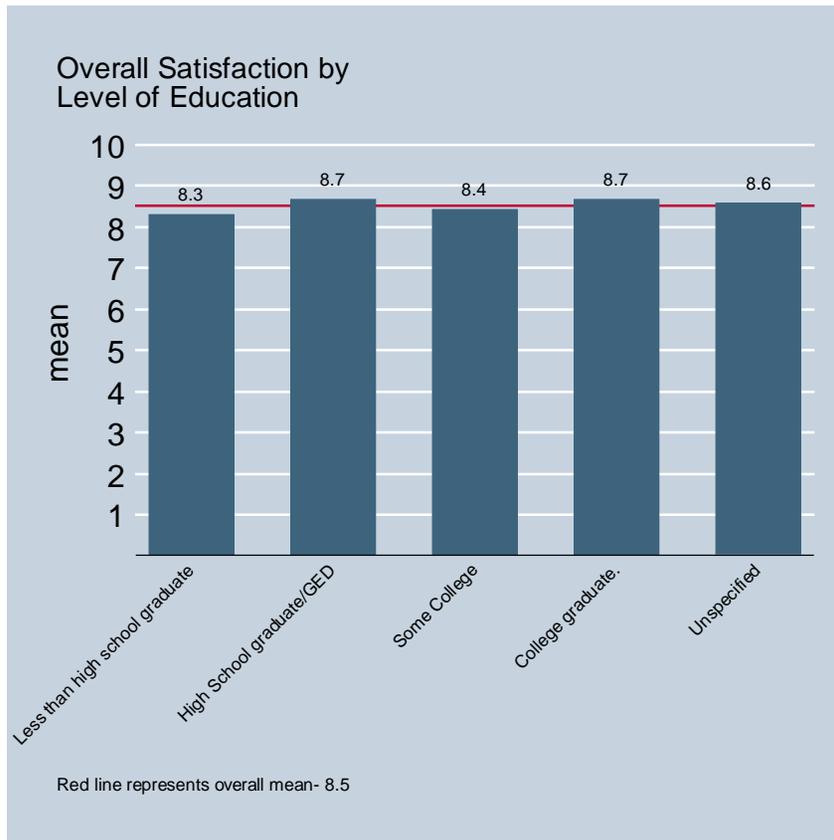
The above graph shows the mean satisfaction scores by types of services the client receives. The highest mean satisfaction scores are the service types with the fewest number of responses. The lowest mean satisfaction score 7.5, was among the 27 clients who were reported to have shelter services. Among the service types with the highest number of responses, non-intensive outpatient, intensive outpatient, and opioid replacement therapy clients had mean satisfaction scores close to the overall average.



None of the average satisfaction scores for the 5 age categories differed from the overall score by more than 0.2 points. Similarly, the average satisfaction scores for females and males were close to the overall mean score.

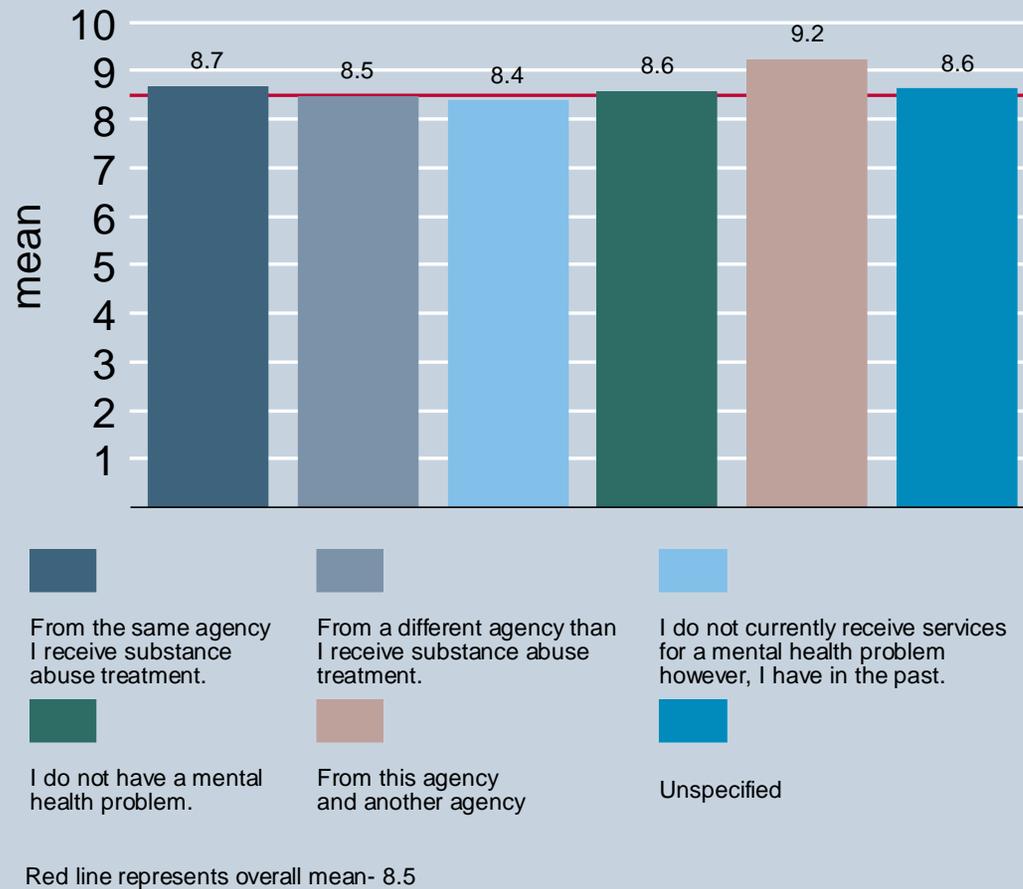


Clients who reported to be Latino or Hispanic had a slightly lower average satisfaction score, 8.2, than those who reported not to have Latino or Hispanic status, whose average satisfaction score was 8.6. The racial categories with the lowest satisfaction scores also had some of the lowest number of responses. The categories with the highest number of responses, American Indian/ Alaskan Native and Whites, had satisfaction scores that were within 0.2 points of the overall mean.



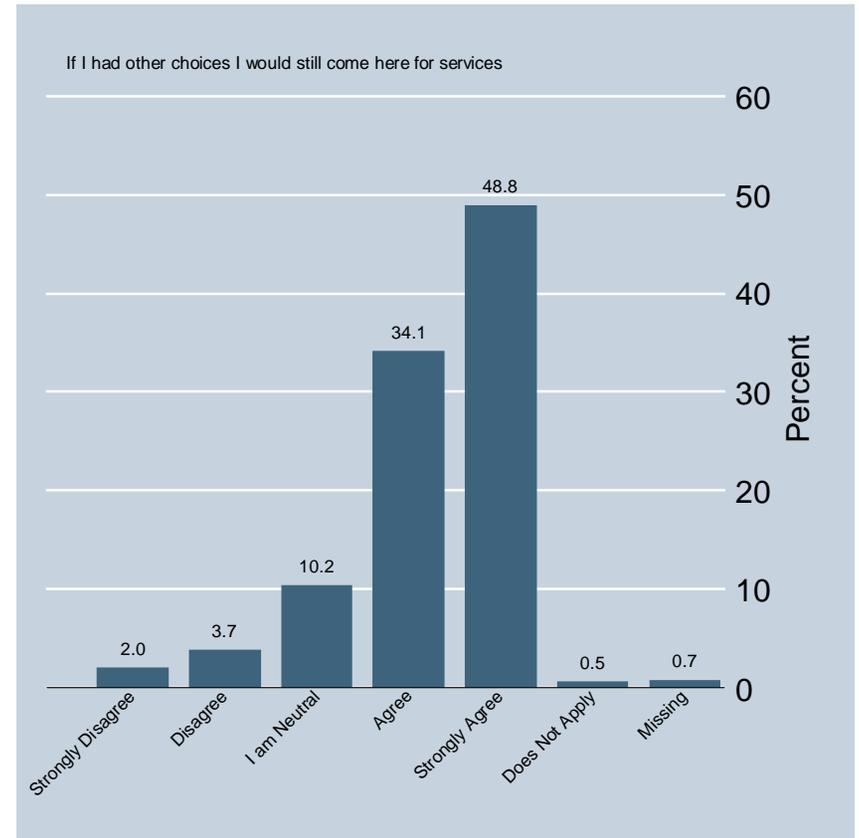
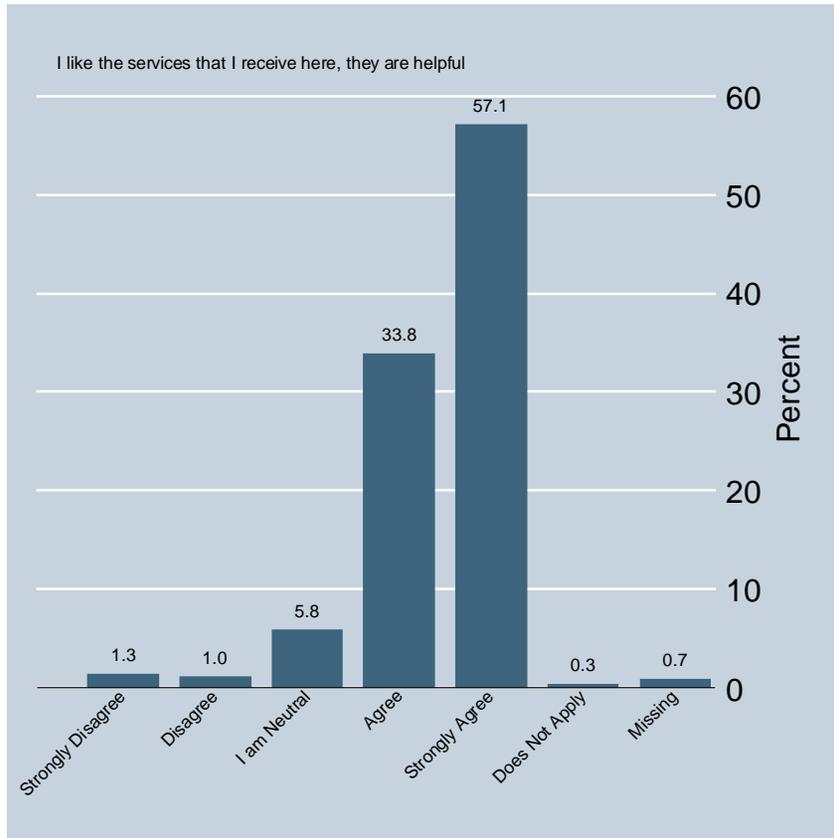
Level of education made little difference in the average client satisfaction score. Likewise, the average client satisfaction score remained consistent regardless of length of treatment stay.

## Overall Satisfaction by Location of Mental Health Services

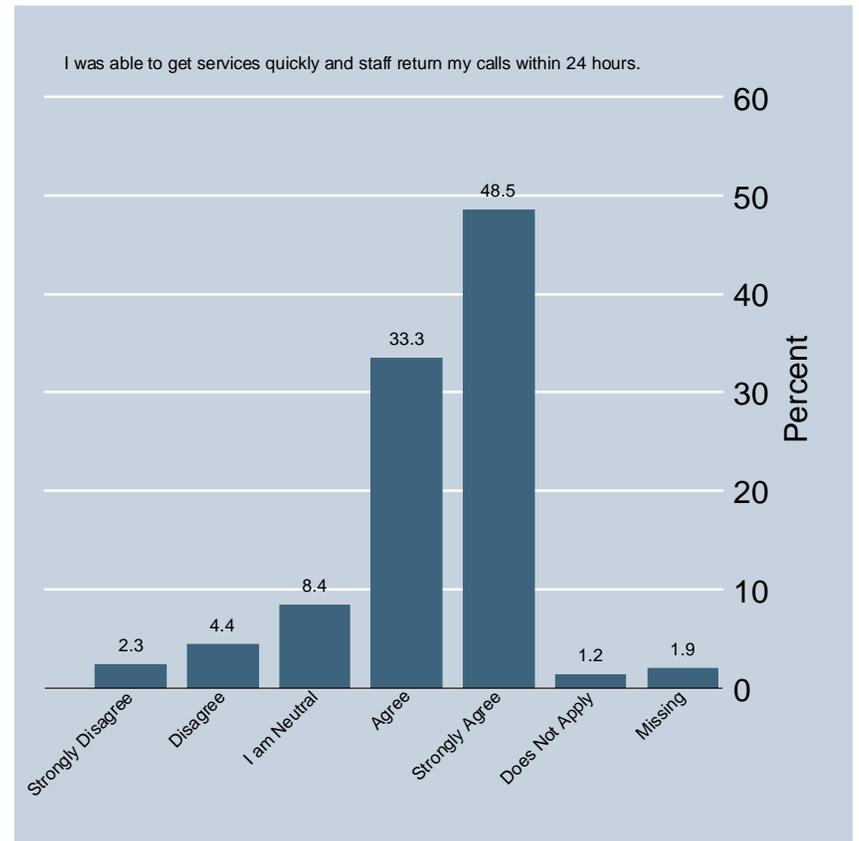
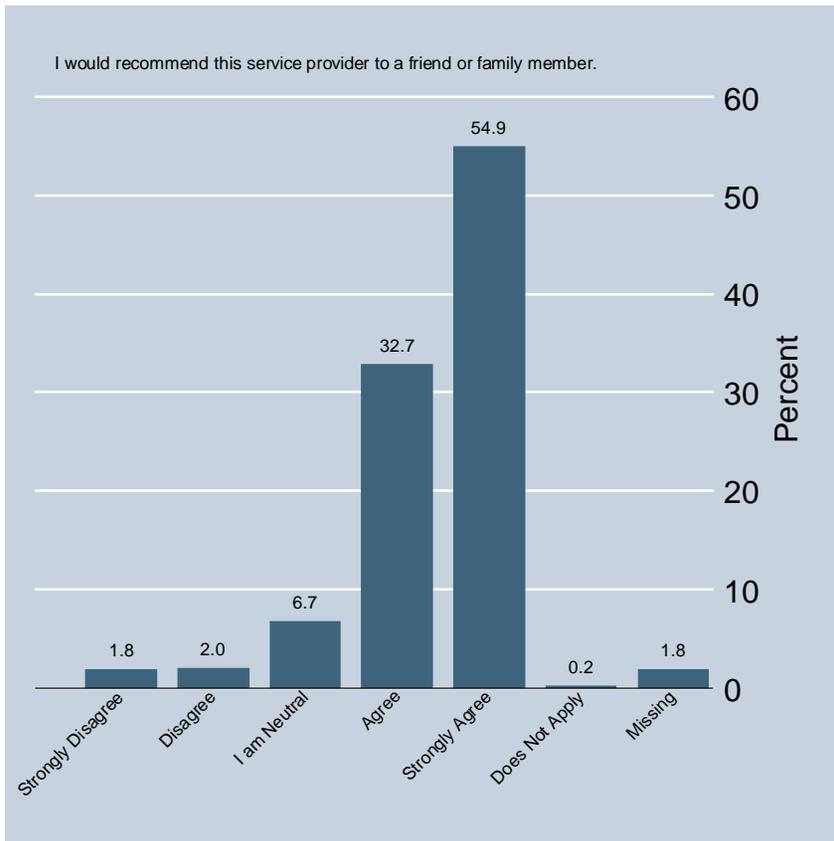


Clients who reported to receive mental health services from multiple agencies had the highest level of satisfaction with their substance abuse treatment facility. Satisfaction scores in all other categories of location of mental health services had little difference with the overall mean.

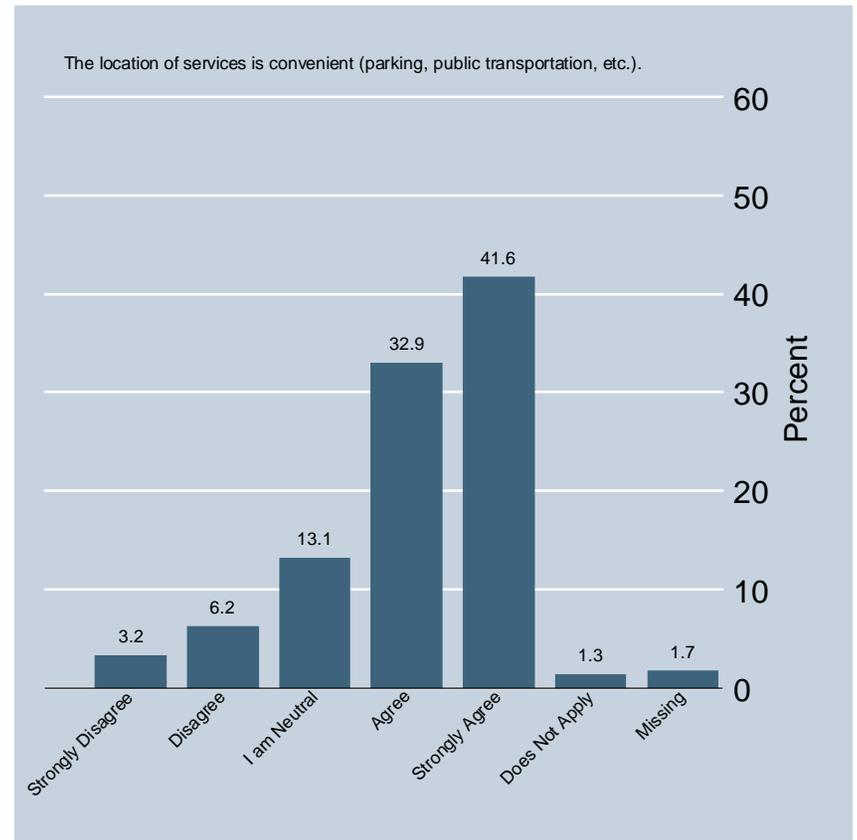
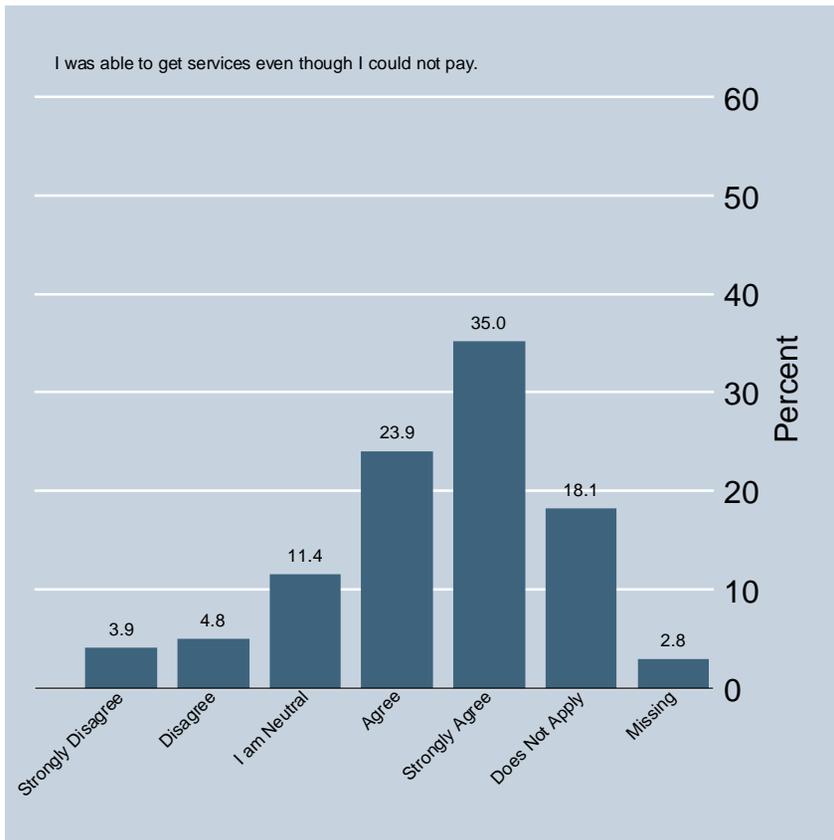
## RESPONSES TO SPECIFIC QUESTIONS - SERVICES



The vast majority of clients liked the services they received at the substance abuse treatment facility and thought it was helpful. Approximately 90.9% agreed or strongly agreed with the statement “I like the services that I receive here, they are helpful “ with 57.1% of clients strongly agreeing with this statement. By comparison, a smaller majority of respondents, 82.9%, agreed or strongly agree with the statement, “If I had other choices I would still come here for services.”

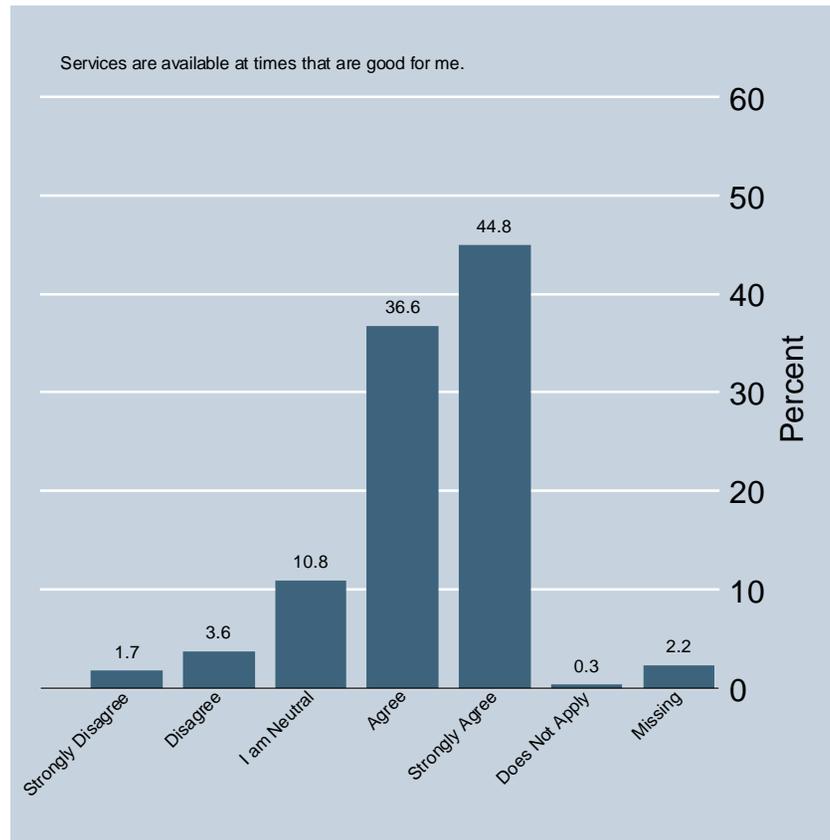


The vast majority of clients would recommend the facility to a friend or family member. Approximately, 87.6% agreed or strongly agreed with this statement with 54.9% strongly agreeing with this statement. Also, the majority of respondents, with 81.8% agreeing or strongly agreeing, felt they could quickly get services and have calls returned within 24 hours.



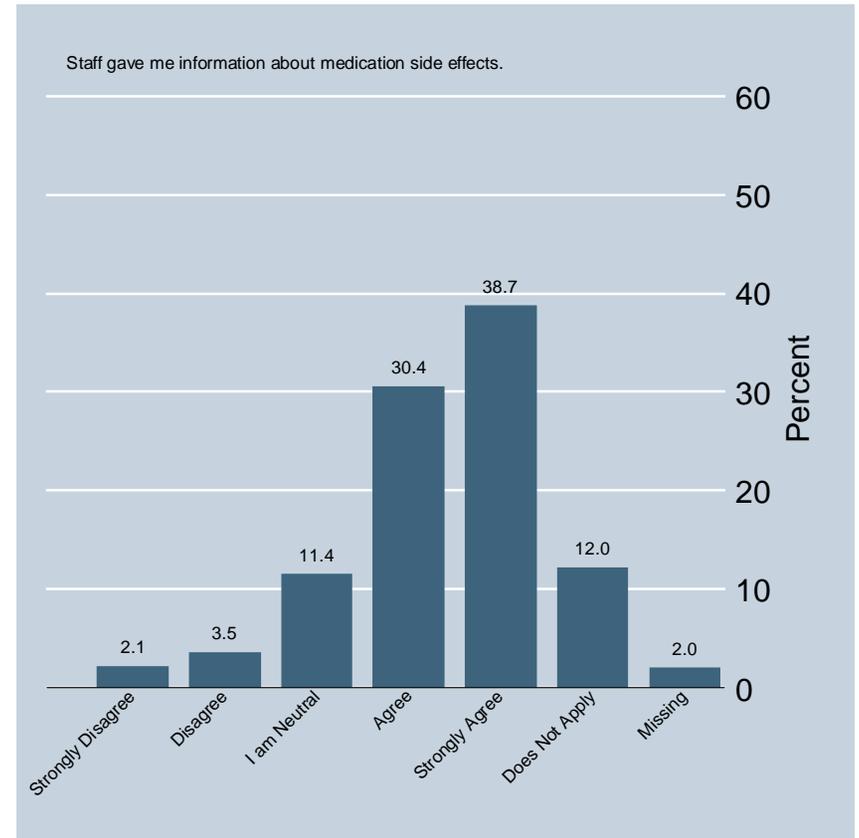
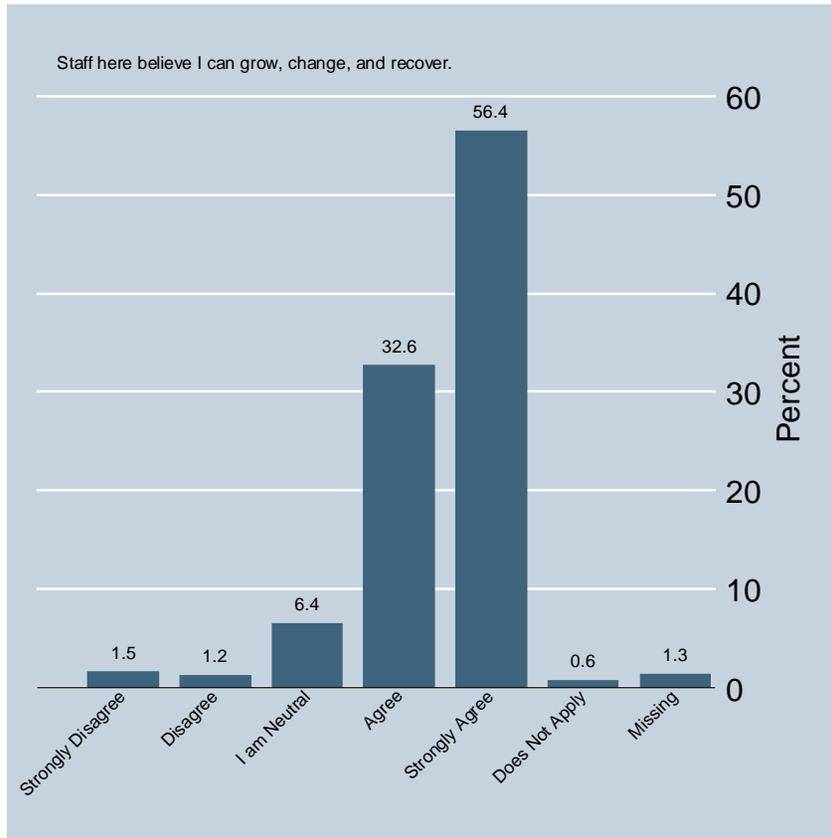
Most clients, 58.9% agreeing or strongly agreeing, that they could get services even though they could not pay. Only 35% strongly agreed with this statement. This is the lowest percentage that strongly agreed with this statements about services received. Excluding those that responded “Does not apply”, however, 42.7% strongly agreed that they could get services even they could not pay. Comparing this to Client Satisfaction Surveys given in 2008-2011, this is the lowest percentage of respondents who have strongly agreed with this statement. Previously the percentage that strongly agreed fluctuated between 44%-46%.

More clients, with 74.5% strongly agreeing or agreeing, thought the location of services were convenient.

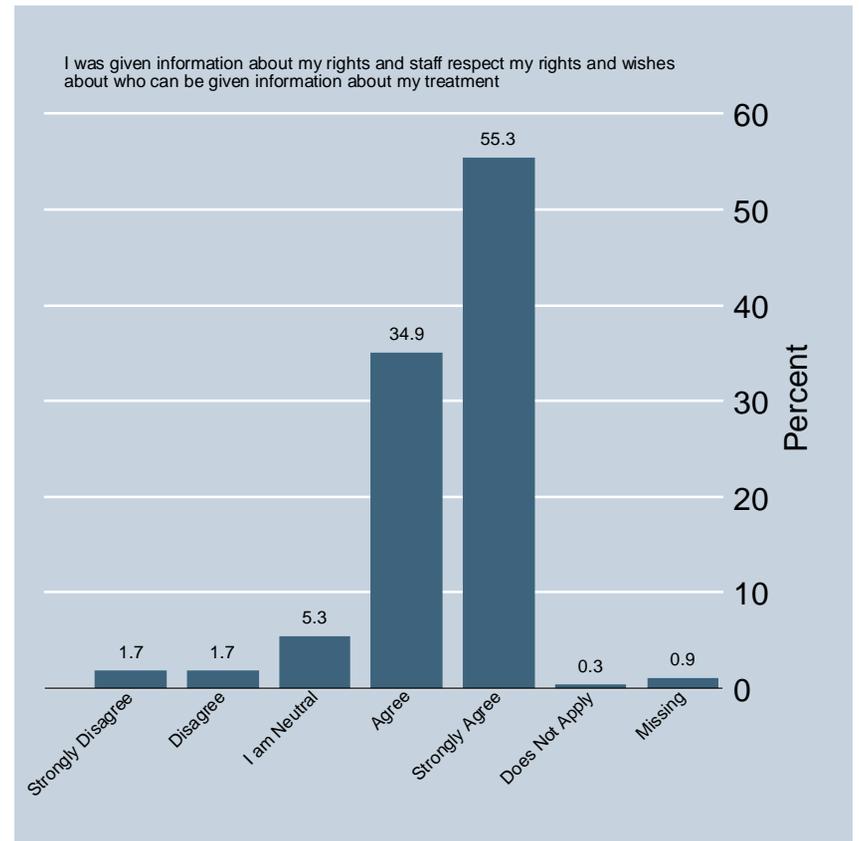
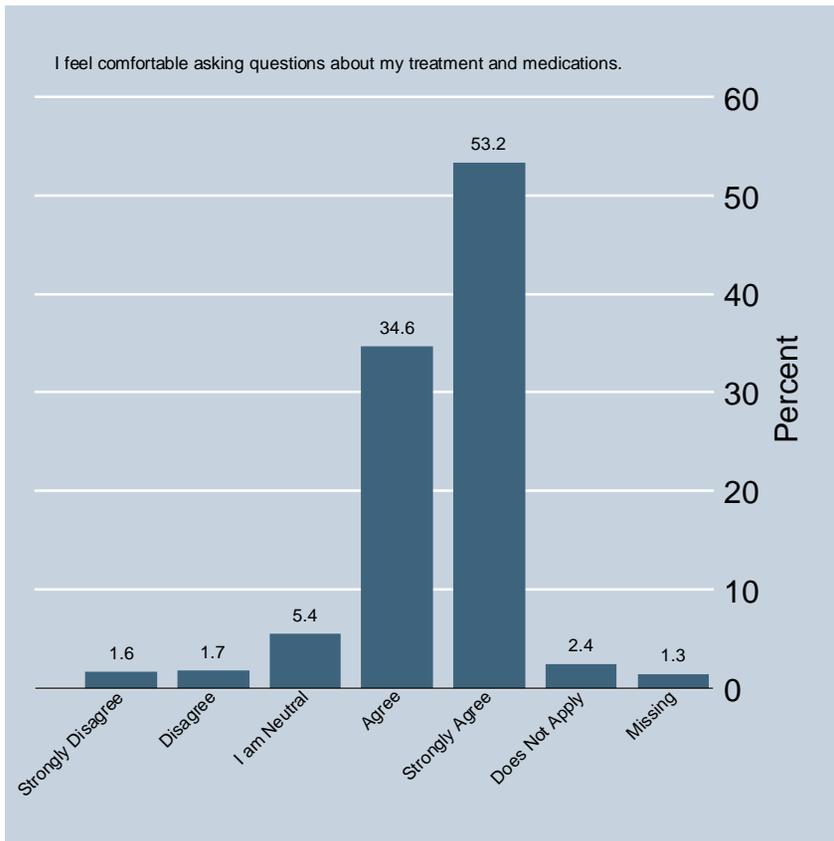


The vast majority of clients also agreed with 81.4% agreeing or strongly agreeing that the services were available at times convenient to them.

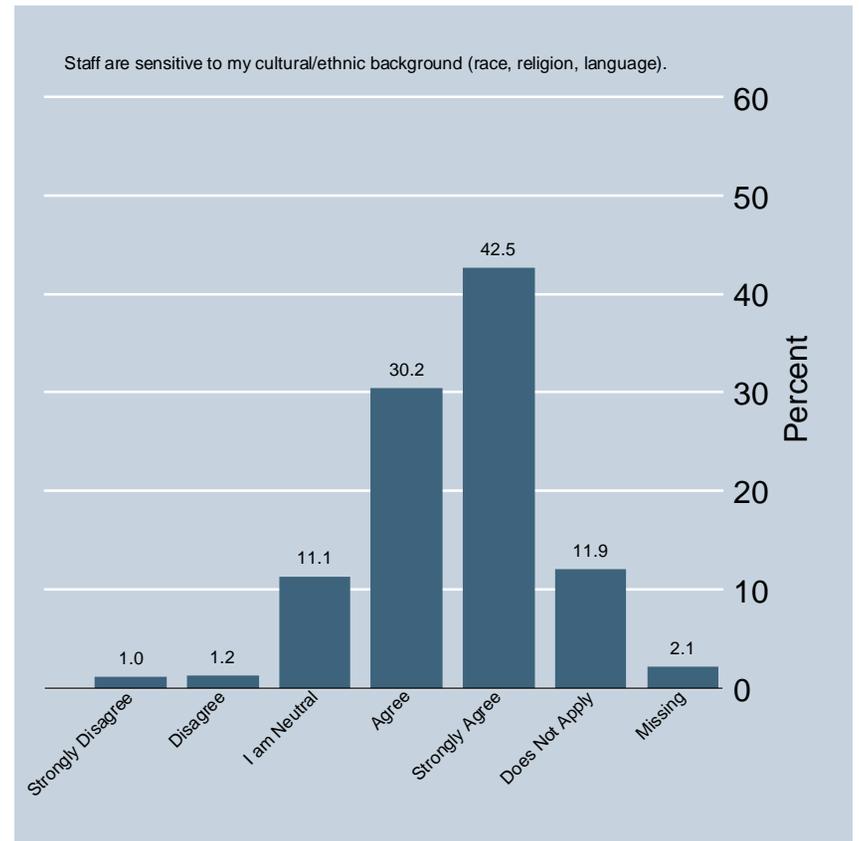
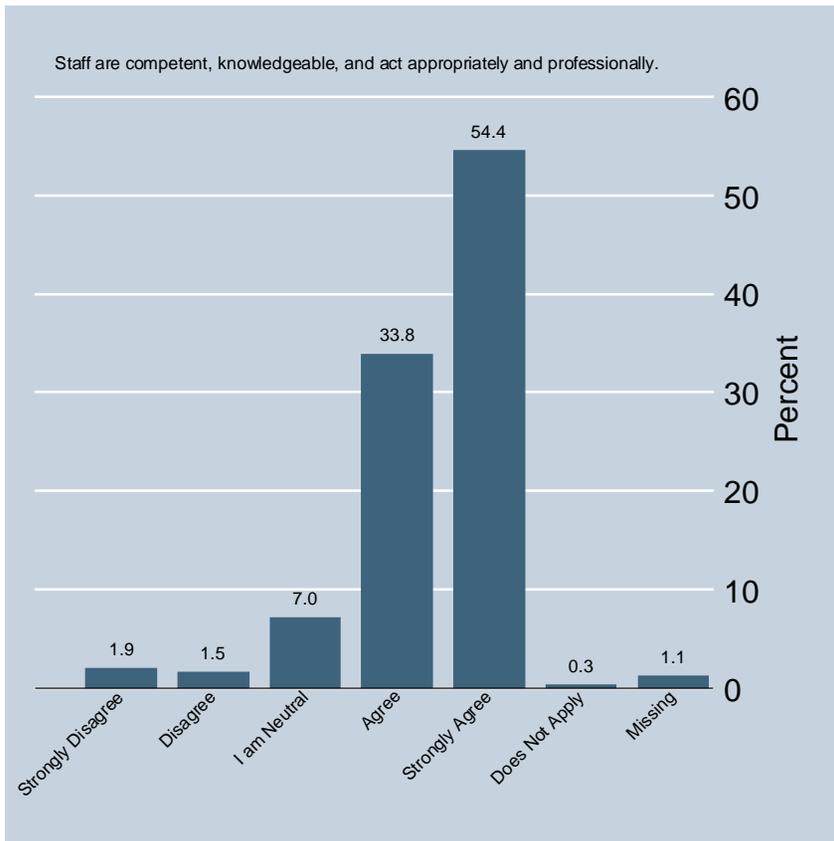
## RESPONSES TO SPECIFIC QUESTIONS – STAFF



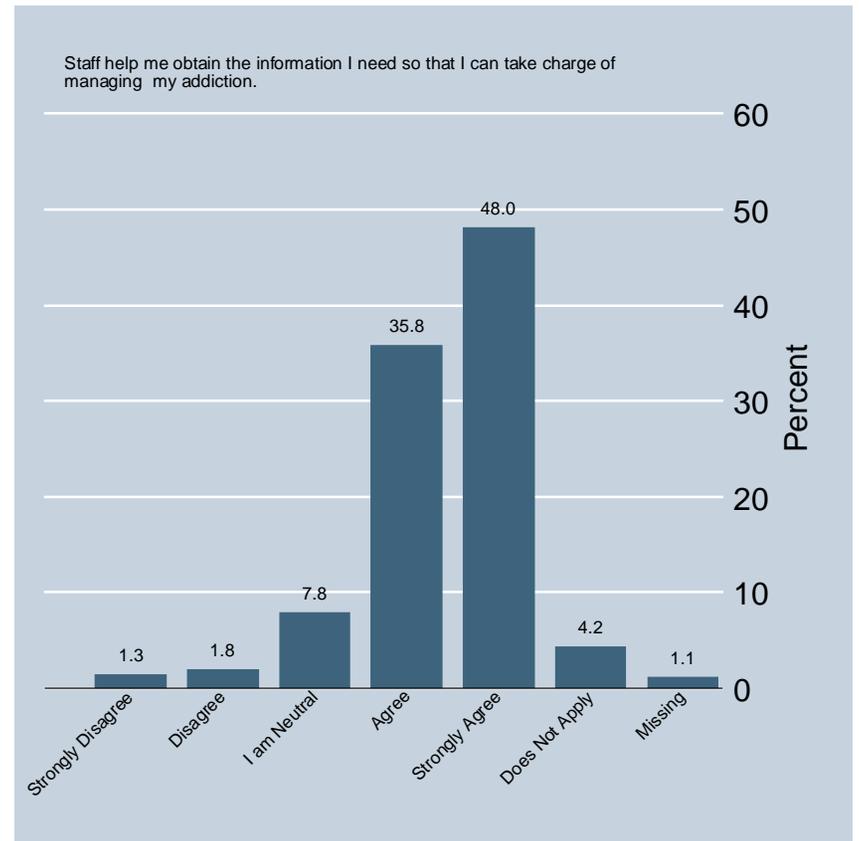
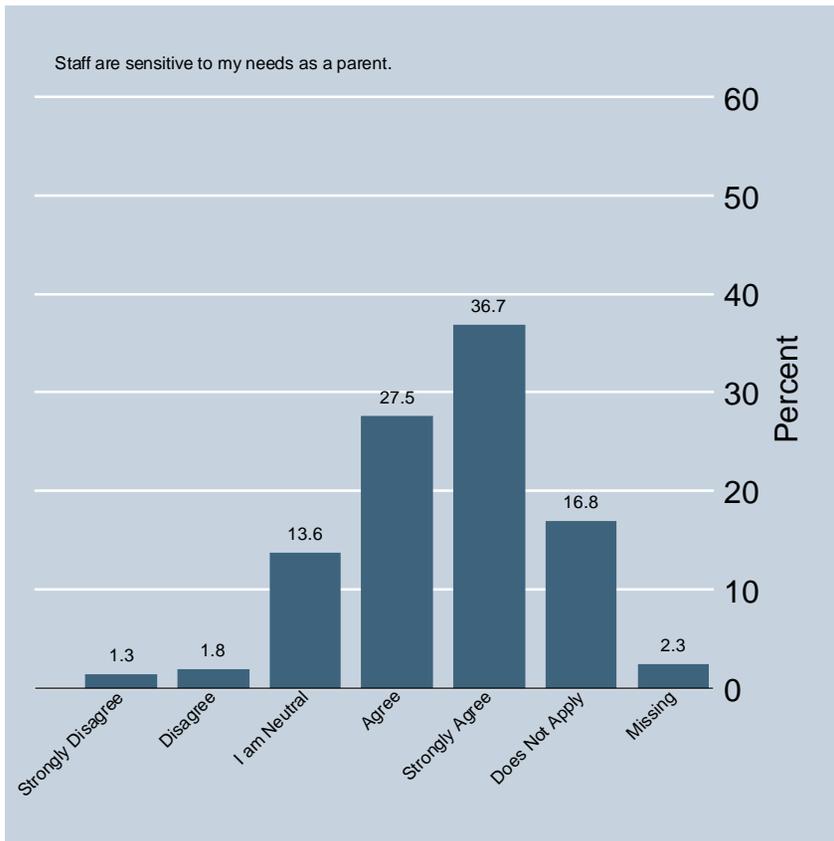
Almost 9 out of 10 clients agreed or strongly agreed with the statement “Staff here believe that I can grow, change and recover”. There is a dip in the number of clients that strongly agree with this statement, 56.4% in 2012, compared to last year, when it was 66.5%. Over two-thirds of clients agree or strongly agree that staff provide information about medication side effects (69.1%).



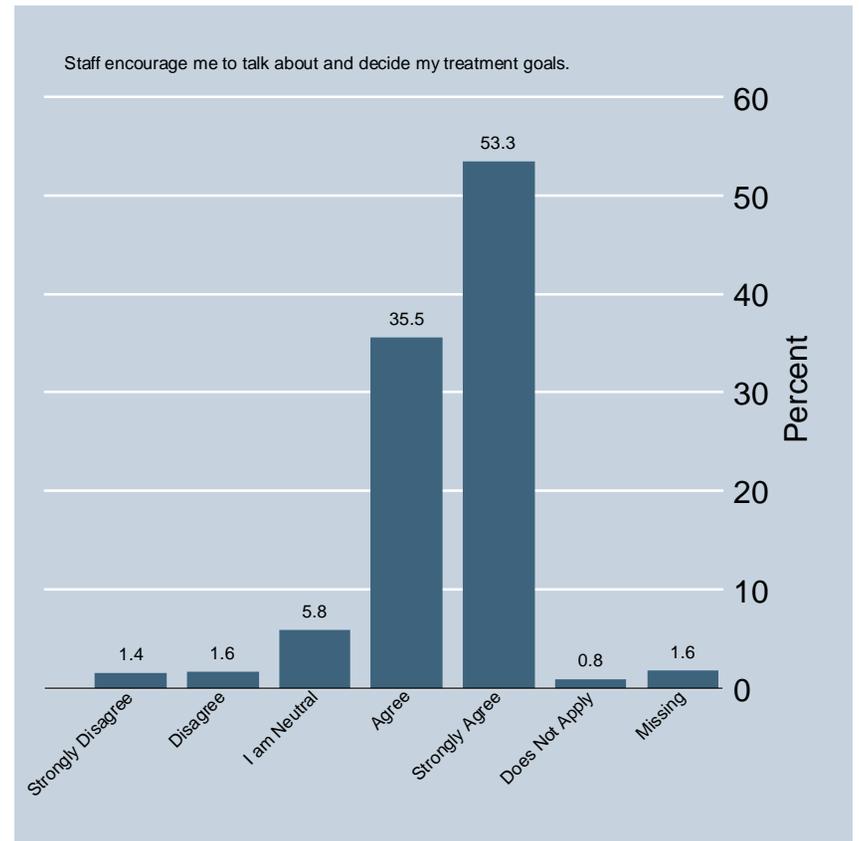
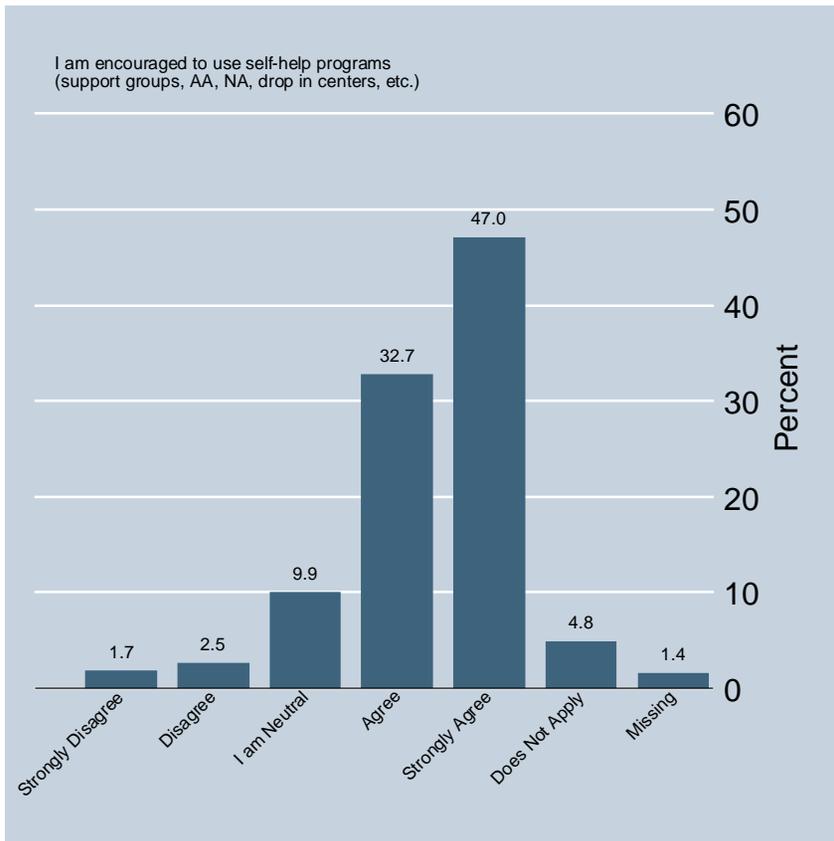
The overwhelming majority of clients say they feel comfortable asking about their treatment and medication. 87.8% of Client strongly agreed or agreed with this statement. Similarly 90.2% of clients strongly agreed or agreed that they are given information about their rights and felt their rights were respected.



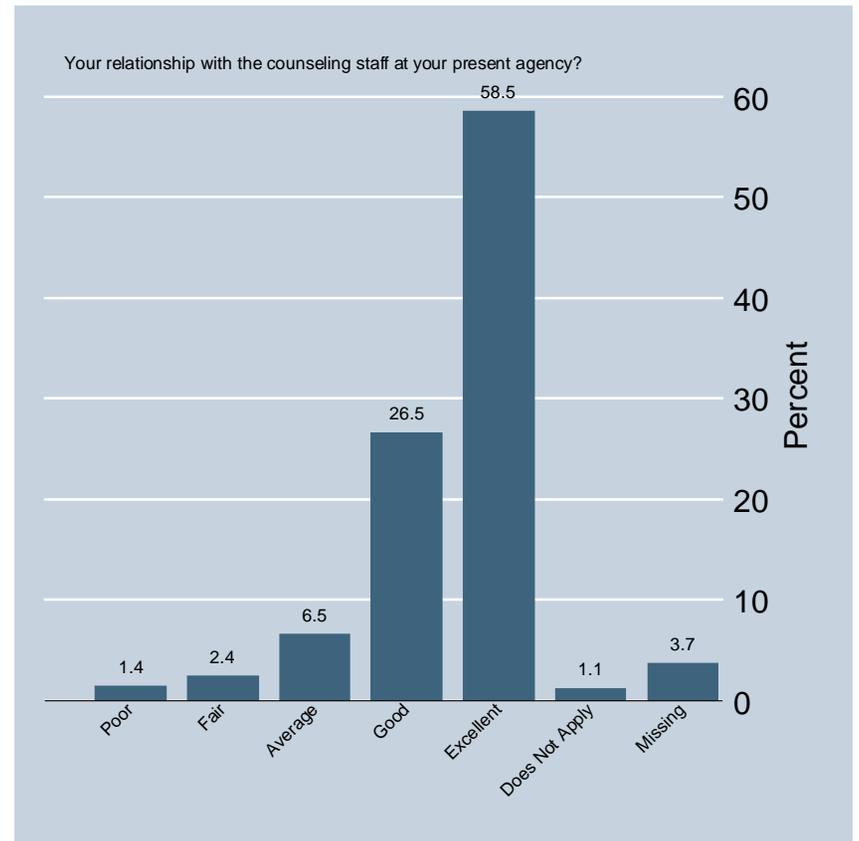
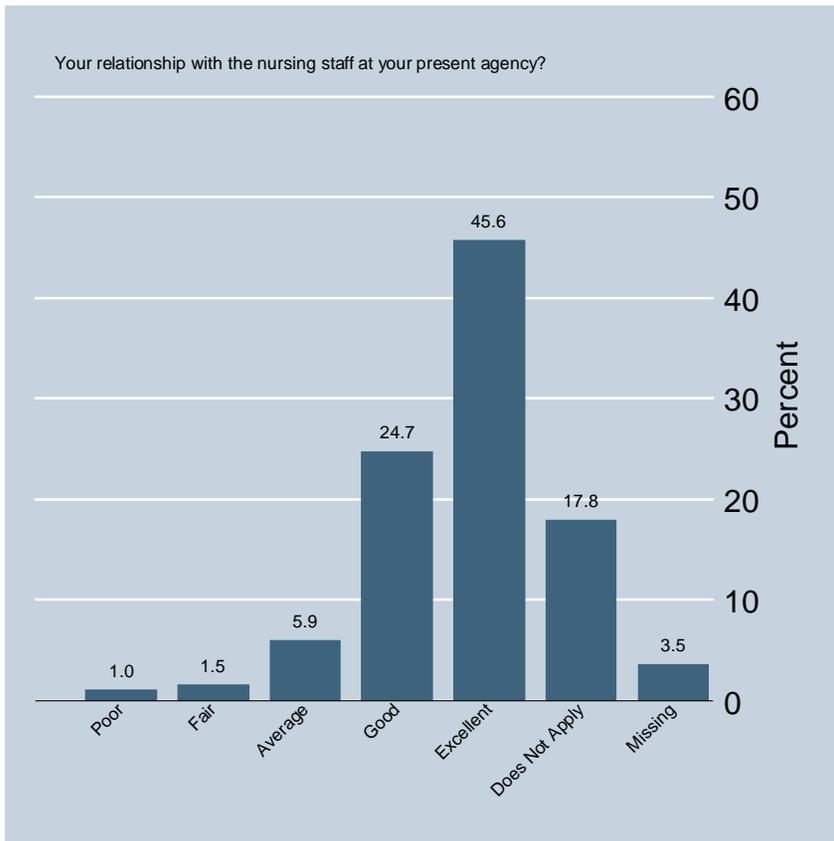
The vast majority of clients agreed that staff are competent, knowledgeable, and act appropriately and professionally. 88.2% agreed or strongly agreed with this statement. Most clients also agreed that staff were sensitive with their cultural/ ethnic background with 72.7% agreeing or strongly agreeing with this statement.



The majority of clients agree that staff are sensitive to their needs as a parent. Excluding those who reported that it “Does Not Apply”, 77% of clients strongly agreed or agreed that the staff were sensitive to client’s parental needs. Most clients also agree that staff help provide information to help manage their addiction with 83.8% agreeing or strongly agreeing with this statement.

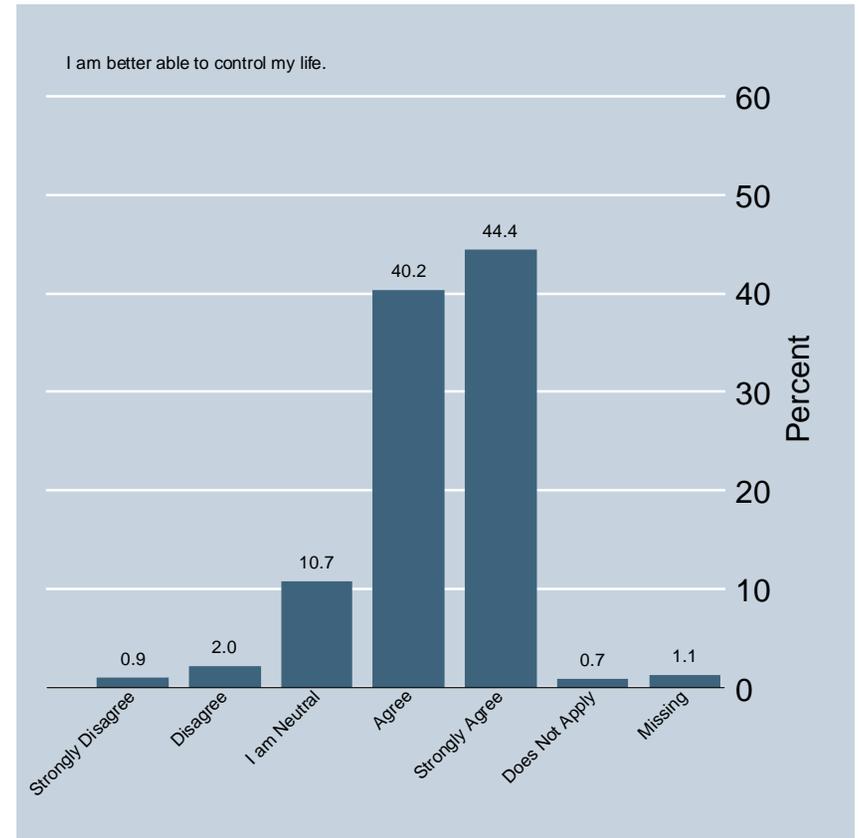
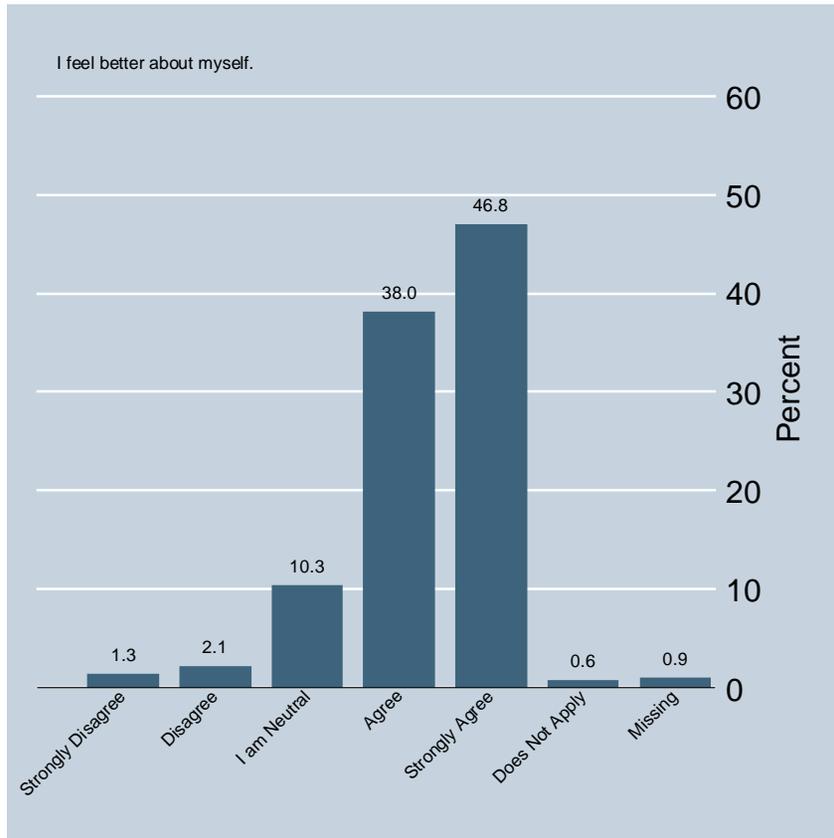


Nearly 8 out of 10 (79.7%) clients agree or strongly agree that they are encouraged to use self-help programs. Nearly 9 out of 10 (88.8%) clients agree or strongly agree that staff encourage them to discuss and decide their treatment goals.

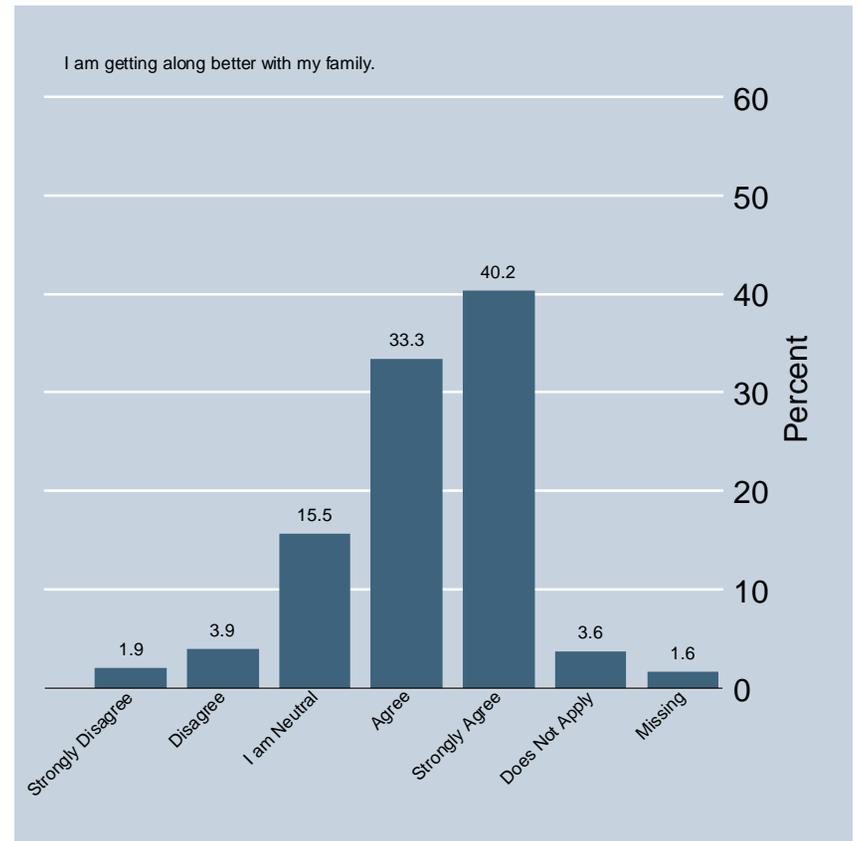
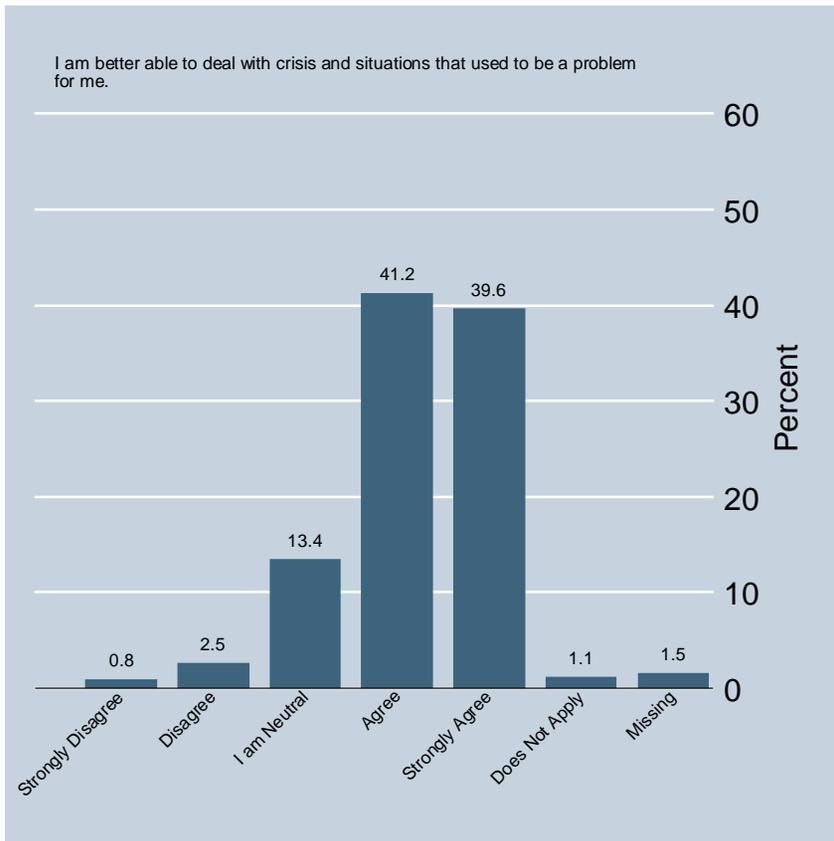


The above graphs examine how clients rate their relationship with nursing and counseling staff at the present agency. More clients chose “Does Not Apply” when asked about their relationship with nursing staff, 17.8%, compared to when they are asked about their relationship with counseling staff, 1.1%. Excluding those that chose “Does Not Apply”, over half of the clients report their relationship with nursing and counseling staff is “excellent”, and an additional quarter of them characterizing the relationships as “good.”

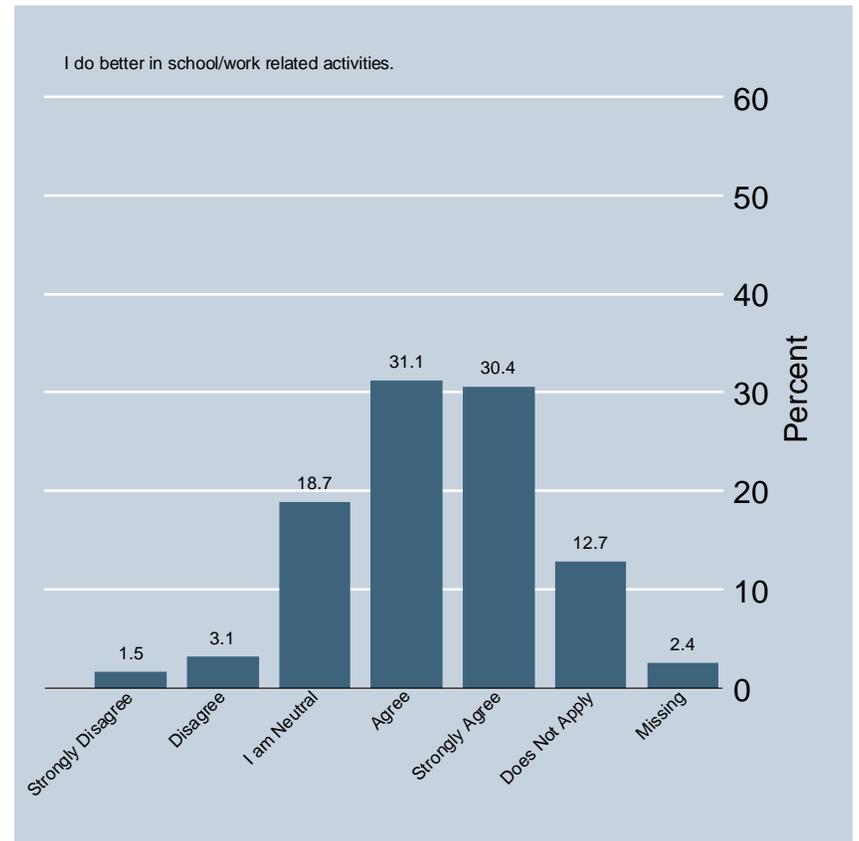
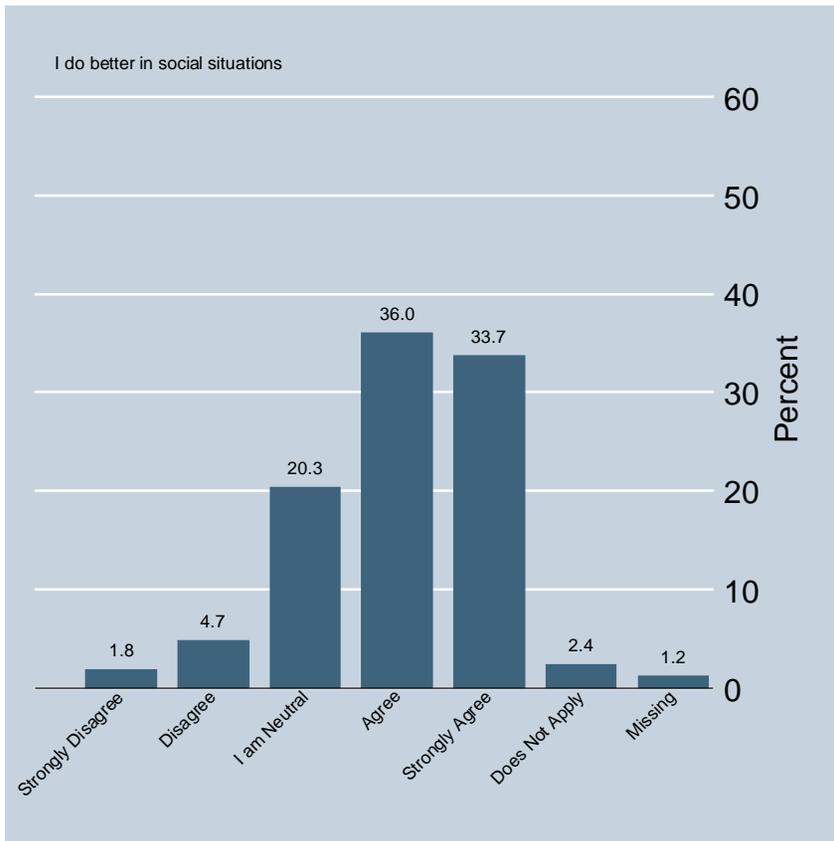
## RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



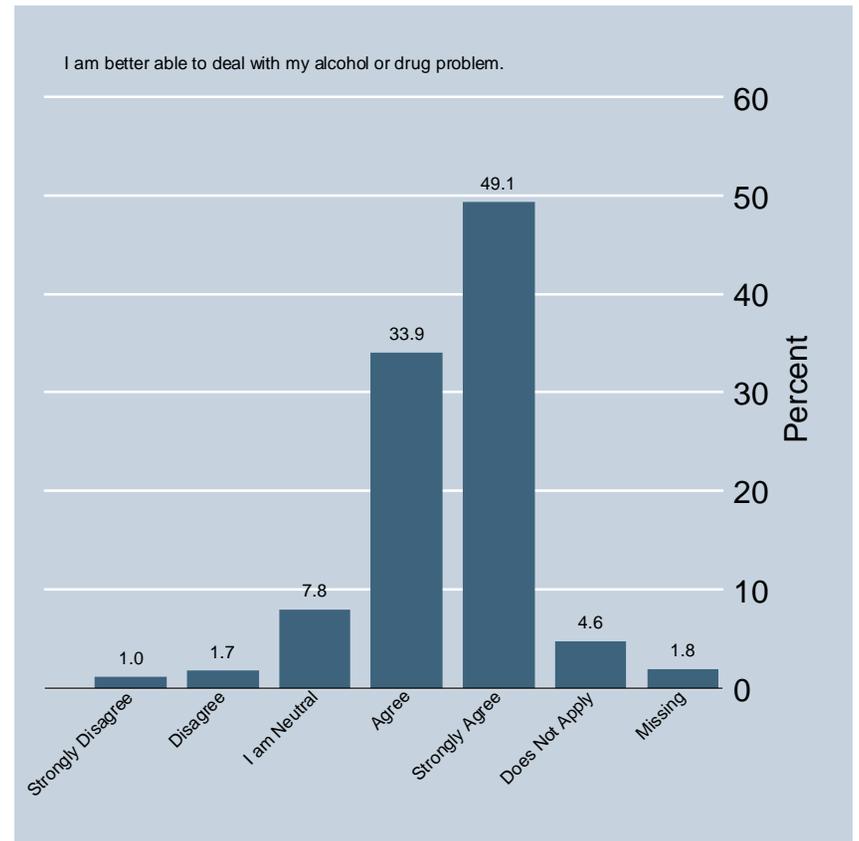
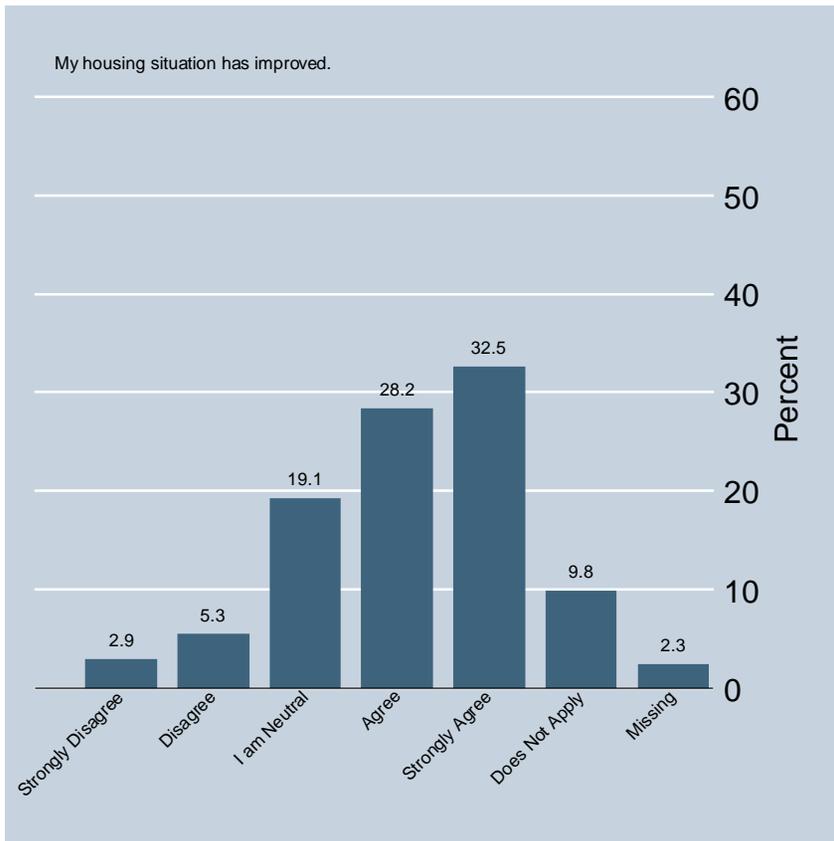
The remaining graphs display the results for clients' perception of outcomes of present treatment. More than 80% of clients agree or strongly agree that they feel better about themselves and feel better control of their lives.



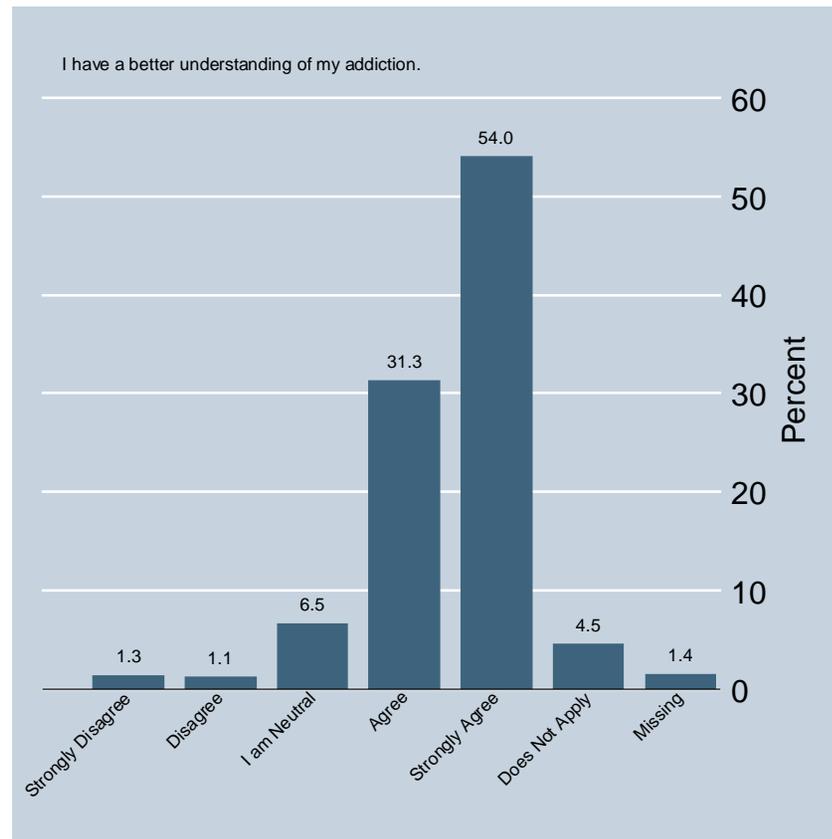
Additionally, 80.8% of clients agree or strongly agree that they are better able to deal with crisis and situations that used to be a problem. Almost three quarters of clients indicated that they are getting along better with their families (73.5%).



Nearly 7 out of 10 clients agreed or strongly agreed that they did better in social situations (69.7%) and more than 6 out of 10 clients said they did better in school/work related activities (61.5%). However, the percentage of clients who “strongly agree” with either statement are among the lowest in this survey.



More than 3 out of 5 clients agreed or strongly agreed that their housing situation has improved (60.5%). Over 8 out of 10 clients agreed or strongly agreed that they are better able to deal with their alcohol or drug problem (83.0%).



Lastly, 85.4% of clients agreed or strongly agreed that they have a better understanding of their addiction. More than half (54.0%) strongly agreed that they had a better understanding of their addiction.

## **APPENDIX**



Department of Health and Human Services  
Office of Substance Abuse  
41 Anthony Avenue  
# 11 State House Station  
Augusta, Maine 04333-0011  
Tel: (207) 287-2595; Fax: (207) 287-8910  
TTY: 1-800-606-0215

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

August 9, 2012

Dear Treatment Agency Director:

It's time once again to plan for the 2012 Client Satisfaction Survey (CSS). For those of you unfamiliar with this survey, the CSS has been offered to substance abuse treatment agencies receiving OSA funding, as well as to methadone clinics and facilities treating co-occurring disorders. This year we are also offering the CSS to substance abuse treatment agencies receiving MaineCare funding. Any agency with 20 or more respondents will receive a full report of their results. As a reminder, this survey is a requirement of OSA's Substance Abuse Prevention and Treatment Block grant from SAMHSA, and agency participation has a direct impact on our ability to sustain treatment funding.

Starting in 2010, OSA offered the CSS on-line, and **in 2012 it will be offered both on-line or through paper forms**. The agencies opting for paper will be requested to distribute forms, client cover-letters and envelopes to their satellite facilities. If you chose the paper format and would like to designate a contact person to distribute the surveys to your individual facilities, answer survey-related questions and receive your survey results, please also fill in their contact information. If you choose the on-line format, you will have to make a pc available on premises in a room that will ensure privacy. You will receive additional information closer to the time of the survey regarding this option.

Please indicate your preference on the form below. Then please forward (or fax) this information to [Stephen.Corrall@maine.gov](mailto:Stephen.Corrall@maine.gov) (287-2964) by August 31, 2012. We look forward to again providing you with this valuable service.

Sincerely,

Guy R. Cousins  
Director, Office of Substance Abuse, DHHS

## 2012 Client Satisfaction Survey

Treatment Agency: \_\_\_\_\_

Executive Director: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

I wish to administer the survey: \_\_\_\_ on-line \_\_\_\_ using paper forms

Contact person (optional):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

E-mail: \_\_\_\_\_

Total number of clients expected to receive treatment at your facilities during the month of November:  
\_\_\_\_\_ clients

Thank you!

Stephen Corral  
Data & Research Substance Abuse Program Specialist  
Office of Substance Abuse, DHHS  
Phone: (207) 287-2964  
Fax: (207) 287- 8910  
E-mail: [Stephen.Corral@maine.gov](mailto:Stephen.Corral@maine.gov)

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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 to 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 **December 3, 2012**, 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.



### Section 2 - Your experiences here

The following are questions about your experiences in your present treatment program. Please select how much you agree or disagree with each statement. If a statement is about something that you have not experienced in your present program, use the "does not apply" response.

Please answer the following about the services you are receiving at your present treatment program.		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
10.	I like the services that I receive here, they are helpful.	5	4	3	2	1	0
11.	If I had other choices I would still come here for services.	5	4	3	2	1	0
12.	I would recommend this service provider to a friend or family member.	5	4	3	2	1	0
13.	I was able to get services quickly and staff return my calls within 24 hours.	5	4	3	2	1	0
14.	I was able to get services even though I could not pay.	5	4	3	2	1	0
15.	The location of services is convenient (parking, public transportation, etc.).	5	4	3	2	1	0
16.	Services are available at times that are good for me.	5	4	3	2	1	0
17.	Staff here believe I can grow, change, and recover.	5	4	3	2	1	0
18.	Staff gave me information about medication side effects.	5	4	3	2	1	0
19.	I feel comfortable asking questions about my treatment and medications.	5	4	3	2	1	0
20.	I was given information about my rights and staff respect my rights and wishes about who can be given information about my treatment.	5	4	3	2	1	0
21.	Staff are competent, knowledgeable, and act appropriately and professionally.	5	4	3	2	1	0
22.	Staff are sensitive to my cultural/ethnic background (race, religion, language).	5	4	3	2	1	0
23.	Staff are sensitive to my needs as a parent.	5	4	3	2	1	0
24.	Staff help me obtain the information I need so that I can take charge of managing my addiction.	5	4	3	2	1	0
25.	I am encouraged to use self-help programs (support groups, AA, NA, drop in centers, etc.).	5	4	3	2	1	0
26.	Staff encourage me to talk about and decide my treatment goals.	5	4	3	2	1	0

### Section 3 - Results of services

Please answer the following about the results of the services you received. As a result of the services I receive at this agency:		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
27.	I feel better about myself.	5	4	3	2	1	0
28.	I am better able to control my life.	5	4	3	2	1	0
29.	I am better able to deal with crisis and situations that used to be a problem for me.	5	4	3	2	1	0
30.	I am getting along better with my family.	5	4	3	2	1	0
31.	I do better in social situations.	5	4	3	2	1	0
32.	I do better in school/work related activities.	5	4	3	2	1	0
33.	My housing situation has improved.	5	4	3	2	1	0
34.	I am better able to deal with my alcohol or drug problem.	5	4	3	2	1	0
35.	I have a better understanding of my addiction.	5	4	3	2	1	0

### Section 4 - Staff

Please answer the following questions about the staff members at your present treatment agency.		Excellent	Good	Average	Fair	Poor	Does Not Apply
36.	<b>* From "Excellent" to "Poor" or "Does Not Apply" please rate the following:</b> Your relationship with the nursing staff at your present agency? Your relationship with the counseling staff at your present agency?	5	4	3	2	1	0
37.	<b>* Important Question: Please Fill Out.</b> On a scale of 1 to 10, what is your overall rating of the treatment services you are receiving from this program? With 1 being poor and 10 being excellent.	Poor ←————→ Excellent (1) (2) (3) (4) (5) (6) (7) (8) (9) (10)					