

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

State of Maine

December, 2007

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

March, 2008

# TABLE OF CONTENTS

Executive Summary.....	1
Methodology.....	2
Demographics.....	3
Overall Satisfaction.....	9
Responses to Specific Questions	
Services.....	15
Staff.....	21
Results of Present Treatment.....	28
Appendix A – Cover Letter to Treatment Agencies	
Appendix B – Cover Letter to Clients	
Appendix C – Survey Instrument	

## EXECUTIVE SUMMARY

Thirty-seven (37) substance abuse treatment agencies that receive funding from the Maine Office of Substance Abuse (OSA) or that provide opiate replacement therapy were given the opportunity to participate in the Client Satisfaction Survey to assist them in evaluating the effectiveness of their services. The questionnaires, which were distributed during the month of December, 2007, had questions about the client's experience at his/her present treatment facility, including interaction with staff and the results of treatment. OSA received a total of 1417 responses from clients at 33 agencies. Below is the breakdown of the respondents by demographic characteristics. **Please note: 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.**

- 61% of clients were at ambulatory facilities; of these, 36% were receiving adult non-intensive outpatient services and 34% were receiving opioid replacement therapy (ORT).
- 76% of clients were between the ages of 18 and 44; 7% were under 18, and less than 1% were 65 or older.
- 59% were males and 40% were females (1% did not specify gender).
- 90% were white, 5% were Native American, 2% were black, and 1% were another race or bi-racial (chose two racial categories).
- 46% of respondents who were 19 or older were high school graduates; another 36% had some college or a college diploma.
- 67% had been in their current treatment program 6 months or less, and 19% had been in their program more than 1 year.
- Of the 523 clients who said that they were currently receiving mental health services, 55% were receiving those services at their substance abuse treatment facility, and 45% were receiving mental health services at another facility.

The mean overall level of satisfaction was 8.5 on a scale of 1 (poor) to 10 (excellent). Below is a summary of mean overall satisfaction broken down by client characteristics:

- The clients that gave their experience the lowest mean ratings were in adolescent residential/rehabilitation facilities (7.4), adolescent outpatient facilities (7.5), or halfway houses (7.5), while clients in extended shelters gave their treatment experience the highest mean rating (9.3).
- Clients younger than 18 and clients 65 or older expressed less satisfaction than clients 18 to 64.
- Female clients were more satisfied with their treatment facilities than were male clients (8.8 vs. 8.3, respectively).
- White clients reported somewhat higher overall satisfaction (8.5) than Native American (8.3) or black clients (8.0). Clients that did not specify race gave the highest mean satisfaction rating (9.1).
- Among adult clients (19 or older), level of education made no difference in the degree of satisfaction reported through the survey.
- Clients in treatment for over a year were somewhat less satisfied than clients in treatment for a shorter period of time.
- Clients receiving mental health services at their substance abuse treatment facility reported a higher level of satisfaction (8.8) than clients receiving these services at a separate facility (8.6), clients without a mental health problem (8.4) or clients not currently receiving mental health services but who had in the past (8.1).

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 positive the response option, the more often it was chosen. Two of the statements receiving the strongest positive responses were: “Staff respect my wishes about who can be given information about my treatment” (59% strongly agreed), and “How would you rate your relationship with the counseling staff at your present agency?” (59% said “excellent”). The responses to statements related to treatment results were somewhat less strongly positive than to statements concerning services received or their relationship with staff, possibly because 52% of the respondents had only been in treatment 3 months or less. The highest proportion of clients strongly agreed that: “I am better able to deal with my alcohol or drug problem” (47%), and “I have a better understanding of my addiction” (52%). Clients were less positive about improvements in their ability to function socially: less than a third strongly agreed with the statements, “I do better in social situations” (32%) and “I can deal better with people and situations that used to be a problem for me” (32%).

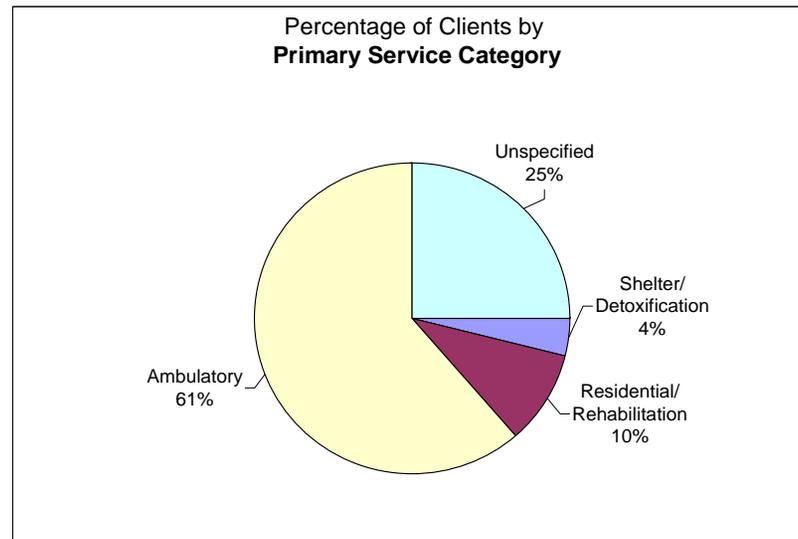
## METHODOLOGY

In November, 2007, letters introducing the Client Satisfaction Survey were sent out to the administrators of treatment agencies which receive OSA funding or providing opiate replacement therapy (see administrator letter in Appendix A). The letter requested that accompanying surveys, cover letters and self-addressed, prepaid envelopes be forwarded to individual facilities, and distributed to substance abuse clients at or entering the facility during the month of December. The facility’s Federal ID and primary service code were to be entered on the survey before being given to the client. Clients were asked in the cover letter to complete the survey and mail it back to OSA in the supplied envelope by January 15, 2008 (see client letter in Appendix B).

Once completed surveys were received by OSA, they were checked for missing federal IDs and primary service codes and for response selection methods that would cause scanning errors. Missing Federal IDs were determined, when possible, using the form numbers on the surveys. Missing primary service codes were added if the facility offers only one type of service. After the surveys were scanned and the file was read into EXCEL, errors were again checked against the individual forms. The data files were generated using SPSS and EXCEL (see Appendix C for a copy of the survey instrument).

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

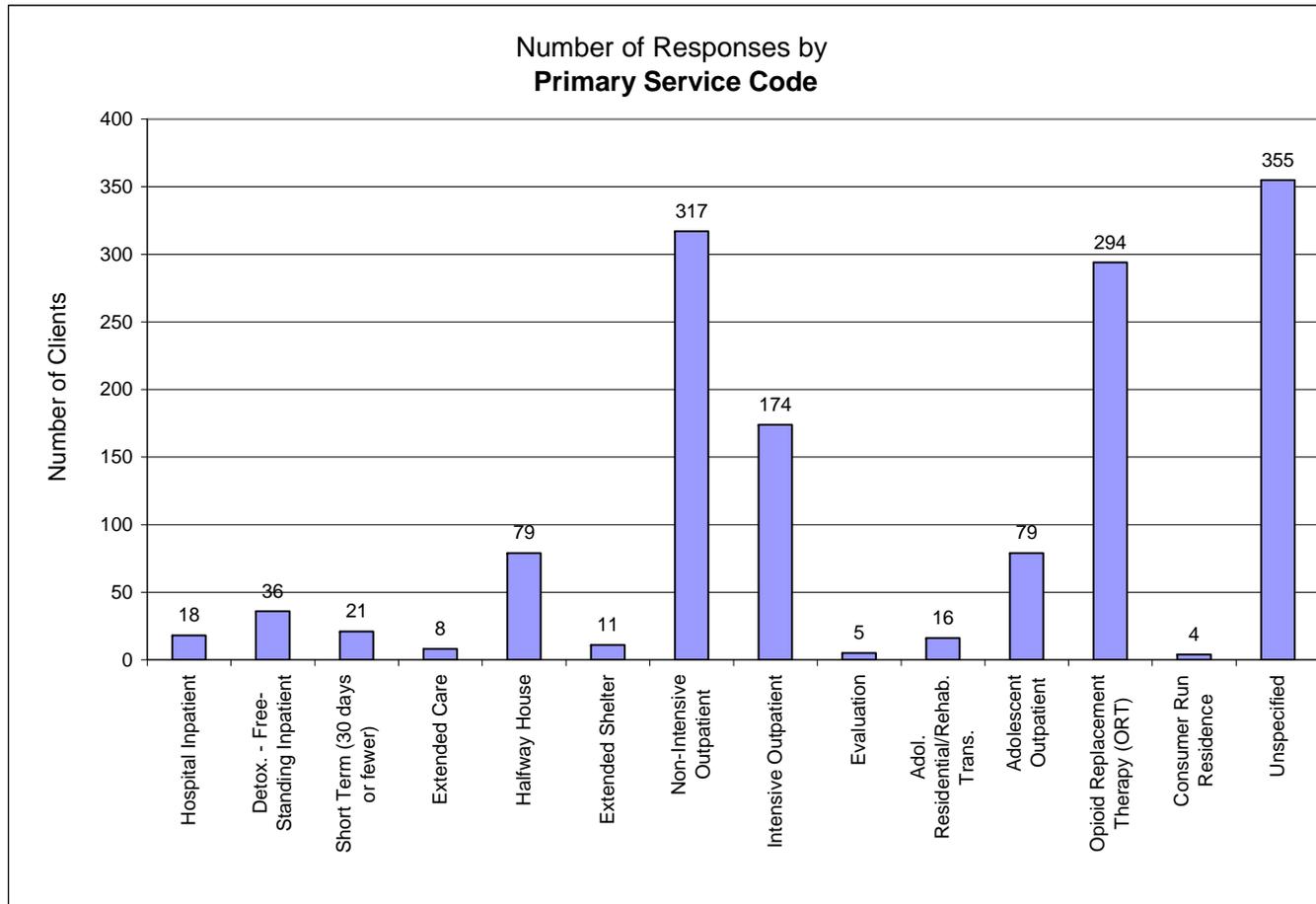
## DEMOGRAPHICS



<b>Primary Service Category</b>	<b>Number</b>	<b>Percent</b>
Shelter/Detoxification	54	4%
Residential/Rehabilitation	139	10%
Ambulatory	870	61%
Unspecified	354	25%
<b>Total</b>	<b>1417</b>	<b>100%</b>

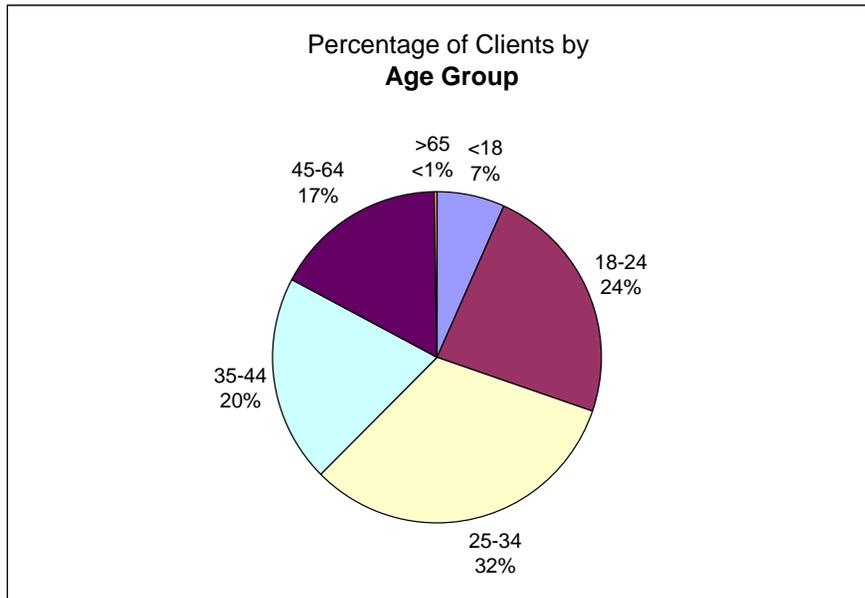
Of the 1417 surveys received, 870 (61%) were from clients at ambulatory facilities; an additional 139 (10%) were from clients in residential/rehabilitation settings, and 54 (4%) were from clients at shelter/detox facilities.

## DEMOGRAPHICS

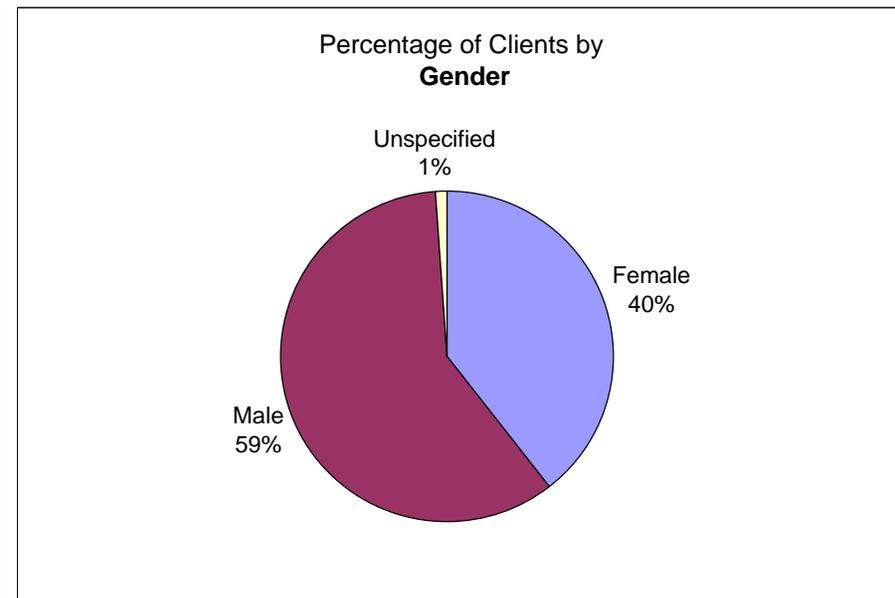


The graph above shows the number of respondents by the services they were receiving at the time of the survey. Of clients in specified service settings, the largest number, 317, were adults receiving non-intensive outpatient services (30%); another 294 (28%) were receiving opioid replacement therapy.

## DEMOGRAPHICS



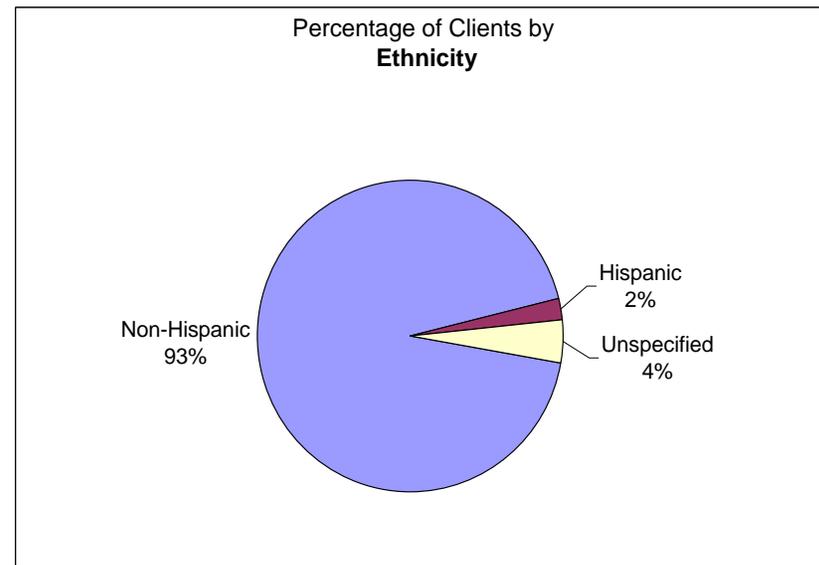
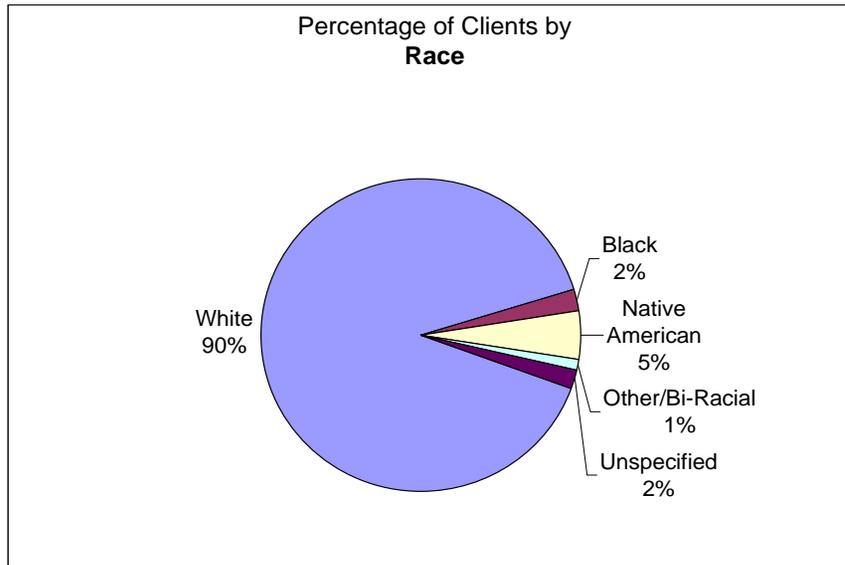
Age Group	Number	Percent
<18	72	7%
18-24	261	24%
25-34	353	32%
35-44	222	20%
45-64	185	17%
>65	4	<1%
<b>Total</b>	<b>1097</b>	<b>100%</b>



Gender	Number	Percent
Female	560	40%
Male	842	59%
Unspecified	15	1%
<b>Total</b>	<b>1417</b>	<b>100%</b>

Of the 1097 clients who gave their age, 32% were between the ages of 25 and 34. The next largest response group (24%) was between the ages of 18 and 24; only 7% were under the age of 18 and less than 1% was 65 or older. Fifty-nine percent (59%) of the respondents were male and 40% were female.

# DEMOGRAPHICS



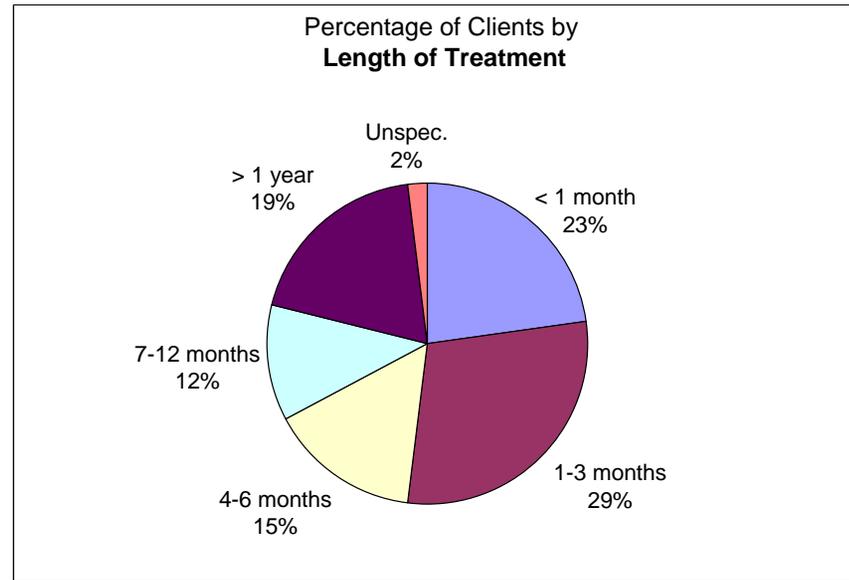
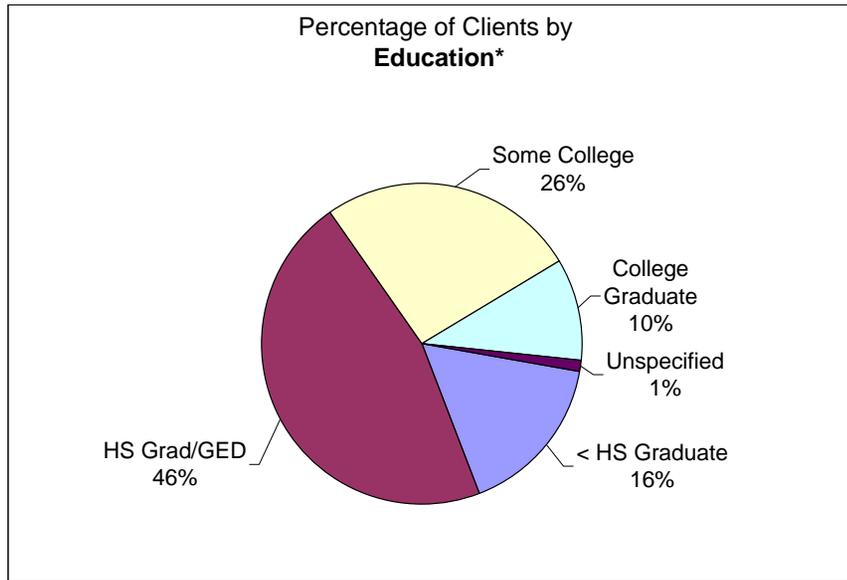
Race	Number	Percent
White	1272	90%
Black	29	2%
Native American	72	5%
Other or Bi-racial <sup>1</sup>	16	1%
Unspecified	28	2%
<b>Total</b>	<b>1417</b>	<b>100%</b>

Ethnicity	Number	Percent
Non-Hispanic	1324	93%
Hispanic	31	2%
Unspecified	62	4%
<b>Total</b>	<b>1417</b>	<b>100%</b>

Broken down by race, 1272 (90%) of the respondents described themselves as white; another 72 (5%) were Native American, 29 (2%) were black, and 44 (3%) were another race, bi-racial or race was not specified. Only 31 (2%) described themselves as Hispanic.

<sup>1</sup> “Bi-racial” was not offered as a specific option on the survey form, but 6 clients checked two races.

## DEMOGRAPHICS



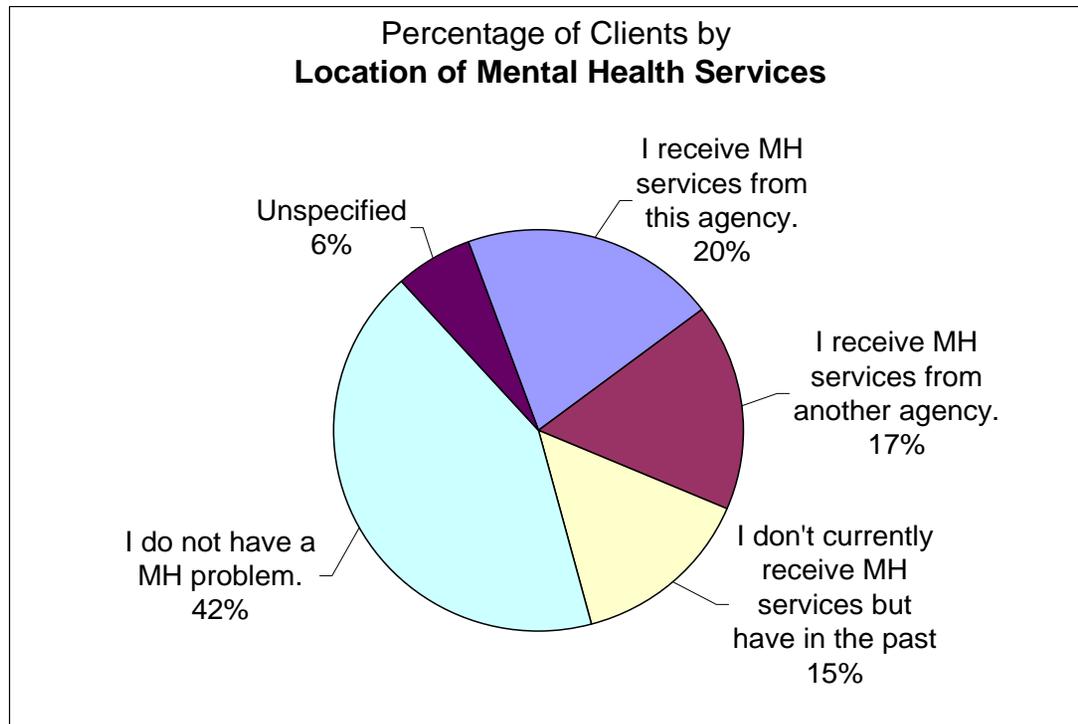
\*excludes adolescent clients (<19)

Level of Education	Number	Percent
<HS Graduate	163	16%
HS Graduate/GED	456	46%
Some College	258	26%
College Graduate	103	10%
Unspecified	10	1%
<b>Total</b>	<b>990</b>	<b>100%</b>

Treatment Length	Number	Percent
<1 month	324	23%
1-3 months	414	29%
4-6 months	216	15%
7-12 months	165	12%
>1 year	271	19%
Unspecified	27	2%
<b>Total</b>	<b>1417</b>	<b>100%</b>

The largest number of adult respondents, 456 (46%), had a high school diploma or the equivalent. Another 258 (26%) had some college experience, and 103 (10%) were college graduates; 163 (16%) had less than a high school diploma. Approximately one out of five clients (19%) had been in therapy more than 1 year; more than half of the clients (52%) had been in therapy 3 months or less.

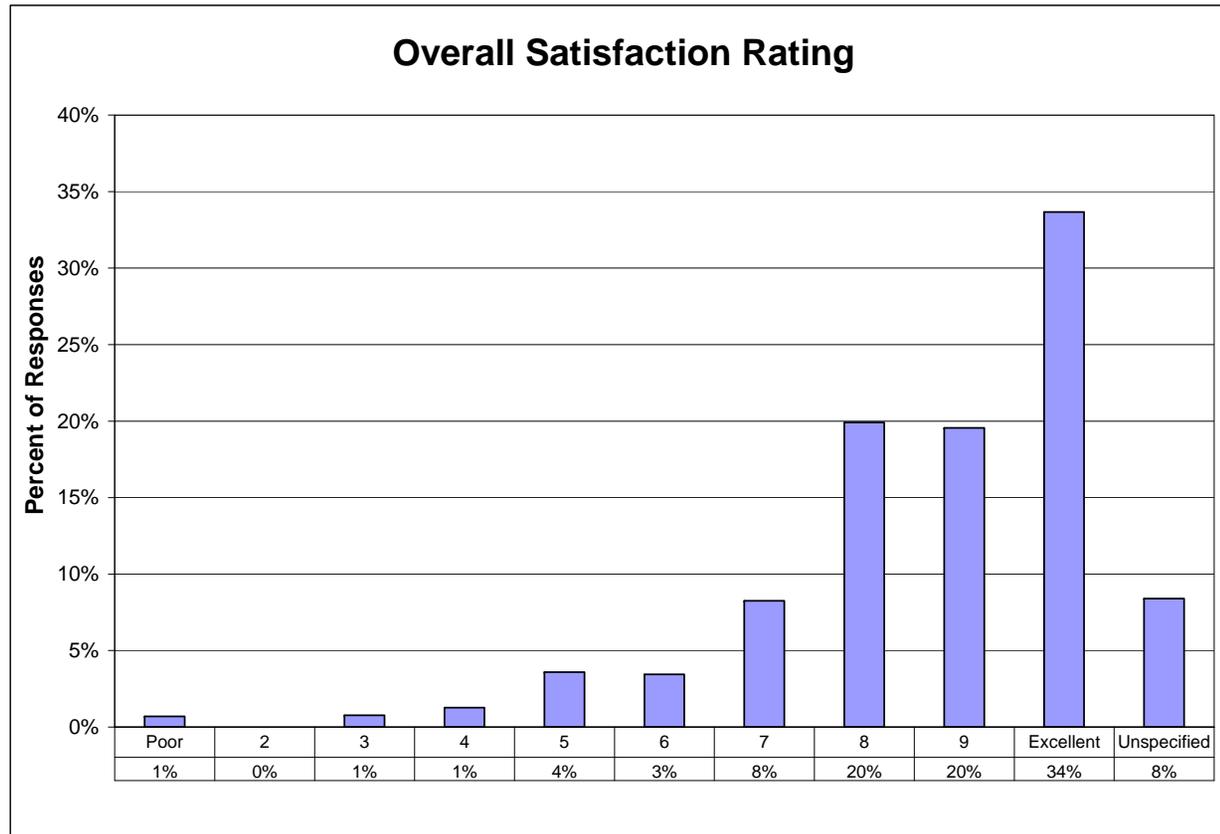
## DEMOGRAPHICS



Location of Mental Health Services	Number of Responses	Percent of Responses
I receive MH services from this agency.	286	20%
I receive MH services from another agency.	237	17%
I don't currently receive MH services, but have in the past.	206	15%
I do not have a MH problem.	600	42%
Unspecified	88	6%
<b>Total</b>	<b>1417</b>	<b>100%</b>

Broken down by location of mental health services, 42% of responding clients said they did not have a mental health problem; another 15% said they had received mental health services in the past but not currently. Of the 523 clients who said that they were currently being treated for a mental health problem, 286 (55%) were being treated at the same facility where they were receiving their substance abuse treatment, and 237 (45%) were receiving their mental health services at another facility.

## OVERALL SATISFACTION



Rating Scale	Number	Percent
Poor	10	1%
2	6	<1%
3	11	1%
4	18	1%
5	51	4%
6	49	3%
7	117	8%
8	282	20%
9	277	20%
Excellent	477	34%
Unspecified	119	8%
<b>Total</b>	<b>1417</b>	<b>100%</b>
Mean Level of Satisfaction = 8.5		

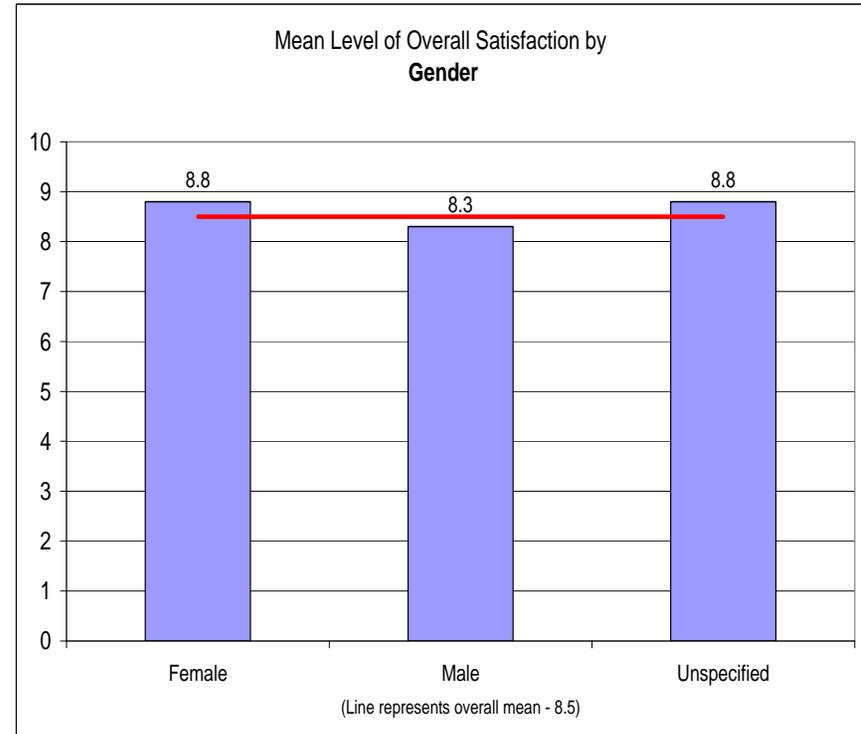
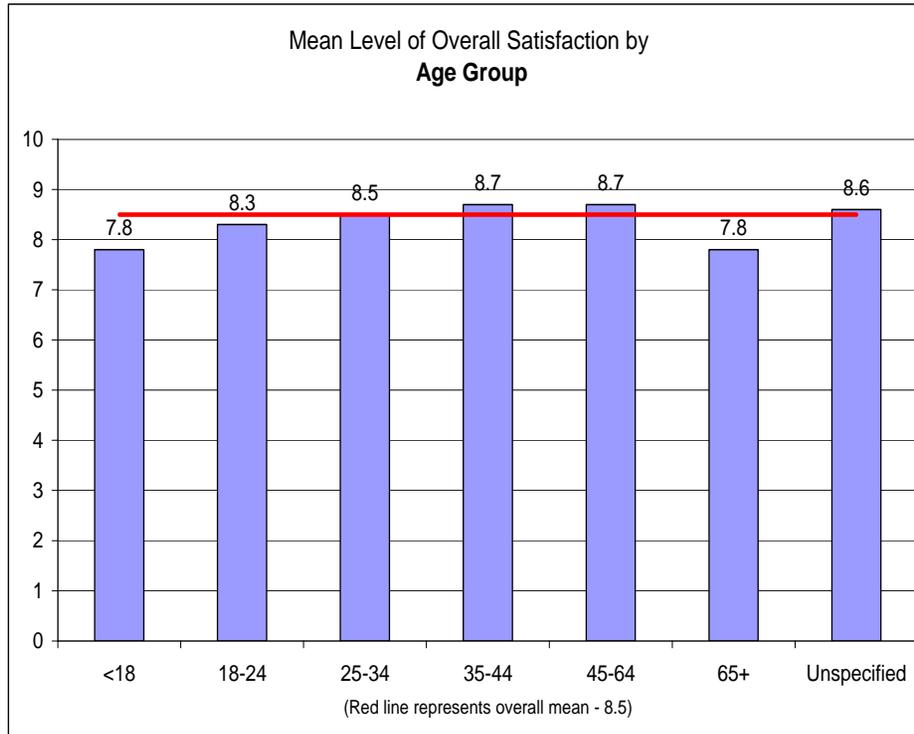
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 8.5. Nearly three quarters (74%) rated their overall satisfaction with their current treatment facility as 8 or higher. Only 4% of respondents rated their experience as 4 or lower.

# OVERALL SATISFACTION



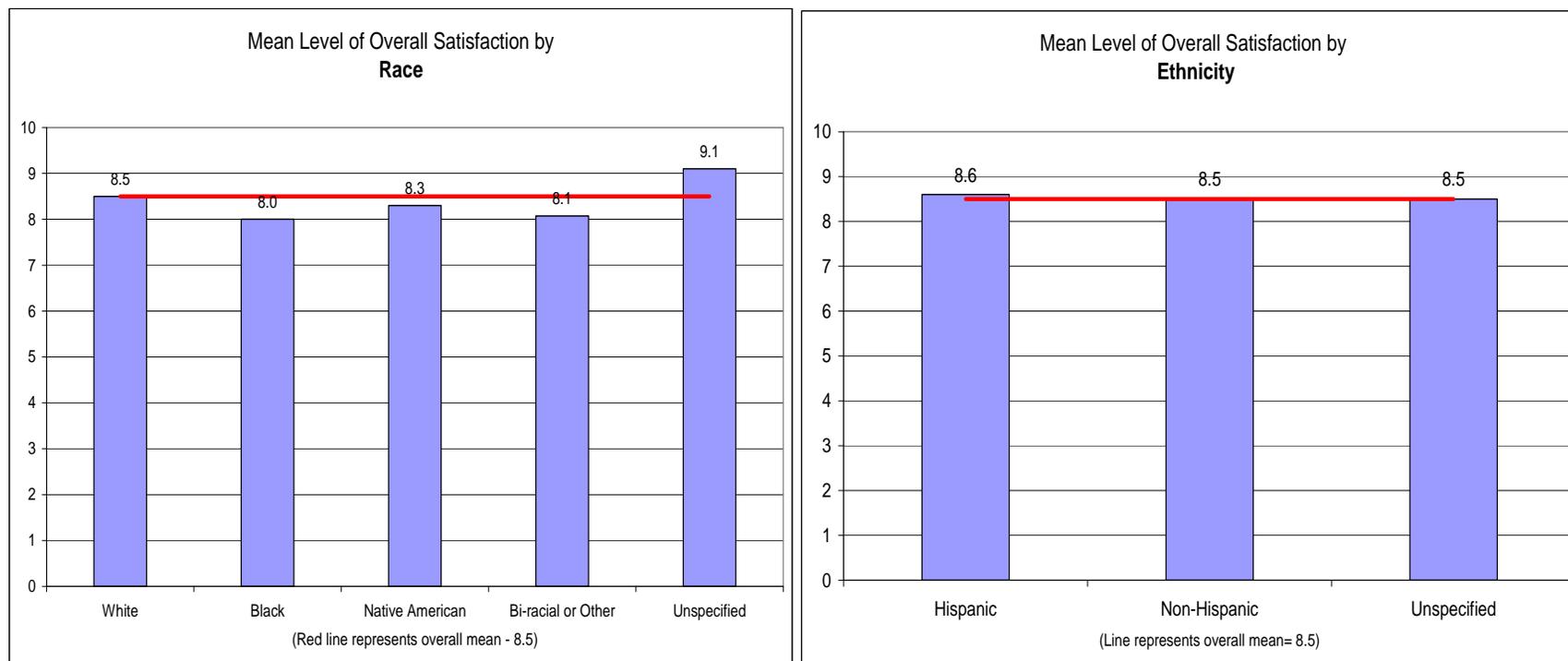
The adolescents at residential rehabilitation and outpatient facilities were among the clients that gave their average overall experience the lowest ratings (7.4, and 7.5, respectively), along with clients in half-way houses (7.5) Giving the highest mean ratings were clients in extended shelters (9.3).

# OVERALL SATISFACTION



Clients younger than 25 and clients older than 64 were less satisfied with their services than were clients between 25 and 64, although, in general, satisfaction increased with age. Female clients were more satisfied with their treatment experience than were male clients (8.8 vs. 8.3 respectively).

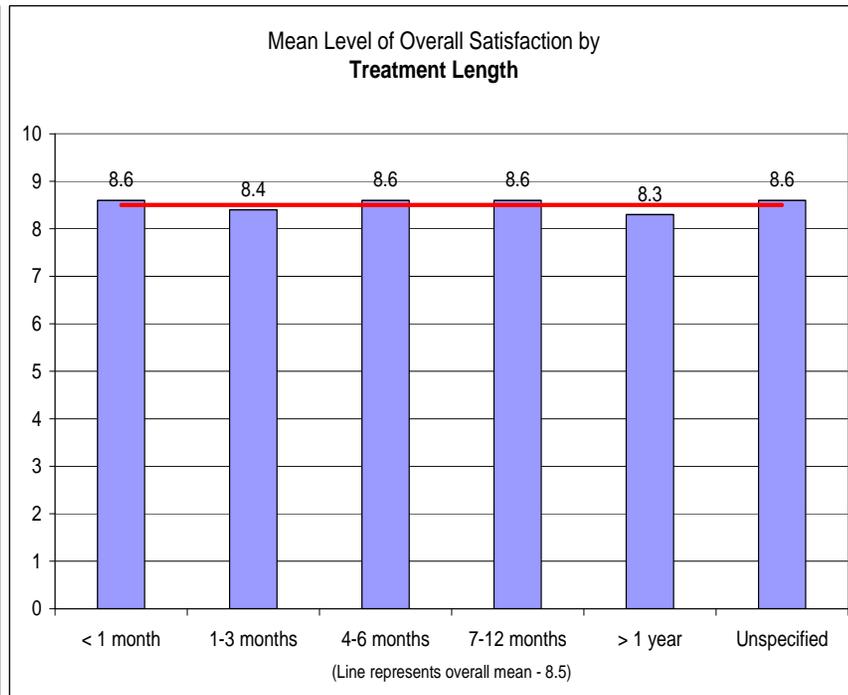
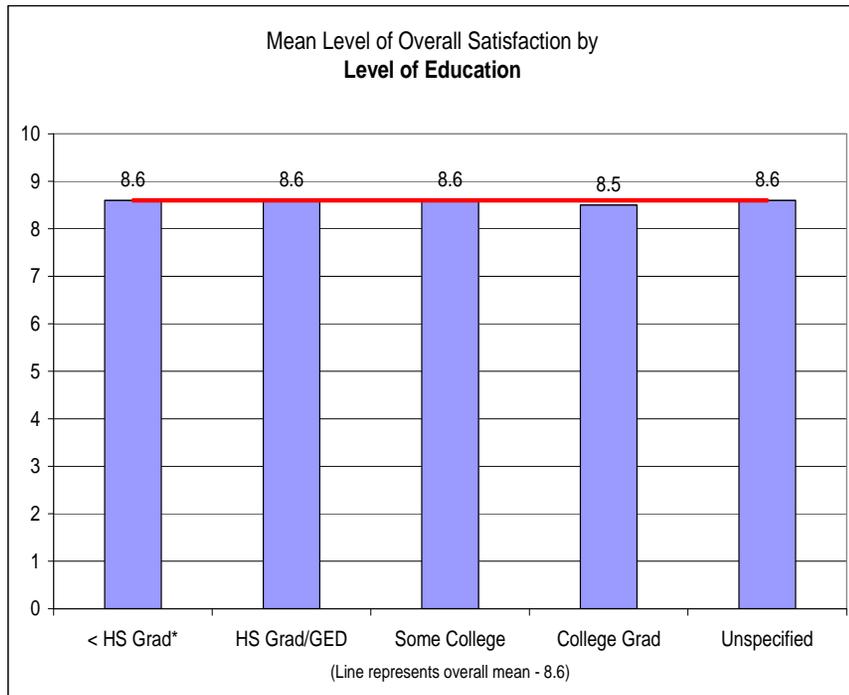
## OVERALL SATISFACTION



White clients rated their current treatment experience somewhat higher (8.5) than did black clients (8.0), Native American clients (8.3), or clients reporting to be another race or bi-racial<sup>2</sup> (8.1). Clients that did not specify race gave the highest satisfaction rating (9.1). Hispanic clients rated their satisfaction very much like non-Hispanic clients (8.6 versus 8.5, respectively).

<sup>2</sup> "Bi-racial" was not offered as a specific option on the survey form, but 6 clients checked two races.

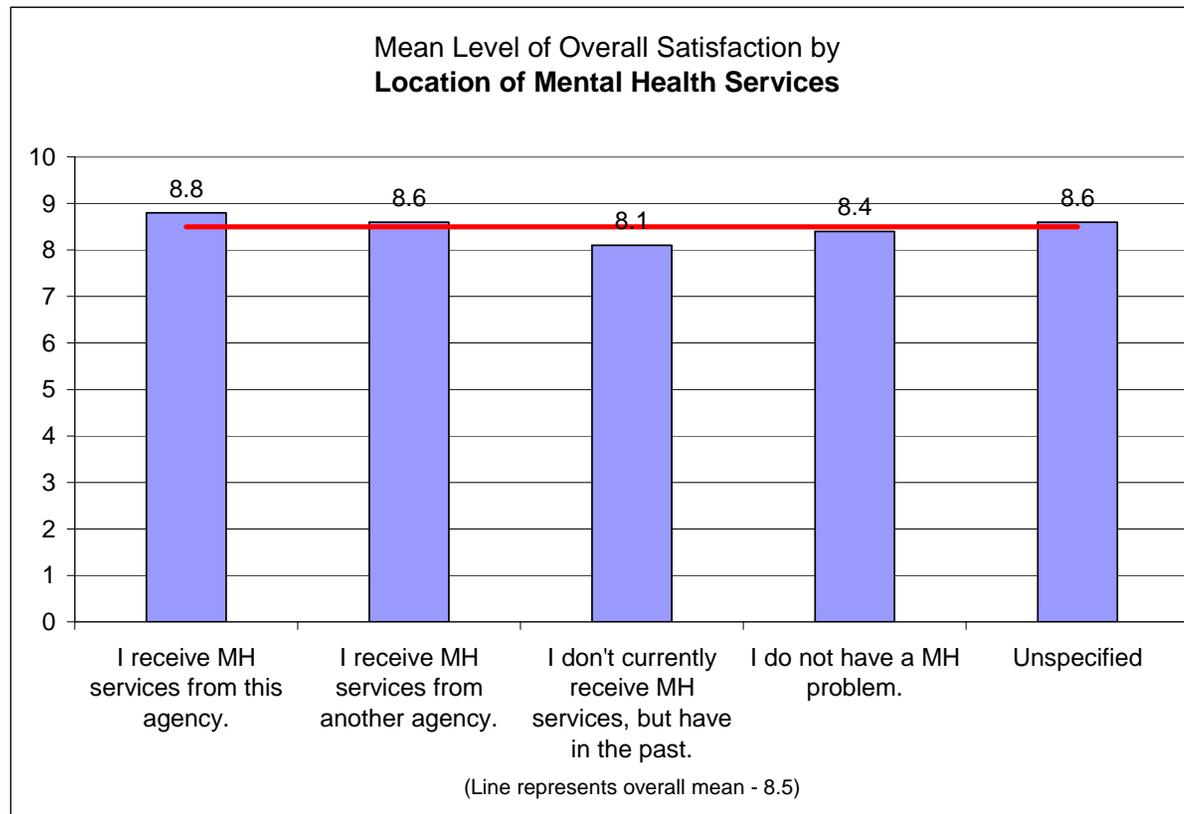
## OVERALL SATISFACTION



\*excludes adolescents (<19) and clients of unspecified age

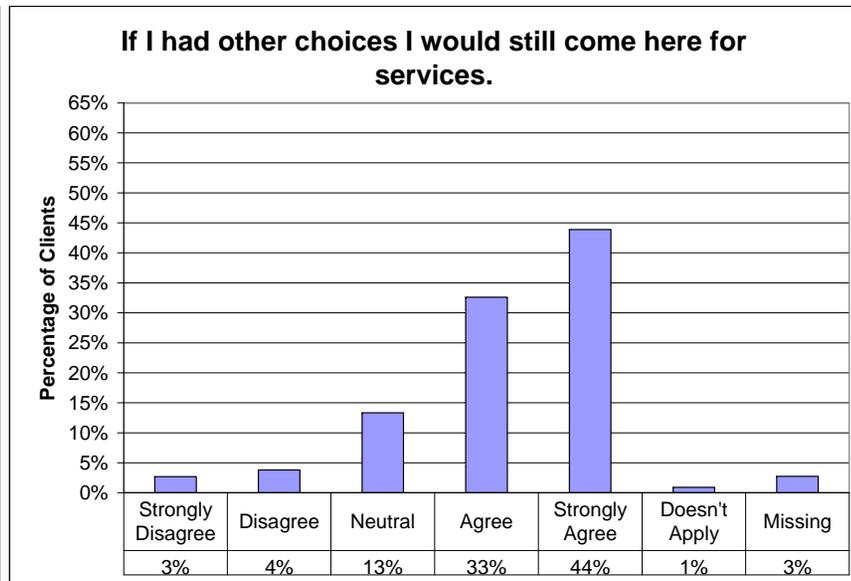
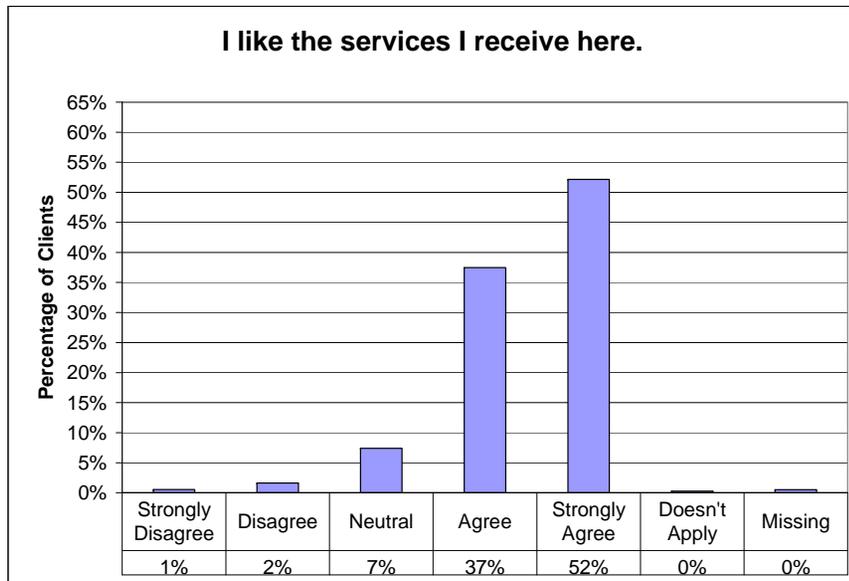
Among adult clients (19 or older), level of education made no difference in the degree of satisfaction expressed in the survey. Overall satisfaction showed little correlation with length of time in treatment: clients in treatment 7-12 months and clients in treatment less than a month expressed the highest level of satisfaction (8.6), while clients in treatment over a year expressed the lowest level of overall satisfaction (8.3).

## OVERALL SATISFACTION

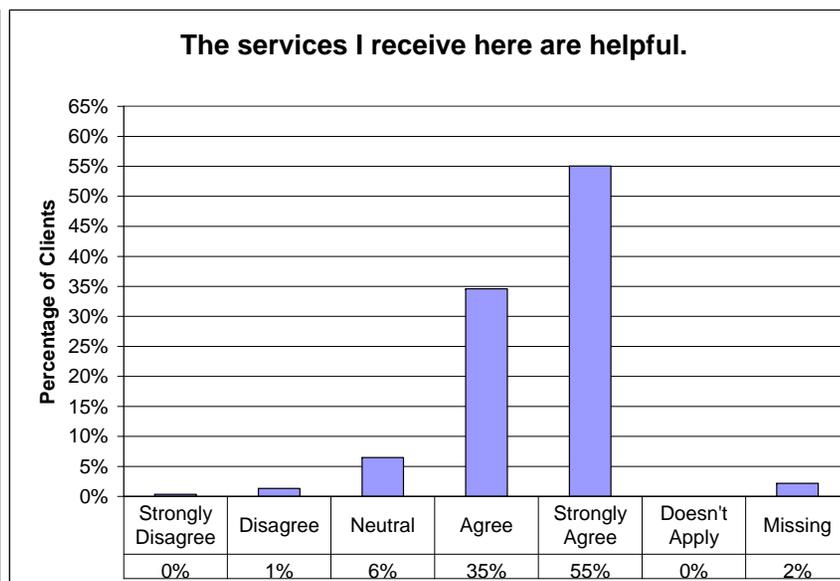
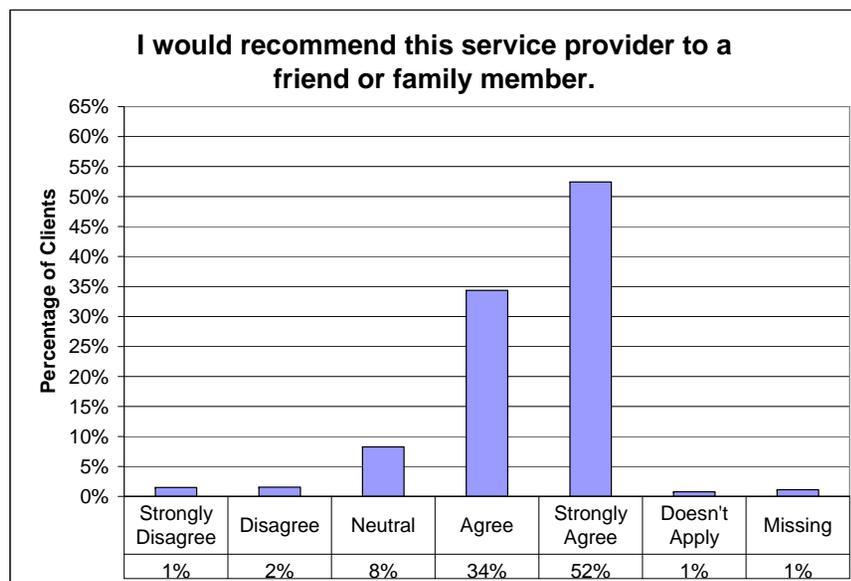


The clients who received their mental health services at the same agency as they received substance abuse treatment were more satisfied with their overall treatment experience (8.8) than clients who received their mental health services from another agency (8.6) or who had received mental health services in the past but not currently (8.1).

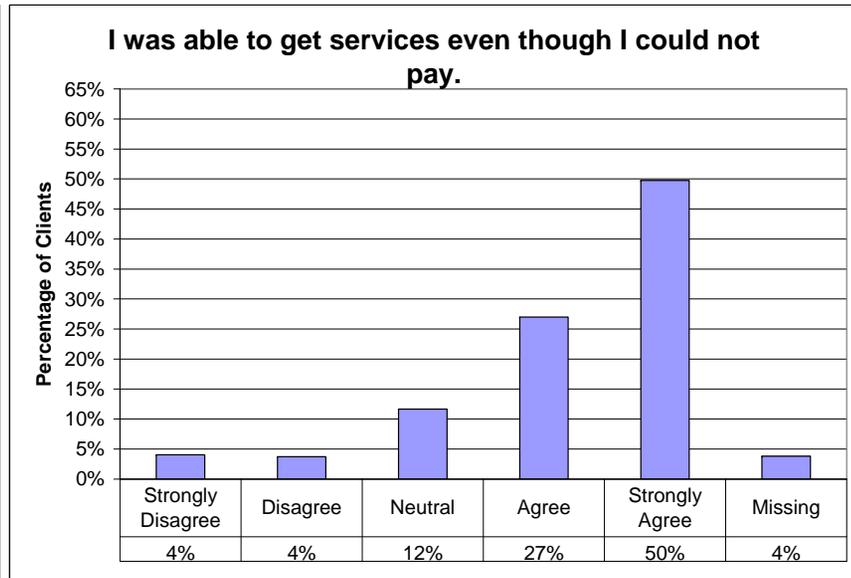
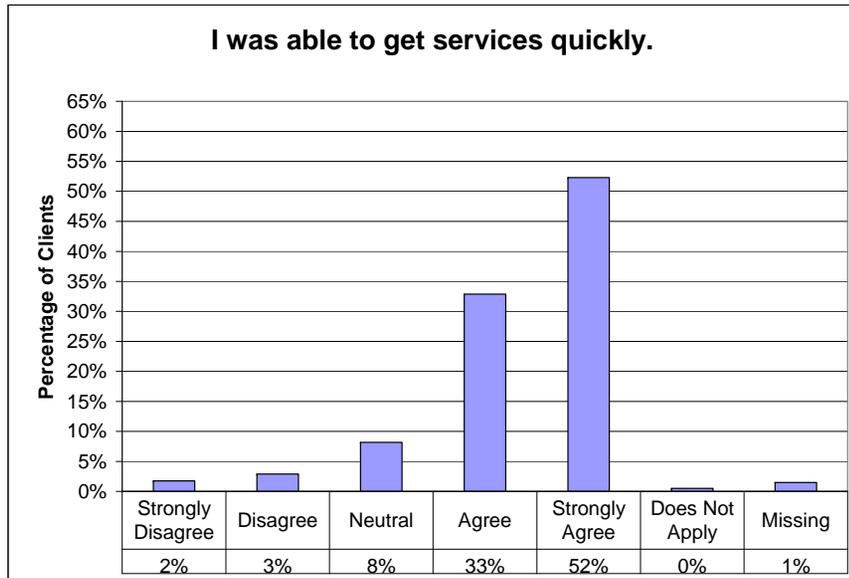
## RESPONSES TO SPECIFIC QUESTIONS - SERVICES



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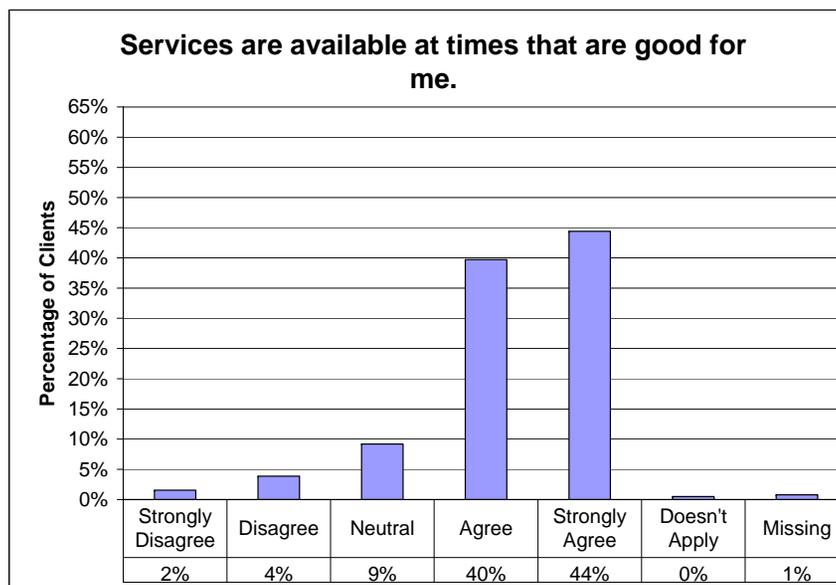
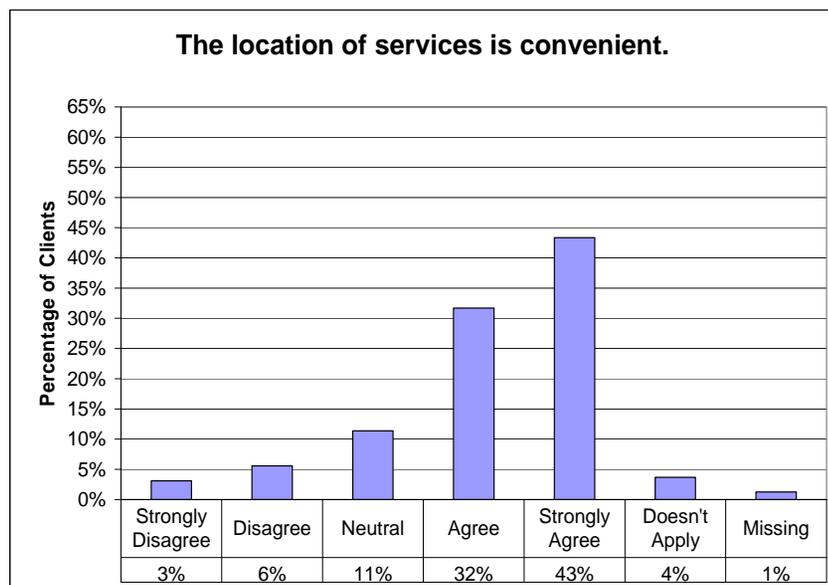


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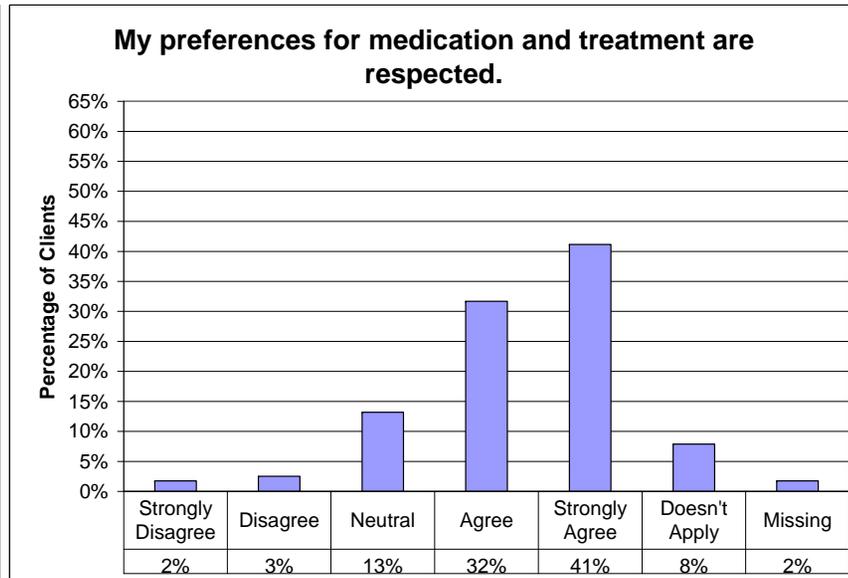
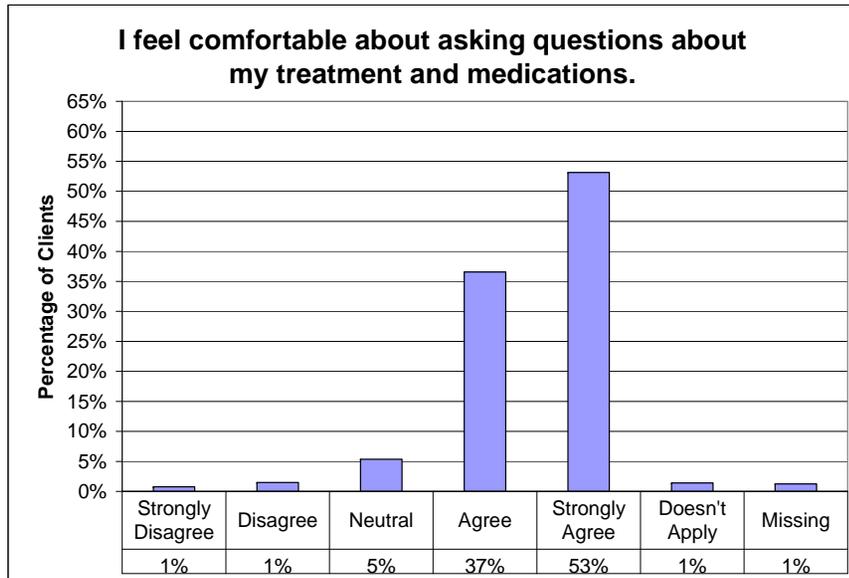


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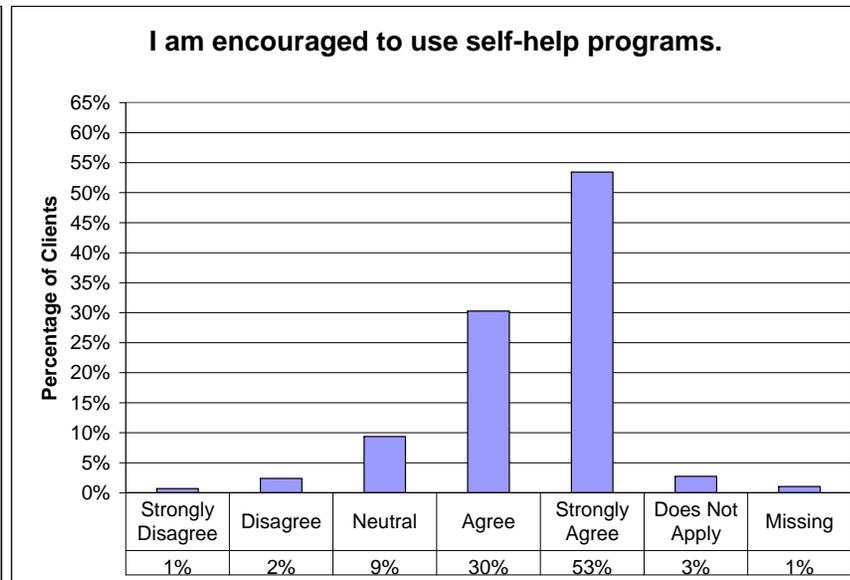
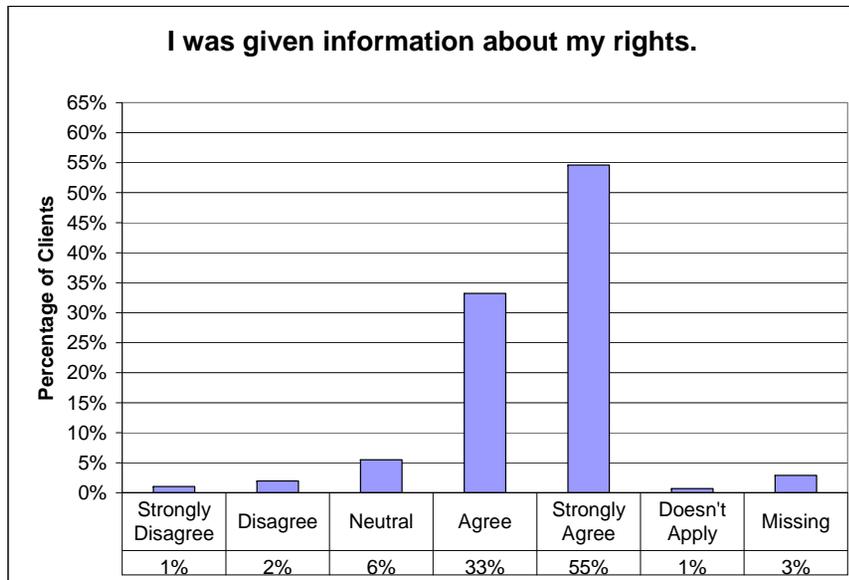
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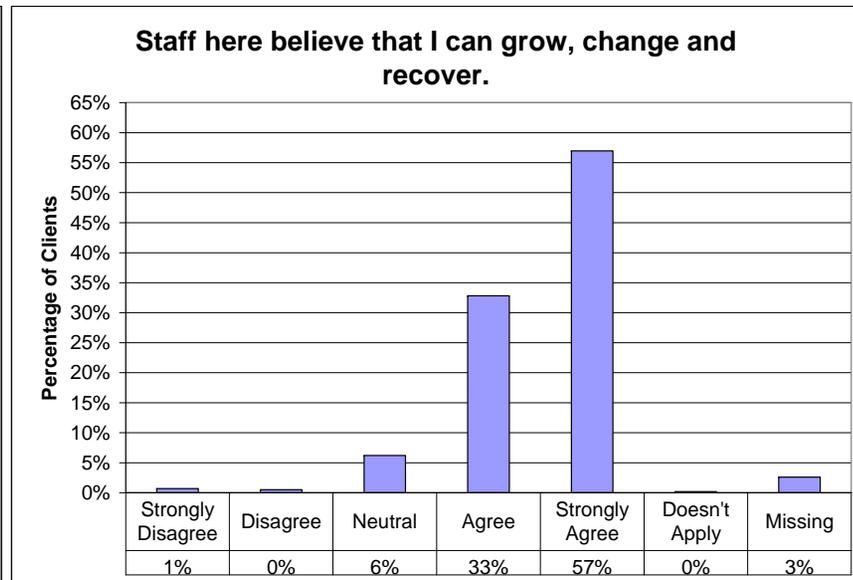
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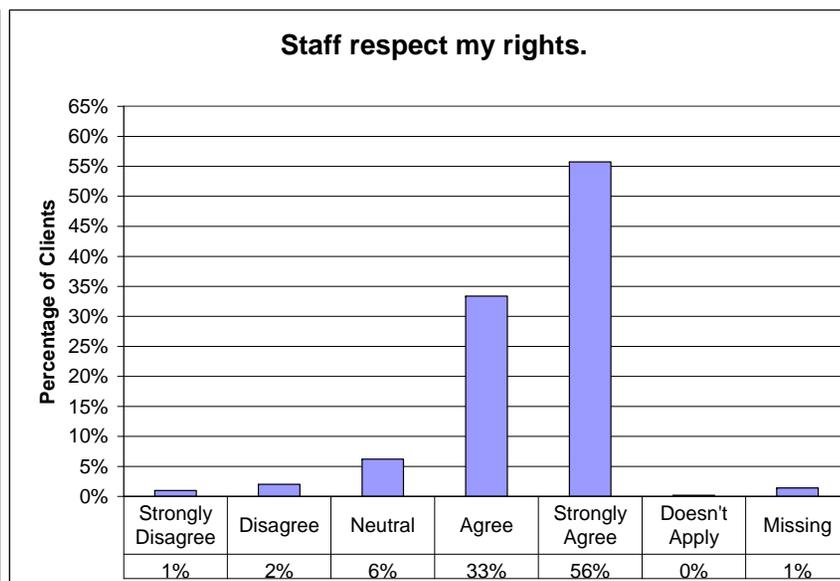
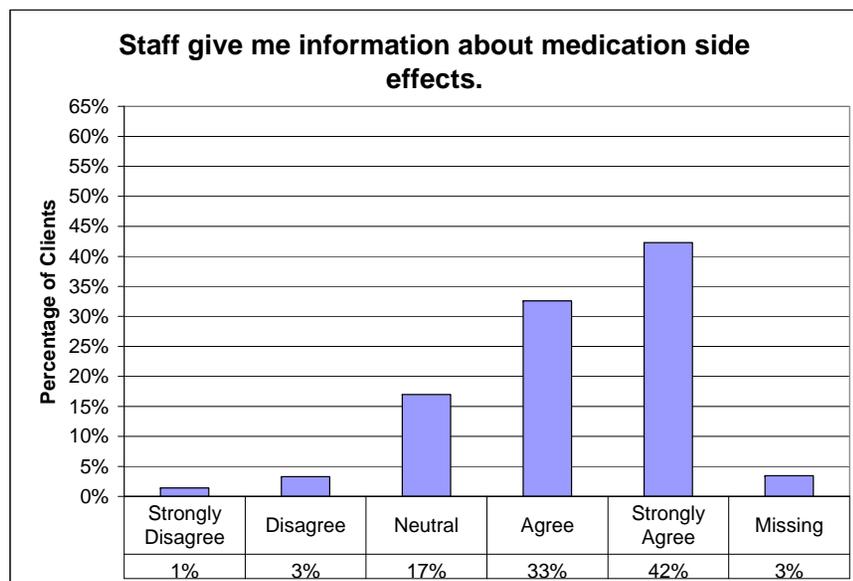


## RESPONSES TO SPECIFIC QUESTIONS - STAFF



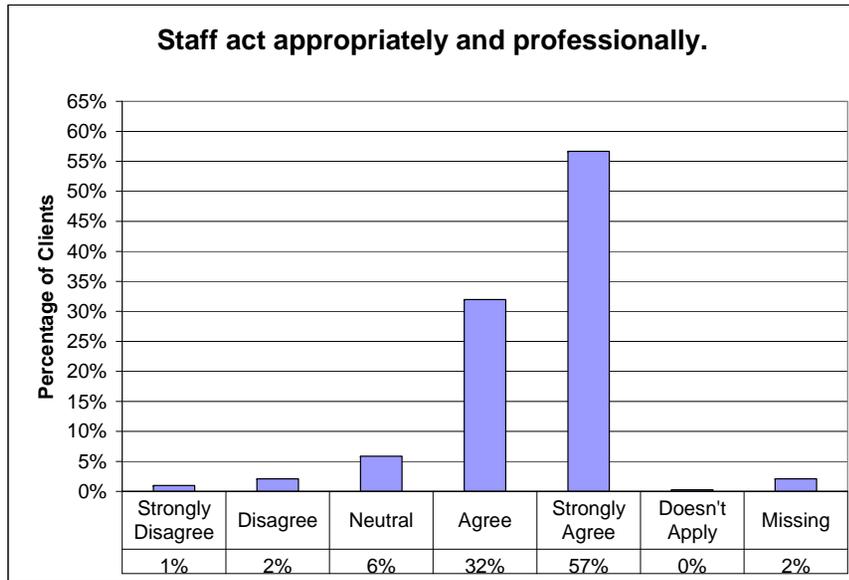
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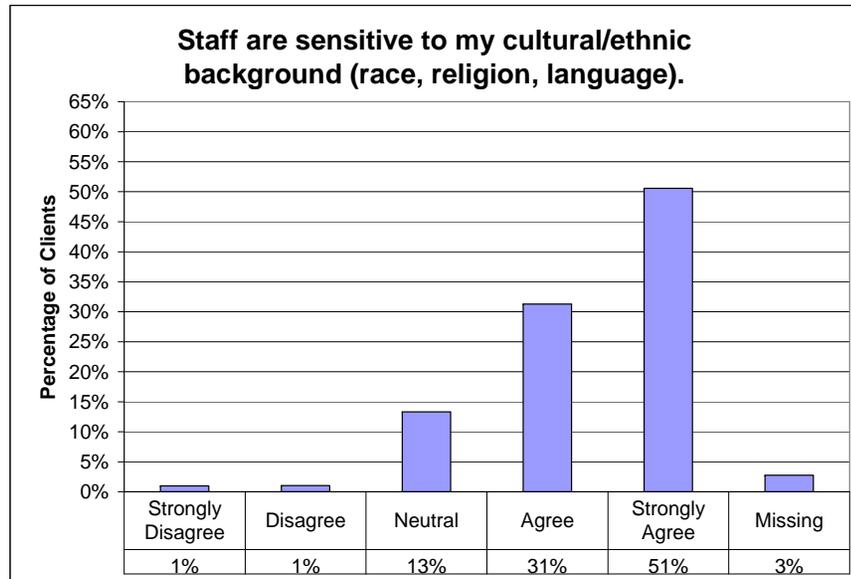


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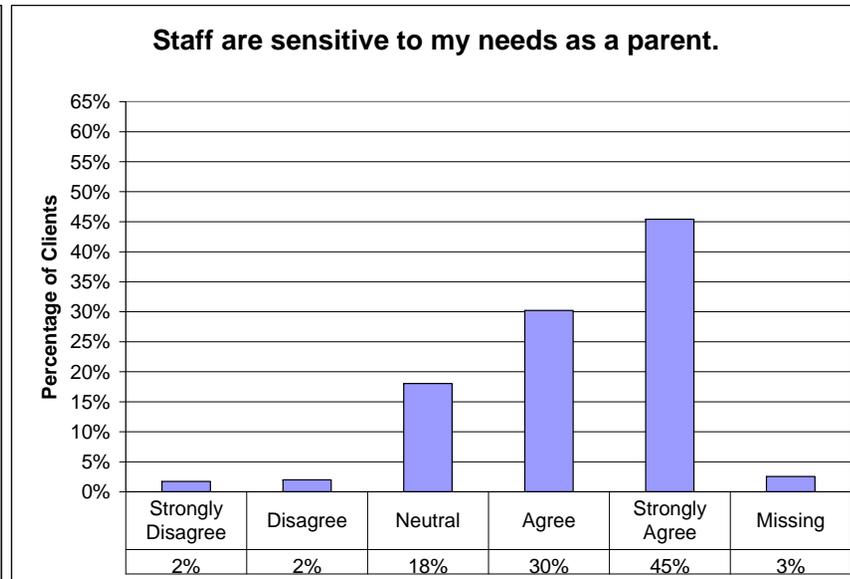
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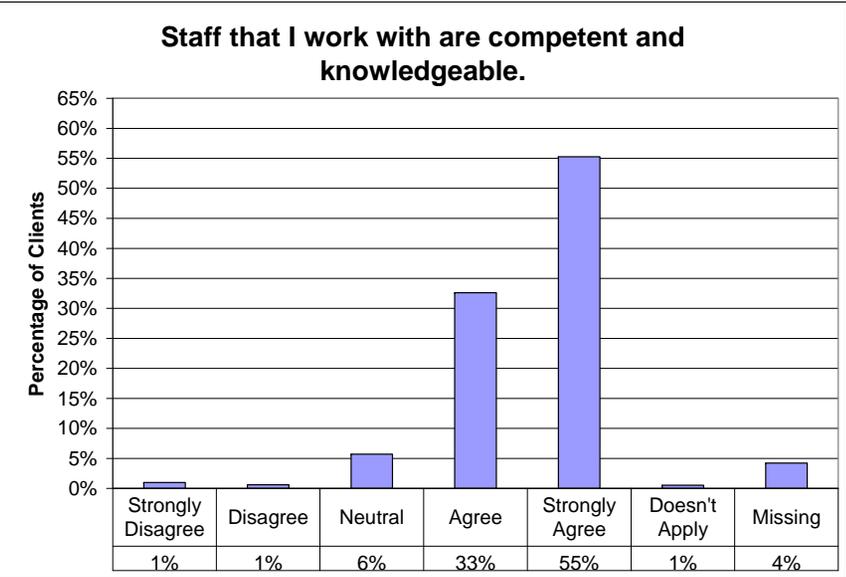
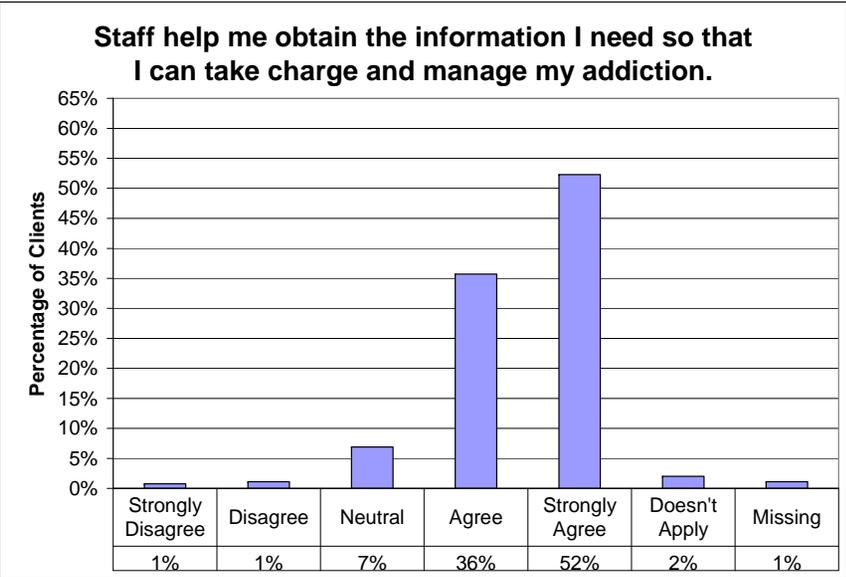


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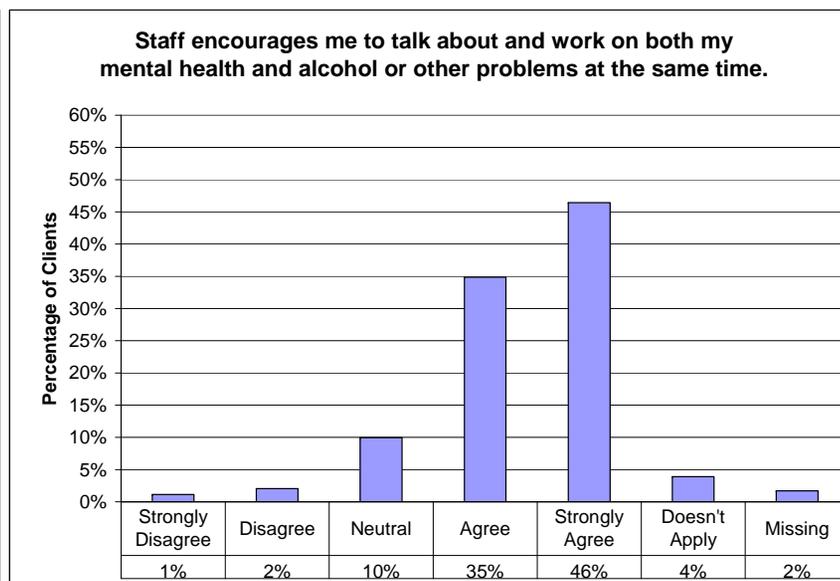


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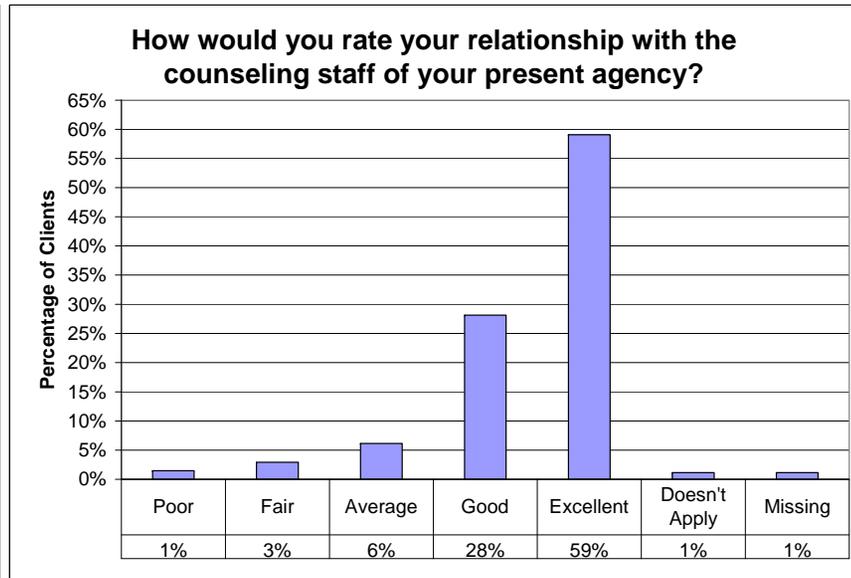
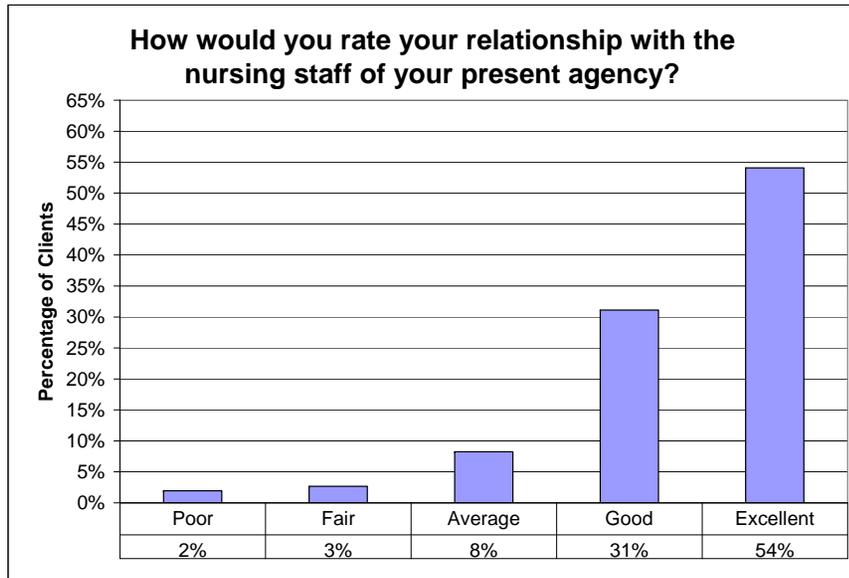
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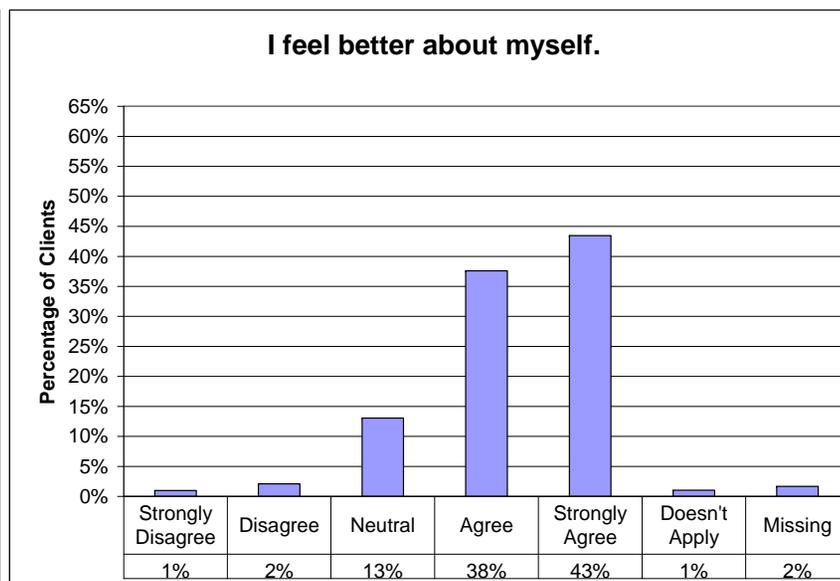
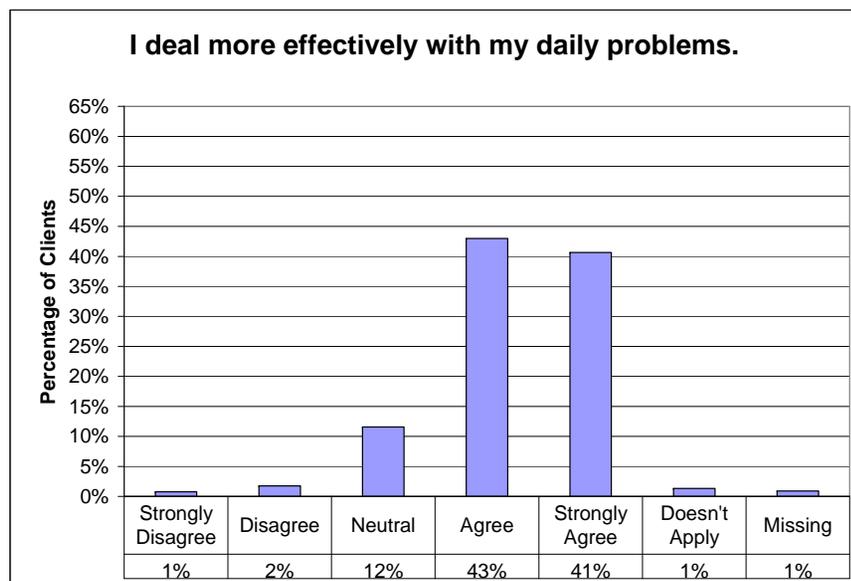


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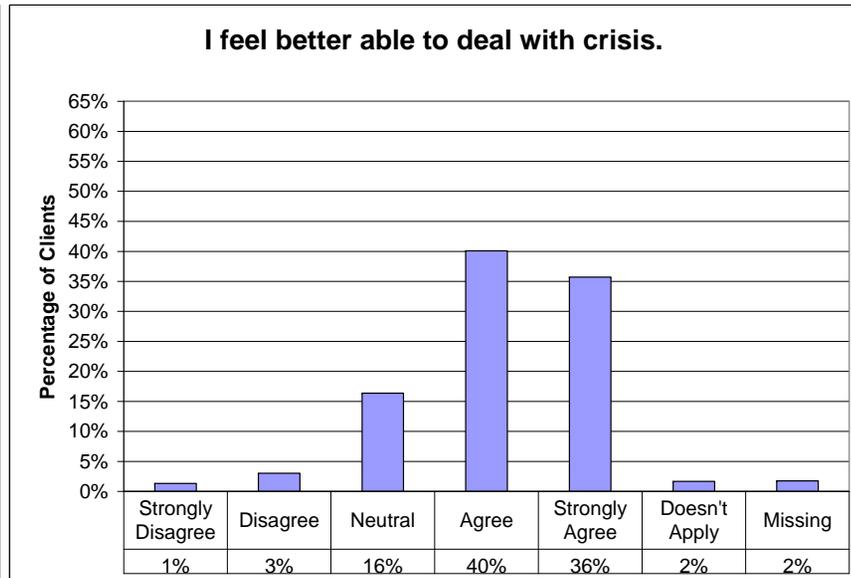


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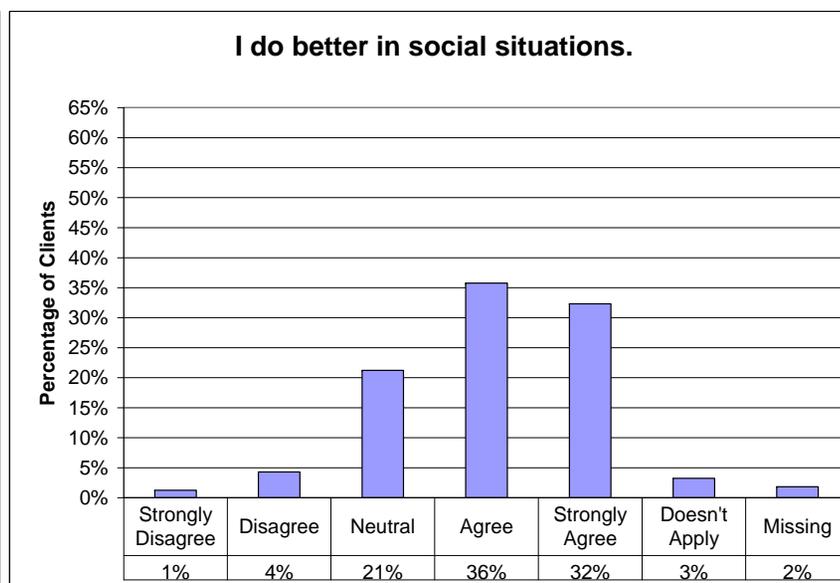
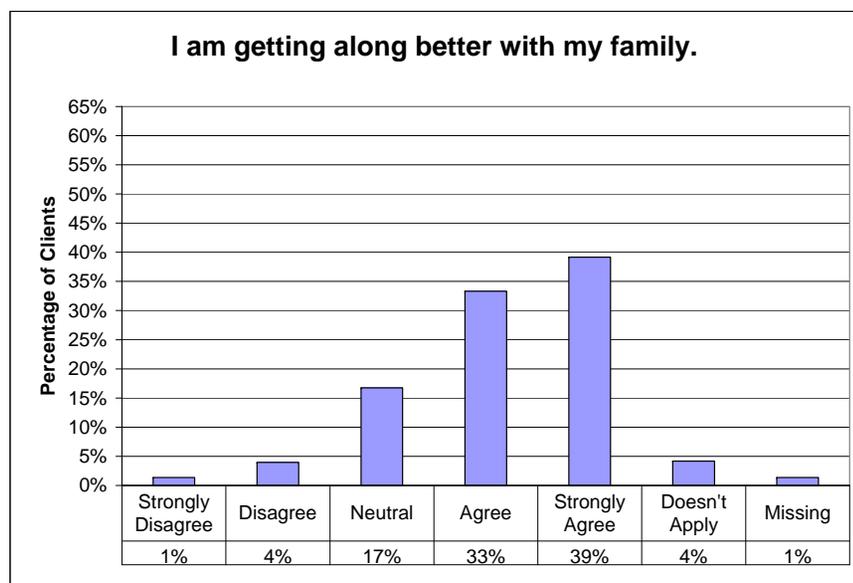
## RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



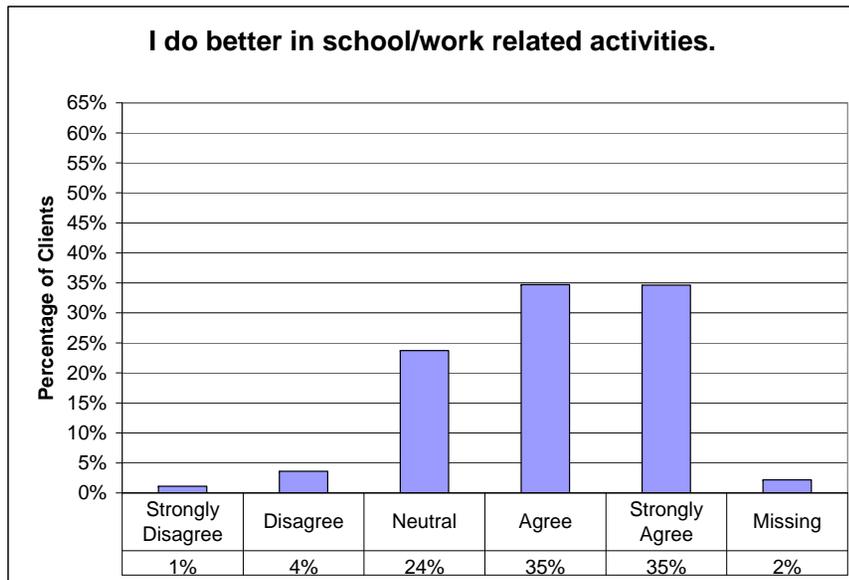
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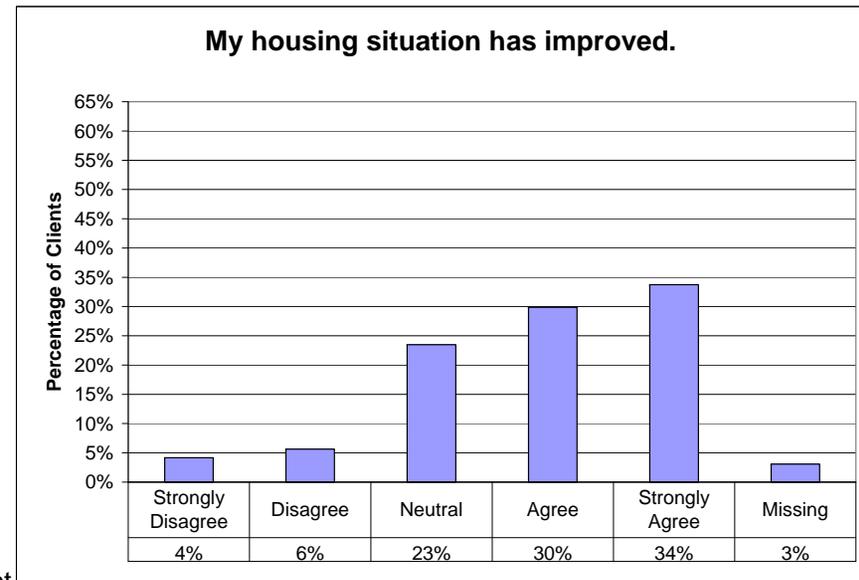
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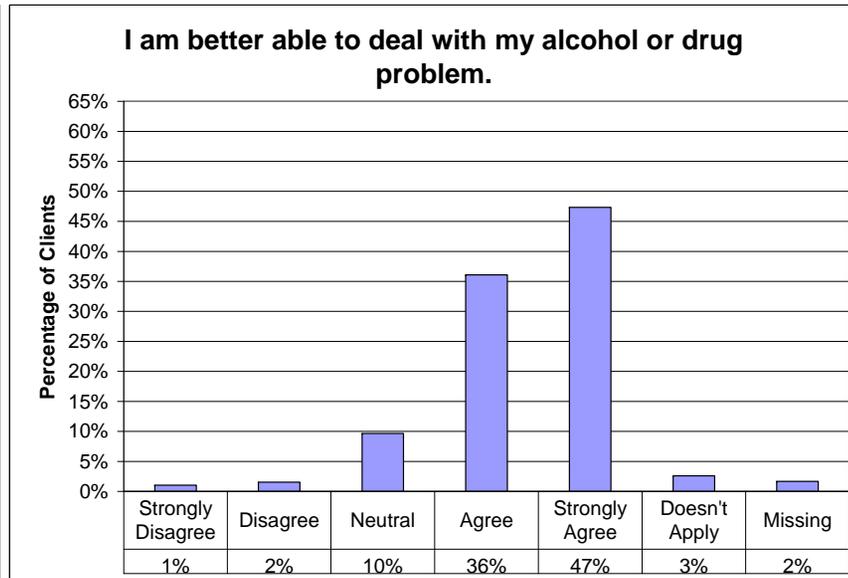
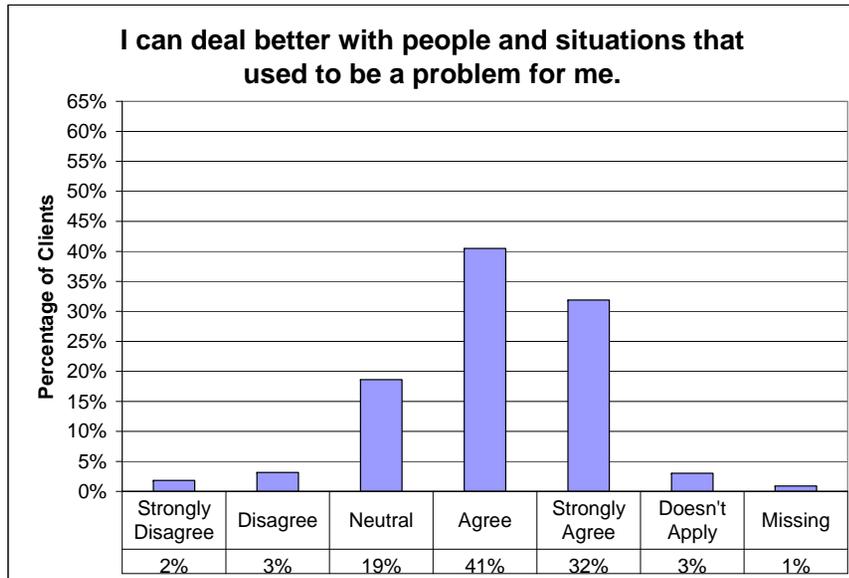


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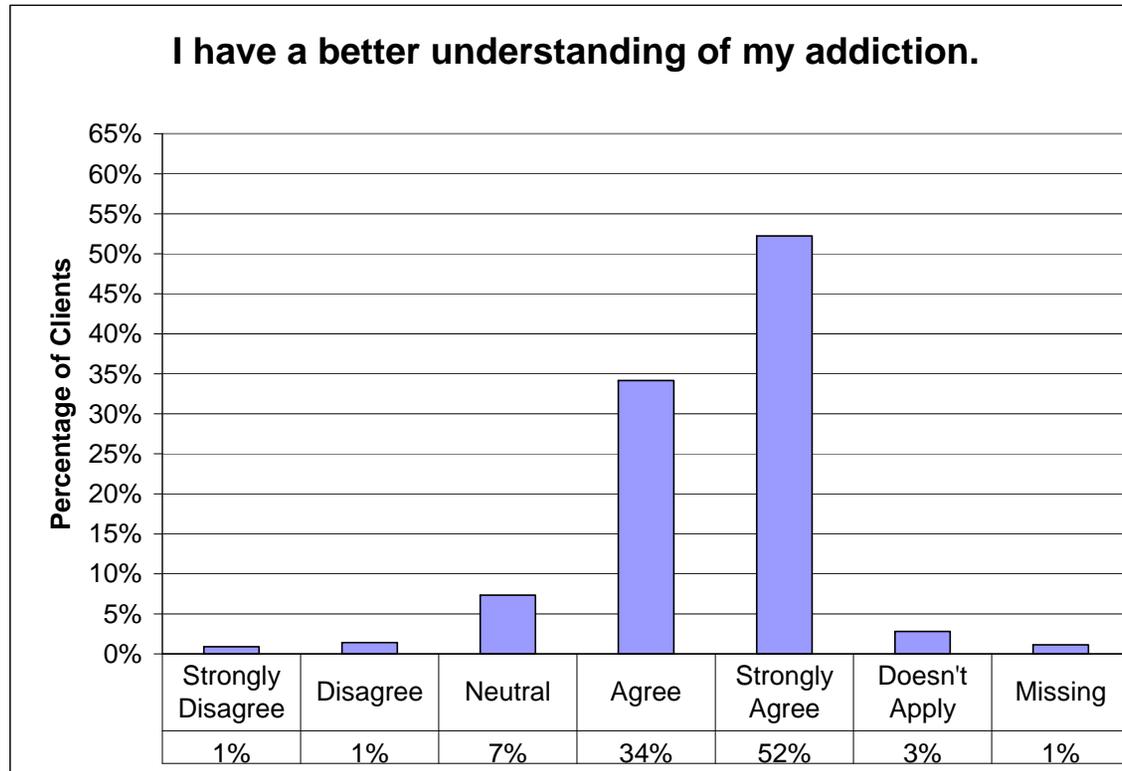
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## RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



## RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



## APPENDIX A

### Cover Letter to Treatment Agencies

## APPENDIX B

### Cover Letter to Clients

## APPENDIX C

### Survey Instrument