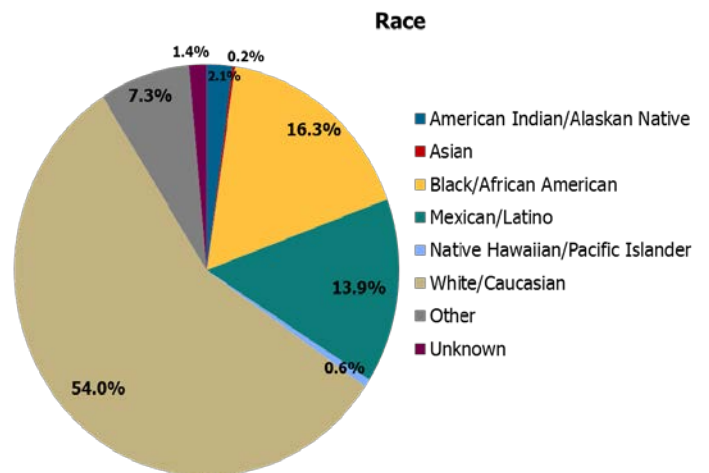
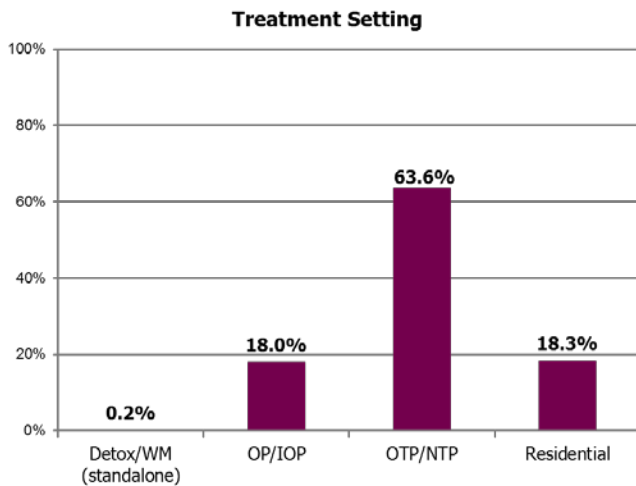
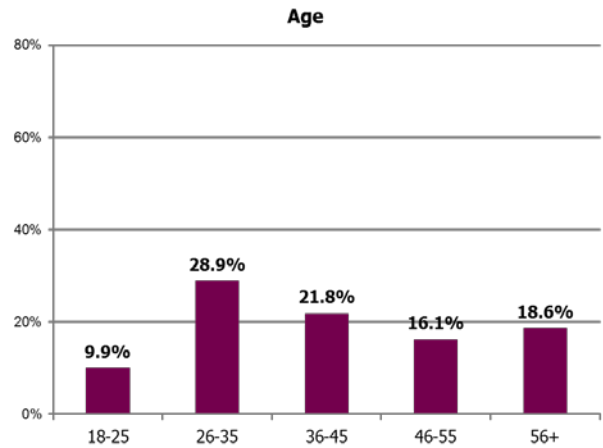
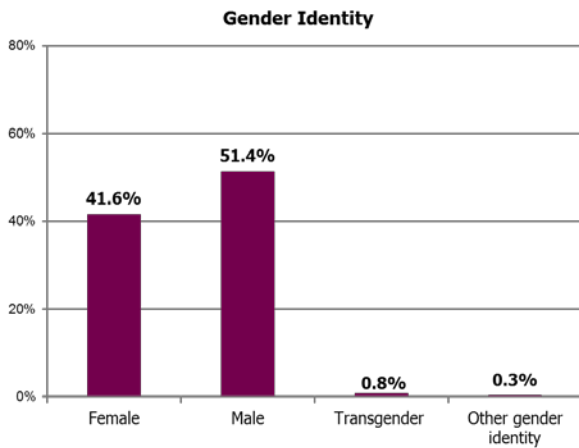


Adult Treatment Perception Survey Results

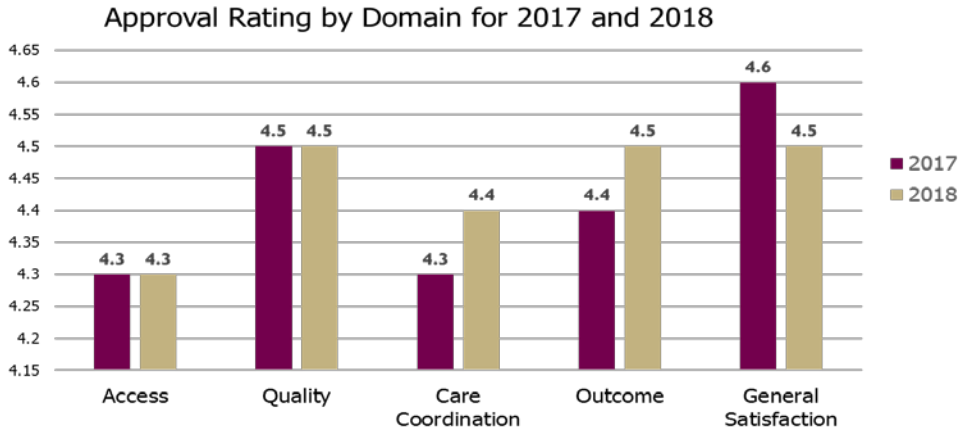
- Survey conducted from October 1-5, 2018.
- Overall sample size for adults (n=745) and youth (n=14).
 - 29 providers collected surveys and only *adult* clients who responded to all 14 questions were included in the analysis (**N=657**)
 - 3 providers collected surveys and only *youth* clients who responded to all 18 questions were included in the analysis (**N=13**)
- Domains: Access, Quality, Care Coordination, Outcome, General Satisfaction (additional domain for youth: Therapeutic Alliance)
- Approval rating varied from 1 (low) to 5 (high)

Adult Client Results

Demographics



Approval Rating by Domain



Domain approval scores (percentage of those who answered “agree” or “strongly agree”)

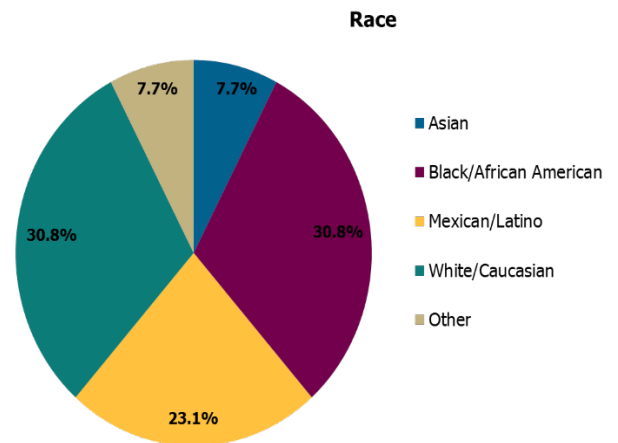
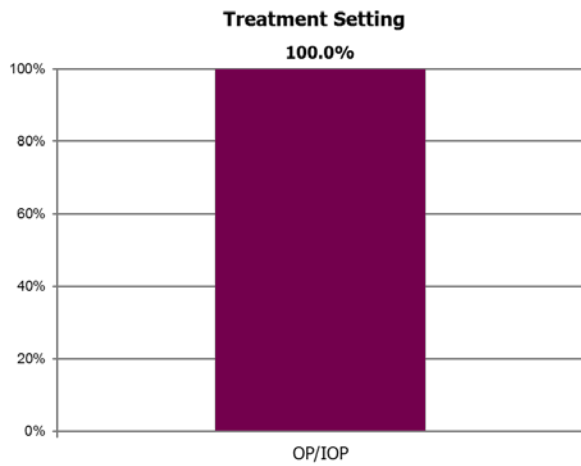
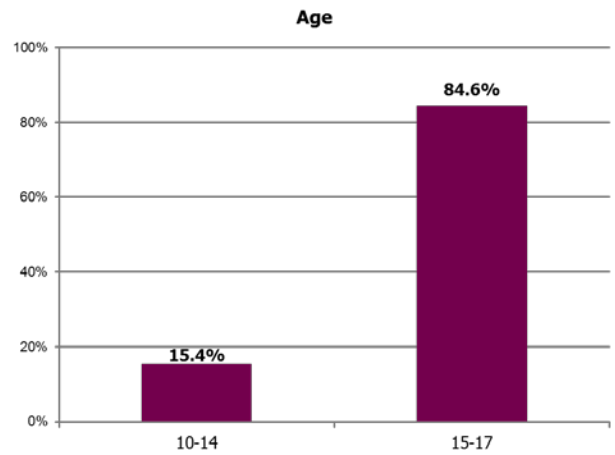
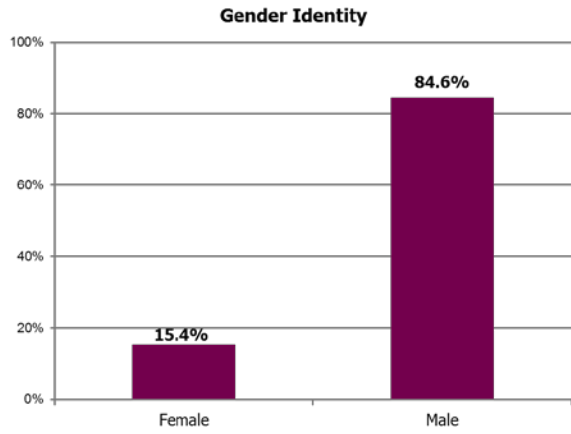
Domain	Approval Score	
	2017 (n=459)	2018 (n=657)
Access		
Convenient Time	89.5%	89.8%
Convenient Location	83.1%	81.6%
Quality		
Chose Goals	87.7%	89.3%
Enough Time	91.4%	92.5%
Respect	93.4%	95.0%
Communication	95.4%	94.1%
Cultural Sensitivity	88.8%	89.5%
Care Coordination		
Physical Health Providers	78.6%	82.2%
Mental Health Providers	73.2%	79.1%
Outcome		
Better able to do things	89.1%	89.6%
General Satisfaction		
Felt Welcomed	94.0%	92.7%
Like Services	92.6%	91.2%
Enough Help	88.5%	89.0%
Recommend Agency	91.7%	90.7%

- “This program has saved my life. We have a wonderful staff.”
- “I absolutely love this treatment program. House is so comfortable. Staff is amazing. Thank you for asking ☺”
- “Staff was patient with my addiction & life...”
- “This program is amazing. It gave me life back and has helped me to get back on track.”

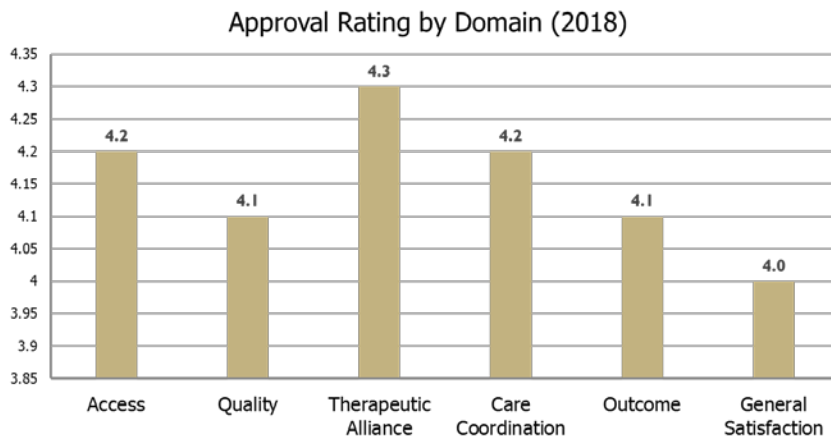
-Adult Clients

Youth Client Results

Demographics



Approval Rating by Domain



Domain approval scores (percentage of those who answered “agree” or “strongly agree”)

Domain	Approval Score (2018, n=13)
Access	
Convenient time	92.3%
Convenient location	92.3%
Good enrollment experience	76.9%
Quality	
Received the right services	69.2%
Treated with respect	92.3%
Cultural sensitivity	76.9%
Provided family services	69.2%
Therapeutic Alliance	
Worked with counselor on goals	92.3%
Counselor listened	84.6%
Positive/trusting relationship with counselor	92.3%
Counselor interested in me	92.3%
Liked counselor	92.3%
Counselor capable of helping	92.3%
Care Coordination	
Health/Emotional health needs met	84.6%
Helped with other issues/concerns	84.6%
Outcome	
Better able to do things	76.9%
General Satisfaction	
Overall satisfied with services	76.9%
Recommend services	69.2%

- “Encouraging staff”
 - “Good location”
 - “Support from counselor was helpful”
- Youth Clients