

CONSUMER SATISFACTION

Program: Substance Abuse Intensive Outpatient Program (SAIOP)

of Consumers: 25

Year: 2012

Consumer Satisfaction Measure

Measures
Overall, I am satisfied with the services I received.
I helped to choose my services.
I helped to choose my treatment goals.
The people helping me stuck with me no matter what.
I felt I had someone to talk to when I was troubled.
I participated in my own treatment.
I received services that were right for me.
The location of services was convenient.
Services were available at times that were convenient for me.
I got the help I wanted.
I got as much help as I needed.
Staff treated me with respect.
Staff respected my family's religious/spiritual beliefs.
Staff spoke with me in a way that I understood.
Staff was sensitive to my cultural/ethnic background.
I am better at handling daily life.
I get along better with family members.
I get along better with friends and other people.
I am doing better in school and/or work.
I am better able to cope when things go wrong.
I am satisfied with my family life right now.

Outcome Indicators

Indicator	Code	Number of Indicators
Strongly Agree	5	397
Agree	4	82
Undecided	3	27
Disagree	2	19
Strongly Disagree	1	0
N/A	N/A	0

