

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

State of Maine – Adult Clients

November-December, 2008

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

April, 2009

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
Attachments.....	35
A – Introductory Letter to Agency Directors	
B – Cover Letter with Survey Materials	
C – Cover Letter to Clients	
D - Survey Instrument - Adult	

EXECUTIVE SUMMARY

Fifty-seven (57) 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 2008 Client Satisfaction Survey. Included in this number were 16 facilities providing both mental health and substance abuse treatment that receive funding through OSA's Co-occurring State Integration Initiative (CO-SII). The questionnaires, which were distributed between November 16 and December 13, 2008, had questions about the client's experience at his/her present treatment facility, including interaction with staff and the results of treatment. (This year adolescent clients, 18 and younger, received a customized survey, the results from which are presented in a separate report). OSA received a total of 1803 responses from adult clients at 50 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.**

- 83% of clients were at ambulatory facilities; of these, 43% were receiving opioid replacement therapy (ORT) and 36% were receiving non-intensive outpatient services.
- More than a third (38%) of clients were between the ages of 25 and 34; another quarter (24%) were between 35 and 44.
- 57% were males and 43% were females.
- 92% were white, 4% were Native American, 1% were black, and 1% were another race or bi-racial (chose two race categories).
- 19% of respondents had not graduated from high school; another 35% had some college or had received a college diploma.
- 17% had been in their current treatment program less than a month, and 28% had been in their program more than 1 year.
- Of the 696 clients who said that they were currently receiving mental health services, 51% were receiving those services at their substance abuse treatment facility, and 49% were receiving mental health services only at another facility.

The mean overall level of satisfaction was 8.6 on a scale of 1 (poor) to 10 (excellent); one out of three (33%) clients gave their facility a score of 10. 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 hospital settings other than for detoxification (7.1), and in extended care facilities (7.5), while clients being evaluated, and those in extended shelters gave their experience the highest mean rating (9.1 and 8.9, respectively).
- For the great majority of clients, age made little difference in their overall satisfaction level (age 25-64); however, clients 19-24 expressed the lowest level of satisfaction (8.4), and clients 65 or over reported the highest level (9.1) of satisfaction.
- Female clients were somewhat more satisfied with their treatment facilities than were male clients (8.7 vs. 8.5, respectively).
- Native American and black clients reported higher mean ratings (8.9 and 9.0, respectively) than did white clients (8.6); other/bi-racial clients gave a significantly lower mean rating (7.2).
- Ethnicity and level of education made little difference in the degree of satisfaction reported.
- Clients in treatment between 7 and 12 months rated their treatment higher (8.8) than clients in treatment for a longer or shorter time.

- Clients receiving mental health services at their substance abuse treatment facility reported a somewhat higher level of satisfaction (8.7) than clients receiving these services at a separate facility (8.5), clients without a mental health problem (8.6) or clients not currently receiving mental health services but who had in the past (8.2).

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” (61% strongly agreed), and “How would you rate your relationship with the counseling staff at your present agency?” (62% 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 40% of the respondents had only been in treatment 3 months or less. The highest proportion of clients strongly agreed that: “I feel better about myself” (44%), and “I am better able to control my life” (42%). Clients were less positive about improvements in their ability to function socially: only a third strongly agreed with the statement, “I do better in social situations” (34%) or “I can deal better with people and situations that used to be a problem for me” (34%).

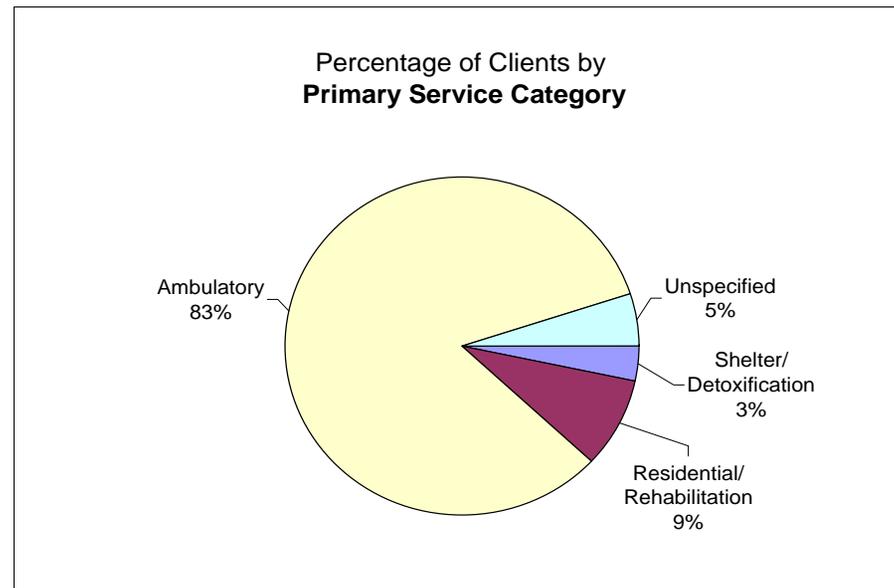
METHODOLOGY

To better distribute the correct number of surveys, a letter was sent in September to treatment agency directors, asking for the number of adult and adolescent clients they expected to treat during November (see Introductory Letter - Attachment A). Besides agencies receiving standard OSA funding or providing opiate replacement therapy, agencies receiving CO-SII grants were also included in the 2008 survey. The letter also gave the director the opportunity to name a contact who would be distributing the surveys to their individual facilities and receiving the final reports. In early November, surveys, client cover letters and self-addressed, prepaid envelopes were sent to the contact person to be forwarded to individual facilities, and distributed to substance abuse clients at or entering the facility between November 16th and December 13th (see Attachment B – Cover letter with Survey Materials, and Attachment C –Client Cover Letter). Adolescent clients (age 18 and younger) were to be given a revised version of the survey form. The facility’s Federal ID and primary service code were to be entered on the survey before being given to the client. In the cover letter, clients were assured confidentiality and were asked to complete the survey and mail it back to OSA in the supplied envelope by January 15, 2009 (see Attachment D – Survey Instruments).

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.

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

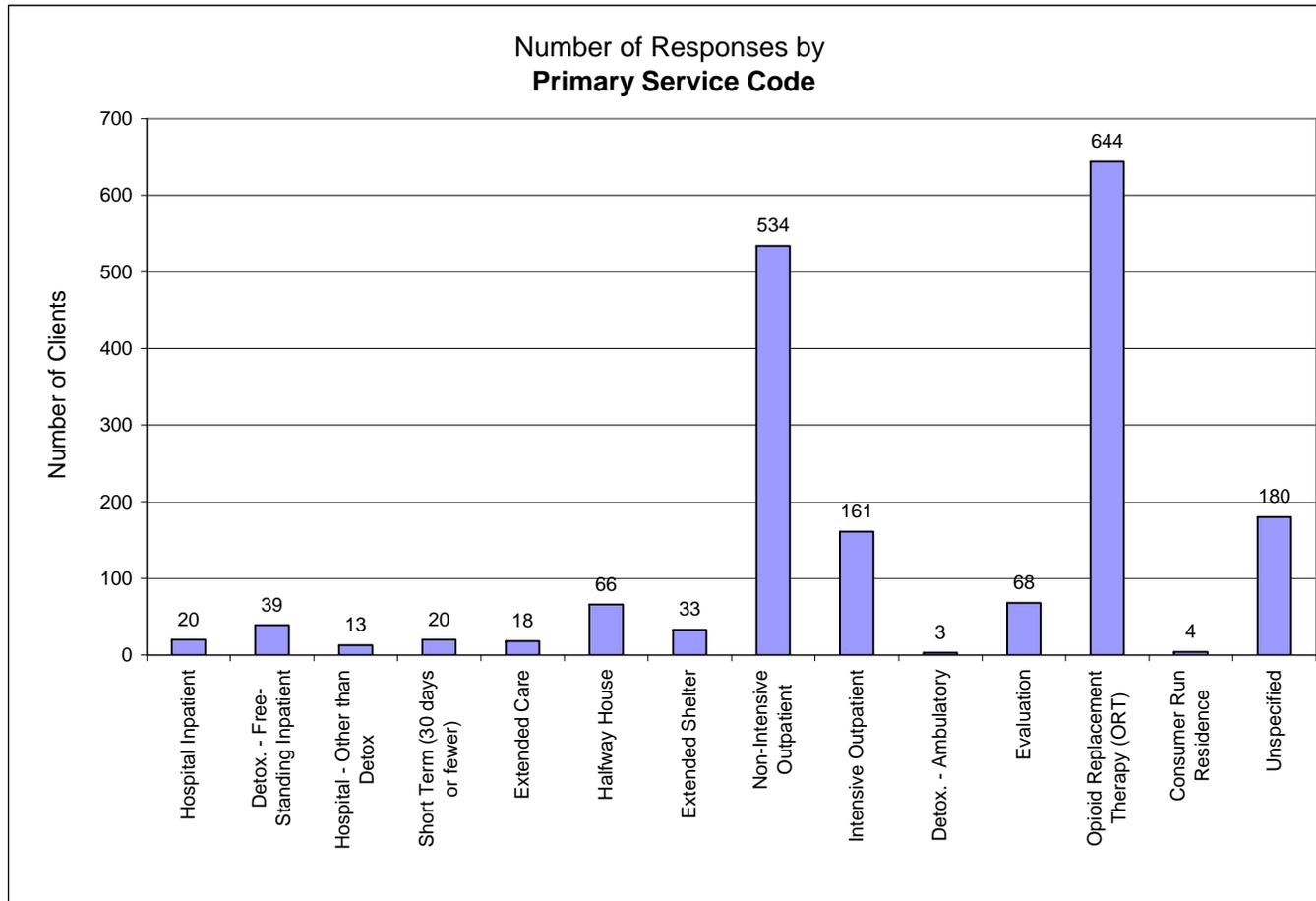
DEMOGRAPHICS



Primary Service Category	Number	Percent
Shelter/Detoxification	59	3%
Residential/Rehabilitation	154	9%
Ambulatory	1501	83%
Unspecified	354	5%
Total	1803	100%

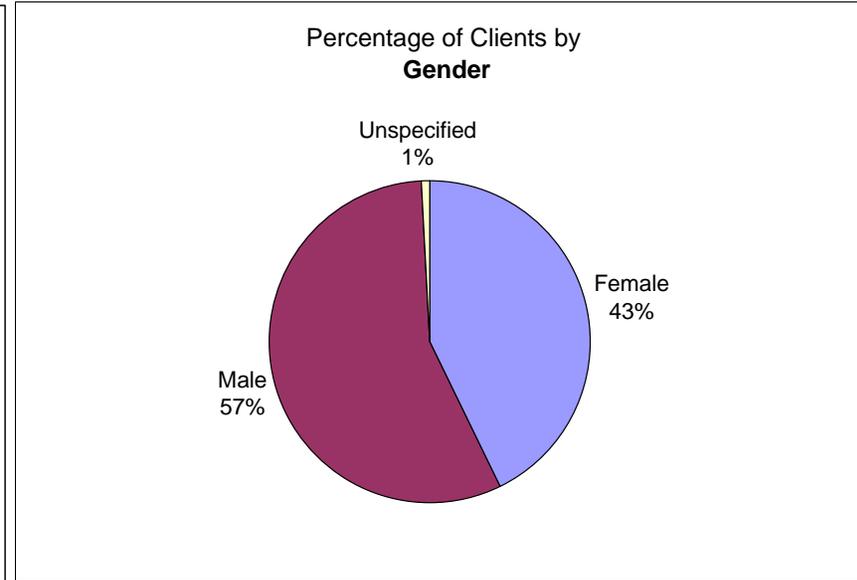
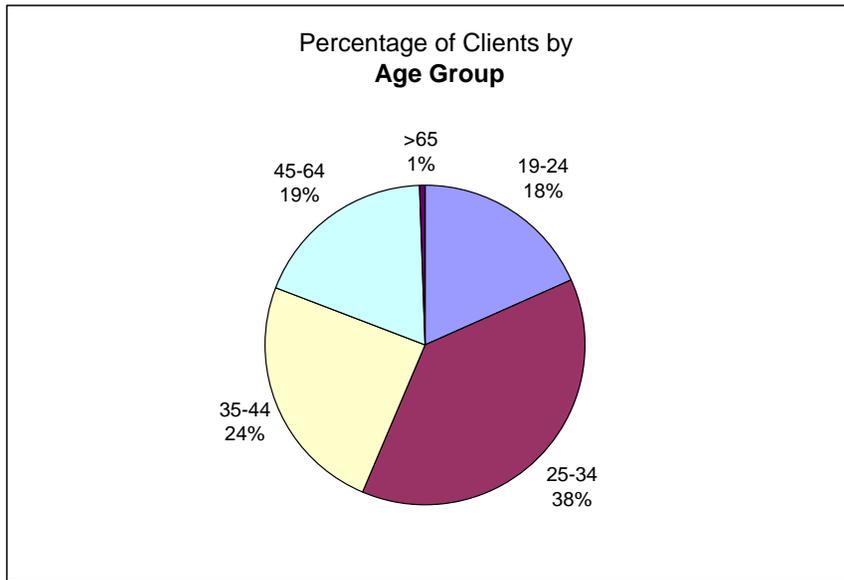
Of the 1803 surveys received, 1501 (83%) were from clients at ambulatory facilities; an additional 154 (9%) were from clients in residential/rehabilitation settings, and 59 (3%) were from clients at shelter/detox facilities.

DEMOGRAPHICS



The graph above shows the number of respondents by the services they were receiving at the time of the survey. The largest number, 644, were receiving opioid replacement therapy ; another 534 received non-intensive outpatient services.

DEMOGRAPHICS

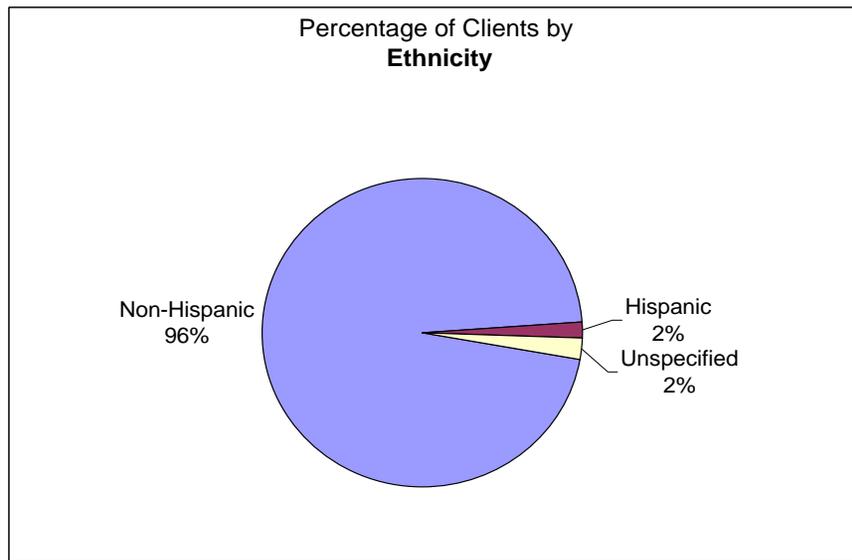
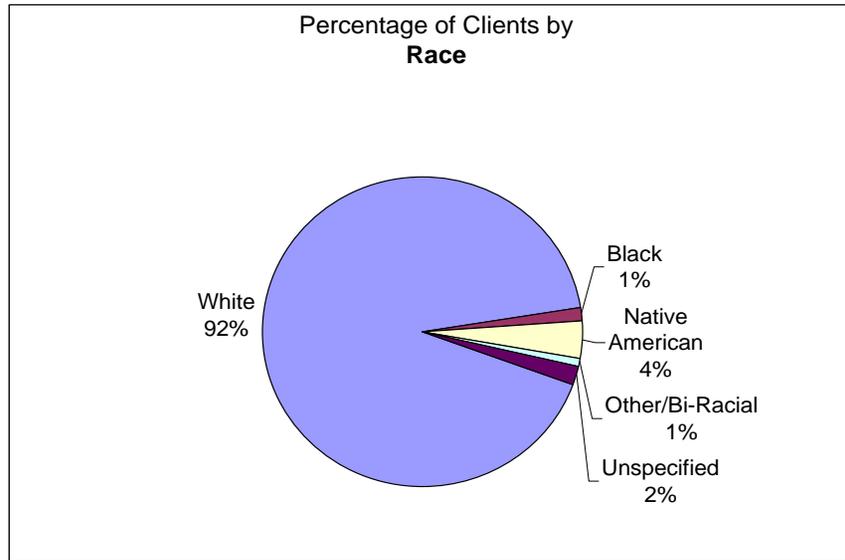


Age Group	Number	Percent
19-24	269	18%
25-34	556	38%
35-44	357	24%
45-64	271	19%
>65	10	1%
Total	1463	100%

Gender	Number	Percent
Female	770	43%
Male	1020	57%
Unspecified	13	1%
Total	1803	100%

Of the 1463 clients who gave their age, 38% were between the ages of 25 and 34. The next largest response group (24%) was between the ages of 35 and 44; only 1% were 65 or older. Fifty-seven percent (57%) of the respondents were male and 43% were female.

DEMOGRAPHICS



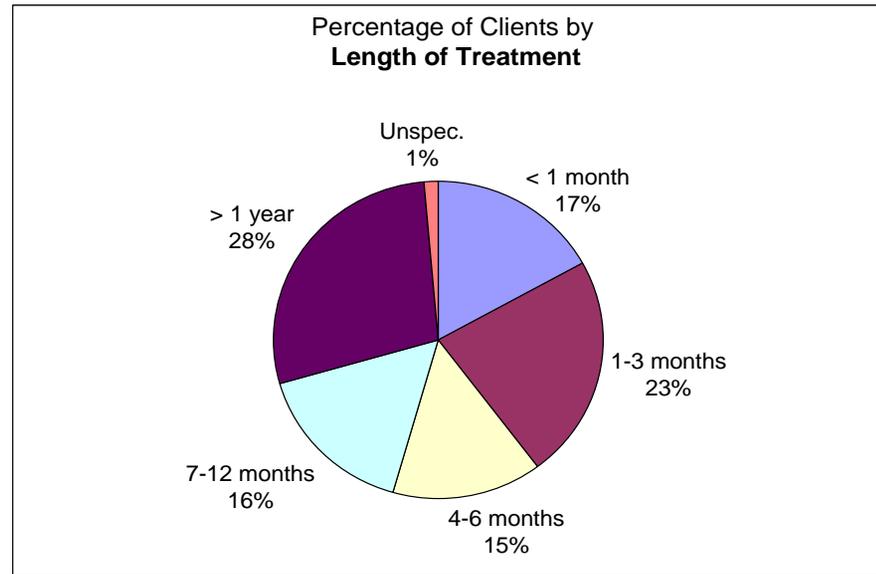
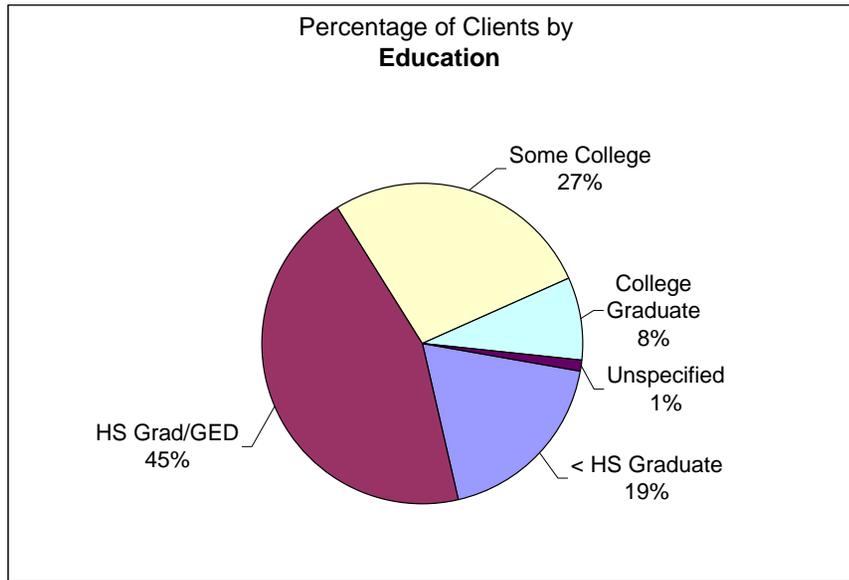
Race	Number	Percent
White	1657	92%
Black	24	1%
Native American	71	4%
Other or Bi-racial ¹	16	1%
Unspecified	35	2%
Total	1803	100%

Ethnicity	Number	Percent
Non-Hispanic	1731	96%
Hispanic	34	2%
Unspecified	38	2%
Total	1803	100%

Broken down by race, 1657 (92%) of the respondents described themselves as white; another 71 (4%) were Native American, 24 (1%) were black, and 51 (3%) were another race, bi-racial or race was not specified. Only 34 (2%) described themselves as Hispanic.

¹ “Bi-racial” was not offered as a specific option on the survey form, but 8 clients checked two race classifications.

DEMOGRAPHICS

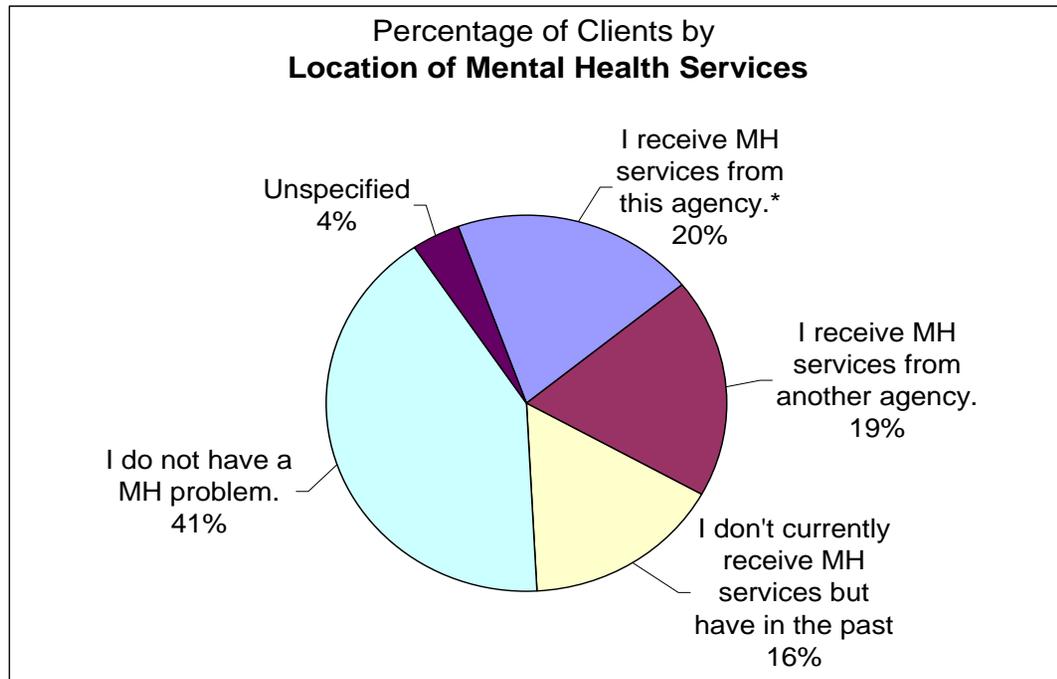


Level of Education	Number	Percent
<HS Graduate	338	19%
HS Graduate/GED	806	45%
Some College	487	27%
College Graduate	152	8%
Unspecified	20	1%
Total	1803	100%

Treatment Length	Number	Percent
<1 month	304	17%
1-3 months	410	23%
4-6 months	269	15%
7-12 months	290	16%
>1 year	503	28%
Unspecified	27	1%
Total	1803	100%

The largest number of adult respondents, 806 (45%), had a high school diploma or the equivalent. Another 487 (27%) had some college experience, and 152 (8%) were college graduates; 338 (19%) had less than a high school diploma. More than one out of four clients (28%) had been receiving services at their current facility for more than 1 year, and 40% of the clients had been receiving services 3 months or less.

DEMOGRAPHICS

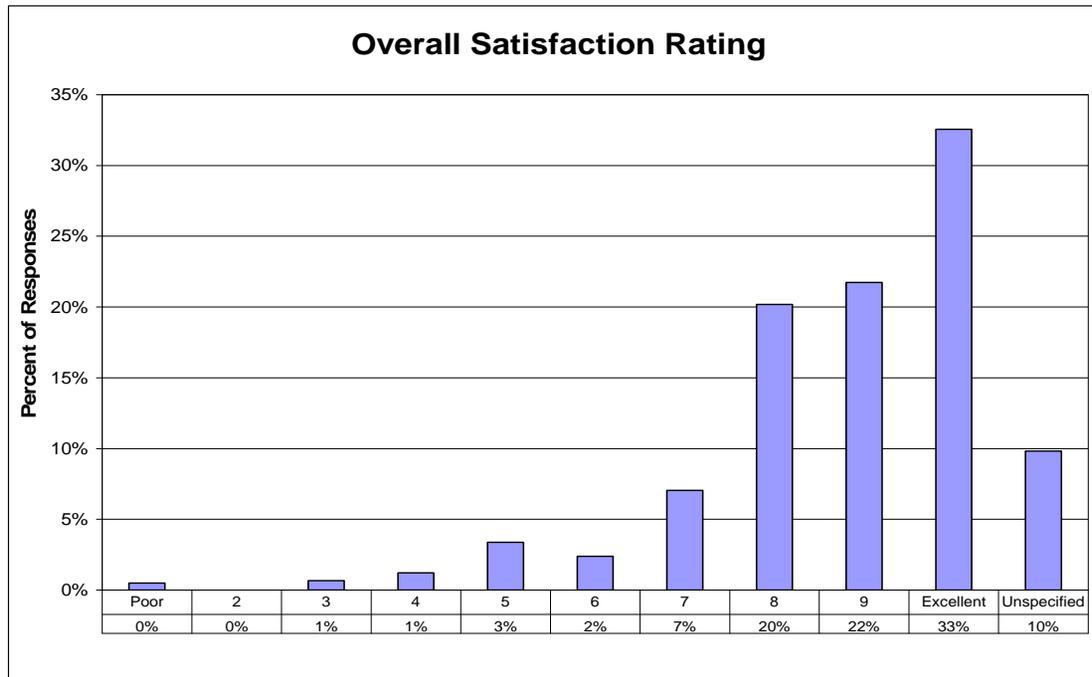


Location of Mental Health Services	Number of Responses	Percent of Responses
I receive MH services from this agency.	357	20%
I receive MH services from another agency.	339	19%
I don't currently receive MH services, but have in the past.	293	16%
I do not have a MH problem.	743	41%
Unspecified	71	4%
Total	1803	100%

* Includes clients receiving mental health services from both their substance abuse treatment agency and another agency.

Broken down by location of mental health services, 41% of responding clients said they did not have a mental health problem; another 16% said they had received mental health services in the past but not currently. Of the 696 clients who said that they were currently being treated for a mental health problem, 357 (51%) were being treated at the same facility where they were receiving their substance abuse treatment, and 339 (49%) were receiving their mental health services only at another facility.

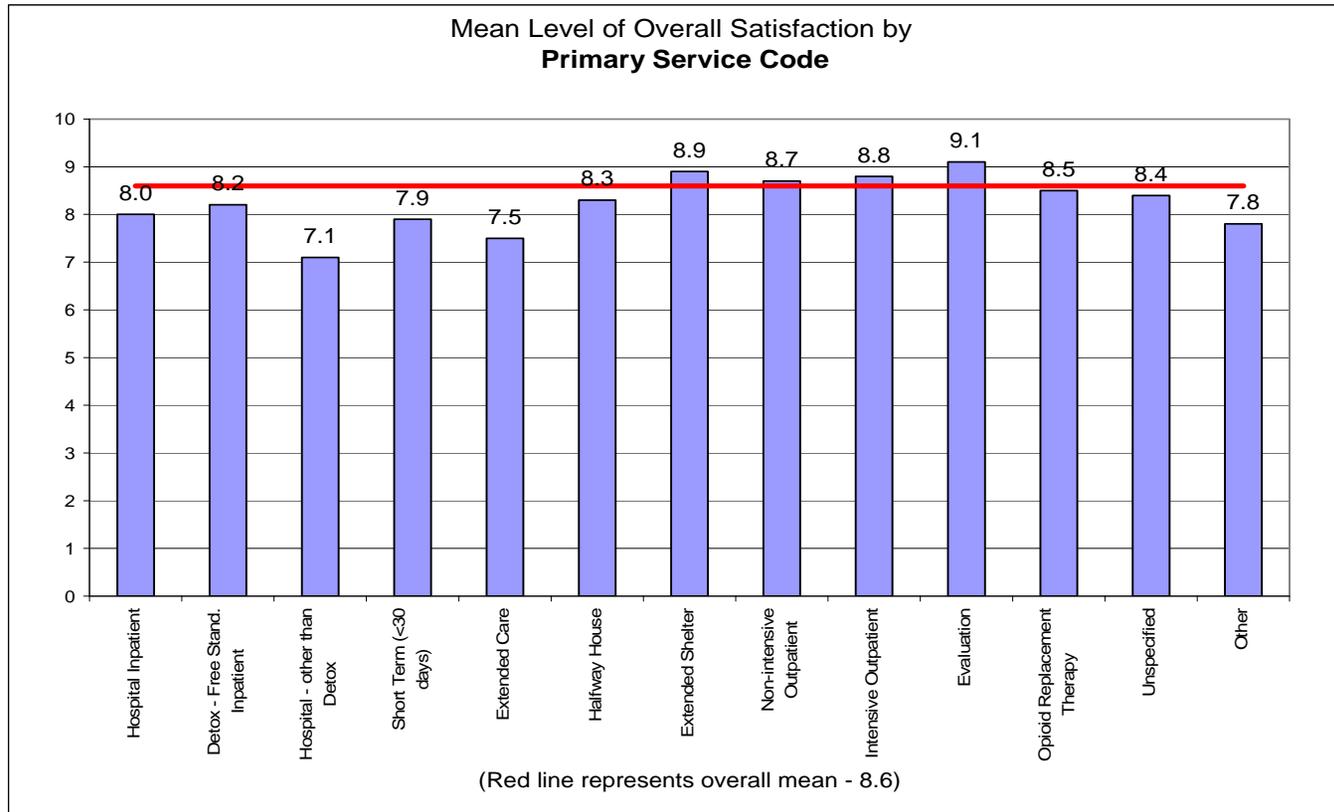
OVERALL SATISFACTION



Rating Scale	Number of Responses	Percent of Responses
Poor	9	0%
2	9	<1%
3	12	1%
4	22	1%
5	61	3%
6	43	2%
7	127	7%
8	364	20%
9	392	22%
Excellent	587	33%
Unspecified	177	10%
Total	1803	100%
Mean Level of Satisfaction = 8.6		

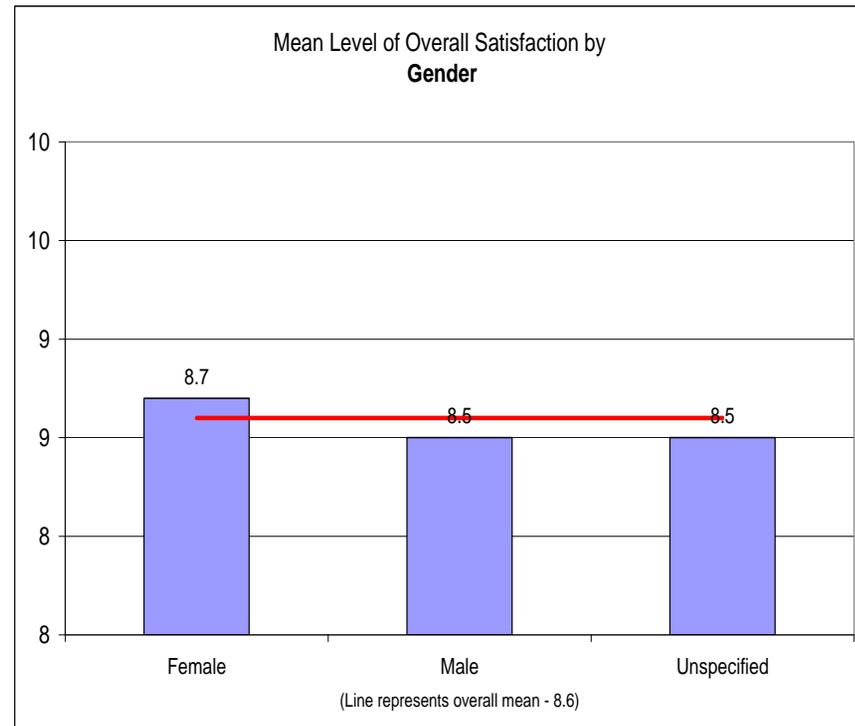
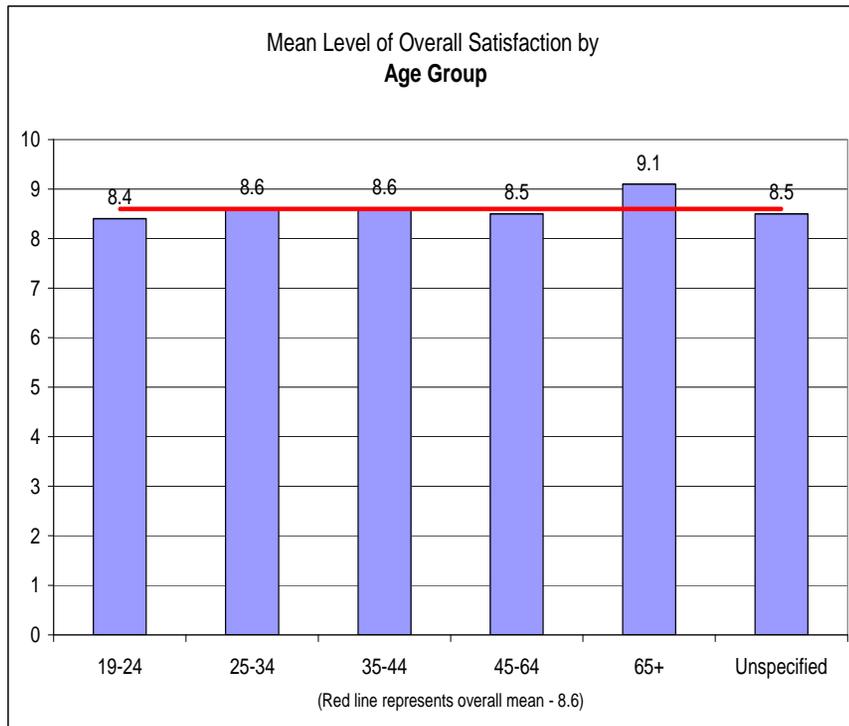
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 8.6. Three quarters (75%) rated their overall satisfaction with their current treatment facility as 8 or higher, and one in three (33%) rated their experience as 10. Less than 3% of respondents rated their experience as 4 or lower.

OVERALL SATISFACTION



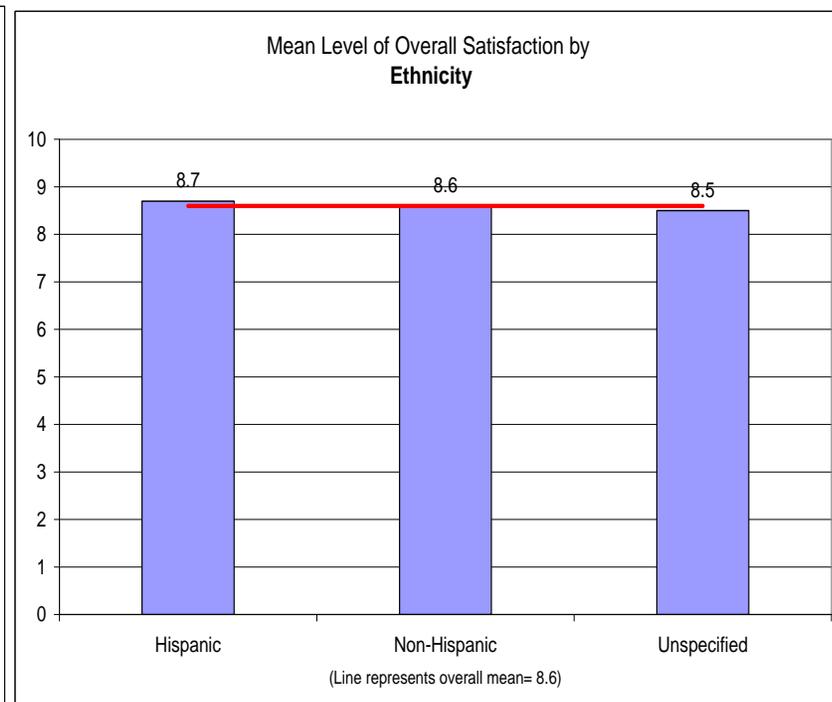
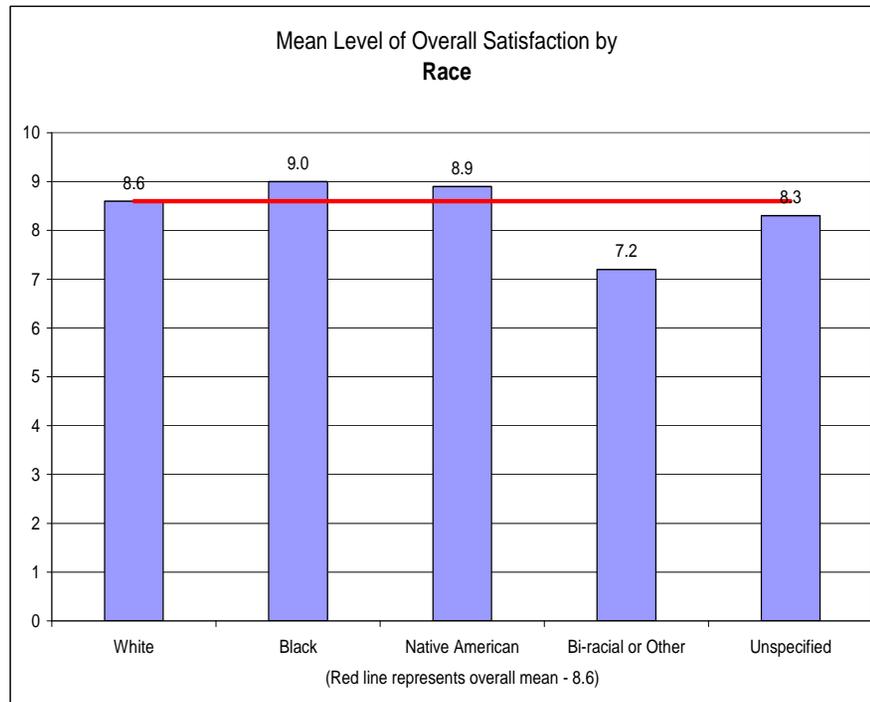
Clients in hospital settings other than detox and in extended care facilities gave their average overall experience the lowest ratings (7.1, and 7.5, respectively). Clients giving the highest mean ratings were clients being evaluated (9.1) and clients in extended shelters (8.9).

OVERALL SATISFACTION



For the vast majority of clients (age 25 through 64), age made little difference in their level of satisfaction (8.6); younger clients were somewhat less satisfied (8.4) and the 9 older clients were, on the average, considerably more satisfied (9.1). Female clients were more satisfied with their treatment experience than were male clients (8.7 vs. 8.5, respectively).

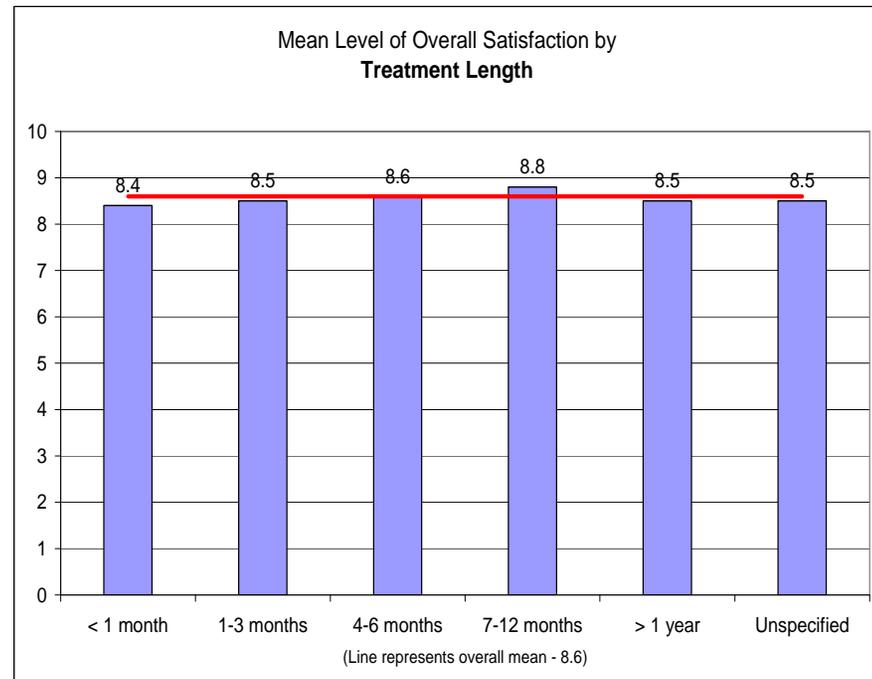
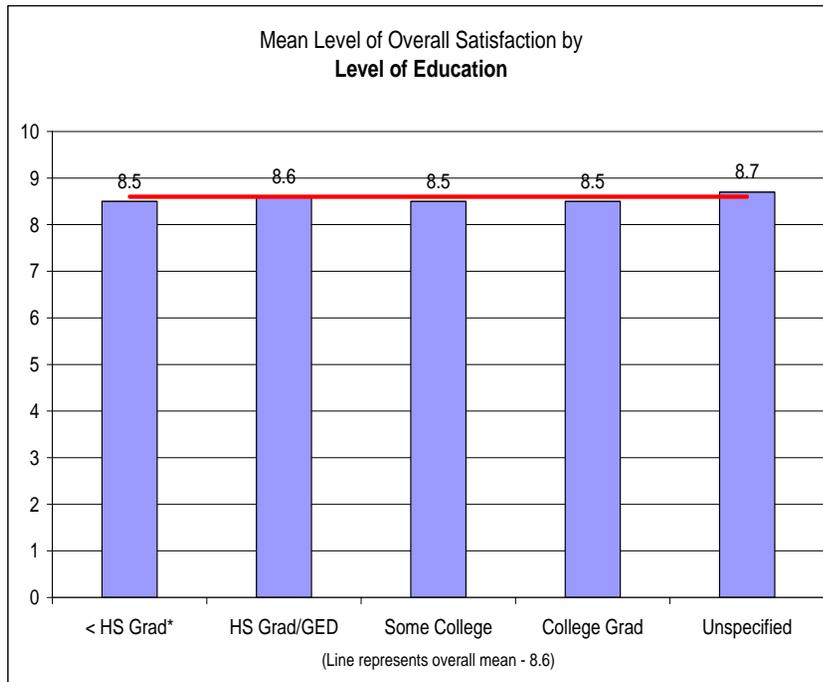
OVERALL SATISFACTION



White clients rated their current treatment experience somewhat lower (8.6) than did black clients (9.0), or Native American clients (8.9). Clients reporting to be another race or bi-racial², rated their experience lowest (7.2). Hispanic clients rated their satisfaction very much the same as non-Hispanic clients (8.7 versus 8.6, respectively).

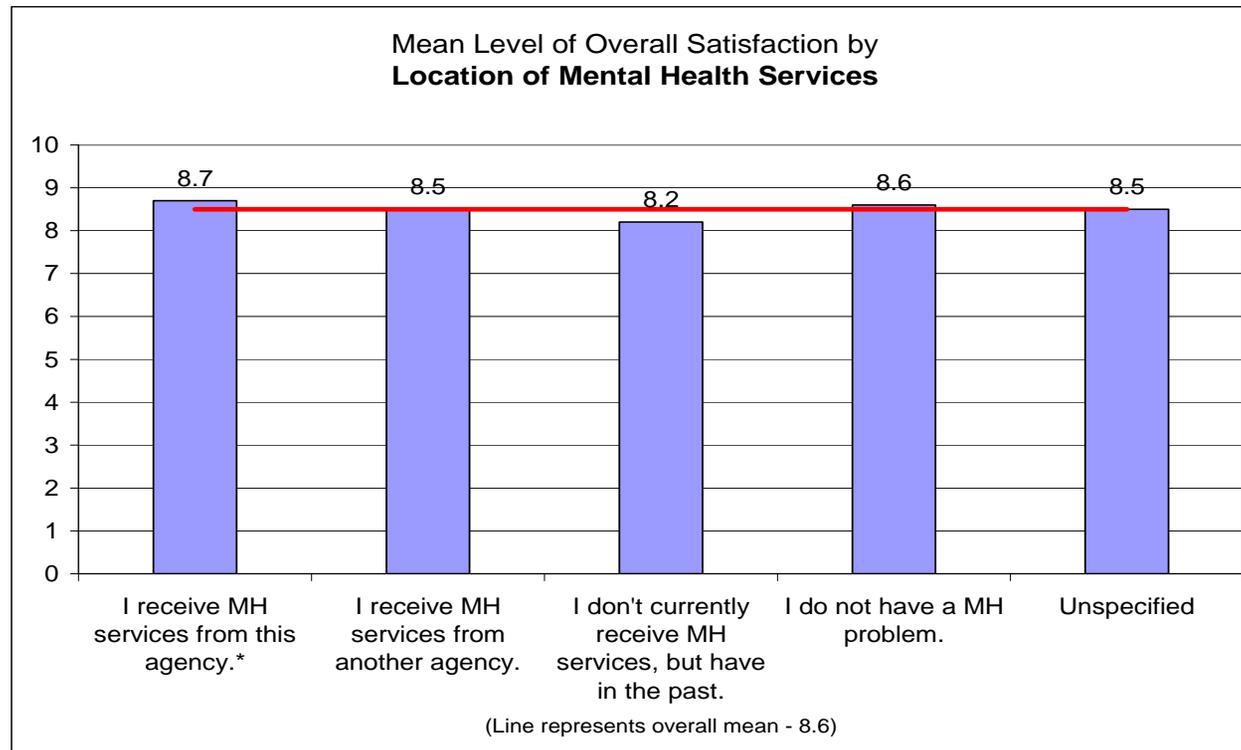
² “Bi-racial” was not offered as a specific option on the survey form, but 8 clients checked two races.

OVERALL SATISFACTION



Level of education made little difference in the degree of satisfaction expressed by clients in the survey. Clients that had been in treatment less than a month rated their experience somewhat less than clients in treatment between 7 and 12 months (8.4 versus 8.8, respectively).

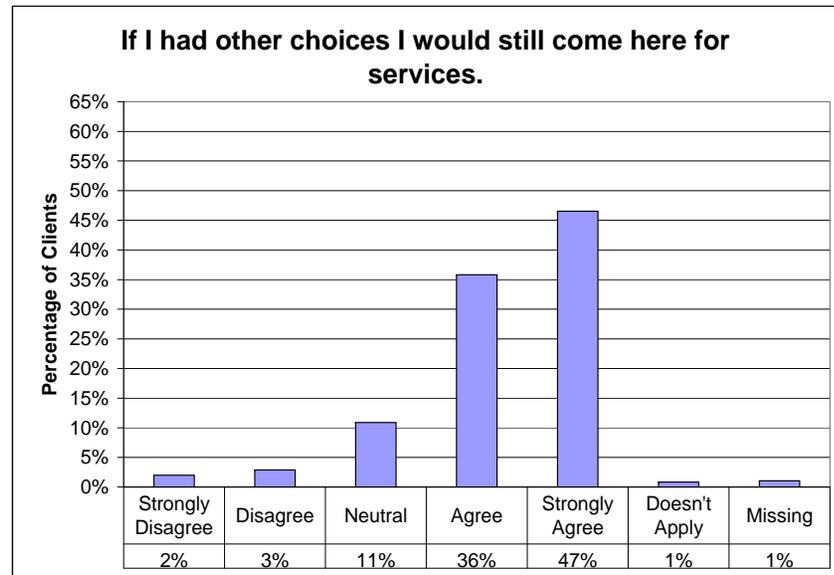
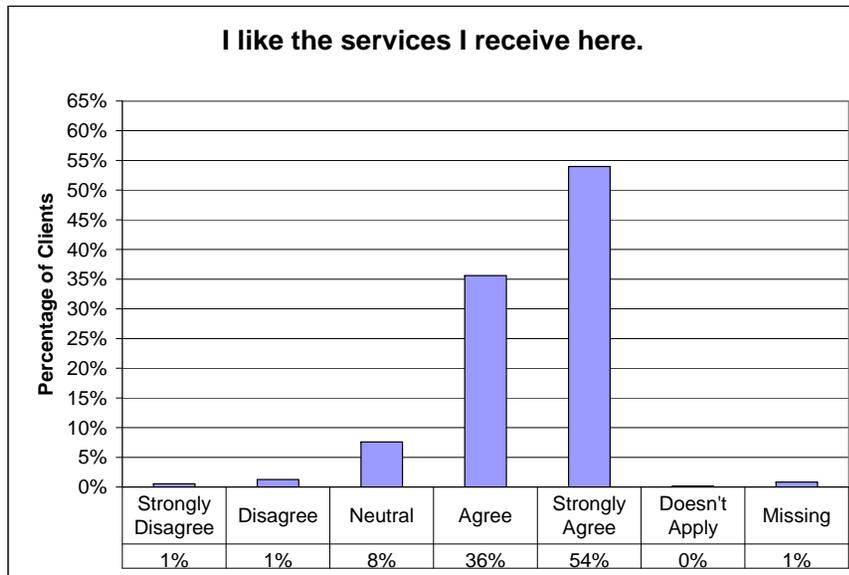
OVERALL SATISFACTION



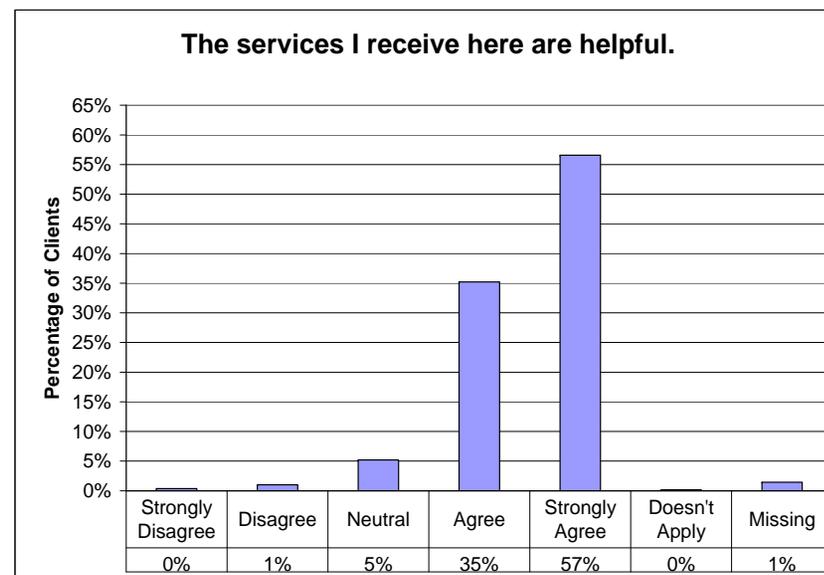
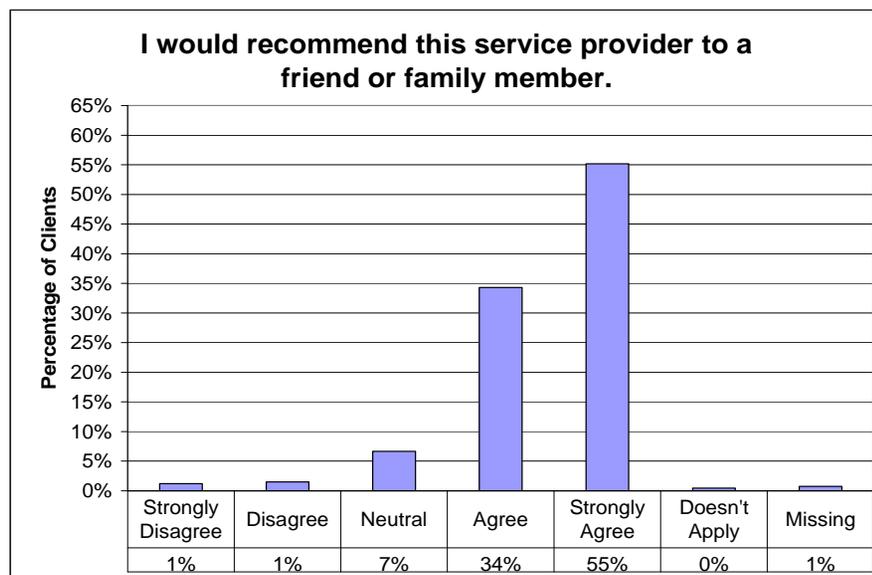
*Includes clients who received mental health services both at their substance abuse treatment facility and at another facility.

The clients who received their mental health services at the same agency as they received substance abuse treatment were somewhat more satisfied with their overall treatment experience (8.7) than clients who received their mental health services from another agency (8.5), and significantly more satisfied than clients who had received mental health services in the past but not currently (8.2).

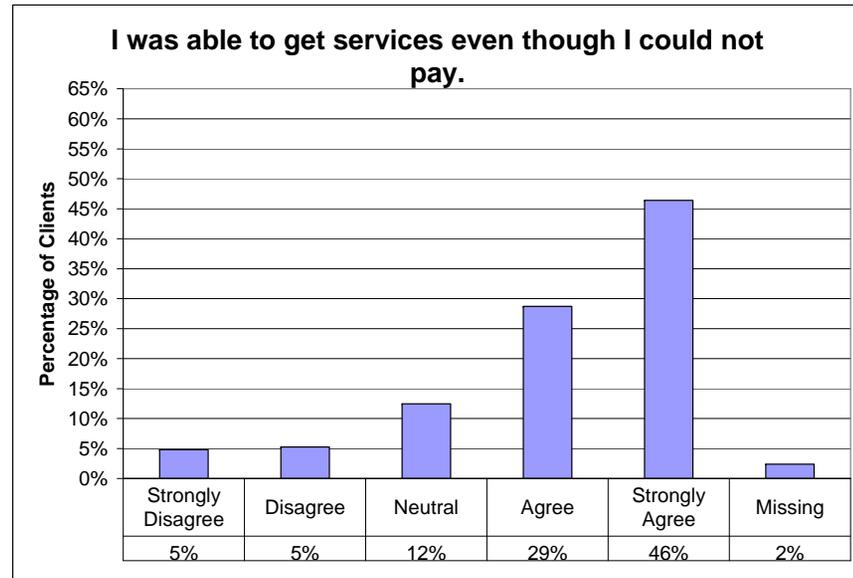
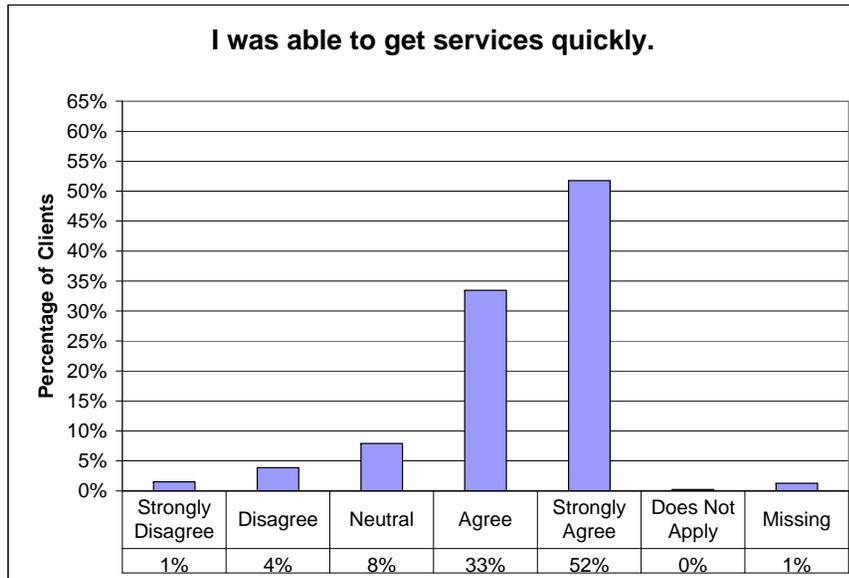
RESPONSES TO SPECIFIC QUESTIONS - SERVICES



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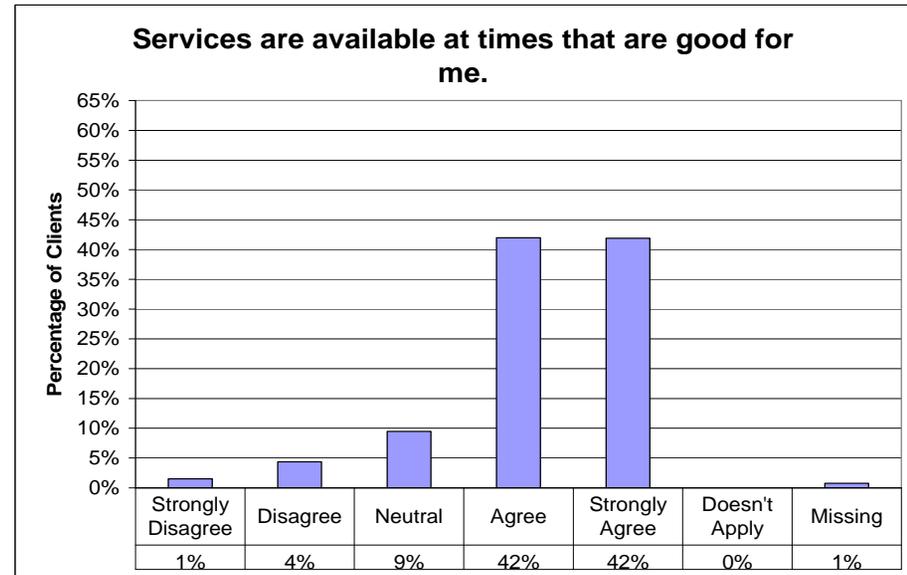
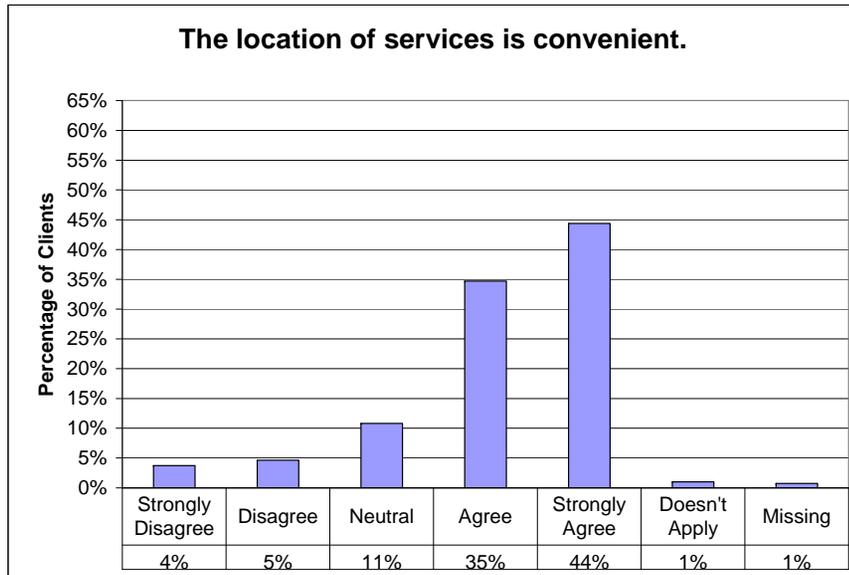


RESPONSES TO SPECIFIC QUESTIONS - SERVICES

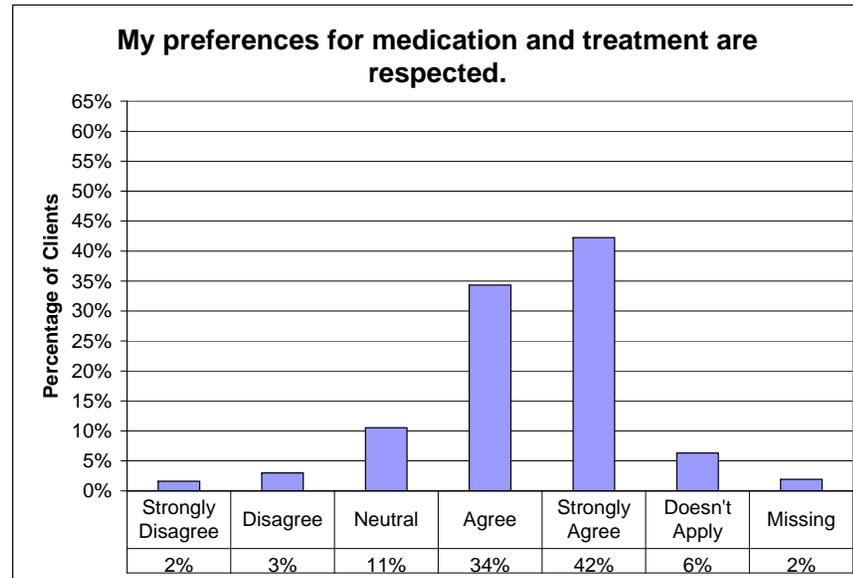
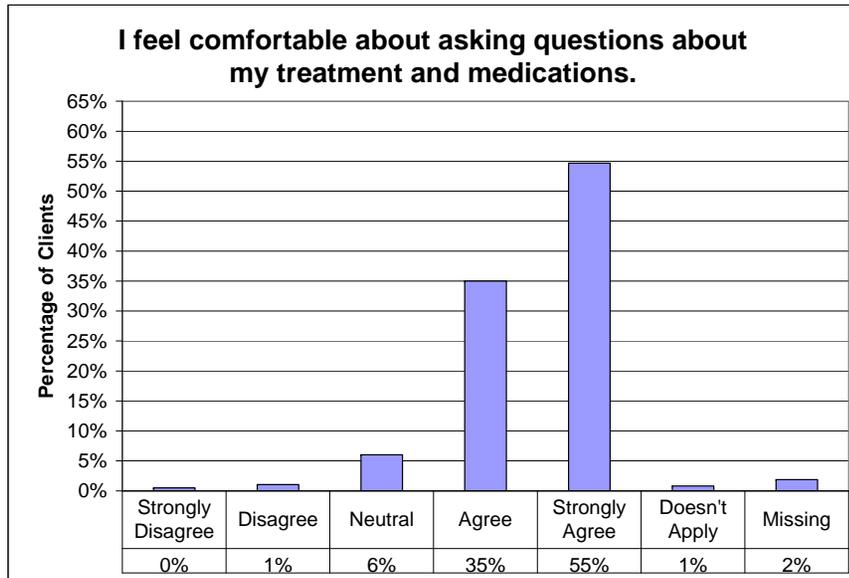


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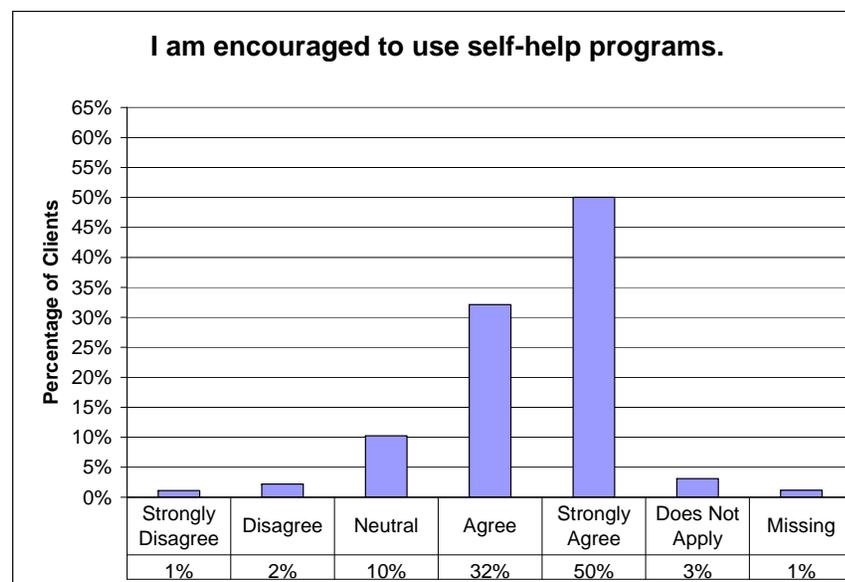
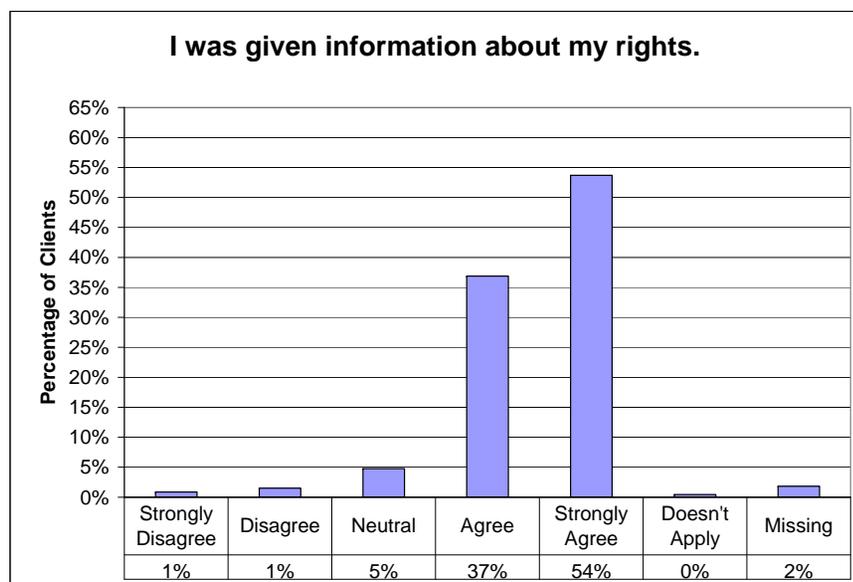
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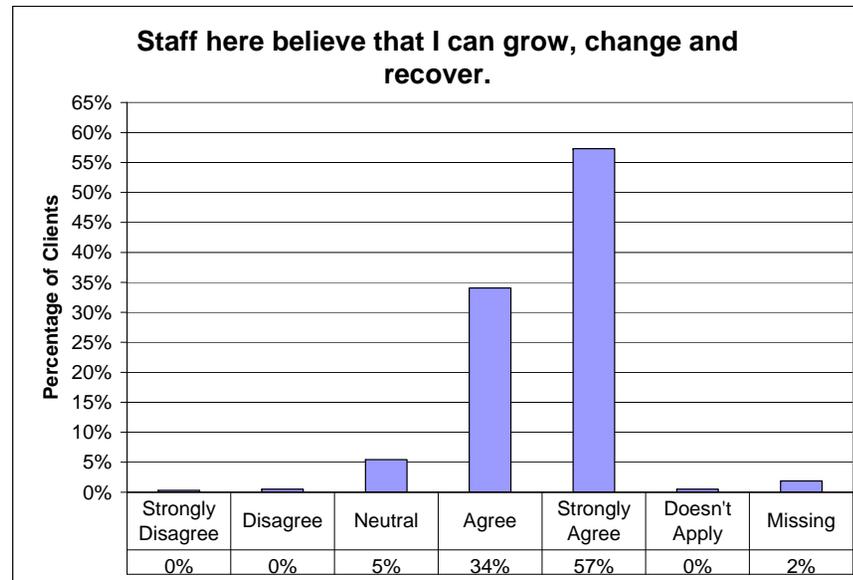
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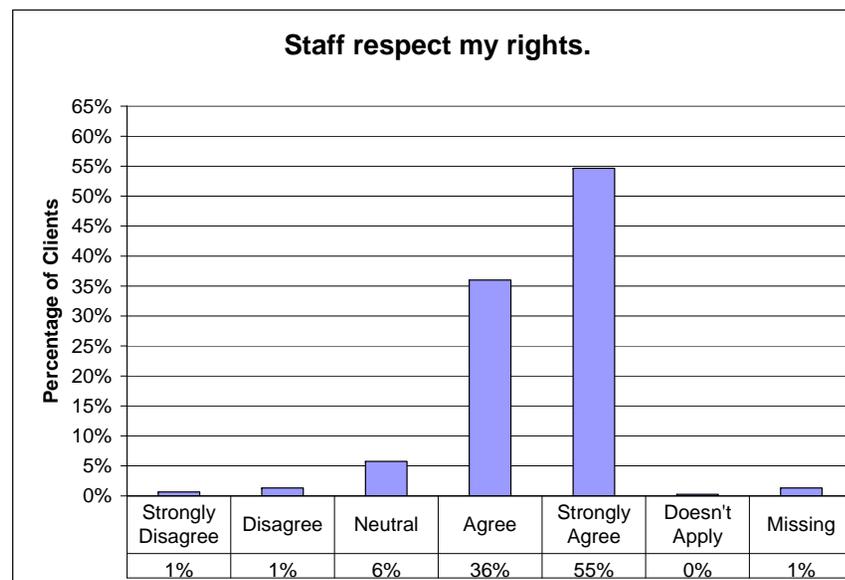
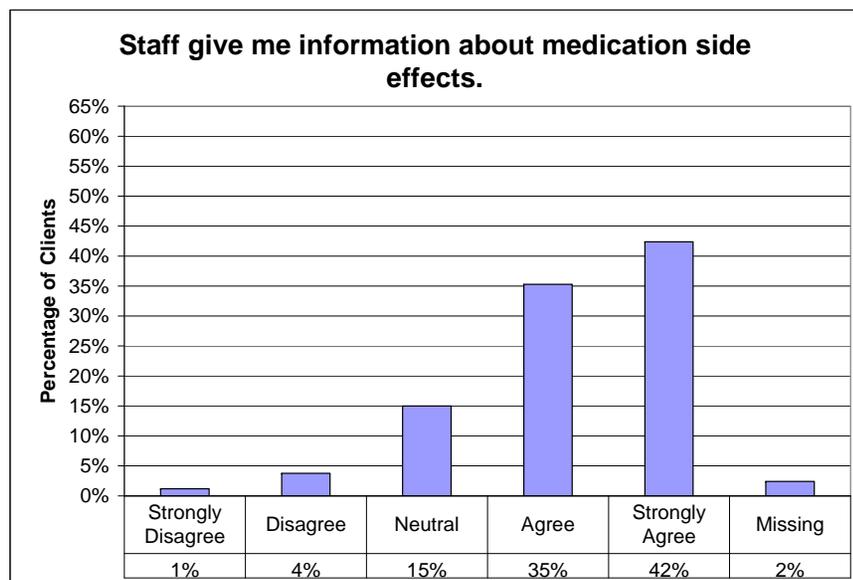


RESPONSES TO SPECIFIC QUESTIONS - STAFF



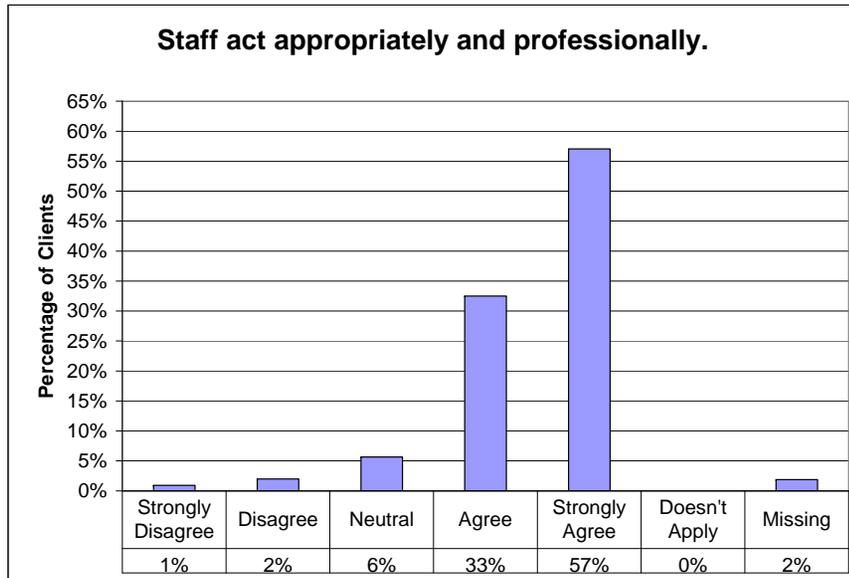
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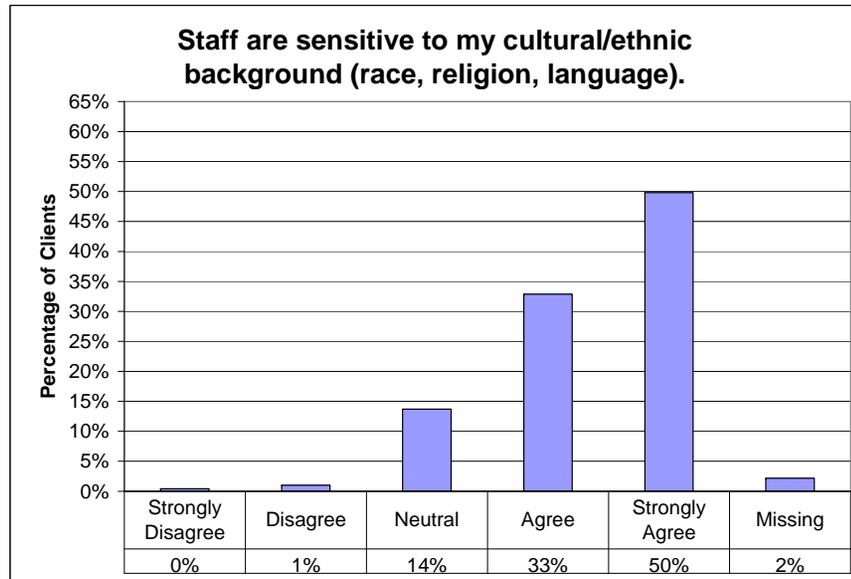


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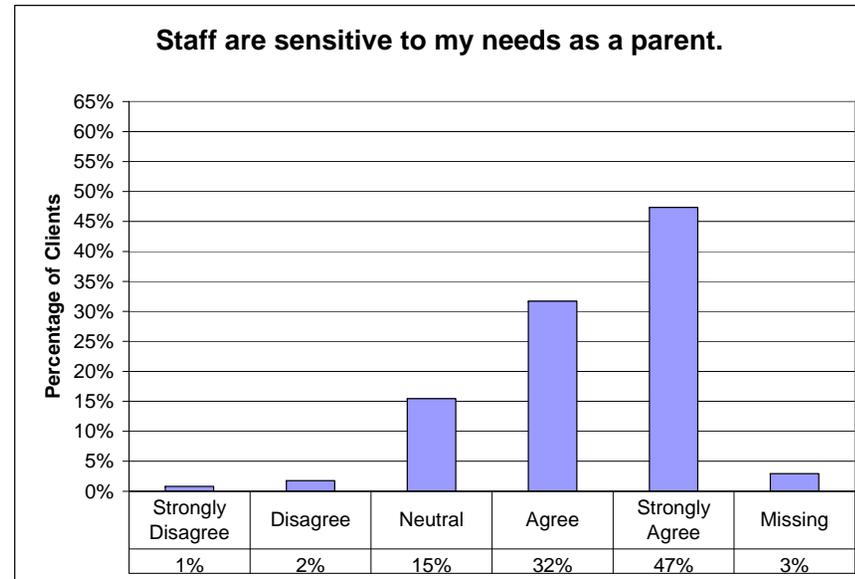
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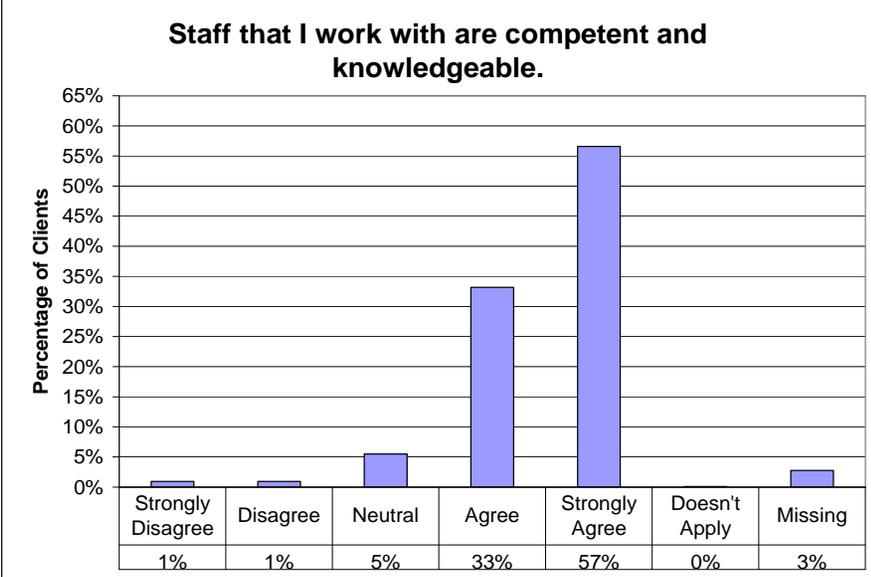
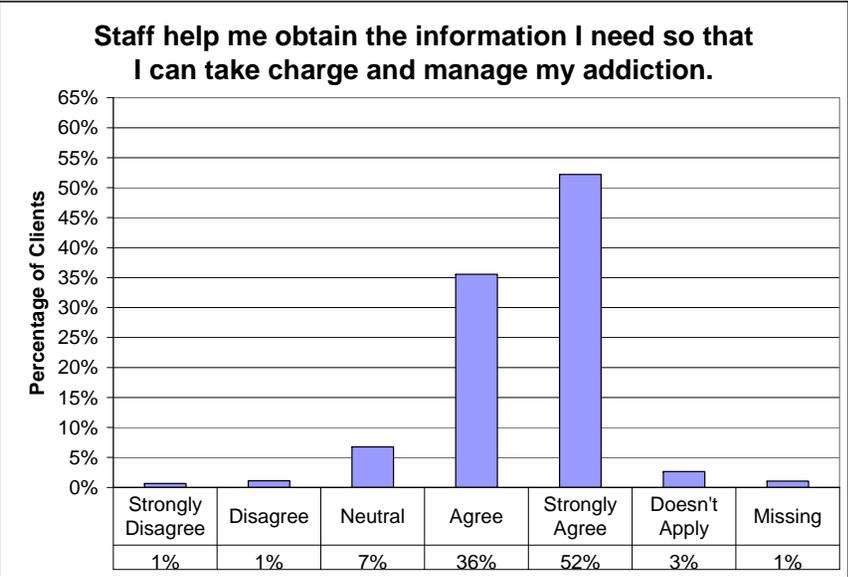


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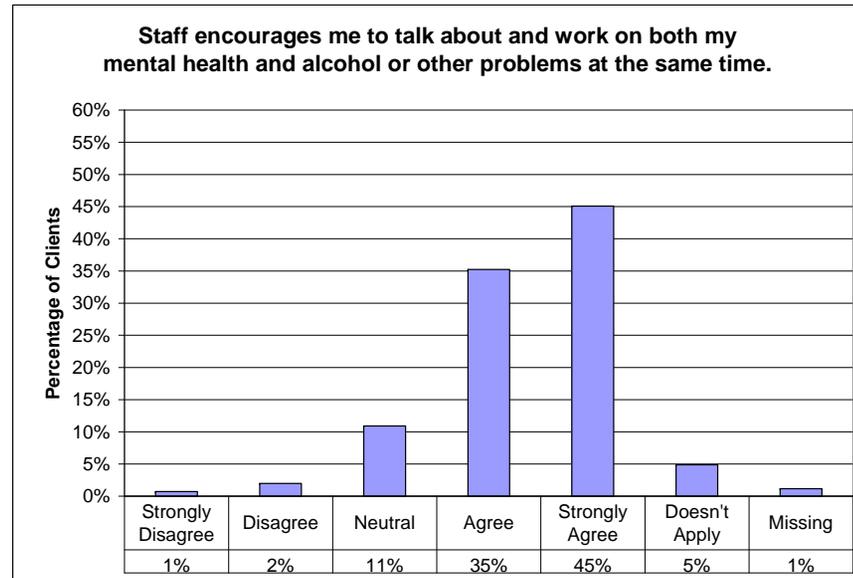
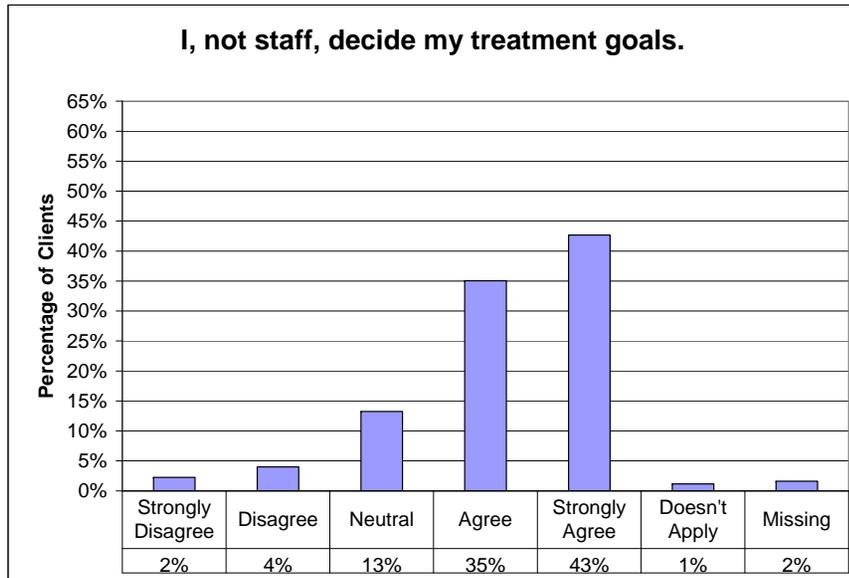


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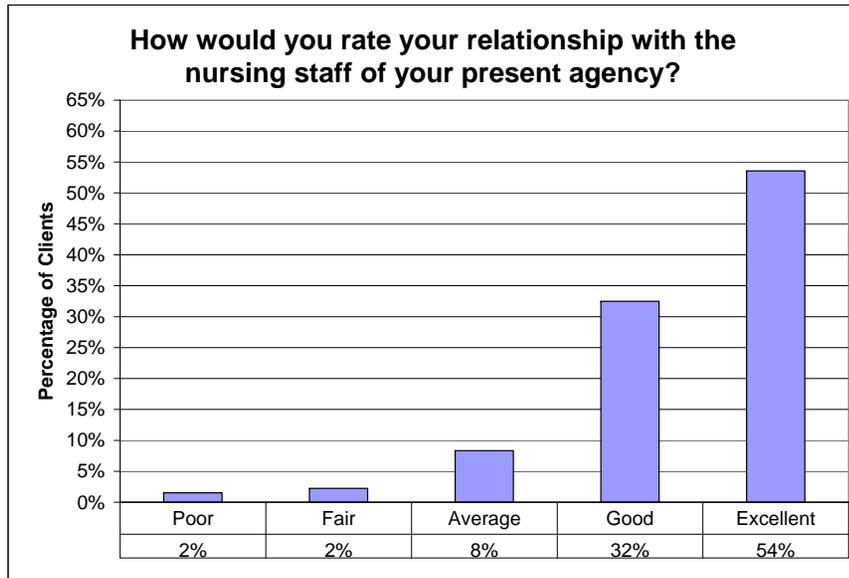
RESPONSES TO SPECIFIC QUESTIONS - STAFF



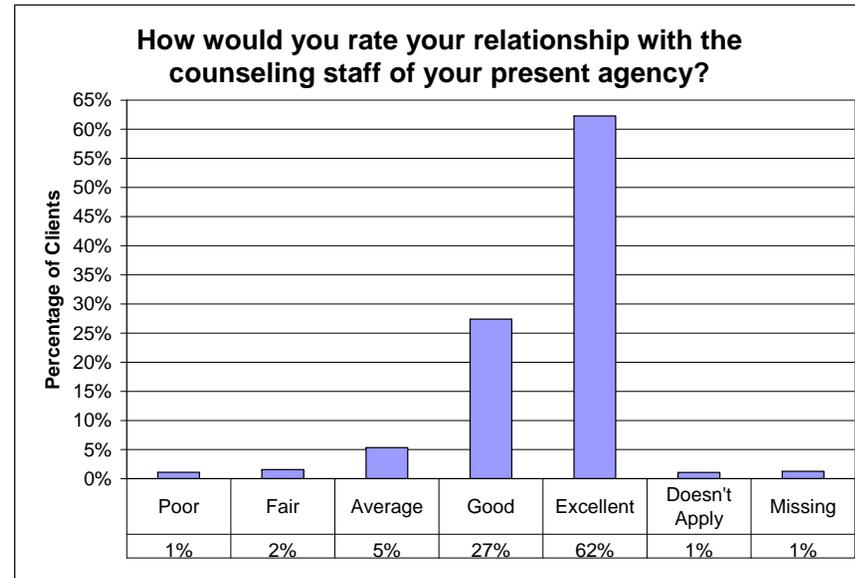
RESPONSES TO SPECIFIC QUESTIONS - STAFF



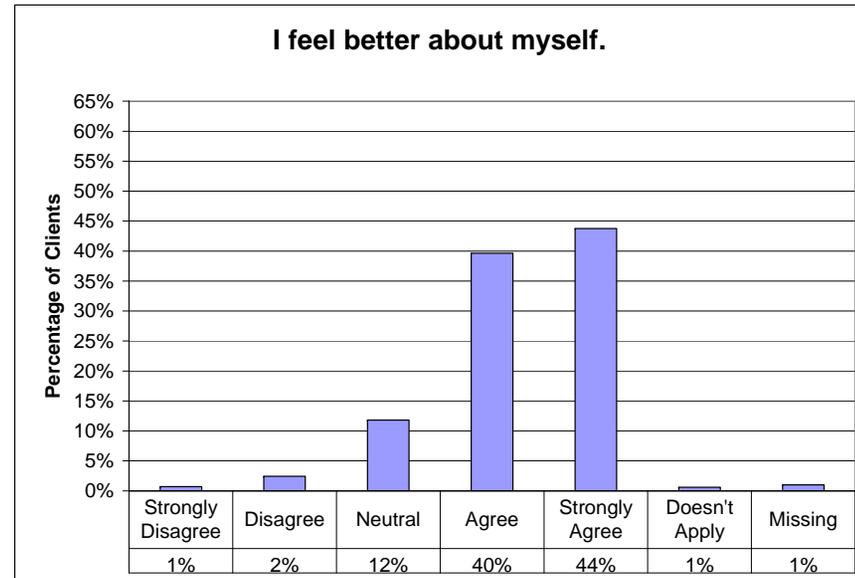
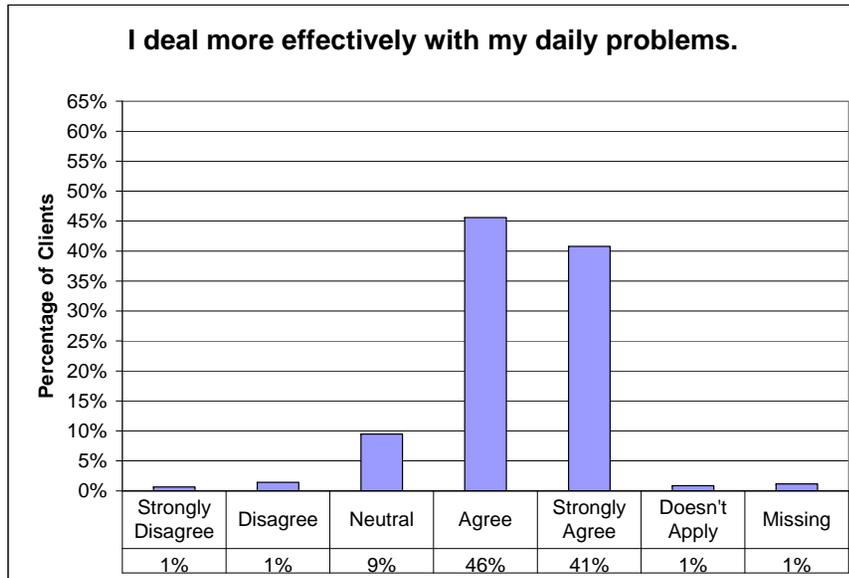
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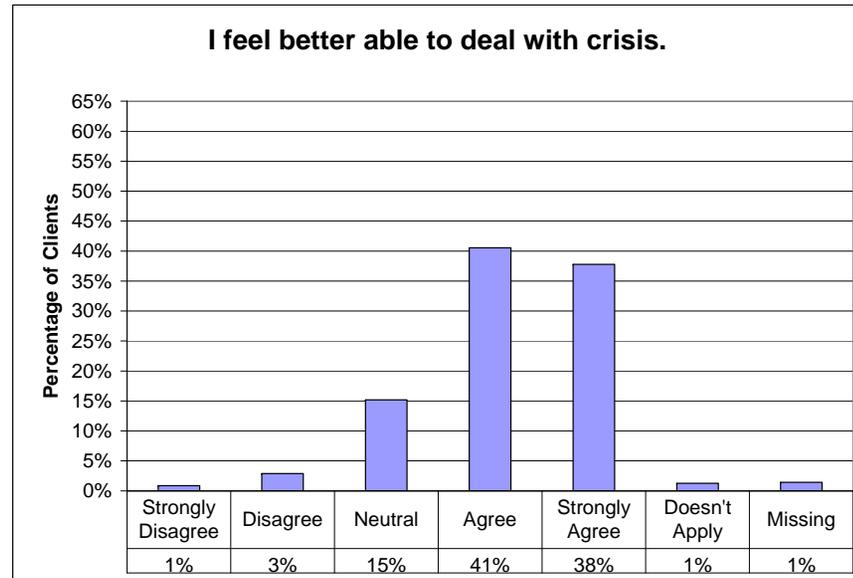
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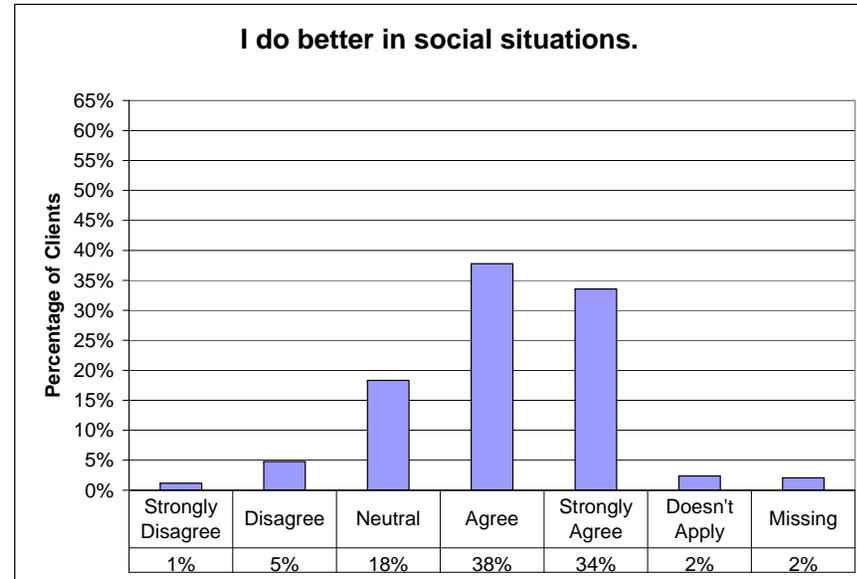
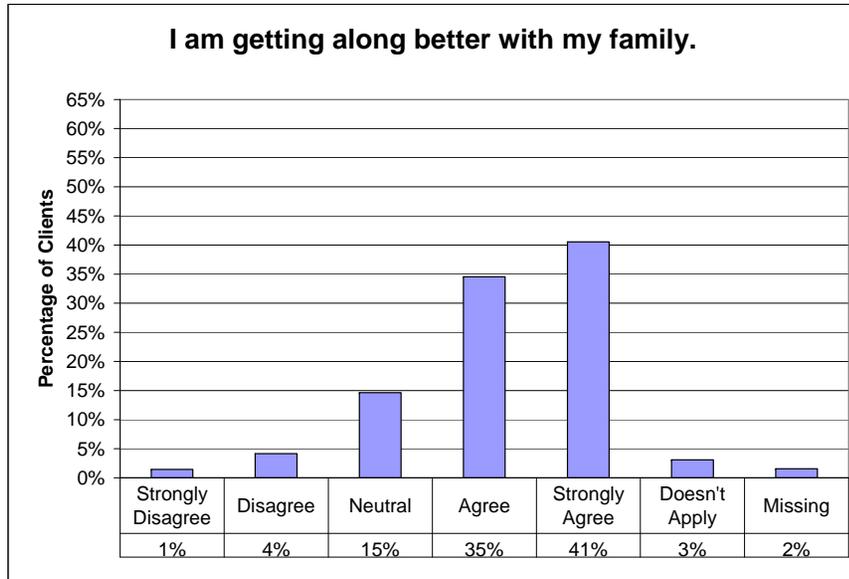
RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



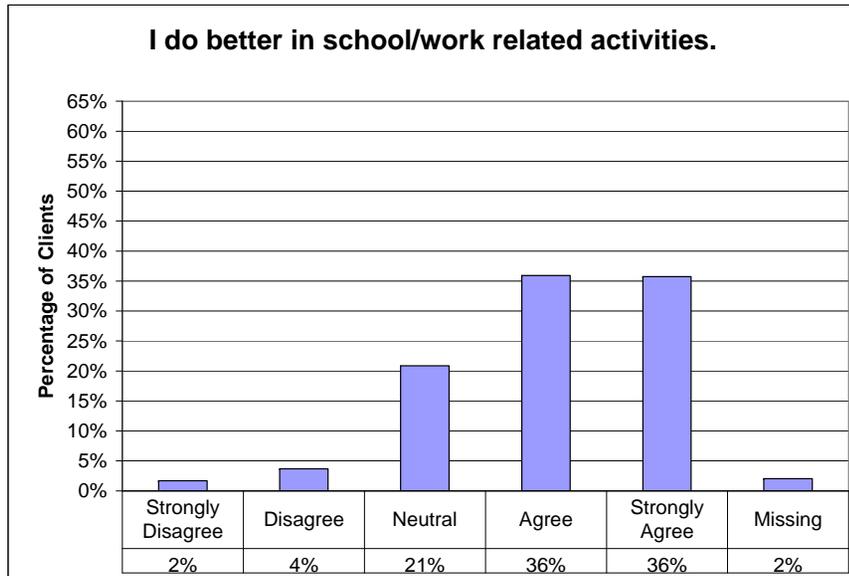
RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



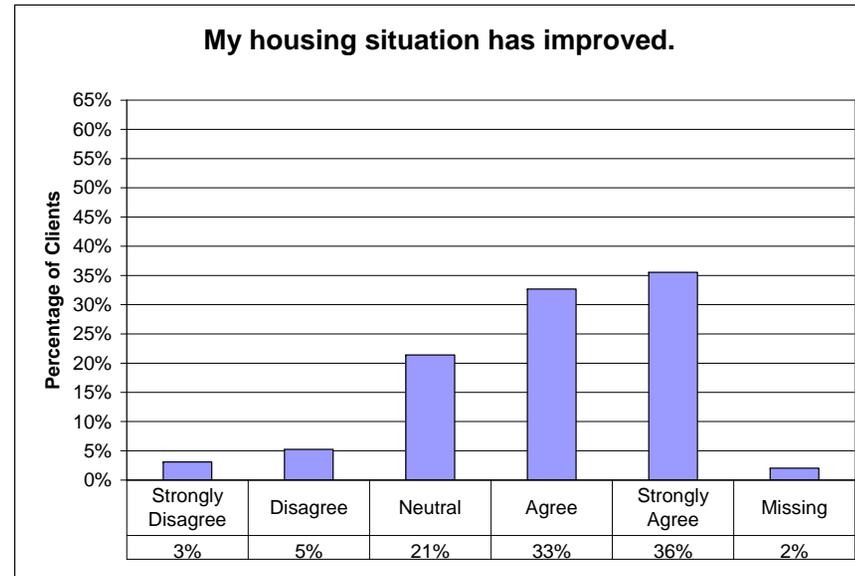
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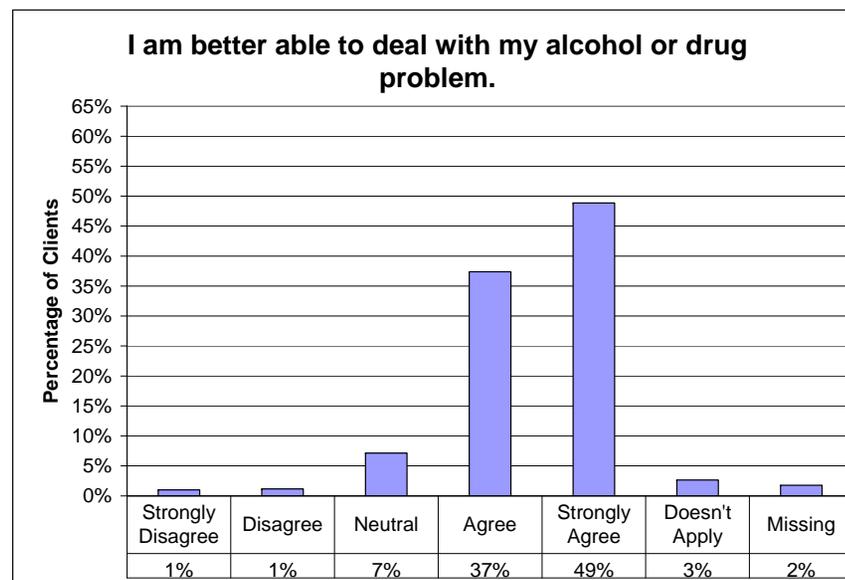
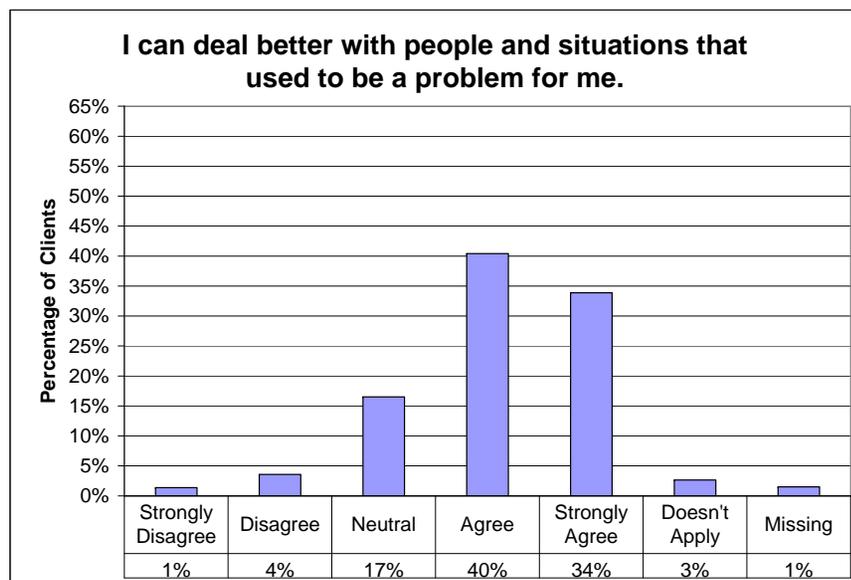


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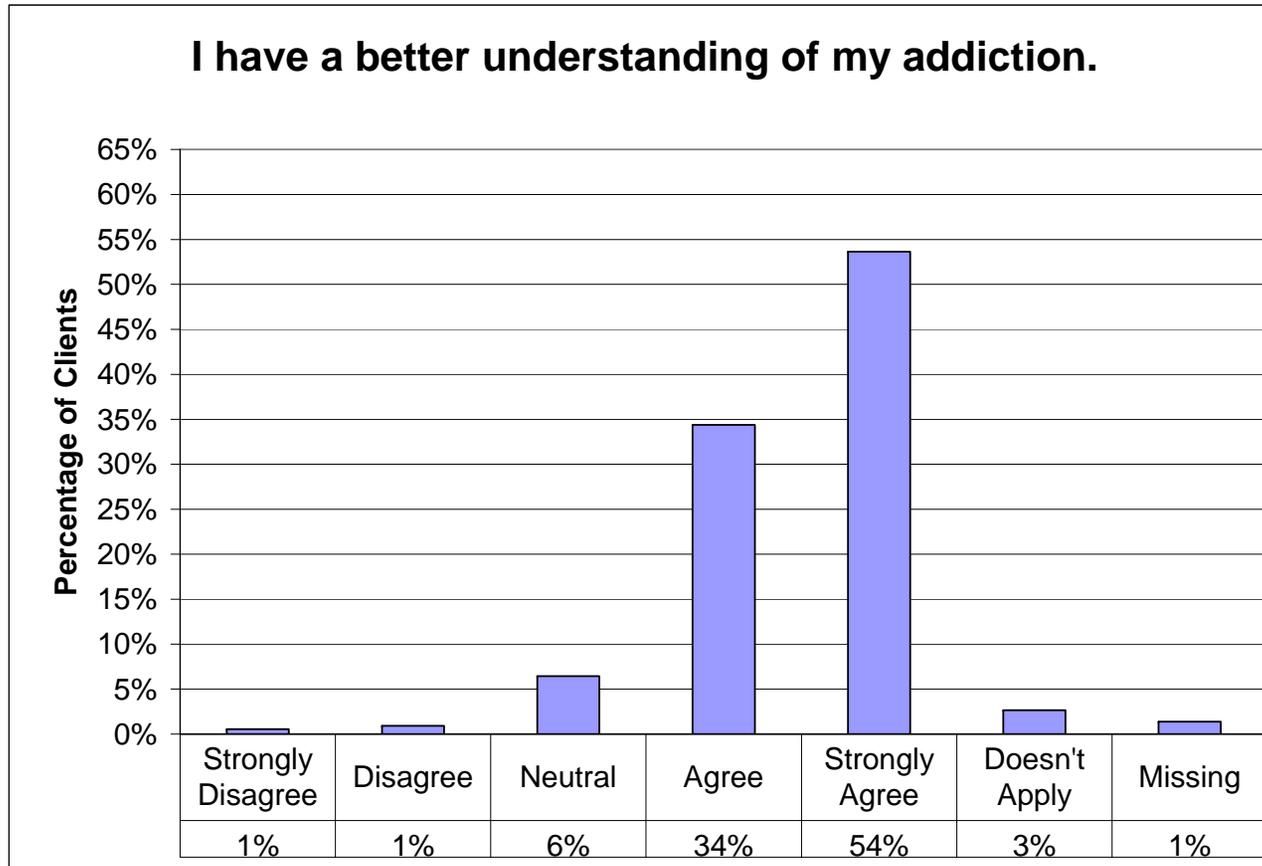


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RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



ATTACHMENTS

A – Introductory Letter to Agency Directors

B – Cover Letter with Survey Materials

C – Cover Letter to Clients

D - Survey Instrument - Adult

