

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

State of Maine

January 2011 - December 2011

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

April 2, 2012

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EXECUTIVE SUMMARY

Methodology: The Client Satisfaction Survey was initiated to assist substance abuse treatment facilities to evaluate the effectiveness of their services. Sixty-five (65) substance abuse treatment agencies that receive funding from the Maine Office of Substance Abuse (OSA), Office of MaineCare Services (OMS), or that provide opiate replacement therapy (ORT) were given the opportunity to participate in the 2011 Client Satisfaction Survey. To minimize the cost and time involved in distributing paper forms, both for OSA and for agencies with multiple facilities, we offered agencies the option of distributing the 2011 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 September 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 October. (See Appendix A for September 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 one agency had enough returns to receive a report on the results from their adolescent clients, and because 75% of all responses from adolescent clients were from this agency, 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 1,717 adult clients submitted useable data. The majority of respondents were white (91%), male (51%), between the age of 25 and 34 (43%), and receiving services from an ambulatory facility (36% from a non-intensive outpatient setting and 39% from Methadone Clinics). For the largest proportion of clients, their highest level of education was high school (46%), although 38% had at least some college. More than a third (36%) had been receiving treatment at their current facility for more than a year, 22% had been receiving treatment at their current facility for 1-3 months, but another 16% had been receiving services there for less than a month. Thirty-five percent (35%) of respondents, who answered the question asking if they were being treated or had a mental health problem, answered that they did not have a mental health problem. Another 37% answered that they were currently being treated for a mental health problem, and of those, 44% were receiving mental health services at their current substance abuse treatment facility and 56% were receiving their mental health services elsewhere. The mental health problem question was not answered by less than 1% of the respondents; this question had the largest non-response rate in the demographics section.

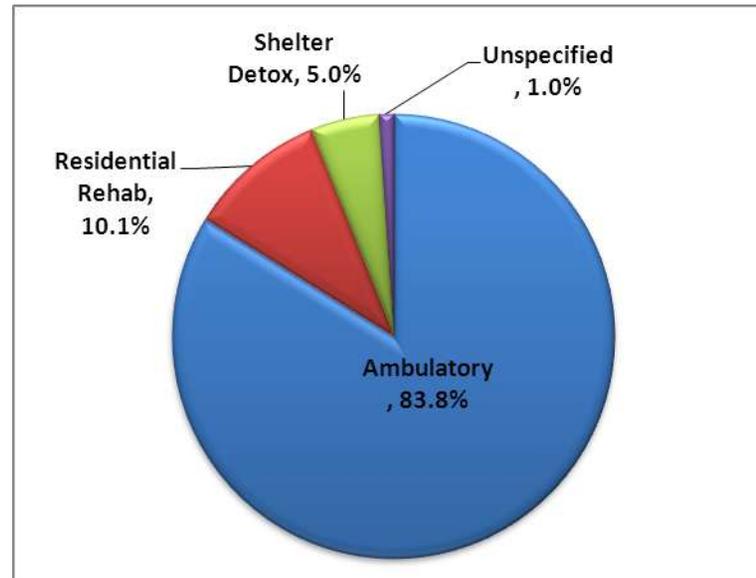
Results: *(The results in this report can only be considered the opinions of the survey participants and cannot be generalized to the client population as a whole.)* The mean overall level of satisfaction was 8.5 on a scale of 1 (poor) to 10 (excellent); three out of four clients (75%) gave their facility a score of 8 or better, and one out of three clients (34%) 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:** The clients that gave their experience the highest mean rating were at life maintenance shelters (9.1), while clients giving the lowest rating were receiving services at extended stay residential treatment shelters (7.4) or halfway house facilities (7.6).
- **Age Group:** Older clients tended to be more satisfied with their treatment experience than younger clients; clients 19-34 gave the lowest mean rating (8.4), while clients 65 or older gave a mean rating of 9.5.
- **Gender:** Male clients gave a rating of 8.4 and female clients gave a slightly higher rating (8.6).
- **Race:** Asian clients gave their facilities the highest rating, 9; otherwise there was little difference by race.
- **Ethnicity:** Hispanic clients only gave their facilities a mean score of 7.7, compared to 8.5 from non-Hispanic clients.
- **Education:** Education level made no difference in the degree of satisfaction reported.
- **Treatment Length:** Clients at their current treatment facility for <1 month gave the lowest mean rating (8.4), compared to clients at their facility from 7 -12 months (8.7).
- **Mental Health Services:** Clients receiving mental health services from the same facility as where they received substance abuse treatment and those without a mental health problem rated their satisfaction at 8.6; and clients either receiving mental health services at another facility or those who had received mental health services only in the past rated their satisfaction at 8.4.

The individual questions around experience at the facility had options ranging from “strongly agree” to “strongly disagree”. All survey questions were worded in the positive. Two of the *Results of Service* statements receiving the strongest positive responses were: “I have a better understanding of my addiction” (56% strongly agreed), “I am better able to deal with my drug or alcohol problem” (53% strongly agreed). Clients were least positive about improvement in their housing situation, with 11% disagreeing that their housing situation has improved. Only one-third of clients strongly agreed with the statements “I do better in social situation” and “I do better in school/work related activities”. Where applicable, 88% said they had a good or excellent relationship with the nursing staff, and 86% said they had a good or excellent relationship with the counseling staff. Over 91% of respondents said they agreed or strongly agreed with the statements “I was given information about my rights and staff respected my rights and wishes about who can be given information about my treatment” and “staff here believe I can grow, change, and recover”.

If you would like further information about this report, contact Melanie Lanctot (e-mail: anne.rogers@maine.gov; phone: 207-287-4706).

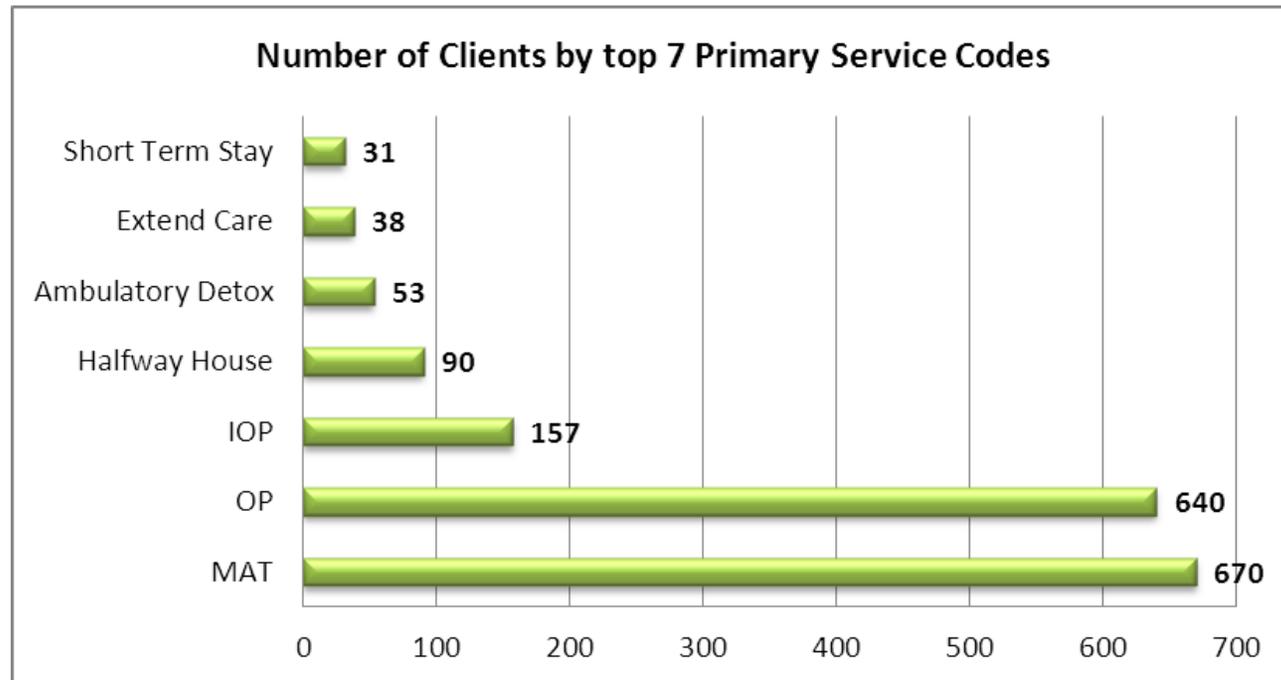
DEMOGRAPHICS



Ambulatory	83.8%	1439
Residential Rehab	10.1%	174
Shelter/Detox	5.0%	86
Unspecified	1.0%	18
	100.0%	1717

Of the 1,717 useable surveys received, 1,439 (83.8%) were from clients at ambulatory facilities (these are outpatient and medication assisted therapy centers); an additional 174 (10.1%) were from clients in residential/rehabilitation settings (less than 30 day stay), and 86 (5%) were from clients at shelter/detox facilities.

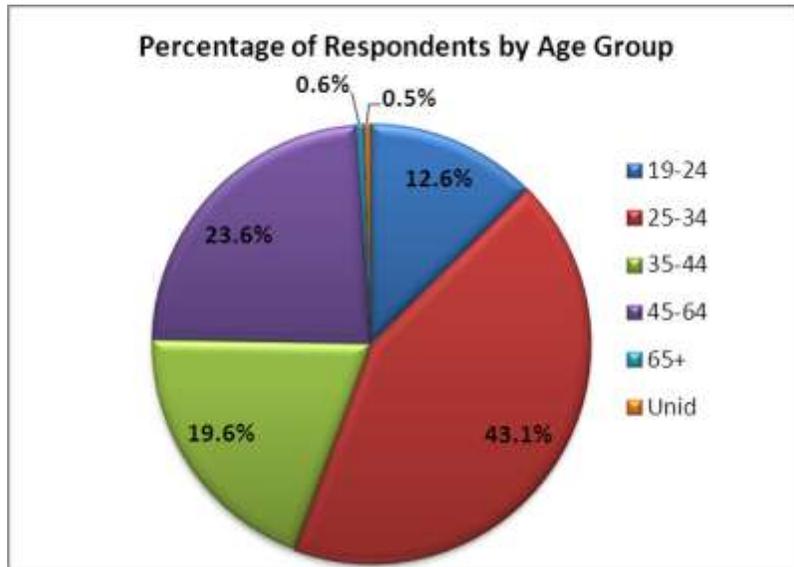
DEMOGRAPHICS



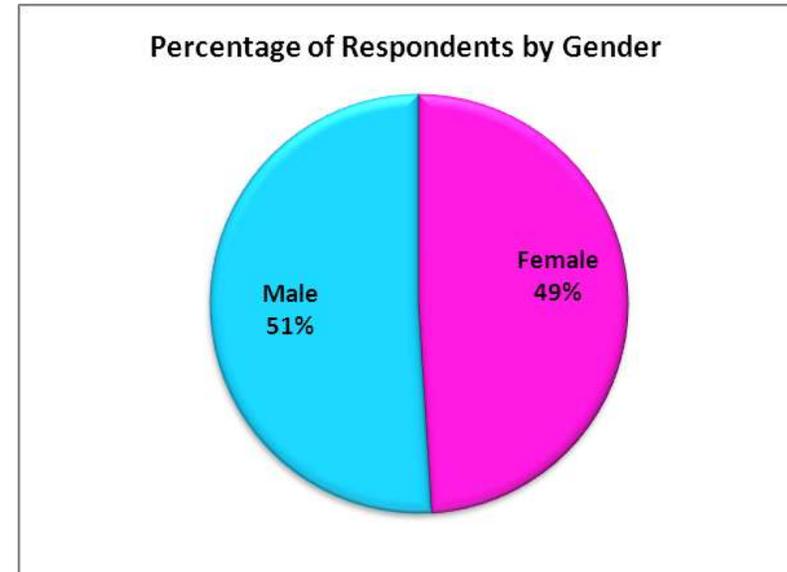
The graph above shows the top seven services respondents were receiving at the time of the survey. The largest number, 670 (39%), were receiving medication assisted treatment (MAT); another 618 (36%) were receiving non-intensive outpatient (OP) services.

Note: IOP is Intensive Outpatient.

DEMOGRAPHICS



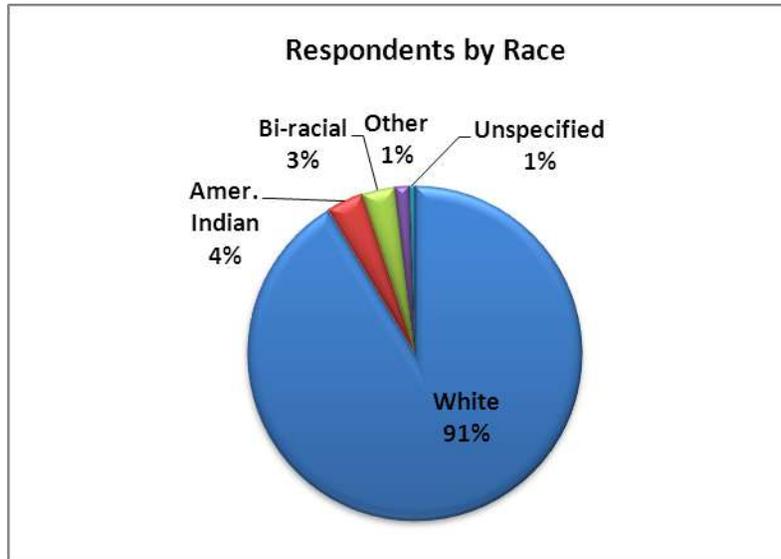
Age Group	Number	Percent
19-24	217	12.6%
25-34	740	43.1%
35-44	336	19.6%
45-64	405	23.6%
≥65	11	.6%
Unspecified	8	.5%
Total	1717	100%



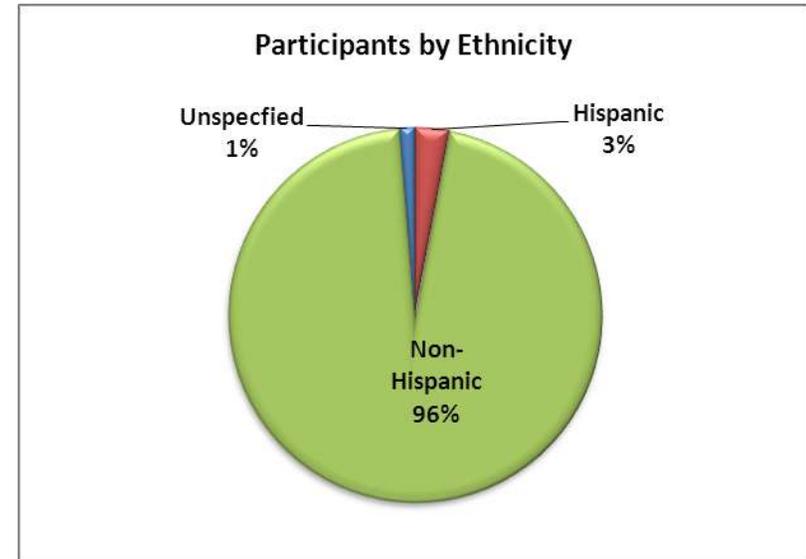
Gender	Number	Percent
Female	836	49%
Male	867	51%
Unspecified	4	
Total	1717	100%

Of the 1,709 clients who gave their age, 43% were between the ages of 25 and 34. Less than 1% were 65 or older. There were slightly more males than females who responded to the survey (867 versus 836, respectively).

DEMOGRAPHICS



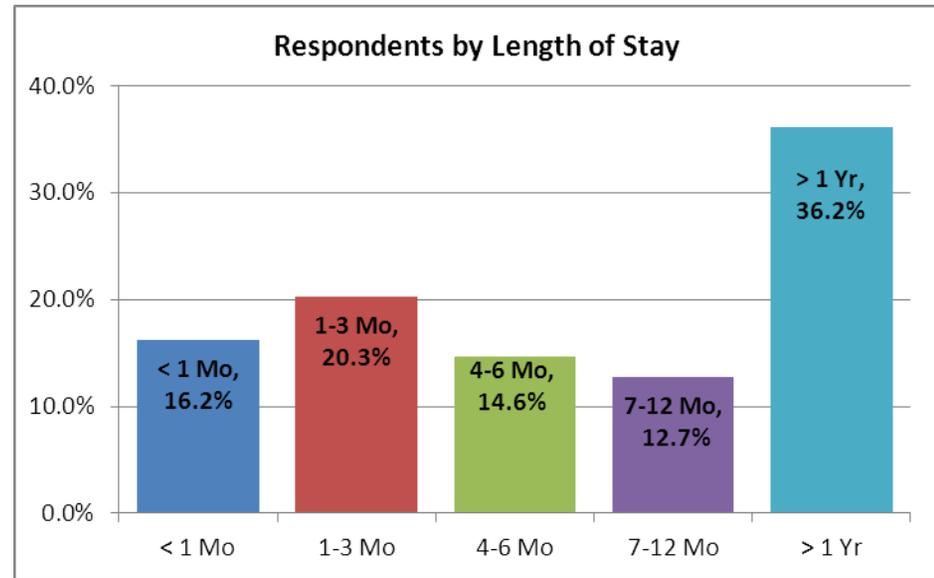
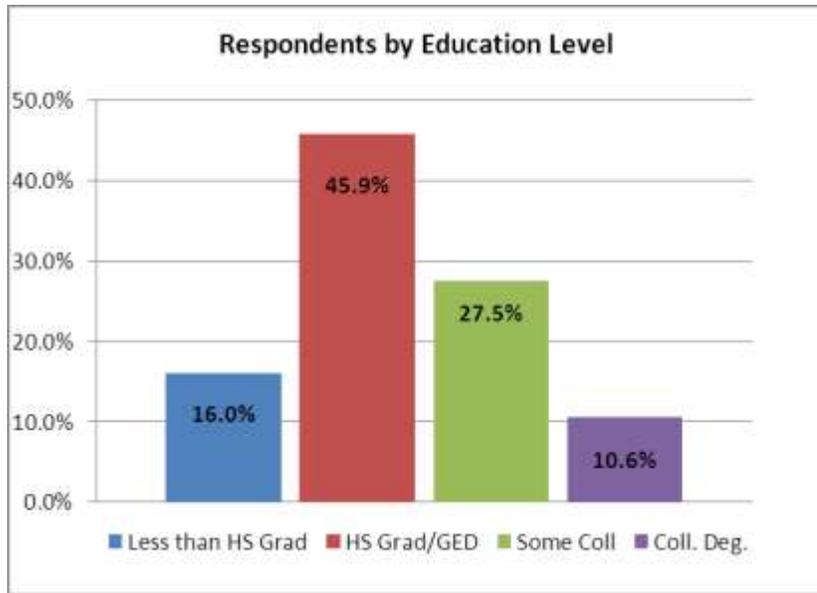
Race	Number	Percent
White	1565	91.3%
American Indian	61	3.6%
Bi-Racial	55	3.2%
Other	25	1.4%
Unspecified	8	.5%
Total	907	100%



Ethnicity	Number	Percent
Non-Hispanic	1644	96%
Hispanic	49	3%
Unspecified	23	1%
Total	907	100%

Broken down by race, 1,565 (91%) of the respondents described themselves as white; another 61 (3.6%) were American Indian, 55 (3.2%) were bi-racial, and 25 (1.4%) were another race. Only 49 (3%) described themselves as Hispanic.

DEMOGRAPHICS

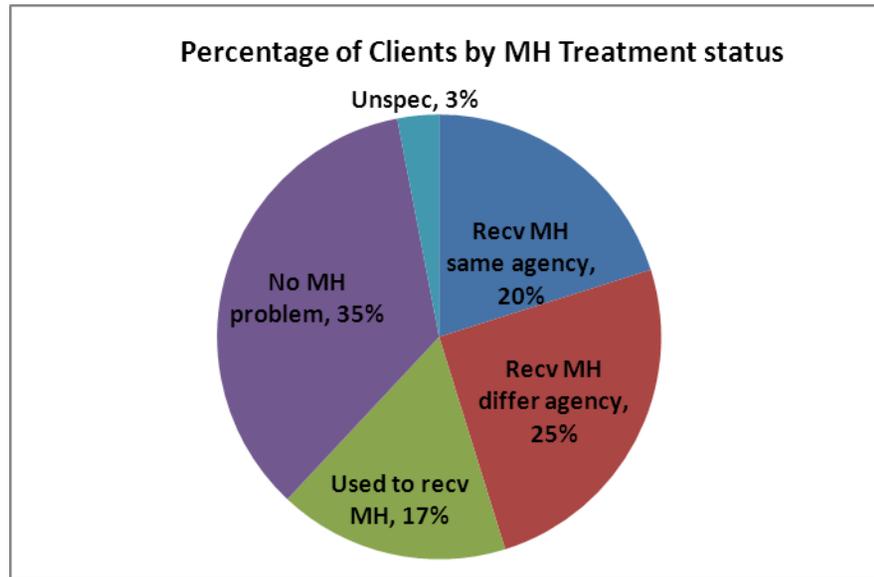


Level of Education	Number	Percent
<HS Graduate	271	16%
HS Graduate/GED	778	45.9%
Some College	466	27.5%
College Graduate	180	10.6%
Total	1695	100%

Treatment Length	Number	Percent
<1 month	277	16.2%
1-3 months	347	20.3%
4-6 months	249	14.6%
7-12 months	217	12.7%
>1 year	618	36.2%
Total	1708	100%

Of the 1,695 respondents to the education level, just under half (45.9%) reported that a high school diploma or the equivalent was their highest level of education. Another 466 (27.5%) had some college experience, and 180 (10.6%) were college graduates; 271 (16%) did not have a high school diploma. Of the 1,708 respondents who answered length of service, more than one in three clients (36.2%) had been in treatment at their present facility for more than 1 year, reflecting the high proportion of respondents receiving Medication Assisted Therapy.

DEMOGRAPHICS

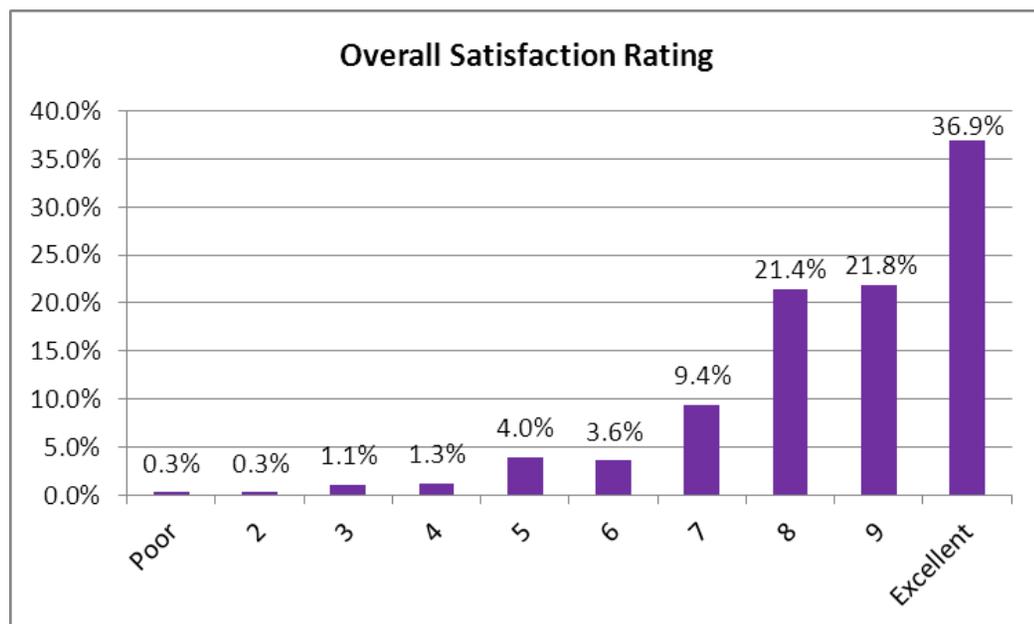


Location of Mental Health Services	Number of Responses	Percent of Responses
I receive MH services from this agency.	345	20%
I receive MH services from another agency.	430	25%
I don't currently receive MH services, but have in the past.	288	17%
I do not have a MH problem.	600	35%
Unspecified	52	3%
Total	907	100%

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

Broken down by location of mental health services, 35% of responding clients said they did not have a mental health problem; another 17% said they had received mental health services in the past but not currently. Of the 775 clients who said that they were currently being treated for a mental health problem, 345 (45%) were being treated at the same facility where they were receiving their substance abuse treatment, and 430 (55%) were receiving their mental health services at another facility.

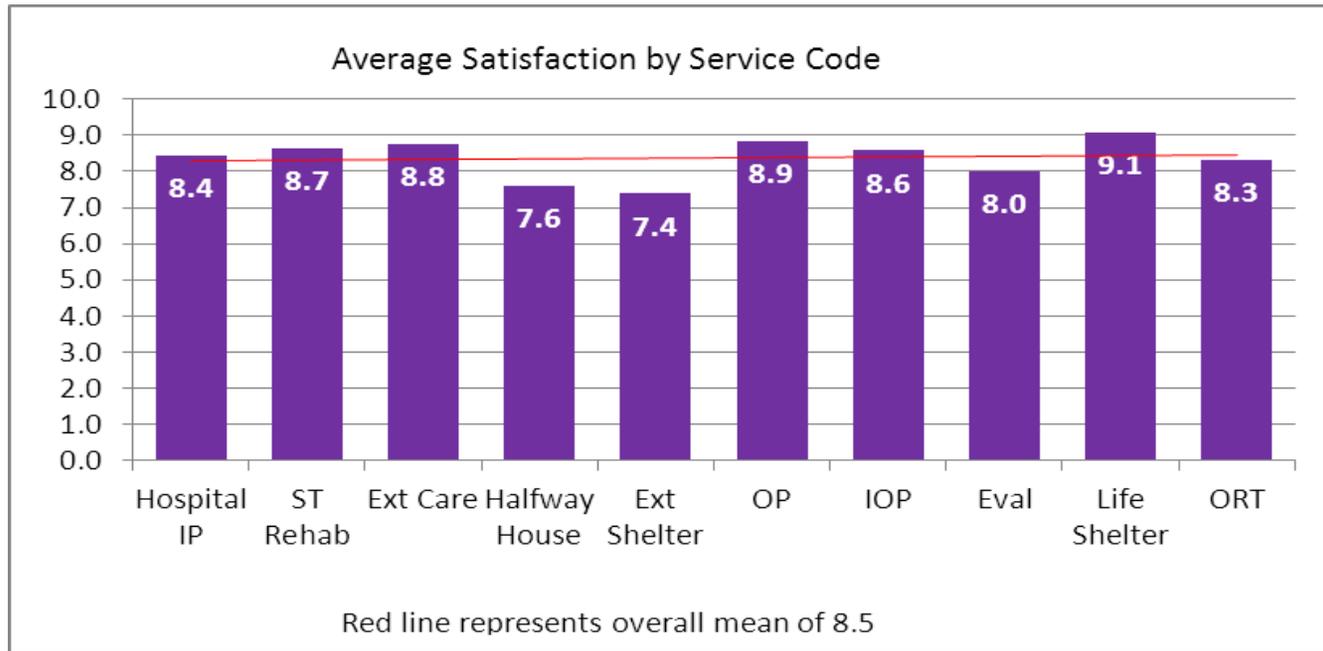
OVERALL SATISFACTION:



Rating Scale	Number of Responses	Percent of Responses
Poor	5	.3%
2	5	.3%
3	17	1.1%
4	20	1.3%
5	63	4%
6	57	3.6%
7	150	9.4%
8	340	21.4%
9	347	21.8%
Excellent	588	36.9%
Total	1592	100%
Mean Level of Satisfaction = 8.5		

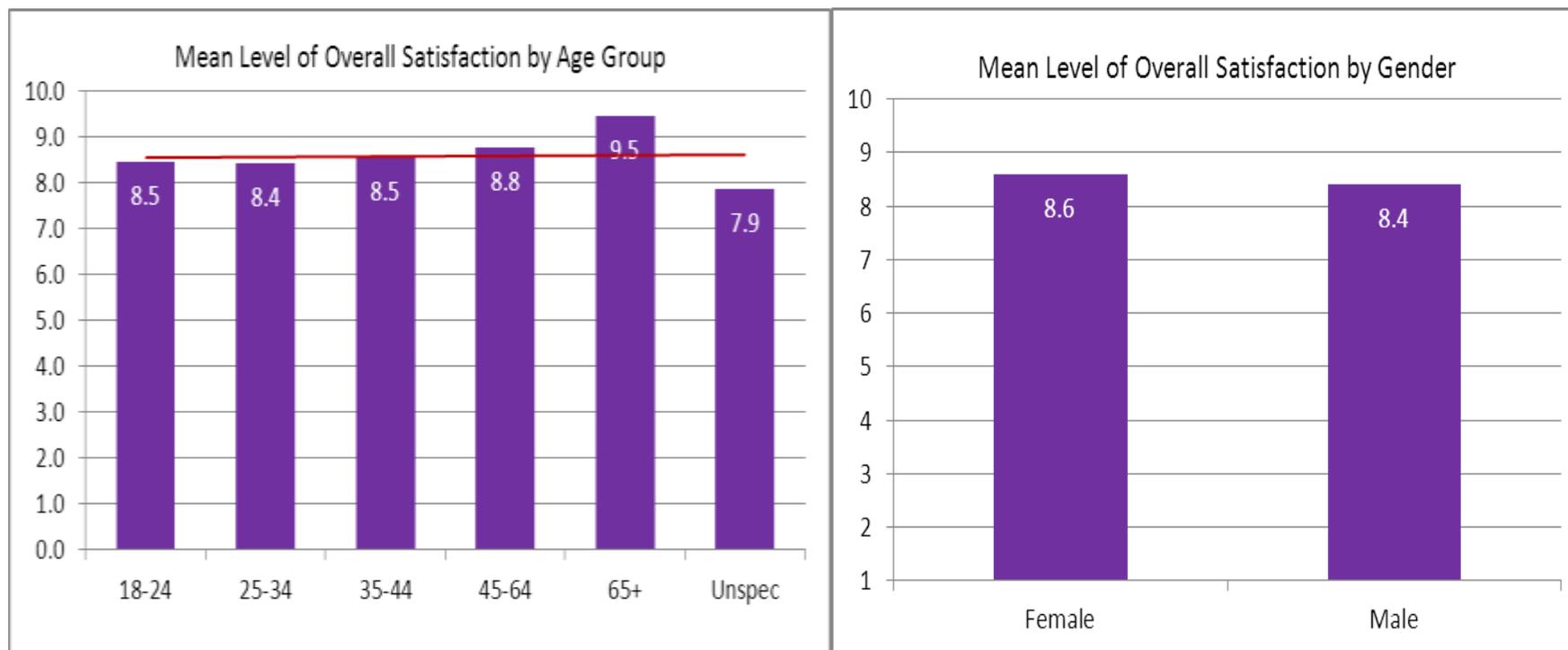
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 8.5. Three quarters (80%) rated their overall satisfaction with their current treatment facility as 8 or higher (in 2010 76% gave this rating), and more than one in three (36.9%) rated their experience as 10. Only 3% of respondents rated their experience as 4 or lower.

OVERALL SATISFACTION: By Facility Type



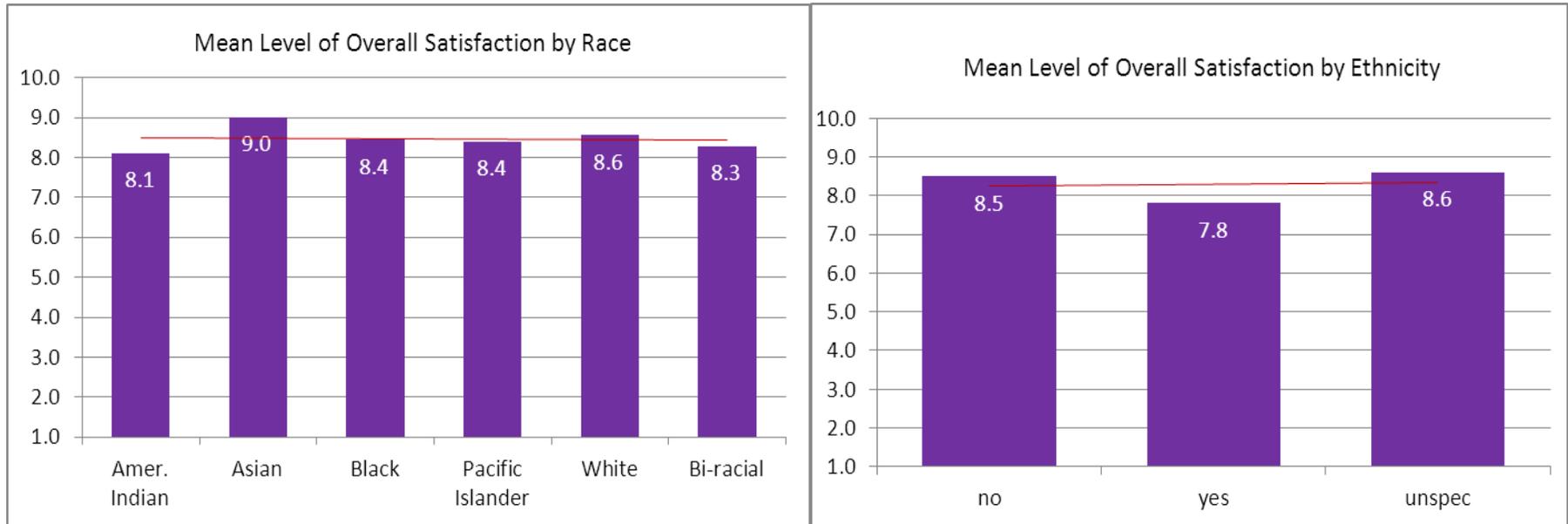
Clients giving the highest mean rating were at Life Maintenance Shelter (9.1) or at hospital inpatient (9.0) facilities. Those giving the lowest mean ratings were at extended shelters (7.4), or in halfway house facilities (7.6).

OVERALL SATISFACTION: By Age Group & Gender



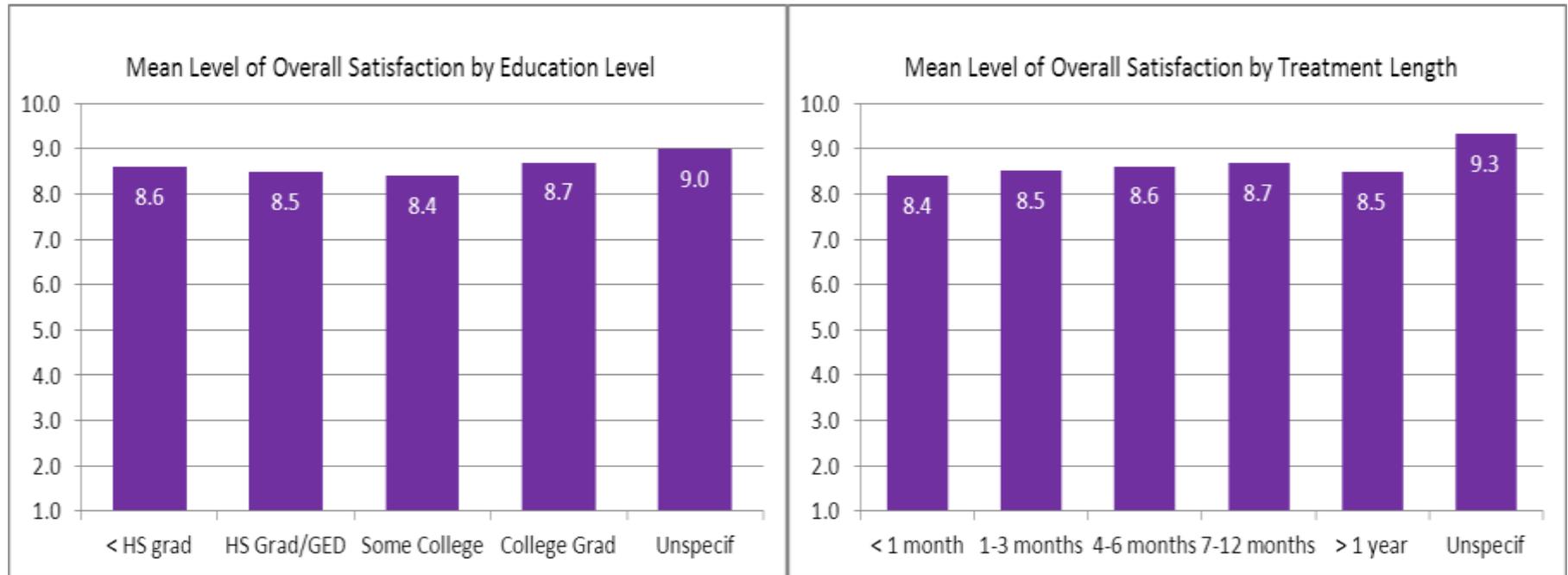
The clients (excluding those who did not designate an age) reporting the lowest satisfaction (8.4) were between the age of 25 and 34, and those expressing the highest level of satisfaction (9.5) were 65 or older. Female clients reported a slightly higher average level of satisfaction with their treatment facility than males. The red line represents the overall level of satisfaction at 8.5.

OVERALL SATISFACTION: By Race & Ethnicity



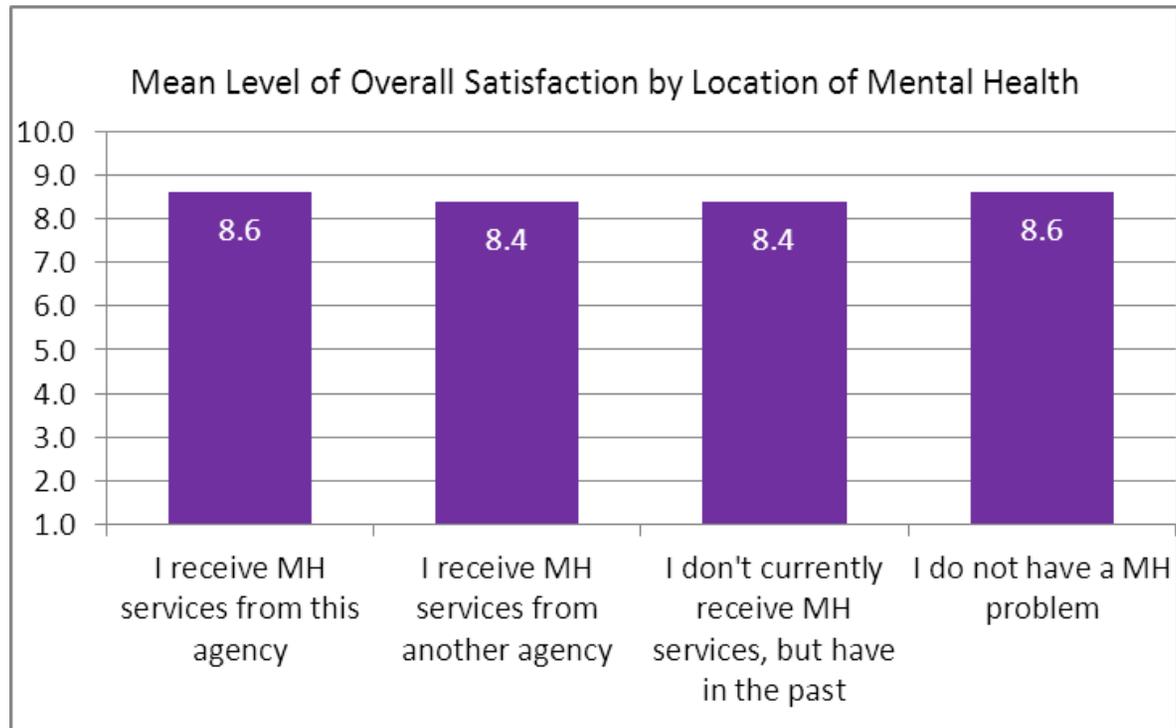
Of those who identified race, Asian clients rated their current treatment experience highest (9.0); American Indian/Alaskan Native rated their treatment the lowest (8.1). Hispanic clients rated their satisfaction lower than non-Hispanic clients (7.8 versus 8.5, respectively).

OVERALL SATISFACTION: By Education Level & Treatment Length



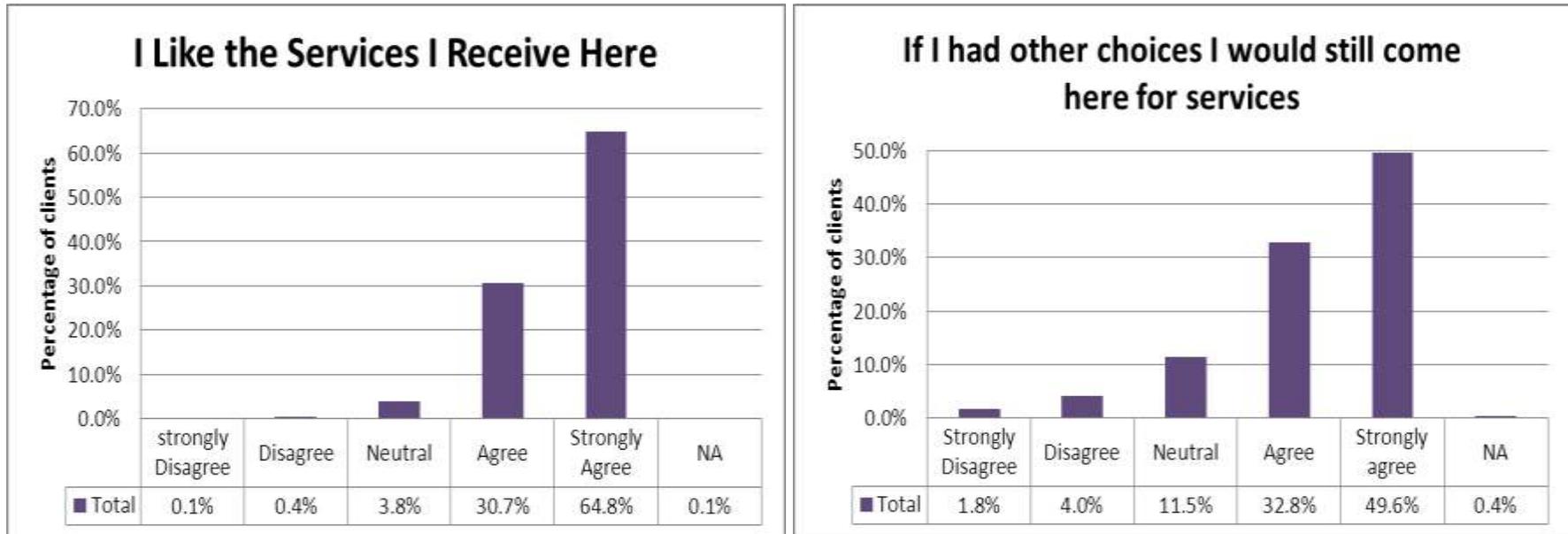
Those with some college education rated their experience the lowest. Clients that had been in treatment less than a month rated their experience the lowest (8.4 versus 9.1, respectively).

OVERALL SATISFACTION: By Mental Health Treatment Status



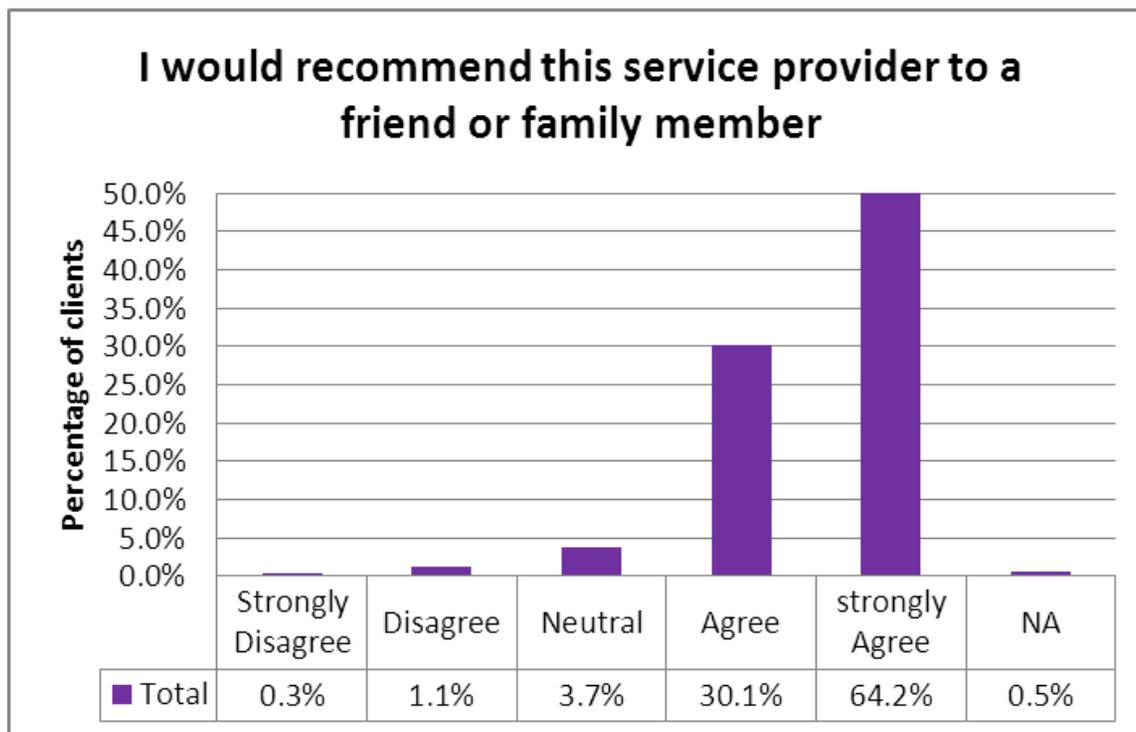
There were no real differences in overall satisfaction level between clients who were currently receiving mental health services, versus clients not currently receiving mental health services.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



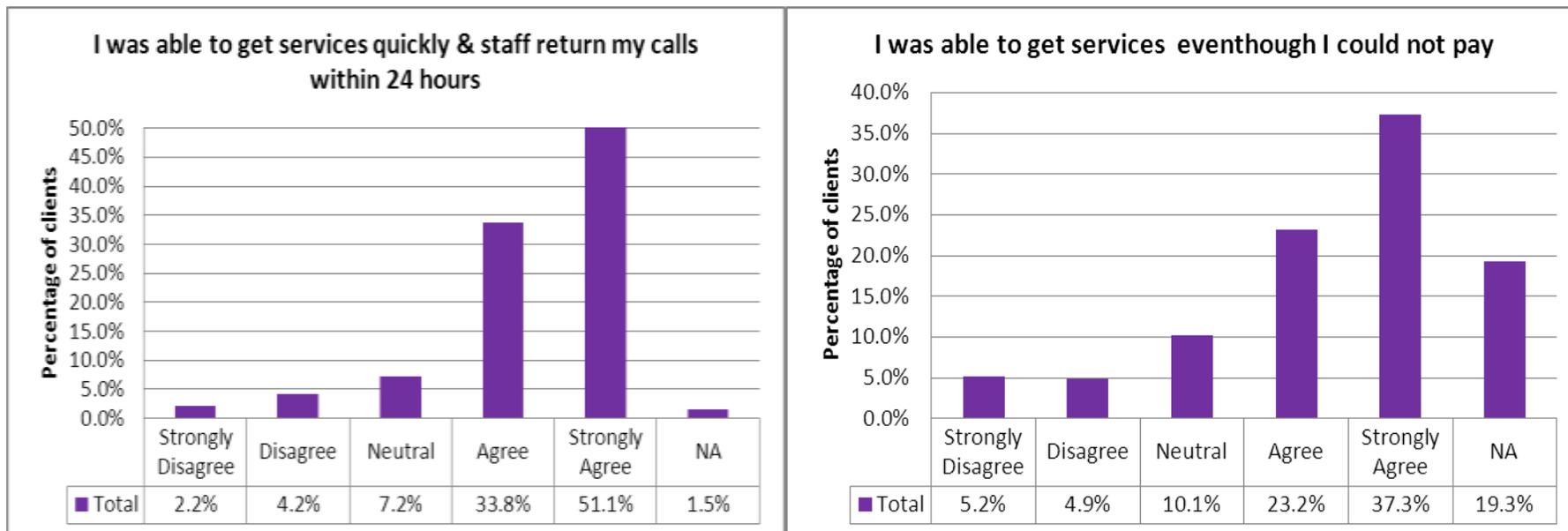
Most clients who responded said they liked the services they received at the facility they attended and would still go to that facility if there were other choices. Last year 55% said they strongly agreed with “I like the services I receive here” a great improvement over the 2010 survey.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



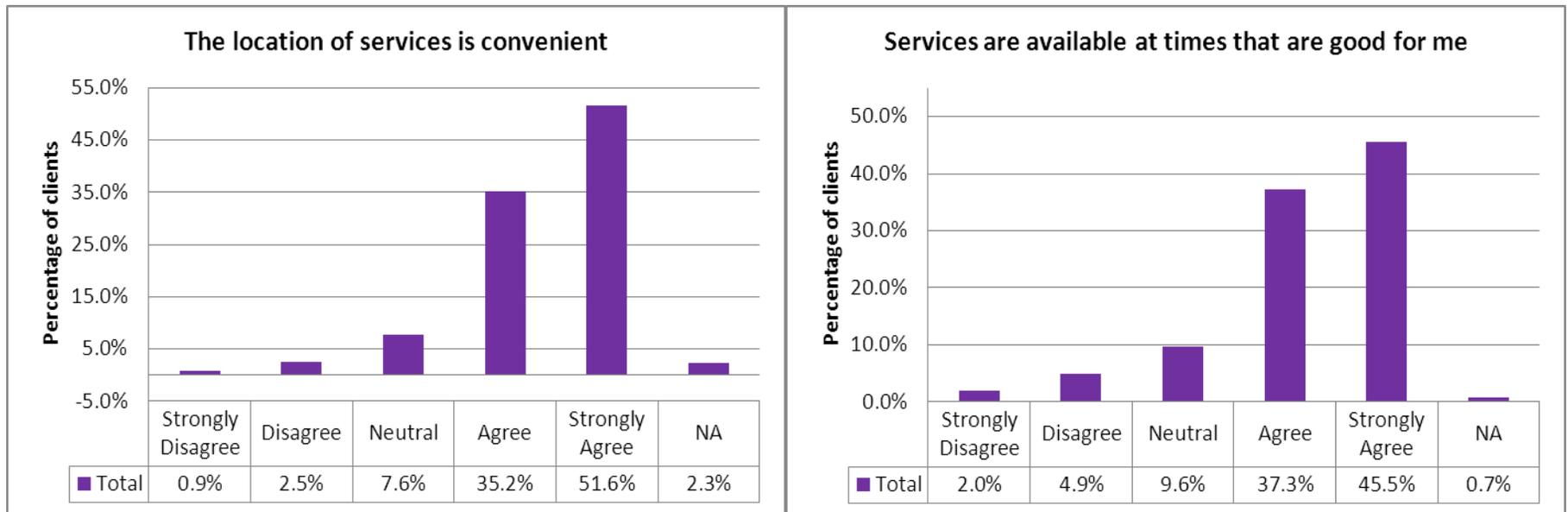
The vast majority of clients felt the services received were helpful and would recommend the facility to a friend or family member. Combined Agree/Strongly Agree is 5 percentage points higher than last year.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



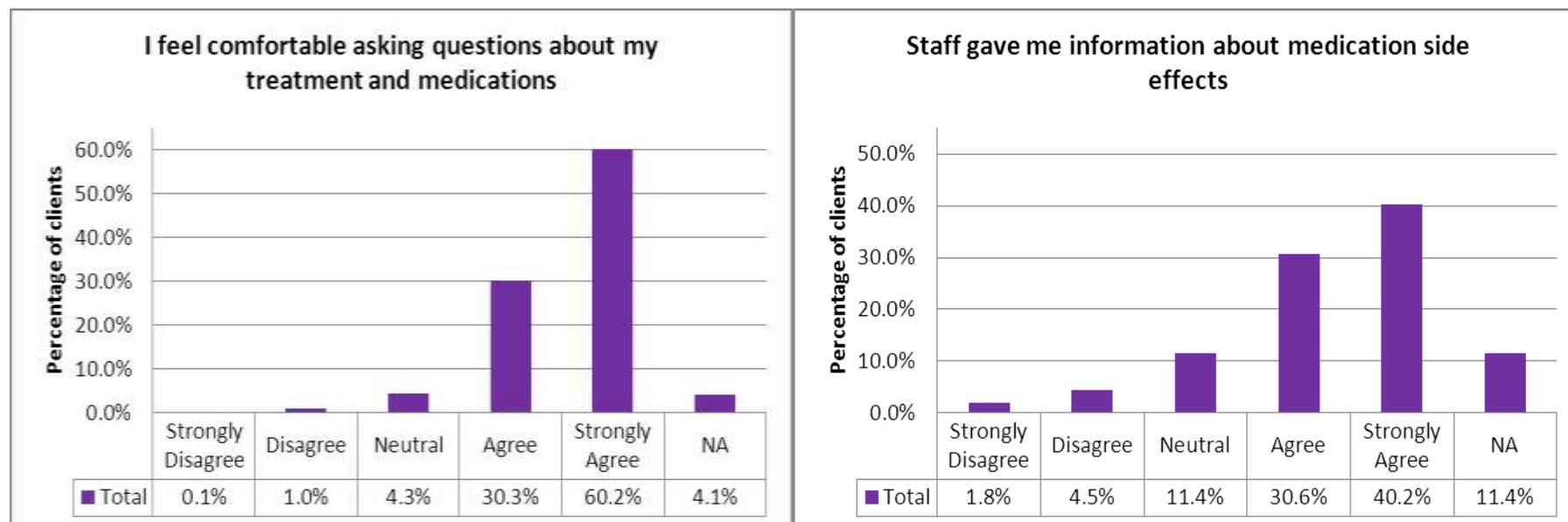
Most clients agreed they were able to get services quickly, and even those unable to pay were generally able to receive services. When “not applicable” is factored out, 46.3% strongly agreed that they were able to get services even though they could not pay.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



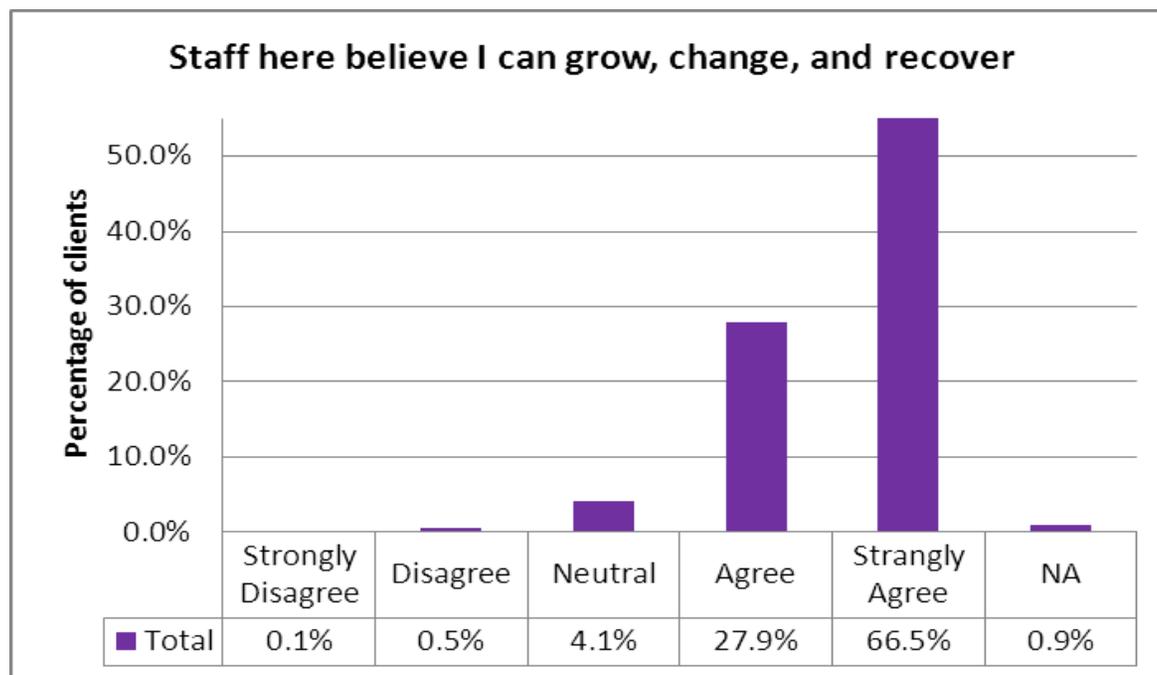
The availability of services, regarding both location and time offered, was convenient for most clients.

RESPONSES TO SPECIFIC QUESTIONS - SERVICES



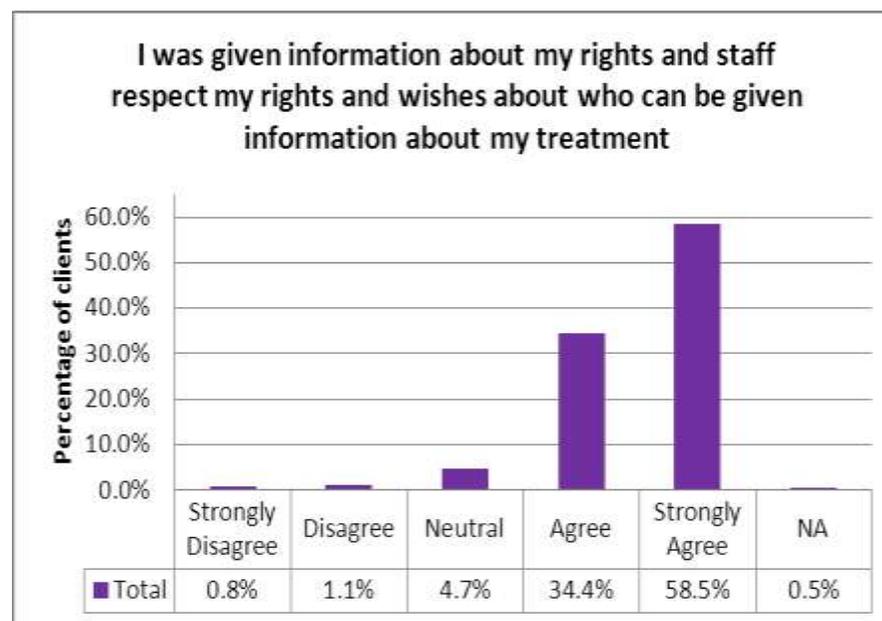
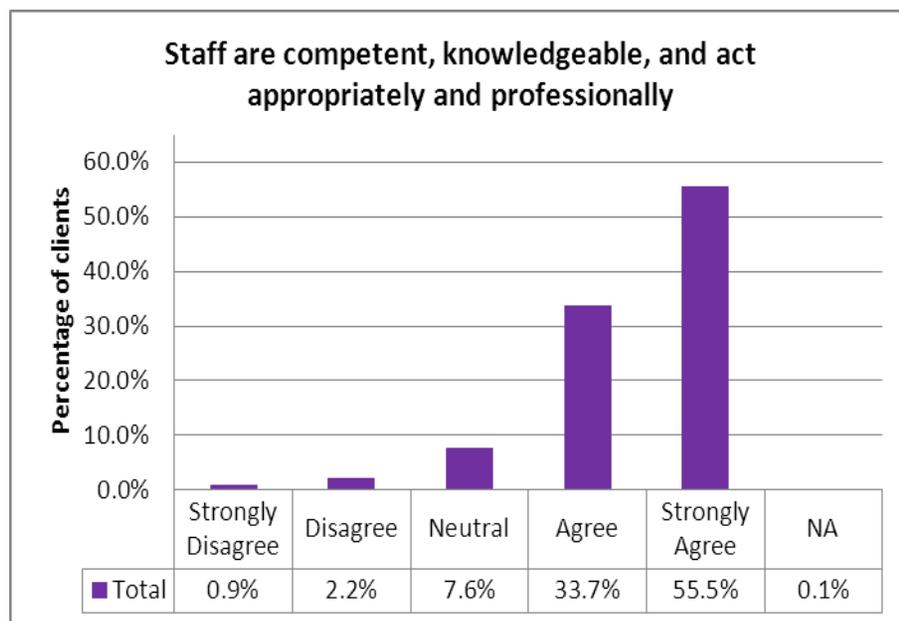
All but a few clients felt comfortable discussing their treatment and medications. Most who received medication said staff gave them information about side effects.

RESPONSES TO SPECIFIC QUESTIONS - STAFF



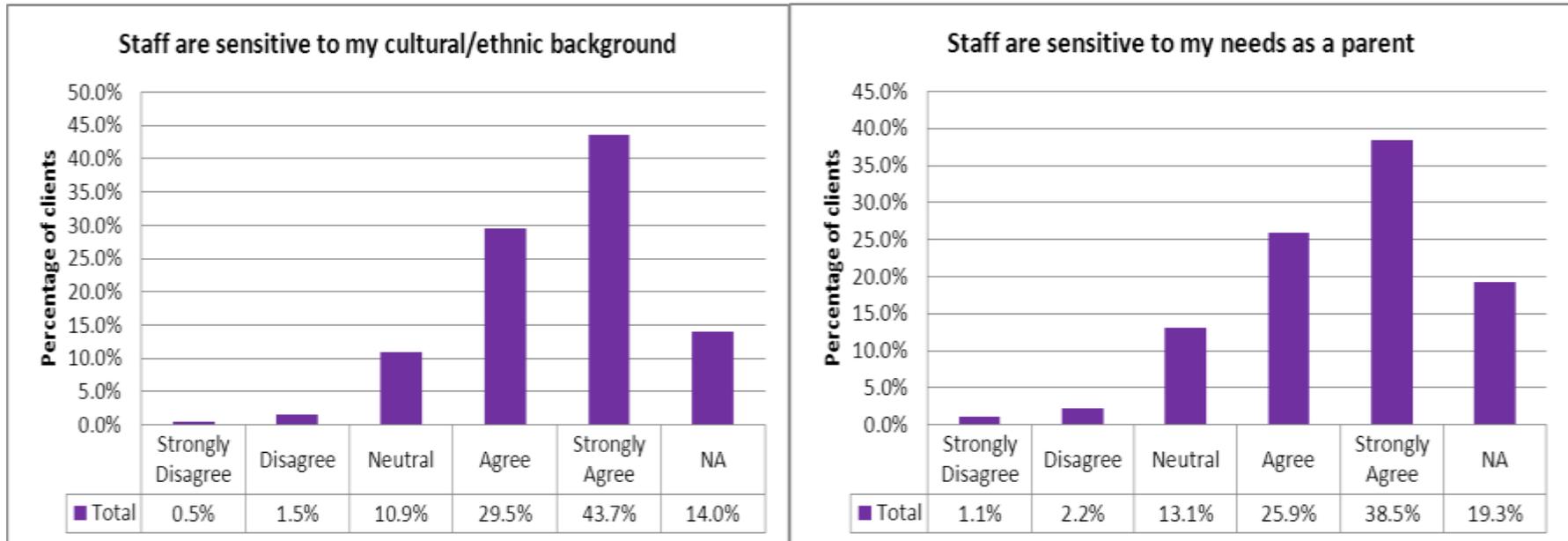
One of the statements receiving the most strongly positive responses was, “Staff here believe that I can grow, change and recover”; 66.5% of responding clients said they strongly agreed (last year it was 60%).

RESPONSES TO SPECIFIC QUESTIONS – STAFF & SERVICE



Most clients agreed that staff were competent and acted professionally. Clients also agreed that they received their patient rights and that staff protected their information.

RESPONSES TO SPECIFIC QUESTIONS - STAFF

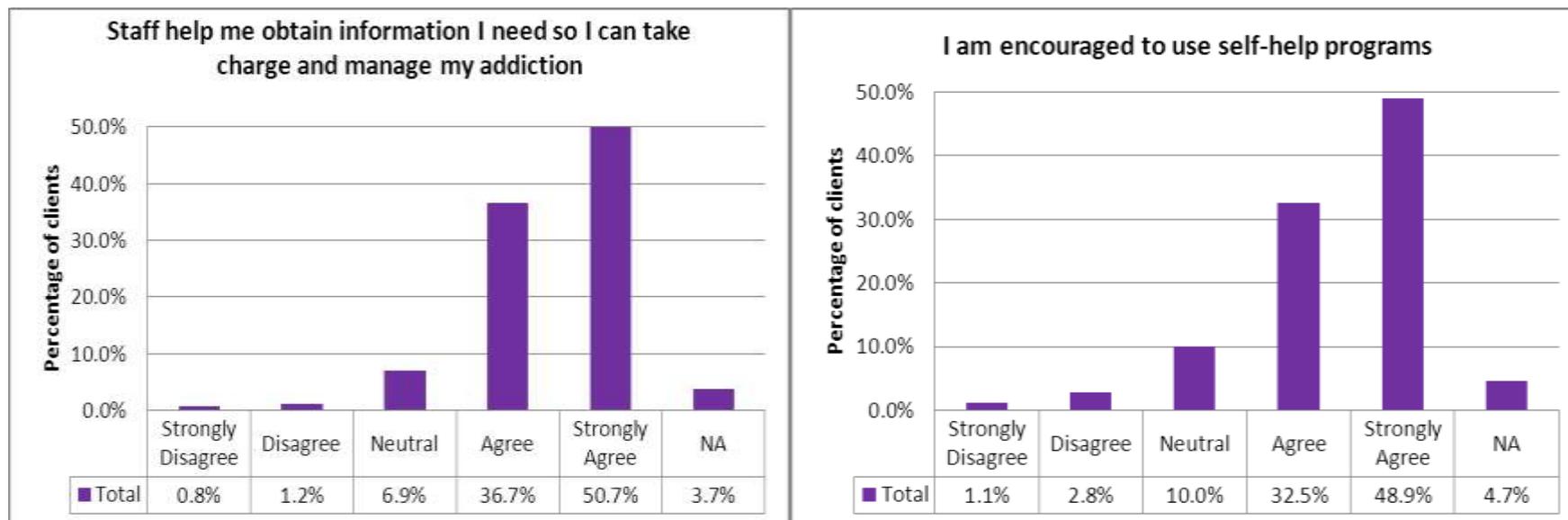


Note: Total excludes blanks

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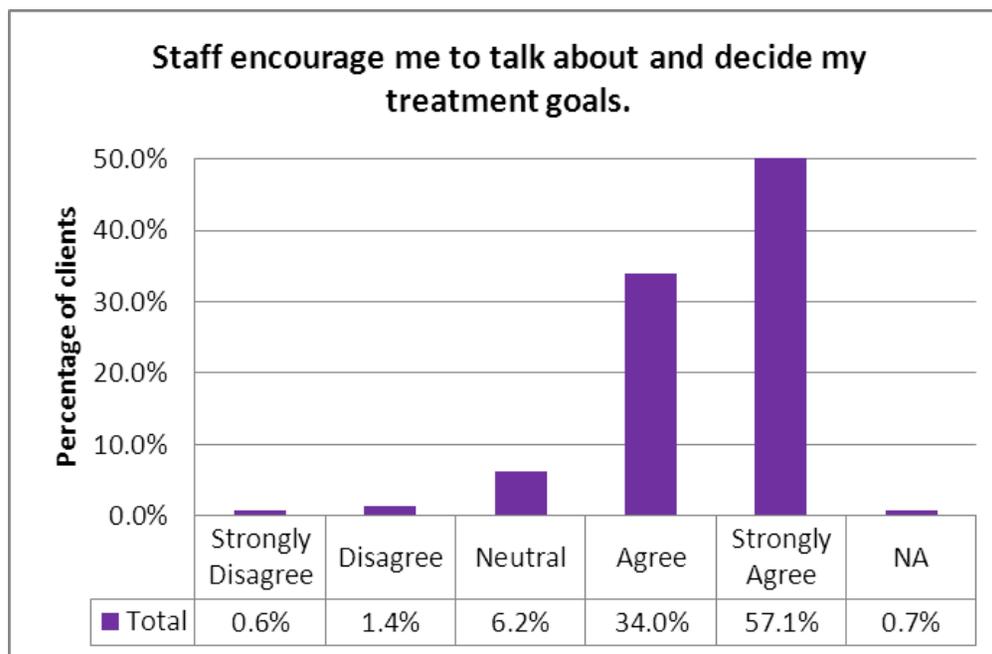
Among clients who felt it applied, most said that staff respected their cultural background and were sensitive to their needs as a parent.

RESPONSES TO SPECIFIC QUESTIONS - STAFF



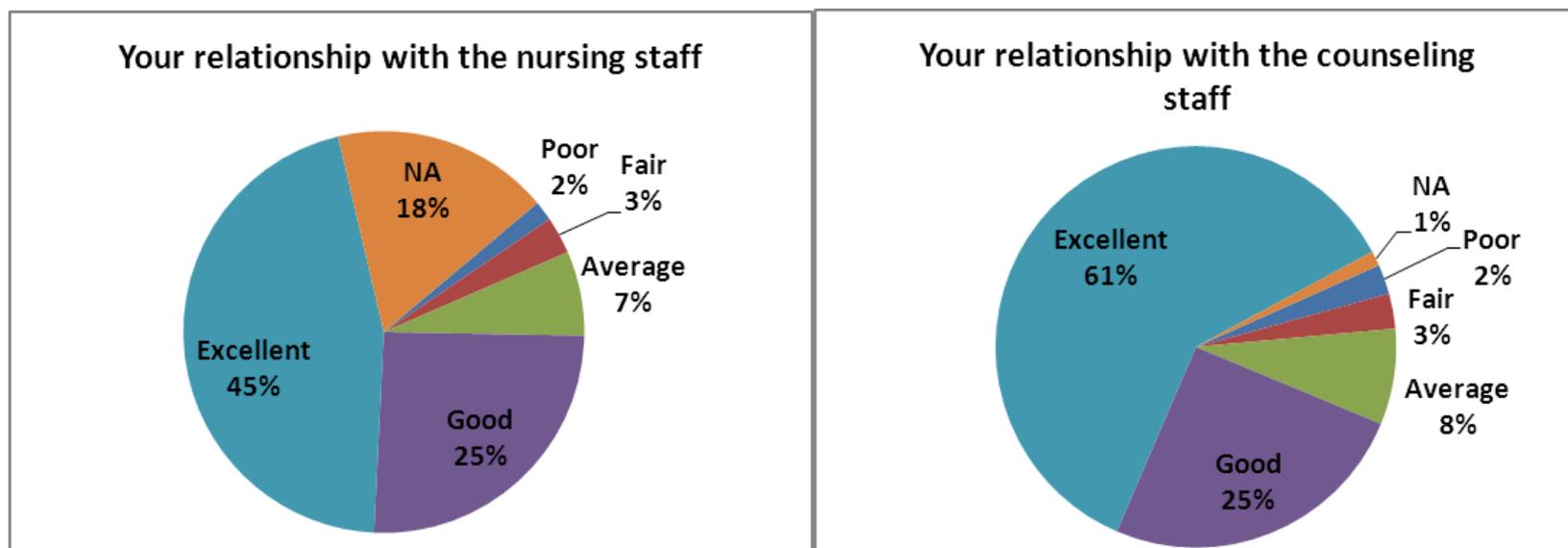
Clients agreed that staff help them to obtain needed information and encourage clients to use self-help programs..

RESPONSES TO SPECIFIC QUESTIONS - STAFF



Most clients agreed that staff encourage them to talk about and participate in setting their treatment goals.

RESPONSES TO SPECIFIC QUESTIONS - STAFF

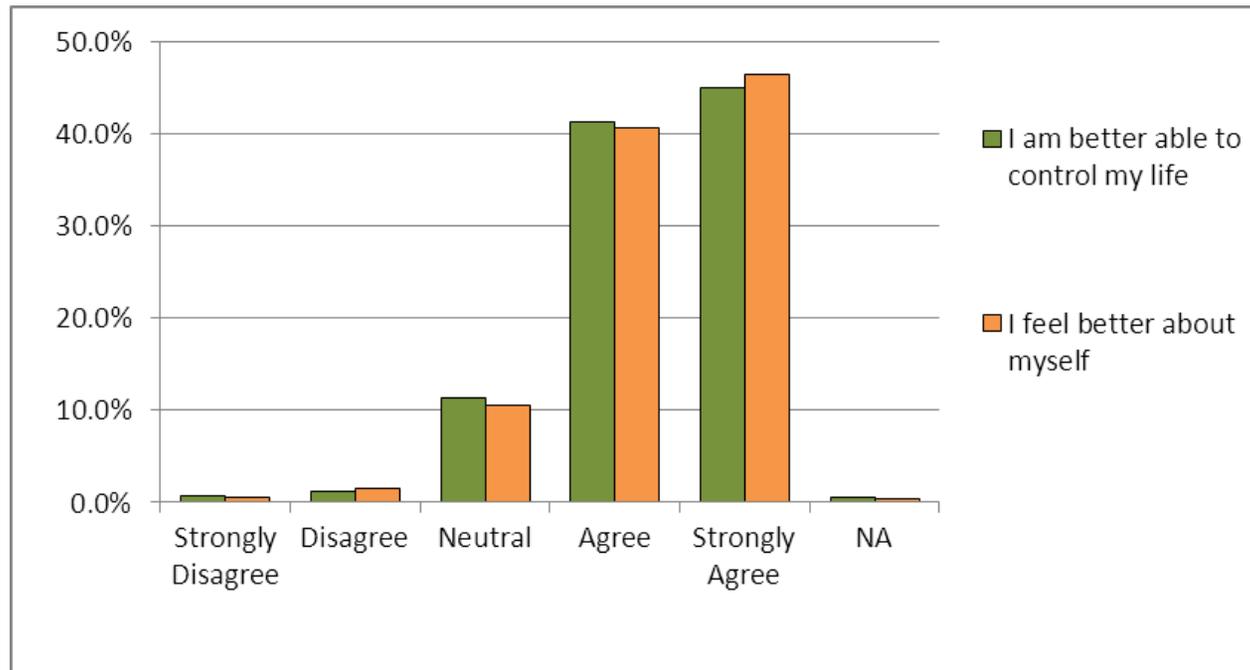


There was a large percent of respondents (18%) who indicated they do not use the nursing staff, so if NA answers are included then only 45% scored nursing staff relationship as excellent. If you only calculate those clients who use nursing services, the majority of clients (55%) said their relationship with the nursing staff was “excellent”. A full 61% of clients rated their relationship with counseling staff as excellent.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT

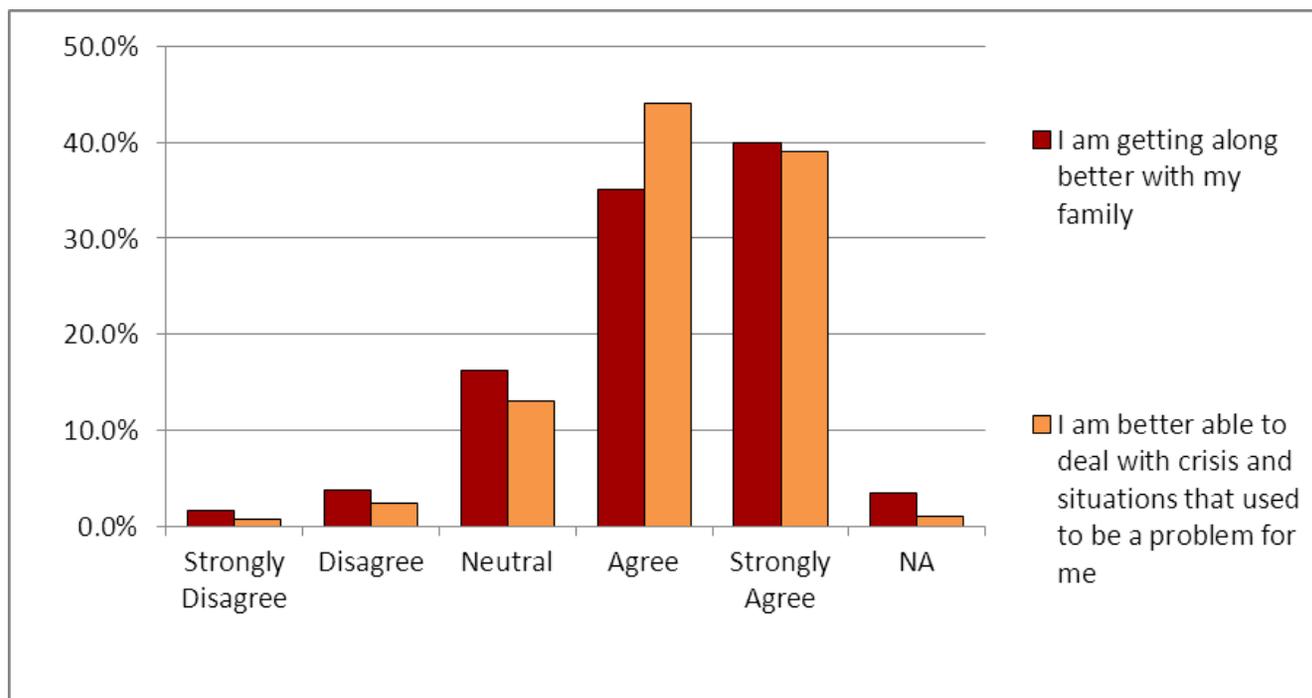
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA
I feel better about myself	0.6%	1.5%	10.6%	40.6%	46.4%	0.4%
I am better able to control my life	0.6%	1.2%	11.3%	41.3%	44.9%	0.6%
I am better able to deal with crisis and situations that used to be a problem for me	0.6%	2.4%	13.0%	44.0%	39.0%	1.0%
I am getting along better with my family	1.7%	3.7%	16.2%	35.1%	39.9%	3.4%
I do better in social situations	1.7%	4.9%	19.7%	38.8%	32.7%	2.2%
I do better in school/work related activities	1.5%	3.5%	20.2%	30.7%	29.0%	15.2%
My housing situation has improved	3.5%	6.2%	22.4%	25.8%	29.9%	12.1%
I am better able to deal with my alcohol or drug problem	0.8%	1.3%	6.8%	36.2%	50.2%	4.7%
I have a better understanding of my addiction	0.5%	1.2%	5.8%	34.4%	54.1%	4.0%

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



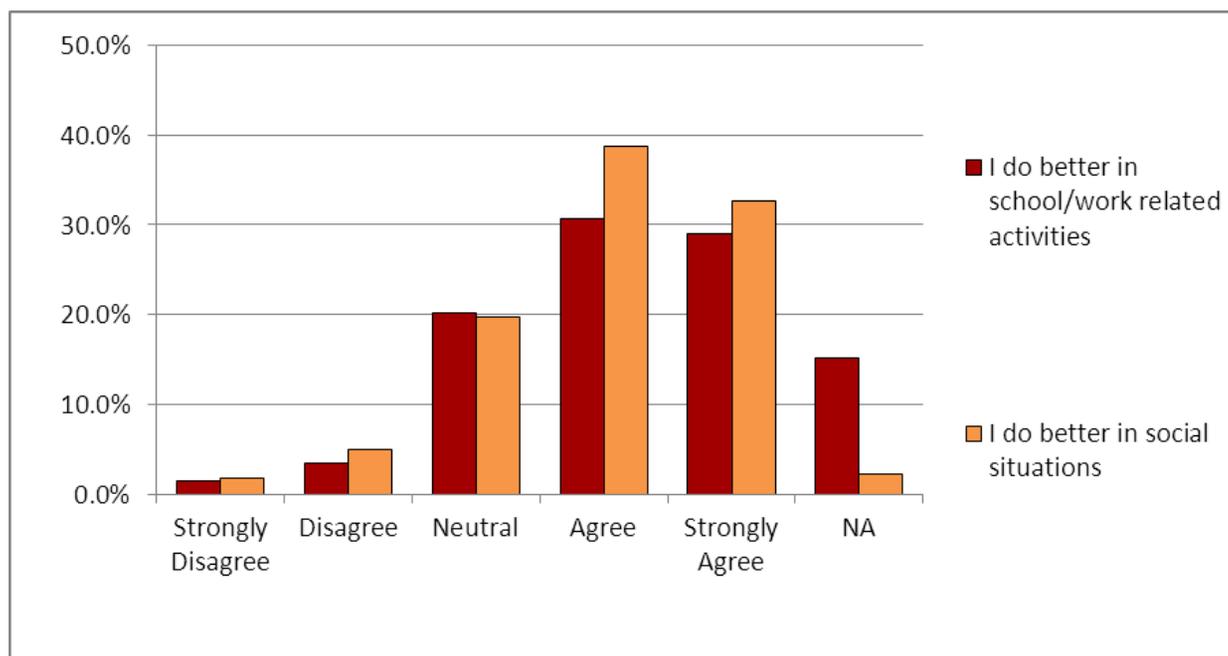
In general, clients felt better about themselves and more in control of their life. 86% said they feel better about themselves. 86% also said they were better able to control their life.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



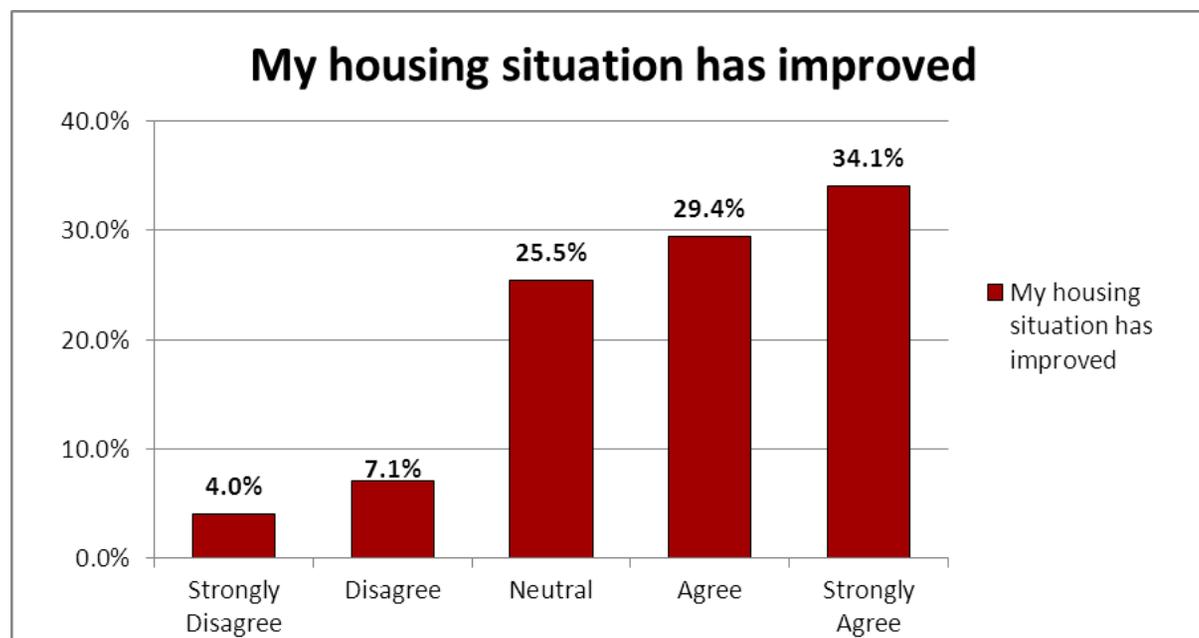
Three out of four clients said they are getting along better with their family. Four out of five said they are better able to deal with crisis and situations that used to be a problem for them.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



15.2% said the question “I do better in school/work related activities” was not applicable to them. With not-applicable included in the calculations only 59.7% said they were doing better in school/work related activities; but when this is recalculated to exclude not-applicable those who answered this question as applying to them is 70.4% (saying they agree or strongly agree). 71.5% answered positively that they do better in social situations.

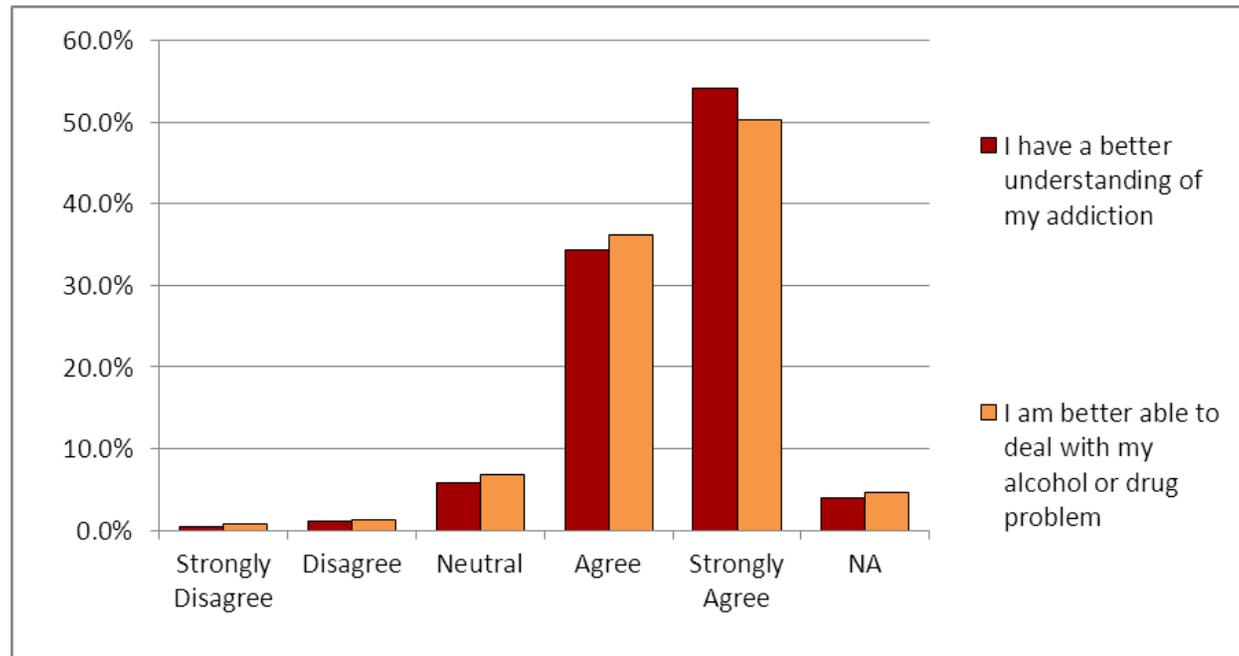
RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



Note: Total excludes "Does Not Apply".

Of those respondents who indicated they once had a housing situation, 63.5% said their housing situation had improved. This question had the highest percent of negative responses.

RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



Most (almost 9 out of 10) clients agreed that they better understand their addiction and could deal better with their addiction.

ATTACHMENTS

A – Introductory Letter to Agency Directors

B – Cover Letter to Clients Receiving Paper Survey Forms

1. Adult Clients

2. Adolescent Clients

Appendix A – Introductory Letter to Agency Directors

October 14, 2011

[Treatment Agency Contact's Name], [Contact's Title]
[Agency Name]
[address]
[town], ME [zip]

Dear [Mr./Ms.] [Last name],

In order to help you evaluate your treatment programs, the Office of Substance Abuse (OSA), Maine Department of Health and Human Services, will again conduct a Client Satisfaction Survey.

The survey period will be the month of November. Please find enclosed: survey forms, prepaid envelopes addressed to OSA, and cover letters for your clients. **This year there are again separate survey forms for adolescent clients (age 18 and younger) and adults.** Please distribute them to your individual facilities, if applicable, and have them:

- 1. Fill in the Federal Identification and primary service code in the upper left hand corner of the form.** These codes are the same as are used in reporting through OSA's Treatment Data System.
- 2. Give a form, cover letter and envelope to each client who has an appointment or is in residential treatment during December, 2009. Because anonymity is critical to the success of the survey, please be sure that each client is given the opportunity fill out the survey in privacy and has a prepaid envelope.**

This spring you will receive a report on your agency's results and that of your satellite facilities if a sufficient number of surveys are returned to protect respondent confidentiality. A state-wide report will follow.

We will also be offering the survey online again for those who identified they would like this option. The link to the online surveys are <http://www.surveymonkey.com/s/CSSadult2011> for the adult and <http://www.surveymonkey.com/s/CSS2011youth> for adolescents. Thank you for your assistance with this effort. If you have any questions, or need additional survey forms, contact Anne Rogers at Anne.Rogers@maine.gov or phone: 287-4706.

Sincerely,



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

Appendix B1 – Cover Letter for Adult Clients



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

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 5, 2011**, 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.

Appendix B2 – Cover Letter for Adolescent Clients



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*

Dear Client:

Hello! The Maine Department of Health and Human Services, Office of Substance Abuse (OSA) wants to make sure you are getting the best substance use counseling available. Can you help us with this goal by answering a few quick questions?

Your answers are confidential. We are not asking for your name. We will combine all the answers together. If you have any questions about this survey, please call 1-800-499-0027. Are you ready (you'll need a pencil or pen with blue or black ink – no sharpies, please)? Here's the survey!

Please return it in the envelope we have supplied you by January 15, 2011.

Thank you

Appendix B2 – Cover Letter for Adolescent Clients



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*
