

Substance Abuse Treatment Facility

CLIENT SATISFACTION SURVEY

State of Maine – Adolescent Clients

November-December, 2008

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

April, 2009

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EXECUTIVE SUMMARY

Because of the unique circumstances of the majority of adolescent treatment clients in Maine, the Maine Office of Substance Abuse (OSA) incorporated the suggestions of Day One to create a survey specifically for young clients. These surveys went to thirty (30) substance abuse treatment agencies that receive funding from OSA, or that provide opiate replacement therapy. Included in this number were 10 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. OSA received a total of 120 responses from adolescent clients at 10 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.

- 70% of adolescent clients were at outpatient facilities, 15% were in residential/rehabilitation transitional settings and 10% were in extended care facilities.
- Two out of five (40%) were age 17; 38% were 16 or younger and 22% were 18.
- 77% were males and 22% were females (in 2% of the surveys, gender was unspecified).
- 84% were white and 16% were another or unspecified race or bi-racial (chose two race categories); 93% were non-Hispanic.
- 59% had been in their current treatment program 6 months or less, and 17% had been in their program more than 1 year.
- Of the 37 clients who said that they were currently receiving mental health services, 54% were receiving those services at their substance abuse treatment facility, and 46% were receiving mental health services at another facility.

The mean overall level of satisfaction was 7.4 on a scale of 1 (poor) to 10 (excellent); 18% of clients gave their facility a score of 10. Below is a summary of mean overall satisfaction broken down by client characteristics:

- Outpatient clients gave their experience a rating of 7.6, followed by clients in residential/rehabilitation transitional facilities (7.0) and in extended care (6.7).
- Of the clients who gave their age, those younger than 16 gave the highest rating (7.6) and the 16 year-olds gave the lowest (6.9).
- Female clients were somewhat more satisfied with their treatment facilities than were male clients (7.7 vs. 7.4, respectively).
- White clients reported a higher mean satisfaction rating (7.5) than clients of another or unspecified race or bi-racial clients (6.9).
- Non-Hispanic clients rated their treatment experience significantly higher (7.6) than did Hispanic clients or clients that did not give their ethnicity (5.6).
- Among clients who specified the length of time at their current facility, those in treatment less than a month gave the highest mean rating (8.0) and those in treatment 1 to 3 months gave the lowest (7.1).
- Clients receiving mental health services at their substance abuse treatment facility reported a lower level of satisfaction (7.7) than clients receiving these services at a separate facility (8.5).

The individual questions on the survey were worded as positive statements with response options ranging from "strongly agree" to "strongly disagree". Unlike the adult clients, the adolescents were more apt to "agree" than "strongly agree" with the questions. The statements receiving the strongest positive responses were: "Staff here believe that I can grow, change and recover" (43% strongly agreed), "I was

given information about my rights as a client of this program” (42%), and “Staff that I work with are helpful and knowledgeable” (42%). 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 a third (33%) of the respondents had only been in treatment 3 months or less. The most favorable response to a question about treatment results was: “I have a better understanding of my alcohol or drug problem (33% strongly agreed)”; the least favorable responses were to, “My housing situation has improved” (19%), “I do better in school/work-related activities” (23%), and “I’m getting along better with other people” (23%).

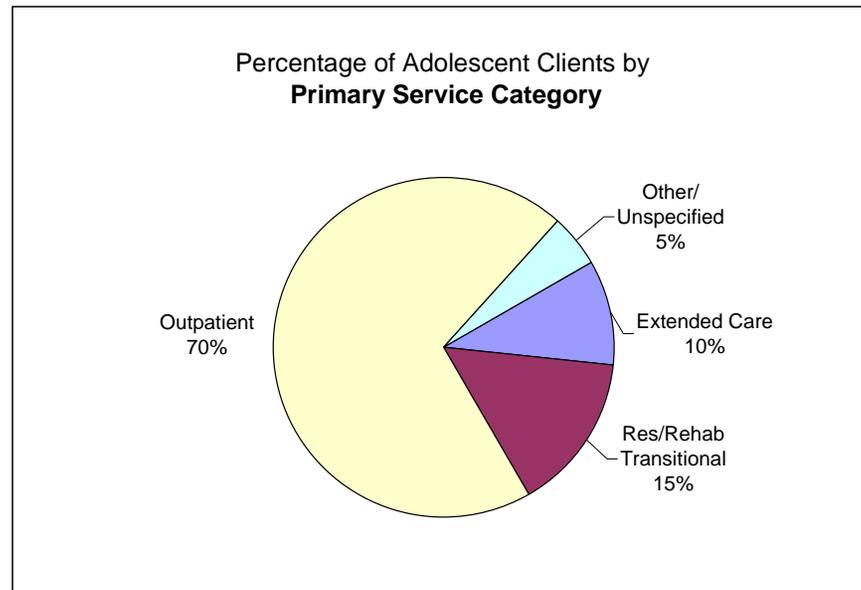
METHODOLOGY

Besides agencies receiving standard OSA funding or providing opiate replacement therapy, agencies receiving CO-SII grants were also included in the 2008 survey. To better distribute the correct number of surveys, a letter was sent in September to these agency directors, asking for the number of adult and adolescent clients they expected to treat during November (see Introductory Letter - Attachment A). The letter also gave the director the opportunity to name a contact that 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).

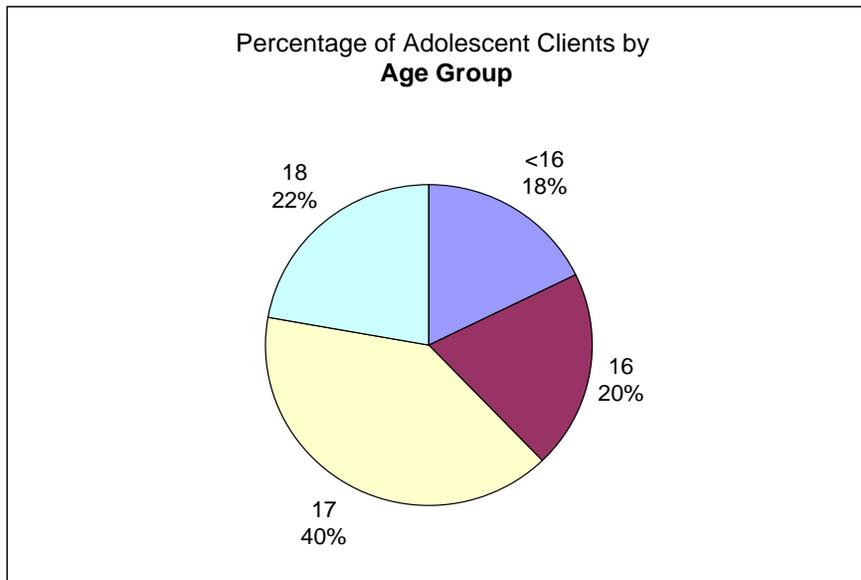
DEMOGRAPHICS



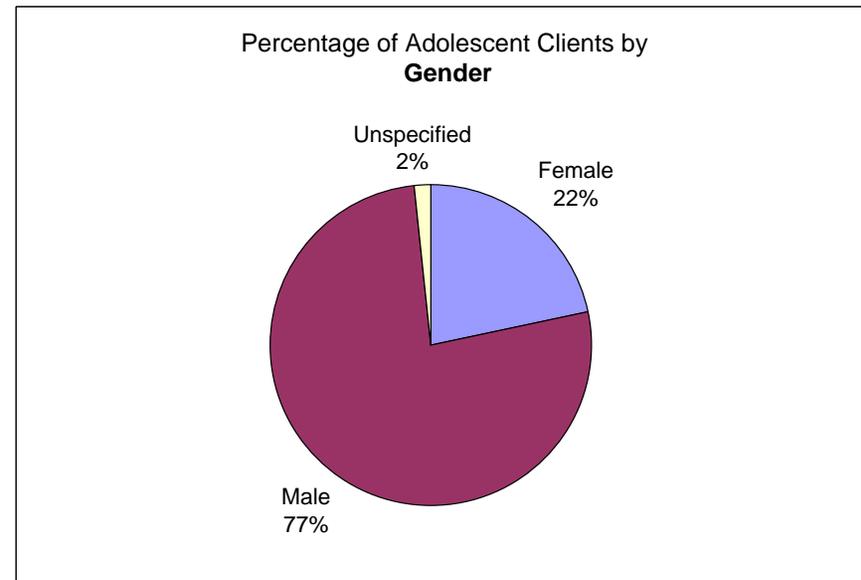
Primary Service Category	Number	Percent
Outpatient	84	70%
Residential/Rehabilitation Trans.	18	15%
Extended Care	12	10%
Other/Unspecified	6	5%
Total	120	100%

Of the 120 surveys received, 84 (70%) were from adolescent clients at outpatient facilities, 18 (15%) were from clients in residential/rehabilitation settings, and 12 (10%) were from clients in extended care facilities.

DEMOGRAPHICS



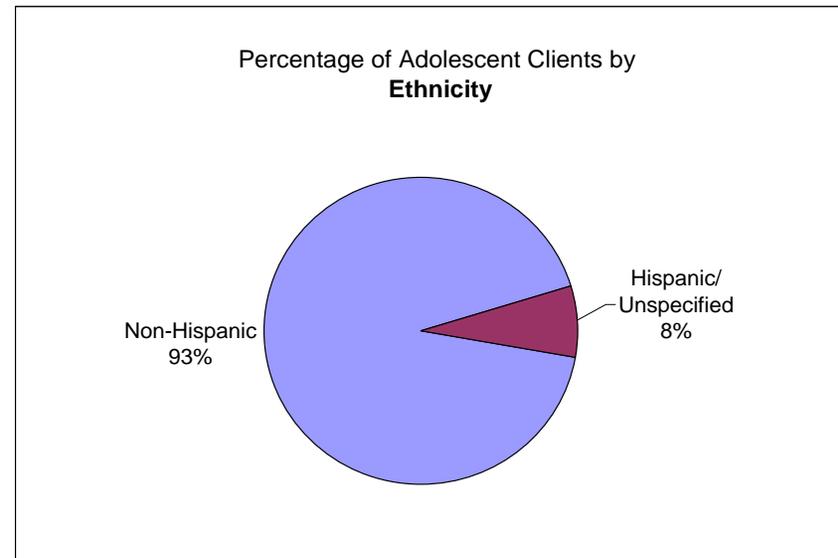
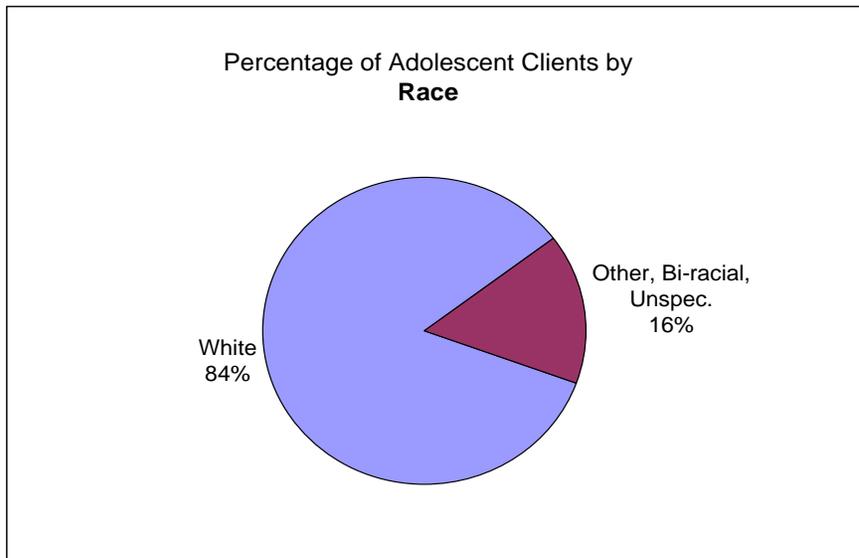
Age Group	Number	Percent
<16	17	18%
16	19	20%
17	38	40%
18	21	22%
Total	95	100%



Gender	Number	Percent
Female	26	22%
Male	92	77%
Unspecified	2	2%
Total	120	100%

Of the 95 clients who gave their age, the largest proportion (40%) were age 17. Each of the other age groups comprised roughly a fifth of the adolescent clients; 22% were 18, 20% were 16 and 18% were less than 16. Seventy-seven percent (77%) of the respondents were male and 22% were female.

DEMOGRAPHICS



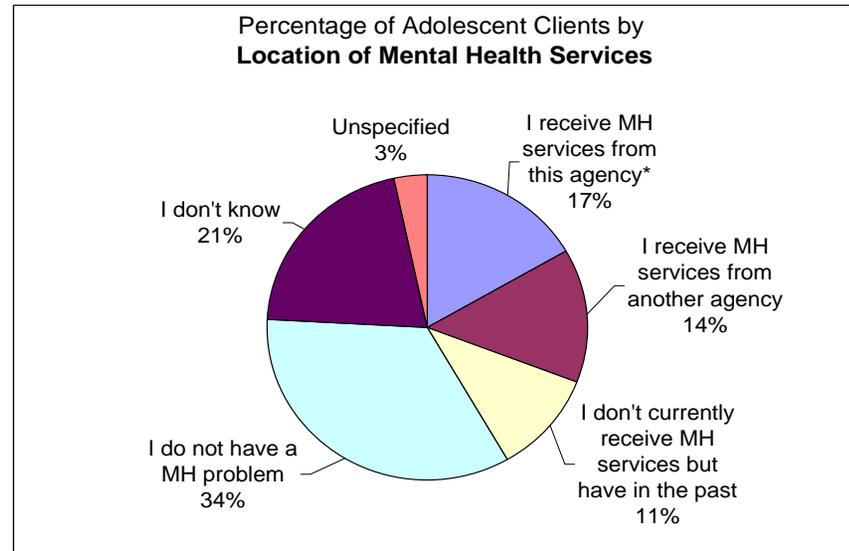
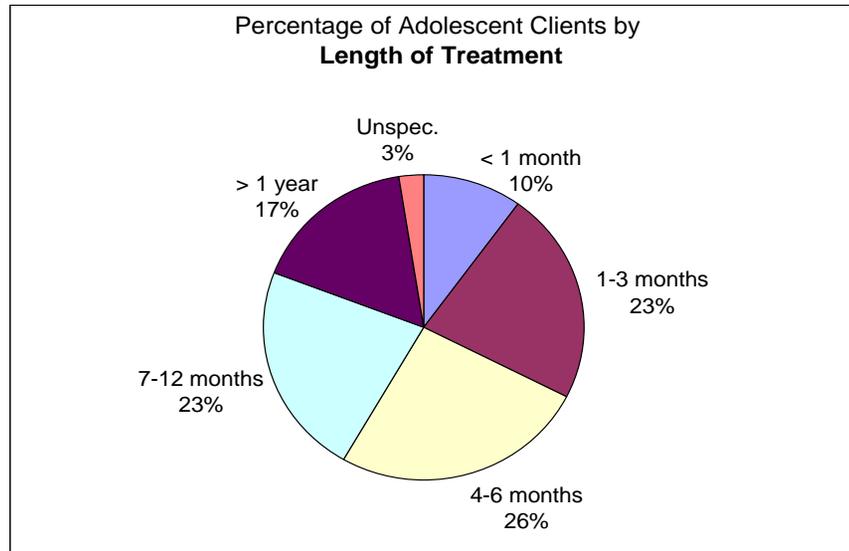
Race	Number	Percent
White	101	84%
Other/Bi-racial ¹ /Unspecified	19	16%
Total	120	100%

Ethnicity	Number	Percent
Non-Hispanic	111	93%
Hispanic/Unspecified	9	8%
Total	120	100%

Broken down by race, 101 (84%) of the respondents described themselves as white; another 19 (16%) were another race, bi-racial¹ or race was not specified. The vast majority (93%) described themselves as non-Hispanic.

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

DEMOGRAPHICS



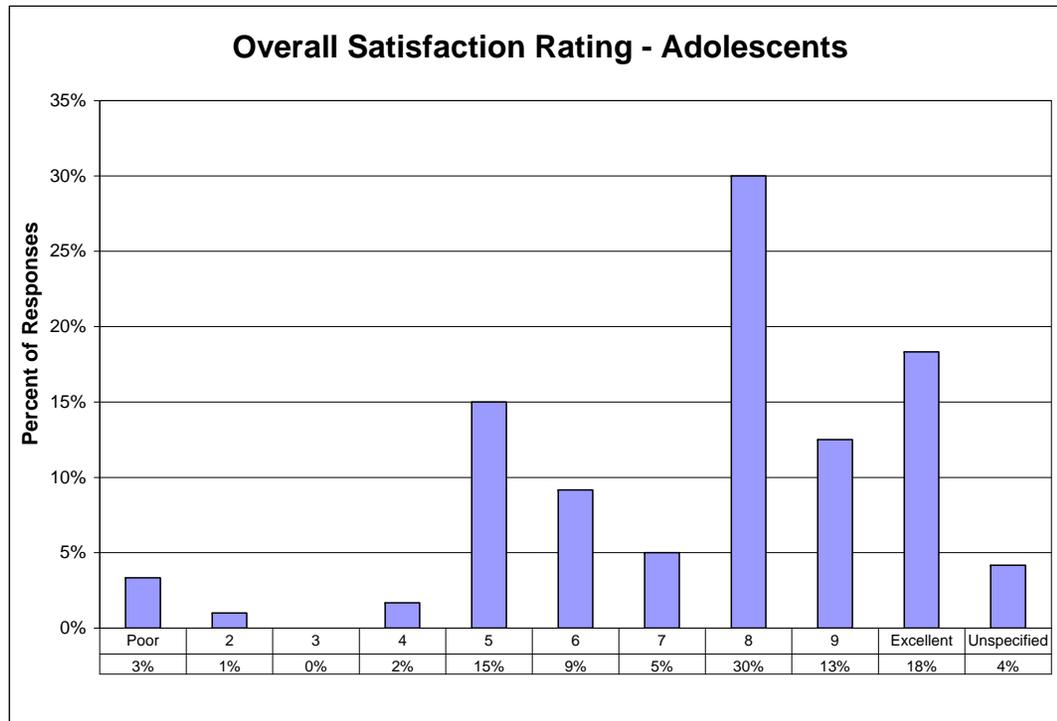
*Includes clients receiving mental health services from both their substance abuse treatment facility and another agency.

Treatment Length	Number	Percent
<1 month	12	10%
1-3 months	27	23%
4-6 months	31	26%
7-12 months	27	23%
>1 year	20	17%
Unspecified	3	3%
Total	120	100%

Are You Being Treated for a Mental Health Problem?	Number of Responses	Percent of Responses
I receive MH services from this agency.	20	17%
I receive MH services from another agency.	17	14%
I don't currently receive MH services, but have in the past.	13	11%
I do not have a MH problem.	41	34%
I don't know/Unspecified	29	24%
Total	120	100%

The largest proportion of clients (26%) had received treatment at their present facility between 4 and 6 months. Slightly fewer had been receiving services 1 to 3 months (23%) or 7 to 12 months (23%); 17% had been receiving treatment for more than a year. Seventeen percent (17%) were receiving mental health services at their substance abuse treatment facility and 14% were receiving mental health services at another facility; 34% said that they did not have a mental health problem.

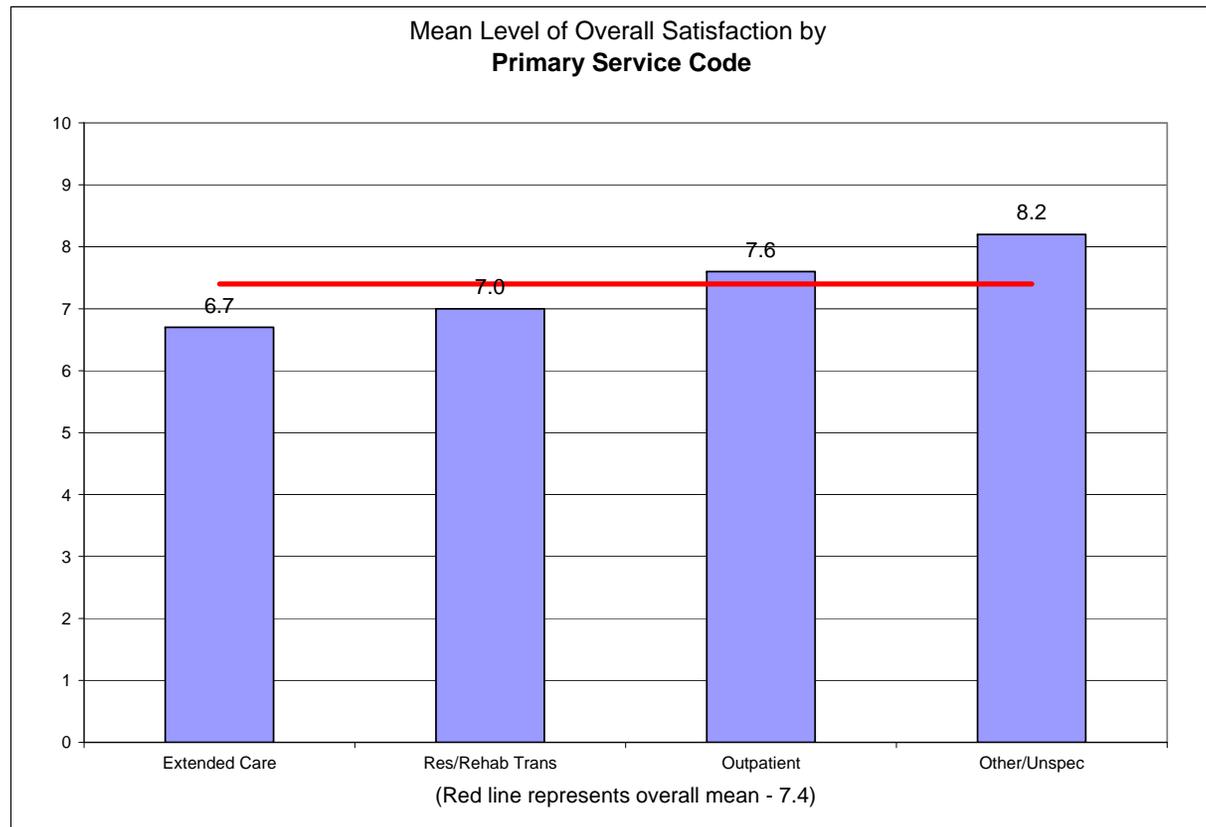
OVERALL SATISFACTION



Rating Scale	Number of Responses	Percent of Responses
Poor	4	3%
2	1	1%
3	0	0%
4	2	2%
5	18	15%
6	11	9%
7	6	5%
8	36	30%
9	15	13%
Excellent	22	18%
Unspecified	5	4%
Total	120	100%
Mean Level of Satisfaction = 7.4		

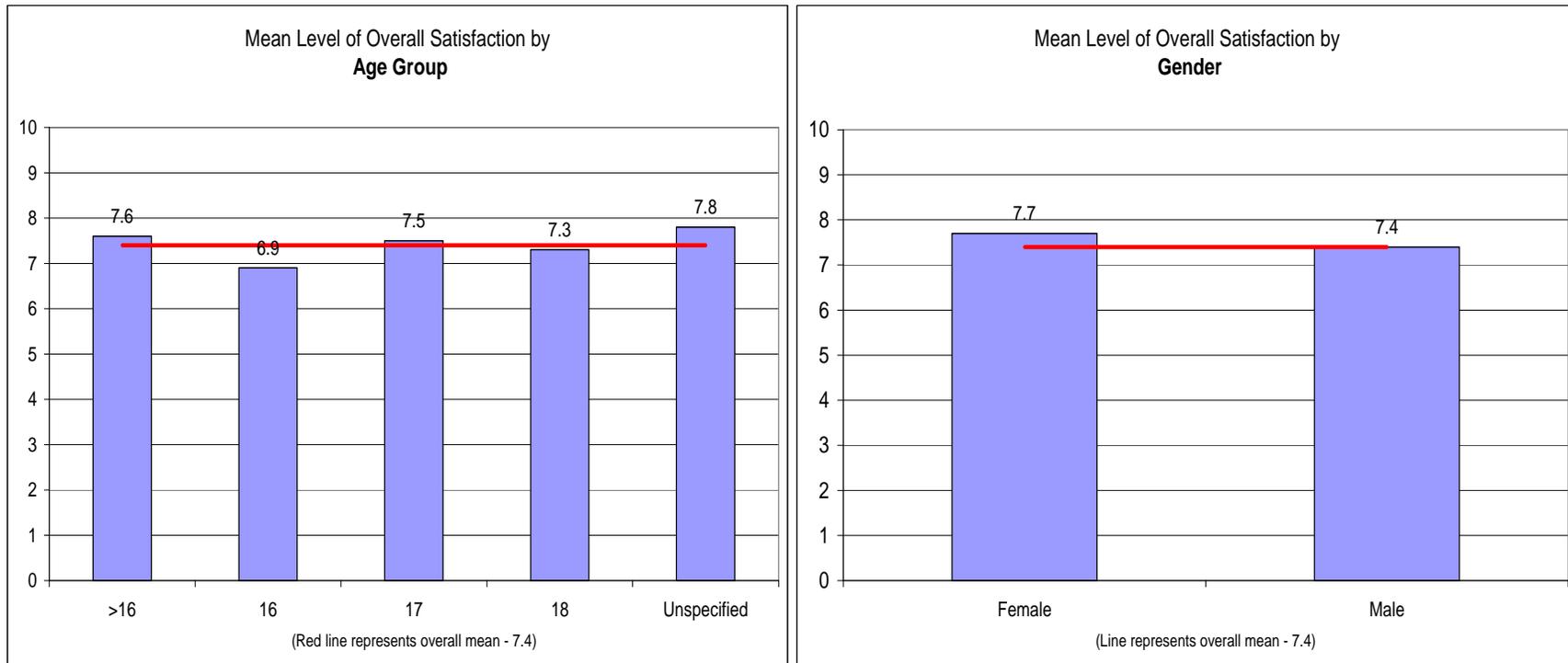
On a scale of 1 (poor) to 10 (excellent), the mean overall satisfaction rating was 7.4. Three out of five of the clients (61%) rated their overall satisfaction with their current treatment facility as 8 or higher, and 18% rated their experience as 10. Only 6% of respondents rated their experience as 4 or lower.

OVERALL SATISFACTION



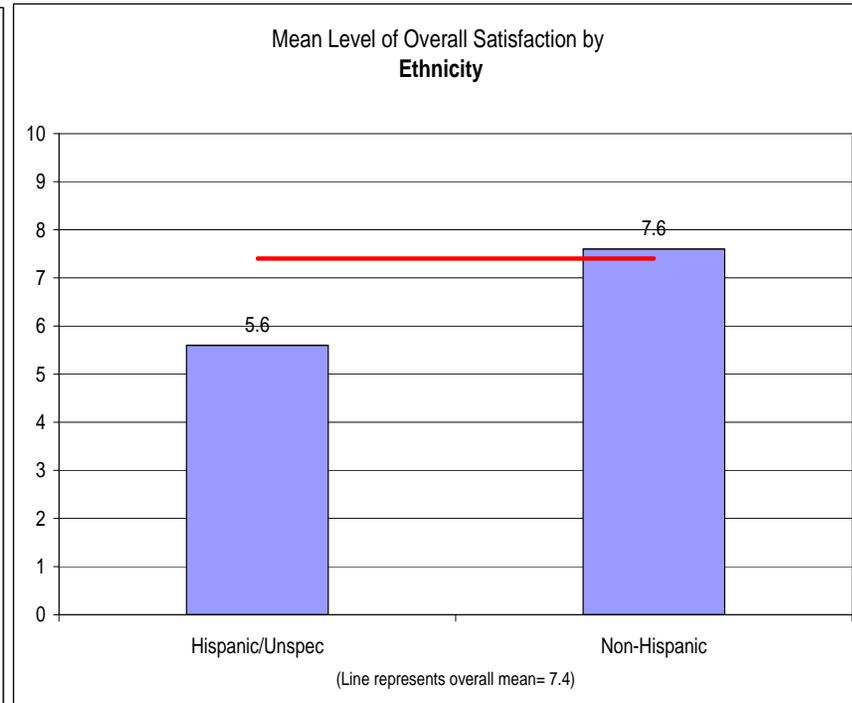
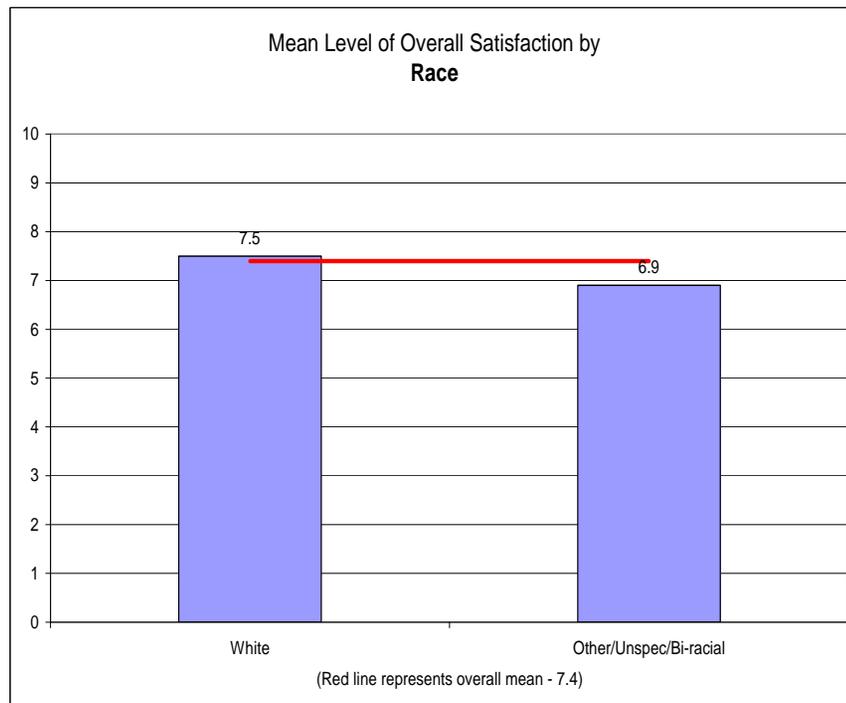
Clients in Extended Care and Residential/Rehabilitation settings gave their overall experience a lower than average rating (6.7 and 7.0, respectively), while Outpatient clients rated their experience as 7.6, somewhat above the average.

OVERALL SATISFACTION



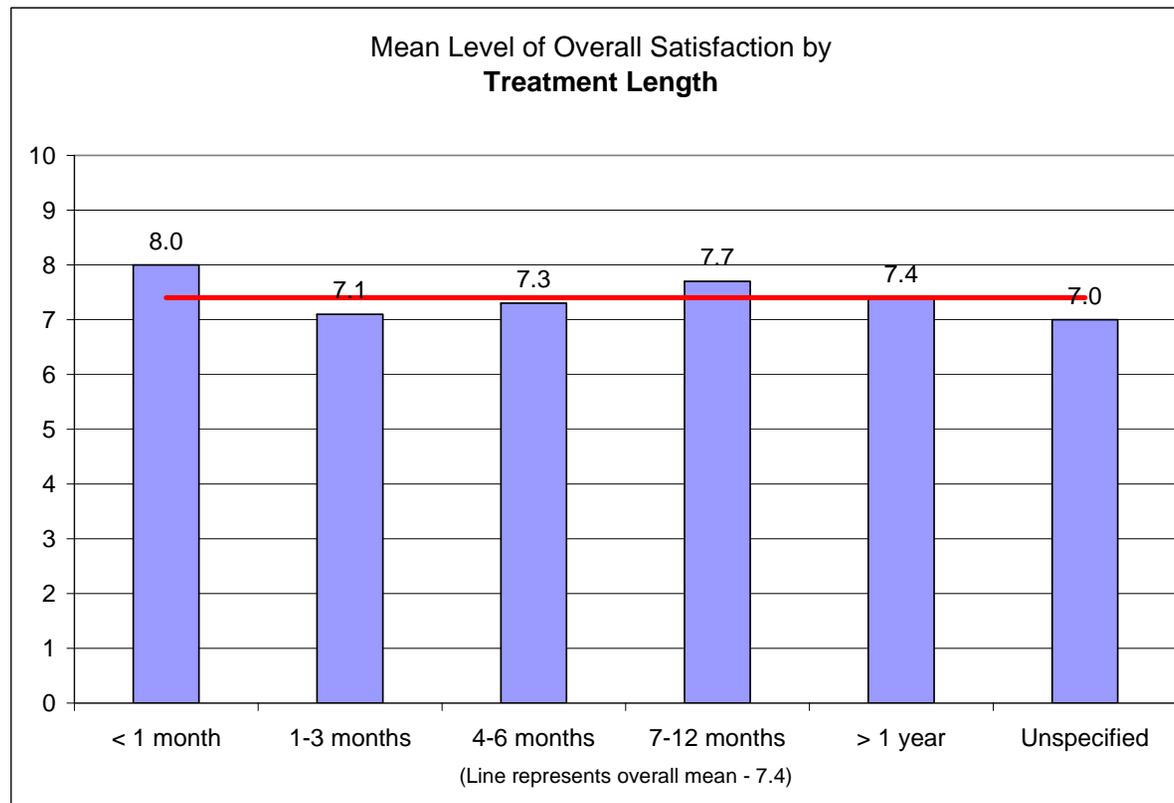
There was no pattern in mean satisfaction by age of the client; among clients who gave their age, clients under the age of 16 reported the highest level of satisfaction (7.6) and 16 year-olds reported the lowest level (6.9). Female clients were somewhat more satisfied with their treatment experience than were male clients (7.7 vs. 7.4, respectively).

OVERALL SATISFACTION



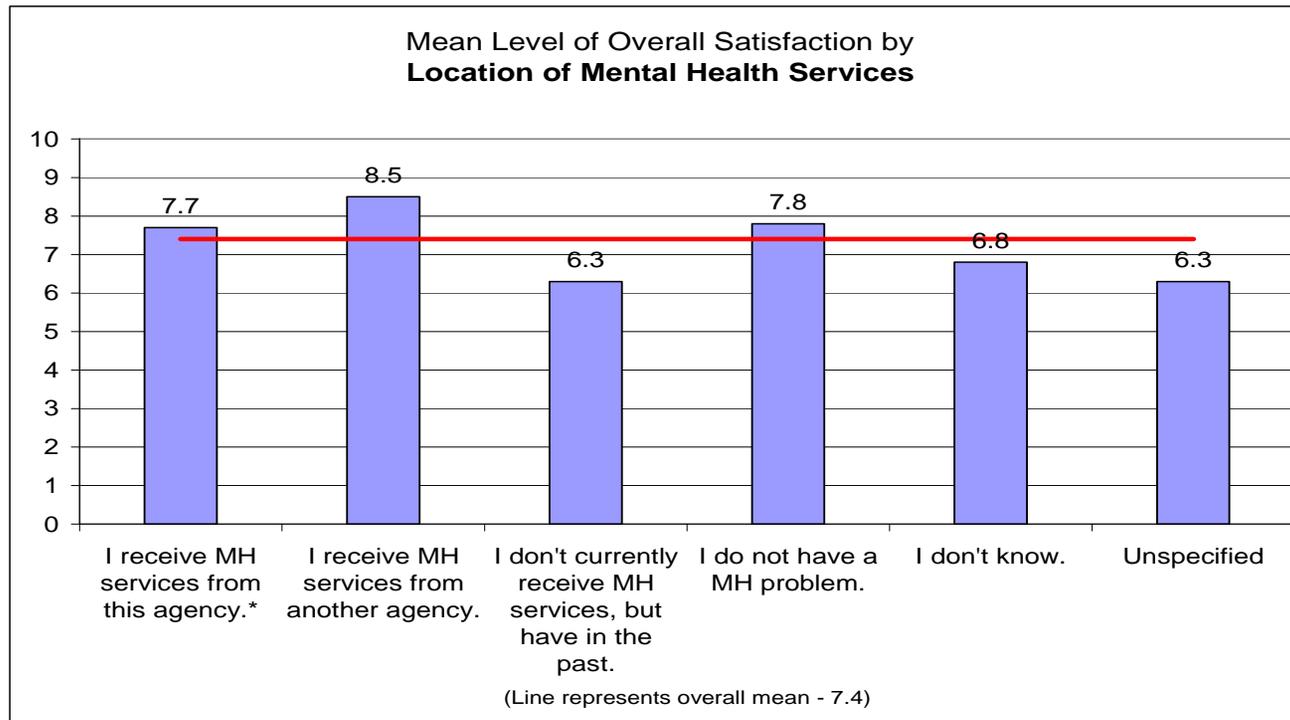
White clients rated their current treatment experience somewhat higher (7.5) than did clients that were of another or unspecified race or bi-racial (6.9). Hispanic clients and clients that did not specify their ethnic background rated their satisfaction significantly lower than did non-Hispanic clients (5.6 versus 7.6, respectively).

OVERALL SATISFACTION



Clients that had been in treatment at their present facility less than a month, rated their experience highest (8.0), followed by clients in treatment 7-12 months (7.7); clients in treatment between 1 and 3 months or who didn't state a length in treatment rated their experience lowest (7.1 and 7.0, respectively).

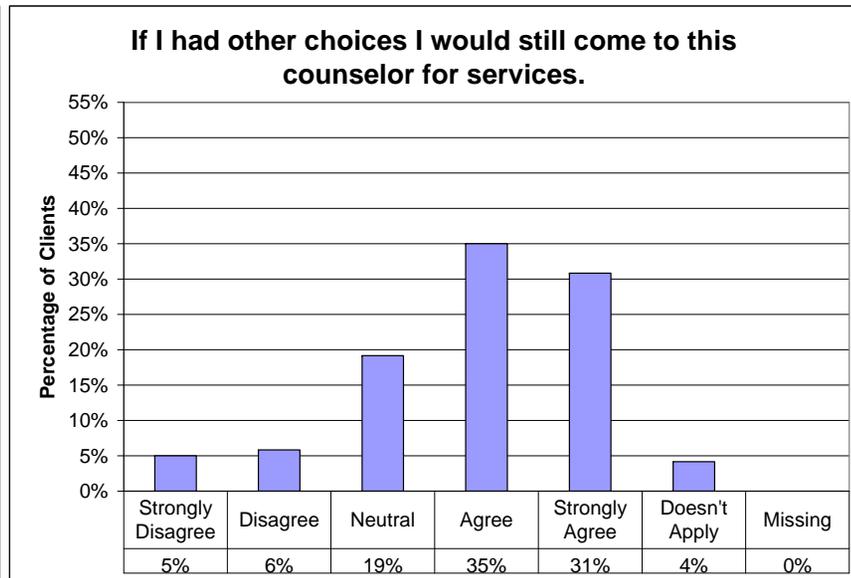
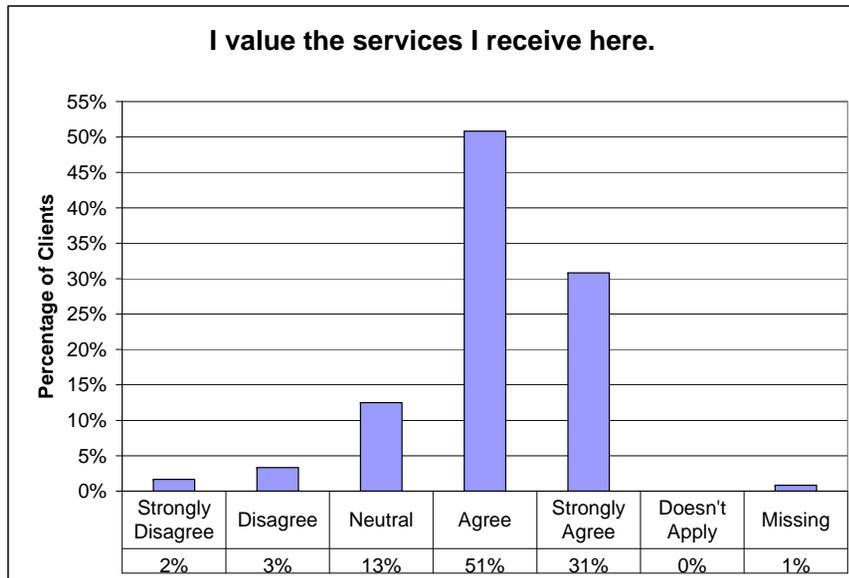
OVERALL SATISFACTION



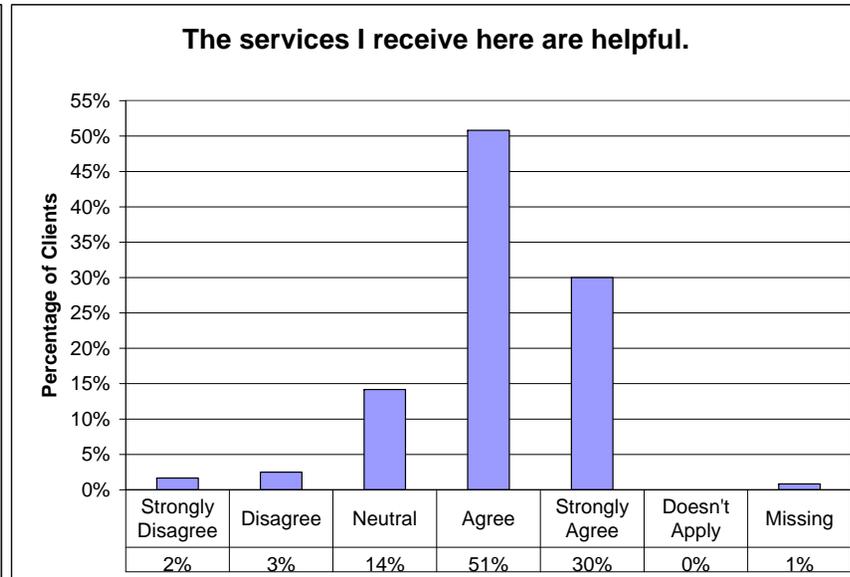
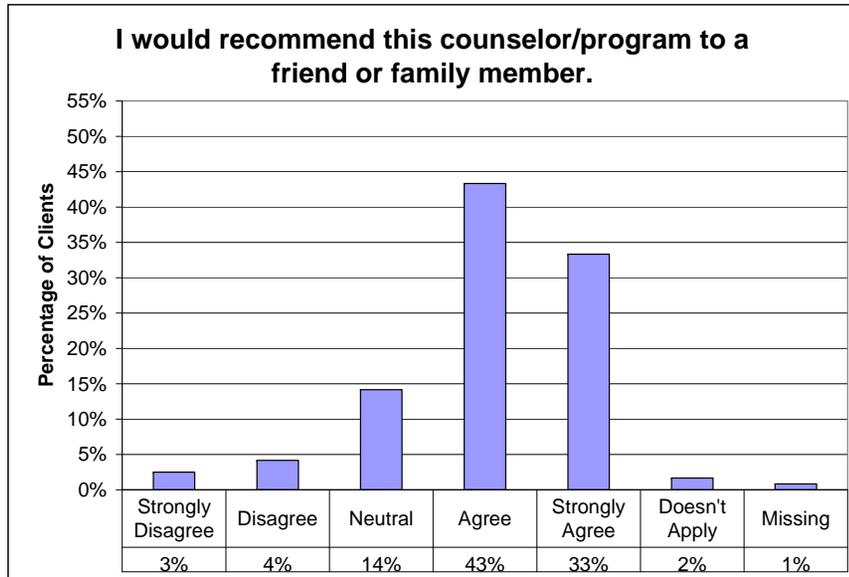
*Includes clients who received mental health services both at their substance abuse treatment facility and at another facility.

The clients who received their mental health services at the same agency as they received substance abuse treatment were less satisfied with their overall treatment experience (7.7) than clients who received their mental health services from another agency (8.5), but were significantly more satisfied than clients who had received mental health services in the past but were not currently (6.3), didn't know if they were receiving mental health services (6.6) or did not specify their mental health treatment status (6.3).

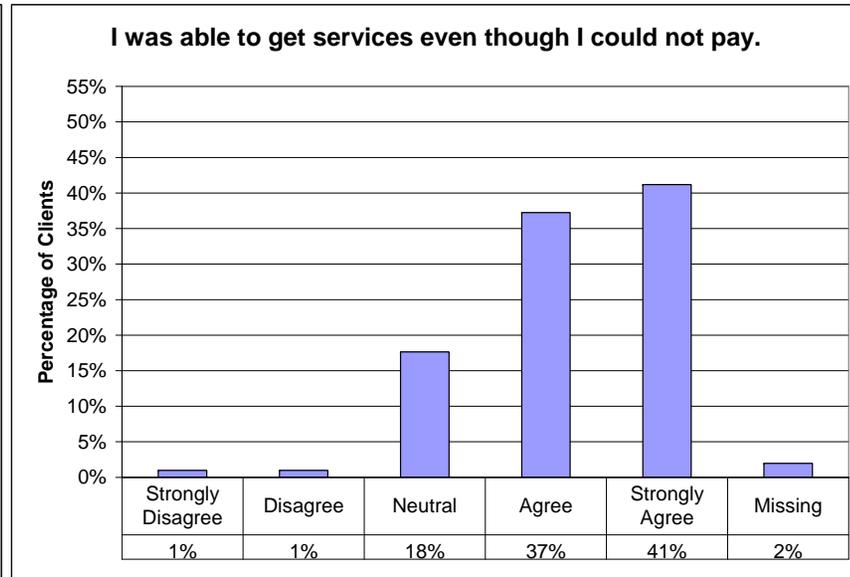
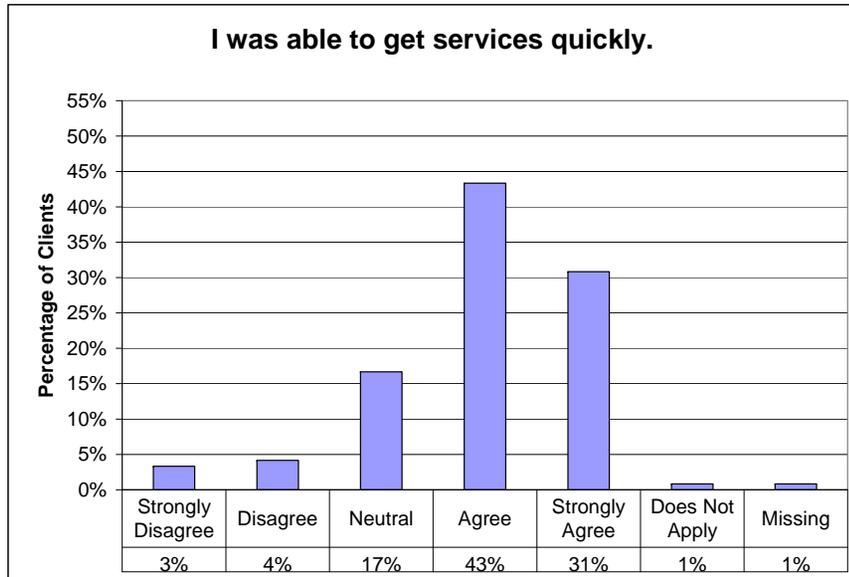
RESPONSES TO SPECIFIC QUESTIONS - SERVICES



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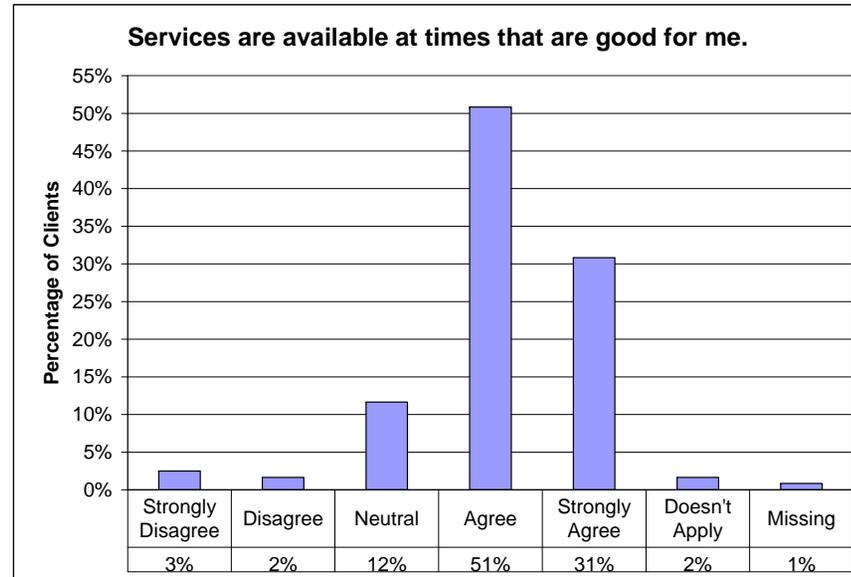
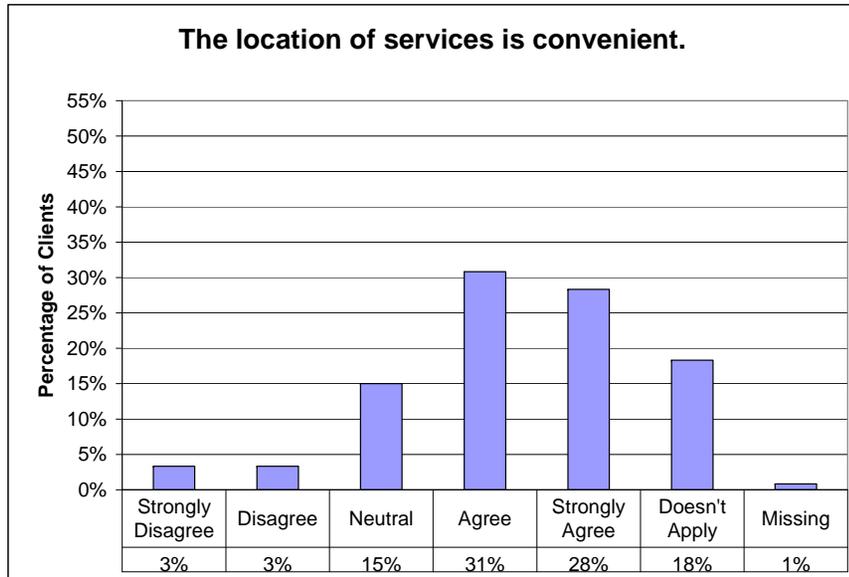


RESPONSES TO SPECIFIC QUESTIONS - SERVICES

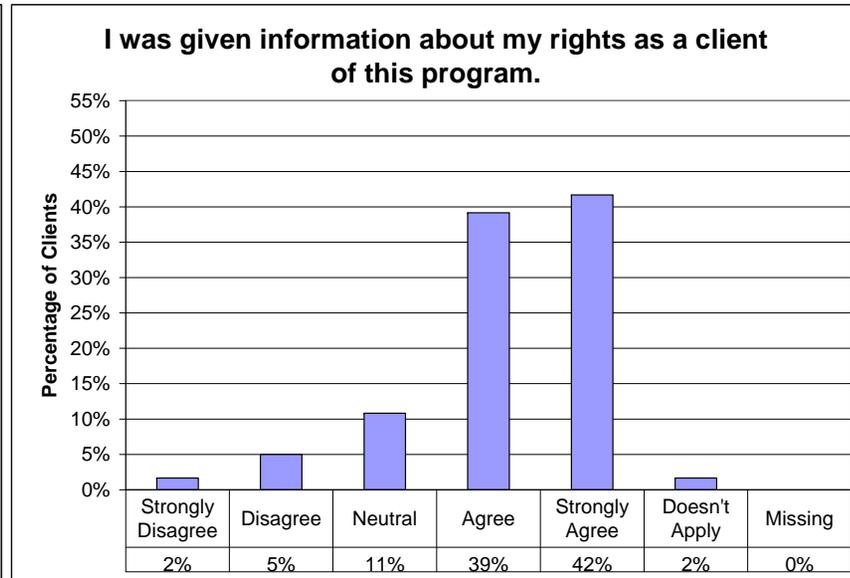
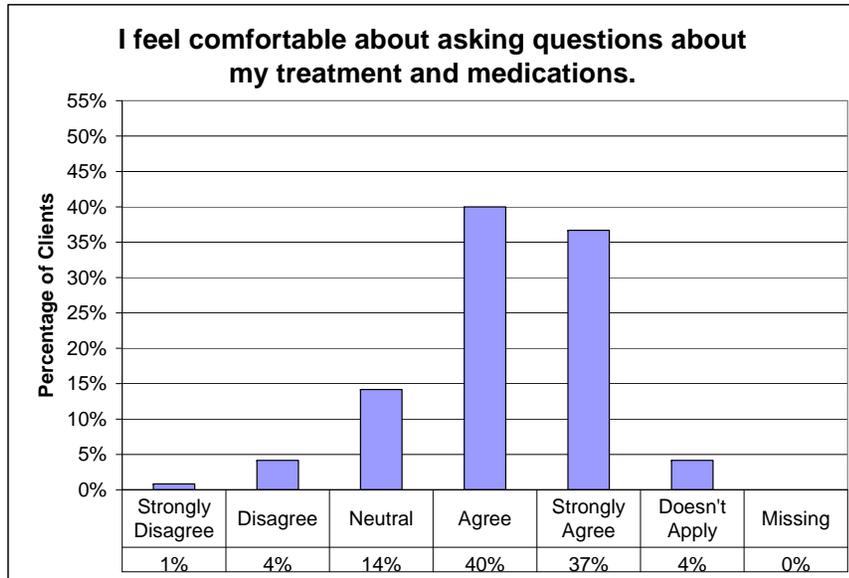


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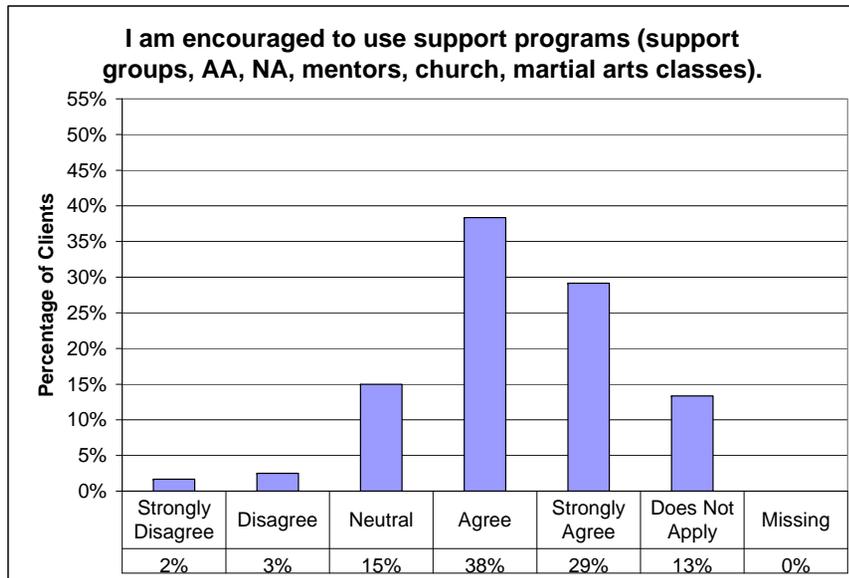
RESPONSES TO SPECIFIC QUESTIONS - SERVICES



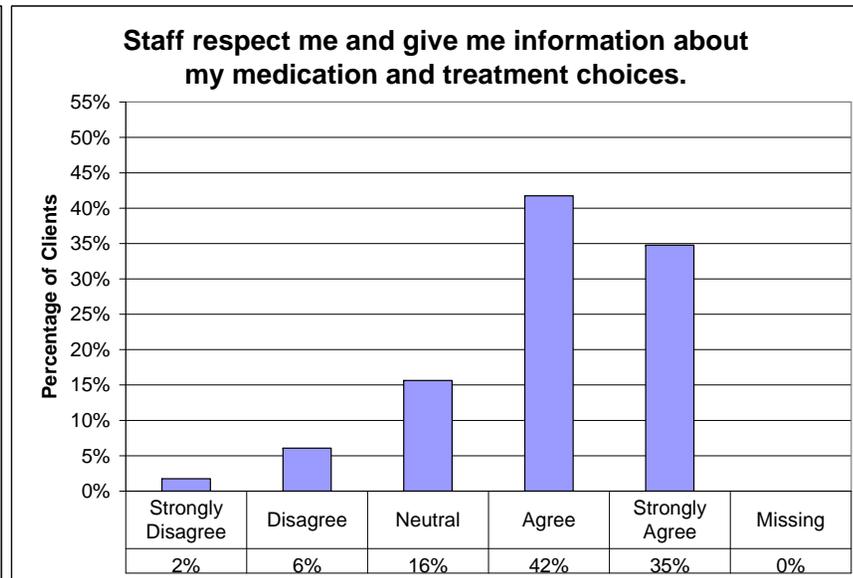
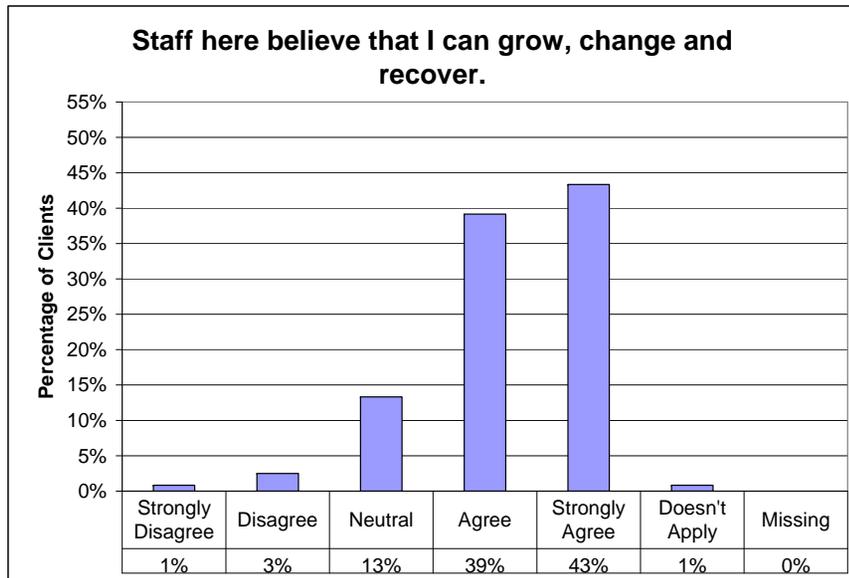
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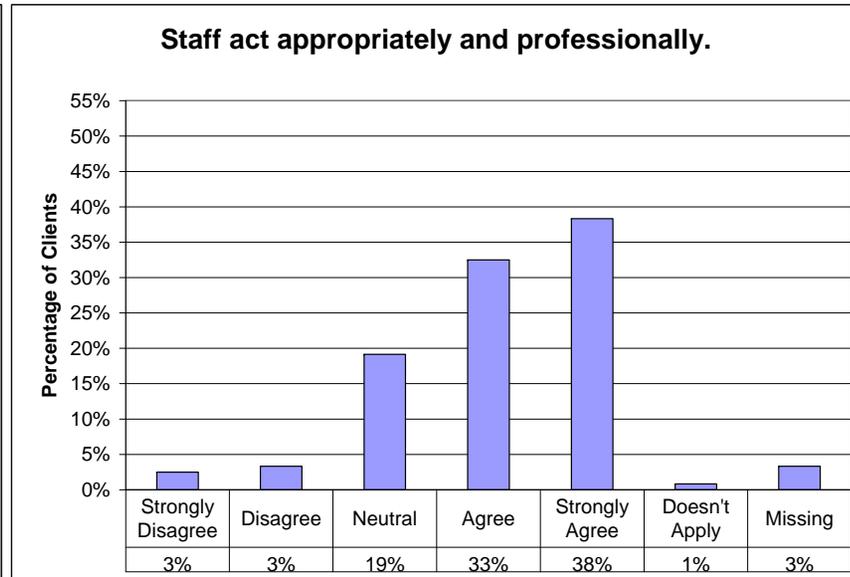
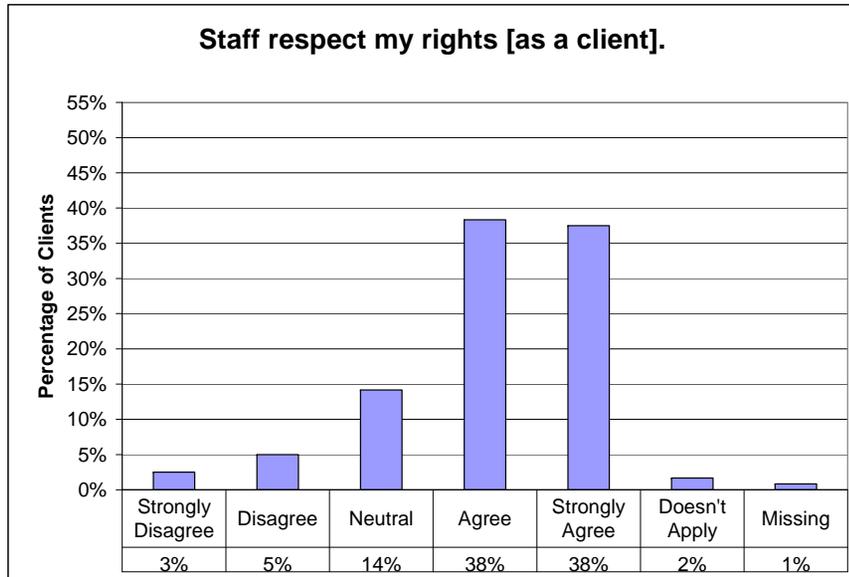


RESPONSES TO SPECIFIC QUESTIONS - STAFF



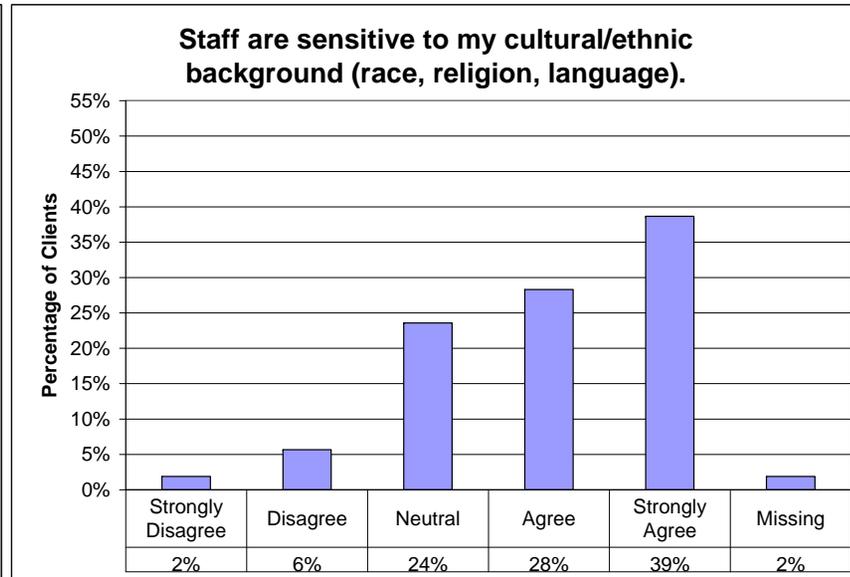
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RESPONSES TO SPECIFIC QUESTIONS - STAFF

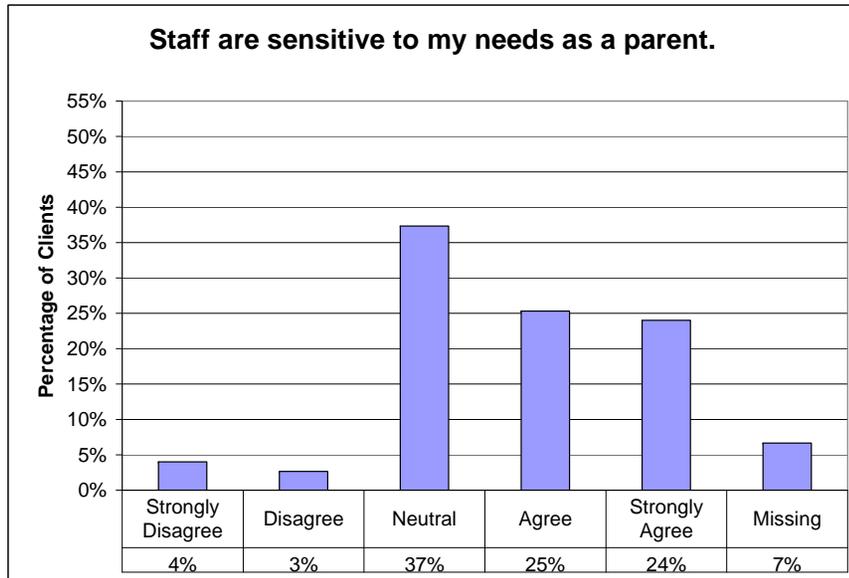


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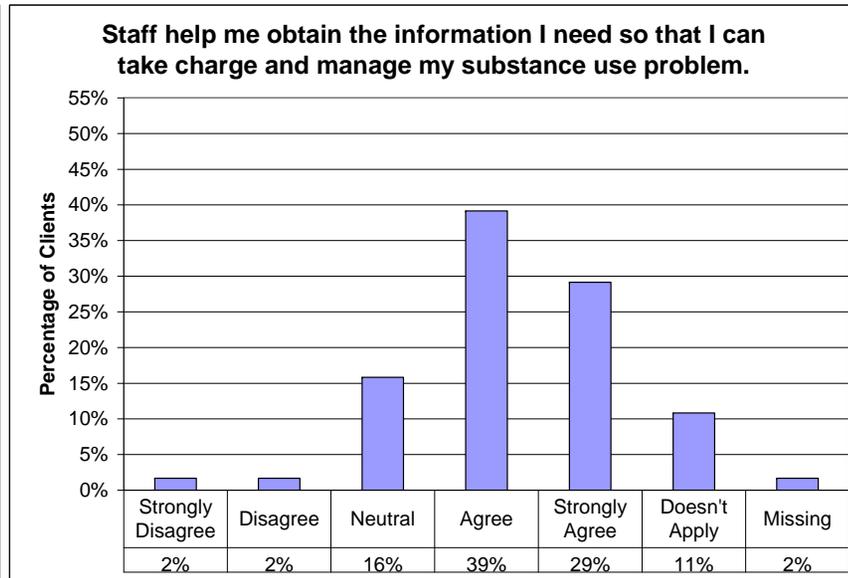
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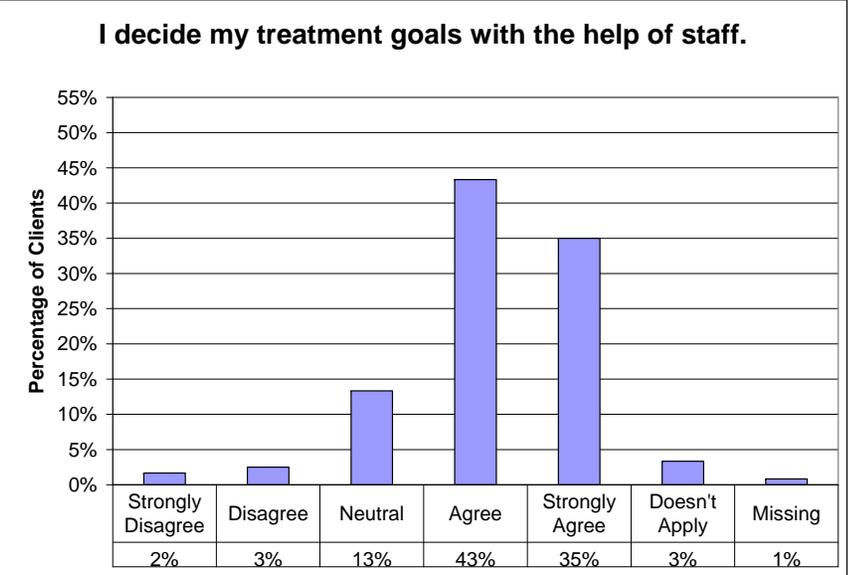
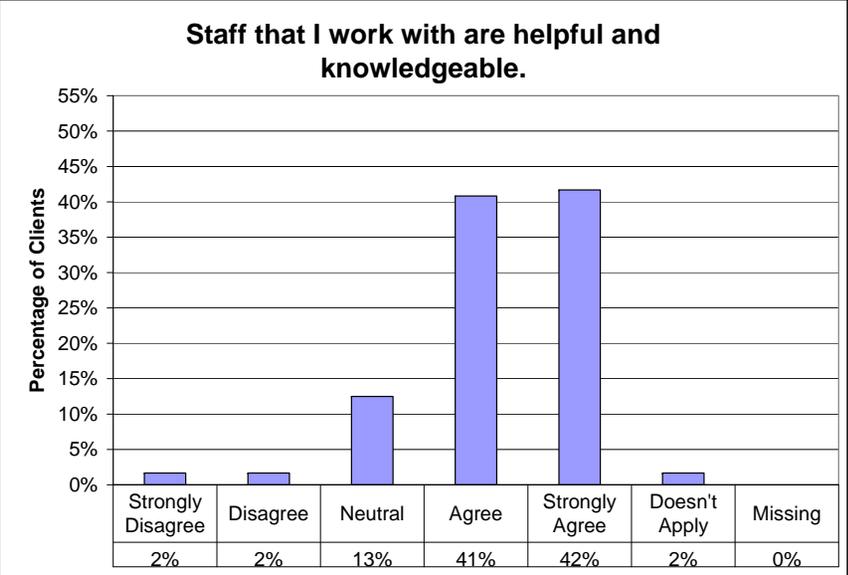


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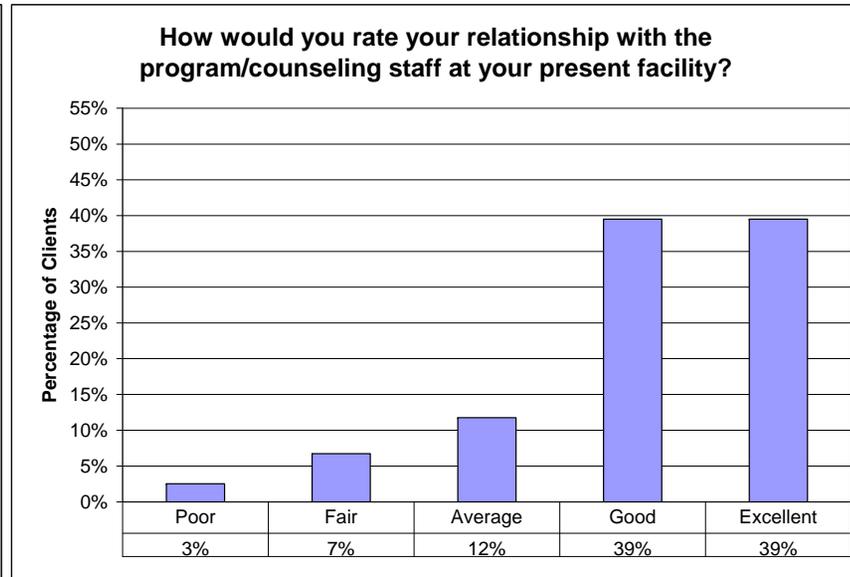
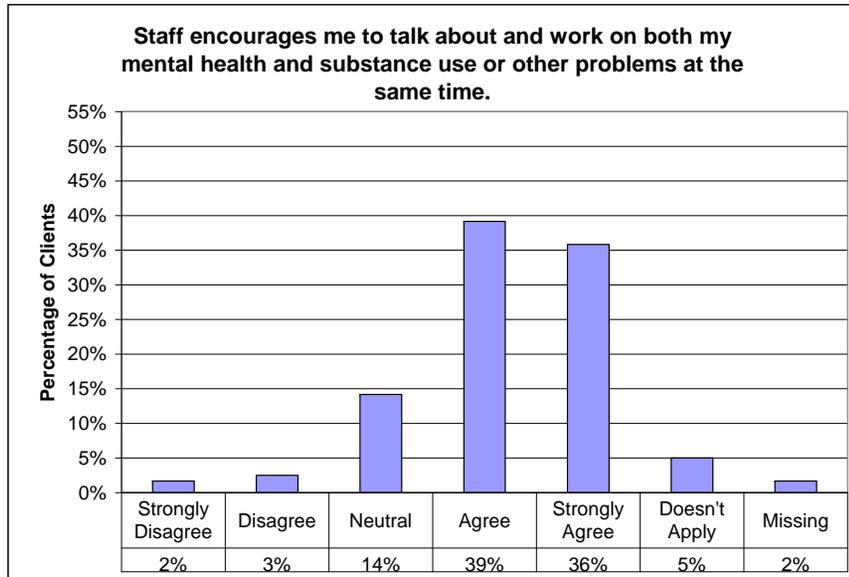


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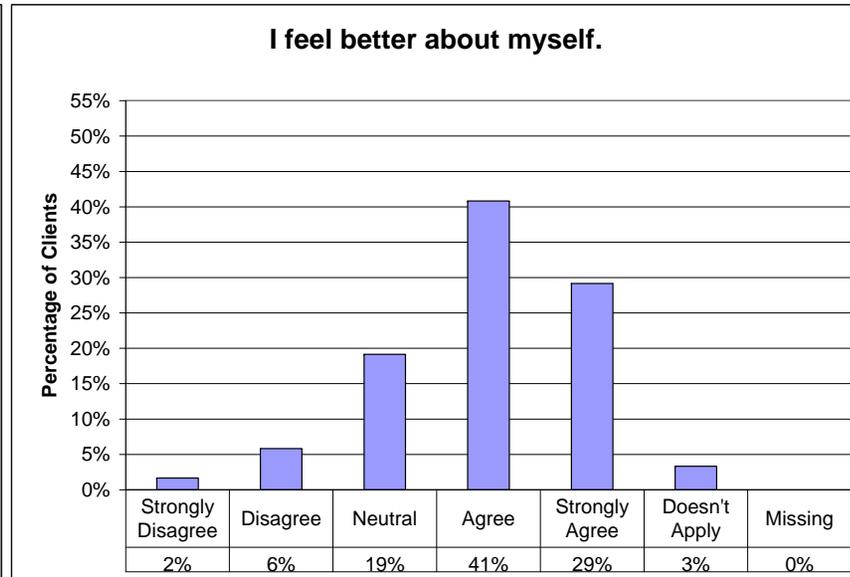
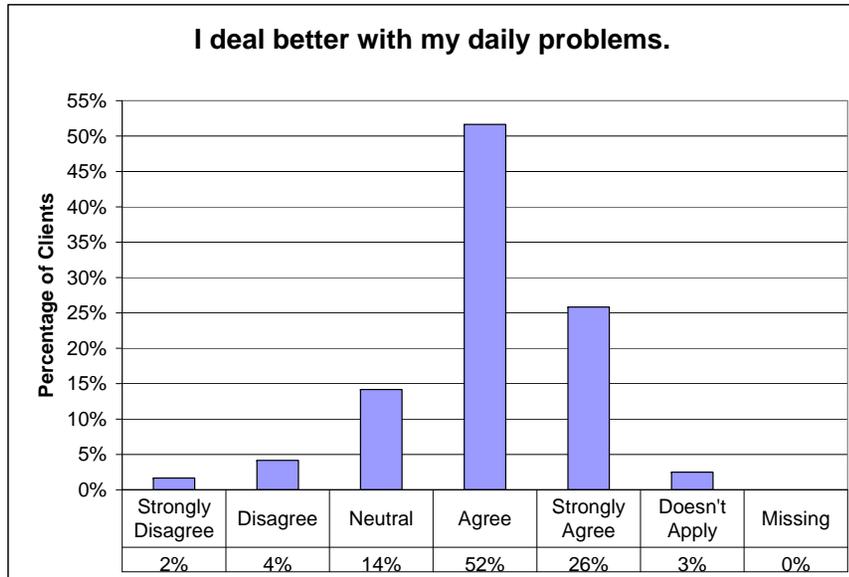
RESPONSES TO SPECIFIC QUESTIONS - STAFF



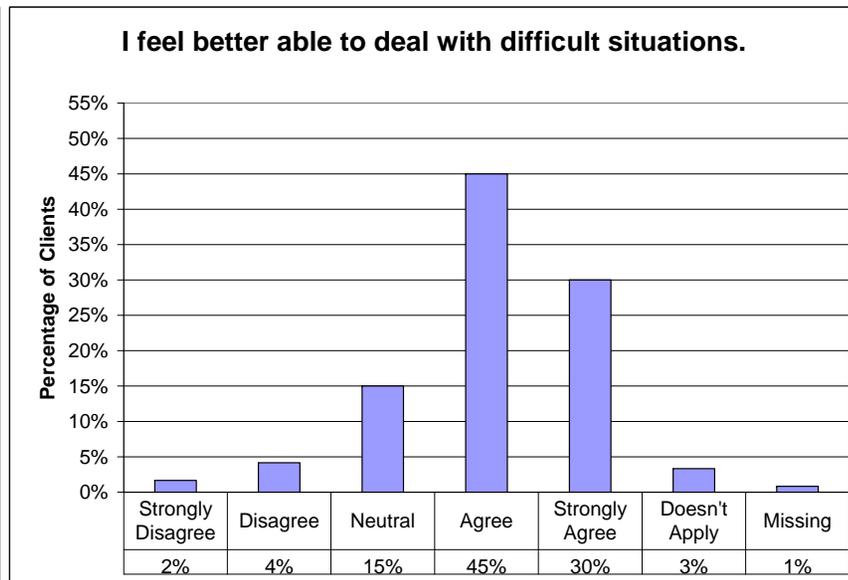
RESPONSES TO SPECIFIC QUESTIONS - STAFF



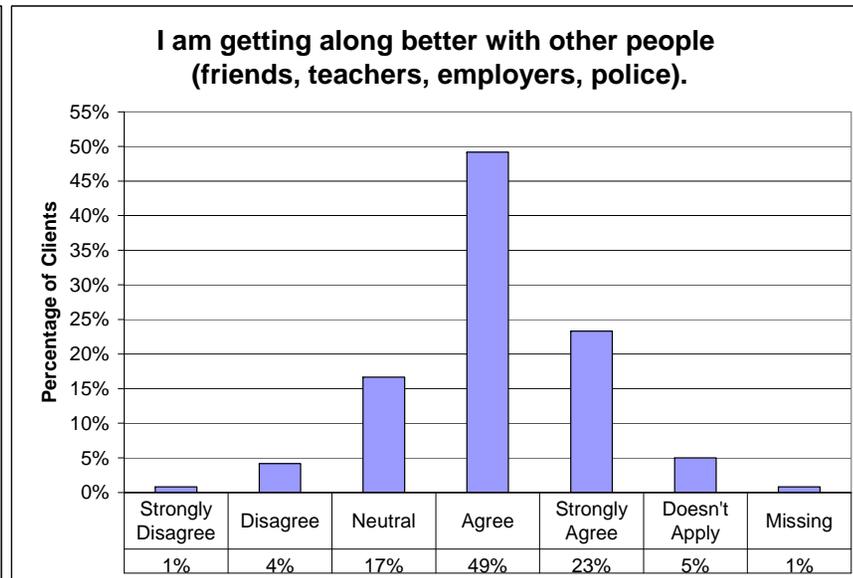
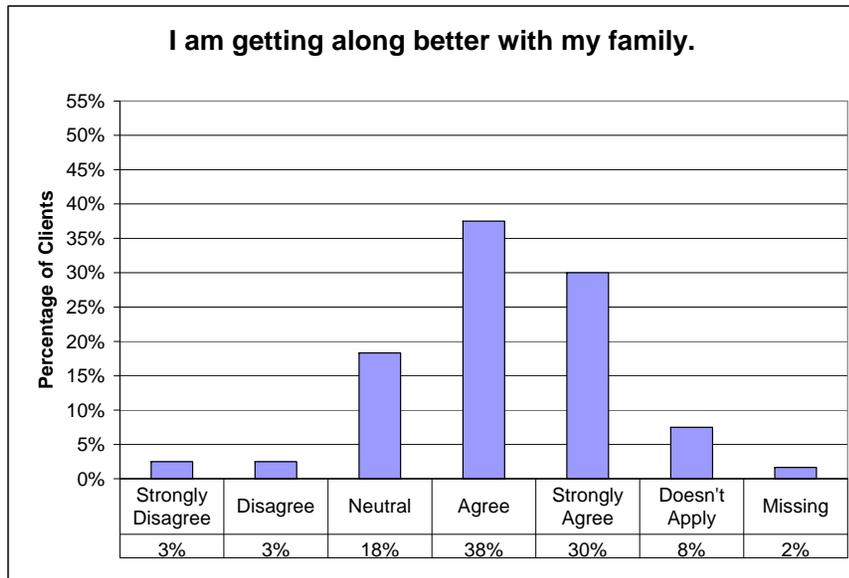
RESPONSES TO SPECIFIC QUESTIONS – RESULTS OF PRESENT TREATMENT



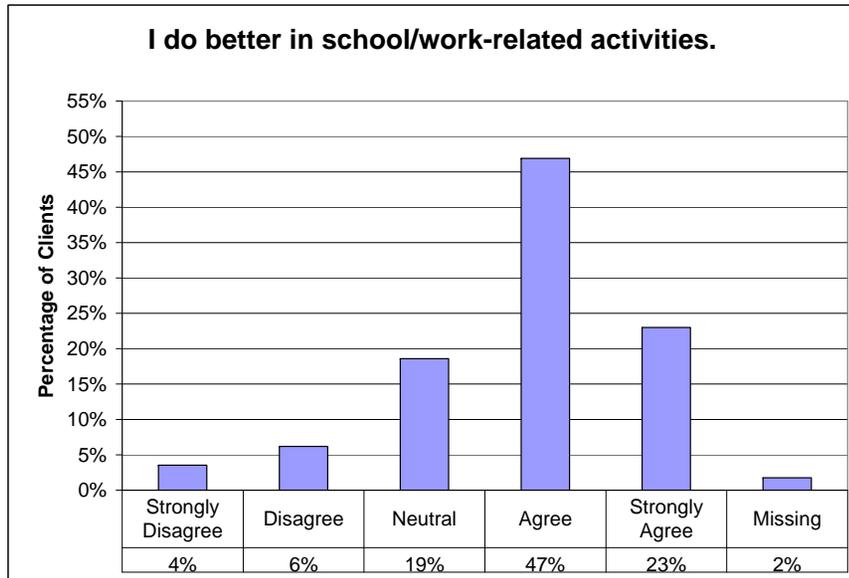
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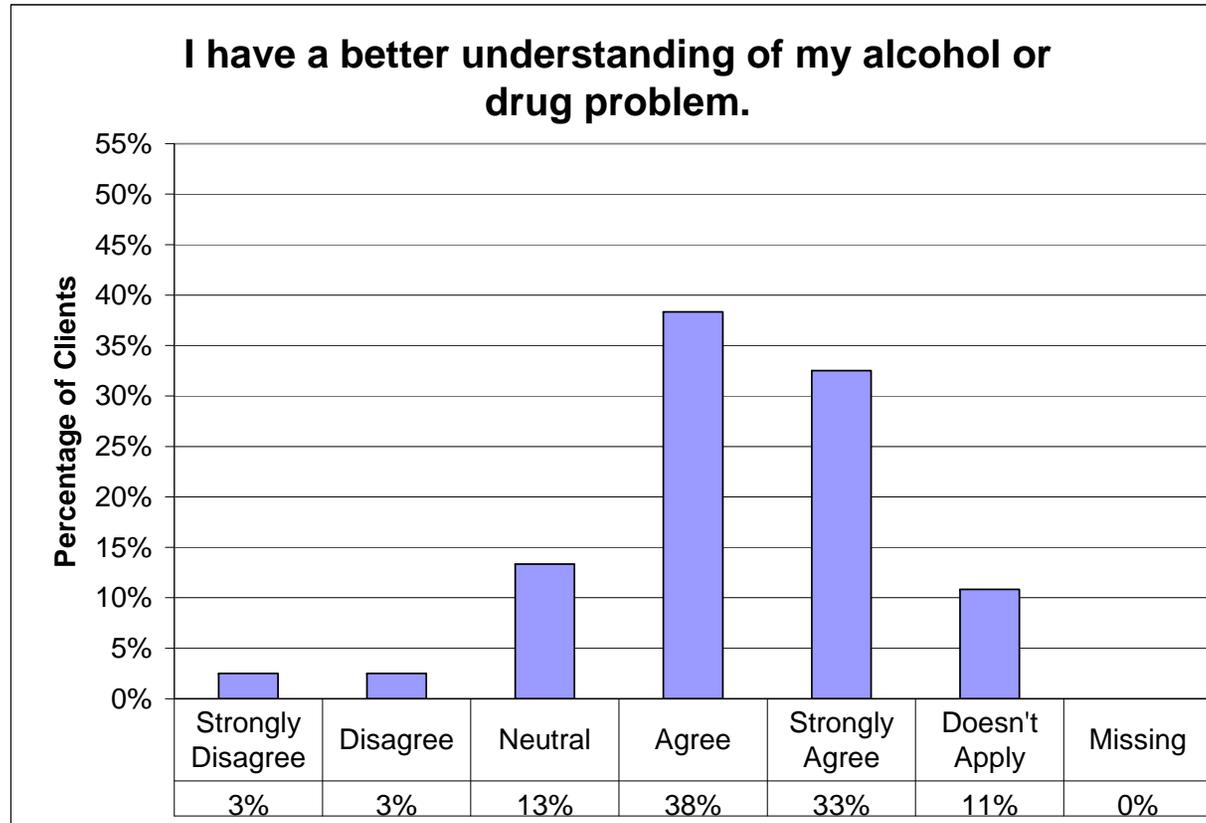


Note: Total excludes "Does Not Apply".



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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 - Adolescent