

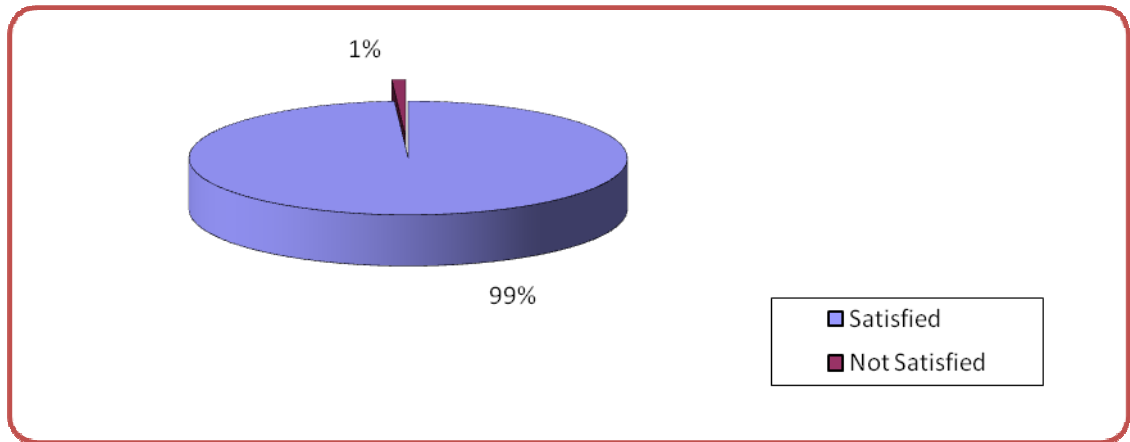
# NorthCare Network

## SUBSTANCE ABUSE SERVICES COORDINATING AGENCY

### Annual Client Satisfaction Survey Results

Client Satisfaction survey results are compiled by the Coordinating Agency and submitted as part of the quarterly MDCH Performance Indicators Report on Substance Abuse Services. In FY2009, regional Providers distributed a total of 2,724 surveys to Adult clients (age  $\geq 18$ ) and 125 surveys to Youth clients (age  $< 18$ ). The response rate for Adult surveys was at 48% and at 49% for Youth surveys. Total annual results, by Age Group, are shown below.

#### Adult Substance Abuse Client Surveys FY 2009



#### Youth Substance Abuse Client Surveys FY 2009

