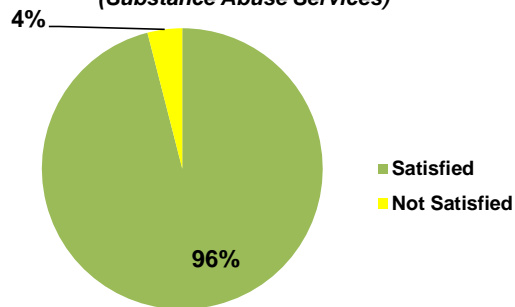


- Q1 Appointments are scheduled at times that work best for me.
- Q2 I am informed of my rights.
- Q3 I feel better because of the services received.
- Q4 I know what to do if I have a concern or complaint.
- Q5 Staff are sensitive to my cultural/ethnic background.
- Q6 I was able to get the type of services I needed.
- Q7 My wishes about who is and who is not given information about my treatment are respected.
- Q8 My wishes about who is and who is not involved in my treatment are respected.
- Q9 I would recommend these services to a friend or relative.

Total Number of Respondents - FY10											
Questions	#1	#2	#3	#4	#5	#6	#7	#8	#9	#9	#9
Total 4 - Strongly Agree	28	32	26	24	25	27	31	29	29	29	29
Total 3 - Agree	9	5	10	12	13	9	6	7	8	8	8
Total 2 - Disagree	0	0	1	1	0	1	0	1	0	1	0
Total 1 - Strongly Disagree	1	1	1	1	0	1	1	1	1	1	1
Total No Response	0	0	0	0	0	0	0	0	0	0	0
Total Not Applicable	0	0	0	0	0	0	0	0	0	0	0
Total Possible responses	38	38	38	38	38	38	38	38	38	38	38
Total resp to this question:	38	38	38	38	38	38	38	38	38	38	38

I would recommend these services to a friend or family member (Substance Abuse Services)



Rate of Return
38 Surveys Received
440 Total mailed out
8.6% Percent of return

