

OKLAHOMA DEPARTMENT OF
MENTAL HEALTH AND
SUBSTANCE ABUSE SERVICES

Customer Satisfaction Survey Report

for the
Third Quarter: January through March 2002



STATEWIDE

Researched and Reported by

Venita Johnson
Consumer Survey Coordinator
Evaluation and Data Analysis Section

April 2002

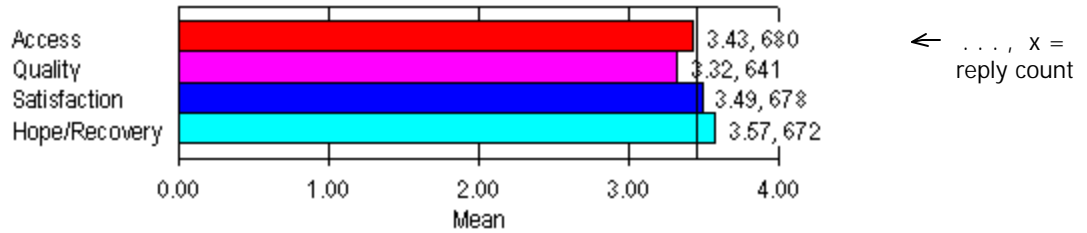
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Average Ratings Assigned by Clients: Each Domain

Figure 1:

Bar graph shows average ratings in each surveyed domain and the number of people that rated the domain

Domain Group



GRADING SCALE (Mean):

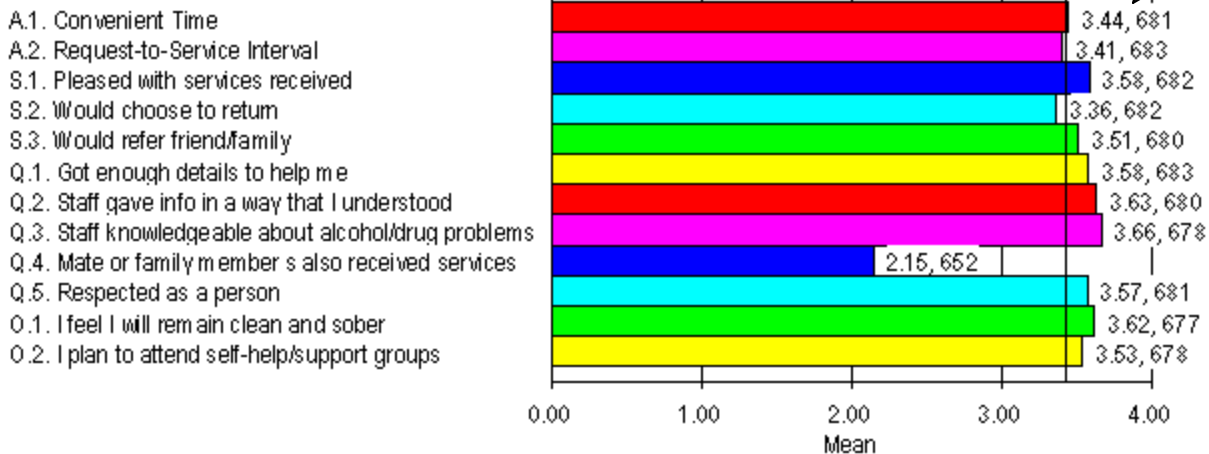
$\leq 0.80 = F$ >0.80 to $1.60 = D$ >1.60 to $2.40 = C$ >2.40 to $3.20 = B$ >3.20 to $4.00 = A$

COMPOSITE

Figure 2:

Average ratings and the number of people that rated each core survey item (A "mean" score of four, 4.00, is best. See the grading scale shown above.)

COMPOSITE (Overall)



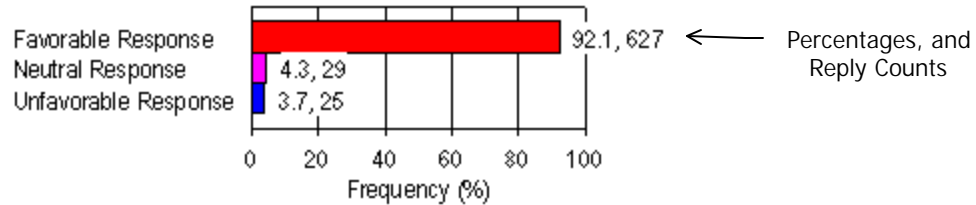
Question Group (Domain) Indicator
(A=Access, S=Satisfaction, Q=Quality, O=Outcome[Hope/Recovery])

Client Ratings on Core Questions

Figure 3: Percentages of favorable (strongly agree/agree), neutral (I don't know), or unfavorable (disagree/strongly disagree) ratings assigned by survey respondents

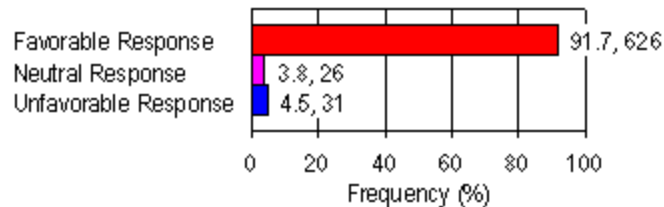
COMPOSITE (Overall)

A.1. Convenient Time



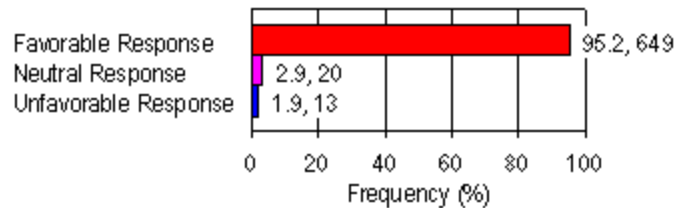
COMPOSITE (Overall)

A.2. Request-to-Service Interval



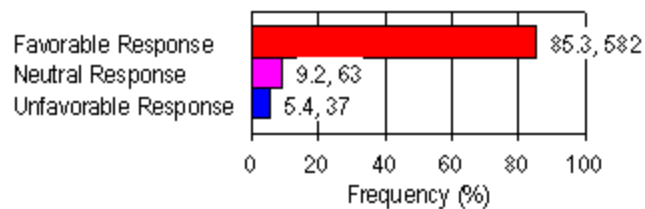
COMPOSITE (Overall)

S.1. Pleased with services received



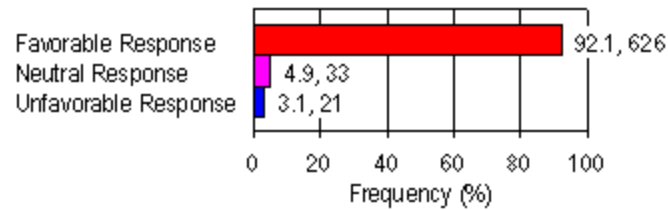
COMPOSITE (Overall)

S.2. Would choose to return



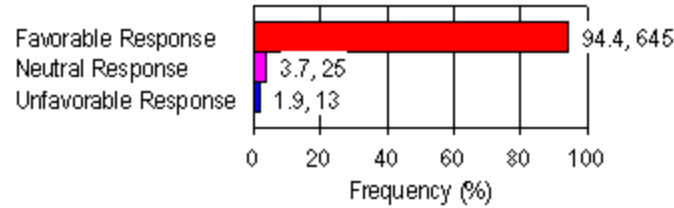
COMPOSITE (Overall)

S.3. Would refer friend/family



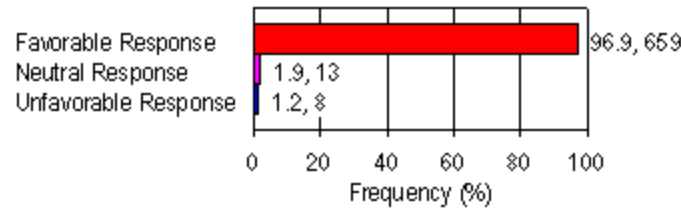
COMPOSITE (Overall)

Q.1. Got enough details to help me



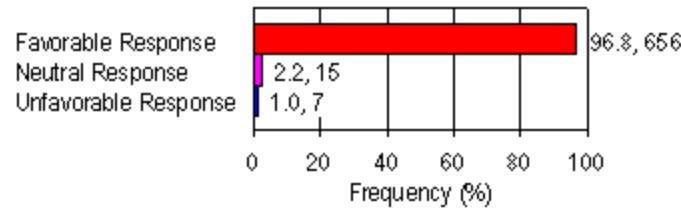
COMPOSITE (Overall)

Q.2. Staff gave info in a way that I understood



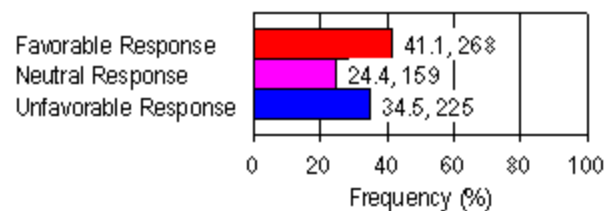
COMPOSITE (Overall)

Q.3. Staff knowledgeable about alcohol/drug problems



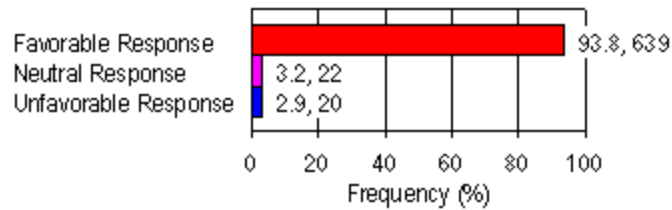
COMPOSITE (Overall)

Q.4. Mate or family member s also received services



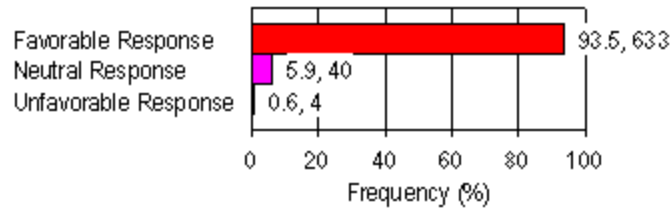
COMPOSITE (Overall)

Q.5. Respected as a person



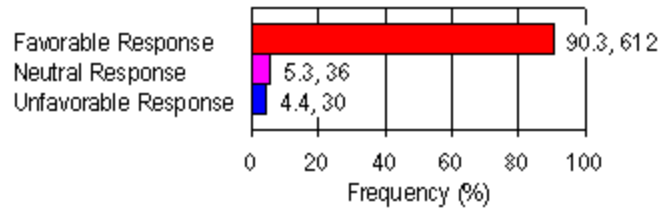
COMPOSITE (Overall)

0.1. I feel I will remain clean and sober



COMPOSITE (Overall)

0.2. I plan to attend self-help/support groups



Miscellaneous

Figure 4:

Miscellaneous Respondent Characteristics

D.1. Distribution event

4.8%; 33	Tx Plan Update	57.7%; 395	Agency Discharge
4.2%; 29	Program Change	33.2%; 227	No Answer

D.2. Filled-out by:

89.6%; 613	Client	0.9%; 6	Interviewer	9.5%; 65	No Answer
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P. 1. Service Setting

23.7%; 162	Outpatient	55.8%; 382	Residential	4.7%; 32	Other	15.8%; 108	No Answer
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P.2.a. Legal Requirement

55.7%; 381	Yes	33.9%; 232	No	10.4%; 71	No Answer
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P.2.b. TANF Requirement

3.7%; 25	Yes	75.4%; 516	No	20.9%; 143	No Answer
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P.3. Willingly Participated?

1.0%; 7	No, I don't need treatment.	72.1%; 493	Yes, always.
2.0%; 14	I did at the beginning, but not at the end.	9.8%; 67	No Answer
15.1%; 103	Not at first, but I did at the end.		

P.4. Treatment Length of Stay

10.7%; 73	too short	77.2%; 528	about right	7.7%; 53	too long	4.4%; 30	No Answer
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P.5. Finished planned treatment?

75.9%; 519	Yes	17.5%; 120	No	6.6%; 45	No Answer
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