

Sitike Client Satisfaction Survey

July 1, 2014 to June 30, 2015

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|--|-------------------|-----|-----|
| 1. Do you feel you benefited from participating in this program? | Yes | 281 | 98% |
| | No | 7 | 2% |
| 2. Was the information you received useful/helpful? | Yes | 286 | 99% |
| | No | 3 | 1% |
| 3. Was the content of the program relevant to the reason you were here? | Yes | 272 | 95% |
| | No | 13 | 5% |
| 4. Are you more aware of the consequences of substance use on your health/relationships? | Yes | 279 | 97% |
| | No | 10 | 3% |
| 5. Has your health improved as a result of receiving services here? | Yes | 224 | 79% |
| | No | 58 | 21% |
| 6. Have your relationships improved as a result of receiving services here? | Yes | 219 | 78% |
| | No | 62 | 22% |
| 7. Were you arrested for a drug-related charge after you enrolled here? | Yes | 12 | 4% |
| | No | 276 | 96% |
| 8. Please rate your Counselor's level of knowledge about the subject matter. | Above average | 244 | 87% |
| | Average | 37 | 13% |
| | Needs improvement | 1 | 0% |
| 9. Please rate your Counselor's level of skill in working with you. | Above average | 250 | 89% |
| | Average | 31 | 11% |
| | Needs improvement | 1 | 0% |
| 10. Did the front office staff treat you professionally and with respect? | Yes | 279 | 98% |
| | No | 7 | 2% |
| 11. Overall do you feel this was a positive experience for you? | Yes | 276 | 96% |
| | No | 11 | 4% |
| 12. Did your counselor keep his/her personal information to a minimum? | Yes | 280 | 98% |
| | No | 7 | 2% |
| 13. Did your counselor stay focused on your issues and experiences? | Yes | 282 | 99% |
| | No | 3 | 1% |

Total number of surveys received: 289