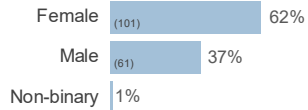


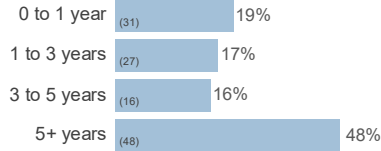
Client Satisfaction Survey Results

Thank you for participating in the 2024 customer satisfaction survey.
We received over 160 responses and great feedback.

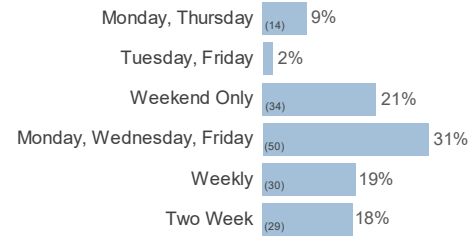
What is your gender?



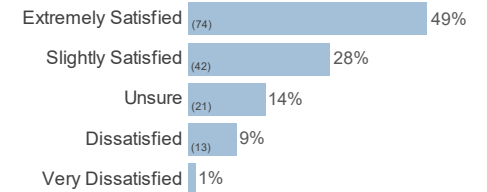
How long have you been a client at SRHD Treatment Services



What is your current medication carry schedule?



How satisfied are you with the ability of the current dose of your medication to treat your withdrawal symptoms



Thank you for your Feedback!

While there was some great support and appreciation for the program and staff, we also received concerns and suggestions.

Some of the positives you shared:

- Everyone is always helpful and willing to show the way.
- Overall it has helped me maintain my job/life in a positive way.
- Established rapport, carries, great staff and it's finally flowing smoothly.
- I am satisfied because I do what I'm supposed to so everything stays good!
- All the staff are very helpful, respectful, treats us as individuals and are non-judgmental, they've helped me through a lot of personal issues, very supportive.

Areas for Improvement:

- Long wait times for dispensing
- Frequent counselor changes
- Difficulty getting ahold of counselors
- Ineffective groups
- Uncourteous behavior from staff
- Not sure who managers are
- Cut-off times for dosing
- Carry schedules/availability

Please rate your level of satisfaction with the following:

	N/A or Don't Know	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied
Front Desk	0%	0%	5%	17%	78%
Counseling Staff	1%	4%	7%	24%	64%
Dispensing Nurses	1%	5%	7%	33%	54%
Clinical Assistants	0%	4%	7%	15%	74%
Management	4%	5%	14%	23%	54%
SUD Individual Counseling	3%	8%	9%	19%	62%
SUD Group Counseling	5%	5%	18%	26%	47%
Mental Health Individual Counseling	3%	6%	12%	39%	41%
Mental Health Group Counseling	1%	5%	15%	36%	43%
Security	4%	5%	7%	20%	64%
Finance/Financial Assistance	1%	5%	15%	28%	52%
Medical (ARNP's & MA's)	2%	7%	7%	21%	63%