

Sitike Client Satisfaction Survey

July 1, 2017 to June 30, 2018

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|--|-------------------|-----|-----|
| 1. Do you feel you benefited from participating in this program? | Yes | 251 | 99% |
| | No | 3 | 1% |
| 2. Was the information you received useful/helpful? | Yes | 251 | 99% |
| | No | 3 | 1% |
| 3. Was the content of the program relevant to the reason you were here? | Yes | 242 | 97% |
| | No | 7 | 3% |
| 4. Are you more aware of the consequences of substance use on your health/relationships? | Yes | 238 | 97% |
| | No | 7 | 3% |
| 5. Has your health improved as a result of receiving services here? | Yes | 216 | 87% |
| | No | 31 | 13% |
| 6. Have your relationships improved as a result of receiving services here? | Yes | 209 | 85% |
| | No | 36 | 15% |
| 7. Were you arrested for a drug-related charge after you enrolled here? | Yes | 12 | 5% |
| | No | 240 | 95% |
| 8. Please rate your Counselor's level of knowledge about the subject matter. | Above average | 220 | 88% |
| | Average | 25 | 10% |
| | Needs improvement | 4 | 2% |
| 9. Please rate your Counselor's level of skill in working with you. | Above average | 225 | 90% |
| | Average | 22 | 9% |
| | Needs improvement | 3 | 1% |
| 10. Did the front office staff treat you professionally and with respect? | Yes | 245 | 98% |
| | No | 4 | 2% |
| 11. Overall do you feel this was a positive experience for you? | Yes | 247 | 99% |
| | No | 3 | 1% |
| 12. Did your counselor keep his/her personal information to a minimum? | Yes | 240 | 97% |
| | No | 7 | 3% |
| 13. Did your counselor stay focused on your issues and experiences? | Yes | 242 | 98% |
| | No | 6 | 2% |

Total number of surveys received: 254