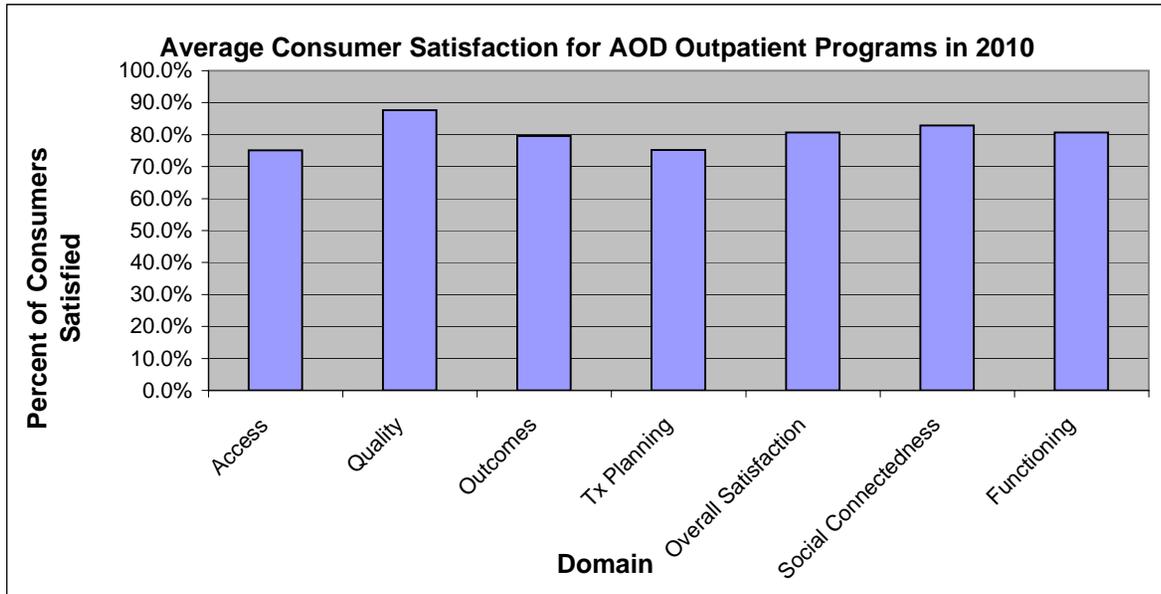




Consumer Satisfaction by Provider for 2010

AOD Outpatient Programs

	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Average Satisfaction for all AOD Outpatient Programs	75.1%	87.6%	79.6%	75.2%	80.7%	82.8%	80.7%



Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connectedness	Functioning
BCI 2nd St. Alpha Outpatient	100139-07	92	78.0%	91.3%	82.4%	71.6%	90.2%	83.5%	79.3%
BCI Claymont Alpha Outpatient	100139-30	13	92.3%	92.3%	92.3%	92.3%	92.3%	100.0%	92.3%
BCI Georgetown Project Renewal	100139-60	10	70.0%	90.0%	80.0%	90.0%	90.0%	90.0%	100.0%
BCI Lancaster CCP Div. Edu. Only TASC	100139-18	76	56.6%	72.0%	64.0%	64.3%	64.5%	89.5%	65.8%
BCI Lancaster Methadone Outpatient	100139-10	86	62.8%	70.9%	88.4%	61.2%	72.1%	75.6%	89.5%
BCI Lancaster Sup. Ct. Div. Edu. TASC	100139-09	26	61.5%	75.0%	65.4%	66.7%	57.7%	84.6%	61.5%
BCI Lancaster Sup/CCP, Div. TASC	100139-08	13	33.3%	66.7%	58.3%	58.3%	66.7%	61.5%	46.2%
BCI Newark Buprenorphine Clinic	100139-38	16	81.3%	93.8%	81.3%	75.0%	93.8%	93.8%	81.3%
BCI Newark Methadone Alpha Level 1	100139-26	11	81.8%	90.9%	81.8%	72.7%	81.8%	90.9%	100.0%
BCI Newark Methadone Alpha Level 2	100139-29	12	75.0%	91.7%	100.0%	100.0%	83.3%	100.0%	91.7%
BCI Newark Methadone Outpatient	100139-24	50	81.6%	82.0%	84.0%	73.5%	88.0%	80.0%	88.0%
BCI Newark Methadone Level 2	100139-42	12	100.0%	91.7%	83.3%	91.7%	83.3%	75.0%	75.0%
Connections AOD Dover	100015-10	43	95.1%	90.7%	78.6%	82.5%	88.4%	73.8%	81.0%
KSCS A&D OP	100055-01	19	73.7%	100.0%	88.9%	81.3%	89.5%	73.7%	84.2%
KSCS CCP Diversion	100055-07	18	50.0%	77.8%	61.1%	62.5%	50.0%	66.7%	50.0%
KSCS Dover Methadone Program	100055-04	2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
KSCS Georgetown Methadone Program	100055-13	11	81.8%	100.0%	81.8%	72.7%	100.0%	81.8%	90.9%
KSCS OP Georgetown	100055-06	23	69.6%	95.7%	87.0%	73.9%	95.7%	91.3%	91.3%
KSCS OP Laurel	100055-12	15	86.7%	93.3%	86.7%	86.7%	73.3%	80.0%	80.0%
KSCS TASC Superior Diversion	100055-08	12	66.7%	83.3%	75.0%	83.3%	83.3%	75.0%	58.3%
SODAT Diversion Superior Court	100105-03	47	59.6%	68.9%	65.2%	52.3%	53.2%	76.6%	63.8%
Thresholds Comprehensive OP (AOD)	100204-03	34	79.4%	82.4%	58.8%	61.8%	85.3%	67.6%	76.5%
Thresholds Ct. of Comm. Pleas Diversion	100204-05	20	80.0%	90.0%	65.0%	65.0%	85.0%	70.0%	70.0%
Thresholds Superior Court Diversion	100204-01	10	90.0%	100.0%	90.0%	80.0%	90.0%	90.0%	100.0%
Thresholds TASC	100204-02	10	70.0%	100.0%	90.0%	60.0%	60.0%	100.0%	100.0%
		Average	75.1%	87.6%	79.6%	75.2%	80.7%	82.8%	80.7%

*Total N is the total number of people surveyed, not the total number of people responding to questions within each domain.

Consumer Satisfaction in AOD Outpatient Programs for 2010

