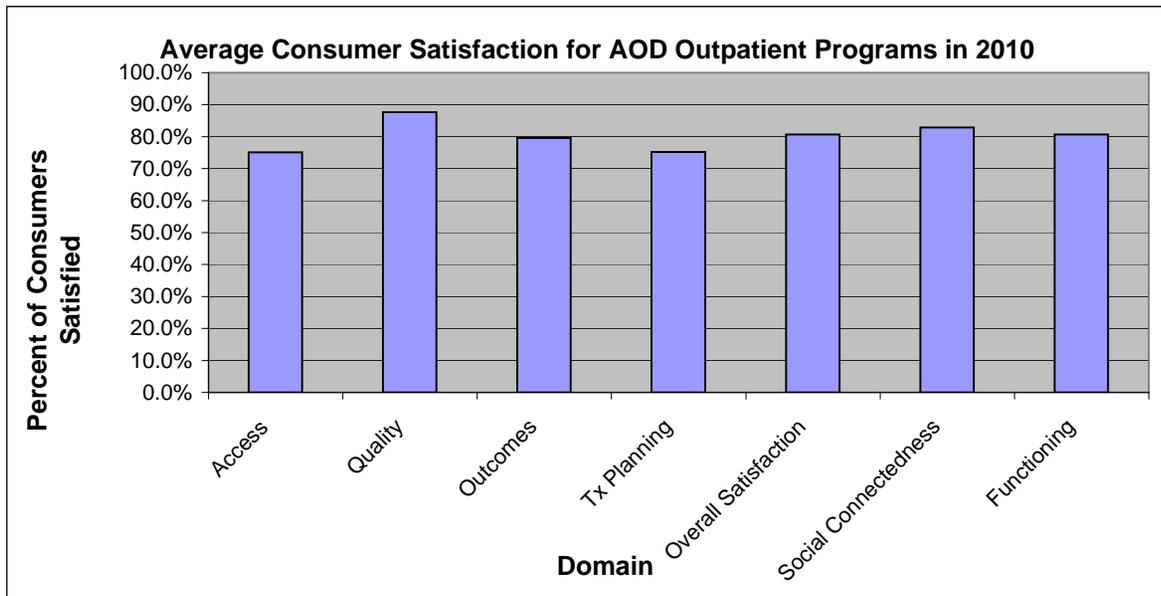




### Consumer Satisfaction by Provider for 2010

#### AOD Outpatient Programs

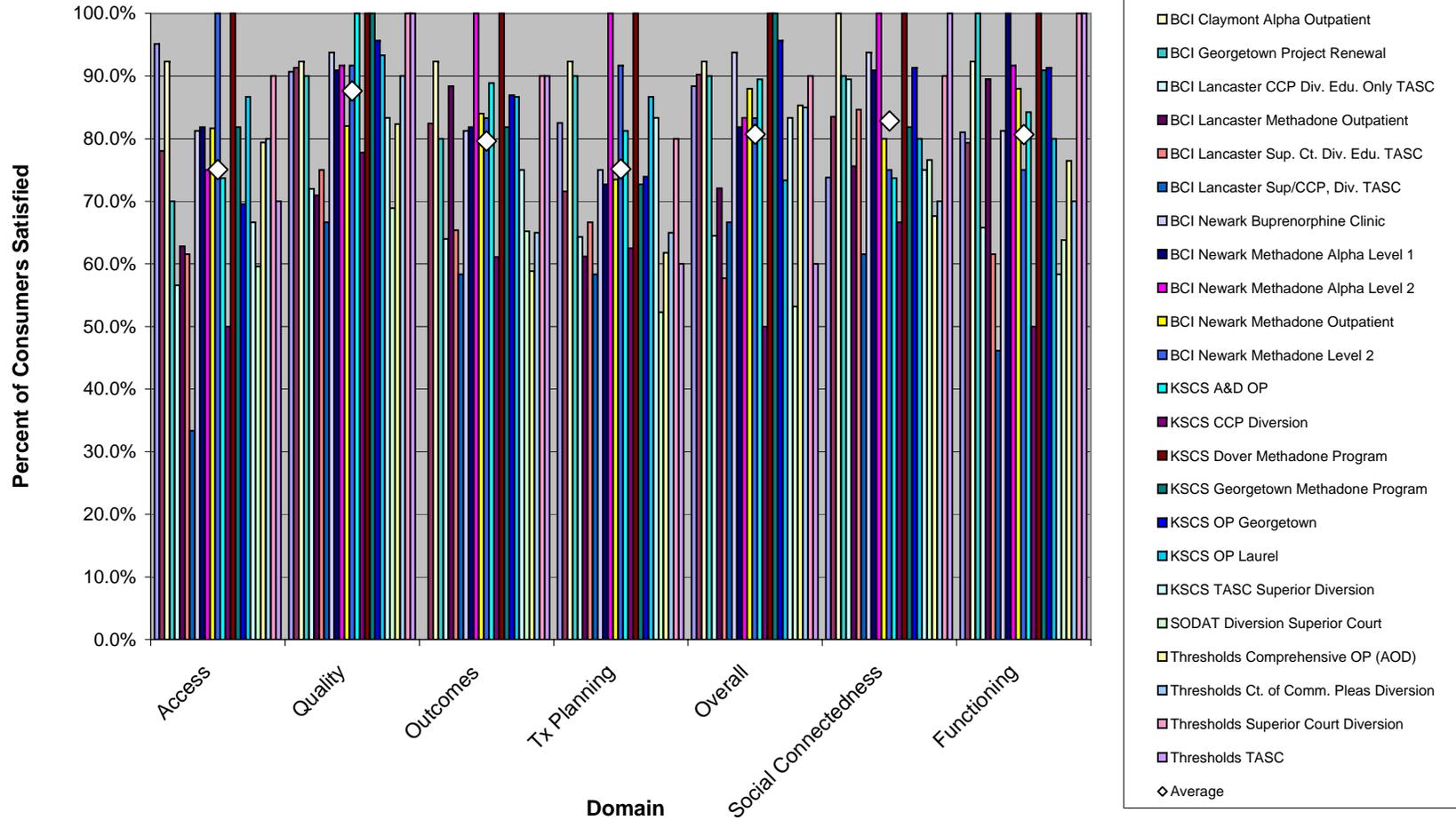
	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Average Satisfaction for all AOD Outpatient Programs	75.1%	87.6%	79.6%	75.2%	80.7%	82.8%	80.7%



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%
		<b>Average</b>	<b>75.1%</b>	<b>87.6%</b>	<b>79.6%</b>	<b>75.2%</b>	<b>80.7%</b>	<b>82.8%</b>	<b>80.7%</b>

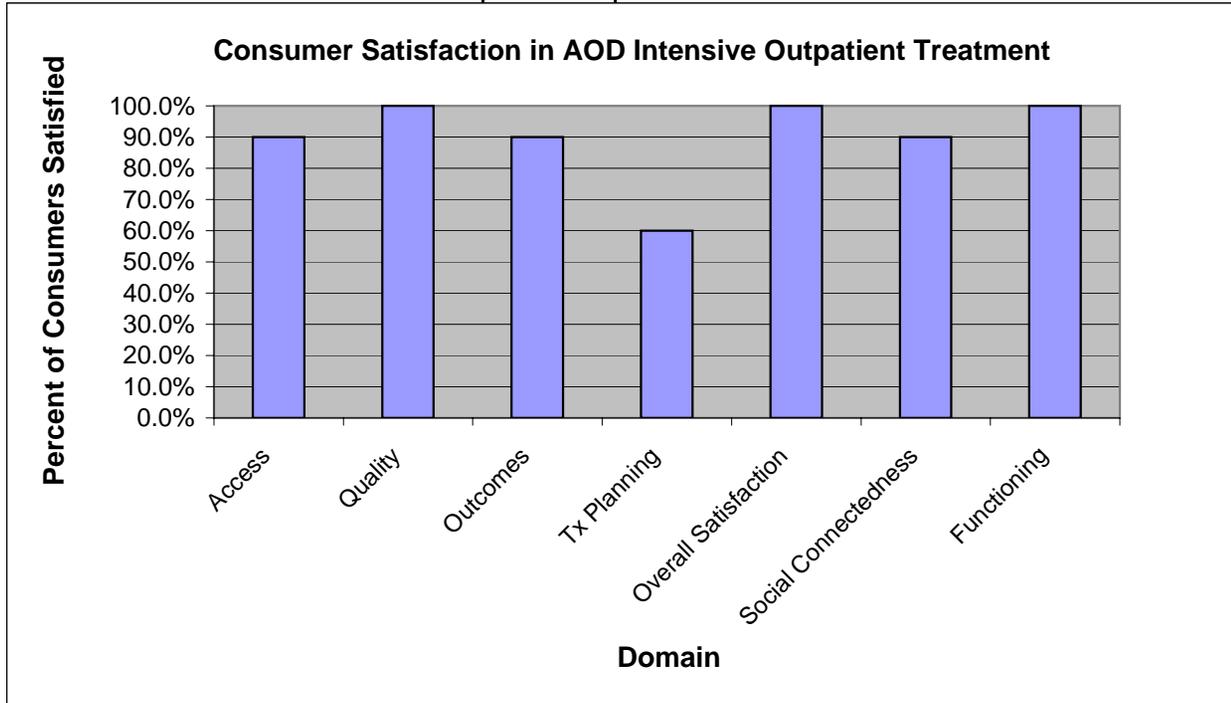
\*Total N is the total number of people surveyed, not the total number of people responding to questions within each domain.

### Consumer Satisfaction in AOD Outpatient Programs for 2010



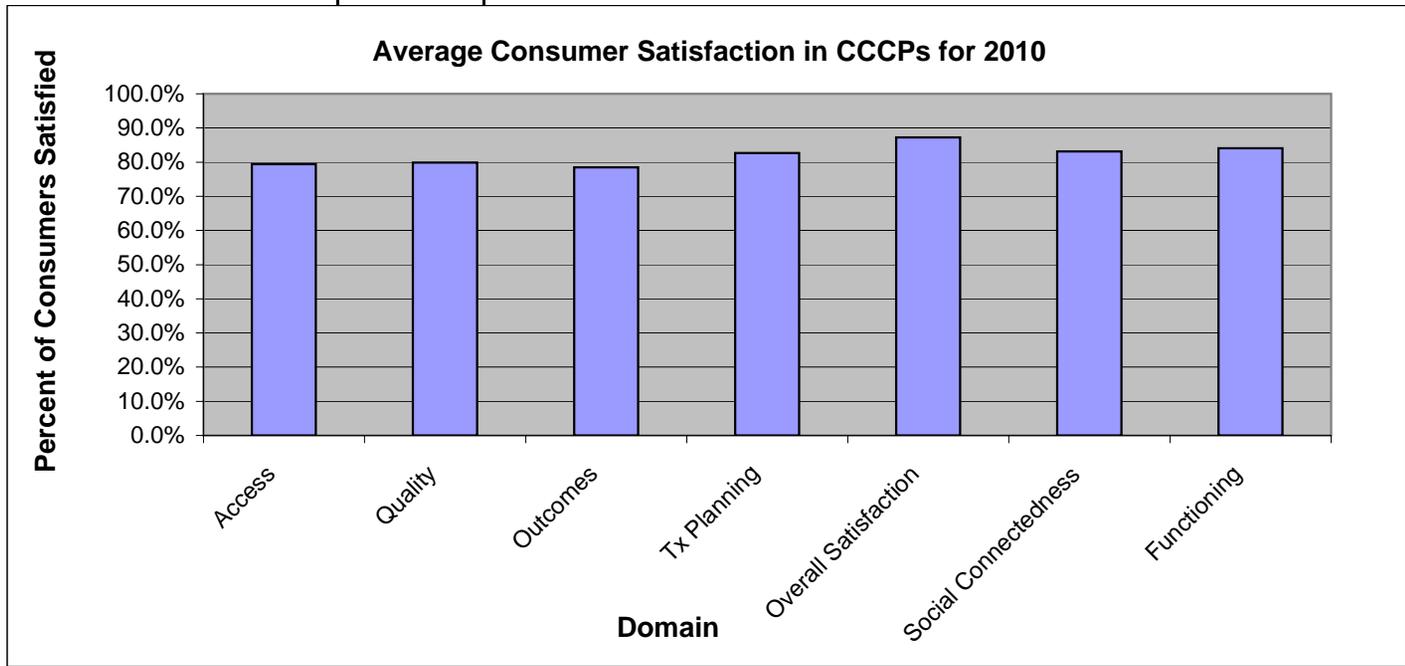
## AOD Intensive Outpatient

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
FHR AOD Day Treatment Georgetown	106101-10	10	90.0%	100.0%	90.0%	60.0%	100.0%	90.0%	100.0%

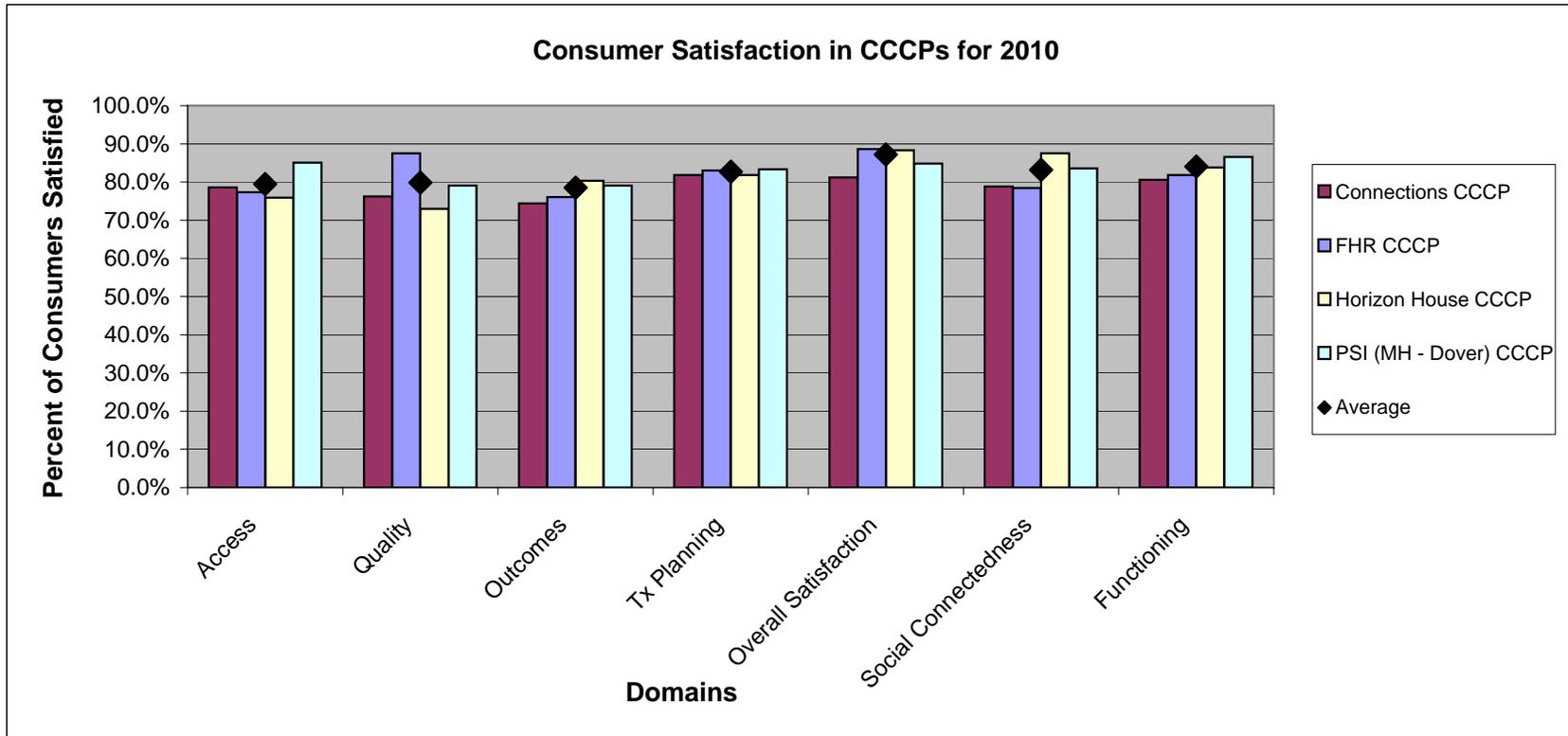


**Community Continuum of Care Programs (CCCPs)**

	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Average Satisfaction for all CCCPs	79.4%	79.9%	78.5%	82.7%	87.2%	83.2%	84.1%

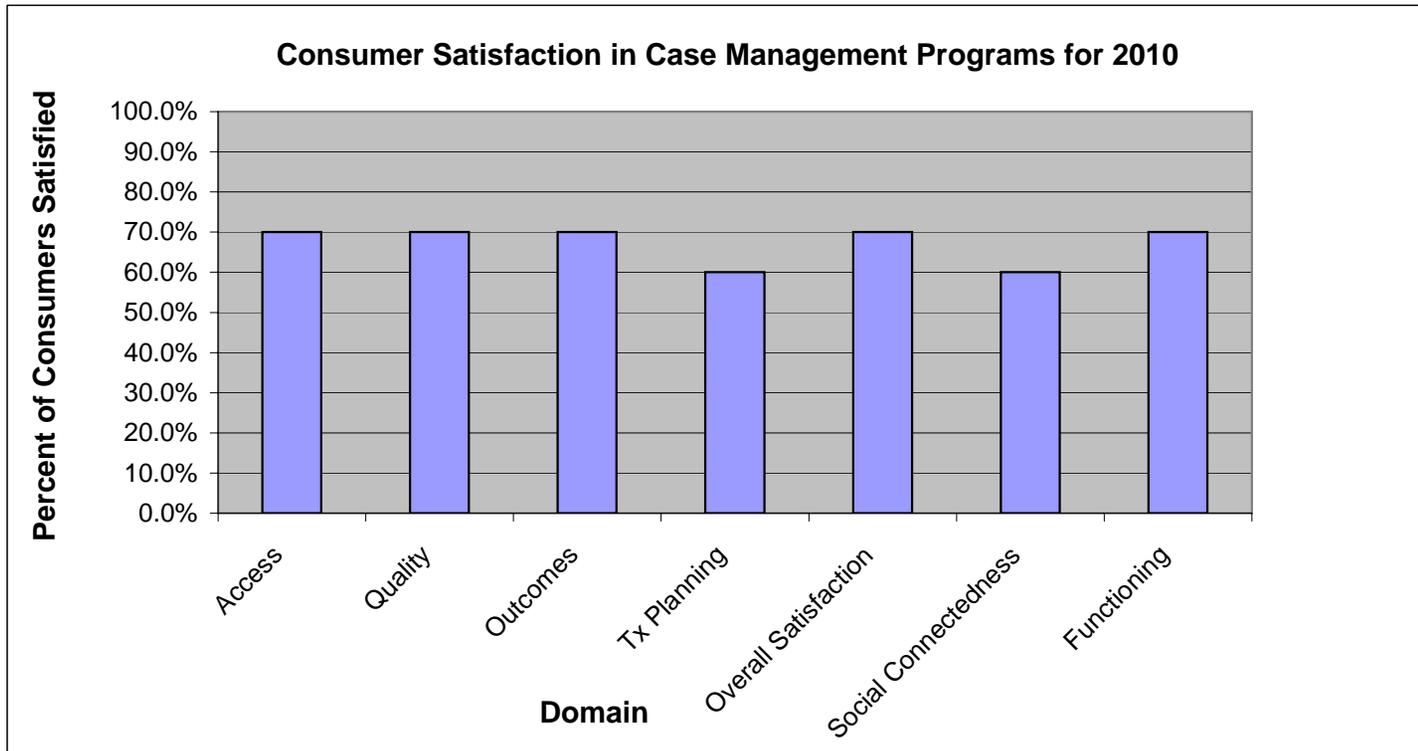


Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Connections CCCP	100015-04	170	78.6%	76.2%	74.4%	81.8%	81.2%	78.8%	80.6%
FHR CCCP	106101-04	88	77.3%	87.5%	76.1%	83.0%	88.6%	78.4%	81.8%
Horizon House CCCP	100010-03	137	75.9%	73.0%	80.3%	81.8%	88.3%	87.5%	83.8%
PSI (MH - Dover) CCCP	100125-00	67	85.1%	79.1%	79.1%	83.3%	84.8%	83.6%	86.6%
<b>Average</b>			<b>79.4%</b>	<b>79.9%</b>	<b>78.5%</b>	<b>82.7%</b>	<b>87.2%</b>	<b>83.2%</b>	<b>84.1%</b>



## Case Management

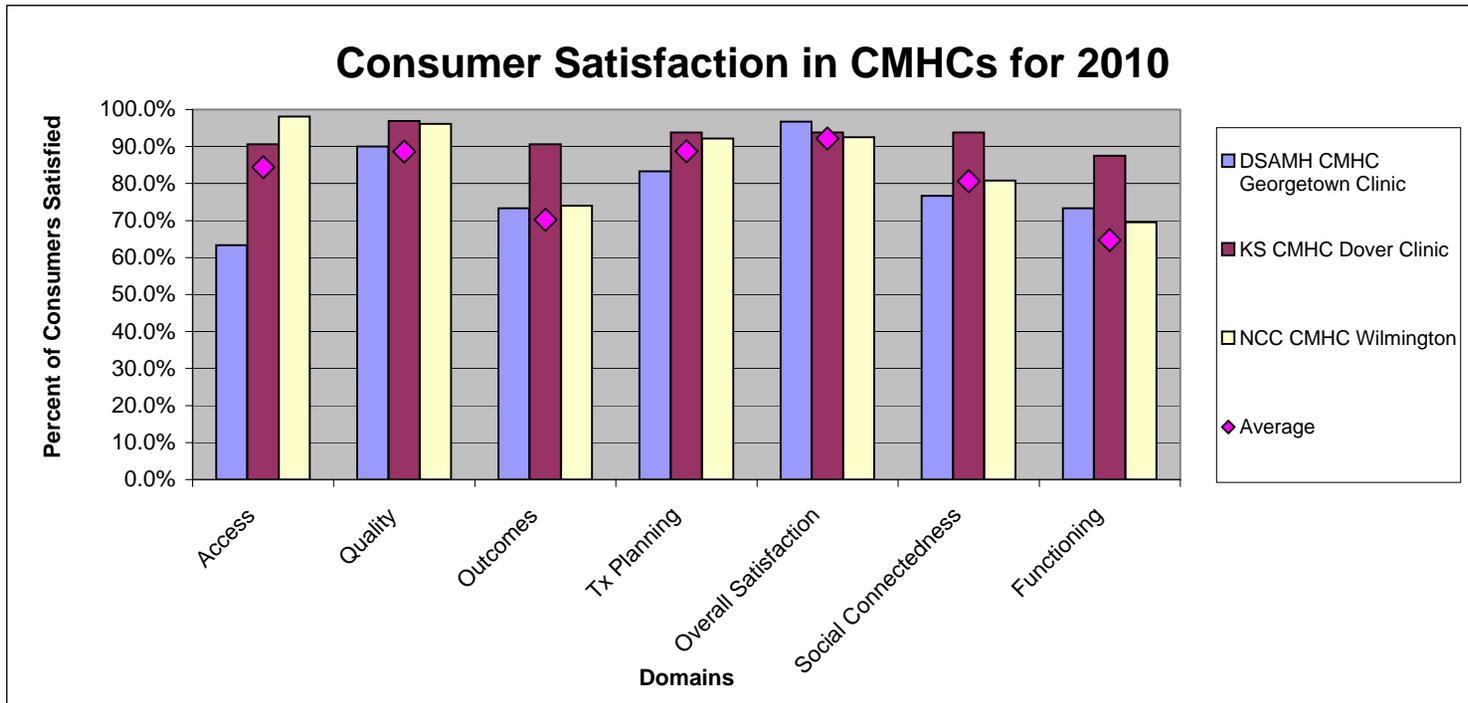
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
BCI Lancaster Methadone Perinatal	100139-13	10	70.0%	70.0%	70.0%	60.0%	70.0%	60.0%	70.0%



## Community Mental Health Clinics (CMHCs) and Front Door Programs

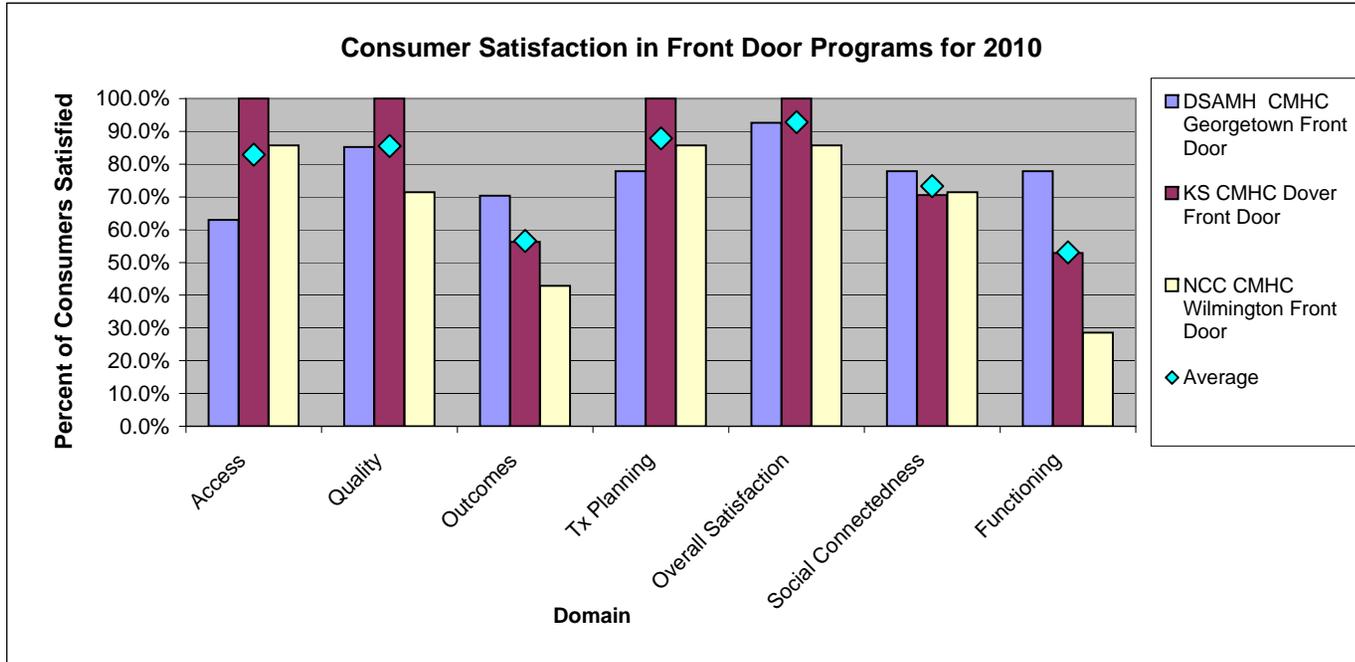
### CMHCs

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
DSAMH CMHC Georgetown Clinic	100020-01	30	63.3%	90.0%	73.3%	83.3%	96.7%	76.7%	73.3%
KS CMHC Dover Clinic	100020-04	32	90.6%	96.9%	90.6%	93.8%	93.8%	93.8%	87.5%
NCC CMHC Wilmington	100050-05	53	98.1%	96.1%	74.0%	92.2%	92.5%	80.8%	69.5%
		<b>Average</b>	<b>84.4%</b>	<b>88.6%</b>	<b>70.2%</b>	<b>88.8%</b>	<b>92.2%</b>	<b>80.7%</b>	<b>64.7%</b>



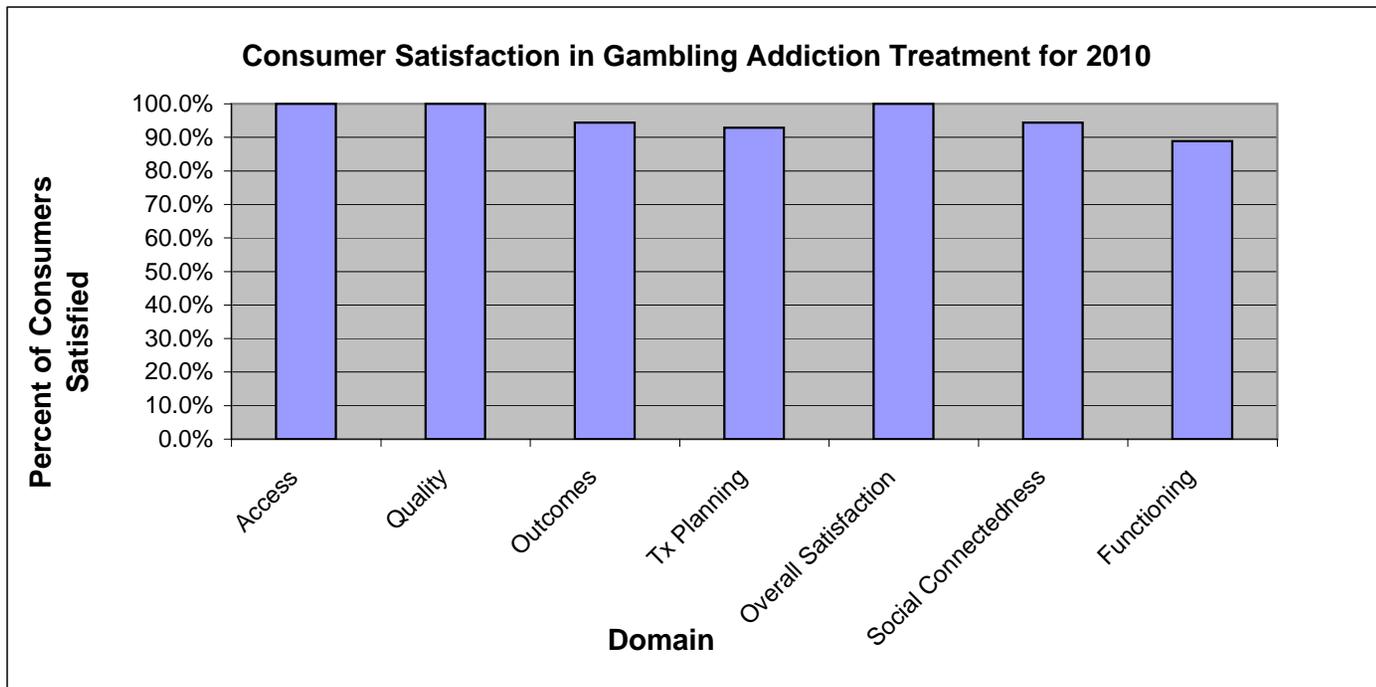
**Front Door Programs**

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
DSAMH CMHC Georgetown Front Door	100020-11	27	63.0%	85.2%	70.4%	77.8%	92.6%	77.8%	77.8%
KS CMHC Dover Front Door	100020-41	17	100.0%	100.0%	56.3%	100.0%	100.0%	70.6%	52.9%
NCC CMHC Wilmington Front Door	100050-51	7	85.7%	71.4%	42.9%	85.7%	85.7%	71.4%	28.6%
<b>Average</b>			<b>82.9%</b>	<b>85.5%</b>	<b>56.5%</b>	<b>87.8%</b>	<b>92.8%</b>	<b>73.3%</b>	<b>53.1%</b>



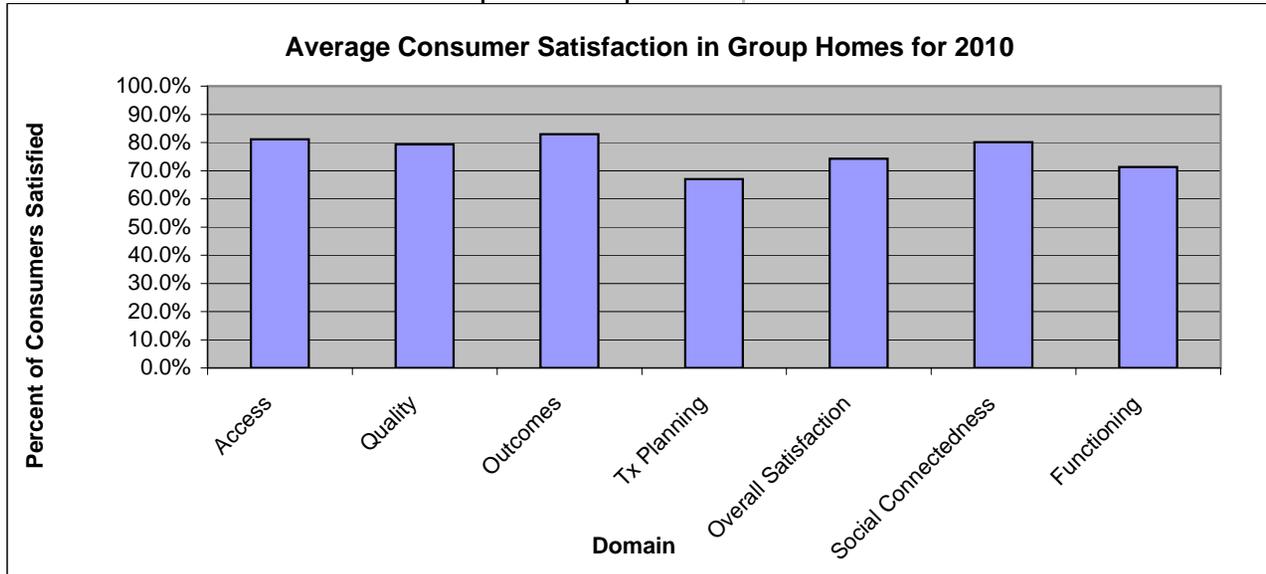
## Gambling Addiction Treatment

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Delaware Council on Gambling Problems	200100-01	18	100.0%	100.0%	94.4%	92.9%	100.0%	94.4%	88.9%



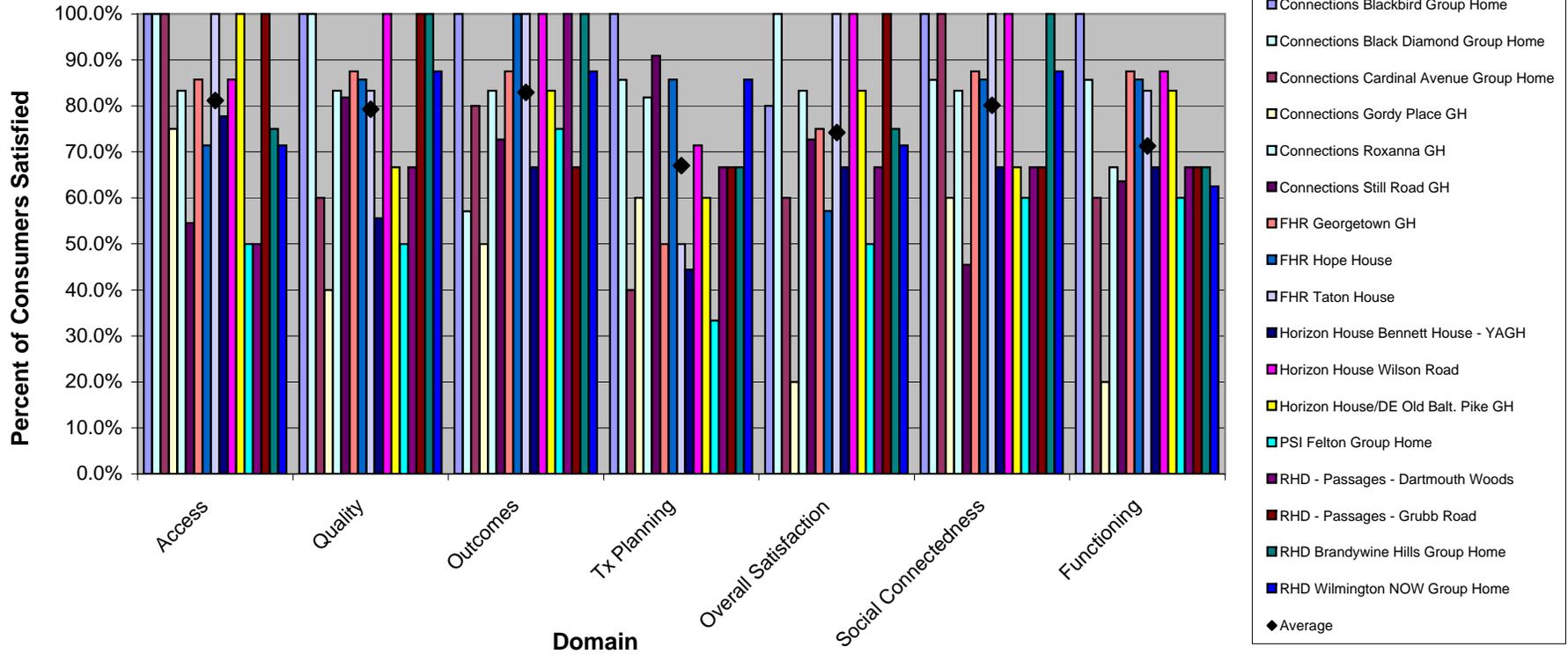
## Group Homes

	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
<b>Average Satisfaction for all Group Homes</b>	81.2%	79.3%	82.9%	67.0%	74.2%	80.1%	71.3%



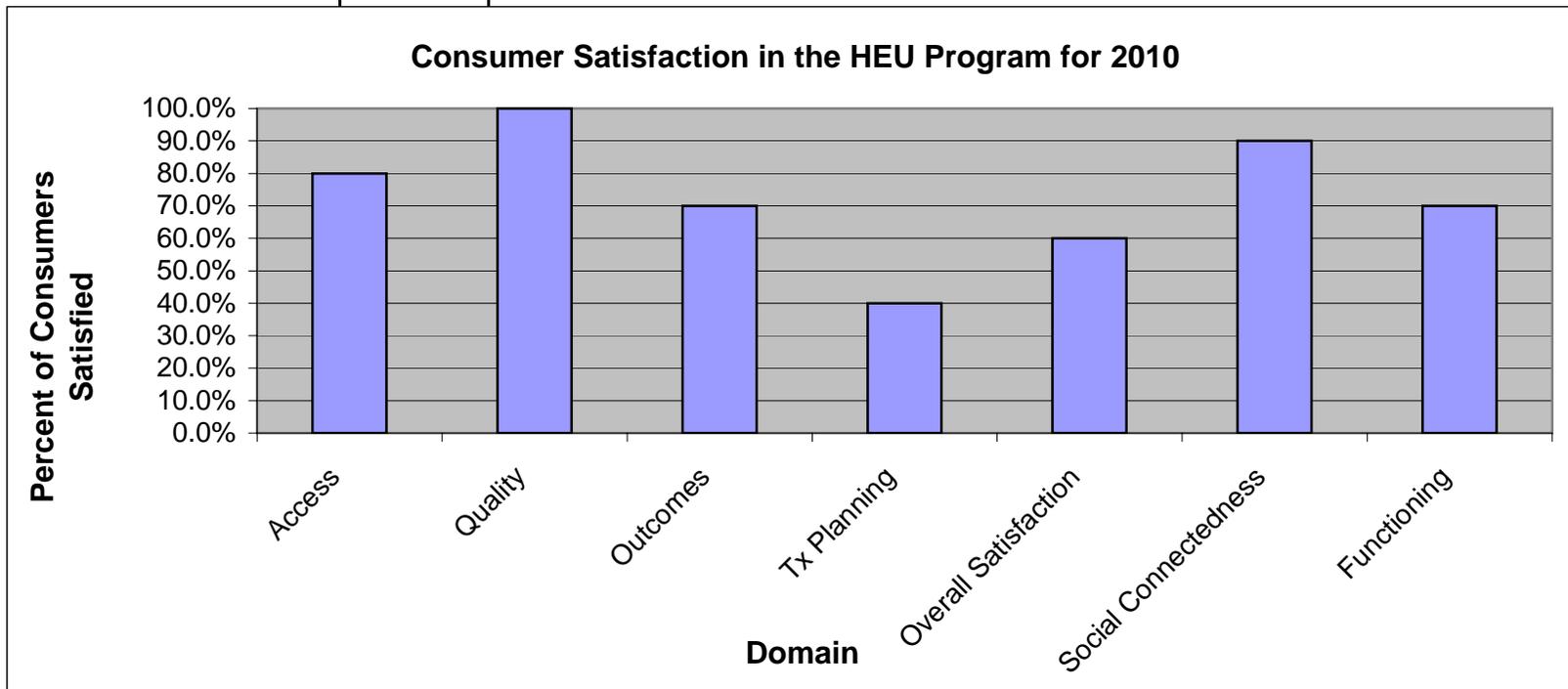
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Connections Blackbird Group Home	100015-11	5	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%
Connections Black Diamond Group Home	100015-01	7	100.0%	100.0%	57.1%	85.7%	100.0%	85.7%	85.7%
Connections Cardinal Avenue Group Home	100015-19	5	100.0%	60.0%	80.0%	40.0%	60.0%	100.0%	60.0%
Connections Gordy Place GH	100015-17	5	75.0%	40.0%	50.0%	60.0%	20.0%	60.0%	20.0%
Connections Roxanna GH	100015-08	12	83.3%	83.3%	83.3%	81.8%	83.3%	83.3%	66.7%
Connections Still Road GH	100015-09	11	54.5%	81.8%	72.7%	90.9%	72.7%	45.5%	63.6%
FHR Georgetown GH	106101-02	8	85.7%	87.5%	87.5%	50.0%	75.0%	87.5%	87.5%
FHR Hope House	106101-08	7	71.4%	85.7%	100.0%	85.7%	57.1%	85.7%	85.7%
FHR Taton House	106101-09	6	100.0%	83.3%	100.0%	50.0%	100.0%	100.0%	83.3%
Horizon House Bennett House - YAGH	100010-01	9	77.8%	55.6%	66.7%	44.4%	66.7%	66.7%	66.7%
Horizon House Wilson Road	100010-02	8	85.7%	100.0%	100.0%	71.4%	100.0%	100.0%	87.5%
Horizon House/DE Old Balt. Pike GH	100010-04	6	100.0%	66.7%	83.3%	60.0%	83.3%	66.7%	83.3%
PSI Felton Group Home	100125-01	5	50.0%	50.0%	75.0%	33.3%	50.0%	60.0%	60.0%
RHD - Passages - Dartmouth Woods	100080-03	3	50.0%	66.7%	100.0%	66.7%	66.7%	66.7%	66.7%
RHD - Passages - Grubb Road	100080-04	3	100.0%	100.0%	66.7%	66.7%	100.0%	66.7%	66.7%
RHD Brandywine Hills Group Home	100080-02	4	75.0%	100.0%	100.0%	66.7%	75.0%	100.0%	66.7%
RHD Wilmington NOW Group Home	100080-01	8	71.4%	87.5%	87.5%	85.7%	71.4%	87.5%	62.5%
		<b>Average</b>	<b>81.2%</b>	<b>79.3%</b>	<b>82.9%</b>	<b>67.0%</b>	<b>74.2%</b>	<b>80.1%</b>	<b>71.3%</b>

**Consumer Satisfaction in Group Homes for 2010**



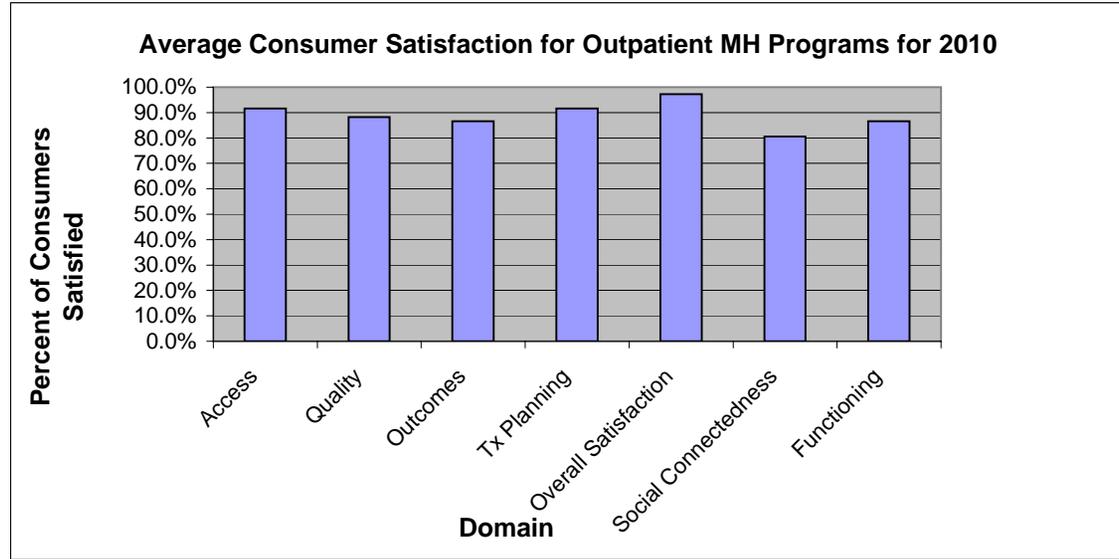
## High End User (HEU) Program

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
HEU Program	900200-01	10	80.0%	100.0%	70.0%	40.0%	60.0%	90.0%	70.0%

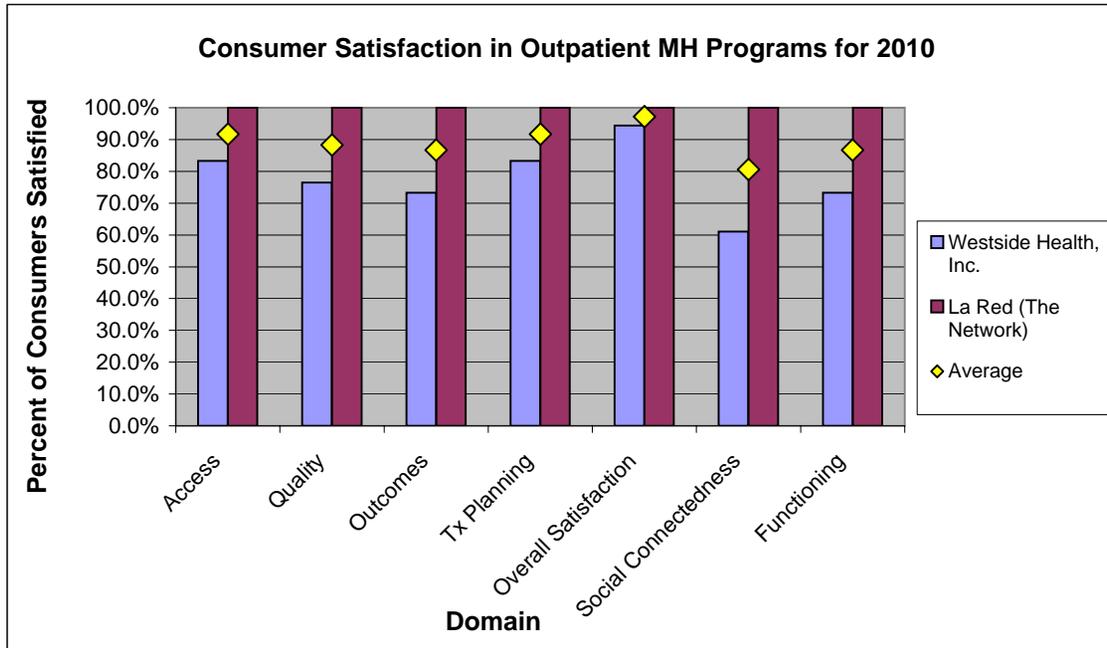


**Outpatient Mental Health (MH) Programs**

	Access	Quality	Outcomes	Tx Planning	Overall Satisfactio	Social Connectednes	Functioning
Average Satisfaction for all Outpatient MH Programs	91.7%	88.3%	86.7%	91.7%	97.2%	80.6%	86.7%

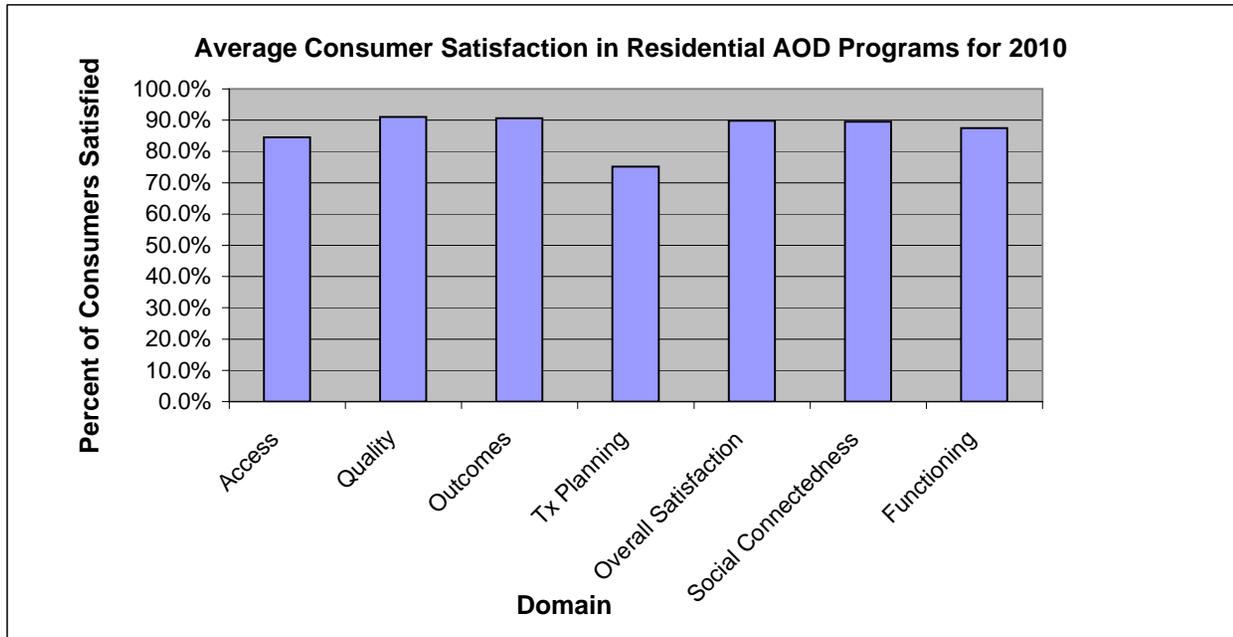


Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Westside Health, Inc.	100200-01	18	83.3%	76.5%	73.3%	83.3%	94.4%	61.1%	73.3%
La Red (The Network)	108100-01	10	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		<b>Average</b>	<b>91.7%</b>	<b>88.3%</b>	<b>86.7%</b>	<b>91.7%</b>	<b>97.2%</b>	<b>80.6%</b>	<b>86.7%</b>

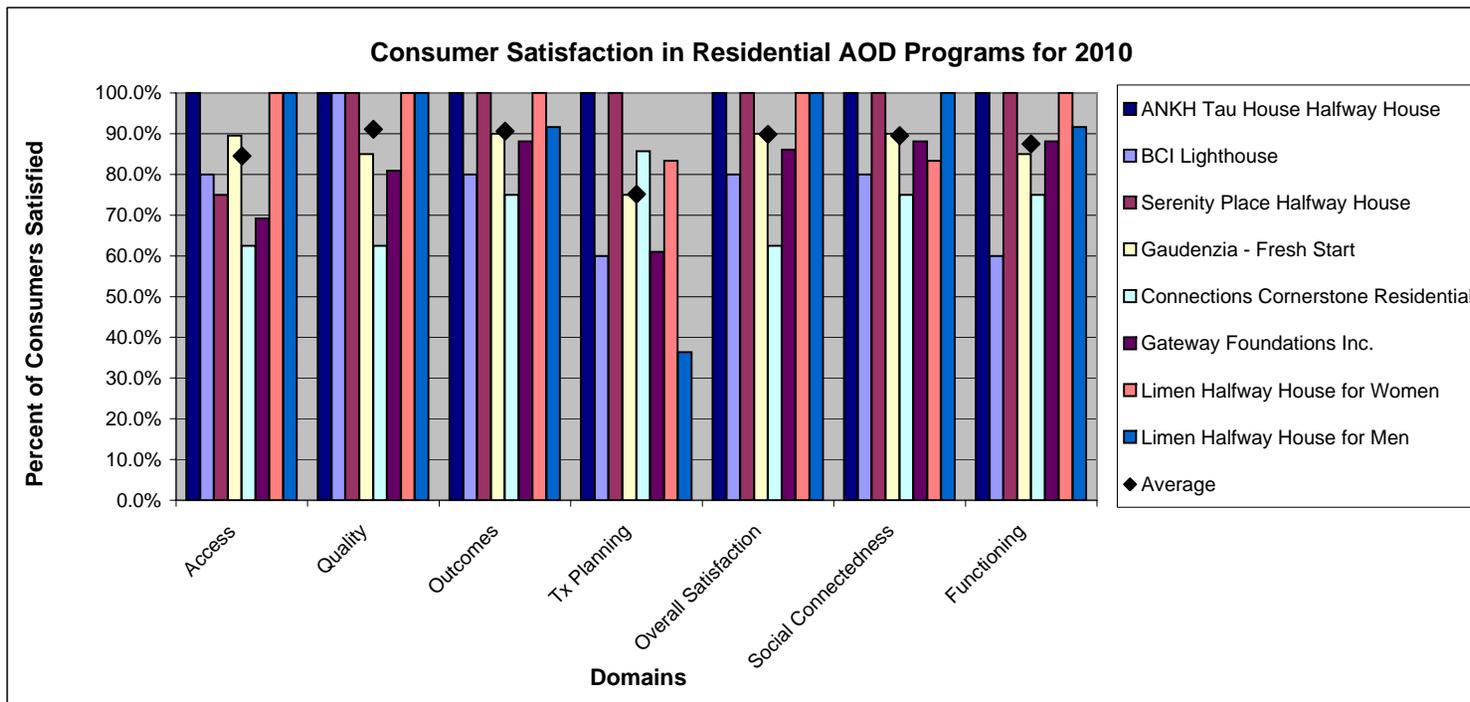


**Residential AOD Treatment**

	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
<b>Average Satisfaction for all Residential AOD Programs</b>	84.5%	91.1%	90.6%	75.2%	89.8%	89.6%	87.5%



Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
ANKH Tau House Halfway House	100170-01	5	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BCI Lighthouse	100139-43	5	80.0%	100.0%	80.0%	60.0%	80.0%	80.0%	60.0%
Serenity Place Halfway House	100634-01	4	75.0%	100.0%	100.0%	100.0%	100.0%	100%	100%
Gaudenzia - Fresh Start	100680-01	20	89.5%	85.0%	90.0%	75.0%	90.0%	90.0%	85.0%
Connections Cornerstone Residential	100816-01	8	62.5%	62.5%	75.0%	85.7%	62.5%	75.0%	75.0%
Gateway Foundations Inc.	900501-01	43	69.2%	81.0%	88.1%	61.0%	86.0%	88.1%	88.1%
Limen Halfway House for Women	900587-01	6	100.0%	100.0%	100.0%	83.3%	100.0%	83.3%	100.0%
Limen Halfway House for Men	900587-02	12	100.0%	100.0%	91.7%	36.4%	100.0%	100.0%	91.7%
		<b>Average</b>	<b>84.5%</b>	<b>91.1%</b>	<b>90.6%</b>	<b>75.2%</b>	<b>89.8%</b>	<b>89.6%</b>	<b>87.5%</b>



## Residential Detox

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
NET New Castle County Kirkwood Detox	100022-01	219	76.9%	82.6%	68.4%	74.9%	89.5%	70.6%	71.7%



<b>Domains with Associated Survey Questions</b>
<b>Access</b>
The location of services was convenient (parking, public transportation, distance, etc.).
Staff were willing to see me as often as I felt it was necessary.
Staff returned my call in 24 hours.
Services were available at times that were good for me.
I was able to get all the services I thought I needed.
I was able to see a psychiatrist when I wanted to.
<b>Quality and Appropriateness of Services</b>
Staff here believe that I can grow, change and recover.
I felt free to complain.
I was given information about my rights.
Staff encouraged me to take responsibility for how I live my life.
Staff told me what side effects to watch out for.
Staff respected my wishes about who is and who is not to be given information about my treatment.
Staff were sensitive to my cultural background (race, religion, language, etc.)
Staff helped me obtain the information I needed so that I could take charge of managing my illness.
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).
<b>Outcomes</b>
I deal more effectively with daily problems.
I am better able to control my life.
I am better able to deal with crisis.
I am getting along better with my family.
I do better in social situations.
I do better in school and/or work.
My housing situation has improved.
My symptoms are not bothering me as much.*
<b>Consumer Participation in Treatment Planning</b>
I, not staff, decided my treatment goals.
I felt comfortable asking questions about my treatment and medication.
<b>Overall Satisfaction</b>
I like the services that I received here.
If I had other choices, I would still get services from this agency.
I would recommend this agency to a friend or family member.
<b>Functioning</b>
I do things that are more meaningful to me.
I am better able to take care of my needs.
I am better able to handle things when they go wrong.
I am better able to do things that I want to do.
My symptoms are not bothering me as much.*
<b>Social Connectedness</b>
I am happy with the friendships I have.
I have people with whom I can do enjoyable things.
I feel I belong in my community.

In a crisis, I would have the support I need from family or friends.

\*This question is used in two domains.