

## Substance Use Community Partner Survey Results – FY20

**Q1 - Substance Use provides valuable services to the jail and/or shelters.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
3	Disagree	0.00%	0
4	Strongly Disagree	0.00%	0
	Total	100%	6

**Q2 - Substance Use staff communicates clearly about the programs it provides in the jail and/or shelters.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
3	Disagree	0.00%	0
4	Strongly Disagree	0.00%	0
	Total	100%	6

**Q3 - Substance Use staff is sensitive to client needs.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
3	Disagree	0.00%	0
4	Strongly Disagree	0.00%	0
	Total	100%	6

**Q4 - Substance Use staff responds appropriately in sensitive situations.**

#	Answer	%	Count
1	Strongly Agree	33.33%	2
2	Agree	50.00%	3
3	Disagree	16.67%	1
4	Strongly Disagree	0.00%	0
	Total	100%	6

**Q5 - My concerns are heard by Substance Use staff.**

#	Answer	%	Count
1	Strongly Agree	16.67%	1
2	Agree	83.33%	5
3	Disagree	0.00%	0
4	Strongly Disagree	0.00%	0
	Total	100%	6

**Q6 - Substance Use staff responds to all inquiries in a timely fashion.**

#	Answer	%	Count
1	Strongly Agree	33.33%	2
2	Agree	66.67%	4
3	Disagree	0.00%	0
4	Strongly Disagree	0.00%	0
	Total	100%	6

**Q7 - Substance Use staff responds to my emails within a reasonable time-frame.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q8 - Substance Use staff returns my telephone calls within a reasonable time-frame.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q9 - Overall, Substance Use staff's level of response meets my needs.**

#	Answer	%	Count
1	Strongly Agree	16.67%	1
2	Agree	83.33%	5
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q10 - Substance Use staff treats me with respect.**

#	Answer	%	Count
1	Strongly Agree	16.67%	1
2	Agree	83.33%	5
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q11 - Substance Use staff demonstrates integrity in their partnerships with the jail and/or shelters.**

#	Answer	%	Count
1	Strongly Agree	33.33%	2
2	Agree	66.67%	4
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q12 - Substance Use staff is knowledgeable about the issues faced by clients in the jail and/or shelters.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q13 - My experience with Substance Use staff meets my needs.**

#	Answer	%	Count
1	Strongly Agree	33.33%	2
2	Agree	66.67%	4
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q14 - My agency's partnership with Substance Use is beneficial.**

#	Answer	%	Count
1	Strongly Agree	50.00%	3
2	Agree	50.00%	3
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q15 - My agency's relationship with Substance Use is collaborative.**

#	Answer	%	Count
1	Strongly Agree	33.33%	2
2	Agree	66.67%	4
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Q16 - Overall, I am satisfied with the services provided by Substance Use staff.**

#	Answer	%	Count
1	Strongly Agree	33.33%	2
2	Agree	66.67%	4
6	Disagree	0.00%	0
7	Strongly Disagree	0.00%	0
	Total	100%	6

**Key Quantitative Results for 2020:**

- The response rate is 12%. Of 50 contacts for the Substance Use Program, 6 responded. Due to the low response rate, these are not statistically significant. In addition, sample sizes differ from year to year, which makes trend comparisons challenging. In light of these caveats, use caution, when reviewing these results.
- The aggregate of the “Strongly Agree” and “Agree” of 96 potential responses, 95 were positive, resulting in 99% positive.
- Of 6 total SU respondents, 6 provided answers to all questions
- Comments: Because we are permitted to work within a non-county facility, we don’t have control over all aspects of facility processes. This sometimes leads to misunderstandings with our community partners regarding what we can change to address issues. The Detention SU Manager has been meeting with Wellpath to discuss mutual clients and how we can each better support the individual. Obtaining clarification with the Sheriff’s Office who the point person is should improve communication. New HIPAA guidelines surrounding sharing of clinical information will help to address or mitigate barriers.