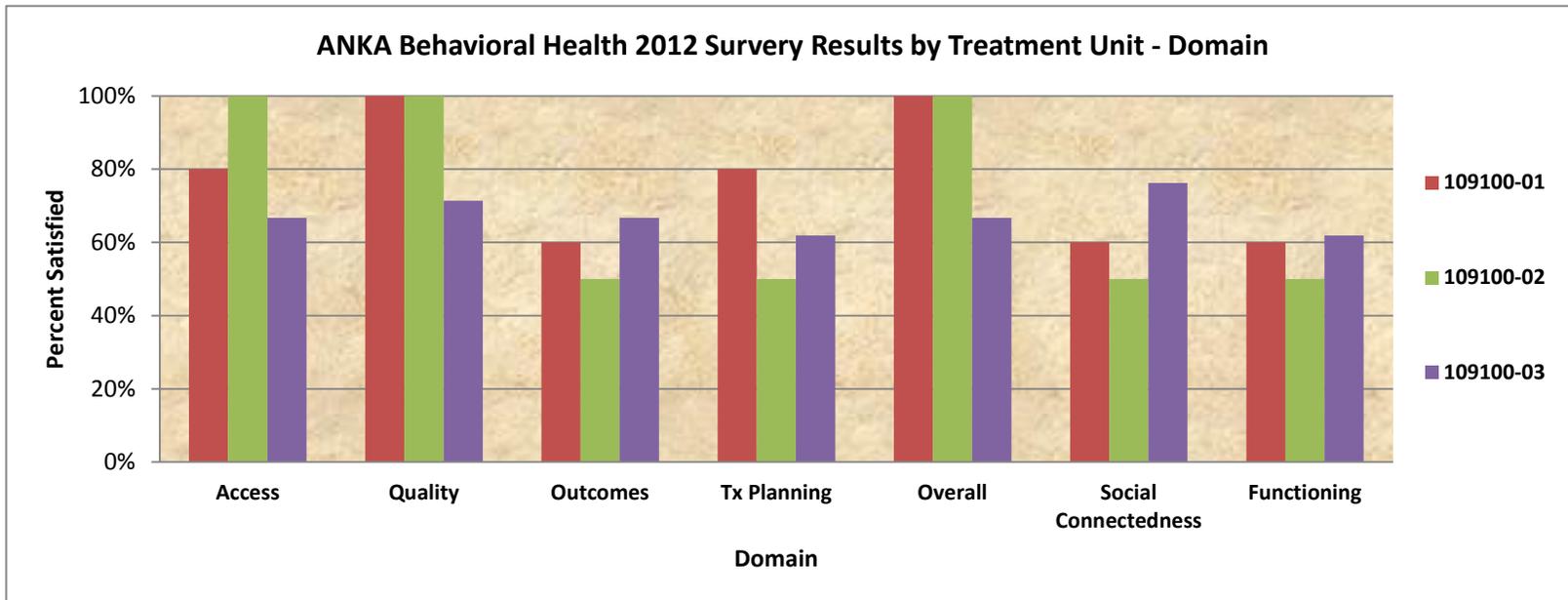




ANKA Behavioral Health - Results from the 2012 Consumer Satisfaction Survey

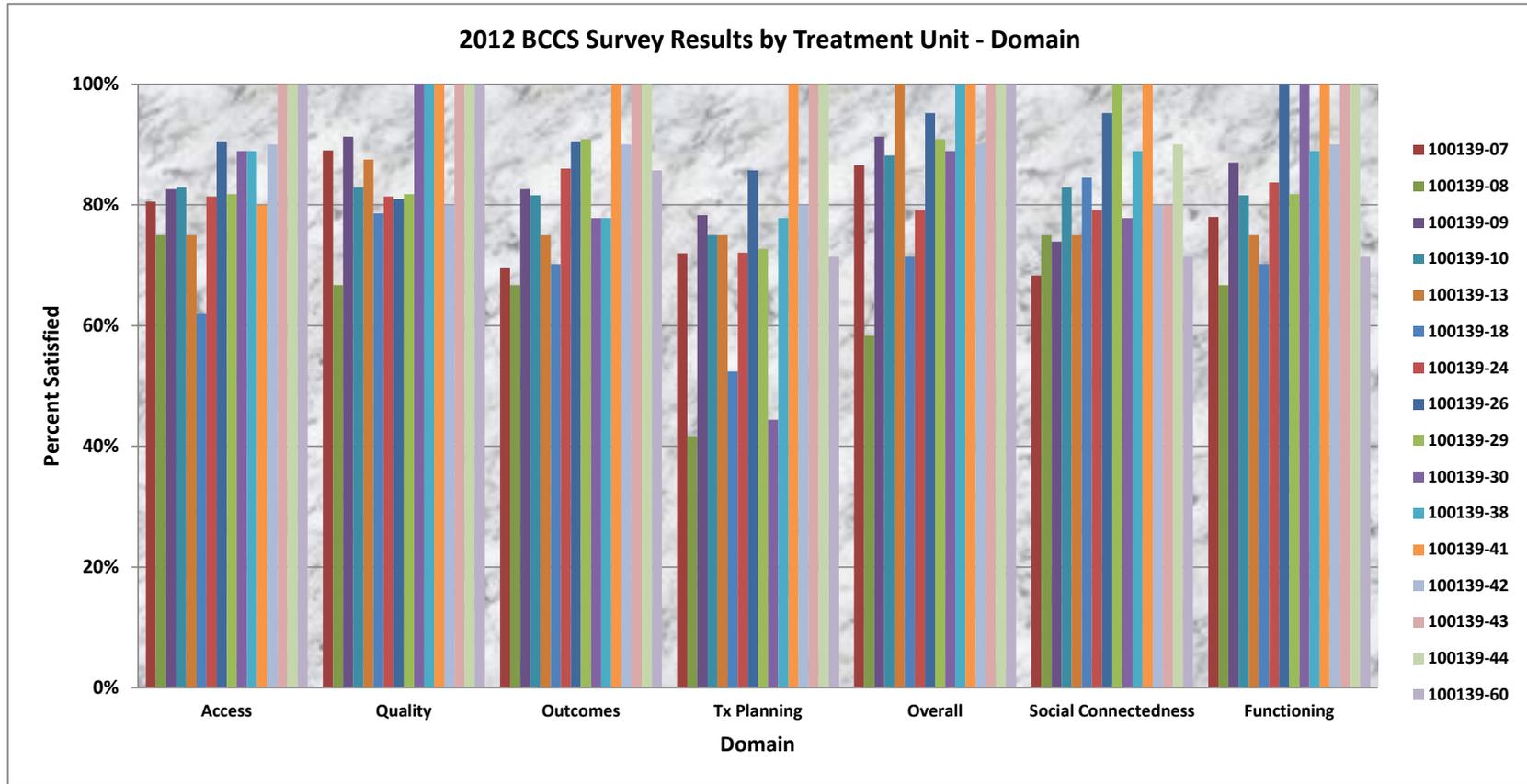
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connectedness	Functioning
ANKA Behavioral Health ACT - SC	109100-01	5	80.0%	100.0%	60.0%	80.0%	100.0%	60.0%	60.0%
ANKA Behavioral Health ICM - SC	109100-02	2	100.0%	100.0%	50.0%	50.0%	100.0%	50.0%	50.0%
ANKA Behavioral Health ACT - NC	109100-03	21	66.7%	71.4%	66.7%	61.9%	66.7%	76.2%	61.9%





Brandywine Counseling Community Services (BCCS) - Results from the 2012 Consumer Satisfaction Survey

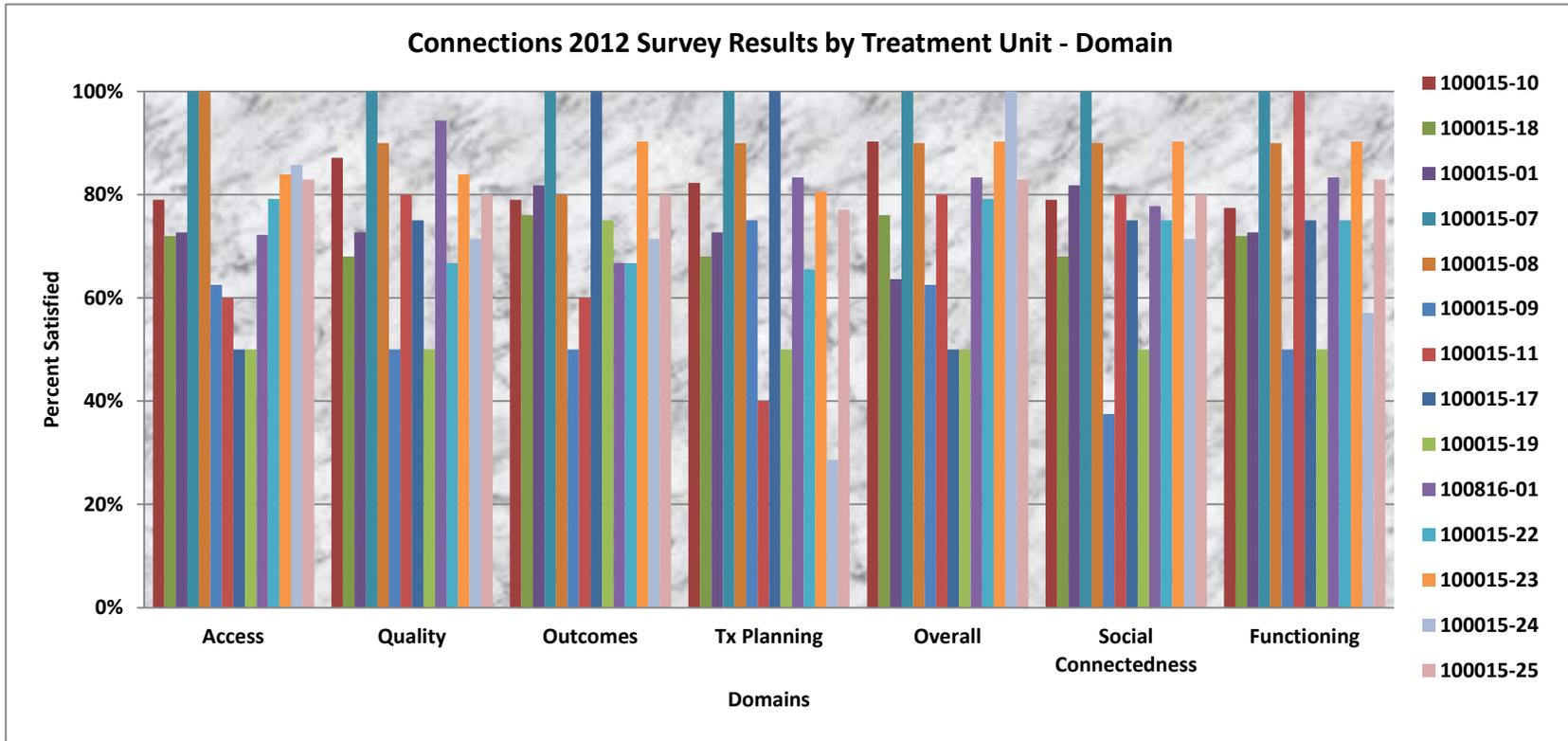
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connectedness	Functioning
BCCS 2nd St. Alpha Outpatient	100139-07	82	80.5%	89.0%	69.5%	72.0%	86.6%	68.3%	78.0%
BCCS Lancaster Sup/CCP, Div. TASC	100139-08	12	75.0%	66.7%	66.7%	41.7%	58.3%	75.0%	66.7%
BCCS Lancaster Sup. Ct. Div. Edu. TASC	100139-09	23	82.6%	91.3%	82.6%	78.3%	91.3%	73.9%	87.0%
BCCS Lancaster Methadone Outpatient	100139-10	76	82.9%	82.9%	81.6%	75.0%	88.2%	82.9%	81.6%
BCCS Lancaster Methadone Perinatal	100139-13	8	75.0%	87.5%	75.0%	75.0%	100.0%	75.0%	75.0%
BCCS Lancaster CCP Div. Edu. Only TASC	100139-18	84	61.9%	78.6%	70.2%	52.4%	71.4%	84.5%	70.2%
BCCS Newark Methadone Outpatient	100139-24	43	81.4%	81.4%	86.0%	72.1%	79.1%	79.1%	83.7%
BCCS Newark Methadone Alpha Level 1	100139-26	21	90.5%	81.0%	90.5%	85.7%	95.2%	95.2%	100.0%
BCCS Newark Methadone Alpha Level 2	100139-29	11	81.8%	81.8%	90.9%	72.7%	90.9%	100.0%	81.8%
BCCS Claymont Alpha Outpatient	100139-30	9	88.9%	100.0%	77.8%	44.4%	88.9%	77.8%	100.0%
BCCS Newark Buprenorphine Clinic	100139-38	9	88.9%	100.0%	77.8%	77.8%	100.0%	88.9%	88.9%
BCCS Lancaster Methadone Level 2	100139-41	5	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BCCS Newark Methadone Level 2	100139-42	10	90.0%	80.0%	90.0%	80.0%	90.0%	80.0%	90.0%
BCI Lighthouse	100139-43	5	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%
BCCS Buprenorphine/Suboxone	100139-44	10	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%
BCCS Georgetown Project Renewal	100139-60	7	100.0%	100.0%	85.7%	71.4%	100.0%	71.4%	71.4%





Connections Support Programs - Results from the 2012 Consumer Satisfaction Survey

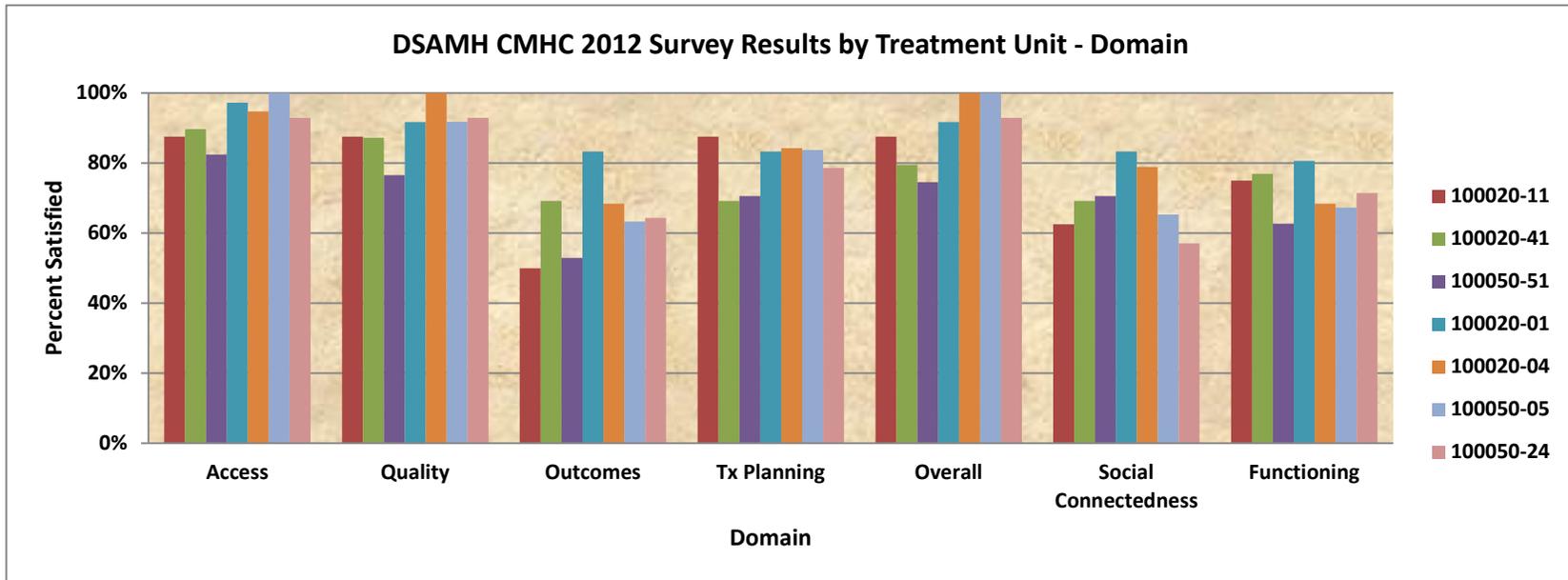
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connecte dness	Function ing
Connections AOD Dover	100015-10	62	79.0%	87.1%	79%	82.3%	90.3%	79.0%	77.4%
Connections PATH Program	100015-18	25	72.0%	68.0%	76.0%	68.0%	76.0%	68.0%	72.0%
Connections Black Diamond G H	100015-01	11	72.7%	72.7%	81.8%	72.7%	63.6%	81.8%	72.7%
Connections W Street GH	100015-07	4	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Connections Roxanna GH	100015-08	10	100.0%	90.0%	80.0%	90.0%	90.0%	90.0%	90.0%
Connections Still Road GH	100015-09	8	62.5%	50.0%	50.0%	75.0%	62.5%	37.5%	50.0%
Connections Blackbird G H	100015-11	5	60.0%	80.0%	60.0%	40.0%	80.0%	80.0%	100.0%
Connections Gordy Place GH	100015-17	4	50.0%	75.0%	100.0%	100.0%	50.0%	75.0%	75.0%
Connections Cardinal Avenue G H	100015-19	4	50.0%	50.0%	75.0%	50.0%	50.0%	50.0%	50.0%
Connections Cornerstone Residential	100816-01	18	72.2%	94.4%	66.7%	83.3%	83.3%	77.8%	83.3%
Connections ACT Team 1 - NC	100015-22	24	79.2%	66.7%	66.7%	65.5%	79.2%	75.0%	75.0%
Connections ACT Team 2 - NC	100015-23	31	83.9%	83.9%	90.3%	80.6%	90.3%	90.3%	90.3%
Connections ACT - KC	100015-24	7	85.7%	71.4%	71.4%	28.6%	100.0%	71.4%	57.1%
Connections ICM - NC	100015-25	35	82.9%	80.0%	80.0%	77.1%	82.9%	80.0%	82.9%





DSAMH CMHC - Results from the 2012 Consumer Satisfaction Survey

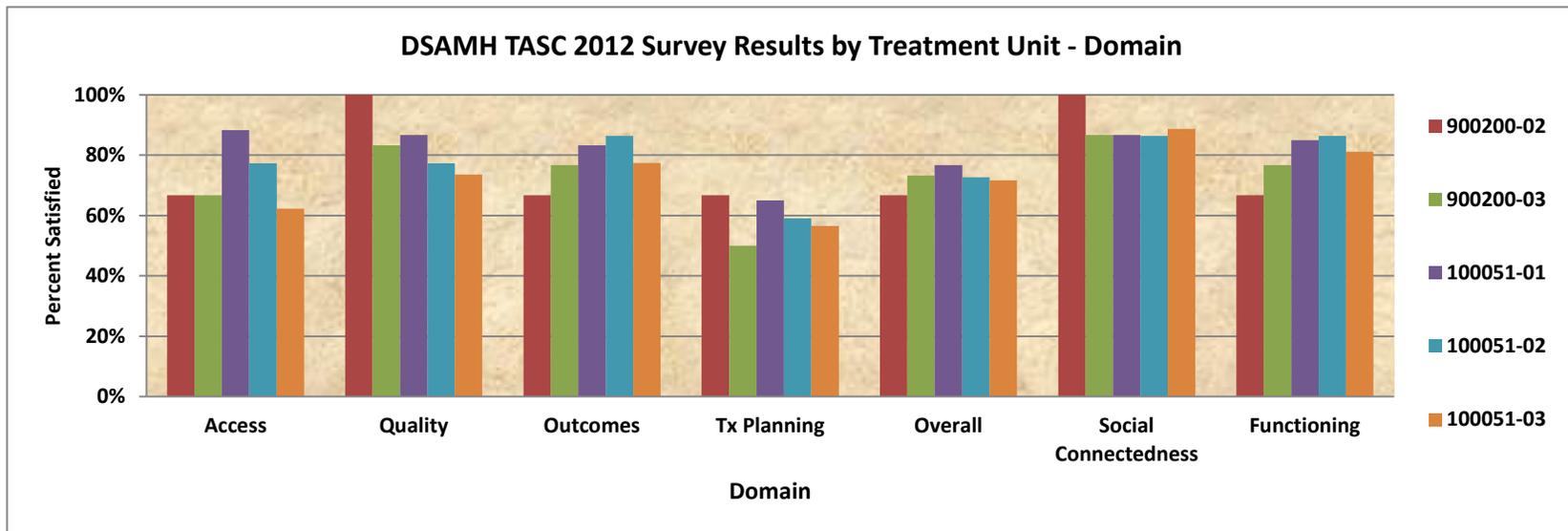
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connecte dness	Functioni ng
DSAMH CMHC Georgetown Front Door	100020-11	8	87.5%	87.5%	50.0%	87.5%	87.5%	62.5%	75.0%
DSAMH CMHC Dover Front Door	100020-41	39	89.7%	87.2%	69.2%	69.2%	79.5%	69.2%	76.9%
DSAMH CMHC Wilmington Front Door	100050-51	51	82.4%	76.5%	52.9%	70.6%	74.5%	70.6%	62.7%
DSAMH CMHC Georgetown Clinic	100020-01	36	97.2%	91.7%	83.3%	83.3%	91.7%	83.3%	80.6%
DSAMH CMHC Dover Clinic	100020-04	38	94.7%	100.0%	68.4%	84.2%	100.0%	78.9%	68.4%
DSAMH CMHC Wilmington Clinic	100050-05	49	100.0%	91.8%	63.3%	83.7%	100.0%	65.3%	67.3%
DSAMH - CMHC CM	100050-24	14	92.9%	92.9%	64.3%	78.6%	92.9%	57.1%	71.4%





DSAMH TASC - Results from the 2012 Consumer Satisfaction Survey

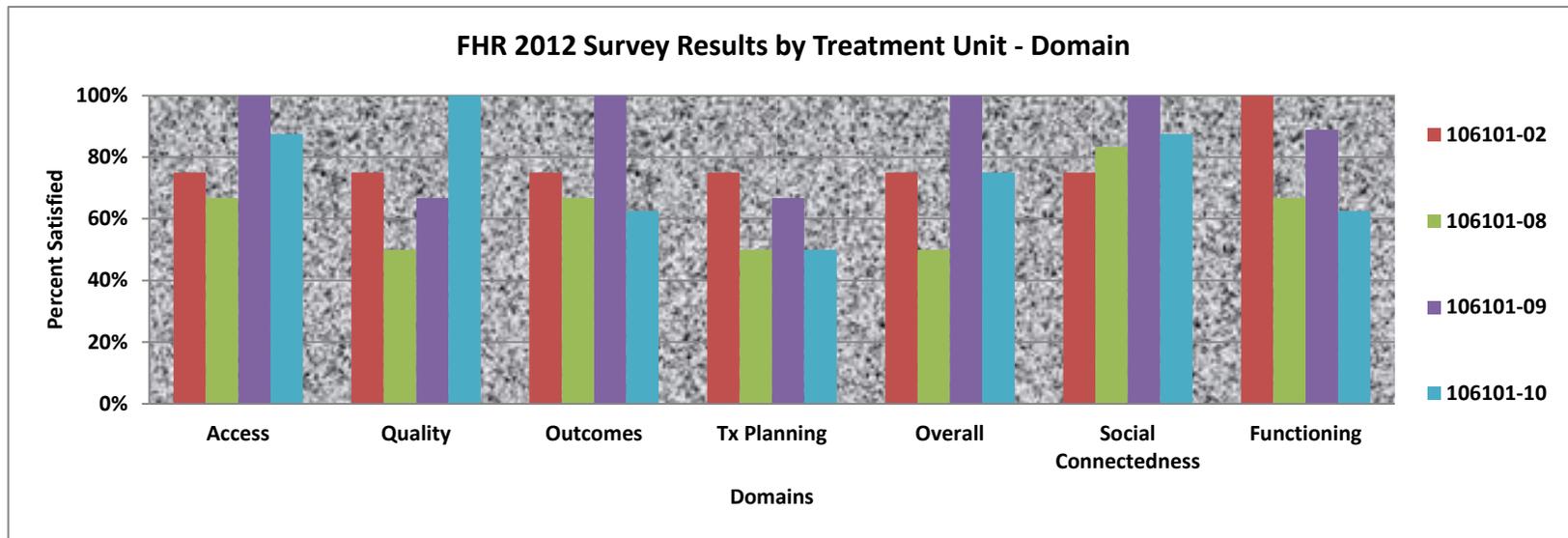
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connectedness	Functioning
DSAMH TASC - Court of Common Pleas	900200-02	3	66.7%	100.0%	66.7%	66.7%	66.7%	100.0%	66.7%
DSAMH TASC - Superior Court (Felony)	900200-03	30	66.7%	83.3%	76.7%	50.0%	73.3%	86.7%	76.7%
DSAMH TASC - Wilmington	100051-01	60	88.3%	86.7%	83.3%	65.0%	76.7%	86.7%	85.0%
DSAMH TASC - Dover	100051-02	22	77.3%	77.3%	86.4%	59.1%	72.7%	86.4%	86.4%
DSAMH TASC - Georgetown	100051-03	53	62.3%	73.6%	77.4%	56.6%	71.7%	88.7%	81.1%





Fellowship Health Resources (FHR) - Results from the 2012 Consumer Satisfaction Survey

Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connectedness	Functioning
FHR Georgetown GH	106101-02	4	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	100.0%
FHR Hope House	106101-08	6	66.7%	50.0%	66.7%	50.0%	50.0%	83.3%	66.7%
FHR Taton House	106101-09	9	100.0%	66.7%	100.0%	66.7%	100.0%	100.0%	88.9%
FHR AOD Day Treatment Georgetown	106101-10	8	87.5%	100.0%	62.5%	50.0%	75.0%	87.5%	62.5%



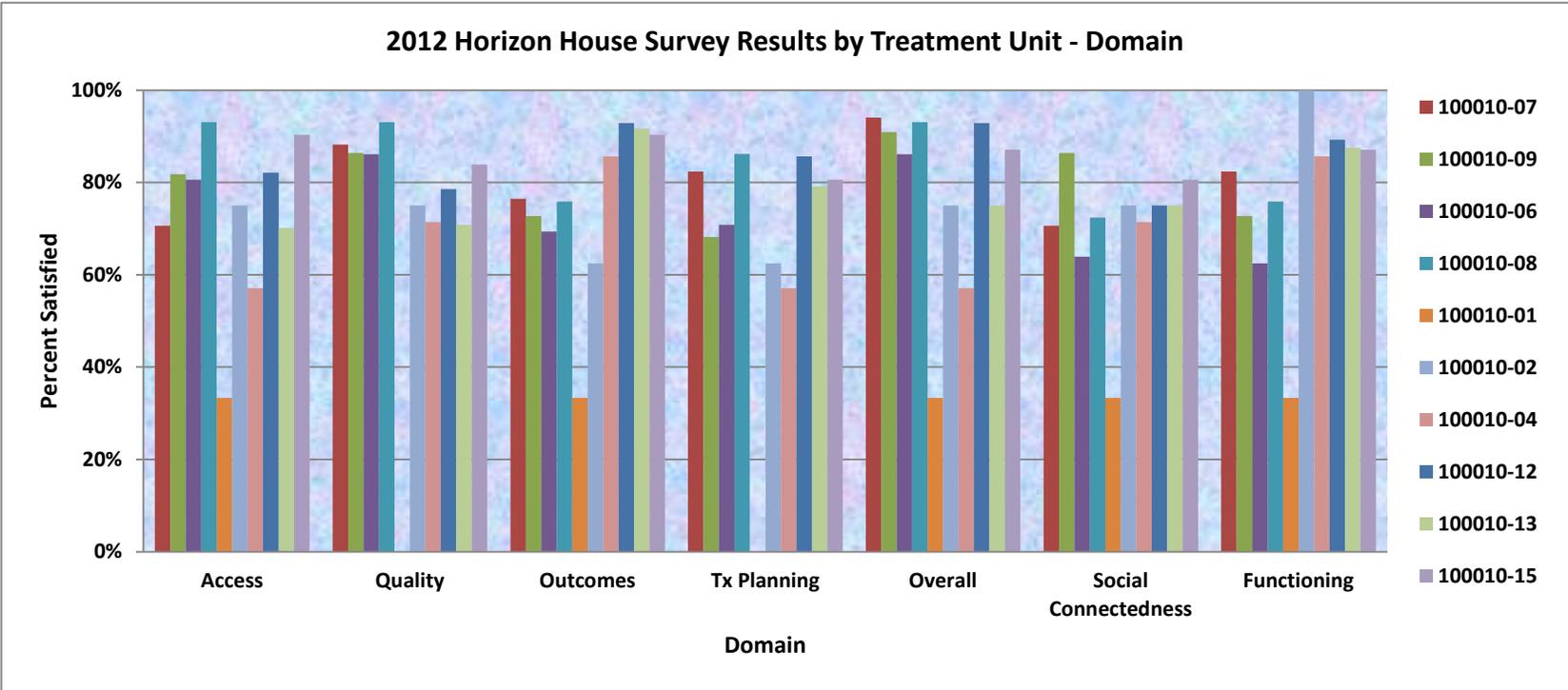


DELAWARE HEALTH AND SOCIAL SERVICES

Division of Substance Abuse and Mental Health

Horizon House, Inc. - Results from the 2012 Consumer Satisfaction Survey

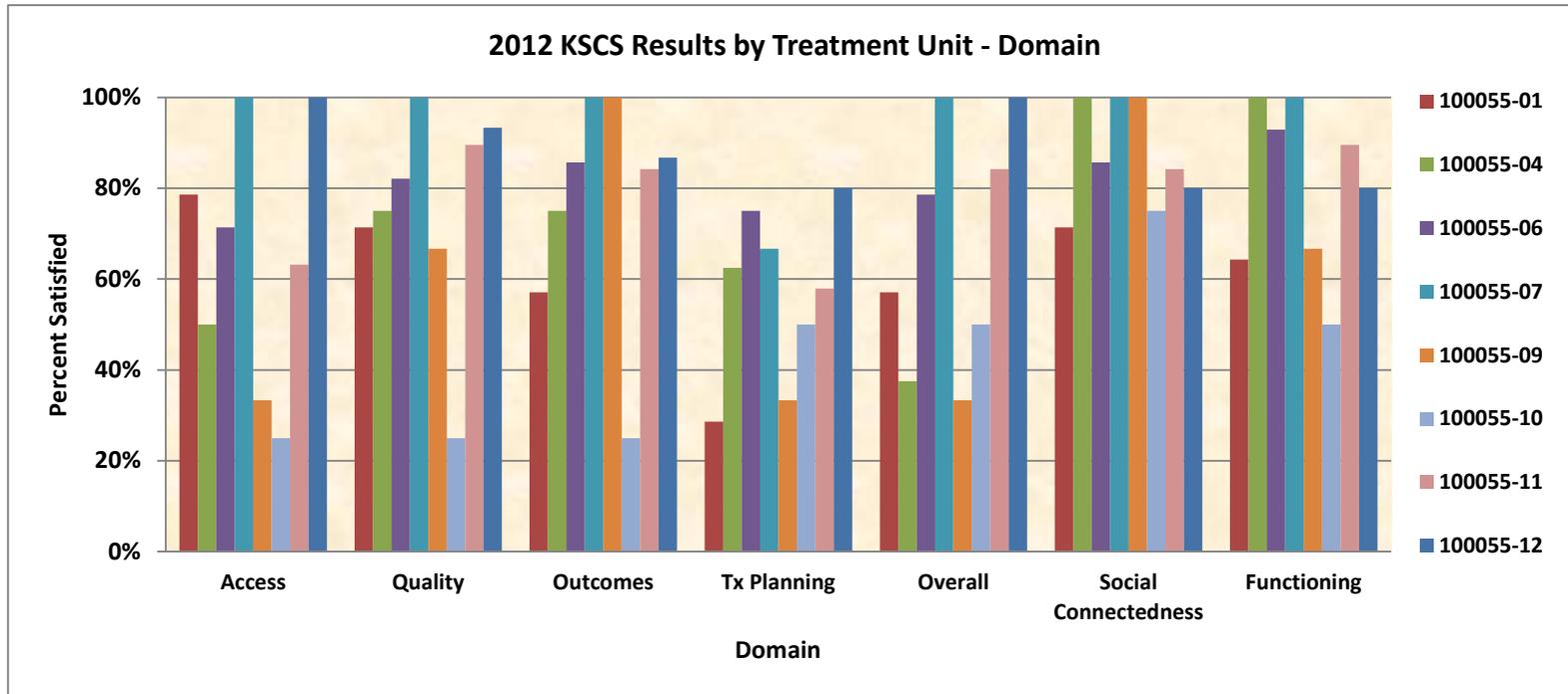
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connecte dness	Function ing
Horizon House ECHO - Newark	100010-07	17	70.6%	88.2%	76.5%	82.4%	94.1%	70.6%	82.4%
Horizon House ECHO - Middletown	100010-09	22	81.8%	86.4%	72.7%	68.2%	90.9%	86.4%	72.7%
Horizon House ECHO Newark	100010-06	72	80.6%	86.1%	69.4%	70.8%	86.1%	63.9%	62.5%
Horizon House ECHO Middletown	100010-08	29	93.1%	93.1%	75.9%	86.2%	93.1%	72.4%	75.9%
Horizon House Bennett House - YAGH	100010-01	3	33.3%	0.0%	33.3%	0.0%	33.3%	33.3%	33.3%
Horizon House Wilson Road	100010-02	8	75.0%	75.0%	62.5%	62.5%	75.0%	75.0%	100.0%
Horizon House/DE Old Balt. Pike GH	100010-04	7	57.1%	71.4%	85.7%	57.1%	57.1%	71.4%	85.7%
Horizon House Vision ACT - NC	100010-12	28	82.1%	78.6%	92.9%	85.7%	92.9%	75.0%	89.3%
Horizon House Hope ACT - NC	100010-13	24	70.2%	70.8%	91.7%	79.2%	75.0%	75.0%	87.5%
Horizon House Navigator ICM - SC	100010-15	31	90.3%	83.9%	90.3%	80.6%	87.1%	80.6%	87.1%





Kent Sussex Counseling Services (KSCS) - Results from the 2012 Consumer Satisfaction Survey

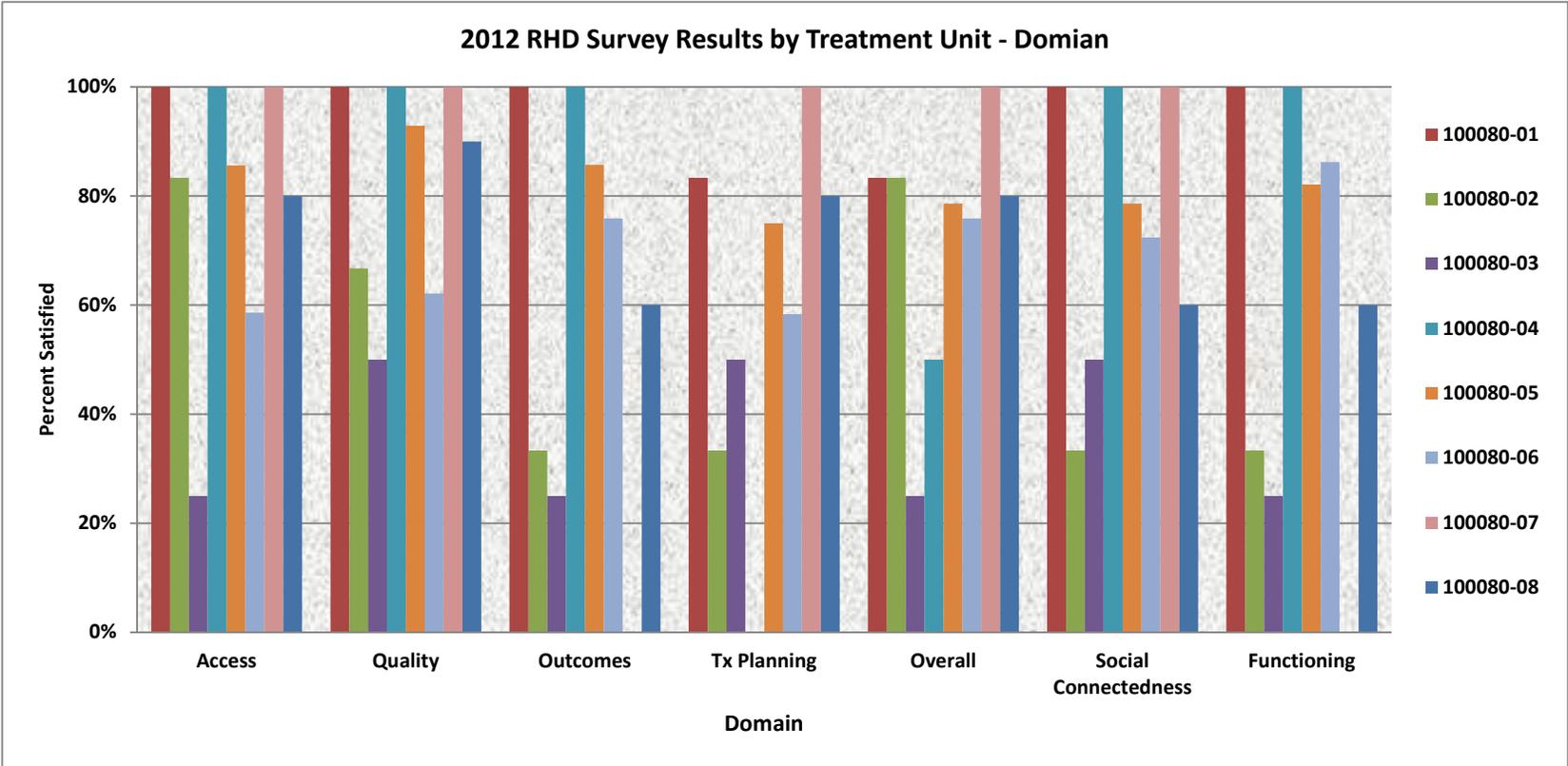
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connecte dness	Functioni ng
KSCS A&D OP	100055-01	14	78.6%	71.4%	57.1%	28.6%	57.1%	71.4%	64.3%
KSCS Dover Methadone Program	100055-04	8	50.0%	75.0%	75.0%	62.5%	37.5%	100.0%	100.0%
KSCS OP Georgetown	100055-06	28	71.4%	82.1%	85.7%	75.0%	78.6%	85.7%	92.9%
KSCS CCP Diversion	100055-07	3	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
KSCS Diversion CM	100055-09	3	33.3%	66.7%	100.0%	33.3%	33.3%	100.0%	66.7%
KSCS Supr CT/Divr Trck 1	100055-10	4	25.0%	25.0%	25.0%	50.0%	50.0%	75.0%	50.0%
KSCS Superior Ct, Divr Trck 2 TASC	100055-11	19	63.2%	89.5%	84.2%	57.9%	84.2%	84.2%	89.5%
KSCS OP Laurel	100055-12	15	100.0%	93.3%	86.7%	80.0%	100.0%	80.0%	80.0%





Resources for Human Development (RHD) - Results from the 2012 Consumer Satisfaction Survey

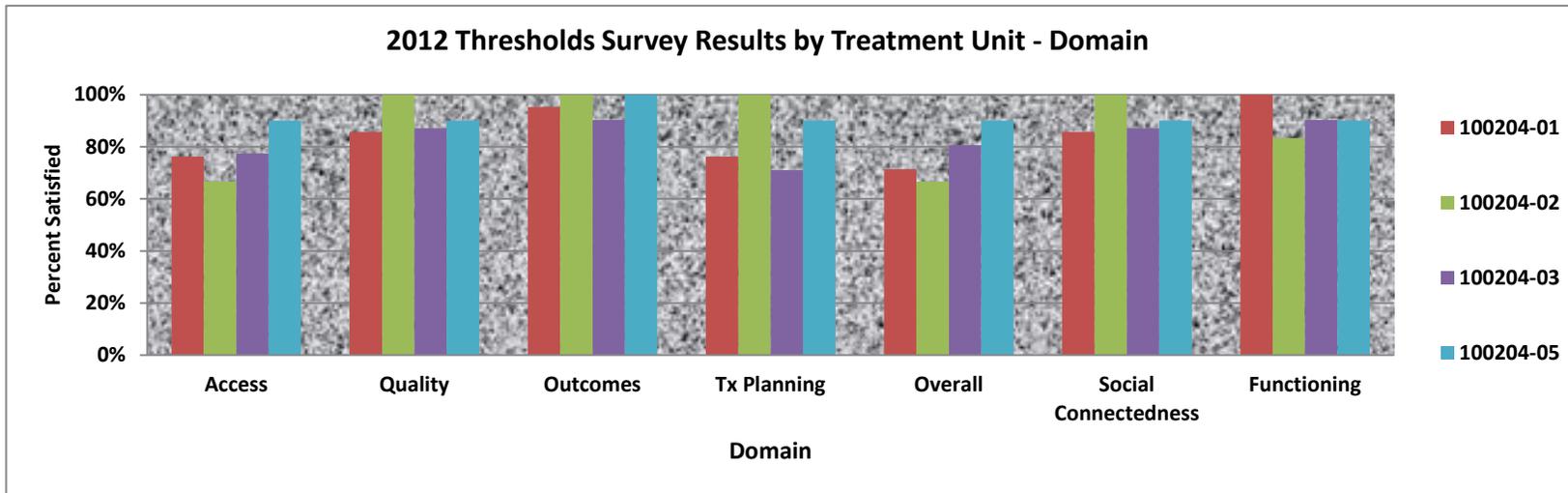
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connecte dness	Function ing
RHD Wilmington NOW Group Home	100080-01	6	100.0%	100.0%	100.0%	83.3%	83.3%	100.0%	100.0%
RHD Brandywine Hills Group Home	100080-02	6	83.3%	66.7%	33.3%	33.3%	83.3%	33.3%	33.3%
RHD - Passages - Dartmouth Woods	100080-03	4	25.0%	50.0%	25.0%	50.0%	25.0%	50.0%	25.0%
RHD - Passages - Grubb Road	100080-04	2	100.0%	100.0%	100.0%	0.0%	50.0%	100.0%	100.0%
RHD - ACT - NC	100080-05	28	85.6%	92.9%	85.7%	75.0%	78.6%	78.6%	82.1%
RHD - ICM - NC	100080-06	29	58.6%	62.1%	75.9%	58.3%	75.9%	72.4%	86.2%
RHD - ICM - KC	100080-07	1	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	0.0%
RHD - ACT KC	100080-08	10	80.0%	90.0%	60.0%	80.0%	80.0%	60.0%	60.0%





Thresholds, Inc. - Results from the 2012 Consumer Satisfaction Survey

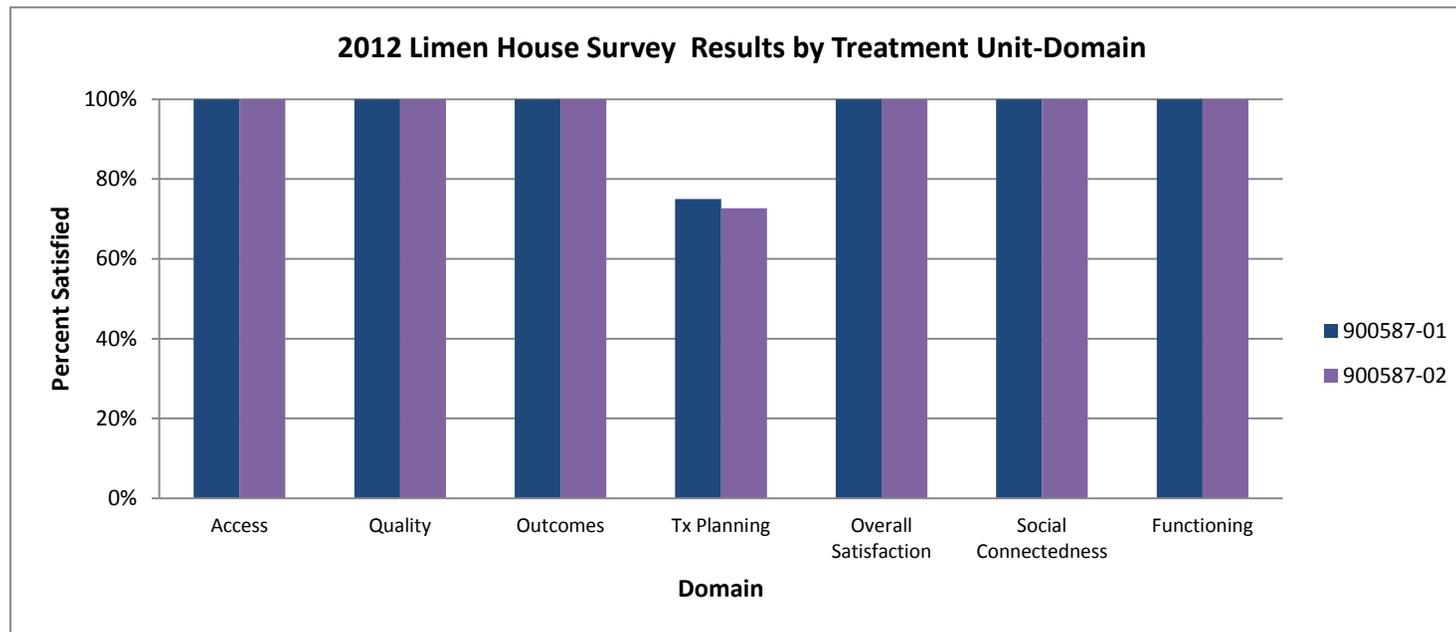
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall	Social Connectedness	Functioning
Thresholds Superior Court Diversion	100204-01	21	76.2%	85.7%	95.2%	76.2%	71.4%	85.7%	100.0%
Thresholds TASC	100204-02	6	66.7%	100.0%	100.0%	100.0%	66.7%	100.0%	83.3%
Thresholds Comprehensive OP (AOD)	100204-03	31	77.4%	87.1%	90.3%	71.0%	80.6%	87.1%	90.3%
Thresholds C C P Diversion	100204-05	10	90.0%	90.0%	100.0%	90.0%	90.0%	90.0%	90.0%





Limen Halfway House- Results from the 2012 Consumer Satisfaction Survey

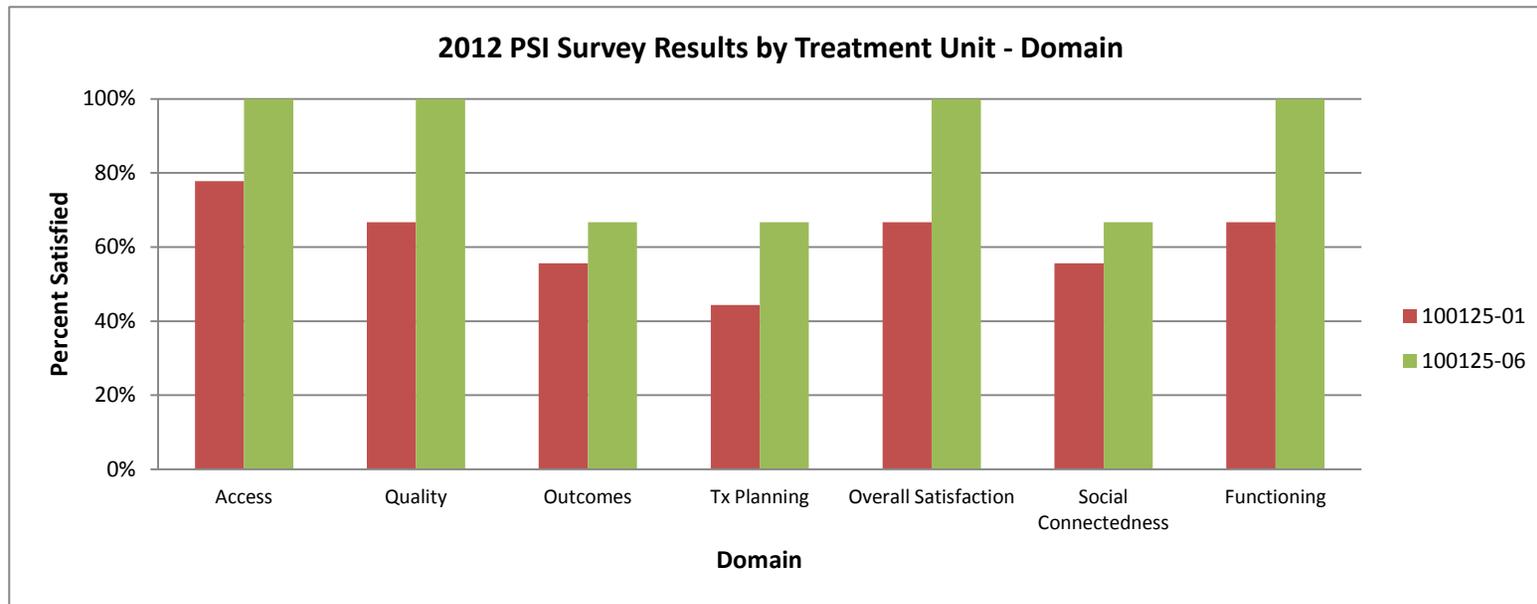
Treatment Unit Name	Treatment Unit ID	Total N*	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Limen Halfway House for Women	900587-01	4	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%
Limen Halfway House for Men	900587-02	11	100.0%	100.0%	100.0%	72.7%	100.0%	100.0%	100.0%





PSI Group Homes- Results from the 2012 Consumer Satisfaction Survey

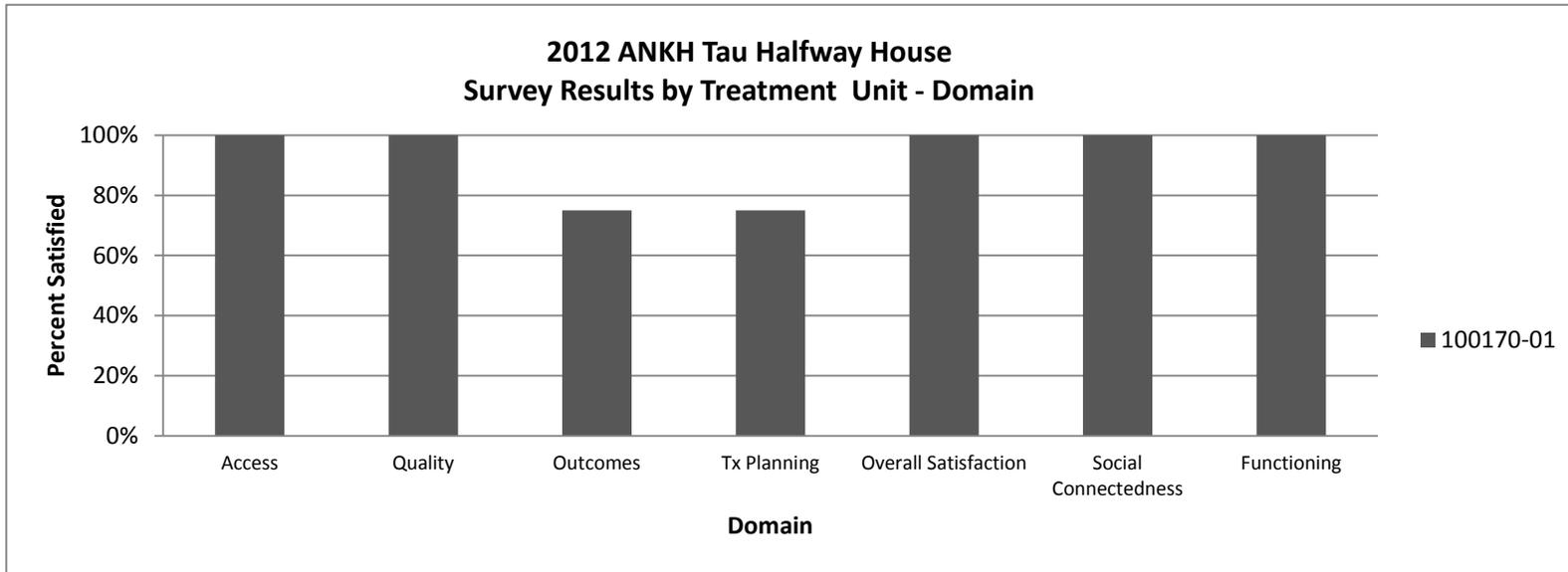
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
PSI Felton Group Home	100125-01	9	77.8%	66.7%	55.6%	44.4%	66.7%	55.6%	66.7%
PSI Mikee's Place	100125-06	3	100.0%	100.0%	66.7%	66.7%	100.0%	66.7%	100.0%





ANKH Tau Halfway House - Results from the 2012 Consumer Satisfaction Survey

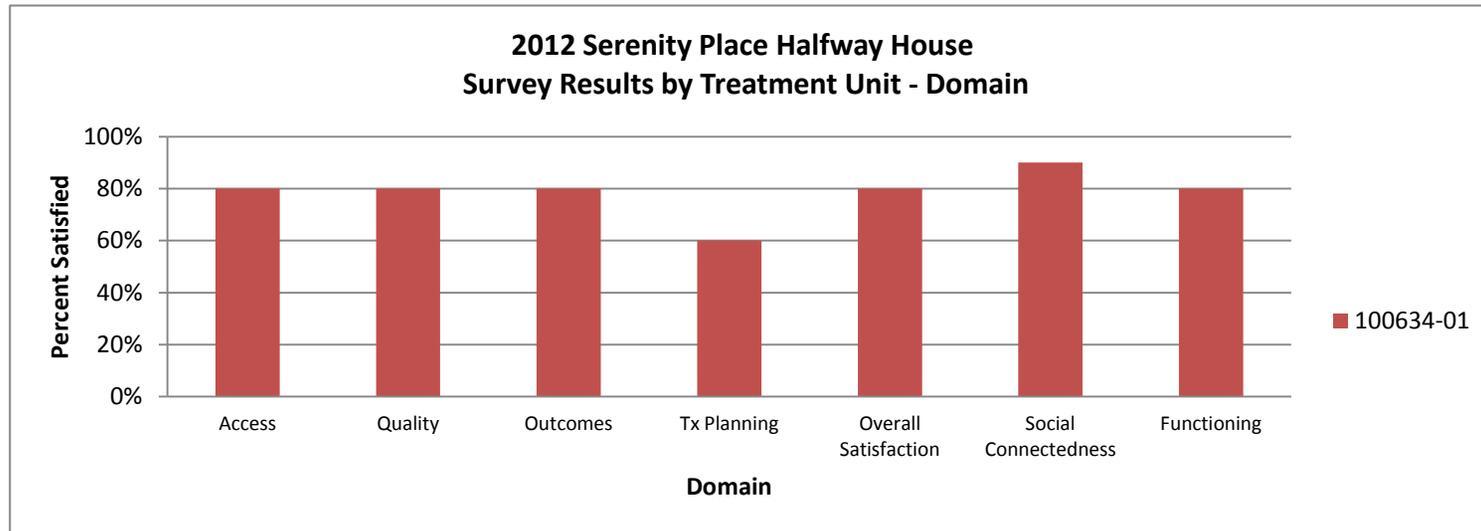
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
ANKH Tau House Halfway House	100170-01	4	100.0%	100.0%	75.0%	75.0%	100.0%	100.0%	100.0%





Serenity Place Halfway House - Results from the 2012 Consumer Satisfaction Survey

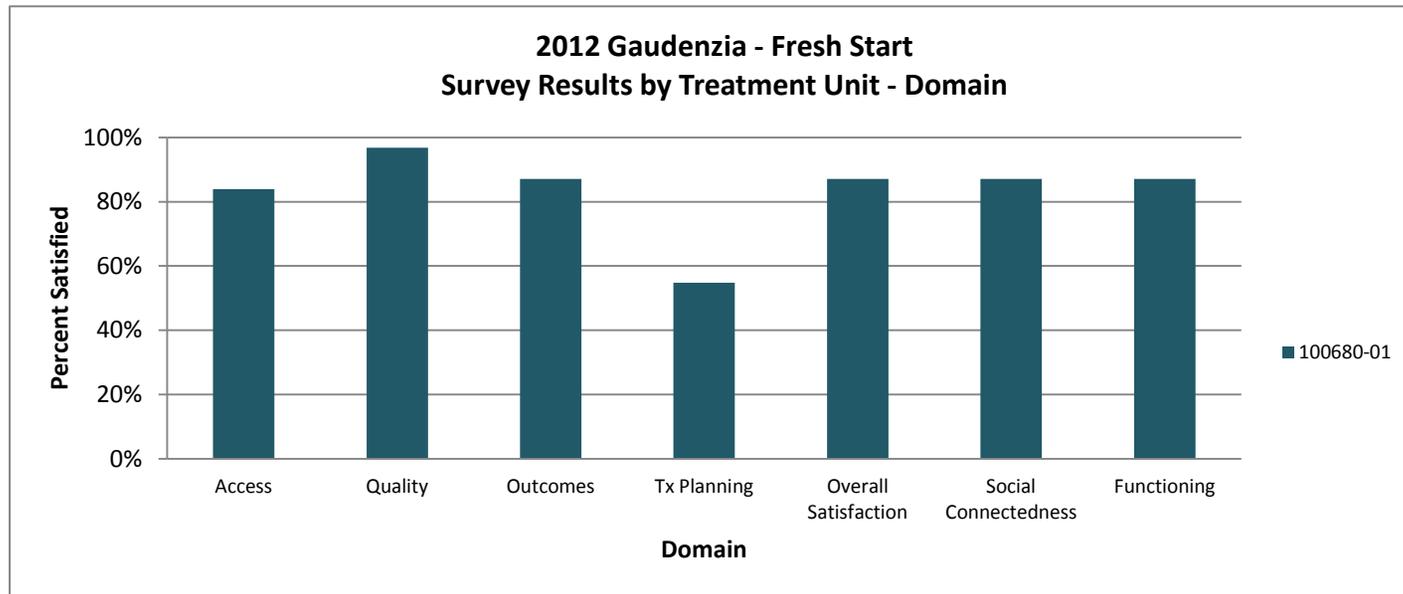
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Serenity Place Halfway House	100634-01	10	80.0%	80.0%	80.0%	60.0%	80.0%	90.0%	80.0%





Gaudenzia - Fresh Start - Results from the 2012 Consumer Satisfaction Survey

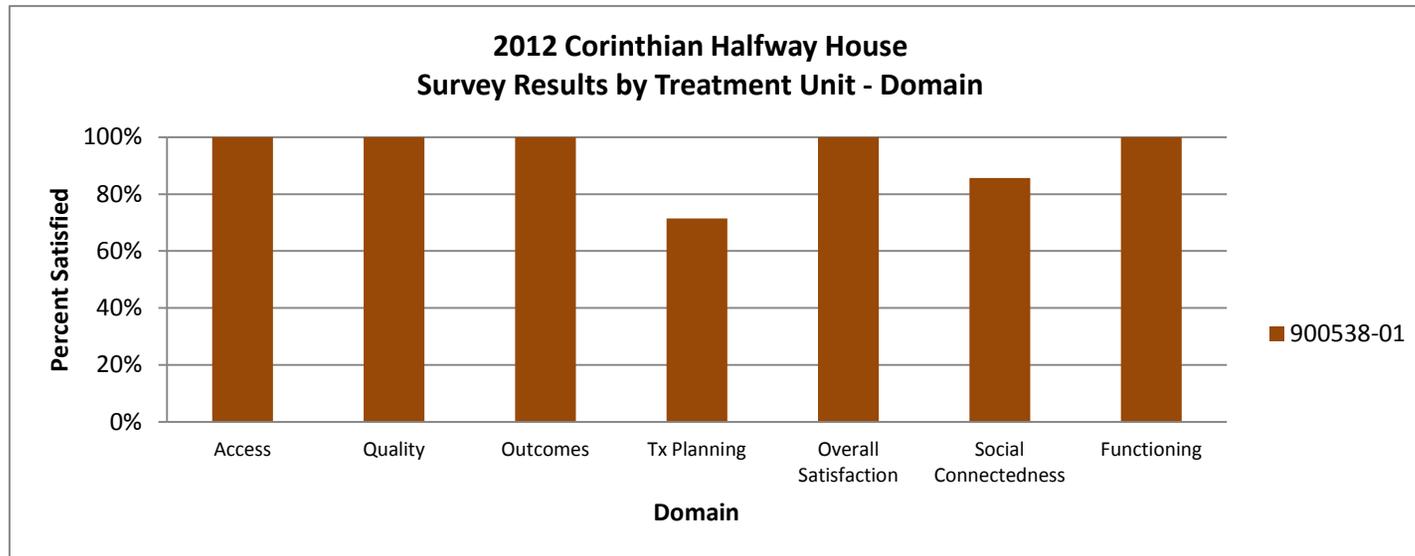
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Gaudenzia - Fresh Start	100680-01	31	83.9%	96.8%	87.1%	54.8%	87.1%	87.1%	87.1%





Corinthian Halfway House - Results from the 2012 Consumer Satisfaction Survey

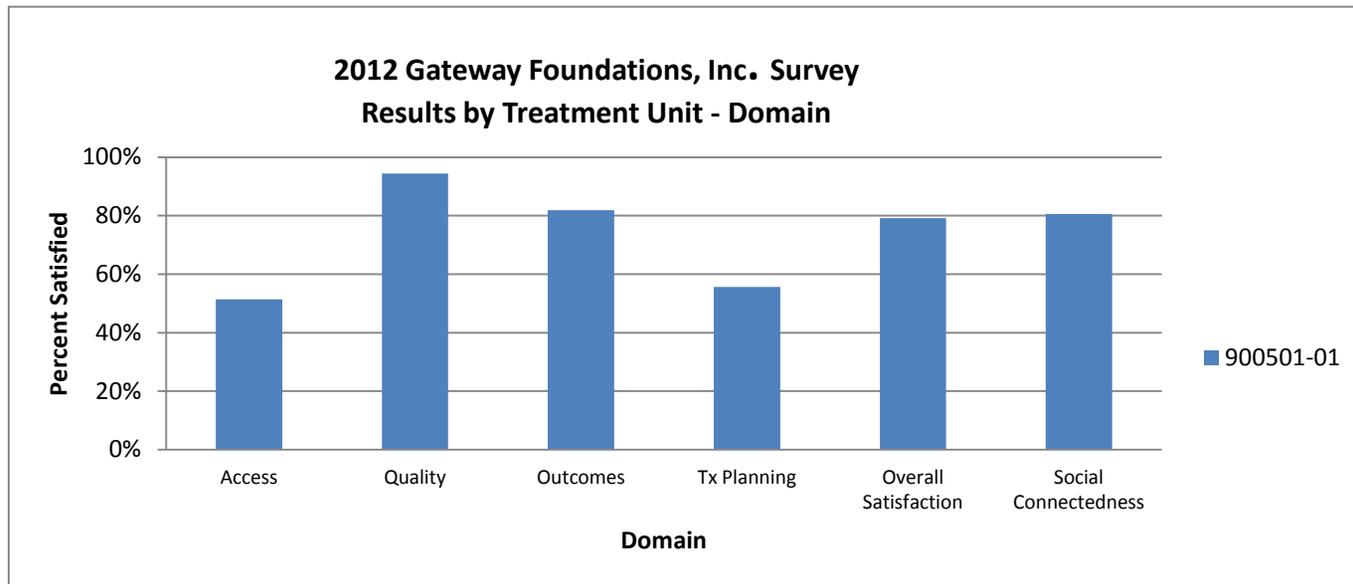
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Corinthian Halfway House	900538-01	7	100.0%	100.0%	100.0%	71.4%	100.0%	85.7%	100.0%





Gateway Foundations, Inc. - Results from the 2012 Consumer Satisfaction Survey

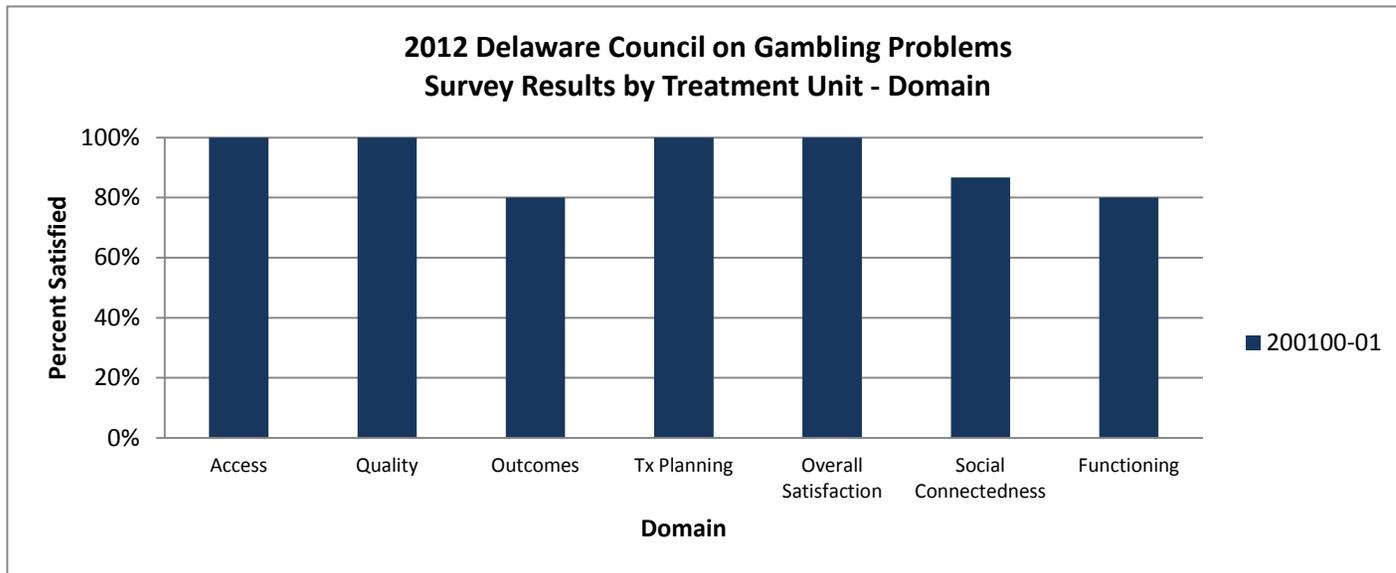
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Gateway Foundations Inc.	900501-01	72	51.4%	94.4%	81.9%	55.6%	79.2%	80.6%	84.7%





Delaware Council on Gambling Problems - Results from the 2012 Consumer Satisfaction Survey

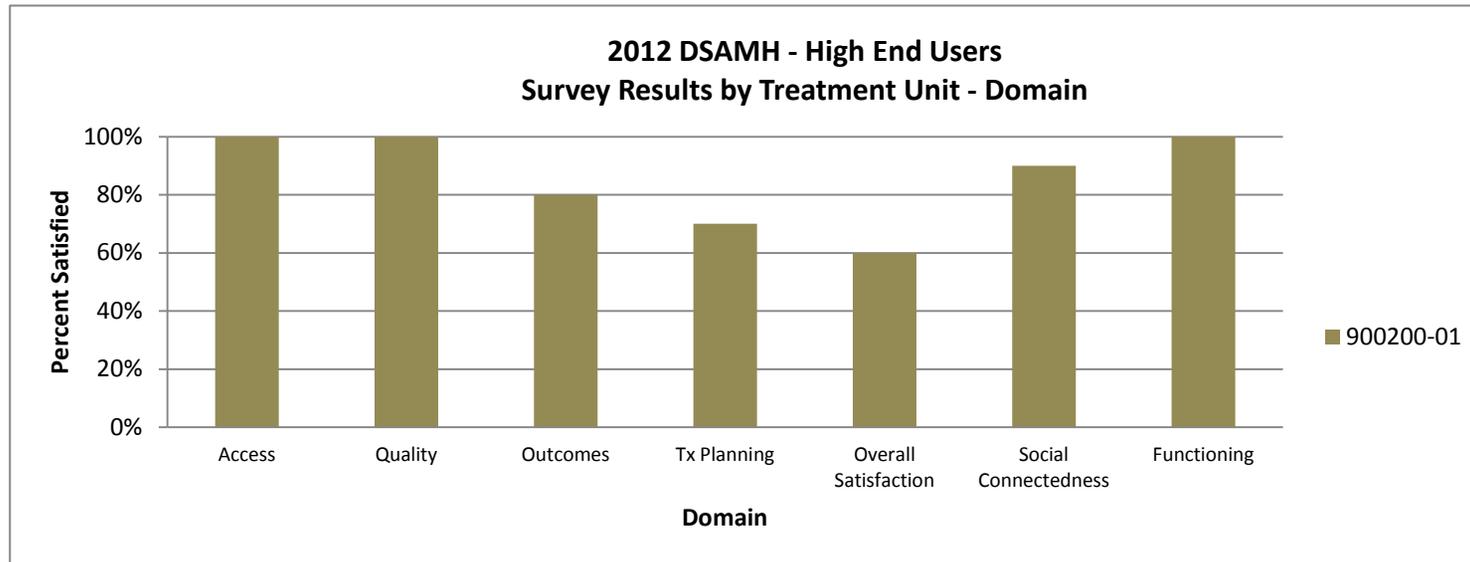
Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
Delaware Council on Gambling Problems	200100-01	15	100.0%	100.0%	80.0%	100.0%	100.0%	86.7%	80.0%





DSAMH- High End Users - Results from the 2012 Consumer Satisfaction Survey

Treatment Unit Name	Treatment Unit ID	Total N	Access	Quality	Outcomes	Tx Planning	Overall Satisfaction	Social Connectedness	Functioning
DSAMH - High End Users	900200-01	10	100.0%	100.0%	80.0%	70.0%	60.0%	90.0%	100.0%





NET NC County Kirkwood Detox - Results from the 2012 Consumer Satisfaction Survey

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	169	72.2%	82.8%	52.1%	76.3%	87.6%	66.9%	61.5%

