

## CHAPTER VIII. SERVICE UTILIZATION AND SATISFACTION

Prior research has suggested that optimum alcohol and other drug (AOD) abuse treatment involves effectively assessing clients' problems/needs and providing services that address these needs. However, empirical studies delineating the relationships among client severity/needs, services received, and related outcomes are limited. In this chapter, we examine services needed by CalTOP clients in AOD abuse treatment, services received by these clients, and their satisfaction with these services. Specifically, we address the following research questions: (1) What service components are generally received by clients participating in California alcohol and other drug treatment programs? (2) Do clients receive differential service components based on differential status at assessment? (3) Are clients satisfied with the services they received?

### Methods

#### *Study Design*

CalTOP was a multi-program multi-county prospective treatment outcome study that involved the direct collaborative efforts of policy-makers at federal, state, county, and other local levels. The participating treatment programs represented all major modalities currently available in California and the participating counties covered wide geographic regions (e.g., northern, central, and southern) and included both urban and rural areas. The outcome evaluation used a pre- and post-admission differences design to determine the effectiveness of service delivery to clients in the participating CalTOP counties. The study included consecutive admissions to participating programs starting in April 2000. A detailed description of the overall study design can be found in Chapter III.

#### *Sample*

The focus of the present analysis is on 2,677 clients (from 44 programs) who completed both the admission assessment and 3-month follow-up interviews<sup>1</sup>. Included in the sample are 954 clients in residential programs (RES), 1,621 clients in outpatient drug free (ODF) programs, and 102 clients in narcotic treatment programs (NT). Demographics and background characteristics of the clients are provided in Table 8.1. The overall study sample was 51% female, and 54% White, 19% Black, 22% Hispanic, and 5% other ethnic groups. The mean age was 35 years (SD=9.5). Approximately 69% of the clients had completed the ninth grade or higher. At admission, only 20% of the clients were married. Client characteristics differed by modality. More males entered residential treatment (53%) than outpatient drug free (47%) or narcotic treatment (40%) programs. There were more Blacks (23%) and fewer Hispanics (13%) in residential treatment than in outpatient drug free treatment (16% and 28%, respectively), or narcotic treatment treatment (19% and 23%, respectively) programs. Clients were similarly educated across modalities. Clients in outpatient drug free and residential treatment were more likely to be single or never married, while narcotic treatment clients tended to be divorced,

<sup>1</sup> Although service data during treatment was supposed to be recorded for all clients during treatment, analyses suggested that the reporting of service provision by providers was inconsistent across providers and across time. (See the Appendix for details.) However, services received in the past three months were collected from CalTOP clients during the 3-month post-admission interviews. Thus, we focus our main analyses on service utilization using the 3-month interview data.

separated or widowed. Narcotic treatment clients were also older (average of 41 years) than clients in other modalities (average of 35 years).

**Table 8.1. Client Characteristics by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Gender**</b>								
Male	768	47.3	501	52.5	41	40.2	1310	48.9
Female	853	52.6	453	47.4	61	59.8	1367	51.0
<b>Race/Ethnicity***</b>								
African American	264	16.4	216	22.6	19	18.8	499	18.7
White	808	50.1	561	58.8	58	57.4	1427	53.5
Hispanic	452	28.0	121	12.6	23	22.7	596	22.3
Asian	42	2.6	17	1.7	0	0.0	59	2.2
Native American	30	1.9	29	3.0	0	0.0	59	2.2
Other	14	0.8	10	1.0	1	0.9	25	0.9
<b>Educational Status</b>								
Less than high school	528	33.0	271	28.4	33	32.3	832	31.3
High school/GED	603	37.7	408	42.7	39	38.2	1050	39.5
Some college	462	28.9	274	28.7	30	29.4	766	28.8
None	3	0.1	1	0.1	0	0.0	4	0.1
<b>Current Marital Status***</b>								
Single/never married	650	46.0	401	44.7	33	32.6	1084	45.0
Divorced/separated/widowed	461	32.6	343	38.2	40	39.6	844	35.0
Married	300	21.2	152	31.6	28	27.7	480	19.9
<b>Age***</b>								
18 - 25	333	20.5	193	20.2	5	4.9	531	19.8
26 - 35	554	34.2	276	28.9	26	25.4	856	32.0
36 - 45	563	34.7	344	36.1	37	36.2	944	35.3
46 +	168	10.3	138	14.5	34	33.3	340	12.7
<b>Average age (SD)</b>	34.6 (9.0)		35.7 (9.8)		41.4 (10.3)		35.3 (9.4)	

\*\* p<.01; \*\*\* p< .001

Overall, the sample reported low levels of employment (22% of the clients were employed full-time and 11% of them worked part-time). About one half (47%) of these clients were under some kind of legal supervision (probation, parole, diversion). About 32% of the clients reported amphetamine or methamphetamine as their primary drug problem. An additional 26% of the clients cited alcohol as their primary problem. Heroin (16%), crack/cocaine (14%), and marijuana (10%) were the next most prevalent primary drug problems reported by clients. In terms of secondary drug problem, alcohol (24%) and marijuana (20%) were most prevalent, followed by crack/cocaine (12%) and amphetamine/methamphetamine (11%).

## ***Assessment Schedule and Procedures***

All adult clients entering the 44 treatment programs participating in CalTOP were assessed by program staff using CalTOP instruments as part of the normal admission process. Treatment staff recorded and reported services received by these clients during treatment. Staff were also asked to assess clients exiting treatment using CalTOP discharge instruments. Eligible clients were approached by treatment staff to obtain informed consent to be contacted at a later date by UCLA research staff for follow-up phone interviews at 3- and 9-months post-admission. Clients consenting were also asked for locator information. Those who completed the follow-up interviews were paid \$10 and \$15 in the form of money orders mailed to their designated addresses. Clients with multiple treatment admissions could enroll in the 3-month follow-up sample each time they entered treatment.

## ***Data Sources/Instruments/Measures***

Data sources for this chapter include: the California admission form; the Addiction Severity Index (Lite) Clinical Factors TOPPS II form; the California approach to the American Society of Addiction Medicine Client Placement Criteria form (CA ASAM PPC II); service codes collected during treatment; exit from treatment form; and the 3-month post-admission follow-up interviews. A detailed description of these instruments can be found in Chapter III.

## **Analysis**

We provide descriptive statistics of the sample in terms of pre-admission characteristics, services received, satisfaction with these services, and treatment outcome status at the 3-month follow-up interview. Bivariate correlation analyses were conducted to assess the relationship between client problem severity at admission and services received, satisfaction as reported during the 3-month interview, and service intensity. Because the number of valid responses for individual items varied, the total number on which descriptive statistics percentages were calculated may vary from the variable total.

## **Results**

### ***Client pretreatment characteristics***

#### Client Problem Severity

Client problem severity in the seven areas measured by the ASI Lite was obtained from both the composite scores and the clinical factor scores. Clinical factor scores are standardized scores that permit comparisons across the domains, while composite scores allow comparisons across groups within the same domain. As indicated by the ASI clinical factors (shown in Table 8.2), alcohol use (54 percentile), legal (54 percentile), psychiatric (53 percentile) and employment (52 percentile) were the four most severe problems among CalTOP clients, followed by family (50 percentile), medical (44 percentile), and drug (40 percentile) problem severities. Similar patterns were observed among clients in all modalities, except that among NT clients, whose legal problem severity ranked second (52 percentile) after psychiatric problem severity (55 percentile).

**Table 8.2. ASI Clinical Factors by Modality**

	<b>ODF</b>	<b>RES</b>	<b>NT</b>	<b>Total</b>
	(N = 1621)	(N = 954)	(N = 102)	(N = 2677)
Alcohol	52.8	56.1	49.2	53.9
Drugs	37.6	42.1	51.1	39.9
Medical	42.5	44.5	50.4	43.6
Family	47.8	52.3	49.6	49.5
Employment	51.9	52.2	47.5	51.8
Legal	52.9	54.8	51.8	53.6
Psychiatric	52.5	54.6	55.4	53.4

Comparisons of composite scores in the seven ASI problem areas across clients in the three modalities showed that ODF clients had the least severe levels in all areas except in the legal and alcohol areas, where NT clients had the lowest level of severity (See Table 8.3.). NT clients had the highest levels in drug problem severity, psychiatric problem severity, and medical problem severity, and were comparable with residential clients with respect to these problems. Residential clients had the highest levels in alcohol problem severity, family problem severity, employment problem severity, and legal problem severity.

**Table 8.3. ASI Composite Scores by Modality**

	<b>ODF</b>	<b>RES</b>	<b>NT</b>	<b>Total</b>
	(N = 1621)	(N = 954)	(N = 102)	(N = 2677)
Alcohol	.13	.25	.06	.17
Drugs	.08	.14	.25	.11
Medical	.15	.20	.29	.18
Family	.17	.23	.21	.19
Employment	.62	.78	.72	.68
Legal	.14	.18	.06	.15
Psychiatric	.19	.25	.27	.22
*** p < .001				

About 59% of clients had been in a controlled environment in the six months prior to treatment admission and had spent an average of 36 days (SD = 58) in that environment (See Table 8.4). Jail and alcohol/drug treatment were the two controlled environments clients had experienced most. About 38% of clients had been in a controlled environment in the 30 days prior to treatment admission and on average clients had spent 6 days (SD = 10) in that environment. Again jail and alcohol/drug treatment were the two controlled environments clients had experienced most.

**Table 8.4. Client Experiences with a Controlled Environment by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Has not been in a controlled environment in the past 6 months***</b>	699	48.4	253	28.1	58	57.4	1010	41.3
<b>Has been in a controlled environment in the past 6 months***</b>								
Jail	443	30.7	331	36.8	10	9.9	784	32.1
Alcohol/drug treatment	208	14.4	212	23.5	10	9.9	430	17.6
Medical treatment	36	2.5	49	5.4	16	15.8	101	4.1
Psychiatric treatment	33	2.2	25	2.7	2	1.9	60	2.4
Other	23	1.6	29	3.2	5	4.9	57	2.3
<b>Average no. of days in controlled environment in past 6 months (SD)***</b>	35.3 (60.8)		39.7 (57.1)		14.6 (30.2)		36.1 (58.7)	
<b>Has not been in a controlled environment in the past 30 days***</b>	1051	72.8	376	41.8	85	84.1	1512	61.9
<b>Has been in a controlled environment in the past 30 days***</b>								
Jail	164	11.3	238	26.4	4	3.9	406	16.6
Alcohol/drug treatment	167	11.5	205	22.8	7	6.9	379	15.5
Medical treatment	21	1.4	27	3	4	3.9	52	2.1
Psychiatric treatment	20	1.3	22	2.4	0	0	42	1.7
Other	19	1.3	31	3.4	1	0.9	51	2
<b>Average no. of days in controlled environment in past 30 days (SD)***</b>	4.8 (10.0)		9.7 (11.9)		2.2 (6.4)		6.5 (10.9)	

\*\*\* p < .001

### Medical Status

Sixty-six percent of the clients had been hospitalized for medical problems sometime in their life, averaging three episodes (See Table 8.5.). About 4% of the clients had stayed overnight in a hospital and 10% had visited an emergency room in the 30 days prior to treatment admission. The percentage of clients hospitalized and having visited an emergency room was higher in the 6 months prior to treatment admission (10% and 27% respectively). About one quarter (26%) of the clients had a chronic medical problem that interfered with daily life and a similar percentage (23%) were taking prescribed medication on a regular basis for physical problems. About 5% reported receiving a pension for a physical disability, while approximately one-third (36%) of the clients had experienced medical problems in the 30 days prior to treatment admission. One-third (34%) had been troubled by these medical problems and about one quarter (19%) rated their need for medical treatment as “considerable” or “extreme.” There were significant differences in client medical status by modality. More NT clients had experienced medical problems in their lifetime and in the past 30 days and had stayed overnight in a hospital in the prior 6 months. More residential clients had visited an emergency room in the past 30 days. Although more NT clients reported having been troubled by medical problems in the past 30 days more than half reported not needing medical treatment for these problems (59%). About one quarter of residential (23%) and NT (25%) clients reported their need for medical treatment as “considerable” or “extreme.”

**Table 8.5. Medical Status by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Ever been hospitalized***</b>	862	60.8	640	71.1	89	88.1	1591	65.8
<b>Average no. of hospitalizations (SD)</b>	2.2 (4.0)		2.8 (5.1)		3.5 (4.1)		2.5 (4.5)	
<b>Stayed overnight in hospital in past 30 days***</b>	28	1.9	50	5.6	6	5.9	84	3.4
<b>Stayed overnight in hospital in past 6 months***</b>	93	6.4	119	13.2	22	21.7	234	9.6
<b>Visited emergency room in past 30 days***</b>	90	6.3	144	16.0	11	10.8	245	10.1
<b>Visited emergency room in past 6 months***</b>	277	19.5	325	36.1	42	41.5	644	26.6
<b>Experiencing chronic medical problems***</b>	318	22.5	244	27.3	59	58.4	621	25.8
<b>Taking prescribed medication for a physical problem**</b>	309	21.8	209	23.3	36	35.6	554	23.0
<b>Receives pension for physical disability</b>	68	4.8	48	5.3	9	8.9	125	5.1
<b>Had medical problems in past 30 days***</b>	446	31.5	358	39.8	59	58.4	863	35.7
<b>Been troubled or bothered by medical problems in past 30 days***</b>								
Not at all	987	70.3	555	61.8	48	47.5	1590	66.1
Slightly	144	10.2	123	13.7	20	19.8	287	11.9
Moderately	75	5.3	58	6.4	16	15.8	149	6.2
Considerably	111	7.9	85	9.4	12	11.8	208	8.7
Extremely	87	6.2	76	8.4	5	4.9	168	6.9
<b>Treatment needed for medical problems***</b>								
Not at all	1023	72.8	579	64.6	60	59.4	1662	69.2
Slightly	103	7.3	89	9.9	9	8.9	201	8.3
Moderately	46	3.2	20	2.2	7	6.9	73	3
Considerably	84	5.9	68	7.6	20	19.8	172	7.1
Extremely	148	10.5	139	15.5	5	4.9	292	12.1

\*\*p< .01; \*\*\* p< .001

## Employment and Income Sources

Most of the clients (47%) were not employed or seeking work prior to treatment admission (See Table 8.6.). Approximately one quarter (22%) were employed full-time, 11% were employed part-time, and 20% were not employed but seeking work. About half (47%) had a driver's license and one third (33%) had an automobile available. More outpatient drug free clients were employed either full-time (30%) or part-time (13%) while most residential and narcotic treatment clients were not in the labor force (i.e., not working or actively seeking work) at treatment admission. More ODF clients had a driver's license (51%) and an automobile available (40%) at treatment admission.

Approximately 34% of the clients reported receiving legal wages from a job, while almost one quarter (24%) received income from the earnings of a mate, family or friends. The next most frequently reported source of income was cash from a pension, other benefits or Social Security (14%), and welfare/public assistance (9%). About 5% of the clients received disability income and 2% received unemployment compensation. One third (36%) reported that a majority of their support was provided by another. Only 3% of the clients reported receiving income from illegal activities. The average monthly legal income in the 30 days prior to treatment admission was \$737 (SD = \$2,441). The average monthly illegal income was \$912.7<sup>2</sup> (SD = \$1333.91). Clients reported being paid for an average of 8 (SD = 9) days of work in the past 30 days and that about 1 person on average (SD = 1) depended on the client for the majority of their food and shelter. Few clients had received any job training in the 30 days or 6 months prior to treatment admission. About one third (35%) had experienced employment problems in the past 30 days and a similar percentage (38%) had been troubled or bothered by these problems. One quarter (26%) reported a "considerable" or "extreme" need for employment counseling at treatment admission.

With respect to the different modalities, outpatient drug free clients reported earnings from employment (45%) or earnings of a mate, family or friends (18%) or support from welfare or public assistance (18%). Residential clients received income from a mate, family or friends (32%), employment (19%), or cash from a pension, other benefits or Social Security (13%). The most common source of income for NT clients was cash from a pension, other benefits or Social Security (48%), followed by money from the earnings of a mate, family or friends (28%), welfare/public assistance (24%), and employment earnings (21%). Fewer NT clients reported receiving a majority of their support from others (22%). ODF clients had worked more days on average (8 days) in the past 30 days than clients in other modalities. Similar percentages of NT and residential clients reported illegal income (7% and 6% respectively) while only 1% of ODF clients reported an illegal income. Compared to NT clients, more residential and ODF clients reported recent employment problems and expressed a "considerable" or "extreme" need for employment counseling at treatment admission.

<sup>2</sup> Average illegal income is based on 75 clients who reported an illegal income in the 30 days prior to treatment admission.

**Table 8.6. Employment Status and Support Sources by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Employment Status***</b>								
Full-time	429	29.7	104	11.5	9	8.9	542	22.1
Part-time	190	13.1	66	7.3	9	8.9	265	10.8
Unemployed	325	22.5	149	16.5	10	9.9	484	19.8
Not in the Labor Force	498	34.5	580	64.5	73	72.2	1151	47.1
<b>Transportation***</b>								
Has valid driver's license	721	51.0	374	41.7	45	44.6	1140	47.3
Has automobile available	559	39.5	197	21.9	34	33.6	790	32.7
<b>Support Source</b>								
Employment***	632	44.6	174	19.3	21	20.7	827	34.2
Unemployment compensation	25	1.8	19	2.1	1	0.9	45	1.8
Welfare/public assistance (includes CalWORKS, WIC, GR, & food stamps)***	248	17.5	85	9.4	24	23.7	357	9.4
Pensions, benefits, Social Security***	174	12.3	113	12.5	48	47.5	335	13.8
Mate, family or friends***	251	17.7	288	32.0	28	27.7	567	23.4
Illegal Income***	11	0.7	57	6.3	7	7.0	75	3.1
Disability	68	4.8	48	5.3	9	8.9	125	5.1
Majority of support provided by another**	520	36.9	306	35.2	20	19.8	846	35.6
Average no. of days paid for working in past 30 days (SD)***	7.8 (10.2)		2.7 (6.9)		3.0 (7.3)		5.7 (9.3)	
Ave no. people depending on client for majority of food, shelter, etc. (SD)***	1.1 (1.5)		0.4 (1.0)		0.8 (1.2)		0.8 (1.4)	
Avg. monthly legal income (SD)**	\$852.1 (\$2370.0)		\$551.7 (\$2659.3)		\$766.8 (\$661.8)		\$736.7 (\$2441.2)	
Avg. monthly illegal income (SD)3	\$841.6 (\$1561.0)		\$872.1 (\$1186.1)		\$1350.0 (\$2122.3)		\$912.7 (1333.91)	
<b>Job Training</b>								
Has been enrolled in voc. training or educational program in past 6 months*	107	7.6	43	4.9	6	5.9	156	6.5
<b>Employment Problems and Counseling Need</b>								
Had employment problems in past 30 days***	510	36.1	314	34.9	15	15.0	839	34.8
Been troubled or bothered by employment problems in past 30 days***	561	39.9	347	38.6	15	15.0	923	38.4
<b>Counseling need for employment problems***</b>								
Not at all	866	61.8	543	60.6	86	86.0	1495	62.3
Slightly	115	8.2	52	5.8	3	3.0	170	7.0
Moderately	92	6.5	27	3.0	2	2.0	121	5.0
Considerably	129	9.2	71	7.9	5	5.0	205	8.5
Extremely	199	14.2	203	22.6	4	4.0	406	16.9

\* p<.05; \*\* p<.01; \*\*\* p< .001

## Substance Use and Treatment History

Amphetamine was the most common primary drug problem at admission (32%), followed by alcohol (26%), heroin or opiates (16%), and crack/cocaine (14%) (See Table 8.7.). The primary drug among clients in outpatient drug free and residential treatment was similar although heroin was more common among residential clients (20%) and marijuana was more common among outpatient drug free clients (13%). Almost all NT clients indicated a problem with heroin (98%). About half (51%) of the clients in the total sample had not used their primary drug in the 30 days prior to treatment admission although 42% acknowledged some illicit drug use in the same time period<sup>4</sup>. Most had used illicit drugs at some point in their lifetime (92%). The most frequently used drugs in the 30 days prior to treatment admission were marijuana (19%), amphetamines (18%), heroin or other opiates (12%), and crack/cocaine (12%). The most common route of administering the primary drug was smoking (41%), followed by oral (31%), injection (19%), and nasal (10%). On average, clients had spent about \$25 (SD = \$94) on alcohol and \$114 (SD = \$443) on drugs in the 30 days prior to treatment admission.

**Table 8.7. Substance Use by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Primary Drug***</b>								
Amphetamines	578	40.5	209	23.2	0	0	787	32.4
Alcohol	350	24.54	286	31.81	1	0.99	637	26.2
Crack/cocaine	174	12.2	158	17.58	0	0	332	13.69
Heroin/other opiates	108	7.57	181	20.13	99	98.02	388	15.99
Marijuana	187	13.11	52	5.78	0	0	239	9.85
Other	29	2.03	13	1.45	1	0.99	43	1.77
<b>Secondary Drug***</b>								
Amphetamines	150	10.5	119	13.2	7	6.9	276	11.3
Alcohol	390	27.39	179	19.91	13	12.87	582	24.01
Crack/cocaine	120	8.43	143	15.91	29	28.71	292	12.05
Heroin/other opiates	30	2.11	53	5.9	5	4.95	88	3.63
Marijuana	295	20.72	178	19.8	4	3.96	477	19.68
Other	39	2.74	19	2.11	0	0	58	2.39
None	400	28.09	208	23.14	43	42.57	651	26.86
<b>Primary drug use frequency***</b>								
No use	873	61.48	357	39.71	26	25.74	1256	51.9
Monthly	235	16.55	117	13.01	13	12.87	365	15.08
At least weekly	211	14.86	247	27.47	29	28.71	487	20.12
At least daily	101	7.11	178	19.8	33	32.67	312	12.89
<b>Used in Past 30 Days</b>								
Any illicit drug***	468	33.26	452	50.28	84	83.17	1004	41.71
Amphetamines*	240	17.02	188	20.91	13	12.87	441	18.3
Alcohol***	530	37.46	404	44.94	32	31.68	966	40
Crack/cocaine***	79	5.61	189	21.02	21	20.79	289	12.01

<sup>4</sup> It is unclear why these clients were not using their primary problem drug at treatment admission. Possible explanations include that these clients may be criminal justice referrals or transfers from other facilities.

**Table 8.7. Substance Use by Modality (Cont.)**

	<b>ODF</b>		<b>RES</b>		<b>NT</b>		<b>Total</b>	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
Marijuana***	227	16.11	216	24.03	16	15.84	459	19.05
Heroin/other opiates***	56	3.99	149	16.57	83	82.18	288	11.98
Other***	51	3.63	116	12.9	85	84.16	252	10.47
<b>Ever Used in Lifetime***</b>								
Any illicit drug	1287	90.89	840	93.44	101	100	2228	92.22
Amphetamines	879	62.3	523	58.18	40	39.6	1442	59.81
Alcohol	1185	83.69	766	85.21	69	68.32	2020	83.61
Crack/cocaine	604	43.11	540	60.07	48	47.52	1192	49.65
Marijuana	902	64.15	643	71.52	46	45.54	1591	66.13
Heroin/other opiates	240	17.18	343	38.15	100	99.01	683	28.49
Other	401	28.62	377	41.94	79	78.22	857	35.69
<b>Route of Administration***</b>								
Oral	391	27.46	321	35.71	8	7.92	720	29.7
Nasal	172	12.08	74	8.23	3	2.97	249	10.27
Smoking	686	48.17	298	33.15	0	0	984	40.59
Injection	165	11.59	201	22.36	84	83.17	450	18.56
Other	10	0.7	5	0.56	6	5.94	21	0.87
<b>Fiscal Burden of Use***</b>								
Average amount spent on alcohol in past 30 days (SD)	\$15.7 (\$74.2)		\$45.3 (\$119.0)		\$8.5 (\$28.5)		\$26.4 (\$93.5)	
Average amount spent on drugs in past 30 days (SD)	\$40.9 (\$280.9)		\$185.8 (\$537.9)		\$491.6 (\$867.1)		\$113.7 (\$442.7)	

\*\* p<.01; \*\*\* p< .001

More than half (54%) had received prior drug treatment, while less than that (30%) had received prior alcohol treatment (See Table 8.8). Narcotic treatment clients had more drug treatment experiences than residential or outpatient drug free clients. Many clients (45%) had attended 12-step meetings in the 30 days prior to treatment admission. On average NT clients had more outpatient treatment days (16 days) in the 30 days prior to the CalTOP treatment admission than clients in other modalities. About 38% had experienced alcohol problems and 52% had experienced drug problems in the 30 days prior to treatment admission and by modality more residential clients reported alcohol problems (49%) and more NT clients reported drug problems (84%). Similarly, more residential clients reported a “considerable” or “extreme” need for treatment for alcohol problems (40%) while more NT clients reported a “considerable” or “extreme” need for treatment for drug problems (77%).

**Table 8.8. Treatment History by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Treatment History</b>								
Ever prior drug treatment***	665	47	543	60.4	98	97	1306	54.1
Ever prior alcohol treatment***	369	26	349	38.8	14	13.8	732	30.3
Average no. of drug treatments (SD)	1.3 (4.5)		2.1 (3.7)		6.6 (6.4)		1.8 (4.4)	
Average no. of alcohol treatments (SD)	0.9 (4.4)		1.3 (3.1)		0.6 (2.6)		1.0 (3.9)	
<b>Attended 12-step groups in past 30 days***</b>	624	44.1	437	48.6	30	29.7	1091	45.2
<b>Average no. of days treated in outpatient setting in past 30 days</b>	3.7 (7.9)		3.5 (8.0)		15.8 (11.7)		4.1 (8.5)	
<b>Had alcohol problem in past 30 days***</b>	472	33.4	444	49.3	11	10.8	927	38.4
<b>Been troubled by alcohol problem in past 30 days***</b>								
Not at all	987	69.9	461	51.4	91	90.1	1539	63.8
Slightly	139	9.8	102	11.3	4	3.9	245	10.1
Moderately	92	6.5	59	6.5	1	0.9	152	6.3
Considerably	84	5.9	84	9.3	1	0.9	169	7
Extremely	110	7.7	190	21.2	4	3.9	304	12.6
<b>Treatment need for alcohol problem is***</b>								
Not at all	949	67.4	443	49.4	92	91	1484	61.7
Slightly	71	5	64	7.1	3	2.9	138	5.7
Moderately	56	3.9	31	3.4	2	1.9	89	3.7
Considerably	109	7.7	55	6.1	0	0	164	6.8
Extremely	223	15.8	303	33.8	4	3.9	530	22
<b>Had drug problem in past 30 days***</b>	727	51.4	560	62.2	85	84.1	1372	56.8
<b>Been troubled by drug problem in past 30 days***</b>								
Not at all	739	52.3	350	38.9	19	18.8	1108	45.9
Slightly	168	11.9	83	9.2	10	9.9	261	10.8
Moderately	130	9.2	62	6.9	18	17.8	210	8.7
Considerably	151	10.7	109	12.1	41	40.5	301	12.4
Extremely	223	15.8	294	32.7	13	12.8	530	21.9
<b>Treatment need for drug problem is***</b>								
Not at all	692	49.1	334	37.1	16	15.8	1042	43.2
Slightly	64	4.5	26	2.9	3	2.9	93	3.8
Moderately	70	4.9	34	3.7	4	3.9	108	4.4
Considerably	147	10.4	79	8.8	54	53.4	280	11.6
Extremely	435	30.8	425	47.3	24	23.7	884	36.7

\*\*\* p < .001

## Legal Status

Fifty-three percent of the sample came to treatment without any criminal justice intervention, while about one third were on probation and 10% were on some type of parole. Most NT clients (74%) entered treatment without any criminal justice intervention (See Table 8.9.). In their lifetime, more than half of clients had been arrested for drug charges (56%), more than one-third had been arrested for parole/probation violations (36%), more than a quarter had been arrested for shoplifting or vandalism (27%) and a little less than a quarter had been arrested for assault (21%). In all but a few categories, more NT clients reported being arrested than outpatient drug free and residential clients. Type of arrest varied by modality. More ODF clients had been arrested for drug charges (57%), more residential clients had been arrested for assault (24%), other (18%), and weapons offenses (17%), and more NT clients had been arrested for shoplifting or vandalism (48%), burglary (21%), and prostitution (19%). About one third of clients had been charged with driving while intoxicated or a major driving violation in their lifetime. Only 8% had been arrested in the 30 days prior to treatment admission while about 32% had been arrested in the 6 months prior to treatment admission. More than half had been convicted of a charge (71%) in their lifetime while a much smaller percentage were awaiting charges, trial or sentencing at treatment admission (13%). Sixty-four percent of clients had been incarcerated in their lifetime and 20% had been incarcerated in the 30 days prior to treatment admission. By modality, more residential clients had been arrested and incarcerated in the recent past than clients in other modalities. Slightly more NT clients had been incarcerated in their lifetime and NT clients had also spent more months incarcerated on average over their lifetime (32 months). About 5% of clients had engaged in illegal activities for profit in the prior 30 days. At treatment admission more than half of clients said they were not troubled by their current legal problems (54%) while less than a quarter were extremely troubled by their current legal problems (18%). Similarly, more than half said they did not need any counseling for legal problems (59%) while less than a quarter were in extreme need for legal problems counseling (20%).

**Table 8.9. Interactions with the Criminal Justice System by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
<b>Legal Status at Admission***</b>	N	%	N	%	N	%	N	%
None	861	53.7	468	49.1	71	73.9	1400	52.8
Probation	505	31.5	347	36.4	17	17.7	869	32.7
Parole/CDC	80	4.9	87	9.1	4	4.1	171	6.4
Parole/Other	71	4.4	8	0.8	4	4.1	83	3.1
Diversion	82	5.1	41	4.3	0	0	123	4.6
<b>Treatment admission prompted by CJS***</b>	714	50.6	348	38.8	7	6.9	1069	44.4
<b>Currently on parole or probation***</b>	780	55.2	475	52.9	26	25.7	1281	53.1
<b>Has been arrested in lifetime for:</b>								
Shoplifting/Vandalism***	316	22.4	293	32.5	48	47.5	657	27.2
Parole/Probation Violations***	429	30.4	396	44.0	45	44.5	870	36.1
Drug Charges	801	56.8	504	56	47	46.5	1352	56.1
Forgery***	99	7	114	12.6	16	15.8	229	9.5
Weapons Offense***	164	11.6	155	17.2	13	12.8	332	13.7
Burg./Larceny/B & E***	158	11.2	155	17.2	21	20.7	334	13.8
Robbery**	99	7	93	10.3	14	13.8	206	8.5
Assault**	266	18.8	219	24.3	18	17.8	503	20.8
Arson	4	0.2	5	0.5	0	0	9	0.3
Rape	8	0.5	4	0.4	0	0	12	0.5
Homicide/Manslaughter**	7	0.5	15	1.6	2	1.9	24	1
Prostitution***	67	4.7	50	5.5	19	18.8	136	5.6
Contempt of Court***	55	3.9	81	9	8	7.9	144	5.9
Other	243	17.2	158	17.5	13	12.8	414	17.2
<b>Has been charged in lifetime for:</b>								
Disorderly conduct, vagrancy, public intoxication***	278	19.7	247	27.4	21	20.7	546	22.6
Driving while intoxicated***	397	28.1	318	35.3	30	29.7	745	30.9
Major driving violations**	395	28	293	32.5	38	37.6	726	30.1
<b>Has been arrested in past 30 days***</b>	98	6.9	97	10.7	2	1.9	197	8.1
<b>Has been arrested in past 6 months***</b>	380	26.9	368	40.9	14	13.8	762	31.6
<b>Has been convicted</b>	972	69	660	73.4	74	73.2	1706	70.8
<b>Currently awaiting charges, trial or sentencing***</b>	145	10.2	151	16.8	10	9.9	306	12.7
<b>Incarcerated in lifetime***<sup>1</sup></b>	858	60.7	598	66.5	77	76.2	1533	63.5
<b>Incarcerated in the past 30 days***</b>	204	14.4	283	31.4	5	4.9	492	20.3
<b>Average no. of months incarcerated in lifetime (SD)***</b>	12.8 (24.2)		18.9 (29.9)		31.9 (39.4)		15.9 (27.6)	
<b>Engaged in illegal activities for profit in past 30 days***</b>	33	2.3	84	9.3	15	14.8	132	5.4
<b>Troubled by current legal problems***</b>								
Not at all	765	54.2	444	49.4	88	87.1	1297	53.8
Slightly	128	9	100	11.1	6	5.9	234	9.7
Moderately	116	8.2	80	8.9	2	1.9	198	8.2
Considerably	140	9.9	96	10.6	1	0.9	237	9.8
Extremely	260	18.4	178	19.8	4	3.9	442	18.3
<b>Counseling need for legal problems***</b>								
Not at all	844	59.9	487	54.2	94	93	1425	59.2
Slightly	103	7.3	84	9.3	2	1.9	189	7.8
Moderately	87	6.1	50	5.5	2	1.9	139	5.7
Considerably	114	8	66	7.3	1	0.9	181	7.5
Extremely	261	18.5	210	23.4	2	1.9	473	19.6

<sup>1</sup> "Incarcerated in lifetime" is defined as having spent time in jail (whether or not the charge resulted in a conviction), prison, or detention center since the age of 18, unless the client was detained as an adult while still a juvenile.

\*\*p < .01; \*\*\* p < .001

## Family and Social Relationships

At treatment admission 65% of clients were living independently and about 16% were homeless. The percentage of residential clients who were homeless was higher (34%) than the percentage of homeless clients in other modalities (See Table 8.10.). Slightly more than half were satisfied with their living arrangements (52%) although by modality the percentage of NT clients satisfied with their living arrangement was much lower (26%). Half of clients spent their free time with family (49%) and half spent their free time either with friends (26%) or alone (25%). More than two-thirds were satisfied with spending their free time this way (69%) although the percentages were slightly lower for residential clients and slightly higher for ODF and NT clients. Some clients reported currently living with someone who had an alcohol problem (10%) or used illegal drugs (9%), and NT clients were more likely than clients in other modalities to be living with someone who uses illegal drugs (24%). Half of the clients had been abused physically (49%) and about one third had been abused sexually (33%) in their lifetime. The frequency of these experiences across modalities was similar. Many clients had experienced serious conflicts with family members (36%) or other people (14%) in the 30 days prior to treatment admission and most had experienced serious conflicts with family members over their lifetime (81%). These family and social conflicts were more common among residential clients.

About 7% of the female clients were pregnant at the time of treatment admission and most had received prenatal care (82%). About 62% of clients had one or more child under the age of 18 years. One third of clients reported that they had had one or more children removed from their care by Child Protective Services, and of these about 37% had lost parental rights to one or more of their children. Although a similar percentage of narcotic treatment clients had children under the age of 18 years, more NT clients (80%) had lost parental rights to one or more children. About one-third had been troubled by family problems (41%) or social problems (31%) in the 30 days prior to treatment admission and a similar percentage reported needing treatment for these problems.

**Table 8.10. Family and Social Relationships by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Living Arrangements***</b>								
Homeless	79	5.6	291	33.7	8	7.9	378	15.9
Dependent living	249	17.7	183	21.2	14	13.8	446	18.8
Independent living	1072	76.5	389	45	79	78.2	1540	65.1
Satisfied with living arrangement	834	59.6	381	42.4	26	26	1241	51.7
<b>With Whom Spend Free Time***</b>								
Family	782	55.4	348	38.8	56	56	1186	49.2
Friends	352	24.9	257	28.6	17	17	626	26
Alone	276	19.5	291	32.4	27	27	594	24.6
Satisfied with spending free time this way	1069	75.8	517	57.7	75	74.2	1661	69
<b>Current relationships</b>								
Roommate has alcohol problem	132	9.3	93	10.4	10	9.9	235	9.7
Roommate uses illegal drugs***	120	8.5	79	8.8	24	23.7	223	9.2
<b>Prior abuse</b>								
Ever been abused physically	659	46.7	471	52.5	49	48.5	1179	48.9
Ever been abused sexually	449	31.9	300	33.5	41	40.5	790	32.8
<b>Prior conflict</b>								
Had serious conflicts with family in past 30 days***	441	31.2	384	42.8	37	36.6	862	35.7
Had serious conflicts with other people in past 30 days***	160	11.3	168	18.7	13	12.8	341	14.1
Has ever had serious conflicts with family in lifetime**	1124	79.5	760	84.7	79	78.2	1963	81.4
Has ever had serious conflicts with other people in lifetime***	451	31.9	419	46.7	35	34.6	905	37.5
<b>Clients with children</b>								
Currently pregnant***	32	4.3	31	7.3	18	30	81	6.6
If pregnant, received prenatal care	26	83.8	24	82.7	14	77.7	64	82
<b>No. of children &lt; 18 years among clients***</b>								
1	296	20.9	182	20.2	27	27	505	20.9
2	295	20.8	146	16.2	15	15	456	18.9
3	165	11.6	77	8.5	2	2	244	10.1
4 or more	196	13.8	76	8.4	10	10	282	11.7
None	460	32.5	418	46.5	46	46	924	38.2
<b>Clients who have:</b>								
Had one or more children removed by CPS***	309	32.4	109	22.6	15	27.7	433	29.1
Lost parental rights to one or more children***	88	28.5	60	55	12	80	160	37

**Table 8.10. Family and Social Relationships by Modality (Cont.)**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Family/Social Problems and Treatment Need</b>								
Been troubled by family problems in past 30 days***								
Not at all	891	63.3	486	54.1	55	54.4	1432	59.5
Slightly	130	9.2	99	11.0	22	27.1	251	10.4
Moderately	113	8.0	71	7.9	11	10.8	195	8.1
Considerably	116	8.2	88	9.8	7	6.9	211	8.7
Extremely	157	11.1	154	17.1	6	5.9	317	13.1
Treatment need for family problems is***								
Not at all	888	63.1	477	53.1	64	63.3	1429	59.4
Slightly	99	7	78	8.6	17	16.8	194	8
Moderately	87	6.1	51	5.6	8	7.9	146	6
Considerably	108	7.6	79	8.8	7	6.9	194	8
Extremely	224	15.9	213	23.7	5	4.9	442	18.3
Been troubled by social problems in past 30 days***								
Not at all	1028	73.2	548	61	73	72.2	1649	68.6
Slightly	137	9.7	105	11.6	15	14.8	257	10.6
Moderately	96	6.8	59	6.5	7	6.9	162	6.7
Considerably	65	4.6	90	10.0	5	4.9	160	6.9
Extremely	78	5.5	96	10.6	1	0.9	175	7.2
Treatment need for social problems is***								
Not at all	1020	72.6	542	60.3	77	76.2	1639	68.2
Slightly	112	7.9	102	11.3	6	5.9	220	9.1
Moderately	77	5.4	51	5.6	8	7.9	136	5.6
Considerably	79	5.6	67	7.4	9	8.9	155	6.4
Extremely	116	8.2	136	15.1	1	0.9	253	10.5

\*\*\*p < .01; \*\*\*\* p < .001

Mental Health Status

More than half of clients (56%) reported having had either outpatient or inpatient mental health treatment at some point their life while a much smaller percentage had experienced similar events in the 30 days (3%) and 6 months (6%) prior to treatment admission (See Table 8.11.). Across modalities, 9% or less were receiving a pension for a psychiatric disability. More than half had experienced depression (59%) or serious anxiety (57%) in their lifetime. Many reported having trouble controlling violent behavior (47%), trouble understanding or concentrating (40%), or having experienced hallucinations (14%). About 32% of the clients had been prescribed medications for psychological or emotional problems. About a quarter reported having attempted suicide (23%) or having experienced serious thoughts of suicide (26%) at some time in their life. Clients had similar mental health problems by modality

although slightly more NT clients reported experiencing depression (69%), hallucinations (23%), serious anxiety (65%), trouble understanding or concentrating (53%), suicide attempts (29%), and having been prescribed medications (56%), while more residential clients reported having trouble controlling violent behavior (52%) and experiencing serious thoughts of suicide (29%). More than half of clients had experienced psychological or emotional problems in the 30 days prior to treatment (57%) and many had been troubled by these problems (43%). About 54% expressed a need for mental health treatment and one third of residential clients stated an extreme need for mental health treatment (30%).

**Table 8.11. Mental Health Status by Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
<b>Ever been treated for psychological/emotional problem in:</b>	N	%	N	%	N	%	N	%
Hospital or inpatient setting**	299	21.1	235	26.1	33	32.6	567	23.5
Outpatient or office setting***	421	29.8	316	35.1	49	48.5	786	32.6
Stayed overnight in hospital for psychiatric problems in the past 30 days	32	2.2	34	3.7	2	1.9	68	2.8
Stayed overnight in hospital for psychiatric problems in the past 6 months	71	5	57	6.3	6	5.9	134	5.5
Receives pension for psychiatric disability	65	4.6	40	4.4	9	8.9	114	4.7
<b>Ever experienced:</b>								
Depression**	800	56.6	558	62.2	70	69.3	1428	59.2
Serious anxiety***	725	51.3	577	64.3	66	65.3	1368	56.7
Hallucinations*	195	13.8	122	13.6	23	22.7	340	14.1
Trouble understanding***	504	35.7	412	45.9	54	53.4	970	40.2
Trouble controlling violent behavior***	632	44.7	464	51.7	36	35.6	1132	46.9
Serious thoughts of suicide**	341	24.1	261	29.1	21	20.7	623	25.8
Suicide attempt	317	22.5	201	22.4	29	28.7	547	22.7
<b>Ever been prescribed medication for psychiatric problem***</b>	403	28.5	300	33.4	57	56.4	760	31.5
<b>Mental health problems and treatment need</b>								
Had psychological or emotional problem in past 30 days***	728	51.5	572	63.6	66	63.3	1366	56.6
Been troubled by emotional problems in past 30 days***	680	48.3	331	36.8	35	34.6	1046	43.4
Treatment need for psychological/emotional problem is***								
Not at all	729	51.8	340	37.8	50	49.5	1119	46.5
Slightly	156	11.1	128	14.2	9	8.9	293	12.1
Moderately	88	6.2	68	7.5	9	8.9	165	6.8
Considerably	131	9.3	91	10.1	25	24.7	247	10.2
Extremely	301	21.4	271	30.1	8	7.9	580	24.1

\*p<.05; \*\*p< .01; \*\*\* p< .001

## Client Status at 3-Month Follow-up Interview

At the 3-month follow-up interview, clients were asked to briefly describe their current treatment status (See Table 8.12.). Most clients appeared to be doing relatively well at this time point. Table 8.12 shows that more than half (64%) were still in a AOD abuse treatment program. Almost all clients had abstained from alcohol (92%) and drugs (90%) in the 30 prior to the interview. Almost as many had attended self-help groups in the same time period (80%). Half of clients were on probation or parole (53%) and almost all clients had not been arrested in the prior 30 days (99%). About half of clients were either employed or attending school or job training (43%) and about 53% were in the community and not using drugs.

**Table 8.12. Client Status at 3-month Follow-up Point**

	3-month Follow-up	
	(N = 2677)	
	N	%
Still in substance abuse treatment	1720	64.3
Abstained from alcohol in past 30 days	2448	91.5
Abstained from illegal drugs in past 30 days	2420	90.4
Attended self-help groups in past 30 days	2153	80.4
On probation or parole	1422	53.1
No arrests in past 30 days	2643	98.7
Employed for pay and/or attending school or job training	1147	42.9
In community, not using drugs	1407	52.6

At the 3-month post-admission interview clients reported receiving a variety of services. Table 8.13 shows that 28% were receiving Medi-Cal, 21% were receiving food stamps, 17% were receiving SSI or other disability benefits, 13% were receiving Child Protective Services monitoring or assistance, 10% were receiving public assistance, 10% were receiving general relief, 8% were receiving WIC, and 3% were receiving Employment Development Department assistance.

**Table 8.13. Services Received at 3-month Post-Admission Interview**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Currently receiving***</b>								
Medi-Cal	472	29.1	213	22.4	67	66.3	752	28.1
General Relief	80	4.9	161	16.9	15	14.7	256	9.5
Food Stamps	288	17.7	240	25.1	30	29.4	558	20.8
Public Assistance (CALWORKS, housing)	210	12.9	55	5.7	15	14.7	280	10.4
WIC	161	9.9	43	4.5	15	14.7	219	8.1
Employment Development Department Assistance	44	2.7	24	2.5	0	0	68	2.5
SSI or other disability benefits	226	13.9	189	19.8	48	47	463	17.3
Child Protective Services monitoring or assistance	269	16.6	72	7.5	7	6.8	348	13
*** p < .001								

From treatment admission to the 3-month post-admission interview, employment rates increased and unemployment rates decreased (See Table 8.14.). Changes in employment were similar by modality.

**Table 8.14. Employment Rate by Modality**

	ODF		RES		NT		Total	
	(N = 1511)		(N = 872)		(N = 87)		(N = 2470)	
	Admission	3-month Follow-Up	Admission	3-month Follow-Up	Admission	3-month Follow-Up	Admission	3-month Follow-Up
	%	%	%	%	%	%	%	%
Full-Time***	29.8	36.6	11.6	16.6	8.9	14.7	22.2	28.6
Part-Time***	13.2	12.6	7.3	7.6	8.9	5.8	10.9	10.6
Unemployed***	22.5	12.2	16.6	12	9.9	9.8	19.8	12
Not in the labor force***	34.5	38.5	64.5	63.5	72.3	69.6	47.1	48.6
*** p < .001								

### Services Received and Treatment Satisfaction

Services received during treatment could have been derived from client records reported by providers and from the Treatment Services Review administered at the 3-month follow-up interview. However, client services were not consistently reported across providers and time. Therefore, service records were only analyzed in broad categories. As shown in Table 8.15, although there were differences by modalities 40% of the service records were for group counseling, 13% were for individual counseling, 12% were for education/training, 6% were for financial support services, and the rest of services were for less than 5% of the total service records reported for these CalTOP clients.

**Table 8.15. Type of Service Provided by Modality**

	ODF	RES	NT	Total
	(N = 52,340)	(N = 102,456)	(N = 5,069)	(N = 159,865)
	%	%	%	%
Group Counseling***	46.8	38.4	4.4	40.1
Financial Support Services***	1.4	8.9	0	6.2
Other***	14.5	6.5	10.9	9.3
Educational/Training***	18.4	9.3	0.1	11.9
Pharmacotherapy***	0	0	18.1	0.6
Individual Counseling***	11.0	11	57.9	12.5
Medical Laboratory Services***	2.7	1.2	7.2	1.9
Vocational/Educational Counseling***	0	1.9	0	1.2
Family Counseling***	0.3	1.5	0	1
Medical Services***	0	0.2	1.1	0.2
Mental Health Counseling***	0.1	0	0	0

**Table 8.15. Type of Service Provided by Modality (Cont.)**

	<b>ODF</b>	<b>RES</b>	<b>NT</b>	<b>Total</b>
	(N = 52,340)	(N = 102,456)	(N = 5,069)	(N = 159,865)
	%	%	%	%
Detox***	0	0	0	0
Dental Services***	0	0	0	0
GED***	0	0.2	0	0.1
Legal***	0	0	0	0
Child Care***	0.8	0.7	0	0.7
Child Protection Services***	0	0	0	0
Sports/Recreation***	1.6	5.7	0	4.1
Housing***	0.9	0	0	0.3
Transportation***	0.8	4	0	2.8
Psychiatric Medication***	0.1	3.5	0	2.2
Prescribed Medication***	0	6.1	0	3.9

\*\*\* p < .001

Table 8.16 shows that most clients who needed treatment services felt their program was either “pretty helpful” or “very helpful” in providing services. As presented in Table 8.17, about half of clients strongly agreed that the treatment services they had received were timely, effective, and satisfactory (questions #1-11) while a similar percentage “very much” thought their counselor showed a sincere desire to understand the clients and their problems (questions #12-16).

**Table 8.16. Clients' Responses to 3-month Post-Admission Client Satisfaction Survey by Domain and Treatment Modality**

	<b>ODF</b>		<b>RES</b>		<b>NT</b>		<b>Total</b>	
	<b>(N = 1621)</b>		<b>(N = 954)</b>		<b>(N = 102)</b>		<b>(N = 2677)</b>	
	N	%	N	%	N	%	N	%
<b>How helpful or satisfactory has the program overall been in providing:</b>								
<b>Medical Services***</b>								
Very helpful	152	9.3	155	16.2	14	13.7	321	11.9
Pretty helpful	177	10.9	209	21.9	32	31.3	418	15.6
Somewhat helpful	96	5.9	70	7.3	10	9.8	176	6.5
A little helpful	23	1.4	20	2.1	1	0.9	44	1.6
Not at all helpful	32	1.9	19	1.9	2	1.9	53	1.9
Did not need service	1141	70.3	481	50.4	43	42.1	1665	62.2
<b>Employment Services***</b>								
Very helpful	169	10.4	133	13.9	5	4.9	307	11.4
Pretty helpful	227	14	228	23.9	16	15.6	471	17.6
Somewhat helpful	155	9.5	105	11	4	3.9	264	9.8
A little helpful	43	2.6	44	4.6	0	0	87	3.2
Not at all helpful	90	5.5	71	7.4	7	6.8	168	6.2
Did not need service	936	57.7	373	39.1	70	68.6	1379	51.5

**Table 8.16. Clients' Responses to 3-month Post-Admission Client Satisfaction Survey by Domain and Treatment Modality (Cont.)**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Alcohol Counseling***</b>								
Very helpful	474	29.2	358	37.5	7	6.8	839	31.3
Pretty helpful	326	20.1	217	22.7	9	8.8	552	20.6
Somewhat helpful	116	7.1	71	7.4	7	6.8	194	7.2
A little helpful	35	2.1	23	2.4	2	1.9	60	2.2
Not at all helpful	30	1.8	12	1.2	0	0	42	1.5
Did not need service	639	39.4	273	28.6	77	75.4	989	36.9
<b>Drug Counseling**</b>								
Very helpful	839	51.7	502	52.6	51	50	1392	52
Pretty helpful	367	22.6	234	24.5	39	38.2	640	23.9
Somewhat helpful	140	8.6	89	9.3	10	9.8	239	8.9
A little helpful	44	2.7	18	1.8	1	0.9	63	2.3
Not at all helpful	28	1.7	15	1.5	0	0	43	1.6
Did not need service	202	12.4	96	10	1	0.9	299	11.1
<b>Criminal Legal Services***</b>								
Very helpful	157	9.6	82	8.6	1	0.9	240	8.9
Pretty helpful	180	11.1	132	13.8	5	4.9	317	11.8
Somewhat helpful	143	8.8	108	11.3	3	2.9	254	9.5
A little helpful	51	3.1	30	3.1	1	0.9	82	3
Not at all helpful	49	3	38	3.9	2	1.9	89	3.3
Did not need service	1040	64.2	563	59	90	88.2	1693	63.2
<b>Family Services*</b>								
Very helpful	255	15.7	166	17.4	16	15.6	437	16.3
Pretty helpful	134	8.2	113	11.8	5	4.9	252	9.4
Somewhat helpful	85	5.2	56	5.8	6	5.8	147	5.5
A little helpful	39	2.4	30	3.1	3	2.9	72	2.6
Not at all helpful	62	3.8	42	4.4	7	6.8	111	4.1
Did not need service	1045	64.5	546	57.2	65	63.7	1656	61.9
<b>Mental Health Services***</b>								
Very helpful	375	23.1	262	27.4	24	23.5	661	24.7
Pretty helpful	311	19.2	284	29.8	20	19.6	615	22.9
Somewhat helpful	126	7.7	99	10.3	11	10.7	236	8.8
A little helpful	32	1.9	23	2.4	5	4.9	60	2.2
Not at all helpful	57	3.5	39	4	1	0.9	97	3.6
Did not need service	719	44.3	246	25.8	41	40.2	1006	37.6
<b>Parenting Skills/Childcare Services***</b>								
Very helpful	131	8	36	3.7	7	6.8	174	6.5
Pretty helpful	56	3.4	19	1.9	1	0.9	76	2.8
Somewhat helpful	30	1.8	16	1.6	1	0.9	47	1.7
A little helpful	14	0.8	3	0.3	0	0	17	0.6
Not at all helpful	24	1.4	6	0.6	0	0	30	1.1
Did not need service	1365	84.2	873	91.6	93	91.1	2331	87.1

**Table 8.16. Clients' Responses to 3-month Post-Admission Client Satisfaction Survey by Domain and Treatment Modality (Cont.)**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>HIV/AIDS Prevention Education and Counseling***</b>								
Very helpful	329	20.3	276	28.9	18	17.6	623	23.2
Pretty helpful	210	12.9	209	21.9	21	20.5	440	16.4
Somewhat helpful	292	18	188	19.7	15	14.7	495	18.5
A little helpful	82	5	64	6.7	11	10.7	157	5.8
Not at all helpful	49	3	21	2.2	2	1.9	72	2.6
Did not need service	658	40.6	195	20.4	35	34.3	888	33.2
<b>Physical/Sexual Abuse Services</b>								
Very helpful	95	5.8	68	7.1	5	4.9	168	6.2
Pretty helpful	30	1.8	28	2.9	2	1.9	60	2.2
Somewhat helpful	17	1	22	2.3	3	2.9	42	1.5
A little helpful	9	0.5	10	1	1	0.9	20	0.7
Not at all helpful	34	2.1	25	2.6	1	0.9	60	2.2
Did not need service	1435	88.5	800	83.9	90	88.2	2325	86.9
<b>Traditional Social Services/Case Management***</b>								
Very helpful	82	5	95	9.9	4	3.9	181	6.7
Pretty helpful	48	2.9	79	8.2	1	0.9	128	4.7
Somewhat helpful	39	2.4	64	6.7	4	3.9	107	4
A little helpful	28	1.7	31	3.2	4	3.9	63	2.3
Not at all helpful	52	3.2	24	2.5	3	2.9	79	2.9
Did not need service	1371	84.6	660	69.2	86	84.3	2117	79.1
<b>Survival Services***</b>								
Very helpful	90	5.5	94	9.8	10	9.8	194	7.2
Pretty helpful	37	2.2	45	4.7	3	2.9	85	3.1
Somewhat helpful	28	1.7	48	5	1	0.9	77	2.8
A little helpful	18	1.1	15	1.5	1	0.9	34	1.2
Not at all helpful	51	3.1	29	3	6	5.8	86	3.2
Did not need service	1396	86.1	722	75.7	81	79.4	2199	82.2

\*p < 0.05; \*\*p < 0.01; \*\*\*p < .001

**Table 8.17. Clients' Responses to Questions for the Client Satisfaction Survey by Treatment Modality**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Received services in a timely manner</b>								
Strongly Agree	932	57.9	490	51.5	46	45.0	1468	51.5
Somewhat Agree	543	33.7	368	38.7	48	47.1	959	36.0
Neutral	86	5.4	57	6.0	6	5.9	149	5.6
Somewhat Disagree	36	2.2	21	2.2	0	0.0	57	2.1
Strongly Disagree	11	0.7	15	1.6	2	2.0	28	1.1
<b>Location services was convenient</b>								
Strongly Agree	868	53.9	479	50.3	45	44.1	1392	52.2
Somewhat Agree	532	33.0	366	38.4	43	42.2	941	35.3
Neutral	102	6.3	63	6.6	9	8.8	174	6.5
Somewhat Disagree	76	4.7	24	2.5	2	2.0	102	3.8
Strongly Disagree	32	2.0	21	2.2	3	2.9	56	2.1
<b>Asked to participate in recovery or treatment plan</b>								
Strongly Agree	880	54.7	472	49.5	31	30.4	1383	51.9
Somewhat Agree	501	31.2	313	32.8	51	50.0	865	32.5
Neutral	115	7.2	79	8.3	8	7.8	202	7.6
Somewhat Disagree	39	2.4	30	3.2	3	2.9	72	2.7
Strongly Disagree	73	4.5	59	6.2	9	8.8	141	5.3
<b>Staff respected background</b>								
Strongly Agree	975	60.7	543	57.0	51	50.0	1569	59.0
Somewhat Agree	505	31.4	322	33.8	46	45.1	873	32.8
Neutral	76	4.7	53	5.6	3	2.9	132	5.0
Somewhat Disagree	27	1.7	13	1.4	2	2.0	42	1.6
Strongly Disagree	24	1.5	21	2.2	0	0.0	45	1.7
<b>Staff helped to believe I could change and improve my life</b>								
Strongly Agree	973	60.7	547	57.5	45	44.1	1565	58.9
Somewhat Agree	505	31.5	336	35.3	50	49.0	891	33.5
Neutral	72	4.5	42	4.4	4	3.9	118	4.4
Somewhat Disagree	31	1.9	13	1.4	2	2.0	46	1.7
Strongly Disagree	22	1.4	14	1.5	1	1.0	37	1.4
<b>Learned skills to help better manage life</b>								
Strongly Agree	818	51.1	480	50.4	31	30.4	1329	50.1
Somewhat Agree	571	35.7	365	38.3	53	52.0	989	37.3
Neutral	127	7.9	71	7.5	13	12.8	211	8.0
Somewhat Disagree	51	3.2	25	2.6	4	3.9	80	3.0
Strongly Disagree	34	2.1	11	1.2	1	1.0	46	1.7
<b>Would return to program if needed other drug treatment/recovery services in the future?</b>								
Strongly Agree	922	57.4	505	53.0	47	46.1	1474	55.4
Somewhat Agree	509	31.7	306	32.1	50	49.0	865	32.5
Neutral	85	5.3	56	5.9	5	4.9	146	5.5
Somewhat Disagree	43	2.7	32	3.4	0	0.0	75	2.8
Strongly Disagree	47	2.9	54	5.7	0	0.0	101	3.8

**Table 8.17. Clients' Responses to Questions for the Client Satisfaction Survey by Treatment Modality (Cont.)**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>Would recommend program to a friend in need of alcohol or other drug treatment/recovery services</b>								
Strongly Agree	980	60.9	556	58.3	52	51.0	1588	59.6
Somewhat Agree	498	31.0	305	32.0	42	41.2	845	31.7
Neutral	68	4.2	51	5.4	7	6.9	126	4.7
Somewhat Disagree	32	2.0	17	1.8	1	1.0	50	1.9
Strongly Disagree	31	1.9	24	2.5	0	0.0	55	2.1
<b>Got the kind of service wanted</b>								
Strongly Agree	831	51.9	442	46.4	43	42.2	1316	49.6
Somewhat Agree	578	36.1	376	39.5	48	47.1	1002	37.7
Neutral	108	6.7	74	7.8	8	7.8	190	7.2
Somewhat Disagree	50	3.1	29	3.1	2	2.0	81	3.1
Strongly Disagree	35	2.2	31	3.3	1	1.0	67	2.5
<b>Service helped to me to deal more effectively with problems</b>								
Strongly Agree	843	52.7	473	49.7	43	42.2	1359	51.2
Somewhat Agree	575	35.9	374	39.3	52	51.0	1001	37.7
Neutral	97	6.1	63	6.6	4	3.9	164	6.2
Somewhat Disagree	48	3.0	26	2.7	2	2.0	76	2.9
Strongly Disagree	37	2.3	16	1.7	1	1.0	54	2.0
<b>In overall, general sense, I am satisfied with services</b>								
Strongly Agree	901	56.2	492	51.7	50	49.0	1443	54.4
Somewhat Agree	560	35.0	371	39.0	46	45.1	977	36.8
Neutral	80	5.0	48	5.1	3	2.9	131	4.9
Somewhat Disagree	33	2.1	24	2.5	2	2.0	59	2.2
Strongly Disagree	28	1.8	16	1.7	1	1.0	45	1.7
<b>How much do you feel your current counselor agreed with you about what would be useful goals for your treatment?</b>								
Very much	712	44.8	381	40.3	41	40.2	1134	43.0
Pretty much	580	36.5	378	40.0	47	46.1	1005	38.1
Somewhat	184	11.6	109	11.5	11	10.8	304	11.5
A little	50	3.2	41	4.3	0	0.0	91	3.5
Not at all	62	3.9	36	3.8	3	2.9	101	3.8
<b>How much did your counselor show a sincere desire to understand you and your problems?</b>								
Very much	895	56.0	494	52.2	45	44.1	1434	54.2
Pretty much	481	30.1	315	33.3	45	44.1	841	31.8
Somewhat	130	8.1	71	7.5	9	8.8	210	7.9
A little	49	3.1	32	3.4	2	2.0	83	3.1
Not at all	43	2.7	34	3.6	1	1.0	78	3.0
<b>How much do you feel that you were working together with your counselor, that the two of you were joined in a struggle to overcome your problems?</b>								
Very much	766	48.1	417	44.0	43	42.2	1226	46.4
Pretty much	516	32.4	323	34.1	43	42.2	882	33.4
Somewhat	187	11.7	121	12.8	10	9.8	318	12.0
A little	66	4.1	56	5.9	5	4.9	127	4.8
Not at all								

**Table 8.17. Clients' Responses to Questions for the Client Satisfaction Survey by Treatment Modality (Cont.)**

	ODF		RES		NT		Total	
	(N = 1621)		(N = 954)		(N = 102)		(N = 2677)	
	N	%	N	%	N	%	N	%
<b>How satisfied do you feel with treatment?</b>								
Very much	815	51.0	463	48.7	45	44.1	1323	49.9
Pretty much	539	33.7	348	36.6	46	45.1	933	35.2
Somewhat	146	9.1	70	7.4	7	6.9	223	8.4
A little	52	3.3	34	3.6	2	2.0	88	3.3
Not at all	46	2.9	35	3.7	2	2.0	83	3.1
<b>How much has the treatment you have received in this program matched with your ideas about what helps people in treatment?</b>								
Very much	619	38.8	344	36.4	33	33.0	996	37.7
Pretty much	553	34.7	370	39.2	48	48.0	971	36.8
Somewhat	261	16.4	136	14.4	9	9.0	406	15.4
A little	89	5.6	51	5.4	8	8.0	148	5.6
Not at all	74	4.6	43	4.6	2	2.0	119	4.5

Analyses conducted on the need for services in specific problem domains and services received in that area were assessed at the 3-month follow-up interview and are presented in Table 8.18. Across modalities, areas in which clients expressed the most need for services were employment, family/social problems, and mental health problems. Services received by CalTOP clients were most frequently in the areas of drug problems, HIV, mental health problems, and alcohol problems.

**Table 8.18. Needs Expressed and Services Received by Modality (%)**

	ODF		RES		NT		Total	
	(N = 1511)		(N = 872)		(N = 87)		(N = 2470)	
	Need	Services Received	Need	Services Received	Need	Services Received	Need	Services Received
Medical Problem	<b>15.7</b>	<b>23.5</b>	<b>21.2</b>	<b>45.5</b>	<b>36.3</b>	<b>56.9</b>	<b>18.4</b>	<b>32.6</b>
Employment Problem	<b>48.2</b>	<b>36.7</b>	<b>77.3</b>	<b>57.4</b>	<b>73.5</b>	<b>30.4</b>	<b>59.5</b>	<b>43.8</b>
Alcohol Problem	<b>20.7</b>	<b>62.0</b>	<b>10.6</b>	<b>78.6</b>	<b>21.6</b>	<b>29.4</b>	<b>17.2</b>	<b>66.7</b>
Drug Problem	<b>16.1</b>	<b>87.0</b>	<b>10.1</b>	<b>90.5</b>	<b>33.3</b>	<b>100.0</b>	<b>14.6</b>	<b>88.8</b>
Legal Problem	5.9	<b>30.3</b>	7.1	<b>35.3</b>	6.9	<b>10.8</b>	6.4	<b>31.3</b>
Family/Social Problem	<b>42.9</b>	<b>26.7</b>	<b>52.1</b>	<b>35.8</b>	<b>38.2</b>	<b>28.4</b>	<b>46.0</b>	<b>30.0</b>
Mental Health Problem	<i>35.0</i>	<b>55.7</b>	<i>39.5</i>	<b>80.5</b>	<i>49.1</i>	<b>52.9</b>	<i>37.1</i>	<b>64.4</b>
Parenting Problem	15.0	33.0	14.4	39.1	8.6	28.6	14.6	34.1
Physical/Sexual Abuse	25.9	<b>32.3</b>	25.2	<b>47.7</b>	32.4	<b>24.2</b>	25.9	<b>37.3</b>
HIV	--	<b>64.9</b>	--	<b>86.5</b>	--	<b>67.7</b>	--	<b>72.7</b>
Social Services	--	<b>8.8</b>	--	<b>26.1</b>	--	<b>10.8</b>	--	<b>15.1</b>
Survival Services	--	<b>10.8</b>	--	<b>21.1</b>	--	<b>13.7</b>	--	<b>14.6</b>

Italic p < .01; Bold p < .001

Service intensity and frequency of individual counseling and group counseling sessions in specific problem domains are listed in Table 8.19. Patterns reflected in this analysis are similar to those reported earlier. Namely, most services and counseling topics focused on drug and alcohol problems and somewhat on mental health issues, particularly in residential programs.

Results of treatment services received and treatment satisfaction assessed at the 3-month follow-up interview are also presented in Table 8.19. Although the scales for service intensity across problem domains are not comparable, the overall pattern appears to suggest that services related to alcohol and drugs were most frequently provided, followed by services addressing psychological/emotional problems. In addition, there were relatively low levels of services provided with regard to employment, family, legal, and medical problems. Problems discussed in the individual sessions and group sessions followed a similar pattern, with drugs and alcohol being discussed most often, psychological/emotional problems next, followed by problems in other areas. Satisfaction with the specific service areas, however, was lowest in alcohol and drug services, followed by psychological services, and highest for employment and legal services, among those who received the respective services.

Levels of services received appeared to differ across modality with residential clients reporting greater service intensity and a greater likelihood of discussing problems in individual and group sessions across the seven ASI domains. Relative to other two modalities, NT clients had the least amount of alcohol- and legal-related services, which appeared to reflect their lower levels of severity in these two areas at admission.

**Table 8.19. Service Intensity for Problems by Modality**

	ODF (N = 1621)			RES (N = 954)			MM (N = 102)			Total (N = 2677)		
	Service Intensity	Individual Counseling	Group Counseling	Service Intensity	Individual Counseling	Group Counseling	Service Intensity	Individual Counseling	Group Counseling	Service Intensity	Individual Counseling	Group Counseling
Medical	0.3 (3.3)	0.5 (2.8)	0.7 (5.7)	0.6 (1.6)	0.9 (3.7)	0.5 (2.2)	2.5 (9.1)	1.2 (2.4)	0.4 (1.2)	0.5 (3.3)	0.7 (3.2)	0.6 (4.6)
Employment	0.9 (4.4)	0.8 (3.9)	0.9 (4.6)	2.4 (8.7)	1.6 (5.6)	1.1 (5.8)	0.9 (2.3)	0.7 (2.0)	0.2 (0.5)	1.5 (6.3)	1.1 (4.5)	1.0 (4.9)
Alcohol	15.7 (25.5)	2.6 (6.5)	7.2 (13.2)	44.2 (58.7)	6.3 (12.2)	15.3 (23.2)	7.4 (23.0)	1.6 (3.6)	3.4 (11.6)	25.5 (42.8)	3.9 (9.1)	9.9 (17.9)
Drug	23.7 (29.3)	4.6 (8.5)	11.9 (16.2)	46.0 (53.0)	9.1 (15.4)	19.0 (25.4)	16.2 (25.0)	8.0 (8.7)	7.0 (12.3)	31.4 (40.8)	6.3 (11.6)	14.3 (20.2)
Legal	0.6 (2.2)	0.5 (2.0)	0.6 (3.2)	0.7 (1.8)	0.7 (1.9)	0.6 (3.0)	0.1 (0.5)	0.3 (1.3)	0.0 (0.1)	0.6 (2.0)	0.6 (2.0)	0.6 (3.1)
Family	2.0 (6.7)	1.2 (4.2)	1.1 (5.3)	2.9 (8.1)	1.8 (5.3)	1.1 (5.0)	1.8 (5.4)	1.8 (4.5)	0.3 (1.2)	2.3 (7.2)	1.4 (4.6)	1.0 (5.1)
Psychiatric	9.3 (16.5)	2.8 (6.1)	1.6 (5.4)	21.5 (29.0)	5.0 (8.8)	3.7 (9.2)	7.9 (13.9)	3.9 (7.8)	0.5 (2.1)	13.6 (22.5)	3.6 (7.3)	2.3 (7.0)
Parenting	--	1.1 (3.7)	1.8 (6.0)	--	1.3 (4.1)	2.2 (8.6)	--	1.4 (3.7)	0.8 (2.8)	--	1.1 (3.8)	1.8 (6.5)
HIV	--	0.4 (3.1)	0.6 (3.0)	--	0.5 (2.0)	1.1 (4.1)	--	0.4 (0.7)	0.3 (0.6)	--	0.4 (2.7)	0.7 (3.4)
Physical/ Sexual Abuse	--	1.2 (3.7)	1.1 (4.1)	--	1.9 (4.6)	1.0 (3.0)	--	0.8 (2.3)	0.0 (0.0)	--	1.4 (4.0)	1.0 (3.6)
Survival	--	0.2 (2.4)	0.1 (0.6)	--	0.3 (0.9)	0.2 (1.4)	--	0.2 (0.7)	0.0 (0.1)	--	0.2 (2.0)	0.1 (1.0)
Social Services	--	0.2 (2.6)	0.1 (1.1)	--	0.3 (3.0)	0.2 (1.4)	--	0.4 (1.5)	0.2 (1.2)	--	0.3 (2.7)	0.1 (1.2)

## **Relationships Between Client Problem Severity and Service Intensity**

There were overall significant correlations between problem severity (ASI severity scores at the admission) and services received during the first 3-months of treatment, indicating that clients with problems in specific areas were generally receiving the relevant services (See Table 8.20). The magnitude of these correlations, however, was most modest. The highest correspondence between problem severity and service provision was in the alcohol area (correlation coefficients ranged from .27 to .30), and in individual sessions (correlation coefficients ranged from .09 to .30). Client problem severity in the seven ASI domains at admission was, in general, unrelated to treatment satisfaction except in the alcohol area; clients with greater severity in alcohol use were more satisfied with the alcohol services they received.

Patterns of relationships between service provision and problem severity observed in the total sample mostly reflect those observed in ODF and residential programs; there appeared to be little association between problem severity and service patterns among NT clients.

**Table 8.20. Client Problem Severity and Services Received at 3-month Follow-up**

<b>Total Sample (N = 2,677)</b>														
	<b>Alcohol</b>		<b>Drug</b>		<b>Employment</b>		<b>Family</b>		<b>Legal</b>		<b>Medical</b>		<b>Psychiatric</b>	
	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity
Service Intensity M (SD)	25.5 (42.8)	0.27**	31.4 (40.8)	0.10**	1.5 (6.3)	0.03	2.3 (7.2)	0.09**	0.6 (2.0)	0.05*	0.5 (3.3)	0.04	13.6 (22.5)	0.07
Individual session (%)	46.8	0.30**	72.8	0.17**	28.9	-0.01	22.1	0.09**	24.1	0.17**	22.6	0.15**	38.7	0.16**
Group session (%)	48.5	0.27***	70.4	0.08**	17.3	-0.01	12.6	0.04*	13.4	0.12**	12.8	0.10**	22.4	0.05*
Satisfaction M (SD)	4.2 (1.0)	0.10**	4.4 (0.9)	-0.01	3.5 (1.3)	0.05	3.8 (1.3)	-0.01	3.5 (1.2)	-0.06	3.9 (1.1)	-0.01	4.0 (1.1)	-0.04
<b>Narcotic Treatment (N = 102)</b>														
	<b>Alcohol</b>		<b>Drug</b>		<b>Employment</b>		<b>Family</b>		<b>Legal</b>		<b>Medical</b>		<b>Psychiatric</b>	
	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity
Service Intensity M (SD)	7.4 (23.0)	0.25*	16.2 (25.0)	0.05	0.9 (2.3)	-0.15	1.8 (5.4)	0.13	0.1 (0.5)	0.16	2.5 (9.1)	-0.09	7.9 (13.9)	0.14
Individual session (%)	17.6	0.20*	89.2	-0.14	17.6	-0.02	22.5	-0.01	8.8	0.10	40.2	0.23*	45.1	0.30*
Group session (%)	13.7	0.22*	52.9	0.00	10.8	-0.05	6.9	0.14	2.0	-0.04	22.5	0.06	9.8	0.09
Satisfaction M (SD)	3.8 (0.9)	0.10	4.4 (0.7)	-0.10	3.4 (1.4)	-0.10	3.5 (1.6)	-0.08	3.2 (1.3)	-0.23	3.9 (0.9)	0.16	4.0 (1.0)	-0.07

\*p < .05, \*\*p < .01

**Table 8.20. Client Problem Severity and Services Received at 3-month Follow-up (Cont.)**

<b>Outpatient Drug Free (N = 1621)</b>														
	<b>Alcohol</b>		<b>Drug</b>		<b>Employment</b>		<b>Family</b>		<b>Legal</b>		<b>Medical</b>		<b>Psychiatric</b>	
	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity
Service Intensity M (SD)	15.7 (25.5)	0.09**	23.7 (29.3)	0.00	0.9 (4.4)	0.02	2.0 (6.7)	0.07*	0.6 (2.2)	0.02	0.3 (3.3)	0.05	9.3 (16.5)	0.05
Individual session (%)	43.0	0.20**	68.1	0.10**	24.2	0.01	19.3	0.11**	22.1	0.12**	16.2	0.15**	32.2	0.18**
Group session (%)	44.7	0.19**	67.9	0.05	15.9	0.00	11.7	0.08**	13.8	0.12**	10.7	0.12**	18.2	0.04
Satisfaction M (SD)	4.2 (1.0)	0.02	4.4 (0.9)	-0.07*	3.5 (1.3)	0.06	3.8 (1.3)	0.01	3.6 (1.2)	-0.08	3.8 (1.1)	-0.04	4.0 (1.1)	-0.03
<b>Residential (N = 954)</b>														
	<b>Alcohol</b>		<b>Drug</b>		<b>Employment</b>		<b>Family</b>		<b>Legal</b>		<b>Medical</b>		<b>Psychiatric</b>	
	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity	Services Provided	Correlation of Service W/ Patient Severity
Service Intensity M (SD)	44.2 (58.7)	0.27**	46.0 (53.0)	0.12**	2.4 (8.7)	0.06	2.9 (8.1)	0.10**	0.7 (1.8)	0.08*	0.6 (1.6)	0.05	21.5 (29.0)	0.04
Individual session (%)	56.5	0.36**	78.9	0.21**	38.1	-0.03	26.9	0.05	29.3	0.20**	31.7	0.12**	49.0	0.07
Group session (%)	58.8	0.30**	76.4	0.16**	20.5	-0.02	14.7	-0.02	13.9	0.12**	15.4	0.08*	30.9	0.02
Satisfaction M (SD)	4.3 (0.9)	0.18**	4.4 (0.9)	0.07*	3.5 (1.3)	0.05	3.8 (1.3)	-0.03	3.5 (1.2)	-0.02	4.0 (1.0)	0.00	4.0 (1.1)	-0.03

\*p < .05, \*\*p < .01

## **Discussion**

The present analyses show that the majority of the treatment services received by clients were alcohol and drug related services, followed by psychological services, and services addressing employment, family, legal, and medical problems. Generally, these services were provided at a very low level. Levels of treatment satisfaction appeared to be highest among clients receiving alcohol and drug services. As a whole, service provision (intensity, individual session, and group session) was significantly correlated with client problem severity in the respective areas. However, the magnitude of these associations was modest, suggesting that improvements are needed to ensure that clients receive differential service components based on differential status determined at the admission assessment.