

**CLIENT SATISFACTION SURVEYS**

Total OP Agency  
February - 2017

Clients Scheduled - 312  
Surveys returned - 99  
Percentage - 3.2%

**1. Has it ever been difficult to get services?**

YES	NO	TOTALS
8	90	98
8.16%	91.84%	100.00%

Did Not Answer
1
1%

**3. Can you usually get appointments at the times you want?**

YES	NO	TOTALS
98	1	99
98.99%	1.01%	100.00%

Did Not Answer
0%

**5. When putting together your treatment plan, did you participate in setting goals?**

YES	NO	TOTALS
98		98
100.00%	0.00%	100.00%

Did Not Answer
1
1%

**6. Do staff help you reach your treatment plan goals?**

YES	NO	TOTALS
97	1	98
98.98%	1.02%	100.00%

Did Not Answer
1
1%

Questions 8 and 9 on comment section due to not be a yes or no question.

**10. Would you recommend PCC to someone in need of counseling services?**

YES	NO	TOTALS
99	8	107
92.52%	7.48%	100.00%

Did Not Answer
0%

**2. Are you getting the services you need?**

YES	NO	TOTALS
99		99
100.00%	0.00%	100.00%

Did Not Answer
0%

**4. Do staff treat you with respect?**

YES	NO	TOTALS
99		99
100.00%	0.00%	100.00%

Did Not Answer
0%

**7. Overall, are you satisfied with the services you receive?**

YES	NO	TOTALS
98		98
100.00%	0.00%	100.00%

Did Not Answer
1
1%

SURVEYS TURNED IN  
99

**PROFESSIONAL COUNSELING CENTER**  
**CLIENT SATISFACTION SURVEY**  
**Total Agency Comments**  
**February 2017**

**1. HAS IT EVER BEEN DIFFICULT TO GET SERVICES?**

- Laura is a great asset to your business, I am blessed. All admin very professional
- At the beginning I called and left multiple voice mails with intake. Took me being rude in order to get a call back
- New cell phone did not know how to get ahold of her
- Only when insurance got cancelled
- Ladies are always friendly
- Always very helpful
- Delayed access to psychiatric, even so get great response from all staff with urgent issues.
- Afraid of therapists and what they can do
- This has worked out within a timely fashion
- Sometime I did not get a call back in the time I needed.

**2. ARE YOU GETTING THE SERVICES YOU NEED?**

- Enjoy coming here
- Ladies are always friendly
- Always very helpful
- Yes, they are very understanding to my needs
- Wish I was taught coping skills
- Sometimes I feel certain things are a little difficult getting it to work out
- I would like to get away from my relationship and talk more about....well Gary knows
- Excellent
- Cindy has been wonderful, very accommodating and helpful
- To talk about feelings, then yes

**3. CAN YOU USUALLY GET APPOINTMENTS AT THE TIMES YOU WANT?**

- All the time, very understanding
- Very flexible, Yes and love text reminders
- If any earlier appointment

**4. DO STAFF TREAT YOU WITH RESPECT?**

- There are at times when the people behind the desk are incredibly forceful which worsens anxiety
- They are awesome here
- Beautiful staff
- All staff are wonderful, girls at front desk are fabulous
- Very much so, excellent staff
- Good so far
- Everyone is so welcoming/respectful and nice
- Always
- Office staff is always kind and courteous
- Everyone is awesome, helpful and professional

**5. WHEN PUTTING TOGETHER YOUR TREATMENT PLAN, DID YOU PARTICIPATE IN SETTING GOALS?**

- Very workable to help me with my goals
- I think so, I still feel that I need to prioritize treatment that is easiest for me
- Slow, trying

**6. DO STAFF HELP YOU REACH YOUR TREATMENT PLAN GOALS?**

- She reminds me
- Yes, address issues
- Still working on them as I have only been here a few times
- We are working on it
- So far
- We are working on it
- Therapist understands how I want to handle my treatment
- We are still working on them (goals), but yes staff are helpful

**7. OVERALL, ARE YOU SATISFIED WITH THE SERVICES YOU RECEIVE?**

- Excellent client satisfaction and retention. Laura, God sent.
- Yes, but wonderful if we got anger management
- I have been to different places, this one is more caring and works with me a lot better than the other places
- I like this place a lot.
- Sometimes I struggle
- Very satisfied. Heather is extremely knowledgeable and insightful
- Heather is the most important shrink I have ever had
- Very satisfied
- Always when I feel good when I walk out
- To a certain extent. Sometimes not talking about it and going holistic is better.

**8. WHAT IS ONE GOOD THING ABOUT THE SERVICES YOU RECEIVE?**

- Treatment of PTSD
- I feel comfortable
- Everyone is always very kind, understanding and compassionate
- Everyone is always nice and they work around my schedule
- Interactive and engaging with children
- Love our therapist
- She lets you do whatever you want
- Has brought light to the end of the behavior problems.
- Helpful
- Important that my kid like her
- Is always pleasant, helpful and always attentive to my kids. They love him!
- David is very pleasant, positive, uplifting and attentive with my kids and their needs.
- Talking about things with David helps me to get it off my mind.
- My clinician has helped with my other services.
- It is really working well for my son.
- We are seeing some progress in some areas
- David is always open to what I have to say and researches parts of my spirituality I talked about so we can discuss.
- David is a perfect match for my son
- Helpful suggestions
- Promptness of service
- I always feel comfortable when I am with David
- Very kind, accepting and kind
- Regina is a kind and caring therapist. She is a great listener and helps me through the difficult times.
- Regina is an excellent therapist. I feel very comfortable with her and learn a lot about how to be a better person.
- Everyone talks and I can understand what they mean
- Respect and empathy
- Very flexible, I have lots of health issues.
- I have been coming for a year, nice to have someone listen and give advice
- That they are available
- That I was able to continue counseling on a "maintenance" basis meeting every 3-4 weeks so I do not end up getting overwhelmed.
- Very understanding and caring
- They understand my anxiety – flexible hours
- Respect and understanding
- Staff sincerely care about the kids and try to set realistic achievable goals
- It helps me to talk
- The suggestions made with the counselor and he involves me with all of the decisions.
- Helps to understand more of what is going on with my children. Also helps my children learn better communication skills.
- Counselor on time.
- I like the people, great to work with, not a thing.
- Help me to move forward in my life.
- Respect, friendly staff
- Strength to continue to do all that needs to be done
- Talking helps me get through
- Therapist genuinely cares about my achieving the goals of my therapy
- My appointment times and kind people

- Able to talk about my problem, without heavy judgment
- Working
- Peace of mind
- I am making plans to stay sober
- Someone to talk to
- He listens very well
- Gary listens really good and then prays with me
- Get to talk out what is going on
- All is good
- They help you achieve the goals you want
- Easy to talk to
- Being listened to, respected, and great therapies such as art being offered
- Siobhan is very kind and patient
- Kelly helps, listens, supports, give tools to cope and process events and life's experiences
- She helps me with my children and other things
- I can treatment when needed
- Kelly is an awesome therapist
- Always on time, great communication, friendly staff, members, etc.
- Kelly can relate. Our personalities are similar and I made sure that my therapist could relate to me and my struggles without judgement.
- Fast and friendly
- Understanding
- Guidance
- I feel like Heather is available if a problem are set outside of appointments.
- My psychologist fully understands my diagnosis and provides treatment methods that I can easily follow.
- Feel I am on the path to good mental health and have learned how to control my emotions somewhat better.
- I can see and feel the healing, feel great when I leave
- Helping me cope with everyday living.
- I have had Heather before so I am comfortable with her
- Very happy with the way they are
- If only Heather could see me daily
- Everything about the services provided is perfect.
- Cindy is very caring, perceptive and professional. Great communication.
- Talking about my feelings
- Fits my schedule, helpful

#### 9. WHAT WOULD MAKE SERVICES BETTER?

- I thought your intake process was unnecessary or could be done the first day
- Nothing
- To let me have more visits
- Having earlier appointments
- Babysitting services for parents that need treatment
- To get prescriptions from your office as it is difficult to get from my doctor
- Comfortable chairs and new carpet.
- When just signing in -- a separate spot to just do this, If doing questions on scheduling needs to be done
- Give me reminder notes and more easier help with what I struggle with
- To focus on other issues than just drug use
- Everything is good
- Groups, support groups, artistic groups, therapies
- Better parking
- To be able to text your counselor in times of need
- Very satisfied so far
- An occasional team meeting with client, parents, doctor and therapist (Admittedly difficult or not practical from time perspective, but it would still be very helpful)
- Having doctor more accessible for questions and med changes.
- Bringing Reiki healing or holistic approaches

**10. WOULD YOU RECOMMEND PCC TO SOMEONE IN NEED OF COUNSELING SERVICES?**

- I have, but when they called they were told they are all filled up over the next few months
- Having so many therapist and clinics – there is not enough organized staff to meet those needs in a timely and efficient manner.
- When a client wants to get help that is when it might work out the most
- Have recommended several.
- I have already