

CLIENT SATISFACTION SURVEYS

Total OP Agency
August - 2017

Clients Scheduled - 294
Surveys returned - 106
Percentage - 36%

1. Has it ever been difficult to get services?

YES	NO	TOTALS
4	101	105
3.81%	96.19%	100.00%

Did Not Answer
1
1%

2. Are you getting the services you need?

YES	NO	TOTALS
103	2	105
98.10%	1.90%	100.00%

Did Not Answer
1
1%

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

YES	NO	TOTALS
105	1	106
99.06%	0.94%	100.00%

Did Not Answer
0%

4. Do staff treat you with respect?

YES	NO	TOTALS
106		106
100.00%	0.00%	100.00%

Did Not Answer
0%

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

YES	NO	TOTALS
103	1	104
99.04%	0.96%	100.00%

Did Not Answer
2
2%

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

YES	NO	TOTALS
102	1	103
99.03%	0.97%	100.00%

Did Not Answer
3
3%

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

YES	NO	TOTALS
105	1	106
99.06%	0.94%	100.00%

Did Not Answer
0%

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
105		105
100.00%	0.00%	100.00%

Did Not Answer
1
1%

SURVEYS TURNED IN 106

*Notation from LeeAnne - No surveys handed out on Thursday (she was off)

PROFESSIONAL COUNSELING CENTER, P.C.
CLIENT SATISFACTION SURVEY
Total Agency Comments
August 2017

1. HAS IT EVER BEEN DIFFICULT TO GET SERVICES?

- Never, Laura makes sure if she is homebasing that I call office and all is resolved.
- Requested additional services, met with supervisor and denied
- She is 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
- I am available all day – getting services is easy.
- Everyone is always friendly
- Don't understand why?
- Kelly is flexible

2. ARE YOU GETTING THE SERVICES YOU NEED?

- Absolutely, do not know if I would be alive without Laura.
- Need more services, but being told cannot receive them
- Just starting
- Very helpful
- Wish I was taught coping skills
- I am maturing
- My therapist is wonderful
- She helps me work through issues
- He is helping me
- Has grown up to be a nice young lady, she has respect for people, helps people in need
- I am very satisfied with my services here at PCC
- Mr. Pope has helped very much in improving my feelings
- Heather goes beyond words with advise and support

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

- Absolutely 100%
- Counselor has limited evening appointments
- David seems to know H.
- Daytime hours make it easy
- Without a problem
- They work really hard to get me in on the times that work for me
- Sometimes I cannot get times as the same before
- We plan ahead, has had perfect attendance at school for 2 years

4. DO STAFF TREAT YOU WITH RESPECT?

- Very courteous to ensure customer/client satisfaction due to seriousness of personal issue.
- Excellent
- Always
- Linda is awesome
- All staff are wonderful, girls at front desk are fabulous
- Very much so, excellent staff
- Thank you – great job
- Even therapist who I do not even know, they are very polite when sitting and waiting for Cari.
- They are all wonderful
- They go over and above

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

- Laura knew exactly what I needed. She is one in a million.
- Not yet
- Made a goal chart
- We worked together to make it
- Both of my grandchildren are safe and doing awesome
- Probably needs to review more than every year to keep goals fresh

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

- All positive - no complaining
- I have Bi-polar and I slip sometimes, she works with me
- We are working on it
- Not sure
- She had helped me complete couple of my old goals
- We are working on them
- It has been a great asset for her, she feels comfortable with therapist, and it has been three years.
- Setting goals makes it a lot easier to work on achieving them because of the encouragement from the therapist.
- We are still working on them

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

- 100%
- Child needs more services
- 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.
- Very
- It is only my second appointment, but I have loved her so far.
- Comfortable environment, great therapist.
- Yes, therapy is much different than I thought it was. It has really helped me in dealing with and working through my emotions.
- Tom has not only been a great therapist, but also a friend
- Heather is awesome
- My therapist is awesome

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

- Laura has my trust to be able to discuss anything, which is difficult for me to do.
- Laura is an excellent listener, but is good at holding me accountable and moving toward goals.
- Everyone is very respectful and professional
- Laura is easy to talk to, and is relaxed if I need to reschedule or cancel as if no big deal.
- I feel like a person instead of a number
- They help me to deal with my issues
- My Therapist has always been a very good source of information for me.
- Very professional and excellent
- Helps somewhat, understand child
- It is nice having someone to talk to and not just my mom
- Very helpful and always helps in answering questions
- It helps my son cope with things
- She is understanding and nice
- Helping my daughter
- He gets to talk to Dave anytime he wants to
- Everyone is friendly and has a smile which brightens my mood
- David helps me to set future goals for myself every time we meet
- Easy to talk to
- Phenomenal therapist for my son
- 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, and 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
- I am getting the help needed to reach my full potential
- A therapist who sees through my walls
- Regina has helped me immensely over the years so much I have gained so much confidence and security within myself that I have been able to make life changes that I have wanted to
- My daughter is very comfortable
- I have had the same counselor for almost 10 years, consistency is important to me
- Seems nice, I just started with her
- 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.

- Services have helped me put my mind to rest and at ease since I have been coming, the meds are helping also
- Flexible time available
- Getting a different perspective, on issues that I thought were unattainable
- I feel better about myself
- Always in a good mood and ready to help; respectful of personal beliefs
- My therapist is always open and honest
- My therapist is great
- Caring staff
- Treated with respect
- It helps
- Able to talk to someone like Cari, to get to vent my problems and issues that can't discuss with anyone else
- Setting goals and being able to talk without judgement is great
- Working on my self confidence
- They make me feel better about myself
- That I can talk about anything I need to
- Support, someone giving good advice
- She is always willing to work out appointments
- Patience and understanding
- It helps in daily life
- First time I have been told to make a goal
- I am treated with respect
- The progress we have received could not have been achieved without Siobhan
- I go away feeling better than when I first came in
- They have done great work with my son
- She is able to express herself vocally, not with physical contact
- Get to talk
- The one good thing about the services is that they are there
- She understands us
- Drinking fountain
- I am starting to feel better about myself
- No judgment towards me
- It is really nice to talk with someone down to earth and get someone else's perspective
- Tom helps me detach and analyze any emotions, also great front desk
- Easier to talk to somebody about things I cannot say or do with others
- Very individualized therapy, we set goals early in my therapy and I have been happy with the results
- The person I see! Absolutely outstanding
- Heather has been seeing me off and on for years
- Heather is extremely helpful and understanding, I feel at peace while in her presence
- Heather is great
- Heather is very personable
- Convenience and kindness, I think the world of Lisa
- Always fast and friendly
- The discretion of the staff
- It helps me out getting stuff off my chest
- Able to talk about things

9. WHAT WOULD MAKE SERVICES BETTER?

- Parking
- Nicer seats would make things better also, I have a bad back and it really is hard to sit for my sessions
- A child with ADHD, severe RAD & ODD needs more than 1 hour a week
- Unknown at this time
- When I call and leave a message with a staff and I get no call back, I would like one especially concerning meds
- The services would be better if I gave more effort to complete set goals
- Have earlier appointments
- Cannot think of anything
- Not too sure yet like I said seen her one more time
- Free
- My husband is having a hard time because he can only come at night
- Office – most of the time very organized
- Nothing

- A slushee machine
- Don't change a thing
- Being able to talk with somebody when I need them at certain times
- Medicare coverage for LLC
- Not filling these things out
- More children counselors

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

- Yes I have. One has signed on but placed with counselor for her individual needs
- Depends on severity
- I already tell everyone how happy we are and it is like David was hand picked
- I actually already do recommend your office to friend and family
- When it is busy for check-in there should be 2 people, 1 for sign-in, 2 for payments and issues
- I have told many people about here because everyone is wonderful here
- I have plenty of times
- I have recommended at least 7 other people to Heather