

**PROFESSIONAL COUNSELING CENTER
CLIENT SATISFACTION SURVEY
Total Agency Comments
February 2019**

1. HAVE THERE BEEN ANY DIFFICULTY TO GETTING SERVICES?

- None other than random appointments being added or canceled. Hasn't happened lately.
- Always very helpful and pleasant.
- Scheduling due to availability; popular therapist
- Take the bus but still make it, weather has been bad
- Not at all
- The six month waiting period due to cancellations kinda sucked, but I understand. It's just hard to wait. Hard to get my daughter an appointment due to no available therapist.
- Sometimes on getting appointments
- Weather
- She is busy as long as you schedule out a few visits then it is no problem
- Very helpful

2. ARE YOU GETTING THE SERVICES YOU NEED?

- Look forward to coming every week.
- Children seem to enjoy spending time with her.
- Hopefully we see a psychiatrist soon
- Yes he is
- Hoping to get a psych eval/official diagnosis.
- They are both excellent
- Thermond give excellent support.
- Yes helps to keep me on the right path
- Excellent services
- He's very helpful and has great input
- They are both excellent
- Tom is very good to talk to

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

- I would prefer after school at 3:30 but have not been able to get an appointment for that time
- Yes still need my meds though
- Usually
- Always
- They are very helpful
- Definitely
- Most of the time but not always
- As long as I schedule far enough in advance
- Perfect every time
- Having somewhere open late is very helpful

- The time meets my needs
- Sometimes
- Sometimes to far apart but I do realize I'm not the only crazy person in the world.
- Therapist is busy
- Most of the time
- When I schedule ahead
- They work around my work very well
-

4. DO STAFF TREAT YOU WITH RESPECT?

- Very much so, always smiling
- Very well
- Always
- Always pleasant
- I have had problems with the billing department case manager (lady) treating me like crap and even swearing. It was addressed, however.
- Pleasant, professional, friendly
- Yes, I feel like I'm treated as an adult
- Cari never makes me feel bad about myself
- Every week everyone is kind
- Staff are always happy and courteous
- All nice staff
- I am happy to come in here
- Everyone is so nice
- Very nice people
- No problems
- Always
- Everyone is nice to me
- They are always very positive
- Very nice
- All the staff is very nice
- The staff is very loving

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

- My sessions are supplemental to my daughters.
- Thermond always allows me to give my input

6. ARE STAFF HELPING YOU REACH YOUR TREATMENT PLAN GOALS?

- They are always helpful
- Possibly needs more aggressive goals
- Excellent support staff
- However it's up to me to achieve
- Comes up with new ideas every session

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

- Everyone is very nice, upbeat and helpful
- I feel that Sandy is very good at getting the children to talk and to interact with her and one another.
- Working towards that
- Everyone is friendly and they listen
- Best therapist I've ever had
- Yes Karmen is great, she helps you to see your problems from different approaches
- I think the psychiatrist shouldn't be so long out for meds

8. WHAT IS THE BEST THING ABOUT THE SERVICES YOU RECEIVE?

- She helps and really listens
- I am comfortable with therapist
- Mrs. Sandy is amazing and very patient.
- Never feeling judged from the time I walk in until the time I leave.
- My son is learning how to deal with his emotions.
- Front desk staff
- Sandy listens to everything and tries to help in the best way possible.
- Able to work me in with times and quality of service People are nice here
- Being able to talk about my life
- Mrs. Davidson is great at her job. I couldn't have chosen a better therapist if I had hand picked her myself.
- Timing, respect
- The treatment plan for Emelie and the way Mrs. Davidson works with her
- Is that they treat me or us with respect, Mr. David listens to what is said to him, I also respect his professionalism
- It's a relaxing, safe-feeling area
- Everyone is very friendly
- Being able to get help for the problems I explain
- It relieves stress by getting thoughts out
- My therapist works with me on every level
- Helpful and staff is very helpful and patient and professional
- Everyone has helped us more then another agency
- I get someone to talk to when I need it
- All the people, everyone seems so happy
- Friendly, considerate
- Karshibia is a great listener and offers useful supportive advice
- I'm getting the help I need
- Kind people
- Personal attention in working specific problems,
- I am newer so this is difficult to answer at this point.
- I feel comfortable with my counselor.
- They are really helpful
- The understanding and overall caring of staff
- Thermond's support, resources, understanding etc.
- I feel very comfortable talking about anything with Karmen

- Karmen is amazing therapy, kind staff
- Late appointment
- I can get flexible scheduling
- Emotional support
- She listens without judgement
- Karmen keeping me grounded
- Faith based- Scripture conformation of making changes and growing
- The entire staff is polite, easy going and understanding
- It helps
- My therapist is awesome and helps me with everything I need
- Everything
- Everyone is very helpful and Cari works around my schedule that I need.
- I feel like I am able to grow, even with my issues
- Everyone is happy and smiling
- Kind, friendly, polite caring and supportive
- Friendliness
- Having someone to talk to
- Staff is friendly, on a first name basis relationship, personable
- Helping me
- Feel better when I leave
- Gary is very understanding. He has very good advice.
- Getting matched with the right person.
- Front desk, Gary is easy to talk to
- Is helping me with my anger
- Gary is a good listener and helps me a lot
- Everyone is caring and nice
- Appointments after 5pm
- Getting in scheduled time
- Gary is always very easy to talk with and the goals set are realistically achievable
- They are helping me reach my goals
- They meet the goals I've set
- Helpful
- Always treated with respect
- People
- I love my counsellor, known her about 10 years
- My child enjoys coming and looks forward to their sessions
- They help
- Being able to process through my thoughts with someone
- Feeling like I'm making progress
- Friendly makes me feel comfortable
- She really cares and makes sure I know it
- The communication my children have with their counselor

- Happy people
- The connection with Kelly
- Having someone to talk to
- I am very happy with everything
- It's helping me work through difficult situations
- My therapist is helping me a lot
- Helping with making plans for the future and providing solutions
- My therapist is great
- The understanding and overall caring of staff
- Helps me get through what I'm going through a little easier
- All
- Counseling is helping me understand my situation better
- Continuous, personal
- Therapist really listens to me
- Heather is flexible and compassionate
- The personalized sessions with Heather
- Heather is very organized and reliable. Very good patience.
- Handling situations a little bit better than before
- My overall health has improved because of my sessions
- My therapist
- Honest feedback
- That they are tailored to my everchanging need and is always positive, even when difficult
- Heather has been amazing in my life
- HEATHER!!!!
- Availability
- I feel like I'm getting a fresh start in life
- She is always available 24x7
- They are helpful
- They help with peace of mind
- Straight forward honesty and trust
- Peace strength and no more sleepless nights

9. **WHAT COULD MAKE SERVICES BETTER?**

- Meeting everyday
- Nothing I am completely satisfied
- I missed appointment with Dr. due to depression. Don't like waiting six months
- Cookies and milk
- More parking
- More therapist to even out workloads
- I don't know
- Every session I have with Mrs. Davidson helps me to understand and cope with my mental issues.
- Nothing

- Haven't been coming long enough to answer that
- Can't think of anything
- I don't know, I think they're good as they are.
- Keep doing what you are doing
- I am satisfied with the current services
- I am newer so this is difficult to answer at this point.
- Her having more open days (in the morning)
- The services are terrific
- Everything is good to me
- Nothing really
- Vending machines
- Better parking, longer sessions
- More evening appointments for students/families
- It has helped me learn ways to cope and think of things in a new perspective
- The communication my children have with their counselors
- My counselor is very helpful and understanding
- Having weekend hours available for flexibility
- Service is great, wouldn't change it
- I'm always satisfied
- None that I can think of
- Not sure
- Nothing at this time
- I think so
- I have no complaints
- Nothing this place is awesome
- If I could have my morning coffee with her

10. WOULD YOU RECOMMEND PCC TO SOMEONE NEEDING COUNSELING SERVICES?

- I am very happy with Sandy and very glad she is my daughters counselor
- I'm satisfied with my services
- Being able to contact the office and better scheduling
- I tell everyone who ask to call you
- Always do
- Definitely
- Definitely would
- I have in the past
- I have and I will
- Definitely would
- I have, four people I know are going now.
- Heather is very good
- And I have
- Already have and will continue to do so

CLIENT SATISFACTION SURVEYS
Total OP Agency
February - 2019

Clients Scheduled - 278
 Surveys returned - 159
 Percentage - 54%

1. Has it ever been difficult to get services?

YES	NO	TOTALS
5	153	158
3.16%	96.84%	100.00%

Did Not Answer
1
1%

2. Are you getting the services you need?

YES	NO	TOTALS
156	1	157
99.36%	0.64%	100.00%

Did Not Answer
2
1%

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

YES	NO	TOTALS
156	3	159
98.11%	1.89%	100.00%

Did Not Answer
1
1%

4. Do staff treat you with respect?

YES	NO	TOTALS
159		159
100.00%	0.00%	100.00%

Did Not Answer
0
0%

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

YES	NO	TOTALS
158	1	159
99.37%	0.63%	100.00%

Did Not Answer
0
0%

6. Are staff helping you reach your treatment plan goals?

YES	NO	TOTALS
158		158
100.00%	0.00%	100.00%

Did Not Answer
1
1%

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

YES	NO	TOTALS
158		158
100.00%	0.00%	100.00%

Did Not Answer
1
1%

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

YES	NO	TOTALS
156	1	157
99.36%	0.64%	100.00%

Did Not Answer
2
1%

SURVEYS TURNED IN 159
