

1. Has there been any difficulty to getting services?

YES	NO	TOTALS
3	64	67
4.48%	95.52%	100.00%

Did Not Answer
0
0%

2. Are you getting the services you ne

YES	NO	TOTALS
63	4	67
94.03%	5.97%	100.00%

Did Not Answer
0
0%

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

YES	NO	TOTALS
65	2	67
97.01%	2.99%	100.00%

Did Not Answer
0
0%

4. Do staff treat you with respect

YES	NO	TOTALS
66	1	67
98.51%	1.49%	100.00%

Did Not Answer
0
0%

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

YES	NO	TOTALS
65	2	67
97.01%	2.99%	100.00%

Did Not Answer
0
0%

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

YES	NO	TOTALS
66	1	67
98.51%	1.49%	100.00%

Did Not Answer
0
0%

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

YES	NO	TOTALS
66	1	67
98.51%	1.49%	100.00%

Did Not Answer
0
0%

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

10. Would you recommend PCC to someone needing counseling service

YES	NO	TOTALS
67	0	67
100.00%	0.00%	100.00%

Did Not Answer
0
0%

**PROFESSIONAL COUNSELING CENTER**  
**CLIENT SATISFACTION SURVEY**  
**Outpatient Comments**  
**August FY 2020/2021**

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

- CMH refused case management-looking into alternatives
- Very close to home and great scheduling
- No
- Love her

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

- My son enjoys coming
- Now that I see my new therapist
- U/N
- Suzette is wonderful
- She is wonderful
- Lisa is exceptional
- They listen and ask questions
- CMH refused case management-looking into alternatives
- good progress
- Very helpful

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

- Siobhan has been very flexible when needed
- My schedule is hard to match with yours. I work 7am to 3pm Mon Tue Wed Friday
- Have to schedule a few weeks in advance, but we have a full schedule ourselves
- They work with your schedule
- Most of the time
- Usually I can get my evening appt. but sometimes
- They book me a month at a time

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

- Always goes above
- Very helpful
- Front desk is great Jen always keeps my families appointments made
- the front desk staff is always very friendly
- yes the customer service is dazzling
- Their AMAZING best staff I've met
- They are always so welcoming and I'm always greeted with a smiling face
- Always friendly
- always

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

- We work together

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

- How don't they?
- Working on it
- Lisa is most definitely
- They ask and watch and see me meeting my goals
- My son is the one in counseling. He has been doing better since seeing Kristen

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

- Siobhan is great with my daughter, I appreciate her so much
- I've been to other places for services, however Professional Counseling has been the best out of all those places. I've recommended it to others
- Absolutely, I wouldn't go anywhere else
- a wider room for more, mad respect

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

- Everything
- Patience and caring and professional and supportive
- Cindy is someone that genuinely cares for patients I can open up about anything with her
- the staff and Tasha are amazing
- Allows me to see my son for visits
- you care about our family
- it helps me reach what I am working toward
- Heather is very easy to get ahold of if an emergency occurs
- Home based (Lisa-LOL)
- Suzette is very knowledgeable and offers helpful feedback
- the conversation comes easy
- friendly and helpful staff
- Recovery, from depression and anxiety
- I'm able to get the help that I need
- Professional facility, comforting, safe environment to freely address concerns
- the friendliness of everyone
- Clarity
- Being able to call in between appointments
- I'm more stable in my emotions and mental health
- able to get support wasn't getting before
- Common sense approach to treatment-no pressure
- I adore Lisa and her professionalism. She is easy to work with and talk to
- I'm listened to
- It helps
- they work with my schedule, their amazing to talk to and they listen and help

- Laura is awesome she does a great job
- The level of care and treatment from all staff
- I feel like I'm being listened to. I also love how whenever I come in everyone is so nice
- The way she knows whats on my mind and what I'm feeling
- Someone to open up to
- They have helped my kid a lot
- They also help us at home
- Staff and counselor listening to me and helping me when needed
- Getting to talk to an easy going person
- they help me get better
- Siobhan involves the parent
- It is helping me through my needs for service
- I don't feel judge when I complain to Kelly
- Getting direction-working towards goals
- Comfortable with therapist, pleasant office, progress being made
- The service I have received has made a positive difference in my life
- The services they give me helps me alot
- I'm building a tool box to learn to cope
- Kelly has made a connection with my granddaughter
- It is nice and it help me be able to sort my problems out
- Getting to talk to my therapist and goals
- I absolutely love Karmen she is great at helping me to feel better and cope
- Peace of mind

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

- N/A
- Free snacks and massages, pedicures too
- Nothing
- Foot, head, and shoulder massages
- nothing
- N/A
- Maybe someone to talk to if needed before next appt. or be able to speak to counselor before appt. or a call back
- Nothing
- Nothing
- N/A
- Don't change a thing you guys are awesome
- Keeping up the quality of service I've been receiving
- N/A
- Not make sessions feel so rushed thru
- N/A
- Consistent appointment time slots
- Not much. Wish no 7 year wait period post treatment to enjoy relation outside of therapy
- None

- more therapist interaction (homework, journal prompts)
- Nothing
- N/A
- Nothing
- Pay raises for all, scones and tea, massages
- nothing
- N/A
- Nothing, it is great

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

- Absolutely! My experience has been beyond excellent
- Absolutely
- People ask me to shut up. I rave about this place all the time
- Yes, and I do
- I've already recommended it to other friends and people
- Yes I would highly recommend
- very friendly staff
- I already have for a few people
- Without a doubt, would highly recommend
- I have
- The staff is always friendly and willing to help out

**PROFESSIONAL COUNSELING CENTER  
NEEDS ASSESSMENT / CONSUMER INPUT**

**Outpatient**

**Overall August 2021**

**FY 2020/2021**

**1. *What services do you think are missing at Professional Counseling Center that could help you?***

- None
- If there's a supervised visit counselor should be part of it
- lqbtqt
- None
- Group therapy
- NA
- More resources to lead patients to getting rid of the barriers off that's holding them back
- n/a
- None
- none
- None
- N/A
- None that I can think of
- N/A
- I can't think of anything
- None
- I feel everything is just fine
- N/A
- N/A
- None
- None
- Maybe youth support groups ages 14-18
- Need a psyatrist haven't had one in years
- none

**2. *What services are available in our community, but there are not enough of them?***

- Adequate mental health care
- Access to services unilaterally
- N/A
- Drug addiction counseling
- Things for children to do. get them off the streets
- Not sure

- Homeless Shelters
- Mental health for free
- couples/marriage counseling
- I don't know
- N/A
- I'm not aware of what services are available
- Drug counselors, homeless shelters
- n/a
- All counseling, but the problem is with insurance companies that are creating barriers to people
- n/a
- Dentists Therapy
- AA-NA-Alanon
- youth groups
- not known
- all is fine as is
- goal setting
- Mothers-to-be
- geared for youth ages 14-18
- I don't know

3. *What services do you think are missing in our community that might be helpful to others?*

- Run aways
- general mental health awareness
- fine as is
- Not known
- more groups
- group therapy
- NA
- child care services
- n/a
- More proactive parenting courses (Lisa will understand)
- n/a
- Group programs of people who are all struggling with specific problems
- Why it's important to work, be productive! Depend on yourself not the system
- Not sure
- Couples/marriage counseling
- More health options for free
- Not sure

- N/A
- N/A
- Resources to help families and children enjoy a better quality of life here. To much corruption
- none
- youth groups

**4. *Other Comments :***

- N/A
- Thank you Lisa and Heather for all you do for educators. I am blessed to have found this place and these people
- Not much needs to change always room for improvement but keep up the good work you all do
- The front staff is always amazing
- Been coming for years Heather is amazing