



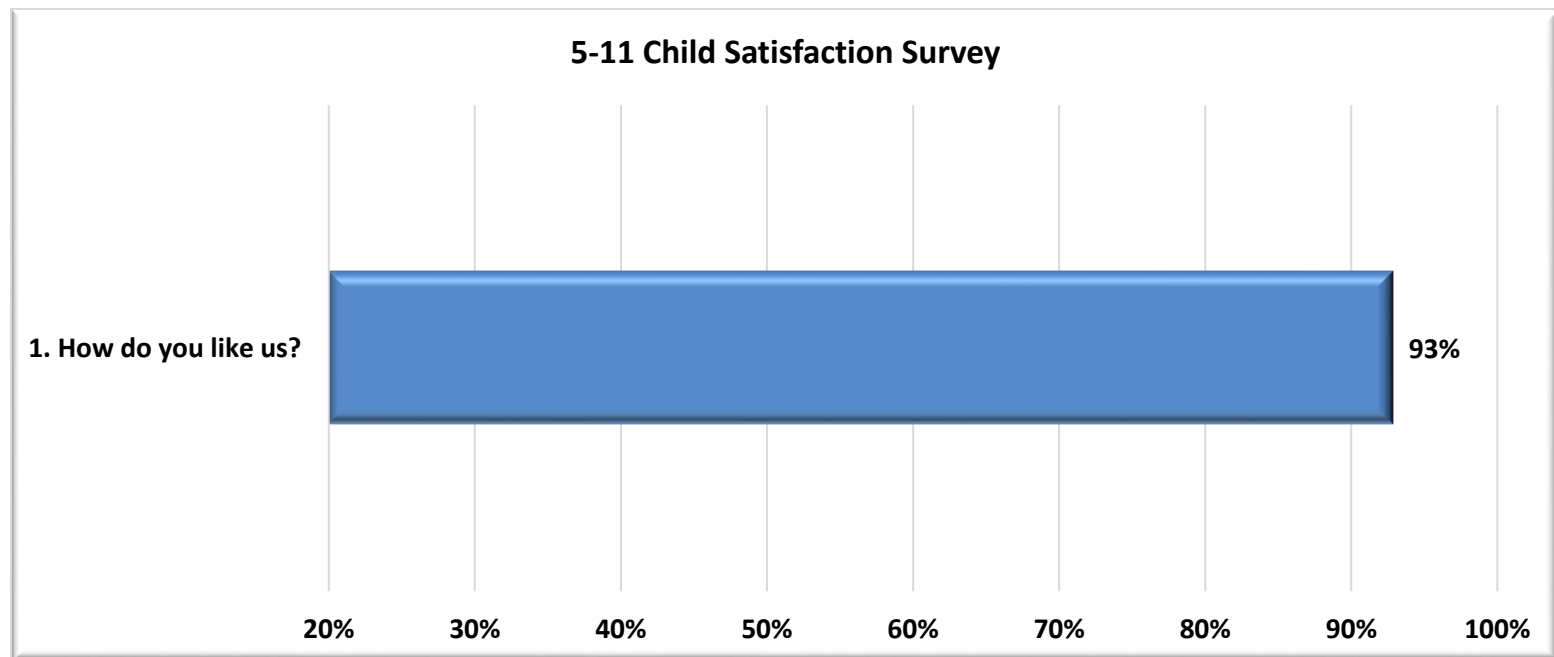
3rd Quarter-2019 Middlesex/Mountainside Outpatient Family Satisfaction Surveys



Youth 5 years old-10 years old Satisfaction Survey n=14

When children, ages 5-10 were asked how they feel about Outpatient, 93% of children responded “I like it a lot” or “I like it a little”.

The average score is 4.6

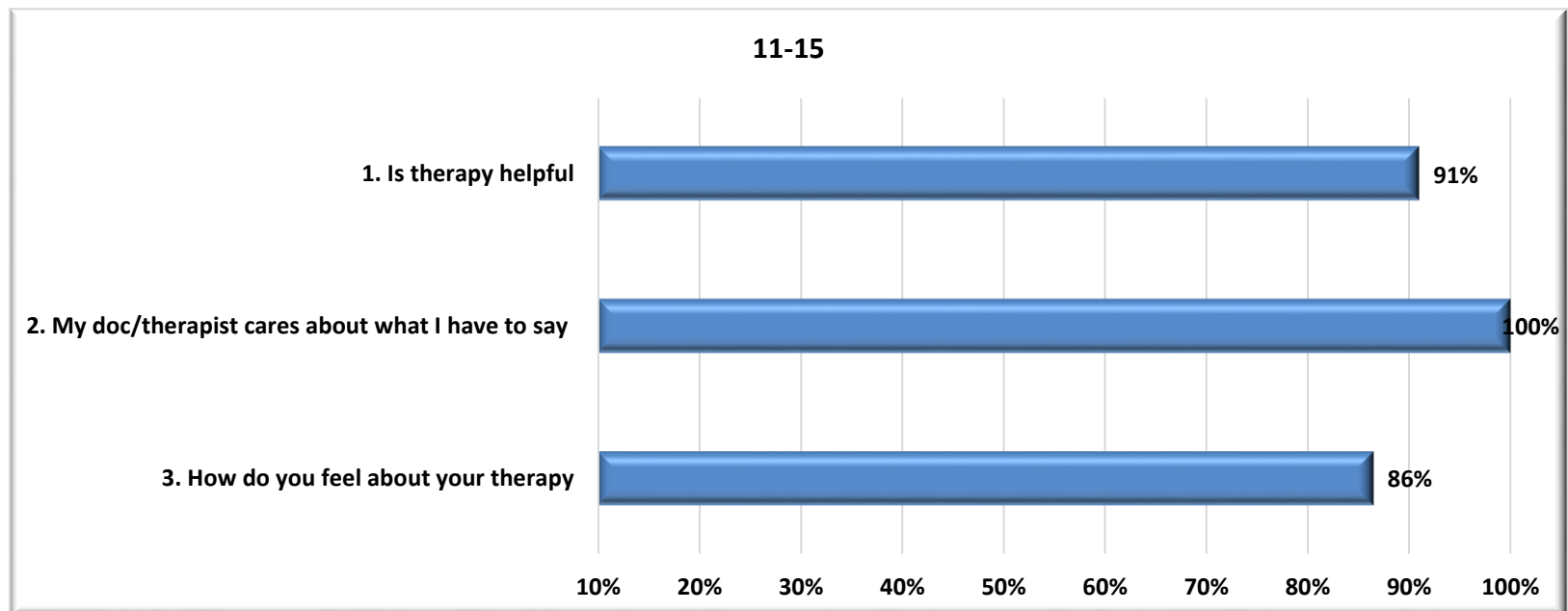




Youth 11 years old -15 years old Satisfaction Survey n=22

92% of children 11-15 are satisfied with services and had an average score of 4.6

Satisfaction Survey percentages reflect survey respondents who replied, “Strongly agree” or “Agree”

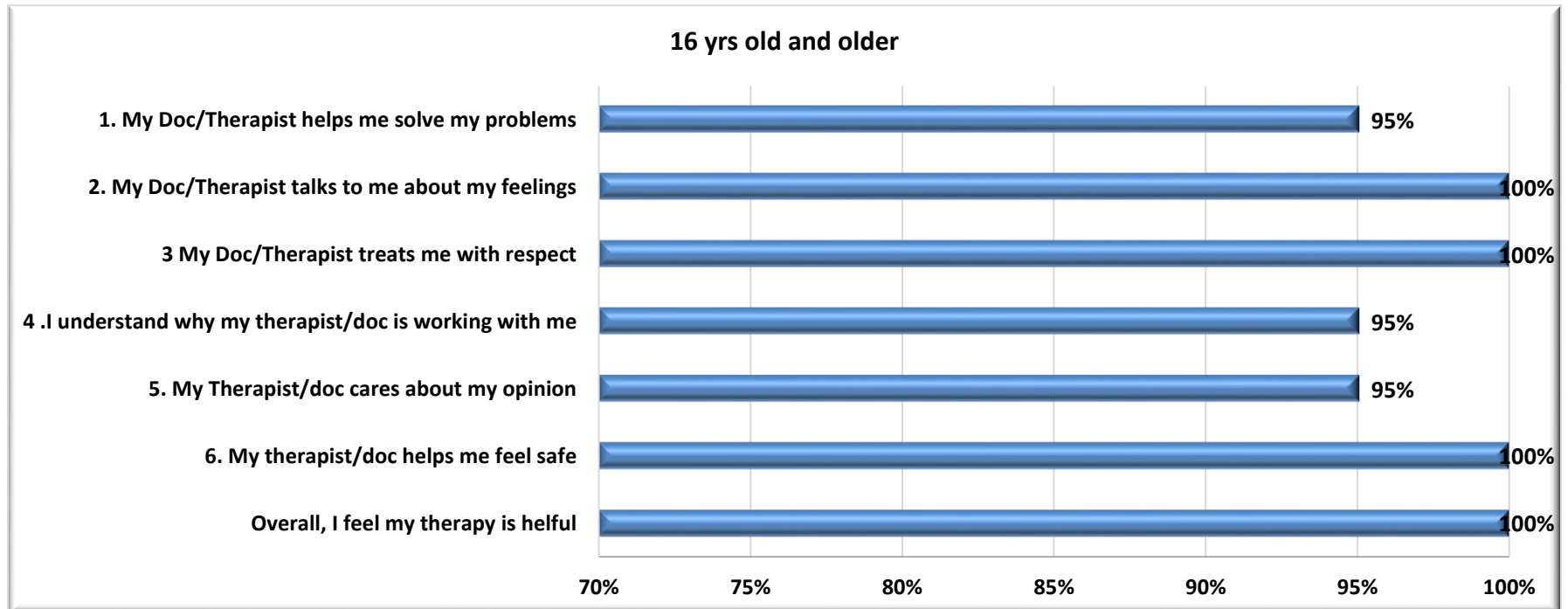




Youth 16 years old & older Satisfaction Survey n=12

98% of youth 16 and older are satisfied with services and had an average score of 4.9

Satisfaction Survey percentages reflect survey respondents who replied, “Strongly agree” or “Agree”





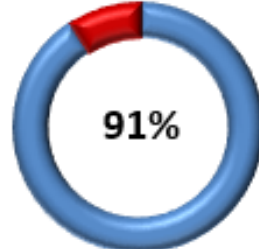
Parent Satisfaction Survey

n=33

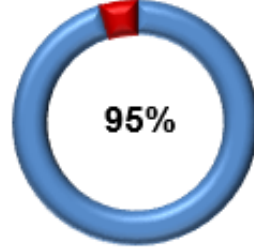
93% of parents are satisfied with services with an average score of 4.8



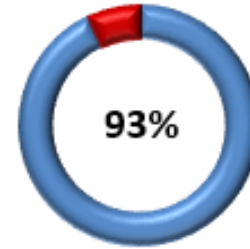
I am treated with courtesy and respect and our privacy and confidentiality are protected by the Outpatient staff.



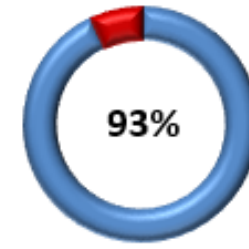
I was offered a clinical intake appointment within 1 week



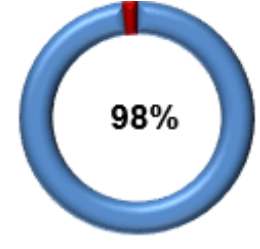
Services are provided in a manner that is sensitive to my culture/cultural background.



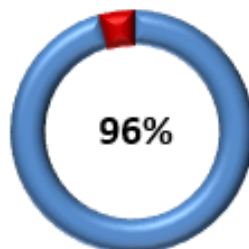
My telephone messages are returned in a timely manner.



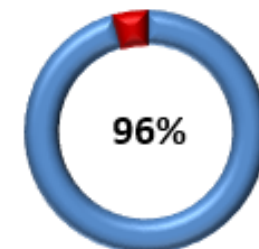
I am satisfied with the location of the facility.



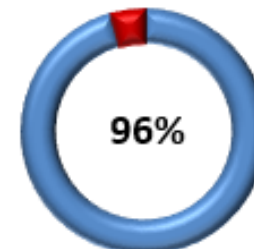
The facility is clean and comfortable.



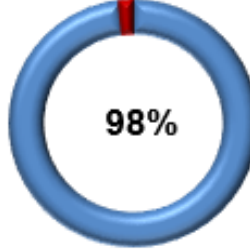
All forms were reviewed with me and my questions were answered.



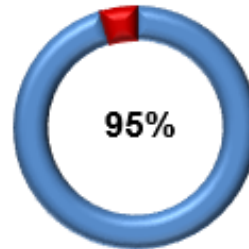
My wait time for appointments were reasonable



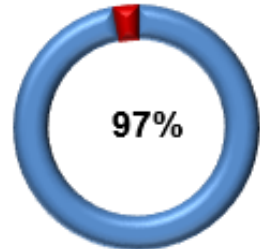
My child and I were and continue to be involved in the development of our treatment goals



The clinician/doctor listens to my concerns, takes my opinion into consideration and answers my questions



Overall, I am satisfied with the services my family received with Cooperative Counseling Services.



I would recommend Cooperative Counseling Services to someone I know.



Survey Comments (Youth 11-15 years old)

Comments
"It helps me with my anxiety and depression."
"Thank you!"
"What I have to say is that this helped me a lot and my doctor helped me with all of my problems."
"I can express myself a little bit more."
"Ashley is a great therapist. Extremely helpful and cheerful."

Survey Comments (Youth 16 & older)

Comments
"Vanessa had helped with my overall growth as a person."
"My therapist is outstanding."
"I like to come here."
"I really enjoy coming here and having someone to talk to."
"Yes, I appreciate the patience and genuine concern my treatment providers provide for me. I love it."
"Very Good"



Parent Survey Comments

Comments
“Lucia is very friendly, personable and helpful. My daughter loves to see her. She has made a lot of improvement in her behavior and I love that.”
“I think it's extremely well run. I'm having trouble matching services for my son's issues, but I think the process is working, just slowly.”
“Never been this open with me and other family members. After coming to CCS, it has made a such a difference in his personality. It has helped him so much. Thank you!”
“I am completely satisfied with the facility and treatment my child received.”
“Emma is personable and pleasant with my grandchildren and self. We enjoy our time spent and feel it is important and very helpful just knowing someone else is there besides family.”
“We are so happy with the support we receive from Ashley and Joyce. It has been helping our daughter and family take great strides! We look forward to our visits. Our daughter is very happy to spend time with Ashley and Joyce and feel understood.”
“Antonio is an excellent therapist! You need more like him!”