



# **1st Quarter-2019 Union Outpatient Family Satisfaction Surveys**

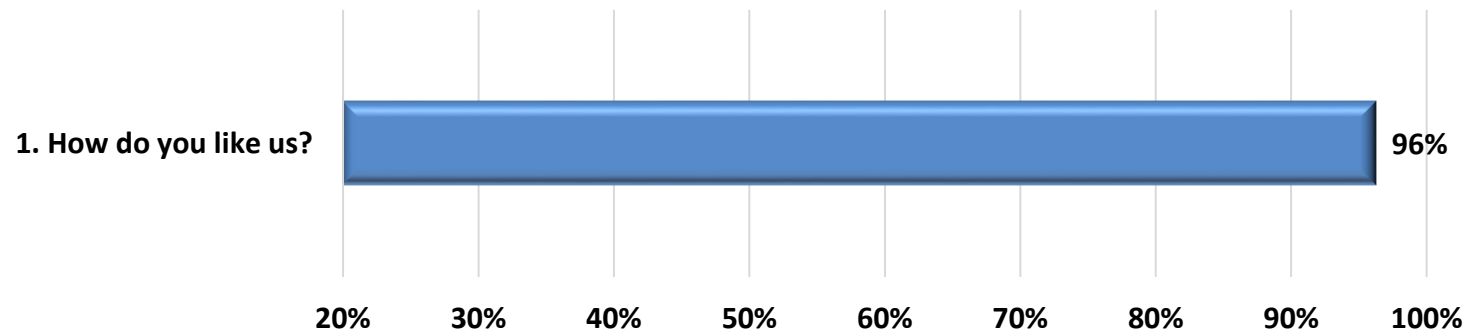


## Youth 5 years old-10 years old Satisfaction Survey n=16

When children, ages 5-10 were asked how they feel about Outpatient, 96% of children responded “I like it a lot” or “I like it a little”.

The average score is 4.8

### 5-11 Child Satisfaction Survey

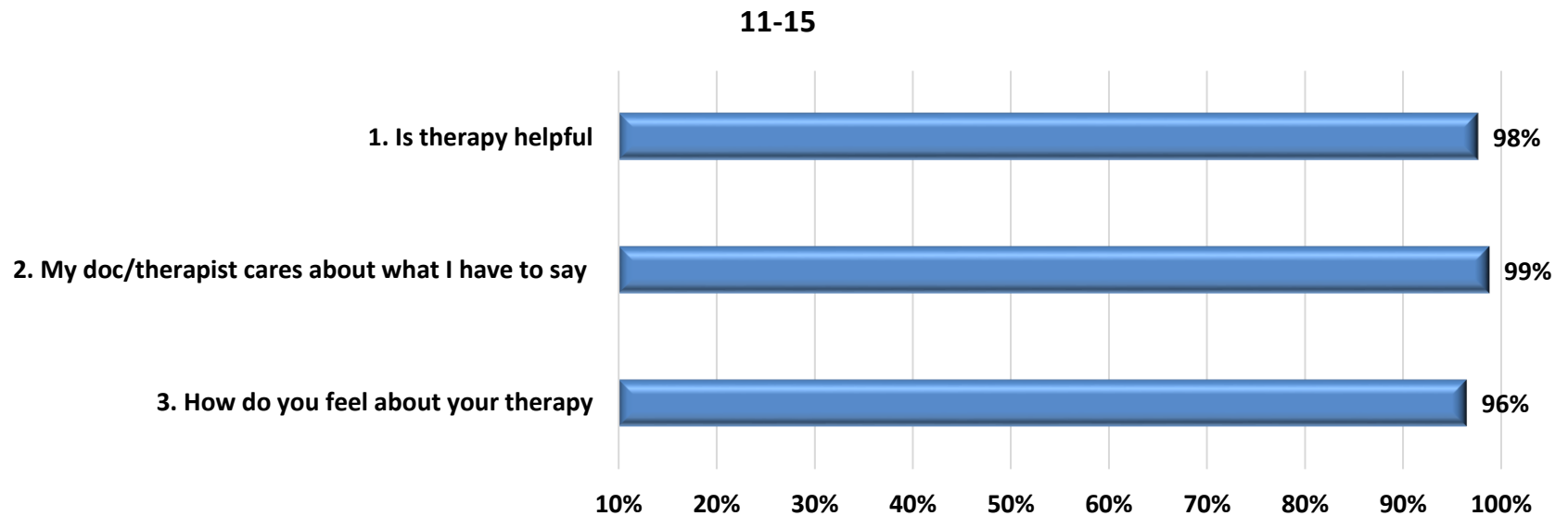




## Youth 11 years old -15 years old Satisfaction Survey n=17

**98% of children 11-15 are satisfied with services and had an average score of 4.9**

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



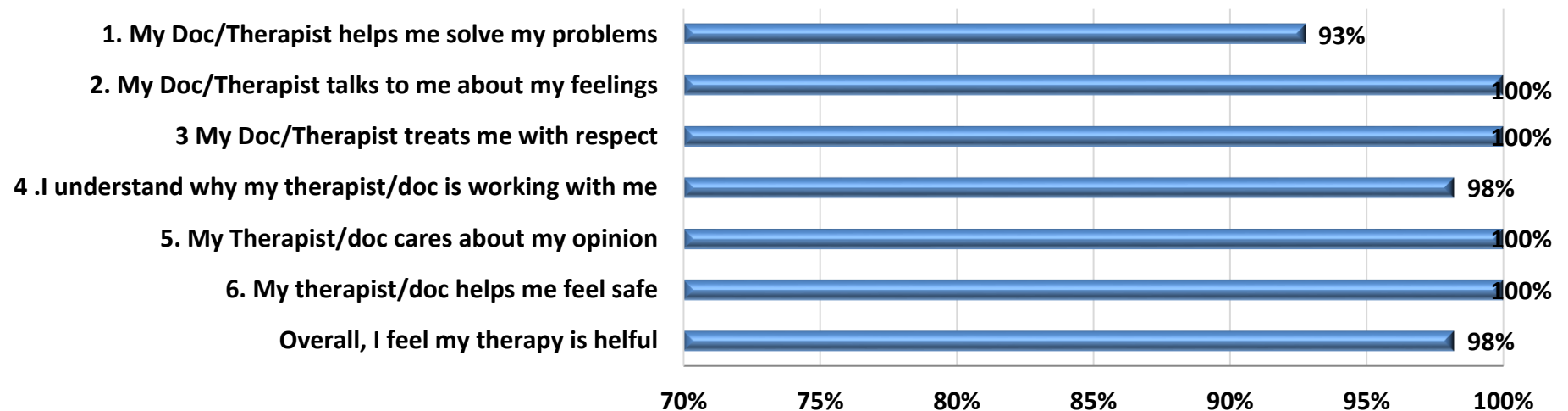


## Youth 16 years old & older Satisfaction Survey n=11

**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”

### 16 yrs old and older





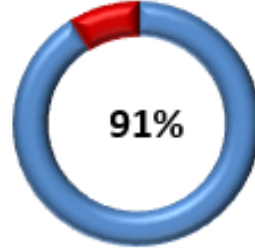
## Parent Satisfaction Survey

n=49

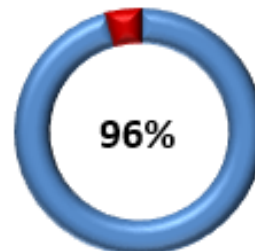
**96% of parents are satisfied with services with an average score of 4.8**



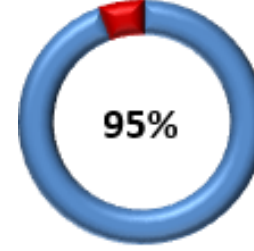
I am treated with courtesy and respect and our privacy and confidentiality are protected by the Outpatient staff.



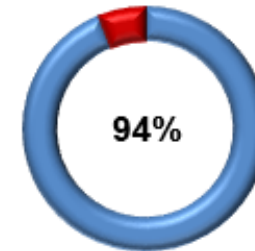
I was offered a clinical intake appointment within 1 week



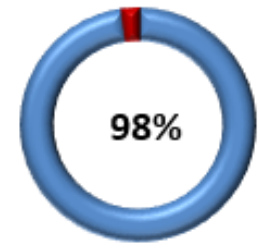
Services are provided in a manner that is sensitive to my culture/cultural background.



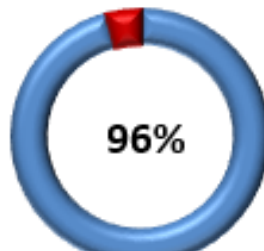
My telephone messages are returned in a timely manner.



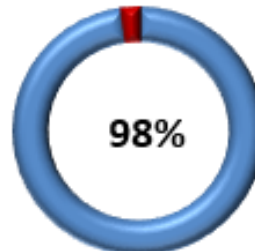
I am satisfied with the location of the facility.



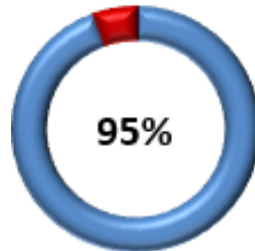
The facility is clean and comfortable.



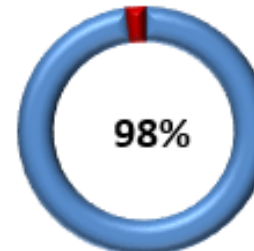
All forms were reviewed with me and my questions were answered.



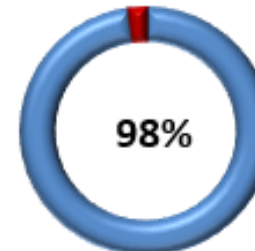
My wait time for appointments were reasonable



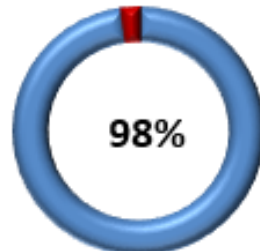
My child and I were and continue to be involved in the development of our treatment goals



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 5-10 years old)**

<b>Comments</b>
<b>"I really love this place. Ms. Nicole is funny, loved and supportive. I really love her. Maybe I will work here."</b>
<b>"I like it. Ms. Danielle is almost completely kindness."</b>

## **Survey Comments (Youth 11-15 years old)**

<b>Comments</b>
<b>"I like how it helps my anger"</b>
<b>"Thank you for helping me"</b>
<b>"The place is very nice"</b>
<b>"It really helped express on how I felt and had someone to talk to"</b>
<b>"You do a great job at your work"</b>



## Survey Comments (16 years old and Older)

Comments
"Helps A lot"
"It changes me for the better "



## Parent Survey Comments

Comments
"Nafeesahn is such a great person with our son. She advice and helps him a lot their connection is good my son likes her a lot; and he can trust her, and we feel comfortable. we love having Nafeesahn as our counselor".
"Excellent interaction between Nafeesahn and my grandson. She does not let him avoid answering her questions. She has provided me with worksheets, phone contacts and an abundance of good advice. I wish she was permanent".
"Ms. Green has been very helpful in dealing with the proper treatment of my grandson. She has given great advice and provided much needed mental support".
"Nina is a great person to our son. He likes her a lot. They understand each other. My son trusts her and feels comfortable with her. We love having Nina as our son's clinician".
"Ms. Rachael is great. I see a lot of improvement on my son and myself. People on waiting room can be loud on the phone, but that is everywhere now a days"
"Ms. Rachael always listens to our child's/our concerns and is working hard to solve things".
"Great Overall Experience".
"The services were good, and I hope it will be useful to my son in the future".
"Diana had been extremely helpful with resolving the situation between my son, his god-father, grand-mother and myself. She is very professional, and I would recommend her to anyone. I believe she has a lot of patience".
"Danielle is a very good therapist for my son".
"Maria was great!"
"Ms. Nicole thank you for caring for teaching my son and teaching him. We will miss you".





## Parent Survey Comments

Comments
<b>"Ms. Nicole is the best. she is very compassionate "</b>
<b>"Nicole really helped my son when he was going through a lot. I really like Nicole".</b>
<b>"Very pleased with services! Thank you. Sy was absolutely wonderful, she was very easy to work with and provided excellent services".</b>
<b>"I love how Ms. Sy truly care for my daughter's problem. She works nicely and always try to see what else we could do to help her out. Thank you!"</b>
<b>"I am very grateful to have found this facility for my child. My child is treated with care and respect. The therapist working with my child. Amanda is an amazing woman that takes the time to understand what my child is trying to express and provides a safe and comfortable atmosphere. Thank you all for the amazing job you all do!"</b>
<b>"Grateful for the services available for my grandson to learn coping skills for today's life challenges".</b>
<b>"Amanda was kind, friendly as well understanding. My son was very comfortable with talking to her and getting his feelings out. I am very satisfied with Amanda's services. I would recommend family and friends to her and or your company. Thank you for your services".</b>
<b>"We had a great experience with our clinician. She accommodated my son's needs and helping him with her techniques during their consultation. I highly recommended this place"</b>