

The Guidance Center Consumer Satisfaction Survey Adult Programs (ABH/ACT/IDD/DBT)

Date of survey: September 2024

Date of Report: December 2024

Number surveyed: 150

Aggregate Data Summary Percentage

	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative%	Total Responses (+ and -)
1. I liked the services that I received here.	122	22	144/97%	3	1	4/3%	148
2. Overall, I am satisfied with the services that I received.	123	21	144/97%	1	3	4/3%	148
3. The location of services was convenient (parking, public transportation, distance, etc.)	108	35	143/96%	6	0	6/4%	149
4. If I had other choices, I would still get services from this agency.	120	20	140/95%	3	4	7/5%	147
5. I would recommend this agency to a friend or family member.	127	16	143/97%	5	0	5/3%	148
6. I was asked about my treatment goals and needs.	137	12	149/100%	0	0	0/0%	149
7. I was asked if my treatment goals and needs were met.	120	21	141/98%	3	0	3/2%	144
8. I am satisfied with my continuity of care, treatment and services.	126	18	144/97%	2	2	4/3%	148
9. Staff were willing to see me as often as my treatment plan stated.	129	15	144/97%	3	1	4/3%	148
10. Staff were willing to see me as often as I felt it was necessary.	127	18	145/98%	2	1	3/2%	148
11. Staff returned my call within 1 business day.	103	34	137/96%	6	0	6/4%	143

12. I was able to get urgent treatment as soon as I needed to.	89	25	114/93%	8	1	9/7%	123
13. Services were available at times that were good for me.	119	24	143/96%	5	1	6/4%	149
14. I was able to see a psychiatrist when I wanted to.	103	34	137/95%	6	1	7/5%	144
15. I was able to get every type of service that my provider recommended.	118	22	140/96%	3	3	6/4%	146
16. I was able to get all the services I thought I needed.	116	26	142/97%	3	2	5/3%	147
17. I felt comfortable asking questions about my treatment and medication.	126	16	142/97%	4	1	5/3%	147
18. I was given information about my rights.	136	9	145/99%	0	1	1/1%	146
19. I felt free to complain.	110	24	134/96%	5	0	5/4%	139
20. Staff encouraged me to take responsibility for how I live my life.	115	25	140/97%	3	1	4/3%	144
21. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)	92	28	120/92%	10	1	11/8%	131
22. Staff believed that I could grow, change and recover.	129	11	140/98%	3	0	3/2%	143
23. Staff respected my wishes about who is and who is not to be given information about treatment.	128	13	141/98%	2	1	3/2%	144
24. I, not staff, decided my treatment goals.	122	22	144/99%	1	1	2/1%	146
25. Staff were sensitive to my cultural background (race, religion, language, etc.)	124	8	132/97%	1	3	4/3%	136
26. Staff helped me obtain the information I needed (programs, side effects, etc.) so that I could take charge of managing my illness.	120	22	142/98%	3	0	3/2%	145
As a direct result of the services, I received	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
27. I deal more effectively with daily problems.	75	60	135/94%	7	1	8/6%	143
28. I am better able to control my life.	65	65	130/90%	10	4	14/10%	144

29. I am better able to deal with crisis.	65	57	122/85%	16	5	21/15%	143
30. I am getting along better with my family.	62	53	115/83%	16	7	23/17%	138
31. I do better in social situations.	56	61	117/83%	15	9	24/17%	141
32. I do better in school and/or work.	46	44	90/85%	8	8	16/15%	106
33. My housing situation has improved.	62	31	93/78%	17	9	26/22%	119
34. My symptoms are not bothering me as much.	54	48	102/72%	27	13	40/28%	142
35. I am better able to take care of my needs.	64	61	125/88%	13	4	17/12%	142
36. I am better able to handle things when they go wrong.	51	73	124/86%	18	3	21/14%	145
37. I am better able to do things that I want to do.	67	53	120/82%	20	6	26/18%	146
38. I do things that are more meaningful to me.	71	54	125/87%	15	4	19/13%	144
Think about relationships OTHER THAN with your mental health provider (s):	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
39. I have people with whom I can do enjoyable things.	78	48	126/89%	11	4	15/11%	141
40. In a crisis, I have the support I need from family or friends.	87	39	126/87%	10	9	19/13%	145
41. I am happy with the friendships that I have.	83	42	125/86%	12	8	20/14%	145
42. I feel I belong in my community.	54	53	107/76%	26	7	33/24%	140
Coordination	Never	Rarely	Sometimes	Mostly	Always	Undecided	Total Responses
43. How often have you felt the care, treatment and services you received were well coordinated?	4	2	13	44	73	7	143

Client feedback:

- “My therapist J. is compassionate, works with me, is knowledgeable in her work and offers me other services. She is awesome! Thank you for services!”
- “DBT therapists and mentors are great. They really know how to handle a lot and do well juggling it all.”