

2018 Client Satisfaction Survey Results

| Survey Question | Count | Excellent | Good | Fair | Poor |
|----------------------------------------------------------------------------------------------------|-------|-----------|------|------|------|
| 1. My treatment provider's promptness in seeing me has been: | 442 | 78% | 18% | 2% | 1% |
| 2. The respect I have been given from the Concord staff has been: | 447 | 89% | 9% | 2% | 0% |
| 3. My experiences working with the staff at the front desk have been: | 435 | 91% | 8% | 1% | 0% |
| 4. My treatment provider's understanding of my problem/concern has been: | 446 | 78% | 19% | 3% | 0% |
| 5. My treatment provider's acceptance of me for who I am has been: | 448 | 84% | 14% | 1% | 1% |
| 6. My treatment provider's involvement of me in developing treatment goals has been: | 445 | 77% | 19% | 4% | 1% |
| 7. The progress I have made as a result of coming to Concord has been: | 430 | 50% | 37% | 12% | 1% |
| 8. The accessibility of Concord's location is: | 430 | 62% | 25% | 11% | 3% |
| 9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is: | 273 | 83% | 14% | 3% | 0% |
| 10. My treatment provider's openness to persons of all backgrounds has been: | 406 | 86% | 13% | 1% | 0% |
| 11. My treatment provider's ability to understand and respect my cultural beliefs has been: | 401 | 86% | 13% | 1% | 0% |
| 12. Accessing assistance for paying for services and working with the billing department has been: | 358 | 84% | 13% | 2% | 1% |
| 13. Accessing Concord staff when I have questions or concerns has been: | 431 | 77% | 18% | 4% | 1% |
| 14. Overall, I think the care provided to me at Concord has been: | 444 | 82% | 16% | 2% | 0% |

Positive Response

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| 97% |
| 98% |
| 99% |
| 97% |
| 99% |
| 95% |
| 87% |
| 86% |
| 97% |
| 99% |
| 99% |
| 97% |
| 95% |
| 98% |

| Comments |
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| Concord Counseling helps me to feel better every day. |
| Am very grateful. This is my support system and Concord is helping me to get back on my feet (and restore hope). |
| Overall I love everyone here. If I need to recommend anywhere it'd be here! |
| Been a client since 1995 and I'd be dead or back on the streets if I didn't have the support of Concord. Thank you! |
| I am respected and treated good, cheerfulness, very clean and nice place to come. |
| Concord has made my life worth living! Thank you to all the staff for guiding me to a better life. |
| Everyone is great. First place I've actually wanted to come back to. |
| Every person in this facility has shown me nothing but respect and has given me confidence in myself. Thank you! |

2018 Community Partner Survey

| | Excellent | Good | Fair | Poor | Count | Positive Response |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|------|------|-------|-------------------|
| 1. How do you rate your overall working relationship (communication, responsiveness, flexibility) with Concord Counseling in the past year? | 71% | 29% | 0% | 0% | 21 | 100% |
| In 2017 Concord achieved the following outcomes: <ul style="list-style-type: none"> • 96% of clients find the care provided by Concord to be excellent/good • 90% of clients feel their progress since coming to Concord is "excellent/good" | | | | | | |
| 2. How do you rate the quality of the outcomes achieved by clients at Concord Counseling? | 71% | 29% | 0% | 0% | 21 | 100% |
| 3. How do you rate Concord's openness to persons of all backgrounds and the ability to provide culturally competent services? | 77% | 23% | 0% | 0% | 22 | 100% |
| 4. How do you rate Concord's staff's skills and knowledge working with persons of diverse backgrounds? | 73% | 27% | 0% | 0% | 22 | 100% |
| 5. How do you rate the accessibility of Concord's services in terms of the intake process and wait times for services? | 25% | 56% | 19% | 0% | 16 | 81% |
| 6. How do you rate the accessibility of Concord's staff when you have a comment, question, or concern you would like to communicate? | 61% | 39% | 0% | 0% | 20 | 100% |

What does Concord do well?

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| Serve diverse set of needs, respond to community's changing needs. |
| Case management; caring and concern for clients; knowledgeable about how to access additional services |
| RENEW |
| Treat clients with respect. |
| Since it is a smaller agency, there is a more personalized response to services. People don't feel like they could get lost in the vast numbers of other clients. |
| Everyone I have ever dealt with at Concord has been professional, courteous, helpful, and prompt. My primary contact for many years has been L. J.. She is always friendly and easy to work with. TPC feels like we have an excellent relationship with Ms. J, and through her we have worked with Concord on several community education programs in the last 5 years. |

What could Concord do better?

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| Have the ability to see more people |
| Keep working to prevent turnover, especially among case managers |
| Expand into more smaller offices, or teach other agencies the importance of personalized care. |
| Connect with non-mental health social service agencies. (I believe all mental health agencies need to improve in this area.) |
| Timeliness to hospital referrals |