

### 2019 Client Satisfaction Survey Results

Survey Question	Count	Excellent	Good	Fair	Poor	Positive Response
1. My treatment provider's promptness in seeing me has been:	283	77%	19%	3%	1%	96%
2. The respect I have been given from the Concord staff has been:	285	88%	10%	1%	1%	98%
3. My experiences working with the staff at the front desk have been:	284	90%	9%	1%	0%	99%
4. My treatment provider's understanding of my problem/concern has been:	282	81%	14%	4%	1%	95%
5. My treatment provider's acceptance of me for who I am has been:	285	86%	11%	2%	0%	97%
6. My treatment provider's involvement of me in developing treatment goals has been:	285	79%	18%	3%	0%	97%
7. My treatment provider's involvement in helping me progress toward my goals/recovery has been:	283	78%	19%	2%	1%	97%
8. The accessibility of Concord's location is:	281	69%	22%	6%	2%	91%
9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is:	188	80%	19%	1%	0%	99%
10. My treatment provider's openness to persons of all backgrounds has been:	262	90%	8%	2%	0%	98%
11. My treatment provider's ability to understand and respect my cultural beliefs has been:	262	85%	13%	2%	0%	98%
12. Accessing assistance for paying for services and working with the billing department has been:	238	83%	15%	3%	0%	97%
13. Accessing Concord staff when I have questions or concerns has been:	278	80%	15%	4%	1%	95%
14. Overall, I think the care provided to me at Concord has been:	283	87%	11%	2%	0%	98%

Comments
My experience with Concord has been phenomenal, changed my life for the better!
Everything here is amazing, you have a great team.
If I'm doing well then so are you!
Concord is a really good place and they're always helpful and polite. The staff are really good at what they do.
We, as a family, are grateful for the care provided by Concord. It has been immensely helpful in dealing with ADHD, ADD, depression and stress. It is still a long road but it is great to know that you are not doing the journey alone.
Thank you for helping me feel better.
I've only been going here for a few weeks but it's been my favorite counseling experience out of the many I've had.
I have been coming here for a long time. Even when staff may come and go, the high standards of compassion and care have remained consistent.

### 2019 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?	73%	27%	0%	0%	22	100%
<b>In 2018 Concord achieved the following outcomes:</b> • 96% of clients find the care provided by Concord to be excellent/good  •87% 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?	76%	24%	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?	76%	24%	0%	0%	21	100%
4. How do you rate Concord's staff's skills and knowledge working with persons of diverse backgrounds?	75%	25%	0%	0%	20	100%
5. How do you rate the accessibility of Concord's services in terms of the intake process and wait times for services?	17%	56%	22%	6%	18	73%
6. How do you rate the accessibility of Concord's staff when you have a comment, question, or concern you would like to communicate?	86%	14%	0%	0%	21	100%

What does Concord do well?
Excellent communication; wonderful providers; wide range of services. I wish we could double the size of the agency!
Concord provides creative programs for persons with higher needs such as respite services and more intensive case management.
Case Managers work very hard to assist their clients! Concord does a great job of moving staff to different programs or services in order to fit their strengths.
Staff is responsive when a client has a concern that wants to be address. The staff works well together in coordinating care between services (counseling/CPST/Psychiatry).
Client centered response to changing mental health policy.
Concord does a great job of listening to our needs and attempting to design services to fit those needs. They have been helpful in advocating on our behalf.

What could Concord do better?
Expand capacity?
Less wait (priority scheduling for WCS referrals) School based therapy program (in addition to prevention)
I re-iterate my comment from above; I do wish that I could make a direct referral as a professional and know that it won't be months before client will get in for services. This is why I do not refer to Concord as often as I do other agencies.
More availability with psychiatric prescriber appt.
No waiting list