

### 2021 Client Satisfaction Survey Results

Survey Question	Count	Excellent	Good	Fair	Poor	Positive Response
1. My treatment provider's promptness in seeing me has been:	366	73%	19%	4%	4%	92%
2. The respect I have been given from the Concord staff has been:	368	81%	13%	2%	3%	95%
3. My experiences working with the staff at the front desk have been:	313	77%	18%	3%	2%	95%
4. My treatment provider's understanding of my problem/concern has been:	368	69%	22%	5%	4%	91%
5. My treatment provider's involvement of me in developing treatment goals has been:	364	68%	21%	7%	4%	90%
6. My treatment provider's involvement in helping me progress toward my goals/recovery has been:	362	68%	22%	5%	5%	90%
7. My access to telehealth services has been:	307	68%	22%	6%	4%	90%
8. The effectiveness of telehealth services has been:	305	63%	27%	7%	4%	89%
9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is:	166	66%	27%	5%	2%	93%
10. My treatment provider's openness to persons of all backgrounds has been:	319	80%	14%	2%	3%	95%
11. My treatment provider's acceptance of me for who I am including my cultural beliefs has been:	343	83%	11%	3%	3%	94%
12. Accessing assistance for paying for services and working with the billing department has been:	260	74%	18%	5%	3%	93%
13. Accessing Concord staff when I have questions or concerns has been:	336	65%	24%	7%	4%	89%
14. Overall, I think the care provided to me at Concord has been:	366	79%	16%	3%	2%	95%

Comments
I hope telehealth continues. It makes it so much easier with my work schedule. Thank you to everyone at Concord - I appreciate all the assistance everyone has provided.
Concord has been excellent in everything they have provided to me and my family for a very long time.
Concord has been very good to me. I don't know where I'd be today without them. Thank you!
Thank you for all your are doing to keep us safe while providing the services we need and want.
Concord has been instrumental in my recovery from major depression. The center is an amazing resource and we are so fortunate to have such a facility in the Westerville area.
You all do a great job!
My overall care has been both professional and friendly, more than I expected.
An excellent service with caring employees, patient, helpful, committed.

## 2020 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?	63%	37%	0%	0%	19	100%
<p style="text-align: center;"><b>In 2019 Concord achieved the following outcomes:</b></p> <ul style="list-style-type: none"> <li>• 98% of clients find the care provided by Concord to be excellent/good</li> <li>• 97% of clients feel their progress since coming to Concord is "excellent/good"</li> </ul> <p>98% of clients feel their treatment provider's ability to understand and respect their cultural beliefs is "excellent/good"</p>						
2. How do you rate the quality of the outcomes achieved by clients at Concord Counseling?	72%	28%	0%	0%	18	100%
3. How do you rate Concord's openness to persons of all backgrounds and the ability to provide culturally competent services?	72%	28%	0%	0%	18	100%
4. How do you rate Concord's staff's skills and knowledge working with persons of diverse backgrounds?	50%	50%	0%	0%	18	100%
5. How do you rate the accessibility of Concord's services in terms of the intake process and wait times for services?	50%	42%	8%	0%	12	92%
6. How do you rate the accessibility of Concord's staff when you have a comment, question, or concern you would like to communicate?	63%	37%	0%	0%	19	100%

### What does Concord do well?

Concord is responsive, wonderful at looking to the future and thinking of ways to continuously improve. You're also great at providing opportunities to reduce social isolation.

Concord's staff earnestly listen to the issues/needs and work to address them.

Concord is client-centered, caring and creative. The Respite Program is highly responsive to the community's needs.

Communication and always a willingness to collaborate.

Serves the community with integrity, and innovated services.

Finds innovative community building options for their clients, which assists in community skills and general sense of well-being.

### What could Concord do better?

Get out in the community and engaged on local community committees

Shorter waitlist; Ensure good match between counselor and client

More evening and weekend hours

Add another psychiatrist

Warm up the lobby. The rest of the building is inviting.