

2023 Client Satisfaction Survey Results

Survey Question	Count	Excellent	Good	Fair	Poor
1. My treatment provider's promptness in seeing me has been:	150	78%	17%	4%	1%
2. The respect I have been given from the Concord staff has been:	155	84%	13%	3%	1%
3. My experiences working with the staff at the front desk have been:	141	83%	13%	3%	1%
4. My treatment provider's understanding of my problem/concern has been:	153	75%	20%	3%	1%
5. My treatment provider's involvement of me in developing treatment goals has been:	149	74%	20%	5%	1%
6. My treatment provider's involvement in helping me progress toward my goals/recovery has been:	148	72%	24%	4%	1%
7. My access to telehealth services has been:	130	76%	20%	2%	2%
8. The effectiveness of telehealth services has been:	123	72%	20%	7%	2%
9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is:	84	70%	24%	6%	0%
10. My treatment provider's openness to persons of all backgrounds has been:	135	79%	16%	3%	1%
11. My treatment provider's acceptance of me for who I am including my cultural beliefs has been:	147	70%	22%	4%	1%
12. Accessing assistance for paying for services and working with the billing department has been:	108	77%	20%	2%	1%
13. Accessing Concord staff when I have questions or concerns has been:	147	70%	22%	6%	1%
14. Overall, I think the care provided to me at Concord has been:	153	78%	19%	1%	1%
		In person	Telehealth	No Preference	
15. I prefer my services to be:	152	53%	24%	22%	

Positive Response

95%
97%
96%
95%
94%
95%
96%
92%
94%
96%
95%
97%
93%
97%

Comments (not inclusive of all comments received)

- Concord has been there for me during very difficult times, but thankfully, I have been very stable mentally for 13 years. And I have been using Concord's help for well over 20 some years. I hope that other people in the community will have access to care centers like Concord Counseling. It's a great place.
- Great place. All the people who work here are helpful and nice.
- My experience has been great, notice a huge difference in how to handle emotions and communication.
- Concord has been the best provider of services I have ever had.
- My son and daughter have both been seen at Concord. My son is still in therapy. We are eternally grateful for C.C. You are a highly effective and top notch therapy center. I can't say enough to express my gratitude.
- I have had the helpful pleasure of being seen by several "caregivers" over several years and each has been a treasure as well as helpful.
- In all the years I have been with Concord I've always been treated with respect. Love the art shows and 1221.

2023 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?	75%	25%	0%	0%	20	100%
2. How do you rate the quality of services provided to person referred to Concord Counseling?	71%	29%	0%	0%	17	100%
3. How do you rate Concord's openness to persons of all backgrounds and the ability to provide culturally competent services?	83%	17%	0%	0%	18	100%
4. How do you rate Concord's staff's skills and knowledge working with persons of diverse backgrounds?	61%	39%	0%	0%	18	100%
5. How do you rate the accessibility of Concord's services in terms of the intake process?	43%	50%	7%	0%	14	93%
6. How do you rate the accessibility of Concord's staff when you have a comment, question, or concern you would like to communicate?	71%	29%	0%	0%	17	100%

What does Concord do well?

- Concord collaborates well with outside agencies to ensure the client is receiving the quality services they deserve.
- Concord does a great job measuring their outcomes and organizational health and then responding intentionally and effectively to make improvements. The people of the organization clearly care about each other and their clients.
- Concord treats participants with respect and gives them hope. They follow up and follow through.
- Offer hope and affirm an individual's recovery.
- Really enjoy working with our staff over the last several years. They have been very responsive to needs and willingness to step into some new areas (parent presentations).
- They are perceived as leaders in the community. They are highly respected and valued for their advocacy for clients, families and staff. they are actively involved in the community, more in my experience than any other mental health program.
- Very responsive and empathic when dealing with the consumer and community partners.

What could Concord do better?

- Increasing the numbers of intakes for services. I know staffing has a lot to do with this and has been a barrier for most to all mh agencies.
- It would be wonderful if Concord could serve an even larger community. I have several clients who could benefit from their services but Concord is difficult to be referred to. They are such a wonderful organization that I wish all my clients could work with them.
- Just like everyone else, staff turnover presents challenges because participants build trust and relationships with people who then move on. This is the same across all agencies.
- Need to expand the service delivery. We need more of the type of person centered approaches in behavioral health that they do so well.
- While I wish Concord had capacity to accept more new clients, I also understand the limitations the agency faces with staffing. I would add that expanding to serve folks in Delaware county may also be advantageous, as "Westerville" continues to expand north of the Franklin County/Delaware County line.
- More intakes needed; housecalls :)