

**The Guidance Center
Consumer Satisfaction Survey
Children's Programs
(MST/KIDS-TALK/WRAP/INHOME/IECMH/IDD/COP)**

Date of survey: September 2024

Date of Report: December 2024

Number surveyed: 196

Aggregate Data Summary Percentage

	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
1. Overall, I am satisfied with the services my child received.	162	23	185/98%	4	0	4/2%	189
2. The location of services was convenient for us.	163	24	187/96%	5	3	8/4%	195
3. The people helping my child stuck with us no matter what.	164	20	184/97%	4	1	5/3%	189
4. I felt my child had someone to communicate with when they were troubled.	148	32	180/98%	4	0	4/2%	184
5. The services my child and/or family received were right for us.	162	25	187/97%	5	1	6/3%	193
6. My family got the help we wanted for my child.	148	38	186/97%	5	0	5/3%	191
7. My family got as much help as we needed for my child.	141	43	184/97%	6	0	6/3%	190
8. I helped to choose my child's services.	157	25	182/97%	4	1	5/3%	187
9. I was asked about my child's treatment goals and needs.	185	11	196/100%	0	0	0/0%	196
10. I helped to choose my child's treatment goals.	168	26	194/99%	1	0	1/1%	195
11. I participated in my child's treatment.	180	14	194/99%	1	0	1/1%	195
12. I was asked if my child's treatment goals and needs were met.	165	25	190/99%	1	1	2/1%	192

13. Staff were willing to see my child as often as their treatment plan stated.	179	12	191/99%	2	0	2/1%	193
	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
14. Staff returned our calls within 1 business day.	166	19	185/97%	3	2	5/3%	190
15. Staff treated us with respect.	186	9	195/100%	0	0	0/0%	195
16. Services were available at times that were good for us.	168	22	190/97%	5	1	6/3%	196
17. My child was able to get every type of service that their provider recommended.	137	35	172/97%	5	1	6/3%	178
18. My child was able to get urgent treatment as soon as they needed.	126	28	154/95%	7	1	8/5%	162
19. Staff were sensitive to my cultural/ethnic background.	147	12	159/99%	0	1	1/1%	160
20. Staff respected my family's religious/spiritual beliefs.	151	10	161/100%	0	0	0/0%	161
21. Staff spoke with me in a way that I understood.	173	15	188/100%	0	0	0/0%	188
22. I am satisfied with my family's life right now.	100	65	165/89%	14	6	20/11%	185
23. I am satisfied with the continuity of my child's care, treatment and services.	154	28	182/97%	4	1	5/3%	187
24. I have people with whom I can do enjoyable things.	143	35	178/98%	2	2	4/2%	182
As a direct result of the services my child received from this agency:	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
25. My child is better at handling daily life.	84	78	162/91%	12	5	17/9%	179
26. My child gets along better with family members.	76	82	158/88%	16	5	21/12%	179
27. My child is doing better in school or work.	91	62	153/92%	7	6	13/8%	166
28. My child is better able to cope when things go wrong.	69	87	156/86%	17	8	25/14%	181

29. My child is better able to do thinks they want to do.	90	75	165/92%	10	4	14/8%	179
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 -)
30. My child gets along better with friends and other people.	88	72	160/90%	11	7	18/10%	178
31. I have people I am comfortable talking with about my child's problems.	129	49	178/96%	1	6	7/4%	185
32. I know people who will listen and understand me when I need to talk.	133	44	177/96%	2	5	7/4%	184
33. In a crisis, I would have the support I need from family or friends.	129	41	170/93%	7	6	13/7%	183
Coordination	Never	Rarely	Sometimes	Mostly	Always	Undecided	Total Responses
34. How often have you felt the care, treatment and services you received were well coordinated?	6	8	13	44	113	4	188

Client feedback:

-“My child is very bonded and excited to see her therapist. I feel that this really helps her with trust and her communication.”

- “It has been a great experience for our family. J has helped us in many ways with her ideas and tools given to use to help us to parent in a more healthy and calm manner.”

- “Everything has been great, M has been very helpful and supportive to our healing.”