

The Guidance Center Consumer Satisfaction Survey Adult Programs (ABH/ACT/IDD/DBT)

Date of survey: September 2025

Date of Report: December 2025

Number surveyed: 181

Aggregate Data Summary Percentage

	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative%	Total Responses (+ and -)
1. I liked the services that I received here.	156	21	177/98%	3	0	3/2%	180
2. Overall, I am satisfied with the services that I received.	152	27	179/99%	2	0	2/1%	181
3. The location of services was convenient (parking, public transportation, distance, etc.)	160	19	179/99%	1	1	2/1%	181
4. If I had other choices, I would still get services from this agency.	150	20	170/96%	8	0	8/4%	178
5. I would recommend this agency to a friend or family member.	153	24	177/98%	2	2	4/2%	181
6. I was asked about my treatment goals and needs.	167	12	179/99%	2	0	2/1%	181
7. I was asked if my treatment goals and needs were met.	153	18	171/96%	5	3	8/4%	179
8. I am satisfied with my continuity of care, treatment and services.	155	20	175/97%	4	1	5/3%	180
9. Staff were willing to see me as often as my treatment plan stated.	164	13	177/98%	3	0	3/2%	180
10. Staff were willing to see me as often as I felt it was necessary.	158	18	176/98%	3	0	3/2%	179
11. Staff returned my call within 1 business day.	126	37	163/92%	10	5	15/8%	178

12. I was able to get urgent treatment as soon as I needed to.	124	24	148/93%	9	2	11/7%	159
13. Services were available at times that were good for me.	149	26	175/98%	3	1	4/2%	179
14. I was able to see a psychiatrist when I wanted to.	132	21	153/91%	10	5	15/9%	168
15. I was able to get every type of service that my provider recommended.	145	25	170/95%	8	1	9/5%	179
16. I was able to get all the services I thought I needed.	151	20	171/95%	8	1	9/5%	180
17. I felt comfortable asking questions about my treatment and medication.	153	17	170/95%	8	1	9/5%	179
18. I was given information about my rights.	163	12	175/98%	2	1	3/2%	178
19. I felt free to complain.	151	22	173/97%	4	1	5/3%	178
20. Staff encouraged me to take responsibility for how I live my life.	148	16	164/96%	4	3	7/4%	171
21. Staff told me what side effects to watch out for.	109	22	131/90%	6	9	15/10%	146
22. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)	120	23	143/92%	7	6	13/8%	156
23. Staff believed that I could grow, change and recover.	149	20	169/98%	1	3	4/2%	173
24. Staff respected my wishes about who is and who is not to be given information about treatment.	158	12	170/98%	3	1	4/2%	174
25. I, not staff, decided my treatment goals.	147	22	169/96%	5	2	7/4%	176
26. Staff were sensitive to my cultural background (race, religion, language, etc.)	151	15	166/99%	1	1	2/1%	168
27. I was comfortable discussing my sexual orientation, gender identity, and/or gender expression (SOGIE) with staff.	135	14	149/97%	4	0	4/3%	153
28. I felt my sexual orientation, gender identity, and/or gender expression (SOGIE) was understood and respected by staff.	135	13	148/97%	3	1	4/3%	152

29. My sexual orientation, gender identity, and/or gender expression (SOGIE) was taken in to account by staff when providing care.	128	14	142/98%	2	1	3/2%	145
30. Staff helped me obtain the information I needed (programs, side effects, etc.) so that I could take charge of managing my mental health and/or substance use condition.	145	23	168/98%	3	1	4/2%	172
As a direct result of the services, I received	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
31. I deal more effectively with daily problems.	109	60	169/97%	2	4	6/3%	175
32. I am better able to control my life.	106	60	166/95%	7	2	9/5%	175
33. I am better able to deal with crisis.	104	56	160/92%	11	3	14/8%	174
34. I am getting along better with my family.	95	50	145/89%	14	4	18/11%	163
35. I do better in social situations.	90	60	150/89%	12	7	19/11%	169
36. I do better in school and/or work.	79	38	117/87%	10	7	17/13%	134
37. My housing situation has improved.	91	33	124/84%	15	8	23/16%	147
38. My symptoms are not bothering me as much.	88	55	143/83%	19	10	29/17%	172
39. I am better able to take care of my needs.	104	58	162/95%	7	1	8/5%	170
40. I am better able to handle things when they go wrong.	91	66	157/90%	15	3	18/10%	175
41. I am better able to do things that I want to do.	92	62	154/89%	17	3	20/11%	174
42. I do things that are more meaningful to me.	108	47	155/90%	14	4	18/10%	173
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 -)
43. I have people with whom I can do enjoyable things.	124	34	158/91%	6	10	16/9%	174
44. In a crisis, I have the support I need from family or friends.	115	35	150/87%	15	8	23/13%	173
45. I am happy with the friendships that I have.	123	24	147/85%	19	7	26/15%	173
46. I feel I belong in my community.	98	46	144/85%	17	9	26/15%	170

Coordination	Never	Rarely	Sometimes	Mostly	Always	Undecided	Total Responses
47. How often have you felt the care, treatment and services you received were well coordinated?	2	3	16	45	90	3	159