

The Guidance Center

Consumer Satisfaction Survey

Children's Programs

(COP/IDD/IECMH/INHOME/KIDS-TALK/MST/WRAP)

Date of survey: September 2025

Date of Report: December 2025

Number surveyed: 204

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.	164	35	199/99%	3	0	3/1%	202
2. The location of services was convenient for us.	181	15	196/97%	4	2	6/3%	202
3. The people helping my child stuck with us no matter what.	169	20	189/96%	4	3	7/4%	196
4. I felt my child had someone to communicate with when they were troubled.	164	28	192/97%	5	0	5/3%	197
5. The services my child and/or family received were right for us.	163	37	200/99%	1	1	2/1%	202
6. My family got the help we wanted for my child.	151	46	197/98%	4	0	4/2%	201
7. My family got as much help as we needed for my child.	136	53	189/95%	9	1	10/5%	199
8. I helped to choose my child's services.	162	36	198/99%	1	1	2/1%	200
9. I was asked about my child's treatment goals and needs.	187	15	202/99%	1	0	1/1%	203
10. I helped to choose my child's treatment goals.	184	20	204/100%	0	0	0/0%	204
11. I participated in my child's treatment.	180	20	200/99%	1	0	1/1%	201
12. I was asked if my child's treatment goals and needs were met.	161	32	193/98%	3	1	4/2%	197

13. Staff were willing to see my child as often as their treatment plan stated.	184	15	199/98%	4	1	5/2%	204
	Strongly Agree	Somewhat Agree	Total Positive %	Somewhat Disagree	Strongly Disagree	Total Negative %	Total Responses (+ and -)
14. Staff returned our calls within 1 business day.	164	21	185/95%	5	5	10/5%	195
15. Staff treated us with respect.	193	11	204/100%	0	0	0/0%	204
16. Services were available at times that were good for us.	167	29	196/96%	6	2	8/4%	204
17. My child was able to get every type of service that their provider recommended.	139	39	178/97%	5	1	6/3%	184
18. My child was able to get urgent treatment as soon as they needed.	132	28	160/96%	3	4	7/4%	167
19. Staff were sensitive to my cultural/ethnic background.	159	8	167/100%	0	0	0/0%	167
20. Staff respected my family's religious/spiritual beliefs.	166	7	173/100%	0	0	0/0%	173
21. I was comfortable discussing my sexual orientation, gender identity, and/or gender expression (SOGIE) with staff.	126	8	134/99%	0	1	1/1%	135
22. I felt my sexual orientation, gender identity, and/or gender expression (SOGIE) was understood and respected by staff.	124	5	129/99%	0	1	1/1%	130
23. My sexual orientation, gender identity, and/or gender expression (SOGIE) was taken into account by staff when providing care.	122	6	128/100%	0	0	0/0%	128
24. Staff spoke with me in a way that I understood.	183	12	195/99%	1	0	1/1%	196
25. I am satisfied with my family's life right now.	109	59	168/87%	17	9	26/13%	194
26. I am satisfied with the continuity of my child's care, treatment and services.	169	21	190/98%	3	0	3/2%	193
27. I have people with whom I can do enjoyable things.	151	31	182/96%	7	1	8/4%	190

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-)
28. My child is better at handling daily life.	84	81	165/89%	14	7	21/11%	186
29. My child gets along better with family members.	88	77	165/89%	18	3	21/11%	186
30. My child is doing better in school or work.	90	62	152/87%	21	2	23/13%	175
31. My child is better able to cope when things go wrong.	77	70	147/79%	30	8	38/21%	185
32. My child is better able to do things they want to do.	93	69	162/86%	23	3	26/14%	188
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 -)
33. My child gets along better with friends and other people.	89	73	162/88%	20	2	22/12%	184
34. I have people I am comfortable talking with about my child's problems.	139	44	183/95%	6	3	9/5%	192
35. I know people who will listen and understand me when I need to talk.	147	38	185/96%	4	4	8/4%	193
36. In a crisis, I would have the support I need from family or friends.	139	42	181/93%	8	5	13/7%	194
Coordination	Never	Rarely	Sometimes	Mostly	Always	Undecided	Total Responses
37. How often have you felt the care, treatment and services you received were well coordinated?	2	1	18	37	126	8	192