

Concord Counseling Services
Annual Client Satisfaction Survey 2014

	Excellent	Good	Fair	Poor
1. My treatment provider's promptness in seeing me has been:	63.1%	28.5%	7.6%	0.8%
2. The respect I have been given from the Concord staff has been:	89.0%	9.5%	1.1%	0.4%
3. My experiences working with the staff at the front desk have been:	88.5%	9.6%	1.9%	0.0%
4. My treatment provider's understanding of my problem/concern has been:	79.4%	17.2%	2.7%	0.8%
5. My treatment provider's acceptance of me for who I am has been:	83.6%	14.5%	1.5%	0.4%
6. My treatment provider's involvement of me in developing treatment goals has been:	79.8%	17.5%	1.9%	0.8%
7. The progress I have made as a result of coming to Concord has been:	54.3%	33.3%	12.0%	0.4%
7a. Barriers				
8. The accessibility of Concord's location is:	60.8%	27.1%	11.0%	1.2%
9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is:	72.1%	25.0%	2.1%	0.7%
10. Interpretation or translation services have been:	75.3%	19.6%	5.2%	0.0%
11. Concord's openness to persons of all backgrounds and the staff's ability to provide culturally competent services has been:	79.1%	16.5%	3.4%	1.0%
12. Accessing assistance for paying for services and working with the billing department has been:	76.3%	19.8%	3.4%	0.5%
13. Accessing Concord staff when I have questions or concerns has been:	73.7%	20.7%	4.4%	1.2%
14. Overall, I think the care provided to me at Concord has been:	82.0%	15.7%	2.3%	0.0%