

Concord Counseling Services 2016 Client Satisfaction Survey Results

Survey Question	Count	Excellent	Good	Fair	Poor	Positive Response
1. My treatment provider's promptness in seeing me has been:	320	72%	23%	5%	0%	95%
2. The respect I have been given from the Concord staff has been:	326	85%	12%	3%	1%	97%
3. My experiences working with the staff at the front desk have been:	322	83%	13%	4%	0%	96%
4. My treatment provider's understanding of my problem/concern has been:	318	72%	22%	5%	1%	94%
5. My treatment provider's acceptance of me for who I am has been:	318	78%	17%	4%	1%	95%
6. My treatment provider's involvement of me in developing treatment goals has been:	313	69%	23%	7%	1%	92%
7. The progress I have made as a result of coming to Concord has been:	307	51%	39%	9%	1%	90%
8. The accessibility of Concord's location is:	320	62%	28%	8%	3%	89%
9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is:	159	73%	19%	6%	1%	92%
10. Interpretation or translation services have been:	98	72%	16%	8%	3%	89%
11. Concord's openness to persons of all backgrounds and the staff's ability to provide culturally competent services has been:	249	76%	19%	5%	0%	95%
12. Accessing assistance for paying for services and working with the billing department has been:	231	75%	19%	5%	1%	94%
13. Accessing Concord staff when I have questions or concerns has been:	311	65%	24%	8%	2%	90%
14. Overall, I think the care provided to me at Concord has been:	317	75%	20%	5%	0%	95%