

REGION 3

BEHAVIORAL HEALTH SERVICES

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
1	I am able to get into services promptly.	35	10	1	1		
2	I am satisfied with the services I receive.	36	9	1	1		
3	My first appointment occurred in a timely fashion.	36	9		2		
4	I am treated with dignity and respect.	40	6		1		
5	I feel welcome and safe.	37	8	1	1		
6	Staff are sensitive to my cultural needs.	39	6		2		
7	Services are provided in a language I understand.	36	8	1	1		
8	Services are provided at times & locations that are good for me.	37	7	2	1		
9	I would recommend a friend or family member to this organization.	38	7		1		1
10	My life has improved due to services.	33	9	3	1		1
11	I can handle situations in my life due to received services.	30	12	3	1		
12	Because of services, I'm better able to deal with a crisis.	31	10	4	1		
13	I feel comfortable asking questions about my services.	35	10	1	1		
14	I was given information about my rights and responsibilities as a participant of services.	38	8		1		
15	Staff is sensitive to any trauma I have experienced in my life.	36	8		2		1
16	What do you appreciate most about the agency? (optional)	<p>Staff and clients are very supportive.</p> <p>Laughs.</p> <p>They care about my mental and emotional needs.</p> <p>That they are always here.</p> <p>Allocate appropriate funds.</p> <p>Classes.</p>					

		<p>They have not given up on me under any circumstances</p> <p>They truly care. I'm alive today because of the Well</p> <p>Friendly atmosphere</p> <p>The programs they have. They are very helpful</p> <p>I appreciate feeling safe</p> <p>Understanding of staff</p> <p>Staff</p> <p>Staff</p> <p>I enjoyed the care I received here</p> <p>That they have never given up on me.</p> <p>Biggest support system I have and like a sober family</p> <p>Everything they have done for me in life</p> <p>The compassion and understanding in my situation-plus the tools I have learned to help deal with issues</p> <p>Willingness to adapt to changes with my child</p> <p>M is great, accommodating to R's struggles. She's very understanding.</p> <p>My support worker</p> <p>Recovery support</p> <p>They are here for me and set my goals</p> <p>Support received</p> <p>Recovery solutions</p> <p>I appreciate how all of the staff is so personable and willing to help</p> <p>Friendliness, supportive</p> <p>How they truly care about my needs plus very understanding and show it in their actions</p>
17	What would you like the agency to do differently? (optional)	<p>Timely and organized fashion.</p> <p>Give me information and work with me.</p> <p>Incorporate more faith classes.</p> <p>Different times for outpatient or OP</p> <p>Nothing that they can control but I miss D and J but we all have journey in life. I like familiar faces LOL</p>

		<p>I feel that they go above and beyond and there's no need for changing anything</p> <p>Raise the rent limit</p> <p>Update clients before their workers leave or they plan switching client to different worker</p>
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