

Mid-Ohio Psychological Services - Franklin County
Client Satisfaction Survey
December 11 - 17, 2006

Comment	Positive/ Negative	Subject
Youth Services Survey - Appendix B		
Q 23: People to talk to.	Positive	Staff/Services
Q 23: I learned about right and wrong thinking.	Positive	Staff/Services
Q 23: Talking with someone that understands me.	Positive	Progress
Q 23: Handling Feeling	Positive	Progress
Q 23: I don't know.	Neutral	Staff/Services
Q 23: Talking to them about bus stops.	Neutral	Staff/Services
Q 23: Acknowledging how to use my coping skills.	Positive	Staff/Services
Q 23: Help with my communication skills.	Positive	Staff/Services
Q 23: Getting help on my homework, coping skills.	Positive	Staff/Services
Q 23: Family counseling.	Positive	Staff/Services
Q 23: The most helpful thing was being here at least once a week.	Positive	Staff/Services
Q 23: On how not to shut down and to take life serious.	Positive	Staff/Services
Q 23: Starting to learn to control my anger.	Positive	Staff/Services
Q 23: Misty being there so I have someone to talk to!	Positive	Staff/Services
Q 23: Everything.	Positive	Staff/Services
Q 23: That staff stuck with me, help me with my treatment and help me with my goals.	Positive	Staff/Services
Youth Services Survey for Families - Appendix C		
Q 23: The people are nice and I love it here.	Positive	Staff/Services
Q 23: How to deal with my daughter's anger.	Positive	Staff/Services
Q 23: Able to call and get a returned call when child's behavior warranted a discussion.	Positive	Staff/Services
Q 23: One-on-one therapy sessions. Also, my child following through with advice from his counselor.	Positive	Staff/Services
Q 23: Speaking with Joni - very nice, open easy to speak with	Positive	Staff/Services
Q 23: Someone for anyone of us to talk to with a kind ear and understanding heart.	Positive	Staff/Services
Q 23: Heather has tried to break things down to where <Child's Name> has understood. So thanks.	Positive	Staff/Services
Q 23: That the child has opened up and has agreed to what he have done.	Positive	Staff/Services
Q 23: Speaking to someone and letting out feelings.	Positive	Staff/Services
Q 23: Time flexibility and one on one counseling.	Positive	Staff/Services
Q 23: Therapeutic patience.	Positive	Staff/Services
Q 23: Cooperation and communication.	Positive	Staff/Services
Q 23: Helping <client name> cope with his anger and problems.	Positive	Staff/Services
Q 23: Being able to express my feeling and understanding more about my child.	Positive	Staff/Services

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Q 24: Nothing I know of	Positive	Staff/Services
Q 24: Have weekend or evening hours.	Neutral	Facilities/Accessibility
Q 24: Talking more about school.	Negative	Progress
Q 24: Candy and Food	Negative	Facilities/Accessibility
Q 24: Nothing.	Positive	Staff/Services
Q 24: Nothing.	Positive	Staff/Services
Q 24: Nothing.	Positive	Staff/Services
Q 24: Somewhere in Lancaster	General	Facilities/Accessibility
Q 24: More time to schedule appointments.	Negative	Facilities/Accessibility
Q 24: Don't know.	Neutral	Staff/Services
Q 24: Nothing.	Positive	Staff/Services
Q 24: A location up north Columbus	General	Staff/Services
Q 24: I don't know.	Neutral	Staff/Services
Q 24: Nothing they are fine.	Positive	Staff/Services
Q 24: Being able games in group.	Neutral	Staff/Services
Q 24: To continuing to help me with my treatment.		
Q 24: Nothing.	Positive	Staff/Services
Q 24: I think the services are just great.	Positive	Staff/Services
Q 24: Better building quality.	Negative	Facilities/Accessibility
Q 24: Services are good. Some things my child does is just him. Some things he'll have to change on his own.	Positive	Staff/Services
Q 24: Hocation (?) Nocation (?)		Staff/Services
Q 24: A larger lobby to be seated while waiting.	Positive	Staff/Services
Q 24: Nothing.	Positive	Staff/Services
Q 24: Working around the parent working schedule.	Negative	Facilities/Accessibility
Q 24: More time spent on services.	General	Staff/Services
Q 24: Everything is fine.	Positive	Staff/Services
Q 24: Nothing, everything is good.	Positive	Staff/Services
Q 24: Unsure at this time.	Neutral	Staff/Services
Q 24: n/a	Positive	Staff/Services
Q 24: Nothing. I think the services are excellent.	Positive	Staff/Services
Q 24: Having evening or Saturday Hours.	General	Staff/Services

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Comment

**Positive/
Negative**

Subject

Client noted receiving services in Franklin County with the exception of medication. Medication service takes place in Fairfield County.

Client filled out Franklin County Survey but indicated he received services in Fairfield.

Beside Q 16, the client wrote *Did*

Positive

General

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Comment

Client completed a Franklin County survey, but indicated that he receives services in both Fairfield and Franklin Counties.

Re location of services, client wrote "went here also for Positive

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