

Client Satisfaction Survey Comments

September 18 – September 24, 2006

Mid-Ohio Psychological Services

Adult Surveys – Appendix A

“Please feel free to use this space to comment on any of your answers. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.”

1. “This agency has helped me in all areas of my life, which New Horizons never did. All I got from them was a feeling of belittlement, feeling like a guinea pig and asked ‘How does this make you feel’, which increased my problem.”
2. “The parking is rather inconvenient”
3. “I feel that Dr. Snyder is very abrupt with prescribing medicines as only alternative. He does not listen to clients request & disagrees with suggestions. He is very insensitive to needs. I think he also “Rushes” thru his 10 minutes with clients and doesn’t really listen. He advised me differently than my family physician & pharmacist regarding medicines. The office staff is always helpful, accommodating and friendly.”
4. “I just started coming this is my 3rd time here.”
5. “Have not been in treatment long enough yet”
6. “Everyone here has helped me more than I could’ve imagined.”
7. “I believe I made the right choice in coming to Mid-Ohio.”
8. “Mike is a very good counselor. He does above his job.”
9. “Q 21 – 28 did not fill out because I am new at this agency have not been here long.”

In response to Question #4, *“The location of the services was convenient (parking, public transportation, distance, etc)”*:

1. A person responded: “Disagree” - Parking”
2. A person responded “I am neutral” – Parking”

In response to Question #18, *“Staff were sensitive to my cultural background (race, religion, language, etc.)”*, a person indicated: “Neutral” – Not religious”

One individual wrote several places on the survey:

- Q 7: Dr. Snyder – NO; Jennifer yes!
- Q 8: Dr. Snyder – NO; Jennifer yes!
- Q 14: Jennifer is very encouraging
- Q 15: NO – Dr. Snyder
- Q 21: Thanks to Jennifer – she is helpful to me.

Question #25: “I do better in social situations”, one respondent wrote “It varies with panic and stress.”

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Additional MOPS – Specific Questions for Appendix A Respondents

Question 1: “Are you involved with the court system or children’s services?”

1. Checked “yes,” and “Children’s services” was underlined. I’ve worked with Andrea on a family care plan.”

Question 2: “What services are you getting from this agency?”

1. Mental Health Court = 1:30 p.m.”
2. (Psychological Evaluation) IEP

Comments: Bottom of page 2

1. “All the staff here at Mid- Ohio are great! Very helpful!”

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Youth Surveys – Appendix B

In response to Question #23, "What has been the most helpful thing about the services you received over the last 6 months?" People responded:

1. "Counseling"
2. "I'm new."
3. "Amanda is a good person to talk to. She helps me a lot. She has helped me on everything."
4. "They talked about my problems and helps me solve my problem."
5. "I learned better communication skills. I've learned a lot of coping skills."
6. "It was getting my family to not lie to me."
7. "My counselor helping me deal with my mom's death."
8. "The staff here listen to my problems and help me deal with them without getting me into trouble."
9. "Learning how to deal with anger."
10. "I get to talk to people about my problem."
11. "A lot of things been healthy."
12. "Being able to get help when I needed."
13. "I have learned more ways to cope."
14. "Staff were nice to me and family members."
15. "Being able to talk."
16. "Getting Medicine"
17. "I am doing better in school."
18. "I am somewhat better to handle when thing go wrong."
19. "Positive coping skills, self talk, and social support."
20. "The most helpful thing the last 6 months was mos(t?) of my team members fighting for me."
21. "The positive insight I get on the topics I talk about."
22. "Learning how to get along with other and not being so defense."
23. "Everything."
24. "Having someone to talk to."
25. "Getting help"
26. "Talking"
27. "I have not been here that long."
28. "Better coping Skills."
29. "Rehab and people being there to help me."
30. "How to focus and manage anger."
31. "I just came here."
32. "I have learned to control my anger alot better."
33. "Relationship."
34. "When I'm mad and hold my anger in."
35. "I have done a lot better in school this year than last year because of my treatments."
36. "I got to talk about my feelings to my counselor."
37. "That I have been able to get along with my step-mom more now."

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38. "Just having someone to talk to."
39. "No I felt good."
40. "I'm getting the help that I want."
41. "I have gotten good."
42. "All the help on the home work and everything else."
43. "Someone to talk to."
44. "Nothing"
45. "I am handling my problems better, then I was before."
46. "Um, I could actually talk to someone instead of being quiet or ignored."
47. "That it has been helping me out."
48. "Getting home."
49. "Being able to talk about issues."
50. "Got the help I needed."
51. "High risk situations."
52. "Help with getting back to a normal track of life."
53. "The most helpful thing is when I talk to Kim."
54. "The most helpful thing about the service I received was always having someone to talk to."
55. "I have been doing better with family and at school."
56. "Nothing"
57. "n/a"
58. "Nothing"

In response to Question #24, "What would improve the services here?" People responded:

1. "I don't know."
2. "More times to set individual appointments."
3. "No improve it is good with how it is."
4. "Nothing, I like it."
5. "Nothing"
6. "Movie days " (1's every two months)
7. "I don't know"
8. "A day other than Wednesday."
9. "New magazines... Get rid of old ones"
10. "Nothing different it is fine the way it is."
11. "Location"
12. "Fine the way it is."
13. "Everythings good so far."
14. "Nothing"
15. "I don't know, if it wasn't so far away."
16. "A vending machine, Misty having more days at the Lancaster office."
17. "I can't think of anything."
18. "If the staff would understand my faith."
19. "Talk"

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20. "Nothing."
21. "No Way"
22. "I'm not sure."
23. "None"
24. "Not Coming, LOL, I think its ok. They listen they talk, what more can they do, isn't that enough"
25. "The services are great."
26. "Shorten if possible, but length is understandable."
27. "Talking about my problems."
28. "It's okay."
29. "I would move it to Springfield."
30. "Nothing"
31. "More people like Chris J."
32. "Keep doing what you are doing know."
33. "My counselor being more open-minded and actually listening."
34. "Less people."
35. "Nothing"
36. "Nothing"
37. "Nothing"
38. "Because he is nice"
39. "Nothing"
40. "The services are good enough."
41. "Maybe if they could sense issues and somewhat pressure to let it out."
42. "Anything"
43. "Nothing"
44. "More toys"
45. "Food"
46. "Always getting appointments that fit your schedule though that is impossible."
47. "Talk more."
48. "Nothing."
49. "Nothing needs Improved."
50. "I think the services would be improved if the services added teen magazines."
51. "Nothing it is good the way it is."
52. "None"
53. "nothing will"
54. "n/a"
55. "?"
56. "Don't know"
57. "Nothing"
58. "n/a"

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Additional MOPS – Specific Questions for Appendix B Respondents

Question 3: “What services are you getting from this agency?” One respondent wrote “not sure, sorry”.

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Parent/Guardian of Youth Surveys – Appendix C

“What has been the most helpful thing about the services you and your child received over the last 6 months?”

1. “Dr. Snyder adjusting meds.”
2. “The understanding of my son’s issues.”
3. “Being patient with appointments, Dr. Snyder.”
4. “Consistency with service delivery.”
5. “The support we get from the counselor.”
6. “Child has become more tolerable-behavior has improved with counseling sessions.”
7. “The most helpful thing has been helping us to recognize when we are in an argument so we can stop.”
8. “That we all can talk together.”
9. “Having someone to talk to and listen.”
10. “Getting help”
11. “I just became a foster parent with <?> particular child. So I really can’t say. It has not been long.
12. “When <child’s name> needs to talk, he will let me and his father know.”
13. “Doing a lot better at dealing with a difficult life and new life that they have been thrown into.”
14. “The counselors are great and easy to talk to.”
15. “undecided”
16. “We get long better. Better learn how to Deal with things that our going with our son.”
17. “Having someone to talk to.”
18. “With the medication and counseling she has gotten she can cope better with everyday events.”
19. “The counselor knowing how to keep the sessions fun and not like she is just there for the job.”
20. “Parental support.”
21. “Kelly the receptionist and Amanda coming out to the house.”
22. “Having someone listen when we were having trouble in our family even when the counselor wasn’t available.”
23. “My son has learned more about life challenges.”
24. “They have got my son to learn to control his anger.”
25. “I can speak to my child’s counselor as frequently as I need to. My child can accept constructive criticism better due to his counselors frankness.”
26. “<Child’s name> seems to really like and trust Kimmy. I feel this relationship is a great thing for “<Child’s name>”.
27. “Helping the two boys I have to communicate with each other rather than arguing.”
28. “She is capable to handle things better. Making better decisions.
29. “Consistency in “<Child’s name> care has been great.”
30. “Dr. O does a wonderful job at helping <Child’s name> –talking with “<Child’s name> and teachers coping.”
31. “Helping our foster child to cope with her anger at her mother.”

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32. "Better attitude (for the most part) has helped communication all around. Counseling has been good when I've been with him in the office."
33. "Intensity when needed. – Quick assessment process."
34. "The counselor knows what my child needs."
35. "They accepted Medicaid."
36. "Scheduling - evening appointments have helped."
37. "My Child has a chance to talk to someone outside the family."
38. "Don't know yet just started today."
39. "The help is reunifying my family."
40. "Counselor willing to share info with other counselor - for another problem. Willing to work with me develop and change household restrictions."
41. "Worked with socializing. Child has learned boundaries better. Understands mental limits of my child."
42. "Support from counselor."
43. "Timing consistent."
44. "Having someone to talk to about my child."
45. "Communications have been positive."
46. "Dealing with visitation."
47. "Having someone listen when we were having trouble in our family even when the counselor wasn't available."
48. "The appointments were at times that fit into our schedule."
49. "He is talking more."
50. "She talk with the counselor but I think she forgot in an hour or so."
51. "Communication skills."
52. "Having someone listen when we were having trouble in our family even when the counselor wasn't available."
53. "Mike is very helpful."
54. "This is only her second session."
55. "I've only been coming here for about 2 months."
56. "Increasing "<Child's name> meds especially in evening to help him wind down and be able to rest."
57. "?"

"What would improve the services here?"

1. "If you could do emergency services (like if someone needs) seen immediately."
2. "It's fine the way it is."
3. "Not sure at this time."
4. "none."
5. "longer hours"
6. "Evening appointments"
7. "Would not change anything."
8. "Getting more Help"

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9. "More counselors for easier scheduling."
10. "Nothing"
11. "Youth Sex Offender Classes"
12. "Every one here is very helpful I don't want anything to change. Thank you."
13. "I feel the counselor needs to be more supportive and encouraging of my child rather than negative and condescending. My child should not leave every session feeling defeated and like she was not listened to about her feelings."
14. "I really don't think there is anything I have to say on this question."
15. "I've not had any problems to address to this matter."
16. "More training in adoption issues."
17. "Nothing – Some of the receptionist attitudes."
18. "Great job keep it going."
19. "Everything for me and my son was great."
20. "They are fine."
21. "Have no complaints / Have no suggestions."
22. "I really can't think of anything. I find the services here very professional and warm."
23. "I don't really know. Dr. O is great!"
24. "Sports Illustrated in the lobby."
25. "Great job keep it going."
26. "My only concern is more that my son goes along with his counselor, yet going home will complain that 'he doesn't really know me – he's just guessing.' He needs to be more clear what he is really thinking, drawn out in the office rather than on the way home."
27. "More case management."
28. "Better parking"
29. "I wouldn't change a thing the services offered here are great as for the staff members also."
30. "Bigger waiting room, or more chairs. TV in waiting area. Nicer building. Have maintenance fix toilet paper holder in bathroom."
31. "I don't know"
32. "Nothing"
33. "Cannot think of anything"
34. "Nothing"
35. "Great job keep it going."
36. "Nicer building – oh maybe that's not what you meant. Services are great as is - Maybe TV in waiting room."
37. "n/a"
38. "n/a"
39. "n/a"

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40. "Don't know yet."
41. "n/a"
42. "?"
43. "?"
44. "?"
45. "ok"
46. "D/K"
47. "I don't know."

Additional MOPS-specific questions

Question 1:

1. Respondent checked "yes" and then stated "child is on probation"
2. Respondent checked "yes" and then stated "I have made a report since counseling"
3. Respondent checked "yes" and then stated "Foster Parent through Sojourners Care Net Work"

Question 3:

1. Respondent checked "yes" and then stated "individual counseling"
2. Respondent checked "yes" and then stated "and home based"
3. Respondent checked "yes" and then stated "not sure"
4. Respondent checked "yes" and then stated "group counseling" – "family"