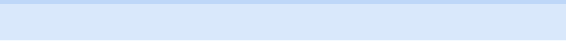






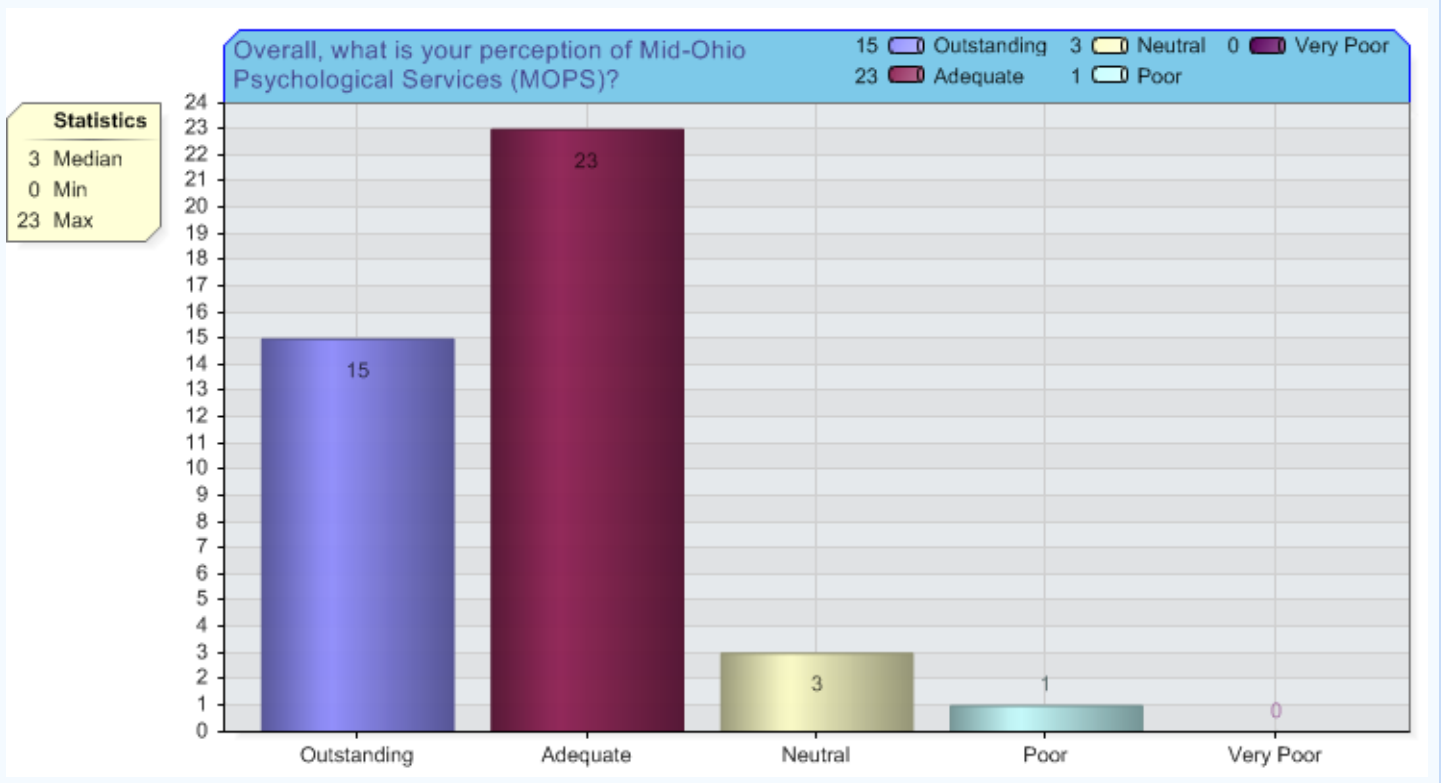
## Report: Default Report

Survey Status	Respondent Statistics	Points Summary:	
Status: <b>Live</b>	Total Responses: 43	No Points Questions used in this survey.	<a href="#">Convert to PDF</a> <a href="#">Email PDF</a> <a href="#">Export to Excel</a>
Deploy Date: 03/23/2009	Completes: 42		
Closed Date:	Partials: 1		

 View Questions: 1 to 5 **6** >

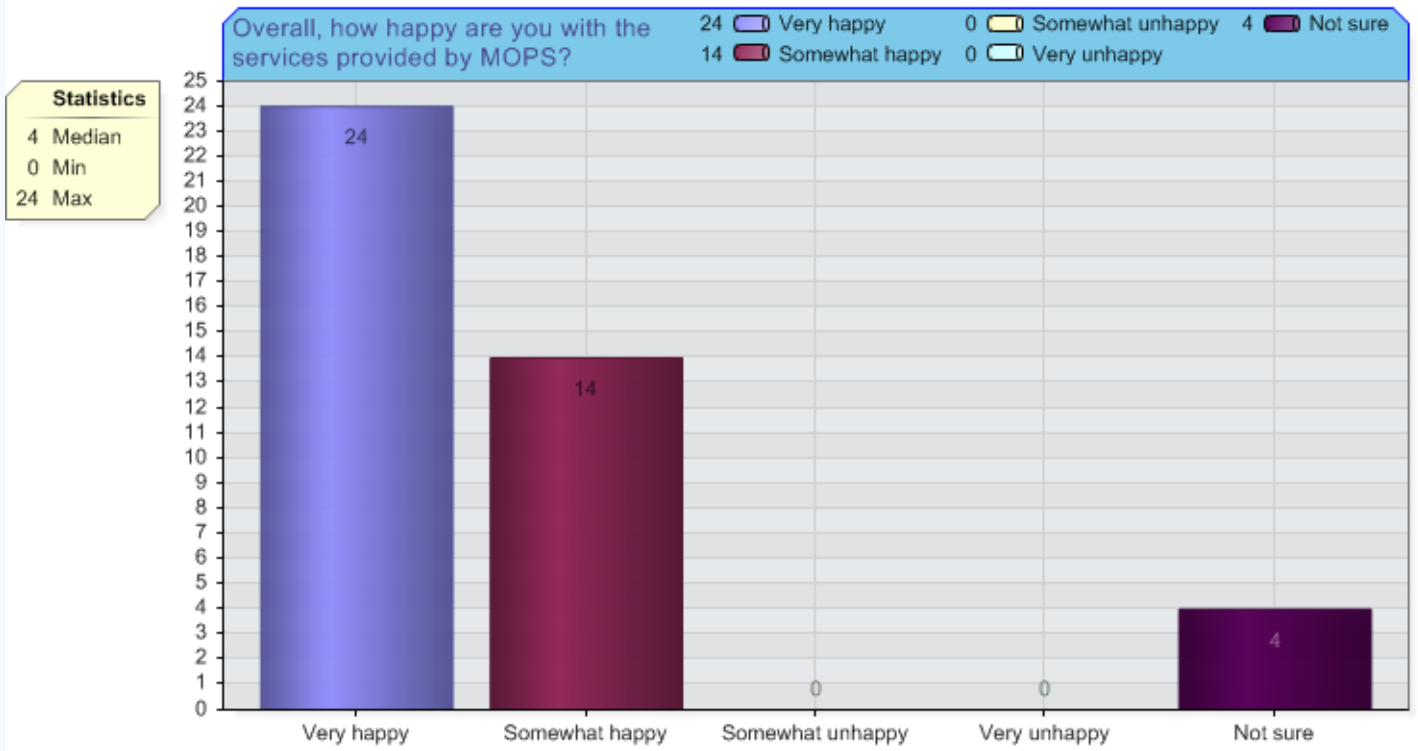
## 1. Overall, what is your perception of Mid-Ohio Psychological Services (MOPS)?

	Responses	Percent
Outstanding: 	15	35.71%
Adequate: 	23	54.76%
Neutral: 	3	7.14%
Poor: 	1	2.38%
Very Poor: 	0	0%
Total Responded to this question:	42	97.67%
Total who skipped this question:	1	2.33%
<b>Total:</b>	<b>43</b>	<b>100%</b>



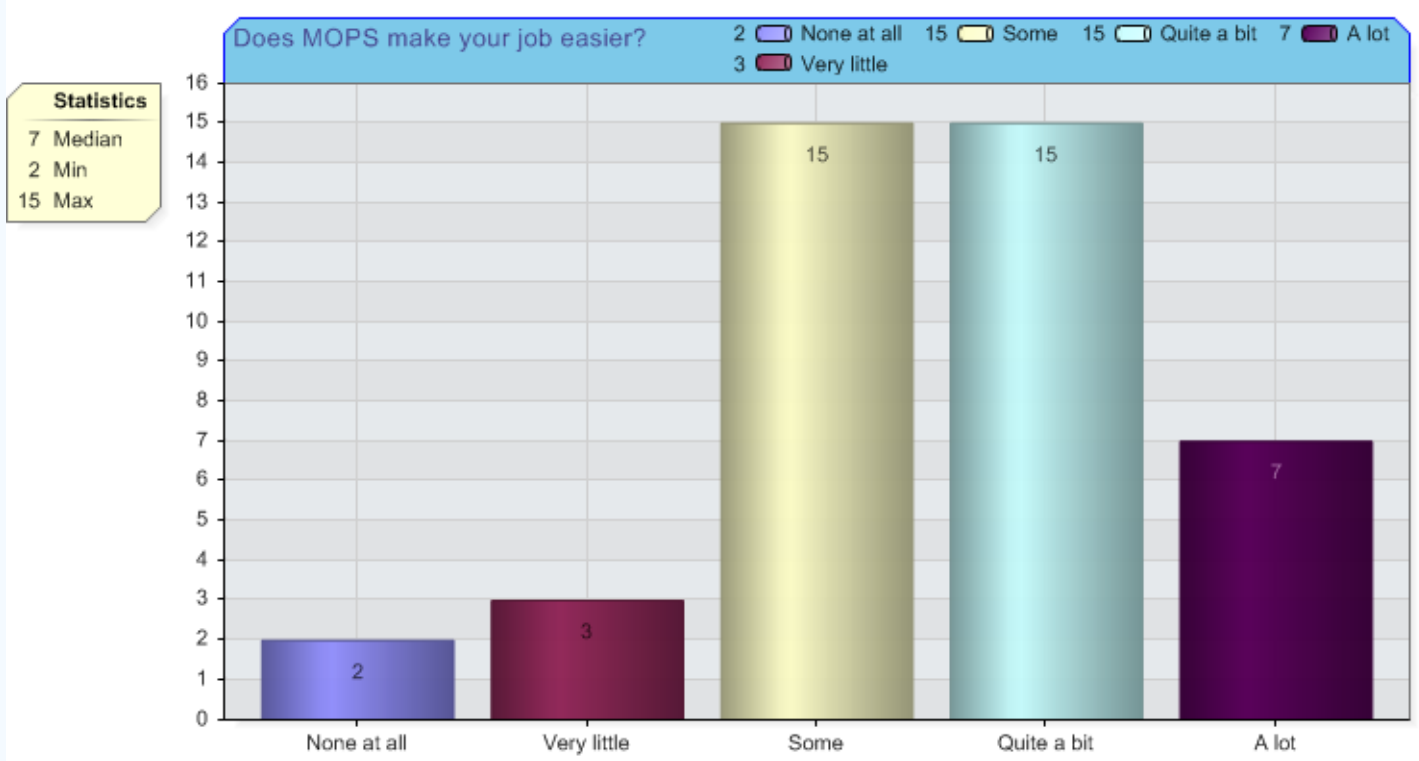
2. Overall, how happy are you with the services provided by MOPS?

	Responses	Percent
Very happy:	24	57.14%
Somewhat happy:	14	33.33%
Somewhat unhappy:	0	0%
Very unhappy:	0	0%
Not sure:	4	9.52%
Total Responded to this question:		42 97.67%
Total who skipped this question:		1 2.33%
Total:		43 100%



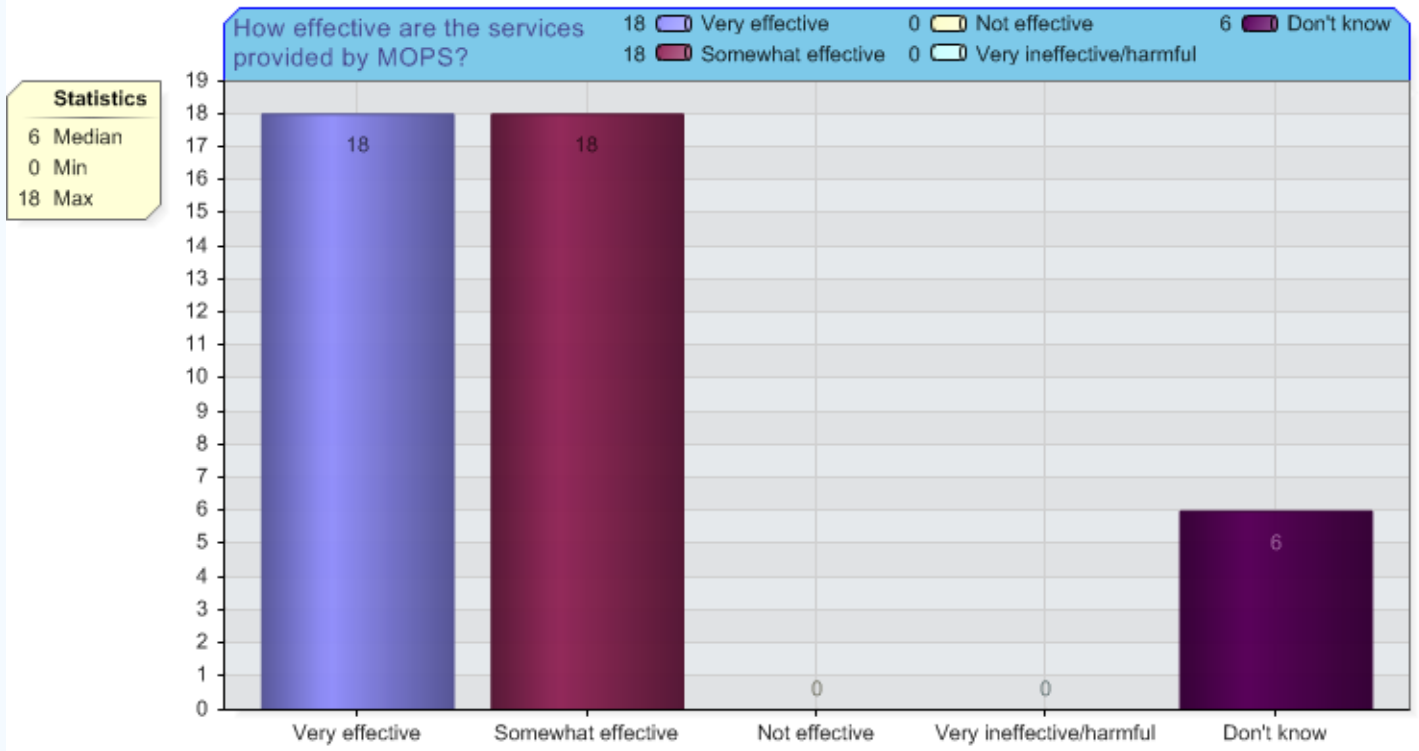
### 3. Does MOPS make your job easier?

	Responses	Percent
None at all:	2	4.76%
Very little:	3	7.14%
Some:	15	35.71%
Quite a bit:	15	35.71%
A lot:	7	16.67%
Total Responded to this question:		42 97.67%
Total who skipped this question:		1 2.33%
Total:		43 100%








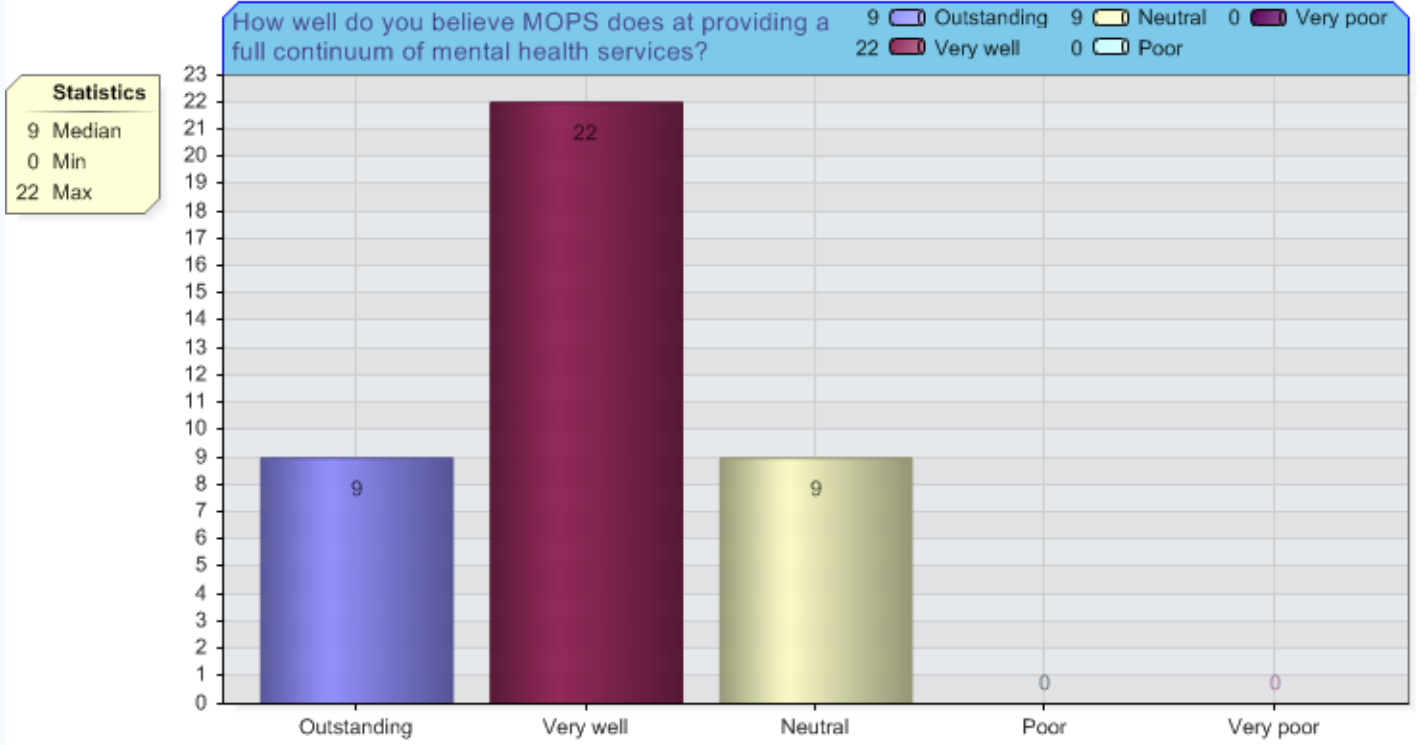
4. How effective are the services provided by MOPS?

	Responses	Percent
Very effective:	18	42.86%
Somewhat effective:	18	42.86%
Not effective:	0	0%
Very ineffective/harmful:	0	0%
Don't know:	6	14.29%
Total Responded to this question:		42 97.67%
Total who skipped this question:		1 2.33%
Total:		43 100%



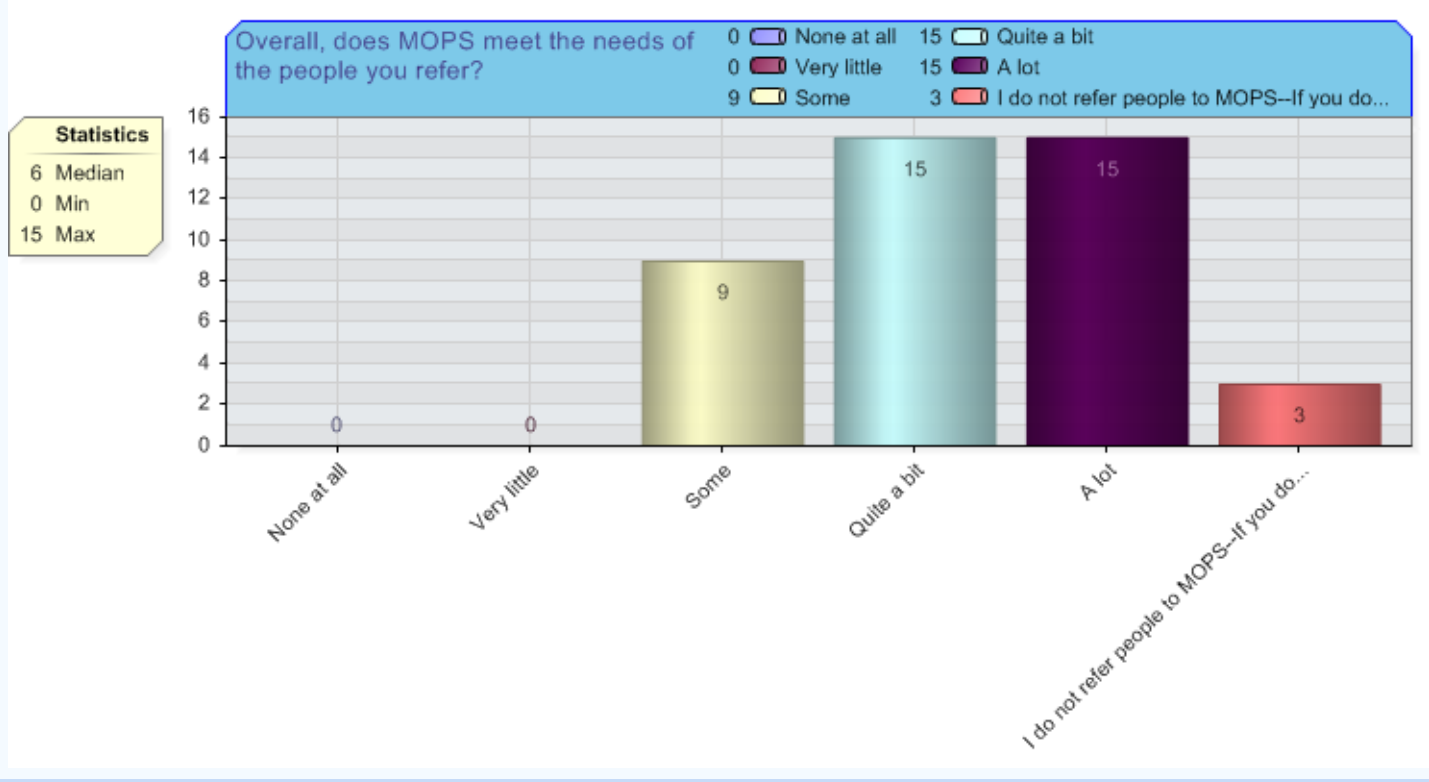
5. How well do you believe MOPS does at providing a full continuum of mental health services?

	Responses	Percent
Outstanding: 	9	22.5%
Very well: 	22	55%
Neutral: 	9	22.5%
Poor: 	0	0%
Very poor: 	0	0%
Total Responded to this question:	40	93.02%
Total who skipped this question:	3	6.98%
Total:	43	100%



6. Overall, does MOPS meet the needs of the people you refer?


	Responses	Percent
None at all:	0	0%
Very little:	0	0%
Some:	9	21.43%
Quite a bit:	15	35.71%
A lot:	15	35.71%
I do not refer people to MOPS--If you do not refer people, why not?:	3	7.14%
Additional Comments :	3	7.14%
Total Responded to this question:		42 97.67%
Total who skipped this question:		1 2.33%
Total:		43 100%



6. Overall, does MOPS meet the needs of the people you refer?

Response	Comments
1	Transporter
2	Transporter only
3	SLc and Case managers arrange.

7. What could MOPS do to improve its service delivery system? What could MOPS do different?

	Responses	Percent
Responses: 	13	100%
Total Responded to this question:	13	30.23%
Total who skipped this question:	30	69.77%
Total:	43	100%

Graph/Chart function not relevant for this question type.

7. What could MOPS do to improve its service delivery system? What could MOPS do different?

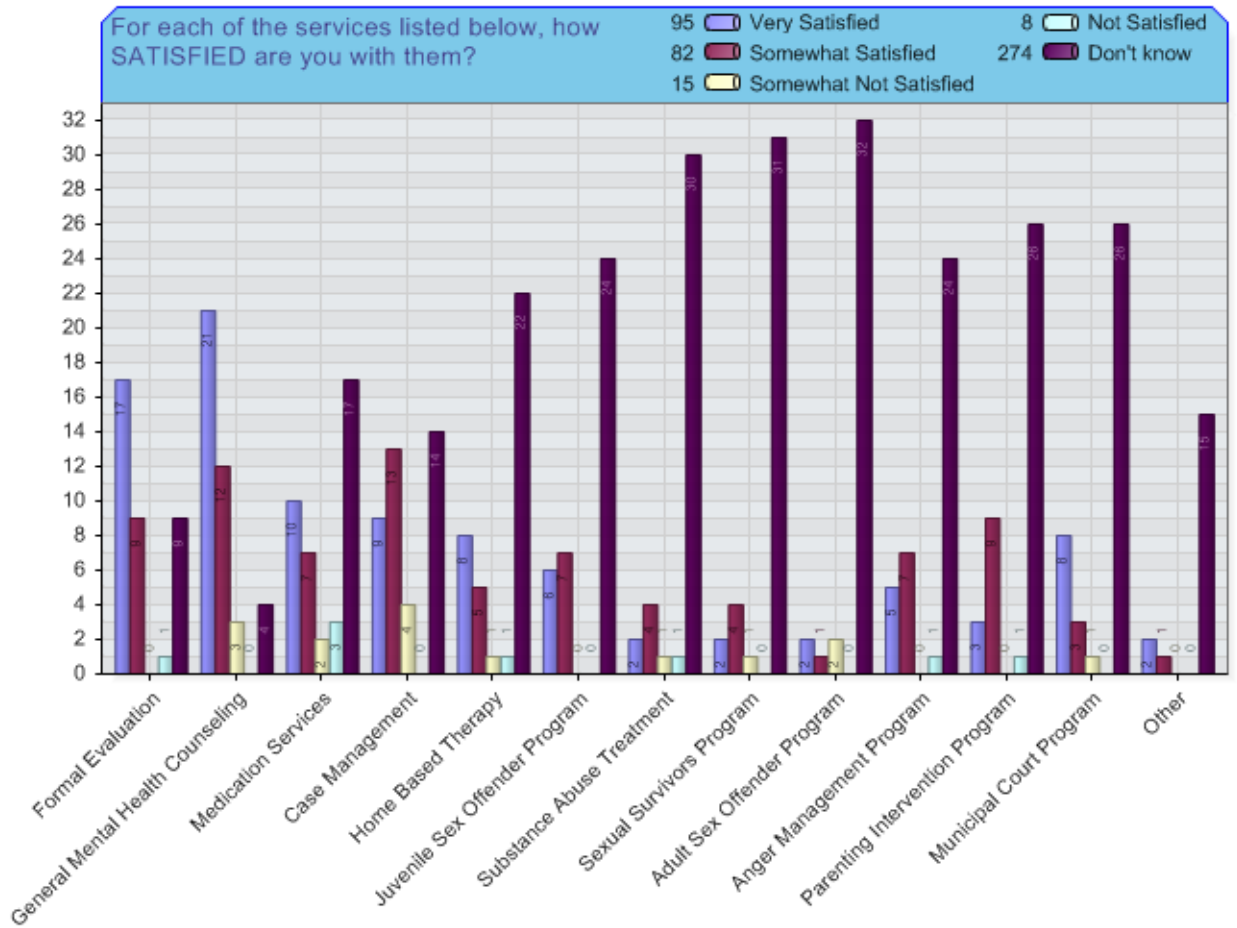
Response Response Text

- 1 When they are talking to a person that they ask that person if they do not understand what they are saying then think that some one was not being nice.
- 2 In the winter time make sure handicapped ramp is clear of snow and ice. Location of building can be very difficult when bringing a person in a wheel chair or other physical disability- The handicapped ramp is not always clear of snow and ice in the winter. However, once inside, staff are very accomodating to make arrangements for these individuals. For example, will move downstairs to empty office for a counseling session.
- 3 Parent education that is more hands on approach. Parent education re: younger children more home based services & care management.
- 4 Add more staff and more hours to Delaware County.
- 5 Mops is wonderful to have in our agency. It is so easy to refer for services.
- 6 Clients have reported difficulty contacting women to make or reshcedule appointments.
- 7 Mre communication with agency, example- progress updates, it is soemtimes hard to reach counselors for updates. because of everyones busy schedules. Provide services to non medicaid.
- 8 Mops has the only parenting couse in the area currently, I hear it may be discontinued. I hope it stays.
- 9 A condensed version of the referral for caseworkers to fill out. Parenting sessions with the child involved. Later appointments.
- 10 Need to get assessments back to P.O's faster.
- 11 More hands on parenting services for a wider range of children's ages.
- 12 Case Management- return phone calls.
- 13 Accept Insurance.

8. For each of the services listed below, how SATISFIED are you with them?

	Very Satisfied	Somewhat Satisfied	Somewhat Not Satisfied	Not Satisfied	Don't know	Total
Formal Evaluation:	17(47.22%)	9(25%)	0(0%)	1(2.78%)	9(25%)	36
General Mental Health Counseling:	21(52.5%)	12(30%)	3(7.5%)	0(0%)	4(10%)	40
Medication Services:	10(25.64%)	7(17.95%)	2(5.13%)	3(7.69%)	17(43.59%)	39
Case Management:	9(22.5%)	13(32.5%)	4(10%)	0(0%)	14(35%)	40
Home Based Therapy:	8(21.62%)	5(13.51%)	1(2.7%)	1(2.7%)	22(59.46%)	37
Juvenile Sex Offender Program:	6(16.22%)	7(18.92%)	0(0%)	0(0%)	24(64.86%)	37
Substance Abuse Treatment:	2(5.26%)	4(10.53%)	1(2.63%)	1(2.63%)	30(78.95%)	38
Sexual Survivors Program:	2(5.26%)	4(10.53%)	1(2.63%)	0(0%)	31(81.58%)	38
Adult Sex Offender Program:	2(5.41%)	1(2.7%)	2(5.41%)	0(0%)	32(86.49%)	37
Anger Management Program:	5(13.51%)	7(18.92%)	0(0%)	1(2.7%)	24(64.86%)	37
Parenting Intervention Program:	3(7.69%)	9(23.08%)	0(0%)	1(2.56%)	26(66.67%)	39
Municipal Court Program:	8(21.05%)	3(7.89%)	1(2.63%)	0(0%)	26(68.42%)	38
Other:	2(11.11%)	1(5.56%)	0(0%)	0(0%)	15(83.33%)	18
Total Responded to this question:					40	93.02%
Total who skipped this question:					3	6.98%
Total:					43	100%

**Statistics**  
 3 Median  
 0 Min  
 32 Max



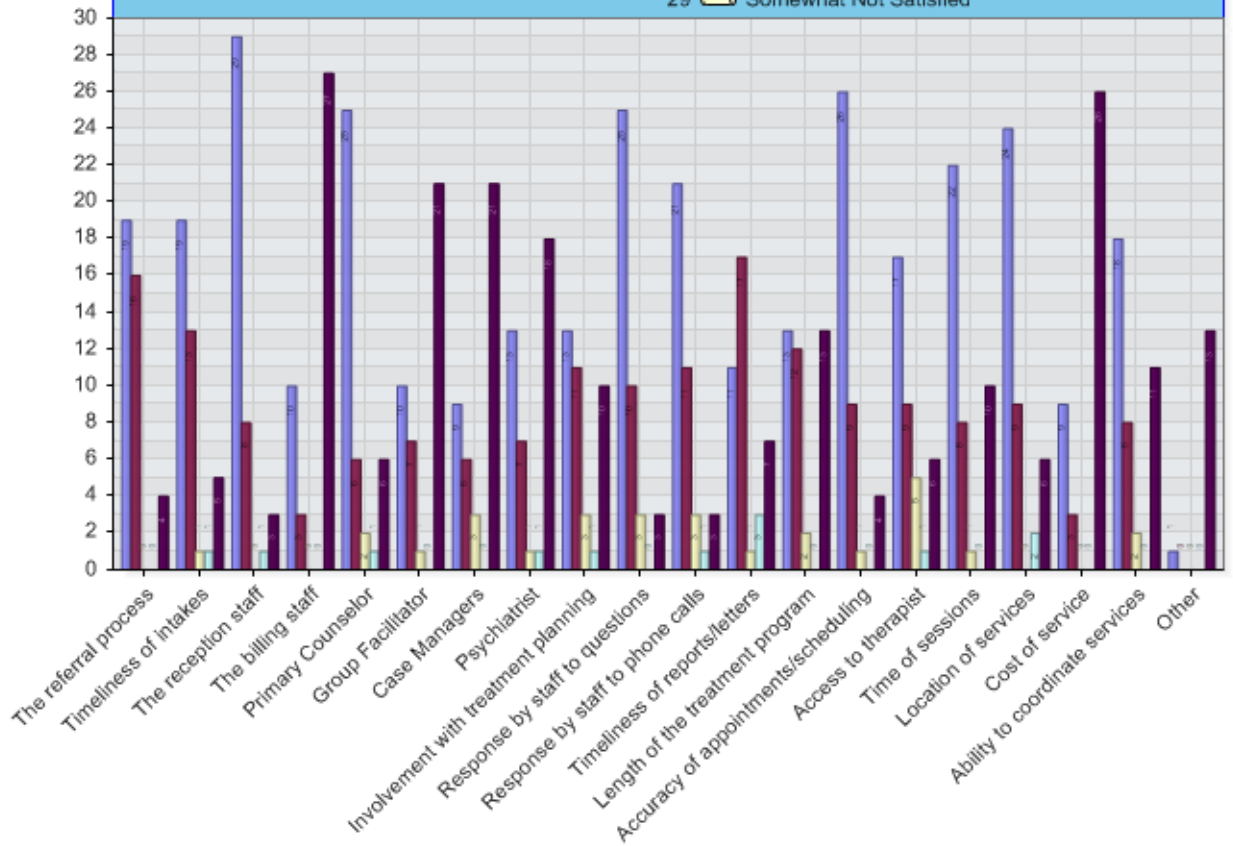
9. How satisfied are you with each of the following items?

	Very Satisfied	Somewhat Satisfied	Somewhat Not Satisfied	Not Satisfied	Don't Know	Total
The referral process:	19(48.72%)	16(41.03%)	0(0%)	0(0%)	4(10.26%)	39
Timeliness of intakes:	19(48.72%)	13(33.33%)	1(2.56%)	1(2.56%)	5(12.82%)	39
The reception staff:	29(70.73%)	8(19.51%)	0(0%)	1(2.44%)	3(7.32%)	41
The billing staff:	10(25%)	3(7.5%)	0(0%)	0(0%)	27(67.5%)	40
Primary Counselor:	25(62.5%)	6(15%)	2(5%)	1(2.5%)	6(15%)	40
Group Facilitator:	10(25.64%)	7(17.95%)	1(2.56%)	0(0%)	21(53.85%)	39
Case Managers:	9(23.08%)	6(15.38%)	3(7.69%)	0(0%)	21(53.85%)	39
Psychiatrist:	13(32.5%)	7(17.5%)	1(2.5%)	1(2.5%)	18(45%)	40
Involvement with treatment planning:	13(34.21%)	11(28.95%)	3(7.89%)	1(2.63%)	10(26.32%)	38
Response by staff to questions:	25(60.98%)	10(24.39%)	3(7.32%)	0(0%)	3(7.32%)	41
Response by staff to phone calls:	21(53.85%)	11(28.21%)	3(7.69%)	1(2.56%)	3(7.69%)	39
Timeliness of reports/letters:	11(28.21%)	17(43.59%)	1(2.56%)	3(7.69%)	7(17.95%)	39
Length of the treatment program:	13(32.5%)	12(30%)	2(5%)	0(0%)	13(32.5%)	40
Accuracy of appointments/scheduling:	26(65%)	9(22.5%)	1(2.5%)	0(0%)	4(10%)	40
Access to therapist:	17(44.74%)	9(23.68%)	5(13.16%)	1(2.63%)	6(15.79%)	38
Time of sessions:	22(53.66%)	8(19.51%)	1(2.44%)	0(0%)	10(24.39%)	41
Location of services:	24(58.54%)	9(21.95%)	0(0%)	2(4.88%)	6(14.63%)	41
Cost of service:	9(23.68%)	3(7.89%)	0(0%)	0(0%)	26(68.42%)	38
Ability to coordinate services:	18(46.15%)	8(20.51%)	2(5.13%)	0(0%)	11(28.21%)	39
Other:	1(7.14%)	0(0%)	0(0%)	0(0%)	13(92.86%)	14
Total Responded to this question:					41	95.35%
Total who skipped this question:					2	4.65%
Total:					43	100%

How satisfied are you with each of the following items?

334 Very Satisfied  
 173 Somewhat Satisfied  
 29 Somewhat Not Satisfied  
 12 Not Satisfied  
 217 Don't Know

**Statistics**  
 5.5 Median  
 0 Min  
 29 Max



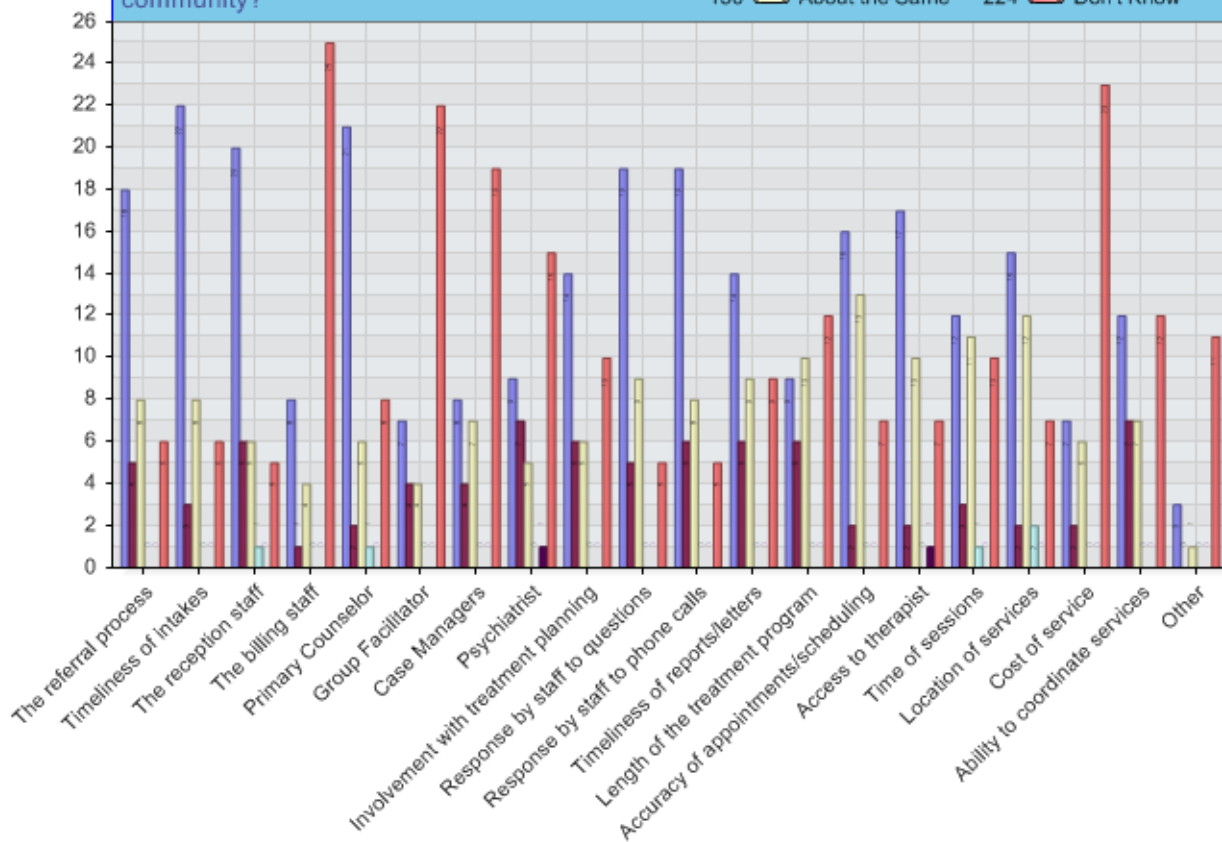
10. How would you rank the following issues when comparing MOPS to the other providers in your community?

	Much Better	Somewhat Better	About the Same	Slightly Worse	Much Worse	Don't Know	Total
The referral process:	18(48.65%)	5(13.51%)	8(21.62%)	0(0%)	0(0%)	6(16.22%)	37
Timeliness of intakes:	22(56.41%)	3(7.69%)	8(20.51%)	0(0%)	0(0%)	6(15.38%)	39
The reception staff:	20(52.63%)	6(15.79%)	6(15.79%)	1(2.63%)	0(0%)	5(13.16%)	38
The billing staff:	8(21.05%)	1(2.63%)	4(10.53%)	0(0%)	0(0%)	25(65.79%)	38
Primary Counselor:	21(55.26%)	2(5.26%)	6(15.79%)	1(2.63%)	0(0%)	8(21.05%)	38
Group Facilitator:	7(18.92%)	4(10.81%)	4(10.81%)	0(0%)	0(0%)	22(59.46%)	37
Case Managers:	8(21.05%)	4(10.53%)	7(18.42%)	0(0%)	0(0%)	19(50%)	38
Psychiatrist:	9(24.32%)	7(18.92%)	5(13.51%)	0(0%)	1(2.7%)	15(40.54%)	37
Involvement with treatment planning:	14(38.89%)	6(16.67%)	6(16.67%)	0(0%)	0(0%)	10(27.78%)	36
Response by staff to questions:	19(50%)	5(13.16%)	9(23.68%)	0(0%)	0(0%)	5(13.16%)	38
Response by staff to phone calls:	19(50%)	6(15.79%)	8(21.05%)	0(0%)	0(0%)	5(13.16%)	38
Timeliness of reports/letters:	14(36.84%)	6(15.79%)	9(23.68%)	0(0%)	0(0%)	9(23.68%)	38
Length of the treatment program:	9(24.32%)	6(16.22%)	10(27.03%)	0(0%)	0(0%)	12(32.43%)	37
Accuracy of appointments/scheduling:	16(42.11%)	2(5.26%)	13(34.21%)	0(0%)	0(0%)	7(18.42%)	38
Access to therapist:	17(45.95%)	2(5.41%)	10(27.03%)	0(0%)	1(2.7%)	7(18.92%)	37
Time of sessions:	12(32.43%)	3(8.11%)	11(29.73%)	1(2.7%)	0(0%)	10(27.03%)	37
Location of services:	15(39.47%)	2(5.26%)	12(31.58%)	2(5.26%)	0(0%)	7(18.42%)	38
Cost of service:	7(18.42%)	2(5.26%)	6(15.79%)	0(0%)	0(0%)	23(60.53%)	38
Ability to coordinate services:	12(31.58%)	7(18.42%)	7(18.42%)	0(0%)	0(0%)	12(31.58%)	38
Other:	3(20%)	0(0%)	1(6.67%)	0(0%)	0(0%)	11(73.33%)	15
Total Responded to this question:						39	90.7%
Total who skipped this question:						4	9.3%
Total:						43	100%



How would you rank the following issues when comparing MOPS to the other providers in your community?

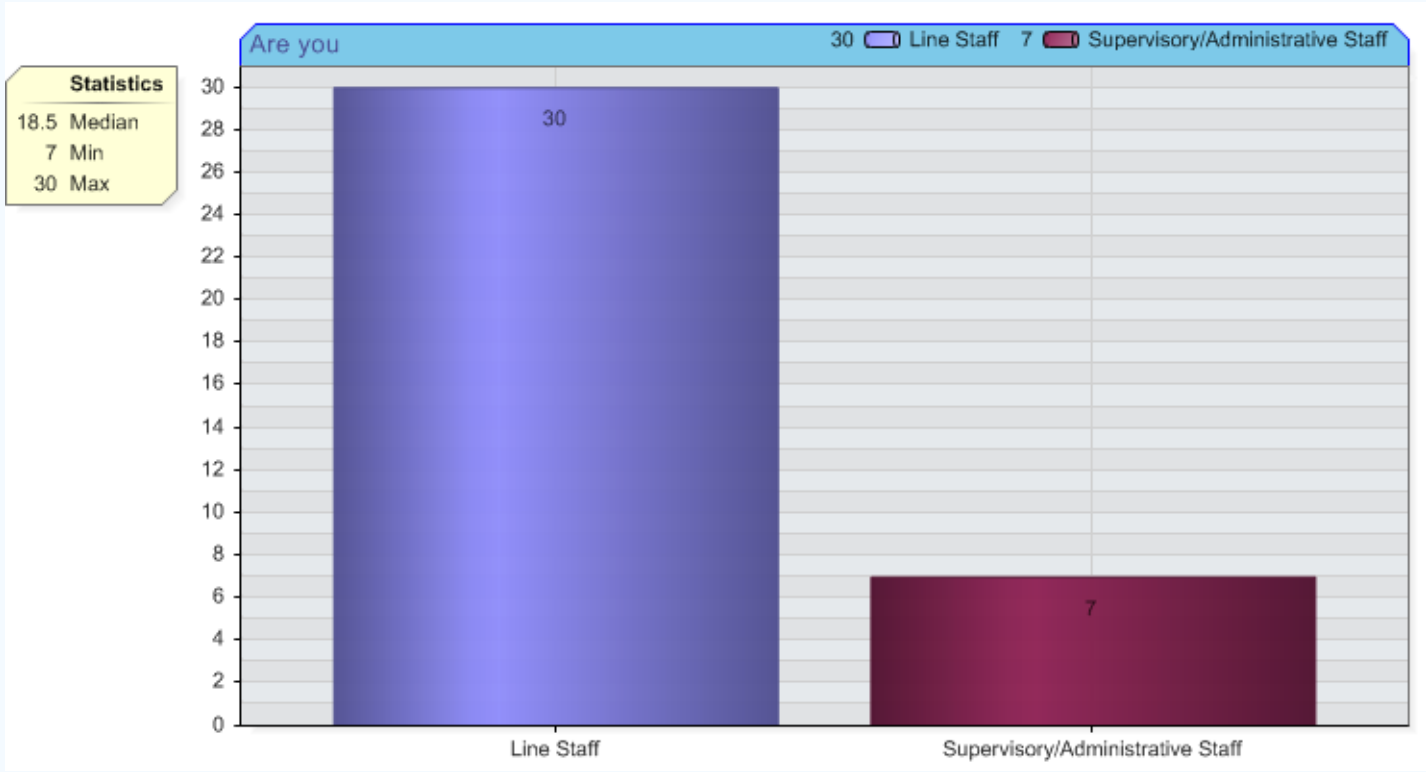
270 Much Better  
 79 Somewhat Better  
 150 About the Same  
 5 Slightly Worse  
 2 Much Worse  
 224 Don't Know

**Statistics**  
 5 Median  
 0 Min  
 25 Max



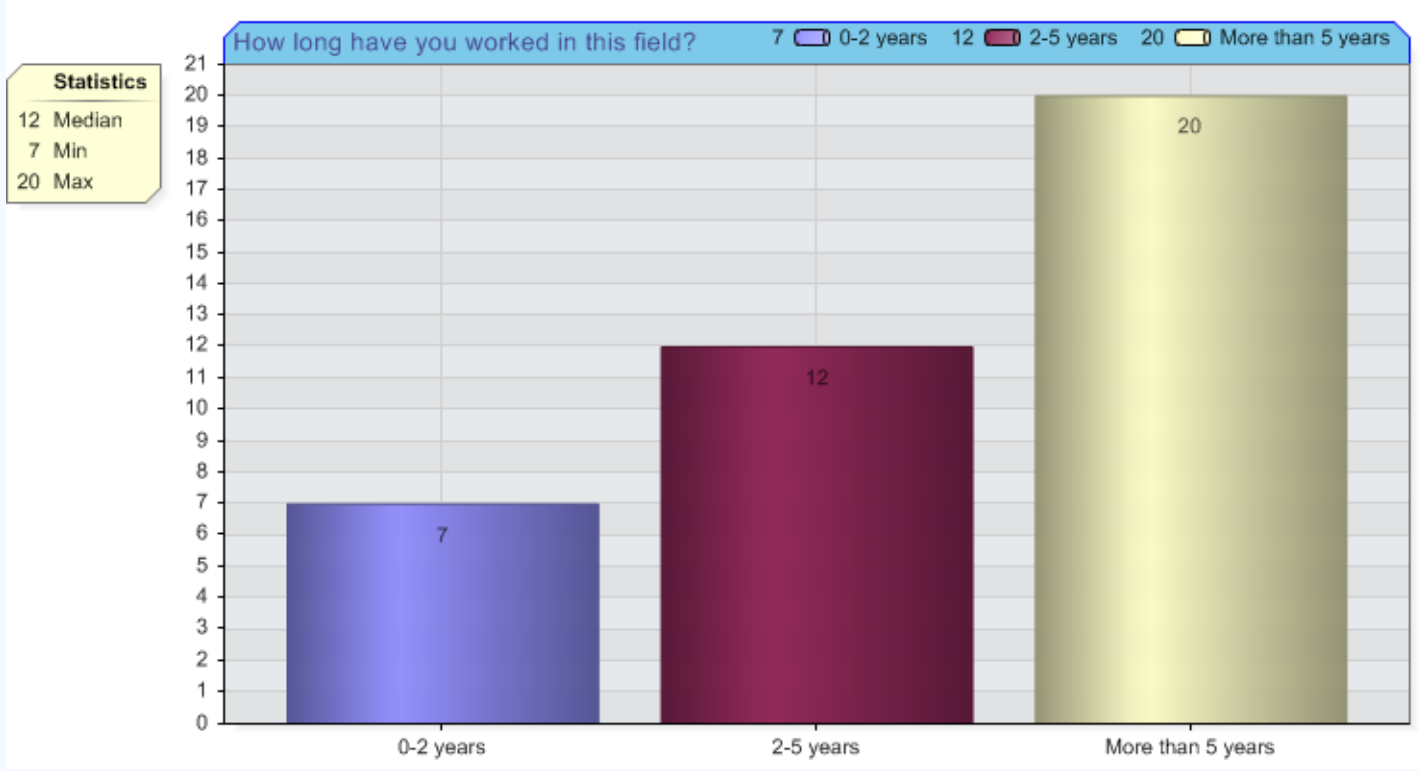
11. Are you

	Responses	Percent
Line Staff: 	30	81.08%
Supervisory/Administrative Staff: 	7	18.92%
Total Responded to this question:	37	86.05%
Total who skipped this question:	6	13.95%
Total:	43	100%




12. How long have you worked in this field?

	Responses	Percent
0-2 years:	7	17.95%
2-5 years:	12	30.77%
More than 5 years:	20	51.28%
Total Responded to this question:		39 90.7%
Total who skipped this question:		4 9.3%
Total:		43 100%



13. Other Comments:

	Responses	Percent
Responses: 	2	100%
Total Responded to this question:	2	4.65%
Total who skipped this question:	41	95.35%
Total:	43	100%

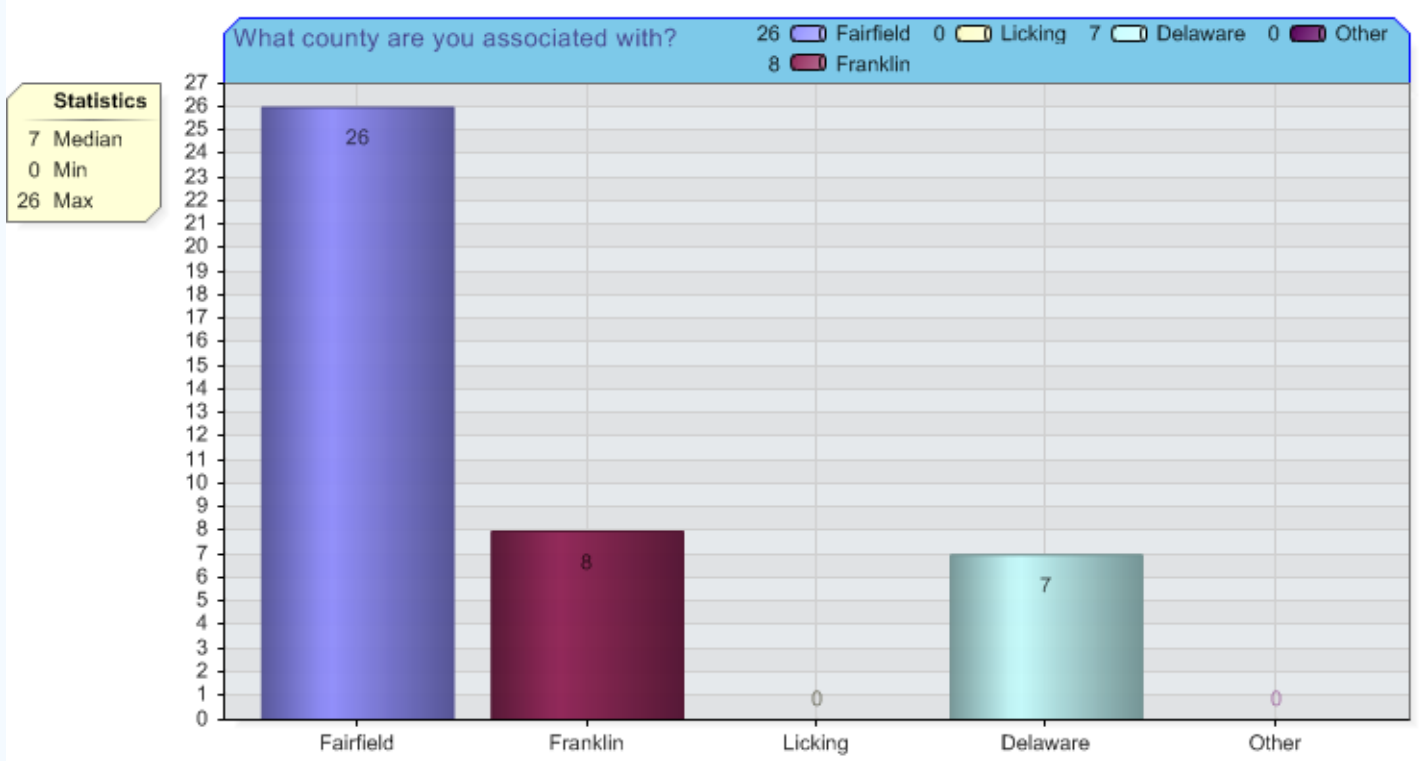
Graph/Chart function not relevant for this question type.

13. Other Comments:

Response	Response Text
1	WE APPRECIATE ALL TEH HARD WORK AND DEDICATION TO OUR COURT SHOWN FROM THE STAFF AT M.O.P.S.
2	The Reception staff are very nice and able to give the information you need when the counselor is not available. Re: attendance, schedule appointments, calls made, etc.

14. What county are you associated with?

	Responses	Percent
Fairfield:	26	63.41%
Franklin:	8	19.51%
Licking:	0	0%
Delaware:	7	17.07%
Other:	0	0%
Total Responded to this question:		41 95.35%
Total who skipped this question:		2 4.65%
Total:		43 100%



15. What agency are you associated with?

	Responses	Percent
Job and Family Services:	1	2.5%
Children Services:	23	57.5%
Juvenile Court:	6	15%
Municipal Court:	7	17.5%
Common Pleas Court:	0	0%
Schools:	0	0%
Medical:	0	0%
Other:	3	7.5%
Total Responded to this question:		40 93.02%
Total who skipped this question:		3 6.98%
Total:		43 100%

