

CLIENT SATISFACTION SURVEY

Positive Comments

FY 2010, Quarter 3

Clients in Montgomery County are given the opportunity by the county ADAMHS Board to provide annual feedback regarding the quality of the services and providers at their mental health agency. During this quarter, 238 SCI clients completed and returned surveys.

Below is a listing of positive comments made by clients about SCI staff. This list is not inclusive – many others received positive (and a few negative) remarks. Overall, *POSITIVE* comments greatly outnumbered negative comments and recommendations.

- 1 South Community has been very good to me in a lot of ways. I highly would let others have this opportunity as I have had over the years. Thanks.
- 2 People take time to talk to me when I need your help.
- 3 They do a great job here. I always feel welcome and I'm always happy to be here.
- 4 Our family has been extremely pleased with the services that our son receives at South Community. Thank you.
- 5 Giving me that push I need and being there
- 6 I am glad there are still people that still care and make you feel better about yourself. Thank you all.
- 7 I have seen much improvement in my children
- 8 I've come a long way from where I was.
- 9 I love the doctor and case manager so much. They are so helpful and so nice to me.
- 10 South Community is a wonderful facility. Miracles have been seen with those who work hard. Thank you for everything.
- 11 South Community saved my life, gave me a home, support staff is excellent, professional. I love all staff.
- 12 Keep up the good work.
- 13 I've enjoyed the classes because they give me helpful information to make me feel better.
- 14 Everyone is so helpful and so nice to me
- 15 Staff is very helpful. If they can not help with a problem, they always try to find out for you
- 16 I feel so comfortable here
- 17 I am glad they are patient and try to understand situations
- 18 I have always been treated very nice by everyone
- 19 Their personal are top notch.
- 20 I am so grateful for group, individual, all services. I have been blessed with a new, wonderful life. Thank you so much.
- 21 South Community has helped me over so many difficult times in my life.
- 22 The best case worker and doctor I've ever had.
- 23 All the workers and case managers I've had have helped when I needed it. The doctor I have is really understanding of my problems
- 24 I wouldn't go anywhere else
- 25 Just wanted to say that staff support has been extremely helpful in all avenues of my treatment and plans to educate and help myself.
- 26 The people at South Community really care.
- 27 Before I became a patient at S. Community my life was out of control. I'm no longer an alcoholic, my thought pattern is to the most part on the right track. I'm no longer on self destruction mode.
- 28 Thank you so very much for all of your areas of help and advice you provide you have given me so much and many ways that make my life better and ways of coping to get through life trying times you have no idea how much your services and staff have changed my life and made me want to live and be a part of and know I deserve to be a part of live. I am worth it. Thanks to you all.
- 29 These people can save your life.
- 30 Just excellent.
- 31 The time I spend there is perfect. I usually feel a lot better after talking to a therapist. Good input is always helpful I have to do the rest.
- 32 Never feel judged. Feel very comfortable knowing they're there to help me
- 33 Honestly, I feel like I'm a part of a family here. I loved my counselor and she provides me with what I need.