

Client Satisfaction Surveys

Positive Comments

FY 2016, Quarter 2



Clients in Montgomery County are given the opportunity to provide annual feedback regarding the quality of the services and providers at their mental health agency. This quarter, **279** clients completed and returned surveys.

Below is a listing of positive comments made by clients about *South Community* 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 The programs and staff at South have helped me to learn how to live a responsible independent life and I am very grateful for South help and understanding.
- 2 South Community can change someone's life around for the good.
- 3 They always help me to calm down
- 4 They are awesome.
- 5 I love South and the services and how you take care of your clients.
- 6 I always look forward to coming for my appointments. The staff here is very nice and respectful to my needs.
- 7 I have had nothing but an excellent services from South
- 8 Couldn't be any better
- 9 No matter how much money you make or how famous you become you'll never be more important than the people who work at South Community.
- 10 I want to say thank you to SC for everything you done for my kids. When I need you, I will be back to you. Thank you so much, you very helpful to me.
- 11 I love it.
- 12 Very nice and helpful.
- 13 The treatment is wonderful
- 14 South gives me all the time I need.
- 15 I have always had excellent treatment.
- 16 You have the best staff in the world.
- 17 I would like to continue getting help and support. I'm glad to have this program. Thank you for all workers. God bless all.
- 18 I love South Community and therapist support given to me.
- 19 We have plenty of different ethnic backgrounds in group and everyone is accepted.
- 20 Don't know what I would do if I didn't have your help.
- 21 They have been very helpful to me and understanding
- 22 Everyone is always kind and considerate to me
- 23 They always keep up to date with my treatment plan and goals which change from time to time
- 24 Very good service, love it here.
- 25 Best therapist I ever had.
- 26 She has helped me a lot in my life
- 27 Very helpful, life changing
- 28 Mt therapist is the best ever . I don't want to change her. She's very helpful
- 29 Good communication between therapists and psychiatrists. Friendly receptionists!
- 30 Nice people all!
- 31 We are off to a great start