

South Community, Inc.
**Quality Improvement
Client Comments
FY 2019 Q2**



Clients at South Community are given the opportunity to provide annual feedback regarding the quality of the services they received and the staff who provide these services.

This quarter, **238** clients completed and returned Client Satisfaction surveys

Below is a listing of the positive comments made by clients. This list not inclusive - many others provided positive remarks ... and a few ideas for improvement! **We take both very seriously!**

Overall

- 1 Case Worker meets and exceeded my needs
- 2 The people here are really nice to me and I like that!
- 3 I love it here. Everybody is great to me
- 4 The best care!

Helpfulness

- 5 The Case managers are great
- 6 They help me with things I didn't even know I needed help with
- 7 They give me the help I need
- 8 Easy to talk to. Helps get more done.
- 9 I felt like I been a better person
- 10 It helped turn my life around in a positive way
- 11 This facility has helped me tremendously with providing overall good support for my mental health

Respect

- 12 Very open minded, very nice
- 13 They show me respect and I show it back.

Other Comments

- 14 Everyone had been excellent or great!
- 15 Keep up the Good Work!
- 16 With the services I receive, I would never go anywhere else.
- 17 Everything is great!
- 18 I love my therapist and wouldn't trade in for anyone. She gives me respect, understanding and a sense that someone is on my side through the hard times
- 19 I would recommend services at South Community to anyone that truly needs help.
- 20 Truly an invaluable organization
- 21 Thank you for everything.
- 22 I appreciate all that has been done; South Community has saved my life!
- 23 I'm very satisfied with the care and concern from the staff members that really care about my well being.
- 24 The doctors and therapists I received when I first became a member were all well-taught in their field, additionally taking account of my physical and mental health when changes were soon to be made
- 25 They have been very supportive and helpful to me.
- 26 I love South Community and have recommended it to many friends, family, and acquaintances.
- 27 Most recent services have been the best yet; I have received services since 1997
- 28 I am very pleased with the services I am offered here. Everyone is so nice and genuinely wants to help.
- 29 My therapist and I get things done, it is refreshing and motivating and I feel confident in myself.
- 30 the people here are really respectful and generous
- 31 I recommend this place to every one I know
- 32 I would not be around w/o you guys: the only positive thing in my life
- 33 I love coming to south Community and being able to get my mental health on the right track with a great team
- 34 The services provided have helped me decide what's important to me and what goals I deem worthy
- 35 I feel more comfortable talking about my feelings and past traumas than I thought I would be.
- 36 It is nice to not feel any judgement and to be able to let some things off my chest that I have held onto for so long.
- 37 I like the services here because I can get what I feel off my chest without nobody judging me.
- 38 I would recommend this place to others that need help. the staff are kind and helpful and will try their best to help you
- 39 Case managers are phenomenal in their hard work and effort to make me feel better.