

Client Satisfaction Survey Comments
June 18 – June 24, 2006

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Mid-Ohio Psychological Services (Continued)

41. Being told the truth so I could improve my skills with my child A counselor did not do this although I asked → Misty
42. The child would open up more
43. Nothing comes to mind.
44. More counselors trained to deal with children and youth
45. N/A
46. Haven't had child in here enough to make decision
47. Nothing, I think you all are doing a great job here
48. N/A
49. I don't know
50. Discount for cash payers.
51. Services are fine.
52. No complaints.
53. None. ([Questionnaire between #47 and #48])

In response to Question 1, – “Overall, I am satisfied with the services my child received.” One respondent checked “Strongly disagree” and wrote a note “Because of 1 counselor with 1 of our children”.

In response to Question 8, “The location of services was convenient for us.” One respondent wrote “Until you went to JFS”.

In response to Question 19, “ My child gets along better with friends and other people.” One respondent wrote “off and on”.

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6. If parent and child worked together with counselor once a month.
7. Prescribing proper meds.
8. None.
9. Larger waiting room. Contact me if you would like...Name & Phone Number.
10. More people and more money for them.
11. I think things are fine now.
12. If they had a better set up for sex offer group
13. ?
14. Nonthing
15. None.
16. More counselors like Kimmy!
17. Everything is really well with my child's care, wouldn't change anything.
18. If there was another location on west side.
19. Need more time to see if there is anything
20. N/A
21. Don't change a thing.
22. Everything seems fine to me.
23. No comment at this time.
24. Don't know yet.
25. More available parking.
26. More available parking.
27. Satisfied with services.
28. Found no problem with your services.
29. Nothing as of right now
30. Same as above (In answer to the previous question, the respondent had written: "Can't say we have only had 3 appointments.")
31. His attitude
32. I can't think of anything. I have always been helped as much as I needed. Everyone is helpful and supportive.
33. Everything is fine.
34. Nothing,
35. Nothing I can think of at this time.
36. Nothing at this time
37. More aggressive approach; always do testing prior, so that you "what" you are working towards!
38. Same. (Question above was answered "Med")
39. More times to see counselor.
40. Nothing

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35. As a parent, I have enjoyed having adults to talk with about my son who understand what our family is going through
36. Consistency
37. Where my daughter is talking about more things to me.
38. Med
39. Having 2 counselors, Jessica in office and Amanda at home counselor.
40. _____ is beginning to learn about counseling
41. Alex has improved with his psychiatric service.
42. Helped some.
43. My child is able to function better in daily life knowing he always has someone he can talk to.
44. Having Jessica relate to my daughter in a positive manner that she needs and she can really communicate with
45. We are usually able to schedule appointments at a good time!
46. N/A
47. Great communications as well as advice.
48. Consistency, great communication with counselor, advice readily available
49. Haven't had child in here enough to make decision
50. It has given him someone to open up to other than his parents.
51. Having someone to talk to. Kimmie was great!
52. Helping my child express her feelings and open up.
53. Foster child is a new placement. (less than 2 weeks)
54. Nothing comes to mind
55. Immediate help to change habits, feeling normal, having a safe place where my child feels they can tell secrets
56. Transition to living full time with grandparent.
57. Being able to see Dr. Snyder

“What would improve the services here?”

1. It would be nice to have more availability of after school appointments during the school year.
2. I have been happy with services.
3. Nothing.
4. THE PARKING!!!
5. Be psychic

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13. Having some to talk to
14. Counseling and Dr. Snyder.
15. Mike _____.
16. Nonthing.
17. That my son is able to communicate his feelings.
18. Medications have helped.
19. Counseling has helped us to uncover and unravel many issues over the last 6 months.
20. Being able to talk with someone as to what is right for my child
21. Ability to work around our schedule.
22. That they are patient with him
23. Dealing with his sexual thoughts and behaviors
24. He communicates better.
25. Not sure yet...just got her back home in June, she has been in foster care.
26. The help he received, gave him time to think about life in general so he can think more about school work and responsibility to others and himself.
27. First time here.
28. Help child.
29. Medications to help the boys cope and function.
30. Medications to help the boys cope and function.
31. Dr. O has been the best thing to happen to my son from his first visit with her his whole attitude has changed for the best Thank you Dr. O
32. In the last 6 months I haven't been in treatment sessions with _____ in previous times Steve gave suggestions that were very helpful
33. Understanding of the child's needs.
24. Dr. Snyder
25. Talking
26. Talking
27. Not sure – client hasn't attended regularly
28. Can't say we have only had 3 appointments.
29. With his behavior
30. When I came someone is always available to help. Having Dr. Ostrander is a huge plus.
31. They got her the help that she needed.
32. Listening better.
33. Scott, the counselor, and Dr. Snyder
34. She does better in school

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65. Nothing I can think of
66. I don't really know b/c the services I have had have been Great.
67. No complaints
68. No complaints
69. Better magazines
70. Start calling people a day ahead of appointment every week of appointments.
71. I can't think of anything.
72. They're good! Great!
73. Having two separate sessions, one for client (if under 18) and one for guardian.

In response to Question #17: "I get along better with family members" One respondent checked "Strongly Agree" and then added = real family

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. Dad and Mom live separately – mom was not very good at discipline with _____, now she is much more open to suggestions and is doing much better making _____ follow the rules, now _____ is behaving better in general.
2. Speaking to counselor on her own. Doing much better now – But – hates to hear a "No" to anything.
3. Helped my child understand situations better.
4. Counseling her being in the hospital.
5. Misty Coleman has gone about and beyond! She has made extra phone call and e-mails to caseworkers, casemanagers, and us !
6. To know she is more normal than we thought.
7. Helping the children protect themselves. Will telling them how to. They don't always listen to parents.
8. Undecided.
9. Time.
10. Chris Johnson has been a positive person in my son's life.
11. Always nice and friendly – we moved recently so we had to switch times it was not a hassle they were very helpful.
12. The staff and Dr. Snyder always has time for us and really tries to help in every way.

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Mid-Ohio Psychological Services (Continued)

27. I don't think there is anything.
28. Price = Cheaper.
29. Breaks.
30. Nothing its fine the way it is
31. I don't know
32. Nothing
33. N/A
34. Group sessions should be 1 hour and 30 minutes because its hard staying focus for 2 hours.
35. I don't know
36. If I could stay with my family
37. Nothing the services here are great
38. Put a table in the group room.
39. That the child could stay for 2 years instead of a 1 year and a half.
40. Its good enough
41. N/A
42. Individuals and group
43. I don't know
44. Everything is perfect!
45. That if someone needed help immediately that they would take walk-ins.
46. Not sure
47. Help my range.
48. Not sure
49. ???
50. Less wait time
51. Nothing
52. ?
53. Asking people to come here for treatment.
54. Here what the kids have to say.
55. Don't know
56. NA
57. By get more time to talk.
58. To try to help and find my problem
59. Nothing
60. Nothing
61. I don't know
62. Nothing it is good how it is
63. Less sarcasm
64. XBOX 360S and Playstation Threes

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Mid-Ohio Psychological Services (Continued)

67. Just having someone to be able to talk to you when theres no one else there (they keep everything secret and between us.)
68. Talking I keep things bottled inside.
69. My treatment plan is something that fits into my daily life.
70. Just having someone to talk to that I felt comfortable around.
71. Behavior is better
72. My goals
73. The most helpful thing about the services I received was the I had help when I need it.
74. Getting medicine. (This comment belongs to questionnaire between #49 and #50)

“What would improve the services here?”

1. If my family gets along.
2. Nothing.
3. Let you have pop again and food.
4. Nothing, so far.
5. They are doing great services for me.
6. Nothing.
7. Nothing I could think of.
8. Nothing they are fine.
9. I can't think of anything to improve these services at the moment.
10. Not have much group counseling.
11. New wall paper.
12. To improve the services I would have two individual sessions for people under 12. One for the client one for the guardian.
13. Git out.
14. None.
15. Nothin. It's all good.
16. Making it fun.
17. By Talking more
18. If we came in at three and got out at five.
19. Be able to walk in whenever.
20. N/A
21. Maybe more locations and bigger space.
22. I don't know.
23. I think the music.
24. I don't know.
25. The roller coaster
26. Hour needed on the days I need.

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Mid-Ohio Psychological Services (Continued)

30. Stay away from kids.
31. They stay on you to get things done until they are
32. Teaching me what is right and wrong
33. My individual sessions with Misty that's were I can be relived and talk about any situation.
34. The coping skills I have learned.
35. Talking about what has been making me mad and stuff
36. Helping me talk to girls and other people in person
37. Respecting others
38. How to understand the deference between right and wrong
39. The one-on-one counseling
40. Being able to speak about what I did.
41. Individuals and group
42. I don't know
43. The doctors helping me with things that was little or bigg.
44. To know that your not alone dealing with problems.
45. Talking about my problems
46. Taking to people
47. I don't know
48. I don't know
49. Councelling and my medicine
50. Dr. Snyder working with me.
51. When I was out of med
52. Talking to me when I need someone to talk to me.
53. My sleep!
54. Don't know
55. NA
56. Get my treatment done.
57. The communication and how we try to work things out.
58. Anger
59. That they can be nice
60. Being here
61. The politeness of the people
62. Helping me control my anger
63. The most helpful thing would be the support I've received and encouragement.
64. Help
65. They've helped me with school work.
66. That I have talked to someone and tell them things.

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Mid-Ohio Psychological Services (Continued)

In response to Questions 21 – 28, “As a Direct Result of Services I Received:” One respondent wrote: Can’t really answer these because I feel that I have relapsed some – treatment is great: always has been but then I went back with my ex.

Youth Surveys – Appendix B

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

1. Anger, help with relationships, family, friends, boyfriend, etc.
2. Help me with anger problem.
3. That my counselor, Amanda, understands me no matter what problems I have. It has been helpful for Amanda to be so kind and generous to me.
4. My counselor letting me express no matter how I feel.
5. Attitude is better.
6. Learned how to deal with daily life.
7. I feel more relieved and I get along with family members more easily.
8. Being able to talk about how I feel w/o someone judging me.
9. That it’s not right to lie at group and always tell the truth and listen to other people in group.
10. Is how to [G or S tufe or tafe??] and deal with my problems.
11. The most helpful thing about the services I received was talking about my problems.
12. Got out.
13. None.
14. We worked around my schedule and Jessica is real helpful.
15. They listen to what I have to say.
16. Having someone to talk to
17. I can talk to the members of this service about my life.
18. Being able to have help with my homework.
19. Staff
20. I’ve been getting more relax about talking to the guys in group about my sexual life and other things.
21. The support and knowing they are here to help.
22. I haven’t been here that long, but I say having someone to talk to.
23. I don’t know.
24. [Going or gang or ?] to the sestrel (?).
25. Understanding.
26. Getting help on homework.
27. Open discussion with similar people.
28. Learning coping skills.
29. Just to sit down and talk to someone who is unjudgemental.

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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. I've had no complaints.
2. Some of us do not have psychology backgrounds and if we don't understand what a therapist is getting at we shouldn't be under pressure to pick it out and then if we don't get be treated as though we're stupid for not picking it up. Not all people think the same.
3. My situation hasn't changed because nobody (my mom, my family) doesn't want things to change (they won't listen to reason) My brother is almost 50 years old and he won't take responsibility for his own life.
4. My therapist is truly dedicated to her job and I value her work immensely.
5. You should consider which counselor each has because I have Amanda and she is awesome!
6. I have referred others here The service and staff are exceptional
7. *Only have one other time [it is unclear as to what this comment is referring- perhaps last block of questions “As a Direct Result of Services, I received...]
8. I got so much better then I first came in.
9. I have not been here for six (6) months so some of these are not accurate. Thank you!
10. Mike is very good → He has helped me so very much already.
11. Mid-Ohio is a good treatment plane.
12. I appreciate the fact that they understand what needs to happen and helps me do it.
13. IT'S TO GLOOMY IN HERE PLACE needs make over to brighten up the plane walls Its very Depressing
14. Counselors are conscientious, caring, and work hard with and for you to improve all aspects of your problem and always seem to be professional at their approach and are very willing to admit and seek solutions elsewhere when they are unsure. I greatly appreciate all services myself and family receive from Mid-Ohio! Thank you
15. This is a great place to come for help!

In response to Question 3, “I would recommend this agency to a friend or family member.” One respondent commented “I have”.

In response to Question 4, “The location of services was convenient (parking, public transportation, distance, etc.) One respondent checked “I am neutral”, but also wrote in “Parking sucks!”

In response to Question 14, “Staff encouraged me to take responsibility for how I live my life.” One respondent checked “I am Neutral”, “Disagree”, “Strongly Disagree”; and then wrote: “I don't like that question”.