

**Mid-Ohio Psychological Services - Fairfield County**  
**Client Satisfaction Survey Comments**  
December 11 - 17, 2007

Comment	Positive/ Negative	Category
<b>Appendix A - Adult Services Survey</b>		
Staff has been wonderful especially in crisis.	Positive	Staff/Services
I really enjoyed speaking with Sonya she's very caring and concerned counselor	Positive	Staff/Services
<b>Appendix B - Youth Services Survey</b>		
They listen to us. Explain until we 'get it' or understand. The staff is very helpful and respectful	Positive	Staff/Services
He has learned to control his anger	Positive	Progress
They like and look forward to seeing their counselor	Positive	Staff/Services
Help with ideas how to handle his actions	Positive	Progress
Constant contact with counselor.	Positive	Staff/Services
Someone to talk to that will listen	Positive	Staff/Services
It gives me someone to talk to about my child	Positive	Staff/Services
He is aware that consequences are what they say are going to happen.		
He listens a little better than before	Positive	Progress
Counselor knows child very well and is good at working with him	Positive	Staff/Services
Her able to talk about her problems	Positive	Staff/Services
I feel the service is fine I would like to know how the counselor feels my child is doing. If there's anything I could do to improve home life for him	Neutral	Progress
Having someone who cares	Positive	Staff/Services
Knowing he is cared about	Positive	Staff/Services
The help of people here	Positive	Staff/Services
Counselor available for them - give good advice and listen to what she has to say	Positive	Staff/Services
Being able to be worked in when things get out of hand.	Positive	Facilities/Accessibility
Being able to cope with <Client Name> father	Neutral	General
Tony seems to listen and offer ideas/help	Positive	Staff/Services
Open mindedness looking at options from various angle	Positive	Staff/Services
We've been given ideas that were helpful whenever my son actually takes them to heart and does them.	Positive	Progress
patience and understanding	Positive	Staff/Services
To keep me from going nuts	Neutral	General
That my child is working on how to control somewhat his temper/anxiety	Positive	Progress
Getting my daughter the help she needs	Positive	Staff/Services
To be able to talk with chris whenever we need to	Positive	Staff/Services
Patients ability to adapt to meds and effectiveness of meds	General	Staff/Services

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<b>Youth Services for Families - Appendix C</b>		
The staff	Positive	Staff/Services
Being calmer able to do what was told no arguing	Positive	Progress
The people here help me through the tough times in my life	Positive	Staff/Services
I could get certain things off my chest (problems and complaints)	Positive	Staff/Services
Help w/ school work	Positive	General
Having someone to listen	Positive	Staff/Services
Is talking to my counselor	Positive	Staff/Services
Talking about my problems	Positive	Staff/Services
Convenient time and dates	Positive	Facilities/Accessibility
Having someone to talk to and helping me deal with my problems	Positive	Staff/Services
How I can talk about my things and know that I can get all my thing out.	Positive	Staff/Services
Good because scoot is nice to me	Positive	Staff/Services
I have not been getting mad	Positive	Progress
Nothing because I don't like to talk to my counselor.	Negative	Staff/Services
Getting better along with sisters.	Positive	Staff/Services
I got to help decide what to do with my anger	Positive	Progress
How not to get into trouble	Positive	Progress
Just helping me finishing my work	Positive	Staff/Services
That I can decide for myself whether or not I go see my other family	Positive	General
I have stayed out of trouble	Positive	Progress
The most helpful is when I talk about my home life	Positive	Staff/Services
Having someone to talk to.	Positive	Staff/Services

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If the psychological would have stated in a different manner that mom wasn't doing or unable or u nwilling to be consistent		
Have a bigger place to park off the main road	Negative	Facilities/Accessibility
I wish dr Snyder had more available time for appoitnments other than Thursday and Friday	Neutral	Staff/Services

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A bigger parking lot	Negative	Facilities/Accessibility