

VCSB CLIENT SATISFACTION SURVEY 2022



IMPLEMENTATION OF SURVEY

Survey was implemented and available through September 1-September 30.

Clients or their authorized representatives could complete survey electronically through Survey Monkey or on paper.

Survey was available in English, Spanish, and ASL.

Survey consisted of 10 rating questions and 3 open-ended questions.

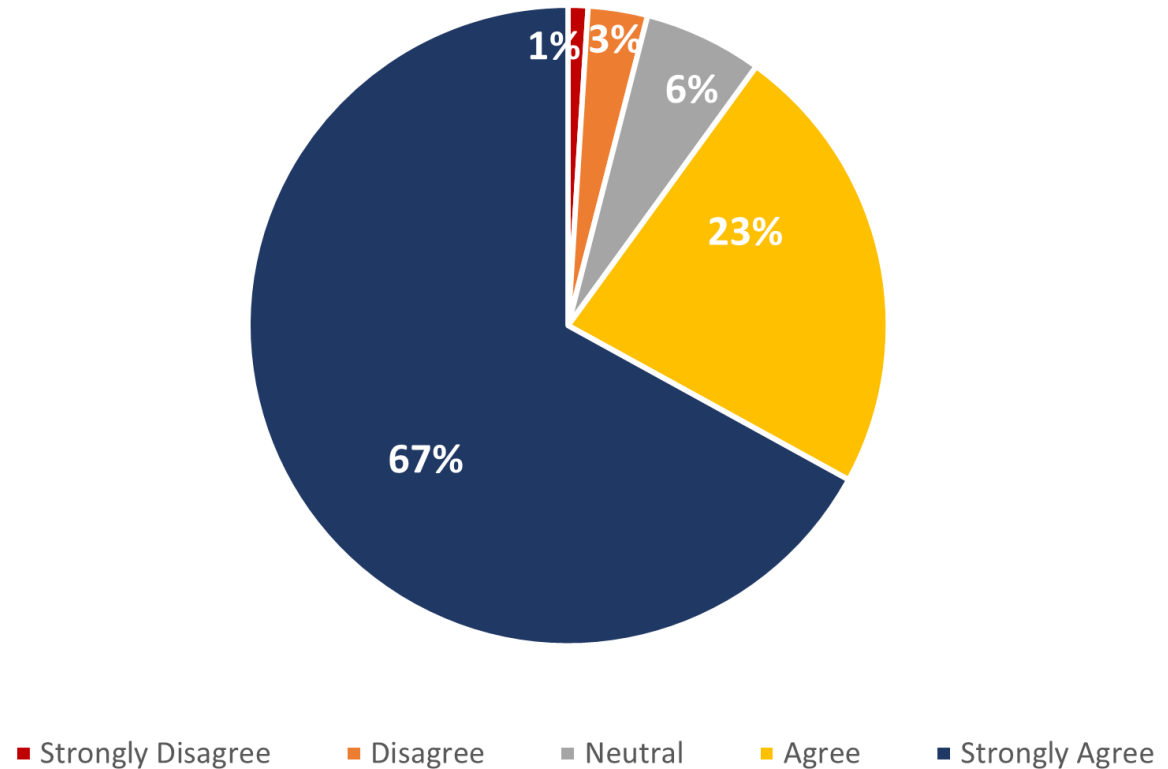
RESULTS

A total of 100 individuals receiving services participated in the 2022 survey.

The following results were compiled using Survey Monkey and Excel.

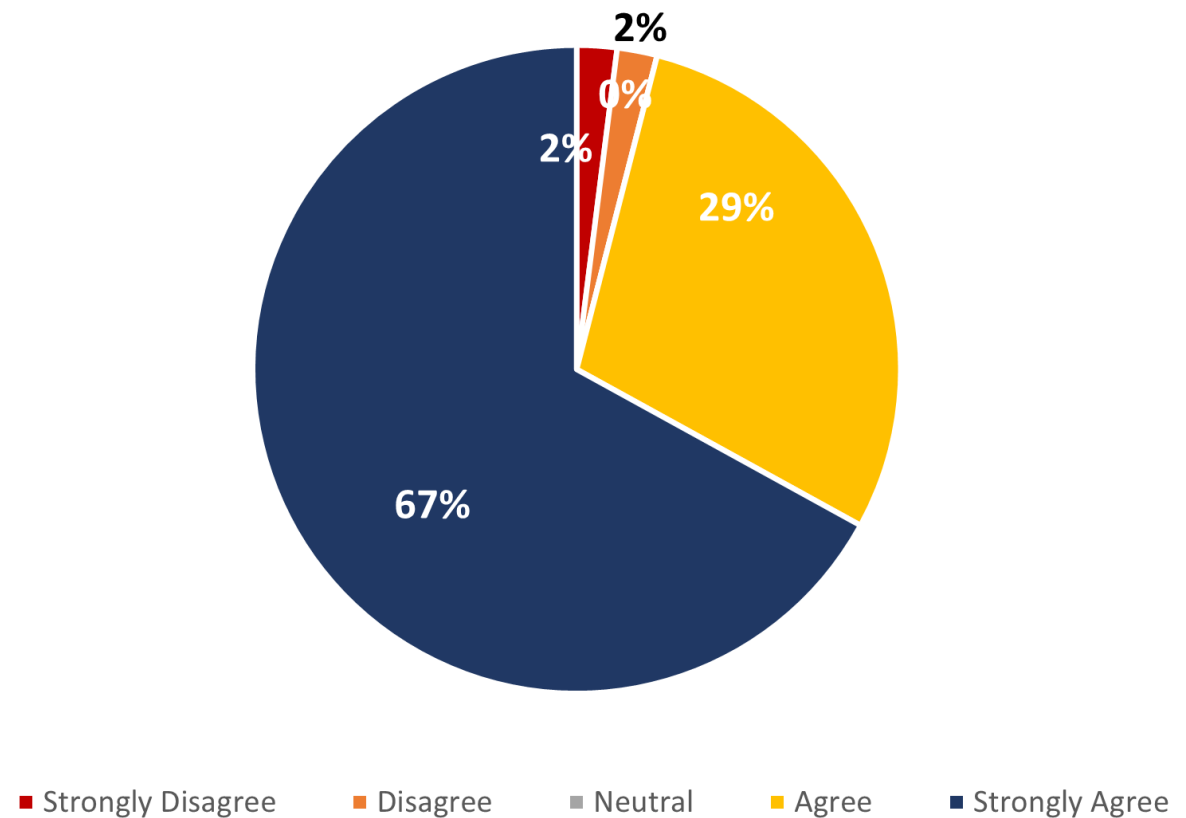
- 67% of respondents reported they “Strongly Agreed”
- Total of 90% of respondents “Agreed” or “Strongly Agreed” with this statement

Q1: If I had other choices of providers, I would still choose this agency for my services.



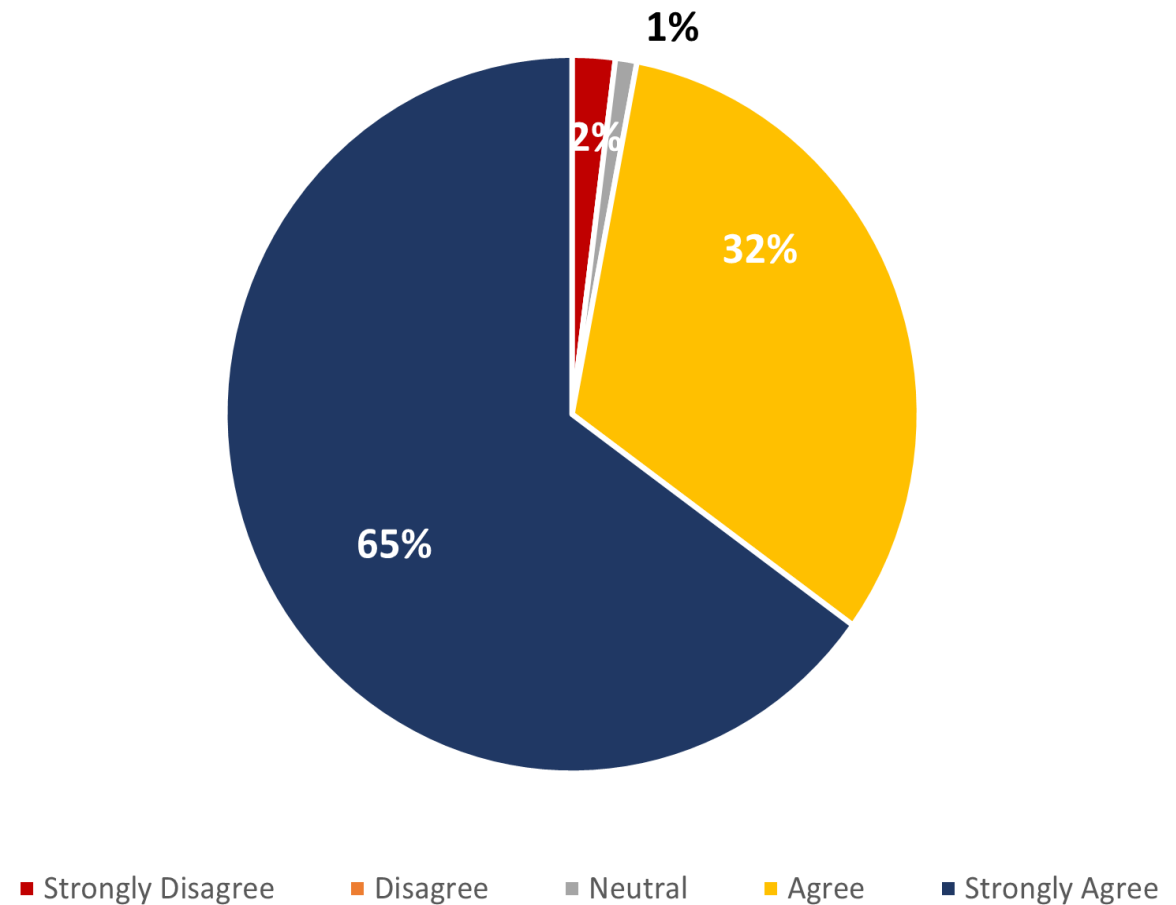
- 67% of respondents reported they “Strongly Agreed”
- Total of 96% of respondents reported they “Strongly Agree” or “Agreed”

Q2: I would recommend this agency to a friend or family member.



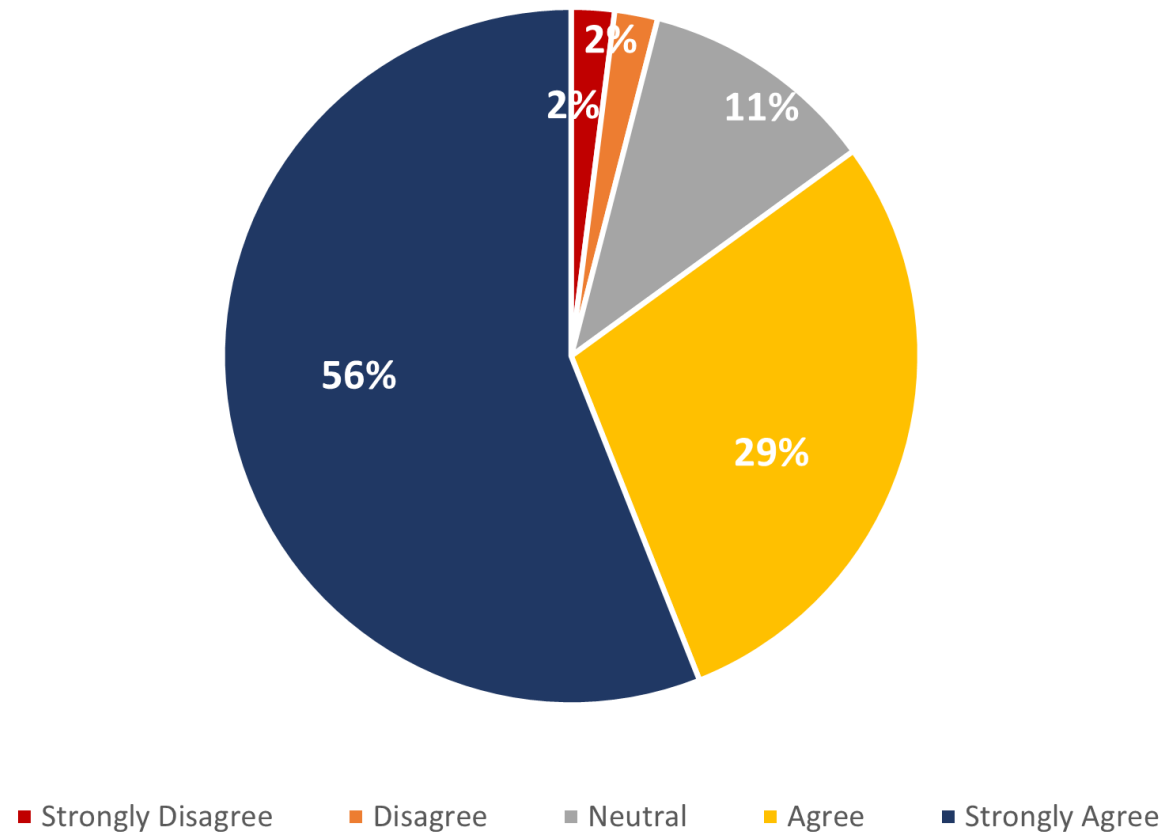
- 65% of respondents reported they “Strongly Agreed”
- Total of 97% of respondents reported they “Agreed” or “Strongly Agreed”

Q3: I feel helped by the services I get here.



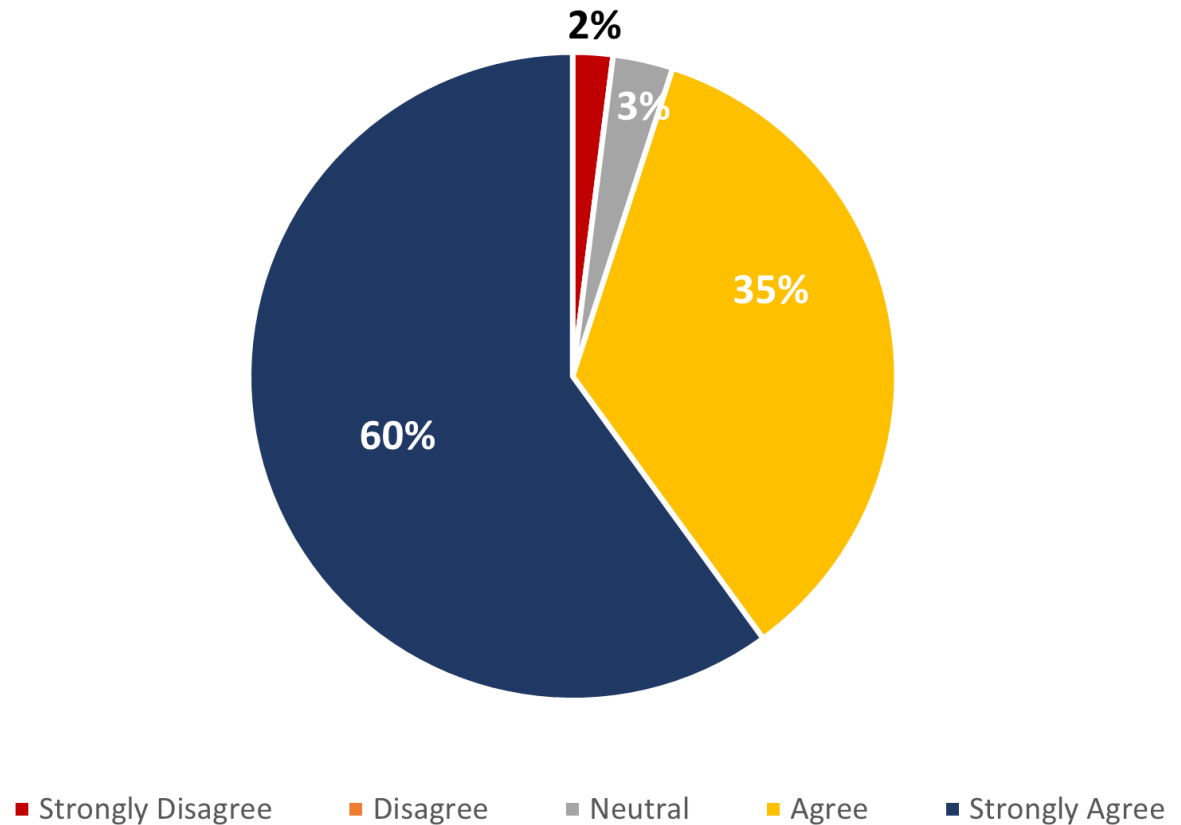
- 56% of respondents reported they “Strongly Agreed”
- Total of 85% of respondents reported they “Agreed” or “Strongly Agreed”

Q4: Staff returned my call within 24 hours.



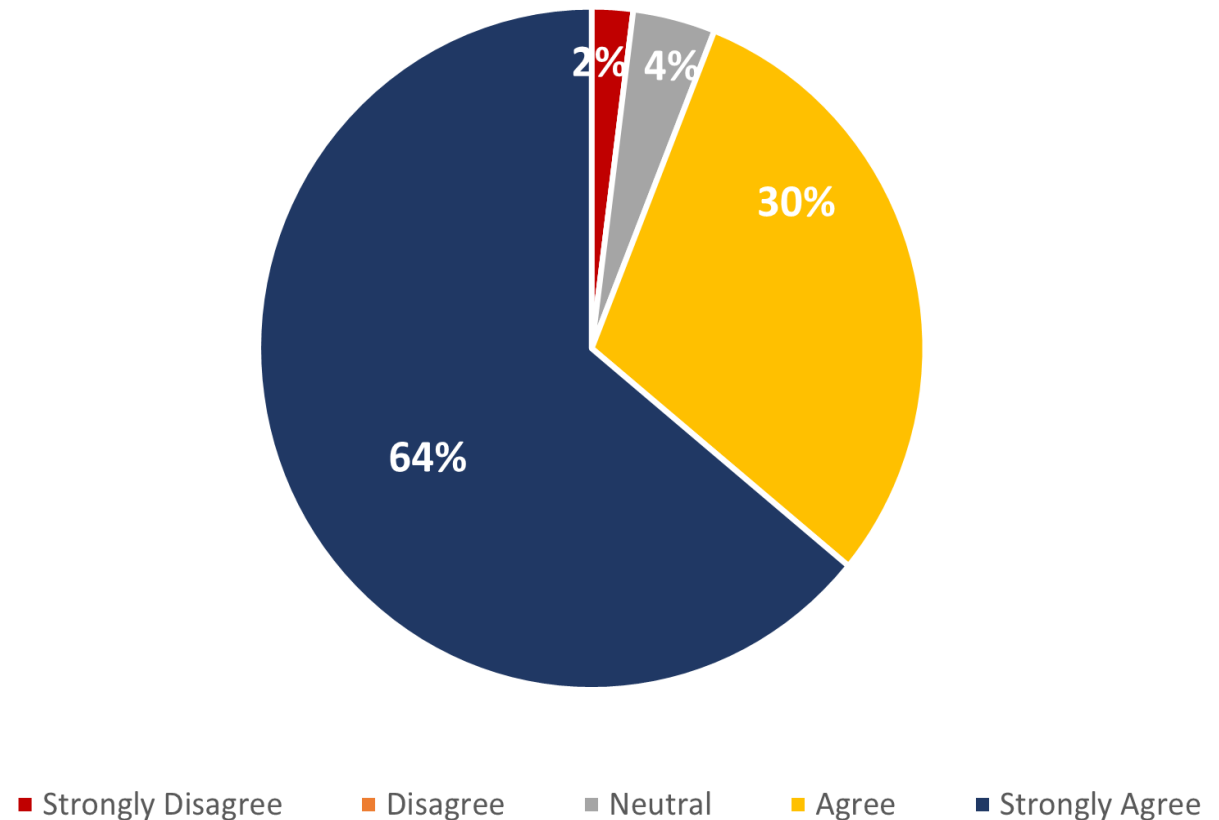
- 60% of respondents reported they “Strongly Agreed”
- Total of 95% of respondents reported they “Agreed” or “Strongly Agreed”

Q5: Services were available at times that were good for me.



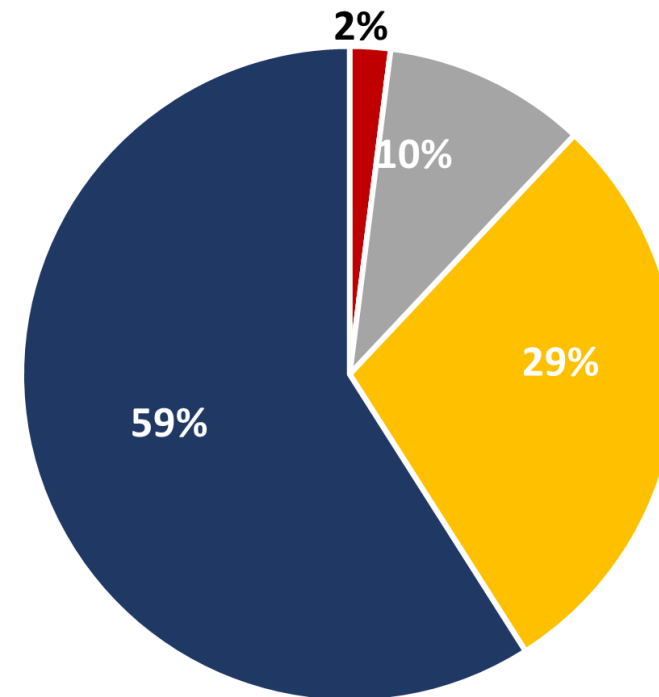
- 64% of respondents reported they “Strongly Agreed”
- Total of 94% of respondents reported they “Agreed” or “Strongly Agreed”

Q6: Staff here believe that I can grow, change, and recover.



- 59% of respondents reported they “Strongly Agreed”
- Total of 88% of respondents reported they “Agreed” or “Strongly Agreed”

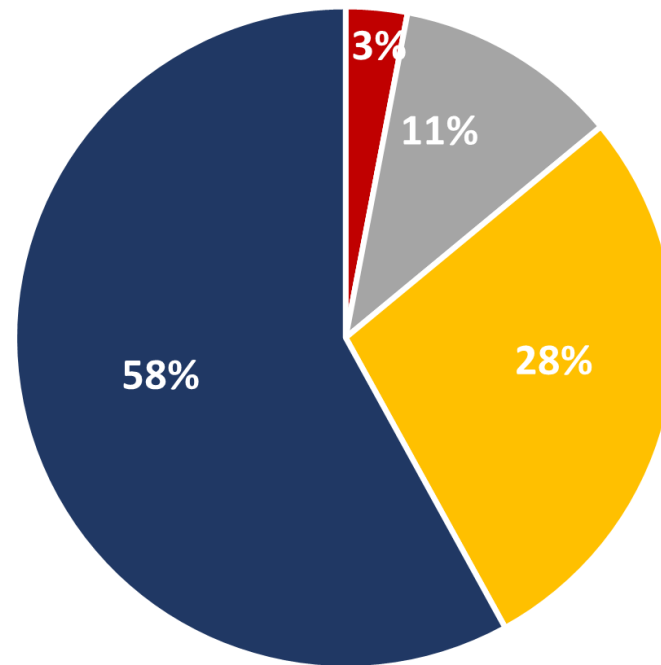
Q7: Staff encourage me to take responsibility for how I live my life.



■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

- 58% of respondents reported they “Strongly Agreed”
- Total of 86% of respondents reported they “Agreed” or “Strongly Agreed”

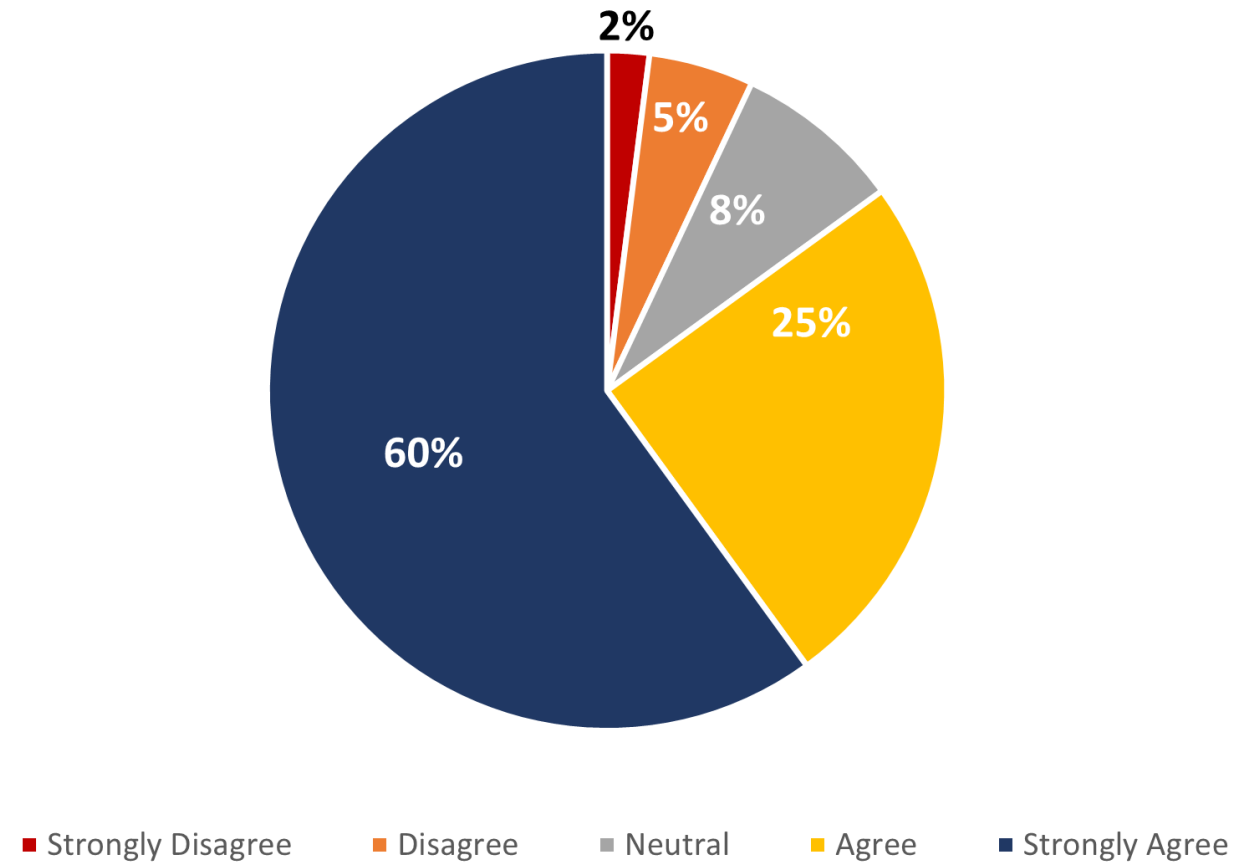
Q8: Staff were sensitive to my cultural background (race, religion, language, age, communication, etc.)



■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

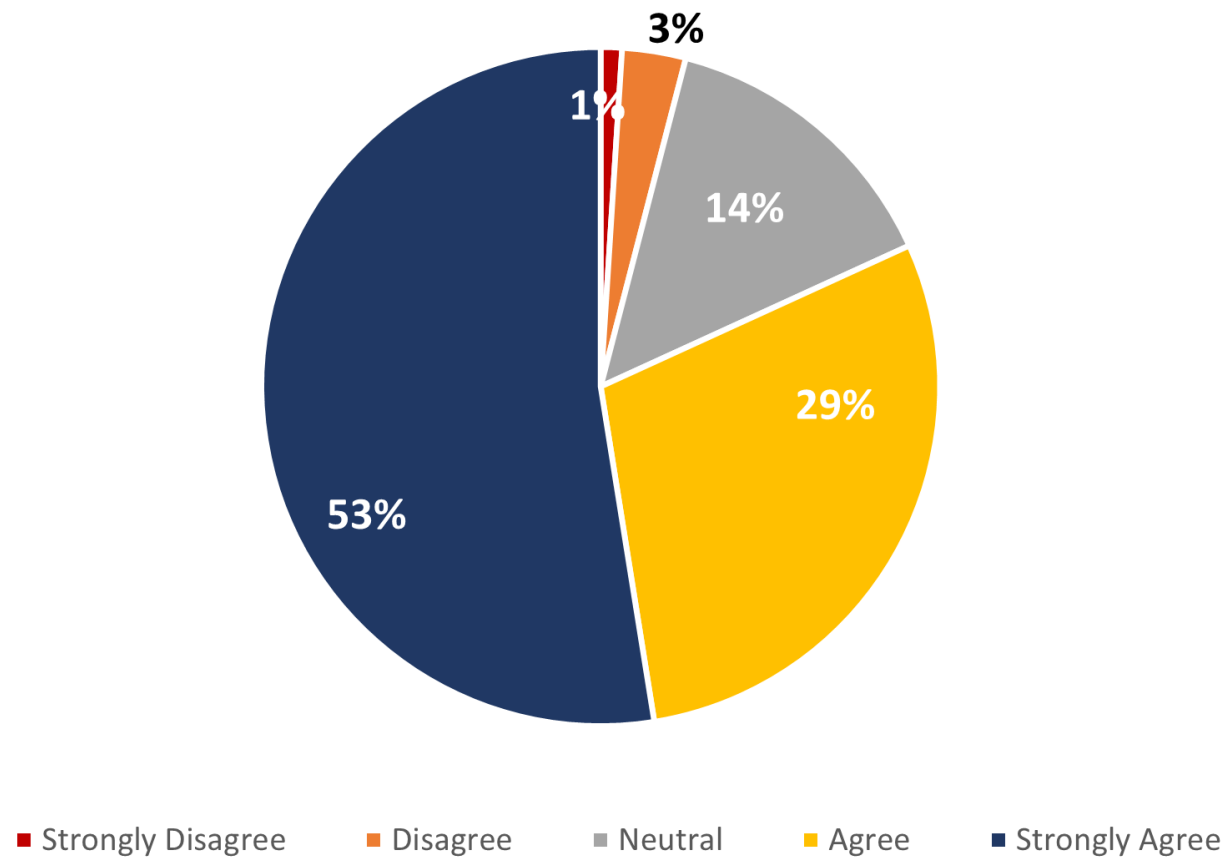
- 60% of respondents reported they “Strongly Agreed”
- Total of 85% of respondents reported they “Agreed” or “Strongly Agreed”

Q9: As a direct result of the services I received, I deal more effectively with daily problems.



- 53% of respondents reported they “Strongly Agreed”
- Total of 82% of respondents reported they “Agreed” or “Strongly Agreed”

Q10: As a direct result of the services I received, I do better in school, work, and/or community.



Q11: WHAT DO YOU LIKE BEST ABOUT THE SERVICE(S) YOU ARE CURRENTLY RECEIVING?

- Convenient
- Staff
- Staff are friendly and super supportive of me!
- I like talking with (staff) J & K. Also the medicine to keep me feeling better & on track
- I like that the staff really care and they meet my needs for my issues
- It's kept me sober and clean
- Therapy
- Staff is wonderful and helpful
- Scheduling. OBAT
- This program has helped me regain control of my life, my goals, my dreams. I've never been happier.
- You guys are great. Thanks for listening to my problems
- The staff is on point. Dr. R is the best doc ever had!!!
- The communication aspect and the fact that my counselors seem to really care about my needs.
- To give my daughter a safe place.
- They are flexible.
- Truly feel helped and care about here.
- Very respectful.
- I like the staff. They are very supportive. It is really helping me.
- Dr. R is the best. I feel he really cares about me and my treatment.
- The doctors and all the staff.
- Everything. Staff are so helpful and accommodating. Just a fantastic group.
- OBAT and self discovery group.
- JG, SB and Dr. R TRULY care about me and my recovery. They have helped me through a very difficult time in my life recently.
- The meds help for my mental health and the people are so nice.
- They listen to me and understand addiction.
- The staff and doctors are friendly and understanding.
- Staff is good!
- Always there when you need them.
- Everything.
- Get a lot done.
- Home visits and tele-visits.
- Flexible. Caring. Always on time.
- The ACT team helps me in so many ways
- Everyone is nice.
- I don't know. Help me with my pets.
- Pleased to have Dr. B.
- You guys are good.
- Accessing the community. Support.
- Excellence.
- Shopping / rides.
- Always on time.
- How they support me.
- Assistance in the community
- Medicated / DBT
- Dr. B actually talks to me like I'm a person.

Q11 (CONT): WHAT DO YOU LIKE BEST ABOUT THE SERVICE(S) YOU ARE CURRENTLY RECEIVING?

- The rides to appointments and going to the park.
- That they provide for me.
- Friendly and helpful people. Very understanding.
- Free rides. People are smart and friendly.
- The support that I get. I can talk and Dr. Barber is always understanding. Being supported by CM's in the community. Med Management is good.
- Y'all are making my life a lot simpler and easier.
- Payee is working well
- The medication helps.
- Dr. B is good
- The staff.
- Dr. B.
- I feel like I am in safe hands and that I am heard. I feel enabled to accomplish more than before.
- They have helped me a lot with my alcohol use and the group leader is really nice
- My worker, JW
- LM (our coordinator) was incredible. She took such a special interest in our family and was always available and very obviously on our team from day 1.
- Everything is very good.
- The nice, helpful staff.
- To link the family to information and community resources to help them thrive.
- "I am speaking as a guardian on behalf of my brother. I have greatly appreciated all that JW does for us and xxx. We realize that she is busy and has a lot on her plate as most do in this field.
- I try to respect the fact that my brother is not the only client. There are times she has been available after hours for us. I appreciate that. I really have nothing negative to say
- It's consistent, considerate and helpful dealing with my issues.
- Learning more about addiction and recovery
- DP!! She is amazing and has changed our lives for the better.
- DP is very respectful, well informed, and helpful.
- My zoom course coping with substance abuse
- I've been able to stay clean and sober
- Staff are willing and kind
- The way the counselor conducts the meeting. Very professional.
- Self discovery
- I've enjoyed the grief counseling class it has helped. I believe that if I had one on one counseling it would benefit greatly to my grieving outcome. AG has been amazing if I could get her to do one on one I definitely would benefit more with my counseling. I think that they should have classes for the different types of grievances. For example, I lost my son one of the girl in my class is grieving from losing her mother a year ago, another girl just join the group has lost her son to the father. Are these benefiting me, NO! But AG has talked about loss that helped me. The other girls when they speak of their loss it doesn't compare with what I'm going through!!

Q11 (CONT): WHAT DO YOU LIKE BEST ABOUT THE SERVICE(S) YOU ARE CURRENTLY RECEIVING?

- They are always there when I need them
- Understanding
- I like my case manager she is nice to me.
- I like the way AF helps me with my problems and doesn't force me to talk about anything
- Available at time we need
- Having a child with a disability is very scary. While working with LM. And KM I am provided resources and support to ease anxiety as the entire family is learning about the disability and how to manage the so that we can achieve the best life for our family. I feel like I can never repay them for the time, effort, and care they provide. My son looks forward to his weekly therapy. So I would say that's what I like best about the services is the providers.
- That they come to our home.
- They're effective.
- How they are prompt to help with anything at anytime
- Staff very caring and communicate well
- My son's Case Manager goes above and beyond to help us get things done in a timely manner.
- The staff are professional, respectful, and very encouraging.
- The compassion and understanding of the staff is great.

Q12: IF YOU COULD CHANGE ONE THING ABOUT YOUR SERVICE AT VCSB, WHAT WOULD IT BE?

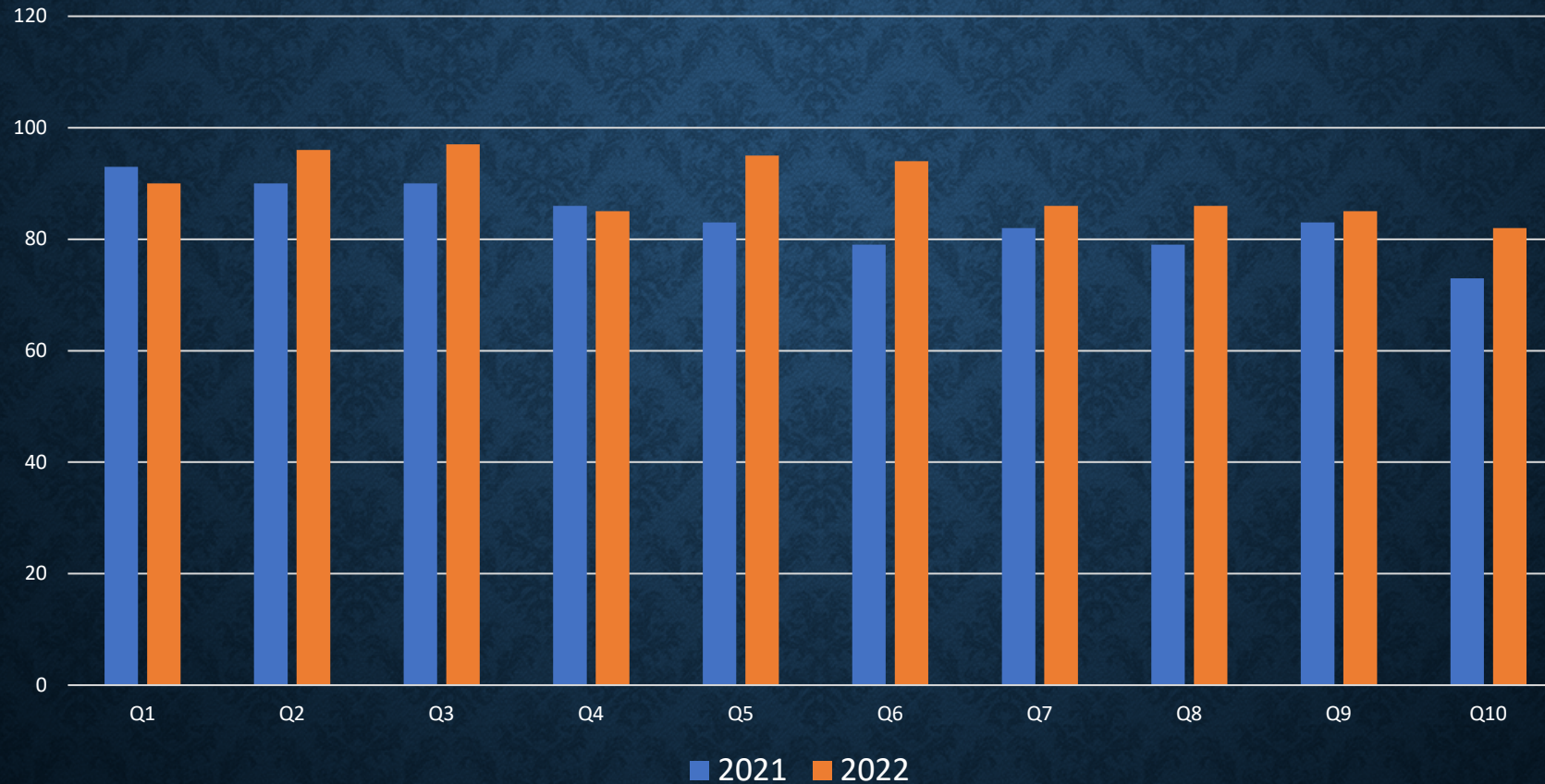
- A friend who receives services in another state receives a written summary of each session. While it is very basic, it has helped her a lot in tracking her son's progress.
- I wish Valley wouldn't judge me.
- I would rather be on Suboxone instead of vivitrol
- Stickers on floor
- Wish I could meet with case worker longer each month.
- No change please! Everything is great!!! (x49)
- School visits
- Nothing from here but after my child has talked about an issue that happened, the worker made a report but my daughter is not getting the help needed from CPS. We lost her brother from lies and we all fear for his life.
- More one-on-one therapy.
- Nothing. I recommend VCSB to all my friends and family that are struggling with addiction or mental health.
- Nothing. Y'all are awesome.
- Going monthly instead of weekly.
- They would work on Fridays.
- We need a clubhouse
- We need a clubhouse and restaurant outings.
- That the staff do what they say they are going to do.
- That I could have money in my own name.
- More individual counseling
- For the TDT program to come back
- It's been great with JW! She is the best! Others never stayed or did what they should when they should
- More options for Vision Specialists- specifically individuals who have worked with the 0-3 age range.
- Nothing. Everything is very good.
- To bring back the 'Family Support Grant' that was offered to support families some years ago before being discontinued. It was an awesome resource to help and support the needs of VCSB families.
- I would need to think on it. As always things can be improved upon. Having adequate staff for more time with each client right now would be my thing
- Nothing at the moment. All has been going in a positive direction.
- More comprehensive housing assistance
- In person I need one on one counseling
- Have different grieving classes! Example if someone has loss one their children and another class for individuals who have lost a parent! Then a class that helps individuals who haven't lost anyone but feel hopeless because of a court decision!
- I would like more occupational therapy.
- Offer some more resources and explain things a little better
- Wish I would have reached out sooner

Q13: ADDITIONAL COMMENTS?

- Thanks OBAT!
- Thanks for the support and basically saving my life multiple times.
- Dr. R is AMAZING. Wonderful to talk to.
- Thanks for your support
- Thank you for your services
- More help needs to be done when a child is talking about being sexually assaulted and not getting the proper help from CPS. My child is traumatized. She does not have any behavior issues. We just fear for her brother but nobody is helping us get justice.
- Thanks for all the help. Before coming here, I never saw me being clean in my future.
- OBAT services keep me motivated for change.
- I never "strongly agree"! But this program and my experience has been that great!
- We need a clubhouse.
- Gaining education.
- Dr. B is a good doctor and EL is a good CM
- Thank you for your services
- Keep up the good work. It's definitely helped me and I know it will definitely help many others
- Thank you!
- The OBAT team is awesome! They have helped me to really change my life – thank you!
- Valley CSB and case workers are a vital part of the community to help families with special circumstances to live their best lives and overcome difficult situations.
- JW is a good source and I appreciate all that she does to help us and our brother
- I appreciate the sincerity and patience of my counselor. She has helped me see through some deep emotions I have had. Always something positive to end on. Thank you all!
- Thank you
- We really appreciate the wonderful support miss. Provides. It has really been a lifesaver
- It's a commendable organization with a staff that has dedication and shows empathy and care to its clients
- Files could be more confidential
- Thank you for all that you do for me and everyone.
- They could hold the classes more often like 2 or 3 times a week in a shorter time period!
- Thank you for supporting the community
- Great job!
- Great people great service
- Very satisfied with the services provided for my client

CLIENT SATISFACTION: 2021 VS. 2022

Percentage of Respondents who Agree or Strongly Agree



NEXT STEPS

- VCSB Quality Improvement Committee (QIC) will be reviewing survey results and identified areas for improvement will be incorporated in to VCSB Quality Improvement Plan.
- QIC will also review how to improve the survey process in the future:
 - Consider leaving survey open for longer period of time to collect more feedback
 - Consider embedding survey in program discharge workflows to regularly collect this information

YOUR FEEDBACK MATTERS!

If you have suggestions for how to improve the VCSB client satisfaction survey process, please email:

QualityManagement@vcsb.org



Many thanks to all of our VCSB staff for all that you do each and every day to provide excellent care and support to our community.