

**December Results:**

**Pathways Counseling Center, Inc.  
835 N. Locust St.  
Ottawa, Ohio 45875  
419-523-6862**

**ANONYMOUS CLIENT SATISFACTION SURVEY**

**DIRECTIONS:** In order to improve the quality of services provided by our agency please circle yes or no for each of the following questions about the services you received. Please add comments about any question in the spaces provided and place in the comment box or mail.

1. Were appointments made at times convenient for you? Yes-24      No-0

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2. Were Appointments cancelled or rescheduled by our staff on short notice? Yes-8      No-14

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3. Were the services provided to you what you needed? Yes-23      No-1

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4. If applicable, are you satisfied that your service providers were culturally aware and/or competent? (please elaborate) Yes-20      No-2

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5. Would you recommend our services to others? Yes-21      No-3

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6. Overall were you satisfied with the services you received? Yes-22      No-2

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Please include suggestions for improving our program.

- The staff's lack of attention to religious and spiritual needs
- Concern w/psychiatrist
- We get to the issue and address it successfully. Satisfied!
- Always have and always will recommend Pathways' services to others.
- I won't go anywhere else.
- I have always received the help I need and feel confident that should something come up, I will have someone here to help me with it.
- I have recommended services to others.