

Pathways Counseling Center, Inc.
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Ottawa, Ohio 45875
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CONSUMER AND REFERRAL SOURCE SATISFACTION SURVEY

Survey conducted December 2009

Forty-eight (48) surveys sent/ Twenty-seven (28) surveys returned:

Surveys returned by group:

Elementary Schools: 7 of 13
 Agencies: 6 of 7

High Schools: 4 of 9
 Physicians: 2 of 5

Corrections: 5 of 10
 Employers/Preschools: 4 of 4

DIRECTIONS: In order to improve the quality of services provided by our agency please circle the number that best represents your opinion. If you wish, please add comments in the spaces provided below.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	
1. I feel knowledgeable of Pathways Counseling Center's services.	1 10	2 16	3	4 * 1	5	NA 1
2. General information concerning services has been made available to our organization.	1 14	2 13	3 1	4	5	NA
3. Services currently provided to our organization are what we need.	1 8	2 14	3 5	4	5	NA 1
4. If applicable, I am satisfied that service providers are culturally aware and/or competent.	1 11	2 14	3 1	4	5	NA 2
5. I would recommend Pathways services to others.	1 16	2 12	3	4	5	
6. If permission is granted by your referrals , feedback was provided in a timely manner.	1 11	2 9	3 3	4	5	NA 5
7. There is a person at Pathways I feel I can contact if I have questions concerning programs or services.	1 21	2 7	3	4	5	
8. Overall, I am satisfied with the services provided by Pathways.	1 18	2 10	3	4	5	

Please check the services or programs you are familiar with or currently use:

All services were checked by at least one of the survey participants.

- | | | |
|--|---|---|
| <input type="checkbox"/> Assessment | <input type="checkbox"/> Individual Counseling | <input type="checkbox"/> Employee Assistance Programs (EAP) |
| <input type="checkbox"/> Alternative School Support | <input type="checkbox"/> Diversion (Substance Abuse) | <input type="checkbox"/> Random Drug Screening |
| <input type="checkbox"/> Prevention Education | <input type="checkbox"/> Suicide Prevention Coalition | <input type="checkbox"/> Early Childhood Mental Health |
| <input type="checkbox"/> WrapAround Services | <input type="checkbox"/> Socialization Skill Building | <input type="checkbox"/> Drug Free Workplace Training (BWC) |
| <input type="checkbox"/> Crisis Intervention | <input type="checkbox"/> Psychological Evaluations | <input type="checkbox"/> Alcohol & Drug Group Counseling |
| <input type="checkbox"/> Family Counseling | <input type="checkbox"/> Mental Health Education | <input type="checkbox"/> Pre-Employment Drug Screenings |
| <input type="checkbox"/> Psychiatric Services | <input type="checkbox"/> Anger Management Group | <input type="checkbox"/> Community Support Services |
| <input type="checkbox"/> Consultation | <input type="checkbox"/> Crime Victim Counseling | <input type="checkbox"/> JEDI |
| <input type="checkbox"/> "How to Be a Better You" | <input type="checkbox"/> "Friends Program" | |
| <input type="checkbox"/> Putnam Adolescent Response Team for Youth (PARTY) | | |

Additional Comments:

- The "no opinions" are due to my having not worked with Pathways professionally. The "strongly agrees" are from my personal experience. (Marked three items "no opinion")

"P" Physician
"E" Employer or Preschool

"A" Agency or Board
"H" High School

"C" Courts, Probation or Law Enforcement
"S" Elementary School

Please include suggestions for improving our program:

- None right now. "A"
- My external observation gives your program a superior rating. Improving is perpetual & constant. Every service or program should be tweaked as needed. A high priority in my thinking should be early childhood mental health. If they become aware of the negatives of alcoholism, drug abuse and addictions, etc. we hope by adulthood it would make a huge difference. "A"
- Better communication between Pathways' counselors and our school. We seem to be the one that need to call instead of Pathways calling and opening communications with us first. "S"
- I hate to evaluate this program because of the unsurity of what organizations are involved in our school. "S*"
- Getting clients in more often and sooner after intake. "C"
- Drug and alcohol reports are pretty regular. Mental Health needs to be the same. "C"

Please list those things Pathways is currently doing well.

- Responsive to agency and community needs especially in times of crisis. "A"
- Overall, a good balance of services and programs. Outstanding! When priorities are used, we don't wear blinders. We need a wide vision in applying our services and programs, but I strongly believe in early childhood education. "A"
- WrapAround program is great! You are a good resource to refer parents to. "S"
- We enjoy having the counselor talk to the students about prevention education. "S"
- I am unsure of Pathways' involvement in our school. We come into contact with them for Red Ribbon Week. "S*"
- I just love having a place to refer families who are in trouble or are seeking help. Also, it's great to have a contact person to seek advice or to bounce ideas off of or get ideas when all else is exhausted. Pathways counselors work in our school to help me provide programs to our elementary. It's great because my time doesn't always allow for that. "H (K-12 Guidance Counselor)"
- I think ya'll do a great job. Thanks for everything you do! "H"
- Everything that is relative to the inmates @ our jail. Thanks for being there for both the inmates and staff. Great job by all! "C"
- Good and timely reports. "C"
- I am extremely pleased with all aspects of services provided. "C"
- Good feedback most of the time, thorough and efficient, friendly staff. Thanks for all you do! "C"

THANK YOU

16 of the 28 returned surveys were signed.

Optional: Name: _____ Date: _____

I would like additional information on the following service(s): No one asked for additional information.