<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Good</th>
<th>87%</th>
<th>Satisfactory</th>
<th>23</th>
<th>13%</th>
<th>Poor</th>
<th>0</th>
<th>0%</th>
<th>N/A</th>
<th>0</th>
<th>0%</th>
<th>Total</th>
<th>No answer</th>
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<tbody>
<tr>
<td>Initial session with therapist was:</td>
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<td>Frequency of sessions with therapist was:</td>
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<td>The way appointments were made was:</td>
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<td>Therapist could be reached by phone/ returned calls:</td>
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<td>Communication with therapist was generally:</td>
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<td>Therapist gave valuable information:</td>
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<td>Therapist was active, interested participant in sessions:</td>
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<td>Therapist gave/ offered referrals to other needed services:</td>
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<td>Therapist gave/ offered support to members of client's family:</td>
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<td>Therapist was able to help client / family meet the treatment goals:</td>
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<td>Client's psychiatric/ medication needs were met:</td>
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<td>In general, the level of care and treatment received was:</td>
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Optimist Youth Homes & Family Services
Los Angeles, CA

Community Mental Health (Outpatient Mental Health Services) - Client Satisfaction Survey - Year 2016

Client Satisfaction Surveys are done at the 3-month benchmark (3 months after admission).
CMH - Client Satisfaction Survey 2016 Comments

Jeff has been very helpful he helps me in many ways, I am appreciative.

It was a pleasure to have my son work with his therapist for the time he was allowed. He has changed for the good and I am very proud of him, thank you Optimist for your help

My husband and I are so please with the program.

Jeff is a genius.

Jeff is a great guy who shows interest in my life and well-being

This guy is great!

Estamos muy felices y agradecidas con nuestra terapeuta kaithe por toda su ayuda y atenciones - "We are happy and grateful with out therapist for her help and attention"

The therapist Kate is great. She does great work with me and my daughter teaching me how to raise her and teaching my daughter to interact with peers

Great services.

We're happy to have Mary-Ellen, she is very professional

Thanks Jeff :)

Matthew was very helpful with my son. My son is doing much better than before. I am very thankful to Matthew. Thank you!!

My therapist Jeff is a great help to not just me, but also my family. He has helped me get through the program with ease. I would recommend

Very good with my son, he just needs extra help.

Therapist is doing a really great job in helping us meet our goals. It is a continuous process and I look forward to working to meet this goal.

Seen a huge improvement in his behavior.

Our therapist Sabrina is a very kind person who always showed interest in Richard, my son. I am very please with her. Thanks.

Me esta ayudando mucho co la conducta de mis hijos excelente - "It has helped a lot with childs conduct"

Exelente ayuda para mis hijos les esta enseñando como de saogay sus miedos y corades - "Excellent help for my children it is teaching them to express their fears/frustrations"

Me sien to muy contenta me le an qyudo do mucho a mi hijo. "I feel very happy you have helped my daughter greatly. Thanks for your services"

Good therapist.

Shannon has been a very great help we appreciate her help dearly.

Jeffrey was one of the best therapist, staff, friend i had while being in the system.

I had fun talking to Marty. He pays attention to what I say and makes me feel better.

Is a good person. I appreciate his help!

Jennifer was interested and amazing!

I loved the way he treated my son. Everything went well!

Everything was great for her (spoken with enthusiasm!)

I feel that Shannon is a very good therapist and is helping us develop our communication and structure with our son.

Me gusto la forma que le do terapia a mi hijo. 'I like the way you do therapy with my son.'