



Consumer
Perception
Survey (CPS)
Spring 2025

**406 CONSUMER
SATISFACTION SURVEY'S
WERE COMPLETED IN MAY 2025.**

**TO THE STATEMENT
“I LIKE THE SERVICES THAT
I RECEIVED HERE,”
91% RESPONDED
“STRONGLY AGREE” OR “AGREE”**

**EACH AGENCY OR DIVISION WAS
FOUR TO TEN PERCENTAGE POINTS
ABOVE THE 85% STANDARD.**



**PERCENT OF CLIENTS WHO RESPONDED
“STRONGLY AGREE” OR “AGREE” TO THE STATEMENTS:**

**93% STAFF HERE BELIEVE THAT I
CAN GROW, CHANGE, AND RECOVER.**

**93% I FELT COMFORTABLE ASKING
QUESTIONS ABOUT MY TREATMENT
AND MEDICATION.**

**92% I WOULD RECOMMEND THIS
AGENCY TO A FRIEND OR FAMILY
MEMBER.**



91% THE LOCATION OF SERVICES WAS CONVENIENT.

91% SERVICES WERE AVAILABLE AT TIMES THAT WERE GOOD FOR ME.

89% IF I HAD OTHER CHOICES, I WOULD STILL GET SERVICES FROM THIS AGENCY.

89% STAFF WERE WILLING TO SEE ME AS OFTEN AS I FELT IT WAS NECESSARY.



87% I WAS ABLE TO GET ALL THE SERVICES I THOUGHT I NEEDED.

85% I WAS ABLE TO SEE A PSYCHIATRIST WHEN I WANTED TO.

83% I, NOT STAFF, DECIDED MY TREATMENT GOALS.

81% STAFF RETURNED MY CALLS WITHIN 24 HOURS.

