

**VCSB  
CLIENT  
SATISFACTION  
SURVEY  
2023**





# IMPLEMENTATION OF SURVEY

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

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

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Survey was available in English, Spanish, and ASL.

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Survey consisted of 11 rating questions and 3 open-ended questions.



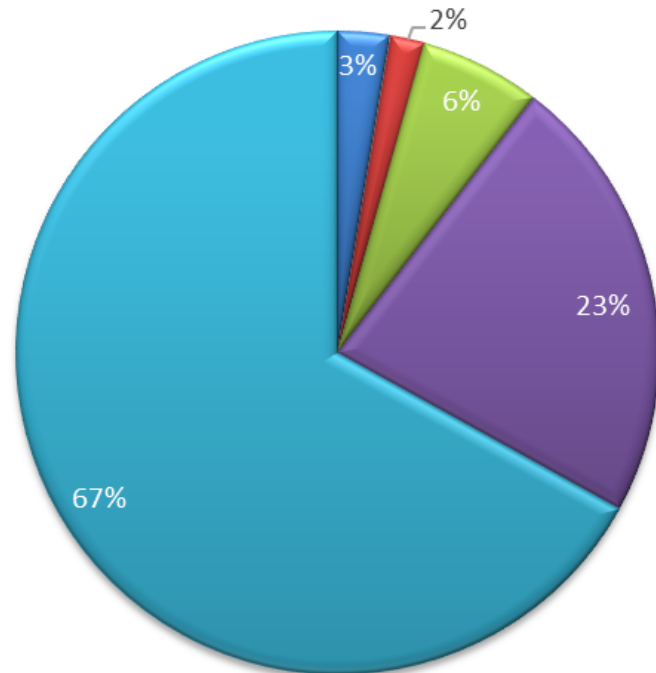
## **RESULTS**

A total of 115 individuals receiving services participated in the 2023 survey.

The following results were compiled using Survey Monkey and Excel.



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

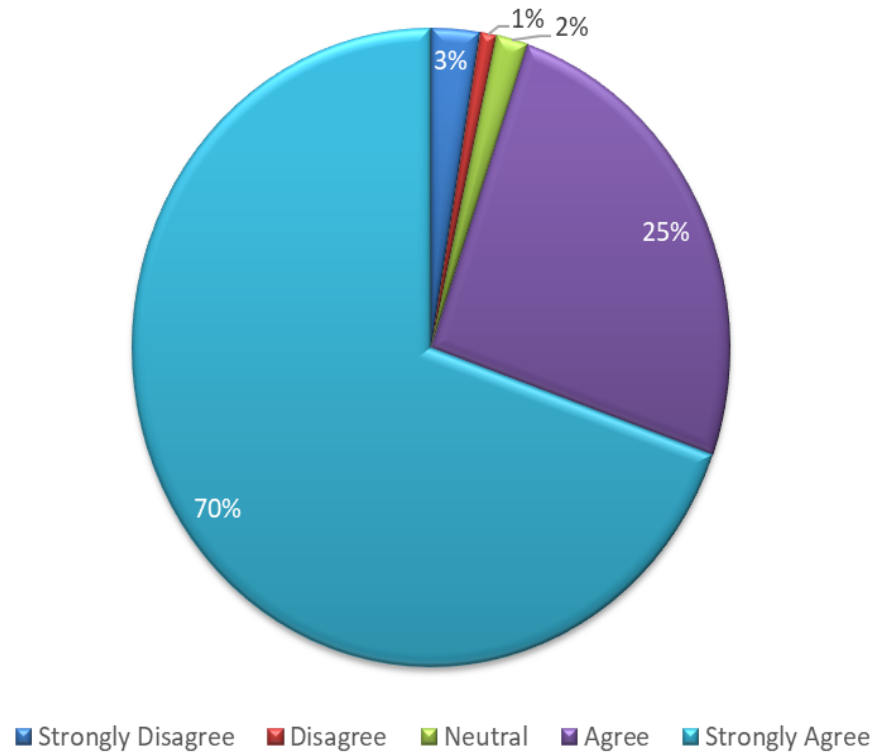


Strongly Disagree Disagree Neutral Agree Strongly Agree

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



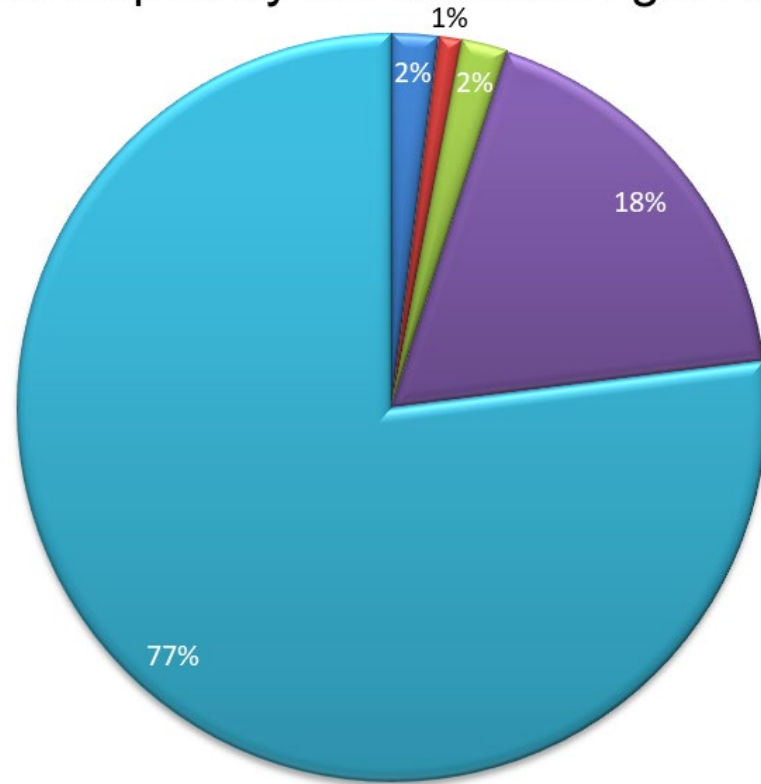
I would recommend this agency to a friend or family member.



- 70% of respondents reported they “Strongly Agreed”
- Total of 95% of respondents reported they “Strongly Agree” or “Agreed”



I feel helped by the services I get here.

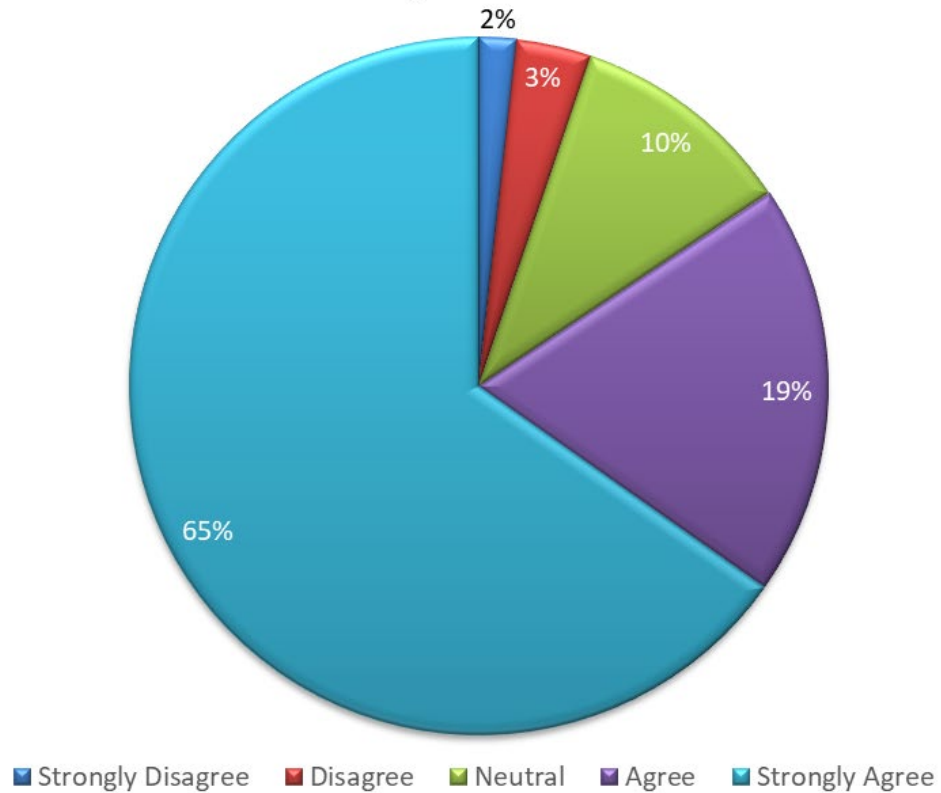


Strongly Disagree Disagree Neutral Agree Strongly Agree

- 77% of respondents reported they “Strongly Agreed”
- Total of 95% of respondents reported they “Agreed” or “Strongly Agreed”



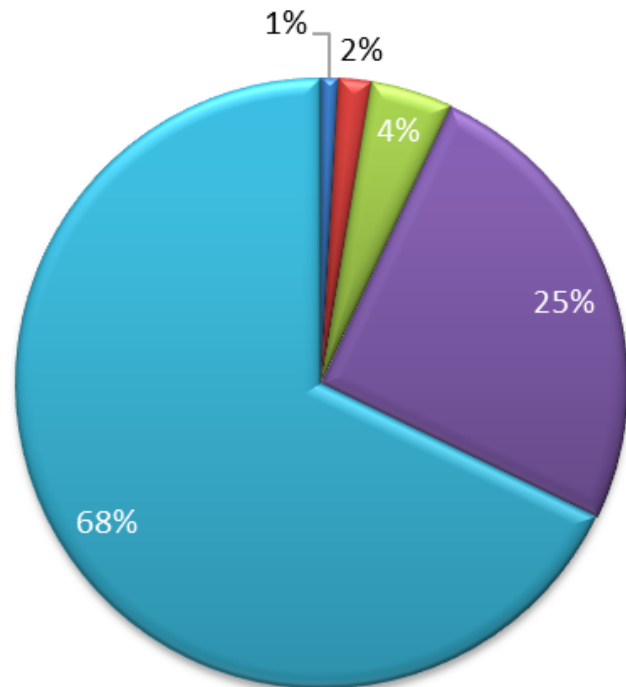
## Staff returned my call within 24 hours.



- 65% of respondents reported they “Strongly Agreed”
- Total of 84% of respondents reported they “Agreed” or “Strongly Agreed”



## Services were available at times that were good for me.

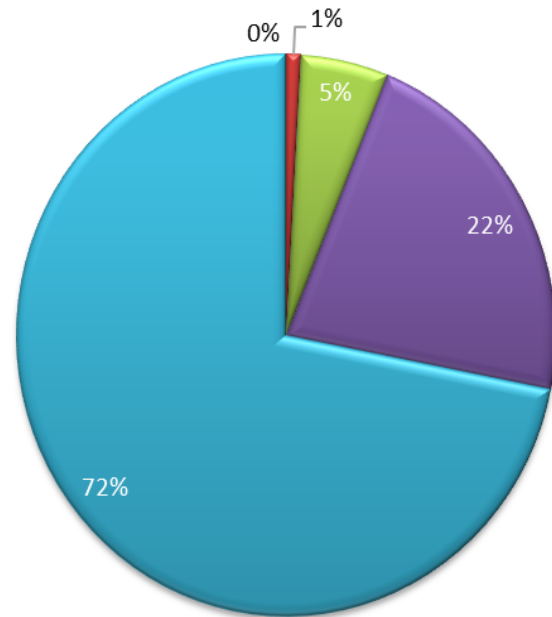


Strongly Disagree Disagree Neutral Agree Strongly Agree

- 68% of respondents reported they “Strongly Agreed”
- Total of 93% of respondents reported they “Agreed” or “Strongly Agreed”



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

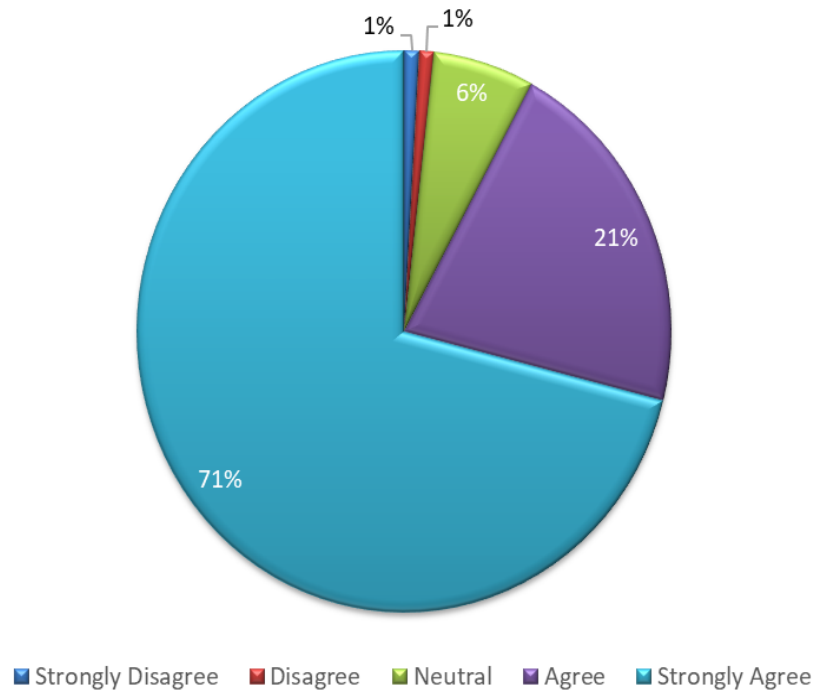


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

- 72% of respondents reported they “Strongly Agreed”
- Total of 94% of respondents reported they “Agreed” or “Strongly Agreed”



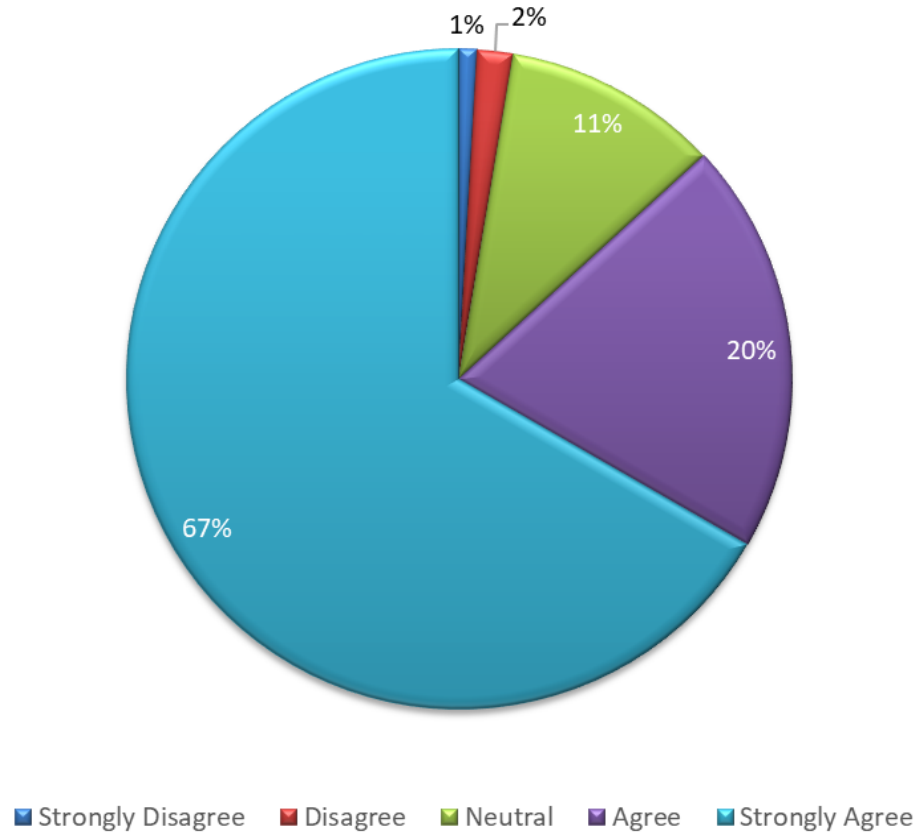
Staff encourage me to take responsibility for how I live my life.



- 71% of respondents reported they “Strongly Agreed”
- Total of 92% of respondents reported they “Agreed” or “Strongly Agreed”



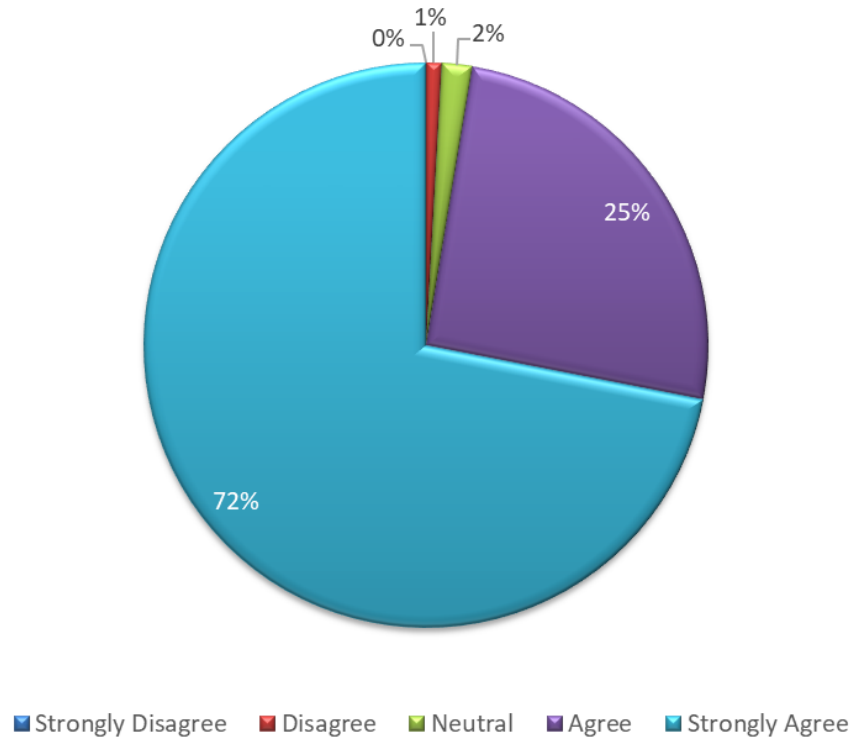
Staff were sensitive to my cultural background (race, religion, language, age, communication, etc.)



- 67% of respondents reported they “Strongly Agreed”
- Total of 87% of respondents reported they “Agreed” or “Strongly Agreed”



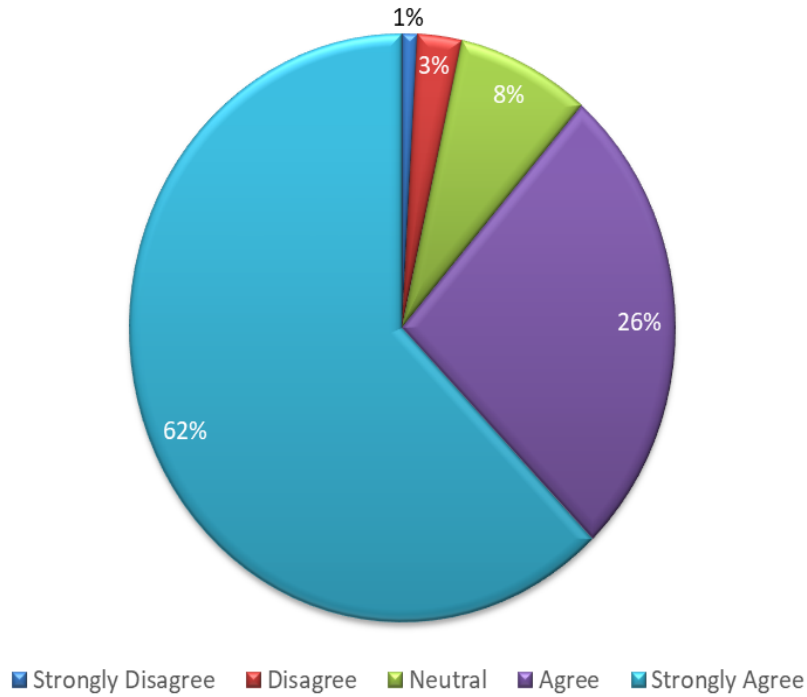
My physical needs and preferred language are always accommodated.



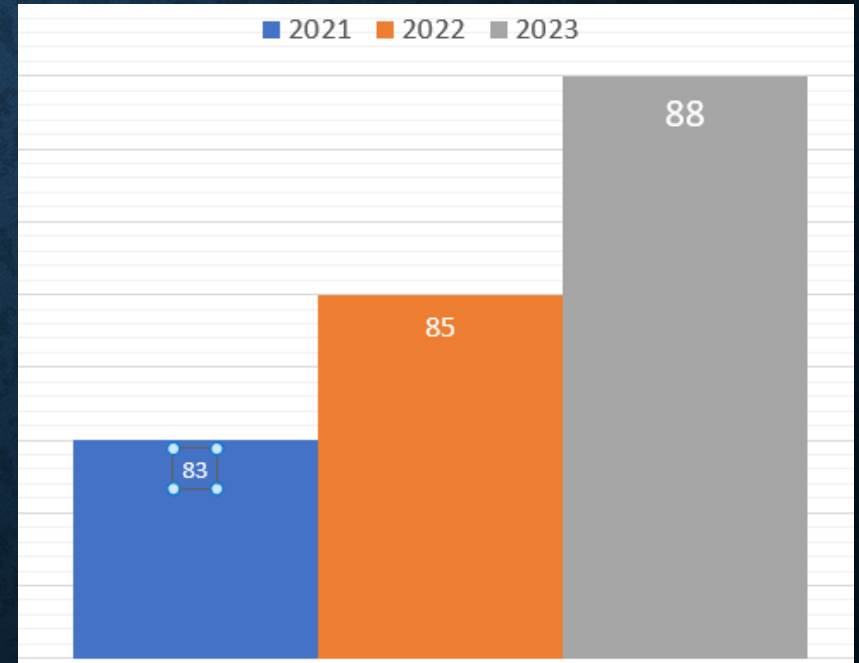
- 72% of respondents reported they “Strongly Agreed”
- Total of 97% of respondents reported they “Agreed” or “Strongly Agreed”



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

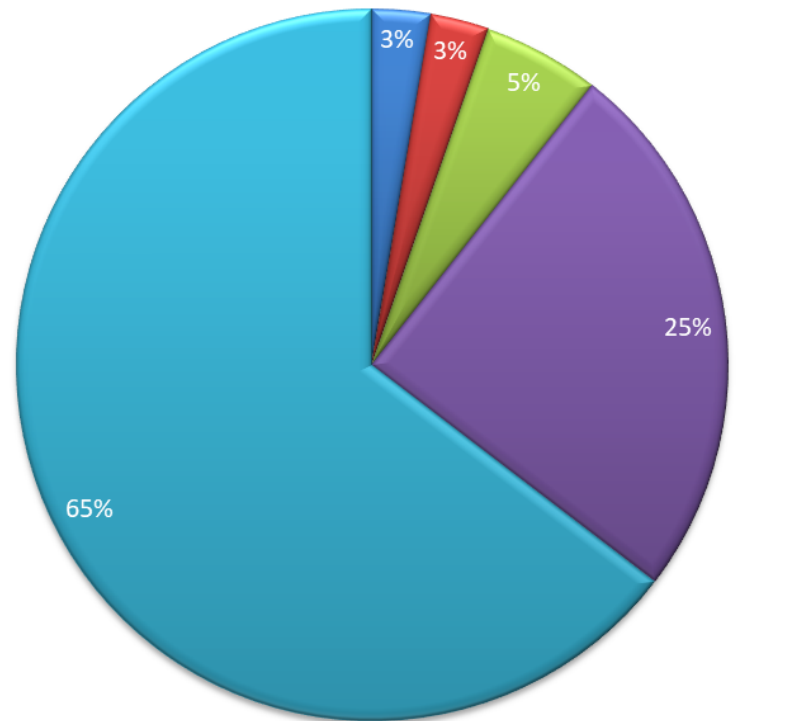


- 62% of respondents reported they “Strongly Agreed”
- Total of 88% of respondents reported they “Agreed” or “Strongly Agreed”
- Percent of those that “agree” or “strongly agree, over time..



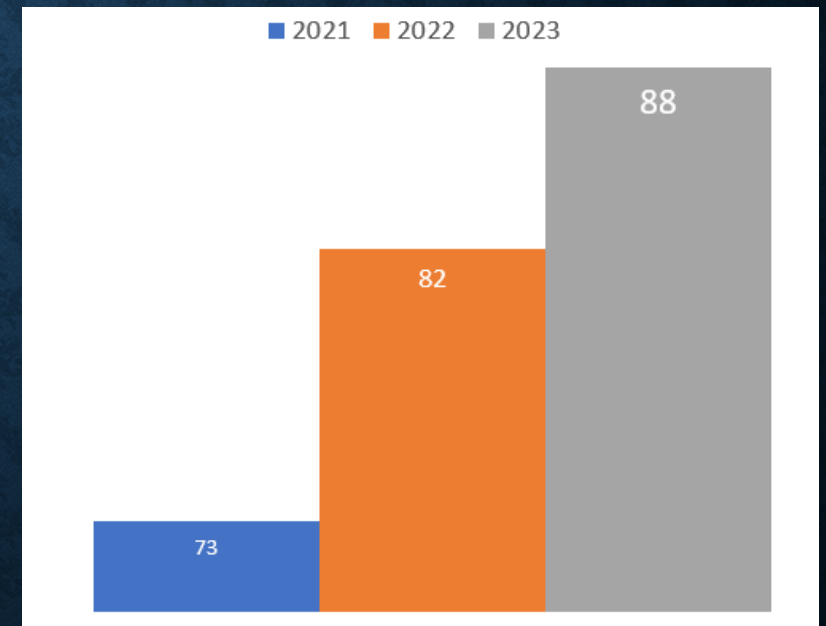


As a direct result of the services I received, I do better in school, work, and/or community.



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

- 65% of respondents reported they “Strongly Agreed”
- Total of 90% of respondents reported they “Agreed” or “Strongly Agreed”
- Percent of those that “agree” or “strongly agree” over time..





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

- They help me process and see things clearly.
- The provider is very caring and wants me to be successful in goals for my future.
- My therapist is very lovely
- The staff at Greenstone treat her as if she is a member of the family.
- Monthly appointment with my Case Manager. Support for trying new ideas.
- What I like best about the services that I am currently receiving is that they are the services I need.
- That my therapist gives me a lot of options on how i can move forward with struggles in my life
- Every member of my care team is kind and understanding. No matter the situation, they are there for me and will help accommodate me.
- The one on one personal counseling
- The counselor and my daughter have a very good working relationship and they understand one another.
- Helpful. The staff is very friendly. Case Manager I have now is very helpful and friendly and is available when needed.
- It's helping me to deal with problems more effectively.
- Everything.
- The encouragement partnered with guidance and tips to become better
- Good!
- The case manager is willing to help when her assistance is needed
- How I don't want to go back to doing drugs. Staff are sweet and understanding.
- The familyship of staff that truly care!
- That I'm staying clean.
- The get fast with helping everyone and offer so much for the community.
- That they always work around my schedule.
- My treatment team, the consistency of the team. I feel comfortable, like they're family.
- I love how supportive is at Valley. It feels like a family here.
- Consistent help that makes a difference.
- The people. They don't judge and keep an open mind
- The welcoming staff at intake/appointment setting. Great smiles and not only friendly, they care.
- Case managers very compassionate and the different ones I've had helped a lot
- Centered on my needs and wishes.
- They return my calls ASAP and always are here to listen to me.
- Receiving no services ("Nothing we can do")
- That if I have a question about anything they can give me a answer or help me find an answer and I love the services I think everybody need to try it ,it really works
- I love Sandy and Jeff and Jacque. They really actually care about you.
- Everyone wants to help people and they do a good job doing it. The staff treats me with respect and believes what they are doing everyday will make a difference and it does!
- That it works to keep me clean. It does work if you work it.
- The care coordinators, Sandy, Jacque, Keith, and Jeff Robbins are the BEST!!
- Everything
- They are always available to help with appointments and my work schedule
- Donna Vivano is so amazing. Always smiling.
- Love the staff! So kind and caring. They take the time to actually get to know the person!
- Very helpful
- The staff is great! And I'm getting the help I need.
- The understanding
- The people who work here.
- The way they talk and listen to us.
- Everyone shows so much caring for me and are always available for me.



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

- I like the providers and my doctor don't try to push me to do things but they encourage me to try new things.
- Friendly & understanding staff
- Services are there 24/7
- It is free for me here. Before I was paying \$700 in doctor appointments and refills.
- Everything
- How flexible and convenient it is, and they made my treatment happen for me so smoothly which pushed me into believing in myself again.
- Convenience
- I like that I can do everything here from see the doctor to pick up medications.
- How much they care and help
- Everyone here is amazing and caring and they go above and beyond.
- The support I receive, I know I always have someone to turn to.
- It gave me my life back.
- They care.
- Honestly, the case manager, Austin, is sooooo awesome. Receptionists are nice/professional + informed.
- My case worker Rachel Crain is AMAZING no matter what time of the day or what the problem is she's always there with a quick and helpful response, her and candy are by far the best at valley that I've had the pleasure to work with
- IOP
- Helps me stay clean
- That I can talk openly
- My case manager is the best.
- Everyone is very understanding and I can tell that they are here to help me.
- This whole process here at Valley has helped change my life for the better.
- The people that work here.
- The care and compassion the staff show us. We're more than just a paycheck. When we're told you all are going to do everything to help, you all give your all.
- Everything you do is very satisfying. I'm happy.
- Very nice and helpful staff. they don't mind going out of their way to help.
- Staff is awesome!
- Sandy, Keith, and Jeff have been AMAZING. I feel welcomed and appreciated here.
- OBAT keeps me clean. You all do a great job. Thanks!
- I love OBAT!! All staff is great. Love you all.
- Nonjudgmental staff
- The staff are very understanding.
- Staff
- How everyone, no matter what, is right there willing to help with open arms. I don't feel judged or looked down on with anything.
- Love how they're caring and I don't feel judged. Love Nurse Sandy. She's the best as well as Jacque and Jeff
- It saved my life. Also have never felt judged or "less than" from any staff.
- I love the staff and Dr. Robbins.
- I like the fact that I'm now off of meth, and haven't had any for almost three months.
- I enjoy the fact that y'all actually care.
- Understanding.
- The services that I am receiving are the best, very helpful in keeping my sobriety. The staff helps me with all I need even when I have no clue.
- The fact that they do take the time to listen to me.
- I feel helped.
- Dr. Kemp is nice
- The fact that they're (Samantha) actually helpful.
- The staff is very friendly
- The advice they give.
- They came to my house
- The friendliness and understanding of life circumstances and possible issues.



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

- I would encourage the front office to be more persistent in answering and responding to calls.
- Times of services are sometimes difficult due to my schedule and my daughter being in school.
- 1. Be reminded on email about upcoming board meetings so I be a peer and let us voice our opinions.
- 2. The need for another Clubhouse like the Shenandoah Club is much needed. It gave us a hope for tomorrow. It gave us purpose and a scheduling lifestyle. The support group helped alot. with peer supports and visits to historical (and educational) experience/camping and beach outings so we can get to know one another (peers), and develop TRUST/make friends. You've taken this away from us, so we enter mental hospitals more and are seen walking the town talking to themselves. It's a mess.
- 3. Help the individual, then the family.
- Open back up the day programs they had. We need to have more social gatherings with people who are in this agency.
- That they were up front about what services they could offer instead of charging >\$100 to finally say they couldn't do anything.
- Bring Jacque back :)
- Absolutely nothing!
- The price because of my insurance.
- To have more groups to go to.
- Intake process. I arrived for my son appointment today and only to find out it was telehealth but we had to sit in the office to have the appointment. It was a waste of my time and resources to come to Valley to do and intake that was virtual. I could of simply did the process from home. Having virtual appointments saved time in my day and less gas I would have to spend. If we were meeting someone face to face I see coming in but when it is virtual clients should be able to do it from home.
- To get more insight on my future health and daily health but it's already up to par but can always be better.
- Cost
- The pharmacy is awful at Valley. They don't ever explain why they're charging you random amounts and they make you wait FOREVER to get one prescription!
- Online appointments for some stuff would be nice.
- The yearly evaluation - toss it!
- And the wrappers - toss it!
- Just my appointments being further apart...just for commuting purposes
- Didn't have to keep wrappers. Sometimes I lose them and have to find them before I come to appointments.
- That they have more groups you can attend like 1) thinking for a change 2) grief and loss 3) making changes and 4) life skills
- I should have come here a long time ago!
- Get a psycho-social club, like the Shenandoah Club was, so I won't see past members aimlessly walking around town all the time!
- Staff to be more personable and help with other things.
- Nothing. It's perfect.
- None except to move the location to Waynesboro
- I wish I would've shown up a lot sooner.
- I wouldn't change anything honestly.
- About 45 respondents said: "nothing"



# ADDITIONAL COMMENTS?

- Thank you! You all are doing a great job!!
- Thank you!
- I try to be honest during my visits and appreciate all the Case Manager's assistance.
- Please encourage all staff to be understanding of all religions and spiritualities. Some staff members have made comments to me and others, implying that our spiritual beliefs (Wicca and Paganism) may cause us to hear and see things/experience symptoms of psychosis, despite us never having any of the aforementioned symptoms.
- So far, everything is good.
- Last Case Manager I had before the one I have now was not very helpful. If she did not quit, I would have asked for another Case Manager.
- Keep the ladies in the front or just have more that care to greet people to encourage getting the help they need.
- I just wish they were up front about their services after I asked them for a specific service that they finally said they don't have. Especially, the cost of even talking to them, to hear there's nothing you can do, being more than \$100, just really feels like being spit in the face.
- This program has saved me from a life where the next pill is the only thing that matters. Thank you very much.
- I truly love and appreciate everyone who works here. Thank you all very much.
- Excellent camaraderie between clients and medical professionals. I feel they genuinely care about me and my recovery.
- Donna V should get a pay raise.
- I answered this survey in reference to only the substance abuse supervisor - communication issues and quickly cancelling my services by mail. No other communication effort was given as far as I know. Communication between clinician and client specific to substance abuse program. Client is/has requested services on their own. Apparently cancelling their service for this addiction issue could have been detrimental to my mental health and addiction issues. I'm glad I'm aware of how to seek other help in the community or I would be very angry instead of disappointed.
- Really do like the services
- I have been here 3 years and I would never go elsewhere. Love Valley and their staff.
- Love everyone here. Bless them all.
- I love the staff!
- Thank you for helping me.
- I love Sandy, Jacque & Jeff. They are the best! I love that since I've been coming here in 2019 there have been a few different doctors...but Jeff has been here for a while now and I sure hope it continues that way. I also love that we just see our care coordinator after the appointment as well.



# ADDITIONAL COMMENTS? (CON'T)

- Great job!
- Thanks for all your hard work!!
- I am happy with the care I get here. Thank you.
- Just want to say I couldn't be more pleased with the staff.
- Thanks for helping me get to where I am today!
- Thank you for all y'all do for me and everyone else. God bless.
- Y'all are doing a great job.
- Thank you for all your services.
- Everyone here is so amazing!!
- I love my team at Valley CSB. They are like my family.
- Can't wait to start with you all.

And.....

- **Thank you VCSB for ALL that you do!**



# NEXT STEPS

- VCSB Quality Improvement Committee (QIC) will be reviewing survey results and identified areas for improvement will be incorporated in the VCSB Quality Improvement Plan.
- QIC will also consider ways to improve the survey process in the future...and we welcome YOUR feedback...



**YOUR  
FEEDBACK  
MATTERS!**

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

[QualityManagement@vcsb.org](mailto: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.