



## FY23 Quarter 2

### Satisfaction Survey Results

#### Post-Services Satisfaction Survey

- Q1: While receiving services, staff members gave me enough information about services to make decisions about what was best for me.
- Q2: Since receiving services from The Right Door, my life has improved.
- Q3: Since receiving services from The Right Door, my symptoms are not bothering me as much.
- Q4: Since receiving services, I am better able to deal with crisis.
- Q5: Since receiving services from The Right Door, I am better able to take care of my needs.
- Q6: I would refer family or friends to The Right Door if they needed help.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Strongly Agree/Agree
Q1	11	14	1	0	25/26 - 96.15%
Q2	6	16	3	1	22/26 - 84.62%
Q3	6	15	5	0	21/26 - 80.77%
Q4	7	15	4	0	22/26 - 84.62%
Q5	5	20	1	0	25/26 - 96.15%
Q6	13	11	2	0	24/26 - 92.31%

#### Comments Q1: While receiving services, staff members gave me enough information about services to make decisions about what was best for me.

- Staff were excellent!
- staff was very helpful
- No, I am satisfied with the services I have received.
- no your counselor was awesome
- my staff member helped me form a support group
- learning to control my triggers as best I can. and how to detour my bad thoughts.
- I was in for psych eval twice and was told I didn't need one that is no longer the case and I need another try thank you please contact me with appointment
- Helped me understand the program.



**Comments Q2: Since receiving services from The Right Door, my life has improved.**

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We were working on it.  
Often I felt as if therapy itself wasn't really helping but rather me actually making efforts to talk to people. But I don't know too much, could've helped.  
no  
my life is better than it was before receiving treatment  
I'm much more able to recognize what I can deal with  
I'm more open to see what is going on  
I stay away from conflict as best as possible.  
I don't feel depressed or suicidal anymore.  
I am aware of other options for my future.  
agree as far as alcohol use  
disagree about depression

**Comments Q3: Since receiving services from The Right Door, my symptoms are not bothering me as much.**

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Too many problems  
They helped me with redirecting my thoughts.  
still have my days  
my symptoms aren't bothering me as much.  
My medical symptoms have always been chronic, ongoing.  
learning the skills to cope helped with my behavioral problems  
I very rarely get depressive thoughts or anxiety attacks now. They still happen occasionally, but I know how to deal with them.  
I still have issues doctor thinks I have PTSD  
I feel happier  
Feeling a whole lot better, and doing very well

**Comments Q4: Since receiving services, I am better able to deal with crisis.**

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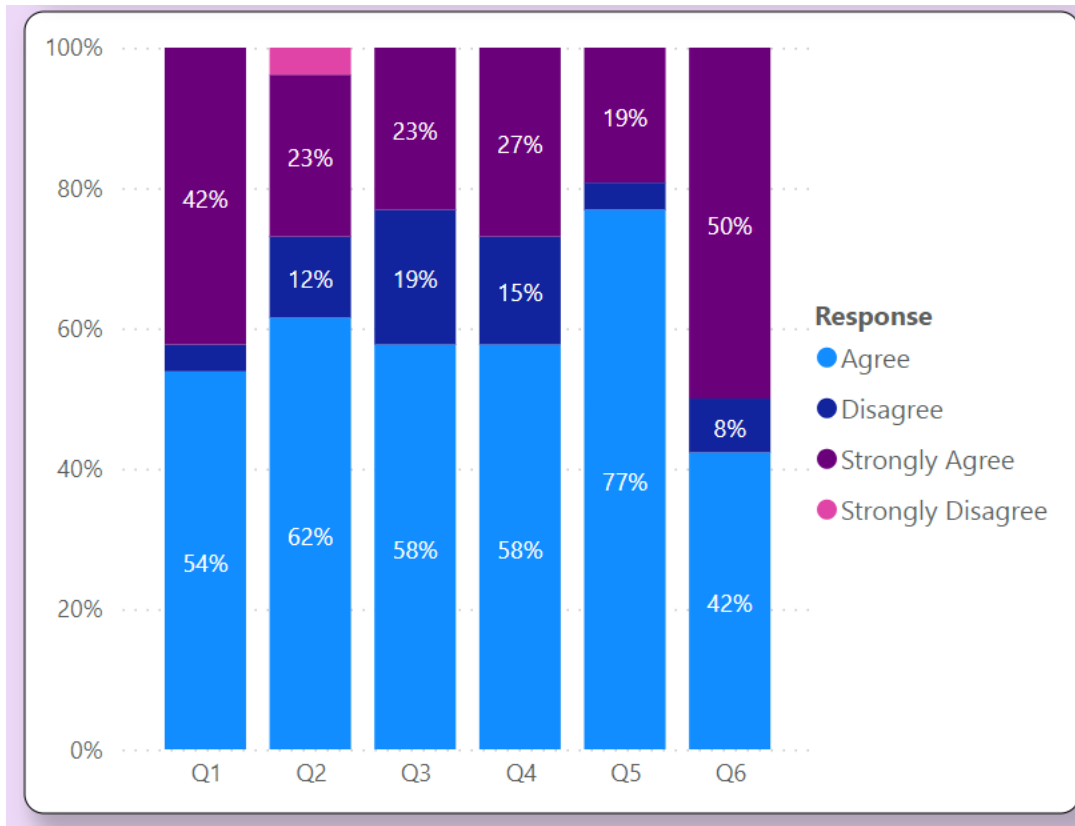
work on coping phrases  
when crisis flares up I take my mind to a better place.  
somewhat. I still bite my tongue on some things  
not stressing over the situation. Keeping a positive attitude on things.  
no  
I'm not a total wreck but have problems I'm not allowed to solve causing crisis.  
I'm able to recognize and manage. Most of the time I can't do anything to help it except breathe, but at least I know to do that haha.  
I can calm down easier and be rational.  
I am still very frightened of the future, especially with my current age (62).

**Comments Q5: Since receiving services from The Right Door, I am better able to take care of my needs.**

- no
- learned to say no
- I just pretty much stay to myself.
- I have a good job and moving forward
- I go to town to get my own gas and to stores if I need to
- I can keep calm and keep going
- I am more aware of the housing situation out there, and of resources for housing and other areas.

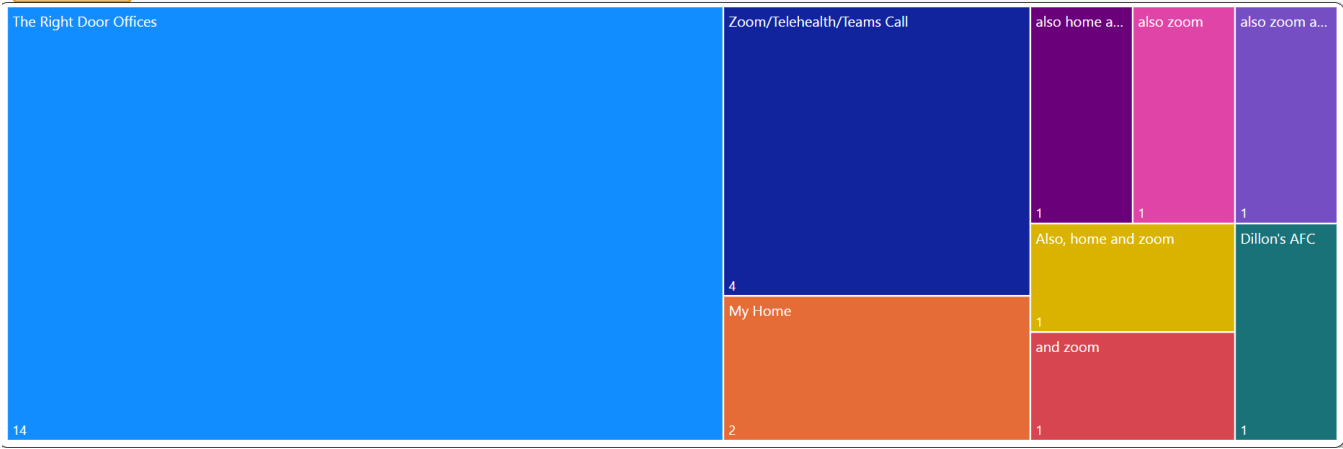
**Comments Q6: I would refer family or friends to The Right Door if they needed help.**

- Yes. Sometimes its nice to talk to someone and not be judged on what you say or feel
- The Right Door is a very helpful place.
- probably more like "hey you probably need outside help", but more or less.
- no
- I would send anyone who needs help to The Right Door
- I already have
- Already have.



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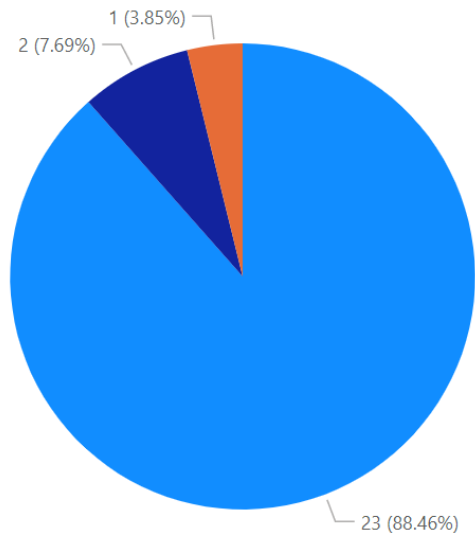
WHERE DID YOU RECEIVE SERVICES LAST YEAR?



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I WAS INVOLVED IN THE CREATING OF MY TREATMENT GOALS.

Response ● Yes ● I never made a treatment plan. ● No



Comments:

yes, wrote down everything to help detour my thoughts.

treatment was never given without my input

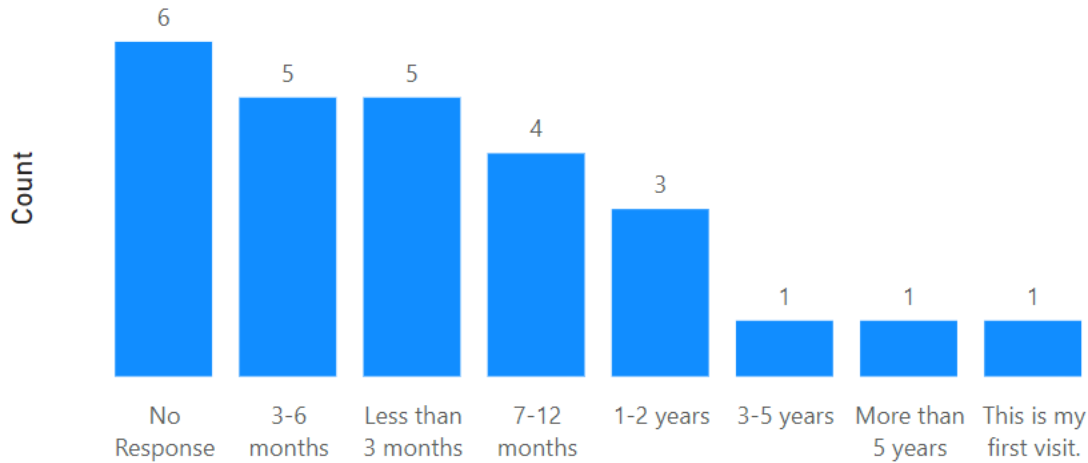
no

I am doing well with alcohol and drugs no problems there, its all about stress health and worry

He helped me understand what I was trying to work on.

able to see where I was going

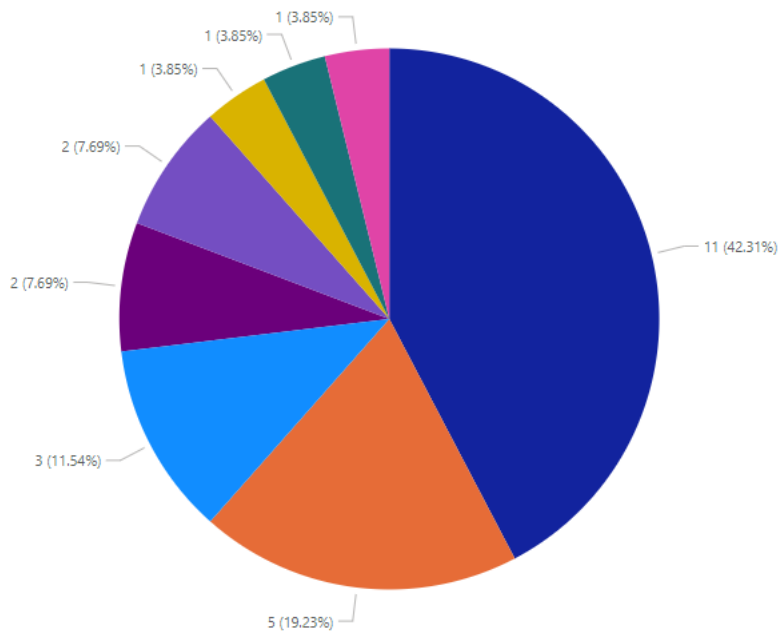
I was in services for:



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I LIVE IN:

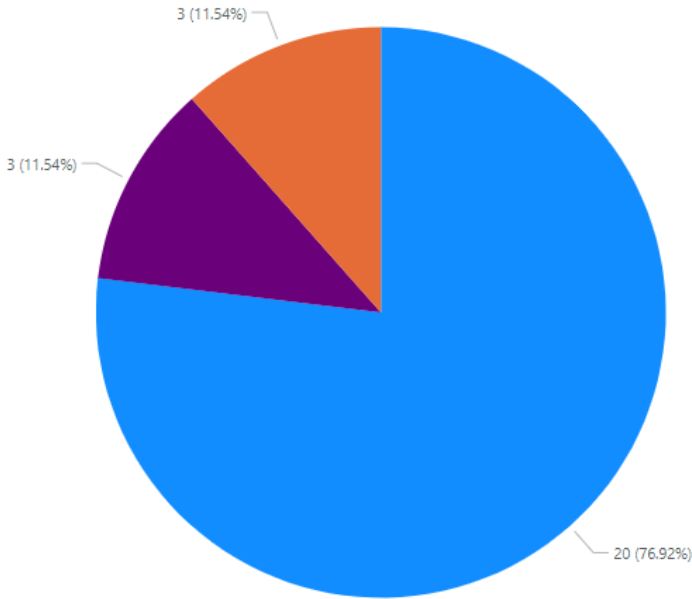
● Ionia 
 ● Portland 
 ● No Response 
 ● Belding 
 ● Lake Odessa 
 ● Ithaca 
 ● Orleans 
 ● Saranac



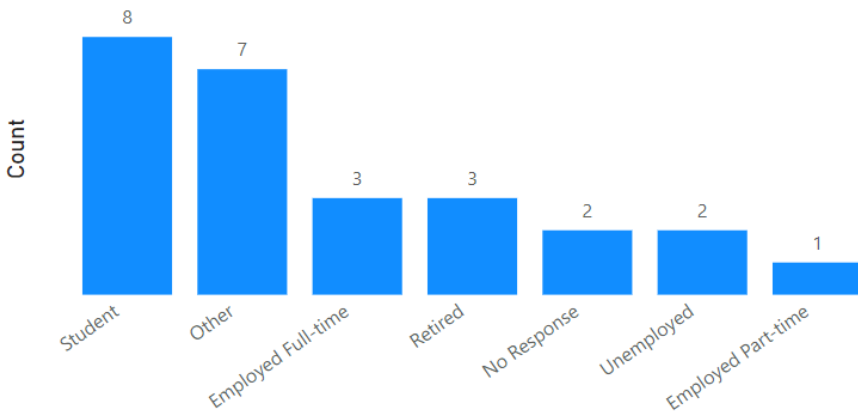
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WHO ANSWERED THESE QUESTIONS?

● Myself ● Myself with assistance ● Someone else



Primary Occupational Status



If Other, please specify:

- also, unemployed
- disability
- disabled SSI
- social security, disability, retirement
- SS Disability
- trying to start a business