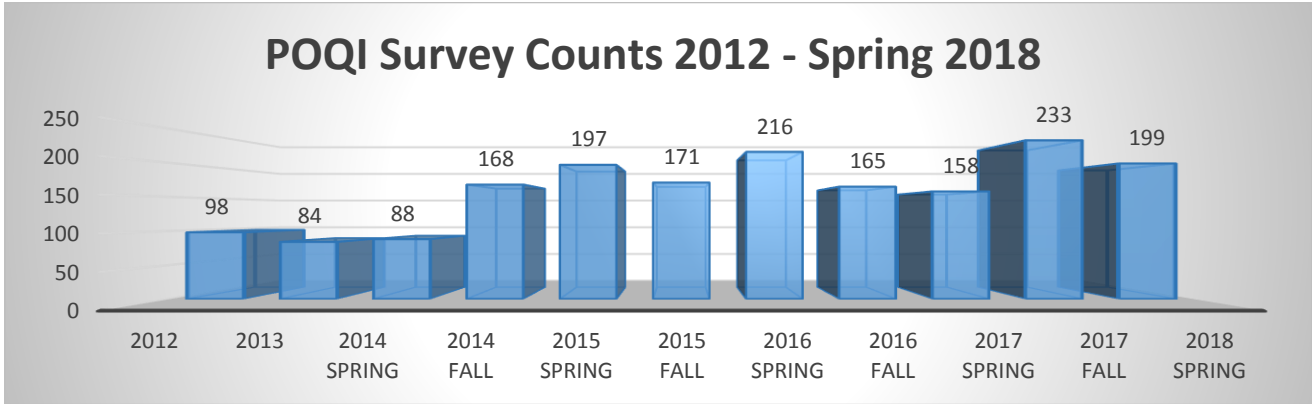
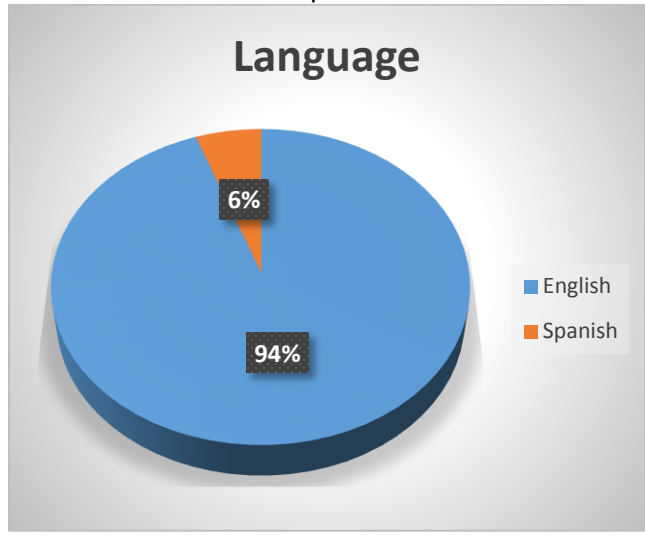


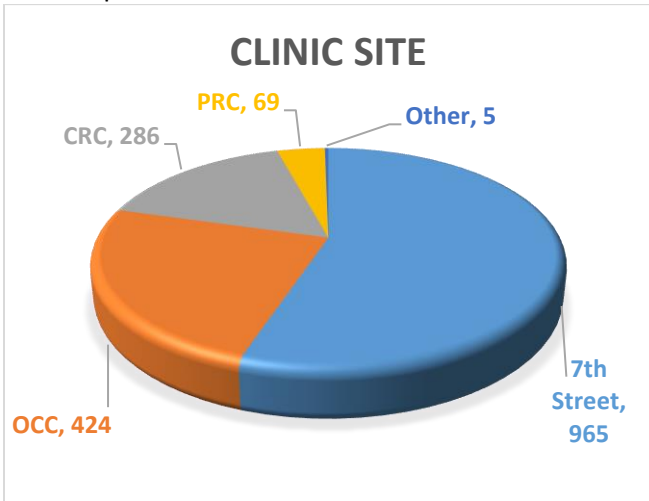
**Year to Date**  
**POQI Surveys from 2012 to Spring 2018**  
**Total Number of Surveys = 1777**



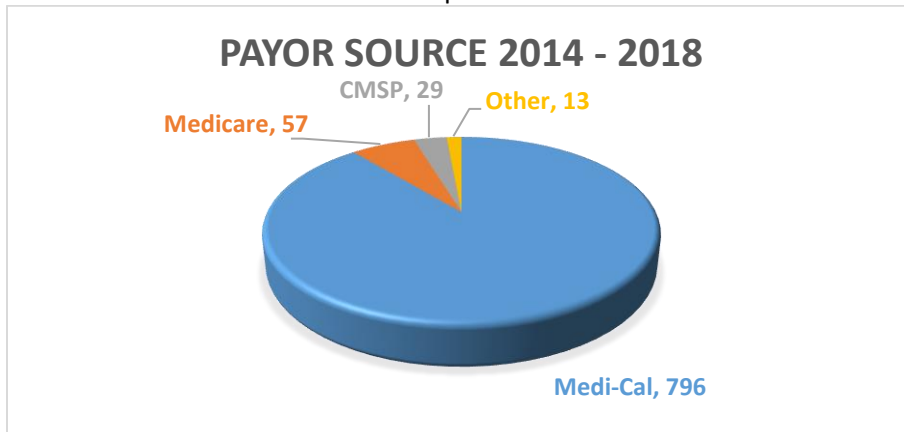
94% Response Rate



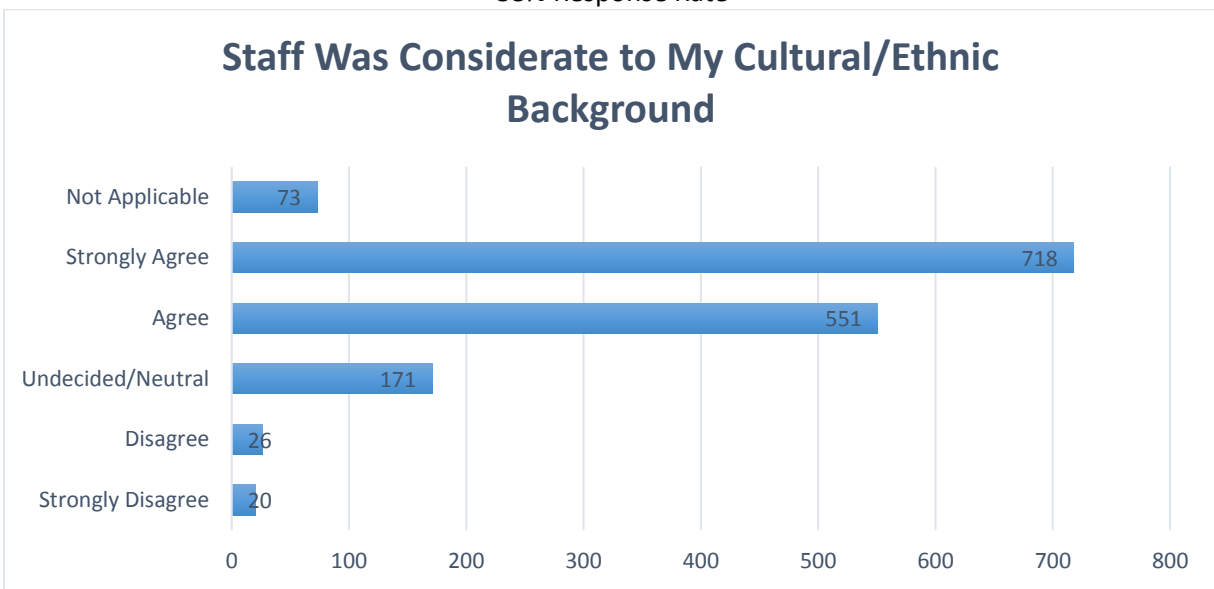
98% Response Rate



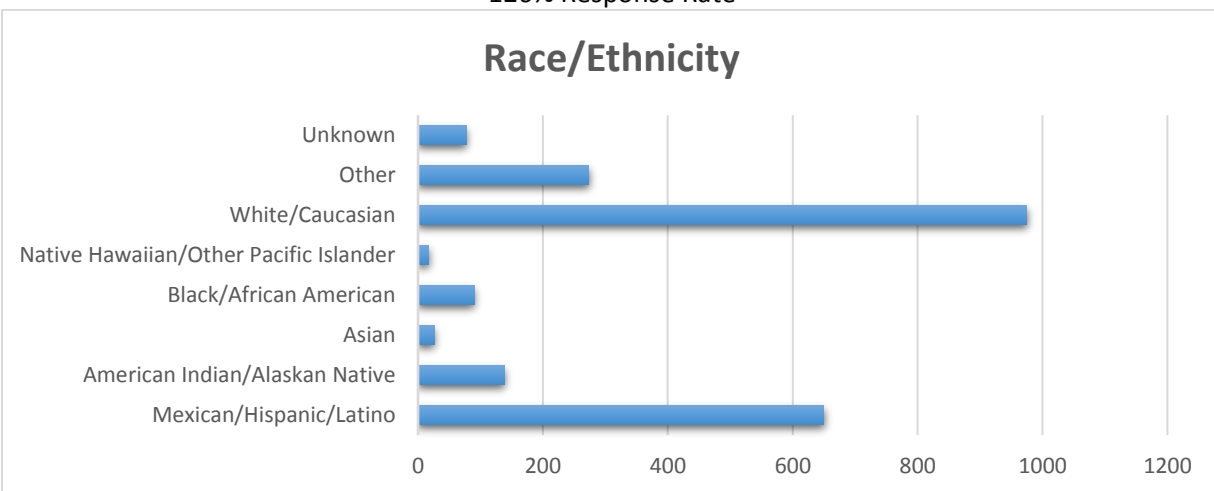
50% Response Rate



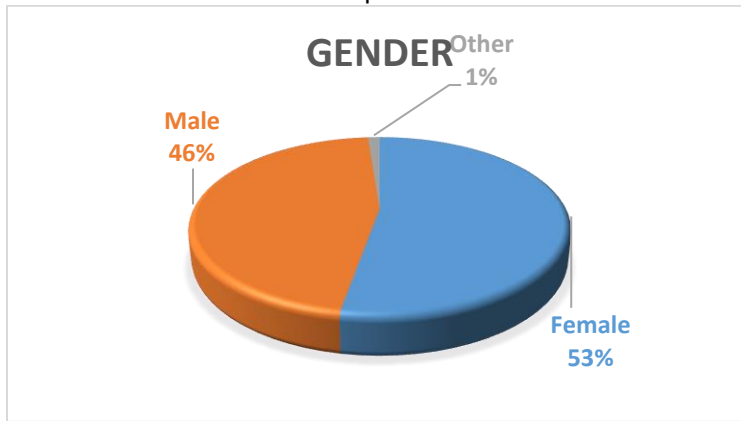
88% Response Rate



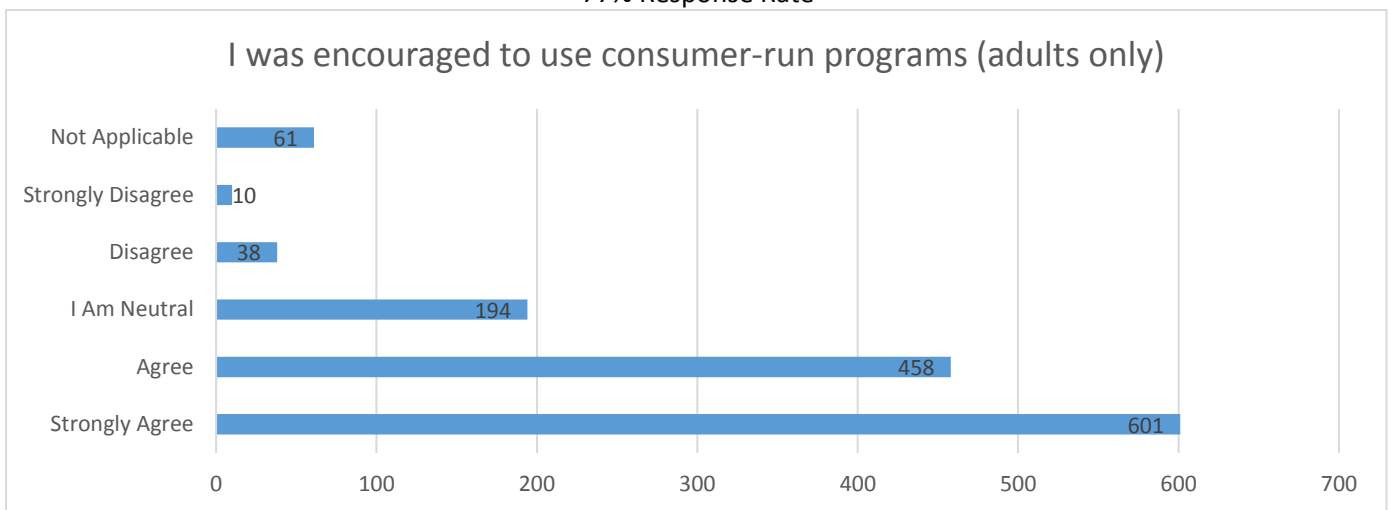
126% Response Rate



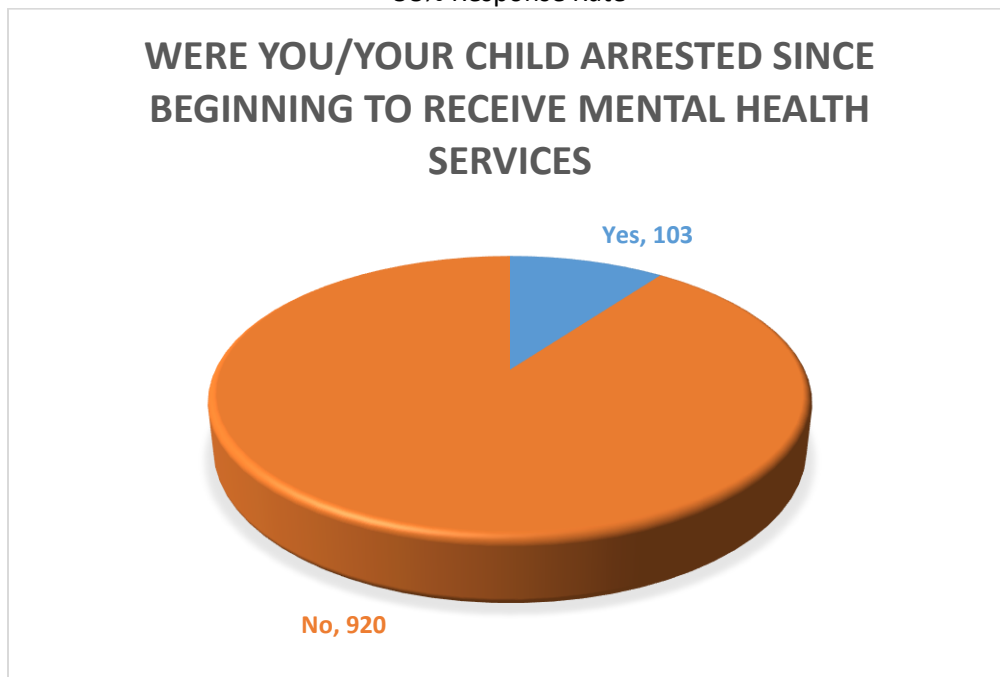
88% Response Rate



77% Response Rate

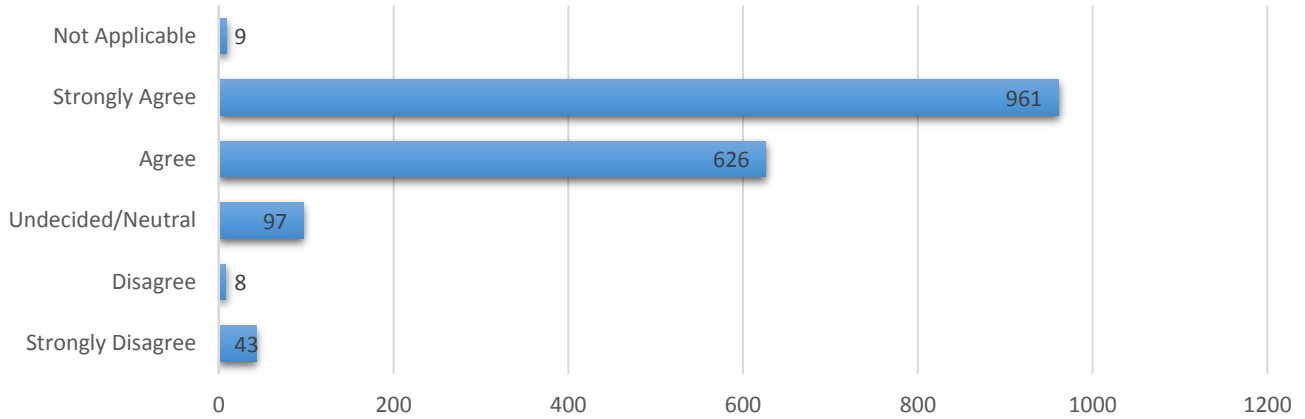


58% Response Rate



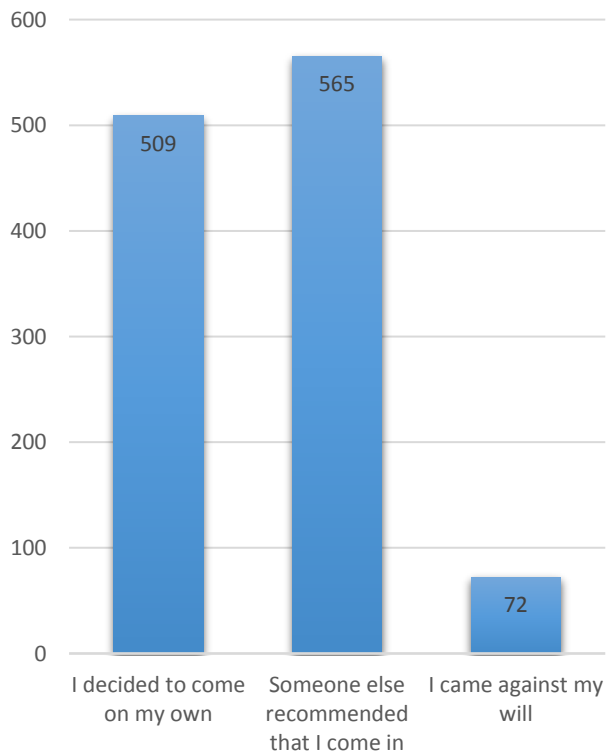
98% Response Rate

### I like/ Overall I am satisfied with the services received here (BHS)



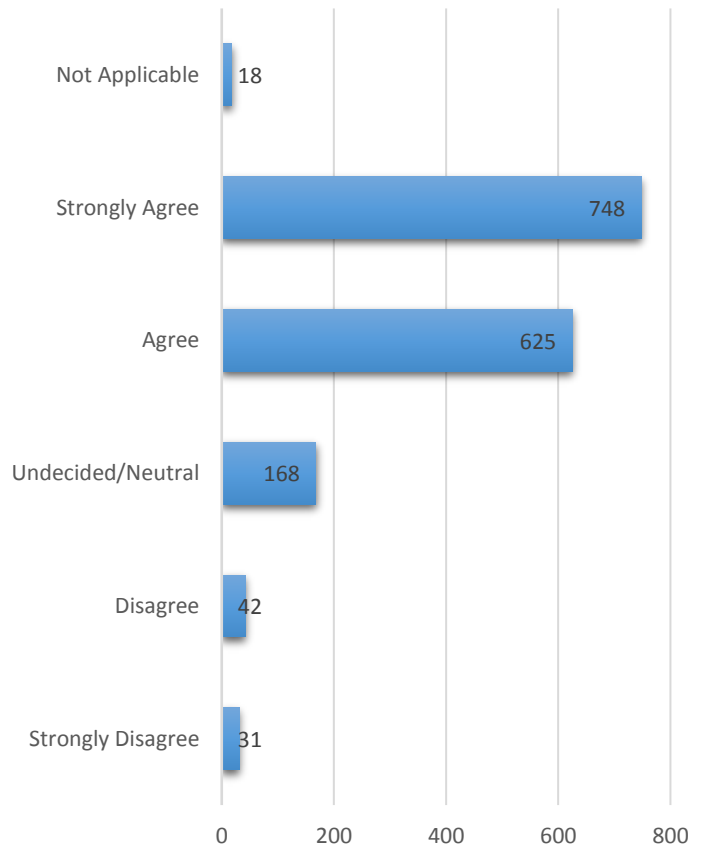
64% Response Rate

### What was the primary reason you became involved with this program? (adult only)



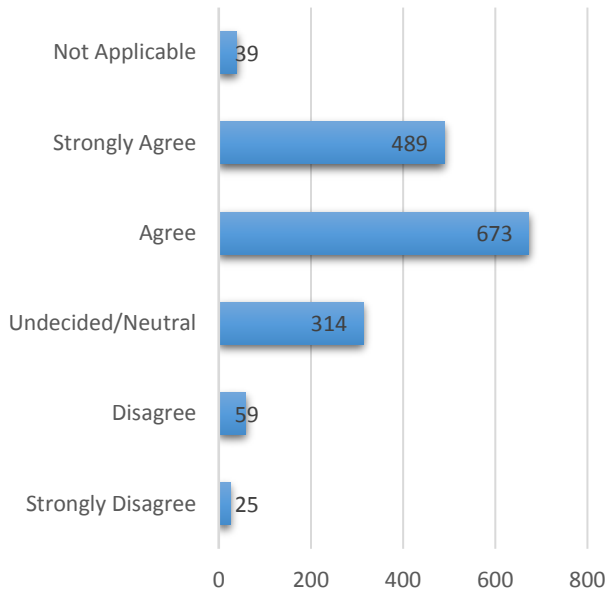
92% Response Rate

### I got/my child got the help I/we /thought I/we needed



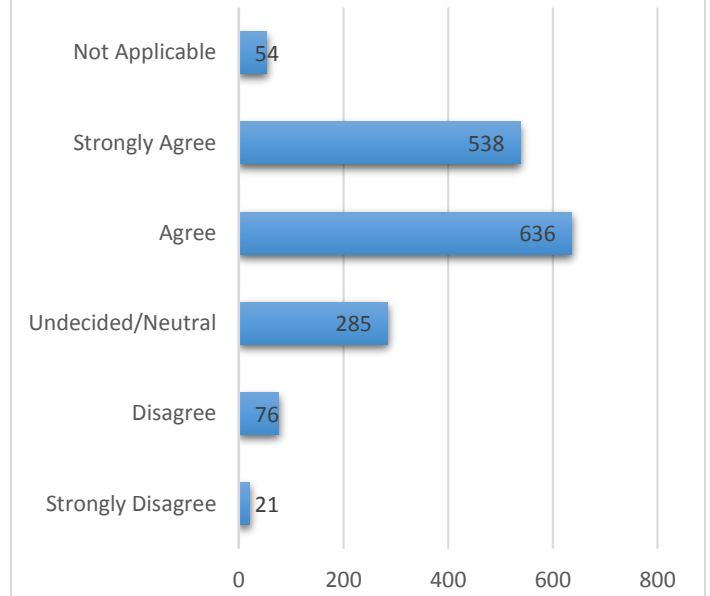
90% Response Rate

### Better at/more effectively handling daily life/problems



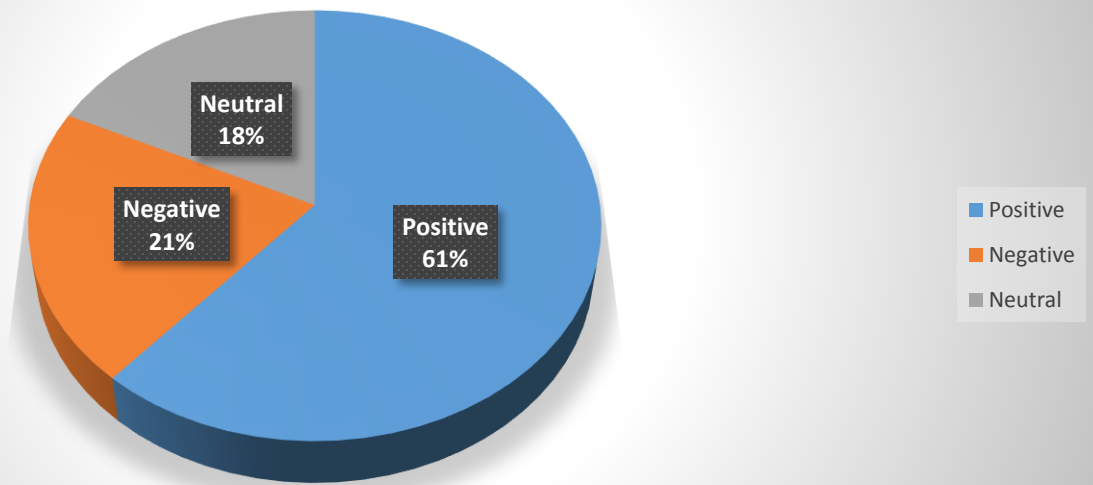
91% Response Rate

### In crisis, I would have the support I need from family or friends.

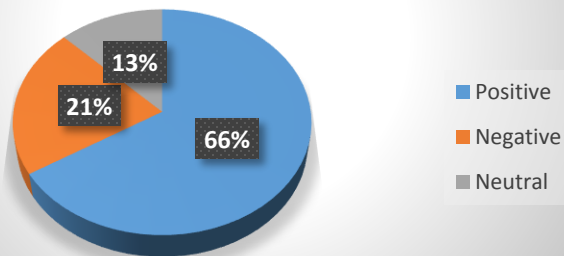


Client Feedback  
Narrative Trends

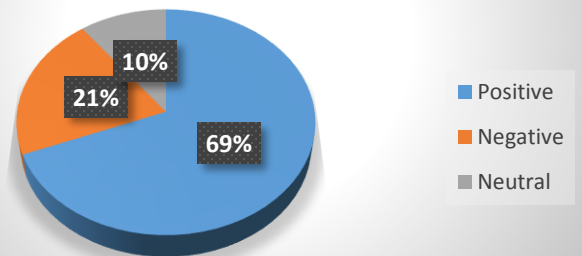
POQI Overall Satisfaction Comments 2012 - 2018



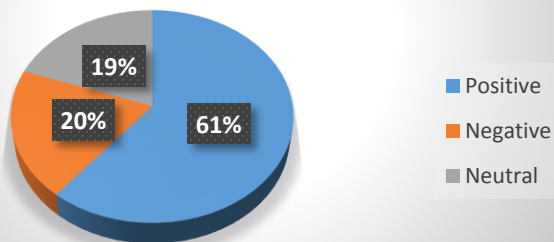
Adult POQI Overall Satisfaction Comments 2012 - 2018



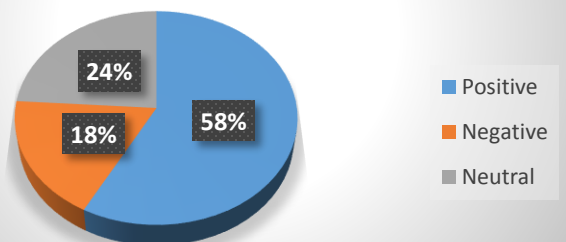
Older Adult POQI Overall Satisfaction Comments 2012 - 2018



Youth for Families POQI Overall Satisfaction Comments 2012 - 2018



Youth POQI Overall Satisfaction Comments 2012 - 2018



## Spring 2018 Survey Data Only

### Issues

1	I think it is unfortunate that the turnover is so high. I have seen more than four different counselors, three left abruptly.
2	Just as I was making/feeling progress, I was encouraged to cut back on sessions. There is simply not enough participation/consistency in group peer/sessions.
3	Parking stinks for the disabled. Security told me I could not park in front spaces but exempt plate cars do and I have handicapped plate

### Likes

1	I love it here I always get the help I need
2	<b>Courtney</b> is very understanding and not intimidating
3	people are very respectful
4	I like the respect staff treat me with
5	I love talking with my therapist because she is very helpful so are others
6	positive feedback
7	Thank you and god bless
8	I like the staff here
9	I want to thank the therapist for focusing on the positive and understanding some things are out of my control but that I can always learn to grow beyond them. I have a lot of learning to do and I'd like to continue doing so.
10	Everyone has help my child
11	Everyone's friendly and welcoming
12	I'd like you to know that Hilda is an excellent person as a professional and has helped my children 100%
13	I am very grateful for the services you have provided to me
14	I love the help here!
15	The services I have received thus far have helped me to understand and recognize why I did some of the things I was doing.
16	You do really good job here in this facility
17	I get very good information on addiction, its symptoms and how to manage the disease without using.
18	The counselors are great, very comfortable to speak to. The only issue I've had in the past is getting an appointment. The appointments are way out.
19	I thank behavioral health for everything they have done.
20	I'm still continuing the service, started in April 2018
21	I like this place and my counselor. I would recommend this place to anyone. It does help if a person gives it a chance. It did for me.
22	I'm fine with the services I receive. No complain
23	Everything is well and my classes are working out
24	I am a believer in the power of the mind to heal itself. Madera Behavioral Health has EXCELLENT classes and programs, thank you.
25	I like the counselor I have he gives a positive outlook that makes my future looking better
26	I feel <b>Jake</b> is the best counselor
27	I think this program is helping me for the better. It is helping me be a better person and how to stay clean.
28	Great place wonderful people staff is amazing
29	Staff is really nice
30	I appreciate deeply the rides that I receive from Pine Recovery. I couldn't have done it without you.
31	Thank you

32	<b>Sarah Wiens</b> is Awesome!
33	Everyone here is positive and very helpful and go above and beyond to help!
34	Efficient program
35	Great clinic. Very happy with staff. Recommend highly.
36	Liked the groups in addition to my private counseling.
37	<b>Victoria's</b> up beat guidance is helping me solve my problems. She really does a good job!
38	They give you new ways to open up and learn ways to cope better. It's a good service.
39	I really need the help from <b>Victoria</b> just talking to her help me so much to focus on my issues on hand and trust the Lord and follow him.
40	I think that the people here are amazing and the services provided help so much. I have only positive things to say about this place!
41	So far my tx has been good. I have only been for a couple of months, but am pretty satisfied with the care I'm receiving.
42	<b>Valerie</b> is amazing at what she does!
43	<b>Valerie</b> deserves a raise!!!
44	This whole place has changed my family's' and my life for extreme better.
45	I feel comfortable with the staff and the facility. All those involved in my care, including the front desk, are very caring. I am grateful and blessed for this facility
46	Staff here have been very attentive to my needs, not only my mental health needs but my physical needs as well. When one is out of whack, all is not right!
47	This center is of immense help to the community
48	I thank you for these services have helped a lot.
49	The staff is professional and also friendly. Hard combination to achieve sometimes, but they do well.

**Kudos to those mentioned by our clients:**

Victoria Kubal  
Valarie Shaffer  
Jake Gonzales  
Hilda Espinoza  
Sarah Weins  
Courtney Contreras

