

# 2023 Adult Client Satisfaction Survey

UBCSS Adult Clients were asked to participate in a survey measuring their satisfaction with their services. The questions below represent their overall satisfaction percentage over the last year.

The receptionist in the office is friendly and polite to me-80%

My therapist is nice and respectful to me-100%

Phone calls to my therapist are answered quickly-100%

My therapist is on time for our appointments-100%

My therapist and I work on things that are important to me-92%

I am connected to other staff and programs when needed-86%

Upper Bay has made it safe for me to meet with staff during the Covid pandemic-100%

I can talk to staff about any concerns I have (skip if this does not apply)-100%

I am satisfied with the services I receive from Upper Bay-100%

*Do you get medications from Upper Bay?*

My prescriber is nice and respectful to me-100%

Phone calls to my prescriber are answered quickly-75%

My prescriber is on time for appointments-100%

My prescriber gives me hope that I will get better-100%

*Do you get PRP services from Upper Bay?*

My PRP Counselor is on time for my appointments-100%

Phone calls to my PRP Counselor are answered quickly-100%

I find my PRP sessions to be interesting and helpful-100%

Upper Bay vehicles are clean and safe-100%



Upper Bay Counseling  
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*Helping Individuals ~ Strengthening Families ~ Uniting Communities*



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