

2023

Child Client Satisfaction Survey

UBCSS Child & Family 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
& Support Services, Inc.**

Helping Individuals ~ Strengthening Families ~ Uniting Communities

