









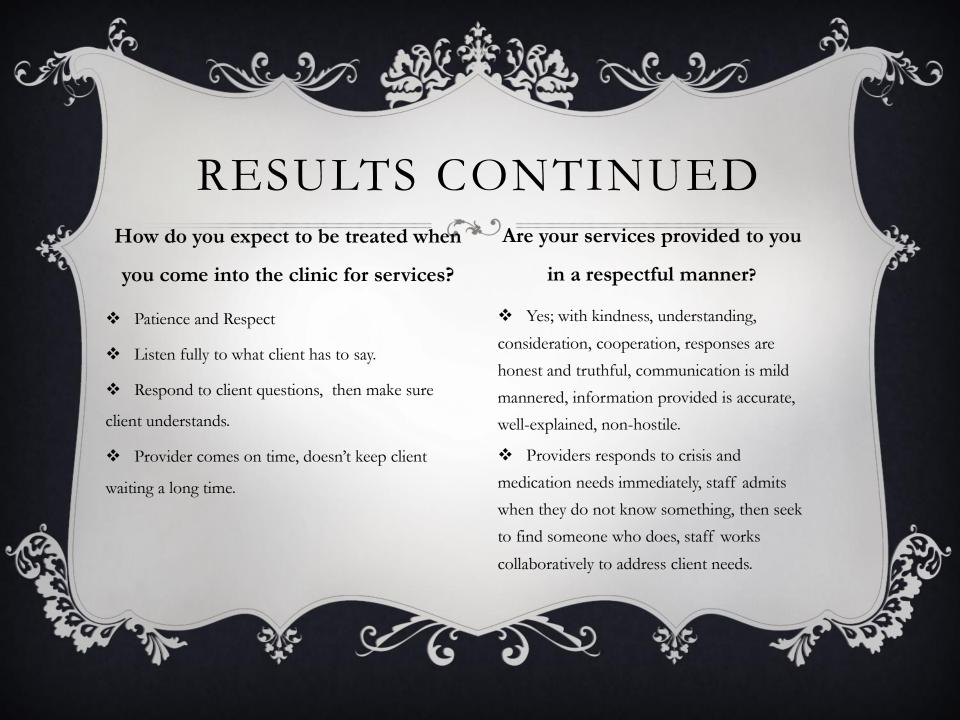


Are you satisfied with your treatment plan?

- ❖ Yes, helps clients with emotional well being and health needs; have seen positive effects of plans; helps client's feel more focused; age appropriate & obtainable goals.
- Adjusted as time goes on and as family challenges change or improve; clinicians responsiveness to needed updates are immediate; collaborative process.

Do you feel like the leader and an active participant in your treatment?

- * Yes, clinicians make client's feel like they are a part of the team and involved; meet client's where they are; clinician's ask for client input.
- ❖ Client's feel like they are being heard; clinician's take what clients say to heart; clinicians respond immediately to client needs.





RESULTS CONTINUED

Do you feel understood by your provider?

- * Yes, providers at NCMH allow client's to express how they feel, listen, then providers share their opinion, inform client when they make a mistake and how to fix it, are personable, connect well with clients.
- * Yes, clinicians are helpful, address client questions or concerns, develop activities that are connected to client experiences.
- ❖ Yes, clinicians communicate effectively and understand families, their dynamics and issues, work collaboratively with client and families.

Does your provider make an effort to address or support your cultural needs?

- * Yes, treated like a regular person, not treated like they are different; helpful with their disabilities, make a personal connection to comfort you, providers make an effort to hear you out.
- ❖ Not applicable, not an issue, not seen as a part of the experience, not necessary, providers make effort to be knowledgeable of specific family needs.



