



Children Services Satisfaction Survey

I am satisfied with the results of services our family receives

97% responded Strongly agree/Agree

NorthCare staff treat our family with respect

99% responded Strongly agree/Agree

Services are available at times that are convenient for our family

98% responded Strongly agree/Agree

NorthCare staff are prompt for appointments

99% responded Strongly agree/Agree

NorthCare staff keeps me informed about my child's progress

97% responded Strongly agree/Agree

My child is doing better at home and school

90% responded Strongly agree/Agree

I would recommend NorthCare to a friend, or a family member

99% responded Strongly agree/Agree

I feel safe talking with my counselor

98% responded Strongly agree/Agree

Individuals completing the Consumer Satisfaction Survey:

Child: 239

Parent/Guardian: 303

Consumer Feedback

- NorthCare has been a huge help for my family. We have learned a lot. I enjoyed the parenting 911 class as well.
- I feel that the service you all provide is well worth what you all do. Please keep up the good work. You help so many families and it is very much appreciated. Kudos to all your staff members.
- We love our therapist and appreciate her suggestions and recommendations.
- NorthCare has been a very stable environment where I feel at peace, comfortable and relaxed enough to express my inner battles and for that I am extremely thankful.
- I love the services my family has received. The staff always listen and provide suggestions and answers to my questions.
- I feel safe and happy. I feel that I am being helped a lot by my counselor.
- I think so far we have been doing really great and the staff has been awesome.
- NorthCare needs to have parent support groups for parents with behaviorally challenged children.
- Staff handles delicate situations well. Staff protects privacy well.
- I really like coming to NorthCare to get help and my provider is doing an excellent job.
- NorthCare Rocks!

For more information regarding the 2010 Annual Report.
Please contact the Director of Performance Improvement:
405.858.2700