

Satisfaction Survey: Parent/Guardian April 2018 (Residential Level III)	Agree	Disagree	N/A	Overall Satisfaction
Focus BHS Residential staff maintain a positive and professional demeanor.	3	0	0	100%
Focus BHS Residential staff treat me/my family with respect.	3	0	0	100%
Focus BHS Residential staff accept feedback from me as a parent/guardian.	3	0	0	100%
Focus BHS Residential staff responds to phone calls in a timely manner.	3	0	0	100%
Focus BHS Residential staff has orientated me as a parent to the treatment model that is being used in the residential program.	3	0	0	100%
Focus BHS Residential staff has given me an outlet to share concerns or complaints as needed without making me feel uncomfortable.	3	0	0	100%
Focus BHS Residential staff is working with my family and child in helping me achieve goals that are important to me and/or my family.	3	0	0	100%
I believe that my child is receiving adequate individual treatment from a licensed clinician within the treatment program.	3	0	0	100%
Focus BHS Residential staff communicate with me on a regular basis informing me of how my child is progressing in the treatment program.	3	0	0	100%
Focus BHS Residential staff communicate with me any incidents that have occurred in the program, regardless if they are minor or major, in a timely manner.	3	0	0	100%
Overall, I have seen improvement in my child's behavior since they have been in the program.	2	1	0	67%
Residential staff are sensitive to my child's ethnic/cultural background.	3	0	0	100%
I would recommend Focus BHS Residential services to others.	3	0	0	100%

97%

Satisfaction Survey: Parent/Guardian October 2018 (Residential Level III)	Agree	Disagree	N/A	Overall Satisfaction
Focus BHS Residential staff maintain a positive and professional demeanor.	13	0	0	100.00%
Focus BHS Residential staff treat me/my family with respect.	13	0	0	100.00%
Focus BHS Residential staff accept feedback from me as a parent/guardian.	13	0	0	100.00%
Focus BHS Residential staff responds to phone calls in a timely manner.	12	0	1	100.00%
Focus BHS Residential staff has orientated me as a parent to the treatment model that is being used in the residential program.	12	1	0	92.31%
Focus BHS Residential staff has given me an outlet to share concerns or complaints as needed without making me feel uncomfortable.	13	0	0	100.00%
Focus BHS Residential staff are working with my family and child in helping me achieve goals that are important to me and/or my family.	13	0	0	100.00%
I believe that my child is receiving adequate individual treatment from a licensed clinician within the treatment program.	13	0	0	100.00%
Focus BHS Residential staff communicate with me on a regular basis informing me of how my child is progressing in the treatment program.	12	1	0	92.31%
Focus BHS Residential staff communicate with me any incidents that have occurred in the program, regardless if they are minor or major, in a timely manner.	12	1	0	92.31%
Overall, I have seen improvement in my child's behavior since they have been in the program.	9	2	2	81.82%
Residential staff are sensitive to my child's ethnic/cultural background.	13	0	0	100.00%
I would recommend Focus BHS Residential services to others.	13	0	0	100.00%

96.83%

Satisfaction Survey: Parent/Guardian October 2018 (Residential Level II)	Agree	Disagree	N/A	Overall Satisfaction
Focus BHS Residential staff maintain a positive and professional demeanor.	5	0	0	100.00%
Focus BHS Residential staff treat me/my family with respect.	5	0	0	100.00%
Focus BHS Residential staff accept feedback from me as a parent/guardian.	5	0	0	100.00%
Focus BHS Residential staff responds to phone calls in a timely manner.	5	0	0	100.00%
Focus BHS Residential staff has orientated me as a parent to the treatment model that is being used in the residential program.	5	0	0	100.00%
Focus BHS Residential staff has given me an outlet to share concerns or complaints as needed without making me feel uncomfortable.	5	0	0	100.00%
Focus BHS Residential staff are working with my family and child in helping me achieve goals that are important to me and/or my family.	5	0	0	100.00%
I believe that my child is receiving adequate individual treatment from a licensed clinician within the treatment program.	5	0	0	100.00%
Focus BHS Residential staff communicate with me on a regular basis informing me of how my child is progressing in the treatment program.	5	0	0	100.00%
Focus BHS Residential staff communicate with me any incidents that have occurred in the program, regardless if they are minor or major, in a timely manner.	5	0	0	100.00%
Overall, I have seen improvement in my child's behavior since they have been in the program.	4	0	1	100.00%
Residential staff are sensitive to my child's ethnic/cultural background.	5	0	0	100.00%
I would recommend Focus BHS Residential services to others.	5	0	0	100.00%

100.00%

Satisfaction Outcomes: Parent/Guardian October 2018 (DayTreatment)	Agree	Disagree	N/A	Overall Satisfaction
FBHS staff maintain positive and professional demeanor	22	0	2	100%
FBHS staff treat me/my child with respect	24	0	0	100%
FBHS staff schedule conferences/meetings that work well with our family's schedule.	24	0	0	100%
FBHS staff provide ongoing communication to let me know the progress that is being made with my child in the program.	23	1	0	96%
FBHS staff have orientated me to the treatment model that is used in the program	23	1	0	96%
FBHS staff accept feedback from me as a parent/guardian	24	0	0	100%
FBHS staff respond to my phone calls in a timely manner	24	0	0	100%
If my child is in crisis, FBHS staff are responsive to their needs in a timely manner	24	0	0	100%
I feel comfortable to complain or share a grievance with day treatment staff	24	0	0	100%
Overall I feel that my child is making progress	23	0	1	100%
Staff are sensitive to my child's ethnic/cultural background	23	0	1	100%
I would recommend FBHS Day treatment services to others	24	0	0	100%

99.31%

Satisfaction Outcomes: Parent/Guardian October 2018 (IIH)	Agree	Disagree	N/A	Overall Satisfaction
FBHS IIH staff maintain positive and professional demeanor.	4	0	0	100%
FBHS IIH staff treats me/family with respect.	4	0	0	100%
FBHS IIH staff schedules home visits and appointments that work well with our family's schedule.	4	0	0	100%
FBHS IIH staff arrives on time for scheduled visits.	4	0	0	100%
If FBHS IIH staff is running late or re-schedule a visit/appointment, they contact me and give adequate notice.	4	0	0	100%
FBHS IIH staff accepts feedback appropriately.	4	0	0	100%
FBHS IIH staff responds to phone calls in a timely manner.	4	0	0	100%
If my family/child is in crisis, FBHS IIH staff is responsive to our needs in a timely manner.	4	0	0	100%
FBHS IIH staff is helping me achieve goals that were important to me and/or my family.	4	0	0	100%
FBHS IIH staff is teaching me/my family skills needed in order to be independent of services.	4	0	0	100%
Overall, I have seen improvement in our families functioning and our child's behavior.	4	0	0	100%
Intensive In-Home staff is sensitive to my child's ethnic/cultural background.	4	0	0	100%
I Would recommend FOCUS Behavioral Intensive In-Home services to others.	4	0	0	100%

100%

Satisfaction Outcomes: Parent/Guardian April 2018 (Outpatient)	Agree	Disagree	N/A	Overall Satisfaction
FOCUS Behavioral therapists maintain positive and professional demeanor.	9	0	0	100%
FOCUS Behavioral therapists treat me/my child with respect.	9	0	0	100%
FOCUS Behavioral therapist will contact me promptly if an appointment needs to re-scheduled.	8	1	0	89%
treatment.	8	1	0	89%
I feel that my child is making progress in therapy.	5	4	0	56%
FOCUS Behavioral therapist accepts my feedback as a parent/guardian.	9	0	0	100%
FOCUS Behavioral therapist responds to phone calls in a timely manner.	7	2	0	78%
If my child is in crisis, FOCUS Behavioral staff is responsive to their needs in a timely manner.	9	0	0	100%
I feel comfortable to complain or share a grievance with FOCUS Behavioral staff.	8	1	0	89%
FOCUS Behavioral staff is sensitive to my child's ethnic/cultural background.	9	0	0	100%
I would recommend FOCUS Behavioral mental health services to others.	9	0	0	100%

91%

Satisfaction Outcomes: Parent/Guardian October 2018 (Outpatient)	Agree	Disagree	N/A	Overall Satisfaction
FOCUS Behavioral therapists maintain positive and professional demeanor.	13	0	0	100%
FOCUS Behavioral therapists treat me/my child with respect.	13	0	0	100%
FOCUS Behavioral therapist will contact me promptly if an appointment needs to re-scheduled.	13	0	0	100%
treatment.	12	0	1	100%
I feel that my child is making progress in therapy.	13	0	0	100%
FOCUS Behavioral therapist accepts my feedback as a parent/guardian.	12	0	1	100%
FOCUS Behavioral therapist responds to phone calls in a timely manner.	13	0	0	100%
If my child is in crisis, FOCUS Behavioral staff is responsive to their needs in a timely manner.	12	0	1	100%
I feel comfortable to complain or share a grievance with FOCUS Behavioral staff.	13	0	0	100%
FOCUS Behavioral staff is sensitive to my child's ethnic/cultural background.	13	0	0	100%
I would recommend FOCUS Behavioral mental health services to others.	13	0	0	100%

100%

Satisfaction Outcomes: Parent/Guardian April 2018 (Med. Management)	Agree	Disagree	N/A	Overall Satisfaction
FOCUS Behavioral medical staff maintain positive and professional demeanor.	9	0	0	100%
FOCUS Behavioral medical staff treat me/my child with respect.	9	0	0	100%
FOCUS Behavioral support staff will contact me promptly if an appointment needs to re-scheduled.	9	0	0	100%
feedback about my child's treatment.	9	0	0	100%
FOCUS support staff are responsive to my needs when I call or come into the office for an appointment.	9	0	0	100%
FOCUS Behavioral medical staff educated me and/family on medications that have been prescribed to my child.	9	0	0	100%
If my child is in crisis, FBHS staff are responsive to their needs in a timely manner.	9	0	0	100%
I feel comfortable to complain or share a grievance with FBHS staff.	9	0	0	100%
My child's behaviors have improved since receiving medication management.	7	2	0	78%
My child's behaviors have improved since participating in therapy and/or other services.	6	3	0	67%
I would recommend FBHS mental health services to others.	9	0	0	100%

95%

Satisfaction Outcomes: Parent/Guardian October 2018 (Med. Management)	Agree	Disagree	N/A	Overall Satisfaction
FOCUS Behavioral medical staff maintain positive and professional demeanor.	3	0	0	100%
FOCUS Behavioral medical staff treat me/my child with respect.	3	0	0	100%
FOCUS Behavioral support staff will contact me promptly if an appointment needs to re-scheduled.	3	0	0	100%
feedback about my child's treatment.	3	0	0	100%
FOCUS support staff are responsive to my needs when I call or come into the office for an appointment.	3	0	0	100%
FOCUS Behavioral medical staff educated me and/family on medications that have been prescribed to my child.	3	0	0	100%
If my child is in crisis, FBHS staff are responsive to their needs in a timely manner.	3	0	0	100%
I feel comfortable to complain or share a grievance with FBHS staff.	3	0	0	100%
My child's behaviors have improved since receiving medication management.	3	0	0	100%
My child's behaviors have improved since participating in therapy and/or other services.	3	0	0	100%
I would recommend FBHS mental health services to others.	3	0	0	100%

100%