



# **2025 Annual Client Satisfaction Survey**

**Summary Report**

# Sections of the Survey\*

Section 1: Client Demographics

Section 2: Access to Services

Section 3: Quality of Care

Section 4: Outcomes

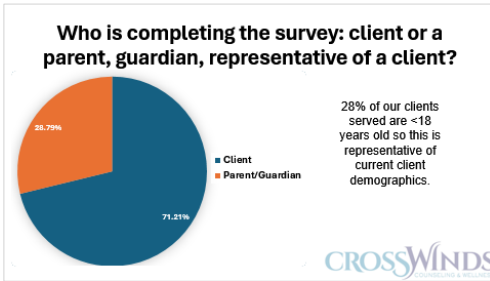
Section 5: Communication and Support

Section 6: Environment

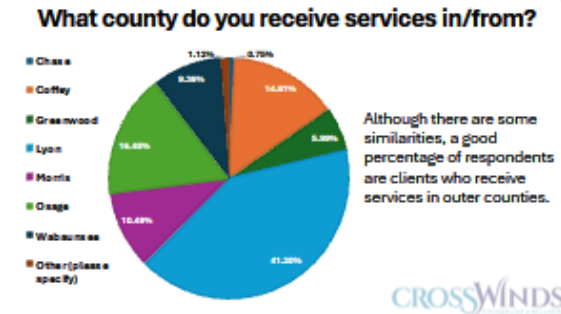
Section 7: Overall Experience

Section 8: Open Response Questions

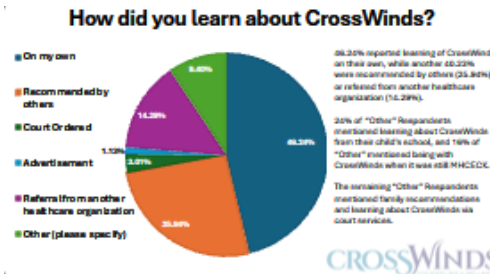
# Section 1: Client Demographics



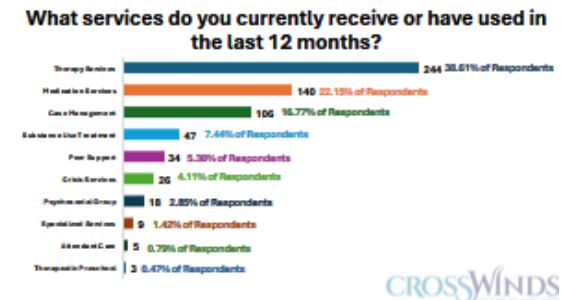
Who is completing the survey: Client or Parent/Guardian?



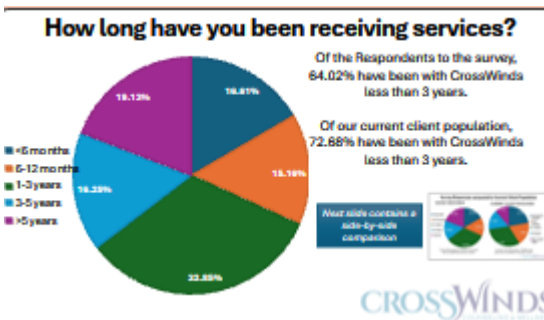
What county do you receive services in/from?



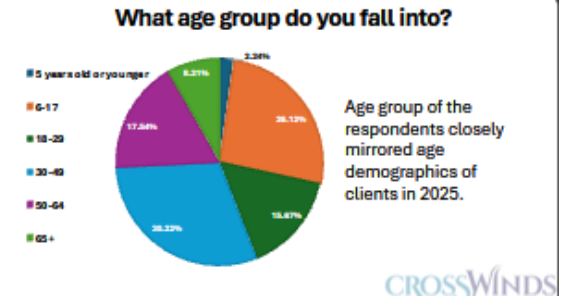
How did you learn about CrossWinds?



What services do you currently receive or have used in the last 12 months?

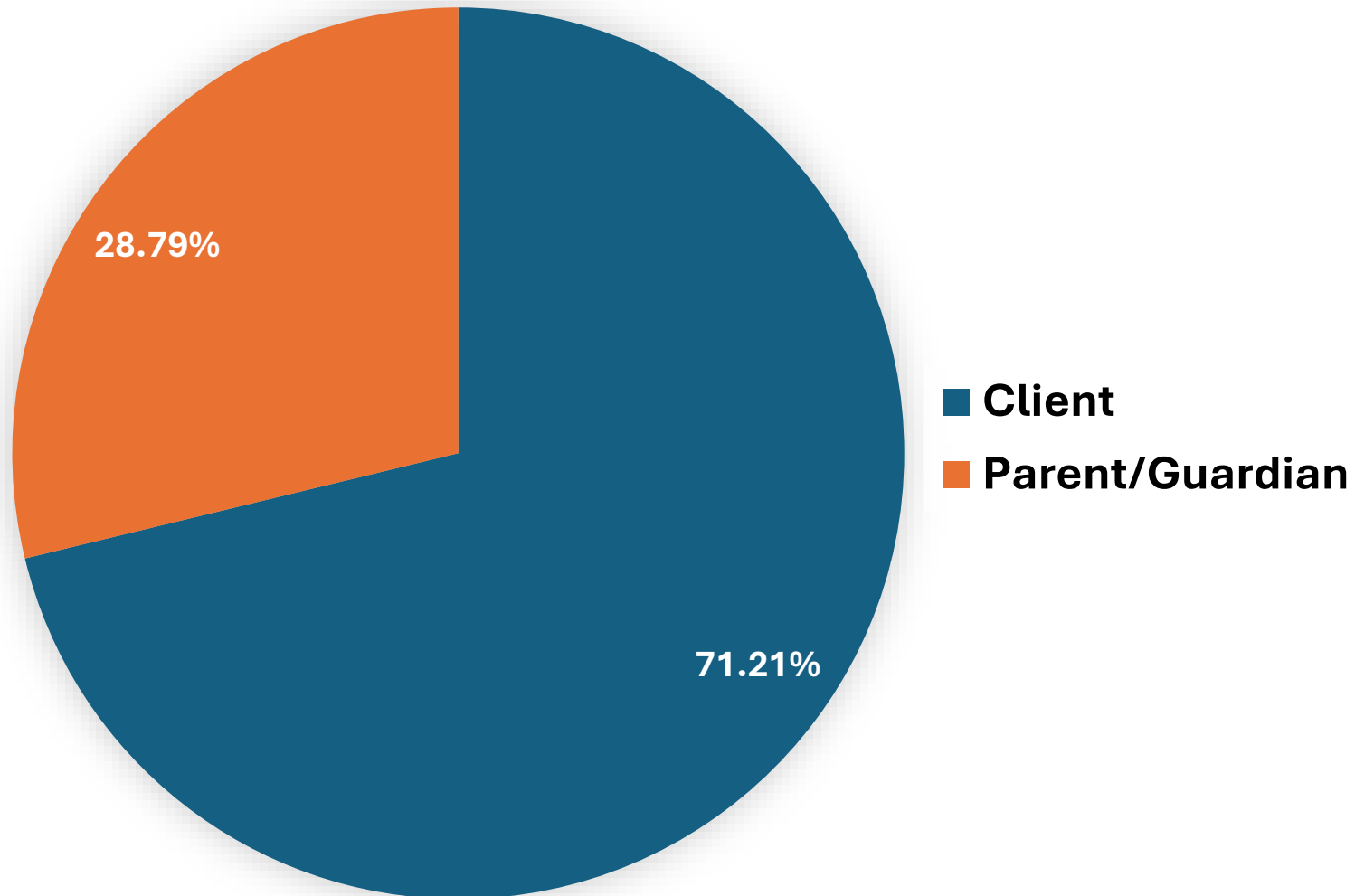


How long have you been receiving services?



What age group do you fall into?

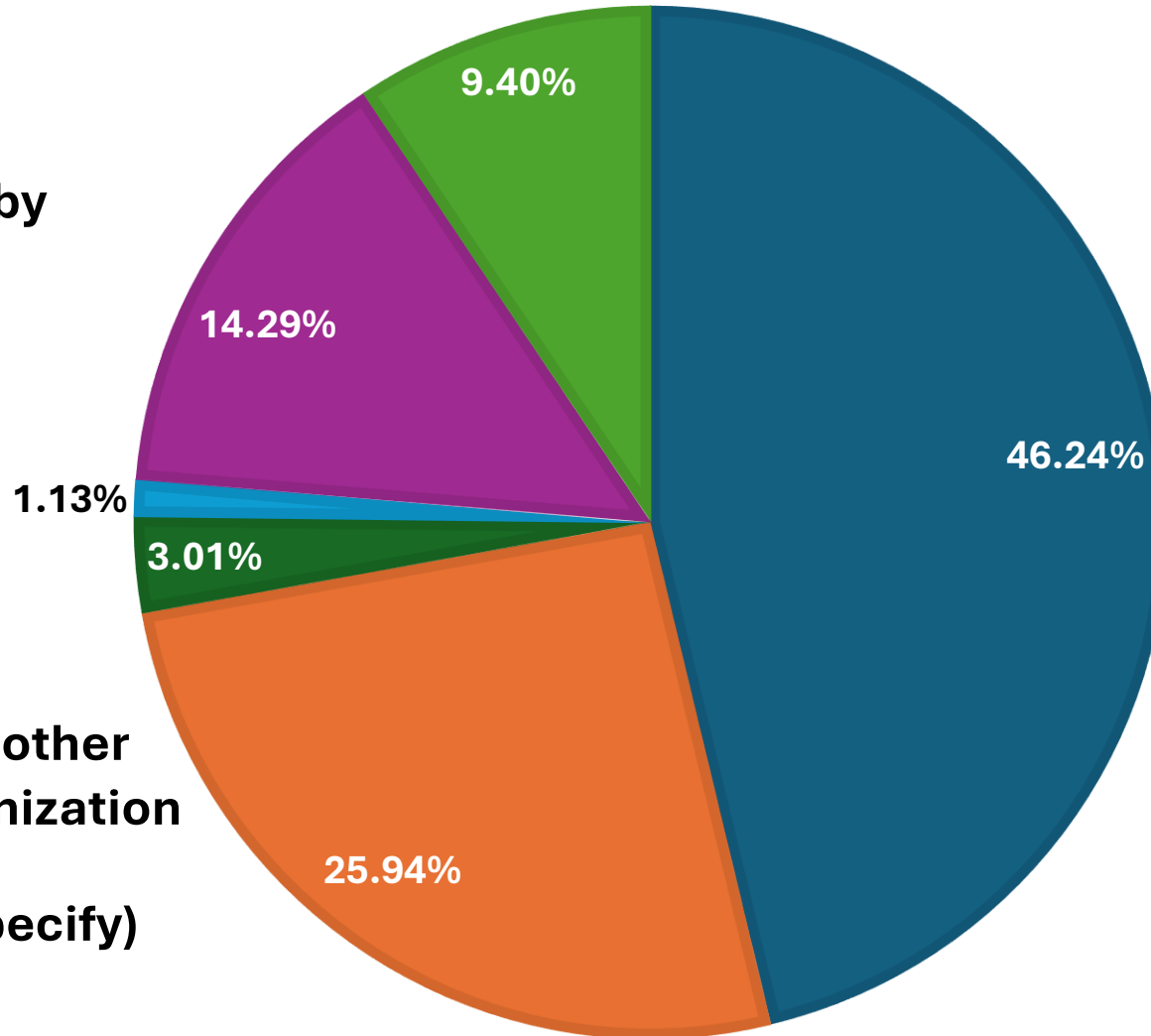
# Who is completing the survey: client or a parent, guardian, representative of a client?



28% of our clients served are <18 years old so this is representative of current client demographics.

# How did you learn about CrossWinds?

- On my own
- Recommended by others
- Court Ordered
- Advertisement
- Referral from another healthcare organization
- Other (please specify)

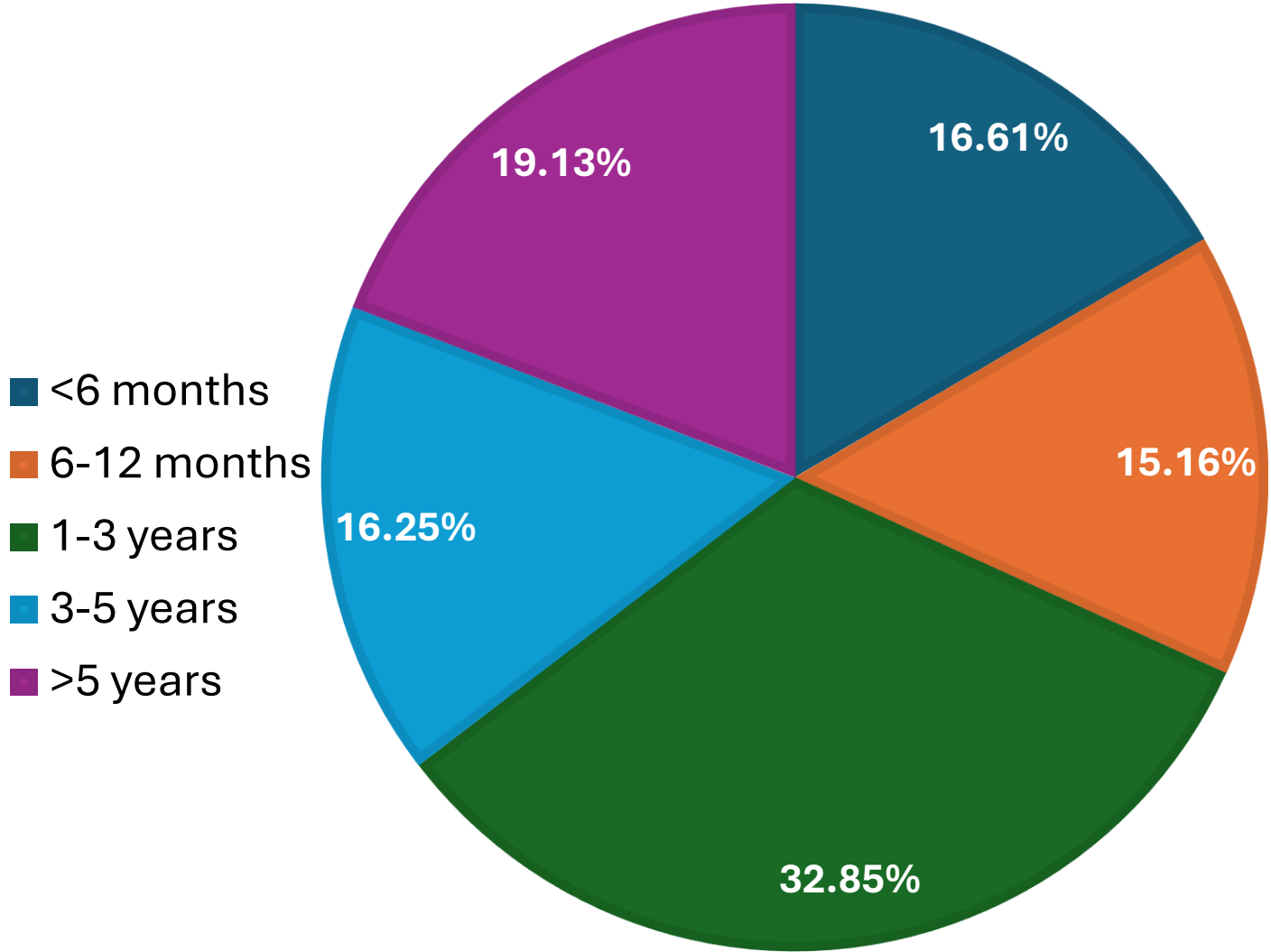


46.24% reported learning of CrossWinds on their own, while another 40.23% were recommended by others (25.94%) or referred from another healthcare organization (14.29%).

24% of “Other” Respondents mentioned learning about CrossWinds from their child’s school, and 16% of “Other” mentioned being with CrossWinds when it was still MHCECK.

The remaining “Other” Respondents mentioned family recommendations and learning about CrossWinds via court services.

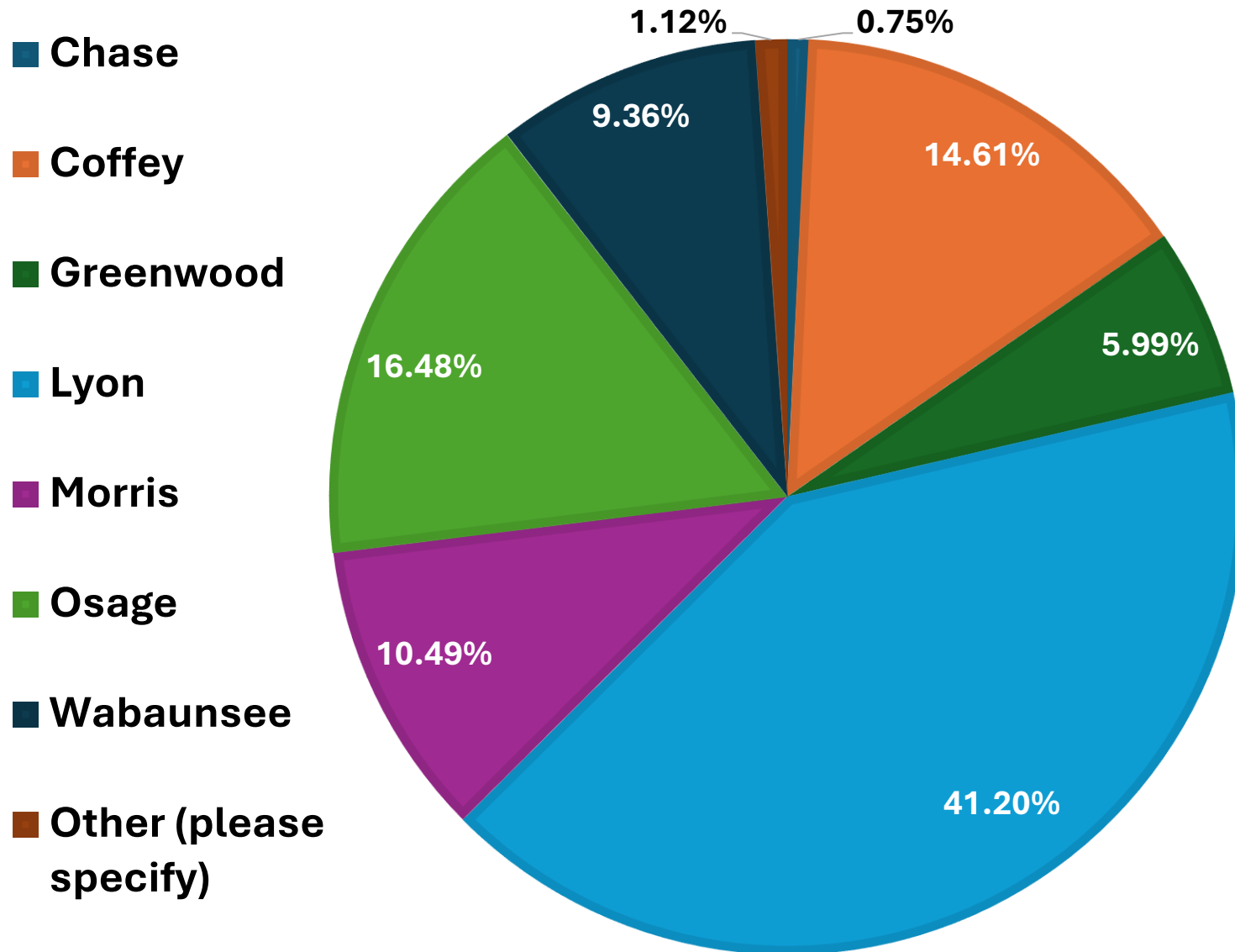
# How long have you been receiving services?



Of the Respondents to the survey, 64.02% have been with CrossWinds less than 3 years.

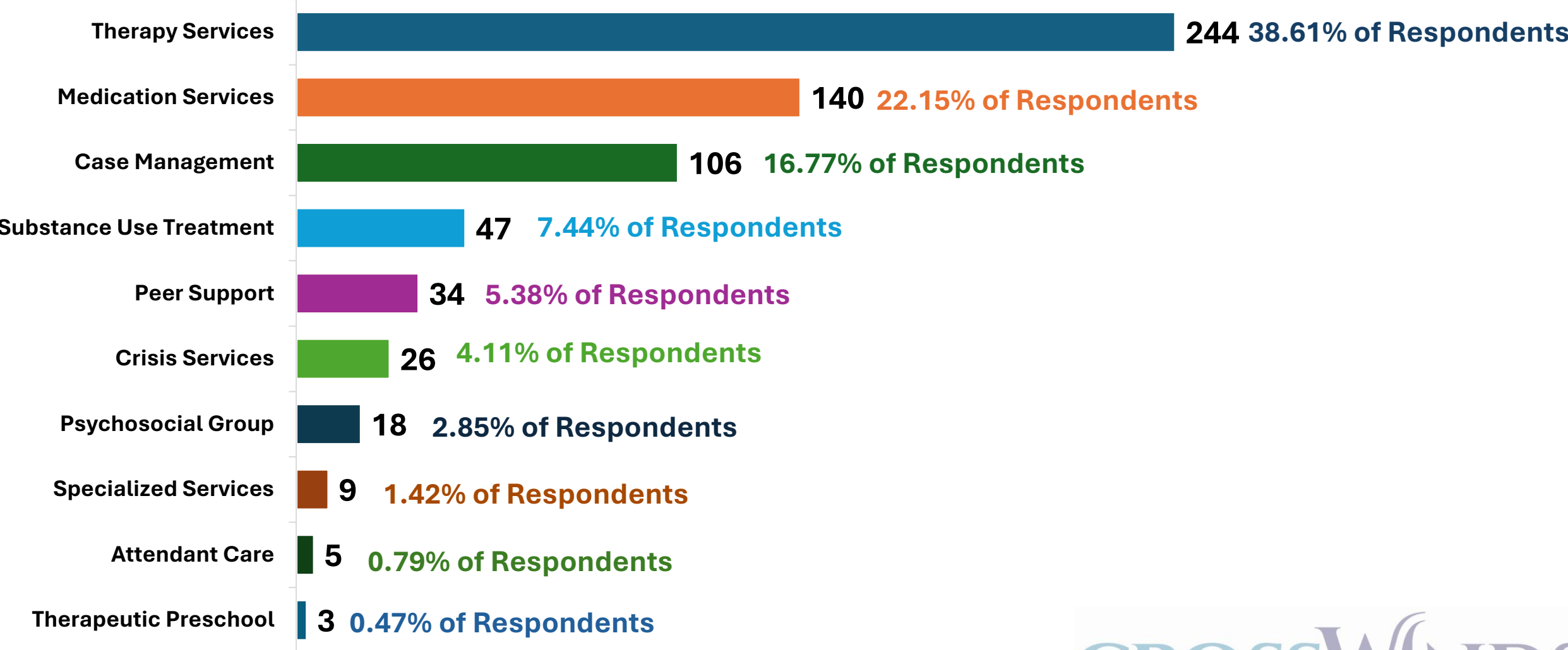
Of our current client population, 72.68% have been with CrossWinds less than 3 years.

# What county do you receive services in/from?

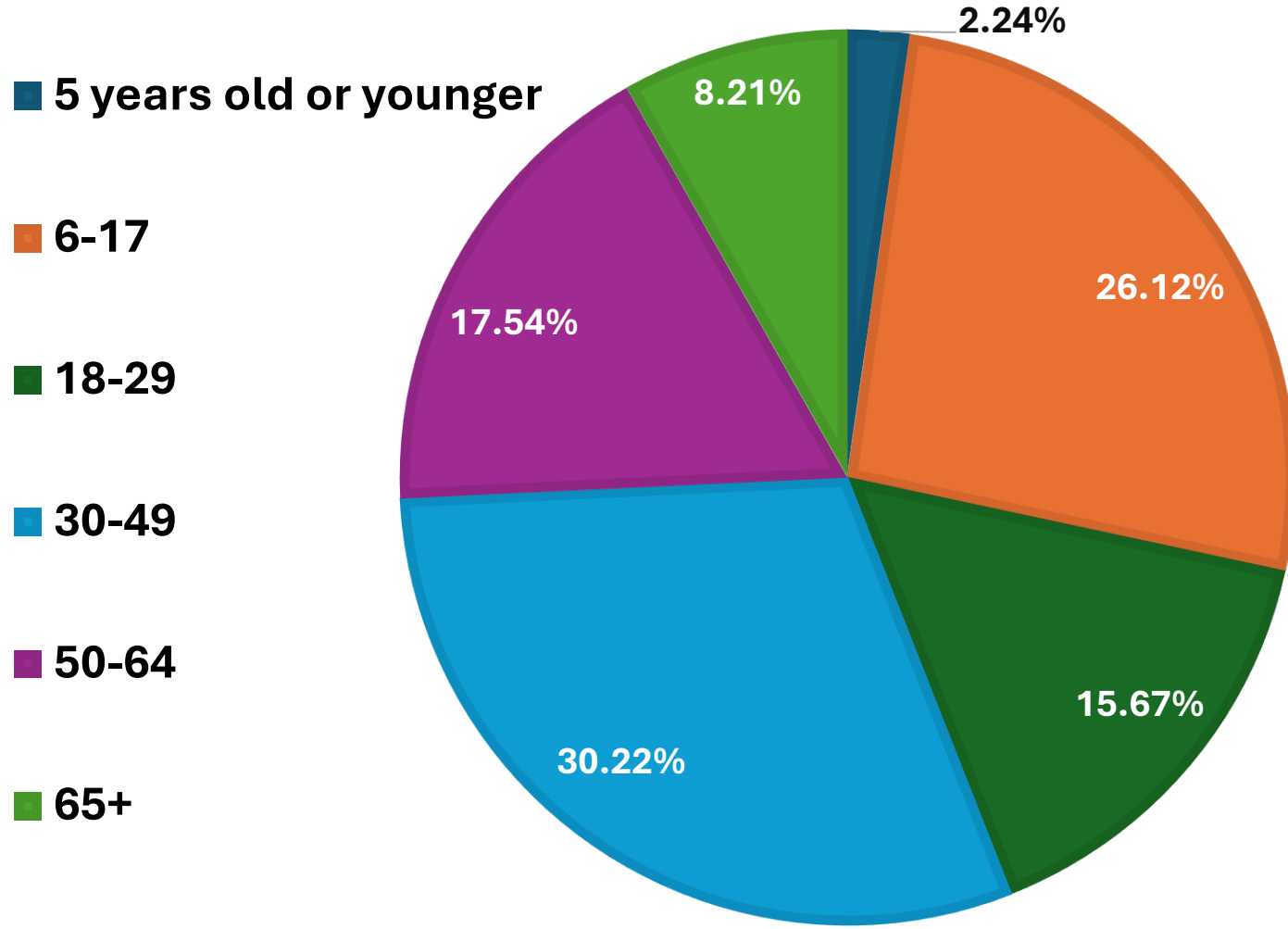


Although there are some similarities, a good percentage of respondents are clients who receive services in outer counties.

# What services do you currently receive or have used in the last 12 months?

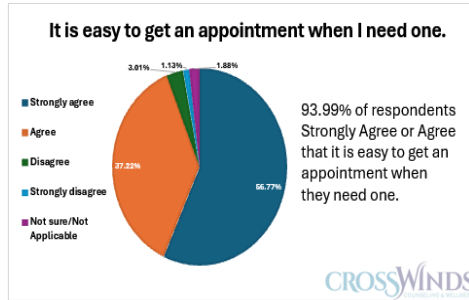


# What age group do you fall into?

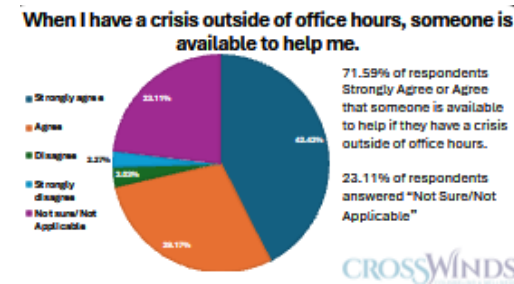


Age group of the respondents closely mirrored age demographics of clients in 2025.

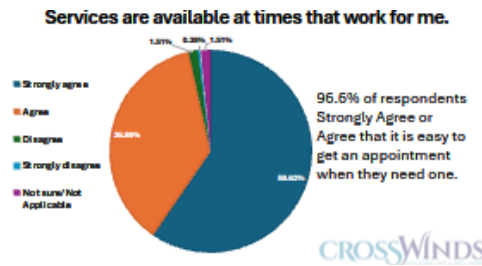
# Section 2: Access to Services



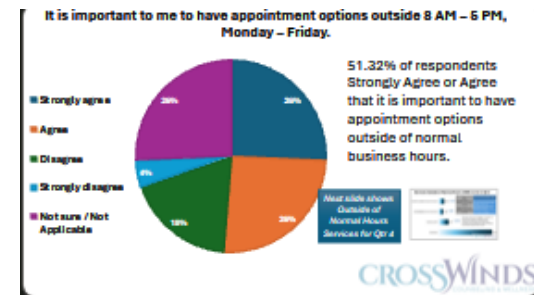
It is easy to get an appointment when I need one.



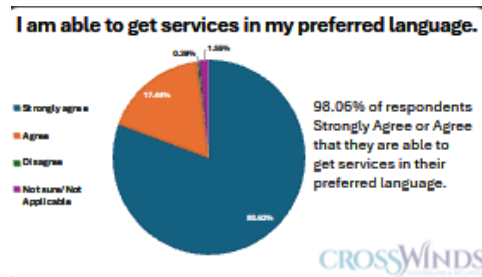
When I have a crisis outside of office hours, someone is available to help me.



Services are available at times that work for me.

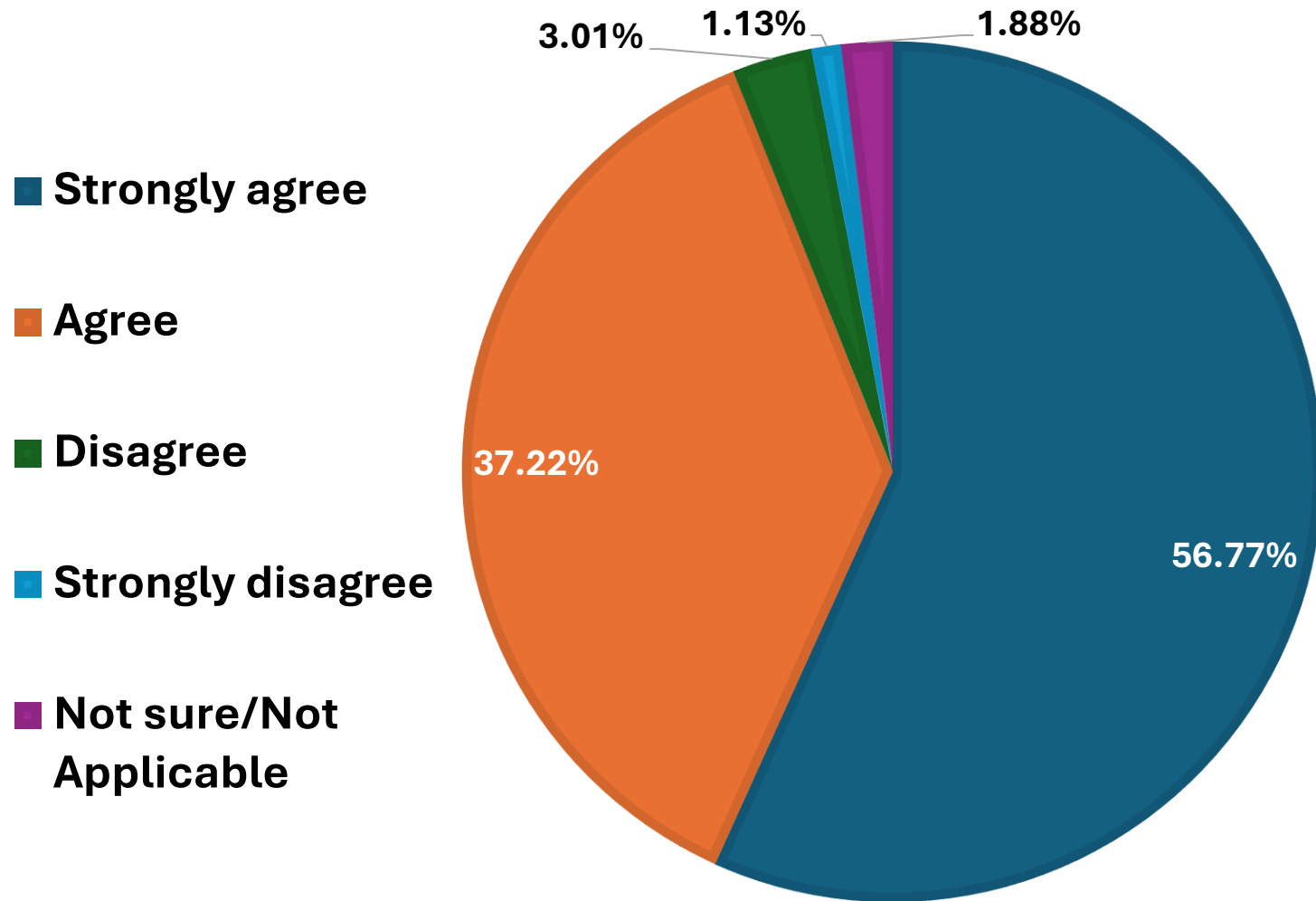


It is important to me to have appointment options outside 8 AM – 5 PM, Monday - Friday.



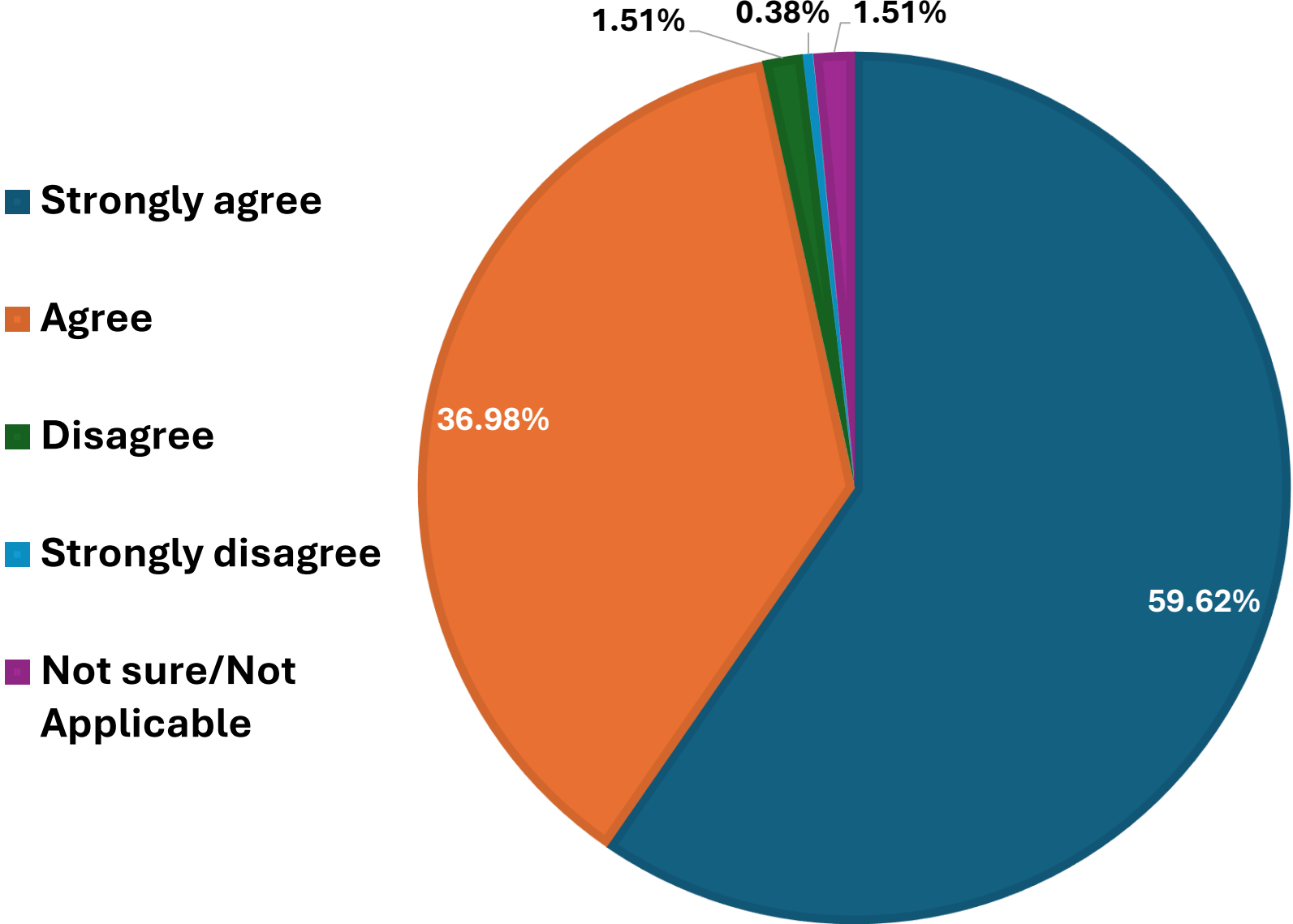
I am able to get services in my preferred language.

# It is easy to get an appointment when I need one.



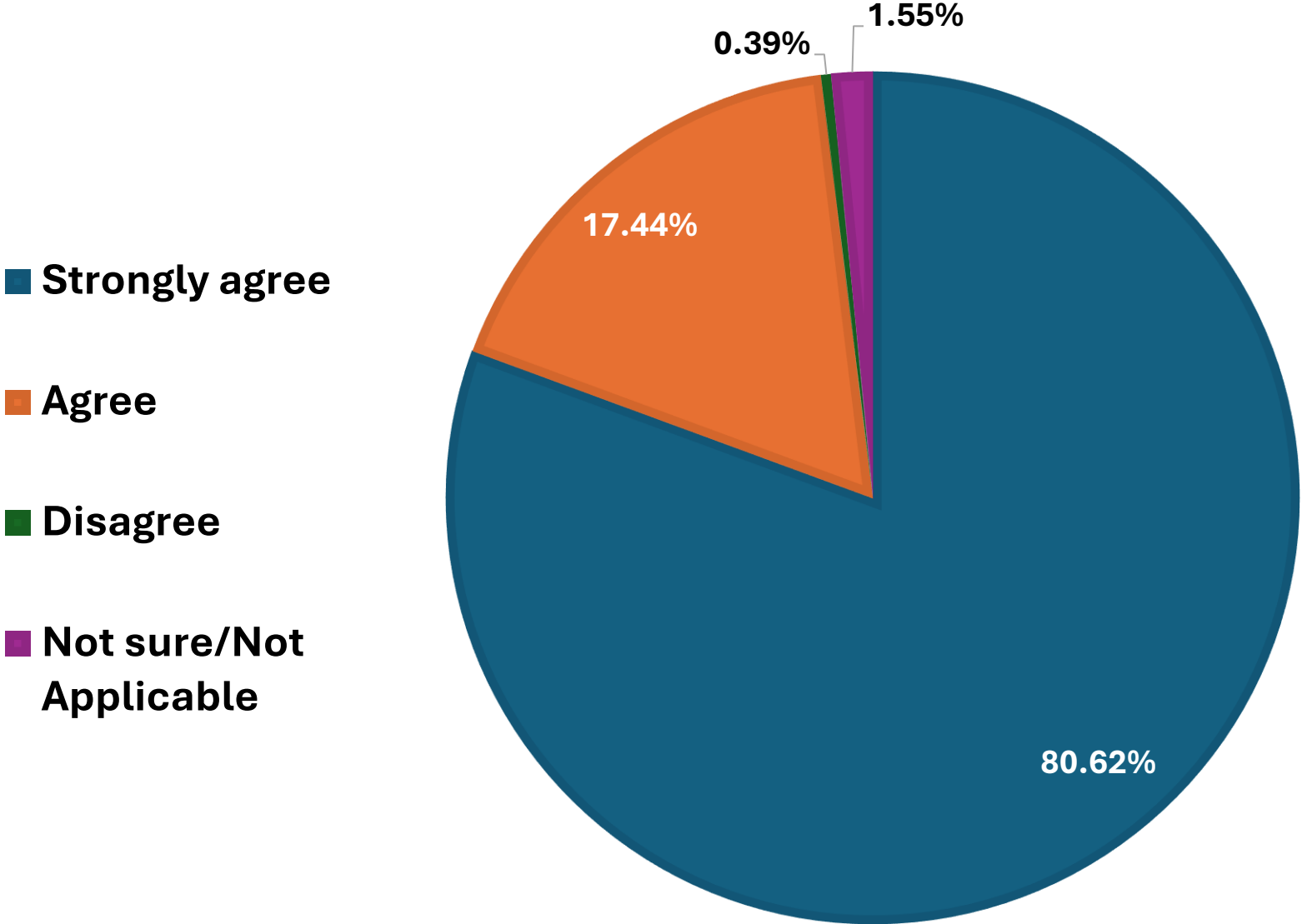
93.99% of respondents Strongly Agree or Agree that it is easy to get an appointment when they need one.

# Services are available at times that work for me.



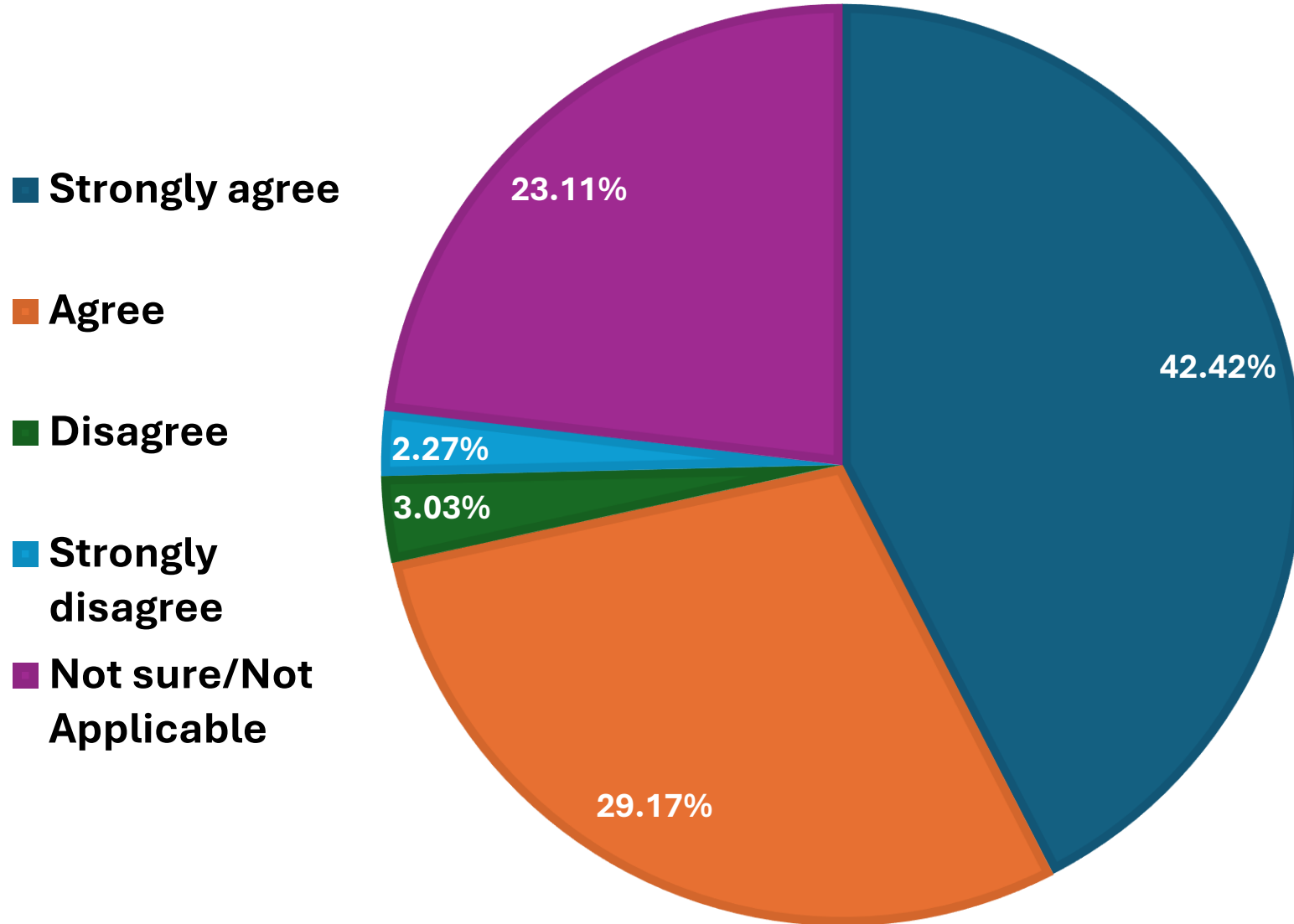
96.6% of respondents Strongly Agree or Agree that it is easy to get an appointment when they need one.

# I am able to get services in my preferred language.



98.06% of respondents Strongly Agree or Agree that they are able to get services in their preferred language.

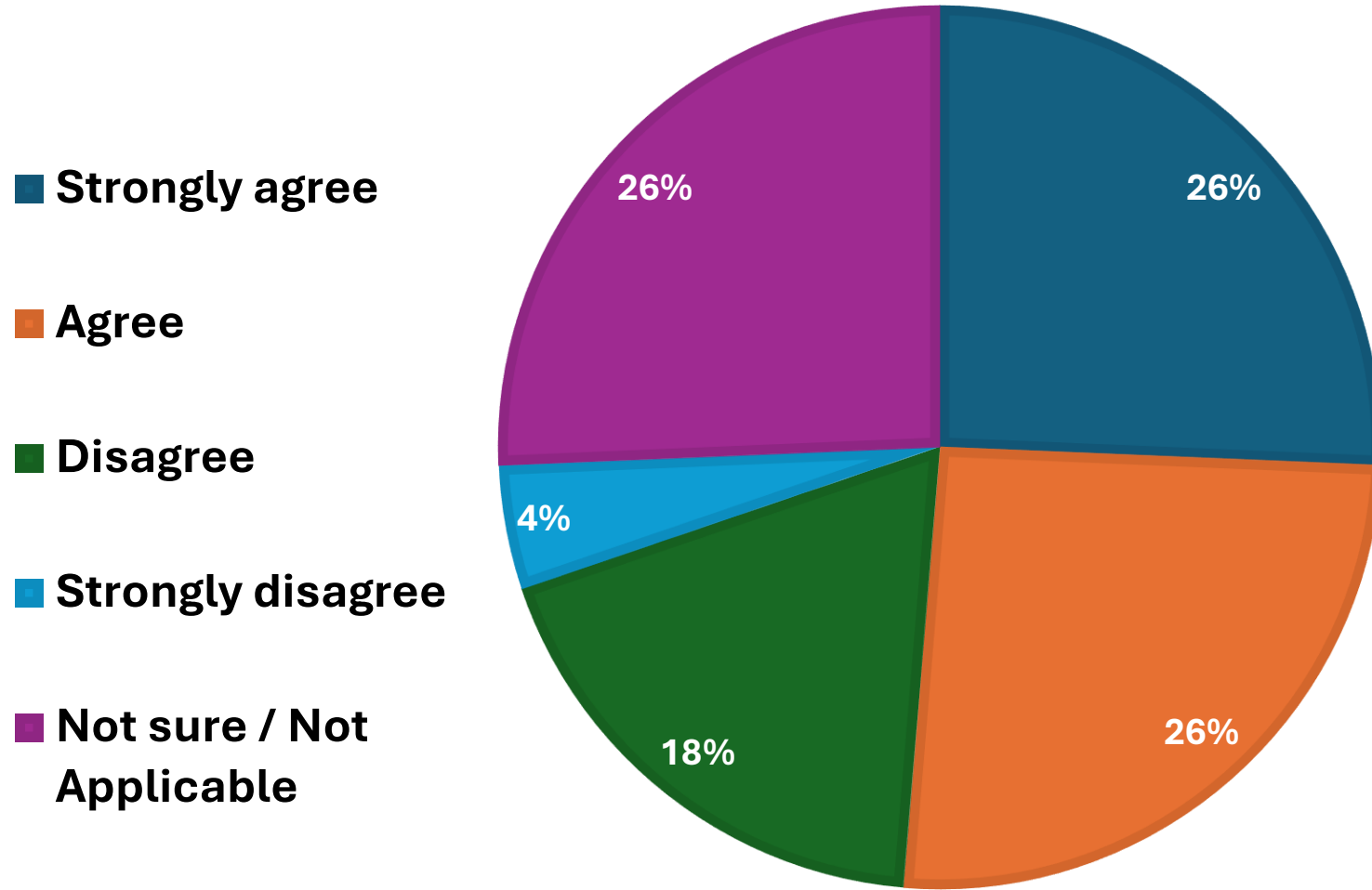
# When I have a crisis outside of office hours, someone is available to help me.



71.59% of respondents Strongly Agree or Agree that someone is available to help if they have a crisis outside of office hours.

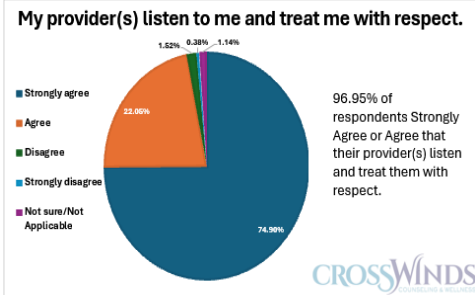
23.11% of respondents answered “Not Sure/Not Applicable”

# It is important to me to have appointment options outside 8 AM – 5 PM, Monday – Friday.



51.32% of respondents Strongly Agree or Agree that it is important to have appointment options outside of normal business hours.

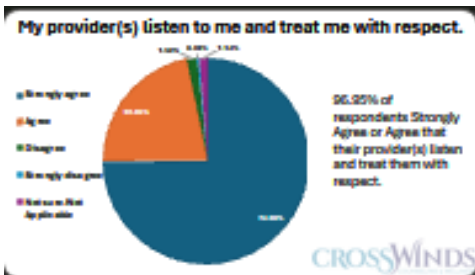
# Section 3: Quality of Care



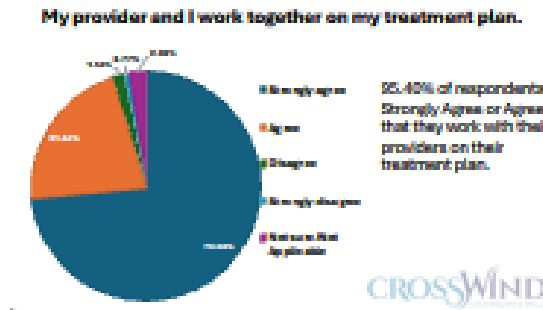
My provider(s) listen to me and treat me with respect.



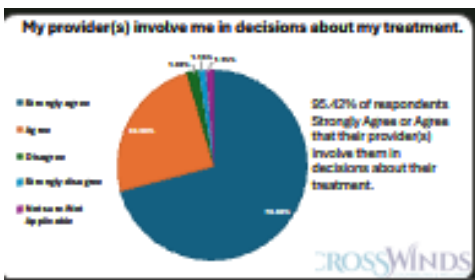
My privacy is respected.



My provider(s) involve me in decisions about my treatment.

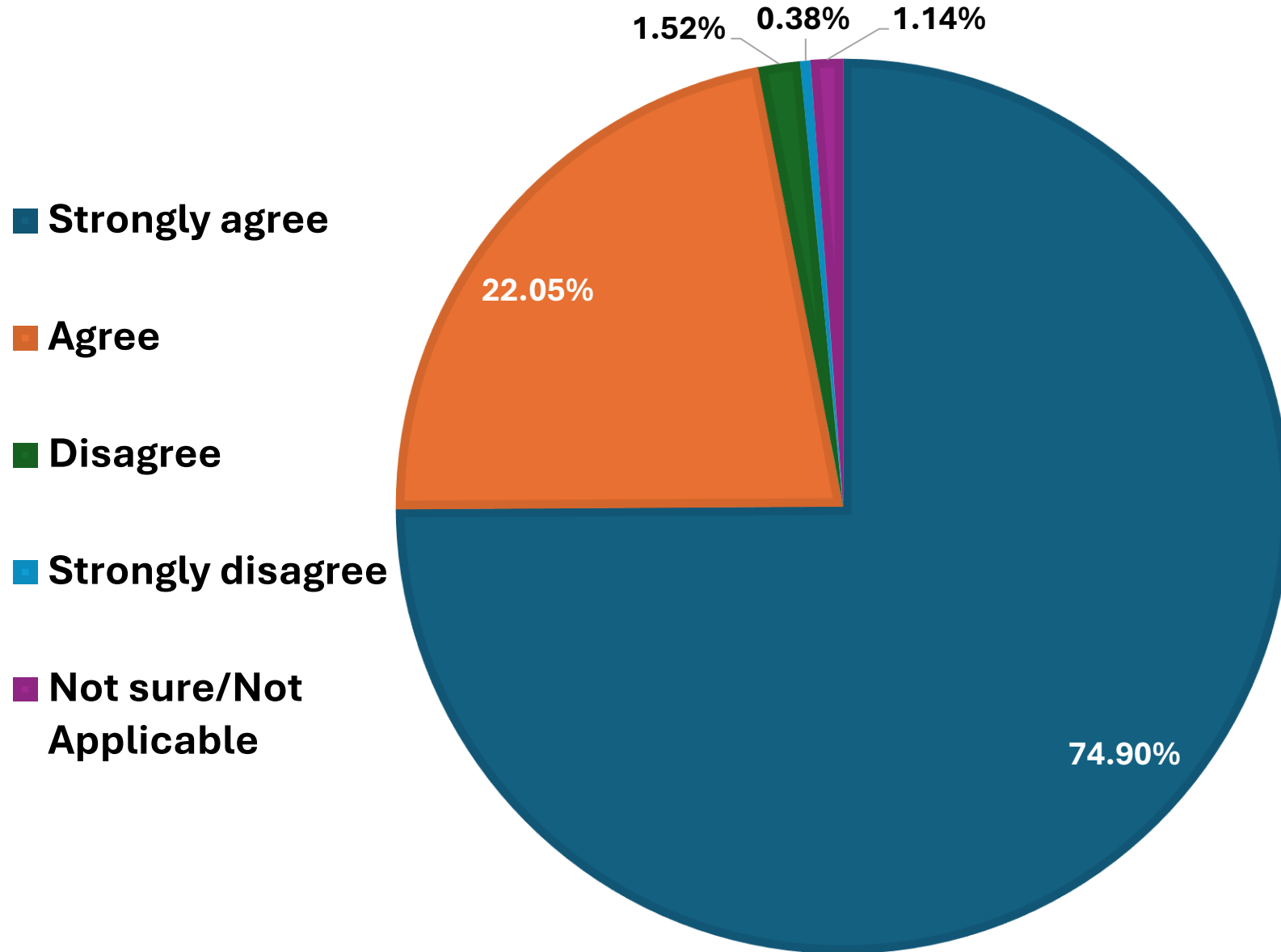


My provider and I work together on my treatment plan.



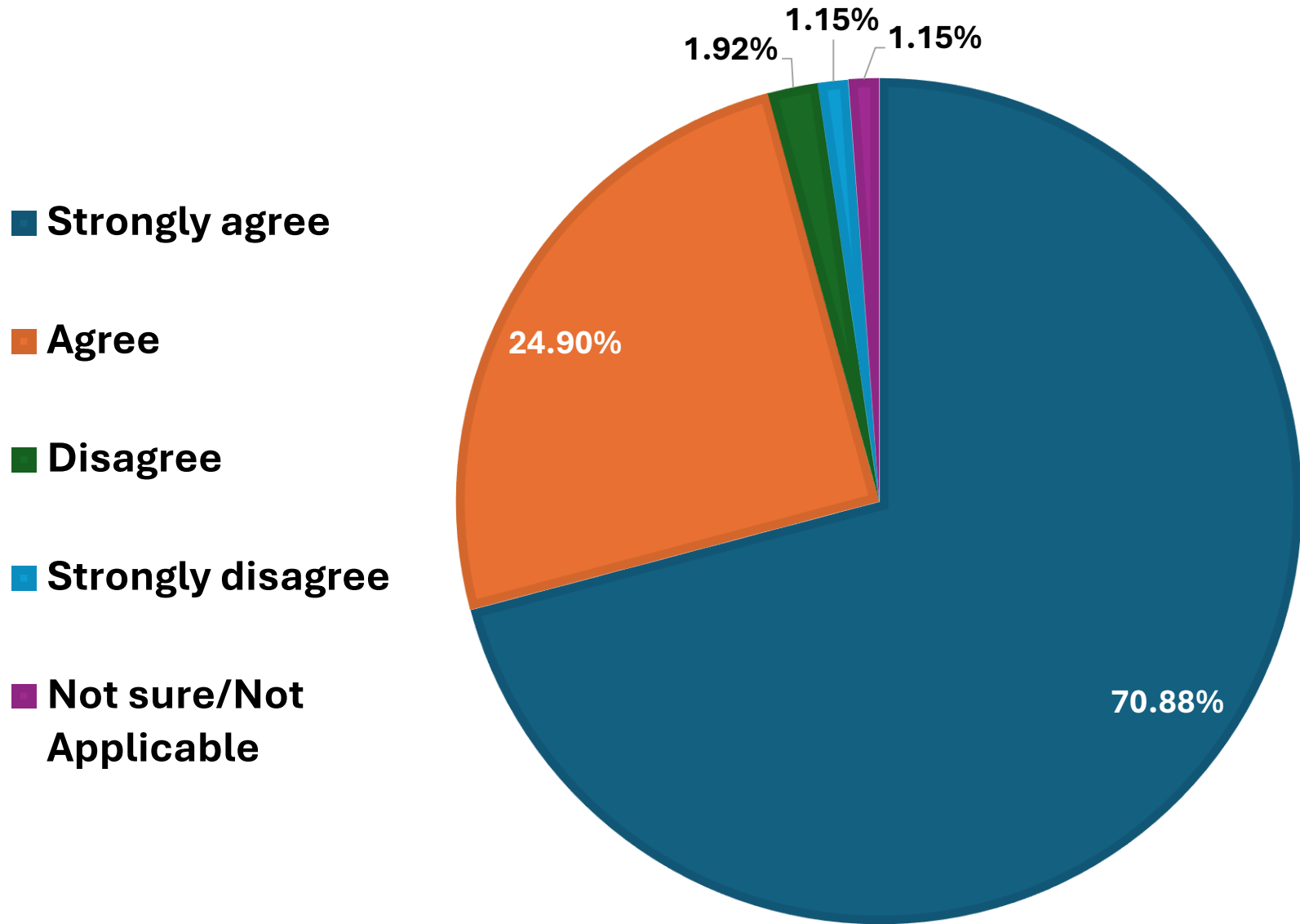
Services respect my cultural background and values.

# My provider(s) listen to me and treat me with respect.



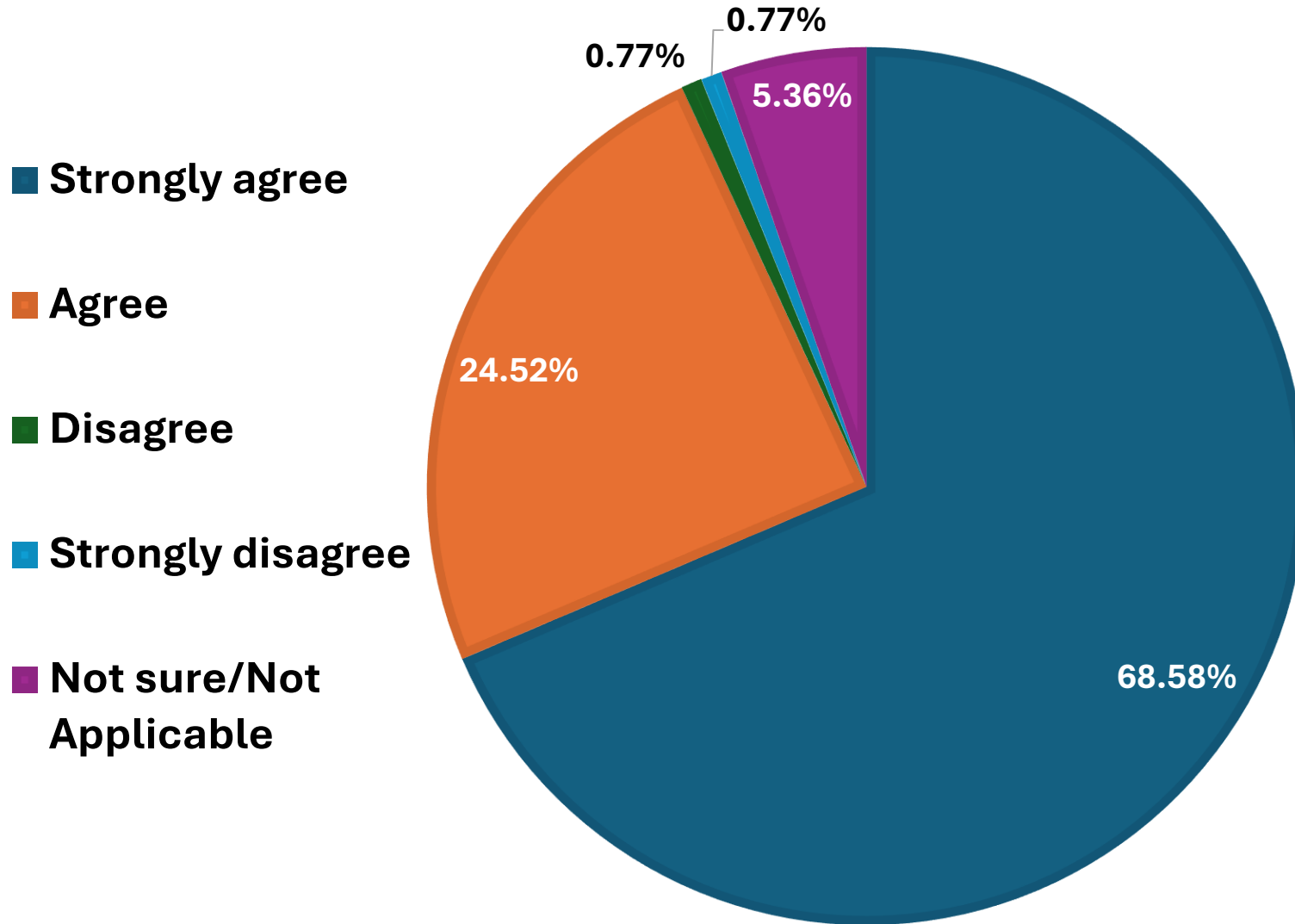
96.95% of respondents Strongly Agree or Agree that their provider(s) listen and treat them with respect.

# My provider(s) involve me in decisions about my treatment.



95.42% of respondents Strongly Agree or Agree that their provider(s) involve them in decisions about their treatment.

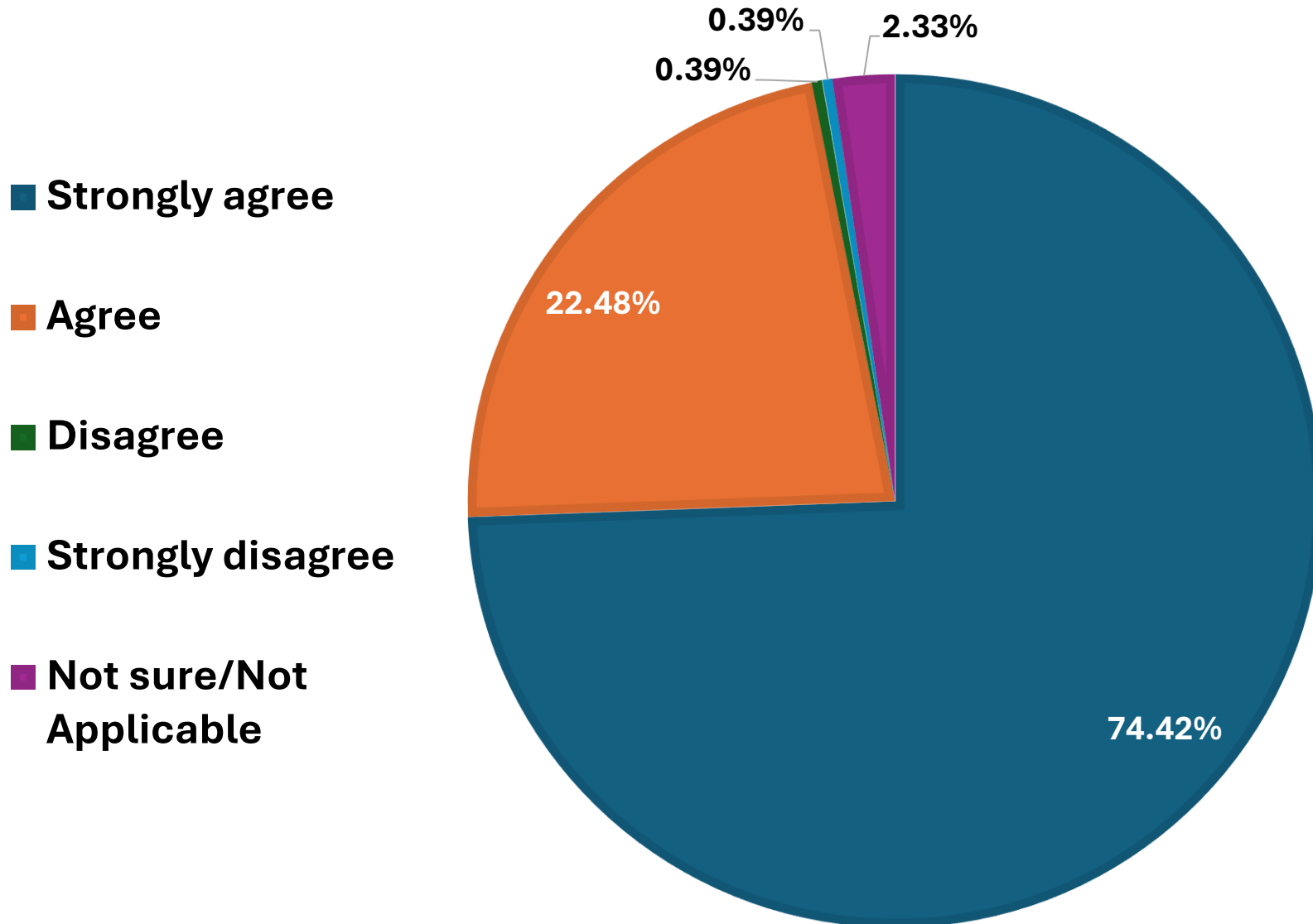
# Services respect my cultural background and values.



93.10% of respondents Strongly Agree or Agree that their cultural background is respected.

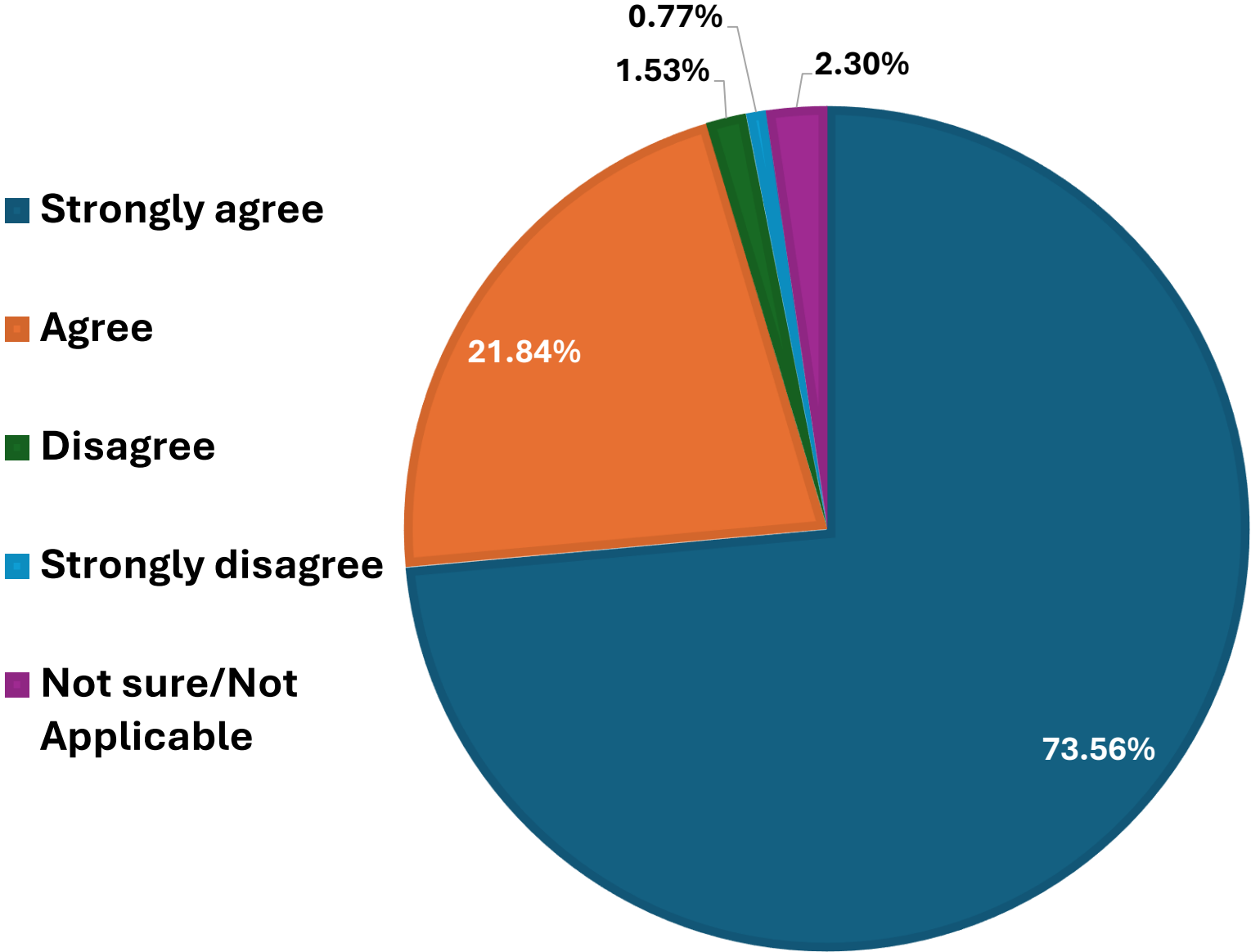
5.36% answered Not Sure/Not Applicable.

# My privacy is respected.



96.91% of respondents Strongly Agree or Agree that their privacy is respected.

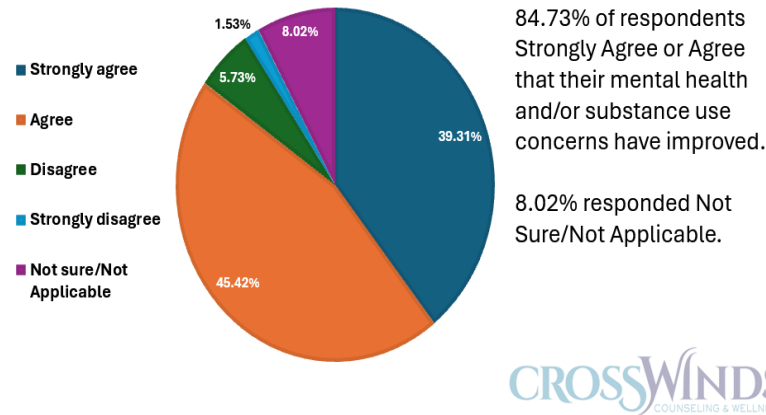
# My provider and I work together on my treatment plan.



95.40% of respondents Strongly Agree or Agree that they work with their providers on their treatment plan.

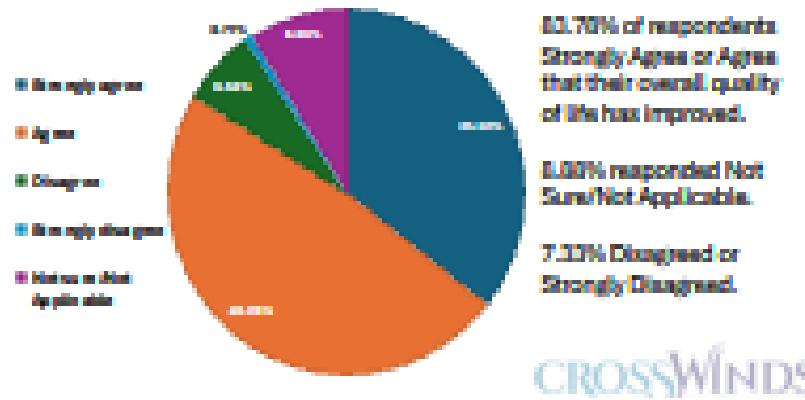
# Section 4: Outcomes

**My mental health and/or substance use concerns have improved.**



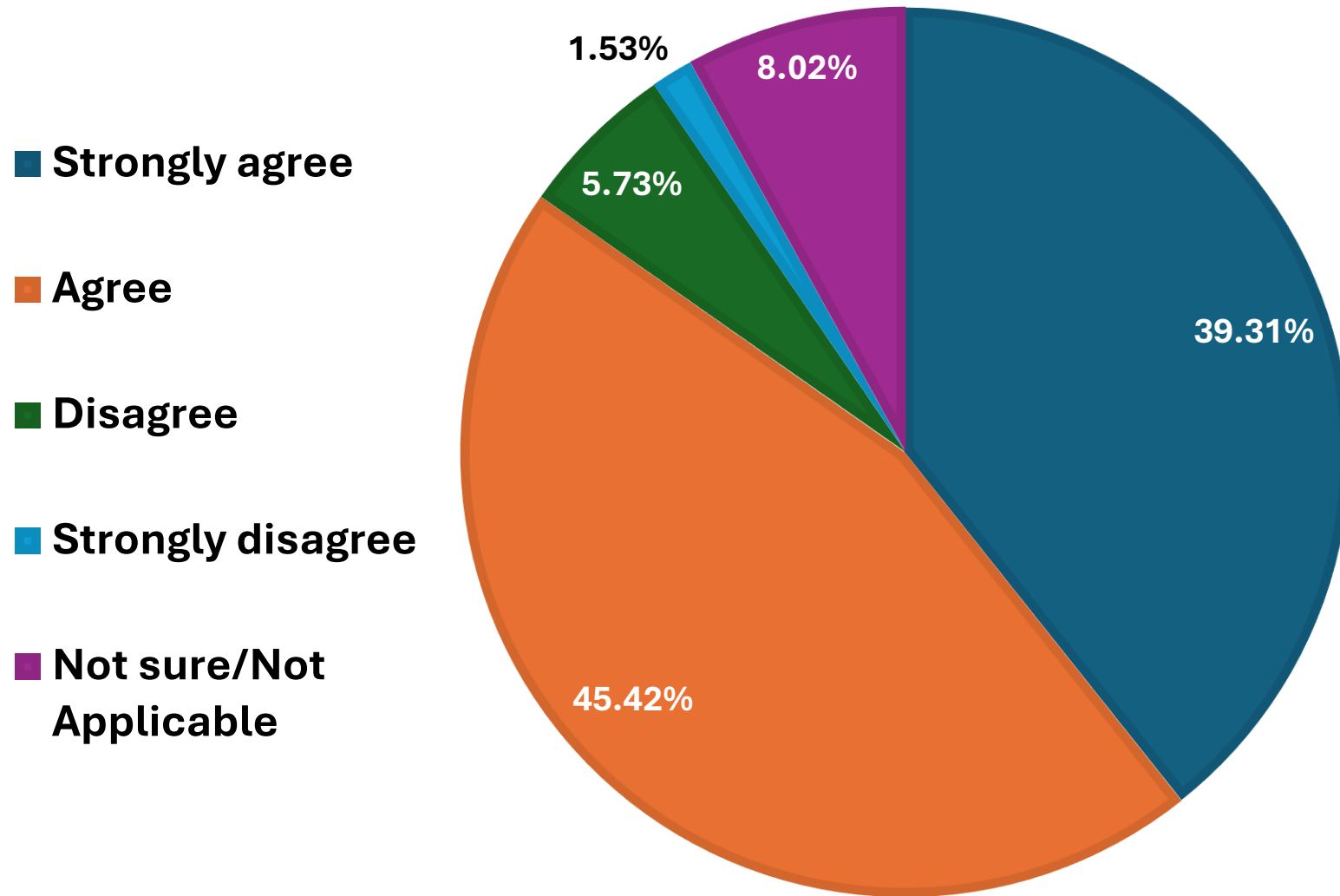
My mental health and/or substance use concerns have improved.

**My overall quality of life has improved.**



My overall quality of life has improved.

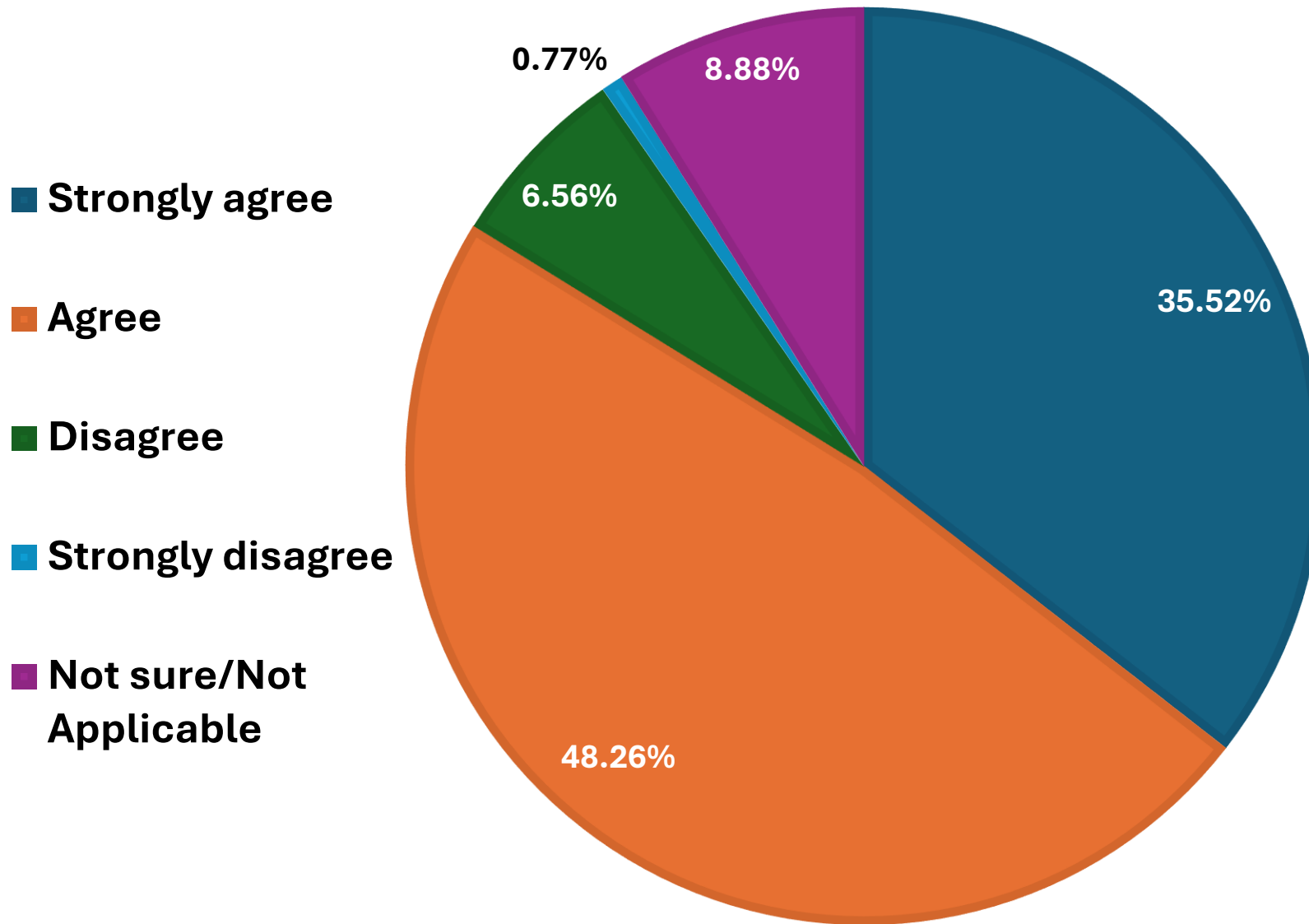
# My mental health and/or substance use concerns have improved.



84.73% of respondents Strongly Agree or Agree that their mental health and/or substance use concerns have improved.

8.02% responded Not Sure/Not Applicable.

# My overall quality of life has improved.

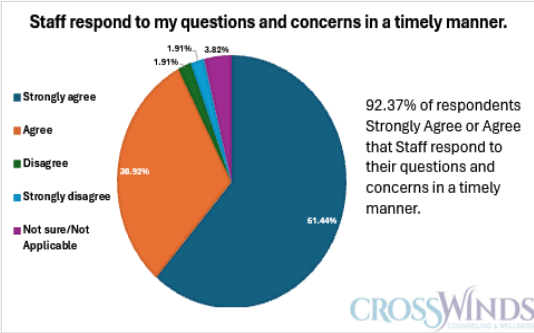


83.78% of respondents Strongly Agree or Agree that their overall quality of life has improved.

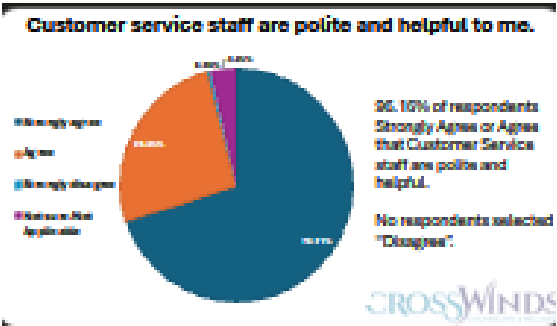
8.88% responded Not Sure/Not Applicable.

7.33% Disagreed or Strongly Disagreed.

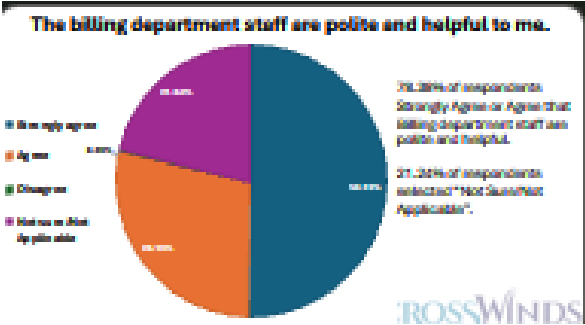
# Section 5: Communication & Support



Staff respond to my questions and concerns in a timely manner.

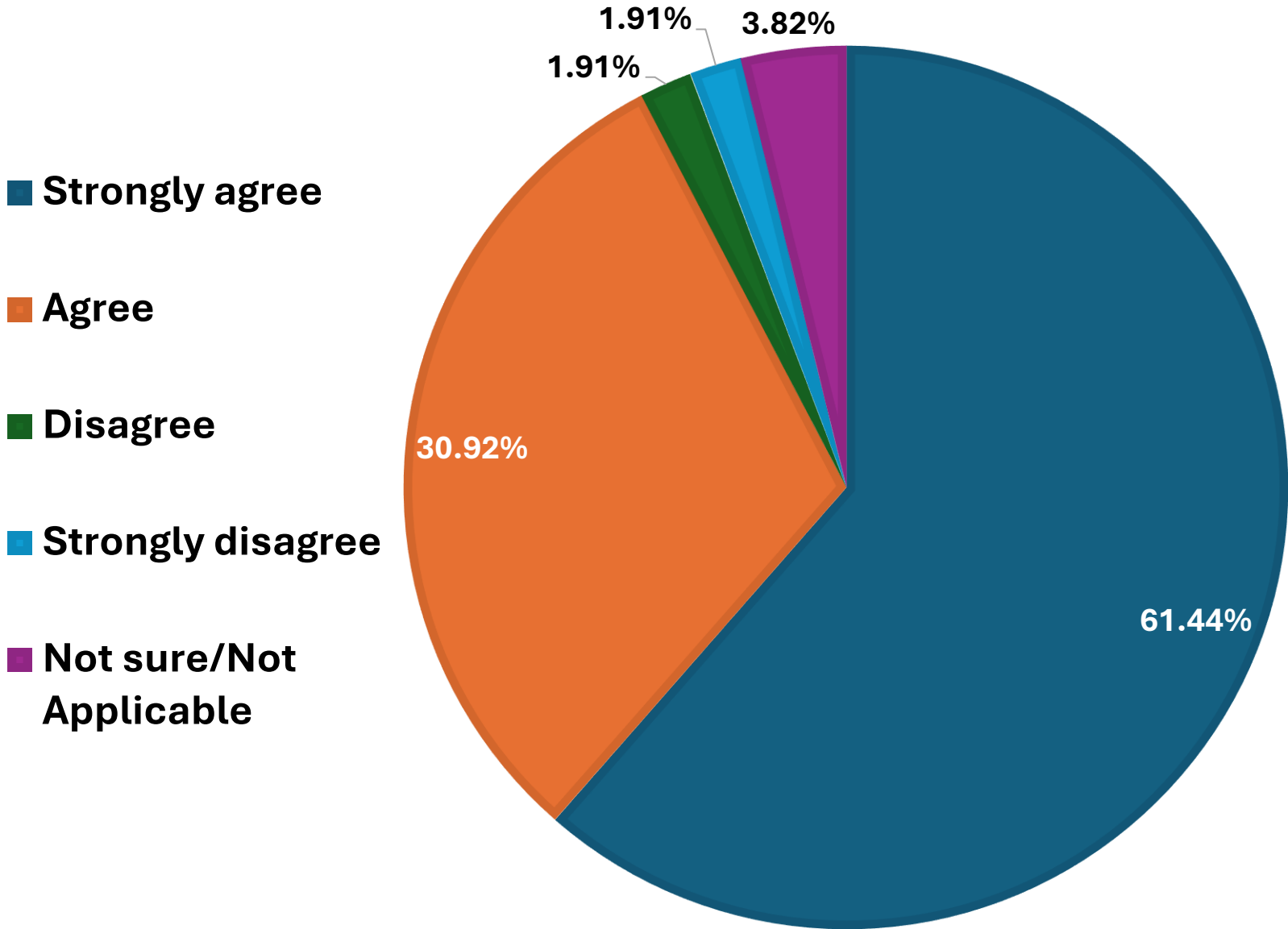


Customer Service staff are polite and helpful to me.



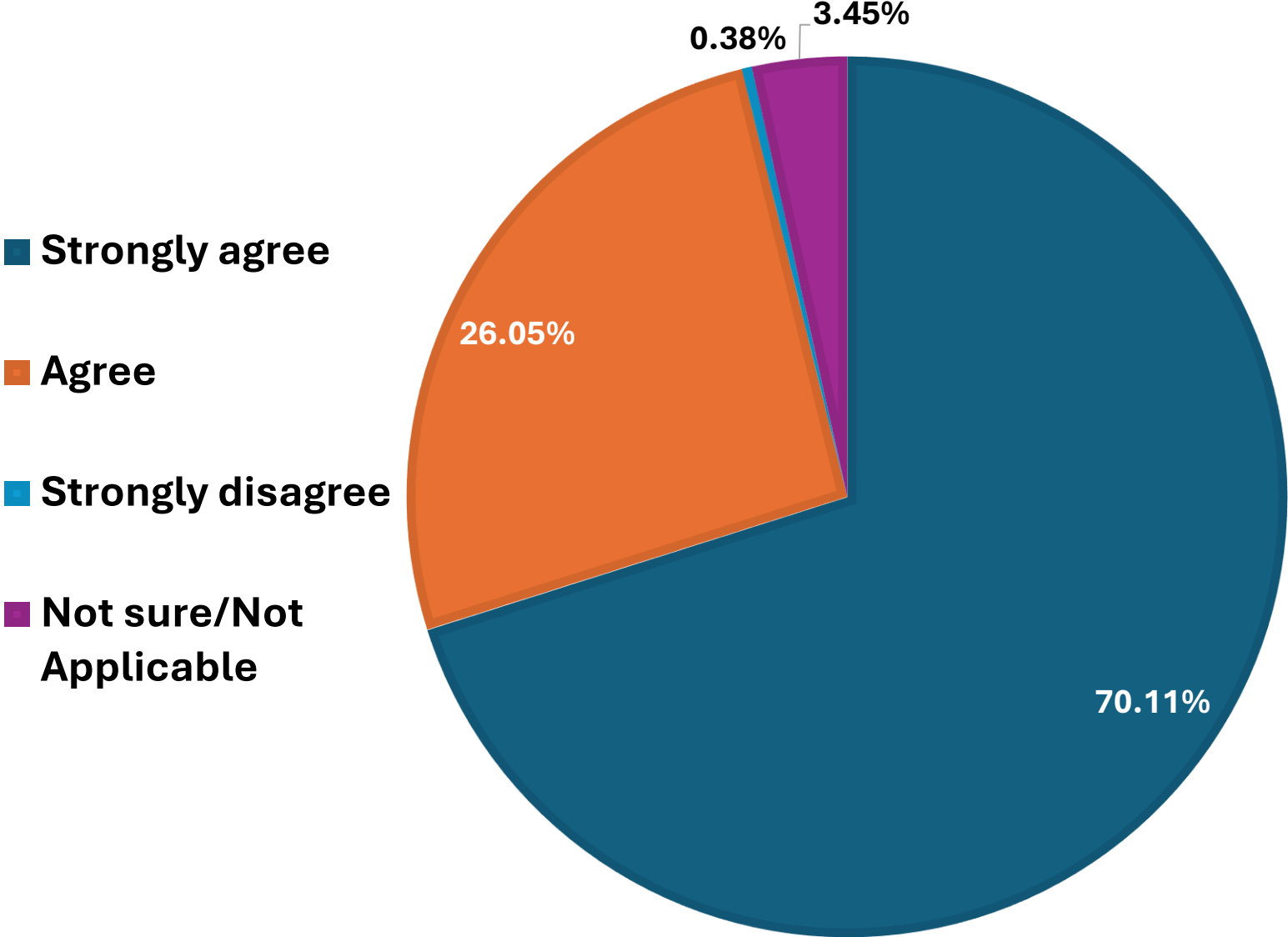
The Billing Department staff are polite and helpful to me.

# Staff respond to my questions and concerns in a timely manner.



92.37% of respondents Strongly Agree or Agree that Staff respond to their questions and concerns in a timely manner.

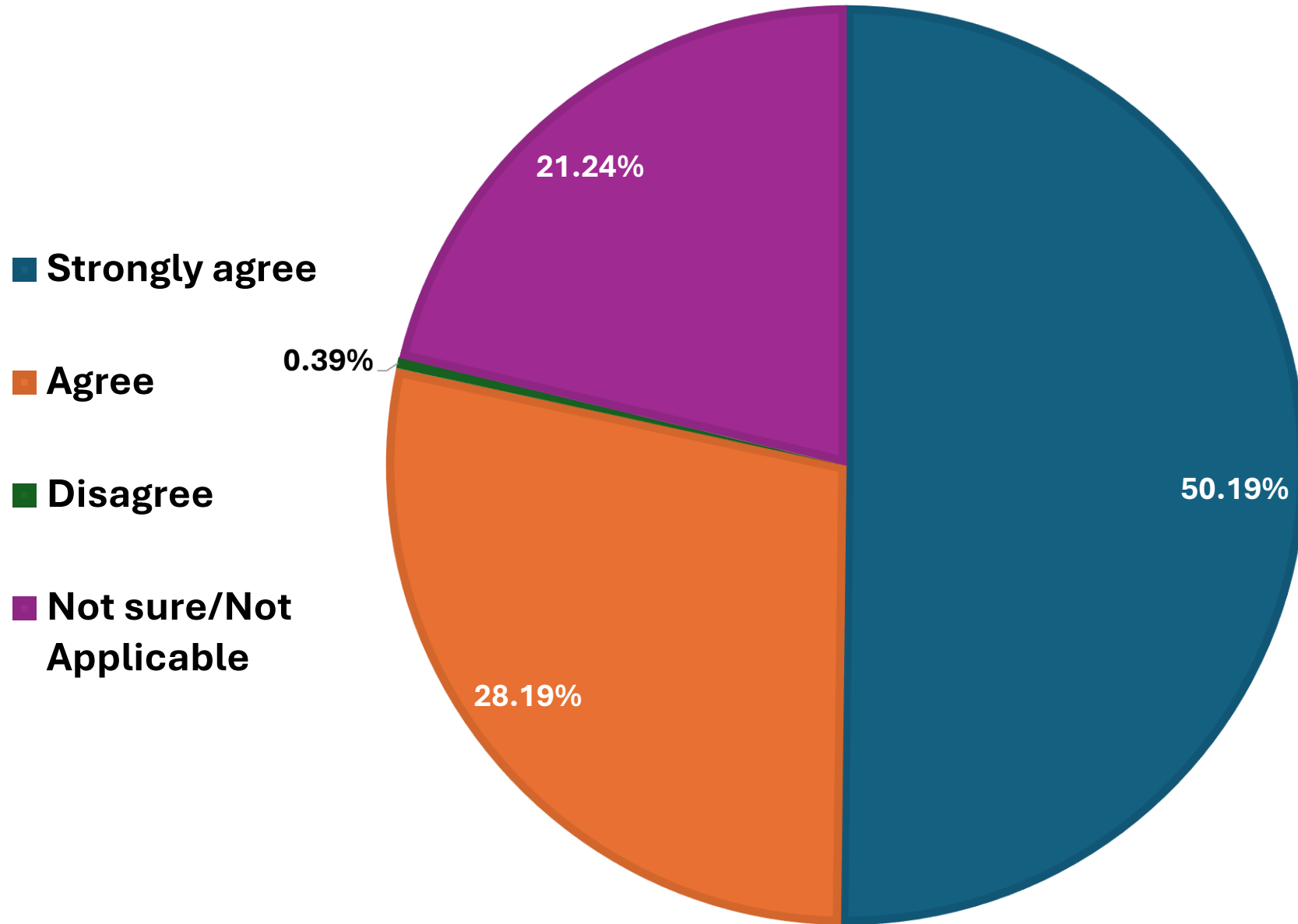
# Customer service staff are polite and helpful to me.



96.16% of respondents Strongly Agree or Agree that Customer Service staff are polite and helpful.

No respondents selected “Disagree”.

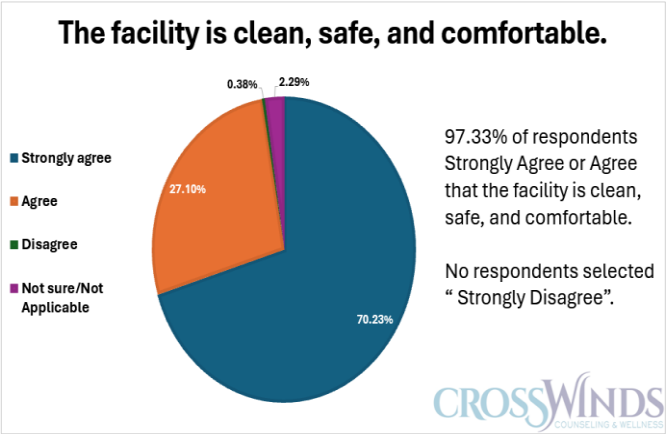
# The billing department staff are polite and helpful to me.



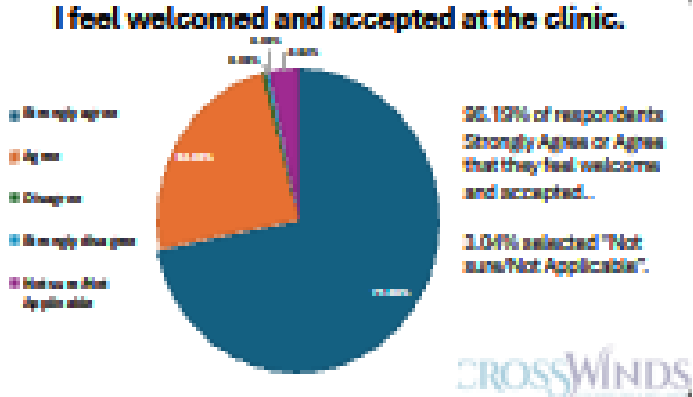
78.38% of respondents Strongly Agree or Agree that Billing department staff are polite and helpful.

21.24% of respondents selected “Not Sure/Not Applicable”.

# Section 6: Environment

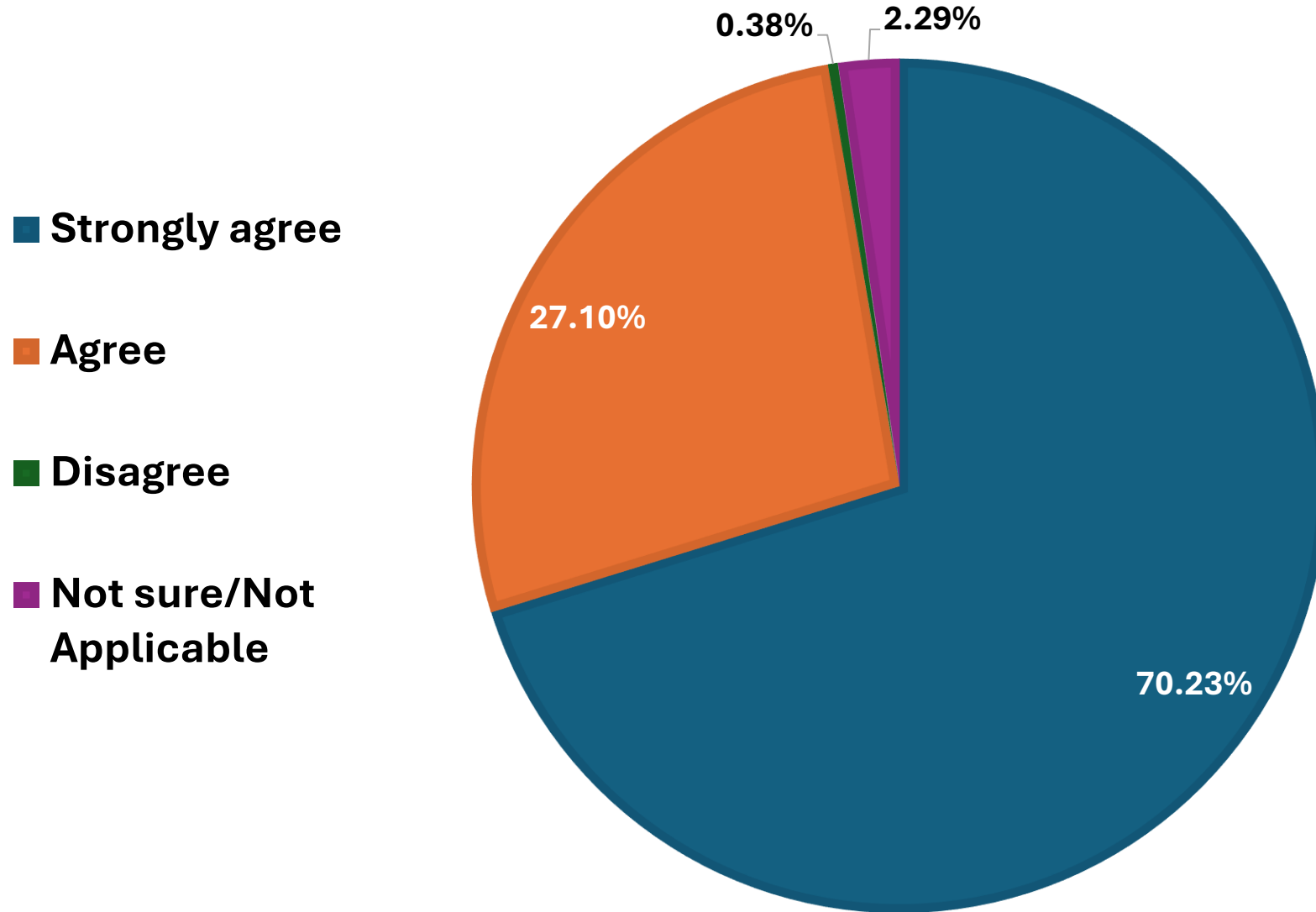


The facility is clean, safe, and comfortable



Customer Service staff are polite and helpful to me.

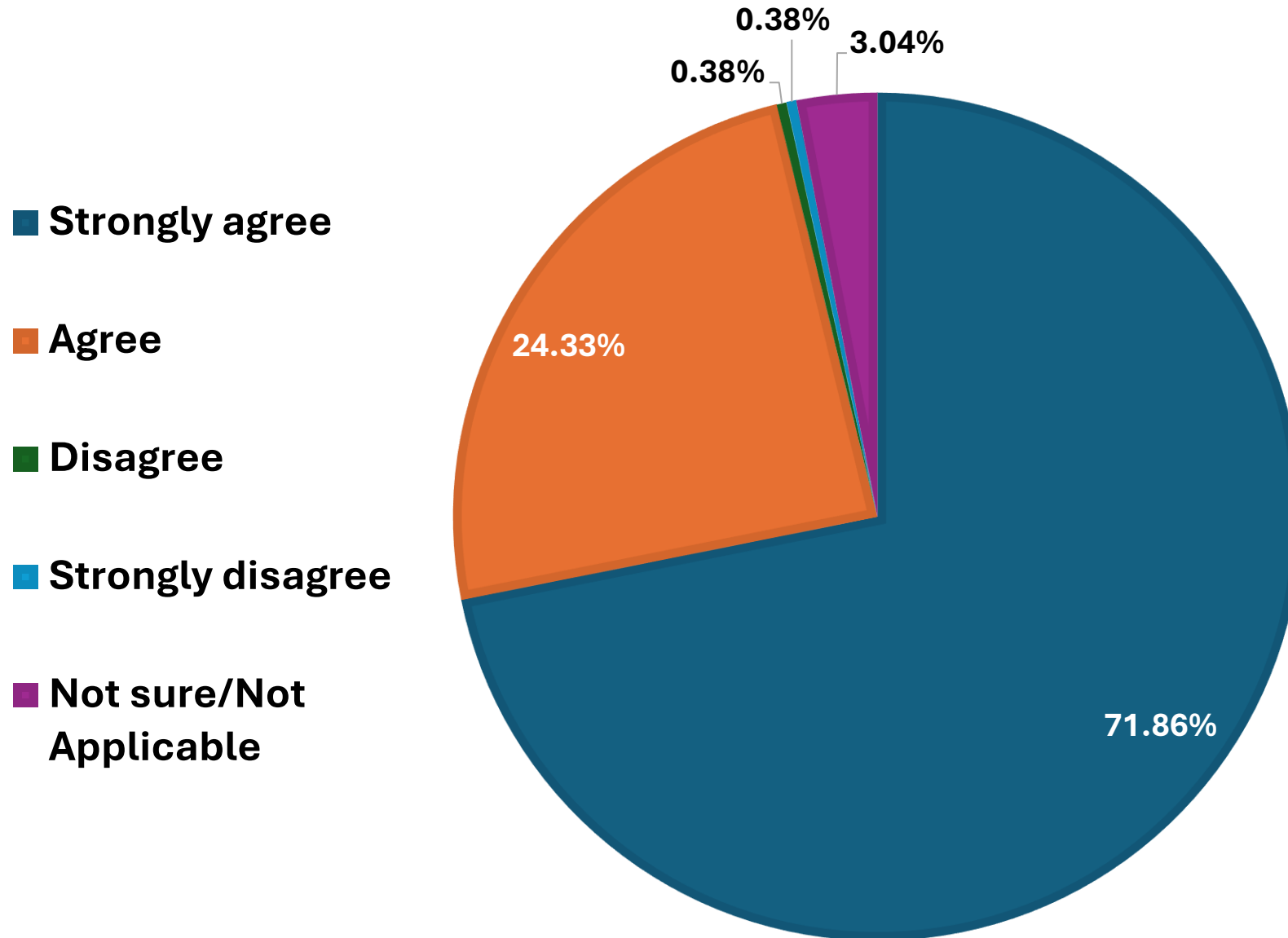
# The facility is clean, safe, and comfortable.



97.33% of respondents Strongly Agree or Agree that the facility is clean, safe, and comfortable.

No respondents selected “Strongly Disagree”.

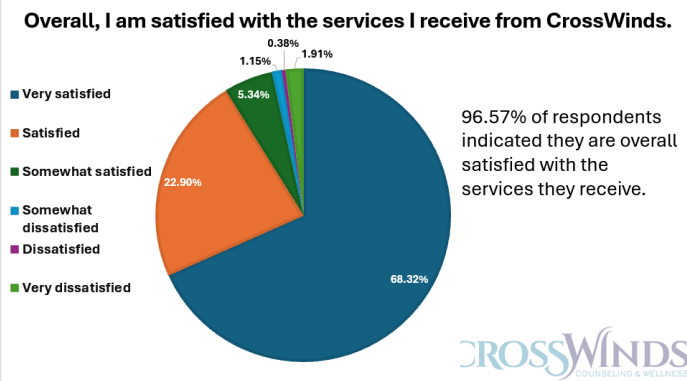
# I feel welcomed and accepted at the clinic.



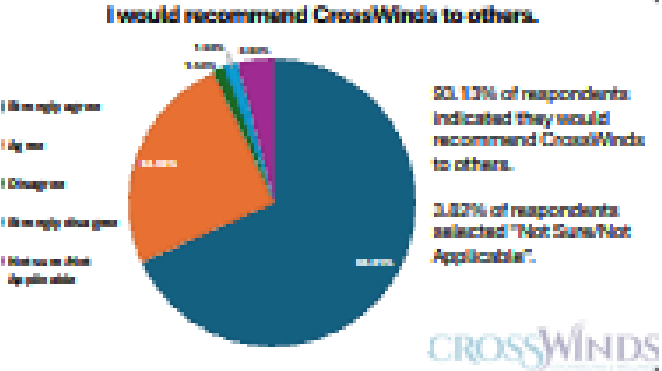
96.19% of respondents Strongly Agree or Agree that they feel welcome and accepted..

3.04% selected "Not sure/Not Applicable".

# Section 7: Overall Experience

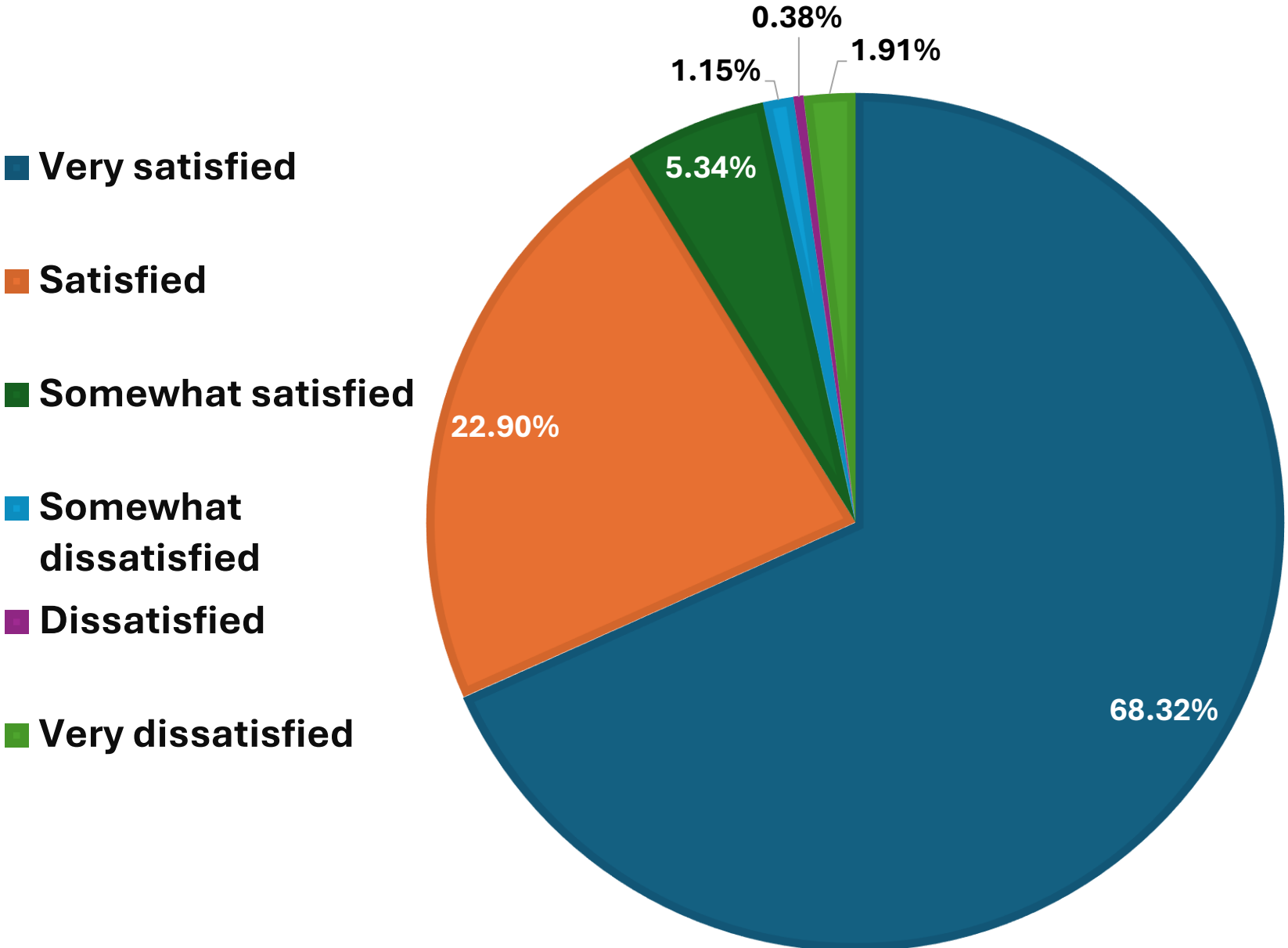


Overall, I am satisfied with the services I receive from CrossWinds.



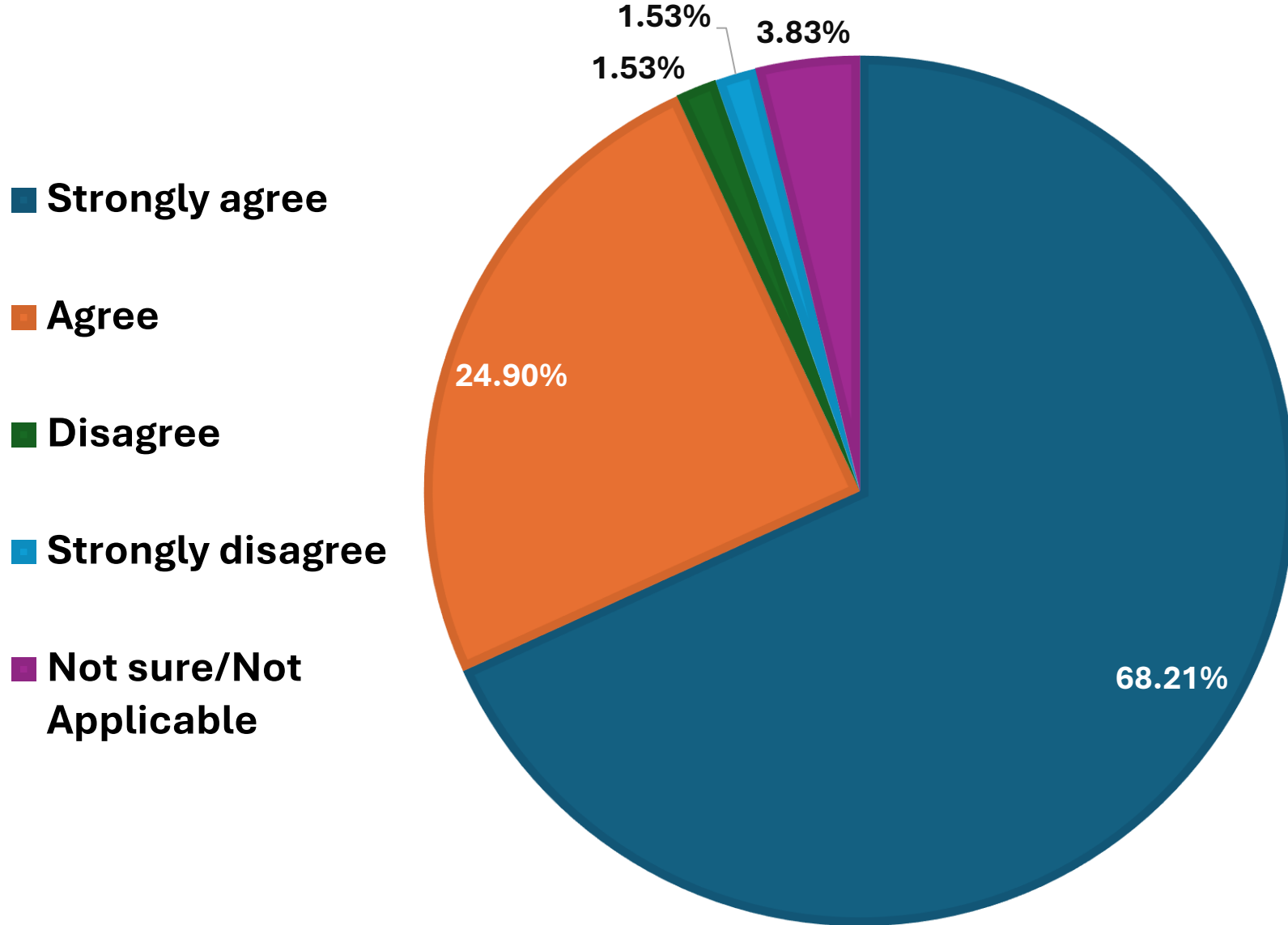
I would recommend CrossWinds to others.

# Overall, I am satisfied with the services I receive from CrossWinds.



96.57% of respondents indicated they are overall satisfied with the services they receive.

# I would recommend CrossWinds to others.

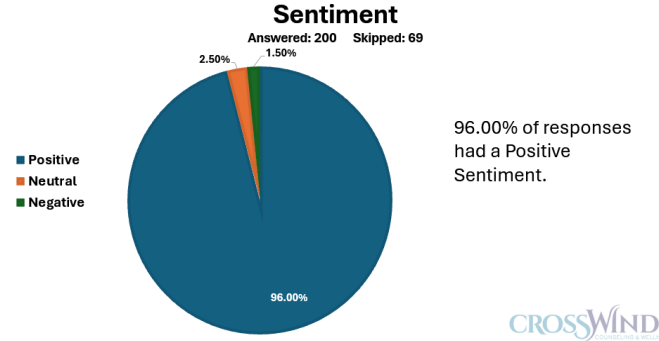


93.13% of respondents indicated they would recommend CrossWinds to others.

3.82% of respondents selected “Not Sure/Not Applicable”.

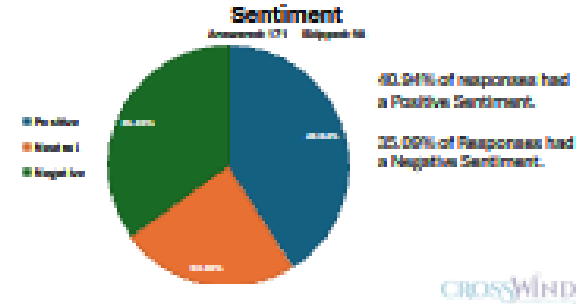
# Section 8: Open-ended Questions

What do you like most about the services you receive?



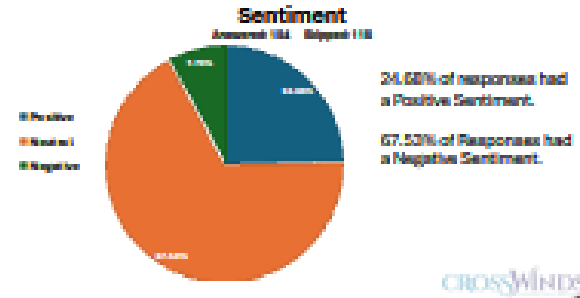
What do you like most about the services you receive?

What could we do to improve our services?



What could we do to improve our services?

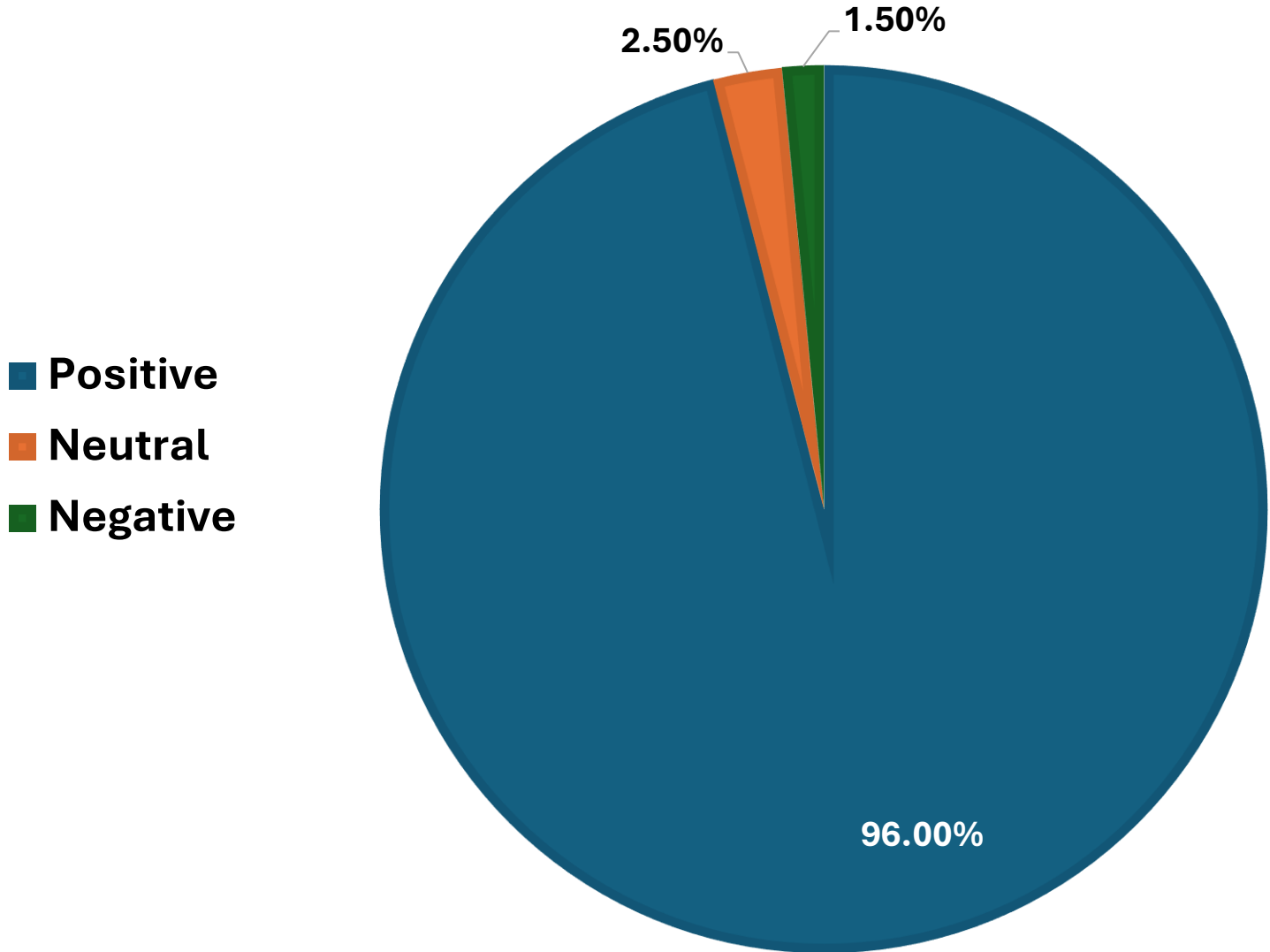
Is there anything else you would like us to know?



Is there anything else you would like us to know.

# What do you like most about the services you receive? Sentiment

Answered: 200 Skipped: 69

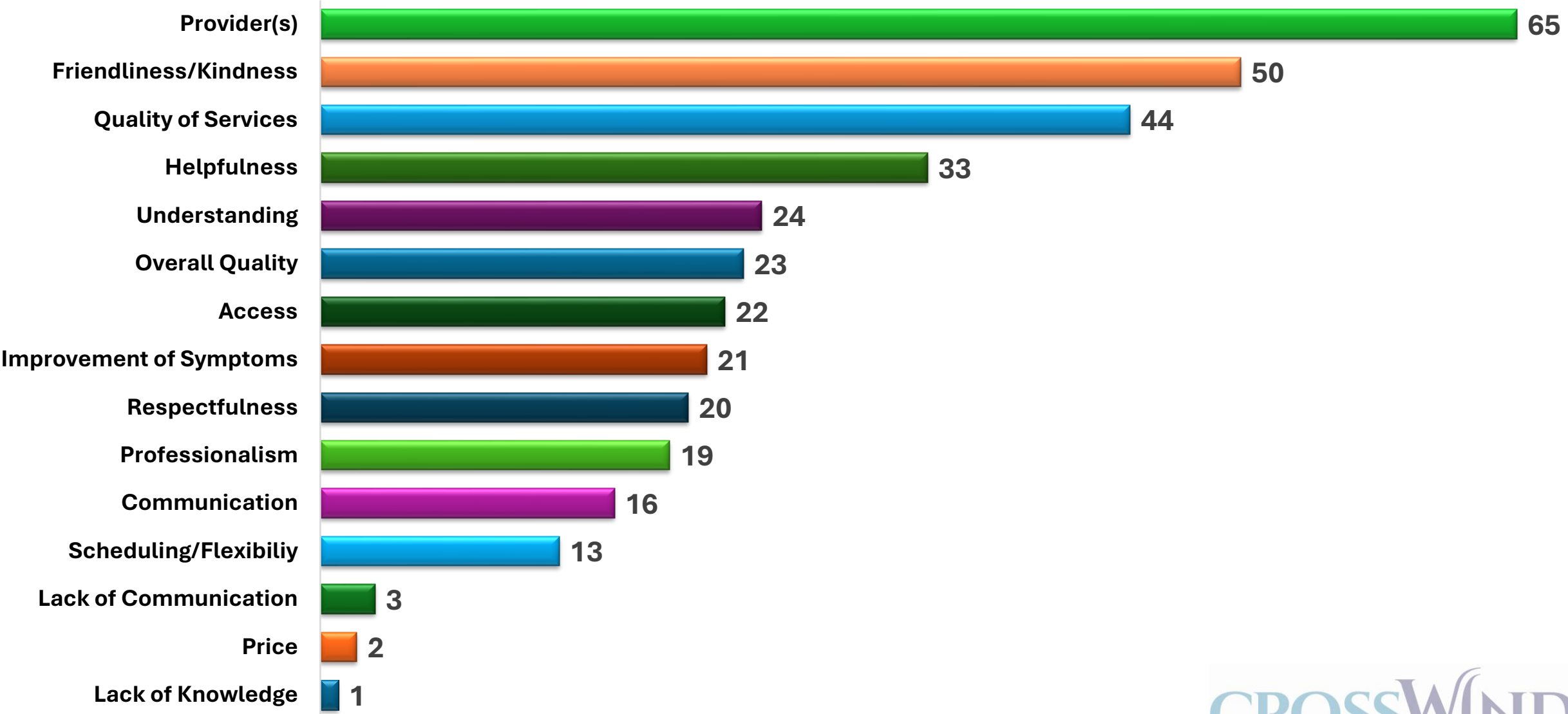


96.00% of responses had a Positive Sentiment.

# What do you like most about the services you receive?

Answered: 200 Skipped: 69

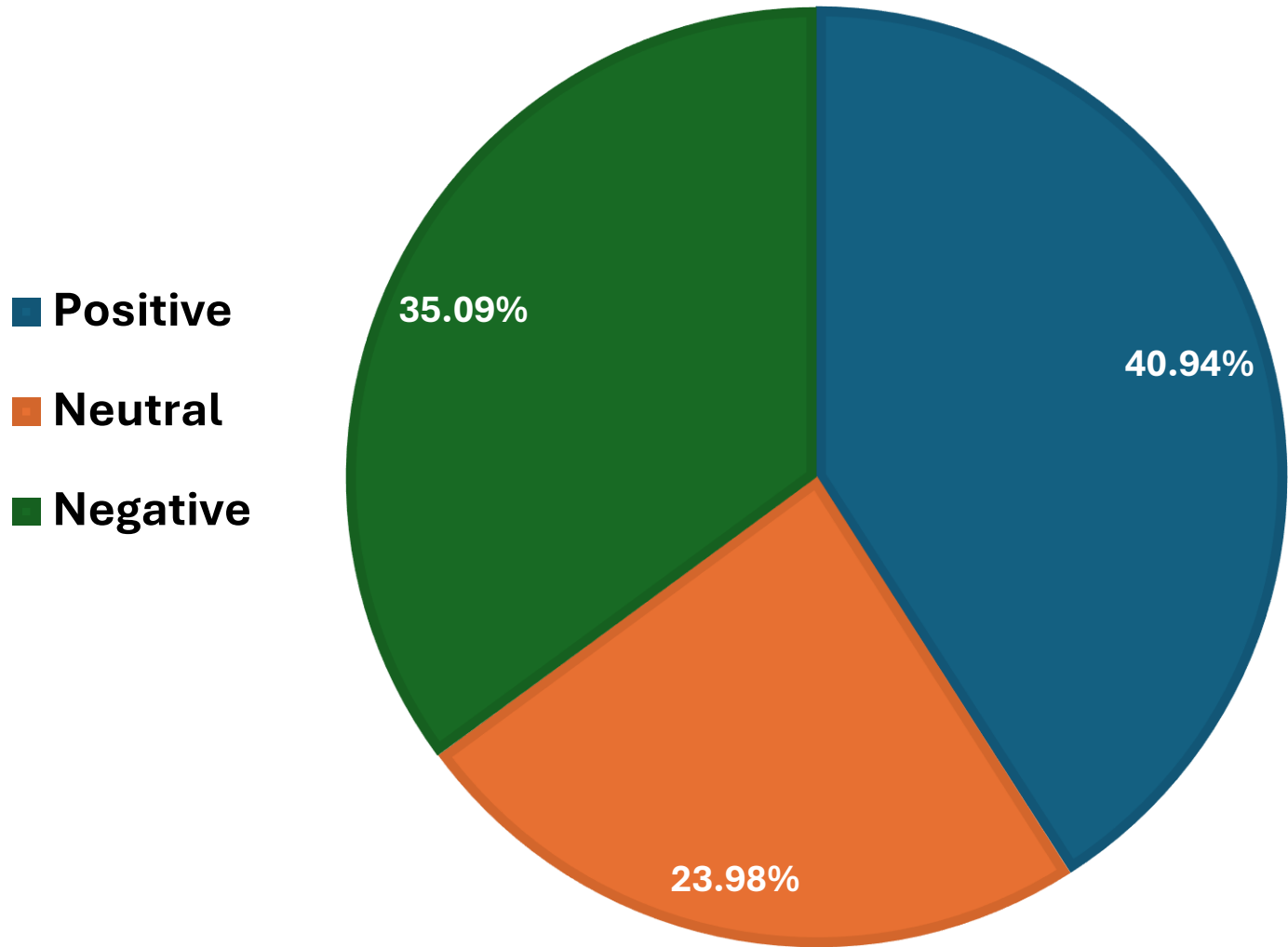
## Thematic Tags



# What could we do to improve our services?

## Sentiment

Answered: 171 Skipped: 98



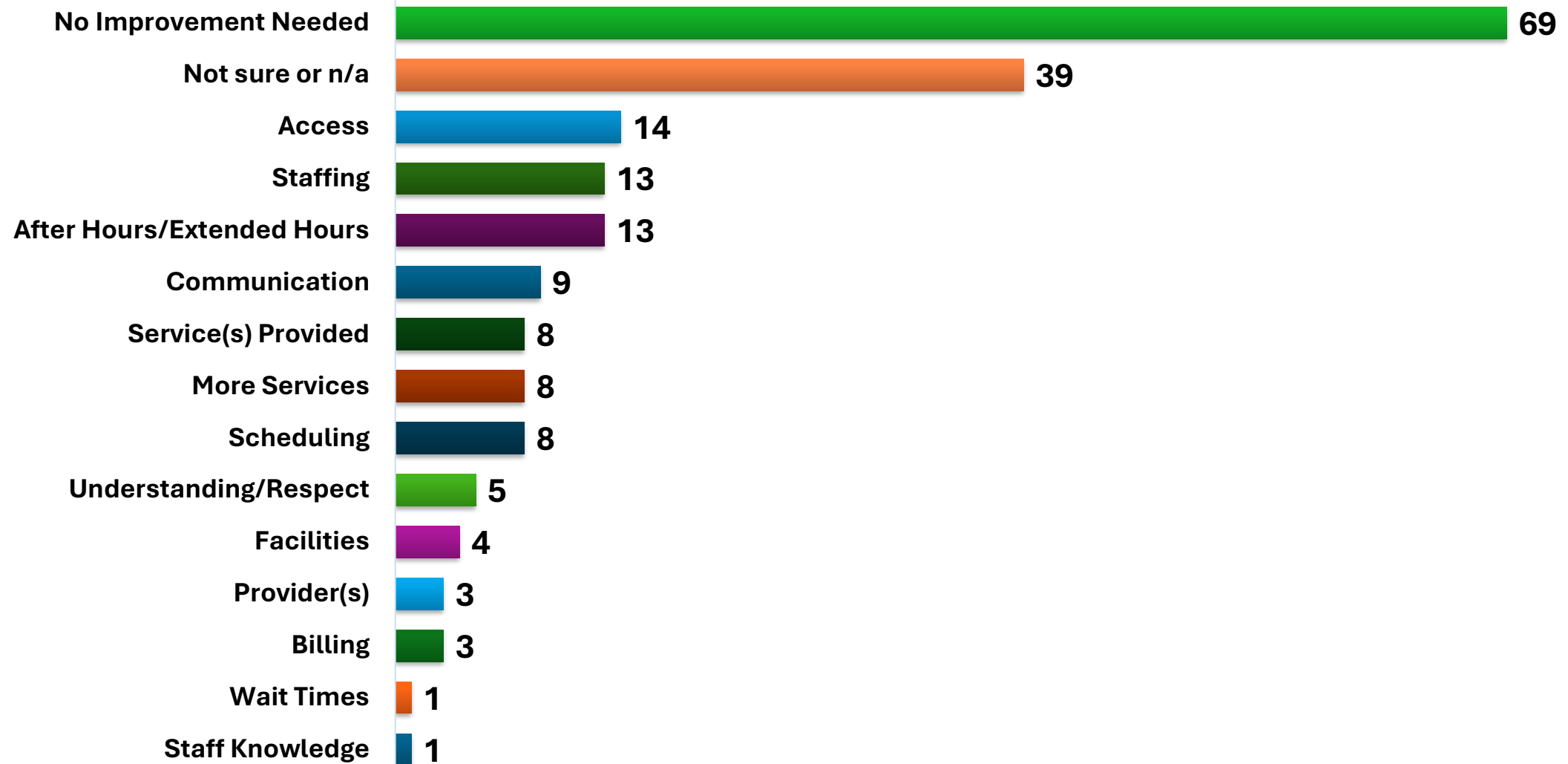
40.94% of responses had a Positive Sentiment.

35.09% of Responses had a Negative Sentiment.

# What could we do to improve our services?

Answered: 171 Skipped: 98

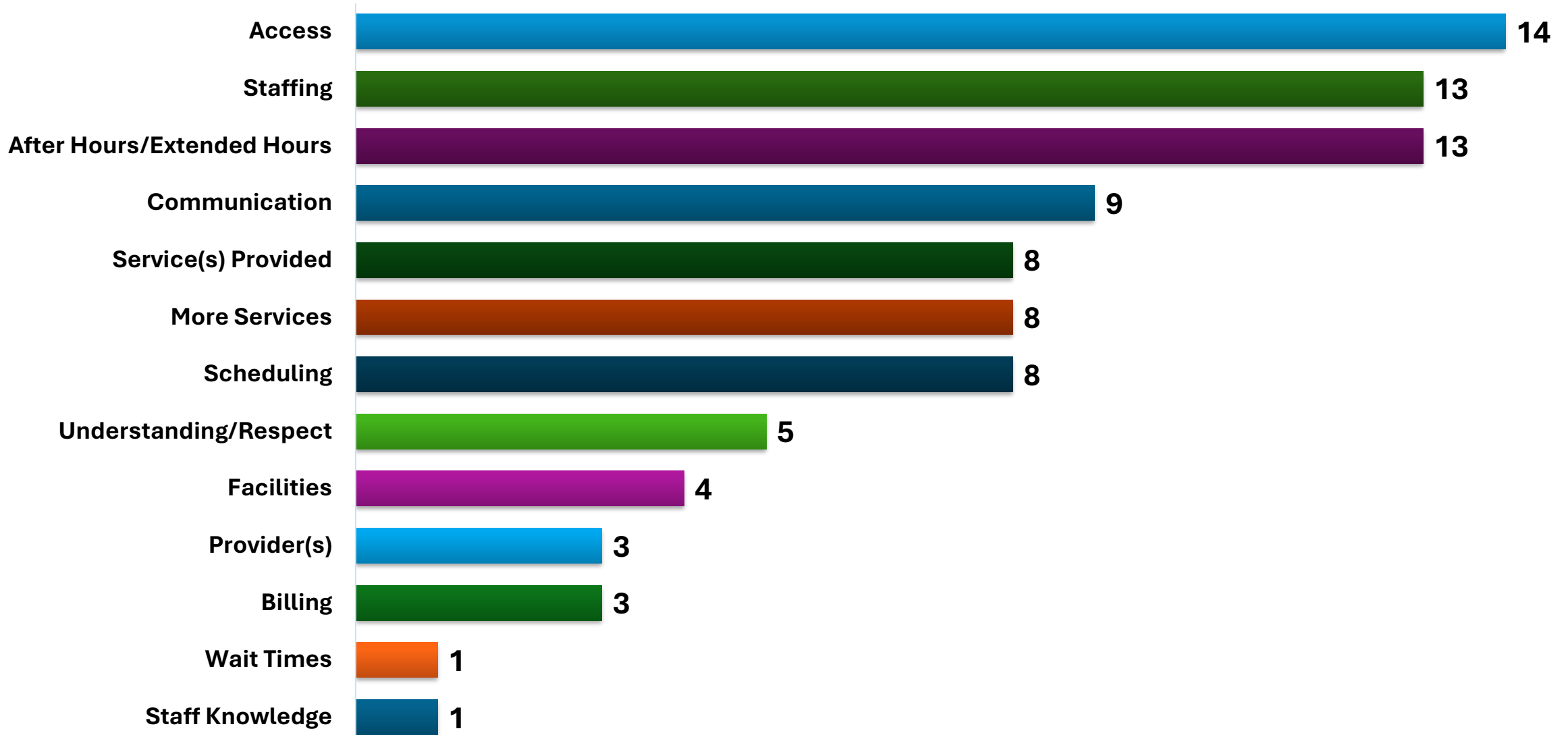
## All Thematic Tags



# What could we do to improve our services?

Answered: 171 Skipped: 98

Thematic Tags without  
Positive and Neutral Sentiments

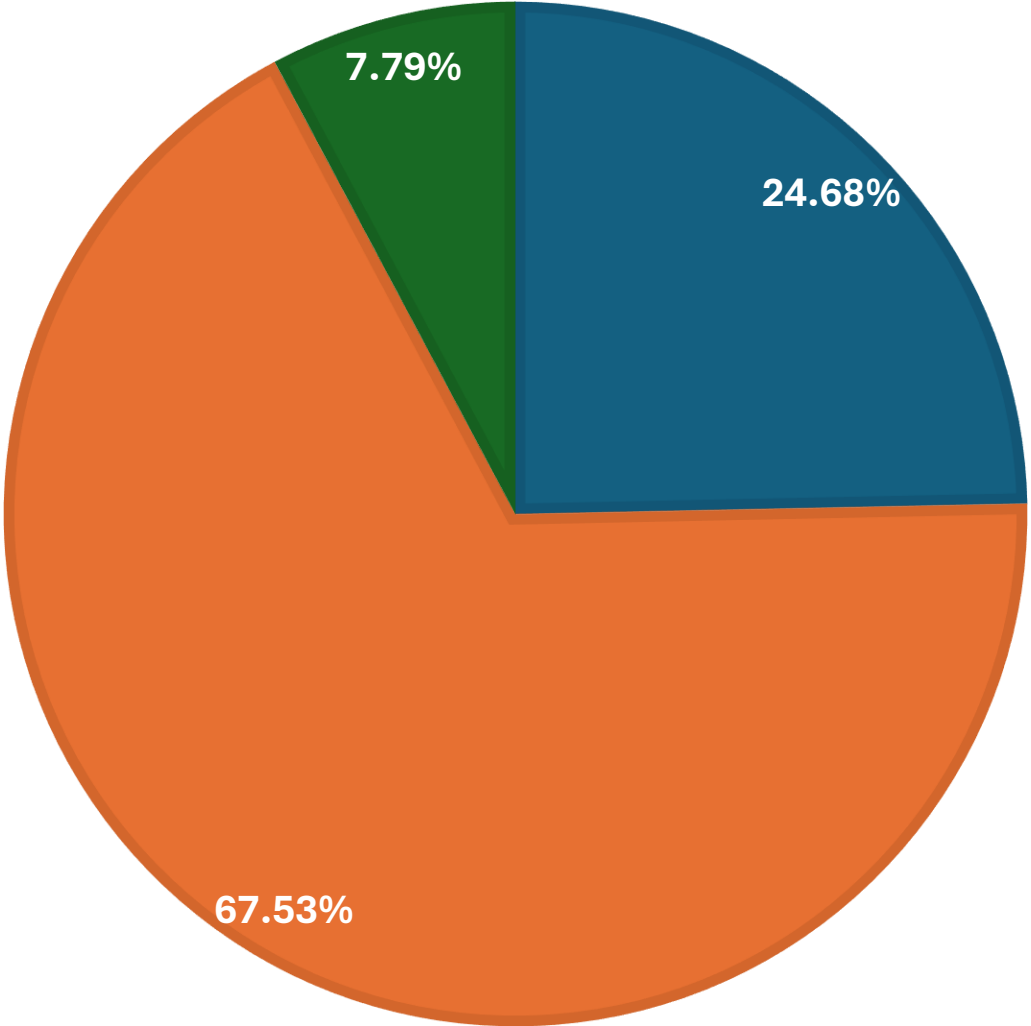


# Is there anything else you would like us to know?

## Sentiment

Answered: 154 Skipped: 115

- Positive
- Neutral
- Negative



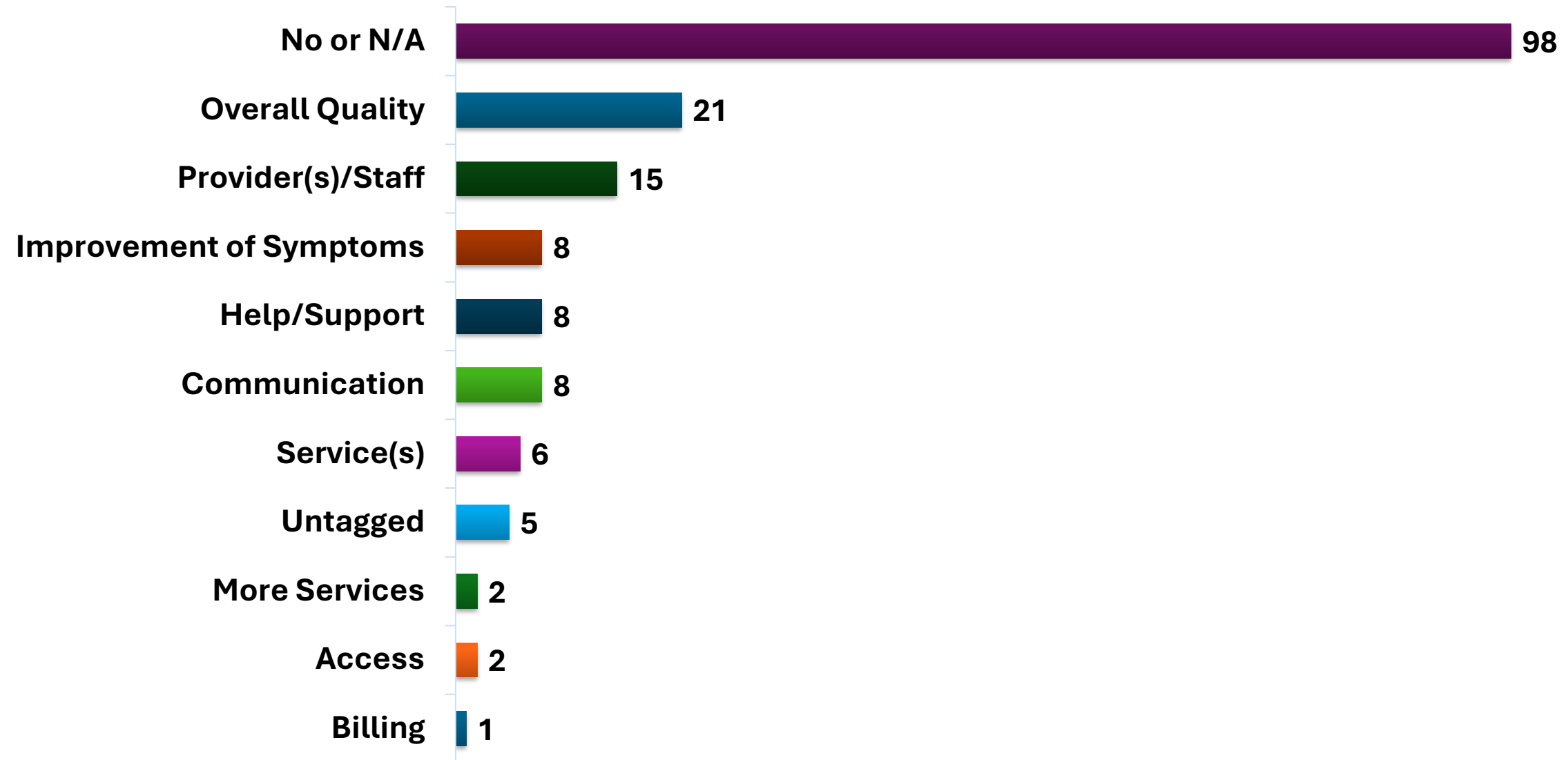
24.68% of responses had a Positive Sentiment.

67.53% of Responses had a Neutral Sentiment.

# Is there anything else you would like us to know?

Answered: 154 Skipped: 115

## All Thematic Tags



# Is there anything else you would like us to know?

Answered: 154 Skipped: 115

Thematic Tags without  
"No or N/A"

