

Fall 2007, Spring 2008
Fall 2008, Spring 2009

Client Satisfaction and Feedback

Key Findings and Actions Taken:

Given the continued trend of clients working on more issues than they identify at intake, we regularly train our staff to continue to identify and explore salient issues as they build a supportive working relationship with their clients.

One important finding from this annual survey of clients is the evidence supporting the therapeutic importance of client interactions with our reception staff. As a result of the findings, we have bolstered the multicultural training our support staff receives to increase their multicultural sensitivity and awareness. This includes having support staff sit on our agency Diversity Committee and attend relevant agency training seminars and invited presentations.