



# You spoke, we listened.

## Client Satisfaction Survey Results Ohio - January 2014

Nothing helps us improve our services more than listening to our clients. In response to our 2013 Client Satisfaction Survey results, we implemented a variety of changes. Thank you for helping us improve! Below, please find our 2014 results and our response to your feedback.

### Our clients rated our services, support, and response time within a 24 hour period to calls and emails:

	2013	2014
Good and above	100%	100%

We're grateful that our policies and procedures are meeting our clients' needs. As we grow, we will look to you for continued feedback and support.

### The way our services are explained:

	2013	2014
Good and above	100%	85%

In order to address this matter, we have implemented daily progress reports and are inviting parents into sessions when appropriate in order to provide a better understanding of the unique services we offer. Our staff is also making use of digital communication, providing parents with a direct way to ask questions and gain additional information.

### How you rated the overall progress of your child/student:

	2013	2014
Good and above	77%	80%
Fair and below	13%	20%

To better understand of the progress a student/client is making, our therapists are implementing a quarterly documentation system that will track students' improvement in target areas. The use of this data will serve as an opportunity to better monitor the progress of our students/clients.

### The level of expertise and professionalism of our provider(s) and satisfaction of services received averaged out to be:

	2013	2014
Good and above	100%	100%

We are grateful that our clients keep the communication lines open and notify us directly of any challenges. This has greatly assisted in maintaining a high level of satisfaction, and will continue to aid us in the future.

### How satisfied you are with the services you receive:

	2013	2014
Good and above	100%	67%
Fair and below	0%	33%

We are assigning more supervisors to address client concern on to provide direct supervision of providers. Our supervisor will be checking with our clients on an ongoing basis, we ask that you assist us in bringing to light any matter that is of concern.

**Survey Specifications** - Dates: January 15—January 31, 2014; Population: All TES Southern California clients; Response Rate: 22%; Anonymous.

**We welcome any of your suggestions or feedback in order to better serve you.**

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