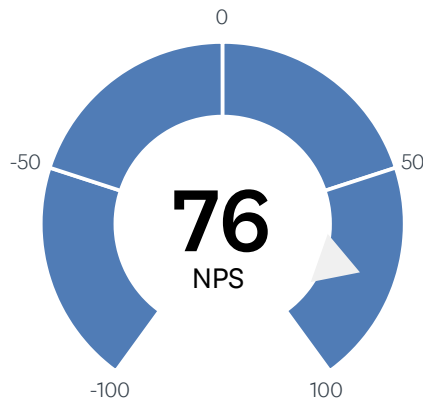


Q1 How likely is it that you would recommend this company to a friend or colleague?

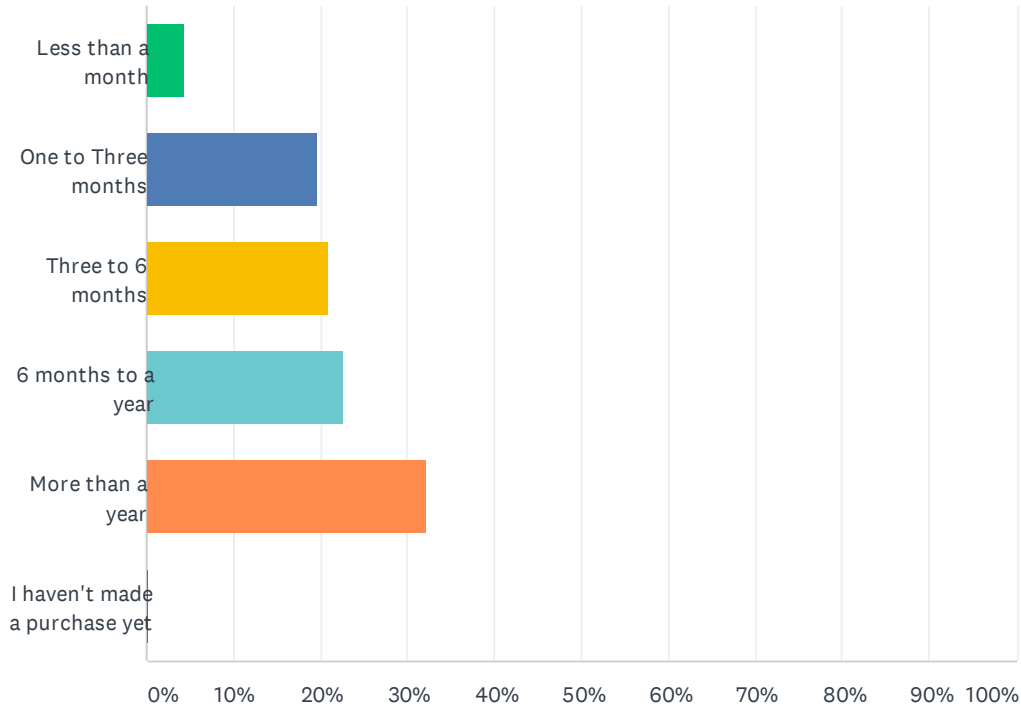
Answered: 360 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
5% 19	13% 47	82% 294	76

Q2 How long have you been a client with our company?

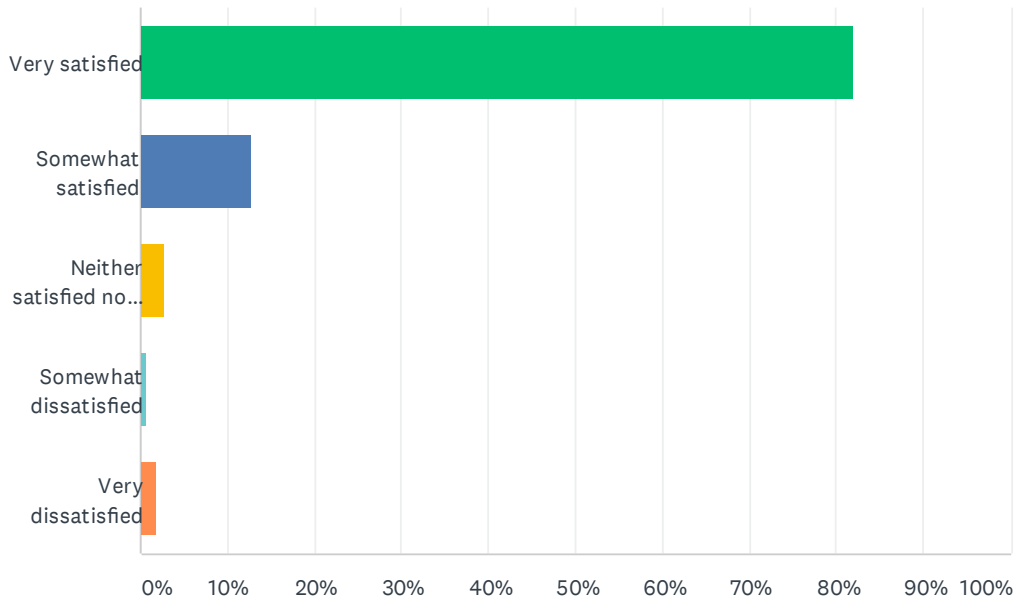
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than a month	4.44%	16
One to Three months	19.72%	71
Three to 6 months	20.83%	75
6 months to a year	22.50%	81
More than a year	32.22%	116
I haven't made a purchase yet	0.28%	1
TOTAL		360

Q3 Overall, how satisfied or dissatisfied are you with our company?

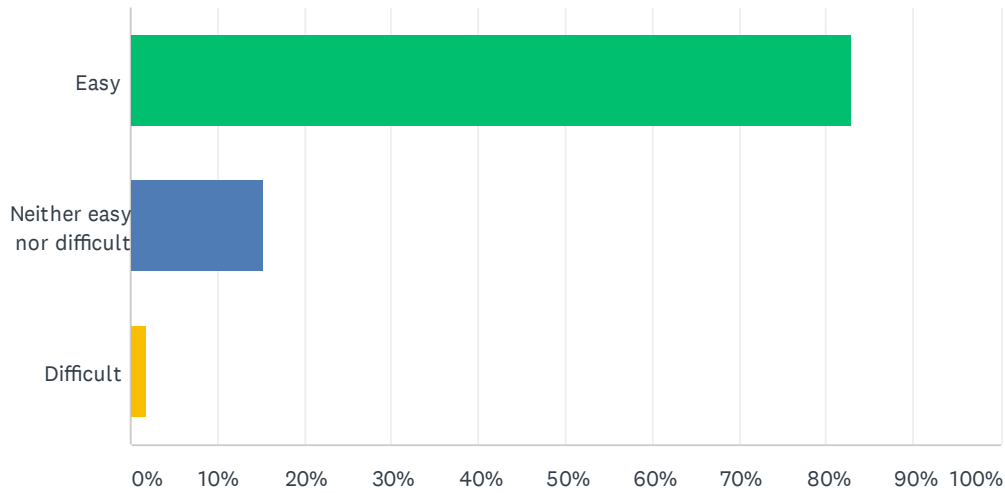
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	81.94%	295
Somewhat satisfied	12.78%	46
Neither satisfied nor dissatisfied	2.78%	10
Somewhat dissatisfied	0.56%	2
Very dissatisfied	1.94%	7
TOTAL		360

Q4 How would you describe our intake process?

Answered: 360 Skipped: 0

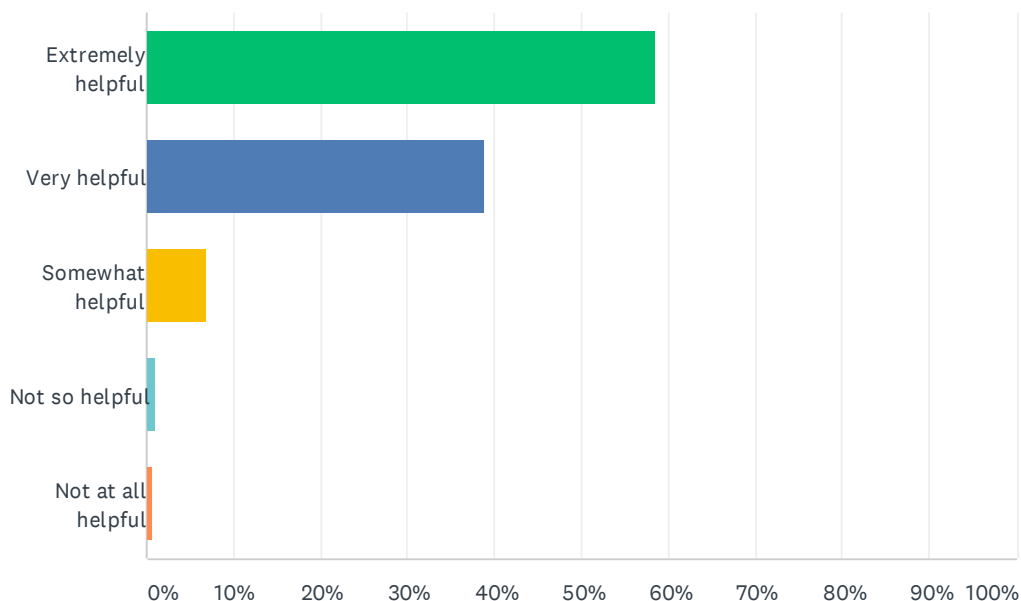


ANSWER CHOICES	RESPONSES
Easy	82.78% 298
Neither easy nor difficult	15.28% 55
Difficult	1.94% 7
TOTAL	360

#	OTHER (PLEASE SPECIFY)	DATE
1	No one called back. I had to call a second time.	12/20/2020 9:51 AM
2	It took a long time to get someone to call me back to set up a first appointment for my daughter. She had been discharged from the hospital and really needed to be seen quickly.	12/18/2020 6:34 PM
3	online picture	12/17/2020 1:58 PM
4	Sometimes I feel like I have to provide the same info multiple times. Coordination could be a little better	12/1/2020 9:02 AM
5	Hard to get ahold of anyone at the desk	11/30/2020 9:55 PM
6	It took a long to get a phone call back after complete if the intake paperwork. I feel is someone is having mental health issues, the response time should be shorter than a few weeks.	7/16/2020 10:15 AM
7	When I requested an appointment and filled out all the information for some reason it did not go through. I had to personally email the therapist I wanted to meet with to set up a time and day to meet.	7/16/2020 9:44 AM
8	sometimes billing and payment seems a little unorganized	7/16/2020 8:37 AM
9	I am privileged enough to have medical insurance making this process easy	7/15/2020 9:20 PM
10	If it has changed then, I would not know how to rate the current experience	7/15/2020 12:43 PM

Q5 Which of the following words would you use to describe our services? Select all that apply.

Answered: 360 Skipped: 0

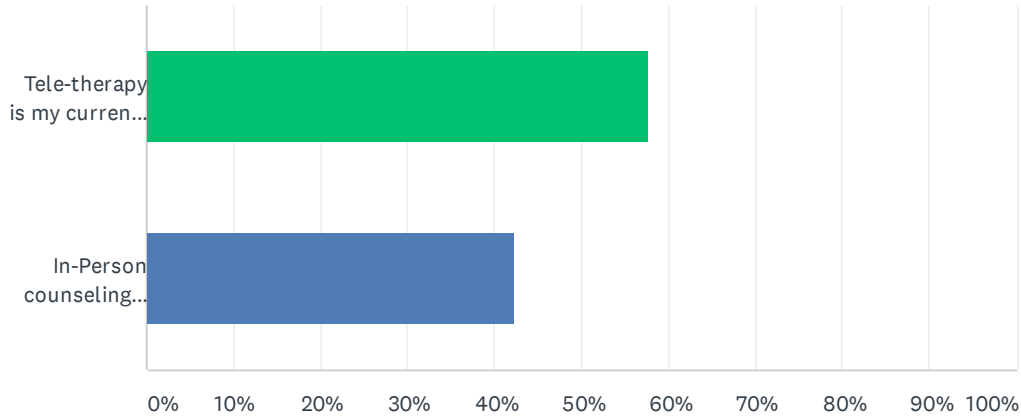


ANSWER CHOICES	RESPONSES
Extremely helpful	58.61% 211
Very helpful	38.89% 140
Somewhat helpful	6.94% 25
Not so helpful	1.11% 4
Not at all helpful	0.56% 2
Total Respondents: 360	

#	OTHER (PLEASE SPECIFY)	DATE
1	My therapist is great, my experience with other staff has not been great.	12/20/2020 2:48 PM
2	Caring, compassionate	12/1/2020 8:50 AM

Q6 Do you prefer Tele-therapy or In-Person counseling sessions the best?

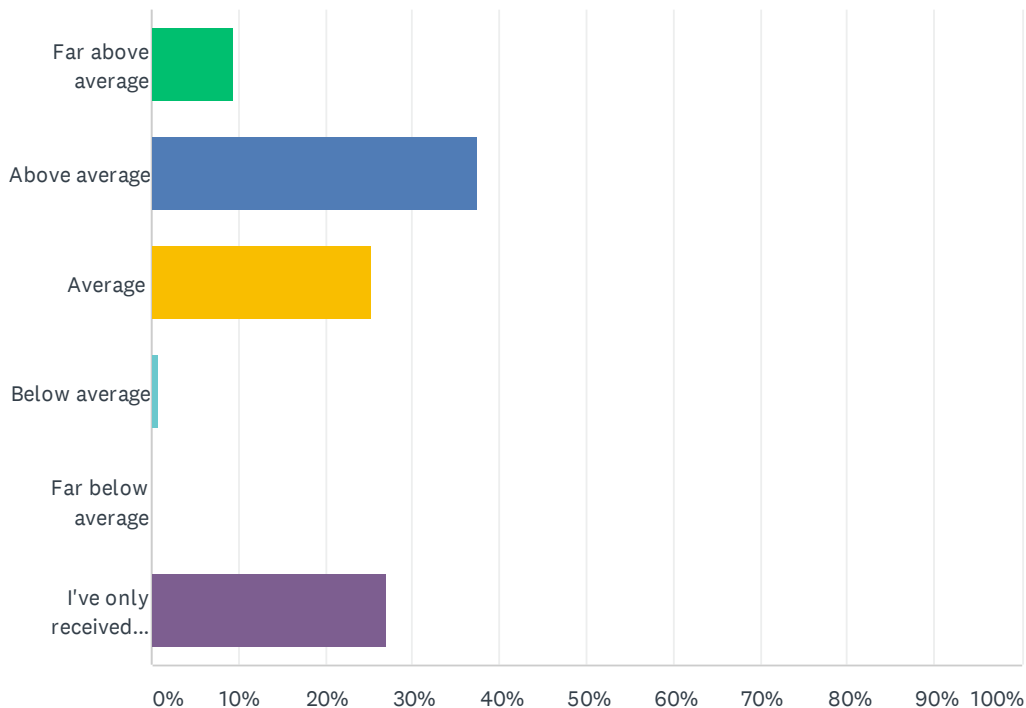
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Tele-therapy is my current preference	57.78%	208
In-Person counseling sessions are my preference	42.22%	152
TOTAL		360

Q7 How would you describe our office space and facilities?

Answered: 360 Skipped: 0

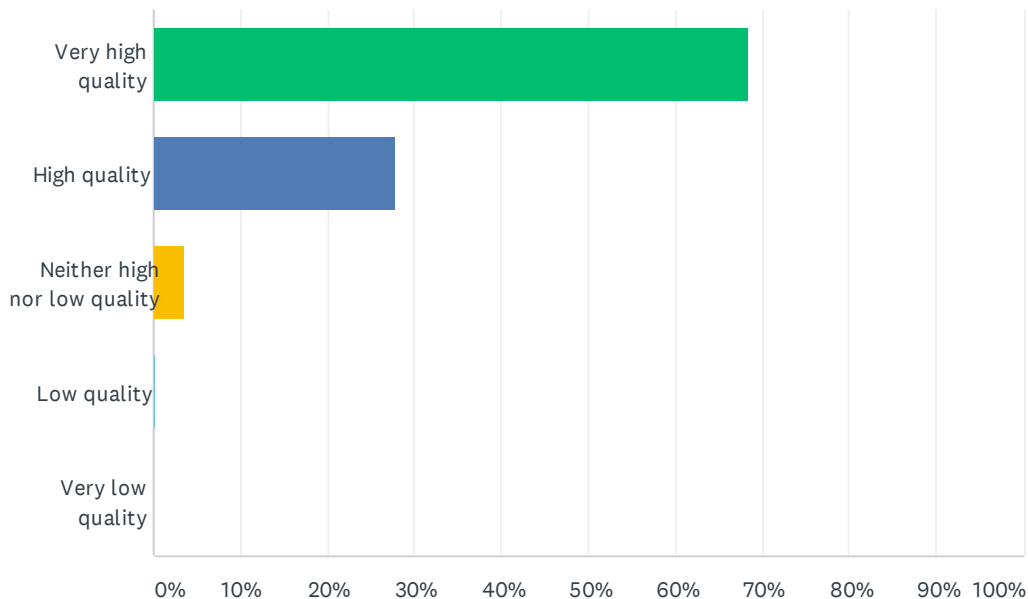


ANSWER CHOICES	RESPONSES	
Far above average	9.44%	34
Above average	37.50%	135
Average	25.28%	91
Below average	0.83%	3
Far below average	0.00%	0
I've only received services via tele-therapy	26.94%	97
TOTAL		360

#	OTHER (PLEASE SPECIFY)	DATE
1	I haven't been to other counselors, so I cant compare. I feel like it is either average or above average.	12/7/2020 2:51 PM
2	Haven't been	11/30/2020 10:10 PM
3	I cannot believe that people don't wear a mask here or that masks are enforced. Counselors should be wearing one. Mine doesn't	11/30/2020 9:55 PM
4	I've mainly done tele-therapy and have only been in once so I don't feel like I can judge!	7/14/2020 10:15 PM

Q8 How would you rate the skills and professionalism of your therapist?

Answered: 360 Skipped: 0

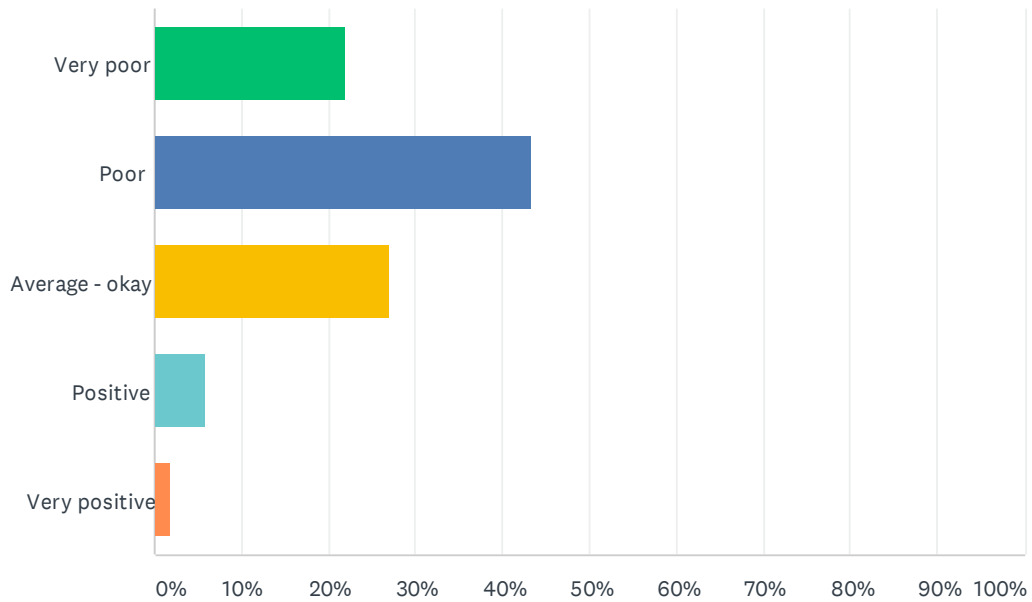


ANSWER CHOICES	RESPONSES
Very high quality	68.33% 246
High quality	27.78% 100
Neither high nor low quality	3.61% 13
Low quality	0.28% 1
Very low quality	0.00% 0
TOTAL	360

#	OTHER (PLEASE SPECIFY)	DATE
1	Fay is extremely personable and empathetic. She is amazing as a therapist and a definite asset to your practice	12/17/2020 12:43 PM
2	Nora is awesome, clearly has experience and passion	7/19/2020 4:31 PM
3	Megan is fantastic - she provides me with specific feedback and techniques to help with my anxiety.	7/16/2020 10:08 AM
4	Liz is the best	7/15/2020 8:46 AM

Q9 How would you rate your overall emotional and mental health at the time you first contacted us?

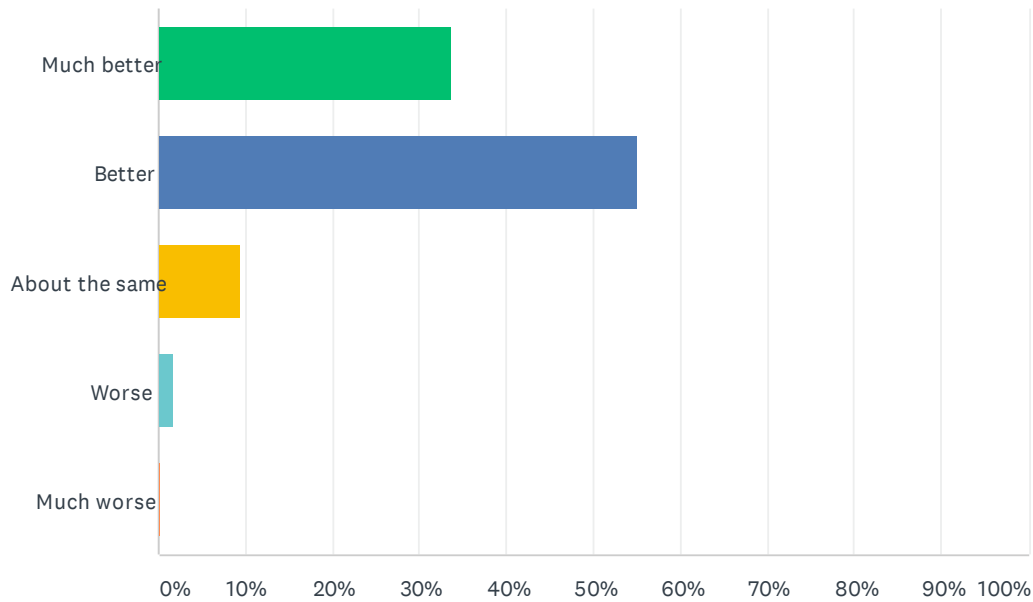
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very poor	21.94%	79
Poor	43.33%	156
Average - okay	26.94%	97
Positive	5.83%	21
Very positive	1.94%	7
TOTAL		360

Q10 How would you rate your overall emotional and mental health currently?

Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much better	33.61%	121
Better	55.00%	198
About the same	9.44%	34
Worse	1.67%	6
Much worse	0.28%	1
TOTAL		360

Q11 Do you have any other comments, questions, or concerns?

Answered: 360 Skipped: 0

Serenity-BHS Client Satisfaction Survey - November 2020

#	RESPONSES	DATE
1	No	12/30/2020 8:45 AM
2	Wendy BeMiller is AWESOME!!!	12/28/2020 6:31 PM
3	my daughter very much likes speaking with Mary	12/27/2020 3:37 PM
4	no	12/23/2020 1:22 PM
5	Nope.	12/22/2020 3:01 PM
6	Jennifer Sparks Schafer, Bailey Belknap, and Sara Matlack are amazing!	12/22/2020 10:50 AM
7	N/A	12/22/2020 10:35 AM
8	I appreciate how quickly I was able to get a session, a lot of places had long waits. The intake process was pretty comprehensive. Also, I appreciate the help I received with the rate.	12/22/2020 4:54 AM
9	N/A	12/21/2020 2:39 PM
10	Thank you for everything	12/21/2020 1:52 PM
11	No	12/21/2020 12:15 PM
12	I like my therapist	12/21/2020 11:13 AM
13	No	12/21/2020 11:06 AM
14	no	12/21/2020 9:16 AM
15	No	12/21/2020 9:10 AM
16	Serenity has helped bring the best out of me, and has helped me give me the tools to be more aware so that I can overcome anxiety whenever it may strike.	12/21/2020 9:00 AM
17	I cannot express how grateful I am for the genuine care and help I have received from Kelsey. This is what I have needed for years. Thank you so so much!!!	12/21/2020 9:00 AM
18	no	12/20/2020 11:49 PM
19	None at this time.	12/20/2020 10:09 PM
20	No	12/20/2020 10:01 PM
21	Thanks, Liz!	12/20/2020 7:46 PM
22	Thank you for your flexibility and expertise!	12/20/2020 7:14 PM
23	No	12/20/2020 7:04 PM
24	no	12/20/2020 6:21 PM
25	the billing side of things can seem unorganized or confusing.	12/20/2020 5:21 PM
26	No	12/20/2020 4:43 PM
27	N/A	12/20/2020 4:25 PM
28	The way billing and new clients are handled is why I will no longer recommend this practice.	12/20/2020 2:48 PM
29	No	12/20/2020 2:42 PM
30	n/a	12/20/2020 12:40 PM
31	Na	12/20/2020 12:33 PM
32	No	12/20/2020 12:12 PM
33	Nope	12/20/2020 11:30 AM
34	I really want to find a new therapist within the network. I really need someone who has an expertise in DBT or schema. I know that I'm on the waitlist with a couple therapists who can provide that treatment and the other therapists who can do that treatment don't take my insurance. In the meantime, can you find me a therapist that does CBT, but is directive and	12/20/2020 11:13 AM

Serenity-BHS Client Satisfaction Survey - November 2020

will challenge me? My new therapist does CBT, but being directive is not a personality trait of his, which is okay. I need someone to push me and have a treatment plan for me. I can tell he loves Carl Rogers and solutions-focused therapy, which is not what i'm looking for. If I wanted solutions-focused therapy, I would record myself talk and give myself unconditional positive regard, empathy, and active listen to what I said. Not hard!! I loved Tammi and she was the best therapist that I have ever had. She saved me. Wow!! Like Tammi was my girl and so amazing. Like. So. Amazing. I've been interviewing other therapists to hire outside the network. However, I really like this network and don't want to leave. Can you help? Thank you Best, Jake Loughrin 419-905-6664

35	No	12/20/2020 10:35 AM
36	No	12/20/2020 10:28 AM
37	It's impossible to reach a receptionist when I need to contact the office	12/20/2020 10:01 AM
38	I wish it was possible to get prescribed medications through Serenity, but I understand it's a counseling service and not psychiatric.	12/20/2020 9:56 AM
39	No	12/20/2020 9:51 AM
40	I really like Scott's style of therapy.	12/20/2020 9:41 AM
41	No	12/20/2020 9:37 AM
42	I appreciate everything Sara did to help me....she is wonderful	12/20/2020 9:29 AM
43	No, will be leaving only because my daughter just needs a higher level of care.	12/20/2020 9:20 AM
44	No	12/20/2020 9:20 AM
45	No	12/20/2020 9:16 AM
46	No	12/20/2020 9:11 AM
47	No	12/20/2020 9:05 AM
48	No	12/19/2020 11:19 PM
49	Megan is amazing!!!	12/19/2020 11:11 AM
50	I am thankful and grateful for Mr. Mark. The kids and I can see the changes with my youngest son. Mr. Mark has tremendously made such an impact with my son.	12/18/2020 8:08 PM
51	No	12/18/2020 6:34 PM
52	nope!	12/18/2020 11:32 AM
53	No	12/18/2020 9:44 AM
54	I'm hoping for a better fit with my new counselor.	12/18/2020 8:10 AM
55	N/A	12/18/2020 7:51 AM
56	Megan was easy to talk to and helped me through a difficult time. It was easy to open up to her.	12/18/2020 6:51 AM
57	No	12/17/2020 9:07 PM
58	Nope! Excellent service. Did not and will not receive tele-therapy sessions. We're very happy with Abby and everything sessions with her provide. Thank you!	12/17/2020 8:30 PM
59	N/a	12/17/2020 8:12 PM
60	No	12/17/2020 5:33 PM
61	Teletherapy will be what I go with until the pandemic is over unless insurance dictates otherwise.	12/17/2020 5:21 PM
62	Nora has been approachable and reassuring	12/17/2020 4:30 PM
63	Megan is amazing. Very kind and understanding.	12/17/2020 4:28 PM
64	courtney has been extremely helpful.	12/17/2020 4:18 PM

Serenity-BHS Client Satisfaction Survey - November 2020

65	None	12/17/2020 4:08 PM
66	none	12/17/2020 3:32 PM
67	None	12/17/2020 3:07 PM
68	Not at this time.	12/17/2020 2:45 PM
69	n/a	12/17/2020 2:06 PM
70	No	12/17/2020 2:05 PM
71	We really liked our therapist Scott. He's a good facilitator and listener.	12/17/2020 2:03 PM
72	My therapist is has always been very attentive and professional. I'm totally happy with him.	12/17/2020 2:00 PM
73	na	12/17/2020 1:58 PM
74	My therapist, everyone at the office has made me feel very comfortable there.	12/17/2020 1:41 PM
75	no	12/17/2020 1:23 PM
76	Jennifer is great!	12/17/2020 1:14 PM
77	No	12/17/2020 1:08 PM
78	no	12/17/2020 12:50 PM
79	N/a	12/17/2020 12:43 PM
80	I need a referral for group therapy for my husband and I	12/17/2020 12:39 PM
81	Great experience!	12/17/2020 12:37 PM
82	Thank you for being there for me!	12/17/2020 12:33 PM
83	No	12/17/2020 12:27 PM
84	No	12/17/2020 12:25 PM
85	N/A	12/17/2020 12:24 PM
86	No.	12/17/2020 12:20 PM
87	No	12/17/2020 12:16 PM
88	Nora is amazing. I recommend her and Serenity all the time.	12/17/2020 12:15 PM
89	Mary Schmidt is the best counselor I have ever had.	12/17/2020 12:14 PM
90	Our therapist is attentive and great!	12/17/2020 12:12 PM
91	N/A	12/17/2020 12:12 PM
92	No	12/17/2020 12:09 PM
93	I appreciate my therapist very much!	12/17/2020 12:09 PM
94	No	12/17/2020 12:06 PM
95	n/a	12/17/2020 12:06 PM
96	No	12/17/2020 12:06 PM
97	No	12/16/2020 7:56 AM
98	N/A	12/7/2020 2:51 PM
99	Not at this time	12/7/2020 8:34 AM
100	Not at this time	12/7/2020 5:38 AM
101	I became a patient here and they assigned me with a therapist who they knew would be leaving in a few short weeks. So I told my entire life story and vented and trusted this person and was really excited about going and bettering myself then out of nowhere I was going for	12/5/2020 12:51 PM

Serenity-BHS Client Satisfaction Survey - November 2020

about 3 weeks, on our last appointment, she started the session with telling me she was leaving the practice to take a certification exam or something and I would have to find a new therapist. Why would she even take me on then!? Just for a few weeks so I could then find someone else and start over? What a waste of time. No I did not find a new therapist, I have never been back since that day. Very dissatisfied. Cried in the car. Thanks

102	None of for now.	12/5/2020 9:58 AM
103	No	12/4/2020 7:02 PM
104	thanks for my therapist.	12/3/2020 9:34 AM
105	Nope	12/2/2020 2:04 PM
106	I love Meghan and am grateful to have her in my life	12/2/2020 1:05 PM
107	NO	12/2/2020 12:26 PM
108	I appreciate the opportunity for virtual and in person appointments.	12/2/2020 9:07 AM
109	No	12/1/2020 6:20 PM
110	No	12/1/2020 4:02 PM
111	Fay has been a wonderful therapist. She is very compassionate and a good listener. She has many resources and also things that I can choose to do at home to self-soothe etc. She truly cares about me. I have noticed a big improvement since I first started and look forward to my weekly sessions.	12/1/2020 2:32 PM
112	Not at this time	12/1/2020 2:19 PM
113	No	12/1/2020 12:50 PM
114	Thank you !	12/1/2020 11:52 AM
115	No	12/1/2020 11:45 AM
116	No	12/1/2020 11:41 AM
117	No at this time. My therapist is amazing and I feel understood.	12/1/2020 11:26 AM
118	no	12/1/2020 11:15 AM
119	Megan is great! Very professional.	12/1/2020 10:48 AM
120	Not at this time.	12/1/2020 10:35 AM
121	Megan Campagna is not only very helpful with my current issues but she is just very comforting to talk to overall	12/1/2020 10:19 AM
122	No	12/1/2020 9:56 AM
123	No	12/1/2020 9:39 AM
124	n/a	12/1/2020 9:37 AM
125	N/A	12/1/2020 9:04 AM
126	na	12/1/2020 9:02 AM
127	Thanks for still doing in-person sessions!	12/1/2020 8:50 AM
128	No comments	12/1/2020 8:48 AM
129	no	12/1/2020 8:33 AM
130	I am going in person. i personally do not like tele-health appoitments	12/1/2020 8:20 AM
131	No	12/1/2020 8:08 AM
132	No	12/1/2020 7:39 AM
133	No	12/1/2020 6:51 AM
134	Very happy with my time at your facility.	12/1/2020 6:20 AM

Serenity-BHS Client Satisfaction Survey - November 2020

135	Scott Fralick is amazing!	12/1/2020 6:09 AM
136	No	12/1/2020 3:52 AM
137	No! Keep up the good work!	12/1/2020 3:28 AM
138	I wish that you were a provider on the OSU insurance plan. -	12/1/2020 12:54 AM
139	I'm very happy with the help I have received! Only thing I would have as a comment would be a suggestion for more connections with local lawyers who want to work pro bono for women and trans people with disability related needs.	12/1/2020 12:38 AM
140	Scott is great!	12/1/2020 12:10 AM
141	no	12/1/2020 12:02 AM
142	I'm pleased with the services. Teletherapy is a real blessing. My circumstances continue to be difficult, and don't attribute lack of progress in my mental health to my treatment.	11/30/2020 11:56 PM
143	Scott is amazing	11/30/2020 11:34 PM
144	No	11/30/2020 11:15 PM
145	Nope	11/30/2020 11:04 PM
146	The therapy, treatment, recommendations and overall care received from my therapist have been life-saving. I have made tremendous progress with her help, guidance and encouragement.	11/30/2020 11:04 PM
147	No	11/30/2020 11:00 PM
148	No	11/30/2020 10:56 PM
149	I've never been in therapy before so don't know what to expect. Not sure what my needs really are.	11/30/2020 10:55 PM
150	I have been a patient for over four years and the quality of care is one I can't imagine finding anywhere else.	11/30/2020 10:47 PM
151	No	11/30/2020 10:46 PM
152	My visits with Scott have been very helpful with improving my overall mental health	11/30/2020 10:41 PM
153	Have had some billing issues and Andrea's vibes aren't the greatest when dealing with them. However, she has resolved all issues up to this point.	11/30/2020 10:39 PM
154	No	11/30/2020 10:34 PM
155	The dietician didn't help at all.	11/30/2020 10:33 PM
156	No	11/30/2020 10:31 PM
157	No	11/30/2020 10:27 PM
158	No	11/30/2020 10:24 PM
159	Megan has helped me through so much, she has lifted me up and has shown me different ways of coping. I do not know where I would be without her. Even listening to me rant she is there. I appreciate her support much.	11/30/2020 10:10 PM
160	No	11/30/2020 10:10 PM
161	My therapist Mark Stover has been very helpful for me to be able to talk through my concerns.	11/30/2020 10:10 PM
162	My therapist is lovely, but I'm starting to lose faith in myself to get better.	11/30/2020 10:07 PM
163	N/a	11/30/2020 10:07 PM
164	No	11/30/2020 10:05 PM
165	Not that I can think of. I'm very happy with my experience!	11/30/2020 9:59 PM
166	No	11/30/2020 9:58 PM

Serenity-BHS Client Satisfaction Survey - November 2020

167	No	11/30/2020 9:56 PM
168	None	11/30/2020 9:56 PM
169	None	11/30/2020 9:55 PM
170	Please enforce masks for the waiting room and counselors. I see people waiting right next to eachother without masks. Counselors aren't even wearing one. 11000 cases a day in Ohio and no masks here.	11/30/2020 9:55 PM
171	I cannot express my gratitude for the services you provide! Your counselors have helped me through very difficult periods of my life, and have allowed me the ability to establish a new perspective of my emotions and actions. Further, I feel I am much better equipped to handle my emotions and personal relationships. While I still have a ways to go, I am again grateful to have come this far with the help of your wonderful office! Thank you!	11/30/2020 9:52 PM
172	Need Covid protection for staff and clients	11/30/2020 9:50 PM
173	Nope	11/30/2020 9:48 PM
174	Mary was a wonderful therapist and I deeply appreciated my time with her!	7/26/2020 2:36 PM
175	N/A	7/26/2020 10:50 AM
176	No	7/25/2020 8:21 PM
177	No	7/25/2020 1:18 PM
178	I can't wait to better myself! I brother this is going to happen with my therapy sessions. Even though I've been going for almost a month, I know great things are to come once we tackle the hard stuff.	7/24/2020 7:11 PM
179	Latrice is an angel sent from above ☺She's an amazing listener and guidance counselor! I would (and have) recommend her to my friends! Thank you for having Latrice on your team!!	7/24/2020 2:01 PM
180	Not at this time	7/24/2020 9:18 AM
181	No	7/23/2020 9:25 PM
182	Nope	7/23/2020 8:51 PM
183	N/A	7/23/2020 1:43 PM
184	i love courtney she has helped me alot and it came at just the right time	7/23/2020 12:16 PM
185	N/A	7/23/2020 11:55 AM
186	None	7/23/2020 11:23 AM
187	No	7/23/2020 9:18 AM
188	None at this time.	7/23/2020 9:00 AM
189	Just really appreciate what you do and the impact you have on my life.	7/23/2020 8:30 AM
190	No	7/23/2020 6:14 AM
191	I prefer telephone therapy, I'm more comfortable in my own environment. When insurance stops paying, I can't afford any more sessions.	7/23/2020 1:43 AM
192	None	7/22/2020 11:58 PM
193	No	7/22/2020 10:26 PM
194	counselor very prompt with schedule of calls.	7/22/2020 10:14 PM
195	No	7/22/2020 9:33 PM
196	No.	7/22/2020 9:23 PM
197	N/A	7/22/2020 9:20 PM
198	No	7/22/2020 9:18 PM

Serenity-BHS Client Satisfaction Survey - November 2020

199	I am grateful I found serenity & so grateful I can still see my therapist during these weird times	7/22/2020 9:12 PM
200	No	7/22/2020 9:09 PM
201	Mark is a great therapist!	7/22/2020 9:07 PM
202	No	7/22/2020 9:05 PM
203	None	7/22/2020 9:02 PM
204	none	7/22/2020 8:59 PM
205	No.	7/22/2020 8:59 PM
206	Nora is amazing.	7/22/2020 8:58 PM
207	No	7/22/2020 8:58 PM
208	Love Jocelyn. Hours are great	7/22/2020 8:57 PM
209	I was part of the OnTrak program through Aetna and was referred to Mary S.-S. She is excellent. The day of my second teletherapy appointment, my job was eliminated leaving me w/o health insurance. I hope to return in the future.	7/21/2020 4:37 PM
210	Nora is amazing, she is flexible with scheduling and an overall great listener, her therapy style is approachable and trustworthy	7/19/2020 4:31 PM
211	Sara has been a huge help. I love how she says "we" instead of "you" . Makes you not feel so alone.	7/18/2020 8:44 PM
212	No	7/18/2020 8:00 PM
213	No, I am doing well, and you guys been doing great.	7/18/2020 12:43 PM
214	no	7/18/2020 4:39 AM
215	Not at this time.	7/18/2020 12:51 AM
216	No	7/17/2020 9:29 PM
217	No	7/17/2020 4:04 PM
218	Good experience so far!	7/17/2020 1:44 PM
219	N/A	7/17/2020 12:56 PM
220	no	7/17/2020 12:44 PM
221	No	7/17/2020 12:18 PM
222	N/A	7/17/2020 12:09 PM
223	No	7/17/2020 11:14 AM
224	The Telehealth wasn't the problem my therapist would schedule me appointment and send them to my email and I wouldn't get my email and there was a time I missed it and I had no idea about the time so I found it very horrible that they would sit there and give me a time for an appointment and me not have any idea and then sit there and say I missed several visits and say I need to pay to see him again when I never made any commitment to those appointment times it was total pardon my French bullshit	7/17/2020 12:20 AM
225	No other comments	7/16/2020 9:39 PM
226	Liz is a skilled and compassionate therapist. I'm so grateful for her guidance.	7/16/2020 9:27 PM
227	Not at this time	7/16/2020 5:29 PM
228	None at this time	7/16/2020 4:38 PM
229	N/a	7/16/2020 4:10 PM
230	My insurance company wants the staff to make directly contact with them for file claims, would you please make a phone call?	7/16/2020 3:38 PM

Serenity-BHS Client Satisfaction Survey - November 2020

231	No	7/16/2020 3:12 PM
232	Despite not being in dire need of therapy, it has helped me quite a bit, and I feel as if I am already doing 100x better than before.	7/16/2020 3:04 PM
233	No.	7/16/2020 2:33 PM
234	I love Serenity and Fay is the best counselor I've had in 20 plus years. I'm extremely satisfied!	7/16/2020 1:45 PM
235	Wendy is great and easy to communicate with	7/16/2020 12:36 PM
236	No	7/16/2020 12:08 PM
237	No	7/16/2020 11:38 AM
238	No	7/16/2020 11:11 AM
239	No	7/16/2020 11:08 AM
240	No	7/16/2020 10:40 AM
241	I am taking a break from therapy until in person sessions resume	7/16/2020 10:40 AM
242	I received a lot of help, and hope to come back again	7/16/2020 10:38 AM
243	No	7/16/2020 10:29 AM
244	No	7/16/2020 10:25 AM
245	Not at this time. Once we got in for an appt, it has been exactly what my son needed.	7/16/2020 10:15 AM
246	No other comments or questions	7/16/2020 10:14 AM
247	Thank you to Megan and your staff for making video-therapy sessions available during COVID-19!	7/16/2020 10:08 AM
248	nope	7/16/2020 10:06 AM
249	Nope! Angel Hiles is an amazing therapist!	7/16/2020 10:02 AM
250	No	7/16/2020 10:02 AM
251	none	7/16/2020 9:44 AM
252	My current mental health being "much worse" has nothing to do with services received and everything to do with the Covid19 pandemic.	7/16/2020 9:44 AM
253	Love Mary and SBH. Not coming currently but come to fine tune or in crisis.	7/16/2020 9:42 AM
254	It's nearly impossible to get a human being on the phone to ask questions or reschedule. It's not clear if there is a receptionist or office person as I've never had someone answer the phone. Now I just text my therapist directly to deal with scheduling issues.	7/16/2020 9:40 AM
255	No for now.	7/16/2020 9:37 AM
256	No	7/16/2020 9:20 AM
257	N/A	7/16/2020 9:03 AM
258	Not rly	7/16/2020 9:03 AM
259	Thank you for all of your help!	7/16/2020 9:02 AM
260	I'm very confident in Nora and look forward to her help.	7/16/2020 9:01 AM
261	Bailey is awesome!	7/16/2020 8:39 AM
262	Scott Fralick is AMAZING!!!	7/16/2020 8:38 AM
263	no	7/16/2020 8:37 AM
264	Wendy is the best!	7/16/2020 8:32 AM
265	No	7/16/2020 8:13 AM

Serenity-BHS Client Satisfaction Survey - November 2020

266	No concerns. Scott seems pretty easy to converse with and has shared some things to give me some good insight in a couple areas.	7/16/2020 8:11 AM
267	No	7/16/2020 8:10 AM
268	Meghan has been the best and I really enjoy her!	7/16/2020 7:55 AM
269	No	7/16/2020 7:52 AM
270	No	7/16/2020 7:52 AM
271	No	7/16/2020 7:51 AM
272	No	7/16/2020 7:49 AM
273	No	7/16/2020 7:49 AM
274	No.	7/16/2020 7:43 AM
275	Honest and thorough therapist	7/16/2020 7:38 AM
276	No	7/16/2020 7:38 AM
277	No	7/16/2020 7:37 AM
278	No	7/16/2020 7:31 AM
279	no	7/16/2020 7:21 AM
280	No	7/16/2020 7:17 AM
281	N/A	7/16/2020 7:15 AM
282	I always feel so much better after my sessions! Megan is easy to talk to	7/16/2020 6:16 AM
283	None! Wendy is amazing. I sought her out specifically for her expertise in CBT and I am so glad that I did!	7/15/2020 9:42 PM
284	no	7/15/2020 9:20 PM
285	Not at this time	7/15/2020 7:50 PM
286	None	7/15/2020 6:35 PM
287	Tamara Walker is a great therapist. I appreciate the effort and care she puts into the sessions and I look forward to my weekly appointment.	7/15/2020 4:57 PM
288	Rick is so caring and so helpful I wouldn't know what to do without him helping me I appreciate him so much he will never understand how grateful I am	7/15/2020 2:47 PM
289	I love fay!	7/15/2020 2:19 PM
290	None	7/15/2020 1:31 PM
291	Fay is a very compassionate therapist. She has been very helpful so far in dealing with my issues and has given me many ideas to learn to cope with my situation. I am feeling better and look forward to my weekly sessions.	7/15/2020 1:24 PM
292	No	7/15/2020 12:43 PM
293	No	7/15/2020 12:19 PM
294	n/a	7/15/2020 11:42 AM
295	no	7/15/2020 11:01 AM
296	No! I am very satisfied and my mental health has greatly improved so far.	7/15/2020 10:25 AM
297	About a month and a half into my telehealth sessions, the counselor said that she was moving and asked if I wanted to be connected with somebody. at first I said yes but then nobody ever made that happen and it would have been nice to have a little bit more guidance on who they felt that I would be able to pair up with. I ended up just quitting	7/15/2020 10:13 AM
298	Scott is great and has helped me through some difficult times. He is supportive and I feel he	7/15/2020 10:07 AM

Serenity-BHS Client Satisfaction Survey - November 2020

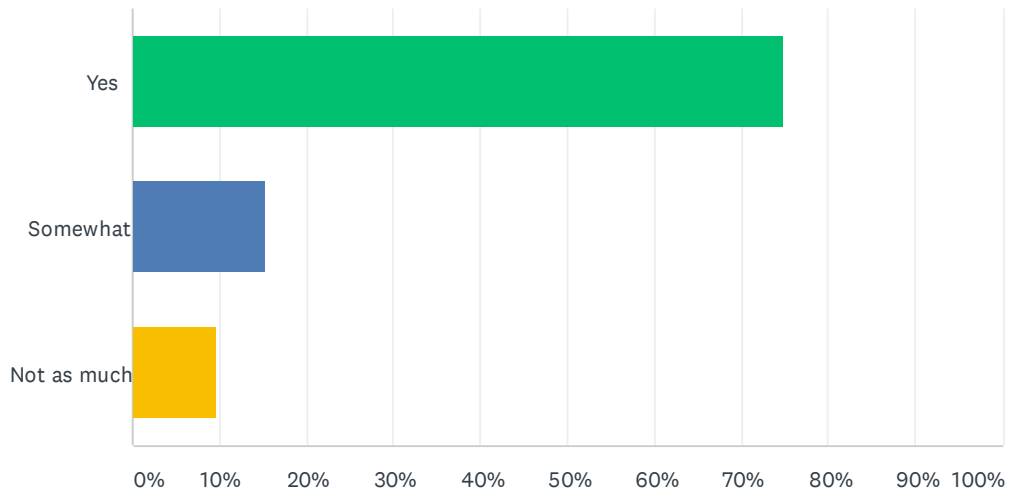
	truly cares about my mental health without feeling judgmental.	
299	No	7/15/2020 10:02 AM
300	Thank you for being exactly what I needed! And when my therapist left, it was extremely easy to switch to a new one.	7/15/2020 9:49 AM
301	Megan Campagna is a great asset to your company. I am so glad to have met her.	7/15/2020 9:38 AM
302	Wendy is awesome	7/15/2020 9:38 AM
303	Sometimes the tele-health platform currently in use is not helpful. Once or twice in the last few months we have had difficulty with the audio quality. However, the problem has not been consistent. My last session via tele-health last week was fine.	7/15/2020 9:16 AM
304	None	7/15/2020 9:14 AM
305	I'm very grateful for the opportunity to work with one of your exceptional therapist.	7/15/2020 8:46 AM
306	Scott is amazing and so helpful!	7/15/2020 8:46 AM
307	No	7/15/2020 8:45 AM
308	No	7/15/2020 8:30 AM
309	No	7/15/2020 8:28 AM
310	No	7/15/2020 8:21 AM
311	Nope!	7/15/2020 8:21 AM
312	no!	7/15/2020 8:17 AM
313	I wasn't very comfortable that my first therapist didn't communicate he was leaving. It was a hard transition that I didn't appreciate during my lowest time.	7/15/2020 7:42 AM
314	No	7/15/2020 7:40 AM
315	no	7/15/2020 7:31 AM
316	No	7/15/2020 7:29 AM
317	No	7/15/2020 7:16 AM
318	No	7/15/2020 7:05 AM
319	Megan is wonderful. She has a very calming voice and I enjoy our talks very much!!!	7/15/2020 6:57 AM
320	No	7/15/2020 6:08 AM
321	No	7/15/2020 5:49 AM
322	Very thankful to have worked with Angel and now Jen.	7/15/2020 5:18 AM
323	Not at this time	7/15/2020 3:16 AM
324	Nope	7/15/2020 2:07 AM
325	Having a psychiatrist in the office would be helpful to more accurately adjust medication based on the feedback given to them from therapists.	7/15/2020 1:19 AM
326	nope!	7/15/2020 12:30 AM
327	Therapist Megan is amazing	7/15/2020 12:25 AM
328	I've only started services for just over a month and still am working on disclosing. I'm happy with my therapist and feel that she is working to be helpful to me and understand	7/15/2020 12:25 AM
329	No	7/15/2020 12:21 AM
330	No	7/15/2020 12:10 AM
331	No	7/14/2020 11:19 PM
332	Will teletherapy continue in the fall/insurance agreements be made to continue further visits?	7/14/2020 11:13 PM

Serenity-BHS Client Satisfaction Survey - November 2020

333	Jessica K is an ANGEL! Thank you for all you do!!!!	7/14/2020 10:43 PM
334	No	7/14/2020 10:43 PM
335	Tammi is the best therapist I've ever had!	7/14/2020 10:43 PM
336	No complaints at all, am very happy with Serenity.	7/14/2020 10:40 PM
337	Megan is THE BEST!	7/14/2020 10:39 PM
338	No	7/14/2020 10:31 PM
339	No	7/14/2020 10:29 PM
340	I cannot travel to my therapist's office, I require this type of therapy. I hope the insurance company will continue paying for this type of therapy.	7/14/2020 10:29 PM
341	No, not at this time.	7/14/2020 10:28 PM
342	No	7/14/2020 10:24 PM
343	Elizabeth has been amazing! Sad to see her move on but happy for her.	7/14/2020 10:15 PM
344	N/A	7/14/2020 10:13 PM
345	No	7/14/2020 10:11 PM
346	Megan Campagna is my counselor and she is absolutely fantastic. I am so grateful for her. I am also grateful for the opportunity to do counseling online; it is definitely my preferred method of therapy.	7/14/2020 10:08 PM
347	N/a	7/14/2020 10:08 PM
348	No	7/14/2020 10:08 PM
349	No	7/14/2020 10:06 PM
350	No	7/14/2020 10:04 PM
351	No	7/14/2020 10:03 PM
352	No	7/14/2020 10:01 PM
353	No	7/14/2020 10:00 PM
354	I really like my current therapist, Megan. Combined with the right meds, she has really helped me in a few short sessions.	7/14/2020 10:00 PM
355	Since Angel left I have not been seeing anyone for therapy	7/14/2020 9:59 PM
356	no	7/14/2020 9:55 PM
357	No	7/14/2020 9:53 PM
358	Concerns about Covid not being taken seriously enough for in person appts to be safe.	7/14/2020 9:52 PM
359	No	7/14/2020 9:51 PM
360	No	7/14/2020 9:50 PM

Q12 Do you feel your current treatment needs are being met by sessions via tele-therapy?

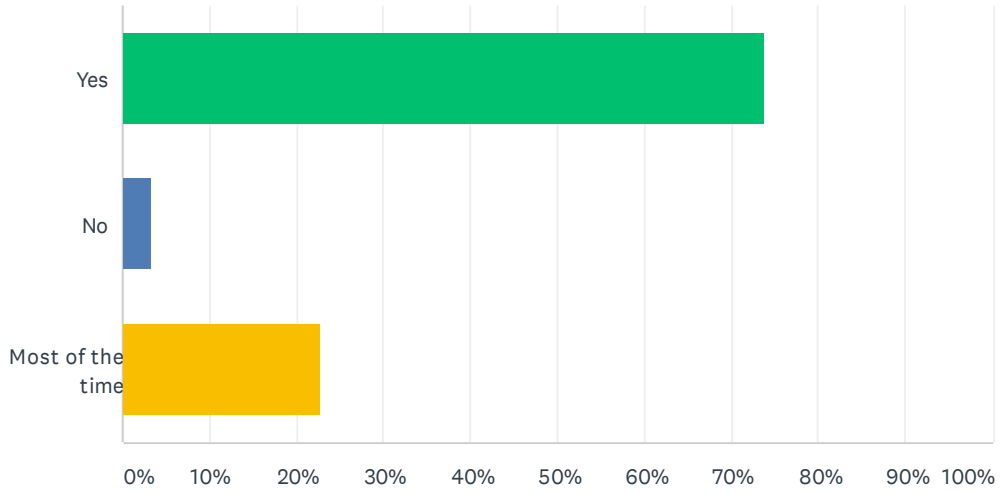
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.00%	270
Somewhat	15.28%	55
Not as much	9.72%	35
TOTAL		360

Q13 Tele-therapy - Is the internet connection during sessions consistent and stable?

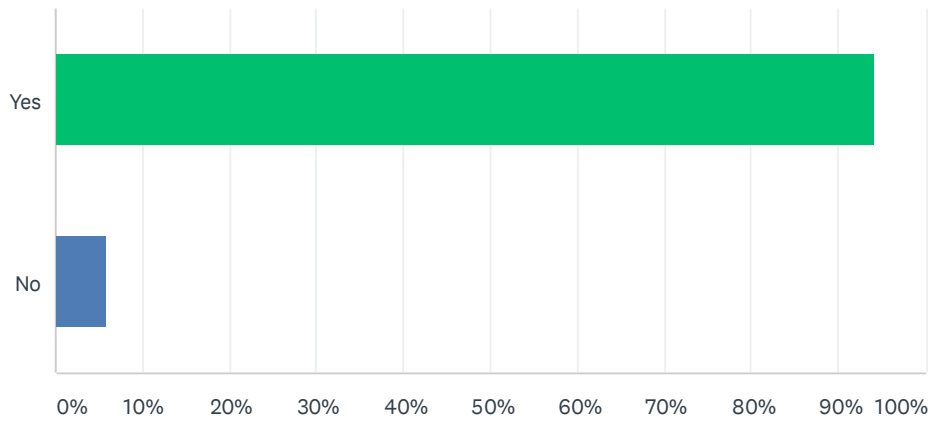
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.89%	266
No	3.33%	12
Most of the time	22.78%	82
TOTAL		360

Q14 During tele-therapy sessions with your therapist, is the room secluded from distractions or interruptions from others?

Answered: 360 Skipped: 0



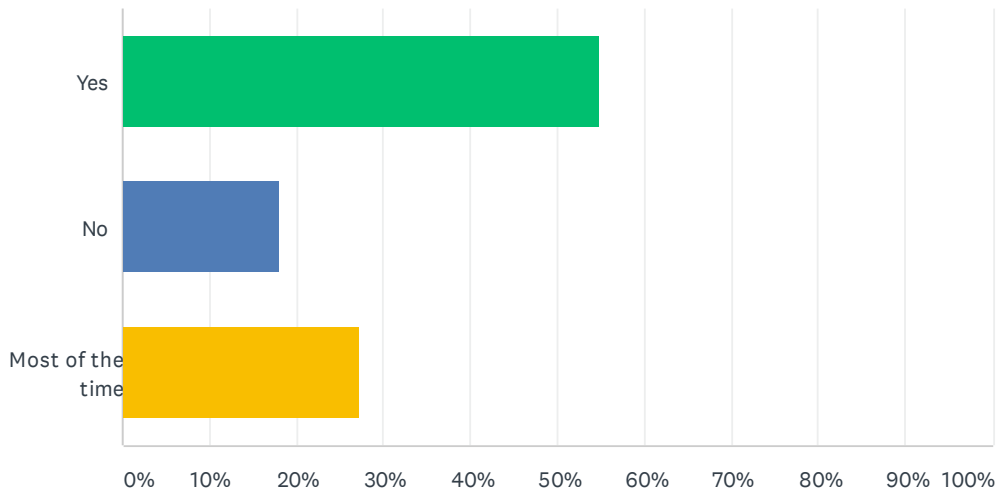
ANSWER CHOICES	RESPONSES	
Yes	94.17%	339
No	5.83%	21
Total Respondents: 360		

Serenity-BHS Client Satisfaction Survey - November 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	not using tele. Only live	12/27/2020 3:37 PM
2	Not doing teletherapy	12/21/2020 11:06 AM
3	With my current therapist, yes. There were distractions with my previous therapist.	12/20/2020 4:25 PM
4	Not applicable to me	12/20/2020 10:28 AM
5	On the therapist's end, yes. Sometimes I have trouble keeping a distraction-free environment	12/20/2020 9:56 AM
6	Therapy is in person	12/20/2020 9:51 AM
7	Our son is nearby with headphones and an iPad	12/20/2020 9:05 AM
8	Only spoke on the phone. I never used the computer or facetime.	12/18/2020 6:51 AM
9	N/A	12/17/2020 2:45 PM
10	Na	12/17/2020 2:05 PM
11	Haven't had tele therapy	12/5/2020 12:51 PM
12	Some days are difficult because I have a child learning from home. My therapist's space is quiet and secluded.	12/1/2020 11:26 AM
13	my room? yes pretty much	11/30/2020 10:33 PM
14	Na	11/30/2020 10:05 PM
15	NA	11/30/2020 9:55 PM
16	I do not do tele-therapy	7/24/2020 9:18 AM
17	I have not participated in tele-therapy.	7/23/2020 8:30 AM
18	N A	7/22/2020 9:02 PM
19	I do not receive teletherapy	7/16/2020 11:11 AM
20	I've not used tele-therapy	7/16/2020 10:38 AM
21	My son does not do tele therapy sessions but it will not allow me to submit the survey without filling in all of the questions	7/16/2020 10:15 AM
22	It is hard to find a space that is confidential to have the session.	7/16/2020 9:44 AM
23	I'm not in tele-therapy	7/16/2020 9:40 AM
24	Phone call/audio only	7/15/2020 1:31 PM
25	I prefer in office session	7/15/2020 12:19 PM
26	Scott has been secluded. For me, tele-therapy is less so do to other occupants in my house	7/15/2020 10:07 AM
27	N/A	7/15/2020 9:14 AM
28	Her room is- mine sometimes isn't.	7/15/2020 8:45 AM

Q15 During tele-therapy sessions, do you feel connected to your therapist the same as when you are in the same room with them?

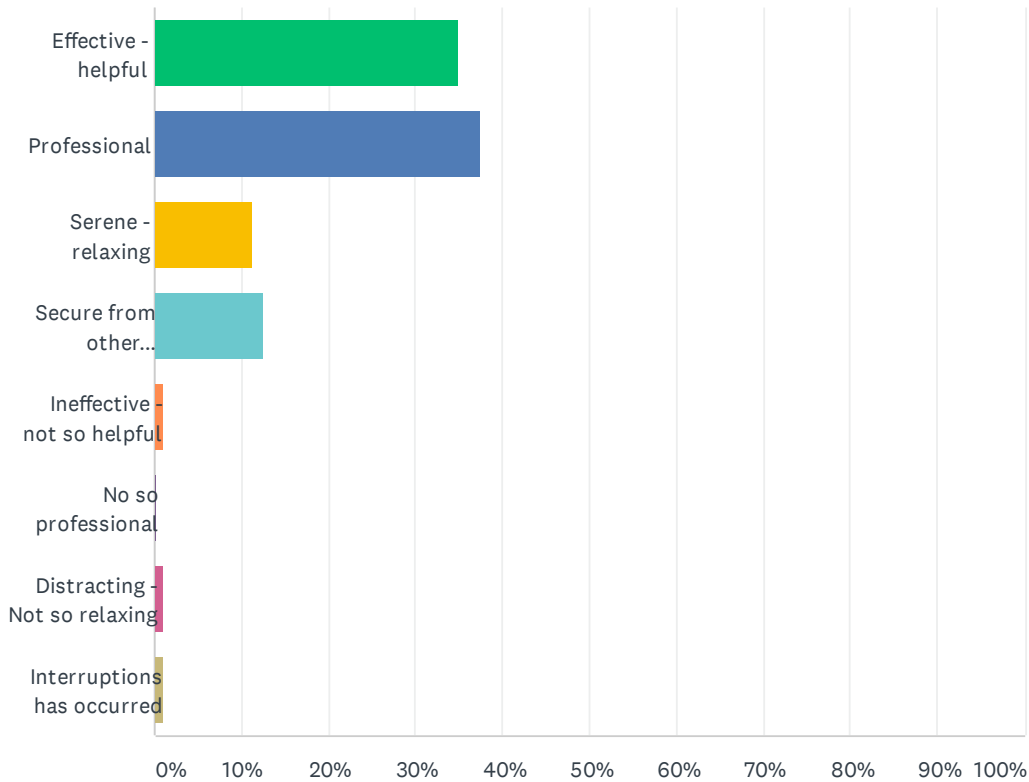
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.72%	197
No	18.06%	65
Most of the time	27.22%	98
TOTAL		360

Q16 The space around your therapist impacts the overall effectiveness of treatment. Please select the statements that describes your therapist's setting during tele-therapy.

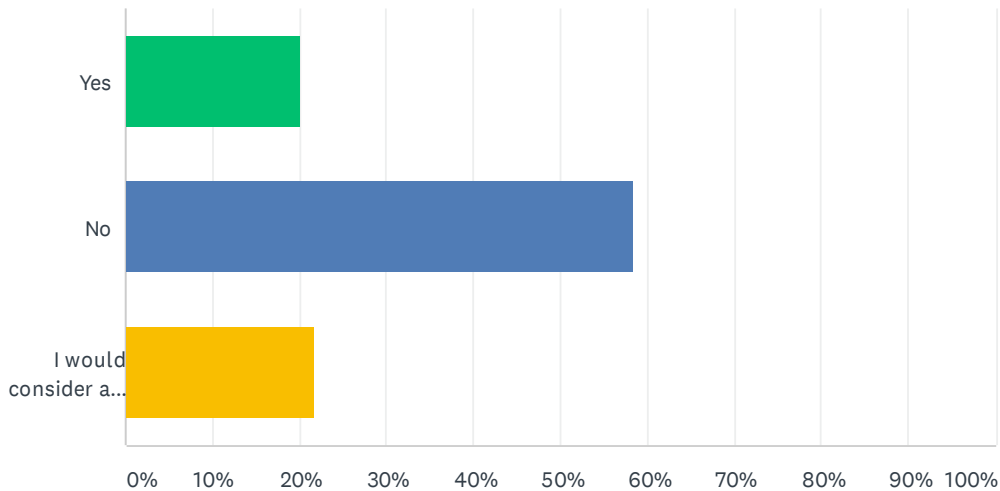
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Effective - helpful	35.00%	126
Professional	37.50%	135
Serene - relaxing	11.39%	41
Secure from other interruptions	12.50%	45
Ineffective - not so helpful	1.11%	4
No so professional	0.28%	1
Distracting - Not so relaxing	1.11%	4
Interruptions has occurred	1.11%	4
TOTAL		360

Q17 We provide group therapy to help you build a support system, learn new coping skills and improve your overall emotional health. Would you be interested in joining a group that was geared towards your personal needs?

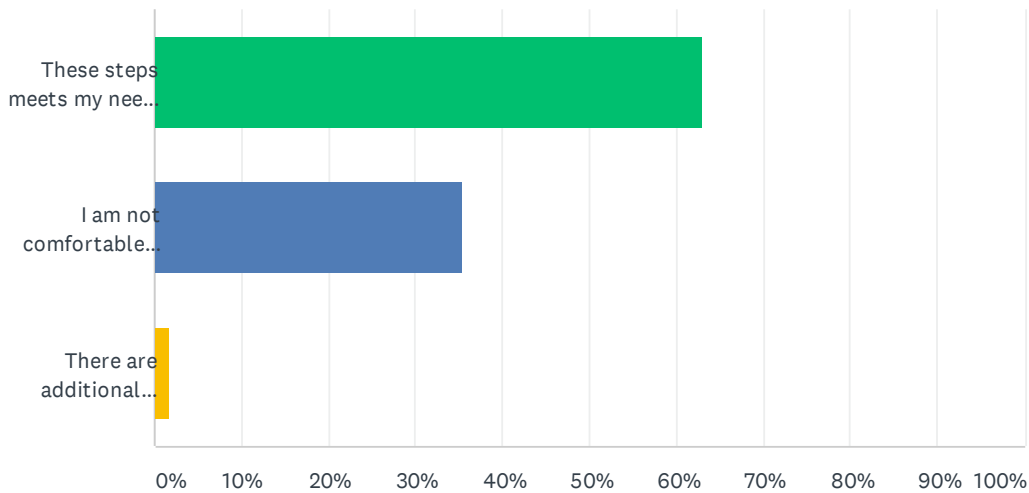
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	20.00%	72
No	58.33%	210
I would consider a tele-therapy group.	21.67%	78
TOTAL		360

Q18 With Covid-19 threat, Serenity has taken steps to protect our therapists and clients by having our office cleaned several times a day, masks are available for therapists and clients to use, hand sanitizers are available in each lobby and clients can sit in their car until their appointment time to limit the number of people in each waiting room. Do you have any other recommendations that would make you feel more safe to come to sessions in our office?

Answered: 360 Skipped: 0



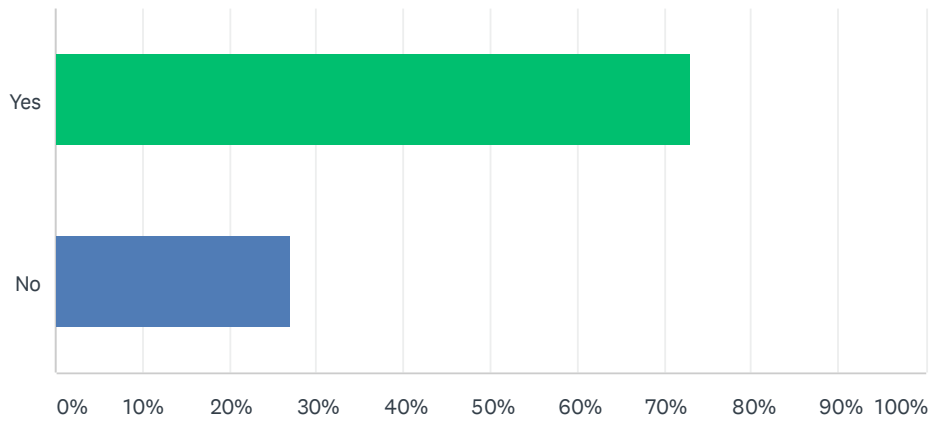
ANSWER CHOICES	RESPONSES
These steps meets my needs and expectations to feel safe to come to the office to see my therapist.	63.06% 227
I am not comfortable coming to the office at this time.	35.28% 127
There are additional steps Serenity can do to help me feel more comfortable coming to the office for my session. See below for my suggestion.	1.67% 6
TOTAL	360

Serenity-BHS Client Satisfaction Survey - November 2020

#	OTHER (PLEASE SPECIFY)	DATE
1	Masks should be required when in the lobby and common areas	12/20/2020 10:01 AM
2	I live too far away for in person so this doesn't effect me.	12/20/2020 9:41 AM
3	I did not visit the office. I actually liked the phone sessions.	12/18/2020 6:51 AM
4	It's not that I feel like your efforts aren't adequate but, as telehealth is working for me at this time, I don't feel like it's worth even the mitigated risk.	12/17/2020 9:07 PM
5	I am comfortable with tele therapy. My husband has cancer and needs my care. It is very convenient for me to not have to leave my home to get the therapy I need to cope with what's happening. If I had to go to the office I would not pursue therapy.	12/17/2020 12:14 PM
6	Not comfortable being in indoor, shared air spaces for long periods of time. So no, unless it's outdoors, not interested in coming into the office.	12/17/2020 12:12 PM
7	I live with my parents who are in their 50's, so I don't feel that the benefits of in-person sessions are worth the potential risk of bringing the virus back home. If I lived on my own, I would certainly come in and feel safe.	12/1/2020 11:15 AM
8	I haven't come in to the office since March.	12/1/2020 10:35 AM
9	I'm tell therapy only	12/1/2020 10:19 AM
10	I am in a high risk group so don't like to go to public spaces right now	11/30/2020 10:24 PM
11	See above. Enforce masks for everyone in the building. Counselors need to wear masks !!!! I shouldn't have to ask. People in the waiting room NEED TO WEAR ONE	11/30/2020 9:55 PM
12	While the steps listed are more than satisfactory for my peace of mind, teletherapy has been so seamless I don't feel I need to enter the office facility to experience a high quality therapy experience	7/23/2020 1:43 PM
13	Our telephone sessions are fine. No need for anything else.	7/22/2020 10:14 PM
14	I am doing teleconferencing. None of these apply.	7/22/2020 9:33 PM
15	Your precautions are more than adequate, but I live with a high-risk individual and am taking extra care to interact with as few people in close quarters as possible.	7/18/2020 8:00 PM
16	Trying to reduce my contact with others as much as possible right now so I prefer telehealth	7/16/2020 9:27 PM
17	I'm just trying to isolate because my boyfriend is high risk	7/16/2020 10:02 AM
18	I am older and just staying home for now. Nothing personal.	7/16/2020 9:42 AM
19	I am looking forward to actually meeting my therapist one day. But my company covers telehealth sessions ring now 100% but BJJ otnin person sessions.	7/16/2020 9:03 AM
20	My contact with Nora have only been over the phone and not via any computer viewing options.	7/16/2020 9:01 AM
21	This is not applicable to me	7/16/2020 8:11 AM
22	I started tele therapy in January due to moving out of the city, so I will not be returning to in-person regardless	7/15/2020 8:21 AM
23	Prefer teletherapy	7/15/2020 7:31 AM
24	I just would prefer to not be indoors with anyone not already in my household for a period of time. That's separate from the cleanliness of the office - it's a lot more about airflow. (I would be okay being outside.)	7/15/2020 12:30 AM
25	Doing teletherapy	7/15/2020 12:25 AM
26	I can't think of anything that would make me want to do an inside visit. Could an outside visit be arranged?	7/14/2020 10:00 PM

Q19 When insurances stops covering tele-therapy, will you transition to office sessions?

Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.06%	263
No	26.94%	97
TOTAL		360