



uSPEQ® Consumer Survey Report: Appendix C September 2021

Prepared for
**North Central Behavioral Health
Systems**
La Salle, IL
US

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Site Abbreviation Key

For ease of use and formatting, abbreviations are used to refer to the specific sites. A key is found below.

Site Name	Site Abbreviation
Canton	CA
Integrated Care	IC
LaSalle	LS
Macomb	MA
Ottawa	OT

Service Responsiveness Comments

CA

- I am always able to get the help I need within a reasonable time. They are very kind and helpful when my schedule changes and quick to get me another appointment.
- I am satisfied.
- I do wish we were able to schedule our visits more frequently.
- It is helping.
- It was cool how they let me out of jail for 4 hours to do drug/alcohol assessment and get McDonald's.
- Mental health helped meet my needs and treatment.
- Was good and nice people.
- Ya'll have gotten dates wrong for appointments of mine and it gets me in trouble. Also, in my files there are statements I've never made.

LS

- Everything is good!
- Everything is up to my expectation.
- Excellent services.
- I am very pleased with North Central!
- I really like the services. Everyone is so kind.
- Only issue I've ever had was that Scott told me I was 40 plus classes in. I've always been told how many classes I had without asking, so I had to rush to get my AA classes done. I don't know maybe he had his reasons.
- The number of older therapists made it difficult to get in at first.

MA

- Been a big help.
- Everyone at North Central is professional and helpful. Especially nice when people aren't feeling their best.
- Extremely helpful!

OT

- Doing great!
- Great staff.
- I feel like there SHOULD be more options for psychiatric doctors. Having 1 puts stress on not only the patients but I'm sure the doctor as well. Also, she's never in person?
- Maybe work on cleaning/sanitizing chairs between people, reduce the spread of germs.
- One, they try to make time for you if you requested an urgent call/meeting. Two, if the current staff member that you see isn't available, then they will let you talk to another person (when you need to talk urgently).
- There when I needed them with appointment times close to current date so I could get in.

Informed Choice Comments

CA

- It's a helpful program.
- The staff is always understanding when I need extra time to talk. They tend to listen to understand, not just to reply.

LS

- Always a stumbling block!
- None. I have been fairly informed.
- Rhonda was a great therapist. So was Kristi before her.

MA

- Excellent.

OT

- Always asking my opinion!
- I feel comfortable with my therapist and the goals we have set.
- My counselor and I have already talked and agreed on a plan for me that fits my needs.
- They will go over you service goals. By doing an intake, you can keep or change your service goal.

Respect Comments

CA

- Everybody was respectful.
- The staff is always cautious with other's beliefs and never pushy with that subject. I respect that so much.

LS

- All good!
- Not sure about Linda, she quit but she lied.

OT

- I haven't had any views pushed onto me and no breaches of confidentiality.
- Staff are very respectful, they listen to your needs.

Participation Comments

CA

- I love that the staff reminds me how important I am.
- I'm a strong person.
- No vehicle and soon becoming homeless.
- Timing of classes are inconvenient for jobs.
- Very important to participate to meet goals.

LS

- I am able to leave my house and shop.
- Most of all these deal with the way I function or not function.
- None, I'm pretty open, like an open book.
- Stumble at times!

OT

- Hard to wake up some days. No want or drive to clean or do things. Sluggish and down, kinda just want to stay in bed.
- I am actively involved with my therapy, unfortunately the depression still gets in the way.
- I was confused, sorry. My counselor is helping me effectively deal with everyday obstacles.
- My anxiety gets in the way most of the time.
- Participation wise is clear and great.
- There should be a 4th option of Somewhat.

Overall Value Comments

CA

- I am seeking help with North Central for me and to also better my relationship with my partner.
- I give my best values for a treatment that is best for me.
- I have already recommended North Central to a few friends and family.
- I love Patty my group counselor and Roger my one to one counselor.
- It was [?].
- It's a good place overall.
- Love the staff.
- The group is good.

LS

- All is smooth!
- I wish Dr. Grunderman would show more interest in me personally. I am not sure she even looks at my life.
- Regarding 4, [?].

OT

- Great!
- If it were not for NCBHS, I don't know where I would be!
- It's a process.
- Still needs work. I need help finding ways to get up for the day, find the want to do something. Daily chores and cleaning.

General Comments

CA

- Free coffee and/or water for IOP.
Give Roger a raise.
- Mental health is a place for good treatment and set up for goals which will help with life standards.
- Roger is A+.
- This program was good for me and helped me a lot.
- Was better place than I expected.
- Wish they had couples counseling so I didn't have to go other places.

IC

- I disagree with all the extra stuff with the groups.

LS

- All is ok!
- Generally really like it here and I get the help that I am looking for!
- I think this survey could be answered better with more of a scale to pick from, 1-10 or 1-5. Thank you.
- My counselor is the best. She is always there when I need her. Liz Davis makes me feel like I'm not alone and someone cares.
- Therapist is excellent.

MA

- Excellent staff and counselors. 100 percent helped me change to a healthy drug/alcohol free lifestyle.

OT

- Great place to be!
- I think NCBHS has patient's best interest at heart but lacks in areas of psychiatric care. Only having 1 doctor who isn't present in the building, there's no connection to patient.
- Together with the one who receives treatment.

Program Abbreviation Key

For ease of use and formatting, abbreviations are used to refer to the specific programs. A key is found below.

AIMS Program Name	AIMS Program Acronym
Princeton	P
Stark/Marshall	SM
Streator	S
Team 1	T1
Team 2	T2

Service Responsiveness Comments

T1

- Been a big help.
- Everyone at North Central is professional and helpful. Especially nice when people aren't feeling their best.
- Everything is good!
- Everything is up to my expectation.
- Extremely helpful!
- Great staff.
- I am always able to get the help I need within a reasonable time. They are very kind and helpful when my schedule changes and quick to get me another appointment.
- I am satisfied.
- I am very pleased with North Central!
- I do wish we were able to schedule our visits more frequently.
- It is helping.
- It was cool how they let me out of jail for 4 hours to do drug/alcohol assessment and get McDonald's.
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- Mental health helped meet my needs and treatment.
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- Only issue I've ever had was that Scott told me I was 40 plus classes in. I've always been told how many classes I had without asking, so I had to rush to get my AA classes done. I don't know maybe he had his reasons.
- The number of older therapists made it difficult to get in at first.
- Was good and nice people.
- Ya'll have gotten dates wrong for appointments of mine and it gets me in trouble. Also, in my files there are statements I've never made.

T2

- Doing great!
- Excellent services.
- I feel like there SHOULD be more options for psychiatric doctors. Having 1 puts stress on not only the patients but I'm sure the doctor as well. Also, she's never in person?
- I really like the services. Everyone is so kind.
- There when I needed them with appointment times close to current date so I could get in.

Informed Choice Comments

T1

- Always a stumbling block!
- Always asking my opinion!
- Excellent.
- It's a helpful program.
- None. I have been fairly informed.
- Rhonda was a great therapist. So was Kristi before her.
- The staff is always understanding when I need extra time to talk. They tend to listen to understand, not just to reply.
- They will go over you service goals. By doing an intake, you can keep or change your service goal.

T2

- I feel comfortable with my therapist and the goals we have set.
- My counselor and I have already talked and agreed on a plan for me that fits my needs.

Respect Comments

T1

- All good!
- Everybody was respectful.
- Not sure about Linda, she quit but she lied.
- Staff are very respectful, they listen to your needs.
- The staff is always cautious with other's beliefs and never pushy with that subject. I respect that so much.

T2

- I haven't had any views pushed onto me and no breaches of confidentiality.

Participation Comments

T1

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- I am able to leave my house and shop.
- I love that the staff reminds me how important I am.
- I'm a strong person.
- No vehicle and soon becoming homeless.
- None, I'm pretty open, like an open book.
- Participation wise is clear and great.
- Stumble at times!
- Timing of classes are inconvenient for jobs.
- Very important to participate to meet goals.

T2

- I am actively involved with my therapy, unfortunately the depression still gets in the way.
- I was confused, sorry. My counselor is helping me effectively deal with everyday obstacles.
- Most of all these deal with the way I function or not function.
- My anxiety gets in the way most of the time.
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- Regarding 4, [?].
- Still needs work. I need help finding ways to get up for the day, find the want to do something. Daily chores and cleaning.
- The group is good.

T2

- It's a process.

General Comments

- S**
- I disagree with all the extra stuff with the groups.

T1

- All is ok!
- Excellent staff and counselors. 100 percent helped me change to a healthy drug/alcohol free lifestyle.
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