2014
Mental Health Consumer Satisfaction Survey Report

Report prepared and submitted
by
Network Management
April 2014
Table of Contents

Overview 2

Response Rate Report 3

Mental Health Services Overall Reports
- Graph 4
- Survey Detail 5-6

Individual Provider Reports
- ACT Clinic 7
- Arlington Clinic 8
- Circle Drive Clinic 9
- FAIR West Clinic 10
- Homeless Services Clinic 11
- Mid-Cities Clinic 12
- Northwest Clinic 13
- Penn Square Clinic 14
- Project R.A.P.P. 15
- Western Hills Clinic 16

Consumer Comments 17-18
Overview

• During the month of January 2014 the Network Management department of MHMRTC conducted a consumer satisfaction survey of Mental Health service providers. Consumers were selected at random and remained anonymous.

• Consumers were asked to respond to questions about how they feel about the effectiveness of MHMRTC’s services (Quality of Life) and how they feel about the way services are delivered (Satisfaction with Services). Consumers were also given the opportunity to comment freely on what they liked about our services and what they would change. These comments were categorized and counted (The Most Frequent Comments).

• When making comparisons between providers, it is important to remember that some providers offer services to consumers during different stages of their treatment. This may have affected some responses.

• This report represents the consumer’s point of view about the services they receive.

• The Network Management Department would like to express our gratitude to program management staff as well as office managers and other office staff for their assistance with the survey.
JANUARY 2014
MH CONSUMER SATISFACTION SURVEY
RESPONSE RATES

[Bar chart showing response rates for different categories]
Mental Health Services

**QUALITY OF LIFE**

**SATISFACTION WITH SERVICES**

**THE MOST FREQUENT COMMENTS RANKED BY CATEGORY**

The best thing about the services I receive is:
1. Psychiatric TX/Medications (1)
2. Staff are understanding/empathetic (3)
3. Improved psychiatric symptoms (2)
4. The doctor (4)
5. Staff is courteous/friendly (5)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (5)
2. Staff returns phone calls (10)
3. Fewer staff changes (10)
4. Reduce wait time (2)
5. Staff availability (6)

( ) = November 2012 M.H. Consumer Satisfaction
**MHMRTC**  
**M.H. Consumer Satisfaction Survey Report**  
**January 2014**

---

**R.U. All Units**  
**No. of Respondents:** 899

---

1. **How do you feel from services you receive at MHMRTC?**

<table>
<thead>
<tr>
<th>Feeling</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel better</td>
<td>66%</td>
</tr>
<tr>
<td>I feel the same</td>
<td>30%</td>
</tr>
<tr>
<td>I feel worse</td>
<td>4%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

2. **How do you get along with people now?**

<table>
<thead>
<tr>
<th>Relationship State</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>My relationships are better</td>
<td>50%</td>
</tr>
<tr>
<td>My relationships are the same</td>
<td>44%</td>
</tr>
<tr>
<td>My relationships are worse</td>
<td>6%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

3. **How well do you take care of your problems now?**

<table>
<thead>
<tr>
<th>Problem Handling</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I handle problems better</td>
<td>56%</td>
</tr>
<tr>
<td>I handle problems the same</td>
<td>38%</td>
</tr>
<tr>
<td>I don't handle problems as well now</td>
<td>5%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

4. **How do you feel about the way staff treat you with respect?**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>52%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>41%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>0%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

5. **How do you feel about the cleanliness of the setting where you receive services?**

<table>
<thead>
<tr>
<th>Cleanliness Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>47%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>46%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>0%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>0%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

6. **How do you feel about the politeness and helpfulness of the receptionist where you receive services?**

<table>
<thead>
<tr>
<th>Politeness Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>54%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>41%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>0%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

7. **How do you feel about how well medical staff explained your medication(s) to you?**

<table>
<thead>
<tr>
<th>Medication Clarity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>50%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>40%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>2%</td>
</tr>
<tr>
<td>Don't know</td>
<td>0%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

8. **How do you feel about the involvement you had in making your treatment plan?**

<table>
<thead>
<tr>
<th>Involvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>40%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>47%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>2%</td>
</tr>
<tr>
<td>Don't know</td>
<td>0%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

9. **How do you feel about the assistance you received in getting treatment for any medical or physical problems?**

<table>
<thead>
<tr>
<th>Assistance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>40%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>47%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>4%</td>
</tr>
<tr>
<td>Don't know</td>
<td>5%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>
10. How do you feel about how well the doctor understands and responds to your concerns?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>51%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>38%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>5%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

11. How do you feel about how well the nurse understands and responds to your concerns?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>47%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>43%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>2%</td>
</tr>
<tr>
<td>Don't know</td>
<td>6%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

12. How do you feel about how well your pharmacy provides services?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>43%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>44%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>3%</td>
</tr>
<tr>
<td>Don't know</td>
<td>5%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

13. When you request assistance, how satisfied are you with the response?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>40%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>47%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Extremely dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Does not apply</td>
<td>3%</td>
</tr>
<tr>
<td>Don't know</td>
<td>5%</td>
</tr>
<tr>
<td>No response</td>
<td>0%</td>
</tr>
</tbody>
</table>

14. Would you recommend MHMRTC to others?

<table>
<thead>
<tr>
<th>Response</th>
<th>Yes</th>
<th>No</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>96%</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>

15. The best thing about the services I receive is (number of comments):

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatric TX/Medications</td>
<td>93</td>
</tr>
<tr>
<td>Improved psychiatric symptoms</td>
<td>72</td>
</tr>
<tr>
<td>Staff are understanding/empathetic</td>
<td>86</td>
</tr>
<tr>
<td>Staff is courteous and friendly</td>
<td>44</td>
</tr>
<tr>
<td>The doctor</td>
<td>60</td>
</tr>
<tr>
<td>The nurse</td>
<td>9</td>
</tr>
<tr>
<td>The case coordinator/mgr.</td>
<td>16</td>
</tr>
<tr>
<td>The cost of services</td>
<td>28</td>
</tr>
<tr>
<td>Prompt service</td>
<td>22</td>
</tr>
</tbody>
</table>

16. The one thing I would like to see changed is (number of comments):

<table>
<thead>
<tr>
<th>Change</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>8</td>
</tr>
<tr>
<td>More time with Dr.</td>
<td>3</td>
</tr>
<tr>
<td>Relief from psychiatric symptoms</td>
<td>196</td>
</tr>
<tr>
<td>Additional Support Services</td>
<td>3</td>
</tr>
<tr>
<td>Reduce time spent waiting to see Dr.</td>
<td>27</td>
</tr>
<tr>
<td>Facility Improvement</td>
<td>6</td>
</tr>
<tr>
<td>Staff more available when needed</td>
<td>26</td>
</tr>
<tr>
<td>Extended clinic office hours</td>
<td>2</td>
</tr>
<tr>
<td>Staff returns phone calls</td>
<td>66</td>
</tr>
<tr>
<td>Offer counseling services</td>
<td>4</td>
</tr>
<tr>
<td>Staff to be understanding/empathetic</td>
<td>8</td>
</tr>
<tr>
<td>Fewer Case Coordinator/Mgr. changes</td>
<td>32</td>
</tr>
<tr>
<td>Improve cleanliness of site</td>
<td>5</td>
</tr>
<tr>
<td>Lab hours more flexible</td>
<td>5</td>
</tr>
</tbody>
</table>
ACT Clinic
November 2012: n=40 Response Rate 100%  January 2014: n=25 Response Rate 63%

QUALITY OF LIFE

November 2012
- 27% Is better
- 4% Is the same
- 69% Is worse

January 2014
- 31% Is better
- 6% Is the same
- 63% Is worse

SATISFACTION WITH SERVICES

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. Staff is understanding/empathetic (2)
2. Improved psychiatric symptoms (4)
3. Psychiatric TX/Medications (1)
4. The cost of services (4)
5. Prompt service (0)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (4)
2. Reduce time spent waiting to see doctor (2)
3. More time with dr. (0)
4. Staff returns phone calls (0)
5. Staff available when needed (4)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking.
Arlington Clinic

**November 2012:** n=116 Response Rate 88%

**January 2014:** n=125 Response Rate 93%

### QUALITY OF LIFE

**November 2012**
- 54% Is better
- 38% Is the same
- 8% Is worse

**January 2014**
- 57% Is better
- 5% Is the same
- 38% Is worse

### SATISFACTION WITH SERVICES

<table>
<thead>
<tr>
<th>Category</th>
<th>November 2012</th>
<th>January 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVERALL</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Participation in Tx Planning</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Responsiveness of Medical Staff</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Receptionist</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Cleanliness of Facility</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Access to Services</td>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>

### THE MOST FREquent COMMENTS RANKED BY CATEGORY

- **The best thing about the services I receive is:**
  1. Staff is courteous/friendly (4)
  2. Psychiatric TX/Medications (1)
  3. Improved psychiatric symptoms (5)
  4. Staff is understanding/empathetic (3)
  5. The doctor (2)

- **The one thing I would like to see changed is:**
  1. Staff returns phone calls (0)
  2. Relief from psychiatric symptoms (5)
  3. Fewer staff changes (6)
  4. Staff available when needed (0)
  5. Reduce time waiting to see doctor (2)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking.
Circle Drive Clinic

November 2012: n=137 Response Rate 96%

January 2014: n=158 Response Rate 100%

QUALITY OF LIFE

November 2012

- Is better: 53%
- Is the same: 42%
- Is worse: 5%

January 2014

- Is better: 54%
- Is the same: 5%
- Is worse: 41%

SATISFACTION WITH SERVICES

OVERALL

Jan'14: 90%

Participation in Tx Planning

Nov'12: 90%

Responsiveness of Medical Staff

Jan'14: 90%

Receptionist

Nov'12: 90%

Cleanliness of Facility

Jan'14: 90%

Access to Services

Nov'12: 90%

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. Psychiatric TX/Medications (1)
2. Staff is understanding/empathetic (3)
3. The doctor (5)
4. Improved psychiatric symptoms (2)
5. Staff is courteous/friendly (4)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (4)
2. Staff returns phone calls (0)
3. Fewer staff changes (0)
4. Reduce time waiting to see doctor (2)
5. Staff more available when needed (5)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking.
FAIR West Clinic

November 2012: n=114 Response Rate 100%  
January 2014: n=135 Response Rate 100%

QUALITY OF LIFE

November 2012

- 40% Is better
- 59% Is the same
- 1% Is worse

January 2014

- 43% Is better
- 52% Is the same
- 5% Is worse

SATISFACTION WITH SERVICES

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. Psychiatric TX/Medications (1)
2. Improved psychiatric symptoms (3)
3. Staff is understanding/empathetic (2)
4. Staff is courteous/friendly (4)
5. Prompt service (7)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (4)
2. Fewer staff changes (0)
3. Staff more available when needed (0)
4. Staff to be understanding/empathetic (3)
5. Lab hours more flexible (0)

() = November 2012 M.H. Consumer Satisfaction Survey ranking
Homeless Services Clinic

November 2012: n=18 Response Rate 45%  
January 2014: n=35 Response Rate 88%  

QUALITY OF LIFE

November 2012

- 39% Is better
- 4% Is the same
- 57% Is worse

January 2014

- 26% Is better
- 2% Is the same
- 72% Is worse

SATISFACTION WITH SERVICES

THE MOST FREquent COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Staff is understanding/empathetic (1)
2. Staff is courteous/friendly (2)
3. The doctor (0)
4. The case coordinator/mgr. (4)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (3)
2. Reduce time spent waiting to see doctor (3)
3. Staff returns phone calls (0)
4. Extended clinic office hours (0)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking.
Mid-Cities Clinic
November 2012: n=110 Response Rate: 100%          January 2014: n=100 Response Rate: 100%

QUALITY OF LIFE

November 2012
- 31% Is better
- 62% Is the same
- 7% Is worse

January 2014
- 36% Is better
- 61% Is the same
- 3% Is worse

SATISFACTION WITH SERVICES

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. The doctor (3)
2. Staff is understanding/empathetic (4)
3. The cost of services (2)
4. Psychiatric TX/Medication (1)
5. Improved psychiatric symptoms (3)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (4)
2. Staff returns phone calls (0)
3. Nothing (1)
4. Reduce time spent waiting to see doctor (2)
5. Staff to be understanding/empathetic (3)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking.
Northwest Clinic

November 2012: n=33 Response Rate 38%
January 2014: n=80 Response Rate 88%

QUALITY OF LIFE

November 2012
- 40% Is better
- 4% Is worse
- 56% Is the same

January 2014
- 39% Is better
- 10% Is worse
- 51% Is the same

SATISFACTION WITH SERVICES

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. The doctor (1)
2. Staff is understanding/empathetic (2)
3. Psychiatric TX/Medications (1)
4. Staff is courteous and friendly (3)
5. The cost of services (3)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (0)
2. Staff returns phone calls (0)
3. Staff more available when needed (0)
4. Reduce time spend waiting to see doctor (2)
5. More time with doctor (0)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking
Penn Square Clinic

November 2012: n=93 Response Rate 62%  January 2014: n=154 Response Rate 100%

QUALITY OF LIFE

November 2012

- Is better: 61%
- Is the same: 36%
- Is worse: 3%

January 2014

- Is better: 63%
- Is the same: 32%
- Is worse: 5%

SATISFACTION WITH SERVICES

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. Improved psychiatric symptoms (2)
2. Staff is understanding/empathetic (3)
3. Psychiatric TX/Medications (1)
4. The doctor (4)
5. The cost of services (7)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (4)
2. Staff more available when needed (4)
3. Reduce time spent waiting to see doctor (2)
4. Improve cleanliness of site (0)
5. Staff to be understanding/empathetic (4)

( ) = November 2012 Consumer Satisfaction Survey ranking.
Project R.A.P.P.

November 2012: n=23 Response Rate 58%
January 2014: n=46 Response Rate 100%

QUALITY OF LIFE

November 2012

Is better: 35%
Is the same: 1%
Is worse: 64%

January 2014

Is better: 34%
Is the same: 2%
Is worse: 64%

SATISFACTION WITH SERVICES

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. Improved psychiatric symptoms (0)
2. Staff is understanding/empathetic (1)
3. Staff is courteous and friendly (3)
3. Psychiatric TX/Medications (2)
4. The cost of services (4)
5. The doctor (4)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (0)
2. Reduce time spent waiting to see doctor (3)
3. Staff more available when needed (0)
3. Additional support services (2)

() = November 2012 M.H. Consumer Satisfaction Survey ranking.
Western Hills Clinic

November 2012: n=6 Response Rate 15%  
January 2014: n=41 Response Rate 100%

QUALITY OF LIFE

THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:
1. Staff is understanding/empathetic (0)
2. Improved psychiatric symptoms (2)
3. Psychiatric TX/Medications (2)
4. The cost of services (0)
5. Staff is courteous/friendly (0)

The one thing I would like to see changed is:
1. Relief from psychiatric symptoms (0)
2. Few staff changes (0)
3. Facility improvement (0)
4. Staff more available when needed (2)

( ) = November 2012 M.H. Consumer Satisfaction Survey ranking.
Consumer Comments

Project R.A.P.P. Clinic
- “They have changed my life and help me look at life with a better perspective.”

Homeless Clinic
- “The staff, I’m very grateful for all programs and services.”

FAIR West Clinic
- “My family is stable. We as a whole family are happy. No chaos.”

Northwest Clinic
- “The kindness and support coming from staff and caseworker.”

Circle Drive Clinic
- “The people. They make you feel better about your darkest day.”

ACT Clinic
- “I get the help I need”

Western Hills Clinic
- “I am able to receive the medications and services I need to survive on a day to day basis!”

Penn Square Clinic
- “I can see a change in my mood swings. I’m not angry anymore. I can handle what people say about me. I listen to people more and take their thoughts into consideration.”

Mid-Cities Clinic
- “Without MHMR I wouldn’t be alive today. I’m very grateful.”

Arlington Clinic
- “The staff treats me with respect and makes me feel like a human. Most other places act as if I’m subhuman or just a number to them.”