

**TheLexingtonGroup, Inc.<sup>sm</sup>**  
Employee Assistance Program

**Confidential Client Satisfaction Survey**

The following is a consolidation of the Confidential Client Satisfaction Survey's taken during the **2nd Quarter of 2019** from our *entire customer* base.

<i>Questions</i>	<i>Ratings (low – high)</i>				
	1	2	3	4	5
1. Please rate the speed with which the EAP responded to your call.	0%	0%	0%	3%	97%
2. Please rate the manner in which you were treated over the telephone when you called the EAP.	0%	0%	0%	2%	98%
3. Please rate the speed and convenience of setting up your counseling appointment.	0%	0%	0%	0%	100%
4. Please rate the overall counseling experience.	0%	0%	0%	0%	100%
5. Would you call again?	YES=100%		NO= 0%		

Additional Comments:

- ❖ Was a very nice visit, went well.
- ❖ My counselor has been great & very helpful. I would make another appointment with this group in the future.
- ❖ Overall experience was very positive and helpful from beginning to end.
- ❖ I will continue in therapy beyond my EAP sessions. This program was helpful.
- ❖ The first referral that was given to me did not work out but when I called back to EAP staff connected me right away to a 2<sup>nd</sup> referral that promptly responded and was very accommodating.