



## **SPRING 2005**

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### **COUNSELING PROGRAM RECEIVES HIGH HONOR**

For the sixth year, Family Services' Individual and Family Counseling Program received the *Best Practices Award* from Mental Health Corporations of America, Inc. for highest customer satisfaction among 59 mental health programs across the country. This award is a true indication of the excellent quality of care that Family Services provides.

Each of Family Services' seven major programs has developed a method of measuring customer satisfaction that is appropriate to the client population it serves. For example, the counseling program uses a scientifically validated customer satisfaction management system developed by the Mental Health Corporations of America. All clients with more than one session of treatment are periodically asked to complete the 44-item survey. The survey measures their levels of satisfaction with the staff, the program, the facilities, business arrangements and outcome of care. The results of these surveys are forwarded to a national clearinghouse, which in turn, produces a quarterly report comparing Family Services' performance with that of similar organizations. Family Services has received the *Best Practices Award* for having the highest level of customer satisfaction out of all participating organizations for six years.

Family Services' core mission is to strengthen individuals, families and communities through caring relationships and high quality services. Family Services strives for excellence in services, staff, and environment. Each year Family Services works hard to improve its performance, and our satisfied customers attest to the quality of our services and our staff.

*Since 1904, Family Services of Greater Houston has continually adapted to meet the needs of Houston-area families. Our mission is to strengthen individuals, families and communities through the provision of preventive, supportive and therapeutic services.*

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