C’est Bon Survey Results

Monroe Behavioral Health Clinic

July 2025

A program of the **Louisiana Office of Behavioral Health** through the Louisiana Behavioral Health Advisory Council. The purpose of the *C’est Bon* survey is continuous quality improvement of both services and facilities. Our greatest goal is to help the behavioral health system work for all by encouraging those involved to work together. These surveys are conducted by specially trained consumers who are not part of this clinic who interview consumers here to get their opinion about the services they receive from this clinic. This is how you, the consumer graded the services you have received using the following grading scale:

A – Excellent (4.0 – 3.5), **B** - Very Good (3.4 – 2.5), **C** – OK (2.4 – 1.5),
D – Poor (1.4 – 0.5), **F** – Failing (0.0 - 0.4)

Areas of Clinic Performance	Grade	Score

ACCESS to services: A 3.79

The degree to which services are quickly and readily obtainable. This includes the responsiveness of the system to individual and cultural needs and the availability of a wide array of relevant services.

APPROPRIATENESS of services: A 3.90

Services are individualized to address a consumer’s strengths and weaknesses, cultural context, service preferences and recovery goals.

OUTCOME from receiving services: A 3.66

The extent to which services provided have a positive or negative effect on well-being, life circumstances and capacity for self-management and recovery based grading of these issues:

Help me deal with daily problems	**A**	**3.60**
Help me cope with crisis	**A**	**3.80**
Help me get along with family	**A**	**3.54**
Help me do better in being able to work	**A**	**3.61**
Help me do better in my leisure time	**A**	**3.68**
Help me improve my housing situation	**A**	**3.58**
Do better at being able to control my life	**A**	**3.74**

PARTICIPATION in treatment: A 3.88

An indicator of the degree to which consumers (or, for children, family members) participate in treatment decision-making.

GENERAL satisfaction with the services:

Measures the overall perception of the clinic and its services.

Would I continue to come here?	**Yes**	**100%**
Would I recommend this clinic to a friend?	**Yes**	**96.8%**

(COMPLETE REPORT AVAILABLE ON REQUEST)

LOUISIANA DEPARTMENT OF HEALTH
Behavioral Health