

C'EST BON
CONSUMER
SURVEY
SFY26 REPORT

Caring Choices – Leesville Behavioral Health Clinic

September 2025

C'est Bon Survey Program
Caring Choices – Leesville Behavioral Health Clinic

C'est Bon is a program of the Louisiana Office of Behavioral Health through the Louisiana Behavioral Health Planning Council. The program employs a specially trained team of behavioral health peers and family members who evaluate services from the persons served point of view. The team interviews some of those served at the clinic regarding the quality of services. The team then analyzes the information obtained. The data is reviewed by the Louisiana Office of Behavioral Health and then presented in a report as feedback to facility managers and their staff. 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.

In September 2025 the C'est Bon team surveyed a convenience sample of the persons served by the Caring Choices – Leesville Behavioral Health Clinic. The survey consisted of two parts. Part A is qualitative. Part B is quantitative. The following sections provide results for both Part A and Part B.

Part A is qualitative, which includes four open-ended questions. The following was asked for:

- Positive comments or compliments about the services.
- Concerns or complaints about the services.
- What makes it hard for you to get the services you need?
- If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

Part A. Qualitative

Tell me some positive comments or compliments about the services you receive.

There were 73 positive responses to this question from those surveyed. The majority of comments were regarding the Staff, Counselors, Prescribers, and Clinic/Services noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, and punctuality.

All of the actual comments are listed below. Each of the categories accounted for 10% or more of the comments received. In total, they comprise 100% of all positive comments.

Staff (41% of positive comments):

- Positive personal characteristics: “They are tolerant of my moods that are always changing”
“Everyone is polite” “Staff treats me like a human and that makes a world of difference”
“I like the workers” “Entire staff are friendly”(x2) “They are always glad to see me”
“Very thoughtful people” “All are such sweet people” “The staff is very sweet”
“Everyone is really nice” “They are all nice here” “I am thankful for them all”
“All the staff is very nice”
- Concerned/Supportive: “They listen” “The staff listens” “They’ve always taken care of me”
“I am indebted to all of them for helping save me” “They give me the strength to keep going”
“They are very understanding”(x2) “I’m happy they are all here for me”
- Helpfulness: “Everyone goes out of their way to help me” “The staff helps me not feel alone”
“Life has been tough but they help motivate me to keep going” “All the staff is very helpful”
“They help me have the courage to speak up” “They are helpful”(x2)
- Punctuality: “Clinic staff are always prompt”

Counselor (32% of positive comments):

- Positive personal characteristics: “I like Ms. Tiffany” “I’m happy Ms. Tiffany is my counselor” “Been through counselors here and they are wonderful” “I’m glad Ms. Lynette is my counselor” “Ms. Dallas is kind” “Ms. Lynette and I always have a pleasant visit” “Ms. Tiffany is kind” “I really like my visits with my counselor Ms. Dallas” “Ms. Lynette is an amazing person” “Ms. Dallas is a sweet woman” “Ms. Dallas is great to me” “Ms. Tiffany is very sweet” “Ms. Dallas is personable”
- Concerned/Supportive: “Ms. Tiffany, my counselor, always listens to me” “Ms. Tiffany makes me feel I matter” “Ms. Tiffany makes me feel heard”
- Competency: “Ms. Tiffany is great at doing her job” “Ms. Charlotte explains well” “Ms. Charlotte is amazing at her job”
- Dependability: “I can talk to Ms. Lynette easily”
- Helpfulness: “Lynette helps me talk out my issues” “Ms. Charlotte helps me not fall back” “Ms. Tiffany truly helps me”

Prescriber (10% of positive comments):

- Positive personal characteristics: “I like Dr. Fillette” “I like Ms. Sheila”
Concerned/Supportive: “Dr. Fillette listens to me when I discuss my issues” “I love that Dr. Fillette listens to me”
- Competency: “Dr. Fillette is knowledgeable on what is going on with my recovery” “Dr. Fillette is very good at his job”
- Dependability: “I couldn’t be here if not for Dr. Fillette. I depend on him”

Clinic/Services (10% of positive comments):

- “I want to keep coming here” “I like it all” “It’s a nice clinic” “It suits my needs” “Everything is excellent” “Great to have clinic here” “I feel lucky to come here”

Some of the remaining 8% of positive comments described the Nurses and Reception/Front Desk, regarding positive personal characteristics, competency, and helpfulness.

The remaining comments are listed below. Each of the categories fell below the 10% majority of comments.

- Nurses: “The nurse is great at her job” “Cindy is polite” “I like the nurse Ms. Cindy” “Ms. Cindy is so sweet”
- Reception/Front Desk: “Angie at the front desk is always helpful” “The front desk ladies are always helpful at getting me the perfect appointment time”

Tell me any concerns or complaints you have about the services you receive.

Twenty-eight clients expressed that they had no concerns or complaints about the services. There was one comment from individuals surveyed that reflected concerns or complaints about the services.

All of the actual comments are listed below.

- “Sometimes I wish the security guard was friendlier”

What makes it hard for you to get the services you need?

Twenty-seven clients expressed that they had no difficulties in getting needed services. There were two comments from the persons surveyed which reflected difficulties in accessing services.

All of the actual comments are listed below.

- “Sometimes funds”
- “Sometimes transportation”

If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

Twenty-seven responders indicated that nothing needed to be changed, added, or improved. There were two suggestions made for the parking lot and appointment duration.

All of the actual comments are listed below.

- “Would love more time with doctor and counselor”
- “Wish parking was slightly bigger”

Part B. Quantitative

In this section, there are 31 questions that are graded with grading scale A-F (A for Excellent, B for Very Good, C for OK, D for Poor, and F for Failing), 2 questions that are simply answered yes or no and 9 questions that are graded with a scale of: strongly agree, agree, neutral, disagree and strongly disagree.

The questions were adapted from the MHSIP (Mental Health Survey Improvement Program) consumer survey prototype developed by the National Center for Mental Health Services measuring 8 domains:

- **ACCESS** refers to 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** – Appropriate services are those that are individualized to address a consumer's strengths and weaknesses, cultural context, service preferences and recovery goals.
- **OUTCOMES** are reflected by the extent to which services provided have a positive or negative effect on their well-being, life circumstances and capacity for self-management and recovery.
- **PARTICIPATION** is an indicator of the degree to which consumers participate in treatment decision-making.
- **MEDICATIONS** – refers to the effectiveness in controlling symptoms and the doctor's response to side effects.
- **GENERAL SATISFACTION** measures the client's overall perception of the clinic and its services.
- **FUNCTIONING** measures changes in the client's capacity to meet the challenges of daily living.
- **SOCIAL CONNECTEDNESS** measures the degree and quality of relationships that the client is able to manage.

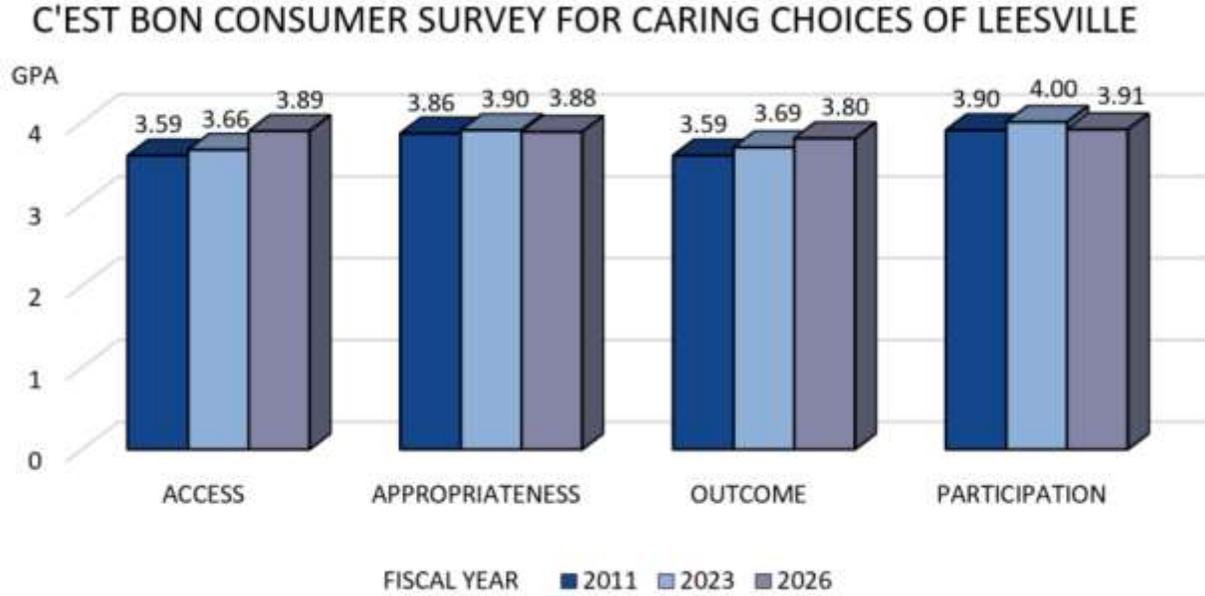
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2026	Percent Responses for Clients Responding to Question				PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	F - Failing		
ACCESS						
Item 1-How would you grade the location of the services?	86.2%	13.8%			100.0%	29
Item 2-How would you grade getting phone calls returned promptly?	86.2%	10.3%	3.4%		100.0%	29
Item 3-How would you grade getting services at times that were good for you?	89.7%	10.3%			100.0%	29
Item 4-How would you grade seeing a psychiatrist when you need to?	89.7%	10.3%			100.0%	29
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	89.7%	10.3%			100.0%	29
Item 7-How would you grade your ability to get all the services you thought you needed?	96.4%	3.6%			100.0%	28
APPROPRIATENESS						
Item 10-How would you grade doctor/counselor giving you information about your rights?	92.6%	7.4%			100.0%	27
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	85.7%	10.7%	3.6%		100.0%	28
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	81.5%	7.4%	3.7%	7.4%	100.0%	27
Item 15-How would you grade staff's belief that you could grow, change and recover?	92.9%	7.1%			100.0%	28
Item 16-How would you grade staff's respect for your wishes about who is and who is not to be given information about your treatment?	96.4%	3.6%			100.0%	28
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	92.9%	7.1%			100.0%	28
Item 30-How would you grade how well the staff told you what side effects to watch out for?	100.0%				100.0%	24
Item 5-How would you grade staff's sensitivity to my cultural background?	96.6%	3.4%			100.0%	29
Item 9-How would you grade doctor/counselor being open to your complaints?	89.7%	6.9%	3.4%		100.0%	29
PARTICIPATION						
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	92.9%	3.6%	3.6%		100.0%	28
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	93.1%	6.9%			100.0%	29

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2026	Percent Responses for Clients Responding to Question				PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	F - Failing		
OUTCOME						
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	78.6%	10.7%	10.7%		100.0%	28
Item 21-How would you grade how well the services have helped you cope with a crisis?	89.3%	3.6%	7.1%		100.0%	28
Item 22-How would you grade how well the services have helped you get along better with your family?	82.1%	14.3%		3.6%	100.0%	28
Item 23-How would you grade how well the services have helped you do better in being able to work?	81.0%	19.0%			100.0%	21
Item 24-How would you grade how well the services have helped you do better with your leisure time?	85.2%	14.8%			100.0%	27
Item 25-How would you grade how well the services have helped you improve your housing situation?	85.7%	14.3%			100.0%	14
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	89.3%	10.7%			100.0%	28

No items from the previous table have a combined percentage of A & B scores less than 80%

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FOR FISCAL YEAR = 2026	Percent Responses for Clients Responding to Question		PERCENT TOTAL	CLIENT COUNT
	Yes	No		
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	100.0%		100.0%	28
Item 33-Would you recommend this clinic to a friend or family member?	96.4%	3.6%	100.0%	28

The following bar graph represents the average grade rating across all performance indicators from questions 1 – 28 above and a comparison to previous clinic visits.

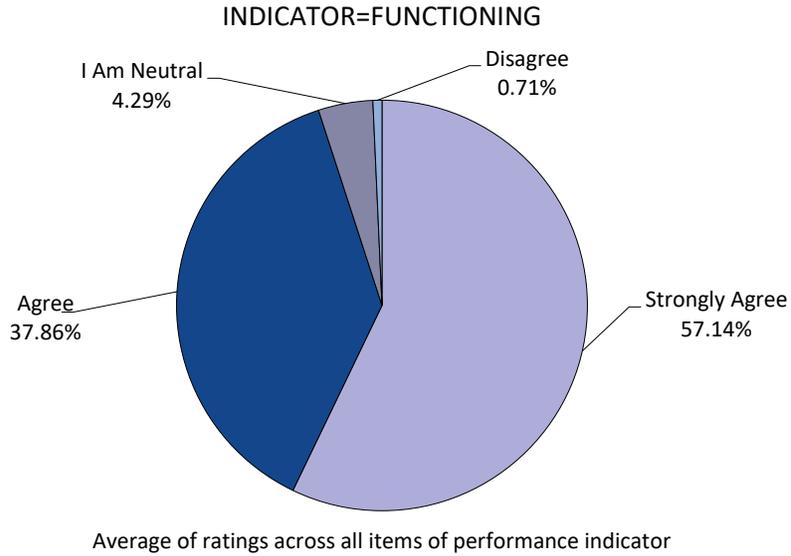


GPA is average of grade ratings across all items of performance indicator.
 Item 34 is excluded from Outcome domain due to difference in scales.

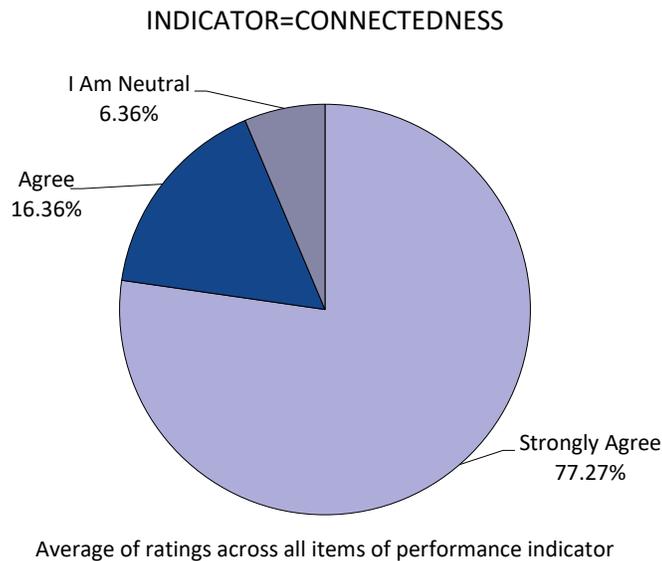
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2026	Percent Responses for Clients Responding to Question				PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL	4 - DISAGREE		
FUNCTIONING						
Item 34-My symptoms are not bothering me as much.	57.1%	39.3%	3.6%		100.0%	28
Item 35-I do things that are more meaningful to me.	57.1%	39.3%	3.6%		100.0%	28
Item 36-I am better able to take care of my needs.	57.1%	39.3%	3.6%		100.0%	28
Item 37-I am better able to handle things when they go wrong.	50.0%	39.3%	7.1%	3.6%	100.0%	28
Item 38-I am better able to do things that I want to do.	64.3%	32.1%	3.6%		100.0%	28
CONNECTEDNESS						
Item 39-I am happy with the friendships I have.	89.3%	10.7%			100.0%	28
Item 40-I have people with whom I can do enjoyable things.	85.7%	14.3%			100.0%	28
Item 41-I feel I belong in my community.	42.3%	30.8%	26.9%		100.0%	26
Item 42-In a crisis, I would have the support I need from family or friends.	89.3%	10.7%			100.0%	28

The following pie charts signify the percentage for each answer given for both performance indicators on the previous table.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF LEESVILLE
FISCAL YEAR=2026



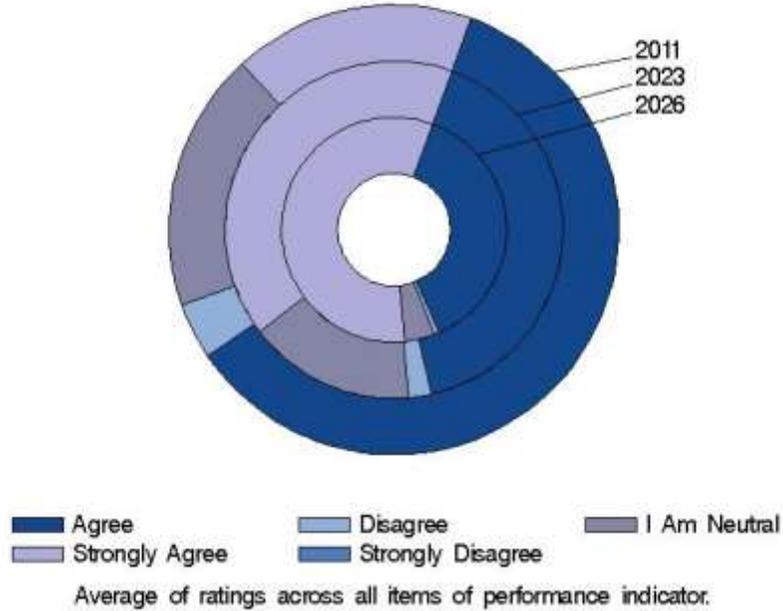
C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF LEESVILLE
FISCAL YEAR=2026



Next are charts from the same 2 indicators from above comparing this year's results to the previous year's results.

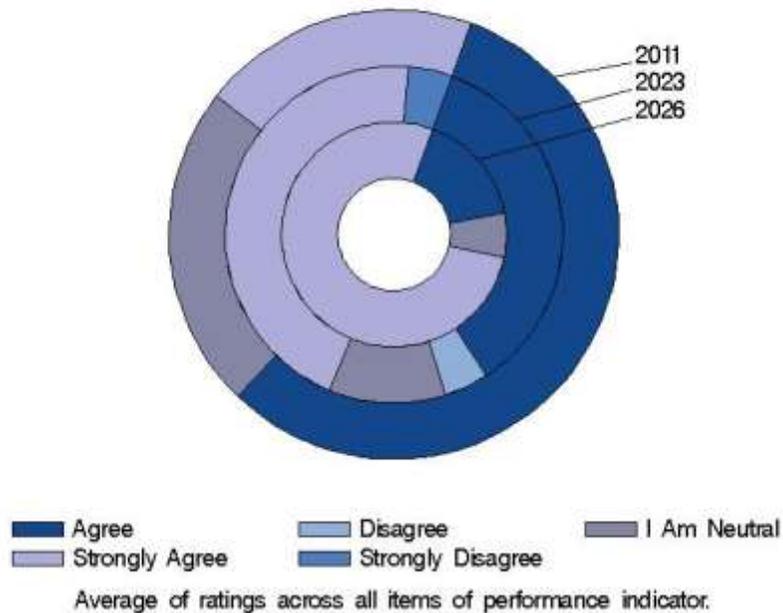
C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF LEESVILLE
By FISCAL YEAR

INDICATOR= FUNCTIONING



C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF LEESVILLE
By FISCAL YEAR

INDICATOR= CONNECTEDNESS



**SURVEY TEAM OBSERVATIONS
CARING CHOICES – LEESVILLE BEHAVIORAL HEALTH CLINIC**

Staff-to-Staff Interactions

The clinic staff were friendly towards each other. They were all in a positive mood.

Staff-to-Consumer Interactions

Does staff greet consumers?

Yes. Consumers were greeted upon arrival.

Does staff respect consumer confidentiality?

Yes. Consumers were called by their first name only. The clinic also provided a shredder.

Does staff adequately meet the needs of consumers in emergency/crisis situations?

The C'est Bon Team did not observe any emergency/crisis situations during their site visit.

Do consumers from correctional facilities enter the clinic somewhere other than through the same entrance used by other consumers and family members?

Not applicable. Caring Choices – Leesville Behavioral Health Clinic does not see consumers from correctional facilities.

Are consumers from correctional facilities housed away from consumers and family members?

Not applicable. Caring Choices – Leesville Behavioral Health Clinic does not see consumers from correctional facilities.

Yes/No/NA	
Yes	Was the outside clinic sign visible?
No	Was the address visible from outside the clinic? Although the address was not visible from outside the clinic, the clinic sign was visible.
Yes	Was the entrance clearly marked?
Yes	Were the clinic hours posted both inside the clinic and outside the clinic entrance?
Yes	Were after-hours/crisis numbers posted inside the clinic and where they could be seen from outside the entrance?
Yes	Was smoking away from the entrance?
Yes	Was parking adequate and appropriate?
Yes	Was the outside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the inside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the waiting area an appropriate size?
Yes	Were there enough chairs in the waiting area?
Yes	Were the chairs in the waiting area clean?
Yes	Were the chairs in the waiting area comfortable?
Yes	Was the reception/check-in area accessible and welcoming?
Yes	Were the consumer bathrooms clean and well supplied with paper towels, soap and toilet paper?
Yes	Was there clean water available (i.e. water fountain, water cooler, vending machine)?
No	Were there drink and snack machines available for clients? A water fountain is available in the lobby.

Yes	Was there a television for consumers to view while waiting?
Yes	Was there a telephone available for consumers to use?
Yes	Were there current and appropriate magazines available in the waiting area?
Yes	Were the magazines in good condition and kept neat and orderly?
Yes	Were there pamphlets and brochures available in the waiting area?
Yes	Was the 'Grievance Policy' posted in the waiting area?
Yes	Was the 'Privacy Policy' posted in the waiting area?
Yes	Were the 'Consumer Rights' posted in the waiting area?
Yes	Was the C'est Bon! Survey/Poster posted in the waiting area?
Yes	Was a comment box available in the waiting area?
Yes	Was a current LDH license posted and on public display in clinic?
Yes	Was information on consumer-run programs available/posted in the waiting area?
Yes	Were notices/miscellaneous information available/posted in the clinic?
Yes	Was the process and ease of operation of the clinic smooth?
Yes	Was a security officer on duty?
Yes	Were any other security measures used in the clinic? The security officer scans and inspects bags upon arrival.

Any additional comments:

The staff at Leesville Behavioral Health Clinic was very outgoing and welcoming. The clinic manager was very accommodating. The employees were eager to help the C'est Bon Team and made sure the visit was a success.