




Empowering Families



Building Trust and Collaboration in Care

The experience our families have with us is of the **utmost importance**. We are proud of the strong relationships we build, **ensuring families feel heard, valued, and empowered** to actively participate in their loved ones' care every step of the way.


Overall Family Satisfaction and Recommendations

- Mindcolor's Net Promoter Score (NPS) is **89**, indicating the vast majority of families are highly likely (**9 or 10 out of 10**) to recommend Mindcolor to others.
- **95%** of clients would recommend their Mindcolor team to another family. 
- **95%** of families report being either satisfied or very satisfied with the services their child receives. Of those, **over 86% report being very satisfied**.
- **94%** of families report being satisfied or very satisfied with the pace of their child's progress while receiving services. Of those, **74% report being very satisfied**.



Communication and Confidence in Treatment

- **98%** of respondents feel comfortable or very comfortable communicating the needs of their child and family to their BCBA. Of those, **86% report feeling very comfortable**. 
- **97%** of respondents report feeling very comfortable with the level of communication they receive regarding their child and overall Mindcolor updates.
- **Over 80%** of our families consistently receive at least 1 family guidance session per month.
- **95%** of families report they are confident or very confident implementing the topics covered in family guidance meetings. Of those, **73% report feeling very confident**.
- **90%** of families report that they feel the interventions supporting their child's challenging behavior are **helping in the home and/or community** environments. 

Safety and Environment


- **100%** of respondents report that they **feel their child is safe** while receiving services in Mindcolor centers. 
- **Over 99%** of families feel their Mindcolor location is a **welcoming environment**.

Intake, Onboarding, and Plan Development

- **99%** of families rate their experience with intake and onboarding at Mindcolor as good or very good. **89%** report the experience as very good. 
- **97%** of families feel they had **all of their questions answered** at intake, indicating a strong understanding of ABA and Mindcolor's approach.
- **99%** of families report feeling that their **opinion was valued and included** in the development of their child's initial and ongoing treatment plan. 

Outcomes for Discharged Families

Among families who are discharged from services, satisfaction and preparedness remain high:

- **Preparedness for Behaviors: 95% of respondents** feel **prepared or very prepared** to manage their child's challenging behaviors.
- **Preparedness for Diagnosis Support: 90% feel prepared** to support their child with their diagnosis.
- **Challenging Behaviors: 85%** reported that their child's challenging behaviors became more manageable. 
- **Satisfaction and Recommendation:**
 - **95%** were satisfied with their child's team
 - **95%** reported satisfaction with communication throughout treatment.
 - **85%** felt prepared for the transition out of ABA services.
 - **85%** rated their likelihood of recommending the company as a 9 or 10 (with 75% giving a perfect 10).