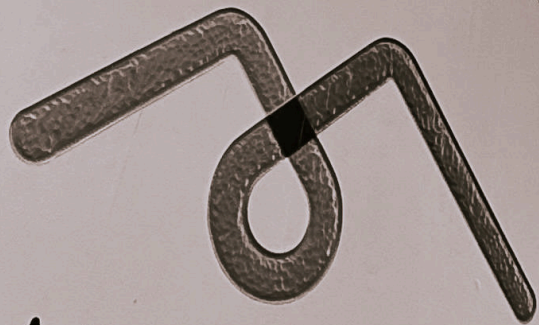


2026

MOUNTAIN VALLEY

PARENT SATISFACTION SURVEY



MOUNTAIN
VALLEY



DATA MATTERS.

During a child's enrollment at Mountain Valley, parents receive a satisfaction survey every 30 days. This gives us the opportunity to hear from families in real time, while treatment is still in progress. We believe this perspective matters deeply. In a relationship-based mental health setting, parents offer important insight into both the experience and the impact of care. They inform us about how well the program is communicating, supporting, and partnering with families, and whether it is helping their child in the ways they had hoped.

The data in this report reflects aggregated parent responses collected between January 1 and December 31, 2025. We share these results as part of our commitment to transparency, accountability, and continuous improvement.

HOW WE MEASURE

Parents rate their experience across key domains using a 1–4 satisfaction scale:

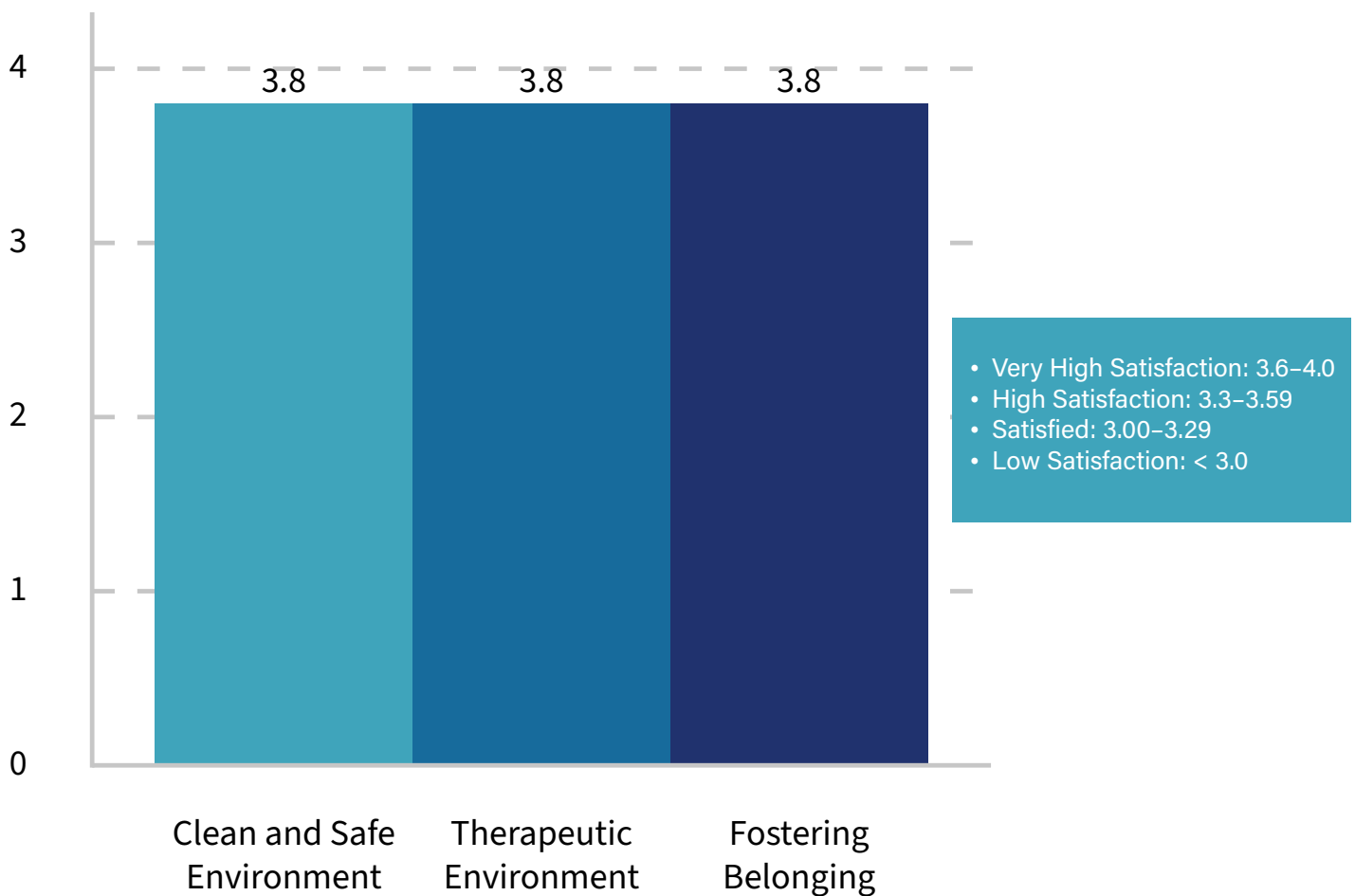
- Very High Satisfaction: 3.6–4.0
- High Satisfaction: 3.3–3.59
- Satisfied: 3.00–3.29
- Low Satisfaction: < 3.0

This year, responses were collected from 105 parents.

“From the very beginning, Mountain Valley took exceptional care of our child, and just as importantly, of us as parents. The parent support was essential—we never felt alone, and we always felt heard, even when things were hard. The structure, the thoughtfulness, and the constant reflection created real growth, not just for our child, but for our whole family. What stood out most was the sense of trust and community—everyone knew each other, and that made the transition feel steady and humane. We wish we had found Mountain Valley sooner, and we would recommend it without hesitation.”



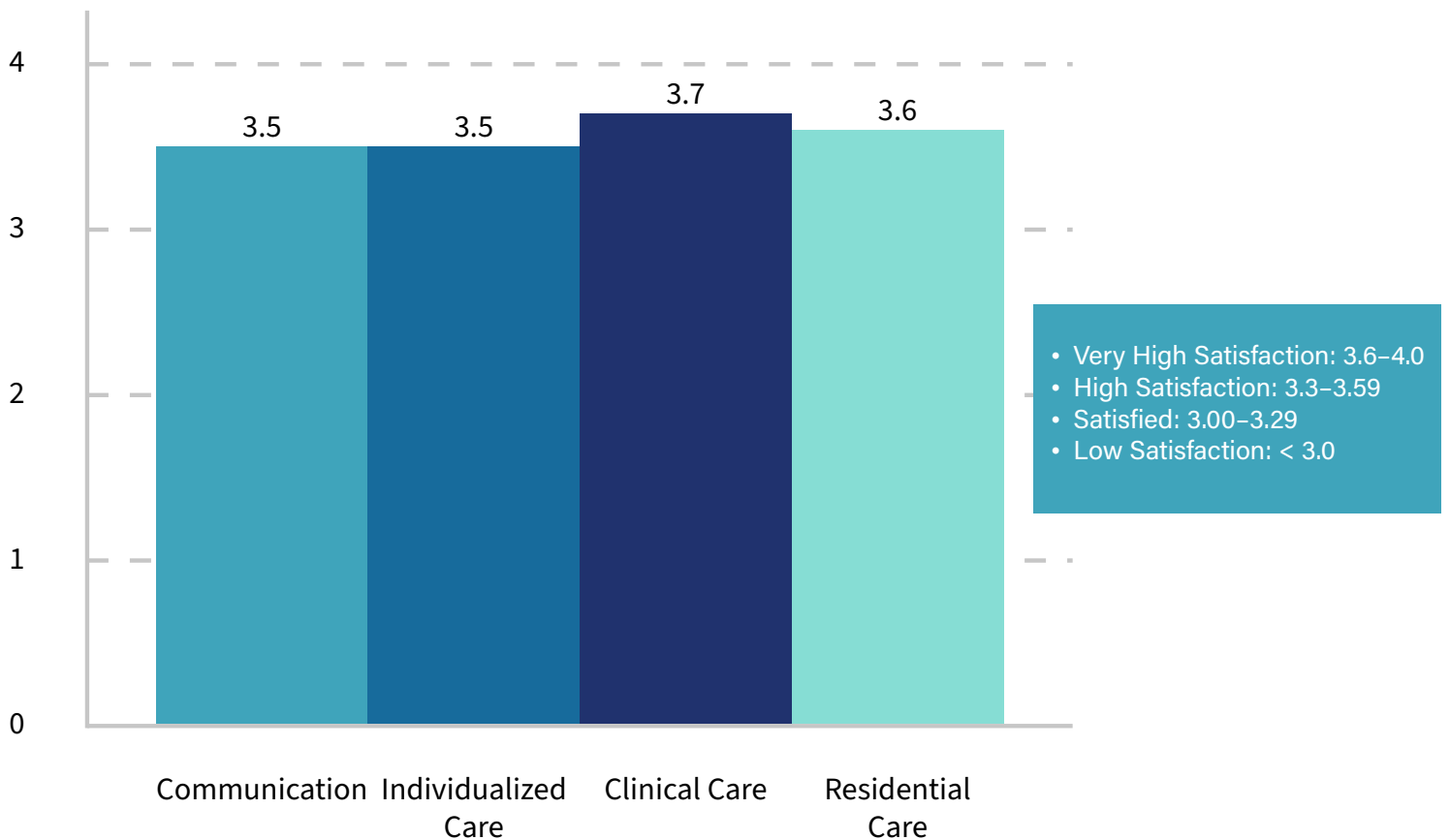
ENVIRONMENT



The environment and support that Mountain Valley and its team of professionals provides is extraordinary. We have seen incredibly positive improvement and development in our son and ourselves/our family in just 60 days that is a complete change from the previous six months."



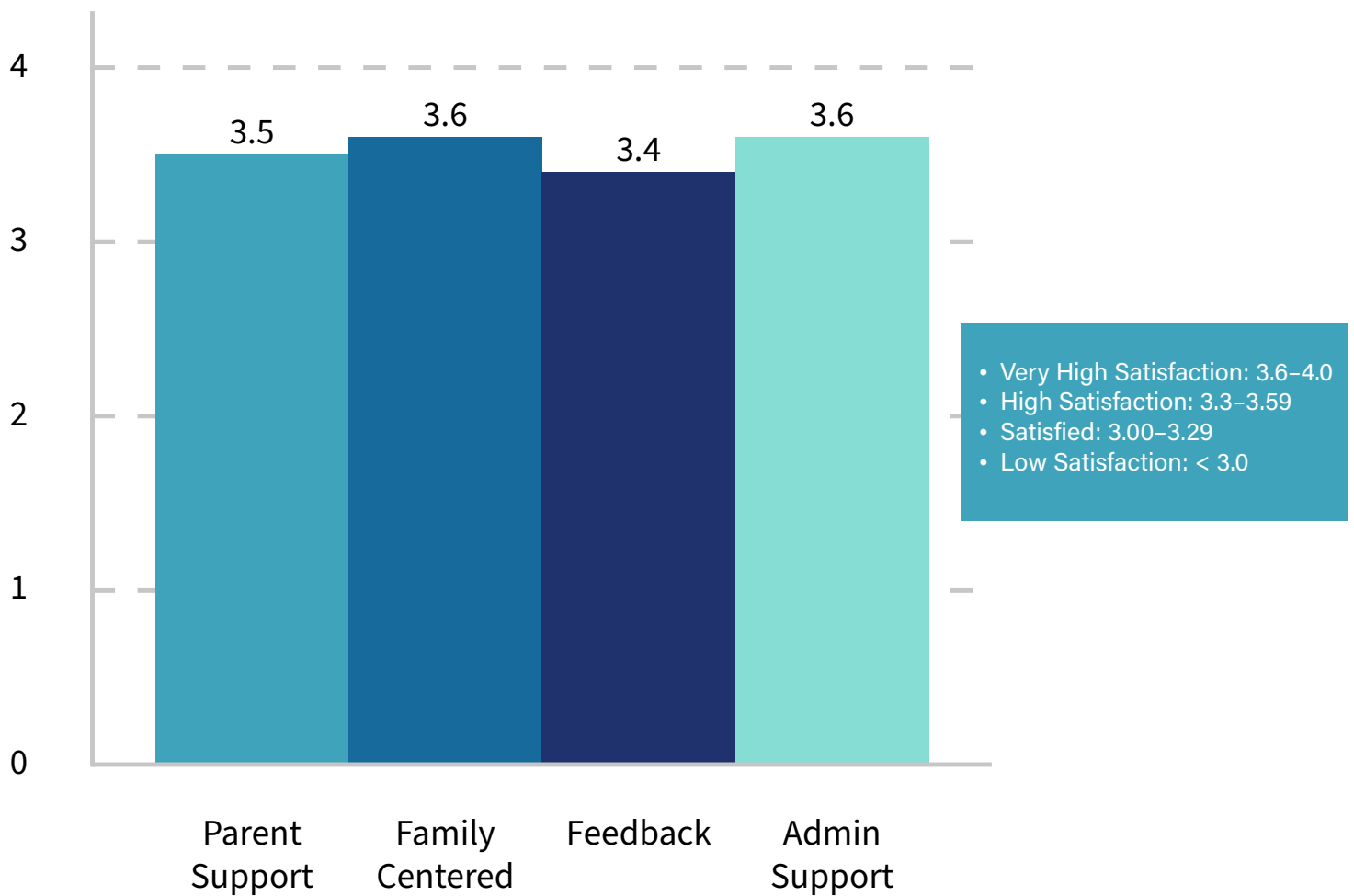
COMMUNICATION & CARE



“ I trust the entire staff 100% with the care and wellbeing of my child.”



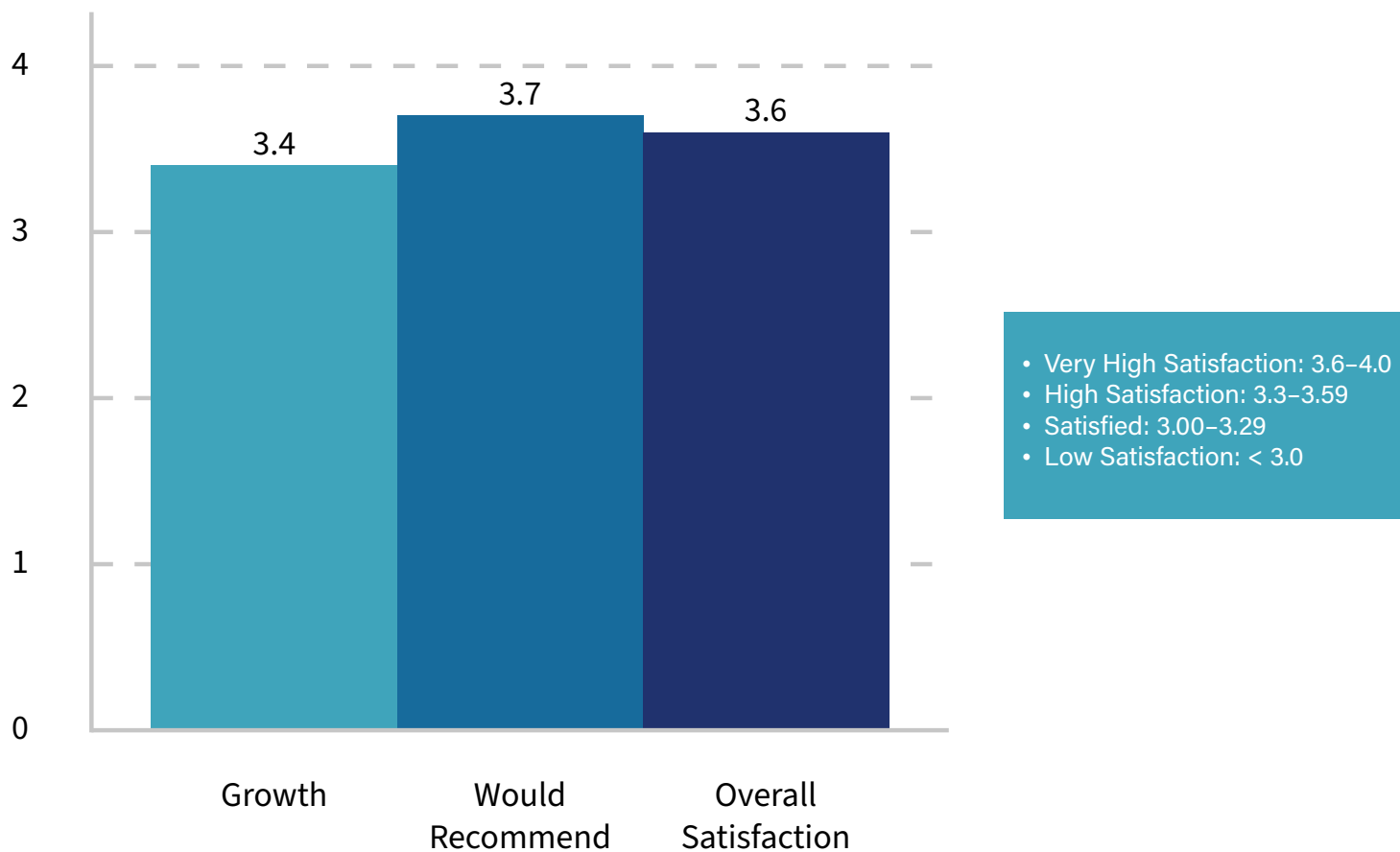
SUPPORT & FEEDBACK



“ The communication from the entire staff back home to us is incredible! Any questions are answered very promptly any time of the day and any pertinent information is passed on to us almost immediately.”



FINAL OUTCOMES



“With graduation in just a few days, we have been reflecting on the incredibly positive experience that Mountain Valley has provided our child and our family that has exceeded our expectations beyond measure. The love, care, and support has been incredibly impactful and felt consistently from our first introductory call to now nearing completion of the program.”



MOUNTAIN VALLEY

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