

**LACKAWANNA-SUSQUEHANNA COUNTY
MENTAL HEALTH/MENTAL RETARDATION PROGRAM**

**THE CONSUMER SATISFACTION SURVEY
OF
CONSUMERS OF MENTAL RETARDATION SERVICES**

JULY 1, 2007 – JUNE 30, 2008

**Presented to
The Advisory Board
Of the Lackawanna-Susquehanna
Mental Health/Mental Retardation Program**

August 2008

LACKAWANNA-SUSQUEHANNA COUNTY
MENTAL HEALTH/MENTAL RETARDATION PROGRAM

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JULY 1, 2007 – JUNE 30, 2008

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**LACKAWANNA-SUSQUEHANNA COUNTY
MENTAL HEALTH/MENTAL RETARDATION PROGRAM**

July 1, 2007 – June 30, 2008

STUDY UNIVERSE:

The Consumer Satisfaction Survey form is distributed at the time that the annual plan for each consumer of mental retardation services and Early Intervention services is reviewed and changed, if needed. Under this timing, every consumer should receive a survey form during the course of a twelve-month period.

The total active caseload of persons with mental retardation during fiscal year 2007-2008 was 2,545. Five hundred eighty-eight (588) persons were first admissions during the year. As a result, their annual plan would not be reviewed until one year after admission. In addition, 549 persons withdrew from the service during the year. It is not known if these individuals were in the group whose annual plan was due to be reviewed. Also, 81 persons who were residents of an ICF/MR facility were not included in the survey, further reducing the universe.

These actions mean that 1,218 persons included in the 2,545 active cases may not be available for inclusion in the survey. Potentially, this reduces the universe to less than 1,327. If this is the number that can realistically be anticipated to be included in the survey, it means that approximately 111 survey forms must be distributed monthly.

**TABLE I:
DISTRIBUTION/RETURN OF SURVEY FORMS:**

During the July 1, 2007 to June 30, 2008 period, a total of 983 survey forms were distributed to consumers and family members. This distribution took place at the time when the annual plan was discussed with the consumer and family. The recipients of the survey form completed the form and mailed it to the Administrator's Office.

Six hundred eighty forms were distributed to residents of Base Service Unit I, which is the area of Lower Lackawanna County; 303 (30.8%) were distributed in BSU II, with 21.4% given to residents of Upper Lackawanna County; and 9.4% given to residents of Susquehanna County.

The total returns, which are also displayed in Table I, were computed as a percentage of the distribution for each area of the Joinder. As the table displays, BSU I had 69.2% of the surveys distributed and 42% of the surveys returned. This resulted in a return of 13.8% of the original distribution. BSU II had 30.8% of the surveys distributed, 58% of the surveys returned, and 42.9% of the forms distributed being returned.

The 224 returns represented 22.8% of the overall distribution of 983.

TABLE I
July 1, 2007 - June 30, 2008
NUMBER OF FORMS DISTRIBUTED BY NUMBER OF RETURNS

	TOTAL DISTRIBUTED		TOTAL RETURNED		TOTAL RETURNED AS % OF TOTAL DISTRIBUTED
	NO.	%	NO.	%	%
BSU I	680	69.2%	94	42.0%	13.8%
BSU II	303	30.8%	130	58.0%	42.9%
JOINDER	983	100.0%	224	100.0%	22.8%
LOWER LACKAWANNA	680	69.2%	94	42.0%	13.8%
UPPER LACKAWANNA	210	21.4%	82	36.6%	39.0%
SUSQUEHANNA	93	9.4%	48	21.4%	51.6%
TOTAL	983	100.0%	224	100.0%	22.8%

**TABLE II:
RETURN PERCENTAGE OF SURVEYS DISTRIBUTED
HISTORICAL SERIES:**

As a result of eleven years having passed since the inception of the Consumer Satisfaction Survey, we have enough data to begin to observe historical trends by comparing the annual data. One of the areas which was analyzed is the percentage of surveys being returned as a product of those which were distributed. As indicated in Table II, there has been a decrease in the percentage of surveys being returned since the inception of the survey. It should be noted, however, that moderate response rates for Base Service Unit II were maintained during the last several fiscal years.

**TABLE II
RETURN PERCENTAGE OF SURVEYS DISTRIBUTED
HISTORICAL SERIES**

FISCAL YEAR	JOINDER	BSU I	BSU II	TOTAL	LOWER LACKAWANNA	UPPER LACKAWANNA	SUSQUEHANNA
97-98	52.9%	56.2%	48.5%	52.9%	56.2%	38.6%	48.0%
98-99	39.3%	41.0%	36.9%	39.3%	41.0%	26.0%	40.7%
99-00	32.1%	26.3%	40.0%	32.1%	26.3%	30.9%	46.1%
00-01	23.3%	12.2%	34.6%	23.3%	12.2%	29.0%	37.5%
01-02	27.5%	20.0%	35.7%	27.5%	20.0%	29.9%	39.4%
02-03	32.9%	27.9%	40.6%	32.9%	27.9%	34.7%	39.4%
03-04	27.3%	20.2%	39.9%	27.3%	20.2%	45.0%	39.3%
04-05	32.5%	24.5%	45.0%	32.5%	24.5%	62.1%	45.2%
05-06	28.1%	21.7%	42.8%	28.1%	21.7%	44.8%	39.4%
06-07	25.8%	16.4%	44.7%	25.8%	16.4%	41.5%	50.4%
07-08	22.8%	13.8%	42.9%	22.8%	13.8%	39.0%	51.6%

**TABLE III:
POPULATION DISTRIBUTIONS/PERSONS SERVED/SURVEYS RETURNED:**

Table III relates the area population to the number of persons with mental retardation served in the Joinder during Fiscal Year 2007-2008. BSU I, with 64.1% of the Joinder population, served 75.8% of persons active during Fiscal Year 2007-2008 with mental retardation services, and it received 42% of all the surveys returned.

Correspondingly, BSU II had 35.9% of the Joinder population, 24.2% of the persons served, and 58% of the surveys which were returned.

**TABLE III
POPULATION DISTRIBUTIONS/PERSONS SERVED/SURVEYS RETURNED**

POPULATION (2000)	TOTAL POPULATION		UNDUPLICATED PERSONS SERVED		SURVEYS RETURNED	
	NO.	%	NO.	%	NO.	%
BSU I	163,726	64.1%	1928	75.8	94	42.0%
BSU II	91,807	35.9%	617	24.2	130	58.0%
JOINDER	255,533	100.0%	2,545	100.0%	224	100.0%
LOWER LACKAWANNA	163,726	64.1%	1,928	75.8	94	42.0%
UPPER LACKAWANNA	49,569	19.4%	486	19.1	82	36.6%
SUSQUEHANNA	42,238	16.5%	131	5.1	48	21.4%
TOTAL	255,533	100.0%	2,545	100.0%	224	100.0%

**TABLE IV:
RESPONDENTS BY STATUS:**

Family members accounted for 93 (41.5%) of all respondents, outweighing 83 consumers (37.1%) and 17 advocates (7.6%). The status of 31 (13.8%) respondents was not indicated.

In the case of Early Intervention, only a family member or advocate could respond. If these children used casemanagement or family support services, again only family members or advocates could respond.

In all services except Early Intervention, the consumer could theoretically have been the respondent, but as the data show, this was not the case.

It may appear that the statement of satisfaction/dissatisfaction is expressed by the family member rather than the consumer. However, the casemanagers were instructed to give the survey form to the consumer if it was felt he/she was able to complete the form. The form was given to the family member/advocate only when it was agreed that the consumer was unable to respond.

	TOTAL		CONSUMERS		FAMILY		ADVOCATES		STATUS NOT INDICATED	
	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
BSU I	94	100.0%	27	28.7%	42	44.7%	12	12.8%	13	13.8%
BSU II	130	100.0%	56	43.1%	51	39.2%	5	3.8%	18	13.8%
TOTAL	224	100.0%	83	37.1%	93	41.5%	17	7.6%	31	13.8%
LOWER LACKAWANNA	94	100.0%	27	28.7%	42	44.7%	12	12.8%	13	13.8%
UPPER LACKAWANNA	82	100.0%	27	32.9%	36	43.9%	5	6.1%	14	17.1%
SUSQUEHANNA	48	100.0%	29	60.4%	15	31.3%	0	0.0%	4	8.3%
TOTAL	224	100.0%	83	37.1%	93	41.5%	17	7.6%	31	13.8%

**TABLE V:
SATISFACTION WITH SERVICES:**

In any programs serving over 2,000 persons ranging from infancy through senior citizen, there is always the potential for dissatisfaction with the service delivery system. There are generally both objective and subjective elements in any measure of satisfaction with a service. One reason for conducting the survey was to identify areas of dissatisfaction so that steps necessary for improvement could be taken.

Respondents were asked to indicate whether they were satisfied or dissatisfied with the mental retardation services they received. No attempt was made to determine levels or degrees of satisfaction. Respondents were provided an opportunity for comments in which they could further explain their response.

As the table indicates, a total of 582 items were checked to indicate use of a service by the respondents. A total of 567 (97.4%) of the 582 responses indicated satisfaction with the service being used.

The responses for each service are presented in the table. It is not surprising that the one service most frequently cited by respondents is that of casemanagement. This is the only service which is used by every person while active in the system. Two hundred one (98.5%) respondents indicated their satisfaction with this service.

**TABLE V
SATISFACTION WITH SPECIFIC SERVICE**

JOINDER TOTAL	TOTAL USING SERVICE	TOTAL SATISFIED WITH SERVICE	% SATISFIED
EARLY INTERVENTION	21	21	100.0%
CASE MANAGEMENT	204	201	98.5%
FAMILY SUPPORT SERVICES	91	90	98.9%
RECREATION	87	81	93.1%
ADULT DEVELOPMENTAL TRAINING	52	51	98.1%
VOCATIONAL REHABILITATION	44	44	100.0%
COMMUNITY EMPLOYMENT	21	19	90.5%
RESIDENTIAL	62	60	96.8%
TOTAL RESPONSE	582	567	97.4%

	TOTAL USING SERVICE	TOTAL SATISFIED WITH SERVICE	% SATISFIED
LOWER LACKAWANNA COUNTY			
EARLY INTERVENTION	16	16	100.0%
CASE MANAGEMENT	83	80	96.4%
FAMILY SUPPORT SERVICES	39	38	97.4%
RECREATION	33	29	87.9%
ADULT DEVELOPMENTAL TRAINING	33	32	97.0%
VOCATIONAL REHABILITATION	20	20	100.0%
COMMUNITY EMPLOYMENT	14	12	85.7%
RESIDENTIAL	37	35	94.6%
TOTAL RESPONSE	275	262	95.3%
UPPER LACKAWANNA COUNTY			
EARLY INTERVENTION	4	4	100.0%
CASE MANAGEMENT	75	75	100.0%
FAMILY SUPPORT SERVICES	27	27	100.0%
RECREATION	33	32	97.0%
ADULT DEVELOPMENTAL TRAINING	17	17	100.0%
VOCATIONAL REHABILITATION	13	13	100.0%
COMMUNITY EMPLOYMENT	4	4	100.0%
RESIDENTIAL	6	6	100.0%
TOTAL RESPONSE	189	188	99.5%
SUSQUEHANNA COUNTY			
EARLY INTERVENTION	1	1	100.0%
CASE MANAGEMENT	46	46	100.0%
FAMILY SUPPORT SERVICES	25	25	100.0%
RECREATION	21	20	95.2%
ADULT DEVELOPMENTAL TRAINING	2	2	100.0%
VOCATIONAL REHABILITATION	11	11	100.0%
COMMUNITY EMPLOYMENT	3	3	100.0%
RESIDENTIAL	9	9	100.0%
TOTAL RESPONSE	118	117	99.2%

**TABLE VI:
SATISFACTION WITH SERVICES
HISTORICAL SERIES**

A historical review of satisfaction responses was completed regarding the Consumer Satisfaction Survey. As indicated in Table VI, the percentage of overall consumer satisfaction has maintained a steady rate (96.5% - 99.2%) over the past ten years. There were no significant trends noted in regard to consumer satisfaction of services overall. Over the first eleven years, the average overall satisfaction with services was 97.5%. Therefore, the current study indicates a .1% decrease from the historical average.

**TABLE VI
SATISFACTION WITH SERVICES
HISTORICAL SERIES**

Fiscal Year	Total Response	EI	CM	FSS	REC	ADT	VR	CE	RES
97-98	97.8%	100.0%	99.1%	98.2%	95.7%	96.6%	95.7%	93.2%	96.8%
98-99	97.4%	100.0%	98.8%	98.7%	95.9%	95.9%	93.8%	90.0%	95.7%
99-00	97.6%	98.3%	99.3%	98.6%	96.3%	98.4%	96.1%	93.0%	93.2%
00-01	97.1%	100.0%	99.0%	95.8%	92.5%	97.4%	96.8%	96.2%	98.1%
01-02	96.5%	97.6%	99.2%	95.5%	93.9%	92.5%	93.5%	88.0%	98.6%
02-03	97.6%	100.0%	99.0%	98.5%	95.0%	95.2%	98.2%	88.9%	98.9%
03-04	99.2%	100.0%	100.0%	100.0%	95.4%	98.4%	100.0%	100.0%	100.0%
04-05	96.6%	94.3%	98.3%	97.3%	94.4%	97.6%	92.8%	93.9%	96.7%
05-06	97.7%	100.0%	98.8%	96.2%	93.6%	98.7%	95.3%	100.0%	98.6%
06-07	97.6%	100.0%	97.6%	97.3%	96.7%	94.2%	100.0%	100.0%	98.4%
07-08	97.4%	100.0%	98.5%	98.9%	93.1%	98.1%	100.0%	90.5%	96.8%
LOWER LACKAWANNA COUNTY									
02-03	97.9%	100.0%	99.3%	98.6%	95.5%	96.1%	100.0%	85.7%	100.0%
03-04	99.4%	100.0%	100.0%	100.0%	97.0%	97.7%	100.0%	100.0%	100.0%
04-05	97.5%	100.0%	97.7%	96.4%	97.7%	97.9%	93.5%	100.0%	98.4%
05-06	96.9%	100.0%	99.2%	94.8%	87.5%	98.1%	91.3%	100.0%	98.0%
06-07	98.0%	100.0%	98.0%	98.0%	93.9%	97.1%	100.0%	100.0%	100.0%
07-08	95.3%	100.0%	96.4%	97.4%	87.9%	97.0%	100.0%	85.7%	94.6%

Fiscal Year	Total Response	EI	CM	FSS	REC	ADT	VR	CE	RES
UPPER LACKAWANNA COUNTY									
02-03	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
03-04	98.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%
04-05	97.1%	90.0%	97.7%	95.5%	97.7%	100.0%	93.8%	100.0%	97.1%
05-06	99.0%	100.0%	98.8%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%
06-07	97.0%	100.0%	96.7%	96.2%	100.0%	92.3%	100.0%	100.0%	94.1%
07-08	99.5%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%
SUSQUEHANNA COUNTY									
02-03	96.5%	100.0%	94.3%	95.8%	100.0%	100.0%	100.0%	100.0%	93.3%
03-04	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
04-05	97.1%	75.0%	100.0%	100.0%	95.8%	100.0%	92.3%	100.0%	92.9%
05-06	96.0%	100.0%	97.2%	100.0%	88.9%	100.0%	85.7%	100.0%	100.0%
06-07	97.5%	100.0%	98.3%	97.1%	96.4%	80.0%	100.0%	100.0%	100.0%
07-08	99.2%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%

**TABLE VII:
NUMBER OF SERVICES USED**

The number of mental retardation services used by the respondents ranged from one (1) service (23.7%) to five (5) or more services (6.3%). Within that range, 29% used two (2) services, 22.8% used three (3) services, and 18.3% used four (4) services.

**TABLE VII
NUMBER OF SERVICES USED BY RESPONDENTS**

	TOTAL		ONE SERVICE		TWO SERVICES		THREE SERVICES		FOUR SERVICES		FIVE OR MORE SERVICES	
	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
BSU I	94	100.0%	19	20.2%	26	27.7%	19	20.2%	18	19.1%	12	12.8%
BSU II	130	100.0%	34	26.2%	39	30.0%	32	24.6%	23	17.7%	2	1.5%
JOINDER TOTAL	224	100.0%	53	23.7%	65	29.0%	51	22.8%	41	18.3%	14	6.3%
LOWER LACKAWANNA	94	100.0%	19	20.2%	26	27.7%	19	20.2%	18	19.1%	12	12.8%
UPPER LACKAWANNA	82	100.0%	25	30.5%	20	24.4%	20	24.4%	15	18.3%	2	2.4%
SUSQUEHANNA	48	100.0%	9	18.8%	19	39.6%	12	25.0%	8	16.7%	0	0.0%
TOTAL	224	100.0%	53	23.7%	65	29.0%	51	22.8%	41	18.3%	14	6.3%

**TABLE VIII:
PERCENTAGE OF RESPONDENTS MAKING COMMENT**

Respondents were encouraged to add any comments they wished to make regarding the services. A total of 38 (17%) of the respondents did so. These comments are reported without any editing within the report.

**TABLE VIII
PERCENTAGE OF RESPONDENTS MAKING COMMENT**

	NO. RESPONDENTS	NO. MAKING COMMENT	% MAKING COMMENT
BSU I	94	19	20.2%
BSU II	130	19	14.6%
JOINDER TOTAL	224	38	17.0%
LOWER LACKAWANNA	94	19	20.2%
UPPER LACKAWANNA	82	14	17.1%
SUSQUEHANNA	48	5	10.4%
TOTAL	224	38	17.0%

**SURVEY OF CONSUMER SATISFACTION
WITH MENTAL RETARDATION SERVICES
TELEPHONE REQUESTS:**

During the twelve (12) month period of this report, there were 6 (2.7%) requests for a telephone callback. The Assistant Administrator for Mental Retardation Services and the Quality Management Coordinator made the phone calls.

1. Family member requested callback – Did not respond to messages left on machine.
2. Family member requested callback – The number provided was inaccurate.
3. Family member requested callback – Spoke with mother who reported she is pleased with casemanagement, recreation and vocational rehabilitation services.
4. Family member requested callback – Spoke with mother of child who was receiving EI services. She expressed that Tri-County Human Services Center staff work very well with her. They are responsive and helping her to transition her daughter into the school system.
5. Consumer requested callback – Person no longer residing at this number.
6. Family member requested callback – Spoke with mother of consumer who expressed frustration with 1) loss of TSS services, 2) school system, 3) lack of information about available services, 4) lack of Supports Coordinators and insufficient pay for Supports Coordinators. She was provided with direction for inquiring additional support services.

**SURVEY OF CONSUMER SATISFACTION
WITH MENTAL RETARDATION SERVICES
COMMENTS:**

Comments regarding consumer satisfaction are included at the end of this report and are separated by area. A reading of these comments adds support to the checklist indicating satisfaction/dissatisfaction with the various services. Especially gratifying are the number of responses which specifically noted the high level of satisfaction with the efforts of specific staff persons involved in the delivery of services.

These comments reinforce the survey checklist tabulations, and they indicate that the strong satisfaction with services is more than just a checklist satisfaction since it takes time and thought to write out comments.

The generally commendatory comments could lull the staff into complacency and a belief that all is well. Rather, it should be taken as a goal to maintain the program's strengths and improve any areas of weakness.

**SURVEY OF
CONSUMER SATISFACTION WITH MENTAL RETARDATION SERVICES
JULY 1, 2007 - JUNE 30, 2008**

COMMENTS:

The following comments were taken from the survey instrument and are reported in their unedited form:

LOWER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
1.	Our service involves family aid - we are very satisfied. We are also very pleased with our Support Coordinator. Thank you for your service.	CM, FSS, REC	Family Member
2.	Yes, my son likes going to the ARC but they have too much inservices.	CM, ADT	Family Member
3.	My daughter is 20 years old. We received a new Resource Coordinator a few months ago who has been wonderful. She accomplished so much for us in the short time we've had her than all our past years.	CM	Family Member
4.	Yes, I like this Program of the Center. It will help me in the future.	CM	Family Member
5.	There needs to be group activities for teenagers so they can learn how to socialize and relate to peers.	CM, FSS, REC	Family Member
6.	Very pleased with everyone who comes to our house and with Vanessa.	EI, CM, FSS	Consumer
7.	My son, Name, is a client of this service. He is currently enrolled in a UCP Adult Program-daytime. We are very satisfied with both of these programs.	CM, FSS	Family Member
8.	I'm not satisfied because of lack of information/services available through state/county waiver program.	CM, FSS	Family Member
9.	We are very satisfied with the services we have received since Amy joined Allied--Thank you!	ADT, VR	Family Member
10.	Terrific program--coordinators, therapists, Lekotek also terrific	EI, FSS	Family Member
11.	I'm very satisfied.	CM, FSS, ADT	Family Member
12.	Some disorganization, but overall a good program.	EI, CM	Consumer
13.	We deal with Lisa H. at SCC and Karen R. @ Allied and both are great!	CM, FSS, REC, VR	Family Member
14.	We are very happy with this service and the casemanager.	CM	Consumer
15.	I am very satisfied with all the services my son receives. His casemanager, Lisa Herie is very helpful.	CM	Consumer, Family Member
16.	I am very satisfied with our BSU Coordinator, Lisa Herie. She is a very big help to us.	CM, FSS	Family Member
17.	Our caseworker, Elizabeth Zabrowski, is organized, helpful and effective. She is our best caseworker ever.	CM, FSS, REC, VR	Family Member
18.	Would like the taxi waiver program continued.	EI, CM, FSS, RES	Consumer
19.	I'm very satisfied with the service produced by Lisa.	CM, FSS	Family Member

**SURVEY OF
CONSUMER SATISFACTION WITH MENTAL RETARDATION SERVICES
JULY 1, 2007 - JUNE 30, 2008**

COMMENTS:

The following comments were taken from the survey instrument and are reported in their unedited form:

UPPER LACKAWANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
1.	Very informative; concerned; advises well	CM	Family Member
2.	Good	CM	Family Member
3.	Supports Coordinator and Behavior Specialist (Barb Liuzzo and Carrie Chase) do a great job!	CM, REC, VR, RES	Advocate
4.	My worker Chrissy Houser is very helpful and wonderful.	CM, FSS, REC, VR	?
5.	All I can say is - excellent service for my son.	CM	Family Member
6.	Happy with services	CM, REC	Consumer
7.	I'm so happy to know these supportive services are in place.	CM, VR, CE, RES	Family Member, Advocate
8.	Very satisfied with Chrissy Houser, Fam Aid, Allied and the transportation to Allied.	CM, FSS, ADT, VR	Family Member
9.	Services good	CM, FSS, REC, ADT	Consumer
10.	Ms. Billotta and all the Tri-County staff have been thorough and helpful.	CM, REC	Consumer, Family Member
11.	Madge Dombroski and Alicia Battenburg are very helpful. Great ideas for solving a problem or helping to understand a behavior.	CM, FSS, VR	Consumer, Advocate
12.	Casemanager very helpful with any problem that occurs.	CM, FSS, REC, CE	Family Member
13.	My daughter is happy with.	CM, FSS, REC, ADT	Family Member
14.	When in community was part of Step-by-Step and misses social outings with that group. Casemanager will check into this.	CM	Consumer

**SURVEY OF
CONSUMER SATISFACTION WITH MENTAL RETARDATION SERVICES
JULY 1, 2007 - JUNE 30, 2008**

COMMENTS:

The following comments were taken from the survey instrument and are reported in their unedited form:

SUSQUEHANNA COUNTY			
	COMMENT	SERVICE	RESPONDENT
1.	Very supportive--always available to answer questions.	CM, FSS	Family Member
2.	Very satisfied--Kim Beardsley is very good at her job.	CM, FSS, REC, ADT, VR	Family Member
3.	Very little recreation anymore.	CM, REC, CE	?
4.	Kim has done a great job informing us of options available for our daughter.	CM, FSS	Family Member
5.	A group home for males in Montrose is needed.	CM, FSS	Family Member