

Each year FSA asks our consumers to rate their satisfaction with the services they receive.

Here are the results of our service consumer survey conducted in October through November of 2022

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|---|--|---|
| _14_ Individual Counseling | ___ Anger Management Group | ___ High Risk Youth Re-Entry |
| _3_ Couples Counseling | _1_ PA 211/Help Line | ___9_ Intensive Family Reunification Services |
| _2_ Family Counseling | _35_ Batterers' Intervention Service (BIS) | ___ Family Group Decision Making |
| _3_ Guardianship | _3_ Outreach Prevention | ___6_ Family Finding |
| ___6_ Specialized Adolescent Assessment Unit (SAAU) | ___ Turning Points | _1_ Food Pantry |
| | | _1_ Did Not Answer |

Please rate our services:

- Courteous, respectful treatment from staff
- Attention and responsiveness you received
- Providing information in timely manner
- Professionalism of our staff in serving you
- Privacy and confidentiality provided
- Comfortable, pleasant, clean surroundings
- Length of time you waited for services

Excellent	Good	Satisfactory	Fair	Poor	No Opinion	Does Not Apply	Did Not Answer
67	11	1	4				1
63	12	4	3				2
60	15	2	3	2			2
61	16	1	3				3
61	14		2	1	1		5
51	17		3			7	6
49	11	3	1	5	1	9	5

Overall Quality of Services

46	11						27
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