

Each year FSA asks our stakeholders to rate their satisfaction of their interaction with FSA programs and staff. Here are the results of our stakeholder survey conducted in October through November of 2022

Programs Used

Individual Counseling	6	Guardianship	
Couples Counseling	1	PA 211 NE/ Help Line	19
Family Counseling		Anger Management Group	2
Family Group Decision Making	5	Resource Development and Volunteer Services	
High-Rish Youth Re-Entry	2	Family Finding	2
Intensive Family Reunification Services	2	Children's Advocacy Center	6
Outreach Prevention Program	2	Turning Points Program	
Specialized Adolescent Assessment Unit (SAAU)	2	FSA NEPA Food Pantry	4
Batterer's Intervention Services (BIS)	3		

Suggested Services (Added)

Pauly Friedman 5K
 Disaster Relief
 Emergency Resource Assistance
 WIC
 Nurse Family Partnership

Suggested Services (Substracted)

None

Suggested Services (Expanded)

PA 211 NE/ Help Line

Suggested Services (Reduced)

None

Questions:	Excellent	Good	Satisfactory	Fair	Poor	N/A
Q1: How would you rate the FSA NEPA Staff for being courteous and respectful?	13	9	2	1	0	0
Q2: How would you rate the FSA NEPA Staff for their attentiveness and responsiveness?	13	9	2	0	1	0
Q3: How would you rate the FSA NEPA Staff in providing information in a timely manner?	12	10	2	1	0	0
Q4: How would you rate the FSA NEPA Staff for professionalism in working with you?	17	5	2	1	0	0
Q5: How would you rate the FSA NEPA Staff for being respectful of privacy and confidentiality?	15	8	1	0	0	1
Q6: Overall, how would you rate the quality of your interactions with FSA NEPA Staff?	15	8	1	0	1	0
Q7: How would you rate the FSA NEPA Services for having the primary focus on the needs of the client(s)?	12	10	1	1	1	0

Questions:	Excellent	Good	Satisfactory	Fair	Poor	N/A
Q8: How would you rate the FSA NEPA Services for being non-discriminatory?	13	4	2	1	0	5
Q9: How would you rate the FSA NEPA Services for being matched to the needs of the community?	8	10	3	1	1	2
Q10: How would you rate the FSA NEPA Services for the quality of reports, assessments, and information provided to you?	8	6	4	1	0	6
Q11: How would you rate the FSA NEPA Services for accessibility of services to your clients?	9	9	3	0	1	3
Q12: Overall, how would you rate the Quality of Services at FSA NEPA?	13	10	0	1	1	0