



## 2025-2026 Service Consumer Survey

Our staff members strive to provide prompt, responsive services. Your opinions and evaluation of your contact with FSA NEPA is an important part of how we assess our success. Please tell us how we are doing. Please check those FSA NEPA service programs you utilized:

__14_ Guardianship __6_ Family Preservation & Prevention  Ongoing Services __1_ PA 211/Help Line  __1_ Functional Family Therapy	_1_ Anger Management Group  _14_ Batterers' Intervention Service (BIS) _1_ Turning Points 1 __5_ Family Finding	_7_ Intensive Family Reunification & Prevention Services  _1_ Food Pantry 1 Did Not Answer
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**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
37	5	3					
34	7	4					
32	8	5					
36	6	3					
35	5	3			1		1
31	3	3				6	2
27	7	3			1	4	3

**Overall Quality of Services**

21	7	3					14
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