



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:

- | | | |
|---|---|--|
| ___15___ Guardianship
___9___ Family Preservation & Prevention
Ongoing Services
___PA 211/Help Line
1___Functional Family Therapy | ___Anger Management Group
___26___ Batterers' Intervention Service (BIS)
___Turning Points
___13___ Family Group Decision Making
6___Family Finding | ___5___ Intensive Family Reunification & Prevention Services
___Food Pantry
___4___ 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
59	15	1	1		1	1	1
53	18	5	1		1		1
49	26	2			1		1
58	18	1			1		1
51	23				1	1	3
42	14	4			2	13	4
43	17	2			2	9	6

Overall Quality of Services

37	16					1	25
----	----	--	--	--	--	---	----