

*Let us know how We're doing*  
**Summary Report - Developmental - 2009/2010**

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**Total Number of Responses:**

**6**

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**1. Please tell us how long it has been since you first contacted us (this time).**

*Breakdown of Valid Responses*

	#	%
less than two weeks	2	50
2-4 weeks	0	0
1-3 months	1	25
over 3 months	1	25
<b>Total Number of Valid Responses:</b>	<b>4</b>	<b>100</b>

*Invalid Responses*

Responded selected more than one option	2
Respondent did not answer question	0

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**2. Overall, how do you feel about the length of time it took for us to respond to your request for information or assistance?**

*Breakdown of Valid Responses*

	#	%
It took too long	0	0
It was a reasonable wait	2	33
It was faster than I expected	4	67
<b>Total Number of Valid Response</b>	<b>6</b>	<b>100</b>

*Invalid Responses*

Respondent selected more than one option	0
Respondent did not answer question	0

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3. Overall, how do you feel about the length of time it took between your first contact with us and the time you were given recommendations?

*Breakdown of Valid Responses*

	<b>#</b>	<b>%</b>
It was too long a wait for me	0	0
The wait was okay for me	6	100
<b>Total Number of Valid Response</b>	<b>6</b>	<b>100</b>

*Invalid Responses*

Respondent selected more than one option	0
Respondent did not answer question	0

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4. How easy was it for you to find out about services and how to obtain them?

*Breakdown of Valid Responses*

	<b>#</b>	<b>%</b>
It was easy for me	4	67
It was not too easy for me	1	17
It was very difficult for me	1	17
<b>Total Number of Valid Response</b>	<b>6</b>	<b>100</b>

*Invalid Responses*

Responded selected more than one option	0
Respondent did not answer question	0

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**5. Please tell us if the following statements apply to you since you contacted our organization**

	<i>Breakdown of Valid Responses</i>					<i>Invalid Responses</i>	
	#			%		>1 box checked	No answer
	Yes	No	Total	Yes	No		
5.1 I had to repeat the story of my situation too many times.	1	5	6	17	83	0	0
5.2 I had to keep calling different places to get the information and support I needed.	0	5	5	0	100	1	0

**6. Our work so far has been intended to provide you with understandable information, review your situation and your needs, and discuss recommendations about how to best meet those needs. We know that you have not yet received the services you ultimately need. Please indicate, for each of the following statements, what describes your experience so far with us.**

	#	<i>Valid Responses</i>				<i>% Breakdown of Invalid Responses</i>	
		Yes	Somewhat	No	Total	>1 box checked	Did not Answer
6.1 I feel that progress has been made in getting me what I need.	6	0	0	0	6	0	0
	%	100	0	0	100		
6.2 I got the information, advice and recommendations I needed and hoped for.	6	0	0	0	6	0	0
	%	100	0	0	100		
6.3 My choices and preferences were heard and understood.	6	0	0	0	6	0	0
	%	100	0	0	100		
6.4 My specific needs or problems were understood.	6	0	0	0	6	0	0
	%	100	0	0	100		
6.5 I felt like I had control over the recommendations made.	6	0	0	0	6	0	0
	%	100	0	0	100		
6.6 I felt well informed about what was going to happen next.	5	1	0	0	6	0	0
	%	83	17	0	100		
6.7 I am getting the support that I need while waiting for services to become available.	6	0	0	0	6	0	0
	%	100	0	0	100		

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**7. How satisfied are you overall with the help we have provided so far?**

*Breakdown of Valid Responses*

	<b>#</b>	<b>%</b>
Very Satisfied	4	67
Satisfied.	2	33
Dissatisfied	0	0
Very Dissatisfied	0	0
<b>Total Number of Valid Responses:</b>	<b>6</b>	<b>100</b>

*Invalid Responses*

Respondent selected more than one option	0
Respondent did not answer question	0