

## 2008 Individual & Family Survey Results (Final compilation date -- 09/12/08)

261 Surveys returned

Type of Service Used	Very Satisfied	Satisfied	Not Satisfied
Early Intervention (Birth to 3 years)	53	15	2
Preschool (Child 3-5 years)	38	10	2
Service Coordination	116	62	4
Adult Services (LICCO & CES)	93	36	1
Residential Services (Sup.Liv.&Waiver)	60	26	1
Family Support Services	53	25	2
Transportation	83	43	4
Services for Senior Citizens (LC Aging)	13	7	0
Recreation Services (Cnt.for Dis.Serv)	41	25	1
<b>Total</b>	<b>550</b>	<b>249</b>	<b>17</b>

### Of the service(s) you or a family member received, which helped you most?

- \*N/A (Blank)
- \*Service Coordinator
- \*All
- \*Resident Services
- \*LICCO
- \*Transportation
- \*HMG (Help Me Grow at E.S. Weiant or Ann Davino centers) and general support
- \*Speech Therapy
- \*Respite Funding
- \*Transportation & Recreation Services
- \*Evaluation & Assessments - with feedback.
- \*All the service help - really a help in time of medical emergency.
- \*My service coordinator is the best!
- \*None
- \*The help with housing.
- \*For individual to get a paid Tutor.
- \*Service Coordinator & Adult Services
- \*Service Coordinator - Molly Butt
- \*Recreation Services with CDS
- \*Adult Services
- \*Family Support Services, it helps greatly with the medication costs.
- \*Home visits once a month.
- \*E. S. Weiant Early Intervention & Preschool
- \*Preschool - great program
- \*All of what E. S. Weiant did for our daughter helped.
- \*Preschool to prepare my daughter for Kindergarten, socially & following a classroom routine.
- \*Transportation to LICCO
- \*Planning goals for my child after evaluating her developmental level.
- \*Aging Program
- \*Early Intervention

**Of the service(s) you or a family member received, which helped you most? (continued)**

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- \*Being able to contact Service Coordinator for help.
- \*Evaluation, Diagnosis, Referral
- \*Our Service Coordinator has been extremely helpful & done so much to help us out, answer questions, etc.
- \*I'm satisfied with my job and I am so thankful.
- \*The therapy of services.
- \*CDS
- \*Cheree Nelson & Sam Schirtzinger have helped w/my daughter's transition from school to adulthood.
- \*Information and visits.
- \*Diane Dodson has done a wonderful job & play project. She has done a great job!
- \*Services are really great.
- \*They all helped us.
- \*All services are helpful.
- \*Adult services has been very beneficial in helping find a job and getting disability Social Security.
- \*Caley Norton - Physical Therapy
- \*Funding for summer programs.
- \*Family Support Services
- \*Transportation & Service Coordination
- \*Supportive Living
- \*FSS
- \*With our parents being deceased, MRDD has helped so much with the hospital, doctor and dental visits.
- \*Increase in time w/LICCO
- \*The Early Intervention Program has helped my daughter a lot.
- \*Adult Services - Transportation
- \*Prior to final year of Preschool child did fine, but his last year did not prepare him for Kindergarten like it should. Class was play time.
- \*Transportation , Preschool & Speech Therapy
- \*Early Intervention & Preschool
- \*All of them.
- \*To know be aware of what is going on.
- \*Getting waivers & helping with family problems.
- \*Money for Speech Therapy (FSS)
- \*Service Coordination & Family Support Services
- \*Service Coordinator & Waiver
- \*Preschool Class & Bus Transportation - 1st Rate
- \*Everyone
- \*Early Intervention & Service Coordination have been equally helpful & beneficial.
- \*LICCO & Transportation
- \*Service Coordination (Dorinda is a huge support).
- \*Respite
- \*Having a place to work like LICCO gives my sister a feeling of purpose & accomplishment, very needed!
- \*Service Coordination, Adult Services & Transportation
- \*Respite & paying for a conference about Rett Syndrome
- \*Service Coordinator assisting with contacting payee & arranging payment of bills.
- \*Therapy & Home Nurse
- \*Recreation Services, Service Coordination & Transportation
- \*Early Intervention, Preschool, Service Coordination, Family Support Servs, Transportation
- \*Provider
- \*Job Placement

**Of the service(s) you or a family member received, which helped you most? (continued)**

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- \*Service Coordination, Adult Services, Residential Services & Recreation Services
- \*Residential Services - most helpful regarding semi-independent living
- \*Service Coordination & LICCO have both helped me get the job I currently have and enjoy very much.
- \*Employment at LICCO
- \*Preschool experience at E.S. Weiant was great.
- \*Residential Services & Adult Services
- \*The Waiver is a God-Send and it would not be in compliance without Service Coordination.
- \*Social/Group Activity, Respite.
- \*Adult Services & Transportation
- \*All services have been first rate.
- \*Preschool at Flying Colors
- \*The Workshop & E. S. Weiant School
- \*All services are very satisfactory. Service Coordination usually goes above & beyond what is needed.
- \*The FSS fund have helped me. It allows me to get a break.
- \*Work at LICCO & Transportation
- \*Adult Services, Transportation & Recreation Services
- \*Service Coordination - Angie Fink, Adult Services, Transportation -Excellent
- \*Family Support Funding
- \*Better variety of activities.
- \*Service Coordination assisted me with my benefits & obtaining an apartment, LICCO gave me a job.
- \*Information on activities to help with child's development.
- \*Talking with Service Coordinator.
- \*Waiver & Family Support
- \*Early Intervention-daughter has made great improvements compared to when she first started.
- \*Home visits, Crafts
- \*Service Coordinator (Kristina Ramey) was super helpful & the supervisors at LICCO especially helpful.
- \*Help Me Grow (Amy Thieken & Betsy Nixon) have been wonderful.
- \*Preschool & Transportation
- \*Early Intervention because if it weren't for beginning with E.I., we would not have been involved with receiving the other services.
- \*Service Coordination - to & from appointments
- \*Being there when I need you.
- \*Speech, Occupational Therapy & Physical Therapy
- \*Getting a job that I love.
- \*The support. Getting the waiver has changed our families life, daughter is finally stable.
- \*Working at LICCO, Recreation Services & Transportation
- \*Service Coordination & Waiver Services
- \*Employment provided by LICCO & Circle of Friends-excellent program
- \*Thank you for helping us pay for therapies this year. It has helped greatly!
- \*Family Support Services
- \*Everything!! Because of the services you offer, my daughter is close to her birth age activities, which is amazing.
- \*I couldn't select just one. They are all important. The support we receive from the staff at LICCO is paramount!
- \*Service Coordination has assisted me in obtaining a waiver & seeking benefits.
- \*Play Group
- \*Waiver One & Service Coordination has done great for us.
- \*Respite care for my daughter.
- \*I got my job through LCBMRDD

**Of the service(s) you or a family member received, which helped you most? (continued)**

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- \*Nursing
- \*Our Service Coordinator is great! Center for Disability Services - great!!
- \*Early Intervention & Service Coordination both were equally appreciated. Beth Rutter is a great HMG Coordinate (Help Me Grow Service Coordinator) & all the therapists are won

<b>Did you get what you needed from LCBMRDD when you needed it?</b>	<b>Yes 231</b>	<b>No 8</b>	<b>Unanswered 22</b>
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**What can the LCBMRDD do better?**

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- \*N/A (Blank)
- \*I can't think of anything.
- \*Return calls faster.
- \*Would like FSS to be able to be used more liberally.
- \*More communication about available services & activities.
- \*Make sure preschool stays open.
- \*Provide more funding for child no matter what parents income is.
- \*Really can't do anything better. Doing a fine job!
- \*Your doing fine.
- \*I'm sure that there is room for improvement but I feel LCBMRDD does a great job!
- \*Help teach kids "typicals" how & what to do with kids in class you are delayed.
- \*Already great!
- \*Help people figure out what will help all the children, not just the real survivor.
- \*Better communicate busing schedule. I was not told that adults were on my son's bus.
- \*More staffing at LICCO to better help individuals there.
- \*Better transportation to Doctor appointments.
- \*Be more accomodating when scheduling meetings.
- \*Keep people like Molly Butt or find more of them.
- \*Without more financial help its hard to say.
- \*Don't know.
- \*We have been with the Agency for a year & they did a wonderful job.
- \*Nothing I can think of.
- \*Very satisfied with everything.
- \*Nothing just keep doing what you are doing.
- \*Help me see my son more (visitation).
- \*Can't think of anything - great program!
- \*Help me to learn better computer skills.
- \*Wants a third roommate more quickly.
- \*Inform parents of services provided by MR/DD so that child my have service coordination earlier.

**What can the LCBMRDD do better? (continued)**

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- \*We would have liked to have participated in the Play Group over the summer but it was full.
- \*Communicate, newsletters mailed, notices of meetings, & information.
- \*401K Pension and Healthcare Coverage.
- \*Nothing, I am very satisfied with the present situation.
- \*Maybe be able to cover a broader range of needs with F.S.S. Funds. (I.e. gas costs & hospital appointments).
- \*Just continue the good services.
- \*Follow-ups, quicker response . . . suggest e-mailing.
- \*Sometimes transportation can be an issue.
- \*Treat all people equal.
- \*Keep doing what you are doing.
- \*Does great.
- \*Just continue what you are doing.
- \*Actually implement the Pre-K Program & monitor the teachers attitudes better.  
Teacher was rude to both the children & some parents.
- \*Nothing I had a great experience.
- \*Wish there were more funding/waivers to go around.
- \*Nothing - not sure just started.
- \*They do an excellent job.
- \*Nothing. Everything seems to be in line.
- \*Have Speech Therapists there and available during summer months.
- \*More transportatin to doctor office.
- \*Help develop more community resources (I.e. more wheelchair accessible ICF-MRs).
- \*Notification of meetings & keeping informed of changes.
- \*Help develop more community resources (I.e. support groups, employment opportunities)
- \*They are doing a great!
- \*Would like to see involvement with children who are in the agency's custody.
- \*Wish there were more slots available for waiver.
- \*Repite Care Services
- \*Doing a great job!
- \*No complaints with the experiences we have had.
- \*Try to get a little faster computer network.
- \*More community awareness/acceptance of people w/Down Syndrome.
- \*Continued activities for transition group.
- \*Better communication needed in the transportation department, with transportation to LICCO.
- \* Explain what the different service are
- \*We have only heard from our Service Coordinator 3 times in 3 years.
- \*Everything is great.
- \*They are doing a great job now.
- \*More frequent.
- \*Everything is cool so far.
- \*Keep preschool open.
- \*Be more supportive, give more information about services.
- \*Like to receive reminder even by e-mail of how much respite money is left maybe quarterly.
- \* Would like to make more money.
- \*More jobs.
- \*Keep parent informed of progress.
- \*Make sure transportation is on time.
- \*Better training for front-line people - service providers & agencies.

- \*Website could be more interactive.
- \*Haven't seen or heard from Service Coordinator for over a year.
- \*How about a name change-no need to add any letters just eliminate two. Same story but less harsh.
- \*LCBMRDD has some of the best people and they all go the extra for help and service.
- \*Better information at the beginning would help. It is assumed that the family understands how everything works.
- \*Just keep up the good work.
- \*A mentoring group so I can meet other guys to hang out with.
- \*Could provide counseling for the family.
- \*Transportation for work.
- \*Open the door for employees so it is not so strict what they can do.
- \*Service Coordination "check in" more often.
- \*More hours
- \*Everything has been great so far.
- \*Transportation & Scheduling
- \*Be open with negative info, have multiple locations.
- \*Give more info for parents to work with kids at home.

**What services might you need in the future that you do not use now?**

- LICCO
- None
- Services for Senior Citizens
- Transportation & Service Coordination
- Family Support Services & Services for Senior Citizens
- Unknown
- Speech Therapy
- Will continue to use current services. (Adult Services/Residential Serv/Transport.)
- Not sure yet.
- It's unlikely but won't rule out future waiver.
- Transportation
- Residential Services & Transportation
- None right now.
- Don't know.
- Transportation, transition services, finding employment.
- Physical Therapy
- Residential Services
- Transportation to and from work.
- Recreation Services, Respite
- Adult Services and/or Residential Services
- Speech therapy for my sons who are on a waiting list.
- Help with living independently.
- Recreation Services and/or Transportation
- Assisted Living
- Adult Services & Transportation
- Transportation & Services for Senior Citizens.
- Preschool Services
- Housing & LICCO Services
- Supported Living, Transportation
- Family Support Services
- Transportation & Pre-School
- Residential Services & Adult Services
- None, daughter is in the public school system.

**What services might you need in the future that you do not use now? (continued)**

IO Waiver  
Speech Therapy at your site in Newark.  
Aging Program  
Waiver  
CDC  
Family Support Services  
Employment  
Preschool Services & Transportation  
Job Training/Placement, Transportation Services (if available)  
Residential  
Respite  
Transportation  
Ride to doctors  
Residential Services, Transportation & Adult Services  
Senior Citizen Services (later on in life)  
Various Types of Therapy  
Senior Citizen Services  
Residential Services & Waiver  
Respite, Funding for Adaptive Apartment  
Preschool - E. S. Weiant  
Adult Services when individual is older.  
Transportation & Service Coordination  
Service Coordination, Preschool, Transportation, Family Support Services  
Adult Services, Residential Services  
Summer Daycare  
Residential, Provider Services  
Supported Living & Waiver  
Upgrade on waiver & help with independent living  
Supported Living  
Childcare Funds  
Waives & Reimbursements for Speech Summer Therapy  
Respite  
Education towards: hygiene, cooking, medical & social interaction.  
Preschool (Children 3 to 5 years)  
Residential Services, LC Aging Program  
Services in the evening-6 pm or later; or weekends.

**Other comments you wish to share:**

- \*N/A (Blank)
- \*No
- \*None
- \*Thank you for your support!
- \*Great job! My son doesn't stop talking now thanks to you.
- \*Appreciate all of your efforts & feel Licking County is lucky to have such a dedicated program. Thank you! (For all you do)(All of you)
- \*All the Staff does a great job & John is happy to go in each day.
- \*You do a fine job.
- \*Everyone has been very enjoyable to interact with. Physical Therapist (Caley Norton) was excellent! Beth Rutter did a great job too!
- \*We really needed the supported living this past month & our caregiver was always ready to assist in anyway she could at any time.
- \*The Chestnut House has been a wonderful, safe place where individual care has provided a wonderful quality of life. Also, LICCO has been fantastic allowing a more productive life.

## Other comments you wish to share: (continued)

- \*Just try to help all not just some.
- \*Early Intervention - better; Speech Therapy early on.
- \*Licking County Board has done an excellent job, making it possible to lead an independent life.
- \*Licking County needs more ICF-MR's that are wheel chair accessible!
- \*Just go to the Utica Care Center & check on individual more.
- \*I can't tell you how much I appreciate the help. It made a difficult time a little easier. Thank you for all your hard work!
- \*Service Coordinator (Molly Butt) is great. She explains things, talks and listens to what kind of help we could use.
- \*I'd like to see CDS be able to transport from dances for those who have to use Cab Services. It is ridiculous the wait for a cab.
- \*I feel very comfortable with calling MRDD when I have questions or needs for my son.
- \*We've learned a lot from the physical therapy visits and appreciate the help.
- \*Daughter has been going to E. S. Weiant for 2 years & we couldn't be more pleased with her experience and ours.
- \*Cab rides aren't dependable & sometimes drivers are rude & try to charge more money. Would really be interested in transportation.
- \*Everything is good.
- \*I really appreciate the time given to my daughter.
- \*Everyone has been very helpful, friendly, and thorough. Thank you.
- \*Beth Rutter is always very warm, caring & welcoming. Also worked with Beth Wait, Diane Dotson, Robin & Holley. They were great as well. You have a wonderful staff. Thanks a lot for helping my family.
- \*Satisfied with all services.
- \*Daughter did not have a service coordinator until she was 18 & only then did we request assistance to help w/her transition from school. MR/DD was never an option in the past since we do not qualify for many of the services provided. But, questions have been answered, programs suggested and paperwork completed to help us find employment in a safe environment for our daughter. The kindness, wisdom, and caring attitudes are truly appreciated by our family. We look forward to working with them for many more years.
- \*Thank you.
- \*We have been so pleased and are thankful for the improvements in our son's socialization.
- \*Categories are too limited to have an opinion in the type of services.
- \*Can't say enough good things about the services available in the community. I wish there were more sheltered workshops.
- \*I think that there should be more jobs available to people seeking employment, giving more choice.
- \*Thank you! Everything has been wonderful!
- \*Your friendly and hear what we are saying.
- \*Satisfied at present time.
- \*It's just nice to have a program available in the community to help families in need.
- \*I would not have been able to take care of my brother without your assistance. The staff at Home 2 should all be awarded medal of honor.
- \*We receive regular reports on nephew's progress and have been very satisfied with his care.
- \*Staff is fantastic, understanding and most importantly very helpful.
- \*Son's current Service Coordinator (Abby Spear) always goes above and beyond the call off duty. We just love her.
- \*I am very thankful for everything that has been done for my child.

## Other comments you wish to share: (continued)

- \*We loved Amy & Bonnie. They are special & talented people.
- \*You are a great company. Thank you so very much.
- \*Thanks for all the help & support you've given us over the years. We're grateful that you are there to help people. Keep up the great work.
- \*Diana Shannon, SSA, deserves the highest praise for her work. Individual is more stable than he's ever been, largely to her efforts.
- \*Provider always goes with individual to CDC activities because she feels they are not adequately supervised.
- \*Observed individual is not always as closely supervised at lunch at LICCO as he should be.
- \*Very helpful that the Co. Board contracts with behavior specialists.
- \*Too much red tape, everything takes forever.
- \*New to this aspect of LCBMRDD & am very satisfied with the helpful information and timely services. I look forward to working with the Early Intervention Specialists.
- \*Kyle Miller & Sam Schirtzinger at LICCO are doing a great job. They are very friendly and open with information about what they do.
- \*Service Coordinator (Laura Cohen) goes above and beyond. Helped with information on special needs sports.
- \*You all do a good job taking care of people.
- \*Susan Kennedy & Amy Thielen have made our lives much simpler. Thank you!
- \*We are very pleased. Thank you.
- \*Thanks for your support and protection. Monica Frank has been my right hand at times. Don't know what I would have done without her help.
- \*If I have questions I know I can call the coordinator to get answers.
- \*Service Coordinator has been helpful with medical appointments.
- \*Thanks to all that have helped us.
- \*Appreciate the one on one Licking County has given to help our transition from one county to another go much smoother than we expected.
- \*I had no clue what I was doing and the Service Coordinator really helped!
- \*Our family appreciates the great staff. They are very caring about their employees.
- \*Very satisfied, everybody has been very helpful.
- \*Thank you for the help.
- \*Overall, enjoy working for LICCO and having several best friends to work with & talk to.
- \*You do an outstanding job and we are very fortunate to have LCBMRDD. Thanks!
- \*Everything has been great so far. Service Coordinator (Abbey Spears) has been a great resource for us.
- \*Thanks so much for your help in keeping us current. Service Coordinator (Louise Williams) does a great job.
- \*Thank you for all services & activities. Group setting is very helpful for development. Appreciate all the help.
- \*All the people are great, & the service is good.
- \*Service Coordinator (Monica Frank) has a great understanding & ability to help me work on making my dreams come true.
- \*They're good!
- \*I think the Center of Disability should include more sports activity.
- \*Running out of work at LICCO, may be out of your control due to weakened economy, but very satisfied with all experiences.
- \*Thank you for helping my family. Your services have been a true blessing!
- \*This program (Early Intervention) helped individual interact with other children.
- \*LCBMRDD is doing a good job.
- \*I'm glad I joined the LCBMRDD.
- \*Very satisfied with Early Intervention Team.

## Other comments you wish to share: (continued)

- \*Our Service Coordinator rarely initiates contact with us nor shares information on available Autism-Related Services & Programs. These would have been helpful to receive.
- \*Early Intervention Specialist-Diane Dodson is wonderful. We don't know what we would do without her.
- \*Good job.
- \*Thank you for everything! Everyone is always nice & helpful.
- \*You all are to be commended for the great job you all do and your dedication toward special people that you all serve.
- \*We appreciate all the help. Thank you!
- \*Last year at E. S. Weiant, not looking forward to going into school system.
- \*We enjoy working with our Service Coordinator. She strives to get information for us when we have a question.
- \*Everyone was excellent. Thank you to everybody that made a difference!
- \*Service Coordinator (Laura Cohen) was very responsive to my son's needs.
- \*Sam Schirtzinger & Diana Shannon have been very helpful.
- \*Service Coordinator (Lea Bonner) has been a God-Send to our family. Her support has made the difference in our life.
- \*We would like to request a new service coordinator.
- \*I know I would not want any health issues that I have pasted on the side of my car or any transportation I use or on all the mail I receive. Thanks for your consideration on this issue & many thanks for all you do.
- \*You all are a great support group and have been the best whenever we have needed help. Thank you.
- \*I am so happy with all your services and the individuals that I work with. They are amazing ladies that have eased my fears and helped my daughter's progress.
- \*My service coordinator is great.
- \*Thanks for all you do.
- \*Our therapists/coordinators share so much in our world; my family would enjoy them coming to special events but they aren't allowed. It is discouraging because they see so many milestones & can't enjoy the fun part too.
- \*Thank you for your help!!
- \*Beth Rutter & Debbie DeVore have been absolutely wonderful. My daughter that they both visit is doing great & they are a huge part in that!!
- \*I am aware that scheduling for so many can be difficult at times. But it seems that something is going wrong way too often. My son is picked up too early (7:10) for the 8:30 start time and I would prefer that he not be at work so early, if possible. The scheduling just isn't as good as in the past. We truly appreciate all of your wonderful services. I always brag about them to my friends in Franklin County who have disabled children. Overall you folks do a terrific job!
- \*Everyone I have met through LCBMRDD have gone out of their way to be helpful and professional, and considerate. So far it has been a very positive experience.
- \*My family had major time restraints & it was difficult to schedule my son for what he needed. Different hours would be much appreciated.







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