



Annual Survey Confirms High Satisfaction with Family Support Program

Developmental Pathways Annual Family Support Program Survey for 2011 has once again found the overwhelming majority of families are very satisfied with the case management services they are receiving.

Pathways Family Support program serves 615 families ages three thru adult. The annual 2011 survey utilized the on-line Survey Monkey service to rate the programs performance and receive feedback on what clients and families value and need. This year's survey had a 20% return rate - 121 responses - slightly down from the prior year survey.

Highlights of the survey were:

- * 94% of responses rated Family Support Coordinator performance as excellent or good.
- * 84.5% rated Coordinator's ability to get unfunded needs met as excellent or good.
- * 93.1 % rated Coordinator's responsiveness as excellent or good.
- * 90.7 % rated Coordinator's knowledge of resources as excellent or good.
- * 100% of those attending Pathways Family Support Educational classes found them excellent.
- * 63.4% were aware of and used the Developmental Pathways website.

Families also had high praise for the work of individual Family Support Coordinators:

- * "She is so caring and compassionate and generous with her time when needed."
- * "always excellent in helping find resources for my son. I always get my questions answered the same day. I feel she give me her full attention when talking to her."
- * "excellent referrals."
- * "ALWAYS comes through when I need her."
- * "very knowledgeable on resources..."
- * "if she doesn't know she will research for me."

Overall, families found the resource coordination, financial assistance, and educational opportunities offered by the Family Support program to be of equal value in assisting their children and family. Comments included:

- * “I have found all the services to be useful.”
- * “I have found information for my needs, for example, therapists.”
- * “Useful- Respite Care, Family Events, Legal Resources, Direct Community Involvement with Client Events is the Best of the Best!, etc. etc.”
- * “I appreciate her e-mail updates on different opportunities.”
- * “Most everything, but most recently helping us with acquiring SSDI for our son.”
- * “Every service is useful”

This year’s survey also provided suggestions for future activities and educational classes that families would like. The Family Support program will be further evaluating those responses to determine how those needs can be met and what new offerings can be provided.