

NORTHERN REGIONAL CENTER FOR INDEPENDENT LIVING, INC. CONSUMER SATISFACTION SURVEY

We appreciate and thank you for taking the time to answer these questions. All information will be kept confidential and is **purely voluntary**. Your feedback is important to us and will be used in our efforts to improve the programs and services at **Northern Regional Center for Independent Living**.

Please rate the service(s) you have used from 1 to 5 with 1 meaning you received poor service and 5 meaning you received excellent service. Please rate only the service areas you accessed at NRCIL.

Independent Living Services Program

- Independent Living Services
- Peer Counseling/ Support
- ADA Consultant
- Housing and Shelter Services
- Information & Referral
- Benefits Advisement
- Individual Advocacy
- Systems Advocacy
- Independent Living Skills Training
- Accessibility Information
- Adaptive Equipment Loan/
Lending Library
- Architectural Barrier Consultation
- Voter Registration
- Support Groups
- Mental Health Peer Advocacy
- Plan for Achievement of Self-
Sufficiency
- Vocational Services
- Other _____

Family Support Services Program

- Family Support Networks
- Short Term Planned Respite
- Parent Advocacy
- Systems Advocacy
- Youth Leadership Groups
- Lay Parent Advocacy Training
- Newsletter
- Other _____

How did you learn about the services at NRCIL?

Have you ever visited NRCIL? Yes () No ()

If so, were you made to feel welcome? Yes () No ()

Do you feel the services you received met your needs? Yes () No ()

Were they received in a timely manner? Yes () No ()

Do you feel that NRCIL Staff will keep information about you confidential? Yes () No () Undecided ()

Do you feel you are being involved in program/ service decisions at NRCIL? Yes () No ()

Are you making decisions about services you are receiving without pressure from NRCIL Staff?
Yes () No

Was the range of programs and service options at NRCIL explained clearly to you before you made a decision? Yes () No ()

Were all of your questions answered? Yes () No ()

Are you aware of the NRCIL Consumer Grievance Procedures? Yes () No ()
Consumers needing information regarding Consumer Grievance Procedures may receive it by calling NRCIL at (315) 785-8703 (voice), (315) 785-8704 (TTY), or 1-800-585-8703.

Which of the following best describes NRCIL staff? (check as many as apply)

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Professional | <input type="checkbox"/> Attentive |
| <input type="checkbox"/> Courteous | <input type="checkbox"/> Knowledgeable |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Too busy to spend time with me |

Comments:

If you would like more information about any programs and services available at NRCIL, you may call, visit or write us at, 210 Court Street, Suite 107., Watertown, New York 13601. Please return or mail this form to NRCIL.