

<b>ALL Regions: Results</b>	Does the ITP that was developed meet your needs?	Have we provided the services and supports we promised?	Have the services RSI provided help you work toward your goals and/or becoming more independent?	Please rate your current quality of life	DSS: Respectful, courteous, polite	DSS: Provide prompt services	DSS: Respond to your needs, questions, requests for help	DSS: Have the services provided match what you developed in your ITP?	PTC: Respectful, courteous, polite	PTC: Listened to you, your goals, hopes, dreams	PTC: Communicates with you about progress, activities, changes	PTC: Responded to your needs, questions, and requests for help	Other RSI Staff and Management: Respectful, courteous, polite	Other RSI Staff and Management: Responded to your needs, questions, requests for help	Other RSI Staff and Management: Communicated with you about progress, activities, changes	Has RSI treated you with respect for your culture, spirituality, & values?	Were your rights as a client clearly explained to you by the PTC?	Did you feel your personal goals were reflected in the goals and services established in your ITP?	What is your overall rating of RSI as your service provider?
Excellent/Always/Very Much	38	33	28	15	43	32	32	30	41	42	33	35	38	34	38	41	35	35	36
Good/Usually/Somewhat	9	13	17	27	5	15	15	10	4	5	12	7	6	11	5	4	8	9	9
Fair/Sometimes/A Little	1	3	1	4	1	2	2	4	0	0	2	1	2	3	5	3	2	3	1
Poor/Never/Not at All	0	0	1	3	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
No Answer	2	1	3	1	1	1	1	6	5	3	3	6	4	2	2	2	5	3	3
<b>Total #</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>
<b>Percentages</b>																			
Excellent/Always/Very Much	76.00%	66.00%	56.00%	30.00%	86.00%	64.00%	64.00%	60.00%	82.00%	84.00%	66.00%	70.00%	76.00%	68.00%	76.00%	82.00%	70.00%	70.00%	72.00%
Good/Usually/Somewhat	18.00%	26.00%	34.00%	54.00%	10.00%	30.00%	30.00%	20.00%	8.00%	10.00%	24.00%	14.00%	12.00%	22.00%	10.00%	8.00%	16.00%	18.00%	18.00%
Fair/Sometimes/A Little	2.00%	6.00%	2.00%	8.00%	2.00%	4.00%	4.00%	8.00%	0.00%	0.00%	4.00%	2.00%	4.00%	6.00%	10.00%	6.00%	4.00%	6.00%	2.00%
Poor/Never/Not at All	0.00%	0.00%	2.00%	6.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.00%
No Answer	4.00%	2.00%	6.00%	2.00%	2.00%	2.00%	2.00%	12.00%	10.00%	6.00%	6.00%	12.00%	8.00%	4.00%	4.00%	4.00%	10.00%	6.00%	6.00%

### Glossary of Acronyms

ARMHS -- Adult Rehabilitative Mental Health Services  
DSS -- Direct Support Staff (ARMHS Workers)  
ITP -- Individual Treatment Plan  
Mgr -- Manager  
NSLC -- Northern St. Louis County  
PTC -- Program Treatment Coordinator  
RSI -- Residential Services of NE MN, Inc