

Response	Does the Support plan meet needs?	Provided the services and supports promised?	Services/supports helped improve/maintain quality of life?	DS: Respectful, courteous, polite	DS: Provide prompt services	PC: Respectful, courteous, polite	PC: Listens to you and your goals, hopes, dreams	PC: Communicates progress, activities, and changes	PC: Responds to your needs, questions, and requests for help	Other RSI STaff: Respectful, courteous, polite	Other RSI STaff: Respond to your needs, questions, and requests for help	Has RSI treated you with respect for your culture, spirituality, & values	Overall rating
Excellent/Always/Very much	128	78	122	122	106	140	133	126	132	126	110	125	90
Good/Usually/Somewhat	26	55	35	36	46	21	21	26	21	34	41	23	47
Fair/Sometimes/A Little	6	11	6	7	10	1	7	7	8	5	11	8	8
Poor/Never/Not At All	0	0	0	0	3	1	2	2	1	0	0	0	1
No Answer	7	23	4	2	2	4	4	6	5	2	5	11	21
Total	167	167	167	167	167	167	167	167	167	167	167	167	167
Percentages													
Excellent/Always/Very much	76.65%	46.71%	73.05%	73.05%	63.47%	83.83%	79.64%	75.45%	79.04%	75.45%	65.87%	74.85%	53.89%
Good/Usually/Somewhat	15.57%	32.93%	20.96%	21.56%	27.54%	12.57%	12.57%	15.57%	12.57%	20.36%	24.55%	13.77%	28.14%
Fair/Sometimes/A Little	3.59%	6.59%	3.59%	4.19%	5.99%	0.60%	4.19%	4.19%	4.79%	2.99%	6.59%	4.79%	4.79%
Poor/Never/Not At All	0.00%	0.00%	0.00%	0.00%	1.80%	0.60%	1.20%	1.20%	0.60%	0.00%	0.00%	0.00%	0.60%
No Answer	4.19%	13.77%	2.40%	1.20%	1.20%	2.40%	2.40%	3.59%	2.99%	1.20%	2.99%	6.59%	12.57%

Glossary of Acronyms

DS – Direct Support

PC – Program Coordinator