

2009 Consumer Satisfaction Survey Results

Cerebral Palsy of Ulster County received extremely positive responses on its most recent survey from individuals it serves. Participants and their family members were sent written surveys in 2009 asking for feedback on their overall satisfaction with services they receive and satisfaction with specific services they receive.

The results of the Overall Satisfaction Questionnaire are printed in the table below.

Consumer Satisfaction Questionnaire	Percentage of Positive Responses
1. The services you receive reflect your concerns, goals and priorities?	96
2. The services you receive help you to meet your desired goals and outcomes?	97
3. Our staff remains sensitive to your needs and plan services and programs accordingly?	95
4. Services and programs are planned with respect to your ideas and opinion?	97
5. You are aware of your client rights as they pertain to the services you receive?	97

If you would like more information about the survey, or have suggestions on how we can improve our services please call the Administrative Assistant to the Executive Director at 845.336.7235, Ext. 202.