

IIS Survey (July 2002 through December 2002)

Total surveys returned	80
Total surveys sent	512
Undeliverable surveys	74
Response rate	18%

Surveys returned by Area			
Area 1	9	Area 5	7
Area 2	15	Area 6	11
Area 3	11	Area 7	7
Area 4	20	Total	80

	YES			NO			Blank
		Strongly Agree	Neutral	Strongly Disagree	Blank		
1. My family and I know our Specialist.	71%			11%			18%
2. My specialist was available 24 hrs/day.	54%	24%	11%	3%	8%	1%	
3. My specialist encouraged all family members to participate.	60%	23%	10%	3%	5%	0%	
4. My specialist listened to what my family and I had to say.	66%	19%	8%	4%	4%	0%	
5. My family and I were able to help set our goals.	51%	29%	10%	4%	6%	0%	
6. IIS helped keep my family together.	46%	20%	18%	5%	11%	0%	
7. We received services when we needed them.	54%	28%	8%	4%	8%	0%	
8. Other services we received helped our family.	49%	28%	8%	6%	9%	1%	
9. My family and I know where to get help in the future if we need it.	59%	23%	6%	4%	9%	0%	
10. My family and I were treated fairly.	61%	21%	6%	4%	8%	0%	
11. My family and I were treated with respect.	61%	24%	3%	5%	8%	0%	