



What are Guardians and Families Saying about our Staff?

The staff is kind, thoughtful & approachable & have made a serious effort to know my son.

The staff that deals with my child are great!!! (Colin, Maureen, Wanda, Leah, & all other staff)

They are wonderful, caring people.

The staff at both the workshop and house inform (keep me) if E. has a problem.

The staff at the home does excellent work, and are very professional and care about their work.

You do care for the welfare of your residents.

You people have taken damn good care of my son since my wife passed away & I put him at the [address] house.

Taylor is really trying hard to address the staff issue. She's great.

Beth who we now have as J's Case Manager is excellent.

I am very satisfied with staff & programs at W.S. Center.

I wish I could do something to pay you angels back.

We love Barbara!

We love Lori!

... the newly hired people appear kind and competent.

Given all the factors of your situation you do an amazing job.

Everyone is extremely helpful when it comes to my brother's well being.

Excellent staff and caring people!

Welcoming staff starting on Day 1.

92% *Strongly Agree or Agree* with the statement "I think the staff at the program(s) are of good quality."

98% *Strongly Agree or Agree* with the statement "In the event of an emergency, I am confident that prompt and suitable care will be given."

100% *Strongly Agree or Agree* with the statement "I have adequate input into service or care plans."

In our 2017 Family/Guardian survey, **satisfaction increased for all 18 areas!**