

11/18/2022

Dear Survey Participant,

Thank you for completing the Individual Program Satisfaction Survey. You provided The Arc Madison Cortland with important information. Your responses help us to improve services and programming for you and other individuals that we support.

The results of the survey showed us that the most important part of your services is your staff and friends. Having enough regular staff, and spending time with your friends are the top two important parts of your program.

You also told us that it is important to you when you like all of your activities and when you have a lot of them to choose from.

During the pandemic, many of you liked having your services from your own homes on your computers. You also told us that you missed seeing your friends and staff in person. You used, Teladoc, Zoom, or Facebook and participated in activities or met up with friends and family by using technology. Therefore, The Arc Madison Cortland will work hard to continue to provide both in-person and computer online services and programming whenever possible.

Our agency will continue to support you with trained, regular staff. We will work every day to provide you with activities and programming you enjoy. We will listen to what you like. We will try hard to provide you with services no matter where you are. Helping you be the happiest, safest, and best you can be is always our goal.

Sincerely,

*The Arc Madison Cortland Adult Services Committee*

Deborah McGowan – Board Member

Alan Cohen – Board Member

Margaret Kuhn – Board Member

Meredith Mertens – Director of Quality Management and CBP

Karen Stace – Corporate Compliance Officer and Director of

Guardianship Darin Pearo - Director of Facilities and Business Operations

Jessica Watkins – Director of Program Services

Mike Geary – Pre Vocational Manager