Help make your regional center services better!

Let you voice be heard!

We at California Department of Developmental Services (DDS) want to hear about your or your family member's services that are provided by regional centers throughout California. This survey is part of a study about how California pays for services. Your ideas can inform how we pay for regional center services, consider changes to pay rates, and hopefully improve services overall. This survey is available in multiple languages.

What is this survey about?

The survey asks for your opinions about services. It also asks for general information about you and/or your family member.

Who should take this survey?

Take this survey if you or a family member receives services provided by a regional center, especially if you want to improve these services.

How long will it take?

The survey will take you 15-25 minutes to complete.

What will happen to my answers?

Human Services Research Institute (HSRI) will collect and analyze your answers. HSRI is helping us with this survey and will show us the results. We do not ask you for your name or any other information that tells us who you are. Your responses will be kept private and will not be linked to you.

Where can I get more information, and who should I contact for questions?

Burns & Associates is completing a study about rates. You can find more information about the rate study here.

For questions or comments about the survey, contact CASurvey@hsri.org.

For questions about the rate study, contact vendorsurvey@dds.ca.gov.

Thank you for your time. We are excited to hear from you!

Are you a:

Person		

- Family member (or guardian) of a person with a disability (Skip to P. 13)
- Other (please specify): (Skip to P. 25)



First, tell us about yourself.

These questions will help us understand more about you and the services you may use.

What is y	our age?		
0	Under 18 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 to 74 75 or older I don't want to answer		
What reg	ional center provides your services? (Find your region	onal	center here)
	Alta California Regional Center Central Valley Regional Center Eastern Los Angeles Regional Center Far Northern Regional Center Frank D. Lanterman Regional Center Golden Gate Regional Center Harbor Regional Center Inland Regional Center Kern Regional Center North Bay Regional Center North Los Angeles County Regional Center Redwood Coast Regional Center	000000000	Regional Center of the East Bay Regional Center of Orange County San Andreas Regional Center San Diego Regional Center San Gabriel/Pomona Regional Center South Central Los Angeles Regional Center Tri-Counties Regional Center Valley Mountain Regional Center Westside Regional Center I don't know
Is the city	y/town you live in:		
	Urban (a city or metropolitan area with at least 50, Rural or Frontier (a city or town with fewer than 50 I don't know		
Do you io	lentify as a: [Select all that apply]		
	Girl/woman Boy/man Transgender, non-binary, agender, gender fluid, or I don't want to answer	gen	der queer



Do y	ou ic	dentify as: [Select all that apply]			
	000000	American Indian, Native American, or Alaska Native Asian Black or African American Filipino Hispanic, Latino, or Spanish Middle Eastern or North African			
		Native Hawaiian or other Pacific Islander White			
		I don't want to answer Other (please specify):			
Wha	ıt lan	guage do you prefer to use with your staff?			
	0	English	0	Japanese	
	0	Spanish		Khmer	
		Arabic	0	Korean	
	0	Armenian	0	/	
	0	Austronesian, Ilocano, Samoan, or Hawaiian	0	Portuguese Russian	
		Cambodian	_	Tagalog or Filipino	
	0	Cantonese, Mandarin, or Chinese		Tai-Kadai, Thai, or Lao	
	0	French	0		
	0	German	0	I don't want to answer	
		Hindi	0	Other (please specify)	
	0	Hmong			
Wha	nt is y	our household income?			
	0	Under \$25,000			
	0	\$25,000 - \$49,999			
	0	\$50,000 - \$74,999			
		\$75,000 \$99,999 \$100,000 \$149,999			
	0	\$150,000 - \$149,999 \$150,000 or more			
	0	I don't know/don't want to answer			
До у	ou li	ve in:			
	0	Your own or family home			
		A group home, adult family foster home, or host home			
	_	An assisted living facility or residential care facility			
	0	A nursing facility or nursing home			
	0	Homeless or a temporary shelter I don't want to answer			
	0	Other (please specify):			
		1 7/			



On average, how much support do you need:

	Low	Moderate	High	Extraordinary	I don't know/don't want to answer
At home (e.g., dressing, eating, getting around the house)	O	•	O	•	•
In the community (e.g., participating in recreational activities, shopping, using transportation)	O	O	O	O	•
For health and safety (e.g., eating a nutritious diet, staying safe)	0	•	•	•	O
For employment (e.g., finding a job, completing work assignments)	O	•	•	•	O
For medical conditions (e.g., taking medicine, following medical routines)	0	•	•	•	O
For behavioral challenges (e.g., managing unsafe behavior)	O	O	O	O	•



Tell us about your experiences with your in-home support.

In-home support staff help you in your home or group home, or with your daily living needs, such as getting dressed, grocery shopping, or chores.

For the following questions, if you have more than one staff, think about staff support overall.

Do you receive in-home supports? In-home support staff help you in your home or group home, or with your daily living needs, such as getting dressed, grocery shopping, or chores.

- Yes
- O No (Skip to P. 8)
- O I don't know (Skip to P. 8)

Tell us about your experiences with your in-home support.

Rate how well staff in your home support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Make my own choices about my life	O	O	O	•
Know about my rights	O	O	O	•
Advocate or speak up	O	O	O	•
Be in charge of my personal support	O	O	O	•
Get just the right help I need	O	O	O	•
Meet my basic needs	O	\mathbf{C}	O	•
Be (more) independent in my home	O	O	O	•
Be (more) independent in my community	•	O	\mathbf{O}	O



Rate how well staff in your home support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage my health and/or medical treatments	•	O	O	•
Deal with emergencies/crises	•	O	O	O
Communicate in the way that I can	•	O	O	•
Get around in my community	•	O	O	•
Do what I like to do	•	O	O	•
Have friendships/relationships	•	O	O	•
Follow my cultural beliefs and traditions	•	O	O	•
Manage my health and/or medical treatments	•	•	•	O

Is it important that staff in your home support you to:

is it important that stair in your nome support you	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make my own choices about my life	•	•	0	O
Know about my rights	•	•	•	•
Advocate or speak up	•	•	0	O
Be in charge of my personal support	•	•	O	0
Get just the right help I need	•	•	0	•
Meet my basic needs	•	•	O	0
Be (more) independent in my home	•	•	0	•
Be (more) independent in my community	O	O	O	•



Is it important that staff in your home support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage my health and/or medical treatments	•	•	•	•
Deal with emergencies/crises	•	O	O	•
Communicate in the way that I can	•	•	0	0
Get around in my community	•	•	O	•
Do what I like to do	•	•	0	0
Have friendships/relationships	•	•	O	•
Follow my cultural beliefs and traditions	•	•	O	•



Tell us about your experiences with your community and/or day program supports.

Community and/or day program staff help you to access your community or help when you attend a day program.

For the following questions, if you have more than one staff, think about staff support overall.

Do you red	eive community	y and/or day	program:	supports?	Community	and/or o	day program	staff he	elp you
to access	your community	or help whe	n you atte	end a day i	orogram.				

- Yes
- No (Skip to P. 10)
- O I don't know (Skip to P. 10)

Tell us about your experiences with your community and/or day program supports.

Rate how well your staff in the community and/or at your day program support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Make my own choices about my life	O	•	O	•
Know about my rights	O	•	O	•
Advocate or speak up	O	•	•	•
Be in charge of my personal support	O	•	\mathbf{O}	•
Get just the right help I need	O	•	O	•
Meet my basic needs	O	•	O	•
Be (more) independent in my community	O	•	•	O

Rate how well your staff in the community and/or at your day program support you to:

, ,	Poor	Fair	Good	I don't know/don't want to answer
Manage my health and/or medical treatments	•	•	•	•
Deal with emergencies/crises	O	•	•	•
Communicate in the way that I can	0	•	•	•
Get around in my community	O	•	•	•
Do what I like to do	0	•	•	•
Have friendships/relationships	O	•	•	•
Follow my cultural beliefs and traditions	0	•	O	•



Is it important that your staff in the community and/or at your day program support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make my own choices about my life	•	•	•	0
Know about my rights	•	•	•	O
Advocate or speak up	•	•	•	0
Be in charge of my personal support	•	•	•	O
Get just the right help I need	•	•	•	•
Meet my basic needs	•	•	•	O
Be (more) independent in my community	•	•	•	•

Is it important that your staff in the community and/or at your day program support you to:

is it important that your stan in the community a	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage my health and/or medical treatments	•	•	•	0
Deal with emergencies/crises	•	•	•	O
Communicate in the way that I can	•	•	•	•
Get around in my community	•	•	•	O
Do what I like to do	•	•	•	O
Have friendships/relationships	•	•	•	O
Follow my cultural beliefs and traditions	•	•	•	•



Tell us about your experiences with your employment support staff.

Employment support staff help you to get or keep a job or help you on the job.

For the following questions, if you have more than one staff, think about staff support overall.

Do you receive employment support? Employment support staff help you to get or keep a job or help you on the job.

- Yes
- No (Skip to P. 12)
- O I don't know (Skip to P. 12)

Tell us about your experiences with your employment support staff.`

Rate how well your employment staff support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Make my own choices about my life	O	O	O	•
Know about my rights `	•	•	O	•
Advocate or speak up `	•	O	O	•
Be in charge of my personal support `	•	O	O	•
Get just the right help I need `	•	O	O	•
Meet my basic needs `	•	O	O	•
Be (more) independent at my job `	O	O	O	O

Rate how well your employment staff support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage my health and/or medical treatments at work	•	•	•	O
Deal with emergencies/crises	•	•	•	O
Communicate in the way that I can	•	•	•	O
Get to work	•	•	•	O
Work how I like to	•	•	•	•
Have friendships/relationships	•	•	•	O
Follow my cultural beliefs and traditions	•	•	•	O



Is it important that your employment staff support you to: Somewhat I don't know/don't Not important important Very important want to answer O O 0 O Make my own choices about my life \mathbf{O} \mathbf{O} O 0 Know about my rights \mathbf{O} \mathbf{O} \mathbf{O} O Advocate or speak up O O O O Be in charge of my personal support 0 O O O Get just the right help I need Meet my basic needs \mathbf{O} \mathbf{O} \mathbf{O} \mathbf{O} O O O O Be (more) independent at my job

Is it important that your employment staff support you to: I don't know/don't Somewhat Not important important Very important want to answer Make my own choices about my life O 0 O 0 O 0 0 Deal with emergencies/crises O 0 \mathbf{O} O Communicate in the way that I can O O O O Get to work Work how I like to O 0 O O O \mathbf{O} O \mathbf{O} Have friendships/relationships O 0 O O Follow my cultural beliefs and traditions



Tell us about your experiences with accessing and receiving services.

Rate your experiences with:

Rate your experiences with.				I don't know/don't
	Poor	Fair	Good	want to answer
Becoming eligible for services	•	O	O	•
Getting information about available services	\mathbf{O}	•	•	•
Finding available services	O	•	•	•
Finding trained staff	O	•	•	•
Finding staff who show up regularly	O	•	•	•
Finding staff that speak my language	O	•	•	•
Finding staff who are a good fit for me	•	•	•	•
Data valve avparianaca with:				
Rate your experiences with:.				I don't know/don't
Rate your experiences with	Poor	Fair	Good	I don't know/don't want to answer
Choosing my staff	Poor	Fair	Good	
			_	want to answer
Choosing my staff	O	0	O	want to answer
Choosing my staff Changing my staff	O	O	O	want to answer
Choosing my staff Changing my staff Keeping good staff)))))))	want to answer
Choosing my staff Changing my staff Keeping good staff Keeping a good agency)))	O O O)))	want to answer O O O
Choosing my staff Changing my staff Keeping good staff Keeping a good agency Feeling safe with my staff	OOOO	OOOO	O O O O	want to answer O O O O O

Is there anything else you want us to know about your services (Stop after answering this question)?



First, tell us about yourself.

What is your age?

These questions will help us understand more about you and your family member and the services they may use.

If you are a family member of more than one person receiving services, please answer this survey thinking of just one of your family members. You may fill out the survey for each family member receiving DDS services if you would like to—just follow the link again after finishing the survey.

0	Under 18		
0	18 to 24		
0	25 to 34		
0	35 to 44		
0	45 to 54		
0	55 to 64		
0	65 to 74		
0	75 or older		
0	I don't want to answer		
What ag	e is your family member?		
0	Under 18		
0	18 to 24		
0	25 to 34		
0	35 to 44		
0	45 to 54		
0	55 to 64		
0	65 to 74		
0	75 or older		
0	I don't want to answer		
What reg	gional center provides your family member's ser	vices? (F	Find your regional center here)
0	Alta California Regional Center	0	Redwood Coast Regional Center
	Central Valley Regional Center	0	Regional Center of the East Bay
	Eastern Los Angeles Regional Center		Regional Center of Orange County
	Far Northern Regional Center	0	San Andreas Regional Center
0	Frank D. Lanterman Regional Center	0	San Diego Regional Center
0	Golden Gate Regional Center	0	San Gabriel/Pomona Regional Center
0	Harbor Regional Center	0	South Central Los Angeles Regional Center
0	Inland Regional Center	0	Tri-Counties Regional Center
0	Kern Regional Center	0	Valley Mountain Regional Center
0	North Bay Regional Center	\circ	Westside Regional Center
0	North Los Angeles County Regional Center	0	I don't know



ls the cit	y/town your family member lives in:			
0	Urban (a city or metropolitan area with at	least 50,000 p	people)	
\circ	Rural or Frontier (a city or town with fewe	r than 50,000 <mark>ہ</mark>	people)	
0	I don't know			
Do vou id	dentify as a: [Select all that apply]			
-	Girl/woman			
	Boy/man			
	Transgender, non-binary, agender, gende	r fluid, or gende	er queer	
	I don't want to answer	. Hala, or gollar	o. 4000.	
_				
Da van i	dentify and [Colort all that apply]			
	dentify as: [Select all that apply]	aka Mativo		
	American Indian, Native American, or Alas Asian	ska Native		
	Black or African American			
	Filipino			
	Hispanic, Latino, or Spanish			
	Middle Eastern or North African			
	Native Hawaiian or other Pacific Islander			
	White			
	I don't want to answer			
	Other (please specify):			
What lar	nguage does your family member prefer to	use with their s	taff?	
	E controlla			
_	English	0	Japanese	
0	Spanish	0	Khmer	
0	Arabic		Korean	
0	Armenian		Persian, Farsi, or Dari	
0	Austronesian, Ilocano, Samoan,	_	Portuguese	
	or Hawaiian	0	Russian	
	Cambodian	_	Tagalog or Filipino	
0	Cantonese, Mandarin, or Chinese	0	Tai-Kadai, Thai, or Lao	
0	French	0	Vietnamese	
0	German	0	I don't want to answer	
0	Hindi	0	Other (please specify)	
0	Hmong			
,	our household income?			
_	Under \$25,000			
0	\$25,000 \$49,999			
_	\$50,000 - \$74,999			
0	\$75,000 \$99,999			
0	\$100,000 \$149,999			
0	\$150,000 or more			
	I don't know/don't want to answer			



Does you	r family member live in:
0	Their own or family home
0	A group home, adult family foster home, or host home
0	An assisted living facility or residential care facility
0	A nursing facility or nursing home
0	Homeless or a temporary shelter
0	I don't want to answer
\circ	Other (please specify)

On average, how much support does your family member need:

	Low	Moderate	High	Extraordinary	I don't know/don't want to answer
At home (e.g., dressing, eating, getting around the house)	O	•	O	•	•
In the community (e.g., participating in recreational activities, shopping, using transportation)	O	O	O	•	•
For health and safety (e.g., eating a nutritious diet, staying safe)	•	•	•	•	O
For employment (e.g., finding a job, completing work assignments)	•	O	•	•	O
For medical conditions (e.g., taking medicine, following medical routines)	•	•	•	•	O
For behavioral challenges (e.g., managing unsafe behavior)	O	O	O	•	•



Tell us about your experiences with your family member's in-home support.

In-home support staff help your family member in their home or group home, or with their daily living needs such as getting dressed, grocery shopping, or chores.

For the following questions, if your family member has more than one staff, think about staff support overall.

Does your family member receive in-home support? In-home support staff help your family member in their home or group home, or with their daily living needs such as getting dressed, grocery shopping, or chores.

- Yes
- O No (Skip to P. 19)
- O I don't know (Skip to P. 19)

Tell us about your experiences with your family member's in-home support.

Rate how well staff in your family member's home supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Make their own choices about their life	O	O	O	•
Know about their rights	O	O	O	•
Advocate or speak up	•	O	O	•
Be in charge of their personal support	O	O	O	•
Get just the right help they need	O	O	O	•
Meet their basic needs	O	O	O	•
Be (more) independent in their home	O	O	O	•
Be (more) independent in their community	O	•	•	•



Rate how well staff in your family member's home supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage their health and/or medical treatments	O	O	•	•
Deal with emergencies/crises	O	O	O	•
Communicate in the way that they can	O	O	•	•
Get around in their community	O	O	O	•
Do what they like to do	O	O	•	•
Have friendships/relationships	O	O	O	•
Follow their cultural beliefs and traditions	C	C	O	O

Is it important that staff in your family member's home supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make their own choices about their life	•	•	•	0
Know about their rights	O	•	O	O
Advocate or speak up	O	•	0	•
Be in charge of their personal support	O	•	O	O
Get just the right help that they need	•	•	•	0
Meet their basic needs	O	•	O	0
Be (more) independent in their home	O	•	0	•
Be (more) independent in their community	O	O	O	•



Is it important that staff in your family member's home supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage their health and/or medical treatments	•	O	•	•
Deal with emergencies/crises	•	O	•	•
Communicate in the way that they can	•	•	•	0
Get around in their community	•	O	O	O
Do what they like to do	•	•	•	0
Have friendships/relationships	•	O	O	O
Follow their cultural beliefs and traditions	•	•	•	•



Tell us about your experiences with your family member's community and/or day program supports.

Community and/or day program staff help your family member to access their community or help them when they attend a day program.

For the following questions, if your family member has more than one staff, think about staff support overall.

Does your family member receive community and/or day program supports? Community and/or day program staff help your family member to access their community or help them when they attend a day program.

- Yes
- No (Skip to P. 22)
- I don't know (Skip to P. 22)

Tell us about your experiences with your family member's community and/or day program supports.

Rate how well your family member's staff in the community and/or at their day program supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Make their own choices about their life	•	•	O	O
Know about their rights	•	•	•	O
Advocate or speak up	•	•	O	•
Be in charge of their personal support	O	\mathbf{O}	O	•
Get just the right help that they need	•	•	O	•
Meet their basic needs	O	\mathbf{O}	O	•
Be (more) independent in their community	O	O	\mathbf{C}	O



Rate how well your family member's staff in the community and/or at their day program supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage their health and/or medical treatments	O	O	0	•
Deal with emergencies/crises	O	O	O	•
Communicate in the way that they can	O	O	0	•
Get around in their community	O	O	O	•
Do what they like to do	O	O	0	•
Have friendships/relationships	O	O	O	•
Follow their cultural beliefs and traditions	O	O	0	•

Is it important that staff in your family member's community and/or at their day program supports them to:

io it important triat dan in your ranning mornisor o	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make their own choices about their life	•	•	•	O
Know about their rights	•	•	•	O
Advocate or speak up	•	•	•	O
Be in charge of their personal support	•	•	•	O
Get just the right help that they need	•	•	•	O
Meet their basic needs	•	•	•	O
Be (more) independent in their community	•	•	•	•



Is it important that staff in your family member's community and/or at their day program supports them to:

is a miportain and stain in your raining mornison o	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage their health and/or medical treatments	•	•	•	O
Deal with emergencies/crises	•	•	•	O
Communicate in the way that they can	•	•	•	O
Get around in their community	•	•	•	O
Do what they like to do	•	•	•	O
Have friendships/relationships	•	•	•	O
Follow their cultural beliefs and traditions	•	•	•	•



Tell us about your experiences with your employment support staff.

Employment support staff help your family member to get or keep a job or help them on the job.

For the following questions, if your family member has more than one staff, think about staff support overall.

Does your family member	receive employme	nt support?	Employment	support staff	help your	family
member to get or keep a	job or help them or	n the job.				

- Yes
- No (Skip to P. 24)
- O I don't know (Skip to P. 24)

Tell us about your experiences with your employment support staff.

Rate how well your family member's employment staff supports them to:

Poor	Fair	Good	I don't know/don't want to answer
O	•	•	•
O	•	•	•
O	•	•	•
O	•	•	•
O	•	•	•
O	•	•	•
O	O	•	O
	~	•	

Rate how well your family member's employment staff supports them to:

, , , , , , , , , , , , , , , , , , ,	Poor	Fair	Good	I don't know/don't want to answer
Manage their health and/or medical treatments at work	O	O	•	O
Deal with emergencies/crises	O	O	O	O
Communicate in the way that they can	O	•	•	•
Get to work	O	O	•	O
Work the way they like to	O	0	•	•
Have friendships/relationships	O	O	•	O
Follow their cultural beliefs and traditions	O	•	O	•



Is it important that your family member's employment staff supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make their own choices about their life	•	•	•	O
Know about their rights	O	•	•	O
Advocate or speak up	•	•	•	O
Be in charge of their personal support	O	•	•	O
Get just the right help that they need	•	•	•	O
Meet their basic needs	O	•	•	O
Be (more) independent at their job	O	O	O	O

Is it important that your family member's employment staff supports them to:

is it important that your ranny monitor of omproy	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage their health and/or medical treatments at work	O	•	O	•
Deal with emergencies/crises	•	•	•	O
Communicate in the way that they can	•	•	•	O
Get to work	•	•	•	O
Work the way they like to	•	•	•	O
Have friendships/relationships	•	•	•	O
Follow their cultural beliefs and traditions	•	•	•	•



Tell us about your family member's experiences with accessing and receiving services.

Rate your family member's experiences with:

	Poor	Fair	Good	I don't know/don't want to answer
Becoming eligible for services	O	•	•	O
Getting information about available services	O	•	•	•
Finding available services	O	•	•	•
Finding trained staff	O	•	•	•
Finding staff who show up regularly	O	•	•	•
Finding staff that speak their language	O	O	•	•
Finding staff who are a good fit for them	O	•	•	•
Rate your family member's experiences with:				
	Poor	Fair	Good	I don't know/don't want to answer
Choosing their staff	Poor	Fair O	Good	
	_	_		want to answer
Choosing their staff	O	_	O	want to answer
Choosing their staff Changing their staff	O	O	O	want to answer
Choosing their staff Changing their staff Keeping good staff)))))))	want to answer O O
Choosing their staff Changing their staff Keeping good staff Keeping a good agency)))	OOOO)))	want to answer
Choosing their staff Changing their staff Keeping good staff Keeping a good agency Feeling safe with their staff	OOOO	OOOO	OOOO	want to answer O O O O O

Is there anything else you want us to know about your family member's services (Stop after answering this question)?



Tell us about accessing and receiving services.

Rate how you think people receiving regional center services experience:

	Poor	Fair	Good	I don't know/don't want to answer
Becoming eligible for services	•	•	•	•
Knowing about available services	O	O	•	•
Finding available services	•	•	•	O
Finding trained staff	O	O	•	O
Finding staff who show up	0	O	•	O
Finding staff that speak their language	•	O	•	•
Finding staff who are a good fit for them	O	O	O	O
Pata haw you think paople receiving DDS convises	· avnarianca:			
Rate how you think people receiving DDS services	в ехрепенсе.			I don't know/don't
	Poor	Fair	Good	want to answer
Choosing their staff	•		Good	•
	Poor	Fair		want to answer
Choosing their staff	Poor	Fair	O	want to answer
Choosing their staff Changing their staff	Poor	Fair O	O	want to answer
Choosing their staff Changing their staff Keeping good staff	Poor O O	Fair O))	want to answer O O
Choosing their staff Changing their staff Keeping good staff Keeping a good agency	Poor O O O	Fair O O O	OOO	want to answer O O O
Choosing their staff Changing their staff Keeping good staff Keeping a good agency Feeling safe with their staff	Poor O O O O	Fair O O O O	OOOO	want to answer O O O O

Is there anything else you want us to know about services?

