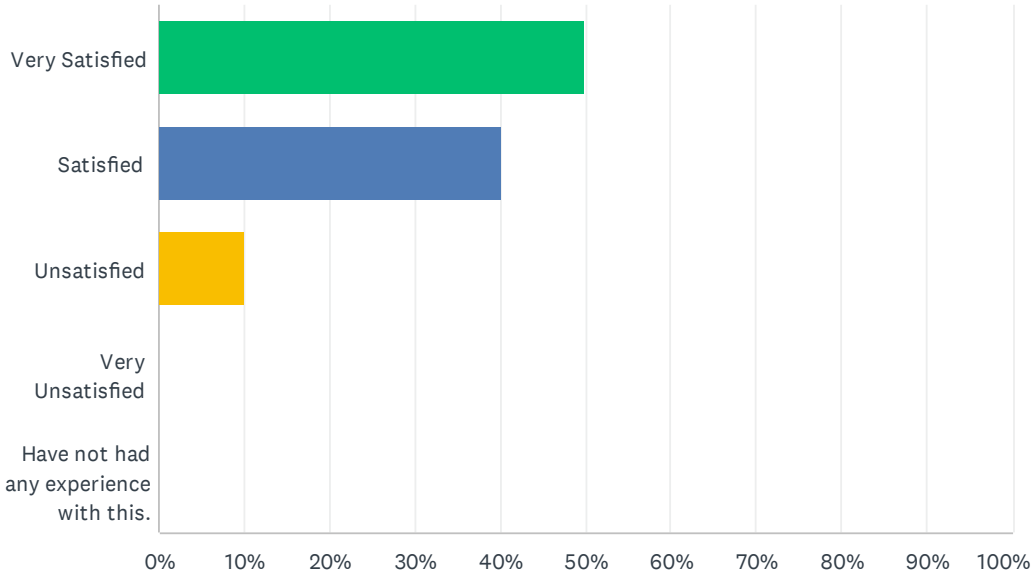
Q1 How satisfied are you with the overall quality of Placement of Services services in this past year?

Answered: 10 Skipped: 0

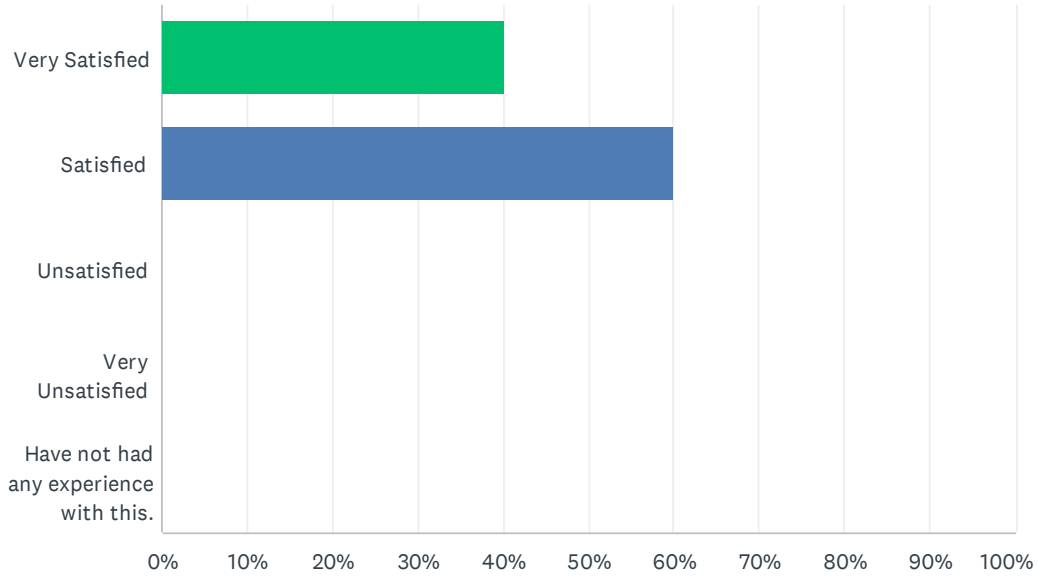


ANSWER CHOICES	RESPONSES	
Very Satisfied	50.00%	5
Satisfied	40.00%	4
Unsatisfied	10.00%	1
Very Unsatisfied	0.00%	0
Have not had any experience with this.	0.00%	0
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
1	Great communication and team work.	7/9/2024 12:05 PM

Q2 Overall, does MCS make an effort to Placement Services keep services culturally appropriate?

Answered: 10 Skipped: 0

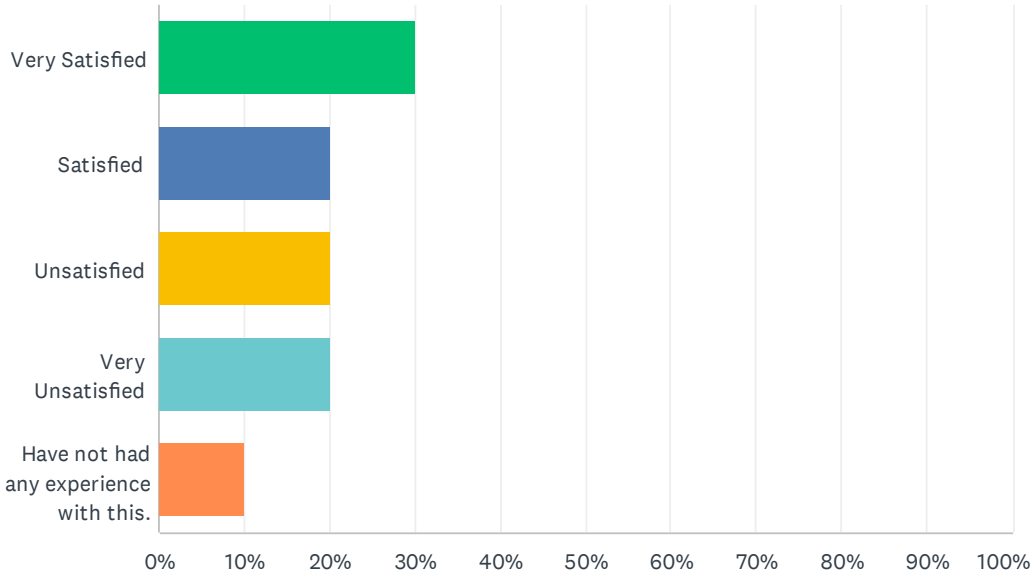


ANSWER CHOICES	RESPONSES	
Very Satisfied	40.00%	4
Satisfied	60.00%	6
Unsatisfied	0.00%	0
Very Unsatisfied	0.00%	0
Have not had any experience with this.	0.00%	0
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
1	They go above and beyond.	7/9/2024 12:05 PM

Q3 Do you feel that staff are communicating enough - for example, phone calls, e-mails, follow-up with questions, letters, etc.?

Answered: 10 Skipped: 0

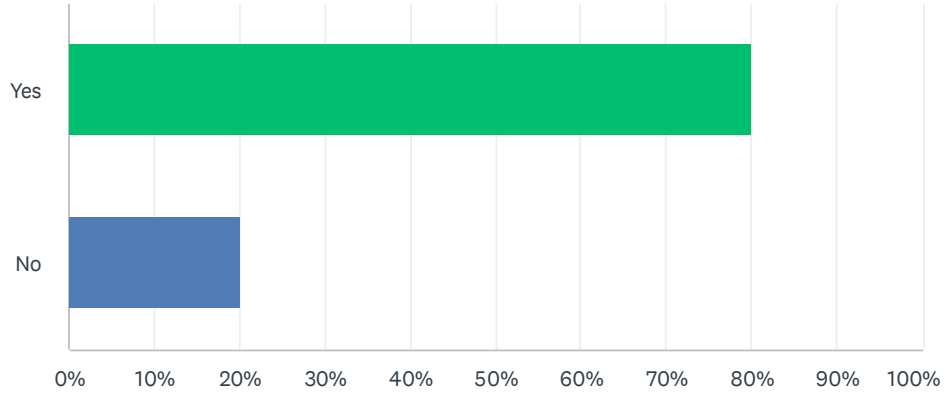


ANSWER CHOICES	RESPONSES	
Very Satisfied	30.00%	3
Satisfied	20.00%	2
Unsatisfied	20.00%	2
Very Unsatisfied	20.00%	2
Have not had any experience with this.	10.00%	1
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
1	Sometimes it takes quite some time to hear back from someone.	7/9/2024 11:16 AM

Q4 Do you know who to call when you have a concern with services?

Answered: 10 Skipped: 0

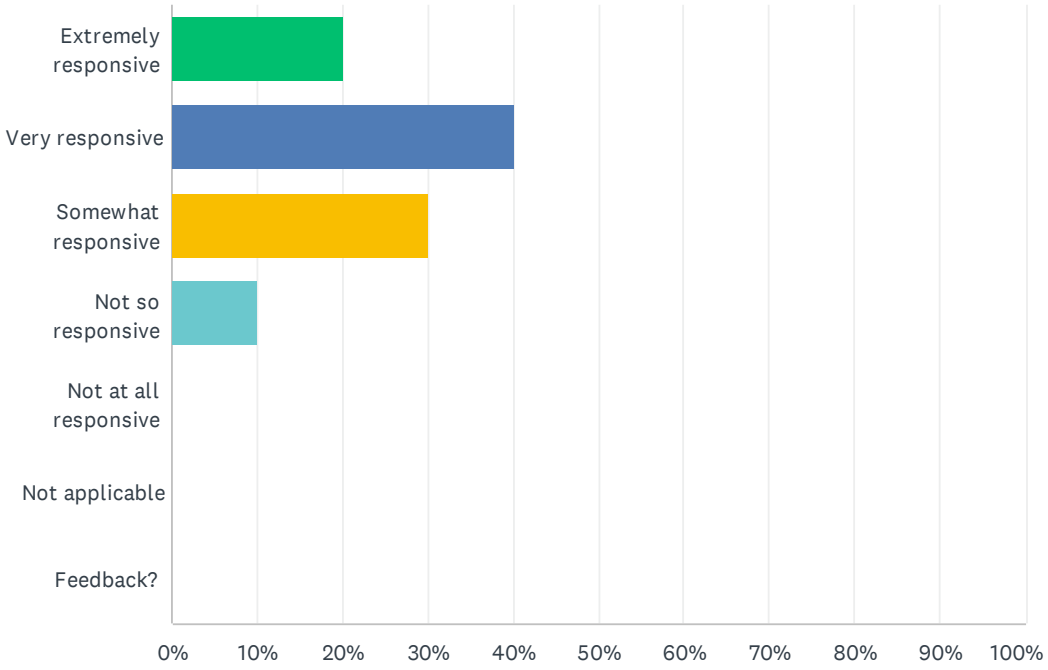


ANSWER CHOICES	RESPONSES	
Yes	80.00%	8
No	20.00%	2
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q5 How responsive have MCS staff been to your questions or concerns about services?

Answered: 10 Skipped: 0

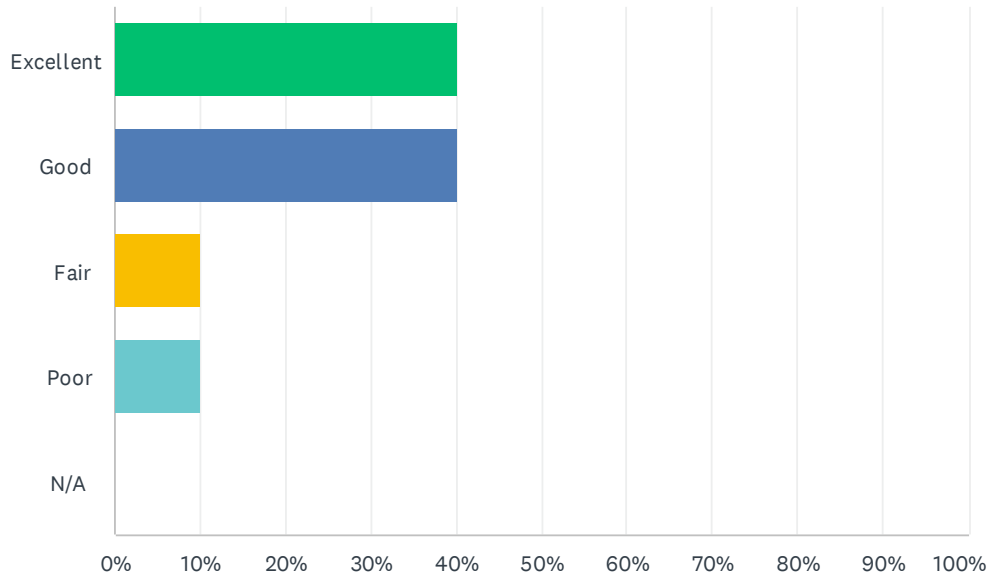


ANSWER CHOICES	RESPONSES	
Extremely responsive	20.00%	2
Very responsive	40.00%	4
Somewhat responsive	30.00%	3
Not so responsive	10.00%	1
Not at all responsive	0.00%	0
Not applicable	0.00%	0
Feedback?	0.00%	0
TOTAL		10

#	FEEDBACK?	DATE
	There are no responses.	

Q6 How would you rate our staffs' knowledge about available resources?

Answered: 10 Skipped: 0

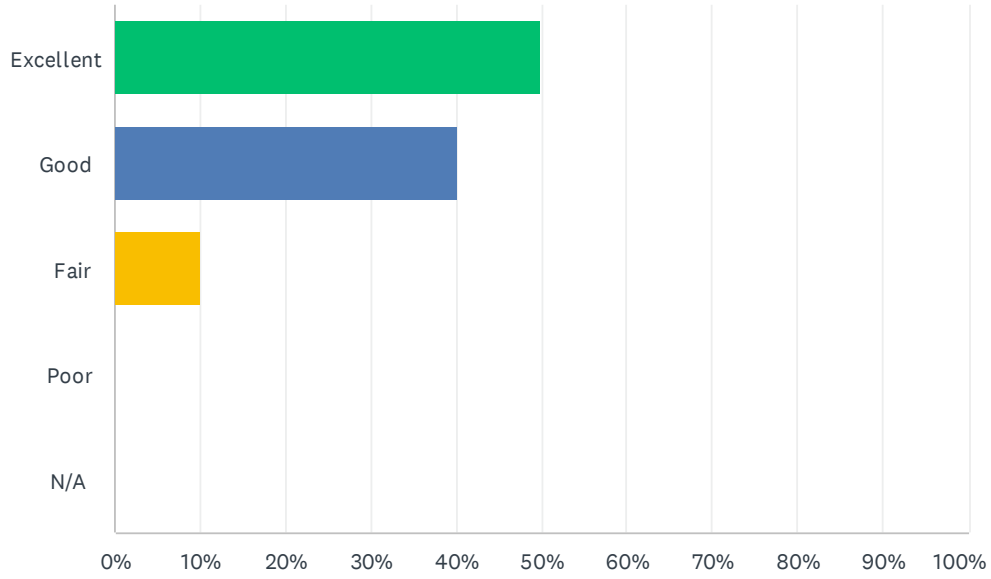


ANSWER CHOICES	RESPONSES	
Excellent	40.00%	4
Good	40.00%	4
Fair	10.00%	1
Poor	10.00%	1
N/A	0.00%	0
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
1	MCS is open to learning.	7/9/2024 12:05 PM

Q7 How would you rate the staffs' advocacy for the member and/or families we serve?

Answered: 10 Skipped: 0

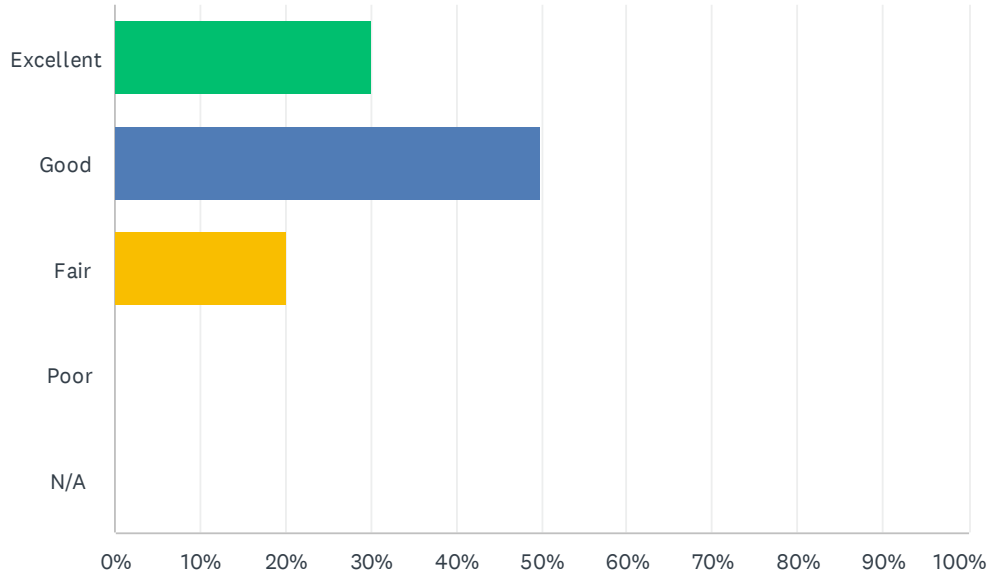


ANSWER CHOICES	RESPONSES	
Excellent	50.00%	5
Good	40.00%	4
Fair	10.00%	1
Poor	0.00%	0
N/A	0.00%	0
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q8 How would you rate staff in their response to your needs/ urgent situations?

Answered: 10 Skipped: 0

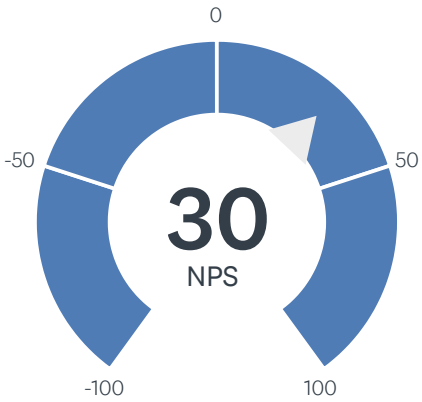


ANSWER CHOICES	RESPONSES	
Excellent	30.00%	3
Good	50.00%	5
Fair	20.00%	2
Poor	0.00%	0
N/A	0.00%	0
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q9 How likely is it that you would recommend MCS to a friend or colleague?

Answered: 10 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
20.00% 2	30.00% 3	50.00% 5	30

Q10 Do you have any other comments, questions, or concerns?

Answered: 2 Skipped: 8

#	RESPONSES	DATE
1	no	7/10/2024 11:00 AM
2	MCS needs to make an effort at providing DDS with a complete contact list with emails of who is who in the agency. Additionally, when conducting site visits, when safety concerns are presented MCS should not challenge DDS on the concerns rather work with DDS on a resolution.	7/9/2024 11:36 AM