

SCO Satisfaction Survey: Positive Comments

- [SC] is very efficient!
- I am extremely thankful to have an SC that relates well with my daughter, always considers what is in her best interest, and understands her needs. [SC] is also respectful and is willing to consider other family members' input during a consult. Thank you!
- [SC] is very kind and knowledgeable. She is extremely helpful and dedicated. I value her input and help tremendously. I have had other SCs, and she greatly outshines all of them.
- [SC] is great! Professional, knowledgeable, and good at getting info if she doesn't know. Plus my son has a great connection with her!
- We have found our SCs to be very well informed and respectful to my son (who is the client). They are always well prepared and ready and willing to assist with whatever we need.
- Just a positive note [SC] is available night and day to help.
- I've only had a new SC due to the fact that the other one had to leave The Arc. This new one is great :)
- [SC] is available at all times to help or answer questions to make [individual] really comfortable.
- We are happy with the service of our daughter's SC. [SC] is very caring and knowledgeable. We are also very happy that our SC has been the same for many years.
- [SC] is on top of getting together with our family, especially [Individual]. She engages [Individual] directly as appropriate and shows so much interest in her and her progress.
- [SC] has been wonderful since day one. Thank you!
- We switched to Arc Alliance a while ago, always good. Everyone is helpful.
- [SC] is the best! Keeps on top of things and lets me know what I should be doing.
- [SC] is caring and knowledgeable. [Individual] loves her visits.
- [SC] always responded promptly, addressed/handled any of my concerns. Helpful in every possible way he could be and knew of many resources I wasn't familiar with. When I was seriously ill for a few months, he worked with my son and daughter closely to assist them caring for my daughter in every way he could. My son and his wife said how grateful he was that he was such a terrific resource and support for them.
- [Individual] does not feel comfortable with men. However, she looks forward to [SC] visits. She likes him very much. He talks to her and listens to her. His is always pleasant and encouraging. We appreciate [SC] and hold him in high esteem. Thank you.
- [SC] is the best SC we have **ever** had and we have had a lot of them!!
- I would like to thank [old SC], the first SC, for helping us with [Individual]. She gave us prompt information and great assistance. The 2nd SC has explained, in detail, the waiver process and helped me understand this process. Her name is [current SC]. Now they are helping us to get her into Elwyn, and Arc Alliance staff has given us the last 3 SCs. Thank you :)
- [Old SC] was a tough act to follow, but [current SC] has been a wonderful replacement!! All good!
- [SC] does a great job.
- We love [SC]. She shows true concern for our daughter, is a wealth of knowledge, and if she doesn't know an answer, she finds it and contacts us ASAP. She's the best! Very, very happy with her and her professionalism.
- The program is very good. Thank you.
- [SC] calls and/or emails to check on [Individual's] progress. Much appreciated. If assistance is needed, I know I can rely on her help.
- [SC] always helps if I have problems.
- [SC] is very professional, respectful, and helpful. My son and I are very thankful to have a person like [SC] as our SC.
- I am very thankful for the help I receive from The Arc.
- [SC] is a very hard-working, dedicated SC who truly cares for my daughter.
- Email notifications about activities are very helpful as well!
- I like [SC] a lot. She helps me solve my program problems if I have any issues. I hope to keep her and talk to her.
- Keep up the good work. Much appreciated.