

# uSPEQ® Consumer Survey Results 2015



We asked all our case management clients for feedback about our services. 40% of our clients returned the questionnaire. We wanted to share the results with you.

## Results

# 100%

- said they agreed with the goals in their plan
- said they were involved in deciding goals
- said we respected their privacy
- said we were respectful of their culture



# 94%

- said they were able to make important choices
- said our service met their need



# 81%

- felt they were able to deal with everyday activities



“ My Case Manager has been excellent in supporting me in every way in the last 18 months. She has always been very professional, compassionate, and a very warm and lovely person. Thank you. ”

“ My Case Manager, is not only efficient in her care for myself, but also compassionate and understanding of my situation. I feel this is a very good reflection on your overall care. I would definitely recommend you to anyone who I knew needed your service. ”

“ I wish that a Case Manager had been appointed earlier, as she has been such a good source of knowledge and support. Things only really started getting done after her appointment. She is a very professional and personable individual and I am so glad she has been involved in my future. ”

## We were really pleased with these results.

As a company we are continuously striving to provide the highest quality service to all our clients. We appreciate your comments and have used the information to help us improve our services.

**100% of respondents  
said they would recommend  
Harrison Associates  
to a friend**

Case Management Services / Expert Witness Services / Rehabilitation Services

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