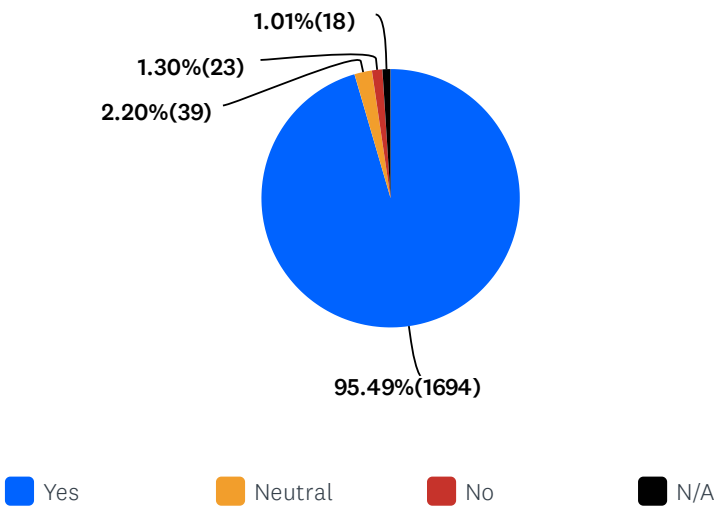


Q1 I was helped in a timely manner.

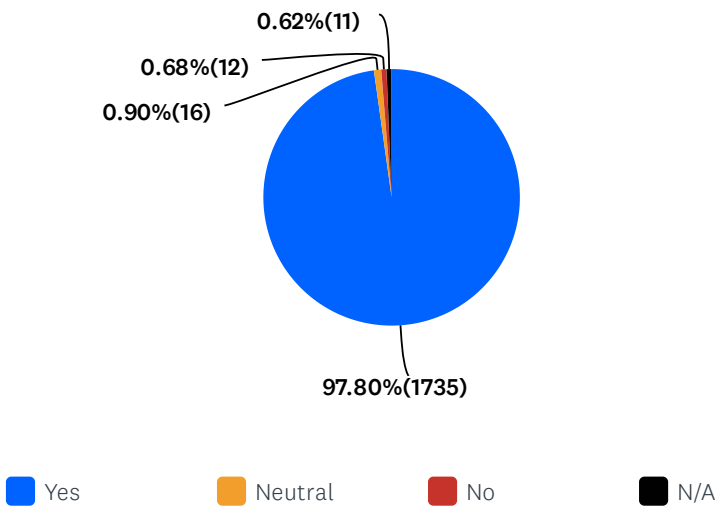
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
Responses	95.49% 1,694	2.20% 39	1.30% 23	1.01% 18	1,774	2.92

Q2 I was treated with respect.

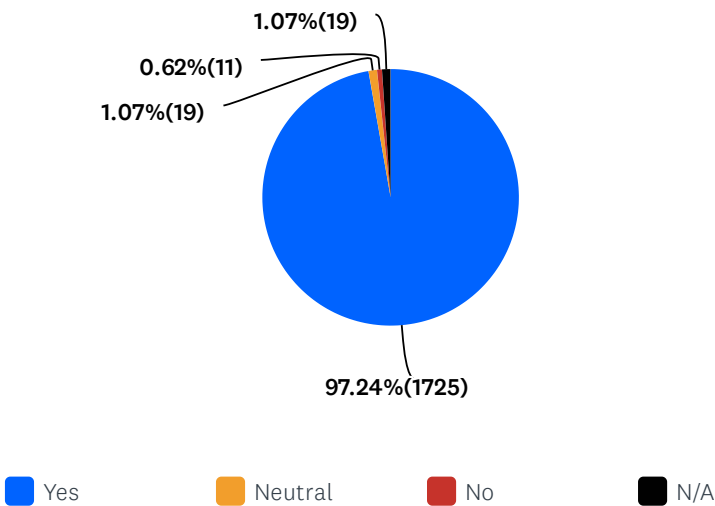
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	97.80% 1,735	0.90% 16	0.68% 12	0.62% 11	1,774	2.96

Q3 The staff were friendly and helpful.

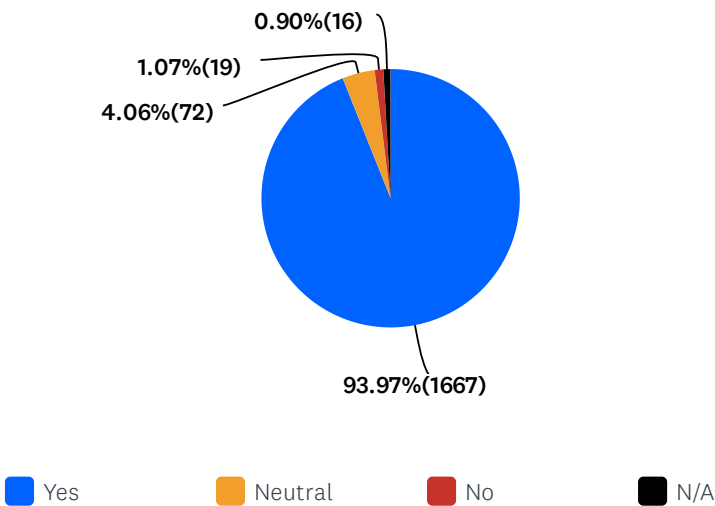
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	97.24% 1,725	1.07% 19	0.62% 11	1.07% 19	1,774	2.95

Q4 I got the information and/or services I needed.

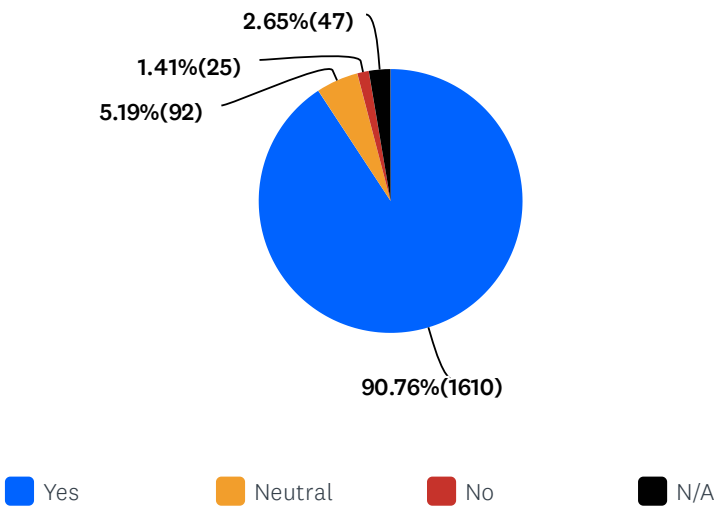
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
Responses	93.97% 1,667	4.06% 72	1.07% 19	0.90% 16	1,774	2.91

Q5 I feel I will be able to use the information and/or services I was given.

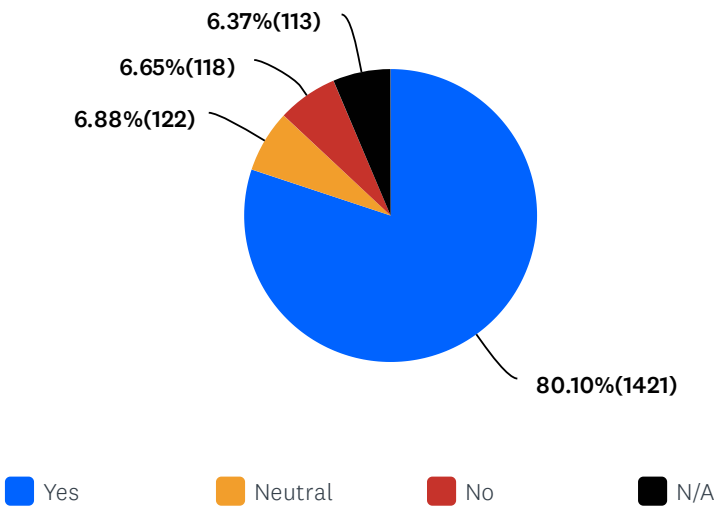
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
Responses	90.76% 1,610	5.19% 92	1.41% 25	2.65% 47	1,774	2.85

Q6 I was informed about other agency or community services.

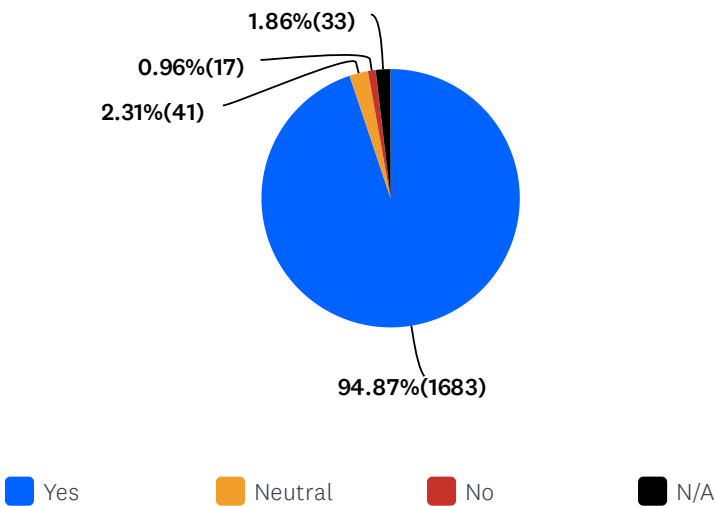
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	80.10% 1,421	6.88% 122	6.65% 118	6.37% 113	1,774	2.60

Q7 The staff were knowledgeable.

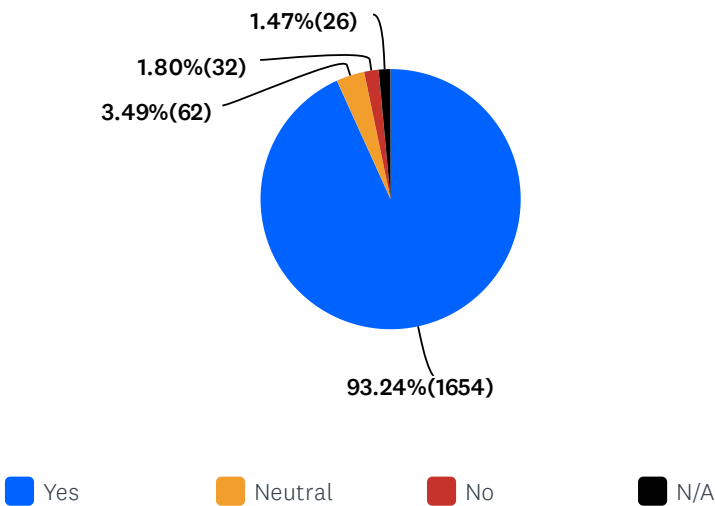
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	94.87% 1,683	2.31% 41	0.96% 17	1.86% 33	1,774	2.91

Q8 I would recommend your agency to family and friends.

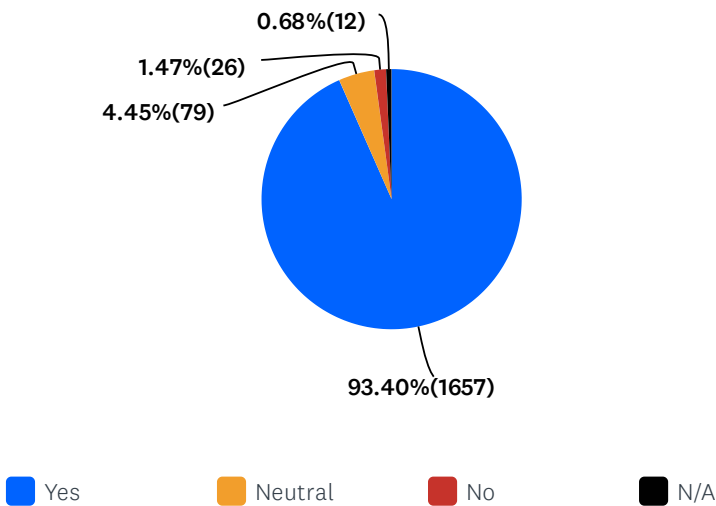
Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	93.24% 1,654	3.49% 62	1.80% 32	1.47% 26	1,774	2.88

Q9 Overall, I am satisfied with my experience at DuPage County.

Answered: 1,774 Skipped: 0



	YES	NEUTRAL	NO	N/A	TOTAL	WEIGHTED AVERAGE
Responses	93.40% 1,657	4.45% 79	1.47% 26	0.68% 12	1,774	2.90

Q10 What is one thing you would change about the services you received from our agency?

Answered: 1,024 Skipped: 750

#	RESPONSES	DATE
1	meals on wheels need to come hot, ready to eat for a blind individual ; not frozen for a week at a time	12/30/2022 12:07 PM
2	nothing i'am satified	12/30/2022 11:55 AM
3	everything very good	12/30/2022 11:54 AM
4	i would not change a thing. well done job	12/28/2022 12:23 PM
5	interview time could be longer	12/28/2022 12:22 PM
6	that it is mandatory	12/28/2022 12:20 PM
7	Anne was wonderful	12/28/2022 12:19 PM
8	great experience	12/28/2022 12:19 PM
9	perfect exchange	12/28/2022 12:02 PM
10	nothing very professional timely	12/28/2022 12:01 PM
11	everything was fine	12/28/2022 12:00 PM
12	The attituede of the women that made my appointment was rude.	12/28/2022 11:58 AM
13	I wish i knew about this service previously	12/28/2022 11:57 AM
14	na postive experience	12/28/2022 11:53 AM
15	todo esta perfecto (everything was perfect)	12/28/2022 11:52 AM
16	felt unsafe by him domestive violance in the meeting	12/28/2022 11:50 AM
17	great service nothing	12/28/2022 11:44 AM
18	very nice people im so gratful with you guys thank you so much	12/28/2022 11:41 AM
19	nothing everyone was really nice, helpful and non judgemental which is very encouraging during this time.	12/28/2022 11:40 AM
20	nothing everything was great	12/28/2022 11:36 AM
21	build more buildings	12/28/2022 11:34 AM
22	none paul did an amazing job making me feel comfortable about all the services provided and will be provided here at the family center	12/28/2022 11:31 AM
23	Although my appointment was at 4pm I was helped at 4:15pm	12/28/2022 11:27 AM
24	helping proving focus claims	12/28/2022 10:29 AM
25	hold people accountable for being late	12/28/2022 10:12 AM
26	more time for session	12/28/2022 10:05 AM
27	thank you for your help (Gracias por su ayuda).	12/28/2022 9:55 AM
28	They were great made this bad situation more comfortable	12/28/2022 9:47 AM
29	Nothing, she was great	12/28/2022 9:40 AM
30	nothing they were great	12/28/2022 9:32 AM
31	none Krista was amazing, kind patient and understanding.	12/28/2022 9:31 AM
32	gal was great nothing	12/28/2022 9:30 AM
33	Nothing Ms. Mastio was great 10/10	12/28/2022 9:29 AM

34	offer information in more languages	12/28/2022 9:21 AM
35	no changes	12/28/2022 9:18 AM
36	Everything is good. Thank you	12/28/2022 9:18 AM
37	best service	12/14/2022 11:09 AM
38	friendly and helpful	12/14/2022 11:08 AM
39	give more repeat and gentalk care to elderkt.	12/14/2022 11:06 AM
40	none I Can think og now	12/14/2022 10:58 AM
41	Meal on wheels. Variety in meals-too many repeats	12/14/2022 10:48 AM
42	Not one thing everything was very very good	12/14/2022 10:45 AM
43	In time of my services NO Giverer in times of COVID. no help beause of pandemic	12/14/2022 10:31 AM
44	The people/volunteers that visit my mom are wondeful !	12/14/2022 9:55 AM
45	juist keep doing whar you are doing.	12/7/2022 9:59 AM
46	good service, satisfied	12/7/2022 9:58 AM
47	good	12/7/2022 9:57 AM
48	nothing, very satified thank you.	12/7/2022 9:56 AM
49	Nothing- You are doing s great job!	12/7/2022 9:47 AM
50	No change I congratulate you on your good service at the holidays.	12/7/2022 9:46 AM
51	short waiting time for phone. Thank you for your help!	12/7/2022 9:31 AM
52	No response from handy services. I need another resource for home repair.	11/28/2022 2:15 PM
53	I can't think of one. The people who served me was all the above, with just the right amount of compassion.	11/28/2022 2:12 PM
54	I am not receiving any meals for years.	11/28/2022 2:10 PM
55	Stephanie is excellent to help and answer all questions. Thanks	11/28/2022 2:10 PM
56	Transportation	11/28/2022 2:08 PM
57	More help on the phones.	11/28/2022 2:07 PM
58	All good!	11/15/2022 11:41 AM
59	Never got meals on wheels, got ignored after in home interview I was told eligible but never got service, felt ignored! Was alone and had no help. They never follow-up as I left messages. I moved to Wisconsin since then and have gotten the help I needed. But Illinois does not care about seniors. Lived my whole life, worked paid taxes in Illinois but through my 60's failed me and finally you send this and ask? really?	11/15/2022 11:40 AM
60	I definitely cooked delicious food! What was brought to me is not possible	11/15/2022 11:34 AM
61	I would not change anything! Thank you for all you do.	11/15/2022 11:32 AM
62	Waiting on someone to call back.	11/15/2022 11:31 AM
63	Not waiting on phone for 30 minutes before someone	11/15/2022 11:30 AM
64	Nothing. Heather Gieto was helpful and did great services.	11/15/2022 11:29 AM
65	Need stamp card (food stamp)	11/15/2022 11:28 AM
66	getting help only two days. Would kindly extend more as I am seventy eights. I need the help of the care giver for mor than that. Anyway I am satisfied for your generosity and grateful for the help. Thanking you.	11/15/2022 11:27 AM
67	Lunches: bigger main portions chicken pieces	11/15/2022 11:24 AM
68	you need to give transportation on this side of North Ave.	11/9/2022 9:29 AM
69	Thank ypu for what you all do 1! :)	11/9/2022 9:26 AM
70	Nothing all is well	11/9/2022 9:22 AM
71	I'm diabetic can not have potatoes, bread and spaghetti	11/9/2022 9:14 AM
72	much satisfied	11/9/2022 9:07 AM
73	my caregiver is excellent ! Ablor not so good	11/9/2022 9:06 AM

74	very good	11/9/2022 9:04 AM
75	Richard Kopp is deceased, please update your records. Mark you records. Ann Kopp is receiving meals.	11/8/2022 4:10 PM
76	Mrs. Tresa, Please I need govt phone, my phone is broken that's why I not respond back. Please I need gov't phone. You have my address. Please tell him to deliver gov't home to home.	11/8/2022 4:09 PM
77	Ability to opt out of certain meals for instance, I detest eggplant. I know MOW is limited in what they can do and I respect that it is not practical to allow substitutes but I'd like to have a little control over what meals come my way. (FYI, I have one delivery per week of five meals, one fresh and four frozen).	11/8/2022 4:06 PM
78	More follow-up when referred to home care agencies	11/8/2022 4:03 PM
79	Main dishes are repeated month after month. Meals on Wheels could use more different main dishes.	11/8/2022 4:03 PM
80	I would like to get milk (skim) instead of juice or water.	11/8/2022 4:02 PM
81	Labeling the dinners, some guessing what I am eating. Thank you.	11/8/2022 4:01 PM
82	Most of the meals are not really good, I would say 8 meals out of 20 are okay.	11/8/2022 4:00 PM
83	We need help with ComEd bill-Barbara Qualls	11/8/2022 3:59 PM
84	Thank you for everything. Mike Bondi	11/8/2022 3:59 PM
85	noth the volunteers are awesome and I am thankful for their company	11/7/2022 10:17 AM
86	two phone calls were not returned	11/7/2022 10:07 AM
87	Everything is fine with me nothing needs to be changed	11/7/2022 10:04 AM
88	Someone helping taking bath, showering. I cannot find anyone	10/24/2022 11:25 AM
89	Meal on wheels. Variety in meals-too much hamberger meat, better delievery once no meal and severat going on 2:00. Thank you	10/24/2022 11:20 AM
90	Nothing Great communication	10/24/2022 11:18 AM
91	Nothing at this moment	10/24/2022 11:15 AM
92	more publicity of your agency	10/24/2022 11:13 AM
93	Better taste meals, no can veg	10/17/2022 12:23 PM
94	staff was friendly, attentive and helpful	10/17/2022 12:20 PM
95	Everything is fine I am happy	10/17/2022 12:19 PM
96	no change	10/17/2022 12:17 PM
97	Mercedes Law has always been helpful and informative. Thank you	10/17/2022 12:01 PM
98	My care giver hours were changed. Down to 2 hrs @ 2 days. Stating there was an error why? New social worker did this and has not followed up for changes.	10/7/2022 2:32 PM
100	No changes continue with the great work	10/7/2022 2:25 PM
101	More chicken on menu	10/7/2022 2:25 PM
102	It take a long time to connect	10/7/2022 2:23 PM
103	Everything went great. Thanks	10/7/2022 2:21 PM
104	exceptional! The best!	10/7/2022 2:20 PM
105	Ability to opt out certain meals. For instance I detest eggplant. I know how it's limited in what they can do and I respect that. Its practical to allow substitutes but I'd like to have a little control over meals coming my way.	10/7/2022 2:19 PM
106	Nicitann Kapp is deceased. Please mark your record. Ann Kopp recovering	10/7/2022 2:16 PM
107	They don't give enough hours	10/7/2022 2:14 PM
108	I am very satisfied with my services. Thank you	10/7/2022 2:13 PM
109	I would not change anything at this time	10/7/2022 2:09 PM
110	mAIN DISHES ARE REPEATED MONTH AFTER MONTH. mEALS ON wHEELS COULD USE MORE "DIFFERENT" MAIN DISHES.	10/7/2022 2:07 PM
111	I would like to get milk (skim) instead of juice or water	10/7/2022 2:03 PM
112	Mrs Tresa I need your phone number.	10/7/2022 2:00 PM

113	Labelling the dinners, sons guessing what I am eating. Thank you	10/7/2022 1:58 PM
114	I would't change one thing. Thanks for all your help!	10/5/2022 1:39 PM
115	Most of the meals on wheels are not really good. I would say 8 meals out of 20 are okay	10/5/2022 1:38 PM
116	Love it not a thing!!!	10/5/2022 1:35 PM
117	Paul made us feel the children would be safe here while visiting the parents. Paul is amazing. The Judge was given the impression we were negligent to that we wouldn't schedule our interview. The Dupage Children's center needs to be given more time and families to be able to schedule intake interviews by the courts. It would be helpful if the courts take into consideration the heavy workload the center has and then not ... families court included like our judge did for this process taking time. We reached out multiple times to reschedule our interview and the judge/court taking all this into consideration and also scheduling a status date further out to allow families and children center time to do what we need to do would be very helpful. P.S receptionist and Paul were excellent !	10/5/2022 12:43 PM
118	None at this time; professional, respectful, knowledgeable assistance and guidance received from Tore Thank you sincerely.	10/5/2022 12:34 PM
119	Having food	10/5/2022 12:32 PM
120	In a perfect world everything (appointments) would have happened overnight (Quicker).	10/5/2022 12:31 PM
121	make it online	10/5/2022 12:26 PM
122	so far I believe everything is more than I expected thanks	10/5/2022 12:24 PM
123	The mediation did a great job and have nothing to change.	10/5/2022 12:22 PM
124	Paul is perfect !	10/5/2022 12:18 PM
125	nothing- very satisfied	10/5/2022 12:09 PM
126	All good	10/5/2022 12:07 PM
127	It being my first time doing, it went well I don't think anything needs to be changed	10/5/2022 12:07 PM
128	Maybe a little more info to start	10/5/2022 12:05 PM
129	I was satisfied no changes	10/5/2022 12:01 PM
130	It doesn't work it was a waste of time and pay from my job.	10/5/2022 11:59 AM
131	Paul was very easy to talk too.	10/5/2022 11:57 AM
132	Just a water station for use; I did bring water	10/5/2022 11:56 AM
133	request a later time	10/5/2022 11:55 AM
134	I wish that the visits were longer	10/5/2022 11:36 AM
135	I have no complaints	10/5/2022 11:31 AM
136	having children being available during mediation. Getting a babysitter for a couple hours can sometimes be hard or expensive. Overall I enjoyed the experience.	10/5/2022 11:28 AM
137	I'm very satisfied	10/5/2022 11:17 AM
138	when father laughed at my comments, I would have referred to the guidelines we agreed on.	10/5/2022 10:56 AM
139	nothing I can think of	10/5/2022 10:52 AM
140	nothing at all	10/5/2022 10:47 AM
141	nothing, the staff is incredible	10/5/2022 10:38 AM
142	Nothing Paul was great	10/5/2022 10:37 AM
143	can't think of anything	10/5/2022 10:35 AM
144	Nothing actually, everyone was great	10/5/2022 10:34 AM
145	Nothing Mr. Paul is a great man	10/5/2022 10:34 AM
146	more time with the kids/ everything was great	10/5/2022 10:33 AM
147	seems a bit like a buddy system for supervised parent so they can get a "good review" where other parent is left out.	10/5/2022 10:30 AM
148	Nothing everyone and everything was very nice.	10/5/2022 10:22 AM
149	Nothing everything was perfect and beyond what I expected	10/5/2022 10:21 AM

150	nothing great service	10/5/2022 10:19 AM
151	to be honest nothing.	10/5/2022 10:18 AM
152	nothing it was done how it should be.	10/5/2022 10:12 AM
153	Nothing it is wonderful here	10/5/2022 10:11 AM
154	nothing yet !	10/5/2022 10:10 AM
155	nove, it was good	10/5/2022 10:07 AM
156	Understanding beforehand that the start times were straggled. I came early hoping to avoid contact, not knowing he had a start time 30 mintues before mine.I wound up having to walk in with him.	10/5/2022 10:05 AM
157	Everything was Good(Todo Bien)	10/5/2022 10:00 AM
158	I would not change a thing Senior Services!!! Everyone in the department treated me always with respect and kindness. I work with Heather Greiter who's wonderful. She takes great care of me. She calls back and answers every question completely. Thank you for this fantastic services!!!!	9/28/2022 4:31 PM
159	Eventually I got what I what I needed, thank you	9/28/2022 3:40 PM
160	We are grateful for Wanda our caregiver and Julie our caseworker.	9/28/2022 3:38 PM
161	Robert was great!	9/28/2022 3:37 PM
162	I would not change a thing Senior Services!!! Everyone in the department treats me always with respect and kindness. I work with Heather who is wonderful. She calls back and answers every question completely. Thank you for this fantastic services!!!!	9/28/2022 9:47 AM
163	Not so much the services but the food needs improvement! This is why why we cancel as often as we do!	9/23/2022 10:00 AM
164	I am still waiting for someone to return my emails requesting help getting a copies of my benefit access program to renew my plate at the discounted rate. I sent 2 emails emails and no one replied called or mailed and I'm running out of time to renew. I would greatly appreciate someone mail a copy ASAP or email to p_mogge@msn.com.	9/23/2022 9:48 AM
165	Thank you very much for your support!	9/23/2022 9:45 AM
166	Nothing everything great! plus Julie wonderful and many great help to me	9/22/2022 4:43 PM
167	Thank you for helping me with my needs	9/22/2022 4:41 PM
168	Increase weekly in-home care hours	9/20/2022 4:47 PM
169	More weekend hours for the most needed	9/15/2022 11:36 AM
170	When they call you please leave a message. Because I had a m/c but no voice mail was left	9/15/2022 11:35 AM
171	Nothing- I am satisfied . Thank you	9/15/2022 11:34 AM
172	Not a thing	9/15/2022 11:30 AM
173	The phone wait time	9/15/2022 11:29 AM
174	Not one thing	9/15/2022 11:28 AM
175	More info like a news letter about ride pace. The book DuPage published five years ago	9/15/2022 11:26 AM
176	Crush response time	9/15/2022 11:24 AM
177	To have the phone call answer faster. To return phone calls the same day	9/15/2022 11:23 AM
178	So far so goo! Thank you!	9/15/2022 11:22 AM
179	We are grateful for Wanda our care giver plus Julie our case worker	9/9/2022 10:23 AM
180	Nothing thank you	9/9/2022 10:20 AM
181	Make sure subs are available if needed.	9/9/2022 10:18 AM
182	More hours	9/9/2022 10:16 AM
183	Everything is ok	9/9/2022 10:10 AM
184	None very helpful. Thank you!	9/9/2022 10:09 AM
185	I was completely satisfied	9/9/2022 10:08 AM
186	Thank you very much for your support	9/9/2022 10:06 AM
187	Robert was great!	9/9/2022 10:06 AM

188	Not so much the services but the food needs improvements. This is why we cancel as often as we do!	9/9/2022 10:05 AM
189	Nothing I would change.	9/1/2022 12:43 PM
190	I worked with Marina Vargas, she was excellent! I wouldn't change anything!	9/1/2022 12:40 PM
191	Nothing. I am very blessed.	8/24/2022 12:24 PM
192	Marina Vargas- She was excellent. I wouldn't change anything!	8/24/2022 12:21 PM
193	No changes. Your ship is on course.	8/24/2022 12:19 PM
194	Client asked to change the address.	8/15/2022 1:33 PM
195	I have not received ANY services for the past year!!!! I am in need of assistance. (Signature not legible)	8/15/2022 1:32 PM
196	At first , the staff kind of rude, then acted nice later in the call. In the past I received incorrect information.	8/15/2022 1:31 PM
197	Nothing at this time. I was satisfied with the help that I receive. Thank you Ashley for your services.	8/15/2022 1:29 PM
198	You do a great job	8/12/2022 4:08 PM
199	Please not that my current address has changed. Thank you.	8/12/2022 4:06 PM
200	BETTER commication!!!!!!!!!!!!!!	8/8/2022 11:52 AM
201	Nothing everything is perfect.	8/4/2022 3:45 PM
202	I need more often and less hours per day. I need 3 hours per day, 3x day. Please call. I need 1 more hour to make it work. I get worse everyday!	8/4/2022 3:44 PM
203	Not one thing. I love you just the way you are. God bless you!	8/3/2022 10:14 AM
204	I am very grateful for the help and services I receive from Community Care. Could not manage to be independent without them. Thank you!	8/3/2022 10:13 AM
205	Nothing! You gals are great!	8/3/2022 10:12 AM
206	Nothing I can think of I think services are personnel are top notch!	8/3/2022 10:12 AM
207	A referral that has applied for services is still waiting for approval. It has been several weeks. Also volunteers are senior and I have concerns about their gas costs to deliver meals. It would be nice for a gas stipend be issued, most volunteers are seniors.	8/3/2022 10:11 AM
208	My health condition has got bad, I request to increase my hours (name not given)	8/3/2022 10:03 AM
209	Steady person when they clean, you do not to go back and clean	8/3/2022 10:02 AM
210	To be more helpful	8/3/2022 10:01 AM
211	I wish I could keep Brandy as our Mgr	8/3/2022 10:00 AM
212	Use of herbs and spices in meals (HDM client)	8/3/2022 9:59 AM
213	No more, baked not soup- more veal, more breakfast	8/2/2022 4:23 PM
214	Nothing to change	8/2/2022 4:17 PM
215	Thank you very much	8/2/2022 4:15 PM
216	Thanks for everything	8/2/2022 4:10 PM
217	Thank you	8/2/2022 4:04 PM
218	I can't think of anything. Thank you!	7/22/2022 3:10 PM
219	Follow up regarding leaf pick up	7/15/2022 8:55 AM
220	Heather Greiter is an awesome case worker. She is polite, very knowledgeable and courteous. I wish her all the best!	7/15/2022 8:55 AM
221	Everything is very good	7/11/2022 11:08 AM
222	Services were great.	7/11/2022 11:07 AM
223	Easier way to reach someone	7/11/2022 10:02 AM
224	(Senior Services) I can't think of one thing I would change! The people are the best!	7/11/2022 10:02 AM
225	Everything was good-no changes needed	7/8/2022 10:11 AM
226	I received this service only 1 time. They never came back.	7/8/2022 10:08 AM
227	I'd like my dinners to be labeled, so that I know what I'm going to eat. Thank you!	7/8/2022 10:06 AM

228	Nothing he was very nice and helpful.	7/7/2022 9:42 AM
229	Late time consultation but I understand with scheduling	7/7/2022 9:38 AM
230	Nothing. This went a lot better than I expected. Couldn't ask for a better temporary arrangement.	7/7/2022 9:37 AM
231	None. Met expectation.	7/7/2022 9:28 AM
232	None-great	7/7/2022 9:26 AM
233	Inform ahead of time that the case/history will be discussed-not just a tour/info.	7/7/2022 9:23 AM
234	Mediators should be able to share and discuss how mediation went involving all parties involved to lawyers, judges, and other agencies.	7/7/2022 9:20 AM
235	Not allowing the other person to have quest when they visit	7/7/2022 9:18 AM
236	Nothing. It was all good.	7/7/2022 9:16 AM
237	Should be offered something to drink	7/5/2022 2:26 PM
238	None, everything's reasonable and easy going	7/5/2022 2:24 PM
239	Six weeks was a long time. 2x per week for 3 weeks would have been better. Paul is a kind, knowledgeable, patient man, and I feel lucky he was our counselor. Thank you Paul!	7/5/2022 2:21 PM
240	More info regarding options	7/5/2022 2:19 PM
241	Everything was great. I loved that I finally felt heard. Like I actually mattered.	7/5/2022 2:17 PM
242	Checking in prior to see if there are any child conflicts	7/5/2022 2:16 PM
243	Being closer to me	7/5/2022 2:14 PM
244	Water provided.	7/1/2022 2:40 PM
245	Nothing! You were great! Maybe a drinking fountain to fill water bottles!	7/1/2022 1:46 PM
246	Nothing at this time.	7/1/2022 1:44 PM
247	Thank you!	7/1/2022 1:42 PM
249	Nothing, all the information was helpful.	7/1/2022 1:40 PM
250	Nothing. Paul was the most respectful, knowledgeable, caring, professional and supportive supervisor. He was amazing, not only to me but to my daughters too. I took his advice to heart, he was right about everything and I wish we could spend more time with him. I will miss him. I promise I will do my best to make sure the girls can have their best interests be the focus during this process. Thank you!	7/1/2022 1:39 PM
251	The setting feels uncomfortable	7/1/2022 1:35 PM
252	Nothing everyone was truly amazing	7/1/2022 1:28 PM
253	No comment. It is an excellent place.	7/1/2022 1:24 PM
254	You have the same problem: staffing, was on hold for over 20 mins.	7/1/2022 1:22 PM
255	More home visits. But I cannot complain.	7/1/2022 1:21 PM
256	I would not change a thing. I am very satisfied with services I receive.	7/1/2022 1:18 PM
257	thanks, I have nothing to change.	7/1/2022 1:16 PM
258	I appreciate your services.	7/1/2022 1:16 PM
259	Everything is ok - nothing change	7/1/2022 1:15 PM
260	I wouldnt change a thing! I am forever grateful to Meghan Butcher for all her help in providing me for this service. And I want the European Service LLC. to know how much and how kind and informative they have been towards me. I am extremely pleased with everyone in their assistance towards me!	7/1/2022 1:12 PM
261	Regarding community Care Program; call people back that have to leave message because you cant answer the phone!!	6/23/2022 4:49 PM
262	All great!	6/21/2022 11:43 AM
263	Thank You	6/21/2022 11:39 AM
264	Everything went very well! Completely satisfied with our experience at DuPage County.	6/21/2022 11:33 AM
265	Nothing I love all the gal's that have helped me!	6/7/2022 1:24 PM
266	FC- Paul was great-nothing needs change :)	6/6/2022 3:49 PM

267	Respondent wrote a comment that is not legible.	6/6/2022 3:48 PM
268	Phone service is awful (630-407-6500) (2) food delivery is great	6/6/2022 1:13 PM
269	They need to respect people when they call	6/6/2022 1:12 PM
270	My calls for services were not returned in a timely manner.	6/6/2022 1:11 PM
271	Por el momento no tengo alguno (Spanish survey)	6/6/2022 1:08 PM
272	Todo esta bien (Spanish survey)	6/6/2022 1:03 PM
273	I can't think of anything.	6/6/2022 1:01 PM
274	is very very kind to their seniors. Things gone in timely manner.	6/6/2022 12:33 PM
275	better answering system- on hold for too long	6/6/2022 12:32 PM
276	Thanks	6/6/2022 12:17 PM
277	More varieties in menu items	6/6/2022 12:16 PM
278	needs help on calling places about info living places	6/6/2022 12:15 PM
279	I am very satisfy with the services and I have no complaints at all. Thank you very much.	6/6/2022 12:14 PM
280	Be more understanding to people who ask for help	6/6/2022 12:12 PM
281	Thanks please continue as good as ever	6/6/2022 12:11 PM
282	We should be informed of all services that are available to us? I am learning of other services that may be available that we were not informed of? Like assistance with utility bills, home repairs? Thanks!	6/6/2022 12:10 PM
283	Asken the phone I call me back help with sas card to go to doct office	6/6/2022 12:08 PM
284	Less gravy as gravy served on the side	6/6/2022 12:06 PM
285	Mrs Fona was very helpful and persistant in making sure It was only about kids. Thank you so much, helping keeping emotions out	6/6/2022 11:57 AM
286	Nothing everyone was nice respectful and professional	6/6/2022 11:44 AM
287	More information on other services	6/6/2022 11:40 AM
288	Nothing she was great.	6/6/2022 11:39 AM
289	Paul was great - Nothing needs change	6/6/2022 11:37 AM
290	Nothing it was very helpful and I think it will help our child.	6/6/2022 11:36 AM
291	Still have not been contacted by my case manager for assessment of home needs.	6/1/2022 3:29 PM
292	Everything is wonderful	6/1/2022 10:40 AM
293	Not much the place has been remodeled.	6/1/2022 10:37 AM
294	Waited on the phone for 45 minutes left messages no callback	5/25/2022 10:41 AM
295	que la ultima cita quera a las 3:00pm (spanish survey) Translated: The last appointment was 3pm	5/24/2022 11:53 AM
296	Ninguna (Spanish survey)	5/24/2022 11:48 AM
297	Walking from the Metra through dark streets w/o street lights, inconsistent information re schedule	5/24/2022 11:47 AM
298	I would like to see less pressure to come to an agreement so quickly. (FC)	5/24/2022 11:45 AM
299	My care giver is 5 gold star but the agency not the best . never return my calls.	5/23/2022 2:20 PM
300	Thank you and bless you	5/23/2022 2:16 PM
301	I am sorry to tell you that the quality and taste of the food is not as good as it was at the beginning	5/23/2022 2:15 PM
302	I thing the service is good	5/23/2022 2:14 PM
303	Before my dad died county was helpful.	5/23/2022 2:14 PM
304	Thank you very much for Catherine. She is caring and patient. No changes, we are very happy for what our agent Catherine have done! We are very happy to get services. Thank you	5/23/2022 2:13 PM
305	Everything is very good, thank you and God Bless	5/23/2022 2:10 PM
306	The best part of being a resident of DuPage	5/23/2022 2:09 PM

307	Nothing very very good	5/23/2022 2:09 PM
308	I would like to get my case worker direct number	5/23/2022 2:08 PM
309	I would appreciate if you raise hours. I am receiving only 5 h services in a week for the last 4 years. I would appreciate if you kindly raise the hours Thanks	5/23/2022 2:06 PM
310	It was hard finding at where to find senior services initially.	5/10/2022 3:03 PM
311	On the whole everything is good.	5/10/2022 3:01 PM
312	N/A keep up the good work in helping the community!	5/10/2022 3:01 PM
313	I can't think of anything- as I am very satisfy	5/10/2022 2:57 PM
314	All was in order. Thank you	5/10/2022 2:55 PM
315	Services are excellent	5/10/2022 2:52 PM
316	I would like my care giver to have more hours a week	5/10/2022 2:43 PM
317	No issues- very good and timely reform	5/10/2022 2:39 PM
318	Allow service 7 days a week	5/10/2022 2:37 PM
319	Need more hours service	5/10/2022 2:36 PM
320	Senior food- more egg item	5/10/2022 2:35 PM
321	Nothing thank you	5/10/2022 2:34 PM
322	Will not change at all	5/10/2022 2:32 PM
323	Provide the more hours of home care	5/10/2022 2:28 PM
324	I want more hours of services	5/10/2022 2:26 PM
325	The person didn't know what to do because she did not known the kind of job she was to do	5/10/2022 2:21 PM
326	I never received any meals. No one came to my apartment but that is all right because I eat my own food. sorry it didn't work out. Your agency is just fine. maybe there was a communication problem. Maybe they could send me some meals that would help out! Thank you	5/10/2022 2:20 PM
327	I so appreciate all you do for us. You are wonderful. I am so blessed to have you.	5/10/2022 2:17 PM
328	We canceled our meals because we couldn't afford to donate	5/10/2022 2:15 PM
329	Communication is always appreciated	5/10/2022 2:14 PM
340	For best. Nothing can be change. I am proud to be in DuPage. The best.	5/10/2022 2:14 PM
341	My calls for service were not returned in a timely manner	5/10/2022 2:12 PM
342	My service was most satisfactory. Thank you	5/10/2022 2:11 PM
343	Food quality requires improvement: ex : too much bacon beef products	5/10/2022 2:08 PM
344	The care taker gets low pay. Need to increase their pay	5/9/2022 11:49 AM
345	Good job! Well done, happy mother's day.	5/9/2022 11:48 AM
346	Not one thing. Thank you	5/9/2022 11:45 AM
347	Delivery of meals is excellent	5/9/2022 11:42 AM
348	want time. Confusion on phone calls	5/9/2022 11:39 AM
349	It is all good!	5/9/2022 11:37 AM
350	Be able to meet in person but times and pandemic decide. Great right now	5/9/2022 11:37 AM
351	Nothing at all. Great services for seniors	5/9/2022 11:35 AM
352	I am very happy to get this services, thank you	5/9/2022 11:31 AM
353	I am very satisfy with my services	5/9/2022 11:30 AM
354	They need to respect people when they call	5/9/2022 11:26 AM
355	Do I qualify for home delivery meals? Thank you	5/9/2022 11:25 AM
356	I have not participated with this program since 2021. Also, I was not told the meals will cost me anything.	5/9/2022 11:24 AM
357	Meals on Wheels serves too much corn to an old man like me	5/9/2022 11:21 AM

358	I need help for transportation for D.R appointment. I have Puranasist card but I cant get service about D.R appointment.	5/4/2022 10:57 AM
359	Cannot think of one	5/4/2022 10:53 AM
360	I was not given enough hours for me recovering from cancer with extreme back pain and my husband at stage IV cancer needing assistance with bathing, dressing,grooming, walking, toileting that I am physically unable to do, die to my extreme back pain and the pain in my knees! I need more assistance with his care and I need more help in the house forme. Please reevaluate our situation and provide hours of assistance accordingly. God Bless.	5/4/2022 10:49 AM
361	Very good!	5/4/2022 10:45 AM
362	Fine. Thank you.	5/4/2022 10:44 AM
363	The service fit my needs	5/4/2022 10:44 AM
364	Nothing -Its great!	5/4/2022 10:41 AM
365	I wouldn't change anything!	5/4/2022 10:40 AM
366	Sydney is the best!! Meals on Wheels people have been respectful we appreciate the home helper as well!	5/4/2022 10:39 AM
367	Tom is so kind and communicative about how visits are going . I also enjoyed Paul and Krista very much. They are kind also. I could not afford a \$300 + for a private supervisor- Dekalb has none. I am so grateful for 6 sessions due to living out of DuPage county. However it would be nice to have more sessions if needed.	4/5/2022 3:10 PM
368	No changes needed this was very helpful and not as stressful as I thought it would be. thank you!	4/5/2022 3:00 PM
369	To be honest nothing. Thank you!	4/5/2022 2:57 PM
370	Nothing it was helpful and eye opening	4/5/2022 2:56 PM
371	Just extend visit time	4/5/2022 2:55 PM
372	None everything was fine thank you	4/5/2022 2:54 PM
373	Nothing to change. The services are excellent. great!	4/5/2022 2:53 PM
374	More option for times	4/5/2022 2:51 PM
375	Nothing everything is perfect here	4/5/2022 2:48 PM
376	We have been using family center for many many years plus I am super satisfied with all the services we received as well as the staff that provide them	4/5/2022 2:47 PM
377	Add snacks	4/5/2022 2:44 PM
378	Really nothing she was very helpful in make it very understandable.	4/5/2022 2:44 PM
379	wish we came to an agreement	4/5/2022 2:43 PM
380	Please add financial mediation soon.	4/5/2022 2:41 PM
381	nothing everything went well	4/5/2022 2:40 PM
382	N/A great service from Paul	4/5/2022 2:40 PM
383	Closer adherence to written protocol with regards to STP and mediation between parents with DV history. Overall I am pleased with everything . keep up the great work! you are appreciated	4/5/2022 2:39 PM
384	Stronger emphasis on not interrupting but overall it was a very good experience but not agreement .	4/5/2022 2:37 PM
385	I wouldn't change anything. very excited about this!	4/5/2022 2:31 PM
386	The time with the mediator	4/5/2022 2:28 PM
387	Maybe let us talk to each other privately not sure if that would help	4/5/2022 2:27 PM
388	Nothing it was perfect	4/5/2022 2:25 PM
389	N/A It was happy how it was ran	4/5/2022 2:23 PM
390	Water Cooler	4/5/2022 2:17 PM
391	Paul was as kind as he was knowledgeable. as a first step towards normalcy during a traumatic time, I do not feel I could ask for more. The services, facilities and staff have been wonderful, far exceeding expectations. Thank you for listening and offering help during a difficult time.	4/5/2022 2:16 PM
392	Nothing everything is great	4/5/2022 2:13 PM
393	I have nothing so far I was very comfortable	4/5/2022 2:12 PM

394	Taking a break mid mediation . it help reset	4/5/2022 2:07 PM
395	not one thing, Sina was incredible. Thank you.	4/5/2022 12:58 PM
396	Nothing at this time, very satisfied	4/5/2022 12:55 PM
397	All good	4/5/2022 12:51 PM
398	the father of my children taking control/ victimized	4/5/2022 12:49 PM
399	Probably just be able to schedule sooner	4/5/2022 12:47 PM
400	everything is good	4/5/2022 12:45 PM
401	Nothing thank you	4/5/2022 12:44 PM
402	Not all people are neutral	4/5/2022 12:42 PM
403	Nothing went as expected	4/5/2022 12:41 PM
404	I wish I could mute my ex partner.. if you could get on that...it will be greaaaat	4/5/2022 12:40 PM
405	Well done	4/5/2022 12:38 PM
406	Location	4/5/2022 12:37 PM
407	Everything was great	4/5/2022 12:32 PM
408	More time	4/5/2022 12:32 PM
409	Nothing it's excellent	4/5/2022 12:31 PM
410	there's nothing at this time that needs to be changed.	4/4/2022 4:27 PM
411	Very friendly staff. Paul addressed concerns. very helpful	4/4/2022 4:25 PM
412	I do not feel that the family center cares about the father. They only care about the mother.	4/4/2022 4:23 PM
413	Nothing Sena was great	4/4/2022 4:18 PM
414	Nothing Sina was very helpful	4/4/2022 4:17 PM
415	More time at intake to explain/ mediator should stop other party from interrupting.	4/4/2022 4:16 PM
416	Everything was great!	4/4/2022 4:12 PM
417	It went very well	4/4/2022 4:10 PM
418	Nothing great help	4/4/2022 4:06 PM
419	I would hire more staff for mediation so the wait time isn't long to get an appointment.	4/4/2022 4:06 PM
420	As of now, nothing at all!	4/4/2022 4:04 PM
421	Nothing, our mediator was on top of things and very helpful.	4/4/2022 4:03 PM
422	Not cut it short	4/4/2022 4:01 PM
423	Location	4/4/2022 3:59 PM
424	None, Anne was great! Thanks	4/4/2022 3:59 PM
425	waited a while	3/31/2022 3:32 PM
426	nothing everything was great	3/31/2022 3:32 PM
427	time to speak independently back and forth with the mediator to help negotiations feel neutral (without animosity) felt from the other spouse	3/31/2022 3:30 PM
428	none; services where helpful and informative	3/31/2022 3:25 PM
429	none they where fantastic	3/31/2022 3:22 PM
430	not being able to give my daughter directly	3/31/2022 3:21 PM
431	nothing! extremely friendly and welcoming	3/31/2022 3:09 PM
432	bit of a slow start to get everyone organized but mostly out of centers hands	3/31/2022 3:02 PM
433	none i had a great experience	3/31/2022 3:01 PM
434	Nothing my first experience was great!	3/31/2022 2:59 PM
435	she made it more difficult, it wouldve been	3/31/2022 2:58 PM

436	nothing i was very pleased with the staff	3/31/2022 2:57 PM
437	apple maps has the wrong address for 422 n county farm	3/31/2022 2:55 PM
438	Accept information from children that are affected	3/31/2022 2:54 PM
439	to do me parecia muy bien	3/31/2022 2:53 PM
440	It was good with everything	3/31/2022 2:52 PM
441	Wish intake appointments were scheduled much sooner	3/31/2022 2:48 PM
442	More time of course	3/31/2022 2:45 PM
443	nothing. all my questions were answered	3/31/2022 2:42 PM
444	Consequences for not meeting an agreement	3/31/2022 2:42 PM
445	Krista was a very good mediator	3/31/2022 2:39 PM
446	I beliel believe this service is valuable for parents who are able to see their kids. I do wish their were options as for as maybe a recorded room visitation where parents can spend time with their kids alone. I believe they will feel more comfortable and open up more.	3/31/2022 2:34 PM
447	Nothing it was really fantastic overall . Thank you for this.	3/31/2022 2:32 PM
448	Nothing at all it was positive	3/31/2022 2:31 PM
449	Don't leave me in the room with the other parent	3/31/2022 2:29 PM
450	Smaller meeting room	3/31/2022 2:29 PM
451	Nothing the service was exceptional, and the staff respectful and caring	3/31/2022 2:28 PM
452	I believe it went fine. Thank you	3/31/2022 2:27 PM
453	Way things were handled	3/31/2022 2:23 PM
454	If they would let people speak other language to the visitor.	3/31/2022 2:22 PM
455	ca't think of anything to change, Sina was super helpful, pleasant and super patient	3/31/2022 2:20 PM
456	Nothing. Sona did an amazing job!!	3/31/2022 2:17 PM
457	Transparent communication	3/31/2022 2:14 PM
458	I wish there was option for more visits here/paid visits. First day one girl was saying to a staff she didn't want to go in. (repeatedly over ten minutes) .That should be dealt with in a office, or different room. It made my son uneasy. It was not a good impression. Paul was great!	3/31/2022 2:12 PM
459	More free meetings. I think more is needed	3/31/2022 2:08 PM
460	paul and dan were amazing great guys	3/31/2022 2:08 PM
461	Nothing. The service was excellent.	3/31/2022 2:04 PM
462	Gayle was great!	3/31/2022 1:59 PM
463	Not a thing	3/31/2022 1:55 PM
464	Allow more than 6 visits	3/31/2022 1:54 PM
465	Nothing, was perfect!	3/31/2022 1:51 PM
466	A father to be treated as a father, not a criminal	3/31/2022 1:48 PM
467	too much talking, straight to point	3/31/2022 1:47 PM
468	Offer more mediating services	3/31/2022 1:45 PM
469	Nothing, I am beyond words. Thank you Family Center	3/31/2022 1:45 PM
470	Nothing to change	3/31/2022 1:43 PM
471	too much talking, straight to point	3/31/2022 1:38 PM
472	nothing victoria is awesome and listens and find a plan to help both	3/31/2022 12:39 PM
473	reminder email for 2nd mediation	3/31/2022 12:34 PM
474	servicios no cubiarian	3/31/2022 12:33 PM

475	I I WANT TO MOVE OUT OF DUPAGE COUNTY...THE PUBLIC SERVANTS YOU HAVE EMPLOYED ARE NOT VERY WELL MANNERED...	3/31/2022 12:30 PM
476	longer program	3/31/2022 12:29 PM
477	nothing to change	3/31/2022 12:28 PM
478	not allow bashing or discussion of things not pertaining to the kids	3/31/2022 12:15 PM
479	nothing. services were fine	3/31/2022 12:13 PM
480	nothing paul was amazing	3/31/2022 11:26 AM
481	provide in advance the subjects that will be given during mediation	3/31/2022 11:24 AM
482	nothing. it was great	3/31/2022 11:19 AM
483	maybe some more toys for the older kids :)	3/31/2022 11:10 AM