

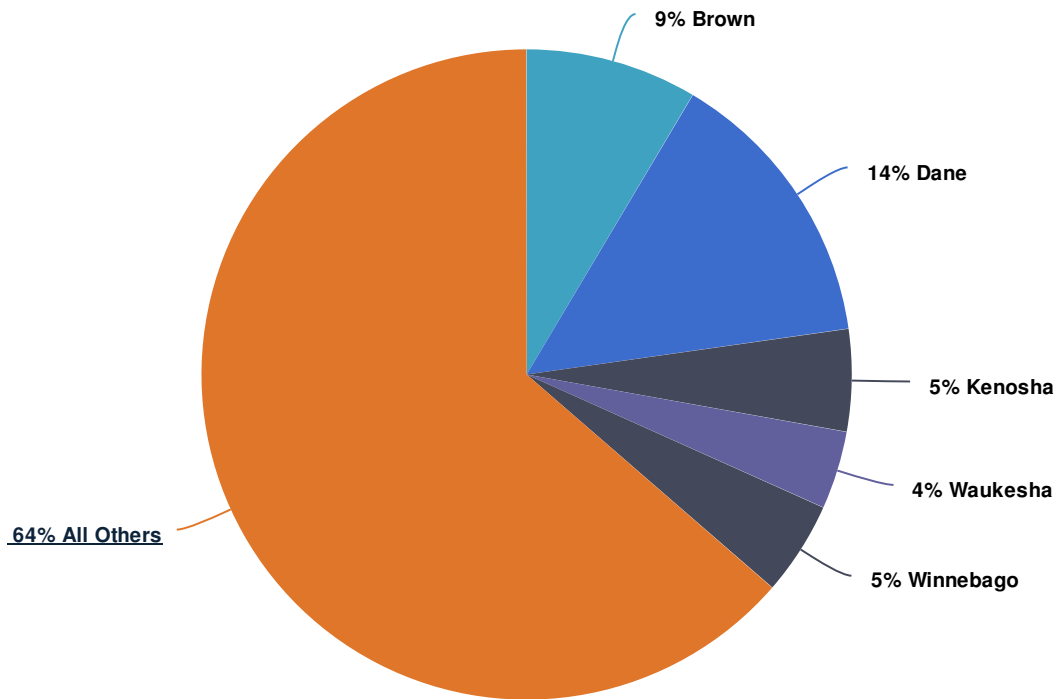
Report for Caregiver Programs Customer Satisfaction Survey, F- 02331 (05/2018)

Response Counts

Completion Rate:	100%		
	Complete		1,114

Totals: 1,114

1. What county or tribe provided services?



Value	Percent	Responses
Brown	8.6%	93
Dane	14.3%	155
Kenosha	5.1%	55
Waukesha	3.9%	42
Winnebago	4.7%	51
Ashland	0.4%	4
Bad River Band of Lake Superior Chippewa Indians	0.1%	1
Barron	1.3%	14
Bayfield	0.3%	3
Calumet	1.0%	11
Columbia	0.5%	5
Crawford	0.5%	5




Totals: 1,086

Value		Percent	Responses
Dodge		0.9%	10
Door		1.0%	11
Douglas		1.2%	13
Dunn		0.2%	2
Eau Claire		1.7%	19
Florence		1.9%	21
Fond du Lac		2.1%	23
Forest		0.8%	9
Grant		0.5%	5
Green		1.7%	18
Green Lake		0.6%	6
Iron		0.6%	6
Jackson		2.1%	23
Jefferson		1.7%	19
Kewaunee		1.4%	15
La Crosse		2.8%	30
Lafayette		1.4%	15
Manitowoc		2.5%	27
Marinette		1.7%	18
Marquette		0.2%	2
Menominee		0.1%	1
Milwaukee		1.9%	21

Totals: 1,086

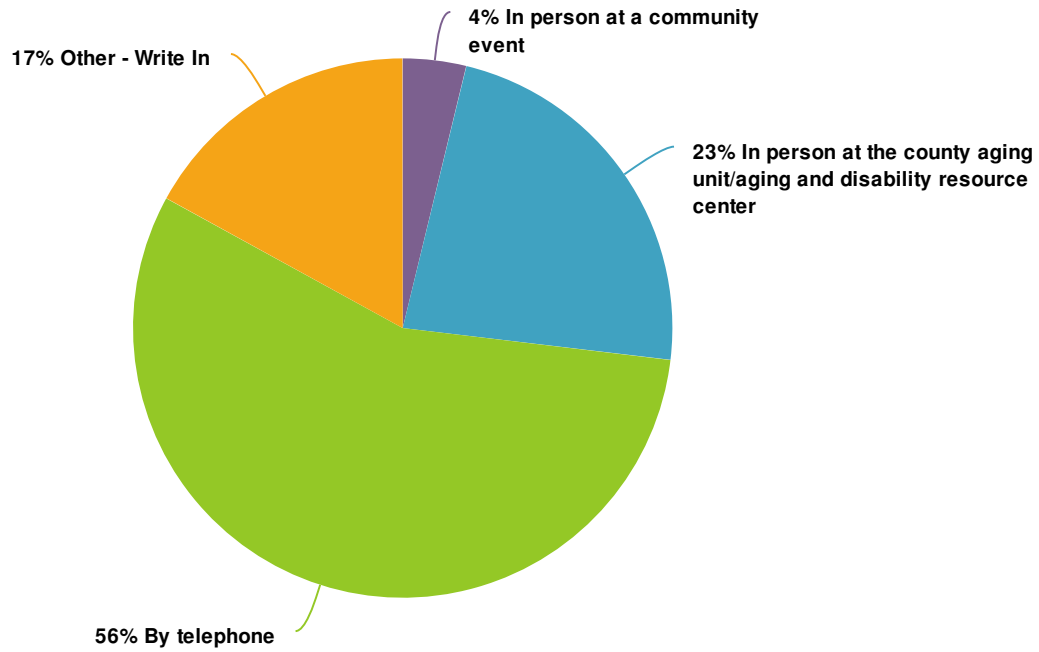
Value		Percent	Responses
Monroe		2.0%	22
Oneida		0.7%	8
Outagamie		1.3%	14
Ozaukee		0.7%	8
Pepin		1.5%	16
Pierce		0.5%	5
Polk		0.6%	6
Price		0.2%	2
Racine		1.6%	17
Richland		1.1%	12
Rock		2.2%	24
Rusk		1.6%	17
St. Croix County		1.9%	21
Sauk		1.7%	18
Shawano		2.4%	26
Sheboygan		1.3%	14
St. Croix Chippewa Indians		0.1%	1
Stockbridge-Munsee Band of Mohicans		0.1%	1
Taylor		1.4%	15
Trempealeau		0.1%	1
Vernon		0.3%	3
Vilas		2.7%	29

Totals: 1,086

Value		Percent	Responses
Walworth		2.6%	28
Waupaca		0.1%	1
Waushara		2.2%	24

Totals: 1,086

2. How did you first make contact with the caregiver program about your concerns?



Value	Percent	Responses
In person at a community event	3.8%	42
In person at the county aging unit/aging and disability resource center	23.1%	256
By telephone	56.1%	622
Other - Write In	17.0%	188

Totals: 1,108

Other - Write In	Count
email	6
Friend	4
Referral	3
Don't remember	2
Totals	184

Other - Write In	Count
Fire Dept	2
From a friend	2
Internet	2
Social worker	2
Support Group	2
Word of mouth	2
2 & 3	1
@ a caregiver's class in the Oshkosh Library	1
A friend	1
A friend & her sister	1
A friend and her sister	1
A friend gave me the name and phone number of the caregiver specialist	1
A friend whose husband you helped	1
ADRC	1
ADRC called from referral	1
Above and Beyond	1
Agency in home visit and caregiver class	1
Alzheimer's Association	1
Alzheimer's Dementia Alliance	1
Alzheimer's/other caregivers	1
As a participant in Powerful Tools for Caregivers	1
At Alzheimer's Meeting	1
At home	1
Totals	184

Other - Write In	Count
At my home	1
At physical therapy - Bellin Neuro	1
Attending a social Hour	1
Aurora at Home	1
Aurora, Case management, Oshkosh, WI	1
B	1
B aging and disability resource center	1
Broot Duncan(?)	1
By a family frriend	1
By a letter	1
By telephone - dr. referral	1
By telephone, then resource center visit	1
By telephone, then visit from social worker	1
Called ADRC for information	1
Calling an acquaintance that helps out with the elderly.	1
Can't remember. Either B or C	1
Caregiver Coffee Hour in Darlington, WI	1
Caregiver Meeting	1
Comm Center - Deforest Caseworker and calling the ADRC	1
Curative Connections	1
Daughter-In-Law	1
Dementia Specialist Gina Laack	1
Elder Benefits	1
Totals	184

Other - Write In	Count
Email	1
Employee came to my home	1
From Kathy Tingo Human Services / and working with Nathanael	1
From the Home Health Person	1
Gathering Place Day Center	1
Gathering Place referral	1
Given info by Nursing Home	1
Heather Moore Alzheimer's and Dementia Alliance	1
Home Health nurse	1
Home visit - Services offered, forwarded back to department	1
Home visit by ADRC	1
Hospital - Crossing Rivers	1
Hospital Social Worker	1
Hospital Staff	1
Hospital made referral to ADRC	1
Humana	1
I called based on information I received at the hospital	1
I don't recall. One of our first contacts was meeting with the director (approx 2013)	1
I have no idea. However, the information was well received and I thank whoever was so kind.	1
IN Hospital ER	1
Illegible	1
In hospital	1
Totals	184

Other - Write In	Count
In my home	1
In person @ home visit	1
In person at a community event. Also through my husband's participation in the Memory Cafe activities	1
Inquired at meal site	1
Internet and phone	1
Jackie Hartley, our daughter made the contact and they came to our house.	1
Knew they did this.	1
LOCAL SENIOR CTR	1
Mailed application	1
Media	1
Memory Cafe	1
Memory cafe	1
Michelle Kinney	1
My brother got me in contact	1
My case manager	1
My daughter	1
My daughter called the ADRC	1
NEW Curative Services	1
Neurologist / social worker	1
Newspaper	1
Newsprint	1
Not sure	1
Totals	184

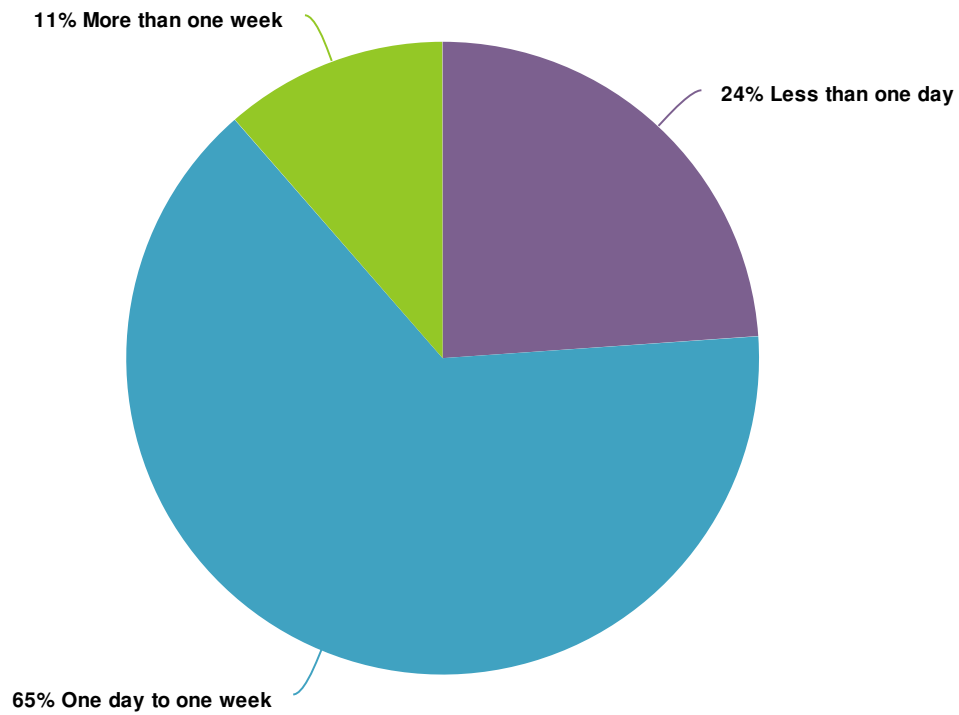
Other - Write In	Count
Nursing Home Referral	1
Our daughter	1
Our daughter did research on help for us.	1
Our son	1
PT at Bellin Neuro Team	1
Personel Doctor's Nurse (Social Worker)	1
Recipient called	1
Referral from home health	1
Referred from the hospital	1
Referred to me by a friend	1
Senior Center - DeForest	1
Social Worker	1
Social Worker at Hospital	1
Social Worker from SSM Health at home referred.	1
Social Worker told me about it, then I called	1
Social worker / SSM Home Health	1
Social worker at cancer center	1
Social worker recommended	1
Society's Assets	1
Someone come to my house from ADRC and told me about this program.	1
St. Agnes Adult Day Care	1
Stoughton Senior Center	1
Totals	184

Other - Write In	Count
Talked to Sue Nernbuger from the ADRC, where Sue's mother resides and where I work.	1
Talking to other people	1
Terry-director of the Almost Home Adult Day Care Program	1
The senior cntr referral	1
Thedacare at home	1
They called us after a 911 call due to fall	1
Through an advertised seminar	1
Through a caregiver provider	1
Through a friend whose mother I sometimes care for	1
Through other people	1
Thru AARP	1
Thru our Medical Clinic	1
Tomah Memorial Hospital	1
Trough caregivers coach, Heather Flick	1
VA	1
VA - Social Worker	1
Via my case manager at my senior center	1
Visit from ADRC at home	1
Visit to home with Julie Mayers - Social Worker	1
Visiting Nurses	1
Was told about by doctor	1
Waunakee Community Senior Center	1
Totals	184

Other - Write In	Count
When mom died, called state first and was referred to to county.	1
Wife's co-worker and social worker with dialysis department @ Fresenius Renal Care	1
Word of mouth from a friend	1
Work	1
a	1
aging unit	1
at a senior center	1
at home	1
at my mom's from a friend	1
at the Viillage of McFarland Sara Sprang Senior Outreach Case Manager	1
by telephone - my daughter (Laurie)	1
caregiver support meeting	1
daughter 1st made contact	1
email direct to program coordinator	1
email/ADRC	1
email/website	1
from hospital	1
in my mom's home	1
in person	1
in person @ meeting in home	1
in person at community event: worked for Marinette Elderly	1
in person at our home	1
Totals	184

Other - Write In	Count
my daughter	1
my son advised	1
neighbor at Carmel	1
newspaper article	1
personal reference - by telephone	1
sister told me about it	1
through senior outreach services, McFarland, WI	1
Totals	184

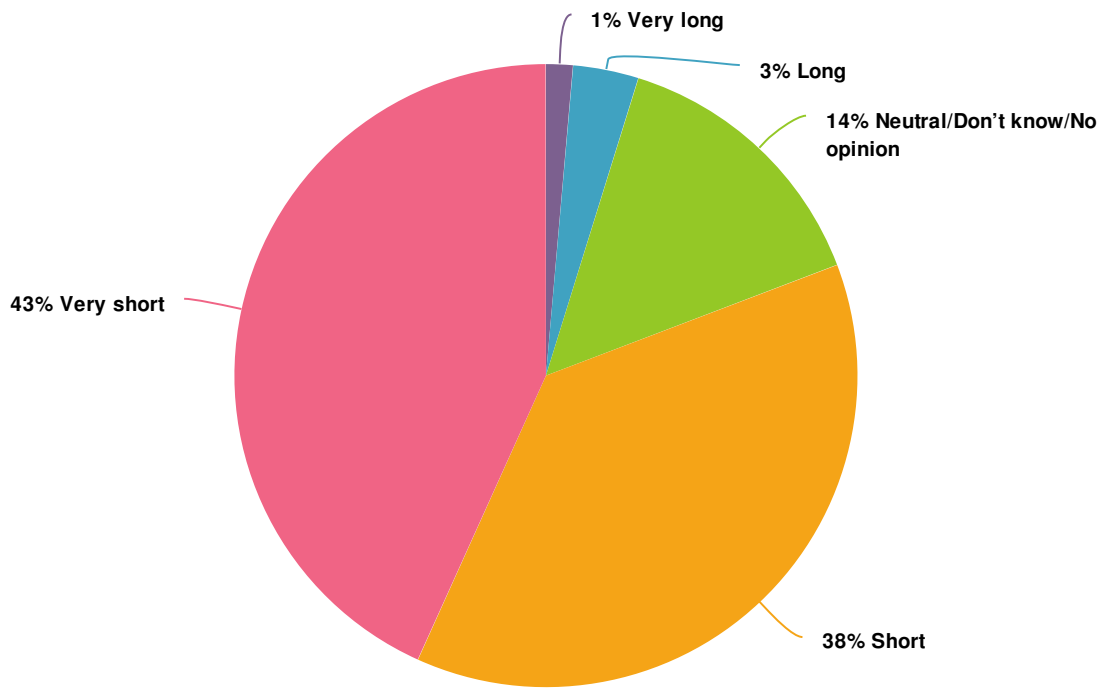
3. How much time passed between your request for help and your first meeting or discussion with a staff person about your request



Value	Percent	Responses
Less than one day	23.9%	261
One day to one week	64.7%	705
More than one week	11.4%	124

Totals: 1,090

4. How would you rate the amount of time that passed until you discussed your situation with the staff person?



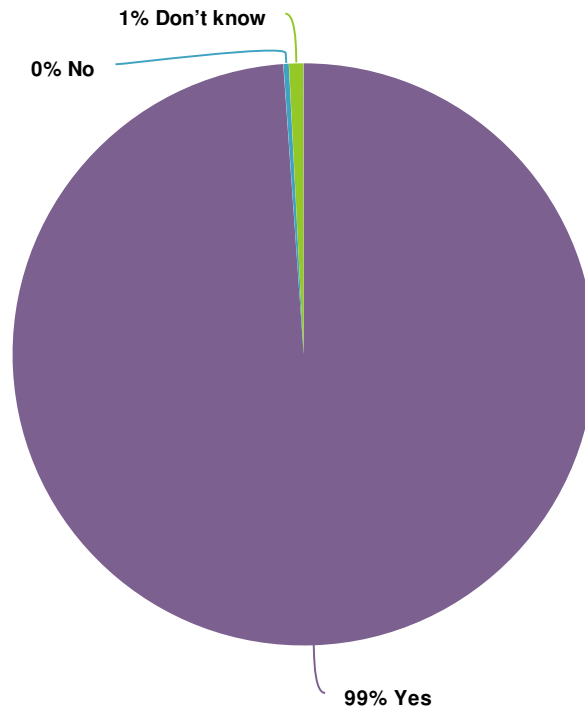
Value	Percent	Responses
Very long	1.4%	16
Long	3.4%	38
Neutral/Don't know/No opinion	14.4%	159
Short	37.5%	415
Very short	43.2%	478




Totals: 1,106

5. Rate the following aspects of your interaction with the person who spoke to you:

	Very Well	Well	No Opinion	Poorly	Very Poorly	Responses
How well or poorly did program staff listen to you? Count Row %	996 91.7%	83 7.6%	6 0.6%	0 0.0%	1 0.1%	1,086
How well or poorly did the staff person understand your situation? Count Row %	973 89.8%	104 9.6%	6 0.6%	1 0.1%	0 0.0%	1,084
How well or poorly was your privacy respected? Count Row %	999 92.1%	71 6.5%	14 1.3%	0 0.0%	1 0.1%	1,085
How well or poorly did the information you received meet your needs? Count Row %	888 82.5%	171 15.9%	11 1.0%	5 0.5%	2 0.2%	1,077
Totals Total Responses						1086

6. Would you recommend that a friend or family member with similar needs contact the county aging unit/aging and disability resource center/tribe?



Value		Percent	Responses
Yes		98.9%	1,056
No		0.3%	3
Don't know		0.8%	9

Totals: 1,068

7. Is there anything else you would like to tell us about your experience?

ResponseID	Response
1	Now is the time for all kflkfjlkfjlkJFLKSDJFLKSJDFLKSJDFKFLSDFJSKLFJ
4	I've been very satisfied with the Florence Co. ADRC. I've primarily had contact with Maria, Lori F. and Tiff any. They've all been very caring, helpful and responsive to our needs. Enrolled in both programs during our time with them.
5	It was fine. Everyone always very helpful.
6	Thank you for the help. We could not have made it here at home without help!
8	Heidi Russell and Christine have been very helpful with our needs for our mom Charmaine. Both emotionally with education and support, and with some items to help with her care. I highly recommend the ADRC staff. They are very caring and professional.
9	Very helpful - very informative.
10	Very happy with the outcome and the follow-up.
11	Heidi Russell is a very friendly, helpful and knowledgeable person. She's a joy to work with.
13	Very helpful explaining what programs were available to meet my family's needs. Highly recommend and have already told individuals to contact ADRC for similar help.
14	They are very concerned with our welfare, and very kind and knowledgeable.
15	Thankful there are resources like this
16	Very friendly and helpful
17	Thank you so much
19	The program has been a tremendous help for me with my mother who has Alzheimer's. It's made my mother's life and mine less stressful. Everyone, especially Heidi, has been kind and caring. Thank you!
20	Very well trained staff. Keeping up with prompt emails.
24	No

ResponseID Response

25	Dianne is wonderful! Couldn't ask for better support. Very appreciative of the financial support, however I would be nice if the state increased the amount.
26	I was very happy with the program. Everyone was friendly, helpful and efficient.
29	Mary Severson was wonderful. Very informative and helpful. Also very caring and understanding person. I couldn't have asked for a nicer person to work with. She was the best.
30	Sue Seefeldt understood what I was going through and also helped get me into classes and support groups that have helped me GREATLY. I met some wonderful people through the county. Thank you!
31	Very good and helpful
32	Once I reconnected with Jane, it was pretty fast. Excellent! Thanks to Jane (DeBroux) I promptly got a caregiver and a very generous one! Thank you Jane and program. As it turned out, my husband mike died in June, so it was the last grant I will need from you for him. It was wonderful to have it. I really appreciate it. What a wonderful program and wonderful service! I loved it that it was so easy to get when I needed it. So much better than so many other services with oodles of paperwork and hoops to jump through. thank you!!!
33	Thank you for all assistance for the elderly.
38	Got help right away. Very informative. Very knowledgeable. Super nice lady.
39	People like Brenda Jones make the whole experience very easy to get the help and info that is needed to participate in these programs. Thank you Brenda. YOU made this possible. :)
40	Very happy to have been able to participate.
41	I am very impressed with the staff at the ADRC. They are always helpful!
44	Very good experience!
46	Thank you for posting the information regarding the caregivers grant in the caregiver newsletter. It meant so much to receive a grant for my mother and self care for me to help provide care to her. It took some pressure off not having to worry so much. Thanks to Jane DeBroux!
48	AFCSP - Very accommodating very responsive to the urgency of this need. Thank you for your help!

ResponseID Response

49	Outstanding service and support!!
50	Everything is fine!
51	No. Everything is fine!
52	They were very helpful and understanding.
53	Through the past years I've had lots of contact with staff from Grant County ADRC, first with my aging parents and current for my husband. they always go above and beyond the call of duty to assist anyone that contacts them! Wonderful resource for SW Wisconsin.
54	Mary Severeson was very knowledgeable and provided a lot of different resources and suggestions to help my family.
58	Both AFCSP and NFCSP were great to work with. The staff were very friendly , helpful and efficient.
59	Very pleased with the information that Mary shared.
60	Thank you so much for the help!
63	Very pleased with Mary Severson's response and handling of set up, plus thorough information provided for options in how grant funds could be used.
68	AFCSP Mary did an excellent job. She was helpful and patient, and certainly understands the struggles of caregivers with family members struggling with dementia. Mary was so helpful with the grant and just positive support. She always kept me in the loop about the grant application. she is a true resource and nice person to work with. She is an asset to your organization.
69	Reception staff is excellent. The worker staff seems overwhelmed at times.
72	Just would have been nice to have some guidance on some parts of the questionnaire, especially when I never knew and did this before.
74	Jenny did her best but few helpers weren't very dependable and made it hard for (can't read. A person's name?)
78	It was a very valuable program.
79	Interactions have always been helpful, professional and timely. :)
81	Would like more help. Still much more to work out dealing with my disability of 41 years.

ResponseID Response

82	NFCSP The person I dealt with was Tiffany White. She was very helpful and explained everything to my satisfaction.
85	The staff people are so helpful, listening to our requests, discussing and coming up with a solution. My mom has been so happy with the caregiver she has. Thank you!
86	My wife needed my help with very much and I like helping her. I try to keep her very much. I like service. It helps me quite a lot.
87	We had a wonderful experience. we spoke with Lori Anderson and she is exceptional. A wonderful program. Thank you!
90	Mary was so very helpful and nice to me. Great person to know.
91	No county named: Submitted by one person on the behalf of another. Concerned - willing to explore various options. Client resistive to many suggestions.
92	Experience was fine
93	NFCSP No county listed - Difficult to read
94	NFCSP
96	I am extremely fortunate to have access to the Sauk County ADRC. They are the best! Professional, informed, available, caring and an asset to our community and to our family. They are well-respected and are providing much needed help. You are lucky to have such a competent staff!
97	Help right away. Lots of information
98	Very helpful. Great people
99	Marina Wittmann was very understanding and informative. It is a pleasure working with her.
100	I'm so happy about this program and I hope it continues.
103	Nothing but positive! Even though I was so distracted with MY problems that I could hardly focus, they were a great help to get me through it.
105	Cheryl Braun was fantastic! She listened and took to heart our special needs. It seemed she couldn't do enough for us!
107	She made me feel like I really need this for myself and my husband.

ResponseID Response

109	We liked all of the workers sent to our home. The only trouble we had is too many changes in the personal people. I hope this last girl will stay for a long time.
110	Need more funding but very thankful
111	Caregiver Shelly M is great!!
112	Pleasant experience with all the people
114	Catherine Knicklebein was very helpful and nice to work with.
115	The program I attended was for caregivers and I learned a lot and benefited greatly from it. It is a wonderful program.
116	It is a great caregiver program. We really appreciate it.
118	I don't know how we could have managed during the transition of care and rapid loss we witnessed. Thank you for this service!! It made such a significant difference. Tara was exceptional! The service came at a time when our physical and mental health were being significantly impacted by continuous caregiving. The short-term respite care was much needed. Due to her current status, the in-home care was good but we likely would have utilized short term stays at a place like Comforts of Home more. However, all services are needed as individual and family needs are varied and based on many variables, including abilities of caregivers, progression of dementia, and physical environment of the home.
119	Working with Catherine Knickelbein was very helpful. She was very helpful in our situation.
120	Thank you
121	We are very grateful for the financial aid Dunn County Dept on Aging provided to my elderly mother. Thank you!
124	They have been very helpful
125	Rhonda Price and Fliecea Elias at the Racine County ADRC were very helpful
128	Julie Seeman was just great. This was our first time doing any of this. The AFCSP helped mom to stay in her home longer with a combination of family and hired care. Her days at home lasted as long as they possibly could with help from Julie.
136	Thank you!!

ResponseID Response

137	Sherrri Gonzalas is VERY good at cleaning our home. We trust her completely. She is also responsible and caring. We love her!
139	The ADRC in Brown County has been very helpful. Teri Braderd who helps us with the AFCSP is very knowledgeable and helpful. We also met with others at the ADRC and they were helpful. But Teri goes out of her way to help.
140	Teri is wonderful and very caring.
141	Money (\$1,700 for 2018) ran out at 6 mo.
142	They work quickly
143	This agency has been extremely helpful.
144	Very grateful for in-home consultation. Not sure some programs would work for or apply to our situation. Took more than a week to meet with someone due to a person on vacation. Took talking for 2 hrs with three different staff.
145	It is helpful to have this as a resource. Being a caregiver to a person with dementia is exhausting and detrimental to the caregiver's health over time.
146	Thank you!
147	My caregiver is friendly, helpful and thoughtful.
149	Jackie Williams was very helpful and did a nice job following up and assisting us!
151	Helped me right away
152	Teri is amazing. Very warm, caring and knowledgeable. She gives info and follows-up and cares.
153	Appreciate the program. Very helpful
154	Everyone at the Brown County office was wonderful! Helpful!
155	It's hard for me to put to work what I need my helper to do in two hrs a month and what is left for me, my daughter did get me a robot floor sweeper that will help with sweeping and vacuuming. All I have to do is put up chairs and other things on the floor that leaves moping, dusting that my helper can't get to. But I really appreciate any help I can get!!!
157	The staff member gave us some good printed information that we can use for the future.

ResponseID Response

158	Joel Gottsacker was very patient with us and very helpful in getting us some financial aid to help with some day care for my husband.
159	Thank you. The program is very beneficial, supportive and positive.
160	I am very happy that I learned of this resource. It has been VERY helpful!
162	Great people
163	OMG Listened so well! Helped me so much.
164	I see her in the hallway once in awhile, and she always asks "How are things going and do I need to talk to her in her office."
166	I appreciate the respite given to me.
167	The staff is very helpful, kind, courteous and very respectful. Very understanding and empathetic and concerned, which really made us feel that they really cared. Thank you for all of the help. We greatly appreciate it.
168	Teri was very helpful.
169	Staff are very understanding and sensitive to our situation. Also, very knowledgeable.
174	Lori Anderson has been really great to work with. She does a great job of keeping us informed.
177	Lori Anderson was very compassionate and helpful! She was very caring. She took a hard decision and made it very comfortable for us!
179	Has been very helpful.
180	Very grateful for the help you have given me. Wish there was more resources like this.
181	My mom has Alzheimer's disease and I had to retire early to take care of her. We live on her social security and my savings, and so this program is very helpful for both of us. Thank you!
183	This program seems to be a very helpful program
184	I had two different contacts - One for caregiver financial assistance that was very promptly and efficiently handled, and another which took longer and by the time of my scheduled appointment my husband had died.

ResponseID Response

185	This was a good resource for our family as we try to care for her mother she journeys to this last state in her life.
186	I am very thankful for all your assistance!
187	It is all new to me - She made me feel very comfortable. I felt like I was talking to a friend, especially one who could really help me. The future looks much brighter!
188	Thank you, Thank you
189	This is a very excellent program and has been very helpful for my elderly mother so she can remain in her home and get the help she needs. The staff has been very helpful with all my questions.
190	Current services available to families do not address long-term needs of working families trying to support multiple adults with disabilities.
191	Everything was excellent
192	Super, super, super, awesome. So helpful
194	All went very smoothly and has helped my situation greatly.
198	Very helpful and understanding!
201	Pleased with the help and services
203	Hectic
204	This program has allowed us to keep my mom in her home and I can't say enough about how great it is and how much my family appreciates it. Thank you!
205	Staff very efficient and knew the information
206	I am so sorry all family members decided at last minute we weren't going to do this. I am so hurt. Things get worse by the day!
208	This program seems to be a very helpful program
209	So much information when one is new to the ADRC. So many times I was shaking my head in agreement but the information went right over my head. The representative was kind and courteous and definitely informed, just way too much at one time. I'm thinking I'll need your advice frequently.
210	The young lady that came out to meet with us was very caring and answered all questions. The agency works very fast to give help.

ResponseID Response

211	I can't thank you enough. God bless you
213	I am very grateful!
215	Tom is now in assisted living at the woodlands. Would we be able to use our remaining balance to apply to offset some of our costs at Woodlands? We did not use the full \$500 for Adult Day Care. Thank you!
216	It was a great experience. They really helped us a lot. We didn't know where to start. Lori Anderson was very helpful.
218	I cannot express the gratitude for all the help and support that has come our way. When I first walked into the ADRC, I was confused, overwhelmed and at my wits end. But when I left the office that day, I had a renewed sense of hope that immediately turned the tables in my life. Even though my husband's situation is still a large responsibility and weight at times, we definitely feel relief. Because of the respite and supplemental support services, I have been allowed opportunities to enjoy the precious moments of being a grandmother, watching sunsets, visiting a friend, or simple/peaceful meditation on the positive aspects of life and family. Kenosha ADRC has been such an awesome group of people! This grant was a dream come true! Thank you, thank you, thank you!!
220	Thank you!
221	Very nice staff person. All people I have talked to are committed to helping me.
223	I appreciated the continued contact so that we had continued services without reapplying/delaying the time services would be offered.
225	Really like the program and hope it continues to offer the special programs that it offers!!
226	Marina was very patient and understanding.
227	We have been dealing with Lori Anderson for years. She is great, calls back with answers and is always friendly and helpful.
229	Everyone was very caring and helpful.
230	Kristine has been very helpful and responsive.
231	The help is nice to have.
233	Very professional, kind and courteous!

ResponseID Response

234	Sometimes a lot of time passes by when trying to get things figured out. Weeks/months to figure out all available resources.
236	Awesome!
237	Wonderful experience! So grateful for this community resource!
238	Felicia Elias was super! This is a great program for anyone.
240	Want a consistent worker/caregiver and have been able to get this through current agency.
243	Great communication. Listen to my situation. Very respectful.
245	I am very grateful for the ADRC and the household help and advice I have received.
249	Very friendly and helpful
250	Wonderful staff and program. So glad to have it!
251	This program was very helpful for our family.
253	For the first time in three years, I have some time for myself. I feel very blessed to have help to care for my husband.
255	All of the people that work there are so friendly and helpful.
257	Caregiving is stressful and time consuming. Such nice people at the ADRC. Answer to my prayers.
258	Four months ... but marked very short time?
259	Very nice person to talk to and knows the program.
260	ADRC of Columbia County always respectful and responsive to my needs.
264	I am grateful for the services and personal attention for my needs as primary caregiver for my mother. Without the grant and resources it would have been very difficult for me to continue to care for my mother at home. the social worker, Leslie S, is exceptional and outstanding in helping me.
266	I was unaware of this service until told about it by a friend. The staff was well informed.
267	The person who worked with us was friendly, kind, knowledgeable and helpful. She answered our questions and noted all our concerns. She is actively trying to find solutions for our needs.

ResponseID Response

268	This program gives me my only 3-4 days free from working in a whole year. Also the ability to get away to the cabin for hunting and relaxation. I come back home charged up and feeling much better and looking forward to Christmas, Thanksgiving, etc. This program is a blessing for us and others, too! It sure helps to know it's coming in the near future. Batteries recharged. Yea!!!
269	Great service by Lisa Van Alstein at the ADRC. Absolutely would refer a friend or family member!
271	Took a while to get kids on board.
272	Very concerned, courteous, understanding and respectful. Very easy to talk to. We felt very comfortable sharing our situation regarding our parents needing help with their care. We really appreciate all of your help. Thank you.
273	The staff was informative to the services available.
274	So helpful at a time when I needed it most.
276	So fast. Have referred program to others. My own lag in time getting the services I needed was my own fault. Recommend to everyone. Able to meet with people right away. Used ADRC for brother and mother. Whole place is so helpful. Volunteer at the front desk wonderful. Met wonderful people there.
277	The long wait in getting services was at my request. Terri was very knowledgeable and patient, taking time to explain everything and also be available for questions and call backs.
279	Cami has been very helpful in every way.
282	She was very informative. Helped with many questions and gave us more info on what might be available.
283	Very helpful to us and our family.
284	Our social worker at the Lakeland ADRC was so kind and helpful, patient to explain and re-explain the complicated process of obtaining and understanding the various avenues of Family Care. Thank you Brenda Gretzinger!

ResponseID Response

286	I just want to say that I am very thankful for the program. The staff was very helpful and understood my situation. They understand the needs that caregivers have. As a caregiver, we need breaks now and then to take care of our loved ones. I want to thank Lynette and Angie for allowing my little break to happen. Thanks again!
288	Once I contacted Marilyn, she set up meetings and resources for me. She follows up almost weekly and sometimes more than weekly. I feel cared for and supported through this journey. She is a great guider.
289	I felt very comfortable in talking with Amy Rein, who was very kind and compassionate and knew her job well and was very helpful.
291	Teri was amazing! This (caretaking, etc.) is a frightening thing to go through, so many questions, etc. Teri answered and helped before I even knew what to ask. Thank you! I have already recommended your services to others. I appreciate you.
292	Laurie Washburn and Mary Schroeder provide timely, knowledgeable information. Their input is very specific to my concerns.
293	Quite satisfied
295	Helpful
296	Fast help. Great people.
297	Wonderful people there at ADRC
298	Everyone was so helpful! Good people took care of our needs. Thank you for your help and understanding.
300	The whole experience was very informative. All my needs were met. Very happy with the lady.
301	Took one month to get services. The one thing is that the program is titled caregiver, but in the long run all the time and money put into this doesn't help the caregiver recover any of their efforts or money invested, being a loved one or not. They are always going to be involved. If someone else does the work or not, you still coordinate it all, etc. It is all appreciated, especially as the people get older and money is tight. Thank you
302	The lady who contacted me by phone was excellent in every way she spoke with me. Sorry I can't remember her name. Kathleen Czarnecki Senior Resource Specialist also did an outstanding job. She took time to explain everything and took care of our needs immediately. Thank you
303	Many thanks!

ResponseID Response

304	Trisha was wonderful! She listened to my concerns and provided ideas and resources.
305	I was well informed. Information was useful.
306	10 months passed before a discussion after first contact. My first encounter in December 2017 and social worker was somewhat different than Angel Gray. Angela has been receptive and helpful.
308	ADRC is a breath of fresh air!
313	My dad enjoys the driver that brings the food.
314	On my first inquiry they saw me right away and set up a home visit. I also went in to get help with respite care and the lady had me make out forms there. I went home for info - very friendly and helpful. Mailed me a list of resources, too.
317	So helpful!
318	Get more info to the public
319	I appreciate all of the programs offered to the aging in Barron County.
323	There needs to be more help for the elderly who want to live in their home. Need Help. Don't have money or family to help them. There seems to be only help for people who have money.
324	The staff was very helpful. We really needed help for our brother.
325	:)
326	So grateful to have this program available!
327	Hopefully the program is available for a long time!
328	Everyone was friendly and helpful.
329	Great program for my parents.
330	Done good job.
335	Very nice people
336	Lisa Van Remortel was an excellent contact person!! Very cordial and helpful.

ResponseID Response

337	Very helpful and caring. My mother enjoys the programs and it really helps us - the caregivers.
338	Was a good experience. Glad they were there.
339	It was very helpful to me. I was becoming very exhausted working full time and caring for my husband 24/7.
343	She was very helpful, knowledgeable and informative.
346	The Division of Aging and Disability services are a group of caring, knowledgeable and kind people. They answer my requests immediately. Steve and Tricia are absolutely wonderful.
347	She was great but still need help for my bother. I cannot help any more with many things.
348	Eight days. Staff acted so quickly to arrange supportive home care service to start the day after our visit!
349	The worker was very kind and patient.
351	The lady who helped my brother, Rowena Nelson, was VERY kind and answered all of our concerns. She is an excellent individual!
352	At a time when I was exhausted trying to care for the needs of my 92 year old father, I felt the process of applying for help was also exhausting. These funds for home care expenses were useful, but just a drop in the bucket in relation to our expenses. It would have been helpful to have known about this program months prior to actually making the application. Maybe New Curative could be more proactive in telling people about the program and helping them connect with the right resources.
356	Reassuring that there are people to help.
357	The home care company weren't that good for the program we were on.
358	I'm amazed at the help and facilities available to us in Door County. Everyone I've contacted has been very helpful and knowledgeable.
359	So grateful for a program that recognizes the needs of the caregiver.
361	I have recommended these services to family and friends. I was, and am, impressed with the caring people who work there and how understanding and caring they are. And also how much they have to offer in a variety of classes/meetings.

ResponseID Response

363	Both Leslie and Tina were knowledgeable, understanding of our situation and compassionate. We thank them and all involved in this program as well, as those who make it available.
366	This is all very new to me. It is a very depressing situation. However, having someone take time out to listen, help and be supportive is encouraging. Thank you
367	Good and helps financially. Resources regarding dealing with wife living with dementia.
368	This is a very difficult time for us and I really appreciate the support given to us. Than kyou
369	I called only to receive guidance and I was overwhelmed as to the help that was available to me as a caregiver. This is very, very much appreciated. Thank you
372	Vicki Jerouetz explained things very well but wants to talk to me by myself. My husband is very set in his ways and does not tell me the truth t times.
373	The division of Aging and Disability Services was very responsive and extremely helpful and absolutely wonderful people, and recourses are amazing as well.
374	Both Jennifer and Krista have been very helpful and a joy to work with!
375	Carla was wonderful, informative, caring and very helpful.
376	Quick help from great people
378	Very helpful
386	Well done
387	Working with staff at Sauk County was a pleasure. They did everything possible to help me.
388	I appreciate the respite assistance. It allowed me to have some much needed rejuvenation time. Thank you!
389	Could have given me a handout concerning aids or places a caregiver could to to, such as websites, etc.
390	This was so easy and Julie was wonderful! She had so much knowledge and was so helpful! Thank you so much!

ResponseID Response

391	Felicia gave me excellent support. She put me in touch with many other helpful people and resources. I owe her a huge thanks!
393	I liked all the stuff here so much. They were so nice to me, I liked Lynn right away! She has a compassion for her job and it shows. She truly cares. It was so nice to be treated with respect.
394	I am so thankful for their services. I am a full time caregiver and without their compassion, understanding and help, I might not have made it through 2018. I am so grateful!
395	Leslie Scheld, the social worker assigned and following my mom's case, is knowledgeable, experienced and always helpful - very grateful for all the services she has provided and/or helped to procure.
396	Great place
397	They were very clear on everything they told me.
399	My call was returned quite quickly. Staff person was at the house within two weeks for the evaluation. Definitely would recommend to others. How caring they were, along with the knowledge of what would be in my best interest and that of my mother.
401	This program is excellent exactly what we needed to be able to keep going at home. Thank You.
404	They have been very helpful
407	Very helpful and knowledgeable staff. Kept in contact often in caring for my needs.
408	This program was a great help to my family. I do not have any siblings o help take care of my sister. Being able to hire a caregiver that I trusted helped me to leave her in good hands. It took away much of my burden as a full time caregiver.
413	Extremely well received by EXCELLENT ADRC RESOURCE PERSON!
414	Lisa Hurley is very helpful and a pleasure to work with.
416	I don't know what I would do without this program's help. I really need this help to relieve the pressure of being a caregiver.
417	The program is a wonderful thing.
418	Everyone is so nice and kind and are careful not to expose you if they are helping you bathe. An aid named Debbie was especially kind to me.

ResponseID Response

419	Thank you for your help!
420	First home visit didn't yield results. Second did. Availed my mom of services under Older Americans Act.
424	It was a comfortable meeting. It was thorough. Lots of questions asked.
425	So helpful - prompt responses to questions and very pleasant to work with.
429	Both Leslie and Tina were knowledgeable, understanding of our situation and compassionate. We thank them and all involved in this program as well as those who make it available.
431	I am so thankful we received assistance with snow plowing. There is no way my husband could safely do it anymore.
433	Lisa Hurley does a wonderful job of servicing caregivers and their loved ones!
436	Everyone was very helpful and considerate of my husband's needs.
437	Very grateful to Nichole Pangburn - Calumet County ADRC. She is very helpful.
440	Quick and wonderful people. This will help me so much.
441	Wonderful people/programs. Eager to help.
442	So helpful
445	I was given information that was very helpful.
446	New Door County facility is spectacular! We especially benefitted from full day conference Nov. 8 based on my observations. What I heard at conference from doctor presentation and doctor consult with primary physician I stopped/was tapered Joes Seraquill. He no longer screams all night or hallucinates. He's much more peaceful.
448	That I appreciate this program. It gives me, a caregiver, a moment to myself so I can give the best service to helping my wife while going through dementia with her. Thank you for both of us.
449	Lisa was very helpful with our planned meeting and even more helpful with info applicable to our current difficulties.
450	Staff/Lisa very supportive, informative, great resource and getting back to me promptly w/ questions I had.

ResponseID Response

452	Catherine Knickelbein was fantastic, as was all of the ADRC staff that I worked with in Dodge County. Very helpful and very caring in addition to being very knowledgeable. We appreciate all they did. Thank you!
453	Amie Rein was very professional and helpful in recommending other agencies that would be helpful to me as a caregiver for my husband.
454	Olivia and Teri are fantastic assets and wonderful people. Thank you for all your help! :)
455	Very well - feel help is there just a phone call away
458	Very happy with overall experience
459	We are very fortunate to have the department of aging in our county. They have been wonderful and supportive and informative. They are definitely a service I'm very grateful for!
460	Social worker was very willing to give us options and help us decide what was best for us.
463	Very good experience with Ashley Gossens. Professional, respectful, good follow-up.
465	Ashley is super nice and helpful. I have never had any trouble getting ahold of her. I feel she went out of her way to help my grandma.
466	Very helpful - many great suggestions
469	I would recommend them as long as they have U.S. citizenship and not just a green card for the recipient.
470	We cannot begin to express our thanks for the assistance we received and the professional way it was handled.
471	We have received very good support and help whenever needed or asked for. Thank you all very much.
472	I am most grateful to have the opportunity to reach out to someone with my concerns.
473	The expectation of what we had been told of initially of amount of time allowed (15 hrs week) was compromised by the amount of availability of caregivers through the agency providing service. Actually received 5-8 hrs week, which definitely was helpful however not as advertised or approved. So this impacted our experience.
474	Thank you! :)

ResponseID Response

475	The staff person was very informative and the program was exceptional! I would highly recommend the ADRC to anyone in need.
477	I know I could not have done this alone.
478	Lisa Von Alstine has been extremely helpful? She makes me aware of opportunities I was not aware existed. She is a great listener!
481	I would recommend this service to anyone needing help with any problems that they are having with Insurance or help with just someone to answer questions you have.
482	NEED MORE FUNDS. Lafayette county does not have much help or funds for people in our situation.
483	Excellent personal contact from Teri Bradford!
484	Available for services but office could find no one available in our area. Try and find skilled people that could help in my area. I feel it was a waste of my time to go there.
485	Jennifer Rath, the ADRC specialist, was very knowledgeable and helpful. She also followed up to check on our progress with the program.
488	Wonderful people - They care
493	Through the years, all the Sauk County staff has been very helpful, supportive and a wonderful resource for help. Always willing to give info or pass on to the correct person to accomplish the goal.
494	Very caring people in tune with our needs.
495	I feel the staff is very knowledgeable of the resources available and have been very helpful.
496	Thank you (all of you). I didn't want to actually start the program until after I had a surgery for my right shoulder complete fix. That left my husband, who has vascular dementia and doesn't drive anymore and hasn't for about two years. So I cannot drive for about six weeks. Bless all of you.
497	Both women that helped me were extremely professional, empathetic and consistently kept me in the loop of this process. I was especially appreciative of Mary coming to my home for our meeting!
499	Thank you all for help and services!
501	Very satisfied with every program we have applied for.

ResponseID Response

502	As a caregiver, I am grateful for any help available. Thank you for understanding our needs.
504	Thank you. Maria was great and was very quick with getting back to us with our questions answered.
511	A great experience and very helpful!
512	Keep the people you have. They're doing a great job!
513	We are extremely fortunate to have this program here in our community. The director of the program did an excellent job describing and directing us. Furthermore, the on-going service provided is exceptional, well-coordinated and timely to our needs. Thank you to all who serve in the AFCSP program.
514	Very helpful!
516	The staff in Eagle River is kind, caring and extremely helpful. Angels! Amie Rein is a shining star! They all are! Great support from everyone! My husband has health problems, and I could not get through my problems without them.
521	Everything went well
522	Everyone was so knowledgeable about my situation and understanding. I am so thankful I contacted them. It was a rewarding experience.
525	Amazing! The delay in receiving services was due to other things happening in our household, not because of staff delays.
526	It was wonderful and Jane is great
527	I currently have two parents with cognitive issues, and Mary was insightful and offered suggestions.
528	Very helpful. Thank you! God Bless all of you who work there.
530	The staff is extremely knowledgeable and professional and friendly and caring. Thank you so much!
531	I am very satisfied.
533	The visit and questions were very helpful. Allowed for necessary services to be offered.
535	Great service from Mary Severson.

ResponseID Response

536	Your service is extremely beneficial and a blessing. Tricia was extremely polite, informational and helpful.
538	New to Dementia and caring for my Dad (who is recently a widow) was completely overwhelming. Mary Severson was very informative and helpful guiding me to resources for my Dad. I had no idea what I was getting into or the help I could get for him. THANK YOU!!!
539	This agency was extremely helpful
540	Great work ethics. Private and respectful.
541	Sue was very helpful
542	Absolutely would recommend to others! All those hired covering Waushara County are exceptionally friendly and kind. I am very relaxed thorough this process.
543	In the short time we've been receiving meals. Very satisfied.
544	Melissa was very easy to talk with and seemed to understand.
545	Mary Schroeder did outstanding job
548	Very positive. Love the attitude "We'll figure this out together."
549	Very professional and caring
552	I appreciate the help - Classes, funding, senior lunch. Good advice, pleasing people and setting. Life supporting for us!
554	I was extremely pleased with my experience. So far, it is meeting my needs.
555	All people I talked to were very helpful and understanding to what I was going through and beyond caring.
556	Looking forward to meeting with a caregiver helper for us.
558	I never knew of this program. My husband and I have been taking care of my mother for 11 years. She is 91 years old with a good mind, but poor physical health. All I was interested in was getting her meals on wheels this year, and our local ADRC in Green Bay made other programs known to us!! Thank you!
559	Very good, helpful
560	It was all wonderful!

ResponseID Response

562	The staff at Waushara County ADRC are extremely kind and helpful. At a time when we are going through some frightening decisions, all staff were reassuring and encouraging at all times.
565	Awesome
566	Very happy with the service we got. The caregivers were very good and helpful.
568	Thank you very much for giving us the opportunity to find help taking care of my husband so he can stay home with me.
570	I am very happy
571	Due to my lack of not getting back for a serious discussion it was longer than it should have been. They really got the program moving forward once I realized that I can't do this alone. Our agent was so patient with my husband and listened to him even at times he seemed mumbled. She certainly made me feel I'm not alone and there re support groups to help the caregivers, which I truly appreciated. This mental problem is very new to me and truthfully scary. I felt comfortable after our meeting, and she spent a good amount of time with us. Thank you!
572	Just that this program is important! Without it I don't think caregivers will have much other resources.
573	Yes, yes, yes. Great resource! Need to inform more caregivers!
574	I don't remember the items I skipped.
579	It's been good
580	Very helpful
584	Coordinator was very knowledgeable and communicated all our options efficiently. She has responded to our questions quickly.
585	Very happy with experience
587	Very positive
588	I am amazed at the resources available and received. Respectful complete information and follow-up.
589	Mary Severson is a caring person and very comfortable to talk with
591	I'm very thankful for the help I get!

ResponseID Response

592	I/we are very thankful for the help we receive. Everyone is always kind and considerate when we talk.
593	Wonderful program. Staff very well informed and willing to help
596	Q4: Well over a month (Nathanael). I called twice to speak to Nathanael (who had the registration form in his office) and was told I would be called back the following week, that he was busy with Volunteer Dinner. I never received a call from Nathanael, but from Ericka the following Friday. Q7: As long as it isn't Nathanael. Thankful for the help from Sue Nernbuger and Ericka Bertsinger.
599	My care worker was well prepared, trained and knew about the case. Thank you for your help!
601	We so appreciate the services!
603	They put someone on our list. Then took them away without our knowing about it until they said this is who you will have now. It is confusing to my husband.
605	I have been very pleased so far with ADRC and the assistance they have provided for my mother, which in turn helps me.
606	I wish there were more locations in surrounding areas that offered the Daybreak Program. To my knowledge, there is not a program like this in or around Fox Point, WI. I'm overly pleased by this program and would recommend it to family and friends all over Wisconsin.
607	I love this program!
609	Sue was very understanding and helpful.
612	Absolutely helpful as could be. 100% satisfaction by Luanne T. of Superior Department. Thank you!
613	Very helpful
614	Lisa is very friendly, knowledgeable person. Time flew by as we discussed program options for mom. She's very easy to work with.
615	Could not have had a better person to talk to than Susan Johnson. She is a very caring and supportive person.
616	Perfect solutions. Great people. Quick to respond.

ResponseID Response

617	We're just getting started with additional care in our home in the near future. So this was very informative, of course a bit overwhelming but directional.
618	Marilyn was very helpful. She informed us bout Harmony Club it has been a great relief to me. She's excellent at what she does.
622	They were very helpful, polite, gentle with my other and explained everything thoroughly. Thank you for such a great experience.
624	Very Excellent
625	OMG - great! These people are so awesome! Answer to my prayers
626	Everyone we came in contact with was very understanding and was very respectful to all our needs. Wonderful people. Couldn't ask for better.
627	WFCP personnel informed me about programs through which I could obtain much needed help. I worked with Elizabeth and found her to be compassionate and effective. Her help is allowing me to continue giving care to my family member.
628	Very helpful with everything I had problems with.
629	The staff is great to work with!
631	Ashley Gossens is a godsend to this program. She helped with every and anything we needed. She is an angel. Thank you!
633	Marcia did a great job in presenting us with options and follow-up.
634	The people are very nice.
637	Amazed that his money help is available to our needs. I'm very grateful! Delayed for months though because no money available. Within one week when funds were available, received service immediately.
639	The staff at the ADRC was very helpful. The people performing the ground work are extremely kind and respectful. Very, very nice people.
640	The social worker Janet Parent of ADRC was very helpful in the years that we were enrolled in the program.
642	I appreciate their sharing of programs available.
643	I am very pleased with my service provided by Ashley Gossen and staff. They helped me a lot and found the answers I was looking for. Keep up the great work!! :) Love you all! What a godsend you are!

ResponseID Response

645	Everyone has been very friendly and helpful.
646	It was a very pleasant experience. Their staff was willing to answer all our questions.
647	O've spoken to 2 people about 1 week apart. They were both very helpful and informative. Thank you
649	Great Staff
651	I'm happy that my mother is getting help now, but I wish I had known that help was available when she was released from the hospital or nursing home. More outreach would have helped.
653	I learned so much about the help and guidance available for my husband with dementia and for me, as his caretaker.
657	Great Services!
660	ADRC Center of Brown County. I am so grateful to the AFSCP for the kind and hard working people at the ADRC (Terri, leader) there to find and get the help needed. I was over-whelmed with all I had to cope with. Terri helped me get a grip, and some friends. In a short time an opening occurred so my family and I thought we should take it to stay together. This ended the program for us. I will always be grateful for all the funds (Hope) in a most difficult time in my life, a lifeline for sure. Thank you very much. Clarice
661	I would like to say that Mary Severson was a very professional and friendly lady! And helpful too!
663	Janet Parent and Alice Parent are the most caring empathetic and helpful people we have ever had the pleasure of meeting and working with them. We felt very safe with them and this program. Thank you for helping us.
664	I'm glad there are programs like this.
665	very help give me a lot resource
666	Mary is an exceptional person and resource. She responds to my emails in a matter of minutes, knows her job well and is upbeat, positive, and extremely caring.
668	I'm grateful
670	I just want to say Thank You for this very helpful service!

ResponseID Response

671	I am so grateful for this program that I heard of through a friend, also using your services. Mary was fantastic from the start, returning my phone call almost immediately, as well as coming two days later to our home 25 miles away in Cambridge, along with Director Jennifer. Both lovely, friendly, helpful, thorough. Thank you!
675	Very prompt. Very Helpful. Thank You.
676	Very satisfied with service
677	Absolutely. Mary Severson was/is fantastic. She was professional, compassionate, and understood what needs needed to be met and her concern for getting me help and my ex the help needed. Thank you Mary - Cathryn Mosher
680	Very Helpful!
683	Thank you for your services when in need!
685	The Grant Administrator, Mary Severson, was not only a great resource person, but also very compassionate and knowledgeable. She understood my situation and the needs I shared. She was able to immediately approve the grant because she made sure I was prepared to bring all necessary information to the meeting. I am so grateful for her skill, advice, and advocacy! I am so grateful that there are grant funds available to help those in need!
689	Very professional and informed
690	A lot of information for elderly to understand
692	Very much appreciated
695	Jane, thank you so much for your assistance!
697	I felt lucky to find this program. It needs to be marketed better. Nobody that I have spoken with has ever heard about it other than professionals in this area.
700	Handled very efficiently / professionally. Highly Satisfied! Thanks!
703	Jan DeBroux is so kind, empathetic and a wonderful listener. I thank her so much!
704	Everyone was so great!
706	Very grateful that his program is available and that the staff is knowledgeable and willing to help.

ResponseID Response

709	Jane DeBoux has kept me informed about the program with emails. I'm very appreciative.
711	No
712	Mary was helpful, informational, caring and extremely understanding.
716	No, just say thank you
717	The program was full of resource references if we needed them. They could help us with a directions on who to contact. Thanks! Things happen quickly and you don't know who to contact for help.
719	The staff I dealt the most with - Nancy Abrahamson and Tara Murdzels, were very understanding and compassionate people. They were so helpful in finding support and assistance with what I've been going through.
722	Everyone has been so caring, they go above and beyond to help.
723	They wee there when I needed to talk with someone and I really appreciate their services.
724	very satisfied
727	Wonderful resourceful agency for the caring of the elderly
728	They are so wonderful about giving knowledge and support
729	Excellent staff, excellent program. Thank you!
730	Caregiver support is a very necessary endeavor. We need to support people who help keep individuals in the community
732	I have rec'vd very good service
733	Laurie Robins is wonderful and very, very helpf ul
734	Very caring and wonderful staff at Monroe County
736	I appreciate everything ADRC is doing to help us. Everybody is well acknowledge in services offered.
737	It was good
738	Thank you both for your understanding, knowledge and kindness

ResponseID Response

740	The initial period of contact with the case manager was helpful and promising, however as time has passed, it feels like we (mostly my mother though) have fallen off their radar, and there has been little to no interaction with them in many months....
742	She was very professional
743	I was pleasantly surprised!
744	The representative, Lindsey, was very informative and gracious. She was sensitive to the family dynamics and accessed our need accurately.
745	It went very well and very knowledgeable to talk with.
746	The people who came to my home were very caring and gave a lot of information. Many other information resources were given to me. A bit overwhelming but at the second interview all questions were covered. Thanks for creating this service.
747	Question 4: I don't remember I talked on the phone to a couple of people. Question 6: I can explain it to you. I can't understand it for you. I don't know what another person really relates to or "understands" Question 8: I am very grateful for the help!
749	All staff were very knowledgeable, helpful and friendly. Didn't take long to get the ball rolling. Gave my mother hope and peace of mind that she can remain in her own house. Love them!
753	We can only say very positive things about our experience. We appreciate all you do.
754	I felt relieved to get support and help with all the caregiver stress. Thank you for services like this!!!
755	I wish services could be extended
756	Information once forwarded to the Processing Center was handled Poorly. Too many mistakes and errors.
757	No.
761	Lisa was a true professional
762	They (Kendra and Terri) were both very thorough and compassionate.
763	5. She was on top of things immediately! 6. I am very thankful and feel blessed to have met and worked with Lynn. 7. Yes. Of course-and not to hesitate. I shall be a strong advocate for this type of service!

ResponseID Response

764	The entire experience was extremely positive. Olivia Cherry, your representative in Crivitz, was wonderfully helpful and caring. She was patient, sympathetic and efficient. Very positive.
766	They were very helpful and I didn't realize this much help was available as I've never needed it before.
769	Robert really enjoyed the ipod music
771	Very Friendly and helpful and caring people
772	No
775	Olivia listened attentively while I vented frustrations and then gave me insights on how to use the grant to provide needed breaks from full-time caregiving. It's been a sanity saver!
777	Mom did not want anyone to take her out or come to our home. She is VERY attached to me (her daughter). My needs may change later.
778	I was given more information than expected. I was even given the choice between three books that I felt would be the best reference for me with my current needs.
779	Your staff were very courteous and knowledgeable pertaining to the services that I was enquiring about.
782	Mary was very professional and helpful. No one wants to have to deal with these kind of issues. It really helps to have someone like Mary in your corner!
783	Caregiver support is more important as the loved one progresses in dementia. Help is a blessing!
784	Amie was very friendly, knowledgeable and spoke to my mom with respect and understanding. So glad this service is available.
788	Brenda did a very thorough job of sharing what is available to help our situation. She was very observant and understands what we are going through and is here to help and give assistance in getting connected to service in the county.
789	Very pleased Lisa Wells has helped us in many ways.
790	1. County? - ADRC - AFSCP
791	Extremely happy

ResponseID Response

792	4. I didn't request help. It was offered to me. 8. This was a lifesaver for me! I didn't know about this program until I met with the rep and social services set in on the meeting.
793	It has been a very positive experience we are both very satisfied.
794	Very helpful and much appreciated!
795	With the situation I am faced with, they have been extremely health and mentally helpful. I thank God for them and appreciate their help. Also Curative.
796	My experience was great, so much needed ed. I have passed on your info with my experience to others in need! Thank you for helping.
797	Brian, Teri and Mary Jo provided excellent and fast service. We are very impressed. We thank all of them for the time and kindness. Super!!
800	Very smooth
801	Helpful and thorough - mentioning things to help me that I wasn't considering.
802	Staff is very good at getting back to me, keeping me informed and answering questions.
804	I think this is a wonderful program that must continue, even though Gail (my wife) has decided not to attend.
805	Very good experience. Very easy to work with.
806	Thank you so much to Brown County ADRC for helping us out!!
807	Terri has been a great help in walking me through my needs and helping me decide what to do.
808	4. Due to my preference
809	We only wish we would have known about the program earlier (grant availability for grandparents raising grandchildren)
810	Wonderful program!
812	Great experience. The program has been a great help to my family
814	Tara explained Grant and I was very grateful to be a recipient of that grant. Thank you.

ResponseID Response

815	Great services offered Wonderful staff
816	We are very satisfied with the help we received from ADRC of St. Croix Cty. The staff is excellent explaining --> all of the programs. Thank you
817	You have helped my mom tremendously. Which has helped take the pressure off of me. Thank you!
818	Was very thankful to be included in the Family Caregiver Program.
819	She was very easy to talk with and made me feel comfortable.
821	I'm very thankful for the care and understanding I've received. Marina was exceptionally compassionate and knowledgeable.
822	Angela Gray was very helpful and knowledgeable.
823	The support this program is giving my family is SO appreciated, it is helping me as a caregiver and my mom who is 90 stay in her home. We are very grateful.
825	Angela Gray was very helpful to me.
826	Wife's needs increased, spouse's ability to assist decreased. Enrolled in Family Care, no longer eligible for NFCSP.
829	The Fond du Lac Dept of Senior Svs personnel and particularly our contact, Lori Anderson, was articulate, professional and knowledgeable.
831	Very helpful
832	4 and 5 - don't recall The caregivers have been terrific. Very helpful, very understanding.
833	This program is a God send. Very much appreciated. Teri is wonderful.
836	A very good experience!
840	Kathy is extremely personable. My mom felt very comfortable with her. Mom has dementia and when she spoke and didn't make much sense, Kathy didn't even bat an eye. She handled the situation with such grace.
841	The caring and calls to be sure I was receiving the help I needed!
842	4. Only because of availability for grand funds. Kathy is extremely personable. My mom felt very comfortable with her. Mom had dementia, and when she spoke and didn't make much sense. Kathy didn't even bat an eye. She handled the situation with such grace.

ResponseID Response

843	The caring and calls to be sure. I was receiving the help I needed!
844	Maria from ADRC was a wealth of knowledge and when above and beyond to help us!
847	Had a wonderful visit and received lots of good information.
849	Very helpful with assisting me with my aging parents. Have been able to keep them home as they wish as long as possible with programs you offer. Thank you.
850	Nothing - wonderful help I Pray
851	Just thank you for training your people so well.
852	Very pleased!
855	I appreciate everything you do.
856	Need more workers thank you
857	Everyone I talked with was always courteous and helpful. I never knew what questions to ask but I always got answers. Thank you
858	6. Girl didn't have an office or private space to use to talk about my situation, not the girl's fault.
859	No
860	Great relief
861	4. Didn't want the assistance at the time felt it wasn't needed, now do.
862	The staff at Door County ADRC has always treated us with kindness and compassion. In addition, their knowledge has provided our family with invaluable services.
864	Excellent job!
866	It was very easy. Mary Severson is very knowledgeable and an excellent listener
871	Julie was very helpful and let me know what is available.
872	My mother was treated with respect and kindness by everyone we dealt with. Our support specialist was great to us.

ResponseID Response

873	Cammi DeWyre is very cordial and helpful.
874	Kim did very well at explaining the program. She is very friendly
876	Very helpful
877	I was very impressed at how quickly I received the assistance I needed. What an amazing resource and program.
878	Very pleased with the program
879	Wonderful experience with everyone thru Serenity Care Agency & Pierce County! Security Care Agency was totally wonderful with my 80 year old husband. Got to keep him home because of their care!
880	It was very positive and helped me realize more people are dealing with this situation and there is help out there.
881	Dana has been amazing!
882	That I didn't have any problems!
885	Very good and understandable information was given by phone. Prompt mailing of pertinent information by ADRC
887	5. b. Long - before I was able to connect with someone who really cared d. Short - Michelle Bertram - She is very good 8. Michelle was the one person who showed she really care. You should do everything you can to never let her go. She has been a great help and resource for me.
888	Very positive experience and much needed help was provided. Very thoughtful and caring staff.
890	7. I already have! Mary is wonderful to work with! She brought me great peace of mind.
891	Great person to work with - offered suggestions and very quick to respond to email / phone
892	Lisa was amazing. She went out of her way to accommodate me and my schedule. She was polite, kinds, and patient with my mom.
893	The staff at the ADRC were very helpful and caring
894	I was very impressed with the knowledge and assistance provided by intern/staff. They have continued with followup emails/calls to confirm we have everything we need in place. All of the help and contact has been very much appreciated.

ResponseID Response

895	Brenda was very caring and understanding of our needs.
897	No
898	Mary was very helpful and understanding
899	Jea(?) was very informative and always made my mom feel, listened too and important!! She did a great job!!
900	Day Break is so wonderful for both patient and caregiver. Thanks!
903	This was a very positive experience. Gina Laack asked if there was anything we needed. Referred us to Marina Wittman. Marina contacted me the same day, explained the program and sent paper work. Everything was fast and easy. We are very appreciative of the referral and quick response.
904	My mother is 99 years old. She was treated with kid gloves.
905	Very responsive
906	Inclusa MCO agency has been horrible!
909	I was grateful for the proaction(?) of Shannon Chartwell, Social Worker, and then how fast I was contacted by Mary in spite of Coronavirus!
910	Mary Severson was wonderful. Her knowledge was tremendous!
912	All staff are very kind.
913	Very positive meeting with knowledgeable staff member. Teri eased my mind and helped me find hope! I've already recommended the ADRC to several people with similar circumstances. Thank you so much!
914	They have been very helpful and caring.
916	We were very pleased with the prompt service and efficient way it was handled.
917	Good, friendly and professional
918	N/A
921	I, like many others, am new to this whole experience. Mary and everyone has not only gone above and beyond, but has made me feel so much better. No one knows what it's like having to deal with elderly parents, and dementia until you're in it. God bless everyone at our aging and disability agency for the guidance, caring and compassion shown to those of us who turn to them for help.

ResponseID Response

922	Well satisfied
923	Amie Reir was very helpful and knowledgeable and a pleasure to work with!
924	Amie was very understanding and helpful. Thank you.
925	Very Caring
927	7 - Absolutely 8 - Amie is very talented, a consummate professional, very kind, thorough
928	Lisa is very knowledgeable and friendly
929	Maria was very thorough. I was very surprised that our state had a program to help me! I am a caregiver for over 7 years and this program is just wonderful, especially now in my mid 70s!
930	Outstanding!
931	The ADRC staff member was very patient with us during our private pay spend down and helped us through the process.
934	NA
937	Very helpful
938	Great service
941	I really appreciate the ADRC of Eau Claire Cty. Special shout-out to Liz Nett who is extremely kind and helpful. Thank you!
944	Wonderful. wonderful, wonderful
946	Maria was very kind and understanding
947	Just to continue with care when I am situated.
948	I would recommend a loved one whether it be at home or for placement into a facility that can provide the necessary care for that loved one. They were excellent!
949	I'm very thankful for the help and understanding given.
952	So glad we have found help!
953	So glad we have found help!

ResponseID Response

954	Super experience - wonderful, friendly, helpful person!! The best ---
956	Kristin has been a delight to work with. She is efficient, Timely and Friendly
958	T ammy Queen is our staff person. She is very professional and shows great concern for her people. Trys to help in any way
963	No, very pleased. Hard working staff should be commended for doing a great job! :-)
968	Maria gave us superlative help in learning what resources are available to help our mom. She is kind and compassionate, listened carefully, and didn't rush me through any part of my conversations and numerous questions that I had for her.
970	Taylor checked on me periodically after my husband went to the WI VA in Union Grove. She made me feel important and she cared.
971	We've been very satisfied
972	Nothing
973	Nothing at this time.
975	The caregiver program was most helpful for me. It helped relieve my anxiety knowing there was someone I could call on who understood what I (we) were going through, and suggesting / offering many helps.
977	No - all good
978	The caregivers were very nice and did an excellent job.
979	Wonderful people. Very helpful and comforting
980	Everyone was extremely helpful and caring.
981	did not need much help! Long term care explained completely w/Christine - well explained! Another paper sent sounded and looked like a "Bill" = very upsetting - with a dollar amount of \$857.28 listed that I owed!
982	5. Outstanding response about all concerns. A The staff at the Superior WI office and have been above and beyond. Helpful, resourceful, and just great to get to know! Very helpful in my situation. Thank you. Robert Hanson.
984	Everyone very respectful
988	Pay was too little for caregivers

ResponseID Response

990	Visiting Angles The agency sent a caregiver that poisoned my brother and gave him four mini-strokes. The person was told not to feed my brother catsup and was shown on his diet chart that can not eat this food product. She stated to me "I know what the fuck to do. You can't tell me what the fuck to do" Ms. Jane Duboux does the best she can with the limited resources she has to work with. Semper Fi. Lonnie Fountain 608-628-8876
992	Mary Severson was very kind & helpful. She told me I could call her anytime. Actually, I had a time sheet before I was enrolled and she helped me with the enrollment. I appreciated her help so much.
993	Couldn't have asked for better services and friendly, competent people.
996	I tried to use the link provided to complete on-line but was not successful. I double checked my entry on the URL for errors but still had no luck.
997	It was great
998	7 yes and no. No I wouldn't recommend "visiting angels" to nobody. 8. Jane Duboux of ADRC does her very best with the resources she has to work with. She provided timely return calls and access to her is very good. She cares. D Fontaine(?)
999	Great people, great job
1000	5. Somewhat - particular during the evaluation period for funding (which was several months, nearly 3)
1001	Due to COVID-19 I wasn't able to use your services that much.
1002	The person I spoke with was very informed and did an excellent job. Thank you
1003	Even in these trying times with COVID response to questions and concerns is handled very quickly.
1004	No
1005	Nope
1006	First person was great, but after things were a little inconsistent. Care was good, but consistency was important to Jim and we appreciated the help greatly.
1007	My experience with the Agency has always been very positive and I am very grateful to them for their assistance.

ResponseID Response

1008	I'm sorry I didn't respond to your previous mailing. I intended to, but life got in the way!
1009	Thank you for this service. I wished I could of used it more but with the COVID a lot of places were not open last winter and ma fell so I took care of her more at home, but thank you so much for the time I was able to use this. Kris Munroe
1010	Everyone has been SO helpful and understanding. I can reach out just to talk. I could not navigate this well without them. Angels!
1013	There are very nice caring people that work at the center.
1015	very good experience, helpful people, good program assistance. thank you!
1018	Thank you for making such a positive different in my sister's and my life.
1019	They were helpful
1020	4-D. Waiting to hear from someone to call back with help. 5 - initial call was short time 6. I am still waiting for help. I'm just hoping for a call back with help before it gets worse here.
1021	No
1023	We have worked Jack and Terri have worked with us and been very helpful.
1024	Thankful!
1026	7. Absolutely 8. Susan Johnson, Dementia Specialist, is the answer to me and my siblings prayers and needs. She's helped us with resources, meetings, a Savvy Caregiver class as well as helped us thru many types of scenarios with Mom and suggested ideas on how to approach delicate subjects.
1027	Yes, although I really appreciated the assistance financially to care for my mom; I just not enough to provide me the time away from her on my own mental health. PCA's need to come back into the picture so it takes burdens off families already doing too much
1029	Kristen was very helpful and it sounds like we will be getting the help we need very soon. Thank you so much!
1030	Wish there was more help available.
1033	Very satisfying and helpful
1034	NO

ResponseID Response

1035	Leigha was fantastic! Empathetic, understanding, and very knowledgeable!
1037	4. Not sure 5. COVID didn't help My mom is 82 and in her own apartment. She would not receive much help unless she was ready for a nursing home that was a little disappointing but we got her help with grocery shopping and that was great. Also we have talked about a bedrail she hasn't gotten.
1039	My experience and interaction with Tricia was excellent. She is a great asset to the organization.
1041	Caregiver program is a godsend for my elderly mother as I live 2 hours away and cannot see to all her needs every month.
1042	Very compassionate and helpful.
1043	Mary made the process of applying for the caregiver grant so seamless and simple- something my family desperately needed after many dead-ends and not knowing where or who to turn to. We are very grateful for her help!
1044	Rebecca has been exceptionally helpful to expedite our application process, going over and above by driving to our home to drop-off and retrieve the paperwork.
1047	I have a great and understanding experience.
1050	I'm so thankful for your services. We had no idea what or where to turn. Thank you for helping our family navigate.
1053	Exceeded my expectation regarding offering support necessary to best support my father.
1054	Worked with Taylor Scherer, she was a great help to me. Such a understanding and helpful person.
1057	Very Pleasant to work with
1061	They are doing all they can to help
1062	A for Jenna - she was great with my mom and !!
1063	Everyone was helpful and understanding of the situation
1064	Tara Murdzek was fantastic! She was so helpful, detail orientated, followed up several times with me and was just a kind and friendly voice that I needed to hear to get through some difficult days.

ResponseID	Response
1065	Very positive meeting with knowledgeable staff member. Teri eased my mind and helped me find hope! I've already recommended ADRC to several people with similar circumstances. Thank you so much!
1066	3. I called by phone because of COVID My mom is 82 she is fairly independent. She went through COVID and got confused. She is not ready for a nursing home. She doesn't drive to have help with this is awesome!
1067	Greatly appreciated.
1068	Kenosha's Aging and Disability Office has been a tremendous help to me during this difficult time of dealing with my mother's dementia. Susan Johnson has brought so many resources to my attention, she helped me educate myself so I can do what's best in my situation.
1070	Kelsey & Jenna were great to work with.
1071	They have been very helpful with suggestions for me and my husband. Response time has been great. I dropped the ball in responding to them in a timely matter
1072	4: Mostly due to my procrastination. Thank you for the Caregiver Program Grant. It's very appreciated.
1074	So thankful for this program for family caregivers!!
1075	They are currently very helpful and considerate of our needs. Thank you.
1076	I am very happy with the program. It is a big help.
1077	No.
1078	Thank you
1079	Very caring and timely help/support. Thank you!
1080	Keep up the good work. Thank you!
1082	I have had numerous conversations with at least 3 different staff people at the Ashland County Aging Unit. They have always exhibited good-manners, great listening skills, and much patience. The service / responsiveness is superb and we feel so blessed to have them in our community. They are stellar! :-)
1083	No

ResponseID Response

1085	4. Had to re-schedule appt due to family duties. My experience with the caregiver support program has been extremely positive, helpful. My contact, Olivia Cherry, has been sincere, caring, and wonderful to me!. No complaints at all! Thank you for your help.
1086	Great experience. Very grateful for the help. Fabulous program.
1087	Shannon was most helpful. She connected me with caregivers. She explained when there would be come delay due to holidays. She followed up after my situation changed. Excellent.
1089	Very helpful during a time of great stress.
1091	Amie has been amazing and provided a wealth of knowledge and resources. Thank you.
1092	Very helpful staff and resources. Thank you very much.
1093	No
1094	Marty and Martha from the Dept of Aging were very knowledgeable and helpful.
1095	Mary was so pleasant and easy to work with.
1101	Neenah Office -- Nicole was very helpful and easy to talk with, giving us options to consider. Also, after not hearing back from us in a week, she contacted us by phone. We really appreciated that since things had been quite hectic and overwhelming for us.
1102	Thank You
1105	Grateful for all the help
1106	Marina was very respectf ul when discussing my concerns with me. She explained the program and was very helpful.
1107	Ms. Taylor Scherer was very helpful and caring. She still contacts me to see how I am doing.
1111	question 4 and 6 - still waiting for someone to contact them. Wouldn't mind if said agent would get back to me
1112	6 - information - but she asked for a wrist one. I asked for a wrist life-line and they sent a necklace one.
1115	5. c - several months Very Satisfied

