

# **BERGMANN CENTER, INC.**

## **ANNUAL SATISFACTION**

### **SURVEY RESULTS**

**January 2014**

Results based on Satisfaction Surveys mailed in November 2013  
Clients Surveyed during the Period of January 1, 2013 to December 31, 2013

***78% survey return rate***

- 92% (58/63) INDIVIDUALS SERVED
  - 76% (42/55) GUARDIANS
  - 38% (6/16) HOME PROVIDERS
- 64% (7/11) FUNDING AGENCIES

# Employment Services Annual Survey Results

**January 2014**

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i># RESPONS ES</i>
<b>FUNDING AGENCIES</b>  <b>100%</b> <b>Satisfied To Very Satisfied</b> <i>2013-88%</i>	<b>50% (3.5)</b>  2013-38% 2012-50% 2011-43% 2010-0% 2009-19%	<b>50% (3.5)</b>  2013-50% 2012-20% 2011-57% 2010-78% 2009-69%	<b>0%</b>  2013-12% 2012-30% 2011-0% 2010-22% 2009-12%	<b>0%</b>  2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>7</b>  2013-8 2012-10 2011-7 2010-9 2009-8
<b>HOME PROVIDERS/ GUARDIAN</b>  <b>95%</b> <b>Satisfied To Very Satisfied</b> <i>2013-96%</i>	<b>43% (19)</b>  2013-51% 2012-33% 2011-38% 2010-55% 2009-48%	<b>52 % (23)</b>  2013-45% 2012-54% 2011-52% 2010-41% 2009-45%	<b>5% (2)</b>  2013-2% 2012-9% 2011-5% 2010-4% 2009-5%	<b>0%</b>  2013-0% 2012-4% 2011-5% 2010-0% 2009-2%	<b>44</b>  2013-41 2012-45 2011-37 2010-33 2009-40
<b>CLIENTS</b> Surveyed 2013  <b>91%</b> <b>Satisfied To Very Satisfied</b> <i>2013-92%</i>	<b>38% (20)</b>  2013-47% 2012-48% 2011-43% 2010-28% 2009-36%	<b>53% (28)</b>  2013-45% 2012-32% 2011-45% 2010-52% 2009-45%	<b>8% (4)</b>  2013-6% 2012-18% 2011-10% 2010-15% 2009-16%	<b>1% (1)</b>  2013-2% 2012-2% 2011-2% 2010-5% 2009-2%	<b>53</b>  2013-49 2012-50 2011-40 2010-40 2009-44
<b>OVERALL RESULTS:</b> <b>93%</b> <b>Satisfied To Very Satisfied</b> <i>2013-93%</i>	<b>41% (42.5)</b>  2013-48% 2012-45% 2011-45% 2010-35% 2009-40%	<b>52% (54.5)</b>  2013-45% 2012-44% 2011-44% 2010-50% 2009-47%	<b>6% (6)</b>  2013-5% 2012-7% 2011-1% 2010-11% 2009-11%	<b>1% (1)</b>  2013-2% 2012-4% 2011-4% 2010-2% 2009-2%	<b>104</b>  2013-98 2012-105 2011-84 2010-82 2009-92

## Comments/Suggestions

- " \_\_\_ Loves Working In The Resale Shop"-Guardian
- ""I Would Like To Work At The Resale Shop Doing Volunteer Work" -Client
- "I Want To Get A Job"-Client
- "Get Me More Hours Of Work At American House And I Want A Pay Raise"-Client
- " I Want A Job Working For A Factory"-Client
- "Earn Money, I Would Like To Be In The Animation Industry"-Client
- "Limited By Opportunities In The Community"-Home Provider
- "Lots of People Are Getting Jobs -Very Part-Time-Need More Hours for Some, Need Jobs for Others."-CMH
- "Keep Up Good Work"-Guardian

## Recommendations:

Continue To Provide Job Exploration & Job Coaching Services To Individuals With A Desire For Community Employment As Indicated In Their Plan Of Service.

## Community Integration Services (Includes Community & In-House)

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i># RESPONSES</i>
<b>FUNDING AGENCIES</b> <b>100%</b> <b>Satisfied To Very Satisfied</b> <i>2013-100%</i>	<b>72% (5)</b>  2013-75% 2012-64% 2011-71% 2010-45% 2009-88%	<b>28% (2)</b>  2013-25% 2012-36% 2011-29% 2010-55% 2009-12%	<b>0%</b>  2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>0%</b>  2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>7</b>  2013-8 2012-11 2011-7 2010-9 2009-8
<b>HOME PROVIDERS /GUARDIAN</b> <b>98%</b> <b>Satisfied To Very Satisfied</b> <i>2013-95%</i>	<b>61% (27)</b>  2013-69% 2012-74% 2011-64% 2010-70% 2009-60%	<b>37% (16)</b>  2013-26% 2012-22% 2011-31% 2010-30% 2009-35%	<b>2% (1)</b>  2013-5% 2012-4% 2011-5% 2010-0% 2009-5%	<b>0%</b>  2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>44</b>  2013-42 2012-46 2011-37 2010-33 2009-40
<b>CLIENTS</b> Surveyed 2013 <b>93%</b> <b>Satisfied To Very Satisfied</b> <i>2013-81%</i>	<b>48% (28)</b>  2013-52% 2012-43% 2011-36% 2010-43% 2009-33%	<b>45% (26)</b>  2013-29% 2012-50% 2011-43% 2010-45% 2009-48%	<b>5% (3)</b>  2013-14% 2012-7% 2011-19% 2010-12% 2009-6%	<b>2% (1)</b>  2013-5% 2012-0% 2011-2% 2010-0% 2009-4%	<b>58</b>  2013-56 2012-58 2011-47 2010-47 2009-47
<b>OVERALL RESULTS:</b> <b>95%</b> <b>Satisfied To Very Satisfied</b> <i>2013-88%</i>	<b>55% (60)</b>  2013-60% 2012-57% 2011-52% 2010-53% 2009-51%	<b>40% (44)</b>  2013-28% 2012-38% 2011-35% 2010-41% 2009-42%	<b>4% (4)</b>  2013-9% 2012-5% 2011-1% 2010-6% 2009-5%	<b>1% (1)</b>  2013-3% 2012-0% 2011-1% 2010-0% 2009-2%	<b>109</b>  2013-106 2012-115 2011-91 2010-89 2009-95

### Comments/Suggestions:

- "Many Out Of Shop Activities"- *CMH*
- "Have Been Improving And Are Really Good"-*Guardian*
- "Some Folks Get Out A Lot-Others Have Very Few, Two Outings Per Month"-*CMH*
- "My Daughter Loves Her Time Out In The Community & Is Becoming A Better Citizen & Employee Because Of Your Work"-*Guardian*
- "Have Been Improving And Are Really Good!"-*Guardian*

### Client Comments/Suggestions As To Future Dreams - What They Would Like To Do And Places Where They Would Like To Go:

\*Spend More Time In The Community\*Live In My Own Apartment With A Roommate\*Visit My Dad Before He Goes To Florida\*Stay In Movie Club\*Go To Paris ,France\*Get A Place Of My Own\* California\* Spa With Aimee For My Overnight Trip\*Jonas Brothers Concert\*Go Camping With Suzanne\*Focus On Being Myself\*Do Fun Things\*Concert\*Live Back Home With My Mom\* Great Wolf Lodge\*Baseball Game \*Snow Shoeing\*Stay Active\*Gardening-Growing Tomatoes, Cucumbers, Peppers, Dill\*Get Married\*Tigers Game \* Go To Savanna Georgia With My Home Staff\*Greenfield Village \*Mackinaw City\*Shopping At Wal-Mart In Traverse City With Aimee\*Cruise On A Ship\* Chicago\*Shopping\*Aktion Club Trip Overnight

\*Miniature Golfing\*Las Vegas-(Go Again)\*The Fair To See The Chickens\*Oakland, California\*Visit Japan, Hawaii, New York And Los Angeles\*Go On A Big Trip With Sally & Aimee\* Space Exploration Museum\*Theme Parks, Water Parks, Free Concerts And The Library\*Movies\*Florida\*Out To Eat\*Camping With Staff\*Have A Car So Others Can Take Me Places\*Get An I Pad\*Get My GED And Drivers License\*

I Really Miss Photo Club\*Interested In Art And Would Love The Opportunity To Be Creative\*Be A Volunteer Instead Of A Client Here\*Come Here On Fridays\* I Want To Be Happy\*Lose Weight And Do More Exercise\*Get A Community Job\*Work At Resale Shop\*Make Money\*Start My Own Business Making Latch Hook Rugs\*Volunteer At The Resale Shop\*Retire And Stay Home\*Keep Working For Bergmann Center\*Make Shamrocks And Easter Eggs\*Retire At 65\*More Hours At American House And A Pay Raise\*

\*Be A CEO Of A Business\*Volunteer For " Day Of Caring"\*Continue Cleaning Restrooms\*Keep My Job At Glens And Continue Coming To Bergmann Center\*Work With Horses\*Keep My Family Together\*Be A Video Game Director And Design Video Games\*Work At A Factory\*Part-Time Job Bussing Tables At Flap Jack\*Own My Own Home\*Go Back To School At MCTI In Mt. Pleasant.\*Mackinaw Island\*Retire @65

**Recommendations:** None –Bergmann Center Will Continue To Try And Provide Clients With Activities Of Their Choice During Regular Hours And After Hours To The Best Of Our Ability When Resources Are Available To

## Overall Quality of Services Provided by Bergmann Center

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	<i># RESPONSES</i>
<b>FUNDING AGENCIES</b> <b>100%</b> <b>Satisfied To Very Satisfied</b> <i>2013-100%</i>	<b>78% (5.5)</b> 2013-89% 2012-73% 2011-43% 2010-22% 2009-25%	<b>22% (1.5)</b> 2013-11% 2012-27% 2011-57% 2010-78% 2009-75%	<b>0%</b> 2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>0%</b> 2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>7</b> 2013-9 2012-11 2011-7 2010-9 2009-8
<b>HOME PROVIDERS /GUARDIAN</b> <b>95%</b> <b>Satisfied To Very Satisfied</b> <i>2013-93%</i>	<b>65% (28)</b> 2013-62% 2012-62% 2011-65% 2010-73% 2009-62%	<b>30% (13)</b> 2013-31% 2012-36% 2011-325 2010-27% 2009-31%	<b>5% (2)</b> 2013-7% 2012-5% 2011-5% 2010-0% 2009-7%	<b>0%</b> 2013-0% 2012-0% 2011-0% 2010-0% 2009-0%	<b>44</b> 2013-39 2012-45 2011-37 2010-33 2009-39
<b>CLIENTS</b> Surveyed 2013 <b>95%</b> <b>Satisfied To Very Satisfied</b> <i>2013-95%</i>	<b>45% (26)</b> 2013-52% 2012-46% 2011-38% 2010-38% 2009- 41%	<b>43% (30)</b> 2013-43% 2012-45% 2011-53% 2010-49% 2009-51%	<b>5% (1)</b> 2013-5% 2012-9% 2011-9% 2010-11% 2009-6%	<b>1% (1)</b> 2013-0% 2012-0% 2011-0% 2010-2% 2009- 2%	<b>58</b> 2013-56 2012--58 2011-47 2010-47 2009-47
<b>OVERALL RESULTS:</b> <b>96%</b> <b>Satisfied To Very Satisfied</b> <i>2013-95%</i>	<b>55% (59.5)</b> 2013-59% 2012-55% 2011-50% 2010-50% 2009-48%	<b>41% (44.5)</b> 2013-36% 2012-40% 2011-45% 2010-41% 2009-45%	<b>3% (3)</b> 2013-5% 2012-5% 2011-5% 2010-6% 2009-6%	<b>1% (1)</b> 2013-0% 2012-0% 2011-0% 2010-0% 2009-1%	<b>109</b> 2013-104 2012-114 2011-91 2010-88 2009-94

### Comments/Suggestions:

- "Good Isn't Enough, But Excellent Seems A Little Much. How About Great!"- *CMH*
- "Great Job"-*Home Provider*
- "We Need More Communication From You"-*Home Provider*

Recommendations: None At This Time

## Hours Of Service Provided

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	# <i>RESPONSES</i>
<b>FUNDING AGENCIES</b> <b>100%</b> Satisfied To Very Satisfied 2013-100%	57% (4) 2013-56%	43% (3) 2013-44%	0% 2013-0%	0% 2013-0%	7 2013-9
<b>HOME PROVIDERS /GUARDIAN</b> <b>96%</b> Satisfied To Very Satisfied 2013-98%	58% (26) 2013-54%	38% (17) 2013-44%	4% (2) 2013-2%	0% 2013-0%	45 2013-39
<b>CLIENTS</b> <b>95%</b> Satisfied To Very Satisfied 2013-95%		95% (55) Yes Happy With Hours 2013-95%		5% (3) No Not Happy With Hours 2013-5%	58 2013-56
<b>OVERALL RESULTS:</b> <b>96%</b> Satisfied To Very Satisfied	<b>28%</b> (30)	<b>68%</b> (75)	<b>1%</b> (2)	<b>3%</b> (3)	<b>110</b>

### Comments/Suggestions:

- "Less Time Here"-*Client*
- "I Want To Go Home Sooner Like 2:30 Or 3:00"-*Client*
- "I Don't Know"-*Client*
- "We Need More Communications From You"-*Home Provider*
- "When \_\_ Is With You -Very Happy."-*Home Provider*
- "Would Love More"-*Guardian*

**Recommendations:** None

**Do You Feel That Staff Treats You With Dignity And Respect And Listen To You?**

**100% - Yes      0%- No**

### Comments:

None

**Recommendations:** None

**Overall Communications From Bergmann Center Staff  
With Support Staff = (S.S.) & Administrative Staff = (A.S.)**

	<i>EXCELLENT</i>	<i>GOOD</i>	<i>FAIR</i>	<i>POOR</i>	# RESPONSES
<b>FUNDING AGENCIES</b>  S.S.-100% A.S.-100% Satisfied To Very Satisfied 2013-100%	S.S.-36% A.S.-57% (2.5) (4)  2013-S.S.-56% A.S.-67% 2012-S.S.-70% A.S.-70% 2011-86% 2010-50% 2009-63%	S.S.-64% A.S.-43% (4.5) (3)  2013-S.S.-44% A.S.-33% 2012-S.S.-20% A.S.-30% 2011-14% 2010-38% 2009-25%	S.S.-0% A.S.-0%  2013-S.S.-0% A.S.-0% 2012-S.S.-10% A.S.-0% 2011-0% 2010-12% 2009-0%	S.S.-0% A.S.-0%  2013-S.S.-0% A.S.-0% 2012-S.S.-0% A.S.-0% 2011-0% 2010-0% 2009-12%	<b>7</b>  2013-9 2012-10 2011-7 2010-8 2009-8
<b>HOME PROVIDERS /GUARDIAN</b>  S.S.-88% A.S.-94% Satisfied To Very Satisfied 2013- S.S.-90% A.S.-90%	S.S.-55% A.S.-54% (25.5) (25)  2013-S.S.-55% A.S.-55% 2012-S.S.-58% A.S.-62% 2011-64% 2010-61% 2009-57%	S.S.-33% A.S.-40% (15) (18.5)  2013-S.S.-35% A.S.-35% 2012-S.S.-33% A.S.-31% 2011-31% 2010-35% 2009-36%	S.S.-12% A.S.-6% (5.5) (2.5)  2013-S.S.-3% A.S.-5% 2012-S.S.-9% A.S.-7% 2011-5% 2010-4% 2009-5%	S.S.-0% A.S.-0%  2013-S.S.-7% A.S.-5% 2012-S.S.-0% A.S.-0% 2011-0% 2010-0% 2009-2%	<b>46</b>  2013-42 2012-45 2011-37 2010-33 2009-39
<b>OVERALL RESULTS:</b> <b>S.S.-90% A.S.-96%</b> <b>Satisfied To Very Satisfied</b>  2013-S.S-92% A.S.-92%	<b>S.S.-53% A.S.-55%</b> <b>(28) (29)</b>  2013-S.S.-55% A.S.-57% 2012-S.S.-57% A.S.-61% 2011-68% 2010-59% 2009-57%	<b>S.S.-37% A.S.-41%</b> <b>(19.5) (21.5)</b>  2013-S.S.-37% A.S.-35% 2012-S.S.-33% A.S.-32% 2011-27% 2010-35% 2009-34%	<b>S.S.-10% A.S.-4%</b> <b>(5.5) (2.5)</b>  2013-S.S.-2% A.S.-4% 2012-S.S.-10% A.S.-7% 2011-5% 2010-6% 2009-4%	<b>S.S.-0% A.S.-0%</b>  2013-S.S.-6% A.S.-4% 2012-S.S.-0% A.S.-0% 2011-0% 2010-0% 2009-4%	<b>53</b>  2013-51 2012-55 2011-44 2010-41 2009-47

**Comments:**

**S.S.**

"We Had A Few Problems Getting Messages To Guardians /Parents But That Has Been Resolved"-*CMH*

"Have Greatly Improved"-*Guardian*

"Wish There Was Someone Answering The Phones"-*CMH*

**A.S.**

"Always Keep Home Informed -Good Job."-*Home Provider*

"Have Greatly Improved"-*Guardian*

"Wish There Was Someone Answering The Phones"-*CMH*

**Recommendations:** - None At This Time

**Additional Questions Asked Of Clients Only**

**What Program Service/ Opportunities Are You Interested In?**

<b>WORKSHOP</b>	<b>ENCLAVES</b>	<b>COMMUNITY EMPLOYMENT</b>	<b>COMMUNITY OUTINGS (Social, Leisure, Recreational)</b>	<b>VOLUNTEER WORK</b>	<b>Enrichment CLASSES Offered At Bergmann Center</b>
<b>85%</b>	<b>35%</b>	<b>50%</b>	<b>100%</b>	<b>83%</b>	<b>97%</b>
2013-86% 2012-84% 2011-88% 2010-87% 2009-94%	2013- 44% 2012-41% 2011-46% 2010-58% 2009-47%	2013-53% 2012-43% 2011-42% 2010-49% 2009-53%	2013-96% 2012-100% 2011-98% 2010-96% 2009-96%	2013-88% 2012-84% 2011-81% 2010-82% 2009-79%	2013-96% 2012-100% 2011-96% 2010-98% 2009-96%
<b>RESALE SHOP</b>	<b>RICC MEETINGS</b>	<b>Kiwanis AKTION CLUB</b>	<b>GARDEN CLUB</b>	<b>MICRO-ENTERPRISE</b>	<b># RESPONSE</b>
<b>57%</b>	<b>21%</b>	<b>53%</b>	<b>48%</b>	<b>38%</b>	<b>58</b>
2013-39%	2013-14%	2013-61% 2012-57% 2011-75% 2010-71% 2009-70%	2013-56% 2012-57% 2011-56% 2010-67% 2009-53%	2013-25% 2012-24% 2011-25% 2010-31% 2009-34%	2013-57 2012-58 2011-48 2010-45 2009-47

**"I Want My Own Business Doing....."**

\*Jewelry\* Art Work\* Latch Hook Rugs\*Continue My Dog Treat Business-"North Country Critters"\*Shredding Papers\* Continue My Granola Bar Business-"Jamie's Kitchen"\*  
\*Be A Secretary-Taking Phone Calls\*Iron On Shirts\*Continue My Petoskey Stone Polishing Business-"Joey Rocks"\* Wine Charms\* Continue My Rag Business- "Ruth's Rags"\*Lawn Work\* Book Markers\*Continue My Clay Art Sculpture Business-"Totally Todd"\*Sell Vegetables At A Farm Market\*Baking\*Shredding Papers\*Gazing Balls\*Paper Weights From Polished Rocks\* Continue My Jewelry Business-"Beaded Creations By Lori"\*My Own Lawn Care Company\*Dog Treats\*

**"I Want To Work/Volunteer In The Community Doing....."**

\* Continue Volunteering At Grandview\*Glens\*McDonalds Or Burger King\*Continue Working At The Library\*K-Mart\*Flap Jack Shack, Bussing Tables\*Horses\*Nursing Home\*Restaurant\*Continue Working At Glens\*Habitat For Humanity\*Dishes\*Painting Walls\*Hospital\*Yard Work\*Culinary Work At A Restaurant. \*Anything Available.

**Additional Questions Asked Of Clients Only Continued**

**What Would You Need To Improve Your Life?**

<p><b>BETTER TRANSPORTATION</b></p> <p><b>14%</b></p> <p>2013- 5% 2012-5% 2011-2% 2010-7% 2009-7%</p>	<p><b>MORE MONEY</b></p> <p><b>53%</b></p> <p>2013-44% 2012-28% 2011-31% 2010-36% 2009-33%</p>	<p><b>DIFFERENT JOB</b></p> <p><b>17%</b></p> <p>2013- 9% 2012-2% 2011-4% 2010-4% 2009-9%</p>	<p><b>MORE FRIENDS</b></p> <p><b>35%</b></p> <p>2013-30% 2012-5% 2011-11% 2010-18% 2009-13%</p>
<p><b>DIFFERENT HOUSING</b></p> <p><b>10%</b></p> <p>2013-16% 2012-16% 2011-14% 2010-16%</p> <p align="right">2009-4%</p>	<p><b>MORE HELP FROM GUARDIAN</b></p> <p><b>3%</b></p> <p>2013-4% 2012-0% 2011-7% 2010-0% 2009-9%</p>	<p><b>MORE HELP FROM STAFF</b></p> <p><b>3%</b></p> <p>2013-0% 2012-5% 2011-7% 2010-7% 2009-13%</p>	<p><b># RESPONSES</b></p> <p><b>66% (39/59)</b> Clients Surveyed Felt They Needed One Or More Of These Things To Help Improve Their Life.</p> <p><b>34% (20/59)</b> Clients Surveyed Sis Not Feel They Needed Any Of These Things To Improve Their Life</p>

**What Do You Like About Bergmann Center?**

\*It's Fun\*Parties\*Nice Staff\*Work\*Meeting New People\*Outings \* Opportunity to Stay Active in the Community\*Cooking Class\*Computer Class\*Shoveling Snow\*Seeing People and Doing Activities \*Being with My Friends\*Everything\*Art Class\* Making Crafts \* It's Big and Roomy\*Movie Club \*Nutrition Class\* My Trip To Florida With Bergmann Center\*Sewing Class\*Camping With Aktion Club\*Coming Here\*All The Classes\*Movie Club\*Staff Treat Me With Respect\* Staff For What They Do\*People Are Nice\*Space Club\*Cleaning Bathrooms\*Just Like It!\*Keeps Me Busy\*Everything!\*Making My Own Choices\*\*Most People Are Friendly\*Freedom Here Which I Respect\*Everyone Is Nice\*The Clients And Staff\*Making Money\*Volunteering For Meals On Wheels\*Being Social\*Work\*Love It!\*Volunteering At The Resale Shop\*Going To RICC Meetings\*

**What Don't You Like About Bergmann Center?**

\*Exercise\*Paid Work\*Tattling\*Rumors\*Not Being Able To Work More\*Other People Making Me Look Bad or Saying Things to Get Me into Trouble\*Rules and Staff Telling Me What to Do In My Own Home \*Center's\*Don't Like Sitting I Get Bored\*Classes Are Slow Speed For Me\*Staying In The Building To Much\*Sitting For Long Periods Of Time.\*Being Bored\*Fire Drills\*Getting Use To Different People\*Recycling\*Men Hanging Around Me”



## **Other Comments/Suggestions/Concerns You May Have That May Assist Us In Improving The Quality Of Services We Deliver?**

- "Thank You for All You Do!!"- *Guardian*
- "I Am Very Satisfied With Everything That You Do At The Bergmann Center"-*Guardian*
- "Bergmann Center Is The Best Workshop In Northern Michigan-Great Job!!"-*Guardian*
- "Maybe Get A New Congress In Washington. It Is A Worry That We Have A Meaner Leaner Attitude In The Government That Will Hurt All Services For Those In Need."-*Guardian*
- "More Fun Outings"-*Guardian*
- "I Don't Want To Recycle"-*Client*
- "CLS Expansion to Work with People in Homes is always needed. Especially Petoskey Area."-*CMH*
- "I Want To Make Changes In My Schedule"-*Client*
- "I Don't Want To Be In Event Planning"-*Client*
- "No Resale Shop"-*Client*
- "I Want To Be In Garden Club"-*Client*
- "I Want To Be In Sewing Class"-*Client*
- "I Want To Join Aktion Club And Attend RICC Meetings, But Continue Working At The Resale Shop And Computer Class"-*Client*
- "Just Had A Meeting With Attorney Regarding Microenterprises. Many Items Of Concern Was Brought Up. I Will Be Asking For Meeting Regarding This After 1st Of Year."-*Guardian*
- "The Staff Is A Group Of Dedicated Individuals And Does An Outstanding Job. The Work Being Done By Bergmann Center Is Much Appreciated. Thank You."- *Home Provider*
- "Providing More CLS Will Increase the Availability of Transportation for Some after Hours."-*CMH*
- "Can We Consider Adding More Cooking Back In? You Have A Great Kitchen & Our Folks Need More Assistance With Not Only Learning To Use The Kitchen-But Making Good Healthy Choices For What They Are Cooking-And Affordable Foods."-*CMH*
- "I Think You Guys Are Doing The Best You Can With The Employment, Considering The Economy & Our Geographic Location."-*CMH*
- "Keep Up The Good Work".-*CMH & Home Provider*
- "We Are So Happy With The Direction Bergmann Center Has Taken Bravo!"-*Guardian*
- "To Find a Way To Make It Easier On the Clients When Training New Staff"- Staff Turnover is Difficult For the Clients-*Guardian*
- "Look into a way to Coordinate Transit so I Can Come to Bergmann More"-*Home Provider/Client*
- "Keep Up All The Community Work -Its Fun and Feels Good"-*Home Provider/Client*
- "Happy With the Overall Picture with Bergmann Center. Been a Great Year Looking Forward to Another Good Year. My Consumer is Very Happy Going Everyday."-*Home Provider*
- "Overall A+. Thank You all an Keep Up the Good Work"-*Guardian*
- "Continue What You're Doing"- *Guardian*
- "That's Your Job!"-*Guardian*