

Surveys are in....

Each year, as I read the *Faith in Action* care receiver surveys, my stomach knots and my throat tightens. *What if something went wrong and I didn't hear about it?* Within minutes my whole demeanor changes. Fear is replaced with gratitude. I am so glad our folks took the time to tell me their stories. Their comments are so uplifting. I am proud to be a part of this group and so glad I opened the first envelope.

The survey shows that more of you are staying independent and on your own. The majority of you still need FIA. Virtually everyone was pleased with services. Here's what they said:

- ♥ 71 % need FIA to stay independent.
- ♥ 61% say FIA is an important factor in you ability to stay in your home.
- ♥ 57% feel FIA volunteers and office staff makes you less lonely or isolated.
- ♥ 72% noticed a decreased need for family to take time away from work.
- ♥ 87% have better access to health care because of FIA.

My favorite question every year is "What word or phrase best describes Collinsville *Faith in Action*?"

I'm so thankful. Dependable & very caring! A great blessing
So helpful! Polite... Super ... Fantastic!
Good work by good people! Great!
Wonderful. A blessing God's gift
Angels on earth They are the best help I have got. Helping hands in time of need.
I don't know what I would do without it. Each volunteer is quite special. God bless them.

Thank you all for the wonderful year. This is truly a special group. *Lori Fry*