




UNIVERSITY OF  
MARYLAND

UNIVERSITY SENATE

APR 24 2012

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**SENATE LEGISLATION APPROVAL**

<b>Date:</b>	April 23, 2012
<b>To:</b>	Wallace D. Loh
<b>From:</b>	Eric Kasischke Chair, University Senate 
<b>Subject:</b>	2012 Review of the Family Care Resource and Referral Service
<b>Senate Document #:</b>	11-12-36

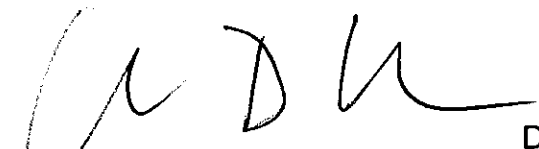
I am pleased to forward for your consideration the attached legislation entitled, "2012 Review of the Family Care Resource and Referral Service." Adam Cubbage, member of the Family Care Review Committee, presented the proposal. The University Senate approved the proposal at its April 19, 2012 meeting.

We request that you inform the Senate Office of your decision as well as any subsequent action related to your conclusion.

Enclosure: 2012 Review of the Family Care Resource and Referral Service  
Senate Document # 11-12-36

EK/rm

Cc: Ann Wylie, Senior Vice President & Provost  
Reka Montfort, Executive Secretary and Director, University Senate  
Juan Uriagereka, Associate Provost for Faculty Affairs  
Terry Roach, Executive Assistant to the President  
Janet Turnbull, President's Legal Office  
Elizabeth Beise, Associate Provost for Academic Planning & Programs  
Sylvia B. Andrews, Academic Affairs  
Dale Anderson, Director of University Human Resources  
David Rieger, Assistant Director of University Human Resources  
Rob Specter, Vice President for Administrative Affairs

Approved:  Date: 5-14-12  
Wallace D. Loh  
President



**University Senate  
TRANSMITTAL FORM**

<b>Senate Document #:</b>	11-12-36
<b>PCC ID #:</b>	N/A
<b>Title:</b>	2012 Review of the Family Care Resource and Referral Service
<b>Presenter:</b>	Adam Cubbage, member of the Family Care Review Committee
<b>Date of SEC Review:</b>	April 5, 2012
<b>Date of Senate Review:</b>	April 19, 2012
<b>Voting (highlight one):</b>	<ol style="list-style-type: none"> <li>1. On resolutions or recommendations one by one, or</li> <li>2. In a single vote</li> <li>3. To endorse entire report</li> </ol>
<b>Statement of Issue:</b>	<p>The Family Care Resource and Referral Service (FCRRS) proposal, approved by the University Senate on March 12, 2010 and signed by President Mote on March 26, 2010, required that an ad hoc committee be created to review the Service during the program's inaugural year. The first Family Care Review Committee was appointed in summer 2010 and asked to oversee implementation of the FCRRS, present an evaluation of the service to the Senate, and recommend future child and elder care initiatives for the campus. The Committee completed its review in April 2011; the subsequent report was passed by the Senate in May 2011 and approved by President Loh on May 10, 2011. This report included the recommendation that, "Based on the annual review and recommendation of the ad hoc Senate Family Care Review Committee, University Human Resources will request funding for the Family Care Resource and Referral Service for future years." In response to this recommendation, a new ad hoc Family Care Review Committee (FCRC) was appointed in February 2012 to conduct a review of the FCRRS for fiscal year 2012.</p>
<b>Relevant Policy # &amp; URL:</b>	N/A
<b>Recommendation:</b>	<p>Based on the current evaluation, the Family Care Review Committee recommends the following:</p> <ul style="list-style-type: none"> <li>• The contract with Family Care Resources should be renewed in FY13. The current level of funding should be maintained.</li> <li>• The number of free consultations for FY13 should remain at 264 consultations.</li> <li>• The number of campus-wide seminars for FY13 should remain at</li> </ul>

	<p>10.</p> <ul style="list-style-type: none"> <li>• Family care presentations and print resources should be offered to units where a majority of individuals do not have regular access to computer work stations (e.g. some staff).</li> <li>• The Family Care website should continue to be updated with timely child and elder care information that covers both the states of Maryland and Virginia and the District of Columbia. Scanned pdf files currently on the website should be retyped or converted to webpage format for visual clarity. A map of Cole Field House with directions to the FCRRS Office should be added to the website.</li> <li>• An online consultation request form should be added to the Family Care Website.</li> <li>• FCRRS staff should coordinate with University Human Resources to find a suitable venue for each seminar to accommodate expected attendance.</li> <li>• FCRRS staff should assess whether seminars that are anticipated to be well attended should be extended from an hour to an hour and a half.</li> <li>• Based on the annual review and recommendation of the ad hoc Senate Family Care Review Committee, University Human Resources will request funding for the Family Care Resource and Referral Service for future years.</li> <li>• The Family Care Review Committee should more broadly revisit the provision of family care services at the University of Maryland every five years to consider modified, expanded, or new activities, as legal, financial, and service needs may change.</li> </ul>
<b>Committee Work:</b>	<p>The FCRC met on March 12, 2012 and March 26, 2012. During these meetings, Committee members reviewed FCRRS activities, consultation survey responses, seminar evaluation responses, and participation statistics for all services offered. The Committee met with David Rieger (Assistant Director, University Human Resources) and Zahira Meyers (Benefits Services Counselor, University Human Resources), and corresponded with Carol Ann Rudolph (Owner and Consultant, Family Care Resources). The FCRC compiled a report and recommendations based on the data gathered from these sources.</p>
<b>Alternatives:</b>	<p>The Family Care Resource and Referral Service could be discontinued.</p>
<b>Risks:</b>	<p>Discontinuation of the Family Care Service may impair the University's ability to attract and retain the best faculty, staff, and students.</p>
<b>Financial Implications:</b>	<p>Financial resources would be required to maintain the Family Care Resource and Referral Service.</p>
<b>Further Approvals Required:</b>	<p>Senate Approval, Presidential Approval</p>

**Senate Family Care Review Committee**  
**Senate Document Number 11-12-36**  
**2012 Review of the Family Care Resource and Referral Service**  
**September 2011 to March 2012**

**Background**

The Family Care Resource and Referral Service (FCRRS) proposal, approved by the University Senate on March 12, 2010 and signed by President Mote on March 26, 2010, required that an ad hoc committee be created to review the Service during the program's inaugural year. The first Family Care Review Committee was appointed in summer 2010 and asked to oversee implementation of the FCRRS, present an evaluation of the service to the Senate, and recommend future child and elder care initiatives for the campus. The Committee completed its review in April 2011; the subsequent report was passed by the Senate in May 2011 and approved by President Loh on May 10, 2011. This report included the recommendation that, "Based on the annual review and recommendation of the ad hoc Senate Family Care Review Committee, University Human Resources will request funding for the Family Care Resource and Referral Service for future years." In response to this recommendation, a new ad hoc Family Care Review Committee (FCRC) was appointed in February 2012 to conduct a review of the FCRRS for fiscal year 2012.

**Committee Work**

The FCRC met on March 12, 2012 and March 26, 2012. During these meetings, Committee members reviewed FCRRS activities, consultation survey responses, seminar evaluation responses, and participation statistics for all services offered. The Committee met with David Rieger (Assistant Director, University Human Resources) and Zahira Meyers (Benefits Services Counselor, University Human Resources), and corresponded with Carol Ann Rudolph (Owner and Consultant, Family Care Resources). The FCRC compiled a report and recommendations based on the data gathered from these sources.

**Family Care Resource and Referral Service (FCRRS)**

The FCRRS is operated by Family Care Resources, a company owned by child care specialist Carol Ann Rudolph. Ms. Rudolph also employs an elder care specialist, Rosemary Allender. The Service is located in 1116 Cole Student Activities Building, and the family care specialists are also available to conduct telephone consultations with members of the University community. Family Care Resources received a University contract to provide the following services in FY12:

- 10 seminars on timely child care and elder care issues
- 264 personalized, professional consultations for University faculty, staff and students on child and elder care issues, on a first-come, first served basis, at no cost
- A Family Care website with childcare and eldercare resources, including best practices for selecting care providers
- Print resources on child and elder care issues available to the campus community

## Seminars

Seven family care seminars were held between September 2011 and March 2012, and an additional three are planned before the end of FY12. Seminar titles are presented below with attendance indicated in parentheses.

- Preparing your Child For Self Care (25)
- Caring for the Caregiver (25)
- Paying Your Child Care Provider (19)
- Aging in Place (no attendance information recorded)
- Dialing Into Day Camps: UMCP Programs and Profits and Non-Profits in the DC Metro Area (25)
- An Overview of Types of Dementia and Alzheimer's (50)
- Family Day Care, a Dialogue on the Benefits and Drawbacks (10)
- The Legal and Financial Aspects of Caring For an Aging Parent
- Types of Preschool Programs to be Considered: Montessori, Cooperative Nursery Schools, Preschool, and Child Care Centers
- An Overview of Living Arrangement Outside of the Home Continuing Care Communities, Assisted Living Facilities, and Nursing Homes

Attendance at the seminars continues to meet expectations (original estimate of 25 participants per seminar), with elder care seminars being the most popular offerings. Anonymous paper evaluations were administered following seminars and were returned by 129 seminar participants. Summary data for five of the seminars, three on child care and two on elder care, was provided to the FCRC (Appendix 1). Ratings of the overall quality of the seminars on a 5-point scale (1=poor, 2=below average, 3=average, 4=good, 5=very good) ranged from 3 to 5, with the vast majority of participants rating each seminar's content as "good" or "very good;" the handouts and written material as "helpful" or "very helpful;" and the extent to which the seminar increased their knowledge as "much" or "very much." For the two elder care seminars in which attendees were administered evaluations, 44% rated the time allotted for the seminar, as "Not Enough," or, "Too Little."

Many additional presentations/services were provided by Family Care Resources at the request of campus units during FY12, including:

- Graduate Student Government (GSG) Orientation Fair for new graduate students
- Table at the New Faculty Orientation Fair
- Elder Care Seminar for the Math Department
- PowerPoint presentations at monthly UHR New Employee Orientations
- Presentation at GSG assembly meeting
- Summer Camp Fair held in partnership with the GSG (approximately 75 parents attended)
- Table at the University Health Fair

## Personal Consultations

The Child Care and Elder Care Specialists provided 110 personalized, family care consultations with UMCP faculty, staff, and students in the six month period between September 2011 and February 2012. Consultations averaged 18 per month. This was a slight drop from the average number of consultations from the same period in 2010-2011, but very close to the number projected in the consultant's contract (20 consultations per month). The vast majority of consultations occurred in the campus FCRRS office, but a small number were conducted by telephone and email. The consultation summary (Appendix 2) provides the following breakdown of those who received consultations from September 2011 through February 2012

	Number	Percent
Faculty	30	27%
Staff	54	49%
Students	26	24%

An electronic survey was sent to all consultation clients who provided an email address. Responses were received from 69 clients, of whom 36% were staff, 38% were faculty, and 26% were students (Appendix 3). Among this group, 88% learned about the service from email, 23% from a campus announcement (e.g., FYI), 15% from a colleague or friend, and 15% from a website. Approximately 2/3 of the respondents had received a child care consultation and almost 1/3 obtained an elder care consultation. Respondents rated their satisfaction with the consultant and the consultation on a 5 point scale, ranging from 1=very dissatisfied to 5=very satisfied. Average ratings, provided below, indicate a very high level of satisfaction with the quality of both the consultant and consultation (note that all mean ratings improved between .1 and .3 points from mean ratings available in April 2011).

<b>Consultant</b>	Mean Rating
Promptness in scheduling consultation	4.8
Knowledge of family care resources	4.8
Friendliness/courtesy/respect	4.9
Preparation for consultation	4.8
Communication skills	4.8

<b>Consultation</b>	Mean Rating
Relevance of information to my problem	4.7
Helpfulness of information and options offered	4.7
Usefulness of written handouts and resources	4.6
Convenience of consultation	4.8

When asked about outcomes of their consultation, 16% of the respondents reported that they had recently located child or elder care, 16% had called referrals, and 60% were continuing their search for appropriate care (note that respondents were sent the survey link shortly after their consultation, so many clients may have completed the survey before taking any action on the recommendations provided). Approximately 33% stated that they were coping better with an existing problem and 26 individuals described "other" positive outcomes (e.g., feeling better prepared to navigate issue, aware of more options, had made appointments with elder care

lawyer or daycares/schools). Additionally, 100% of respondents reported that they would seek a consultation again, and 100% said they would recommend the service to a friend. Open-ended questions sought additional information about what clients liked best about the consultations and what could be improved. Respondents praised the quality and value of the service, describing Ms. Rudolph and Ms. Allender as, “wonderfully attentive,” “friendly and informative,” “easy to work with,” “knowledgeable,” “receptive, kind, and helpful,” and “compassionate.” When asked about improving the service, a few respondents suggested increasing awareness of the consultation service, expanding and updating the website with more resources, and expanding the geographic area of potential providers to include more of Maryland and Virginia. A large number of respondents commented that they had no suggestions for improvement of the Service.

### **Website and Family Care Resources**

The FCRRS website ([http://www.uhr.umd.edu/Family\\_care/](http://www.uhr.umd.edu/Family_care/)) is located on the University Human Resources website and is maintained and updated by Human Resources staff with information provided by the contractor. The FCRRS website provides an overview of the Family Care Resource and Referral Service; downloadable brochures; information about consultations and scheduling of appointments; a calendar of seminars and events; and child care and elder care resources. Child care resources include links to: Maryland, District of Columbia, and Northern Virginia referral agencies with lists of centers and family care homes, as well as information about how to research violations and complaints; local licensing agencies; and statewide Child Care Resource Centers. Elder care resources include: links to local Administration on Aging Offices; information on geriatric care management; caregiver resources; housing resources; and financial materials (e.g. Veterans Affairs assistance, information on long term care insurance). The website also provides “best practices” for evaluating and selecting child and elder care services. Finally, the FCRRS provides a selection of print educational materials and resources to help individuals make informed family care decisions. These materials are provided at every seminar, and are available at the FCRRS office in Cole Student Activities Building. Many of the resources present information from key national family care organizations, such as the National Association for the Education of Young Children the National Association for Family Care, and the National Association of Geriatric Care Managers.

### **Summary**

The Family Care Review Committee concluded that the Family Care Resource and Referral Service has provided services exceeding requirements of the FCRRS contract. Seminars have been well attended and positively reviewed. Consultations have received excellent evaluations and addressed the needs of diverse University stakeholders. The FCRRS website has been maintained with up to date information and seminar schedules, and educational resources have been made available to the campus community. The Service has been praised as a very valuable resource for the University of Maryland community.

### **Recommendations**

Based on the current evaluation, the Family Care Review Committee recommends the following:

- The contract with Family Care Resources should be renewed in FY13. The current level of funding should be maintained.
- The number of free consultations for FY13 should remain at 264 consultations.
- The number of campus-wide seminars for FY13 should remain at 10.
- Family care presentations and print resources should be offered to units where a majority of individuals do not have regular access to computer work stations (e.g. some staff).
- The Family Care website should continue to be updated with timely child and elder care information that covers both the states of Maryland and Virginia and the District of Columbia. Scanned pdf files currently on the website should be retyped or converted to webpage format for visual clarity. A map of Cole Field House with directions to the FCRRS Office should be added to the website.
- An online consultation request form should be added to the Family Care Website.
- FCRRS staff should coordinate with University Human Resources to find a suitable venue for each seminar to accommodate expected attendance.
- FCRRS staff should assess whether seminars that are anticipated to be well attended should be extended from an hour to an hour and a half.
- Based on the annual review and recommendation of the ad hoc Senate Family Care Review Committee, University Human Resources will request funding for the Family Care Resource and Referral Service for future years.
- The Family Care Review Committee should more broadly revisit the provision of family care services at the University of Maryland every five years to consider modified, expanded, or new activities, as legal, financial, and service needs may change.

## **Appendices**

Appendix 1 – Seminar Evaluation Summaries

Appendix 2 – Consultation Summary

Appendix 3 – Consultation Evaluations Summary



Appendix 1 - Seminar Evaluation Summaries

## Preparing for Self Care

14-SEPT-11

	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	<u>Total # Response/ Total # Participants</u>
<b>Overall Rating Level - Quality of Seminar</b>	0	0	3	6	8	17/25
<b>Overall Rating Level - Content of Seminar</b>	0	0	1	10	6	17/25
<b>How Helpful are Handouts/ Written Material</b>	<u>Not at all Helpful 1</u> 0	<u>Not Helpful 2</u> 0	<u>Average 3</u> 2	<u>Helpful 4</u> 10	<u>Very Helpful 5</u> 5	17/25
<b>Extent Seminar Helps Increase Knowledge/ Reinforce what you Already Know</b>	<u>Not at All 1</u> 0	<u>Not Much 2</u> 0	<u>Average 3</u> 0	<u>Much 4</u> 12	<u>Very Much 5</u> 5	17/25
<b>Was Enough Time Allotted for Seminar</b>	<u>Not Enough 1</u> 0	<u>Too Little 2</u> 1	<u>Just Right 3</u> 8	<u>Much 4</u> 5	<u>Too Much 5</u> 3	17/25

**PREPARING FOR SELF CARE**  
**September 14, 2011**

**What features of the seminar did you find most valuable?**

- Conversations amongst the seminar/dialogue with the audience (2)
- Details on laws/rules/recommendations on how to get started (4)
- Tips for assessing readiness/survey (4)
- Tips for preparedness and establishing agreement with your child
- Reminders of the basics needed to get started (3)
- Self-care and prepare for self-care (2)
- How to act for an emergency
- Good suggestions to manage the transition
- Feedback from other parents (2)
- To do checklists (2)
- Practical info--not just theory

**Other comments or suggestions?**

- Another class on when you should allow teens to stay alone overnight
- A good session
- Provide lists of suggestions for teaching self-care not only when alone
- Great information for me

# Caring for the Caregiver

4-Oct-11

<b>Overall Rating Level Quality of Seminar</b>	<u>Poor 1</u> 0	<u>Below Average 2</u> 0	<u>Average 3</u> 9	<u>Above Average 4</u> 13	<u>Very Good 5</u> 3	<u>Total # of Responses</u> 25
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<b>Overall Rating Level Content of Seminar</b>	<u>Poor 1</u> 0	<u>Below Average 2</u> 0	<u>Average 3</u> 7	<u>Above Average 4</u> 16	<u>Very Good 5</u> 2	<u>Total # of Responses</u> 25
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<b>Helpfulness of Handouts/ Written Materials</b>	<u>Not at all Helpful 1</u> 0	<u>Not Helpful 2</u> 0	<u>Average 3</u> 1	<u>Helpful 4</u> 16	<u>Very Good 5</u> 8	<u>Total # of Responses</u> 25
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<b>Extent Seminar Helps Increase/ Reinforce What Is Already Known</b>	<u>Not at All 1</u> 0	<u>Not Much 2</u> 1	<u>Average 3</u> 5	<u>Much 4</u> 15	<u>Very Much 5</u> 4	<u>Total # of Responses</u> 25
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<b>Time Alloted for Seminar</b>	<u>Not Enough 1</u> 3	<u>Too Little 2</u> 10	<u>Just Right 3</u> 7	<u>Much 4</u> 5	<u>Too Much 5</u> 0	<u>Total # of Responses</u> 25
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# Paying Your Child Care Provider

1-NOV-11

<b>Overall Rating Level - Quality of Seminar</b>	<u>Poor 1</u> 0	<u>Below Average 2</u> 0	<u>Average 3</u> 2	<u>Good 4</u> 9	<u>Very Good 5</u> 8	<u>Total # Responses</u> 19
<b>Overall Rating Level - Content of Seminar</b>	<u>Poor 1</u> 0	<u>Below Average 2</u> 0	<u>Average 3</u> 3	<u>Good 4</u> 8	<u>Very Good 5</u> 8	19
<b>How Helpful are Handouts/ Written Material</b>	<u>Not at all Helpful 1</u> 0	<u>Not Helpful 2</u> 1	<u>Average 3</u> 3	<u>Helpful 4</u> 7	<u>Very Helpful 5</u> 8	19
<b>Extent Seminar Helps Increase Knowledge/ Reinforce what you Already Know</b>	<u>Not at All 1</u> 0	<u>Not Much 2</u> 0	<u>Average 3</u> 3	<u>Much 4</u> 9	<u>Very Much 5</u> 7	19
<b>Was Enough Time Allotted for Seminar</b>	<u>Not Enough 1</u> 0	<u>Too Little 2</u> 0	<u>Just Right 3</u> 11	<u>Much 4</u> 3	<u>Too Much 5</u> 4	18

**PAYING YOUR CHILD CARE PROVIDER**  
**November 11, 2011**

**What features of the seminar did you find most valuable?**

- All
- FSA Handout
- Share Care Information (2)
- Overview of child care costs with different types of child care
- Question and Answer Session
- The basic introduction to the topic - (just immigrated-1st child-know very little about child care in the US)
- Good intro. to this service. Nice to know the support that's offered.
- Discussion on Tax Credit vs. FSA
- The FSA vs. tax credit info and that free consultations are available
- Not so much the surveys MD vs. DC vs. VA
- Flex Spending Account
- Benefits Information
- Information on tax and nannies
- Contact information for resources and Benefits office
- Knowledge of available resources
- Thank you!

**Other comments or suggestions?**

- Do you have any resources for helping parents find reputable babysitters in the area? I would foresee that we could have a need for this in the future.
- (it is) my first visit to the semesters. Learned a lot. It is short and clear. Thanks!
- Very worthwhile!
- Info tailored to average salaries of University employees etc.

**AGING IN PLACE**  
**December 6, 2011**

**What features of the seminar did you find most valuable?**

- Examples given
- Resources available
- Functional Barriers
- Gave some great insights and some new info I did not know.
- I never thought about the various barriers. I had lumped them all together as one problem - Aging from the perspective of the person.
- It reinforces what I've already encountered. It was nicely organized.
- Contact info for service providers
- Not very valuable
- Available resources
- Some terms were identified.
- Handouts

**Other Comments or Suggestions**

- More info on how payment may work for services. Thank you for offering the series of presentations and services.
- Thanks
- Good overview of aging in place. Well organized.
- Very informative seminar
- Maybe have 1.5 hours seminars
- Would like more eye contact from the first speaker.
- Include PowerPoint. Dealing with challenging issues. Be Specific!
- Need more details on their fees, plus costs of outside services.
- More specific websites on organizations to do recommendations. Room.
- More specific information and resources. Specifics. Just have lists of resources. Way too general to be helpful.
- Would be helpful to also share specifically how to link to resources outside of this area and how to manage from afar
- I'm really sorry that Carol Ann closed the presentation at 1 pm. I could have stayed and perhaps others could have as well.
- Need much much more audience participation!
- More specific national resources such as websites or organizations
- More specific costs

# Dialing Into Day Camp

26-JAN-12

	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	<u>Total # Response/ Total # Participants</u>
<b>Overall Rating Level - Quality of Seminar</b>	0	0	1	10	7	18/25
<b>Overall Rating Level - Content of Seminar</b>	0	0	2	11	5	18/25
<b>How Helpful are Handouts/ Written Material</b>	<u>Not at all Helpful 1</u> 0	<u>Not Helpful 2</u> 1	<u>Average 3</u> 1	<u>Helpful 4</u> 8	<u>Very Helpful 5</u> 8	18/25
<b>Extent Seminar Helps Increase Knowledge/ Reinforce what you Already Know</b>	<u>Not at All 1</u> 0	<u>Not Much 2</u> 1	<u>Average 3</u> 2	<u>Much 4</u> 7	<u>Very Much 5</u> 8	18/25
<b>Was Enough Time Allotted for Seminar</b>	<u>Not Enough 1</u> 1	<u>Too Little 2</u> 1	<u>Just Right 3</u> 11	<u>Much 4</u> 4	<u>Too Much 5</u> 8	17/25 18/25

**DIALING INTO DAY CAMP SEMINAR EVALUATIONS**  
**January 26, 2012**

**What features of the seminar did you find most valuable?**

- Different types of camps offered at UMD (3)
- Handouts and speakers (9)
- Flyers and Packets
- Would have been helpful if there was a listing of all campus camps.
- Scott Welch's advice about safety
- Big improvement over last year's 'Dialing Session'
- Good range of ages covered
- Dr. Brown was an excellent speaker

**Other comments or suggestions?**

- Keep organizing this seminar every year, please!
- What is Terp Quest?
- Speakers could be shorter in their discussion
- Too much wasted paper
- Would have liked to hear about more camps at UMD, including Arts and Engineering (3)
- I thought there would be more content on HOW to choose a Days Camps
- Provide a list of camps outside the University
- Financial Aid for camps
- What about academic camps? (2)
- Maybe talk about how you started.
- If you could bring back the Summer Camp Fair. That was excellent last year--but if not, this was a good overview of some programs on campus.
- I wish Terp Quest had come though.



**Overview of Types of Dementia and Alzheimer's****28-FEB-12**

<b>Overall Rating Level</b>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	<u>Total # Response/ Total # Participants</u>
<b>Quality of Seminar</b>				4	46	50/50
<b>Overall Rating Level</b>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	
<b>Content of Seminar</b>				9	41	50/50
<b>How Helpful are Handouts/ Written Material</b>	<u>Not at all helpful 1</u>	<u>Not Helpful 2</u>	<u>Average 3</u>	<u>Helpful 4</u>	<u>Very Helpful 5</u>	
			5	10	26	41/50
<b>Extent Seminar Helps Increase Knowle Reinforce What You Already Know</b>	<u>Not at all 1</u>	<u>Not Much 2</u>	<u>Average 3</u>	<u>Much 4</u>	<u>Very Much 5</u>	
				9	40	49/50
<b>Was Enough Time Allotted for Semina</b>	<u>Not Enough 1</u>	<u>Too Little 2</u>	<u>Just Right 3</u>	<u>Much 4</u>	<u>Too Much 5</u>	
	3	14	22	4	4	47/50

**ALZHEIMERS AND DEMENTIA**  
**February 28, 2012**

**What features of the seminar did you find most valuable?**

- Very Clear and Knowledgeable (14)
- Focus on Key Points
- Excellent focus and handling of Question and Answer Segment (6)
- Description of Vascular Dementia
- Description of Different Types of Dementia (3)
- Tips on Handling the progression (4)
- Description of Types of Medicines (2)
- Definitions and Treatments
- Handouts
- Prevention and Methods of Care (3)

**Other comments or suggestions?**

- Great Speaker! (7)
- Evening Two Hour Seminar
- Allow more time for questions (5)
- Great Topic, very helpful
- Have Dr. Trifoglio come back and go into greater depth
- Make the PowerPoint slide available as handouts (3)
- I have been studying and using Eat Right 4 Your Type for the past 6 months. Food eaten that don't match blood type cause inflammation. Better maintaining of diet based on blood type may be another tool to reverse Alzheimer's.
- Add ways in which it would be helpful to communicate with people with the disease to be more effective.
- I would like to make an appointment
- Include FAQ's in the packet
- Most of the handouts were for Alzheimer's
- Appreciated how readily the staff responded to my inquiries and really worked to be sure I got the information I needed.
- Great resource for the campus community
- Include more literature on vascular infarct dementia

Appendix 2 - Consultation Summary

<b>Summary of Yearly Consultations Contract Year 2011-2012H</b>			
<b><u>Status</u></b>	<b><u>Child Care</u></b>	<b><u>Elder Care</u></b>	<b><u>Total</u></b>
Staff	33	21	54
Faculty	21	9	30
Student	23	3	26
Total:	77	33	110
<b><u>Consultation Method</u></b>	<b><u>Child Care</u></b>	<b><u>Elder Care</u></b>	<b><u>Total</u></b>
On-Site	64	31	95
Telephone	12	2	14
Email	1	0	1
Email/On-site	0	0	0
Email/Telephone	0	0	0
Telephone/On-site	0	0	0
On-site/Telephone/ Email	0	0	0
Total:	77	33	110
<b><u>Referral Methods</u></b>	<b><u>Child Care</u></b>	<b><u>Elder Care</u></b>	<b><u>Total</u></b>
Email/FYI	45	20	65
Colleague	9	5	14
Former Consult	6	3	9
Seminar	6	2	8
Orientation	4	1	5
Website	5	0	5
HR/EAP/Benefits	0	1	1
CYC	1	0	1
Colleague/Website	1	0	1
Other	1	0	1
Flyer and Seminar	0	0	0
President's Email	0	0	0
Referral	0	0	0
Announcement	0	0	0
On-Site Visit	0	0	0
Camp Fair	0	0	0
Libraries	0	0	0
Committee	0	0	0
Welcome Packet	0	0	0
Self Referral	0	0	0
Graduate SGA	0	0	0
FYI/Colleague	0	0	0
Advanced Program	0	0	0
Total:	78	32	110

## Family Care Resource and Referral Service Evaluation






### 1. Please provide your constituency:

		Response Percent	Response Count
Faculty		37.7%	26
Staff		36.2%	25
Undergraduate		1.4%	1
Graduate Student		24.6%	17
answered question			69
skipped question			0



### 2. How did you learn about the Family Care Resource and Referral Service?

		Response Percent	Response Count
Email		55.7%	34
Flyer		4.9%	3
Campus announcement		23.0%	14
Friend/Colleague		14.8%	9
Website		14.8%	9
Other (please specify)			9
answered question			61
skipped question			8

### 3. What was the purpose of your consultation?

		Response Percent	Response Count
Child care		67.6%	46
Elder care		27.9%	19
Other (please specify)		4.4%	3
		<b>answered question</b>	<b>68</b>
		<b>skipped question</b>	<b>1</b>

### 4. What type of consultation did you have?

		Response Percent	Response Count
On-site (campus)		84.1%	53
Telephone		15.9%	10
Email		0.0%	0
		<b>answered question</b>	<b>63</b>
		<b>skipped question</b>	<b>6</b>

## 5. How would you rate your consultant on the following?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Promptness in scheduling consultation	0.0% (0)	0.0% (0)	3.2% (2)	9.5% (6)	<b>87.3% (55)</b>	4.84	63
Knowledge of family care resources	0.0% (0)	0.0% (0)	3.2% (2)	14.3% (9)	<b>82.5% (52)</b>	4.79	63
Friendliness/courtesy/respect	0.0% (0)	0.0% (0)	1.6% (1)	4.8% (3)	<b>93.7% (59)</b>	4.92	63
Preparation for consultation	0.0% (0)	1.6% (1)	3.2% (2)	14.3% (9)	<b>81.0% (51)</b>	4.75	63
Communication skills	0.0% (0)	1.6% (1)	1.6% (1)	12.7% (8)	<b>84.1% (53)</b>	4.79	63
<b>answered question</b>							<b>63</b>
<b>skipped question</b>							<b>6</b>

## 6. How would you rate your consultation on the following?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average	Response Count
Relevance of information to my problem	0.0% (0)	0.0% (0)	3.2% (2)	21.0% (13)	<b>75.8% (47)</b>	4.73	62
Helpfulness of information and options offered	0.0% (0)	0.0% (0)	4.8% (3)	22.6% (14)	<b>72.6% (45)</b>	4.68	62
Usefulness of written handouts and resources	0.0% (0)	1.6% (1)	4.9% (3)	21.3% (13)	<b>72.1% (44)</b>	4.64	61
Convenience of consultation	0.0% (0)	0.0% (0)	4.8% (3)	8.1% (5)	<b>87.1% (54)</b>	4.82	62
<b>answered question</b>							<b>62</b>
<b>skipped question</b>							<b>7</b>





## 7. What did you like best about your consultation?

	Response Count
	56
answered question	56
skipped question	13

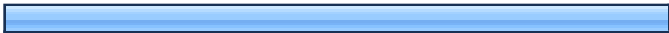
## 8. What suggestions do you have for improving the consultation process?

	Response Count
	48
answered question	48
skipped question	21


## 9. What was the outcome(s) of your consultation?

		Response Percent	Response Count
Found care		16.4%	9
Called referrals		16.4%	9
<b>Still looking</b>		<b>60.0%</b>	<b>33</b>
Coping better with a child care/elder care problem		32.7%	18
	Other (please specify)		26
	answered question		55
	skipped question		14

### 10. Would you use this service again?

		Response Percent	Response Count
Yes		100.0%	62
No		0.0%	0
answered question			62
skipped question			7

### 11. Would you recommend this service to a friend?

		Response Percent	Response Count
Yes		100.0%	62
No		0.0%	0
answered question			62
skipped question			7

### 12. Additional comments:

	Response Count
	28
answered question	28
skipped question	41



**Page 3, Q1. How did you learn about the Family Care Resource and Referral Service?**

1	A consultant spoke to the Graduate Student Government	Feb 4, 2012 2:07 PM
2	Talk at my workplace	Jan 6, 2012 9:10 AM
3	Maryland Center for Young Children	Jan 5, 2012 8:01 AM
4	FYI	Oct 13, 2011 4:12 PM
5	Graduate student orientation	Oct 5, 2011 10:38 AM
6	graduate student orientation scavenger hunt	Oct 5, 2011 10:16 AM
7	Chance encounter	Jul 28, 2011 12:12 AM
8	Child development center on North campus	Jun 21, 2011 9:19 AM
9	New Employee Orientation	Jun 6, 2011 7:30 AM

**Page 4, Q1. What was the purpose of your consultation?**

1	both	Oct 5, 2011 10:16 AM
2	Intake. Family planning. Cost of having children.	Jul 28, 2011 12:12 AM
3	learn about services	Jun 13, 2011 2:55 PM

**Page 8, Q1. What did you like best about your consultation?**

1	The fact that I felt listened and that I was offered strategies to deal in a non-confrontational manner with my elder care issue.	Feb 24, 2012 1:27 PM
2	The understanding of the consultant I worked with. She was sensitive and was able to provide me with useful information.	Feb 4, 2012 2:08 PM
3	Prompt scheduling, convenient on-campus location, wonderfully attentive and helpful social worker (Karen Hansen).	Feb 3, 2012 12:24 PM
4	Carol Ann really takes the time to understand my needs and was well-prepared.	Feb 2, 2012 11:43 AM
5	A friendly and informative discussion that was truly wonderful and helpful for my specific needs.	Jan 31, 2012 10:21 AM
6	The fact that she knew enough to give information specific to my case, not just generalized one-size-fits-all advice.	Jan 30, 2012 9:02 AM
7	She is very helpful and patient, and has knowledge on how to find/select the child care. After we meet her, she still helps us to make calls to day care center.	Jan 26, 2012 4:35 PM
8	The consultant was extremely helpful and easy to work with.	Jan 19, 2012 5:04 PM
9	The wealth of information provided by a knowledgeable and experienced family care consultant	Jan 19, 2012 11:20 AM
10	A wealth of information included in the packet handed out at the meeting.	Jan 19, 2012 10:01 AM
11	The information packet was very helpful, and the consultant had a great knowledge base and was very receptive, kind, and helpful.	Jan 19, 2012 10:01 AM
12	The handouts were very helpful.	Jan 16, 2012 3:37 PM
13	The consultants were very attentive; good listeners who also identified each others' knowledge expertise and gaps. It was a personally cathartic experience to describe every difficult situation. For Catholics, a very similar experience to confession...listening, advice and forgiveness.	Jan 11, 2012 5:18 PM
14	Carol has a very personable demeanor and seems to care. She has a very positive attitude.	Jan 9, 2012 2:44 PM
15	Ms. Rudolph was very organized and thorough. She provided me with a lot of useful information and was able to fit me in for a consultation on very short notice.	Jan 6, 2012 9:12 AM
16	Very knowledgeable about child care services, and had many helpful handouts with local resources.	Jan 5, 2012 6:04 PM
17	A lot of information put together at once - saved me a lot of time.	Jan 5, 2012 1:47 PM
18	The friendliness and caring nature of Rosemary Allender. Also,her eagerness to assist me with my totally different issues between both of my parents.	Jan 5, 2012 12:34 PM
19	Information received and availability.	Jan 5, 2012 12:00 PM

**Page 8, Q1. What did you like best about your consultation?**

20	The immediate response with detailed information	Jan 5, 2012 11:19 AM
21	Quick response and helpful leads for information provided	Jan 5, 2012 8:11 AM
22	Carol Ann was available immediately by phone as well as by email. Email communication for me is key because of the amount of time I am away from my office. Her knowledge is much appreciated!	Jan 5, 2012 8:09 AM
23	Carol Ann Rudolph was very receptive of the issues and had prompt suggestions. In fact, she managed to connect us with a baby sitter within the same day.	Jan 5, 2012 8:05 AM
24	Carol was very friendly and patient. She provided me with a list of child care providers which I couldn't obtain from the free online databases.	Jan 5, 2012 7:04 AM
25	Lists of resources, questions to ask, etc.	Jan 5, 2012 3:41 AM
26	The personal attention given.	Dec 20, 2011 10:01 AM
27	good knowledge in one place. i feel better prepared to make decisions about child care and can spend more time on finding the right location rather than compiling a list of all the options.	Dec 14, 2011 9:37 AM
28	That they genuinely care about what I need and are so willing to help, even on such short notice.	Nov 16, 2011 3:39 PM
29	I liked being able to have access to these services, and I felt that I could follow up my consultation with additional questions if needed.	Nov 16, 2011 3:12 PM
30	Resources tailored specific to my childcare needs.	Nov 16, 2011 2:34 PM
31	The consultation provided me with plenty of important information, which is important as I'm both an immigrant and a new parent. Carol Ann and the interns were very pleasant and accommodating.	Nov 16, 2011 2:07 PM
32	friendly warmheart communication	Nov 16, 2011 1:47 PM
33	Understanding of my issues, helpful information	Nov 9, 2011 8:54 PM
34	Everyone was very caring, truly aiming to help. It felt great to have this kind of support; as a new mom-to-be the consult helped me start down a path that seemed daunting and scary before! I had no idea where to start, now I do. Plus, making extra phone calls for me will be an amazing help. I rarely have extra time during working hours to make calls, this service will be extremely helpful!	Oct 13, 2011 4:14 PM
35	Carol Ann and her interns are really willing to go the extra mile to help us find a workable solution. It's a huge help and we couldn't be more grateful that the University provides this service.	Oct 13, 2011 10:11 AM
36	Carol Ann and her assistants really took the time to understand my unique situation and offered knowledgeable advice.	Oct 13, 2011 10:10 AM
37	Carol Ann is very sweet, knowledgeable and helpful. I liked the lists of schools she sent me.	Oct 7, 2011 10:18 AM

**Page 8, Q1. What did you like best about your consultation?**

38	It really helped make an overwhelming process manageable by taking care of the initial legwork.	Oct 5, 2011 10:39 AM
39	The staff was pleasant and knowledgeable.	Oct 5, 2011 10:24 AM
40	Both the child care and elder care consultants were obviously experts and had tons of resources on different options. They were also incredibly warm and kind and seemed to care about my family on a personal level.	Oct 5, 2011 10:20 AM
41	Amount of information and quality of information were fantastic! Also, Carol Ann was extremely friendly and helpful.	Oct 4, 2011 7:17 PM
42	Rosemary spent an hour on the phone with me talking through some concerns about my mother and grandmother. She was so supportive and understanding, and her knowledge and passion for her work was evident in her communication with me. She has followed up several times through email to provide additional resources and encouragement. When families are going through the difficult time of dealing with an aging family member, it is good to know that these services are available to make coping much easier. I would gladly contact Rosemary or the Elder Care service again if any future concerns arise.	Sep 2, 2011 12:16 PM
43	I had questions about a series of very specific conditions in a different state, and I received much more information and guidance than I expected, even though I was not able to provide as much information as I would have liked.	Sep 1, 2011 9:45 AM
44	Learning things I didn't previously know such as the liability that a relative can have if he/she knows there is a dangerous situation involving an elderly relative and they don't do anything about it.	Aug 18, 2011 9:32 AM
45	The consultant was the best part of the consultation. Rosemary was delightful. It was nice to be able to talk to someone who totally understood the issues I was dealing with and was compassionate. The resources she offered were clearly a perk, but the chance to just sit and talk to someone who wasn't part of mom's care team or a sibling who might be offended at what I might say was refreshing. There was no need to be "guarded" at what I said during my discussion with Rosemary.	Aug 1, 2011 7:54 AM
46	Feedback on resources and plan. A supportive ear.	Jul 29, 2011 4:58 PM
47	Rosemary was very well-informed, had experience with the problems I raised, and was very insightful, helping me to understand more about how to handle my aging parents.	Jul 29, 2011 2:37 PM
48	It is very nice to know this resource is available to faculty and staff.	Jul 28, 2011 3:44 PM
49	I thoroughly enjoyed the trusting environment. Though two interns were present, I was made to feel very comfortable...	Jul 28, 2011 12:14 AM
50	Willingness to help given my situation.	Jul 22, 2011 3:50 PM
51	I hope you will forgive me if I take this opportunity to highlight what an outstanding service this is. My wife and I just had our first child. A lot of things about becoming a father are pretty overwhelming, but finding childcare that is	Jul 5, 2011 3:55 PM

**Page 8, Q1. What did you like best about your consultation?**

affordable, near-by, safe, and nurturing is near the top of the list. Carol Ann provides a service that amounts to a small miracle for new parents. Besides providing guidance on what to look for in a childcare provider, she invested time in assembling a list of licensed providers in our area. But, the really great thing was that she called the providers on the list, and told us which ones sounded promising. Within 3 days of my first conversation with Carol Ann, my wife and I interviewed one of the providers she found and laid down a deposit. I can not imagine a more painless or efficient process. This service is essential for new parents, and would be out of reach for graduate students without the university's support.

52	Carl Ann and her interns worked very hard to find me emergency child care. I had a unique situation and the knowledge of the childcare system allowed them to offer me several options of providers in the area. They even took out time to make phone calls for me to providers that I could afford to hire. I had results that same day within hours! They were very fast and efficient.	Jun 21, 2011 9:22 AM
53	good communication skills; well prepared;	Jun 16, 2011 7:52 PM
54	Very prompt	Jun 3, 2011 6:25 AM
55	Counselor straightforward answers to my questions and concerns	Jun 2, 2011 7:48 AM
56	The personalization and convenience of speaking with an expert.	Jun 1, 2011 7:49 AM

**Page 9, Q1. What suggestions do you have for improving the consultation process?**

1	Send directions to the meeting place -- most of us don't normally pass through Cole Field House and it is easy to get lost in that building.	Feb 24, 2012 1:28 PM
2	Have more information regarding out of state options.	Feb 4, 2012 2:09 PM
3	None. It is a great service and I hope you can continue offering it.	Feb 3, 2012 12:24 PM
4	None--they are fantastic!	Feb 2, 2012 11:43 AM
5	Some of the staff live in Virginia, so it may be helpful to have both Maryland and Virginia materials available in the future.	Jan 31, 2012 10:21 AM
6	N/A	Jan 26, 2012 4:35 PM
7	It would be great if I could have provided the consultant with an area or a route so that daycare options could be filtered by those criteria. Or to see locations on map to help narrow down options.	Jan 19, 2012 5:06 PM
8	none	Jan 19, 2012 11:21 AM
9	The appointment was rushed and hectic. Although the consultant clearly had a wealth of knowledge about the various child care options in the area, the information was not conveyed in a concise, well-organized and clear manner. Much of the appointment was taken up with chit-chat and time spent with the consultant trying to navigate various websites.	Jan 19, 2012 10:03 AM
10	Maybe have an online scheduling system to improve scheduling procedure.	Jan 19, 2012 10:01 AM
11	N/A	Jan 16, 2012 3:37 PM
12	I'd like to reconnect and hope that I will. Since I'm responsive to email, an inquiry from the consultants at 3 months, 6 months, would be good follow-up.	Jan 11, 2012 5:20 PM
13	Our meeting went off topic. Carol seems to be very chatty, which is very friendly, but it also meant that the meeting ran long and didn't focus on all the issues/questions I had. It could have been run more efficiently. Also, I got mixed messages. At a group seminar she said that her office could help make phone calls to child care providers but at my consultation she said that she couldn't help with phone calls. The hand-outs on child care are very outdated, most of the articles are from the early 1990's. They need to be updated to reflect current problems and solutions.	Jan 9, 2012 2:48 PM
14	more info online	Jan 5, 2012 6:05 PM
15	It is time to go electronic with resources.	Jan 5, 2012 1:48 PM
16	In an ideal world on-campus consultation on a daily basis, but I realize the financial implications of this option	Jan 5, 2012 11:20 AM
17	None. My parents are in New York so they did not have direct experience with local providers but provided me links to find local help.	Jan 5, 2012 8:11 AM
18	none at this time	Jan 5, 2012 8:10 AM

**Page 9, Q1. What suggestions do you have for improving the consultation process?**

19	Maybe improving U Maryland's web link would be good to find more easily such a valuable resource.	Jan 5, 2012 8:08 AM
20	Everyone's schedule is very busy nowadays. Make the consultation shorter, maybe 30 minutes. Offer the consultation all year round, by appointment. I felt the pressure to choose only from two days. People might need consultations at different times of the year.	Jan 5, 2012 7:06 AM
21	None	Jan 5, 2012 3:42 AM
22	N/A	Dec 20, 2011 10:02 AM
23	None.	Nov 16, 2011 3:39 PM
24	Maybe ask for which geographic area the person is interested in learning about resources before the consultation so that lists of service providers could be prepared in advance.	Nov 16, 2011 3:13 PM
25	Include more of the generic resources online (e.g., finding a nanny service) so clients can review this information prior to the consultation (or email it to clients in advance).	Nov 16, 2011 2:35 PM
26	Some of the information we got was a bit irrelevant for us (a list of day care centers which were outside our zip code, while our region was not represented in the list we received).	Nov 16, 2011 2:08 PM
27	NO	Nov 16, 2011 1:48 PM
28	longer or additional sessions, time to discuss feelings	Nov 9, 2011 8:57 PM
29	None so far.	Oct 13, 2011 4:14 PM
30	none	Oct 13, 2011 10:11 AM
31	Try to keep appointments on time. Some appointments ran over.	Oct 7, 2011 10:19 AM
32	None.	Oct 5, 2011 10:40 AM
33	Larger office space with more privacy.	Oct 5, 2011 10:25 AM
34	Scheduling was a bit difficult; it might be helpful to have more resources on specific child care centers in the area readily available.	Oct 5, 2011 10:20 AM
35	It was great, I really have no suggestions or criticisms.	Oct 4, 2011 7:18 PM
36	None- I was completely satisfied.	Sep 2, 2011 12:16 PM
37	My experience was completely positive. My only suggestion would be to get more people to take advantage of the resource.	Sep 1, 2011 9:46 AM
38	Knowing ahead of time that the benefit is two free hours & family members are welcome might have made me plan better. I would have probably scheduled a time when my husband could attend as well.	Aug 1, 2011 7:58 AM

**Page 9, Q1. What suggestions do you have for improving the consultation process?**

39	I think the seminars could be taped so that more people can "attend" virtually. Access could be restricted via blackboard or some one other univ login method.	Jul 29, 2011 4:59 PM
40	Excellent process--easy to set up appointment, easy access to parking, and ready resources.	Jul 29, 2011 2:37 PM
41	N/A	Jul 28, 2011 12:14 AM
42	I felt our conversation branched out into tangential issues; would have liked it to have focused on the child care issue more.	Jul 22, 2011 3:50 PM
43	Please continue to support this service in the future. It would also be helpful to improve visibility of the service around campus.	Jul 5, 2011 3:56 PM
44	I suggest that this resource be made more public. I emailed a Dean that didn't even know this resource was available, and it can benefit so many parents trying to juggle so an parenting.	Jun 21, 2011 9:24 AM
45	perfect.	Jun 16, 2011 7:53 PM
46	It seemed about as good as it could be.	Jun 3, 2011 6:25 AM
47	None at this time	Jun 2, 2011 7:48 AM
48	Not sure.	Jun 1, 2011 7:49 AM



**Page 10, Q1. What was the outcome(s) of your consultation?**

1	A combination of the above.	Feb 3, 2012 12:24 PM
2	My consultation was mainly for information-gathering purposes.	Feb 2, 2012 11:43 AM
3	Will be calling referrals soon.	Jan 19, 2012 5:06 PM
4	Since the appointment was just the previous day, I have not yet had time to go through the packet of materials and begin my search.	Jan 19, 2012 10:03 AM
5	Our family is engaged with an elder care lawyer to establish an irrevocable trust.	Jan 11, 2012 5:21 PM
6	I haven't had a chance to look through all of the materials yet, but I feel much better prepared than I did before the consultation.	Jan 6, 2012 9:14 AM
7	More confident that I am going in the right direction with the folks. Email was not delivered by consultant who stated that there was an issue of her email not working, so followup not done as yet.	Jan 5, 2012 12:41 PM
8	Will follow-up soon	Jan 5, 2012 12:00 PM
9	now have options available to me and am able to figure out if they are financially viable	Jan 5, 2012 8:10 AM
10	We found a baby sitter and still have many others of the suggested possibilities to explore (such as the provided resources for family day care).	Jan 5, 2012 8:10 AM
11	I will not need the child care until the Fall so I am starting early and looking at multiple options.	Dec 20, 2011 10:02 AM
12	Found someone who has a day care 6 houses from me!! Thank you!!!!	Nov 16, 2011 3:40 PM
13	Obtained basic information necessary to being a child care search process.	Nov 16, 2011 3:14 PM
14	Type of care needed is changing so information provided is especially helpful.	Nov 9, 2011 8:59 PM
15	There's only been a day since consult, so no action yet on my part.	Oct 13, 2011 4:15 PM
16	Just had the consultation, so haven't had a chance yet to implement her suggestions.	Oct 13, 2011 10:11 AM
17	Have an appt with one of the suggested schools. Have talked to other parents about this school and have heard good things. Hope to make a decision very soon.	Oct 7, 2011 10:20 AM
18	We are in the process of looking, but it hasn't been very long since our consultation. I'm quite confident we will find care.	Oct 4, 2011 7:20 PM
19	Rosemary gave me the courage to talk with my mother about my concerns and finally work towards making a decision of moving my grandmother into an assisted living facility.	Sep 2, 2011 12:17 PM
20	The information helped not only me cope with an elderly relative, but I passed on what I learned to my stepmother to help her cope with a difficult problem with her family.	Aug 18, 2011 9:38 AM

**Page 10, Q1. What was the outcome(s) of your consultation?**

21	I'm meeting with mom's care team tomorrow to discuss the hospice options that Rosemary shared with me.	Aug 1, 2011 7:59 AM
22	I shared what I learned with my sisters, and we were all pleased with the insightful analysis of our issues and the clear recommendations for solutions.	Jul 29, 2011 2:38 PM
23	gave me other things to think about as far as care goes	Jul 28, 2011 3:45 PM
24	The consultation actually is ongoing. In a brief conversation with Carol I identified some inconsistencies in my thought process re:having a family. Perhaps some underlying issues there to explain why I privilege having children over having a wife? Who knows...but this outcome/realization has got me thinking more profoundly over the past week about the growing desire to be a father, yet not an equal desire for a wife.	Jul 28, 2011 12:17 AM
25	Information provided was useful. The hard part is getting relatives to get the ball rolling.	Jun 2, 2011 7:49 AM
26	Plan to followup with referral to a local Elder Care lawyer.	Jun 1, 2011 7:50 AM

**Page 13, Q1. Additional comments:**

1	Thanks!	Feb 3, 2012 12:25 PM
2	I have recommended this service to several co-workers already. I can't say enough about them!	Feb 2, 2012 11:44 AM
3	none	Jan 19, 2012 11:21 AM
4	Thanks for the help!	Jan 19, 2012 10:10 AM
5	Again, I think that this is a valuable service, I just wish that the consultation had been better organized and the time spent with the consultant used more wisely.	Jan 19, 2012 10:04 AM
6	None	Jan 16, 2012 3:37 PM
7	This email promotion came at exactly the right time for me...I was paying the usual limited attention to the barrage of umd emails that come my way every day. It was something about the title of the email that made me look...elder care/child care. That intersection of my individual need and my heightened awareness made me open that email communication.	Jan 11, 2012 5:27 PM
8	Work closely with the university to institutionalize these sorts of processes and options	Jan 5, 2012 11:21 AM
9	Great service for the university to provide. So many of us are in this situation in dealind with elderly relatives.	Jan 5, 2012 8:12 AM
10	This is an exceptional resource and Carol Ann is very knowledgeable regarding child care options.	Jan 5, 2012 8:12 AM
11	I left the room with a sense of empowerment and confidence to find a good child care from a list of current providers. Thank you, Carol!	Jan 5, 2012 7:08 AM
12	Just to keep up the good work.	Dec 20, 2011 10:03 AM
13	Carol is very good lady and very kind to us	Nov 16, 2011 1:51 PM
14	Thank you so much. Rosemary is caring, professional.	Nov 9, 2011 9:02 PM
15	Fantastic idea - I just wish it had been available when I was looking for child care for my first child two years ago! The University really needs to be more accommodating for graduate students who are parents.	Oct 13, 2011 10:12 AM
16	Thank you for this invaluable service!	Oct 13, 2011 10:11 AM
17	Thank you very much for your help!	Oct 5, 2011 10:40 AM
18	The consultants were both awesome. I consider myself VERY fortunate to go to a school with this resource available!	Oct 5, 2011 10:21 AM
19	Carol Ann is awesome.	Oct 4, 2011 7:20 PM
20	Again, I can't recommend this service highly enough. It's great to know that students are offered this service on campus, and I wouldn't have found out about it if I didn't check the FYI email. I would suggest trying different avenues to	Sep 2, 2011 12:18 PM

**Page 13, Q1. Additional comments:**

advertise on campus, because not many people check that email and I'm sure there are many like me who would benefit from such services.

21	I would like permission to have Rosemary come to speak to our Department (Mathematics) and present her "Communicating with Your Elderly Relatives and Friends" workshop. Our director would like to schedule it in mid to late September.	Aug 18, 2011 9:42 AM
22	Very very satisfied. I've met with three different geriatric counseling services in Montgomery County and this was the best session so far.	Jul 29, 2011 2:39 PM
23	I hope to return for a follow up and continuation of our first meeting.	Jul 28, 2011 12:17 AM
24	Very useful campus service. On-campus daycare for infants would be very beneficial!	Jul 22, 2011 3:51 PM
25	Thank you!	Jul 5, 2011 3:57 PM
26	I already extended my appreciation to Carl Ann and the interns but again this service is greatly needed and appreciated so continue the great service, and I hope they will expand this department.	Jun 21, 2011 9:25 AM
27	A great service. I'm moving to UMD from the faculty of Northwestern U., and Northwestern has nothing like this. I wish it did.	Jun 3, 2011 6:26 AM
28	I think this is a valuable service, as well as the seminars. Many of us, I fear, are completely ignorant of what to do in these situations, so this helps raise awareness and knowledge. I wish I'd known about it sooner. Thanks!	Jun 1, 2011 7:53 AM