

Positive Outcomes/Accomplishments**Challenges/Unfinished Goals**

Improvements in living conditions	Some initial resistance to position/goals
Improvements in supports/services (changes in support staff, transportation)	Follow-up (Procedures, timeliness)
Promotion of a consumer-centered philosophy	Time
Change in how support staff view customer satisfaction	Scheduling constraints/difficulties
Increase in consumer feeling that they have an avenue for input and control	Transportation
Increased awareness of advocacy, disability issues, and customer satisfaction	Report generation (reading)
Networking and increased awareness of issues in the field	Confidentiality/trust issues
Assisting customers in presenting their feelings/concerns to administrative staff	Meeting consumers and staff (large geographic area & many consumers)
Improved staff training	Need for flexible person (schedule & priority changes, evening hours)
Participation on Committees & at Conferences	Separating personal & professional relationships
Positive role model	Need to define position & support needed (and have support available)