

COMMUNITY OPTIONS, INC.
SATISFACTION SURVEY RESULTS

March, 2011

Client Satisfaction Surveys

In keeping with our schedule of surveying Supported Living Services (SLS) and Comprehensive Services every other year respectively, this was the year to survey Comprehensive Services. A random 20% sample was selected, although with alternates our actual sample involved 28 individuals, or a 28% sample. The survey interviews were conducted by a Supported Living Asst., a Supported Living Transportation provider, and a Supported Living staff person from Six Points Evaluation and Training. Opportunity was given after every question for comments or explanations. The total number of responses may not always add up as there were situations of no response or multiple responses, and because not every person is involved in every service. Also, because of rounding, total percentages may not always equal 100%.

Residential Services:

1. Do staff do a good job of helping you?
Yes 27 (96%) Sometimes 1 (4%) No 0
2. Do you get to be with your friends and do things in the community?
Yes 24 (89%) Sometimes 3 (11%) No 0
3. Do you feel that you get to make choices about how you spend you free time?
Yes 26 (93%) Sometimes 1 (4%) No 1 (4%)
4. Do you feel safe and secure in your home?
Yes 26 (96%) Sometimes 0 No 1 (4%)
5. Overall, are you happy with your current home or living arrangement?
Yes 24 (88%) Sometimes 2 (7%) No 2 (7%)

Day Program Services:

1. Are you getting the help and support you need from staff to learn your activities or skills?
Yes 27 (96%) No 1 (4%)
2. Do you have a job in the community?
Yes 11 (41%) No 16 (60%)
If Yes, did staff offer you a choice as to what kind of job you have?
Yes 10 (91%) No 1 (9%)
If No, have staff offered you the opportunity to find a job in the community?
Yes 2 (25%) No 6 (75%)
3. Do you get to make choices about what you get to do in your day program?
Yes 22 (92%) No 2 (8%)
4. Do you feel safe in your day program?
Yes 26 (100%) Not always 0
6. Overall, are you happy with your current day program?
Yes 26 (100%) No 0

Case Management Services:

1. When you need to see or talk to your Case Manager, does she/he get with you soon enough?
Yes 22 (85%) Sometimes 2 (8%) No 2 (8%)
2. Are you comfortable talking to your Case Manager?
Yes 26 (96%) Sometimes 1 (4%) No 0
3. Does your Case Manager ask you for your thoughts/feelings before or during your SP meeting?
Yes 22 (88%) Sometimes 1 (4%) No 2 (8%)
4. Does your Case Manager help you understand things you need to know?
Yes 24 (100%) Sometimes 0 No 0
5. Do you feel your Case Manager listens to you?
Yes 25 (89%) Sometimes 1 (4%) No 2 (7%)
6. Has your Case Manager explained your rights to you?
Yes 26 (96%) No 1 (4%)
7. Do you think your Case Manager helps you get the things you need or want?
Yes 25 (93%) No 2 (7%)

Transportation Services:

1. Are you currently satisfied with transportation provided by Community Options?

Yes 27 (100%) Sometimes 0 No 0

The quantitative data shows a high degree of client satisfaction with our Comprehensive Services, including the Residential, Day Program, Case Management, and Transportation components. In this economy and with such high unemployment rates, we continue to have difficulty finding Supported Employment opportunities, and Case Management workloads make it difficult for Case Managers to be as responsive as they would like. Overall, however, it appears that clients are very satisfied with the services they are receiving.

Family Satisfaction Surveys

Three different sets of family surveys were conducted for the following programs: Comprehensive Services, Early Intervention (EI), and Children’s Extensive Support (CES). Again, the total number of responses may not always add up as there were situations of no response or multiple responses, and because not every person is involved in every service. Also, because of rounding, total percentages may not always equal 100%.

Comprehensive Services Surveys: (103 sent, 29 returned, 28% return)

Residential Services:

1. Do you feel that our Residential Services program provides your family member with appropriate services based on his/her wishes and needs?

Yes 25 (93%) Sometimes 1 (4%) No 1 (4%)

2. Do you feel that our staff or provider is doing a good job in attempting to meet your family member’s needs?

Yes 26 (93%) Sometimes 2 (7%) No 0

3. Do you feel the Residential Services program provides your family member with enough opportunities to be part of the community?

Yes 25 (86%) Sometimes 3 (10%) No 1 (3%)

4. Do you feel your family member has enough choices about his/her living situation or provider?

Yes 24 (86%) Sometimes 2 (7%) No 2 (7%)

5. Overall, are you satisfied with your family member’s residential services and supports?

Yes 26 (90%) Sometimes 2 (7%) No 1 (3%)

Day Program Services:

1. Do you feel our Day Services program provides your family member with appropriate services based on his/her wishes and needs?

Yes 20 (83%) Sometimes 4 (17%) No 0

2. Do you feel that our staff are doing a good job in attempting to meet your family member’s needs?

Yes 24 (96%) Sometimes 1 (4%) No 0

3. Do you feel your family member is given enough choices about his/her day program services?

Yes 22 (88%) Sometimes 2 (8%) No 1 (4%)

4. Overall, are you satisfied with your family member’s day program services and supports?

Yes 22 (92%) Sometimes 2 (8%) No 0

Case Management Services:

1. Are you satisfied with the services provided by your family member’s Case Manager?

Yes 26 (90%) Sometimes 3 (10%) No 0

2. Are you satisfied with the amount of contact you have with your family member’s Case Manager?

Yes 23 (85%) Sometimes 3 (11%) No 1 (4%)

3. Do you feel the Service Plan process is valuable in planning for your family member’s program, future, life?

Yes 24 (86%) Sometimes 2 (7%) No 2 (7%)

Satisfaction Survey Results

Page Three

4. Do you understand your family member's rights in regard to services funded through COI?
Yes 25 (89%) Sometimes 2 (7%) No 1 (4%)
5. Do you think your Case Manager does a good job of advocating, being supportive, and informative?
Yes 24 (88%) Sometimes 2 (7%) No 1 (4%)

Transportation Services:

1. Are you currently satisfied with the transportation provided by Community Options?
Yes 23 (92%) Sometimes 2 (8%) No 0

Both the quantitative and narrative results indicate a relatively high degree of parent/family satisfaction with all aspects of Comprehensive Services including Residential, Day Program, Case Management and Transportation. The survey did identify some issues regarding choice in day and residential programs; the need for more community involvement and exercise/recreational activities, and concerns that the complexity of our Case Management caseloads sometimes makes it difficult to be as responsive as we would like. Overall, however, families appear to be happy with these services, and many expressed appreciation and gratitude.

Early Intervention Services: (100 sent, 15 returned, 15% return)

1. Do you think that the services you and your child have received have been the same as planned on the Individual Family Service Plan (IFSP)?
Yes 14 (93%) Partially 1 (7%) No: 0
2. Were your concerns about your child addressed at the IFSP meeting?
Yes 15 (100%) No 0
3. Were efforts made to make you feel a part of the team and discussion during the IFSP meeting?
Yes 15 (100%) No 0
4. Has follow-up by your Service Coordinator been adequate to meet the needs of your family?
Yes 14 (93%) No 1 (7%)
5. Do you think the Early Intervention Services provided by the Child Development Specialist have been useful to your family?
Yes 15 (100%) No 0
6. Do you know who to talk to on your team when new needs come up for your child or for your family?
Yes 14 (100%) No 0
7. Are there needs of your family or child that are not currently being met?
Yes 2 (13%) No 13 (87%)
8. Has your contact with our staff made you more aware of other community resources?
Yes 11 (79%) No 3 (21%)

Although we were disappointed in the percentage of return, the quantitative and narrative results of this survey also show a high degree of satisfaction with our EI services and the work done by our staff. Many parents expressed excitement about the progress that their child is making, and appreciation for the services that they are receiving.

Children's Extensive Support Waiver: (8 sent, 2 returned, 25% return)

1. Do you feel CES staff is available to respond to you and your family's needs?
Yes 2 (100%) No 0
2. Do you feel comfortable when contacting the CES staff?
Yes 2 (100%) No 0
3. Does the CES staff respond to your calls, questions, and concerns promptly?
Yes 2 (100%) No 0
4. Is the CES staff knowledgeable about services that might be helpful to you & your family?
Yes 1 (100%) No 0
5. Do you feel the CES staff respect your family's needs and opinions?
Yes 2 (100%) No 0

Satisfaction Survey Results

Page Four

6. Has CES helped your family?

Yes 2 (100%) No 0

Although 25% is a reasonable return, this is a very small program and only hearing from two families may or may not be a representative sample. Both the quantitative and narrative results of this survey, however, indicated a very high degree of satisfaction with our CES services. Negative comments primarily related to how “devastating” the state’s changes in the rules and service definitions have been.

Staff Satisfaction Surveys: (209 sent, 34 returned, 16% return)

Opportunities were given for comments or suggestions for improvements after each question, and employees were also asked to list what they like best and least about their job. Again, the total number of responses may not always add up as there were situations of no response or multiple responses. Also, because of rounding, total percentages may not always equal 100%. Additionally, included again this year is a longitudinal analysis of the results of these surveys for the past ten years.

1. Are the services/supports we provide consistent with our mission and values?

Yes 29 (85%) Somewhat 4 (12%) No 1 (3%)

2. Do you believe that we provide services of good quality?

Yes 31 (89%) Somewhat 4 (11%) No 0

3. Does this agency promote a climate that supports staff and helps them work together?

Yes 25 (74%) Somewhat 9 (26%) No 0

4. Do you have an opportunity to provide input or ideas about things that directly affect your job?

Yes 30 (91%) Somewhat 3 (9%) No 0

5. Has the agency provided sufficient training to prepare you to do your job?

Yes 26 (84%) Somewhat 5 (16%) No 0

6. Please rate your overall satisfaction with your job.

Very Satisfied 20 (61%) Mostly 12 (36%) Somewhat 1 (3%) Not Satisfied 0

Although we were disappointed in the rate of return, the results of this survey demonstrate a relatively high rate of staff satisfaction with both the work environments and the services that we provide. And overall, we were pleased that 97% of our employees indicated that they were either “very” or “mostly” satisfied with their jobs. The longitudinal results appear to indicate that we have made and sustained some progress in terms of promoting an environment where staff work together, in providing sufficient training, and in overall job satisfaction. At least some of this, however, may simply be related to the fact that we are more fully staffed than in the past, and the frustration of dealing with staff turnover and filling shifts has eased. We received a number of comments that the shift to a fee-for-service system and associated systemic changes have significantly limited client choice, and decreased our ability to provide services in a manner consistent with our mission and values.

Longitudinal results of our Staff Satisfaction Surveys for the past 10 years are as follows:

1. Are the services/supports we provide consistent with our mission and values?

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>	<u>Survey Rate of Return</u>
2011	85%	12%	3%	16%
2010	88%	12%	0%	29%
2009	78%	19%	3%	18%
2008	79%	18%	4%	17%
2007	71%	25%	4%	32%
2006	78%	17%	4%	26%
2005	78%	18%	4%	27%
2004	63%	35%	2%	32%
2003	84%	16%	0%	36%
2002	<u>70%</u>	<u>30%</u>	<u>0%</u>	<u>24%</u>
Average:	77%	20%	2%	26%

Satisfaction Survey Results

Page Five

High:	88%	35%	4%	36%
Low:	63%	12%	0%	16%

2. Do you believe that we provide services of good quality?

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>
2011	89%	11%	0%
2010	96%	4%	0%
2009	84%	16%	0%
2008	83%	17%	0%
2007	70%	26%	4%
2006	73%	22%	4%
2005	80%	20%	0%
2004	69%	30%	2%
2003	83%	16%	0%
2002	<u>79%</u>	<u>21%</u>	<u>0%</u>
Average:	81%	18%	1%

High:	96%	30%	4%
Low:	69%	4%	0%

3. Does this agency promote a climate that supports staff and helps them work together?

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>
2011	74%	26%	0%
2010	78%	22%	0%
2009	66%	31%	3%
2008	54%	39%	7%
2007	51%	42%	8%
2006	60%	28%	13%
2005	52%	34%	14%
2004	41%	50%	9%
2003	56%	37%	6%
2002	<u>51%</u>	<u>38%</u>	<u>10%</u>
Average:	58%	35%	7%

High:	78%	50%	14%
Low:	41%	22%	0%

4. Do you have an opportunity to provide input or suggestions that directly affect your job?

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>
2011	91%	9%	0%
2010	90%	10%	0%
2009	81%	19%	0%
2008	89%	11%	0%
2007	81%	13%	6%
2006	87%	9%	4%
2005	78%	13%	9%
2004	77%	16%	7%
2003	77%	21%	2%
2002	<u>82%</u>	<u>18%</u>	<u>0%</u>
Average:	83%	14%	3%

High:	91%	21%	9%
Low:	77%	9%	0%

5. Has the agency provided sufficient training to prepare you to do your job?

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>
2011	84%	16%	0%
2010	76%	22%	2%
2009	85%	12%	3%
2008	75%	25%	0%
2007	72%	19%	9%
2006	76%	20%	4%
2005	76%	17%	7%
2004	78%	20%	2%
2003	83%	15%	2%
2002	<u>79%</u>	<u>10%</u>	<u>10%</u>
Average:	78%	18%	4%

High:	85%	25%	10%
Low:	72%	10%	0%

6. Please rate your overall satisfaction with your job.

	Very Satisfied (1)	Mostly (2)	Somewhat (3)	Not Satisfied (4)	<u>1 + 2</u>	<u>3 + 4</u>
2011	61%	36%	3%	0%	97%	3%
2010	60%	40%	0%	0%	100%	0%
2009	65%	32%	3%	0%	97%	3%
2008	50%	43%	7%	0%	93%	7%
2007	34%	56%	8%	2%	90%	10%
2006	46%	42%	13%	0%	88%	13%
2005	39%	39%	17%	4%	78%	21%
2004	41%	43%	13%	4%	84%	17%
2003	<u>47%</u>	<u>47%</u>	<u>5%</u>	<u>2%</u>	<u>94%</u>	<u>7%</u>
Average:	49%	42%	8%	1%	91%	9%

High:	65%	56%	17%	4%	100%	21%
Low:	34%	32%	0%	0%	78%	0%

(2002 Data Not Available)