

2016 Survey Results For In-Home Parents/Guardians

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable sending your son/daughter/consumer out in the community with them?	6	75%	0	0	1	6%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	8	100%	0	0	0	0%
Do you feel the direct care staff are properly trained?	8	100%	0	0	0	0%
Are you happy with the overall communication from direct care staff and management?	8	100%	0	0	0	0%
Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer?	6	75%	0	0	1	6%
Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer?	8	100%	0	0	1	6%

2016 Survey Results For In-Home Consumers

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable while out in the community with them?	5	100%	0	0%	0	0%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	4	80%	0	0%	1	2%
Do you feel the direct care staff are flexible to what you want to do?	5	100%	0	0%	0	0%
Are you satisfied with the planned activities staff coordinate for you?	5	100%	0	0%	0	0%
Do you feel direct care staff have established healthy and professional boundaries with you?	5	100%	0	0%	0	0%

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Do you feel the direct care staff are properly trained?	8	100%	0	0	0	0%
Are you happy with the overall communication from direct care staff and management?	8	100%	0	0	0	0%
Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer?	6	75%	0	0	1	6%
Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer?	8	100%	0	0	1	6%

2016 Survey Results For In-Home Consumers

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable while out in the community with them?	5	100%	0	0%	0	0%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	4	80%	0	0%	1	2%
Do you feel the direct care staff are flexible to what you want to do?	5	100%	0	0%	0	0%
Are you satisfied with the planned activities staff coordinate for you?	5	100%	0	0%	0	0%
Do you feel direct care staff have established healthy and professional boundaries with you?	5	100%	0	0%	0	0%

2016 Survey Results For Consumers

September 2016

RIGHTS	EXCELLENT	%	GOOD	%	FAIR	%	POOR	%
I have received training on exercising my rights.	25	64%	10	26%	3	7%	0	0%
I am allowed private time with my guests.	2	51%	13	33%	3	7%	0	0%
I have free access and mobility to areas within my house.	27	69%	13	33%	1	2%	0	0%
Routine activities are not taken away from me based on my behavior.	2	51%	15	38%	3	7%	0	0%
I am treated with respect.	23	59%	13	33%	0	0%	1	2%
I am able to receive mail at home, unopened, and if I need assistance, it is explained to me.	21	54%	15	38%	0	0%	0	0%
I know who to go to if I have a complaint.	27	69%	13	33%	0	0%	0	0%
Others know before coming into my room.	19	49%	13	33%	3	7%	1	2%
HEALTH AND SAFETY								
I am assisted in obtaining necessary medical treatment.	23	59%	17	44%	1	2%	0	0%
When I complain of a physical ailment, I am taken seriously.	19	49%	9	23%	1	%	0	0%
I feel safe in my home.	24	63%	9	23%	1	2%	0	0%
OUTCOMES/PREFERENCES								
I am given opportunities to participate in things that I like.	21	54%	13	33%	0	0%	0	0%
I am encouraged to spend time with my friends.	16	41%	18	46%	0	0%	0	0%
I have looked at my file, or have access to it should I want to.	22	56%	13	33%	0	0%	0	0%
FUNDS								
I am able to spend my money as I choose.	23	59%	13	33%	0	0%	0	0%
I am able to access my money whenever I desire.	17	44%	15	38%	4	10%	2	5%
My money, if not on my person, is kept locked and separate from other's money.	25	64%	11	28%	1	2%	0	0%
PHYSICAL PLANT								
I receive assistance, when needed, to keep my house clean.	23	59%	14	36%	0	0%	0	0%
My house is in good repair-equipment, yard, etc.	17	44%	13	33%	0	0%	2	5%

2016 Survey Results for Parents and Guardians

Services	EXCELLENT	%	GOOD	%	FAIR	%	POOR	%
Individuals receiving services is treated with respect.	17	47%	14	39%	3	8%	0	0%
Individual's privacy is protected.	21	58%	13	36%	0	0%	0	0%
Individual's rights are protected and upheld.	18	50%	17	47%	0	0%	0	0%
Individual's receiving services is provided choice in their life.	15	42%	17	47%	2	5%	0	0%
The team is solicited for input and advice for the delivery of services.	17	47%	15	42%	0	0%	0	0%
Staff								
Staff are well trained for their job duties.	16	44%	16	44%	3	8%	0	0%
Staff interact in a positive way with the individual.	15	42%	20	56%	0	0%	0	0%
Staff follow through on concerns or complaints.	19	53%	5	13%	2	5%	6	17%
Physical location (if applicable)								
The program site is comfortable and has a home atmosphere.	14	39%	16	44%	1	2%	1	2%
The program site is safe and well maintained.	13	36%	16	44%	3	8%	1	2%
The program site food provided is nutritious and prepared well.	15	42%	17	47%	0	0%	1	2%