

2017 Survey Results For Consumers

September 2017

45 surveys returned

RIGHTS	EXCELLENT	%	GOOD	%	FAIR	%	POOR	%
I have received training on exercising my rights.	23	52%	19	42%	3	6%	0	0%
I am allowed private time with my guests.	22	49%	20	44%	3	7%	0	0%
I have free access and mobility to areas within my house.	25	56%	19	42%	1	2%	0	0%
Routine activities are not taken away from me based on my behavior.	16	36%	22	49%	6	13%	1	2%
I am treated with respect.	23	52%	19	42%	1	2%	2	4%
I am able to receive mail at home, unopened, and if I need assistance, it is explained to me.	25	56%	17	38%	1	2%	2	4%
I know who to go to if I have a complaint.	26	58%	17	38%	1	2%	1	2%
Others know before coming into my room.	16	36%	25	56%	2	4%	2	4%
HEALTH AND SAFETY								
I am assisted in obtaining necessary medical treatment.	25	56%	17	38%	2	4%	1	2%
When I complain of a physical ailment, I am taken seriously.	21	47%	19	42%	5	11%	0	0%
I feel safe in my home.	27	60%	13	29%	3	7%	2	4%
OUTCOMES/PREFERENCES								
I am given opportunities to participate in things that I like.	26	58%	17	38%	2	4%	0	0%
I am encouraged to spend time with my friends.	18	41%	23	51%	2	4%	2	4%
I have looked at my file, or have access to it should I want to.	26	58%	17	38%	2	4%	0	0%
FUNDS								
I am able to spend my money as I choose.	21	47%	19	42%	5	11%	0	0%
I am able to access my money whenever I desire.	23	52%	19	42%	2	4%	1	2%
My money, if not on my person, is kept locked and separate from other's money.	28	62%	15	34%	2	4%	0	0%
PHYSICAL PLANT								
I receive assistance, when needed, to keep my house clean.	23	52%	19	42%	2	4%	1	2%
My house is in good repair-equipment, yard, etc.	22	49%	18	40%	4	9%	1	2%

2017 Survey Results for In-Home Parents/Guardians

7 surveys returned

	Yes	%	No	%	N/A	%
Does staff interact with you and make you feel comfortable sending your son/daughter/consumer out in the community with them?	7	100%	0	0%	0	6%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	7	100%	0	0%	0	0%
Do you feel the direct care staff are properly trained?	7	100%	0	0%	0	0%
Are you happy with the overall communication from direct care staff and management?	7	100%	0	0%	0	0%
Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer?	7	100%	0	0%	0	0%
Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer?	7	100%	0	0%	0	0%

2017 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?	3	100%	0	0%	0	0%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	3	80%	0	0%	0	0%
Do you feel the direct care staff are flexible to what you want to do?	3	100%	0	0%	0	0%
Are you satisfied with the planned activities staff coordinate for you?	3	100%	0	0%	0	0%
Do you feel direct care staff have established healthy and professional boundaries with you?	3	100%	0	0%	0	0%

2017 Survey Results for Parents and Guardians

44 Surveys Returned

Services	EXCELLENT	%	GOOD	%	FAIR	%	POOR	%
Individuals receiving services is treated with respect.	29	66%	15	34%	0	0%	0	0%
Individual's privacy is protected.	28	64%	16	36%	0	0%	0	0%
Individual's rights are protected and upheld.	31	70%	13	30%	0	0%	0	0%
Individual's receiving services is provided choice in their life.	31	70%	13	30%	0	0%	0	0%
The team is solicited for input and advice for the delivery of services.	27	61%	14	32%	3	7%	0	0%
How satisfied are you with the opportunities the person has to increase self-sufficiency, community inclusion, and skill development?	30	68%	14	32%	0	0%	0	0%
How satisfied are you with services and service delivery provided to this person?	29	66%	15	34%	0	0%	0	0%
Staff								
Staff are well trained for their job duties.	31	70%	13	30%	0	0%	0	0%
Staff interact in a positive way with the individual.	32	73%	11	25%	1	2%	0	0%
Staff follow through on concerns or complaints.	27	62%	16	36%	0	0%	1	2%
Physical location (if applicable)								
The program site is comfortable and has a home atmosphere.	31	70%	11	25%	2	5%	0	0%
The program site is safe and well maintained.	31	70%	11	25%	2	5%	0	0%
The program site food provided is nutritious and prepared well.	30	68%	14	32%	0	0%	0	0%