

Companion Housing Programs, Inc.

SATISFACTION SURVEY 2019

Companion Housing Programs, Inc. is committed to providing excellent services to all persons supported. It is important to us to provide each person with person-centered, safe, and effective services! We will continue to do this to the best of our ability, but we would appreciate your feedback on your level of satisfaction with the company and our services. Also, please let us know if there are ways we can improve our services! **Please add any comments on the reverse side.**

Please return this survey in the self-addressed stamped envelope or by sending us an email.

Thank you for taking the time to complete this survey! 29 Surveys completed (Not every question was answered)

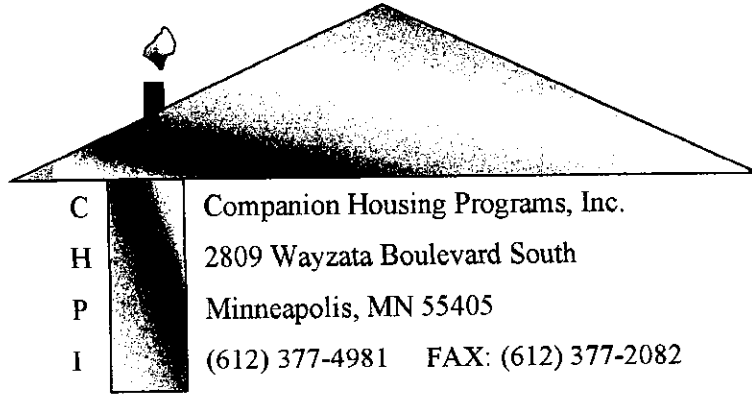
	Excellent	Good	Fair	Poor
Services				
Services are person-centered and are driven by the person and their support team.	20/29 69%	9/29 31%		
Services uphold what is important to the person and what is important for the person.	19/29 66%	10/29 34%		
The person's rights are affirmed, protected, and exercised by the person, the company, and all staff.	21/29 72%	8/29 28%		
Any preferences the person has related to their supports are being provided by the company.	20/28 71%	8/28 29%		
The person's desired outcomes are being accomplished and progress is clearly being made.	18/29 62%	9/29 31%	2/29 7%	
How satisfied are you with the opportunities the person has to increase self-sufficiency, community inclusion, and skill development?	18/29 62%	10/29 35%	1/29 3%	
How satisfied are you with services and service delivery provided to this person?	18/29 62%	10/29 35%	1/29 3%	
Staff				
Staff are trained and competent to perform their job duties.	17/29 59%	10/29 35%	1/29 3%	1/29 3%
Staff interact in a positive, respectful manner which upholds the person's history, dignity, and cultural background.	20/29 70%	6/29 20%	3/29 10%	
I feel comfortable bringing questions or concerns to the attention of the company's management and know they will follow through on addressing any issue.	20/29 70%	7/29 24%	1/29 3%	1/29 3%
Physical location (if applicable)				
The program site is comfortable and has a welcoming atmosphere.	20/29 70%	6/29 20%	3/29 10%	
The program site is safe and well maintained.	17/29 59%	9/29 31%	3/29 10%	
Food prepared and provided is nutritious and based upon specialized dietary needs.	16/28 57%	11/28 39%	1/28 4%	

Companion Housing Programs, Inc.

Person Satisfaction survey 2019

24 Surveys completed. (Not every question was answered)

STATEMENT	EXCELLENT	GOOD	FAIR	POOR
RIGHTS:				
I have received training on exercising my rights	14/24 58%	9/24 38%	1/24 4%	
I am allowed private time with my guests	14/24 58%	9/24 38%	1/24 4%	
I have free access and mobility to areas within my house	15/24 63%	8/24 33%	1/24 4%	
Routine activities are not taken away from me based on my behaviors	13/24 54%	8/24 33%	2/24 8%	1/24 5%
I am treated with respect	15/23 65%	6/23 26%	1/23 4%	1/23 4%
I am able to receive mail, open it and have it explained to me	13/24 54%	10/24 42%	1/24 4%	
I know who to go to if I have a complaint	13/24 54%	10/24 42%		1/24 4%
Others knock before coming into my room	13/23 57%	8/23 35%	1/23 4%	1/23 4%
HEALTH AND SAFETY:				
I am assisted in obtaining necessary medical treatments	16/24 67%	7/24 29%	1/24 4%	
When I complain of a physical ailment, I am taken seriously	14/24 58%	9/24 38%	1/24 4%	
I feel safe in my home	13/24 54%	9/24 38%	1/24 4%	1/24 4%
OUTCOMES/ CONSUMER PREFERENCES:				
I am given opportunities to participate in things that I like	14/24 58%	8/24 33%	2/24 8%	
I am encouraged to spend time with my friends	14/23 61%	8/23 35%	1/23 4%	
I have access to my file any time I would like to see it	14/24 58%	9/24 38%	1/24 4%	
FUNDS:				
I am able to spend my money as I choose	15/24 63%	8/24 33%	1/24 4%	
I am able to access my money whenever I desire	11/24 46%	9/24 38%	2/24 8%	2/24 8%
My Money, if not on my person is kept locked and separate from other's money.	14/24 58%	9/24 38%	1/24 4%	
PHYSICAL PLANT:				
I get help when needed to keep my home clean	13/23 57%	9/23 39%	1/23 4%	
My home is in good repair-equipment, yard, etc.	12/23 52%	9/23 39%	1/23 4%	1/23 4%



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Companion Housing Programs, Inc.
In-Home Satisfaction Survey 2019
4 Surveys were completed

(Parent, Guardian, Case manager)

1. Do the staff interact with you and make you feel comfortable sending your son/daughter/consumer out in the community with them? Yes No N/A

Comments: Yes: 4 100%

2. If you have a concern, do you feel that it is taken seriously and addressed appropriately? Yes No N/A

Comments: Yes: 4 100%

3. Do you feel the direct care staff are properly trained? Yes No N/A

Comments: Yes: 3 75% No: 1 25%

4. Are you happy with the overall communication from direct care staff and management? Yes No N/A

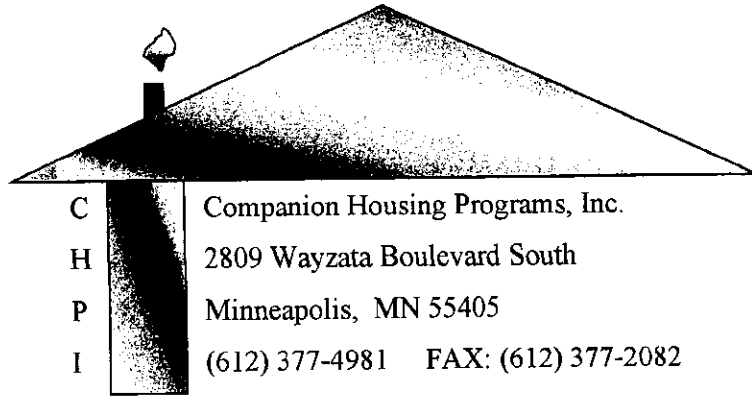
Comments: Yes: 3 75% No: 1 25%

5. Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer? Yes No N/A

Comments: Yes: 2 50% No: 2 50%

6. Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer? Yes No N/A

Comments: Yes: 3 75% No: 1 25%



Companion Housing Programs, Inc.
In-Home Satisfaction Survey 2019
8 surveys were completed

Person's Survey:

1. Do the staff interact with you and make you feel comfortable while you are out in the community with them? Yes No N/A

Comments: Yes: 8 100%

2. If you have a concern, do you feel that it is taken seriously and addressed appropriately? Yes No N/A

Comments: Yes: 8 100%

3. Do you feel the direct care staff are flexible to what you want to do? Yes No N/A

Comments: Yes: 7 88% N/A: 1 12%

4. Are you satisfied with the planned activities staff coordinate for you? Yes No N/A

Comments: Yes: 8 100%

5. Do you feel direct care staff have established healthy and professional relationship with you? Yes No N/A

Comments: Yes: 8 100%