

COMMUNITY OPTIONS, INC.
SATISFACTION SURVEY RESULTS-MARCH 2020
Client Satisfaction Surveys

In what has been an unprecedented year on many, many levels, the COVID-19 crisis has impacted virtually everything we do, including our satisfaction survey process. This year we again had begun surveying adults receiving Supported Living Services (SLS) and Comprehensive Services (HCB-DD). A random 20% sample of those receiving services in Delta and Montrose was selected, resulting in a total of 12 people in SLS and 16 people in HCB-DD services. Interviews were initiated by two Admin. Assistants from our Business office, but just as the process began we were compelled to close our Day Program sites and implement a no visitor policy at our facilities. As a result, we were only able to interview 5 people in each Waiver. During those interviews, 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%.

Everyone has a Case Manager and receives Case Management Services, so please answer:

- 1) Does your Case Manager (CM) listen to you and respect what you say?
Yes 9 (90%) Sometimes 1 (10%) No 0
- 2) Do you see your CM enough?
Yes 4 (40%) Sometimes 2 (20%) No 4 (40%)
- 3) Does your CM help you develop a good plan with things that are important to you?
Yes 10 (100%) Sometimes 0 No 0
- 4) Overall, are you happy with your Case Management services?
Yes 9 (90%) Sometimes 1 (10%) No 0

If you receive Residential Services (group home, apartment, host home) please answer:

- 1) Do staff/provider listen to you and respect what you say?
Yes 4 (67%) Sometimes 2 (33%) No 0
- 2) Do you have the privacy that you need in your home?
Yes 2 (33%) Sometimes 2 (33%) No 2 (33%)
- 3) Do you get to choose what you eat and are you happy with the food?
Yes 4 (67%) Sometimes 2 (33%) No 0
- 4) Overall, are you happy with where you live?
Yes 5 (83%) Sometimes 0 No 1 (17%)

If you receive any Transportation Services through our programs, please answer:

- 1) Are your transportation needs being met?
Yes 9 (90%) Sometimes 0 No 1 (10%)

If you receive Supported Living Services, please answer:

- 1) Do the SLS staff and managers listen to you and respect what you say?
Yes 4 (80%) Sometimes 1 (20%) No 0
- 2) Do the SLS staff help you do things that are important to you?
Yes 5 (100%) Sometimes 0 No 0
- 3) Can you reach the SLS staff when you need to talk to them?
Yes 5 (100%) Sometimes 0 No 0
- 4) Overall, are you happy with your SLS services?
Yes 5 (100%) Sometimes 0 No 0

If you are involved in Day Program and/or Employment Services, please answer:

- 1) Do you think that the staff listen to you and respect what you say?
Yes 8 (80%) Sometimes 2 (20%) No 0
- 2) Do the staff help you do things that are important to you?
Yes 9 (90%) Sometimes 1 (20%) No 0
- 3) Do you get to make choices about the things you do?
Yes 8 (80%) Sometimes 2 (20%) No 0
- 4) Overall, are you happy with your Day Program and/or Employment Services?
Yes 8 (80%) Sometimes 2 (20%) No 0

Albeit from an unfortunately limited sample size, the quantitative data shows a high degree of client satisfaction with our SLS and Comprehensive Services, including the Day Program and Transportation components as well as our Case Management. There were numerous comments that people would like to see their Case Manager more often, but that they understood they were very busy and that there has been a lot of turnover this year. There also were many narrative comments about how happy people were, and expressing appreciation for the services they receive and for the staff who provide them.

Family Satisfaction Surveys

Three different sets of family surveys were conducted by mail for the following programs: Supported Living Services (SLS)-76 surveys sent, Comprehensive Services (HCB-DD)-109 surveys sent, Children’s Extensive Support (CES)-6 surveys sent. Surveys for the Family Support Services Program (FSSP) are being conducted by the Family Support Council via a separate process. Across all of these programs, we would have hoped for a higher rate of return, but given the stresses of the current COVID crisis, it is difficult to be disappointed. This year we also enclosed self-stamped and addressed return envelopes, which did seem to help, particularly with the HCB-DD survey. 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 equal 100%.

I. Choose one:

27 (25% return) **My family member receives residential services through COI** (group home, host home, or home or apartment with staff as needed). If so:

Do you feel our staff or provider do a good job of meeting your family member’s needs?

Yes 24 (97%) Partially 1 (4%) No 0

Overall, are you satisfied with your family member’s residential services?

Yes 23 (92%) Partially 2 (8%) No 0

Or,

9 (12% return) **My family member lives in our home or on their own and has services through the Supported Living Services Program.** If so:

Do you feel our staff or providers do a good job of meeting your family member’s needs?

Yes 4 (57%) Partially 3 (43%) No 0

Overall, are you satisfied with your family member’s Supported Living Services?

Yes 4 (67%) Partially 2 (33%) No 0

For both groups above:

II. Does your family member receive day program or employment services through COI?

Yes 28 (93%) No 2 (7%) If yes:

Do you feel our staff do a good job of meeting your family member’s needs?

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

Overall, are you satisfied with your family member’s day program or employment services?

Yes 23 (88%) Partially 3 (12%) No 0

III. All adults receiving program services through COI also receive Case Management services.

Do you feel your family member’s Case Manager does a good job meeting their needs?

Yes 26 (81%) Partially 6 (19%) No 0

Overall, are you satisfied with your family member’s Case Management services?

Yes 24 (83%) Partially 5 (17%) No 0

IV. If your family member receives transportation services through COI, are you satisfied with those services?

Yes 26 (100%) Partially 0 No 0

2. I believe we provide good quality services and supports.

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	88%	12%	0%
2018	99%	2%	0%
2017	90%	7%	2%
2016	93%	5%	2%
2015	83%	14%	3%
2014	87%	13%	3%
2013	93%	3%	1%
2012	85%	15%	0%
2011	89%	11%	0%
2010	<u>96%</u>	<u>4%</u>	<u>0%</u>
Average:	90%	9%	1%
High:	99%	15%	3%
Low:	83%	2%	0%

3. I believe that COI promotes a climate that supports staff and helps them work together.

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	60%	30%	11%
2018	78%	18%	4%
2017	70%	20%	10%
2016	67%	24%	9%
2015	63%	25%	5%
2014	68%	26%	5%
2013	67%	27%	7%
2012	61%	39%	0%
2011	74%	26%	0%
2010	<u>78%</u>	<u>22%</u>	<u>0%</u>
Average:	69%	26%	5%
High:	78%	39%	11%
Low:	60%	18%	0%

4. I have the opportunity to offer input & suggestions and they are valued by my manager and others in the agency.

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	81%	15%	4%
2018	94%	6%	0%
2017	81%	13%	7%
2016	79%	12%	9%
2015	76%	17%	5%
2014	83%	15%	1%
2013	87%	10%	3%
2012	90%	10%	0%
2011	91%	9%	0%
2010	<u>90%</u>	<u>10%</u>	<u>0%</u>
Average:	85%	12%	3%
High:	94%	17%	9%
Low:	76%	6%	0%

5. The agency provides sufficient training to prepare me to do my job?

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	80%	18%	2%
2018	84%	15%	0%
2017	84%	10%	6%
2016	78%	16%	5%
2015	83%	8%	8%
2014	75%	24%	1%
2013	76%	17%	7%
2012	73%	27%	0%
2011	84%	16%	0%
2010	<u>76%</u>	<u>22%</u>	<u>2%</u>
Average:	79%	17%	3%
High:	84%	27%	8%
Low:	73%	8%	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>
2019	47%	35%	18%	0%	82%	18%
2018	35%	60%	6%	0%	95%	6%
2017	41%	51%	8%	0%	92%	8%
2016	41%	45%	10%	3%	86%	13%
2015	36%	48%	16%	0%	84%	16%
2014	47%	43%	9%	0%	90%	9%
2013	58%	33%	3%	6%	91%	9%
2012	58%	36%	6%	0%	94%	6%
2011	61%	36%	3%	0%	97%	3%
2010	<u>60%</u>	<u>40%</u>	<u>0%</u>	<u>0%</u>	<u>100%</u>	<u>0%</u>
Average:	48%	43%	8%	1%	91%	9%
High:	61%	60%	17%	6%	100%	18%
Low:	35%	33%	0%	0%	82%	0%