

Independent Living Services & Creative Living 2013 Surveys

Summary of 2013 Survey Results for Individuals Served

Twenty Nine surveys were sent to individuals served and twenty three surveys were returned, which gave us a 79% return rate compared to last year's return rate of 93%.

On the question of do you feel like you can talk to your case manager or staff the ranking were a total of 96% saying they agreed or strongly agreed with this versus 93% in 2012.

Individuals who said they agreed or strongly agreed they were satisfied with services were at 100%.

Individuals who strongly agreed staff listened to them ranked 96% in 2013 which was an increase from the 64% in 2012.

Individuals are also given an opportunity to address satisfaction questions during their monthly meetings with their case managers and coordinators and any concerns they have are addressed at that time.

All specific comments were passed along to Case Managers and their team when the survey was received.

Some responses such as wanting a better job or wanting to move are not feasible at this time due to the consumers' specific needs for support.

Does ILS keep you informed of what is happening with your family members? Do they listen and act upon your input? **100% of responses to this question were yes**

What can we do better for you?

- Everything meets our needs
- Everything seems perfect
- Earn more money
- I would like more activities away from Profiles
- I like it
- Just keep ILS open
- Help with diet. Healthier
- Staff to take me out more into the community

Summary of 2013 Survey Results for Families/Guardians

Forty surveys were sent to family/guardians and thirteen surveys were returned, which gave us a 33% return rate compared to last year's return rate of 49% we are not sure of the reason for the change in the return rate. We will work with families more next year to try and increase the rate.

On the question of do you feel like you can talk to your case manager or staff the ranking went up from last year from 86% Satisfied in 2013 to 83% very satisfied in 2012.

The satisfaction level with services they are receiving went up from 71% satisfied in 2012 to 92% in 2013.

Individuals who felt their family member was receiving the level of services they needed rose very slightly from 89% satisfied in 2012 to 85% very satisfied in 2013.

Individuals who felt staff listened to them went from 100% satisfied in 2012 to 84% very satisfied in 2013,

Individuals satisfied with quality of services went from 95% in 2012 to 92% in 2013.

Does ILS keep you informed of what is happening with your family member? Do they listen and act upon your input? **100% of responses were yes**

What can we do better for you?

- Keep us informed
- I am very pleased with everything.

Comments, suggestions, concerns?

- I have when folks on surveys I sent out for them to mark all 5's. It appears they have just taken the easy way out. However, these do reflect my current feelings and appreciation for each who are helping our son in a positive way with his residential and work related changes.
- You are doing a great job.
- We are pleased with the services. Thank you.
- Everything is going great
- I just want him to be able to read, write and do math.
- Thank you for overseeing our son's well-being. We appreciate all your help. We realize is a large group effort from ILS. Thank you.
- It seems best if clients are healthy and happy rather than in a nursing home.
- I have been working with ILS for years and have never been disappointed with the quality of care, services and the overall compassion shown to my clients. (from a guardian)

Summary of 2013 Survey Results for Staff

Individuals who agree and strongly agree that they had the appropriate training for their job increased from 91% in 2012 to 96% 2013.

Individuals who agree and strongly agree they had adequate supplies for their job went from 97% in 2012 to 99% in 2013.

Employees who were very satisfied with their job remained at 85%.

Individuals who felt their supervisor cared about them and responds to issues that are important to them were 69% % in 2013 compared to 76% very satisfied in 2012.

Individuals who are aware of the staff recognition programs at ILS was 82% in 2013.

Any specific needs were addressed when the survey was returned.

Salaries are always a concern listed. We pay based on our reimbursement rate from our funding sources. Each year the board looks at raises as funding is available.

What additional training would you like offered?

What additional training would you like offered?

- More training on ADHD. It seems our younger consumers have this diagnosis.
- More training for total care
- Behavior, symptom, management, prevention
- Grants
- Any assistant training or HR training
- Team building events twice a year.
- Computer training
- Defensive driving with a state trooper. Have training regarding and managing facilities for managers and adult companions more often.
- Everything that I have been trained on has been great and helpful. At this time I don't feel that I need any other training.

*We offer in depth personal care training twice a month.

We also provide training on behavior management in the way of Crisis Prevention Intervention at least one time per month.

We offer drivers training regularly.

Do you have any other input?

- Thank you for the wonderful raise. I didn't expect it and it was greatly appreciated.
- I love ILS and working here with consumers and staff.
- Better communications developed between departments.
- I am so blessed to be working with this amazing group of people.
- I love my job.
- We need to have more (Staff) bingo parties.
- Team development/conflict workshops among staff and administration
- Upgraded technology (less paper)
- Office hours for supervisors
- Thankful for the commitment so many have made to provide the best possible services for our consumers and our employees.
- I love working at ILS. I am proud of the services provided to consumers and their families.
- A company that cares for employees and clients. I am grateful for the opportunity to work for ILS. Any questions or concerns I have are always taken care of in a timely manner. Great people to work for!
- It has been wonderful.
- I have enjoyed working here thus far. I like working with the consumers and I also like working with such caring staff. I am glad to be part of this team.

- I love my job and the people I have met are awesome especially the people who have helped me transition from part time to full time.

Summary of 2013 Survey Results for Business Contacts

Fifty five surveys were sent to business partners and nine surveys were returned, which gave us a 20% return rate which was the same as last years.

The questions on the survey remained the same as last year.

Question 1 asked if ILS answers questions/concerns in timely manner. In 2013 the ratings showed a 99% satisfaction level compared to 2012 rating of 66%.

Question 2 asked about the businesses satisfaction with their relationship with ILS. In 2013 the ratings showed a 100% satisfaction level.

The question which asked if the business would refer other businesses to ILS showed ratings of 99% results.

Do you have any other input?

- Keep up the good work
- It would be helpful for caregivers to either decide on delivery or pick up and if delivery please be there. There is much confusion.
- We find our ILS contacts to be professional and pleasurable to work with. We value our relationship.
- Yes, we thank you and appreciate your business.

Summary of 2013 Productions Contract Survey

Fifteen surveys were sent to Production Contracts and fifteen surveys were returned, which gave us a 53% return rate compared to last year's return rate of 49%.

The questions on the survey remained the same as last year.

Business continued to remain very pleased with services. None of the survey results showed any dissatisfaction with services provided to the businesses.

- Thank you for providing our shredding service.
- They do a great job.
- We always look forward to seeing you come! We are very happy with the services you provide! Thank you!

Summary of 2013 Survey Results for Board Members

Twenty Six (26) surveys were sent to board members and twelve (12) surveys were returned, which gave us a 47% return rate which was less than last years.

The questions on the survey remained the same as last year. Below you will find the survey with percentages and comments made on the surveys.

- Well Managed Organization
- My job as a board member is made much easier because of the quality people (management) at ILS. Thank you for all you do.
- All of you are great.

Summary of 2013 Survey Results for Day Services

Of the 120 individuals enrolled in the day services program, 111 choose to participate and answer the survey questions.

The survey consisted of 7 multiple choice questions where they could indicate if they strongly disagree, disagree, neutral, agree, strongly agree. The other 2 questions were open ended questions that gave the individuals the opportunity to give us personal feedback regarding their likes and dislikes in the day programs.

We removed one of the questions from past years. We took out the question asking individuals if they felt like they got out in the community enough from Profiles. Funding does not allow us to provide services for Profiles out in the community.

We have always had a low satisfaction rating on the question regarding meals served at Profiles. In 2012 we opened our own kitchen and now serve hot, homemade food. As we had hoped satisfaction has greatly increased! We now have 83% who agree that they like the lunches served and only 10% who are dissatisfied.

Trips out into the community are not billable so they are limited during the day program hours. Our residential programs and Waiver services focus on taking individuals out to eat, shopping and community functions.

- Have a crochet class
- I want to learn to drive
- More work in Productions
- Pizza party
- Find something to get big pay
- More field trips: Have an indoor pool/go swimming / Go bowling more often
- Fun stuff
- Help learn to read
- Fly kites
- Everything is good
- I like everything that Joann does in Values.

Summary of 2013 Survey Results for Nursing

Eighteen nursing surveys were sent to Case Managers, Program Directors and Managers and 11 surveys were returned, which gave us a 61% return rate compared to last year's return rate of 72%.

The questions on the survey remained the same as last year. Using a rating scale of 1-5 (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree).

On the question of does the nurse respond in a timely manner when called the satisfaction level went from 98% satisfied last year to 90% satisfied in 2013.

The satisfaction level with are your questions and concerns satisfactorily answered slightly from 2012.

The satisfaction of can you reach the nurse when needed dropped from 98% in 2012 to 90% in 2013.

The satisfaction with is training provided on new medications and equipment rose from 53% 2012 to 70% in 2013.

On the question of does the nurse interact with consumers and answers questions that they might also have satisfaction dropped from 46% very satisfied in 2011 to 27% very satisfied in 2012,

- More staff training
- We are lucky to have it.
- The nurse does a great job. She has always been very helpful when I have questions or concerns.