

Independent Living Services & Creative Living 2014 Surveys

Summary of 2014 Survey Results for Individuals Served

Thirty two surveys were sent to individuals served and nineteen surveys were returned, which gave us a 60% return rate compared to last year's return rate of 79%.

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

On the question of do you feel like you can talk to your case manager or staff the ranking were a total of 100% saying they agreed or strongly agreed with this versus 96% in 2013.

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

Individuals who strongly agreed staff listened to them ranked 90% in 2014 which was an increase from the 96% in 2013.

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.

Comments, suggestions, concerns?

- Would like her own place.
- People are very helpful
- Let me know when there are activities
- Overall very happy

Summary of 2014 Survey Results for Families/Guardians

Thirty nine surveys were sent to family/guardians and nineteen surveys were returned, which gave us a 49% return rate compared to last year's return rate of 33%.

While ILS serves many more families/guardians, we have chosen to only survey a percentage of them each year. Our process for determining who to survey is as follows: The first year we began at number 1 and then did every 5th family/guardian. This year we started at number 4 on the list and did every 5th family/guardian. Each year we will use the same process and begin at the next number down so all families/guardians will be surveyed within a period of time. While we have chosen to only survey a percentage of the families/guardians we are finding that the return rate on the surveys is better since we began doing a sampling instead of surveying all families/guardians.

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 do you feel like you can talk to your case manager or staff the ranking went up from last year from 95% Satisfied in 2014 to 86% satisfied in 2013.

The satisfaction level with services they are receiving went up from 92% satisfied in 2013 to 95% in 2015.

Individuals who felt their family member was receiving the level of services they needed rose from 85% satisfied in 2013 to 95% satisfied in 2014.

Individuals who felt staff listened to them went from 84% satisfied in 2013 to 90% very satisfied in 2014,

Individuals satisfied with quality of services went from 92% in 2013 to 95% in 2014.

- They do an awesome job! The current case managers are terrific.
- The staff at Profiles is wonderful. Everyone cares, really cares for clients.
- Yes, APS is very pleased with how all our custody clients are managed. The services are excellent.
- We are so blessed to have ILS in this community!!!!
- I appreciate staffs willingness to seek out options with my input.

Summary of 2014 Survey Results for Staff

The questions on the survey remained the same as last year, using a however rankings system of 1-5 (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree). We received 67 staff surveys back – the most ever returned!

Individuals who agree and strongly agree that they had the appropriate training for their job decreased from 96% in 2013 to 92% 2014.

Individuals who agree and strongly agree they had adequate supplies for their job went from 99% in 2013 to 95% in 2014.

Employees who were satisfied with their job is at 96%.

Individuals who felt their supervisor cared about them and responds to issues that are important to them were 89% % in 2014 compared to 69% satisfied in 2013.

Individuals who are aware of the staff recognition programs at ILS was 89% in 2014.

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?

- Stress management and team building
- Computer programs – I am not computer savvy.
- More supervisor training.

- More training on autism.

Do you have any other input?

- Enjoy working for ILS
- You all show support and care about your clients and employees more than any place I have worked. Thanks for the bonus you really don't know how much that meant to me.
- I work with great people.
- I am a new hire and don't have enough tie on the job to rate the questions at this time. However, so far I think the services are awesome.
- I love working for ILS!
- Lack of communication among workers.
- ILS is a fabulous company to work for! They very much care about their staff and clients!
- Great job – I love it.
- I really love my position on this job. I take my job very seriously and this is the most loveable jo I've ever had, I hope to move up to higher standards in the near future with Independent Living Services – Thank you!
- This is the best company I have ever worked for.

Summary of 2014 Survey Results for Business Contract Survey

Thirty Eight surveys were sent to business partners and nine surveys were returned, which gave us a 24% 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 2014 the ratings showed a 100% agree and strongly agree.

Question 2 asked about the businesses satisfaction with their relationship with ILS. In 2014 the ratings showed a 100% satisfaction level.

The question which asked if the business would refer other businesses to ILS showed ratings of 89% results.

Do you have any other input?

- Enjoy doing the work for your services, look forward to future work for ILS.
- We are open to any suggestions that can help us provide better services for ILS.

Summary of 2014 Productions Contract Survey

Thirteen surveys were sent to Production Contracts and one survey was returned, which gave us a 1% return rate compared to last year's return rate of 53%. We will try a different method to get a better return rate next year. We will go to a face to face survey next year to increase rate.

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.

Summary of 2014 Survey Results for Board Members

Twenty Four surveys were sent to board members and nine surveys were returned, which gave us a 38% return rate which was less than last years. We will hand the surveys out at a Board Meeting to try to increase the return rate next year.

The Board remained with 100% Satisfaction of the information the Executive Director provides the Board to make decisions.

They board again this year had 100% Satisfaction in the are given enough Financial information to make informed decisions.

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.

Do you have any other input?

- Keep up the good work.
- I am still new to the process but will have more input when I learn the ropes.

Summary of 2014 Survey Results for Day Services

A Foster Grandparent assisted all the individuals in completing their surveys.

Of the 140 individuals enrolled in the day services program, 99 chose 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 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 77% who agree that they like the lunches served and only 6% 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.

The results of this survey are shared with the individuals who attend day services, and the staff of the organization. We have some answers which cannot be fulfilled such as an indoor pool but that is an option for them to attend them during the evenings and weekends at the two indoor pools in town.

Further input will be solicited from individuals served in hopes of getting more clarification on some of the answers to the responses.

- Like it the way it is, love Kamp Kahuna
- More work in Productions
- I would like to see a reading class offered
- Talk more about shredding.

Summary of 2014 Survey Results for Nursing

Twenty nursing surveys were sent to Case Managers, Program Directors and Managers and 11 surveys were returned, which gave us a 75% return rate compared to last year's return rate of 61%.

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 90% satisfied last year to 86% satisfied in 2014.

The satisfaction level with are your questions and concerns satisfactorily answered was 87%.

The satisfaction of can you reach the nurse when needed dropped from 90% in 2013 to 80% in 2014.

The satisfaction with is training provided on new medications and equipment was 57% 2014.

On the question of does the nurse interact with consumers and answers questions that they might also have was 71%

How can we improve the nursing services at ILS/CLI or other input you would like to offer.

- Train staff to become familiar with consumer illnesses.
- More training.
- The nurse does an excellent job.