

# 2015 Individual and Family Survey Results



## Who Responded...

A total of 98 responses (or 12%) were received. Parents of individuals served accounted for the majority of responses. Service Coordination was the service most represented by the respondents.

## How they rated CCDS...

The average rating of services provided by CCDS was 8 out of 10.

The rating most frequently selected by respondents was 10 out of 10.

**The most frequent rating of services provided by CCDS: 10 out of 10!**

## Person Centered Excellence Priorities

Respondents were asked to rank-order the importance of CCDS Person Centered Excellence Plan.

Rank order of importance for the respondents of the survey is:

1. The Catholic Charities workforce is stable and qualified.
2. People and families play meaningful leadership roles.
3. People have authority to plan and pursue their own vision.

## CCDS Staff and Services

- 90% agreed CCDS staff are responsive to requests, questions or concerns.
- 91% agreed CCDS staff are available and accessible.
- 93% agreed CCDS staff respect them.

## In their own words...

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Excerpts from the survey...

**"The people are extremely caring. They love what they do."**

**"CCDS keeps everyone informed as to what is going on."**

**"All the staff that work with me are kind and helpful."**

**"CCDS is doing great, I don't know what we would do without you."**

**"CCDS staff have a very caring attitude towards individual and family."**

**"We appreciate the services we receive for our daughter – Thank you so much!"**

**92% of the individuals and families we would recommend CCDS to other**

