



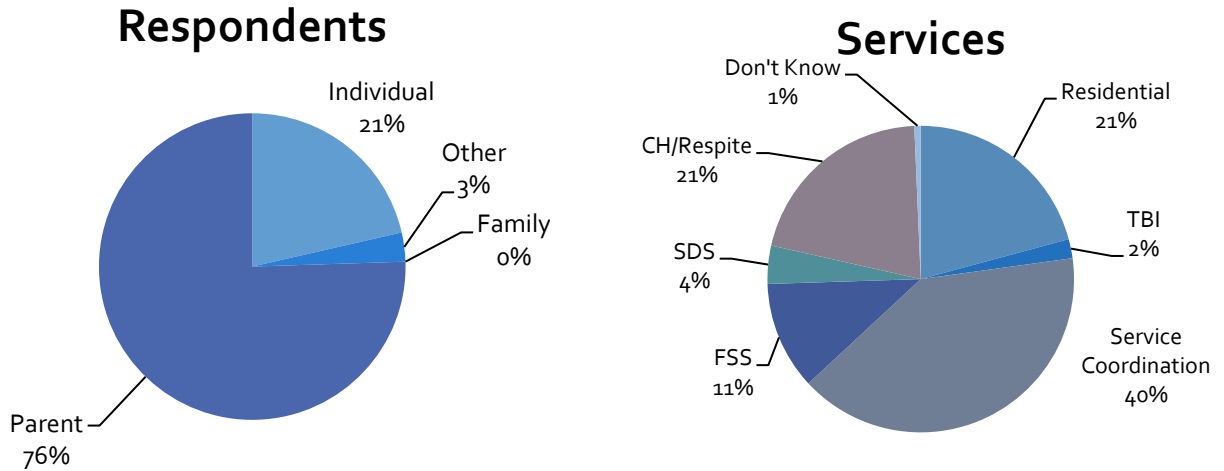
2015 Individual and Family Satisfaction Survey Results

Contents

Demographics.....	2
Services - Ratings.....	3
Services – Previously Identified Areas of Concern	3
CQL – Person Centered Excellence Plan.....	4
Services – Areas for Improvement and Those Where CCDS Should Not Change.....	5
Services – Statements.....	6
Services – Additional Comments.....	7
Conclusions.....	7

Demographics

Eight hundred and fifty surveys were distributed in 2015 to gather feedback from individuals and families served by Catholic Charities Disabilities Services. The number of surveys distributed was less than the previous year as a result of administrative review of duplication and addresses of families and individuals served. There were 98 (12%) total responses. This is consistent with the response rate of previous years. Respondents could submit the survey via paper copy or completed through the CCDS website. Not all respondents answered all of the questions in the survey.



Summary

The majority of responses came from parents (76%). This is consistent with previous years' surveys.

The most frequent type of service listed was service coordination (40%). It should be noted that respondents were asked to list all the services they received from CCDS, and there were many responses that listed more than one service. These results are also consistent with previous years' surveys.

Services - Ratings

Respondents were asked to rate the services and supports they receive from CCDS. The rating ranged between 1 (not at all satisfied) to 10 (extremely satisfied).

Not at all Satisfied							Extremely Satisfied			
1	2	3	4	5	6	7	8	9	10	
0	1	1	1	7	6	3	19	19	39	

Summary

The average rating of services provided by CCDS was 8 out of 10 (see blue arrow above). The rating most frequently selected by respondents was 10 out of 10 (circled in green above). This is consistent with the results of the 2014 survey ratings.

Services - Previously Identified Areas of Concern

Respondents were asked to provide feedback as to whether they had seen improvement in areas of concern that were identified in previous satisfaction surveys.

	Significant Improvement	Progress made, but improvement still needed	Significant improvement needed	N/A
Staff Turnover	29	31	9	20
Communication with individual and family	48	25	5	12
Helping individual/family connect with the services they need	45	26	7	14

Summary

The majority of respondents indicated that significant improvement had been made in the areas of communication with individual and family (53%) and helping individual/family connect with the services they need (50%). In the area of staff turnover, a slight majority (34%) of respondents indicated that progress had been made, but improvement was still needed, as compared with those who rated this area as significantly improved (32%).

CQL – Person Centered Excellence Plan

Respondents were asked to rank the three areas of the CCDS Person Centered Excellence Plan developed as part of the agencies Council on Quality Leadership (CQL) accreditation. They selected a rank of “Most Importance” (1) to “Least Importance” (3). Some respondents did not rank any of the items, some ranked all items at the same level of importance and some respondents ranked only one or two items.

	Most Important	Second Important	Least Important
People have authority to plan and pursue their own vision	32	18	33
The Catholic Charities workforce is stable and qualified	48	26	15
People and families play meaningful leadership roles.	24	33	28

Summary

The area which received the highest number of “Most Important” rank was “The Catholic Charities workforce is stable and qualified”. This is consistent with ranking and comment feedback received in previous years’ surveys, as well as the comments made by respondents in this survey. The area which received the highest number of “Second Important” was “People and families play meaningful leadership roles.” The area which received the highest number of “Least Important” was “People have authority to plan and pursue their own vision”.

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.

Services – Areas for Improvement and Those Where CCDS Should Not Change

Respondents were asked to share their thoughts regarding areas for improvement in CCDS.

Themes	Number of Comments
Quality of services	1
Staffing/Turnover	12
Communication	7
Connection to services	3
Funding	1
Variety of services offered by CCDS	3
Training	2
Physical Plant	1

Respondents were asked to share their thoughts regarding areas in which CCDS does well and they do not want change.

Themes	Number of Comments
Staff interactions; caring and commitment to individuals served	17
Quality of Services	12
Communication	8
Staff recognition	2
Physical Plant	1
Advocacy	1
Staffing/Turnover	1

Summary

The most mentioned area for improvement was staffing/turnover, which is consistent with previous surveys. Several items were identified by some respondents as an area for improvement and by other respondents as an area where CCDS does well and should not change. These included:

- Staffing/Turnover – Improvement (12); Doing well (1)
- Communication – Improvement (7); Doing well (8)
- Physical Plant – Improvement (1); Doing well (1)
- Quality of Services – Improvement (1); Doing well (12)

Consistent with previous surveys, the area most often mentioned as one where CCDS does well and should not change was regarding staff interactions with individuals and families; their caring and commitment to the individuals served.

Services – Statements

Respondents were asked if they would agree or disagree with statements about CCDS staff and services.

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
CCDS staff are responsive to requests, questions or concerns I express	1	6	38	46	2
CCDS staff are available and accessible	4	4	51	35	0
I know who to contact if I have a concern or problem with my services	1	3	40	45	4
I visit the CCDS website to get information.	14	21	14	2	40
CCDS staff respect me	1	3	38	48	2
I would recommend CCDS to other families or individuals	2	7	35	48	1
CCDS staff knows what is important to me and help me achieve my goals.	1	9	45	32	4

Summary

In all areas, with the exception of the use of the website to get information, the majority (85%-93%) of respondents agreed or strongly agreed with the statement.

The majority of respondents did not agree that they visited the website to get information or identified this item as not applicable.

Services – Additional Comments

Respondents were asked to share any additional comments they had.

Themes	Number of Comments
Compliments	15
Concerns regarding delays in service and communication about services	2
Concerns regarding staffing changes	2
Concerns regarding specific staff interactions	2
Comments related to increasing or better understanding the variety of services offered by CCDS or available	2
Concerns regarding services received	2
Concerns regarding communication	1

Summary

The majority of additional comments were compliments to the agency or specific staff regarding the services and supports individuals and families received during 2015.

Conclusions

1. The majority of respondents are satisfied with the services and supports they received from CCDS. The most frequently selected rating was 10 out of 10, or “extremely satisfied” with services and supports.
2. Communication was a theme throughout the survey:
 - a. The majority of respondents indicated that CCDS had made significant improvement in the area of communication with individuals and families.
 - b. Communication was identified as both an area in which CCDS could improve and one in which CCDS does well and should not change.
 - c. The majority of respondents agreed or strongly agreed with statements related to the effectiveness of CCDS staff communication with individuals and families. This may be an area where on-going effort will be needed.
3. The majority of respondents indicated that CCDS had made significant improvement in the area of helping individuals/families connect with the services they need. Connection to services was identified by three respondents as an area in which CCDS could improve. This may be an area where on-going effort will be needed.

4. The majority of respondents indicated that CCDS had made improvements in the area of staff turnover. Staff turnover was the most frequently cited area for CCDS improvement. Additionally, the area of CCDS' Person Centered Excellence Plan which was identified as the most important to the respondent was "The Catholic Charities workforce is stable and qualified." This area has consistently been identified by respondents to the Annual Satisfaction Survey for several years.
5. Based on the respondents, the rank order of importance for CCDS' Person Centered Excellence Plan would be:
 - a. The Catholic Charities workforce is stable and qualified.
 - b. People and families play meaningful leadership roles.
 - c. People have authority to plan and pursue their own vision.
6. The majority of respondents agreed or strongly agreed with positive statements regarding CCDS staff and services.
7. The use of the CCDS website as a location for individuals and families to get information had the most varied responses, with the majority rating this statement as "not applicable."
8. The majority of respondents who provided "additional comments" offered compliments to CCDS staff, services and programs.