



# 2016 Individual and Family Satisfaction Survey Results

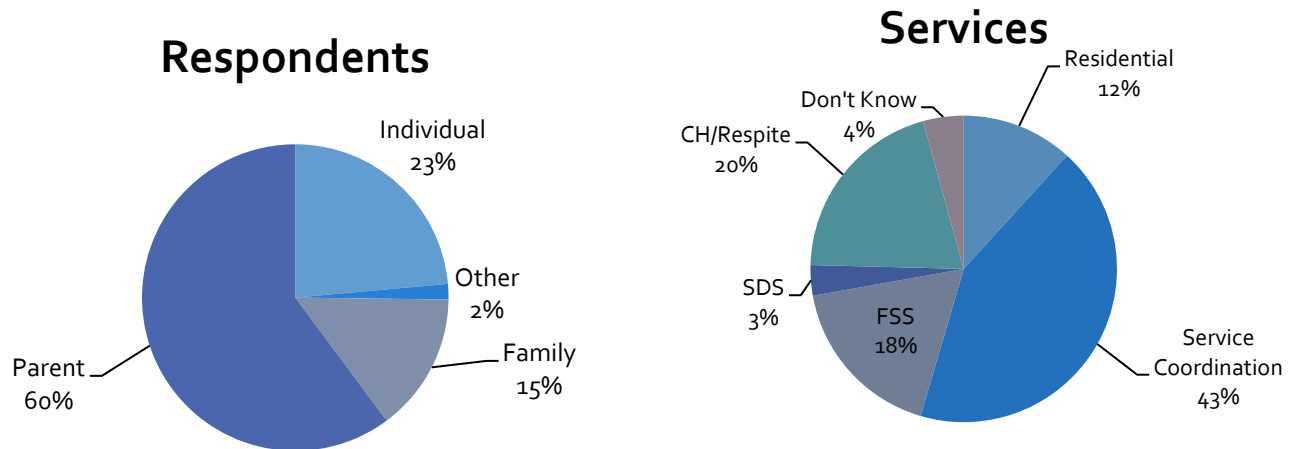
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## Contents

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.....	4
Services – Statements.....	5
Services – Additional Comments.....	6
Conclusions.....	6

## Demographics

One thousand, two hundred and fifty-four surveys were distributed in 2016 to gather feedback from individuals and families served by Catholic Charities Disabilities Services. There were 122 (9.7%) 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 (60%). This is consistent with previous years' surveys.

The most frequent type of service listed was service coordination (43%). 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	
3	1	4	3	3	2	13	13	32	48	



### 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 previous 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	31	31	17	43
Communication with individual and family	53	22	18	29
Variety of Services offered by CCDS	37	19	9	57
Connecting individuals to services	42	22	18	40

### 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 50% of respondents were divided between significant improvement and progress made, but improvement still needed. In the area of variety of services offered by CCDS 30% of the respondents indicated significant improvement, which was second only to the number of respondents who indicated the question was not applicable to them.

## CQL – Person Centered Excellence Plan

Respondents were asked to rank whether CCDS is achieving the goals of our CQL Person Centered Excellence Plan established during accreditation. The ranks were Strongly Disagree, Disagree, Agree, Strongly Agree or N/A (not applicable).

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
People have authority to plan and pursue their own vision	4	5	54	32	27
The Catholic Charities workforce is stable and qualified	12	10	44	39	17
People and families play meaningful leadership roles.	5	8	50	39	20

### Summary

The majority of respondents agreed or strongly agreed that CCDS was achieving the goals of the CQL Person Centered Excellence Plan.

## 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	9
Staffing/Turnover	21
Communication	7
Variety of services offered by CCDS	3
Training	4
Advocacy	2
Community Involvement	1
Request to set up Town Hall/Communication/Feedback Sessions	2

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	21
Quality of Services	15
Communication	5
Community Involvement	1
Advocacy	1

### Summary

Themes for areas for improvement were similar to previous surveys were noted, specifically staffing and communication. Quality of Services was an area where there was an increase in comments about the specific types of services individuals receive and requests with improving them.

Themes for areas that respondents did not want changed were consistent with previous surveys, specifically comments related to the Quality of Services that individuals receive and comments related to Staff interactions, 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	3	10	47	45	17
CCDS staff are available and accessible	5	13	48	41	15
I know who to contact if I have a concern or problem with my services	7	7	49	44	15
I visit the CCDS website to get information.	5	24	18	14	61
CCDS staff respect me	5	3	53	49	12
I would recommend CCDS to other families or individuals	10	11	39	48	14
CCDS staff knows what is important to me and help me achieve my goals.	6	8	46	43	19

## Summary

For the purposes of analyzing the responses, those who selected "N/A" as a response, were not evaluated. In all areas, with the exception of the use of the website to get information (52%), the majority (81%-93%) of respondents agreed or strongly agreed with the statement.

There is an increase in the number of respondents who agree or strongly agree with the statement that they visit the CCDS website to get information, from the previous survey. In 2015, 16 people stated they use the website; in 2016 32 people stated they use the website.

## Services – Additional Comments

Respondents were asked to share any additional comments they had.

Themes	Number of Comments
Compliments	26
Concerns regarding delays in service and communication about services	5
Concerns regarding staffing changes	4
Comments related to increasing or better understanding the variety of services offered by CCDS or available	3
Concerns regarding services received	6
Concerns regarding communication	3

## Summary

The majority of additional comments were compliments to the agency or specific staff regarding the services and supports individuals and families received during 2016.

## Conclusions

1. Consistent with previous surveys 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. Consistent with the 2015 survey, 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 all areas of previously identified concern, with the exception of staff turnover, where there were an equal number of respondents who identified significant improvement and those that identified progress made, but improvement still needed. Variety of Services offered by CCDS had the least number of responses of "significant improvement needed".
4. Staff turnover was a theme throughout the survey, and remains to be an area of concern for respondents. This area has consistently been identified by respondents to the Annual Satisfaction Survey for several years.
  - a. Consideration should be given to brainstorm ideas in how to engage individuals and families in the recruitment process as well as to keep them abreast of recruitment and retention activities, to allow for them to understand that we are as committed to a stable and qualified workforce as they are.
5. The majority of respondents agreed or strongly agreed with positive statements regarding CCDS staff and services. This is consistent with previous surveys.
6. There is an increase in the number of respondents who indicated they utilized the CCDS website to get information.
7. The majority of respondents who provided "additional comments" offered compliments to CCDS staff, services and programs. This is consistent with previous surveys.