

2007 Survey Results For Consumers

Surveys Returned = 41

RIGHTS	SA	%	A	%	N	%	D	%	SD	%
I have received training on exercising my rights.	13	32	19	46	5	12	1	2	3	7
I am allowed private time with my guests.	13	32	20	49	6	15	2	5	0	0
I have free access and mobility to areas within my house.	14	34	21	51	3	7	1	2	2	5
Routine activities are not taken away from me based on my behavior.	11	27	16	39	6	15	5	12	2	5
I am treated with respect.	12	29	19	46	8	19	2	5	0	0
I am able to receive mail at home, unopened, and if I need assistance, it is explained to me.	11	27	24	59	3	7	1	2	2	5
I know who to go to if I have a complaint.	15	37	20	49	4	10	1	2	1	2
Others know before coming into my room.	12	30	17	42	6	15	4	10	1	2
HEALTH AND SAFETY										
I am assisted in obtaining necessary medical treatment.	14	34	22	54	4	8	1	2	0	0
When I complain of a physical ailment, I am taken seriously.	11	27	22	54	6	15	2	5	0	0
I feel safe in my home.	9	23	22	56	6	15	0	0	2	5
OUTCOMES/PREFERENCES										
I am given opportunities to participate in things that I like.	17	41	16	39	5	12	2	5	1	2
I am encouraged to spend time with my friends.	11	28	14	34	9	23	2	5	4	10
I have looked at my file, or have access to it should I want to.	11	27	24	59	4	10	1	2	1	2
FUNDS										
I am able to spend my money as I choose.	11	28	20	51	5	12	1	3	2	5
I am able to access my money whenever I desire.	9	23	16	41	4	10	4	10	6	15
My money, if not on my person, is kept locked and separate from other's money.	13	33	20	50	5	13	0	0	1	3
PHYSICAL PLANT										
I receive assistance, when needed, to keep my house clean.	11	28	22	56	4	10	0	0	2	5
My house is in good repair-equipment, yard, etc.	9	23	17	44	5	13	5	13	3	8

2007 Survey Results For In-Home Parents/Guardians

Surveys Returned = 7

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable sending your son/daughter/consumer out in the community with them?	4	57	0	0	3	43
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	6	86	0	0	1	14
Do you feel the direct care staff are properly trained?	6	86	0	0	1	14
Are you happy with the overall communication from direct care staff and management?	7	100	0	0	0	0
Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer?	6	86	0	0	1	14
Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer?	6	100	0	0	0	0

2007 Survey Results For In-Home Consumers

Surveys Returned = 3

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable while out in the community with them?	3	100	0	0	0	0
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	2	67	0	0	1	33
Do you feel the direct care staff are flexible to what you want to do?	3	100	0	0	0	0
Are you satisfied with the planned activities staff coordinate for you?	3	100	0	0	0	0
Do you feel direct care staff have established healthy and professional boundaries with you?	3	100	0	0	0	0

2007 Survey Results Parent, Guardian, Case Manager

Surveys Returned = 26

	Yes	%	No	%	N/A	%
Do the staff interact with you and make you feel welcome when you come to the home?	25	96	0	0	0	0
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	21	80	2	8	0	0
How well do you feel the staff ensure that your son/daughter/consumer is well groomed? Is s/he clean, dressed appropriately, teeth brushed, hair combed?	20	78	3	12	0	0
Do you feel that your son/daughter/consumer is active enough in community activities?	19	73	6	23	1	4
Are you satisfied with the way your son/daughter/consumer's medical needs are met?	25	96	0	0	0	0
Are you satisfied with the house supervisor? Is s/he responsive to your concerns, do you feel comfortable with the communication and information you receive, is s/he courteous and professional?	22	85	2	8	0	0
Do you feel the direct care staff are properly trained?	20	78	2	8	0	0
Are you happy with the overall communication from direct care staff and management?	23	88	0	0	0	0
Do you feel that overall your son/daughter/consumer's needs are being met?	21	80	2	8	0	0
Does your son/daughter/consumer appear happy, given opportunities for growth, and able to participate in making choices to the best of their ability?	20	77	4	15	0	0
Is the appearance of the home clean and tidy or clutter free?	22	85	2	8	0	0
If you need to talk with the office staff, are they courteous and responsive?	23	88	0	0	1	4
Does the Program Administrator and/or Executive Administrator respond to questions or concerns in a timely manner?	21	80	1	4	2	20
Is the Program Administrator and/or Executive Administrator professional and helpful?	22	85	0	0	1	4