

2008 Survey Results For Consumers

Surveys Returned = 26 (first 8 questions) 25=rest of survey

RIGHTS	SA	%	A	%	N	%	D	%	SD	%
I have received training on exercising my rights.	14	54%	9	35%	2	8%	1	4%	0	0
I am allowed private time with my guests.	13	50%	11	42%	1	4%	0	0	1	4%
I have free access and mobility to areas within my house.	11	42%	14	54%	0	0	1	4%	0	0
Routine activities are not taken away from me based on my behavior.	10	38%	8	31%	4	15%	3	12%	1	4%
I am treated with respect.	11	42%	10	38%	4	15%	3	12%	1	4%
I am able to receive mail at home, unopened, and if I need assistance, it is explained to me.	11	42%	12	46%	3	12%	1	4%	0	0
I know who to go to if I have a complaint.	13	50%	13	50%	0	0	0	0	0	0
Others know before coming into my room.	7	27%	15	58%	0	0	4	15%	0	0
HEALTH AND SAFETY										
I am assisted in obtaining necessary medical treatment.	10	40%	15	60%	0	0	0	0	0	0
When I complain of a physical ailment, I am taken seriously.	9	36%	13	52%	2	.08%	1	.04%	0	0
I feel safe in my home.	10	40%	8	32%	4	16%	2	.08%	1	.04%
OUTCOMES/PREFERENCES										
I am given opportunities to participate in things that I like.	9	36%	10	40%	5	20%	5	20%	1	.04%
I am encouraged to spend time with my friends.	10	40%	12	48%	2	.08%	1	.04%	0	0
I have looked at my file, or have access to it should I want to.	8	32%	15	60%	1	.04%	1	.04%	0	0
FUNDS										
I am able to spend my money as I choose.	16	42%	13	36%	2	5%	2	5%	3	8%
I am able to access my money whenever I desire.	13	36%	14	39%	2	5%	4	11%	2	5%
My money, if not on my person, is kept locked and separate from other's money.	21	58%	14	39%	0	0	0	0	1	2%
PHYSICAL PLANT										
I receive assistance, when needed, to keep my house clean.	18	50%	15	42%	2	5%	0	0	1	2%
My house is in good repair-equipment, yard, etc.	16	44%	15	42%	2	5%	1	2%	2	5%

2008 Survey Results For In-Home Parents/Guardians

Surveys Returned = 5

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable	4	80%	0	0	1	20%

sending your son/daughter/consumer out in the community with them?						
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	4	80%	0	0	1	20%
Do you feel the direct care staff are properly trained?	4	80%	0	0	1	0
Are you happy with the overall communication from direct care staff and management?	3	60%	0	0	2	40%
Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer?	5	100%	0	0	0	0
Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer?	4	80%	0	0	1	20%

2008 Survey Results For In-Home Consumers

Surveys Returned = 5

	Yes	%	No	%	N/A	%
Do staff interact with you and make you feel comfortable while out in the community with them?	5	100%	0	0	0	0
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	4	80%	0	0	1	20%
Do you feel the direct care staff are flexible to what you want to do?	5	100%	0	0	0	0
Are you satisfied with the planned activities staff coordinate for you?	5	100%	0	0	0	0
Do you feel direct care staff have established healthy and professional boundaries with you?	5	100%	0	0	0	0

2008 Survey Results For Consumers IDT

Surveys Returned = 24

	Yes	%	No	%	N/A	%
Do the staff interact with you and make you feel welcome when you come to the home?	18	75%	4	17%	2	.08%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	20	83%	3	13%	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?	18	75%	5	21%	0	0
Do you feel that your son/daughter/consumer is active	18	75%	5	21%	0	0

enough in community activities?						
Are you satisfied with the way your son/daughter/consumer's medical needs are met?	22	92%	1	.04%	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?	19	79%	2	.08%	2	.08%
Do you feel the direct care staff are properly trained?	13	54%	5	21%	1	.04%
Are you happy with the overall communication from direct care staff and management?	16	67%	4	17%	0	0
Do you feel that overall your son/daughter/consumer's needs are being met?	22	92%	2	.08%	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?	19	79%	1	.04%	0	0
Is the appearance of the home clean and tidy or clutter free?	19	79%	1	.04%	2	.08%
If you need to talk with the office staff, are they courteous and responsive?	18	75%	0	0	4	16%
Does the Program Administrator and/or Executive Administrator respond to questions or concerns in a timely manner?	17	71%	2	.08%	4	16%
Is the Program Administrator and/or Executive Administrator professional and helpful?	16	67%	1	.04%	5	21%