

2009 Survey Results For Consumers

Surveys Sent = 45 Surveys Returned = 43

RIGHTS	SA	%	A	%	N	%	D	%	SD	%
I have received training on exercising my rights.	14	33%	22	51%	4	9%	1	2%	1	2%
I am allowed private time with my guests.	18	37%	23	53%	1	2%	2	5%	0	0%
I have free access and mobility to areas within my house.	15	35%	24	56%	2	5%	0	0%	0	0%
Routine activities are not taken away from me based on my behavior.	15	35%	17	40%	2	5%	7	16%	1	2%
I am treated with respect.	15	35%	20	47%	5	12%	2	5%	0	0%
I am able to receive mail at home, unopened, and if I need assistance, it is explained to me.	17	40%	21	49%	2	5%	1	2%	0	0%
I know who to go to if I have a complaint.	19	44%	16	37%	3	7%	1	2%	0	0%
Others know before coming into my room.	17	40%	16	37%	3	7%	5	12%	1	2%
HEALTH AND SAFETY										
I am assisted in obtaining necessary medical treatment.	20	47%	22	51%	1	2%	0	0%	0	0%
When I complain of a physical ailment, I am taken seriously.	19	44%	17	40%	3	7%	1	2%	0	0%
I feel safe in my home.	19	44%	16	37%	6	14%	1	2%	0	0%
OUTCOMES/PREFERENCES										
I am given opportunities to participate in things that I like.	18	42%	20	47%	4	9%	0	0%	0	0%
I am encouraged to spend time with my friends.	14	33%	20	47%	7	16%	0	0%	1	2%
I have looked at my file, or have access to it should I want to.	18	42%	20	47%	2	2%	1	2%	1	2%
FUNDS										
I am able to spend my money as I choose.	17	40%	20	47%	4	9%	0	0%	0	0%
I am able to access my money whenever I desire.	15	35%	20	47%	7	16%	0	0%	1	2%
My money, if not on my person, is kept locked and separate from other's money.	20	47%	20	47%	2	5%	1	2%	1	2%
PHYSICAL PLANT										
I receive assistance, when needed, to keep my house clean.	20	47%	17	40%	5	12%	0	0%	0	0%
My house is in good repair-equipment, yard, etc.	13	30%	21	49%	6	14%	2	5%	0	0%

2009 Survey Results For In-Home Parents/Guardians

Surveys Returned = 5

	Yes	%	No	%	N/A	%
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Do staff interact with you and make you feel comfortable sending your son/daughter/consumer 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?	5	100%	0	0	0	0%
Do you feel the direct care staff are properly trained?	4	80%	0	0	0	0%
Are you happy with the overall communication from direct care staff and management?	5	100%	0	0	0	0%
Are you satisfied with the planned activities staff coordinate for your son/daughter/consumer?	4	80%	0	0	0	0%
Do you feel direct care staff have established healthy and professional boundaries with you and your son/daughter/consumer?	5	100%	0	0	0	0%

2009 Survey Results For In-Home Consumers

Surveys Returned = 4

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

2009 Survey Results For Consumers IDT

Surveys Returned = 27

	Yes	%	No	%	N/A	%
Do the staff interact with you and make you feel welcome when you come to the home?	21	78%	1	.03%	2	.07%
If you have a concern, do you feel that it is taken seriously and addressed appropriately?	24	89%	2	.07%	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?	25	93%	0	0%	0	0%
Do you feel that your son/daughter/consumer is active enough in community activities?	18	67%	7	25%	0	0%
Are you satisfied with the way your	27	100%	0	0%	0	0%

son/daughter/consumer's medical needs are met?						
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?	26	96%	2	.07%	0	0%
Do you feel the direct care staff are properly trained?	16	59%	6	22%	2	.07%
Are you happy with the overall communication from direct care staff and management?	20	74%	2	.07%	2	.07%
Do you feel that overall your son/daughter/consumer's needs are being met?	21	78%	2	.07%	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?	23	85%	0	0%	0	0%
Is the appearance of the home clean and tidy or clutter free?	16	59%	3	11%	1	.03%
If you need to talk with the office staff, are they courteous and responsive?	19	70%	0	0%	4	15%
Does the Program Administrator and/or Executive Administrator respond to questions or concerns in a timely manner?	19	70%	0	0%	2	.07%
Is the Program Administrator and/or Executive Administrator professional and helpful?	18	67%	0	0%	2	.07%