



Stakeholders' Satisfaction Survey December 2007 - Results

A survey was sent to various stakeholders (family members, Board members, Advocates, Care Providers, Agencies etc) in December 2007/January 2008 in order to hear their opinions and feelings about the support this organization provides to individuals with Developmental Disabilities. As of February 15, 2008, 12 surveys have been completed and returned. There were only 5 returned for 2006. Note that names of individuals and their residences are left out. Satisfaction percentage is based on total YES answers divided by total YES and NO answers.

Part A – The number of each type of response is recorded below:

1. Do you feel that you receive appropriate and adequate information from CDSCL?

2007: YES **11** NO **0** SOMEWHAT **1** **100%**
 2006: YES **5** NO **0** SOMEWHAT **0** **100%**

Comments: - (Somewhat) I take ownership for improving upon this as I live outside Creston but need to initiate more awareness.
 - (Yes) Hopefully.

2. CDSCL sends out reports to family members twice per year. Is this beneficial?

2007: YES **12** NO **0** SOMEWHAT **0** **100%**
 2006: YES **5** NO **0** SOMEWHAT **0** **100%**

Comments: - Would like to know staffing levels – how long is _____ alone each day with no staff?

3. Do you feel that you have a voice in the services provided by CDSCL?

2007: YES **7** NO **1** SOMEWHAT **4** **87.5%**
 2006: YES **3** NO **1** SOMEWHAT **1** **75%**

Comments: - (Somewhat) We do not live near enough to become involved.
 - (Yes) I don't connect as much as I could.
 - (Yes) Extremely open staff with a keen willingness to hear from others.
 - (Yes) I feel that if I had something I wanted to say I would be listened to.

4. Do you feel that CDSCL employees provide a high level of care to individuals?

2007: YES **12** NO **0** SOMEWHAT **0** **100%**
 2006: YES **5** NO **0** SOMEWHAT **0** **100%**

Comments: - I have had the opportunity to work collaboratively in 3-4 settings. Amazing care and support.
 - We are satisfied.

5. Do CDSCL employees respond appropriately to your concerns or questions?

2007: YES **11** NO **0** SOMEWHAT **1** **100%**
 2006: YES **5** NO **0** SOMEWHAT **0** **100%**

Comments: - (Yes) They are quite open with me.
 - (Yes) Staff and management level are open and know when to reach out for assistance /follow up good.
 - (Yes) I would hope so.

6. Do you have confidence in the leadership of this organization?

2007: YES **11** NO **0** SOMEWHAT **1** **100%**
 2006: YES **5** NO **0** SOMEWHAT **0** **100%**

Comments: - (Yes) Strong business sense paired with knowledge of DD field.
 - (Yes) CDSCL has made very positive progress in past three years.



7. Do you feel that CDSCL employees are adequately trained to perform their duties?

2007: YES **9** NO **0** SOMEWHAT **1** NO ANSWER **2** **100%**
2006: YES **5** NO **0** SOMEWHAT **0** **100%**

- Comments: - (No Answer) I have never had any indication that they are not.
- (Yes) To my knowledge they are.
- (Somewhat) Trained well in key DD principles but as for all of us more training on complex issues (i.e. aging).
- (No Answer) Without knowing what training they have I can still say yes and feel comfortable with staff.

8. Do you support CDSCL's new Therapeutic Riding Program?

2007: YES **10** NO **0** SOMEWHAT **2** **100%**
2006: YES **4** NO **0** SOMEWHAT **0** NO ANSWER **1** **100%**

- Comments: - (Somewhat) _____ is not involved in this program.
- (Yes) I firmly applaud this service.
- (Yes) If they are able to ride.
- (Yes) _____ has gained more from this program than any he has been in before.

9. Do you feel that CDSCL has appropriate Policies and Procedures in place?

2007: YES **9** NO **0** SOMEWHAT **1** NO ANSWER **3** **100%**
2006: YES **4** NO **0** SOMEWHAT **1** **100%**

- Comments: - (No Answer) No idea. Having volunteered to troubleshoot years ago and being voted down by attendees, I don't know now.
- (No Answer) I am unable to respond due to lack of knowledge related to policy. Procedures are great.

10. Would you recommend CDSCL services to individuals and/or family members?

2007: YES **11** NO **0** SOMEWHAT **0** NO ANSWER **1** **100%**
2006: YES **5** NO **0** SOMEWHAT **0** **100%**

- Comments: - (Yes) Have a concern about _____ (roommate of a family member – details left out).

Part B Written responses to each question are recorded below:

1. In what areas does this organization do well?

- It sounds like you are moving ahead in areas that are needed by an aging population and preparing for future needs which is great.
- Pleasant staff, approachable staff, reasonable communication through newsletters, transportation is provided and that is wonderful.
- I'm not involved enough to answer this question.
- Individual centered, open to learning and suggestions.
- Excellent approach to true quality of life issues from the actual residential models to the internal approach to care – real dignity, choice, community integration comes through as core. Well trained/educated managers! I applaud all of you for tough work that brings quality to this population.
- _____ is now very happy there. Don't know what to write.
- Woodshop program, Support to individuals in group homes, particularly 25th Avenue Group Home, support to individuals living on their own, purchase of Rebekah Manor was very progressive step. Great communication
- Generally in the area of in-house care.



2. In what ways could this organization improve?

- Continued upgrading of _____'s home, as the staff is busy painting right now it looks good, keep it up!
- I really do not know as I don't live in Creston.
- As with agencies of this size with complex and diverse residents, I see the need for very strong staff development and staying abreast of "best practice"/cohesiveness around philosophy, etc.
- Programs for children with special needs, respite care for individuals living with families.
- More social outings into the community. e.g. shopping, eating out, movies etc.

3. What additional services and/or supports could CDSCL provide?

- Already mentioned – on the reports add # of hours per day staff is there at the house and when _____ is there alone.
- Develop a proposal for some children's services for Creston.
- I really do not have an opinion as I don't live in Creston.
- I would love to see an expansion of vocational services over time – i.e. micro-entrepreneur or more individual placements.
- Support to families with children who have special needs, respite care program.
- (A specific issue regarding an individual has been removed from these comments and forwarded on to the appropriate Coordinator for response.)

4. List any concerns you have regarding services and supports provided by CDSCL.

- At this time I have no concerns. We have been very satisfied with the staffing provided for _____. We keep in touch with _____ (employee). I feel _____ (same employee) does a wonderful job. _____ seems to be a happy camper and that is what we judge things by.
- None. Therapeutic Riding is a great program.
- I find staff at _____'s home are very supportive to me. Even to help with transportation.
- I would need to initiate more contact to fully judge this area. As a consultant I know I have been welcomed and respected.