



Stakeholders' Satisfaction Survey November 2006 - Results

A survey was sent to various stakeholders (family members, Board members, Advocates, Care Providers, Agencies etc) in November 2006 in order to hear their opinions and feelings about the support this organization provides to individuals with Developmental Disabilities. As of December 29, 2006 5 surveys have been completed and returned. Note that names of individuals and their residences are left out.

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?**

YES 5 NO 0 SOMEWHAT 0

Comments: - Staff are always ready to talk to us.

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

YES 5 NO 0 SOMEWHAT 0

Comments: - "Very" – It keeps us in touch with what _____ is doing.

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

YES 3 NO 1 SOMEWHAT 1

Comments: - (Somewhat) Because we do not live in Creston it's difficult to know.

- (No) Only because we do not live close by.

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

YES 5 NO 0 SOMEWHAT 0

Comments: - Generally true, but have heard some complaints.

- We feel _____ is getting good care.

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

YES 5 NO 0 SOMEWHAT 0

Comments: - Staff do tell us when _____ is having problems.

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

YES 5 NO 0 SOMEWHAT 0

Comments: - Strongly.

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

YES 5 NO 0 SOMEWHAT 0

Comments: - To my knowledge they are.

- We have no indication otherwise.

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

YES 4 NO 0 SOMEWHAT 0 NO ANSWER 1

Comments: - (Yes) Eventually I may volunteer.

- (No Answer) No comment - _____ is not involved.

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

YES 4 NO 0 SOMEWHAT 1

Comments: - (Yes) Are they reviewed annually?

- (Yes) I'm not too familiar with the Policies.

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

YES 5 NO 0 SOMEWHAT 0

Comments: - I'm happy that _____ is in _____.



Part B Written responses to each question are recorded below:

1. In what areas does this organization do well?

- Pleasant staff
- Great social activities
- Good community participation
- Great communication
- Residential support
- The people working with the residents do a good job. Some are exceptional.
- _____ has a good home at _____. He refers to _____, _____ and staff as family.

2. In what ways could this organization improve?

- Probably it could improve but it's doing pretty darn good!
- Respite service to other care providers in the community.
- I'm not involved in this organization as we live in _____ and my husband and I are both getting older and really not involved in any part of this organization.

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

- Not sure
- Have heard that staff at 25th Avenue home are often stressed by workload.

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

- None
- My concern is always that _____ gets good care – and I feel that he is getting that at _____. I know _____ can sometimes be difficult and I think they do the best they can.
- _____ seems to be a happy camper! We have noticed a big difference in _____'s social skills since he moved in with _____ and _____. I feel the staff has been really good in providing what is needed and at times going above and beyond. Thank you all for a job well done.