

2010 SATISFACTION SURVEY

of Consumers interviewed: 63

of Parents/Guardians interviewed: 45

receiving Residential Services: 62

Attending Day / Work Programs: 53

PARENT/GUARDIAN of Person Receiving Residential Support

<ul style="list-style-type: none"> • AF – Abilities First • ALS- Active Learning Systems • ASP- Aspen • CO-Community Options • CGI – Care Givers for Independence • CT – Cara Traufler (IP) • CTT – Christy Traufler (IP) • ECI – ECI 	<ul style="list-style-type: none"> • GW – Graceworks • GWES – Goodwill Easter Seals • HLA – Home Living Assistance • IS – Inclusive Solutions • KK – Kami Kidd (IP) • OTS – Opportunities to Succeed • RH – Resident Home • SM – Menges (IP)
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		Always	Sometimes	Never	Not Sure	N/A
1	Does the individual get to help hire his/her staff?	ALS-3 SH-2 KK-1 SM-1 OTS-2 ASP-1 CGI-1 ECI-1	ECI-1 HLA-1 KK-1	CGI-2 IS-1 ECI-2 OTS-2 CO-2	ECI-2 IS-2 ALS-2 GWES-1 OTS-2 CGI-2 ASP-1 GW-2	ALS-4 ASP-2 CGI-3 RH-1 OTS-4 ECI-3 AF-2 GW-1 SH-1 CTT-1 CT-1
2	Does staff complain about work to him/her?	OTS-2	HLA-1 OTS-1 ALS-1	ALS-1 OTS-1 ASP-2 CGI-4 ECI-2 GWES-1 RH-1 SM-1 KK-2 CTT-1	ALS-4 IS-3 SH-2 ECI-4 CO-2 OTS-3 CGI-1 ASP-1 GW-2	ASP-1 OTS-3 CGI-3 ALS-3 AF-2 GW-1 ECI-3 SH-1 CT-1
3	Does staff show up when they are suppose to?	ALS-4 ASP-2 CGI-5 IS-3 SH-1 ECI-5 GWES-1 RH-1 SM-1 KK-2 OTS-4 GW-2 HLA-1 CTT-1	SH-1 HLA-1 OTS-3 ALS-1 CO-2		ALS-1 ECI-1 ASP-1	ASP-1 OTS-3 ALS-3 AF-2 GW-1 ECI-2 SH-1 CGI-3 CT-1
4	Does staff respect their home and personal belongings?	ECI-6 ALS-3 OTS-5 ASP-2 IS-2 SH-2 KK-2 CGI-5 GW-2 RH-1 HLA-1 GWES-1 SM-1 CTT-1	ALS-1 KK-1 SM-1 OTS-2 ASP-1 CGI-1 ECI-1 JVS-1 CO-2	ALS-1 OTS-2	ALS-1 IS-1	ECI-3 ALS-3 OTS-3 ASP-1 SH-1 AF-2 CGI-3 GW-1 CT-1

5	Does staff smoke around him/her, such as in the car or home?	ECI-1 OTS-1		ECI-2 ASP-1 CGI-2 HLA-1 CTT-1	ECI-3 ALS-2 OTS-3 ASP-1 IS-3 SH-3 CO-2 KK-2 CGI-2 GW-2	ECI-3 ALS-7 OTS-4 ASP-2 AF-2 CGI-4 GW-1 RH-1 GWES-1 SM-1 CT-1
6	Does staff help him/her meet new people?	ECI-2 ALS-3 ASP-2 IS-1 SH-1 KK-1 CGI-1 GW-1 RH-1 HLA-1 GWES-1	ECI-2 OTS-2 SH-1 KK-1	ECI-1 ALS-1 OTS-1 ASP-1 CO-2	ECI-1 IS-2 ALS-1 OTS-2 CGI-2 GW-1	ECI-3 ALS-4 OTS-4 ASP-1 SH-1 AF-2 CGI-5 GW-1 SM-1 CTT-1 CT-1
7	Does staff help him/her when they ask?	ECI-6 ALS-5 OTS-3 ASP-2 IS-3 SH-2 KK-2 CGI-5 GW-2 RH-1 HLA-1 GWES-1 SM-1 CTT-1	ALS-1 OTS-3 ASP-1 CO-2		OTS-1	ECI-3 ALS-3 OTS-3 ASP-1 SH-1 AF-2 CGI-3 GW-1 CT-1
8	Does he/she like their staff?	ECI-5 ALS-4 OTS-3 ASP-2 IS-1 SH-2 KK-2 CGI-5 GW-2 RH-1 HLA-1 GWES-1 SM-1 CTT-1	ECI-1 ALS-1 OTS-3 ASP-1 IS-2 CO-2	ALS-1	OTS-1	ECI-3 ALS-1 OTS-3 ASP-1 SH-1 AF-2 CGI-3 GW-1 CT-1
9	Does he/she feel safe when the staff drive them places?	ECI-5 ALS-4 OTS-3 ASP-2 IS-2 SH-2 KK-2 CGI-5 GW-2 RH-1 GWES-1	CO-2 HLA-1		ECI-1 ALS-2 OTS-3 ASP-1 IS-1	ECI-3 ALS-3 OTS-4 ASP-1 SH-2 AF-2 CGI-3 GW-1 SM-1 CTT-1 CT-1
10	Is he/she involved in all important decisions about their support?	ECI-3 ALS-4 OTS-4 ASP-1 IS-1 SH-2 KK-1 CGI-2 GW-1 HLA-1 GWES-1	ECI-2 ALS-2 ASP-1 IS-1 KK-1	CO-2	ECI-1 OTS-2 IS-1 GW-1	ECI-3 ALS-3 OTS-4 ASP-2 SH-1 AF-2 CGI-6 GW-1 RH-1 SM-1 CTT-1 CT-1
11	Does the he/she have the necessary equipment to do things around their home?	ECI-5 ALS-3 OTS-2 ASP-1 CGI-2 GW-2 GWES-1 SM-1 CTT-1	CO-2	OTS-1	OTS-1 ASP-1 IS-1	ECI-4 ALS-6 OTS-6 ASP-2 IS-2 SH-3 AF-2 KK-2 CGI-6 GW-1 RH-1 HLA-1 CT-1

12	Does he/she have to go places because their staff want them to , even when they don't want to go?	ECI-1 ASP-1	ALS-3 OTS-2 CO-2 KK-1	ALS-1 ECI-4 OTS-1 ASP-1 KK-1 CGI-4 GW-1 HLA-1 GWES-1 SM-1	ECI-1 ALS-2 OTS-4 ASP-1 IS-3 SH-2 CGI-1 GW-1	ECI-1 ALS-3 OTS-3 ASP-1 SH-1 AF-2 CGI-3 GW-1 CTT-1 CT-1
13	Do they feel that their staff get the support they need from their supervisor(s)?	ECI-2 ALS-1 OTS-2 ASP-2 CGI-3 GW-1	ECI-3 ALS-1 OTS-2 IS-1 CO-2 CGI-1	ALS-1 RH-1	ALS-3 ECI-1 OTS-3 ASP-1 IS-2 SH-2 CGI-1 GW-1 RH-1 HLA-1 GWES-1	ECI-1 ALS-3 OTS-3 ASP-1 SH-1 AF-2 KK-2 CGI-3 GW-1 SM-1 CTT-1 CT-1
14	Does management at the agency respond to issues and concerns? (rate of issue resolution)	ECI-3 ASP-2 OTS-2 ALS-2 SH-1 CGI-4 GW-2	ECI-2 ALS-2 OTS-3 ASP-1 IS-1 SH-1 RH-1 HLA-1	OTS-2 CO-2	ECI-1 ALS-2 IS-2 CGI-1 GWES-1	ECI-3 ALS-3 OTS-3 ASP-1 SH-1 AF-2 KK-2 CGI-3 GW-1 SM-1 CTT-1 CT-1
15	If regular staff doesn't show up, do they replace with adequate staff?	ECI-5 ALS-3 OTS-3 ASP-2 IS-1 SH-1 KK-2 CGI-5 GW-2 GWES-1	ECI-1 ALS-3 OTS-4 ASP-1 IS-1 SH-1 RH-1 HLA-1	CO-2	IS-1	ECI-3 ALS-3 OTS-3 ASP-1 SH-1 AF-2 CGI-3 GW-1 SM-1 CTT-1 CT-1
16	Would you recommend this provider to a family member or friend?	YES ECI-5 ALS-4 OTS-3 ASP-2 IS-2 SH-2 KK-2 CGI-5 GW-2 RH-1 HLA-1 GWES-1 SM-1 CTT-1	NO OTS-1 IS-1 CO-2	NS ECI-1 ALS-2 OTS-3 ASP-1	NA ALS-3 ECI-3 OTS-3 ASP-1 SH-1 AF-2 CGI-3 GW-1 CT-1	

ADDITIONAL COMMENTS:

PARENT/GUARDIAN of Individual Receiving Day Hab/Community Employment Support

<ul style="list-style-type: none"> • AF – Abilities First • BG - B & G Farm (Buckner) • CC-Charleston Club • CR – Chris Ruder • Care Givers for Independence • CIS – Creative Opportunities (IS) • GWC – Goodwill Care • GWMV – Goodwill Miami Valley • GWFF - Goodwill Fairfield • HE- Heartease 	<ul style="list-style-type: none"> • HP – Homeplate • JVS – Jewish Vocational Services • LC – Liberty Center • MC – Middletown Center • MEC – Middletown Enrichment Center • OTS – Opportunities to Succeed • SI-Senior Independence • Q - Quest for Independence • VV – Visionary & Voices
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		Always	Sometimes	Never	Not Sure	N/A
1	Do you believe the individual is made aware of the options available for day programming?	LC-4 CC-1 AF-1 GWMV-1 MC-2 Q-3 VV-2 GWFF-3 GWC-2 HE-1 MEC-1 OTS-8 BG-1	OTS-1	LC-1	LC-3	LC-3 MEC-1 CGI-2 GWFF-1 HP-1 SI-1 Q-2
2	Do you feel the staff take the time to listen to him/her?	AF-1 Q-3 GWFF-3 MC-2 GWC-2 LC-8 CC-1 CGI-2 GWMV-1 VV-2 HE-1 MEC-1 OTS-8 BG-1	MEC-1 OTS-1 Q-1	LC-1	LC-2 MEC-1	GWFF-1 HP-1 Q-1
3	Do you feel the staff at work inform the individual about changes in their schedules?	AF-1 Q-3 GWFF-3 GWMV-1 C-2 LC-6 CC-1 GWC-2 VV-1 HE-1 MC-2 MEC-1 OTS-8 BG-1		LC-1 OTS-1	LC-4 MEC-1 GWMV-1 CGI-2 VV-1 Q-1	HP-1 GWFF-1 Q1
4	Does the program staff talk with the individual about progress toward meeting their goals?	AF-1 Q-3 GWFF-3 GWC-2 MC-2 LC-6 CC-1 VV-1 GWMV-1 HE-1 MEC-1 OTS-7 BG-1	OTS-1	LC-1	LC-4 OTS-1 MEC-1 CGI-1 VV-1 Q-1	GWFF-1 HP-1 Q-1

5	Do you feel they have enough to do?	AF-1 Q-3 GWFF-3 MC-1 GWC-1 CC-1 LC-6 CGI-2 GWMV-1 VV-1 HE-1 MEC-1 AF-1 OTS-7 BG-1	GWC-1 MC-1 LC-1 MEC-1 VV-1 OTS-2 Q-1	LC-1	LC-3	GWFF-1 HP-1 Q-1
6	Do you think they are told about changes made to their staff?	LC-4 CC-1 MC-1 VV-1 GWFF-3 GWC-1 GWMV-1 HE-1 MEC-1 AF-1 OTS-7 Q-2 BG-1	GWC-1 MC-1 OTS-2	LC-1	KC-4 MEC-1 GWMV-1 CGI-2 LC-6 Q-2 VV-1	GWFF-1 HP-1 Q-1
7	Do you think the individual is being treated fairly by day programs/work?	GWC-1 GWMV-1 GWFF-3 HE-1 CC-1 MC-1 MEC-2 AF-1 LC-10 OTS-8 Q-4 BG-1 VV-2	MC-1 OTS-1	LC-1		HP-1 Q-1
8	Do you think the individual feels safe at the day program or work?	GWC-2 GWMV-1 GWFF-3 HE-1 CC-1 MC-1 MEC-1 AF-1 LC-7 OTS-8 Q-4 BG-1 VV-1	MC-1 MEC-1 LC-3 OTS-1	LC-1	VV-1	GWFF-1 HP-1 Q-1
9	Do you feel the individual gets along with their coworkers?	GWC-1 GWMV-1 GWFF-2 HE-1 CC-1 MC-1 MEC-1 AF-1 LC-5 OTS-8 Q-3 BG-1 VV-2	GWC-1 GWFF-1 MC-1 MEC-1 LC-5 OTS-1 Q-1		LC-1	GWFF-1 HP-1 Q-1
10	Are you satisfied with the communication between home and work?	GWC-2 GWMV-1 GWFF-3 HE-1 CC-1 MC-1 MEC-2 AF-1 LC-9 OTS-8 Q-4 BG-1 VV-2	MC-1 LC-1 OTS-1	LC-1		GWFF-1 HP-1 Q-1
11	Would you recommend this provider to a family member?	<p style="text-align: center;">Yes</p> GWC-2 GWMV-1 GWFF-3 HE-1 CC-1 MC-2 MEC-2 AF-1 LC-10 OTS-8 Q-4 BG-1 VV-2		<p style="text-align: center;">NO</p> LC-1	<p style="text-align: center;">Not Sure</p> OTS-1	<p style="text-align: center;">N/A</p> GWFF-1 HP-1 Q-1

	COMMUNITY EMPLOYMENT	Always	Sometimes	Never	Not Sure	N/A
1	Do you feel the individual gets along with his/her job coach?					
2	Do you feel the individual is satisfied with the help that the job coach gives?					
3	Do you feel the individual feels included when decisions are made about his/her job?					
4	Do you think the individual feels the job coach assist in developing and maintaining work relationships?					
5	Do you think the individual feels safe at work?					
6	Is he/she happy with the number of hours they work?					
7	Are they happy with the time of day they work?					
8	What is the duration of the individual's current employment?	Less than 1 year				More than 1 year

9	Do you feel the individual is paid enough?	More than			Enough	Not enough
10	If given the choice, the individual would do the following: (Choose 1)	Keep job the way it is	Make changes to the job	Get a different job		
11	Would you recommend this provider to a family member or friend?	Yes			No	NS
12	Additional Comments					

INDIVIDUAL RECEIVING SERVICES

	RESIDENTIAL SERVICES	Always	Sometimes	Never	Not Sure	N/A
1	Do you like where you live?	GWES -1 CT-1 AF-1 GW-3 CGI-4 KK-1 ALS-7 IS-1 SH-3 CO-1 AS-3 OTS-6 ECI-7	CGI-1 IS-2 CO-1 OTS-3 ECI-1 AF-1	ALS-1 AS-1		RH-1 CTT-1 KK-1 ALS-1 AS-1 OTS-1 ECI-1 SM-1
2	Do you like your staff at home?	GWES -1 CT-1 AF-1 GW-3 CGI-4 KK-1 ALS-6 IS-2 SH-3 CO-1 AS-3 OTS-6 ECI-7	CGI-1 ALS-1 IS-1 CO-1 AS-1 OTS-3 ECI-1 AF-1	ALS-1		RH-1 CTT-1 KK-1 ALS-1 AS-1 OTS-1 ECI-1 SM-1
3	Do you feel safe where you live?	GWES -1 CT-1 AF-1 GW-3 CGI-4 KK-1 ALS-6 IS-2 SH-3 CO-1 AS-2 OTS-7 ECI-8	CGI-1 ALS-2 IS-1 CO-1 AS-1 OTS-2	AS-1 AF-1		RH-1 CTT-1 KK-1 ALS-1 AS-1 OTS-1 ECI-1 SM-1
4	Does staff respect you/treat you fairly?	GWES -1 HLA-1 CT-1 AF-1 GW-3 CGI-4 KK-1 ALS-7 IS-2 SH-3 CO-1 AS-3 OTS-6 ECI-8	CGI-1 IS-1 CO-1 AS-1 OTS-3 AF-1	ALS-1		RH-1 CTT-1 KK-1 ALS-1 AS-1 OTS-1 ECI-1 SM-1
5	Would you recommend this provider to a family member or friend?	YES GWES-1 HLA-1 CT-1 AF-1 GW-S CGI-4 KK-1 ALS-6 IS-3 SH-3 CO-1 AS-3 OTS-6 ECI-8		NO ALS-1 AS-1 AF-1	NS CGI-1 ALS-1 CO-1 AS-1 OTS-3	NA RH-1 CGI-3 KK-1 ALS-1 OTS-1 ECI-1 SM-1
	Additional Comments					
WORK / DAY ARRAY						
1	Do you like where you work/attend day hab?	VV-2 BG-1 CR-1 Q-3 CIS-1 JVS-8 LC-5 AF-1 MEC-2 MC-3 SI-1 CC-1 HE-1 GWMV-1 GWFF-4 SS2-1	Q-1 JVS-3 AF-1 HP-1 GWC-2	Q-2		Q-1 LC-6 MEC-2
2	Do you like your staff at work/day program?	VV-2 BG-1 CR-1 Q-3 CIS-1 JVS-8 LC-5 AF-1 MEC-2 MC-3 SI-1 CC-1 HE-1 GWMV-1 GWC-1 GWFF-4 SS2-1	Q-1 JVS-3 AF-1 MEC-2 HP-1 GWC-1	Q-2		Q-1 LC-6 MEC-2
3	Do you feel safe where you work/attend day hab?	VV-2V BG-1 CR-1 Q-4 CIS-1 JVS-7 LC-4 AF-1 MEC-2 MC-3 SI-1 CC-1 HE-1 GWMV-1 GWC-2 GWFF-4 SS2-1	JVS-3 LC-1 AF-1 HP-1	Q-2 JVS-1		Q-1 LC-6 MEC-2

4	Does staff respect you/treat you fairly?	VV-2 BG-1 CR-1 Q-4 CIS-1 JVS-8 LC-5 AF-2 MEC-2 MC-3 SI-1 CC-1 HE-1 GWMV-1 GWC-1 GWFF-4 SS2-1	JVS-3 HP-1 GWC-1	Q-2 JVS-1		Q-1 LC-6 MEC-2
5	Would you recommend this provider?	Yes VV-2 BG-1 CR-1 Q-3 CIS-1 JVS-9 LC-5 AF-1 MEC-2 MC-3 SI-1 CC-1 HE-1 GWMV-1 GWC-1 GWFF-4 SS2-1	No Q-2 JVS-1	NS Q-1 JVS-1 AF-1 HP-1 GWC-1	NA Q-1 LC-6 MEC-2	