

Introduction

All individuals receiving services in Comprehensive Services and Supported Living Services (SLS) were encouraged to provide their feedback on the services received by completing a Client Satisfaction Survey. Individuals could either complete the questionnaire on their own or with assistance from family or staff. The participation in the survey was voluntary. Surveys were completed prior to the Individual Plan meeting held annually. The results given in this report are from Fiscal Year 05-06. The total number of surveys that were entered into the database and analyzed was 330. For SLS, 149 surveys were completed and entered. For Comprehensive services, 181 surveys were completed and entered.

The questionnaire consisted of different sections, each section focusing on one main area of life such as: community inclusion, choice, health and safety, respect, rights, communication, relationships, quality of life, transportation and staff support. The questions asked for *yes/no* responses. At the end of each section, space was provided for comments. The majority of questions were asked in a manner that a “yes” answer indicated a positive response. Some questions were asked in a manner that a “yes” answer indicated a negative response. For example: “On most days are you sad?” Answering this question “yes” would be a negative response. Questions were asked in this manner to ensure that individuals were responding to the actual question, not just responding, “yes” because they felt that was the answer the surveyor wanted to hear.

Demographics

The surveys were not anonymous therefore demographic information of those who participated in the survey can be compared to the population served. Participation in the survey was voluntary, therefore the entire population was not surveyed.

	Survey Sample Population	Population in Services
# of participants	SLS: 149 Comprehensive: 181	SLS: 272 Comprehensive: 246
Age	Range: 18-91 Average: 41	Range: 17-91 Average: 39
Gender	Female: 45% Male: 55%	Female: 45% Male: 55%
Ethnicity	Caucasian: 90% Hispanic: 6% African American: 0% Asian: 3% Unknown: 1%	Caucasian: 89% Hispanic: 7% African American: .5% Asian: 2% Am. Indian/Alaska: .5% Unknown: 1%

Main Findings

Community Inclusion

This section of questions was designed to measure the amount of community activities an individual participates in throughout the year. Individuals were asked to list activities they had participated in within the last 12 months. Activities included shopping, banking, going to dances, going to movies, attending social groups, traveling, and church or other religious events.

For individuals in Comprehensive services, 85% responded positively, indicating good community inclusion. Respondents in SLS are satisfied with their community inclusion as well, with an overall rating of 87%. The highest rated question in this section was “Do you go to places that you think are fun?” This question received a rating of 97% for individuals in SLS and 98% for individuals in Comprehensive services. Individuals are receiving the support they need to access the community, with individuals in SLS responding positively 95% of the time (an increase from the previous year’s average of 89%) and individuals in Comprehensive services responding positively 97% of the time. Individuals are active, but there were many comments that stated they would like to know about different community activities.

Choice/Self-Determination

Questions in this section were used to measure the number of choices that are given to individuals in regard to their employment/activities programs, residence, entertainment, routine and services they receive in Comprehensive services and SLS.

An average of 86% of responses from those receiving SLS were positive indicating they are satisfied with the amount of choice they have in their lives. When asked if individuals in SLS are able to choose the help that they need, 93% stated they do choose the help they need. When asked if individuals were able to choose where they lived, 85% responded they do choose with whom and where to live. Many individuals who participated in the survey continue to live with their families and this may contribute to their limited ability to choose with whom and where they live. When asked if they are able to choose things to buy, 98% responded they do have those choices. Additionally, 94% of the individuals surveyed feel free to make choices.

Individuals in Comprehensive services rated their satisfaction with choices with an average of 74%. Individuals felt they were free to do what they liked at home (ie. go to their room, watch TV, listen to music) and not be disturbed (91%, a slight decrease from the previous year’s 96%) and felt free to make their own choices (92%). Conversely, individuals felt that only 42% of the time they get to choose with whom they live. In addition, only 56% of individuals felt they were able to choose the staff with whom they worked. This may be due to the limited number of choices and settings for individuals in Comprehensive services. Additionally, many staff that work with individuals in Comprehensive services again stated this year the staff or the consumer’s guardians make a number of choices/decisions for the individual due to their cognitive functioning level.

Health and Safety

This section asked a variety of questions regarding one's feeling toward their personal health and safety. The overall average rating for this section was 89% positive; 86% for individuals enrolled in Comprehensive services and 92% for individuals enrolled in SLS.

Individuals in both Comprehensive services and SLS are feeling safe in their homes, neighborhoods, towns, and work/activities programs, with an overall positive response of 99%. Individuals feel they know someone who can help them when they are sick (97%). There were many comments from individuals in Comprehensive services that stated all health and safety needs are met by staff due to the individual's cognitive functioning level and need for 24 hour supervision.

Regarding the use of calling emergency services, individuals in SLS rated these questions positively more often than those in Comprehensive services. Individuals in SLS indicated they know when to call 911 a majority of the time (86%) while individuals in Comprehensive services rated this element 54%. When asked if individuals knew how to call for emergency services, 76% of the individuals in SLS responded they do know how, and 50% of the individuals in Comprehensive service felt they knew how to call. There were many comments stating either family or staff would take care of this need if it arose. Individuals in both SLS and Comprehensive services felt they had someone who could help them call 911 if needed (96% for Comprehensive services, 97% for SLS).

In regards to the question about an individual feeling worried that something may happen to them; 30% of individuals in Comprehensive services indicated they were worried something may happen to them. Conversely, 28% of respondents in SLS indicated they were worried something would happen to them. When the comments were analyzed, individuals in Comprehensive services seemed to have an increased anxiety in new situations such as with new staff, recreation opportunities or medical appointments. Staff that support them understand this need and are supporting individuals well. Individuals in both SLS and Comprehensive services commented they are afraid something will happen to a family member, not necessarily to themselves.

Rights

This section of questions captures the individual's knowledge of how to make a change in service, how to make a complaint and the individual's understanding of their rights. Overall, this section was rated the lowest out of all the elements of the survey, with an average of 73%. With regards to the question of who to call to make a change in services, 86% of respondents in SLS knew whom to call (an increase from FY04-05) and 57% of respondents in Comprehensive services knew whom to call. Additionally, when asked if they knew how to make a complaint, 79% of respondents in SLS felt they knew how to make a complaint. Respondents in Comprehensive services indicated that 56% of them knew how to make a complaint. When comments were reviewed for both programs, many comments indicated their family or guardian would take care of complaints. Additionally, many surveyors commented they explained who an individual could contact if they had a complaint or problem. In SLS, 91% of respondents understand their rights. Individuals in Comprehensive services rated this item lower, 66% of respondents understand their rights.

Surveyors in both programs continue to give examples of an individual's rights when asking this set of questions. Surveyors in Comprehensive services commented that due to low

cognitive functioning they were unsure if individuals fully understood their rights. Surveyors did however comment that rights had been read to individuals. Surveyors also stated many of the individuals who did not understand their rights have guardians in place to protect the individual's rights. In FY06-07, the question "Do you understand your rights?" was changed. The question now reads "Did you receive a copy of your rights?" This change mimics the same question on the Family Satisfaction Survey. Although individuals may not always understand their rights, we want to ensure that they are in fact receiving their rights and reviewing them annually.

Communication

Overall, 98% of the respondents indicated satisfaction with communication with their staff. This indicates that clients are feeling comfortable talking with their case managers, SLS staff, activities/work program staff as well as their residential staff.

In regard to the availability of staff to discuss issues or concerns, 99% of respondents in SLS and Comprehensive services felt staff were available to them. Individuals in both programs indicated they are getting the help they need from the staff that work with them (99% for both Comprehensive services and SLS).

Relationships

Maintaining or cultivating new relationships can sometimes be a struggle for the people we serve. This section of questions asks about individuals' relationships with peers, staff and family.

When asked if individuals have friends that are not staff or family members, 76% responded they do have friends that are peers. When asked if they would like help making new friends, 60% indicated they would like help. The majority of individuals (78%) felt it was easy for them to make friends. There were many comments from individuals in SLS that stated they would like new friends in which to attend community activities. Individuals in Comprehensive services commented they spend a majority of their time with their roommates or host home provider.

When individuals were asked if they get along with their family, 93% responding felt they do get along with their family. Individuals were asked if they get to see their family as often as they would like. For respondents in Comprehensive services, 50% indicated they would like to see their family more often. Although individuals in SLS rated this question higher, 83% responded they do see their family often; this is higher than the 76% rating in FY 04-05. This high rating may be contributed to the fact that many continue to reside with a family member. Those that either live alone or in a residential setting commented they wished their family lived closer and could visit more often.

Individuals were asked if they have someone to talk with, share their thoughts and get advice from in which 93% responded they do have someone in their life in which to share their thoughts. Additionally, 25% of respondents indicated they sometimes felt lonely and do not have anyone to talk with when needed (a decrease from the previous year's 34%). Individuals in

SLS rated this question 25% and individuals in Comprehensive services rated this question 29%. In addition, 97% of individuals felt they were usually happy on most days.

Quality of Life

Quality of life looks at a variety of aspects of an individual’s life including the opportunity to make decisions, inclusion in the community, safety, developing and maintaining relationships, and exercising competencies and talents. A variety of questions were asked in different ways in an effort to grasp how satisfied individuals are with their quality of life. Overall, 88% of individuals responding rated their quality of life positively.

Individuals like where and with whom they are living, with 96% responding positively. A majority of individuals (94%) felt they are able to do what they like at home and not be disturbed.

In regard to individuals’ work or activities programs, 95% responded they like what they do either for work or their activities program. When asked if individuals would like to work more hours, 54% stated they would like more hours. There were comments from some individuals that they would like a community job. Some stated they tried community employment, but for some reason it did not work for the individual. When asked if their pay as ok, 85% stated it was sufficient.

Individuals were asked to evaluate their Individual Plan (IP). Individuals were asked if they received the help they needed to learn new things that were important to them. For individuals in Comprehensive services, 94% felt they did learn new things. Individuals in SLS rated this element slightly lower, with 92% responding they did learn new things in the past 12 months. This is a significant increase from SLS participants from last year’s rating of 74%. The increase may be attributed to an increased understanding of what an IP is and increased participation in the IP process.

Transportation

Individuals were asked the type of transportation they utilize to get around town as well as if they have transportation available when needed. A majority of respondents, 95%, felt they do have transportation available when they need it. The following table illustrates the various means of transportation utilized (an individual could indicate they utilized more than one mode of transportation):

Mode of Transportation	Comprehensive	SLS
Bus	12%	58%
Own Car	1%	8%
Parents/Host Home	97%	99%
Taxi	9%	22%
Bike	13%	32%
Dial-A-Ride	17%	44%
Walk	58%	70%
Wheelchair	19%	14%
Foothills Gateway cars/vans	38%	38%

Staff Support

Individuals were asked about their satisfaction with the staff with whom they work, including case managers, SLS administrative staff, direct SLS staff, work/activities staff and residential staff. On overwhelming 100% of respondents felt their staff are nice to them. When asked if they are able to speak with their staff when they need to, 99% responded that staff are available. When asked if individuals are able to choose their staff, 92% of SLS respondents felt they do get to choose their staff. Conversely, individuals in Comprehensive Services rated this item lower, only 56% responded they get to choose their staff. This is indicative of the nature of the services provided in Comprehensive settings, often the agency hires the staff and consumers have little choice in who works with them in their home. In January 2006, we separated the SLS Administrative Staff set of questions into two new categories: SLS Team Leaders and SLS Supported Living Consultants (SLC). Therefore the average below is from data received during the period of January through June 2006 for those categories. The following table illustrates how various support staff were rated:

Support Staff	Comprehensive	SLS
Case Manager	98%	99%
SLS Team Leaders	N/A	100%
SLS SLC	N/A	99%
Activities/Work Staff	100%	99%
Direct SLS Staff	N/A	98%
Residential Staff	99%	N/A

Conclusion

Individuals in both Comprehensive Services and SLS are generally satisfied with the services and supports they receive through Foothills Gateway and the Program Approved Service Agencies (PASAs). Individuals continue to feel the staff that works with them listen to their requests and concerns and support them in all aspects of their life. Individuals are able to be included in community life through a variety of activities and are able to attend these activities through many modes of transportation. Individuals in both Comprehensive services and SLS are feeling safe in their homes, neighborhoods, towns, and work/activities programs, indicating their safety needs are being met. Individuals are able to make choices about the help they need, things to purchase and most importantly, feel free to make their own choices.

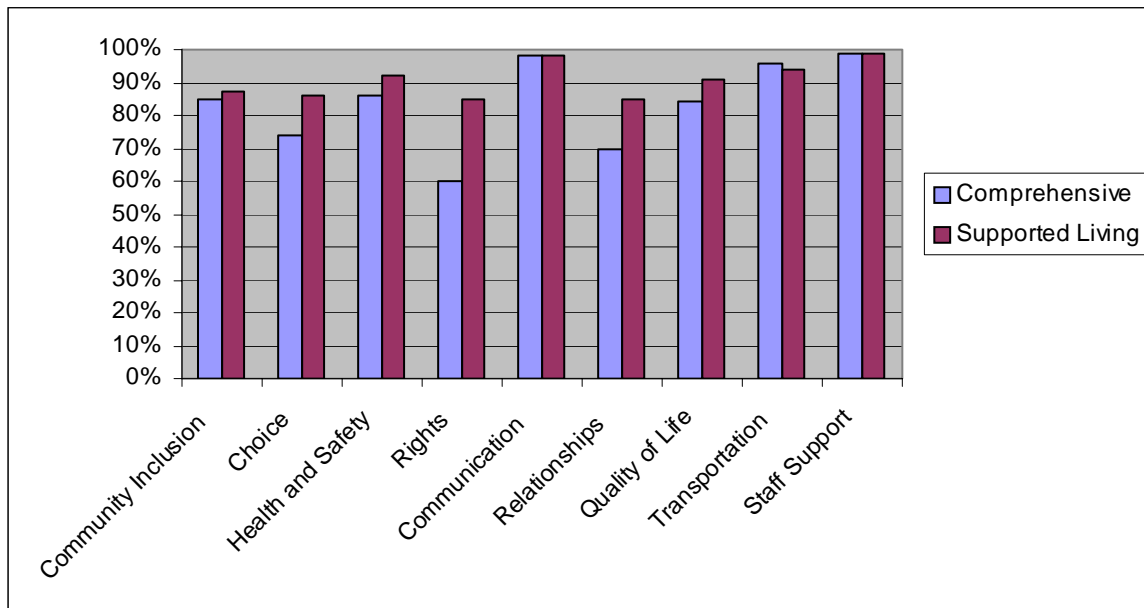
Areas that may need to be improved include informing individuals of different activities that are available in the community. Although individuals can indicate a number of activities they participate in, they are continually looking for new ways to be part of the community and make new friends. Additionally, education on how to call for emergency services for individuals receiving SLS may want to be explored. Fortunately most individuals have a family member or staff available to help them if the need arose.

Comparison of Programs

The following chart illustrates how Comprehensive Services and SLS compare in respect to each element of the survey for FY 05-06:

Section of Questions	Comprehensive Average Percentage of Positive Response	SLS Average Percentage of Positive Responses
Community Inclusion	85%	87%
Choice	74%	86%
Health and Safety	86%	92%
Rights	60%	85%
Communication	98%	98%
Relationships	70%	85%
Quality of Life	84%	91%
Transportation	96%	94%
Staff Support	99%	99%
Overall Average	84%	91%

The following graph gives a visual picture for the two programs and the respective elements of the survey for FY 05-06:

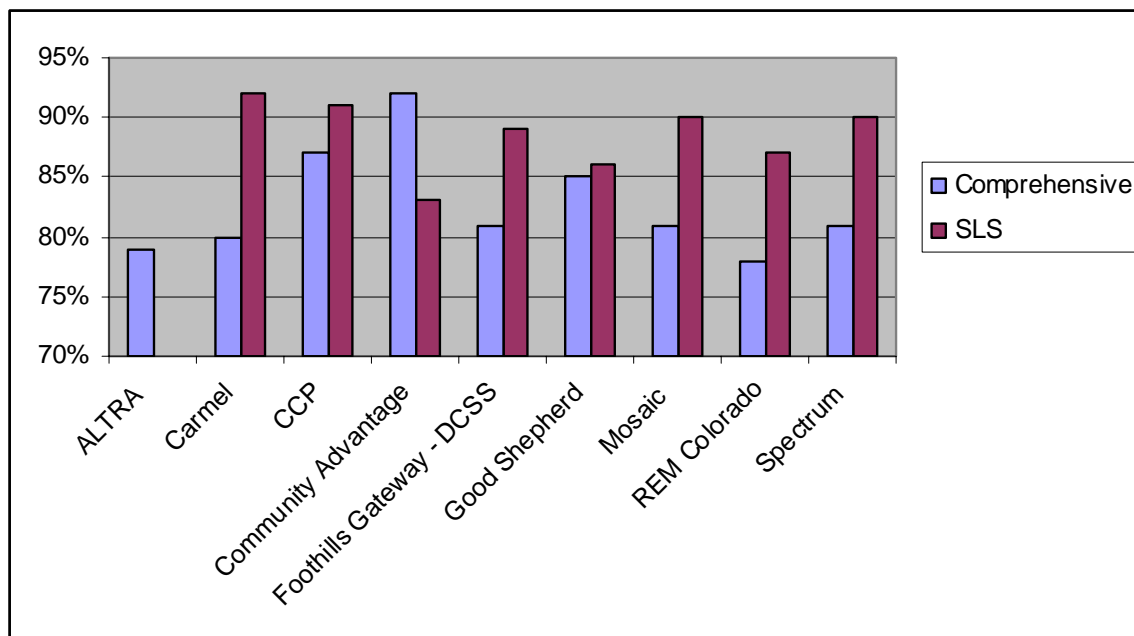


Comparison of Program Approved Service Agencies (PASA)

Data is analyzed by Program Approved Service Agency (PASA) to obtain an overall satisfaction index for individuals served in their programs. The following chart shows the comparison of PASAs as evaluated by the clients they serve:

PASA	Comprehensive Average of Positive Responses	SLS Average of Positive Responses
ALTRA	79%	N/A
Carmel	80%	92%
CCP	87%	91%
Community Advantage	92%	83%
Foothills Gateway – DCSS	81%	89%
Good Shepherd	85%	86%
Mosaic	81%	90%
REM Colorado	78%	87%
Spectrum	81%	90%

The following graph gives a visual picture of the above chart:



Comparison from Previous Year

The following chart shows a comparison from the previous fiscal year (FY 04-05) and this fiscal year's results per program and survey element:

Section of Questions	Comprehensive Average Percentage of Positive Response FY 04-05	Comprehensive Average Percentage of Positive Response FY 05-06	SLS Average Percentage of Positive Responses FY 04-05	SLS Average Percentage of Positive Responses FY 05-06
Community Inclusion	88%	85%	86%	87%
Choice	72%	74%	87%	86%
Health and Safety	86%	86%	91%	92%
Rights	67%	60%	81%	85%
Communication	97%	98%	95%	98%
Relationships	72%	70%	79%	85%
Quality of Life	90%	84%	91%	91%
Transportation	98%	96%	96%	94%
Staff Support	98%	99%	98%	99%
Overall Average	85%	84%	90%	91%

The following graph gives a visual picture for the two programs and the respective elements of the survey for FY 04-05 and FY 05-06:

