



# 2009 Report Day Habilitation Satisfaction Survey

## Table of Contents

1. Survey Purpose .....	2
2. Survey Focus.....	2
3. Methodology .....	2
4. Limitations .....	3
5. La Plata County Day Habilitation Day Program (4 interviews).....	4
5.1. Findings.....	4
5.2. Recommendations.....	6
6. La Plata County Day Habilitation Services (3 interviews).....	7
6.1. Findings.....	7
6.2. Recommendations.....	8
7. Montezuma County Day Habilitation Day Program (3 interviews).....	9
7.1. Findings.....	9
7.2. Recommendations.....	10
8. Montezuma County Day Habilitation Services (1 interview).....	11
8.1. Findings.....	11
8.2. Recommendations.....	12
9. Conclusion .....	13
10. Checklist .....	14

## **1. Survey Purpose**

CCI promotes and facilitates the expression of personal power and choice for all people. The purpose of this survey is to ask individuals in services how they feel about CCI's Day Habilitation services. The results will be shared with the individuals in services, the public, and the service providers as part of CCI's system to promote excellent services and monitor our own programs.

## **2. Survey Focus**

This survey focused on CCI's Day Habilitation services. These services provide a variety of supports for 57 adults with the majority receiving services through two of CCI's Day Programs (La Plata and Montezuma County sites). Day Programs provide a group opportunity for individuals in services to participate in community integration and health promoting activities. Individuals in services in Day Habilitation who do not go to Day Programs receive assistance from Direct Support Professionals at home and/or in the community as needed.

CCI interviewed 11 (20% of 57) randomly selected individuals in services from Day Habilitation. Individuals in services (or if needed than advocates) were asked to talk about 7 different categories in regards to the services they are receiving. These categories were recommended by the Division for Developmental Disabilities (DDD) for the survey.

1. Welfare
2. Health\*
3. Community Participation\*
4. Choice
5. Habilitation
6. Inclusion
7. Safety\*

Additional questions were asked about Health, Community Participation, and Safety categories since these items were of particular interest to CCI's Director of Adult Services. These items are indicated by an asterisk\* in the report.

## **3. Methodology**

The survey was developed using guidelines from the Division for Developmental Disabilities and input from CCI's Director of Adult Services. The questions were created to fulfill both the DDD guidelines and the informational needs of the Director of the Adult Services who can then use the results of the survey to improve CCI's Day Habilitation services.

Interviewers looked for an overall sense of what the client was really feeling about 7 survey items and then rated each item from poor to fair to excellent based on the answers to sub-questions for each survey item. 2 interviewers were from the community, 1 interviewer was from the Board of Directors, and 1 interviewer was a CCI staff (not from the Day Habilitation staff).

The interviewees were selected randomly and proportionally. DDD recommends interviewing 20% of the total program. In this case that meant 11 of the 57 individuals in services in Day Habilitation were interviewed. 40% of these individuals in services attend programs in Montezuma County thus 40% (4) of the interviewed individuals in services were in Montezuma and 60% (7) of the individuals in services were in La Plata. 74% of the individuals in services in Montezuma go to Day Program so of the 4 individuals in services interviewed; 3 were from Day Program and 1 was not. 60% of individuals in services in La Plata go to Day Program so of the 7 individuals in services interviewed; 4 were from Day Program and 3 were not. Additionally, since 64% of individuals in services in Day Habilitation Services are male; 64% of those surveyed were male.

#### **4. Limitations<sup>1</sup>**

There must be adequate consideration given to the limitation of satisfaction information, especially since a high percentage of individuals in services cannot express themselves well. It is important to remember that we will be able to obtain satisfaction measurement directly from only a portion of the population served in the system and that the information may be limited. This does not minimize the importance of the information gathered but rather leads us to be cautious in how it is used and the conclusions drawn from the surveys.

It is also important to remember that high satisfaction with services and supports provided does not necessarily mean “top notch:” services. There is not always a direct relationship between satisfaction and quality of services. There certainly have been occasions when persons have expressed satisfaction with services although the program did not meet many regulatory requirements, was not paying sufficient attention to such critical areas as health and safety and/or was not based on the values promoted by the system. A program which meets all the regulatory requirements, however, may not have a high satisfaction rating. Although technically meeting all the “rules”, such programs may not meet the full intent of some of the requirements or be in line with the mission of the DDD.

The lack of a clear correlation between individuals in services’ satisfaction and quality services does not make the information less important – high satisfaction should always be a goal. It does, however, caution us to remember that satisfaction is only one measurement used in a comprehensive quality assurance program and should not be used alone to judge the quality of a program or agency. It is, however, an extremely important measurement and one that all agencies need to pay attention to in order to have a quality program.

Finally, research has shown that some people are generally happy and others generally unhappy. Individuals’ general outlook is also expressed in satisfaction surveys. 100%

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<sup>1</sup> This section is from the most recent DDD Guidelines for Consumer Satisfaction Survey (1997) pp. 9 & 13.

satisfaction may be good to strive for but may not be obtainable. This needs to be kept in mind when interpreting survey data.

Additionally, research has shown that individuals with developmental disabilities have two major tendencies: acquiescence and recency, when responding to questions. Acquiescence is the tendency to respond with a “yes” to questions and recency is the tendency to select the last choice presented. (Recency was not an issue in this survey because there were no multiple choice questions). One method to determine if a person’s response is affected by acquiescence is to ask the same question in two different ways. (This technique was used in the 2009 survey so that one answer would be “yes” and the other “no” to the same question). When individuals demonstrate such tendencies, responses can not be fully relied on and their responses are generally not considered when analyzing the results for the programs.

## **5. La Plata County Day Habilitation Day Program (4 interviews)**

### **5.1. Findings**

Overall most of the survey items for the Day Program were in the “Fair” to “Excellent” category. Only “Choices” received a “Poor” score. 1 individual failed the acquiescence test so those scores were not included. The following is a list of the survey items ranked from “Excellent” to “Poor”.

#### *5.1.1. Health at the Day Program\* 100% Excellent*

100% felt healthy

100% thought the Day Program was improving their health

66% wanted to do more exercise while at the Day Program

There were no suggestions when asked: What can the Day Program do to help you improve your health?

#### *5.1.2. Inclusion at the Day Program 100% Excellent*

66% felt like they were included in the Day Program activities; 33% somewhat included

100% felt like they were a part of the community

When asked: How can the DP help you be a part of the community?

One answered: Work on everybody being appropriate in community

#### *5.1.3. Welfare at the Day Program 66% Excellent 33% Fair*

100% liked coming to the Day Program

100% thought the staff treated them well

66% thought the staff listened to them sometimes; 33% all the time

When asked: Do you have any ideas to make the Day Program better?

Individuals in services said: No answer; not really; more games – when we can’t get out we need something to do: art teacher coming, need the van.

#### *5.1.4. Community Participation via the DP\* 66% Fair 33% Excellent*

100% liked going into the community with the Day Program

66% would like the Day Program to take them into the community more  
33% volunteered a little, 33% none, 33% volunteered  
100% would like to volunteer or continue volunteering  
When asked: What activities in the community would you like to do with the Day Program in the future?  
Individuals in services said: Arts & Crafts, Skiing, going to FLC – playing with college people, remote control systems, more hobbies and something to do.

5.1.5. Safety at the Day Program\* 66% Fair 33% Excellent

66% felt safe at the Day Program; 33% felt safer at home  
100% do NOT worry about getting hurt at the Day Program  
When asked: Do you have any ideas to make the Day Program safer?  
One answered: [Name omitted] needs to be handled, needs better guard.

5.1.6. Habilitation at the Day Program 100% Fair

100% did NOT have therapy or habilitation needs at that time  
66% felt they did NOT have a chance to learn new job skills at the Day Program  
When asked: What would you like the DP to teach you to help you in your life?  
Individuals in services answered: Healthy relationships, cooking, good hygiene, nutrition, getting paid to do “shredding” (this word was unclear). One client would like to be more independent

5.1.7. Choices at the Day Program 66% Poor 33% Fair

100% said they did NOT get to choose to eat in different places while at the DP  
66% felt that they did NOT have choices while at the Day Program  
33% felt there were choices but that the staff mostly made them  
66% wanted a job, 33% had a job  
When asked: Who can you talk to at the Day Program to help you find a job?  
Individuals in services answered: DVR, Vince or Justin, and unknown.  
When asked: What would you like to change about the DP?  
Individuals in services said: More one-on-one, nothing, staff should have healthy attitude about job; needs to be stressed they are here for individuals in services, inspire more confidence in everybody, staff shouldn't complain about jobs but should concentrate on individuals in services. Staff should have more respect for themselves.

Interviewer Observations

Interviewers were also asked to comment on the interior, exterior, and staff-to-client ratio. The interior of the Day Program was deemed safe. The exterior had two comments:

An interviewer noted: “While interviewing there was a fire drill. One individual in services pushed another in a wheelchair through the door and outside. Problem was he dragged his hand over the door jamb and he would have lost control of the chair on the driveway if the interviewer hadn't stopped him.”

Another interviewer noted: “The broken greenhouse stuff and old bikes and wheelchair scraps in the yard may pose a safety hazard.”

There were 3 different staff-to-individual ratios observed by the interviewers: 1 to 1; 9 to 11; and 3-4 staff to 15 or so individuals in services. These ratios range from 1 to 1 upto 1 to 5 staff-to-individual in services ratios.

## **5.2. Recommendations**

Overall, most of the survey items for the Day Program in La Plata County were in the “Fair” to “Excellent” category. However, there were three results from those high scoring categories that should be noted:

*Recommendation 1: Staff should listen to individuals in services more - 66% thought staff only listened sometimes*

*Recommendation 2: Go into the community more: 66% would like the Day Program to take them into the community more*

*Recommendation 3: Teach more job skills - 66% felt they did not have a chance to learn new job skills at the Day Program*

The only main survey item that should really be addressed is “Choices” since it received a 66% “Poor” score. According to the survey answers, all of the individuals in services felt that they did not get to choose different places to eat and felt they did not have the chance to make choices, in general, at the Day Program.

*Recommendation 4: Give individuals in services more choices*

The three survey items of special note for the Director of Adult Services were Health, Community Participation, and Safety. These items were in the “Excellent” to “Fair” categories. Health received a “100% Excellent” score but 66% wanted to do more exercise. Community Participation received a “66% Fair” and “33% Excellent” score with 100% interested in volunteering or continuing to volunteer. And Safety at the Day Program received a “66% Fair” and “33% Excellent” score but there were 2 important issues that should be addressed: one individual’s behavior; and the potential hazard to individuals in services during a fire drill (see interviewer’s note in the *Interviewer Observations* category above).

*Recommendation 5: Help individuals in services to do more exercise at the Day Program*

*Recommendation 6: Maintain the high level of volunteer opportunities for individuals in services*

*Recommendation 7: Take a closer look at the behavior of one individual at the program (identity shared with Director of Adult Services)*

*Recommendation 8: Improve safety during emergency evacuations*

Additional recommendations made by individuals in services for the La Plata Day Program:

- more one-on-one
- staff shouldn't complain about jobs but should concentrate on individuals in services
- more games
- have an art teacher come
- need the van
- Arts & Crafts
- Skiing
- going to FLC – playing with college people
- remote control systems
- more hobbies
- something to do all the time
- Learn about: healthy relationships, cooking, good hygiene, nutrition, getting paid to do “shredding” (this word was unclear), and becoming more independent

## **6. La Plata County Day Habilitation Services (3 interviews)**

### **6.1. Findings**

All of the survey items for the La Plata County Day Habilitation Services were in the “Excellent” category except “Choices” which was 66% Excellent and 33% Fair. The following is a list of the survey items ranked from “Excellent” to “Poor”.

#### *6.1.1. Health\* 100% Excellent*

100% felt healthy

100% thought CCI staff can help them improve their health

100% wanted CCI to help them exercise more

When asked: What can staff do to help you improve your health?

One individual suggested: CCI should sponsor an exercise class or program like walking, walking dogs, or swimming. And help individuals in services make better choices about buying food.

#### *6.1.2. Inclusion 100% Excellent*

100% felt like they can do things in the community

100% felt like they were a part of the community (Bayfield too)

When asked: How can CCI help you be a part of the community? Individuals in services had no suggestions.

#### *6.1.3. Welfare 100% Excellent*

100% felt like staff is helpful

100% thought the staff treated them well  
100% thought the staff listened to them  
When asked: Do you have any ideas to make CCI services better?  
One individual said: The main office needs more staff – it seems unorganized at the front

*6.1.4. Community Participation \** 100% Excellent

100% liked going into the community  
0% do not need the CCI staff to take them into the community more  
33% volunteered sometimes, 33% none, 33% volunteered  
100% would like to volunteer or continue volunteering  
When asked: What places you would like to volunteer?  
One individual suggested an animal shelter  
When asked: What activities in the community would you like to do in the future?  
Individuals in services said: walk dogs, go to restaurants and Wal-Mart

*6.1.5. Safety\** 100% Excellent

100% felt safe  
100% do not worry about getting hurt  
When asked: Do you have any ideas to make your home or the community safer?  
Individuals in services said: No

*6.1.6. Habilitation* 100% Excellent

100% did not have therapy or habilitation needs at that time  
33% felt they had a chance to learn new job skills from CCI  
When asked: What would you like CCI to teach you to help you in your life?  
Individuals in services answered: Well balanced food planning/meals; better ways to keep legs straight during exercise

*6.1.7. Choices* 66% Excellent 33% Fair

100% said they did get to choose to eat in different places  
66% felt that they did have a lot of choices (except exercise 33%)  
100% had a job (33% would like to work every day but didn't)  
When asked: Who can you talk to at CCI to help you change your job?  
Individuals in services answered: Vince, Mary  
When asked: What would you like to change about the services you are getting from CCI?  
Individuals in services said: Nothing

## **6.2. Recommendations**

Overall most of the Day Habilitation Services (non Day Program) received 100% in the “Excellent” category except “Choices” which was 66% Excellent and 33% Fair. The reason cited for this score was that 33% felt they did not have a lot of exercise choices.

The three items of special note to the Director of Adult Services (Health, Community Participation, and Safety) all received 100% excellent with only one recommendation:

*Recommendation 8: Help Day Habilitation individuals in services exercise more: 100% wanted CCI to help them exercise more*

The following is a list of recommendations made by individuals in services to help improve Day Habilitation Services:

- sponsor an exercise class or program like walking, walking dogs, or swimming for individuals in services
- help individuals in services with: well balanced food planning/meals;
- help one individual learn better ways to keep legs straight during exercise
- help individuals in services make better choices about buying food
- the main office needs more staff – it seems unorganized at the front
- help individuals in services volunteer at an animal shelter
- future community activity ideas: walk dogs, go to restaurants and Wal-Mart

## **7. Montezuma County Day Habilitation Day Program (3 interviews)**

### **7.1. Findings**

All of the survey items for the Day Program were in the “Excellent” category.

#### *7.1.1. Health at the Day Program\* 100% Excellent*

100% felt healthy

100% thought the Day Program was improving their health

100% wanted to do more exercise while at the Day Program

When asked: What can the Day Program do to help you improve your health?

Individuals in services answered: Doing stuff, don't know, make more pictures

#### *7.1.2. Inclusion at the Day Program 100% Excellent*

100% felt like they were included in the Day Program activities

100% felt like they were a part of the community

When asked: How can the DP help you be a part of the community?

Individuals in services had no suggestions.

#### *7.1.3. Welfare at the Day Program 100% Excellent*

100% liked coming to the Day Program

100% thought the staff treated them well

100% thought the staff listened to them

When asked: Do you have any ideas to make the Day Program better?

One individual said: Wants staff to listen to [client]

#### *7.1.4. Community Participation via the DP\* 100% Excellent*

100% liked going into the community with the DP (33% said Wal-Mart)  
100% would like the Day Program to take them into the community more (33% emphasized “more” and 33% said “every day”  
100% volunteered  
100% would like to continue volunteering (33% said they would like to volunteer at the Nursing Home, and 33% said at a store)  
When asked: What activities in the community would you like to do with the Day Program in the future?  
Individuals in services said: Beads, clean the park, and running around

*7.1.5. Safety at the Day Program\* 100% Excellent*

100% felt safe at the Day Program (33% said “little bit”)  
100% do not worry about getting hurt at the Day Program (33% said “little bit”)  
When asked: Do you have any ideas to make the Day Program safer?  
Individuals in services did not have any suggestions.

*7.1.6. Habilitation at the Day Program 100% Excellent*

66% have therapy or habilitation needs  
100% of those felt their therapy needs were being met at the DP  
100% felt they did have a chance to learn new job skills at the Day Program  
When asked: What would you like the DP to teach you to help you in your life?  
One individual answered: sew

*7.1.7. Choices at the Day Program 100% Excellent*

100% said they did get to choose to eat in different places while at the DP  
100% felt that they did have choices while at the Day Program  
100% wanted a job (33% said “laundry mat”)  
When asked: Who can you talk to at the Day Program to help you find a job?  
66% Individuals in services answered: Julie; 33% said Loren  
When asked: What would you like to change about the DP?  
One individual said: Some persons

Interviewer Observations

Interviewers were also asked to comment on the interior, exterior, and staff-to-individual ratio. The interior and exterior of the Day Program were deemed safe.

The staff-to-individual ratios observed by the interviewers were: 5 to 6 and 5 to 8. These ratios represent about a 1 to 1 or 1 to 2 staff-to-individual ratio.

**7.2. Recommendations**

All of the survey items for the Day Program in Montezuma County were in the “Excellent” category including the 3 items of special note to the Director of Adult Services. The following are some recommendations to make the program even better.

*Recommendation 1: Do more exercise - 100% wanted to do more exercise while at the Day Program*

*Recommendation 2: Listen to [client] (and possibly other individuals in services) more – although 100% of those surveyed said staff listened to them, one also noted that staff should listen to [client] more. This indicates a discrepancy that should be looked into further.*

*Recommendation 3: Take individuals in services into the community more: 100% would like the Day Program to take them into the community more (33% emphasized “more” and 33% said “every day”*

*Recommendation 4: Maintain the high level of volunteering and look into opportunities at nursing homes and stores: 100% would like to continue volunteering (33% said they would like to volunteer at the Nursing Home, and 33% said at a store)*

*Recommendation 5: Consider doing beads, cleaning the park, and running around for future activities in the community*

*Recommendation 6: Consider teaching sewing at the Day Program as a life skills activity*

*Recommendation 7: Help individuals in services find jobs: 100% wanted a job (33% noted the laundry mat).*

## **8. Montezuma County Day Habilitation Services (1 interview)**

### **8.1. Findings**

All of the survey items for the Montezuma County Day Habilitation Services were in the “Excellent” category. However, the one individual in services who was surveyed failed the acquiescence test so these results should be considered with that in mind.

#### *8.1.1. Health\* 100% Excellent*

100% felt healthy

100% thought CCI staff can help them improve their health

100% wanted CCI to help them exercise more

There were no suggestions when asked: What can staff do to help you improve your health?

#### *8.1.2. Inclusion 100% Excellent*

100% felt like they can do things in the community

100% felt like they were a part of the community

There were no suggestions when asked: How can CCI help you be a part of the community?

8.1.3. Welfare 100% Excellent

100% thought the staff treated them well

100% thought the staff listened to them

There was no response when asked: Do you feel like staff is helpful and Do you have any ideas to make CCI services better?

8.1.4. Community Participation \* 100% Excellent

100% liked going into the community

100% would like CCI staff to take them into the community more

0% volunteered

0% would like to volunteer

There were no suggestions when asked: What places you would like to volunteer?

And What activities in the community would you like to do in the future?

8.1.5. Safety\* 100% Excellent

100% do not feel safe

100% do not worry about getting hurt

There were no suggestions when asked: Do you have any ideas to make your home or the community safer?

8.1.6. Habilitation 100% Excellent

100% did not have therapy or habilitation needs at that time

100% felt they did NOT have a chance to learn new job skills from CCI

There was no comment when asked: What would you like CCI to teach you to help you in your life?

8.1.7. Choices 100% Excellent

100% said they did get to choose to eat in different places

100% felt that they did have a lot of choices

0% had a job

When asked: Who can you talk to at CCI to help you change your job?

Individuals in services answered: No

There was no comment when asked: What would you like to change about the services you are getting from CCI?

## **8.2. Recommendations**

Since there was only one individual in services interviewed and this person failed the acquiescence test, the main recommendation is to get more information from other Day Habilitation individuals in services before making any changes to the program.

*Recommendation 8: Get more information before proceeding with changes below*

- Do more exercise - 100% wanted to do more exercise
- Go into the community more – 100% wanted to go into the community
- Provide more job skills training - 100% felt they did NOT have a chance to learn new job skills from CCI

## 9. Conclusion

The purpose of this survey is to determine how satisfied individuals in services are with CCI's Day Habilitation services including the Day Programs. The majority of the survey items scored in the excellent category. These items include the following:

1. Welfare
2. Health\*
3. Community Participation\*
4. Choice
5. Habilitation
6. Inclusion
7. Safety\*

Of the 11 individuals in services who were interviewed, 2 failed the acquiescence test. Thus although 20% of the 57 individuals in services in Day Habilitation were interviewed as the DDD recommends; the results only reflect answers from 15% of individuals in services. This does not minimize the importance of the information gathered but rather leads us to be cautious in how it is used and the conclusions drawn from the surveys.

The recommendations for the La Plata County Day Habilitation Services include listening to individuals in services more, providing more job skills training, more choices (the only item to receive a "poor" score), increasing exercise opportunities, and improving emergency safety.

These recommendations are the same as the Montezuma County Day Habilitation Services' recommendations in three categories: listening, exercising, and going into the community more. Individuals in services also wanted to have more opportunities to work on beads and sewing etc. and to get jobs. More research should be done for the Montezuma Day Habilitation Services (non Day Program).

The next step is for the Day Habilitation programs to work on the recommendations (see checklist at the end of the report) in order to create a plan to help them continue providing programs which receive an excellent level of client satisfaction.

This survey will be shared with the individuals in services, the public, and the service providers as part of CCI's system to promote excellent services and monitor our own programs. It will also be given to the Director of Adult Services as an important element in creating a plan to continually improve Community Connections' Day Habilitation services.

Additionally, CCI would like to thank the interviewers and individuals in services and advocates who gave their time and energy to this survey.

## 10. Checklist

### Recommendations for La Plata County Day Habilitation

- Recommendation 1: Staff should listen to individuals in services more*
- Recommendation 2: Go into the community more*
- Recommendation 3: Teach more job skills*
- Recommendation 4: Give individuals in services more choices*
- Recommendation 5: Help individuals in services to do more exercise at the Day Program*
- Recommendation 6: Maintain the high level of volunteer opportunities for individuals in services*
- Recommendation 7: Take a closer look at the behavior of one client at the program (identity shared with Director of Adult Services)*
- Recommendation 8: Improve safety during emergency evacuations*

Additional recommendations made by individuals in services for the La Plata Day Program:

- more one-on-one
- staff shouldn't complain about jobs but should concentrate on individuals in services
- more games
- have an art teacher come
- need the van
- Arts & Crafts
- Skiing
- going to FLC – playing with college people
- remote control systems
- more hobbies
- something to do all the time
- Learn about: healthy relationships, cooking, good hygiene, nutrition, getting paid to do “shredding” (this word was unclear), and becoming more independent

Additional recommendations made by individuals in services for La Plata Day Habilitation (not Day Program):

- sponsor an exercise class or program like walking, walking dogs, or swimming for individuals in services
- help individuals in services with: well balanced food planning/meals;

- help one individual learn better ways to keep legs straight during exercise
- help individuals in services make better choices about buying food
- the main office needs more staff – it seems unorganized at the front
- help individuals in services volunteer at an animal shelter
- future community activity ideas: walk dogs, go to restaurants and Wal-Mart

### **Recommendations for Montezuma County Day Habilitation**

- Recommendation 1: Do more exercise*
- Recommendation 2: Listen to [client] (and possibly other individuals in services) more*
- Recommendation 3: Take individuals in services into the community more*
- Recommendation 4: Maintain the high level of volunteering and look into opportunities at nursing homes and stores*
- Recommendation 5: Consider doing beads, cleaning the park, and running around for future activities in the community*
- Recommendation 6: Consider teaching sewing at the Day Program as a life skills activity*
- Recommendation 7: Help individuals in services find jobs*
- Recommendation 8: Get more information before proceeding with changes to Day Habilitation (non Day Program) Services*