



2010 Report Supported Living Services Client Satisfaction Survey

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1. Survey Purpose

In order to improve our services and to promote and facilitate the expression of personal power and choice, Community Connections, Inc. (CCI) conducts an internal survey of one of three programs every year (rotating between Day Habilitation, Supported Living Services, and Individual Residential Services and Supports). The purpose of the 2010 survey was to ask individuals about CCI's Supported Living Services (SLS).

Supported Living Services includes community integration, assistance with activities of daily living, access to social and recreational opportunities in the community, vocational training, and assistance getting to and being successful work. The expected result of this program is that clients will have the same opportunities as peers to participate in their communities and make decisions that allow them to lead fulfilling lives.

The results of 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.

2. Survey Focus

CCI provides a variety of supports to 55 adults in our Supported Living Services. The majority of these 55 adults live outside of Durango (64%), are under 55 (91%); do not receive vocational services (56%); receive community based habilitation services (87%); live with their family (53%); and are male (55%). See Attachment 1 for the complete statistical analysis of this program. CCI mailed surveys to all 55 clients (and their guardians) in the SLS program.

Individuals in services and their guardians were asked to respond to questions in 6 different categories. These categories were developed by the Adult Services Director guided by the Division for Developmental Disabilities (DDD). These categories included:

1. Availability of Services
2. Choice of Services
3. Effectiveness of Services
4. Timeliness of Services
5. Responsiveness to Concerns
6. Overall Satisfaction with CCI's Supported Living Services

3. Methodology

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

This year CCI decided to mail surveys instead of conducting interviews. This is an acceptable form of survey as determined by the DDD. As with interviews, the goal is to get feedback from a minimum of 20% of clients in the targeted program.

This year, 21 surveys were returned *representing* 33% (18) of the clients in SLS. 15 surveys were returned by clients, 3 surveys were anonymous, and 3 surveys were received from guardians of clients who also returned surveys (the guardian surveys were not counted towards the 33% since they represented a client who also turned in a survey). However, since the answers on guardian surveys differed from the answers on the client surveys, each survey was analyzed in its own right. A total of 21 surveys were analyzed.

The survey was tested on an office staff member and a client before final surveys were mailed. A cover letter and instructions preceded each survey (see Attachment 2 for the cover letter and Attachment 3 for the survey questions). The cover letter stated that surveys returned by June 21 would be entered into a drawing to win \$25 (returned envelopes were saved separately so that even those who responded anonymously would be eligible for the drawing). Each category in the survey was followed by 2-5 yes/no questions and an additional open ended comments area.

For example:

Item 2: Availability

1. Are there any services that you are supposed to be receiving that you are not? Yes or No.
2. Do you know how to ask for new services? Yes or No
3. Please add any other comments below about *availability of services*:

The responses from clients receiving funding from the State (3 of 15 clients) were analyzed separately from clients (and their guardians) receiving funding from Medicaid (18 of 40 clients). The reason for analyzing these responses separately is due to the difference in funding: clients receiving State funding from the DDD average \$8,600 per year while clients getting federal Medicaid funding receive between \$12,000 and \$25,000 per year. CCI wanted to see if there was a difference in client satisfaction between the two differently funded SLS programs.

4. Limitations¹

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

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

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 outlooks are also expressed in satisfaction surveys. 100% satisfaction may be good to strive for but may not be obtainable. This needs to be kept in mind when interpreting survey data.

5. State Funded Supported Living Services

5.1. Findings

CCI received surveys from 3 out of 15 clients and their guardians; this represents 20% of clients receiving State SLS funds. Percentages below are calculated using the answers from all 3 respondents. 100% of these respondents were satisfied with their Supported Living Services.

Item 1: Which Supported Living Services Program are you enrolled in?

33% correctly checked State Funded

67% checked unknown or erroneously checked Medicaid Funded

Item 2: Availability 100% positive responses

100% are receiving all the services they are supposed to be receiving

100% know how to ask for new services

No comments were added.

Item 3: Choice 87% positive responses

100% helped to develop their services during the Annual Service Plan meeting

100% feel they were able to give input on the goals for their services

67% feel they have a choice about when they receive services

100% feel they have a choice about how they receive services

67% said N/A; 33% did not have an opportunity to hire or dismiss their staff

No comments were added.

Item 4: Effectiveness 84% positive responses
100% feel their current services address their needs
67% feel that their services are helping them learn new skills
No comments were added.

Item 5: Timeliness 89% positive responses
100% feel that new services are started in a timely manner
67% feel requests for changes are addressed in a timely manner; 33% said N/A
100% said replacement staff are found in a reasonable amount of time
No comments were added.

Item 6: Responsiveness 84% positive responses
67% know how to make changes to their current services
67% know how to make a complaint about their services
100% get a timely response when voicing concerns about their services
100% feel that their concerns are addressed in a friendly manner
No comments were added.

Item 7: CCI's Supported Living Services 89% positive responses
100% feel educated about all of the services that are available
100% feel satisfied with their Supported Living Services
67% would not change something about CCI's Supported Living Services

Additional Comments:

"Provide more information to [client] about places to go in Cortez – not just WalMart and the duck pond."

5.2. Recommendations for clients receiving State Funding

Overall, clients receiving State SLS funding were very satisfied with the Supported Living Services they receive from Community Connections. This program received an 89% overall satisfaction rate. All items received a rating above 80%. The Availability category scored 100%.

The items that received the lowest percentages were Responsiveness and Effectiveness; however these still scored high with 84%. The bottom scoring question was awareness of funding source; only 33% correctly identified the source of their funding.

In addition to addressing the individual needs highlighted on each survey, the following recommendations are made based on the lowest (under 70%) scored responses:

Recommendation 1: Clarify for clients and their guardians that they are receiving State funding.

Recommendation 2: Continue to provide an even higher quality of service:

- *Improve clients' choices about when they receive services*
- *Help clients learn new skills*
- *Inform clients so that they know how to make changes to their current services*
- *Inform clients so that they know how to make a complaint about their services*

6. Medicaid Funded Supported Living Services

6.1. Findings

CCI received surveys from 12 clients and 3 of their guardians, plus 3 anonymous surveys; representing 38% of clients (15 out of 40) who receive Medicaid funded Supported Living Services. Percentages below are calculated using the answers from all 18 respondents because each survey had different answers. Overall, 94% (17 out of 18) respondents were satisfied with their Supported Living Services.

Item 1: Which Supported Living Services Program are you enrolled in?

33% correctly checked Medicaid Funded; 11% wrote N/A (guardians)

33% checked unknown or left it blank

22% erroneously checked State Funded

Item 2: Availability 84% positive responses

89% are receiving all the services they are supposed to be receiving; 11% don't know

78% know how to ask for new services; 6% left it blank

Additional Comments:

"On call as needed"

"Had to cut one day out because of lack of funding"

Item 3: Choice 86% positive responses

78% helped to develop their services during the Annual Service Plan meeting;

22% left it blank

100% feel they were able to give input on the goals for their services

89% feel they have a choice about when they receive services

94% feel they have a choice about how they receive services, N/A or blank

67% said they had an opportunity to hire or dismiss their staff, N/A or blank

33% said they did not have that opportunity

Additional Comments:

"I'm real happy with the services that I am getting"

"Maybe find a job or something is what she was thinking"

"My staff cares about me, and I know that"

"He wants to walk around, get more exercise, visit the cemetery, bowl, more work"

Item 4: Effectiveness 89% positive responses

94% feel their current services address (somewhat or mostly) their needs

83% feel that their services are helping them (6% somewhat) learn new skills;
6% blank

Additional Comments:

“Teaching me how to act better in social settings”

“He wants to work in a museum”

“Would like to incorporate more job skills”

“If there was a job that I could put my new skills to use. It doesn’t have to be a job. I just need something to put the new skills that I have learned to good use.”

“Would like to learn additional real life skills such as money management, time management, job hunting.”

Item 5: Timeliness

83% positive responses

83% feel new services started in a timely manner (6% most of the time), N/A or blank

73% feel requests for changes are addressed in a timely manner, N/A or blank

94% said replacement staff are found in a reasonable amount of time or N/A;

6% don’t know

Additional Comments:

“It took a while to get my new job.”

“Needs more time in the morning to get ready (personal hygiene)”

“I am real happy with the staff that I have.”

Item 6: Responsiveness

89% positive responses

72% know how to make changes to their current services

89% know how to make a complaint about their services

94% get a timely response when voicing concerns (6% Y&N), N/A or blank

100% feel concerns are addressed in a friendly manner, N/A, blank, or don’t know

Additional Comments:

“[A staff] helps me on that.”

Item 7: CCI’s Supported Living Services

83% positive responses

78% feel educated about all of the services that are available

94% feel satisfied with their Supported Living Services (mostly satisfied 6%)

78% would not change something about CCI’s Supported Living Services

Additional Comments:

“The amount of time allowable under our plan is insufficient (21 hours per week)”

“I wish I can talk to my case manager better.”

“He wants to read about Michael Jackson in the newspaper. Both [client] and boss want more time at the Senior Center to work together.”

6.2. Recommendations for clients receiving Medicaid Funding

Overall, clients receiving Medicaid funding were satisfied with the Supported Living Services they receive from Community Connections. This program received an 86% overall satisfaction rate. All items received a rating above 80%. Not one item received 100% however the categories of Responsiveness and Effectiveness got the highest ratings (89%).

The item that received the lowest percentage was Availability (84%). The bottom scoring question was awareness of funding source; 55% checked unknown, left it blank, or incorrectly identified the source of their funding.

In addition to addressing the individual needs highlighted on each survey, the following recommendations are made based on the lowest (under 75%) scored responses:

Recommendation 1: Clarify for clients and their guardians that they are receiving Medicaid funding.

Recommendation 2: Continue to provide an even higher quality of service:

- *Ensure every client has the option to hire or dismiss their staff*
- *Ensure requests for changes are addressed in a timely manner*
- *Ensure clients know how to make changes to their current services*

7. Comparison of State funded and Medicaid funded SLS programs

7.1 Findings

Comparison of State and Medicaid funded SLS survey items							
Program	Know Source	Availability	Choice	Effectiveness	Timeliness	Responsiveness	Overall Satisfaction
State funded	33%	100%	87%	84%	89%	84%	89%
Medicaid	35%	84%	86%	89%	83%	89%	86%
Average	34%	92%	87%	87%	86%	87%	86%

Clients from State and Medicaid funded programs had very similar responses. Very few (an average of 34%) clients from both programs knew the source of their funding. The biggest difference was in Availability: State funded clients felt the availability of their Supported Living Services was 100% while Medicaid funded clients felt it was 84% (16% lower). The remaining items all scored within 6% of each other. None of the qualitative items received a score below 83% in either program.

8. Conclusion

The purpose of this survey is to determine how satisfied clients are with CCI's Supported Living Services. All of the items, except knowledge of funding source, scored above 80% with Availability scoring 100% in the State funded surveys. The conclusion of this report

is that clients are very satisfied with all of Community Connections' Supported Living Services.

Although there seems to be a high level of satisfaction, it is recommended that CCI continually strive to provide the best services possible by addressing the following areas in order of attention:

1. Timeliness (86% positive response)
2. Responsiveness, Effectiveness, and Choice (87% positive response)

Further, it is recommended that CCI correctly inform all clients and guardians about the funding they receive.

The next step for the Supported Living Services program is to create a plan of action to address the recommendations which resulted from surveying clients and guardians. This plan should include an overall checklist (following) as well as a way to follow up with each client or guardian who voiced concerns on their individual survey.

This report will be shared with the individuals in services and their guardians, 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' Supported Living Services.

CCI would like to thank the CCI staff who helped create and mail the surveys as well as the individuals in services and guardians who gave their time and energy to this survey.

Lastly, we would like to congratulate the client who won \$25 in the drawing held on June 28, 2010. She has been notified and said that she will use the money to take her family out to dinner!

9. Checklist: Recommendations for CCI's Supported Living Services

- Create a plan of action*
- Address the issues voiced on each signed survey*
- Clarify for clients and their guardians whether they are receiving State or Medicaid funding*
- Ensure every Medicaid client has the option to hire or dismiss their staff*
- Ensure Medicaid client requests for changes are addressed in a timely manner*
- Ensure Medicaid and State funded clients know how to make changes to their current services*
- Help State clients learn new skills*
- Ensure State clients know how to make a complaint about their services*

Attachment 1. 2010 Supported Living Services Statistics

55 SLS clients

40 Medicaid funded

15 State funded

Medicaid and State funded SLS programs were analyzed separately.

40 Medicaid funded clients (73% of SLS)					
Location	Age	Vocational Services	Habilitation Base	Residence	Gender
Durango (42%) 17 clients	Under 55 (98%) 39 clients	Non (52%) 21 clients	Community (85%) 34 clients	Family (58%) 23 clients	M(53%) 21
Cortez (30%) 12 clients	Over 55 (2%) 1 client	Voc (48%) 19 clients	Facility (15%) 6 clients	Independent (42%) 17 clients	F (47%) 19
Other (28%) 11 clients				Facility 0	

15 State funded clients (27% of SLS)					
Location	Age	Vocational Services	Habilitation Base	Residence	Gender
Cortez (40%) 6 clients	Under 55 (73%) 11 clients	Non (67%) 10 clients	Community (93%) 14 clients	Facility (47%) 7 clients	M(60%) 9 clients
Other (40%) 6 clients	Over 55 (27%) 4 clients	Voc (33%) 5 clients	Facility (7%) 1 clients	Family (40%) 6 clients	F (40%) 6 clients
Durango (20%) 3 clients				Independent (13%) 2 clients	

Summary of Medicaid and State SLS clients combined:

The majority of SLS clients live outside of Durango (64%), are under 55 (91%); do not receive vocational services (56%); receive community based habilitation services (87%); live with their family (53%); and are male (55%).

Attachment 2. Cover Letter

June 1, 2010

Re: Community Connections' Client Satisfaction Survey 2010

Dear Client of Community Connections:

Your voice matters! Please take a few minutes to answer the questions on the enclosed survey. Your answers will help Community Connections improve our Supported Livings Services (SLS) program.

1. You can have a friend or family member help you with the questions but please **do not** have staff from Supported Living Services help you fill out the survey. If you have any questions please call Julie Dreyfuss at 799-2549.

2. You could win \$25 if you return your survey by June 21, 2010.

Thank you for your time and energy – it will help CCI to continually improve our services in order to ensure that all of CCI's clients are leading healthy and fulfilling lives.

Sincerely,

Julie Dreyfuss
Development, Communications, and Special Projects Director
julied@cci-colorado.org
(970) 799-2549

P.S. Community Connections promotes and facilitates the expression of personal power and choice for all people. The purpose of this survey is to ask our clients what they think about CCI's Supported Living Services. The anonymous results will be available to the clients, the public, and the service providers as part of CCI's system to monitor and improve the services that clients receive. This department is surveyed every 3 years.

This mailing includes:

- ✓ *A letter about the survey (this page)*
- ✓ *Community Connections' Supported Living Services Client Satisfaction Survey 2010 (2 pages)*
- ✓ *Stamped envelope for mailing your survey back to CCI by June 21st*

Attachment 3. CCI's Supported Living Services Client Satisfaction Survey 2010

Instructions:

1. Read the **7 items** and questions.
2. Circle your answer "**Yes**" or "**No**". For example: Yes or No.
3. Circle **N/A** if you have not been in the situation described in the question.
4. Write additional **comments** in the space provided after each item.
5. **Sign** the survey if you want CCI to address your specific issues.
6. Put the survey in the stamped envelope and **mail** it to CCI by June 21, 2010.

Item 1: Which Supported Living Services Program are you enrolled in?

Please check one: ___ State Funded ___ Medicaid Funded ___ Unknown

Item 2: Availability

1. Are there any services that you are supposed to be receiving that you are not? Yes or No
2. Do you know how to ask for new services? Yes or No
3. Please add any other comments below about *availability of services*:

Item 3: Choice

1. Were you able to help develop your SLS services during your annual Service Plan meeting?
Yes or No
2. Do you feel that you were able to give input on the goals for your services? Yes or No
3. Do you feel like you have a choice about when you receive services? Yes or No
4. Do you feel like you have a choice about how you receive services? Yes or No
5. Have you had the opportunity to be involved with hiring or dismissing your staff? Yes or No or N/A
6. Please add any other comments below about your *choice of services*:

Item 4: Effectiveness

1. Do you feel your current Supported Living Services (SLS) address your needs? Yes or No
2. Do you feel that your SLS services are helping you learn new skills? Yes or No
3. Please write any other comments below about *effectiveness of services*:

Item 5: Timeliness

1. Do you feel that new services are started in a timely manner? Yes or No or N/A
2. Do you feel that requests for changes are addressed in a timely manner? Yes or No or N/A
3. When a staff member stops working with you, is the replacement staff found in a reasonable amount of time? Yes or No or N/A
4. Please add any other comments below about *timeliness of services*:

Item 6: Responsiveness

1. Do you know how to make changes to your current SLS Services? Yes or No
2. Do you know how to make a complaint about your services? Yes or No
3. Do you get a timely response when you voice concerns about SLS services? Yes or No or N/A
4. Do you feel that your concerns are addressed in a friendly manner? Yes or No or N/A
5. Please add any other comments below about *responsiveness to concerns*:

Item 7: Community Connections' Supported Living Services

1. Do you feel educated about all of the services that are available to you? Yes or No
2. Do you feel satisfied with your Supported Living Services? Yes or No
3. Would you change anything about CCI's Supported Living Services? Yes or No
4. Please add any other comments below about CCI's *Supported Living Services*:

Your name is not required. However, it will be harder for CCI to address your specific issues if you do not include your name.

Client Name: _____

Client Signature: _____

Best Phone number to call you: _____

Best days and times to contact you: _____

Please put this survey in the stamped envelope and mail it to CCI **before June 21st in order to be entered into the drawing for \$25.** The winner will be contacted by June 30, 2010.

Thank you!

Julie Dreyfuss
Development, Communications, and Special Projects Director
Community Connections, Inc.
799-2549