



Community Living Alternatives

# Guardian Satisfaction Survey

December 21, 2017

14252 E. Evans Ave  
Aurora, CO 80014

p. 303-745-8015

[cla@clainc.org](mailto:cla@clainc.org)  
[Clainc.org](http://Clainc.org)

# Summary

---

Guardians of Persons Receiving Services (PRSs) from Community Living Alternatives, Inc. (CLA), were asked to participate in an anonymous survey to help evaluate the effectiveness and satisfaction of the services provided by the agency. The survey included questions pertaining to CLA's mission, keeping guardians informed, the PRS's satisfaction with the agency, communication, expressing concerns and interactions with Host Home Providers.

**Note:** The complete survey questionnaire is included later in this document for reference.

# Methodology

---

The survey forms were developed through a Satisfaction Survey Committee. A preliminary draft of the survey was then sent to the Program Managers and Residential Director who were asked to respond to the questions and make suggestions for possible changes, additions, or deletions.

The surveys were sent out through email and mail for those who do not have email. Few guardians responded. A total of 8 surveys were completed.

**Note:** The results reported can only be considered the opinions of the survey participants. They cannot be generalized to represent the entire population as a whole.

# Overall Satisfaction

---

The overall level of satisfaction uses an average of replies to quantifiable survey questions, based on a scale of 1 (Strongly Disagree) through 5 (Strongly Agree).

# Survey Results

---

Survey Question	Average Answer
CLA actively supports its mission.	4.6
CLA keeps me informed about problems, concerns, and other important information and issues affecting my family member/individual.	3.9
To my knowledge, my family member/individual is satisfied in his/her current living arrangement and/or day program.	4.6
The level and type of communication I have with CLA is just right.	3.6
If I have a concern, I am comfortable calling CLA to express my concerns.	4.1
My family member/individual is engaged and has a choice of social interaction within the community.	4.3
The interactions I generally have with the Host Home Provider are positive.	4.7
What can CLA do to improve our services for your family member/individual?	
My family member/individual's Program Manager is:	

**Overall satisfaction score of: 4.3 out of a possible 5**

The biggest concern that guardians voiced was the amount of communication they have with CLA. To improve services guardians suggested better communication. In general, guardians are satisfied with the services their individual/loved one is receiving.

Community Living Alternatives, Inc.  
Satisfaction Survey - Family Members/Guardians

Mission: "CLA enhances the lives of individuals with intellectual/developmental disabilities towards fulfillment of their life goals through choice and support in homes, employment and community activities."

1. CLA actively supports its mission.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments:

2. CLA keeps me informed about problems, concerns and other important information and issues affecting my family member/individual.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments:

3. To my knowledge, my family member/individual is satisfied in his/her current living arrangement and/or day program.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments:

4. The level and type of communication I have with CLA is just right.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

What can CLA do to improve our communication with you?

5. If I have a concern, I am comfortable calling CLA to express my concerns.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments:

6. My family member/individual is engaged and has a choice of social interaction within the community.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments:

7. The interactions I generally have with the host home provider are positive.

Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree

Comments:

8. What can CLA do to improve our services for your family member/individual?

9. **For residential services only:**

My family member/individual's Program Manager is:\_\_\_\_\_.