



Community Living Alternatives

Host Home Provider Satisfaction Survey

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Summary

Host Home Providers (HHPs) contracted with Community Living Alternatives, Inc. (CLA) were asked to participate in an anonymous survey to help evaluate their satisfaction with the agency. The survey included questions pertaining to program managers, the CLA emergency phone, Policies & Procedures, staff knowledge, training requirements, check day process, the ability to bring concerns to the Executive Director and Residential Director and value of their personal input.

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 CLA 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 administered through an SComm to all HHPs prior to check pick up day on July 1, 2017. All HHPs who did not bring the survey back on check pick up day, were asked to complete the survey in the office. The surveys were then placed face down in a box and shuffled before data was collected. A total of 22 surveys were completed by HHPs.

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
My program manager addresses my concerns and supports me and the needs of my home.	4.8
I get a response and I am supported when I call the CLA emergency phone.	4.8
I understand CLA Policies and Procedures.	4.7
The CLA staff are knowledgeable and supportive.	4.7
I have the resources and support to complete my training requirements.	4.8
The process of check day is convenient and productive.	4.8
I am comfortable bringing my concerns to the Executive Director.	4.9
I am comfortable bringing my concerns to the Residential Director.	4.9
My input is valued and respected by CLA.	4.8

Overall satisfaction score of: 4.8 out of a possible 5

Many HHPs commented on how supportive their program manager is and that the staff at CLA is very responsive and knowledgeable. HHPs strongly agree that they are comfortable bringing their concerns to both the Executive Director and the Residential Director. Although most HHPs find the process of check day convenient and productive, there were a couple who feel that direct deposit would improve the process.