



Community Living Alternatives

Guardian & Other Agencies Satisfaction Survey

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Summary

Guardians of Persons Receiving Services (PRSs) from Community Living Alternatives, Inc. (CLA), and other agencies who work with 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, the PRS's satisfaction with the agency and interactions with CLA staff.

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 anonymous survey created with Survey Monkey.

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 Strongly Agree, Agree, Neither agree nor disagree, Disagree and Strongly disagree.

Survey Results

Survey Question	Average Answer
CLA fulfills its mission statement. Mission: "CLA enhances the lives of individuals with intellectual/developmental disabilities towards the fulfillment of their life goals through choice and support in homes, employment, and community activities.	54.55% Strongly Agree 45.45% Agree
CLA staff return my phone calls in a timely manner	63.64% Strongly Agree 18.18% Agree 18.18% Neither agree nor disagree
CLA staff participate in meetings	80% Strongly Agree 10% Agree 10% Neither agree nor disagree
CLA staff submit reports in a timely manner	40% Strongly Agree 30% Agree 20% Neither agree nor disagree 10% Somewhat disagree
CLA staff are courteous and professional	70% Strongly Agree 20% Agree 10% Neither agree nor disagree
CLA staff return my phone calls in a timely manner	63.64% Strongly Agree 18.18% Agree 18.18% Neither agree nor disagree

11 people responded to the anonymous survey.