



Community Living Alternatives

# Residential Satisfaction Survey

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# Summary

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Persons Receiving Services (PRS) in the Residential Program at Community Living Alternatives, Inc. (CLA) were asked to participate in an anonymous survey to help evaluate the effectiveness and satisfaction of the services being provided to them. The survey included questions about their feelings on who they live with, where they live, choice in where they live, participation in activities of their choice, friends and CLA staff.

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

# Methodology

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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 survey administrator met with the PRS individually and explained that the survey would be anonymous. For each question, the person being surveyed was asked to point on a line with a happy face, neutral face and sad face to indicate their level of satisfaction. An additional sheet of photos of activities was given to the person being surveyed, and asked to point to activities they enjoy or would like to do more of. A total of 20 surveys were conducted.

**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

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The overall level of satisfaction uses an average of replies to quantifiable survey questions, based on a scale of 1 (Very unsatisfied) through 5 (very satisfied).

5-Happy Face

4-Between Happy Face and Neutral

3-Neutral Face

2-Between Neutral Face and Sad Face

1-Sad Face

# Survey Results

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Survey Question	Average Answer
My Host Home Provider makes me feel...	4.2
Where I live makes me feel...	4.5
I have a choice in where I live.	4.1
I get to participate in the activities of my choice.	3.8
I have friends.	4.1
I can talk to my Program Manager when I need or want to.	3.5
My Program Manager listens to what I tell them.	3.8
When I see my nurse, she listens to me.	4.2
Other people who work at CLA treat me with respect.	4.3

**Overall satisfaction score of: 4.0 out of a possible 5**

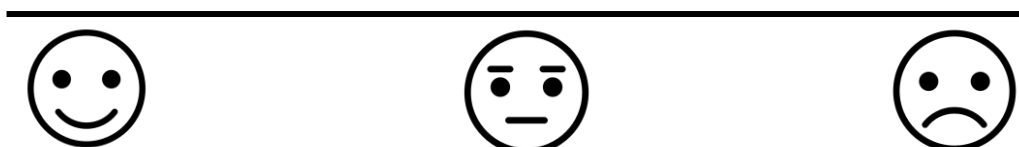
*It should be noted that some PRSs from HHPs chose to voice their opinions in lieu of pointing to indicate their level of satisfaction. It should also be noted that some did not answer all of the questions.*

Outings, church, vacation and the movies were the top activities of choice and cleaning, sewing and photography were among the least enjoyable activities of choice.

Community Living Alternatives, Inc.

Residential Satisfaction Survey

1. My Host Home Provider makes me feel...



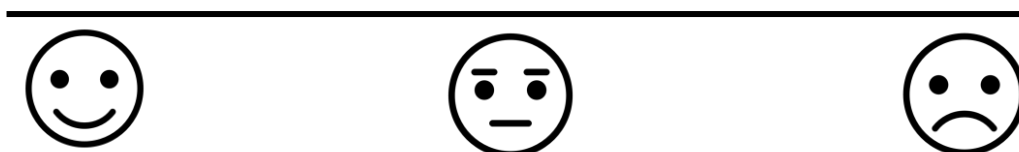
2. Where I live makes me feel...



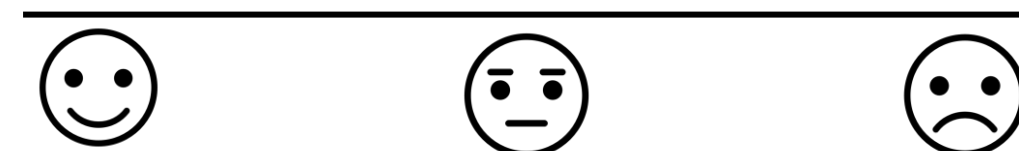
3. I have a choice in where I live.



4. I get to participate in the activities of my choice.



5. I have friends.



6. I can talk to my Program Manager, \_\_\_\_\_, when I need or want to.



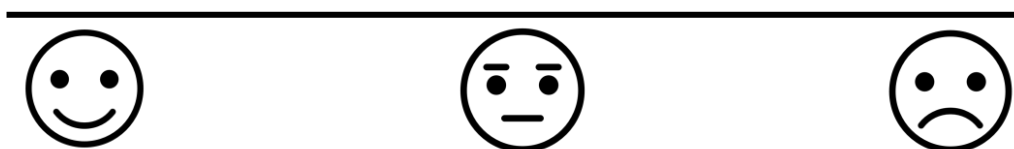
7. My Program Manager, \_\_\_\_\_, listens to what I tell them.



8. When I see my nurse, \_\_\_\_\_, she listens to me.



9. Other people who work at CLA treat me with respect.



My favorite activities are:

