

Survey Results 2011

Service Recipients

Survey Statements...		This is true...	%
1. My Program Manager talks with me and listens to what I tell them.	33	Yes Sometimes No	100% 0% 0%
2. Other people at CLA listen to me and treat me with respect..	32 1	Yes Sometimes No	97% 3% 0%
3. I like the home I live in.	33	Yes Sometimes No	100% 0% 0%
4. I have friends in my home and in my neighborhood.	32 1	Yes No	97% 3%
5. I have friends at day program, my job, and/or around town	33	Yes No	100% 0%
6. I get to do things outside of my home that I enjoy doing (examples – Coffee House, dances, church, outings, etc.)	32 1	Yes Sometimes No	97% 3% 0%
7. I like my day program or job.	30 1 1	Yes Sometimes No	94% 3% 3%
8. I see my family as often as I like to.	15 6 8	Yes Sometimes No	52% 21% 28%

Survey's returned	33
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**Survey Results 2011
Community Participation**

Survey Statements...		This is true...	%
1. I like the help I receive from my Community Partner.	2	Yes Sometimes No	100% 0% 0%
2. Other people at CLA listen to me and treat me with respect.	2	Yes Sometimes No	100% 0% 0%
3. My Community Partner lets me choose the activities I want to do.	2	Yes Sometimes No	100% 0% 0%
4. My Community Partner makes sure that we spend all of our arranged time together.	2	Yes Sometimes No	100% 0% 0%
5. I am treated with respect by my Community Partner when I am out in the community.	2	Yes Sometimes No	100% 0% 0%
6. My Community Partner does not cancel our appointments very often.	2	Yes Sometimes No	100% 0% 0%

Survey's returned	2
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Survey Results 2011

Job Seeker

Survey Statements...		This is true...	%
1. I like the assistance I receive from the CLA employment department.	1	Yes Sometimes No	100% 0% 0%
2. Other people at CLA listen to me and treat me with respect.	1	Yes Sometimes No	100% 0% 0%
3. People at CLA helped me find the type of job that I wanted..	1	Yes Sometimes No	0% 100% 0%
4. I received the support I needed once I started my job to make it successful.	1	Yes Sometimes No	100% 0% 0%
5. I like where I work.	1	Yes Sometimes No	100% 0% 0%
6. I get paid a fair amount for the work I do.	1	Yes Sometimes No	100% 0% 0%

Surveys returned	1
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Survey Results 2011

Family Members

Survey Statements...		This is true...	%
1. CLA is responsive to the needs of my family member.	14	Strongly Agree	50%
	13	Agree	46%
		Disagree	0%
	1	Strongly Disagree	4%
2. CLA keeps me informed about problems, concerns and other important information and issues affecting my family member.	11	Strongly Agree	41%
	15	Agree	56%
		Disagree	0%
	1	Strongly Disagree	4%
3. To my knowledge, my family member is happy in his/her current living arrangement.	17	Strongly Agree	63%
	9	Agree	33%
		Disagree	0%
	1	Strongly Disagree	4%
4. The level and type of communication I have with CLA is just right	8	Strongly Agree	31%
	17	Agree	65%
		Disagree	0%
	1	Strongly Disagree	4%
5. If I have a concern, I am comfortable calling CLA to express my concerns.	12	Strongly Agree	43%
	15	Agree	54%
		Disagree	0%
	1	Strongly Disagree	4%
6. CLA offers enough special events and activities to keep my family member engaged and encourage social interaction and community participation.	8	Strongly Agree	29%
	19	Agree	68%
		Disagree	0%
	1	Strongly Disagree	4%
7. I know who my family member's Program Manager is.	26	Yes	93%
	2	No	7%
8. CLA actively supports its mission of "enhancing the lives of individuals with developmental disabilities towards fulfillment of their life goals through choice and support in homes, jobs and community activities."	14	Strongly Agree	52%
	12	Agree	44%
		Disagree	0%
	1	Strongly Disagree	4%

Surveys returned	28
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**Survey Results 2011
Host Home Providers**

Survey Statements...			%
1. I am satisfied with the services and supports CLA provides me as a Host Home Provider.	14	Strongly Agree	67%
	5	Agree	24%
	2	Disagree	10%
		Strongly Disagree	0%
2. I have the opportunity to express my ideas and they are respected and acted on.	10	Strongly Agree	48%
	10	Agree	48%
	1	Disagree	5%
		Strongly Disagree	0%
3. I am notified about upcoming requirements, changes, training, and special events in a timely manner	15	Strongly Agree	75%
	5	Agree	25%
		Disagree	0%
		Strongly Disagree	0%
4. My Program Manager responds to my needs and offers feedback, support and important information.	17	Strongly Agree	85%
	2	Agree	10%
	1	Disagree	5%
		Strongly Disagree	0%
5. I am able to relay my concerns to other staff members, besides my Program Manager, and receive support.	9	Strongly Agree	43%
	11	Agree	52%
	1	Disagree	5%
		Strongly Disagree	0%
6. I can easily access the emergency phone to receive adequate support after hours for emergencies.	15	Strongly Agree	100%
		Agree	0%
		Disagree	0%
		Strongly Disagree	0%
7. CLA actively supports its mission of "Enhancing the lives of individuals with developmental disabilities towards fulfillment of their life goals through choice and support in homes, jobs and community activities".	18	Strongly Agree	86%
	3	Agree	14%
		Disagree	0%
		Strongly Disagree	0%

Surveys returned	21
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Survey Results 2011

CCBs

Survey Statements...	This is true...	%
1. CLA employees are knowledgeable, courteous and helpful.	2 Strongly Agree	33%
	4 Agree	67%
	Disagree	0%
	Strongly Disagree	0%
2. CLA employees return phone calls in a timely manner.	1 Strongly Agree	17%
	5 Agree	83%
	Disagree	0%
	Strongly Disagree	0%
3. CLA Program Managers turn in required information in a timely fashion and follow up when necessary.	2 Strongly Agree	33%
	4 Agree	67%
	Disagree	0%
	Strongly Disagree	0%
4. CLA employees respond to concerns in a timely manner	3 Strongly Agree	50%
	3 Agree	50%
	Disagree	0%
	Strongly Disagree	0%
5. CLA meets the needs of those individuals receiving its residential services (or community integrated employment or community participation as applies)	4 Strongly Agree	67%
	2 Agree	33%
	Disagree	0%
	Strongly Disagree	0%
6. CLA actively supports its mission of "enhancing the lives of individuals with developmental disabilities towards fulfillment of their life goals through choice and support in homes, jobs and community activities."	4 Strongly Agree	67%
	2 Agree	33%
	Disagree	0%
	Strongly Disagree	0%

Surveys returned	6
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