



## **Satisfaction Survey Summary Report FY 2019**

### **I. Overview:**

In April of 2019, Fidelity CRC distributed Annual Surveys of Satisfaction to stakeholder groups including: Parents/Families and Guardians; Service Coordinators/Case Managers from funding sources; Board of Directors members; and Persons receiving services and supports from FIDELITY CRC. Survey results are then used as a tool to improve overall services and supports for the organization and to continue to provide quality services to all stakeholders of FIDELITY CRC.

The following is a summary of the results from the respondents.

### **II. Stakeholder Groups Surveyed:**

<b>Stakeholder Group</b>	<b>Number of Respondents</b>	<b>Response Rate</b>
Funding and Referral Sources (MRC, DDS)	14	47%
Families, Guardians, and Parents	38	49%
Persons Served	200	81%

### **III. Overall Satisfaction**

#### **Stakeholder Groups (Other than persons served)**

- Those stakeholders who responded to the survey, gave an average score of (90%) rate for overall satisfaction.
- Comments included the following themes:
  - a) Praise for the community activities
  - b) Praise for the loving staff
  - c) Praise for employment and job search supports
  - d) Concern over staffing issues
  - e) Requests from families and DDS for increased communication
  - f) Concerns about the merger

### **People Receiving Services**

- (77.6%) indicated “Yes”, (8.6%) No, (5.4%) indicated “Sometimes”, and (8.4%) either NA or left blank to overall satisfaction with services and supports provided at the various day and residential programs.
- The areas receiving the highest levels of satisfaction:
  - a) Environment exceeds the standards
  - b) Human Rights and Self Advocacy continue to exceed expectations
  - c) Feeling safe within the day program and residential homes
  - d) Having medical needs met
  - e) Knowing what to do in an emergency
  - f) Making friends at the programs
  - g) Barrier free and accessible programs/homes
- The areas receiving the lowest levels of satisfaction:
  - a) Community access
  - b) Increase in communication
  - c) Too many new staff

## **IV. Areas for Improvement for FY20**

- Improve communication between FIDELITY CRC and stakeholders in Day and Residential settings
- Increase focus on community membership and development of a more comprehensive assessment process
- Increase opportunities for staff training to gain further expertise with the clientele that we serve
- Increase paid work opportunities

## **V. Supporting Documents for Summary:**

- Satisfaction surveys for stakeholder groups
- Satisfaction surveys for persons served
- Graphs indicating overall satisfaction with services
- Graphs indicating satisfaction for certain measures