

Family Satisfaction Surveys Results FY 2016-2017

Executive Summary

Families of children and adults receiving services in all programs were given the opportunity to rate the services and supports they currently receive. We also asked families who are currently waiting for services or are waiting for adult programs but receiving services through another program to rate Intake/Waiting List case management. Surveys were sent to families in July 2017, of which 22% were returned. Families rated each question on a scale from 1 (not at all satisfied) to 5 (highly satisfied).

The overall satisfaction index for FY 16-17 is 4.65/5.00. This is the overall average for every answer we received. It represents a high level of satisfaction, on average, for all individuals served across Larimer County, and includes all service providers and all service types. This is a slight decrease from FY 15-16 (4.66). We are proud that families continue to show such a high level of satisfaction, and we will continue to work very hard to exceed their expectations and maintain their trust.

The following shows the satisfaction index per program area:

- Comprehensive Services 4.64
- Supported Living Services 4.62
- Early Intervention Services 4.83
- Family Support Services 4.71
- Children's Extensive Support (CES) 4.43
- Children's Home and Community Based Services (CHCBS) 4.79

The following shows the satisfaction index per service type:

- Case Management 4.62
- Residential 4.56
- Activities/Work Program 4.63
- Direct Supported Living 4.63

The following shows the overall satisfaction index per question category:

- Choice 4.61
- Community Inclusion 4.49
- Quality of Life 4.57
- Relationships 4.54
- Safety 4.76
- Communication 4.64
- Rights 4.82
- Quality of Care 4.63
- General 4.72

The following are common themes of the positive feedback we received from families:

- Families commented on their high satisfaction with services provided and the benefits those services provided for their family member.
- Families feel that Case Managers/Service Coordinators are kind and competent.
- Families are satisfied with communication and follow-up.

The following are common themes of the suggestions and/or concerns made by families:

- Families would like more information about available services and clarification on the functions that various staff fulfill.
- Families feel the quality of services could be improved if there was less staff turnover.
- In some cases, Families feel communication should happen more frequently.

An appropriate staff member will contact families that request to be contacted regarding their answers or comments on surveys. Additionally, families who have rated items on surveys 1 or 2 on the 1 to 5 scale are contacted if they have identified themselves on the survey. All comments are reviewed and if needed, follow up takes place.