



Apostolic Christian Services

Apostolic Christian Home for the Handicapped, Inc.

ANNUAL OUTCOME MEASUREMENT REPORT

July 1, 2010 – June 30, 2011

OUR MISSION

Serving According to God's Purpose

- *Believing God's promises are true*
- *Directed by Christian values*
- *Believing we are called to serve*
- *Believing all people have dignity and potential*
- *Giving our best to help others achieve their best*

APOSTOLIC CHRISTIAN HOME FOR THE HANDICAPPED, INC.

OUTCOME MEASURES ANNUAL SUMMARY

Annual Report (July 2010 - June 2011)

% of Residents per Qtr.				
Quarter	1	2	3	4
Timber Ridge	24%	28%	25%	23%
Oakwood Estate	19%	31%	25%	25%
Linden Estate	19%	19%	38%	25%
CILA	26%	17%	33%	24%
CRS	20%	20%	40%	20%

EFFICIENCY MEASURES

- All clients in each program will have 100% of their funding (personal and agency) in place. Clients who have been in a program three months or less will not be counted in this data.**

ACTR had 99% of clients with all funding in place. Oakwood Estate had 100% of clients with all funding in place. Linden Estate had 100% of clients with all funding in place. The CILA Program had 100% of clients with all funding in place. The CRS Program had 100% of clients with all funding in place. The ACTR Day Program had 100% of clients with all funding in place. The agency had 99.7% of clients with all funding in place. Clients in multiple agency programs are counted more than once. This meets the goal for all programs. The agency goal was met.

This meets the goal and will be continued.

- The agency will maintain a reserve in cash and the general and trust funds equal to or greater than the projected expenses for nine months. Cash and Investments will be reduced by any outstanding loans for this calculation.**

The reserve is equal to about 15 months. This is well above the goal.

The goal will not be increased because of increased delays in payment from the State of Illinois. This is already an ambitious goal.

- There will be established goals for turnover for each facility and program. The large facility will have separate goals for direct care and support staff.**

		<u>Goal</u>	<u>Actual</u>	
ACTR aides	less than	60%	34%	goal met
nurses	"	15%	3%	goal met
activities	"	58%	23%	goal met
Oakwood Estate	"	40%	24%	goal met
Linden Estate	"	40%	28%	goal met
CILA	"	40%	17%	goal met
Agency total	"		21%	no combined agency goal to meet

These goals were changed to reduce allowed turnover and were still met. Goals will be kept.

- 98% of employees will have their annual review completed by Aug. 15.**

This goal was achieved.

This goal was increased and will be kept.

EFFECTIVENESS

- Each client is observed at his or her Day Program at least once a year by facility staff.**

All clients were observed at their Day Program site at least once in the past year.

The goal is 100% and will be kept.

6. Each facility or program will meet its established goals for number of people who participated in community sponsored activities (outings, church, HISRA, CIRT, Mainstreamers, etc.) in that quarter. Three outings per quarter.

	<u>Goal</u>	<u>Actual</u>	
ACTR -	70%	81%	goal met
Oakwood Estate -	95%	86%	goal not met
Linden Estate -	95%	100%	goal met
CILA -	95%	100%	goal met
CRS -	95%	100%	goal met

There is no combined goal for the agency.

Some of these goals were not met but they should remain high. There are residents who choose not to participate.

7. **95% of clients, who have been recommended for OT, PT, or speech services, by the professional consultants, are receiving those services.**

98% of the agency's clients who have recommendations for OT, PT or speech services are receiving those services. This does meet the agency goal.

This goal should be kept at 95%.

8. **95% of clients who receive OT, PT, or speech consultant recommendations for adaptive/assistive technology will have it in place or in the process of being acquired by the following annual or six month staffing.**

100% of the agency's clients who have recommendations from OT, PT or speech services for adaptive/assistive technology have it in place or are in the process of acquiring it. This does meet the agency goal.

This goal should also be kept at 95%.

9. **100% of clients will have their annual physicals within twelve months of previous physical.**

The percent of clients who had their physicals done within twelve months is as follows:

ACTR	99%	does not meet goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
CRS	100%	meets goal
Agency total	99%	does not meet goal

As an agency this is a commitment and should be kept at 100%.

10. **100% of clients will have their annual dental examinations done within twelve months of previous exam.**

The percent of clients who had their dental exams done within twelve months is as follows:

ACTR	96%	does not meet goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
CRS	100%	meets goal
Agency total	98%	does not meet goal

As an agency this is a commitment and should be kept at 100%.

11. **Each facility will have established goals for guardianship participation in the IDT process (attendance, feedback form, personal contact or phone contact).**

	<u>Goal</u>	<u>Actual</u>	
ACTR	85%	96%	goal met
Oakwood Estate	85%	100%	goal met
Linden Estate	85%	100%	goal met
CILA	85%	100%	goal met
CRS	N/A	N/A	
Agency total	85%	98%	goal met

Because of varying commitments 100% is not realistic. The goal will be raised to 90% next year.

12. **There will be no more than two incidents of Escherichia (E) coli urinary tract infections for the agency per month.**

The monthly incidence of Escherichia coli urinary tract infections was more than 2 at ACTR and 0 at all other facilities. This does not meet the goal.

In the current environment of infection, this goal is difficult to attain but will be kept.

13. **There will be no more than two residents with MRSA per month.**

The monthly incidence of MRSA was no more than 2 at ACTR and 0 at all other facilities. This meets the agency goal.

In the current environment of infection, this goal is difficult to attain but will be kept.

14. **There will be no more than two residents with C.Diff per month.**

The monthly incidence of C.Diff was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

In the current environment of infection, this goal is difficult to attain but will be kept.

15. **Those facilities whose food service is inspected by the Tazewell County Public Health Department will receive passing scores for all inspections.**

ACTR is the only facility inspected by the Tazewell County Public Health department. The kitchen did pass their inspections for the year.

The agency is able to meet these standards and the goal will be maintained.

Apostolic Christian Home for the Handicapped
July 2010 - June 2011
Annual Consumer Satisfaction Survey

Always Sometimes Never

Facility

95	6	0	1. Do you believe your home is well taken care of?
91	7	0	2. Do you have a private place to visit / be alone?
95	5	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

83	16	0	4. Do staff knock & say their name before entering your room?
94	5	0	5. Do staff explain your care?
92	8	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

83	14	0	7. Do you like where you work?
89	9	0	8. Are your wants and needs taken care of at work?

Leisure / Community

92	8	0	9. Do you enjoy the activities planned at your home?
88	11	0	10. Do you like the outings offered to you?

Dietary

73	25	0	11. Do you like the food where you live?
88	12	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

92	6	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Timber Ridge
July 2010 - June 2011
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

29	0	0	1. Do you believe your home is well taken care of?
25	3	0	2. Do you have a private place to visit / be alone?
28	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

26	2	0	4. Do staff knock & say their name before entering your room?
26	1	0	5. Do staff explain your care?
26	2	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

26	3	0	7. Do you like where you work?
29	0	0	8. Are your wants and needs taken care of at work?

Leisure / Community

28	1	0	9. Do you enjoy the activities planned at your home?
27	1	0	10. Do you like the outings offered to you?

Dietary

17	9	0	11. Do you like the food where you live?
25	3	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

25	1	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Oakwood Estate
 July 2010 - June 2011
 Annual Consumer Satisfaction Survey**

Always
 Sometimes
 Never

Facility

12	0	0	1. Do you believe your home is well taken care of?
12	0	0	2. Do you have a private place to visit / be alone?
11	1	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)?

Resident Care

12	0	0	4. Do staff knock & say their name before entering your room?
12	0	0	5. Do staff explain your care?
12	0	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

11	1	0	7. Do you like where you work?
11	1	0	8. Are your wants and needs taken care of at work?

Leisure / Community

12	0	0	9. Do you enjoy the activities planned at your home?
12	0	0	10. Do you like the outings offered to you?

Dietary

12	0	0	11. Do you like the food where you live?
12	0	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

12	0	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Linden Estate
July 2010 - June 2011
Annual Consumer Satisfaction Survey**

Always
Sometimes
Never

Facility

- | | | | |
|----|---|---|--|
| 16 | 0 | 0 | 1. Do you believe your home is well taken care of? |
| 16 | 0 | 0 | 2. Do you have a private place to visit / be alone? |
| 16 | 0 | 0 | 3. Do you have privacy during your care (curtain pulled during bath, etc.) |

Resident Care

- | | | | |
|----|---|---|---|
| 15 | 1 | 0 | 4. Do staff knock & say their name before entering your room? |
| 16 | 0 | 0 | 5. Do staff explain your care? |
| 15 | 1 | 0 | 6. Are staff available to help you (case manager, aides, etc.)? |

Day Program / Work

- | | | | |
|----|---|---|--|
| 12 | 3 | 0 | 7. Do you like where you work? |
| 14 | 2 | 0 | 8. Are your wants and needs taken care of at work? |

Leisure / Community

- | | | | |
|----|---|---|--|
| 12 | 4 | 0 | 9. Do you enjoy the activities planned at your home? |
| 12 | 4 | 0 | 10. Do you like the outings offered to you? |

Dietary

- | | | | |
|----|---|---|---|
| 11 | 5 | 0 | 11. Do you like the food where you live? |
| 11 | 5 | 0 | 12. Do you enjoy where you eat (dining room, tablemates, etc.)? |

Resident Rights

- | | | | |
|----|---|---|--|
| 16 | 0 | 0 | 13. Do you understand your rights & believe they are followed? |
|----|---|---|--|

Apostolic Christian CILA
July 2010 - June 2011
Annual Consumer Satisfaction Survey

Always
 Sometimes
 Never

Facility

36	5	0	1. Do you believe your home is well taken care of?
36	3	0	2. Do you have a private place to visit / be alone?
37	4	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

27	13	0	4. Do staff knock & say their name before entering your room?
39	2	0	5. Do staff explain your care?
36	5	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

32	6	0	7. Do you like where you work?
32	6	0	8. Are your wants and needs taken care of at work?

Leisure / Community

38	3	0	9. Do you enjoy the activities planned at your home?
36	5	0	10. Do you like the outings offered to you?

Dietary

31	10	0	11. Do you like the food where you live?
37	4	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

37	4	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian CRS
July 2010 - June 2011
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

2	1	0	1. Do you believe your home is well taken care of?
2	1	0	2. Do you have a private place to visit / be alone?
3	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

3	0	0	4. Do staff knock & say their name before entering your room?
1	2	0	5. Do staff explain your care?
3	0	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

2	1	0	7. Do you like where you work?
3	0	0	8. Are your wants and needs taken care of at work?

Leisure / Community

2	0	0	9. Do you enjoy the activities planned at your home?
1	1	0	10. Do you like the outings offered to you?

Dietary

2	1	0	11. Do you like the food where you live?
3	0	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

2	1	0	13. Do you understand your rights & believe they are followed?
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Apostolic Christian Home for the Handicapped
July 2010 - June 2011
Annual Family Satisfaction Survey

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
0	0	0	15	84

0	0	0	9	88
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STAFF				
0	0	0	13	86

0	0	1	21	77
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RESIDENT CARE				
0	0	0	21	78

0	0	0	12	86
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MEDICAL				
0	0	2	10	86

0	0	0	7	89
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LEISURE				
0	0	2	26	67

0	0	2	25	68
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IDT PROCESS				
0	0	0	11	81

0	0	0	13	81
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Timber Ridge
July 2010 - June 2011
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
0	0	0	7	27

0	0	0	5	29
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STAFF				
0	0	0	8	26

0	0	0	8	26
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RESIDENT CARE				
0	0	0	8	26

0	0	0	4	29
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MEDICAL				
0	0	0	5	28

0	0	0	4	28
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LEISURE				
0	0	0	11	20

0	0	0	12	19
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IDT PROCESS				
0	0	0	4	26

0	0	0	6	25
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

Apostolic Christian Oakwood Estate
July 2010 - June 2011
Annual Family Satisfaction Survey

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
0	0	0	3	11

0	0	0	1	12
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STAFF				
0	0	0	1	13

0	0	0	4	10
---	---	---	---	----

RESIDENT CARE				
0	0	0	4	10

0	0	0	2	12
---	---	---	---	----

MEDICAL				
0	0	0	0	14

0	0	0	0	14
---	---	---	---	----

LEISURE				
0	0	2	4	8

0	0	2	6	6
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IDT PROCESS				
0	0	0	2	12

0	0	0	1	13
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Linden Estate
July 2010 - June 2011
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
0	0	0	2	13

0	0	0	0	15
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STAFF				
0	0	0	0	15

0	0	0	1	14
---	---	---	---	----

RESIDENT CARE				
0	0	0	2	13

0	0	0	2	13
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MEDICAL				
0	0	0	1	14

0	0	0	0	15
---	---	---	---	----

LEISURE				
0	0	0	4	10

0	0	0	3	11
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IDT PROCESS				
0	0	0	0	14

0	0	0	2	12
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

Apostolic Christian CILA
July 2010 - June 2011
Annual Family Satisfaction Survey

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
0	0	0	3	33

0	0	0	3	32
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STAFF				
0	0	0	4	32

0	0	1	8	27
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RESIDENT CARE				
0	0	0	7	29

0	0	0	4	32
---	---	---	---	----

MEDICAL				
0	0	2	4	30

0	0	0	3	32
---	---	---	---	----

LEISURE				
0	0	0	7	29

0	0	0	4	32
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IDT PROCESS				
0	0	0	5	29

0	0	0	4	31
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian CRS
July 2010 - June 2011
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	0	0
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1. Do you feel that the overall condition and upkeep of the facility is good?

0	0	0	0	0
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2. Do you feel comfortable and welcome when visiting the facility?

STAFF				
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0	0	0	0	0
---	---	---	---	---

3. Are staff members generally accessible and willing to assist?

0	0	0	0	0
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4. When you bring a concern or idea to management or staff do they respond?

RESIDENT CARE				
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0	0	0	0	0
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5. Are you comfortable with the overall care that your resident receives?

0	0	0	0	0
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6. Do you feel staff interact with your resident in a compassionate and respectful manner?

MEDICAL				
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0	0	0	0	0
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7. Are you informed of matters regarding your resident's healthcare services?

0	0	0	0	0
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8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?

LEISURE				
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0	0	0	0	0
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9. Do you feel that your resident's leisure needs are met within the facility?

0	0	0	0	0
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10. Are you satisfied with your resident's opportunities for community access?

IDT PROCESS				
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0	0	0	0	0
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11. Do you feel comfortable participating in the planning meeting?

0	0	0	0	0
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12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

2010 - 2011 SATISFACTION SURVEYS

ACTR

There were a total of 29 residents who were able to respond. This is less than half of the total residents and reflects the large number who is not cognitively able to respond. This significantly decreases the reliability of the response. There were no negative responses. Of a total of 13 items there was one with 9 "sometimes" responses. That was about liking the food. Because of the low numbers of residents able to participate these are primarily responded to on an individual basis. Staff will be made aware of the items so they can be sensitive. Last year there were several who said they did not have a private place to visit. There were only 3 who said that this year. This is probably because of the family rooms offered to residents and visitors.

There were 34 family/guardian responses. This is a few less than in past years. Part of this may be the decreased number of people residing at Timber Ridge. It also may represent a different group of clients based on the moves of the past years. The family survey is a scaled survey to get more accurate responses from family. There were no items that got a rarely or never response. The middle response was "sometimes" and this was not used by any family. This is an improvement from last year. All responses fell in mostly or always. In all but two cases at least three fourths of the responses were in the "always" category except for leisure. About one third of the responses were "mostly" for satisfaction regarding leisure in the facility and in the community. There is a desire from family for additional options. The Activity Department has made significant adaptations based on the current population of Timber Ridge. Based on budgetary limitations the department is not able to be staffed at a level that would allow for additional outings with the needs of the current residents.

Oakwood Estate

Twelve of the sixteen residents responded. On each item all of the responses or all but one response were the most positive "always". The population has changed over the past two years. The people who have moved there have been very positive about the opportunity to live in a different setting.

There were fifteen family responses. There were no negative or sometimes responses except for two items each of which had two "sometimes" responses. They were regarding community access and in house leisure. These are more difficult items to meet with a more involved population.

Linden Estate

There were 16 responses from residents. There were no negative responses. There were three to four people who said "sometimes" to things like activities, outings, food and dining. The population has changed over the past two years. The people who have moved there have been very positive about the opportunity to live in a different setting.

Linden had 15 family responses. All responses were in the two most positive options. There were 3 to 4 who did not give the highest rating to outings and leisure. These are harder to meet with a more involved population.

CILA and CRS

There were 41 responses from people living in the CILA and CRS facilities. There were no negative responses. There were significant responses of sometimes regarding food and whether staff knocks before entering.

There were 36 responses from families. There were no negative or sometimes responses. The large majority of responses were "always".

SUMMARY

This is the first full year with people in their new settings so the current data should accurately reflect the current clients.

Satisfaction surveys are done annually and are reviewed individually, by facility and as an agency. The agency is aware that satisfaction surveys have inherent flaws and management does not use them as a sole source of feedback. The agency is also aware that "sometimes" or "mostly" responses may indicate concerns that family members are reluctant to identify. All negative and "sometimes" responses are reviewed with individual respondents to determine if changes are needed.

The agency does long-term planning and makes policy and procedural changes based on the satisfaction surveys along with client data, staff feed back, ISP needs, and informal feed back from clients, families, and staff.

