

Analysis of 2019 CRC Supported Living Program Consumer Satisfaction Survey

29 surveys distributed, 29 responses, 100% response rate

Areas of Success

Our goal is to score 90% or higher on our Consumer Satisfaction Survey. Seven of the eight questions were answered with Agree or Strongly Agree. Our major wins with this survey are:

Q 1 CA is helping me achieve my goals 96% agree

Q2 CA staff help me learn new skills 96% agree

Q7 I would recommend CA to my friends and family who need services 100% agree

Areas of Improvement

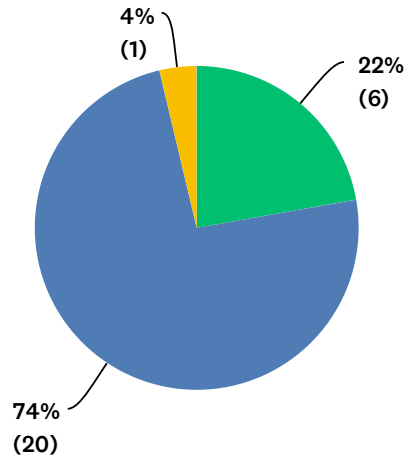
One area where we scored less than 90% was the following

Q4 I am treated with dignity and respect by CA staff 89% agree, 11% disagree

We take customer service and respect seriously and will work to improve this statistic. Our Consumer Advocate Specialist will reach out to all of our consumers and take a deeper look at this question by engaging a deep conversation with all of our clients to determine where we have a disconnect and how can we make things better. This will happen within a few weeks and report to our leadership team.

The following pages are the detailed responses to the 2019 Consumer Satisfaction Survey

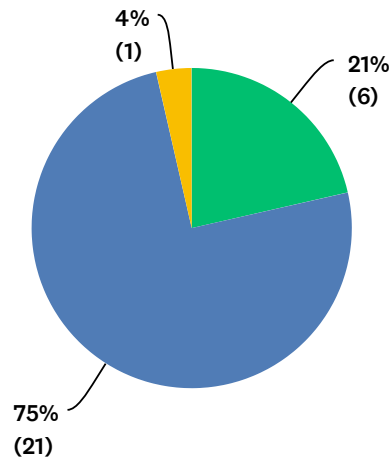
Q1 Community Alliance is helping me to achieve my goals.



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	22% 6	74% 20	4% 1	0% 0	27	1.81

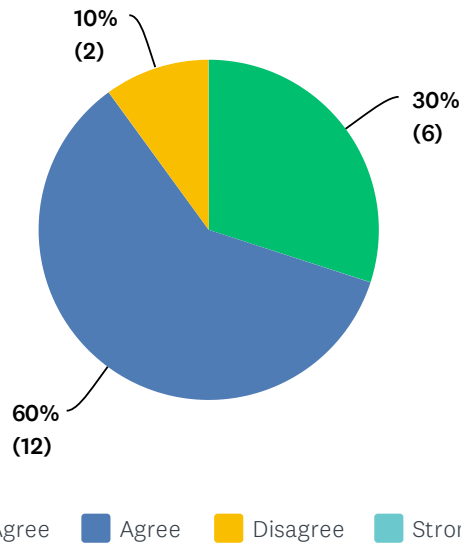
Q2 Community Alliance staff help me learn new skills



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

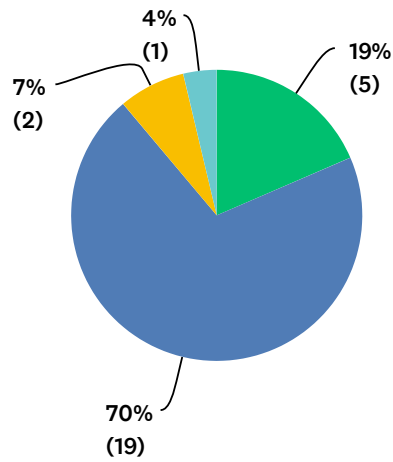
	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	21% 6	75% 21	4% 1	0% 0	28	1.82

Q3 Community Alliance staff are sensitive to my ethnic, religious, and cultural background.



	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	30% 6	60% 12	10% 2	0% 0	20	1.80

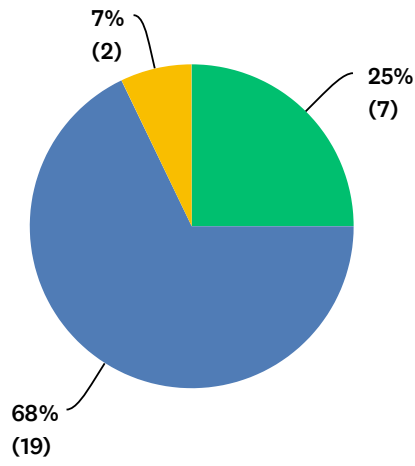
Q4 I am treated with dignity and respect by Community Alliance staff.



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	19% 5	70% 19	7% 2	4% 1	27	1.96

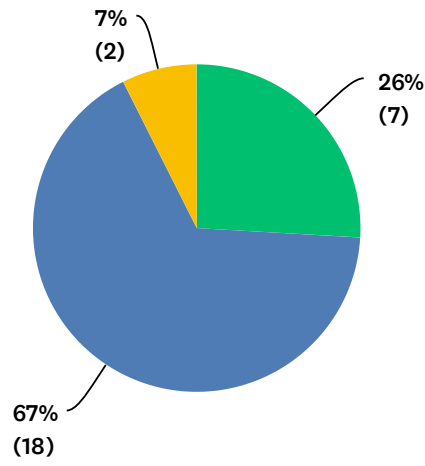
Q5 Community Alliance helps me to feel safe and comfortable.



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	25% 7	68% 19	7% 2	0% 0	28	1.82

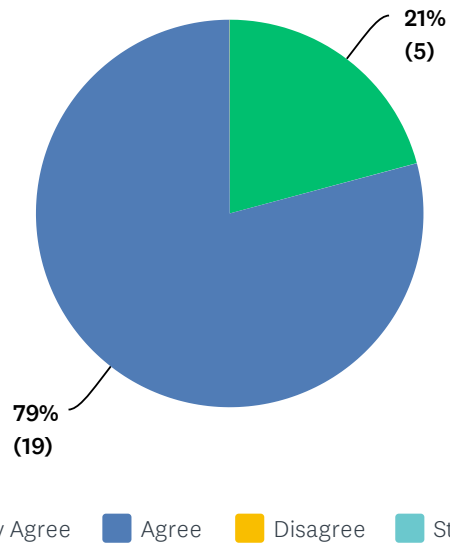
Q6 Community Alliance gives me the chance to make my own choices.



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

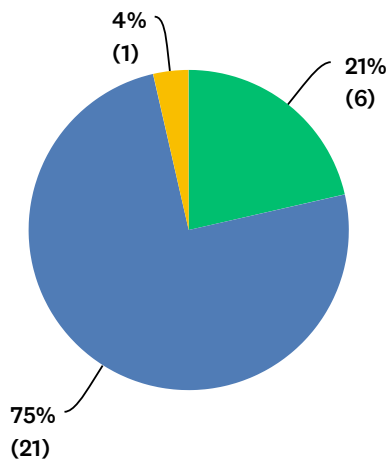
	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	26% 7	67% 18	7% 2	0% 0	27	1.81

Q7 I would recommend Community Alliance to a friend or family member who needs this service



	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	21% 5	79% 19	0% 0	0% 0	24	1.79

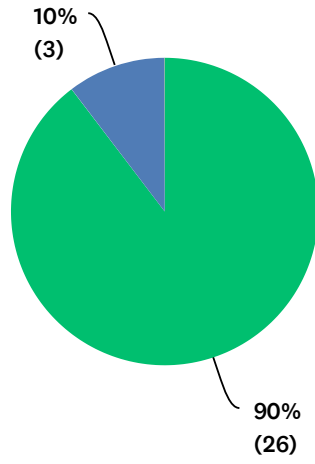
Q8 Overall, I am happy with the services I receive from Community Alliance.



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	TOTAL	WEIGHTED AVERAGE
(no label)	21% 6	75% 21	4% 1	0% 0	28	1.82

Q10 This survey was completed by:



■ Consumer
 ■ Guardian/Parent
 ■ Other Family/Friend
 ■ Staff

	CONSUMER (26)	GUARDIAN/PARENT (3)	OTHER FAMILY/FRIEND (0)	STAFF (0)	TOTAL	WEIGHTED AVERAGE
(no label)	90% 26	10% 3	0% 0	0% 0	29	1.10