

Community Support Systems
Consumer Satisfaction Surveys Results
 FY 2016

Residential/Housing

Home	Responses
Merchant	0
KC	2
Smith	0
Oakview	13
Independent	2

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Courtesy of our employees	15	88%	2	12%	0	0%
Responsiveness of our employees	17	0%	0	0%	0	0%
Satisfaction with the CSS homes	17	0%	0	0%	0	0%
Satisfaction with our participation	17	0%	0	0%	0	0%
Your general satisfaction with our services	17	0%	0	0%	0	0%

Employment

Program	Responses
Supported Employment	7
Developmental Training (Harvester)	20
Developmental Training (Main Street)	9
Community Employment	2

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Courtesy of our employees	37	97%	1	3%	0	0%
Responsiveness of our employees	38	100%	0	0%	0	0%
Satisfaction with buildings	38	100%	0	0%	0	0%
Satisfaction with our participation	38	100%	0	0%	0	0%
Your general satisfaction with our services	38	100%	0	0%	0	0%

Case Management

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Courtesy of our case managers	32	100%	0	0%	0	0%
Responsiveness of our case managers	32	100%	0	0%	0	0%
General satisfaction with case managers	32	100%	0	0%	0	0%

Transportation/Rides

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Pick up and drop off times	22	88%	3	12%	0	0%
Consistency and timeliness of routes	22	88 %	2	8%	1	4%
Responsiveness when problems arise	22	88%	3	12%	0	0%
Friendliness/courteousness of drivers	23	92%	2	8%	0	0%
Your general satisfaction with the service	22	88%	3	12%	0	0%

Questions

What do you like best about Community Support Systems?

- They help me.
- I like the work we do at DT. I like that we have games to play at home.
- Everybody is nice.
- Parties, soda.
- Going bowling, food is good, likes staff.
- I like that staff help me. I like the food and I like the people.
- It's nice here. I like the staff here. I like to go to work.
- Parties.
- Real cool. Like me roommate. I like art.
- Having work.
- I don't know.
- Being with my friends.
- Do a good job to help.
- Getting new jobs.
- Don't know.
- I like that I have cable in my room. I like the work that I do at the rest area and at the DT production site.

Is there anything that you don't like?

- Cleaning.
- People arguing.
- People (housemates) arguing.
- I don't know.
- Coworkers naming calling.

Other comments/suggestions:

- Would like to get out more, but it is something I am working on doing.

Community Support Systems
Family/Guardian Satisfaction Surveys Results
 FY 2016

Residential/Housing

Home	Responses
Merchant	0
KC	4
Smith	2
Oakview	12
Independent	0

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Courtesy of our employees	18	100%	0	0%	0	0%
Responsiveness of our employees	18	100%	0	0%	0	0%
Satisfaction with the CSS homes	17	94%	1	6%	0	0%
Satisfaction with our participation	18	100%	0	0%	0	0%
Your general satisfaction with our services	18	100%	0	0%	0	0%

Employment

Program	Responses
Supported Employment	6
Developmental Training (Harvester)	26
Developmental Training (Main Street)	12
Community Employment	1

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Courtesy of our employees	34	97%	1	3%	0	0%
Responsiveness of our employees	33	94%	2	6%	0	0%
Satisfaction with buildings	35	100%	0	0%	0	0%
Satisfaction with our participation	34	97%	1	3%	0	0%
Your general satisfaction with our services	34	97%	1	3%	0	0%

Case Management

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Courtesy of our case managers	34	100%	0	0%	0	0%
Responsiveness of our case managers	34	100%	0	0%	0	0%
General satisfaction with case managers	34	100%	0	0%	0	0%

Transportation/Rides

	Excellent		Satisfactory		Poor	
	Responses	Percent	Responses	Percent	Responses	Percent
Pick up and drop off times	14	61%	9	39%	0	0%
Consistency and timeliness of routes	13	57%	9	39%	1	4%
Responsiveness when problems arise	13	57%	10	43%	0	0%
Friendliness/courteousness of drivers	15	65%	8	35%	0	0%
Your general satisfaction with the service	14	61%	9	39%	0	0%

Questions

What do you like best about Community Support Systems?

- My daughter continues to look forward to going to work. It is an important part of her life to have her job. That she is in a safe environment and staff always takes great care of her.
- CSS has made everything about having a disabled adult in our home easy!
- That our son has something to do.
- It is nice that there is a place for people like my daughter. She really likes her home and I am glad for her.
- We are getting older. CSS is the best place we have found to meet our son's needs.
- The support and the activities of the home.
- I know my son is in a safe environment and surrounded by his friends and also by caring people to take care of him.
- That my brother really matters and he feels the kindness. Ashley has done a great job for my brother and our family.
- The work environment, the staff. Everyone is very kind, caring and we know that when our daughter is at work, we don't have to worry about her. We can't thank you enough for such a great program.
- I trust quality services to continue.
- They are totally client oriented.
- My son loves going to CSS and loves that people that work there.
- Have good relations with staff – keep us well informed on our daughter and they have her best interest at all times.
- They provide a very valuable service for their clients and families providing wonderful opportunities. Help provide them with every opportunity available for clients to live a rewarding, active, and happy lifestyle.
- Friendliness of staff.
- We appreciate your genuine care and respect for our loved ones.
- The satisfaction and pride that my daughter has with her jobs at CSS. The staff cares so much about each individual to see them succeed
- We love the way our son is always clean and well-dressed when we come to get him.

Is there anything that you don't like?

- She is still having incidents with inappropriate touching with other coworkers. Please continue to work on this as we will at home.
- Issues with a certain resident can sometimes be challenging for my son. Staff has been working on this.
- The fight for continued funding.
- All the "boys" wanting to marry my daughter.

Other comments/suggestions:

- Thank you for everything you do for my daughter – her like is so much better because of all of you.
- A daily calendar of events if possible.
- You do a great job.
- Keep up the wonderful work.
- CSS and Oakview is what I consider a top of the line facility. The staff is so wonderful. Everyone at CSS Oakview is extremely helpful and considerate. They strive to provide the best living and working

environment as they possibly can. I would highly recommend their services. I rate them as #1 in my opinion.

- Would like to have a way to contact bus drivers personally.

Community Support Systems
Third Party Quality Service Survey Results
FY 2016

	1 (Poor)		2		3		4		5 (Excellent)	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
Quality of services	0	0%	0	0%	2	8%	9	36%	14	56%
Responsiveness of staff	0	0%	0	0%	0	0%	7	28%	18	72%
Courtesy of employees	0	0%	0	0%	0	0%	7	28%	18	72%
Overall Satisfaction with our services	0	0%	0	0%	2	8%	8	32%	15	60%

	Yes	No
Would you recommend CSS services to others?	23	0

Comments:

- Thank you for helping us out.
- Very satisfied!
- Doug does a great job keeping the cleaning crew on task.
- Doug does an excellent job with the staff he supervises. It has been amazing since he has taken over the crew.
- I ranked less than excellent on #2-4 because of the supervisor prior to Doug. She caused a few problems for us. But Doug has been excellent and the work of the individuals are top notch.
- Randy and his crew are very attentive and responsive to our requests and needs. The crew is very friendly and I enjoy seeing them at the end of the day.
- Love the service! Sharon is very helpful and quick to respond. I just referred a potential business to you.
- No concerns, great job!
- Our office is always very clean. Sharon and the crew do a wonderful job.
- The crew is very polite and courteous while they clean. They do an excellent job as well. Very happy with their service.