

Options, Inc. Consumer Survey Report April 2018

The following is a summary report of the recently completed Consumer Survey. This survey was developed to gather feedback from person served by Options as to the quality of services received. The information will be used in future planning to ensure the interests and needs of Options' consumers are fully met.

Of 599 surveys sent to Individuals, Family, Guardians, Residential providers and Social Workers, 140 were returned. (23%)

Results: There were 10 questions presented and the results are as follows below. Results represent the percentage of people expressing an opinion about a specific survey item. Certain items did not apply to some individuals or the person interviewed was not familiar enough with the area of service to respond.

1. I am a

Individual	32
Family	30
Guardian	47
Residential provider	26
Social Worker	7

2. Please identify the service areas for you or your individual(s)

Work floor	82
WLSA - Work and Living Skills	32
LEA - Life Enrichment Area	15
HNA - High needs area	12
Seniors	11
No Answer	8

3. Options' services have increased the opportunity for the individual to be actively involved in the community through employment or activities.

	Responses	Percentage	Of those responding, 85% Strongly Agree or Agree
Strongly Agree	67	48%	
Agree	51	37%	
Neutral	11	8%	
Disagree	4	3%	
Strongly Disagree	0	0%	
No Opportunity to Observe	6	5%	

4. Options' services are designed to identify the individual's strengths and preferences and to address his/her specific needs and desired outcomes. The individual is given the opportunity to self-advocate and/or to make choices at his/her level of understanding.

	Responses	Percentage	Of those responding, 91% Strongly Agree or Agree
Strongly Agree	66	47%	
Agree	61	44%	
Neutral	11	8%	
Disagree	0	0%	
Strongly Disagree	0	0%	
No Opportunity to Observe	1	1%	

5. Options' services provided work opportunities that are appropriate for increasing the individual's vocational skills.

	Responses	Percentage	Of those responding, 84% Strongly Agree or Agree
Strongly Agree	49	37%	
Agree	62	47%	
Neutral	14	11%	
Disagree	2	2%	
Strongly Disagree	0	0%	
No Opportunity to Observe	5	4%	

6. Options' personnel are courteous and professional when providing support on the job or daily activities.

	Responses	Percentage	Of those responding, 90% Strongly Agree or Agree
Strongly Agree	83	62%	
Agree	37	28%	
Neutral	10	7%	
Disagree	0	0%	
Strongly Disagree	0	0%	
No Opportunity to Observe	4	3%	

7. Options' Personnel communicate effectively with me regarding the individual.

	Responses	Percentage	Of those responding, 93% Strongly Agree or Agree
Strongly Agree	68	51%	
Agree	56	42%	
Neutral	7	5%	
Disagree	1	1%	
Strongly Disagree	1	1%	
No Opportunity to Observe	1	1%	

8. Options' Director and Program Managers are willing to listen and to address issues important to me.

	Responses	Percentage	Of those responding, 94% Strongly Agree or Agree
Strongly Agree	83	61%	
Agree	44	33%	
Neutral	5	4%	
Disagree	0	0%	
Strongly Disagree	2	2%	
No Opportunity to Observe	1	1%	

9. The following questions assess Options' ability to demonstrate cultural competence. Please indicate your level of agreement for each statement.

Options, Inc. delivers culturally responsive services.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
47	46	11	0	0	33
34%	34%	9%	0%	0%	24%

Options, Inc. involves various groups in decision making, such as consumers, contractors, staff and the community.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
48	54	7	1	0	27
35%	39%	5%	1%	0%	19%

Options, Inc. demonstrates an employment policy that eliminates unfair and discriminatory barriers of accessibility to jobs.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
56	50	7	0	0	24
41%	36%	5%	0%	0%	18%

Options' staff demonstrate a welcoming environment for their workers.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
79	45	4	0	0	10
57%	33%	3%	0%	0%	7%

Options' staff value individual differences in age, experience, social customs, and cultural beliefs.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
62	47	7	1	0	17
45%	35%	5%	1%	0%	13%

Options' staff demonstrate knowledge of cross cultural differences.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
45	35	13	1	0	42
34%	26%	9%	1%	0%	31%

Options' staff demonstrate an understanding of cultural awareness and diversity.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
43	43	13	1	0	38
31%	31%	9%	1%	0%	28%

Options has provided our employees with information and support designed to introduce people with disabilities into our workforce.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	I don't know
62	49	7	0	0	21
45%	35%	5%	0%	0%	15%

10. Overall, how satisfied are you with the services provided for the individual?

	Responses	Percentage
Extremely Satisfied	77	57%
Satisfied	50	37%
Neutral	6	5%
Less than Satisfied	1	1%
Not Satisfied	0	0%

Of those responding 94% are Extremely Satisfied or Satisfied