



CENTER FOR
HUMAN SERVICES
Life Beyond Limitations

Satisfaction Survey

FY 2022

Center for Human Services
Satisfaction Survey Results
FY 2022
July 1, 2021 – June 30, 2022

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About This Report

The Center for Human Services conducts surveys throughout the fiscal year to gather information on consumer satisfaction. The following report provides a summary of the FY 2022 Consumer Satisfaction Survey results based on the responses of individuals receiving services, guardians, parents, and funders/stakeholder served by the Center for Human Services.

The Center for Human Services is the leading provider for persons with disabilities in the Central Missouri area. CHS provides services in Community Living, Employment Services, Family and Child Development, and Service Coordination. The agency is a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited agency since 1987.

The Center for Human Services is a non-profit organization established in 1955 to support area children with disabilities and their parents. CHS's goal is to continuously improve standards of practice and performance in the human service profession.

A Message from The Executive Director

Started by a small group of families dedicated to the belief that their loved ones deserved better services and support, the Center for Human Services has always been committed to the values and opinions of the people receiving our services. With a core belief in community, we at CHS believe in a well-coordinated, comprehensive, and responsive network of services for people of all ages. Further, we believe in expanding our mission to all in need. As a result of focusing on meeting those needs, the Center for Human Services is now a statewide organization with a reputation for high quality services. This year we formally introduced the core value of being "Leaders in Excellence". Being a leader in excellence starts by listening to our stakeholders and a constant commitment to improving our services.

The participation by individuals receiving services, parents, guardians, and stakeholders in this survey helps us to be sure we are always flexible and working hard to meet the expectation of those we serve, their families, our funding partners, and our community. Remember what gets measured changes; what doesn't get measured seldom does. Thank you in advance for your valued partnership and feedback!

Survey Process

During the Fiscal Year 2022 (July 1, 2021 to June 30, 2022) each program area solicited individual and stakeholder satisfaction feedback on a monthly basis through one of the following ways: face-to-face contacts, phone calls, email contact or through a letter/survey form. Each program area is responsible for conducting surveys monthly, which resulted in receiving a 32% survey response rate for FY22 as compared to a 31% response rate in FY21.

The Funders/Stakeholder survey was emailed through SurveyMonkey to 379 agencies/stakeholders and 76 responded, which resulted in a 21% return rate for FY22, as compared to a 21% return rate (53 out of 255 returned) in FY21. A copy of the Funder/Stakeholder survey can be found in the appendix of this report.

The following programs obtained feedback through the monthly consumer satisfaction process:

- Employment Services
- Community Living
- Day Services
- Service Coordination
- Family and Child Development
- Transportation

Each department's survey tool has the same four main questions along with the option to include additional questions related to the services they provide. Additionally, each survey includes a section for suggestions or comments for improvement (copies of the survey questionnaires can be found in the appendix at the end of this report). The CHS Leadership team revised and implemented a new survey tool which includes a 3-pt. scale system; with 1 being the Unsatisfied, 2 Neutral and 3 Satisfied.

The survey is presented to the individuals receiving services, parents, or guardians, by a non-biased staff person in each program area, who does not directly work with the individual on a regular basis; this is to provide an environment in which the individuals, parents or guardians can feel comfortable in being as honest as possible in their answers and comments.

Below are the four main questions in the survey tool.

1. Are you treated with courtesy and respect by our staff?
2. Are staff quick to respond to your needs?
3. Are you satisfied with services in _____ (name of program)?
4. Would you recommend our _____ (name of program) to others?

Survey Results

July 1, 2021 – June 30, 2022

- The response rate was 32% for FY22 for all programs completing the surveys as compared to 31% in FY21.
- There was a total of 1068 respondents out of 3,309 surveys in FY22 as compared to 947 respondents out of 3,064 in FY21.

Below is the total of completed surveys by program for FY22 (July 1, 2021 to June 30, 2022):

- ❖ 61 out of 70 respondents from Employment Services
 - ❖ 41 out of 41 respondents from Community Living
 - ❖ 65 out of 65 respondents from Day Services
 - ❖ 363 out of 2,595 respondents from Service Coordination
 - ❖ 510 out of 510 respondents from Family & Child Development
 - ❖ 28 out of 28 respondents from Transportation
- The combined program satisfaction rating for FY22 was 98%. This included responses from individuals, parents, and guardians as compared to 99% in FY21.

Individual, Parent, and Guardian combined response by program area:

- Employment Services – In FY22 99% were *Satisfied with the Services* as compared to 98% in FY21.
- Community Living – In FY22 94% were *Satisfied with Services* as compared to 100% in FY21.
- Day Services – FY22 100% were *Satisfied with Services* as compared to 100% in FY21.
- Service Coordination – In FY22 99% were *Satisfied with Services* as compared to 99% in FY21.
- Family and Child Development – In FY22 99% were *Satisfied with Services* as compared to 99% in FY21.
- Transportation – In FY22 100% were *Satisfied with Services* as compared to 100% in FY21.

Examples of some of the comments received from individuals, Parents and Guardians:

- When the opportunity presents itself, I recommend your services to others.
- Only one staff ever responds and keeps me informed.
- When the occasion does arise, they are always respectful and courteous.
- For the most part. Sometimes I feel that responses I get are appeasement statements. Not always quick to take care of the problem.
- They do a good job!
- I really appreciated staff bringing our family member to Springfield to meet me so we could spend Christmas week with family.
- Staff take good care of me.
- I got the job I wanted. Lots of hard manual labor work. I really liked working with the staff this summer.
- When I needed anything, someone was there.
- You guys are awesome and do a great job!
- Very responsive!
- You always answer and get things moving.
- The guidance resources have been amazing. The flexibility to have services at daycare have been helpful at times as well. The ability to get AT has been another great addition. Love that providers work together and help both boys together.
- Going well. Getting providers and schedules has been slow but getting there. Staff have been great and being able to have her go to the daycare
- Program has helped a lot and thankful for the help with other programs and ECSE
- Very grateful for the program. Has seen great improvements
- I love this daycare and never have to question whether my baby is safe or not. I can go to work and know 100% he is in a safe place
- Always prompt & courteous when I express something that my son's needs
- Our SC is one of the most professional and caring people that I know. She loves her job and is in it for her clients, parents, and guardians. She goes above and beyond her job.
- I actually already have recommended CHS to a few people out in the community who do have special needs family members who could definitely use help in finding opportunities for their family members.
- Staff is quick to respond, giving options and willing to help in any way. Looking for the best that meets our needs.
- The SC is always kind and thinks outside the box and has always had the individual and family's best interest and makes suggestions based on what she hears. She is full of resources and knowledge and shares it readily on their team.
- I am constantly singing praises of CHS to people who are my similar situation.
- The SC has always done an amazing job helping any time I needed it. She is not just helpful, but also very responsive!

Continued - Examples of some of the comments received from individuals, Parents and Guardians:

- I personally worked at CHS myself for many years. I believe that there are a few people in management who are stuck on the old way. I believe that they have a hard time putting the consumer at the center of the situation instead of financial concerns. There are some forward-thinking people in management. Yet, there are also some who are holding CHS back to its own detriment. CHS does things as good or better than most of the other providers in Pettis and Saline Counties. I just believe that CHS could be at 9.5 or better if new ideas were accepted by all of management and when they looked at problems and situations they played "what if?" and saw the situation as an opportunity and not as a problem.

Funder/Stakeholder responses:

Overall, I would rate the Center as:	FY22	FY21
Excellent	36.84%	33.96%
Good	53.95%	54.72%
Fair	7.89%	11.32%
Poor	1.32%	0%

The quality of services at the Center is what we expect.	FY22	FY21
Very Satisfied	30.77%	32.61%
Satisfied	52.31%	45.65%
Neutral	13.85%	17.39%
Dissatisfied	0%	2.17%
Very Dissatisfied	0%	2.17%
Not Applicable	3.08%	0%

The effectiveness of the services at the Center is what we expect.	FY22	FY21
Very Satisfied	30.77%	28.26%
Satisfied	49.23%	47.83%
Neutral	15.38%	19.57%
Dissatisfied	0%	2.17%
Very Dissatisfied	0%	2.17%
Not Applicable	4.62%	0%

Staff were quick to respond to my requests and needs.	FY22	FY21
Very Satisfied	35.38%	36.96%
Satisfied	40.00%	32.61%
Neutral	16.92%	13.04%
Dissatisfied	6.15%	13.04%
Very Dissatisfied	1.54%	4.35%
Not Applicable	0%	0%

The staff treat us with respect.	FY22	FY21
Very Satisfied	46.15%	41.30%
Satisfied	40.00%	34.78%
Neutral	12.31%	15.22%
Dissatisfied	1.54%	4.35%
Very Dissatisfied	0%	4.35%
Not Applicable	0%	0%

The Services provided to individuals are helping.	FY22	FY21
Very Satisfied	46.15%	36.96%
Satisfied	46.15%	39.13%
Neutral	6.15%	19.57%
Dissatisfied	0%	2.17%
Very Dissatisfied	0%	2.17%
Not Applicable	1.54%	0%

We receive documentation of regular services that pertains to our department.	FY22	FY21
Very Satisfied	38.46%	33.33%
Satisfied	36.92%	35.56%
Neutral	20.00%	15.56%
Dissatisfied	1.54%	6.67%
Very Dissatisfied	0%	2.22%
Not Applicable	3.08%	6.67%

On a scale of 1 to 10, with 10 being most likely, how likely are you to recommend the Center for Human Services to others who might benefit from the services we provide?	FY22	FY21
The average number based on 65 respondents.	8	8

Example of some of the comments received from the Funder/Stakeholders:

- Advocate more for individuals with disabilities to be independent.
- I think something that might put CHS in the "excellent" category would be to be proactive with client support needs; be thinking ahead and communicating that outwardly. I think that if CHS could show a united front by improving internal processes and communication and demonstrate this outwardly as well, this could move them into the "excellent" category. The provider does a fantastic job of getting individuals out into the community and providing them "normal" life experiences. They are genuine in client interest and successes.
- Increased opportunities for individuals receiving employment services.
- There are a few SC's who never respond to emails, and it really makes things so difficult. Communication needs to be better so we can properly support our individuals. Other than that, our other service coordinators seem to be very responsive.
- Supported employment assessments could occur and results provided much sooner than are happening.
- I appreciate the professionalism and warmth of your support coordinators.
- Trust providers and direct care, their input is valuable!
- Interaction with some housing staff could be better but for the most part everything is going good with the consumers that we serve. Turnover has some influence with that as people are still learning their positions.
- Grouping all services and staff into one category will not provide you an accurate picture of satisfaction. There are services/staff that are rockstars and other services that need improvement. I would have to say things over the past year have improved.
- I work with the TCM department of CHS. Overall, I believe the Callaway County TCM entity does a good job in providing the services they do and have enjoyed working with the supervisor and her team of SCs.
- Respond to emails in a timely manner. Improve email etiquette. Send required documents in a timely manner. For example, send monthly reports monthly instead of quarterly.
- Sending transition letters when individuals change service coordinators.
- In person availability & ease of access for persons served to contact SC via phone.

- More communications concerning individuals you are trying to train and place.
- Better communication with other agencies.
- Better responsiveness from managers when there are concerns.

Review of Formal Complaints

There were no formal complaints or grievances filed during fiscal year 2022.

Conclusion

It is important that the Center for Human Services conduct ongoing satisfaction surveys to gauge consumer's satisfaction with CHS services. The survey is utilized to make any improvements needed throughout the agency. Overall, the Center for Human Services is known throughout the community, counties, and state of Missouri as being a high-quality, top-notch agency.

The agency is committed to providing the best possible customer service for any individual receiving services. Again, this survey clearly shows CHS promotes quality values, professional concern for quality work and strives to achieve the highest standard of excellence. The individuals receiving services by CHS are the clear beneficiaries of the professionalism, interpersonal skills and leadership exhibited by dedicated CHS staff.

The information gathered from this survey will be used by CHS Management to look at ways to continuously provide high customer/consumer satisfaction.

Center for Human Services Satisfaction Survey

Individual Served: _____

Date: _____

Respondent Name: _____

Relationship to Individual Served (check one below):

- Individual
 Parent
 Guardian
 Other

For each question, please circle your satisfaction on a scale of 1 to 3; 1 being the lowest and 3 being the highest.

1. Are you treated with courtesy and respect by our staff?

Comments:

1	2	3
Unsatisfied	Neutral	Satisfied

2. Is the staff quick to respond to your needs?

Comments:

1	2	3
Unsatisfied	Neutral	Satisfied

3. Are you satisfied with services at CHS?

Comments:

1	2	3
Unsatisfied	Neutral	Satisfied

4. Would you recommend our services to others?

Comments:

1	2	3
Unsatisfied	Neutral	Satisfied

DEPARTMENT USE ONLY:

Interviewer:

Date: _____

Director Review:

Date:

- Survey completed by phone
 Survey completed by email
 Survey completed in person
 Survey mailed
 Declined survey

ACTION TAKEN:

**CENTER FOR HUMAN SERVICES
Funders and Stakeholders – FY 2022**

Overall, I would rate CHS	EXCELLENT	GOOD	FAIR	POOR
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The quality of services at CHS are what we expect.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Unsatisfied	Not Applicable
1	2	3	4	5	6

The effectiveness of the services at CHS are what we expect.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Unsatisfied	Not Applicable
1	2	3	4	5	6

We receive documentation of regular services and/or a special incident that pertains to our department.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Unsatisfied	Not Applicable
1	2	3	4	5	6

Staff are quick to respond to our requests and needs.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Unsatisfied	Not Applicable
1	2	3	4	5	6

The staff treat us with respect.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Unsatisfied	Not Applicable
1	2	3	4	5	6

The services provided to individuals are helping.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Unsatisfied	Not Applicable
1	2	3	4	5	6

On a scale of 1 to 10, with 10 being most likely, how likely are you to recommend Center for Human Services to others who might benefit from the services we provide?

Least likely _____ 1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ 8 _____ 9 _____ 10 Most likely

How can we improve our services and supports?/Comments _____

Do you want someone from our agency to follow up with a phone call regarding your responses? _____

Signature / Date (OPTIONAL)

Please return this form **by July 15, 2022** and mail it to Center for Human Services, Attn: Catterina Riddle, 1500 Ewing Drive, Sedalia, MO 65301.