

Client Satisfaction Survey Results
2009-2010 for Adult Residential
(Community Housing) and Day
Programs (Community Inclusion)

The satisfaction suggestions and inclusionary practices involving the programs we serve at Gateway is important to us as a CARF accredited agency. Honest feedback from families, clients and advocates is important to us as we strive to continuously improve our services. Adults who require or wish to be given support to provide us with their input are assisted by use of PIC symbols, photos, gestures, sign language and /or supported reading.

CROSSROADS COMMUNITY INCLUSION DAY PROGRAM

100% of the adults served at our Crossroads Community Inclusion programs said they felt happy and comfortable in their day program.

100% said they has become more independent since they came to Gateway.

100% said they had been told about their rights and knew them.

100% said they attended annual planning meeting.

100% of Crossroads clients said they would recommend Gateway to other individuals.

Helpful feedback and responses from Crossroads participants to specific questions asked included:

What I like about my Day Program at Crossroads is?

“Earning money. My Friday schedule and parties. But also it is nice to be with everybody to.”

“Everything. Great Manager. Great Staff. Great Program.”

“Fun have good fun and good time parties.”

“Making money.”

“Friday Rec Program with another client.”

“I enjoy the Crossroads Day Program a lot.”

What I would like to make better at my Crossroads Day Program?

“Make more money and do more work to.”

“Nothing I can think of.”

“Turn up the heat.”

“No I am good.”

“Nothing”

Crossroads Community Inclusion Day Program
Family Survey Results
2009-2010

100% of families who responded expressed satisfaction with the Crossroads program with 75% of respondents stating that the Crossroads Day Program was meeting their expectations at a superior level.

100% were satisfied with the level of communication from the program manager with 50% of the respondents giving the highest satisfaction rating for the communication strengths of the Crossroads manager.

100% were satisfied with the skills, professionalism, and expertise of the program staff with 75% of respondents giving the highest satisfaction rating for this staff.

100% stated they were with the annual planning process and believed that their input was welcomed and appreciated. 75% of the respondent gave the highest satisfaction rating for the annual planning process.

100% rated the program as very good and would highly recommend this program to other families.

100% expressed their opinion that their son/daughter was benefitting from the program.