



APOSTOLIC CHRISTIAN
LifePoints

ANNUAL OUTCOME MEASUREMENT REPORT

July 1, 2017 – June 30, 2018

OUR MISSION

Serving According to God's Purpose

- *Believing God's promises are true*
- *Directed by Christian values*
- *Believing we are called to serve*
- *Believing all people have dignity and potential*
- *Giving our best to help others achieve their best*

Apostolic Christian LifePoints, Inc.

OUTCOME MEASURES ANNUAL SUMMARY

Annual Report (July 2017 - June 2018)

EFFICIENCY MEASURES

- 1. All clients in each program will have 100% of their funding (personal and agency) in place within three months. Clients who have been in a program three months or less will not be counted in this data.**

ACTR had 100% of clients with all funding in place. Oakwood Estate had 100% of clients with all funding in place. Linden Estate had 100% of clients with all funding in place. The CILA Program had 100% of clients with all funding in place. The CRS Program had 100% of clients with all funding in place. The ACTR Day Program had 100% of clients with all funding in place. The agency had 100% of clients with all funding in place. Clients in multiple agency programs are counted more than once. This meets the goal for all programs. The agency goal was met.

Funding has become increasingly challenging and requires diligence from several staff. The State is requiring an increased frequency of eligibility redetermination but processing them more slowly. There are also struggles with initial determination of eligibility for Medicaid. We have gotten access to some state staff who are helpful. They also initiated a new claims system a couple of years ago and because of glitches in their system many claims were denied and then past their payment period. We have resolved most of these and the remainder appear to have been accepted and will eventually be paid. The agency is diligent about getting initial applications in place in spite of the fact the actual payments may be delayed.

- 2. The agency will maintain a reserve in cash and the general and trust funds equal to or greater than the projected expenses for nine months. Cash and Investments will be reduced by any outstanding loans for this calculation.**

The reserve is equal to about 15 months. This is well above the goal.

The Lord has been good, donors have been generous and the State was helpful in recognizing the care level at Timber Ridge more accurately.

- 3. There will be established goals for turnover for each facility and program. The large facility will have separate goals for direct care and support staff.**

			<u>Goal</u>	<u>Actual</u>	
ACTR aides	less than		60%	46%	goal met
nurses	"		15%	20%	goal not met
activities	"		58%	15%	goal met
Oakwood Estate	"		40%	38%	goal met
Linden Estate	"		40%	32%	goal met
CILA	"		40%	19%	goal met
Agency total	"			26%	no combined agency goal to meet

Turnover is difficult regardless of the level. The facilities and departments feel this. In the light of the current economy LifePoints turnover is doing fairly well. There is clearly more demand and less supply of nurses.

- 4. 98% of employees will have their annual review completed by October 31.**

This goal was achieved.

This is a good ongoing goal.

EFFECTIVENESS

- 5. Each client is observed at his or her Day Program at least once a year by facility staff.**

All clients were observed at their Day Program site at least once in the past year.

This is an important standard. It is met by having a well-structured system for visitation.

6. **Each facility or program will meet its established goals for number of people who participated in community sponsored activities (outings, church, HISRA, CIRT, Mainstreamers, etc.) in that quarter. Three outings per quarter.**

	<u>Goal</u>	<u>Actual</u>	
ACTR -	70%	94%	goal met
Oakwood Estate -	95%	96%	goal met
Linden Estate -	95%	100%	goal met
CILA -	95%	99%	goal met
CRS -	95%	100%	goal met
Agency	N/A	96.8%	

The results for this goal look good. We found some inconsistencies in how this data is determined and recorded so the results are not as accurate as they should be. We feel that we have come close to these goals but cannot support it with solid data.

7. **95% of clients, who have been recommended for OT, PT, or speech services, by the professional consultants, are receiving those services.**

92% of the agency's clients who have recommendations for OT, PT or speech services are receiving those services. This does not meet the agency goal.

The goal will be kept at 95% and administration will review the reason for falling below it.

8. **95% of clients who receive OT, PT, or speech consultant recommendations for adaptive/assistive technology will have it in place or in the process of being acquired by the following annual or six month staffing.**

100% of the agency's clients who have recommendations from OT, PT or speech services for adaptive/assistive technology have it in place or are in the process of acquiring it. This does meet the agency goal.

The agency does well at providing adaptive equipment to clients who will benefit from it.

9. **100% of clients will have their annual physicals within twelve months of previous physical.**

The percent of clients who had their physicals done within twelve months were as follows:

ACTR	100%	meets goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
CRS	100%	meets goal
Agency total	100%	meets goal

The goal should remain at 100%, which is a good target.

10. **100% of clients will have their annual dental examinations done within twelve months of previous exam.**

The percent of clients who had their dental exams done within twelve months were as follows:

ACTR	100%	meets goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
CRS	100%	meets goal
Agency total	100%	meets goal

The goal should remain at 100%, which is a good target.

- 11. Each facility will have established goals for guardianship participation in the IDT process (attendance, feedback form, personal contact or phone contact).**

	<u>Goal</u>	<u>Actual</u>	
ACTR	90%	98%	goal met
Oakwood Estate	90%	89%	goal not met
Linden Estate	90%	100%	goal met
CILA	90%	100%	goal met
CRS	N/A	N/A	
Agency total	90%	98%	goal met

The agency has a high level of guardianship involvement. The Oakwood results will be reviewed.

- 12. There will be no more than two incidents of Escherichia (E) coli urinary tract infections for the agency per month.**

The monthly incidence of Escherichia coli urinary tract infections was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

Treatment resistant infections are very difficult to manage in the health care arena. These results are good.

- 13. There will be no more than two residents with MRSA per month.**

The monthly incidence of MRSA was no more than 2 at ACTR and 1 at all other facilities. This meets the agency goal.

Treatment resistant infections are very difficult to manage in the health care arena. These results are good.

- 14. There will be no more than two residents with C.Diff per month.**

The monthly incidence of C.Diff was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

Treatment resistant infections are very difficult to manage in the health care arena. These results are good.

- 15. Those facilities whose food service is inspected by the Tazewell County Public Health Department will receive passing scores for all inspections.**

ACTR is the only facility inspected by the Tazewell County Public Health department. The kitchen did pass their inspections for the year.

The Timber Ridge kitchen has an excellent reputation and consistently good results on survey.

**Apostolic Christian Timber Ridge
July 2017 - June 2018
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

26	2	0	1. Do you believe your home is well taken care of?
24	4	0	2. Do you have a private place to visit / be alone?
22	6	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

18	10	2	4. Do staff knock & say their name before entering your room?
25	3	2	5. Do staff explain your care?
23	4	2	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

26	2	0	7. Do you like where you work?
24	5	0	8. Are your wants and needs taken care of at work?

Leisure / Community

25	4	0	9. Do you enjoy the activities planned at your home?
23	5	0	10. Do you like the outings offered to you?

Dietary

17	9	0	11. Do you like the food where you live?
24	0	1	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

26	2	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Oakwood Estate
July 2017 - June 2018
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

9	2	0	1. Do you believe your home is well taken care of?
8	2	1	2. Do you have a private place to visit / be alone?
8	3	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

4	5	2	4. Do staff knock & say their name before entering your room?
6	3	2	5. Do staff explain your care?
6	5	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

5	3	3	7. Do you like where you work?
6	3	2	8. Are your wants and needs taken care of at work?

Leisure / Community

9	2	0	9. Do you enjoy the activities planned at your home?
11	0	0	10. Do you like the outings offered to you?

Dietary

3	7	1	11. Do you like the food where you live?
6	1	4	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

6	4	1	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Linden Estate
July 2017 - June 2018
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

9	0	0	1. Do you believe your home is well taken care of?
9	0	0	2. Do you have a private place to visit / be alone?
9	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

9	0	0	4. Do staff knock & say their name before entering your room?
9	0	0	5. Do staff explain your care?
9	0	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

9	0	0	7. Do you like where you work?
9	0	0	8. Are your wants and needs taken care of at work?

Leisure / Community

9	0	0	9. Do you enjoy the activities planned at your home?
9	0	0	10. Do you like the outings offered to you?

Dietary

7	2	0	11. Do you like the food where you live?
9	0	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

9	0	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian CILA
July 2017 - June 2018
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

42	1	0	1. Do you believe your home is well taken care of?
41	2	0	2. Do you have a private place to visit / be alone?
40	3	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

38	5	0	4. Do staff knock & say their name before entering your room?
41	2	0	5. Do staff explain your care?
43	0	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

34	9	0	7. Do you like where you work?
39	4	0	8. Are your wants and needs taken care of at work?

Leisure / Community

39	4	0	9. Do you enjoy the activities planned at your home?
38	5	0	10. Do you like the outings offered to you?

Dietary

40	3	0	11. Do you like the food where you live?
37	6	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

40	3	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian CRS
July 2017 - June 2018
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	1. Do you believe your home is well taken care of?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	2. Do you have a private place to visit / be alone?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	4. Do staff knock & say their name before entering your room?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	5. Do staff explain your care?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	7. Do you like where you work?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	8. Are your wants and needs taken care of at work?

Leisure / Community

<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	9. Do you enjoy the activities planned at your home?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	10. Do you like the outings offered to you?

Dietary

<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	11. Do you like the food where you live?
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian LifePoints
July 2017 - June 2018
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

86	5	0	1. Do you believe your home is well taken care of?
82	8	1	2. Do you have a private place to visit / be alone?
79	12	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

69	20	4	4. Do staff knock & say their name before entering your room?
81	8	4	5. Do staff explain your care?
81	9	2	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

74	14	3	7. Do you like where you work?
78	12	2	8. Are your wants and needs taken care of at work?

Leisure / Community

82	10	0	9. Do you enjoy the activities planned at your home?
81	10	0	10. Do you like the outings offered to you?

Dietary

67	21	1	11. Do you like the food where you live?
76	7	5	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

81	9	1	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Timber Ridge
July 2017 - June 2018
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	6	37
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0	0	0	3	40
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STAFF

0	0	1	5	37
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0	0	1	8	34
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RESIDENT CARE

0	0	1	7	35
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0	0	1	6	36
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MEDICAL

0	0	0	3	40
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0	0	0	3	39
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LEISURE

0	0	0	10	30
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0	0	1	10	29
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IDT PROCESS

0	0	0	3	33
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0	0	0	2	36
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Oakwood Estate
July 2017 - June 2018
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	3	4
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0	0	0	1	6
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STAFF

0	0	1	0	6
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0	0	0	0	7
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RESIDENT CARE

0	0	0	1	6
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0	0	0	1	6
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MEDICAL

0	0	1	1	5
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0	0	0	1	6
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LEISURE

0	1	0	2	4
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0	0	1	2	4
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IDT PROCESS

0	0	0	0	7
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0	0	1	0	6
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Linden Estate
July 2017 - June 2018
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	1	10
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0	0	0	0	11
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STAFF

0	0	0	1	10
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0	0	0	1	10
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RESIDENT CARE

0	0	0	2	9
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0	0	0	0	11
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MEDICAL

0	0	0	0	11
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0	0	0	0	11
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LEISURE

0	1	0	0	10
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0	0	0	1	10
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IDT PROCESS

0	0	0	1	10
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0	0	0	2	9
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

Apostolic Christian CILA
July 2017 - June 2018
Annual Family Satisfaction Survey

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	3	33
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0	0	1	4	32
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STAFF

0	0	1	4	33
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0	1	0	8	28
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RESIDENT CARE

0	0	1	6	31
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0	0	0	5	33
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MEDICAL

1	0	1	6	30
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0	0	2	3	33
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LEISURE

0	0	3	4	30
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0	1	2	3	31
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IDT PROCESS

0	0	0	3	34
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0	0	2	5	30
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian CRS
July 2017 - June 2018
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	0	0
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0	0	0	0	0
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STAFF				
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0	0	0	0	0
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0	0	0	0	0
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RESIDENT CARE				
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0	0	0	0	0
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0	0	0	0	0
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MEDICAL				
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0	0	0	0	0
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0	0	0	0	0
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LEISURE				
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0	0	0	0	0
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0	0	0	0	0
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IDT PROCESS				
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0	0	0	0	0
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0	0	0	0	0
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian LifePoints
July 2017 - June 2018
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	13	84
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0	0	1	8	89
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STAFF				
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0	0	3	10	86
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0	1	1	17	79
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RESIDENT CARE				
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0	0	2	16	81
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0	0	1	12	86
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MEDICAL				
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1	0	2	10	86
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0	0	2	7	89
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LEISURE				
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0	2	3	16	74
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0	1	4	16	74
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IDT PROCESS				
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0	0	0	7	84
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0	0	3	9	81
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
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12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

2017 - 2018 SATISFACTION SURVEYS

ACTR

There were a total of 29 residents who were able to respond. This is a little less than half of the total residents and reflects the large number who are not cognitively able to respond. This significantly decreases the reliability of the response. The only negative responses were about staffing knocking before entering, staff explaining care and having staff available. Of a total of 13 items there were five with five or more responses of **sometimes**. They were about food, privacy and activities. These are usually the most negative responses. Because of the low numbers of residents able to participate, these are primarily responded to on an individual basis. Staff will be made aware of the items so they can be sensitive.

There were 43 family/guardian responses. This is a lower than last year. The family survey is a scaled survey to get more accurate responses from family. There were no items with a response of never or rarely. There were five which each had one response of **sometimes**. The rest of the responses fell in **mostly** or **always**. All areas had at least 80 percent always This is improvement from past years.

Oakwood Estate

All of the 12 residents of Oakwood were able to respond to the survey. There were some negative responses. They were about privacy, work, activities and food. Three items had 5 responses of **sometimes**. These also had to do with privacy, food and work. This is a more negative response than past years and more negative than other settings. It will be reviewed with the administrator and RSD to look for ways to address.

There were 7 family responses. All but five of the twelve items fell in **mostly** or **always**. There was one area with a rarely response and it was about needs being met. There were four which each had one **sometimes** response. They were about leisure needs, care and being informed. This is a very difficult areas with high needs clients and we are pleased to have this good a response. This is an area we are learning how to accomplish efficiently and some may be areas that guardians had unrealistic expectations of the facility and staff.

Linden Estate

There were 9 responses from residents. All of the responses were positive except for two which were about food. This will be dealt with individually since it is not a pattern.

Linden had 11 family responses. This is more than last year. There was only one area which had one response that was not positive. All other responses were in the two most positive options. There were a few responses in the **mostly** category regarding leisure options.

CILA and CRS

There were 43 responses from people living in the CILA and CRS facilities. There were none with **negative** responses. There were 9 residents who responded **sometimes** on liking their work and 6 who responded **sometimes** regarding where they eat. Work is an ongoing issue that is difficult to address but individually staff will explore alternatives.

There were 38 responses from families. This was a lower response rate. There were three responses of **rarely** or **never** and they had to do with leisure, response of management, and being kept

informed. Each negative response was reviewed with the respondent to clarify the concern and how the agency might address the concern. There was a scattering of items with one or two responses of **sometimes**. All categories had 92% or more **positive** responses.

SUMMARY

Satisfaction surveys are done annually and are reviewed individually, by facility and as an agency. The agency is aware that satisfaction surveys have inherent flaws and management does not use them as a sole source of feedback. The agency is also aware that “**sometimes**” or “**mostly**” responses may indicate concerns that family members are reluctant to identify. All negative and “**sometimes**” responses are reviewed with individual respondents to determine if changes are needed.

The agency does long-term planning and makes policy and procedural changes based on the satisfaction surveys along with client data, staff feedback, ISP needs, and informal feedback from clients, families, and staff.