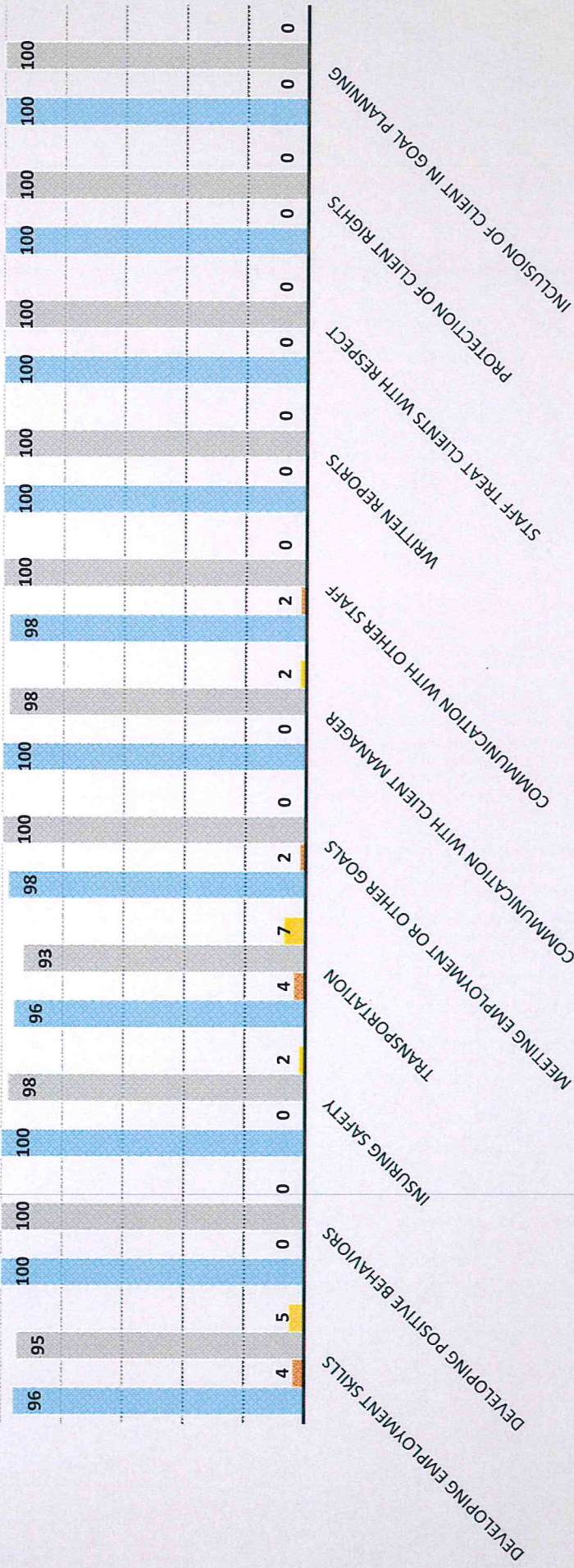
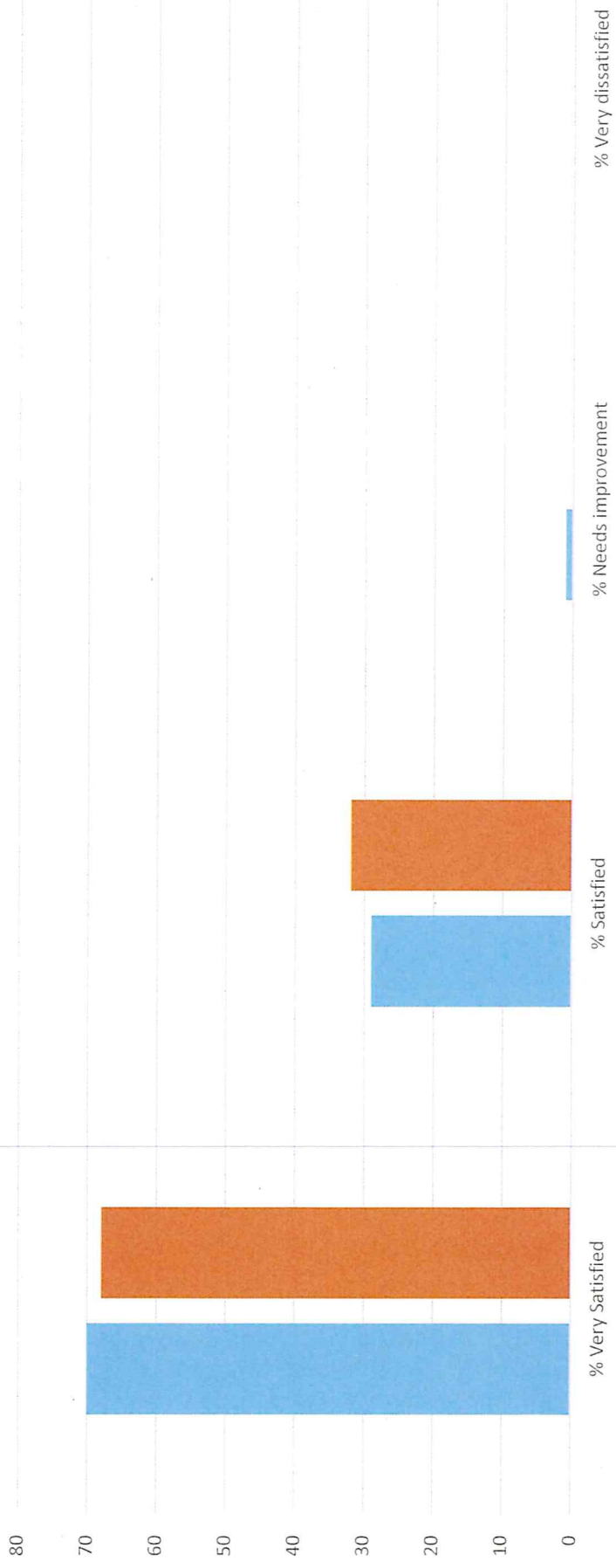


2017 PROVIDER SATISFACTION SURVEY



■ 2017 Exceeds/Meets Expectations
 ■ 2017 Needs Improvement
 ■ 2016 Exceeds/Meets Expectations
 ■ 2016 Needs Improvement

2017 Overall Satisfaction Results



How would you describe your overall satisfaction with the services you receive?

Analysis/Survey Results

This year's respondents represented a diverse group of county social workers, home care providers, parents, guardians that represent clients from all 5 sites and shifts. Satisfaction with our collective group of staff remains highly complimentary. An area of improvement continues to be increasing the opportunities for more or varied employment opportunities, both in-house and the community and tailored to the needs and desires of our individual clients. Another new topic to note is that of staff turnover and it's negative affect on client's needs.

Trend Analysis

We continue to provide services that are valued and trusted by all of our stakeholders with good communication skills being noted by a large number of comments. Another trend continues to be the consistent confidence in our staffs professional, caring and respectful service delivery to our clients; showcasing that the Top 20 and WACOSA Way training provided is yielding positive results with our stakeholders. While we did not meet 100% satisfaction in all areas, it still remains high. There was a slight increase from the previous year, 2016. The one dissatisfied response was from a social worker advocating for a client to have 1:1 staffing at a community job site 100% of the time; this is not a service we provide. The client has since left WACOSA's services to stay home at his own choosing. In the comments there continues to be recommendations for more work opportunities as well as varied work experiences for our clients to choose from.

Plan for the Future

We will continue to monitor and make adjustments to our communications systems at all sites and on all shifts in order to maintain a high quality of service delivery to our clients. In order to continue to provide quality services to our clients we will need to focus on maintaining the staff we currently employ and fill open Training Specialist positions with quality applicants. By practicing the WACOSA Way and Top 20 principles we have trained all staff on we hope to retain the current staff and continue to work on positive staff morale. This should help us continue to consistently deliver quality services at all our sites. We will continue to look for work for clients that they want to perform/complete so their employment goals continue to be met successfully.