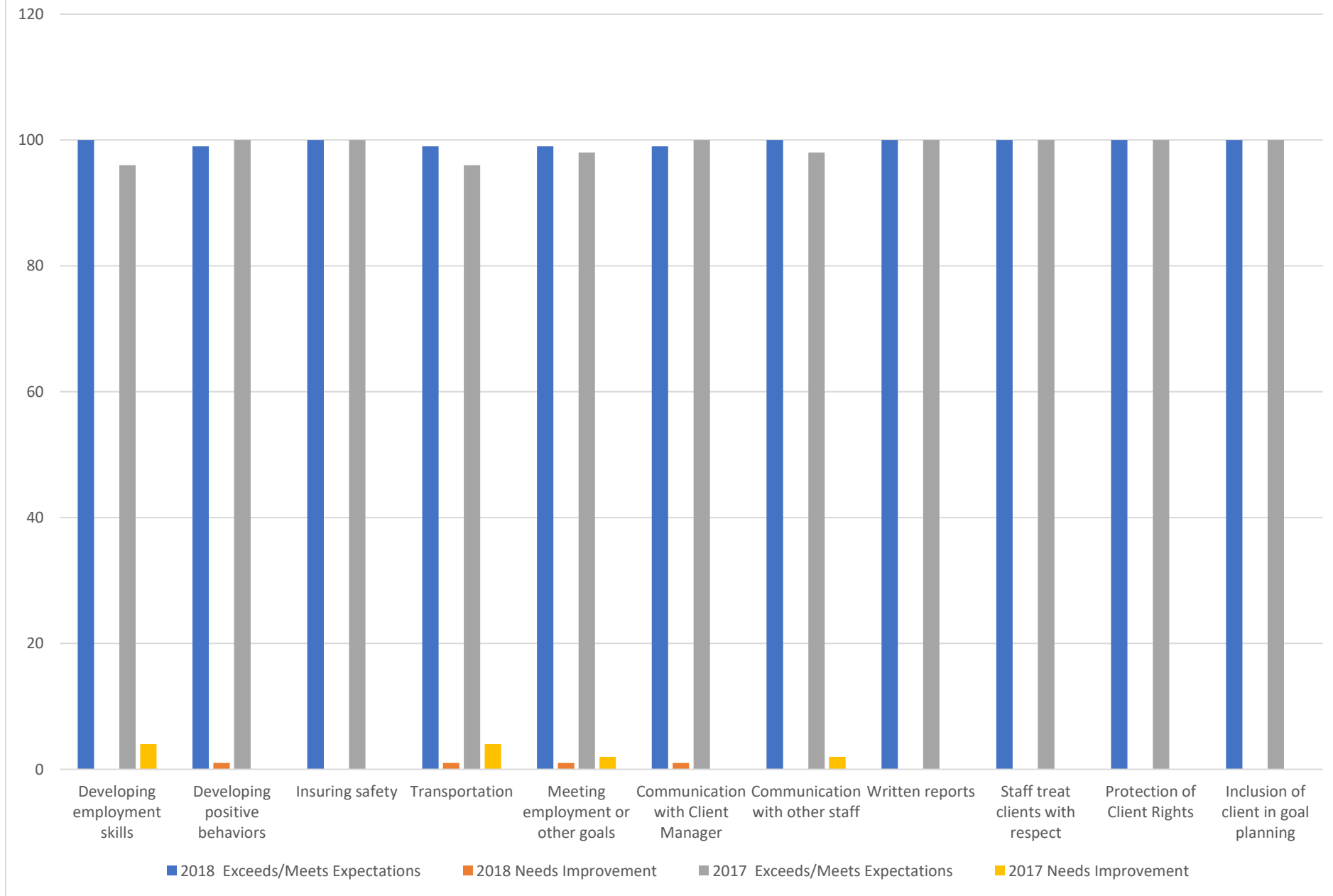
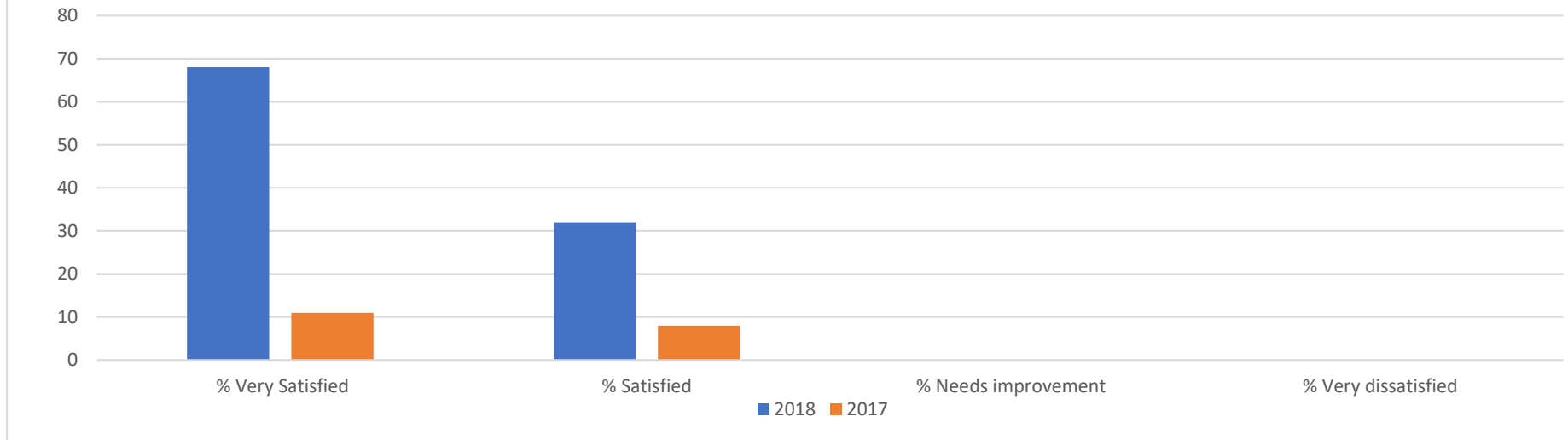


2018 Stakeholder Satisfaction Survey



2018 Overall Satisfaction Rate



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 complementary. An identified area of improvement is increasing the opportunities for more and varied employment opportunities, both in-house and the community and tailored to the needs and desires of our individual clients.

Trend Analysis

We continue to provide services that are valued and trusted by all of our stakeholders and good communication with our stakeholders was identified as a top strength. Another trend continues to be the consistent confidence in our staffs' professional, caring and respectful service delivery to our clients; highlighting that the Top 20 and WACOSA Way training provided is yielding positive results. In the comments there continues to be recommendations for more work opportunities as well as varied work experiences for our clients and high praise for Stang Precision's work site opportunities. Two stakeholders asked us to challenge their loved one's abilities and strive for more independence in their work lives.

Plan for the Future

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 Direct Support Professional positions with quality applicants. Practicing the WACOSA Way and Top 20 principles by every team will be a strategy to achieve this goal, resulting in the delivery of quality service 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.