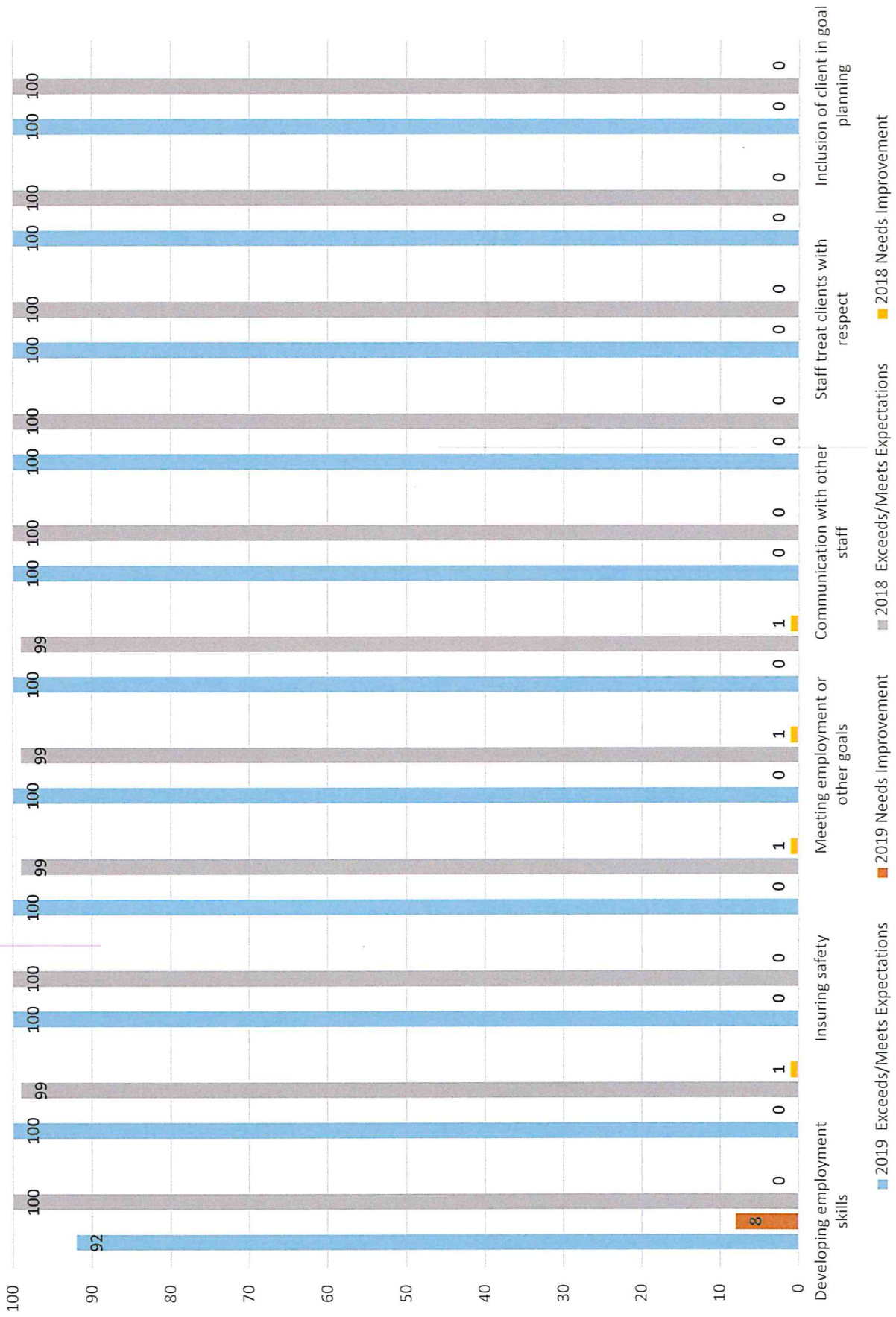
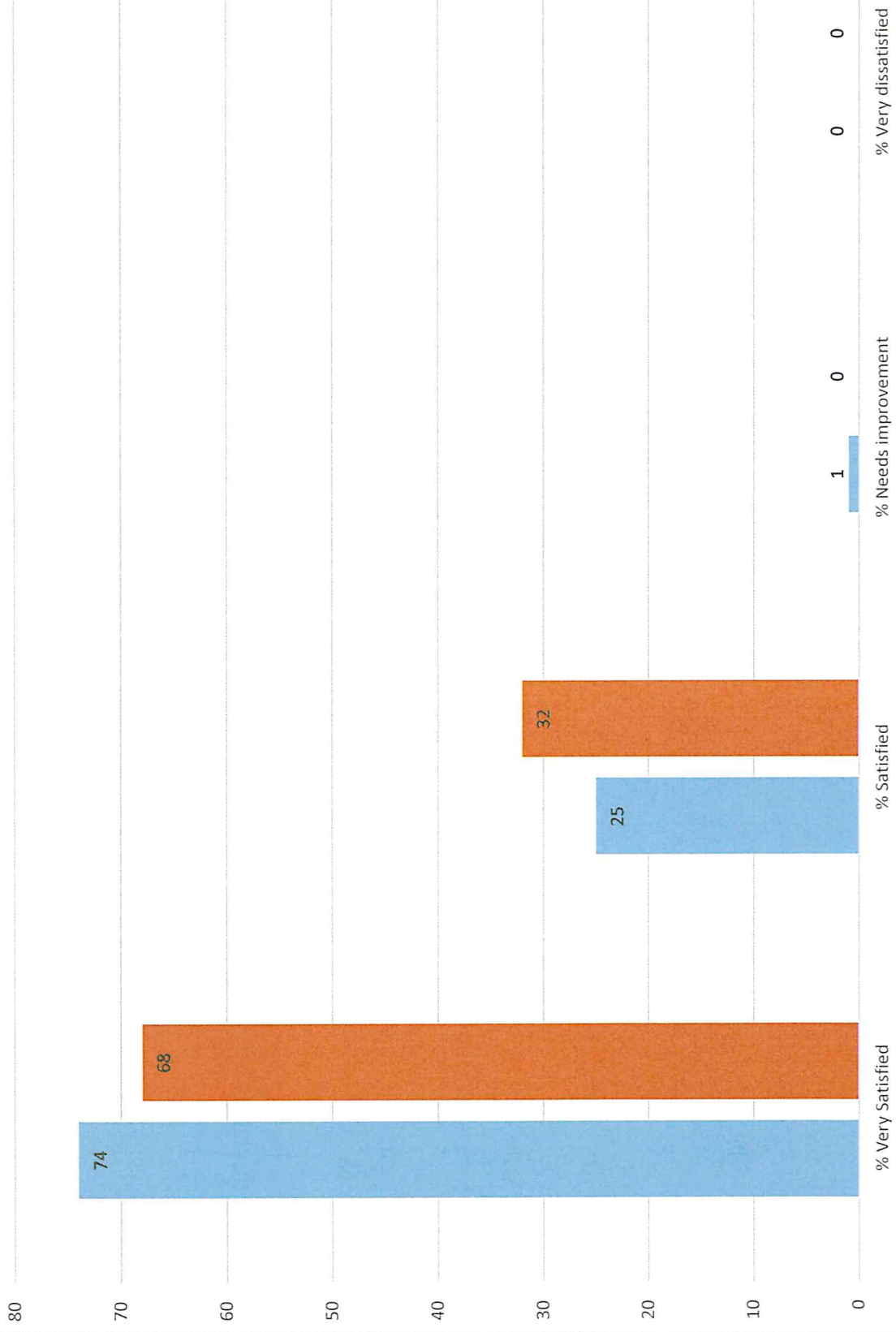


2019 Stakeholder Satisfaction Results



2019 Overall Satisfaction Rating



■ 2019 ■ 2018

Comments

How can we strengthen our relationship with you and/or others in the client's life?

Things are going good
Keep communication strong
Better communication with transportation department
Keep up the amazing work!
We are pleased with communication
Nothing - everything is good
Great communication and team
Continue as currently doing - great Client Managers
Doing an excellent job
He likes working at WACOSA - if he didn't you would know it!
Continue active communication
We like how annual meetings are set up
You are doing an excellent job
Doing a fine job

Please identify strengths of WACOSA staff or services

Always helpful, smiling - Brett loves everyone there
Keeping Pam on task and giving her jobs she excels at
Great resource for clients, staff work hard to help give clients skills, socialization etc
Great communication with Becky - She know Julie very well and is her biggest supporter
Having an Autism Specialist on staff
Caring, communicating staff, friendly
Caring and engaged staff!
Nothing
Communication with staff
Very caring & efficient
Awesome job of communicating and reporting any concerns
Person centered approaches are used with my client
Friendly and patient and willing to work with you

Good communication, genuine care for individuals served
Always helpful in providing support
I appreciate that the staff always communicate with me

When I drop Sam off in the morning staff are coming to work too. They could just walking in the building, but they don't - They greet Sam, they help Sam, They smile at Sam. They treat Sam like a person and with respect. They should be commended!
They help Lisa with her choices and work is important
Very good goals and very good communication
Doing a great job

If you could change anything about WACOSA what would it be?

Nothing

Nothing

Develop more academic components

When no work - more crafts or exercise

More job sites like Stang

It would be great to find more community jobs for clients that are lower functioning

Nothing

So far I am please with WACOSA because they brought in new work and variety

Nothing

More openings for new clients

Businesses should hire clients and have their own staff to help clients. They could pay those staff a bonus compensation for helping

people with disabilities

Nothing

Find more jobs for clients

Other comments/recommendation

Great leadership

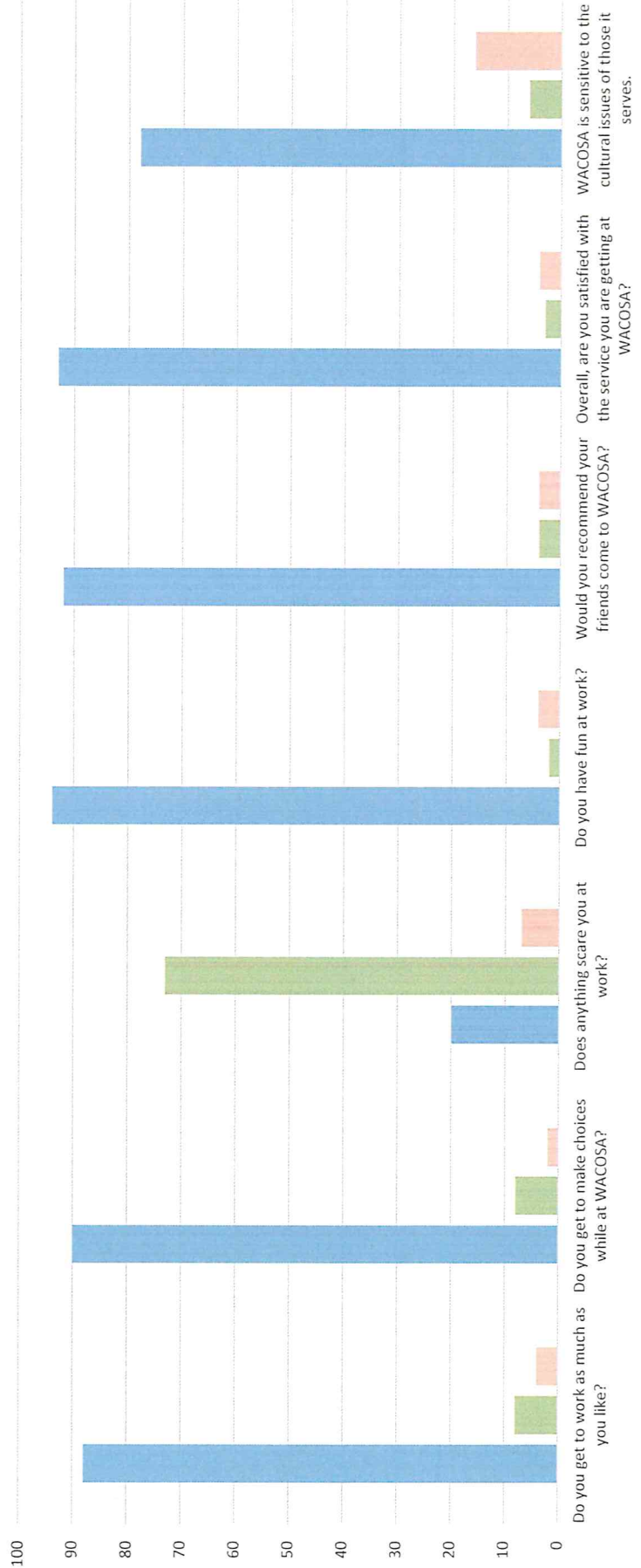
Excellent staff that have been there a long time

Overall WACOSA is an excellent facility - thank you!

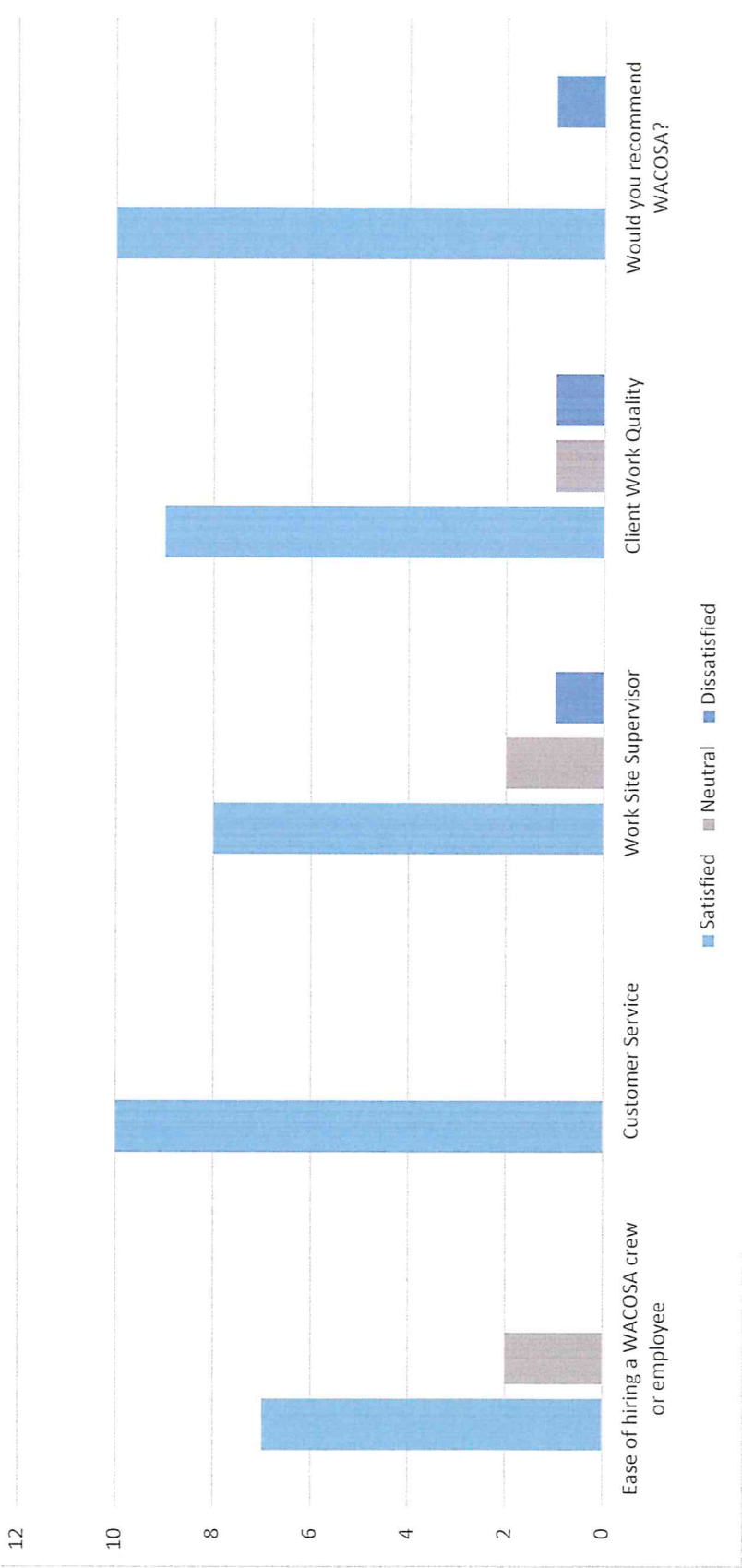
Great to work with!

Minimum wage is a roadblock to employment - it doesn't let people work at jobs they like

2019 Client Satisfaction Survey Results



2019 Customer Satisfaction Survey



Strengths:

Staff does gret

Coaching support is great, dependable, appreciate the help when hiring

Flexible

Professional, friendly, fast

All clients willing to do their jobs

They do the job well

Changes:

Train new staff more
More
evening/weekend
availability

Ask questions when
needed

Other comments:

Thanks!

I am happy with
WACOSA.