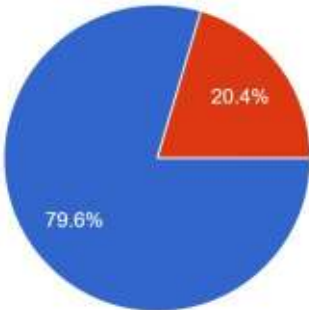


2022 WACOSA Stakeholder Survey Responses

WACOSA meets individual client's goals.

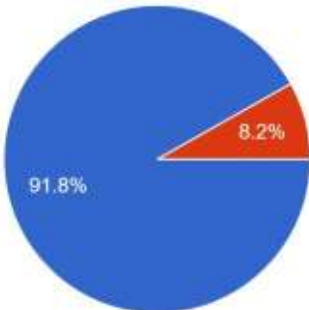
98 responses



- Exceeds/Meets Expectations
- Needs Improvement

WACOSA provides a safe environment for clients' needs.

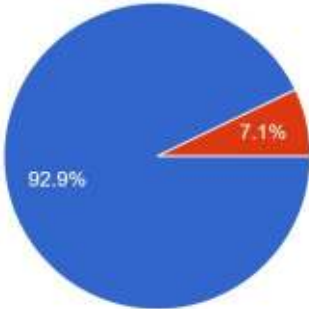
98 responses



- Exceeds/Meets Expectations
- Needs Improvement

WACOSA staff treat clients with respect and dignity.

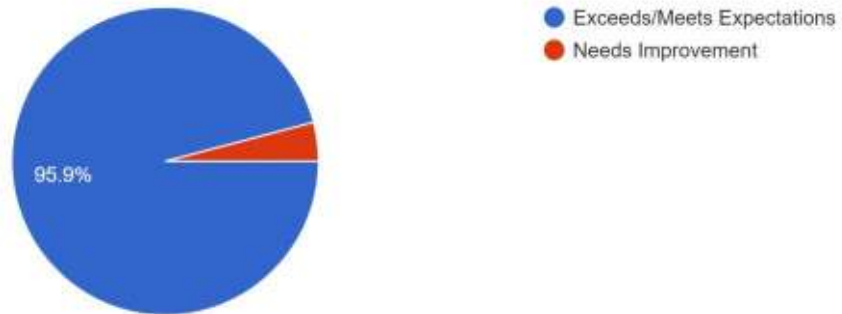
98 responses



- Exceeds/Meets Expectations
- Needs Improvement

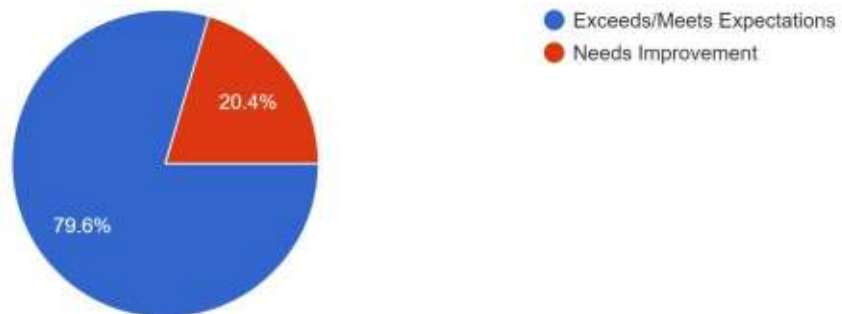
WACOSA protects client rights.

98 responses



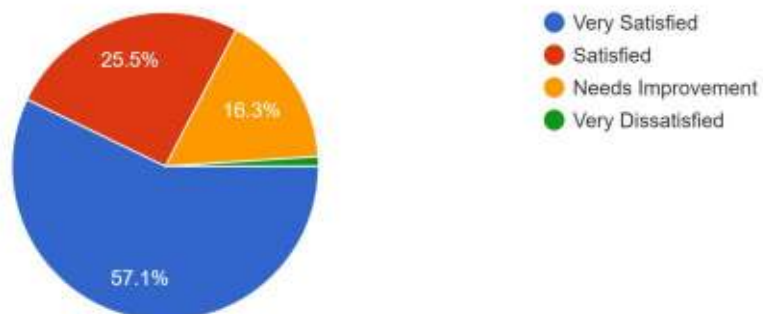
WACOSA provides adequate written and verbal communication to you.

98 responses



Overall Stakeholder Satisfaction Rating for WACOSA Services

98 responses



Trends Noted: The past years we have sent out paper survey requests and had received very few, with most past years averaging 35-45 responses. This year we sent out a 1-minute survey request to approximately 430 stakeholders and invited general comments or suggestions. This yielded a 23% response rate, which captured more stakeholder's opinions in a different manner. The results are typical, with the Needs Improvement and Very Dissatisfied corresponding to comments that their loved one is not back full time to services, not back yet at all, and a desire for more work opportunities. The Very Satisfied and Satisfied responses are those that have been impacted less by the temporary COVID shutdown and their client was back in service sooner.

With these trends noted we will continue to pursue work opportunities and bringing back clients to the full capacity they wish to be here. We will continue our hiring strategies to help bring this to fruition.