



2014 Family Satisfaction Survey Executive Summary

In the fall of 2014, 1271 family members and advocates of persons supported at Christian Horizons were asked to provide feedback about the quality of the supports and services provided by Christian Horizons in the fourth Family Satisfaction Survey since 2004. In total, 558 surveys were received, for a response rate of 44%.

The average rating of overall supports and services on a 4-point scale was 3.54, with 90% of respondents appreciating as *Good* or *Excellent* the services that their family member received from Christian Horizons. It is noteworthy that there are no discrepancies between the districts in regards to the results for this question.

Statements to which at least 95% of the respondents *Agreed* or *Strongly Agreed* were considered to reflect areas of excellence. The following questions achieved the excellence rating:

- My family member is treated with dignity and respect at Christian Horizons
- Staff is genuinely interested in my family member
- I am welcome to be directly involved in my family member's life.

Statements *Agreed* or *Strongly Agreed* upon by at least 85% of respondents reflected areas of strength. The majority of the ratings reflected strengths in the services provided. For some examples, the large majority of respondents considered that persons supported can communicate freely with friends and family; full-time and part-time staff provide competent and professional supports; person supported has the opportunity to participate in community activities which interest her/him, including faith and cultural activities; personal well-being and health are promoted for the persons supported; family members are involved in the daily life of persons supported; the Christian Horizons' program is generally clean; families experience open and timely communication with staff. These results show identical areas of excellence and strength in the 2014 and 2011 surveys.

Finally, statements to which more than 10% of the respondents *Disagreed* or *Strongly Disagreed* represented areas of improvement. The areas of improvement, as resulting from the 2014 Family Satisfaction Survey, are:

- My family member has the opportunity to regularly participate in physical fitness activities that promote her/his health and well-being.
- Staff find innovative ways to adapt physical fitness activities to the physical abilities of my family member.
- I know the complaint process if I have further concerns that cannot be addressed or are not being addressed by staff at the program.
- My family member provides his/her monthly financial journal for me to review.

Physical fitness and knowing the complaint process need to continue to be addressed organizationally, as they were identified as areas of concern in 2008 and 2011, and in the comments provided by the respondents in 2014. A new area of concern emerged in 2014, providing the monthly financial journal for families to review.

In 2008 and 2011, having personal friends in the community was considered an area of concern. Four questions were developed in 2014 to better understand belonging in the community: having meaningful relationships with people in the community; having the opportunity to meet new people and develop relationships; having the opportunity to participate in community activities of interest; and having the opportunity to participate in faith and cultural activities. Although the new questions did not reflect areas of strength in 2014, they received positive ratings ranging from 76.7% to 89.3%.

In the comment sections, 27% of the respondents expressed concern with providing activities of choice and encouraging participation in the activities in the community, in addition to providing enough stimulating activities at the Christian Horizons locations. These areas will need to be targeted organizationally.

Property cleanliness and maintenance were areas of concern in the comment sections of the 2014 survey. As these areas emerged as concerns in the qualitative data from 2011 and since these indicators are very important for families, monitoring them at the organizational level should be targeted.

The following are recommendations for action plans:

- 1) The results of this survey highlight the need to **increase efforts to provide physical fitness activities to the persons supported, in addition to providing stimulating activities and activities of choice and encouraging participation in community activities.** These needs were expressed in the 2008 and 2011 surveys, as well.
- 2) There is a need for organizational monitoring of communication practices, especially communication about the complaint process and about the financial journal of the person supported. Christian Horizons should **develop a communication plan about the complaints process and the financial journal that includes repeated exposure in a variety of formats.**
- 3) As **property cleanliness and maintenance** were also areas of concern in the qualitative data from 2011 and since these indicators are very important for families, **monitoring them at the organizational level should be targeted.**

For inquiries or to receive the full report of the 2014 Family Satisfaction Survey, please contact Iuliana Baciu, Manager of Clinical and Research Services, at 519.650.0966 x 3126 or ibaciu@christian-horizons.org.

Many thanks to family members and advocates who took the time to complete the survey and share their perspective and ideas.