

BLUE WATER DEVELOPMENTAL HOUSING
PARENT/GUARDIAN SATISFACTION SURVEY REPORT

2009



We will provide the highest quality services and supports to people with special needs and those involved in their lives.

March 17, 2010

I: SURVEY RESULTS

Listed below are specific survey responses:

1. Does your son/daughter/brother/sister feel safe and comfortable with Blue Water Developmental Housing staff?

100% of the respondents indicated their son/daughter/brother/sister felt safe and comfortable with BWDH staff.

2. Does your son/daughter/brother/sister choose the services he/she receives from Blue Water Developmental Housing?

100% of the respondents feel their son/daughter/brother/sister choose the services they receive.

3. Does the staff treat you and your son/daughter/brother/sister with dignity and respect?

100% of the respondents felt the BWDH staff treat them and their son/daughter/brother/sister with dignity and respect.

4. Do you feel the Person-Center Planning process by which annual goals are developed has improved your son/daughter/ sister/brother's life?

100% of the respondents feel the Person Center Planning process has improved the lives of their family members.

5. Overall, are you satisfied with Blue Water Developmental Housing services?

100% of the respondents indicated they are happy with Blue Water Developmental Housing services.

6. Suggestions for doing things differently / improving services:

- BWDH is doing a wonderful job
- When you send our a survey please include a self addressed stamped envelope
- Listen to what parents have to say
- I think Wally and the family have been satisfied with your program
- Things are great right now. Don't change a thing
- Virgie is doing a great job
- I am very pleased with BWDH but I am concerned that Luciano is allowed outside by himself with only visual checks every 5 minutes

7. Would you like someone to contact you regarding your supports/services?

100% of the respondents did not want a call regarding the parent/guardian survey

II: GENERAL COMMENTS:

Community Based Supports:

- We still would like to get a car for transportation.
- Keep doing what you are doing.
- I like my support worker.
- The staff treats me with respect.
- I am satisfied with my services.

Hayes Home

- He is always happy and appears comfortable with his home

Oakleaf Home

- The staff is wonderful.
- The group has provided Keith with many great experiences.
- The workers at Oakleaf go above and beyond to care for their clients.

Seneca Home

- My aunt tells me all the time how much she likes Traci and Marilyn.

McDonald Home

- The staff at McDonald home with Troy as its manager is doing an outstanding job.

III. Survey Method:

Blue Water Developmental Housing distributed surveys to the parents and/or guardians of individuals who receive services as of December 09. The overall response satisfaction rate with Blue Water Developmental Housing is 100%.

The survey measures satisfaction with Blue Water Developmental Housing services and was mailed to parents and guardians. Of the 138 surveys sent, 42 were completed and returned for a response rate of 31%. The Public Guardian Office of St. Clair County stated that because of the amount of consumers their office serves they would not be able to complete the surveys. The Public Guardian services 22 of Blue Water Developmental Housing consumers (9 from Community Based and 13 from the group homes).

The Executive Assistant will follow up with parent/guardians who requested a follow up call.

IV. Recommendations:

- The Division Director of Program Services will contact the Public Guardian Office to see if one general survey could be completed for all consumers being served in the residential and community based programs.
- See if parents would like to complete survey by phone or mail.