



# 2021 Satisfaction Survey Individuals Supported

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# Individuals Supported Satisfaction Survey | FY 2021

This report is the annual Blue Water Developmental Housing, Inc. (BWDH) summary fiscal year 2021 BWDH Individual Supported Satisfaction Survey. It represents our efforts to implement the individuals supported satisfaction process for St. Clair County Community Mental Health Performance Indicators and our efforts for continuous improvement throughout the organization.

## **METHOD**

In September 2021, the annual BWDH Individual Supported Satisfaction Survey was conducted. Random selections of individuals supported were asked to complete a survey questionnaire regarding their satisfaction. The survey was administered to individuals who receive supports from both the residential program and the community based supports program.

BWDH contracted with an external party to conduct a random sampling of the individuals currently receiving supports from the organization. Surveys were administered in person to all the individuals selected.

The selected individuals were contacted and asked to set up a meeting date, time and location. Once a meeting was scheduled, the surveyor met with the individuals at the agreed upon meeting place to conduct the survey.

Guardians, family members and/or employees of the individuals who were unable to complete the survey were surveyed on the individual's behalf.

Throughout BWDH, 127 individuals were selected to participate in the survey.

The survey was conducted for the residential program and community-based program. Sixty five individuals supported in the residential program participated. Thirteen individuals supported in the community-based program participated. Overall, 61% participated in the survey.

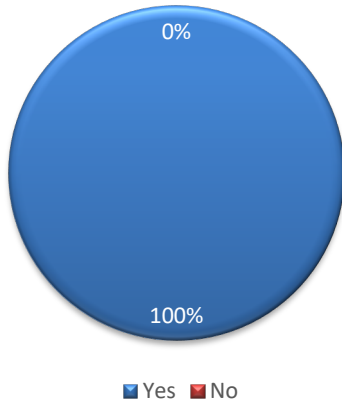
<b>As of 09.15.2021</b>	<b>Individuals</b>	<b>Completed</b>	<b>Participation Rate</b>
<b>Residential Surveys</b>	65	65	100%
<b>Community Based Surveys</b>	62	13	21%
<b>Total Surveys 2021</b>	<b>127</b>	<b>78</b>	<b>61%</b>

This survey identifies issues of concern and helps to prioritize future goals for the organization.

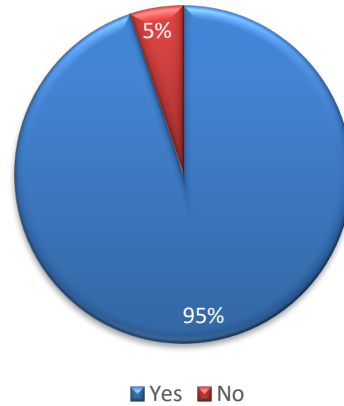
The data in this report reflects survey results for the organization by program with comparison to the prior year.

**1. Can you spend money on things you want with or without assistance?**

**Overall BWDH 2019**

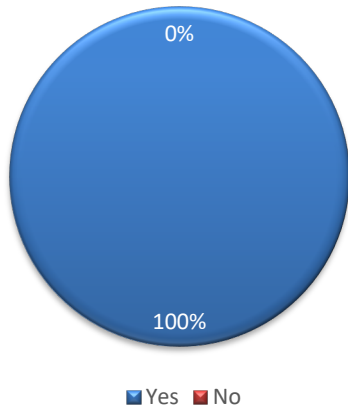


**Overall BWDH 2021**

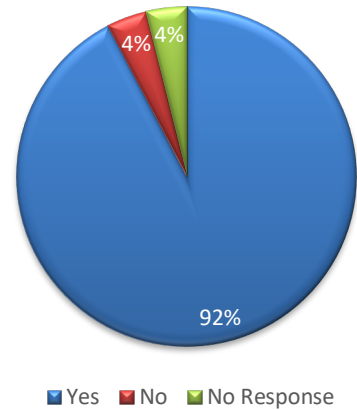


**2. Do you choose what you do during the day?**

**Overall BWDH 2019**

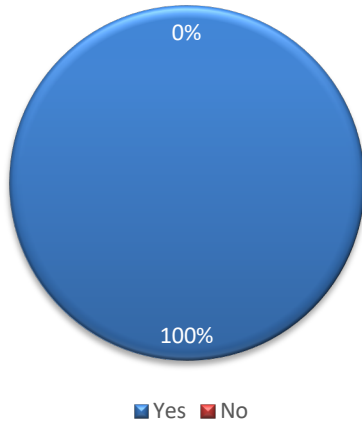


**Overall BWDH 2021**

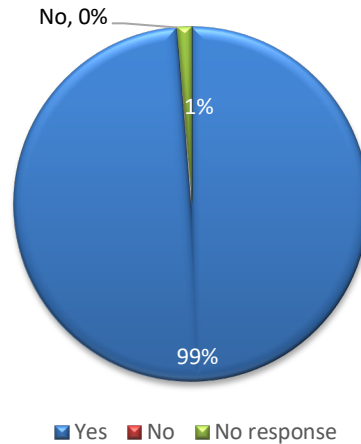


**3. Do you have friendships with people other than your direct care staff and family?**

**Overall BWDH 2019**

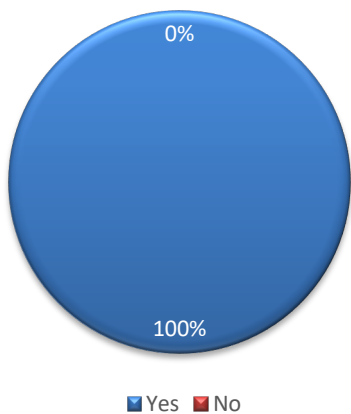


**Overall BWDH 2021**

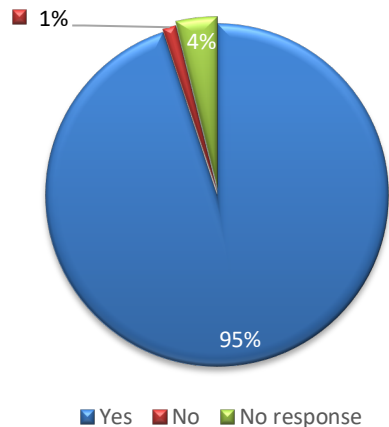


**4. Can you see friends and family when you want with or without assistance?**

**Overall BWDH 2019**

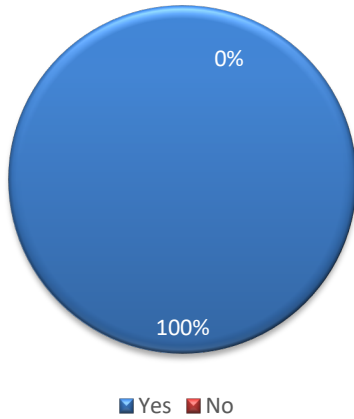


**Overall BWDH 2021**

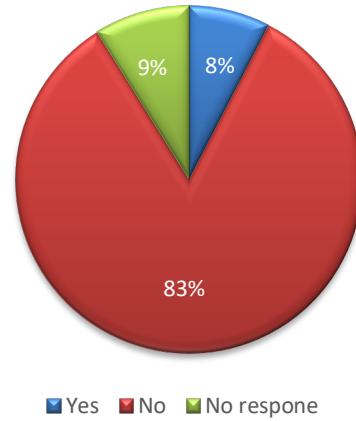


**5. If you are 18 or older, can you vote with or without assistance?**

**Overall BWDH 2019**

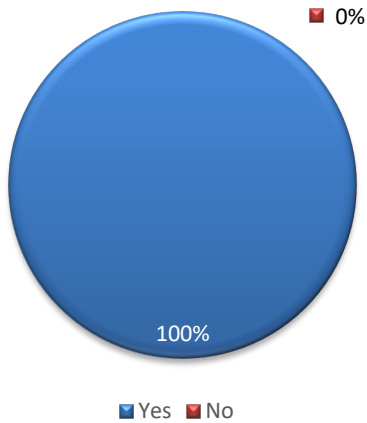


**Overall BWDH 2021**

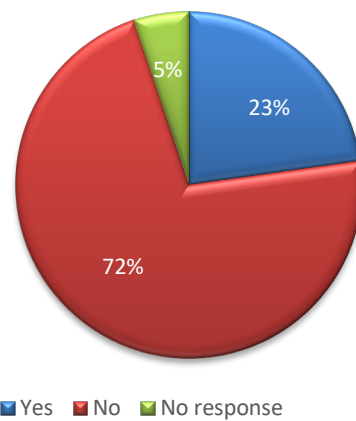


**6. If you are 21 or older, can you consume alcoholic beverage?**

**Overall BWDH 2019**

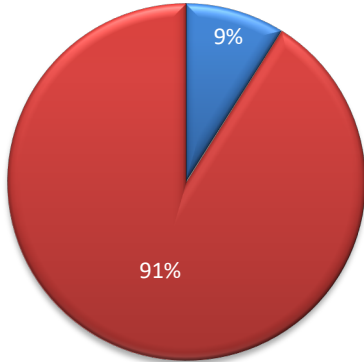


**Overall BWDH 2021**



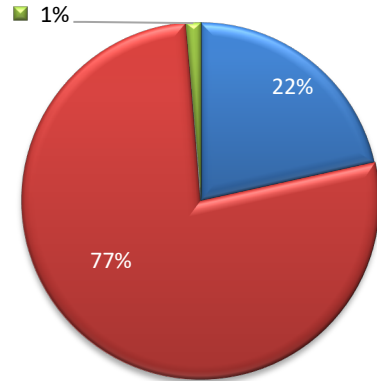
**7A. Are you employed?**

**Overall BWDH 2019**



■ Yes ■ No

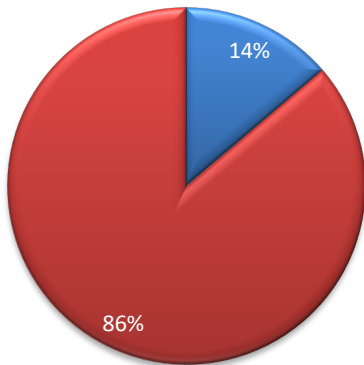
**Overall BWDH 2021**



■ Yes ■ No ■ No Response

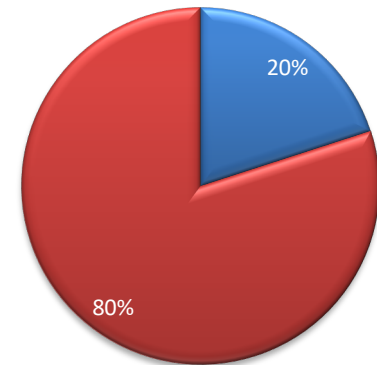
**7B. If no, would you like to be?**

**Overall BWDH 2019**



■ Yes ■ No

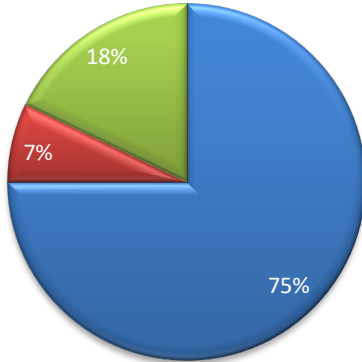
**Overall BWDH 2021**



■ Yes ■ No ■

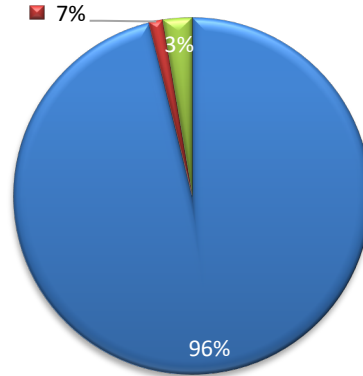
**8. Do you have transportation available to you?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

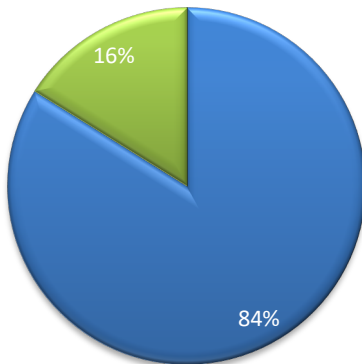
**Overall BWDH 2021**



■ Yes ■ No ■ No Response

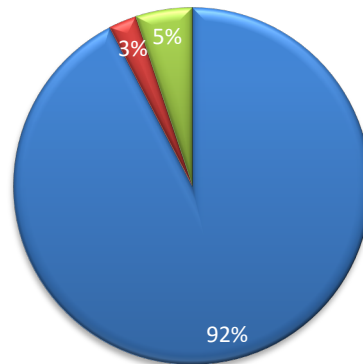
**9. Is BWDH adequately providing the services as identified in your plan of service?**

**Overall BWDH 2019**



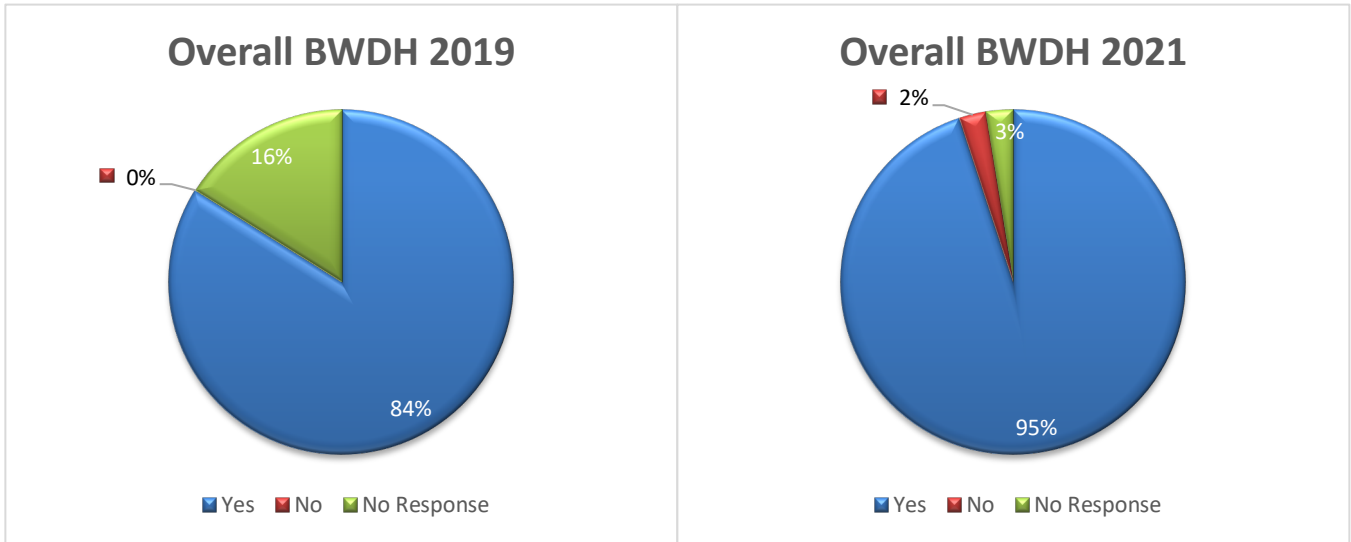
■ Yes ■ No ■ No Response

**Overall BWDH 2021**

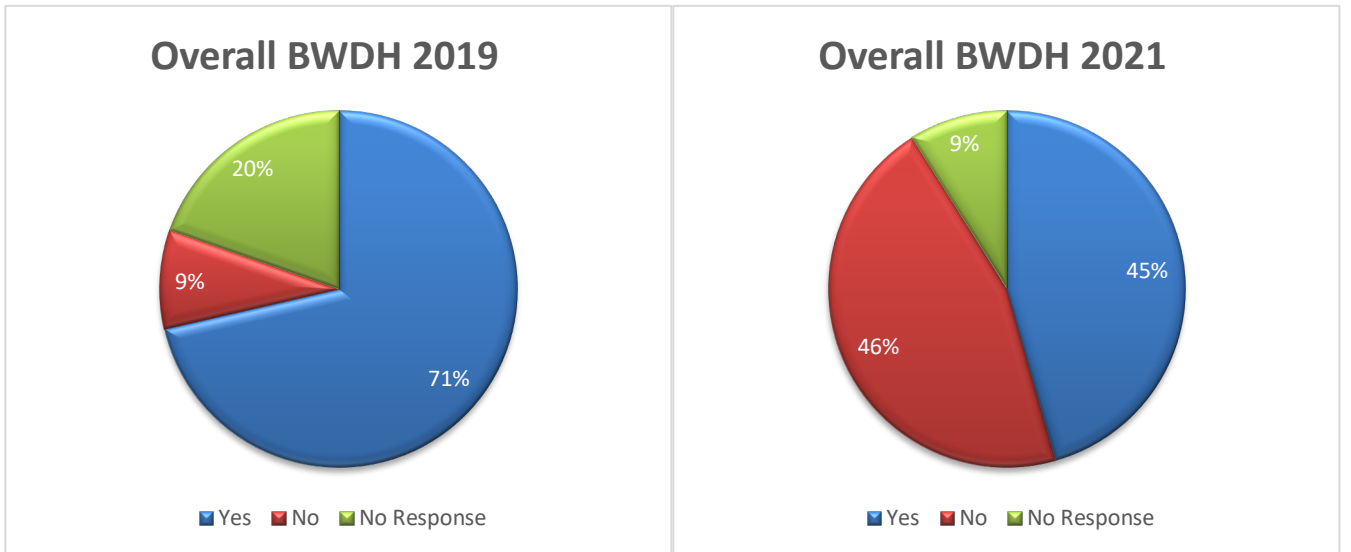


■ Yes ■ No ■ No Response

10. Are your rights respected?



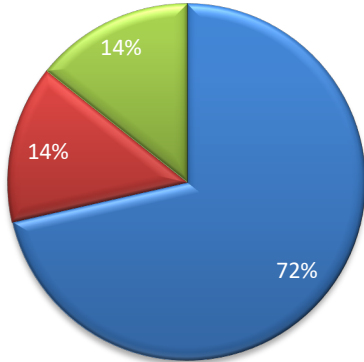
11. Do you open your mail with or without assistance?





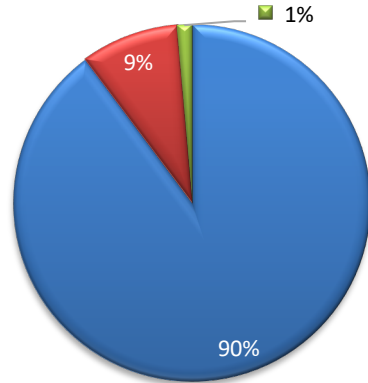
**12. Can you be alone with someone if you want to?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

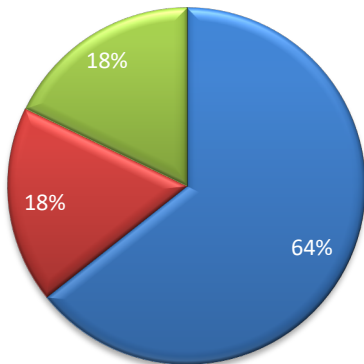
**Overall BWDH 2021**



■ Yes ■ No ■ No Response ■

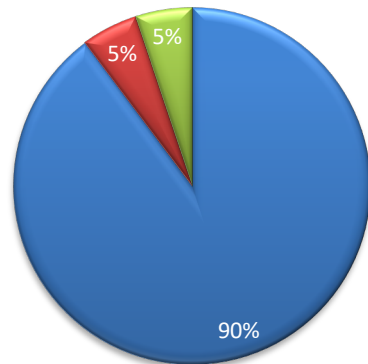
**13. Can you use the phone when you want to with or without assistance?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

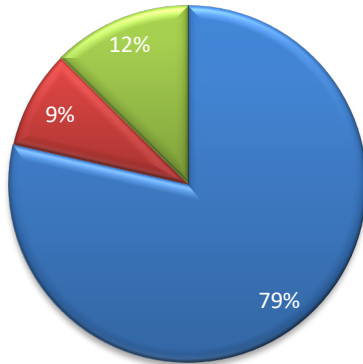
**Overall BWDH 2021**



■ Yes ■ No ■ No Response

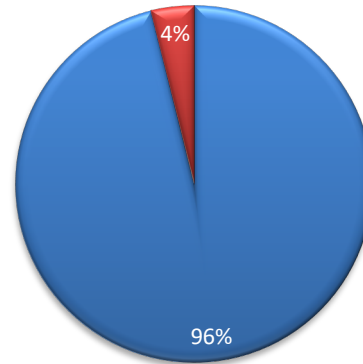
**14. Do people knock before entering your home?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

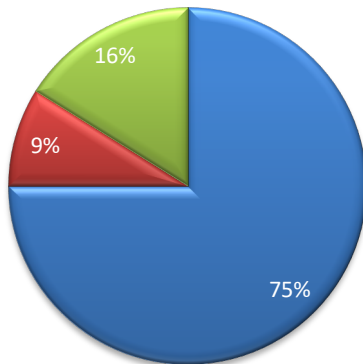
**Overall BWDH 2021**



■ Yes ■ No

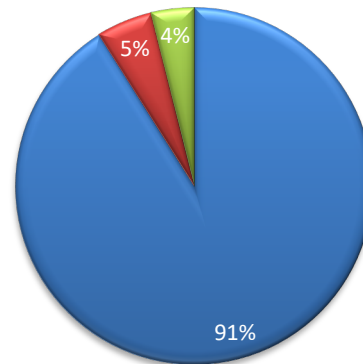
**15. Do people knock before entering your room?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

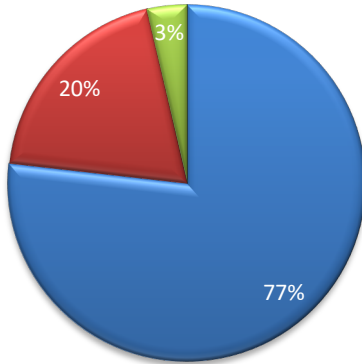
**Overall BWDH 2021**



■ Yes ■ No ■ No Response

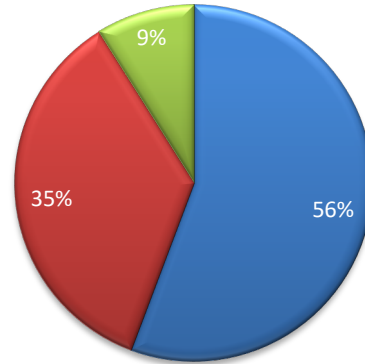
**16. Can close and lock you bedroom door?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

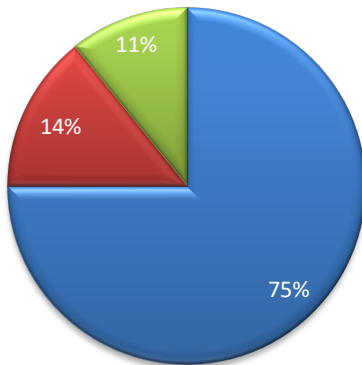
**Overall BWDH 2021**



■ Yes ■ No ■ No Response

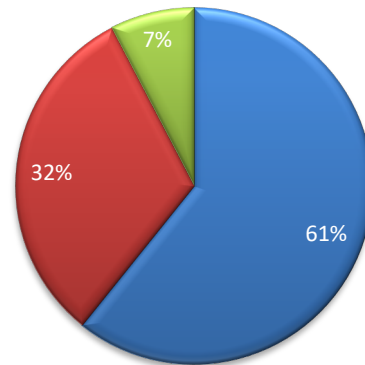
**17. Can close and lock you bathroom door?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

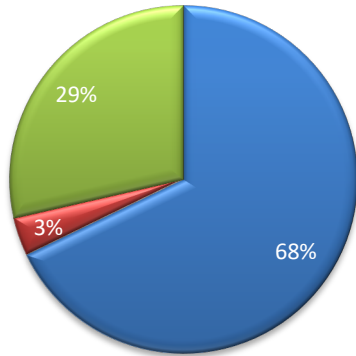
**Overall BWDH 2021**



■ Yes ■ No ■ No Response

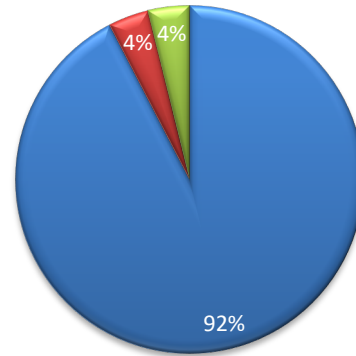
**18. Can choose to come and go from home when you want with or without assistance?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

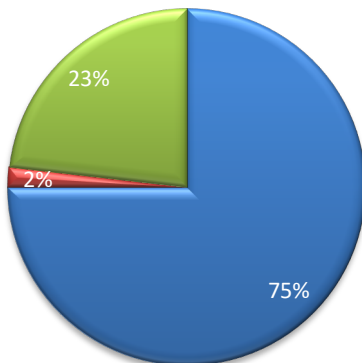
**Overall BWDH 2021**



■ Yes ■ No ■ No Response ■

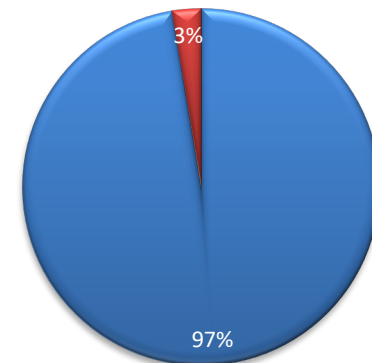
**19. Do you have access to personal funds with or without assistance?**

**Overall BWDH 2019**



■ Yes ■ No ■ No Response

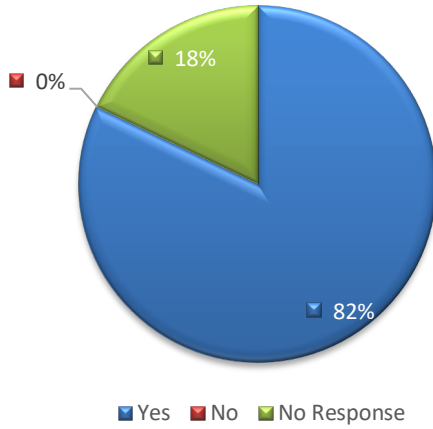
**Overall BWDH 2021**



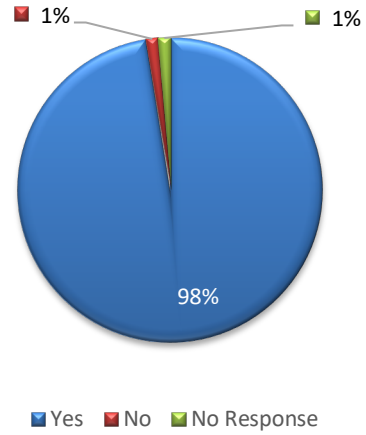
■ Yes ■ No ■

**20. Are you treated with dignity and respect by the direct care staff that provide you with support?**

**Overall BWDH 2019**



**Overall BWDH 2021**



## Individuals Supported Satisfaction Survey | FY 2021

The chart below provides an overview of BWDH Individuals supported satisfaction survey responses per year.

	FY16	FY17	FY18	FY19	FY21
1. I can spend money on the things I want	100%	93%	100%	100%	95%
2. I choose what I do during the day	100%	97%	100%	100%	92%
3. I have friendships with people other than my direct care staff and family	97%	93%	100%	100%	99%
4. I am able to see friends and family when I want	90%	94%	100%	100%	95%
5. I am able to vote if I am 18 and drink if I am 21	43%	98%	100%	98%	8%
6. I am able to drink if I am 21			100%	98%	23%
7. I am employed	48%	56%	34%	9%	22%
8. I have transportation available to me	100%	100%	100%	100%	96%
9. BWDH adequately provides services as identified in my plan of service	100%	98%	100%	100%	92%
10. My rights are respected	100%	95%	100%	100%	95%
11. I open my own mail	84%	93%	100%	89%	45%
12. I am able to be alone with someone if I want	87%	95%	100%	83%	90%
13. I can use the phone when I want	84%	100%	100%	78%	90%
14. People knock before entering my home	100%	95%	100%	90%	96%
15. People knock before entering my room	81%	85%	100%	89%	91%
16. I can close and lock my bedroom door	62%	97%	100%	77%	56%
17. I can close and lock my bathroom door	64%	98%	100%	84%	61%
18. I can come and go from home when I want	35%	95%	100%	95%	92%
19. I have access to personal funds	79%	90%	100%	98%	97%
20. I am treated with dignity and respect	100%	97%	100%	100%	98%
Participation rate	15%	33%	26%	25%	61%