



## 2024 Satisfaction Evaluation Results

Options Inc. mailed out surveys to Individuals served, Guardians, and Case Managers to seek out how they felt about the services that Options Inc. provides. Responses will assist us in improving the services we provide and meeting the needs of individuals through their chosen programming.

We received responses from 25% 49/195 Individuals served, 21% 29/138 Guardians, and 13% 9/70 Case Managers.

### Overall satisfaction with program:

1. Are satisfied with the service delivery provided by Options.
  - a. 96% of Person served
  - b. 97.4% of Guardians & Case Managers
2. Are satisfied with the progress they are making towards accomplishing their goals.
  - a. 90% of Person served
  - b. 97.4% of Guardians & Case Managers
3. This program provides the opportunity for functional and age-appropriate skill development.
  - a. 96% of Person served
  - b. 97.4% of Guardians & Case Managers
4. Feel that they have opportunities to make decisions.
  - a. 94% of Person served
  - b. 100% of Guardians & Case Managers
5. Feel that this program respects their history, dignity and cultural background.
  - a. 100% of Person served
  - b. 100% of Guardians & Case Managers
6. Feel that their privacy is respected.
  - a. 100% of Person served
  - b. 100% of Guardians & Case Managers
7. Are satisfied that we are ensuring that their rights are respected and protected.
  - a. 100% of Person served
  - b. 100% of Guardians & Case Managers

### Overall satisfaction with program staff:

1. Would you agree that staff members treat individuals with respect.
  - a. 100% of Person served
  - b. 94.7% of Guardians & Case Managers



2. Do you believe that staff members have the knowledge and skills to meet individual's needs.
  - a. 100% of Person served
  - b. 97.4% of Guardians & Case Managers
  
3. Do you believe that staff members pay attention to details that are important to individuals.
  - a. 100% of Person served
  - b. 100% of Guardians & Case Managers
  
4. Do you believe staffs are friendly and helpful to individuals.
  - a. 100% of Person served
  - b. 100% of Guardians & Case Managers
  
5. Do you believe that they are able to give feedback to staff members.
  - a. 100% of Person served
  - b. 100% of Guardians & Case Managers

**Additional comments and concerns from person served:**

- 40 years at Options and I absolutely love it!
- I love attending Options.
- They are good to me.
- Keep it up great program.
- I thoroughly enjoy attending Options and all the opportunities I am offered.
- More outings to Pizza Ranch
- More work to build more skills.
- Keep up the great work!
- I like the fun stuff, I love Hannah.
- Staff turnover is hard.

**Additional comments and concerns from Guardians and Case Managers:**

- Options staff are truly some of the kindest, most knowledgeable staff in this field. They truly care about their individuals and it shows when we meet for our annual and semiannual meetings. Staff are professional and great at taking feedback from families. Thankful to work with such genuine and caring people!
- LOVE options!
- Very pleased with all of my client's services that attend Options!
- Love Options staff! Attentive and pay attention to details. Friendly and professional. :)
- Thank you for your great support and service!



- Cristen has worked with Meghan and is amazing. They worked hard searching for jobs and once Meghan got a job, she has been so supportive at her work. She really cares about Meghan and is doing what she can to help Meg succeed. She's the best!
- We are so blessed for Options and their staff. Life saving
- Program managers and support staff do an excellent job of communicating concerns, growth opportunities, and achievements with each individual's team members. DSP's go above and beyond to ensure the person served feels respected and supported and activities are tailored to meet individual's diverse interests. Thank you for all you do!
- Options has been a great place for my son Isaac to grow and thrive in his skills. Thank you for all you do to support him.
- Having Options, Inc available so Rick has somewhere to go Monday thru Friday is a blessing. Rick lives for his days at Options, Inc. Options staff is amazing! Van drivers are amazing!
- Everyone needs to have purpose, goals to strive for, benchmarks to achieve. I hope Options will regain work contracts to give meaningful employment to clients.
- Mahria is the best! Professional and Caring! We couldn't have asked for a better worker!
- Options staff are incredibly skilled and attentive to the needs of the variety of clients they support. The punctuality follows through of this agency always impresses me and makes them a great agency to work witty.