

LINDLEY HABILITATION SERVICES, INC

2016 SATISFACTION SURVEY RESULTS

In the 4th Quarter of 2016, Lindley Habilitation Services, Inc. conducted a satisfaction survey for all individuals/families receiving services. The total client base of over 450 individuals received the survey either via email link or paper survey. Each Clinical Supervisor sent an email with the survey link to every individual on their case list. If the individual/family did not have internet access, the Chief Business Development Officer, who was conducting the survey, mailed a paper copy of the survey to the address given by the Clinical Supervisor.

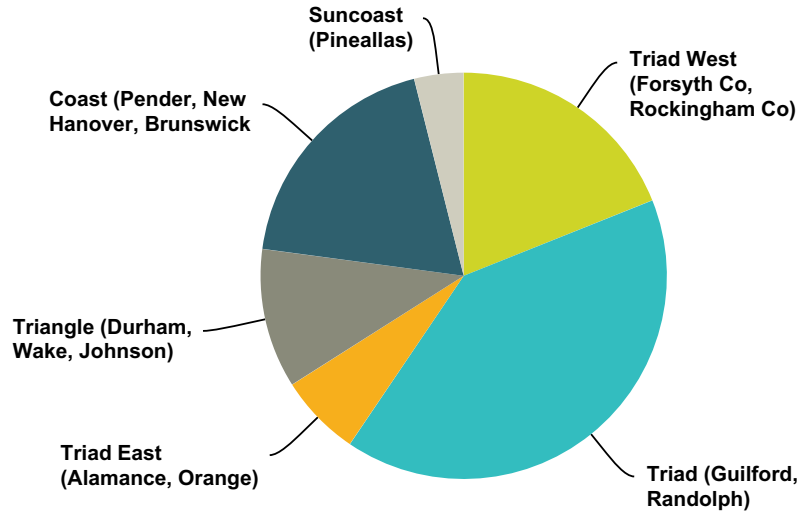
Individuals were emailed a total of 3 times over the course of 6.5 weeks giving them the opportunity to complete the survey and give feedback. A total of 153 responses were received via the link and return of paper surveys.

Items to Note

- Largest response received was from the Triad area, which is the largest region
- Of the responses, the largest age group is 21-30 with 42% response
- 57% of respondents do not attend Lindley College
- 94% of Lindley College respondents were Somewhat to Very Satisfied with Lindley College
- 58% of Lindley College students who responded also receive other services from LHS
- 73% of respondents are not aware LHS has a Feedback Form available to for complaints, grievances, or to give praise
- 78% of respondents know how to access emergency on-call
- 63% of respondents are Somewhat-Very Satisfied of LHS staffing efforts

Q1 In which area do you receive services?

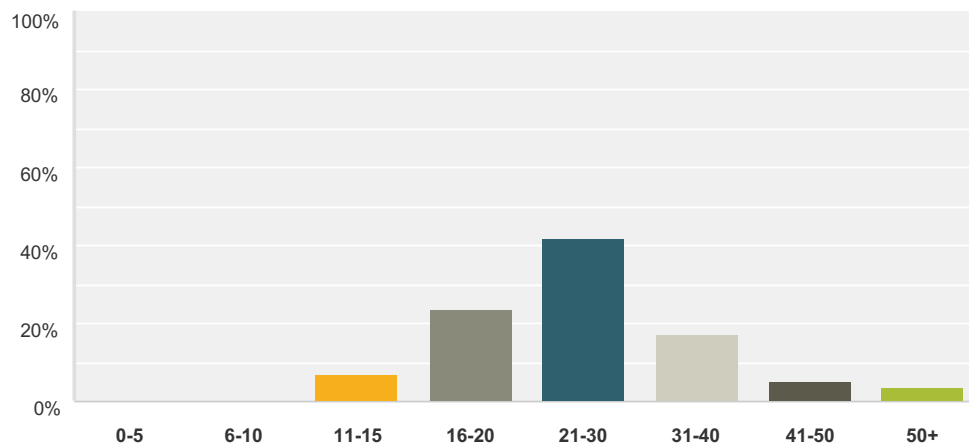
Answered: 153 Skipped: 0



Answer Choices	Responses	
Triad West (Forsyth Co, Rockingham Co)	18.95%	29
Triad (Guilford, Randolph)	40.52%	62
Triad East (Alamance, Orange)	6.54%	10
Triangle (Durham, Wake, Johnson)	11.11%	17
Coast (Pender, New Hanover, Brunswick)	18.95%	29
Suncoast (Pineallas)	3.92%	6
Total		153

Q2 What age group best describes the individual receiving services?

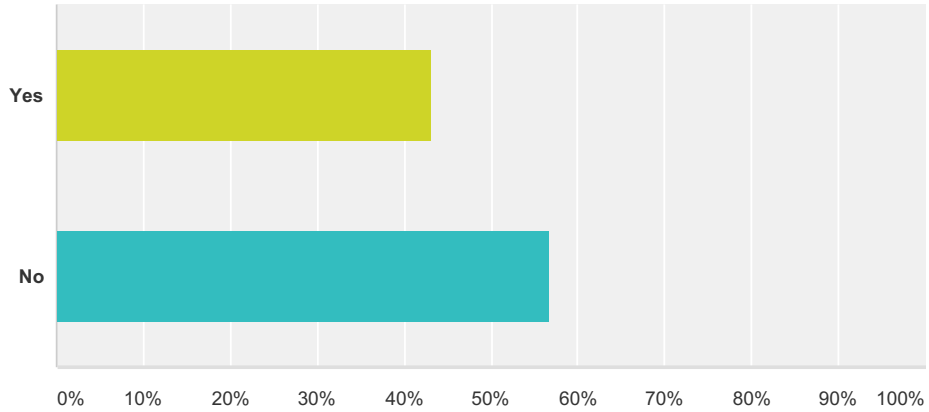
Answered: 153 Skipped: 0



Answer Choices	Responses
0-5	0.65% 1
6-10	0.65% 1
11-15	7.19% 11
16-20	23.53% 36
21-30	41.83% 64
31-40	16.99% 26
41-50	5.23% 8
50+	3.92% 6
Total	153

Q3 Does the individual receiving services attend Lindley College in any of the following areas: Clemmons, Greensboro, Cary, Wilmington, Southport, Palm Harbor?

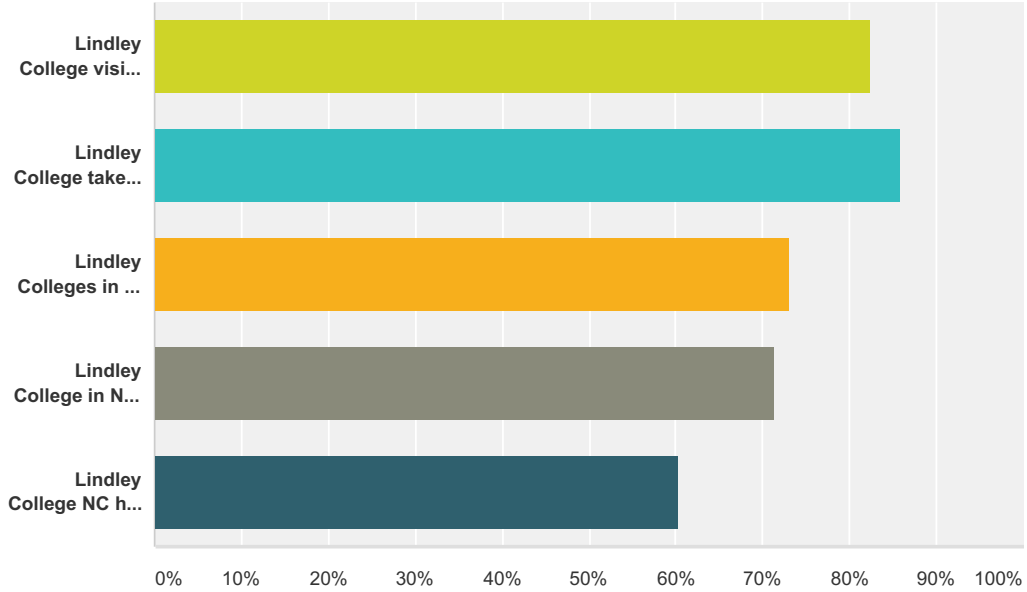
Answered: 153 Skipped: 0



Answer Choices	Responses	
Yes	43.14%	66
No	56.86%	87
Total		153

Q4 Please indicate which of the following you are aware Lindley College participates in:

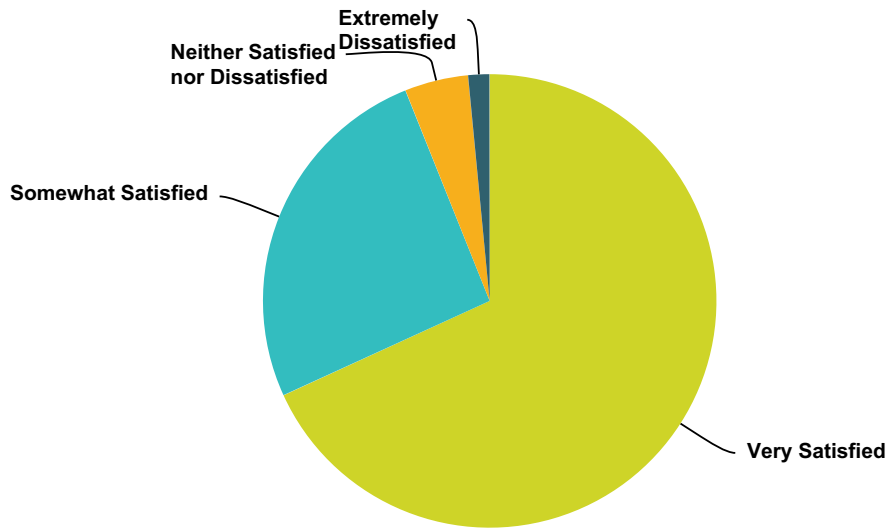
Answered: 63 Skipped: 90



Answer Choices	Responses
Lindley College visits local colleges and universities on a regular basis	82.54% 52
Lindley College takes students on overnight trips	85.71% 54
Lindley Colleges in NC travel to the mountains to pick up Christmas trees and sell to raise funds for the program	73.02% 46
Lindley College in NC has Greek Day at Elon University where all campuses come together to compete in activities and University Athletes help with the activities	71.43% 45
Lindley College NC has a Sports Program which teams from different areas play games such as basketball, bowling, Bocce ball, and corn hole	60.32% 38
Total Respondents: 63	

Q5 Overall, how satisfied are you with Lindley College?

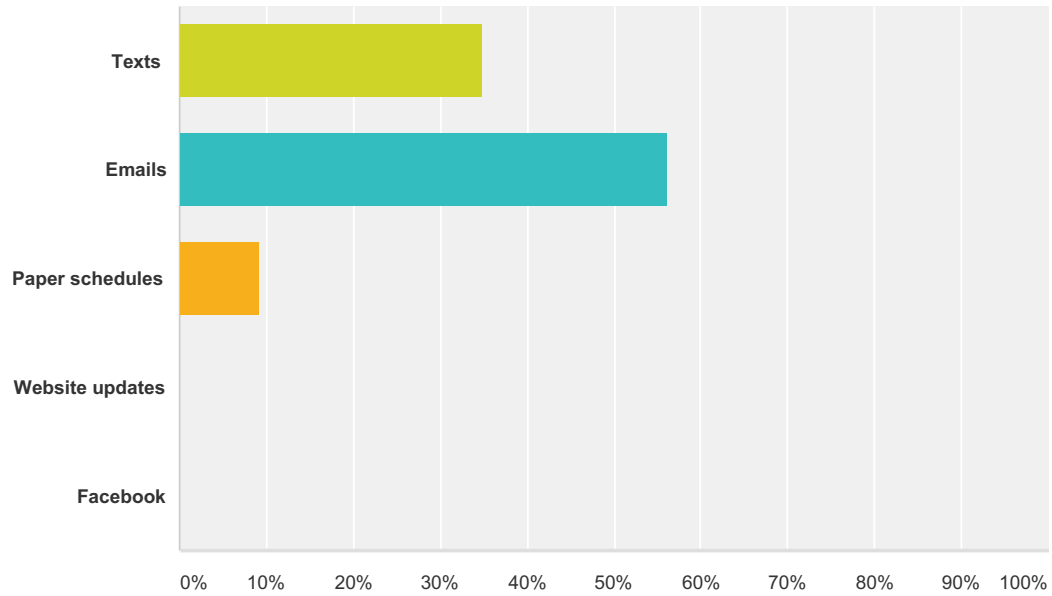
Answered: 66 Skipped: 87



Answer Choices	Responses	
Very Satisfied	68.18%	45
Somewhat Satisfied	25.76%	17
Neither Satisfied nor Dissatisfied	4.55%	3
Somewhat Dissatisfied	0.00%	0
Extremely Dissatisfied	1.52%	1
Total		66

Q6 What is the best way for you to receive communication from Lindley College regarding activities, schedule changes due to closings, etc?

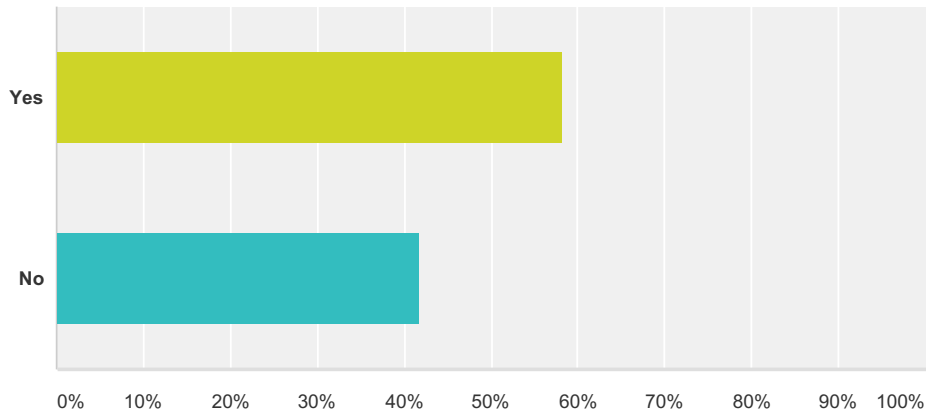
Answered: 66 Skipped: 87



Answer Choices	Responses	Count
Texts	34.85%	23
Emails	56.06%	37
Paper schedules	9.09%	6
Website updates	0.00%	0
Facebook	0.00%	0
Total		66

Q7 Does the individual receive other services from Lindley Habilitation Services?

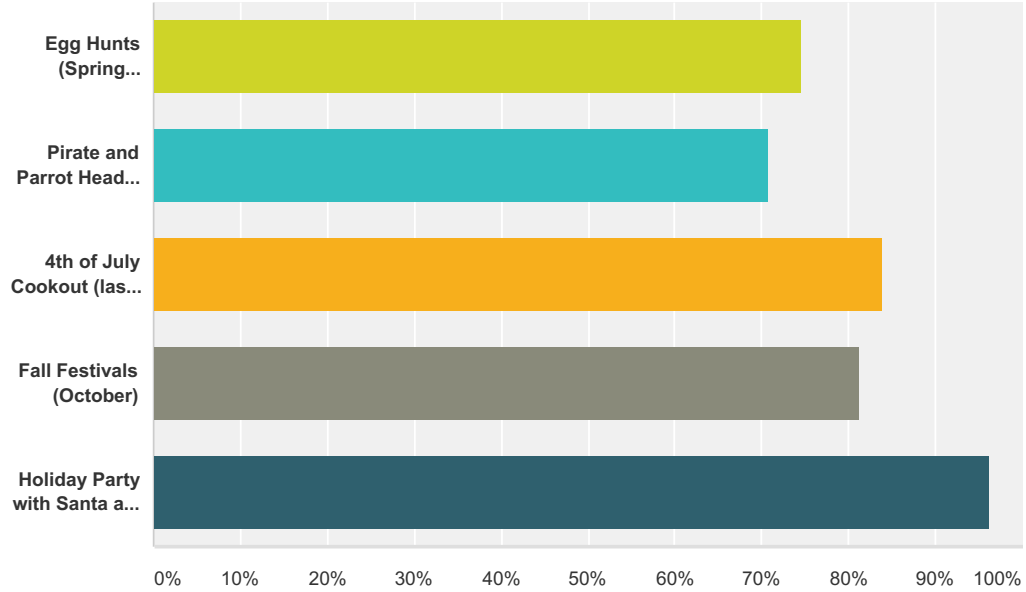
Answered: 67 Skipped: 86



Answer Choices	Responses	
Yes	58.21%	39
No	41.79%	28
Total		67

Q8 Please indicate which of the following you were aware LHS provides as activities to all consumers

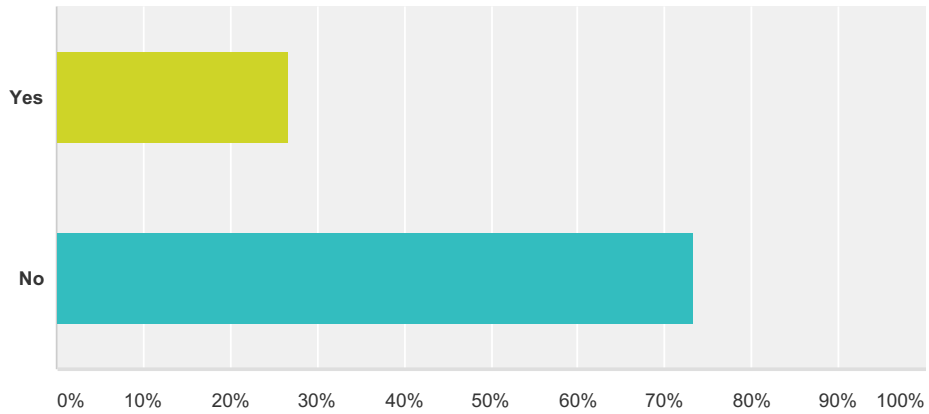
Answered: 106 Skipped: 47



Answer Choices	Responses
Egg Hunts (Spring Activity)	74.53% 79
Pirate and Parrot Head Dance (usually in May)	70.75% 75
4th of July Cookout (last week of June)	83.96% 89
Fall Festivals (October)	81.13% 86
Holiday Party with Santa and Friends (December)	96.23% 102
Total Respondents: 106	

Q9 Are you aware there is a "Feedback Form" on the website (parent or staff login side) where you can file a complaint or give praise to a worker?

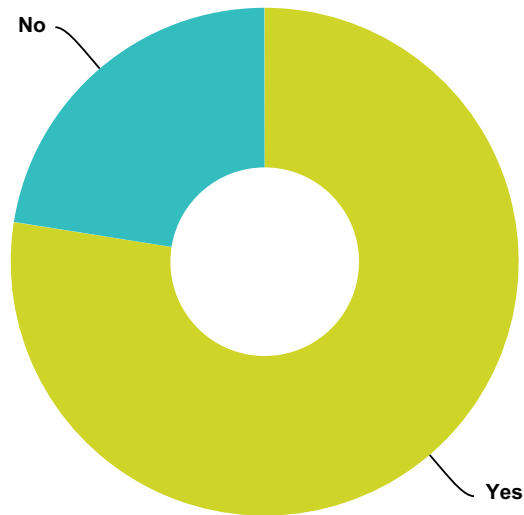
Answered: 120 Skipped: 33



Answer Choices	Responses	
Yes	26.67%	32
No	73.33%	88
Total		120

Q10 Do you know how to access the on-call after hours/weekend emergency number?

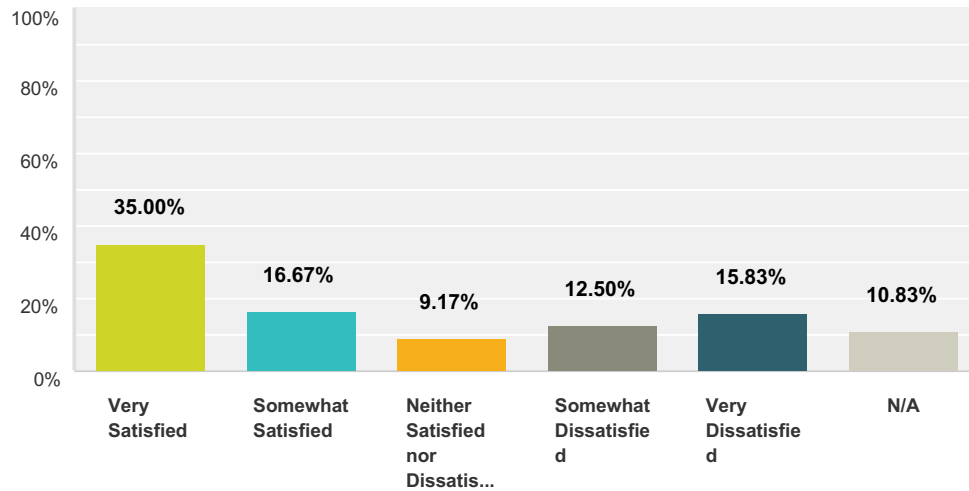
Answered: 120 Skipped: 33



Answer Choices	Responses	
Yes	77.50%	93
No	22.50%	27
Total		120

Q11 Please rate how satisfied you are with LHS communication of recruiting efforts to find staff for your open shifts?

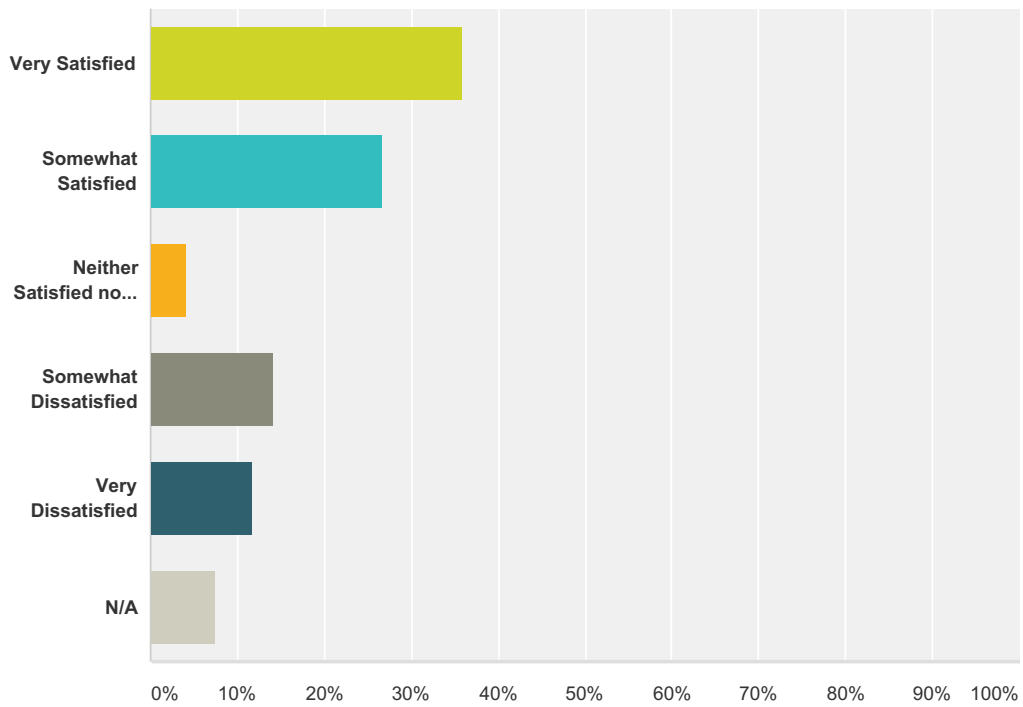
Answered: 120 Skipped: 33



Answer Choices	Responses	
Very Satisfied	35.00%	42
Somewhat Satisfied	16.67%	20
Neither Satisfied nor Dissatisfied	9.17%	11
Somewhat Dissatisfied	12.50%	15
Very Dissatisfied	15.83%	19
N/A	10.83%	13
Total		120

Q12 Please rate how satisfied you are with LHS staffing efforts

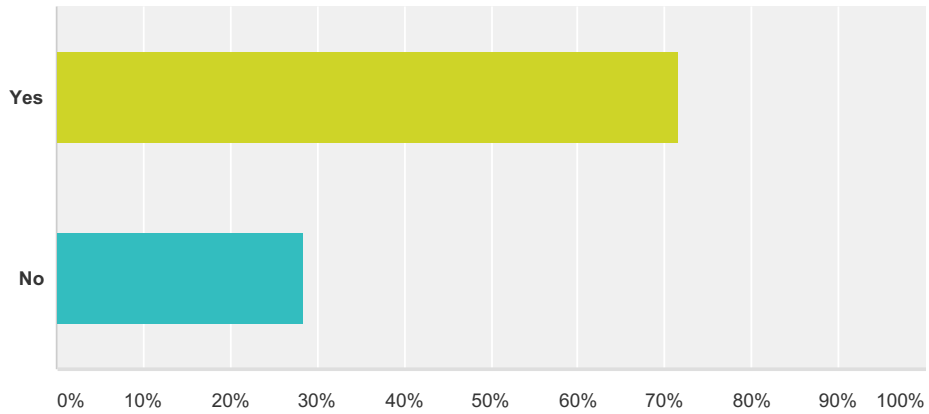
Answered: 120 Skipped: 33



Answer Choices	Responses	
Very Satisfied	35.83%	43
Somewhat Satisfied	26.67%	32
Neither Satisfied nor Dissatisfied	4.17%	5
Somewhat Dissatisfied	14.17%	17
Very Dissatisfied	11.67%	14
N/A	7.50%	9
Total		120

Q13 Do you feel you receive enough communication (phone, email, face to face) from your Clinical Supervisor to meet the needs of your case?

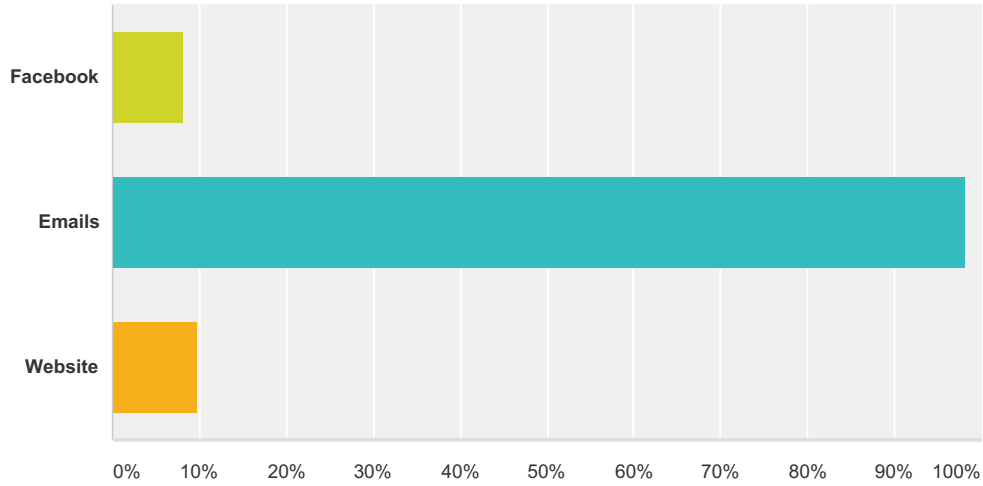
Answered: 120 Skipped: 33



Answer Choices	Responses	
Yes	71.67%	86
No	28.33%	34
Total		120

Q14 Please indicate which of the following you use/rely on to keep updated on LHS events, activities, closings, etc.

Answered: 111 Skipped: 42

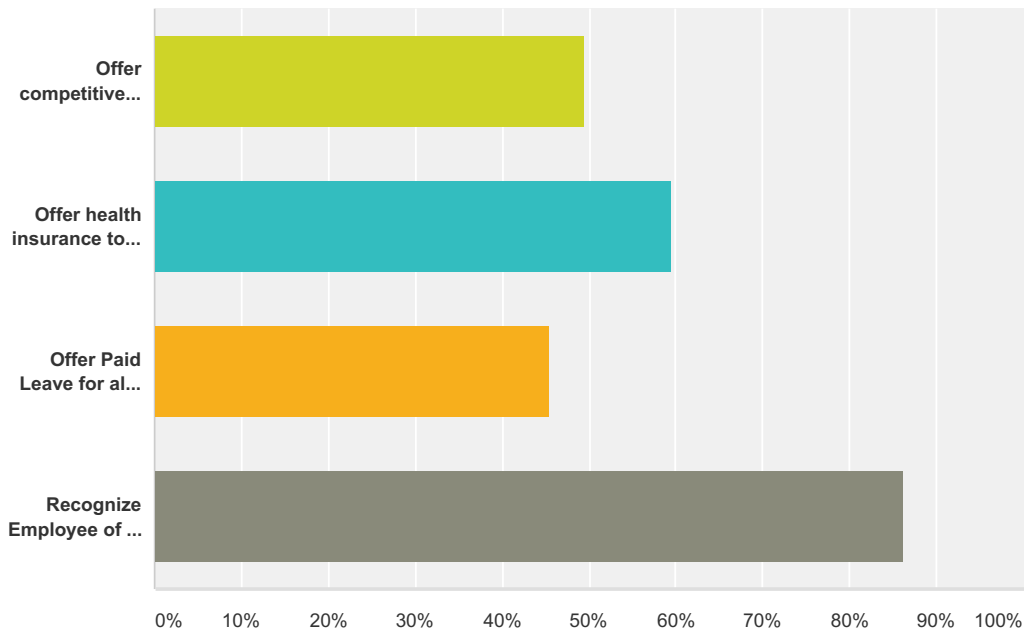


Answer Choices	Responses
Facebook	8.11% 9
Emails	98.20% 109
Website	9.91% 11
Total Respondents: 111	

#	Other (please specify)	Date
1	none. I have to get a print out from Amy or other staff person	1/11/2017 1:15 PM
2	my worker	1/2/2017 10:52 AM
3	none	1/2/2017 10:50 AM
4	combination of both email and phone	12/19/2016 8:40 AM
5	Usually the staff would fill us in, but being they're new to the company. They don't know either.	12/13/2016 5:39 PM
6	paper updates	12/11/2016 4:17 PM
7	text	12/7/2016 11:06 AM
8	Text	12/6/2016 11:21 PM
9	Calendars sent home with student	12/6/2016 6:07 PM
10	cell phone contact	12/5/2016 5:18 PM
11	And website	12/5/2016 2:03 PM
12	None	12/2/2016 9:26 AM
13	Phone	12/1/2016 9:32 PM
14	text and paper notices	12/1/2016 3:48 PM

Q15 Please indicate which of the following you were aware LHS does for employees

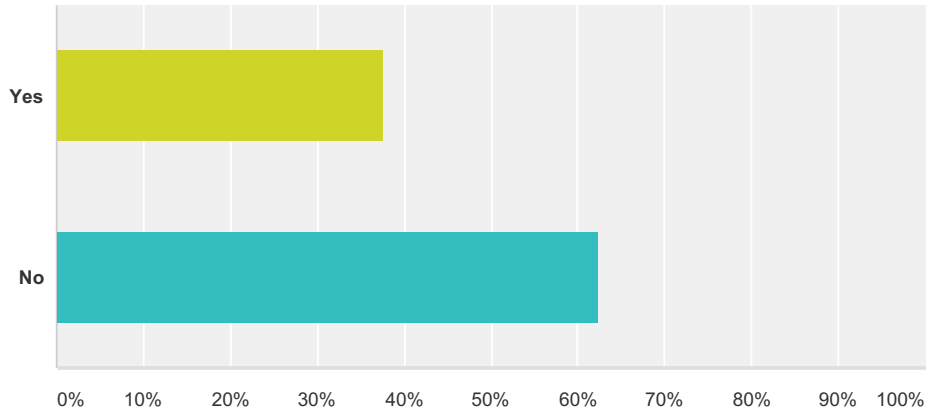
Answered: 101 Skipped: 52



Answer Choices	Responses
Offer competitive wages	49.50% 50
Offer health insurance to all employees who work 30 hrs/wk	59.41% 60
Offer Paid Leave for all employees who work 40 hrs/wk	45.54% 46
Recognize Employee of the Month for outstanding employees	86.14% 87
Total Respondents: 101	

Q16 Do you know how to access the client calendar/schedule in our OnTarget website located www.ontargetclinical.com by logging into the website and entering the client's first initial and last name (jdoe) with the password Lindley1! or the password family has reset it to and then hit schedule?

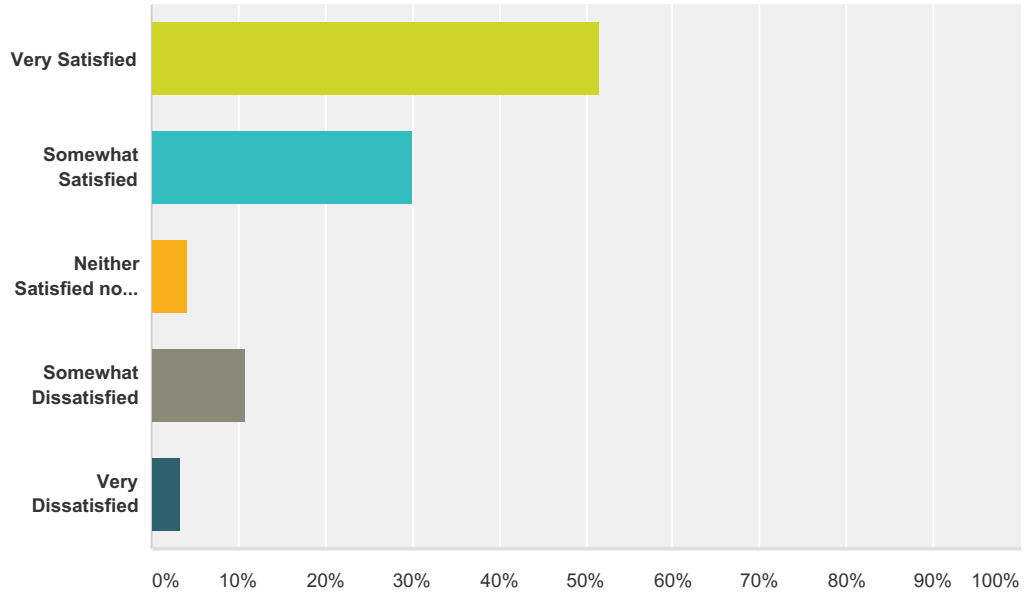
Answered: 120 Skipped: 33



Answer Choices	Responses	
Yes	37.50%	45
No	62.50%	75
Total		120

Q17 Please rate your overall satisfaction of the services you receive from Lindley Habilitation Services

Answered: 120 Skipped: 33



Answer Choices	Responses	
Very Satisfied	51.67%	62
Somewhat Satisfied	30.00%	36
Neither Satisfied nor Dissatisfied	4.17%	5
Somewhat Dissatisfied	10.83%	13
Very Dissatisfied	3.33%	4
Total		120