Cantalician Community Services

2012 Satisfaction Survey Results

Surveys were sent to all individuals who currently receive:

- Day Habilitation
- Prevocational Services
- Supported Employment
- Medicaid Service Coordination

Day Habilitation

22% of surveys were returned.

Day Habilitation

I am happy with my rehabilitation counselor:

- VERY HAPPY: 11
- HAPPY: 12
- SAD: 13
- VERY SAD: 11

I am happy with my habilitation specialist:

- VERY HAPPY: 11
- HAPPY: 13
- SAD: 12
- VERY SAD: 11
Day Habilitation

THE STAFF TREAT ME WITH COURTESY AND RESPECT

ALL THE TIME
SOME OF THE TIME
NOT VERY OFTEN
NEVER

2
23

THE STAFF HELP ME WITH MY PROBLEMS

4
11
20

I AM ABLE TO TELL STAFF WHAT I WANT IN MY PLAN

YES
NO
WRITE IN "SOMETIMES"

2
21

THE ACTIVITIES I DO ARE HELPING ME BECOME MORE INDEPENDENT

1
9
14

I GET OUT IN THE COMMUNITY DURING THE DAY

5
1
4
15

THERE IS ALWAYS SOMETHING TO DO

YES
NO
WRITE IN "SOMETIMES"

5
20

I AM WORKING ON GOALS OF MY CHOICES

YES
NO
WRITE IN "SOMETIMES"

1
24
Day Habilitation

MY AREA IS SAFE AND CLEAN

I WOULD TELL MY FRIEND TO COME TO CANTALICIAN COMMUNITY SERVICES

100% (25)

Comments about Day Habilitation

“[I like] that they teach me to knit, going out to restaurants, and my friends.”

“I’m grateful just to be able to come here and be with my friends.”

“I like] Doing art. Going on outings to Tim Horton’s. Going on the computer.”

“It’s perfect and great just the way it is.”

Prevocational Services

33% of surveys were returned.
I AM HAPPY WITH MY REHABILITATION COUNSELOR

- 21: Very Happy
- 26: Happy
- 2: Satisfactory
- 2: Slightly Satisfied
- 2: Slightly Dissatisfied
- 1: Dissatisfied
- 1: Very Dissatisfied

I AM HAPPY WITH MY PRODUCTION SUPERVISOR

- 22: Very Happy
- 25: Happy
- 2: Satisfactory
- 2: Slightly Satisfied
- 2: Slightly Dissatisfied
- 2: Dissatisfied
- 1: Very Dissatisfied

THE STAFF TREAT ME WITH COURTESY AND RESPECT

- 9: All the time
- 9: Most of the time
- 2: Not very often
- 2: Never

THE STAFF HELP ME WITH MY PROBLEMS

- 9: All the time
- 9: Most of the time
- 2: Not very often
- 2: Never

THE STAFF ANSWER MY QUESTIONS OR CONCERNS RIGHT AWAY

- 12: All the time
- 1: Most of the time
- 4: Not very often
- 4: Never

I AM ABLE TO TELL STAFF WHAT I WANT IN MY PLAN

- 4: Yes
- 1: No
- 2: Sometimes

I AM HAPPY WITH MY PAYCHECK

- 23: Very Happy
- 19: Happy
- 2: Satisfactory
- 2: Slightly Satisfied
- 2: Slightly Dissatisfied
- 2: Dissatisfied
- 1: Very Dissatisfied

THERE IS ALWAYS SOMETHING TO DO

- 16: Yes
- 33: No
Prevocational Services

I AM WORKING ON GOALS OF MY CHOICES

- 3: Yes
- 44: No

MY AREA IS SAFE AND CLEAN

- 11: Yes
- 38: No

Comments about Prevocational Services

- “[I like] the friendship I have with all my co-workers and the money I make when I do good work.”
- “[I like] boxes, cardboard, and sponges.”
- “I like the work I do and the money I make when I do good work; and my dad is very happy for me.”
- “I like the people I work with and the people that help me.”
Supported Employment

41% of surveys were returned.

**Supported Employment**

**I AM HAPPY WITH MY JOB COACH**

- 6: Very Happy
- 1: Happy
- 10: Not Very Often
- 2: Never

100% (11)

**MY JOB COACH TREATS ME WITH COURTESY AND RESPECT**

- 6: All the time
- 1: Most of the time
- 2: Not very often
- 9: Never

**Supported Employment**

**MY JOB COACH HELPS ME WITH MY PROBLEMS**

- 1: All the time
- 2: Most of the time
- 9: Not very often
- 1: Never

**MY JOB COACH ANSWERS MY QUESTIONS OR CONCERNS RIGHT AWAY**

- 2: All the time
- 2: Most of the time
- 10: Not very often
- 1: Never

100% (12)

**Supported Employment**

**I AM WORKING ON GOALS OF MY CHOICES**

- 100% (12)

**I AM ABLE TO TELL STAFF WHAT I WANT IN MY PLAN**

- 100% (12)
Supported Employment

MY JOB COACH HELPED ME FIND A JOB I LIKE

100%
(12)

I AM WORKING IN THE COMMUNITY

2
10

I WOULD TELL MY FRIEND TO GET SERVICES FROM CANTALICIAN COMMUNITY SERVICES

100%
(12)

Supported Employment

IF WORKING: I LIKE MY JOB

1
9

100%
(10)

IF WORKING: I AM WORKING ENOUGH HOURS

ALL THE TIME
SOME OF THE TIME
NOT VERY OFTEN
NEVER

Supported Employment

IF WORKING: MY JOB COACH IS HELPING ME BECOME MORE INDEPENDENT

2
8

100%
(10)

IF WORKING: PEOPLE AT WORK TREAT ME WITH COURTESY AND RESPECT

ALL THE TIME
SOME OF THE TIME
NOT VERY OFTEN
NEVER
Supported Employment

IF NOT WORKING: MY JOB COACH IS HELPING ME FIND A JOB

100% (2)

100% (2)

Supported Employment

IF NOT WORKING: I FEEL IT HAS TAKEN ME A VERY LONG TIME TO FIND A JOB

100% (2)

Comments about Supported Employment

“There is nothing wrong with my job coach. She’s doing a great job helping me finding a job for me to work! There is no one that would help me out [more] than a job coach.”

“We support this work. We appreciate the coaching and support provided in this job.”

“With the job coach doing a fantastic job helping me finding [a job] together. I would to stay with supportive work. I’ll give you guys an A+.”
Medicaid Service Coordination

32% of surveys were returned.

Medicaid Service Coordination

I AM HAPPY WITH MY SERVICE COORDINATOR

MY SERVICE COORDINATOR TREATS ME WITH COURTESY AND RESPECT

MY SERVICE COORDINATOR HELPS ME BECOME MORE INDEPENDENT

MY SERVICE COORDINATOR ADVOCATES FOR MY NEEDS
Medicaid Service Coordination

I AM ABLE TO TELL STAFF WHAT I WANT IN MY PLAN
48

I AM WORKING ON GOALS OF MY CHOICES
48

Medicaid Service Coordination

I AM ABLE TO TELL MY SERVICE COORDINATOR WHAT I WANT IN MY PLAN
48

I AM HAPPY WITH MY MEDICAL PROVIDERS
49

Medicaid Service Coordination

I LIKE WHERE I LIVE
47

I LIKE WHAT I DO DURING THE DAY
49

Medicaid Service Coordination

I AM ABLE TO GO OUT INTO THE COMMUNITY
30
Comments about Medicaid Service Coordination

“My MSC understand[s] what is best for my child, needs and wants and helps me out as best as she can with whatever I need. Thank you.”

“My MSC has been a godsend to my family. God bless [her] as she has certainly been a blessing in our lives.”

“My MSC is very pleasant to work with, always offering to offer assistance in anything she can.”

“My MSC is the utmost caring, compassionate and determined individual. We are very lucky to have her as our coordinator.”

Other Comments from Surveys

“Things I like about Cantalician:”

- “They are helpful and nice.”
- “The people.”
- “[What] I like most about working at Cantalician is friends and talking and working.”
- “They meet my needs and goals.”
- “Everyone knows each other. We work together.”
- “Provide excellent service for my daughter and her sister.”
“Things I don’t like about Cantalician:”
- “Not enough work.”
- “People annoying me while I’m trying to work.”
- “I don’t like the staff. Not big enough paycheck. Not enough work - bored. I would like to get out of work at 1:30 pm on days when there’s nothing to do.”
- “Too noisy. I got news for you, I don’t like noise. Gives me headache.”
- “Only thing if there was an after school program.”

“Changes I would like to see at Cantalician:”
- “Bigger paychecks and high paying jobs. Also needs loads of work with trying to learn money.”
- “Better air conditioning or air circulation. It’s very hot in the summer on the work floor.”
- “Kitchen and food prep.”
- “Wish List: partial covered walkway for commuters; covered shelter over picnic tables in back of building; fish tanks.”
- “I really don’t have anything that I would want to change about Cantalician Center because I love being a part of your development.”

Additional Comments:
- “Thank you for providing service coordination. I’m sure many other families have been as thankful for it as we are.”
- “Thank you for being there.”
- “I can say I finally got someone good on my side, helping me out.”