Individual and Family
Survey Results
2019

91% of the individuals and families we serve would recommend CCDS to others!

Who Responded…

The majority of responses were from **parents** of individuals served (56%). **Family Supports Services** (FSS) (30%) was the service most represented by the respondents, followed by **Residential Services** (27%).

How they rated CCDS…

The rating most frequently selected by respondents was 10 out of 10, "extremely satisfied".

The average rating of services provided by CCDS was 9.1 out of 10.

Person Centered Excellence Priorities

Respondents were asked rank whether CCDS is achieving the goals of our CQL Person Centered Excellence Plan established during accreditation.

The majority of respondents agreed or strongly agreed that CCDS was achieving each of the goals:

1. People have authority to plan and pursue their own vision.
2. The Catholic Charities workforce is stable and qualified.
3. People and families play meaningful leadership roles.

Six years in a row, the most frequent rating of services provided by CCDS:

10 out of 10!

CCDS Staff and Services

- 93% agreed staff are responsive to requests, questions or concerns.
- 90% agreed CCDS staff are available and accessible.
- 92% agreed CCDS staff know what is important to me and they help me achieve my goals.
- 93% agreed that they know whom to contact if they have a concern or problem with their services.
- 93% agreed CCDS staff respect them.

Excerpts from the survey…

"The ongoing program is great and I can't think of anything that would make it better."

"It gives me piece of mind and very helpful to all my needs."

"Overall I think everyone is doing a great job."

"I am so happy my daughter is with you guys. Maintaining excellent people is critical. Thank you for everything you do."

"Thank you for all that you are doing."

"Thank you so much for what you do - it really helps families!"

CATHOLIC CHARITIES
DISABILITIES SERVICES

"Turning disabilities into capabilities; providing quality services with integrity, compassion and respect."