

Individual and Family Survey Results

2024

Who Responded...

A total of **28 responses** (15%) were received. The majority of responses were from **parents** of individuals served (85%). **Residential Programs** (32%) was the service most represented by the respondents, with 29% from Family Support Services (FSS) and 25 % from Community Habilitation and Respite Services.

How they rated CCDS...

The average rating of services provided by CCDS was 7.9 out of 10. The rating most frequently selected by respondents was 10 out of 10, "extremely satisfied".

CCDS Staff and Services

- 84% agreed staff are responsive to requests, questions or concerns.
- 88% agreed CCDS staff are available and accessible.
- 95% agreed CCDS staff know what is important to me and help me achieve my goals.
- 88% agreed that they know whom to contact if they have a concern or problem with their services.
- 96% agreed CCDS staff respect them.

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

10 out of 10!



Excerpts from the survey about CCDS...

"The staff at the house presently are caring and show compassion."

"You are reliable and helpful."

"Excellent communication & prompt responses."

"Actually the agency does everything well. We are pleased with the help we receive."

Person Centered Excellence Priorities

Respondents were asked rank whether CCDS is achieving the goals of our CQAL 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.



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