

Individual and Family Survey Results

2018

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

Who Responded...

A total of **79 responses** (6.4%) were received. The majority of responses were from **parents** of individuals served (70%). **Service Coordination** (30%) was the service most represented by the respondents.

How they rated CCDS...

The average rating of services provided by CCDS was 8.8 out of 10.

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

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.

CCDS Staff and Services

- 92% agreed staff are responsive to requests, questions or concerns.
- 90% agreed CCDS staff are available and accessible.
- 89% agreed CCDS staff know what is important to me and help me achieve my goals.
- 91% agreed that they know whom to contact if they have a concern or problem with their services.
- 50% visit the CCDS website to get information.
- 94% agreed CCDS staff respect them.

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

10 out of 10!



Excerpts from the survey...

"Thanks for another great year of quality support in our lives, we couldn't do it without your staffs' dedication! We appreciate all that you do every day."

"Great communication with agency staff!"

CCDS staff "shows interest and concerns for our children's wellbeing... always ready to improve situations if possible."

"Very helpful for people in need"

"We feel relieved knowing CCDS is caring for our loved one."

"Thank you all at CCDS!"



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