

Individual and Family Survey Results

2017

93% of the individuals and families we serve would recommend CCDS to others!

Who Responded...

A total of **117 responses** (10%) were received. The majority of responses were from **parents** of individuals served (61%). **Service Coordination** (52%) was the service most represented by the respondents.

How they rated CCDS...

The average rating of services provided by CCDS was 8.6 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.

The most frequent
rating of services
provided by CCDS:

10 out of 10!



CCDS Staff and Services

- 90% agreed staff are responsive to requests, questions or concerns.
- 88% agreed CCDS staff are available and accessible.
- 87% agreed CCDS staff know what is important to me and help me achieve my goals.
- 90% agreed that they know who to contact if they have a concern or problem with their services.
- 55% visit the CCDS website to get information.
- 96% agreed CCDS staff respect them.

Excerpts from the survey...

"We thank you Catholic Charities, not sure how we could get along without your services."

"Great people work for CCDS and always helpful services."

"Thank you so much for taking care of us with your generosity."

"Great people. Always caring."

"The Catholic Charities are always there for us."

"We are very fortunate to have an amazing support team at Catholic Charities."

"...knowledgeable, accessible (always), courteous, patient and a pleasure to work with."

"Your program has been a God sent in the time of much need. God bless you and continue to reach out to families in much need of help! Thank you very much again!!!"



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