

LIFEDesigns

Customer Survey 2016

1. My relationship with LIFEDesigns is:

- Person receiving services
- Family member
- Guardian
- Advocate

2. I have been connected to LIFEDesigns for:

- Less than 1 year
- 1-2 years
- 3-4 years
- 5 or more years

3. I chose to receive services from LIFEDesigns because:

- Financial reasons
- Proximity to my family
- Amenities/services offered
- The staff
- I'm familiar with the LIFEDesigns' name and the services offered.

4. I am (or the person I'm answer on behalf of):

- Male
- Female
- Other: _____

5. My age (or the person I'm answering on behalf of):

6. Services I am involved in: (Check all that apply)

- Supported Living
- Supported Employment
- Night Owl electronic monitoring
- Behavior Support
- CEO (Education/Bloomington)
- BETA (Education/Columbus)
- Attendant Care
- Wellness Coordination
- Group Living (Dunn, Fairlawn, Highland, Jefferson, Limestone, Parklane, and Winslow)

7. I feel comfortable with staff who work with me.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

8. I feel safe in my environment where I receive services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

9. I am happy where I live.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

10. LIFE*Designs* staff respond quickly to questions I ask or problems I tell them about.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

11. I usually get the services and supports I ask for.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

12. I am satisfied with services and staff at LIFE*Designs*.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

13. I think LIFE*Designs* staff are trained to give me the supports I need.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

14. LIFE*Designs* staff assist me with my equipment at home, work, or in the community.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

15. *LIFEDesigns* offices are easy to get to and move around in.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

16. Are there *LIFEDesigns* buildings and homes that could be more accessible, and easier to get around in?

- Yes (If “yes” please specify which building/home.)
- No

Comments: _____

17. *LIFEDesigns* staff treat me with respect.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

18. I decide what goals or activities I want to work on for the next year.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Here is how I am involved: _____

19. Staff listen to what I say I want in my life.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments: _____

20. I would recommend LIFE*Designs* services to another person.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

This is what I would tell them: _____

21. LIFE*Designs* has helped make my life better.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Here is an example: _____

22. I am currently employed...

- Yes (If “yes” continue to question 23 and skip questions 28 & 29)
- No (If “no” skip to question 28)

I am working in the community...

23. I work at:

24. The number of hours I work each week are approximately:

- 1-10 hours per week
- 11-20 hours per week
- 21-30 hours per week
- 31-40 hours per week
- 40+ hours per week

25. What I like about my job: _____

26. My staff helps me build relationships with my co-workers by:

27. These are other things I would like to learn at my job that I currently am not doing:

I am not currently employed...

28. This is what *LIFEDesigns* staff can do to help get me a job:

29. This is what *LIFEDesigns* staff is currently doing to help me get a job:

About my *LIFEDesigns* staff...

30. These are the best things about the staff who work with me:

31. These are the things I wish staff did differently, or that I would change about my staff:

32. When there are changes in staff, the new staff should know these things about how to best support me:

33. *LIFEDesigns*. staff assist me with accessibility accommodations at home, work, or in the community. This includes getting around my community, communicating with people and businesses in my community, and helping me when I feel I am not able to do what I choose in the community.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

This is when I need accessibility accommodations: _____

34. How could *LIFEDesigns* make accommodations (e.g. communication devices, ramps, etc.) more available and understood both within *LIFEDesigns* and in the community?

35. If you had the chance to go elsewhere for services, would you?

- Yes
- Maybe
- No

Why? _____

36. Additional comments...things *LIFEDesigns* can improve and how? (May use back as well.)

