

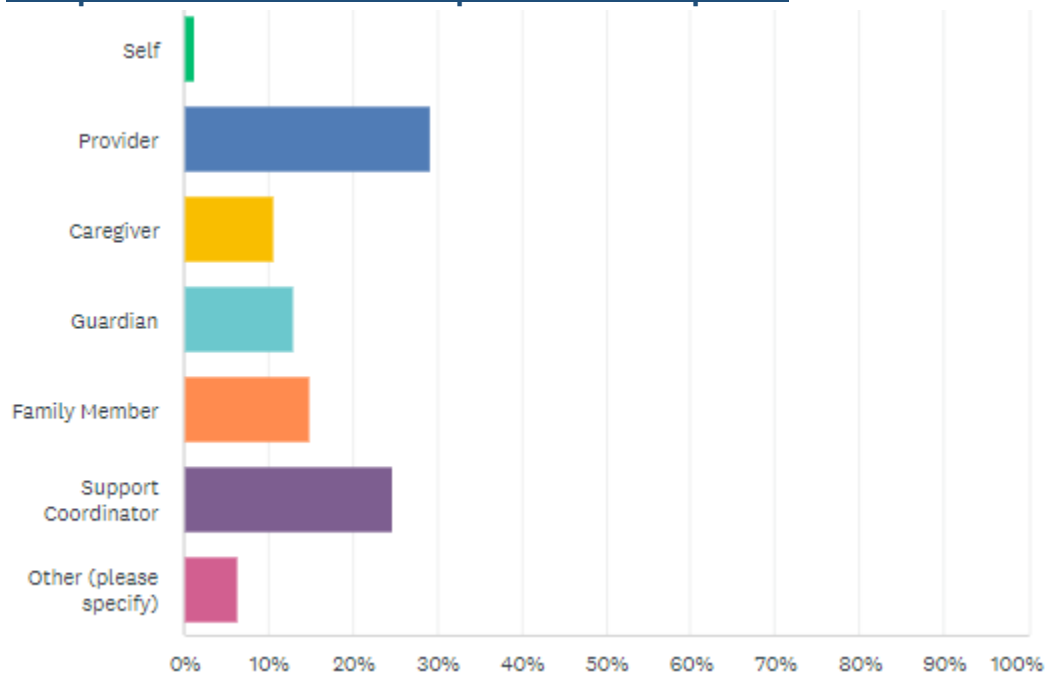


## SIS Satisfaction Survey 1/1/2024 – 3/31/2024

### FY 24 -3<sup>rd</sup> Quarter Totals

SIS Assessments completed	1379
Satisfaction Surveys collected	316
Completion rate	23%

### Respondent relationship to SIS recipient

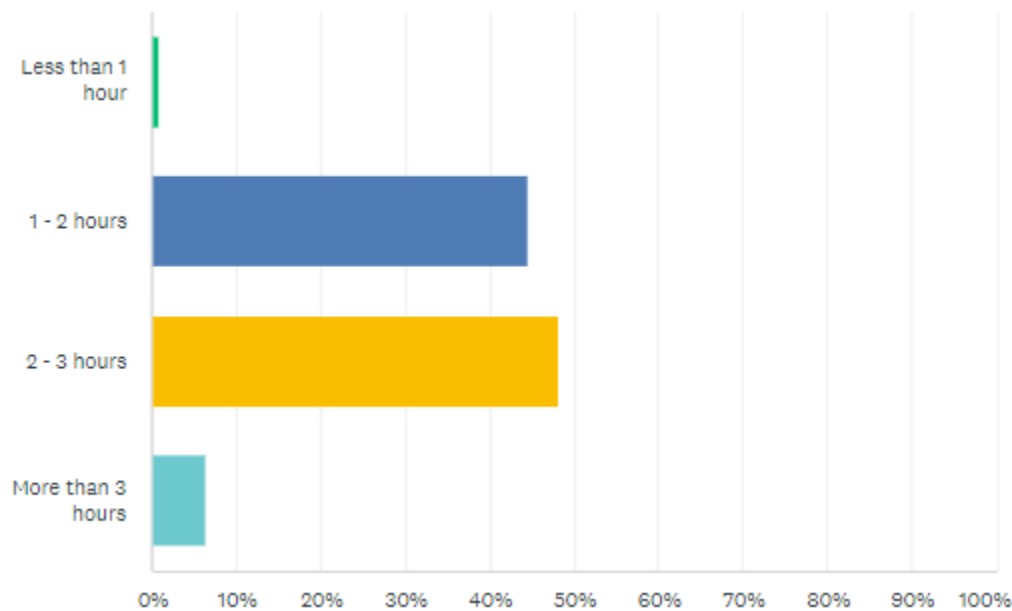


Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	4	92	34	41	47	78	20
	1%	29%	11%	13%	15%	25%	6%

## Satisfaction Survey Questions

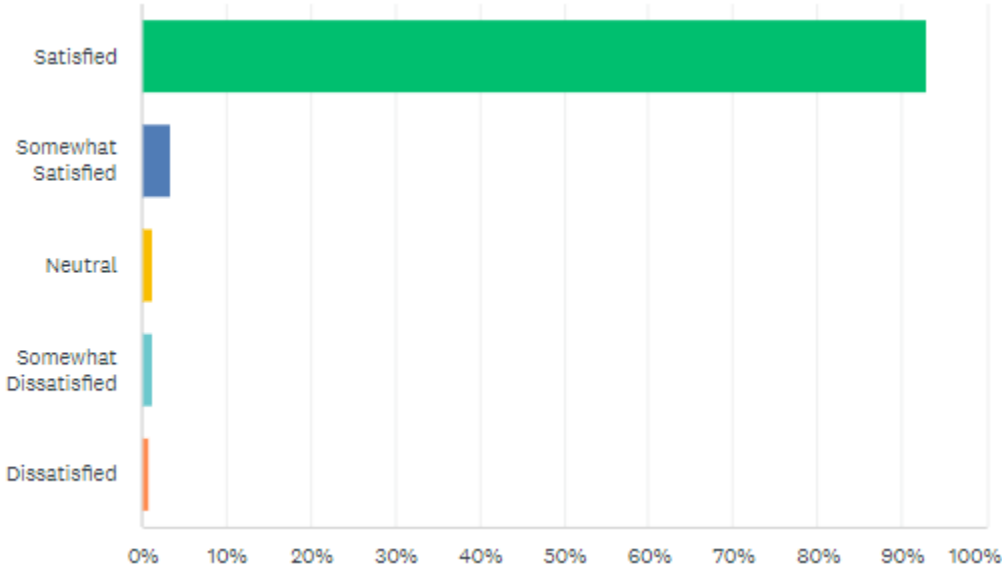
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	224	69	18	3	2
	71%	22%	6%	1%	1%
The interview was scheduled at a convenient time/date/place	249	59	5	0	3
	79%	19%	2%	0%	1%
The individual's support team was well represented	271	39	3	1	2
	86%	12%	1%	0%	1%
The assessor was patient, courteous and professional	285	24	2	2	3
	90%	8%	1%	1%	1%
The assessor took enough time to ask the questions	285	25	3	1	2
	90%	8%	1%	0%	1%
The assessor listened to my answers and comments	283	26	3	0	4
	90%	8%	1%	0%	1%
The assessor captured the individuals support needs	280	27	4	3	2
	89%	9%	1%	1%	1%
The assessor made an effort to speak directly with the individual	273	32	8	1	2
	86%	10%	3%	0%	1%

## Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	3	141	152	20
	1%	45%	48%	6%

## Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	294	11	4	4	3
	93%	3%	1%	1%	1%