

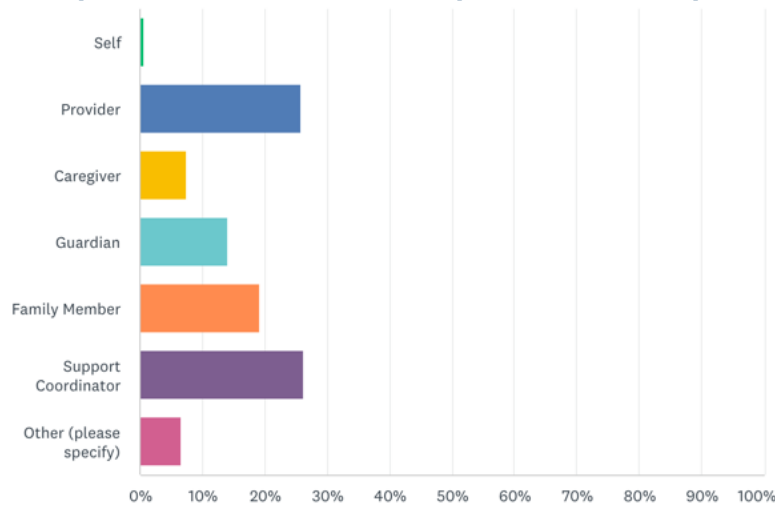


SIS Satisfaction Survey 4/1/2024 – 6/30/2024

FY 24 -4th Quarter Totals

SIS Assessments completed	1522
Satisfaction Surveys collected	333
Completion rate	22%

Respondent relationship to SIS recipient

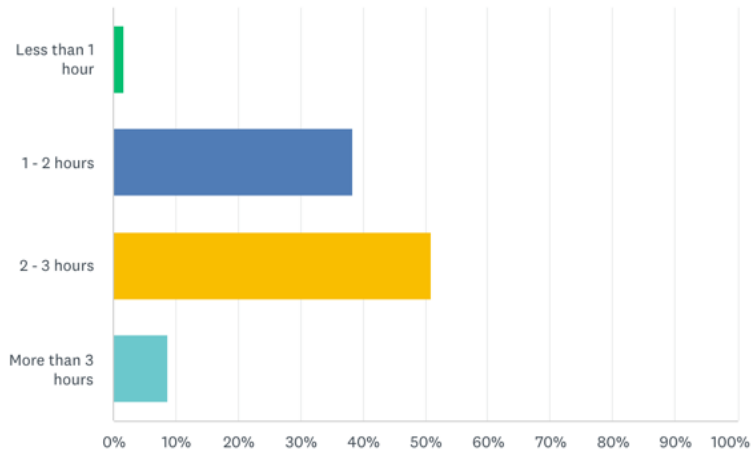


Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	2	86	25	47	64	87	22
	1%	26%	8%	14%	19%	26%	7%

Satisfaction Survey Questions

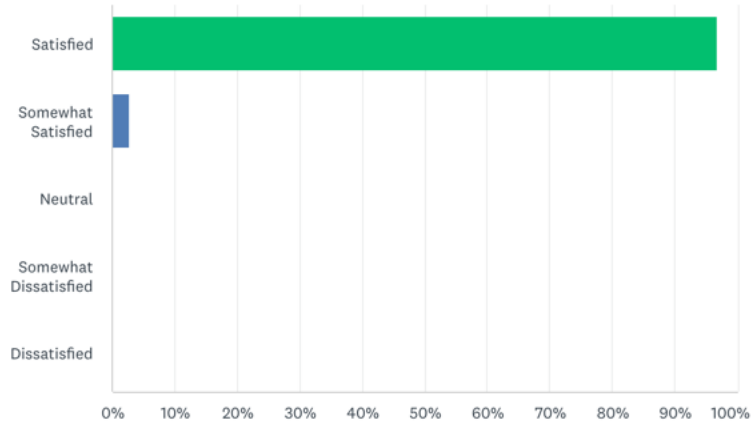
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	240	64	23	3	3
	72%	19%	7%	1%	1%
The interview was scheduled at a convenient time/date/place	266	56	7	2	2
	80%	17%	2%	1%	1%
The individual's support team was well represented	288	42	1	1	1
	86%	13%	0%	0%	0%
The assessor was patient, courteous and professional	313	18	0	0	2
	94%	5%	0%	0%	1%
The assessor took enough time to ask the questions	316	14	1	0	2
	95%	4%	0%	0%	1%
The assessor listened to my answers and comments	314	17	0	0	2
	84%	5%	0%	0%	1%
The assessor captured the individuals support needs	310	21	0	1	1
	93%	6%	0%	0%	0%
The assessor made an effort to speak directly with the individual	295	29	7	0	2
	89%	9%	2%	0%	1%

Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	6 2%	128 38%	170 51%	29 9%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	322	9	0	1	1
	97%	3%	0%	0%	0%