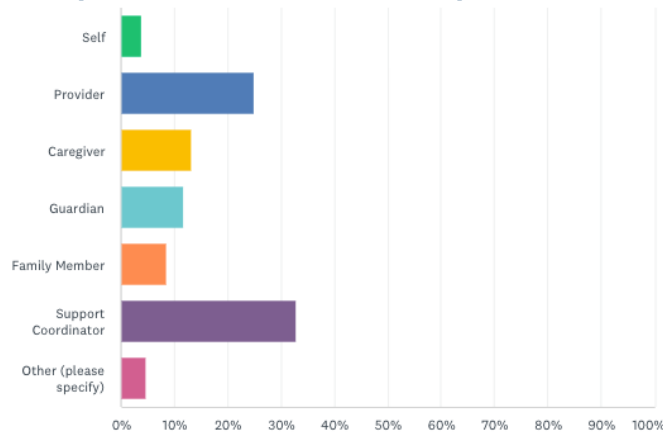




SIS Satisfaction Survey 7/1/2024 – 9/30/2024

	Combined
SIS Assessments completed	1441
Satisfaction Surveys collected	308
Completion rate	21%

Respondent relationship to SIS recipient

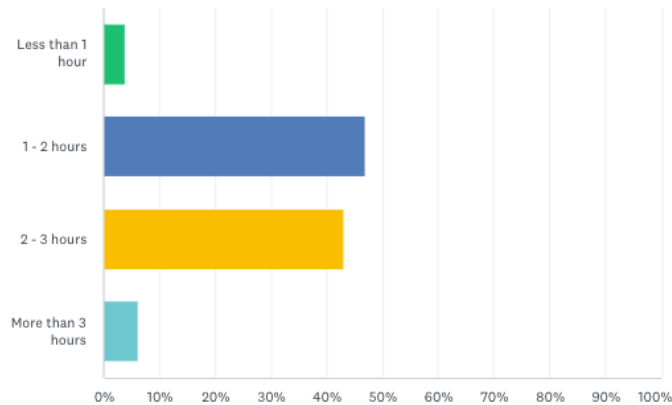


Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	10	68	41	40	46	85	18
	3%	22%	13%	13%	15%	28%	6%

Satisfaction Survey Questions

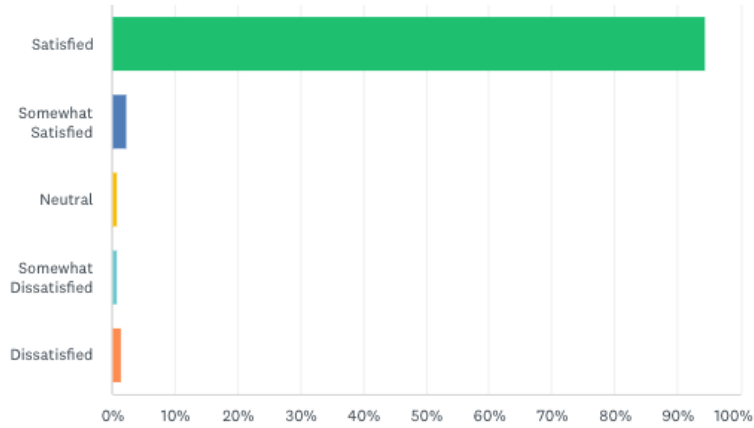
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	238	45	18	5	2
	77%	15%	6%	2%	1%
The interview was scheduled at a convenient time/date/place	244	55	6	3	0
	79%	18%	2%	1%	0%
The individual's support team was well represented	264	42	1	0	1
	86%	14%	0%	0%	0%
The assessor was patient, courteous and professional	286	19	1	0	2
	93%	6%	0%	0%	1%
The assessor took enough time to ask the questions	290	15	2	0	1
	94%	5%	1%	0%	0%
The assessor listened to my answers and comments	290	17	0	0	1
	94%	6%	0%	0%	0%
The assessor captured the individuals support needs	284	23	1	0	0
	92%	7%	0%	0%	0%
The assessor made an effort to speak directly with the individual	271	32	3	2	0
	88%	10%	1%	1%	0%

Interview Length



Questions	Less than 1 hour	1 - 2 hours	2 - 3 hours	More than 3 hours
How long was the interview	5	154	137	12
	2%	50%	44%	4%

Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	299	5	1	1	2
	97%	2%	0%	0%	1%