



Safe. Happy. Home. *A full life for individuals with disabilities and seniors.*

Survey Shows Enable Meets Consumers' Needs

"I love it here. I never want to leave."

Consumer Satisfaction Survey response

Enable's Director of Quality Assurance mails surveys to consumers and their families and/or guardians every two years. Consumers who require assistance are helped by Enable volunteers or interns. The data we receive back informs interested parties – including those seeking services – about Enable and guides our staff in improving programs.

Results from the 2016 Consumer Satisfaction Survey show that, overall, 86% of consumers are satisfied with our services:

- 95% of residential consumers expressed satisfaction
- 93% of families or guardians of residential consumers expressed satisfaction
- 90% of day services consumers expressed satisfaction
- 75% of families or guardians of day services consumers expressed satisfaction
- 90% of respite services consumers expressed satisfaction
- 75% of in home services consumers expressed satisfaction
- 100% of residential families and guardians stated that their loved ones like their neighborhoods.
- 100% of day services families and guardians are happy with staff, facilities, and available activities

Through the years, Enable's residential consumers have consistently rated Enable highly for inclusion, feeling safe, and satisfaction with staff. Day program consumers appreciate being treated with respect and having opportunities to try new things and make choices.

We thank everyone who responded to the survey. We take your responses seriously and Enable staff is drafting an action plan addressing areas which need improvement. In order to increase future survey response rates, Enable will continue to enlarge consumers' accessibility to and use of formal processes for providing feedback, including the use of various interfaces.