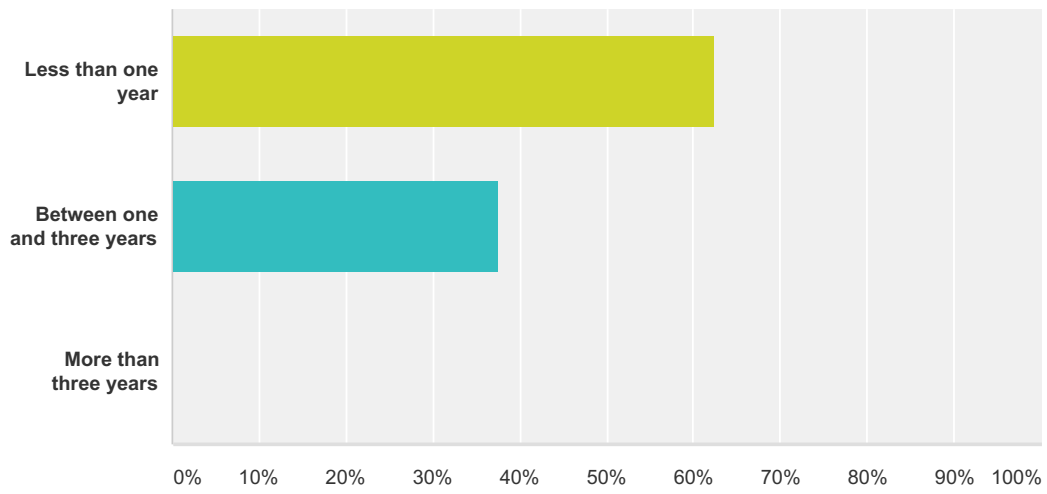




Independent Living Client Satisfaction Survey
2015

**Q1 I have been receiving services from
Hoyleton for...**

Answered: 8 Skipped: 0

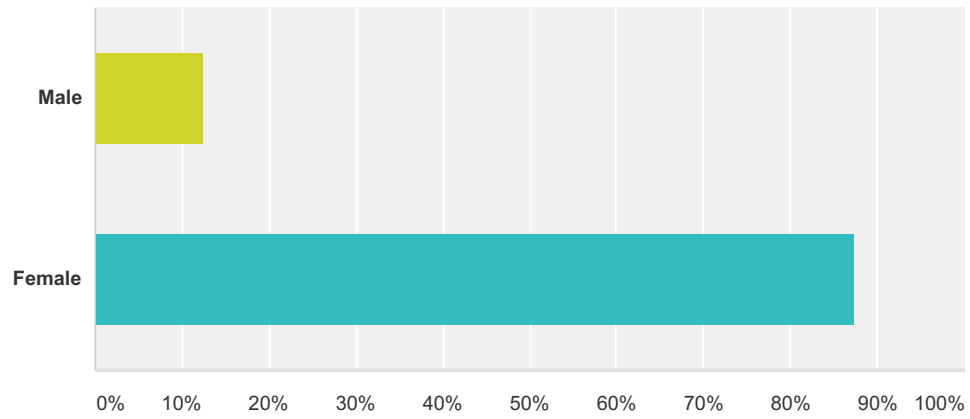


Answer Choices	Responses
Less than one year	62.50% 5
Between one and three years	37.50% 3
More than three years	0.00% 0
Total	8

Independent Living - 2015

Q2 My gender is...

Answered: 8 Skipped: 0

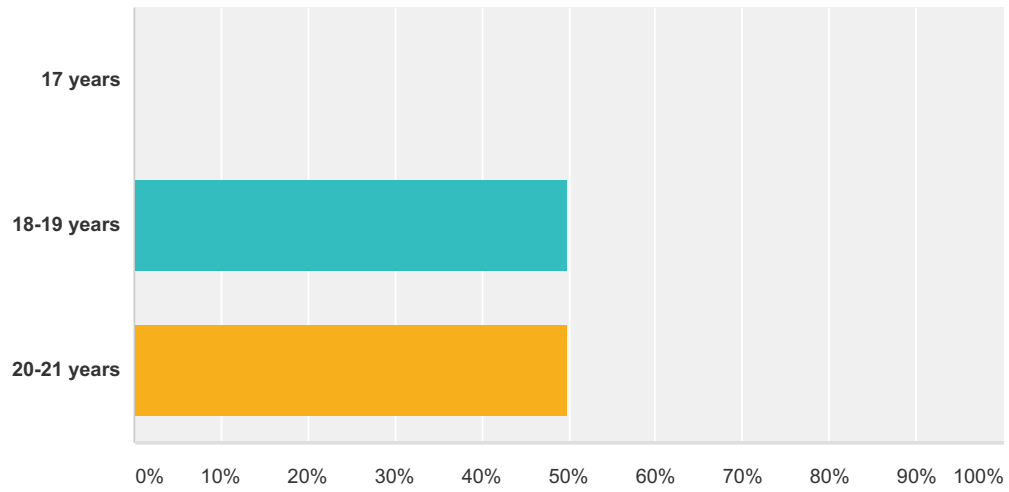


Answer Choices	Responses
Male	12.50% 1
Female	87.50% 7
Total	8

Independent Living - 2015

Q3 My age is...

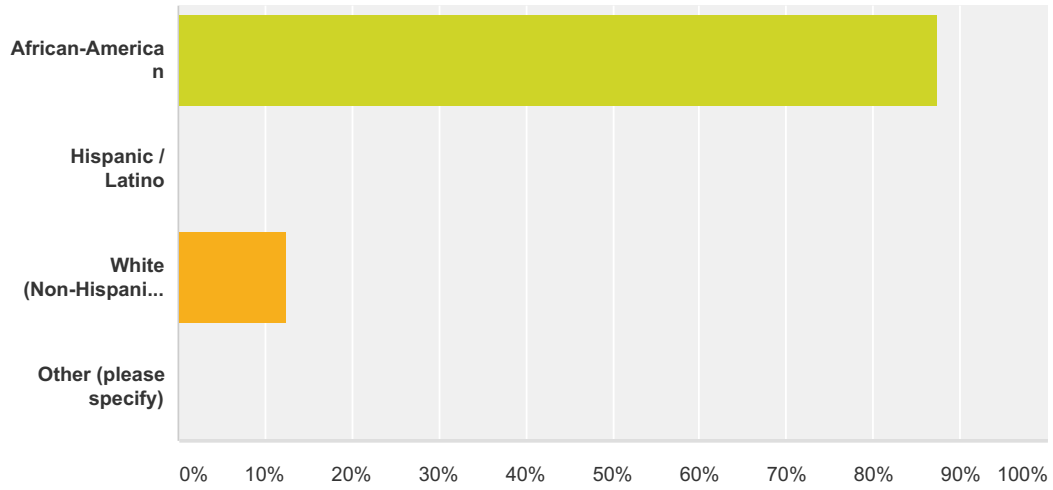
Answered: 8 Skipped: 0



Answer Choices	Responses
17 years	0.00% 0
18-19 years	50.00% 4
20-21 years	50.00% 4
Total	8

Q4 My racial / ethnic background is...

Answered: 8 Skipped: 0

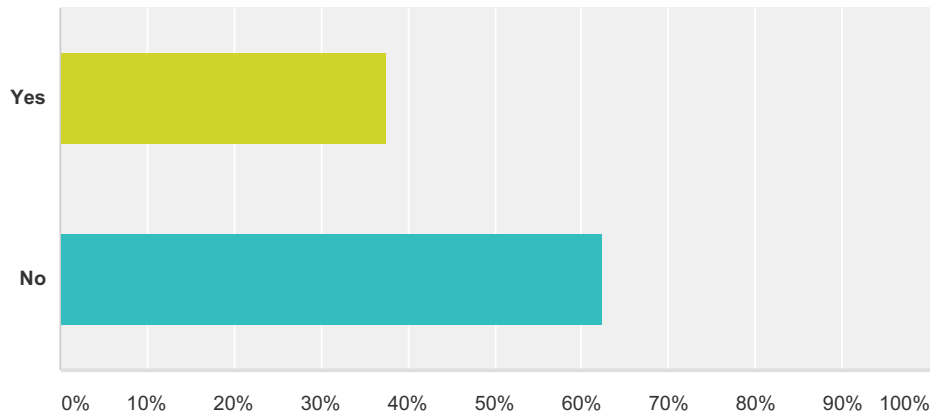


Answer Choices	Responses
African-American	87.50% 7
Hispanic / Latino	0.00% 0
White (Non-Hispanic / Latino)	12.50% 1
Other (please specify)	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q5 I am pregnant or a parent.

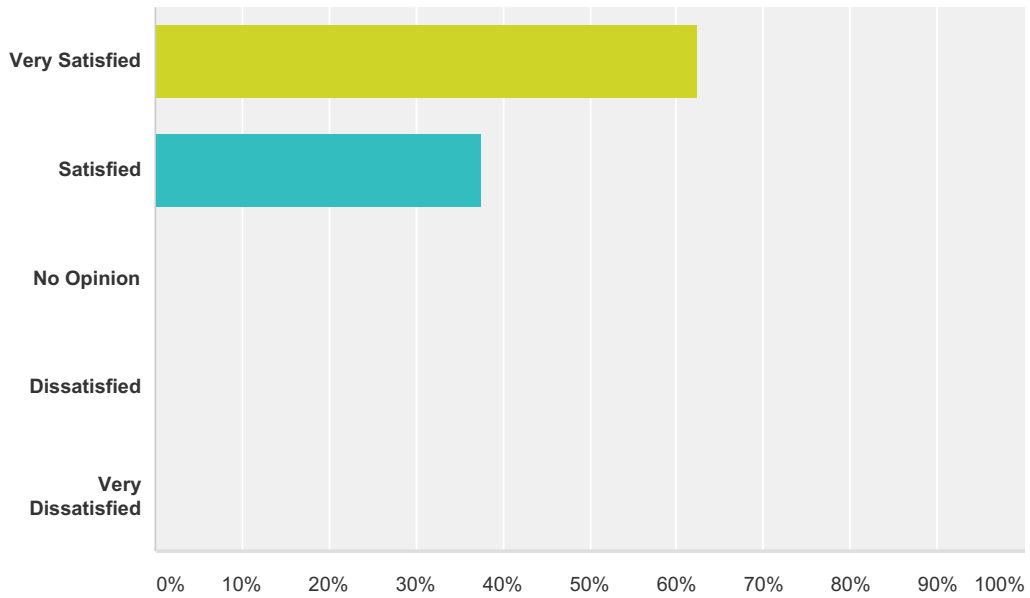
Answered: 8 Skipped: 0



Answer Choices	Responses	
Yes	37.50%	3
No	62.50%	5
Total		8

Q6 How satisfied are you with the respect and courtesy shown to you by staff?

Answered: 8 Skipped: 0

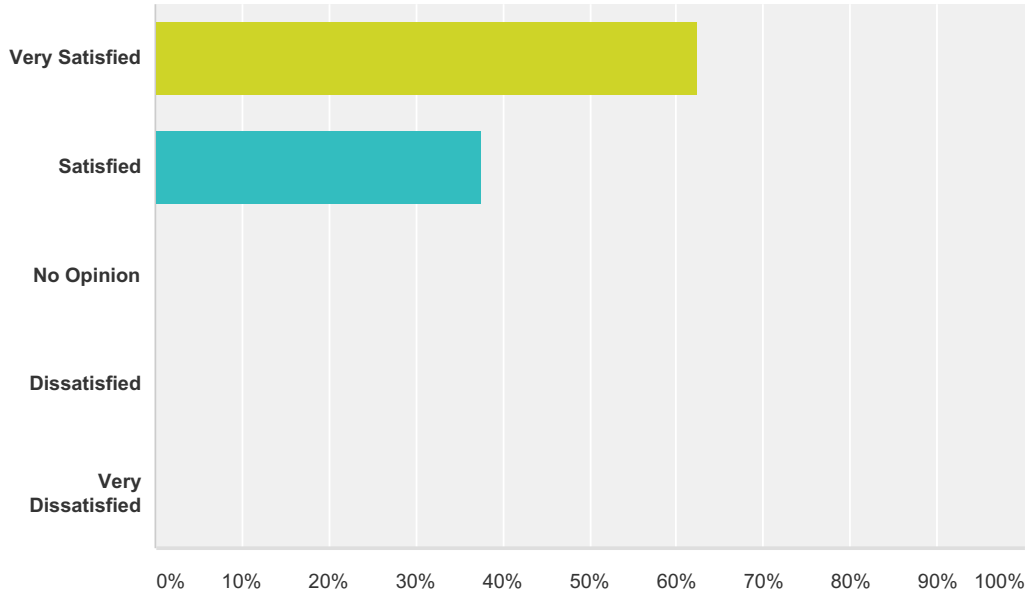


Answer Choices	Responses
Very Satisfied	62.50% 5
Satisfied	37.50% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q7 How satisfied are you with the timeliness of the response by staff to requests for service or answers to questions?

Answered: 8 Skipped: 0

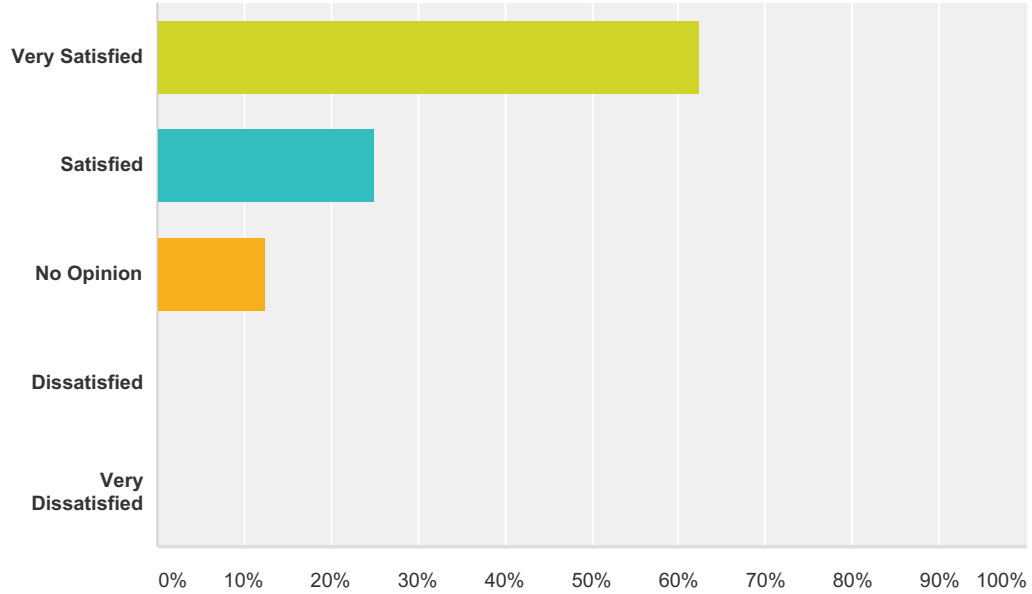


Answer Choices	Responses
Very Satisfied	62.50% 5
Satisfied	37.50% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q8 How satisfied are you with the knowledge, skill and professionalism of staff?

Answered: 8 Skipped: 0

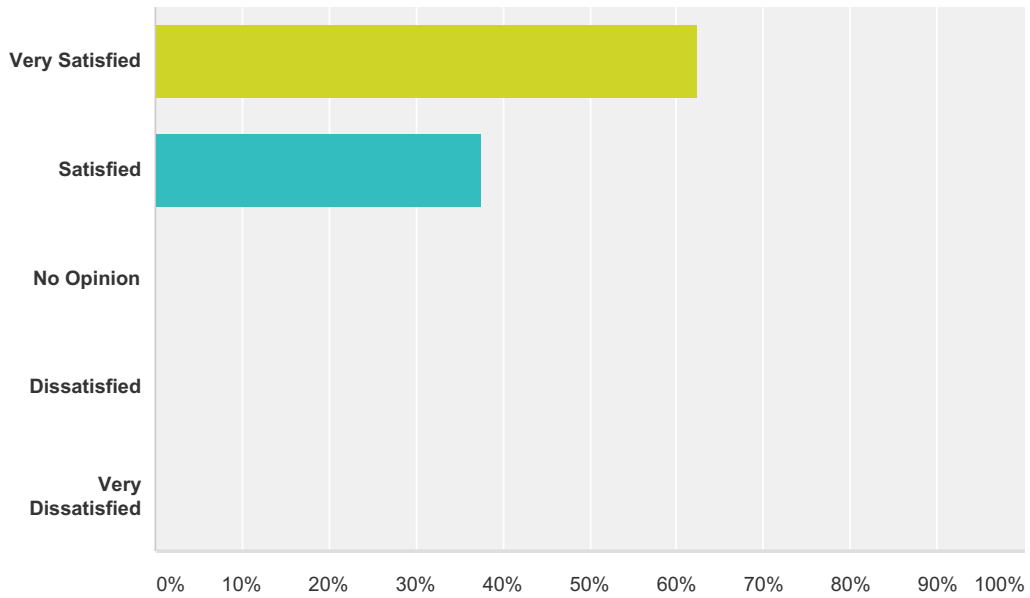


Answer Choices	Responses
Very Satisfied	62.50% 5
Satisfied	25.00% 2
No Opinion	12.50% 1
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
1	Very grateful because Hoyleton helps her out a lot.	4/13/2015 11:15 AM

Q9 How satisfied are you with the convenience of the office location?

Answered: 8 Skipped: 0

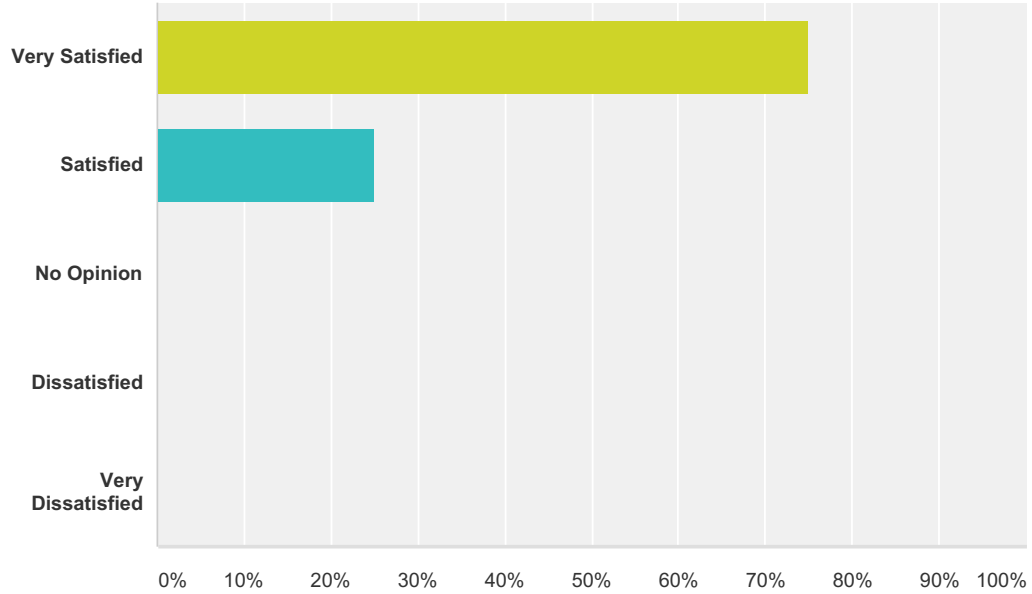


Answer Choices	Responses
Very Satisfied	62.50% 5
Satisfied	37.50% 3
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
1	Never had to go to office not sure where it is.	4/13/2015 10:12 AM

Q10 How satisfied are you with the frequency of communication between you and the staff working with you?

Answered: 8 Skipped: 0

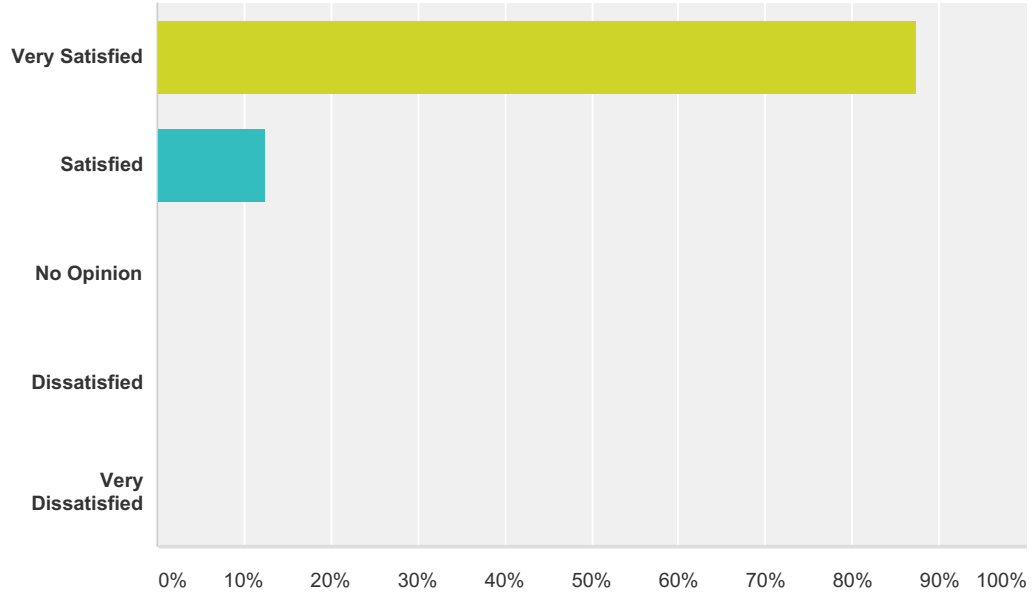


Answer Choices	Responses
Very Satisfied	75.00% 6
Satisfied	25.00% 2
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
1	Always around when I need her.	4/13/2015 11:15 AM

Q11 How satisfied are you with the opportunity to be involved in important decisions?

Answered: 8 Skipped: 0

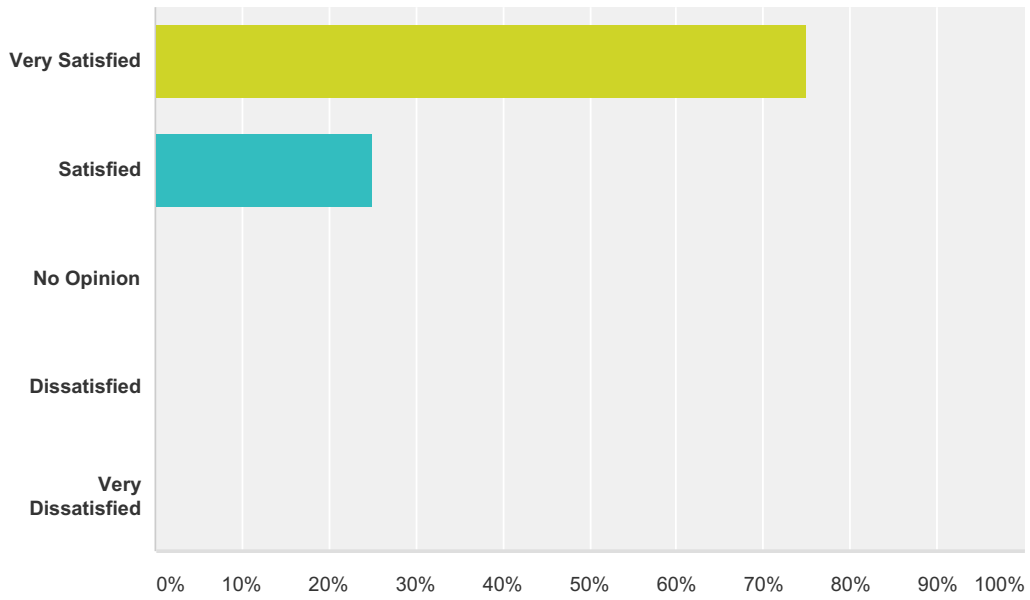


Answer Choices	Responses
Very Satisfied	87.50% 7
Satisfied	12.50% 1
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q12 How satisfied are you with the help you are receiving to be more independent?

Answered: 8 Skipped: 0

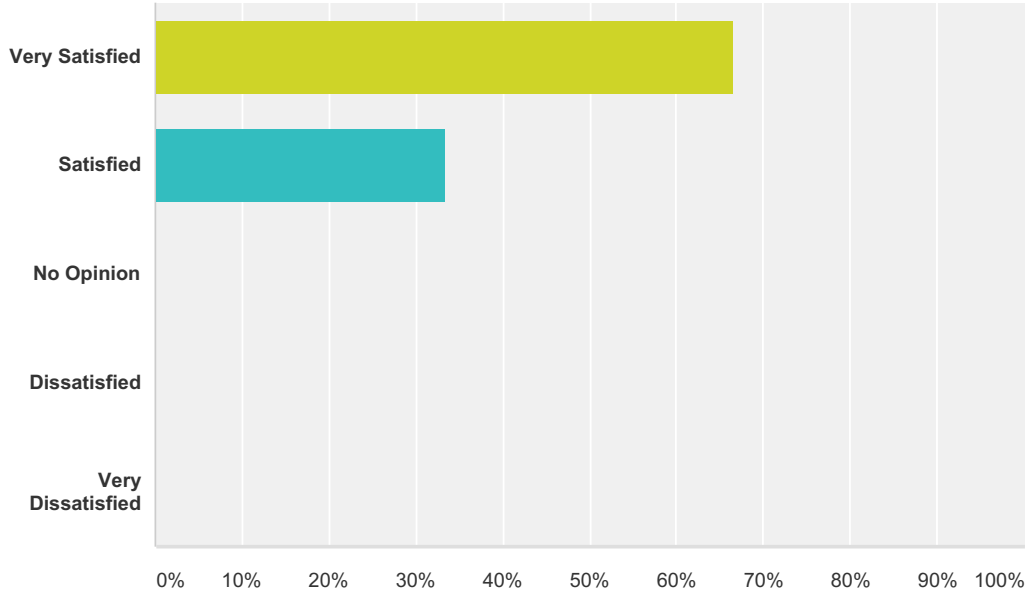


Answer Choices	Responses
Very Satisfied	75.00% 6
Satisfied	25.00% 2
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q13 FOR PARENTS ONLY: How satisfied are you with the assistance in parenting issues?

Answered: 3 Skipped: 5

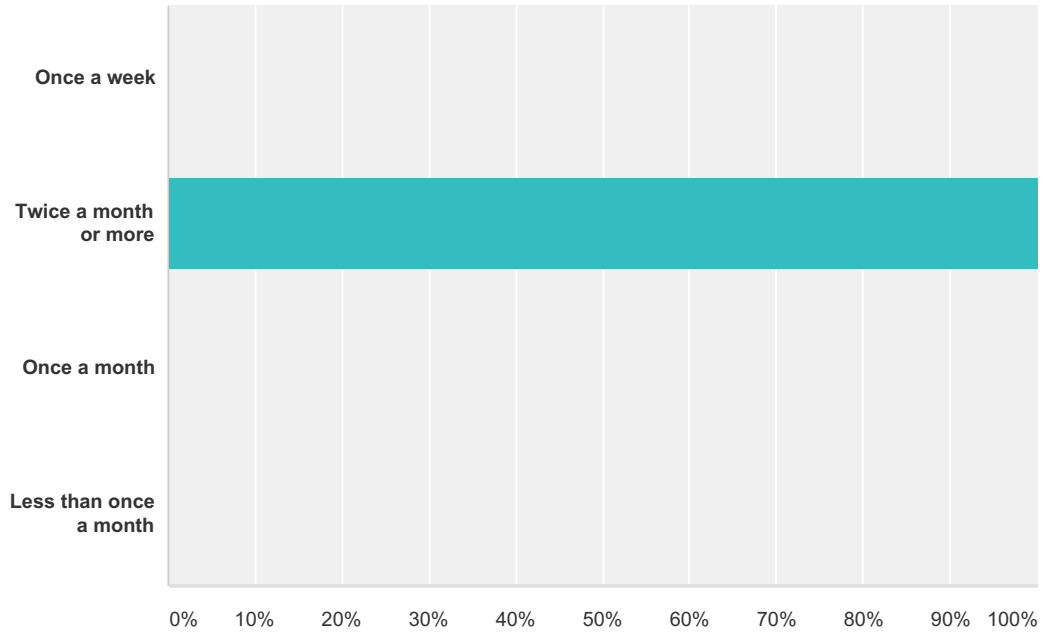


Answer Choices	Responses	
Very Satisfied	66.67%	2
Satisfied	33.33%	1
No Opinion	0.00%	0
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Total		3

#	Other (please specify)	Date
	There are no responses.	

Q14 My case worker meets with me...

Answered: 8 Skipped: 0

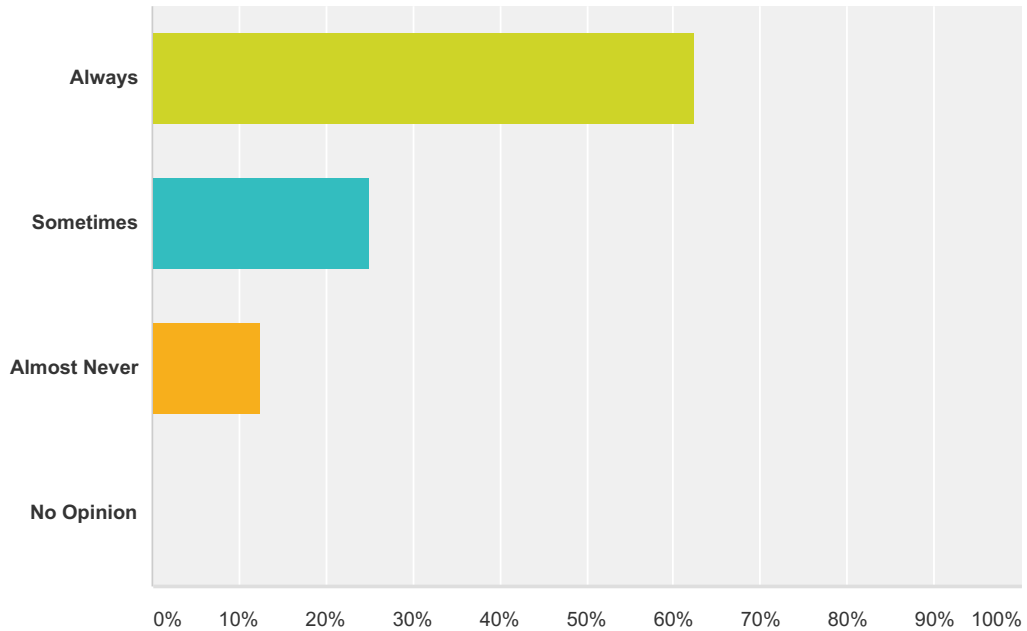


Answer Choices	Responses
Once a week	0.00% 0
Twice a month or more	100.00% 8
Once a month	0.00% 0
Less than once a month	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q15 My case worker arranges for me to attend Administrative Case Reviews (ACRs), Court Hearings and other important events.

Answered: 8 Skipped: 0

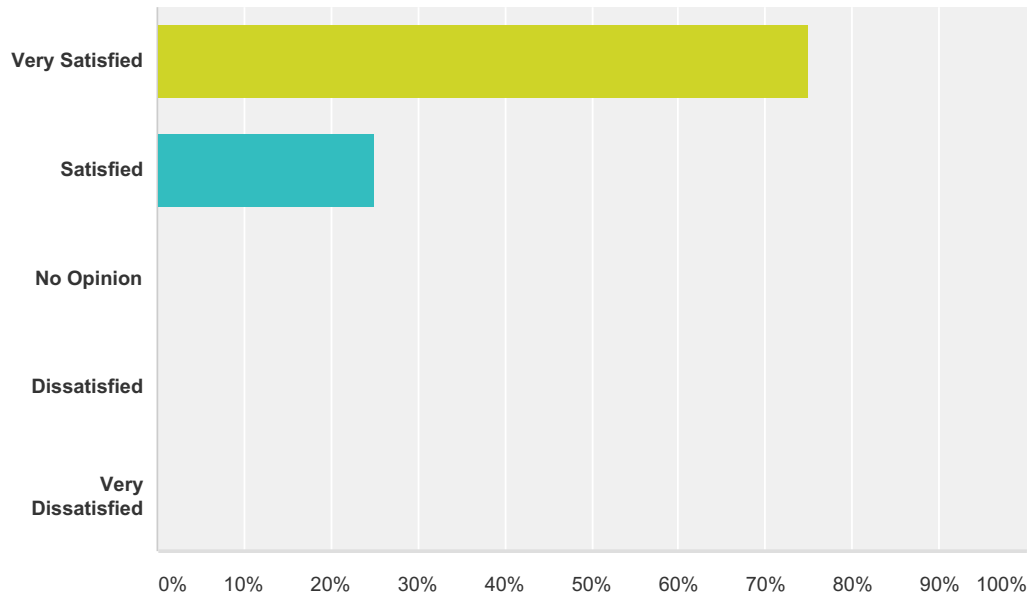


Answer Choices	Responses
Always	62.50% 5
Sometimes	25.00% 2
Almost Never	12.50% 1
No Opinion	0.00% 0
Total	8

#	Other (please specify)	Date
	There are no responses.	

Q16 Overall, how satisfied are you with the services provided?

Answered: 8 Skipped: 0

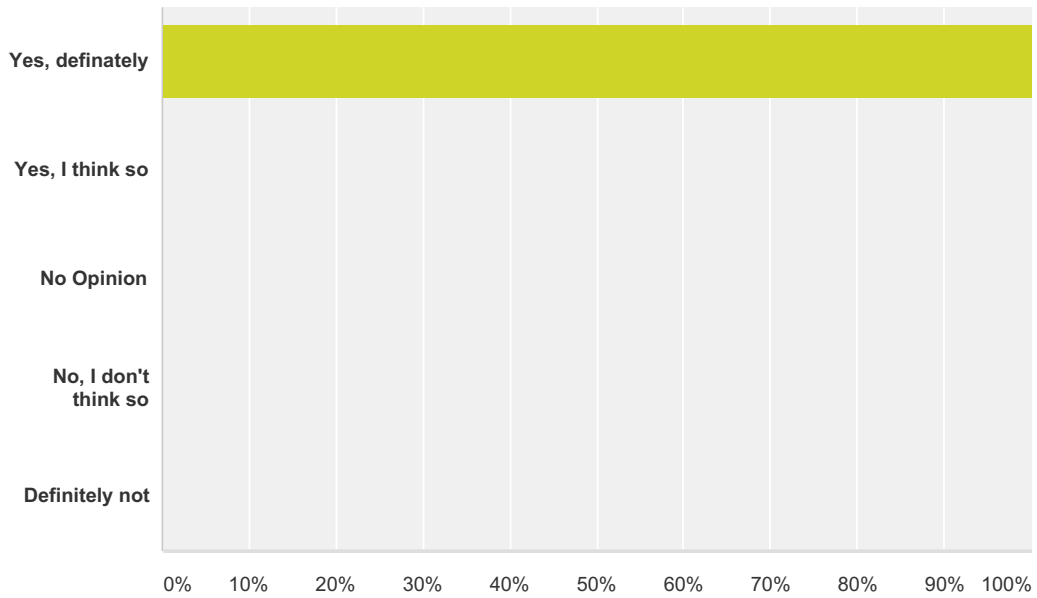


Answer Choices	Responses
Very Satisfied	75.00% 6
Satisfied	25.00% 2
No Opinion	0.00% 0
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
Total	8

#	Other (please specify)	Date
1	Helps me with things that I wasn't knowledgeable about	4/13/2015 9:49 AM

Q17 Would you recommend the services of Hoyleton to others?

Answered: 8 Skipped: 0



Answer Choices	Responses	
Yes, definately	100.00%	8
Yes, I think so	0.00%	0
No Opinion	0.00%	0
No, I don't think so	0.00%	0
Definitely not	0.00%	0
Total		8

#	Other (please specify)	Date
1	I have in the past	4/17/2015 2:26 PM

Q18 What do you like best about working with Hoyleton?

Answered: 8 Skipped: 0

#	Responses	Date
1	Give an opportunity to understand how the adult world works and budgeting	4/17/2015 2:26 PM
2	How they help you to be independent	4/13/2015 11:32 AM
3	They are always available, help to become great adult and great person, show love and support better than your real parents	4/13/2015 11:15 AM
4	Case worker is very professional communicate with me often and is the best caseworker I've had since being in DCFS	4/13/2015 10:12 AM
5	That Hoyleton work to the pace of every different ward work in the area that is needed.	4/13/2015 10:06 AM
6	No comment	4/13/2015 9:56 AM
7	Help me to learn a whole lot of things that my previous workers did not make me aware of.	4/13/2015 9:49 AM
8	The help	3/23/2015 10:59 AM

Q19 What could we do to improve our services?

Answered: 8 Skipped: 0

#	Responses	Date
1	Nothing I can think of right now.	4/17/2015 2:26 PM
2	Everything is fine	4/13/2015 11:32 AM
3	Continue to do what you are doing no improvement needed	4/13/2015 11:15 AM
4	Nothing I can think of	4/13/2015 10:12 AM
5	Nothing everything is fine	4/13/2015 10:06 AM
6	No comment	4/13/2015 9:56 AM
7	Work on the weekends be available 24/7	4/13/2015 9:49 AM
8	Nothing at this time	3/23/2015 10:59 AM