

**Trillium Services, Inc.
Satisfaction Survey
Results**



2009-2010

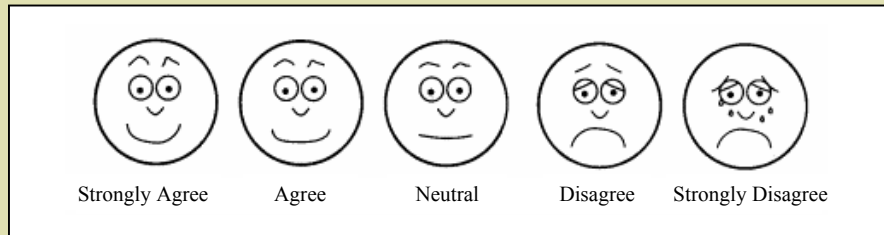


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Community Living Consumer Results

58 of 58
responded
100 %



◆ Do you like the house you live in?

Strongly Agree = 55 %
Agree = 28 %
Neutral = 7 %
Disagree = 3 %
Strongly Disagree = 7 %

Comments:

I need a bigger room.
I love my room.
I like the house and I like my roommates.
When I am done decorating, it will be more lived in.
Wish the jets were working in my tub.
I love my rocking chair.
I love how nice and clean and how nice of an area it is.
I like where I live; the neighborhood is safe.
I just all-around like it here.

◆ Do you get along with your roommates?

Strongly Agree = 40 %
Agree = 31 %
Neutral = 14 %
Disagree = 5 %
Strongly Disagree = 10 %

Comments:

We watch movies together.
We have disagreements sometimes.
They are my friends, they're good guys.
My roommates have different interests.
I get along with all my roommates.
My roommates are great.

◆ Do you feel like you are a part of your community?

Strongly Agree = 50 %
Agree = 38 %
Neutral = 9 %
Disagree = 0 %
Strongly Disagree = 3 %

Comments:

I want to volunteer and do more fun activities outdoors.
Sometimes I wish I could be more involved.
No, because we don't go downtown.
The neighbors are nice.
I go to the mall and the movies.
My staff gets me to my sports.
I like the concerts and games.

◆ Do you feel safe in your home?

Strongly Agree = 66 %
Agree = 26 %
Neutral = 3 %
Disagree = 2 %
Strongly Disagree = 3 %

Comments:

The staff protect me from my roommates, otherwise it's safe.
My house is very safe.
Not when my roommate is mad.
Sometimes the animals around my home frighten me.
I feel safe with staff here.
My house is very safe.

◆ **Is your room arranged and decorated the way you want?**

Strongly Agree = 66 %
Agree = 23 %
Neutral = 3 %
Disagree = 3 %
Strongly Disagree = 5 %

Comments:

My room is not big enough.
My mom and staff keep it very nice.
I rearrange objects in my room all the time.
I love cows, purses, pigs, and boxes.
I like my room.
I decorate my room on my own.
My mom and dad are on the wall.

◆ **Do you have the opportunity to meet new people and make new friends?**

Strongly Agree = 48 %
Agree = 37 %
Neutral = 10 %
Disagree = 0 %
Strongly Disagree = 5 %

Comments:

When I was in school at LSC I made new friends.
My staff help me.
It's hard for me to get to know new people at first.
I get out to a lot of activities where there is potential to meet people.

◆ **Are you treated with respect?**

Strongly Agree = 55 %
Agree = 29 %
Neutral = 13 %
Disagree = 0 %
Strongly Disagree = 3 %

Comments:

I know that staff make sure for me.
No, I am not treated with respect.
I need more time to respond to requests.
Not in the mornings, sometimes I'm not respectful.

◆ **Does Trillium Services provide you with enough information to make a choice/ decision?**

Strongly Agree = 45 %
Agree = 43 %
Neutral = 9 %
Disagree = 0 %
Strongly Disagree = 3 %

Comments:

They help me with what I want to do.
Not all the time.
I struggle with decisions sometimes.
Staff give me information.
My staff makes sure to help me with this.



◆ **Do people at Trillium Services listen to you when you have a concern?**

Strongly Agree = 47 %
Agree = 40 %
Neutral = 8 %
Disagree = 2 %
Strongly Disagree = 3 %

Comments:

The staff and supervisors are good listeners.
Staff respond well to verbal cues.
Staff make sure I tell them if I have concerns or problems.
Staff try to help me as much as they can.
My staff always listen to me.
No, not to me at all.
I struggle to tell them, and they struggle to understand.

◆ **Do you feel Trillium Services has given you enough information to understand your rights and responsibilities?**

Strongly Agree = 52 %
Agree = 28 %
Neutral = 15 %
Disagree = 2 %
Strongly Disagree = 3 %

Comments:

I went to the inservice.
 I enjoy consumer rights training.
 My staff and I review them.
 Yes, but sometimes I feel like there's not enough.

◆ **Who chose your personal goals?**

Comments:

My staff and team work on making goals for me.
 Myself.
 Myself and my team.
 I did myself.
 I do, I am my own guardian.
 Case Managers and guardians.



◆ **What successes are you most proud of?**

Comments:

I am getting very good at speech	Going to my parents' 3/wknds. mo.	Having a girlfriend
Volunteer my time at St. Mary's	Making new friends	Counting my money
I am proud of my job and want to keep it	Learning to golf	Learning about medicine
My beautiful new home	My budgeting	Having a pet
Doing my own laundry and vacuuming	Counting my money	Taking trips
Losing weight, making food choices	Doing my checkbook	Baking
Getting my drivers license	Getting a job	Counting my money

◆ **What do you enjoy doing in your community?**

Comments:

Shopping - I like to push the cart	Going to church & coffee	Special Olympics, shopping
Animal Allies and working	Playing basketball & volunteering	Canal Park
Bowling, softball, biking	Visiting "babies", taking pictures	Movies in the Park
Out to eat, walking, Omnimax	Golfing, hockey games, zoo	To shows & out for pie
Carnival Thrills, soccer, coffee	Going for walks & to Petco	Birthday parties
Movies, shopping, going to see family	Swimming at CPF, movies, library	Going to watch the boats
Swimming, swinging, car rides	Spending time with friends	Going to the mall & movies

◆ **Please list a right or responsibility that is most important to you.**

Comments:

Having choices/being informed of my options	Choosing my own activities	To be treated with respect
Having someone to talk to	Going where I want to go	I get alone time
Going grocery shopping	Buying the things I want	Personal space
Pick out my own clothes	Personal privacy—I like my space	Setting up my own meds
Right to get married	To work and make money	Right to call my family
Making my own choices	My right to vote	Freedom of choice

◆ **What are some of the choices you make on your own?**

Comments:

What to do, what movies to watch
 What I want to buy, what's for lunch
 To visit Dad's grave on Memorial Day
 What to get for my apartment
 Keeping the house clean

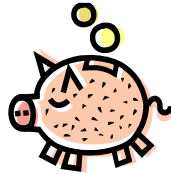
Cooking, cleaning, walking dogs
 How to spend my money
 What clothes I wear
 Choices on the menu planner
 Trying to save money

Weekly activities
 When to go to bed
 What to cook
 Date night, TV shows
 When to see friends

◆ **What are some of the choices you make with others?**

Comments:

Activities with other people
 Where to have coffee
 Invitations to send to events
 Help picking outcomes
 Transportation coordination
 When to go shopping



Things to do in the community
 Difficult ones
 Moving to a new house
 When to go to bed
 Healthy eating guidelines
 What chores I need to do

New goals to work on
 Budget money
 Help with medication
 Comparing prices
 What trips we go on
 Help with my daughter

◆ **What do you like best about your services?**

Comments:

My staff are fun
 Going out for fun activities
 Having nice people help me
 Spending a lot of time outside
 My staff is very helpful
 It's all good
 That they are strict, and I like the activities

I can do more in the community
 Having a routine for staff to follow
 Having staff take me places
 Picnics, meeting new staff
 Can have overnights with my fiancé
 They help with problems

My home
 More independent
 Respect and privacy
 Staff there 24/7
 Doing different stuff
 Like seeing Jen & Angela

◆ **If you could change something about your services what would it be?**

Comments:

To live on my own
 Let me go to bed earlier
 I want more independence than staff allows
 New outings in the community
 Getting computer back, or my own computer

Get a car
 Nothing—I'm really happy
 More adaptive equipment
 Train new staff more
 Nothing needs changing

Get the bathtub jets fixed
 Get to smoke when I want
 Learn how to shave
 More alone time
 Leave it like it is

◆ **Would you recommend Trillium Services to others?**

Yes = <u>78</u> %
No = <u>22</u> %



Community Living Family/Guardian Survey Results

25 of 56
responded
45 %

◆ How would you rate the services your son, daughter, or ward receive?

Excellent = 56 %
Good = 44 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.



◆ How would you rate the relationship you have with the individual staff who provide services to your daughter, son, or ward?

Excellent = 44 %
Good = 44 %
Fair = 12 %
Poor = 0 %
Unknown = 0 %

Comments:

Would like more updates—phone calls.
Too much turnover in residential home—why?
Staff are responsive and respectful.
New house supervisor.
I think the communication is awesome and important.

◆ How would you rate the responsiveness of Trillium Services in addressing your questions or concerns?

Excellent = 52 %
Good = 48 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ How well does Trillium Services promote community inclusion for your ward, son, or daughter?

Excellent = 48 %
Good = 48 %
Fair = 0 %
Poor = 0 %
Unknown = 4 %

Comments:

Staff support for involvement in any activities she is interested in.

◆ How would you rate the level of time and space offered to your son, daughter, or ward?

Excellent = 44 %
Good = 48 %
Fair = 8 %
Poor = 0 %
Unknown = 0 %

Comments:

Due to Michelle's behaviors, it's limited. We want more time.

◆ **How would you rate the overall communication regarding service delivery?**

Excellent = 40 %
Good = 56 %
Fair = 4 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ **How flexible are the support services your son, daughter, or ward receives?**

Excellent = 40 %
Good = 56 %
Fair = 4 %
Poor = 0 %
Unknown = 0 %

Comments:

Very flexible, very accommodating, and usually okay for the last-minute change.

◆ **How would you rate the support your daughter, son, or ward receives in asserting their rights and responsibilities?**

Excellent = 44 %
Good = 44 %
Fair = 8 %
Poor = 0 %
Unknown = 4 %

Comments:

I feel that sometimes they are shot down regarding how they feel.
Good communication.

◆ **Do you feel that your ward, son, or daughter is connected to his/her community?**

Yes = 96 %
No = 4 %

If so, How:

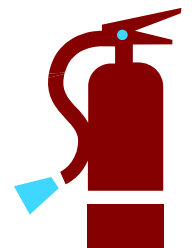
Very involved in numerous activities.
Participates in local activities.
He works and takes part in various community activities.
He is getting out often with the senior program.
I think it's important to see her out in the community doing activities and practicing social skills.

◆ **How would you rate the overall safety of your ward, son, or daughter's home?**

Excellent = 52 %
Good = 48 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.



◆ **How would you rate the appearance and condition of your ward, son, or daughter's home?**

Excellent = 64 %
Good = 32 %
Fair = 4 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ How would you rate the location and accessibility of your ward, son, or daughter's home?

Excellent = 52 %
Good = 36 %
Fair = 12 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ What do you like best about the services your daughter, son, or ward receives?

Comments:

- We feel she is in good hands.
- The take time to help with problems and issues that come up, she is very comfortable where she is at.
- The staff's ability to deal with unexpected situations—being able to talk freely with staff.
- The help of living skills, a beautiful home, and a caring staff.
- Staff are respectful and enjoy what they do.
- His exposure to good food and exercise at CPF.
- He feels as though he is part of the community when he is involved with others.
- All staff seem happy to be working with my son and his roommates.
- They assist my daughter in establishing goals and accomplishing them.
- Value-based organization, excellent staff who are kind and respectful.
- I think it takes a lot of patience and understanding, and my daughter has that in her house.



◆ Please list additional services or supports you would like to see provided.

Comments:

- We are very happy with Trillium Services, I have recommended it.
- Incentives to keep staff who really genuinely care.
- We would like to see his reading and math training continue, we have noticed a big improvement.

◆ Additional comments or concerns.

Comments:

- We feel very fortunate to have our daughter with such a high quality organization.
- Everyone has been very kind and respectful.
- Your staff reflect the high value your organization has established, you should be proud.
- Keep up the good work!
- Due to program cutbacks, we as outsiders are appreciative of your efforts to continue quality service for our children.

◆ How would you rate the overall quality of services received?

Excellent = 56 %
Good = 44 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ Would you recommend Trillium Services to other families/guardians?

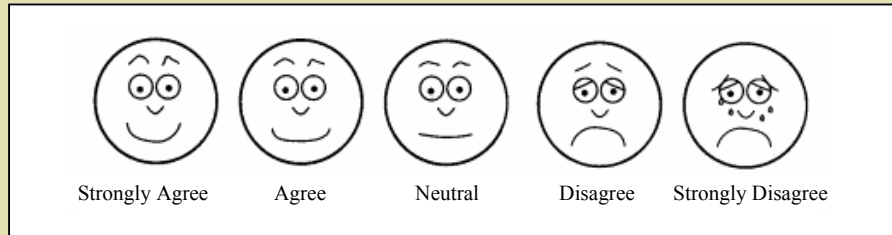
Comments:

No comments given.

Yes = 100 %
No = 0 %

Family Services/Connections Consumer Results

32 of 33
responded
97 %



Strongly Agree = 75 %
Agree = 25 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ **Do you feel comfortable asking for help or assistance?**

Comments:

When I need something important, I call Judy.
 Especially Amanda (haircut) AM Tuesday—Thursday shift.

Strongly Agree = 72 %
Agree = 25 %
Neutral = 3 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ **Do you have the opportunity to meet new people and make new friends?**

Comments:

Through church, staff, and reconnecting with old friends.

Strongly Agree = 87 %
Agree = 13 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ **Are you treated with respect?**

Comments:

Becca is so nice to me, that I don't want to lose her as my staff.
 Amanda is really nice to me and I care about her.

Strongly Agree = 75 %
Agree = 25 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ **Does Trillium Services provide you with enough information to make a choice/ decision?**

Comments:

Offer choices.
 I like to ask you if we can go to movies.
 Becca is good at helping me make the right choices.

Strongly Agree = 75 %
Agree = 25 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ **Do people at Trillium listen to you when you have a concern?**

Comments:

Becca is a good listener.

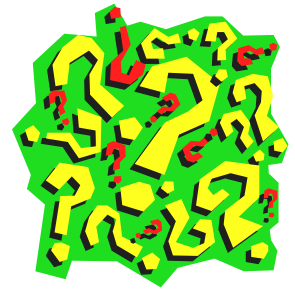


Strongly Agree = 78 %
 Agree = 22 %
 Neutral = 0 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ Do you feel Trillium Services has given you enough information to understand your rights and responsibilities?

Comments:

If I ask Kim when she's with me, she likes to play games.
 Becca respects me.
 "I say yes."



◆ Who chose your personal outcomes?

Comments:

Myself and my supervisor
 Me and my family
 Dawn, Gloria, Mom & my sister—mostly my sister

Me and my parents
 Me

Me and my team
 Me and my mom

◆ What personal outcome successes are you most proud of?

Comments:

Sign language
 Health & wellness
 I love exercising
 Getting my own place
 Getting my dream job—pride
 Keeping up on my apartment

Money management
 Diet, exercise, & cooking
 Going grocery shopping for bargains
 Working out & losing weight
 Moving to my room

Conceal & carry permit
 My pets
 Probably reading
 Balancing checkbook
 Cooking



◆ What do you enjoy doing in the community?

Comments:

Going to UMD, walking, out to eat
 Going to the animal shelter
 Movies, CPF, bowling, volunteering
 Shooting, hunting, fishing, fire fighting
 Staying after church for coffee
 Exercising, being outdoors

Walking
 Camping & hiking
 Hanging with friends, movies
 Going to the mall and shopping
 Going out to eat, going to plays
 Walking with staff at the canal

Looking at Savers/Goodwill
 Visiting at the nursing home
 Walks in Canal Park
 Volunteering at SMDC
 Bowling, errands, shopping
 Going out & making things

◆ Please list a right and responsibility that is most important to you.

Comments:

Where to go & what to do
 Paying my bills, having my own apartment
 Having good friends
 Decide to stay in my own room – alone time
 Freedom of choice

Voice my concerns and complaints
 Making informed decisions
 Being a homeowner/caring for home
 Choosing my own activities
 Freedom to say what I want



Live a safe independent life
 Being a responsible parent
 Speaking up for myself
 Make sure I take my pills

◆ **What are some of the choices you make by yourself?**

Comments:

What to have for breakfast
 Planning for the day
 What to buy, if anything
 Where I want to go

Paying my own bills
 I make all my own choices
 Shopping, diet, walking
 My pet, my friends

Where I work
 Food choices, activities
 What to eat - fruit not fries
 What to wear every day

◆ **What are some of the choices you make with help?**

Comments:

When to get ready
 Help with how to put things together
 Learning how to lose weight
 Eating habits
 What to cook

Help with my pets
 Food, friends
 Money discussions, parent's help
 When to leave a tip
 Making plans with friends

Grocery shopping
 Advice about boys
 Budgeting money
 Relationship problems
 Staff helps me with money

◆ **What do you like best about your services?**

Comments:

Someone to help with projects
 Staff and other consumers
 Having good staff
 Staff, flexibility
 Getting to church & seeing friends

Flexible — there when I need them
 They take me places
 Going out and doing stuff
 Every one of my staff
 Everything

Awesome place, staff
 I get to work with my sister
 Doing group things—picnic
 Meeting new people
 Help with paperwork

◆ **What suggestions could you make to improve the services you receive?**

Comments:

- Better group stuff
- Everything is great
- Less schedule changes
- Training staff to be full-time with me
- No, I like it the way it is
- Stop changing things around — when you change supervisors, people are having problems adjusting
- No way to really make it better — everything is going good



◆ **Would you recommend Trillium**

Services to others?

Yes = <u>100</u> %
No = <u>0</u> %



17 of 37
responded
46 %

Family Services/Connections Family/Guardian Results

◆ How would you rate the services your son, daughter, or ward receive?

Excellent = 47 %
Good = 53 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ How would you rate the relationship you have with the individual staff who provide services to your daughter, son, or ward?

Excellent = 41 %
Good = 47 %
Fair = 12 %
Poor = 0 %
Unknown = 0 %

Comments:

Too much turnover, need more consistency.

Dawn is excellent.

◆ How would you rate the responsiveness of Trillium Services in addressing your questions or concerns?



Excellent = 53 %
Good = 41 %
Fair = 6 %
Poor = 0 %
Unknown = 0 %

Comments:

I asked that the client be considered as individuals with different needs rather than across-the-board rules.

◆ How well does Trillium Services promote community participation for your ward, son, or daughter?

Excellent = 29 %
Good = 53 %
Fair = 0 %
Poor = 6 %
Unknown = 12 %

Comments:

New rules hinder community activities, such as plays, restaurants, etc. Staff should be covered when a client wants to do something.

Miss the social groups that used to gather.

I worry now with the reduction in staff, how that will affect this.

◆ How would you rate the overall communication regarding service delivery?

Excellent = 29 %
Good = 65 %
Fair = 6 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ How flexible are the support services provided?

Excellent = 47 %
Good = 53 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given.

◆ How would you rate Trillium Services in helping your son, daughter, or ward connect to his/her community?

Excellent = 35 %
Good = 41 %
Fair = 12 %
Poor = 0 %
Unknown = 12 %

Comments:

No comments given.

◆ How would you rate the support your daughter, son, or ward receives in asserting their rights and responsibilities?

Excellent = 29 %
Good = 59 %
Fair = 6 %
Poor = 0 %
Unknown = 6 %

Comments:

This is the first time I've had any categories that weren't excellent.
Just started services.

◆ How would you rate the successes your son, daughter, or ward has experienced with his/her personal outcomes?

Excellent = 35 %
Good = 53 %
Fair = 0 %
Poor = 0 %
Unknown = 12 %

Comments:

This has more to do with staff. She makes sure my sister does activities that she likes, and with special peers.

◆ How would you rate our punctuality and dependability?

Excellent = 41 %
Good = 59 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

No comments given



Excellent = 59 %
 Good = 41 %
 Fair = 0 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate our consideration and respectfulness for all family members?

Comments:
 No comments given.

◆ What do you like best about the services provided?

Comments:

- Tanya has many opportunities to try new things.
- Knowing you can leave your son or daughter in good hands while you are away.
- It gets my child into the community with a buddy.
- It gives my daughter a chance to be out with other people.
- Great staff!
- It gives my son time away from home and takes him into the community.



◆ Please list additional services or supports you would like to see provided.

Comments:

- How would a reduction in staff and the shifting of staff affect services provided?
- I'm for the first time disappointed in company decisions that I believe interfere with my sisters outcomes.

◆ How would you rate the overall quality of services received?

Excellent = 44 %
 Good = 56 %
 Fair = 0 %
 Poor = 0 %
 Unknown = 0 %

Comments:
 No comments given.

◆ Would you recommend Trillium Services to other families/guardians?

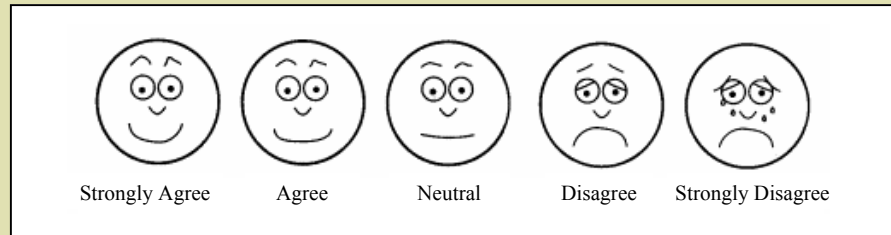
Comments:

No comments given.

Yes = 100 %
 No = 0 %

Trillium Works! Consumer Results

30 of 33
responded
91 %



◆ Do you like where you are working?

Strongly Agree = 73 %
Agree = 18 %
Neutral = 3 %
Disagree = 3 %
Strongly Disagree = 3 %

Comments:

Yes, better than other places.
Very nice job coaches.
It's nice that I can expose the kids to someone in a wheelchair.
I like my co-workers because they are friendly.
I don't like it.
Yes, I like it a lot.

◆ Do you feel comfortable asking for help or assistance?

Strongly Agree = 70 %
Agree = 20 %
Neutral = 10 %
Disagree = 0 %
Strongly Disagree = 0 %

Comments:

Yes, great co-workers.
Sometimes worry about how to ask the questions.



◆ Do you have the opportunity to build relationships with people at your community job?

Strongly Agree = 77 %
Agree = 20 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 3 %

Comments:

Yes, I love my job and the people I work with.
Very friendly, very good with other co-workers.
They like to tease me.
No, because I have to work and not talk.

◆ Are you treated with respect?

Strongly Agree = 90 %
Agree = 10 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

Comments:

Very nice co-workers, also job coaches are nice.

◆ Do you have the opportunity to meet new people and make new friends?

Strongly Agree = 74 %
Agree = 13 %
Neutral = 10 %
Disagree = 0 %
Strongly Disagree = 3 %

Comments:

Yes I do, especially with Jesse Ayers.
Yes at work and volunteering.
The work environment lets me make new friends.
Don't like to make new friends, I have old friends.

Strongly Agree = 64 %
 Agree = 30 %
 Neutral = 6 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ Does Trillium Works! provide you with enough information to make a choice/ decision?

Comments:
 Very great about doing that, good choices.
 Middle of the road, I would like to do more role playing so I feel comfortable in all situations.

Strongly Agree = 90 %
 Agree = 10 %
 Neutral = 0 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ Do people at Trillium listen to you when you have a concern?

Comments:
 Yes, Jen, Julie, Eileen, all listen to me.
 Yes, but most of the time I don't have concerns.

Strongly Agree = 94 %
 Agree = 3 %
 Neutral = 3 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ Do you feel free to exercise your rights and responsibilities?

Comments:
 Tell Josh or Julie if I have my rights violated.
 Whenever the times are appropriate for that time.



◆ Who chose your community job/career outcomes?

- Comments:**
- I do, and my parents do.
 - I choose my job and outcomes.
 - My team.
 - Eileen & I both chose them.
 - Myself and Trillium.
 - I chose my community job and career outcome.

◆ What is your favorite career outcome?

- Comments:**
- To become more independent.
 - Expanding my duties and hours at work.
 - I want to focus and stay on task because it is a struggle for me.
 - Exercising to be more fit for life and work.
 - Having a job I like for my career.
 - Volunteering.
 - Learn how to read.
 - I would like it to be me working on having authority with the kids.

◆ **What personal outcome success are you most proud of?**

Comments:

- Being ready when my job coach gets there.
- I am proud of building job skills.
- Working on frustrations.
- Staying on task better and not being a chatter bunny.
- Being more outgoing.
- Reading.
- Being respectful and learning how to solve problems.
- Pet rescue.
- I am very proud to work at Trillium for my career.



◆ **Please list your favorite right and responsibility.**

Comments:

- Getting my work done without being told.
- The right to voice my complaints and concerns.
- To make my own choices.
- I have the right to stand up for myself.
- To be treated with respect, and right to friends.
- The right to make my own decisions.
- Right to be respected.
- Choosing what I wear to work.
- Free from maltreatment.
- Doing good deeds for people

◆ **What are some of the choices you make by yourself?**

Comments:

- Talking to kids, cleaning tables, talking to co-workers.
- Tasks at work.
- How to get back and forth to work.
- Where I want to clean first at AnyTime Fitness.
- Getting dressed.
- What I wanted to do for my job.
- Look to see what jobs need to be done.
- The places I give my application to.
- At work, I get to make choices of how stuff is done.
- To do my job and do it well, and get it done within reason.

◆ **What are some of the choices you make with help?**

Comments:

- Making sure tables are clean, helping kids open stuff.
- Working on my wants and needs.
- I choose to ask my job coach for help on certain jobs.
- Jobs, exercise.
- I choose to work through problems.
- Having help cleaning the fans.
- Carrying heavy stuff—what is too heavy for me.
- Making some of the phone calls.



◆ **What do you like best about your services?**

Comments:

- The people, my job coaches, and the kids.
- I have learned a lot since being in Trillium Works! Definitely more independence.
- The people.
- The Program Supervisor and Director.
- My staff.
- They help me find a good job.
- That they are there when I need them.
- Everything. Josh is the best, way to go Josh!
- They are all good people to be around and be friends with.
- People listen to me.
- Learning how to read. I like my job coaches.

◆ **If you could change something about the services you receive, what would it be?**

Comments:

- I don't need anything to change.
- I want more people trained in with me incase something happens, and then have them work with me at least once a month so they don't forget everything.
- More free time, work by myself.
- I am very happy with the way it is.
- My best assistance.

◆ **Would you recommend Trillium Services to others?**

Yes = <u>97</u> %
No = <u>3</u> %

13 of 27
responded
48 %

Trillium Works!

Family/Guardian Results

Excellent = 31 %
Good = 62 %
Fair = 7 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the services your son, daughter, or ward receive?

Comments:

No comments given.

Excellent = 31 %
Good = 38 %
Fair = 7 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the relationship you have with the individual staff who provide services to your daughter, son, or ward?

Comments:

Kate likes the staff.

Excellent = 23 %
Good = 62 %
Fair = 15 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the opportunities given to build relationships in your son, daughter, or ward's community?

Comments:

No comments given.

Excellent = 38 %
Good = 62 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate our responsiveness in answering your questions or concerns?

Comments:

No comments given.

Excellent = 23 %
Good = 70 %
Fair = 0 %
Poor = 0 %
Unknown = 7 %

◆ How would you rate the communication between Trillium and your son, daughter, or ward?

Comments:

No comments given.

Excellent = 23 %
Good = 70 %
Fair = 0 %
Poor = 0 %
Unknown = 7 %

◆ How would you rate the freedom your son, daughter, or ward have in exercising their rights and responsibilities?

Comments:

No comments given.

Excellent = 38 %
Good = 48 %
Fair = 7 %
Poor = 0 %
Unknown = 7 %

◆ How would you rate our punctuality and dependability?

Comments:

No comments given.



Excellent = 31 %
Good = 55 %
Fair = 7 %
Poor = 0 %
Unknown = 7 %

◆ How would you rate our job development services?

Comments:

No comments given.

Excellent = 31 %
Good = 62 %
Fair = 7 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate our job coaching services?

Comments:

No comment given.

Excellent = 23 %
Good = 70 %
Fair = 7 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate our overall quality of services?

Comments:

Value-based organization, good follow-through.

◆ What do you like best about the services your daughter, son, or ward receive?

Comments:

- The variety and one-on-one coaching.
- Staff are encouraging and supportive.
- She gets positive feedback.
- He's able to work at a job he loves.
- People are nice.
- We like the way he has the opportunity to get out and work in the real world.
- Kate has had several opportunities for job or volunteering.



◆ Please list additional services or supports you would like to see.

Comments:

- Very pleased with opportunities she has had.

◆ Additional comments or concerns:

- We feel fortunate to have our daughter with such a high-quality organization.
- Your staff is excellent in following through with goals, they are very kind and respectful.
- With your help, our son was able to have the honor of being employee of the month. This has meant so much to him.

◆ Would you recommend Trillium Works! to other families/guardians?

Comments:

No comments given.

Yes = 100 %
No = 0 %

24 of 94
responded
26 %

Colleague Satisfaction Survey Results

Excellent = 29 %
Good = 45 %
Fair = 17 %
Poor = 0 %
Unknown = 9 %

◆ How would you rate the ongoing support, cooperation and assistance you receive?

Comments:

I don't know all Trillium clients and staff. Conversations with Josh are great.
No ongoing contact, like monthly updates.
In some homes, it is better than others.
Some staff are excellent at communicating progress, concerns, etc.

Excellent = 33 %
Good = 38 %
Fair = 13 %
Poor = 0 %
Unknown = 16 %

◆ How would you rate the overall communication between you and Trillium Services?

Comments:

Staff have responded very quickly to phone calls.
Supervisors are really busy and hard to get a hold of.
The program managers for each house are good about communicating to me.

Excellent = 50 %
Good = 21 %
Fair = 0 %
Poor = 0 %
Unknown = 21 %

◆ How would you rate Trillium Services in promoting community participation?

Comments:

My clients are very involved in the community.

Excellent = 38 %
Good = 42 %
Fair = 8 %
Poor = 0 %
Unknown = 12 %

◆ How would you rate the promotion of self-determination and increased independence?

Comments:

The reports are very personalized.
I think the ELP Conferences are VERY impressive.
I think that the coaches have gotten more consistent with this.
(Some of) Trillium's staff promote dependence & reliance on specific staff. Relationship is important & valued but boundaries & objectivity are sometimes lacking.

Excellent = 25 %
Good = 50 %
Fair = 4 %
Poor = 0 %
Unknown = 21 %

◆ How would you rate the opportunity consumers have in reaching or achieving their outcomes?

Comments:

No comments given.



Excellent = 29 %
 Good = 42 %
 Fair = 4 %
 Poor = 4 %
 Unknown = 21 %

◆ **How flexible are the support services provided?**

Comments:
 Trillium has not always maintained the flexibility they have promised.

Excellent = 25 %
 Good = 38 %
 Fair = 0 %
 Poor = 4 %
 Unknown = 33 %

◆ **How would you rate the opportunities provided for consumers/families to change services?**

Comments:
 Staff are very competent—my client was at METO & Trillium has supported him so well with his high on-going needs. They respect him & try to make his life be what he wants it to be.

◆ **What do you like best about the services provided?**

Comments:

- Notification regarding behavioral concerns or when emergency medical needs arise.
- That they are personalized to meet the individual client needs.
- Eileen is very flexible and easy to work with. The job coach was great!
- Lots of activities and choices for clients.
- Staff know the clients very well. Provide a stable environment—involved in community.
- Person-centered focus. Caring staff.
- Staff & client who work together & you know it! Staff who connects to site and client and enjoy what they're doing. It does show. The clients are so much more confident and focused.



◆ **Please list additional services or supports you would like to see provided.**

Comments:

- Easier to get a hold of staff during the day—never around.
- Transportation to and from jobs would increase possibilities to employment.
- Just communication when they cannot show up.

◆ **Additional comments or concerns:**

- I have been extremely pleased with Trillium as a provider.
- Learn how to re-direct and not do things for the client, but have them experience them.
- Learning techniques of working with each individual and working on consistency in one thing until it's mastered.

Excellent = 33 %
 Good = 42 %
 Fair = 4 %
 Poor = 0 %
 Unknown = 21 %

◆ **Please rate our overall commitment to our Mission.**

Comments:
 No comments given.

◆ **Would you recommend Trillium Services to other colleagues?**

Comments:
 No comments given.

Yes = 100 %
 No = 0 %

91 of 233
responded
39 %

Employee Satisfaction Survey Results

Strongly Agree = 40 %
Agree = 51 %
Neutral = 8 %
Disagree = 1 %
Strongly Disagree = 0 %

◆ I feel I have received the training and resources I need to do my job well?

Comments:

Trainings were fun and any other questions, the Works! crew have been very helpful with.
Training actually went a little overboard, there is no need for an eight-hour med. class. Training has always been productive in learning skills on and off the job.
More specific trainings would be good, ie. down syndrome, autism, etc.
Didn't have a lot of training with consumers.

Strongly Agree = 70 %
Agree = 29 %
Neutral = 1 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ I have developed a positive relationship with the consumer(s) I work with.

Comments:

Work very well with them all.
Sometimes it's hard to tell because of non-verbal.
Love the client I work with and her family.
He is getting very independent.
Some relationships are stronger than others, but all are good.

Strongly Agree = 33 %
Agree = 52 %
Neutral = 12 %
Disagree = 0 %
Strongly Disagree = 3 %

◆ I feel I am listened to when I have a comment or concern.

Comments:

Sometimes I speak up too much, but I am always listened to.
Listened to, but not always taken seriously.
My supervisor always takes the time to listen.
My direct management above me are open to discussion whenever.

Strongly Agree = 48 %
Agree = 41 %
Neutral = 9 %
Disagree = 1 %
Strongly Disagree = 1 %

◆ I feel that I am a valued member of my team.

Comments:

Very much feel appreciated.
Supervisors are always thanking me for the work I do.
Sometimes Program Director makes it seem as though good Program Counselors are a dime a dozen.



Strongly Agree = 63 %
 Agree = 34 %
 Neutral = 2 %
 Disagree = 0 %
 Strongly Disagree = 1 %

◆ I can openly communicate with my supervisor when I have a question or concern.

Comments:

My supervisor is constantly in contact.
 My supervisor does an excellent job answering questions/concerns.
 Josh and Julie ROCK!
 Easy to get a hold of.
 Director not very approachable.

Strongly Agree = 52 %
 Agree = 45 %
 Neutral = 3 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ I clearly understand my job duties and what is expected of me.

Comments:

Sometimes I'm a little unclear, but usually get help from my supervisor.
 Oh yes, and I try to do my best at what is expected.
 Sometimes I have questions and don't know where to find the answers.

Strongly Agree = 43 %
 Agree = 43 %
 Neutral = 13 %
 Disagree = 1 %
 Strongly Disagree = 0 %

◆ Trillium Services provides on-going training that supports growth and improvement.

Comments:

You receive a lot during the first six months, not much after that.
 Some later night ones would be great.
 Some training is not in-depth enough when it should be, while others are just overkill.

Strongly Agree = 18 %
 Agree = 48 %
 Neutral = 27 %
 Disagree = 7 %
 Strongly Disagree = 0 %

◆ I receive pay and benefits that are competitive with others in this field.

Comments:

No problem with the pay, though I've heard state jobs in the field compensate better for mileage.
 Some houses are extremely difficult while others are easy, yet pay is the same.
 I'm not really sure what others in the field make.
 I have worked other job coaching positions, and they make more than Trillium coaches.

Strongly Agree = 38 %
 Agree = 48 %
 Neutral = 9 %
 Disagree = 4 %
 Strongly Disagree = 1 %

◆ I am given the opportunity to share my ideas and recommendations.

Comments:

We get occasional surveys.
 The PATH was very helpful.
 Opportunities given, but no effort put towards making changes.
 Especially during training.



Strongly Agree = 43 %
 Agree = 46 %
 Neutral = 8 %
 Disagree = 3 %
 Strongly Disagree = 0 %

◆ I feel that Trillium Services is true to its mission, vision, and core values in the services provided.

Comments:

Need more time to observe and decide on this.
 Definitely!
 Sometimes things seem all about money.

Strongly Agree = 35 %
 Agree = 48 %
 Neutral = 14 %
 Disagree = 1 %
 Strongly Disagree = 2 %

◆ Overall, I am satisfied with my position at Trillium Services.

Comments:

Working for more hours and more responsibility.
 I wish we could get longer shifts.
 Not getting the house I was hired for.
 I have thought of requesting a transfer to another house.

◆ What do you believe to be this agency's strengths?

Comments:

- Wide variety of services and extra activities.
- The vision, the staff, and the trainings.
- To help the consumers achieve the goals in their lives.
- Sense of community.
- Promoting individual growth with the consumers.
- Personable administration.
- Passion for the care of consumers and the one-on-one attention to each.
- Good trainings.
- Giving consumers an opportunity to reach their goals and independence.
- Community inclusion, serving the people we work with.
- Accommodation for workers, understanding, caring people.
- The direct care staff and their continuing relationships with consumers.
- Listening to concerns.
- Making sure the consumers live a good, clean, and healthy life.



◆ What could this agency improve upon?

Comments:

- Way of documenting outcomes.
- Trainings and wages.
- Not changing staff that work well with consumers.
- Scheduling differently.
- Retention.
- Offering more full-time employment, and benefits for part-timers.
- Listen to the staff that know the consumer best, we are here for a reason.
- Less negative feedback, and more positive encouragement.
- Directors getting to know consumers better.
- Communication between staff, supervisors, and directors.

◆ Would you recommend employment with Trillium Services to others?

Comments:

No Comments given.

Yes = 98 %
 No = 2 %



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