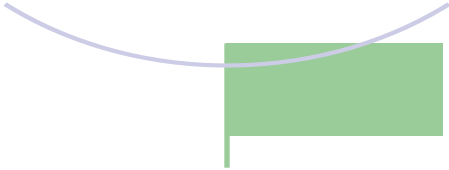




Trillium Services, Inc.



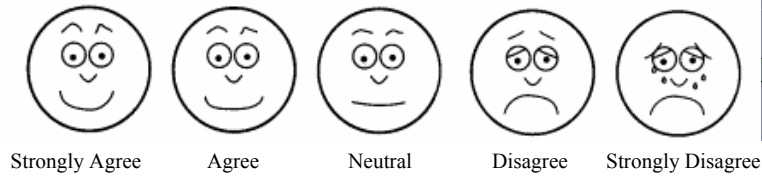
Annual

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Residential-Consumer

49 of 56 responded—89%



◆ Do you like the house you live in?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
58%	20%	15%	7%	

Comments:

There is a lot of room to move around.
 My house has quiet spots for me to go.
 I like my room and our garden.
 I like my neighborhood and my room
 My place is nice and clean

◆ Do you get along with your roommates?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
47%	33%	16%	4%	

Comments:

We disagree sometimes due to differences.
 They are my family.
 She is too old and I wish I had someone my age.
 We have fun together at sports events and music.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
71%	27%		2%	

Comments:

I go to the CPF and talk with people.
 My housemate and I are always doing stuff in community
 We walk in canal park and visit the DECC
 I am involved in Boy Scouts

◆ **Do you feel safe in your home.**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
69%	25%	4%	2%	

Comments:

My staff are great.
Not when my roommates are upset
But sometimes I get afraid of my roommate.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
72%	18%	6%	4%	

Comments:

My room is private and I like to be there.
Room is plain and boring
I have lots of hockey posters.
I love my room
I like the bright colors I have.
I have lots of Disney pictures and toys from Florida.
I have a lot of fire trucks.
I put my stuff where I want it.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
33%	13%	1%	2%	

Comments:

Staff make it easy to meet with my friends.
I have a lot of friends. We meet at the library and other areas
We meet at bowling and working out.
Going out for coffee and bowling with friends.
We meet at parties and Special Olympics.

◆ **Are you treated with respect?**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
65%	24%	6%	4%	

Comments:

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
57%	35%	6%	2%	

Comments:

Working together to make a decision
The things I want to do I am not allowed to do
Sometimes they do

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
65%	27%	2%	6%	

Comments:

They always listen to me.
My core meetings are helpful
Jay, Dave, and Jen listen when I have to talk.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
61%	29%	6%	4%	

Comments:

More classes and information

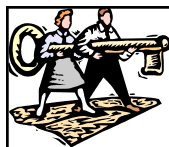
◆ **Would you recommend Trillium Services to others?**

Yes	No
96%	4%

◆ **Who chose your personal outcomes?**

Comments:

Everybody helped me with that
My staff and I chose them.
My team and I chose them
I chose my personal goals and my family helped as well.
I do with help from my staff
My guardians
Me and my team



Consumer Responses

Activities enjoyed in the community

Skating and hiking	Shopping	Church
Playing Basketball	Swimming	Walks
Going to the Mall	Special Olympics	Hockey games
Volunteering for Hab. Hum.	Casino	Library
Baseball games	Movies	Neighborhood BBQ's
Center for Personal Fitness	Camping	Horseback riding
Ladies/Men's night out	Omnimax	Coffee houses
Biking	Kickball	Volunteering
Craft Night		
Clean up my city		



Favorite Rights and Responsibilities

My right to privacy	Being treated with respect
The right to buy a house	The right to plan my own activities
Taking my own medications	Being a member of the community
The right to volunteer	To have my own relationships
To voice my own opinion	To see my family

Choices made Independently

Picking meals	Recreational activities	Where I work
Going out in the community	Having a house	Dinner/Menu
My friends	Where I work	Clothes
Getting married	Shopping	Phone calls
My own decisions	How I spend my money	Who to walk to



Choices made with help

Meals and purchases	Healthy eating choices	Trip planning
Budgeting money	Community activities	Cooking
Cleaning	My goals	Activities
Finances	Clothes to wear	Laundry
Transportation	Getting own apartment	Doctor Appointments
		Buying a house
		Friends



What consumers like best about their services

I have a lot of fun
I get to spend time with friends & family
Going out in the community
Having my own room
Go to different places & meeting new people
Everything!
Feeling safe and comfortable
Getting the help I need
My staff treat me with respect
My cool staff
Going on trips
I get to have my daughter
Staff help me and are interested in me



What could improve services

Go more places every week
Air conditioner or fan in my room
Live on my own
Meet my friends
I would change where I live
Wouldn't change anything
Get newspaper and internet access
Go on more vacations
More staff for one-on-one time

Residential Family/Guardian

23 or 54 responded—43%



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

Excellent	Good	Fair	Poor	Unknown
74%	23%			

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

Excellent	Good	Fair	Poor	Unknown
52%	48%			

Comments:

We had good interactions with all staff
I don't really see staff enough. I am too far away

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

Excellent	Good	Fair	Poor	Unknown
65%	31%	4%		

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

Excellent	Good	Fair	Poor	Unknown
57%	39%			

◆ How is your daughter, ward, or son's personal time and space respected in the services she/he receives?

Excellent	Good	Fair	Poor	Unknown
52%	44%			4%

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

Excellent 48%	Good 48%	Fair 4%	Poor	Unknown
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◆ **How flexible are the support services your son, daughter, or ward receives?**

Excellent 52%	Good 44%	Fair 4%	Poor	Unknown
-------------------------	--------------------	-------------------	-------------	----------------

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

Yes 100%	No
--------------------	-----------

If so, how?

Volunteering, community exposure to events and shopping. This is excellent. They are very active—seeing a lot that is offered. She is very involved with community activities. Able to participate. Somewhat He has favorite places to go and know where they are. They go out to shop and take part in activities. She attends classes, volunteers, and uses public transportation

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

Excellent 57%	Good 43%	Fair	Poor	Unknown
-------------------------	--------------------	-------------	-------------	----------------

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

Excellent 65%	Good 35%	Fair	Poor	Unknown
-------------------------	--------------------	-------------	-------------	----------------

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

Excellent	Good	Fair	Poor	Unknown
70%	30%			

Comments:

We like the location. We wish bedrooms were bigger

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

Excellent	Good	Fair	Poor	Unknown
74%	26%			

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

Yes	No
100%	

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

- ◆ Whenever the need comes, they are always there to help him.
- ◆ Teaching him to be responsible and manage his affairs. To be independent.
- ◆ Community involvement and professional services.
- ◆ She lives in a normal environment and seems very adjusted to roommates and staff.
- ◆ I feel that my daughter is living in a safe, caring place and that is very important to me since it has only been a year since she moved away from home. I appreciate the good communication.
- ◆ The small household. It feels like family.
- ◆ The organization is very good in every respect.
- ◆ The really care about the participants.
- ◆ The high quality of staff and the caring that I see every week and every-day. My son is happy and that is all that matters to me.
- ◆ They know my daughter well and she is learning a lot and becoming independent.
- ◆ Responsiveness of staff. Thanks for all your wonderful work.



Additional Services or Supports

Dealing with decisions and making appropriate choices.



Continue to work on my daughters independence and self-sufficiency.



More bowling for fun

Comments or Concerns

- ◆ My hope is that someday my daughter with share a small home/apartment with one other person and continue to have some staff assistance.
- ◆ We feel it is important to keep my daughter busy and active for her overall mental and physical health.
- ◆ Increase care and maintenance of power chair.
- ◆ Excellent communication. Caring and considerate.



Family Services-Consumer

36 of 38 Responded-- 95%



Strongly Agree



Agree



Neutral



Disagree



Strongly Disagree

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
61%	31%	8%		

Comments:

I feel comfortable talking with people.
I do, but I don't really need too much.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
59%	33%	8%	3%	

Comments:

Working on getting out of the apartment.

◆ **Are you treated with respect?**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
78%	22%			

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
69%	25%	6%		

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
75%	22%	3%		

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
75%	19%	6%		

Personal outcome successes

Playing my flute & piano	Cooking	Budgeting	Working
Learning more about my animals	Paying bills	Physically active	

Favorite activities in the community

Movies and Music	Dances	Swimming
Shopping	Bowling	Visit friends
Going to the library	John Beargrease	Going to CPF
Coffee houses	Going to CPF	
BestBuy	Petco	Plays



Favorite Right & Responsibility

Privacy	Right to choose	Treated with respect
Choices of activities	Choice of medical care	Problems solved

Choices Consumers make by themselves

Paying bills	When I need staff	Cleaning
What things cost	Making decisions	Activities
Healthy food choices	My own car	Shopping

Choices Consumers make with Help

Paying bills	Where I work	Cleaning
Doctor appointments	Making decisions	Activities
Housing issues	Caring for pet	Shopping
Budgeting	What things cost	Healthy food choices

What Consumers like best about their Services

My staff	Independence	Respect I receive
Getting out in community	Doing things with others	Always there if I need
Meeting new people	Craft night	Help with my goals

What could Improve the Services you Receive?

More patience	More trips	Activities on Fridays
Listen more	More freedom	Help me release stress

Would you Recommend Trillium Services to others?



Yes	No
100%	0%

In-Home Family Services Family/Guardian

19 of 31 responded—61%



Excellent	Good	Fair	Poor	Unknown
1	2	3	4	5

◆ **How would you rate your initial contact with Trillium Services?**

1	2	3	4	5
74%	26%			

Comments:

Very friendly. I felt very welcome.

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

1	2	3	4	5
74%	26%			

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

1	2	3	4	5
74%	21%	5%		

Comments:

All are very caring

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

1	2	3	4	5
74%	21%	5%		

Comments:

When I have questions, they are answered promptly

Gloria is very helpful and concerned. She completely follows through.

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

1	2	3	4	5
58%	37%	5%		

Comments:

My daughter does a lot in the community
My daughter always enjoys the fundraising events..

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

1	2	3	4	5
63%	37%			

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

1	2	3	4	5
79%	21%			

Comments:

I can always get coverage when I need it.
Always ready to accomodate

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

1	2	3	4	5
58%	32%	5%		5%

Comments:

I think everyone tries and staff seem very open to any suggestions.
By setting up programs dealing with the community
Some community activities have been missed.

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

1	2	3	4	5
58%	37%			5%

◆ How would you rate our punctuality and dependability?

1	2	3	4	5
79%	21%			

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

1	2	3	4	5
74%	26%			

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

1	2	3	4	5
74%	26%			

Additional Services or Supports

The following are additional services or supports you would like to see provided:



- ◆ More Monday and Friday evening opportunities to get together with other Trillium consumers.
- ◆ Diet and nutrition classes made simple and fun.

What you like best about the Services Provided?

Trillium is great for my daughter.

The staff are the best. We are so lucky to have them working with our daughter.

Staff staff including the office staff have been great.

The staff are the best. They encourages my daughter to try new things in the community and new foods.

Staff are genuainely concerned and treat my son with respect.

It is so reassuring to have someone step in to be with our daughter when we can't and care about her well-being.

The focus is on the person and what he likes to do. That is good. All are open tp family suggestions and ideas. We are so happy you are in our son's life. He love the time spent with you.

Age appropriate and willing to take part in the activity.

The activities, outcomes and staff are great.

Additional Comments or Concerns

My daughter is happy and that is the main thing I care about.

Staff are getting my daughter to be more health conscious.

Staff go above and beyond her duties. She is truly a good friend to them.

Personal outcomes could be more about health and wellness.

Would you Recommend Trillium Services to others?

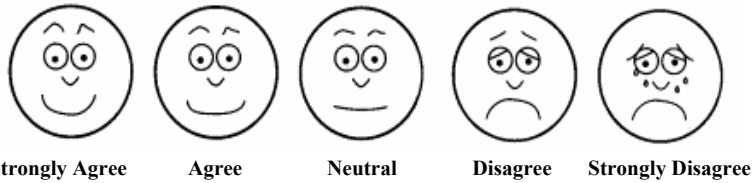


Yes
100%

No
0%

Trillium Works!-Consumer

31 or 36 responded—86%



◆ **Do you like where you are working?**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
62%	19%	16%		3%

(3 surveys were not applicable to this question)

Comments:

Shredding paper rocks.
I love my job.
I like serving people and I like the people there.
It's the best job I ever had.



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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
65%	26%	6%		3%

Comments:

Staff are very nice and understanding and easy to get along with.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
68%	26%	6%		

Comments:

I talk with others and say hi to people at work
Everyone talks my ear off and so do I

◆ **Are you treated with respect?**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
71%	23%	6%		

Comments:

It is nice to be treated like everyone else.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
68%	29%	3%		

Comments:

People are very friendly.



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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
62%	32%	6%		

Comments:

Staff does well and lets me make my own choices.
I can make my own decisions.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
81%	10%	6%	3%	

Comments:

They listen to me and work as a team
I can always talk to my job coaches
I am not afraid to talk to staff about problems.

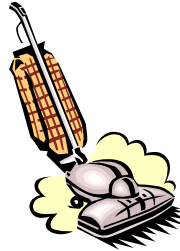


◆ **Do you feel free to exercise your rights and responsibilities?**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
68%	26%	6%		

Who Chose your Community Job/Career Outcomes

I did
 My team
 Me and my team
 My supervisor and me
 Trillium and my family
 Parents
 A group effort between me and Trillium Works!



What is your Favorite Career Outcome

Building skills	Keeping a job	Public transportation
Gaining independence	Childcare	Explore other jobs
Working with animals	Focus on staying on task at work	
Finish school	Working with horses	Meeting new friends
Managing my anger and frustration		Getting along with coworkers



What Personal Outcome Successes are you most Proud of?

Becoming independent	Getting to work on time
To work independently	Working at a new job
Going to the Mall	That I am more independent
When I was offered more hours	Working with animals
Having a job	Making more money
Public transportation and options	Personal fitness
Increased independence	
Works skills	



What is your Favorite Right and Responsibility?

The right to be treated with respect
Having my own space at work
Respect
Privacy
Right to be me

To have friends
My duties at work
The right to work
Making new friends
Right to make my own choices



What are some of the Choices you make by Yourself?

What type of job I will have
I Volunteering and who to be with
What to spend money on
I decide on my activities
Job outcomes
When to be assertive with staff
Getting my work done
Extra duties at work

What I do in my free time
When to ask for help
Wanting more hours
Everything
Using the DTA
Deciding what to do
Free time



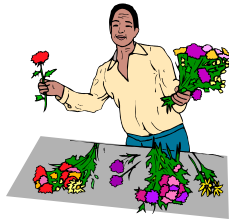
What are some of the Choices you make with Help?

Budgeting
To keep good blood sugar
Appointments
Time management
The best way to do a new project

Choosing a job and handling money
Dressing professional
Planning trips
Where I go

What do you like best about your Services?

Good relationships	Nice job coaches and supervisors
My staff	They all listen to me and help me
Good staff	The staff are very nice and supportive
Having a job coach	I get help when I need it
Everything!	Being treated with respect
Getting out in the community	Places we go
Helping me find a job	Choices



What suggestions could you make to improve the Services you Receive?



Allow more independence	More communication between staff
Increase my independence	Try a new job at a new place
More freedom, less support on my job	
Opportunities to learn work skills in a classroom setting	



◆ Would you recommend Trillium Works! to others?

Yes	No
97%	3%



Trillium Works! Family/Guardian

9 or 24 responded—37.5%



Excellent	Good	Fair	Poor	Unknown
1	2	3	4	5

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

1	2	3	4	5
33%	67%			

Comments:

Receives excellent care

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

1	2	3	4	5
22%	56%	10%		10%

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

1	2	3	4	5
23%	67%	110%		

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

1	2	3	4	5
133%	47%	10%		10%

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

1	2	3	4	5
22%	68%			10%

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

1	2	3	4	5
33%	67%			

How would you rate our punctuality and dependability?

1	2	3	4	5
45%	55%			



◆ How would you rate our job development services?

1	2	3	4	5
22%	68%	10%		

◆ How would you rate our job coaching services?

1	2	3	4	5
33%	67%			

◆ How would you rate our overall quality of services?

1	2	3	4	5
22%	78%			

Comments:

More continuity of staff.

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

Staff is very caring and supportive and respectful. Many opportunities are given.

Helping her find a job and keep it

The variety of activities she has

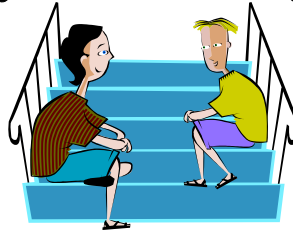
She enjoys working with all her job coaches

Additional services or support you need?

Would like to see her pursuit additional education either community or higher education. There are only so many hours in a day.

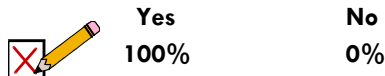
More job development and that she be given the resources or exposure to job develop if she would like to.

Additional Comments or Concerns



We appreciate all the staff does.
Thanks for keeping her life fulfilled.
She is growing into a young lady and becoming more independent.
We are very happy

Would you Recommend Trillium Works! to other families/guardians?



Colleague

27 of 78 responded—34%



Excellent	Good	Fair	Poor	Unknown
1	2	3	4	5

◆ How would you rate the on-going support, cooperation and assistance you receive?

1	2	3	4	5
44%	48%	8%		

Comments:

Some staff are excellent.
The company is on the ball.

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

1	2	3	4	5
37%	55%	8%		

Comments:

You always call with FYI's.
Reports are sometimes slow in coming.

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

1	2	3	4	5
41%	41%	10%		8%

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

1	2	3	4	5
45%	45%		3%	7%

◆ **How would you rate the opportunity consumers have in reaching their outcome goals?**

1	2	3	4	5
37%	57%		3%	3%

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

1	2	3	4	5
37%	52%	7%		4%

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

1	2	3	4	5
33%	41%	4%		22%

Comments:

You are always ready and willing to have a meeting.

What do you like best about the services provided?

Willingness of staff/supervisors to do whatever it takes to help the client be successful.

Willingness to take challenging clients. I like the newsletter too.

Very nice houses

Services are tailored to fill my clients needs.

The opportunities the consumer have in planning their own life and follow through.

Person centered services

Committed, dependable, reliable and consistent

Trillium does a good job supporting



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

End of life care
CADI and Respite services



Additional comments or concerns?

Staff is caring and competent. My client has been aggressive and injured staff and yet they are still trying to help him.

Great newsletter

I understand the reason for having some clients make their own phone calls, but sometimes it is difficult to communicate directly to them.

Please rate our overall commitment to our mission.

1	2	3	4	5
48%	48%	1%		

Would you recommend Trillium Services to other colleagues?



Yes	No
100 %	0%



Employee

75 of 180 responded—42%



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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25%	56%	8%	8%	3%

Comments:

Trainings with consumers could be more thorough
I think that the Supervisors and Directors help make this possible.
Haven't had many trainings due to my busy schedule.
A lot of training within the first months of employment but well worth it.
I have been here since November and have not completed my training.
More training on specific diagnosis. No specifics provided. Would be nice.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
68%	32%			

Comments:

The girls are always excited when I come to work.
I enjoy working with all three consumers
I am still working on our relationship. I have connected in interests.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
32%	33%	21%	11%	3%

Comments:

Supervisor is open and easy to talk to.
I was able to ask questions and got answers.
I have to repeat myself several times to be heard.
Not always given positive feedback.
Not always easy to talk with people other than my supervisor

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
39%	40%	12%	8%	1%

Comments:

Things could be done to increase employee moral.
Supervisors are very supportive and encouraging to me.
Only time I hear that I am valued is when I pick up a shift
My supervisors are appreciative, understanding and approachable.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
48%	41%	5%	5%	1%

Comments:

My supervisor is the best and is great for the consumers and is there for us.
My supervisor does respond to my concerns but not always positive.
I have a new supervisor every week.
My supervisor is great. I can always get a hold of her when I need.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
40%	49%	10%		1%

Comments:

I am still learning.
Sometimes I feel like I need to do things above and beyond my knowledge.
Had to learn a lot on my own and it is an ongoing process.
I feel I do my job very well.
It took me a little time to figure out my position and what I was to do.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
32%	46%	17%	5%	

Comments:

I love going to training sessions. They are very helpful.
Hard to get to trainings due to my other schedules such as school.
Not much ongoing training. I think I need more.
I learn most things as I go without much additional training.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
16%	44%	27%	13%	

Comments:

I think Trillium has a great pay rate.
I make the same amount after 3 years as someone who just started.
Can't complain
The benefits are awesome but pay is not where other are in the field.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
29%	53%	15%	3%	

Comments:

I openly discuss things with my supervisor.
Not always listened to
I am always given the chance to share.
Great a quarterly staff meetings.
I can with supervisor but not with agency

◆ **I feel that Trillium Services is true to its Mission, Vision, and Core Values in the services provided.**

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
32%	53%	19%	5%	1%

Comments:

This is why I love my job. We mean it.
Stick to a vision and don't keep change it.
Values are important. We also need to be effective and change strategy.

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

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
32%	53%	9%	5%	1%

Comments:

The consumers make my position so easy and enjoyable.
I love the clients. Hate the politics.
I really love working through Trillium.
I love my job.
I love working with the consumers.
I am very satisfied.

What are some of the agency's strength?

Believe what they do and want to do it to the best of their ability.
The supervision in Trillium Works! And Trillium Services.
The closeness of the community of staff and consumers.
The caring and concern for the clients. The mission is sound.
Quality of care for consumer. The competent staff.
The one on one for consumers.
It is dedication to the empowerment of the consumers.
Getting consumers out into the community.
Comprehensive training
Community integration and a family atmosphere.
Communication between staff and supervisors
Being true to the clients and staff of Trillium
Being able to communicate and voice yourself.
Caring, Compassionate employees.
A desire to improve the life of those it serves.
Person centered services
The excellent training they provide to their employee.
Serving the community and advocating for the consumer .
How much we all support the consumers
Fairness



What could this agency improve upon?

- Stop staff and supervisor turn over.
- Trust employees more.
- On-site training when first hired should be increased.
- Provide regular raises.
- More training with difficult medical issues such as diabetes.
- More training and office space.
- More focus on boundaries for new employees
- Keep up the good work.
- Not always easy to get your requested days off.
- Being short staffed effects the consumers and other employees.
- Having floaters would help.
- Employee-only recognition party.
- Increasing employee moral.
- Need better communication between staff and supervisors.



Would you recommend employment to Trillium Services to others?

5 people did not answer this question

Yes	No
95 %	5%



