

**KNI PARENT/GUARDIAN SATISFACTION SURVEY
NOVEMBER 2015**

Summary of Responses Received by 1/7/16 (80 Surveys Received)

Please answer the questions below based on your experience *during the past year*. Rate your satisfaction using this scale:

5--Strongly agree; 4--Agree; 3--Neutral; 2--Disagree; 1--Strongly disagree; NS--Not Sure

1) Staff members at KNI treat the person I care about in a positive and respectful manner.

11/15 Average – 4.9	11/15 “1 or 2” responses—0
11/14 Average – 4.8	11/14 “1 or 2” responses—0
11/13 Average—4.8	11/13 “1 or 2” responses—0
11/12 Average—4.8	11/12 “1 or 2” responses—0
11/11 Average—4.8	11/11 “1 or 2” responses—0
11/10 Average—4.8	11/10 “1 or 2” responses--0

2) The home of the person I care about is clean.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.7	11/14 “1 or 2” responses—0
11/13 Average—4.7	11/13 “1 or 2” responses—0
11/12 Average—4.6	11/12 “1 or 2” responses—0
11/11 Average—4.7	11/11 “1 or 2” responses—0
11/10 Average—4.6	11/10 “1 or 2” responses--1

3) The home of the person I care about is in good repair.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average—4.7	11/14 “1 or 2” responses—0
11/13 Average—4.7	11/13 “1 or 2” responses—0
11/12 Average—4.6	11/12 “1 or 2” responses--0
11/11 Average—4.7	11/11 “1 or 2” responses—0
11/10 Average—4.6	11/10 “1 or 2” responses--1

4) The person I care about is safe.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.8	11/14 “1 or 2” responses—0
11/13 Average—4.76	11/13 “1 or 2” responses—0
11/12 Average—4.65	11/12 “1 or 2” responses—0
11/11 Average—4.78	11/11 “1 or 2” responses—0
11/10 Average—4.69	11/10 “1 or 2” responses--0

5) Staff members at KNI take reasonable steps to prevent abuse and neglect.

11/15 Average – 4.86	11/15 “1 or 2” responses—0
11/14 Average – 4.8	11/14 “1 or 2” responses - 0
11/13 Average—4.81	11/13 “1 or 2” responses- 0
11/12 Average—4.70	11/12 “1 or 2” responses - 0
11/11 Average—4.75	11/11 “1 or 2” responses - 0
11/10 Average—4.62	11/10 “1 or 2” responses--0

6) The person I care about receives good personal care from KNI's staff.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.7	11/14 “1 or 2” responses - 0
11/13 Average—4.75	11/13 “1 or 2” responses - 0
11/12 Average—4.69	11/12 “1 or 2” responses - 0
11/11 Average—4.82	11/11 “1 or 2” responses - 0
11/10 Average—4.75	11/10 “1 or 2” responses - 0

7) The person I care about has adequate time, space and opportunities for privacy.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.5	11/14 “1 or 2” responses - 0
11/13 Average—4.75	11/13 “1 or 2” responses—0
11/12 Average—4.75	11/12 “1 or 2” responses—0
11/11 Average—4.72	11/11 “1 or 2” responses—0
11/10 Average—4.65	11/10 “1 or 2” responses--0

8) Staff members at KNI do a good job of protecting confidential personal information related to the person I care about.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.8	11/14 “1 or 2” responses - 0
11/13 Average—4.69	11/13 “1 or 2” responses—0
11/12 Average—4.76	11/12 “1 or 2” responses—0
11/11 Average—4.78	11/11 “1 or 2” responses—0
11/10 Average—4.70	11/10 “1 or 2” responses--0

9) The person I care about receives support to exercise his/her rights.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.7	11/14 “1 or 2” responses - 0
11/13 Average—4.60	11/13 “1 or 2” responses—0
11/12 Average—4.66	11/12 “1 or 2” responses—0
11/11 Average—4.72	11/11 “1 or 2” responses—0
11/10 Average—4.61	11/10 “1 or 2” responses--0

10) The person I care about is treated fairly.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.7	11/14 “1 or 2” responses - 0
11/13 Average—4.76	11/13 “1 or 2” responses—0
11/12 Average—4.68	11/12 “1 or 2” responses—0
11/11 Average—4.79	11/11 “1 or 2” responses—0
11/10 Average—4.66	11/10 “1 or 2” responses--0

11) Staff members at KNI do a good job of supporting the person I care about to do the things he/she likes to do on a day-to-day basis.

11/15 Average – 4.8	11/15 “1 or 2” responses—0
11/14 Average – 4.7	11/14 “1 or 2” responses - 0
11/13 Average—4.76	11/13 “1 or 2” responses--1
11/12 Average—4.70	11/12 “1 or 2” responses—0
11/11 Average—4.83	11/11 “1 or 2” responses—0
11/10 Average—4.68	11/10 “1 or 2” responses--0

12) Staff members at KNI do a good job of supporting the person I care about to experience or learn new things that are important to him/her.

11/15 Average – 4.7	11/15 “1 or 2” responses—0
11/14 Average – 4.6	11/14 “1 or 2” responses - 0
11/13 Average—4.55	11/13 “1 or 2” responses—1
11/12 Average—4.53	11/12 “1 or 2” responses—0
11/11 Average—4.61	11/11 “1 or 2” responses—1
11/10 Average—4.60	11/10 “1 or 2” responses--0

13) KNI’s staff provides the support necessary for my loved one to participate in the community to an acceptable degree.

11/15 Average – 4.7	11/15 “1 or 2” responses—0
11/14 Average – 4.7	11/14 “1 or 2” responses - 0
11/13 Average—4.68	11/13 “1 or 2” responses—0
11/12 Average—4.70	11/12 “1 or 2” responses—0
11/11 Average—4.74	11/11 “1 or 2” responses—0
11/10 Average—4.61	11/10 “1 or 2” responses--1

14) Staff members at KNI do a good job of keeping me informed about the life of my loved one.

11/15 Average – 4.6	11/15 “1 or 2” responses—2
11/14 Average – 4.6	11/14 “1 or 2” responses - 0
11/13 Average—4.49	11/13 “1 or 2” responses—3
11/12 Average—4.49	11/12 “1 or 2” responses—1
11/11 Average—4.59	11/11 “1 or 2” responses—1
11/10 Average—4.44	11/10 “1 or 2” responses--3

15) Staff members at KNI encourage me to be involved in the life of my loved one.

11/15 Average – 4.7	11/15 “1 or 2” responses—3
11/14 Average – 4.7	11/14 “1 or 2” responses - 0
11/13 Average—4.67	11/13 “1 or 2” responses—1
11/12 Average—4.64	11/12 “1 or 2” responses—1
11/11 Average—4.69	11/11 “1 or 2” responses—1
11/10 Average—4.60	11/10 “1 or 2” responses--1

16) The person I care about receives the health care services he/she needs.

11/15 Average – 4.8
11/14 Average – 4.8
11/13 Average—4.71
11/12 Average—4.77
11/11 Average—4.83
11/10 Average—4.72

11/15 “1 or 2” responses—1
11/14 “1 or 2” responses - 0
11/13 “1 or 2” responses—0
11/12 “1 or 2” responses—1
11/11 “1 or 2” responses—0
11/10 “1 or 2” responses--0

17) KNI’s staff have been responsive to any changing needs experienced by my loved one during the past year.

11/15 Average – 4.8
11/14 Average – 4.8
11/13 Average—4.69
11/12 Average—4.69
11/11 Average—4.79
11/10 Average—4.65

11/15 “1 or 2” responses—0
11/14 “1 or 2” responses - 0
11/13 “1 or 2” responses—0
11/12 “1 or 2” responses—0
11/11 “1 or 2” responses—0
11/10 “1 or 2” responses--0

18) Staff members at KNI provide the support necessary for the person I care about to identify and work toward personal goals and dreams.

11/15 Average – 4.8
11/14 Average – 4.6
11/13 Average—4.60
11/12 Average—4.60
11/11 Average—4.74
11/10 Average—4.55

11/15 “1 or 2” responses—0
11/14 “1 or 2” responses - 0
11/13 “1 or 2” responses—0
11/12 “1 or 2” responses—0
11/11 “1 or 2” responses—0
11/10 “1 or 2” responses--0

19) Overall, the person I care about has received good supports from KNI’s staff during the past year.

11/15 Average – 4.88
11/14 Average – 4.8
11/13 Average—4.80
11/12 Average—4.75
11/11 Average—4.86
11/10 Average—4.75

11/15 “1 or 2” responses—0
11/14 “1 or 2” responses - 0
11/13 “1 or 2” responses—0
11/12 “1 or 2” responses—0
11/11 “1 or 2” responses—0
11/10 “1 or 2” responses--0

20) List the 3 things you are most satisfied with about KNI.

- (58) Staff—like personal friend, respectful, caring, individualized interest, intelligent, low turnover, well trained, supportive managers, etc. **Listed on 73% of surveys**
- (51) General Satisfaction (includes comments such as “No suggestions for improvement”, “You seem to be doing everything right”, etc.) **Listed on 64% of surveys**
- (15) Person-centered services; Community involvement/activities/jobs, etc. **Listed on 19% of surveys**
- (12) Health and medical services (including dietary) **Listed on 15% of surveys**
- (11) Homes and Facilities—clean, attractive, improved, comfortable. **Listed on 14% of surveys**
- (7) Efforts to keep families informed and involved/ listen to input/provide assistance for visits, Parent Group, Parent Place, etc. **Listed on 9% of surveys**
- (4) Safety and Security (Safe location, etc) **Listed on 5% of surveys**

21) LIST THREE SUGGESTIONS YOU HAVE FOR IMPROVING KNI.

- (13) Expand services, public relations efforts, funding, Legislators need to support **Listed on 16% of surveys**
- (9) Family communication issues: (Communicate more about general issues, activity issues, etc.) **Listed on 11% of surveys**
- (6) Keep KNI open **Listed on 8% of surveys**
- (5) Staffing issues: (Increase staffing, staff responsiveness, pay staff better, etc.) **Listed on 6% of surveys**
- (1) Name tags. **Listed on 1% of surveys**
- (1) Get new sign in front. **Listed on 1% of surveys**
- (1) Train staff to organize clothing by type. **Listed on 1% of surveys**
- (1) Improve hygiene. **Listed on 1% of surveys**
- (1) Promote walking. **Listed on 1% of surveys**
- (1) Get speech Pathologist in each building. **Listed on 1% of surveys**
- (1) Better nail care. **Listed on 1% of surveys**
- (1) Get haircut more often. **Listed on 1% of surveys**