

**KNI PARENT/GUARDIAN SATISFACTION SURVEY
NOVEMBER 2016**

Summary of Responses Received by 12/6/16 (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.

11/16 Average—4.8	11/16 “1 or 2” responses—0
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

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

11/16 Average—4.8	11/16 “1 or 2” responses—0
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

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

11/16 Average—4.7	11/16 “1 or 2” responses—0
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

4) The person I care about is safe.

11/16 Average—4.9	11/16 “1 or 2” responses—0
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—4.7	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

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

11/16 Average—4.8	11/16 “1 or 2” responses—0
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—4.8	11/13 “1 or 2” responses—0
11/12 Average—4.7	11/12 “1 or 2” responses—0
11/11 Average—4.7	11/11 “1 or 2” responses—0

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

11/16 Average—4.8	11/16 "1 or 2" responses—0
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—4.8	11/11 "1 or 2" responses—0

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

11/16 Average—4.7	11/16 "1 or 2" responses—0
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—4.7	11/13 "1 or 2" responses—0
11/12 Average—4.7	11/12 "1 or 2" responses—0
11/11 Average—4.7	11/11 "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.

11/16 Average—4.6	11/16 "1 or 2" responses—0
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—4.6	11/13 "1 or 2" responses—0
11/12 Average—4.7	11/12 "1 or 2" responses—0
11/11 Average—4.7	11/11 "1 or 2" responses—0

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

11/16 Average—4.5	11/16 "1 or 2" responses—0
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—4.6	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

10) The person I care about is treated fairly.

11/16 Average—4.8	11/16 "1 or 2" responses—0
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) 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.

11/16 Average—4.7	11/16 “1 or 2” responses—0
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—1
11/12 Average—4.7	11/12 “1 or 2” responses—0
11/11 Average—4.8	11/11 “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.

11/16 Average—4.5	11/16 “1 or 2” responses—0
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—4.5	11/13 “1 or 2” responses—1
11/12 Average—4.5	11/12 “1 or 2” responses—0
11/11 Average—4.6	11/11 “1 or 2” responses—1

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

11/16 Average—4.5	11/16 “1 or 2” responses—0
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—4.6	11/13 “1 or 2” responses—0
11/12 Average—4.7	11/12 “1 or 2” responses—0
11/11 Average—4.7	11/11 “1 or 2” responses—0

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

11/16 Average—4.6	11/16 “1 or 2” responses—2
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—4.4	11/13 “1 or 2” responses—3
11/12 Average—4.4	11/12 “1 or 2” responses—1
11/11 Average—4.5	11/11 “1 or 2” responses—1

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

11/16 Average—4.8	11/16 “1 or 2” responses—0
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—4.6	11/13 “1 or 2” responses—1
11/12 Average—4.6	11/12 “1 or 2” responses—1
11/11 Average—4.6	11/11 “1 or 2” responses—1

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

11/16 Average—4.8
11/15 Average—4.8
11/14 Average—4.8
11/13 Average—4.7
11/12 Average—4.7
11/11 Average—4.8

11/16 “1 or 2” responses—0
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

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

11/16 Average—4.6
11/15 Average—4.8
11/14 Average—4.8
11/13 Average—4.6
11/12 Average—4.6
11/11 Average—4.7

11/16 “1 or 2” responses—0
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

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

11/16 Average—4.5
11/15 Average—4.8
11/14 Average—4.6
11/13 Average—4.6
11/12 Average—4.6
11/11 Average—4.7

11/16 “1 or 2” responses—0
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

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

11/16 Average—4.7
11/15 Average—4.8
11/14 Average—4.8
11/13 Average—4.8
11/12 Average—4.7
11/11 Average—4.8

11/16 “1 or 2” responses—0
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

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

- (69) Staff (like personal friend, respectful, caring, individualized interest, intelligent, low turnover, well trained, supportive managers, etc.) **Listed on 86% of surveys**
- (30) General Satisfaction (includes comments such as “No suggestions for improvement,” “You seem to be doing everything right,” etc.) **Listed on 38% of surveys**
- (17) Person-centered services (Community involvement, activities, jobs,” etc.) **Listed on 21% of surveys**
- (16) Homes and Facilities (clean, attractive, improved, comfortable, etc.) **Listed on 20% of surveys**
- (15) Efforts to keep families informed and involved (listen to input, provide assistance for visits, Parent Group, Parent Place, etc.) **Listed on 19% of surveys**
- (13) Health and medical services (including dietary) **Listed on 16% of surveys**
- (4) Safety and Security (safe location, etc.) **Listed on 5% of surveys**

21) **List 3 suggestions you have for improving KNI.**

- (7) Keep KNI open **Listed on 9% of surveys**
- (7) Staffing issues (increase staffing, staff responsiveness, pay staff better, etc.) **Listed on 9% of surveys**
- (6) Family communication issues (Communicate more about general issues, activity issues, etc.) **Listed on 8% of surveys**