

FY'25 Satisfaction Survey Summary



Purpose of Survey

Collect and analyze information that may inform funding decisions

Ensure PLB is funding **quality services**:

- Commitment to including, respecting, and responding to voices of people with IDD
- Provide stable and effective services that adapt to meet evolving needs
- Maximize impact of PLB funding through effective use of financial resources
- Identify opportunities for capacity building, collaboration, and innovation



Overall Results

1,344 Individuals completed the survey

29% Response rate

4.8 Average score across all questions



Results



- 4.7 I know what to do if I'm not happy with this service
- 4.8 I am happy with this service
- 4.8 This service helps me reach my goals
- 4.8 When I ask for something to be different, my staff listens to me
- 4.8 I would tell my friends to use this service
- 4.9 I feel safe when I get this service

79%
I know how to find
other services that
can help me



Results



- 4.6 Employment Training services help me work at a training site or job I like
- 4.8 Community Integration services help me join activities I like
- 4.8 Community Living services help me live more independently
- 4.8 Employment services help me work at a job I like
- 4.8 Support Systems help me meet my needs
- 5.0 Employment Transportation services help me get to a job I like
- 5.0 Professional services help me feel healthier and happier



Is there anything else you would like to tell us about this service?

“I like that I was matched with a staff who listens to me.”

“I love having a job to go to every day. I can earn my own pay/living the supervisors are nice to me and help me.”

“Staff respect my they/them pronouns.”

“I would like it if there was not so much turnover.”

“This service has been a game changer for our family.”

“I like my staff. They help me become more independent.”

“This service has been instrumental to helping us get the support we need to raise our son with CP and Autism.”

“I wish I could have more hours of service.”



Key Takeaways

Overall, individuals that completed the survey are very satisfied with their PLB funded services – **WELL DONE** partners!

Every service is critical to the person who receives it

There is always room for improvement

