

How an individual feels about the supports he or she receives is, without a doubt, the most important measure of an agency's success. Center for Social Change measures the satisfaction of the individuals we support, and those in their circle of friends, in a number of different ways, at a number of different times. The results of several recent assessments of stakeholder satisfaction indicated that:

100% of the individuals we support reported that they are encouraged to take part in making decision about activities that they do

100% of the individuals we support reported that they are encouraged to take part in deciding how you want to spend their days

75% of the individuals we support reported that they are encouraged to make choices about the food they eat

100% of the individuals we support reported that they are assisted in going to church where, and when, they want

100% of the individuals we support reported that they are assisted in volunteering in the community if they want

75% of the individuals we support reported that their staff understands what they can do and what they need help with

75% of the individuals we support reported that they have searched for jobs with their job coach (computer, visits, etc)

75% of the individuals we support reported that their job coach helped them to learn new job skills

87% of the individuals we support reported that they make choices about where they want to live and who to live with

100% of the individuals we support reported that they feel safe in their community

Staff expressed satisfaction (with a number of variables about their jobs) as being above the 80th percentile of satisfaction.

Family members expressed satisfaction (with a number of variables about the supports provided to their children) as being above the 80th percentile of satisfaction.

Individuals themselves expressed satisfaction (with a number of variables about the supports that they receive) as being above the 91st percentile of satisfaction.

Each of us has personal goals; they help us to make decisions about what course we should follow. The individuals we support are no different, and Center for Social Change staff appreciate the importance of assisting the individuals they support to be working towards their goals. When key indicators are examined, it is observed that 100% of individuals in the residential program are working towards measurable goals