

2/13/2019

Dear Service Recipients, Legal Representatives and Case Managers:

Enclosed is the Opal Services, Inc.'s Satisfaction Survey results for 2018. We greatly appreciate those service recipients, legal representatives and/or case managers who took the time and made the effort to complete the survey. Thank you.

We are pleased to note that the level of satisfaction identified by respondents increased by an average of 8.4% on 12 of the 15 questions.

We will continue to use the feedback received to focus on areas where we can improve in our efforts to provide quality services to all service recipients at all times.

If you have any questions regarding the survey results or would like to receive the information in another format, please feel free to contact me at tfischer@opalservicesmn.com or 651-842-9018.

Sincerely,

Tom Fischer
Director of Services
Opal Services, Inc.



Opal Services 2018 Satisfaction Survey Results

There were 19 overall responses to the Survey, with 6 identifying themselves as service recipients, 11 as legal representatives, and 3 as case managers. Several of the surveys did not provide responses to all the questions on the survey.

Overall satisfaction with program:

1. Satisfied with the services you receive from Opal Services. **89%**
2. Happy where you are living. **100%**
3. Satisfied with the progress you are making towards accomplishing your goals. **83%**
4. Like the food you get to eat. **100%**
5. Feel that you have opportunities to make decisions. **88%**
6. Feel safe in your home. **100%**
7. Feel that your privacy is respected. **94%**
8. Satisfied that Opal Services is making sure that your rights are respected and protected. **100%**
9. Feel Opal Services provides you with the opportunity for functional and age appropriate skill development. **100%**

Overall satisfaction with program staff:

1. Opal Services staff members treat you with respect. **100%**
2. Opal Services staff members have the knowledge and skills to meet your needs. **95%**
3. Opal Services staff members pay attention to things that are important to you. **95%**
4. Staff members spend enough time with you. **84%**
5. Staff members are friendly and helpful to you. **100%**

6. You are able to give feedback to staff members. **100%**

Comments:

I like having fruit and vegetables available. (Service Recipient)

Survey should have more options for answers other than “yes” and “no”. (Case Manager)

Our client has recently experienced one of his main staff people abruptly leaving. Even before tha happening the number of hours (of staffing) provided by his benefits were not being filled by Opal. As well, communication was lacking often times. We are currently considering looking elsewhere for services. (Legal Representative)

Program Coordinator is fantastic at communication and keeping my person’s care team informed. (Case Manager)

Very happy with (service recipient’s) placement and appreciate the great care by the staff. Thank you! (Legal Representative)

I know that available funding is always the bottom line. I also believe that Opal should make every effort possible to better pay their home staff. We ask a lot from these people. A more competitive wage would help a lot towards staffing turnover. Reduced turnover would better serve the people living in your homes. (Legal Representative)

Camp registration is missed when there is a staff change. (Camp is) very important to her. Please make every effort to register (service recipient) for camp in 2018. Thank you! (Legal Representative)

(Service Recipient) receives great care at the home. (Program Director) is wonderful. (Legal Representative)