

Summary of Stakeholder Survey Results – 2009

1. What is your relationship with Adult Life Programs?
Funding Source – 8, Referral Source – 3, Volunteer – 1, Adult Care Home – 4, State Trade Association – 1, LME – 1, Insurance Agent – 1, same campus – 1, Licensing Agency – 1

2. How often do you have contact with Adult Life Programs?
Daily – 3, three to five times weekly – 3, two to three times a month – 14

3. When you have a concern or question related to Adult Life Programs are you able to get in touch with someone easily?
Yes – 21

4. How would you rate the response you get when you have a question or concern?
Excellent – 16, Good – 5,
 - **What a great team!!! I can always count on Tabetha, Anna and Amanda. I am just getting to know the other staff; however, each time I visit, the clients are engaged and happy. The staff, including the directors are almost always on the floor and easily accessible!!! It is a program to be proud of. I am more used to the ICCD standing alone, but I like the combination offered.**
 - **Amanda and Cindy are a great team. All the staff are always willing to do whatever they can to help.**
 - **Always able to get a hold of someone and have concern addressed and fixed so far.**
 - **Always willing to ask questions and accept feedback.**
 - **Very prompt.**
 - **Always very prompt in anything ever asked of them.**
 - **Always a very good response.**

5. What could Adult Life Programs do to improve its services to the community?
Varied hours – 2, More locations – 4, Education/advocacy – 4, More caregiver support groups – 2

6. Are you aware of any accessibility issues for Adult Life Programs? If so, please describe.

No – 8

- **I think the Conover program looks great with the changes made over the last two years! I was pleasantly surprised when I brought a person for a tour recently.**
- **Would like to see more employment for consumers**

7. If applicable, how effective do you believe the current services provided by Adult Life Programs are?

Excellent – 14, Good – 6

8. Have you received any feedback from clients you refer or other agencies involved with us that would be helpful for us to know?

None – 3

- **Feedback is consistently positive**
- **All my consumers look forward to coming and I am made to feel part of the team when there. Consumers know the case managers and the staff at ALP all work so well together and work through problems as a collective unit.**
- **All feedback from clients/caregivers has been positive**
- **I have heard only good things about this agency**
- **Wish ALP was more oriented to other individuals who do not have Medicaid, other sources of income who cannot afford to pay out of pocket for them**
- **Everyone is always thankful for having ALP and being able to keep their loved ones at home as long as possible**
- **Most of the feedback I get from those who have a relationship with ALP is positive**
- **Clients and families are satisfied with the services provided**
- **Several volunteers for funding process were amazed at the services offered. They were not aware of everything Adult Life offers**
- **They love going**

9. Do you have any other comments/thoughts about Adult Life Programs?

No - 2

- **Great resource for caregivers**
- **I would like to see more vocational/job coaching/shadowing as some do not have access to money for personal needs and fulfillment of earning their own money builds self esteem**

- **Great program! I feel that the need for this type of service will increase as baby boomers enter their senior years. Hopefully, the funds will match the need for service**
- **At this time maintaining financial stability is crucial. Once economic environment improves upcoming goals might include expansion of Adult Day Health Services in areas where the Adult Day Social model exists.**
- **Everyone at Adult Life Programs are very caring people. We all love them**
- **Great program that has dedicated staff!!! Kudos for what you do to help people.**
- **We appreciate so much having Adult Life Programs as advocates with other providers, speaking up for adult day services. Keep up the great work on our team!**
- **I think the service you provide is great. It gives our residents a place to go to meet new people and make more friends.**
- **I believe it is a wonderful ministry. Not everyone is appropriate for nursing home or assisted living facility placement. It is a wonderful service to our community.**
- **Several of the residents in my adult care home attend Adult Life Programs. It is a wonderful program.**
- **We are pleased that these services are available, a great resource.**
- **Office staff very friendly, professional and well educated. Pleasure to work with.**
- **My contact with Adult Life Programs' staff has always resulted in a pleasant, professional experience. I have not received any complaints about the program. Staff appear to genuinely care about the consumers and services they receive.**
- **Wonderful agency and staff. Much needed service in the community!**
- **I love working with the program.**