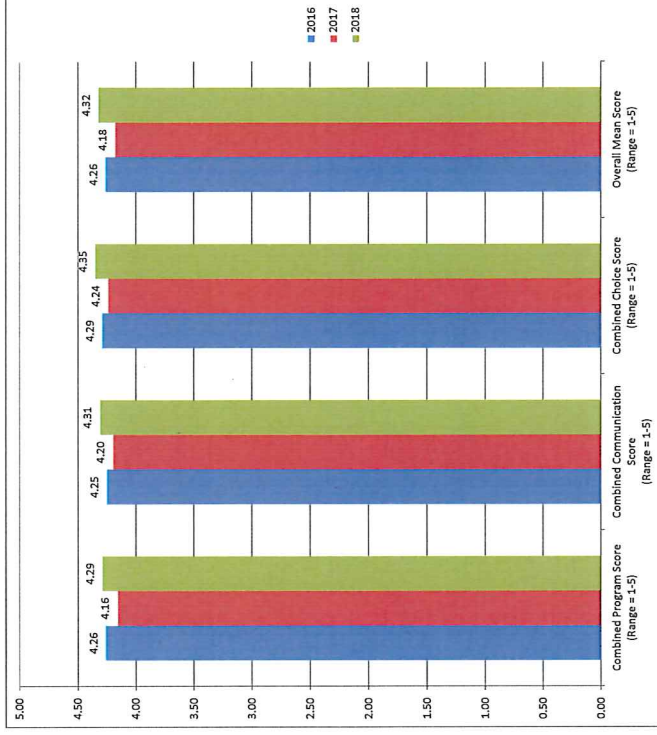


STAKEHOLDER SURVEY SUMMARY -2018

MEAN SCORE SUMMARY		1	2	3	4	5	6	7	8	9	10	11	12	13
Mean Score by Item (likert-Type Scale 1-5):		4.43	4.40	4.32	4.32	4.34	4.38	4.36	4.28	4.36	4.30	4.11	4.15	4.45
OVERALL MEAN SCORE: 4.32														

Survey Question/Statement	Percentage Summary				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. PHASE-industries helps Program Participants identify goals that are important to him/her.	45%	53%	2%	0%	0%
2. PHASE -industries services were easy to access.	43%	55%	2%	0%	0%
3. PHASE-industries transportation meets the needs of Program Participants.	45%	45%	8%	2%	0%
4. PHASE-industries provides support that helps Program Participants succeed.	40%	51%	9%	0%	0%
5. PHASE-industries helps Program Participants exercise their rights and responsibilities.	41%	53%	6%	0%	0%
6. PHASE-industries staff members are respectful in their interactions.	43%	53%	4%	0%	0%
7. Program Participants make progress toward their chosen goals.	38%	60%	2%	0%	0%
8. PHASE-industries staff clearly communicates about program services.	36%	55%	9%	0%	0%
9. PHASE-industries services have helped improve the life of the Program Participant.	43%	51%	6%	0%	0%
10. PHASE-industries staff upholds the rights and choices of Program Participants.	36%	58%	6%	0%	0%
11. PHASE-industries staff takes the culture (language, ethnicity/race, religion, sexual orientation, sex/gender roles, socioeconomic status, age, etc.) of Program Participants into consideration when planning and providing services.	27%	59%	12%	2%	0%
12. PHASE-industries staff is respectful of the Program Participant's cultural background.	26%	63%	11%	0%	0%
13. PHASE-industries will listen and respond when I have a concern or need.	51%	43%	6%	0%	0%
AVERAGE TOTALS:	40%	54%	6%	0%	0%
14. Overall, I am satisfied with the services provided by PHASE-industries.	48%	48%	4%	0%	0%
15. Would you recommend PHASE-industries?	Yes = 98%	No = 2%			
16. PHASE-industries services are integrated into the community.	Yes = 98%	No = 2%			

	Comparison to Prior Years		
	2016	2017	2018
Combined Program Score (Range = 1-5)	4.26	4.16	4.29
Combined Communication Score (Range = 1-5)	4.25	4.20	4.31
Combined Choice Score (Range = 1-5)	4.29	4.24	4.35
Overall Mean Score (Range = 1-5)	4.26	4.18	4.32
Number of Surveys Received	97	62	59



Trends for areas needing improvement from written responses:	
Positive Trends from Written Responses:	60% of written comments focused improving community-integrated activities/services.
	40% of comments focused on communication
	Notes: there were very few comments in this section (N=5).