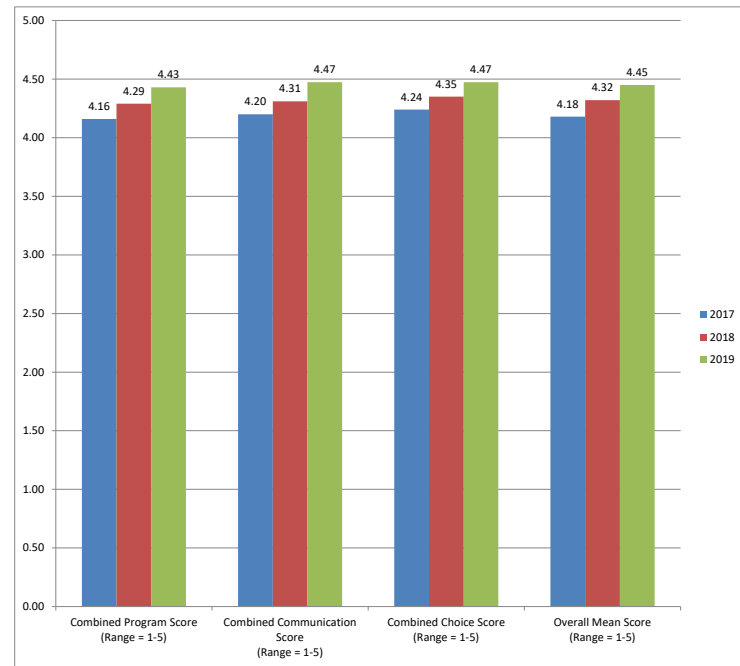


STAKEHOLDER SURVEY SUMMARY-2019

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):	4.47	4.50	4.38	4.59	4.48	4.52	4.38	4.39	4.47	4.47	4.33	4.36	4.51
OVERALL MEAN SCORE:	4.45												

Percentage Summary					
Survey Question/Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. PHASE-Industries helps Program Participants identify goals that are important to him/her.	48%	50%	2%	0%	0%
2. PHASE -Industries services were easy to access.	56%	38%	6%	0%	0%
3. PHASE-Industries transportation meets the needs of Program Participants.	48%	46%	5%	0%	1%
4. PHASE-Industries provides support that helps Program Participants succeed.	63%	34%	3%	0%	0%
5. PHASE-Industries helps Program Participants exercise their rights and responsibilities.	52%	45%	3%	0%	0%
6. PHASE-Industries staff members are respectful in their interactions.	60%	33%	5%	2%	0%
7. Program Participants make progress toward their chosen goals.	50%	39%	9%	2%	0%
8. PHASE-Industries staff clearly communicates about program services.	47%	45%	8%	0%	0%
9. PHASE-Industries services have helped improve the life of the Program Participant.	50%	48%	0%	2%	0%
10. PHASE-Industries staff upholds the rights and choices of Program Participants.	53%	42%	3%	2%	0%
11. PHASE-Industries staff takes the culture (language, ethnicity/race, religion, secual orientation, sex/gender roles, socioeconomic status, age, etc.) of Program Participants into consideration when planning and providing services.	44%	45%	11%	0%	0%
12. PHASE-Industries staff is respectful of the Program Participant's cultural background.	44%	48%	8%	0%	0%
13. PHASE-Industries will listen and respond when I have a concern or need.	57%	38%	3%	2%	0%
AVERAGE TOTALS:	52%	42%	5%	1%	0%
14. Overall, I am satisfied with the services provided by PHASE-Industries.	40%	53%	6%	1%	0%
15. Would you recommend PHASE-Industries?	Yes = 98%	No = 2%			
16. PHASE-Industries services are integrated into the community.	Yes = 100%	No = 0%			

Comparison to Prior Years			
	2017	2018	2019
Combined Program Score (Range = 1-5)	4.16	4.29	4.43
Combined Communication Score (Range = 1-5)	4.20	4.31	4.47
Combined Choice Score (Range = 1-5)	4.24	4.35	4.47
Overall Mean Score (Range = 1-5)	4.18	4.32	4.45
Number of Surveys Received	62	59	107



Positive Trends from Written Responses:
35% of written responses focused on strong person-centered engagement and encouragement of the person toward their goals.
25% of responses commented on achieving positive employment outcomes and occupational health.
25% of responses commented on prompt and important communication and staff competence.
15% of responses were about other (e.g., transportation, innovation, etc.).

Trends for areas needing improvement from written responses (N=23):
42% of written comments focused on securing more paid work opportunities.
22% of comments focused on improving/expanding transportation services.
22% of comments focused on improving staff engagement.
14% of comments were "other" ("nothing at the moment", etc.).