

PROGRAM PARTICIPANT SURVEY SUMMARY 2019-2020

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):	4.70	4.72	4.81	4.61	4.69	4.71	4.52	4.66	4.47	4.63	4.48	4.55	4.50
OVERALL MEAN SCORE:	4.62												

Percentage Summary					
Survey Question/Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. PHASE helps me identify goals that are important to me	82%	10%	5%	2%	1%
2. I was able to begin using PHASE services easily	83%	9%	5%	3%	0%
3. Transportation services meet my needs	89%	5%	4%	2%	0%
4. PHASE gives me the support I need to be successful	79%	8%	9%	3%	1%
5. PHASE staff help me exercise my rights and responsibilities	78%	13%	9%	0%	0%
6. The staff at PHASE treat me with respect and dignity	80%	14%	3%	3%	0%
7. I am making progress on my goals	66%	22%	10%	2%	0%
8. PHASE staff communicate with me about my services, in a way I understand	77%	17%	2%	3%	1%
9. My life has improved as a result of the services received at PHASE	70%	15%	8%	5%	2%
10. PHASE staff respects my choices and rights	77%	12%	8%	3%	0%
11. PHASE takes my culture...	67%	17%	12%	4%	0%
12. PHASE will listen and respond when I have a concern or need	71%	16%	10%	3%	0%
13. Overall, I am satisfied with the services I've received from PHASE	69%	17%	10%	3%	1%
	Yes	No			
14. I would recommend PHASE services to others	93%	7%			

Comparison to Prior Years			
	2017	2018	2019
Combined Program Score	4.32	4.27	4.58
Combined Communication	4.36	4.3	4.65
Combined Choice Score	4.34	4.28	4.66
Overall Mean Score (Range = 1-5)	4.34	4.29	4.62
Number of Surveys Received	207	194	101

What does PHASE do well?	What is an area to improve?
31 Provide work opportunities	22 Provide work opportunities
27 Provides a healthy place to be	18 Improve wages/income
11 Staffing is person centered	14 Desire more comm outings
10 Communicates well	13 Staff being person centered
10 Job training/skill development	9 Improvement Communication
8 Provides good support	8 Provide better support/service