

# **Horizons Specialized Services Steamboat Springs, CO**

## **2017 Survey of Satisfaction – Adult Services Report of Findings and Recommendations**

**Presented by  
Third Sector Innovations, Inc.  
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Horizons Specialized Services contracted with Third Sector Innovations, Inc. (Grand Junction, CO) in Fall 2017 to conduct a survey of satisfaction with Horizons' services for adult clients. Information was gathered from the following:

- Adult consumers served through the Supported Living Services (SLS) program
- Adult consumers served through the Comprehensive Services (Comp) program
- Parents/guardians of adult consumers served through either program.

### Methodology

Survey tools were designed to measure satisfaction with coordination and provision of specific program services. Survey participants were interviewed either face-to-face (adult clients) or via telephone (parents/guardians of adult clients).

This survey follows up on similar studies conducted in Summer 2005, Winter 2008, Spring 2011, and Fall 2014, with essentially the same tools used in all cases.

### Findings

As in years past, survey participants generally believe that Horizons provides high-quality services for its consumers. Clients and parents/guardians continue to be quite positive about Horizons overall, particularly in considering the services that clients are receiving and the level of independence clients are afforded.

**Adult Clients:** As in previous surveys, clients are generally very satisfied with their current work and living arrangements. Nearly all clients feel that Horizons personnel treat them with respect and allow them personal choices.

Adult clients generally provide feedback aligned with that received in 2011 and 2014. Deviations from this trend are minimal; clients report greater satisfaction in:

- choosing fun things to do, and as often as they'd like
- desiring to live in their current homes for a long time
- feeling that their lives are going in the right direction.

An area of improvement, when compared with 2014 findings, is the number of adult clients who know their service coordinator's name, and have been visited in their homes by the service coordinator. This improvement is most pronounced in the feedback received from SLS and Routt County clients. However, fewer clients report knowing how to see or talk to their service coordinator when help is needed.

There are several inquiries that garnered perfect scores:

- "I have a job I like, working with people who like me."
- "I am a good worker."
- "I like and pick out my own clothes."
- "I have time to myself in my room."

The most significant negative change from the previous survey period comes in the area that showed the most improvement in 2014: autonomy and decision-making. Fewer clients report having the opportunity to:

- help pick out and cook food
- tell someone to change the food if it is not what is wanted
- choose one's personal doctor.

These downturns are most notable among Comprehensive Services clients and those residing in the Moffat County service area. Also of concern is that slightly more clients report feeling afraid of someone, with this increase more pronounced in Comprehensive Services clients' feedback.

Other areas seeing lower scores include responses to the following statements:

- "I have friends who don't live in my house, or work for Horizons."
- (new question in 2017): "I know neighbors or other people around town."
- (new question in 2017): "I can leave my home when I want to be on my own."

Comprehensive Services clients in Moffat County have lower levels of satisfaction with the amount of help they get at work or during day activities than they did in 2014, but they do report increased overall satisfaction with their job/day activities.

In keeping with findings from three years ago, there are few negative comments from adult clients, and generally scored responses remain high.

Parents/Guardians: 2017 responses are similarly favorable to three years ago. The overall rating by those with a family member served either through SLS or Comprehensive Services is 8.8 on a 10-point scale. The majority of parents/guardians continue to be appreciative of the Horizons staff, and feel that the program is making a positive impact in the lives of their family members. Most parents/guardians believe that Horizons is benefitting the family member client and taking him/her in the right direction.

Two inquiries received perfect scores from all participating parents/guardians:

- "The service coordinator knows a lot about local resources and offers choices for my family member as a result of this knowledge."
- "Horizons provides both case management services AND other direct services to my family member and other clients, and I am o.k. with this."

Parents/guardians provide positive feedback regarding improved interaction and communication with Horizons staff, especially parents/guardians of SLS clients; these same parents also report higher levels of satisfaction in:

- The amount of contact with service coordinators and interactions with Horizons staff
- Feeling informed of the client family member's schedule (with many noting the monthly calendar as their source of information).

There were no significant negative changes from 2014 to 2017, with two exceptions:

- SLS parents: "I have had the opportunity to make choices about the staff who work with my family member."
- Comp Services parents (and in complete contrast to feedback provided by SLS parents, as noted above): "Staff continue to inform me of my family member's general scheduled/planned activities."

#### Recommendations

Based on the feedback gathered, Third Sector Innovations, Inc. finds limited concern for Horizons Specialized Services' service provision and interaction with adult clients and their parents, guardians and family members. However, the following reminders are noted:

- Continue to evaluate variations in reported satisfaction between/among counties and programs to discern whether these differences are significant; develop specific plans for improvement in specific geographies and services provision if variations are significant.
- Continue work to maximize effective and frequent communications, particularly with parents/guardians, via both written and verbal opportunities.
- Continue implementing strategies that encourage consumer choice and autonomy, as well as parent participation in service delivery and client development.

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Third Sector Innovations, Inc. appreciates the opportunity to provide this report to Horizons Specialized Services, and gives a special thank you to all staff members assisting with the survey process.