
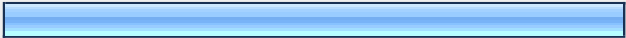

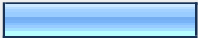
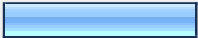
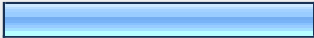
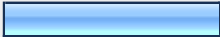
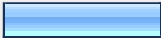



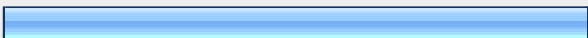
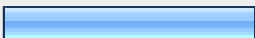

# Customer/Guardian Quality Assurance Survey 2008





1. Person completing the survey:			Response Percent	Response Count
Customer			5.3%	4
<b>Guardian/Parent of Customer</b>			<b>68.4%</b>	<b>52</b>
Primary caregiver			5.3%	4
Other (Case Manager, etc.)			21.1%	16
		<i>answered question</i>		<b>76</b>
		<i>skipped question</i>		<b>0</b>

2. Optional Name:		Response Count
		39
	<i>answered question</i>	<b>39</b>
	<i>skipped question</i>	<b>37</b>

3. Optional Email (for results and quarterly newsletters):		Response Count
		33
	<i>answered question</i>	<b>33</b>
	<i>skipped question</i>	<b>43</b>

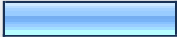
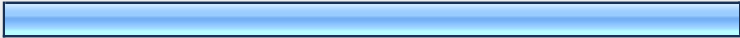
4. Customer's age:			Response Percent	Response Count
6-14			21.1%	16
<b>15-22</b>			<b>34.2%</b>	<b>26</b>
23-35			23.7%	18
36-50			17.1%	13
50+			3.9%	3
			<b>answered question</b>	<b>76</b>
			<b>skipped question</b>	<b>0</b>

5. Customer's primary living arrangement:			Response Percent	Response Count
<b>Resides with family</b>			<b>64.5%</b>	<b>49</b>
24-hour residential supports			27.6%	21
Resides in own home (no roommates)			7.9%	6
			<b>answered question</b>	<b>76</b>
			<b>skipped question</b>	<b>0</b>



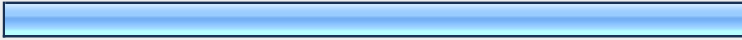
6. Customer's employment status:			Response Percent	Response Count
<b>Student</b>			<b>43.4%</b>	<b>33</b>
Volunteer			13.2%	10
Employed			19.7%	15
Not at this time			32.9%	25
			<b>answered question</b>	<b>76</b>
			<b>skipped question</b>	<b>0</b>

7. If employed, average # of hours work per week:		
		Response Count
		19
	<i>answered question</i>	19
	<i>skipped question</i>	57


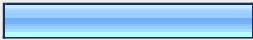





8. If employed, hourly pay rate:		
		Response Count
		15
	<i>answered question</i>	15
	<i>skipped question</i>	61

9. Do you receive SLS services from OPG, Inc? (Selecting "No" means you do not receive Supported Living Services [SLS] from OPG, Inc. You will automatically be sent to the next page.)			
		Response Percent	Response Count
Yes		18.7%	14
No		81.3%	61
		<i>answered question</i>	75
		<i>skipped question</i>	1

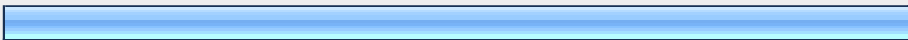
**10. How long has OPG, Inc. provided this service for you?**

		Response Percent	Response Count
1-4 months		9.1%	1
5-7 months		0.0%	0
8-11 months		0.0%	0
1 year		9.1%	1
2 years		0.0%	0
<b>3+ years</b>		<b>81.8%</b>	<b>9</b>
<i>answered question</i>			<b>11</b>
<i>skipped question</i>			<b>65</b>

**11. Please identify your team manager.**

		Response Percent	Response Count
Erica Berghoff		18.2%	2
<b>Casey Foulks</b>		<b>27.3%</b>	<b>3</b>
Angela Hensley		9.1%	1
Kim Leal		9.1%	1
Jamie Martin		9.1%	1
Leslie Newlin		18.2%	2
John Schmidt		9.1%	1
<i>answered question</i>			<b>11</b>
<i>skipped question</i>			<b>65</b>

**12. Please rate your overall satisfaction with the Direct Support Professionals.**

		Response Percent	Response Count
<b>Very Satisfied</b>		<b>100.0%</b>	<b>11</b>
Somewhat Satisfied		0.0%	0
Neutral		0.0%	0
Somewhat Dissatisfied		0.0%	0
Very Dissatisfied		0.0%	0
<i>answered question</i>			<b>11</b>
<i>skipped question</i>			<b>65</b>

**13. The Team Manager...**

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
Is knowledgeable of my diagnosis (es) and medication(s).	<b>81.8% (9)</b>	9.1% (1)	0.0% (0)	9.1% (1)	0.0% (0)	11
Is approachable and responsive to my requests.	<b>63.6% (7)</b>	27.3% (3)	0.0% (0)	0.0% (0)	9.1% (1)	11
Demonstrates effective judgement and problem solving skills when making decisions about my programming.	<b>72.7% (8)</b>	18.2% (2)	0.0% (0)	0.0% (0)	9.1% (1)	11
Is active with my programming and understands my wants and needs.	<b>72.7% (8)</b>	9.1% (1)	9.1% (1)	0.0% (0)	9.1% (1)	11
Interacts with me for the appropriate amount of time per month.	<b>63.6% (7)</b>	9.1% (1)	9.1% (1)	9.1% (1)	9.1% (1)	11
Ensures that my DSP(s) have the appropriate level of training to understand my wants/needs.	<b>81.8% (9)</b>	9.1% (1)	0.0% (0)	9.1% (1)	0.0% (0)	11
Is well prepared and on time for team meetings.	<b>81.8% (9)</b>	9.1% (1)	0.0% (0)	9.1% (1)	0.0% (0)	11
Actively participates and provides progressive, thought provoking ideas at meetings.	<b>72.7% (8)</b>	18.2% (2)	0.0% (0)	0.0% (0)	9.1% (1)	11
If receiving 24/7 supports, Ensures						

that my home remains safe and secure to include finances, rights, health/safety and programming.	<b>72.7% (8)</b>	9.1% (1)	18.2% (2)	0.0% (0)	0.0% (0)	11
	<i>answered question</i>					<b>11</b>
	<i>skipped question</i>					<b>65</b>

14. Please rate your overall satisfaction with the Team Manager.							
						Response Percent	Response Count
<b>Very Satisfied</b>						<b>72.7%</b>	<b>8</b>
Somewhat Satisfied						9.1%	1
Neutral						9.1%	1
Somewhat Dissatisfied						0.0%	0
Very Dissatisfied						9.1%	1
	<i>answered question</i>						<b>11</b>
	<i>skipped question</i>						<b>65</b>

15. Have you ever had another vendor providing this (SLS) service for you?							
						Response Percent	Response Count
<b>Yes</b>						<b>63.6%</b>	<b>7</b>
No						36.4%	4
I don't know						0.0%	0
	<i>answered question</i>						<b>11</b>
	<i>skipped question</i>						<b>65</b>

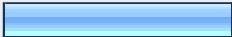
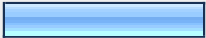
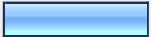
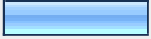


**16. If yes, how would you rate OPG, Inc. in comparison to the other vendor?**

		Response Percent	Response Count
I would rate OPG, Inc. higher than the other vendor.		87.5%	7
I would rate OPG, Inc. about the same as the other vendor.		0.0%	0
I would rate OPG, Inc. below the other vendor.		12.5%	1
I have not had another vendor providing this service.		0.0%	0
		<b>answered question</b>	<b>8</b>
		<b>skipped question</b>	<b>68</b>

**17. Do you receive MUTH services from OPG, Inc? (Selecting "No" means you do not receive Music Therapy Services [MUTH] from OPG, Inc. You will automatically be sent to the next page.)**

		Response Percent	Response Count
Yes		45.8%	33
No		54.2%	39
		<b>answered question</b>	<b>72</b>
		<b>skipped question</b>	<b>4</b>

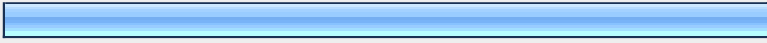
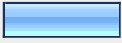

**18. Please identify your music therapist.**

		Response Percent	Response Count
<b>Sarah Benton</b>		<b>25.0%</b>	<b>8</b>
Amanda Cook		21.9%	7
Lindsay Menninger		15.6%	5
Sarah Moody		0.0%	0
Lindsey Oldham		15.6%	5
Diane Parker		15.6%	5
Heidi (Tennis)Shorter		0.0%	0
Connie Updegraff		6.3%	2
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>44</b>

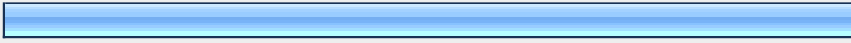


**19. My Music Therapist...**

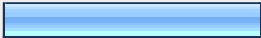
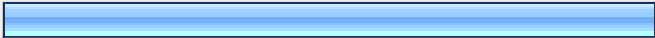
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count	
Is prepared for each session.	<b>90.6% (29)</b>	6.3% (2)	0.0% (0)	3.1% (1)	0.0% (0)	32	
Fosters energy, enthusiasm, and commitment.	<b>93.8% (30)</b>	3.1% (1)	0.0% (0)	3.1% (1)	0.0% (0)	32	
Ensures I am comfortable in the environment for my session.	<b>93.8% (30)</b>	3.1% (1)	3.1% (1)	0.0% (0)	0.0% (0)	32	
Pays full undivided attention to me during my session.	<b>90.6% (29)</b>	9.4% (3)	0.0% (0)	0.0% (0)	0.0% (0)	32	
Stays current with the latest advances in her field.	<b>75.0% (24)</b>	21.9% (7)	0.0% (0)	3.1% (1)	0.0% (0)	32	
Learns from mistakes by noticing what went wrong and makes adjustments.	<b>84.4% (27)</b>	9.4% (3)	6.3% (2)	0.0% (0)	0.0% (0)	32	
						<b>answered question</b>	<b>32</b>
						<b>skipped question</b>	<b>44</b>




**20. I feel that I am learning valuable skills from Music Therapy.**



		Response Percent	Response Count
<b>Strongly Agree</b>		84.4%	27
Somewhat Agree		12.5%	4
Neutral		0.0%	0
Somewhat Disagree		3.1%	1
Strongly Disagree		0.0%	0
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>44</b>

**21. Please rate your overall satisfaction with the Music Therapist.**










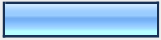

		Response Percent	Response Count
<b>Very Satisfied</b>		93.8%	30
Somewhat Satisfied		3.1%	1
Neutral		0.0%	0
Somewhat Dissatisfied		3.1%	1
Very Dissatisfied		0.0%	0
		<b>answered question</b>	<b>32</b>
		<b>skipped question</b>	<b>44</b>

22. Have you ever had another vendor providing this service for you?			Response Percent	Response Count
Yes			28.1%	9
No			71.9%	23
I don't know			0.0%	0
			<b>answered question</b>	<b>32</b>
			<b>skipped question</b>	<b>44</b>

23. If yes, how would you rate OPG, Inc. in comparison to the other vendor?			Response Percent	Response Count
I would rate OPG, Inc. higher than the other vendor.			38.1%	8
I would rate OPG, Inc. about the same as the other vendor.			9.5%	2
I would rate OPG, Inc. below the other vendor.			0.0%	0
I have not had another vendor providing this service.			52.4%	11
			<b>answered question</b>	<b>21</b>
			<b>skipped question</b>	<b>55</b>



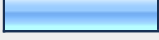
24. Do you receive BSS services from OPG, Inc? (Selecting "No" means you do not receive Behavior Support Services [BSS] from OPG, Inc. You will automatically be sent to the next page.)			Response Percent	Response Count
Yes			54.9%	39
No			45.1%	32
			<b>answered question</b>	<b>71</b>
			<b>skipped question</b>	<b>5</b>

25. Please identify your behavior consultant.

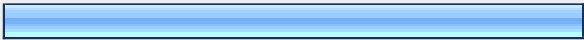


		Response Percent	Response Count
Kim Adkins		11.1%	4
<b>Linda Bell</b>		<b>16.7%</b>	<b>6</b>
Raina Dailey		8.3%	3
Minta Johnson		5.6%	2
Dana Klopfenstein		5.6%	2
Maryann Lake		0.0%	0
Kristen Palmer		11.1%	4
Dave Ridings		5.6%	2
Kyla Ryan		0.0%	0
Gina Schenk		5.6%	2
Lisa Steward		11.1%	4
<b>Jill Tate</b>		<b>16.7%</b>	<b>6</b>
Craig White		2.8%	1
		<b><i>answered question</i></b>	<b>36</b>
		<b><i>skipped question</i></b>	<b>40</b>

26. My Behavior Consultant...						
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Response Count
Is knowledgeable of my diagnosis (es).	80.6% (29)	11.1% (4)	8.3% (3)	0.0% (0)	0.0% (0)	36
Is knowledgeable of my medication (s).	63.9% (23)	19.4% (7)	16.7% (6)	0.0% (0)	0.0% (0)	36
Treats me with fairness and respect.	91.7% (33)	2.8% (1)	2.8% (1)	2.8% (1)	0.0% (0)	36
Sets high standards of excellence for serving me.	83.3% (30)	5.6% (2)	11.1% (4)	0.0% (0)	0.0% (0)	36
Is responsive to my requests.	80.6% (29)	11.1% (4)	8.3% (3)	0.0% (0)	0.0% (0)	36
Is likeable and approachable.	91.7% (33)	2.8% (1)	2.8% (1)	2.8% (1)	0.0% (0)	36
Uses his/her time effectively.	75.0% (27)	8.3% (3)	13.9% (5)	2.8% (1)	0.0% (0)	36
Demonstrates good judgement and common sense when making decisions.	80.6% (29)	8.3% (3)	11.1% (4)	0.0% (0)	0.0% (0)	36
Anticipates and overcomes obstacles before they become a crisis.	61.1% (22)	22.2% (8)	16.7% (6)	0.0% (0)	0.0% (0)	36
Manages stressful situations well without personally becoming uptight or tense.	69.4% (25)	11.1% (4)	16.7% (6)	2.8% (1)	0.0% (0)	36
Pays full undivided attention to what others are saying without interrupting.	86.1% (31)	5.6% (2)	8.3% (3)	0.0% (0)	0.0% (0)	36
Seeks new approaches to overcome existing obstacles.	72.2% (26)	13.9% (5)	13.9% (5)	0.0% (0)	0.0% (0)	36
Is interested in learning from the experience when dealing with problems.	75.0% (27)	16.7% (6)	8.3% (3)	0.0% (0)	0.0% (0)	36
Provides adequate communication.	66.7% (24)	19.4% (7)	11.1% (4)	2.8% (1)	0.0% (0)	36
	<b>answered question</b>					<b>36</b>
	<b>skipped question</b>					<b>40</b>

**27. Please rate your overall satisfaction with your Behavior Consultant.**

		Response Percent	Response Count
Very Satisfied		77.8%	28
Somewhat Satisfied		5.6%	2
Neutral		16.7%	6
Somewhat Dissatisfied		0.0%	0
Very Dissatisfied		0.0%	0
		<b><i>answered question</i></b>	<b>36</b>
		<b><i>skipped question</i></b>	<b>40</b>

**28. Have you ever had another vendor providing this service for you?**

		Response Percent	Response Count
Yes		63.9%	23
No		30.6%	11
I don't know		5.6%	2
		<b><i>answered question</i></b>	<b>36</b>
		<b><i>skipped question</i></b>	<b>40</b>

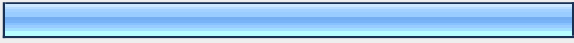
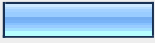



**29. If yes, how would you rate OPG, Inc. in comparison to the other vendor?**

		Response Percent	Response Count
I would rate OPG, Inc. higher than the other vendor.		67.9%	19
I would rate OPG, Inc. about the same as the other vendor.		14.3%	4
I would rate OPG, Inc. below the other vendor.		0.0%	0
I have not had another vendor providing this service.		17.9%	5
		<b>answered question</b>	<b>28</b>
		<b>skipped question</b>	<b>48</b>

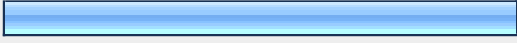
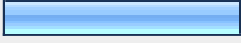



**30. OPG, Inc. finds new ways of serving me through creative solutions.**

		Response Percent	Response Count
Strongly Agree		51.6%	32
Somewhat Agree		25.8%	16
Neutral		17.7%	11
Somewhat Disagree		3.2%	2
Strongly Disagree		1.6%	1
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>14</b>


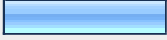
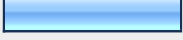


**31. OPG, Inc. communicates with me to find out what I want and accepts my feedback.**

		Response Percent	Response Count
Strongly Agree		62.9%	39
Somewhat Agree		16.1%	10
Neutral		14.5%	9
Somewhat Disagree		3.2%	2
Strongly Disagree		3.2%	2
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>14</b>

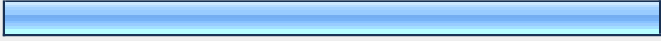
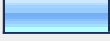
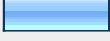


**32. OPG, Inc. consistently delivers on their commitments.**

		Response Percent	Response Count
Strongly Agree		56.5%	35
Somewhat Agree		25.8%	16
Neutral		9.7%	6
Somewhat Disagree		6.5%	4
Strongly Disagree		1.6%	1
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>14</b>

**33. I can trust OPG, Inc. to represent my interest even if I am not around.**

		Response Percent	Response Count
Strongly Agree		59.7%	37
Somewhat Agree		17.7%	11
Neutral		19.4%	12
Somewhat Disagree		1.6%	1
Strongly Disagree		1.6%	1
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>14</b>

**34. Please rate your overall satisfaction with OPG, Inc. as a company.**

		Response Percent	Response Count
Very Satisfied		72.6%	45
Somewhat Satisfied		11.3%	7
Neutral		11.3%	7
Somewhat Dissatisfied		3.2%	2
Very Dissatisfied		1.6%	1
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>14</b>

**35. We are updating the OPG, Inc. website, may we use your comments as a testimonial? If yes, please include a short statement below (please include your name, the customer's name and what service you receive.**

		Response Count
		20
		<b>answered question</b>
		<b>20</b>
		<b>skipped question</b>
		<b>56</b>

36. Please include any additional comments in the box provided.

		Response Count
		21
	<i>answered question</i>	21
	<i>skipped question</i>	55