

Trillium Services, Inc. Satisfaction Survey Results



**January 1 - December 31
2018**

Survey Completed in 2019



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Community Living Service Recipient Results

56 of 60
responded
93 %



YES



NO

◆ Do you like the house you live in?

Yes = 100 %
No = 0 %

Comments:

- I like it here!
- I like my roommates.
- It is clean and tidy the way I like it.
- I might enjoy more things to do in the backyard.
- Fun home.
- It's alright.
- I like my room.
- I feel calmer than I was at my old house.

◆ Do you feel comfortable in your home?

Yes = 98 %
No = 2 %

Comments:

- I'm happy all of the time.
- When staff are agreeable.
- Good house.
- I can go to staff for help.
- Most of the time.
- I have personal space and enjoy spending time with housemates.
- Except when the AC went out.
- When roommates get upset it makes me want to walk.



◆ Is your room arranged and decorated the way you want?

Yes = 96 %
No = 4 %

Comments:

- Almost, I want it painted.
- I could use some more Bulldogs gear!
- Stars and planets.
- Sports and family.
- Yes, lots of pink!
- I would like to move upstairs.
- Yes, cows and boxes!
- Not big enough.
- Winnie the Pooh!
- We can't put nails in the wall to hang stuff.

◆ Do you have the opportunity to meet people and make friends?

Yes = 96 %
No = 4 %

Comments:

- All the time!
- I go to activities and I enjoy meeting new people.
- I always meet new people during my time out in the community.
- I want to meet new people.
- I don't get out enough.



Yes = 98 %

No = 2 %

◆ Do you feel connected to friends?

Yes = 98 %

No = 2 %

◆ Do you feel connected to family?

Comments:

- I Skype and get help writing letters to family.
- I get to see my boyfriend and sister when I want.
- I wish I could have girls over.
- I feel connected to friends sometimes.
- I don't get out enough.
- I have one neighbor I like. I would like to have a neighborhood party.
- Don't want to know neighbors.
- Some neighbors are nice.

Yes = 65 %

No = 35 %

◆ Do you feel connected to neighbors?



◆ Do you feel respected?

Yes = 95 %

No = 5 %

Comments:

- I don't when I'm around my housemate.
- Roommates are always arguing.
- Sometimes. Sometimes not. I want to move out.
- Staff listen to my thoughts and opinions. My housemates respect my space.
- Somewhat, yes.

Yes = 100 %

No = 0 %

◆ Are you provided with enough information to make a choice/decision?

Comments:

- I like choosing which meals to grill.

◆ Are you listened to when you have a concern?

Comments:

- Staff listen when I have a problem.
- My roommates interrupt me.
- Sometimes, sometimes not.
- All the time!
- I will work on listening more.

Yes = 96 %

No = 4 %

◆ Do you get what you need from your staff?

Comments:

- I don't go out for coffee enough.
- I want them to figure out when to do my walk PT.
- All the time.
- Sometimes.

Yes = 96 %

No = 4 %



◆ **What successes are you most proud of?**

Comments:

- | | | |
|-----------------------------|---|--|
| • Volunteering at church | • Being independent | • Losing weight |
| • How I play guitar | • I have more freedom and I feel more happy | • I graduated high school |
| • Going to karate | • How well I do with chores | • Special Olympics |
| • I like to roller skate | • Baking and cooking | • Being in the SAM program |
| • That I have my girlfriend | • My outcomes | • Getting my guinea pig and moving into a better place |
| • Working two jobs | | |



◆ **What do you like best about your services?**

Comments:

- | | | |
|------------------------------|-------------------------------------|--------------------------|
| • When staff play basketball | • Going out in the community | • I get out with friends |
| • I like to go for walks | • One-on-one time | • Being listened to |
| • Coffee with staff | • My roommate is like a best friend | • Everyone helps me |
| • Lots of services | • They listen when I need to vent | • Visiting fun places |
| • Being treated with respect | | • Friendly environment |

◆ **If you could change something about your services, what would it be?**

Comments:

- | | | |
|----------------------------------|---|--|
| • More funding | • Better communication between work and house staff | • More alone time |
| • To move out of my house | • More time alone in community | • Staff needs to be nicer |
| • Help people understand me more | • Able to hang stuff on my walls | • New activities |
| • More naps | • Be able to have dogs spend the night | • More adventurous activities |
| • More track practices | | • Be able to own a dog or cat as service animals |
| • Not so many staff leaving | | |

◆ **What do you enjoy doing in your community?**

Comments:

- | | | |
|---------------------|----------------------------|----------------------------|
| • Playing football | • Getting coffee | • Being outside |
| • Go for bike rides | • Horseback riding | • I like to try new things |
| • Play Bingo | • Hang out with girlfriend | • Shopping |
| • Exercise | • Barnes and Noble | • I enjoy my job |
| • Canal Park | • Going out to eat | • Working |
| • Go to the library | • Movies | • Going downtown |
| • Volunteering | • Adventure Zone | • Going to Huskies game |



◆ **Additional Comments.**

- More staff for my house.
- Thank you for all of the hard work you do.
- I would like Supervisor to stay until 9pm.

◆ **Would you recommend Trillium Services to others?**

Yes = 96 %
No = 4 %

Community Living Service Recipient Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

Plan of Action:

Aid in budgeting for more Bulldogs gear for his room.

Is your room arranged and decorated the way you want?

Plan of Action:

We will look for people to move rooms if the opportunity arises.

Plan of Action:

Service Recipient's Dad talked to the landlord who said he could hang more stuff up on his walls and paint the room if he wants to.

Plan of Action:

Help him re-arrange his room to maximize space.



Do you feel connected to neighbors?

Plan of Action:

The ladies will host more block parties and walk around the neighborhood and say "Hello" to neighbors.

Plan of Action:

Staff will help plan an end-of-the-summer neighborhood block party!

Plan of Action:

He visited what will be his new neighborhood and attended a block party!

Plan of Action:

The previous neighbors weren't very nice. New ones have moved in, so we will make an effort to get to know them.

If you could change something about your services what would it be? - Activities



Plan of Action:

More activities in the backyard and more adventurous activities. Plan a trip to Valley Fair!

Plan of Action:

Utilize the aquarium pass more often. Go to the library and more car shows. Find more resources.

Community Living Family/Guardian Survey Results

26 of 68
responded
38 %

◆ How would you rate the services your son, daughter, or ward receives?

Excellent = 40 %
Good = 56 %
Fair = 4 %
Poor = 0 %
Unknown = 0 %

Comments:

- Very good over the last year. All of them have done their part very well.
- Since staffing has become more stable, the services have improved to excellent.
- Staff doesn't support my son's specific needs.



◆ How would you rate the responsiveness of Trillium Services in addressing your questions or concerns?

Excellent = 52 %
Good = 44 %
Fair = 4 %
Poor = 0 %
Unknown = 0 %

Comments:

- Sometimes I have to send a second email. Sometimes things get brushed off when I need to think about it, but never do hear back.
- The Director is a model customer service person—always calls back timely. Supervisor too!

◆ How well does Trillium Services promote community inclusion for your son, daughter, or ward?

Excellent = 40 %
Good = 48 %
Fair = 12 %
Poor = 0 %
Unknown = 0 %

Comments:

- Would like to see staff do more with service recipients during months with nice weather.
- It would be nice if there were some volunteer opportunities. I know it is difficult to find the right fit, but it would really benefit him, especially since he is not working anymore.

◆ How would you rate the support your son, daughter, or ward receives in asserting their rights and responsibilities?

Excellent = 50 %
Good = 42 %
Fair = 0 %
Poor = 0 %
Unknown = 8 %

Comments:

- Hard to determine her situation.
- Personally, I would prefer a bit more interaction with staff and my son regarding personal hygiene, bedroom order, chores. But overall, the staff is good and my son's safety is secured.



◆ How would you rate your experience overall with communication regarding service delivery?

Excellent = 42 %
Good = 54 %
Fair = 0 %
Poor = 4 %
Unknown = 0 %

Comments:

- Supervisor is doing a great job updating me and is excellent to work with.
- Change in staff has decreased communication. New staff are very inexperienced.

Excellent = 23 %
 Good = 50 %
 Fair = 27 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Comments:

- This is always a work in progress.
- My son needs to learn to ask for help, and he needs to learn who to ask and how.
- This is an area where I think there is room for improvement. My son needs coaxing until it is a routine or habit.

Excellent = 50 %
 Good = 46 %
 Fair = 4 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the overall quality of service received?

Comments:

- Things have improved a lot lately. It really depends on a good house Supervisor.
- Fair to good. Turnover of staff and Supervisor is frustrating. Just develop a rapport and then the person has moved on.

Excellent = 42 %
 Good = 54 %
 Fair = 4 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the appearance and condition of your son, daughter, or ward's home?

Comments:

- Always clean when visiting.
- Living room is impressive. Bathrooms are small and dated. Entry could be more inviting.
- Kitchen floor needs daily mopping. Things she uses every day need to be wiped down.



Excellent = 64 %
 Good = 28 %
 Fair = 8 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the location and accessibility of your son, daughter, or ward's home?

Comments:

- Need a handrail on front steps. I have a challenging time getting to the front door.
- I spend a lot of time supporting my daughter and her needs/wants. It is helpful to be able to access her home and room when it's convenient for me.

◆ What do you like best about the services provided?

Comments:

- I like that services are tailored to the individual.
- They offer a clean and safe home environment.

◆ Please list additional services or supports you would like to see provided.

Comments:

- Better staff communication.
- Care plans or daily schedule and cares for person served.
- Some structured holiday activities planned for those unable to go home with family.

- Staff at my daughter's house are kind and friendly.
- Staff really care about service recipients.

◆ Additional comments or concerns.

Comments:

- Please do whatever possible to retain staff.
- I am very concerned about the turnover with staff, but with health issues it is very concerning.

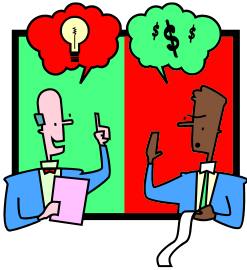
◆ Would you recommend Trillium Services to other families/guardians?

Yes = 96 %
 No = 4 %

Community Living Family/Guardian Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

How well does Trillium Services promote community inclusion for your son, daughter, or ward?



Plan of Action:
Encourage Service Recipient to participate in more community based events.

Plan of Action:

Staff will be trained to use the van so that she can get out more. We will also provide ideas for activities.

Plan of Action:

Find volunteer opportunities that he enjoys. Bring ideas to staff meeting and brainstorm.

How would you rate your experience overall with communication regarding service delivery?

Plan of Action:

Quickly respond to concerns to ensure a quick resolution.

Plan of Action:

Supervisor will return emails the day he receives them before he leaves for the day.

Plan of Action:

Staff will have more Service Recipient specific communication logs.



Additional Comments: Staff

Additional Comments: More activity



Plan of Action:

Meet with staff regularly for ongoing training. Help find out what tools they need to better support them in supporting service recipients.

Plan of Action:

Encourage him to join a sporting team or help organize a "fishing" group!

Family Services/Connections Service Recipient Results

66 of 83
responded
80 %



YES



NO

◆ Do you like the services you are receiving?

Yes = 100 %
No = 0 %

Comments:

- Everyone I work with is nice.
- Thumbs up!
- They're good, helpful, and nice. I just need to work on communicating with them better.



◆ Do you have the opportunity to meet new people and make new friends?

Yes = 98 %
No = 2 %

Comments:

- Trillium has been a great help encouraging me to get out more and do things with friends.
- I have the right and the opportunity to meet people and make friends.

◆ Do people at Trillium listen to you when you have a concern?

Yes = 100 %
No = 0 %

Comments:

- I've never had a concern that my Supervisor hasn't been able to address.
- I've had issues with staff in the past, so they helped me with the process and got me new staff.

◆ Do you feel comfortable asking for help or assistance?

Yes = 96 %
No = 4 %

Comments:

- Depends on what staff.
- It's hard for me, but I'm working on it and getting better.
- Yes, I feel comfortable asking for help.
- I don't always ask for help or assistance because I feel that I don't need help.

◆ Are you provided with enough information to make a choice/decision?

Yes = 98 %
No = 2 %

Comments:

- My Supervisor gives me enough information to make choices.
- I feel like I can always ask for clarification or ask questions.
- We talk things through.



◆ Do you have access to all of the services that you want?

Yes = 98 %
No = 2 %

Comments:

- I want more hours with Trillium.
- Yes, I have all the services.
- I have the access, but I'm not able to work yet.
- Respite care!



◆ What do you like best about your services?

Comments:

- | | | |
|-----------------------------------|-------------------------------------|--------------------------------------|
| • Read books with my staff | • Riding the trolley | • Success |
| • Being outside on the playground | • They help me get to places | • Living on my own |
| • Going out with friends | • They are flexible | • Seeing my friends |
| • Playing softball | • I get to be my own person | • Get out in the community |
| • I like Music in the Park | • Being happy | • Staff are kind |
| • People that care about me | • The help I am getting | • Going on trips |
| • Helpful and supportive | • Respite care when needed | • Calling my friends |
| • I like my staff | • Everything's good | • Friendly, respectful people |
| • Friendly, kind, and helpful | • Hanging out with staff | • Going for walks |
| • Getting out and about | • Having help when I need it | • Exploring the new city I live in |
| • Having my apartment | • Good role models | • Everything |
| • Swimming for Special Olympics | • Help with my goals | • Going to the YMCA |
| • Making my own decisions | • When we color and listen to music | • Being able to meet different staff |
| • I like the team around me | | |

◆ If you could change something about the services you receive, what would it be?

Comments:

- | | |
|---|---|
| • I like things the way they are | • I can't think of anything |
| • Nothing | • Holiday party every other year |
| • Learn how to be a chef | • Finding better staff |
| • Keep everything the same | • I wouldn't change anything |
| • Less changes with staff | • Staff on Saturdays for UMD Hockey games |
| • It has been good overall | • When a person has issues and concerns, help them get a better outcome |
| • Build a community for people with learning disabilities | |



◆ Would you recommend Trillium Services to others?

Yes = 100 %
No = 0 %

◆ Additional Comments.

Comments:

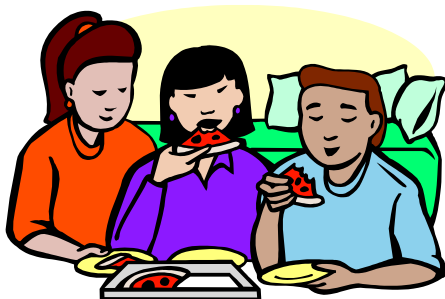
- Instead of things like the gym and game night, other priorities should come first like budgeting or meal planning.



FS/Connections Service Recipient Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

Do people at Trillium listen to you when you have a concern?



Plan of Action:

Supervisor will meet with staff to retrain on how to best support her when she has concerns.

Plan of Action:

Weekly core meetings have been incorporated to allow for concerns to be voiced.

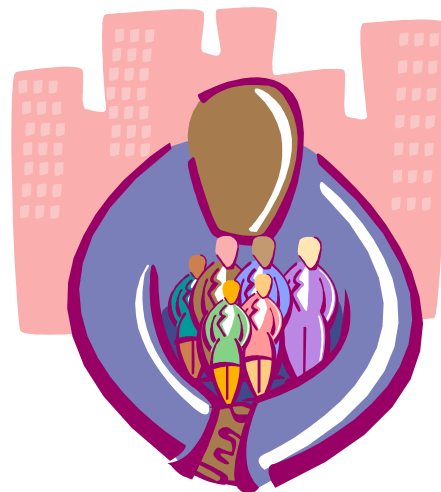
Do you feel comfortable asking for help or assistance?

Plan of Action:

Reassured the person served that it is ok to ask for the help she needs. She's working on being more assertive.

Plan of Action:

Will meet with him to propose weekly meetings to discuss any questions or concerns and encourage him to utilize supports.



If you could change something about the services you receive, what would it be? - Hours

Plan of Action:

Supervisor spoke with family about increasing hours. We will be adding weekend shifts at the request of the family this fall/winter.

Plan of Action:

An increase of hours was requested and the county was not willing to approve. Will follow up with Case Manager.

18 of 74
responded
24 %

Family Services/Connections Family/Guardian Results

Excellent = 74 %
Good = 16 %
Fair = 10 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the services your son, daughter, or ward receives?

Comments:

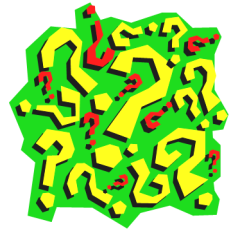
- His shift is geared toward what he wants to do and that is great!
- I get concerned over the turnover rate. Which I know there is very little you can do about.
- Very flexible when plans change.

Excellent = 68 %
Good = 16 %
Fair = 16 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the responsiveness in addressing your questions or concerns?

Comments:

- Very prompt on getting back to us.
- Supervisor is always prompt in getting back to me if I have a question or concern. She listens and makes sure that any concern is dealt with.



Excellent = 58 %
Good = 21 %
Fair = 16 %
Poor = 0 %
Unknown = 5 %

◆ How well does Trillium Services promote community participation and assistance with connecting to their community for your son, daughter, or ward?

Comments:

- His team does a wonderful job.
- They are open to suggestions and ideas and willing to try new things. They ask my son what he would like to do.

Excellent = 74 %
Good = 26 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the support your son, daughter, or ward receives in asserting their rights and responsibilities?

Comments:

- He gets opportunities to privately express his feelings away from provider.
- Our son is with Trillium one day a week and everything goes smoothly. He looks forward to his shift.

Excellent = 74 %
Good = 16 %
Fair = 5 %
Poor = 5 %
Unknown = 0 %

◆ How would you rate your experience overall with communication regarding service delivery?

Comments:

- The Supervisor is always prompt in answering my email or text when I have a question. I like that I can text her, more of an immediate response instead of trying to call someone.



Excellent = 53 %
Good = 26 %
Fair = 16 %
Poor = 0 %
Unknown = 5 %

◆ How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Comments:

- He has just started, but we anticipate great things.
- It is always three steps forward and four steps back it seems.
- He is only with Trillium one day a week, and they cover his community time with what he likes to do.

Excellent = 78 %
Good = 11 %
Fair = 11 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the overall quality of service received?

Comments:

- My son loves his shift. He is treated like a friend and they engage him with conversation and we are so grateful for that.



Excellent = 84 %
Good = 5 %
Fair = 0 %
Poor = 11 %
Unknown = 0 %

◆ How would you rate our consideration and respectfulness for all family members?

Comments:

- The Family Services staff are wonderful!

◆ What do you like best about the services provided?

Comments:

- The staff is very caring and always there to help.
- Being listened to and feeling that our concerns are being addressed and taken seriously.
- The friendliness of staff.
- The person centered openness and flexibility.
- He likes going on adventures and we all feel he is valued.

◆ Please list additional services or supports you would like to see provided.

Comments:

- More time spent with people his age and group activities if possible.
- Housing assistance and travel coordination are being worked on.
- Weekend services.
- Finding more variety of places he could volunteer at.

◆ Additional comments or concerns.

Comments:

- We are happy and thankful for the services provided. We would rather keep him home than send him out with someone who is just getting in their hours. We appreciate that the Supervisor cares enough to find the right person to take over shifts.

◆ Would you recommend Trillium Services to other families/guardians?

Yes = 94 %
No = 6 %

FS/Connections Family/Guardian Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Plan of Action:

Supervisor will meet with the Service Recipient and his parents to review how to better work on outcomes so that he can be more successful.



How would you rate the overall quality of service received?



Plan of Action:

Make sure to openly communicate frequently with family/guardians and make sure that the staff have necessary training.

Plan of Action:

Supervisor met with family in July and re-did the schedule. Also got socializing set and scheduled.

Plan of Action:

Service Recipient has since moved into the Residential program and has had an intake into Trillium Works!

Please list additional services or supports you would like to see provided.

Plan of Action:

Supervisor will meet with him to find an interest in meeting with groups of people his own age and the best setting to do so.



9 of 80
responded
11 %

Colleague Satisfaction Survey Results

Excellent = 25 %
Good = 38 %
Fair = 25 %
Poor = 0 %
Unknown = 12 %

◆ How would you rate the ongoing support, cooperation, and assistance you receive?

Comments:

- Licensing paperwork is always in order upon site visits.
- House Managers often notify UDAC at the last minute when a service recipient will be missing a job in the community.

Excellent = 25 %
Good = 50 %
Fair = 25 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the overall communication between you and Trillium Services?

Comments:

- Provider has always been responsive to licensing requests of documents.
- Most houses we work with are good with communicating appointments, late arrivals, early departures, etc.



Excellent = 62 %
Good = 13 %
Fair = 13 %
Poor = 0 %
Unknown = 12 %

◆ How would you rate Trillium Services in promoting community participation?

Comments:

- Trillium is a leader in Person Centered Planning.
- From what I know this is an area where Trillium excels. Love the newsletter too!
- Staff shortage has caused some problems with this.

Excellent = 50 %
Good = 38 %
Fair = 12 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the promotion of independence/self-sufficiency?

Comments:

- Person Centered Planning is always a component.
- Great job!

Excellent = 12 %
Good = 63 %
Fair = 0 %
Poor = 0 %
Unknown = 25 %

◆ How would you rate the opportunity service recipients have in reaching or achieving their outcomes?

Comments:

- Team meetings are always productive.



Excellent = 38 %
Good = 25 %
Fair = 12 %
Poor = 0 %
Unknown = 25 %

◆ How flexible are the support services provided?

Comments:

- Trillium gives its clients many different opportunities for growth.

Excellent = 38 %
Good = 12 %
Fair = 12 %
Poor = 0 %
Unknown = 38 %

◆ How would you rate the opportunities provided for service recipients/families to change services?

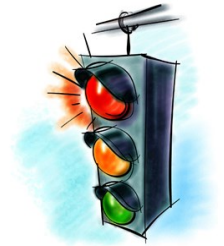
Comments:

- No comments given.

◆ What do you like best about the services provided?

Comments:

- Promoting person -centeredness.
- Friendly, energetic, positive.
- Lots of outings.



◆ Are there any services or supports you would like to see provided?

Comments:

- No comments given.

◆ Additional comments or concerns.

- Compared to many other Adult Foster Care facilities I work with, Trillium is always among the top in all aspects.
- Not a lot of reaction to requests for paperwork from the houses.



Excellent = 38 %
Good = 38 %
Fair = 0 %
Poor = 0 %
Unknown = 24 %

◆ How would you rate our overall commitment to our Mission, Vision, and Core Values?

Comments:

- No comments given.

◆ Would you recommend Trillium Services to other colleagues?

Yes = 100 %
No = 0 %

Colleague Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.



How would you rate the overall communication between you and Trillium Services?

Plan of Action:

Check in with Case Manager to see who needs paperwork and which Supervisors could improve with communication.

Plan of Action:

Checked in with Case Manager and reminded Supervisors to contact in a timely manner.

How would you rate Trillium Services in promoting community participation?

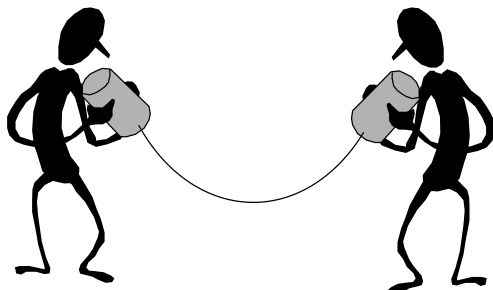
Plan of Action:

We evaluated staffing and requested additional hours for two individuals. Those hours have been approved and teams are happy with community events.



Plan of Action:

Continue to explore activities and volunteer opportunities to participate in. Continue to train new staff and build a solid work team.



143 of 182
responded
79 %

Employee Satisfaction Survey Results

Strongly Agree = 54 %
Agree = 40 %
Neutral = 6 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ I feel I have received the training and resources I need to do my job well.

Comments:

- Always open to more training and knowledge for the job.
- There isn't a lot of down time to train on new stuff or updates though.
- Always have great trainings.
- My leadership staff are competent and awesome at ensuring our competency.
- Maybe too many trainings.



Strongly Agree = 70 %
Agree = 28 %
Neutral = 2 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ I have developed a positive relationship with the service recipient(s) I work with.

Comments:

- I enjoy the relationships I have with our service recipients.
- I have a very positive relationship with every recipient I serve.
- I love this part of my job. I love having a special relationship with each lady!
- The relationships I have developed over the years with the people I serve are extremely valuable to me.

Strongly Agree = 65 %
Agree = 28 %
Neutral = 5 %
Disagree = 1 %
Strongly Disagree = 1 %

◆ I can openly communicate with my Supervisor when I have a question or concern.

Comments:

- Yes! She is always helpful and respectful!
- They are always there for me.
- All supervisors that I've worked with have always been very helpful.
- She is the most understanding supervisor I've ever had!
- There is very little room for me to openly discuss my concerns.



◆ I feel that I am a valued member of my team.

Comments:

Strongly Agree = 40 %
Agree = 52 %
Neutral = 5 %
Disagree = 3 %
Strongly Disagree = 0 %

- Once in a while it feels like the employees in general don't matter and/or that I'm not valued.
- The Connections/FS department has always made me feel valued, appreciated, and important!
- There isn't one day that goes by that I'm not thanked from my co-workers or supervisor.
- I feel valued by my supervisor, but I feel taken for granted by some of my other teammates when it comes to helping with shifts.

Strongly Agree = 52 %
Agree = 45 %
Neutral = 2 %
Disagree = 1 %
Strongly Disagree = 0 %

◆ I clearly understand my job duties and what is expected of me.

Comments:

- I understand my job duties and am comfortable in my position.
- I just discovered an area I could improve on and made a plan for improvement.
- Sometimes I need a little extra guidance from supervisors.
- Yes! I am working on delegating and not taking so much on.

◆ Trillium Services provides on-going training that supports growth and improvement.



Comments:

- Wish trainings for supervisors were more informative than discussion based.
- Yes, team meetings are informative and helpful!
- I would like to see more opportunities for management training.
- Great classes, but a lot of them.
- Yes to training, not always growth and development.

◆ I receive pay and benefits that are competitive with others in this field.

Comments:

- Not enough knowledge to judge.
- Could definitely be better to keep the good employees.
- I would appreciate a raise.
- Because of the minimum/starting wage increase, new employees are nearing a wage that others have worked a long time to achieve.
- There should be an annual raise for employees who demonstrate high performance.
- Other agencies are able to pay their employees and management a higher wage than myself.

◆ I feel that Trillium Services is true to its Mission, Vision, and Core Values in the services provided.

Comments:

- Yes! Everything everyone does shows they are true!
- Absolutely true!
- Happier employees will lead to happier and healthier service recipients.
- I feel that Trillium is true to its Mission, Vision, and Core Values in the services provided, but at times it seems like some employees are not committed to those standards which makes things difficult at times, even when they have the best intentions.

◆ I am familiar with Trillium's Employee Recognition and Incentive Program.

Comments:

- Never heard of those.
- Not the gift cards.
- It is not reliable.
- The incentive program doesn't provide a lot of motivation.



Strongly Agree = 48 %
Agree = 46 %
Neutral = 5 %
Disagree = 1 %
Strongly Disagree = 0 %

Strongly Agree = 17 %
Agree = 43 %
Neutral = 29 %
Disagree = 9 %
Strongly Disagree = 2 %

Strongly Agree = 48 %
Agree = 47 %
Neutral = 4 %
Disagree = 1 %
Strongly Disagree = 0 %

Yes = 90 %
No = 10 %

◆ What do you like best about your job?

Comments:

- Co-workers
- The mission behind why I am here
- Working with people who inspire me
- The growth and challenges each service recipient brings
- Supporting people to live on their own and achieve goals
- Stability
- The people I work with
- Helping other people
- The flexibility and the mission of your agency
- My team
- Spending time with fun people and doing fun things
- Going to events and outings
- I love helping and encouraging all the recipients I work with to achieve their goals
- Providing quality services to those I serve
- Everything!
- Hours
- Communication with supervisors
- Hanging out with the guys
- Gaining and building positive experiences that will benefit me in life
- It doesn't feel like a job. It is more of a "you get to hang out with a cool person and do things with them and get paid"
- Building a trusting relationship
- I enjoy the wide variety of tasks that I get to do every day and that no two days are alike
- Making an impact
- I like being part of a team providing valuable services and opportunities to an under-served segment of society
- Opportunities to problem solve
- Watching people find success
- Knowing that what I am doing is helping others live their life independently
- Community inclusion
- Working with a variety of people
- Building relationships
- The service recipients—by far
- Best supervisor and the people I support are truly amazing
- Developing positive relationships with service recipients and co-workers
- Having a part in making service recipients' homes a positive space
- Connecting with the people I serve
- Being able to work hands-on with the service recipients
- Meeting new people
- Building a relationship with service recipients and their families
- The freedom to go out and do stuff with the person I support

Strongly Agree = 39 %

Agree = 50 %

Neutral = 10 %

Disagree = 1 %

Strongly Disagree = 0 %



◆ Overall, I am satisfied with my position at Trillium Services.

Comments:

- The position works well for my life and an abundance of availability for more hours.
- Yes, my position is exactly what I wanted.
- Once I get a Program Manager position.
- I feel like I may be able to receive better pay and benefits elsewhere but I like the person-centered aspect of Trillium.
- I enjoy the opportunity to move up in the company and love working for a company that has the same values that I have.
- It is hard to balance the extra hours that I am mandated to work when shifts can't be filled with having a child. If hours were more accommodating to family hours, supervisors would stay longer.
- Love my job and the people I work with and all the office staff—great bunch.
- I love my job!
- I enjoy being able to work my scheduled shift and pick up when it works best for me.

◆ What do you believe to be Trillium's strength?

Comments:

- Access to resources around the community
- Generally friendly environment
- The hiring process—making sure the right employees are hired
- Their positive reinforcement on every person that they serve
- Their flexibility and their want for everyone to be happy
- Communication
- Providing high-quality care to those we support
- Being person-centered
- Empowering people with disabilities
- Employee support and commitment to individualized care for each person
- Service recipients have a say/choice in their day and decisions
- Being flexible and caring about people
- Helping build relationships
- Communication with employees
- Community inclusion
- The way we connect with our service recipients and their families
- Willingness to change standard procedures in the house to better meet recipients' needs and desires
- Services recipients involved in their own care—they come first
- Lots of trainings and ability to move up in the company
- Kindness
- Reputation
- Always trying to be better
- Philosophy
- Honesty and community
- Training, communication, and making me feel part of the team
- Trillium always strives to be person-centered
- The variety of services they offer
- Providing good care
- Commitment to the people they serve
- Passion for supporting people
- Training and listening to employees
- Providing the service recipients the skills and support to achieve their goals
- Building strong relationships with the people we support
- Valuing the opinion of staff
- Following their Mission, Vision, and Core Values

◆ Would you recommend employment with Trillium Services to others?

Yes = 98 %
No = 2 %

◆ Additional Comments.

Comments:

- Keep doing what you're doing! I just need a few more staff!
- I absolutely love working for Trillium. I'm very pleased with the encouragement we provide to our service recipients. This is the best place to work!
- Always recommend and always have applications with me to give out!
- I would like to thank all of my supervisors for always being there for me and helping me when needed.
- I genuinely appreciate their gratitude and how well they work with me!
- The wages need to be raised.
- It is a privilege and a pleasure to be a part of all of the good things that are happening at Trillium!
- It would be nice if you refer someone to the company that you get the money after the 90 days of work.
- Overall, I have loved working for this company and have enjoyed meeting everyone along the way.
- Trillium is a great company to work for, I appreciate my job. Thank you!
- I feel that when training new employees in, they should be trained by a staff that is experienced and/or familiar with the service recipient they will be working with.
- I would like there to be better communication with supervisors. Sometimes I'm not told things about shifts until the day of the shift, so I just need better communication so supervisors and myself know what is going on.



Employee Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

I have received the training and resources to do my job well.

Plan of Action:

Explore with the employee where they need more training and provide it. Director will also recommend different trainings provided by the company and alert them of required trainings.

Plan of Action:

Check in with staff to offer more retraining on topics they feel they need more training on.



I can openly communicate with my Supervisor when I have a question or concern.

Plan of Action:

Supervisor will meet one-on-one with staff and provide better, more frequent communication.

Plan of Action:

The program has had a change in Supervisors since survey.

Plan of Action:

We have adjusted her position to a location that she prefers.

I feel I am a valued member of my team.

Plan of Action:

Supervisor will do more Kudos and more incentives to staff to show their value.

Plan of Action:

Supervisor will do a check-in and acknowledge her hard work.

Plan of Action:

Supervisor met with employee during his annual review to share appreciation for his years of service. Supervisor will also personally reach out with an invitation to DSP Appreciation Day.





I receive pay and benefits that are competitive with others in this field.

Plan of Action:

Wages are adjusted when possible by the Executive Directors.

Plan of Action:

Wage increases are given when staff go above and beyond or take on additional responsibilities.

Plan of Action:

We are reviewing wages regularly to stay competitive in the area.

I am familiar with Trillium's Employee Recognition and Incentive Program.

Plan of Action:

Supervisor met with all staff personally to review the program.

Plan of Action:

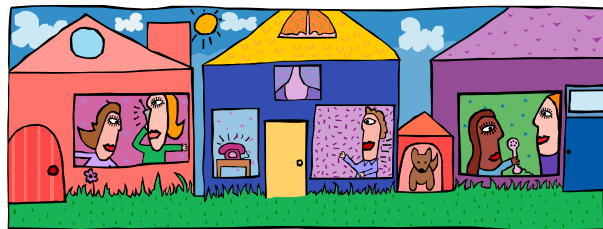
At house meetings Supervisor will take time to talk about incentive program and the Supervisor will use it more.

Plan of Action:

Supervisor will meet with all staff at Quarterly Staff Meeting to explain the program.

Plan of Action:

Reminded employee of the program. Will also invite staff to DSP Appreciation Day personally.



Overall, I am satisfied with my position at Trillium Services, Inc.

Plan of Action:

Provide resources and information about job advancement.

Plan of Action:

Meet with employees at evaluation and staff meetings to do quality assurance and improve satisfaction.

Plan of Action:

Supervisor will write out thank you cards to staff monthly and find more ways to show appreciation.

Plan of Action:

Will reach out to staff to see if everyone is happy with their position and see if anyone wants a change.

Plan of Action:

Supervisor will talk about all positions offered at Trillium so everyone is aware of what is offered.



We are proud of the work we do in providing quality services to all of our stakeholders.

Surveys are a good way of measuring company performance; and in order to do the best job we can, we need your feedback. Your input is essential in assisting us to identify areas of our program that may need further development.

Thank you to all who participated in this survey!



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