

## RSI Summary of 2006 Consumer Satisfaction Survey – Housing

<i>Survey Question</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>No Answer</i>
What is your overall rating of your housing provider?	48.20%	41.01%	5.76%	2.16%	2.88%
Rate the cleanliness of your home	46.04%	43.88%	7.19%	1.44%	1.44%
Rate the quality of the outdoor and common areas of your home/apartment.	40.29%	48.92%	6.47%	2.16%	2.16%
Rate the quality of food in your home.	28.06%	43.88%	7.91%	1.44%	18.71%
<i>Survey Question</i>	<i>Very Much</i>	<i>Somewhat</i>	<i>A Little</i>	<i>Not At All</i>	<i>No Answer</i>
Is the interior of your home accessible to you?	82.01%	11.51%	2.16%	0.72%	3.60%
Do you feel safe at home?	75.54%	15.11%	2.16%	2.88%	4.32%
Do you like the neighborhood where you live?	64.75%	23.74%	4.32%	2.88%	4.32%
Are you able to access services, stores, and transportation from your home when you need them?	68.35%	25.90%	2.88%	0.00%	2.88%
Are you satisfied with the people with whom you share your home?	38.13%	33.09%	5.76%	7.91%	15.11%
<i>Survey Question</i>	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>	<i>No Answer</i>
Is your home well-maintained?	49.64%	35.97%	9.35%	0.72%	4.32%

**Response Rate:**

Total # of surveys sent: 345

Total # of surveys returned: 139

Response rate: 40.29%

We use the response rate as a measure to determine the validity of the survey. The greater the response rate, the greater confidence we place in the survey results. We will continually strive to improve the response rate of our surveys. Our process

for tracking the response rate also ensures that we've sent a survey to every team member and client who should get one.

The 2005 survey response rate was estimated at 5%. For 2006, the response rate improved greatly. Our goal for the 2007 satisfaction survey (administered in 2008) will be to improve the response rate again through our communication about this process, including sharing these results. With a comparable or better response rate, the 2006 to 2007 comparison of results will be more meaningful than a comparison of 2006 to past survey results.

**Strengths:**

*The following areas were rated highest in this survey, with a combined percentage using the highest tier of responses (Excellent and Good, Always and Usually, Very much and Somewhat):*

**Are you able to access services, stores, and transportation from your home when you need them?: 94.25%** (68.35% Very Much + 25.90% Somewhat)

**Is the interior of your home accessible to you?: 93.52%** (82.01% Very Much + 11.51% Somewhat)

**Opportunities for Improvement:**

*Overall, the responses were very positive; of all scores, the following areas were rated lowest in this survey with a combined percentage using the highest tier of responses (Excellent and Good, Always and Usually, Very much and Somewhat):*

**Are you satisfied with the people with whom you share your home? 71.22%** (38.13% Very Much + 33.09% Somewhat)

*Recommendation:*

Staff and supervisors will work with clients on communication and effective conflict resolution. RSI will continue to strive for complementary housemate matches in our referral/admission process. Also, RSI staff will make every attempt for current residents in a program to give input on new admissions.

**Rate the quality of food in your home: 71.94%** (28.06% Excellent + 43.88% Good)

*Recommendation:*

RSI staff will encourage clients to become more involved in grocery shopping and menu planning. Currently, RSI is working with St. Luke's Hospital in Duluth to provide a menu plan that incorporates client input.