

Satisfaction Survey Results Are In



PKT Enterprises recently sent out a satisfaction survey to the parents/siblings/guardians and case managers of all of our clients. The continuing effort allows us to solicit information on what we do well and also allows us to see areas in which we need to improve. We would like to thank all of you who took the time to participate in filling this out. The following are the results, on a 5 point rating scale. Here is where we averaged in each category:

1. How would you rate the quality of services provided by PKT? **4.37**
2. PKT provides opportunities for people to participate in community activities. **4.41**
3. PKT staff keep me well informed about progress or concerns, as well as any successes, achievements or accomplishments. **4.25**
4. My son/daughter/sibling/client is receiving the types of support services I would want for them. **4.38**
5. PKT staff are courteous and respectful to me when I interact with them. **4.76**
6. I would recommend PKT to a person looking for services. **4.42**
7. I am satisfied with the appearance of the group home where my son/daughter/sibling/client lives. **3.76**
8. When an emergency arises I know my client is well taken care of. **4.54**
9. I enjoy/appreciate the articles written in the PKT Press. **4.24**

We also asked if there was anything else you would like to tell us. The following are some of the comments:

Positive

When I pick _____ up, the staff always let me know how good _____ is doing, some of what I can't believe she is doing or saying. I love that.

The house is always clean and picked up.

Since _____ moved into PKT, her behaviors have significantly decreased in frequency and intensity. I attribute that success to the program's consistency and dedication of staff working with her - Thank You!!!

Thank you so much, you guys are wonderful.

_____ seems to be quite happy and satisfied and so are we!

Thank you for taking such good care of _____!

I am very happy, _____ has improved immensely.

_____ is always going to special events and doing fun activities.

_____ looks forward to community activities.

I have only worked with _____ a few months. it appears the services PKT provides for him are working well. Staff has a good relationship with him.

Negative/Neutral

Would like to hear progress more frequently.

Bring back the paper newsletters!

Need more creative activities.