KNI PARENT/GUARDIAN SATISFACTION SURVEY
NOVEMBER 2021

Summary of Responses Received by 3/19/22 (67 Surveys Received)

Please answer the questions below based on your experience during the past year. Rate your satisfaction using this scale:

5--Strongly agree; 4--Agree; 3--Neutral; 2--Disagree; 1--Strongly disagree; NS--Not Sure

1) Staff members at KNI treat the person I care about in a positive and respectful manner.
   
   11/21 Average—4.7
   11/20 Average—4.7
   11/19 Average—4.5
   11/18 Average—4.7
   11/17 Average—4.8
   11/16 Average—4.8
   11/15 Average—4.9

2) The home of the person I care about is clean.
   
   11/21 Average—4.7
   11/20 Average—4.4
   11/19 Average—4.5
   11/18 Average—4.6
   11/17 Average—4.6
   11/16 Average—4.8
   11/15 Average—4.8

3) The home of the person I care about is in good repair.
   
   11/21 Average—4.7
   11/20 Average—4.4
   11/19 Average—4.3
   11/18 Average—4.4
   11/17 Average—4.5
   11/16 Average—4.7
   11/15 Average—4.8

4) The person I care about is safe.
   
   11/21 Average—4.6
   11/20 Average—4.7
   11/19 Average—4.7
   11/18 Average—4.6
   11/17 Average—4.8
   11/16 Average—4.9
   11/15 Average—4.8

5) Staff members at KNI take reasonable steps to prevent abuse and neglect.
   
   11/21 Average—4.6
   11/20 Average—4.8
   11/19 Average—4.2
   11/18 Average—4.5
   11/17 Average—4.7
   11/16 Average—4.8
   11/15 Average—4.8
6) The person I care about receives good personal care from KNI’s staff.

<table>
<thead>
<tr>
<th>Date</th>
<th>Average</th>
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</tr>
</thead>
<tbody>
<tr>
<td>11/21</td>
<td>4.6</td>
<td>---0</td>
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<tr>
<td>11/15</td>
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</table>

7) The person I care about has adequate time, space and opportunities for privacy.

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</tr>
</tbody>
</table>

8) Staff members at KNI do a good job of protecting confidential personal information related to the person I care about.

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</tr>
<tr>
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<td>4.8</td>
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</tr>
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</table>

9) The person I care about receives support to exercise his/her rights.

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<tr>
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<td>---0</td>
</tr>
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<td>4.2</td>
<td>---1</td>
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<tr>
<td>11/15</td>
<td>4.8</td>
<td>---0</td>
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</table>

10) The person I care about is treated fairly.

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<tr>
<td>11/15</td>
<td>4.8</td>
<td>---0</td>
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</tbody>
</table>
11) Staff members at KNI do a good job of supporting the person I care about to do the things he/she likes to do on a day-to-day basis.

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</tbody>
</table>

12) Staff members at KNI do a good job of supporting the person I care about to experience or learn new things that are important to him/her.

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<tr>
<td>11/21</td>
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<td>11/20</td>
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<tr>
<td>11/15</td>
<td>4.7</td>
<td>0</td>
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</tbody>
</table>

13) KNI’s staff provides the support necessary for my loved one to participate in the community to an acceptable degree.

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14) Staff members at KNI do a good job of keeping me informed about the life of my loved one.

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<td>11/19</td>
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<tr>
<td>11/15</td>
<td>4.6</td>
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15) Staff members at KNI encourage me to be involved in the life of my loved one.

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<td>0</td>
</tr>
<tr>
<td>11/15</td>
<td>4.7</td>
<td>3</td>
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</tbody>
</table>
16) The person I care about receives the health care services he/she needs.

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17) KNI’s staff have been responsive to any changing needs experienced by my loved one during the past year.

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18) Staff members at KNI provide the support necessary for the person I care about to identify and work toward personal goals and dreams.

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19) Overall, the person I care about has received good supports from KNI’s staff during the past year.

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</table>
20) **List the 3 things you are most satisfied with about KNI.**

<table>
<thead>
<tr>
<th>#</th>
<th>Most satisfied with about KNI</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
<td>Great personal care</td>
<td>Listed on 48% of surveys</td>
</tr>
<tr>
<td>32</td>
<td>Staff—Caring, professional, great relationships, etc.</td>
<td>Listed on 48% of surveys</td>
</tr>
<tr>
<td>31</td>
<td>Good communication and sharing of information</td>
<td>Listed on 46% of surveys</td>
</tr>
<tr>
<td>14</td>
<td>Person-centered care and services</td>
<td>Listed on 21% of surveys</td>
</tr>
<tr>
<td>12</td>
<td>Safe environment (during Covid, in general)</td>
<td>Listed on 18% of surveys</td>
</tr>
<tr>
<td>10</td>
<td>Overall satisfaction (everything is great, etc.)</td>
<td>Listed on 15% of surveys</td>
</tr>
<tr>
<td>9</td>
<td>Positive atmosphere in the home</td>
<td>Listed on 13% of surveys</td>
</tr>
<tr>
<td>9</td>
<td>Good health care services</td>
<td>Listed on 13% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>KNI is still open</td>
<td>Listed on 1% of surveys</td>
</tr>
</tbody>
</table>

21) **List 3 suggestions you have for improving KNI.**

<table>
<thead>
<tr>
<th>#</th>
<th>Suggestions to improve KNI</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Family communication issues (Communicate more about general</td>
<td>Listed on 18% of surveys</td>
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<tr>
<td></td>
<td>issues, knowing staff better, opportunities to ask questions,</td>
<td></td>
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<tr>
<td></td>
<td>respond to complaints promptly, info on staff vacancies, etc.)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Resume opportunities for family members to visit in homes</td>
<td>Listed on 10% of surveys</td>
</tr>
<tr>
<td>5</td>
<td>Better or more staff, better pay and benefits for staff</td>
<td>Listed on 7% of surveys</td>
</tr>
<tr>
<td>3</td>
<td>Better health care services (dental care, PT, whirlpool)</td>
<td>Listed on 4% of surveys</td>
</tr>
<tr>
<td>3</td>
<td>Better personal care and hygiene (feet, teeth)</td>
<td>Listed on 4% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>Clean bathrooms better</td>
<td>Listed on 1% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>Provide more outdoor activities</td>
<td>Listed on 1% of surveys</td>
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<tr>
<td>1</td>
<td>Provide assistance to find a successor guardian</td>
<td>Listed on 1% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>Use adult language in talking to people who live at KNI</td>
<td>Listed on 1% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>Spend money more in accordance with my wishes</td>
<td>Listed on 1% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>Digitize parent survey</td>
<td>Listed on 1% of surveys</td>
</tr>
<tr>
<td>1</td>
<td>Increase social media coverage</td>
<td>Listed on 1% of surveys</td>
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