

<b>PCS - Prairie Community Services Persons Served Satisfaction Survey</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>% Persons Served Response</b>	49%	63%	62%
Staff care about my hopes and dreams.	4.24	4.24	4.29
I can have privacy in my home.	4.34	4.35	4.43
I feel my rights are respected.	4.31	4.35	4.40
If I feel unsafe, I have someone I can go to that will help.	4.40	4.33	4.35
Staff help me understand my medical appointments and what I need to do to meet my medical needs.	4.37	4.41	4.40
Staff communicate effectively with me.	4.29	4.28	4.35
Staff pay attention to what is important to me.	4.32	4.28	4.34
Staff are friendly and helpful to me.	4.41	4.46	4.49
I have choices every day.	4.37	4.35	4.39
Staff Help me live a good life.	4.40	4.31	4.47
There are opportunities for functional and age appropriate skill development	4.38	4.40	4.40
The person served is given opportunities and strongly encouraged to be involved in creating his or her outcomes/goals	4.50	4.52	4.45
A balance between important to and for were discussed when creating plans.	4.50	4.57	4.37
You are receiving paperwork and communication as requested.	4.54	4.49	4.55
PCS keeps you well informed on the health and well-being of the person served.	4.50	4.52	4.51
Staff are effective and professional in team meetings and other communications	4.52	4.56	4.55
PCS provides the person served with choices whenever possible.	4.52	4.53	4.51
Respect for the person's history, dignity and cultural background are built into the	4.56	4.57	4.54
PCS helps the Person served understand their rights and advocate for them	4.47	4.52	4.50
PCS is creating an environment of support for the person served to grow and improve their life.	4.54	4.52	4.48
Staff are trained to meet the needs of the person served	4.41	4.44	4.43
Staff maintain good communication and rapport with the person served.	4.54	4.52	4.44
<b>Programs Overall Response</b>	4.43	4.43	4.44