



2025 ANNUAL STAKEHOLDER SATISFACTION SURVEY

Results from the Annual Stakeholder Satisfaction Survey that was distributed in February 2025 to evaluate CLS services for 2024

701-232-3133

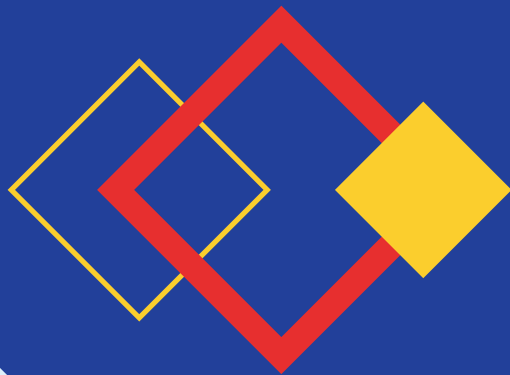
www.clsnd.org

1001 28 Street South, Fargo ND

CLS STAKEHOLDER SATISFACTION SURVEY **OVERVIEW**

Each year the CLS Quality Assurance Department distributes a satisfaction survey to people supported by the agency, families/natural supports/guardians, and community stakeholders who can offer valuable insights based on their interactions and connections.

CLS is dedicated to delivering services in a positive manner and nurturing professional, high-quality relationships. Our goal is to be competent, punctual, and attentive. Meaningful feedback from our stakeholders enables CLS to continue to enhance our services and plan for the future.



Surveys are distributed by mail and a QR code is also provided for digital access



Quality Assurance Department
 Community Living Services, Inc.
 Phone: (701) 232-3133
 Email: qualityassurance@clsnd.org

Satisfaction Survey

Instructions:

Please complete the following questionnaire regarding interactions and involvement with Community Living Services, Inc. (CLS). Select a rating for each department that you have had contact with during the previous year for the following sections by placing a mark in the relevant boxes. After completion, please return this survey in the enclosed envelope or submit electronically with the enclosed links.

Please rate CLS in the following areas:		N/A	Poor	Average	Good	Excellent
The competency of CLS staff members:						
	Direct Support Professionals					
	Case Management					
	Administration					
The level of communication provided by CLS staff members:						
	Direct Support Professionals					
	Case Management					
	Administration					
The availability of CLS staff members:						
	Direct Support Professionals					
	Case Management					
	Administration					
The timeliness and responsiveness of services:						
	Direct Support Professionals					
	Case Management					
	Administration					
The overall quality of the services provided by CLS:						
	Direct Support Professionals					
	Case Management					
	Administration					
What ideas do you have on how to hire and keep great staff?						
Additional Comments:						

Optional demographic information below:

Name of person completing survey:	
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Family/Guardian/Natural Support Check box(es) *May we use your comments for promotional purposes (e.g., website, marketing materials)?

Person Supported

Professional YES NO

SURVEY SUCCESS

A Glimpse at Our Response Rates:

We're excited to share our recent survey engagement! Here's how the numbers break down:

556 Surveys Were Sent To Our Stakeholders:

- 128 responses were received
- This makes a return rate of 23%

How Responses Were Collected:

- 95% were returned by mail
- 5% were submitted via QR code

Who Responded:

- 39% came from those we support
- 27% were from families, guardians, and natural supports
- 17% were from professionals
- 16% were returned anonymously without demographic information

Stakeholder feedback is invaluable! Participation helps us continue to improve and serve our community better.

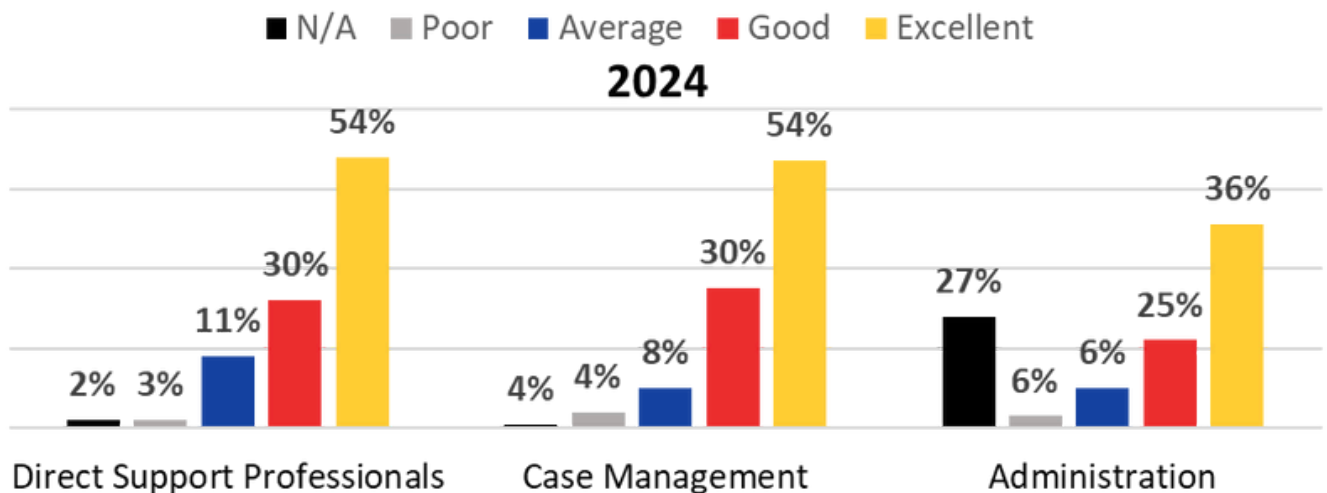
THANK
you

CLS STAFF: COMPETENCY

Our latest survey results highlight the competency of our CLS staff members across different departments. Here's what we found:

General Trends:

- Strong performance continues at the “Excellent” level (especially DSPs and Case Management)
- There was a noticeable dip in “Good” ratings, with some movement toward either “Excellent” or lower categories
- This suggests increasing polarization in perceptions: people are more likely to rate staff as either top-notch or less satisfactory



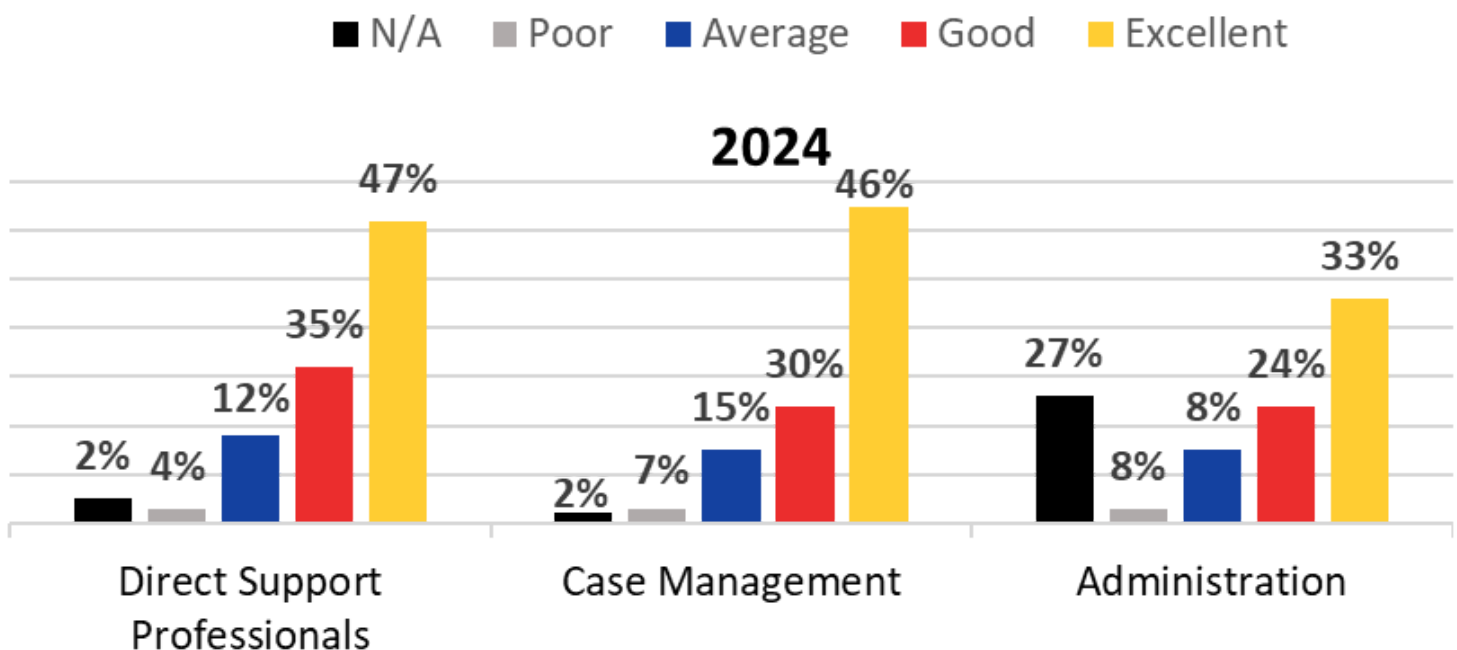
This graph illustrates these trends, showing how the perception of our staff's competency has rated for 2024 data. It's heartening to see such positive feedback, and we appreciate stakeholder input as we strive for excellence in every department.

CLS STAFF: COMMUNICATION

Participants were asked to rate the communication skills of CLS staff members, including both person-to-person interactions and electronic correspondence. Here are the highlights:

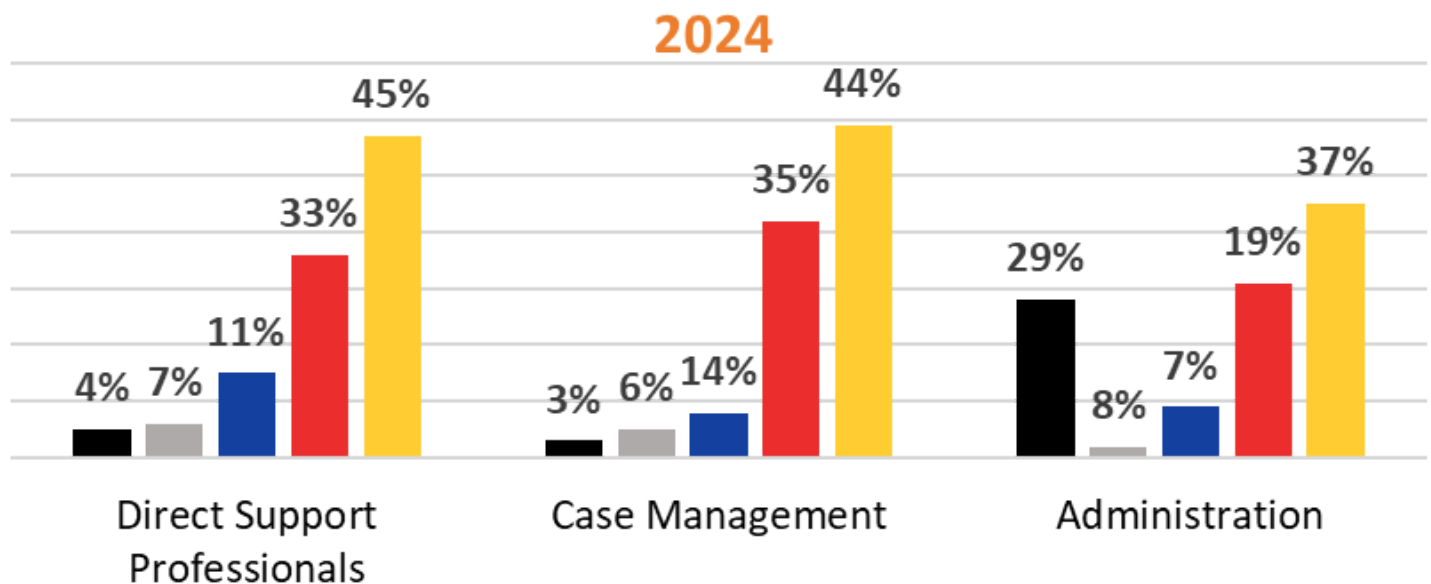
General Trends:

- There was a decline in “Excellent” ratings across all staff groups
- Instead, we saw a growth in “Average” and “Good” ratings
- This suggests communication may feel less consistent or impactful



CLS STAFF: AVAILABILITY

■ N/A ■ Poor ■ Average ■ Good ■ Excellent



The survey evaluated the availability of our CLS staff members. The graph above shows these trends, highlighting the areas where we've made progress and where we still have room for improvement. Here are the key findings:

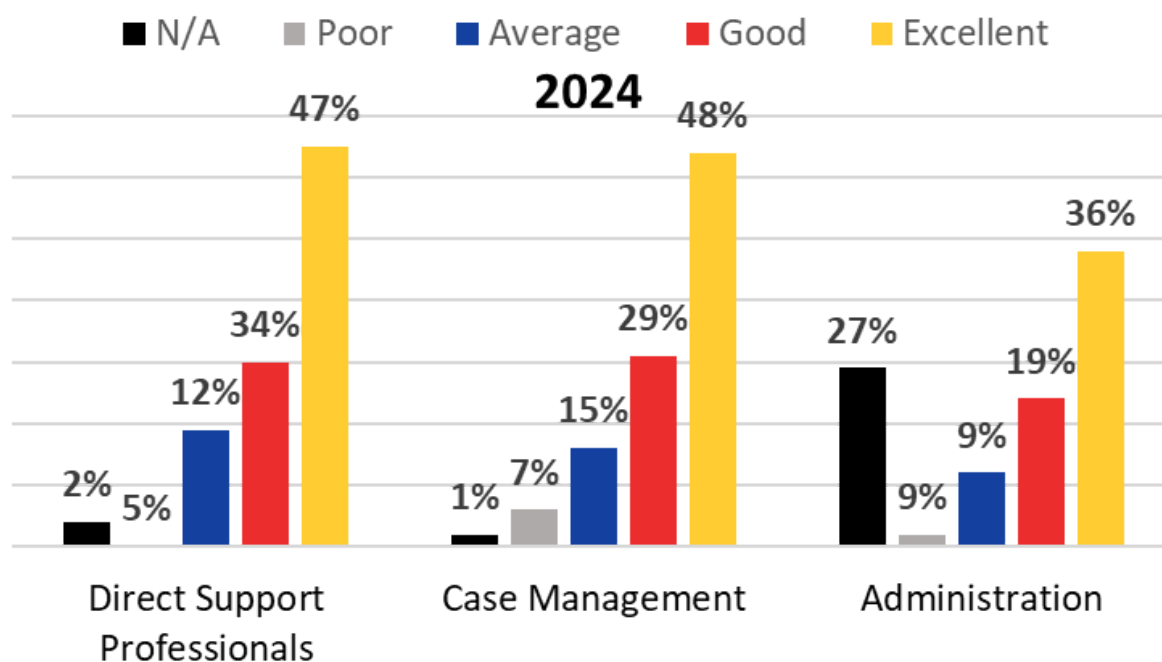
General Trends:

- Availability perceptions dipped slightly among DSPs and Case Management, with more respondents rating availability as "Poor" or "Average"
- Administration ratings remained relatively stable, with only modest shifts, however "N/A" continues to be a significant number of responses

CLS STAFF: TIMELINESS AND RESPONSIVENESS

The survey also assessed the timeliness and responsiveness of services provided by CLS. Here are the highlights:

- Slight decline in “Excellent” ratings across all roles
- Modest growth in “Average” suggests slight delays or inconsistent responsiveness
- DSPs saw a small shift from “Excellent” to “Good” and “Poor,” indicating more varied experiences
- Administration showed more engagement with fewer “N/A” responses, but mixed satisfaction



The graph above illustrates these changes. Thank you for your feedback, which helps us continue to enhance our service quality.

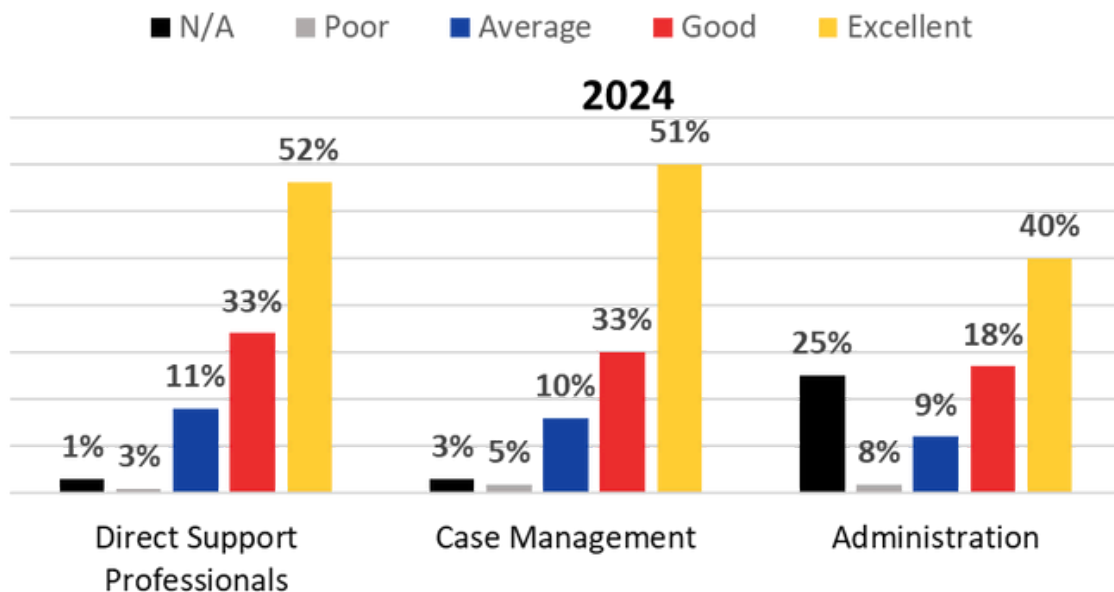
CLS STAFF: OVERALL QUALITY

The final category of the survey asked participants to rate the overall quality of services provided by CLS over the past year. Here are the key findings:

Overall Trend: 2023 → 2025

- Slight drop in “Excellent” ratings across most areas
- More responses rated “Good” or “Average”, suggesting less consistency
- “Poor” ratings rose slightly but remain low
- Fewer “N/A” responses, meaning more people are engaged and providing feedback
- Administration saw more responses, but satisfaction was mixed

The graph below highlights these results, showing the overall trends in the quality of services provided by CLS. Stakeholder feedback is invaluable in helping us maintain and improve our high standards.



SURVEY COMMENTS

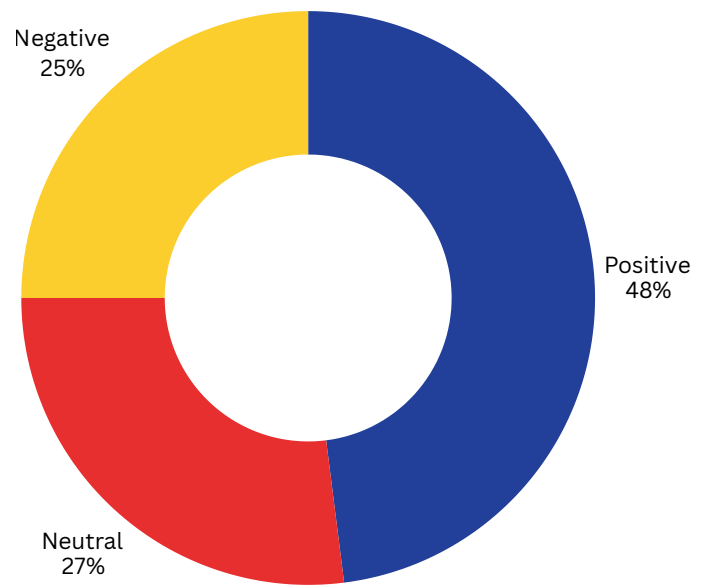
48 surveys contained additional comments this year and are coded into positive, negative, and neutral comments. We attempted categorizing the more negative comments by subject/topic. Again, while this information is subjective, we wanted to give an insight into the comments as much as possible. Specific comments, (positive/negative/neutral), are shared with those they specifically pertain to.

Any negative feedback is being actively addressed in order to continually improve our services. Stakeholder feedback is essential for ongoing growth, and we appreciate the honesty and insights shared with us.

The next page features graphs summarizing the survey comments and also highlights some of the positive feedback we received from stakeholders.

COMMENTS: BREAKDOWN

Out of 48 surveys that contained additional comments, 8 contained comments that were negative in nature. 12 comments were neutral, and 28 were positive. This is great to see that majority of the comments were positive! All negative feedback received is being addressed.



“

CLS has been great volunteers on their routes. Staff are always so kind and patient with clients!”

”

“

The staff have been excellent and it's important to have long time familiar staff - we thank you

”

“

Our job coaches are amazing! They are excellent and go above and beyond

”

“

We love the support staff we have. We feel they have become members of our family

”

“

CLS is doing tremendously wonderful work in most professional way in every aspect. Thank you for great services

”

“

We love our team - keep up the great work

”

**This year we added the question:
““What ideas do you have on how to
hire and keep great staff?” Here are
some of the ideas people shared:**

“I would offer people good wages and extra bonus incentives and give them good training. I would also offer them a lifestyle savings account”

“Pay staff twice a month instead of once. Keep training updated.”

“Make work an enjoyable experience for staff members”

“Provide good pay and benefits”

“Have enough staff to cover vacationing staff”

“Competitive pay, trainings to help staff feel prepared and supported for their roles”

2025

Stakeholders of CLS are welcome and encouraged to continue sharing their feedback and experiences with CLS through “My Voice Matters” which is an online feedback system in place to continually improve the quality of services provided by CLS. “My Voice Matters” can be found on the CLS website listed below. Again, we thank stakeholders for their time and appreciate the feedback we receive.



Contact Us:

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