



2026 ANNUAL STAKEHOLDER & PARTNERSHIP SURVEY

A Reflection of 2025

AT A GLANCE

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OVERVIEW

The results from the Annual Stakeholder Satisfaction Survey were distributed in February 2026 to evaluate CLS services provided in 2025.

Each year, the CLS Quality Assurance Department distributes a Satisfaction Survey to people supported by our agency, families, guardians, natural supports, businesses, and community stakeholders.

CLS is dedicated to delivering high-quality services in a positive manner that nurtures relationships. Our goal is to foster beneficial communication, strong relationships, and trust. Meaningful feedback from our stakeholders enables CLS to continue enhancing our services and planning for the future.



02

NEW CHANGES

Changes to The Survey and CLS Structure

In 2026, the Stakeholder & Partnership Survey was restructured from the previous year due to consistent feedback trends identified over the years. New questions and additional open-ended response opportunities were added.

CLS welcomed Dr. Romeo Michael as Executive Director and Emily Larson as Accounting Manager. We are excited to welcome them to the CLS team.

SURVEY

03



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Community Living Services, Inc.
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Community Living Services (CLS) Stakeholder & Partnership Survey

This survey helps CLS understand how our work is experienced by the people and partners we serve. Your feedback will help guide future improvements, priorities, and relationships.

Thinking about your experience with CLS during the past year...

1. How well does CLS understand what matters most to you?

☐ Not well ☐ Somewhat ☐ Mostly ☐ Very well

2. How clear and consistent has communication from CLS been?

☐ Not clear or consistent ☐ Somewhat clear ☐ Mostly clear ☐ Very clear

3. How respected do you feel in your interactions with CLS?

☐ Not respected ☐ Somewhat respected ☐ Mostly respected ☐ Very respected

4. When challenges or concerns come up, how effectively does CLS respond?

☐ Not effectively ☐ Somewhat effectively ☐ Mostly effectively ☐ Very effectively

Your Perspective

5. What experience best represents CLS for you this past year?

6. What does CLS do that helps build trust and positive relationships?

7. What could CLS do differently to better support you or strengthen our partnership?

8. What has CLS done well in the past year?

- ☐ Communication
- ☐ Staff consistency and stability
- ☐ Responsiveness
- ☐ Collaboration with families and partners
- ☐ Training and professionalism
- ☐ Community involvement and relationships

☐ Other: _____

|

9. Looking ahead, what should CLS focus on most in the coming year?

- ☐ Communication
- ☐ Staff consistency and stability
- ☐ Responsiveness
- ☐ Collaboration with families and partners
- ☐ Training and professionalism
- ☐ Community involvement and relationships

☐ Other: _____

10. What are specific ways CLS could better focus or improve in the areas you selected above?

11. Is there anything else you would like CLS leadership to understand?

About You (optional)

I am completing this survey as a:

☐ Person Supported ☐ Family Member/Guardian/Natural Support ☐ Community or Professional Partner

04 RESPONSE RATES

508 surveys were mailed and emailed to stakeholders

107 surveys returned

86 paper surveys
returned

21 electronic surveys
returned

Who answered?

People Supported
by CLS
27

Family Members, Guardians, or
Natural Supports
30

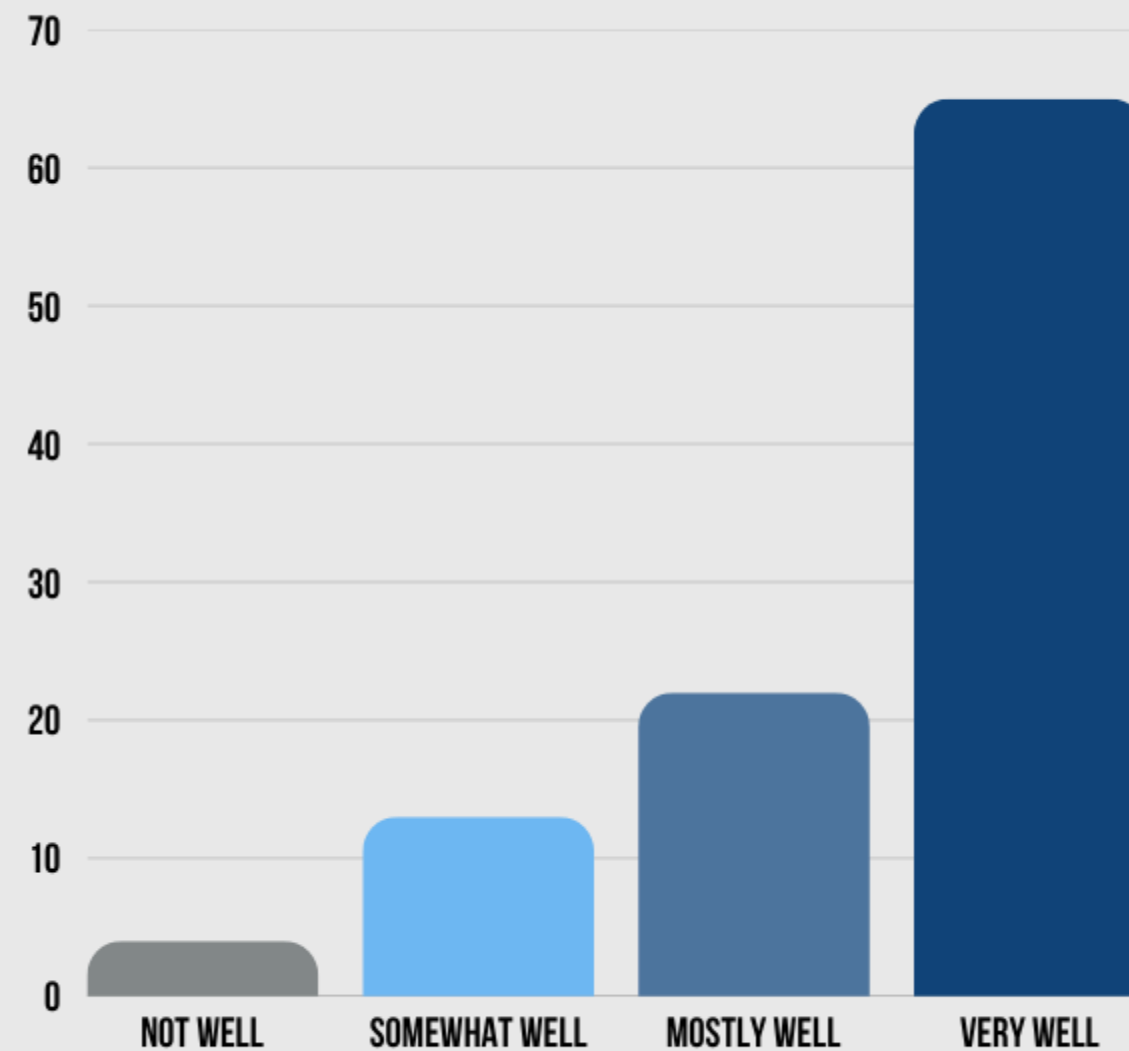
Professionals and Community
Partners
23

Anonymous
23

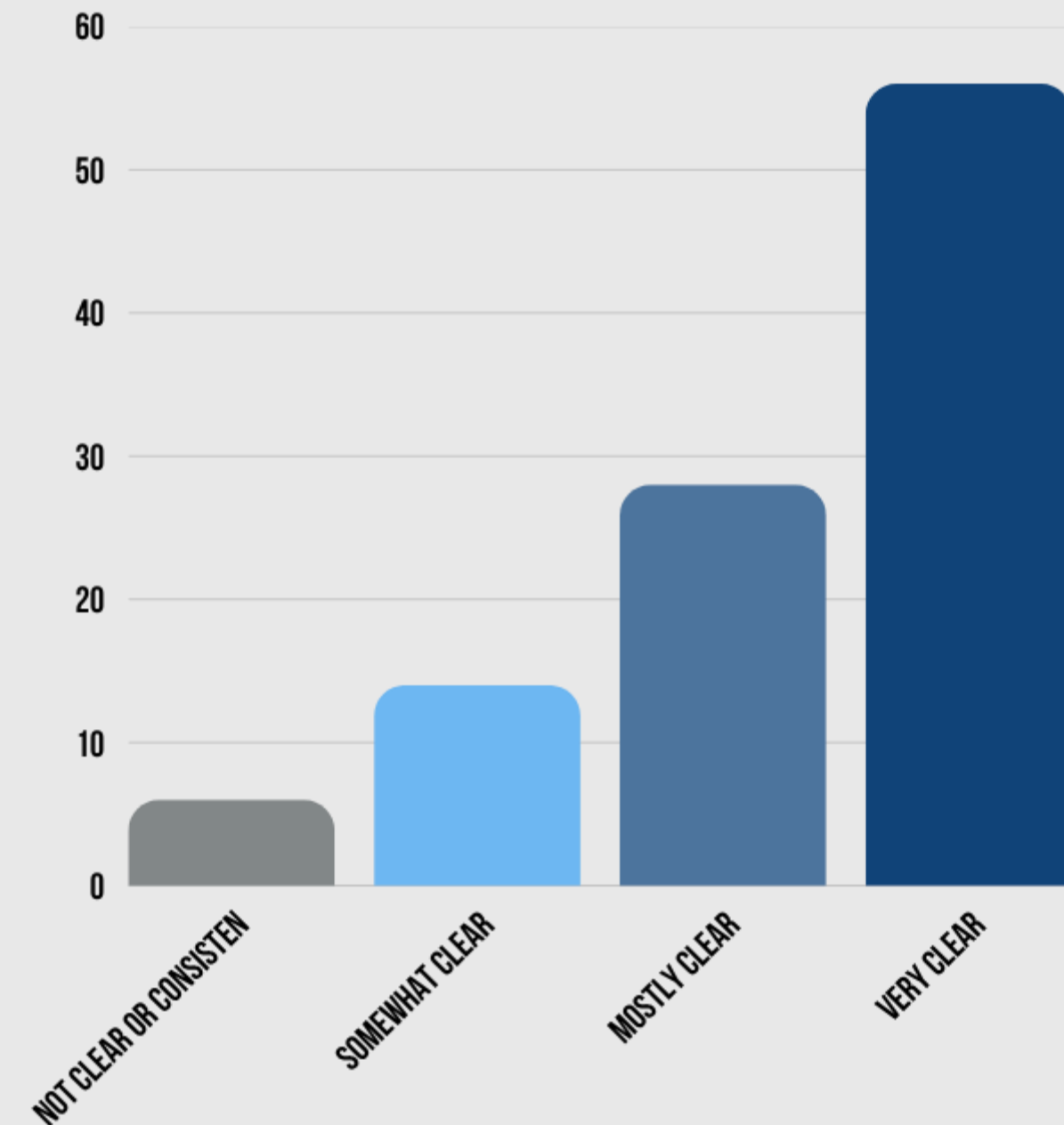
FEEDBACK

05

How well does CLS understand
what matters most to you?



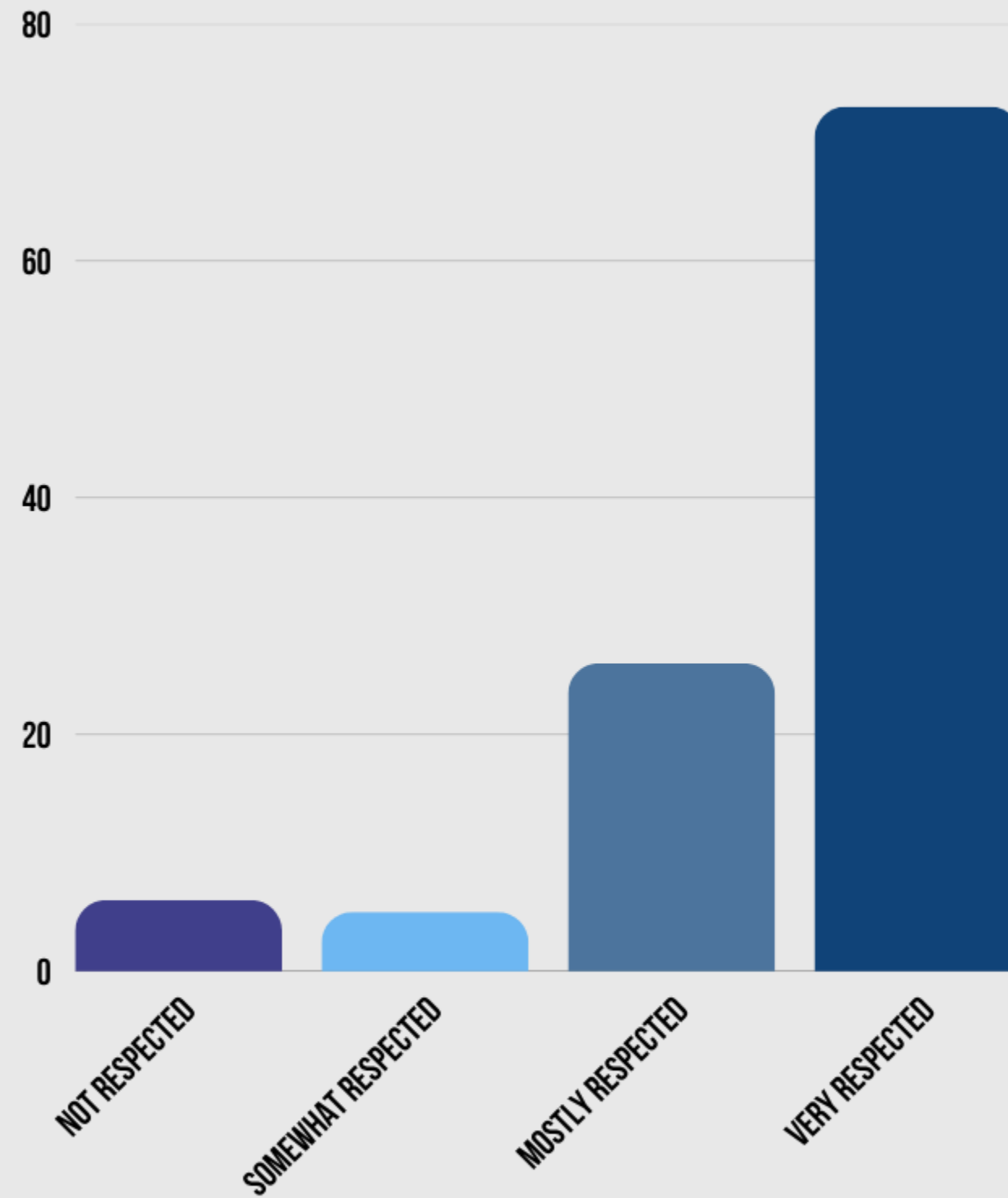
How clear and consistent has
communication from CLS been?



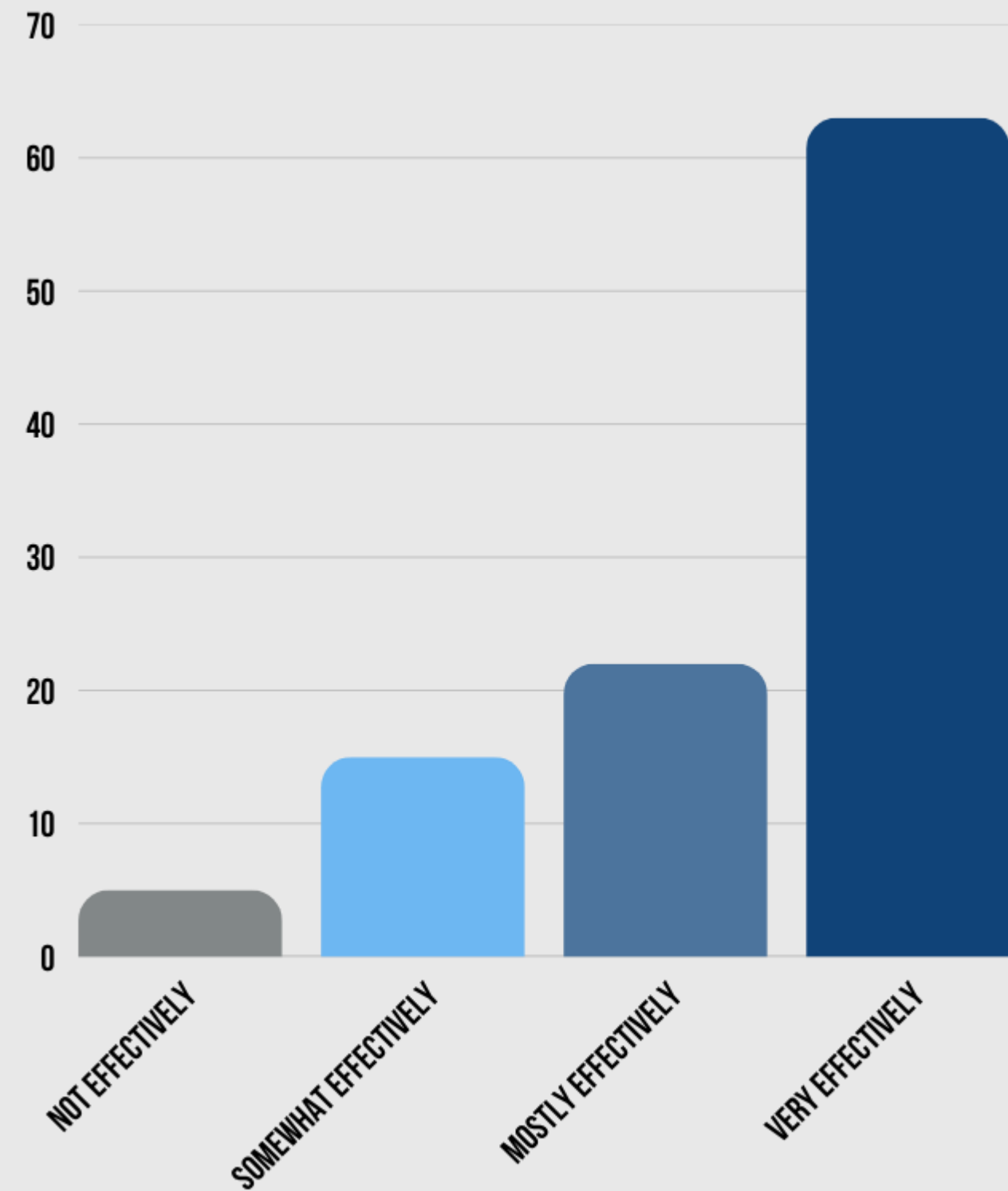
FEEDBACK

05

How respected do you feel in
your interactions with CLS?



When challenges or concerns come
up, how effectively does CLS repond?

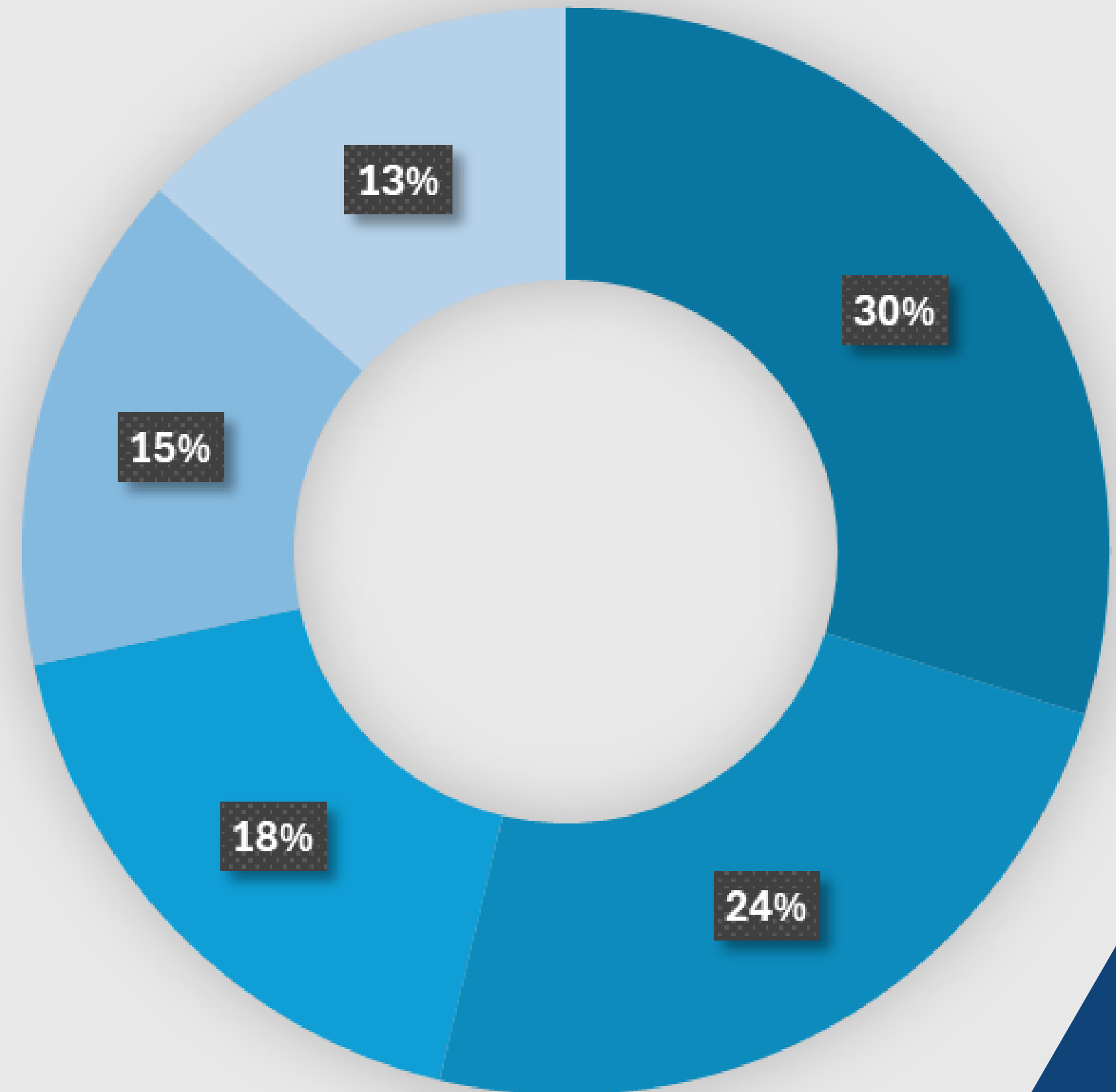


FEEDBACK

05

What experience best represents
CLS for you the past year?

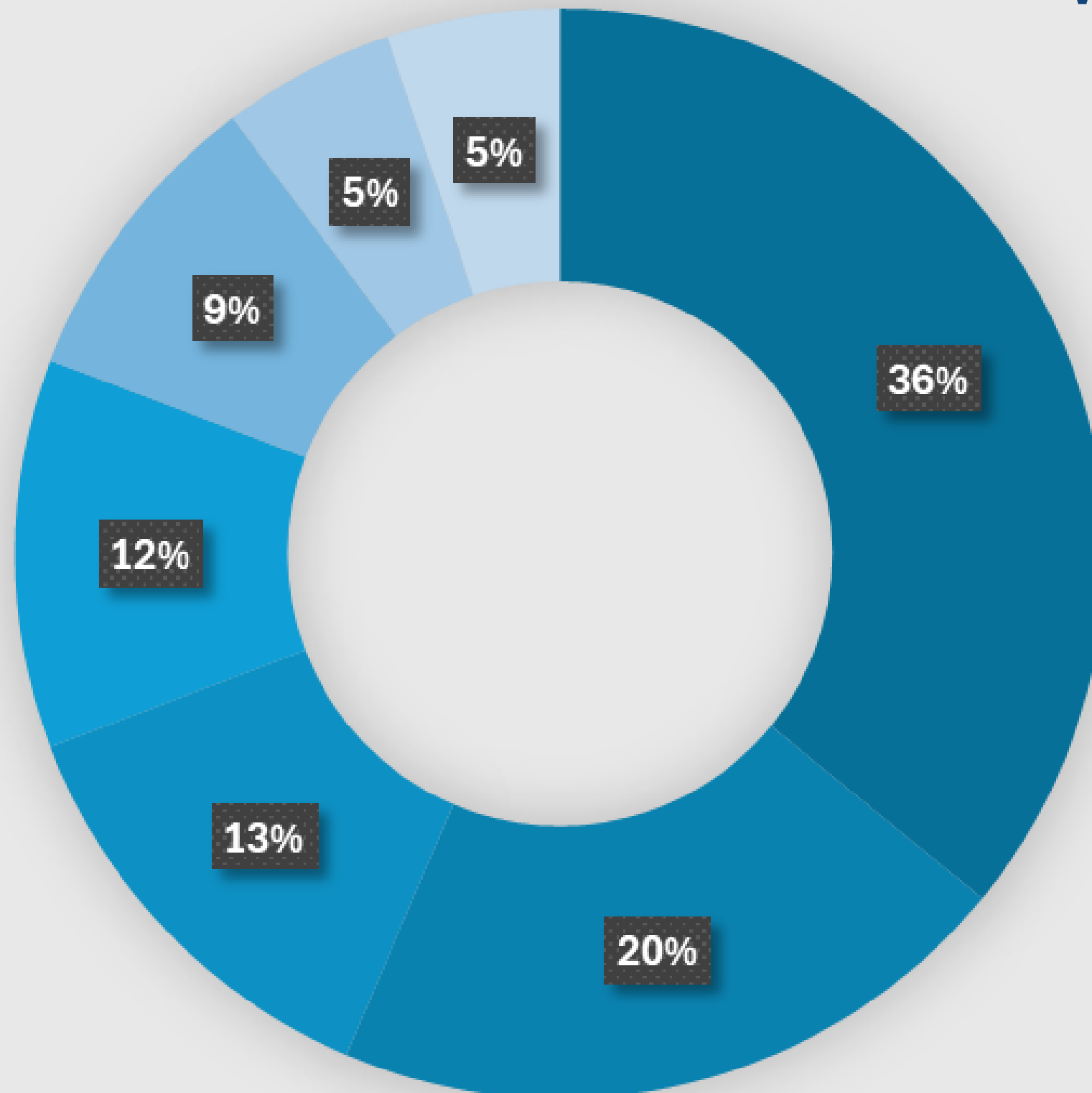
- Support/ Meeting Needs/Reliability
- Positive Experiences/Satisfaction
- Communication/Responsiveness
- Community/Activities/Social Engagement
- Staff Quality/Individual Recognition



FEEDBACK

05

What does CLS do that helps build trust and positive relationships?



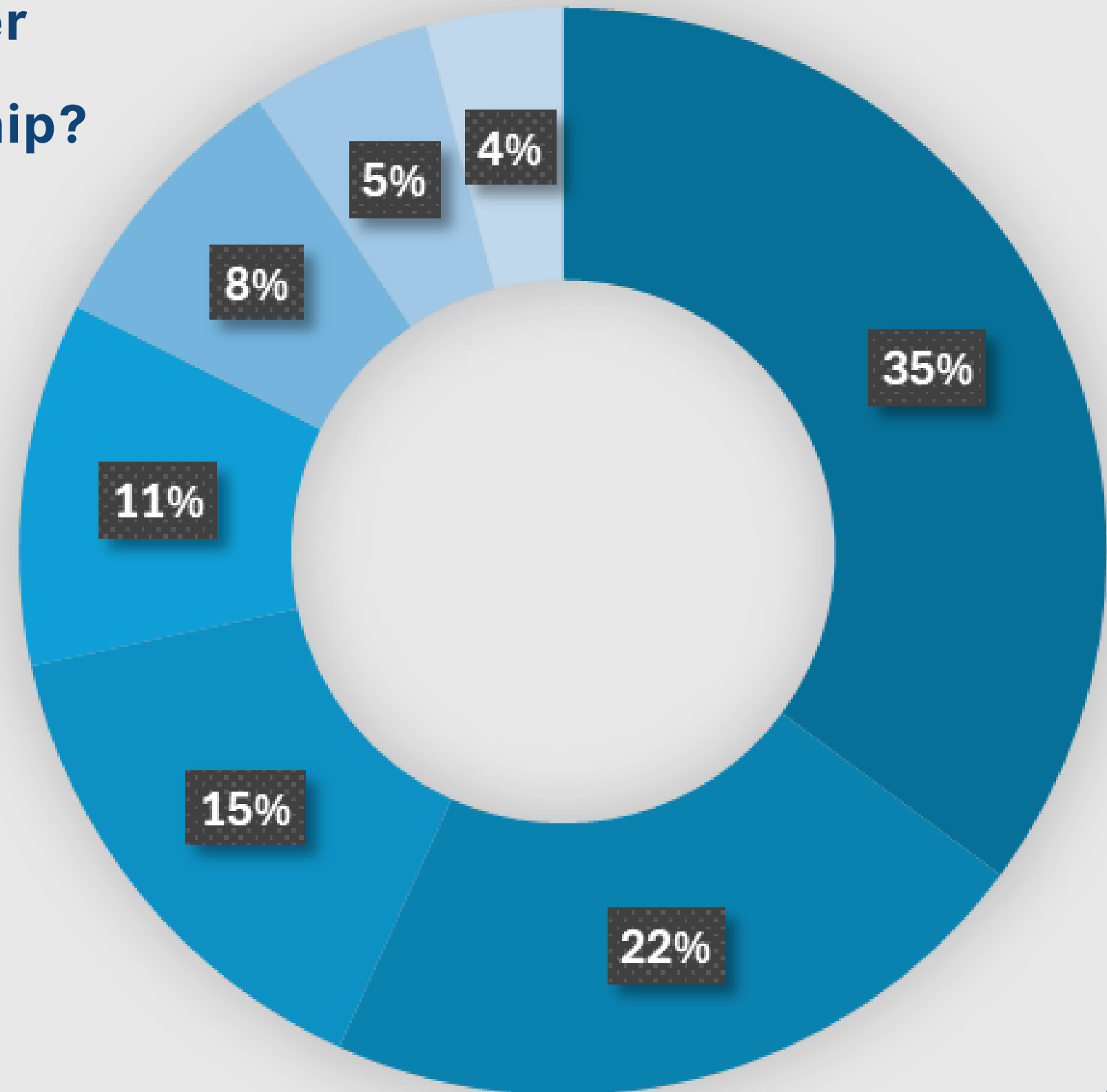
- Communication/Responsiveness
- Positive Relationships/Trust/Care
- Reliability/Follow-Through
- Staff Quality/Individual Recognition
- Support/Meeting Needs
- Community/Activities/Engagement
- Concerns/Inconsistency/Negative Feedback

FEEDBACK

05

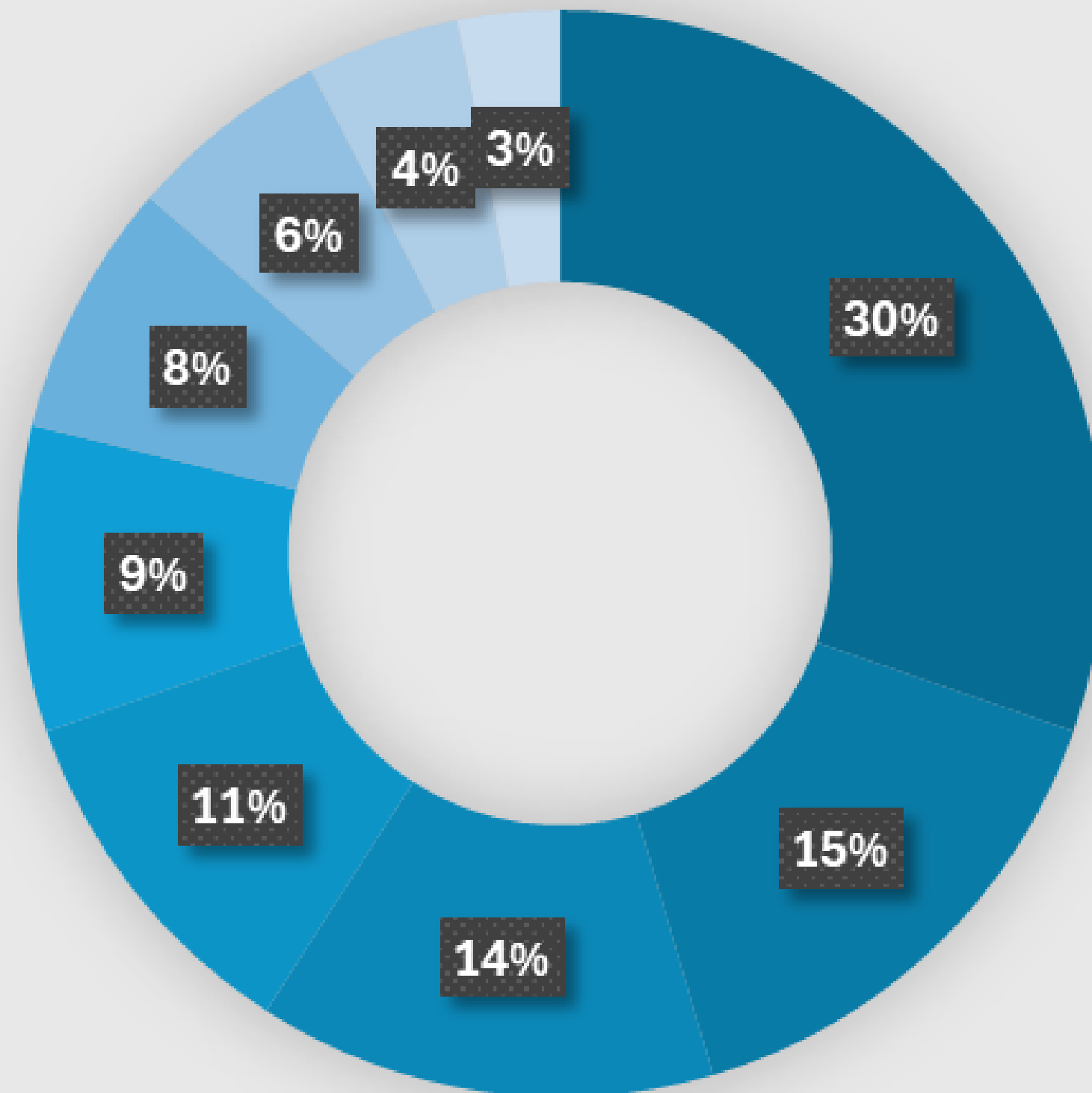
What could CLS do differently to better support you or strengthen our partnership?

- No Additional Feedback/N/A
- Positive Feedback/Satisfaction
- Communication/Follow-Up
- Staffing/Availability/Retention
- Training/Expectations/Quality of Support
- Service Expansion/Additional Supports
- Staff Performance/Accountability



FEEDBACK

05



What are specific ways CLS could better focus or improve in certain areas?

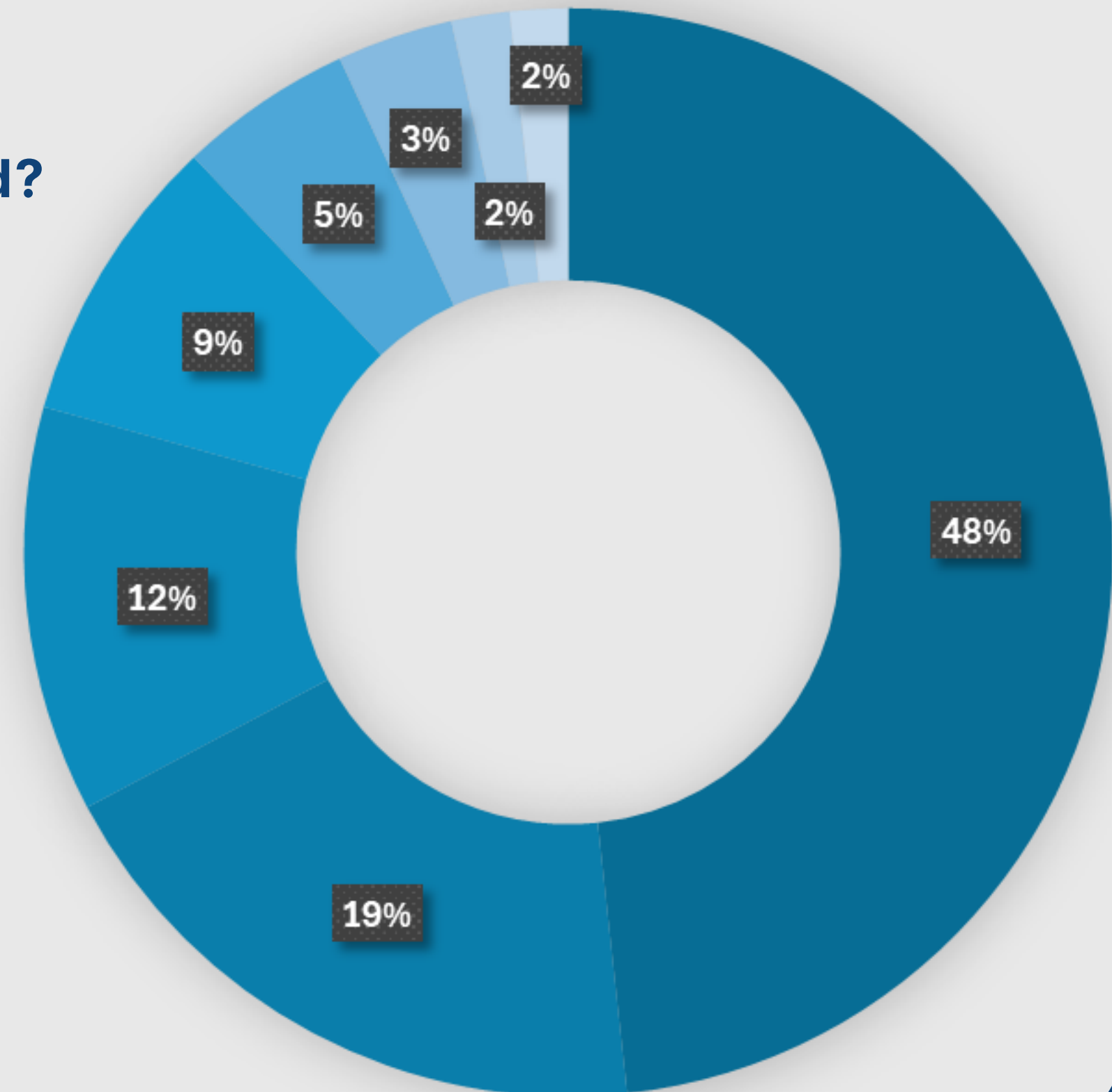
- No Additional Feedback/N/A
- Staffing/Workforce/Retention
- Communication/Coordination
- Service Expansion/Activities/Opportunities
- Staff Performance/Accountability
- Positive Feedback/Satisfaction
- Training/Expectations/Quality of Support
- Meeting/Planning/Coordination
- Other/Miscellaneous

FEEDBACK

05

Is there anything else you would like CLS Leadership to understand?

- No Additional Feedback/N/A
- Positive Feedback/Satisfaction
- Staffing/Service Availability
- Community/Coordination
- Service Expansion/More Opportunities
- Staff performance/Concerns
- Program-Specific Feedback
- Transportation/Access



CONCLUSIONS

- **STRONG AND CONSISTENT COMMUNICATION**
Listening, Responsiveness, Keeping People Informed
- **CARING, RELATIONSHIP-FOCUSED STAFF**
Kindness, Respect, Genuine Relationships
- **COMMUNITY INTEGRATION AND MEANINGFUL EXPERIENCES**
Socialization, Outings, Engagement
- **RELIABLE, HANDS-ON SUPPORT**
Dependable in critical moments
- **INDIVIDUAL STAFF EXCELLENCE**

**What has CLS
done well in
the past year?**

CONCLUSIONS

- **WHAT HAS CLS DONE WELL IN THE PAST YEAR?**

Stakeholders consistently describe CLS as a relationship-driven organization with caring and dedicated staff. Communication—particularly listening, responsiveness, and collaboration—continues to be a key strength and primary driver of trust. Many respondents highlighted the reliability of CLS in meeting needs, especially during critical situations, as well as the value of community-based experiences, social opportunities, and individualized support. Individual staff members were frequently recognized for going above and beyond, reinforcing positive experiences.

CONCLUSIONS

- **FOLLOW-THROUGH AND CONSISTENCY**

There is sometimes a gap between communication and action

- **VARIABILITY IN STAFF PERFORMANCE**

Some staff are excellent, while others need further improvement

- **SERVICE AVAILABILITY AND EXPANSION NEEDS**

People want more access and more opportunities

- **STAFFING SHORTAGES AND INCONSISTENCY**

- **NEED FOR CLEARER COMMUNICATION AND COORDINATION**

What
should
CLS focus
on most in
the
coming
year?

CONCLUSIONS

- **OPPORTUNITIES FOR IMPROVEMENT**

- The most consistent challenge identified is staffing—both in terms of availability and consistency. Staffing shortages impact service delivery, limit access to supports, and create stress for families and partners.
- Additionally, while communication is often viewed as a strength, stakeholders identified some recurring gaps in follow-through and consistency, particularly in implementing plans discussed during meetings. Feedback also indicated variability in staff performance, with a noticeable difference between highly effective staff and those needing additional support or accountability.
 - Stakeholders also expressed a desire for expanded services, increased opportunities, and more consistent communication across all teams.

CONCLUSIONS

- **KEY TAKEAWAYS:**

- CLS is viewed as a trusted, relationship-centered organization with strong staff and a meaningful impact. Strengthening staffing capacity, ensuring consistent follow-through, and improving consistency across teams represent key opportunities to further enhance overall service quality and the stakeholder experience.

SOME POSITIVE WORDS — 07

"OUR LONG-
STANDING
RELATIONSHIP
WITH CLS IS
EXTREMELY
IMPORTANT TO
US"

"EVERYTHING IS
PERFECT"

"THEY DO A
GREAT JOB. NO
NEED FOR MORE"

Positive feedback
comments written
by people we
support, families,
guardians, natural
supports, and
various
professionals

"DIFFICULT TO
ADD ANYTHING
CONSTRUCTIVE"

"I KNOW WE CAN
COUNT ON THEM
FOR MY CHILD'S
NEEDS"

"THEY ARE ALL
THE BEST"

CONTACT US!

Stakeholders of CLS are encouraged to continue sharing their feedback and experiences through "My Voice Matters," an online feedback system designed to continually improve the quality of services provided by CLS. "My Voice Matters" can be accessed through the CLS website listed below. We thank our stakeholders for their time and greatly appreciate the input we receive.



clsnd.org



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