



Data & Findings Report: FY2025 Satisfaction Survey for Persons Receiving Services

Presented by Envision Unlimited's Quality Assurance Department
Prepared by Christian Meyer, MSW, LSW – Associate Director of Quality Assurance

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0. Overview

Purpose

The annual satisfaction survey for people receiving services through Envision Unlimited (EU) is sent out on yearly basis for the purpose of soliciting feedback regarding how people feel about their services; understanding barriers to community participation and involvement in one's own care; assessing the promotion of human rights, dignity, and respect at EU; and measuring the overall quality of supports/services as perceived by consumers of services themselves. The survey allows us to capture this vital information, conduct internal research to improve service delivery, and hear what people have to say about us in their own words.

Additionally, it presents an opportunity for Envision to display satisfaction data to the public, via our website and other public formats, in order to promote provider choice for all the communities we serve and display with pride that "Envision is the best around!" with data that has integrity. This report will provide an overview of the trends found in FY2025's survey and explain briefly the process of survey creation and dissemination.

Methods

During July - August 2025, digital and paper surveys were disseminated throughout 12 of Envision Unlimited's programs (see Table 1 below for the complete list of programs surveyed). Surveys were distributed and completed directly by persons receiving services via email, paper format as requested at EU sites, using EU issued staff devices where employees supported people in accessing the survey, and via QR codes on posted flyers. The most common format utilized was staff supporting people receiving services to complete and access the survey on an EU device.

The surveys themselves were structured with primarily multiple-choice questions using Likert scale ratings to support data analysis and correlation as well as accessibility for survey respondents. Questions varied per program due to different types of information desired by program and division management as well as grant or accrediting body differences. Likert scale choices (5-points) that were the most common across surveys included "Always – Never", "Very satisfied – Very dissatisfied", and progress-oriented questions such as "Significant improvement – Significant decline." The number of questions on the surveys ranged from 12 – 43 total with 30 questions being the average.

All survey questions were reviewed and approved by respective program directors, vice presidents, or executive staff to ensure they were appropriate for collecting needed data and were tailored to that program's needs. Overall, questions reflected Council on Quality & Leadership (CQL) POMs and BAs. Each question was "mapped" onto a primary qualitative theme and sub-theme during the process to support better reflection of this report upon what persons receiving services think about EU services and staff. See the charts on pages 7 and 8 of this report for the breakdown of question themes and sub-themes utilized in the surveys.

Analysis

Surveys were open for just over 6 weeks with some deadlines being extended for additional weeks due to lack of responses. 763 surveys were submitted agency-wide with Community Day Services (CDS) and Community Living Services (CLS), accounting for over 60% of these submissions. This is likely due to these programs being the largest at EU and thus having a higher number of responses.

Since each survey had 12 – 43 questions, each creating a single data point for analysis, over 19,000 question responses were generated from survey submissions. This data was filtered, organized, and sorted using a qualitative thematic analysis to sort questions by primary theme and sub-theme according to CQL standards and established outcome (what we want to learn from the survey).

Additionally, within each question theme numerical scores were assigned to each point of the Likert scale with 5 being equal to 5 and 1 being equal to 1, and question choices with slight variations were grouped with conceptually similar questions answers. For example, “highly satisfied” and “always” were grouped together in the “5” category as they both represent the highest end of the scale for respondents as well as general “agreeableness” with question prompts.

Sorted data was then extracted into PivotTables and charts in Excel to accurately represent the data and main trends emerging within each theme or subtheme. Data was divided by theme and not tabulated quantitatively (numerically) due to the complexity of the data set and our desire to understand the human value in the data (not just the numbers).

Additionally, overall satisfaction across all survey types was presented in visual format. This report will display each of these charts, tables, and visualizations. Main themes, trends, and take-a-ways should be clear in the chart title and other ancillary descriptions of the data presented.

Using This Report & Data Visualizations

The graphs and visualizations in this report have been created with accessibility in mind. Research on how the brain interprets visual information and data was consulted during the process of creating each portion of this report. It indicates clearly the most accessible presentations of data highlight key takeaways in the title, avoid clutter and over labeling of components, use plain, clear language, and use percentages over complex numbers.

This honors current and future persons receiving services through Envision that have challenges with literacy, whose cognition is impacted from mental health challenges, have limited formal education, experience disabilities that impact comprehension, whose English-language proficiency is limited, and anyone else who may have trouble digesting complex data for any reason.

Please keep in mind this diversity of human experience and the communities EU serves when using any of the report data or considering changing its contents. Utilize EU’s QA department should you need support with presenting data in a different way for a particular audience/stakeholder.

1 Survey Structure, Themes, & Responses Numbers

Table 1: EU Programs with Disseminated Satisfaction Surveys and Response Rates in FY25

Program or Survey Type	Est. Number of Surveys Sent/Program Census	Number of Responses Received	Response Rate
Foster Care + Intact Families	69	31	45%
CDS	490	365	74%
CLS	374	135	36%
Williams & Colbert CCMTTP	N/A	67	N/A
IPS Supported Employment	19	10	53%
Outpatient Therapy/Counseling	79	12	15%
PSH + Clustered Housing	N/A	34	N/A
Supervised Residential	44	31	70%
Psychosocial Rehabilitation (PSR)	43	0	0%
Trauma-Informed Center for Care (TICC)	56	4	7%
Front Door Diversion (FDDP)	35	7	20%
Employment IDD	N/A	66	N/A
Averages	134	63	35%

Table 2: Five-Point “Likert” Scale Answer Choice Variability

Scale Score	Common Choices
5	Always; Very satisfied; Yes; Significantly improved; Extremely well; Significant improvement; Very effective; Very likely
4	Most of the time; Satisfied; Improved; Well; Some improvement; Somewhat effective; Likely
3	Sometimes; Neutral; Not sure; No change; Somewhat; Neither likely nor unlikely
2	Rarely; Dissatisfied; Worsened; Some decline; Somewhat ineffective; Unlikely
1	Never; Very dissatisfied; No; Significantly worsened; Not at all; Significant decline; Very ineffective; Very unlikely

Fig. 1: Survey Question Themes

Satisfaction Survey Questions were Grouped into 9 Themes with Continuity & Security, Choice & Decision-Making, Satisfaction, & Community Integration accounting for the themes of over 50% of questions.

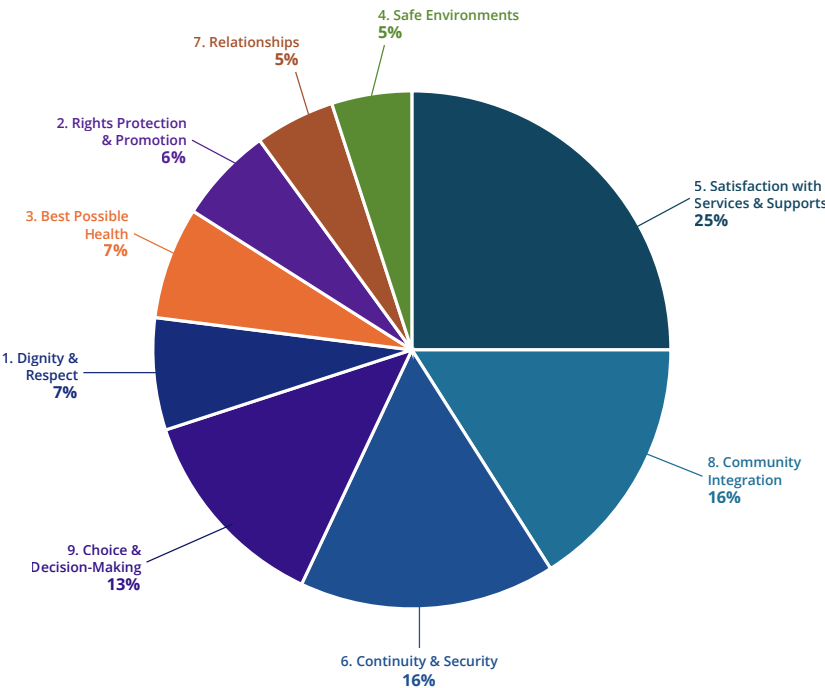


Fig. 2: Survey Question Subthemes

23 differently themed questions were asked in surveys to capture the voices of persons receiving services & identify what people want from their services. Each primary theme in the survey had questions categorized into 1 - 4 subthemes adding up to 23 different question types.

**Table 3: Definitions of Survey Question Themes & Subthemes****1. Dignity & Respect**

"Supports emphasize and capitalize on people's capabilities..." Expressed needs are responded to with promptness, urgency, and care.

Staff Treatment: People feel supported, empowered, and dignified in their relationships with Envision staff. They are treated as people first, and their opinions, preferences, and likes are valued and considered by staff.

Psychological Safety: People feel emotionally and relationally safe within the environments where they receive services. Settings are characterized by power and control being in the hands of people receiving services to the highest extent possible.

2. Rights Protection & Promotion

Respondents perceive that their human rights are protected at Envision, and that they have opportunities to engage in self-advocacy to advocate for themselves and others in their community.

ANME Protection: People are protected from and experience a low-incidence of ANME while receiving services at Envision. When ANME is present, those responsible are held accountable and actions are taken to further protect people from harm.

Reporting Concerns-Incidents: People know where and to whom grievances, ANME, dissatisfaction, and other concerns can be reported/shared at Envision and externally.

Privacy: People have the same degree of privacy that those who do not receive services would reasonably have access to in community settings.

Rights Education: People are educated about and aware of their human rights and rights as persons receiving services.

3. Best Possible Health

As personally defined, people feel their health in various areas is where they want it to be and Envision Unlimited's services help them to meet these goals. This includes support knowing about one's own health needs, access to providers, and support with reducing behavior that negatively impacts health.

Mental Wellbeing: People express that their psychological health is positively impacted and has improved through engaging in services and the community of Envision.

Overall Health: Physical, mental, and social health are rated highly by people as supported by the supports and services they receive.

4. Safe Environments

People report that environments where they live and access services are physically safe, comfortable, and free of hazards that might impact wellbeing.

Cleanliness & Comfort: People perceive that the settings where services are accessed, including residential settings, are reasonably clean (well-maintained) and comfortable. This includes opportunities to decorate spaces according to preference and having furniture that is functional, and in good repair.

Rating of Overall Safety: Overall, people express safety as being highly rated in various domains, including having a low-incidence of physical harm, environmental hazards, and community violence in service settings.

5. Satisfaction with Services & Supports

Peoples' reports of satisfaction level regarding services and supports accessed at Envision, including their perceived impact on life goals and well-being, program quality, and staff engagement.

Behavior Supports: Peoples' rating of supports provided through behavior analytic services, including their involvement of plan development and BCBA practitioner quality.

Staff Support Satisfaction: Peoples' ratings that the quality of staff support helps them meet their goals, feel safe and protected, engage in the community, cultivate positive relationships, and has limited power imbalance.

Overall Service Quality: Peoples' expression of service quality, considering all positive and negative perceptions of supports accessed.

6. Continuity & Security

People express that supports and services are available when they need them, in the right quantity, and help them to meet their established goals. Additionally, this includes ratings about staff and service consistency/longevity.

Contribution of Services to Personal Goals: A person's rating of the extent to which services impact progress towards meeting goals in their life.

Staff & Service Availability: People denote that staff and services are available at the right time, place, and in the correct quantity.

7. Relationships

N/A

Relationships: People report that they have opportunities to gain and maintain relationships and engage socially to the extent that they desire as supported by Envision Unlimited supports and services.

8. Community Integration

People indicate feelings of belonging, inclusion, and participation in the communities they live and in settings where they receive services.

Accessibility: People rate that they can physically access buildings where services are provided with limited barriers, and that documents in any form provided by Envision Unlimited staff are cognitively accessible to them.

Community Involvement: People participate in the life of their community to the extent that they desire, including accessing activities where non-service users are present, volunteering, working, and other similar endeavors.

Belonging: People express that they are a valued member of their community – however that is defined by them.

Independent Living: People rate that they have the skills and supports they need to live independently or in community settings with the least restrictive supports.

9. Choice & Decision-Making

People report that they are involved in the planning of their services, are knowledgeable about available supports, and that these help them to choose, then to realize goals in their lives.

Choice & Realization of Personal Goals: People have opportunities to choose their personal goals and are further supported to work towards these with various supports. Goals are not chosen for or assigned to people without their expressed consent and input.

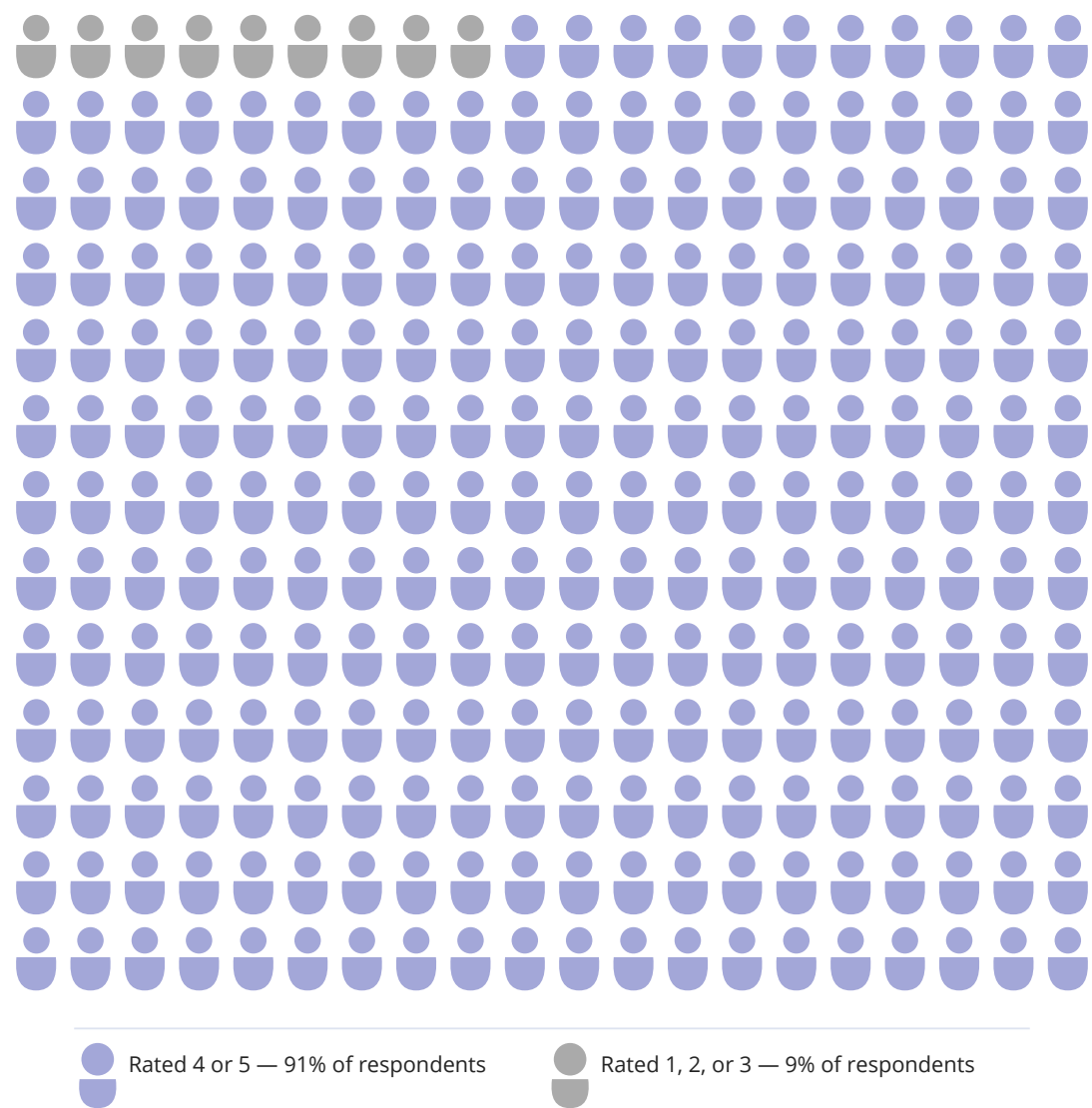
Knowledge of Service Options: People are aware of the benefits and risks of services, what supports are available within various programs, and what "requirements" may be present to continue engagement in their services.

Choice of Services-Programs: People are afforded their right to choose and select their providers in their life and within Envision. They are aware that they can request changes and have been given the opportunity to do so in the past.

2. Key Trends & Stories from the Survey — Data Visualizations

91% of people receiving services reported High Levels of Satisfaction with Envision Unlimited Services and Staff.

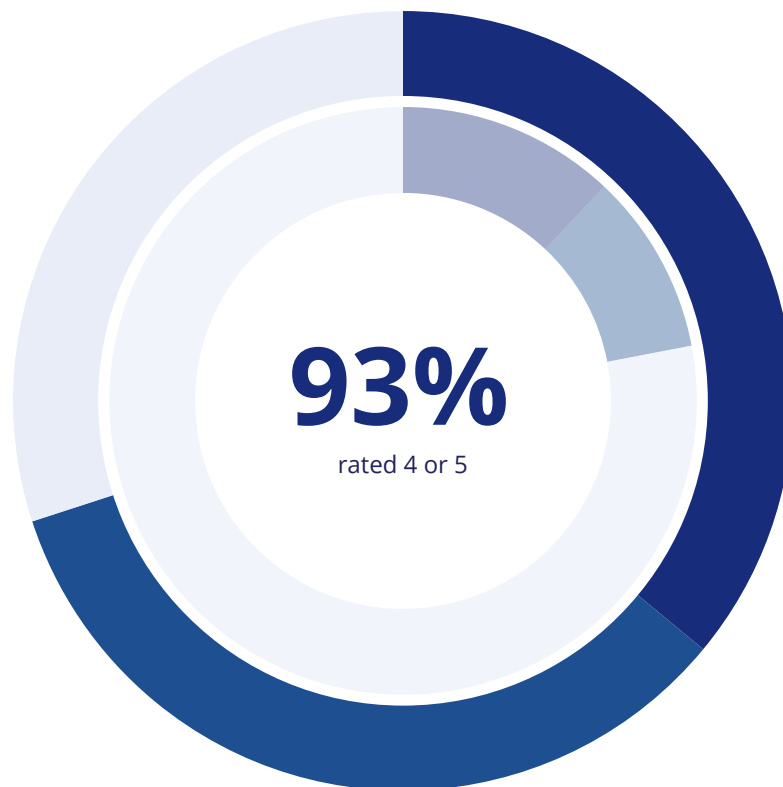
*Most Survey respondents chose a 4 or 5 on a 5-point scale regardless of the question type or theme



Each icon = 1% of survey respondents · Most respondents chose 4 or 5 regardless of question type or theme

People accessing EU services **overwhelmingly** expressed feeling treated with dignity and respect by staff as well as feeling **psychologically safe** in most aspects of care received.

*93% of respondents for Dignity & Respect themed questions answered with a rating of 4 or 5



SCORE 5

- Staff Treatment — 36%
- Psychological Safety — 34%

SCORE 4

- Staff Treatment — 12%
- Psychological Safety — 10%

Outer ring = Score 5 · Inner ring = Score 4 · Light = Scores 1-3

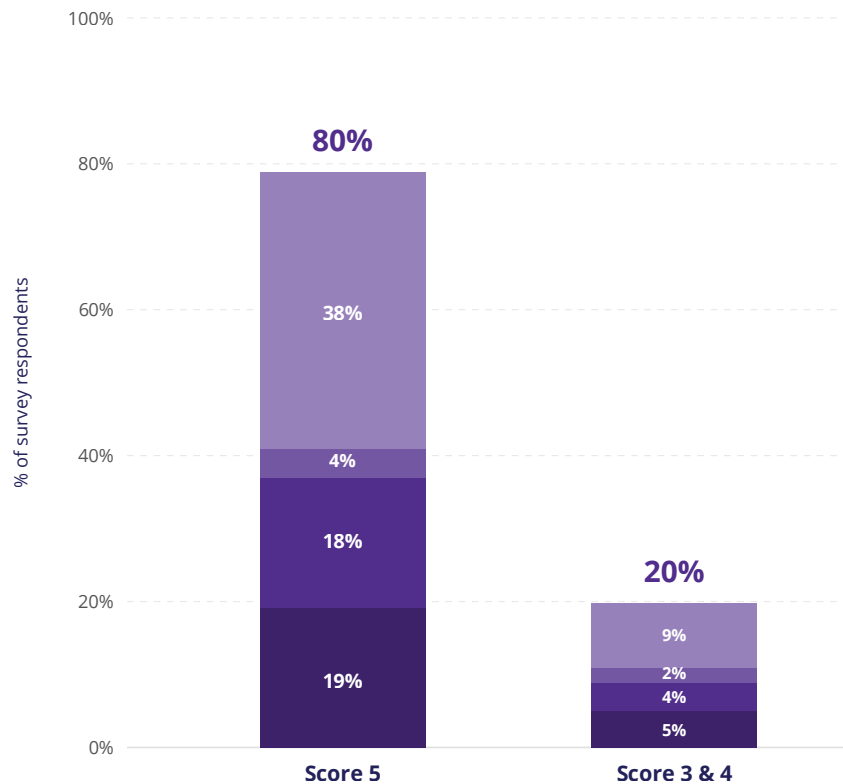
"...staff presence makes me feel comfortable and [the are] always there to provide support when needed."

"Supports emphasize and capitalize on people's capabilities..." Expressed needs are responded to with promptness, urgency, and care.

Dignity & Respect

Rights Protection & Promotion

9 out of 10 people receiving services indicated being knowledgeable about their human rights & where to report concerns. They also felt protected from abuse/neglect/mistreatment at Envision. Privacy was also rated highly by survey respondents.



SUBTHEMES

ANME Protection — 19% / 5%

Privacy — 4% / 2%

Reporting Concerns — 18% / 4%

Rights Education — 38% / 9%

Legend values: Score 5 % / Score 3&4 %

"[My staff] are great, they're fantastic and they make me feel good."

Respondents perceive that their human rights are protected at Envision, and that they have opportunities to engage in self-advocacy to advocate for themselves and others in their community.

Rights Protection & Promotion

Just under 100% of persons receiving services noted excellent overall health, including behavioral health, due to Envision's superb supports & services.

Very few survey respondents rated under a 3 for health related questions



Rated 3, 4, or 5 — 99 respondents



Rated 1 or 2 — 1 respondent

Each icon = 1% of survey respondents · Very few respondents rated health-related questions under 3

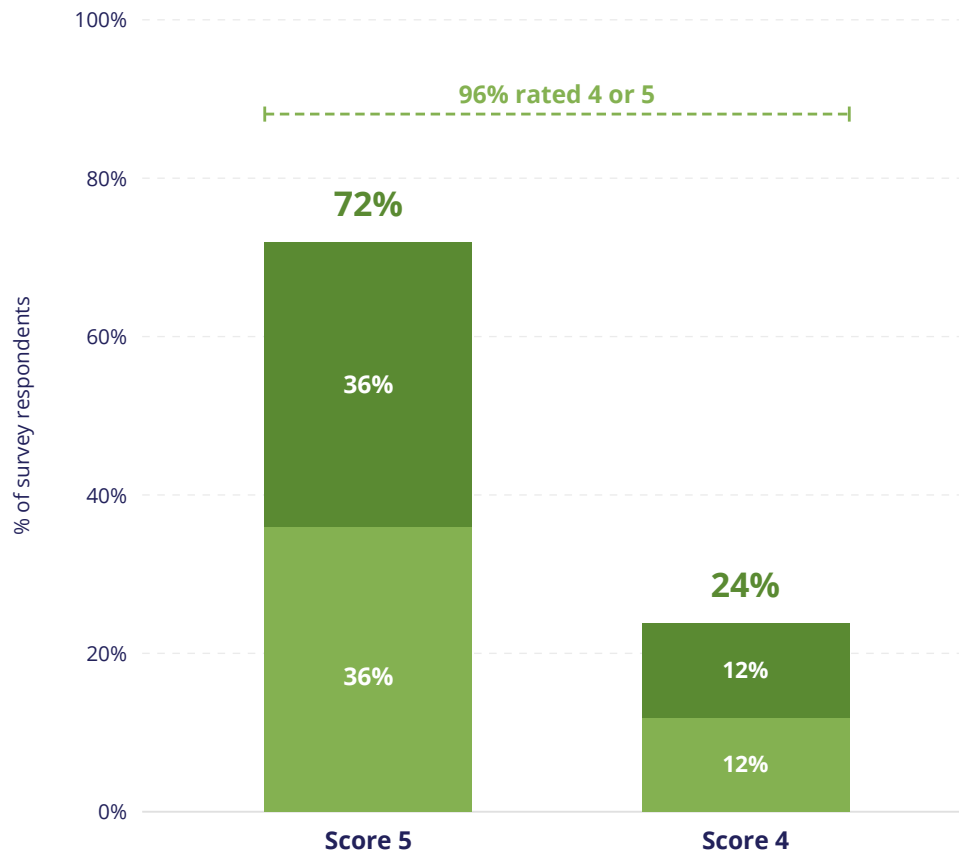
"Envision became my beacon of hope and gave me the resources to become a better person."

As personally defined, people feel their health in various areas is where they want it to be and Envision Unlimited's services help them to meet these goals. This includes support knowing about one's own health needs, access to providers, and support with reducing behavior that negatively impacts health.

Best Possible Health

Safe Environments

Nearly everyone shares that **Envision locations are clean and comfortable**, and that they feel physically safe most of the time when receiving services. 96% of survey respondents rated 4 or 5 on a 5-point scale to Safe Environments themed questions.



SUBTHEMES

- Overall Safety — 36% (Score 5) / 12% (Score 4)
- Cleanliness & Comfort — 36% (Score 5) / 12% (Score 4)

96% of respondents rated 4 or 5 on Safe Environments themed questions

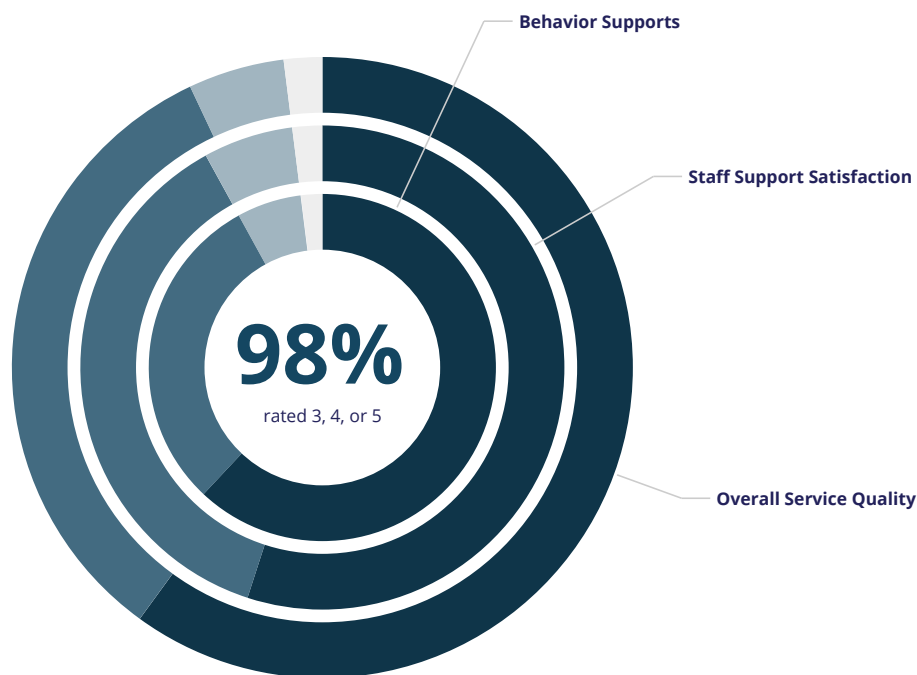
"I like it here as I feel comfortable and safe."

People report that environments where they live and access services are physically safe, comfortable, and free of hazards that might impact wellbeing.

Safe Environments

Close to 100% of people are satisfied with Envision's overall quality of services and with supports provided by EU staff, a small percentage expressed neutral feelings in this category.

98% of responses to satisfaction themed questions were rated 3 - 5.



LIKERT SCORES

- Score 5 — Always / Very Satisfied
- Score 4 — Most of the time / Satisfied
- Score 3 — Sometimes / Neutral
- Scores 1 & 2 — Rarely / Dissatisfied

Outer ring = Overall Service Quality · Middle = Staff Support Satisfaction · Inner = Behavior Supports

"[My program] is better than any other program I've been to..."

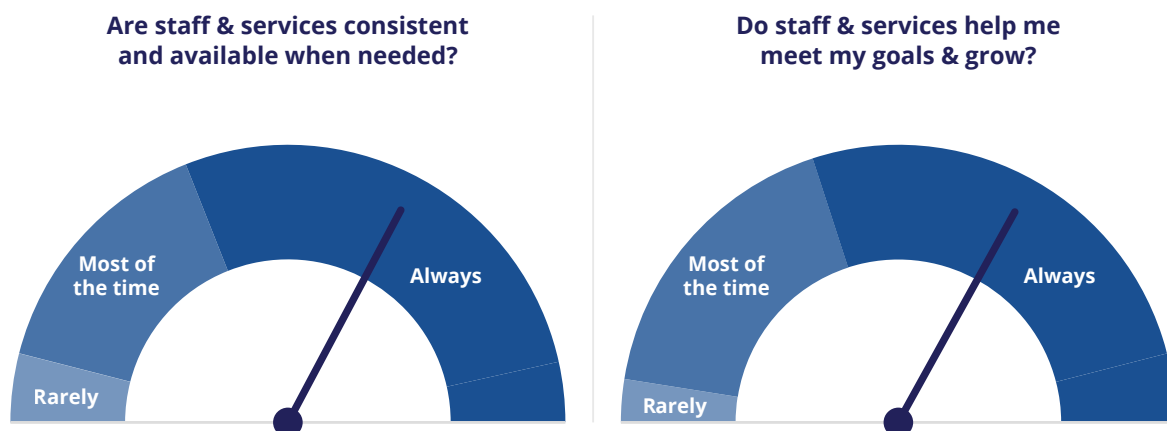
"I appreciate [Envision] services, because they are always accurate and prompt, without discrimination."

Peoples' reports of satisfaction level regarding services and supports accessed at Envision, including their perceived impact on life goals and well-being, program quality, and staff engagement.

Satisfaction w/ Services & Supports

Continuity & Security

Most persons receiving services identified that EU staff and services are **consistent, available when they need them, and contribute to their personal goals and growth.**



"I really am happy about the job that I was helped with getting... it has been my dream to work [here]... everything is going great... and my job coach really helps me."

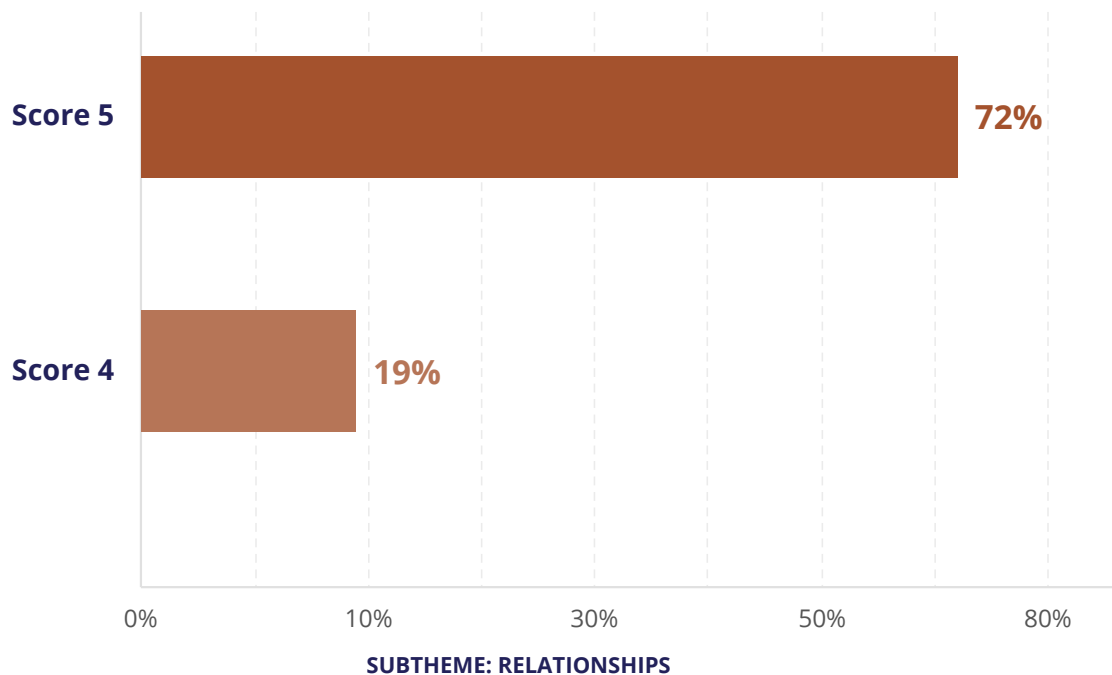
"[I] feel free and independent thanks to [EU] staff. [They provided] everything [I] needed to live independently – outside of a nursing home. The staff have given me a better life."

"My therapist is always there for me to talk when needed.... is always on time... understands [me]... is very direct with her advice... [and is] caring with my needs... I appreciate everything [they do] for me."

People express that supports and services are available when they need them, in the right quantity, and help them to meet their established goals. Additionally, this includes ratings about staff and service consistency/longevity.

Continuity & Security

Opportunities to **create, develop, and grow relationships** through the Envision Unlimited community are common AND people feel they get to **engage socially as often as they want**. Seeing people, making friends, and keeping in touch with others were the top comments.



91% of respondents rated 4 or 5 on Relationships themed questions

"The Freedom and [having] people to talk to..."

"I like that I get a chance to visit with my friends [through Envision]."

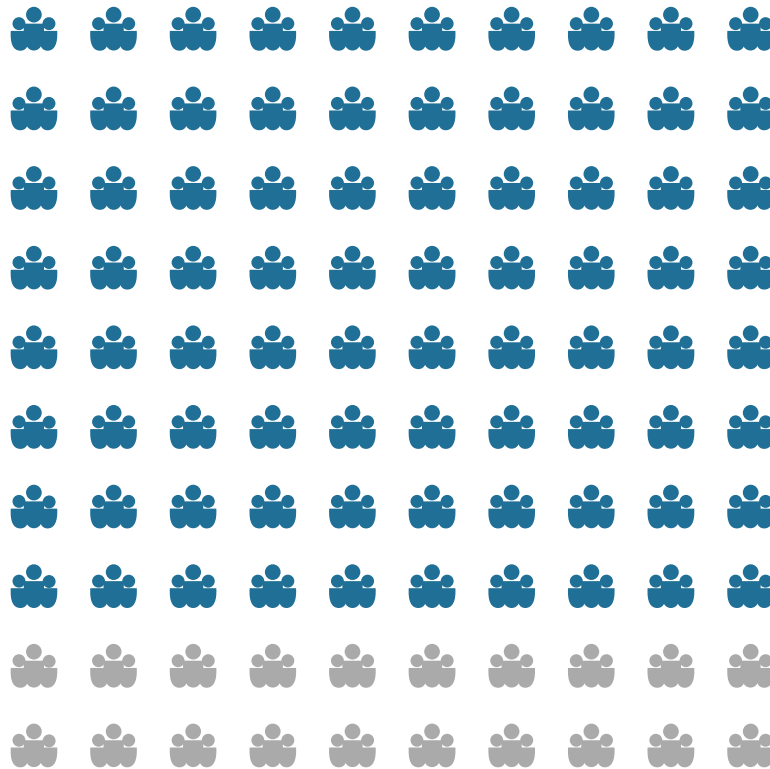
"Everyone is friendly to me [at Envision]."

People report that they have opportunities to gain and maintain relationships and engage socially to the extent that they desire as supported by Envision Unlimited supports and services.

Relationships

Community Integration

8 out of 10 persons receiving services feel that they belong within and play an active role in the life of their communities. They also report having a high degree of accessibility, both physical and cognitive, within the supports they receive from Envision.



✦ Rated 3, 4, or 5 — 80 respondents

✦ Rated 1 or 2 — 20 respondents

Each icon = 1% of survey respondents · 8 out of 10 persons feel they belong and play an active role in their communities

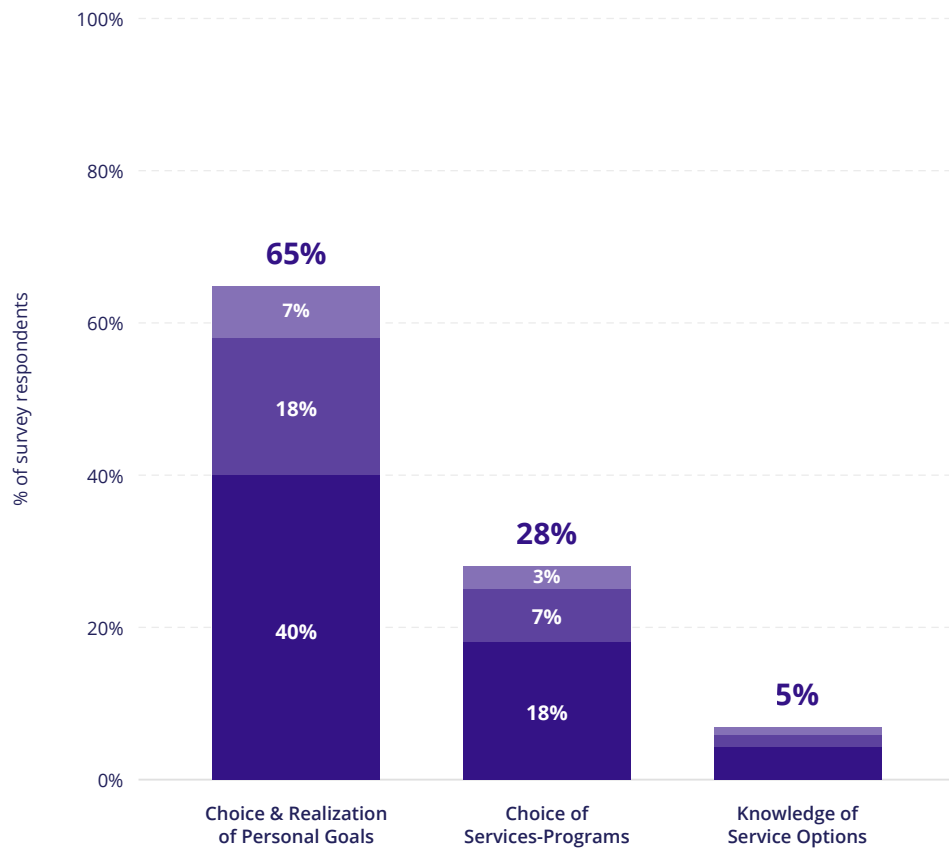
"They teach a lot stuff [at Envision]... we go out a lot... I like the work... getting help... traveling [on] a van or bus, and especially the CTA."

People indicate feelings of belonging, inclusion, and participation in the communities they live and in settings where they receive services.

Community Integration

Being afforded the dignity to play a role in **choosing ones' own services** and **selecting individualized goals for support** was **widespread** for most people on an almost daily basis.

Percentage of questions by subtheme of Choice & Decision-Making themed question.



LIKERT SCORES

■ Score 5 (Always / Very Satisfied)

■ Score 4 (Most of the time)

■ Score 3 (Sometimes / Neutral)

Bars show % of all survey questions by subtheme, stacked by Likert score

"[I am] able to make choices about the employment I want."

People report that they are involved in the planning of their services, are knowledgeable about available supports, and that these help them to choose, then to realize goals in their lives.

Choice & Decision-Making

Table 4: Selected Comments & Statements		
Theme	Postive Reports: What do you like most about the services you receive through Envision?	Areas for Improvement: What supports you are receiving do you think could be better?
1. Dignity & Respect	"That I have a Latina therapist, she understands my culture and what it means to be a woman...reading books that my therapist recommended and bought have helped me gain confidence and comfort." "I like the staff presence it makes me feel comfortable and [they are] always there to provide [support] when needed." "I'm glad that staff are always there to listen to me and that they're not too busy to listen to members."	"Treating others with respect [should be more common]." "Just fix the caseworkers, they have smart mouth and they are rude..." "I would like to have better communication with my Envision team."
2. Rights Protection & Promotion	"The different choices I get to choose from regarding my house." "The way my therapist treats me... the honesty, the confidentiality, and the attention paid to me. I always leave my sessions satisfied because of the treatment and the way the sessions are handled." "I like my staff and the way they treat us."	"Chance for clients to have our own rooms. " "More alone time. More outings." "My hours I work are put in and I am paid correctly each time without waiting for my money."
3. Best Possible Health	"Envision became my beacon of hope and gave me the resources to become a better person." "I participate in sex education group and it is helping me." "I get [the help I need] to manage my trauma better."	"More support in controlling my temper." "...talk more about manners and talk about problems we have." "More therapy..." "Services [need to be] more individualized..."
4. Safe Environments	"I like it here as I feel comfortable and safe." "I love a clean building." "That I can enjoy myself and chill out [at Envision]."	"Less members or more room for quiet time." "[More consistent] bug control [and] mice control..." "Keep the program space more clean."
5. Satisfaction with Services & Supports	"I appreciate the services, because they are always accurate and prompt, without discrimination." "I like my day program, that I can be with my peers and go out and have fun with them. I like the outings and group activities we do." "Everything!"	Staff supporting me when other members are triggering me." "Don't care. I'm leaving don't like this place." "Work locations closer to home so we don't have to travel so far all the time."

6. Continuity & Security	"Caseworker(s) always come when you need them." "Thoughtful, caring questions, tools and dialogue [from my therapist] that are clearly based on experience and up-to-date knowledge and expertise." "The most helpful services I received is that the children that were placed in my home got the counseling that they needed."	"...please I beg of you stop changing social workers, housing managers, peer mentors, MH manager's, we need structure not change." "More staff to work with us and take us out." "Consistency with case workers. In 3 years, we have had 2 helpful, caring caseworkers out of 5 caseworkers in 3 years."
7. Relationships	"The Freedom and [having] people to talk to..." "I like to visit my friends everyday." "Everyone is friendly to me."	"Not accept any more members, there is to many at my day program already..." "I need staff and peers to communicate more with me." "Get to know the clients better... don't just expect to know about me based off records. Records are for what's done in the past , get to know the clients now."
8. Community Integration	"Going out [in] the community and working on my shag rug." "The opportunity to get a job in the community." "Going places and stuff... talking to the staff and others. [Staff] talk about different things... like safety and stuff like that."	"I want to get more out into the community like going to the mall." "Go out on more outings. I need to have more spending money to go to some activities." "[I want to be] out more in the community."
9. Choice & Decision-Making	"Being able to make choices about the employment I want." "I got my own room and I can do what I want to do..." "Making my own decisions and the care I receive from the care manager."	"More staff and variety of activities." "More programing to choose from..." "I like to color but they say I can't."
Honorable Mention	"I like how I am treated at Residential and the PSR Programs." "I feel safe with the staff when talking, and content [with them]." "I like going to therapy, it helps me to relax." "Staff listens to tenants." "...its a friendly environment. I trust people."	"Getting faster results [in treatment]...." "More therapists..." "I would like to have more visits from my Envision team." "A little bit more information about resources. Know more where the CM insurance is cover. " "My child needs more therapy supports outside of school."

