

2010 Opportunity Partners Opinion Survey

Residential Services

Opportunity Partners Residential Services provided supports to 294 persons living in Hennepin, Anoka and Sherburne counties during 2010.

Residential programs include SLS Waiver Homes, ICF-MR Homes, In-Home Waiver Services, Semi-Independent Living Services (SILS), CADI Waiver, Independent Living Program (ILP), and Consumer Directed Care (Flexible Case Management).

Opinion Surveys were provided to Parents, Family Members, County Social Workers, and Vocational Providers prior to or at IDT meetings.

Throughout the year 110 surveys were completed and returned. The responses on these surveys indicate a satisfaction rating of 98.8%.

Opportunity Partners staff responded to those who requested direct contact regarding this survey and their specific concerns.

Results of the 2010 survey are attached, including verbatim comments received from respondents.

[My Surveys](#) [Address Book](#) [My Account](#)

2010 IDT Member Opinion Survey - Residential Edit

Default Report

+ Add Report

Response Summary

Total Started Survey: 110
Total Completed Survey: 110 (100%)

PAGE:

1. Choose one:

Create Chart

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	Response Percent	Response Count
Group Home	60.0%	66
Other	40.0%	44
	answered question	110
	skipped question	0

2. Date: / Annual Date:

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	Response Count
Show Responses	110
	answered question
	skipped question

3. (1) Opportunity Partners provides quality residential services that meet client outcomes.

Create Chart

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	Response Percent	Response Count
	answered question	109
	skipped question	1

3. (1) Opportunity Partners provides quality residential services that meet client outcomes.

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Strongly Agree	62.4%	68
Agree	39.4%	43
Disagree	0.0%	0
Strongly Disagree	0.0%	0
answered question		109
skipped question		1

4. Comments/Suggestions:

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		Response Count
Hide Responses		7
1. Excellent communication with life skills worker-[Staff]. Clean safe environment to live in! (Strongly Agree)	Mon, Jan 31, 2011 2:02 PM	Find...
2. * Respondent circled Strongly Agree and Agree.	Mon, Jan 31, 2011 1:51 PM	Find...
3. OP exceeds expectations. (Respondent circled Strongly Agree and Agree)	Mon, Jan 31, 2011 11:40 AM	Find...
4. [Client] has had an extremely GREAT year! I feel largely due to staff and the activities that keep him active. He feels respected & listened to. (Strongly Agree)	Mon, Jan 31, 2011 11:18 AM	Find...
5. Strong focus on providing individualized services. (Strongly Agree)	Thu, Jan 6, 2011 12:09 PM	Find...
6. They are great at [Client's] home--they take great care of him. (Strongly Agree)	Wed, Jan 5, 2011 3:19 PM	Find...
7. Challenge of dealing with landlord regarding replacement of bathroom floor and sink faucet. (Strongly Agree)	Wed, Jan 5, 2011 2:22 PM	Find...
answered question		7
skipped question		103

5. (2) Opportunity Partners residential staff keep me informed.

[Create Chart](#)

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	Response Percent	Response Count
answered question		108
skipped question		2

5. (2) Opportunity Partners residential staff keep me informed.

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Strongly Agree	52.8%	57
Agree	46.3%	50
Disagree	3.7%	4
Strongly Disagree	0.0%	0
answered question		108
skipped question		2

6. Comments/Suggestions:

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	Response Count
Hide Responses	15

- | | | |
|--|----------------------------|---------|
| 1. We know [Staff] will inform us of any problem & if we observe one, we can easily reach her. (Strongly Agree) | Mon, Jan 31, 2011 2:02 PM | Find... |
| 2. * Respondent circled Strongly Agree and Agree. | Mon, Jan 31, 2011 1:51 PM | Find... |
| 3. * Respondent circled between Agree and Disagree. (Checked Agree and Disagree for tallying purposes) | Mon, Jan 31, 2011 12:15 PM | Find... |
| 4. Great communication. (Agree) | Mon, Jan 31, 2011 11:56 AM | Find... |
| 5. [Staff] can be trusted to update me. I never have to worry. (Respondent circled Strongly Agree and Agree) | Mon, Jan 31, 2011 11:40 AM | Find... |
| 6. You are exceptional in this. (Strongly Agree) | Mon, Jan 31, 2011 11:20 AM | Find... |
| 7. [Staff] has done great w/this. (Agree) | Mon, Jan 24, 2011 12:21 PM | Find... |
| 8. Communication in past 6 mos. has been significantly less since the change in Assist.PM; would appreciate more info regarding follow up from appts. (Disagree) | Mon, Jan 24, 2011 12:20 PM | Find... |
| 9. The communication from the residence is outstanding and very much appreciated. (Strongly Agree) | Mon, Jan 24, 2011 12:19 PM | Find... |
| 10. Staff keep Team updated always. (Agree) | Thu, Jan 6, 2011 12:12 PM | Find... |
| 11. Staff difficult to get in contact with. (Disagree) | Thu, Jan 6, 2011 12:00 PM | Find... |
| 12. OP staff have done an excellent job keeping me informed of issues/appointments with [Client]. (Strongly Agree) | Wed, Jan 5, 2011 3:18 PM | Find... |
| 13. I think the group home keeps the guardian up to date on client's progress but social worker is not always kept up to date on concerns. (Agree) | Wed, Jan 5, 2011 3:15 PM | Find... |

25 responses per page

answered question	15
skipped question	95

6. Comments/Suggestions:

[Download](#)

14. Now they do--last fall we had some problems. (Agree)	Wed, Jan 5, 2011 2:57 PM	Find...
15. I receive information through brother [Name]. (Strongly Agree)	Wed, Jan 5, 2011 2:22 PM	Find...

25 responses per page

answered question	15
skipped question	95

7. (3) Opportunity Partners provides frequent community experiences for residential clients.

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	Response Percent	Response Count
Strongly Agree	47.2%	51
Agree	53.7%	58
Disagree	0.0%	0
Strongly Disagree	0.0%	0
answered question		108
skipped question		2

8. Comments/Suggestions:

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	Response Count	
Hide Responses	9	
1. Love the idea of bringing yoga to Durham for the clients. Otherwise transportation is usually available. (Strongly Agree)		
2. * Respondent circled Strongly Agree and Agree.		
3. Clients stay active at this home. (Agree)		
4. As far as I can tell, there are a variety of experiences offered. (Agree)		
5. They offer but she doesn't want to. (Strongly Agree)		
6. Good idea to check with Senior Center opportunities. (Strongly Agree)		
answered question		9
skipped question		101

8. Comments/Suggestions:

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7. Unknown (no response above)	Wed, Jan 5, 2011 2:13 PM	Find...
8. I wish they could have even more. (Agree)	Wed, Jan 5, 2011 2:09 PM	Find...
9. I hear about them! (Strongly Agree)	Wed, Jan 5, 2011 1:12 PM	Find...

answered question	9
skipped question	101

9. (4a) Do you feel satisfied with the ability to access the Program Manager regarding any issues or concerns you may have?

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	Response Percent	Response Count
Satisfied	96.2%	102
Somewhat Satisfied	2.8%	3
Not Satisfied	0.9%	1

answered question	106
skipped question	4

10. Comments/Suggestions:

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	Response Count
Hide Responses	10

1. * Respondend added "Very" to Satisfied.	Mon, Jan 31, 2011 11:50 AM	Find...
2. I do. (Satisfied)	Mon, Jan 31, 2011 11:40 AM	Find...
3. Always responsive. (Satisfied)	Mon, Jan 31, 2011 11:18 AM	Find...
4. [Staff] is awesome! 1-of a-kind! (Satisfied; person named actually the direct care staff)	Mon, Jan 24, 2011 11:59 AM	Find...
5. Very easy to connect w/PM & APM. (Satisfied)	Thu, Jan 6, 2011 12:09 PM	Find...
6. Have always had immediate response. (Satisfied)	Thu, Jan 6, 2011 12:02 PM	Find...
7. [Staff] is very thorough and professional. Very easy to work with. (Satisfied)	Wed, Jan 5, 2011 3:18 PM	Find...

answered question	10
skipped question	100

10. Comments/Suggestions:

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8.	[Staff] is always good at getting back to me. (Staff named actually Director; Satisfied)	Wed, Jan 5, 2011 3:15 PM	Find...
9.	Haven't had to (no response above)	Wed, Jan 5, 2011 3:05 PM	Find...
10.	I do not have contact w/the Program Manager. (no response above)	Wed, Jan 5, 2011 1:47 PM	Find...

answered question	10
skipped question	100

11. (4b) Do you feel satisfied with the ability to access the Assistant Program Manager regarding any issues or concerns you may have?

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	Response Percent	Response Count
Satisfied	96.8%	90
Somewhat Satisfied	2.2%	2
Not Satisfied	1.1%	1

answered question	93
skipped question	17

12. Comments/Suggestions:

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Hide Responses

[Response Count](#)

6

1.	She's THE BEST! (Satisfied)	Mon, Jan 31, 2011 1:30 PM	Find...
2.	* Respondend added "Very" to Satisfied.	Mon, Jan 31, 2011 11:50 AM	Find...
3.	Always responsive. (Satisfied)	Mon, Jan 31, 2011 11:18 AM	Find...
4.	[Staff] was an excellent person to work with--very available and always a proactive advocate for [Client]. (Satisfied)	Wed, Jan 5, 2011 3:18 PM	Find...
5.	[Staff] can be somewhat slow with completing some paperwork such as a MA renewal. (Staff named actually Program Manager; Satisfied)	Wed, Jan 5, 2011 3:15 PM	Find...
6.	Haven't had to (no response above)	Wed, Jan 5, 2011 3:05 PM	Find...

answered question	6
skipped question	104

12. Comments/Suggestions:

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answered question 6
skipped question 104

13. (4c) If provided: Do you feel satisfied with the ability to access Nursing regarding any issues or concerns you may have?

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	Response Percent	Response Count
Satisfied	93.3%	56
Somewhat Satisfied	6.7%	4
Not Satisfied	0.0%	0

answered question 60
skipped question 50

14. Comments/Suggestions:

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Hide Responses

[Response Count](#)

- | | | |
|---|----------------------------|-------------------------|
| 1. I have never had to contact the nurse. (no response above) | Mon, Jan 31, 2011 1:39 PM | Find... |
| 2. I'd like to see better focus on hygiene & perhaps once a month nail care of hands & feet. (Somewhat Satisfied) | Mon, Jan 31, 2011 11:18 AM | Find... |
| 3. [Staff] is great to work with--always willing to help out when needed. (Satisfied) | Wed, Jan 5, 2011 3:18 PM | Find... |
| 4. Her approach is somewhat 'cold' when I ask a question. (no response above) | Wed, Jan 5, 2011 3:15 PM | Find... |
| 5. Have not had need to contact. (no response above) | Wed, Jan 5, 2011 2:13 PM | Find... |
| 6. Has not been necessary. (no response above) | Wed, Jan 5, 2011 1:57 PM | Find... |

answered question 6
skipped question 104

15. (5) Do you feel satisfied with the timeliness of response of residential staff regarding your concerns?

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	Response Percent	Response Count
Satisfied	95.5%	105
Somewhat Satisfied	3.6%	4
Not Satisfied	0.9%	1
	answered question	110
	skipped question	0

16. Comments/Suggestions:

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	Response Count
Hide Responses	9
1. Absolutely regarding [Staff]! (Satisfied)	Mon, Jan 31, 2011 2:02 PM Find...
2. * Respondend added "Extremely" to Satisfied.	Mon, Jan 31, 2011 11:50 AM Find...
3. Very prompt & cordial. Always makes time needed to discuss. (Satisfied)	Mon, Jan 31, 2011 11:40 AM Find...
4. [PM] & [APM] do a great job. (Satisfied)	Mon, Jan 31, 2011 11:18 AM Find...
5. great response time! (Satisfied)	Mon, Jan 24, 2011 12:19 PM Find...
6. PM & APM have been very attentive to questions/concerns. (Satisfied)	Thu, Jan 6, 2011 12:09 PM Find...
7. great staff! (Satisfied)	Thu, Jan 6, 2011 12:02 PM Find...
8. They do follow through but not always informed of outcomes. (Somewhat Satisfied)	Wed, Jan 5, 2011 3:15 PM Find...
9. We had a productive meeting with resolutions discussed. (Satisfied)	Wed, Jan 5, 2011 2:22 PM Find...
	answered question 9
	skipped question 101

17. (6a) Are you satisfied with the level of communication you have with the Program Manager?

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	Response Percent	Response Count
Satisfied	97.1%	102
Somewhat Satisfied	1.0%	1
Not Satisfied	1.9%	2
	answered question	105
	skipped question	5

18. Comments/Suggestions:

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	Response Count
Hide Responses	3
1. * Respondend added "Extremely" to Satisfied.	Mon, Jan 31, 2011 11:50 AM Find...
2. Always repsonive to our concerns & questions. (Satisfied)	Mon, Jan 31, 2011 11:18 AM Find...
3. I do not have contact w/the Program Manager. (no response above)	Wed, Jan 5, 2011 1:47 PM Find...
	answered question 3
	skipped question 107

19. (6b) Are you satisfied with the level of communication you have with the Assistant Program Manager?

[Create Chart](#)

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	Response Percent	Response Count
Satisfied	96.7%	88
Somewhat Satisfied	1.1%	1
Not Satisfied	2.2%	2
	answered question	91
	skipped question	19

20. Comments/Suggestions:

[Download](#)

		Response Count
Hide Responses		3
1. She's THE BEST!, and is always thinking ahead and an excellent communicator with the family. We have an "A" team at Penn House, and she is a big part of that! (Satisfied)	Mon, Jan 31, 2011 1:30 PM	Find...
2. * Respondend added "Outstanding" to Satisfied.	Mon, Jan 31, 2011 11:50 AM	Find...
3. Again responsive to our concerns & questions. (Satisfied)	Mon, Jan 31, 2011 11:18 AM	Find...
answered question		3
skipped question		107

21. (6c) If provided: Are you satisfied with the level of communication you have with Nursing?

[Create Chart](#)

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	Response Percent	Response Count
Satisfied	91.5%	54
Somewhat Satisfied	8.5%	5
Not Satisfied	0.0%	0
answered question		59
skipped question		51

22. Comments/Suggestions:

[Download](#)

		Response Count
Hide Responses		3
1. emails of updated immunizations would be helpful (Somewhat Satisfied)	Mon, Jan 31, 2011 1:46 PM	Find...
2. Always follows up on any issues or concerns we have. (Satisfied)	Mon, Jan 31, 2011 11:18 AM	Find...
answered question		3
skipped question		107

22. Comments/Suggestions:[Download](#)

3. My impression is that she doesn't like to answer questions. When asked about a diet consumer is on and what is the dr's ideal weight, she has no idea and didn't appear to think it was important enough to ask about. If someone is on a diet I think it is helpful for the consumer to have some idea of what the doctor thinks is a realistic and healthy weight. (no response above)

Wed, Jan 5, 2011 3:15 PM

[Find...](#)

answered question

3

skipped question

107

23. Other Comments/Suggestions:[Download](#)**Response
Count****Hide Responses**

46

1. My husband & I are impressed with the care & assistance from the OP staff. We feel [Client] is made responsible for his own skill level. He has to continue working on "safety" measures for himself by communicating with ALL staff members regarding his activities esp. on the week-ends. [Staff] is an exceptional worker-- she is just a blessed person who gives to others unconditionally!

Mon, Jan 31, 2011 2:02 PM

[Find...](#)

2. [Staff] does a great job

Mon, Jan 31, 2011 1:55 PM

[Find...](#)

3. WONDERFUL, WONDERFUL

Mon, Jan 31, 2011 1:53 PM

[Find...](#)

4. Overall very good care for [Client]!

Mon, Jan 31, 2011 1:51 PM

[Find...](#)

5. Great Job!

Mon, Jan 31, 2011 1:44 PM

[Find...](#)

6. everything is great

Mon, Jan 31, 2011 1:40 PM

[Find...](#)

7. OP does an excellent job. Very easy to work with.

Mon, Jan 31, 2011 1:39 PM

[Find...](#)

8. [Staff] is well liked by [Client].

Mon, Jan 31, 2011 1:36 PM

[Find...](#)

9. My experience working w/OP thus far has been a positive one. Communication has been great & everyone seems to have the best interests of the client in mind.

Mon, Jan 31, 2011 1:33 PM

[Find...](#)

10. [Staff] does a great job with [Client].

Mon, Jan 31, 2011 1:31 PM

[Find...](#)

11. We feel the staff and all they do for client(s) is exceptional. Grateful for such nice dedicated people.

Mon, Jan 31, 2011 1:30 PM

[Find...](#)

12. We have been very pleased with the quality of services provided by the staff at the Foley Residence. Thank you.

Mon, Jan 31, 2011 1:24 PM

[Find...](#)

13. We are "completely" satisfied with the residential services provided by Opportunity Partners. Could not be more happy!!

Mon, Jan 31, 2011 1:22 PM

[Find...](#)

14. Doing a very good job with [Client].

Mon, Jan 31, 2011 1:18 PM

[Find...](#)

50 responses per page

answered question

46

skipped question

64

23. Other Comments/Suggestions:**Download**

15.	I've requested quarterly reports & never get them.	Mon, Jan 31, 2011 12:15 PM	Find...
16.	OP Penn is a great group home & I am very satisfied with the services they provide my client!	Mon, Jan 31, 2011 11:59 AM	Find...
17.	My client has a great relationship with his staff!	Mon, Jan 31, 2011 11:56 AM	Find...
18.	Give them--[PM] & [APM] Huge Raises. But under no circumstances let them change jobs!!	Mon, Jan 31, 2011 11:50 AM	Find...
19.	We are very happy with the staff & the service provided for [Client]. He enjoys the staff and is happy with the home situation. Thank you to all the staff.	Mon, Jan 31, 2011 11:43 AM	Find...
20.	[PM] and [APM] do a wonderful job and keep me very informed.	Mon, Jan 31, 2011 11:35 AM	Find...
21.	I think the program & assistant manager have been very "in tune" to [Client's] concerns & needs! This shows by the fabulous year [Client] had! Thanks to everyone!	Mon, Jan 31, 2011 11:18 AM	Find...
22.	I really appreciate [Staff] and the personal interest he takes in my son and our concerns. Our current SILS worker is doing a great job.	Mon, Jan 31, 2011 11:01 AM	Find...
23.	[Staff] has done great w/[Client]. It seems that [Client] does better w/a female SILS staff & I have seen [Client] have a much more stable life since [Staff] has come on board.	Mon, Jan 24, 2011 12:21 PM	Find...
24.	The client has done great there.	Mon, Jan 24, 2011 12:16 PM	Find...
25.	Great staff. The client has excelled at the program.	Mon, Jan 24, 2011 12:15 PM	Find...
26.	They do a great job of hiring staff.	Mon, Jan 24, 2011 12:04 PM	Find...
27.	Thank you for all you do for [Client]. He gets GREAT care by people who know him well!	Mon, Jan 24, 2011 11:59 AM	Find...
28.	[Client] is fortunate to have Opportunity Partners as a provider. In a perfect world all residents would have this level of care & comradeship.	Thu, Jan 6, 2011 12:20 PM	Find...
29.	[Client] is doing great.	Thu, Jan 6, 2011 12:15 PM	Find...
30.	[Client] had a great year. Thanks	Thu, Jan 6, 2011 12:14 PM	Find...
31.	I think that Vincent house is very well run, with a team that is fabulous!!	Thu, Jan 6, 2011 12:06 PM	Find...
32.	[We] are so grateful for O.P., the Vincent House and all of [Client's] wonderful staff.	Thu, Jan 6, 2011 11:56 AM	Find...
33.	[Client] is a very happy guy and I feel the great people who take care of him is the reason why! Keep up the good work!	Wed, Jan 5, 2011 3:19 PM	Find...
34.	I feel that OP are excellent providers for day program and residential services.	Wed, Jan 5, 2011 3:15 PM	Find...
35.	[Staff] does a great job w/our shared client especially in encouraging a healthier lifestyle!	Wed, Jan 5, 2011 3:05 PM	Find...
36.	I am very satisfied with OP's services to my sister [Client name] and especially appreciate the timely and complete communication of [Staff]. Thank you.	Wed, Jan 5, 2011 2:29 PM	Find...
37.	I think that [Client] is happy and doing well at his residency. He needs to not be too comfortable in that he falls behind in his responsibilities addressing concerns with staff. We as a family support him and staff members.	Wed, Jan 5, 2011 2:22 PM	Find...

50 responses per page

answered question	46
skipped question	64

23. Other Comments/Suggestions:**Download**

38.	[Staff] is doing an excellent job with [Client].	Wed, Jan 5, 2011 2:15 PM	Find...
39.	Opportunity Partners has been an excellent program for [Client]. Concern is demonstrated at all levels and his needs are met when possible.	Wed, Jan 5, 2011 2:05 PM	Find...
40.	[Staff] is excellent SILS Case Manager in teaching & instructing client. [Client] has gained in his ILS skills & able to maintain his independence because of [Staff].	Wed, Jan 5, 2011 2:01 PM	Find...
41.	Clothes are an on-going (enough to send xtras to dt&h) issue, but this is not totally on the group home.	Wed, Jan 5, 2011 1:57 PM	Find...
42.	We very much appreciate every thing you do for [Client].	Wed, Jan 5, 2011 1:49 PM	Find...
43.	More than happy at [Client's] placement at Gunderson Place.	Wed, Jan 5, 2011 1:43 PM	Find...
44.	Thank you	Wed, Jan 5, 2011 1:37 PM	Find...
45.	Your agency & all its staff are terrific--meeting client needs, communication, timely paperwork. [Staff] has been great with my client & as always kudos to [staff] who wears many different hats & is always so responsive to everyone!! especially fussy case manager!	Wed, Jan 5, 2011 1:35 PM	Find...
46.	I rarely need to contact anyone. She's doing well in her adult day program.	Wed, Jan 5, 2011 1:12 PM	Find...

50 responses per page

answered question	46
skipped question	64