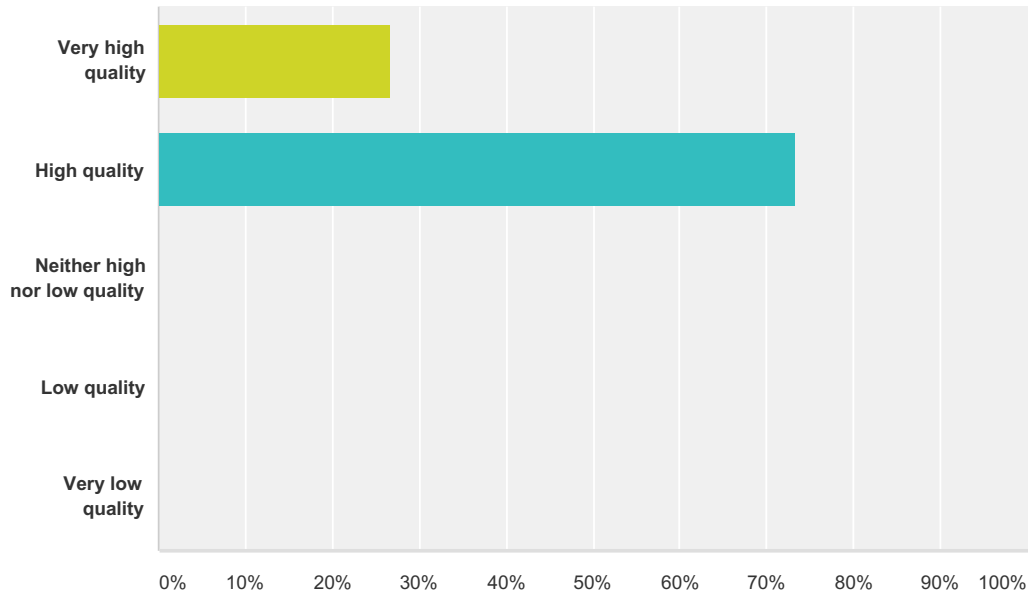


Q1 How would you rate the quality of HAFriends (ADL)?

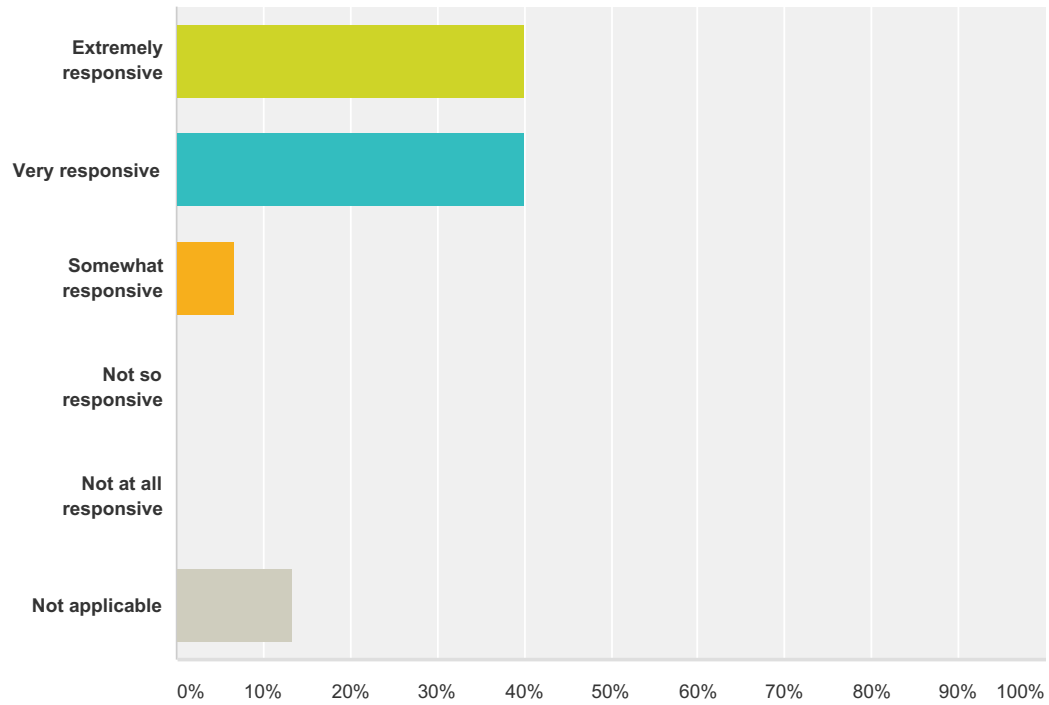
Answered: 15 Skipped: 0



| Answer Choices | Responses |
|------------------------------|-----------|
| Very high quality | 26.67% 4 |
| High quality | 73.33% 11 |
| Neither high nor low quality | 0.00% 0 |
| Low quality | 0.00% 0 |
| Very low quality | 0.00% 0 |
| Total | 15 |

Q2 How responsive have we been to your questions or concerns about HAFriends?

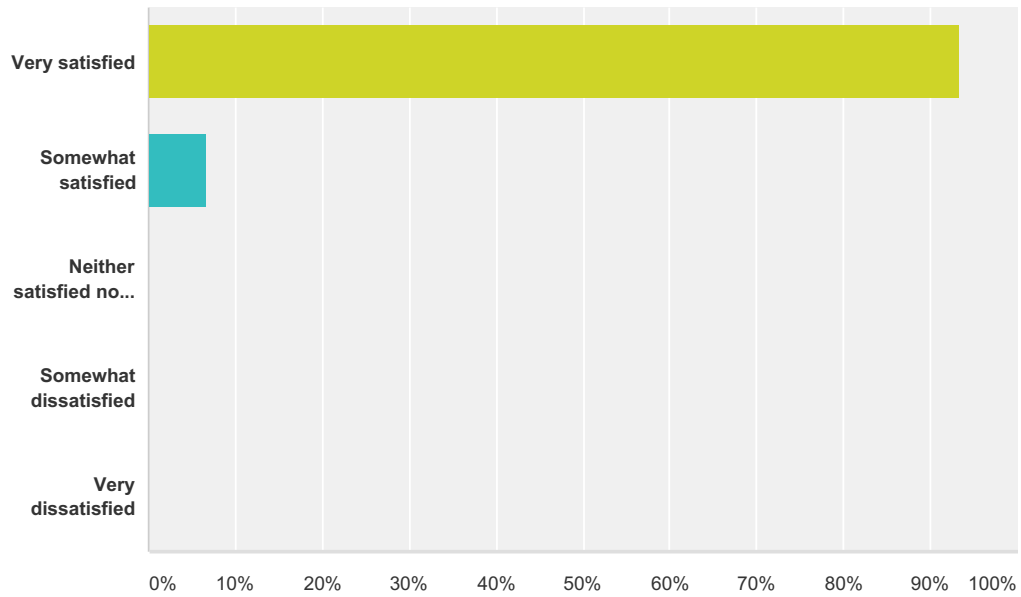
Answered: 15 Skipped: 0



| Answer Choices | Responses | Count |
|-----------------------|-----------|-----------|
| Extremely responsive | 40.00% | 6 |
| Very responsive | 40.00% | 6 |
| Somewhat responsive | 6.67% | 1 |
| Not so responsive | 0.00% | 0 |
| Not at all responsive | 0.00% | 0 |
| Not applicable | 13.33% | 2 |
| Total | | 15 |

Q3 Overall, how satisfied or dissatisfied are you with the variety of outings at HAFriends?

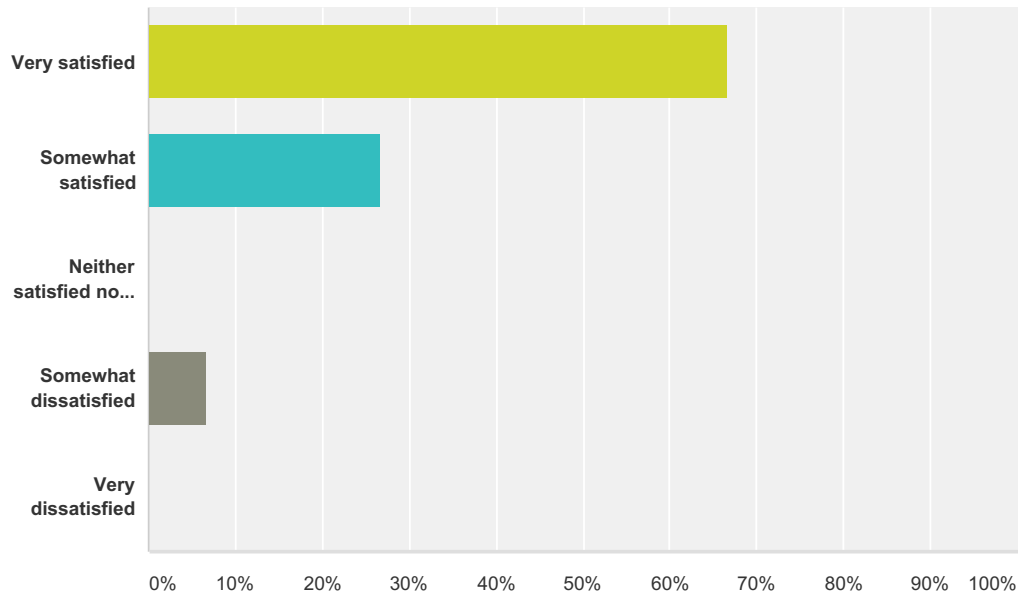
Answered: 15 Skipped: 0



| Answer Choices | Responses |
|------------------------------------|-----------|
| Very satisfied | 93.33% 14 |
| Somewhat satisfied | 6.67% 1 |
| Neither satisfied nor dissatisfied | 0.00% 0 |
| Somewhat dissatisfied | 0.00% 0 |
| Very dissatisfied | 0.00% 0 |
| Total | 15 |

Q4 Overall, how satisfied or dissatisfied are you with the frequency that you or your participant go on outings at HAFriends?

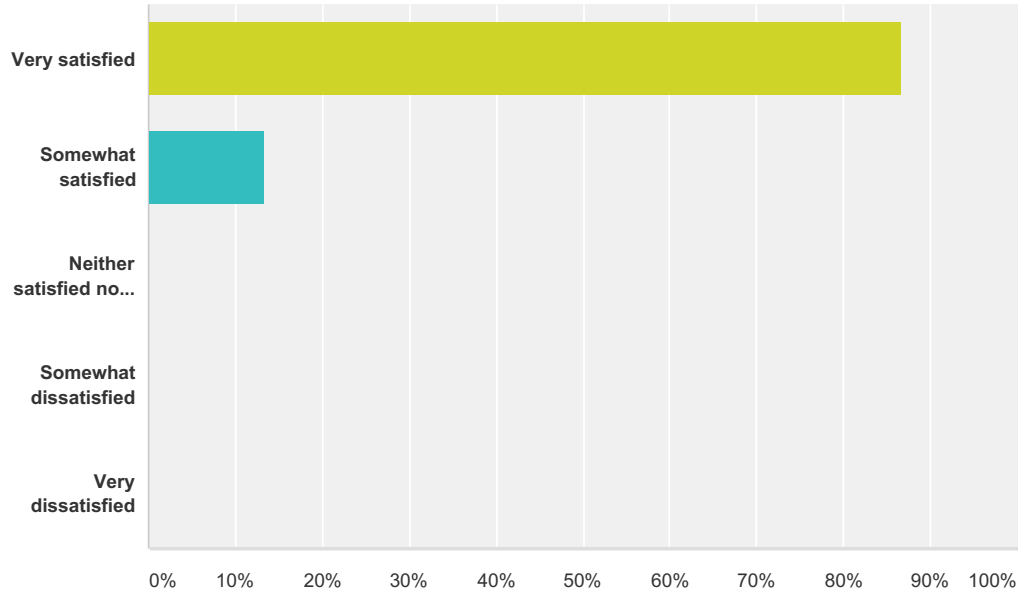
Answered: 15 Skipped: 0



| Answer Choices | Responses |
|------------------------------------|-----------|
| Very satisfied | 66.67% 10 |
| Somewhat satisfied | 26.67% 4 |
| Neither satisfied nor dissatisfied | 0.00% 0 |
| Somewhat dissatisfied | 6.67% 1 |
| Very dissatisfied | 0.00% 0 |
| Total | 15 |

Q5 Overall, how satisfied or dissatisfied are you with the variety of activities offered at HAFriends (not including outings)?

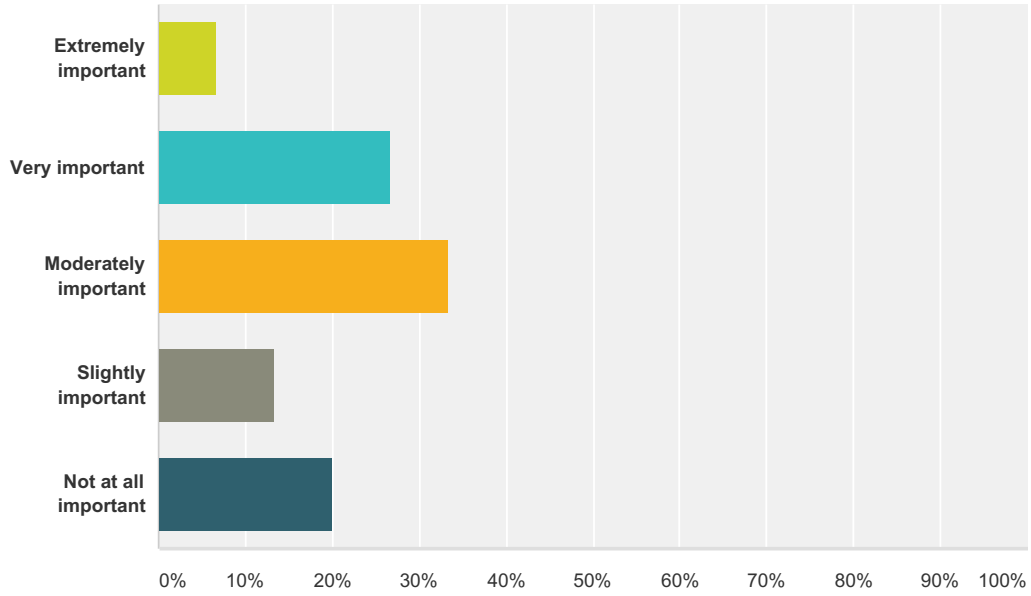
Answered: 15 Skipped: 0



| Answer Choices | Responses | Count |
|------------------------------------|-----------|-----------|
| Very satisfied | 86.67% | 13 |
| Somewhat satisfied | 13.33% | 2 |
| Neither satisfied nor dissatisfied | 0.00% | 0 |
| Somewhat dissatisfied | 0.00% | 0 |
| Very dissatisfied | 0.00% | 0 |
| Total | | 15 |

Q6 How important is it to you or your participant to know in advance what is going to be served for lunch?

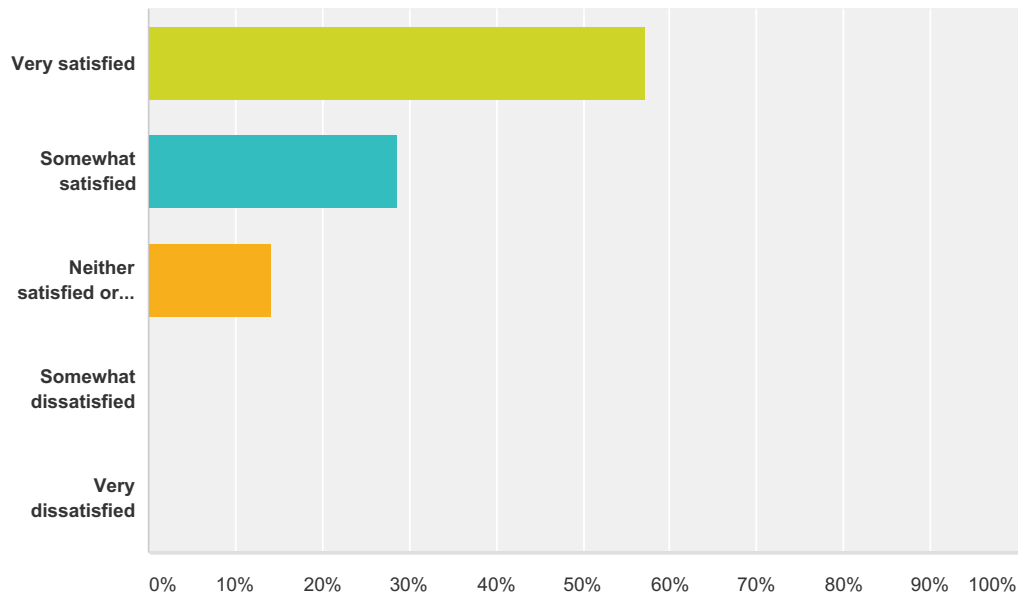
Answered: 15 Skipped: 0



| Answer Choices | Responses | Count |
|----------------------|-----------|-----------|
| Extremely important | 6.67% | 1 |
| Very important | 26.67% | 4 |
| Moderately important | 33.33% | 5 |
| Slightly important | 13.33% | 2 |
| Not at all important | 20.00% | 3 |
| Total | | 15 |

Q7 How satisfied are you with the variety of food being served at HAFriends?

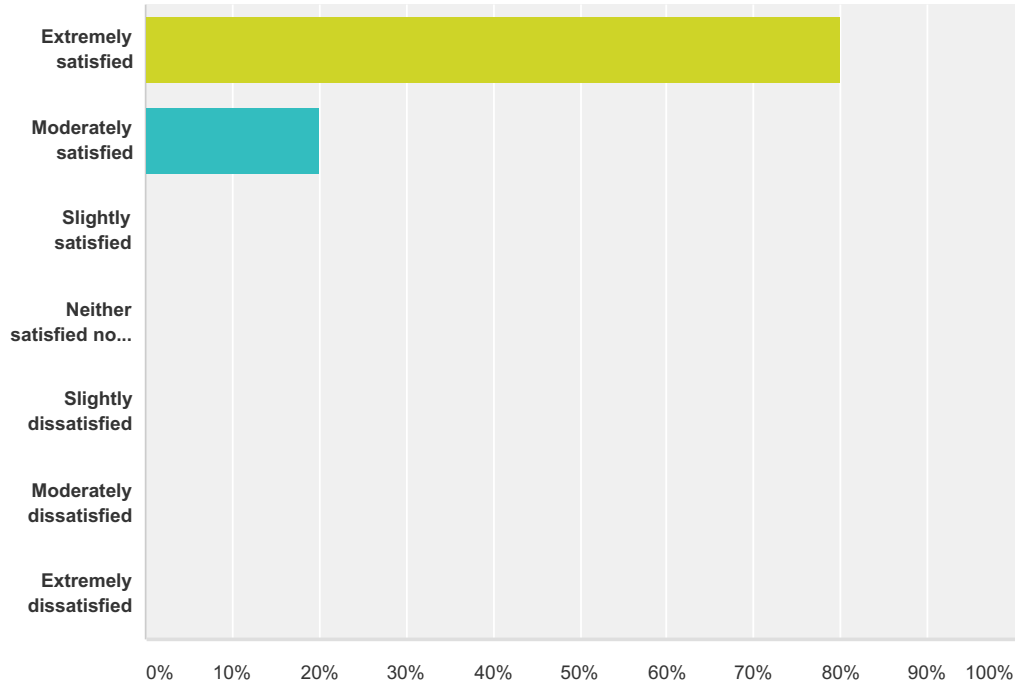
Answered: 14 Skipped: 1



| Answer Choices | Responses |
|-----------------------------------|-----------|
| Very satisfied | 57.14% 8 |
| Somewhat satisfied | 28.57% 4 |
| Neither satisfied or dissatisfied | 14.29% 2 |
| Somewhat dissatisfied | 0.00% 0 |
| Very dissatisfied | 0.00% 0 |
| Total | 14 |

Q8 Overall, are you satisfied with the staff at HAFriends, neither satisfied nor dissatisfied with them, or dissatisfied with them?

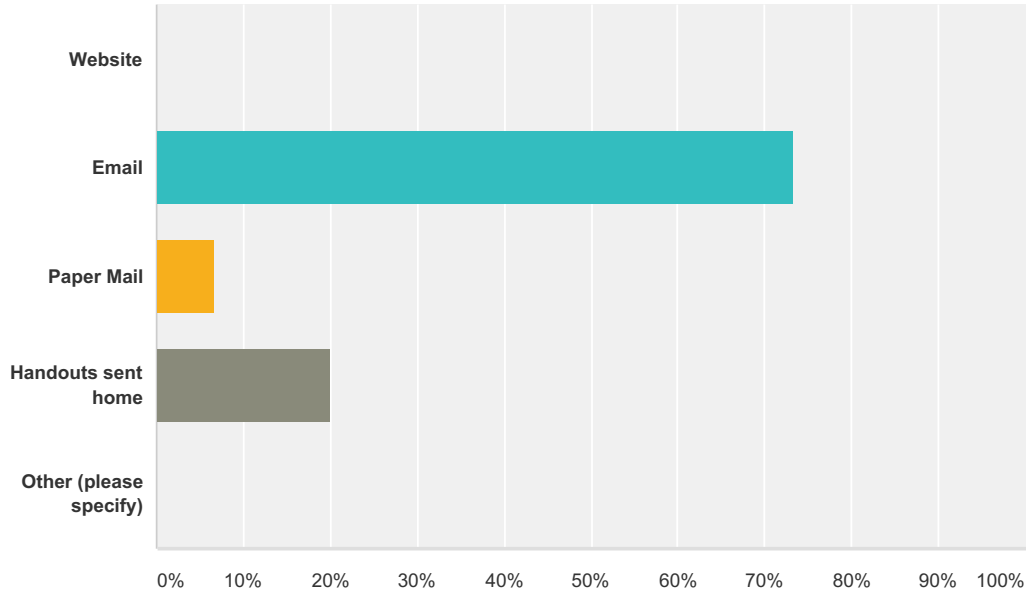
Answered: 15 Skipped: 0



| Answer Choices | Responses | Count |
|------------------------------------|-----------|-----------|
| Extremely satisfied | 80.00% | 12 |
| Moderately satisfied | 20.00% | 3 |
| Slightly satisfied | 0.00% | 0 |
| Neither satisfied nor dissatisfied | 0.00% | 0 |
| Slightly dissatisfied | 0.00% | 0 |
| Moderately dissatisfied | 0.00% | 0 |
| Extremely dissatisfied | 0.00% | 0 |
| Total | | 15 |

Q9 What is your most preferred method of receiving invoices and other information about HAFriends?

Answered: 15 Skipped: 0



| Answer Choices | Responses |
|------------------------|-----------|
| Website | 0.00% 0 |
| Email | 73.33% 11 |
| Paper Mail | 6.67% 1 |
| Handouts sent home | 20.00% 3 |
| Other (please specify) | 0.00% 0 |
| Total | 15 |

| # | Other (please specify) | Date |
|---|-------------------------|------|
| | There are no responses. | |

Q10 What does HAFriends do really well?

Answered: 14 Skipped: 1

| # | Responses | Date |
|----|--|---------------------|
| 1 | Keep the place clean | 10/23/2016 12:42 PM |
| 2 | Everyone gets their own space. Staff does well. | 10/23/2016 12:40 PM |
| 3 | Variety of movies | 10/23/2016 12:39 PM |
| 4 | Loves to color | 10/23/2016 12:36 PM |
| 5 | Everything | 10/23/2016 12:34 PM |
| 6 | HAFriends had been very welcoming. I like that someone comes out and tells me what has happened that day with my son. | 10/21/2016 9:54 PM |
| 7 | Treats each person with care | 10/21/2016 7:33 PM |
| 8 | independent choices | 10/21/2016 5:37 PM |
| 9 | Warm, welcoming atmosphere. Individual caring. Flexibility ! | 10/21/2016 3:56 AM |
| 10 | Interesting and different outings. | 10/20/2016 7:41 PM |
| 11 | They offer a lot of activities I like. I especially like when we volunteer and help like when we do Meals on Wheels. Learning how to ride the city bus has been fun. | 10/20/2016 6:32 PM |
| 12 | Providing ways for individuals to get involved in the community and visit different places. | 10/20/2016 4:47 PM |
| 13 | You provide a safe place where special needs adults feel important and loved. | 10/20/2016 4:17 PM |
| 14 | responding to concerns, communicating in general, having good positive energy level | 10/20/2016 3:34 PM |

Q11 In what areas could HAFriends improve?

Answered: 11 Skipped: 4

| # | Responses | Date |
|----|---|---------------------|
| 1 | None | 10/23/2016 12:42 PM |
| 2 | No issues | 10/23/2016 12:40 PM |
| 3 | More movies. More plays. More Outings | 10/23/2016 12:39 PM |
| 4 | More Outings. Go to a dairy farm. | 10/23/2016 12:36 PM |
| 5 | More swimming. | 10/23/2016 12:34 PM |
| 6 | More crafts | 10/21/2016 7:33 PM |
| 7 | new bus! | 10/21/2016 5:37 PM |
| 8 | More staff !!!!! 1)Flexibility of programming/activities suffer when understaffed. 2) Some outings/activities can not be attempted without sufficient staff 3) overall safety of everyone suffers For the staff: very stressful not to have relief when needed. Very stressful not to have enough hands on deck For participants : some need more hands-on encouraging and prompting. Feel left behind. For caregivers: doubts about safety/comfort of participant | 10/21/2016 3:56 AM |
| 9 | I can't really think of anything | 10/20/2016 7:41 PM |
| 10 | Continue to help participants learn better social skills | 10/20/2016 6:32 PM |
| 11 | The recent changes (outings every day) have been great! I can't think of anything that needs to be improved. Maybe offer more/different exercise classes in the afternoon? | 10/20/2016 4:47 PM |

Q12 Do you have any other comments, questions, or concerns?

Answered: 6 Skipped: 9

| # | Responses | Date |
|---|---|---------------------|
| 1 | Made good friends. I want everyone to participate | 10/23/2016 12:42 PM |
| 2 | I'm happy! | 10/23/2016 12:40 PM |
| 3 | I want to roll silverware. I want to come a second day. | 10/23/2016 12:39 PM |
| 4 | HAD does a great job! Enjoyable program! | 10/21/2016 7:33 PM |
| 5 | Would be nice to have a place not in a basement... | 10/21/2016 5:37 PM |
| 6 | Our son it there once a week. It is a great compliment to his other activities. | 10/20/2016 7:41 PM |