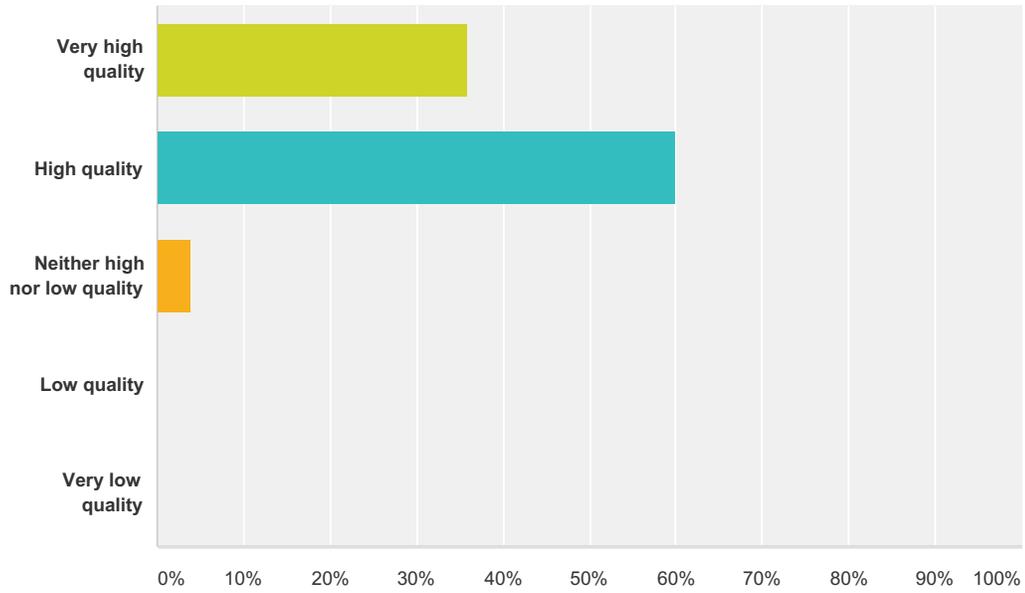


### Q1 How would you rate the quality of HAFriends (ADL)?

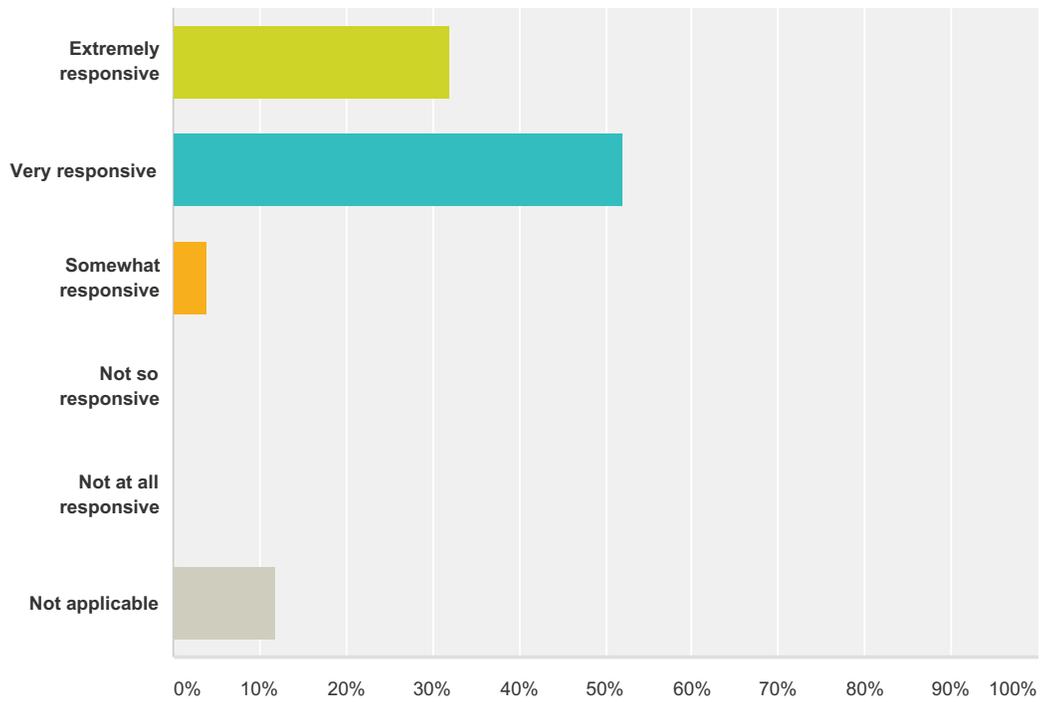
Answered: 25 Skipped: 1



Answer Choices	Responses
Very high quality	36.00% 9
High quality	60.00% 15
Neither high nor low quality	4.00% 1
Low quality	0.00% 0
Very low quality	0.00% 0
<b>Total</b>	<b>25</b>

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

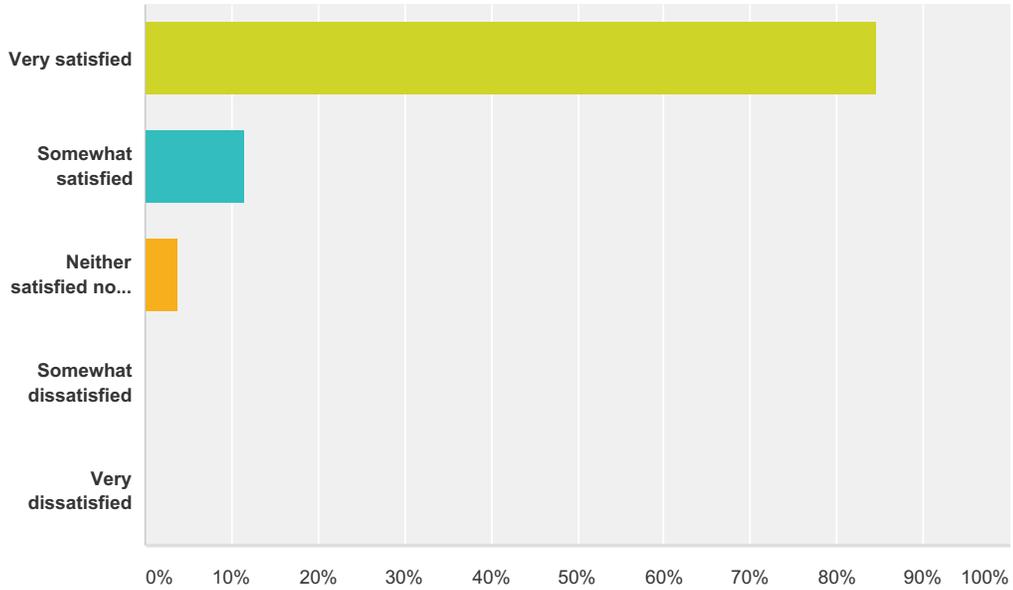
Answered: 25 Skipped: 1



Answer Choices	Responses
Extremely responsive	32.00% 8
Very responsive	52.00% 13
Somewhat responsive	4.00% 1
Not so responsive	0.00% 0
Not at all responsive	0.00% 0
Not applicable	12.00% 3
<b>Total</b>	<b>25</b>

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

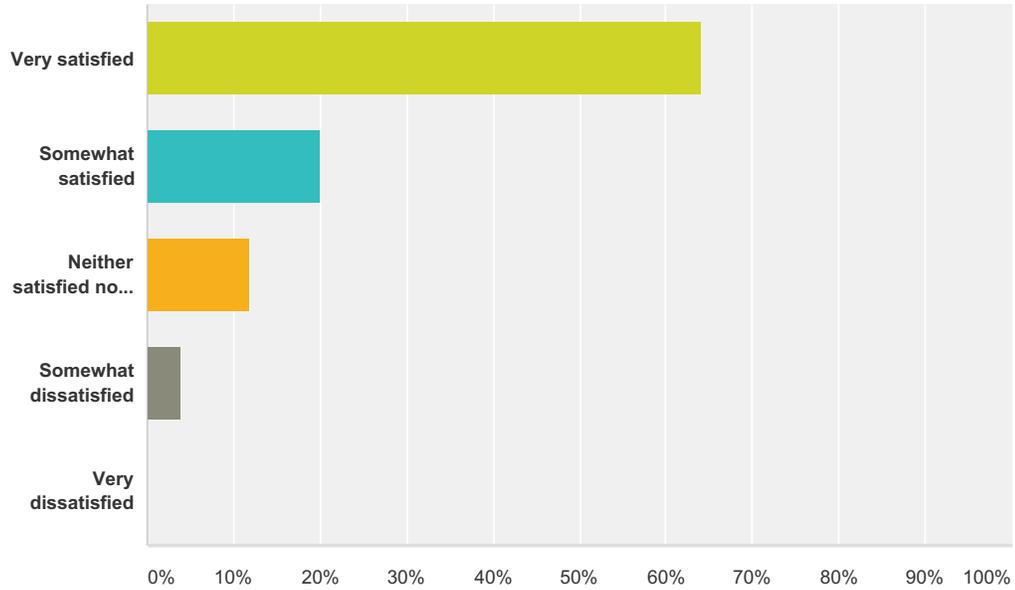
Answered: 26 Skipped: 0



Answer Choices	Responses
Very satisfied	84.62% 22
Somewhat satisfied	11.54% 3
Neither satisfied nor dissatisfied	3.85% 1
Somewhat dissatisfied	0.00% 0
Very dissatisfied	0.00% 0
<b>Total</b>	<b>26</b>

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

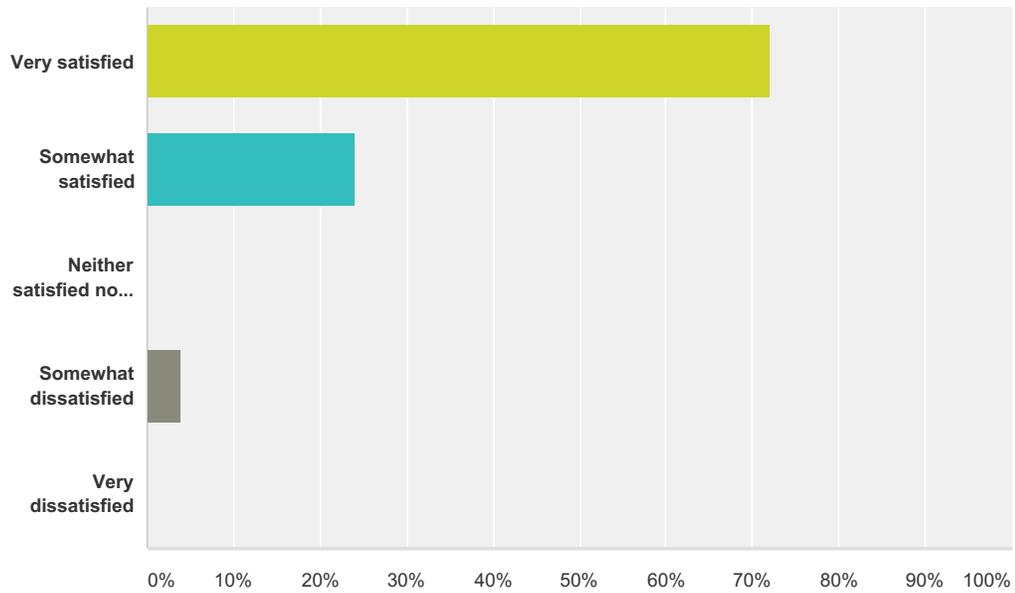
Answered: 25 Skipped: 1



Answer Choices	Responses
Very satisfied	64.00% 16
Somewhat satisfied	20.00% 5
Neither satisfied nor dissatisfied	12.00% 3
Somewhat dissatisfied	4.00% 1
Very dissatisfied	0.00% 0
<b>Total</b>	<b>25</b>

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

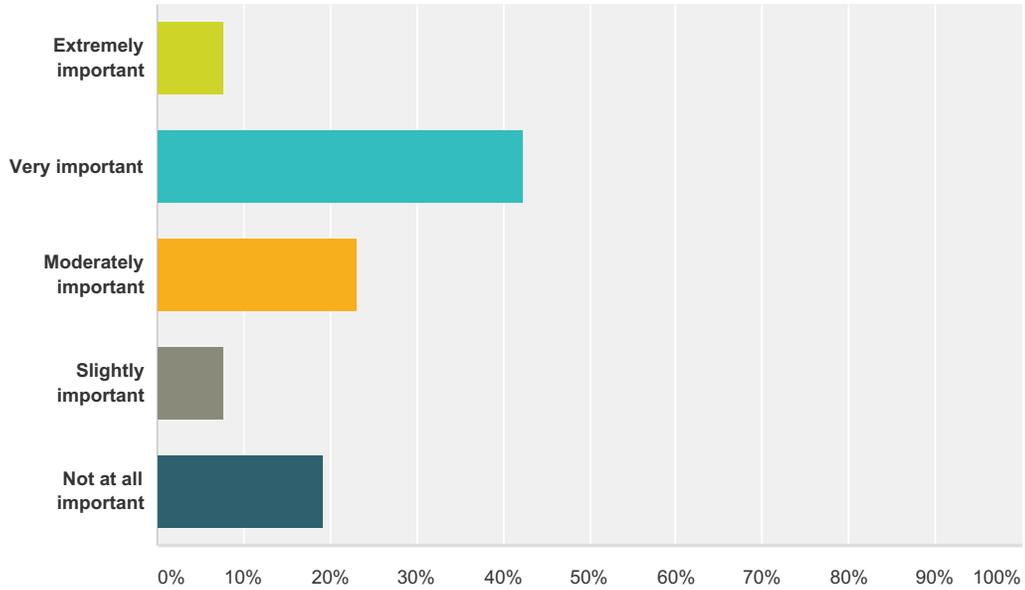
Answered: 25 Skipped: 1



Answer Choices	Responses	Count
Very satisfied	72.00%	18
Somewhat satisfied	24.00%	6
Neither satisfied nor dissatisfied	0.00%	0
Somewhat dissatisfied	4.00%	1
Very dissatisfied	0.00%	0
<b>Total</b>		<b>25</b>

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

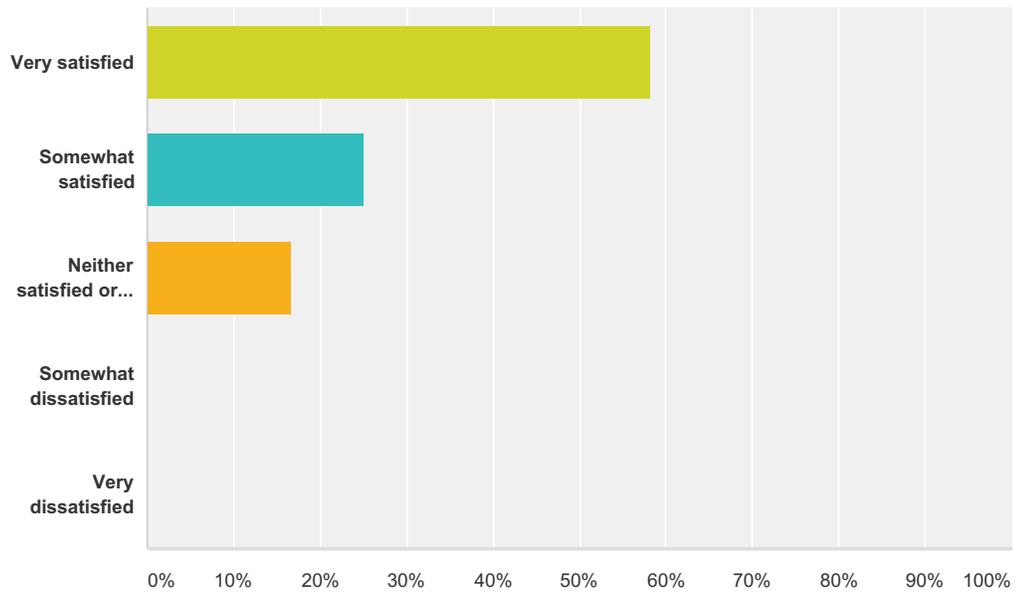
Answered: 26 Skipped: 0



Answer Choices	Responses	Count
Extremely important	7.69%	2
Very important	42.31%	11
Moderately important	23.08%	6
Slightly important	7.69%	2
Not at all important	19.23%	5
<b>Total</b>		<b>26</b>

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

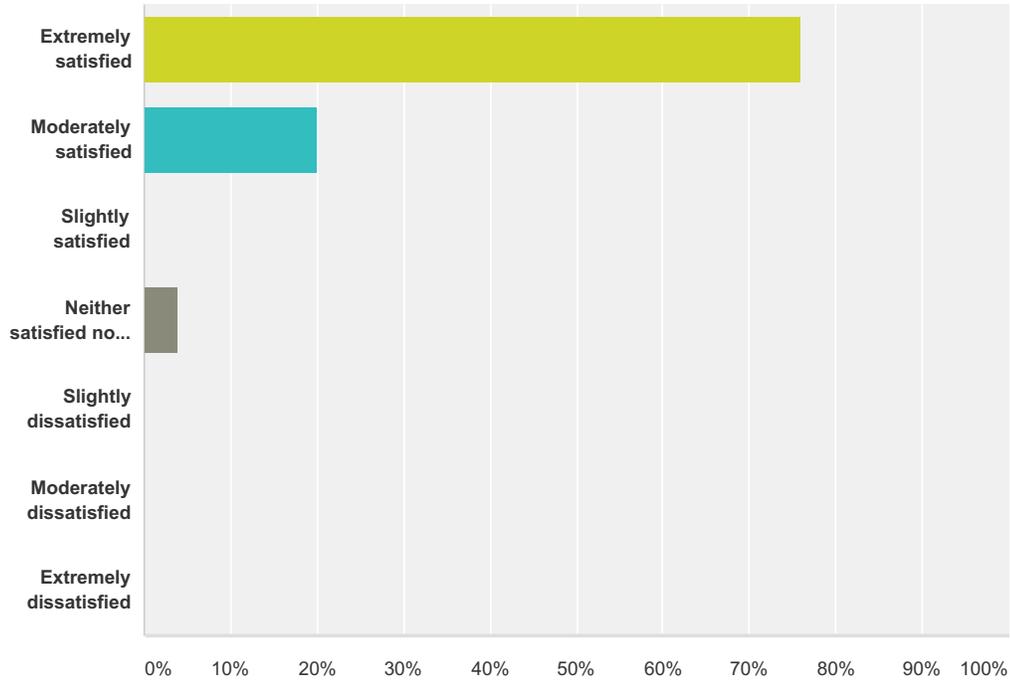
Answered: 24 Skipped: 2



Answer Choices	Responses
Very satisfied	58.33% 14
Somewhat satisfied	25.00% 6
Neither satisfied or dissatisfied	16.67% 4
Somewhat dissatisfied	0.00% 0
Very dissatisfied	0.00% 0
<b>Total</b>	<b>24</b>

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

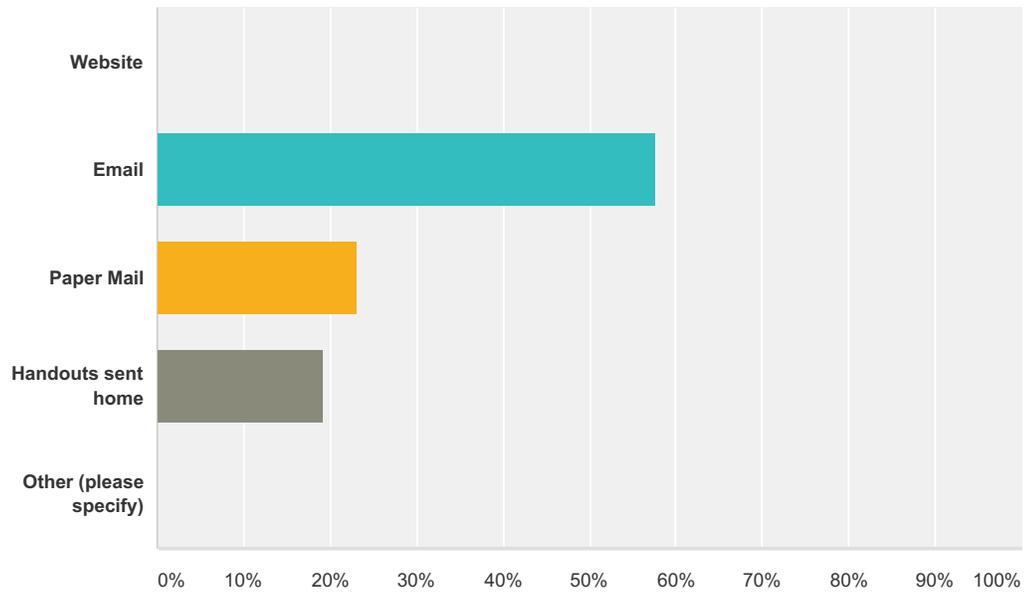
Answered: 25 Skipped: 1



Answer Choices	Responses
Extremely satisfied	76.00% 19
Moderately satisfied	20.00% 5
Slightly satisfied	0.00% 0
Neither satisfied nor dissatisfied	4.00% 1
Slightly dissatisfied	0.00% 0
Moderately dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
<b>Total</b>	<b>25</b>

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

Answered: 26 Skipped: 0



Answer Choices	Responses
Website	0.00% 0
Email	57.69% 15
Paper Mail	23.08% 6
Handouts sent home	19.23% 5
Other (please specify)	0.00% 0
<b>Total</b>	<b>26</b>

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

## Q10 What does HAFriends do really well?

Answered: 24 Skipped: 2

#	Responses	Date
1	Going out on the outings.	11/4/2016 2:49 PM
2	Friends	11/4/2016 2:45 PM
3	Getting out community. Doing an activity.	11/4/2016 2:40 PM
4	Pizza,	11/4/2016 2:35 PM
5	Friends, Jennifer	11/4/2016 2:31 PM
6	staying active with everyone	11/4/2016 2:28 PM
7	The the staff and the variety of stuff to do.	11/4/2016 2:21 PM
8	Playing bingo.	11/4/2016 2:19 PM
9	Gives individuals a safe place to connect with friends, keep busy,	11/1/2016 9:57 PM
10	Our participant an opportunity to meet up with friends. HAF works at providing quality things to do.	10/23/2016 3:31 PM
11	Keep the place clean	10/23/2016 12:42 PM
12	Everyone gets their own space. Staff does well.	10/23/2016 12:40 PM
13	Variety of movies	10/23/2016 12:39 PM
14	Loves to color	10/23/2016 12:36 PM
15	Everything	10/23/2016 12:34 PM
16	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
17	Treats each person with care	10/21/2016 7:33 PM
18	independent choices	10/21/2016 5:37 PM
19	Warm, welcoming atmosphere. Individual caring. Flexibility !	10/21/2016 3:56 AM
20	Interesting and different outings.	10/20/2016 7:41 PM
21	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
22	Providing ways for individuals to get involved in the community and visit different places.	10/20/2016 4:47 PM
23	You provide a safe place where special needs adults feel important and loved.	10/20/2016 4:17 PM
24	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: 22 Skipped: 4

#	Responses	Date
1	More swimming in the summer	11/4/2016 2:49 PM
2	More coloring	11/4/2016 2:45 PM
3	N/A	11/4/2016 2:40 PM
4	N/A	11/4/2016 2:35 PM
5	N/A	11/4/2016 2:31 PM
6	everything is good s far	11/4/2016 2:28 PM
7	N/A	11/4/2016 2:21 PM
8	Make a video of me.	11/4/2016 2:19 PM
9	Don't know right now	11/1/2016 9:57 PM
10	When we first started there it seemed the program turned in to a babysitting program. Once the new staff was brought on starting with the Kim Forrester era the energy was much stronger and it felt no longer felt like a babysitting service. There were planned activities during the day there was always something for each participant to do. No one was left sitting each participant was encouraged to at least try the activity. Unfortunately that staff turned over and now it kind of feels like it did when we started. The staff for the last year has done the best they can but there needs to be some changes there also. As I do believe people with disabilities need to be treated the same as anyone else I do think that they shouldn't be watching over people with disabilities either. I know staff cant be paid much because of this being a nonprofit with no connection to the waiver but it might be better to pay more and get staff who will stay and have experience working in the field of adults with disabilities.	10/27/2016 3:44 PM
11	Staff development.	10/23/2016 3:31 PM
12	None	10/23/2016 12:42 PM
13	No issues	10/23/2016 12:40 PM
14	More movies. More plays. More Outings	10/23/2016 12:39 PM
15	More Outings. Go to a dairy farm.	10/23/2016 12:36 PM
16	More swimming.	10/23/2016 12:34 PM
17	More crafts	10/21/2016 7:33 PM
18	new bus!	10/21/2016 5:37 PM
19	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
20	I can't really think of anything	10/20/2016 7:41 PM
21	Continue to help participants learn better social skills	10/20/2016 6:32 PM
22	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: 10 Skipped: 16

#	Responses	Date
1	no I'm happy	11/4/2016 2:28 PM
2	no	11/1/2016 9:57 PM
3	I feel that Kim needs help. She is not only doing her job but also that of the executive director. I feel that as the Program director she needs to be on site more as without her direction to staff they can only do so much. I know the participants like the outings but when some are gone there is not much being done with the ones that didn't go. I would like to see maybe outings found that one group could go in the morning and another in the afternoon. I know there a some participants that get picked up early so they may not even be able to attend an outing. On another note it would be nice to know who our board members are and how they became members and why and if there are opportunities for others to help out. As a parent of a participant I want to see HAF succeed and if help is needed I think we should be asked. Lastly I would like to know what Mike is doing to raise money for the program. He is not visible and I believe we should know what he is getting paid to do and think that he should spend some days getting to know the participants and there families as we are the ones he is working for. Any interaction with him has been minimal and when he is around he doesn't seem that interested. Please get Kim some help and take some of the load off of her. She needs someone she can count on so that she can spend time in the program as when she is there the participants have a whole new air about themselves.	10/27/2016 3:44 PM
4	Not at the moment.	10/23/2016 3:31 PM
5	Made good friends. I want everyone to participate	10/23/2016 12:42 PM
6	I'm happy!	10/23/2016 12:40 PM
7	I want to roll silverware. I want to come a second day.	10/23/2016 12:39 PM
8	HAD does a great job! Enjoyable program!	10/21/2016 7:33 PM
9	Would be nice to have a place not in a basement..	10/21/2016 5:37 PM
10	Our son it there once a week. It is a great compliment to his other activities.	10/20/2016 7:41 PM