

SATISFACTION SURVEY SUMMARY REPORT - 2025



Greetings,

We are pleased to share the summary of our 2025 Satisfaction Survey results.

Your feedback plays a vital role in helping us shape our services and ensure we continue to meet your needs effectively. We are encouraged by the many positive results and remain committed to addressing areas where improvements can be made.

KEY HIGHLIGHTS

1.

SAFETY AND RESPECT

We are proud that **92%** of people supported report feeling safe while receiving services. In addition, **97%** of families feel that Community Living Essex County employees interact with their family members in a respectful manner, reflecting our ongoing commitment to creating a safe and supportive environment for everyone.

97%

2.

COMPASSIONATE AND DEDICATED STAFF

Our staff continue to make a meaningful difference in the lives of the people we support. **89%** of people supported indicated that their support team helps them live their best life by staying healthy and focusing on their strengths. **89%** also reported that their support team actively assists them in participating in community activities that are important to them, demonstrating dedication and a commitment to person-centered support.

89%

3.

COMMUNICATION AND RESPONSIVENESS:

We are pleased that **100%** of families know who to contact if they have concerns and feel their questions are addressed in a timely manner. This reflects our commitment to open communication and ensuring families feel heard and supported.

100%

MOVING FORWARD

We're focused on strengthening our organization by creating a more engaging and supportive environment for both employees and the people we support. This includes enhancing our onboarding and mentorship programs, and introducing new strategies to attract, retain, and engage dedicated team members who share our commitment to quality supports.

We're also continuing to empower people to take an active role in their own decision-making and goal setting through personalized planning tools, regular goal reviews, and staff training rooted in person-directed practices. In addition, we're expanding opportunities for skill development and personal growth by offering more workshops, building community partnerships, and weaving skill-building activities into everyday support plans.

We thank all survey participants for their insights. We remain dedicated to providing quality support and to continuously evolving in response to your feedback.



YouTube



communitylivingessex.org