

2016 Consumer Satisfaction Survey Results
Summary of Agency Trends

Results	2016	2015	2014	2013	2012	Agency Target
Received/Sent	142/404	161/375	125/359	150/356	164/342	
Response rate Pathway Homes	35%	43%	35%	42%	48%	> 30%
Intensive In-Home	6/15 (40%)	12/16 (75%)	13/15 (87%)	16/16 (100%)	16/16 (100%)	N/A
SHOP	39/143 (27%)	42/155 (27%)	26/149 (17%)	37/148 (25%)	55/145 (38%)	N/A
Semi-Indep	24/62 (39%)	37/62 (60%)	26/62 (42%)	35/63 (56%)	30/60 (50%)	N/A
ALF	29/43 (67%)	23/41 (56%)	25/36 (69%)	14/35 (40%)	21/36 (58%)	N/A
PSL	28/63 (44%)	29/63 (46%)	22/59 (37%)	29/61 (48%)	36/71(51%)	N/A
SHP	16/78 (21%)	18/38 (47%)	13/38 (34%)	19/30 (63%)	6/14 (43%)	N/A
Agency Outcomes						
Overall, I am satisfied with the services that Pathways provides to me.	94%	94%	94%	97%	94%	90% (Business Functions Improvement Plan)
I like the amount of time my counselor spends with me	90%	94%	84%	94%	86%	90% (Service Delivery Improvement Plan)
Highest Score (PHI)	The Pathways staff members I come into contact with treat me with dignity and respect (96%)	My Pathways counselor(s) is helpful to me. (97%)	Pathways staff members are respectful of my cultural, ethnic, or life preferences. (96%)	Pathways staff members are respectful of my cultural, ethnic, or life preferences (98%)	The Pathways staff members I come into contact with treat me with dignity and respect (95%)	N/A
Lowest Score (PHI)	I feel safe in my home. (84%)	I like the quality of the meals served at my home. (For consumers getting meals as part of their services). (76%)	I like the amount of time my Pathways counselor(s) spends with me. (84%)	I like the social and recreational activities organized by Pathways (89%)	Pathways helps me develop and maintain my relationships with friends and family (83%)	N/A

COMMENTS		
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Program Name	Section / Question	Comment
SHOP	<i>Daily Life</i>	No scheduled day program
SHOP	<i>Counselors</i>	They do a fine job it is to many changes.
SHOP	<i>Daily Life</i>	They helped me controll bills like rent and phone
SHOP	<i>Rights, Dignity & Hope</i>	The help in finances has been respectful but I make own choices in life.
SHOP	<i>Housing</i>	Are we about to have visitors in my home.
SHOP	<i>Overall</i>	If not I would be homeless.
SHOP	<i>Counselors</i>	Jeff (besides Sheryl) has been the best counselor I've had!
SHOP	<i>Daily Life</i>	{under 'have things to do each day that give meaning to my life'} will once I start working with Vets Need to have a sense of purpose once I start counseling Vets with PTSD <u>like me</u> .
SHOP	<i>Rights, Dignity & Hope</i>	{under 'If I have a concern about how Pathways does something, I feel my concern will be heard and responded to.}' Particularly hot water * Have problems with work needed in Apt
SHOP	<i>Housing</i>	Wish maintenance was better - seems to be a lack of info sharing with Lerner Maintenance getting better than before * Elevators out of order
SHOP	<i>Overall</i>	Good program - have told several - miss Chery Ghauree Love Jeff :-)
SHOP	<i>Counselors</i>	I was told that I could go to the hospital or back to the shelter. When I first moved here I had to go through a great deal of stress before Pathways would allow me to put a lock on my bedroom doors.
SHOP	<i>Daily Life</i>	{under 'Pathways helps me access needed transportation'} needed to register for except before leaving
SHOP	<i>Daily Life</i>	(I have never been informed on how to apply for meals on wheels) I have <u>now</u> taken more personal <u>control</u> over my life, realizing now, what I am dealing with. It could be worse. I have kept closer watch on my items.

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Program Name	Section / Question	Comment
SHOP	<i>Rights, Dignity & Hope</i>	{under 'My rights and privacy are protected by Pathways' staff') I feel violated at times as though my information I provide is part of my condition. There maybe on-going issue. There has also been condesending remarks. I feel that I have been very forgiving & understanding of how this other person may have lived. Even after cooking with her, being closer to her, respecting her, I have repeatedly had this happen.
SHOP	<i>Rights, Dignity & Hope</i>	You are in a position of hearing complaints w/o being able to correct the situation you have to respect <u>both</u> parties.
SHOP	<i>Housing</i>	{under 'I feel I have input into the rules in my home'} No, not as far as pet rules or noise from neighbors {under 'I feel supported in exploring all potential housing options'} I like where I am now
SHOP	<i>Housing</i>	The room mate vasilates/moody. I have had room-mates since I was in my late teens. Later I was married & then my parents & I bought homes together. I have personal experience on this.
SHOP	<i>Overall</i>	I would like to have a pet (dog) & feel that my rights are honored, also I have had several items <u>missing</u> since I came here. Important papers, my passport, bathing suit, other personal items.
SHOP	<i>Overall</i>	{1 of 7} I feel that it would be good to have more activities available for the interest of both genders. We could have pottery classes with clay that air dries without being fired. There may also be an interest in music, whether listening to it or having some low-level instruction.

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Program Name	Section / Question	Comment
SHOP	<i>Overall</i>	{2 of 7} Some of the Residents are already computer savvy. Especially, for those who are residents where there is a business center or wi-fi in their apts., I feel it would give them an entire new world to explore without having to walk to the library, where they will not give extended instructions. There is also a time limit. Many of the shelter residents are already using many of the computers, also.
SHOP	<i>Overall</i>	{3 of 7} For residents who like to read, it would be nice to have them read a book or look through the pictures in a book; Have a weekly session where whoever wants to discuss their book, may. I had thought of wood-working for Males. Horticulture for everyone. Learning how to grow a plant or flower could improve one's healthy outlook, especially on a gloomy day.
SHOP	<i>Overall</i>	{4 of 7} We could also have a Bingo game. Maybe a daytime one or even a night just for Bingo with prizes. The prizes could come from the \$ store. It would just be the idea of winning something. The <u>big</u> winner may receive small gift card for \$5 or \$10.
		{5 of 7} It would mean a great deal to the residents to have more outings with the group. Lake Fairfax is a good place to go, where they can ride paddle boats or canoes. There is also a place for picnics in the shade. I believe they also have fishing available. We could get a couple fishing poles from Walmart, at a modest price. Maybe they would even donate them for our group. The fishing license is valid all season.

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		{6 of 7} I would be happy to assist in finding merchants/organizations who would provide us with financial support. In addition, I could also request some donations of items that may be used for the residents move-ins, as well as their on-going possible needs.
SHOP	<i>Overall</i>	{7 of 7} I would also like to discuss my dental needs with you. My dentist has given her evaluation. I have already used all of my emergency coverage for this year with my crown. I have also purchased additional discount for \$15 a month, on dental & vision. I would appreciate your assistance, Sincerely, {signed}
SHOP	<i>Overall</i>	The words to the answer in the survey needs to be changed.
SHOP	<i>Daily Life</i>	What does #5 even mean? The answer is 'no'. {#5 is 'Pathways has provided me with opportunities to improve my overall health and wellness'}
SHOP	<i>Rights, Dignity & Hope</i>	Who is this survey for? Pathway's is a non-profit corporation. Residents mean little in financial gains
SHOP	<i>Housing</i>	This is getting ridiculous
SHOP	<i>Overall</i>	According to educational practices, Pathway's is graded an F. that can't be good
SHOP	<i>Overall</i>	I may not allways be consistent about paying my rent on time because of my impulseive behavior, but I have made a decesian to overcome the impulseive behavior in order to keep my housing! May God continue to bless you all.
SHOP	<i>Counselors</i>	I'm very happy with everyone I work & talk with in Pathways
SHOP	<i>Daily Life</i>	Well I do try and do as much as I can daily even when I don't feel like it and Pathways helps out a lot.
SHOP	<i>Housing</i>	I'm trying to move from who I live with before I or he gets hurt
SHOP	<i>Overall</i>	I have told alot of people of Pathways and helped alot of people get into Pathways I LOVE PATHWAYS

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Program Name	Section / Question	Comment
SHOP	<i>Counselors</i>	My pathways counselor keeps me informed, and always assist me with the services I need. :-)
SHOP	<i>Daily Life</i>	For me this is a learning process, and the pathways program has helped me with "Life" skills! Thanks!
SHOP	<i>Rights, Dignity & Hope</i>	I feel I'm going a little more each day. It's learning process.
SHOP	<i>Housing</i>	I thank pathways for my home.
SHOP	<i>Counselors</i>	I feel Good when the other councilor helps me to go for shopping the things I need.
SHOP	<i>Daily Life</i>	I feel God is near me as I came in pathways. I feel better.
SHOP	<i>Rights, Dignity & Hope</i>	Sometimes I feel I do not know my rights. I hope to have a home.
SHOP	<i>Housing</i>	I can take bath everyday. I do laundry I cook well here.
SHOP	<i>Overall</i>	I felt like supported when I came here. I fell like I have home.
SHOP	<i>Counselors</i>	Very happy with Pathways Staff
SHOP	<i>Daily Life</i>	Very happy with Daily Life
SHOP	<i>Rights, Dignity & Hope</i>	Very Respected!
SHOP	<i>Counselors</i>	My counselors are always caring, kind and thoughtful.
SHOP	<i>Daily Life</i>	They are always available, no matter how great or small my problems may be.
SHOP	<i>Rights, Dignity & Hope</i>	Words cannot express how tremendous their involvement can be
SHOP	<i>Housing</i>	I've been here 11 yrs. And just love and feel super safe in my home.
SHOP	<i>Overall</i>	Pathways rates 100% in all ways.
SHOP	<i>Rights, Dignity & Hope</i>	No 7 - I really don't understand this, maybe someone could call me and explain. {#7 is 'If I have a concern about how Pathways does something, I feel my concern will be heard and responded to'}
SHOP	<i>Housing</i>	For No. 7 I have no other housing options in Pathways, I would have to leave and go on my own, which I would not do. {#7 is 'I feel supported in exploring all potential housing options'}
SHOP	<i>Daily Life</i>	I'm an optimistic person about achieving the goals I set for myself.

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Program Name	Section / Question	Comment
SHOP	<i>Overall</i>	I'm looking for better services that's possible.
SHOP	<i>Counselors</i>	Satisfied activity
SHOP	<i>Daily Life</i>	Satisfied reality
SHOP	<i>Rights, Dignity & Hope</i>	Satisfied sanity
SHOP	<i>Housing</i>	Satisfied care
SHOP	<i>Overall</i>	Satisfied performance
SHOP	<i>Daily Life</i>	It's getting harder and harder to walk as far as I used to.
SHOP	<i>Counselors</i>	Well, Nicole Brandon is doing a good job
SHOP	<i>Daily Life</i>	I'm doing okay and I'm getting better everyday
SHOP	<i>Rights, Dignity & Hope</i>	Well, I'm trying my best and I see the results everyday.
SHOP	<i>Housing</i>	Well, I like Pathways.
SHOP	<i>Overall</i>	Well, I like Pathways and my apartment.
SHOP	<i>Housing</i>	I love my place!
SHOP	<i>Overall</i>	You are a life's saver. "Thank you Pathways" :-)
SHOP	<i>Counselors</i>	My Pathways counselor is excellent. I don't know what I would do without her.
SHOP	<i>Rights, Dignity & Hope</i>	Pathways helps improve my life so much! I don't know what I would do without Pathways.
SHOP	<i>Housing</i>	I am very happy with my housing
SHOP	<i>Overall</i>	I am VERY satisfied with the services Pathways provides to me.
SHOP	<i>Counselors</i>	Monica Beadsley forgets my schedule appointments on a regular basis
SHOP	<i>Daily Life</i>	Monica/Catherine gives support for my needs, wants and appointments each month.
SHOP	<i>Overall</i>	When I prosper, I'll give generously to Pathway Homes every year.
Semi-Independent	<i>Counselors</i>	They are helpful
Semi-Independent	<i>Daily Life</i>	The daily life is useful
Semi-Independent	<i>Rights, Dignity & Hope</i>	The rights are upheld
Semi-Independent	<i>Housing</i>	They are all beneficial
Semi-Independent	<i>Overall</i>	The Pathway Homes is a good housing program
Semi-Independent	<i>Counselors</i>	I just have some concerns about my counselors joking when he's in front of my roommates
Semi-Independent	<i>Housing</i>	Ray likes to joke at the wrong time
Semi-Independent	<i>Overall</i>	I just want Ray to not talk about my relationships with my room-mates
Semi-Independent	<i>Counselors</i>	Aynsley has a habit of canceling or not showing for my scheduled appts.

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Semi-Independent	<i>Housing</i>	I feel so much better and healthier mentally now that I am no longer living with {A.R.}!
Semi-Independent	<i>Counselors</i>	GREAT!! Thanks!!
Semi-Independent	<i>Counselors</i>	I need my counselor
Semi-Independent	<i>Daily Life</i>	good treatment!
Semi-Independent	<i>Rights, Dignity & Hope</i>	good efforts
Semi-Independent	<i>Overall</i>	Better than last time and year.
Semi-Independent	<i>Counselors</i>	{1 of 2} {under 'Other Pathways counselors have helped me if my counselor could not'} Periodically before Jaimie's arrival and as backup {under 'my Pathways counselor(s) understands my problems'} Build up my confidence/challenges {under 'Pathways counselors help me feel hopeful about achieving the goals I set for myself'} Yes and we work on them together 2X a wk min. {under 'My Pathways counselor(s) helps me coordinate my services from other places'} Pathway Activities & Advocation opportunities
Semi-Independent	<i>Counselors</i>	{2 of 2} {under 'I have access to support from my Pathways counselor(s) when I need it'} or simply to check in or for a dose of courage when I'm undertaking a new project or working w/Pathways activities for advocacy. We also combine actual check in goal review w/nature walks & 'girl fun', & girl talk

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Semi-Independent	<i>Daily Life</i>	{under 'I like the social and recreational activities organized by Pathways'} Absolutely - I only wish there were more so my counselor and I make up some {under 'Pathways has helped me improve my daily life...'} & build up my confidence {under 'Pathways helps me develop and maintain my relationships with friends and family'} Since I am starting over I'm making new friends ties I am fulfilled I have a good Life & am well on the way to my (future) dream life. I also am supported, advised and have a partner (my counselor) to work with me on all my passions & charity work.
Semi-Independent	<i>Rights, Dignity & Hope</i>	{under 'My Pathways counselor(s) helps me feel hopeful about my ongoing recover.'} She has shown me also how far I've come especially by reviewing my ISPs. {under 'I am making progress in meeting my goals and solving my problems'} Now I am working at being a Pathways "Ambassadors" Sometimes as a "perfectionist" I am hard on myself so my counselor will gently remind me that I am perfect enough & to give myself a break
Semi-Independent	<i>Housing</i>	{under 'I like the neighborhood I live in'} the forest trails I love the forest & waking up to nature I like my area - I take nature walks or run on the trail. Sometimes I bird watch with neighbours & my counselor & I regularly walk on the trails mornings
Semi-Independent	<i>Overall</i>	This programme is a building block, a step to my dream life. I feel like it will happen soon though it will take time & more importantly that I am Leading a charming life now, besides
Semi-Independent	<i>Counselors</i>	Not efficient at times (house incidents).

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Semi-Independent	<i>Overall</i>	Most times my concelor always pick me <u>up on</u> time for my appts.
Semi-Independent	<i>Daily Life</i>	To be helpful.
Semi-Independent	<i>Rights, Dignity & Hope</i>	My Rights, Dignity and Hoping for betterment, is highly Respected.
Semi-Independent	<i>Housing</i>	My Housing and Services is well being to since.
Semi-Independent	<i>Overall</i>	I would refer a person to Pathways housing and services
Semi-Independent	<i>Counselors</i>	Counselor time with me is very limited. My father has to help me a lot.
Semi-Independent	<i>Daily Life</i>	No social life with housemates.
Sup. Living	<i>Counselors</i>	Just keep me more informed of upcoming events and makes sure I have a ride to get there to avoid added stress
Sup. Living	<i>Daily Life</i>	It would be nice to have more social activities to look forward too.
Sup. Living	<i>Rights, Dignity & Hope</i>	It is so much better to have a place of my own then being in a hospital setting. It is much better to feel normal in living in my own place.
Sup. Living	<i>Housing</i>	I love where I live. It is close to public transportation, great restaurants and shops, the apartment is nice
Sup. Living	<i>Overall</i>	My counselor is extremely consciencious and offers to make extra trips to come by and pick up books etc as I have a clutter problem.
Sup. Living	<i>Counselors</i>	I did love my place I thought this was my home for life. But I can not live unHappy
Sup. Living	<i>Daily Life</i>	It would be nice to cook but I am afraid of my room mate. What she well do are say.
Sup. Living	<i>Rights, Dignity & Hope</i>	I hope to be happy again My room mate has made it in palbel
Sup. Living	<i>Housing</i>	I Love it but ?
Sup. Living	<i>Overall</i>	I am very happe for Pathway homs your save my life, Love you
Sup. Living	<i>Counselors</i>	I'm fortunate to have Gen as my counselor

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Program Name	Section / Question	Comment
Sup. Living	<i>Counselors</i>	{under 'I like the amount of time my Pathways counselor(s) spends with me'} She stood by me for 3 months. Genevieve has settled into her role with intelligence and empathy. She went way out of her way to try to understand and support me.
Sup. Living	<i>Rights, Dignity & Hope</i>	Some times my concerns are not responded to
Sup. Living	<i>Housing</i>	{under 'I like my home'} Yes, but one client does not belong here {under 'I feel supported in exploring all potential housing options'} We will see We have a client in our home that cannot benefit from independent housing. It's a disservice to the person who continues to live here.
Sup. Living	<i>Overall</i>	Pathways needs to be open to legitimate concerns and make changes accordingly.
Sup. Living	<i>Counselors</i>	OK
Sup. Living	<i>Counselors</i>	My counselor helps me very good
Sup. Living	<i>Daily Life</i>	I proceed my daily life
Sup. Living	<i>Rights, Dignity & Hope</i>	My right, dignity and hope is fair enough. with Pathway.
Sup. Living	<i>Overall</i>	Thanks you - to pathway for provide the service to me
Sup. Living	<i>Counselors</i>	Gen Long is a lifesaver
Sup. Living	<i>Housing</i>	I am very happy in my current home & location. <u>I do not want to move!!!</u>
Sup. Living	<i>Counselors</i>	My first coueslor was Nicole Garr, followed by Jennifor Simmons, Eleanor Vincent and now Katie Bensen, also Teresa Hollinsworth, have all been great
Sup. Living	<i>Daily Life</i>	My daily life does not apply. It is nobodys bussinous
Sup. Living	<i>Rights, Dignity & Hope</i>	Hope is the worst emotion there is. It is like setting myself up for failure
Sup. Living	<i>Overall</i>	I find the whole concept of recovery and hope to be profoundly stupid! My mental health has a very poor prognosis as does my health. I am dying of a very rare form of cancer.

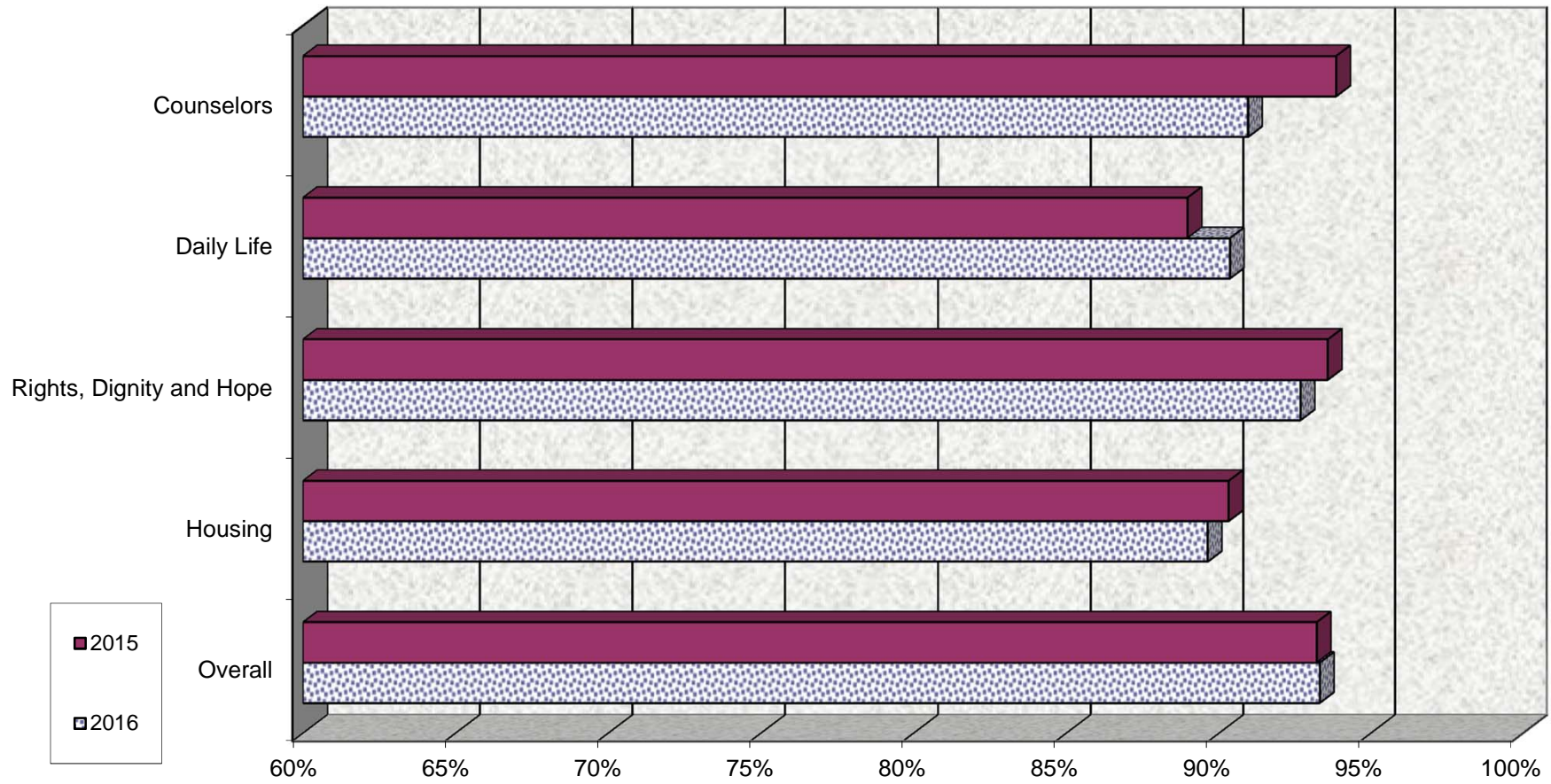
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Sup. Living	<i>Counselors</i>	That is my important intrest I get it
Sup. Living	<i>Daily Life</i>	All is good
Sup. Living	<i>Rights, Dignity & Hope</i>	Relife cooperate copeing
Sup. Living	<i>Housing</i>	Not too big, good order
Sup. Living	<i>Overall</i>	Time is tight
Sup. Living	<i>Housing</i>	I live in a Brain Foundation house
Sup. Living	<i>Daily Life</i>	I think there should be more activities organized by Pathways
Sup. Living	<i>Counselors</i>	I hope they always be there for people like us
Sup. Living	<i>Daily Life</i>	I appreciate Pathways for their company and taking me to doctor's appointments & shopping
Sup. Living	<i>Rights, Dignity & Hope</i>	I thank that they're there for me during my time of need.
Sup. Living	<i>Housing</i>	I love when my social workers come, their company in my home.
Sup. Living	<i>Overall</i>	I hope the day never comes that Pathway workers leave us.
Sup. Living	<i>Counselors</i>	Very caring and helpful
Sup. Living	<i>Daily Life</i>	ongoing sessions help me to resolve long term issues.
Sup. Living	<i>Counselors</i>	The availability of help when I need it, even if my counselor isn't available is much appreciated
Sup. Living	<i>Daily Life</i>	Katie is strong as far as spacial logic & organization is concerned & that is helping me get a sense of that too (slowly but surely).
Sup. Living	<i>Rights, Dignity & Hope</i>	I wish there was a regular e-newsletter re: What pathways is up to (even 1x a month). I have not been receiving anything for a while now.
Sup. Living	<i>Housing</i>	I LOVE where I live!!!
Sup. Living	<i>Overall</i>	I have referred people to Pathway homes. I wish I knew what was being done Re: the aging population (55+) (services, policies, etc.)
Sup. Living	<i>Counselors</i>	Always look forward to seeing Aynsley! So <u>helpful</u> and encouraging.
Sup. Living	<i>Housing</i>	The dryer is intermittenly non-functional but more seriously - it opens the wrong way & causes dangerous situation
Sup. Living	<i>Overall</i>	I would ask again that the HVAC vents be cleaned properly - something causing asthma attacks.
ALF	<i>Overall</i>	I love the food and the help they give me around. I couldn't ask for more.

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Program Name	Section / Question	Comment
ALF	<i>Counselors</i>	I like Christina the best
ALF	<i>Daily Life</i>	Lamb Center TWF 9:30 - 2:00 Church (Chain Bridge Rd) OGM Sunday 10:00 - 12:30
ALF	<i>Counselors</i>	Pam 12. Complements related services.
ALF	<i>Overall</i>	is a good place for more activity
ALF	<i>Counselors</i>	They are very helpful
ALF	<i>Daily Life</i>	Very nice at pathway homes
ALF	<i>Daily Life</i>	Excellent food!
ALF	<i>Housing</i>	I want to stay here, I don't want to move.
ALF	<i>Daily Life</i>	Pathways has helped me mature in life.
ALF	<i>Housing</i>	I like my neighborhood best. I feel safe temporarily.
ALF	<i>Overall</i>	So far I am doing well
ALF	<i>Overall</i>	I found Stevenson Place a place that one can grow.
ALF	<i>Counselors</i>	I only have one counselor who understands and talks with me on my level.
ALF	<i>Rights, Dignity & Hope</i>	Negative on all three!
ALF	<i>Overall</i>	I want more money
ALF	<i>Counselors</i>	I have a lot of nice friends here.
ALF	<i>Daily Life</i>	I'm not exactly the most human-like critter.
ALF	<i>Overall</i>	Sometimes I feel like people are making fun of me and takes me back to my childhood when I was treated bad, but I have to get over it, I have to do my hygiene
ALF	<i>Overall</i>	I don't know
ALF	<i>Overall</i>	Sometimes true, sometimes false
ALF	<i>Daily Life</i>	I'd like to have more trips. We use to go on trips all the time, now we don't. I'd like to go places that we use to go.
SHP	<i>Rights, Dignity & Hope</i>	Staff very responsive
SHP	<i>Housing</i>	very, very helpful!
SHP	<i>Overall</i>	all is good! Thank you!!
SHP	<i>Counselors</i>	Lauren has been great! Very good support system
SHP	<i>Daily Life</i>	I feel blessed to be part of Pathways
SHP	<i>Housing</i>	I truly love my housing & again feel blessed to be a part of Pathways
SHP	<i>Overall</i>	thank you!!

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SHP	<i>Counselors</i>	Pathways counselor Lauren Foxwell, not my favorite, I work with Mike Britt in the Reston CSB, he is nice
SHP	<i>Daily Life</i>	The CSB and Pathways has failed to help manage my schizophrenia, I need internet and cable but cant afford it.
SHP	<i>Rights, Dignity & Hope</i>	My CSB worker, Mike Britt is nice.
SHP	<i>Housing</i>	I would like to live in Reston or McLean. Im caucasian, college grad, raised in Chantilly and Reston
SHP	<i>Overall</i>	More funding should go to CSB counselors not Pathways counselors. Pathways should hire more men who are devoted. Having (young women Pathways counselors) in my home makes me feel rejected.
SHP	<i>Counselors</i>	Sarah B. is great!
SHP	<i>Daily Life</i>	My life is new because of Pathway Homes!
SHP	<i>Rights, Dignity & Hope</i>	I feel helped in many ways
SHP	<i>Housing</i>	Housing is good w/ Pathway Homes
SHP	<i>Overall</i>	Pathway Homes has shown me a new life!
SHP	<i>Counselors</i>	I was told that transport to med/psychiatrist was "A wast of my counselors time" by her boss
SHP	<i>Counselors</i>	She is awesome lady
SHP	<i>Daily Life</i>	My life has change like all the goals Ive accoplish something great happened to me
SHP	<i>Housing</i>	I wasn't told about the trash. There 75.00 fee putting Trash in wrong dumpser
SHP	<i>Overall</i>	Very glad and pleased with this wonderful program
SHP	<i>Daily Life</i>	Please do not keep me disabled when my only goal is to recover
SHP	<i>Rights, Dignity & Hope</i>	Human right violation occurred due to neglect of my counselor to enforce my boundaries
SHP	<i>Counselors</i>	I would like to recommend Daniel Unger and Gloria Larson-Jodali. I want to thank them both in helping me build confidence in myself and understanding how important life really is.
SHP	<i>Overall</i>	Thank you for all you do May YHVH Bless you all
SHP	<i>Counselors</i>	It seems like me and my counselor do not agree on things.

COMMENTS		
**N.B.: The comments below have been transcribed exactly as written on the survey.		
Program Name	Section / Question	Comment
SHP	<i>Daily Life</i>	My Daily Life is good
SHP	<i>Rights, Dignity & Hope</i>	No one knows me as Japanese
SHP	<i>Counselors</i>	She's great.
SHP	<i>Counselors</i>	I like my relationship I have with my case manager "Teresa is the Best"
SHP	<i>Daily Life</i>	I owe Pathways so much. This program is a God send

Comparison of Area Averages for Consumers Strongly Agreeing or Agreeing 2015-2016



Average Comparisons for Consumer Satisfaction Survey Results 2016

Pathway Homes returned 142 Surveys in 2016	<i>Total Number Responses</i>	<i>Number of No Response</i>	<i>Number of Not Applicable</i>	<i>Number Disagreed</i>	<i>Number Strongly Disagreed</i>	<i>Number Disagreed or Strongly Disagreed</i>	<i>Number Agreed</i>	<i>Number Strongly Agreed</i>	<i>Number Agreed or Strongly Agreed</i>	<i>% Disagreed or Strongly Disagreed</i>	<i>% Agreed or Strongly Agreed</i>
AVERAGES											
COUNSELORS	135	2	5	9	3	12	49	73	122	9.05%	90.95%
DAILY LIFE	110	2	30	8	3	11	51	48	99	9.65%	90.35%
RIGHTS, DIGNITY AND HOPE	132	3	7	7	3	10	50	72	122	7.32%	92.68%
HOUSING	129	3	10	10	3	13	47	69	116	10.37%	89.63%
OVERALL	135	0	7	7	2	9	47	79	126	6.69%	93.31%

Pathway Homes returned 161 Surveys in 2015	<i>Total Number Responses</i>	<i>Number of No Response</i>	<i>Number of Not Applicable</i>	<i>Number Disagreed</i>	<i>Number Strongly Disagreed</i>	<i>Number Disagreed or Strongly Disagreed</i>	<i>Number Agreed</i>	<i>Number Strongly Agreed</i>	<i>Number Agreed or Strongly Agreed</i>	<i>% Disagreed or Strongly Disagreed</i>	<i>% Agreed or Strongly Agreed</i>
AVERAGES											
COUNSELORS	154	3	4	6	3	9	61	84	145	6.15%	93.85%
DAILY LIFE	124	3	34	8	3	11	59	54	113	11.04%	88.96%
RIGHTS, DIGNITY AND HOPE	154	4	4	5	5	10	69	75	144	6.42%	93.58%
HOUSING	150	4	8	9	5	14	60	75	135	9.69%	90.31%
OVERALL	152	4	5	7	4	10	62	80	142	6.79%	93.21%

2016 Results

Top 5		Bottom 5	
The Pathways staff members I come into contact with treat me with dignity and respect.	95.56%	I feel safe in my home.	83.82%
I feel the services I get at Pathways help improve my life.	95.38%	I feel supported in exploring all potential housing options.	84.62%
I like my home.	94.93%	Pathways helps me develop and maintain my relationships with friends and family.	85.59%
Pathways staff members are respectful of my cultural, ethnic, or life preferences.	94.49%	I feel like an equal partner with my Pathways counselor.	86.23%
My Pathways counselor(s) shows interest and concern for me.	94.20%	I like the social and recreational activities organized by Pathways.	87.20%

2015 Results

Top 5		Bottom 5	
My Pathways counselor(s) is helpful to me.	96.86%	I like the quality of the meals served at my home. (For consumers getting meals as part of their services).	76.19%
My Pathways counselor(s) shows interest and concern for me.	96.18%	I feel that my living environment supports my recovery.	87.42%
My Pathways counselor(s) meets with me as scheduled, or reschedules with me as needed.	96.18%	Pathways helps me develop and maintain my relationships with friends and family.	87.60%
My Pathways counselor(s) helps to explain documentation and paperwork related to the services I receive.	95.54%	I feel I have input into the rules in my home.	87.67%
Pathways helps me identify and explore more choices in my life.	95.39%	I feel supported in exploring all potential housing options.	87.86%

2014 Results

Top 5		Bottom 5	
Pathways staff members are respectful of my cultural, ethnic, or life preferences.	95.80%	I like the amount of time my Pathways counselor(s) spends with me.	83.61%
My Pathways counselor(s) is helpful to me.	94.35%	I like the quality of the meals served at my home. (For consumers getting meals as part of their services).	84.00%
Overall, I am satisfied with the services that Pathways provides to me.	94.17%	I feel like an equal partner with my Pathways counselor.	85.12%
Pathways clearly explains any fees or rent that I pay and any related recertification or other documentation.	93.81%	Pathways helps me develop and maintain my relationships with friends and family.	85.44%
I like my home.	93.50%	My Pathways counselor(s) understands my problems.	86.78%

2013 Results

Top 5		Bottom 5	
Pathways staff members are respectful of my cultural, ethnic, or life preferences.	97.90%	I like the social and recreational activities organized by Pathways.	89.39%
My Pathways counselor(s) meets with me as scheduled, or reschedules with me as needed.	97.30%	I feel like an equal partner with my Pathways counselor.	89.44%
Overall, I am satisfied with the services that Pathways provides to me.	97.24%	I feel I have input into the rules in my home.	89.86%
The Pathways staff members I come into contact with treat me with dignity and respect.	96.58%	Pathways has helped me improve my daily life (budgeting my money, cleaning the house, cooking, personal hygiene, shopping, attending appointments, etc.)	90.15%
I feel the services I get at Pathways help improve my life.	96.55%	Other Pathways counselors have helped me if my counselor could not.	90.55%

2012 Results

Top 5		Bottom 5	
The Pathways staff members I come into contact with treat me with dignity and respect.	94.97%	Pathways helps me develop and maintain my relationships with friends and family.	83.10%
My Pathways counselor(s) is helpful to me.	94.48%	I have things to do each day that give meaning to my life.	85.71%
Overall, I am satisfied with the services that Pathways provides to me.	94.27%	I like the amount of time my Pathways counselor(s) spends with me.	86.42%
My Pathways counselor(s) helps me to feel hopeful about my ongoing recovery.	93.75%	I feel I have input into the rules in my home.	86.81%
Pathways clearly explains any fees or rent that I pay and any related recertification or other documentation.	93.10%	I feel like an equal partner with my Pathways counselor.	86.88%

2011 Results

Top 5		Bottom 5	
My Pathways counselor(s) is helpful to me.	95.80%	I know about the services Pathways provides.	86.30%
Overall, I am satisfied with the services that Pathways provides to me.	95.17%	If I am unhappy with Pathways, I feel comfortable talking with someone at Pathways about it.	87.41%
My Pathways counselor(s) shows interest and concern for me.	95.14%	I feel I have input into the rules in my home.	87.59%
I am making progress meeting my goals and solving my problems.	95.07%	Pathways helps me develop and maintain my relationships with friends and family.	88.00%
My Pathways counselor(s) helps to explain documentation and paperwork related to the services I receive.	95.04%	I like the quality of the meals served at my home. (For consumers getting meals as part of their services).	89.74%

2010 Results

Top 5		Bottom 5	
My Pathways counselor(s) is helpful to me.	95.95%	I know how to access the Resident Advisory Council.	67.10%
My Pathways counselor(s) meets with me as scheduled, or reschedules with me as needed.	95.40%	I feel that staff turnover at Pathways affects my recovery.	78.38%
My Pathways counselor(s) shows interest and concern for me.	95.29%	I like the quality of the meals served at my home. (For consumers getting meals as part of their services).	86.67%
Pathways staff members are respectful of my cultural, ethnic, or life preferences.	94.97%	Other Pathways counselors have helped me if my counselor could not.	88.20%
I am making progress meeting my goals and solving my problems.	94.08%	I feel like an equal partner with my Pathways counselor.	88.64%

2009 Results

Top 5		Bottom 5	
My Pathways counselor(s) is helpful to me.	97.14%	I know how to access the Resident Advisory Council.	69.05%
My Pathways counselor(s) shows interest and concern for me.	95.00%	I feel that staff turnover at Pathways affects my recovery.	73.95%
The Pathways staff members I come into contact with treat me with dignity and respect.	94.85%	I know about the services Pathways provides.	84.17%
My Pathways counselor(s) helps to explain documentation and paperwork related to the services I receive.	94.12%	I feel like an equal partner with my Pathways counselor.	85.40%
I feel my Pathways counselor(s) gives me the information I need to make good decisions about my treatment and services.	94.03%	Pathways helps me develop and maintain my relationships with friends and family.	85.60%

2008 Results

Top 5		Bottom 5	
I feel the services I get at Pathways help improve my life.	96.50%	I know how to access the Resident Advisory Council.	70.15%
Overall, I am satisfied with the services that Pathways provides to me.	95.97%	I feel that staff turnover at Pathways affects my recovery.	80.62%
Pathways has provided me with opportunities to improve my overall health and wellness.	95.24%	I like the quality of the meals served at my home. (For consumers getting meals as part of their services).	84.93%
My Pathways counselor(s) meets with me as scheduled, or reschedules with me as needed.	94.63%	I feel like an equal partner with my Pathways counselor.	86.99%
Pathways clearly explains any fees or rent that I pay and any related recertification or other documentation.	94.57%	If I am unhappy with Pathways, I am able to work with staff members to resolve the issue.	89.29%