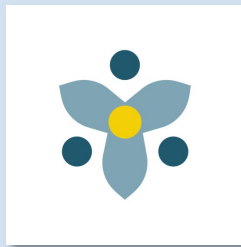


Trillium Services, Inc. Satisfaction Survey Results



**January 1 - December 31
2023**

Survey Completed in 2024



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Community Living Service Recipient Results

57 of 59
responded
97 %



YES



NO

◆ Do you like the house you live in?

Yes = 95 %
No = 5 %

Comments:

- I like the house I live in
- Fun
- The house is very nice
- Nice location
- Want my own place
- I love it here
- Thumbs up



◆ Do you feel comfortable in your home?

Yes = 96 %
No = 4 %

Comments:

- Oh yeah! Hanging out with staff is great!
- I like the guys that I live with
- Safe environment
- I'm not compatible with my housemate
- Fun
- Yes, I come and hang out with my staff and peers daily for hours on end.

◆ Is your room arranged and decorated the way you want?

Yes = 100 %
No = 0 %

Comments:

- I like how my clothes are and my bed
- I set it up the way I want it
- Love it
- Very safe and very comfortable

◆ Do you have the opportunity to meet people and make friends?

Comments:

Yes = 96 %
No = 4 %

- When I do community events I meet new people.
- I met a lot of new people sailing this year.
- I love meeting new people.
- I make lots of new friends doing different community activities through work and things like Music in the Park,



Yes = 98 %
No = 2 %

◆ Do you feel connected to friends?

Yes = 100 %
No = 0 %

◆ Do you feel connected to family?

Comments:

- My family picks me up every week.
- I see lots of friends every day.
- My family comes and visits me regularly and takes me out to my favorite places to eat and hike.
- Have phone calls with friends.
- I get to hang out with friends, family, and neighbors when I want.
- I hang out with my friends and family a lot.
- Neighbors are ok

Yes = 86 %
No = 14 %

◆ Do you feel connected to neighbors?



◆ Do you feel respected?

Yes = 100 %
No = 0 %

Comments:

- The staff respect my boundaries.
- Very respectful place, safe, and comfortable.

◆ Are you provided with enough information to make a choice/decision?

Comments:

- Maybe
- Staff gives me all the information they can before I make a choice.
- If I have questions I ask them.
- They let us make our choices.

Yes = 100 %
No = 0 %

◆ Are you listened to when you have a concern?

Comments:

- The staff listen to what I say.
- Easygoing environment.

Yes = 100 %
No = 0 %

◆ Do you get what you need from your staff?

Comments:

- They do activities with me and help when I need it.
- Staff helps me when I ask.
- They help me out when I need it.
- Very friendly outgoing.

Yes = 100 %
No = 0 %



◆ What successes are you most proud of?

Comments:

- Getting a job
- Being Associate of the Quarter at TJ Maxx
- Sailing and nearly perfect work attendance
- Being more independent
- Doing own finances
- I became my own guardian
- Setting up my own meds
- Traveling for my play
- Lost 30 pounds
- Continued to remain healthy
- More communication with staff
- Becoming a good golfer
- Being part of Bold Choice Theater
- Working at job for 14 years



◆ What do you like best about your services?

Comments:

- The Staff
- 1:1 Staffing during the day
- Being able to live in my own home
- Being able to help with the garden
- My staff know my likes and dislikes
- Meeting new staff
- I like learning from my staff
- They have my back
- The care I receive
- All the outings
- Being able to see and talk to mom
- Hanging out with friends
- My services are tailored to my needs and wants

◆ If you could change something about your services, what would it be?

Comments:

- Nothing
- My roommate
- More 1:1 time
- More staff
- Do more with Choice
- Meet more people with disabilities
- Going on more trips
- I don't want any changes
- I receive the best services
- A whole new house
- Not sure
- Car rides all day long
- Unlimited money so I can go bowling and out to eat whenever I want
- Upgraded sensory room
- Having more time in the community

◆ What do you enjoy doing in your community?

Comments:

- Swimming
- Going for walks
- Silver Sneakers
- Going on dates
- Women of Today
- Shopping
- Hanging with friends
- Getting coffee
- Going to work
- Volunteering
- Going to the mall and riding the bus
- Bingo at the Rainbow Center
- Scavenger hunt at the library
- Sailing and hiking
- Going to church
- Just getting the chance to get out there
- Going fishing
- Going to sports games
- Going to animal shelters



◆ Additional Comments.

- I enjoy the house I live in.
- I like to interact with people. I like my staff a lot.
- Ya'll make this service a good environment and I enjoy the company of my roommates and I enjoy giving advice or compliments as I try to be helpful a lot.

◆ Would you recommend Trillium Services to others?

Yes = 100 %
No = 0 %

Community Living Service Recipient Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

Plan of Action:

Discussed living situation and what has and has not worked in the past. She is comfortable in her current place until she finds a place she thinks would be a better match. She will be notified of openings that will be a potential match for her.

Do you like the house you live in?

Plan of Action:

Set up bedroom the way they would like and display their artwork.

Plan of Action:

He likes the house he lives in but does not living with is long-term housemates. We will continue to have discussions with his family.

If you could change something about your services, what would it be?

Plan of Action:

Meet people—Continue to meet people through his natural supports and community (CrossFit, church, softball) and Trillium events. Staff will help support him in meeting new people and starting conversations.



Plan of Action:

Activities— Do more community activities within the Twin Ports and even outside of it so there can be longer car rides while also enjoying other activities.

Plan of Action:

Money—Helping budget money a little better so he has the ability to do both Super Star and Special Olympics bowling and is able to go out someplace healthy at least once a month.

Plan of Action:

Sensory Room—Service Recipient is using his spend down money on sensory items for the sensory room.

Plan of Action:

One on one time— Sit down each week and make a plan for the upcoming week and where we would need extra staff for activities. Explained the county rates and the hiring process.

Community Living Family/Guardian Survey Results

10 of 71
responded
14 %

◆ How would you rate the services your son, daughter, or ward receives?

Excellent = 20 %
Good = 80 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

- Clean home environment, good food, great overall care.
- Some of her medical appointments have been missed. We would like to her to have more help with cleaning and organizing her room.

◆ How would you rate the responsiveness of Trillium Services in addressing your questions or concerns?

Excellent = 40 %
Good = 50 %
Fair = 10 %
Poor = 0 %
Unknown = 0 %

Comments:

- Very responsive. Supervisor communicates well with us.
- Responses are done quickly.



◆ How well does Trillium Services promote community inclusion for your son, daughter, or ward?

Excellent = 20 %
Good = 80 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

- There used to be more community activities in the past for the women in the house.
- I usually take my daughter to community events.
- Seems to be getting better after COVID with more stable staffing. Seems like more opportunities for weekends would be nice.

◆ How would you rate the support your son, daughter, or ward receives in asserting their rights and responsibilities?

Excellent = 50 %
Good = 40 %
Fair = 0 %
Poor = 0 %
Unknown = 10 %

Comments:

- His desire for activities and buying things are listened to and managed by talking with him about reasonable decisions.
- ARC Northland has done a great job with this, but I don't get the impression that Trillium is assisting our son with this.

◆ How would you rate your experience overall with communication regarding service delivery?

Excellent = 40 %
Good = 60 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

Comments:

- Supervisor and Director know him well and share thoughts with us in how to best help him.



Excellent = 20 %
 Good = 70 %
 Fair = 0 %
 Poor = 10 %
 Unknown = 0 %

◆ How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Comments:

- Would like to see him pushed a bit more in managing his health, money, eating habits, and exercise.
- She needs more support in managing her finances.
- Our son has not done well at meeting his outcomes.



Excellent = 30 %
 Good = 70 %
 Fair = 0 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the overall quality of service received?

Comments:

- Yes, excellent.

Excellent = 43 %
 Good = 43 %
 Fair = 14 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the appearance and condition of your son, daughter, or ward's home?

Comments:

- Simple repairs take multiple reminders before getting done.
- It is a really nice home. Would be nice if it was kept cleaner, especially the bathroom.
- The home is usually in great condition. He could keep his room more tidy.

Excellent = 60 %
 Good = 30 %
 Fair = 0 %
 Poor = 10 %
 Unknown = 0 %

◆ How would you rate the location and accessibility of your son, daughter, or ward's home?

Comments:

- If it were on a bus line it would get a higher rating.
- Very nice neighborhood.
- The location is fairly close-by and with notice I always feel like I have access to her and her home.



◆ What do you like best about the services provided?

Comments:

- The work they do
- His sense of belonging. He feels more independent and is happy.
- Most of the staff is friendly and helpful
- Kind, caring staff and a safe place to live
- I like that all the clients in the home aren't forced to do the same activities.

◆ Additional comments or concerns.

Comments:

- I am so happy and grateful she is where she is.
- We appreciate the care and effort.
- Thank you to all of the staff. I think she is motivated, happy, and I am grateful. Thanks for your patience, understanding, and involvement.

◆ Please list additional services or supports you would like to see provided.

Comments:

- Things to keep busy in down times.
- We would like to see staff more open to providing transportation.

◆ Would you recommend Trillium Services to other families/guardians?

Yes = 100 %
 No = 0 %

Community Living Family/Guardian Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

How would you rate the services your son, daughter, or ward receives?

Plan of Action:

The new supervisor will be more on top of appointments.



Plan of Action:

Spoke with father on how recruitment is going and keeping up with constant training so daughter gets the best care possible. Also have had evening staff hired!

How would you rate the responsiveness of Trillium Services in addressing your questions or concerns?

Plan of Action:

A new supervisor has been hired for the house, so communication should improve.

How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Plan of Action:

Staff will be more diligent with supporting son's desired outcomes and helping discover new outcomes that may suit him better.

How would you rate the appearance and condition of your son, daughter, or ward's home?



Plan of Action:

We will also continue to encourage daughter to clean her room more thoroughly.

Plan of Action:

Staff will continue to work with son to develop a house cleaning regime that supports his needs and schedule.

Family Services/Connections Service Recipient Results

71 of 84
responded
85 %



YES



NO

◆ Do you like the services you are receiving?

Yes = 100 %
No = 0 %

Comments:

- I really enjoy being with my Trillium staff and supervisor.
- I do!
- Doing a great job!

◆ Do you have the opportunity to meet new people and make new friends?

Yes = 95 %
No = 5 %

Comments:

- I have made a lot of friends at my yoga classes!
- Could get to do more with some people to meet.
- I would like to try this a little bit more.
- Things are scheduled when I have to work.



◆ Do people at Trillium listen to you when you have a concern?

Yes = 100 %
No = 0 %

Comments:

- Sometimes they don't understand me.
- I like that everyone tries hard to listen to me.
- All of my staff listen to me.

◆ Do you feel comfortable asking for help or assistance?

Yes = 98 %
No = 2 %

Comments:

- I'm very comfortable asking for assistance.
- I want to join the Self-Advocacy Forum with my Supervisor.
- I will usually reach out if I need help.

◆ Are you provided with enough information to make a choice/decision?

Yes = 100 %
No = 0 %

Comments:

- I am not forced to do anything.
- Yes or no questions work best for me.
- Sometimes I don't understand everything and I have them explain it again.

Help!

◆ Do you have access to all of the services that you want?

Yes = 100 %
No = 0 %

Comments:

- I would like to do my PATH work please.
- Just started Works!
- I love my respites.



◆ What do you like best about your services?

Comments:

- | | | |
|--|--|---|
| • Great staff | • Staff is nice to work with | • I love Trillium |
| • Meeting new people | • Get advice | • With education from my staff I am able to cook and bake |
| • Doing different activities | • Supervisor | • Working with guy staff |
| • I like going out in the community | • Get to do fun stuff | • The flexibility and communication |
| • Get to talk about life concerns | • Communication is very good | • Seeing a lot of my friends |
| • People are there for me | • I like doing activities with my staff | • Going to events and sports events |
| • Having a good person to keep me social and safe | • Getting to know new people | • Going to movie theaters |
| • Being able to work on my out-comes as much as possible | • I get to see my friends and do stuff outside | • Going swimming with my staff |
| • They keep my supported employment going | • Lots of fun | • Help I get prepared food and information about food. |
| • The person I work with | • Listening to music with my staff | • Getting the help I need when I ask |
| • I like having staff take me out to do things | • Listening to Dora in the car | |
| | • Everything | |

◆ If you could change something about the services you receive, what would it be?

Comments:

- | | |
|--|---|
| • Nothing | • I want to go to a Twins baseball game |
| • Getting a new staff for my Tuesday shift | • Going back inside Deerfield |
| • Get a job faster | • More hours |
| • Trian in more fill in staff | • I would like Trillium to help me join a sport next year |
| • Find staff to work evenings with me | • Going to my cabin more than once a month |
| • I'm content with my service | • I want to see my old staff again |
| • See more Harry Potter Movies | |
| • I am a happy guy | |
| • I enjoy hanging out with male staff | |

◆ Would you recommend Trillium Services to others?

Yes = 100 %
No = 0 %



◆ Additional Comments.

- My staff does not write in my book. When I have issues he talks down to me and doesn't give me advice. I can talk to my other staff. My outcome is doing things with friends and every time something comes up to do something with friends he plans things when I have to work. It has been a continuing issue.

FS/Connections Service Recipient Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.



Do you have the opportunity to meet people & make friends??

Plan of Action:
We will help plan activities where she can meet peers.

Plan of Action:
Currently only does respite and will begin to look for opportunities to meet people on her respite weekends.

Do you feel comfortable asking for help or assistance?

Plan of Action:
Service recipient will join the Self-Advocacy forum and class.

Plan of Action:
We will check in weekly and ask how we can help.



If you could change something about the services you receive, what would it be?

Plan of Action:
Cabin— We have agreed to visit the cabin twice a month during the summer and fall months.

Plan of Action:
Social Gatherings/Games— Continue to ask if he would like to go to sporting events and social gatherings.

Plan of Action:
PATH— We will schedule a time to work on the PATH process.

13 of 73
responded
18 %

Family Services/Connections Family/Guardian Results

Excellent = 54 %
Good = 23 %
Fair = 23 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the services your son, daughter, or ward receives?

Comments:

- Trillium has tried hard to keep services going even with staff shortages.
- Somewhat non-responsive to needs.
- Trillium provides excellent service and responsiveness to our family's needs.

Excellent = 50 %
Good = 33 %
Fair = 17 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the responsiveness in addressing your questions or concerns?

Comments:

- Program Manager has been my contact person and very helpful.
- Slow to respond.
- My questions and requests are answered very promptly and with patience!



Excellent = 47 %
Good = 47 %
Fair = 6 %
Poor = 0 %
Unknown = 0 %

◆ How well does Trillium Services promote community participation and assistance with connecting to their community for your son, daughter, or ward?

Comments:

- They don't do any community participation or connecting into the community.
- Would like Trillium to be open to events happening on days off work—even if on evenings or weekends.
- They find creative outlets for my daughter. She has participated in many different social activities.

Excellent = 61 %
Good = 23 %
Fair = 8 %
Poor = 8 %
Unknown = 0 %

◆ How would you rate the support your son, daughter, or ward receives in asserting their rights and responsibilities?

Comments:

- As far as I know the staff allows them to participate in discussions.
- Workers stick to their preferred time versus daughter's events time frame.

Excellent = 59 %
Good = 25 %
Fair = 8 %
Poor = 8 %
Unknown = 0 %

◆ How would you rate your experience overall with communication regarding service delivery?

Comments:

- Client needs to verbally stress needs to get any modification.
- Our schedule is sent in plenty of time. It is also amazing how well Trillium can adapt and change with the fluidity of our lives.



Excellent = 23 %
 Good = 46 %
 Fair = 15 %
 Poor = 8 %
 Unknown = 8 %

◆ How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Comments:

- Have not shown moving towards person outcome goals.
- We are still working on more of her goals for life skills around meal planning/prep and money management. Since the schedule is fluid and there isn't a consistent person on a given day or two days in a row, it is difficult to get traction on meal planning, shopping, and prep.



Excellent = 62 %
 Good = 15 %
 Fair = 8 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate the overall quality of service received?

Comments:

- Trillium does an outstanding job of finding, hiring, and training wonderful staff.

Excellent = 53 %
 Good = 31 %
 Fair = 8 %
 Poor = 0 %
 Unknown = 8 %

◆ How would you rate our consideration and respectfulness for all family members?

Comments:

- No comments given.

◆ What do you like best about the services provided?

Comments:

- The efforts made at trying to accommodate the family and current reliability, dependability, and consistency.
- Some providers are willing to do sporting events and activities.
- Our son looks forward to it every week. He loves doing things with his PCA.
- Response time when I have a question.
- The cheerfulness of staff and the responsiveness to changing our schedule.
- Communication about services and progress.



◆ Please list additional services or supports you would like to see provided.

Comments:

- A few more social interaction opportunities.
- Open to racing activities and other sporting events going on in community.
- I don't think they do enough encouraging my young adult to get involved in outside activities and volunteering.

◆ Additional comments or concerns.

Comments:

- Supervisors and daughter have very good relationships. She is not only a mentor but also a friend.
- I'm glad that Trillium was able to continue services after several left their jobs there. I also appreciate the company's understanding when one employee did not work out for us. Going to the Townhouse is a nice get away for my two. They are home quite a bit and having another place to go is nice.

◆ Would you recommend Trillium Services to other families/guardians?

Yes = 91 %
 No = 9 %

FS/Connections Family/Guardian Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

How would you rate the services your son, daughter, or ward receives?

Plan of Action:

Supervisor will discuss what services are being used and what services are available.



How would you rate the responsiveness addressing your questions or concerns?

Plan of Action:

Supervisor and mother will discuss responsiveness, working hours, and expectations.

How would you rate the successes your son, daughter, or ward has experienced with their personal outcomes?

Plan of Action:

Supervisor, service recipient, and family will work together to set up a meal planning and cooking routine.

Plan of Action:

Mother and Supervisor will discuss ways to motivate daughter to do activities outside of her full-time job.



List additional services or supports you'd like to see provided.

Plan of Action:

Social Interaction—Work with service recipient to find more opportunities that interest him.

Plan of Action:

Staffing—We are seeking staff open to working on evenings and weekends.

2 of 40
responded
1 %

Colleague Satisfaction Survey Results

Excellent = 100 %
Good = 0 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the ongoing support, cooperation, and assistance you receive?

Comments:

- No comments given.



Excellent = 50 %
Good = 50 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the overall communication between you and Trillium Services?

Comments:

- Mostly good—sometimes excellent.

Excellent = 50 %
Good = 50 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate Trillium Services in promoting community participation?

Comments:

- No comments given.

Excellent = 100 %
Good = 0 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the promotion of independence/self-sufficiency?

Comments:

- Many folks have moved on to more independent settings with Trillium's help!

Excellent = 100 %
Good = 0 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the opportunity service recipients have in reaching or achieving their outcomes?

Comments:

- No comments given.



Excellent = 100 %
Good = 0 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How flexible are the support services provided?

Comments:

- No comments given.

Excellent = 0 %
Good = 100 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the opportunities provided for service recipients/families to change services?

Comments:

- No comments given.

◆ What do you like best about the services provided?

Comments:

- Person centered and excellent work meeting people's needs.
- Open to working with person on their goals....focused on what they want!



◆ Are there any services or supports you would like to see provided?

Comments:

- Day services/program.
- Not at this time.

◆ Additional comments or concerns.

- No comments given.

Excellent = 100 %
Good = 0 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate our overall commitment to our Mission, Vision, and Core Values?

Comments:

- No comments given.



◆ Would you recommend Trillium Services to other colleagues?

Yes = 100 %
No = 0 %

84 of 188
responded
45 %

Employee Satisfaction Survey Results



◆ I feel I have received the training and resources I need to do my job well.

Comments:

- There are always training opportunities and a wide range of resources available to us.
- I love attending trainings and feel that there is always room to learn and grow.
- Much of the training isn't sent via email, so I've felt like I haven't been able to do training for so long as much of it resides in the binder at the program.

Strongly Agree = 62 %
Agree = 38 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ I have developed a positive relationship with the service recipient(s) I work with.

Comments:

- This is the most enjoyable part of my job.
- I bond with each and every one.
- I definitely feel like I have positive relationships with all of the service recipients. They regularly come to me when they need something or have a concern as well as just having conversations and asking about my day.

Strongly Agree = 82 %
Agree = 17 %
Neutral = 1 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ I can openly communicate with my Supervisor when I have a question or concern.

Comments:

- She is extremely encouraging and helpful and open which I appreciate very much.
- They're the best!
- I believe that having supervisors receive training from multiple directors could greatly benefit not only the company but also everyone involved in the process. This approach could foster a more comprehensive understanding and richer skill set among supervisors.

Strongly Agree = 73 %
Agree = 25 %
Neutral = 2 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ I feel that I am a valued member of my team.

Comments:

- I don't know for sure based off my previous supervisor. My new one has been wonderful to work with!
- I definitely feel like I put in extra work and effort at times but also feel like I could do more!
- I do appreciate to be appreciated!



Strongly Agree = 60 %
Agree = 35 %
Neutral = 5 %
Disagree = 0 %
Strongly Disagree = 0 %

Strongly Agree = 62 %
 Agree = 34 %
 Neutral = 4 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ I clearly understand my job duties and what is expected of me.

Comments:

- What confuses me is the gray area of certain duties I'd normally associate with a house manager.
- I feel like my position is sometimes a "catch-all", and while understanding that this will be the case sometimes the scenarios that unfold aren't really anticipated and training can be difficult to foresee.



◆ Trillium Services provides on-going training that supports growth and improvement.

Comments:

- I was also told we're able to request certain trainings, I think that could be really helpful!
- In my time at Trillium, I have been a part of more training events than I can count! Trillium does an excellent job of offering multiple opportunities or training throughout the calendar year.
- I'm not certain, this used to be the case but since I'm only at respite once a month, I'm uncertain what additional training exists.

◆ I receive pay and benefits that are competitive with others in this field.

Comments:

- I personally feel that with my work ethic, communication skills, positive, etc I would be valued a bit more.
- You don't get paid for your experience you have. You have a set wage by the state. I can't work forever for 20 bucks an hour.
- I am unsure of the comparisons.

◆ I feel that Trillium Services is true to its Mission, Vision, and Core Values in the services provided.

Comments:

- Trillium is person-centered to its core. The entire company is always striving to grow and do better every day to make sure our Mission, Vision, and Core Values are lived experiences for all the people we support.

◆ I am familiar with Trillium's Employee Recognition and Incentive Program.

Comments:

- Not always announced, only see it on Facebook occasionally.
- I have never heard of this.
- It is always fun to see some of the employee recognition shared on social media.



Yes = 94 %
 No = 6 %

◆ What do you like best about your job?

Comments:

- It allows my strengths to come to the surface
- Supporting person served and family
- Serving others, having a positive impact, and making a difference
- Getting to connect with the people I work with and serve
- Having a set schedule
- Spending time with the people I support
- Opportunity to share new activities and opportunities with my clients
- Flexibility
- Open communication
- Watching the service recipients grow
- Variety
- Working with people and seeing their progress in things they do
- Having fun with the people I work with
- Helping people
- Autonomy
- Control over scheduling as needed
- Creativity is limitless
- The freedom to challenge myself and the entire team to not only do our very best work, but to always be looking for better ways to do it
- Training
- The relationships
- Seeing the people we support happy and doing things they want to do, and seeing growth in our employees
- Collaborating with individuals who share similar values and aspirations is something I enjoy
- It's important to me to create an inclusive environment where everyone feels valued and recognized
- Getting to know all the different people we support
- Meaningful human interactions
- The individuals I work with
- Making a positive impact on the people I support
- I enjoy having a supervisor who can relate and help out with things and enjoy the people I provide services for
- The relationships I have established with those I support, families, and my co-workers
- The recipients and the hours
- I get to be part of some pretty good people's lives who I might not have known otherwise
- Helping other staff learn how to best support each individual recipient, either by doing training shifts or speaking with them about situations as they come up
- My ability to understand my client needs and act accordingly
- The support and help with any questions
- The amazing people I have built relationships with
- Helping people with person centered plans
- Helping the individuals I support live their best lives

Strongly Agree = 59 %

Agree = 36 %

Neutral = 5 %

Disagree = 0 %

Strongly Disagree = 0 %



◆ Overall, I am satisfied with my position at Trillium Services.

Comments:

- I am to go higher and learn more as soon as I'm recognized as being ready for the challenge.
- Not sure, I've been actively seeking other opportunities elsewhere.
- Trillium has been instrumental in enhancing my abilities and mindset, providing me with opportunities for continued growth and development.
- But there's a time when you need to take care of yourself and family instead of watching people you care for grow faster than you.

◆ Would you recommend employment with Trillium Services to others?

Yes = 100 %

No = 0 %

◆ What do you believe to be Trillium's strength?

Comments:

- Flexibility
- Communication
- Supporting employees and making them feel valued
- Pushing for a home-like environment in community living houses
- The Mission and Core Values
- Community involvement
- Personalized service
- Have great staff that get along with one another
- Caring and compassion for their clients and employees
- Reputation
- Everyone from the top down seems to truly care about our clients
- Available at all times
- Person centered planning
- Always looking for creative ways to support the people we do
- Family-like atmosphere
- Understanding
- The culture promoting staff taking ownership of the mission
- Your training program
- We care about each other
- Being a leader in person-centered practices and always striving to do better
- The people
- Making sure the clients goals are met
- It's good to know that you can count on the people you work with
- Wide variety of activities for the service recipients
- We all have the same vision of help and support and friendship for our clients
- Treating employees with respect and honoring their needs and wishes
- Everyone is caring and works hard to make a difference
- Commitment to the service recipients
- Always being there for staff and making sure we get all the resources possible to help our clients with everything
- Quick to admit and fix errors
- Trillium as whole does an amazing job of putting the people we support and what they need first
- I love that the ladies have consistent schedules that get them out and connected in the community
- I love that their goals are heard and encouraged
- Strong moral foundation
- Teamwork
- Adapting with the rapidly evolving human services sector
- Good training
- Helping each and everyone out and accomplishing everyone's life goals they have in life

◆ Additional Comments.

Comments:

- I'm proud of all the wonderful things that Trillium does for our community. I'm grateful to be able to be a part of it and am fully invested in it.
- Holiday pay for all full-time employees!
- I have many times steered people towards Trillium as I believe it is the best operated service of this kind in our area.
- Communication! This area needs to be revised. On many occasions communication has lacked from Supervisor to clients. I have had all of my clients complain to me that they weren't told changes or given updates. Training for new employees lack the supervision they need to be taught how their job should be. Not sitting around and watching TV or playing on their phone. Getting out and helping clients grow and learn.
- I absolutely love my job at Trillium and I will most likely be with the company until I'm forced to leave someday.
- I really enjoy my job. I have told a lot of people what a great company Trillium is to work for. Your Directors go above and beyond to help out.
- I love my job at Trillium!
- I am happy with my time spent working at Trillium Services!



Employee Satisfaction Survey Action Plans

The following are action plans that were written to address areas of needed improvement.

I can openly communicate with my Supervisor when I have a question or concern.

Plan of Action:

Director met with employee and determined that communication styles didn't mesh and agreed that face-to-face communication or phone would be used.



Plan of Action:

Meet with employee to evaluate wage. Review showed higher wage was not being received when working at other programs.

I receive pay and benefits that are competitive with others in this field.

Plan of Action:

Discuss wages, cost of living adjustment and opportunities for advancement.

Plan of Action:

Meet with employee to determine if they are interested in any type of promotion to increase wage.



Plan of Action:

Discuss competitive pay and benefits and how we're always keeping up with competitors so we can stay competitive. Will also inform of the option to be full-time so they are eligible for benefits.



I am familiar with Trillium's Employee Recognition and Incentive Program?

Plan of Action:

Continue to talk about program during New Employee Orientation and staff meetings so people are familiar.

Plan of Action:

Consult with employee regarding ways to support them in feeling more valued on their team.

I feel that I am a valued member of my team.

Plan of Action:

Meet with employee weekly to assure they feel more connected and valued,.

Plan of Action:

Go over ways to show how huge of a part they play company-wide not just at the program. Discuss more ways to show appreciation and celebrate milestones.

Trillium Services provides on-going training that supports growth and development.



Plan of Action:

Meet with employee to discuss further training and career opportunities and development.

Overall I am satisfied with my position at Trillium Services.

Plan of Action:

Speak with employee how we can improve her position as an employee and becoming a more prominent part of training new staff.



We are proud of the work we do in providing quality services to all of our stakeholders.

Surveys are a good way of measuring company performance; and in order to do the best job we can, we need your feedback. Your input is essential in assisting us to identify areas of our program that may need further development.

Thank you to all who participated in this survey!



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