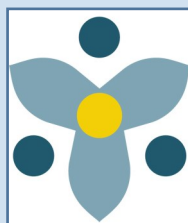


Trillium Works! Satisfaction Survey Results



**January 1 - December 31
2024**

Survey Completed in 2025



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Trillium Works! Service Recipient Results

69 of 82
responded
84 %



YES



NO

◆ Do you like where you are working?

Yes = 95 %
No = 5 %

Comments:

- Would like a new job or work at Black Bear.
- I would like to find a job at a coffee shop.
- Not working
- I like my co-workers.

◆ Was it easy to access services?

Yes = 100 %
No = 0 %

Comments:

- I live at Trillium home.



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

Yes = 100 %
No = 0 %

Comments:

- Good communication
- More independence

◆ Are you listened to when you have a concern?

Yes = 99 %
No = 1 %

Comments:

- I want to be challenged.
- Some supervisors listen to me.
- They do a really good job at this.



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

Yes = 98 %
No = 2 %

Comments:

- I am not sure
- I have a list. I want to change to get back to work.
- Collective!

◆ What is your favorite career outcome?

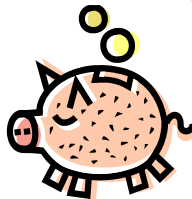
Comments:

- My independence
- Learning new things at work
- Doing what I want
- Being alone
- Follow my business dream
- My job
- Looking for a job
- Leaving my old job
- Communication with my managers at work and my program manager
- No more job coaches
- Holding a steady job

◆ What successes are you most proud of?

Comments:

- Been at my job for 12 years
- Making money
- That my boss says I do a good job
- Volunteering
- Not having a job coach
- Taking STRIDE to work
- Independence
- Proud of my job and meeting new friends and coworkers
- Working hard at my job
- I have 2 different jobs
- Everything
- Reaching my one year anniversary at my job



◆ What do you like best about your services?

Comments:

- My coach
- Collective
- Work and volunteering
- New friends
- Everything
- Hanging out with staff
- Building a relationship with my workers and supervisor
- I have a variety of things to do
- Enjoying my job
- The people
- I like to be with Trillium
- Meeting new people
- The people are so friendly
- Working with my job coach
- Great sense of humor
- Love everything horses
- Being independent
- Job coaches
- I like that I have a team of communication with me
- Everything and everyone
- I like volunteering
- I can come to my supervisor when I need help
- Picking on my job coach
- That I can ask for help and know that it will be there
- I like rides to work and helping me learn my job



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

Comments:

- More hours
- More coaches
- Get a job
- Finding a paid job at a restaurant
- Communication
- Have a later shift on work day and have a different shift time.
- Be more independent
- Better communication, less new job coaches, more consistency

◆ Additional Comments.

Comments:

- Thank you for what you do!

◆ Would you recommend Trillium Works! to others?

Yes = 99 %
No = 1 %

Trillium Works! Service Recipient Satisfaction Survey Action Plans

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

Plan of Action:

Help search for a new job that is more accommodating and appreciative.

Do you like where you are working?



Plan of Action:

Have open conversations with service recipient. They are considering retirement.

Plan of Action:

A VRS referral has been submitted by case manager. As soon as it gets approved we will start job hunting!

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

Plan of Action:

Help service recipient learn more about attending LSC. Will bring to campus and get information.

Plan of Action:

Continue to coach service recipient and help her strengthen her skills to be independent.

Plan of Action:

We have been training more people to work with them.

Plan of Action:

Added hours for them to be able to have day support services with us one day a week.

Plan of Action:

Make sure to communicate schedule changes ahead of time.

4 of 34
responded
12 %

Vocational Rehabilitation Services Service Recipient Results

Strongly Agree = 67 %
Agree = 33 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ Do you like the level of services you are receiving?

Comments:

- Never got started with services other than initial contact with worker which was great.
- Worker has lots of patience.

Strongly Agree = 75 %
Agree = 25 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ Are you happy with the relationship you have with Trillium Works! staff?

Comments:

- No comments given.



Strongly Agree = 67 %
Agree = 33 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ Does Trillium listen to you when you have a concern?

Comments:

- No comments given.

Strongly Agree = 33 %
Agree = 67 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

◆ Was it easy to access our service?

Comments:

- Wasn't with the program long enough to access.

Strongly Agree = 67 %
Agree = 33 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

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

Comments:

- Mostly

◆ What do you like best about your services?

Comments:

- Exploring the many jobs that are out there.
- I am happy with the people that are helping with my services.
- I have been at my job for 6 months.



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

Comments:

- I don't think I would change anything.

◆ **Additional Comments:**

Comments:

- Thank you for helping me with my job search.
- Sorry we didn't get to work together longer, but I am enjoying retirement.

◆ **Would you recommend Trillium
Works! to others?**

Yes = 100 %
No = 0 %



VRS Satisfaction Survey Action Plans

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

**Was it easy to access our
services? - Neutral**

Plan of Action:

The service recipient wanted more services from us but was not able to get on the waiver that would allow that to occur. Unfortunately, there wasn't any more we could do once her VRS funded services ended.



9 of 70
responded
13 %

Trillium Works!

Family/Guardian Results

Excellent = 67 %
Good = 33 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- Staff have been very reliable, respectful, responsible, and kind.
- He is having many more opportunities to experience his community and participate in activities that I cannot provide on a daily or weekly basis.

Excellent = 89 %
Good = 11 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- It has been easy to contact someone who has addressed my concerns with ideas of how to make the situation better.
- Texts and emails are answered quickly.



Excellent = 75 %
Good = 25 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the ease in accessing services?

Comments:

- The staff is always ready for any service.

Excellent = 67 %
Good = 22 %
Fair = 11 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate the support your son, daughter, or ward receives in building relationships in the community?

Comments:

- They always make sure my son makes good decisions in the community.
- Staff engage with my daughter out in the community daily, doing different activities that appeal to her.

Excellent = 89 %
Good = 11 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- Communication has been very good. Response times are quick.
- They respond to our emails and phone calls in a timely manner.



Excellent = 56 %
Good = 44 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- Personal outcomes are worked on each shift.
- Moving along nicely. Supported by staff. So pleased with things that are happening.

Excellent = 56 %
 Good = 44 %
 Fair = 0 %
 Poor = 0 %
 Unknown = 0 %

◆ How would you rate our overall quality of services received?



Comments:

- Staff are always attentive to needs and responses.
- Always supportive. And a family-like feeling in the home.
-

Excellent = 62 %
 Good = 38 %
 Fair = 0 %
 Poor = 0 %
 Unknown = 0 %

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

Comments:

- They let him know he has the right not to do things also to do things.
- We have been very happy with overall services.
- Mostly excellent care. Only negative is that occasionally daughter gets missed and has to wait for rides. Doesn't happen often, just a few times but it causes anxiety for her.



◆ What do you like best about the services that are provided?

Comments:

- Everything is coordinated and communicated well.
- They help them be independent.
- Competent, caring staff. Very responsive and caring management.
- That we see all good things happen at Trillium and my son and all the other people are having a great time.
- The staff are kind and caring and always helpful. Trillium provides our son with a feeling of independence with support and acceptance is always nice.

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

Comments:

- Maybe a shuttle bus that takes anyone on day trips—zoo, park, movies.
- Don't have suggestions. Just very satisfied and thankful.

◆ Additional comments or concerns.

Comments:

- I think we are fortunate to have Trillium support for our son. As the years march by, I feel he will have care and support and be safe when I am not able to provide my support.

◆ Would you recommend Trillium Works! to other families/guardians?

Yes = 100 %
 No = 0 %

Trillium Works! 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 overall quality and of services received?

- Occasionally daughter gets missed and has to wait for rides. Which causes daughter anxiety.

Plan of Action:

Supervisor will confirm rides and will encourage service recipient to reach out if her ride is not there. Supervisor will discuss protocol she can follow if ride is running late to reduce stress.

Please list additional services or supports you would like to see us provide.

- Shuttle bus to take individuals on activities

Plan of Action:

Supervisor will provide parent with information about public transportation that is available and provide a monthly community calendar with events that are happening in the community so their son can take part.



10 of 181
responded
5 %

Colleague Satisfaction Survey Results

Excellent = 33 %
Good = 67 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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



Comments:

- No comments given.

Excellent = 33 %
Good = 67 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- No communication from Trillium Works outside of our scheduled meetings.

Excellent = 33 %
Good = 67 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How would you rate Trillium Works! in promoting community participation?

Comments:

- They encourage my client to engage in the community as much as possible.

Excellent = 33 %
Good = 67 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- No comments given.

Excellent = 33 %
Good = 67 %
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.

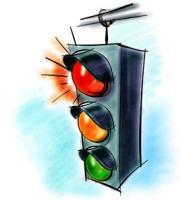


Excellent = 33 %
Good = 67 %
Fair = 0 %
Poor = 0 %
Unknown = 0 %

◆ How flexible are the support services provided?

Comments:

- No comments given.



Excellent = 33 %
Good = 33 %
Fair = 34 %
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:

- No comments given.

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

Comments:

- More availability for employment services.

◆ Additional comments or concerns:

- I do have concerns that the Trillium Works staff do not quite understand their roles as it relates to reporting information to the county and/or SSA for their clients.

Excellent = 33 %
Good = 34 %
Fair = 33 %
Poor = 0 %
Unknown = 0 %

◆ Please rate our overall commitment to our Mission, Vision, and Core Values.

Comments:

- No comments given.

◆ Would you recommend Trillium Works! to other colleagues?

Yes = 100 %
No = 0 %



Colleague Satisfaction Survey Action Plans

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



Plan of Action:

Discuss communication at next meeting or call to touch base with case manager.

How would you rate the overall communication between you and Trillium Works? - Fair

Plan of Action:

The case manager is new to their position, so it has taken a little time to develop a relationship with them. There currently isn't a lack of communication, but we haven't needed to communicate often because we have not encountered problems that needed assistance.

Are there additional services or supports you would like to see provided? - More availability for employment services

Plan of Action:

The service recipients served have both been at their jobs for over a year. No current development is needed.



Additional Comments - Concern about staff not quite understanding their roles.

Plan of Action:

Program Director will reach out to the case manager directly to discuss concerns and resolution.

9 of 42
responded
21 %

Employee Satisfaction Survey Results



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

Comments:

- The training I received was not completely for Works. It was mostly for the other parts of Trillium services and I feel a lot o things were left out for Works.
- There could be a lot ore training for specific behaviors, etc.
- The initial training was helpful to be successful in my position. I have received ongoing training through the years both official as well as the availability of supervisor s and directors to provide e support directly and answer any questions I may have.

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

Comments:

- Every recipient I work with has been great. This job has given me more tools that I need to do a better job and be a better person.
- I always enjoy working with the service recipients and appreciate the relationships built. Most, if not all, service recipients seem to enjoy working with me.

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

Comments:

- My new supervisor is amazing! He is thoughtful, caring, kind, and communicative. He gets back to me every time I have a question unless he is out.
- My supervisor has always been and continues to be open for questions, concerns, clarification, and direction.
- My director is honest, fair, and a good listener.

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

Comments:

- Team members have always been encouraging and expressed appreciation for the work that I do.
- It's hard to feel strongly valued when I am making less than the recipient I work with. Talking to other job coaches and hearing their travel mileage is way more and they get a bonus for every year they are with the company.



Strongly Agree = 67 %
Agree = 33 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

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

Comments:

- Job responsibilities have always been clear and my supervisor has always been available for clarification and direction.

◆ Trillium Works! provides ongoing training that supports growth and improvement.



Comments:

- More trainings would be helpful.
- Trillium provides ongoing training to refresh knowledge as well as learn new things. Trillium has also been open to the possibility of allowing me the opportunity of participating in various trainings of my choosing to help me gain new skills and knowledge.

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

Comments:

- Milage is not up to state standards.
- I haven't received a raise in 2 years to which I was recently told had to do with the state. It comes down to greed, the American way...
- I feel full-time employees should received paid holidays.
- To my knowledge, Trillium has always valued ensuring that pay is comparable, if not higher than similar companies. I appreciate that Trillium has searched for and offered different benefit plans and has worked hard to limit the rise in cost for benefits as well as contribute to 401k and HSA. I have also appreciated the HSA plan availability to reduce monthly cost and save money for medical expenses.

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

Comments:

- Trillium clearly seeks to follow its Mission, Vision and Core Values in the services provided. Trillium appears to promote employees who share and express those values. Trillium also continues to refresh those values at training throughout the year.

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

Comments:

- Not really. I have been with Trillium for nearly 3 years, but I don't know much about extra programs, incentives, etc.



Strongly Agree = 45 %
Agree = 22 %
Neutral = 22 %
Disagree = 11 %
Strongly Disagree = 0 %

Strongly Agree = 22 %
Agree = 34 %
Neutral = 11 %
Disagree = 33 %
Strongly Disagree = 0 %

Strongly Agree = 44 %
Agree = 45 %
Neutral = 11 %
Disagree = 0 %
Strongly Disagree = 0 %

Yes = 89 %
No = 11 %

◆ What do you like best about your job?

Comments:

- The recipients
- Getting to know the recipients and being the best job coach for them.
- Relationships that I have established with the recipients.
- Client interaction
- The people I work with.
- I have greatly appreciated the flexibility I have received in my current position and the team that I work with in the Works department.
- I truly enjoy working with the Works team.
- The recipient I work with. Supervisors are great too.
- I get to be with multiple recipients during the week. Seeing all the faces bright up at Collective when they get to do activities they enjoy. Being around all my wonderful coworkers.



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

Comments:

- Trillium is true to their Mission, Vision, and Core Values!
- Our team of coworkers
- DSP Staff that care about their clients
- Good workers
- The ongoing training
- I think the company originally wanted to help people when the owns started it, now it seems to be more about the money. I know things get more and more expensive but I worry about the recipients.
- Trillium's strength is to support the individuals in pursuing their best life. Employees are supportive of one another. Trillium has a lot of shared knowledge and experience.
- I think the strength of Trillium would be their ability to have no one fall through the cracks. Everyone deeply cares about their recipients and their families as well. We all want them to succeed at times even more beyond of what they would've thought possible and coming up with solutions when bumps in the road occur.

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

Comments:

- I am sort of satisfied. I enjoy my job, but its also tough. My body is making it more and more difficult, but I enjoy working with the recipients.
- My team, and especially my supervisor, have been very supportive and I'm honestly not sure what I would do without the support and flexibility that I have.

Strongly Agree = 45 %
 Agree = 44 %
 Neutral = 11 %
 Disagree = 0 %
 Strongly Disagree = 0 %

◆ Additional Comments.

Comments:

- Thank you so much for the support and opportunities you have given me. It's encouraging to be a part of something that truly seeks to improve the lives of the community.
- I wish there were more incentives for workers.
- I do have one complaint that there's a lack of communication between departments.
- I would say that Trillium does a good job, but I think it's better to ask the recipients what they think and feel, because this is for them. If they aren't being taken care o properly, then this company isn't working.



◆ Would you recommend employment with Trillium Services to others?

Yes = 100 %
 No = 0 %

Employee Satisfaction Survey Action Plans

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

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

Plan of Action:

Discuss additional training at staff meeting so employees know that it is available.

Plan of Action:

Meet with staff to see what type of trainings they maybe be interested in.

Plan of Action:

Provide a list of possible trainings that are available and assist in getting employee enrolled.



Overall, I am satisfied with my position at Trillium Works!

Plan of Action:

Communicate with employee to allow them to express any further concerns.



**I am familiar with Employee Recognition and Incentive Program.
– No**

Plan of Action:

Meet with employee to explain program and what incentives are and how they are awarded.

Plan of Action:

Discuss employee recognition and incentive program at staff meeting.

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

Plan of Action:

Meet with employee to discuss pay scale and any opportunities for promotion to increase their pay.

Plan of Action:

We stay as competitive as possible and after the survey period did give \$1 raise to current employees.

Plan of Action:

Explain to employee that we are not required to pay out mileage, but we feel it is important to reimburse what we can.



**Additional Comments:
Communication**

Plan of Action:

Make sure all information is passed along to all members of the team. Keep in contact about appointments.



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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