

Trillium Services, Inc. Satisfaction Survey Results



**January 1 - December 31
2020**

Survey Completed in 2021



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Community Living Service Recipient Results

50 of 55
responded
91 %



YES



NO

◆ Do you like the house you live in?

Yes = 96 %
No = 4 %

Comments:

- I like it here always
- I like my roommates
- I want to live on my own
- More living space
- Kind of
- I am more happy living with one lady
- Like everyone in the house
- I don't want to move
- I do not like it here. I do not like the room-mates. I want an apartment by myself.



◆ Do you feel comfortable in your home?

Yes = 96 %
No = 4 %

Comments:

- Sometimes I don't like listening to house mates
- Sometimes its noisy
- Fun house, good times
- Kind of
- I like my room. I like my storage room. I can play my music and watch TV
- I enjoy living with all my housemates
- Too noisy upstairs

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

Yes = 98 %
No = 2 %

Comments:

- It is a perfect fit
- I need more
- In the process of arranging it
- I love having lots of stuff dolls, Disney, and Pink
- Want dresser moved by closet, but not a lot of room

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

Yes = 100 %
No = 0 %

Comments:

- I can be pretty shy though
- At mall



Yes = 96 %

No = 4 %

◆ Do you feel connected to friends?

Yes = 98 %

No = 2 %

◆ Do you feel connected to family?

Comments:

- I see friends at church every week.
- I talk to Dad almost every day and see him one or more times a week.
- Sometimes
- I don't socialize outside of the house.
- Our neighbor is great!
- One bad neighbor.

Yes = 84 %

No = 16 %

◆ Do you feel connected to neighbors?



◆ Do you feel respected?

Yes = 98 %

No = 2 %

Comments:

- I feel like people almost always know where I'm coming from.
- Sometimes
- But not by one of my roommates.
- For the most part.
- I don't know.

Yes = 100 %

No = 0 %

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

Comments:

- I'm very indecisive at times, but I'm glad I can get help with it.
- I don't know.

◆ Are you listened to when you have a concern?

Comments:

- Sometimes
- All the time
- It get upset and want staff to listen. I once in awhile like to write a letter to others.
- Most of the time/

Yes = 100 %

No = 0 %

◆ Do you get what you need from your staff?

Comments:

- Want more 1:1
- Not all of the staff know how to do my physical therapy.
- I can always count on them to be there when I need them.

Yes = 98 %

No = 2 %



◆ **What successes are you most proud of?**

Comments:

- I like to get more sleep
- Going to state for my bowling meet
- I'm proud of my cooking
- I'm proud of myself for meeting my goals
- Save money for trips
- Becoming more independent
- How I stand up for myself
- Coloring my pictures
- Being able to move into the master bedroom
- Working independently without a job coach
- Stable job
- Being on the SAM program
- Being in a long term relationship



◆ **What do you like best about your services?**

Comments:

- Listened to
- They take all of us bowling
- I like when staff talk to me
- Friendly environment
- Lots of exercise
- I'm respected and feel safe where I live
- Coloring
- Fun
- Consistent staff
- Going places with staff
- The people I work with
- Staff are always looking out for my wellbeing
- How staff check in with me

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

Comments:

- Stand up for your right
- Working on saving for my own place
- The temperature in my room
- Nothing
- 1:1 time
- One level home
- More pay for staff
- I would have two staff
- More snacks
- Go on more bike rides and walks
- Doing more group activities
- Want to talk to Supervisor more
- More concerts, picnic and ballet
- Communication and how often people come to check in what's going on at the house

◆ **What do you enjoy doing in your community?**

Comments:

- Going for walks
- Meeting new people
- Baking
- YMCA
- Zoo
- Gardening
- Going out to see people
- Car rides
- Aquarium
- Depot
- Hiking
- Parks
- Drives up the shore
- Watching boats
- Going to the mall
- Music in the Park
- See friends
- Going to Husky games
- Roller skating
- Church
- Bowling



◆ **Additional Comments.**

- I like my staff and roommates.
- My house rocks!

◆ **Would you recommend Trillium Services to others?**

Yes = 98 %
No = 2 %

Community Living Service Recipient Satisfaction Survey Action Plans

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

Do you like the house you live in? - I want to live on my own.



Plan of Action:

Will work on independent living skills to increase independence.

Plan of Action:

Director will discuss in next meeting about living on own and what steps to get there.

Plan of Action:

Service recipient will continue to work on his goals so he can get his own apartment.

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

Plan of Action:

Supervisor will work with service recipient to find community opportunities to meet new people.

Plan of Action:

Will work on connecting more with neighbors and meeting people by baking and talking while outside. Will also try to get out and meet people.



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

Plan of Action:

Staff will assist service recipient find concerts and other activities. Supervisor will ensure staff is available to attend.

Plan of Action:

Offer group activities people have enjoyed in the past and look for new ones!

Plan of Action:

Service recipient wants to do Special Olympics which has COVID restrictions. Will find a training plan and check for updates.

Community Living Family/Guardian Survey Results

30 of 65
responded
46 %

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

Excellent = 50 %
Good = 40 %
Fair = 3 %
Poor = 0 %
Unknown = 7 %

Comments:

- The staff is caring and flexible.
- It has been a very trying year form all with the pandemic. Trillium staff have been wonderful.
- Multiple staff changes, lack of follow through with care plans, not enough staff to complete required care.



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

Excellent = 47 %
Good = 33 %
Fair = 17 %
Poor = 3 %
Unknown = 0 %

Comments:

- Little follow through.
- The house manager is always there. Just a text away at just about any time of the day or night. So flexible and understanding when plans change.
- Responsiveness is great, but sometimes issues haven't gotten resolved as quickly as I'd like.

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

Excellent = 23 %
Good = 43 %
Fair = 17 %
Poor = 7 %
Unknown = 10 %

Comments:

- Challenges due to the pandemic have limited activities. We look forward to more involvement when things settle down.
- They are not getting out as much as before COVID, but that is understandable.

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

Excellent = 43 %
Good = 27 %
Fair = 3 %
Poor = 7 %
Unknown = 20 %

Comments:

- We feel we are listened to and our concerns are taken seriously.



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

Excellent = 44 %
Good = 33 %
Fair = 10 %
Poor = 10 %
Unknown = 3 %

Comments:

- I am always happy to hear about days and activities, and would like to hear more often.
- If emails are sent to the house manager, they often go unanswered. Often send CC to Supervisor as well.

Excellent = 31 %
 Good = 45 %
 Fair = 7 %
 Poor = 10 %
 Unknown = 7 %

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

Comments:

- Staff that have been with him for a long time know hi very well and help him to do the best they can when HE is willing.
- Too early to tell. Some of his goals for “healthy” food choices go by the wayside.

Excellent = 47 %
 Good = 33 %
 Fair = 14 %
 Poor = 3 %
 Unknown = 3 %

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

Comments:

- A very positive and caring environment.
- I don't think the quality is as good as it used to be. Not any one thing in particular.
- I'm very pleased with the quality of the staff and how they truly care for my sister.

Excellent = 53 %
 Good = 30 %
 Fair = 7 %
 Poor = 0 %
 Unknown = 10 %

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

Comments:

- Never been invited in to see the house. Would be nice if we were invited to take a tour.
- It is a beautiful well tended home. It is always clean when I go there.
- The atmosphere of the home has improved immensely.



Excellent = 60 %
 Good = 34 %
 Fair = 3 %
 Poor = 3 %
 Unknown = 0 %

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

Comments:

- I wish it were closer to my house, but it is in a good location and is accessible.
- It is in a very nice neighborhood. We are so pleased she can walk in such a safe area.

◆ What do you like best about the services provided?

Comments:

- Trillium is very attentive to our requests and the needs of our son.

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

Comments:

- It would be nice if staff would attempt to do something special on holidays for those not able to go home.
- Creative ways of getting him to move—exercise.
- Would be nice if she could go to concerts and plays.
- More qualified, consistent house staff.

- The people that work there and the “home kind of feeling”
- The staff truly care about my son and enjoy his personality.

◆ Additional comments or concerns.

Comments:

- I didn't even know care could be this wonderful for my sister. I can't say enough about the genuinely caring staff.
- Staff turnover. Making sure the staff that excel have a path to be awarded, promoted, and compensated.

Yes = 97 %
 No = 3 %

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

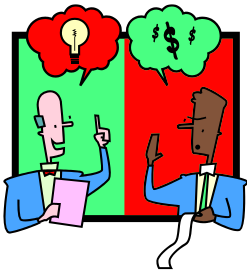
Community Living Family/Guardian Satisfaction Survey Action Plans

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

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

Plan of Action:

Staff and Service Recipient will do research on activities and Supervisor will ensure staff is available to attend.



Plan of Action:

Supervisor and staff will take part in planning activities.

Plan of Action:

Parent's main concern is getting out for activities, and would like updates on what is done.

Plan of Action:

Supervisor has created weekly bowling plans for service recipient and his friends.

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

Plan of Action:

Supervisor will make sure shift sheets with cleaning are done daily by staff.

Plan of Action:

Implemented new cleaning checklists. Had a discussion on expectations at staff meeting and Supervisor will continue to monitor.



Additional Comments—Healthy Activities

Plan of Action:

Supervisor will discuss ways to get exercise. Will also start taking walks around the neighborhood.

Plan of Action:

Will offer more outdoor activities.

Family Services/Connections Service Recipient Results

73 of 78
responded
94 %



YES



NO

◆ Do you like the services you are receiving?

Yes = 100 %
No = 0 %

Comments:

- Sometimes
- My staff helps me.
- They have helped me in so many ways.



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

Yes = 100 %
No = 0 %

Comments:

- My staff help me get out of the house.
- Went to softball—staff made it work for me.
- I have met quite a few.

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

Yes = 100 %
No = 0 %

Comments:

- They're always here to listen to me.
- Always—but I don't really have any concerns.
- I can even call when I need to.

◆ Do you feel comfortable asking for help or assistance?

Yes = 99 %
No = 1 %

Comments:

- Most of the time because I don't want to offend.
- Now I do!

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

Yes = 100 %
No = 0 %

Comments:

- I love how my staff help me with that.
- It's tough but staff do their best or talk to my guardian.
- My staff are really good at trying to keep me healthy.



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

Yes = 100 %
No = 0 %

Comments:

- I might change companies.
- I don't want Works right now, just Connections. I can go back to Works any time.



◆ What do you like best about your services?

Comments:

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> • Everything • Helpful, caring, kindness • They help me • I have awesome staff • Getting to do fun things • Friendly people • I get to go places • Being able to get out of my house • They are good to me • My staff are so helpful and calm • Going to the library • Coffee and dinner with my staff • Showing the ladies my new video games and cooking shows • Going hiking • Going to the zoo | <ul style="list-style-type: none"> • Getting out in the community • To exercise • Meeting new people • Make me make my own choices • Treat me with kindness and respect • I make friends and do stuff with them • I have been at Trillium for 24 years • It has increased my independence • I'm happy with everything • Respite care when I need it • People are nice | <ul style="list-style-type: none"> • People listen • Staff are easygoing • Being able to do what I want to do • Working with one staff through COVID to feel safe • Getting out to shop • Going out on the boat • Swimming • Dance parties • Going on walks • Going to the beach • Good advice • Respect • Trying new things |
|--|--|---|

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

Comments:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Nothing • I am happy • More staff and shifts • More time with my staff • Want to make a list for apartments • More people to work for you • More events • More staff in Silver Bay • I would like more shifts | <ul style="list-style-type: none"> • Everything is fine • I don't know • I think things are going really good • I can't think of anything • Trillium is great • Not sure there would be anything • I think its good |
|---|--|



◆ Would you recommend Trillium Services to others?

Yes = 99 %
No = 1 %

◆ Additional Comments.

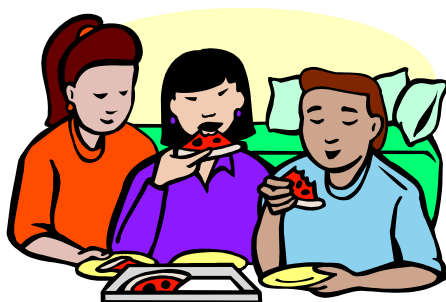
Comments:

- Family has not received services throughout COVID but want to extend a thank you for checking in and your willingness to help when we feel ready!



FS/Connections Service Recipient Satisfaction Survey Action Plans

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



Do you feel comfortable asking for help or assistance?

Plan of Action:

Supervisor will work to help service recipient build stronger relationships so they will feel more comfortable reaching out.

Plan of Action:

Supervisor will meet with service recipient to check and see why she thinks asking for help would offend.

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

Plan of Action:

Will look for additional staff to give more shifts a week.

Plan of Action:

Supervisor will contact other departments to see if any other staff are available so that service recipient has more shifts.]

Plan of Action:

Supervisor and Director met with HR to find a way to staff closer to service recipient's home—including a higher incentive bonus.



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

Plan of Action:

Director met with service recipient to formulate an action plan to help participate in more events.

21 of 75
responded
28 %

Family Services/Connections Family/Guardian Results

Excellent = 76 %
Good = 19 %
Fair = 5 %
Poor = 0 %
Unknown = 0 %

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

Comments:

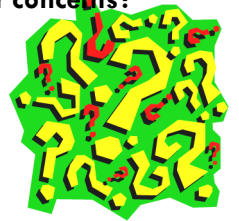
- Staff needs to be more creative to help direct the day activities. Service Recipient doesn't always know what to do for the day.
- I'm impressed with the continued contact!

Excellent = 71 %
Good = 19 %
Fair = 5 %
Poor = 0 %
Unknown = 5 %

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

Comments:

- If we have questions or concerns, they are answered promptly.
- Staff consistently needs prompting.



Excellent = 48 %
Good = 19 %
Fair = 19 %
Poor = 0 %
Unknown = 14 %

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

Comments:

- Try to continue with community program we are involved with.
- Trillium doesn't provide activities or classes that would enrich her life.

Excellent = 71 %
Good = 14 %
Fair = 10 %
Poor = 0 %
Unknown = 5 %

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

Comments:

- Always look out for the best interest of our child.

Excellent = 71 %
Good = 19 %
Fair = 10 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- Definitely easy to work with and always accommodate our ever changing schedules.



Excellent = 65 %
Good = 25 %
Fair = 10 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- Our son continues to build skills and has been reaching more of the personal goals.
- There are outside influences that make reaching goals difficult. Not the fault of Trillium.

Excellent = 75 %
Good = 10 %
Fair = 15 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- No Comments given.



Excellent = 80 %
Good = 10 %
Fair = 10 %
Poor = 0 %
Unknown = 0 %

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

Comments:

- The workers fit right in with our family and are respectful of our two mom family.
- They respect all the family members.

◆ What do you like best about the services provided?

Comments:

- Consistent care for our son. I never worry when he is with them.
- Flexibility and allowing our son to be as independent as possible. The support our family and our son receive.
- During the pandemic they have always had her health interest as a priority. Very flexible.
- Operates as a true partnership with us! Very impressive.
- Reliability, very good connections between her and her providers.

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

Comments:

- Want to connect with transitional services to make sure he gets on the list before he is too old.
- You are currently providing all services needed.
- I think diabetic training for my daughter's staff should be specific to her diabetes. Including her pump, Dexcom, and if the pump fails.

◆ Additional comments or concerns.

Comments:

- I like Trillium better than any other place my son has worked with. He has learned a lot and so have I.
- Thank you to everyone who works with our son. We appreciate all you do for him (and us).
- Keep up the great work!

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

Yes = 100 %
No = 0 %

FS/Connections Family/Guardian Satisfaction Survey Action Plans

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

How well does Trillium promote community participation and assisting in connecting to community?

Plan of Action:

Supervisor will keep a book of ideas of things to do with service recipient and will keep consistent staff so they can get out.



Plan of Action:

Staff started taking service recipient to church group to keep him involved in community.



Plan of Action:

Will provide more opportunities to do things outside of the service recipient's home.

Additional Comments—Parent/Guardian Council to Brainstorm Ideas

Plan of Action:

Director will meet with Executive Team to create a parent group to meet for brainstorming and quality assurance.

Additional Comments—Diabetic training specific to individual

Plan of Action:

Our LPN just completed our first training specific to this service recipient!



7 of 40
responded
17 %

Colleague Satisfaction Survey Results

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

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

Comments:

- Staff are not always good at communicating with guardians or case managers. Sometimes it takes a long time to get a response or they do not follow through on what is asked.



Excellent = 29 %
Good = 43 %
Fair = 14 %
Poor = 14 %
Unknown = 0 %

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

Comments:

- House supervisors do not return phone calls or emails
- Some times/contacts are more present and reachable than others.

Excellent = 57 %
Good = 29 %
Fair = 0 %
Poor = 0 %
Unknown = 14 %

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

Comments:

- No comments given.

Excellent = 43 %
Good = 29 %
Fair = 14 %
Poor = 0 %
Unknown = 14 %

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

Comments:

- It depends on the program and the client. Some programs are better at helping clients meet goals to promote independence while others seem to struggle with supporting clients based on individual needs.

Excellent = 42 %
Good = 29 %
Fair = 0 %
Poor = 0 %
Unknown = 29 %

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

Comments:

- No comments given.



Excellent = 17 %
Good = 49 %
Fair = 17 %
Poor = 0 %
Unknown = 17 %

◆ How flexible are the support services provided?

Comments:

- No comments given.



Excellent = 29 %
Good = 29 %
Fair = 14 %
Poor = 14 %
Unknown = 14 %

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

Comments:

- Family members are not notified of appointments or staff changes at the house.

◆ What do you like best about the services provided?

Comments:

- Individuals are provided transportation and a staff person to attend community based recreation programs.
- Some staff and programs do a great job meeting client needs.

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

Comments:

- If there's a way to get an updated "lead house/staff" contact list two times a year that would be very helpful to our organization.
- It looks like DHS will be making changes so fewer people will need the waiver. SILS supports will be important for people to be able to maintain their community living and jobs.

◆ Additional comments or concerns.

- Proud of Trillium for supporting and encouraging their clients to participate in recreation programs.
- There has been a great deal of changes with your program directors. Paperwork is not being sent out and has not been received for over a year. The directors are rude and condescending during meetings.



Excellent = 29 %
Good = 29 %
Fair = 13 %
Poor = 0 %
Unknown = 29 %

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

Comments:

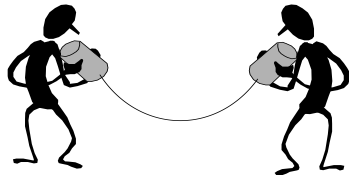
- No comments given.

◆ Would you recommend Trillium Services to other colleagues?

Yes = 95 %
No = 5 %

Colleague Satisfaction Survey Action Plans

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



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

Plan of Action:

Will CC on all communication going forward to keep up to date.

How would you rate the ongoing support, cooperation. And assistance you receive?

Plan of Action:

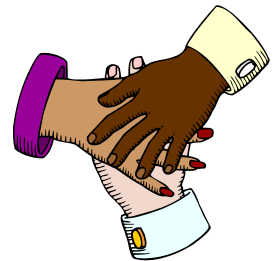
Director and Supervisor will respond to Case Manager and Guardian in a timely manner. Director will ensure completed.



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

Plan of Action:

Supervisor will assist Service Recipients in gaining independence while maintaining respect for individual's personal choices.



How would you rate the opportunities provided to individuals/families to change services?

Plan of Action:

Supervisor and Director will assist in all opportunities for services.

70 of 144
responded
49 %

Employee Satisfaction Survey Results

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



Comments:

Strongly Agree = 60 %
Agree = 37 %
Neutral = 3 %
Disagree = 0 %
Strongly Disagree = 0 %

- Help is here when I seek it.
- Trillium has continued to offer trainings and find creative ways to offer resources throughout the pandemic.
- All needs kindly and efficiently met.
- I agree but mostly disagree. We're having staff and sometimes floats train in on people they don't even fully know cares for. For resources, books are very out of date.

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

Comments:

Strongly Agree = 81 %
Agree = 19 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

- The pandemic has kind of changed being able to build those relationships, but I still try to get to know people as much as possible.
- The relationships I have made over the years are my favorite part of the job!

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

Comments:

Strongly Agree = 79 %
Agree = 21 %
Neutral = 0 %
Disagree = 0 %
Strongly Disagree = 0 %

- Always there to answer questions. They answer my text messages promptly.
- My boss and my team are fantastic. I am really fortunate to be a part of a great group of people.
- My supervisor is always there for me!

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

Comments:

Strongly Agree = 58 %
Agree = 35 %
Neutral = 7 %
Disagree = 0 %
Strongly Disagree = 0 %

- No comments given.



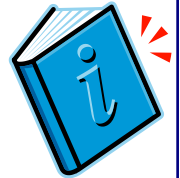
◆ I clearly understand my job duties and what is expected of me.

Comments:

- Clearly is a very strong word.
- I think a donut (the tool) would help!

Strongly Agree = 59 %
Agree = 38 %
Neutral = 3 %
Disagree = 0 %
Strongly Disagree = 0 %

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



Comments:

- Trillium's investment into employees through its training curriculum is second to none.
- Training is provided as opportunities arise to expand my capacity.
- Trainings have been a little hard to manage since the pandemic. We've done the best we can, but we have been so short staffed that people are not meeting requirements. I'm not sure how to even fix that without continuing to overwhelm people.

Strongly Agree = 52 %
Agree = 47 %
Neutral = 1 %
Disagree = 0 %
Strongly Disagree = 0 %

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

Comments:

- Trillium has put forth a lot of increases and opportunity for growth in the past year.
- Trillium's benefits package is very generous!
- My hours vary but for the most part I work 35-40 hours per week, sometimes more and do not receive any benefits other than sick time.
- Have a job offer in a similar field that starts at \$19 an hour.
- Haven't had an increase in mileage for years. Would be nice to get one.
- The latest raise is greatly appreciated, thank you.

Strongly Agree = 34 %
Agree = 45 %
Neutral = 20 %
Disagree = 1 %
Strongly Disagree = 0 %

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

Comments:

- No comments given.

Strongly Agree = 55 %
Agree = 41 %
Neutral = 4 %
Disagree = 0 %
Strongly Disagree = 0 %

Yes = 91 %
No = 9 %

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

Comments:

- No comments given.



◆ What do you like best about your job?

Comments:

- Working with the recipients.
- Building relationships with the people we serve.
- Being able to help people maintain and attain their goals in life.
- Working in a positive environment with co-workers who enjoy their job.
- Flexibility for growth and advancement in management.
- Building such strong connections with those we support and being able to help improve their lives as well as give those tools to grow and develop.
- I love being able to provide support to families who need it and build relationships with those families.
- The people I support.
- Helping people
- Flexibility
- To be able to make a difference in the ladies I serve and giving them space to be who they want to be in life and listen carefully to what they need.
- I really like the variety that I have day to day. No day is the same.
- I enjoy the people that I work with and love helping others move into their own place.
- I enjoy the flexibility while being a full time student.
- Having the ability to advance if I wanted to.
- Being able to connect with the people I support.
- Helping service recipients to value themselves in the community.
- Providing quality service where quality isn't always given or even cared about.
- Knowing that I am working for a company that provides important services to people in our community.
- Being able to see service recipients' growth over the years.
- Working with interesting and fun people.
- I love that I am able to help people live their best life.
- I've been to almost 10-11 houses now, so learning a wide variety of cares and being able to work my way up to all 17 is my goal.
- Being a valued member of the team.
- Hours
- Co-workers
- Relationships I've made over the years.
- Exploring new and first time activities with the clients.
- Support from Supervisor
- Having various roles.
- I enjoy working 1:1 with the person I support.
- Hanging with the guys at the house.
- Being active daily.
- I like being able to work on my own timeline.
- I like that I make a positive difference in another person's life.
- Doing fun things.

Strongly Agree = 62 %

Agree = 33 %

Neutral = 4 %

Disagree = 1 %

Strongly Disagree = 0 %

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

Comments:

- I really enjoy what I do and can't wait to see what the next 15 years brings me.
- As an employee of 20+ years, I am very satisfied.
- I don't really know where I stand in my position. I don't see any room for growth.



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

Comments:

- Teaching the recipients how to be as independent as possible.
- Caring so much for the people that we support.
- Compassion, understanding and helping.
- Trillium treats clients and employees from all different background with equality and inclusion.
- Being friendly
- Finding creative ways to support people and think outside the box.
- Communication
- Providing resources to it's service recipients in terms of assisting individuals with their goals.
- Helping employees find a position that is a good fit for them.
- How person centered they are with those that we support.
- Empowering the service recipients and listening to them.
- Mission and Core Values
- Listening to its employees and service recipients and making changes based on the best interest of both.
- Being able to be flexible on different houses or working with certain people to be able to do my best and thrive every day I come to work.
- Being person-centered
- We are extremely compassionate and dedicated to the people we support.
- Community involvement
- Building connections and relationships between the staff and the people they support.
- Kindness
- Looking out for the well being of the service recipients.
- Community involvement
- Team work -
- Recognizing individual strengths
- Person-centered services that are true to Mission, Vision, and Core Values.
- Investing in staff through training and recognizing reliable and above and beyond service.
- Dedication, commitment to staff and those they support.
- Quality of care and attention to service recipients' unique needs and personalities.
- Our staff truly care and are dedicated to their jobs.
- Good management
- Training
- Many opportunities.

◆ Would you recommend employment with Trillium Services to others?

Yes = 100 %
No = 0 %

◆ Additional Comments.

Comments:

- Trillium has really put forth every effort to accommodate everyone, myself included, during the pandemic.
- I appreciate and value the difference Trillium makes to the people they serve, and the opportunities they provide for the staff that serve them.
- I can't wait to see what the future holds and my career here!
- I have worked at Trillium for 20 years, this speaks volumes!
- These should be anonymous.
- I have recommended multiple people and 2 of them have gotten jobs!



Employee Satisfaction Survey Action Plans

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



Plan of Action:

Encourage employee to attend professional training and education.

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

Plan of Action:

Supervisor and Director will ensure all staff are signed up for available trainings each month and offer professional trainings.

Plan of Action:

Supervisor will look into trainings for management.

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

Plan of Action:

Trillium will continue to evaluate wages and adjust as the COLA changes.

Plan of Action:

Recently raised wages \$2.00 an hour for all employees and will continue to be competitive in the field in the area.

Plan of Action:

Trillium recently raised the hourly wage by \$2.00 an hour. Hoping to increase mileage soon.

Plan of Action:

Supervisor will check to see what the average hours are to see if eligible for benefits.





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

**Plan of
Action:**

Supervisor will meet
with employee
about the program
to explain how it
works.

Plan of Action:

Will review at staff
meetings so that all
staff are aware.

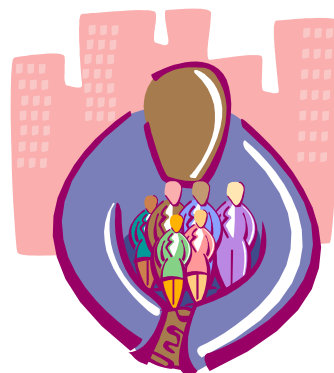
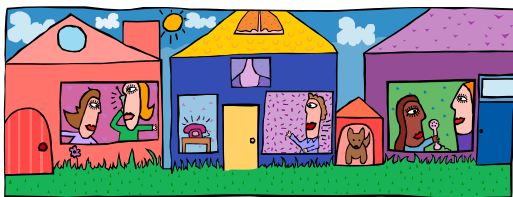
**I feel that Trillium is true to its
Mission, Vision and Core Values.**

Plan of Action:

Employee was frustrated about
something not being addressed. That
has changed due to leadership
change.

Plan of Action:

Supervisor will offer training hours
during the day to provide a different
perspective on the company.





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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