



PPCH

2026 SATISFACTION SURVEY REPORT

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Survey administered digitally with print options.

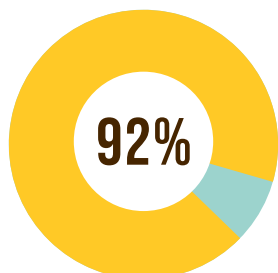
Field Dates: Monday, March 23rd to Monday, May 4, 2026

Responders were anonymous (*Note: Responders who required assistance were sometimes assisted by PPCH staff, but never had contact with the QA dept or survey administrators.*)

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EXECUTIVE SUMMARY:

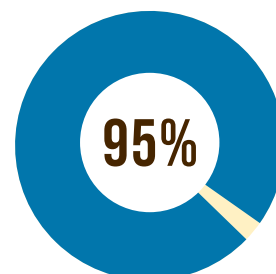
GENERAL SATISFACTION:



Respondents reported a high level of general satisfaction. Out of 61 respondents who rated their overall experience with services, 91.7% (55 respondents) reported being highly satisfied, giving a rating of 4 or 5 out of 5.

STRONG SAFETY & RESPECT IN LIVING ARRANGEMENTS:

Participants in PPCH residential programs report feeling overwhelmingly safe and respected. Specifically, 95.2% (20 out of 21) of Host Home residents and 94.4% (17 out of 18) of Independent Living residents explicitly state that they feel safe where they live.



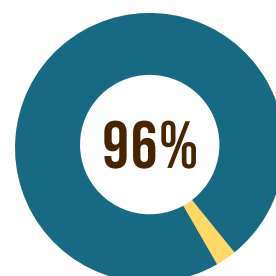
RESPECTFUL & SAFE CAREGIVING:



In our Family Caregiver (FCG) program, 100% of the respondents (12 out of 12) report being treated respectfully and feeling safe in their homes.

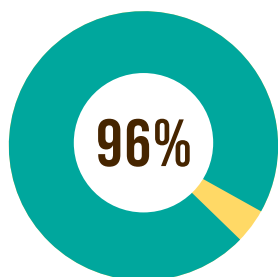
SCC STAFF SUPPORT:

Across Supported Community Connections (SCC), 96.4% (27 out of 28) of participants feel genuinely supported and respected by their staff.



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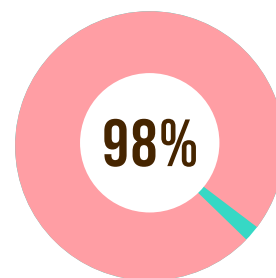
OUTSTANDING JOB HAPPINESS:



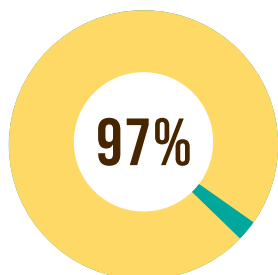
Our employment programs demonstrate excellent engagement. At SustainAbility, 95.6% (86 out of 90) of employees express high job happiness (rating 4 or 5 out of 5). Written comments highlight that employees love the social aspect, helpful staff, and contributing to the environment through recycling.

RESPECTED EMPLOYMENT COACHING:

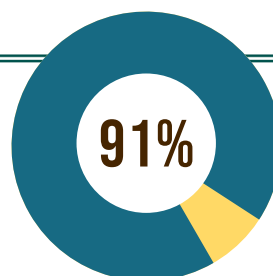
In our Community Integrated Employment (CIE) program, 98.2% (54 out of 55) of participants feel respected and treated well by their job coaches and CIE staff.



EFFECTIVE CLINICAL SUPPORT:



Clinical services are highly valued, with 97.3% (73 out of 75) of individuals reporting a positive relationship with their therapist, and 90.7% (68 out of 75) confirming that their therapy sessions are genuinely helpful.



PPCH RESPONSE TO FEEDBACK:

Key Opportunities for Operational Improvement:

Communication and Responsiveness: While the majority of responses are positive, a small subset of participants noted that communication could be clearer and follow-ups could be more consistent. Improving response times for inquiries remains a valuable area of focus.

PPCH has implemented a policy specifically to address the communication concerns and comments. It is the expectation of all PPCH employees to respond to all communications within 24 hours, or one business day. PPCH has also implemented our communication policy across the residential, CES, and SLS waiver departments for each Program Coordinator, Nurse, or PPCH representative to reach out to families and guardians at least one time per month to address any concerns the family/guardian may have.

Provider Benefits and Support: Qualitative feedback from field staff and Family Caregivers indicates a strong desire for access to health benefits packages, noting that comprehensive support for field providers is vital to maintaining high-quality care.

PPCH provides health care and other employment benefits to any employee working more than 30 hours each week, no matter the service or program. Unfortunately, PPCH is not able to provide health benefits to any employee working less than 30 hours per week, or to anyone considered a contractor. PPCH contractors include family caregivers and host home providers.

RESPONDENT TOTALS:

Questions:	Total Respondents:
General Questions:	61
Guardian Questions:	29
Nursing Case Management Questions:	29
SustainAbility Employment Questions:	90
Jack's & Steamers Employment Questions:	35
Clinical Questions:	75
Foster Parent Questions:	10
Children's Extensive Services Questions:	0
Family Caregiver Questions:	13
Community Integrated Employment Questions:	55
Host Home Provider Questions:	21
Independent Living Questions:	19
Supported Community Connections Questions:	26
Supported Living Services:	0

Total number of Survey Sections Completed:

463