



Community Living Alternatives, Inc.

HOST HOME PROVIDER SURVEY RESULTS

Host Home Providers Make All the Difference.
Here's What They Told Us.

2025



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Summary

Community Living Alternatives (CLA) invited Host Home Providers (HHPs) to **share honest feedback** about communication, support, resources, and their overall experience. This input guides our ongoing commitment to **strengthening provider relationships** and ensuring **high-quality support** for the individuals we serve.

In 2025, HHPs reported **strong overall satisfaction** — averaging **4.68 out of 5** — with especially high ratings for **Program Manager support, professionalism, and responsiveness**. Providers also shared a few practical suggestions that will help CLA continue improving.

Methodology

The 2025 Host Home Provider Satisfaction Survey was administered using a combination of electronic and paper-based methods.

- 12 HHPs submitted full electronic surveys via Google Forms.
- 3 questions were reissued due to formatting inconsistencies.
- 17 corrected responses were collected anonymously through a secure in-office drop box and entered manually into a separate Google Form.

Here's what Host Home Providers told us about their experience with CLA.

"I am very grateful to work with CLA and the individual loves the care from CLA." — Survey Responder

OVERALL SATISFACTION

4.68 out of a possible 5

Host Home Providers rated their experience across key areas, including communication, responsiveness, information sharing, access to resources, training, and professionalism. The chart below reflects **average scores based on a 1–5 scale (1 = strongly disagree, 5 = strongly agree)**.



Their comments give even **deeper insight** into what matters most to our Host Home Providers.

“CLA's support team is a great resource for host home providers who need help navigating the system, and have great insight into helping providers and individuals connect.” — Survey Responder

What Providers Told Us

Host Home Providers shared that CLA's strengths include **clear communication**, **quick responsiveness**, and **Program Managers who listen** and provide dependable guidance. Many providers noted feeling **respected, supported, and well-equipped** through ongoing training and access to needed information.

Providers also identified a few meaningful ways CLA can continue improving:

- Clearer communication about staff availability
- Stronger nursing follow-up for medical needs
- Offering direct deposit as an additional payment option

Overall, the feedback reflects **strong satisfaction** with CLA's team, communication, and support — and gives us practical direction as we continue strengthening our provider partnerships.

Thinking about becoming a Host Home Provider?

The same partnership, responsiveness, and respect our current HHPs appreciate is exactly **what you can expect when you join the CLA provider community**.

Why choose CLA?

At CLA, you're never on your own. We surround our Host Home Providers with a team that truly puts people first and shows up when it matters most.

- **40+ years of experience** supporting individuals with I/DD
- **Exceptionally low staff turnover** for consistent support
- **Smaller caseloads** for more personalized care
- **24/7 access** to a real person when you need guidance or help

Ready to explore hosting with CLA??

We'd love to connect and help you explore whether becoming a Host Home Provider with CLA is the right next step for you. **Join a team that values you as much as the people we serve.**

"CLA is an excellent example to other agencies in working with DD individual and Host Home Provider." — Survey Responder