



Community Living Alternatives, Inc.

# GUARDIAN SATISFACTION SURVEY RESULTS

Your Insights Guide Our Care.

2025



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## Summary & Methodology

Guardians of individuals receiving services from Community Living Alternatives (CLA) were invited to complete an anonymous electronic survey about communication, support, quality of services, and overall experience. Five guardians completed the survey, providing a mix of numerical ratings and open-ended comments. While the response size is small, the feedback offers meaningful insight into guardian experiences and areas of strength and opportunity for continued improvement.

### How the survey was administered:

The 2025 Guardian Satisfaction Survey was administered electronically using SurveyMonkey.

- Secure link sent to guardians through Secure Communications
- Responses submitted independently and anonymously
- Rating scales varied by question (some 1–5, one 1–3)
- Open-ended questions invited guardians to share what works well and where improvements could be made

Note: Results represent only the views of participating guardians.

Here's what guardians told us about their experience with CLA.

**"The support and enthusiasm of the staff is wonderful and much appreciated."**  
— Survey Responder

# OVERALL SATISFACTION

**4.65 out of a possible 5**

(Scores were normalized from mixed rating scales to ensure consistent comparison.)

Guardians rated CLA highly across multiple areas, including communication, dignity and respect, goal support, and health/personal care. The chart below reflects **average scores based on a 1–5 scale (1 = strongly disagree, 5 = strongly agree)**.



## Beyond the numbers, this guardian's reflection shows the impact CLA has had on Tony's life.

See how Tony has grown with the support of CLA's dedicated staff and providers. Scan this QR code to read his Lynnelle's reflections on her brother's journey.



**"Over the years CLA has been instrumental in providing Tony with opportunities to grow and excellent staff that have helped facilitate such a positive outcome for him. We could not have done it without them." –Lynnelle Z., Family Member**

## What Guardians Told Us

Guardians' comments help us understand not just the numbers — but the heart of their experiences. They consistently praised CLA staff for being supportive, enthusiastic, and easy to reach. Several highlighted positive experiences during transitions, noting that staff went “above and beyond” to ensure stability, communication, and care.

## What's working well:

- Proactive engagement and strong support from staff
- Smooth transition experiences
- Clear, responsive communication
- Positive relationships with Program Managers
- Opportunities for growth, learning, and independence

## Suggestions for improvement included:

- Bring back specialized programming (horse program, talent show)
- More supervised crafts or enrichment activities
- Continued clarity around available nursing services
- Occasional enhancements in communication frequency

## Conclusion

Guardians expressed high satisfaction with CLA's services, noting the staff's respectful, proactive, and individualized support. While a few program additions and communication refinements were recommended, overall feedback was strongly positive, emphasizing trust in CLA and confidence in the quality of care provided. Guardian insights will continue to shape program growth and strengthen CLA's partnership with families.

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## Interested in becoming a Guardian with CLA?

We'd love to talk with you about what guardianship looks like at CLA — and help you explore whether it's the right next step for your family.

**“The team is working proactively with my Ward in ways that are leading, from my perspective, to greater opportunities to grow.” — Survey Responder**

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