



Community Living Alternatives, Inc.

RESIDENTIAL SURVEY RESULTS

Insights from our Host Home Participants

2025



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Summary

Individuals receiving Host Home services at Community Living Alternatives (CLA) were invited to participate in a brief satisfaction survey to share how they feel in their homes and with the people who support them. This question — “The people I live with make me feel...” — captures one of the most meaningful aspects of Host Home services: emotional safety, comfort, and connection. **Overall, the responses clearly show that residents experience positive relationships and emotional security that are central to the Host Home experience.**

A total of **12 responses** were collected. Feedback reflects overwhelmingly **positive experiences**, with participants frequently describing their Host Home Providers as making them feel “**good**,” “**happy**,” “**comfortable**,” “**wonderful**,” and “**happy and helpful**.” Several responses highlighted the **warmth and kindness** of their caregivers, and one participant noted a meaningful 14-year relationship.

In response to the question, “Do you feel you have a choice in the people you live with?”, a small number of participants expressed uncertainty or provided neutral answers, while the majority shared positive and affirming feedback. Overall, the responses indicate that individuals in CLA Host Homes generally **feel respected, supported, and emotionally safe** — core indicators of **high-quality, person-centered residential support**.

Methodology

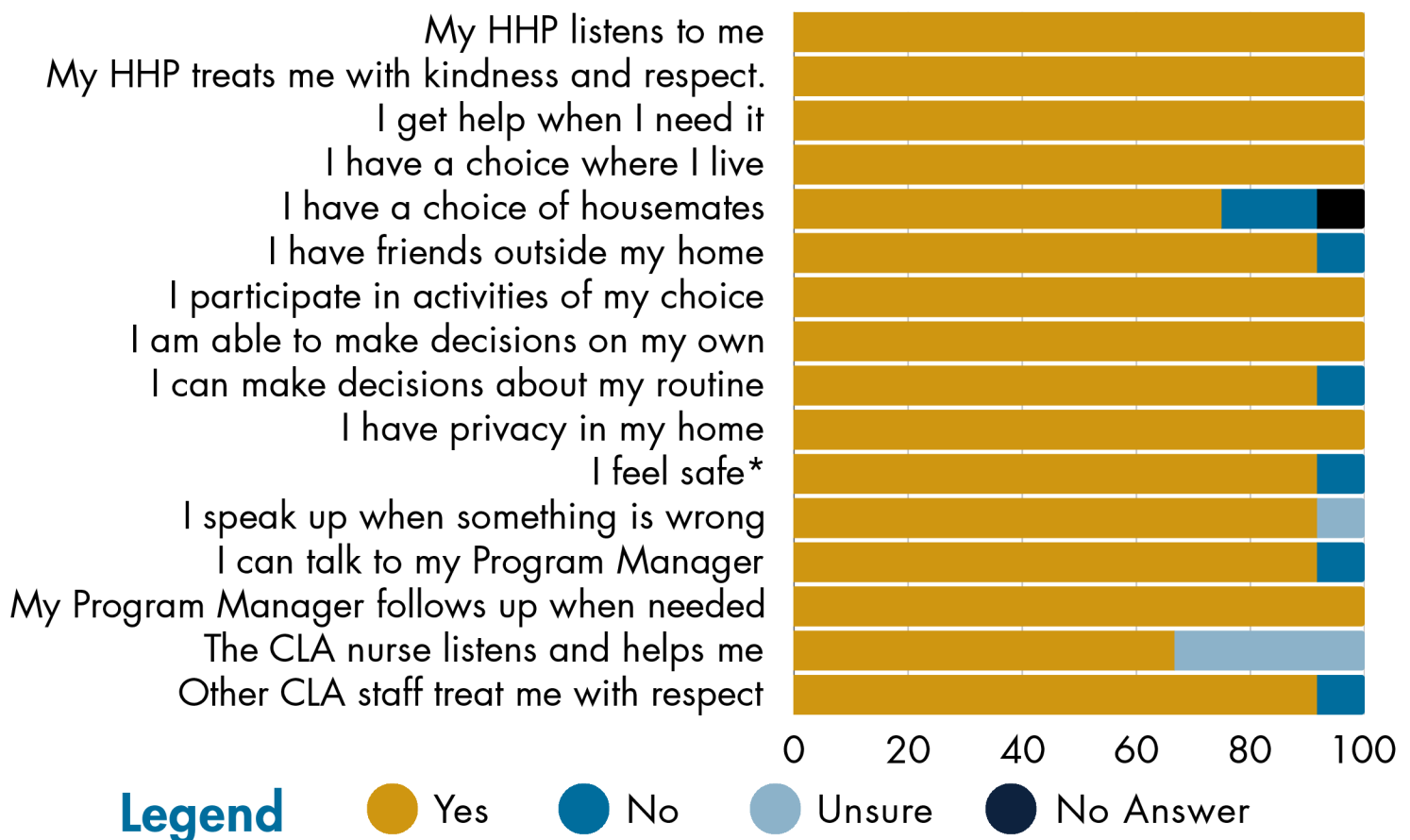
The 2025 Residential Satisfaction Survey was administered in person to **ensure accessibility** for all individuals receiving host home services. Surveys were completed **confidentially**, and no responses were connected to any participant’s name or file.

- **12 residential** participants completed the survey.
- Staff read questions aloud and **supported individuals in expressing their responses**, ensuring **full participation** regardless of communication style.
- Responses were entered into Google Forms **without any identifying information**.
- **Open-ended answers were captured verbatim**, using verbal or supported communication as needed.
- Participants were encouraged to **answer honestly**, and all feedback was welcomed.

OVERALL SATISFACTION

Strong, Consistent Positive Experiences Across Participants

Participants shared how they feel about their homes, daily routines, safety, relationships, and support from Host Home Providers (HHPs) and CLA staff. The chart below summarizes the percentage of Yes, No, Unsure and No Answer responses for each question. **High levels of “Yes” responses across questions reflect a stable, supportive home environment for most participants.**



Note: *One participant selected “No” for the question “I feel safe.” When asked for more information, they responded “Unsure why,” which may indicate uncertainty rather than a specific safety concern.

“Jennifer, Barb, and Bill are all nice and I like them.” — Host Home Resident

OPEN-ENDED FEEDBACK SUMMARY

Most participants described feeling **comfortable, happy, supported, and respected** in their Host Homes. Participants used words such as **'good,' 'comfortable,' and 'wonderful,'** to describe their experiences. Participants also shared individual interests and personal goals that matter to them.

★ What Participants Appreciate the Most

- Strong, trusting relationships with Host Home Providers
- Reliable, responsive Program Manager support
- Strong feelings of safety and comfort
- Help with daily routines and needs

★ **Suggestions From Participants:** Participants also shared a few ideas that could enhance their daily lives and personal goals.

- More opportunities to express concerns or needs
- Increase community outings and recreational activities
- Support planning trips or vacations
- Help returning to personal hobbies and interests

★ **Notes on Nursing Support (Unsure responses):** A few participants marked **"Unsure,"** when asked whether the CLA nurse helps them.

Clarifying comments included:

- Not remembering the CLA nurse
- Not knowing how to reach nursing staff
- Reaching voicemail
- Using a Visiting Home Nurse

These responses suggest the need for clearer communication and increased visibility around nursing services.

CONCLUSION

Overall, feedback reflects consistently positive experiences across CLA Residential, along with helpful suggestions to enhance communication, expand community opportunities, and continue strengthening person-centered support.

Interested in learning more about Residential Services? Schedule a meeting today.

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