

How We Engage Clients, Parents, and Caregivers

In this newsletter you will learn the three ways you can provide feedback to HillsideS about our services and staff, learn the results of our annual stakeholders survey, read the comments from recent consumer roundtables, and learn about our improvement plan for the future.



Three ways to provide feedback

HillsideS strives to meet the needs of its entire stakeholder community. Our clients and their families are important stakeholders. HillsideS uses your feedback to improve our programs and ensure that services remain representative, supportive, and impactful. HillsideS provides three ways for stakeholders to share their feedback.

1. Stakeholder Surveys:

HillsideS administers Stakeholder Surveys twice a year. These surveys collect feedback from clients and their parents/caregivers to identify areas where the agency needs improvement. Through participating in a survey, you help make HillsideS' services more effective and representative of your needs.

2. Suggestion Box:

Each site at HillsideS and Bienvenidos, an affiliate of HillsideS, site has a Suggestion Box that you can use to leave a helpful comment for the program. Please leave a suggestion if you think of something that will make the services or the site a better place. HillsideS will read your comment and make every effort to make it happen.

3. Consumer Roundtable:

By participating in the Consumer Roundtable, you are taking a direct role in sharing your stakeholder experience and are helping to identify ways that HillsideS can be improved.

Stakeholder Survey Results

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
The people that work at the organization treat me with respect and courtesy.	81%	19%	0%	0%	0%
Staff is respectful of my confidentiality and privacy.	84%	16%	0%	0%	0%
The organization asks me about my ideas on how to improve its services.	52%	33%	12%	2%	2%
I help plan my services and set my goals.	78%	19%	3%	0%	0%
I am able to receive services from the organization without too much waiting time.	72%	22%	5%	0%	0%
Overall, I am satisfied with the services that I am receiving.	86%	12%	2%	0%	0%



HillsideS

CREATING LASTING CHANGE



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Bienvenidos

an affiliate of HillsideS

Consumer Roundtable Feedback

You spoke and we listened!

At our two roundtable events in Baldwin Park and South Pasadena, parents, clients, and family members shared areas where we can improve. Here is what you told us you would like:

- More communication from us when there are staff changes.
- More communication about when services will be starting.
- More resources for you to help support your child.
- More services such as parenting classes and connecting with local schools and other community centers.
- Literature on Hillsides for you to have when you start services.

Our improvement plans are in motion and we are excited to share the progress we've made and the timeline for next year:

2017-2018 Consumer Roundtable Improvement Plans

