

Participant, Family and Stakeholder Satisfaction Survey Results

2025-26* 2025-26
Overall Strongly
Results Agree

Participant Satisfaction Measure

There was a smooth orientation to the program	85%	54%
My questions were answered in thorough manner	100%	69%
I had the opportunity to participate in the rehabilitation planning	100%	54%
The staff are skilled	92%	62%
The program is flexible to my changing rehabilitation needs	100%	54%
I have access to quality information	92%	54%
I am treated with dignity and respect	100%	69%
I would recommend the program to others	85%	62%
I am satisfied with the quality of services	100%	62%
Rehabilitation at CNR has been a positive experience	100%	46%
I have had opportunity to participate in discharge planning	77%	23%
Staff respect my rights	100%	69%
External quality monitoring influenced my decision to work with and/or continue to work with CNR	92%	31%

Family Member & Stakeholder Satisfaction Measure

Initial contact with CNR was timely and efficient	100%	100%
My questions were answered in thorough manner	100%	83%
I had the opportunity to participate in the rehabilitation planning	100%	83%
The CNR staff are knowledgeable and professional	100%	83%
The program is helpful to the program participant	100%	100%
The program is flexible to the changing rehabilitation needs of the participant	100%	83%
There is high quality and accessible information about CNR	100%	83%
I would recommend the program to others	100%	67%
External quality monitoring influenced my decision to work with and/or continue to work with CNR	100%	33%
I am satisfied with the quality of services	100%	83%
My experience with CNR has been a positive experience	100%	83%
I feel CNR should open additional residential rehabilitation centers in the Stat of Iowa	100%	50%

* Results are reflective of neutral and positive agreement with the satisfaction measure

Participant and Family Comments

from our Service History

"Everybody is doing a great job, keep it up!"

"I feel CNR is an excellent facility and does a great job working with their clientele. They are open to ideas and working with families."

"CNR staff has always had my child's best interest in their Rehabilitation Services. I've always been kept well informed about any instances or problems that may have developed as well as positive feedback."

"I am continually amazed how staff adjust plans and interactions based on changing participant needs. Whenever outside the box ideas are required, they never fail to meet the challenge. Their commitment to care and client progress gives family members much needed peace of mind."

"Case management has been super easy to work with and responds in a timely manner, answering any questions I've had. Staff are well qualified and training is outstanding."