



# **2025 Evaluation and Outcomes Report**

## **Analysis of the 2025 Participant Health and Life (PHL)**

### **Survey Data**

**Prepared:**

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**Lighthouse Nonprofit Consulting**

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## PHL Survey Methodology and Dataset Notes

The following evaluation and outcomes results are based on the survey responses to the Chanda Center for Health’s 2025 Participant Health and Life (PHL) Survey.

The survey was conducted September 22<sup>nd</sup>- November 22<sup>nd</sup>, 2025 using SurveyPlanet, an online survey tool. All active CCFH onsite participants received an invitation to respond via an email that contained the survey link. Multiple reminders were made via email, auto-calls, and in person during participant visits.

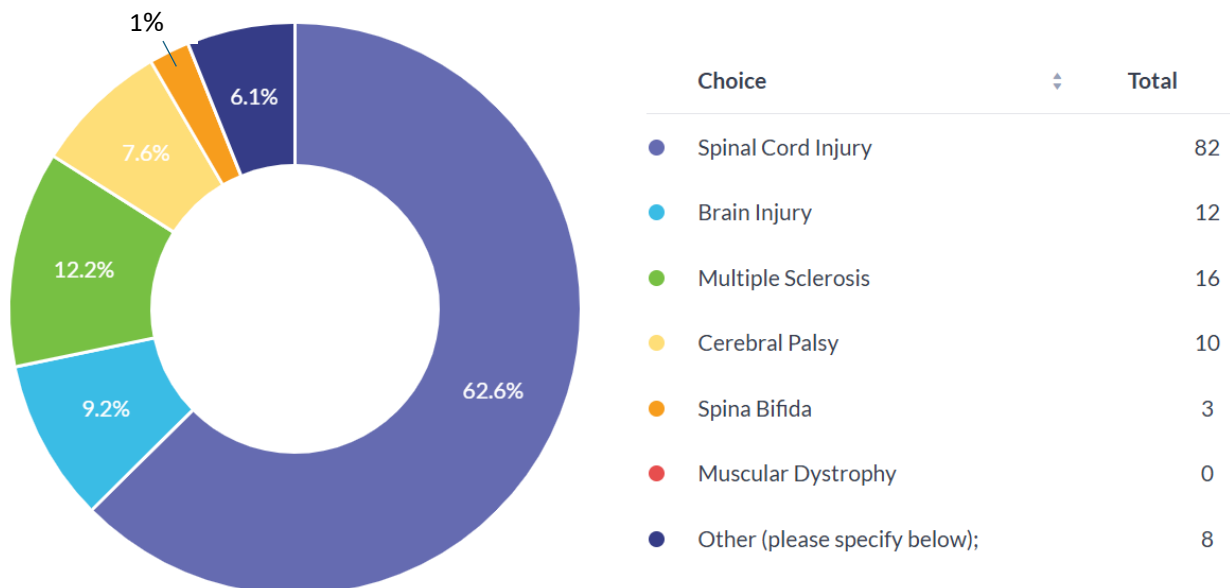
One-hundred and thirty-three (133) participants responded\*, which is a response rate of 59.3% based on the total number of 2025 CCFH participants who received the survey. Based on this above-average response rate and assuming the respondent pool is a representative sample of the total CCFH participant population, we will presume the satisfaction rates and outcomes are representative of those of the overall participant population and extrapolate accordingly; thus, for the purposes of this report, “respondents” and “participants” will be used interchangeably.

\*The dataset was cleaned and multiple responses by the same participant were deleted. Additionally, two respondents had not yet begin services, so they were also removed from the quantitative analysis.

### SECTION 1: PARTICIPANT DEMOGRAPHICS

#### Long-Term Physical Disability Diagnosis

The following is the breakdown of participants’ diagnosis, based on their response to the multiple choice question “What is your primary long-term physical disability diagnosis?”

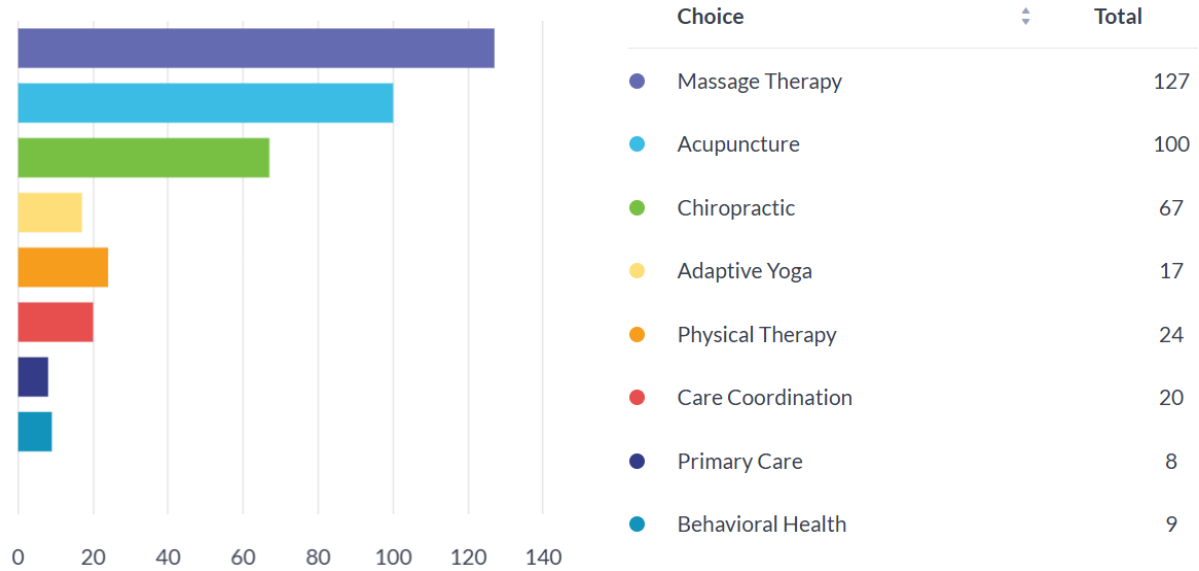


For those who selected “Other,” write-in specifications included: Stroke (x3), EDS & PTSD, Type II Collagenopathy, connective tissue disorder (alongside chronic CSF leaks, TBI, strokes, clotting, vascular

compressions, pain), CP characteristics/low muscle tone, and Poland syndrome & neurodevelopmental disorder.

### Service Utilization

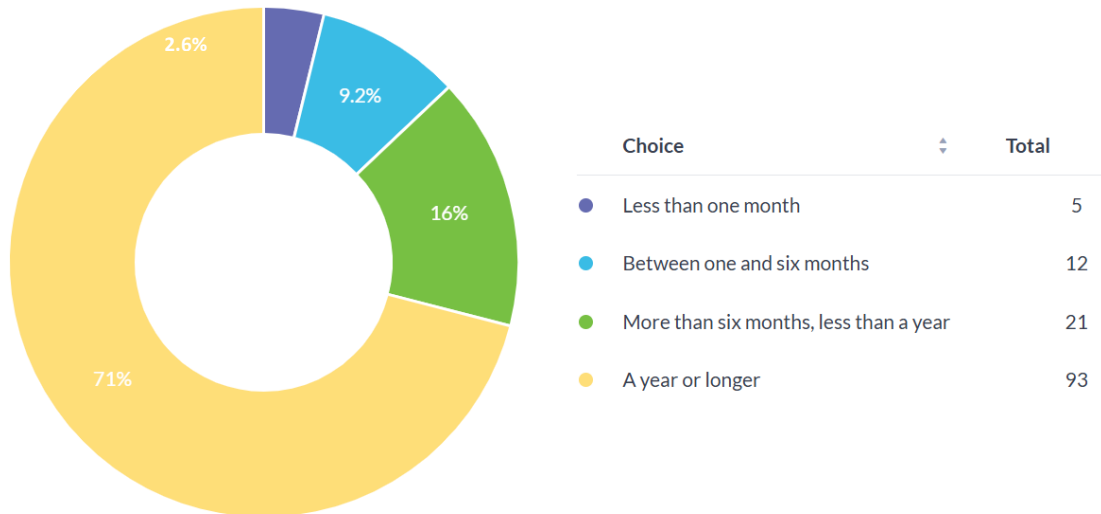
The following is a breakdown of service utilization among respondents.



The total number of services utilized among respondents is 372. Note: this number exceeds the total number of respondents as the majority of participants utilize more than one service at the CCFH.

### Length of Service

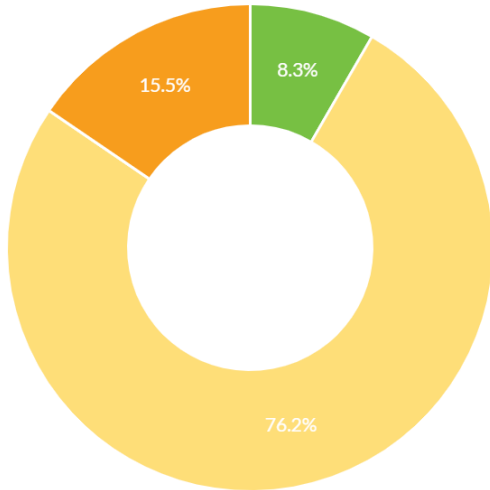
Despite an influx of new CCFH participants in 2025, the majority of those who responded to the survey (72%) have been receiving services at the CCFH for a year or more.



### Other Participant Demographics

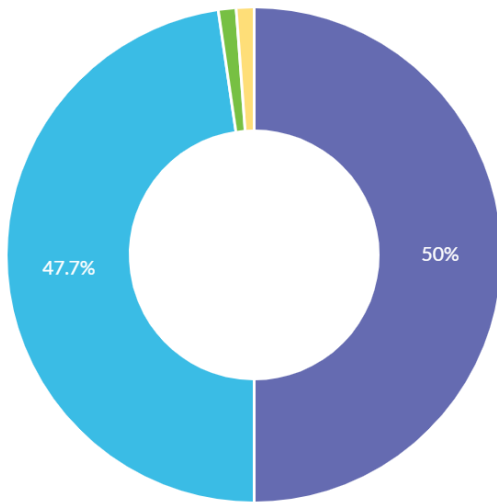
The following demographic information is based on the 84 (64%) survey respondents who agreed to answer additional demographic questions:

Age Group



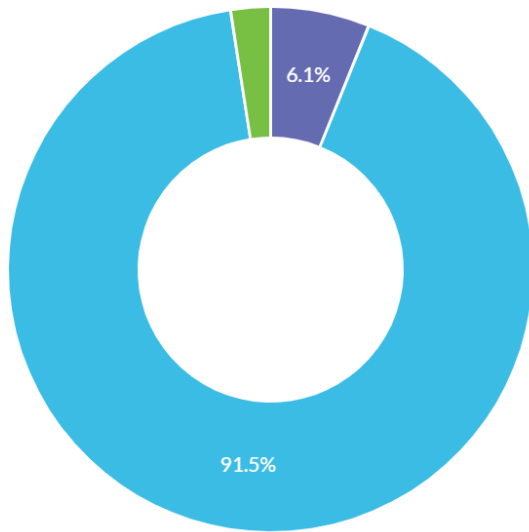
Choice	Total
12 years or under	0
13 - 17 years old	0
18 - 25 years old	7
26 - 64 years old	64
65+ years old	13

Sex/Gender Identification:



Choice	Total
Male	43
Female	41
Non-binary/fluid	1 (1.2%)
Transgender	1 (1.2%)
Prefer not to repsond	0
Other	0

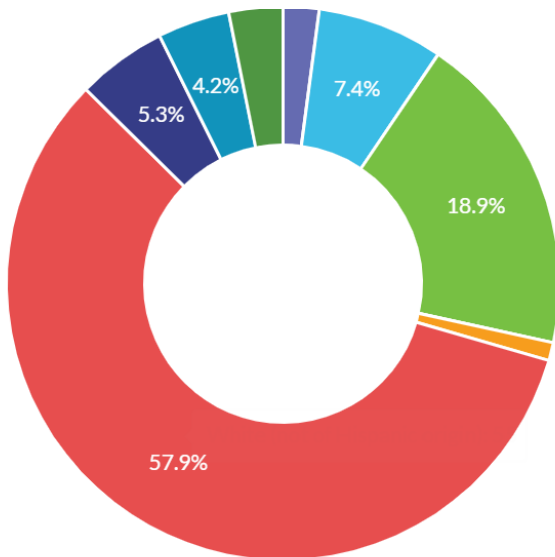
Percent LGBTQAI+



Choice	Total
Yes	5
No	75
Prefer not to respond	2

### Race / ethnicity

The following is how participants identify in terms of race and ethnicity (percentage total = 100%, however participants could check more than one).



American Indian or Alaskan	2	(2.1%)
Black or African America	7	
Latinx or Hispanic	18	
Middle Eastern or Northern African	0	
Native Asian or Pacific Islander	1	(1.0%)
White (not of Hispanic origin)	55	
Two or more races/ethnicities	5	
Prefer not to respond	4	
Other	3	(3.2%)

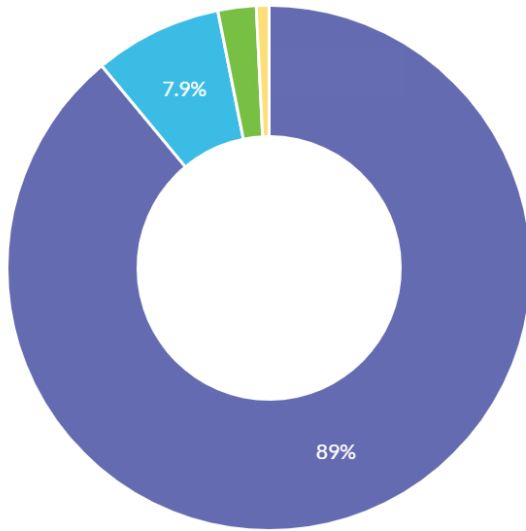
### Medicaid status

Of respondents, 84.3% (70) stated they are enrolled in Medicaid, 9.6% (8) said they are not eligible, 3.6% (3) responded they are in the process of determining eligibility, and 2.4% (2) preferred not to respond.

## **SECTION 2: PARTICIPANT SATISFACTION**

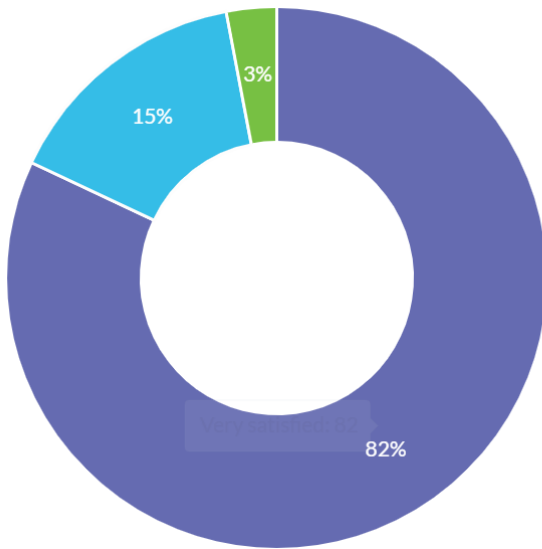
The following demonstrates participants' level of satisfaction with each service. Survey respondents were only asked to rate satisfaction of services they had indicated they were utilizing.

Massage Therapy



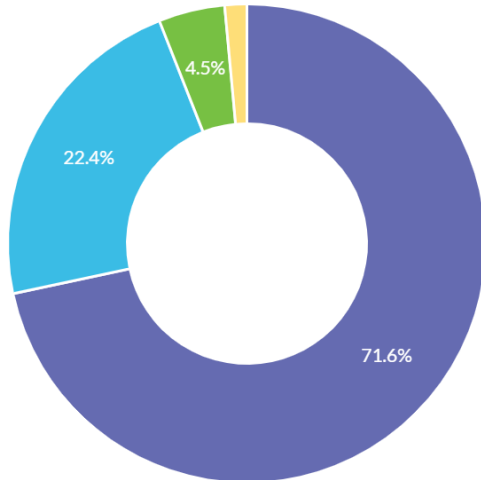
Choice	↕	Total
Very satisfied		113
Satisfied		10
Unsatisfied		3 (2.4%)
Very unsatisfied		1 (0.8%)

Acupuncture



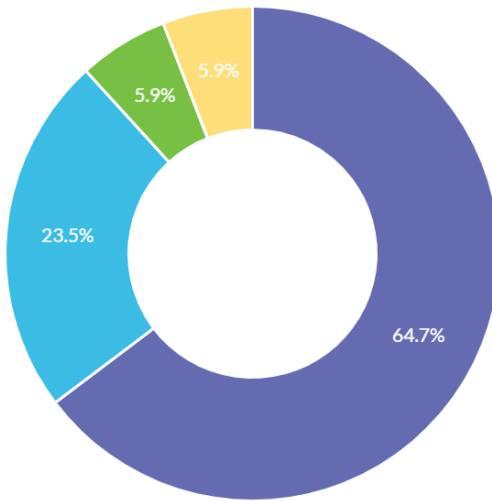
Choice	↕	Total
Very satisfied		82
Satisfied		15
Unsatisfied		3
Very unsatisfied		0

Chiropractic



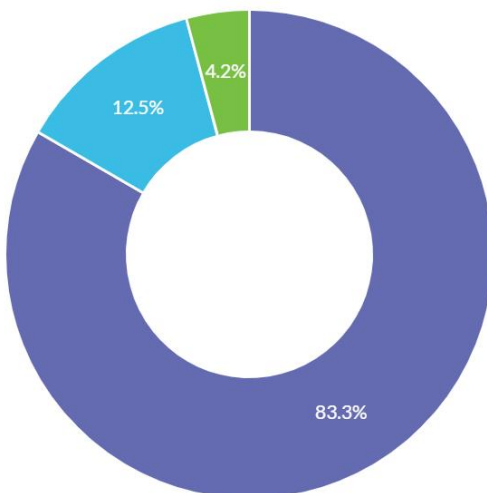
Choice	Total
Very satisfied	48
Satisfied	15
Unsatisfied	3
Very unsatisfied	1 (1.5%)

Yoga



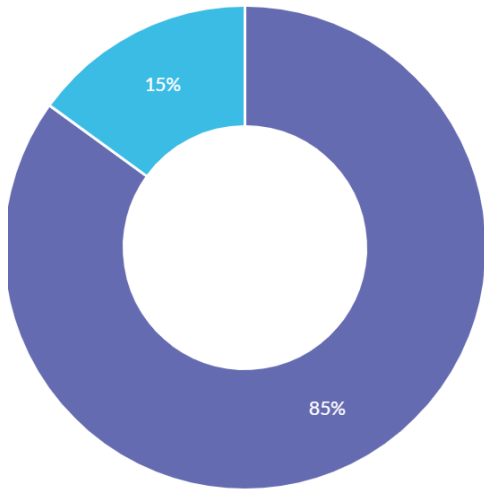
Choice	Total
Very satisfied	11
Satisfied	4
Unsatisfied	1
Very unsatisfied	1

Physical Therapy



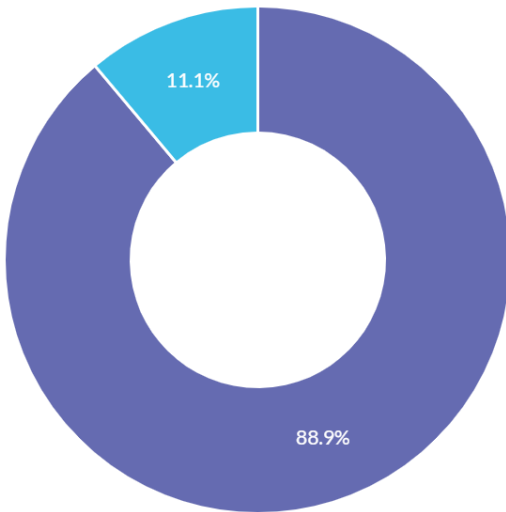
Choice	Total
Very satisfied	20
Satisfied	3
Unsatisfied	1
Very unsatisfied	0

Care Coordination



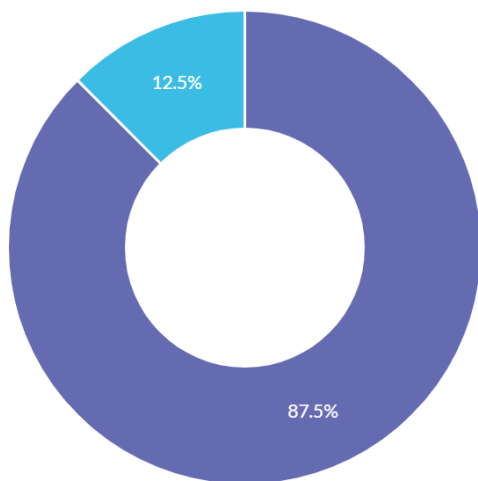
Choice	↕	Total
Very satisfied		17
Satisfied		3
Unsatisfied		0
Very unsatisfied		0

Behavioral Health Services



Choice	↕	Total
Very satisfied		8
Satisfied		1
Unsatisfied		0
Very unsatisfied		0

Primary Care Services



Choice	↕	Total
Very satisfied		7
Satisfied		1
Unsatisfied		0
Very unsatisfied		0

**2a: Written 2024 Satisfaction Results**

The following satisfaction results include “Very Satisfied” and “Satisfied” responses to indicate satisfaction and “Unsatisfied and “Very Unsatisfied” responses to indicate lack of satisfaction for its written satisfaction ratings.

- 100% of participants indicated they are satisfied with their care coordination services.
- 100% of participants indicated they are satisfied with their primary care services.
- 100% of participants indicated they are satisfied with their behavioral health services.
- 97% of participants indicated they are satisfied with their massage therapy services.
- 97% of participants indicated they are satisfied with their acupuncture services.
- 96% of participants indicated they are satisfied with their physical therapy services.
- 94% of participants indicated they are satisfied with their chiropractic services
- 88% of participants indicated they are satisfied with their yoga services.

Satisfaction across all services is 96.3% (weighted for participation/number of respondents utilizing each service).

For purposes of comparison, 2024 satisfaction rates were as follows:

- 100% of participants indicated they were satisfied with their care coordination.
- 83% of participants indicated they were satisfied with their behavioral health services.
- 100% of participants indicated they were satisfied with their massage therapy services.
- 97% of participants indicated they were satisfied with their acupuncture services.
- 98% of participants indicated they were satisfied with their physical therapy services.
- 98% of participants indicated they were satisfied with their chiropractic services
- 100% of participants indicated they were satisfied with their yoga services.
- 75% of participants indicated they were satisfied with their dental services.

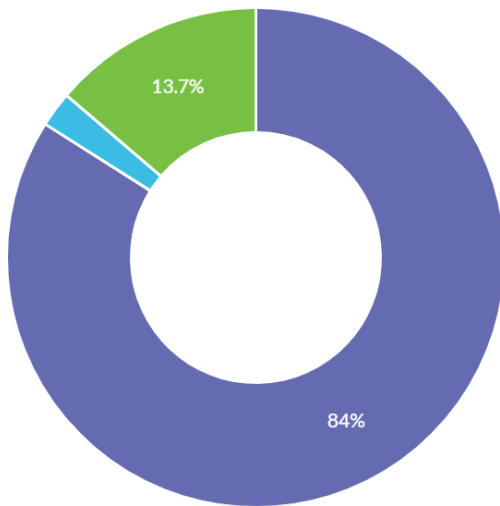
Weighted satisfaction across all services was 97%.

(Note: CCFH stopped offering dental services and began offering primary care services in 2025).

### **SECTION 3: PARTICIPANT OUTCOMES**

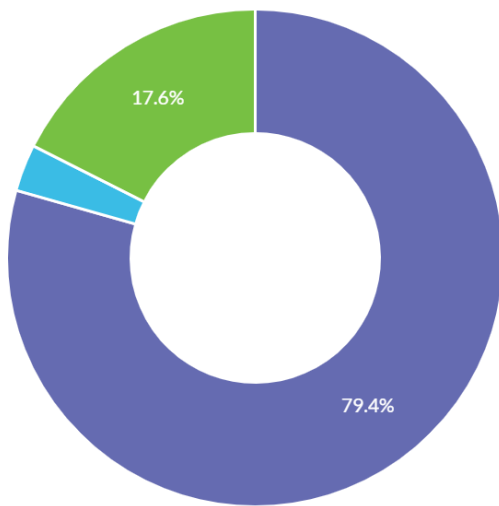
To assess participant outcomes, participants were asked to respond to questions on the 2025 PHL Survey regarding their self-assessment of the extent to which services impacted their: mobility, pain levels, overall quality of life, utilization and money spent on traditional health care services, number of ER visits, ability to be social and involved in the community, and level of independence. The following depicts the breakdown of results for each of the outcomes questions (for exact question phrasing, see Appendix A).

#### Improved Mobility



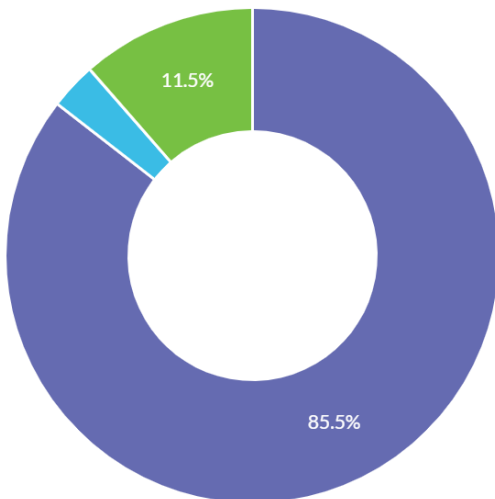
Choice	Total
Yes	110
No	3 (2.3%)
Not sure	18

Decreased Pain Levels



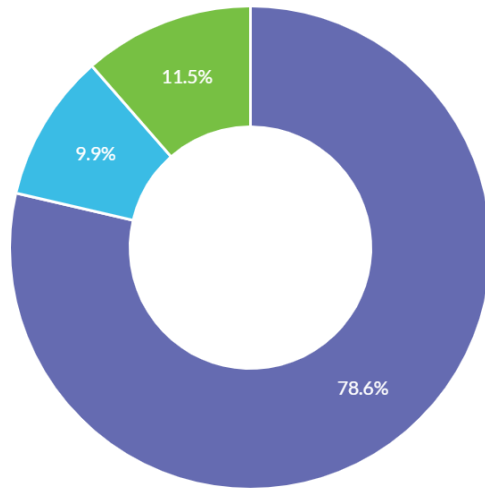
Choice	Total
Yes	104
No	4 (3%)
Not sure	23

Improved Quality of Life



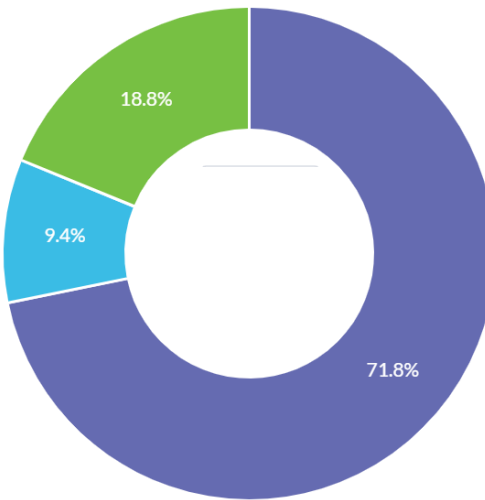
Choice	Total
Yes	112
No	4 (3%)
Not sure	15

Decreased time and cost on traditional health care



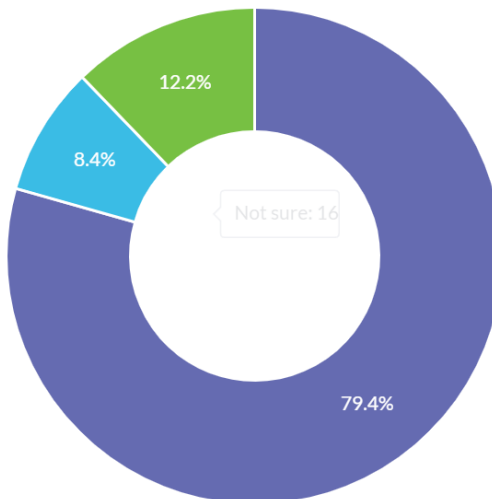
Choice	↕	Total
Yes		103
No		13
Not sure		15

Reduction in health emergencies



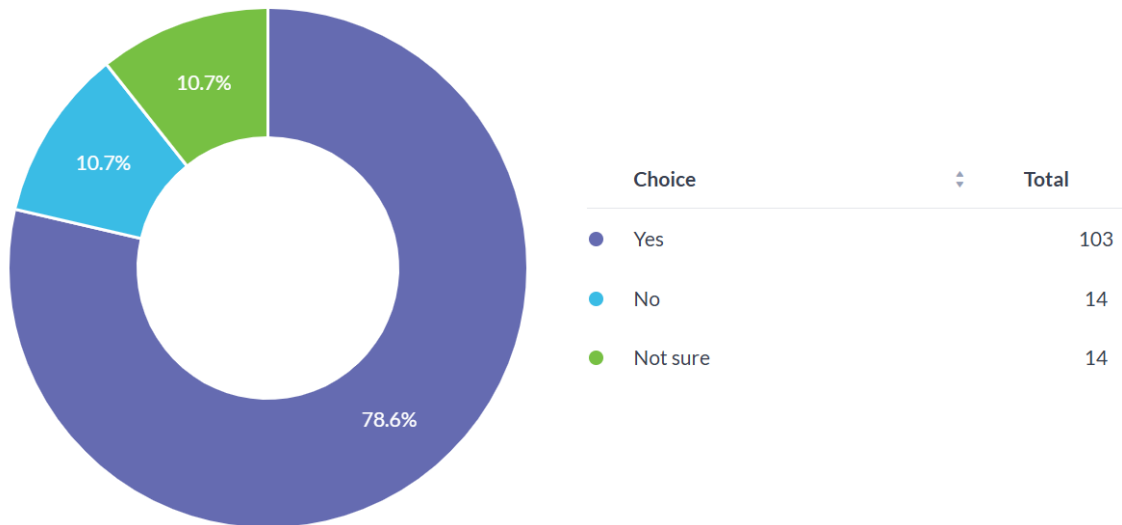
Choice	↕	Total
Yes		84
No		11
Not sure		22

Increased community involvement



Choice	↕	Total
Yes		104
No		11
Not sure		16

Increased independence



### 3a: Written 2025 Participant Outcomes

The following written participant outcomes are based on the percentage of “yes” responses to each of the outcomes questions. These written outcomes can be used for grant proposals and reporting, other fundraising, annual reports, the website and other marketing materials, etc.

- 88.4% of participants reported that care from the Chanda Center for Health decreased the time and/or money spent on traditional health care services.
- 88.0% reported improved ability to function independently.
- 85.5% reported improved overall quality of life.
- 84.0% reported improved physical mobility.
- 79.4% reported a reduction in pain levels.
- 79.4% reported increased ability to be social and involved in the community.
- 71.8% reported a decrease in medical emergency visits to the ER or urgent care.

#### ***Written participant outcomes with “Not Sure” responses excluded***

The following written participant outcomes are based on the percentage of “yes” responses to each of the outcomes questions out of all “yes” and “no” responses; “not sure” responses were excluded. By excluding those who are uncertain, outcomes become more positive. If using these outcomes in grant reports and other communications, for purposes of transparency, it is recommended you include a footnote that undecided responses were removed from the analysis.

- 97.3% of participants reported that care from the Chanda Center for Health improved their physical mobility.
- 96.6% reported improved overall quality of life.
- 96.3% reported a reduction in their pain levels.
- 90.4% reported increased ability to be social and involved in the community
- 88.8% reported decreased time and/or money spent on traditional health care services

- 88.4% reported a decrease in medical emergency visits to the ER or urgent care.
- 86.0% reported increased ability to function independently.

It is worth noting that most of those who responded “not sure” to one outcome question responded similarly to multiple outcome questions. Additionally, there was a higher proportion of “not sure” respondents this year than in the past, including those who have been receiving services for more than 6 months or one year. It is not possible to draw any conclusions from the survey information about who these “on the fence” participants are and why; CCFH may want to follow up with these participants to learn more.

#### **SECTION 4: OUTCOMES ANALYSIS, TARGET OUTCOMES, AND KEY CONSIDERATIONS**

##### ***2025 Target vs. Achieved Outcomes***

The target outcomes for 2025 were developed based on achieved outcomes—as assessed by the 2024 survey and shared in the 2024 Outcomes and Evaluation Report\*—and with an eye towards continuous quality improvement. The following breaks down the extent to which target outcomes were achieved

- Target: 95% of participants will be satisfied with the services they receive.  
Actual: Achieved - 96% of participants were satisfied with the services they received
- Target: 75% will experience increased ability to function independently.  
Actual: Achieved – 88% reported increased ability to function independently
- Target: 70% will reduce the time and money they spend on traditional health care services.  
Actual: Achieved – 88% reported decreased time and/or money spent on traditional health care services.
- Target: 80% will increase time spent in social activities and involved in the community.  
Actual: Nearly achieved - 79% reported increased ability to be social and involved in the community.
- Target: 95% of participants will experience improved overall quality of life.  
Actual: Not achieved - 86% of participants reported improved overall quality of life.
- Target: 88% will experience improved mobility.
- Actual: Not achieved - 84% reported improved mobility
- Target: 88% will experience reduced pain.  
Actual: Not achieved – 79% reported reduced pain
- Target: 75% will experience fewer medical emergencies.  
Actual: Not achieved - 72% reported few medical emergencies

\*The 2025 target outcomes were established based on 2024 outcome results that included “not sure” responses. Accordingly, comparisons between target and actual outcomes above are based on 2025 data that also include “not sure” respondents.

While several 2025 target outcomes were not achieved, outcomes remained strong and more than half met or exceeded target levels. A reminder that the datasets used in this analysis are aggregate in nature and are not structured to support year-to-year comparisons at the individual participant level. As a result, the data cannot be analyzed for statistical significance. Small fluctuations in aggregate outcomes—particularly changes of one to two percentage points—may not reflect meaningful differences in participant experience, especially given the relatively small sample size. Accordingly, modest variations in outcomes, including instances where targets were narrowly missed, should be interpreted with caution.

That said, for any target outcomes not achieved, it could indicate an opportunity for service improvement, making alterations to services that are likely to have a positive effect on those outcomes. However, it may also simply be indicative of changes in the participant population being surveyed, or a need to reexamine survey methods. See more in the key considerations and recommendations below.

### ***Suggested 2026 Target Outcomes***

Based on the above participant satisfaction and outcomes results, the following are some suggested target outcomes and metrics for 2026 that the Chanda Center for Health can use for grant proposals and purposes of continuous quality improvement.

- 95% of participants will be satisfied with the services they receive at the Chanda Center for Health.
- 90% of participants will experience improved quality of life as a result of their participation in Chanda Center for Health services.
- 85% will experience improved mobility.
- 80% will experience reduced pain.
- 80% will increase time spent in social activities and the community.
- 80% will experience increased ability to function independently.
- 75% will experience fewer medical emergencies.
- 75% will reduce the time and money they spend on traditional health care.

Chanda Center for Health staff should examine these target outcomes and adjust them accordingly in light of any service improvements or changes that are likely to contribute to improved or reduced participant outcomes, keeping in mind that outcome measurements are based on participant self-assessment.

### ***Considerations and Recommendations***

Overall, Chanda Center for Health continues to demonstrate exceptional participant satisfaction and strong outcomes across services. The following considerations and recommendations are informed by the 2025 survey findings and are intended to support continuous quality improvement and strategic decision-making.

#### **1. Focus on Sustaining High Satisfaction Across Core Services**

Participant satisfaction across all services remains exceptionally strong with several services maintaining 100% satisfaction. This level of consistency suggests that the overall service model, practitioner quality, and participant-centered approach are working well and should be preserved.

Recommendations:

- Prioritize staff retention, practitioner support, and fidelity to the current service delivery model, as these are likely central drivers of satisfaction.
- Highlight satisfaction data to reinforce messaging in grant proposals, annual reports, and external communications, emphasizing both overall satisfaction and service-specific excellence.

## 2. Address Capacity Constraints in High-Demand Services

While satisfaction remains very high, the small percentage of lower satisfaction responses overwhelmingly cited lack of appointment availability as the reason in the qualitative feedback, indicating some access challenges—particularly for massage therapy, physical therapy, and chiropractic services. Extended waitlists and scheduling difficulties may limit participants’ ability to fully benefit from services, which not only impact satisfaction but can potentially affect outcomes over time.

Recommendations:

- Explore strategies to expand capacity in high-demand services (e.g., additional practitioner hours, staffing expansion, practitioner retention strategies, and schedule optimization).
- Consider monitoring waitlist length and time-to-first-appointment as internal performance metrics, particularly for services most closely tied to pain reduction and mobility outcomes.

## 3. Examine the Decline in Reported Quality of Life and Other Core Outcomes

For perhaps the first time in the history of CCFH evaluation, the quality-of-life outcome—a core outcome measure—did not meet its target and saw a somewhat significant decline. The change in this and other core outcomes appears to be driven largely by a notable increase in “not sure” responses rather than a corresponding rise in negative (“no”) responses.

This pattern suggests uncertainty among a subset of participants in assessing changes in quality-of-life, reduced pain and other changes, rather than a deterioration in actual and/or perceived impact of services. However, given the central importance of quality of life as a core outcome measure, this shift warrants closer examination.

Recommendations:

- Investigate the underlying reasons for increased “not sure” responses related to quality of life and other outcomes, particularly among participants who have been engaged in services for longer periods.
- Consider follow-up outreach (e.g., brief interviews or targeted survey questions) to better understand how participants interpret quality-of-life change and other core outcomes, and what factors may be contributing to uncertainty.
- Examine how participant education around expected impacts and/or service delivery approaches can more directly support perceived quality-of-life and other improvements.
- Explore adjustments to survey questions and response options that may reduce uncertainty and promote more definitive responses without compromising the integrity of participants’ self-assessments and ability to capture nuanced perceptions.

## **SECTION 5: QUALITATIVE FEEDBACK**

Qualitative feedback lends important additional insight into satisfaction, quality of services, participant outcomes, and potential areas of improvement. The survey included two open-ended questions that

provided a space for respondents to offer feedback, suggestions, and other comments on their experience. The final feedback question was optional, but the majority of participants responded; the comments were once again overwhelmingly positive. Below are all the write-in responses.

Positive Reviews and Testimonials:

- ♥ The services at the Chanda Center are an escape from the world of disability that we live in. Here we are among friends who face the same challenges — people who understand us and whom we can truly empathize with. No judgment or awkwardness is found here.
- ♥ The staff at the Center are not just employees; they're angels. They have a specialness about them which manifests itself the way they work with us making you feel loved, valued, and important. Everyone treats this as more than just a job — they've answered a higher calling to reach out to those who need it.
- ♥ The Chanda Center is more than a medical facility, it's a home with family who loves each other, who yearns to improve the quality of their lives, and has established a home of peace and relaxation from the pain and struggles we live with every day. I could not manage this disability without The Chanda Center for Health."
- ♥ Keep up the great work, thank you guys for keeping us going!
- ♥ Just keep up what you've been doing!
- ♥ Everything has improved since I've been coming to Chanda, I love you all!
- ♥ You guys kick ass! Amazing providers, great support staff with a great facility. Healthcare that truly makes an impact. Thank you for your support and dedication to making a difference!
- ♥ I feel the quality of care I have received is of the highest level. The practitioners are concerned with my physical and emotional well-being and are willing to discuss the spiritual elements of medicine. Especially as it pertains to acupuncture and its use in Eastern medicine. I trust the individuals who are taking care of me and feel that I am on a good to path to restoration.
- ♥ We Love the Chanda Center! Thank you for all you do!
- ♥ I really enjoy the Chand Center.
- ♥ I've been completely amazed that this resource exists and that my county case manager took the initiative to inform me about it and start the process of switching to the needed waiver. I'm very impressed with the cleanliness and preparedness of the facility and staff. As I've only just begun receiving services, I'm eager to discover how much they can aid in the struggles I've had in the past ten years.
- ♥ The Chanda Center has been a great addition to my life. The people, the facility, and the energy of it all have made my life better.
- ♥ Excellent staff members.
- ♥ I really enjoy the Chanda Center, but I do miss Chaz
- ♥ I have hugely improved and am so grateful to you all!
- ♥ I am very grateful for the wonderful care and support I receive at Chanda
- ♥ Everyone is very professional and listen to my needs"
- ♥ Great place! Great people! Excellent care services. Improves my physical, mental, and emotional wellbeing!
- ♥ I am INCREDIBLY grateful for the support I've received from the Chanda Center. Thank you for everything you all have done and continue to do!

- ♥ Words cannot express the gratitude I have for the Chanda center. The staff and the providers and the services that they offer all have been a tremendous asset in my day to day life, living chronic pain and function with a spinal cord injury. Thank you does not seem an appropriate enough phrase to share my gratitude.
- ♥ I am very appreciative of the services I get at the center and appreciate everyone involved st Chanda!
- ♥ I am very happy with all of my services at the Chanda Center for Health. They have helped me tremendously! Thank you so much!
- ♥ Great place!! Chelsea is the best and has helped me a lot from her massages
- ♥ The entire staff is friendly and striving to help.
- ♥ I'm so grateful for all the providers at the Chanda Center. I believe that they listen and genuinely communicate to help my brain process and understand myself.
- ♥ Without Chanda Center I am certain that I would not be adapting to living with my condition to the degree that I am. Chanda Center has helped me to feel the support of community, to confront and find ways to deal with the emotional challenges that have come with my condition, to feel understood more deeply than I know I would have in other therapy environments, and to continue to find access to new supports in reaching my optimal health within the condition I am living with. I appreciate the Chanda Center with my whole life and I wouldn't want to go through this without them. I believe the Chanda Center is needed everywhere and I hope their reach continues to go further and further to help all those who don't know that such a supportive community of health care providers exists! Thank you Chanda Center. With my whole life, I thank you!!!
- ♥ I love coming here and I'm extremely thankful. Chelsea is excellent at working on my body wherever it is that day pain wise and making sure I'm comfortable or wants a certain area done. Lisa is great at making you comfortable as I'm scared of needles and don't feel them enter. Dr. Hartley & Kameron both make sure you're ok & if you want a certain area focused on but still overall make sure your body is treated.
- ♥ All Chanda staff across the board have been EXTREMELY welcoming, friendly and caring towards Lynnea. We can feel the love walking thru the doors. It has been heart warming to see L's tolerance level to/for massage therapy increase thanks to Mariah's patience and understanding.
- ♥ This place is a phenomenal existence, and has the potential to grow even better. Hope they hire more people that are like some of the awesome individuals who already work here.
- ♥ Before starting with CHANDA I laid around in pain not talking to anyone emotional. Now my pain is manageable I've decreased pain meds and can move my neck spine and legs with less pain. Thank you sooo much, I'm super grateful!!
- ♥ Coming to the Chanda Center has improved my quality of life in many ways. The two therapists I see on a regular basis support me with my physical symptoms, especially because they take the time to listen and help me track what is happening in a bigger picture. They not only help me with my physicality, but I also feel like I have their support and kindness, like allies, in a larger system that does not always feel that way. They see how impacted I am by not getting the right kind of care in the medicalized system and while they can't change that, they do make me feel seen, understood and supported in our sessions.
- ♥ Receiving the CIH waiver has been completely transformative for me. Carrie was a tremendous help with care coordination and support, and receiving weekly services without having to pay is truly unbelievable. Receiving services from folks who understand disability is noteworthy- to not have to

be on the receiving end of microaggressions from healthcare practitioners is huge. I am immensely grateful for all that you do!

- ♥ Thank you so very much for all you do. I am very grateful. Thank you, Nicole, Melissa, the fabulous Yvonne, and new massage therapist, Matthew.
- ♥ I'm just very thankful and blessed someone took the time to get something like this started for other people who can benefit from these treatments and that they are covered
- ♥ The center has been a heaven sent in my life to help me in so many ways
- ♥ I could hardly raise my arms. My rotator cuff was really bad but since working with the Chanda center, I've gained way more mobility within my arms. I'm thankful for that.
- ♥ This is an amazing place. I can't even imagine my life without it. Thank you very much
- ♥ Really happy and very excited about the expansion
- ♥ Everyone that I have met at the center has been incredible! Crystal, Rachel, all of The Yoga assistants, Lisa acupuncture, Nichole Heather, Oliver, Carrie. I have found new Mobility with the massages and adaptive yoga. Please keep me on the waiting list for any openings. I made a donation as a small token of my gratitude.
- ♥ Chanda is our home away from home. We love everything about it. Every staff member is amazing and goes above and beyond each time we are there. It is the safest and most welcoming place we go to. We are so grateful for having the opportunity to go to Chanda through the CIH waiver. The physical and mental health benefits are beyond measure. Thank you all for being such a bright light in our lives. -Brad & Emily Root"
- ♥ I think the Chanda Center is a wonderful place to that has helped me become a better person, I feel better in my body. I love this place.
- ♥ Chanda is an inspiration for us all.
- ♥ The Chanda has planned has been a great part of my life, I would be where I am without it.
- ♥ I'm so very grateful
- ♥ Everything is great
- ♥ Love everything about this place! Two people that deserve a shout out are Nicole, she is a huge asset and the face of Chanda and Chelsea she is a phenomenal therapist and a great person
- ♥ keep up the good work
- ♥ Very supportive & innovative.
- ♥ am very grateful for all the services you provide. Personally, when I'm in a lot of pain and receive any of these services, my body, mind, and soul calm down, and the pain disappears. Thank you.

Suggestions and Other Feedback:

- I can never get appointments when I call to schedule.
- I would love to get massage more, at this time it's hard to get on the schedule.
- I have been on the PT and Chiropractic waiting list for over 1 year and I keep trying to get something scheduled but there is never available time for me to meet with them. It makes me really mad because it's like you don't care about my needs. I see other people get started with those services and no one calls me.
- Only thing I can say is I wish you had more available appointments for Massage.
- The only challenge I've experienced is progress towards a somewhat consistent or evenly spaced schedule. I can only imagine how tricky it must be with clients using so many overlapping services.

- Follow up: I had a bad experience with one practitioner at the center and never got a chance to debrief with Melissa. I wonder if there is someone that can receive that info still?
- I wonder if it is possible to use more scent free soaps in the rooms and bathrooms?"
- As someone that was a contractor. I would enjoy knowing more about the construction plans for other parts of the building on the East side.
- I have a PAR that emphasizes chiropractics, but there is a wait for chiropractic and PT. If it is possible to increase access to those services, that would be fantastic. Also, if someone could make sure the scale is calibrated (accurately set) for weighing, I'd love that.
- Love the yoga class but can never get into the class because the same 5 people are always in the class
- I believe massage therapist should not be questioning patients about their whole life it's supposed to be a calm environment why am I being interrogated. You also need to educate your therapist about what not to say to people why a therapist I had today literally said that I should be able to transfer myself because I'm in a manual wheelchair and that They only give manual wheelchairs to people that could transfer themselves like how ignorant can someone be? And your job is to work with people in wheelchairs. Yall should definitely fix that. Just because someone looks ok don't mean they can just magically walk or do things their body just won't allow.
- It would be awesome if we had floaters for the Massage, Chiro, and Accupunture for when a provider isn't available.

## **Appendix A**

### **Chanda Center for Health Participant Health and Life Survey Questions**

- Q1 Which Chanda Center for Health services do you use (check all that apply)? \* Multiple Choice
- Q2 How satisfied are you with the quality and effectiveness of your massage therapy services?  
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q3 How satisfied are you with the quality and effectiveness of your acupuncture services?  
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q4 How satisfied are you with the quality and effectiveness of your chiropractic services?  
Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied

- Q5 How satisfied are you with the quality and effectiveness of your yoga services? Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q6 How satisfied are you with the quality and effectiveness of your physical therapy services? Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q7 How satisfied are you with the quality and effectiveness of your care coordination services? Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q8 How satisfied are you with the quality and effectiveness of your behavioral health services? Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q9 How satisfied are you with the quality and effectiveness of your primary care services? Multiple Choice: Very Satisfied Satisfied Unsatisfied Very Unsatisfied
- Q10 Q10 - If you selected "unsatisfied" or "very unsatisfied" for any of the previous questions, can you tell us why so we can address the issue and improve services? (skip if n/a) Essay
- Q11 Do you believe the services you receive at the Chanda Center for Health have improved your mobility? \* Multiple Choice: Yes No Not Sure
- Q12 Do you believe the services you receive at the Chanda Center for Health have decreased your overall pain levels? \* Multiple Choice: Yes No Not Sure
- Q13 In your estimation, have you needed to spend less time and/or money on other medical treatment, including emergency services, as a result of receiving services at Chanda Center for Health? \* Multiple Choice: Yes No Not Sure (please specify)
- Q14 Have you experienced fewer medical emergencies / visits to the ER or urgent care since receiving services at the Chanda Center for Health? \* Multiple Choice: Yes No Not Sure
- Q15 Do you believe the services you receive at the Chanda Center for Health have helped you be more social or involved in the community? \* Multiple Choice: Yes No Not Sure
- Q16 Do you believe the services you receive at the Chanda Center for Health have helped you live more independently? \* Multiple Choice: Yes No Not Sure
- Q17 Do you believe the services you receive at the Chanda Center for Health have improved your overall quality of life? \* Multiple Choice: Yes No Not Sure
- Q18 What is your primary long-term physical disability diagnosis? Multiple Choice: Spinal Cord Injury Brain Injury Multiple Sclerosis Cerebral Palsy Spina Bifida Other (please specify below)
- Q19 How long have you been receiving services at the Chanda Center for Health? \* Multiple Choice: Less than one month Between one and six months More than six months, less than a year A year or longer
- Q20 Would you be willing to answer a few more questions to provide demographic information? These are optional but will greatly contribute to our understanding of who our services are benefiting the most and how we can improve. \* Multiple Choice: Yes No

- Q21 What is your age group? Multiple Choice
- Q22 How do you identify (check all that apply)? Multiple Choice
- Q23 Do you identify as LGBTQ2S+? Multiple Choice
- Q24 What race/ethnicity do you identify with (check all that apply)? Multiple Choice
- Q25 Are you eligible for Medicaid? Multiple Choice
- Q26 Please share any other feedback or comments you have here! You can also use this space to share a testimonial of how the Chanda Center for Health has supported your health, wellness, or quality of life. (optional) Essay
- Q27 Would you like to be entered into the drawing for a chance to win a gift card? If so, please enter your email here (if you wish to remain anonymous, you do not need to enter your email or the drawing) Essay

*\*denotes that a response is required to move through the survey*