

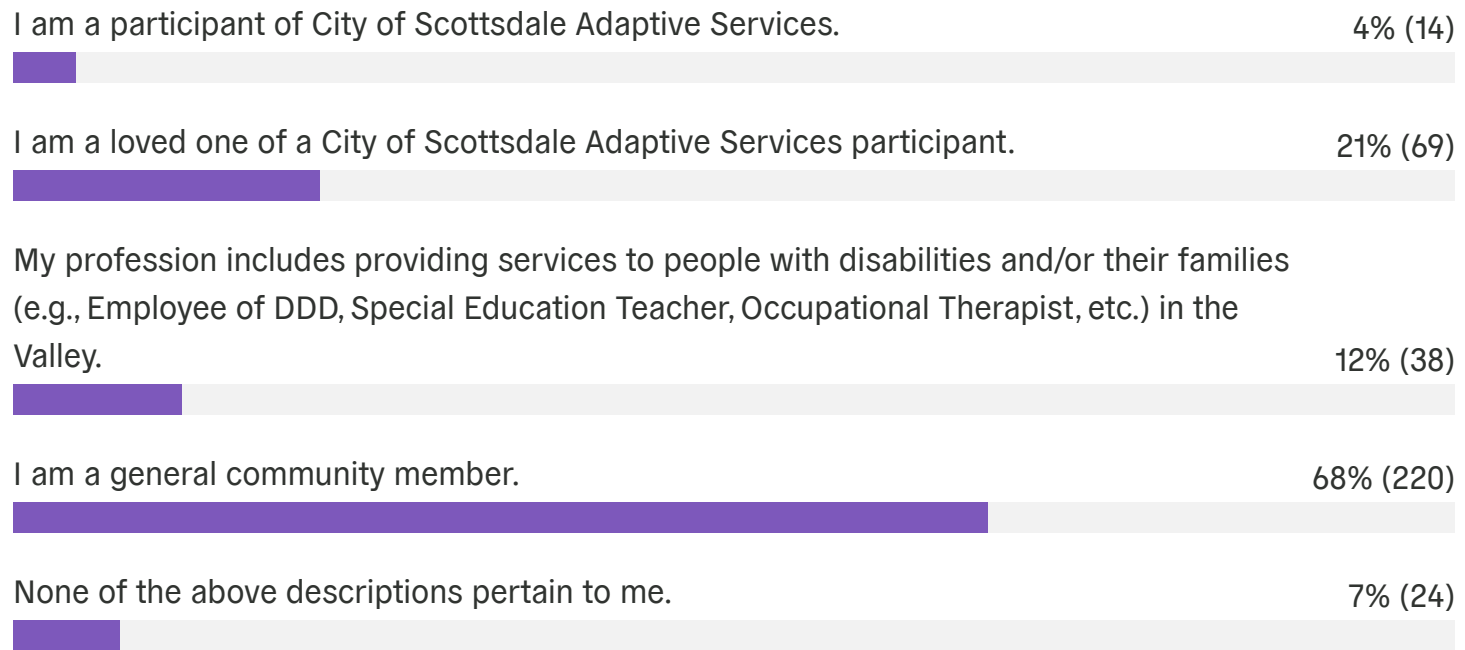


# Adaptive Services Community Survey

Survey Results  
FINAL

08/11/2023

**As it relates to this survey, which of the following best describes you? Check all that apply.**



**In 1-2 words, how would you describe City of Scottsdale Adaptive Services programs?**

OK

Not aware

It appears that the COS is making its activities available to people with disabilities.

Glad it's available

No idea what they do

No idea

Unaware

Kind, helpful

I don't know much about them.

Unknown

I have no experience with the City of Scottsdale Adaptive Services programs

Never heard of it

Unaware

I do not have enough information about Scottsdale's Adaptive Services programs to describe them.

Helps citizens adapt to life?

Good

I am not completely up to speed on the program

Necessary, important

Good

Completely unfamiliar

not known

Varied with options

Not quite sure what "Adaptive Services" MEANS. Maybe you should explain that.

No idea what it is

What is it?

I know nothing about it.

No idea

Helpful

Welcome

good

Decent

A long time working on it.

I am not sure what services or programs are described as Adaptive Services

Not familiar with Adaptive Services -- could \*NOT\* find it in Online Directory :<{

Have no idea

assisted living

Wish I could respond but I really don't know anything about these programs.

Not sure

Little known about

Not aware of it

under publicized

Don't use

Great program!

Very helpful

I've never heard of it

Very good

I am not familiar with them

Minimal awareness

Average

Very good

Truthfully, hear nothing about it!

Downhill. Changing.

Uncertainty

Unfamiliar

Understaffed unqualified

I don't know what they are

Senior centers offer a variety of programs to help Sr's with various problems--hearing, visual, ec.

Not sure of the services they offer

Critical

I know nothing at all and cannot describe it.

Flexible services

Services for those with disabilities

I'm unaware

Don't know exactly what they are

No knowledge

Helpful

Decent

Don't know what it is ... sounds like a consultants gold mine.

proactive

Not sure what it is.

Unnecessary

don't know

Have some idea of what adaptive services are

Expansive

My observation is that they are pretty good

Good

I am unfamiliar with it.

Social, Recreational

I have no idea.

No Clue

No idea.

No data

Useful

unknown

would help people with special needs - physical and aging

I would like to learn more about free services for driving seniors to and from doctors' appointments in Scottsdale. Is there still a voucher system with cab companies?

Decent

special love

Good

Unknown

No knowledge of these service programs.

No clue

Not sure what it is

Very forward looking.

Not very familiar, but it would seem to be an excellent service.

Don't know about it

Excellent

I don't know enough or have enough information to give an educated opinion at this time.

Unknown to me.

I am unfamiliar with the Program

I am not familiar with this service.

Assist people with special needs to get services.

inclusive

Awesome service

Services for individual that need accommodations or extra support

Needs more aquatic options both 4 exercise, rehab and recovery. Also, excellent 4 a sense o well being.

Helpful transportation

Struggling

Unknown to me

Needed

Essential

Limited

Room for improvement

It doesn't include my wife since she assistance me do to my Multiple Sclerosis

Average

adequate

Help disabled

Caring

don't know

Don't know

helpful

Do not anything about it

Don't know

I know nothing about it.

Not aware of them

Wonderful

Disabled services

Only one I am slightly acquainted is Special Ed. More comprehensive programs should be made available and of course more teachers w/ specialized training. Higher pay is needed as well.

Non-existent.

I'm not familiar with it

Unaware

Helpful, Caring

No idea

I have no idea

Don't understand what Adaptive Services is.

I don't know what it is

Unknown to me

unknown

Don't know anything about it

I'm not familiar. I think there is probably nothing I can contribute, so I will not fill the rest of the survey out. Thanks!

Inclusive

Don't really now what it is.

Not sure

Not familiar

Exceptional!

Unknown

AMAZING

No ofes

Overblown

no clue

Effective and well managed/propoted.

demonstrates accessibility

I have very little knowledge about them, because the service is presently not pertinent.

Embarrassing to admit that.

unknown

I don't know. I have no reason to pay attention.

UNKNOWN

I am aware of them but have not participated.

Very good.

i'm unaware

No idea

Awareness

Unaware

Enabling

I don't know anything about it

Not familiar

Don't know anything about it

No comment

Wonderful

Not sure

Helpful, considerate

Didn't know we had one.

Responsive to the special recreational and support needs of Scottsdale's population

Ok disability is not as good as I would hope Not enough handicapped parking spots Food banks don't take in to mind special diet that people might need and meat sometimes is expired for four months

Available

good

Underwhelming

There fun and the staff are awesome

Human fulfillment

I think it is great that we have those alternatives for the community

AWESOME!!!

Limited and all too far south

Limited and all too far south

Impressive Inclusive

Amazing!

Opportunity

we have been away from the area for the past 2 years so have not participated recently. In the past, my daughter had lots of fun connecting with friends. We are moving back and hope to get her involved again.

Inclusive, varied, diverse

Incredible!

Comprehensive

Use to participate with the sport u activities when they had bus transportation and after school programs for my child because I am a single mom who works. I have not been active with Scottsdale adaptive services.

I had to google it to find out what it is.

Fun

diverse

Not as many weekend sports programs

Limited

Welcoming community

Fun experiences for special needs families.

I would like to see more activities for younger kids. Seems there is a lot for the teens which is great. Exercise and socialization would be the ideal.

Few and sparse, not exactly fit for all abilities

nice but always full and can't sign up except for waiting list :(

The services are slowly coming back up to expectations. Right after COVID, parents expected the same activities we had before COVID. Things changes families and participants were not very pleased. But, more activities and services that are helpful to participants and families are being implemented. We do need more staff who are more enthusiastic and engaging with participants like we had many years ago. The same excitement and interest from staff does not seem to be consistent. Some staff seem happy to be there and welcoming to family input and some do not. More structure with visuals to support conversations between participants would be helpful during activities too.

This place is the paradise for users with disabilities where they find compassion, support to overcome their disability and the best LOVE.

These are helpful meaningful activities for children and youth with special needs.

Wish there was more affordable housing

Inclusive

Extremely necessary

Excellent

no answer

Great

Fairly good

Extremely valuable!

Awesome

I don't know what it is

Very good

Sparse

Fun, organized

Inclusive, Accommodating

Amazing

Missed

lacking in services

Necessary & valuable

Wonderful!

Improving

good to have

Excellent! The adaptive resources for kids at the city parks are a really important way to show them that they are valued in this community, in this world, from a very young age.

Unknown

No idea

I am learning about the program

Underfunded

Wonderful

I know nothing about it

No opinion

No knowledge

Don't know of them exactly. Need information

Lacking

Innovative and reflective

needed service

I am not very familiar with it, but it sounds good and necessary.

The best

Diverse programs

Wonderful, community-oriented, accommodating

engaging creative

Unique, valuable

Appreciated, useful, and needed.

Thoughtful, organized, ability-affirming

?

Fantastic & Life Changing

exceptional

Uplifting



Ok

Terrific

Unknown

I am Learning about them they are necessary

Great

Good but would like more services for Autistic adults

Great resource

Extensive, supportive, and caring.

Varied

needed and appreciated

Not aware of them

Need for younger kids (age 11-12)

Good communication

Awesome

Need more

inclusive

not aware of it

Unorganized

Inclusive, family-friendly

Important and helpful-something that not all cities can say they have.

Life changing

caring, appropriate

Inclusive and accessible

Unfamiliar

abundance of learning

Well organized, inclusive

Don't know.

I believe reasonable measure should be taken to help disabled persons with services and that the city does a reasonable job of this already.

I am unaware of programs have not seen any online or mailers regaeprding this topic

Not sure

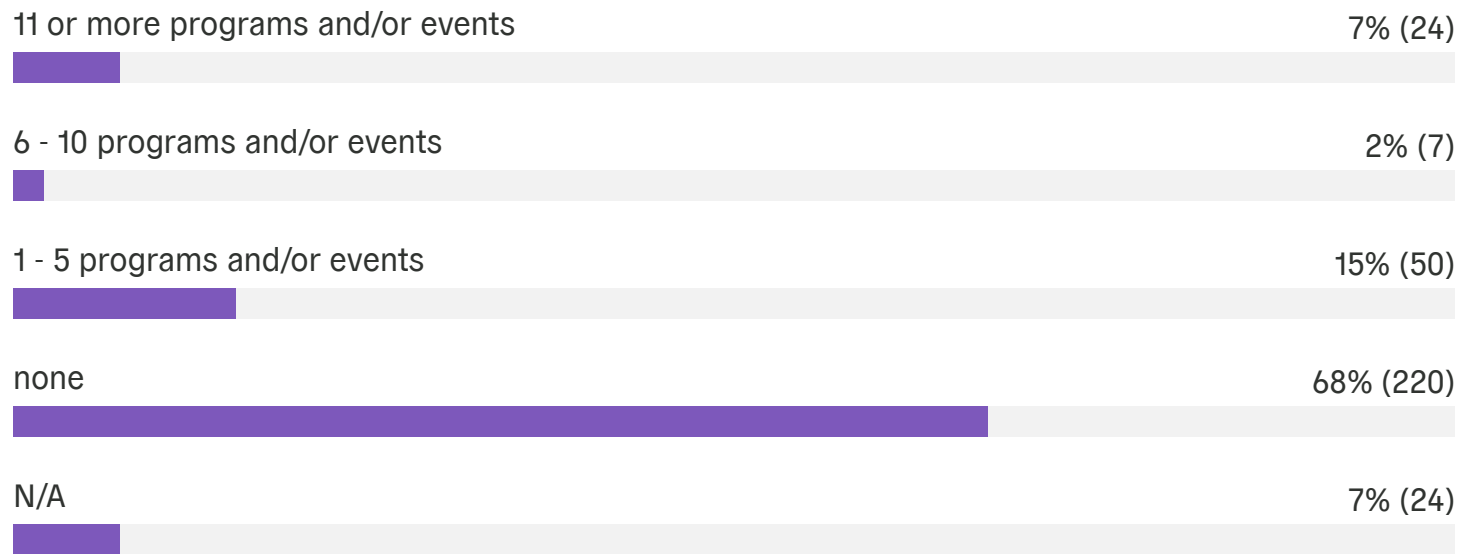
not good

I am unaware of these services.

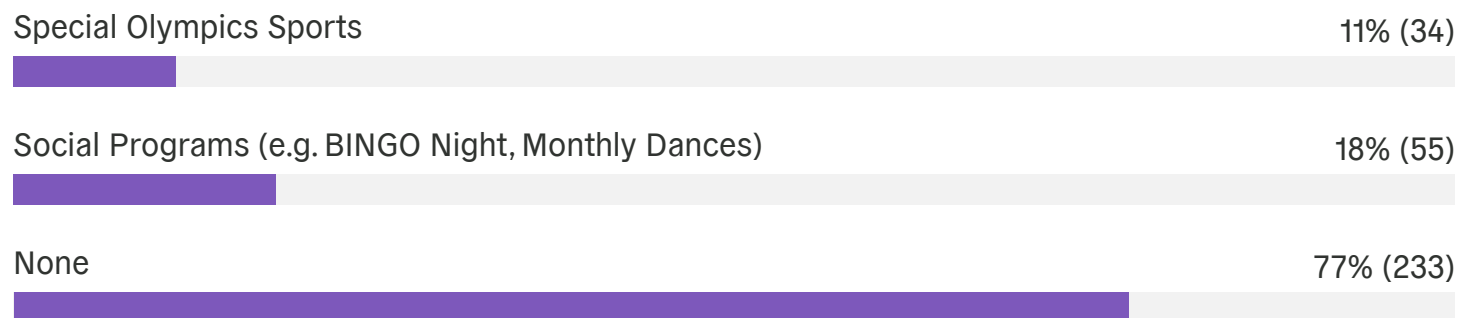
Poor Hard to maneuver outside of old town. Newed to enforce adaptive services in private communities

Poor

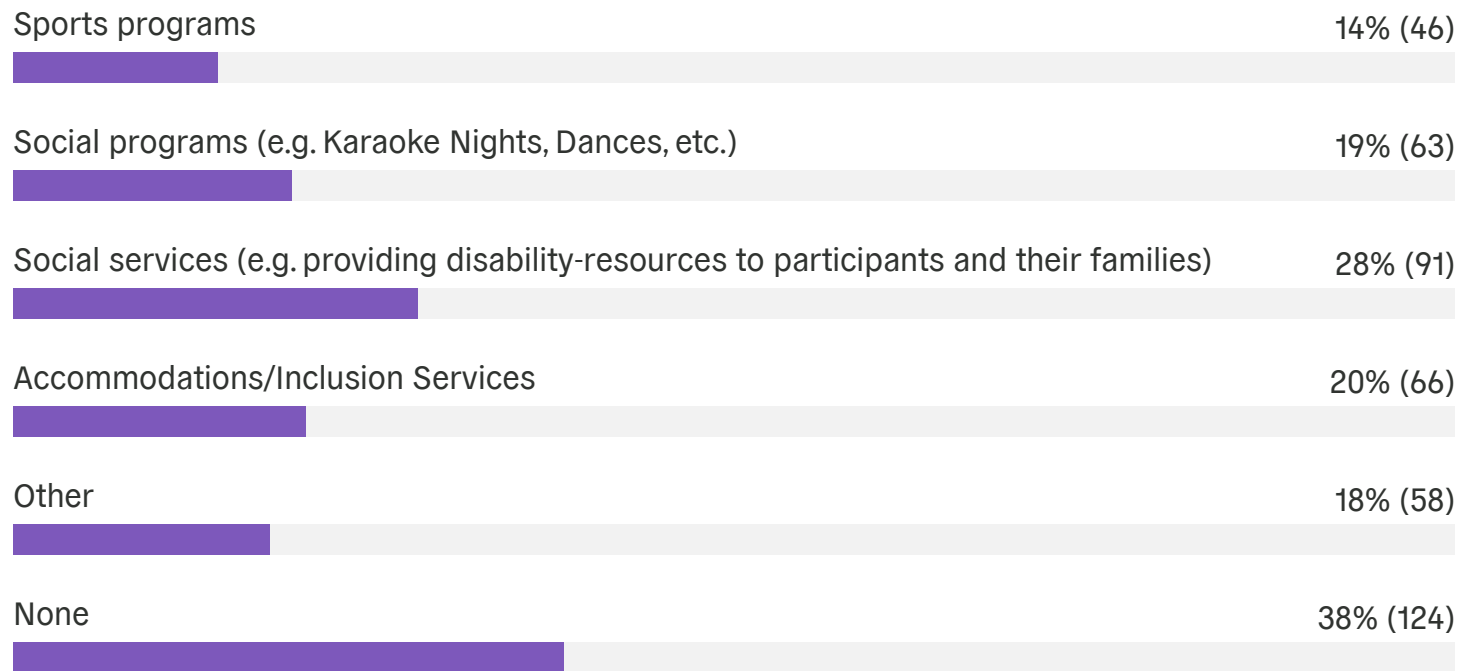
**How many City of Scottsdale Adaptive Services programs and/or events have you and/or your loved one attended in the past year?**



**Which City of Scottsdale Adaptive Services programs and/or events have you or your loved one participated in in the past year? Check all that apply.**



**In your opinion, which aspect(s) of City of Scottsdale Adaptive Services needs improvement? Check all that apply.**



**Please Explain.**

Need more outreach/awareness.

Unaware of "adaptive" services.

Get rid of the empty buses, and use a jitney like service to assist citizens get around more efficiently and effectively.

More ways to connect those with disabilities with the larger community.

No idea

You provided inadequate information since you did not include, in the beginning of this, a statement of the number of residents who are in need of these services. Nor did you provide what services are currently offered, what programs are available, nor how we partner with our neighbors -- Tempe, Phoenix, PV, Salt-River Maricopa Community, Cave Creek, Carefree. Which organizations in the community -- non-profit like STARS, or which religiously based groups offer programming.

I don't know what are adaptive services

Never heard of this!

I don't know enough to comment

No idea since I haven't participated in any of them

Making info available about programs

I don't have an explanation as I have no experience with this service

I think many homeless people may need adaptive services.

I am unaware of what is offered.

advertising availability of services

I don't know what is available since I haven't researched, don't have immediate need. I recognize this is important to community.

Help for seniors with no family members. We just had an elderly woman die in our community and no one knew she needed help.

The City of Scottsdale needs to take a better look at our water supply before granting more permits to build anything. It's all about the money for Scottsdale. Not a good thing.

Aquatic options - a pool at every Senior Center.

More info on what it is...

More information provided to residents

Better communication from staff

Don't know

Scottsdale needs to market Adaptive Services to the community.

Still don't know what it is

I don't know enough about the services to make recommendations on improvements.

More publicity for what the program is all about.

Unknown

I have no idea what your inquiring on. Sorry I'm not much help.

Communication of available programs

Get the word out, wasn't aware of this service

The city has lost touch with its residents by outsourcing its job to outside survey organizations. I use none of the adaptive programs yet I'm being asked to complete a survey to help improve it. Wouldn't it make more sense to reach out specifically to those residents who actually use the services?

I don't know what's offered.

N/A

Affordable housing if disabled and receive a check, help with food that fits your diet

More sports and social activities for residents in N Scottsdale

More sports and social activities for residents in N Scottsdale

I have no experience with any of these programs, therefore no thoughts on how to improve them.

High school students are in need of an afterschool program. Nothing is offered at the high school or at a local school that provides accommodations for kids with disabilities. Pre-Covid adaptive services did offer an after school and summer program and have not offered it since 2020.

exercise & socialization for elementary school children

The free after school program at the Adaptive Rec Center and having a summer program at that location needs to continue. It was the only way I was able to work full-time was by having those programs available to my two sons. Inclusion is important, but it is also important to have a more tailored program for after school and summer for participants that need more preferred activities (slower activities) and a more calming sensory environment after school and in the summer. Being at school all day and in inclusive environments at school can be very stressful for our children and we need some alternatives where they can decompress and be themselves, since it is practically impossible to find hab and respite workers for after school, during school breaks, and in the summer.

Events have a capacity limit, many opportunities are on the waiting list. They could create an extension to go camping, this event occurred only once in 2016 with an excursion to the Grand Canyon.

pickelball courts

Activities during the summer months.

Would love the after school program to come back

Reinstate the after school program

expand marketing of your programs- reach out to schools for partnership

Awareness and outreach. I have lived in Scottsdale for nearly 20 years and this is the first I'm hearing of adaptive services. While I don't utilize them, I would like to support them.

The after school program was great, I really wish that it were reinstated. As a single mom of a teen with a disability, it was the only program in the area that was a "safe haven" (as far as programs go), that my daughter absolutely loved and looked forward to daily. No other programs in the area cater to adolescents with disabilities, so trying to enroll her in a YMCA or Boys and Girls club after school program never worked and made her feel like the odd one out.

Education to households on the importance of spay/neuter their pet.

Not sure of offerings

Need more events for young special needs children

Opportunities for making friends and more one on one opportunities to pair a volunteer with someone in need. I tried to volunteer to adopt a senior but there were none available, I find that hard to believe. I would also like to write letters to seniors in assisted living who would like a pen pal. Couldn't find a program and don't know how to get a program started. I would gladly start one with help.

Need older adult Parkinson's dementia programming

Need activities for pre-teens ages 11-12!!!

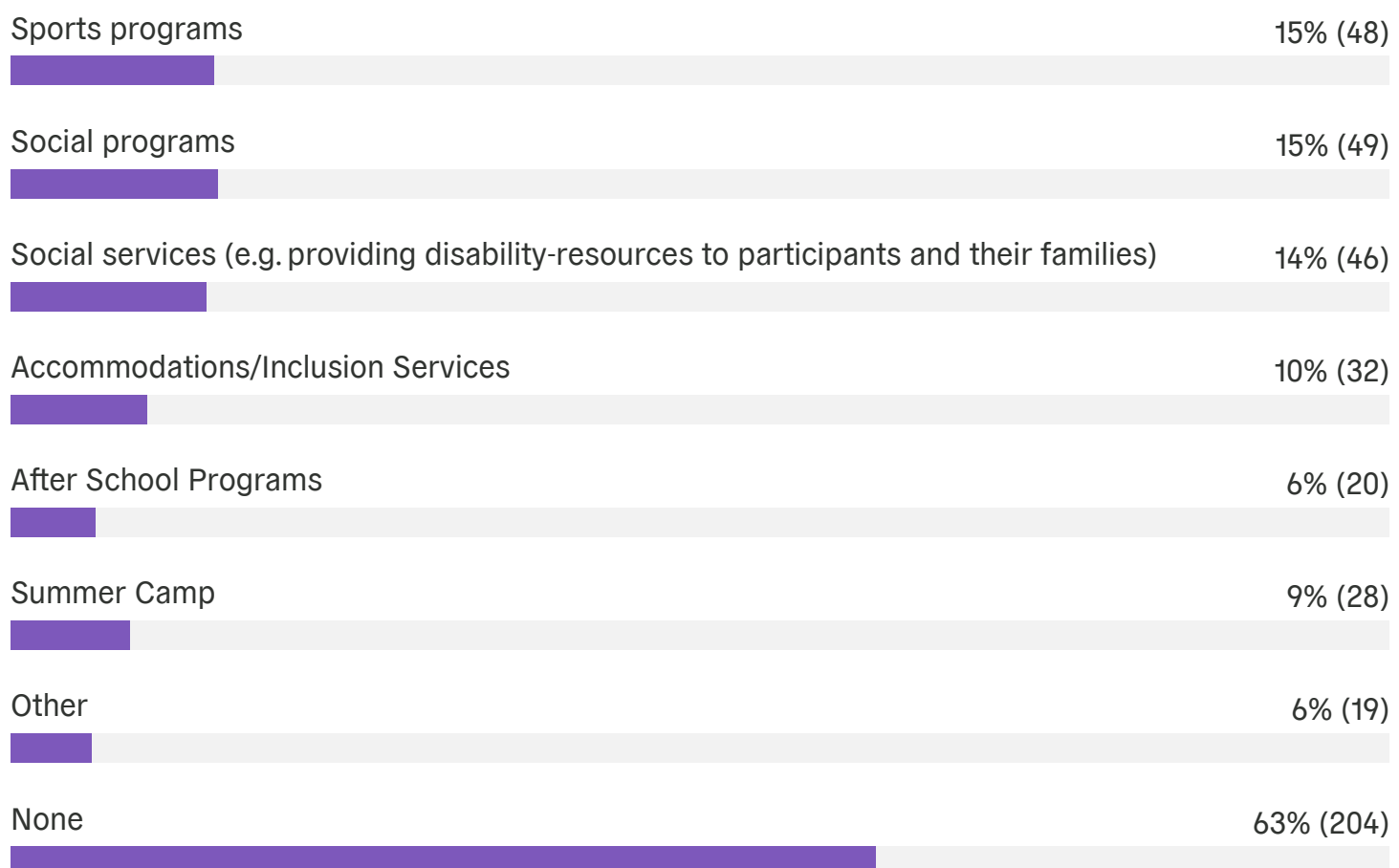
After school program needs to come back

We are new to adaptive services for my 3 year old daughter, but what I have learned so far in a conversation with Stacy Yoder, there is so much available to my daughter to help her have similar experiences to typical children her age. I am so impressed that Scottsdale has dedicated dollars to this effort, and even a survey to improve it. Thank you!

2 criticisms: 1) the exclusion of any Special Olympian if they were with some other team after July 31 of 2022 (I assume this will continue annually) as no other team does this in SOAZ (it was checked and verified), which becomes discriminating, and 2) the lack of impaired-adult social activities, all noted activities are geared to the young and/or lower functioning, demonstrating exclusion. The baby boomers of today, like myself, are the ones who have impaired-adult like-minded who sorely need social activities, and more as they age. And, surprisingly if not thought about or planned, these youth, teens and other younger adults will grow older very fast as well. If you are to help, aid, support

all impaired persons, then it should be done also for the older, and not put it aside because that is easier. Since you are CAPRA-rated, I am surprised that I've had to make these comments on inclusion, etc. Now, Scottsdale Parks and Recreation appears to do well, but they must get more involved with the Adapted Recreation part as they are the overseer. It is not doing as well as it has in the past and many parents and their children, especially adult children have left. Sad. We have all had to go somewhere to find appropriate social activities for the adults, and some to find fairness in your sports activities.

**Are any of your following needs, programs, or services being fulfilled elsewhere, outside the City of Scottsdale Adaptive Services? Check all that apply.**



**Please Explain.**

No idea

N/A -- for me or my husband.

I don't know what are adaptive services

i don't know what's available

Senior transportation within Scottsdale

What is the question? It is no longer visible

Don't know

No comment

Housing issues, transportation issues

Detour Theatre and Eldorado Pool are my loved one's primary activity programs

Transportation

ARCH programs for school breaks fit well for teenagers

Money Management and Time Management Life Skills training. Housing for young adults. Drama performances.

Families need a connection for their students that the after school program provided

Unsure

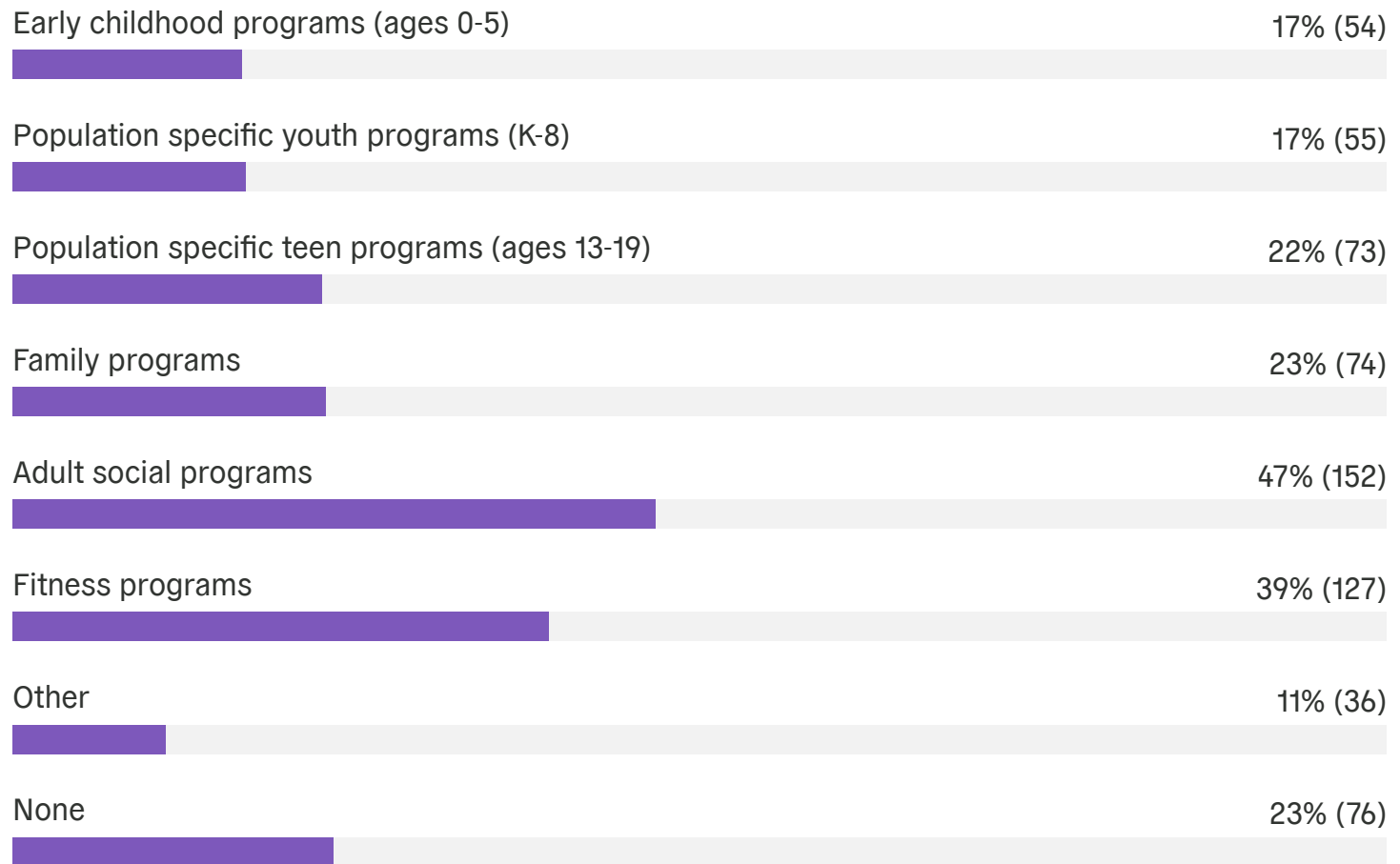
I go to gym thru Medicare

Pen pal programs.....receive old fashion letters and/or write letters.

Use Foothills caring corp

My explanations on question #6 is fully relatable and can be used here in its entirety as well. We live in the Cave Creek area since 2018 and joined Scottsdale Adapted Rec, it being the closest for my adult son to attend for sports and activities, and it was recommended by a friend, who has left also for the situation there. I am a corporate business-owner, a mother, and a DDD licensed homecare giver, I obviously wear many hats as most people do. I have seen the center's programs get more limited for the adults after the Covid epidemic, some even before. Now that we will be/were possibly moving to Scottsdale by the 1st quarter of 2024, I am questioning whether to move somewhere else since I am very concerned of the rest of my son's life there after I pass worrying that Adapted Rec will deteriorate further due to exclusion. Many parents are talking about "what happens to the adult like-minded?" This very serious.

**Which type(s) of programming are you interested in seeing expanded at the Adaptive Services Center? Check all that apply.**





**Please Explain.**

Help with living with a disability.

more services for elderly

parks and rec

See my request above for regarding my questions. This topic deserves a broader conversation than you are providing with these questions.

I don't know what are adaptive services

HUH?

I don't have an opinion

Need help for mother in law who is 97

I am unfamiliar with what is offered.

Seniors without family. Help to get them out and to appointments.

Services to help navigate electronic devices such as accessing online resources. Managing electronic health monitors.

Water aerobics and water physical therapy at each Senior Center

transportation

Programs to assist disabled

I don't have enough information to answer this.

Expressive Arts Education and Therapy

Nutritional cooking classes for senior citizens

No comment

My loved one has benefitted from many of the City of Scottsdale's Adapted services in the past, but no longer does more than Special Olympics swimming. I fully support all the programming you provide, from early childhood through adult services.

Transportation to/fro grocery store and doctor appts

Completeley unfamiliar with these programs.

During school breaks, need socializing

Preferred activity discussion/activity groups to support social speech, like Pokemon Club, Robotics Club, Trains Club, Disney Club, Draw With Me Club, Lego Club, Hair Styling Club. There are some common interests among our families. Let's find out the top 3 or 4 and make some activity groups, so they can get together and talk to their hearts content about these common topics. Kareoke has been so much fun for my sons!

Sports programs offered on evenings and weekends

After-school program

I think there was greater participation with all of the services when there was an after school program for families to connect to on a regular basis

All of them.

Nutrition education

Do not have e needs of spe ial programs yet

Special needs groups/ activities

Older adult safe movement/ mobility

Ages 11-13

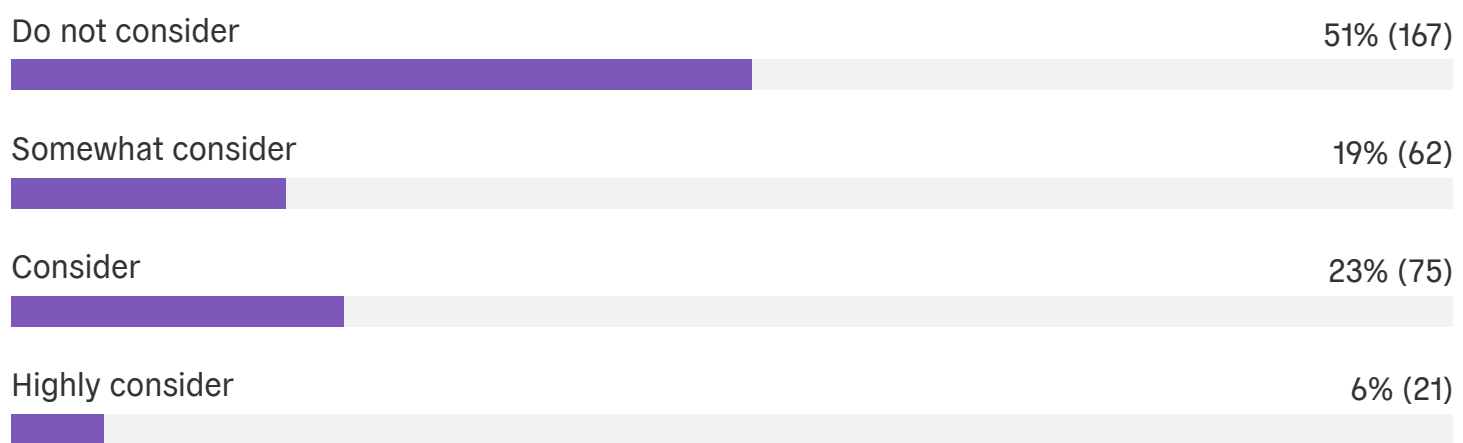
Life skills

transportation to exisiitng programs and offerings

Educational , Environmental programs

To fairly treat adults (of all adult ages, 21+ and up, even to the senior ages) to equal access to Special Olympics there at any time/any sport and to have appropriate social activities for specifically them so they may interact/interface with their like-minded peers, age-appropriately. Please do not forget all of these younger classes you list above will soon get older as well. Proper over-sight, training, and leadership would help with proper knowledge and skills. Then I would see this department fully CAPRA-compliant.

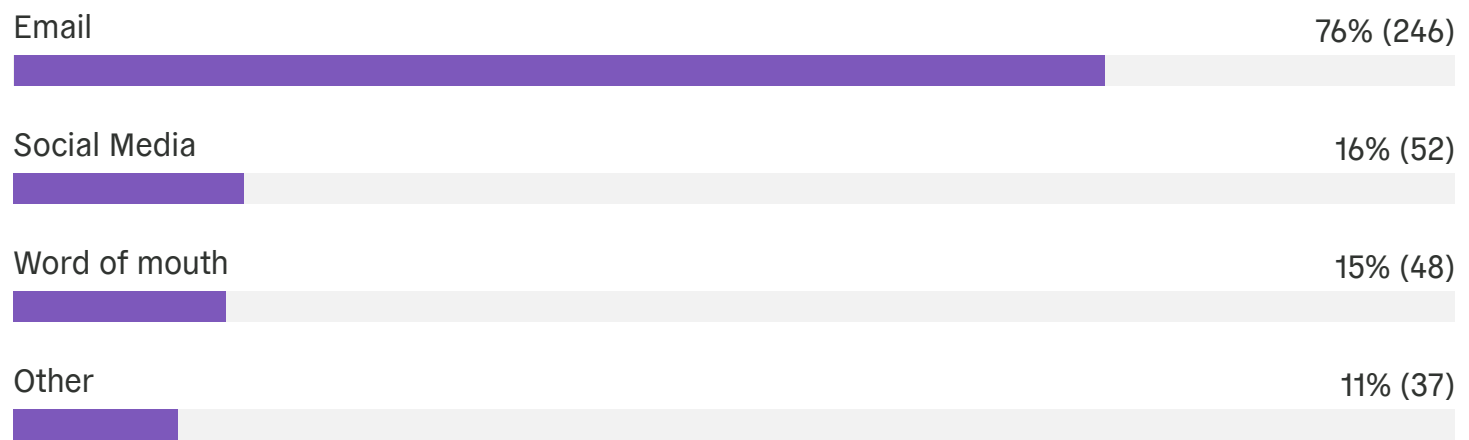
**When choosing a community-based recreation or sport program, how likely do you consider an agency that is CAPRA (Commission for Accreditation of Park and Recreation Agencies) Accredited prior to enrollment?**



**When choosing a community-based recreation or sport program, how likely do you consider the agency's safety plan prior to enrollment?**



**How do you prefer to receive updates on City of Scottsdale Adaptive Services programs and events? Check all that apply.**



**Please Explain.**

We don't use adaptive services. However we do check the website regularly.

Scottsdale paper

I do not need updates as I have not utilized Adaptive Services nor have any loved ones. I am glad the programs are available to the community though.

Scottsdale bulletin

first, tell me what "Adaptive Services" MEANS.

Don't receive info

mail

NONE

,x,

Scottsdale h2o bill

None

This doesn't apply to me

Hardcopy

Not interested in receiving updates.

didn't know

Don't want any updates

NA

don't need to receive updates

Don't receive info on this

I don't know if I receive them.

Do Not send me any

I really don't fall in to a group that needs to know this information

Physical Mail

Calling me personally if able.

I don't want to know. It's not important to me

None.

i do not have an interest in this service

Not applicable at this time so no updates for now.

TV and news

I would hope that Scottsdale residents would be able to access notifications of adaptive service in a variety of ways. There are seniors who don't have access to technology or are not well versed in using technology so snail mail would be best for them or a bulletin board at senior centers and care facilities.

text messages

text message is okay

text message reminders

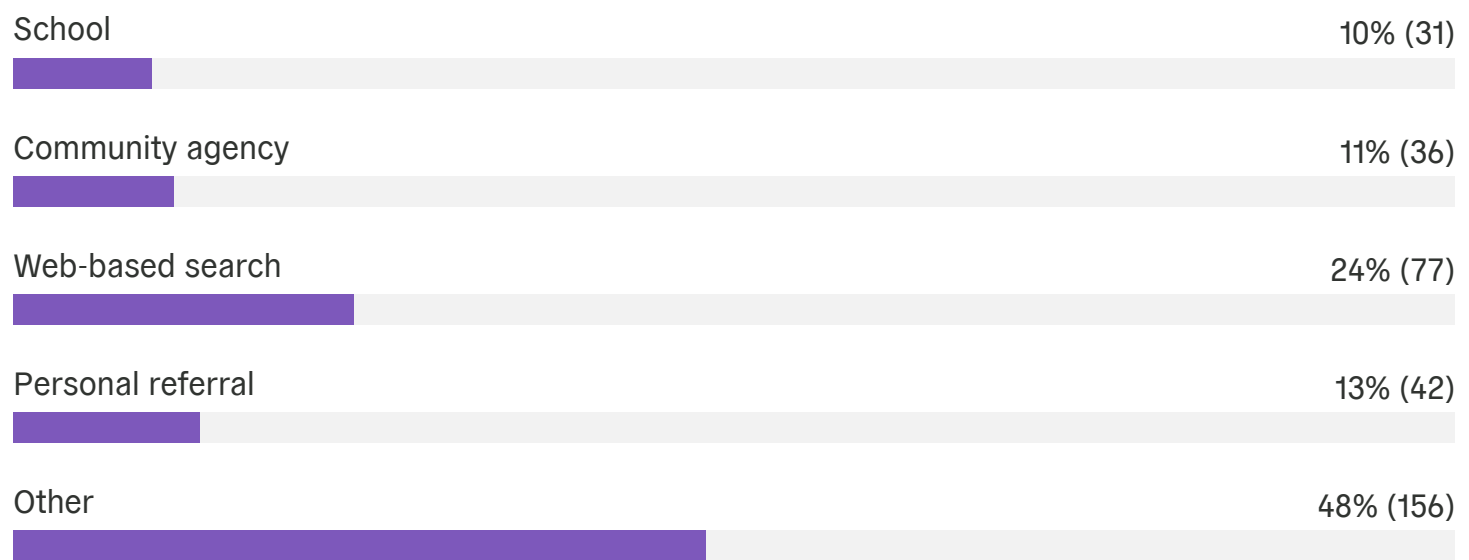
No need

Prefer not to receive updates at this time

Do not wish to receive updates on Adaptive Services. I don't need or use them.

text messages at my cell phone number

### How did you find out about the City of Scottsdale Adaptive Services?



**Please Explain.**

From city staff presentations.

Scottsdale news

Received an email

I don't know what these services are

I'm not familiar with the adaptive program.

Unaware

I don't know

this poll is the first time I've heard of these services

This is the first I heard of the program

You emailed me a survey

Through this survey.

Scottsdale Parks and Rec catalog

This email is first I have ever heard of it.

THIS survey

this survey

The city of Scottsdale sent this survey to me.

Prior to retirement I was part of the special education system in SUSD

I live near a Miracle baseball field

general interest since these services are important for any city, singularly or in partnerships, to offer email

This questionnaire ???

Was not aware

email from city

Email

this survey

Through this survey

The survey

Limited awareness of the programs

Email

I know nothing about it

Xxxx,

Never heard of it

Friend

I'm not familiar with it.

community outreach

By your email

Email notice

This email

This survey email

I received an email.

Email

I have no idea why I received this survey. I donate monthly to Scottsdale Community Partners. and we always participate in the holiday gift program for seniors. Maybe that's why I got this survey? I

don't know anything about these questions or the terminology you use so I do not think my feedback is helpful.

Received email from city

Doctor at Honor Health

Friend

email

Don't know how I got this specific survey and with no info in the email describing what the services are very difficult to answer the question. Similar surveys in Vancouver always provide a link to a description of the item concerning the survey.

email in my inbox

email

I didn't find out about it.

.

news media

this survey

This survey

Pamphlet or magazine

Didn't know it existed

I was not aware of it.

This request for completing the survey for Scottsdale Adaptive Services.

You sent this email/survey to me.

This survey.

Referral

i didn't

by being subscribed to Scottsdale community bulletins

City web site

Never heard of it

Not sure

E mail from Scottsdale inviting me to offer my opinions

Email from the City of Scottsdale

You see t this survey - never heard before your contact

don't remember

I attend Senior Center exercise programs and see adaptive programs in the catalog

Probably online

This email.

City newsletter

This survey

this email

Library pamphlets

Discuss with city staff members.

Did not know about it.

From friends

Webpage

Don't know

Have never heard of them

Unaware of available programs, strong believer in their value!

Received an email

Email

These emails

Email

this email

I know nothing about this

City of Scottsdale Website

I have no Idea, I just got this e-mail

email

Received email.

never heard of it

This survey.

I received an email message to participate in this poll.

email from city of Scottsdale

From the survey email sent to me!

E-MAIL FOR SURVEY!

Own research

This survey

I really don't know about these services.

You asked me

This survey

Can't

Scottsdale free newspaper

You emailed me!

This email asking me.

I am an instructor for the city of Scottsdale and learned about it from the Educational Staff

Walked by building at Chaparral Park.

i'm not aware of it or what it does

This questionnaire

Email

In this survey

I don't know how I got on this mailing list.

I haven't yet, this is first I've seen

I found out from this survey.

email info

I got an email to do this survey.

this survey is the first time.

From this survey.

Our two autistic sons used to participate in the Miracle League of Arizona. We left them and found you. Wish you had baseball.

Community brochure at the library

Community brochure at the library

email

I put another child in swimming at the Aquatic center in McDowell Mountain Ranch last year. it was great



The email Adaptive Recreation sends to summarize what is coming. City Website. Recreation Magazine mailed to my house. Other families text me to make sure we are registered.

We were familiar with Special Olympics before moving to Scottsdale

COS "Subscriptions" email

Email

Involved with my students for the past 25 years.

I teach students with disabilities

Answered email survey

This survey website. i was here answering a Scottsdale water survey.

Polco

Daughter participated in after school program in 2019.

Just found out about it from this survey

Email survey

I work for the city of Scottsdale and for life skills at Coronado high schools.

Email

I am a snow bird & wasn't aware of the programs

Never received info for challenged adults.

Have not heard of programs

Subscribe to newsletter from City of Scottsdale

I googled the types of programs offered.

N/A

Scottsdale parks and rec booklet

email

Scottsdale Life

email

I didn't.

Online survey

NextDoor.com

Don't remember sorry.

Unaware

## Are you a Scottsdale resident?

Yes 91% (295)

No 9% (30)