

Annual summary of Program Satisfaction surveys fiscal year 2018
Submitted to Board of Directors May 31, 2018 meeting.

Early Intervention:

Surveys are sent out to families on a quarterly basis. The survey is sent to each family who has left the program during that quarter. Results are summarized on a quarterly basis and submitted to the ED. During 2017-18: 317 surveys were sent to families; 58 completed surveys were returned to The Arc. This is a 18% return rate, slightly below our goal of 20%. **Overall 56 out of 58 (97%) were satisfied with EI services.** Two were dissatisfied. Historically there is a very high level of satisfaction with EI services; families rate the staff as excellent and report communication as excellent. The survey questions are designed to obtain feedback about the specific services families find most helpful and help us identify areas needing improvement. Of the 58 responses, three families rated home visits as needing improvement. One family stated child groups needed improvement and one person indicated knowledge of resources needed improvement. All but four families responded they are kept informed about their child's needs and development and that they received the needed information and support for transition out of the program. Overall, ratings on staff were excellent to very good with many scores of excellent. There were many comments about the very skilled, professional staff and how please parents were with the outcomes with their child. Most concerns related to the lack of availability of therapists.

One parent said she really had to push for services in the beginning but she finally received the services she was requesting. Another said she had to wait a long time after the intake for services to start,. Scheduling issues were raised a couple of times and one parent complained her OT cancelled visits a lot.

Overall, the excellent ratings and very positive comments far outweighed the others.

Up to date up to this point.

Residential Supports

Surveys are sent to all individuals' family members and/or guardians on an annual basis.

Each individual served by residential supports department are given a survey and any assistance they need to complete the survey.

During November 2017 surveys were sent to 38 family members/guardians and 18 (47%) were completed and returned to The Arc. The survey includes 10 yes/no questions and 3 open ended questions requesting feedback comments. All but two respondents answered yes to the ten yes/no questions. Two people said no or do not know if varied activities are offered for the individuals. Comments on the open-ended questions included: Countryway-would like more social events, fun activities in the house and more activities out of the house for the individuals; Drinkwater: would like the bedroom painted. There were also many positive comments about staff particularly County Way, Drinkwater, and River Street.

During December 2017, 47 individuals who live in Arc homes, Shared Living, or in supported independent living were assisted to complete a survey. They are asked questions about what they like and do not like about their home and the employees. They are asked if they are treated respectfully, are able to do the things they would like in the community, understand their human rights.

In general, all individuals responded positively to all the questions. Most indicate they are happy with their living situations, the home and their bedroom, their housemates and the employees who assist them. They are aware of their rights and how to exercise them and who to talk to with a concern. Three negative responses or complaints were about roommate conflicts, same # as last year, different people. A couple comments pertained to group living challenges: waiting to use the bathroom and maintaining a quiet environment. At Congress street, one individual stated not enough hot water. Two individuals (same # as last year) (Country way and Pleasant) indicated that not all staff treat them like an adult. The agency's Positive Behavioral Supports initiative continues to provide a structure for ensuring ongoing awareness and implementation of "respectful" behaviors. *Expectations Charts* are used in each program on a daily basis. Each program has a universal awards program in place with staff skilled in rewarding positive /expected behaviors daily. This past year we initiated the use of a new Quality of Life assessment. An assessment is completed for each person prior to the Individual service plan meeting. An assessment will be completed every year for every person. Once we begin second annual assessments, we will have data to conduct comparative analysis for each person.

Community-Based Day Supports/Employment Individual Satisfaction Surveys

Results for 2017

Number of surveys from individuals: 43 (100%)

Question 1: Do you like participating in the CBDS program?

Yes- 40 (93%) No-1 (2%) Undecided- 2 (5%)

Question 2: Do you like the daily groups that are offered each day?

Yes- 36 (84%) No-4 (9%) Undecided-3 (7%)

Question 3: Can you spend breaks with people you choose during the day?

Yes- 41 (96%) No-1 (2%) Undecided-1 (2%)

Question 4: Do you like the guest speakers/special events we plan?

Yes-36 (84%) No-6 (14%) Undecided-1 (2%)

Question 5: Do you feel comfortable talking to staff about private issues?

Yes- 37 (86%) No-2 (5%) Undecided-4 (9%)

Question 6: Do staff speak nicely to you?

Yes- 39 (91%) No-1 (2%) Undecided-3 (7%)

Question 7: Do you participate in outings/events and learn new things that interest you?

Yes-38 (88%) No-2 (5%) Undecided-3 (7%)

Comments:

- I like it here. I am very happy
- Officer Jen is my favorite guest speaker
- People are helpful; they keep me informed
- My case manager is nice
- I love sign language class
- I love like to volunteer
- It's fun being with my friends
- It can get too loud
- I get to do lots of different things
- It gives me an excuse to be more social and active

**Community-Based Day Supports/Employment
Family/Provider Satisfaction Surveys**

Results AY 2017

68 Surveys mailed/25 received from family members/providers: 37% return. A decrease of 3% from last year.

**Question 1: I am satisfied with the services provided by The Arc's
Employment/CBDS program**

Yes-22 (88%) Usually-3 (12%) Sometimes-0 No-0

Question 2: Participants are treated with dignity and respect

Yes-24 (96%) Usually-1 (4%) Sometime-0 No-0

Question 3: I feel comfortable addressing concerns and making requests

Yes-23 (92%) Usually-2 (8%) Sometimes-0 No-0

Question 4: Program Manager/staff keeps me informed as needed

Yes-21 (84%) Usually-4 (16%) Sometimes-0 No-0

Question 5: I have input at the ISP as does my family member/resident

Yes-22 (88%) Usually-3 (12%) Sometimes-0 No-0

Comments:

- The staff is doing a fantastic job!!
- I feel the staff is very kind to Bill. My questions are answered promptly.
- Laurie Gustafson is wonderful! Caring, smart, professional and really has a true interest in our daughter's life and experience there. The Arc is lucky to have such a great employee!
- The staff taking care of my brother Terrance is exceptional. Nancy Kessinger is a great listener and he has enjoyed the tea parties and Christmas stocking. I look forward to a wonderful year ahead for my brother!
- The services provided by The Arc are outstanding.
- I enjoy the monthly newsletter
- The staff is wonderful and provide Rosemarie with opportunities as they come up to work in the community. It gives her pride to be active.
- 39 years at The Arc and going strong!

Personal Care Management Services

The PCA program conducted its annual satisfaction survey for the year 2018. On November 1 2017, we mailed surveys to our 865 consumer. These surveys were updated per the New Masshealth regulations to address the points that are reported annually to Masshealth. The Arc of the South Shore received 214 surveys in return for a 25% response rate, which exceeds that Masshealth requirement of 20% response rate.

The results of this survey concluded that our Consumers/Surrogates recognize the agency's PCA program services with a high rating of satisfaction. Of the responses received, 98.55% were positive ratings. Several folks expressed their gratitude and recognition of the PCA program staff graciously.

Several of our responses included comments, which speak to the Knowledge, skill, helpfulness, compassion and caring of our staff members. We have included some of these comments below*. For the 1.45% of the consumers/surrogates who reported that they were unsatisfied with the PCM program, the PCM staff has attempted to contact each of these members to see if we may identify any needs not being met or resolve any issues. This process helps us to better identify needs that our Consumers/Surrogates may have that we previously were unaware of and helps us to improve the services we provide overall. It also helps us to maintain clear communication and therefore fosters a better working relationship.

This communication is helpful to both the PCM department and the consumer/surrogates so that each individual has the information they need to run their PCA program effectively and successfully.

We are very pleased with this year's survey and as always, The Arc of the South Shore's PCA program will continue to review its best practices and refine areas, which may require more attention as we strive for excellence. Feedback from the responses indicates that the PCA program has been a positive experience, which has continued to allow these individuals to maintain quality of life in their homes.

* We continue to be very pleased with the program. Thank you for all of your kindness and assistance

* Calls back quickly

* My Skills Trainer is the best! She has helped my family a lot.

*Extremely satisfied

*Wonderful and dedicated group of professionals. I wish all agencies could maintain the same standard of service.

Day Habilitation Individual Satisfaction Surveys

Results AY 2017

Number of surveys from individuals: 39/41 (2 refusals). Two individuals out due to long-term illness not factored into percentages. 95% response rate.

Question 1: I am satisfied with the services provided by The Arc's Day Hab program.
(39 responses)

Yes -34 (87%) Usually -2 (5%) Sometimes -1 (3%) Usually No -2 (5%)

Question 2: Staff help me when I have a question or concern. (38 responses)

Yes -33 (87%) Usually -2 (5%) Sometimes-2 (5%) Usually No-1(3%)

Question 3: I am treated with dignity and respect. (38 responses)

Yes -35 (92%) Usually-1 (3%) Sometimes-2 (5%) Usually No-0

Question 4: I have a choice of activities. (39 responses)

Yes -33 (85%) Usually-3 (7%) Sometimes-2 (5%) Usually No-1 (3%)

Question 5: I help plan my goals. (39 responses)

Yes-20 (51%) Usually-5 (13%) Sometimes-7 (18%) Usually No-7 (18%)

The Day hab participants did not comment too much during these surveys. The questions were a little different from last year's survey but overall these are positive responses. The PBS leadership team and subcommittees are working on ways to improve the program and elicit more information from the individuals.

Day Habilitation Family/Provider Satisfaction Surveys

Results AY 2017

45 Surveys mailed out/23 received from family members/providers: 51% return. That is an increase of 7% from last year.

Question 1: Does your family member/resident enjoy the day hab?

Strongly Agree-11 (48%) Agree-10 (43%) Undecided-2 (9%) Disagree-0 Strongly Disagree-0

Question 2: Are you satisfied with the services of the Day Hab?

Strongly Agree-14 (61%) Agree-9 (39%) Undecided-0 Disagree-0 Strongly Disagree-0

Question 3: Does the program assist your family member/resident to learn, grow, and become more independent?

Strongly Agree-11 (48%) Agree-11 (48%) Undecided-1 (4%) Disagree-0 Strongly Disagree-0

Question 4: Do you feel that your family member/resident is treated with respect and dignity?

Strongly Agree-13 (57%) Agree-9 (39%) Undecided-1 (4%) Disagree-0 Strongly Disagree-0

Question 5: Do you feel that you are adequately informed of important issues?

Strongly Agree-14 (61%) Agree-7 (30%) Undecided-2 (9%) Disagree-0 Strongly Disagree-0

Question 5: Do staff return your phone calls/emails within 24 hours?

Strongly Agree-16 (70%) Agree-6 (26%) Undecided-1 (4%) Disagree-0 Strongly Disagree-0

Comments:

- You are all wonderful! So happy that Theresa is in your care. Thank you!
- We are extremely happy with the care John gets. Thank you so much.
- For over 20 years, Peter has been in the most wonderful environment where caring and devoted staff carry out the goals drafted each year. Every day he is anxious to be with his friends and he is very lucky!
- We very much like the “Day Hab Happenings Newsletter” as we are able to talk with Greg, who’s non-verbal, about some of his favorite activities.
- I trust Judy’s staff and I know they are taking great care of her.
- Mike loves cooking and baking so maybe more baking.
- More family events and fundraisers.

Adult Family Care (AFC)

Satisfaction surveys were sent out to all Adult Family Care caregivers in February 2018. 64 surveys were mailed out, with a return of 31, for a percentage of about 48 %. There were 16 questions on the survey. The initial questions spoke to basic information about the Member, Caregiver, and their family. The additional sections pertained to satisfaction with nurse’s/ care manager’s **Performance** with the Member and the Caregiver, as well as the **Services** the nurse/care manager provided to the Member and Caregiver.

Staff performance was rated from 1 – 5 (1 being “never”, 2 being “rarely”, 3 being “sometimes”, 4 being “usually” and 5 being “always”) in:

- a. Responds to concerns in a timely manner
- b. Is easy to understand
- c. Identifies appropriate resources
- d. Is courteous and respectful
 - 27 Caregivers responded with all 5s for RN and Care Manager.
 - 2 Caregivers responded with 4-5 .
 - 2 Caregivers responded with answers of 2-3 on identifying resources and easy to understanding.

Caregiver responses regarding services received through staff in the Adult Family Care Program were rated from “poor” to “excellent”.

- 26 caregivers reported services from Adult Family Care staff were “excellent”
- 5 Caregivers reported services from Adult Family Care staff were “good”

Caregivers were also asked what additional services/resources they would like assistance with from staff:

Answers from Caregivers included:

- Support Groups
- Nutrition
- Stress Reduction
- Social Activities for Members
- Additional Caregiver Respite Resources

Caregivers had the option of having the survey be anonymous. 23 caregivers did sign their name to the survey and 6 caregivers chose to remain anonymous.

As Adult Family Care Director, I contacted the two caregivers who had less than satisfactory responses to staff performance in areas of “easy to understand”, and “identifies appropriate resources”. In both cases, the caregiver felt that it was more getting used to a new case manager or nurse rather than an issue, and both felt performance levels by staff have improved.

The results of the survey were addressed at the early May Adult Family Care staff meeting. We discussed each section of the survey, including the additional assistance and resources caregivers would like. Staff were encouraged to have discussions surrounding these topics at future home visits, and be proactive in providing any additional assistance when possible.