

THE PROGRESS CENTER

Highlights of 2013 Agency-Wide Satisfaction Surveys

INTRODUCTION

Comprehensive satisfaction surveys were developed for and administered to all Progress Center stakeholders during February/March 2013. Surveys were provided to respondents using email, print, and telephone calls. All surveys and results were computerized using Survey Monkey (an online service administrator). Surveys were completed by staff, individuals in all service types, families/guardians of all service types, board members, employers, and state funders. A total of eleven surveys were designed, administered, and analyzed. Wherever possible, the surveys were designed so that analysis could be made on an overall agency level and sub-analyses could be completed within program types.

The 2013 survey groups remained the same as last year and included:

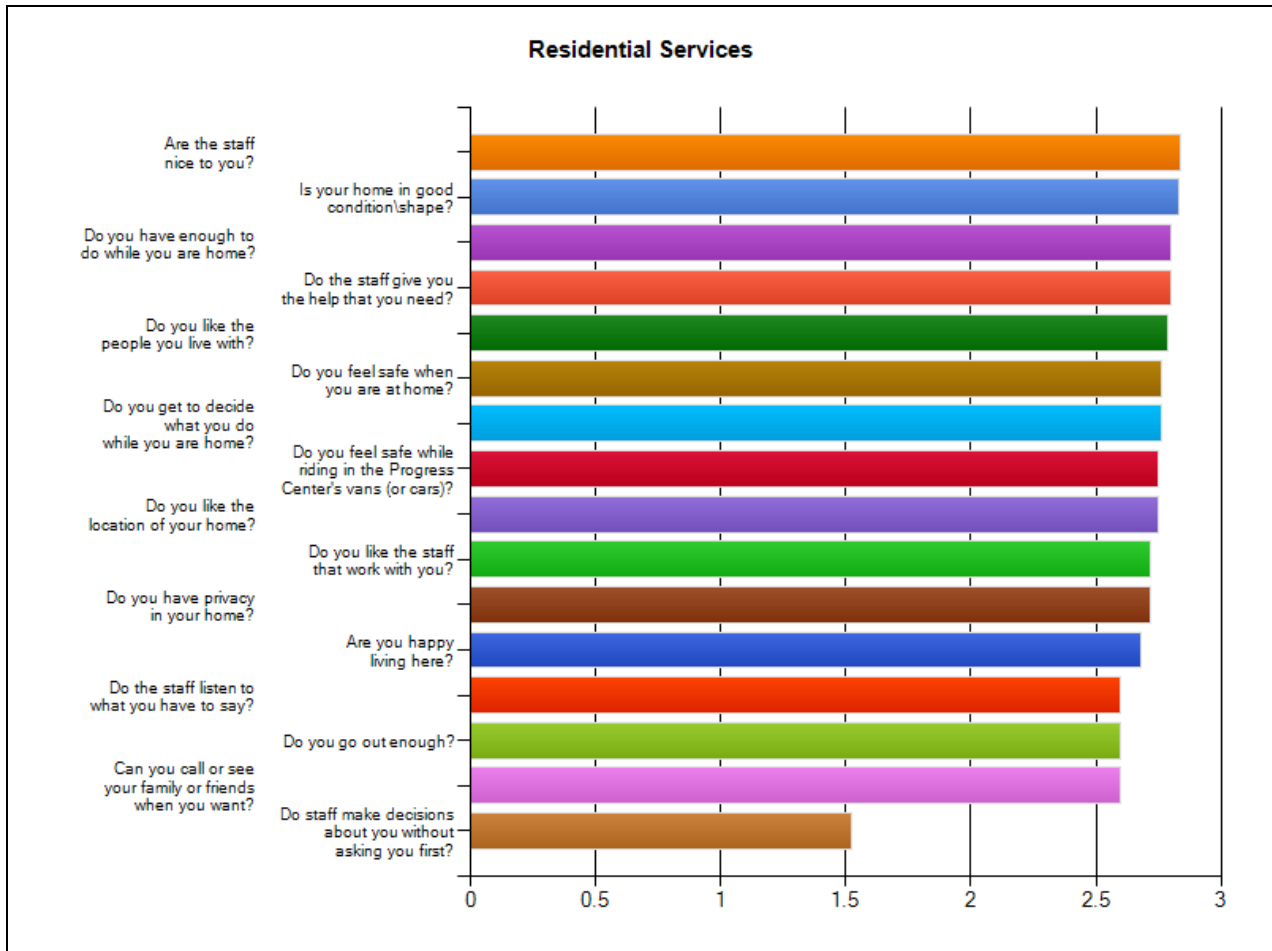
- Progress Center Staff
- Day Services – Individuals
- Residential Services – Individuals
- Adult Case Management – Individuals
- Employment Services - Individuals
- Families/Guardians
- Children's Services – Families on behalf of children
- Children's Case Management - Families on behalf of children (*combined into Family/Guardian survey for 2013*)
- State Funding Personnel
- Employers
- Board Members

When designing surveys, the focus was on measuring those areas that subsequently impact the individuals' quality of life and help to guide our agency forward. The survey questions for individuals served by the agency continued to explore such critical areas as safety, community involvement, meaningful activities, relationships, choice, and empowerment. Surveys for staff are comprehensive and covered important topics including training/professional development, supervisor quality and leadership ability, how well the agency supports individuals, and opportunities for input into service delivery. Family/guardian and "funder" survey questions focused on skill development/goal accomplishment for individuals, ability and professionalism of staff, agency responsiveness, and safety/health related areas. Board member surveys were designed as an internal self-evaluation tool. Therefore, the results are not included in this report. This year, Children's Case Management Surveys are included within the results of the Family/Guardian Survey. All surveys were anonymous, although respondents could choose to include their name if they desired.

This report highlights some of the most critical findings within each program type. Detailed departmental reports and sub-analyses are available as well. Wherever possible survey questions remain the same from year to year. This enables us to monitor whether and to what degree programmatic and other enhancements have impacted outcomes over time. By drilling down and carefully analyzing results from year to year and by department, we are able to create a planning guide for the coming year. Results are used to develop specific action plans by department. Progress is assessed in a variety of ways including through regular quarterly quality management/performance improvement meetings with management staff.

Residential Services

Individuals receiving residential services were asked to respond to a number of questions about their homes and associated staff. The available responses were 1 (no), 2 (in between/sometimes), & 3 (yes). The average rated scores are shown in the graph below. As can be seen, all positive focused questions received a rating of 2.5 or higher, indicating that individuals are overwhelmingly satisfied with services. For the remaining "negative" focused question "Do staff make decisions without you", 16% indicated that staff did. This will be a focus for the coming year. In addition, two other areas to be focused on for the coming year include staff responsiveness and time spent in the community. Although the vast majority indicated satisfaction with these areas, 28% were unsure (in between/sometimes) or felt these areas were not adequately addressed.



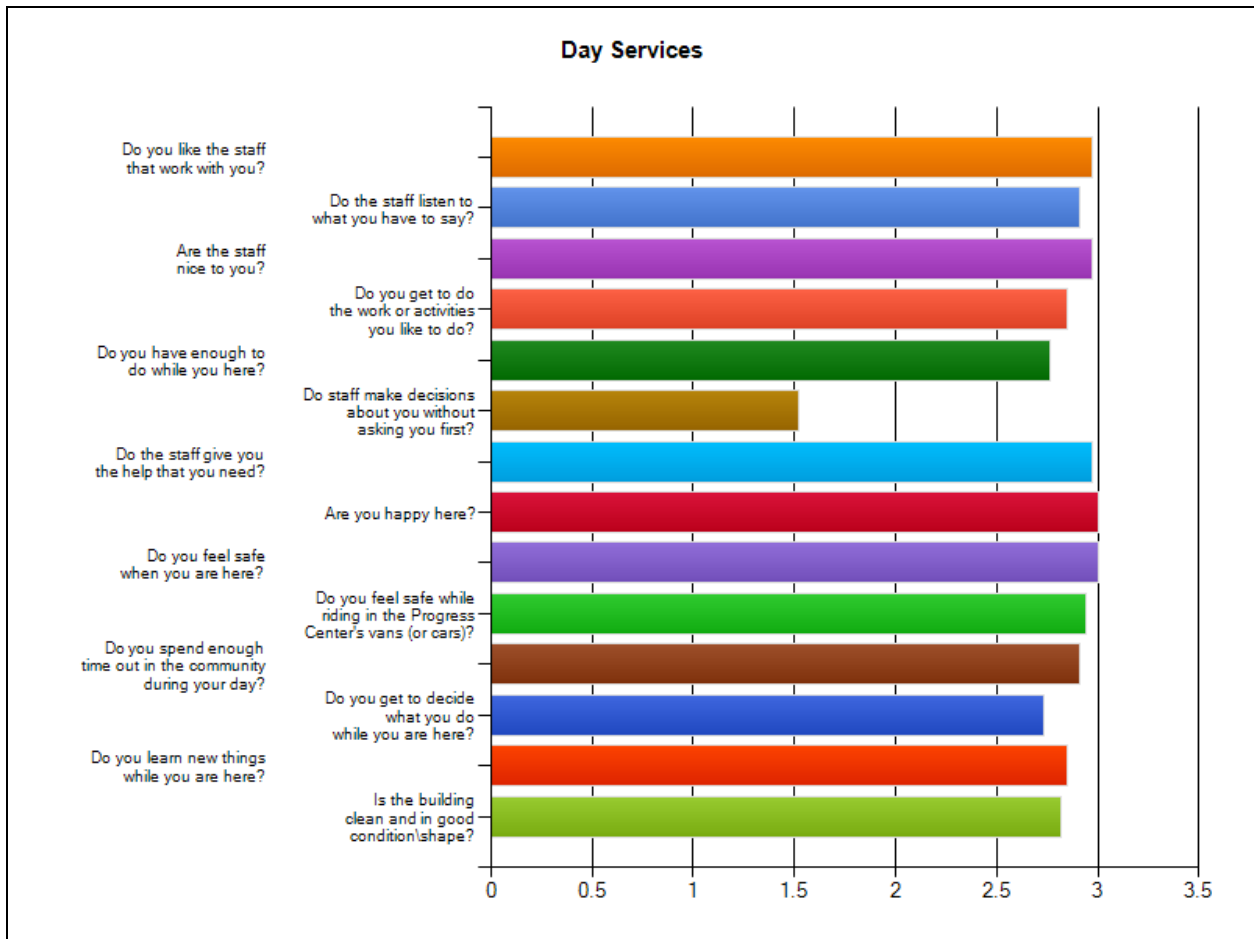
Day Services

Similar to the results seen for residential services, individuals are expressing positive feedback regarding their services. The available responses were 1 (no), 2 (in between/sometimes), & 3 (yes).

All positive focused questions received an average rating of 2.5 or higher, indicating overall high satisfaction with services. Numerous questions received a 95% or higher positive response including those related to liking the staff, niceness of staff, staff helpfulness, overall happiness and feelings of safety.

One area of concern to be focused on over the coming year was related to input into schedules. Only 73% indicated that they decide what they will do while they are at day services.

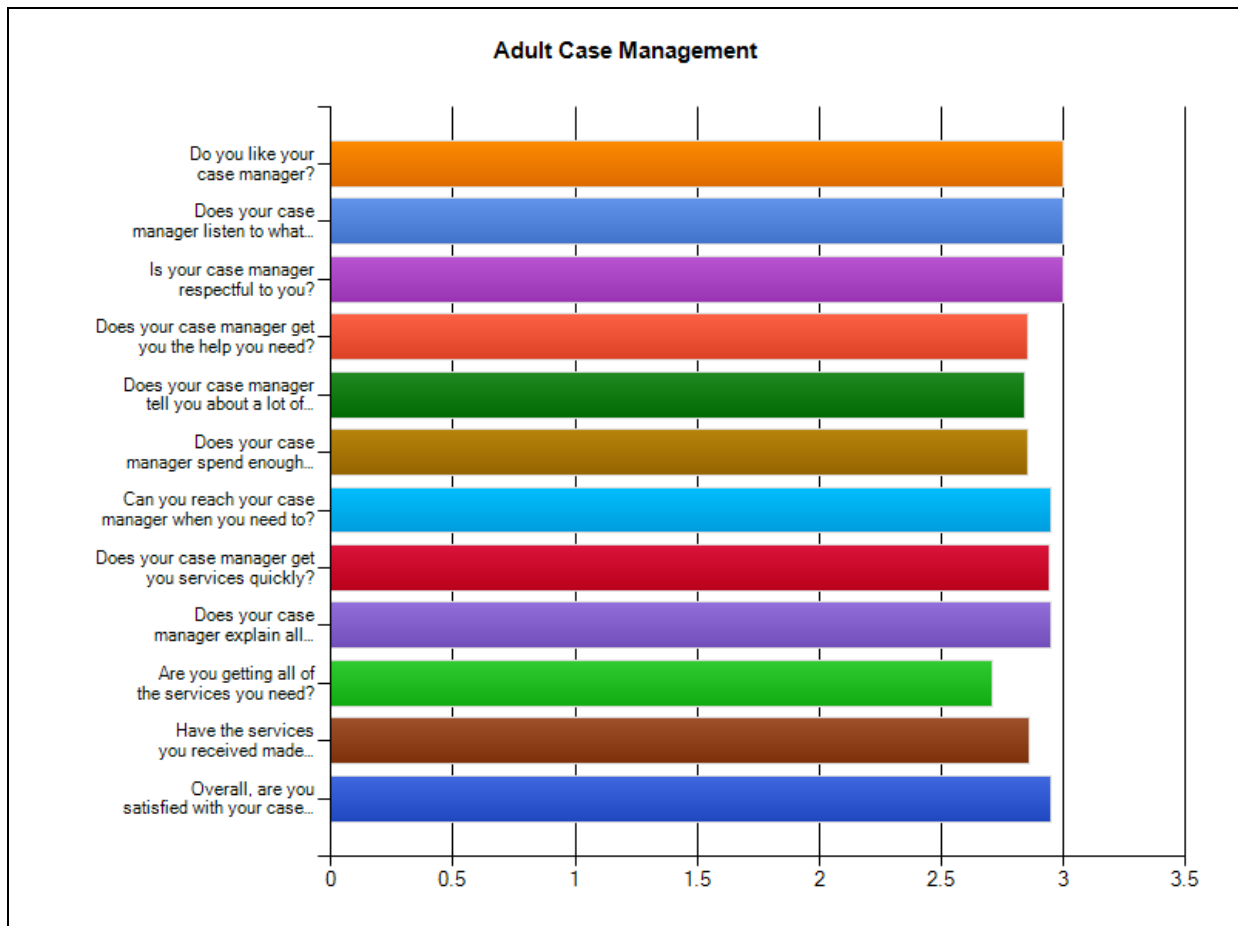
The "negative" focused question (Do staff make decisions without asking you first?) received expectedly low ratings. This was the desired response. About one quarter of individuals (24%) indicated that staff sometimes make decisions without asking them. In response, empowerment re-training for staff and individuals will be implemented.



Adult Case Management Services

Adults receiving case management services indicated exceptional satisfaction with services. All questions used a rating scale consisting of 1 (no), 2 (in between/sometimes, and 3 (yes). All questions received an average rating of 2.5 or higher, indicating overall high satisfaction with services. Numerous questions received 95% or higher satisfaction rates including liking case manager, listening skills, respectfulness, ability to reach case manager, and explanation of all choices. In addition, 95% indicated overall satisfaction with services.

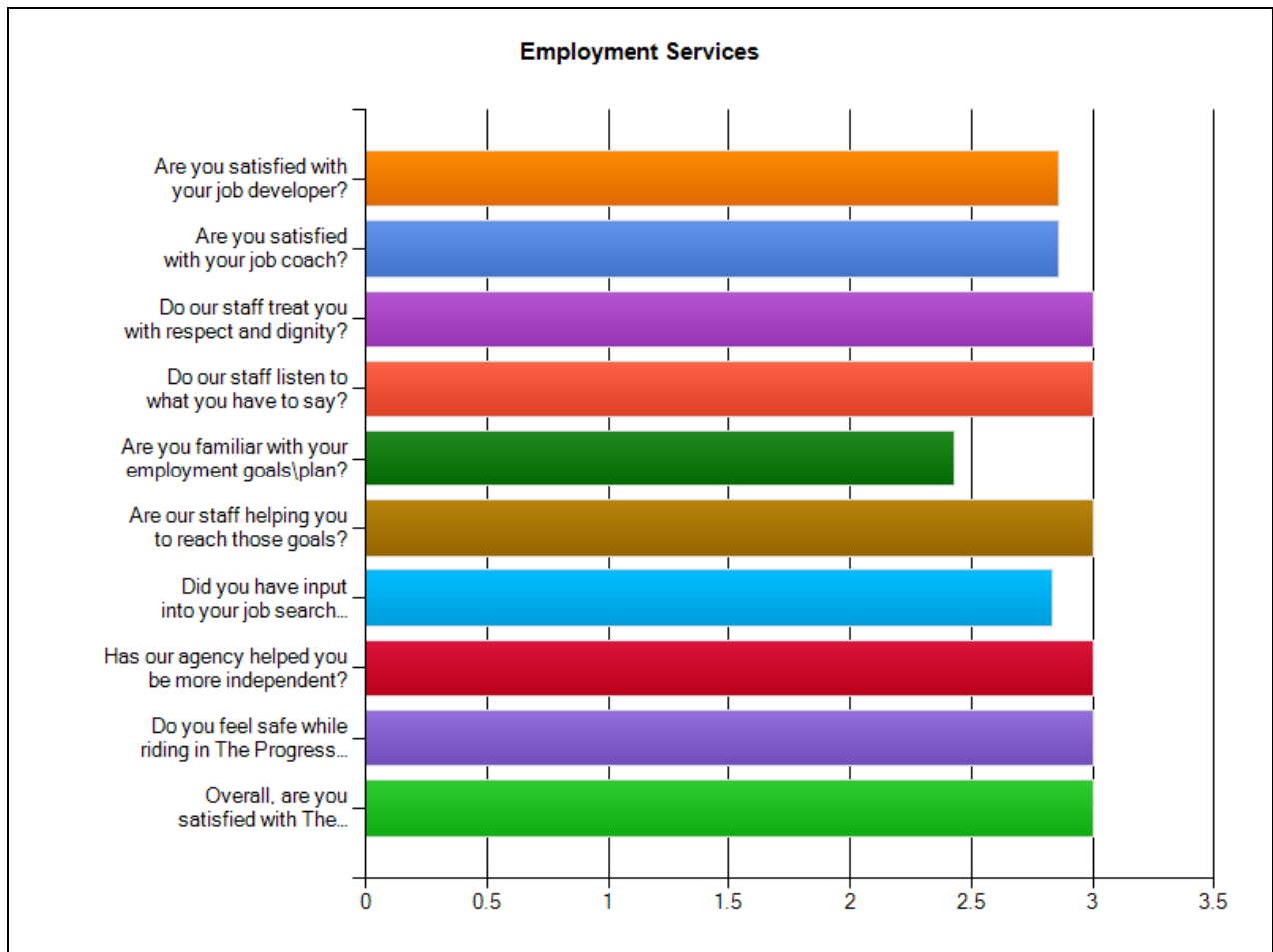
Although 81% indicated agreement that they were getting all of the services they needed, we will focus on this particular area over the coming year to determine if there are ways to improve the level of services received for the remaining 19%.



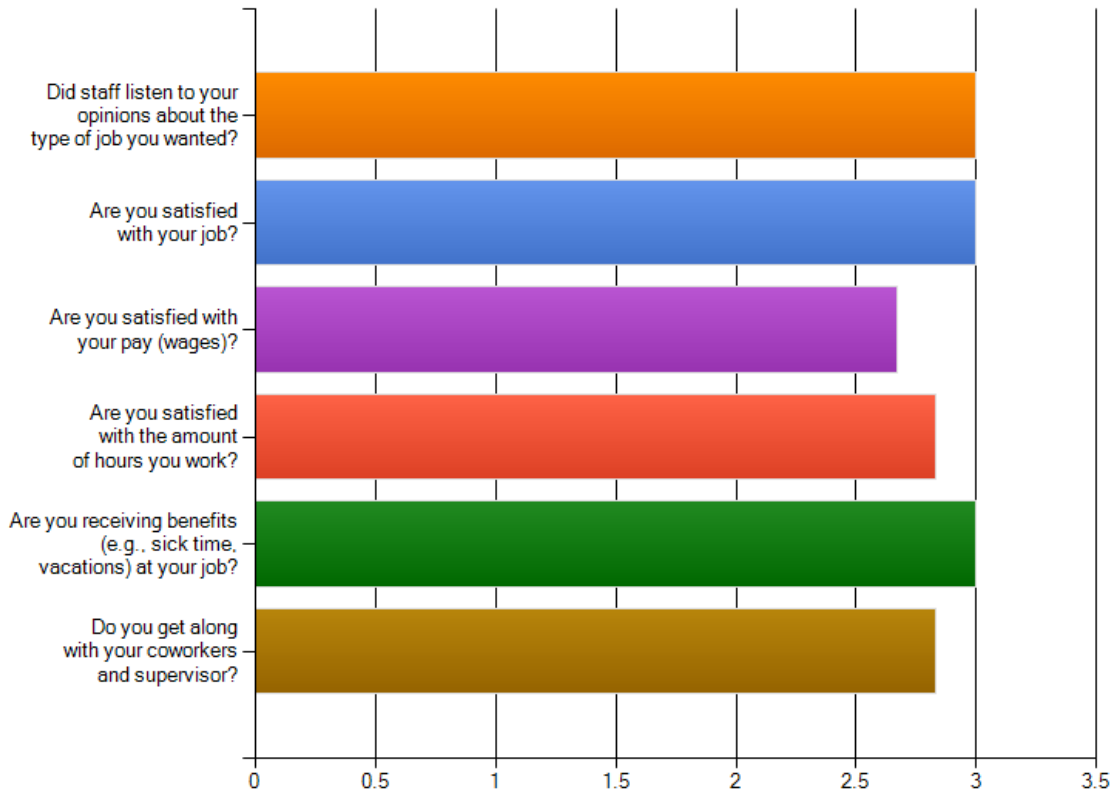
Employment Services

Individuals are expressing high satisfaction with employment services. When asked to rate on a 1-3 scale (1-no, 2-in between/sometimes, 3-yes), the vast majority of questions received a highly positive response. In fact, 100% of individuals surveyed indicated they are satisfied with the employment services of the Progress Center. Other overwhelmingly positive areas include being treated with respect and dignity, listening to individuals, assistance to achieve goals and be more independent, and feelings of safety. One surprisingly lower rated area was "Are you familiar with your employment goals". Only 57% indicated agreement to this statement. This warrants a review of how individuals are involved in goal planning and ongoing review of goal achievement.

For those who are currently working, there were two highly significant areas of improvement since last year: "Staff listen to type of job you wanted" and "Are you satisfied with your job?". 100% of individuals indicated agreement with those statements this year.

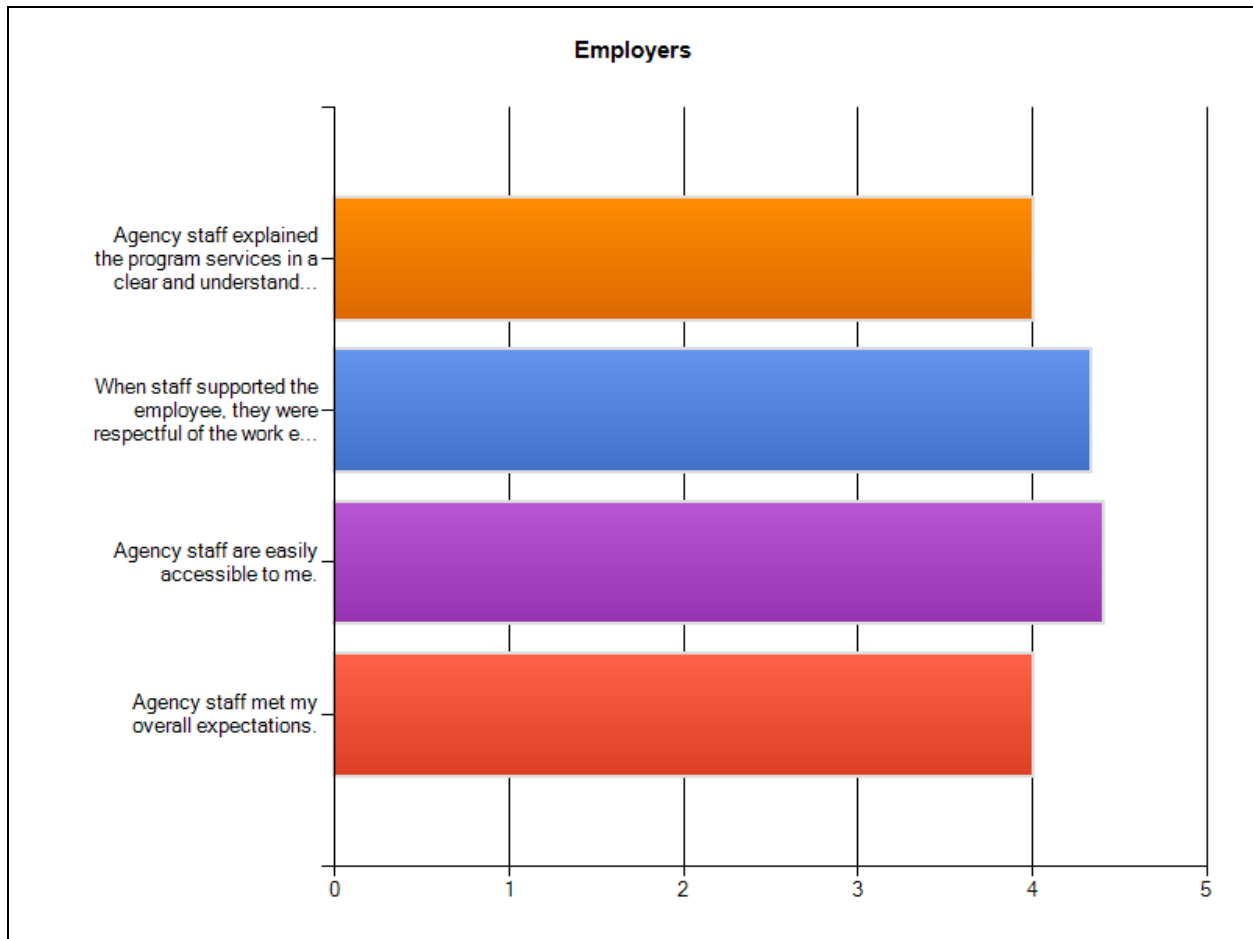


Employment - Satisfaction With Job



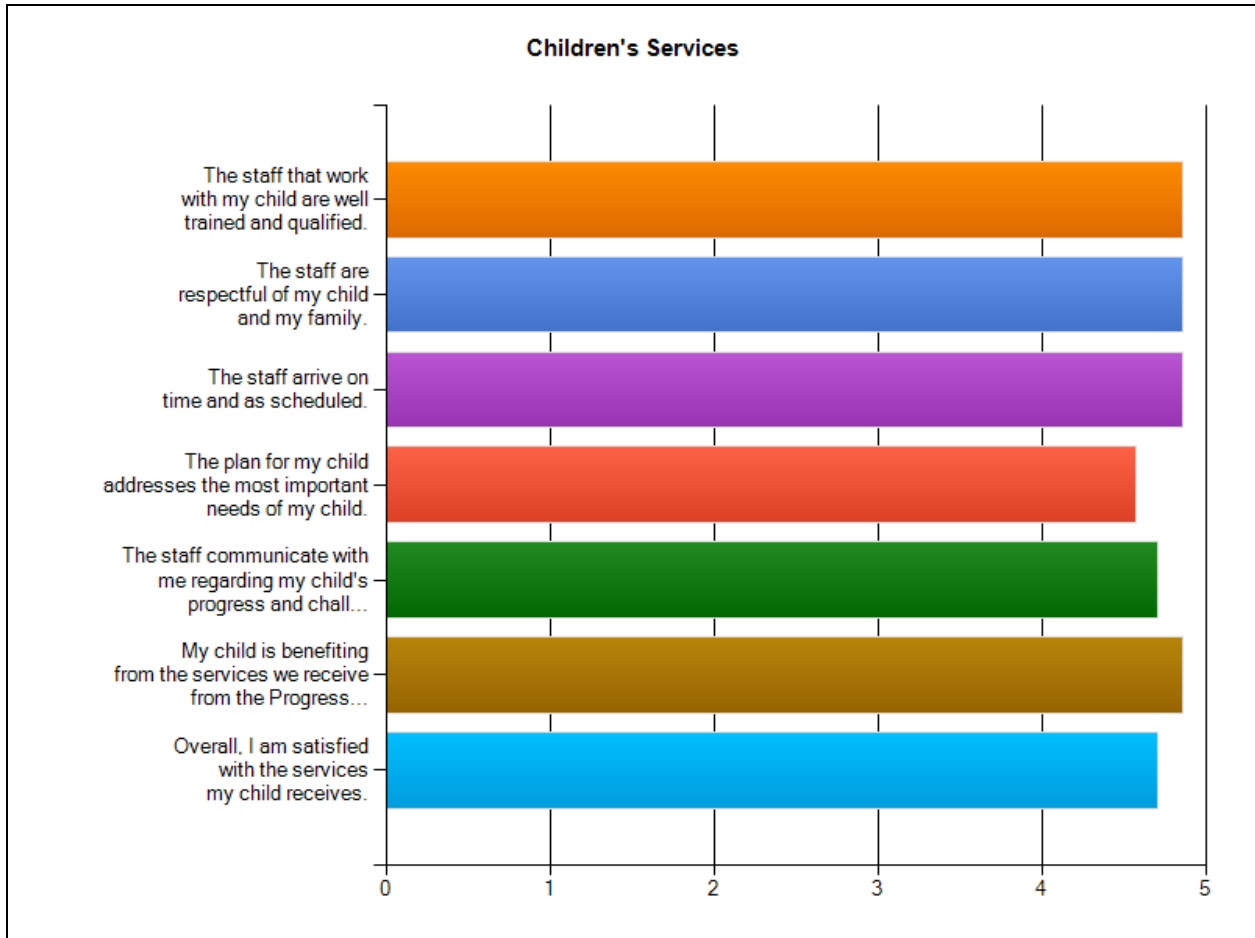
Employers

The employers' results were overwhelmingly positive. All respondents 100% "agreed" or "strongly agreed" with all statements. Response choices were given on a five-point scale ranging from a 1 (strongly disagree) to a 5 (strongly agree).



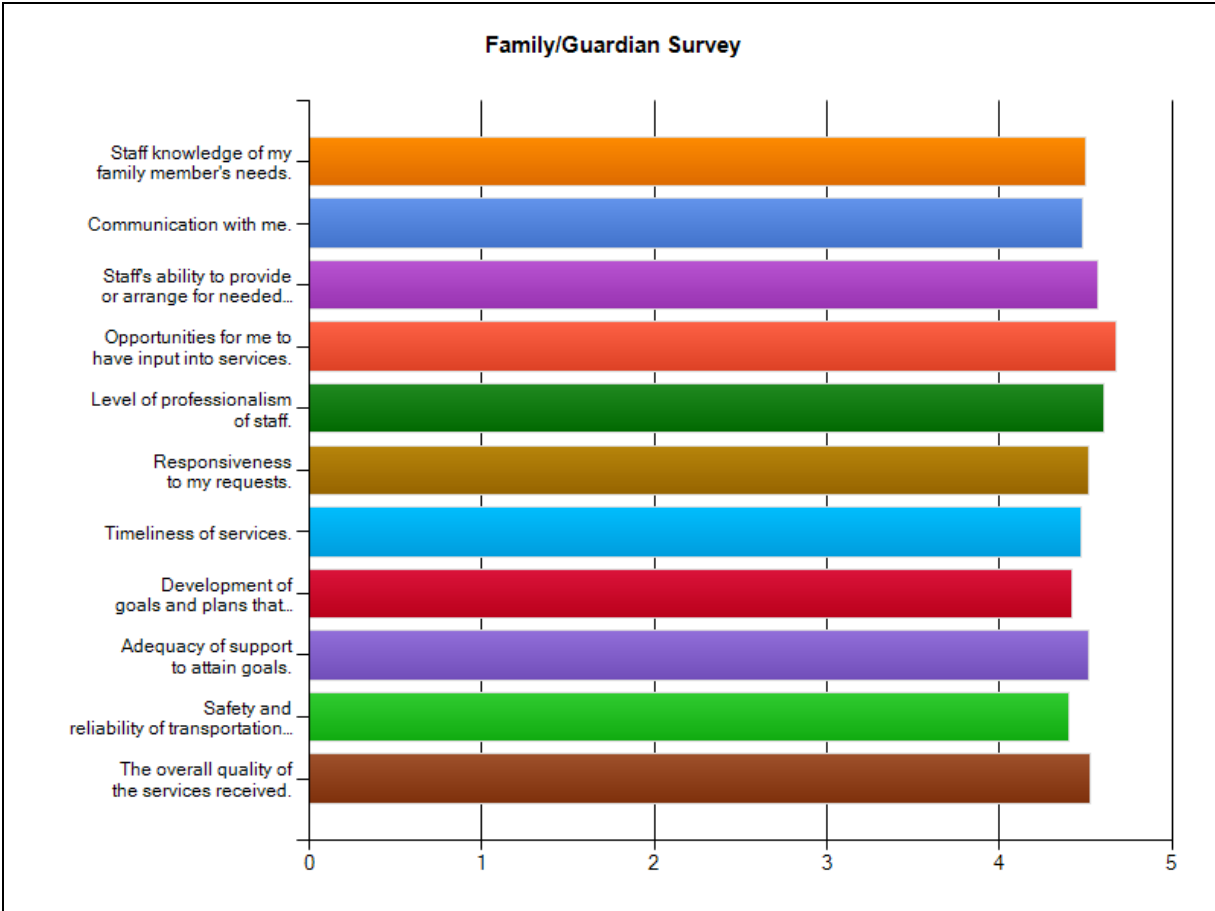
Children's Services

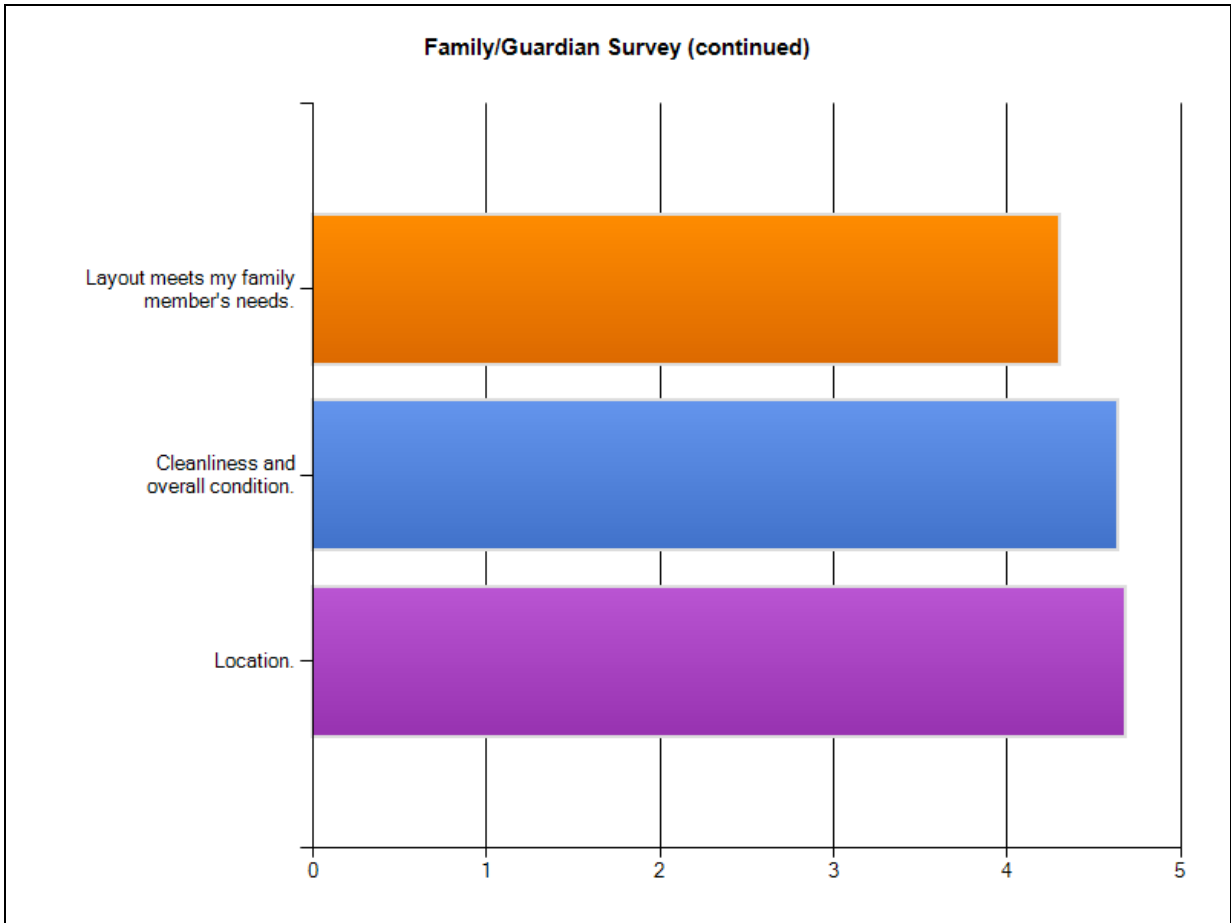
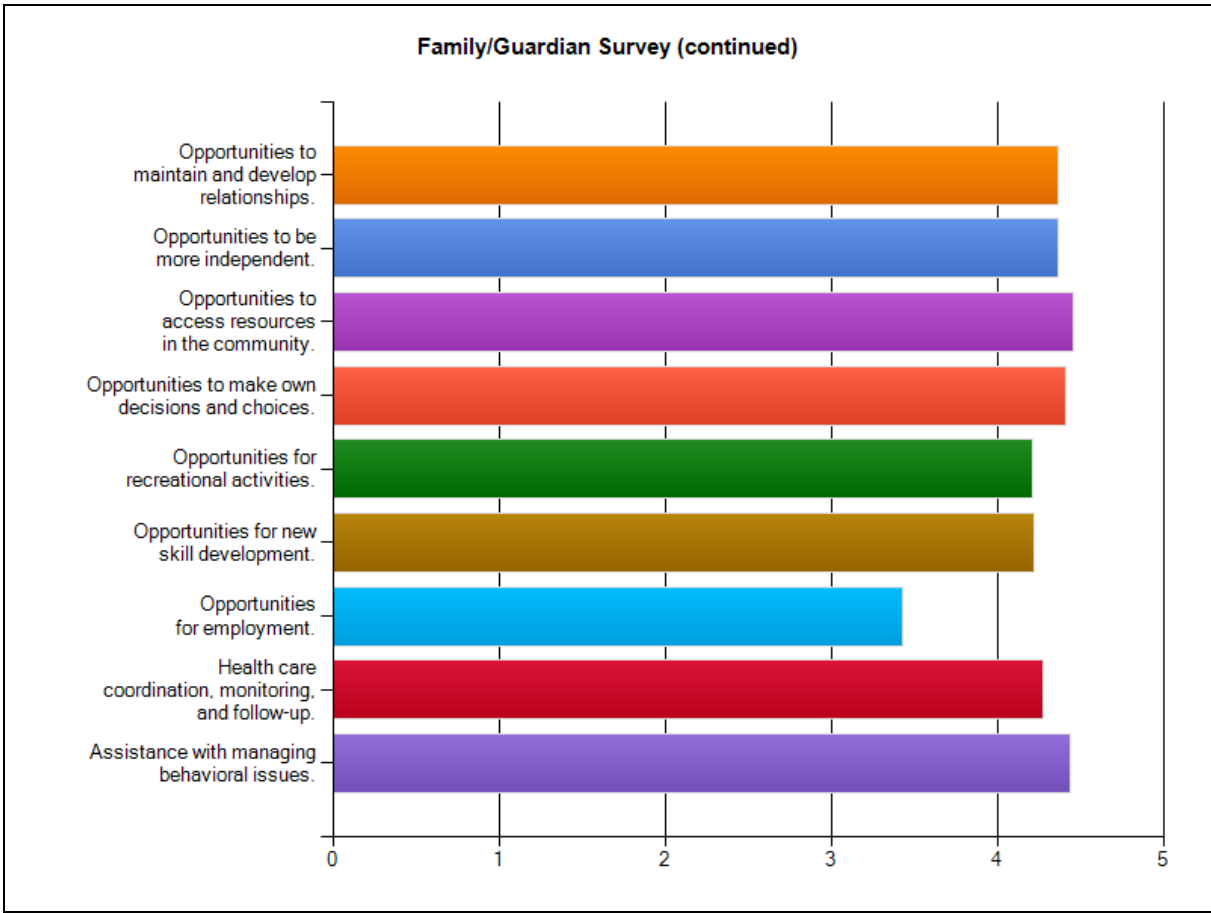
Parents are overwhelmingly pleased with children's services. Parents answered survey questions on behalf of their children. Parents were asked to rate their responses to questions on a 5-point rating scale with 1 meaning "strongly disagree" and 5 meaning "strongly agree". All respondents 100% "agreed" or "strongly agreed" with all statements.



Family/Guardian Survey

Families and guardians were asked to respond to a comprehensive survey covering all aspects of services. Overwhelmingly, families expressed high satisfaction. Response choices ranged from 1 (poor) to 5 (excellent). All but one question received an overall rating of 4 (good) or higher. In fact, 97% rated our overall services as good or excellent. A small number of families did express concerns regarding employment opportunities, so we will follow-up and focus on that area this coming year.

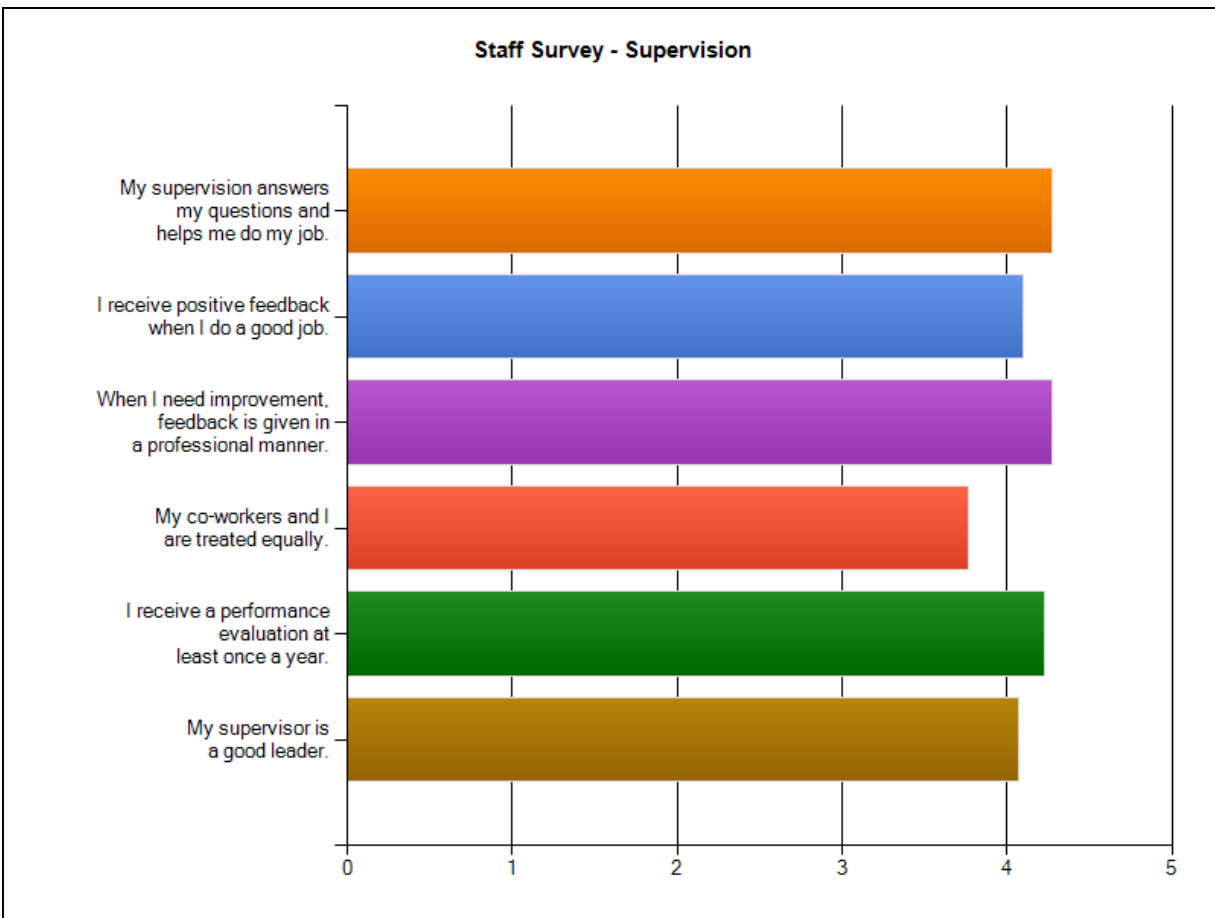


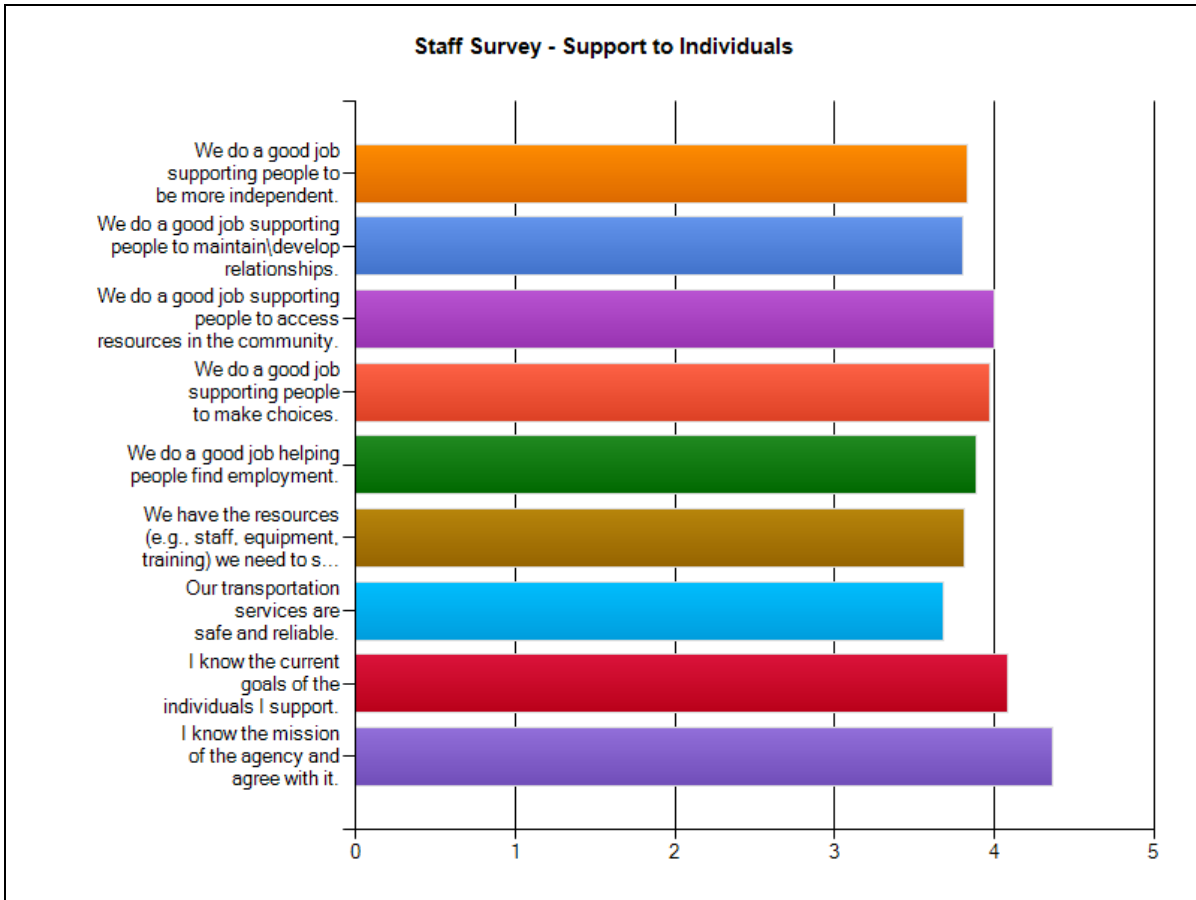
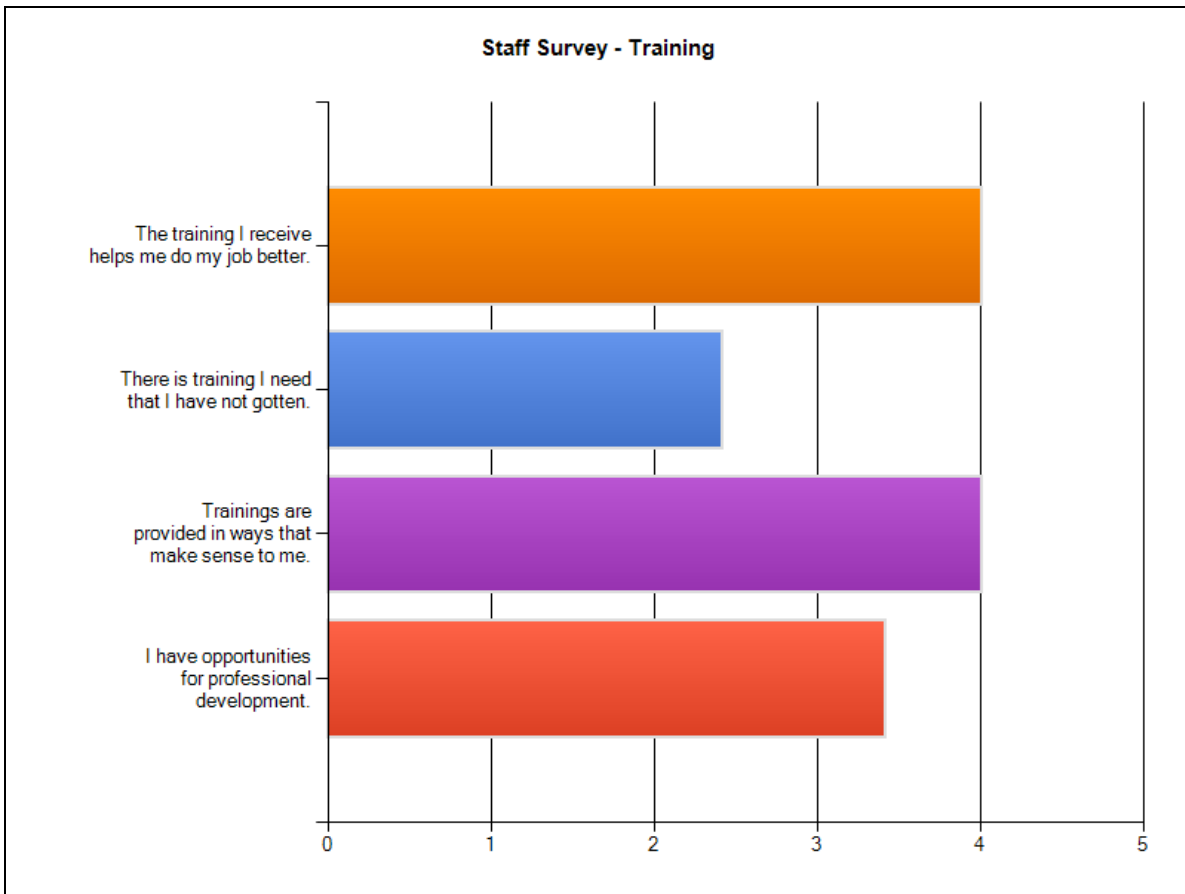


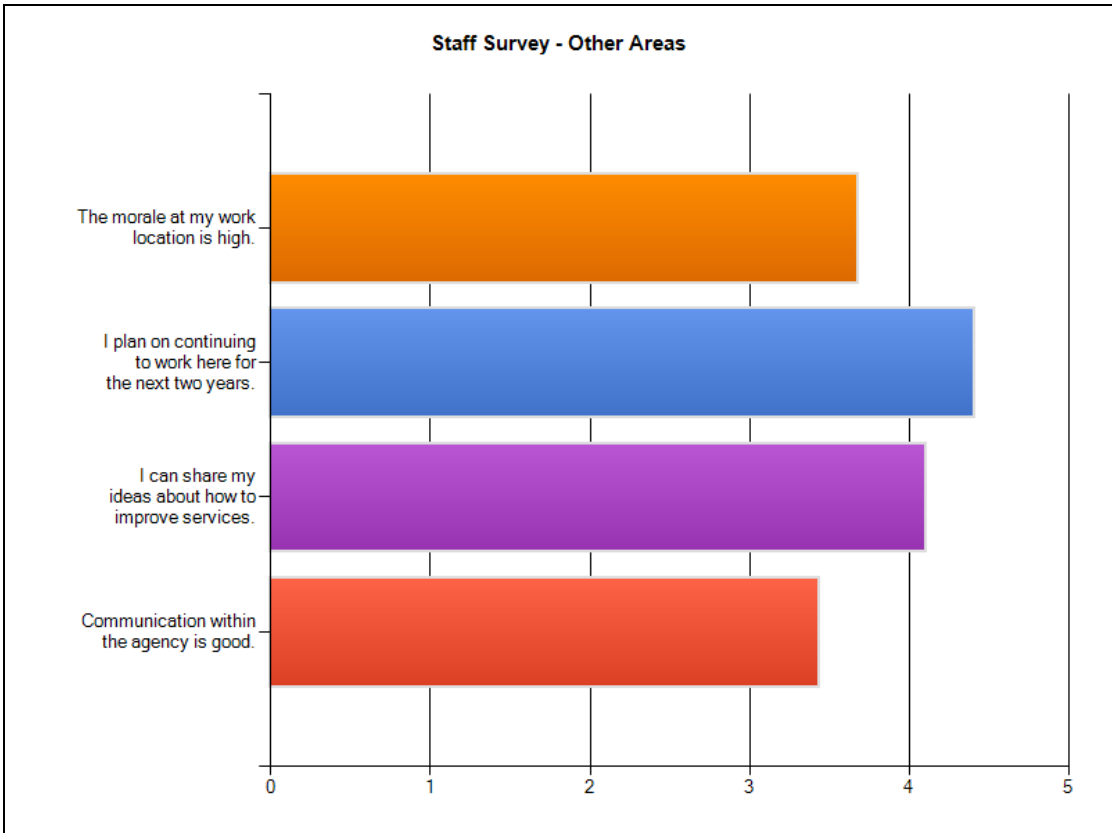
Staff Survey

The staff survey provides our team members with an opportunity to give feedback in critical areas of concern. The results assist us with designing responsive policies, developing trainings/resources and overall agency-wide planning.

Response choices were provided on a five-point scale ranging from a 1 (strongly disagree) to a 5 (strongly agree). Overall, staff continue to clearly indicate areas of strength within the agency, as well as areas where they feel improvements would be beneficial. Staff, in general, felt supervisors helped them do their job, receive positive feedback and annual evaluations, agreed with the mission of the agency, could share ideas about how to improve services, benefitted from training offered, and were planning to remain at the Progress Center for the next two years. Some of the areas where further attention is needed are communication throughout the agency, opportunities for professional development, staff morale, supporting people with relationships, and transportation for individuals. Specific strengths and weaknesses often varied by department. Department-specific analyses were completed to better understand these concerns.







DHHS "Funder" Survey

"Funders" are overwhelmingly satisfied with services. Response choices ranged from 1 (poor) to 5 (excellent). 100% of respondents rated each question asked as either "good" or "excellent".

