

2023 Family & Guardian/ Individual Satisfaction Survey Presentation

APRIL 16, 2024



Survey Process

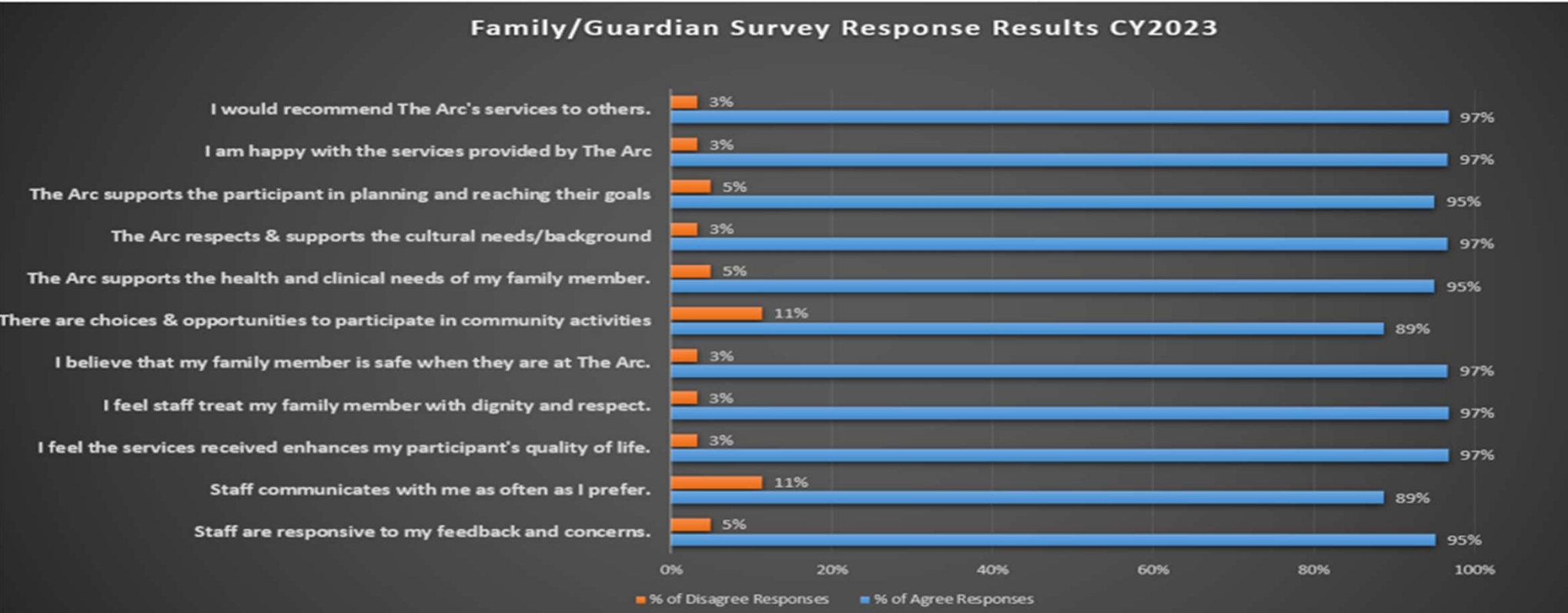
- ❖ Based on the calendar year (CY) 2023
- ❖ Participants in more than one service received multiple surveys
- ❖ All programs / services participated
- ❖ Neutral Process
- ❖ Written comments were recorded for the “Suggestions or Improvements” question
- ❖ 100% of respondents were contacted regarding suggestions, improvements, and/or requests for contact
- ❖ Action plan is in process of being finalized and will begin implementation by May 2024.

Family/Guardian and Participant Survey Data

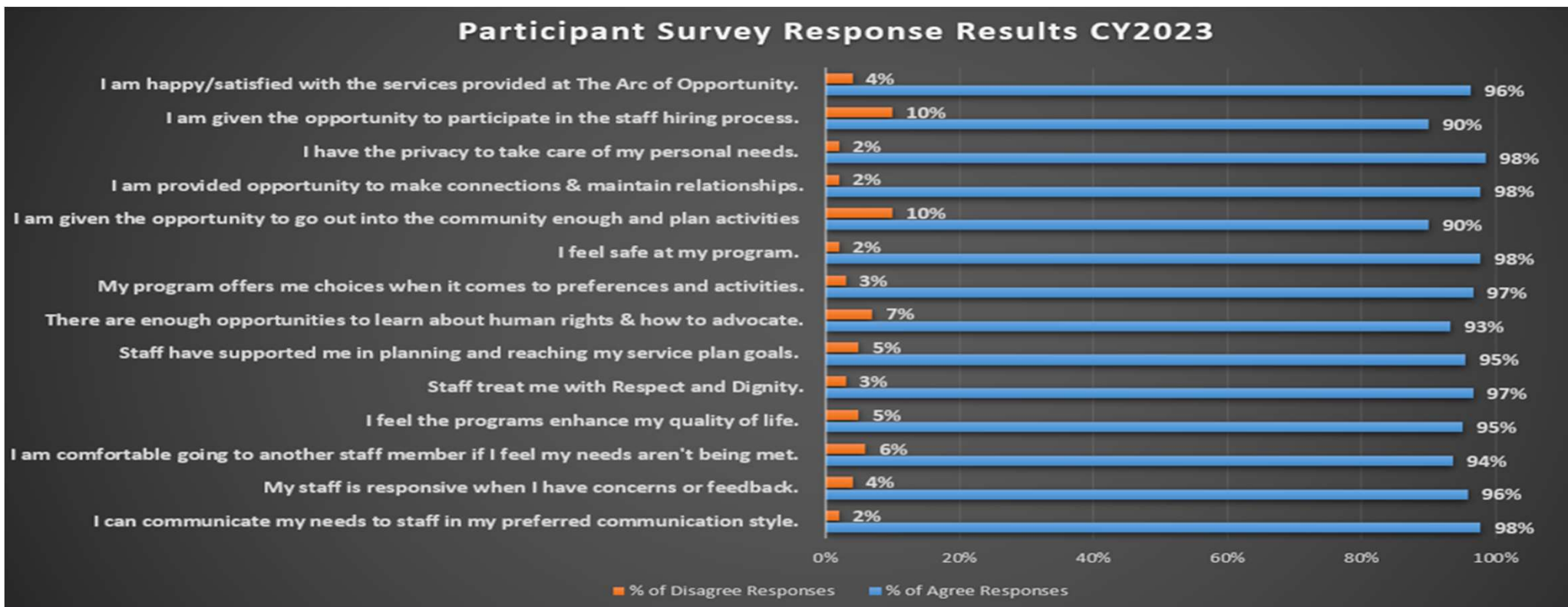
Program:	Sent:	Returned:	Completion Response:
Residential Participants:	62	61	98%
ISS Participants:	62	30	48%
HBS Participants:	84	17	20%
Family Support & Recreation Participants:	79	31	39%
Day Habilitation Participants:	68	50	74%
CBDES Participants:	117	66	56%
Family/Guardian – All Services	160	70	44%



Family/Guardian Survey Response Results CY2023



Participant Survey Response Results CY2023



2023 Family/Guardian Satisfaction Survey Summary

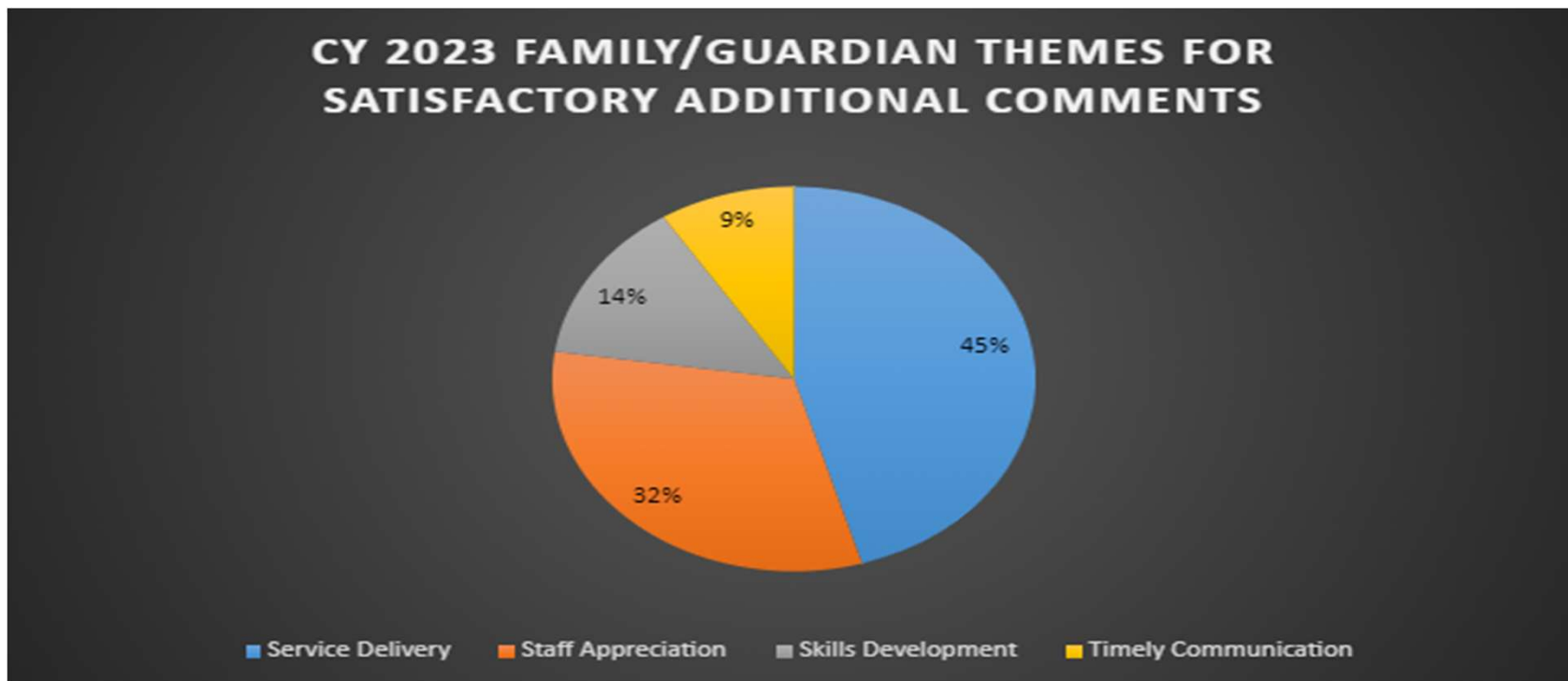
Increase in satisfaction in several areas that include but not limited to:	Decrease in satisfaction in areas that include but not limited to:
Feeling the services received enhances the participant's quality of life (97%)	Staff Communicate as often as the family/guardian prefers (89%)
Treating participants with dignity and respect (97%)	Offers choices and opportunities to participate in the community (89%)
The Arc supports the health and clinical needs of the participant involved (95%)	

2023 Participant Satisfaction Survey Summary

Increase in satisfaction in areas that include but not limited to:	Decrease in satisfaction in one main area that include but not limited to:
Being happy with the services provided at The Arc (96%)	Being given the opportunity to participate in the staff hiring process for potential hires (90%)
Feels the programs enhance the participants quality of life (95%)	Being given the opportunity to go into the community enough and plan activities (90%)
Feels there are enough opportunities to learn about human rights and how to advocate (93%)	

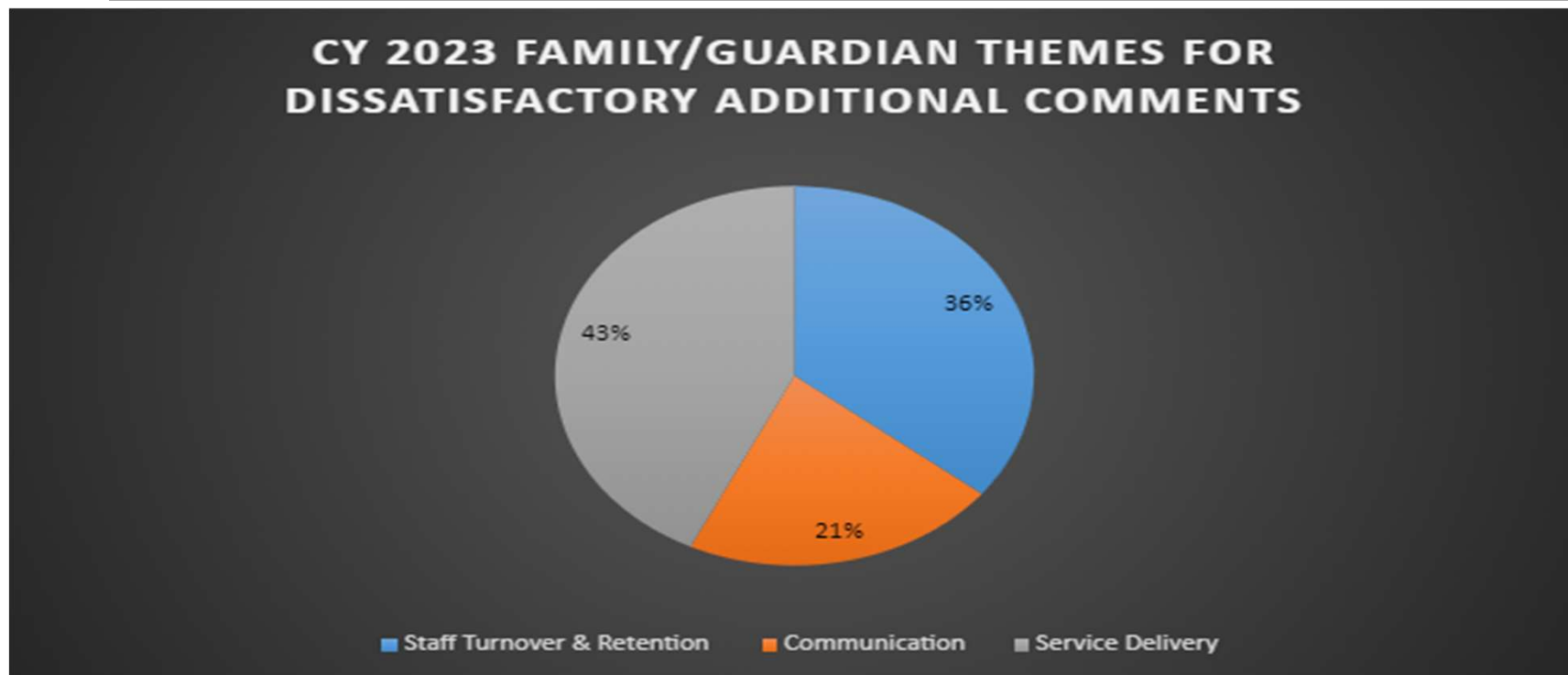


Family/Guardian Satisfaction Survey Additional Comments and Feedback Data



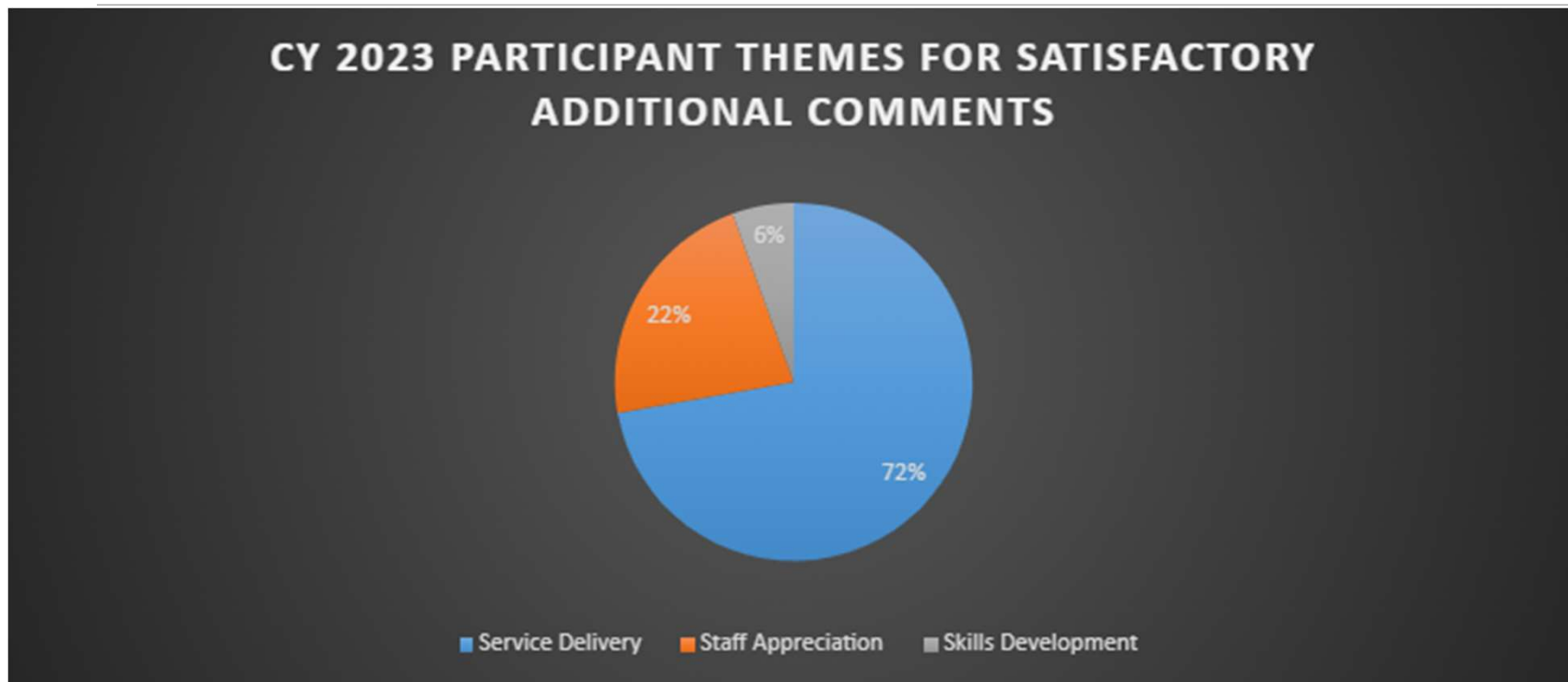
*This data and chart represent 35% of the total survey respondents who provided written or verbal comments

Family/Guardian Satisfaction Survey Additional Comments and Feedback Data



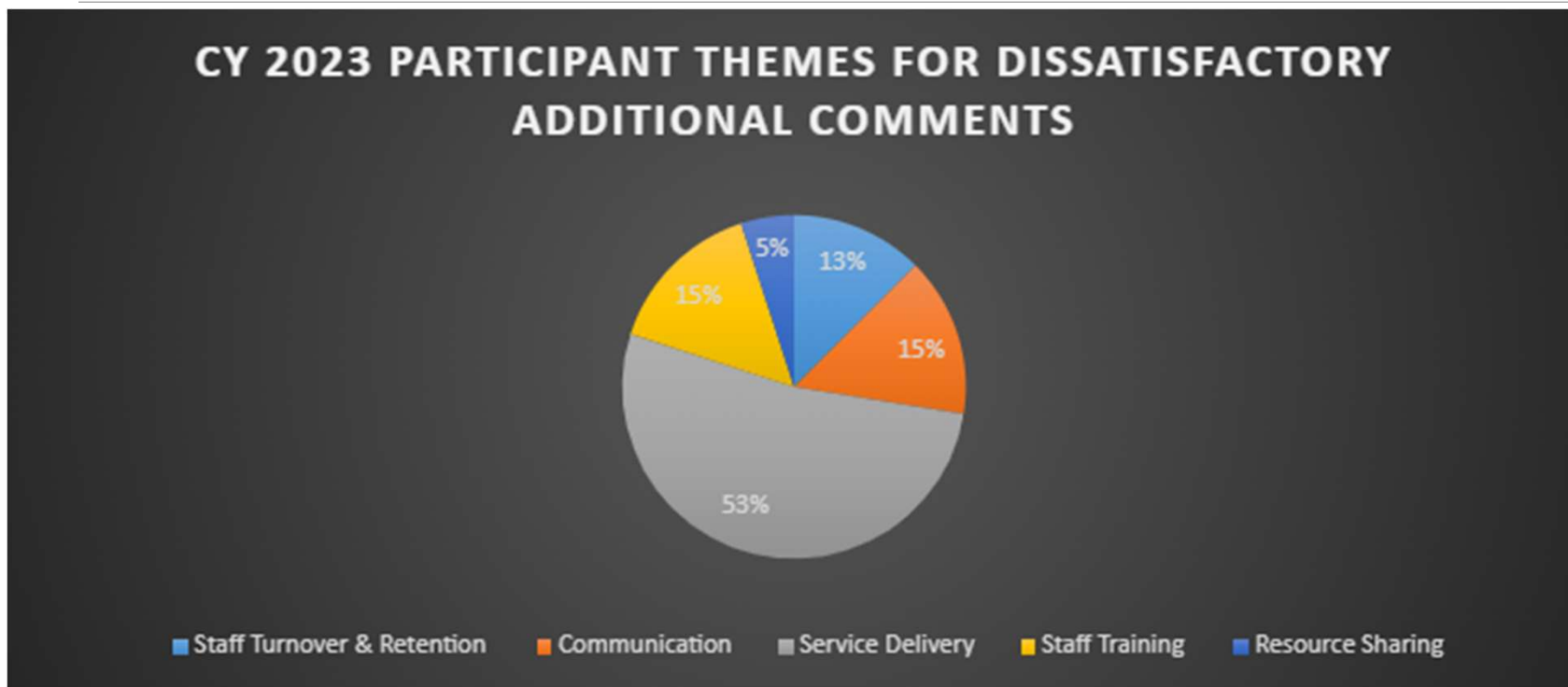
*This data and chart represent 23% of the total survey respondents who provided written or verbal comments

Participant Satisfaction Survey Additional Comments and Feedback Data



*This data and chart represent 7% of the total survey respondents who provided written or verbal comments

Participant Satisfaction Survey Additional Comments and Feedback Data



*This data and chart represent 15% of the total survey respondents who provided written or verbal comments

The Arc's Four Improvement Areas

- ❖ Improve response rate for survey participation – revise current methods and explore additional resources
- ❖ Staff Recruitment and Retention
- ❖ Improve Communication across all services
- ❖ Expand choices, community opportunities, and participation across all programs