



The Arc's 2022 Annual Satisfaction Survey Report



2022 Family and Guardian/ Individual Satisfaction Survey Summary

1. Survey Process:

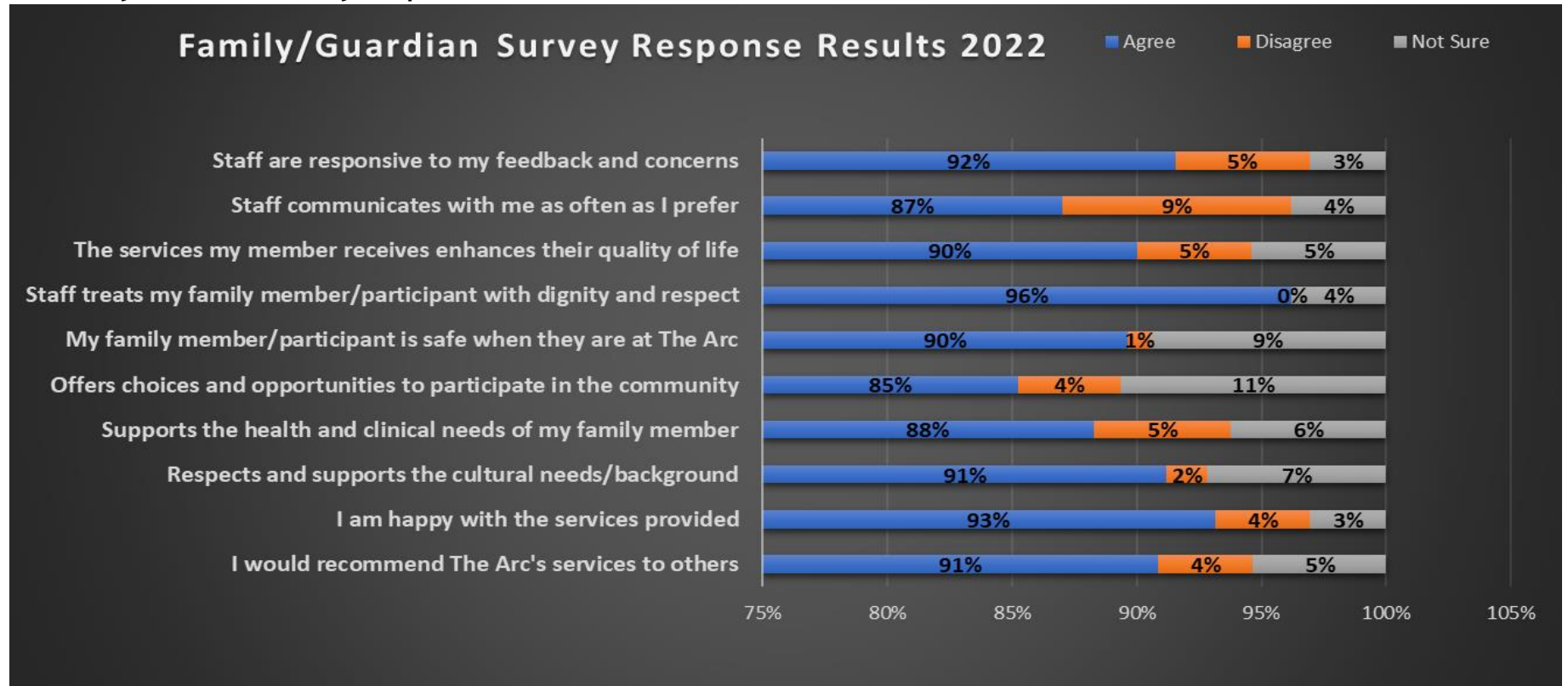
The Family and Guardian Satisfaction Surveys and the Individual Satisfaction Surveys were conducted by the Division of Quality Assurance in April through June of 2023 for the following programs: Residential 24 Hour Supports, Home and Community Based Supports (HCBS-AFC/Shared Living), Individualized Support Services (ISS), Community Based Day and Employment Supports (CBDES) (CBDS) (ES), Day Habilitation (DH), and Family Support and Recreation (FSR). Comments were recorded for the “Suggestions or Improvements” narrative question. Program Management will contact Family/Guardian respondents regarding any suggestions, improvements, and/or requests for contact. A participant in more than one service at The Arc received one survey for each service. The survey is based on the calendar year (CY) 2022.

Family Guardian and Individual Participant Surveys sent and returned:

Program:	Sent:	Returned:	Completion Response:
Residential Participants:	57	48	84%
ISS Participants:	57	32	56%
HBS Participants:	85	85	100%
Family Support & Recreation Participants:	58	44	76%
Day Habilitation Participants:	59	51	86%
CBDES Participants:	91	67	74%
Family/Guardian – All Services	302	148	49%

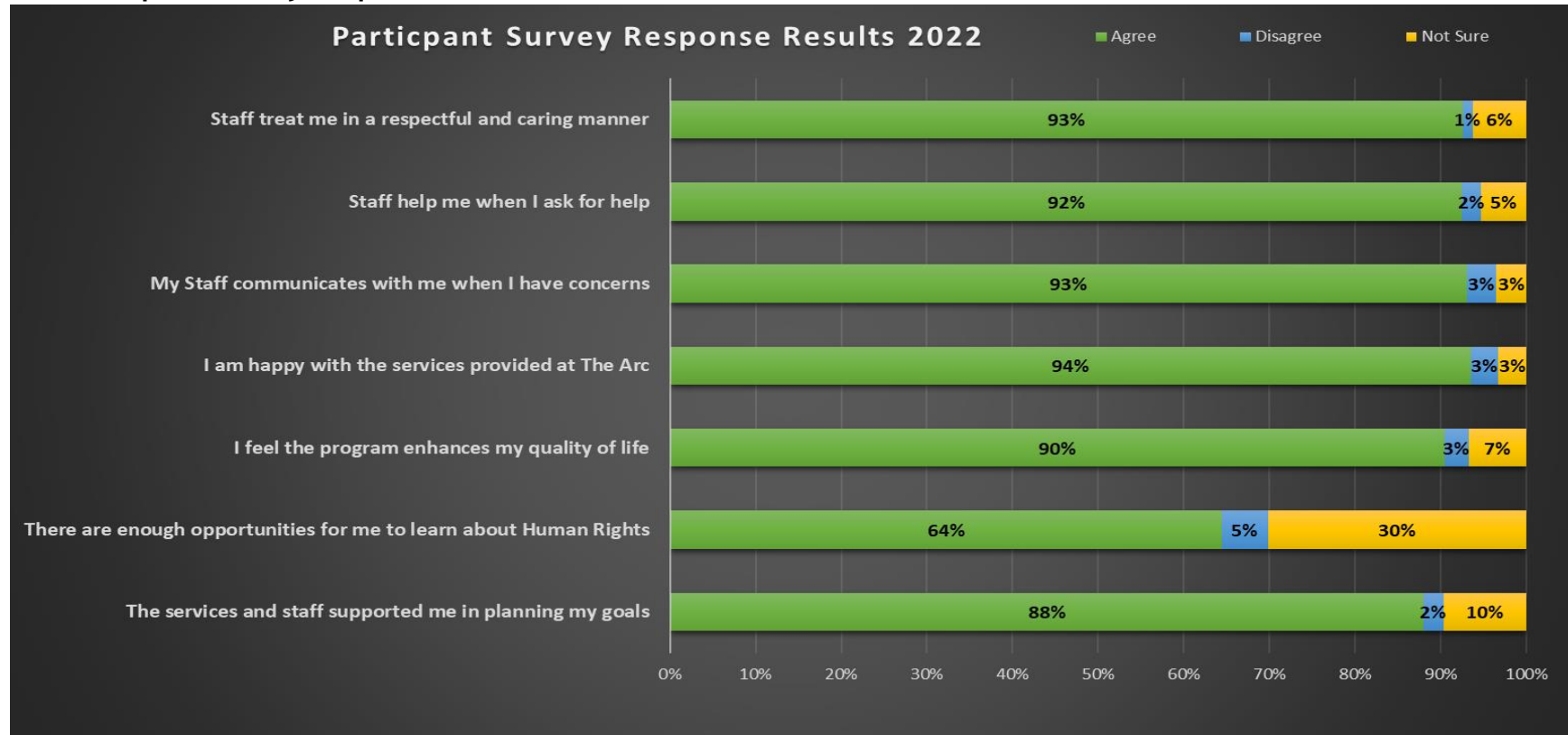
For the calendar year 2022, HCBS has seen a 19% increase, Family Supports at 31% increase and Family/Guardian response at 17% increase as compared to 2021. The increase is attributed to having updated contact information, including emails and an outreach campaign by staff involved in each program to encourage participation.

2. Family/Guardian Survey Response Results CY2022



The 2022 Family/Guardian Survey highlights very strong respondent satisfaction response outcomes (high percentage of Agree responses combined with a low percentage of Disagree and Not sure responses) across all programs. The highest percentage of disagreement is around regular and timely communication, which is consistent with further analysis of responses received.

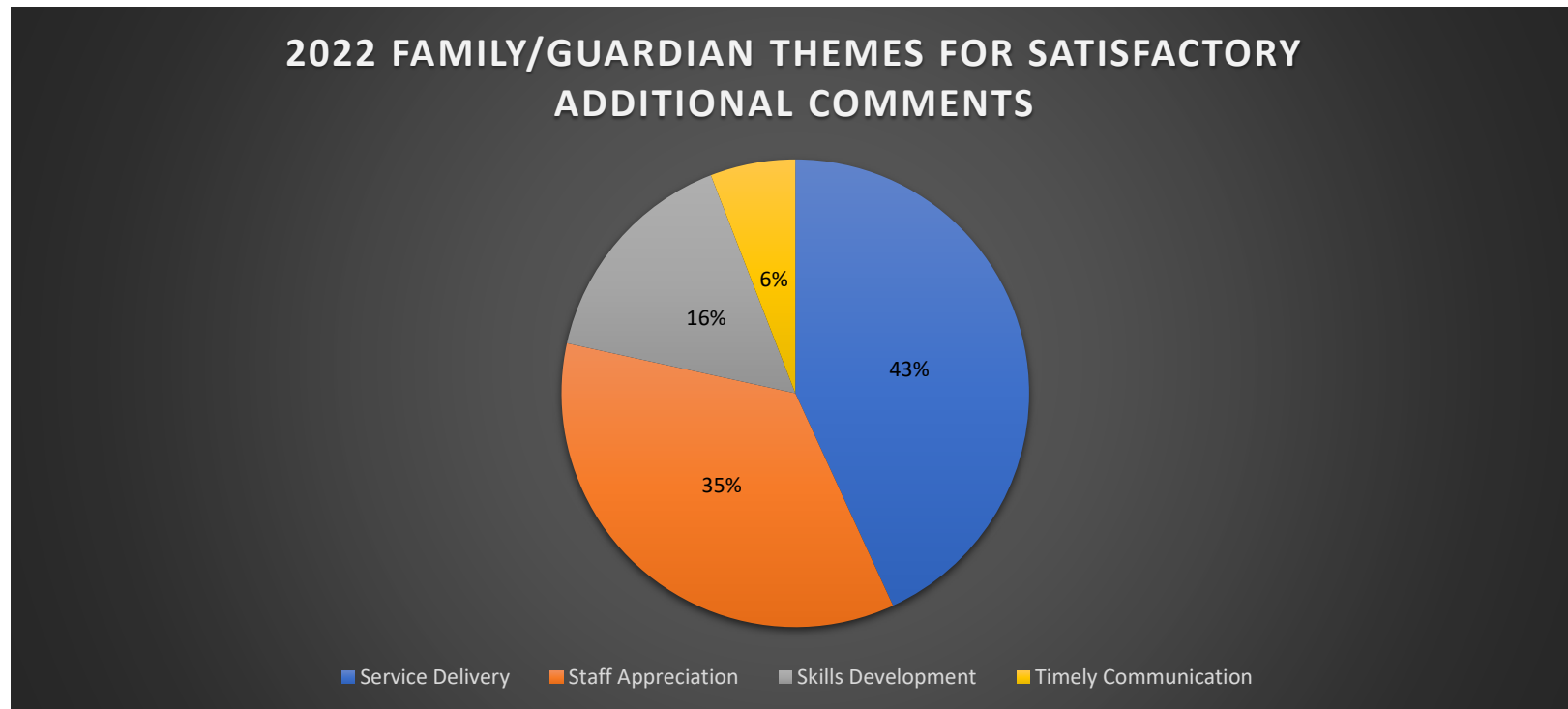
3. Participant Survey Response Results CY2022



The chart above highlights very strong respondent satisfaction response outcomes (high percentage of Agree responses combined with a low percentage of Disagree and Not sure responses) across all programs. A high percentage of Not Sure participants stated they did not have enough opportunities to learn about human rights. Due to not having details with this question to further analyze, The Arc will address this as an area for improvement over the next six months.

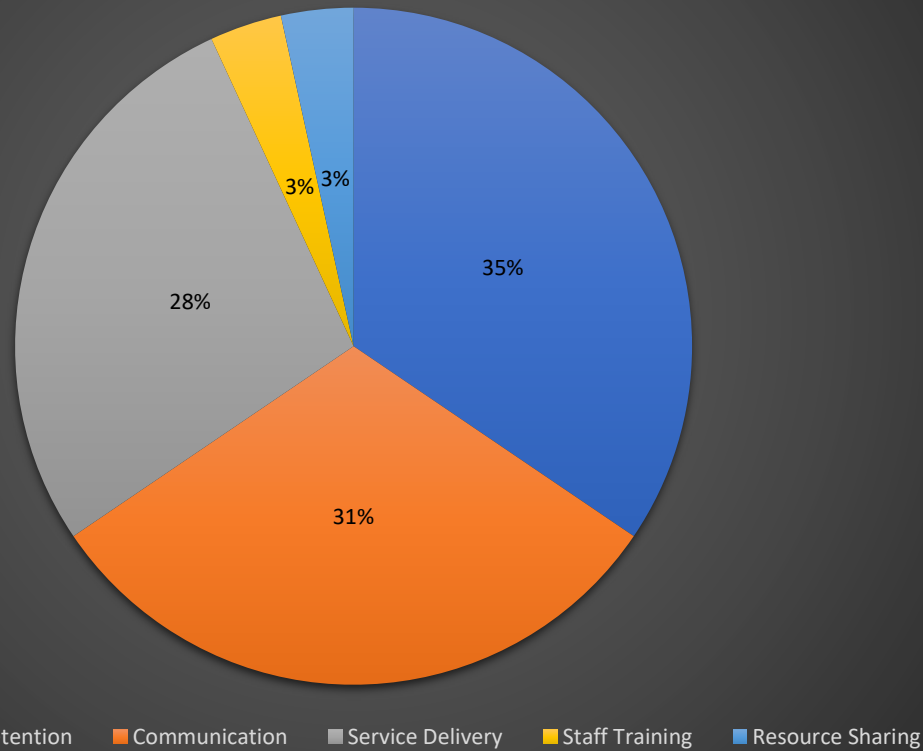
4. Family/Guardian Satisfaction Survey Additional Comments and Feedback Data.

For each survey that’s sent out to families/guardians and participants, there was an opportunity to provide specific written or verbal feedback in the comments section in addition to answering multiple-choice questions. This can be completed anonymously or filled in with contact information for further follow-up. By offering this, we can further analyze comments received for each service.



***This data and chart only represent 34% of the total survey respondents who provided written or verbal comments**

2022 FAMILY/GUARDIAN THEMES FOR DISSATISFACTORY ADDITIONAL COMMENTS



***This data and chart only represent 20% of the total survey respondents who provided written or verbal comments**



Themes from Family/Guardian Survey Comments:

During the year 2022, based on the 34% of the total survey respondents who provided written or verbal comments, there were four main categories that stood out which were excellent service delivery, staff appreciation, skills development, and timely communication.

Most of the satisfactory comments fell into the service delivery (43%) and staff appreciation (35%) categories. Several comments commended the delivery of The Arc's overall mission. There's been a significant increase in accommodating requests and responsive staff, support in providing resources and maintaining employment, positive feedback for participant enjoying their program, coming to The Arc, and feeling "blessed" about programs like The Arc providing resources and support for individuals with special needs.

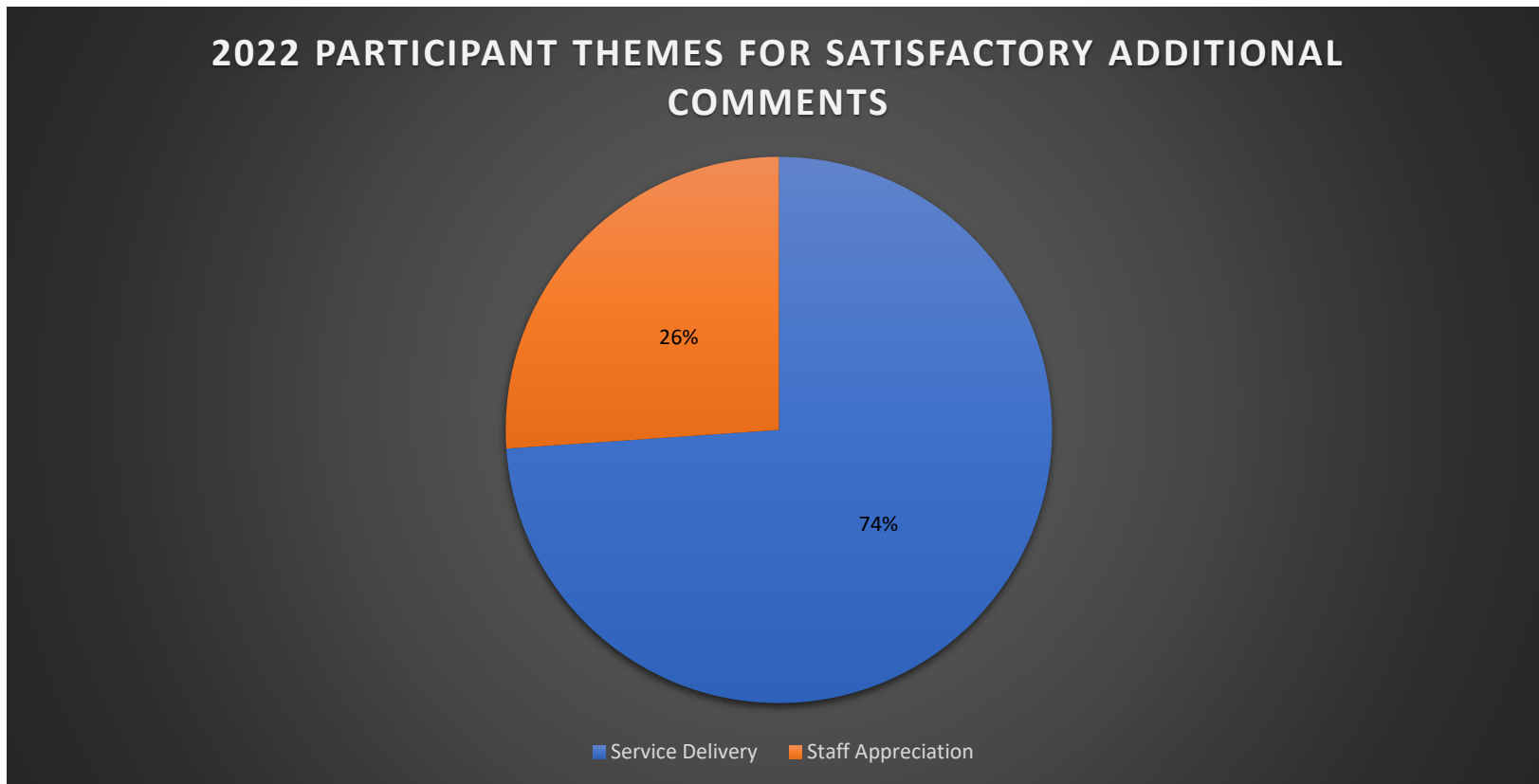
A considerable number of family members/guardians also mentioned that since coming to the Arc, several participants have improved in their development and social skills that led to better communication and socializing better. Finally, several family members/guardians have appreciation for several of the staff who contributed to the success of the participants who attend each day.

Out of the 20% of the total survey respondents who provided written or verbal comments, there were five main categories that stood out which were Staff Turnover & Retention, Communication, Service Delivery, Staff Training, and Resource Sharing.

Most of the dissatisfactory comments collected for The Arc's calendar year 2022 surveys have been around staffing challenges that include but not limited to the staff turnovers, lack of staffing, and overall staffing stability at The Arc. There were repeated concerns about participants not being able to return to the day program. The second largest area noted was around lack of consistent and timely communication, especially when there is a change, or a member of staff is no longer working.

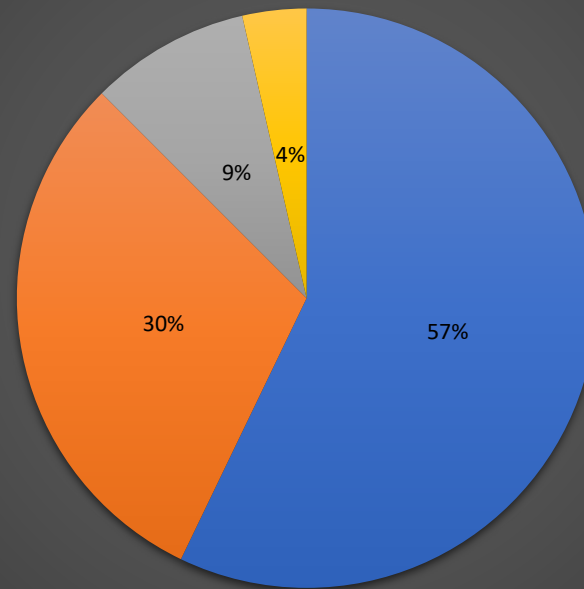
The third largest area we received dissatisfactory feedback was around service delivery that includes individuals returning to the day program and offering more community outings. Some family members within our Adult Family Care service stated there was a lack of resource sharing and opportunities for community activities. There was also feedback about using GPS instead of holding a phone for directions while driving to ensure safety.

5. Participant Satisfaction Survey Written Comments and Feedback Data:



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

2022 PARTICIPANT THEMES FOR DISSATISFACTORY ADDITIONAL COMMENTS



■ Service Delivery ■ Staff Turnover & Retention ■ Communication ■ Staffing Training

***This data and chart only represent 17% of the total survey respondents who provided written or verbal comments**



Themes from Participant Survey Comments:

During the year 2022, based on the 7% of the total survey respondents who provided written or verbal comments, there were two main categories that stood out which were excellent service delivery and staff appreciation.

Several comments from participants who receive one or more services also commended the delivery of The Arc's overall mission. Participants reported they enjoy their program, love the different recreation trips and outings, and having the opportunity to see their friends. Participants also have great appreciation for the staff at The Arc who work closely to support their needs.

Out of the 17% of the total survey respondents who provided written or verbal comments, there were four main categories that stood out which were Service Delivery, Staff Turnover & Retention, Communication, and Staff Training.

Most of the dissatisfactory comments received for The Arc's calendar year 2022 surveys have been around staffing challenges, which is consistent feedback the family/guardian also noted in this area. The participants provided around staff turnover, not having enough community outing opportunities, expensive recreation trips and clubs, and not having enough work opportunities. Some participants expressed the need for more community activities, and arts and craft, particularly in our Day Habilitation program. Please note due to program design, our Day Hab program is site based so there's less opportunity to go out in the community. This is something the team is working on how to incorporate more off-site activities in the future. There was also feedback around not having enough staff to have better support and opportunities, which overall impacts the service delivery.



6. Family and Guardian/Individual Satisfaction Survey Summary

The Comparative Analysis of the 2022 Family/Guardian Satisfaction Survey showed there was an increase in satisfaction in several different areas that include but not limited to treating participants with dignity and respect, offering opportunities to participate in the community, and The Arc being responsive to feedback and concerns when compared to the feedback from 2021.

The Comparative Analysis of the 2022 Individual (Participant) Satisfaction Survey showed an overall increase in satisfaction in several different areas that include but not limited to being happy with the services provided at The Arc and feels the programs enhance the participants quality of life when compared to the feedback from 2021.

However, there are areas noted for improvement as highlighted in the report. The comments section also provided a detailed account of positive and negative feedback The Arc will work on over the next year to improve satisfaction in several areas. The management team followed up with and addressed unique concerns or feedback by reaching out to family members and participants to address individually. A plan of action was put in place for each area where concerns were noted.

Based on the above analysis and feedback received for the 2022 Calendar Year Satisfaction Surveys, The Arc has determined four areas of improvements to work on over the next year.

- Staff Recruitment and Retention
- Improve Communication across all services to participants, guardians, families, and external stakeholders (i.e., using constant contact, quarterly newsletters, etc.)
- Develop and implement plan to expand community opportunities and events, including providing more resources to the Adult Family Care service, and incorporating lower cost events for the recreation program
- Providing more Human Rights education and opportunities across services - appointing a new Human Rights Coordinator