



In-Pact
Satisfaction
Survey of 2016

95 people participated in the In-Pact Satisfaction Survey of 2016. The survey was conducted in March of 2016 at our group homes, supported living sites and our day program. For this year's survey we used that exact same questions asked in the exact same order as the National Core Indicators Project. This way we were able to make an exact comparison of our answers with the State of Indiana and national (USA) results for FY14. The questions and the order in which they were asked are attached to this report in Appendix A so you can see and read them for yourself. Because of the way the questions are worded on the National Core Indicators Project survey you cannot assume that a yes answer is a positive response and a no answer is a negative response. For example, a yes answer to the question "Do you want to live somewhere else?" would be considered a negative response for us at In-Pact. A yes answer to the question "Do you like your day program or regular activity?" would be considered a positive response. Therefore, we did attempt to numerically quantify the answers in a group or block of answers that reflects positive or negative ramifications for the agency as a whole. Also, the results of the number of yes, no and no answer responses to each question are listed in Appendix B and a comparison of those results between us (In-Pact), the State of Indiana (IN) and the United States (USA) in the National Core Indicators Project report for FY14 are in Appendix C. These figures show positive or negative trends for the specific question asked or statement made that show which group (In-Pact, Indiana or USA) had the highest yes and no answers and the lowest yes and no answers for the seventy-seven questions or statements asked of the people interviewed.

It was interesting to see that the percentage of yes answers to survey questions for In-Pact, IN and USA were all within 5% of each other for 27% of the questions asked (21) and another 21% of the questions asked (16) were within 10% of each other for a total of nearly one-half (48%) of the responses being remarkably similar. This would seem to indicate that our survey has been validated by the National Core Indicators Project and (vice versa) their survey has been validated by ours. There were near identical responses to questions like "Did you decide or have input in choosing your daily schedule?" 84%, 83%, 82%, "Did you decide or have input in choosing how to spend your free time?" 92%, 92%, 91%, "Do you like your home or apartment?" 90%, 90%, 90%, "Does your case manager or GH program coordinator ask you what you want?" 89%, 88%, 88%, "Does your staff come when they are supposed to?" 92%, 93%, 94%, "They have a primary care doctor." 99%, 99%, 98% and "Do you have enough privacy at home?" 90%, 92%, 91%.

The converse of nearly one-half of our responses matching up with the National Core Indicators Project responses is that one-half of our answers did not correspond with theirs. Some were not grossly divergent in the range of answers (11% to 29% difference) but others were (greater than 30%). These included "Did you choose or have some input in choosing where you live?" 89%, 67%, 52%, "Did you choose or have some input in choosing the people with whom you live?" 79%, 72%, 44%, "Did you choose or have some input in choosing where you go during the day?" 89%, 71%, 59%, "They attend a day program or regular activity." 87%, 54%, 71%, "They feel lonely at least half of the time." 7%, 38%, 40%, "They have had an eye exam or vision screening in the past year." 89%, 51%, 59% and "They have had a hearing test in the past five years." 77%, 43%, 65%. It is particularly interesting to note the low percentages of responses in Indiana to questions about day program attendance, eye exams or vision screenings and hearing tests since we were under the impression that these are State mandates.

Comparing Our Yes Answers to the State and National Yes Answers

On the Core Indicators Project Survey for FY 14

Question or Statement That Was Asked or Answered	Ours	IN	USA
1. Did you choose or have some input in choosing where you live?	89%	67%	52%
2. Did you choose or have some input in choosing the people with whom you live?	79%	72%	44%
3. Did you choose or have some input in choosing where you work?	86%	93%	83%
4. Did you choose or have some input in choosing where you go during the day?	89%	71%	59%
5. Did you choose or were you aware you could request to change staff?	88%	78%	65%
6. Did you decide or have input in choosing your daily schedule?	84%	83%	82%
7. Did you decide or have input in choosing how to spend your free time?	92%	92%	91%
8. Did you choose or have input in choosing how to spend your money?	90%	87%	87%
9. Did you choose or were aware you could request to change case manager?	73%	73%	63%
10. They went out shopping in the past month.	95%	94%	87%
11. They went out on errands or for appointments in the past month.	99%	87%	83%
12. They went out for entertainment in the past month.	93%	74%	71%
13. They went out to eat in the past month.	96%	88%	83%
14. They went out to a religious service or spiritual practice in the past month.	48%	51%	48%
15. They went out for exercise in the past month.	80%	54%	59%
16. They went on vacation in the past year.	43%	50%	45%
17. They have a paid job in the community.	23%	14%	16%
18. Would you like to have a paid job in the community?	74%	47%	49%
19. They have integrated employment as a goal in their service plan.	48%	27%	25%
20. They attend a day program or regular activity.	87%	54%	71%
21. They do volunteer work.	53%	30%	32%
22. They use a self-directed supports option.	21%	19%	8%
23. Did someone talk to you about your budget and the services you can get?	73%	72%	78%
24. Did you have help deciding how to use your individual budget and services?	68%	93%	89%

Question or Statement That Was Asked or Answered	Ours	IN	USA
25. Can you make changes to your budget and services if needed?	74%	90%	82%
26. They want more help deciding how to use their budget and services.	23%	33%	29%
27. Can you get information about how much money is left in your budget and services?	85%	68%	77%
28. The information they receive about budget/services is easy to understand.	71%	88%	71%
29. Do you have friends other than family and paid staff?	92%	76%	76%
30. Do you have a best friend who may be family or paid staff?	88%	81%	79%
31. Do you have the support needed to see your friends when they want?	98%	77%	78%
32. Do you have the support needed to see your family when you want?	93%	78%	80%
33. They feel lonely at least half of the time.	7%	38%	40%
34. Can you date or date with some restrictions?	87%	88%	83%
35. Can you help other people if you want to?	86%	90%	86%
36. Do you like your home or apartment?	90%	90%	90%
37. Do you want to live somewhere else?	43%	27%	26%
38. Do you talk to your neighbors at least some of the time?	76%	64%	65%
39. Do you like where you work?	89%	91%	93%
40. Do you want to work somewhere else?	39%	30%	30%
41. Do you like your day program or regular activity?	93%	80%	88%
42. Do you want to go somewhere else or do something else during the day?	47%	38%	34%
43. Have you met your case manager or GH program coordinator?	98%	93%	95%
44. Does your case manager or GH program coordinator ask you what you want?	89%	88%	88%
45. Does your case manager or GH program coordinator help you get what you need?	95%	86%	88%
46. Does your case manager or GH program coordinator call you back right away?	94%	84%	75%
47. Does your staff come when they are supposed to?	92%	93%	94%
48. Do you get the help you need to work out problems with your staff?	95%	91%	92%
49. Did you help make your service plan?	76%	84%	87%
50. Do you get all of the services you need?	92%	77%	82%
51. Does your staff have enough training to meet your needs?	96%	90%	93%

Question or Statement That Was Asked or Answered	Ours	IN	USA
52. Do you always have a way to get places when you want to go somewhere?	92%	87%	84%
53. They have a primary care doctor.	99%	99%	98%
54. They were reported to be in poor health.	10%	4%	5%
55. They have had a physical exam in the past year.	99%	91%	88%
56. They have had a dental exam in the past year.	98%	82%	79%
57. They have had an eye exam or vision screening in the past year.	89%	51%	59%
58. They have had a hearing test in the past five years.	77%	43%	65%
59. They have had a colorectal cancer screening in the past year.	7%	18%	19%
60. They have had a flu vaccine in the past year.	58%	61%	78%
61. They have ever had a pneumonia vaccine.	24%	24%	41%
62. They take at least one medication for mood disorders, behavior challenges, etc.	77%	58%	55%
63. They engage in moderate physical activity at least 30 min/day, 3 days a week.	78%	31%	22%
64. Their body mass index is within a normal weight.	61%	37%	33%
65. They chew or smoke tobacco.	3%	7%	7%
66. Do people always ask permission before entering your home or apartment?	93%	91%	89%
67. Do people always ask permission before entering your bedroom?	93%	86%	83%
68. Can you be alone at home with visitors or friends?	73%	79%	77%
69. Do you have enough privacy at home?	90%	92%	91%
70. Do others not read your mail or email without your permission?	73%	83%	86%
71. Can you use the phone or internet without restrictions?	95%	91%	89%
72. Does your staff treat you with respect?	90%	97%	93%
73. Have you participated in a self-advocacy meeting or were given the opportunity?	58%	27%	33%
74. Do you never or rarely feel afraid or scared in your home?	82%	79%	82%
75. Do you never or rarely feel afraid or scared in your neighborhood?	85%	81%	83%
76. Do you never or rarely feel afraid or scared at their work, day program, etc.?	83%	83%	86%
77. Do you have someone to go to for help if you ever feel afraid?	96%	93%	93%

Results of 2016 Satisfaction Survey

Appendix B

Question Number	# Yes	% Yes	# No	% No	# NA	Difference Between Yes & No
1	55	89%	7	11%	33	77%
2	49	79%	13	21%	33	58%
3	50	86%	8	14%	37	72%
4	55	89%	7	11%	33	77%
5	49	88%	7	13%	39	75%
6	54	84%	10	16%	31	69%
7	59	92%	5	8%	31	84%
8	56	90%	6	10%	33	81%
9	35	73%	13	27%	47	46%
10	90	95%	5	5%	0	89%
11	94	99%	1	1%	0	98%
12	88	93%	7	7%	0	85%
13	91	96%	4	4%	0	92%
14	46	48%	49	52%	0	-3%
15	76	80%	19	20%	0	60%
16	40	43%	54	57%	1	-15%
17	22	23%	73	77%	0	-54%
18	42	74%	15	26%	38	47%
19	44	48%	48	52%	3	-4%
20	82	87%	12	13%	1	74%
21	50	53%	44	47%	1	6%
22	17	21%	64	79%	14	-58%
23	37	73%	14	27%	44	45%
24	34	68%	16	32%	45	36%
25	31	74%	11	26%	53	48%
26	20	23%	66	77%	9	-53%
27	39	85%	7	15%	49	70%
28	58	71%	24	29%	13	41%
29	54	92%	5	8%	36	83%
30	50	88%	7	12%	38	75%
31	59	98%	1	2%	35	97%
32	56	93%	4	7%	35	87%
33	6	7%	84	93%	5	-87%
34	45	87%	7	13%	43	73%
35	48	86%	8	14%	39	71%
36	52	90%	6	10%	37	79%
37	23	43%	30	57%	42	-13%
38	43	73%	16	27%	36	46%

Appendix B

Question Number	# Yes	% Yes	# No	% No	# NA	Difference Between Yes & No
39	39	89%	5	11%	51	77%
40	18	39%	28	61%	49	-22%
41	51	93%	4	7%	40	85%
42	26	47%	29	53%	40	-5%
43	57	98%	1	2%	37	97%
44	49	89%	6	11%	40	78%
45	54	95%	3	5%	38	89%
46	46	94%	3	6%	46	88%
47	55	92%	5	8%	35	83%
48	55	95%	3	5%	37	90%
49	35	76%	11	24%	49	52%
50	49	92%	4	8%	42	85%
51	48	96%	2	4%	39	92%
52	54	92%	5	8%	36	83%
53	93	99%	1	1%	1	98%
54	9	10%	85	90%	1	-81%
55	93	99%	1	1%	1	98%
56	90	98%	2	2%	3	96%
57	79	89%	10	11%	6	78%
58	63	77%	19	23%	13	54%
59	6	7%	79	93%	10	-86%
60	53	58%	38	42%	4	16%
61	21	24%	65	76%	9	-51%
62	72	77%	22	23%	1	53%
63	73	78%	21	22%	1	55%
64	57	61%	37	39%	1	21%
65	3	3%	91	97%	1	-94%
66	57	93%	4	7%	34	87%
67	56	93%	4	7%	35	87%
68	43	73%	16	27%	36	46%
69	54	90%	6	10%	35	80%
70	40	73%	15	27%	40	45%
71	52	95%	3	5%	40	89%
72	53	90%	6	10%	36	80%
73	28	58%	20	42%	47	17%
74	40	82%	9	18%	46	63%
75	46	85%	8	15%	41	70%
76	38	83%	8	17%	49	65%
77	52	96%	2	4%	41	93%

Comparison of 2016 Satisfaction Survey Results to Core Indicators Project

Appendix C

Question Number	In-Pact % Yes	Indiana % Yes	U.S.A. % Yes	Who Had				
				Highest % Yes	In-Pact % No	Indiana % No	U.S.A. % No	Highest % No
1	89%	67%	52%	In-Pact	11%	33%	48%	USA
2	79%	72%	44%	In-Pact	21%	28%	56%	USA
3	86%	93%	83%	Indiana	14%	7%	17%	USA
4	89%	71%	59%	In-Pact	11%	29%	41%	USA
5	88%	78%	65%	In-Pact	13%	22%	35%	USA
6	84%	83%	82%	In-Pact	16%	17%	18%	USA
7	92%	92%	91%	In & IN	8%	8%	9%	USA
8	90%	87%	87%	In-Pact	10%	13%	13%	IN & USA
9	73%	73%	63%	In & IN	27%	27%	37%	USA
10	95%	94%	87%	In-Pact	5%	6%	13%	USA
11	99%	87%	83%	In-Pact	1%	13%	17%	USA
12	93%	74%	71%	In-Pact	7%	26%	29%	USA
13	96%	88%	83%	In-Pact	4%	12%	17%	USA
14	48%	51%	48%	Indiana	52%	49%	52%	In & USA
15	80%	54%	59%	In-Pact	20%	46%	41%	Indiana
16	43%	50%	45%	Indiana	57%	50%	55%	In-Pact
17	23%	14%	16%	In-Pact	77%	86%	84%	Indiana
18	74%	47%	49%	In-Pact	26%	53%	51%	Indiana
19	48%	27%	25%	In-Pact	52%	73%	75%	USA
20	87%	54%	71%	In-Pact	13%	46%	29%	Indiana
21	53%	30%	32%	In-Pact	47%	70%	68%	Indiana
22	21%	19%	8%	In-Pact	79%	81%	92%	USA
23	73%	72%	78%	USA	27%	28%	22%	Indiana
24	68%	93%	89%	Indiana	32%	7%	11%	In-Pact
25	74%	90%	82%	Indiana	26%	10%	18%	In-Pact
26	23%	33%	29%	Indiana	77%	67%	71%	In-Pact
27	85%	68%	77%	In-Pact	15%	32%	23%	Indiana
28	71%	88%	71%	Indiana	29%	12%	29%	In & USA
29	92%	76%	76%	In-Pact	8%	24%	24%	IN & USA
30	88%	81%	79%	In-Pact	12%	19%	21%	USA
31	98%	77%	78%	In-Pact	2%	23%	22%	Indiana
32	93%	78%	80%	In-Pact	7%	22%	20%	Indiana
33	7%	38%	40%	USA	93%	62%	60%	In-Pact
34	87%	88%	83%	Indiana	13%	12%	17%	USA
35	86%	90%	86%	Indiana	14%	10%	14%	IN & USA
36	90%	90%	90%	All	10%	10%	10%	All
37	43%	27%	26%	In-Pact	57%	73%	74%	USA
38	73%	64%	65%	In-Pact	27%	36%	35%	Indiana

Question Number	In-Pact % Yes	Indiana % Yes	U.S.A. % Yes	Who Had				Who Had Highest % No
				Highest % Yes	In-Pact % No	Indiana % No	U.S.A. % No	
39	89%	91%	93%	USA	11%	9%	7%	In-Pact
40	39%	30%	30%	In-Pact	61%	70%	70%	IN & USA
41	93%	80%	88%	In-Pact	7%	20%	12%	Indiana
42	47%	38%	34%	In-Pact	53%	62%	66%	USA
43	98%	93%	95%	In-Pact	2%	7%	5%	Indiana
44	89%	88%	88%	In-Pact	11%	12%	12%	IN & USA
45	95%	86%	88%	In-Pact	5%	14%	12%	Indiana
46	94%	84%	75%	In-Pact	6%	16%	25%	USA
47	92%	93%	94%	USA	8%	7%	6%	In-Pact
48	95%	91%	92%	In-Pact	5%	9%	8%	Indiana
49	76%	84%	87%	USA	24%	16%	13%	In-Pact
50	92%	77%	82%	In-Pact	8%	23%	18%	Indiana
51	96%	90%	93%	In-Pact	4%	10%	7%	Indiana
52	92%	87%	84%	In-Pact	8%	13%	16%	USA
53	99%	99%	98%	Indiana	1%	1%	2%	In & USA
54	10%	4%	5%	In-Pact	90%	96%	95%	Indiana
55	99%	91%	88%	In-Pact	1%	9%	12%	USA
56	98%	82%	79%	In-Pact	2%	18%	21%	USA
57	89%	51%	59%	In-Pact	11%	49%	41%	Indiana
58	77%	43%	65%	In-Pact	23%	57%	35%	Indiana
59	7%	18%	19%	USA	93%	82%	81%	In-Pact
60	58%	61%	78%	USA	42%	39%	22%	In-Pact
61	24%	24%	41%	USA	76%	76%	59%	In & IN
62	77%	58%	55%	In-Pact	23%	42%	45%	USA
63	78%	31%	22%	In-Pact	22%	69%	78%	USA
64	61%	37%	33%	In-Pact	39%	63%	67%	USA
65	3%	7%	7%	IN & USA	97%	93%	93%	In-Pact
66	93%	91%	89%	In-Pact	7%	9%	11%	USA
67	93%	86%	83%	In-Pact	7%	14%	17%	USA
68	73%	79%	77%	Indiana	27%	21%	23%	In-Pact
69	90%	92%	91%	Indiana	10%	8%	9%	In-Pact
70	73%	83%	86%	USA	27%	17%	14%	In-Pact
71	95%	91%	89%	In-Pact	5%	9%	11%	USA
72	90%	97%	93%	Indiana	10%	3%	7%	In-Pact
73	58%	27%	33%	In-Pact	42%	73%	67%	Indiana
74	82%	79%	82%	In & USA	18%	21%	18%	Indiana
75	85%	81%	83%	In-Pact	15%	19%	17%	Indiana
76	83%	83%	86%	USA	17%	17%	14%	In & IN
77	96%	93%	93%	In-Pact	4%	7%	7%	IN & USA

In-Pact Consumer Satisfaction Survey Report:

Day Service Programming

Dara Kraay Grady

Indiana University Northwest

This is a brief review of the In-Pact Satisfaction Survey regarding day programming services. Consumers were asked if they attended a day service or regular activity during the day; whether they had a choice in selecting this activity; if they liked the activity; if they wanted to work somewhere else; and if they wanted to do another activity during the day.

There were 43 respondents in this survey. All 43 attend some type of day service or regular activity. 18 of the 43 responded to the questions “Did you choose or have some input in choosing where you go during the day,” and “Did you choose or have some input choosing where you work?” All 18 participants answered “yes” to both questions, indicating that all of the respondents to these questions felt they had a choice in determining their day service programming.

14 survey participants answered the questions asking whether they liked where they work, and if they liked their regular day activities. 12 of the 14 respondents claimed they did like their regular day service programming. Therefore, the data shows that a substantial number of In-Pact consumers, 85.7%, enjoy their scheduled daytime activities. However, of the same 14 respondents, 9 or 64.2% claimed that they wanted to go somewhere else during the day, or work somewhere else. Taken together, these statistics indicate that while most of the In-Pact survey respondents enjoy their regular day programming, more than 2/3 want to do different activities.

This information is relevant because it demonstrates the need for additional day service programming options for individuals with disabilities in Northwest Indiana. According to the survey, the consumers who responded felt like they participated in choosing their day programs, yet a significant percentage want to do something else. This means that of the available options,

the consumers felt like they had input in the final decision. However, if given other choices these consumers may have selected different, more meaningful and fulfilling activities.

Further research exploring the barriers to establishing day service programming for individuals with disabilities could provide relevant information (i.e. funding, systemic, legal, staffing, etc.). It would also be important to determine what other types of programs are needed in these communities. In other words, of the consumers who answered “yes” they would like to do something else, what is it they would rather do? The need for more research on the development and expansion of day service activities is necessary.

