

In-Pact, Inc. Individual Satisfaction Survey 2020



Summary of Individual Satisfaction Survey of 2020

We had 32 individuals participate in our satisfaction survey for 2020. A yes answer to a question was considered a positive response. Any other answer was considered not a positive response and not counted on the plus side of the ratings. The highest rated question in Part 1 of our survey was, "Do you have staff who help you at work or school?" with a 71.9 % rating. The next highest rating for a question(s) was a four-way tie. "Do you like going to school?" "Do you like your home or where you live?" "Can you be alone in your room if you want to be?" "Do people (staff) help you do new things you want to do?" These four questions all scored 68.8%. Next in the rankings were the questions, "Do you feel safe when you go outside your house in your neighborhood?", "Do you know who your guardian (or advocate) is?" and "Are you happy with the help you get from In-Pact?" These questions had a 65.6% positive rating. After that came the questions, "Do you know what medications you are taking?" and "Are the In-Pact staff nice and polite to you?" 62.5% of the respondents said yes to these questions. The last three questions to round out the top of our survey results were, "Do people (staff) knock and ask to come in before coming into your bedroom?", "Do you have friends you like to talk to or do things with?" and "Do you have a family (or an advocate) that you can visit with?" These all scored 53.1%.

In Part 2 of the survey the top-rated question with a 75% positive rating was “Do you go out for fun/outings?” The next highest rated questions were, “Can you choose how to spend your free time?” and “Are you allowed to watch a television program of your choice?” These both had a 71.9% rating. After that came the questions, “Do staff/people listen to your concerns?” and “Can you get things to decorate your room?” They each scored 68.8%. Next came the question, “Can you choose what staff you want to work with?” (65.6%) Following that question were the questions, “Do staff/people help you make choices?” and “Can you use the telephone when you want to?” (59.4%) The last three top-rated questions in Part 2 were, “Do you know or decide your daily activity schedule?”, “Are you allowed to choose your clothes?” and “Do you choose to go to church?” (56.3%)

Remember that the sometimes answers, the no answers and the no response answers were not counted as favorable responses and therefore brought the percentage of positive (yes) ratings down to a lower number than if they had been discounted or excluded from the count. Overall, we are pleased with the results of the survey but fell like there is definitely room for improvement in the way we deliver services.

IN-PACT, Inc. Individual Satisfaction Survey for 2020

Summary of Results

Part 1

	<i>Question Asked of the Consumer</i>	Answer Given				Percentage of Answers Yes
		1	2	3	4	
1	Do you like going to work or school?	22	0	1	9	68.8%
2	Do you have staff who help you at work or school?	23	0	0	9	71.9%
3	Do you like your home or where you live?	22	0	0	10	68.8%
4	Can you be alone in your room if you want to be?	22	0	0	10	68.8%
5	Do you feel safe when you go outside your house in your neighborhood?	21	0	0	11	65.6%
6	Do people (staff) knock and ask to come in before coming into your bedroom?	17	1	2	12	53.1%
7	Do you have friends you like to talk to or do things with?	17	0	1	14	53.1%
8	Can you see your friends when you want to see them?	15	2	0	15	46.9%
9	Do you have family (or an advocate) that you can visit with?	17	1	2	12	53.1%
10	Do you know your case manager?	6	0	8	18	18.8%
11	If you ask for something, does your case manager help you get it?	7	1	8	16	21.9%
12	Do you know your Bureau of Dev. Disabilities service coordinator?	5	0	9	18	15.6%
13	If you ask for something, does your BDDS service coordinator help you get it?	7	0	5	20	21.9%
14	Do you know who your guardian (or advocate) is?	21	0	0	11	65.6%
15	Do people (staff) help you do new things you want to do?	22	0	0	10	68.8%
16	When you want to go somewhere, do you always have a way to get there?	10	2	5	15	31.3%
17	Have you ever attended a self-advocacy/support group meeting?	16	2	2	12	50.0%
18	Do you know what medications you are taking?	20	1	0	11	62.5%
19	Are the In-Pact staff nice and polite to you?	20	1	0	11	62.5%
20	Are you happy with the help you get from In-Pact?	21	0	0	11	65.6%

- 1 = yes
- 2 = sometimes
- 3 = no
- 4 = no answer

IN-PACT, Inc. Individual Satisfaction Survey for 2020

Summary of Results

Part 2

	Question Asked of the Consumer	Answer Given				Percentage of Answers Yes
		1	2	3	4	
1	Do you know or decide your daily activity schedule?	18	2	2	10	56.3%
2	Do staff/people listen to your concerns?	22	0	0	10	68.8%
3	Do you go out for fun/outings?	24	0	0	8	75.0%
4	Can you get things to decorate your room?	22	0	0	10	68.8%
5	Can you choose how to spend your free time?	23	0	0	9	71.9%
6	Are you allowed to watch a television program of your choice?	23	0	0	9	71.9%
7	Can you choose what staff you want to work with?	21	0	0	11	65.6%
8	Do staff/people help you make choices?	19	1	1	11	59.4%
9	Are you allowed to choose your clothes?	18	1	1	12	56.3%
10	Are you allowed to choose your meals?	17	2	0	13	53.1%
11	Do you go shopping for what you want?	14	3	3	12	43.8%
12	Do you help cook?	8	7	4	13	25.0%
13	Are you a member of the YMCA or a sports group?	9	2	8	13	28.1%
14	Do you choose to go to church?	18	1	0	13	56.3%
15	Do you go out to eat at least twice a month?	17	3	0	12	53.1%
16	Does the program coordinator ask for your input about your goals or needs?	15	1	1	15	46.9%
17	Does the program coordinator attend your ISP/Annual meeting?	16	1	1	14	50.0%
18	Do you attend your ISP/Annual meeting?	15	0	3	14	46.9%
19	Do you open your own mail?	12	5	2	13	37.5%
20	Can you use the telephone when you want?	19	0	0	13	59.4%

- 1 = yes
- 2 = sometimes
- 3 = no
- 4 = no answer

In-Pact, Inc. Clubhouse Individual Satisfaction Survey 2020

Totals for 2020: 16 Individuals Surveyed

Date: 7-30-2020

	Questions Asked of the Consumer		Answer Given							Comments or Clarifications
			1		2		3			
									2 Non Verbal included in 4	
1	Are you happy with the services you receive at your day program?		14	88%	0	0%	0	0%	2	13%
2	Did you choose this program for yourself?		12	75%	0	0%	1	6%	3	19%
3	Does your day program provide you with a variety of activities that you enjoy?		11	69%	0	0%	1	6%	4	25% Not sure if he did
4	Do you get along with others in your group?		13	81%	0	0%	0	0%	3	19%
5	Did you have input in deciding which group you would be placed in?		9	56%	0	0%	4	25%	3	19%
6	Are you happy with your group instructor?		11	69%	1	6%	1	6%	3	19%
7	Could you change your group instructor if you wanted to?		12	75%	0	0%	2	13%	2	13% Once in a while
8	Do you have friends in your day program?		13	81%	0	0%	1	6%	2	13%
9	Do the staff in this program treat you with respect?		14	88%	0	0%	0	0%	2	13%
10	Are you asked for your opinion when program goals are developed for you?		9	56%	1	6%	3	19%	3	19%
11	Is your guardian or advocate included in deciding which goals you will work to achieve?		9	56%	2	13%	1	6%	4	25%
12	Do you know who your Case Manager is?		10	63%	0	0%	4	25%	2	13%
13	If you ask for something, does your Case Manager help you get it?		11	69%	0	0%	0	0%	5	
14	Do you have input on on the monthly activity calendar?		11	69%	1	6%	1	6%	3	19% One who didn't answer included in 4
15	Do you feel safe at your day program?		13	81%	1	6%	0	0%	2	13%
16	Are you aware of who to speak to if you have a problem at the day program?		11	69%	1	6%	1	6%	3	19%
17	Do you feel as if your opinion matters at the day program?		9	56%	1	6%	1	6%	5	
18	Do you help preapre meals while at the Clubhouse?		10	63%	0	0%	4	25%	2	13%
19	Do you help choose what to watch on movie day?		9	56%	3	19%	2	13%	2	13%
20	Would like to continue coming to the Clubhouse?		13	81%	1	6%	0	0%	2	13%

224

12

27

57

Other Comments

Get a Nintendo System

- 1= Yes
- 2= Sometimes
- 3= No
- 4=No answer

Supported Services Individual Satisfaction Survey Results

Each year Supported Services conducts individual satisfaction surveys and then compiles the results to be reported on. COVID 19 has not helped in the department getting complete results. We have been able to compile about half the survey results that we normally do. Overall, the results that we were able to compile do show that our individuals are satisfied with most aspects of the services that we provide. We have worked hard to provide for more personal freedoms, and to make sure our staff are understanding of the individuals and their rights. The survey is broken into three sections for the department. The first part of the survey is the overall agency performance and satisfaction. The second area of focus is the satisfaction of those individuals who are living in and receiving services in our 24-hour waiver sites. Finally, we have a survey for those who receive services in their family home.

In agency satisfaction, 89 percent of the individuals stated that they were satisfied and happy with the home they lived in. 4 percent said they were somewhat satisfied, and 7 percent stated they were not happy with the place they lived. Individuals stated that 96% of the time people knocked before entering their apartment or their room. This is important as it shows that privacy and respecting that privacy is important to our individuals and that our staff respect that. It should also be noted that 96% of the individuals stated they could be in their rooms by themselves if they wanted to be in their rooms by themselves. Of course, this means staff do check on them and make sure they have everything they need and want as well. When asked if they had people to help them do things they wanted to do, 89 % of the people said they did and 11 % stated that they usually did but not always. This shows that staff are willing and able to help individuals do what they want to do. Ninety-three percent of the individuals we serve stated that they could have friends come and visit when they wanted to have them come visit. Of course, this has been drastically limited by COVID 19, but we have worked on setting up visits outside when possible.

For people who live in their own agency owned and operated apartment there are many important factors that we try to ensure individuals are satisfied by. Many of these factors are pertaining to their happiness and their freedom to make choices. This is the second part of the survey that we provide, and it is for those who live in 24-hour supported housing. When asked if they helped to prepare their own meals, 96 % said that they were responsible for preparing their own meals. One hundred percent of the people stated that they could choose what they wore each day. This is important to In-Pact as it shows that we work toward individuality of each individual and that we work to let them express their own style. An area we would like to work on and see responses in the 90% range is the question about do the individuals have a say in who works with them. Only 83 % say they could decide this. It is largely due to our own staffing issues. If we move a person out of the individual's home, we must replace that person, and we may not have someone to replace them with right away. We always work to meet these requests, but sometimes we have no choices. Similarly, we would like to see more people be able to go to church and go to the church that they want to go to. Church going is often a function of having staff who can transport. We do not always have someone who can transport due to limitations imposed by our insurance company. We try to ensure alternative modes for Sundays but do not always have luck in doing so. One Hundred Percent of the people surveyed said they could have friends and family come visit them whenever they wanted. This is due to the understanding that the apartment or home that they live in is their home and they can invite people over when they want to.

Finally, our in-home individual survey was limited this year due to COVID 19 and limitations on services overall. We only had a handful of respondents to this part of the survey. These families and individuals were 100% happy with all survey questions across the board. They are long time families who often state that they are satisfied with the services we provide.

In conclusion, these numbers show that there are places where we have some work to do to bring the satisfaction levels up to where we want them to be. However, it shows that there is an overall satisfaction with the services that In-Pact provides. We continue to try to increase satisfaction at all levels in the department. 100% satisfaction is always the goal.