



*FY 2000
Stakeholder Satisfaction Surveys*

In May and June, 2000, ICON conducted satisfaction surveys with four major groups of stakeholders: consumers of community living services, consumers of employment services (with a separate questionnaire for those who are employed and those who aren't), and family members of those who enjoy long-term funding in the two services.

We departed this year from the 'scale of 1 to 5' format we have used in years past, in the hope that the more free-form questionnaire would elicit more meaningful responses. We believe that it did, and that it was a positive move, even though it makes it more difficult to summarize and present the responses, which ranged from basic yes/no answers to comments which filled both sides of the page.

The survey instruments may be found at the end of this report. In general, the surveys for consumers of community living services (CLS) and their families and the survey for family members of long-term supported employment services (ES) consumers were quite open-ended. The two surveys for consumers of employment services were somewhat more structured, offering 'yes', 'most of the time' and 'no' options for the majority of questions. A return envelope was provided. Response ranged from 25% to 30%.

Overall Satisfaction

The first question on all five surveys was, "Are you satisfied with ICON's services, overall?" Eighty-four percent said "yes" (and 15% of those indicated they were very satisfied, with comments such as "yes yes yes!!!"). If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of 96% among our consumers and 94% among their families.

Has Life Changed Because of ICON's Services?

Eighty-eight percent of consumers of community living services report that their life has changed in the past year because of ICON's services; 75% of family members felt the same. Ways in which consumers and their families expressed this change included:

CLS Consumers	Learning life skills and independence.
	Rent is paid a month in advance.
	ICON helped me through some pretty tough times and helped me accomplish a lot of new skills and goals such as NOVA.
	I have become more socialized, know how to cook some foods; I enjoy going out and meeting new people, and I have learned how to count money.

CLS Family	She is constantly learning new skills and abilities.
	[Consumer] is more capable in household activities. Less anxious in social settings. More mature in interpersonal encounters.
	ICON staff saw that she got registered for a computer class which has given her much confidence in herself.
ES Family	Built self-confidence and has good relationship with co-workers.
	She's more able to communicate her frustrations and needs.
	Her life is so much happier because of the dedication of the ICON staff and Fairfax Hospital.
	He is more confident in himself and shares more information with his parents about his job.
	Through his work with "normal people" we see that he is continuing to learn. He continues to increase his vocal skills and seems to learn new words.

Consumer Involvement in Determining Goals

Every long-term consumer of ICON's services has goals and objectives which determine the shape of the services they receive, particularly with respect to community living services. We asked CLS consumers whether they knew what their goals are, whether they were instrumental in choosing those goals, and whether they agree with the goals. All but one consumer indicated that they did know what their goals are (the one consumer had only been with ICON for just over two months at the time the survey was administered). Of those who knew their "official" goals, all but one agreed that they had had a say in determining the goals, and that they agreed with them.

We asked consumers of employment services who had not yet found jobs whether they had participated in the development of their individual service plan, and whether ICON staff had worked with them to clarify their long-term employment goals. To both questions, 100% reported yes.

Family of employment services consumers were asked whether the service was what they had expected. 90% said yes; of these 22% added intensifiers such as "above and beyond" and "the best in the county".

Listening to the Consumer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 77% responded with a "yes" answer and an additional 17% said "most of the time". We consider this to be a barely acceptable result and plan to focus on improving this statistic during the coming year.

Adequacy of Support

We asked consumers of community living services and their family members how many hours of services they were receiving per week, and whether that was enough. Some people answered the question with the number of hours they were actually receiving; some answered with the number they are authorized to receive, and several did not answer the question at all. Of those who commented on whether they were receiving enough services, 27% of consumers said no, it was not enough. All but one family member said yes, it was enough. We recognize that we have had a fairly serious problem during the past year keeping enough staff to deliver the services authorized by the funding agencies. We have heard from other service providers that they are experiencing the same issues in this booming economy, and we are trying to come up with creative ways to recruit and keep staff. Still, the bottom line is that wages for this type of work have historically been very low. Even though we are now experiencing a period unprecedented prosperity, funding for services for people with disabilities continues to fall each year. ICON is working with the Northern Virginia Alliance of Residential Providers to put this issue before the public and to encourage our lawmakers to recognize that in this as well as other ways Virginia is failing to meet the most basic needs of its citizens with disabilities.

We didn't ask consumers of employment services how many hours of service they were receiving, since this can vary widely depending upon what stage of the process they happened to be in, but we did ask whether they considered that they were receiving enough support. Eighty-nine percent said yes, and an additional 3% responded "most of the time". The three individuals who did not feel they were receiving enough support were all individuals who were not yet employed.

Activities Supported

Consumers of community living services gave the following responses to the question, "What kinds of things do you do with your staff person?":

shopping	7	eat out	1
social activities	5	learn life skills	1
personal finances	4	health care	1
cook	3	cultural activities	1
movies	3	visit friends	1
in-home activities	3	People First meetings	1
physical recreation	2	travel training	1
learn about new things	2	deciding goals	1

All five groups were asked whether ICON staff are responsive to them, i.e., whether they return phone calls, arrive on time for scheduled appointments, etc. Of those answering the question, 79% said yes, and an additional 15% said "most of the time". To the question, "Do ICON staff do what they say they will do?" 96% responded either "yes" or "most of the time". We don't consider this an acceptable result. Outside of the

occasional consumer who may have trouble remembering whether staff have returned their calls, we see no reason that these figures should not be 100%.

Respect Shown Toward Consumers and Family Members

All but one of the respondents in all five groups said that ICON staff treat them with respect, and 100% of family members reported the ICON staff treats their family member with respect. In a related question, all but one employed consumer reported that their co-workers treat them with respect, a substantial increase from the 75% who reported this last year.

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, 89% reported that they got the type of job they had wanted; 97% said that they like the job that they have. Not so many – just 81% – agreed that their current job was challenging and rewarding.

When asked how long they would like to keep their current job, 50% said they'd like to keep this job forever; 38% said they'd like to get a new job within the next few years (one commented, "nothing is forever"); and 13% indicated that they'd like to get a new immediately.

Employed consumers of employment services were also asked how many hours per week they are currently working, and how many hours per week they would like to work. The layout of this question must have been confusing, because very few people gave a complete answer. Of those who did, 61% said they are happy with their current hours; 17% would prefer to be working up to ten more hours per week; an additional 17% would prefer to be working between 10 and 20 hours more per week, and 5% would prefer to be working 20 to 30 hours more per week.

Do Our Consumers Like Us?

In a final, general question, 96% of consumers say that they like working with ICON staff.

Comments

All questionnaires asked respondents for their comments. The following general comments were received:

Employment Services Consumers	<p>Robyn Fitzgerald [ICON's Executive Director] is the best. [ICON Staff is] doing good job. I would have her help me more with my job.</p>
	<p>Remarks delivered in person to the Executive Director. Consumer was satisfied with service until current staff person was assigned to him.</p>
	<p>Please return phone calls in a more timely manner.</p>
	<p>My job coach has been very supportive, cooperative and straight forward in helping me establish short and long term goals. Unfortunately she lacks technical expertise in understanding some complex job tasks, and this limits her ability to help me troubleshoot problems when I am unable to get my employer to do so.</p>
	<p>My case worker has always helped me.</p>
	<p>[ICON staff is] very helpful. I thank her support.</p>
	<p>I like [my job coach]. If I can in any way use my college degree in finance with investments for [my current employer], that would be great.</p>
	<p>ICON is better than the former agency I had. They are courteous with me. I like [Employment Services Director] Ms. Elerick.</p>
	<p>ICON has been very helpful and I could not have the job that I have without ICON's help.</p>
	<p>I would like to have more hours at Bennigans.</p>
	<p>I would like to have a meeting with ICON staff person to discuss my goals and necessities.</p>
	<p>I wish I had a better job in an office.</p>
	<p>I will say [two ICON staff persons] are great to me in years to come and they are good to be my job coach at ICON and they are cool to be with me as always and the best they are.</p>
	<p>I like working with ICON because they help me a lot to get me a job and I hope that we can do more. Thanks a whole lot.</p>
	<p>Great job ... good support.</p>
	<p>I hope one day to find full time work.</p>
	<p>I would like to work more.</p>
<p>Depends on what job coach I have. I liked working with [my first job coach]. The new job coach and I are still learning and growing to an understanding of dos & don'ts. P.S. ICON did great transportation training and being confident. Problem solving.</p>	
ES Family	<p>The outstanding support provided by ICON has enhanced [our son's] ability to do his job. His increased skills and learning on the job have been exhibited at home. Thanks ICON for all you do.</p>
	<p>You gotta know you are appreciated – it's never taken for granted and prayers of appreciation go up every day!</p>

Employment Services Family	<p>We're so pleased to be associated with ICON. When [our daughter] was due to leave the county school system, we were very concerned, but ICON came into the picture and trained her to enter the job market. That was 12 years ago and ICON has been there helping her succeed. ICON and [consumer] have established a wonderful reputation at [her job site]. Thanks.</p>
	<p>Very satisfied with the service and the support provided by ICON. [ICON staff] has done a great job with [our son] and we are "blessed" to have her on "our" team. We truly appreciate all of her efforts.</p>
	<p>[The ICON job coach] is very considerate of our son. She helped him find a job which was just what he was looking for. (He has been working there since October, 1999). We are grateful to have ICON and people like [job coach] helping people like our son.</p>
	<p>[My son] appears to need very little in the way of services, which is good. He was trained well, initially -- his tasks have not changed in a decade. He says he is ok.</p>
	<p>I would like an update from the job coach. Once a quarter would be fine.</p>
	<p>[ICON job coach] has really gone that extra distance with [our son]. She really cares about him and it shows. I really like the relationship the two of them have developed over the course of their time together. Once, some time ago, I asked him "Do you want to try someone else?" He said "No" (emphatically!). [Job coach] is good and sensitive, compassionate, etc. She gets things done. We are proud to have had her in [our son's] life as his counselor! We all think very highly of her!</p>
	<p>[Consumer's] job coaches have been super!</p>
	<p>We are satisfied, but would like to see if we can place my brother somewhere else, to do different things.</p>
	<p>I wish there were a raft of potential jobs out there and that [my son] were being considered for them. I know that is idealistic. I wish there were some social opportunities for him to enjoy. Don't know if that is a possible service.</p>
	<p>I did not know until the last month or so that ICON was still providing "services" to our son. To my knowledge, someone visits him at the job site occasionally now. Am I satisfied? I have no idea what the fee the taxpayers are paying for this service and no real idea what should be happening.</p>
<p>Since [consumer] does not live at home we have had no contact with ICON -- she seems very pleased with all they have done for her.</p>	
CLS Consumer	<p>Only one community living services consumer responded, but she did write a very long comment. Her central points were (a) she would like to have more hours of service each week, earlier in the evening [she has suffered from our staffing problems]; and (b) she really likes her current staff person (who has a great sense of humor) and hopes to keep her as long as possible.</p>

Community Living Services Family	<p>My young sister has learned a great deal from working with [ICON staff]. [The ICON staff person] is very patient with a pleasant, positive attitude, and she is very pleasant with [my sister]. [ICON staff] took her clients to the International Horse Show and other interesting events, which have certainly widened [my sister's] interests and exposed her to different situations. [ICON staff] has become an integral part of her life.</p>
	<p>[ICON staff person] went way out of her way to help [our daughter and us] through all of the problems with her former roommate. I thought [our ICON staff person] did much of the work that the other counselor should have been doing.</p>
	<p>[My brother] really likes [his ICON staff person]. He looks forward to their time together.</p>
	<p>[My son] is still very anxious to improve his social skills. I feel that staff may not recognize how intelligent he is.</p>
	<p>Yes, very satisfied. [ICON staff person] is a unique, dedicated, highly effective staff member/counselor.</p>



*Community Living
Services Cover Letter*

Date: May 26, 2000
From: Robyn Fitzgerald, Executive Director
To: Community Living Services Consumers and Families
Re: Quality Improvement Surveys

We need your help.

At ICON we are truly committed to continuous improvement in the quality of our services. Feedback from our customers is central to our pursuit of quality improvement, and our annual survey is one of the ways we get this feedback.

Survey forms are enclosed, and we hope you will take a few minutes to answer the questions we have asked, and honestly share your feelings about ICON's services. Please note that if consumer and family members live in the same household, you will receive two surveys, one for direct consumers and a different one for family members.

You are free to make your comments anonymously if you wish, but we would like for you to identify your survey so that we may directly address any issues you may have.

In addition to this once-a-year survey, I would like to encourage you to contact me at any time if you have concerns about the service you or your family member is receiving from ICON. I can be reached at 703-548-4048 ext. 104 or by e-mail at robyn@iconservices.org.

Thanks for your help!



*Community Living Services
FY 2000 Consumer Survey*

Are you satisfied with ICON's services, overall?		
Do you know what your goals in this program are?	Were you involved in setting the goals?	Do you agree with the goals?
How has your life changed in the past year as a result of ICON's services?		
How many hours of service do you receive each week?	Is that enough? Too much?	
What kinds of things do you do with your staff person?		
Is your staff person responsive (returns phone calls, arrives on time, etc.)?	Do they do what they say they will do?	
Do they treat you with respect?	Do you like working with ICON staff?	
Optional:	Your name:	Please call me at _____ I would like to talk more about this.

Please use the back of this form for additional comments. Thank you !



*Community Living Services
FY 2000 Family Member Survey*

Are you satisfied with ICON's services, overall?		
Has your family member's life changed in the past year as a result of ICON's services?		
How many hours of service does your family member receive each week?	Is that enough? Too much?	
What kinds of activities does your family member do with ICON staff? Are they appropriate, in your opinion? Are there other activities you would like to see added?		
Are ICON staff members responsive (return phone calls, arrive on time, etc.)?	Do they do what they say they will do?	
Do they treat you with respect?	Do they treat your family member with respect?	
Optional:	Your name:	Please call me at _____ I would like to talk more about this.

Please use the back of this form for additional comments. Thank you !



*Employment Services
Cover Letter*

Date: June 16, 2000
From: Robyn Fitzgerald, Executive Director
To: Employment Services Consumers and Families
Re: Quality Improvement Surveys

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Thanks for your help!



**Employment Services
FY 2000 Consumer Survey**

(for employed consumers)

		yes	most of the time	no
Are you satisfied with ICON's services, overall?				
Is your staff person responsive (arrives on time, returns phone calls, etc.)?				
Do ICON staff do what they say they will do?				
Do you like working with ICON staff?				
Do you get enough support to be successful on the job?				
Do ICON staff respond to your questions and concerns?				
Do ICON staff treat you with respect?				
Did you get the type of job you were looking for?				
Do you like the job you have?				
Is your job challenging and rewarding?				
Do your co-workers treat you with respect?				
Looking into the future ...	I'd like to keep this job forever			
	I'd like to find another job within the next few years			
	I'd like to find another job immediately			
	less than 10 hrs/wk	10-20 hrs/wk	20-30 hrs/wk	30-40 hrs/wk
I am currently working				
I would prefer to work				
Comments:				

Name (optional) _____

Thank you for helping us with this survey!



*Employment Services
FY 2000 Consumer Survey*

(for consumers who are not yet employed)

	yes	most of the time	no
Are you satisfied with ICON's services, overall?			
Is your staff person responsive (arrives on time, returns phone calls, etc.)?			
Do ICON staff do what they say they will do?			
Do you like working with ICON staff?			
Do you get enough support?			
Do ICON staff respond to your questions and concerns?			
Do ICON staff treat you with respect?			
Did you participate in the development of your individual service plan?			
Did ICON staff work with you to clarify your long-term goals?			
Comments:			

Name (optional) _____

Thank you for helping us with this survey!



*Supported Employment Services
FY 2000 Family Members Survey*

Are you satisfied with ICON's services, overall?	
How long has your family member been with ICON?	Has your family member's life changed in the past year as a result of ICON's services?
Is the service what you expected? If not, please explain.	
Are ICON staff members responsive (return phone calls, arrive on time, etc.)?	Do they do what they say they will do?
Do they treat you with respect?	Do they treat your family member with respect?
Optional: Your name:	Please call me at _____ I would like to talk more about this.

Please use the back of this form for additional comments. Thank you !