



FY 2002 Stakeholder Survey Summary

In July and August, 2002, ICON conducted satisfaction surveys with five 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), family members of both groups, and funders of our services.

For the last several years we have departed from the 'scale of 1 to 5' format. We believe that the more free-form questionnaire elicits more meaningful responses, 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 on our website at <http://iconservices.org/pig.html>. 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 rates ranged from 23% to 43%, which was slightly higher than last year.

Overall Satisfaction

The first question on all six surveys was, "Are you satisfied with ICON's services, overall?" Eighty-three percent of consumers and 94% of family members responded with an unequivocal "yes". If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of 100% among our consumers and 97% among their families. The situation is not so good when we turn to our funders. Only 31% gave us an unequivocal "yes", and only an additional 25% are satisfied "most of the time".

Has Life Changed Because of ICON's Services?

Ninety-three percent of consumers of community living services report that their life has changed in the past year because of ICON's services; only 63% of their family members had perceived a difference. Seventy-six percent of family members of those receiving employment services saw changes over the course of the year. Ways in which consumers and their families expressed this change included:

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| CL S C o n s u m e r s | I do get a chance to work at ICON doing volunteer work. I have met three new friends and I get out more. |
| | I am doing some cooking and throwing away magazines and newspapers. And cleaning the floor. |
| | I am shopping and cooking my meals. |
| | I have become mentally stronger. |
| | I've learned how to add and subtract a lot better on the calculator, and budget money better. |
| | My saving account, and me just learning how to budget my money to where I can save and be happy with the budget plan. |
| | A lot better, did not do 911 all year. |
| | ICON help medication easier. |
| | Being better with my checkbook |
| | Staff help me get new furniture I always wanted, set up my meeting and I was able to meet my attorney I didn't know, and helping manage my money. |
| CL S F a m i l y | She is confident, enjoys learning and using independent life skills and she will accept direction from her counselor with positive actions. |
| | Her life has not necessarily changed but she has maintained certain skill levels and activities [...] and truly loves to be with ICON staff members who work with her. |
| E m p l o y m e n t S e r v i c e s F a m i l y | During the 10 years [Consumer] has grown up a lot. He looks forward to going to work each day and is proud when the pay stub comes home. |
| | [Consumer] has bonded with and enjoys being with the ICON staff. She looks forward to her trips into the community. It has been a very positive experience for her. |
| | He looks forward to going to work each day. |
| | [Consumer] continues to mature and has become more settled. We feel his ICON supervisor is responsible. |
| | Positive attitude. |
| | Yes, in job satisfaction. [Consumer] is very happy going to work at both of his jobs. |
| | Yes, [Consumer] has a better awareness of what it means to be employed. |
| | Yes, presently employed full-time with Fairfax County. The pay is good. For the first time since working with ICON's services he can pay his bills and save for vacation. |
| | Yes, with her job coach she is now able to hold her job! |
| | Yes. [Consumer] wants to go to work. |

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 consumers indicated that they did know what their goals are. Eighty-eight

percent of community living services consumers said that they were involved in determining the goals, and 94% said that they agreed with the goals.

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% answered "yes".

Family of employment services consumers were asked whether the service was what they had expected. Ninety-two percent said yes, one said no, and one said "more or less".

Listening to the Consumer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 83% responded with a "yes" answer and an additional 10% said "most of the time"; 7% responded "no".

We asked the same question of funders. Only 19% gave an unequivocal "yes"; 50% said "most of the time, 25% said "about half the time", and 6% felt that ICON staff responds to questions and concerns only some of the time, but none of the funders gave a flat "no".

Both of these results indicate a clear target for improvement in FY '03.

Followthrough

In Community Living Services, 88% of consumers and 100% of family members report that ICON staff do what they say they will do; the remaining 11% of consumers said "most of the time". In Employment Services, 70% of consumers said that ICON staff do follow through, and the remaining 30% said we do most of the time. Among family members, 75% said that employment services staff follow through consistently, and 25% said they do "most of the time". These rates, especially for employment services, indicate this area demands improvement in FY '03.

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. Of those who commented on whether they were receiving enough services, 94% of consumers said yes, it was enough. All but one family member said yes, it was enough.

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. Seventy-five percent of those who are employed said yes; and additional 14% responded "most of the time". All but one of the people who are not yet employed felt that they were receiving enough support.

Respect Shown Toward Stakeholders

Eighty-nine percent of respondents in all five groups said that ICON staff treat them with respect; 10% said "most of the time"; one funder responded "about half of the time". 76% of family members and funders reported the ICON staff treats their family member/consumer with respect and an additional 22% said "most of the time"; again one funder responded "about half of the time" (this anonymous individual answered every question on the survey with "about half of the time"). In a related question, 77% of employed consumers reported that their co-workers treat them with respect.

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. The various groups had various responses to this question:

Are ICON Staff responsive?

| | yes | most of the time | less than half the time |
|---------------------------|------|------------------|-------------------------|
| CLS Consumers | 88% | 12% | - |
| CLS Family | 100% | - | - |
| ES Employed Consumers | 59% | 34% | 3% |
| ES Consumers Not Employed | 84% | 8% | 8% |
| ES Family | 76% | 24% | - |
| Funders | 22% | 44% | 34% |
| Overall | 68% | 25% | 8% |

In last year's survey, only 50% of community living services consumers said "yes", and this was targeted as an area for improvement in FY '02. This year's response shows that our efforts in this area have paid off. On the other hand, the percentage of employment services consumers who considered ICON staff responsive dropped by an almost equal amount, particularly among those who are employed.

The response from our funders is simply appalling. Part of this may be due to the fact that nearly 40% of ICON's direct service staff was hired in FY '02 and a full 64% has been on the job for less than two years. High staff turnover rates have been an issue for all the service providers in our area in the wake of continual funding cuts and

increasing reliance on Medicaid funding over the past few years. Regardless of the cause, however, we must make a major effort in FY '03 to improve our performance in this crucial area.

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, 83% reported that they got the type of job they had wanted; 76% said that they like the job that they have and an additional 17% said they like it most of the time. Not so many – 64% – agreed that their current job was challenging and rewarding.

When asked how long they would like to keep their current job, 57% said they'd like to keep this job forever, 30% said they'd like to get a new job within the next few years, and 13% indicated that they'd like to get a new job 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. Of those who responded to this question, 85% said they are happy with their current hours; 15% would prefer to be working up to ten more hours per week.

Funders' Experience With ICON

Our funder survey was revised in FY '02 based on feedback from the prior year's survey. In addition to restoring the 'scale of 1 to 5', we added questions to identify what type of services each respondent had purchased during the fiscal year and requested them to rate each service individually.

Questions which were asked of funders as well as other groups have been reported on throughout this document. In addition, we asked our funders what they like about ICON, and in what areas we could improve.

All but two of the funders who gave feedback in this area are funders of employment services. They like the fact that our services are individualized and innovative. They also like the fact that their consumers seem to like ICON, and that staff members are dedicated and eager to provide quality services.

When asked in what ways ICON could improve, our funders put "communication" at the top of the list. They also asked for more accountability with respect to hours delivered, and better reporting in general. One noted that communication is particularly important when job development is proceeding slowly. One felt we should be more flexible with respect to accepting people into the safetynet program; this is something over which we have limited control, since we do not control the site where the activities take place. One case manager said that some of our community living staff are simply failing to do their jobs. And finally, a DRS counselor said, "I don't refer to ICON any more because I

think they overcharge, consumers don't get jobs, and no one tells me what is going on. I feel the company is just there for the money.” The comment about the money caused us to laugh out loud, but we take the substance of this comment very seriously. Unfortunately, this comment was submitted anonymously so we have no way to follow up with the person to learn about the specific issues that lie behind this opinion.

Do Our Consumers Like Us?

In a final, general question, 91% of consumers say that they like working with ICON staff, and 7% like us “most of the time”.

Comments

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

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| CLS Consumer | You have helped me with my daughter, talking with teachers, helping me understand better, and just being there when I need help. |
| CLS Family | I feel we are very lucky to have 2 <u>good</u> counselors after such a long list of unreliable counselors. These counselors are like diamonds! |
| | Long comment: bottom line is she doesn't want him living in an apt. by himself. Signed: a worried mother |
| | [Consumer] would like to go swimming and horseback riding like [another consumer]. He would like to visit other people. [Also very long comment on back of sheet.] |
| Employment Services Consumers | I have worked with ICON for several years and they have helped me a lot with my job search. |
| | ICON helped me stand up for myself. |
| | ICON is the best place for people who are trying to get jobs. Staff will support you. I love working with them because they care about you and your success. God bless [ICON staff]. |
| | [ICON staff] has been very concerned with finding a job that will make me happy and he is doing a great job and I enjoy being with him. Thank you ICON. |
| | [A rather long comment, the substance of which is that he feels ICON is not providing a quality service.] |
| ES Family | Yes, overall, ICON counselors have helped [my son] secure and hold two concurrent jobs. Both seem to be stabilized. |
| | Yes, very much [satisfied]. I hope you and your employees keep up the good work, it is very good to have an organization like yours providing the services you do for the handicap community. |
| | Only sort of [satisfied]. Nice people but weak services. |
| | Yes. [Consumer] has acquired work readiness skills that will serve him well in a paid position. |

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| Employment Services Family | <p>Job development is extremely weak. Communication is almost impossible. We leave messages but even when there is a call back the questions are rarely answered.</p> |
| | <p>We have always gotten the best, the job coaches have helped [our son] develop and whenever there has been a problem they or you and your staff have always come through with help.</p> |
| | <p>It was nice to meet [job coach] last week and hear her description of services to [our son]. We did not know of some issues that she has apparently resolved quite helpfully over the years.</p> |
| | <p>This [treating the consumer with respect] is a strength.</p> |
| | <p>[Consumer] loves his work!</p> |
| | <p>[Consumer of safetynet services] seems to like what he does at ICON at the present time. Seems to enjoy coming to the center each day. My sincere thanks for the time you all have taken with [my son]. God bless.</p> |
| | <p>[Consumer]'s continued success and maturation is directly attributable to ICON's supervision and on-the-job training, especially these past five years, which allows [him] to be employed, involved, and responsible.</p> |
| | <p>Please work on getting [my son] a pay raise.</p> |
| | <p>The services from ICON have been very very good since we have been associated with them. They have been kind and treated our daughter with respect. We are truly gratified to have ICON working with [her].</p> |