

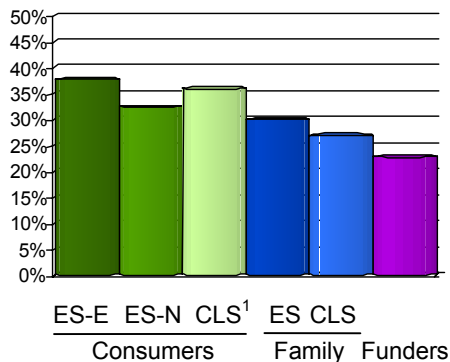


FY 2006 Stakeholder Survey Summary

In July and August 2006, ICON conducted satisfaction surveys with five major groups of stakeholders: consumers of community living services, consumers of employment services (with separate questionnaires for those who are employed and those who aren't), family members of both groups, and funders of our services.

Over the last few years we have departed from the 'scale of 1 to 5' format in most of our stakeholder surveys. We believe that a 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 that filled both sides of the page.

FY 2006 Survey Response Rate



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 consumers of long-term supported employment service (ES) 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. The consumer and family surveys were distributed by mail, with a stamped return envelope. Response rates from consumer and family groups ranged from 27% to 38%.

Number Responding

ES - Employed	20
ES - Not Employed	12
CLS	14
ES - Family	24
CLS - Family	7
Funders	10

The funders' survey combined both the 'scale of 1 to 5' and free-form questions, and generated a 23% response rate.

Overall Satisfaction

The first question on all six surveys was, "Are you satisfied with ICON's services, overall?" Eighty-nine percent of consumers and 71% of family members responded with an unequivocal "yes", as did 25% of funders. If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of

¹ Names of the various constituent groups may be abbreviated as follows: ES stands for Employment Services; -E indicates employed consumers and -N is used for those not currently employed. CLS stands for Community Living Services. With both groups, -C may be used to identify primary consumers and -F for family members.

91%. Twenty-five percent support among funders is a cause for concern, as it is a significant drop from the 57% overall satisfaction rate reported in FY '05.

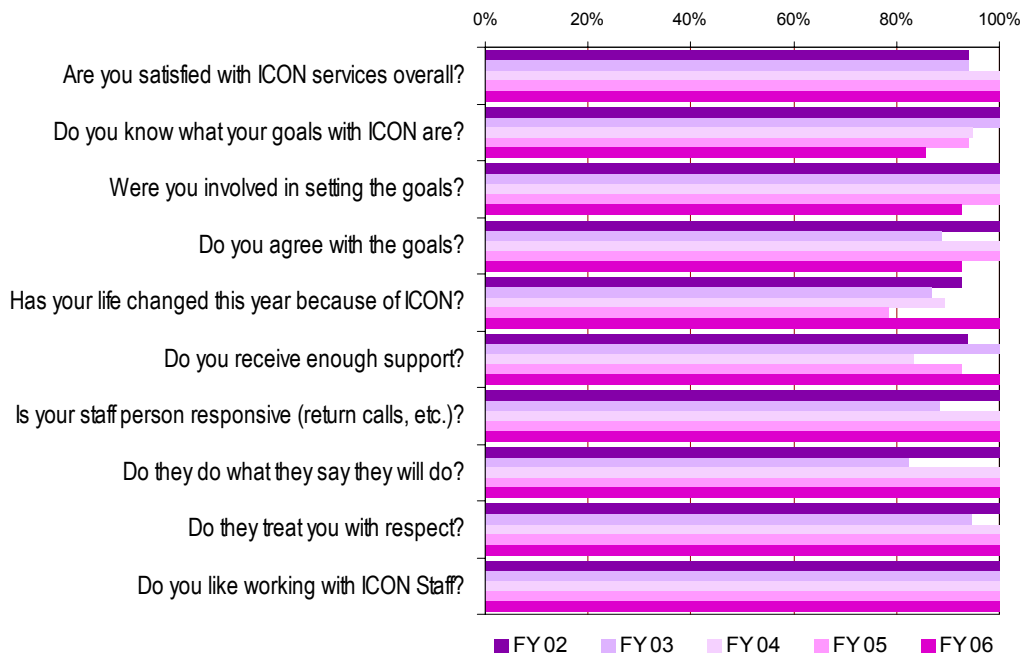
Has Life Changed Because of ICON's Services?

One hundred percent of consumers of community living services report that their life has changed in the past year because of ICON's services. Fifty-seven percent of the family members reported some change over the past year. We didn't ask this question of consumers of employment services, but we did ask their family members; 24% reported seeing changes over the course of the year.

Consumer Involvement in Determining Goals

Every long-term consumer of ICON's services has goals and objectives that determine the shape of the services they receive, particularly with respect to community living services. We asked CLS consumers whether they know what their goals are, whether they were instrumental in choosing those goals, and whether they agree with the goals. All but two people responded that they were aware of their goals, were involved in choosing them and that they agree with them.

Satisfaction of Community Living Services Consumers
(percentage responding "yes" or "most of the time")



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. Ten out of twelve respondents said that they had been involved; one said most of the time and another did not respond at all.

Family of employment services consumers were asked whether the service was what they had expected. Sixty-five percent said yes; 13% responded with a flat “no”; another 13% responded “not sure” and the remaining 9% said most of the time.

Listening to the Customer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 84% responded with a "yes" answer and an additional 16% said "most of the time".

We asked the same question of funders. Thirty-three percent said "yes"; 17% said "most of the time"; 25% said “about half the time” and the remaining 25% said “no”.

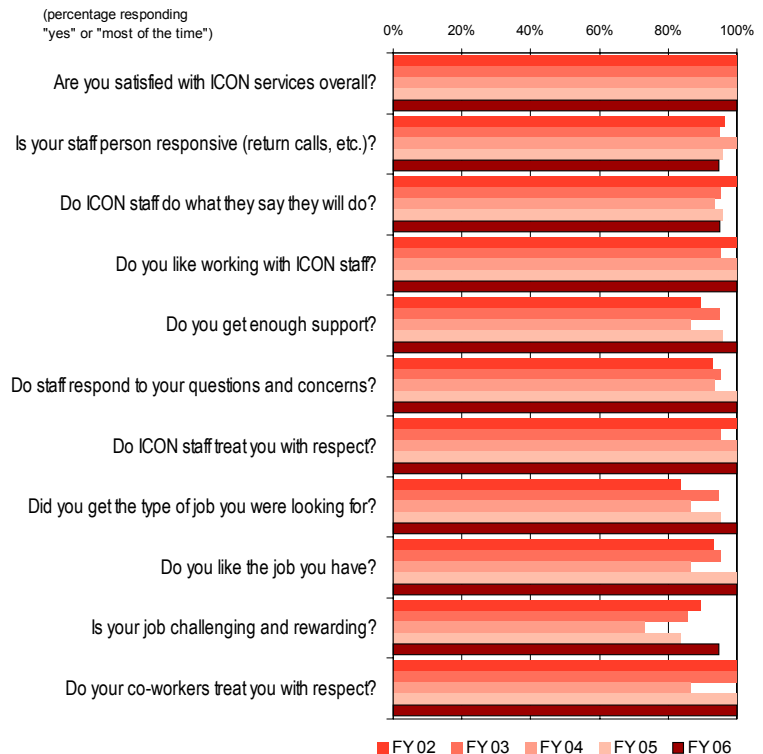
Followthrough

In Community Living Services, 100% of consumers and 71% of family members report that ICON staff do what they say they will do; the rest said we do “most of the time”. In Employment Services, 86% of consumers said that ICON staff follow through. Among family members, 79% said that employment services staff follow through consistently; 4% said “mostly” and 8% said “no”.

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, 64% of

Satisfaction of Employment Services Consumers Who Are Employed



consumers said yes, 1 consumer said that they were getting too much and 4 others weren't really sure if they were getting enough hours of support or not. Eighty percent of family members felt that their family member was receiving enough support in comparison to 33% last year.

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. Of the thirty-two respondents, thirty said "yes" and the remaining two said "most of the time". One-hundred percent of those who are employed said yes, and all but two of those who are not yet employed felt that they were receiving enough support.

Respect Shown Toward Stakeholders

We asked all of our customers whether they feel that ICON staff treat them with respect. We also asked family members and funders whether they consider that we treat our primary consumers (their family members or clients) with respect.

Ninety-six percent of all consumers and family members said that we treat them with respect all of the time, with the remaining saying "most of the time". The responses were the same when asked if we treat our consumers with respect.

In a related question, 100% of employed consumers reported that their co-workers treat them with respect in comparison to 88% in last years' survey.

All five groups were asked whether ICON staff are responsive, 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?	n =	yes	most of the time	no
CLS Consumers	14	100%	-	-
CLS Family	6	100%	-	-
ES Employed Consumers	16	84%	11%	5%
ES Consumers Not Employed	10	83%	17%	-
ES Family	18	95%	5%	-
Funders	4	33%	25%	42%
Overall	68	83%	10%	7%

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, 100% reported that they got the type of job they had wanted; 100% said that they like

the job that they have and 95% indicated that their current job was challenging and rewarding all of the time.

When asked how long they would like to keep their current job, 59% said they'd like to keep this job forever, 29% said they'd like to get a new job within the next few years, and 12% indicated that they'd like to get a new job immediately.

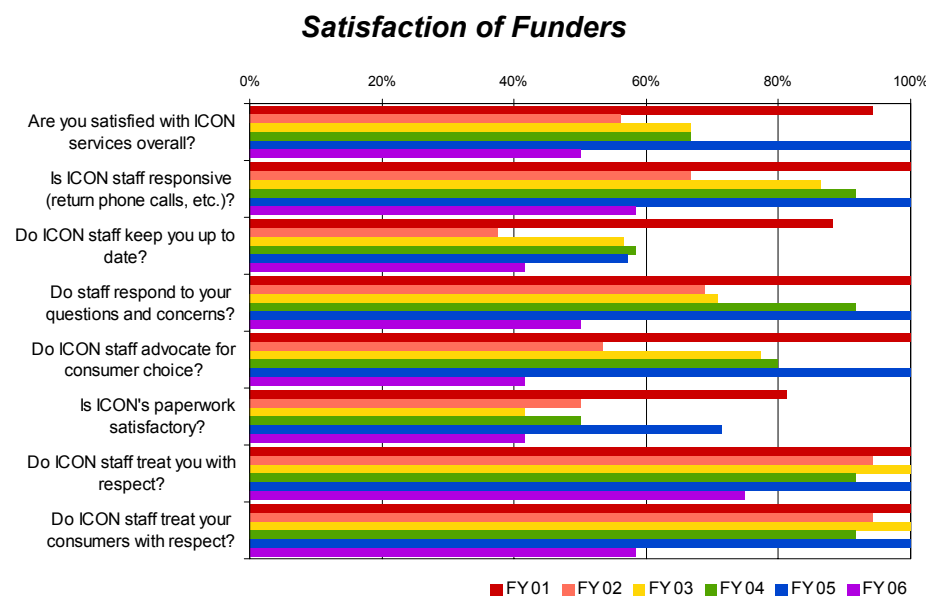
Employed consumers of employment services were also asked how many hours per week they are currently working, and how many hours per week they would like to work. Of those who responded to this question, 85% said they are happy with their current hours; 15% said that they would prefer to be working more hours per week.

Do Our Consumers Like Us?

In a final, general question, 93% of consumers say that they like working with ICON staff, and the remaining 7% like us “most of the time”.

Funders' Experience With ICON

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.



As noted at the beginning of this document, the response rate from funders was only 23%; this represents just ten individuals. Of the ten funder respondents, only one worked with community living, while five worked in short-term employment and four in long-term employment.

With such a low response rate, we cannot draw scientifically valid conclusions; however, it does appear that funder satisfaction seems to be noticeably lower this year than in previous years.

In response to the question "What do you like about ICON?" funders cited the respect, experience and accuracy demonstrated by individual staff. Of the five funders who offered suggestions for improvement, timeliness, responsiveness and communication were listed, as was the quality and accuracy of the documentation.

Comments

All questionnaires asked respondents for their comments. Most of the general comments from consumers and their family members are included below; we have omitted a few because of extensive personal references or because of their length.

CLS	Able to manage my own home. Not overdrawing bank account. Improved personal hygiene to keep job.
	Learn to doing good collecting laundry, maintain weekly budget, set up a schedule.
	More grocery shopping, balancing checkbook.
	I can do things on my own.
	Very good in the past few good years.
	I'm comfortable with Metro Access. I know money better. I'm smarter about buying things.
	I would like to see more tools or classes such as cooking classes. More help in this area. I also like to see more tools in such as something that will help me to balance my checkbook. This has been a very long term goal still have not learned to balance the checkbook. This does not make sense to be a goal if I don't learn how to do it at all. I can balance my checkbook half way that is about it. I get all lost in my check book. Help me please!
	I hope that ICON service will let me stay with [my staff person] because she is a very good person to be with and also she helps me with the groceries. And she also helps me with the grocery list and she also helps me cook and also she helps me to get the food ready to be cooked. [She] is a very very good worker and she does not complain AT ALL.
Staff was hardly on time she doesn't come to see me [know?] wasn't she was coming to see me she don't tell me that she quit.	
CLS-F	I think they can be more honest with him when they choose not to do an activity with him.
	I would like to see the house rules enforced -- all ladies need to do their share. Some consequence needs to be put into effect if they don't do chores and break rules. Right now no one cares if they break a rule.
ES Consumers	I'd like to work more hours.
	The staff person did the job. I had no problem with the staff person.
	ICON great job. Many thanks for all your help
	I love them [ICON staff]. They are Great.
	I think this is a great company. But I think other company's jobs don't work enough with you all to help us who need a job or a change in a job to get one when they need one. But in the long run I know it will pay off with all of our hard work. This is the friendliest company to help someone find a job. I bless God every day for this community service.
ES-Family	I have excellent communication with [ICON staff] and together we encourage [my son] to do a good job, also if he has a problem we try to correct it. All in all I am pleased with the service.
	Many thanks for giving my son the opportunity to gain job experience.
	I can't say enough about [ICON staff]. I have so much trust in them that I will be naming them in [my son's] Special Needs Trust as helpers and advisors for his Trustees.
	Very long comment; basically saying [ICON staff] did not respond to concerns (quoting specific instances), did not seem to be providing effective service, wish they had [old staff person] back.
	I have stated my concerns many times over the years without getting a response. I have stopped expecting any changes.
	ICON support for [my daughter] couldn't be better.
Presently, consumer is only working one day; prefers to work a three day schedule	

ES-Family (cont'd)	[My son] has been wanting to try other jobs at the hospital. Putting paper on trays for 5 years is getting to him. He says that his wrists hurt (for years now) and would like to try something else. I know it's hard to find jobs but I think it would be good for him. Thank you for all your help.	
	Knows his limitations and rights as a disabled employee	
	I CON has helped our daughter to maintain a happy, productive life.	
Funders	What do you like most about ICON?	They provide excellent details with plans and progress notes. Quick response to new referrals.
		Staff are respectful and are open minded to ideas of jobs for our clients.
		Accurate information that is needed to move on with your case load.
		[Employment Specialist] has been outstanding to work with, as well as [Employment Director].
		Job coach seems very experienced and consumer-centered.
	In what ways could we improve?	Documentation needs a lot of improvement. Responsiveness to consumer needs. Never get updates, progress reports, or quarterlies despite requests!
		Quality (measurable) of annuals and quarterlies. Timeliness of annuals and quarterlies
		Increased communication and response to consumers (one job coach in particular).
	Please share any concerns, suggestions, ideas, or general comments.	Annuals and quarterlies formats are confusing regarding periods covered, especially when they are late.
		I am happy with the services that I have been receiving from ICON. Thank you!