



## MYEP Parent, Guardian, Family Member and Advocate Survey 2017 Survey Results

### ***General Information***

A total of 98 surveys were mailed in September 2017 to personal representatives of people served by MYEP. These personal representatives included parents, guardians, other family members, or other advocates. One of these surveys was returned as undeliverable, so all data reflected in this report is based 97 surveys.

There was a total of 29 respondents to the survey, or 30%. This is a typical return rate for surveys such as this one, though MYEP would like to seek ways to get a higher response rate as further surveys are distributed. The programmatic breakdown of the respondents was (these numbers include duplication):

- 10 indicated their family member receives residential services
- 13 indicated their family member receives day program services
- 1 indicated their family member receives in-home services
- 5 indicated their family receives both residential and day program services.

The desired response to most questions of this survey was “Always or Usually”. The exception to that was question #14 – “Are frequent changes in support staff a problem for your family member” – to this question the desired response was “Seldom or Never”. There were a total of 34 questions in this survey, with 7 being free response or multiple select questions. Six questions were specific to residential services; and two questions were specific to Day Program services.

### ***High Points***

- 93% of respondents reported that the MYEP staff who assist them with planning are respectful and courteous and are respectful of their choices and opinions.
- 93% of respondents reported they feel their family member’s residential setting is a healthy and safe environment; and 84% said the same for the day program environment.
- Overwhelmingly the parents, guardians and other advocates that responded said they are involved in important decisions (93% in the residential program; 95% in the day program)
- The overall responses for medical supports in the residential program were positive – with 93% of respondents reporting their family member has a physical annually; 86% of respondents reporting their family member has a routine dental treatment every 6-12

months; and 91% of respondents indicating the residential provide them with enough information to make informed decisions about their family member's medical care.

- 90% of respondents said they were overall satisfied with the services and supports their family member receives from MYEP; and 86% of respondents said they feel their family members is happy with the services s/he receives.

### ***Areas for Growth***

MYEP's desired threshold with this survey is that more than 75% of respondents chose the desired response for the question. Questions marked with an (\*) below were not on last year's areas for growth list. There were 6 questions for which the desired threshold was not met:

- (\*)Question #11 – Are the support staff who work with your family member generally effective – 69% desired response of Always or Usually (2016 response was 77%)
- Question #14 – Are frequent changes in support staff a problem for your family member – 24% desired response of Seldom or Never (2016 response was 15%)
- (\*)Question #19 – Do staff help your family member plan for and visit family and friends - 52% desired response of Always or Usually including all respondents; however, because this question is often answered with 'seldom or never' by day program only respondents, looking just at residential or both respondents the response rate still falls below the desired threshold at 71%
- (\*)Question #20 – Do you feel that your family member has access to community activities – 75% desired response of Always or Usually (2016 response was 81%)
- Question #21 – Does your family member participate in community activities – 55% desired response of Always or Usually (2016 response was 54%)
- (\*) Question #22 – Are you satisfied with the effort made by staff to provide opportunities for community participation – 69% desired response of Always or Usually (2016 response was 80%)
- Question #26 – Are you satisfied with the efforts staff make to keep you informed about your family member's health care – 73% desired response of Always or Usually (2016 response was 75%)

### ***Variations from last year's results***

- Response rate – very similar between the two years, with 26 respondents in 2016 and 29 respondents in 2017
  - 2016 = 28%
  - 2017 = 30%
- Community involvement – the overall satisfaction with the level of community involvement showed a slight decrease between the 2016 and 2017 survey. The questions involved in this section are: 1) Do staff help your family member plan for and visit family and friends; 2) Do you feel that your family member has access to community activities; 3) Does your family member participate in community activities; and 4) Are you satisfied with the effort made by staff to provide opportunities for community participation. Taking out the question regarding visiting family and friends, since this question seems confusing to people responding for family members who only

receive day program services; in 2016 the overall satisfaction with the level of community involvement averaged 72%, while in 2017 the average dropped to 66%. Looking at program specific results for these same questions, for people who receive residential services only the desired response rate averaged 36%; for people who receive day program services only the desired response rate averaged 67%; and for people who receive both residential and day program services the desired response rate averaged 100%.

- There was a significant improvement in the desired response rate for the medical supports questions (these are specific to the residential program). In 2016 the average desired response rate for these 4 questions (does your family member have a routine physical at least every 12 months; does your family member have a routine dental treatment at least every 6-12 months; are you satisfied that the residential staff provide you with enough information to make informed decisions about your family member's medical and dental care; and are you satisfied with the efforts staff make to keep you informed about your family member's health care) was 65%. In 2017 the average desired response rate was 86%. This is a substantial improvement over the two years. Prior to administration of the Parent/Guardian Survey in 2016 MYEP had already recognized that medical and dental care follow up was an area for growth for the agency and we had set goals in our agency Quality Improvement and Basic Assurances Monitoring Plan to address this deficiency. Preliminary findings from this year's survey do suggest that we made some good progress in this area.
- There was a mild improvement from 2016 to 2017 – 69% to 76% - with family members feeling they are able to reach an MYEP staff when they need to. This was an area that we addressed after the 2016 survey due to some comments made in the survey about our phone system and being able to contact someone when needed. We published our phone directory on the MYEP website, re-communicated the day program cell phone number to families, and added the day program cell phone number to the standard phone greeting. While this year's results are over the desired threshold, it is only by 1% so there may still be work to do in this area.

## ***Comments***

Two free response questions were added to the end of the survey to assess what people felt were MYEP's strengths and areas for growth. What follows is a synopsis of the comments in each area:

### **Areas of strength**

There were 17 respondents who commented on this question. Of these, the following types of comments were made:

- Quality staff (caring, respectful, etc.) – comments such as these were made by 10 of the 17 respondents that answered this question.
- Community involvement in the day program – positive comments regarding this were made by 4 of the 17 respondents to this question

- Safe or clean environment – made by 4 of the 17 respondents to this question
- Person-centered services – comments regarding being responsive to a person’s specific needs were made by 3 of the 17 respondents to this question
- Other comments included – listening to concerns and making changes; opportunities for socialization (day program specific); and communication (i.e. keeping them informed)

## **Areas for Growth**

There were 15 respondents who commented on this question. Of these, the following types of comments were made:

- Staff – 5 of the 15 respondents to this question commented on needing higher quality staff. Several of these respondents stated that what they meant with this is that the staff who work with their family member don’t get involved or don’t interact with them.
- Response time – 3 of the 15 respondents to this question commented on delays of MYEP personnel getting back to them after they have left a voicemail
- Communication – 3 of the 15 respondents to this question commented on a lack of communication – between MYEP and families; MYEP and other providers; or just in general
- Community involvement – 3 of the 15 respondents to this question noted the need for more community involvement (better activity planning, employees who are willing to get involved to do this, etc.). These respondents noted that these comments were specific to residential services.
- Two respondents stated that we need more employees that can drive
- Other comments included – upper management needing to listen to house staff and families; noisy day program environment; day program needing updates; more training for staff; unclean residential environment; and the telephone system.

## ***Next Steps***

The Senior Leadership Team (SLT) of MYEP met to discuss these results. Consistent with last year, the overall results of this survey were very positive. The SLT took from the results that our employees are respectful and courteous to them, but there is inconsistency in how our employees deliver supports to their family members. This includes overall being effective at providing the supports, but also taking the initiative to get their family member out into the community or to socialize with others. These are issues that the Senior Leadership Team has begun taking steps to address through our agency strategic planning process. The MYEP Strategic Plan for 2018-2023 has goals set that focus on:

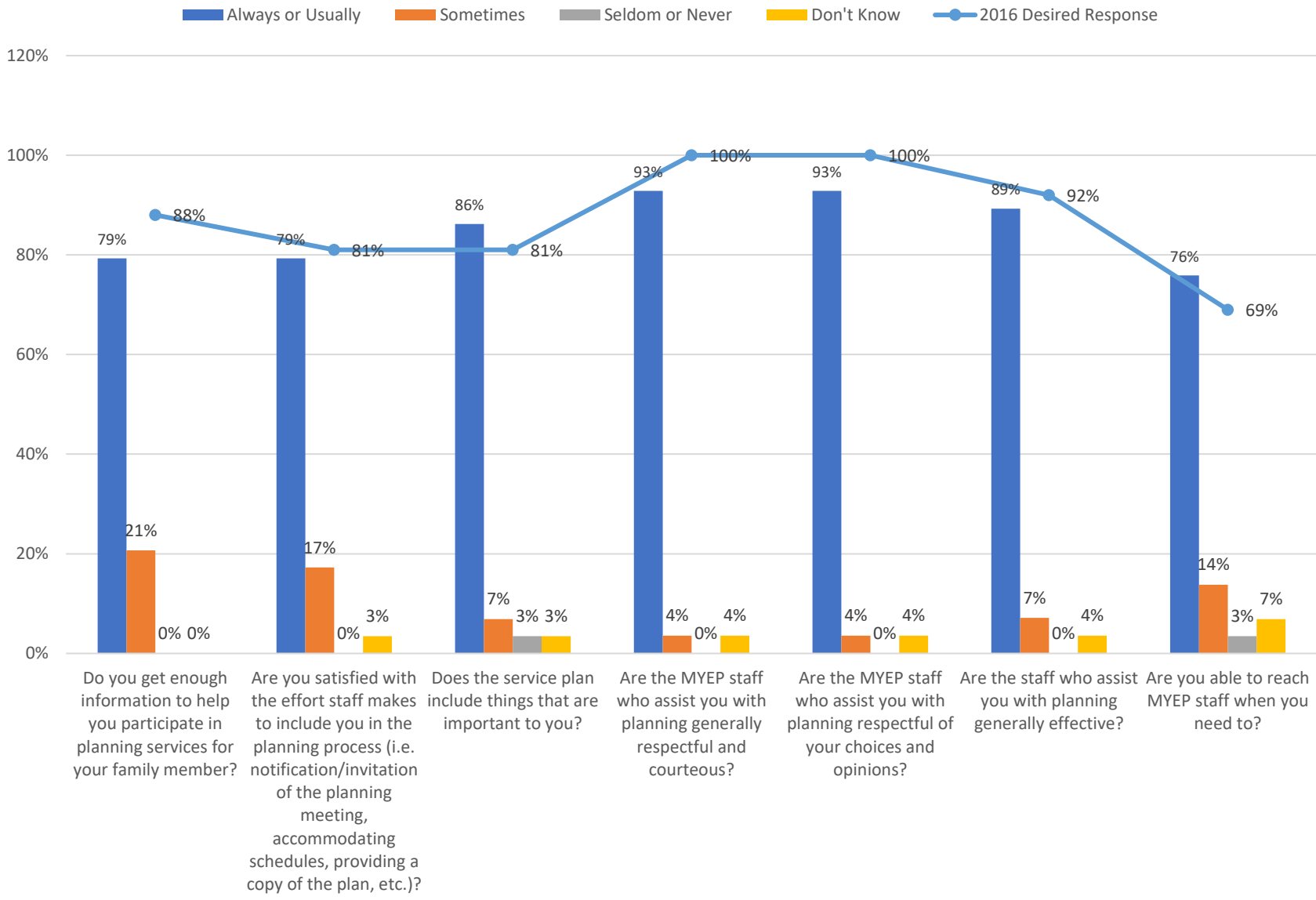
- 1) Increased involvement in the community for the people we serve
- 2) Better training for all employees on providing person-directed services
- 3) Decreased social isolation for the people we serve
- 4) Developing engaged employees that are confident and competent
- 5) Developing empowered supervisors

We believe that the steps that we are taking in our Strategic Plan will address the areas for growth from this survey.

## ***Charting on Following Pages***

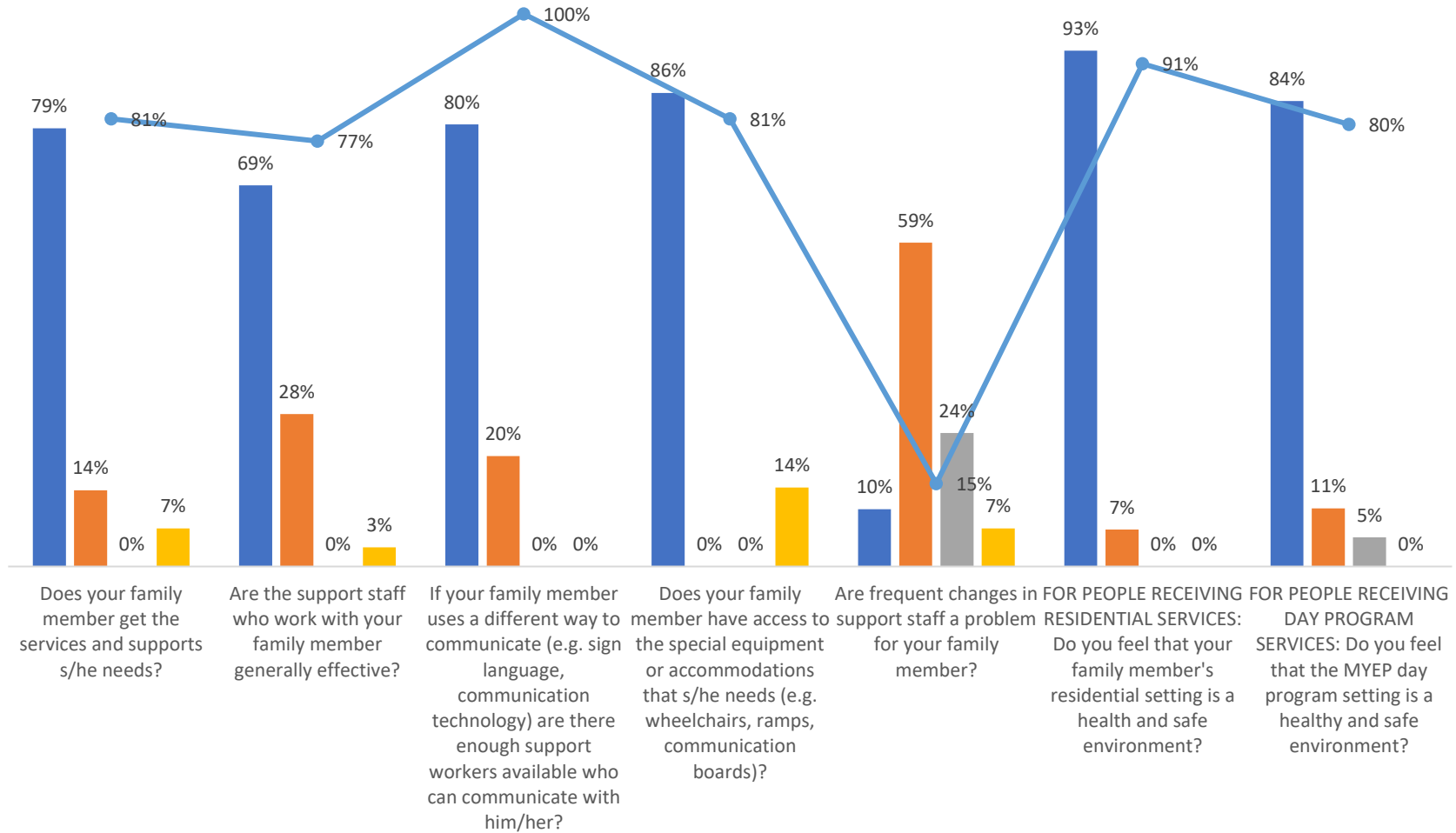
The charts on the following pages show the responses to each question in the survey. There is a chart for each 'category' in the survey. MYEP based our Parent/Guardian Survey questions on the National Core Indicators (NCI) Family Guardian Survey, and, where possible, a comparison to national averages is made. However, there were several questions that were removed from the NCI survey and other questions that were modified to the point that a comparison with our current questions can only be made with caution. Therefore, the charting that compares MYEP data to the national averages, only includes some of the survey questions. The first series of charting below shows all responses for each question in comparison with just the desired response from the 2016 survey.

## Information and Service Planning



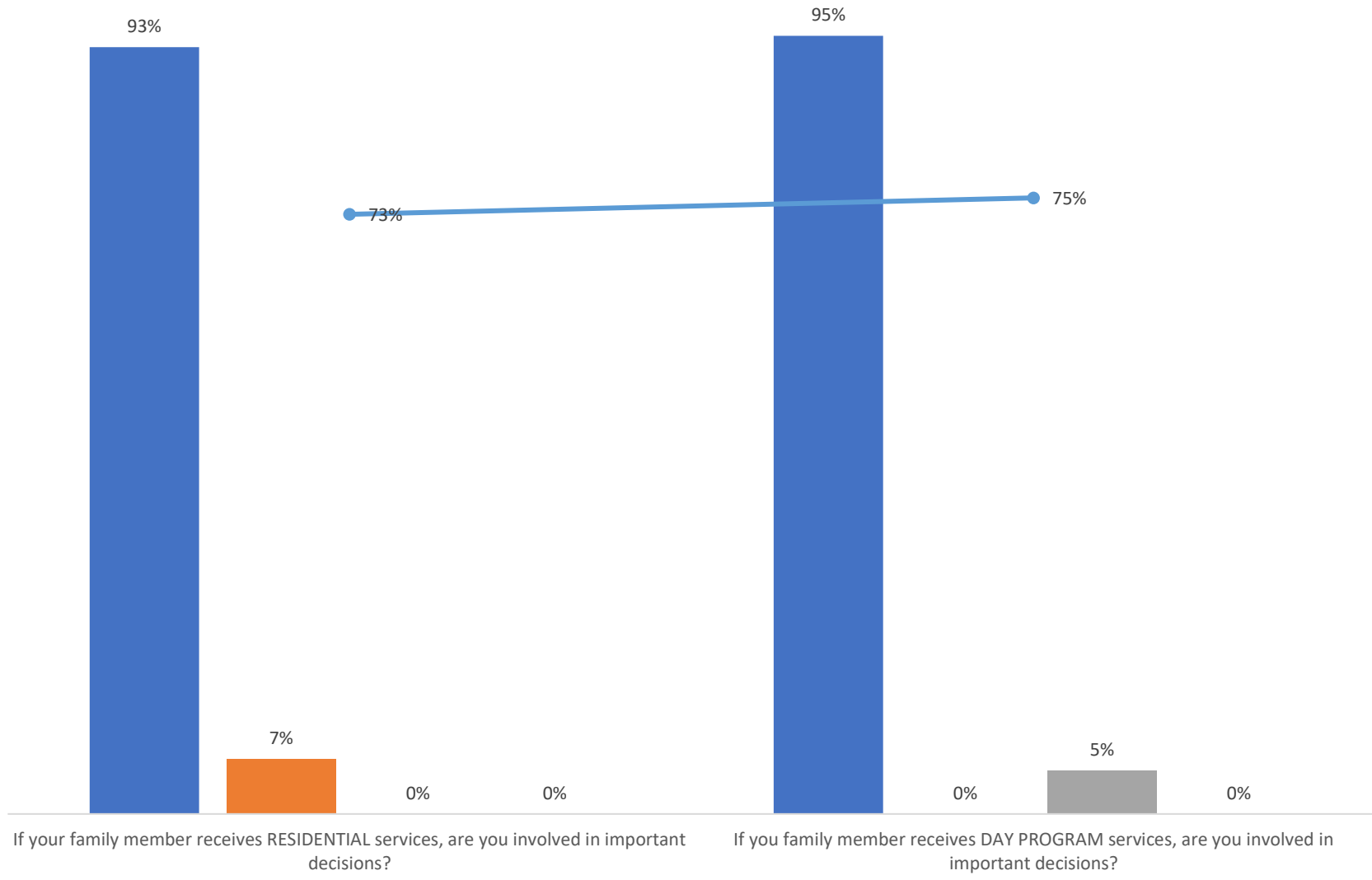
## Access and Delivery of Supports

■ Always or Usually   
 ■ Sometimes   
 ■ Seldom or Never   
 ■ Don't Know   
 ● 2016 Desired Response



## Choice and Control

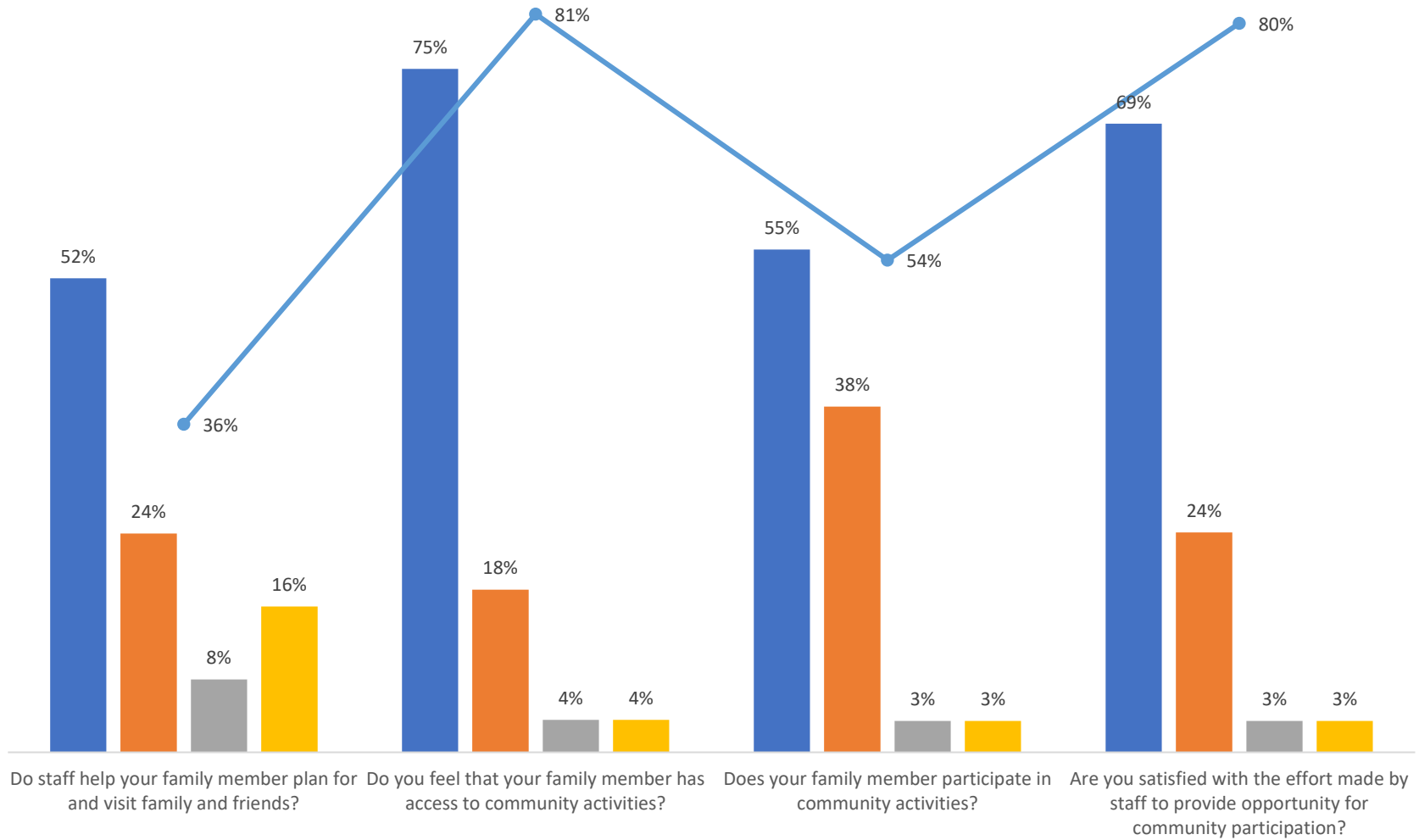
Always or Usually   Sometimes   Seldom or Never   Don't Know   2016 Desired Response





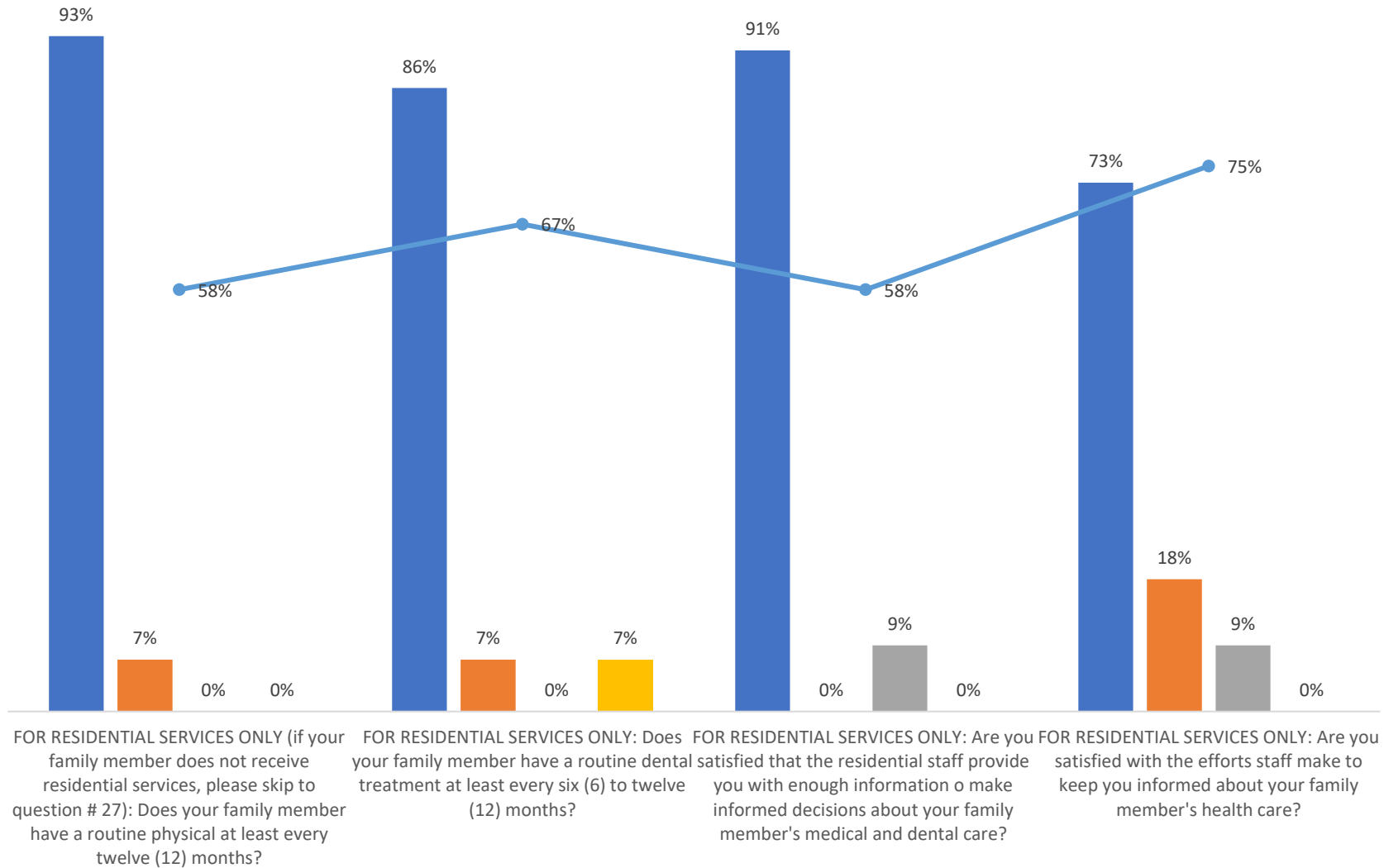
## Community Connections

Always or Usually   Sometimes   Seldom or Never   Don't Know   2016 Desired Response



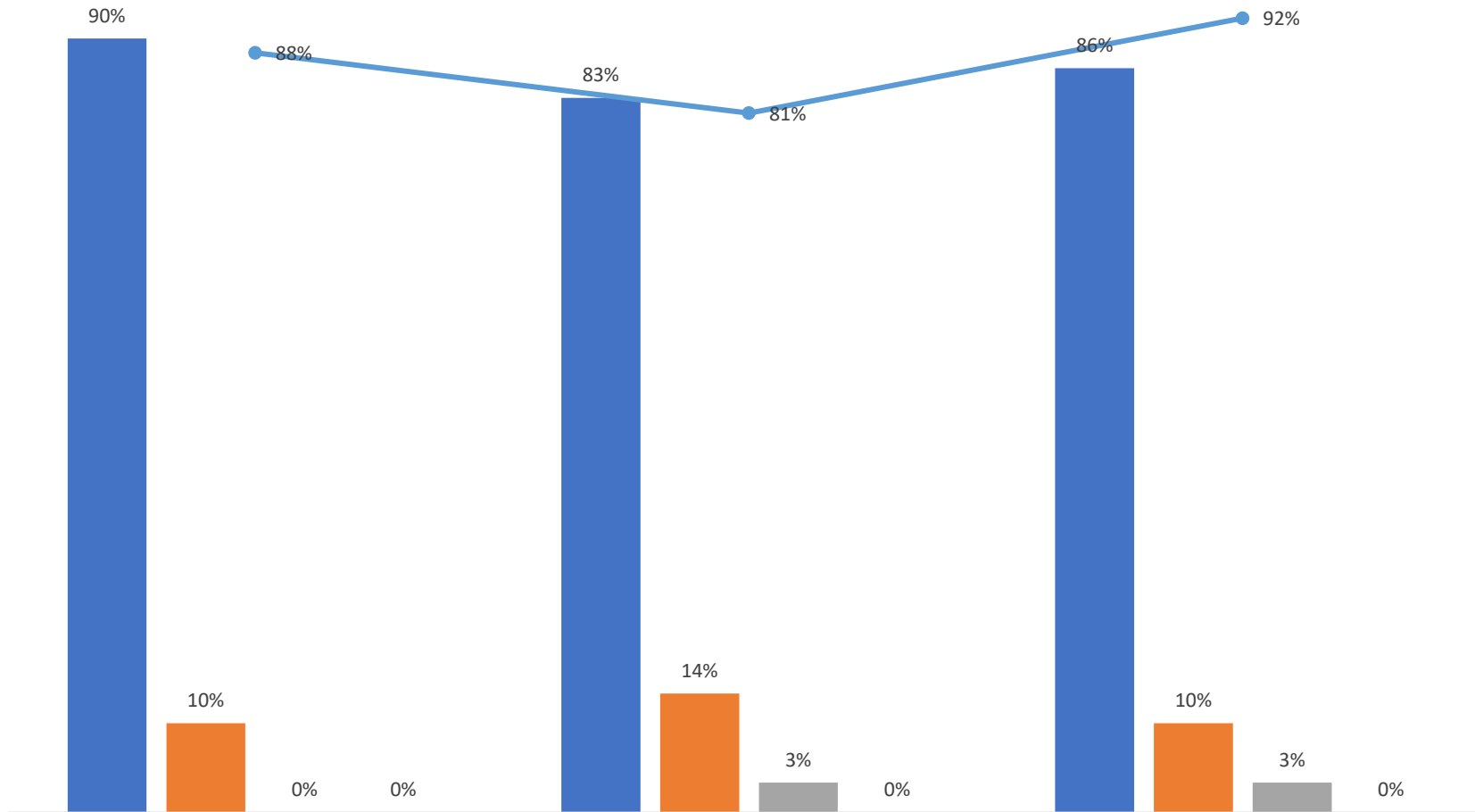
## Medical and Dental - Residential Services Only

■ Always or Usually   
 ■ Sometimes   
 ■ Seldom or Never   
 ■ Don't Know   
 ●— 2016 Desired Response



## Satisfaction

■ Always or Usually   
 ■ Sometimes   
 ■ Seldom or Never   
 ■ Don't Know   
 ● 2016 Desired Response



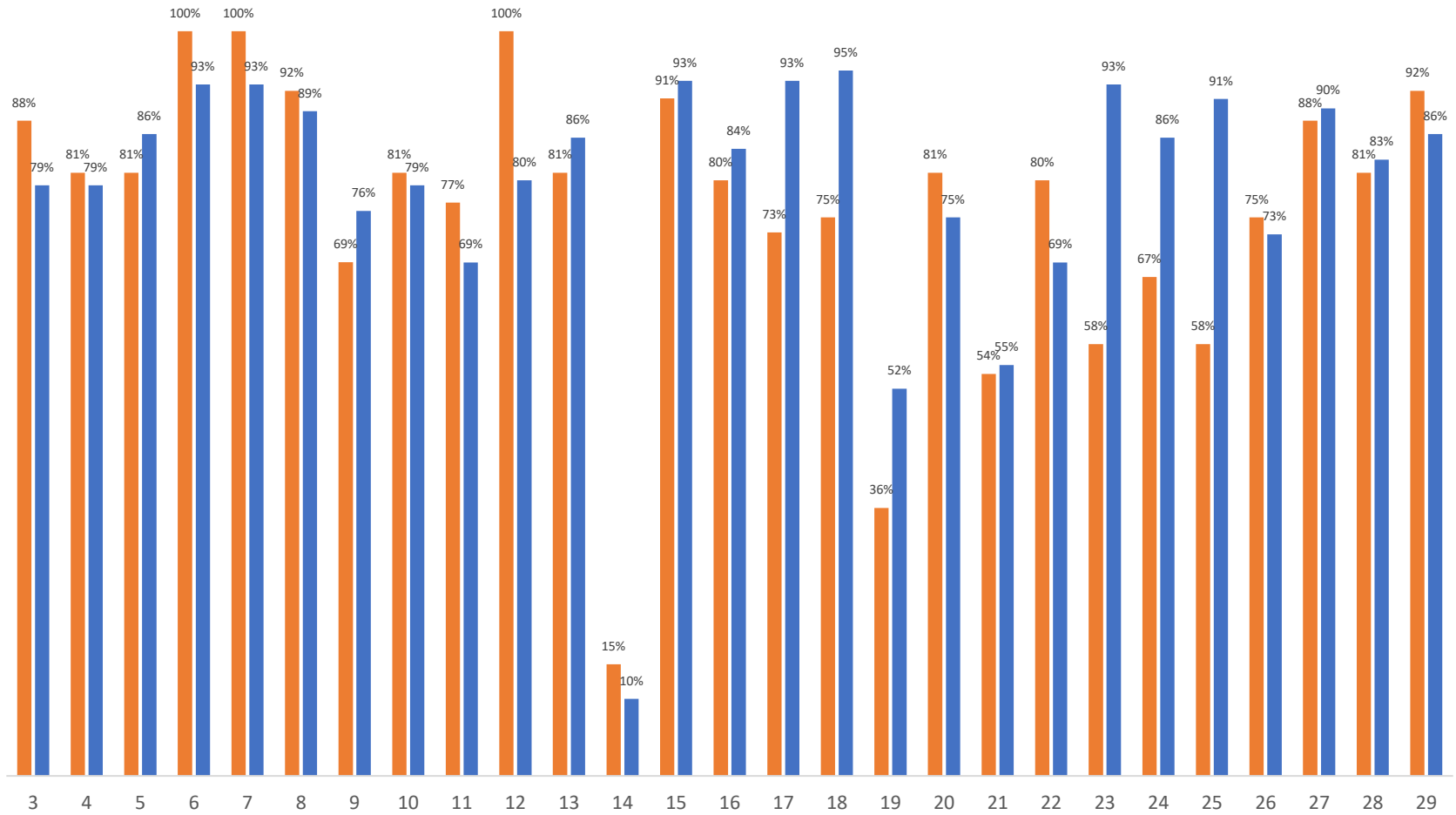
Overall, are you satisfied with the services and supports your family member currently receives from MYEP?

Do you feel that the services and supports from MYEP have made a positive difference in the life of your family member?

Overall, do you feel that your family member is happy with the MYEP services s/he receives?

# All Questions - Desired Response Only - 2016 vs. 2017

2016 2017



### 2017 Desired Response vs. National Averages (some questions removed)

■ 2017 Desired Response    ● National Averages 2015-2016

