



MYEP Parent, Guardian, Family Member and Advocate Survey 2016 Survey Results

General Information

A total of 94 surveys were mailed in mid-August 2016 to personal representatives of people served by MYEP. These personal representatives included parents, guardians, other family members, or other advocates. Two of these surveys were returned as undeliverable, so all data reflected in this report is based 92 surveys.

There were a total of 26 respondents to the survey, or 28%. 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):

- 11 indicated their family member receives residential services
- 15 indicated their family member receives day program services
- 2 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 36 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

- 88% of respondents reported they were overall satisfied with the services and supports their family member receives from MYEP.
- 92% of respondents feel their family member is happy with the services s/he receives.
- 100% of respondents said the MYEP staff who assist them with planning are respectful and courteous.
- 100% of respondents said the MYEP staff who assist them with planning are respectful of their choices and opinions.
- 92% of respondents said the staff who assist them with planning are generally effective.
- 100% of respondents said that there are enough support workers who are familiar with their family members alternative method of communication (i.e. sign language, touch talkers, etc.)

- 91% of respondents for people receiving residential services said their family members home is a healthy and safe environment

Areas for Growth

MYEP's desired threshold with this survey is that at least 75% of respondents chose the desired response for the question. There were 8 questions for which the desired threshold was not met:

- Question #9 – Are you able to reach MYEP staff when you need to? 69% desired response of Always or Usually
- Question #14 – Are frequent changes in support staff a problem for your family member? 19% desired response of Seldom or Never
- Question #19 – Do staff help your family member plan for and visit family and friends? 36% desired response of Always or Usually; however, this question is a bit of an anomaly, as the respondents who were representatives of people receiving only day program and/or in-home services typically answered this question with 'Seldom or Never' or 'Don't know'. Since a part of MYEP's day program services typically has not included visits to family or friends, this was not unexpected, but does cause a skewing of the data. When the day program only or day program and in-home only respondents were removed, the data for this question changed to: 73% response of Always or Usually; 18% response of Sometimes; 9% response of Don't Know. This does still fall below the desired threshold, however.
- Question #21 – Does your family member participate in community activities? 54% desired response of Always or Usually. This question was interesting because the prior question asked whether or not the person had *access* to community activities and the next question in the survey asked whether they were satisfied with *staff's efforts* to engage the person in community activities. Both of those questions were answered with at least 80% satisfaction, so it seems that the problem may not be access or effort, but rather desire on the part of the person to actually participate. Or this could show that the activities that are being offered are not interesting or meaningful to the person. This is an area that could use some further exploring to determine what factors may be contributing to the sense that the person is not participating.
- Questions 23-26 – These are all related to medical and dental supports in the residential program:
 - Does your family member have a routine physical at least every 12 months? 58% desired response of Always or Usually. 25% of respondents did not know.
 - Does your family member have a routine dental treatment at least every 6 to 12 months? 67% desired response of Always or Usually. 25% of respondents did not know.
 - 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? 58% desired response of Always or Usually. 17% of respondents did not know.

- Are you satisfied with the efforts staff make to keep you informed about your family member's health care? This was right at the threshold at 75% desired response of Always or Usually.
- Questions 28-29 regarding the MYEP Grievance Procedure. The Senior Leadership Team of MYEP was particularly interested in finding out whether family members and guardians 1) understand our grievance process; and 2) are satisfied with the handling of any complaints/grievances.
 - 77% of respondents said they were familiar with the grievance process; 15% said they did not know.
 - 58% of respondents said they were satisfied with the way complaints and grievance are handled; 38% said they did not know (there were frequently comments that said they hadn't filed a complaint which is why they didn't know).
 - We also included a free response question asking for any suggestions on how to improve our grievances/complaints procedure – no suggestions were received, but a few people did indicate the procedure had been explained to them or that they have a copy of it.

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

- Friendly, caring, helpful, well-trained staff – comments such as these were made by 9 of the 18 respondents that answered this question.
- Access to community resources, variety of community activities – comments such as these were made by 5 of the 18 respondents that answered this question
- Knowledgeable, committed supervisors – comments such as these were made by 3 of the 18 respondents that answered this question
- Safe environment – this comment was made twice
- Willingness to listen and act – this comment was made twice
- Other comments included – good advocacy, good staff to client ratio

Areas for Growth

There were only two comments that were made more than once for this question:

- Staff turnover – 4 of the 12 respondents that answered this question commented on this
- Communicating with the family about the activities the person participates in – this comment was made by two respondents, both of whom indicated their family member receives both residential and day program services
- Three people made comments regarding policy changes they would like to see or that they disagree with:

- One person wanted more clarity in Respite policies to ensure they understand when they will be expected to pay for something such as a movie for the staff
- One person disagreed with the 'tech ban' in the day program and believes there is a good use for technology for teaching in that type of environment
- One person disagreed with MYEP's behavioral support philosophy and our lack of the use of punishment to 'correct' behaviors
- Other comments for improvement included – inability to reach someone at the front desk; more learning and interaction in the community; address safety issues when people have behavioral events; more exercise; and more parking.

Next Steps

The Senior Leadership Team of MYEP held a discussion of these results on October 28th, 2016 to determine how best to move forward with these results and what steps to take to address the areas of improvement indicated. We specifically addressed the areas of 1) family members being able to reach someone when contacting MYEP; 2) staff turnover; 3) community participation; and 4) medical and dental follow up in the residential program; as these were the primary areas for growth identifies in the data.

- Being able to reach someone at the MYEP office – This is something that we have been addressing at MYEP for some time now. We understand the difficulty it presents to not have a live person at the front desk at all hours of the work day. There are two complete solutions to this issue – hiring someone for the front desk full-time and replacing our phone system – both of which are too fiscally arduous for us to undertake at this time. However, we have taken some steps. First, calls are re-routed to a designated person's extension after a certain number of rings and second, for callers trying to reach the day program, we now have a cell phone that is carried at all times, even out of the building.
 - What we will do now to further address this issue –
 - We will make another push to ensure that people trying to reach the day program are aware of and familiar with the cell phone number by:
 - Re-communicating this to all day program parents, guardians, and residential providers, and
 - Publishing this phone number on our website, and
 - Adding the phone number to the phone greeting.
- Staff turnover – Being a human service provider in a college town, our industry comes with a certain level of turnover; however, we understand that this can have a negative impact on services. MYEP makes it a priority to continually evaluate our staff hiring practices, training, pay and benefits to try to retain staff for as long as possible while realizing that when working with a population base of mostly college students, some turnover is intrinsically inevitable. To address this issue we have already:
 1. Given health benefits to over 10 additional employees, recognizing that this often leads to more longevity
 2. Added several fully benefited positions
 3. Reduced our turnover rate for direct support staff by nearly 20%

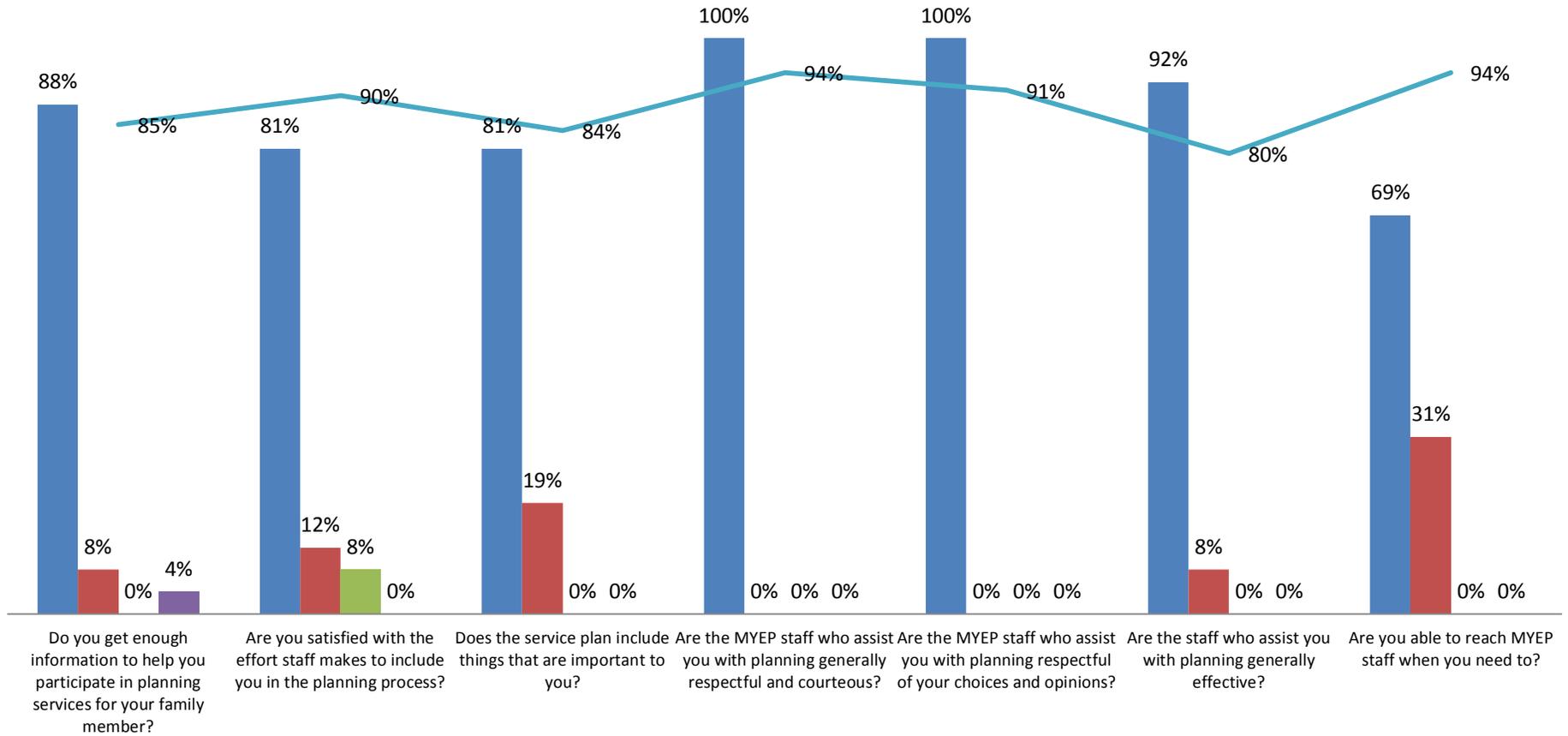
4. Continued to increase our longevity in our supervisory, middle management, and leadership positions. We have not had turnover in our middle management or leadership positions in several years; and our average length of employment for our front line supervisors (LDSPs) has increased from approximately 870 days to over 1250 days in the last year
 - What we will do now to further address this issue – We have several goals in our Quality Improvement Plan that target a reduction in staff turnover as a result. We have just completed an employee satisfaction survey and we will use those results to identify areas for focus to improve staff morale.
- Community participation – This one was difficult to analyze because we need more information. There are several possible factors that can lead to a discrepancy between the family member’s satisfaction for how often a person *participates* in community activity vs. in staff’s *attempts* to engage the person to participate. We are right in line with national averages for both of these questions in the survey, so this is a broader issue than just with MYEP.
 - What we will do now to further address this issue – We regularly track community participation and report on this monthly to the program staff so that changes can be made in activity offerings, schedules, etc. We will continue to do this. In order to get more information on the discrepancy between the two questions, we will add a question to the next survey that will drill down a bit to help us to know whether the issue is about the person’s desires to participate, the activities offered, or other possibilities.
- Medical and Dental Follow-up – Residential specific – Again, this is an area that we have already begun addressing from a programmatic perspective. We have a goal in our QI Plan that addresses ensuring that physical exams, dental exams, and other follow up are occurring as needed for individuals for whom we are responsible for medical follow up.
 - What we will do not to further address this issue – We will continue to follow through with our goals and action steps in the QI Plan for this year and beyond. At the end of this year we will analyze the results of the steps we have taken and determine what further steps we need to take in this area.

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. There is one overall chart at the very end that shows just the desired response in comparison to the national average (please note that due to charting limitations question #14 for which the desired response is different will actually show the undesired response).

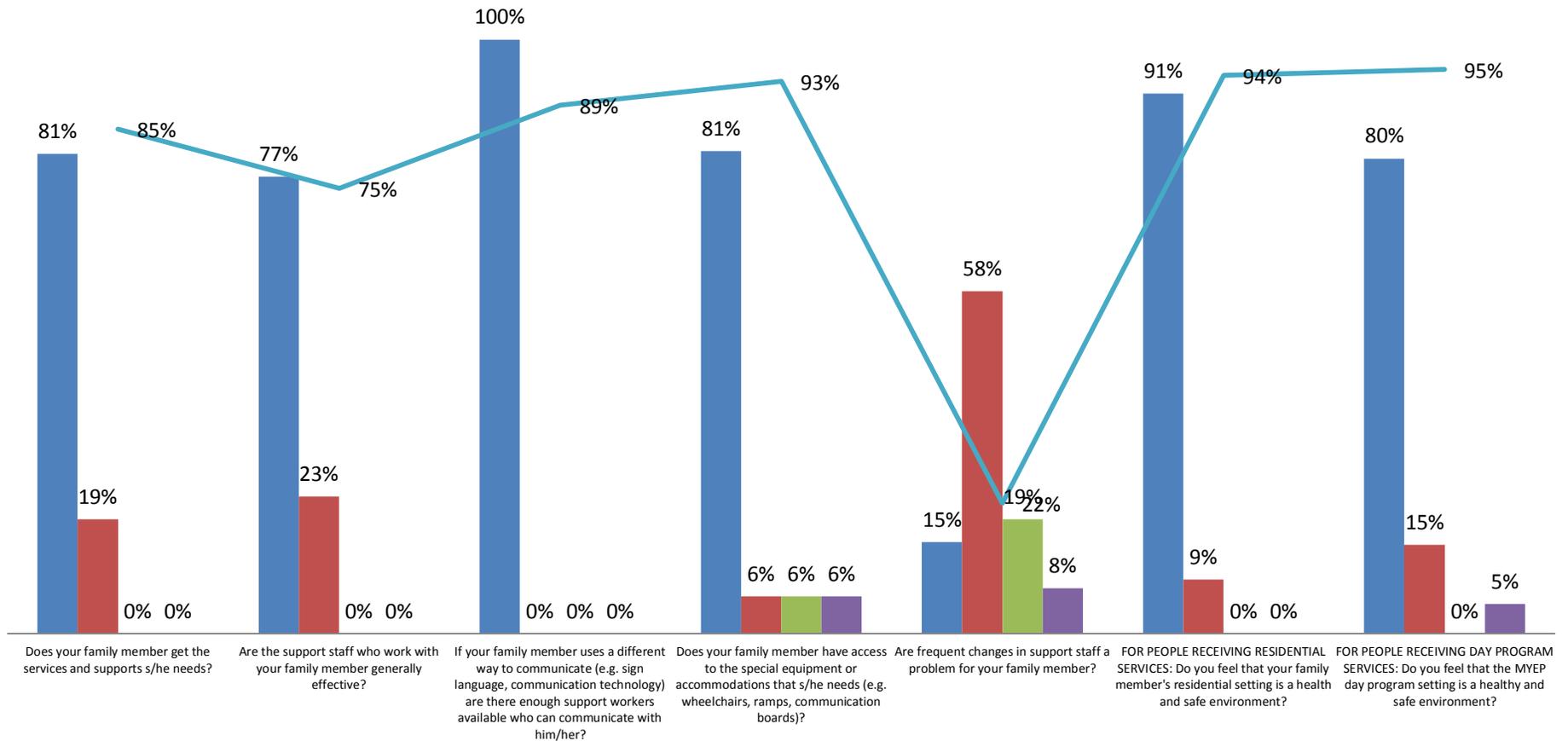
Information and Service Planning

Always or Usually Sometimes Seldom or Never Don't Know National Average



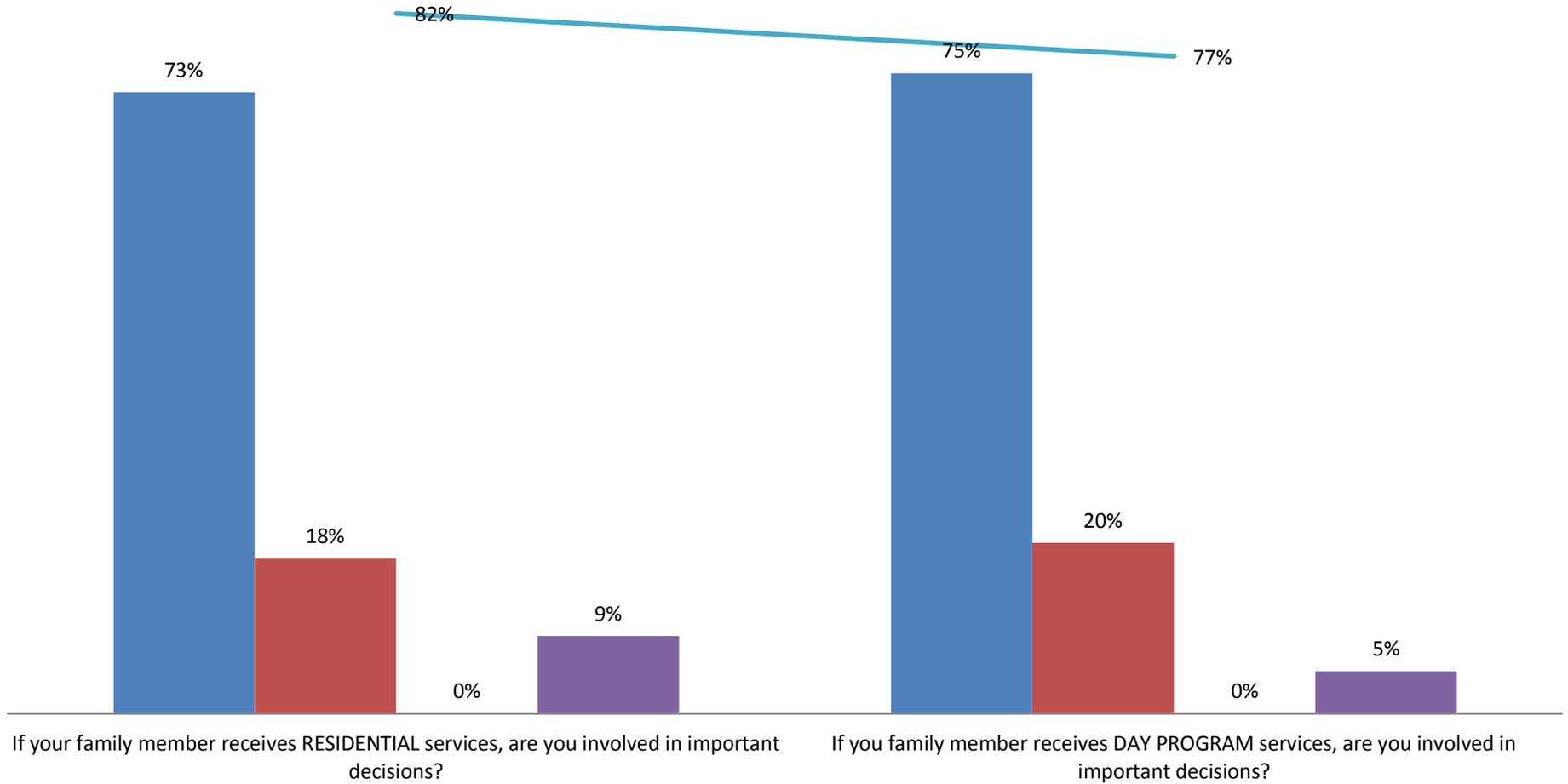
Access and Delivery of Supports

Always or Usually Sometimes Seldom or Never Don't Know National Average



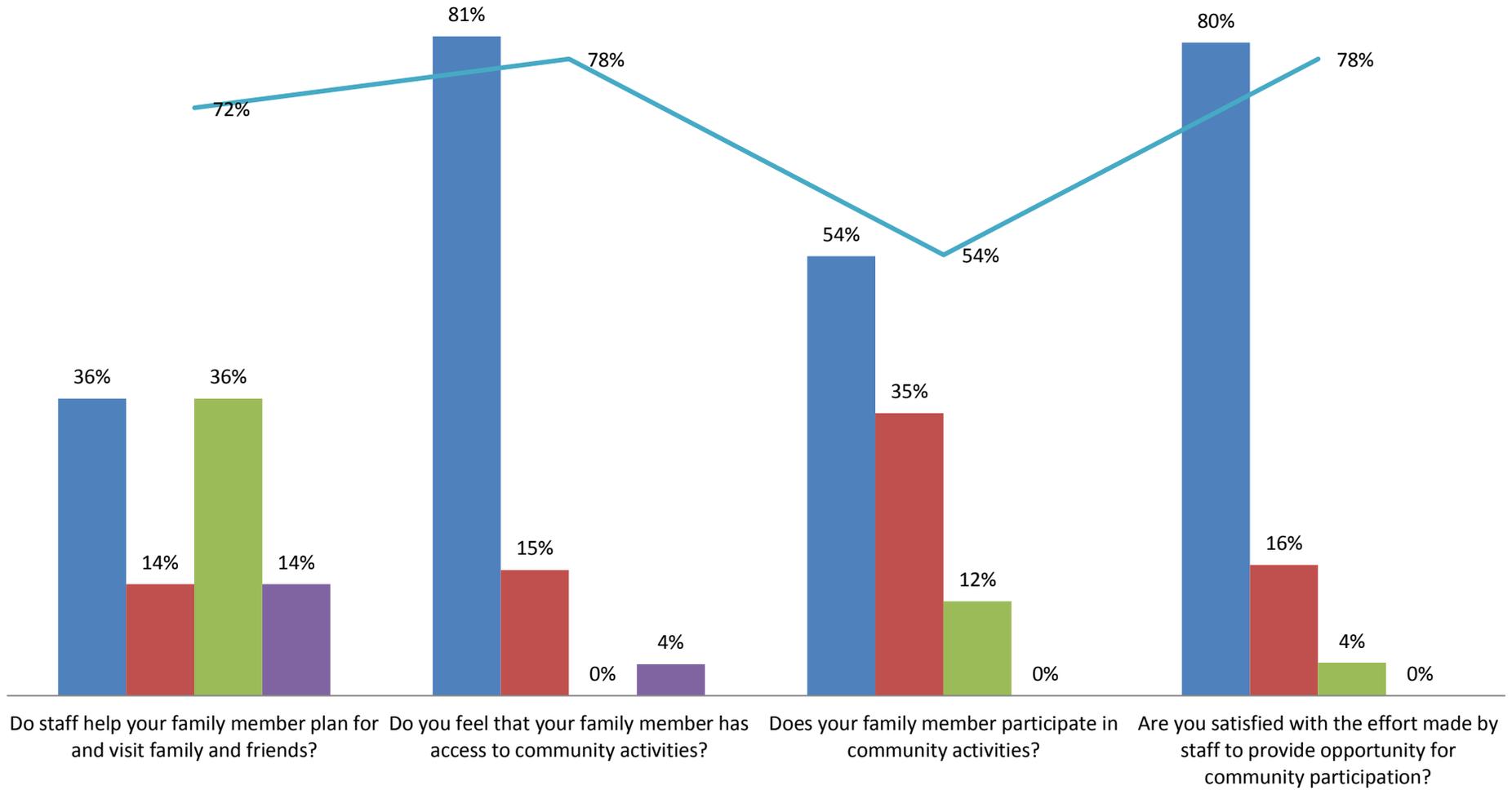
Choice and Control

Always or Usually Sometimes Seldom or Never Don't Know National Average



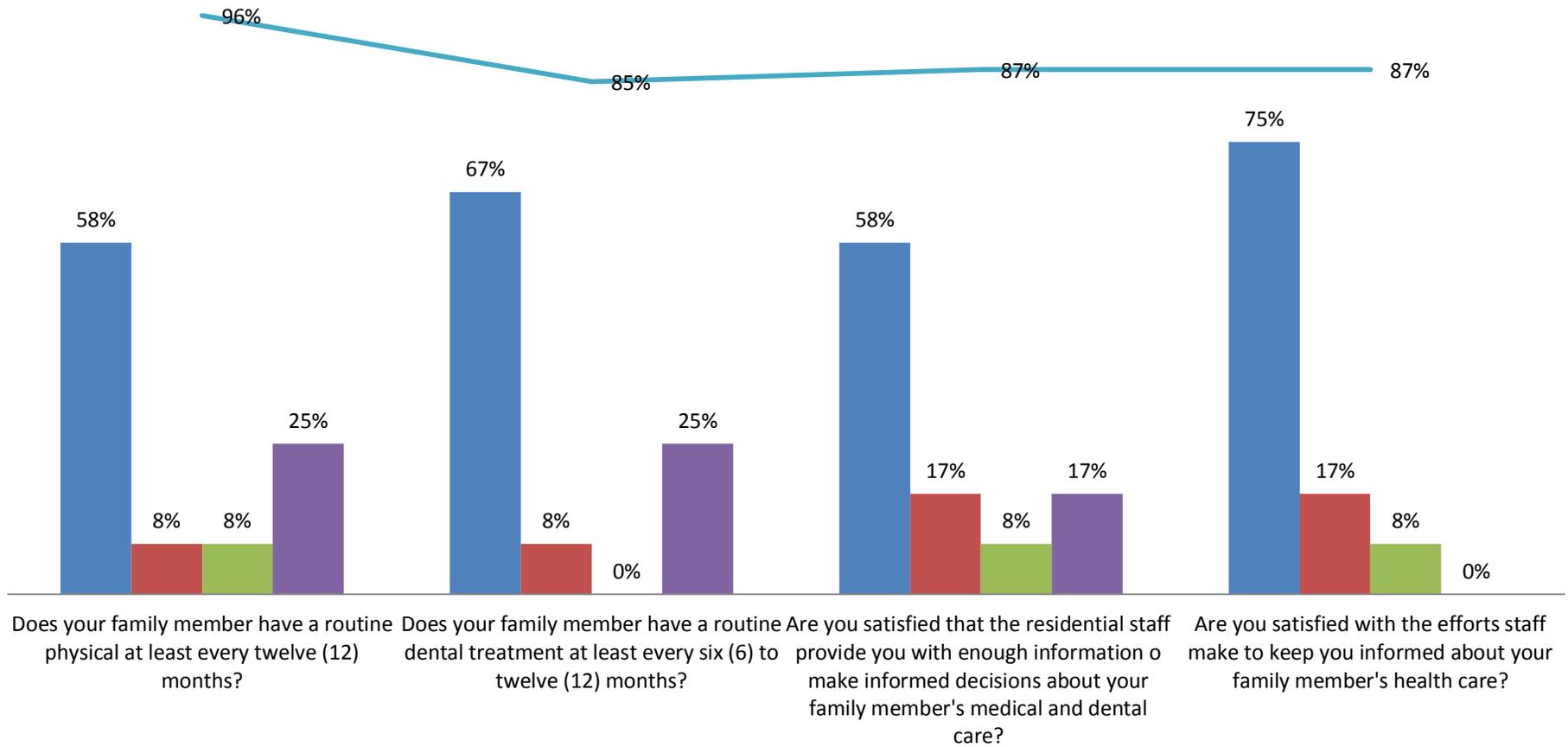
Community Connections

Always or Usually Sometimes Seldom or Never Don't Know National Average



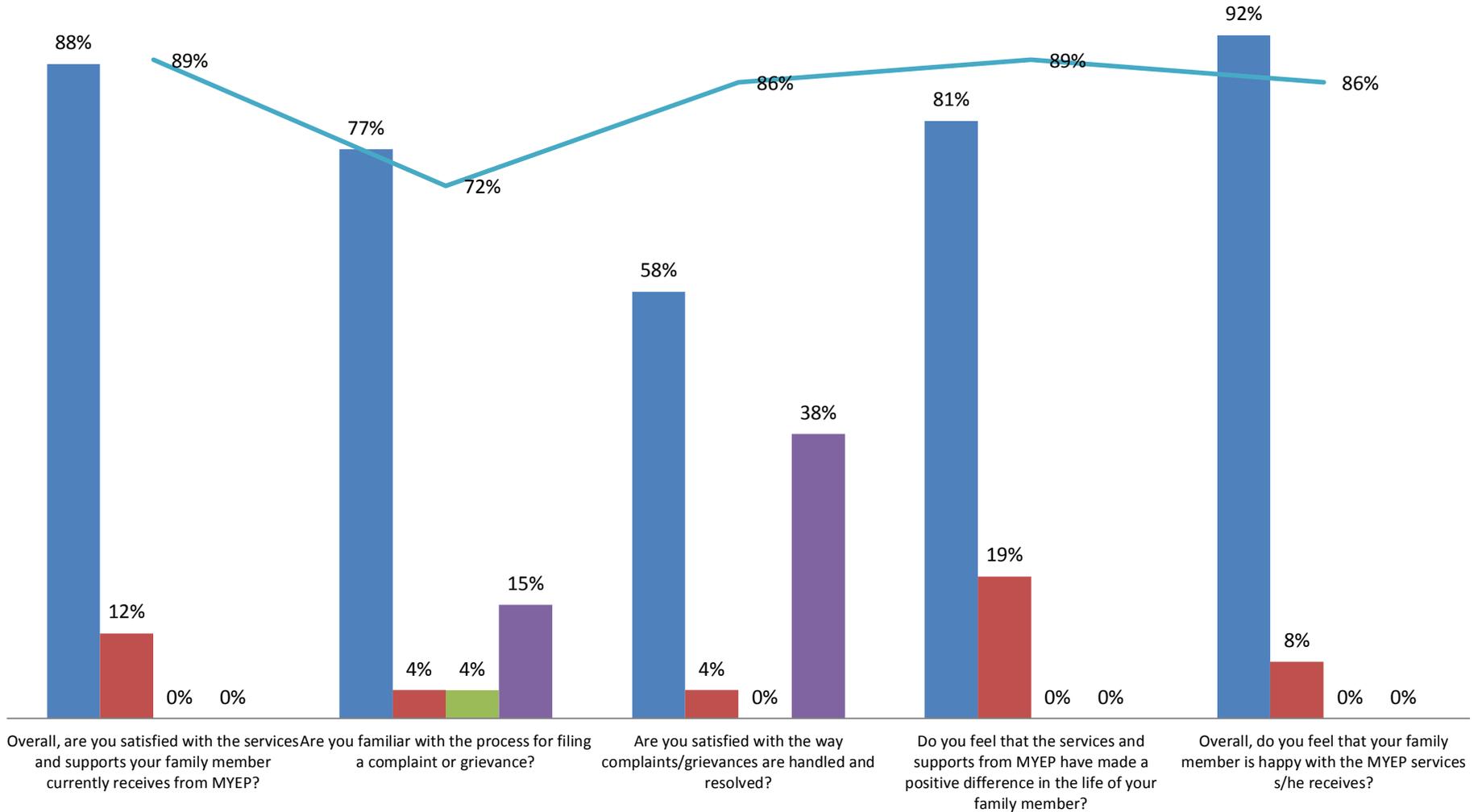
Medical and Dental - Residential Only

Always or Usually Sometimes Seldom or Never Don't Know National Average



Satisfaction

■ Always or Usually
 ■ Sometimes
 ■ Seldom or Never
 ■ Don't Know
 — National Average



All Survey Questions - Desired Response Only

■ MYEP Desired response — National Averages

