

Satisfaction Surveys Results for FY2018

Return Rates

	Individuals			Family & Guardians			Residential and Day Program Staff			Employees		
	Actual Enrollment	Surveys returned	Percentage returned	Surveys Sent	Surveys returned	Percentage returned	Surveys Sent	Surveys returned	Percentage returned	Actual Staffing	Surveys returned	Percentage returned
ASCENT	14	5	35.71%	14	3	21.43%				8	2	25.00%
Employment/CBDS	53	37	69.81%	59	24	40.68%	7	0	0.00%	11	7	63.64%
Specialized Supports	23	23	100.00%	25	2	8.00%	1	0	0.00%	9	5	55.56%
Intensive Day Hab	55	52	94.55%	55	14	25.45%	16	2	12.50%	26	18	69.23%
Day Habilitation	55	50	90.91%	55	16	29.09%	25	3	12.00%	20	10	50.00%
Humanity House	10	10	100.00%	12	2	16.67%		0		11	4	36.36%
1765 Washington Street	4	4	100.00%	4	2	50.00%		0		8	4	50.00%
1751 Washington Street	4	4	100.00%	4	2	50.00%		0		7	4	57.14%
Wiltshire Road	5	5	100.00%	8	3	37.50%	1	1	100.00%	3	2	66.67%
Sharpe Road										3	3	100.00%
Central St. Apts.	4	2	50.00%	5	1	20.00%	1	0	0.00%			
Administration										11	5	45.45%
Multiple Programs							6	2	33.33%			
No Program Listed					3							
FY2018 Totals	227	192	84.58%	241	72	29.88%	57	8	14.04%	117	64	54.70%
FY2017 Totals	209	175	83.73%	261	60	22.99%	61	14	22.95%	113	58	51.33%

	Funding Sources & Employers		
	Surveys Sent	Surveys Returned	Percentage returned
Funding Sources	51	4	7.84%
Employers	23	2	8.70%
FY2018 Totals	74	6	8.11%
FY2017 Totals	96	10	10.42%

There are three types of questions asked of the respondent on the satisfaction surveys. The first type are questions rated by the respondent on a scale of 1-5 with 1 being Poor, 2 Below Average, 3 Average, 4 Above Average and 5 Excellent. In this report, the responses to this type will be presented as an average of the submitted responses. The second type of question are answered by the respondent as either yes or no and will be presented in this report as the percentage of positive response. The third type of question, which is not reflected in this report, is open ended. The results listed are in reference to the programs listed.

Satisfaction Surveys Results for FY2018

In FY2017, due to a recommendation from our most recent DDS Survey and Certification team, we strove to get feedback from even more individuals served than in previous years. In the past, we have not surveyed individuals when there was a question as to whether the individual could understand the survey questions. In FY2017, the staff who interviewed the individuals for their survey solicited responses via alternative means, such as using "if..., then..." statements, using big mack switches to indicate yes and no or interpreting facial expressions for individuals who clearly use them to communicate. In FY2018 we continued this practice and we were successful in gathering 11 more survey responses than in FY2017. In FY2017, 71 more responses were collected than in FY2016. In some cases, the individuals did not appear to understand all of the questions, so they did not answer and the unanswered questions were not counted in the averages or percentages reported.

In FY2017 we also added several new questions to the Family/Staff/Funding Source surveys due to a suggestion from our CARF survey team in 2016. CARF is concerned with The Price Center being a culturally aware agency and we added two questions pertaining to the cultural competency of the staff and programming offered. In FY2018 we changed the format of these questions to a rating scale rather than using the yes/no format, so you will see a difference in the compared data between FY2017 and FY2018 reflecting that change. We also added a question to the staff surveys asking if they would recommend The Price Center as an employer. In an effort to become more eco-friendly we are also trying to collect email addresses and present the survey through an online format. After trying an online survey option in FY2016 and FY2017 in addition to the paper survey, the response to the online survey has been minimal at best, so in FY2018 we decided to only collect email information from people if they are interested in doing online surveys in the future. Hopefully we will be able to solicit responses from an online survey more successfully in the future.

Areas to Address for FY2019 Satisfaction Survey:

- 1) Accessibility - Continue to find new ways to collect reliable and accurate survey responses from individuals served who are non-verbal or have trouble communicating their answers to staff.
- 2) Response Rates - Offer some sort of incentive for respondents to submit their survey responses. In the past we have done well getting response from individuals served and families, but responses from Funding Sources, House Managers, Day Program Managers, Employers and Employees have been low. These low response rates do not offer truly representative data from these sources and therefore the data collected is much less accurate than it could be.

Satisfaction Surveys Results for FY2018

Response Statistics - Individuals Served Results

	1) Do you like your program?	2) Do you like the people in your program?	3) Do you feel respected in your program?	4) Do you feel safe in your program?	5) Do you make decisions in your program?	6) Do you want anything to be different?	7) Do you know of any accessibility barriers?	Average Satisfaction (Ques 1-5)
ASCENT	100.00%	100.00%	100.00%	100.00%	60.00%	50.00%	100.00%	92.00%
Day Habilitation	100.00%	100.00%	97.06%	100.00%	100.00%	38.71%	10.71%	99.41%
Employment/CBDS	97.30%	100.00%	100.00%	100.00%	100.00%	17.14%	13.89%	99.46%
Specialized Supports	100.00%	95.45%	100.00%	95.45%	72.23%	14.29%	13.04%	92.63%
Intensive Day Habilitation	100.00%	100.00%	100.00%	100.00%	100.00%	10.00%	25.00%	100.00%
1751 Washington Street	No individuals able to respond to question							
1765 Washington Street	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	0.00%	100.00%
Humanity House	90.00%	80.00%	90.00%	100.00%	100.00%	37.50%	0.00%	92.00%
13/15 Wiltshire Road	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%
Central St. Apts.	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%
FY2018 Average	98.68%	98.01%	97.83%	99.29%	95.45%	27.19%	13.08%	97.85%
FY2017 Average	98.58%	97.81%	81.82%	100.00%	93.28%	37.36%	12.50%	94.30%

Satisfaction Surveys Results for FY2018

Response Statistics - Family & Guardian Survey Results

	1) Quality of Program?	2) Staff Response to your Concerns?	3) Feedback you receive?	4) Progress of individual?	5) Would you recommend program?	7) Dissatisfied about any issues?	8) Does the Price Center value diversity?	9) Do we adapt services?	10) Accessibility barriers?	Average Satisfaction (Ques 1-4)
ASCENT	3.00	4.67	3.50	4.00	100.00%	50.00%	4.00	4.00	0.00%	3.79
Emp. Services/CBDS	4.43	4.50	4.08	3.83	95.45%	14.29%	4.50	4.37	4.76%	4.21
Specialized Supports	4.50	3.50	3.50	4.00	100.00%	50.00%	4.00	4.00	0.00%	3.88
Intensive Day Hab	4.62	4.62	4.46	3.92	100.00%	10.00%	4.50	4.40	0.00%	4.41
Day Habilitation	4.44	4.44	4.38	4.00	93.33%	15.38%	4.54	4.38	0.00%	4.32
Humanity House	4.00	4.00	3.50	4.00	100.00%	50.00%	5.00	5.00	0.00%	3.88
1765 Washington	4.00	4.00	4.00	3.00	100.00%	0.00%	5.00	5.00	0.00%	3.75
1751 Washington	5.00	5.00	3.00	3.00	100.00%	0.00%	NR	NR	0.00%	4.00
Wiltshire Road	4.33	4.33	4.33	3.67	100.00%	33.33%	4.67	4.67	66.66%	4.17
Central Apts	4.00	5.00	4.00	3.00	100.00%	100.00%	5.00	5.00	0.00%	4.00
Multiple Programs	No responses received									
No Program Listed	5.00	5.00	4.00	3.67	100.00%	33.33%	5.00	4.50	50.00%	4.42
FY2018 Average	4.45	4.49	4.16	3.85	93.94%	15.15%	4.54	4.43	12.12%	4.24
FY2017 Average	4.58	4.69	4.24	3.98	93.44%	14.75%	80.00%	83.33%	0.00%	4.37

Satisfaction Surveys Results for FY2018

Response Statistics - Residential and Day Program Staff Survey Results

	1) Quality of Program?	2) Staff Response to your Concerns?	3) Feedback you receive?	4) Progress of individual?	5) Would you recommend program?	7) Dissatisfied about any issues?	8) Does the Price Center value diversity?	9) Do we adapt services?	10) Accessibility barriers?	Average Satisfaction (Ques 1-4)
ASCENT										
Emp. Services/CBDS	5.00	5.00	5.00	5.00	100.00%	0.00%	5.00	5.00	0.00%	5.00
Specialized Supports										
Intensive Day Hab	3.50	3.50	3.50	4.00	100.00%	0.00%	3.50	3.50	0.00%	3.63
Day Habilitation	4.67	4.67	4.67	4.33	100.00%	0.00%	4.67	4.67	33.33%	4.59
Humanity House										
1765 Washington										
1751 Washington										
Wiltshire	5.00	5.00	5.00	4.00	100.00%	0.00%	4.00	4.00	0.00%	4.75
No Program Listed										
Multiple Programs	5.00	5.00	5.00	4.00	100.00%	0.00%	5.00	5.00	0.00%	4.75
FY2018 Average	4.50	4.50	4.50	4.25	100.00%	0.00%	4.75	4.00	0.00%	4.44
FY2017 Average	4.36	4.00	3.86	3.69	100.00	24.30%	100.00%	100.00%	0.00%	3.98

Satisfaction Surveys Results for FY2018

Response Statistics - Funding Source Survey Results

	1) Quality of Program?	2) Staff Response to your Concerns?	3) Feedback you receive?	4) Progress of individual?	5) Would you recommend program?	7) Dissatisfied about any issues?	8) Does the Price Center value diversity?	9) Do we adapt services?	10) Accessibility barriers?	Average Satisfaction (Ques 1-4)
ASCENT										
Emp. Services/CBDS	4.00	4.00	4.00	4.00	100.00%	0.00%	5.00	4.00	0.00%	4.00
Specialized Supports										
Intensive Day Hab										
Day Habilitation	4.50	4.50	4.50	3.50	100.00%	0.00%	5.00	5.00	0.00%	4.25
Humanity House										
1751 Washington										
Wiltshire										
No Program Listed										
Multiple Programs	3.00	3.00	3.00	3.00	100.00%	0.00%	5.00	3.00	0.00%	3.00
FY2018 Average	4.00	4.00	4.00	3.50	100.00%	0.00%	4.75	4.00	0.00%	3.88
FY2017 Average	4.63	4.50	4.38	4.13	100.00%	12.50%	75.00%	75.00%	0.00%	4.41

Satisfaction Surveys Results for FY2018

Response Statistics - Staff Survey Results

	1) Satisfaction with job?	2) Satisfaction with Program?	3) Satisfaction with supervisor?	4) Recommend as an employer?	5) Does the Price Center value diversity?	6) Do we adapt services?	8) Accessibility barriers? % indicated those who said yes	Average Satisfaction (Ques 1-3)
Administration	4.00	4.50	5.00	100.00%	4.50	5.00	0.00%	4.60
ASCENT	5.00	5.00	5.00	100.00%	5.00	5.00	0.00%	5.00
Emp. Services/CBDS	3.71	3.71	3.71	71.43%	4.34	4.50	0.00%	3.99
Specialized Supports	3.80	4.20	4.20	100.00%	4.20	4.40	66.67%	4.16
Intensive Day Hab	3.41	4.06	4.12	88.89%	4.44	4.11	13.33%	4.03
Day Habilitation	3.20	3.10	3.80	77.78%	3.40	3.20	50.00%	3.34
Humanity House	4.25	3.75	4.75	75.00%	5.00	3.00	0.00%	4.15
1765 Washington	4.00	3.75	4.50	75.00%	3.67	3.67	0.00%	3.92
1751 Washington	3.00	2.75	4.75	50.00%	3.25	4.25	100.00%	3.60
Wiltshire	4.00	3.50	4.50	100.00%	4.00	4.00	0.00%	4.00
Sharpe Road	3.78	3.75	4.19	66.66%	3.50	3.50	0.00%	3.74
FY2018 Average	3.70	3.88	4.37	80.65%	4.04	3.99	27.27%	4.00
FY2017 Average	3.98	3.98	4.38	89.29%	n/a	100.00%	20.59%	4.11