

# Developmental Disabilities Resource Board of St. Charles County, Missouri

## 2008 Agency Report Card

### Consumer and Family Satisfaction Survey

*Mission: Ensuring that individuals with developmental disabilities have quality opportunities and choices to be fully included in society.*



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# What's In This Report

<b>I. Introduction</b>	<b>2</b>
<b>II. Overall Quality At-A-Glance</b>	<b>5</b>
<b>III. Agency Results</b>	
Adapt-Ability	8
Association of Aging with Developmental Disabilities (AADD)	10
Behavior Solutions	11
Boone Center	12
Child Day Care Association (CDCA)	14
Children's Home Society of Missouri	15
Community Living	16
Department of Mental Health - St. Louis Regional Center (DMH)	19
Developmental Disabilities Resource Board (DDRB)	21
Disabled Athlete Sports Association (DASA)	23
Emmaus Homes	24
Epilepsy Foundation - St. Louis Region	26
Family Advocacy & Community Training (FACT)	27
Family Support Services	29
Francis Howell School District	31
Jobs and Employment Support Services (JESS)	32
Judevine Center	33
Life Skills Foundation	34
MERS/Goodwill Industries	36
Nurses for Newborns	37
Options for Justice	38
Recreation Council of Greater St. Louis - St. Charles County	39
St. Louis Arc	41
St. Louis Crisis Nursery/St. Charles	42
St. Louis Society	43
ShowMe Aquatics & Fitness Center	44
Special Olympics - Missouri	46
Therapeutic Horsemanship	48
United Services	50
Willows Way	52
YMCA of St. Charles	54
<b>IV. Appendix</b>	
Questionnaire: 29 DDRB Funded Agencies	56
Questionnaire: DMH and DDRB Case Management	57
Cover Letter: Consumer	58
Cover Letter: Guardian	59
List of Agencies and Their Programs	60



# I. Introduction

## Objective of the Consumer and Family Satisfaction Survey and the Agency Report Card

The Developmental Disabilities Resource Board (DDRB) of St. Charles County, Missouri conducted a county-wide 2008 Consumer and Family Satisfaction Survey. The objective of the survey is:

- **To measure the quality and effectiveness of developmental disability services in St. Charles County and to identify areas for quality enhancement by listening directly to the voice of consumers and their families/guardians.**

With these objectives in mind, the results in this report have been tabulated by specific funded services that are provided by specific agencies. Beginning with the agency, Adapt-Ability and ending with the agency, YMCA, (agencies listed alphabetically) the results are shown for each funded service.

A separate report called the “2008 System Wide Report: Consumer and Family Satisfaction Survey” is available. This report provides results in total and provides results by grouping the data around 11 Service Areas.

## How the Study Was Conducted

Each of 31 agencies (see the Appendix for a list of the 31 agencies and their funded programs) submitted a list of consumers and their guardians that had received DDRB funded services sometime between July 1, 2006 and June 30, 2007. **The survey was conducted via mail** and separate mailing packets with questionnaires were generated for each consumer and each guardian (note: **consumers had to be 16 years of age or older to be sent a packet with questionnaires**). Each consumer mailing packet and each guardian mailing packet contained separate questionnaires for each service the consumer received. There were two questionnaire versions: one version for 29 agencies and another slightly different questionnaire version for the two agencies providing case management (see the Appendix for copies of the questionnaires). **The data was collected from February 18, 2008 through April 4, 2008.**

**Note for this report, the results are viewed in total by each funded service, and not broken down into consumer vs. guardian.**

**Consumers and guardians were guaranteed confidentiality and anonymity** in the cover letter that was included in the mailing packet (see Appendix for copies of the cover letters). To ensure this, consumers and guardians mailed their completed questionnaires directly to RichterIntel, the market research firm conducting the survey. RichterIntel has collected the surveys, entered the data into a data file, and has aggregated and reported the results. The DDRB has no access to individual surveys that could be tied to any one person.

## Who Participated in the Survey

**There is a total of 2,428 completed questionnaires. The overall return rate for the study was 37%** (note the return rate varies by agency and by funded service).



# I. Introduction (continued)

## Important Caveats for this Survey

- Due to revisions to the survey instruments that were used to collect data, **direct comparisons of these findings in 2008 to the findings from 2006 are not possible.**
- With any mail survey it cannot be completely controlled who actually completes the survey. Thus, **it can be assumed that some guardians completed the consumer's survey for him or her.**
- **For many funded services, the sample sizes are small.** There are two things to note with the funded services that have small samples sizes:
  - 1) **For any sample size of less than 30**, even though the ratings questions are reported in percentages, **it is a small sample and several people providing different ratings can account for a somewhat large shift in the percentages. With samples less than 30 It is recommended to view results directionally and interpret with caution. Samples sizes of less than 30 are noted in this report with an \*.**
  - 2) **For most of the sample sizes of less than 30, the target population from which the sample was drawn was also very limited** (all but a few had a target population of less than 50 people). **Further, for many of the sample sizes of less than 30, the sample size is actually large in proportion to the target population.** There are, however, several programs that have a proportionally small sample size of returned surveys considering their limited populations. **For this study a small sample size, to be very cautious when interpreting quantitatively, is when there is less than 40% returned surveys from a limited population of less than 50 people. The programs to be cognizant in interpreting quantitatively, because they have less than 40% returned surveys from a limited population of less than 50 people, are noted in this report with a \*\*.**
- **Follow-up was conducted in order to encourage consumers and guardians to participate in the survey.** Follow-up included a three pronged approach:
  - E-mail reminders from the DDRB to all agencies and personal telephone calls from the DDRB to some agency directors and to three public administrators who are guardians for multiple consumers.
  - Targeted telephone follow up from RichterIntel with consumers and guardians at Behavior Solutions, CDCA, DASA, JESS, Judevine, MERS, Nurses for Newborns, Options for Justice, and St. Louis Society.
  - Targeted post card reminders mailed to consumers and guardians at AADD, Adaptability, Epilepsy, FAST, Francis Howell, St. Louis ARC, Therapeutic Horsemanship, and United Services.
- Another point to keep in mind, is that **with mail surveys**, even though follow-up was conducted to obtain completed surveys, **there is the chance for some amount of self-selection, and this may impact the results.**



# I. Introduction (continued)

## Important Caveats for this Survey (continued)

- **Ratings for the attribute questions (Q1-Q11) are aggregated into top 2 box, or those giving a rating of 'Excellent' or 'Very Good.'** For the question *Likely to recommend this program to a friend* (Q14), the top 2 box is those giving a rating of 'Very Likely' or 'Somewhat Likely.'
- Finally, note that **the ten attributes (Q1-Q10) are grouped into higher, moderate, and lower impact attributes based on a statistical analysis of the results for these ten attributes as they relate to the results for *Overall quality of staff and program* (Q11).** Thus, higher impact attributes such as *Staff is well trained and knowledgeable* and *Staff follows through in a timely manner* (or *Have consistent case management staff, with little turnover* – for the case management agencies) have a relatively higher impact on the *Overall quality* rating. Lower impact attributes such as *Staff keeps you informed* and *Staff returns phone calls promptly* have a lower impact on the *Overall quality* rating. **In reviewing the results, the DDRB and their family of agencies may want to give higher priority in their strategic and tactical planning to these higher impact attributes.**

## II. Overall Quality At-A-Glance

➤ Below is the Overall Quality rating for each program.

Agency	Program	(sample size)	Overall Quality (% Rating 'Excellent/Very Good')
Adapt-Ability	Adaptive Equipment	(n=89)	86%
AADD	Retirement Planning**	(n=8)	88%
	Individual Supports**	(n=12)	83%
	Support Groups**	(n=3)	67%
Behavior Solutions	Parent Training (Teaching Others)*	(n=11)	91%
Boone Center	Sheltered Workshop (Employment)	(n=126)	93%
CDCA	Child Care Referrals & Inclusion Assistance**	(n=6)	100%
Children's Home Society	Respite*	(n=4)	100%
Community Living	PEP	(n=197)	94%
	Day Habilitation	(n=53)	93%
	Residential	(n=50)	92%
	Respite*	(n=26)	84%
	Independent Living - ILA*	(n=13)	85%
	Employment Follow Along	(n=45)	81%
DMH-St. Louis Regional Center	Case Management	(n=441)	77%
DDRB	Case Management	(n=219)	95%
DASA	Sports/Recreation*	(n=15)	100%
Emmaus Homes	Ace Evenings	(n=56)	96%
	Day Services (Adult Cont. Ed. Day Program)	(n=42)	89%
	Residential	(n=86)	86%
Epilepsy Foundation	Employment Services**	(n=6)	80%
	Residential/Independent Living Services**	(n=5)	80%
FACT	Advocacy	(n=32)	94%
	People First**	(n=10)	50%
Family Support Services	LEADD	(n=32)	97%
	Respite	(n=100)	92%
	SOAR	(n=63)	79%
Francis Howell School District	Vacation Station/Out of School*	(n=12)	92%
	Preschool*	(n=4)	75%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.

\* Note: In general, sample sizes under 30 are considered small samples for quantitative interpretation. Several people providing different ratings can account for a somewhat large shift in the percentages.



## II. Overall Quality At-A-Glance (continued)

➤ Below is the Overall Quality rating for each program.

Agency	Program		Overall Quality (% Rating 'Excellent/Very Good')
JESS	Supported Employment Follow Along*	(n=9)	86%
Judevine Center	Respite*	(n=2)	100%
Life Skills Foundation	Independent Living - ILA**	(n=2)	100%
	Community Access Training (CAT)	(n=42)	95%
	Summer Training Employment Program (STEP)*	(n=21)	95%
	Employment Follow Along*	(n=16)	67%
MERS/Goodwill	Supported Employment Follow Along*	(n=11)	82%
Nurses for Newborn	Parent Training**	(n=4)	100%
Options for Justice	Advocacy/Information and Referral**	(n=8)	71%
Recreation Council	Recreation Vouchers	(n=80)	99%
	Parts Partnership/Parks Inclusion*	(n=20)	85%
	All of Us After School Club*	(n=3)	67%
St. Louis Arc	Supported Employment Follow Along**	(n=13)	39%
St. Louis Crisis Nursery	Respite*	(n=1)	100%
St. Louis Society	Sports Camp*	(n=6)	100%
ShowMe Aquatics	Aqua-Ability Therapy	(n=77)	99%
Special Olympics	Recreational Sports	(n=138)	87%
Therapeutic Horsemanship	Therapy	(n=39)	95%
United Services	Family Support Services (FSS)*	(n=28)	100%
	Special Instruction (Early Interventions)*	(n=21)	95%
	Day Care	(n=37)	92%
	Therapy (ST, PT, OT)	(n=33)	90%
Willows Way	Realities - ILA*	(n=19)	90%
	At Your Service*	(n=15)	73%
YMCA	School Age Child Care*	(n=10)	90%
	Summer Camp/Integrated Day Camp*	(n=6)	83%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

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\* Note: In general, sample sizes under 30 are considered small samples for quantitative interpretation. Several people providing different ratings can account for a somewhat large shift in the percentages.



## III. Agency Results

- Survey results by service area/program for each agency follows, beginning with Adapt-Ability and ending with YMCA (alphabetically listed by agency).

Adapt-Ability . . . . .	8
Association of Aging with Developmental Disabilities (AADD) . . . . .	10
Behavior Solutions . . . . .	11
Boone Center . . . . .	12
Child Day Care Association (CDCA) . . . . .	14
Children's Home Society of Missouri . . . . .	15
Community Living . . . . .	16
Department of Mental Health - St. Louis Regional Center (DMH) . . . . .	19
Developmental Disabilities Resource Board (DDRB) . . . . .	21
Disabled Athlete Sports Association (DASA) . . . . .	23
Emmaus Homes . . . . .	24
Epilepsy Foundation - St. Louis Region . . . . .	26
Family Advocacy & Community Training (FACT) . . . . .	27
Family Support Services . . . . .	29
Francis Howell School District . . . . .	31
Jobs and Employment Support Services (JESS) . . . . .	32
Judevine Center . . . . .	33
Life Skills Foundation . . . . .	34
MERS/Goodwill Industries . . . . .	36
Nurses for Newborns . . . . .	37
Options for Justice . . . . .	38
Recreation Council of Greater St. Louis - St. Charles County . . . . .	39
St. Louis Arc . . . . .	41
St. Louis Crisis Nursery/St. Charles . . . . .	42
St. Louis Society . . . . .	43
ShowMe Aquatics & Fitness Center . . . . .	44
Special Olympics - Missouri . . . . .	46
Therapeutic Horsemanship . . . . .	48
United Services . . . . .	50
Willows Way . . . . .	52
YMCA of St. Charles . . . . .	54

# Adapt-Ability

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

Adapt-Ability		Adaptive Equipment, Home Modification & Repair (n=89)
OVERALL QUALITY OF STAFF AND PROGRAM		86%
HIGHER IMPACT	Staff is well trained and knowledgeable	87%
	Staff follows through in a timely manner	77%
	Staff meets your needs	85%
	Staff is respectful and helpful	94%
MODERATE IMPACT	Program service location is convenient	83%
	Program you participate in is well organized	81%
	Program service location is safe and healthy	92%
	Program you participate in helps you	86%
LOWER IMPACT	Staff keeps you informed	76%
	Staff returns phone calls promptly	78%
Likely to recommend to a friend		93%

Top two box (i.e., Excellent/Very Good) is reported for all ratings questions in this report.  
 For 'Likely to recommend,' the top two box is 'Very/Somewhat Likely.'  
 Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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*What do you like best about the staff and this program?*

Adapt-Ability	n=89
Staff is concerned, caring, nice, helpful, respectful, excellent care	42%
Staff well trained, experienced, knowledgeable	21%
Keep us informed (available, visit home, provide product information)	8%
Good structure (prompt and punctual)	4%
Safe for consumer (safer home)	2%
Program helps consumer	1%
Provides relief for guardian	1%
Good activities (offer good options)	1%

Multiple responses accepted.



## Adapt-Ability (continued)

*If you rated any of the areas a 'Poor' or 'Not Very Good,' how can we improve this area?*

Adapt-Ability	n=37
Improve responsiveness, more timely return of phone calls/e-mails, stay in touch, provide updates	24%
Better structure, reduce wait time for assistance, takes a long time	8%
Better trained staff, more helpful, listen to consumer	5%
Need more staff	3%

*Is there anything else that can be done to better meet your needs?*

Adapt-Ability	n=89
Structure improvements: more timely assistance	6%
More funding	2%
Facilities: upgrades (up to date technology)	1%

Multiple responses accepted.



# Association on Aging with Developmental Disabilities

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Association on Aging with Developmental Disabilities (AADD)	Retirement Planning (n=8)**	Individual Supports (n=12)**	Support Groups (n=3)**
	OVERALL QUALITY OF STAFF AND PROGRAM	88%	83%	67%
HIGHER IMPACT	Staff is well trained and knowledgeable	88%	90%	67%
	Staff follows through in a timely manner	88%	75%	67%
	Staff meets your needs	88%	82%	67%
	Staff is respectful and helpful	88%	83%	67%
MODERATE IMPACT	Program service location is convenient	88%	83%	67%
	Program you participate in is well organized	88%	90%	50%
	Program service location is safe and healthy	88%	73%	50%
	Program you participate in helps you	75%	90%	67%
LOWER IMPACT	Staff keeps you informed	88%	75%	67%
	Staff returns phone calls promptly	88%	82%	67%
	Likely to recommend to a friend	100%	100%	100%

\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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AADD		What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Retirement Planning	Staff concerned	"The staff is always aware of the needs of my sister."
Individualized Supports	Staff concerned	"Respectful, meet individual's needs." "The care and concern that each staff members shows to consumer."
Support Groups	Good Activities	"Parties, social activities."
		Is there anything else that can be done to better meet your needs?
Retirement Planning	-	-
Individualized Supports	Improve responsiveness	"Better contact with support group."
Support Groups	-	-

Multiple responses accepted.



# Behavior Solutions

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Behavior Solutions	Parent Training (Teaching Others) (n=11)*
	OVERALL QUALITY OF STAFF AND PROGRAM	91%
HIGHER IMPACT	Staff is well trained and knowledgeable	91%
	Staff follows through in a timely manner	91%
	Staff meets your needs	91%
	Staff is respectful and helpful	91%
MODERATE IMPACT	Program service location is convenient	91%
	Program you participate in is well organized	91%
	Program service location is safe and healthy	91%
	Program you participate in helps you	91%
LOWER IMPACT	Staff keeps you informed	91%
	Staff returns phone calls promptly	90%
	Likely to recommend to a friend	91%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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Behavior Solutions	What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Staff concerned, knowledgeable	"Life savers, knowledgeable; give insight and helpfulness."
Staff concerned, knowledgeable	"Staff is very knowledgeable and very dedicated toward helping child meet goals for improvement."
Staff concerned, Good activities	"Wonderful content, staff very nice."
Program helps consumer	"Very specific to our child and his needs."
	Is there anything else that can be done to better meet your needs?
More programs	"Make follow up workshops available."

Multiple responses accepted.



# Boone Center

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Boone Center	Sheltered Workshop (Employment) (n=126)
	OVERALL QUALITY OF STAFF AND PROGRAM	93%
HIGHER IMPACT	Staff is well trained and knowledgeable	91%
	Staff follows through in a timely manner	92%
	Staff meets your needs	89%
	Staff is respectful and helpful	94%
MODERATE IMPACT	Program service location is convenient	91%
	Program you participate in is well organized	91%
	Program service location is safe and healthy	95%
	Program you participate in helps you	94%
LOWER IMPACT	Staff keeps you informed	84%
	Staff returns phone calls promptly	88%
	Likely to recommend to a friend	91%

Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

*What do you like best about the staff and this program?*

Boone Center	n=126
Staff is concerned, caring, nice, helpful, respectful, excellent care	24%
Program helps consumer, (consumer likes the work, socialization, accomplishing something, meaningful)	19%
Staff well trained, knowledgeable, informative	4%
Safe for consumer (they look after consumer)	4%
Good activities (go places, family events, company party, fun jobs)	4%
Keep us informed	2%
Good structure (local, available, one on one)	2%

Multiple responses accepted.



## Boone Center (continued)

*If you rated any of the areas a 'Poor' or 'Not Very Good,' how can we improve this area?*

Boone Center	n=36
Better trained staff (provide job rotation, more patience shown)	6%
Improve responsiveness, (notify if hurt, regular reports)	6%
Better structure (assistance with transportation, pay issues)	6%

*Is there anything else that can be done to better meet your needs?*

Boone Center	n=126
Structure improvements: (need transportation, pay issues, lunch amenities)	6%
Better staff, more training (more patience shown)	2%
More responsive, better communication (notify of holidays, discuss concerns)	2%
Better care (concerns with safety equipment)	1%

Multiple responses accepted.



# Child Day Care Association

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	CDCA	Child Care Referrals and Child Care Inclusion Assistance (n=6)**
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	83%
	Staff meets your needs	100%
	Staff is respectful and helpful	83%
MODERATE IMPACT	Program service location is convenient	100%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	83%
LOWER IMPACT	Staff keeps you informed	100%
	Staff returns phone calls promptly	83%
	Likely to recommend to a friend	100%

\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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CDCA	What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Staff concerned	"Very friendly, helpful, & respectful."
Staff concerned	"They help us, they do what they say they are going to do."
Staff well trained, knowledgeable	"Very helpful, honest, not judgmental, useful suggestions."
Keep us informed	"Sent out literature really fast."
	Is there anything else that can be done to better meet your needs?
Structure improvement	"Advertise services better."

Multiple responses accepted.



# Children's Home Society of Missouri

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Children's Home Society	Respite (n=4)*
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	100%
	Staff meets your needs	100%
	Staff is respectful and helpful	100%
MODERATE IMPACT	Program service location is convenient	100%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	100%
LOWER IMPACT	Staff keeps you informed	100%
	Staff returns phone calls promptly	100%
	Likely to recommend to a friend	100%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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Children's Home Society	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Staff concerned	"Helped us in every way. The staff is top notch."
Staff concerned, Good location	"Close to our home, staff friendly and genuinely care for consumer."
Staff concerned, Good location	"Very close to our home, very accommodating, staff is always friendly and genuinely cares."

Multiple responses accepted.



# Community Living

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

Community Living		PEP (n=197)	Day Habilitate (n=53)	Resident (n=50)	Respite (n=26)*	ILA (n=13)*	Employ. (n=45)
OVERALL QUALITY OF STAFF AND PROGRAM		94%	93%	92%	84%	85%	81%
HIGHER IMPACT	Staff is well trained and knowledgeable	93%	92%	92%	71%	85%	86%
	Staff follows through in a timely manner	92%	94%	94%	83%	75%	77%
	Staff meets your needs	88%	94%	94%	86%	85%	79%
	Staff is respectful and helpful	95%	91%	98%	88%	85%	87%
MODERATE IMPACT	Program service location is convenient	90%	90%	93%	72%	78%	90%
	Program you participate in is well organized	91%	92%	94%	73%	82%	87%
	Program service location is safe and healthy	94%	94%	96%	84%	70%	92%
	Program you participate in helps you	94%	96%	98%	92%	82%	82%
LOWER IMPACT	Staff keeps you informed	85%	90%	90%	78%	75%	75%
	Staff returns phone calls promptly	87%	96%	95%	75%	75%	77%
Likely to recommend to a friend		96%	96%	98%	88%	90%	89%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

## TOP TWO OR THREE THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

Community Living	PEP (n=197)	Day Habilitate (n=53)	Resident (n=50)	Respite (n=26)	ILA (n=13)	Employ. (n=45)
Staff is concerned, caring, nice, helpful	23%	34%	40%	27%	23%	18%
Program helps consumer,	14%	17%	20%	-	23%	7%
Keep us informed, good communication	-	-	8%	-	8%	9%
Good activities	15%	-	-	-	-	-
Safe for consumer	-	-	-	15%	-	-
Provides relief for guardian	-	-	-	15%	-	-

Multiple responses accepted.



# Community Living (continued)

Community Living		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
PEP	Better organized, transportation	"Seems hard to get consumer signed up for some activities." "Craft programs are too far away, need to have more locally." "Need transportation."
	Additional activities	"Need more variety of weekend day activities." "More activities offered on weekend days - Sunday activity..."
Day Habilitation	Better trained staff	"More training."
Residential	Improve responsiveness	"Get back to me in a timely manner without me calling three times."
	Need more staff	"Wish there was more staff."
Respite	Be more helpful	"Disrespectful in the past and continue to be."
	Better structure: location	"Need a respite home near O'Fallon/Wentzville area."
ILA	-	-
Employment Follow Along	Improve responsiveness	"Numerous times late or no show, didn't listen to specific information given." "Make sure phone calls are returned next day." "Consistency between job coaches; letting parents know more information."

Multiple responses accepted.



# Community Living (continued)

Community Living		Is there anything else that can be done to better meet your needs? <i>(sample verbatim comments, sample too small to quantify)</i>
PEP	More/Additional programs <i>(note 8% out of 196 commented on wanting additional programs)</i>	"More programs that are interactive & less expensive; picnics; games, & socializing in small groups." "More activities for people with a lot of physical needs." "Ice hockey." "Provide transportation, more things for me to do." "Need more activities for higher functioning." "More programs to meet each level of individuals." "Offering weekend activities, outdoor activities - fishing, swimming walking on trails, community festival."
	More responsive	"Put in brochure where the activity is being held and if there will be transportation." "Better communication in a more timely manner, call if there is a cancellation or change in location."
Day Habilitation	Structure improvements, hours, transportation	"If times were earlier and later, would help guardian with working a full time job." "Maybe not close a week in June since now closing on snow days." "Wish there was a way clients could be divided by level. We live close but on van for 1 1/2 hours."
	Better staff training	"More education on autism."
Residential	Additional activities	"More therapy."
	More staff	"More time for everyone by being fully staffed." "Short staffed often, staff needs to be paid more money."
Respite	Better staff training	"Would love to see more interaction with the clients - limit watching TV." "Needs more training in autistic behaviors and how to handle them."
ILA	Better care: safety concerns, fix things	"Fix things at home." "Change smoke alarm batteries more often."
Employment Follow Along	Structural improvements	"Monthly, annual accounting on expenses, do not want to lose social security disability benefits." "Wish I could get a 401k plan." "If he could find a job with benefits."

Multiple responses accepted.



# Department of Mental Health – St. Louis Regional Center

*Thinking of the case management you receive from this agency, give us your opinion on...*

DMH - St. Louis Regional Center		Case Management (n= 441)
OVERALL QUALITY OF CASE MANAGEMENT STAFF		77%
HIGHER IMPACT	Have consistent case management staff, with little turnover	64%
	Staff is well trained and knowledgeable	81%
	Staff meets your needs	79%
	Staff's ability to solve problems	76%
	Staff is respectful and helpful	88%
	Staff is an advocate for your needs	77%
MODERATE IMPACT	Staff keeps you informed	78%
	Staff follows through in a timely manner	83%
LOWER IMPACT	Staff makes you aware of services that are available to you	74%
	Staff returns phone calls promptly	82%

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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*What do you like best about the case management staff and service you receive?*

DMH - St. Louis Regional Center	Case Management (n=441)
Staff is concerned, caring, nice, helpful, respectful, advocate, addresses concerns	31%
Keep us informed, available, responsive, visits/meets with consumer	20%
Staff knowledgeable, professional, consistent case manager	8%
Good structure, organized, prompt	1%

Multiple responses accepted.



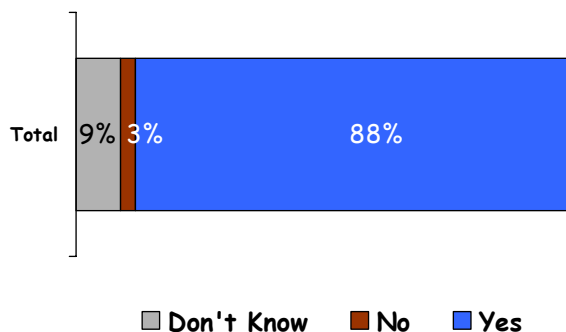
# Department of Mental Health – St. Louis Regional Center

If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area?	n=100
Less staff turnover, more consistency in case managers	42%
Improve responsiveness, return calls promptly, more frequent communication, better follow through	27%
More helpful to consumer, inform of services/programs	18%
Better structure, more timely/accurate paperwork, long wait time for assistance	9%
Need more staff, overworked	4%
More funding, more timely funding	4%

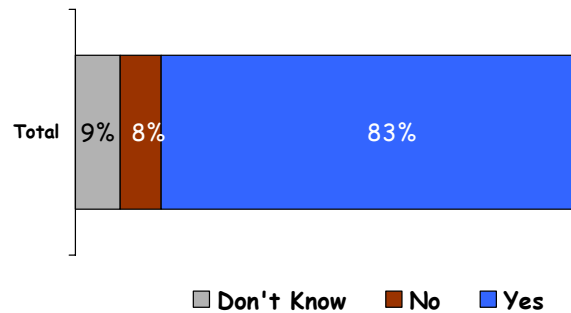
Is there anything else the case management staff can do to better meet your needs?	n=441
More responsive, more regular communication/contact, more information on services	6%
More funding available	4%
Structure improvements: long wait list/delays, keep appointments, accurate paperwork	3%
Less staff turnover, better training, more knowledgeable, different case manager	3%
Consumer needs more help (i.e., finding programs, employment, transportation)	3%

Multiple responses accepted.

Do you have an Annual Written Plan?



Have you seen or do you have a copy of your Annual Written Plan?



# Developmental Disabilities Resource Board

*Thinking of the case management you receive from this agency, give us your opinion on...*

	DDRB	Case Management (n= 219)
	OVERALL QUALITY OF CASE MANAGEMENT STAFF	95%
HIGHER IMPACT	Have consistent case management staff, with little turnover	91%
	Staff is well trained and knowledgeable	97%
	Staff meets your needs	92%
	Staff's ability to solve problems	93%
	Staff is respectful and helpful	97%
	Staff is an advocate for your needs	97%
MODERATE IMPACT	Staff keeps you informed	94%
	Staff follows through in a timely manner	95%
LOWER IMPACT	Staff makes you aware of services that are available to you	93%
	Staff returns phone calls promptly	96%

Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

*What do you like best about the case management staff and service you receive?*

DDRB	Case Management (n=219)
Staff is concerned, caring, nice, helpful, respectful, advocate, addresses concerns	52%
Keep us informed, available, responsive, visits/meets with consumer	20%
Staff knowledgeable, professional, consistent case manager	13%
Good structure, organized, prompt	2%

Multiple responses accepted.



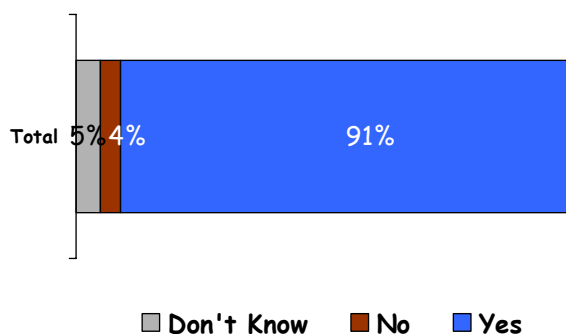
# Developmental Disabilities Resource Board (continued)

DDRB	If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Less staff turnover	"Have someone who doesn't leave for a better paying job."
Less staff turnover	"We have had several case managers."
More helpful to consumer	"Caseworker new to job and doesn't know services very well."

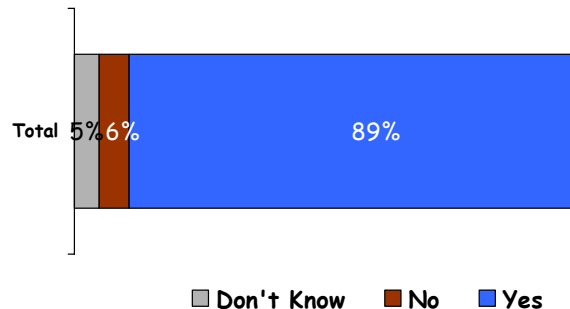
Is there anything else the case management staff can do to better meet your needs?	n=219
Consumer needs more help (home visit, finding dentist, finding activities)	2%
More responsive, communicate regularly, more informative	1%
Structure improvements: (transportation, less paperwork)	1%
Less turnover	1%
More funding available	1%

Multiple responses accepted

**Do you have an Annual Written Plan?**



**Have you seen or do you have a copy of your Annual Written Plan?**



Multiple responses accepted.



# Disabled Athlete Sports Association

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	DASA	Sports/Recreation (n=15)*
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	100%
	Staff meets your needs	100%
	Staff is respectful and helpful	100%
MODERATE IMPACT	Program service location is convenient	86%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	100%
LOWER IMPACT	Staff keeps you informed	93%
	Staff returns phone calls promptly	100%
	Likely to recommend to a friend	100%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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DASA	What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Staff concerned, Well trained	"Friendly, outgoing, positive - always looking for new things to try."
Staff concerned, Well trained	"Care and want to help, knowledgeable, can handle the children."
Staff concerned, Good activities	"Wide variety of services they offer, friendliness of staff and quality of care."
Staff concerned	"Friendly, family atmosphere."
	Is there anything else that can be done to better meet your needs?
More funding	"Could use more money."

Multiple responses accepted.



# Emmaus Homes

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Emmaus Homes	ACE Evenings (n=56)	Day Services (Adult Cont. Ed.) (n=42)	Residential (n=86)
	OVERALL QUALITY OF STAFF AND PROGRAM	96%	89%	86%
HIGHER IMPACT	Staff is well trained and knowledgeable	96%	90%	85%
	Staff follows through in a timely manner	96%	89%	81%
	Staff meets your needs	96%	87%	85%
	Staff is respectful and helpful	95%	95%	91%
MODERATE IMPACT	Program service location is convenient	94%	91%	86%
	Program you participate in is well organized	92%	84%	79%
	Program service location is safe and healthy	98%	97%	89%
	Program you participate in helps you	94%	88%	88%
LOWER IMPACT	Staff keeps you informed	87%	80%	78%
	Staff returns phone calls promptly	94%	91%	85%
	Likely to recommend to a friend	96%	93%	90%

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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## TOP TWO OR THREE THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

Emmaus Homes	ACE Evenings (n=56)	Day Services (n=42)	Residential (n=86)
Staff is concerned, caring, nice, helpful	29%	26%	41%
Program helps consumer	18%	14%	14%
Good activities	18%	12%	-

Multiple responses accepted.



# Emmaus Homes (continued)

Emmaus Homes		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
ACE Evenings	-	-
Day Services	Improve responsiveness	"I need to be kept informed."
	Need cleanliness of home, personal hygiene	"Need to clean up the outside, need to clean their teeth better/more and they need some mouthwash."
Residential	Improve responsiveness	"Keep me informed of behaviors, appointments, etc." "Staff needs to communicate with each other more effectively - tend to cover up for each other. Have had numerous problems with the Marthasville Campus management."
	Need cleanliness of home	"Bruere House - concerned about cleanliness of home, medical appointments and other medical needs are not kept."

Emmaus Homes		Is there anything else that can be done to better meet your needs? <i>(sample verbatim comments, sample too small to quantify)</i>
ACE Evenings	More/additional activities	"More skills training and better food." "Better food and more trips."
	Structure improvements	"Programs need to be better publicized"
Day Services	More responsive, updates	"Keep me informed " "An open house at the site would be helpful to see how and where the day is spent." "A weekly or monthly email would be nice to update me on consumer's progress in addition to the year IEP."
	More/additional activities	"Would like some kind of respite." "More learning activities."
Residential	Better care, personal hygiene, safety concerns	"Personal things should be done in a timely manner, such as haircuts, toenails and fingernails clipped." "I believe the house could be cleaner." "Grooming is lacking..." "Better maintenance of consumer's residence. We have some safety issues we need addressed."
	Better staff training, less turnover	"Getting to know staff when they make changes." "Efforts made to have less staff turnover."

Multiple responses accepted.



# Epilepsy Foundation - St. Louis Region

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

Epilepsy		Employment Services (n=6)**	Residential/Ind. Living Services (n=5)**
OVERALL QUALITY OF STAFF AND PROGRAM		80%	80%
HIGHER IMPACT	Staff is well trained and knowledgeable	83%	80%
	Staff follows through in a timely manner	83%	80%
	Staff meets your needs	83%	80%
	Staff is respectful and helpful	83%	80%
MODERATE IMPACT	Program service location is convenient	67%	80%
	Program you participate in is well organized	83%	80%
	Program service location is safe and healthy	67%	80%
	Program you participate in helps you	83%	80%
LOWER IMPACT	Staff keeps you informed	67%	80%
	Staff returns phone calls promptly	83%	80%
Likely to recommend to a friend		83%	80%

\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people. Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

Epilepsy		What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Employment Services	Staff concerned	"Very friendly, open to discussing my needs, support me."
Residential/Ind. Living Services	Staff concerned	"Nice, friendly."
		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area?
Employment Serv. & Resident	Improve responsiveness	" Only hear one to two times a year, anything I request never comes."
		Is there anything else that can be done to better meet your needs?
Employment Services	Improve responsiveness	"So what about helping the people in need! Put out a good speech and get hopes up, then drop the ball."
	Other	"Better link-up to other agencies. Other agencies don't respond."

Multiple responses accepted.



# Family Advocacy & Community Training

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	FACT	Advocacy (n=32)	People First (n=10)**
	OVERALL QUALITY OF STAFF AND PROGRAM	94%	50%
HIGHER IMPACT	Staff is well trained and knowledgeable	97%	40%
	Staff follows through in a timely manner	88%	40%
	Staff meets your needs	91%	40%
	Staff is respectful and helpful	100%	40%
MODERATE IMPACT	Program service location is convenient	84%	50%
	Program you participate in is well organized	84%	50%
	Program service location is safe and healthy	94%	40%
	Program you participate in helps you	84%	50%
LOWER IMPACT	Staff keeps you informed	88%	40%
	Staff returns phone calls promptly	84%	30%
	Likely to recommend to a friend	97%	100%

*\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.*

*Base is those providing a rating.*

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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## TOP TWO THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

FACT	Advocacy (n=32)	People First (n=10)
Staff well trained, experienced, knowledgeable	41%	-
Staff is concerned, caring, nice, helpful	31%	20%
Program helps consumer	-	20%

*Multiple responses accepted.*



# Family Advocacy and Community Training (continued)

FACT		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Advocacy	Need more staff Improve responsiveness	"Not enough staff to help."  "Return calls within 24 hours, if not in office, state on recorded message and offer another name of someone to speak with, same with meetings."
People First	-	-
		Is there anything else that can be done to better meet your needs?
Advocacy	Structure: more awareness of services, expansion of services	"FACT and the services they offer need to be advertised more." "Provide complete list of resources applicable to our needs. Would like to meet with other parents to find out how they have resolved issues..." "Wish FACT could expand to other counties ... Give more funds to FACT."
People First	-	-

Multiple responses accepted.



# Family Support Services

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

Family Support Services		LEADD (n=32)	Respite (n=100)	SOAR (n=63)
OVERALL QUALITY OF STAFF AND PROGRAM		97%	92%	79%
HIGHER IMPACT	Staff is well trained and knowledgeable	96%	89%	73%
	Staff follows through in a timely manner	96%	88%	73%
	Staff meets your needs	97%	92%	68%
	Staff is respectful and helpful	97%	91%	84%
MODERATE IMPACT	Program service location is convenient	90%	95%	79%
	Program you participate in is well organized	90%	91%	74%
	Program service location is safe and healthy	97%	100%	81%
	Program you participate in helps you	97%	94%	82%
LOWER IMPACT	Staff keeps you informed	97%	89%	64%
	Staff returns phone calls promptly	96%	86%	76%
	Likely to recommend to a friend	96%	97%	89%

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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## TOP TWO OR THREE THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

Family Support Services	LEADD (n=32)	Respite (n=100)	SOAR (n=63)
Staff is concerned, caring, nice, helpful	28%	22%	29%
Program helps consumer	19%	-	18%
Good structure, organized	-	13%	11%
Provides relief for guardian	-	13%	-
Good activities, variety, benefit consumer	6%	-	-

Multiple responses accepted.



# Family Support Services (continued)

Family Support Services		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
<b>LEADD</b>	Better structure, Additional Activities	"Provide interesting and fun classes; arts & crafts; better parking and easier access."
<b>Respite</b>	Improve responsiveness	"Have a difficult time getting a hold of FSS to get things started, phone calls weren't returned, website not working." "Phone service and completing paperwork in a timely manner."
<b>SOAR</b>	Improve responsiveness, better communication	"Staff very poor. Trips cancelled due to staffing issues. Calls and messages left for management, never returned." "Poor communication, no one could tell me about his days. Food not prepared as asked." "Have not received information on camps this whole year and not sure why."
	Better structure, more organized, inconvenient location	"Make sure families are kept informed, could be better organized if there was more supervision." "Awful location, no activities planned, boring."

Family Support Services		Is there anything else that can be done to better meet your needs? <i>(sample verbatim comments, sample too small to quantify)</i>
<b>LEADD</b>	Additional programs	"Have LEADD more often." "Have LEADD in the summer."
<b>Respite</b>	Structure improvements: up-to-date lists	"Difficult to find providers, online list is not always up to date." "Keeping provider list current is helpful." "Fix the web site." "More choice of staff to cover more hours. More on site respite."
<b>SOAR</b>	Additional programs, different ages, times	"Day care program beyond 18." "Need to be held at times that are needed. School half days, vacations." "Would be helpful if there were occasionally late night with teen club and weekend outings."

Multiple responses accepted.



# Francis Howell School District

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Francis Howell School District	Vacation Station (n=12)*	Preschool (n=4)*
	OVERALL QUALITY OF STAFF AND PROGRAM	92%	75%
HIGHER IMPACT	Staff is well trained and knowledgeable	75%	75%
	Staff follows through in a timely manner	83%	100%
	Staff meets your needs	92%	100%
	Staff is respectful and helpful	92%	100%
MODERATE IMPACT	Program service location is convenient	92%	100%
	Program you participate in is well organized	83%	100%
	Program service location is safe and healthy	83%	100%
	Program you participate in helps you	92%	100%
LOWER IMPACT	Staff keeps you informed	83%	100%
	Staff returns phone calls promptly	83%	100%
	Likely to recommend to a friend	100%	100%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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Francis Howell		What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Vacation Station	Staff concerned	"They are very concerned of the well being of my son."
Preschool	Staff concerned	"My child was accepted and included."
		Is there anything else that can be done to better meet your needs?
Vacation Station	Better staff training	"Staff could be trained in different areas of disabilities, so our son's day could be modified."
	More activities	"Extend the program/care to children entering the 6 <sup>th</sup> grade."
Preschool	Better staff training	"Training personal helpers on individual child's disability and specific strategies to assist the child."

Multiple responses accepted.



# Jobs and Employment Support Services

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	JESS	Job Retention (n=9)*
	OVERALL QUALITY OF STAFF AND PROGRAM	86%
HIGHER IMPACT	Staff is well trained and knowledgeable	86%
	Staff follows through in a timely manner	56%
	Staff meets your needs	67%
	Staff is respectful and helpful	89%
MODERATE IMPACT	Program service location is convenient	100%
	Program you participate in is well organized	75%
	Program service location is safe and healthy	100%
	Program you participate in helps you	50%
LOWER IMPACT	Staff keeps you informed	56%
	Staff returns phone calls promptly	67%
	Likely to recommend to a friend	63%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

JESS	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Staff concerned	"They work with me and listen to me."
Good structure	"Prompt with returning phone calls and finding me a job."
	If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Improve responsiveness	"Staff leaves with no notice, need staff to follow up with calls."
Less staff turnover	"Consumer got lost in the shuffle, staff turnover."
Better trained staff, more helpful	"Don't follow through with getting consumer a job, not that helpful."

Multiple responses accepted.



# Judevine Center

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Judevine Center	Respite (n=2)*
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	100%
	Staff meets your needs	100%
	Staff is respectful and helpful	100%
MODERATE IMPACT	Program service location is convenient	100%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	100%
LOWER IMPACT	Staff keeps you informed	100%
	Staff returns phone calls promptly	100%
	Likely to recommend to a friend	100%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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Judevine Center	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Staff well trained, knowledgeable	"Experts in autism."

Multiple responses accepted.



# Life Skills Foundation

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

Life Skills Foundation		ILA (n=2)**	CAT (n=42)	STEP (n=21)*	Employment Follow Along (n=16)*
OVERALL QUALITY OF STAFF AND PROGRAM		100%	95%	95%	67%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%	95%	95%	75%
	Staff follows through in a timely manner	100%	98%	95%	69%
	Staff meets your needs	100%	91%	91%	56%
	Staff is respectful and helpful	100%	88%	100%	75%
MODERATE IMPACT	Program service location is convenient	100%	88%	80%	80%
	Program you participate in is well organized	100%	98%	76%	53%
	Program service location is safe and healthy	100%	95%	95%	80%
	Program you participate in helps you	100%	90%	95%	64%
LOWER IMPACT	Staff keeps you informed	100%	95%	95%	56%
	Staff returns phone calls promptly	100%	100%	95%	53%
	Likely to recommend to a friend	100%	92%	95%	80%

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\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages.

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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## TOP TWO OR THREE THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

Life Skills Foundation	ILA (n=2)	CAT (n=42)	STEP (n=21)	Employment Follow Along (n=16)
Staff is concerned, caring, nice, helpful	100%	31%	24%	38%
Program helps consumer	-	24%	48%	-
Good activities	-	10%	-	-
Staff well trained, knowledgeable	50%	-	-	-
Keep us informed, good communication	-	-	-	13%

Multiple responses accepted.



## Life Skills Foundation (continued)

Life Skills Foundation		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
ILA	-	-
CAT	Better structure: transportation, location	<i>"Try to keep the location close to client's home. Transportation is always an issue." "Have transportation service available."</i>
STEP	Better structure: location	<i>"A site closer to home."</i>
Employment Follow Along	Improve responsiveness	<i>"We never know anything about what is going on." "Keep in contact a little better, always a new job coach, confusing." "Didn't get a call back when we called several times."</i>
	Better/more trained staff	<i>"Staff needs to be better informed about companies and their policies."</i>

Life Skills Foundation		Is there anything else that can be done to better meet your needs? <i>(sample verbatim comments, sample too small to quantify)</i>
ILA	-	-
CAT	Additional programs, different ages	<i>"Have kids more my age." "Wish there was not a five year limit."</i>
	Structure improvements: transportation	<i>"If transportation was provided, would be able to go out more."</i>
STEP	Better staff training, More responsive	<i>"Job coaches need additional training and need to follow up with guardian more often. We never know how our daughter is performing."</i>
Employment Follow Along	Other	<i>"Keep same coach on the job."</i>

Multiple responses accepted.



# MERS/Goodwill Industries

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	MERS	Supported Employment Follow Along (n=11)*
	OVERALL QUALITY OF STAFF AND PROGRAM	82%
HIGHER IMPACT	Staff is well trained and knowledgeable	73%
	Staff follows through in a timely manner	73%
	Staff meets your needs	91%
	Staff is respectful and helpful	91%
MODERATE IMPACT	Program service location is convenient	80%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	90%
	Program you participate in helps you	90%
LOWER IMPACT	Staff keeps you informed	91%
	Staff returns phone calls promptly	90%
	Likely to recommend to a friend	80%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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MERS	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Staff concerned, Program helps consumer	"They are nice to me and help me find my job." "Like the program, helps me experience a real job."
	If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area?
Improve responsiveness	"Didn't get a call back when we called several times."
Better trained staff, more helpful	"Took one year to find me a job, need to listen to parents and consumer."
	Is there anything else that can be done to better meet your needs?
Better staff training, more helpful	"Little more job support needed at beginning of employment."
Other	"Extra allowance."

Multiple responses accepted.



# Nurses for Newborn

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Nurses for Newborn	Parent Training (n=4)**
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	100%
	Staff meets your needs	100%
	Staff is respectful and helpful	100%
MODERATE IMPACT	Program service location is convenient	100%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	100%
LOWER IMPACT	Staff keeps you informed	100%
	Staff returns phone calls promptly	100%
	Likely to recommend to a friend	100%

\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.  
Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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Nurses for Newborn	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Staff concerned	"Very helpful, very kind, helped very much." "Nice, caring, and very understanding." "Try to help with child, find out what is wrong."
Program helps consumer	"Helped me a lot with depression."

Multiple responses accepted.



# Options for Justice

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

Options for Justice		Advocacy/Information and Referral (n=8)**
OVERALL QUALITY OF STAFF AND PROGRAM		71%
HIGHER IMPACT	Staff is well trained and knowledgeable	57%
	Staff follows through in a timely manner	71%
	Staff meets your needs	57%
	Staff is respectful and helpful	71%
MODERATE IMPACT	Program service location is convenient	60%
	Program you participate in is well organized	71%
	Program service location is safe and healthy	80%
	Program you participate in helps you	57%
LOWER IMPACT	Staff keeps you informed	43%
	Staff returns phone calls promptly	57%
Likely to recommend to a friend		67%

*\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.*

*Base is those providing a rating.*

**Low Score < 80%**

**Moderate Score 80%-87%**

**High Score 88%+**

Options for Justice	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Program helps consumer	<i>"Helps me out when I get in trouble." "Helped me get a grant."</i>
	<b>If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area?</b> <i>(sample verbatim comments, sample too small to quantify)</i>
Better trained staff, more helpful	<i>"Did not really benefit from services, is a counselor not an advocate of the law."</i>
	<b>Is there anything else that can be done to better meet your needs?</b>
Better staff training, more helpful, Additional programs	<i>"Partner with legal aids that know the law, train on current law." "I need a counselor to talk to me and help me get into other programs (i.e., rehab)."</i>

*Multiple responses accepted.*



# Recreation Council of Greater St. Louis - St. Charles County Office

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Recreation Council	Recreation Vouchers (n=80)	Parks Partnership, Parks Inclusion (n=20)*	All of Us After School (n=3)*
	OVERALL QUALITY OF STAFF AND PROGRAM	99%	85%	67%
HIGHER IMPACT	Staff is well trained and knowledgeable	99%	90%	67%
	Staff follows through in a timely manner	98%	90%	67%
	Staff meets your needs	99%	90%	67%
	Staff is respectful and helpful	99%	95%	67%
MODERATE IMPACT	Program service location is convenient	91%	94%	100%
	Program you participate in is well organized	96%	90%	67%
	Program service location is safe and healthy	97%	94%	100%
	Program you participate in helps you	99%	95%	67%
LOWER IMPACT	Staff keeps you informed	97%	90%	67%
	Staff returns phone calls promptly	98%	90%	100%
	Likely to recommend to a friend	100%	95%	67%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

## TOP TWO OR THREE THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

Recreation Council	Recreation Vouchers (n=80)	Parks Partnership (n=20)	All of Us After School (n=3)
Staff is concerned, caring, nice, helpful	29%	55%	-
Program helps consumer	14%	-	67%
Staff well trained, experienced, knowledgeable	14%	5%	-
Keeps us informed, good communication	-	5%	-

Multiple responses accepted.



## Recreation Council (continued)

Recreation Council		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Recreation Vouchers	-	-
Parks Partnership	Structure improvements	"Instructions for picking activities not clear."
All of Us After School	Structure improvements	"Middle school program very unorganized. Inform parents with a schedule and ask ideas from parents."

Recreation Council		Is there anything else that can be done to better meet your needs? <i>(sample verbatim comments, sample too small to quantify)</i>
Recreation Vouchers	More funding	"More funds per family." "Increase the voucher amount allowed so we have enough funds to last the year." "More funding, camps are extremely expensive and voucher only covers a portion." "More money for expanded recreation services."
	Additional programs	"Have a family day at the Cardinals baseball game."
Parks Partnership	Additional programs	"More activities for pre-k."
	Better staff training	"Some supervisors need training in behavior ... some supervisors need to display a better attitude towards consumer and not make incorrect assumptions." "Better staff training - Renaud Spirit Center"
All of Us After School	-	-

Multiple responses accepted.



# St. Louis Arc

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	St. Louis Arc	Supported Employment Follow Along (n=13)**
	OVERALL QUALITY OF STAFF AND PROGRAM	39%
HIGHER IMPACT	Staff is well trained and knowledgeable	62%
	Staff follows through in a timely manner	62%
	Staff meets your needs	54%
	Staff is respectful and helpful	62%
MODERATE IMPACT	Program service location is convenient	64%
	Program you participate in is well organized	54%
	Program service location is safe and healthy	64%
	Program you participate in helps you	54%
LOWER IMPACT	Staff keeps you informed	54%
	Staff returns phone calls promptly	69%
	Likely to recommend to a friend	75%

\*\* Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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St. Louis Arc	What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Staff concerned	"They seem to really care and do the best thing." "People are friendly and they try to help me."
	If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area?
Better structure, Less staff turnover	"Agency is disorganized, high turnover with unqualified staff."
	Is there anything else that can be done to better meet your needs?
Additional programs, for different ages	"Not much available for high school graduates. This is the only service of its kind or purpose and is better than no service."
More responsive	"Coordinator procrastinates."
Other comment	"Use a different agency (now)." "Have a new company now, which I love (no longer use ARC)."

Multiple responses accepted.



# St. Louis Crisis Nursery - St. Charles

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	St. Louis Crisis Nursery	Respite (n=1)*
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	100%
	Staff meets your needs	100%
	Staff is respectful and helpful	100%
MODERATE IMPACT	Program service location is convenient	100%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	100%
LOWER IMPACT	Staff keeps you informed	100%
	Staff returns phone calls promptly	100%
	Likely to recommend to a friend	100%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

St. Louis Crisis Nursery	What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Staff concerned	"They do their best to help you."

Multiple responses accepted.



# St. Louis Society

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	St. Louis Society	Sports Camp (n=6)*
	OVERALL QUALITY OF STAFF AND PROGRAM	100%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	100%
	Staff meets your needs	100%
	Staff is respectful and helpful	100%
MODERATE IMPACT	Program service location is convenient	83%
	Program you participate in is well organized	100%
	Program service location is safe and healthy	100%
	Program you participate in helps you	100%
LOWER IMPACT	Staff keeps you informed	100%
	Staff returns phone calls promptly	100%
	Likely to recommend to a friend	83%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

St. Louis Society	What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
Staff concerned	"Ability to meet the extensive medical needs."
Staff concerned, Program helps consumer	"Everyone is nice and the consumer loves it."
Program helps consumer	"Programs contribute to improving the quality of life."
	Is there anything else that can be done to better meet your needs?
More funding	"More grant money."

Multiple responses accepted.



# ShowMe Aquatics & Fitness Center

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	ShowMe Aquatics	Aqua-Ability Therapy (n=77)
	OVERALL QUALITY OF STAFF AND PROGRAM	99%
HIGHER IMPACT	Staff is well trained and knowledgeable	96%
	Staff follows through in a timely manner	96%
	Staff meets your needs	94%
	Staff is respectful and helpful	97%
MODERATE IMPACT	Program service location is convenient	89%
	Program you participate in is well organized	96%
	Program service location is safe and healthy	97%
	Program you participate in helps you	96%
LOWER IMPACT	Staff keeps you informed	94%
	Staff returns phone calls promptly	95%
	Likely to recommend to a friend	99%

Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

*What do you like best about the staff and this program?*

ShowMe Aquatics	n=77
Staff is concerned, caring, nice, helpful, respectful, excellent care	30%
Program helps consumer	29%
Staff well trained, experienced, knowledgeable	9%
Keep us informed	4%
Good structure	4%
Safe for consumer	1%
Good activities	1%

Multiple responses accepted.



# ShowMe Aquatics & Fitness Center (continued)

ShowMe Aquatics	If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Facility accessibility	<i>"Not set up to deal with severely disabled as far as locker room goes."</i>
Facility overcrowded	<i>"Pool is overcrowded often, makes it difficult for consumer."</i>
Improve responsiveness	<i>"Staff has never talked to me in any way..."</i>

ShowMe Aquatics	Is there anything else that can be done to better meet your needs?
Facility overcrowded, More/different activities	<i>"Less crowded facility, more variety in what is done so it is interesting."</i>
Facility, new, Different times for activities	<i>"Build new facility. Offer better therapy times."</i>
Facility, accessibility	<i>"Not real accessible."</i>
Structure improvements: shorter breaks between sessions	<i>"Breaks are too long between sessions."</i>
Funding	<i>"Assistance with funding."</i>

Multiple responses accepted.



# Special Olympics - Missouri

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Special Olympics	Recreational Sports (n=138)
	OVERALL QUALITY OF STAFF AND PROGRAM	87%
HIGHER IMPACT	Staff is well trained and knowledgeable	87%
	Staff follows through in a timely manner	83%
	Staff meets your needs	86%
	Staff is respectful and helpful	93%
MODERATE IMPACT	Program service location is convenient	78%
	Program you participate in is well organized	78%
	Program service location is safe and healthy	89%
	Program you participate in helps you	89%
LOWER IMPACT	Staff keeps you informed	82%
	Staff returns phone calls promptly	86%
	Likely to recommend to a friend	95%

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

*What do you like best about the staff and this program?*

Special Olympics	n=138
Staff is concerned, caring, nice, helpful, respectful, excellent care	25%
Program helps consumer	22%
Good activities	7%
Good structure	5%
Keep us informed	2%
Staff well trained, experienced, knowledgeable	1%
Affordable, accept voucher	1%

Multiple responses accepted.



## Special Olympics - Missouri (continued)

*If you rated any of the areas a 'Poor' or 'Not Very Good,' how can we improve this area?*

Special Olympics	n=45
Better structure, more organized events, more timely notification of activities/events giving time and location, notification if cancelled, transportation needed, inconvenient location	20%
Improve responsiveness, better communication, more timely return of phone calls/e-mails, more timely mailings/flyers with activities information, dropped from mailings	11%

*Is there anything else that can be done to better meet your needs?*

Special Olympics	n=138
Structure improvements: need transportation, better organized, inconvenient location	5%
More responsive, better communication, provide dates/times for activities sooner	4%
More/additional programs, for older, different ability levels, some evening events, more variety/games	4%
Facilities: larger, handicapped accessible	1%
More funding	1%
Better staff training, more helpful to development of individual	1%

Multiple responses accepted.



# Therapeutic Horsemanship

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Therapeutic Horsemanship	Therapy (n=39)
	OVERALL QUALITY OF STAFF AND PROGRAM	95%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%
	Staff follows through in a timely manner	84%
	Staff meets your needs	92%
	Staff is respectful and helpful	97%
MODERATE IMPACT	Program service location is convenient	72%
	Program you participate in is well organized	80%
	Program service location is safe and healthy	97%
	Program you participate in helps you	97%
LOWER IMPACT	Staff keeps you informed	87%
	Staff returns phone calls promptly	89%
	Likely to recommend to a friend	97%

Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

*What do you like best about the staff and this program?*

Therapeutic Horsemanship	n=39
Staff is concerned, caring, nice, helpful, respectful, excellent care	44%
Program helps consumer	23%
Staff well trained, experienced, knowledgeable	10%
Good activities	5%
Good structure	3%

Multiple responses accepted.



## Therapeutic Horsemanship (continued)

*If you rated any of the areas a 'Poor' or 'Not Very Good,' how can we improve this area?*

Therapeutic Horsemanship	If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Better structure, start on time	"Most times don't start on time, have more than one teacher and each has a different way of doing things, confusing."
Better structure, better use of time	"Better use of time, sometimes class only lasts half an hour."
Better structure, start on time	"Need to start on time, wish they would correct consumer on bad habits."
Better structure, classes cut short	"Get a place closer to us. Many times classes were cut short, some being only 30-35 minutes long."

*Is there anything else that can be done to better meet your needs?*

Therapeutic Horsemanship	n=39
More funding, very expensive	15%
Better staff training, consistent staff, trained in specific disabilities	5%
More responsive, better communication between staff, progress reports to guardian	5%
More/additional programs, offer other times	3%
Structure improvements: would like make-up days for missed/snow days	3%
Facilities: parking lot unpaved, need exterior lighting	3%

*Multiple responses accepted.*



# United Services

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

United Services		FSS (n=28)*	Special Instruction (n=21)*	Day Care (n=37)	Therapy (n=33)
OVERALL QUALITY OF STAFF AND PROGRAM		100%	95%	92%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	100%	95%	92%	82%
	Staff follows through in a timely manner	100%	95%	91%	88%
	Staff meets your needs	100%	95%	91%	85%
	Staff is respectful and helpful	100%	95%	92%	94%
MODERATE IMPACT	Program service location is convenient	96%	90%	92%	90%
	Program you participate in is well organized	100%	95%	92%	82%
	Program service location is safe and healthy	100%	95%	100%	90%
	Program you participate in helps you	100%	95%	92%	88%
LOWER IMPACT	Staff keeps you informed	100%	90%	89%	79%
	Staff returns phone calls promptly	96%	94%	91%	88%
	Likely to recommend to a friend	100%	100%	95%	94%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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## TOP TWO OR THREE THINGS LIKE BEST ABOUT THE STAFF AND PROGRAM?

United Services	FSS (n=28)	Special Instruction (n=21)	Day Care (n=37)	Therapy (n=33)
Staff is concerned, caring, nice, helpful	32%	43%	35%	36%
Program helps consumer	14%	10%	16%	-
Staff well trained, knowledgeable	11%	10%	16%	12%

Multiple responses accepted.



# United Services (continued)

United Services		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
FSS	Improve responsiveness	"When email or phone call, they should return them promptly."
Special Instruction	-	-
Day Care	Better trained staff	"Staff needs to work on treating families with respect..."
Therapy	Better trained staff	"Better trained therapists who care to be helpful, follow through, and keep me informed."

United Services		Is there anything else that can be done to better meet your needs? <i>(sample verbatim comments, sample too small to quantify)</i>
FSS	-	-
Special Instruction	More responsive	"Would like to know periodically how consumer is doing with speech development."
Day Care	More/additional programs	"Not all programs available at the west location ..." "Open to children over the age of 5."
	Better communication	"Tell parents when kids have a bad day."
	Less staff turnover	"Concerned with high turnover with staff."
Therapy	Better communication	"Would like weekly updates."

Multiple responses accepted.



# Willows Way

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	Willows Way	Realities - ILA (n=19)*	At Your Service (n=15)*
	OVERALL QUALITY OF STAFF AND PROGRAM	90%	73%
HIGHER IMPACT	Staff is well trained and knowledgeable	95%	50%
	Staff follows through in a timely manner	95%	77%
	Staff meets your needs	90%	64%
	Staff is respectful and helpful	95%	73%
MODERATE IMPACT	Program service location is convenient	100%	87%
	Program you participate in is well organized	95%	67%
	Program service location is safe and healthy	100%	87%
	Program you participate in helps you	90%	64%
LOWER IMPACT	Staff keeps you informed	95%	67%
	Staff returns phone calls promptly	95%	69%
	Likely to recommend to a friend	94%	79%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

Willows Way		What do you like best about the staff and program? <i>(sample verbatim comments, sample too small to quantify)</i>
Realities - ILA	Staff concerned	"Kind, helpful, looked for ways to solve housing problem." "Find out what I need and don't need, very pleasant." "Helpful and have taken a lot of stress off of me as a mother ... I always know that our child is in good hands."
	Program helps	"Learn new skills, in contact with others."
	Good activities	"Like the activities they offer like dances, baseball games, basketball games."
At Your Service	Staff concerned	"They respect my decisions." "Staff is positive and caring."
	Program helps	"A chance for consumer to feel useful and needed."

Multiple responses accepted.



# Willows Way (continued)

Willows Way		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? <i>(sample verbatim comments, sample too small to quantify)</i>
Realities - ILA	Better staff training, Less turnover	<i>"Rapid staff changes, lack of training, lack of warning or preparation for new support staff."</i>
At Your Service	Better staff training, Improve responsiveness	<i>"Still striving to find the correct staff. Staff has not been trained to not take consumer's behavior personal." "No communication has been given, money stolen from consumer, consumer does not like going."</i>
		Is there anything else that can be done to better meet your needs?
Realities - ILA	Better care More responsive Additional programs	<i>"Consumer need help with housekeeping once a month..." "Spend more time with me." "Recreation is not included. Only work and go home."</i>
At Your Service	Facilities upgrade Structure improvements: transportation	<i>"Facility to change clothes if necessary." "Consumer's transportation to and from work seems to always be a problem."</i>

Multiple responses accepted.



# YMCA of St. Charles

*Thinking of this service the consumer receives from this agency, give us your opinion on...*

	YMCA	School Age Child Care (n=10)*	Summer Camp/Integrated Day Camp (n=6)*
	OVERALL QUALITY OF STAFF AND PROGRAM	90%	83%
HIGHER IMPACT	Staff is well trained and knowledgeable	80%	83%
	Staff follows through in a timely manner	89%	83%
	Staff meets your needs	90%	83%
	Staff is respectful and helpful	90%	83%
MODERATE IMPACT	Program service location is convenient	100%	83%
	Program you participate in is well organized	80%	83%
	Program service location is safe and healthy	90%	100%
	Program you participate in helps you	90%	83%
LOWER IMPACT	Staff keeps you informed	90%	50%
	Staff returns phone calls promptly	88%	83%
	Likely to recommend to a friend	90%	83%

\* Note: sample sizes under 30 are considered small samples, several people providing different ratings can account for a somewhat large shift in the percentages. Base is those providing a rating.

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

YMCA		What do you like best about the staff and program? (sample verbatim comments, sample too small to quantify)
School Age Child Care	Staff concerned	"Staff is positive and caring." "Staff has become educated about autism. They are friendly and kind."
Summer Camp/Integrated Day Camp	Staff concerned Program helps	"Staff is understanding." "Consumer gets to interact with kids of all disabilities."
		If you rated any area a 'Poor' or 'Not Very Good,' how can we improve this area? (sample verbatim comments, sample too small to quantify)
School Age Child Care	Better/more trained staff	"Staff needs to do what they have promised, most of the employees are very immature, not qualified and are inexperienced, would not recommend program to anyone."
Summer Camp/Integrated Day Camp	Better structure	"Our buddy was chronically absent. Suspended us without returning fees, they made \$300 from suspending us. Will never work with the YMCA again. They are horrible for kids with special needs."

Multiple responses accepted.



## IV. Appendix

Questionnaire: 29 DDRB Funded Agencies .....	56
Questionnaire: DMH and DDRB for Case Management .....	57
Cover Letter: Consumer .....	58
Cover Letter: Guardian .....	59
List of Agencies and Their Programs .....	60

# Questionnaire: 29 DDRB Funded Agencies



## [Consumer] [Guardian] Satisfaction Survey

Thinking about the specific AGENCY and the specific PROGRAM listed in the box below, tell us what you think by checking a response for each item.

If you do not know about an item or it does not apply to you, please check 'don't know / doesn't apply' for that item.

Your opinions about this AGENCY: «Agency1» «Agency1\_ID»  
 Your opinions about this PROGRAM: «SERVICE1» «SERVICE1\_CODE»  
 Consumer for whom you are Guardian: merge in consumer first and last name

THINKING ONLY OF THIS SPECIFIC SERVICE YOU RECEIVE FROM THIS SPECIFIC AGENCY, RATE THEM ON ...	Poor 1	Not Very Good 2	Average 3	Very Good 4	Excellent 5	Don't Know Doesn't Apply 0
1. Staff is respectful and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
2. Staff follows through in a timely manner (with appointments, meetings, requests, care plans, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
3. Staff returns phone calls promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
4. Staff meets your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
5. Staff keeps you informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
6. Staff is well trained and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
7. Program you participate in helps you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
8. Program you participate in is well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
9. Program service location is safe and healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
10. Program service location is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
11. Overall rating for quality of staff and program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

12. What do you like best about the staff and this program? *(Please be as specific as possible)*

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13. If you rated any of the above areas a 'Poor' or 'Not Very Good,' how can we improve this area? *(Please be as specific as possible)*

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	Not At All Likely 1	Not Very Likely 2	Neutral 3	Somewhat Likely 4	Very Likely 5	Don't Know Doesn't Apply 0
14. Likely to recommend this program to a friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

15. Is there anything else that can be done to better meet your needs? *(Please be as specific as possible)*

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«C or G\_ID»

Thank you! Place in addressed and stamped envelope.



# Questionnaire: DMH and DDRB for Case Management



## [Consumer] [Guardian] Satisfaction Survey

Thinking about the specific AGENCY and the specific PROGRAM listed in the box below, tell us what you think by checking a response for each item.

If you do not know about an item or it does not apply to you, please check 'don't know / doesn't apply' for that item.

Your opinions about this AGENCY: «Agency1» «Agency1\_ID»  
 Your opinions about this PROGRAM: «SERVICE1» «SERVICE1\_CODE»  
 Consumer for whom you are Guardian: merge in consumer first and last name

***As a reminder, Case Management is a service that helps people with developmental disabilities and their families learn about services they might need and how to access them.***

THINKING ONLY OF CASE MANAGEMENT YOU RECEIVE FROM THIS AGENCY, RATE THEM ON ...	Poor 1	Not Very Good 2	Average 3	Very Good 4	Excellent 5	Don't Know Doesn't Apply 0
1. Staff is respectful and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
2. Staff follows through in a timely manner (with appointments, meetings, requests, care plans, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
3. Staff returns phone calls promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
4. Staff meets your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
5. Staff keeps you informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
6. Staff is well trained and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
7. Staff makes you aware of services that are available to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
8. Staff is an advocate for your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
9. Staff's ability to solve problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
10. Have consistent case management staff, with little turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
11. Overall rating for quality of case management staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

12. What do you like best about the case management staff and service you receive? (Please be as specific as possible)

\_\_\_\_\_

\_\_\_\_\_

13. If you rated any of the above areas a 'Poor' or 'Not Very Good,' how can we improve this area? (Please be as specific as possible)

\_\_\_\_\_

\_\_\_\_\_

***An Annual Written Plan is a person centered plan completed with the individual and their family and shows the plan that will meet the individual's specific needs.***

	Yes 1	No 2	Don't Know 0
14. Do you have an Annual Written Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
15. Have you seen or do you have a copy of your Annual Written Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

16. Is there anything else that can be done to better meet your needs? (Please be as specific as possible)

\_\_\_\_\_

\_\_\_\_\_

«C or G\_ID»

Thank you! Place in addressed and stamped envelope.



# Cover Letter: Consumer

DDRB  
LOGO

Developmental Disabilities Resource  
Board of St. Charles County

156 St. Peters Centre Blvd.  
St. Peters, MO 63376  
636-939-3351  
Fax 636-939-3988  
www.ddrb.org

## **PLEASE READ THIS ENTIRE LETTER BEFORE COMPLETING THE SURVEY PAGES THAT FOLLOW.**

Dear Consumer First and Last Name,

The Developmental Disabilities Resource Board of St. Charles County (DDRB) is conducting a Consumer & Family Satisfaction Survey about the services it funds. Please help us rate and, if necessary, improve the services you receive by completing the survey.

You are receiving one survey form for **each DDRB Agency** and **each Program** that you received over the last year. The name of the agency and the name of the program are printed on the top left side of the survey. **Please rate the specific program that is named on each page.**

If someone assists you in filling out the survey, please make sure to answer **about the specific PROGRAM named on each survey.**

Please mail back your completed surveys in the enclosed postage-paid envelope to the survey firm, RichterIntel. **All of your responses are confidential.** RichterIntel will not share your individual information with the DDRB or any of the Agencies. The DDRB will receive a summarized report.

If you need assistance in completing the Consumer Satisfaction Survey, please call: Cynthia Cluff at 314.961.5211 or Lisa Richter at 314.454.1923

Thank you for taking the time to help us better understand your needs.

Sincerely,

Joann Leykam  
DDRB President  
Encl.

«C\_UniquelD»

*Ensuring that individuals with developmental disabilities have quality opportunities and choices to be fully included in society.*



# Cover Letter: Guardian

DDRB  
LOGO

Developmental Disabilities Resource  
Board of St. Charles County

156 St. Peters Centre Blvd.  
St. Peters, MO 63376  
636-939-3351  
Fax 636-939-3988  
www.ddrb.org

## **PLEASE READ THIS ENTIRE LETTER BEFORE COMPLETING THE SURVEY PAGES THAT FOLLOW.**

Dear «G\_FIRST» «G\_LAST»,

The Developmental Disabilities Resource Board of St. Charles County (DDRB) is conducting a Consumer & Family Satisfaction Survey about the services it funds. Please help us rate and, if necessary, improve the services your family receives by completing the survey.

You are receiving one survey form for **each DDRB Agency** and **each Program** that your family member received over the last year. **The name of the AGENCY, the name of the PROGRAM, and the name of the CONSUMER are printed on the top left side of the survey. Please give us your opinion on the specific program that is named on each page.**

**A separately addressed envelope containing surveys may also be sent directly to the consumer.** If your consumer receives this separate envelope with surveys, please feel free to assist them in giving answers **about the specific program named on each survey.**

Please mail back your completed surveys in the enclosed postage-paid envelope to the survey firm, RichterIntel. **All of your responses are confidential.** RichterIntel will not share your individual information with the DDRB or any of the Agencies. The DDRB will receive a summarized report.

If you need assistance in completing the Consumer Satisfaction Survey, please call:  
Cynthia Cluff at 314.961.5211 or  
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Thank you for taking the time to help us better understand your needs.

Sincerely,

Joann Leykam  
DDRB President

Encl.  
«G\_Unique ID»

*Ensuring that individuals with developmental disabilities have quality opportunities and choices to be fully included in society.*



# List of Agencies and Their Programs

## 31 Agencies (alphabetical)

<u>AGENCY</u>	<u>PROGRAM</u>
1) <b>Adapt-Ability</b>	Adaptive Equipment/Home Modification & Repair
2) <b>AADD</b>	Support Groups Retirement Planning Individual Supports
3) <b>Behavior Solutions</b>	Parent Training (Teaching Others)
4) <b>Boone Center</b>	Sheltered Workshop (Employment)
5) <b>Child Day Care Association</b>	Child Care Referrals & Child Care Inclusion Assistance
6) <b>Children's Home Society</b>	Respite
7) <b>Community Living</b>	Residential Independent Living - ILA Recreation - PEP Employment Follow Along Day Services/Day Habilitation Respite
8) <b>DMH - St. Louis Regional Office</b>	Case Management
9) <b>DDRB</b>	Case Management
10) <b>DASA</b>	Sports/Recreation
11) <b>Emmaus Homes</b>	Residential Day Services (Adult Continuing Education - Day Program) Ace Evenings
12) <b>Epilepsy Foundation</b>	Employment Services Residential/Independent Living Services
13) <b>FACT</b>	Advocacy People First
14) <b>Family Support Services</b>	SOAR/Teen Recreation/Summer Camp/After School... Respite LEADD Classes



# List of Agencies and Their Programs (continued)

<u>AGENCY</u>	<u>PROGRAM</u>
15) Francis Howell School Dist	Vacation Station/Out of School Preschool
16) JESS	Supported Employment Follow Along (Job Retention)
17) Judevine Center	Respite (Individual Support)
18) Life Skills Foundation	Community Access Training (CAT) Independent Living - ILA Summer Training Employment Program (STEP) Supported Employment Follow Along
19) MERS/Goodwill Industries	Supported Employment Follow Along
20) Nurses for Newborn	Parent training
21) Options For Justice	Advocacy/Information and Referral
22) Recreation Council	Recreation Support Vouchers All of Us After School Club Parks & Recreation Inclusion Assistance/Parks Partnership
23) St. Louis Arc	Supported Employment Follow Along
24) St. Louis Crisis Nursery	Respite
25) St. Louis Society	Sports camp
26) Show Me Aquatics	Aqua-Ability Therapy
27) Special Olympics - Missouri	Recreational sports
28) Therapeutic Horsemanship	Therapy
29) United Services	Therapy (ST, PT OT) Day Care Early Interventions (SI, Special Instruction) Family Support Services (FSS)
30) Willows Way	Willow Way Realities - ILA At Your Service
31) YMCA of St. Charles	School Age Child Care Summer Camp/Integrated Day Camp

