

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

## Presentation to Board

### 2008 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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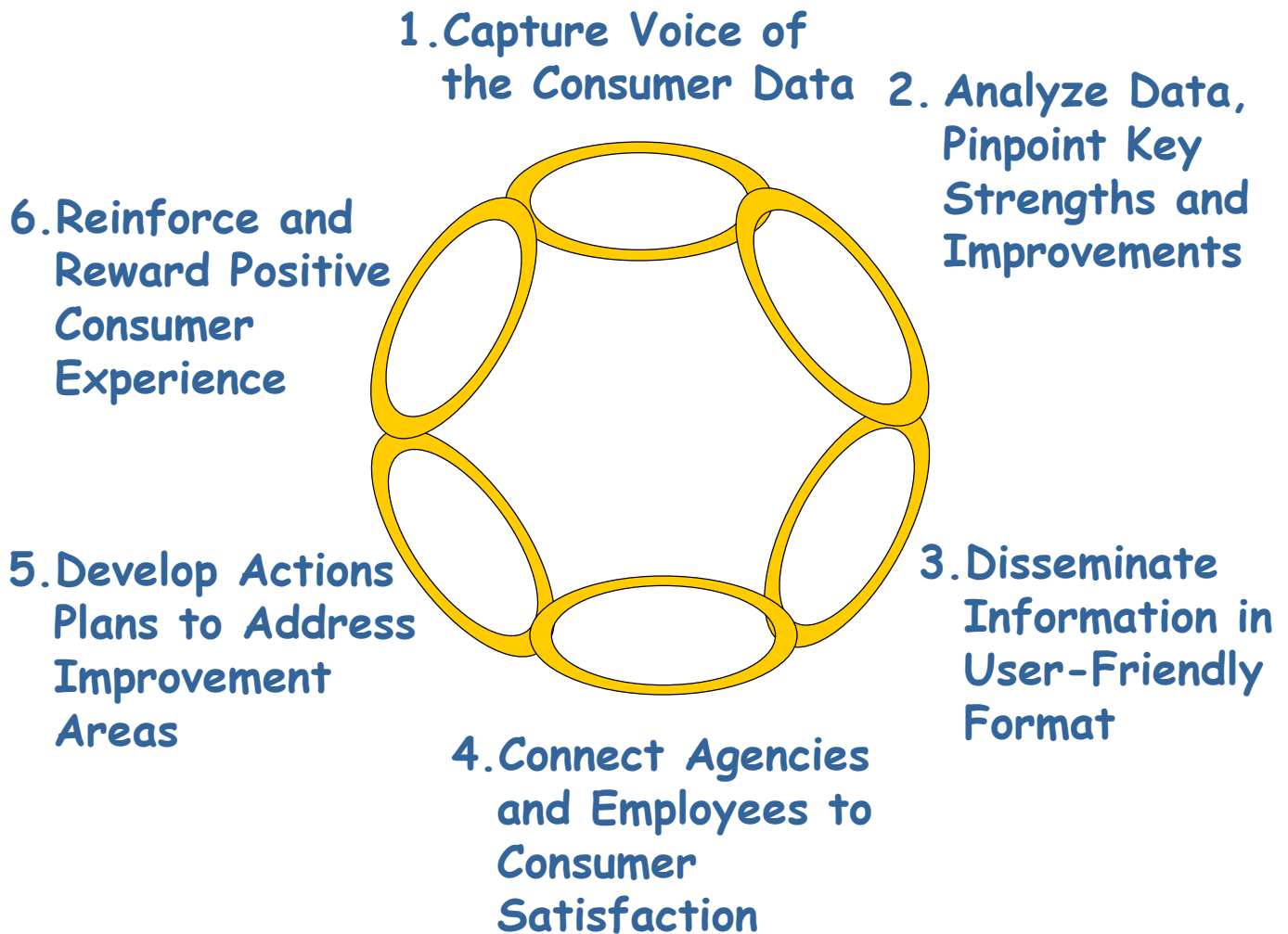
# Agenda

- I. Introduce 2008 Consumer & Family Satisfaction Survey
- II. Describe the Survey
- III. Highlight of the Findings
- IV. Identify the Tools For Planning
- V. Offer Specific Recommendations

# I. 2008 Consumer & Family Satisfaction Survey

## *Continuous Consumer Driven Management of Quality*

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## II. Description of Survey

### *Objective:*

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By listening directly to the voice of the consumer and their families/guardians ...

- Measure the quality and effectiveness of DDRB funded developmental disability services in St. Charles County.
- Identify areas for quality enhancements.

## II. Description of Survey

### *Process For Achieving Objective:*

Systematic process for capturing the voice of the consumer:

- **Redesigned the survey instruments for precise, actionable, and meaningful measures.**
  - 10 attributes to rate (twice as many as 2006).
  - 1 *Overall quality* rating.
  - 3 directed open-ended questions (one non-directed in 2006).
  - Agency questionnaire and Case management questionnaire - 6 core ratings same on each, 4 specific ratings.
  - With re-design to questions and scales, direct comparisons to results from 2006 Survey are not incorporated. However, in general, results appear consistent.
- **Developed a database of consumers and their guardians that received DDRB funded services between July 1, 2006 and June 30, 2007.**
  - Consumers had to be 16 years or older to qualify for participation.
- **Collected data and conducted follow from mid Feb to early April 2008.**

## II. Description of Survey

### Who Participated in Survey:

- A little over 7,000 questionnaires were mailed out.
- 2,428 completed questionnaires were returned.
- The overall return rate is 37%.
- Of the 2,428 returned questionnaires: 1,768 pertain to 29 DDRB funded agencies and 660 pertain to DMH (St. Louis Regional Center) and DDRB Case Management.

TOTAL: 31 AGENCIES	Consumers (16 years or older)	Guardians	Total
Questionnaires Mailed Out	3,322	3,908	7,230
Can't do, Returned past cut-off	(210)	(186)	(396)
Undeliverable/Unreachable	(151)	(113)	(264)
Completed Questionnaires	1,081	1,347	<b>2,428</b>
TOTAL RETURN RATE (%)	1081/2961= 37%	1347/3609= 37%	2428/6570= <b>37%</b>
29 Funded Agencies: Questionnaires Mailed Out			5,200
29 Funded Agencies: Completed Questionnaires	785	983	<b>1,768</b> (38% return rate)
DHM & DDRB Case Mgmt: Questionnaires Mailed Out			2,030
DMH & DDRB Case Mgmt: Completed Questionnaires	296	364	<b>660</b> (35% return rate)



### III. Highlight of the Findings - 29 Funded Agencies

- DDRB funded agencies receive a high score of 90% for *Overall quality of staff and program*. Excellent work by agencies!
- Of the ten attributes rated, a little more than half receive a high score of 88% or higher.
- Key strength is *Staff is respectful and helpful (92%)*.
  - ... a higher impact attribute on *Overall quality (impact determined by statistical analysis of 10 variables in relation to Overall quality)*.
- Several attributes receive moderate scores of between 80% - 87%. These are areas for improvement.

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

	29 DDRB Funded Agencies	Total	Consumers	Guardians
	OVERALL QUALITY OF STAFF AND PROGRAM	90%	90%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	89%	90%	88%
	Staff follows through in a timely manner (with appointments, meetings, requests, care plans, etc.)	88%	88%	88%
	Staff meets your needs	88%	88%	88%
	Staff is respectful and helpful	92%	92%	93%
MODERATE IMPACT	Program service location is convenient	87%	89%	86%
	Program you participate in is well organized	87%	88%	86%
	Program service location is safe and healthy	93%	92%	93%
	Program you participate in helps you	91%	90%	91%
LOWER IMPACT	Staff keeps you informed	84%	85%	83%
	Staff returns phone calls promptly	87%	86%	88%

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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Top two box is reported on all ratings. A 5-pt scale was used, 5 is 'Excellent,' 4 is 'Very Good,' 3 is 'Average,' 2 is 'Not Very Good,' and 1 is 'Poor.'  
 The sample for 29 DDRB funded agencies is 1,768 respondents. Base for each question is those providing a rating.



### III. Highlight of the Findings - 29 Funded Agencies

- When asked what they like best, top two things are:
  - Staff is concerned, caring, nice, helpful.
  - Program helps consumer, consumer enjoys, provides learning and socialization.

➤ **Excellent staff and programs that provide real benefits!**

*"They are family to us, they care so much."* Guardian

*"They understand me and listen to me, and I have fun."* Consumer

*"Staff is friendly, respectful, caring, and I love the home I live in."*  
Consumer

*"Sincerely tries to help consumer ... Gives consumer a meaningful life."* Guardian

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

29 DDRB Funded Agencies	Total	Consumers	Guardians
Staff is concerned, caring, nice, helpful, respectful, excellent care	30%	32%	29%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	15%	18% ▲	12%
Staff well trained, experienced, knowledgeable	7%	4%	9% ▲
Good activities, variety, benefit consumer	5%	7% ▲	4%
Keep us informed, good communication	4%	4%	5%
Good structure, organized, good hours, location,	4%	3%	5% ▲
Safe for consumer	1%	1%	1%
Provides relief for guardian	1%	1%	2% ▲

▲ Significantly higher comparing guardians and consumers at 95% confidence level.  
Base for total is all 1768 respondents, 41% of the total gave no answer (not shown in table above).  
Multiple responses accepted.



### III. Highlight of the Findings - 29 Funded Agencies

- **If rated any attribute 'Poor/Not Very Good,' suggestions for improvement, top responses:**
  - *Improve responsiveness, better communication.*
  - *Better structure, more organized.*
  - *Better trained staff, more helpful to consumer.*

*"When email or phone call, they should return them promptly."* Consumer

*"Need better communication to the families! Information not given to us ahead of time and when we asked, it was too late to sign up."* Guardian

*"...Program very unorganized. Inform parents with a schedule and ask ideas from parents."* Guardian

*"Still striving to find the correct staff. Staff has not been trained to not take consumer's behavior personal."* Guardian

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

29 DDRB Funded Agencies	Total	Consumers	Guardians
Improve responsiveness, better communication, return phone calls/e-mails, stay in touch	30%	22%	34%
Better structure, more organized, need timely notice of activities/events, reduce wait time for assistance, provide transportation, inconvenient location, facility improvements	22%	16%	26%
Better trained staff, i.e., on disabilities, patient interaction, more helpful to consumer	16%	12%	19%
Less staff turnover, more staff	6%	5%	6%
Additional/better activities, other times	2%	2%	2%
Need cleanliness of home, personal hygiene	1%	-	1%

Base for total is 146 respondents (146 out of 1768) who gave at least one ratings question a 'Poor' or 'Not Very Good.' Of this 146, 29% of the total gave no answer (not shown in above table). Multiple responses accepted.



### III. Highlight of the Findings - 29 Funded Agencies

- When asked if there is anything else that can be done to better meet their needs, top responses:
  - *Additional programs.*
  - *Structure improvements.*

*"Address the 21 age level with programs."* Consumer

*"Not much available for high school graduates."* Guardian

*"More programs for younger ages (6 yr olds)."* Guardian

*"Offering weekend activities, outdoor activities – fishing, swimming, walking on trails, community festival."* Guardian

*"If transportation was provided, would be able to go out more."* Consumer

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

29 DDRB Funded Agencies	Total	Consumers	Guardians
Additional programs, more/different activities, programs for different ages/levels, different times	4%	4%	4%
Structure improvements: Provide transportation, better location, more timely assistance, better organizational procedures (up-to-date lists, up-to-date web sites, paperwork easier)	3%	3%	4%
Better staff training, more staff, less turnover	2%	2%	3%
More responsive, better communication, updates, timely notification	2%	2%	2%
More funding, more services funded, more affordable	2%	1%	2% ▲
Facilities upgrades, new facility, larger, handicapped accessible	1%	1%	1%
Better care: safety issues, fix things, cleaner house, help with personal hygiene	1%	<1%	1%

▲ Significantly higher comparing guardians and consumers.  
 Base for total is all 1768 respondents. 85% gave no answer (not shown in table above).  
 Multiple responses accepted.



### III. Highlight of the Findings - Case Management

- Case Management receives a moderate score on *Overall quality of case management staff*.
- Key strength is *Staff is respectful and helpful*, a higher impact attribute.
- Key opportunity area is *Have consistent case management staff, with little turnover*.
- Guardians, with significantly lower scores in many areas, are important to focus on.
  - Important: there are considerably different scores for DMH/St. Louis Regional Center and the DDRB if viewed separately.

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

	Case Management (DMH and DDRB)	Total	Consumers	Guardians
	OVERALL QUALITY OF CASE MANAGEMENT STAFF	83%	86%	80%
HIGHER IMPACT	*Have consistent case management staff, with little turnover	73%	78%	68% ▼
	Staff is well trained and knowledgeable	86%	92%	81% ▼
	Staff meets your needs	83%	87%	80% ▼
	*Staff's ability to solve problems	82%	86%	79% ▼
	Staff is respectful and helpful	91%	92%	90%
	*Staff is an advocate for your needs	84%	89%	79% ▼
MODERATE IMPACT	Staff keeps you informed	83%	88%	79% ▼
	Staff follows through in a timely manner	87%	87%	87%
LOWER IMPACT	*Staff makes you aware of services that are available to you	80%	87%	75% ▼
	Staff returns phone calls promptly	86%	86%	86%

\*Attribute unique to case management questionnaire

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
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▼ Significantly lower comparing consumers to guardians.

Top two box is reported on all ratings. A 5-pt scale was used, 5 is 'Excellent,' 4 is 'Very Good,' 3 is 'Average,' 2 is 'Not Very Good,' and 1 is 'Poor.'

The sample population for Case Management is 660 respondents. Base for each question is those providing a rating.



### III. Highlight of the Findings - Case Management

- When asked what they like best about the staff and service, top two things are:
  - *Staff is concerned, caring, nice helpful.*
  - *Keep us informed, available, responsive.*

*"Case worker is knowledgeable and dependable."* Consumer

*"Case worker is very friendly and patient."* Guardian

*"Case manager is very reasonable, very personable, and will find the answers for you."* Consumer

*"Caseworker is thorough, great advocate, and responds in a timely manner."* Guardian

*"Checks on constantly and responds with respect to every situation."* Consumer

*"Case worker is available and has good communication."* Guardian

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

Case Management (DMH and DDRB)	Total	Consumers	Guardians
Staff is concerned, caring, nice, helpful, respectful, advocate, addresses concerns	38%	42%	35%
Keep us informed, available, responsive, visits/meets with consumer	20%	15%	24% <sup>▲</sup>
Staff knowledgeable, professional, consistent case manager	10%	8%	12%
Good structure, organized, prompt	1%	2%	1%

<sup>▲</sup> Significantly higher comparing guardians and consumers.

Base for total is all 660 respondents, 39% of the total gave no answer (not shown in table above). Multiple responses accepted.



### III. Highlight of the Findings - Case Management

➤ **If rated any attribute 'Poor/Not Very Good,' suggestions for improvement:**

- *Less staff turnover, consistency in case managers.*
- *Improve responsiveness.*
- *More helpful, better trained, more knowledgeable.*

*"We've had three different case workers and one we never met." Consumer*

*"Try hard to keep good case managers." Consumer*

*"Return our phone calls. Voice mailboxes are often full!" Consumer*

*"What programs are offered other than what we've requested? We have had at least 5 case managers." Guardian*

*"Provide a list of services that are available to qualified individuals. I am still not sure what all is available to help my son." Consumer*

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

Case Management (DMH and DDRB)	Total	Consumers	Guardians
Less staff turnover, consistency in case managers	42%	33%	48%
Improve responsiveness, return calls, communicate more often, visit more often	25%	26%	24%
More helpful to consumer, better trained on services, more knowledgeable, inform of services	18%	17%	19%
Better structure: more timely/accurate paperwork, reduce wait for assistance, need transportation	8%	5%	10%
Costly, need help with funding, more funding, timely funding	4%	-	6%
Need more staff	4%	5%	3%

Base for total is 109 (109 out of 660) respondents who gave at least one ratings question a 'Poor' or 'Not Very Good.' Of this 109, 16% of the total gave no answer (not shown in above table). Multiple responses accepted.



### III. Highlight of the Findings - Case Management

- When asked if there is anything else that can be done to better meet their needs:
  - *More responsive, better communication, updates, tell us about services, meet more often.*
  - *More funding, more services funded.*

*"Would like the case worker to visit once in a while."* Consumer

*"Need more contact from case worker."* Consumer

*"More communication about available services."* Guardian

*"Be more active in inquiring regularly as to any changes."* Guardian

*"Need more funding available for programs."* Consumer

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

Case Management (DMH and DDRB)	Total	Consumers	Guardians
More responsive, better communication, updates, tell us about services, meet more often	4%	3%	5%
More funding, more services funded	3%	2%	4%
Consumer needs more help	2%	2%	3%
Structure improvements: less paperwork, long wait list, keep appointments	2%	2%	3%
More staff, less turnover, more knowledgeable/trained	2%	<1%	3%



Base for total is all 660 respondents. 85% gave no answer (not shown in table above).

## IV. Tools for Planning

- So that consumer feedback is actionable and relevant to each agency and program - can 'connect agencies and employees to consumer satisfaction,' specific results for Overall quality, 10 attribute ratings, and 3 open-ended questions are provided by:
  - **11 Service Areas: see System Wide Report.**
    - Results are reported by grouping the 55 programs into 11 Service Areas.
  - **55 funded programs: see Agency Report Card.**
    - Results are reported on each program going agency by agency in alphabetical order.
    - Note when looking at results by specific programs, some programs have small sample sizes and need to be interpreted with caution. For sample sizes of less than 30, is it recommended to view results directionally (i.e., are the attribute ratings mostly moderate to high or are they mostly moderate to low).

## IV. Tools for Planning - by 11 Service Areas

### 11 Service Areas At A Glance:

- **Family Supports and Therapy Service Areas have the highest *Overall quality* rating.**
  - Within each Service Area there may be a range from high to low of *Overall quality* scores depending on the individual scores for the programs that comprise that Service Area (see next slide for *Overall quality* scores for each program grouped by Service Area).
  - The System Wide Report provides detailed information for each Service Area - 10 attributes and feedback on open ended questions.

#### **11 Service Areas - Overall Quality of Staff and Program?\***

11 Service Areas	Overall quality of staff and program*
Family Supports	96%
Therapy	96%
Recreation	93%
Day Habilitation	91%
Respite	91%
Residential	88%
Adaptive Supports	86%
Children's Services	85%
Employment	85%
Individualized Supports	84%
Case Management	83%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

\* Case management questionnaire asked for overall rating for quality of case management staff.  
Questionnaire for all other agencies asked for overall rating for quality of staff and program.  
Percent rating 'Excellent/Very Good.'



# 11 Service Areas - Performance by Individual Services

- Following are the *Overall quality* ratings for each specific program/agency grouped within the 11 Service Areas.
- Refer to the separate report “2008 Agency Report Card” for more detail on the ratings for each specific program.

Service Area and Specific Program/Agency (n=sample size)	Overall Quality (% rating Excellent/Very Good)
<b>Family Supports (n=75, return rate = 26%)</b>	<b>96%</b>
Nurses for Newborns - Parent Training** (n=4)	100%
United Services - Family Support Services (FSS)* (n=28)	100%
FACT – Advocacy (n=32)	94%
Behavior Solutions - Parent Training (Teaching Others)* (n=11)	91%
<b>Therapy (n=170, return rate = 38%)</b>	<b>96%</b>
Show Me Aquatics - Aqua Therapy (n=77)	99%
United Services - Early Interventions (SI/Special Instruction)* (n=21)	95%
Therapeutic Horsemanship – Therapy (n=39)	95%
United Services - Therapy (ST, PT, OT) (n=33)	90%
<b>Recreation (n=547, return rate = 38%)</b>	<b>93%</b>
St. Louis Society - Sports Camp* (n=6)	100%
DASA - Recreational Sports* (n=15)	100%
Recreation Council - Recreation Vouchers (n=80)	99%
Family Support Services – LEADD (n=32)	97%
Emmaus Homes - ACE Evenings (n=56)	96%
Community Living - PEP-Personal Enrichment Program (n=197)	94%
Special Olympics (n=138)	87%
Recreation Council - Parks & Recreation Inclusion/Parks Partner.* (n=20)	85%
Recreation Council - All of Us After School Clubs* (n=3)	67%
<b>Day Habilitation (n=95, return rate = 36%)</b>	<b>91%</b>
Community Living - Day Services (Day Habilitation) (n=53)	93%
Emmaus Homes - Day Services (Adult Cont. Ed. - Day Program) (n=42)	89%
<b>Respite (n=133, return rate = 39%)</b>	<b>91%</b>
Judevine Center - Respite (Individual Support)* (n=2)	100%
Children’s Home Society* (n=4)	100%
St. Louis Crisis Nursery* (n=1)	100%
Family Support Services – Respite (n=100)	92%
Community Living – Respite* (n=26)	84%

<b>Low Score &lt; 80%</b>	<b>Moderate Score 80%-87%</b>	<b>High Score 88%+</b>
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\*\* 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.



# 11 Service Areas - Performance by Individual Services

Service Area and Specific Program/Agency (n=sample size)	Overall Quality (% rating Excellent/Very Good)
<b>Residential (n=175, return rate = 40%)</b>	<b>88%</b>
Life Skills Foundation - Independent Living/ILA** (n=2)	100%
Community Living – Residential (n=50)	92%
Willows Way - Realities – ILA* (n=19)	90%
Emmaus Homes – Residential (n=86)	86%
Community Living - Independent Living/ILA* (n=13)	85%
Epilepsy Foundation - Residential/Independent Living Services** (n=5)	80%
<b>Adaptive Supports (n=89, return rate = 38%)</b>	<b>86%</b>
Adapt-Ability - Adaptive Equipment/Home Modifications and Repair (n=89)	86%
<b>Children’s Services (n=138, return rate = 39%)</b>	<b>85%</b>
CDCA - Child Care Referrals & Inclusion Assistance** (n=6)	100%
Francis Howell School District- Vacation Station (Out of School)* (n=12)	92%
United Services - Day Care (n=37)	92%
YMCA of St. Charles - School Aged Childcare* (n=10)	90%
YMCA of St. Charles - Summer Camp (Integrated Day Camp)* (n=6)	83%
Family Support Services - Teen Recreation/SOAR (n=63)	79%
Francis Howell School District – Preschool* (n=4)	75%
<b>Employment (n=262, return rate = 40%)</b>	<b>85%</b>
Life Skills Foundation – STEP* (n=21)	95%
Boone Center - Sheltered Workshop (n=126)	93%
JESS - Supported Employment Follow along (Job Retention)* (n=9)	86%
MERS/Goodwill Industries - Supported Employment Follow Along* (n=11)	82%
Community Living - Employment Follow Along (n=45)	81%
Epilepsy Foundation - Employment Services** (n=6)	80%
Willows Way - At Your Service* (n=15)	73%
Life Skills Foundation – Employment Follow Along* (n=16)	67%
St. Louis Arc - Supported Employment Follow Along** (n=13)	39%
<b>Individualized Supports (n=83, return rate = 36%)</b>	<b>84%</b>
Life Skills Foundation - Community Access Training (CAT) (n=42)	95%
AADD - Retirement Planning** (n=8)	88%
AADD - Individualized Supports** (n=12)	83%
Options For Justice - Advocacy/Information and Referral** (n=8)	71%
AADD - Support Groups** (n=3)	67%
FACT - People First** (n=10)	50%
<b>Case Management (n=660, return rate = 35%)</b>	<b>83%</b>
DDRB (n=219)	95%
Department of Mental Health - St. Louis Regional Center (n=441)	77%

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

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## IV. Tools for Planning - Agency Report Card

- A second useful tool for identifying strengths and quality enhancements is the 'Agency Report Card.'
- The Agency Report Card shows feedback program by program for the 55 funded programs. For each program there is:
  - *Overall quality score*
  - 10 attribute ratings
  - Specific feedback on the 3 open ended questions of 'What like best?,' 'If you rated any area Poor/Not Very Good, how can we improve?,' and 'Anything else can be done to better meet needs?'
- The DDRB and their family of agencies can use this 'voice of the consumer and family' feedback to identify strengths and quality improvements.
- See next slide for *Overall quality score* for each program grouped by agency.

## IV. Tools for Planning - Agency Report Card

➤ 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%
<b>DMH-St. Louis Regional Center</b>	<b>Case Management</b>	<b>(n=441)</b>	<b>77%</b>
<b>DDR</b>	<b>Case Management</b>	<b>(n=219)</b>	<b>95%</b>
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%+**

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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.



## IV. Tools for Planning - Agency Report Card

➤ 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%+

\*\* 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.



## V. Recommendations

### 1. Communicate to agency's staff appreciation for care being given:

Communicate to the agencies and their staff how impactful their role is and that consumers and guardians appreciate how they are excelling at being respectful and helpful, being well trained and knowledgeable, following through in a timely manner, meeting their needs, and being concerned and caring.

### 2. Communicate that programs are making a difference:

Communicate to the agencies and their staff that consumers and guardians say the programs help and benefit them by providing learning and socialization and giving them quality of life.

## V. Recommendations

### 3. Strengthen communications and responsiveness given to families:

Establish expectations and procedures for keeping consumers and guardians informed. This includes improving communications and responsiveness by returning phone calls and e-mails and regularly communicate in ways that are helpful (i.e., about programs, dates/times/locations for activities, behaviors, changes, following through on requests).

### 4. Strengthen organizational or structural aspects:

Establish better structural procedures and guidelines, better organized programs with timely notices of activities with dates, times, and locations, programs start on time, more timely wait period for assistance, transportation options are considered, more convenient locations are taken under consideration, facility conditions are evaluated, and provider lists, website information, and paperwork procedures are up-to-date, timely, accurate, and user friendly.

## V. Recommendations

### 5. Provide additional training on disabilities, job knowledge, and appropriate conduct:

Identify areas where additional training and guidance is needed. Additional staff training could be needed for:

- a) communicating to staff expectations for keeping families informed and showing respect and patience.
- b) to gain better knowledge of how to 'do the job' and how to help the consumer.
- c) certain disabilities.
- d) For the case management area, there is a need to make available ongoing communications, workshops, or other resources to ensure case management staff has up-to-date knowledge of programs and can provide accurate and helpful advice and information

### 6. Consider demand or need for enhancements to programs, additional programs or activities:

Additional programs could be considered to meet the needs of certain age groups and different levels of ability, offer programs more often, at different times, different days, or different locations if there is sufficient need, consider other activities by seeking out interest level from consumers and guardians (i.e., picnics, hockey, Cardinals games, outdoor activities).

## V. Recommendations

### 7. Put forth effort to have less staff turnover:

Some agencies, and most certainly the DMH/St. Louis Regional Center, need to evaluate internal job satisfaction in an attempt to slow down staff turnover. Work load, particularly with the DMH, is one aspect to evaluate.

### 8. Strongly support a system-wide intake procedure and comprehensive database of those served:

- a) Need one unique ID for each consumer that is system-wide, so can query, sort, merge and access information by consumer across agencies and funded programs. Benefits: efficiency, accountability, and communication of information.
- b) Need uniform, comprehensive, and accurate information on each consumer served.
- c) Can develop metrics to access and track consumers and their guardians and know the state of affairs at any point in time, but also be a leader in knowledge of trends in DD, trends in program usage, trends by age groupings, trends by geographic area, and trends with regard to funding as they relate to these key information categories.