

Client Satisfaction Survey 2022

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September 20, 2022



**NEW AVENUES TO
INDEPENDENCE, INC.**
The Path to Dignity and Achievement



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Introduction

One of the key agency initiatives in 2021 and 2022 has been the completion of a client satisfaction survey, for individuals served at New Avenues to Independence. The purpose and goal of this survey is to highlight the areas of strength and identify areas of improvement in the New Avenues service delivery model. This survey was focused primarily on the residential service areas including ICF and CBS. This survey did measure satisfaction with Inclusion Services and Employment Services from the individuals living in ICF and CBS homes, which includes the majority of individuals served in Inclusion and Employment Services. This survey did not include individuals exclusively participating in Employment Services.

Survey Process

The survey was conducted by utilizing in person interview methodology with adaptive communication and questions to meet the needs of the individuals responding. Jenna Allen surveyed residents of our ICFs in 2021, and this author surveyed CBS participants in 2022. The rating metrics were a one through five rating: one- not satisfied at all, two- somewhat dissatisfied, three- satisfied, four- good, and five- completely satisfied.

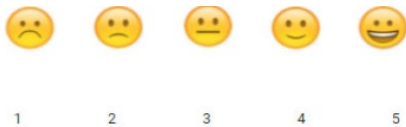


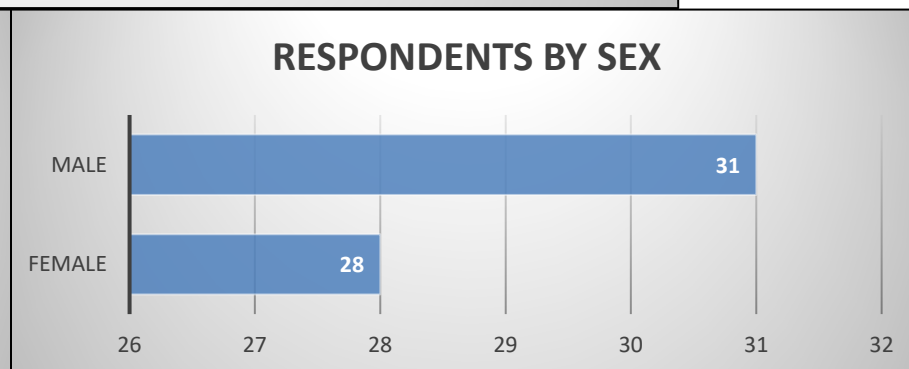
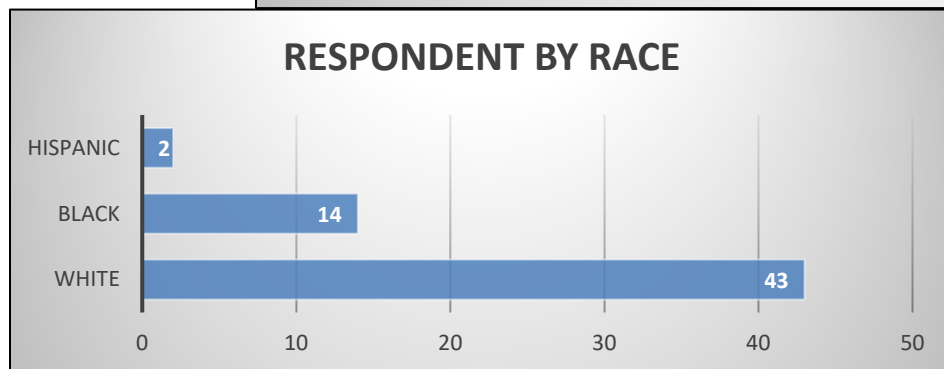
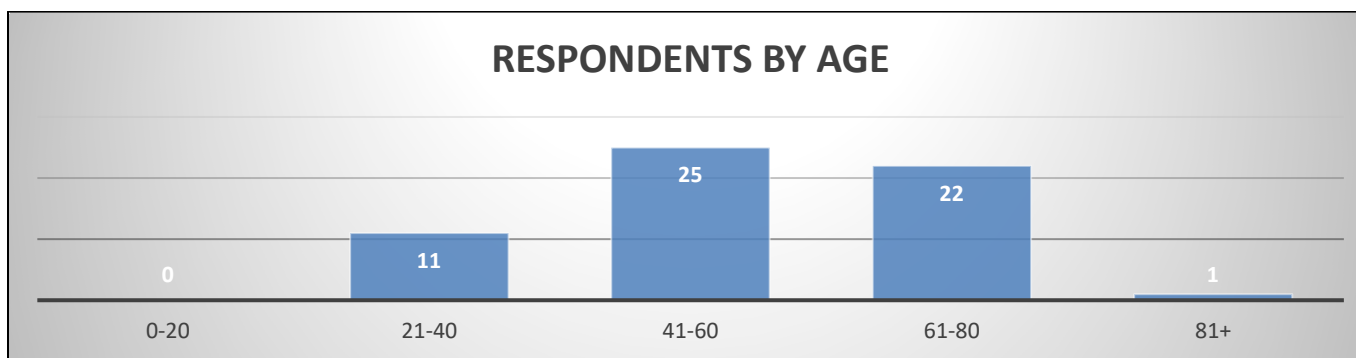
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*This report is organized so that each survey area is in the following structure:
Overall Rating -> Ratings by Service Area -> Ratings by Location*

Respondent Demographics

A total of 116 individuals served by New Avenues were given the opportunity to participate in the satisfaction survey. Of the 116 individuals offered participation, 59 participated in the survey. There were various reasons individuals did not participate in the survey including: refusal to participate, unavailability when the survey took place / or did not have the cognitive functioning or ability to communicate concise answers to the survey questions. Individuals were offered the survey questions in alternative methods based on the needs of the individual.

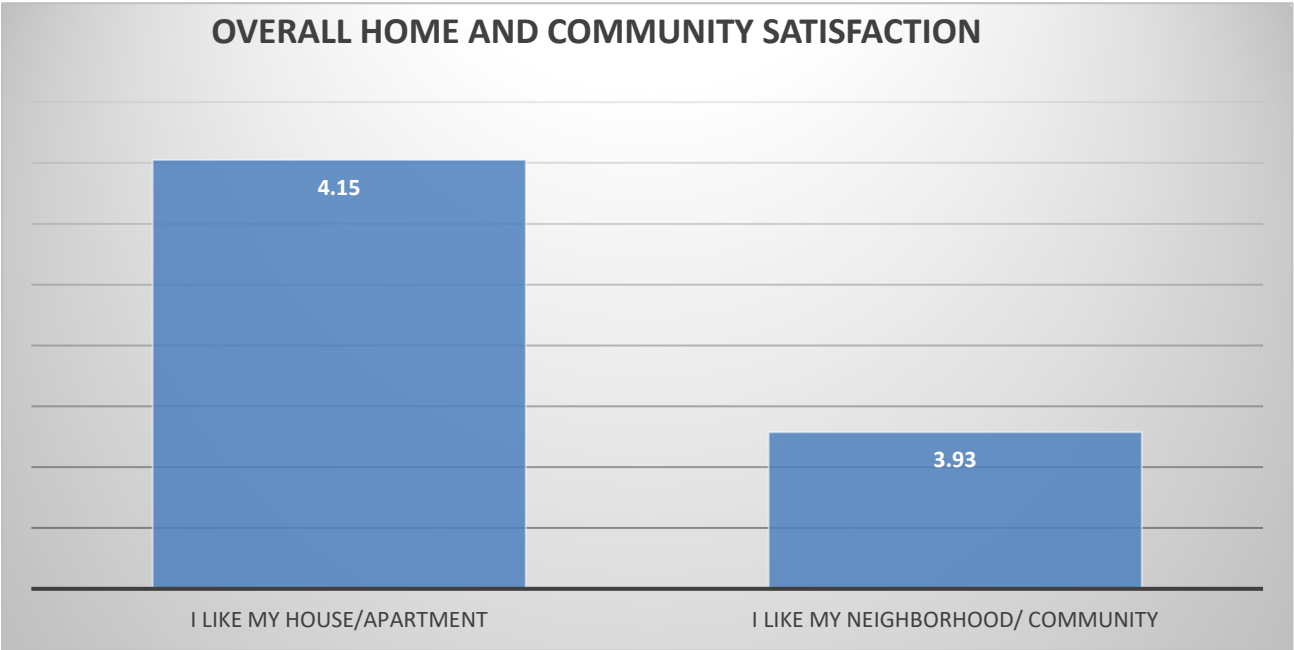


Satisfaction with Home and Community

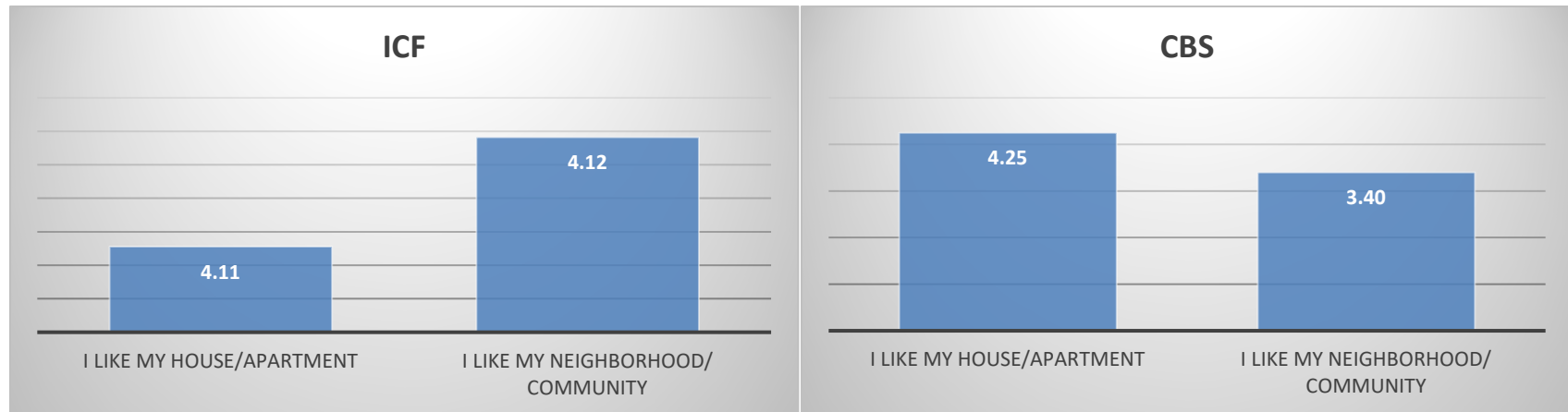
The overall ratings of satisfaction with the individual’s home, neighborhood and community were high. For satisfaction with their home / apartment, the overall rating was 4.20 out of 5 from individual participants in the ICF and CBS service areas combined. For the satisfaction with their community, the overall rating was 3.92 out of 5.

The home and community section is based on two questions

- 1. Satisfaction with their home / apartment.
- 2. Satisfaction with their neighborhood / community.

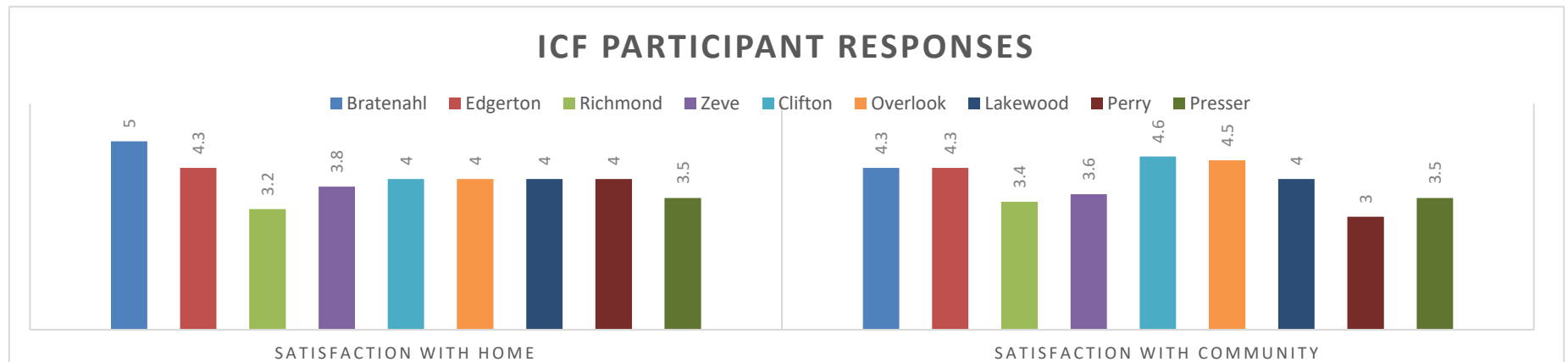


Satisfaction with Home and Community by Service Area



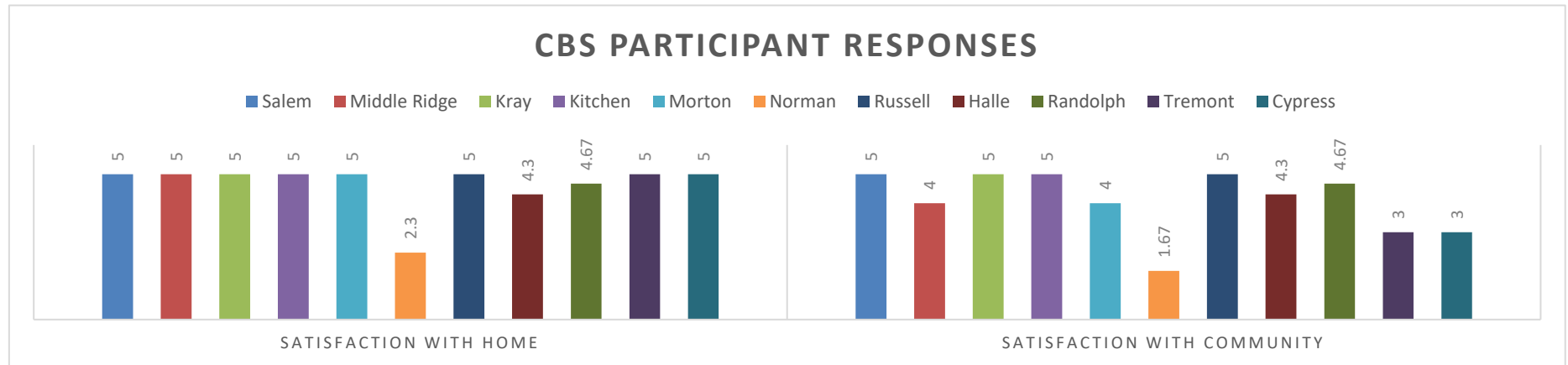
Satisfaction with Home and Community by Location, ICF Participant Responses

Overall, satisfaction with home and community was above satisfactory in all ICF homes. The overall ratings for satisfaction with their home was high at an average 4.38. The average overall rating for their neighborhood / community was also high at a 4.13.



Satisfaction with Home and Community by Location, CBS Participant Responses

In the CBS waiver homes, the overall ratings for satisfaction with their home was high at an average 4.38. The average overall rating for their neighborhood / community was also high at a 4.13.

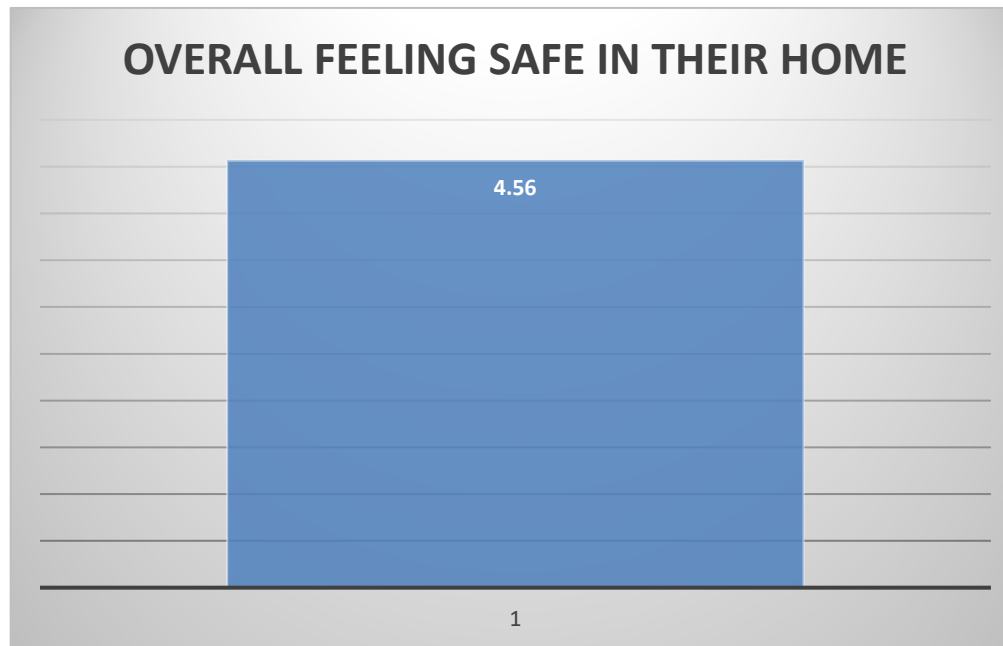


CBS Satisfaction in home and community was very high in all homes, except for Norman which was below average in both home and community. Of the four individuals who reside at Norman, three participated in the survey and remarked about dissatisfaction with the landlord’s upkeep of the property (i.e. the walls have not been painted and carpets haven’t been replaced for “10 years”) as well as subpar furniture which the individuals cannot afford to replace at this time.

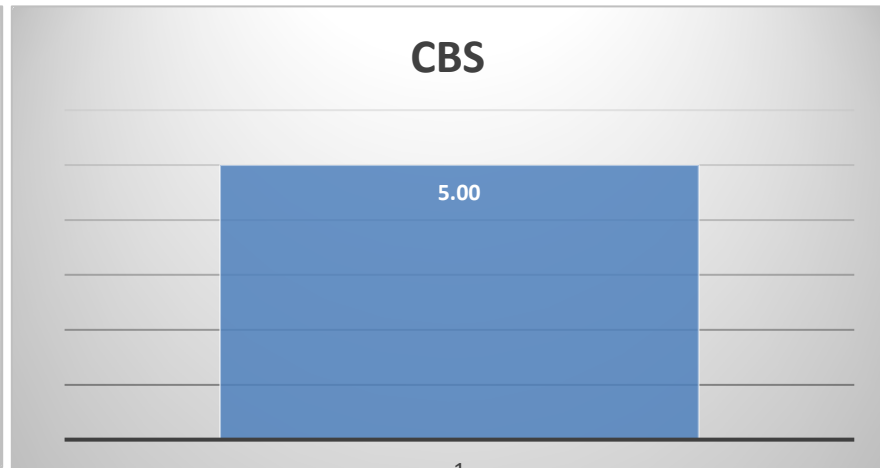
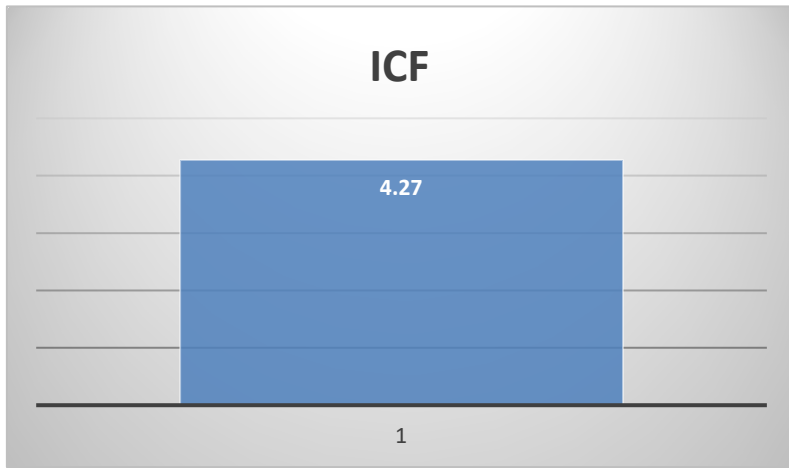
Satisfaction on Feeling Safe in their Home

The overall ratings in whether individuals feel safe in their home was high across both programs. The overall average was a 4.52 out of 5. It is notable that in CBS waiver settings every respondent rated this a 5 out of 5. The feeling safe in their home section is based on one question.

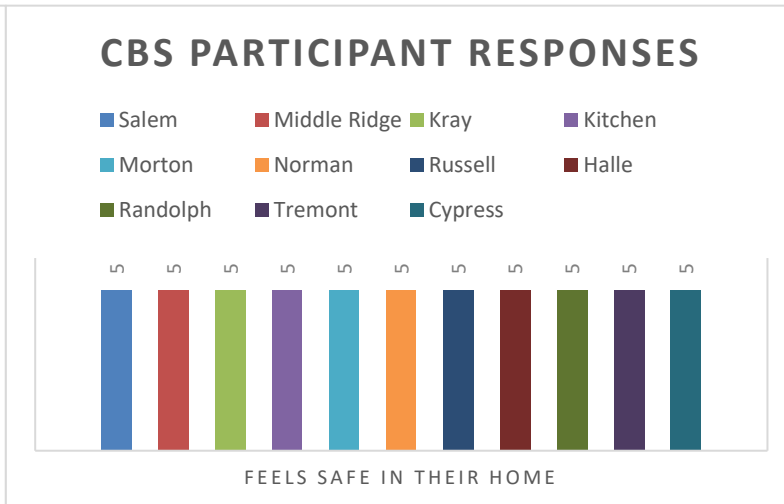
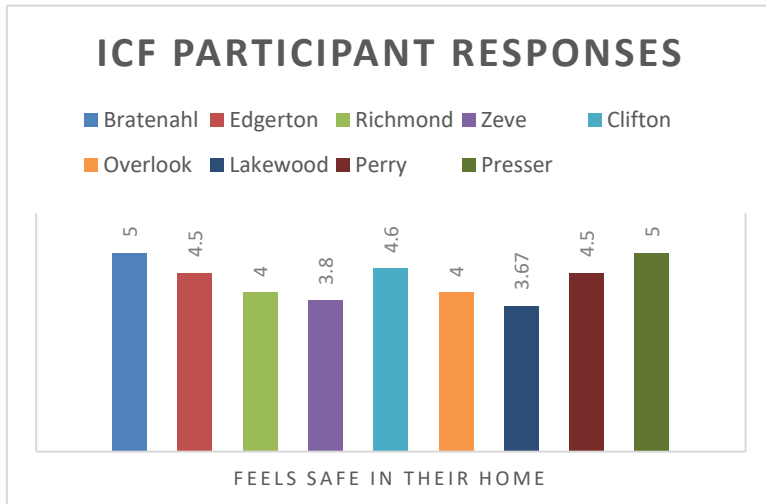
1. Do you feel safe living in your home?



Satisfaction on Feeling Safe in their Home by Service Area



Satisfaction for Feeling Safe in Their Home by Location



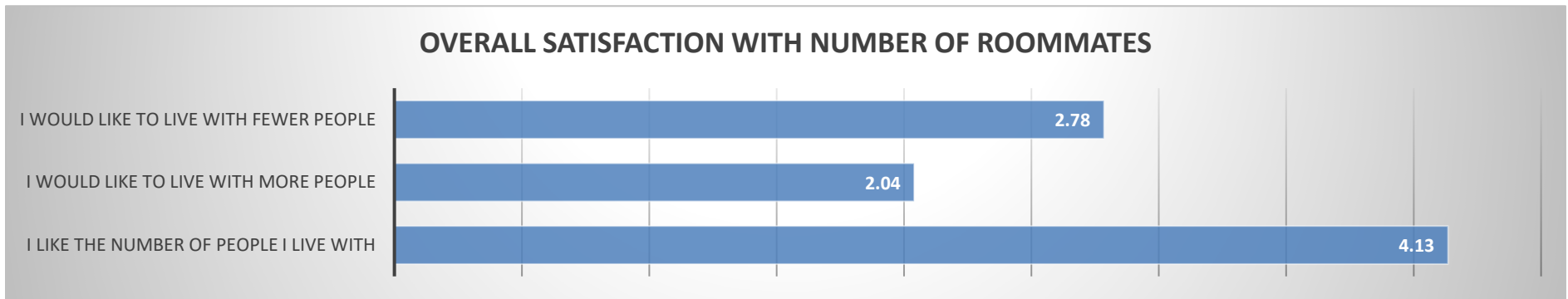
The data shows that some of the ICF individuals do not feel 100% safe in their homes. This can be due to several factors including the following:

- The respondent was a newer resident to the home, missed their previous residence / family and was scared.
- The respondent was in a home with a roommate who was verbally or physically aggressive causing them to be scared.
- The respondent was living in a home in a neighborhood they did not feel safe in.

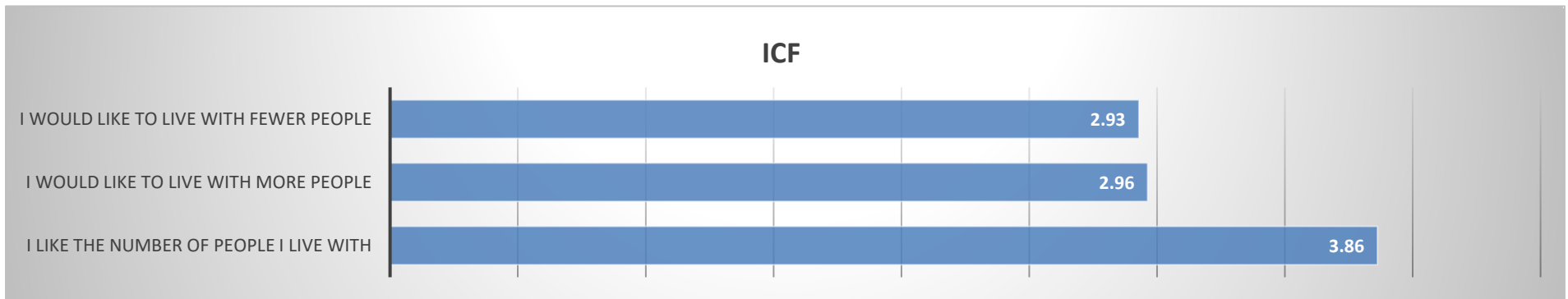
Satisfaction with the Number of Roommates

This category is comprised of three questions to get to the level of satisfaction with the number of roommates individuals have.

1. I like the number of people I live with.
2. I would like to live with more people.
3. I would like to live with less people.



Satisfaction with the Number of Roommates by Service Area



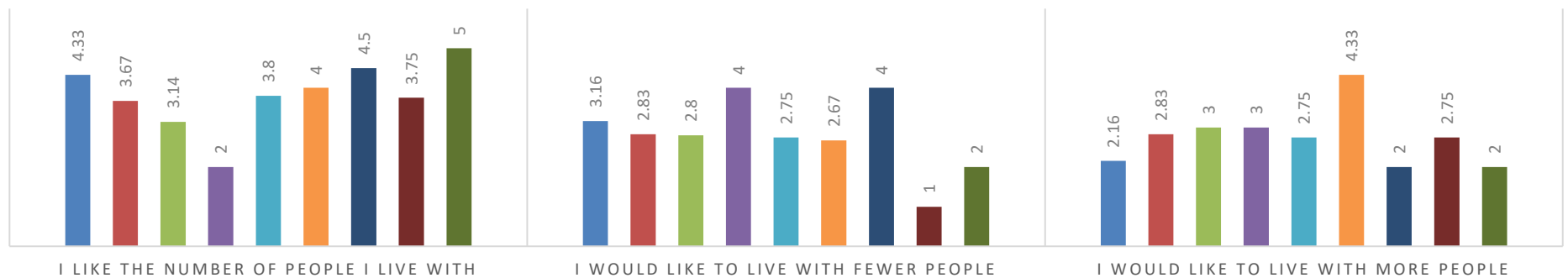
CBS



Satisfaction with the Number of Roommates by Location

ICF PARTICIPANT RESPONSES

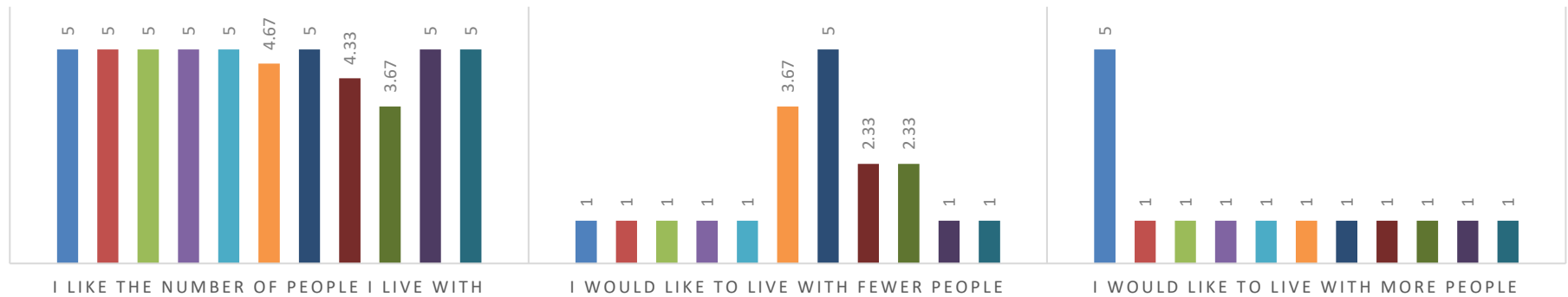
■ Bratenahl ■ Edgerton ■ Richmond ■ Zeve ■ Clifton ■ Overlook ■ Lakewood ■ Perry ■ Presser



The data in the graphs show that all ICFs have a satisfaction level above a 3 except for Zeve home. The individuals at Zeve home have a desire to live with fewer roommates. The individuals at Overlook were very satisfied with the number of residents in the home and actually desired to have more people living with them.

CBS PARTICIPANT RESPONSES

■ Salem
 ■ Middle Ridge
 ■ Kray
 ■ Kitchen
 ■ Morton
 ■ Norman
 ■ Russell
 ■ Halle
 ■ Randolph
 ■ Tremont
 ■ Cypress

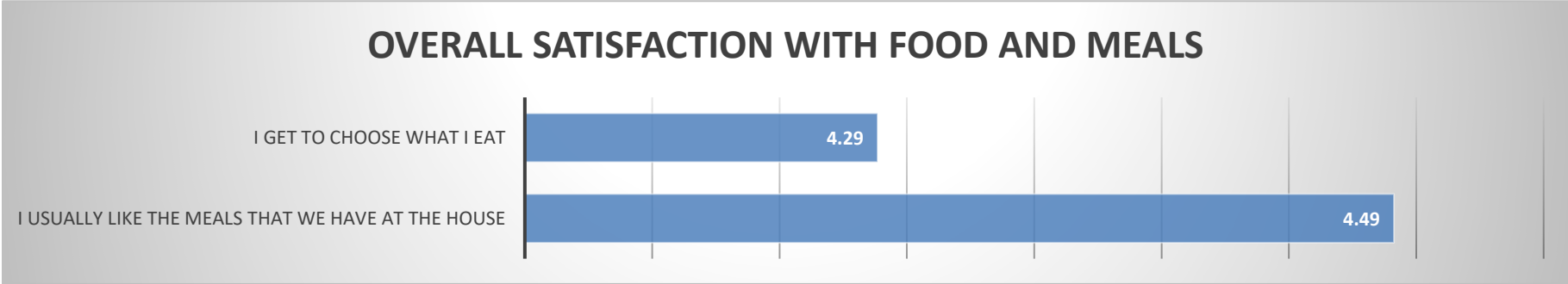


The data supports that individuals in the CBS waiver residential are very satisfied with the number of roommates they currently have. Randolph is the outlier with an individual who wants to live alone and not with any roommates.

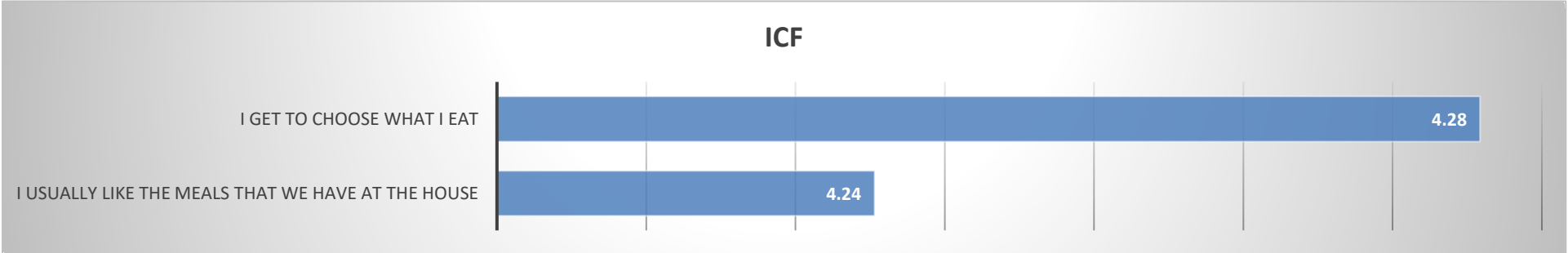
Satisfaction with Food and Meals

The respondents were asked two questions to measure their satisfaction with food and meals in the home. The two questions asked are:

- 1. I usually like the meals in the home.
- 2. I get to choose what I eat.



Satisfaction with Food and Meals by Service Area



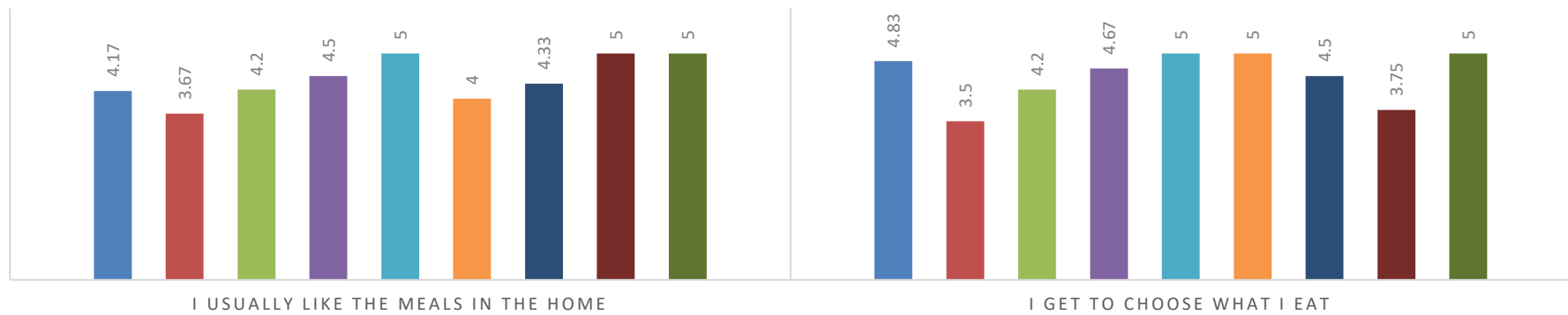
CBS

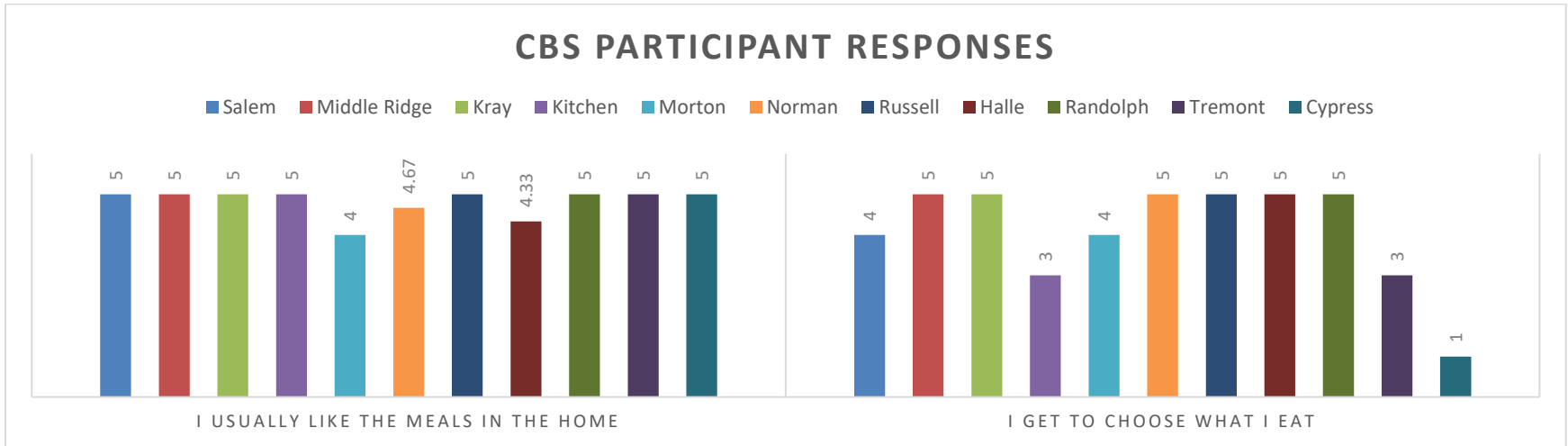


Satisfaction with Food and Meals by Location

ICF PARTICIPANT RESPONSES

■ Brtatenahl ■ Edgerton ■ Richmond ■ Zeve ■ Clifton ■ Overlook ■ Lakewood ■ Perry ■ Presser





The satisfaction levels in both ICF and CBS were high in the areas of food and meals. The occasions in both ICF and CBS where individuals responded unsatisfactorily around the food or choosing what they eat were the results of several factors.

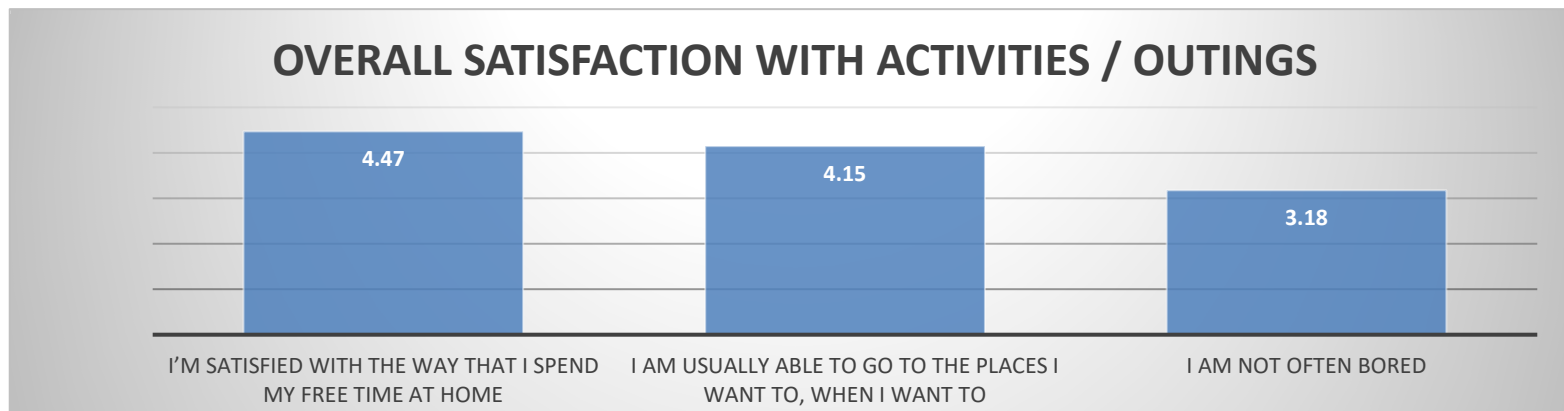
1. Menu preparation – In the ICFs, the Dietitian with input from the individuals, creates the menu that the staff use to prepare meals. There are substitutions available to individuals if they choose not to eat what is on the menu.
2. In some instances, individuals have medical issues that prevent them from eating what they would like. There are currently no restrictions in place around food. This means staff will talk with the individual about the health-related issue and offer other healthier choices; however, the individual still has the ability to eat what they want if it is available in the home.
3. In CBS, the individuals typically create a menu weekly that they use to shop for groceries with. Staff cook meals based on the menu created with the individuals. Some individuals change their mind throughout the week and do not want to eat what is on the menu.

Satisfaction with Activities / Outings

The section of Activities and Outings were broken into several questions to measure satisfaction levels.

1. I'm satisfied with how I spend my free time at home.
2. I am able to go to the places I want to, when I want to.
3. I am not often bored.

The ICF surveys were presented in 2021 during COVID restrictions. This should be taken into account with some of the responses given by the respondents.



Satisfaction with Activities / Outings by Service Area

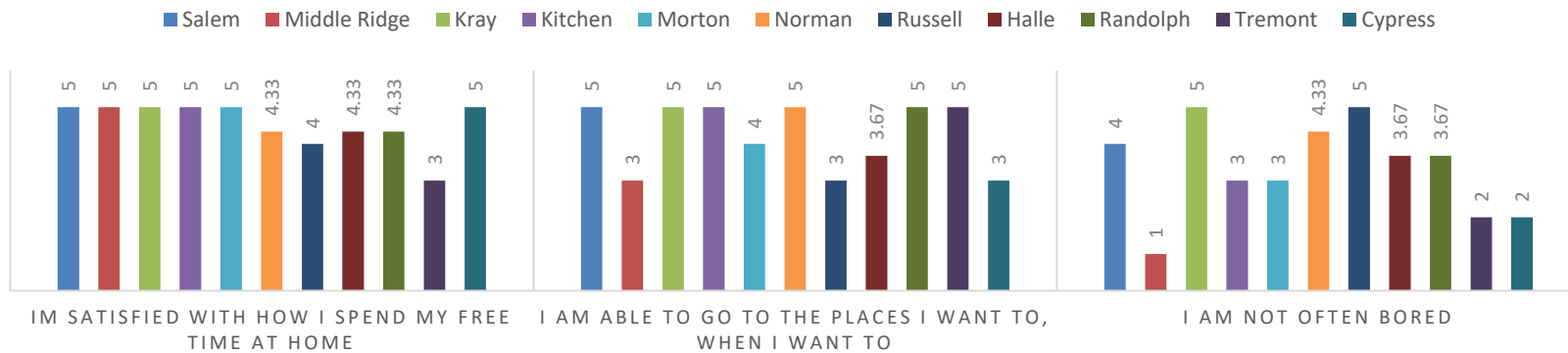


Satisfaction with Activities / Outings by Location



Activities in the home during the pandemic were increased to counter the decrease in group outings that had previously been offered, pre-pandemic. The responses under the free time at home reflect this effort. The survey question "I am able to go to the places I want to, when I want to"; even with the COVID restrictions on group outings was still in the satisfactory range at each home. Three of the seven homes surveyed were under a 4 in this area.

CBS PARTICIPANT RESPONSES

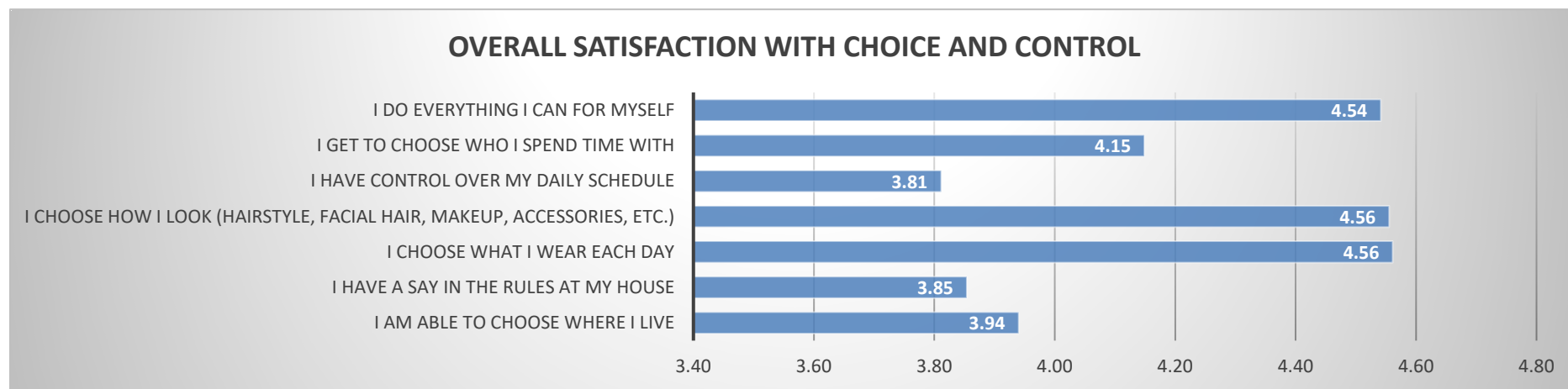


CBS respondents were overall satisfied with how they spend their free time at home. There is room for improvement in the area of boredom. The metric of going places they want to when they want to was lower in Middle Ridge, Tremont and Cypress due to coordinating activities with several individuals, staffing levels that are assigned by the SSA, transportation, etc.

Satisfaction with Choice and Control Over their Life

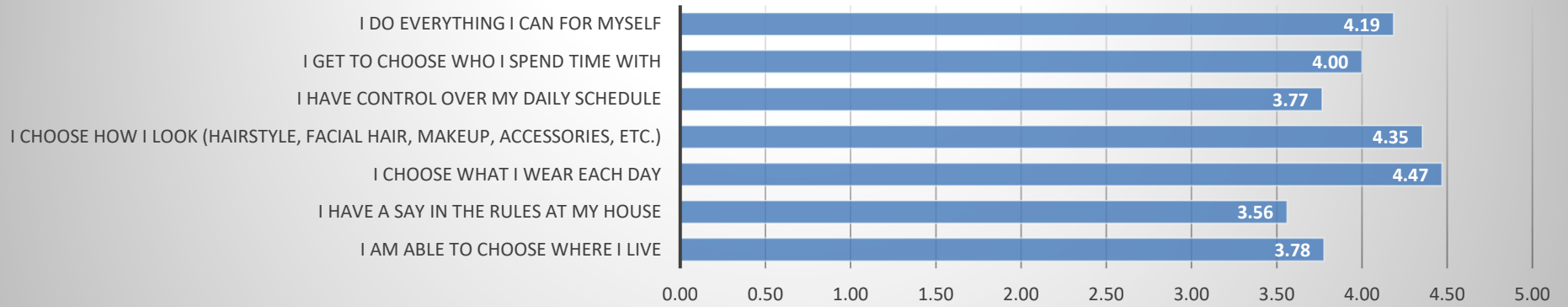
This section is comprised of several questions that are about choices the individuals make in their lives. The following questions were used to gather this data.

1. I am able to choose where I live.
2. I have a say in the rules at my house.
3. I choose what wear each day
4. I choose how I look (hairstyle, makeup, facial hair)
5. I have control over my daily schedule.
6. I get to choose who I spend time with.
7. I do everything I can for myself.

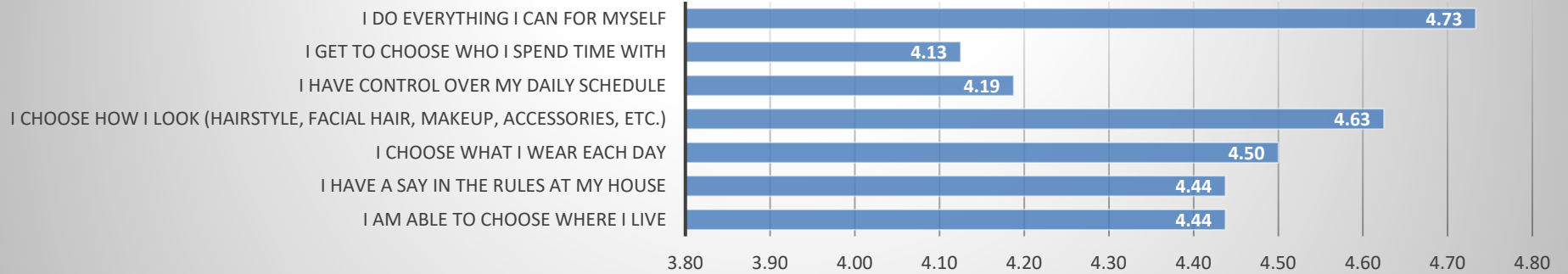


Satisfaction with Choice and Control Over their Life by Service Area

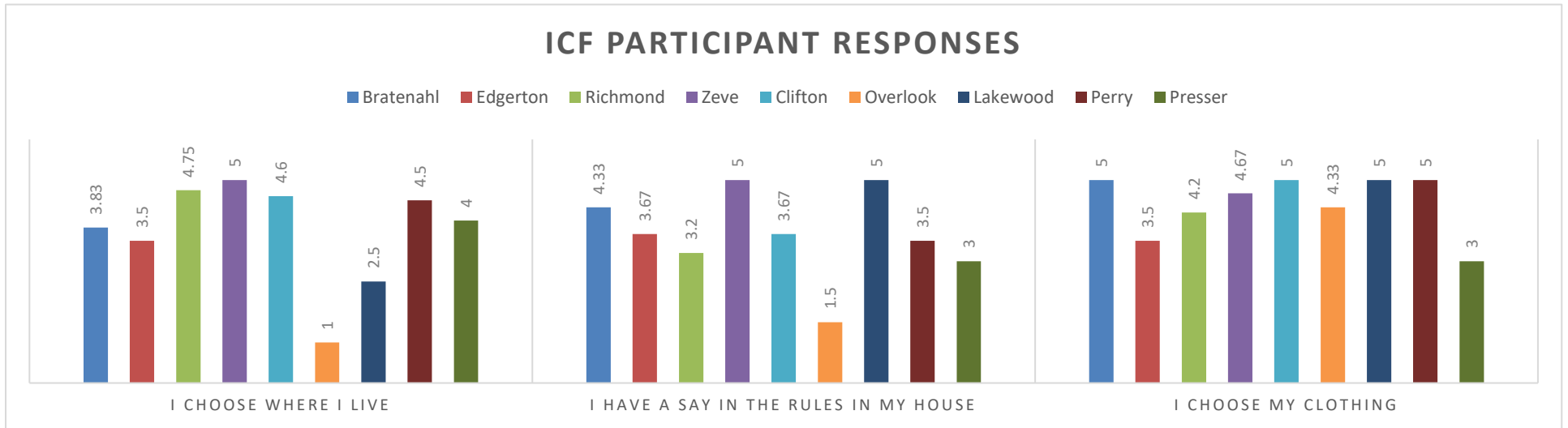
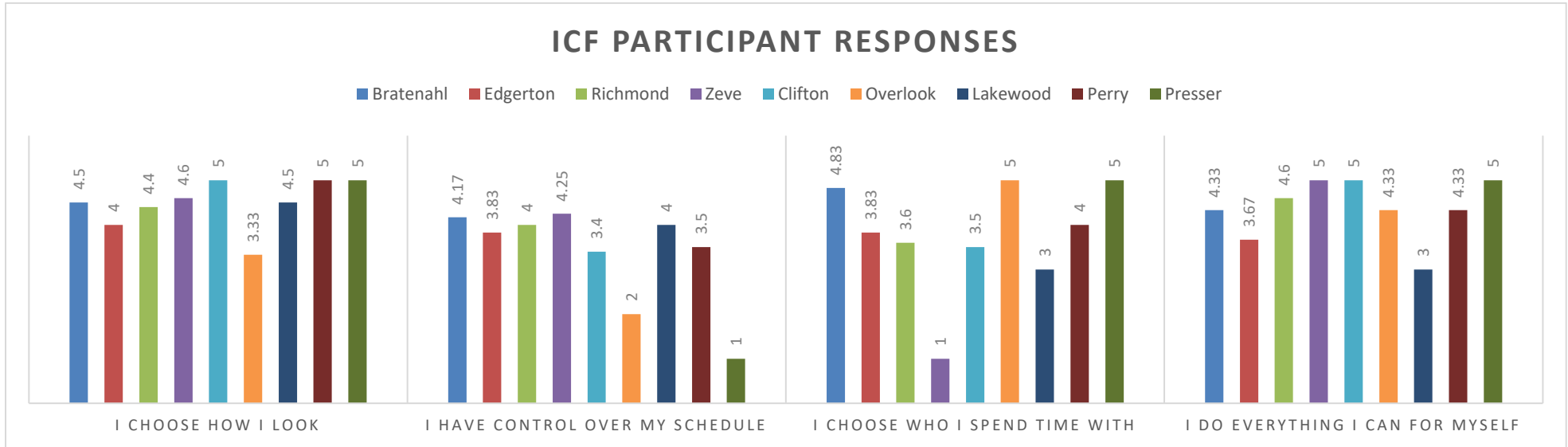
ICF



CBS

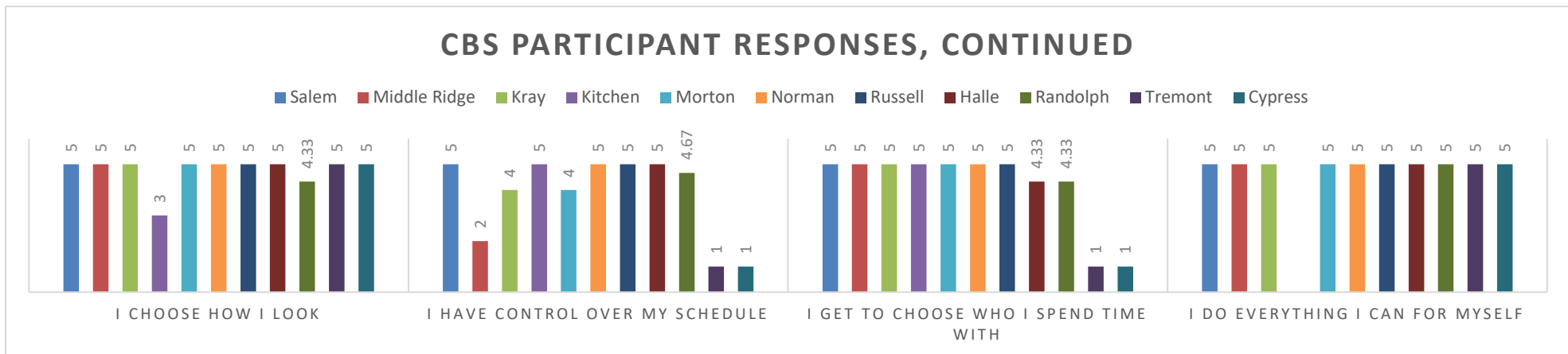
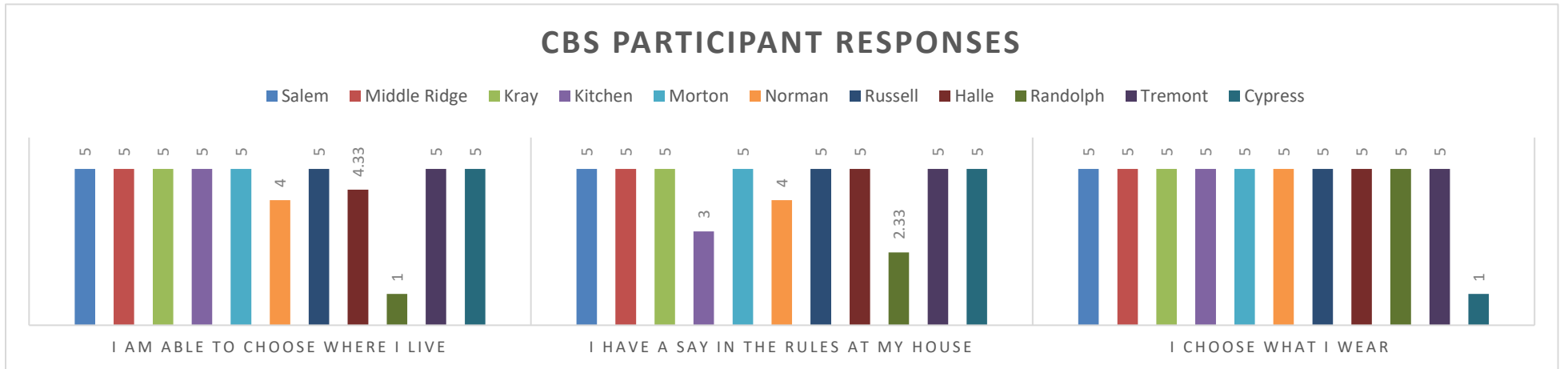


Overall Satisfaction with Choice and Control Over their Life by Location



Based on the data, the following assumptions can be made and followed up on.

- Some of the respondents feel they did not have choice in where they were living.
- Some of the respondents do not feel they have a say about the rules in their home or control over their schedule.
- Clothing, appearance and doing things for themselves rated highly satisfied across all homes.
- Zeve individuals do not feel they have choice in who they spend time with. This could also be due to the pandemic restrictions that were in place when the survey in ICF was conducted.



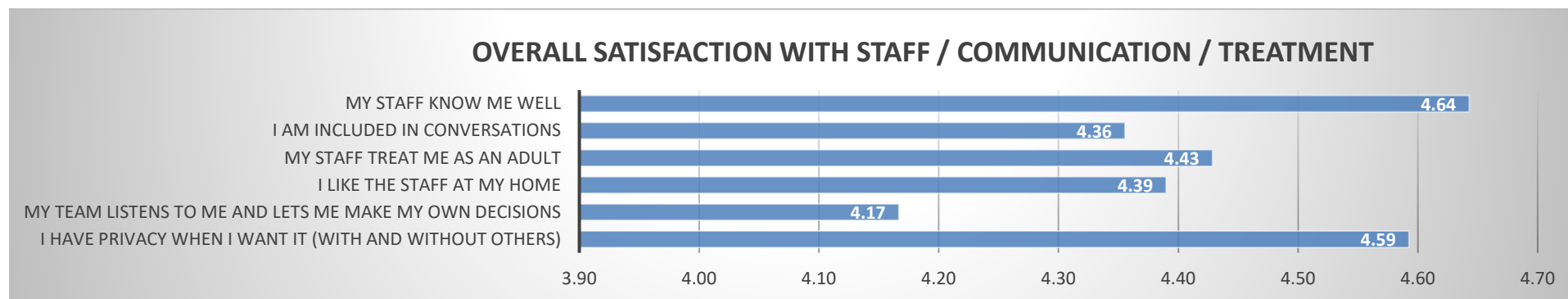
To summarize the data in the CBS responses:

- Choosing where I live – Some of the individuals gave an unsatisfactory rating due to being placed there from a lack of options available in the waiver settings. The other individuals were all highly satisfied with having choice where they live.
- Having a say in the rules – All locations except for one were satisfied with having a say in the rules in their home.
- Choosing what to wear – All locations except for one were satisfied with having choice in the clothing they wear.
- Choice in how I look – All locations were satisfied with having control over how they look (hair, makeup, etc)
- Control over Schedule and who I spend time with – similar issues in these areas – two locations marking below satisfactory due to several areas (ADS, family issues, employment opportunities, etc). The team is aware and working on this.
- I do everything I can for myself – All respondents were highly satisfied with this area. One location did not respond to this question.

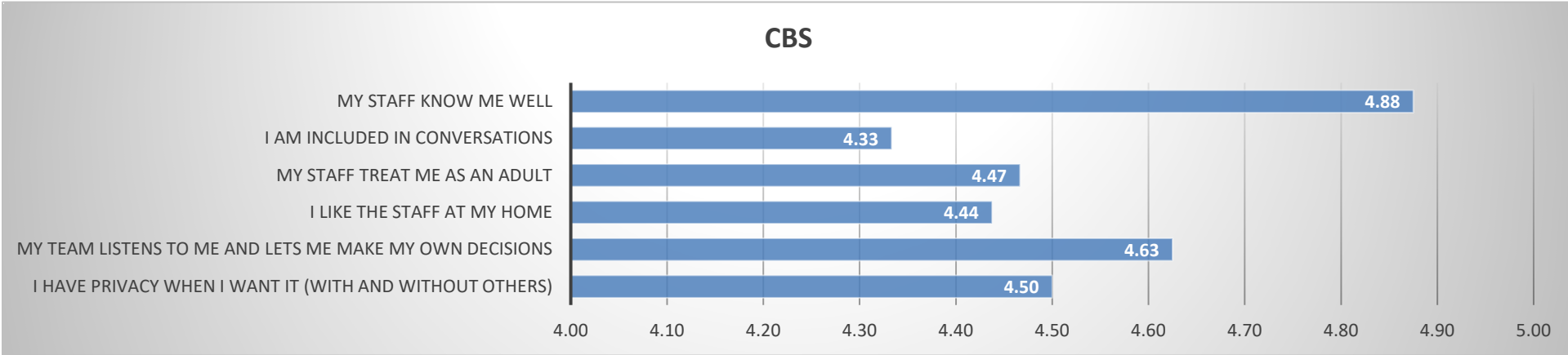
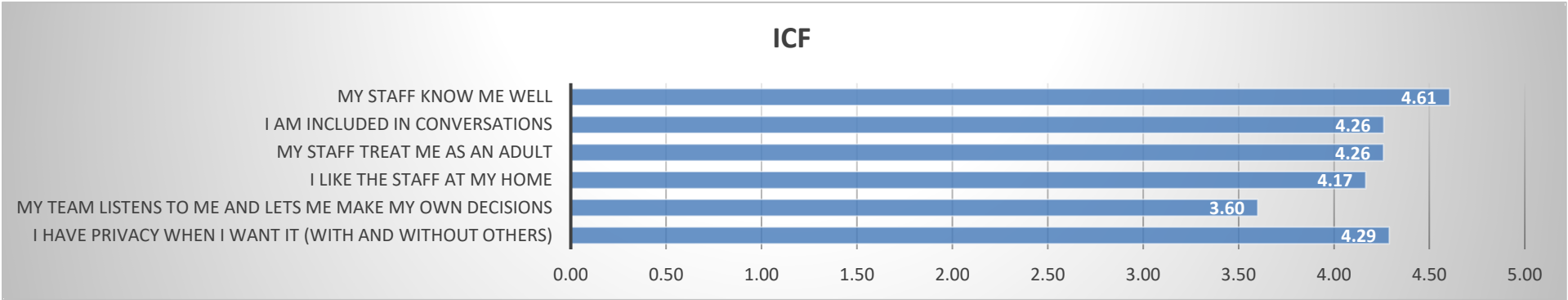
Satisfaction with Staff / Communication / Treatment

In the area of satisfaction with staff, communication and treatment, several questions were asked of respondents. The following are those questions.

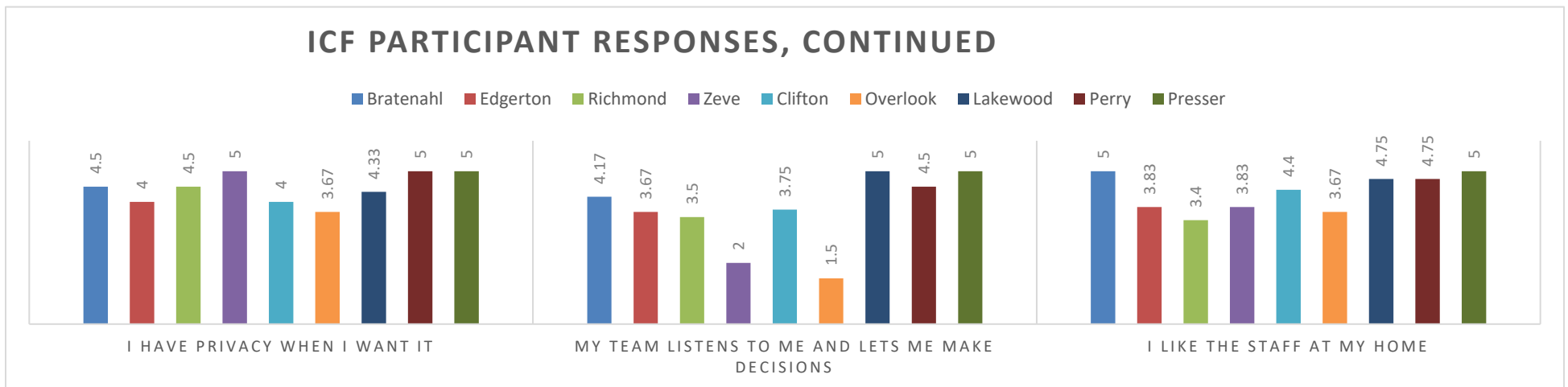
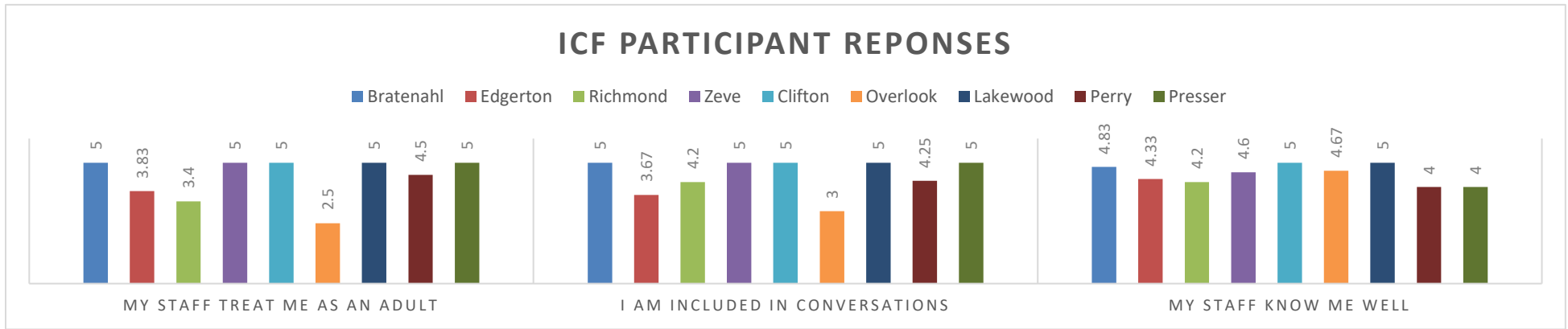
1. I have privacy when I want it.
2. My team listens to me and lets me make decisions
3. I like the staff at my home
4. My staff treat me as an adult
5. I am included in conversations
6. My staff know me well



Satisfaction with Staff / Communication / Treatment by Service Area



Satisfaction with Staff / Communication / Treatment by Location

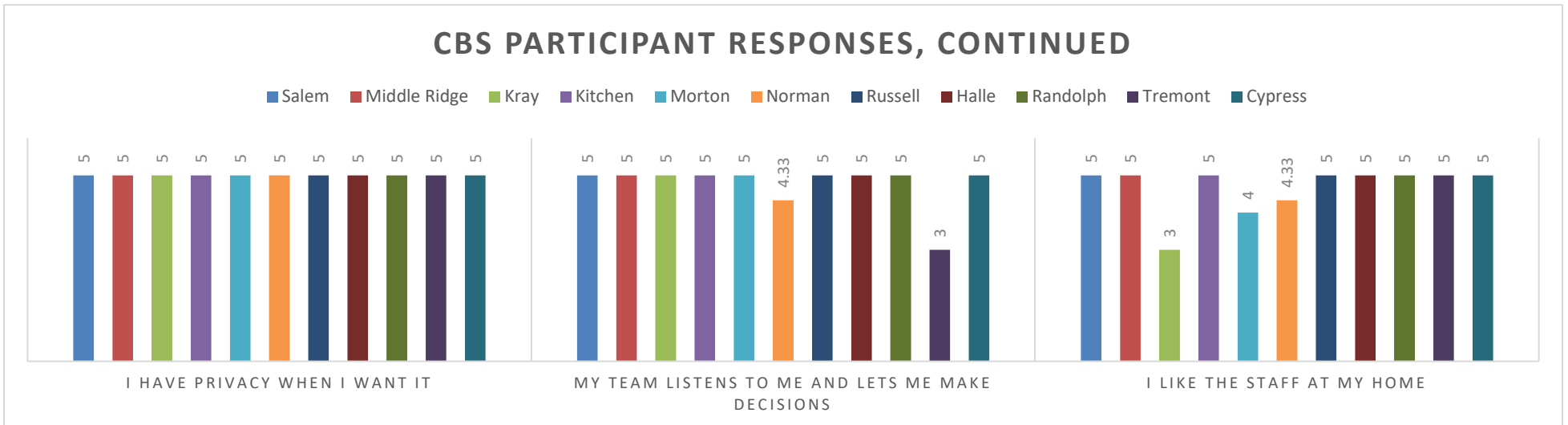
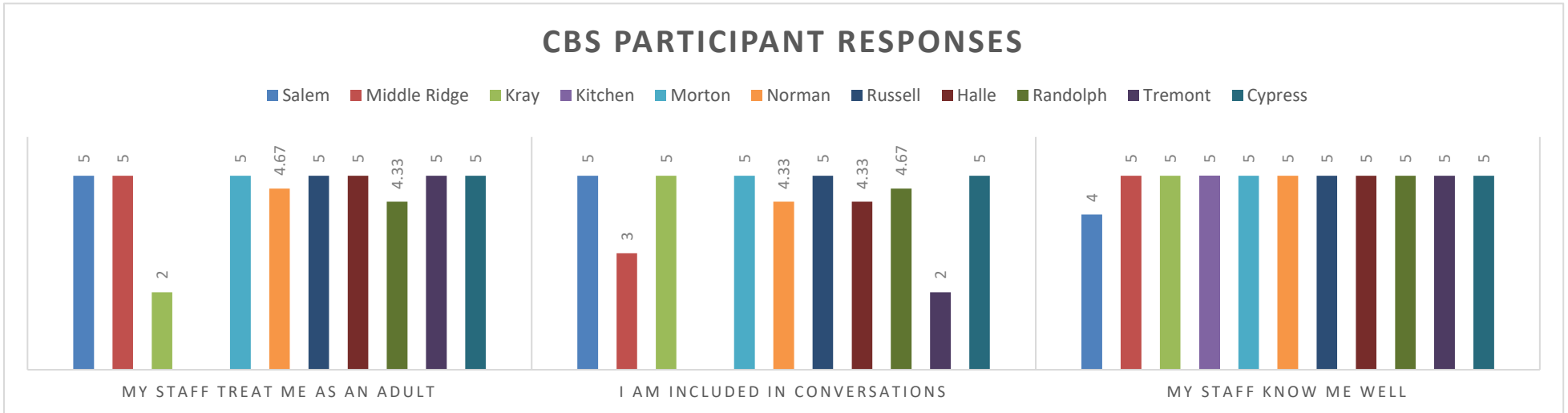


Summary of data for ICF satisfaction with Staff / Communication / Treatment

- All individuals were satisfied with having privacy when they want it.
- Areas for improvement around individuals not feeling heard and making decisions for themselves.
- All individuals were satisfied with the staff in their homes.
- Area for improvement with individuals not feeling like staff are treating them as an adult.

- All individuals were satisfied with being included in conversations and staff knowing the individuals well.

CBS Respondents to Satisfaction with Staff / Communication / Treatment



Summary of data on Satisfaction with Staff / Communication / Treatment in CBS

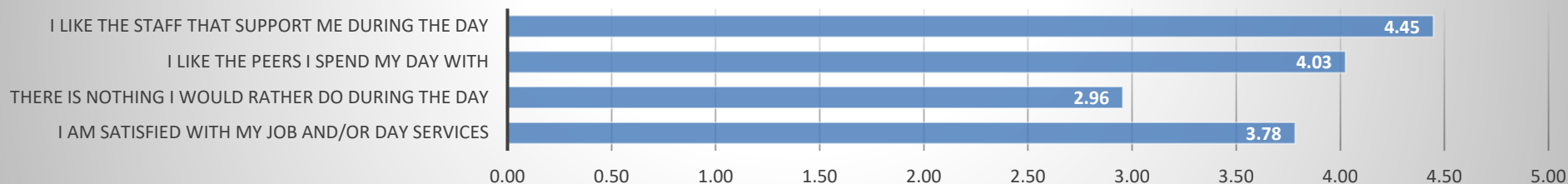
- All CBS respondents were satisfied in the areas of privacy, team listening to the individual and encouraging decision making, liking the staff that work with them, and staff knowing them well.
- Specific areas of improvement include
 - Staff treating them as an adult.
 - Including the individuals in conversations.

Satisfaction with Day Services / Employment Opportunities

Day Services and Employment satisfaction were measured using several questions. These questions are as follows:

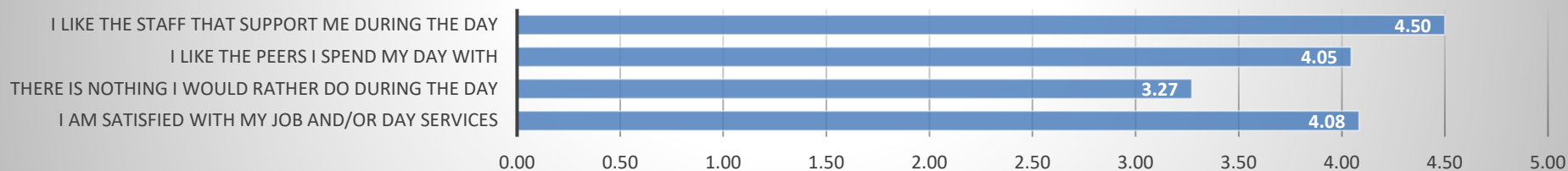
1. I am satisfied with my job and or day services.
2. There is nothing I would rather do during the day.
3. I like the peers I spend my day with.
4. I like the day support staff.

OVERALL SATISFACTION WITH DAY SERVICES / EMPLOYMENT

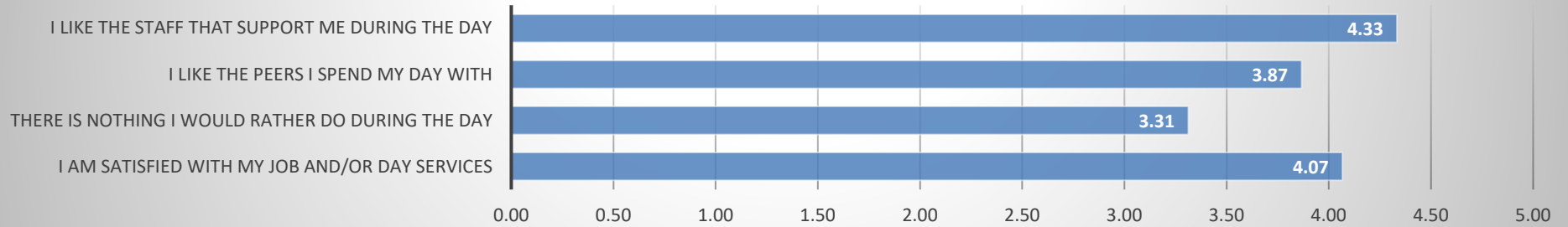


Satisfaction with Day Services / Employment Opportunities by Service Area

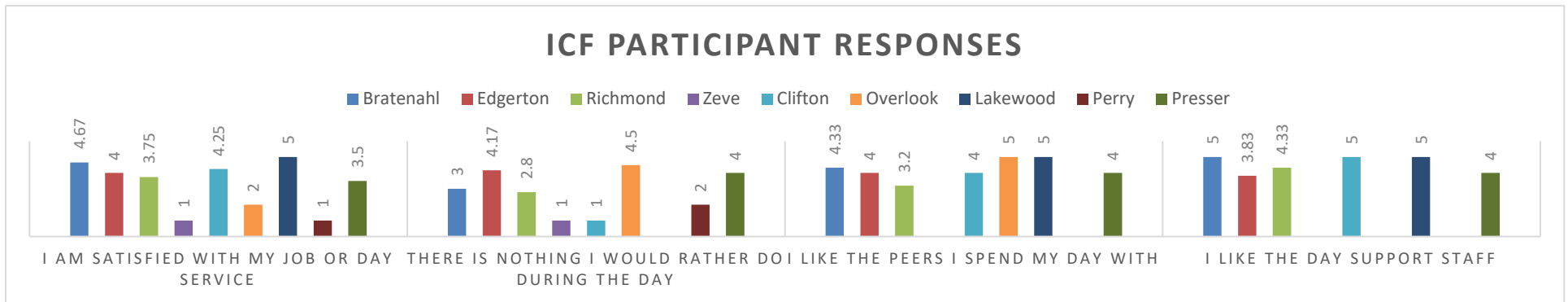
ICF



CBS

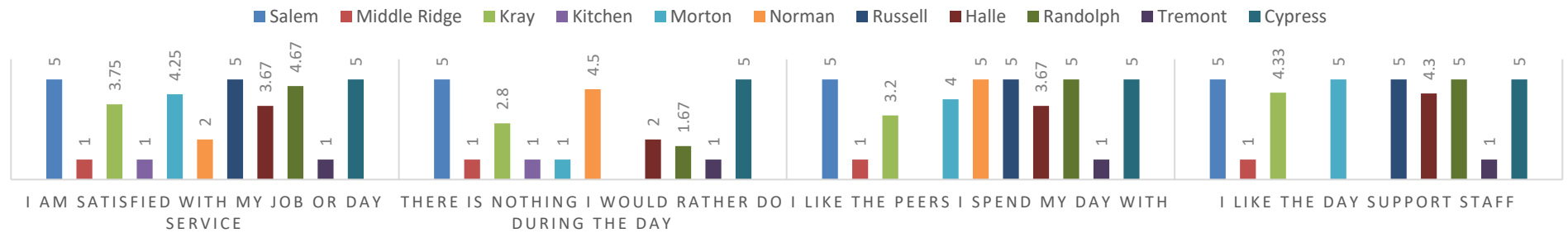


Satisfaction with Day Services / Employment Opportunities by Location



The data represents that individual satisfaction varies greatly in each setting and circumstance. The greatest factor in this satisfaction metric is the time the survey was given the individuals were still under restrictions from the pandemic and many of them had not returned to a day program.

CBS PARTICIPANT RESPONSES

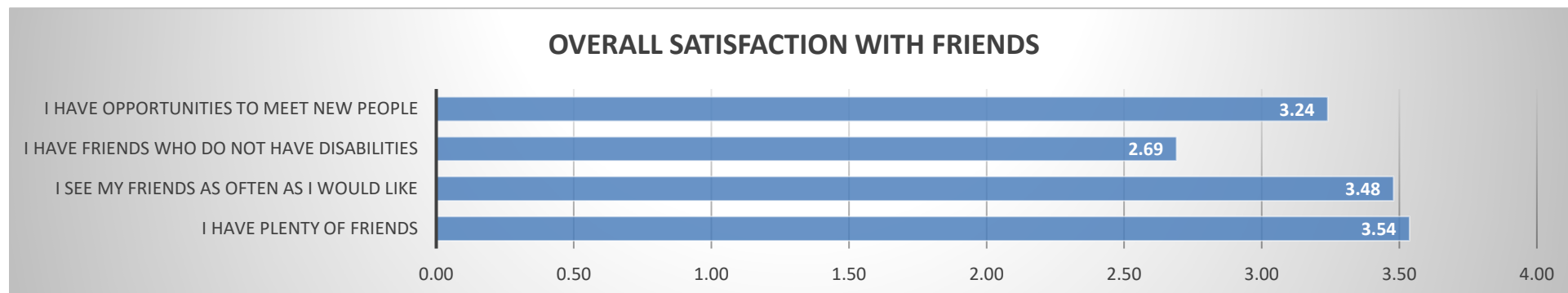


The respondents in the CBS program that rated unsatisfactory in their day service programming or job were not working or participating in a day program service. Some of the individuals were participating in the Inclusion Services through NATI previously. At the time of the survey, there were no services available from the Inclusion Service department due to staffing. The remainder of the respondents were in other day programs that have not continued or employment that ended.

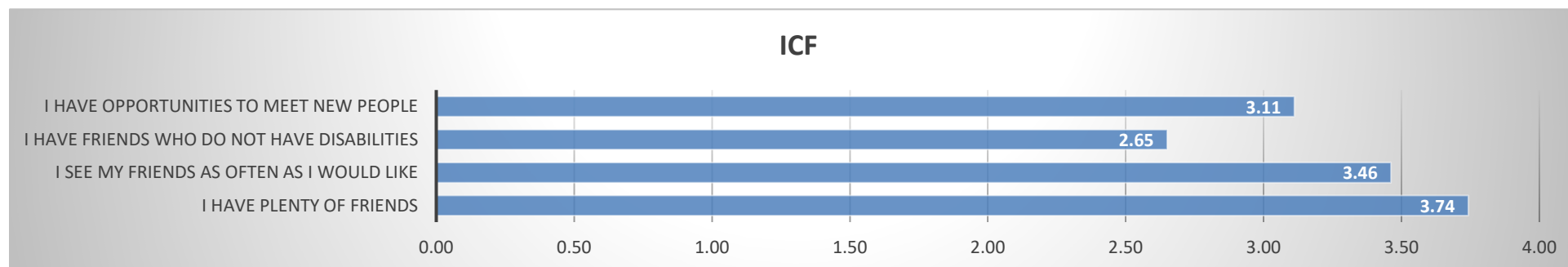
Satisfaction with Friends / Opportunities to Meet New People

Respondents were asked four questions to provide appropriate feedback about their opportunities to create relationships. The questions are as follows:

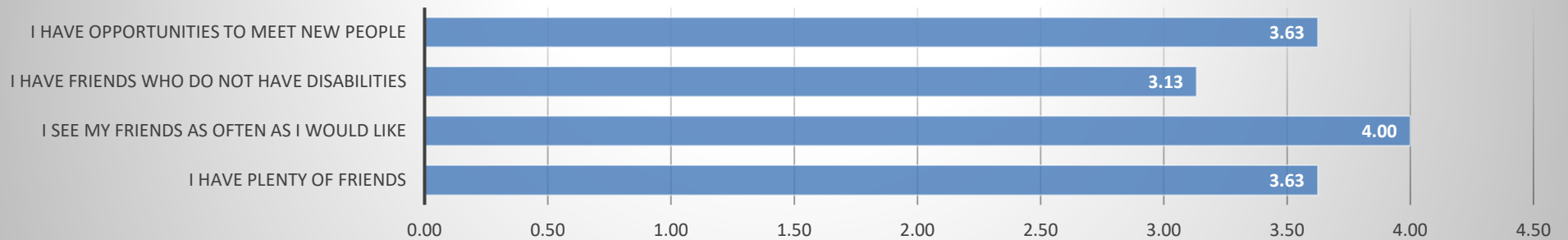
1. I have plenty of friends.
2. I see my friends as often as I would like.
3. I have friends who do not have disabilities.
4. I have opportunities to meet new people.



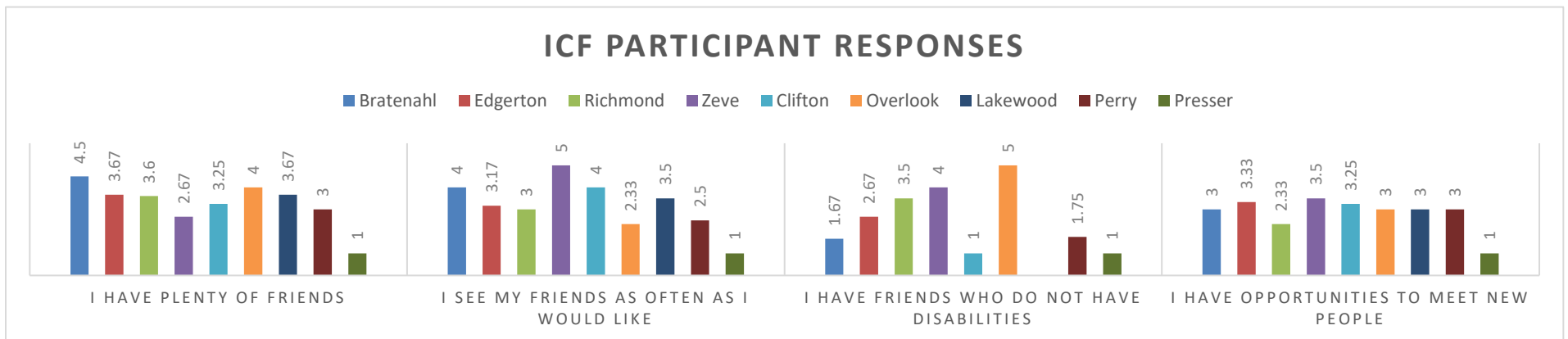
Satisfaction with Friends / Opportunities to Meet New People by Service Area



CBS

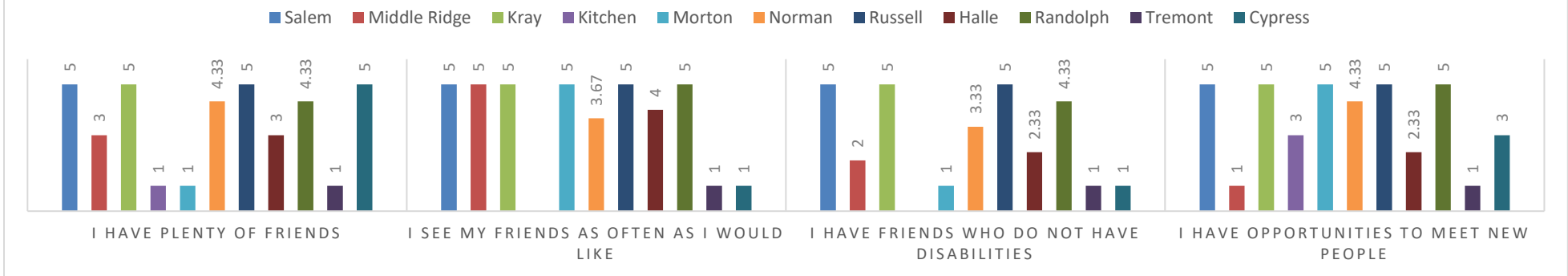


Satisfaction with Friends / Opportunities to Meet New People by Location



The responses were satisfactory in having plenty of friends with the exception of the individuals who reside in Zeve and Presser Cottages. The surveys in the ICF were given in 2021 during the restrictions due to the pandemic. Individuals were not going out as they were pre-pandemic and the opportunities to meet new people were not ample enough. Areas for improvement would be helping build relationship skills that could benefit them in friendships, ensuring they have opportunities to see their friends either virtually or in person, and facilitating opportunities to meet new people.

CBS PARTICIPANT RESPONSES

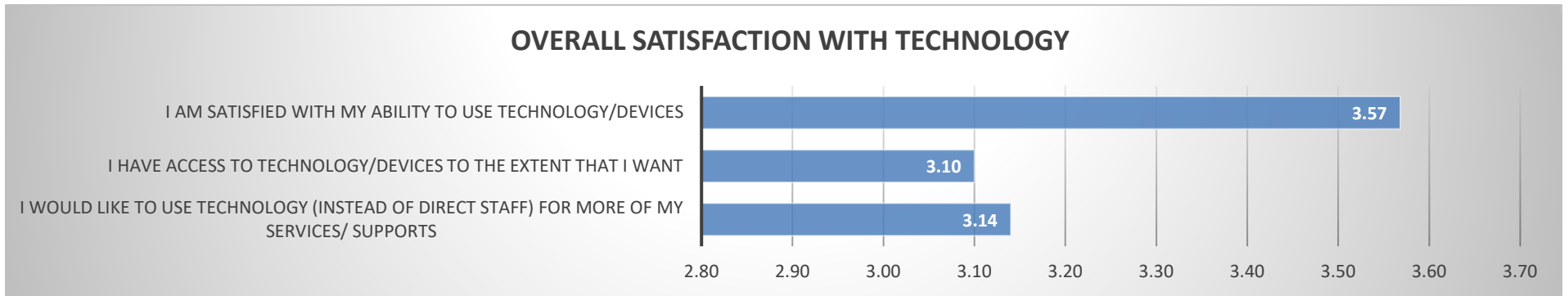


CBS respondents rated the friendship and opportunity to meet new people as a weakness in their lives. In Middle Ridge, Kitchen, Morton, Halle, Tremont and Cypress homes, there are opportunities to improve the individuals access to present friendships and opportunities to create new friendships. The SSA at the county board drives the services delivered in the CBS program. Teams will need to meet with the SSA about the information herein to look at solutions to the individuals concerns in these areas.

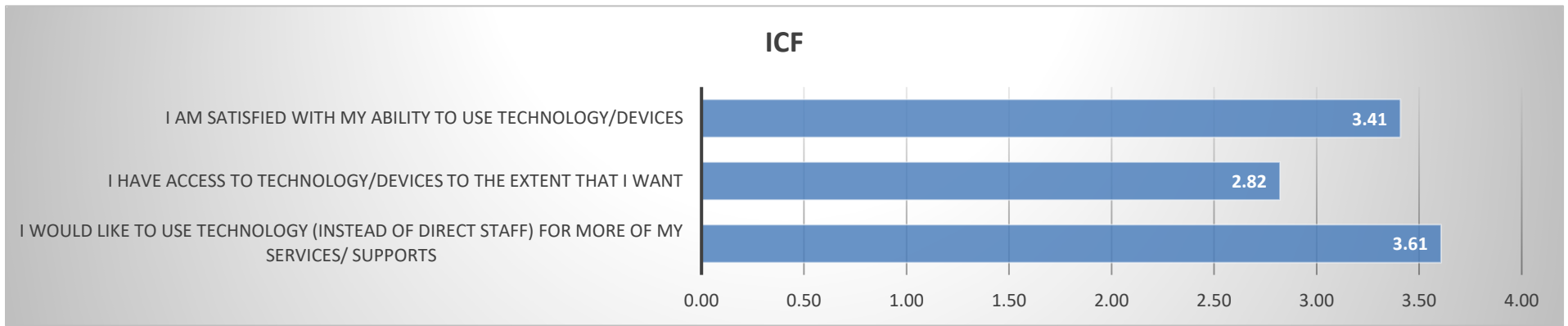
Satisfaction with Access to Technology

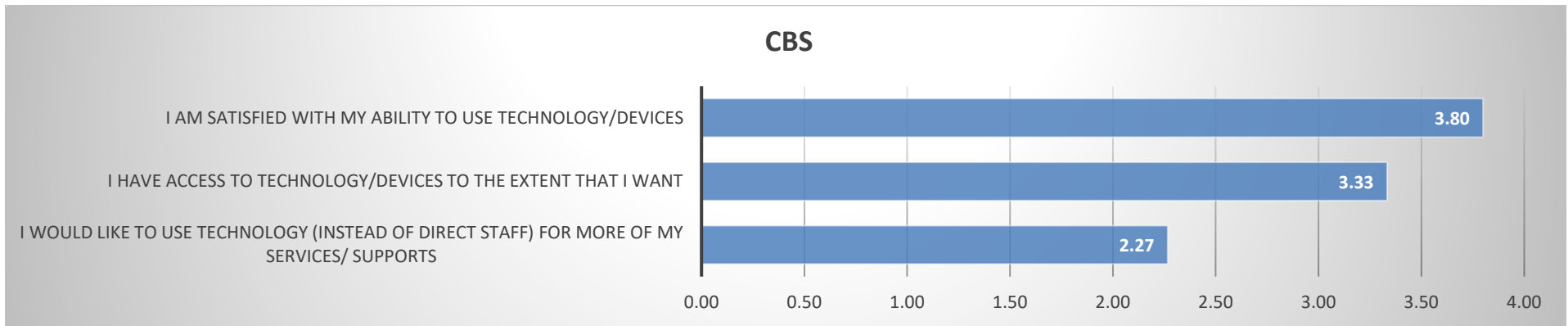
Respondents were asked three questions around technology in order to gain a metric on the use of technology in their lives and their comfort in using the technology. The questions are as follows:

1. Desire to use technology to supplement / replace staff
2. I have access to technology I want
3. I am satisfied with my ability to use technology

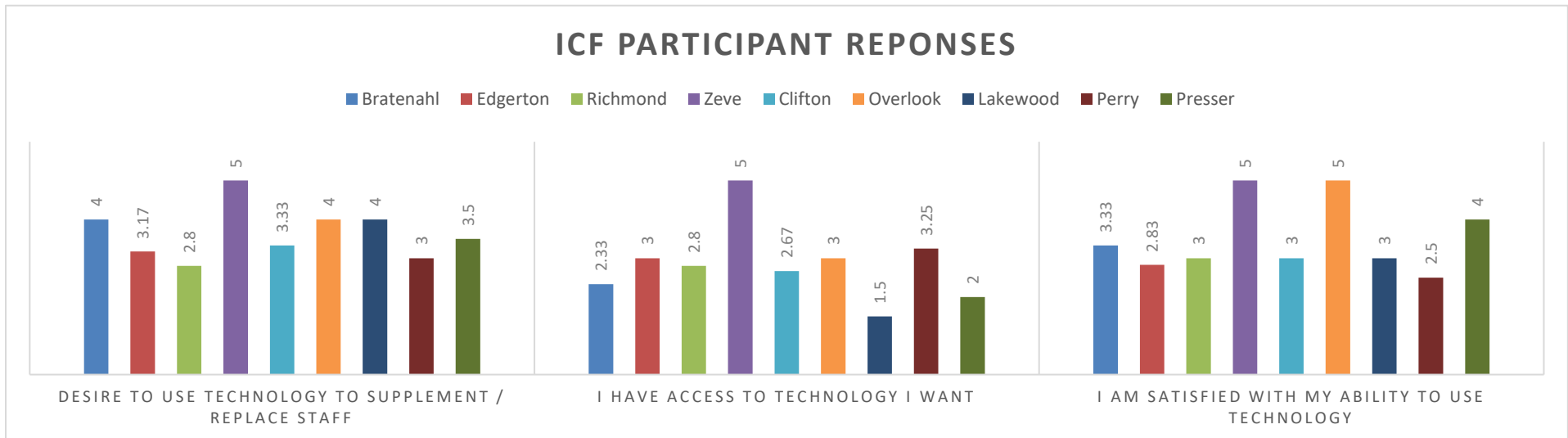


Satisfaction with Access to Technology by Service Area



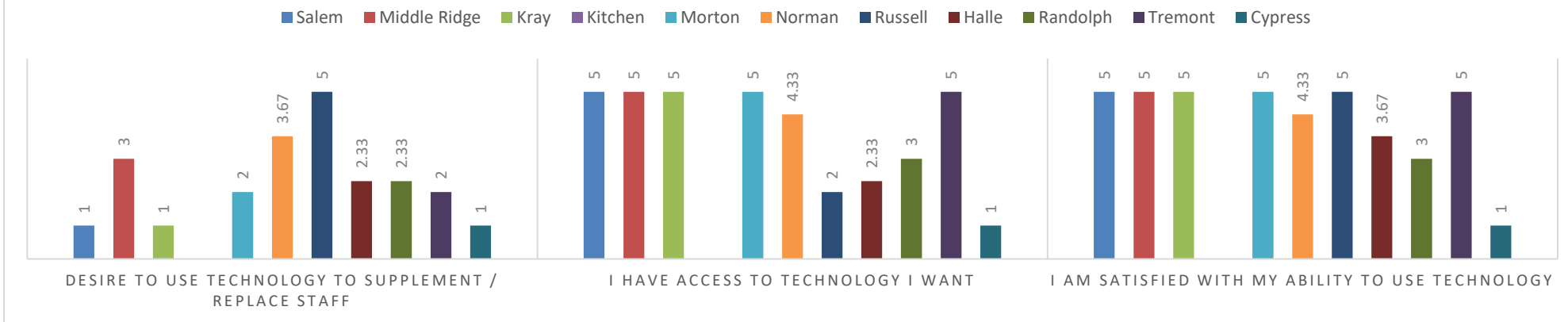


Satisfaction with Access to Technology by Location



ICF respondents have a desire to use technology to perform tasks that DSPs currently do. They feel that there is a lack of access to technology, and they are generally satisfied with their ability to learn and use technology. Areas for improvement include making access to technology more available and looking at person centered ways technology can be a natural support for individuals.

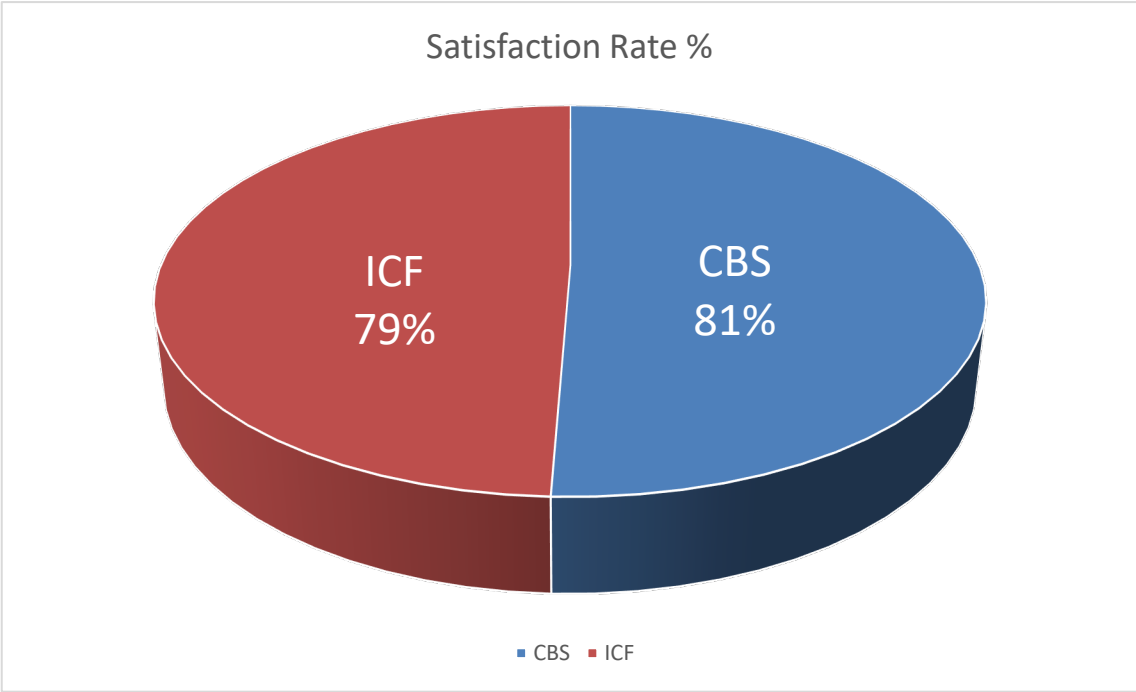
CBS PARTICIPANT RESPONSES



In CBS, the desire to use technology to supplement staff or replace staffing was low overall with the exception of Russell home. Areas of improvement are access to technology. Teams will need to work with the SSAs at the County to include technology options in the person-centered planning process.

New Avenues to Independence Overall Satisfaction Rating is an 80%

The overall satisfaction of clients in our residential services (ICFs) and CBS in all categories is a 3.98 out of 5. That is an 80% satisfaction rate. In the ICF, the satisfaction rate is a 79%. The CBS satisfaction rate is 81%.



Conclusion and Recommendations

The survey highlights that despite the pandemic and workforce crisis, the participants surveyed are overall very satisfied with the services provided at New Avenues. The satisfaction levels in each area varied by location and service line. Some homes / service lines excel in an area that another service line / home is weak in. Employment and Inclusion Services, Activities, Friends and Opportunities to Meet New People were areas that the pandemic greatly impacted due to restrictions that were imposed on providers and the individuals served by regulatory bodies. Those areas have been improved over the last six months with the increase in services and opportunities for individuals to participate in those areas.

The following are recommendations to improve the quality of services to the individuals served by New Avenues.

1. The team process and person-centered services – the team process is at the center of everything in an individual's lives. It drives the planning process that creates the individualized plan for everyone. Focusing on balancing what is important to the individual and what is important for the individual. Creating more opportunities for individualized choice and control over their lives. Recommend training and development with program staff on the team process, planning, and person-centered approaches.
2. Training and development with teams on staff communication, offering choices, creating opportunities for self – determination and independence.
3. Increasing opportunities for individuals to access their community, be a part of their community and build new relationships with community members.
4. Training and development with teams on incorporating technology to create more independence in the individuals lives and / or opportunities for them to participate in community – through social networking, video communications, etc.