



SATISFACTION SURVEY RESULTS FOR JANUARY – DECEMBER 2017
DATE: August 7, 2018

ASA conducted several different satisfaction surveys including its various stakeholders: Employers, Employees, Individuals, parents, guardians, residential providers and referral sources.

We send the surveys out with a returned stamped envelope, as we value the input we receive from the various surveys. Each party has significant information to give and we look forward to hear how well we are doing and what we can improve on. We have been sending out surveys since 1989 and we have used the data to grow and to develop our strategic plans for the agency.

The following is a summary of results and recommendations.

The Program Managers distributed the satisfaction survey to all participants who were in attendance. At the time of this survey 5 participants were not in attendance. Each person will have the opportunity to fill out the survey when they return

CBDS/Employment Total Participants 64 Completed 59

QUESTIONS	YES	NO	NO RESPONSE
Do You like the Hours at ASA:	58	1	
Making Progress Toward Goals:	54	4	2
Do You Like Making Money/Pay Check:	50	5	5
Are You Working:	49	7	3
Do You Have Breaks:	52	2	5
Do You Like Your Job:	47	2	10
Do You Like ASA:	55	2	3
Do You Like Your Transport:	53	0	7
Do You Like the Staff:	56	0	3
Do you participate in the Community:	56	1	2

Day Habilitation Survey Total members 23 Members 23 completed

QUESTIONS	YES	NO
Do You like the Hours at ASA:	22	1
Making Progress Toward Goals:	16	47
Are You Able To Make Money/ Pay Check:	14	9
Are You Working:	18	5
Do You Choose Your Leisure Time	23	0
Do you need help with daily living skills	20	3
Do You Like ASA:	22	1
Are You able to share your ideas	19	4
Do You Like the Staff:	22	1
Do you participate in the Community:	22	1

The majority of the responses were in the yes area indicating that individuals do have input and like what they are doing.

All Employers (21) received a satisfaction survey, ASA received 7 responses.

QUESTIONS	YES	NO	NO RESPONSE
Are employees/workers reliable?	7		
Are employees/workers on time?	7		
Do you consider the work done by employees/crew to be valuable service to your business?	7		
Is the communication between you and ASA satisfactory?	7		
Would you be willing to refer ASA to a business colleague?	6	1	
Would you be willing to serve on an Employment Advisory Committee?	0	6	
Are there additional services you would like our employees/workers to provide?			7
Has working with ASA changed your opinion of adults with autism?	2 For the better	4 Employee has had knowledge of Autism somewhat	1

Strengths of the program? Coaches, reliable are friendly and work well with the employee, attentive and completes all tasks. That ASA offers the service that allows adults to work and be part of the world.

What could we improve into the New Year?

- Less use of phone
- Dress professionally at the job
- Increase communication
- More thorough and consistent completion of tasks

The results indicated that employers were very satisfied with their employees/workers and ASA's services.

**EMPLOYEE SATISFACTION
RESULTS 2018**

	1 VERY SATISFIED	2	3 OK	4	5 VERY UNSATISFIED
SATISFACTION WITH YOUR JOB	5	3	8	1	2
HOW WOULD YOU RATE YOUR PAY	3	5	10	1	2
RATE HEALTH AND SAFETY CONDITIONS	1	5	8	4	2
RATE TRAINING	2	5	6	6	1
CONVIENCE OF LOCATION	4	5	6	5	
HOURS OF OPERATION	6	3	5		6
RATE YOUR SUPERVISOR	2	4	7	1	4
RATE THE PARKING	4	5	4	1	6
PROGRAMS RELATIONSHIP WITH YOU	2	7	8	2	1
COMMUNICATION FROM SUPERVISOR	4	4	7	1	3
COMMUNICATION IN GENERAL		3	12	2	2
YOUR COMMUNICATION	1	7	6	2	3
RATE THE PROGRAM	3	6	3	3	2
CO-WORKERS PROFESSIONALISM	3	1	11	4	1
MANAGEMENT PROFESSIONALISM		4	9	7	
RATE YOUR PROFESSIONALISM	4	5	3	6	2
KNOWLEDGE OF JOB RESPONSIBILITIES	3	6	4	4	2
KNOWLEDGE OF POLICIES	4	5	6	4	1
COOPERATION AMONG EMPLOYEES		4	11	4	1
JOB SECURITY	2	5	8	3	1

OPINION OF SERVICES PROVIDED

EXCELLENT- 5

ABOVE AVERAGE- 10

OK- 4

FAIR- 0

POOR- 0

WHAT BESTS IMPROVES ASA

- 1- New building for all services
- 2- Additional building growth
- 3- Increase community activities
- 4- communication
- 5- increase Population
- 6- Increase Employment
- 7- Satellite
- 8- alternative services
- 9 - Training
- 10- Other (Parking, Building in Boston)

Suggestions

Gas checks paid on the 1st of month

**Stake Holder
RESULTS 2018**

	1 VERY SATISFIED	2	3 OK	4	5 VERY UNSATISFIED	BLANK
SATISFACTION WITH PROGRAM	27	14	8			2
HOW WOULD YOU RATE HOW PERSON SERVED	22	18	6			4
RATE HEALTH AND SAFETY CONDITIONS	19	16	8	4	2	
EMPLOYMENT & VOLUNTEERING	21	18	9			2
COMMUNITY ACTIVITIES	20	19	11			
IN HOUSE CURRICULM	15	14	13	2		6
LOCATION	26	13	11			
HOURS OF OPERATION	24	4	16	8	6	
PROGRAMS RELATIONSHIP WITH YOU	24	17	10			
COMMUNICATION	4	4	3			
RECOMMEND ASA	37 YES	4 MAYBE	8 BLANK	1 no		

MAJORITY WOULD LIKE TO BE CALLED OR EMAILED. A few indicated texting

Like Best about program

The new News letter
 knowledge of Autism
 Treating people with respect
 Treating people with Kindness
 developing confidence
 treating them as "normal people
 Jobs
 volunteering experience
 community activities
 JOY of Golf
 supports given
 Transport
 staff interactions
 communication
 location
 people engage and active
 Administrator knowledge of individuals & staff
 Administrators knowledge of laws and disability/Autism
 achieving goals/supports given
 place to meet friends
 people are happy & look forward to going
 ability to deal with behaviors

Improve Short & Long

Communication
 Transportation
 Allow Drivers to call homes
 New building
 Satellite
 Create a scholastic Program
 Therapies
 overcrowded during transition times
 quiet room
 knowledge of Board and Goal of Board
 Increase Employment
 Increase Volunteer
 Increase activities especially during the winter (mall walking)
 consistency with drivers
 better policy and notification on cancellations
 have parents involved more
 offer workshops
 ensure transportation is safe
 renovate the building
 allow individuals in after 10am

ASA has been conducting surveys for several years and recommendations continue to provide the same results.

- Continue to develop new employment and expanding hours and skill development in the current jobs.
- Providing community activities that participants enjoy and that will enhance skill development.
- Continue to train Job Coaches in all areas of operations including CPR, First Aide, Medication administration, Positive behavior supports/restraint training, autism, behavior management training, human rights, and learning styles of individuals.
- Continue to develop and grow the current programs ASA is funded for.
- Communication to staff, families, residences and service coordinators through trainings, memos, phone calls, emails.
- To continue to be sensitive to the best methods of support to the individuals in all areas of need.

- It was noted that the Newsletter had been helpful and recommended that ASA continue with it.

- *ASA has been in the process of looking for a larger building and we currently are working to obtain another building in the Waltham.*

It was noted by several surveys that ASA is creative with the budget constraints

Respectfully submitted,

Sheela M. Smith

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