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*Information, Referral, Education, Supported Employment and Rehabilitation Services
Serving Central and Eastern Massachusetts*

SATISFACTION SURVEY RESULTS FOR 2019 and 2020

DATE: March 19, 2020

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

We sent the surveys out with a returned stamped envelope, as we value the input we received. In 2018, there was not enough data received to generate results. However, 2019 we received 19 responses from residential programs, 21 from stake holders, 17 from employees, and 66 responses from parents and guardians.

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 conducting satisfaction surveys since 1989 and we have used the data to grow and develop our strategic plan for the agency.

The following is a summary of results and recommendations.

The Program Director and Case Managers distributed the satisfaction survey to all participants who were in attendance. At the time of this survey 2 participants were not in attendance.

There were 94 Participants who participates in the results of this survey. Each person will have the opportunity to fill out the survey when they return

like ASA Hours	<u>95% Yes</u>
Making Progress on Goals	<u>85% Yes</u>
Earning a pay check	<u>87% Yes</u>
Are you working	<u>80% Yes</u>
Do you have breaks	<u>96% Yes</u>
Do you like your job	<u>92% Yes</u>
Do you like ASA	<u>92% Yes</u>
Do you like your transport	<u>92% Yes</u>
Do you like the staff	<u>94% Yes</u>
Do you Participate in the community	<u>86% Yes</u>
Volunteering	<u>68% Yes</u>
Do You Share Your Ideas	<u>73% Yes</u>
Do You Choose Leisure time	<u>82% Yes</u>
Do You need help with your daily living	<u>59% Yes</u>

The majority of the responses indicate that participants enjoy their program, make choices and have input in what they do.

Employee Satisfactions 17 responses			
RESULTS 2019/2020			
1-10 how happy are you at work	average scale is 8		
Would you refer someone	88% WOULD		
scale1-10 how do you rate your work -lff balance	average scale is 7		
Do you feel valued	82%	12% sometime	6% no
frequent recogniton from Manager	66% YES	28% sometime	6% never
receive recognition for the job you do by your manager	66%	28% sometime	6% never
would you reapply to ASA	88% YES	12% No	
do you see you will be working at ASA from a year from now	88% Yes	12% No	
Does the leadership team take your feed back seriously	88% Yes	12% No	
Is the management team transparent	53% yes	47% No	
Do you know the mission of ASA	88% YES	12% No	
1-10 how comfortable giving upward feed back to supervisor	average scale is 7		
Do you feel coworkers give each other respect	41% Yes 2 left blank	29% No	35% somewhat
Do you believe we live authentiacally by our organizational values	82% 3 left blank		
Does the executive team contribute to positive work culture	65% Yes	18% somewhat	
Do you contribute to a positive work culture	63%	18% somewhat	
Do you have fun at work	65% Yes	23% No	

In General Employees satisfaction is favorable. Management does need to continue to work with their employees in communication and transparency.

Stake Holder 21 resonses			
RESULTS 2019/2020			
SATISFACTION WITH PROGRAM	70% SATISFIED		
RECOMMEND ASA TO OTHERS	95% WOULD		
ASA HOURS OF OPERATIONS	95% SATISFIED WITH HOURS		
PARTICIPATE IN COMMUNITY ACTIVITIES	100% COMMUNITY ACTIVITIES		
PARTICIPATE IN EMPLOYMENT	70% EMPLOYED	20% NO	10% UNKNOWN
DOES THE INDIVIDUAL WANT TO WORK	80% YES	10% NO	10% UNKNOWN
DOES THE INDIVIDUALS WANT MORE HOURS OF EMPLOYMENT	50% YES	30% NO	10% UNKNOWN
PARTICIPATE IN IN HOUSE CURRICULM	70% YES		10% UNKNOWN
PROGRAMS RELATIONSHIP WITH YOU	90% RELATIONSHIP IS GOOD		10% UNKNOWN
PROGRAMS COMMUNICATION WITH YOU	70% GOOD COMMUNICATION	10% NO	10% UNKNOWN
LIKE ASA LEADERSHIP	80% STRONG LEADERSHIP		10% UNKNOWN
ASA'S TRANSPROTATION	90% SATISFIED	10% NOT	
MAJORITY WOULD LIKE TO BE CALLED OR EMAILED.			

Stake Holders responses were very favorable

Residential 19 responses			
RESULTS 2019/2020			
SATISFACTION WITH PROGRAM	88% SATISFIED		
RECOMMEND ASA TO OTHERS	76% WOULD		
ASA HOURS OF OPERATIONS	100% SATISFIED WITH HOURS		
PARTICIPATE IN COMMUNITY ACTIVITIES	95% COMMUNITY ACTIVITIES		
PARTICIPATE IN EMPLOYMENT	59% EMPLOYED	31% NO	10% UNKNOWN
DOES THE INDIVIDUAL WANT TO WORK	80% YES	11% NO	9% UNKNOWN
DOES THE INDIVIDUALS WANT MORE HOURS OF EMPLOYMENT	80% YES	11% NO	9% UNKNOWN
PARTICIPATE IN IN HOUSE CURRICULM	73% YES		
PROGRAMS RELATIONSHIP WITH YOU	75% RELATIONSHIP IS GOOD		
PROGRAMS COMMUNICATION WITH YOU	84% GOOD COMMUNICATION		
LIKE ASA LEADERSHIP	80% STRONG LEADERSHIP		
ASA'S TRANSPROTATION	90% SATISFIED		
MAJORITY WOULD LIKE TO BE CALLED OR EMAILED.			

Residential responses were very favorable and indicates that ASA needs to increase communication on what occurs with ASA's in house curriculums

Paren/Gurdians 66 responses			
RESULTS 2019/2020			
SATISFACTION WITH PROGRAM	94% SATISFIED		
RECOMMEND ASA TO OTHERS	88% WOULD		
ASA HOURS OF OPERATIONS	87% SATISFIED WITH HOURS		
PARTICIPATE IN COMMUNITY ACTIVITIES	98% COMMUNITY ACTIVITIES		
PARTICIPATE IN EMPLOYMENT	77% EMPLOYED	23% NO	0 UNKNOWN
DOES THE INDIVIDUAL WANT TO WORK	70% YES	24% NO	6% UNKNOWN
DOES THE INDIVIDUALS WANT MORE HOURS OF EMPLOYMENT	63% YES	31% NO	6% UNKNOWN
PARTICIPATE IN IN HOUSE CURRICULM	53% YES	30% No	17% unknown
PROGRAMS RELATIONSHIP WITH YOU	89% RELATIONSHIP IS GOOD		
PROGRAMS COMMUNICATION WITH YOU	77% GOOD COMMUNICATION		
LIKE ASA LEADERSHIP	93% STRONG LEADERSHIP		
ASA'S TRANSPROTATION	88% SATISFIED		
MAJORITY WOULD LIKE TO BE CALLED OR EMAILED.			

Families and Guardians responses were very favorable and indicates that ASA needs to increase communication on what occurs with ASA's in house curriculums

The Majority of responses like Best about ASA

New Building and location of both

News letter

Knowledge of autism

Executive Director knowledge of individuals, participation in ISP's, provides clinical support, answers her phones and responds quickly, dedication

Employment opportunities

Community activities (Yoga, gym memberships, Joy of Golf)

Staff interactions and knowledge, dedication

New location for meetings

Volunteering experience

Supports, individualized Program

Communication

Transport and the agency runs a tight ship

Drivers are thoughtful

Staff knowledgeable, flexible and caring

Short and Long Term Goals

Renovations in Wellesley

Increase Employment Opportunities

Increase Volunteer Opportunities

Write Measurable objectives pertaining to skills

Increase Communication

Change certain policies in receiving members

Send receipts in timely manner

Managers need to return calls

Trainings for families and staff

Recommendations from the survey continue to be similar to previous years:
recommendations continue to provide the same results.

- 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 with emphasis on Medication Administration, Restraints, Positive Reinforcement, fading techniques and technology
- 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.

- Continue to communicate with newsletter and possibly change to monthly with highlights of individuals outstanding achievements and staff's
- *Renovate Wellesley.*
- *Increase Fund raising techniques and opportunities with families,*

Respectfully submitted,

Sheela M. Smith

Sheela Smith, Executive Director