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

### **SATISFACTION SURVEY RESULTS FOR 2021**

**DATE: March 10, 2022**

ASA conducted several different satisfaction surveys during the past two years including its various stakeholders: 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.

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 and those who they could talk to via phone or through Zoom.

**Person's served summary:**

There were 88 persons served who participated in the results of this survey. Those that did not will have the opportunity to fill out the survey when they return if the person wants to.

However, their responses will not be included in this summary.

Most of the responses indicate that persons served enjoy their program, make choices, and have input in what they do and making progress in their goals (please review the attached results).

### **RELIABILITY AND VALIDITY**

The person's served survey is reliable and valid as the responses are consistent year after year. The questions asked are structured and applied consistently. The surveys were administered in repeated measures and by various staff to ensure reliability and results were consistent year over year. Outcomes were developed and met for those with increased satisfaction levels as an indication of validity. For the most part there has not been significant changes in persons

served. We did have some environmental changes in Wellesley, but the changes were for the better.

### **Employee's satisfaction**

Only 9 responses were received. When asked why so low, many responded that they did not feel comfortable in filling out the survey as some are new employees, some employees stated they dislike surveys and do not think they improve anything, and a few employees verbally stated they will never leave ASA until they retire or when Executive leaves.

There were some changes made to this satisfaction survey per past recommendations to simplify it and to remain anonymous. Many questions remain the same and those questions are consistent with past survey results. The questions are structured and yields the employees satisfaction is favorable. There are some areas that the agency needs to improve on, which is also consistent with past survey results which increases the reliability and validity of the survey. Employees need assistance in understanding the agency strategic goals, increase communication and appreciation of staff.

### **Stake Holders 15 responses**

The questions have been consistent throw out the years and the service coordinators are very familiar with ASA and continue to support the agency and refer individuals to the program. AS the questions are structured and consistent the responses are reliable and valid.

### **Residential 21 responses**

In comparing from previous years, residential providers are more familiar with ASA's program over the past 2 years because of the pandemic. The pandemic increased open communication and understanding of what each program needs were with regards to information. Our questions have not changed over the years. The responses increased from the residential providers and are still favorable 84%.

### **Parent and Guardians 70 responses**

Again, this survey is consistent with past surveys. The responses have increased and continue to be favorable. Having the structure and consistent questions address the reliability of the survey. The responses become valid per the number of responses that indicate positive or negative answers.

### ***The Majority of responses like Best about ASA***

|                          |                                  |
|--------------------------|----------------------------------|
| Location of buildings    | Transportation and drivers       |
| Renovations in Wellesley | staff's interactions             |
| News letter              | Communication                    |
| Leadership               | Supports, individualized Program |
| Virtual program          | Tours in person and virtual      |
| Employment               | Covid made the team strong       |
| Community activities     |                                  |

Staff interactions and knowledge, dedication

**Short and Long Term Goals**

|                                   |                             |
|-----------------------------------|-----------------------------|
| Increase Employment Opportunities | fundraising                 |
| Increase Volunteer Opportunities  | transportation              |
| Increase Communication            | increase in person services |
| hire more staff                   | staff retention             |
| Trainings for families and staff  | time to do progress notes   |

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
- Provide time during the day for progress notes
- 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.
- Continue to communicate with newsletter
- Increased fundraising avenues

*Respectfully submitted,*

*Sheela M. Smith*

Sheela Smith, Executive Director