

UCP HEARTLAND



2021 Client, Family, & Stakeholder Satisfaction Survey

EXECUTIVE SUMMARY

February 2022



2021 Satisfaction Survey

Executive Summary

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THANK YOU TO OUR COMMUNITY PARTNERS:



Introduction

UCP Heartland Mission and Vision

Mission

At UCP Heartland, our mission is to provide children and adults with differing abilities extraordinary care and support they need to thrive in school, at home, at work, and in their community.

Vision

UCP Heartland envisions being the provider of choice for children and adults with differing abilities and making sure all people have the opportunity to live, learn, engage, work, and reach their full potential. We provide programs and support in these key areas:

Adult Day Programs

Autism Services

Early Childhood Development

Employment Resources

Residential Services

Respite

Services Navigator

Youth Camps

Core Values of UCP Heartland

- Trust – We understand people depend on us and take complete ownership of our responsibility.
- Respect for all – We value everyone associated with UCP Heartland even when there are differences.
- Honesty-We are open, transparent, and truthful with each other and all people and families we are honored to serve.
- Diversity – we value, recognize and believe UCP Heartland benefits from all people and the differences we bring to the organization.
- Conciliation – We behave in a spirit of compromise and agreement. We listen to and respect other’s opinions and are open to constructive discussion. We respect and support final decisions made even when we disagree.

Overview of Survey

Goal of Satisfaction Survey

In aligning with the mission and core values of UCPH, the goal of the satisfaction survey is to use evidence-based methods to collect feedback used to inform program service delivery and identify strengths and opportunities for improvement.

Survey Design

UCPH utilized research and examples from existing social service organization surveys to design the 2021 satisfaction survey. Resources consulted in the development of the survey included the Client Satisfaction Inventory Survey Tool, Delaware Health and Social Services Client Satisfaction Survey, Cornell University Source Guide for Surveying Persons with Disabilities, previous UCPH surveys, and feedback from leadership of UCPH.

We used a mixed-methods approach, collecting quantitative and qualitative data in assessing the level of client, family, and stakeholder satisfaction among various targeted domains of UCPH programs and services. These target domains included: overall satisfaction, supporting independence, individualized support, agency communication, accessibility, Diversity, Equity, and Inclusion, cultural sensitivity, and self-advocacy. Two surveys were developed: one for clients and families, and another for stakeholders. The language of the stakeholder survey was revised to be adapted to those completing the survey. The surveys included 21 questions, broken into three sections: demographics, a survey scale (quantitative), and open response (qualitative). To maintain a client-centered focus, survey prompts and questions on the client and family survey were directed toward the individual receiving services.

Implementation of Survey

UCPH utilized SurveyMonkey to collect feedback. A flyer for each survey was disseminated to clients, families, and stakeholders with the link to the survey as well as a QR code for ease of access. Additionally, accommodations were made through staff support by mailing paper copies of the survey, completing surveys over the phone, and in-person visits with clients to complete the survey. Data from those methods were then entered into the data set with the responses from SurveyMonkey.

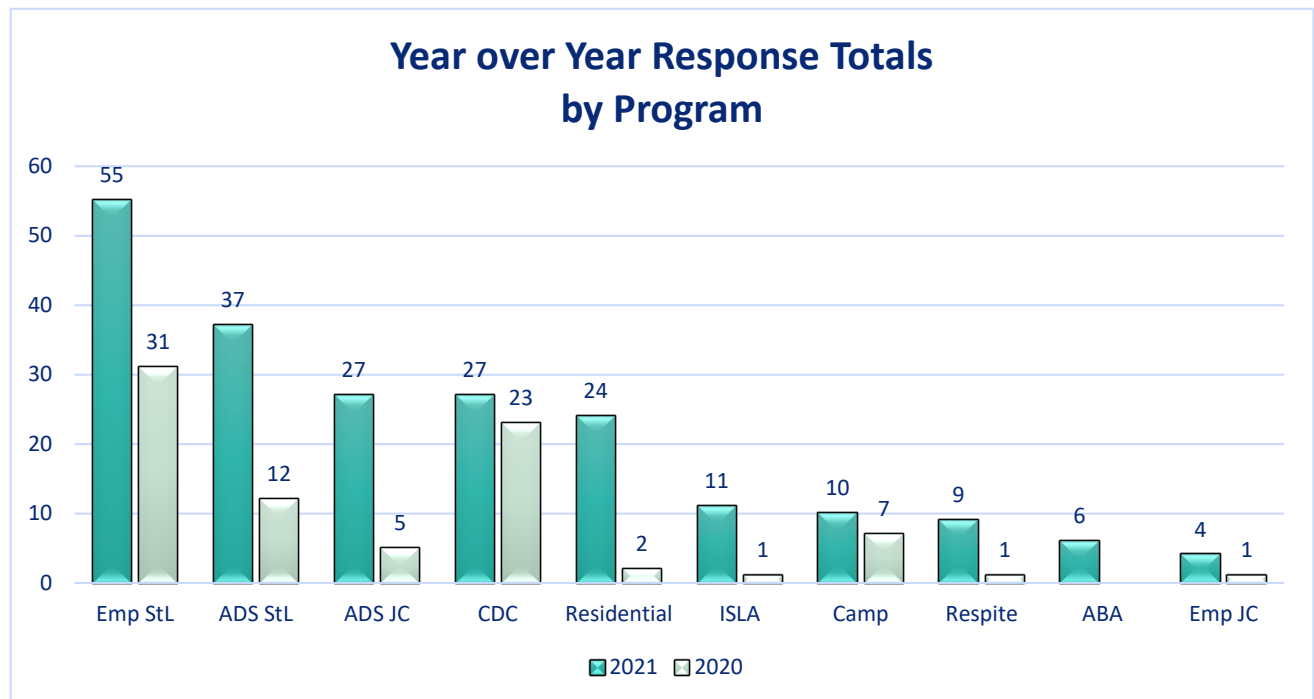
Analysis

Overview of Analysis

This summary contains an overview of the analysis of the 2021 Client and Family and Stakeholder Satisfaction Survey.

How many people completed the survey?

There was a total of 185 individuals that completed the client and family satisfaction survey, and 82 stakeholders that responded, for a grand total of **267 respondents**. UCPH saw an increase in participation in this survey compared to the 2020 survey. The chart below shows this year's survey response compared to last year by program.



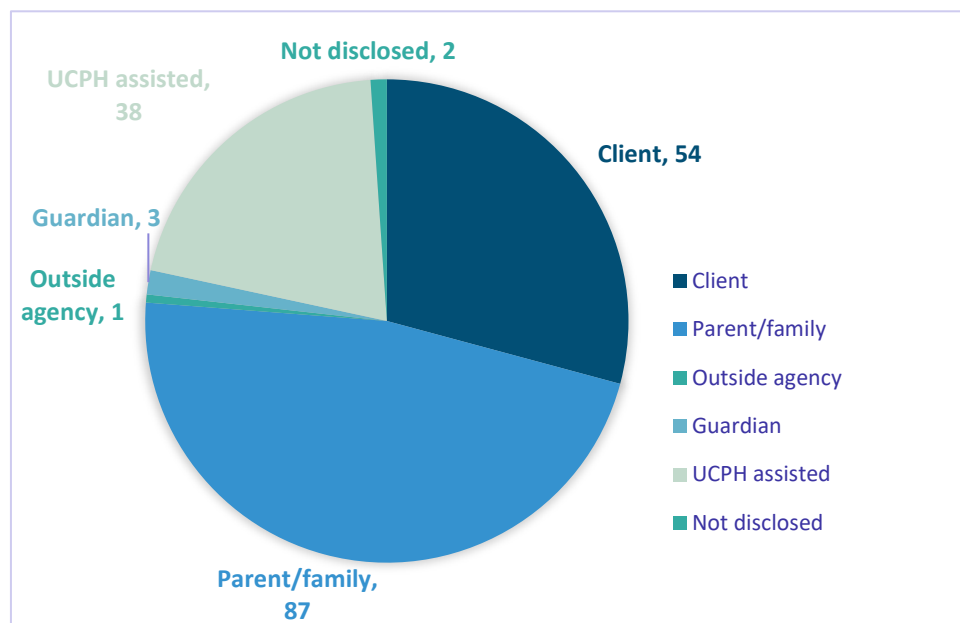
2021 Compared to 2020

Every program increased their survey participation this year, with many programs doubling or tripling their response rate, compared to the 2020 survey.

Demographics: Who responded to the survey?

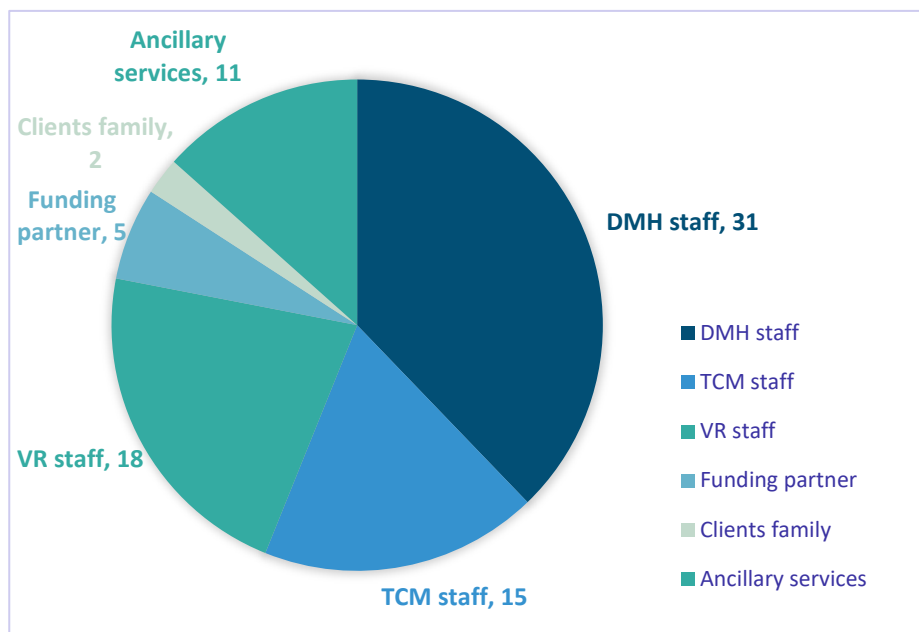
Client & Family Survey

The below chart outlines those that completed the client and family satisfaction survey. **Over 25% of those that participated were clients that responded to the survey independently.**

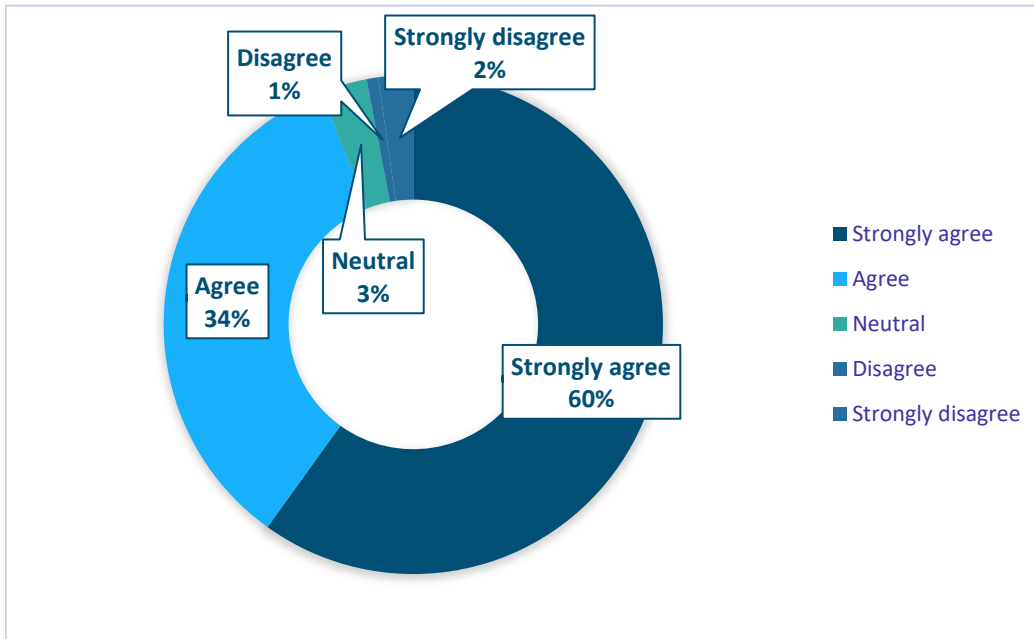


Stakeholder Survey

The chart to the right outlines the affiliations of those that completed the stakeholder survey. Those that work with the Department of Mental Health accounted for the largest number of respondents. Over 36% also reported that they have been affiliated with UCPH for more than 10 years.



Overall satisfaction with UCPH as an organization



Over 90% of respondents are satisfied or extremely satisfied with UCPH as an organization.

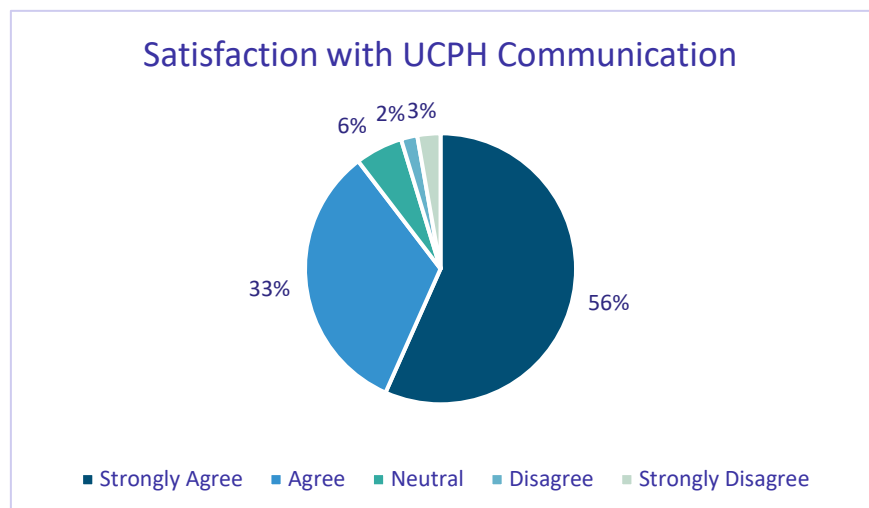
Agency communication

To measure agency communication, we asked participants to rate their level of satisfaction/agreement with the following statements:

- The way UCPH communicates with clients and stakeholders
- The amount of contact UCPH staff have with clients during their services
- UCPH communicates changes in a timely manner

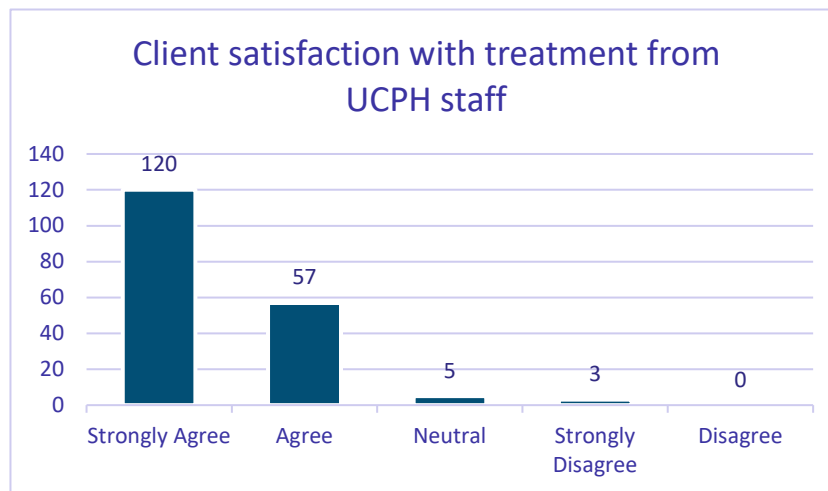
Overall communication

When combining the responses of the above statements, almost 90% of respondents reported being satisfied or extremely satisfied with the agency communication of UCPH, the majority being extremely satisfied.

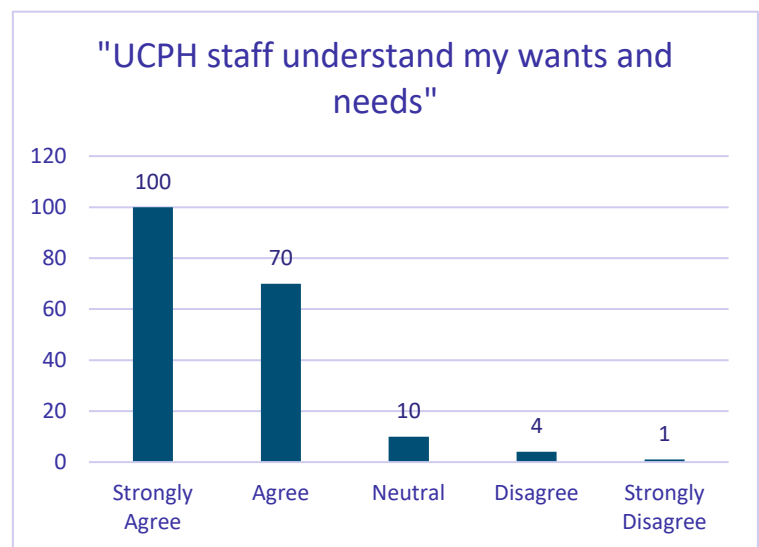


Treatment from staff

On the client and family survey, we asked participants to rate their level of agreement with the statement: “I am satisfied with the way UCPH staff treat me.” 120 individuals responded, “strongly agree”, which shows that almost 65% of our respondents are extremely satisfied with the treatment of clients from UCPH staff.



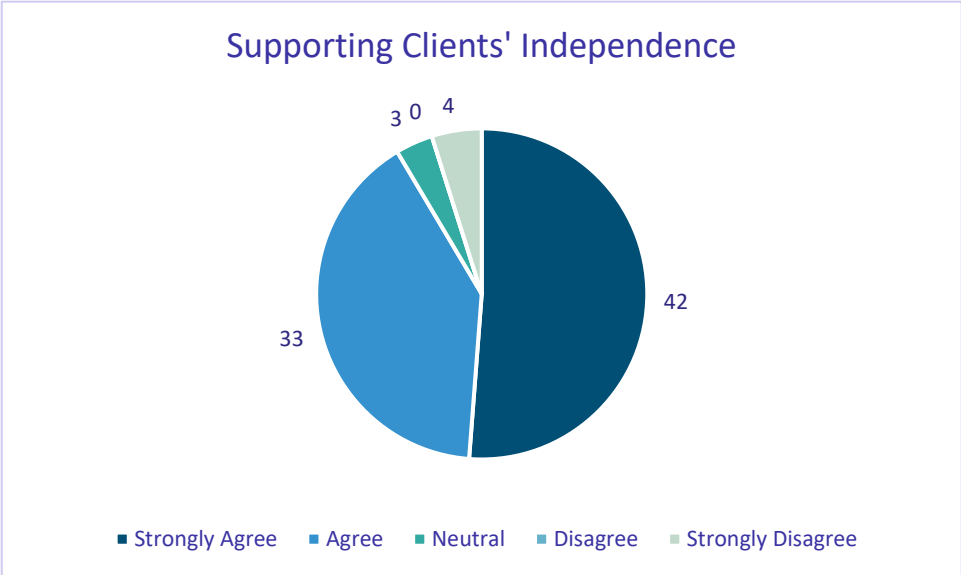
We also asked clients and families to rate their level of agreement/satisfaction with the statement, “UCPH staff understand my wants and needs”. 100 individuals strongly agreed with that statement, which is about 54% of those that participated. Comparing these two charts shows that clients are very satisfied with the way UCPH staff treat them, but efforts could be made for staff to better understand their wants and needs.



Supporting independence & Self-Advocacy

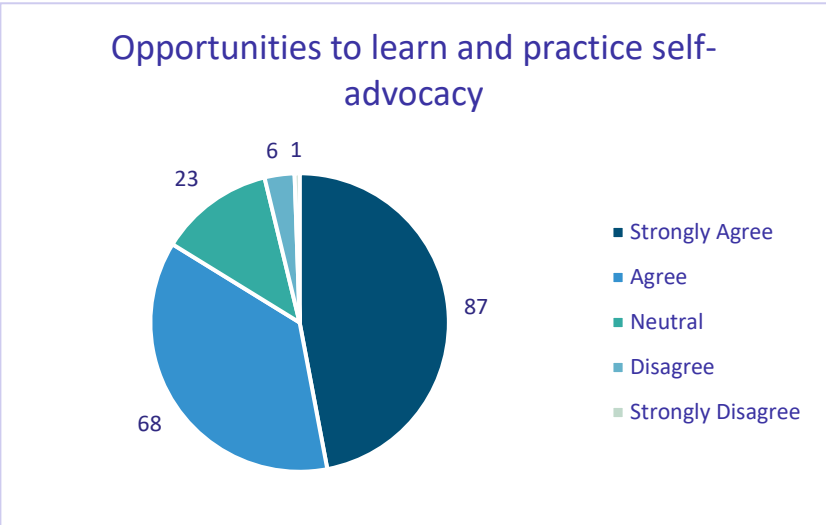
Stakeholder perspective on UCPH supporting clients' independence

The chart below shows the level of agreement stakeholders have with the statement, "UCPH staff support clients in living their lives as independent as possible". This means that over 90% of stakeholders agree that UCPH programs and staff support clients' independence.



Client and family perspective on self-advocacy

Almost 50% of clients and families that responded to the survey strongly agree that

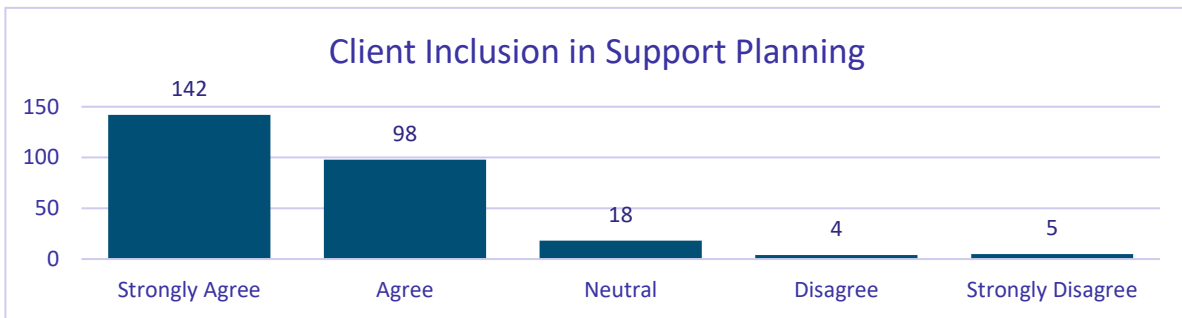


UCPH provides opportunities for clients to learn about and practice self-advocacy, while about 37% agree. One interesting thing to note is that 23 respondents marked "neutral". This shows that we can improve ensuring our clients are educated on and have a space to practice self-advocacy.

Inclusion in individualized support planning

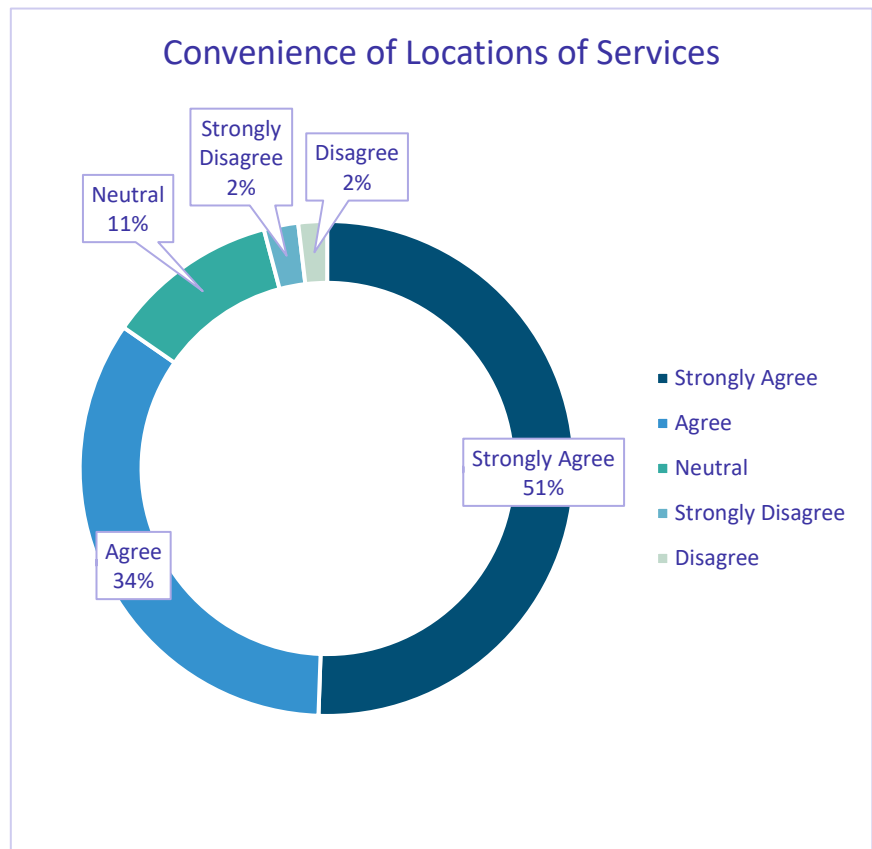
Both surveys

When combining responses from both surveys, we found that most clients, families, and stakeholders agree or strongly agree that UCPH includes clients in their support planning, while around 3% disagreed or strongly disagreed. Though the percentage of dissatisfaction with client inclusion in support planning is low, the 16% margin between those that agree and strongly agree shows that UCPH could be more inclusive with clients in their support planning.



Accessibility

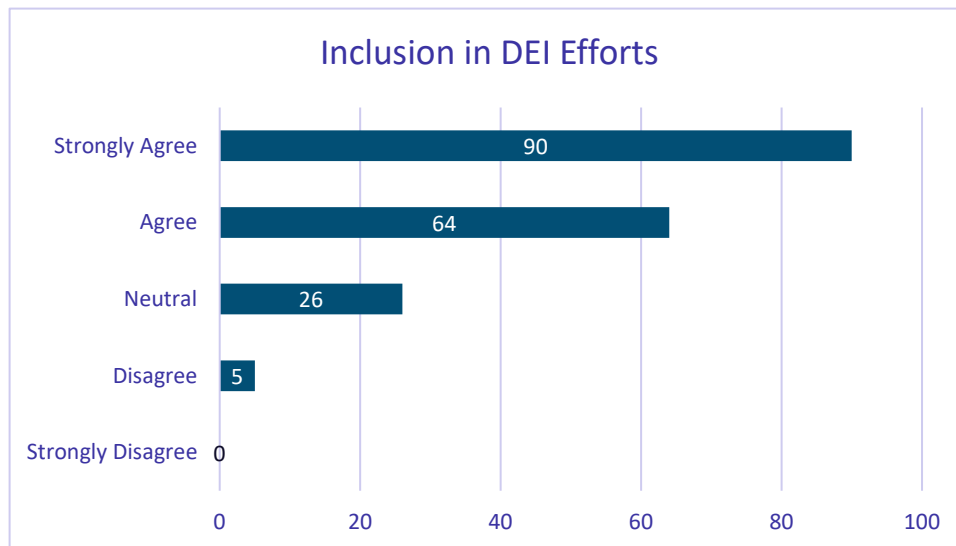
On both surveys we asked respondents to rate their level of agreement with the convenience of location of services. We found that 51% strongly agree, and 34% agree. Since 49% of respondents did not choose “strongly agree”, this shows that focusing on convenience of location of services is an area of improvement.



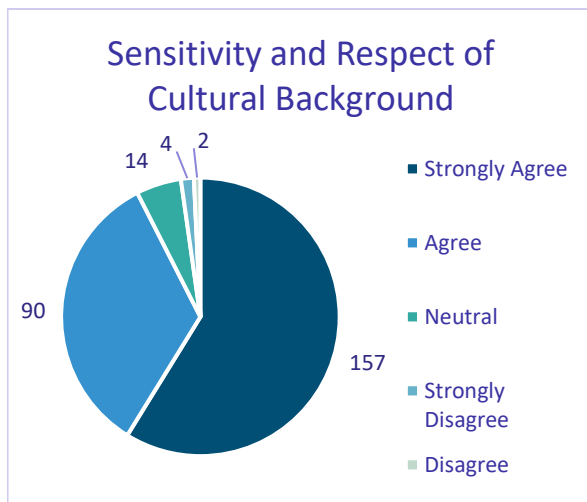
Diversity, Equity, & Inclusion and Cultural Sensitivity

Client and family perspective on client inclusion in DEI efforts

Over the last couple years, UCPH has made a concerted effort to highlight DEI. A DEI council of staff members meets biweekly and distributes education, programming, and events relating to DEI topics to the agency. On the client and family satisfaction survey we asked participants to rate their level of agreement with the statement “UCPH includes clients in their DEI efforts”. Almost 50% of respondents strongly agree that UCPH includes clients in their DEI efforts, and no one responded that they strongly disagree.



Cultural Sensitivity

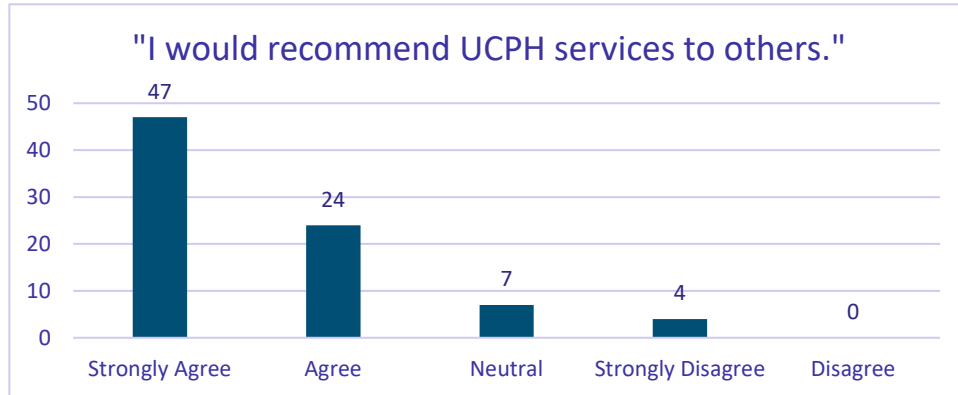


Almost 60% of respondents between both surveys strongly agree that UCPH is sensitive to and respectful of cultural background, including language, religion, and culture. Only about 7% marked neutral, disagree, or strongly disagree. While that number is low, it shows a small window of opportunity for UCPH to improve their sensitivity and respect of others' cultural background.

Impact of UCPH

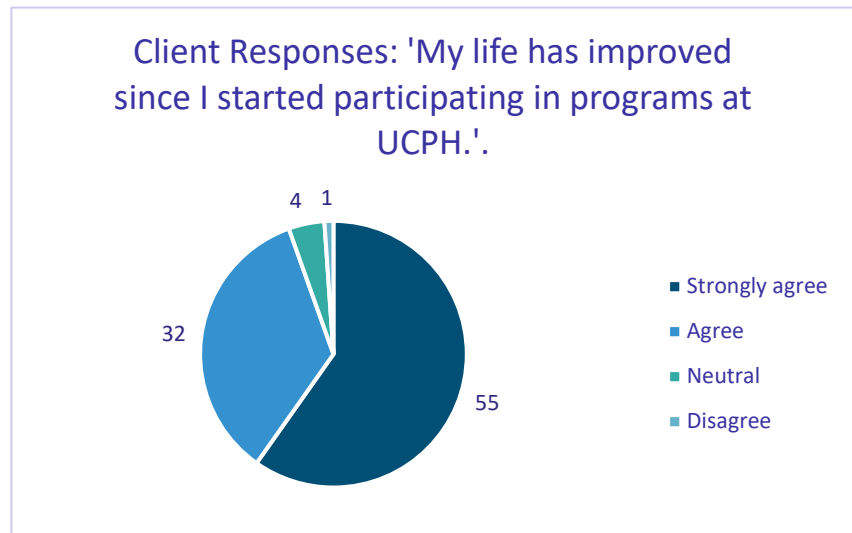
Stakeholder survey:

To measure the impact of UCPH services with stakeholders, we asked respondents to rate their level of agreement with the statement, "I would recommend UCP services to others". Over 85% of stakeholders responded that they would recommend UCPH services to others.



Client and family survey:

We asked clients and families to rate their level of agreement with the statement, "My life has improved since I started participating in programs at UCPH". Of the 92 clients that responded to the survey (either independently or with support from UCPH



staff), **87 clients (almost 95%) agreed or strongly agreed that their life has improved since starting programs at UCPH**, and not one client reported that they strongly disagreed.

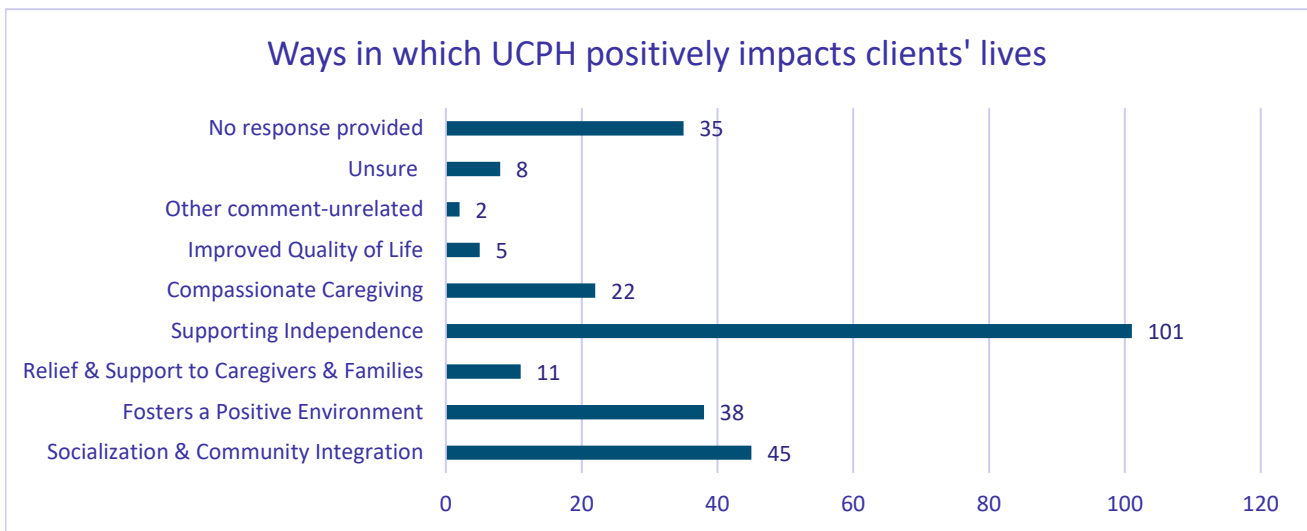
Open Response Questions (Qualitative)

Overview of qualitative analysis

On both the client and family, and stakeholder survey, we asked open-ended questions with free spaces for participants to provide their feedback. To analyze the feedback, responses were reviewed and assigned a code for overall theme/idea of the response.

Positive Impact

We asked participants to fill in their response to the question, “in what ways has UCPH positively impacted you/your client’s life?” on both surveys. Below is a chart of the main themes of responses to the question from both surveys. The most frequently occurring, being responses related to supporting independence.



Notable responses to this question from clients and families:

- “I have a wonderful place to live. I have fun at the day program which is not only fun but also stimulates me intellectually and socially.”
- “Encourages me to be supportive to others. Go out in the neighborhood to be friendly.”
- “It is a great way to spend my days where I feel loved and cared for.”
- “Support system that you can count on.”
- “I’m no longer in a placement.”
- “I got my first job”
- “Help me get through homelessness.”

Notable responses to this question from stakeholders:

- “Helped families live more independent, keeping loved ones at home.”
- “They have a smile on their face everyday.”
- “I have individuals in supported living and supported employment. Both are thriving in their setting due to the support of UCP!”
- “Their mental and physical health has greatly improved since starting the program.”
- “Providing consistent supports across the lifespan. Offering family navigation supports-helping families through crises.
- “Caring for their clients to ensure they have the best quality of life possible.”
- “My clients were happy at program and greatly missed it when the Day Hab had to close. The ability to have the new facility gave them more activity space and options for choice. MOST OF ALL YOU FOUGHT FOR THEIR TRANSPORTATION!”

Through the responses to this question, we found that clients, families, and stakeholders have a vast array of positive things to say about UCPH, and the ways in which our programs, services, and staff have made positive impacts in their lives. We found that our strongest areas are in supporting the independence of our clients, providing socialization and community integration, and fostering a positive environment.

Improvement of Services

Improvement of Services: Client and Family

To gain constructive feedback on opportunities for improvement, we also asked our clients, families, and stakeholders to describe ways in which we can improve the services clients receive. The chart on the following page shows the common themes found in the responses from clients and families. Of those that responded to this question, the most frequently reported responses centered around no improvement needed, or clients and families being happy with services. Regarding suggestions for improvement, responses relating to individualized support were most common. Individualized support included things like client-specific requests or additional support in other areas of their lives.

Client & Family Suggestions for Improvement



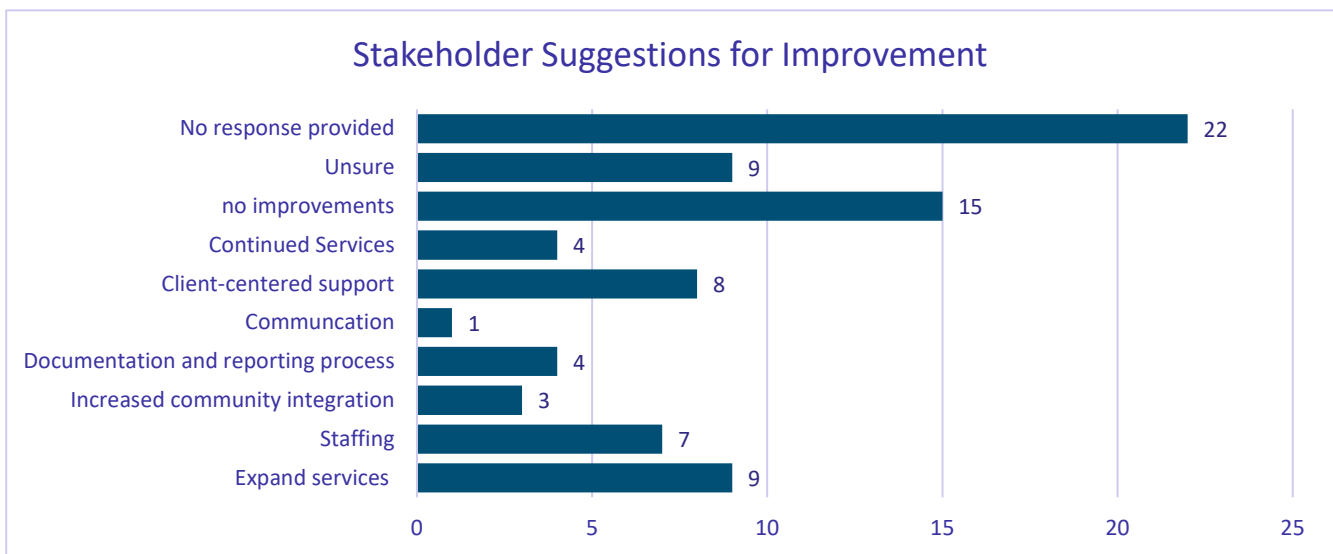
Increased community integration and communication were the next most common responses, with many responses noting the understanding that the COVID-19 pandemic has impacted community integration for individuals while at program. Staffing-related suggestions included responses like hiring more staff to reduce burnout, additional training for staff on devices clients use, and two responses related specifically to a staffing issue within a specific program. Another somewhat common response was suggestions for paperwork to be made available for families to complete or sign electronically. Other suggestions included increasing capacity to serve more clients through staffing and more space, expanding services to additional locations to be closer to where families reside, and educating families of other services available and supporting them in understanding those options.

Notable responses from clients and families:

- “UCP has done an admirable job surviving a global pandemic.”
- “Maybe guides on what your child is working on every month so that you can do it at home and learn what they’re being taught.”
- “Go more electronic with paperwork.”
- “Hopefully there can be more opportunities to go out into the community once COVID concerns go down.”

Improvement of Services: Stakeholder

We asked stakeholders their thoughts on ways we can improve the services clients receive. Consistent with the client and family survey, the most common responses centered around no improvements needed. Of those that did provide suggestions, expansion of services was the most common. In the area of client-centered support, responses included statements related to catering services more to each client. Staffing-related suggestions were another common theme, with many responses suggesting things like increasing staff, diverse employer relationships, and increased training related to technology. Many stakeholders expressed they would like to see UCPH continue and/or expand services, and some responded with specific suggestions around documentation and reporting processes for the documents they review. Other responses included suggestions for communication from UCPH staff and increased community integration with clients.



Notable responses from stakeholders:

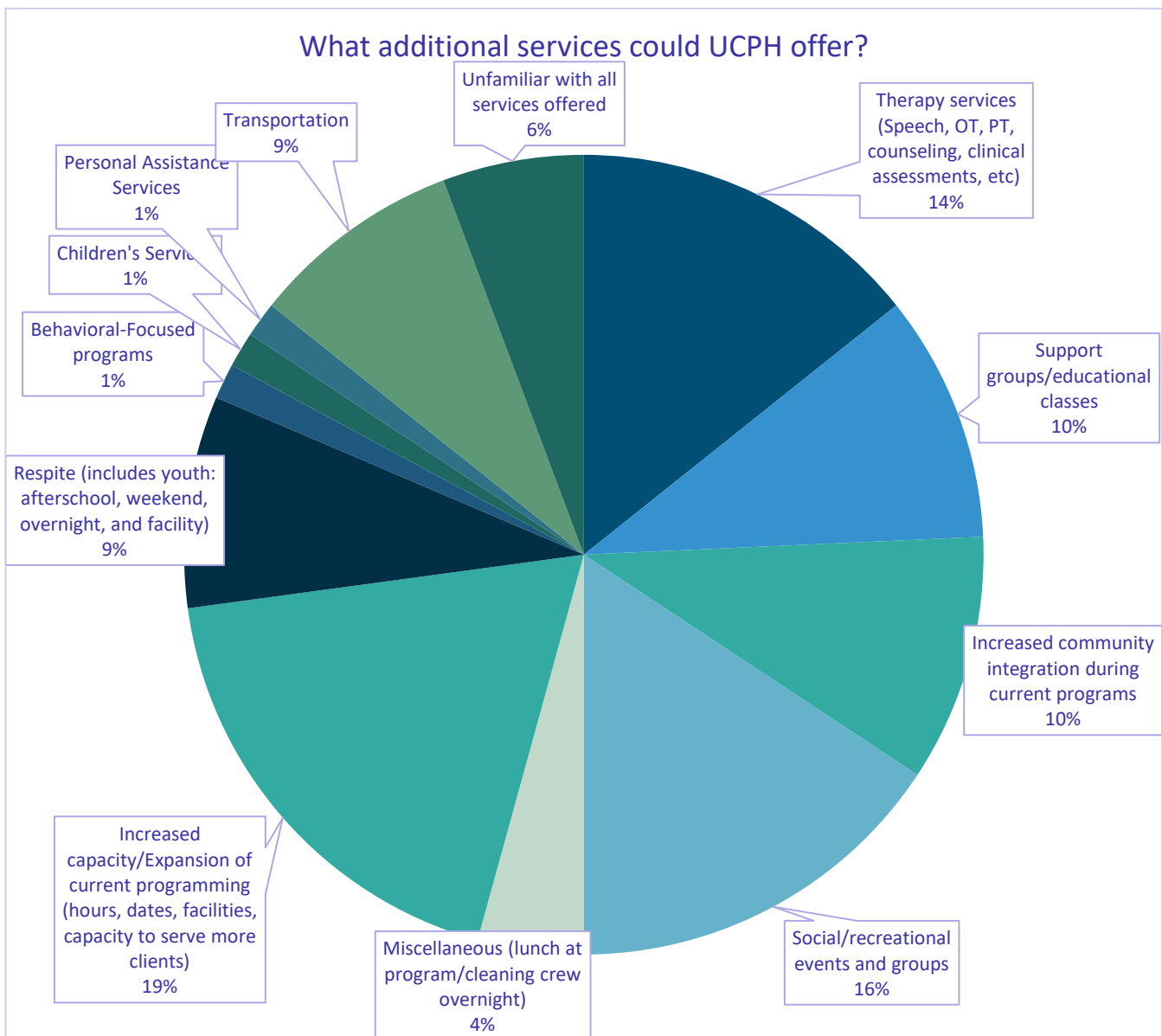
- “I think they have really improved their relationship with the clients and the changes made over the last year.”
- “Staffing is a big issue. I know you are facing this head on.”
- “Resume trips into the community as long as COVID guidelines are adhered to.”
- “More grace with some of our clientele, sometimes it takes a few goal changes for them to be successful.”
- “Continue outreach in underrepresented/underserved communities for equitable access. Easy access to programs for city residents.”

Additional Services

Additional services that UCPH could offer

On both surveys we asked what additional services UCPH could offer. Below are the combined responses from both surveys. Almost 74% of respondents did not provide a suggestion or stated they were happy with services as they are. The chart below shows an outline of the themes of responses from those that did provide suggestions.

Responses widely varied, with the most frequent responses relating to expansion of services currently offered.



The most common responses were those relating to expansion of current programming through things like more locations, extended hours, increased staffing: all grouped into the category of increased capacity/expansion of current programming. The next most common responses were those suggesting social and recreational events and groups for our clients, closely followed by the suggestion of therapy services including occupational, speech, and physical therapies as well as counseling and clinical assessments. Two other responses that were suggested somewhat frequently were support groups and educational classes and increased community integration in current programs. Other less common suggestions included more respite opportunities, behavioral-focused programs, children’s services, personal assistance services, and transportation.

Notable responses from clients and families:

- “Our daughter would like for you to bring back the opportunity to go out into the community.”
- “More augmented communication classes.”
- “Providing group therapy option for autistic child to learn how to interact with other children.”
- “Larger facility to support more children in our community.”
- “I want to learn more about computers. I have an anxiety when it comes to technology. The world is surrounded with computers, so I want to learn more about them.”

Notable responses from stakeholders:

- “Maybe after COVID-job readiness classes.”
- “I think the programming is extensive and offers something for everyone.”
- “Outreach in the city with program/program sites to back up the outreach efforts. Don’t make city residents travel to mid/west county.”
- “I believe a speech therapist and occupational therapist would be helpful.”
- “Doing a great job with the staffing crisis. UCP has managed to still grow.”

Conclusion

Overall, the results of this survey show that clients, families, and stakeholders are very satisfied with services provided by UCPH. The results provide us with areas in which we excel as well as some areas of improvement. Some areas we excel include:

- The caregiving and support clients receive from UCPH staff
- Supporting the independence of the clients we serve
- Including clients in DEI efforts
- Sensitivity to cultural background of those with which we interact
- Improving the lives of those we support through the programs and services we provide

Of course, there can be improvement in all areas-striving to have more “strongly agree” than “agree” responses; however, the results of this survey give us some targeted areas to focus our work. Some areas we have opportunities to improve include:

- Communication with clients, families, and stakeholders
- Increasing individuals’ participation in their support planning
- Providing education and a space for individuals to practice self-advocacy
- Making our services more accessible in the community by providing locations closer to clients
- Continuing to expand services, including increasing capacity for the services we already provide
- Supporting our clients to safely resume community integration while at program

We are so grateful for all the clients, families, and stakeholders that took the time to complete this survey; as well as the UCPH staff that supported clients and families in completion. This feedback is vital in the assessment of our service delivery and will be used to inform decisions within our programs and agency over the next year.

Resources Consulted for Survey Design:

Client Satisfaction Inventory, 2013

Retrieved from:

<https://cdn.dal.ca/content/dam/dalhousie/pdf/faculty/medicine/departments/department-sites/psychiatry/CLIENT%20SATISFACTION%20INVENTORY.pdf>

Delaware Health and Social Services 2012 Client Satisfaction Survey

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Cornell University, Rehabilitation Research & Training Center on Disability
Demographics & Statistics, 2008

Retrieved from:

https://ecommons.cornell.edu/bitstream/handle/1813/90005/Source_Guide_2008_Final_10_28_08_508_2_With_Cover.pdf?sequence=1