



2022 Client, Family, & Stakeholder Satisfaction Survey

EXECUTIVE SUMMARY

February 2023



2022 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 the same survey as 2021. Research and examples from existing social service organization surveys were used to design the 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.

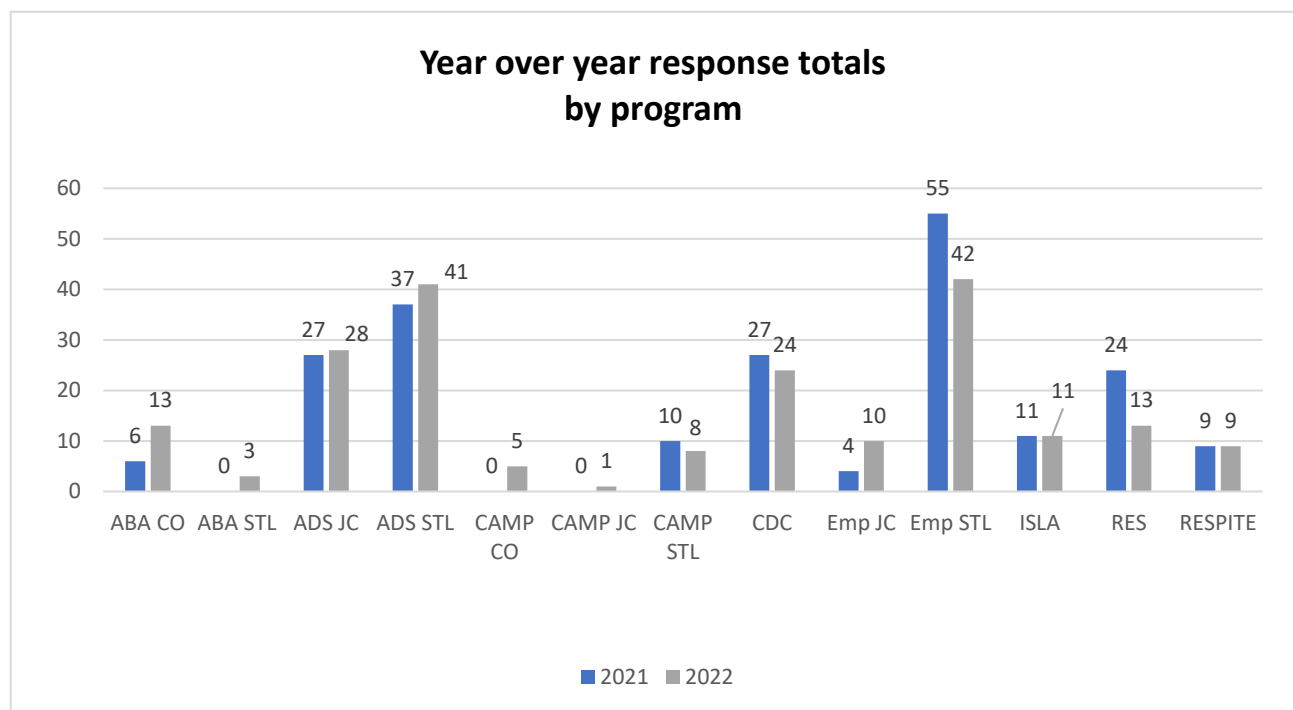
Analysis

Overview of Analysis

This summary contains an overview of the analysis of the 2022 Client and Family and Stakeholder Satisfaction Survey.

How many people completed the survey?

There was a total of 208 individuals that completed the client and family satisfaction survey, and 78 stakeholders that responded, for a grand total of **286 respondents**. UCPH saw an increase in participation in this survey compared to the 2021 survey. The chart below shows this year's survey response compared to last year by program.



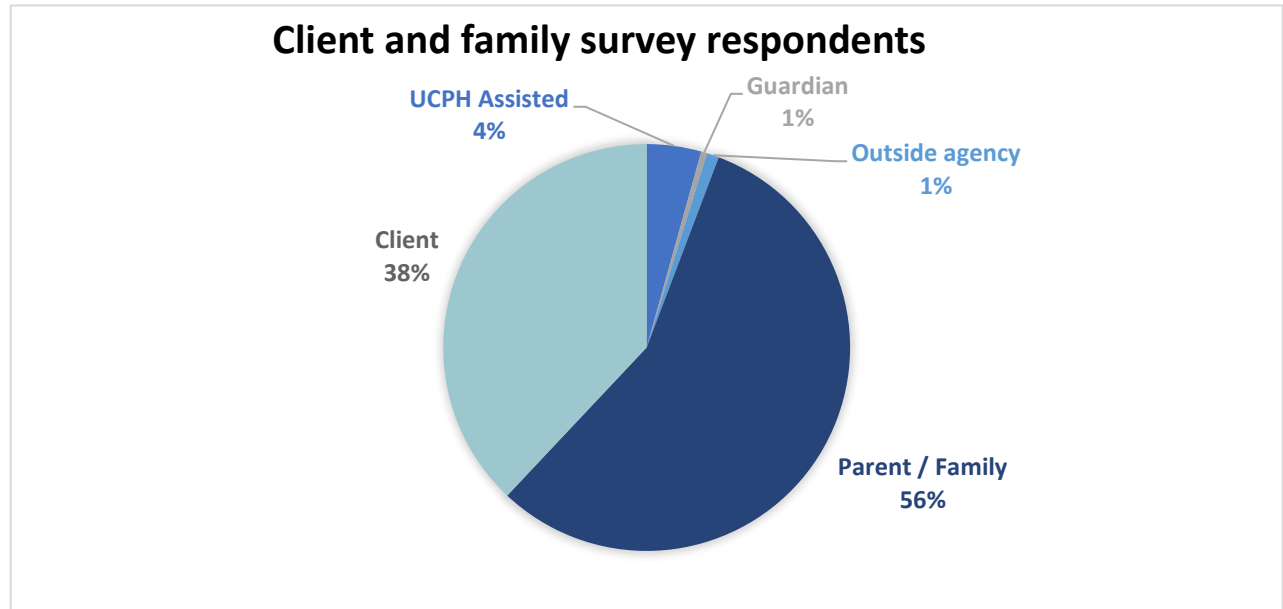
2022 Compared to 2021

Many programs increased their survey participation this year, while others had slight dips. Several new programs are included in this survey: St. Louis ABA, Columbia, and Jefferson City Camps.

Demographics: Who responded to the survey?

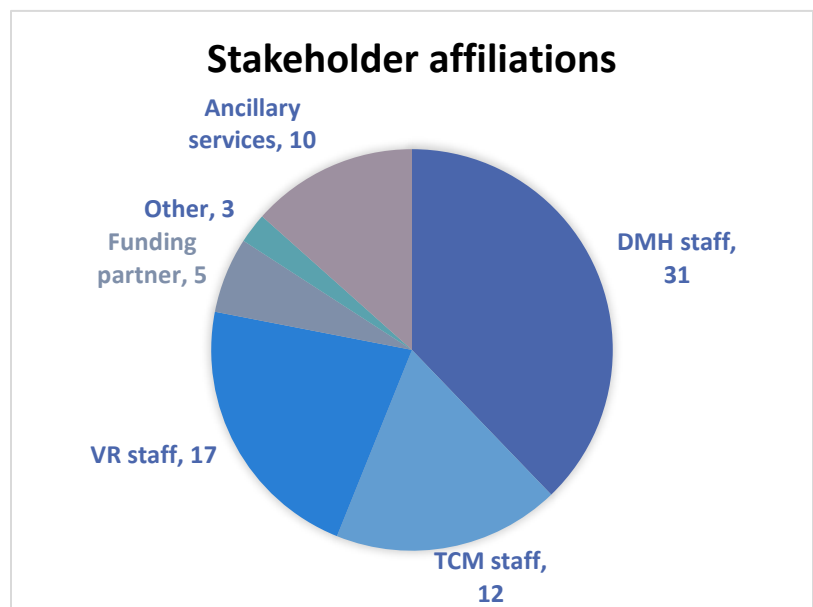
Client & Family Survey

The below chart outlines those that completed the client and family satisfaction survey. 38% of those that participated were clients that responded to the survey independently compared to 25% in the 2021 survey.



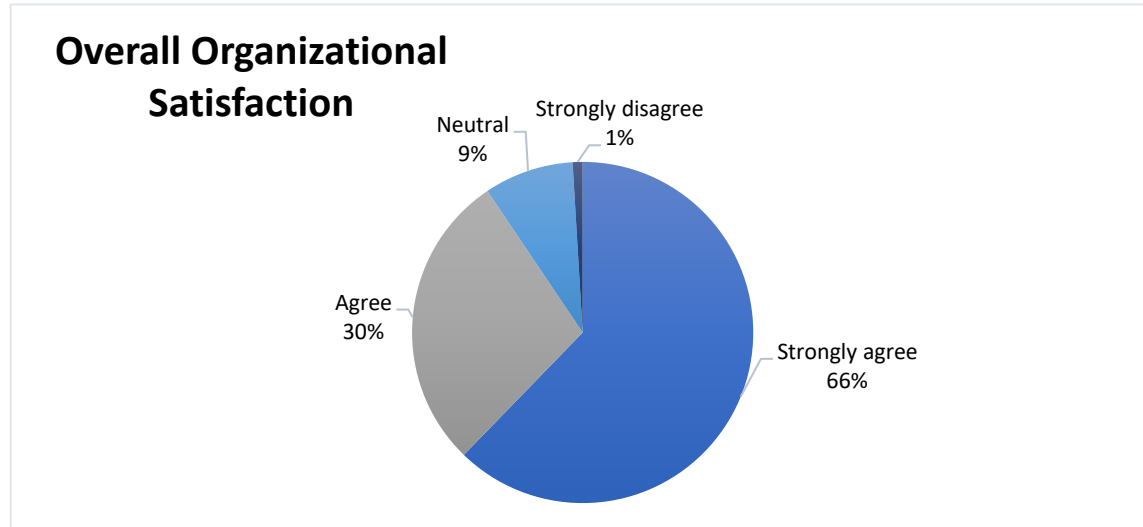
Stakeholder Survey

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 35% also reported that they have been affiliated with UCPH for more than 10 years.



Overall satisfaction with UCPH as an organization

Over 96% of respondents are satisfied or extremely satisfied with UCPH as an organization.



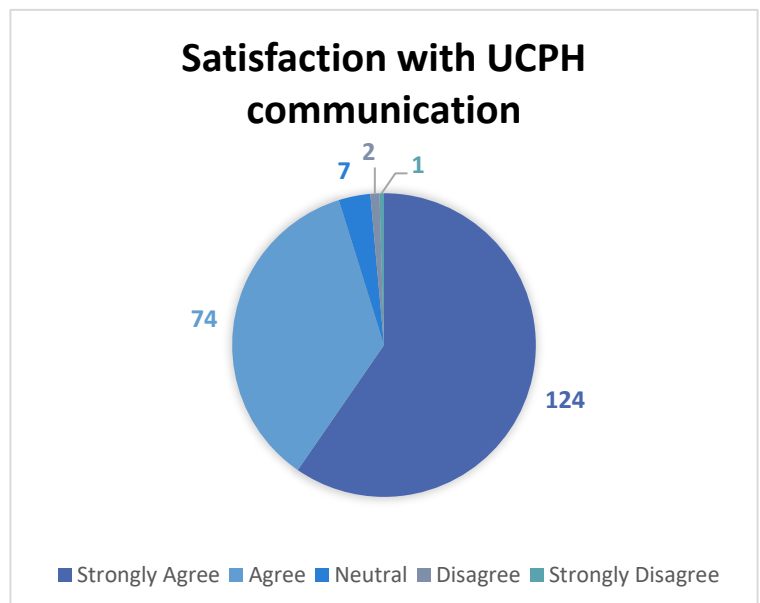
Agency communication

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

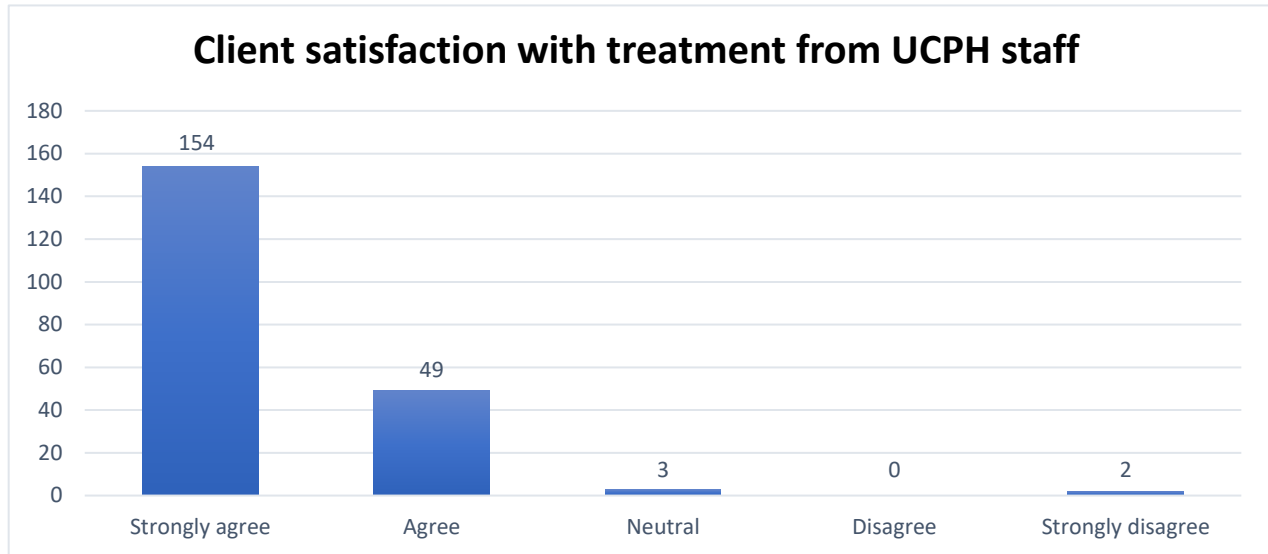
Overall communication

When combining the responses of the above statements, 96% of respondents reported being satisfied or extremely satisfied with the agency communication of UCPH, the majority being extremely satisfied.

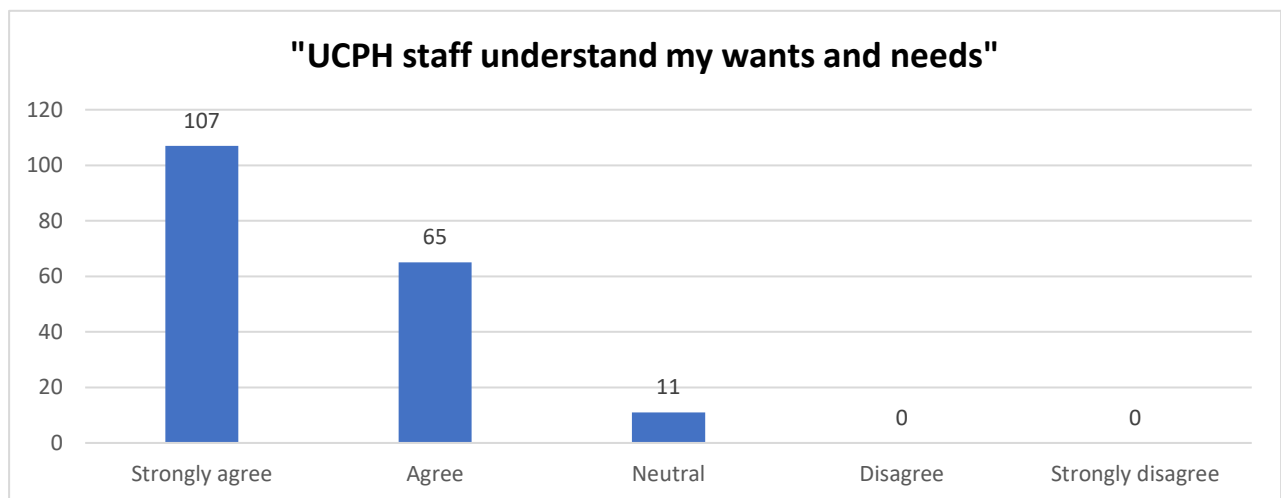


Treatment from staff

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." 154 individuals responded, "strongly agree", which shows that almost 74% of our respondents are extremely satisfied with the treatment of clients from UCPH staff.



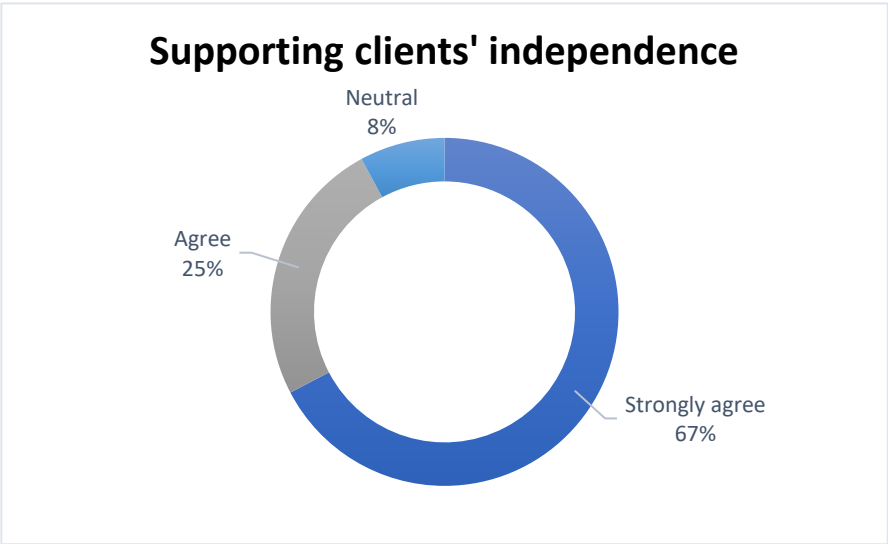
We also asked clients and families to rate their level of agreement/satisfaction with the statement, "UCPH staff understand my wants and needs". 94% of our respondents indicate they feel like UCPH staff understand their wants and needs.



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". 92% of stakeholders agree that UCPH programs and staff support clients' independence.



Client and family perspective on self-advocacy

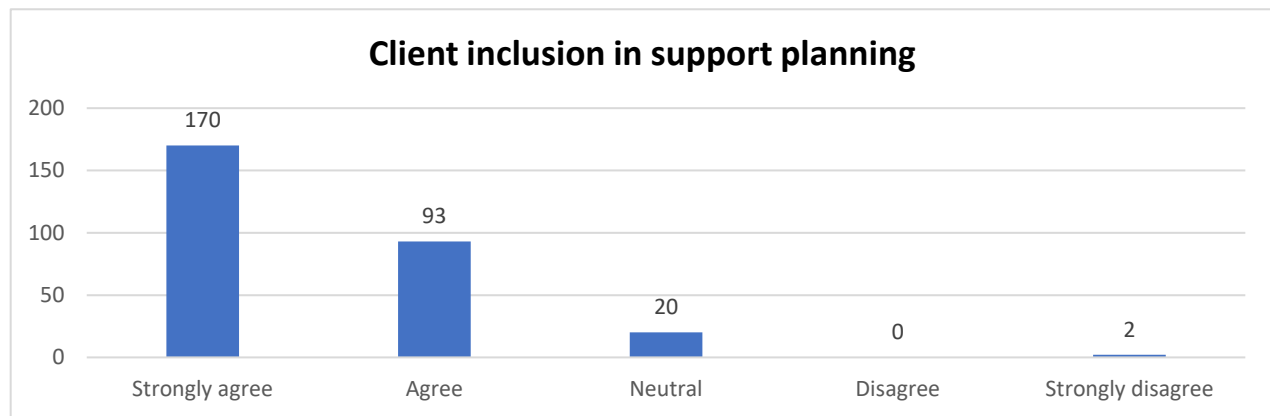


47% of clients and families that responded to the survey strongly agree that UCPH provides opportunities for clients to learn about and practice self-advocacy, while about 36% agree. One interesting thing to note is that 28 respondents marked "neutral" which is a slight increase over last year. This shows that we can continue to find ways to improve ensuring our clients are educated on and have a space to practice self-advocacy.

Inclusion in individualized support planning

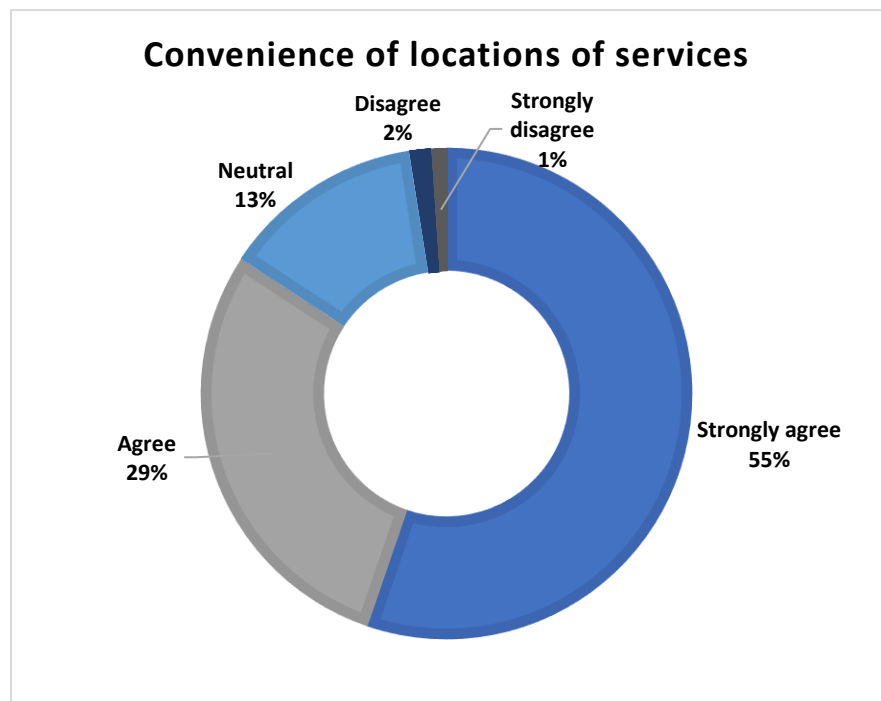
Both surveys

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 less than 1% strongly disagreed. This was an improvement from last year as 18 reported “neutral”, 4 reported “disagree” and 5 reported “strongly disagree” in the 2021 satisfaction survey.



Accessibility

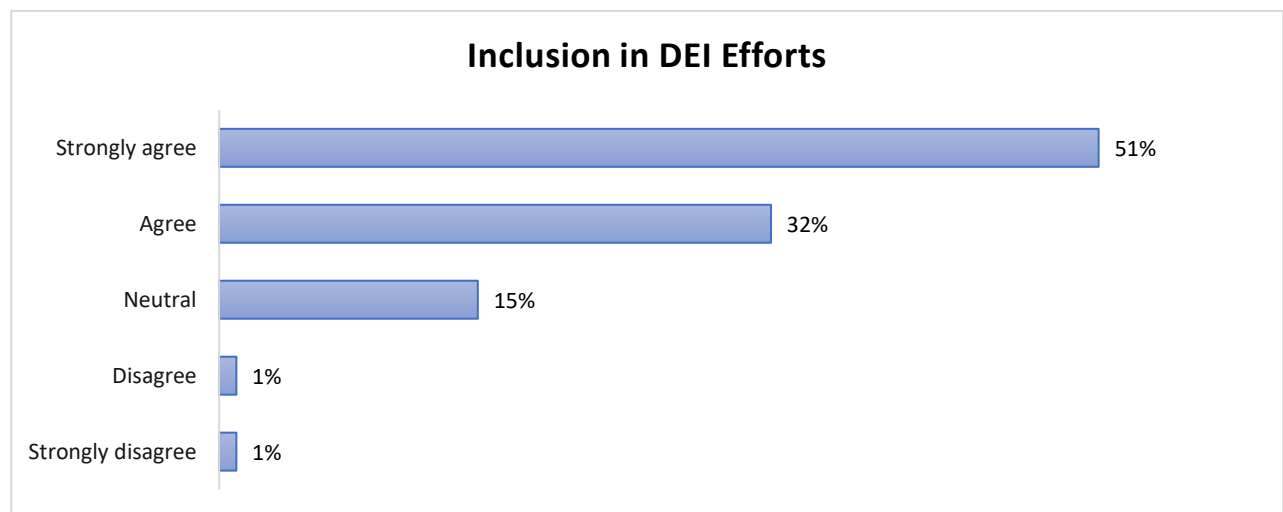
On both surveys we asked respondents to rate their level of agreement with the convenience of location of services. We found that 55% strongly agree, and 29% agree. This is a slight improvement over last year and should improve with the opening of our Community Services South building.



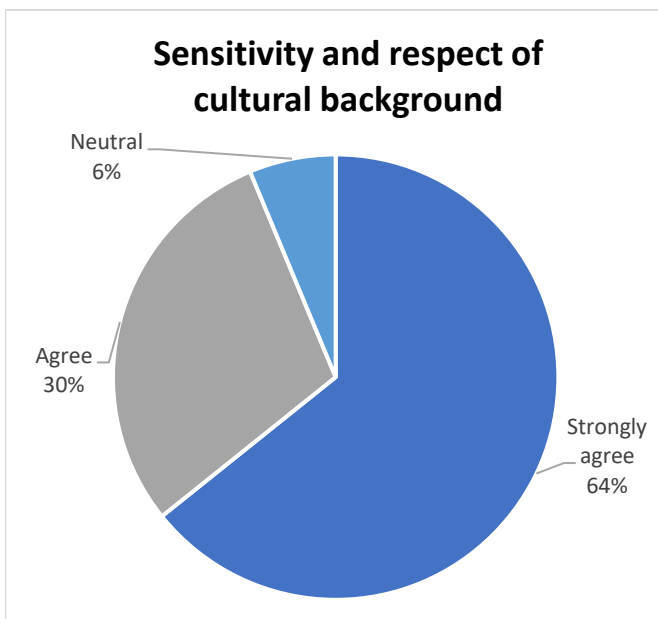
Diversity, Equity, & Inclusion and Cultural Sensitivity

Client and family perspective on client inclusion in DEI efforts

Over the last few 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”. 51% of respondents strongly agree that UCPH includes clients in DEI efforts, which is a 1% increase over last year.



Cultural Sensitivity

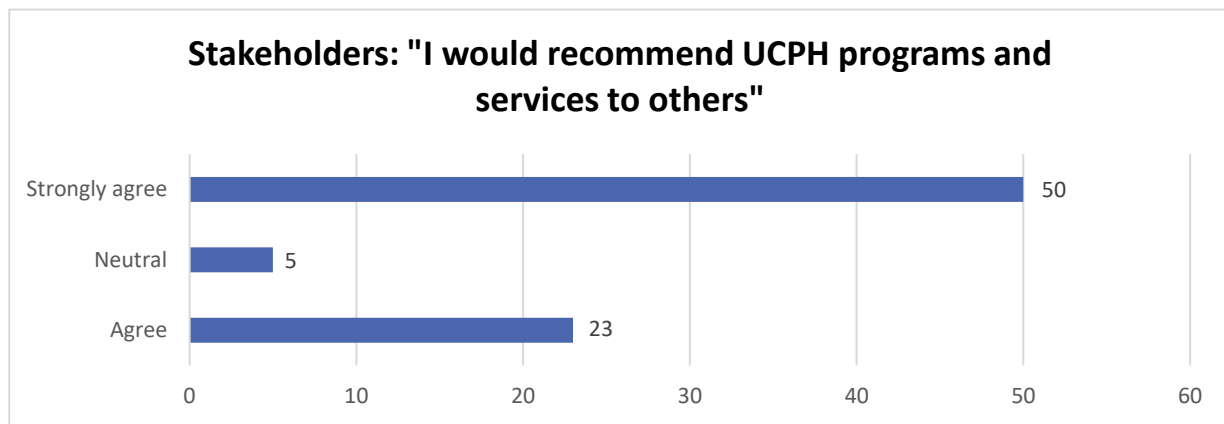


94% of respondents agree that UCPH is sensitive to and respectful of cultural background, including language, religion, and culture. Only about 6% marked neutral and zero disagreed or strongly disagreed. This is a marked improvement over last year where 2% of the respondents disagreed or strongly disagreed.

Impact of UCPH

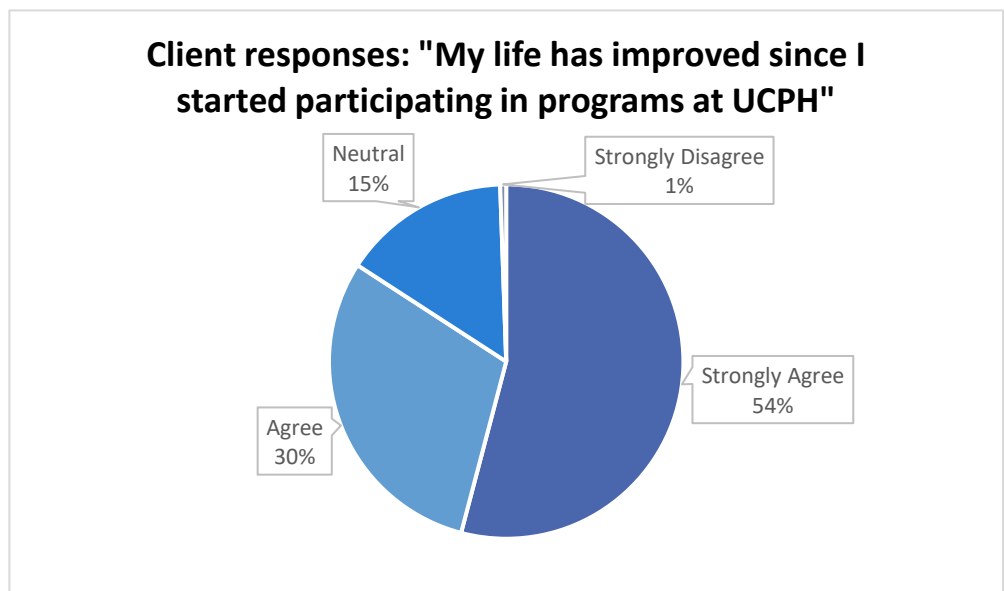
Stakeholder survey:

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". Almost 94% of stakeholders responded that they would recommend UCPH services to others which is an almost 10% increase over the past year. Additionally, not one person responded that they would not recommend UCPH programs and 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 clients that responded to the survey (either



independently or with support from UCPH staff), 84% agreed or strongly agreed that their life has improved since starting programs at UCPH, and one client reported that they strongly disagreed.

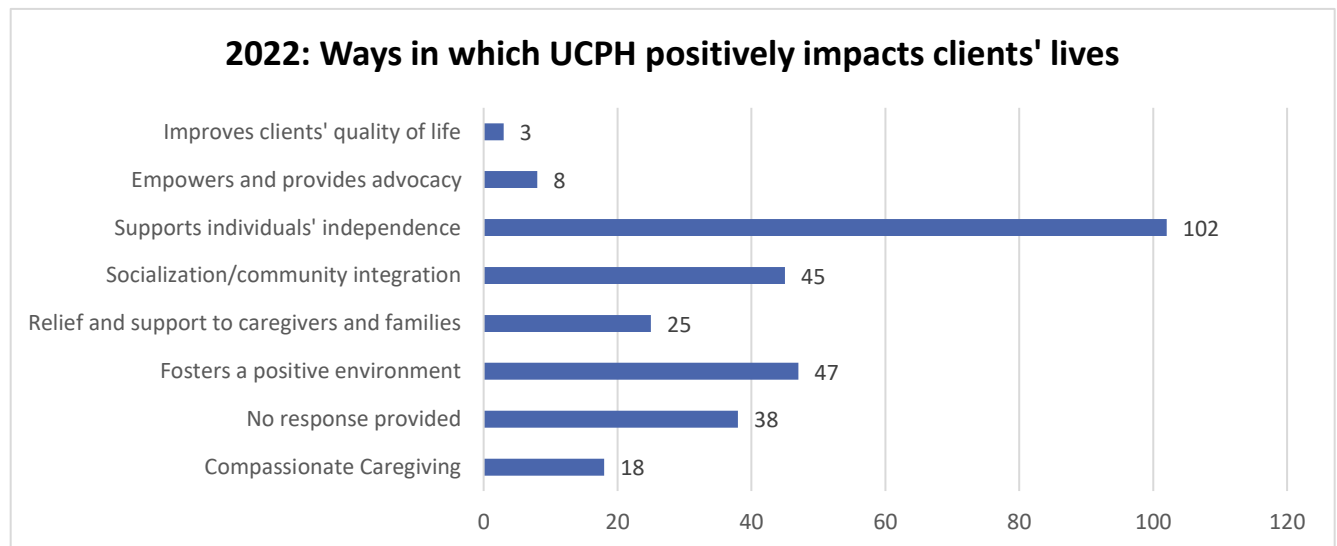
Open Response Questions (Qualitative)

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-just as we found in the 2021 survey. One new theme we found this year were multiple responses relating to empowering and providing advocacy for and with our clients.



Notable responses to this question from clients and families:

- “They allow me to move out of my parent’s house.”
- “Gives me hope for my daughter, expanding her abilities.”
- “They have helped me find a good job that I like.”
- “The staff is friendly and very attentive. They make my day fun.”
- “My son loves attending UCP.”
- “Fairly new to the program, but I know my son gets excited about going.”
- “Treating us like family.”

Notable responses to this question from stakeholders:

- “They truly advocate for the needs of their clients.”
- “The respect they show consumer and family.”
- “Helped keep several clients of ours safe while family members going through issues or clients in danger of homelessness.”
- “Caring staff with strong leadership ensures quality services.”
- “Being patient with clients as they seek to find the right job for them.”
- “UCP is responsive to family and community needs when designing programming.”
- “The consumer appears happy and excited to attend UCPH during our visits.”

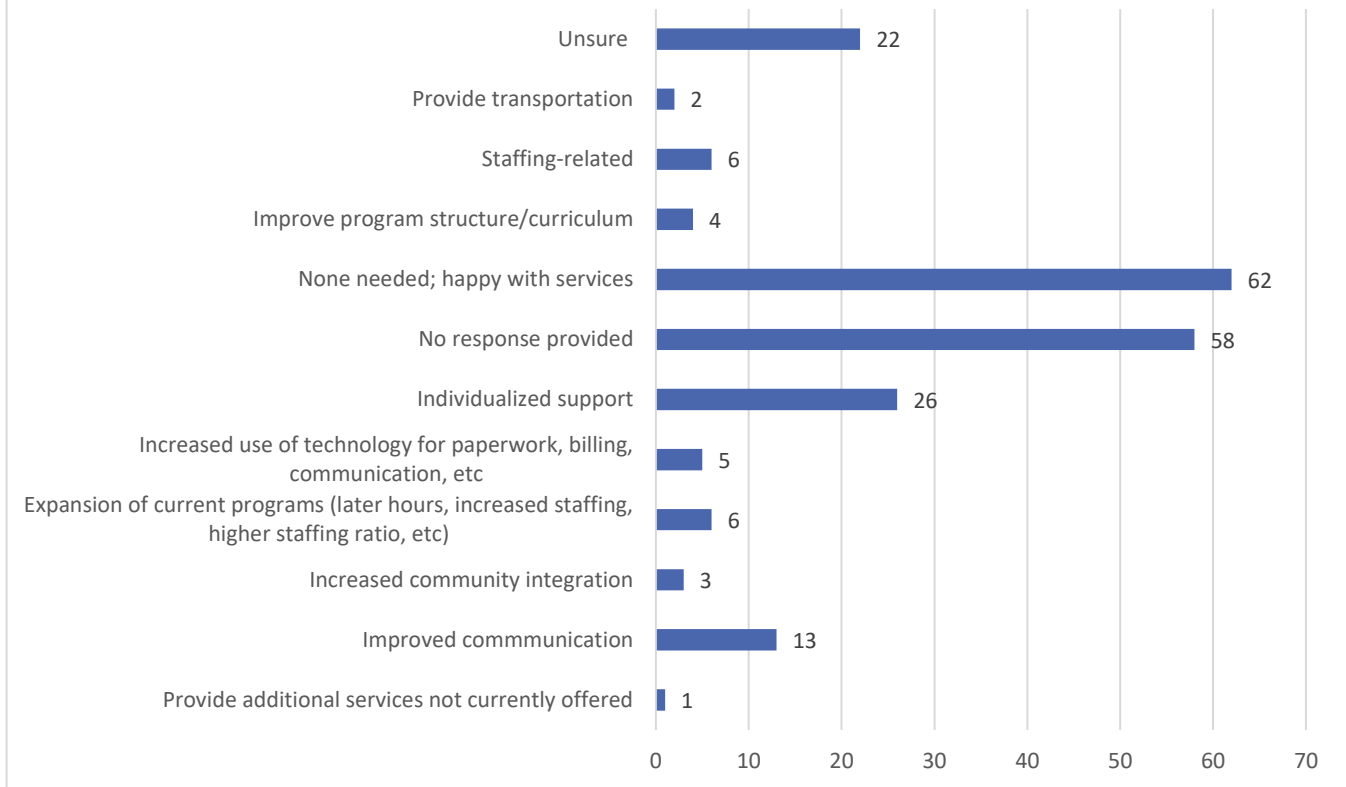
Through the responses to this question, we found that clients, families, and stakeholders have a vast array of positive things to say about UCPH, and the ways in which our programs, services, and staff have made positive impacts in their lives. We found that our strongest areas are in supporting the 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. Like last year, 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 responses like client-specific requests or additional support in other areas of clients’ lives in addition to the supports they are currently receiving.

Client & family suggestions for improvement



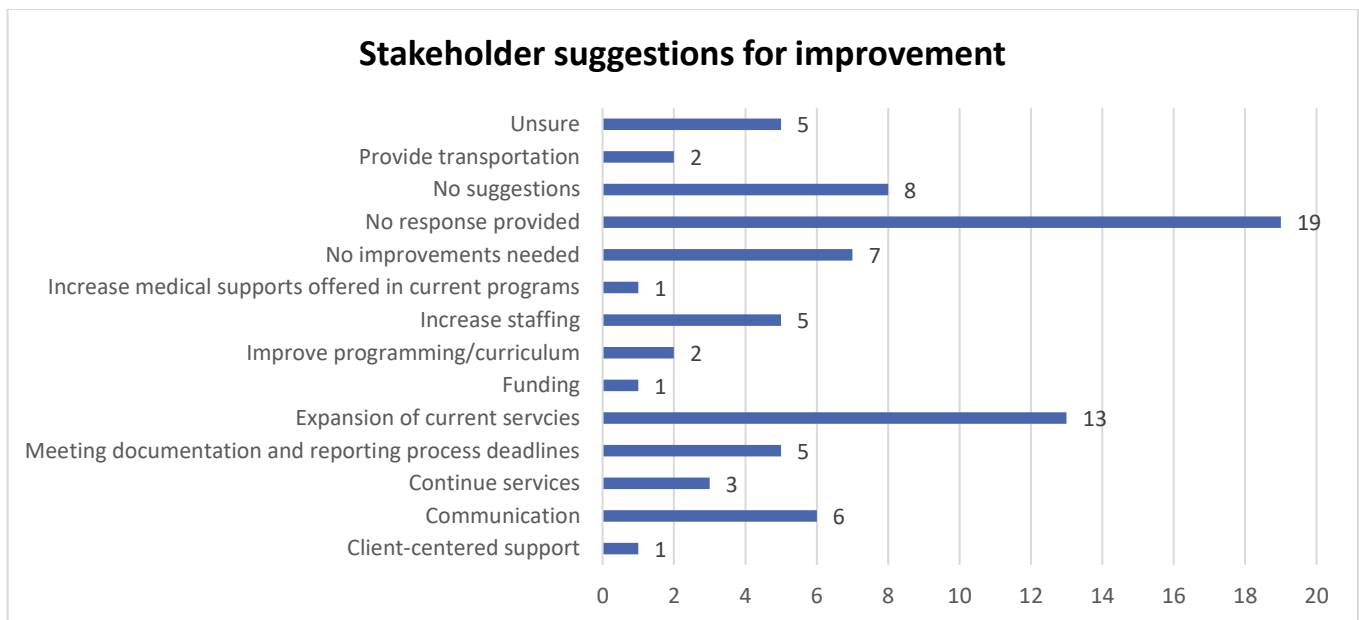
Other common responses included those relating to improving communication, expansion of current programs, increased use of technology for things like paperwork, staffing-related suggestions, improvement of program structure and curriculum, increased community integration opportunities, and transportation.

Notable responses from clients and families:

- “Less paperwork, every year you send me the entire packet even though hardly anything changes. It would be great to just review the previous information and make updates....”
- “CDC has already made tons of improvements in technology and making improvements to facility, so no improvements suggested at this time.”
- “Y’all give me good services.”
- “More activities.”

Improvement of Services: Stakeholder

We asked stakeholders their thoughts on ways we can improve the services clients receive as well. Consistent with the client and family responses as well as last year's responses from stakeholders, most respondents did not provide suggestions. Of those that responded, expansion of current services was the most common reported theme. Expansion of current services includes additional locations of current programs, longer hours of services, capacity to enroll more clients, etc.



One interesting thing we found this year that was not a common theme in responses last year was the suggestion of providing transportation. While we provide transportation during the day in many of our programs, transportation remains a challenge for many of our clients, especially in the St. Louis region.

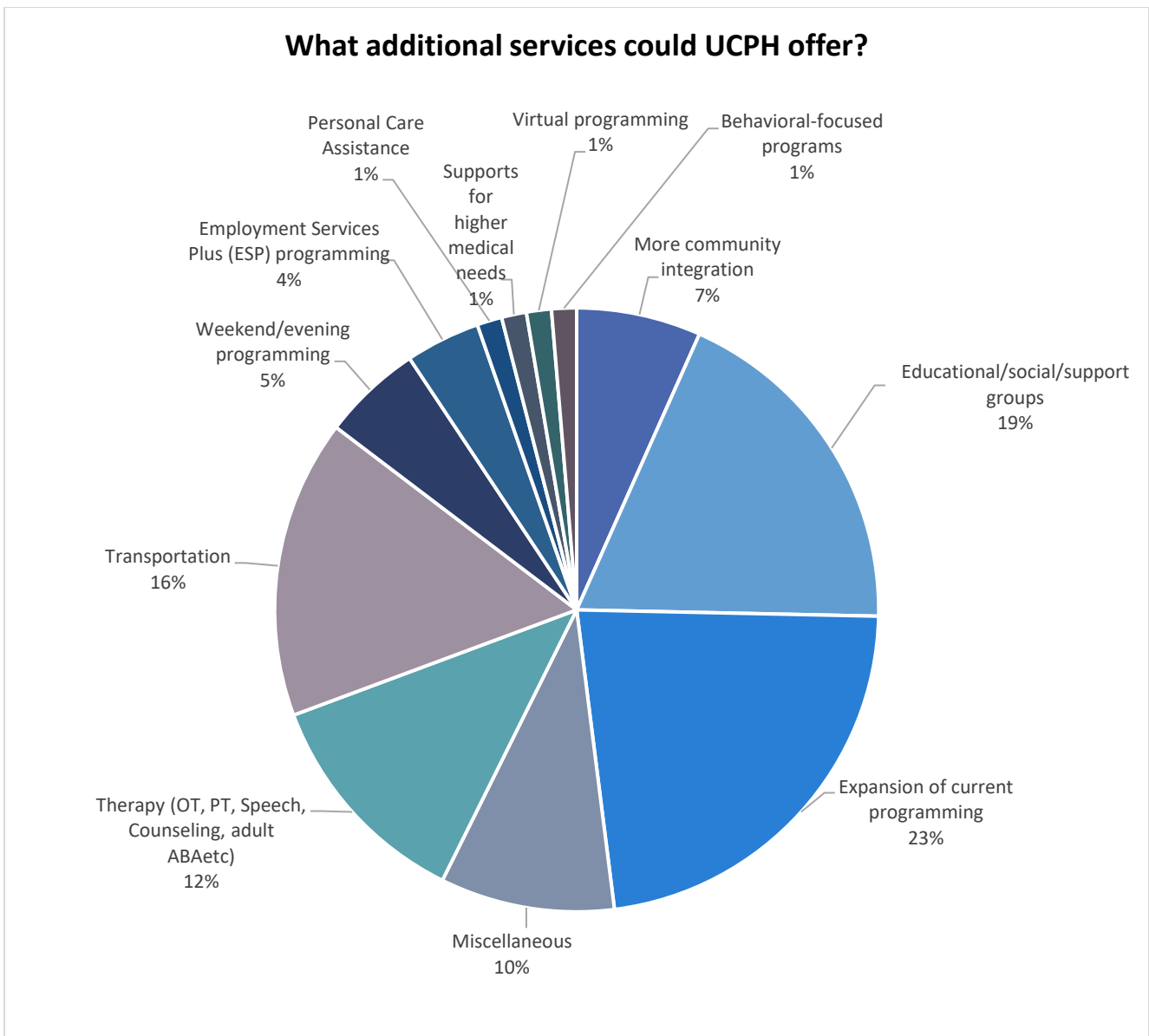
Notable responses from stakeholders:

- “They can improve on meeting paperwork deadlines.”
- “Continue training staff on PBS, ABA, following behavior plan and Tools of Choice. These trainings can be really beneficial if the trainer is good.”
- “It would be helpful to have more education of services for TCM to provide to other consumers who may be looking to attend UCPH.”
- “More locations.”
- “I would like another out of home respite location in the city.”

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. Like last year, 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 and providing educational/social/support groups. Another common suggestion is transportation, which increased by 7% from last year.



Notable responses from clients and families:

- “More outings in the community.”
- “More camps, longer hours in Jefferson City.”
- “Varies therapies.”
- “Game night weekly at apartment (game room) or other weekly activity.”
- “My grandson talks about the new addition of activities coming. Music is his first love and he is excited for a music room.”
- “...I would love to have access for outings for my family member knowing that UCPH will take care of her.”

Notable responses from stakeholders:

- “I know that UCPH currently contracts out for therapy services at day program, but if UCPH had a therapy staff of their own for day program as well as for ISLs, that would be wonderful!”
- “We need more respite services and supports for people with complex and challenging behaviors.”
- “ESP Brain Injury.”
- “Transportation and individual skill development.”
- “...one-to-one community skills development and home skills development for teens and young adults.”

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:

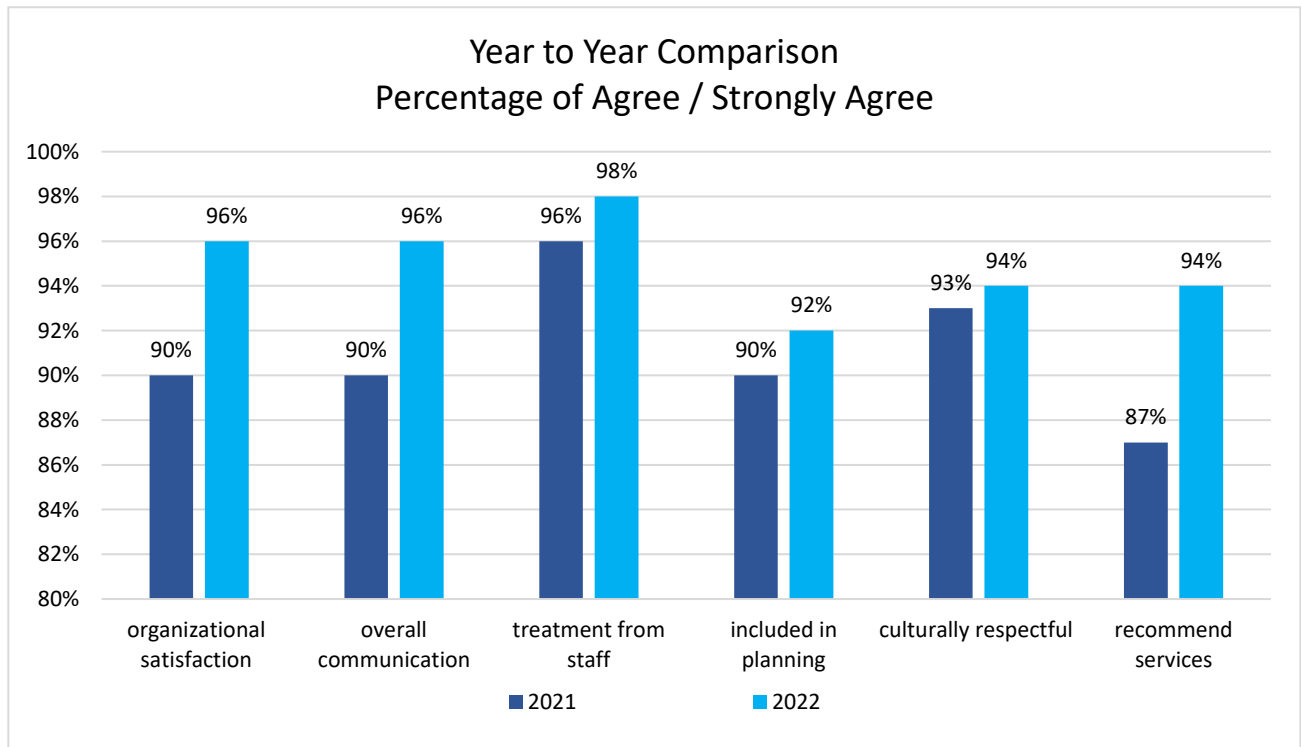
- The caregiving and support clients receive from UCPH staff
- Building independence of the clients we serve
- Including clients in DEI efforts
- Sensitivity to cultural background of those with which we interact
- Improving the lives of those we support through the programs and services we provide

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:

- Look at ways to include transportation in our services
- Increasing our communication with clients, families, and stakeholders
- Increasing individuals' participation in their support planning
- Providing education and a space for individuals to practice self-advocacy
- Continuing to look at ways of making our services more accessible in the community by providing locations closer to clients
- Supporting our clients to increase their access to their communities

The chart below highlights positive trends we have gained since our 2021 survey.



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