



*FY 2001
Stakeholder Satisfaction Surveys*

In May and June, 2001, ICON conducted satisfaction surveys with five major groups of stakeholders: consumers of community living services, consumers of employment services (with a separate questionnaire for those who are employed and those who aren't), family members of both groups, and funders of our services.

Last year we departed from the 'scale of 1 to 5' format we have used in years past. We believe that the more free-form questionnaire elicits more meaningful responses, even though it makes it more difficult to summarize and present the responses, which ranged from basic yes/no answers to comments which filled both sides of the page.

The survey instruments may be found at the end of this report. In general, the surveys for consumers of community living services (CLS) and their families and the survey for family members of long-term supported employment services (ES) consumers were quite open-ended. The two surveys for consumers of employment services were somewhat more structured, offering 'yes', 'most of the time' and 'no' options for the majority of questions. A return envelope was provided. Response ranged from 21% to 28%.

Overall Satisfaction

The first question on all six surveys was, "Are you satisfied with ICON's services, overall?" Eighty-eight percent of consumers and 93% of family members responded with an unequivocal "yes" (and 14% of those indicated they were very satisfied, with comments such as "absolutely!"). If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of 100% among our consumers and 97% among their families. All but one of the funders who responded (94%) are satisfied at least "most of the time", but only 41% gave us an absolute "yes".

Has Life Changed Because of ICON's Services?

Eighty-three percent of consumers of community living services report that their life has changed in the past year because of ICON's services; 100% of family members felt the same. Ways in which consumers and their families expressed this change included:

CLS Consumers	Yes, [ICON staff person] has been very helpful in helping me with my goals. I also appreciate [ICON staff] coming not too late that really helps me so that I can give him full attention in wanting to learn.
	I feel great with [ICON staff].
	I know how to budget my money and I've learned how to do things on my own.
	Yes. Them help me a lot.

CLS Family	It affords me time to myself to spend with my family and friends. And has made my daughter easier to handle in our home.
	[My daughter's] life is vary stable at this time . Her counselor services are great!
	Yes [my daughter] has become more independent and less dependent on her mom.
ES Family	[My son] still continues to improve his social skill and desire to be very helpful.
	I have seen lots of growth in attitude towards work and responsibility for doing a good job. Both [ICON staff persons] work very well with [my son].
	[My son] looks forward to going to work, every day.
	The job you coach her for has been a big success.
	Our son knows that his caseworker is always at his job one day each week, so he feels more secure knowing this.
	[My sons'] job coaches are in the process of helping them find new jobs.
	We feel we're in excellent hands with [ICON staff]. She is excellent about keeping us abreast with info which we need to be aware of regarding [our daughter].
	[My son] has been more oriented to his tasks.

Consumer Involvement in Determining Goals

Every long-term consumer of ICON's services has goals and objectives which determine the shape of the services they receive, particularly with respect to community living services. We asked CLS consumers whether they knew what their goals are, whether they were instrumental in choosing those goals, and whether they agree with the goals. All but one consumer indicated that they did know what their goals are. All agreed that they had had a say in determining the goals, and that they agreed with them (including the person who said she didn't know the goals).

We asked consumers of employment services who had not yet found jobs whether they had participated in the development of their individual service plan, and whether ICON staff had worked with them to clarify their long-term employment goals. To both questions, all but one reported yes.

Family of employment services consumers were asked whether the service was what they had expected. Ninety-one percent said yes.

Listening to the Consumer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 85% responded with a "yes" answer; the rest said "most of the time". This result is better than last year, but still a clear target for improvement in FY '02.

Followthrough

In Community Living Services, 79% of consumers and family report that ICON staff do what they say they will do; 14% said they do “most of the time”; 7% gave an unequivocal “no”. In Employment Services, 96% said that ICON staff do follow through, and the remaining 4% said we do most of the time. Again, the Community Living Services response indicates this area demands improvement in FY '02.

Adequacy of Support

We asked consumers of community living services and their family members how many hours of services they were receiving per week, and whether that was enough. Some people answered the question with the number of hours they were actually receiving; some answered with the number they are authorized to receive, and several did not answer the question at all. Of those who commented on whether they were receiving enough services, 50% of consumers said no, it was not enough. All but one family member said yes, it was enough (that one felt it was too much).

We didn't ask consumers of employment services how many hours of service they were receiving, since this can vary widely depending upon what stage of the process they happened to be in, but we did ask whether they considered that they were receiving enough support. Seventy-seven percent said yes, and the remainder responded "most of the time".

We recognize that we have had a fairly serious problem during the past year keeping enough staff to deliver the services authorized by the funding agencies. We have heard from other service providers that they are experiencing the same issues, largely as a result of the inability to pay wages comparable to other employers in the region. We are working with Virginia ACCSES and the Northern Virginia Alliance of Residential Providers to put this issue before the public and to encourage our lawmakers to recognize that in this as well as other ways Virginia is failing to meet the most basic needs of its citizens with disabilities.

Respect Shown Toward Stakeholders

Ninety-seven percent of respondents in all five groups said that ICON staff treat them with respect (the remaining three said “most of the time”), and 87% of family members and funders reported the ICON staff treats their family member/consumer with respect. In a related question, 81% of employed consumers reported that their co-workers treat them with respect, a substantial increase from the 75% who reported this last year.

All five groups were asked whether ICON staff are responsive to them, i.e., whether they return phone calls, arrive on time for scheduled appointments, etc. The various groups had various responses to this question:

Are ICON Staff responsive?

	yes	most of the time	no
CLS Consumers	50%	50%	-
CLS Family	100%	-	-
ES Employed Consumers	90%	10%	-
ES Consumers Not Employed	93%	7%	-
ES Family	95%	5%	-
Funders	63%	38%	-
Overall	82%	18%	-

We don't consider this an acceptable result, particularly for consumers of community living services. This result in part reflects ICON's severe staffing problems throughout FY '01, which meant that frequently we didn't have enough staff to deliver scheduled services. Nevertheless, barring the occasional emergency we see no reason that these figures should not approach 100%.

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, 93% reported that they got the type of job they had wanted; 86% said that they like the job that they have. Not so many – 77% – agreed that their current job was challenging and rewarding, though we suspect that this rate is still higher than that of the general population.

When asked how long they would like to keep their current job, 64% said they'd like to keep this job forever, 27% said they'd like to get a new job within the next few years, and 9% indicated that they'd like to get a new job immediately.

Employed consumers of employment services were also asked how many hours per week they are currently working, and how many hours per week they would like to work. Of those who responded to this question, 85% said they are happy with their current hours; two (7%) would prefer to be working up to ten more hours per week and two would prefer to be working between 10 and 20 hours more per week.

Funders' Experience With ICON

Our funder survey failed to distinguish between our community living and employment services; we also failed to distinguish between long-term funders and those who generally fund only short-term services. These omissions will be corrected in our next funder survey.

We asked our funders what they like about ICON, and in what areas we could improve. Things they like include the fact that we are consumer-focused and advocate on the consumer's behalf. Twenty-seven percent of those responding appreciate our flexibility: "I can call at the last minute and get assistance." They also cited staff accountability conscientiousness, and openness. One simply said "services provided".

When asked in what ways ICON could improve, our funders put "communication" at the top of the list. They also asked for more accountability with respect to hours delivered, and better reporting in general. One said that we should offer more consumer choice, and listen more to the consumer, so in at least one instance we're failing to live up to one of our core values, which is disturbing. Another said that we should "place clients more quickly, although I understand the complexity." Every person is different, of course, but we acknowledge that we don't always place people as quickly as we might, at least in part because we place a real emphasis on finding the *right* job match in order to maximize long-term success.

Do Our Consumers Like Us?

In a final, general question, 95% of consumers say that they like working with ICON staff, and the remaining 5% like us "most of the time".

Comments

All questionnaires asked respondents for their comments. The following general comments were received:

CLS Consumers	[Yes, I'm satisfied] with the exception when one ICON worker resigned it took many months to replace her causing lost service to me.
	I like working with [ICON staff person]. She helps [my roommate] and I with our problems and concerns that we have.
Community Living Services Family	I would like to see Fairfax County grant more hours. I currently have 40 hours per month. It would be helpful to me to have more hours to use either during the week or on Sundays when needed.
	Overall the service is a blessing.
	Extremely satisfied. [ICON staff] continues to do a caring, outstanding job.
	I have been very impressed with the variety of activities presented -- and the way they are carried out. So far, I have no (absolutely none) problems with the ICON program.
	[ICON staff person] is one of the most responsive counselors [my daughter] has ever had. [My daughter] seems to be happy with her.
	We are glad you are encouraging goal-oriented activities. You're on the right track -- Thanks!

Employment Services Consumers	[ICON staff person] is a good supervisor and very helpful
	I am glad to have someone to assist me in transitioning in to the workforce. A lot of non-disabled people need to be educated in the abilities of "disabled" people.
	I will miss working with [an ICON staff person who has resigned], but I am sure that [the new staff person] will be just as helpful to me.
	[ICON staff person] my supervisor is very helpful and kind and I enjoy working with her.
	My current job coach is very helpful. She is great!
	Nice job ICON, have great summer 2001.
	Thank you so much.
	We are waiting since March 26 for assessment placement, but nothing has happened nor we have received a call or notification since then.
	How long before I get a job?
Employment Services Family	[ICON staff person] has been wonderful. We are so appreciative of all her help, support, and information. She is a gem -- Thanks so much for everything.
	We are very satisfied with ICON's service, your staff has always responded to my questions and they have provided very good support for my son.
	I feel as if all of your staff have gone the extra mile when we needed help & direction. [ICON staff person] has been a wonderful influence on [my son] and has helped him set realistic goals which have been achievable.
	No, because we have not seen anything happen. Since March we have been without communication, but VR separated funds to pay you.
	To some extent, yes. However, is this type of job the best we can hope for? The staff at [my son's lace of employment] is very protective of [him] but are there other appointments available where he could develop other skills?
	Absolutely satisfied. You have stood by my daughter for many years.
	Yes! The stability of [ICON staff] has been the *major* factor in [my son's] improved job performance. [She] is accountable, dependable, and responsible. These qualities have challenged and developed the same responsibilities in [my son]. The importance of [ICON staff person] to his performance is demonstrated in that anytime she is absent, his anxiety on the job and at home increases and his job performance suffers.
	Yes, very pleased with ICON's services. Even though caseworkers "move on" to someone / something else, there is another worker to take their place. Our son likes his current caseworker.
	Very satisfied. [ICON Executive Director] Robyn Fitzgerald has been extremely helpful and understanding and [my sons] are both very happy with their job coaches.
	[ICON staff] have bolstered [my daughter's] self esteem immeasurably.
	You're the best at this!
	Always pleasantly surprised!
	[ICON staff] is a valuable asset in keeping [my son] on the right track at work.
My wife and I are very pleased with everything ICON does for [our son]. He just loves to get up and go to work each morning.	

Employment Services Family	Would like to be better informed of our son's job performance on a more frequent basis.
	They have given my son a life and made my dreams come true about my son's ability.
	You do fine work! I hope you feel as proud and satisfied as you should. You are making a big difference in many patients'* lives. Thank you! [* respondent is a physician.]
	In 1997 [our son] hit a low point at home and his job site. It is apparent that the active involvement of parents, ICON staff, group home staff & his psychologist are all vitally important in maintaining [our son's] job performance and personal satisfaction. It certainly seems to be working!
	Robyn Fitzgerald was very helpful and understanding when [our son] changed job coaches last year. I think she really cares about the well-being of ICON's clients, and has always made me feel comfortable calling her with any questions or issues we may have. I can't say enough good things about her. [My son's] job coach is also very helpful and understanding, and has a terrific sensitivity to his disabilities. He is also knowledgeable about market conditions and potential job prospects.
	Our daughter has been offered ICON services – she resides at NVTC. There was a placement at Mt. Vernon Rec Center, but it was ill-advised, not suitable for her. It is our understanding that ICON is pursuing other opportunities for her, however we cannot respond to the other questions at this time.
	[ICON staff] has assisted us greatly in keeping [our son] prepared for his duty assignment. He looks forward to her visits and has shared more information with us about his work since she became his "job coach". My wife and I really appreciate all of the assistance she has provided.
[ICON staff] is wonderful with [the consumer who lives in our group home], going above and beyond the call of duty to help him succeed. She is a real asset to ICON. Better hold onto her!	



*Community Living
Services Cover Letter*

Date: June 12, 2001
From: Robyn Fitzgerald, Executive Director
To: Community Living Services Consumers and Families
Re: Quality Improvement Surveys

We need your help.

At ICON we are truly committed to continuous improvement in the quality of our services. Feedback from our customers is central to our pursuit of quality improvement, and our annual survey is one of the ways we get this feedback.

Survey forms are enclosed, and we hope you will take a few minutes to answer the questions we have asked, and honestly share your feelings about ICON's services. Please note that if consumer and family members live in the same household, you will receive two surveys, one for direct consumers and a different one for family members.

You are free to make your comments anonymously if you wish, but we would like for you to identify your survey so that we may directly address any issues you may have.

In addition to this once-a-year survey, I would like to encourage you to contact me at any time if you have concerns about the service you or your family member is receiving from ICON. I can be reached at 703-548-4048 ext. 104 or by e-mail at robyn@iconservices.org.

Thanks for your help!



*Community Living Services
FY 2001 Consumer Survey*

Are you satisfied with ICON's services, overall?		
Do you know what your goals in this program are?	Were you involved in setting the goals?	Do you agree with the goals?
How has your life changed in the past year as a result of ICON's services?		
How many hours of service do you receive each week?	Is that enough? Too much?	
What kinds of things do you do with your staff person?		
Is your staff person responsive (returns phone calls, arrives on time, etc.)?	Do they do what they say they will do?	
Do they treat you with respect?	Do you like working with ICON staff?	

Optional:	Your name:
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Please use the back of this form for additional comments. Thank you !



*Community Living Services
FY 2001 Family Member Survey*

Are you satisfied with ICON's services, overall?	
Has your family member's life changed in the past year as a result of ICON's services?	
How many hours of service does your family member receive each week?	Is that enough? Too much?
What kinds of activities does your family member do with ICON staff? Are they appropriate, in your opinion? Are there other activities you would like to see added?	
Are ICON staff members responsive (return phone calls, arrive on time, etc.)?	Do they do what they say they will do?
Do they treat you with respect?	Do they treat your family member with respect?

Optional:	Your name:
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Please use the back of this form for additional comments. Thank you !



*Employment Services
Cover Letter*

Date: April 30, 2000
From: Robyn Fitzgerald, Executive Director
To: Employment Services Consumers and Families
Re: Quality Improvement Surveys

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Thanks for your help!



*Employment Services
FY 2001 Consumer Survey*

(for employed consumers)

		yes	most of the time	no
Are you satisfied with ICON's services, overall?				
Is your staff person responsive (arrives on time, returns phone calls, etc.)?				
Do ICON staff do what they say they will do?				
Do you like working with ICON staff?				
Do you get enough support to be successful on the job?				
Do ICON staff respond to your questions and concerns?				
Do ICON staff treat you with respect?				
Did you get the type of job you were looking for?				
Do you like the job you have?				
Is your job challenging and rewarding?				
Do your co-workers treat you with respect?				
Looking into the future ...	I'd like to keep this job forever			
	I'd like to find another job within the next few years			
	I'd like to find another job immediately			
Please circle the appropriate choice:				
I am currently working	less than 10 hrs/wk	10-20 hrs/wk	20-30 hrs/wk	30-40 hrs/wk
I would prefer to work	less than 10 hrs/wk	10-20 hrs/wk	20-30 hrs/wk	30-40 hrs/wk
Comments:				

Name (optional) _____

Thank you for helping us with this survey!



*Employment Services
FY 2001 Consumer Survey*

(for consumers who are not yet employed)

	yes	most of the time	no
Are you satisfied with ICON's services, overall?			
Is your staff person responsive (arrives on time, returns phone calls, etc.)?			
Do ICON staff do what they say they will do?			
Do you like working with ICON staff?			
Do you get enough support?			
Do ICON staff respond to your questions and concerns?			
Do ICON staff treat you with respect?			
Did you participate in the development of your individual service plan?			
Did ICON staff work with you to clarify your long-term goals?			
Comments:			

Name (optional) _____

Thank you for helping us with this survey!



*Supported Employment Services
FY 2001 Family Members Survey*

Are you satisfied with ICON's services, overall?	
How long has your family member been with ICON?	Has your family member's life changed in the past year as a result of ICON's services?
Is the service what you expected? If not, please explain.	
Are ICON staff members responsive (return phone calls, arrive on time, etc.)?	Do they do what they say they will do?
Do they treat you with respect?	Do they treat your family member with respect?

Optional:	Your name:
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Please use the back of this form for additional comments. Thank you !



*FY 2001 Quality
Improvement Surveys*

Date: April 30, 2001
From: Robyn Fitzgerald, Executive Director
To: Our Funders
Re: Quality Improvement Surveys

We need your help.

At ICON we are truly committed to continuous improvement in the quality of our services. Feedback from our customers is central to our pursuit of quality improvement, and our annual survey is one of the ways we get this feedback.

We have enclosed a short survey, and we hope you will take a few minutes to answer the questions we have asked, and honestly share your feelings about ICON's services. You are free to make your comments anonymously if you wish, but we would like for you to identify your survey so that we may directly address any issues you may have.

In addition to this once-a-year survey, I would like to encourage you to contact me at any time if you have concerns about the service you and your consumers are receiving from ICON. I can be reached at 703-548-4048 ext. 104 or by e-mail at robyn@iconservices.org.

Thanks for your help!



FY 2001 Funders Survey

	yes	most of the time	no
Are you satisfied with ICON's services, overall?			
Is ICON staff responsive (return phone calls, etc.)?			
Do ICON staff keep you up to date on consumer progress?			
Do ICON staff respond to your questions and concerns?			
Do ICON staff advocate for consumer choice?			
Is ICON's paperwork satisfactory?			
Do ICON staff treat you with respect?			
Do ICON staff treat your consumers with respect?			
What do you like most about ICON?			
In what areas could we improve?			
Please share any concerns, suggestions, ideas, or general comments:			

Name (optional) _____ **Thank you for helping us with this survey!**