

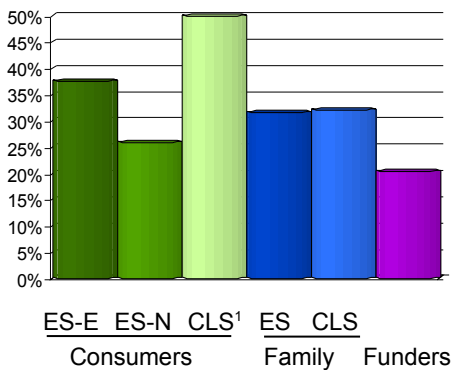


FY 2005 Stakeholder Survey Summary

In July and August, 2005, ICON conducted satisfaction surveys with five major groups of stakeholders: consumers of community living services, consumers of employment services (with separate questionnaires for those who are employed and those who aren't), family members of both groups, and funders of our services.

Over the last few years we have departed from the 'scale of 1 to 5' format in most of our stakeholder surveys. 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.

FY 2004 Survey Response Rate



The survey instruments may be found on our website at <http://iconservices.org/pig.html>. In general, the surveys for consumers of community living services (CLS) and their families and the survey for family members of consumers of long-term supported employment services (ES) 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. The consumer and family surveys were distributed by mail, with a stamped return envelope. Response rates from consumer and family groups ranged from 26% to 51%.

ES - Employed	27
ES - Not Employed	7
CLS	18
ES - Family	25
CLS - Family	9
Funders	9

The funders' survey combined both the 'scale of 1 to 5' and free-form questions, and generated a 20% response rate.

Overall Satisfaction

The first question on all six surveys was, "Are you satisfied with ICON's services, overall?" Eighty-two percent of consumers and 83% of family members responded with an unequivocal "yes", as did 57% of funders. If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of

Names of the various constituent groups may be abbreviated as follows: ES stands for Employment Services; -E indicates employed consumers and -N is used for those not currently employed. CLS stands for Community Living Services. With both groups, -C may be used to identify primary consumers and -F for family members.

100%. Fifty-seven percent support among funders is still a cause for concern, but is a substantial improvement over the 25% who reported unequivocal satisfaction in FY '04.

Has Life Changed Because of ICON's Services?

Seventy-nine percent of consumers of community living services report that their life has changed in the past year because of ICON's services. Only 34% of the family members reported any change over the current year. We didn't ask this question of consumers of employment services, but we did ask their family members; 55% reported seeing changes over the course of the year.

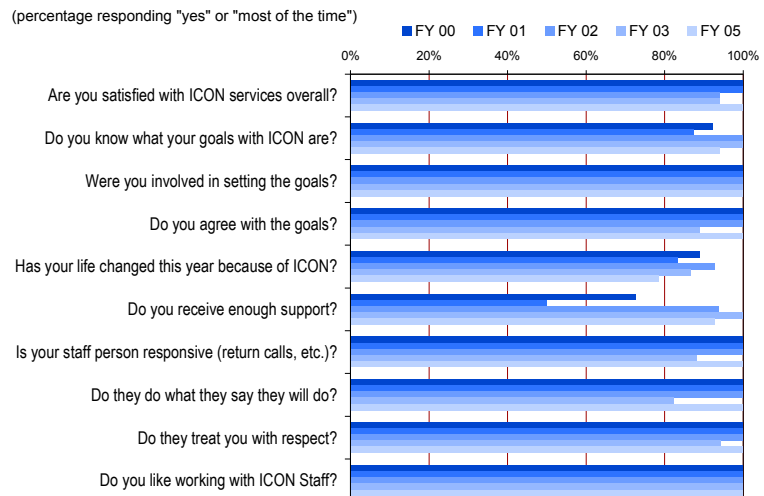
Consumer Involvement in Determining Goals

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 know what their goals are, whether they were instrumental in choosing those goals, and whether they agree with the goals. All but one indicated that they did know what their goals are, and that they were both involved in determining the goals. All were in agreement with 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. All but one person said they had been involved in the development of the service plan, and all but two said that staff had worked with them to identify long-term goals.

Family of employment services consumers were asked whether the service was what they had expected. Seventy-six percent said yes; the remaining three were disappointed with current or former ICON staff persons assigned to their family member.

Satisfaction of Community Living Services Consumers



Listening to the Customer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 81% responded with a "yes" answer and an additional 16% said "most of the time".

We asked the same question of funders. Fifty-seven percent said "yes" and the remaining 43% said "most of the time". This measure reflects significant improvement over last year, when only 25% responded "yes" to the question.

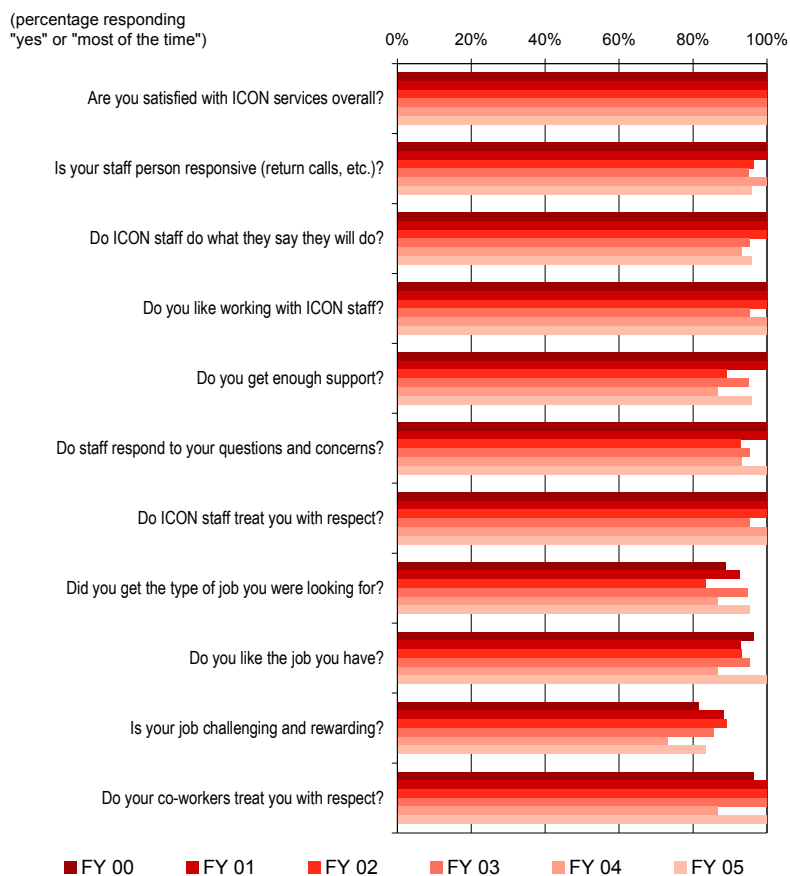
Followthrough

In Community Living Services, 94% of consumers and 67% of family members report that ICON staff do what they say they will do; the rest said we do "most of the time". In Employment Services, 72% of consumers said that ICON staff do follow through, and all but one of the remainder said we do most of the time. Among family members, 91% said that employment services staff follow through consistently. The remaining two who said "no" were ones who were disappointed in an ICON staff person (one of these said "yes" about a former staff person but "no" about the one currently serving her son).

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. Of those who commented on whether they were receiving enough services, 71% of consumers said yes, it was enough, but only 33% of family members felt the same. These figures are down dramatically from FY '04, when 97% of consumers and 65% of family members felt the consumer was getting enough support. It should be noted that the FY '04 survey was administered before ICON's community living services budget was cut by 30% and services were restricted to "health and safety" in late June, 2003.

Satisfaction of Employment Services Consumers Who Are Employed



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. Eighty-three percent of those who are employed said yes, and additional 13% responded "most of the time"; one said "no", the support is not enough. Four (67%) of the people who are not yet employed felt that they were receiving enough support; one person said the support was sufficient most of the time, and one felt support was insufficient.

Respect Shown Toward Stakeholders

We asked all of our customers whether they feel that ICON staff treat them with respect. We also asked family members and funders whether they consider that we treat our primary consumers (their family members or clients) with respect.

Ninety-one percent of all respondents said that we treat our consumers with respect, 94% of family members and 57% of funding agents said that they themselves get respect from ICON staff. If we include those who said "most of the time", the figures are 100%, 97%, and 100%, respectively.

In a related question, 88% of employed consumers reported that their co-workers treat them with respect and the rest say they get respect most of the time.

All five groups were asked whether ICON staff are responsive, 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?	n =	yes	most of the time	no
CLS Consumers	16	88%	12%	-
CLS Family	9	78%	22%	-
ES Employed Consumers	2	84%	12%	4%
ES Consumers Not Employed	7	43%	43%	14%
ES Family	21	86%	9%	5%
Funders	7	43%	57%	-
Overall	85	78%	19%	3%

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, 95% reported that they got the type of job they had wanted; 80% said that they like the job that they have and the rest like it "most of the time". While only 75% indicated that their current job was challenging and rewarding all of the time, 83% allowed that it was at least most of the time.

When asked how long they would like to keep their current job, 63% said they'd like to keep this job forever, 32% said they'd like to get a new job within the next few years, and just one person (5%) 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, 78% said they are happy with their current hours; 11% would prefer to be working up to ten more hours per week, and 11% would like to be working ten to twenty hours more. This is an improvement over last year, when only 56% were satisfied with the number of hours they were working.

Do Our Consumers Like Us?

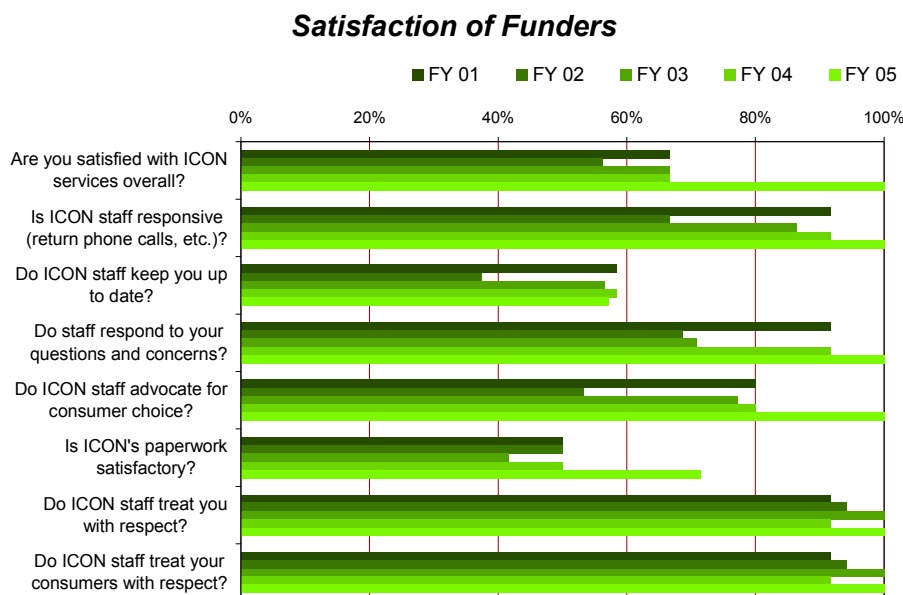
In a final, general question, 94% of consumers say that they like working with ICON staff, and the remaining 6% like us “most of the time”.

Funders' Experience With ICON

Questions which were asked of funders as well as other groups have been reported on throughout this document. In addition, we asked our funders what they like about ICON, and in what areas we could improve.

As noted at the beginning of this document, the response rate from funders was only 20%; this represents just eight individuals, and two of those failed to complete the rating portion of the survey. On the other hand, there was balance this year with two of the

individuals who completed the rating portion serving consumers in community living services, three serving those in long-term employment, and two authorizing short-term employment services (one person had both CLS and long-term ES consumers)



With such a low response rate, we cannot draw scientifically valid conclusions;

however, we can say that funder satisfaction seems to be much improved over prior years.

In response to the question "What do you like about ICON?" funders most often cited the skill and dedication of individual staff persons; two also mentioned the quality of the service overall. Of the two funders who offered suggestions for improvement, one indicated that paperwork could be more consistent, and that sometimes communication and response to phone calls can be slow; the other cited cost. Two of the overall comments reiterated satisfaction with an individual staff person's performance; the third said, "My concern is that ICON tries to get as much money as possible from DRS, but some of the other vendors do that also." We'd just like to respond that it is no doubt true that we ask for as many hours of service as we think are needed to achieve a good job match and sufficient initial training to result in a successful placement in the long term. In recent years, funding has become so restricted that it's rare to actually be granted sufficient service authorizations; sometimes, ICON delivers services without being reimbursed, particularly if it is a matter of doing so or seeing an individual lose a job, or the chance for a job. It is also true that costs can be reduced in the short term by taking the first job offered, regardless of whether it is a good match for the individual's skills, abilities, and interests. We suspect that an adequate up-front investment pays off over time, but we lack sufficient data for a thorough analysis. The larger funders could perform such a study, and we wish they would, as part of their fiscal and quality improvement analysis

Comments

All questionnaires asked respondents for their comments. Most of the general comments from consumers and their family members are included below; we have omitted a few because of extensive personal references or because of their length.

CLS	ICON service helps to improve a whole lot. It's a smoother, more organized life.
	I like working with icon staff. They are great.
	I have better understanding of my banking needs.
	I can cook more stuff by myself.
	Helping me be more interdependent.
	We have too much fun together.
	Very pleased with services.
CLSF	ICON services contribute greatly to the independence of our daughter. Services help keep her motivated, goal conscious, and give her companionship.
	More mature, less anxiety, better marketplace skills.
	She has become more independent and self-sufficient
	She has shown signs of continued independence & growth.
	We appreciate the continuity yet flexibility the services provide for our daughter who wants to be totally independent but cannot because of her disability. Services provide a positive role in her life.

CLS-F (continued)	We are not kept informed on what's going on. Having three counselors in the house is confusing. No one wants to care for a client that's not hers. All on different levels. [My daughter] is in this apartment to function as a family not a single. Every time we get a good counselor you take them away ???
	Yes, however there are times that staff does not follow up when scheduled, causing some stress on my family member.
	We both like [ICON staff person] very much. He is a nice person and very reliable and honest. We feel lucky to have him for a counselor. [My son] is happy that he and [another staff person] still have outings every other month although not as often as before, they are still valuable.
	Would like to see recreational support
	ICON services contribute greatly to the independence of our daughter. Services help keep her motivated, goal conscious, and give her companionship.
Employment Services Consumers	[I currently work] 12 hrs per wk (3 days). Would like to work 18 hrs a week (3 days).
	I am satisfied with the service. Some of the time I guess I am happy with ICON.
	I believe that companies/agencies/organizations that hire disabled people need to have improved communication and education about making the workplace more accessible. Some people have disabilities that are not readily apparent, so those in charge of providing accessibility are not made aware or are not knowledgeable about that person's needs, especially if the disabled individual cannot convey exactly what they need or are not knowledgeable about what may assist them in performing their work duties.
	I very much appreciate the hard work & dedication of my primary worker.
	ICON are the best.
	ICON was very helpful keeping me with work.
	I'm happy with everything.
	In the beginning everything worked as scheduled but as time went on we started having some missed communication on our meeting days. I always with the help of my wife put together resumes and sent them off in a timely manner. My coach came by, looked at what I did, and said good, I will see you next Wednesday and after not hearing from the coach at times I would call to confirm if they were coming or if I needed to come to them. Overall my coach was very supportive and understanding about my job search. Because I have government reinstatement I am not looking for just any job with no benefits. Thanks for motivating me to search for work.
	Nobody keeps a job forever. You have to retire or die on the job!
	Presently I am working only 8 hrs per week. I would like to see if I can work over 20 hrs per week.
	[My two ICON staff persons] do a good job working with me.
	Thanks for helping me.
	Wish to work more hours.
ES-Family	He is very happy with his job and says "I love my job."
	He looks forward to seeing his coaches every day.
	[ICON Staff] has supported [my son] in the job, talked with management, taught him skills.
	[Life has changed] Considerably. He has meaning to his life having a job and paying taxes.
	Has kept him in a measure of security knowing any problem could be assisted in solving by ICON.
	Yes, I think so. My family member feels comfortable with his job, because if he has any questions and/or problems, he has his job coach to help him, if needed.
He is more helpful at home, he says he learned it at work.	

ES-Family (continued)	I was very disappointed when a job coach you assigned to [my son] didn't know anything about brain injury and didn't know how to help him save his job at [a large tech company]. He felt like she was treating him like a retarded child and had no clue about his needs. [Another staff person] has been great but hasn't had the intensive time I'd hoped he would have to help [him] finally land [a new job].	
	Not at present. When [another ICON staff person] was working with [my son], we were <u>extremely</u> pleased. However, [current staff] has not been responsive to our communications. [My son] has emailed him twice about a problem he's had at work and he's never heard back from him. I also emailed him once and never heard back.	
	It was really tough all around when [my son] was out of work for 1-1/2 yrs. We are all happy he is working and hope support is there so he can do well at his job.	
	Yes, although we hope [our son] will become more independent and eventually no longer need a job coach.	
	[Our ICON job coach] has been excellent. She is a very dedicated professional who has helped [our son] achieve so much. She really cares about [him] and it shows in her work.	
	Yes, but still we're looking to see if [our son] can work more hours weekly.	
	Employment not quite working. Volunteer job support uneven.	
	ICON staff took their time to answer all our questions.	
Funders	The ICON staff, particularly [ICON's Executive Director] and [Senior Job Coach], worked with us to accommodate our requests for [our son]. They listened to our hopes and dreams for [him] and worked with us to start him on a path that will train him for employment that he will enjoy as an adult. [He] did not know or understand that he was receiving services from ICON. ICON staff introduced themselves but [he] did not make the connection that they were there to help him. The only ICON service used to date was the development of a Situational Assessment to determine [his] communication skills, vocational skills and training needs and the impact his needs will have on his future employment potential.	
	What do you like most about ICON?	[ICON staff person] is a great job coach. She has great rapport with consumers, and is a wonderful advocate for them with employers. She has even managed difficult family members well.
		The care they take with clients.
		I think they are thorough.
		Working with [ICON staff].
		[ICON staff person]. A committed counselor devotes herself in helping my customers.
	In what ways could we improve?	Written reports should be more consistent. Sometimes feedback, response to calls can be slow.
		I don't refer to ICON much because it generally costs more than any other vendor I use.
		Have more [staff like [a particular ICON staff person]].
	Please share any concerns, suggestions, ideas, or general comments.	My concern is that ICON tries to get as much money as possible from DRS, but some of the other vendors do that also.
[A particular ICON staff person] really set your agency in a good position given she has the heart for her customers and she is so good at what she does. We have established very good working relationship. She reaches out to clients, employers, and other counselors. That is the way to do this job.		