



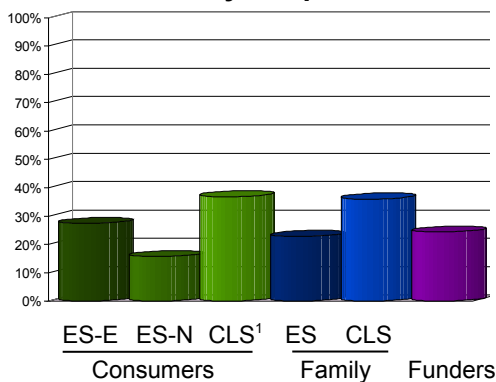
FY 2007 Stakeholder Survey Summary

In August 2007, 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.

We have been using essentially the same survey for eight years now, which fosters consistency in our approach to data analysis and provides us with information on our program that may be compared over a long period of time.

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

FY 2007 Survey Response Rate



families and the survey for family members of consumers of long-term supported employment service (ES) were quite open-ended. We believe that a 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 that filled both sides of the page. The surveys for consumers of employment services were somewhat more structured, offering 'yes', 'most of the time' and 'no' options for the majority of questions.

Number Responding

ES - Employed	17
ES - Not Employed	8
CLS	14
ES - Family	21
CLS - Family	9
Funders	10

The funders' survey contained three open-ended questions with the rest affording a 'scale of 1 to 5' format, due to popular demand, although we feel that this option often leads to less considered responses. The surveys were distributed by mail, with a stamped return envelope. Response rates from consumer and family groups ranged from 16% to 36%.

¹ 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.

Overall Satisfaction

The first question on all six surveys was, "Are you satisfied with ICON's services, overall?" Ninety-two percent of consumers and 75% of family members responded with an unequivocal "yes" (up from 89% and 71% in FY06). Only 10% of funders gave an unequivocal "yes", down from 25% the year before. If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of 92%. While the absolute satisfaction rate among funders is a cause for concern, 50% (five people) indicated satisfaction "most of the time", with the remaining 50% falling at "about half the time" or below.

As mentioned earlier, with only ten people, one person can really skew the results. This year, as in previous years, we had one DRS counselor, submitting anonymously, who feels that "ICON is trying to get as much money from DRS as possible -- more so than other vendors." We of course don't perceive the situation this way; we may request more hours but it's for the purpose of securing a job that is a good job match and likely to last, and to provide enough initial support to give the individual the best chance of holding onto the job well into the future.

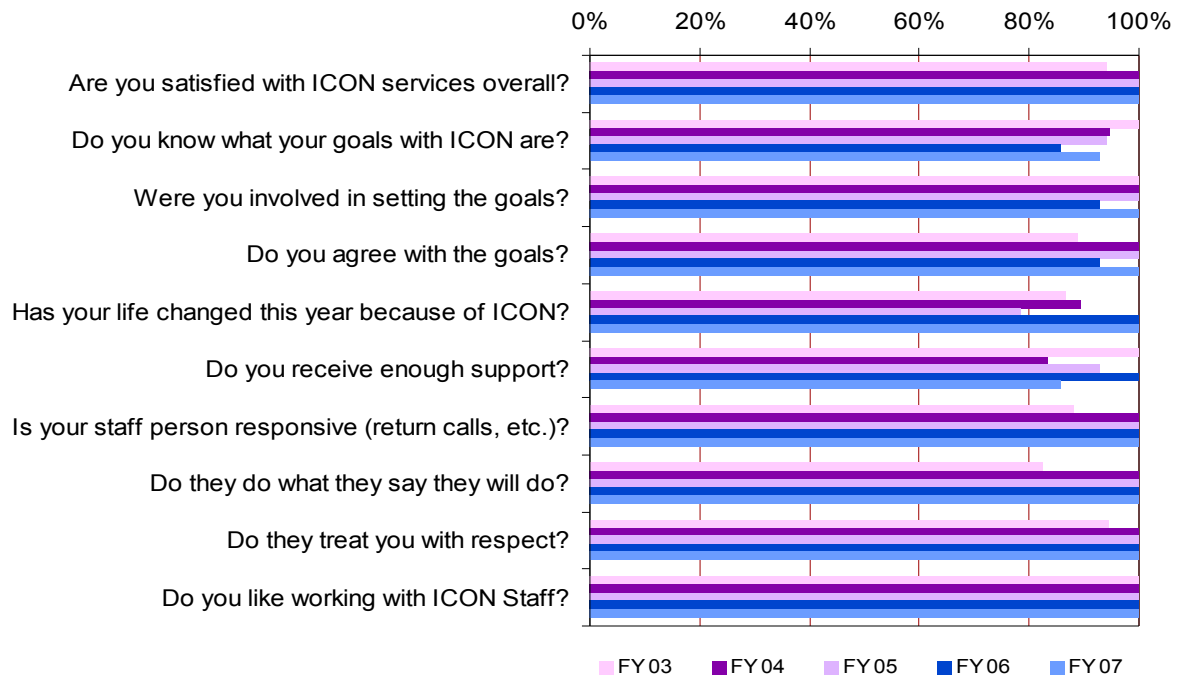
Has Life Changed Because of ICON's Services?

Ninety percent of consumers of community living services report that their life has changed in the past year because of ICON's services. Eighty-eight percent of the family members reported some change over the past year. We didn't ask this question of consumers of employment services, but we did ask their family members; 43% 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 that 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 person responded that they knew their goals. Of the remaining thirteen, twelve said they were involved in choosing them and that they agree with them. The one remaining person said that she was involved "more or less" and agreed with the goals as far as they went, but would like to grow or expand them.

Satisfaction of Community Living Services Consumers
 (percentage responding "yes" or "most of the time")



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. Five out of the eight respondents said that their long-term goals had been addressed. Of the remaining three, one said her long-term had probably not been discussed because she was already very clear about them.

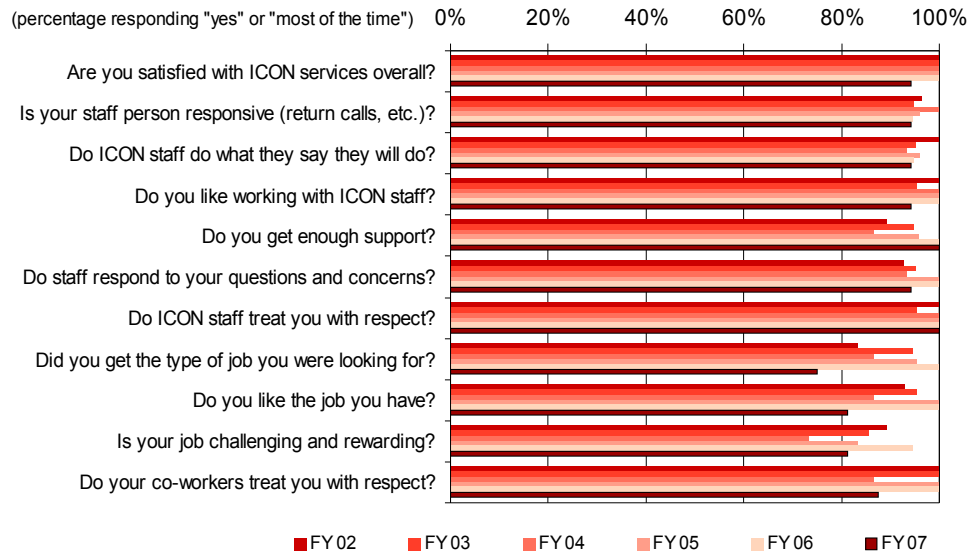
Family of employment services consumers were asked whether the service was what they had expected. Sixteen said yes; one responded with a flat “no”, but her comment related to the job she had had upon referral. The remaining four said yes, but with qualifications: one wanted better training on job-search skills, one said she didn't expect her son to have to work at it, one cited too little communication, and the other too little advocacy for increased working hours and job duties.

Listening to the Customer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 21 (84%) responded with a "yes" answer and an additional 3 (12%) said "most of the time". One gave a flat "no."

We asked the same question of funders. Three said "yes", three said "most of the time", and three said "about half the time." The remaining person said "rarely."

Satisfaction of Employment Services Consumers Who Are Employed



Followthrough

In Community Living Services, 100% of consumers and 75% of family mem-

bers report that ICON staff do what they say they will do; the rest said we do "most of the time". In Employment Services, 96% of consumers said that ICON staff follow through. Among family members, 90% said that employment services staff follow through consistently; the remaining 10% said "most of the time". All of these rates are improvements over the rates in FY06.

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, 79% of consumers said yes, 1 consumer said that they were getting too much and 2 others weren't really sure if they were getting enough hours of support or not. Six family members (86%) felt that their family member was receiving enough support; one did not.

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. Of the twenty-five respondents, twenty said "yes" and the remaining five said "most of the time". All eight respondents who are still in the job search process did respond that they felt they were receiving enough support.

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 customers (their family members or clients) with respect.

Ninety-seven percent of all consumers, 100% of family members and 70% of funders said that we treat them with respect all of the time, with the remaining individuals (two consumers and one funder) saying “most of the time”. One hundred percent of family members and 78% of funders felt that ICON treats its primary customers with respect.

In a related question, 63% of employed consumers reported that their co-workers treat them with respect all of the time, with an 25% additional reporting "most of the time." One individual (13%) does not get respect from co-workers.

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	14	93%	7%	-
CLS Family	9	100%	-	-
ES Employed Consumers	17	76%	18%	6%
ES Consumers Not Employed	8	100%	-	-
ES Family	21	90%	10%	-
Funders	10	30%	30%	40%
Overall	87	78%	9%	13%

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, 75% reported that they got the type of job they had wanted; 83% said that they like the job that they have and 81% indicated that their current job was challenging and rewarding most of the time.

When asked how long they would like to keep their current job, seven people (50%) said they'd like to keep their current job forever, three (21%) said they'd like to get a new job within the next few years, and four (29%) indicated that they'd like to get a new job immediately. (Of the two who wanted a new job immediately (and did not respond anonymously), one is now working in a new job with more hours and better pay.)

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 the ten people who responded to this question, eight said they are happy with their current hours; one would like to be working one to ten more hours per week, and one would prefer ten to twenty more hours per week.

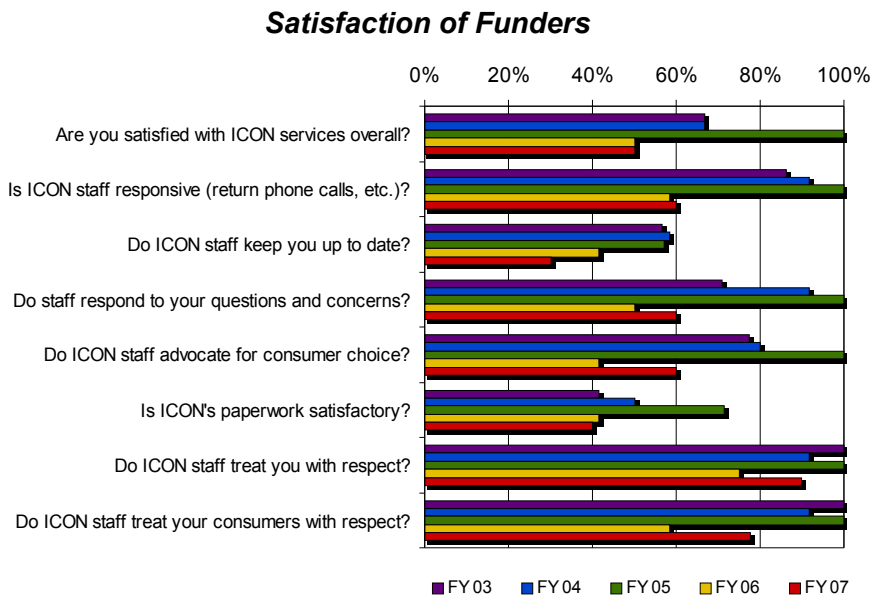
Do Our Consumers Like Us?

In a final, general question, 88% of consumers say that they like working with ICON staff, an additional 8% like us “most of the time”, and one person (unfortunately anonymous) said no, they don't like ICON.

ICON also administered a survey provided by the Fairfax-Falls Church CSB to consumers funded by all of the local Community Services Boards. The overall satisfaction rate on this survey was 96.8% for Community Living Services consumers and 94.5% for those receiving Employment Services.

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 23%; this represents just ten individuals. Of the ten funder respondents, only one worked with community living, while five worked in short-term employment and four in long-term employment. This was precisely the same spread as last year.

With such a low response rate, we cannot draw scientifically valid conclusions; however, it does appear that funder satisfaction seems to be slightly better this year than last year, though it remains significantly lower than in previous years.

In response to the question "What do you like about ICON?" funders cited the respect, skills, and experience demonstrated by individual staff as well as ICON's willingness to provide support in a way that makes sense for the individual consumer.. Of the five funders who offered suggestions for improvement, communication and additional staff training in specific disability areas were listed, as was the quality and accuracy of the documentation.

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 Consumers	[What kinds of things do you do with your staff person?] She helps me with everything.
	[My staff person] is funny and fun to work with.
	I'm glad I got to meet a congressman at my apartment, and I try to get more funding for ICON etc. I enjoyed the opportunity. I also would like to have some fun time out with other people or consumers like myself. To make new friends might bring more opportunity to find roommates. Would be nice as a whole group.
	I am more self reliant.
	I'm better with bills.
	I started eating new and different things and not just hamburgers and fries.
	ICON's services have changed my life big time. If it wasn't for the person who is helping me, I don't know what I would do.
	[I] Feel more independent.
	[I am] using a budget. I am careful with shopping. I am careful with my blood sugar.
	It help to learn more things by working with staff.
I'm just happy that I still have ICON to help with lifetime experience with life skills to be independent.	
CLS Family	We are very fond of [our staff person]. He used to take our family member to appointments but then the Community Services Board said [he] couldn't take our son to places he had helped him with. Now our son must spend a lot of his income on taxicabs because public transportation doesn't always take him to his appointments. My husband took him to some of the appointments until he began to lose his eyesight due to macular degeneration.
	Our in-home support staff is an excellent person and very flexible.
	[Satisfied?] Yes and no. [Our daughter's] counselor is great. [Our daughter] needs to learn how to cook and this is going slowly.
	Very satisfied -- [Our staff person] does an excellent job -- very caring person.
	Mostly [satisfied] -- concerning home/personal maintenance.
	[Person's life changed?] Not really. Had same goals and never changes.

		[Our daughter] seems more confident - better able to handle change. ICON has provided stability in the face of great emotional and health challenges.
Employment Services Consumers		I am not happy where I work. I feel miserable. Could you please get me something that I can feel happy at?
		ICON has been a blessing for my work success.
		I would like to find another job, like working at Wal-Mart, Safeway, Giant Food, if any of these stores have people with my needs working there. Thanks for your help.
		We need to have more social events like going out to dinner or going to the movies or bowling.
		I like my [ICON staff] supervisor.
		[ICON job coach] was a great job coach. He helped me get the job, Target. He was cheerful, understanding, and very helpful. I had a good time overall. He was professional and was a great guy.
		Thanks. They are very helpful and kind.
		Thank you so much for the great support given to [our daughter]. We appreciate all that you do for her.
ES Family		[Satisfied?] Somewhat. Job coach certainly helped in applying for, finding, and interviewing for a job, and helped with training on the job that was gotten.
		Very much satisfied. I don't know what we would do without you!
		[Satisfied?] Yes, it's well organized.
		Overall, yes, but should be a little more proactive on followup with prospective employers. More training should be given to family member on callbacks.
		Very much satisfied. I don't know what we would do without you!
Funders	What do you like most about ICON?	I like the support you give to consumers.
		Exceptional staff!
		They offer the types of services I am looking for.
		Focus on the client is exceptional and appreciated.
		The job coaches seem to know their clients very well and advocate for the things that are in their best interest.
		The client on my caseload who is served by ICON has maintained behavioral stability for the past several years, which was previously a rarity.
		Low staff turnover. The same staff person has been working with my consumer for many many years. She has been a great advocate for him on the job.
	In what areas could we improve?	Can improve the service by following up and by being knowledgeable of all services the client receives.
		Increase awareness and knowledge about blindness so they can better advocate for our clients -- but they still do well!
		Communication. Better trained job coaches. Job coaches that follow through with services and communicate regularly. Faster rate of progress (someone referred in September was not served. I pulled the case in April and went to another vendor).

Funders (continued)	In what areas could we improve? (continued)	Communication with DRS counselor.
		Communication -- I have a hard time getting in touch with job coaches and usually need to call more than one time before getting a call back.
		The ability to serve clients in the day support program for more than four hours per day. Paperwork is rarely submitted on time.
		I always have the feeling that ICON is trying to get as much money from DRS as possible -- more so than other vendors. Therefore, I don't refer to ICON very much, although I used to. I am not sure that some of the job coaches have been trained or know what they are doing and I feel like DRS is paying to train ICON's job coaches.
	Please share any concerns, suggestions, ideas, or general comments	You provide a service that is needed. Because of your service most consumers can have a better life.
		Re-organize and re-train staff. Remember who your customers are: DRS counselors and their consumers. At this point I will not refer anyone else until I hear that services have improved.