



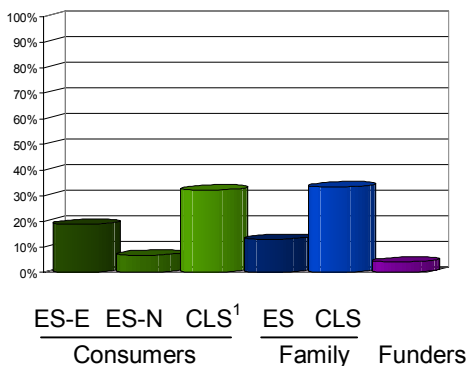
FY 2008 Stakeholder Survey Summary

In August 2008, 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 nine 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/piq.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 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. 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 7% to 33%. We received only one response from a funder, and that was not an individual funding agent but from an office as a whole. The number of surveys returned by funders is never very large, since the total

FY 2008 Survey Response Rate



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Number Responding

ES - Employed	13
ES - Not Employed	2
CLS	9
ES - Family	8
CLS - Family	11
Funders	1

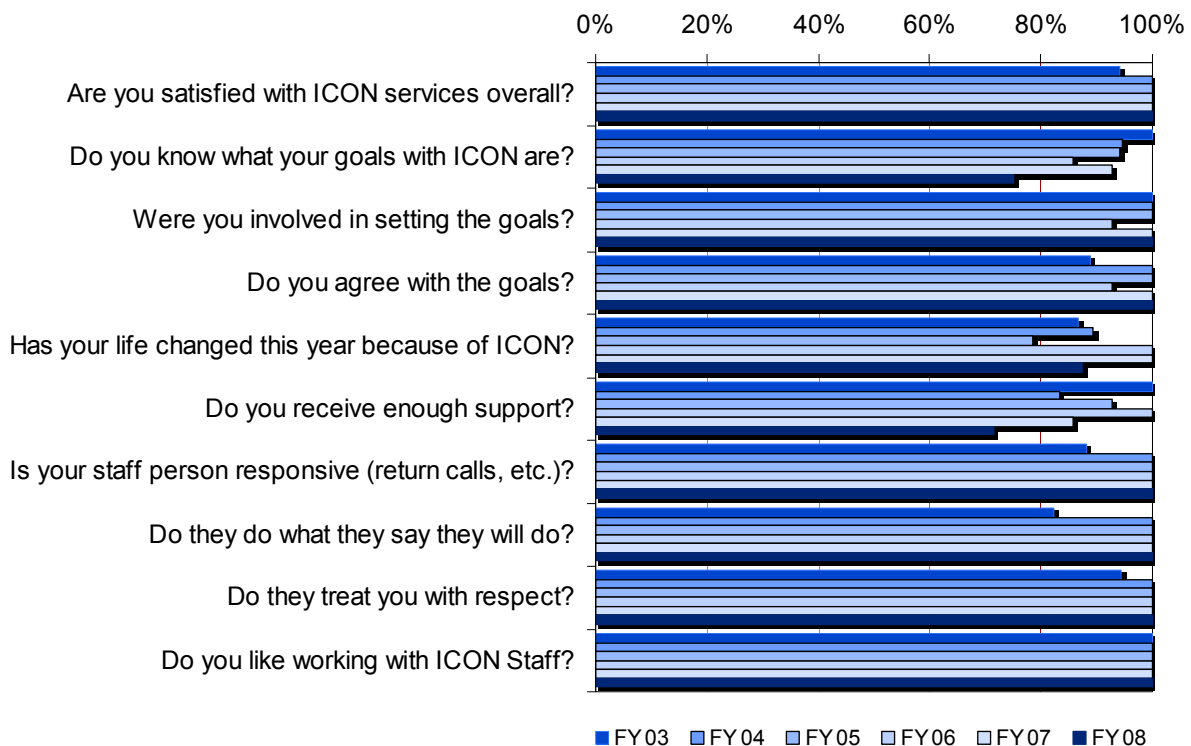
¹ Names of the various constituent groups may be abbreviated as follows: ES stands for Employment Services; -E indicates employed consumers and -N is used for those not currently employed. CLS stands for Community Living Services. With both groups, -C may be used to identify primary consumers and -F for family members.

number of individual funding agents is only around 25, but we usually achieve a rate of at least 15%. We are not certain why this year's rate is so low. We did make a point of trying to reach every single funding agent over the course of the year to discuss our services and solicit their feedback in an informal way; perhaps they felt that they had already stated their opinions. In any event, we will touch on that one office's comments near the end of this document, but we feel that the sample size is too small to cite in a more general context, as we normally do.

Overall Satisfaction

The first question on all six surveys was, “Are you satisfied with ICON’s services, overall?” Eight-six percent of consumers and 81% of family members responded with an unequivocal “yes”. If we include those who said they were satisfied most of the time, the surveys indicate we achieve an overall satisfaction rate of 95% among direct consumers of our services, and 94% among family members.

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



Has Life Changed Because of ICON's Services?

Eighty-eight percent of consumers of community living services report that their life has changed in the past year because of ICON's services. All of the family members reported some change over the past year, although one said, "Yes, and not for the better." We didn't ask this question of consumers of employment services, but we did ask their family members; half reported seeing positive 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. Six people said they knew what their formal goals were; two did not. Seven said they had been involved in setting the goals (including one who said he did not know what they were). Five people said they agreed with the goals; the others didn't answer this question.

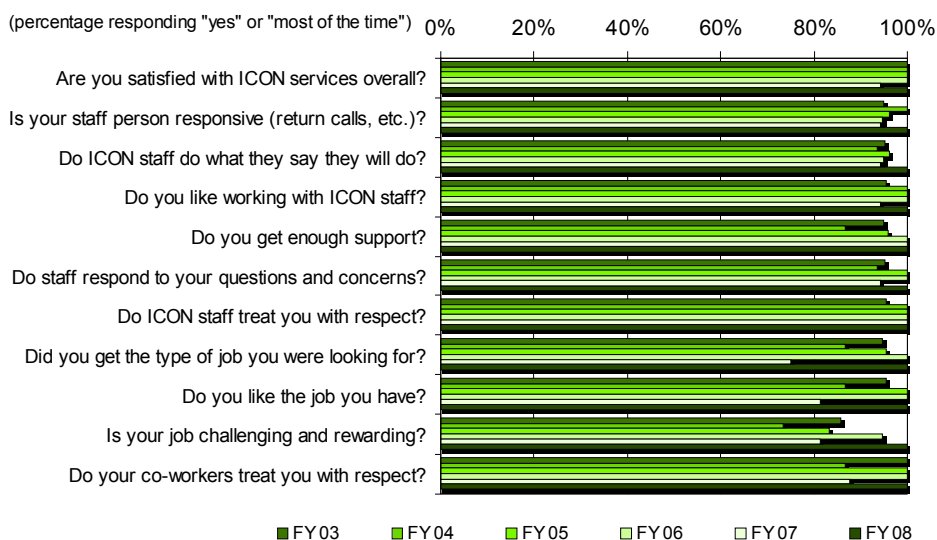
Listening to the Customer

To the question "Do ICON staff respond to your questions and concerns?" which was asked of consumers of employment services, 57%) responded with a "yes" answer and an additional 36% said "most of the time". One gave a flat "no."

Followthrough

In Community Living Services, 75% of consumers and 89% of family members report that ICON staff do what they say they will do; the rest said we do "most of the time", except for one family member. This may be the place to note that this

Satisfaction of Employment Services Consumers Who Are Employed



one family member of a person receiving Community Living Services is deeply dissatisfied with every aspect of the services her son receives, of which some relate to ICON and some do not. In any event, with such a low response rate, "89%" is the same as "all but one".

In Employment Services, 80% of consumers said that ICON staff follow through; an additional 13% said "most of the time". Among family members, 88% said that employment services staff follow through consistently; the remaining 13% said "most of the time".

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, 5 consumers said yes; two others said no, they were not getting enough support. Seven family members (78%) felt that their family member was receiving enough support; two 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 those who were employed at the time of the survey, 11 respondents (85%) said yes; the remaining two said "most of the time". One of the two respondents who are still in the job search one person did not feel that support was adequate; the other didn't answer this question.

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.

One hundred percent of all consumers and 94% of family members (all but one) said that we treat them with respect all of the time. The same 94% of family members felt that ICON treats its primary customers with respect.

In a related question, 95% of employed consumers reported that their co-workers treat them with respect all of the time, the other person reported "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	9	8	1	-
CLS Family	11	8	-	1
ES Employed Consumers	13	11	2	-
ES Consumers Not Employed	2	1	-	1
ES Family	8	7	1	-
Funders	1	-	1	-
Overall	44	35	5	2

Outcomes of Employment Services

Among consumers of employment services who were working at the time of the survey, the eleven who responded to the question reported that they got the type of job they had wanted. All 13 said that they like the job that they have. Eleven people indicated that their current job was challenging and rewarding, one said it was most of the time, and the remaining person didn't answer this question.

When asked how long they would like to keep their current job, of the eleven people who responded, nine said they'd like to keep their current job forever; the other two said they'd like to get a new job within the next few years.

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. Only six people answered both parts of the question; half are happy with their current hours and half would like to be working up to ten more hours per week.

Do Our Consumers Like Us?

In a final, general question, 86% of consumers say that they like working with ICON staff, an additional 10% like us "most of the time", and two persons said no, they don't like ICON. The percentages for family members are nearly the identical.

Funders' Experience With ICON

As mentioned, only one survey was returned by a funder, and that one represents not one an individual funding agent but a whole office of them. They commented on both short-term and long-term services. They rated long-term services substantially higher on average than short-term services: an average of 4.63 out of 5 vs. 2.75 out of 5. This is most likely related to their only comment: "Lack of returning calls and emails is especially problematic." This is a persistent issue – if asked, we might say the same –

and is much more problematic in the short-term phase, when all parties need to be updated frequently on the progress of the job search process.

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	Very satisfied -- I'll miss my old counselor but am looking forward to the new one.
	[Yes, my life has changed ...] I became more active in the community, my health is improving because of exercising and watching what to eat.
	[Yes, my life has changed ...] because of my move to a new apartment and adjusting in working with my new counselor. He does training differently.
	[My ICON staff person] has been punctual, pleasant, and very flexible.
	Would rather have my old counselor back.
	[My ICON staff person] is too silly and funny. He makes me laugh. I need a sense of humor.
	I like how [my staff person] helps me find stuff in Giant and helps me work on checkbook. I requested to go to quiet place. It works better for both of us. I can't think in a noisy place. I would be interested in a night out with others in ICON. I sometimes need a night out to have fun with others. I would like some help in finding a new place to live that is close to work!!!
CLS Family	What is said and what is done do not match. [My son] has enough hours to support grocery shopping AND an exercise or socialization activity. [He] should never have to hear about how they must hurry with him to go to another client. *[He] is a person*.
	[Has life changed?] More outgoing.
	[Has life changed?] He seems happier, able to rely on the counselor arriving, calling when late. Knows he will help him on all things important to him.
	[Has life changed?] No major changes but she continues to grow more assured in coping --
	[Abridged] [My daughter] has had to make adjustments to a new counselor; she now looks forward to being with her present counselor. She continues to need guidance with food choices and money value when paying. Thank you for your continued support.
Cannot answer any of the questions as I am not kept informed about any of ICON's activities on behalf of [my son]; [he] does not live in our household.	
ES - C	We happy with this job, because for us good schedule and 30 hrs/wk is excelent. Thank you.
	Thank you for help all time
	Not working yet. And want a job now.
	I had 2 interviews, then ask ICON to help follow up and never heard back.
ES Family	He continues to be happy with his job.
	Yes. [Our son]'s job coach has done an outstanding job helping him stay focused and organized at work. She has also done a terrific job dealing with his difficult boss.
	Helped unravel problem with coworker taking advantage.
	For us everything is good. Thanks.