



Participant Satisfaction Survey Summary  
2018

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## Introduction

In program evaluation and quality assurance, the use of participant satisfaction as an outcome measure is a vital component of providing effective person-centered supports and services. Easterseals Louisiana's (ESL) Strategic Plan and Performance Measurement, Management, and Improvement Plan emphasize enhancing participant satisfaction with services provided by the organization as well as the ongoing development of core skills for all ESL staff. Additionally, as part of the agencies ongoing efforts to assess the satisfaction of services provided by ESL, participant satisfaction data is included in the agency's Performance Measurement, Management and Improvement plan.

In order to achieve this goal, ESL understands the critical importance of measuring participant satisfaction and obtaining suggestions by participants for improvements.

The ESL Participant satisfaction survey assessed satisfaction by examining the following areas:

- Support Coordinator Satisfaction
- Customer Service
- Residential Satisfaction (**HUD, PSH/811 PRA, Mid-City ONLY**)
- Overall Service Satisfaction

The overview provided in this report is designed to be helpful to the organization. It may be used as a guide to begin a process of discussion and dialogue that can result in improving participant relations, service to our participants, organizational communication processes, and supervisory practices. The primary audiences for this report are all ESL participants, stakeholders and staff, as well as ESL's Executive Team whose purpose is to provide leadership in the strategic development for the operation and growth of the organization.

The next steps will be to prepare strategies to strengthen what is working, and to address areas of need. This survey is implemented annually as a means to keep a pulse on the status of participant satisfaction with supports and services provided by ESL.

## Methodology

The 2018 Participant Satisfaction Survey was distributed to gather service satisfaction across the organization statewide. Survey items appeared as statements and/or questions for which respondents were instructed to select from a generic Likert-type scale.

The items selected for this survey are standard participant satisfaction and/or engagement items. Important to survey development and interpretation is the level of reliability of the items that make up the survey and its subscales.

## Survey Administration

The survey was distributed by mail and hand to all ESL service participants during the survey period from February 1, 2018 through April 30, 2018. The survey sample included all ESL service participants during the survey period, approximately 4,904 participants. ESL Support Coordinators provided reminders during participant meetings encouraging them to complete the satisfaction survey. Once a satisfaction survey was returned, regional Support Staff entered all data into SurveyMonkey for electronic analysis. During this process any satisfaction survey that had noted concerns was given to the Project Manager for review and follow-up.

The following programs were included in the participant satisfaction survey distribution:

- Office of Aging and Adult Services (OAAS)
- Office of Citizens with Developmental Disabilities (OCDD)
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT)
- Behavioral Health (BH)
- Permanent Supportive Housing (PSH)/811 Project Rental Assistance (811 PRA)
- Housing and Urban Development (HUD)
- Mid-City 1st Floor
- Mid-City 2<sup>nd</sup> Floor
- EarlySteps System Point of Entry (SPOE)

Of the 4,904 participants who were provided a satisfaction survey, 1,747 participants responded to the survey for an overall response rate of 35.6% (an increase of 4% when compared to the 2017 participant satisfaction data). According to PeoplePulse.com, the average return ratio for a medium length survey, consisting of 12-25 questions, is roughly 15-30%.

(<http://www.peoplepulse.com/resources/useful-articles/survey-response-rates/>)

It should be noted that ESL's return ratios from each Region either met or exceeded the statistic mentioned above.

## Data Analysis

At the end of the survey period, ESL Support Staff had until May 31, 2018 to enter all participant satisfaction survey data in to SurveyMonkey. Once all data was entered, ESL's Director of Quality Enhancement and Training reviewed all data for trend identification. For purposes of this report it should be noted that when looking at the results, ESL looks at the percentages that are average or above. **Ultimately, ESL strives to satisfaction percentages in the ninetieth (90<sup>th</sup>) percentile or higher.**

## Comparison to State/National Data

ESL management compared its participant satisfaction data to data compiled on the National Core Indicator (NCI) website in an effort to obtain a meaningful comparison to state and nation-

wide data. NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance. Data was reviewed from the following NCI surveys:

- **NCI Adult Consumer Survey** - adults (aged 18 and over) with an intellectual/developmental disability receiving one service (in addition to case management) from the state Developmental Disability agency.
- **NCI Child/Family survey** - families, all of whom have a child with a developmental disability who lives in the family home and receives at least one direct service or support other than service coordination.
- **NCI Adult/Family survey** - families who have an adult family member who lives in the family home and receives at least one service other than case management from the state DD agency.
- **NCI Family/Guardian survey** - families and guardians who have an adult family member who does not live in the family home and receives at least one service other than case management from the state DD agency.

## Section 1: Easterseals Louisiana Participant Satisfaction Key Findings

After the analysis of the initial data was complete, the programmatic results were included in a spreadsheet to compile the organizational satisfaction results in a variety of areas.

Highlights from the review of the overall organizational satisfaction percentages include, but are not limited to:

- 98.9% of respondents from all programs reported that they are satisfied with the services that are being provided.
- 100% of respondents reported that their Support Coordinator had a good and caring attitude towards them.
- 99.5% of respondents that their Support Coordinator/Intake Service Coordinator fully included them in the development of their Plan of Care/Individualized Family Services Plan.
- 99.7% of respondents reported that their Support Coordinator assists them with locating non-Behavioral Health/Waiver services.
- 100% of respondents reported that they were greeted in a friendly and professional manner when calling an ESL office.
- 98.5% of respondents reported that they had a clear understanding of how to report and issue or file a complaint with Easterseals Louisiana.
- 98% of respondents reported that their Support Coordinator answers their questions fully and to the best of their knowledge.

### Impact of Services

Respondents were asked to tell in their own words the importance of these services in their lives. Their comments were recorded verbatim by ESL Support Staff. A sample of these comments follows:

- “Very professional, listened to our needs to provide the best service.”
- “It is a pleasure to work with [SC]. She is always willing to help me and get the information I need. We are very satisfied with Easterseals.”
- “[SC] is very responsive to my child’s needs and always contacts me in a timely manner. Very positive attitude!”
- “My worker is [SC] and I have to say she is the best. I can talk to her about anything and call her when needed even if it’s after midnight or a weekend. If you have a program worker of the year she deserves that award...”
- “[SC] has always gone above and beyond for me every time I’ve needed him. Awesome staff member!”
- “The people that works for the program are respectful and nice.”
- “We are so very pleased and thankful for [SC]. She is great! Always so polite and so helpful and knowledgeable.”
- “Thank God for [SC], She has been a great help to me, and my daughter. She returns my calls, help me in all the way she can. She is a model employee.”
- “My cares and concerns for my son means a lot to them as well. I am glad to have known of such a program as Early Steps. Thanks a lot. :)”
- “[SC] is amazing. She is very helpful and we are grateful she is our worker.”
- “The Service is very wonderful and everyone we come in contact with are terrific, very kind, very excellent. I just want to say I couldn’t ask for a better company. Thank you all so much.

A full participant satisfaction analysis by program is included in the ‘Summary of Key Findings’ sections below.

## Section 2: OAAS/OCDD/EPSTDT Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL’s OAAS, OCDD, and EPSTDT programs. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile.

### Support Coordinator Satisfaction

Table 2.1: OAAS/OCDD/EPSTDT Support Coordinator Satisfaction

Survey Items:	All Respondents
Question	Satisfaction Percentage
Once your support coordinator schedules an appointment, does he/she keep appointments?	99.7%
Is he/she on time?	99.7%
Once at the appointment, does your support coordinator have a caring and good attitude towards you?	100%
Does your support coordinator fully include you in the development/review of your plan of care?	99.9%
Does your support coordinator answer your questions fully and to the best of their knowledge?	99.7%
If you need information or help with locating non-waiver services, does your support coordinator assist you? <b>(OAAS/OCDD ONLY)</b>	99.4%
Did your support coordinator assist you and/or your provider in developing an evacuation plan in the event of an emergency/disaster? <b>(OAAS/OCDD ONLY)</b>	99.4%



## Customer Service

Table 2.2: Customer Service

Survey Items: Customer Service	All Respondents
Question	Satisfaction Percentage
Do you have an understanding of the proper way to report an issue or file a complaint with Easter Seals? <b>(OAAS/OCDD ONLY)</b>	99.2%
When calling the office, are you greeted in a friendly and professional manner?	99.8%
If you leave a message for your support coordinator, is your call returned within 24 hours?	98.6%
If your support coordinator is not in the office and you require immediate assistance, is someone available to answer your call and answer your questions?	92.6%
When the services were identified, were they received in a timely manner <b>(EPSDT ONLY)</b>	100%

## Overall Service Satisfaction

Table 2.3: Overall Service Satisfaction

Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall, how would you rate the services of your provider?	97.6%
Overall rating: taking all services into consideration, how satisfied are you with Waiver/EPSDT services being provided?	99%
Overall, how would you rate these services? <b>(EPSDT ONLY)</b>	100%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL's OAAS, OCDD, and EPSDT programs. In addition to the initial review, data from ESL's OAAS, OCDD and EPSDT programs was compared to State and National data captured by NCI.

Below is a comparison of ESL's data compared to the aforementioned NCI data. Please note, the data has been split into two (2) separate tables; the first being from the NCI Adult/Family Survey (participant lives with a family member) and the second being from the NCI Adult/Guardian Survey (participant lives independently).

Table 2.4: Comparison to NCI Adult/Family Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
Did your support coordinator assist you and/or your provider in developing an evacuation plan in the event of an emergency/disaster? <b>(OAAS/OCDD ONLY)</b>	99.4%	91%	61%
Does your support coordinator fully include you in the development/review of your plan of care?	99.9%	67%	64%
Does your support coordinator answer your questions fully and to the best of their knowledge?	99.7%	91%	89%

Do you have an understanding of the proper way to report an issue or file a complaint with Easter Seals? (OAAS/OCDD ONLY)	99.2%	76%	58%
Overall rating: taking all services into consideration, how satisfied are you with Waiver/EPSTD services being provided?	99%	94%	95%

Table 2.5: Comparison to NCI Adult/Guardian Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
Did your support coordinator assist you and/or your provider in developing an evacuation plan in the event of an emergency/disaster? (OAAS/OCDD ONLY)	99.4%	82%	62%
Does your support coordinator fully include you in the development/review of your plan of care?	99.9%	53%	58%
Does your support coordinator answer your questions fully and to the best of their knowledge?	99.7%	92%	88%
Do you have an understanding of the proper way to report an issue or file a complaint with Easter Seals? (OAAS/OCDD ONLY)	99.2%	72%	62%
Overall rating: taking all services into consideration, how satisfied are you with Waiver/EPSTD services being provided?	99%	98%	98%

### Section 3: Behavioral Health Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL’s Behavioral Health program. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile.

#### Support Coordinator Satisfaction

Table 3.1: Behavioral Health Support Coordinator Satisfaction

Survey Items:	All Respondents
Question	Satisfaction Percentage
Once your support coordinator schedules an appointment, does he/she keep appointments?	100%
Is he/she on time?	99%
Once at the appointment, does your support coordinator have a caring and good attitude towards you?	100%
Does your support coordinator fully include you in the development/review of your plan of care?	100%
Does your support coordinator answer your questions fully and to the best of their knowledge?	100%
If you need information or help with locating non-Behavioral Health services, does your support coordinator assist you?	100%
Did your support coordinator assist you and/or your provider in developing an evacuation plan in the event of an emergency/disaster?	100%

## Customer Service

Table 3.2: Customer Service

Survey Items: Customer Service	All Respondents
Question	Satisfaction Percentage
Do you have an understanding of the proper way to report an issue or file a complaint with Easter Seals?	97.7%
When calling the office, are you greeted in a friendly and professional manner?	100%
If you leave a message for your support coordinator, is your call returned within 24 hours?	100%
If your support coordinator is not in the office and you require immediate assistance, is someone available to answer your call and answer your questions?	100%

## Overall Service Satisfaction

Table 3.3: Overall Service Satisfaction

Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall rating: taking all services into consideration, how satisfied are you with waiver/behavioral health services being provided?	98.6%
I find the supports and services that I receive from Easterseals Louisiana to be helpful in my recovery efforts.	100%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL's Behavioral Health programs. In addition to the initial review, data from Behavioral Health program was compared to State and National data captured by NCI. Below is a comparison of ESL's data compared to the aforementioned NCI data. Please note, the data below is a comparison of ESL's participant satisfaction data to the NCI Adult/Consumer Survey (adults - aged 18 and over).

Table 3.4: Comparison to NCI Adult Consumer Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
Does your support coordinator fully include you in the development/review of your plan of care?	100%	100%	98%
ESL staff answers my questions fully and to the best of his/her knowledge.	100%	94%	89%
If your support coordinator is not in the office and you require immediate assistance, is someone available to answer your call and answer your questions?	100%	91%	87%
I find the supports and services that I receive from Easterseals Louisiana to be helpful in my recovery efforts.	100%	89%	90%

## Section 4: Permanent Supportive Housing (PSH)/811 Project Rental Assistance (811 PRA) Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL’s PSH and 811 PRA programs. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile.

### Support Coordinator Satisfaction

Table 4.1: Support Coordinator Satisfaction

Survey Items: Support Coordinator Satisfaction	All Respondents
Question	Satisfaction Percentage
Once my Support Coordinator schedules an appointment, he/she keeps the appointment.	95.6%
My Support Coordinator is on time for my scheduled appointments.	95.6%
Once at the appointment, my Support Coordinator has a caring and positive attitude towards me.	100%
My Support Coordinator fully includes me in the development/review of my plan of care.	97.6%
My Support Coordinator listens to my concerns.	95.5%
My Support Coordinator answers my questions fully and to the best of his/her knowledge.	95.5%
My Support Coordinator treats me with respect.	100%
My Support Coordinator helps me with arranging appointments if I need help.	95.5%
My Support Coordinator assists me with arranging transportation is needed.	97.7%

### Residential Satisfaction

Table 4.2 shows the satisfaction percentage for all respondents to survey statements about “Residential Satisfaction.”

Table 4.2: Residential Satisfaction

Survey Items: Residential Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel the location of my apartment convenient.	97.8%
I feel the environment of my apartment is safe.	97.7%
I feel that my apartment adequate for my needs.	93.5%
I was informed of the rules when I moved into my apartment.	97.8%
I reviewed the lease with my Support Coordinator when I moved in to my apartment.	100%

### Customer Service

Table 4.3: Customer Service Satisfaction

Survey Items: Customer Service	All Respondents
Question	Satisfaction Percentage
When calling the office, I am greeted in a friendly in professional manner.	100%

If I leave a message for my Support Coordinator, my call is returned within 24 hours.	95.7%
If my Support Coordinator is not in the office and I require immediate assistance, someone is available to answer my call and answer my questions.	95.7%

## Overall Service Satisfaction

Table 4.4: Overall Service Satisfaction

Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall, I am Satisfied living in my apartment.	93.5%
Overall, I am satisfied with my Support Coordinator.	95.5%
Taking all services in to consideration, I am satisfied with services being provided.	95.7%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL’s PSH and 811 PRA programs. In addition to the initial review, data from ESL’s PSH and 811 PRA programs was compared to State and National data captured by NCI. Below is a comparison of ESL’s data compared to the aforementioned NCI data. Please note, the data below is a comparison of ESL’s participant satisfaction data to the NCI Adult/Consumer Survey (adults - aged 18 and over).

Table 4.5: Comparison to NCI Adult Consumer Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
Does your support coordinator fully include you in the development/review of your plan of care?	97.6%	100%	98%
My Support Coordinator treats me with respect.	100%	93%	92%
ESL staff answers my questions fully and to the best of his/her knowledge.	95.5%	94%	89%
If your support coordinator is not in the office and you require immediate assistance, is someone available to answer your call and answer your questions?	95.7%	91%	87%
Overall, I am Satisfied living in my apartment.	93.5%	91%	90%
Taking all services in to consideration, I am satisfied with services being provided.	95.7%	89%	90%

## Section 5: Housing and Urban Development (HUD) Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL’s HUD program. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile.

## Support Coordinator Satisfaction

Table 5.1: Support Coordinator Satisfaction

Survey Items: Support Coordinator Satisfaction	All Respondents
Question	Satisfaction Percentage
Once my Support Coordinator schedules an appointment, he/she keeps the appointment.	100%
My Support Coordinator is on time for my scheduled appointments.	100%
Once at the appointment, my Support Coordinator has a caring and positive attitude towards me.	100%
My Support Coordinator fully includes me in the development/review of my plan of care.	100%
My Support Coordinator listens to my concerns.	100%
My Support Coordinator answers my questions fully and to the best of his/her knowledge.	100%
My Support Coordinator treats me with respect.	100%
My Support Coordinator helps me with arranging appointments if I need help.	100%
My Support Coordinator assists me with arranging transportation is needed.	100%

## Residential Satisfaction

Table 5.2: Residential Satisfaction

Survey Items: Residential Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel the location is convenient to conduct personal business.	100%
I feel the environment is safe.	100%
I feel that my apartment adequate for my needs.	100%
I was informed of the rules when I moved into my apartment.	100%
I reviewed the lease with my Support Coordinator when I moved in to my apartment.	100%

## Customer Service

Table 5.3: Customer Service Satisfaction

Survey Items: Customer Service	All Respondents
Question	Satisfaction Percentage
When calling the office, I am greeted in a friendly in professional manner.	100%
If I leave a message for my Support Coordinator, my call is returned within 24 hours.	100%
If my Support Coordinator is not in the office and I require immediate assistance, someone is available to answer my call and answer my questions.	100%

## Overall Service Satisfaction

Table 5.4: Overall Service Satisfaction

Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall, I am satisfied living in my apartment.	100%
Overall, I am satisfied with my Support Coordinator.	100%
Taking all services in to consideration, I am satisfied with services being provided.	100%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL’s HUD program. In addition to the initial review, data from HUD program was compared to State and National data captured by NCI. Below is a comparison of ESL’s data compared to the aforementioned NCI data. Please note, the data below is a comparison of ESL’s participant satisfaction data to the NCI Adult/Consumer Survey (adults - aged 18 and over).

Table 5.5: Comparison to NCI Adult Consumer Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
Does your support coordinator fully include you in the development/review of your plan of care?	100%	100%	98%
My Support Coordinator treats me with respect.	100%	93%	92%
ESL staff answers my questions fully and to the best of his/her knowledge.	100%	94%	89%
If your support coordinator is not in the office and you require immediate assistance, is someone available to answer your call and answer your questions?	100%	91%	87%
Overall, I am Satisfied living in my apartment.	100%	91%	90%
Taking all services in to consideration, I am satisfied with services being provided.	100%	89%	90%

## Section 6: Mid-City 1<sup>st</sup> Floor Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL’s Mid-City 1<sup>st</sup> Floor program. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile.

### Support Coordinator Satisfaction

Table 6.1: Mid-City 1<sup>st</sup> Floor Satisfaction

Survey Items: Support Coordinator Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel that all residents are treated fairly and equally by Mid-City staff.	100%
The staff at Mid-City treats me with respect and speaks to me in a kind and respectful manner.	100%
The staff at Mid-City assists me if I need help.	100%

### Residential Satisfaction

Table 6.2: Residential Satisfaction

Survey Items: Residential Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel the location of Mid-City is convenient to conduct personal business.	100%
I feel the environment at Mid-City is safe.	100%
I feel that my room at Mid-City is comfortable.	100%
I feel I have privacy in my room.	100%
I feel that the dayroom at Mid-City is comfortable.	100%
I feel that the kitchen at Mid-City is adequate for cooking.	100%

I like the meals that are prepared.	100%
I believe there is plenty of variety in the meals served.	100%
I was informed about the rules when I moved in to Mid-City.	100%
I have the ability to make my own decisions.	100%

## Overall Service Satisfaction

Table 6.3: Overall Service Satisfaction

Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel that I have benefited from the Mid-City program.	100%
Overall, I am satisfied with living at Mid-City.	100%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL's Mid-City 1<sup>st</sup> Floor program. In addition to the initial review, data from the Mid-City 1<sup>st</sup> Floor program was compared to State and National data captured by NCI. Below is a comparison of ESL's data compared to the aforementioned NCI data. Please note, the data below is a comparison of ESL's participant satisfaction data to the NCI Adult/Consumer Survey (adults - aged 18 and over).

Table 6.4: Comparison to NCI Adult Consumer Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
I feel I have privacy in my room.	100%	96%	96%
The staff at Mid-City treats me with respect and speaks to me in a kind and respectful manner.	100%	93%	92%
Overall, I am satisfied with living at Mid-City.	100%	91%	90%
I feel that I have benefited from the Mid-City program.	100%	89%	90%

## Section 7: Mid-City 2<sup>nd</sup> Floor Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL's Mid-City 2<sup>nd</sup> Floor program. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile.

### Support Coordinator Satisfaction

Table 7.1: Mid-City 2<sup>nd</sup> Floor Satisfaction

Survey Items: Support Coordinator Satisfaction	All Respondents
Question	Satisfaction Percentage
Once my ESL staff schedules an appointment, he/she keeps the appointment.	100%
ESL staff is on time for my scheduled appointments.	100%
Once at the appointment, ESL staff has a caring and positive attitude towards me.	100%
ESL staff listens to my concerns.	100%
ESL staff answers my questions fully and to the best of his/her knowledge.	95.23%
ESL staff treats me with respect.	95.24%
ESL staff assists me with arranging appointments if I need help.	100%
ESL staff assists me with arranging transportation is needed.	94.74%



## Residential Satisfaction

Table 7.2: Residential Satisfaction

Survey Items: Residential Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel the location is convenient to conduct personal business.	95.24%
I feel the environment is safe.	100%
I feel that my apartment adequate for my needs.	95.24%
I was informed of the rules when I moved into my apartment.	95.24%
I reviewed the lease with my Support Coordinator when I moved in to my apartment.	95.24%

## Overall Service Satisfaction

Table 7.3: Overall Service Satisfaction

Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall I am satisfied living in my apartment.	95.24%
Overall I am satisfied with my ESL staff.	100%
Taking all services in to consideration, I am satisfied with services being provided.	100%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL's Mid-City 2<sup>nd</sup> Floor program. In addition to the initial review, data from the Mid-City 2<sup>nd</sup> Floor program was compared to State and National data captured by NCI. Below is a comparison of ESL's data compared to the aforementioned NCI data. Please note, the data below is a comparison of ESL's participant satisfaction data to the NCI Adult/Consumer Survey (adults - aged 18 and over).

Table 7.4: Comparison to NCI Adult Consumer Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
ESL staff answers my questions fully and to the best of his/her knowledge.	95.23%	94%	89%
ESL staff treats me with respect.	95.24%	93%	92%
Overall, I am satisfied living in my apartment.	95.24%	91%	90%
Taking all services in to consideration, I am satisfied with services being provided.	100%	89%	90%

## Section 8: EarlySteps System Point of Entry (SPOE) Summary of Key Findings

The following section is a summary of the participant satisfaction data gathered from ESL's SPOE program. While reviewing the data gathered in each section, it was noted that no areas below the ninetieth (90%) percentile. It was also noticed when review participant satisfaction for the SPOE program that no areas fell below 99% in satisfaction.

Table 8.1: SPOE Participant Satisfaction

Survey Items: SPOE Satisfaction	All Respondents
Question	% Agree
My Intake Service Coordinator gave my family time and attention.	100%
My Intake Service Coordinator was caring and professional.	100%
My Intake Service Coordinator explained my parent rights and gave me a copy of my Parent's Rights Handbook.	100%
I was involved in the planning of the services for my family through EarlySteps.	100%
I was able to choose who evaluated my child and attended team meetings.	100%
I was comfortable saying what concerns I had about my child.	99.6%

During the initial review, it was identified that all areas of satisfaction were well above the identified 90<sup>th</sup> percentile in ESL's SPOE program. In addition to the initial review, data from the SPOE program was compared to State and National data captured by NCI. Below is a comparison of ESL's data compared to the aforementioned NCI data. Please note, the data below is a comparison of ESL's participant satisfaction data to the NCI Child/Family Survey (families, all of whom have a child with a developmental disability).

Table 8.2: Comparison to NCI Child Family Survey 2016-2017

Question	ESL	Louisiana (State)	NCI (National)
I was involved in the planning of the services for my family through EarlySteps.	100%	81%	88%
My Intake Service Coordinator explained my parent rights and gave me a copy of my Parent's Rights Handbook.	100%	93%	92%
I was able to choose who evaluated my child and attended team meetings.	100%	92%	93%

## Section 9: Summary of Key Respondents

The information provided in the table below represents that total number of satisfaction surveys that was distributed by a Region compared to the number of satisfaction surveys that were returned.

Table 9: Regional Satisfaction Survey Return Ratios

Region:	Total Number Returned/Total Number Distributed	Return Percentage
Region 1 SPOE:	97/459	21%
Region 3 OCDD:	119/687	17%
Region 3 EPSDT:	24/58	41%
Region 6 OCDD:	97/385	25%
Region 6 EPSDT:	12/18	67%
Region 6 SPOE:	100/255	39%
Region 7 OAAS/OCDD:	359/1090	33%
Region 7 EPSDT:	18/132	14%
Region 7 BH:	36/120	30%
Region 7 Mid-City 1 <sup>st</sup> Floor:	13/13	100%
Region 7 Mid-City 2 <sup>nd</sup> Floor:	27/31	87%
Region 7 HUD:	18/18	100%
Region 7 PSH:	23/44	52%
Region 8 BH:	53/68	80%
Region 8 PSH:	3/3	100%
Region 8 OAAS:	161/180	89%
Region 8 SPOE:	274/439	62%
Region 9 OAAS/OCDD:	309/879	35%
Region 9 EPSDT:	4/25	16%

## Conclusion

While the participant satisfaction survey generally has a low survey return rate, valuable information is still obtained from the data gathered. It was noted that all identified areas ranked above the 90% satisfaction threshold set by ESL. When compared to State and National data collected by NCI, ESL also met or exceeded satisfaction levels in a variety of areas measured in both surveys.

Moving forward, it is important that the agency continue to strive to enhance services to persons served. Additionally, ESL continues to enhance agency training, ensuring all employees are trained appropriately to their target population, as well as continue to open lines of communication relating to feedback and performance improvement.

ESL greatly appreciates survey participation as it is an essential lifeline to help us serve participants effectively. ESL is committed to using the information gathered to better the organization as a whole and provide beneficial supports and services. Participants are encouraged to contact their Support Coordinator's Project Manager and/or Supervisor for any further feedback and/or discussions associated with the satisfaction of their services provided by ESL.