

# Participant Satisfaction Executive Summary 2019

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 survey was distributed by mail and hand to all ESL service participants during the survey period from February 1, 2019 through April 30, 2019. Of the 5,133 participants who were provided a satisfaction survey, 1,306 participants responded to the survey for an overall response rate of 25%. 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/>)

ESL management compared its participant satisfaction data to data compiled on the National Core Indicator (NCI) website (<https://www.nationalcoreindicators.org/resources/reports/>) 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 In-Person 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.

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- **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.

### **OAAS/OCDD/EPSTDT Participant Satisfaction:**

Survey Items:	All Respondents
Question	Satisfaction Percentage
Once your support coordinator schedules an appointment, does he/she keep appointments?	99.9%
Is he/she on time?	100%
Once at the appointment, does your support coordinator have a caring and good attitude towards you?	99.9%
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-waiver services, does your support coordinator assist you? <b>(OAAS/OCDD ONLY)</b>	99.7%
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>	99.8%
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>	99.8%
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?	99.9%
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?	99.7%

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When the services were identified, were they received in a timely manner (EPSDT ONLY)	100%
<b>Survey Items: Overall Service Satisfaction</b>	<b>All Respondents</b>
<b>Question</b>	<b>Satisfaction Percentage</b>
Overall, how would you rate the services of your provider?	98.2%
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? (EPSDT ONLY)	100%

## Comparison to NCI Adult/Family Survey

Question	ESL	Louisiana (State) 2016-2017	NCI (National) 2017-2018
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)	99.8%	91%	67%
Does your support coordinator fully include you in the development/review of your plan of care?	100%	67%	84%
Do you have an understanding of the proper way to report an issue or file a complaint with Easter Seals? (OAAS/OCDD ONLY)	99.8%	76%	67%
Overall rating: taking all services into consideration, how satisfied are you with Waiver/EPSDT services being provided?	99%	94%	85%

## Comparison to NCI Adult/Guardian Survey

Question	ESL	Louisiana (State) 2016-2017	NCI (National) 2017-2018
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)	99.8%	82%	72%
Does your support coordinator fully include you in the development/review of your plan of care?	100%	53%	79%
Do you have an understanding of the proper way to report an issue or file a complaint with Easter Seals? (OAAS/OCDD ONLY)	99.8%	72%	71%

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Overall rating: taking all services into consideration, how satisfied are you with Waiver/EPSTD services being provided?	99.8%	98%	89%
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## **Behavioral Health Participant Satisfaction:**

Survey Items:	All Respondents
Question	Satisfaction Percentage
Once your support coordinator schedules an appointment, does he/she keep appointments? Is he/she on time?	95%
Once at the appointment, does your support coordinator have a caring and good attitude towards you?	95%
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?	97.5%
	100%
If you need information or help with locating non-Behavioral Health services, does your support coordinator assist you?	98.4%
Did your support coordinator assist you and/or your provider in developing an evacuation plan in the event of an emergency/disaster?	93.4%
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?	93.4%
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?	90.8%
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?	97.4%
Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall rating: taking all services into consideration, how satisfied are you with behavioral health services being provided?	92.5%
I find the supports and services that I receive from Easterseals Louisiana to be helpful in my recovery efforts.	95%

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## Comparison to NCI Adult In-Person Survey 2017-2018

Question	ESL	Louisiana (State)	NCI (National)
Does your support coordinator fully include you in the development/review of your plan of care?	98%	98%	98%
ESL staff answers my questions fully and to the best of his/her knowledge.	100%	88%	89%
If you leave a message for your support coordinator, is your call returned within 24 hours?	90.8%	89%	88%
I find the supports and services that I receive from Easterseals Louisiana to be helpful in my recovery efforts.	95%	93%	91%

## Housing and Urban Development (HUD) 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.	81.25%
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.	93.75%
My Support Coordinator assists me with arranging transportation is needed.	100%
Survey Items: Residential Satisfaction	All Respondents
Question	Satisfaction Percentage
I feel the location is convenient to conduct personal business.	81.25%
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%
Survey Items: Customer Service	All Respondents
Question	Satisfaction Percentage
When calling the office, I am greeted in a friendly in professional manner.	100%

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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%
<b>Survey Items: Overall Service Satisfaction</b>	<b>All Respondents</b>
<b>Question</b>	<b>Satisfaction Percentage</b>
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%

## Comparison to NCI Adult In-Person Survey 2017-2018

Question	ESL	Louisiana (State)	NCI (National)
Does your support coordinator fully include you in the development/review of your plan of care?	100%	98%	98%
My Support Coordinator treats me with respect.	100%	93%	93%
ESL staff answers my questions fully and to the best of his/her knowledge.	100%	88%	89%
If you leave a message for your support coordinator, is your call returned within 24 hours?	100%	88%	89%
Overall, I am Satisfied living in my apartment.	100%	89%	89%
Taking all services in to consideration, I am satisfied with services being provided.	100%	93%	91%

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

<b>Survey Items: Support Coordinator Satisfaction</b>	<b>All Respondents</b>
<b>Question</b>	<b>Satisfaction Percentage</b>
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%
<b>Survey Items: Residential Satisfaction</b>	<b>All Respondents</b>
<b>Question</b>	<b>Satisfaction Percentage</b>
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%

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

## Comparison to NCI Adult In-Person Survey 2017-2018

Question	ESL	Louisiana (State)	NCI (National)
I feel I have privacy in my room.	100%	84%	83%
The staff at Mid-City treats me with respect and speaks to me in a kind and respectful manner.	100%	93%	93%
Overall, I am satisfied with living at Mid-City.	100%	89%	89%
I feel that I have benefited from the Mid-City program.	100%	93%	91%

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

<b>Survey Items: Support Coordinator Satisfaction</b>	<b>All Respondents</b>
<b>Question</b>	<b>Satisfaction Percentage</b>
Once my ESL staff schedules an appointment, he/she keeps the appointment.	94.4%
ESL staff is on time for my scheduled appointments.	94.4%
Once at the appointment, ESL staff has a caring and positive attitude towards me.	94.4%
ESL staff listens to my concerns.	94.4%
ESL staff answers my questions fully and to the best of his/her knowledge.	100%
ESL staff treats me with respect.	94.4%
ESL staff assists me with arranging appointments if I need help.	100%
ESL staff assists me with arranging transportation is needed.	94.4%

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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%
Survey Items: Overall Service Satisfaction	All Respondents
Question	Satisfaction Percentage
Overall, I am satisfied living in my apartment.	94.4%
Overall, I am satisfied with my ESL staff.	100%
Taking all services in to consideration, I am satisfied with services being provided.	100%

## Comparison to NCI Adult In-Person Survey 2017-2018

Question	ESL	Louisiana (State)	NCI (National)
ESL staff answers my questions fully and to the best of his/her knowledge.	100%	88%	89%
ESL staff treats me with respect.	94.4%	93%	93%
Overall, I am satisfied living in my apartment.	94.4%	89%	89%
Taking all services in to consideration, I am satisfied with services being provided.	100%	93%	91%

## SPOE Satisfaction:

Survey Items: SPOE Satisfaction	All Respondents
Question	% Agree
My Intake Service Coordinator gave my family time and attention.	99.6%
My Intake Service Coordinator was caring and professional.	99.6%
My Intake Service Coordinator explained my parent rights and gave me a copy of my Parent's Rights Handbook.	99.6%
I was involved in the planning of the services for my family through EarlySteps.	99.6%
I was able to choose who evaluated my child and attended team meetings.	99.5%
I was comfortable saying what concerns I had about my child.	98.8%



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## Comparison to NCI Child Family Survey 2017-2018

Question	ESL	Louisiana (State)	NCI (National)
I was involved in the planning of the services for my family through EarlySteps.	99.6%	86%	86%
I was able to choose who evaluated my child and attended team meetings.	99.5%	82%	83%

## Impact of Services

- “I loved the personability, care, and professionalism that I experienced throughout my program process.
- “[SC] is a kind and compassionate person who looks out for his clients. And is about following the guidelines laid out to him. And we are happy & blessed to have him as our representative.”
- “[SC] is excellent and awesome so friendly, I call the office and she gets back to me quickly.
- “The service coordinator makes sure she explains the program to me completely which I know helps me with my baby.”
- “[SC] is excellent! Thorough and lovely. She is family to us and we really appreciate all she does.”
- “Thank you Easterseals! I am greatly appreciated by your team! I honestly gave up, but with [SC] and your team gave me HOPE again! I will do something to show the appreciation for my caseworker and behalf of Easterseals team, again thanks a lot, I am very much Happy.”
- “[SC] is wonderful. She is very supportive. She is always there to help and listen. My family loves her.”
- “[SC] has been our SC for years and we love her! She is always available to answer any questions and does so in a very professional manner. She is always prompt and prepared for visits.

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## Regional Satisfaction Survey Return Ratios

Region:	Total Number Returned/Total Number Distributed	Return Percentage
Region 1 SPOE:	93/423	22%
Region 3 OCDD:	102/700	15%
Region 3 EPSDT:	10/42	24%
Region 6 OCDD:	36/200	18%
Region 6 EPSDT:	0/10	0%
Region 6 SPOE:	100/235	43%
Region 7 OAAS/OCDD:	108/1349	8%
Region 7 EPSDT:	4/109	4%
Region 7 BH/811:	20/197	10%
Region 7 Mid-City 1 <sup>st</sup> Floor:	13/13	100%
Region 7 Mid-City 2 <sup>nd</sup> Floor:	18/18	100%
Region 7 HUD ICE/RR:	16/28	57%
Region 8 BH/811:	19/73	26%
Region 8 OAAS:	174/174	100%
Region 8 SPOE:	314/611	51%
Region 9 OAAS/OCDD:	274/929	29%
Region 9 EPSDT:	5/22	23%

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## Upcoming Objectives

In preparation for the distribution of the participant satisfaction survey in 2020, ESL has identified the following objectives which will be addressed prior to distribution:

- The organization will identify and implement protocols to streamline the survey distribution and collection processes.
- The organization will utilize data obtained in the 2019 participant satisfaction survey to implement protocols that will increase the percentage of completed surveys returned in each regional office.

These objectives will be reviewed by ESL's Quality Enhancement committee in an effort to brainstorm ideas that can be implemented in increasing the target areas outlined in each objective. Overall, it is ESL's goal for there to be a minimum of a 25% return in each service region during the 2020 participant satisfaction survey distribution. This information will also be included and monitored in the organization's upcoming Performance Measurement, Management, and Improvement plan.