

Mesa Developmental Services

Stakeholder Satisfaction Survey Report of Findings – June 2011

**Provided by
Third Sector Innovations, Inc.**

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Overview of Survey Process and Participants

In Spring 2011, Mesa Developmental Services (MDS) contracted with Third Sector Innovations, Inc. (Grand Junction, CO) to conduct a survey of parents/guardians/family members of new clients served through various MDS programs. The survey was intended to measure satisfaction with MDS and collaborating providers' services. Participants were surveyed by personal interview with a 14 statement survey instrument and a final question asking participants to rate MDS overall. Comments and concerns were invited.

Survey Pool

Attempted contact to 65 families of people in services with a minimum of three attempts. Valid responses were received from 36 survey participants, or 55% receiving services in one or more of the following categories: Residential, Case Management, Supported Living Services, Family Support Services and Early Intervention. Three-quarters of participants have been receiving services for a period of 18 or fewer months:

Those interviewed report receiving the following services:

- Residential – 22
- Transition from Regional Center – 16
- Case Management – 14
- Vocational/Day programming – 9
- Early Intervention – 8
- Family Support Services - 2

Summary of Findings

There is an exceptionally high degree of satisfaction with MDS services within this population group. In response to all inquiries, a cumulative score higher than 9.0 (on a 10-point scale) is given. The two highest scoring inquiries regard:

- MDS personnel are respectful of the client and parent/guardian/family member – 9.8 cumulative score
- Parent/guardian/family member feels like an active part of the team during the IP meeting – 9.7 cumulative score.

Of all survey inquiries (each statement is made in the affirmative), “Disagree” is offered as the response only three times (.6% of all responses), and “Strongly Disagree” is never selected.

Overall, those benefiting from Residential Services and Regional Center Case Management Services are the most satisfied (although scores are only incrementally higher than other service areas measured). These survey participants have exceptionally positive comments regarding the quality of services and care their loved one is receiving. They generally are very comfortable in their communications with MDS, and are impressed that they are welcome to visit their family member receiving services at anytime, with no advance notice required.

Historical concerns regarding staff turnover, amount of contact with the case manager, and lack of choice are voiced, but only minimally.

For those utilizing children’s services (Family Support and Early Intervention), there appears to be some confusion regarding:

- the programs and resources available
- the allowable tenure within a program, and associated communications.

There also are some complaints regarding the promptness of therapists for appointments.

As expected, a variety of both positive and negative comments are provided, including many that cite exemplary effort by case managers and other personnel, and that convey the belief that MDS is doing its very best possible job.

Conclusions and Recommendations

Third Sector Innovations commends Mesa Developmental Services for what is exemplary satisfaction feedback from its newer clients’ parents, guardians and family members. We have limited concern regarding the perceived quality and value of MDS services, and offer only the suggestion that MDS continue its work in addressing the ongoing challenges of staff training, tenure, communications and quality “customer” service.

Numerical Responses Provided by Survey Participants

1. MDS staff are available, prompt, courteous and willing to answer questions about the services provided for my family member.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	94	0	6	0	0	0
Regional Center Case Management (7)	86	0	0	0	0	14
SLS/Home in the Community (2)	100	0	0	0	0	0
Family Support Services (2)	0	50	0	0	0	50

Early Intervention Services (10)	60	20	10	0	0	10
<i>Total (36)</i>	78	8	6	0	0	8

Cumulative Score: 9.6

2. MDS staff listen to and communicate well with me.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	74	26	0	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	0	100	0	0	0	0
Family Support Services (2)	0	0	50	0	0	50
Early Intervention Services (10)	70	10	10	0	0	10
<i>Total (36)</i>	64	22	6	0	0	8

Cumulative Score: 9.3

3. MDS staff are respectful of my family member and me.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	100	0	0	0	0	0
Regional Center Case Management (7)	86	0	0	0	0	14
SLS/Home in the Community (2)	50	50	0	0	0	0
Family Support Services (2)	50	0	0	0	0	50
Early Intervention Services (10)	80	0	10	0	0	10
<i>Total (36)</i>	86	3	3	0	0	8

Cumulative Score: 9.8

4. MDS staff provide services in a manner that is sensitive to my family member’s personal needs and preferences.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	74	20	6	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	100	0	0	0	0	0
Family Support Services (2)	50	0	0	0	0	50
Early Intervention Services (10)	70	20	0	0	0	10
<i>Total (36)</i>	<i>72</i>	<i>17</i>	<i>3</i>	<i>0</i>	<i>0</i>	<i>8</i>

Cumulative Score: 9.5

5. I understand how to access and utilize the services of my family member’s case manager.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	80	20	0	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	50	50	0	0	0	0
Family Support Services (2)	0	0	0	50	0	50
Early Intervention Services (10)	50	30	0	0	0	20
<i>Total (36)</i>	<i>64</i>	<i>22</i>	<i>0</i>	<i>3</i>	<i>0</i>	<i>11</i>

Cumulative Score: 9.3

6. The case manager responds to my requests, concerns and complaints in a timely and appropriate manner.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	80	14	0	6	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	50	50	0	0	0	0
Family Support Services (2)	0	50	0	0	0	50
Early Intervention Services (10)	70	10	0	0	0	20
<i>Total (36)</i>	<i>69</i>	<i>17</i>	<i>0</i>	<i>3</i>	<i>0</i>	<i>11</i>

Cumulative Score: 9.4

7. My family member is receiving the services and supports identified in the Individualized Plan.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	94	0	6	0	0	0
Regional Center Case Management (7)	58	28	0	0	0	14
SLS/Home in the Community (2)	50	50	0	0	0	0
Family Support Services (2)	0	0	0	0	0	100
Early Intervention Services (10)	80	0	10	0	0	10
<i>Total (36)</i>	<i>75</i>	<i>8</i>	<i>6</i>	<i>0</i>	<i>0</i>	<i>11</i>

Cumulative Score: 9.6

8. MDS has helped my family member make progress on his/her goals, as identified in the Individualized Plan.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	73	7	0	7	0	13
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	50	0	0	0	0	50
Family Support Services (2)	0	0	50	0	0	50
Early Intervention Services (10)	70	10	10	0	0	10
<i>Total (36)</i>	<i>67</i>	<i>8</i>	<i>5</i>	<i>3</i>	<i>0</i>	<i>17</i>

Cumulative Score: 9.3

9. At the Individualized Planning meeting, I am included as an active member of the team.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	94	0	0	0	0	6
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	50	50	0	0	0	0
Family Support Services (2)	50	0	0	0	0	50
Early Intervention Services (10)	60	20	0	0	0	20
<i>Total (36)</i>	<i>75</i>	<i>11</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>14</i>

Cumulative Score: 9.7

10. I am comfortable with the degree to which I get to make choices about the staff and service providers who work with my family member.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	67	27	6	0	0	0
Regional Center Case Management (7)	72	0	14	0	0	14
SLS/Home in the Community (2)	0	100	0	0	0	0
Family Support Services (2)	0	0	0	0	0	100
Early Intervention Services (10)	60	10	20	0	0	10
<i>Total (36)</i>	<i>59</i>	<i>19</i>	<i>11</i>	<i>0</i>	<i>0</i>	<i>11</i>

Cumulative Score: 9.1

11. MDS did a good job of transitioning my family member from his/her former primary service provider.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	86	7	7	0	0	0
Regional Center Case Management (7)	58	14	14	0	0	14
SLS/Home in the Community (2)	0	50	0	0	0	50
Family Support Services (2)	0	0	0	0	0	100
Early Intervention Services (10)	50	0	10	0	0	40
<i>Total (36)</i>	<i>62</i>	<i>8</i>	<i>8</i>	<i>0</i>	<i>0</i>	<i>22</i>

Cumulative Score: 9.4

12. MDS has provided quality services for my family member.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	94	0	6	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	0	100	0	0	0	0
Family Support Services (2)	0	0	0	0	0	100
Early Intervention Services (10)	70	10	10	0	0	10
<i>Total (36)</i>	<i>72</i>	<i>11</i>	<i>6</i>	<i>0</i>	<i>0</i>	<i>11</i>

Cumulative Score: 9.5

13. MDS has met my expectations.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	80	20	0	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	0	100	0	0	0	0
Family Support Services (2)	0	0	50	0	0	50
Early Intervention Services (10)	60	20	10	0	0	10
<i>Total (36)</i>	<i>64</i>	<i>22</i>	<i>6</i>	<i>0</i>	<i>0</i>	<i>8</i>

Cumulative Score: 9.3

14. I would recommend MDS to others.

	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)	Strongly Disagree (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	100	0	0	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	0	100	0	0	0	0
Family Support Services (2)	50	0	0	0	0	50
Early Intervention Services (10)	70	10	10	0	0	10
<i>Total (36)</i>	<i>78</i>	<i>11</i>	<i>3</i>	<i>0</i>	<i>0</i>	<i>8</i>

Cumulative Score: 9.6

15. I would rate MDS overall...

	Excellent (%)	Very Good (%)	Good (%)	Fair (%)	Poor (%)	Don't Know/ Not Applicable/ No Answer (%)
Residential (15)	80	20	0	0	0	0
Regional Center Case Management (7)	72	14	0	0	0	14
SLS/Home in the Community (2)	50	50	0	0	0	0
Family Support Services (2)	0	50	0	0	0	50
Early Intervention Services (10)	70	10	0	10	0	10
<i>Total (36)</i>	<i>70</i>	<i>20</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>8</i>

Cumulative Score: 9.4

Comments Provided by Survey Participants

Residential Services

Do you have any suggestions to improve MDS or the specific programming your family member receives?

- I'm really impressed with them and very happy.
- I talk to my sister every day and she is happy. She has a great case manager. My sister is truly happy.

- I knew everything that was going on. She made the transition really well. We've had some ups and downs – they need to keep me informed about any changes.
- There needs to be (1) more intensive training for group home staff, say six months as opposed to one week; and (2) increased staff retention. These people are not being paid enough. They need to build a sense of teamwork.
- MDS needs to do a program for seniors. My brother needs a quieter atmosphere, something like Foster Grandparents.
- Why is there such staff turnover? Staff turnover is difficult to deal with. They need more accountability from staff members.
- They take care of our daughter so well. It is just such a joy to have our daughter taken care of by MDS.
- They provide great communication all around.
- We consider our family member to be a retired citizen. He doesn't have to learn anything anymore. We would prefer that he not have to work anymore.
- I've had three different case managers since they switched my son from the Regional Center. I don't have any real contact with the current caseworker.

Other Comments:

- We are eternally grateful that they took on the severe needs population. I trust those who work with my son.
- I am really happy with their services. Changes have been for the better for my people.
- I am really happy with their services.
- I am really very happy with their services.
- MDS has been so helpful in every aspect.
- My sister has such excellent care and caregivers. They let me know every little thing. I couldn't be more pleased.
- I'm really happy with them and very impressed. My son can go places and even cook for himself.
- They've encouraged me to ask questions, to visit without notice. They are very open. They want us to see what is happening and I am very comfortable. They inform me about everything that happens with her. I can't believe how wonderfully they care for my daughter.
- MDS does an overall wonderful job.
- There is a stable staff now, which better serves my needs. I check on her without notice and find that she is well taken care of.
- MDS has a great facility.
- No real complaints, other than a couple of details like not knowing their address or phone number. My son is getting the best of care.
- We don't have choices on staff and services.
- We can't believe how good they are. We are quite elderly and it is such a relief to have our daughter in such good care.
- All the people are awesome.
- My daughter has been in MDS since she was 19. I don't know what we would do without their services.
- We go see my son 3-4 times per year. His room is well equipped and he is living well. They take great care of my son.
- I am concerned that the staff are getting "maxed" out. I'm worried that MDS may have to hire people who are not as caring.
- The transition is in progress.
- My son's care has become a bureaucratic nightmare. There was no necessity to switch him from the Regional Center. Now they drug him to death. It's a waste of time to have MDS involved. It was better before when he was at the Regional Center.

Do you have any suggestions to improve MDS or the specific programming your family member receives?

- None.

Other Comments:

- It's nice that they provide these services.

Family Support Services

Do you have any suggestions to improve MDS or the specific programming your family member receives?

- My daughter is eight years old with cerebral palsy. She lives with us. MDS has provided her with a four-wheel tricycle, but nothing else.
- I would love to see Family Support reinstated. We have had a case manager switch and I haven't heard from the new case manager. I need to hear from her directly.

Other Comments:

- I love MDS – they have been very responsive in the past. We are not currently utilizing services from MDS.
- The first six months with MDS were good, but when my daughter turned five years old, the support stopped. (Her) former case manager was fabulous; I would like that level of service again.

Early Intervention Services

Do you have any suggestions to improve MDS or the specific programming your family member receives?

- MDS did a great job – I don't have any suggestions as to how they could improve. They simply did a great job for me and for my son.
- My daughter is doing so well that they moved her out of speech therapy. (Her therapist) is the best speech therapist ever. She helped my daughter immensely.
- Keep up the good work!
- We just acquired this child who is 18 months old and not speaking.
- The therapists need to communicate more with me. The physical therapist doesn't communicate that well.
- What are the long-term goals for my family member? I am new to the system. My son will be three years old in January and the services will change. I needed to know that sooner.
- My son's therapist missed many appointments – at least four sessions in 3½ months.
- My son's therapist was usually 15-30 minutes late. She was late three out of four times. I feel my son missed out on half his therapy due to this lateness. She would also text me with schedule changes, but would never confirm that I have received them.

Other Comments:

- I would strongly recommend MDS to other parents who have a developmentally-delayed child.
- Everything is great.
- I am grateful for what they provide for my daughter.
- Our case manager is good.
- We are the foster parents and have not had the initial meeting yet; it is scheduled for June.
- As a parent, I needed to know that there were machines, like the "Go Talk 20" that could have helped my child earlier. I think parents need to be informed of what options are actually available to their children.
- The therapist got my child walking, so I am appreciative of her efforts. But, so many times, I had to leave work to take my son to therapy, only to have the therapist either be late or a no-show altogether.