



2015 Employment Services
Person Served Survey Results

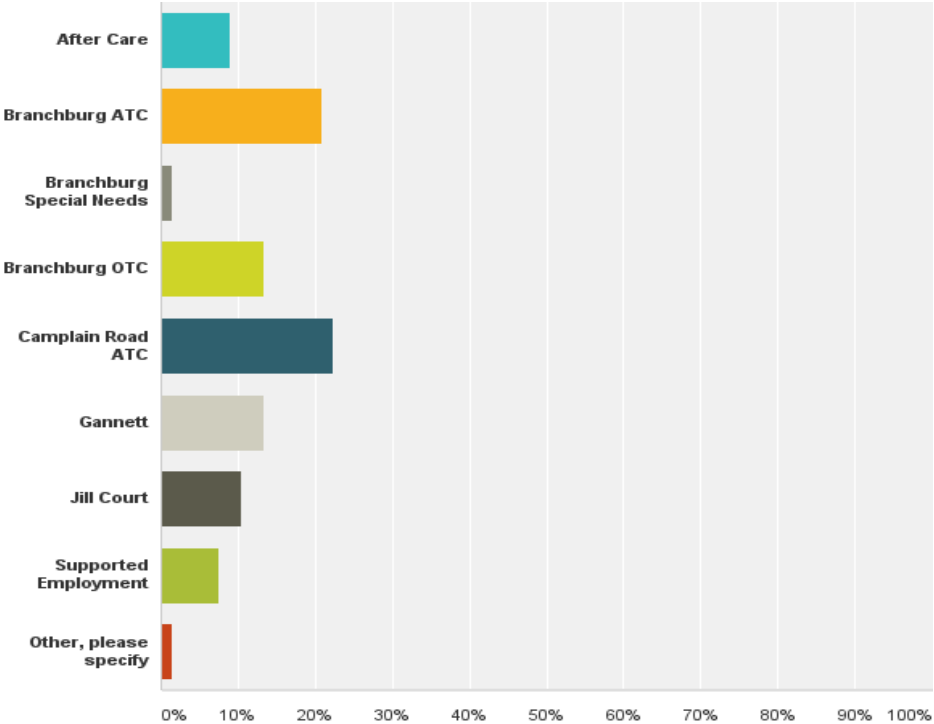
Quality Management Committee Review:

- 67 Consumers agreed to participate in this years Employment Services survey.
 - We were interested in asking our Individuals specific questions concerning their jobs. Specifically if they were happy with their jobs, their level of satisfaction with their co-workers and staff and to what level did our Individuals feel that they were treated and respected as an adult in their work places. The results were astounding! 66 Individuals responded that they were happy with their work place, 100% answered that yes, they were happy with the staff that support them while at work and that they were treated as adults in the work place. Our individuals responded positively regarding their driver's to and from work, which was a concern a number of years ago and with the feedback gained from this survey, this is no longer an issue.
 - Our other purpose was to focus on the level of understanding their Consumer Rights. As Consumer Advocates, we recognized that this was also a perfect opportunity, one on one, to provide not only a teaching moment but to reinforce consumer empowerment. Each surveyor was informed that Consumer Rights were to be reviewed as a refresher for each individual they surveyed. A basic script was provided that simply stated "Can I remind you about your Rights?" After providing the full comprehensive list of Rights, we also reminded each individual that "these rights cannot be taken from you and everyone who works for this agency MUST make sure that your rights are protected & that you are given the help that you need".
 - 54 Respondents (80.60%) stated that they do have an understanding of their Rights. However, 4 (5.97%) stated that they do not know their Rights and 9 Individuals that represent 13.43% answered that they did not know about their Rights.
-

Quality Management Committee Review:

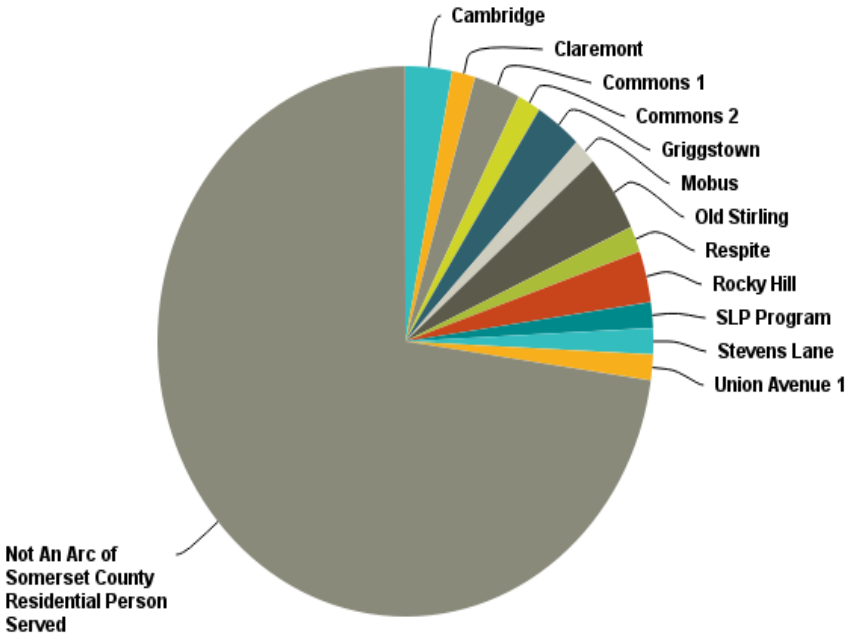
- We must focus on continually educating our Individuals on the Rights. QMC suggested to increase knowledge and understanding of Consumer Rights:
 - Include rights as a standing item on all house meeting agendas
 - Pictorial version of the rights document should be available at all programs
 - Develop “workshops” or SKITS around rights designed for our consumers that can be presented as either a large or small group)
- Our Consumers, when asked, provided excellent examples of their Rights; including their right to privacy, having a safe place to live and their rights to use the telephone and to vote.
- This survey also asked our Individuals on what were their favorite and least favorite aspects of their job. Our consumers were enthusiastic when responding what they did like, working on specific jobs for example and earning a paycheck. Conversely, their response that not having enough work to keep busy demonstrates their well thought out response to this question. Our Consumers want to keep busy, their answers demonstrate, overwhelmingly, that they enjoy their jobs, like their workplaces, want to be productive, successful and take their jobs very seriously. A number of individuals even suggested that they would like to increase their work hours and to work on the weekends!
- Families again were the number one answer when asked to identify what was most important in their lives, followed by their friends and their jobs. Overall, this was an extremely successful survey that was well received by our Consumers who demonstrated a commitment to their employment and a pride in their work they produce.

Q1: Please select the Employment Service Program where this individual attends:



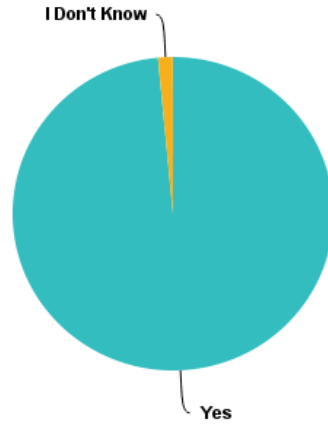
Answer Choices	Responses
After Care	8.96% 6
Branchburg ATC	20.90% 14
Branchburg Special Needs	1.49% 1
Branchburg OTC	13.43% 9
Camplain Road ATC	22.39% 15
Gannett	13.43% 9
Jill Court	10.45% 7
Supported Employment	7.46% 5
Other, please specify	1.49% 1
Total Respondents: 67	

Q2: For Individuals who live with The Arc of Somerset County only: Name of their Home Program:



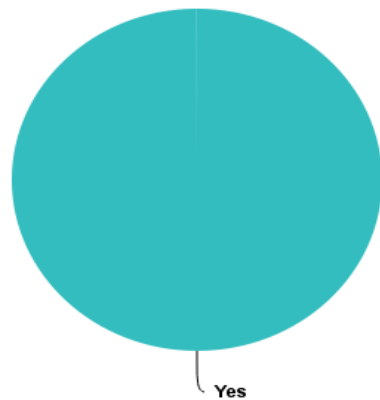
Answer Choices	Responses	
Cambridge	3.03%	2
Claremont	1.52%	1
Commons 1	3.03%	2
Commons 2	1.52%	1
Griggstown	3.03%	2
Mobus	1.52%	1
Old Stirling	4.55%	3
Respite	1.52%	1
Rocky Hill	3.03%	2
SLP Program	1.52%	1
Stevens Lane	1.52%	1
Union Avenue 1	1.52%	1
Not An Arc of Somerset County Residential Person Served	72.73%	48
Total		66

Q3: Are you happy where you work?



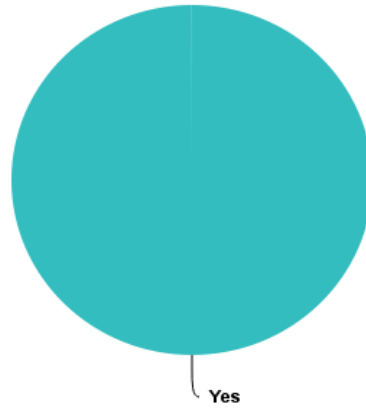
Answer Choices	Responses	
Yes	98.51%	66
I Don't Know	1.49%	1
Total		67

Q4: Are you treated like an adult at your job?



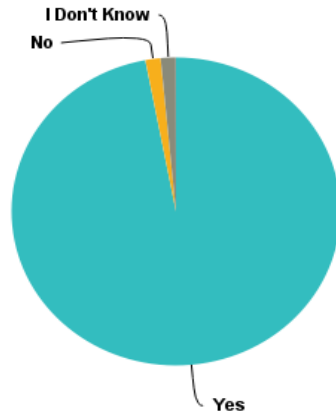
Answer Choices	Responses
Yes	100.00% 67
Total	67

Q5: Are you happy with the staff that help you at your job?



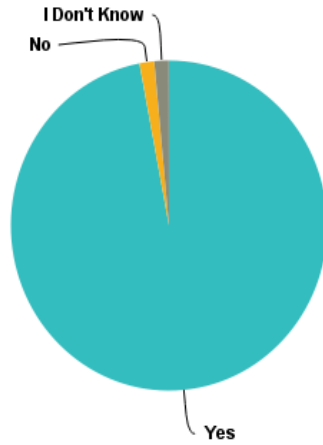
Answer Choices	Responses
Yes	100.00% 66
Total	66

Q6: Do you receive a paycheck?



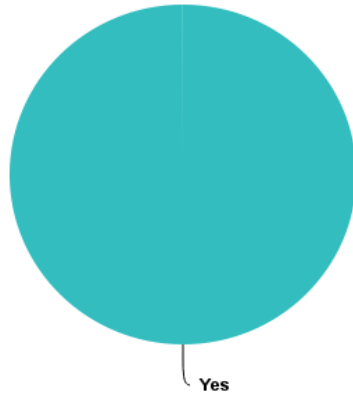
Answer Choices	Responses	
Yes	97.01%	65
No	1.49%	1
I Don't Know	1.49%	1
Total		67

Q7: Who drives you to work? Do you like them?



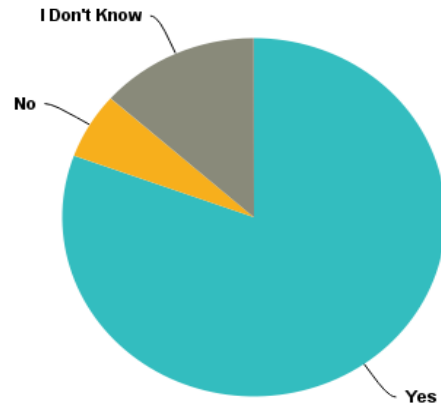
Answer Choices	Responses	
Yes	97.01%	65
No	1.49%	1
I Don't Know	1.49%	1
Total		67

Q8: Do you get along with your co-workers?



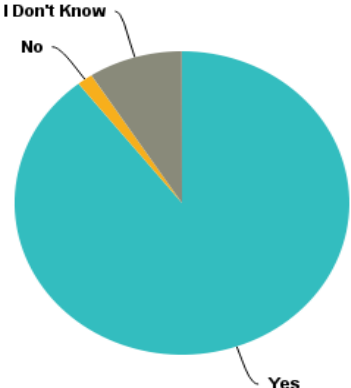
Answer Choices	Responses	
Yes	97.01%	65
No	1.49%	1
I Don't Know	1.49%	1
Total		67

Q9: Do you know what "Consumer Rights" are?



Answer Choices	Responses	
Yes	80.60%	54
No	5.97%	4
I Don't Know	13.43%	9
Total		67

Q10: Are your Rights respected at work?



Answer Choices	Responses	
Yes	89.39%	59
No	1.52%	1
I Don't Know	9.09%	6
Total		66

Responses to the question: What do you like most about your job?

- Bottle work (7)
 - Boxes (16)
 - Cleaning
 - Contract work (3)
 - Exercising
 - Getting a paycheck (4)
 - Going on outings
 - I love everything here
 - Oticon Contract
 - Shredding (3)
 - Stocking shelves (2)
 - Talking to the nurses
 - The ability to work
 - The environment
 - Watching Movies (3)
-

Responses to the question: What do you like least about your job?

- Cleaning Bathrooms (4)
- Cleaning Bottles
- Loud Noises (3)
- Mopping the floors
- Not having anything to work on (9)

Responses to the question: What would you need to be happier at work?

- 2 snacks instead of 1
 - To go bowling
 - To clean more
 - To have different responsibilities
 - More work to do (9)
 - Go out on more outings
 - To have more friends
 - I need a doll at work
 - More meetings
 - More activities (3)
 - No changes
 - To Paint
 - If people were nicer
 - Reduce noise
 - Seeing friends
 - Vending machines
 - Watch TV
 - If we could work on weekends (2)
-

Responses to the question: Can you tell me what some of your “Rights” are?

- Ability to call family
 - Ability to receive visitors
 - To travel
 - To build your own house
 - Can pick own friends
 - To have fair treatment
 - Going to doctors
 - Having privacy (14)
 - Having safe nice place to be live in (3)
 - Money belongs to me
 - Personal belonging
 - Making friends / relationships
 - Being respected (3)
 - Being safe (3)
 - To use the telephone
 - Right to Vote (5)
-

Responses to the question: What is most important to you?

- Family (39)
 - Friends (10)
 - Pets (5)
 - My health
 - Going to work (6)
 - Getting my newspapers
 - My staff (5)
 - Going home to parents house
 - My home
 - Going out
 - Vacations
 - Making money (3)
 - Exercising
 - Going to Church
 - My books / belongings
 - The Arc of Somerset
-