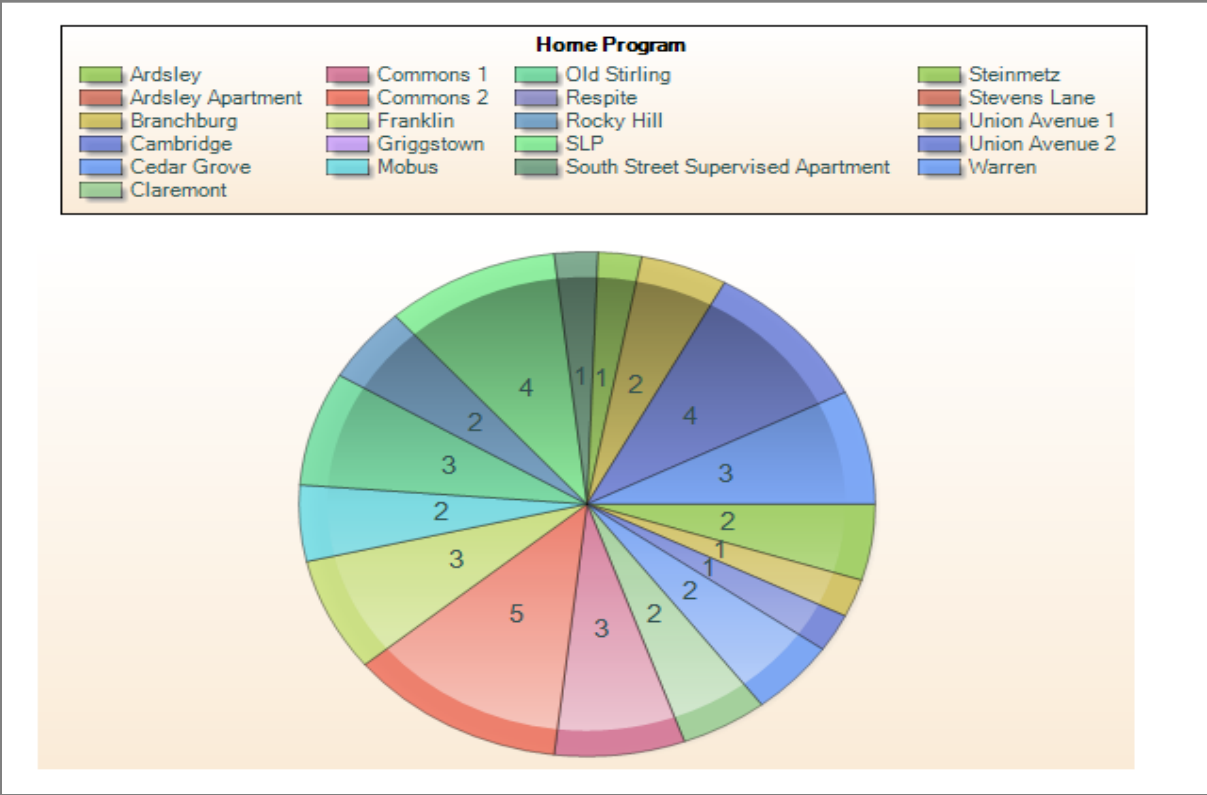




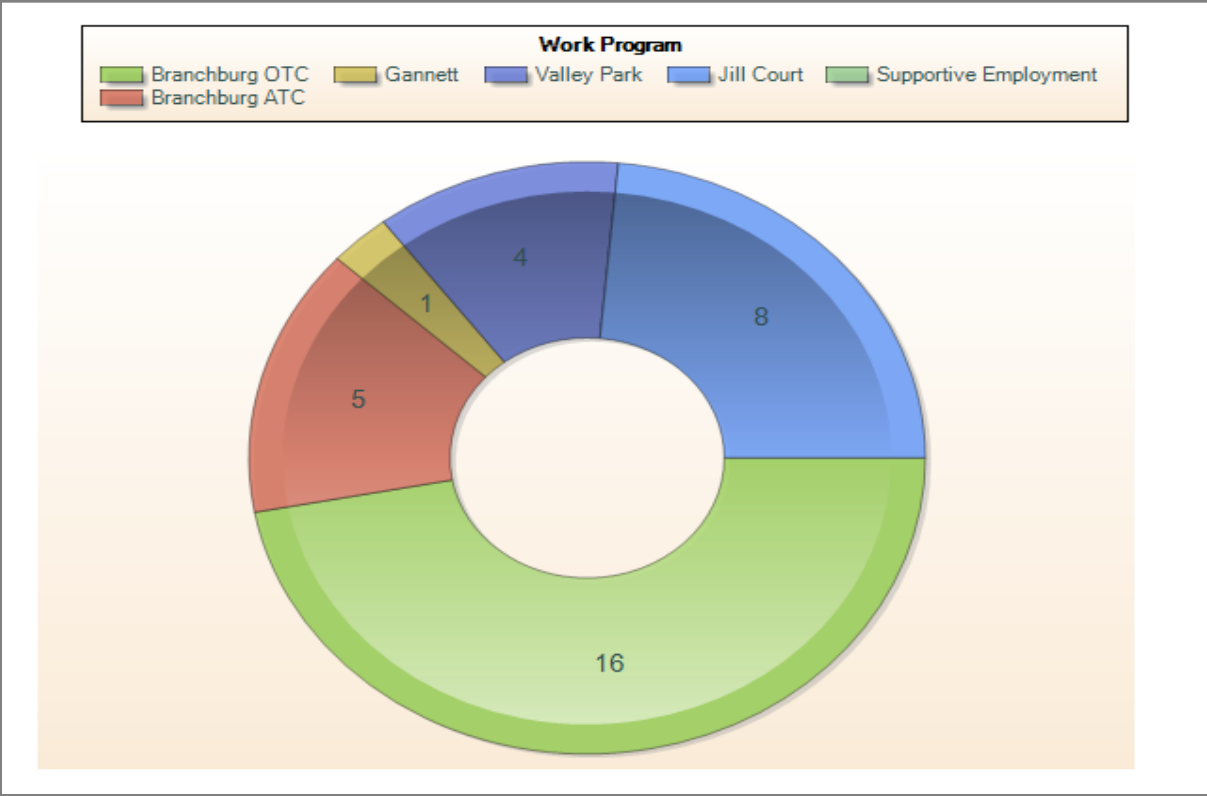
Person Served
Residential Services Survey 2010-2011

OVERVIEW

- The Person Served Survey 2010-2011 was developed by The Arc of Somerset County's Self Advocate Committee
- Two surveys were developed; one for Residential Services and one for Employment Services
- There were two formats for each survey, one with pictures and one without. This format was also created and designed by an Individual that we serve
- This marked the second year in a row that the Self Advocate Committee developed and designed their own survey
- IHP Questions served to capture data for Person Centered Systems Project
- To develop a sample size that would indicate statistical significance, a valid sample size is needed. A sample should typically be approximately 10% of our a total number of individuals; which was 334. This survey sampled 100 individuals or 30%
- The names of the Individuals were sorted in alphabetic order and randomly picked using every other fifth name. The lists from Residential and Employment were compared for double entries, the doubles were deleted and additional individuals were again randomly selected
- The survey was launched in early May 2011
- No Individual's Name was listed on any of the surveys. The only demographics collected was the name of the worksite and if applicable the name of the residential program (only applicable for The Arc of Somerset County Individuals)
- Each member of the surveying team received 5 Individuals to survey
- There was a total of 99 completed surveys: Residential Services Survey (41); Employment Services Survey (58) and (1) Refusal

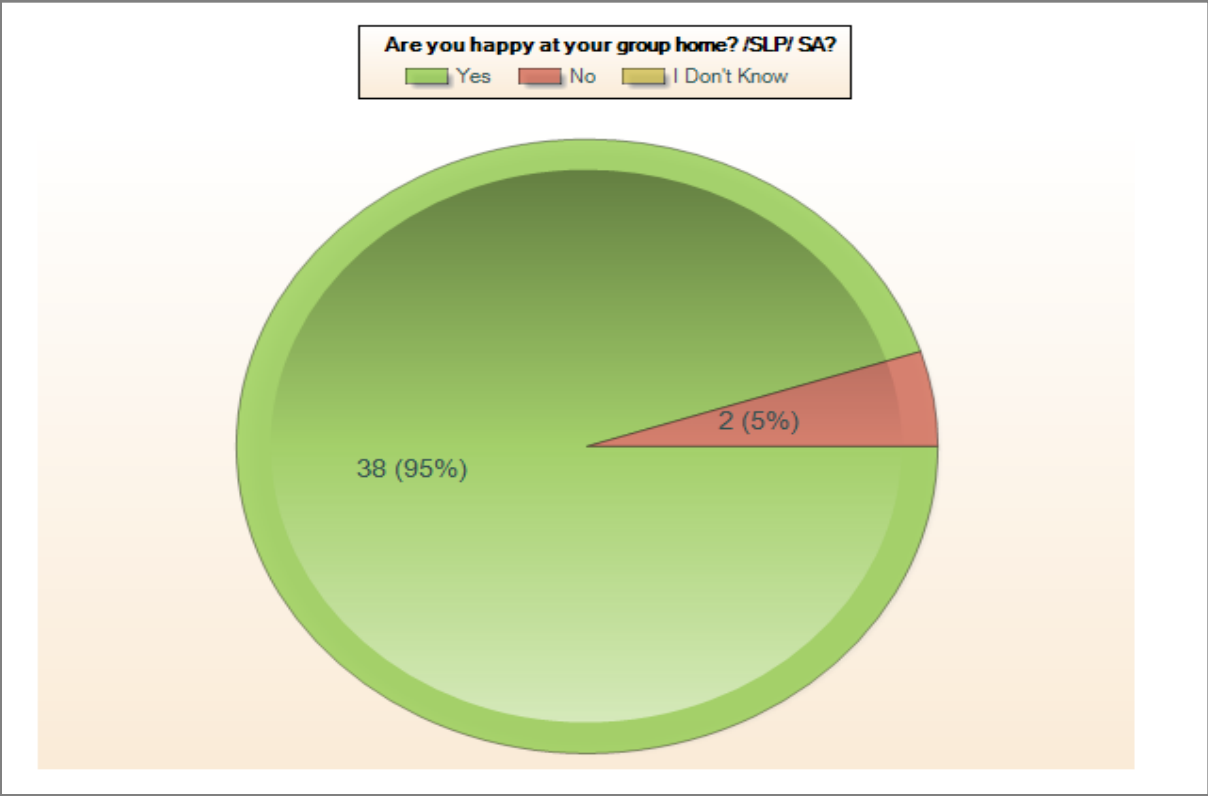


| Demographics: Home Program for The Arc of Somerset County's Residential Survey Participants | | | |
|---|---------|-----------------------------------|---------|
| Ardsley | 2 (5%) | Mobus | 2 (5%) |
| Branchburg | 1 (2%) | Old Stirling | 3 (7%) |
| Cambridge | 1 (2%) | Rocky Hill | 2 (5%) |
| Cedar Grove | 2 (5%) | SLP | 4 (10%) |
| Claremont | 2 (5%) | South Street Supervise Apartments | 1 (2%) |
| Commons 1 | 3 (7%) | Steinmetz | 1 (2%) |
| Commons 2 | 5 (12%) | Union Ave 1 | 2 (5%) |
| Franklin | 3 (7%) | Union Ave 2 | 4 (10%) |
| | | Warren | 3 (7%) |



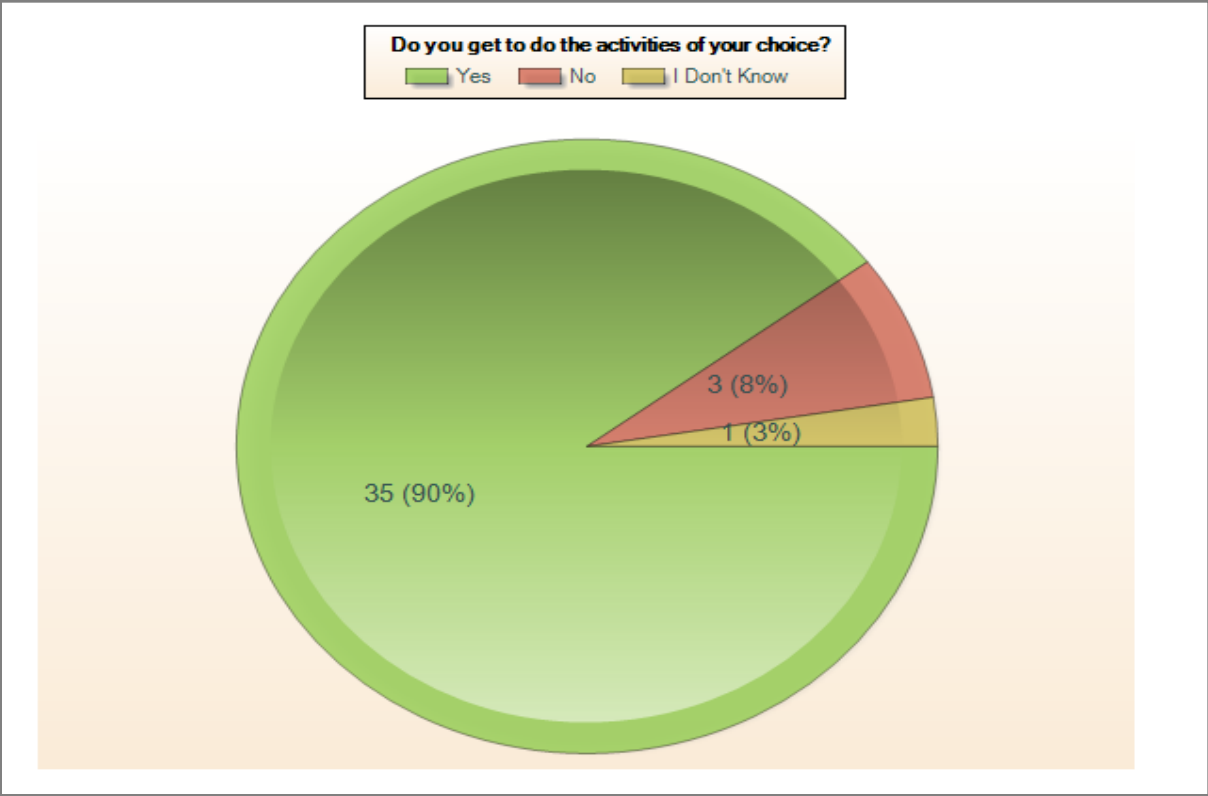
Demographics: The Arc of Somerset County Residential Program Survey Participants' work locations:

| | |
|-----------------------|-----------|
| Branchburg OTC | 16 (47 %) |
| Branchburg ATC | 5 (15 %) |
| Gannett | 1 (3 %) |
| Valley Park | 4 (12 %) |
| Jill Court | 8 (24 %) |
| Supportive Employment | 0 (0 %) |



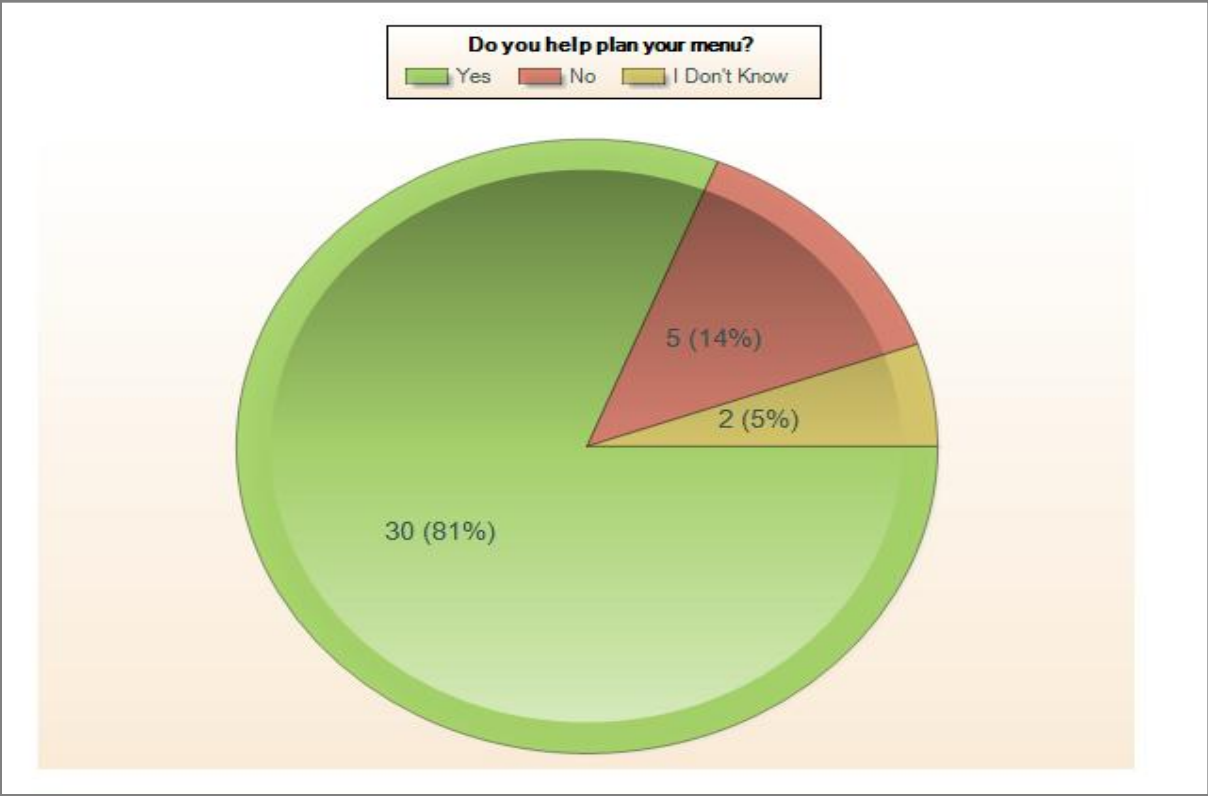
Are you happy at your group home? /SLP/ SA?

| | |
|--------------|-----------|
| Yes | 38 (95 %) |
| No | 2 (5 %) |
| I Don't Know | 0 (0 %) |

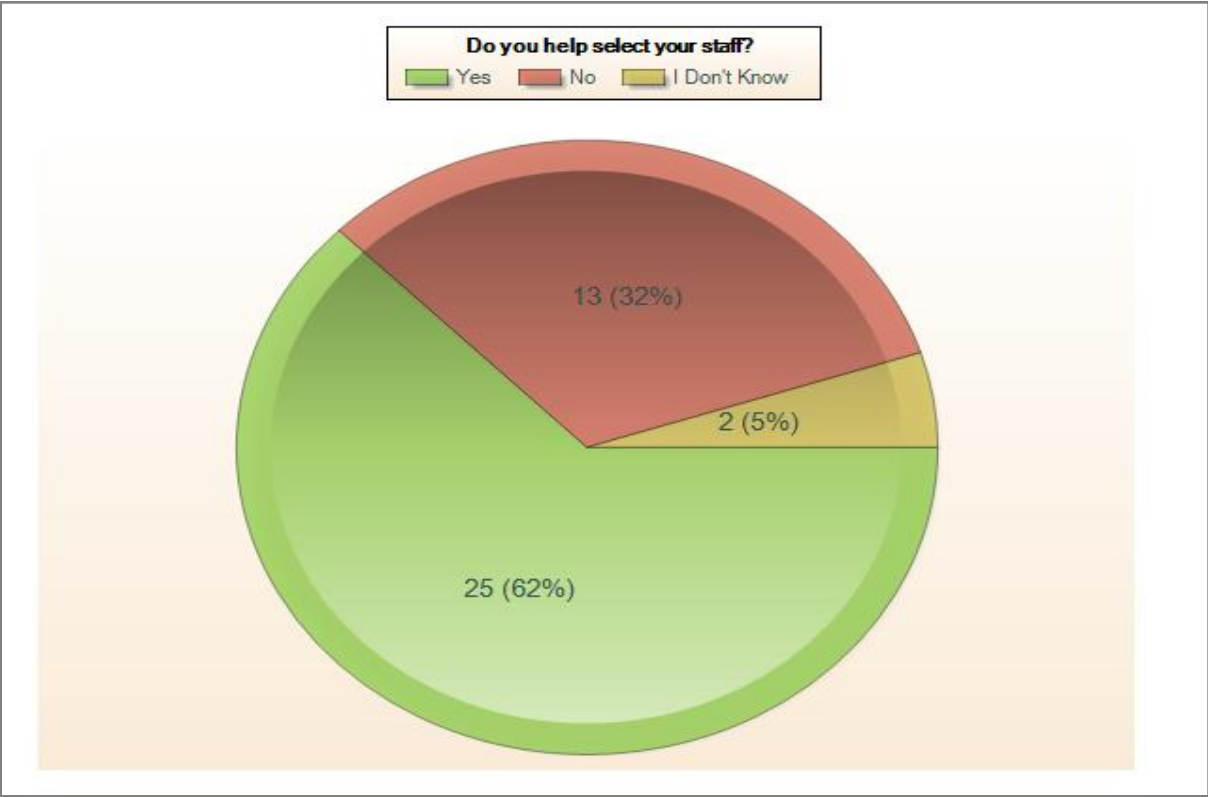


Do you get to do the activities of your choice?

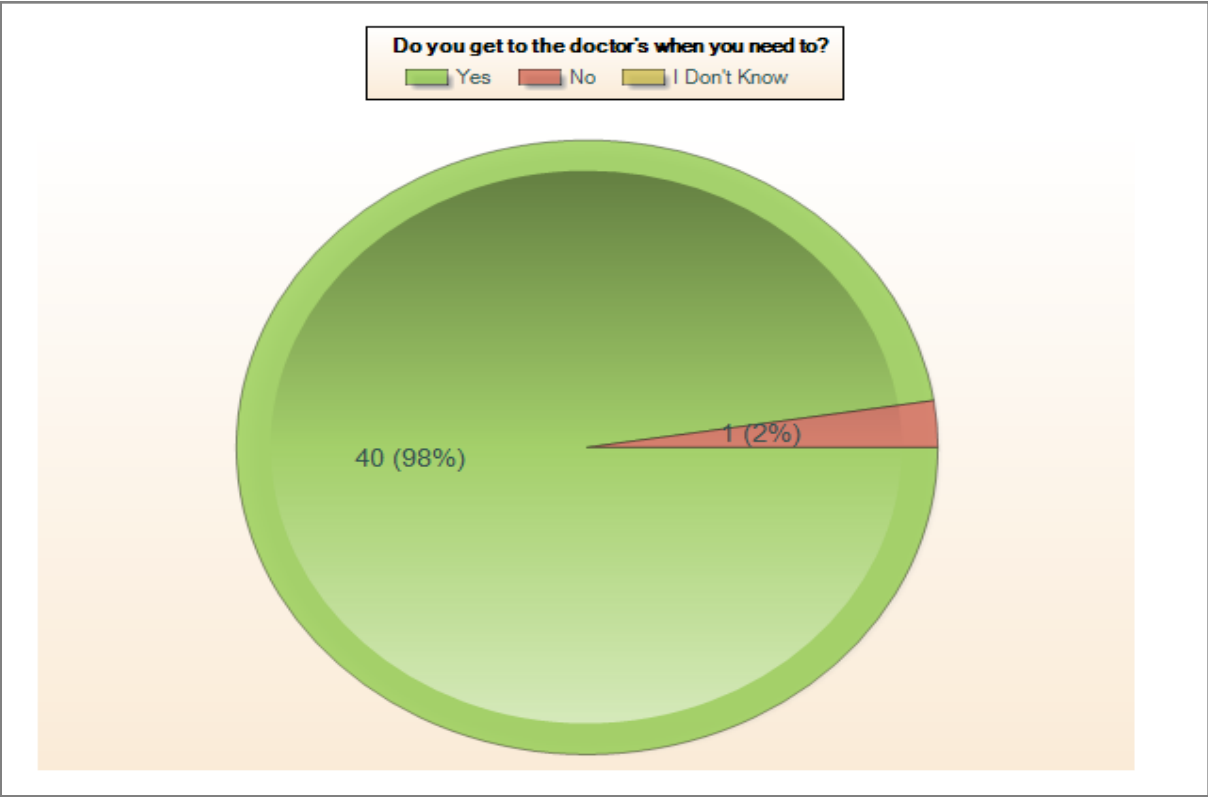
| | |
|--------------|-----------|
| Yes | 35 (90 %) |
| No | 3 (8 %) |
| I Don't Know | 1 (3 %) |



| Do you help plan your menu? | |
|-----------------------------|-----------|
| Yes | 30 (81 %) |
| No | 5 (14 %) |
| I Don't Know | 2 (5 %) |

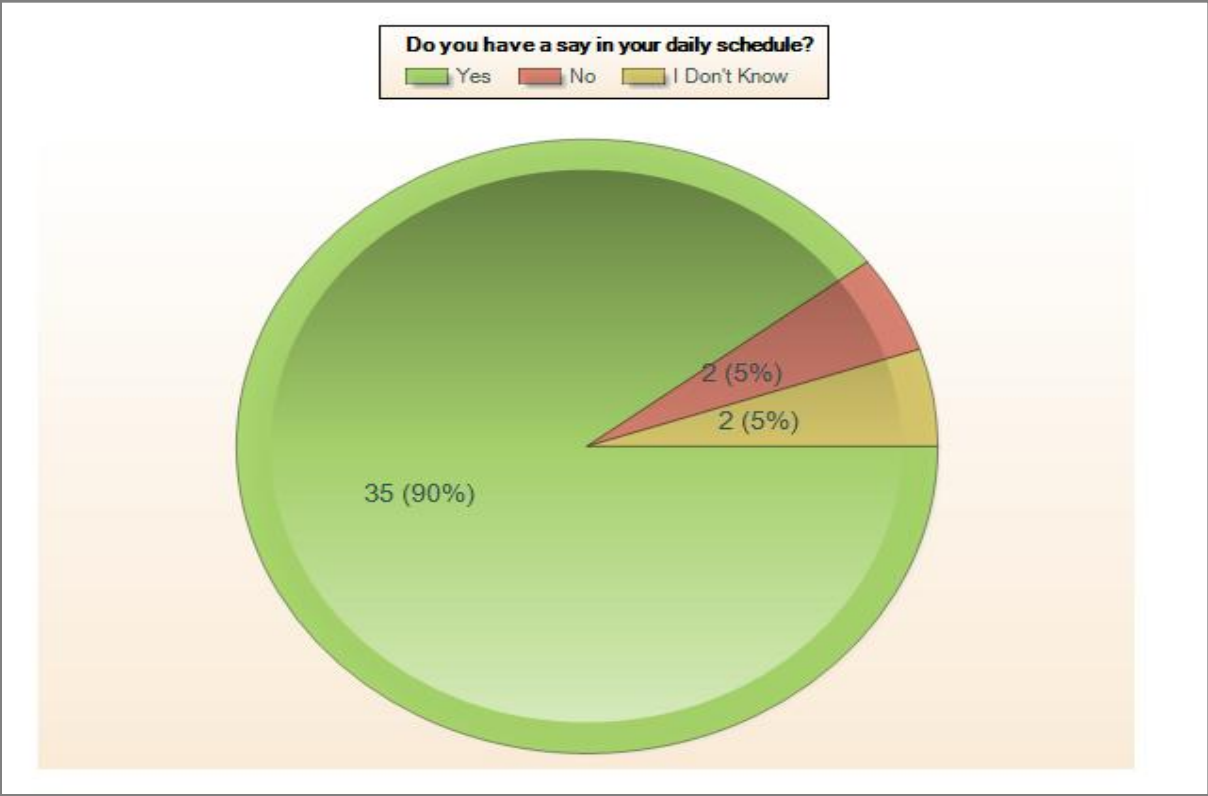


| Do you help select your staff? | |
|--------------------------------|-----------|
| Yes | 25 (62 %) |
| No | 13 (32 %) |
| I Don't Know | 2 (5 %) |



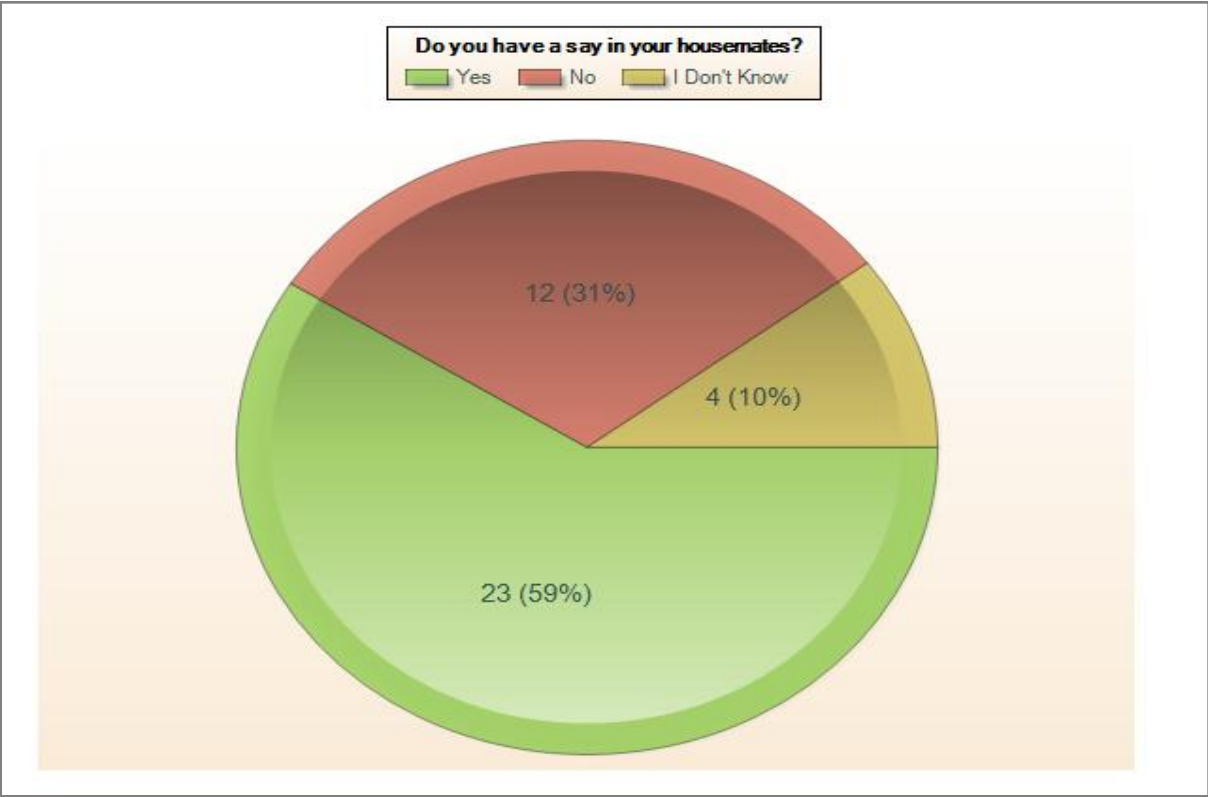
Do you get to the doctor's when you need to?

| | |
|--------------|-----------|
| Yes | 40 (98 %) |
| No | 1 (2 %) |
| I Don't Know | 0 (0 %) |

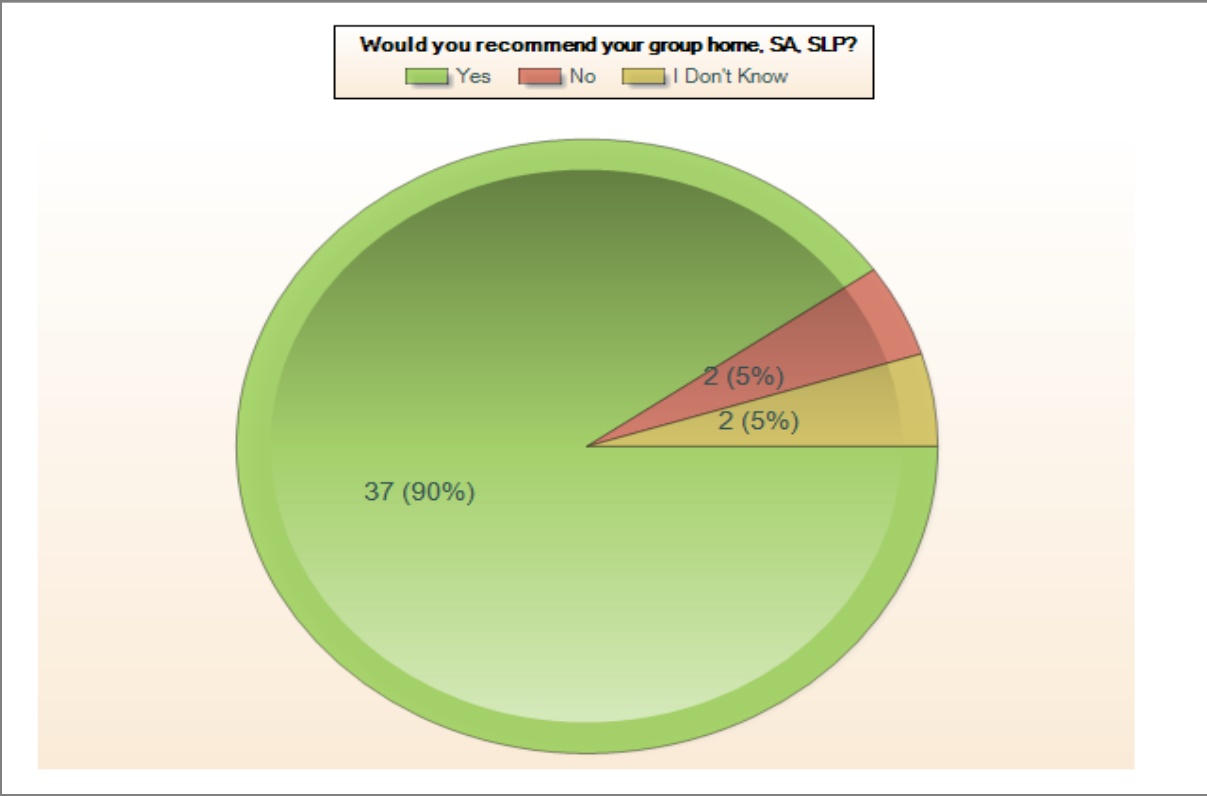


Do you have a say in your daily schedule?

| | |
|--------------|-----------|
| Yes | 35 (90 %) |
| No | 2 (5 %) |
| I Don't Know | 2 (5 %) |

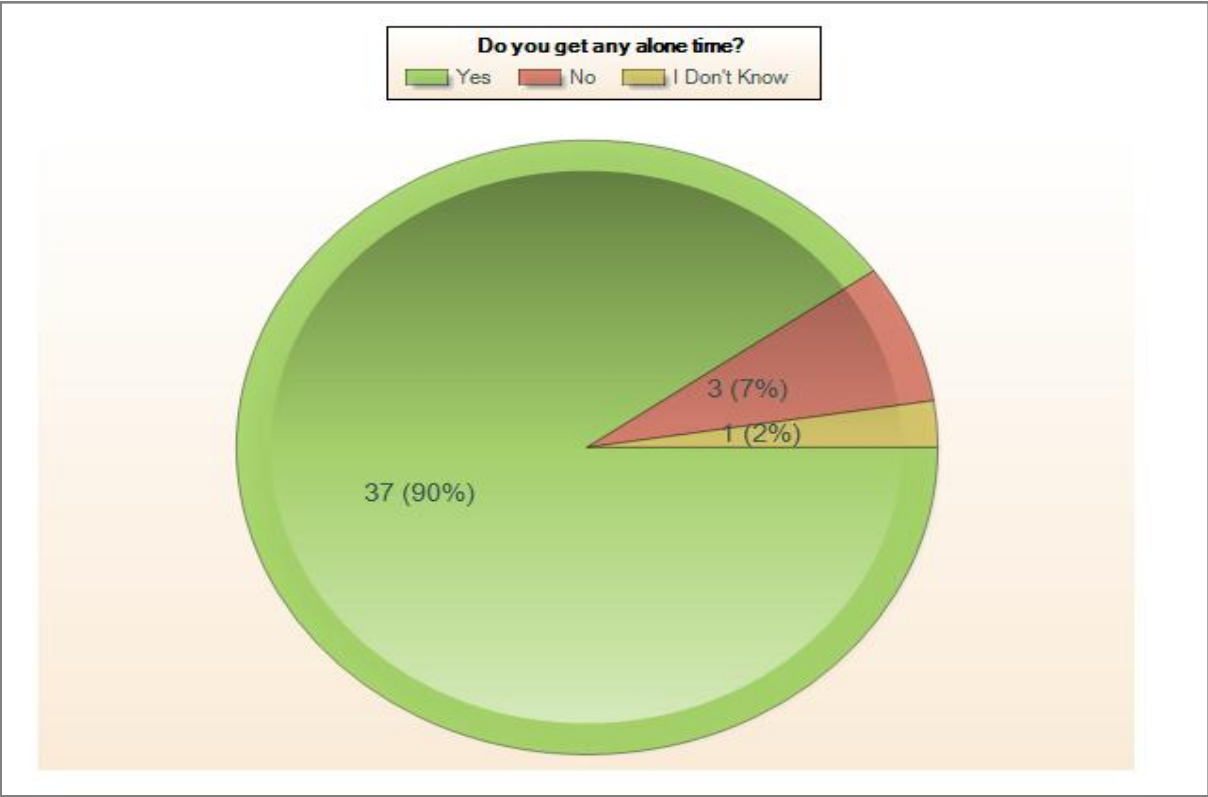


| Do you have a say in your housemates? | |
|---------------------------------------|-----------|
| Yes | 23 (59 %) |
| No | 12 (31 %) |
| I Don't Know | 4 (10 %) |

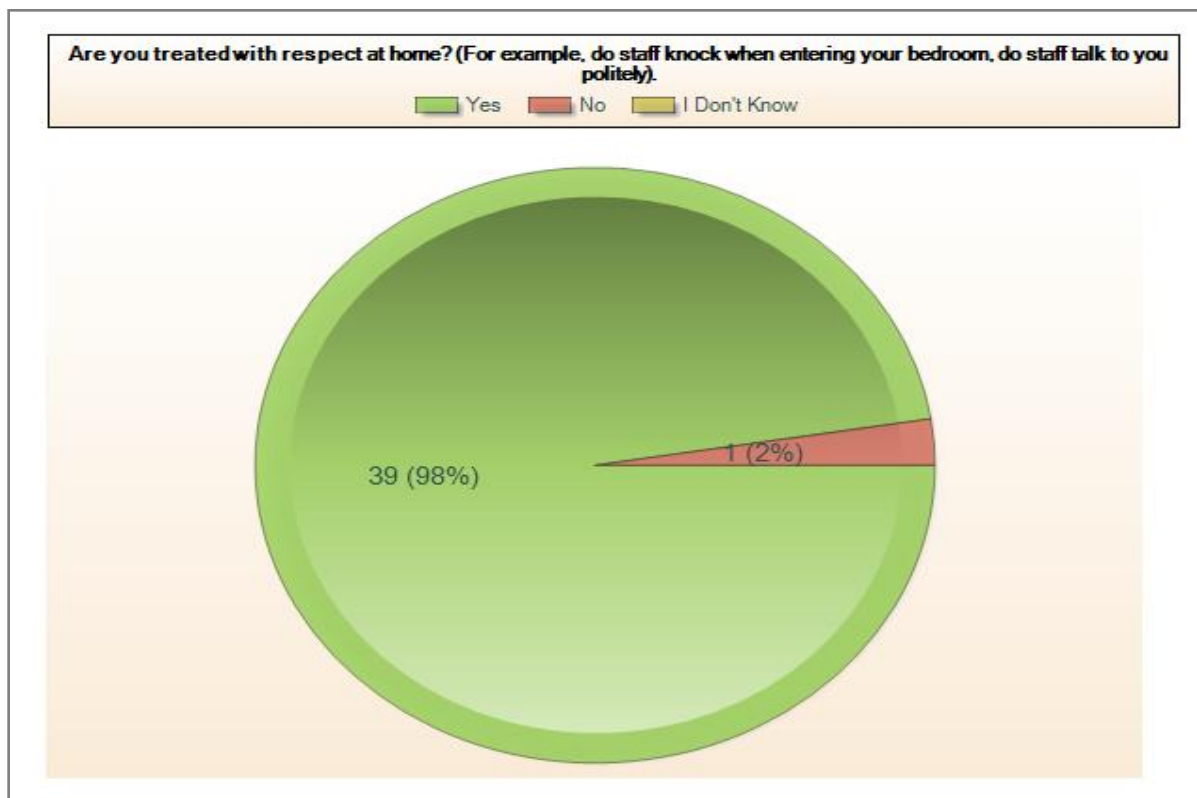


Would you recommend your group home, SA, SLP?

| | |
|--------------|-----------|
| Yes | 37 (90 %) |
| No | 2 (5 %) |
| I Don't Know | 2 (5 %) |

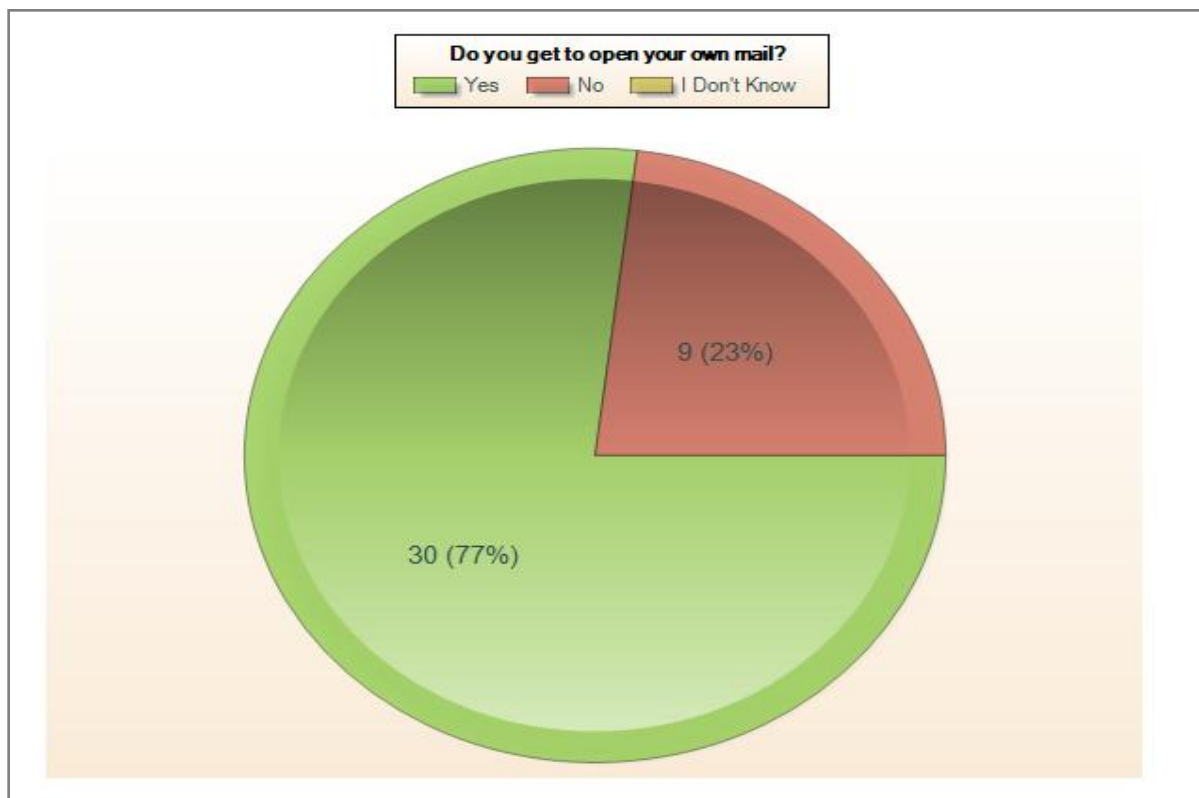


| Do you get any alone time? | |
|----------------------------|-----------|
| Yes | 37 (90 %) |
| No | 3 (7 %) |
| I Don't Know | 1 (2 %) |

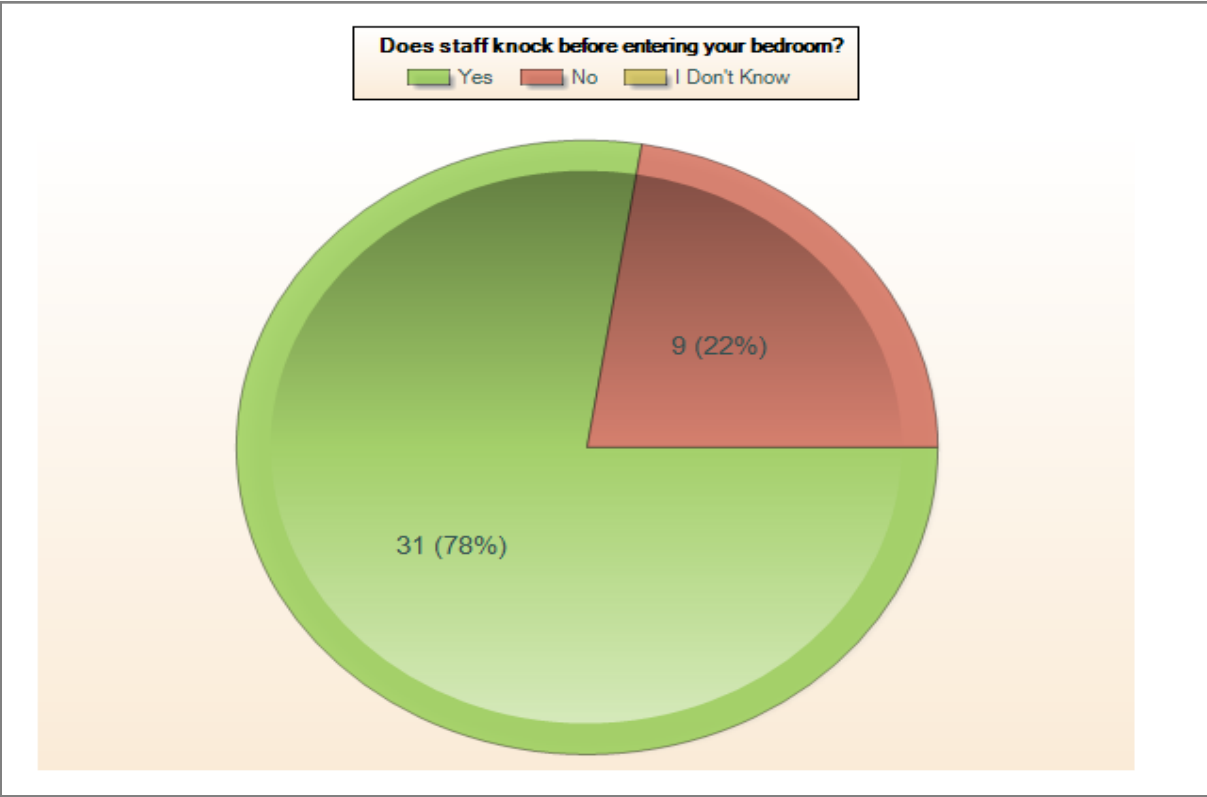


Are you treated with respect at home? (For example, do staff knock when entering your bedroom, do staff talk to you politely).

| | |
|--------------|-----------|
| Yes | 39 (98 %) |
| No | 1 (2 %) |
| I Don't Know | 0 (0 %) |

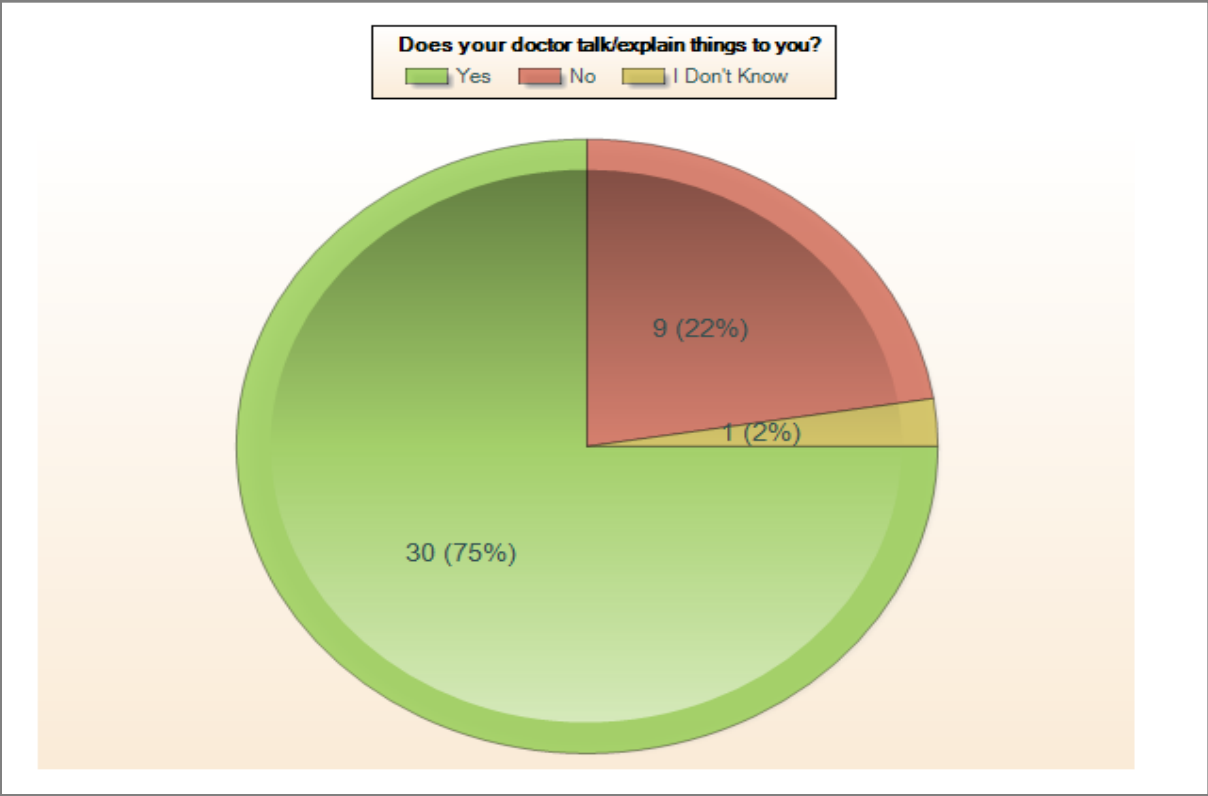


| Do you get to open your own mail? | |
|-----------------------------------|-----------|
| Yes | 30 (77 %) |
| No | 9 (23 %) |
| I Don't Know | 0 (0 %) |

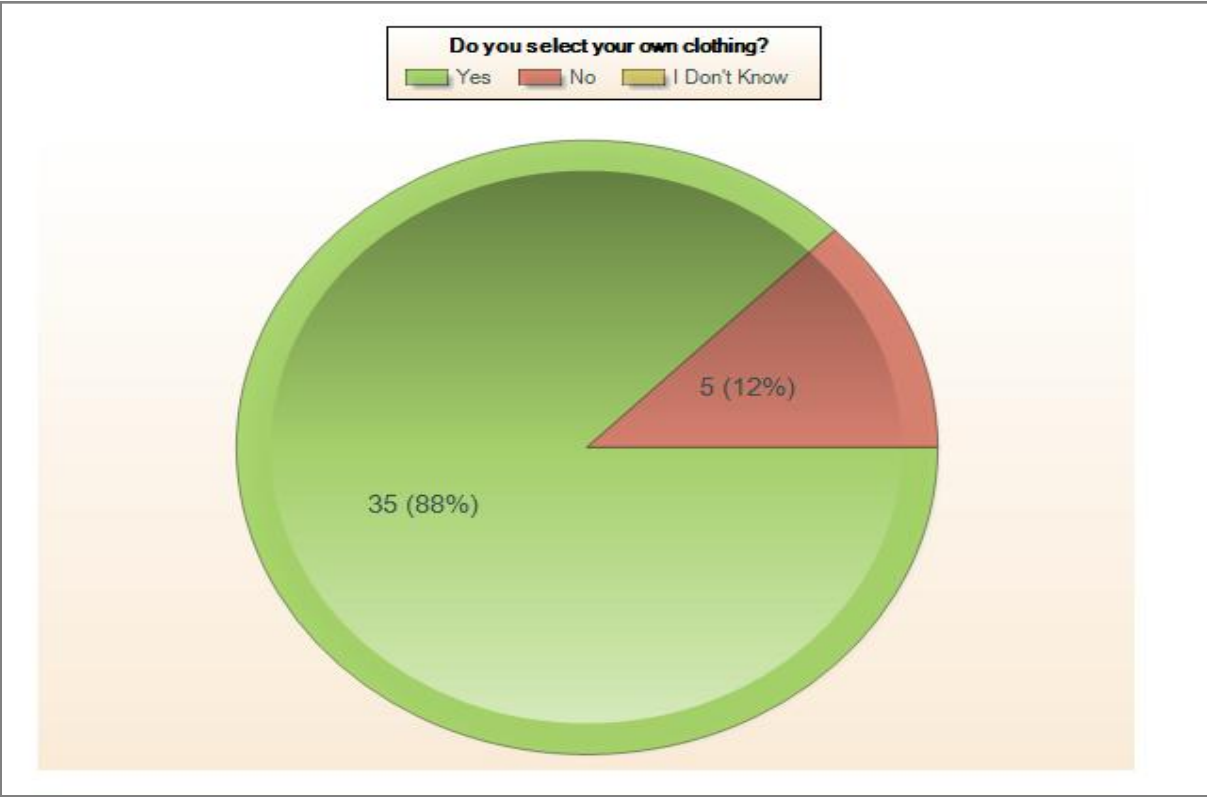


Does staff knock before entering your bedroom?

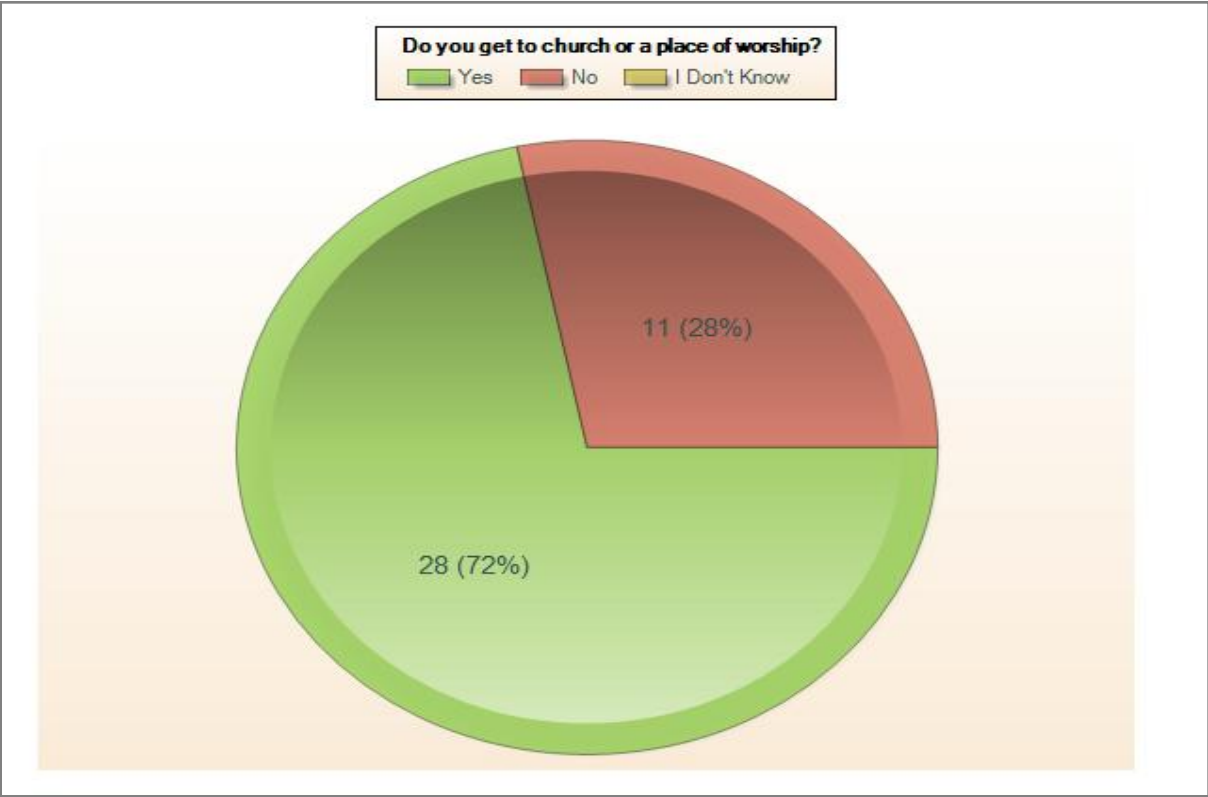
| | |
|---------------------|-----------|
| Yes | 31 (78 %) |
| No | 9 (22 %) |
| I Don't Know | 0 (0 %) |



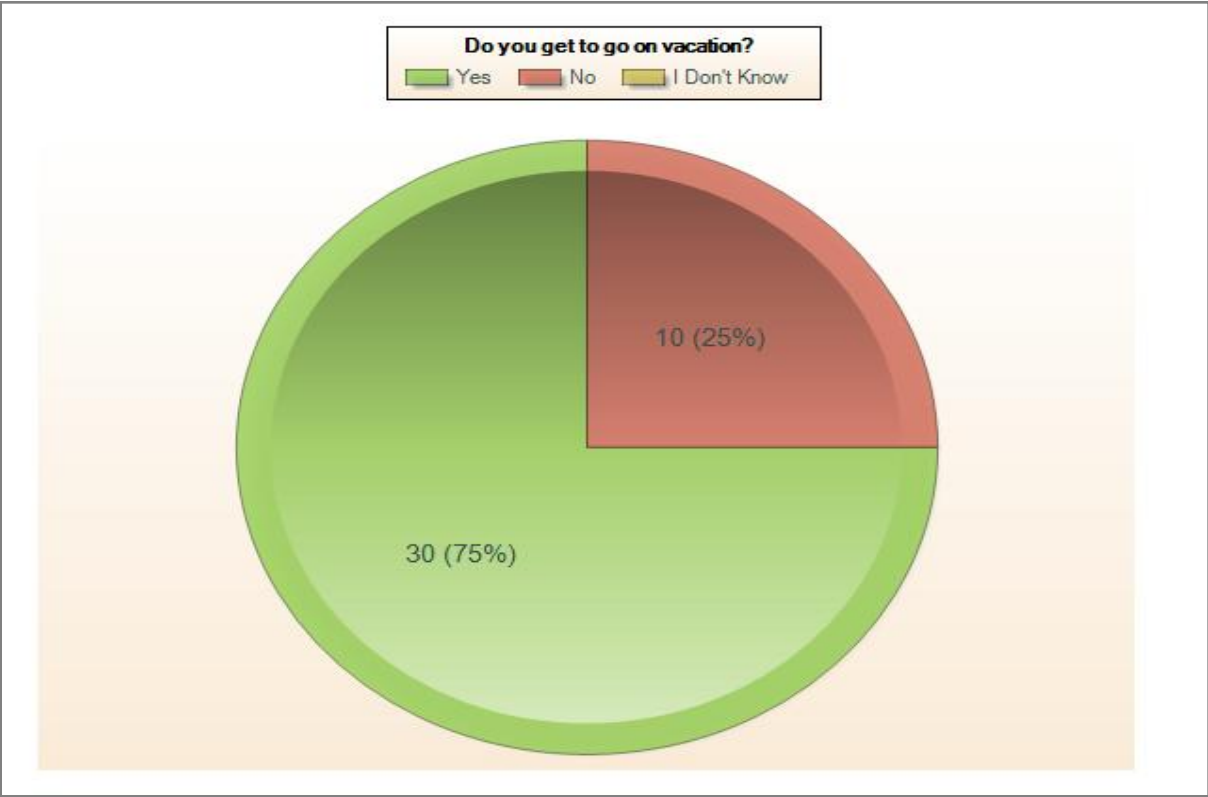
| Does your doctor talk/explain things to you? | |
|--|-----------|
| Yes | 30 (75 %) |
| No | 9 (22 %) |
| I Don't Know | 1 (2 %) |



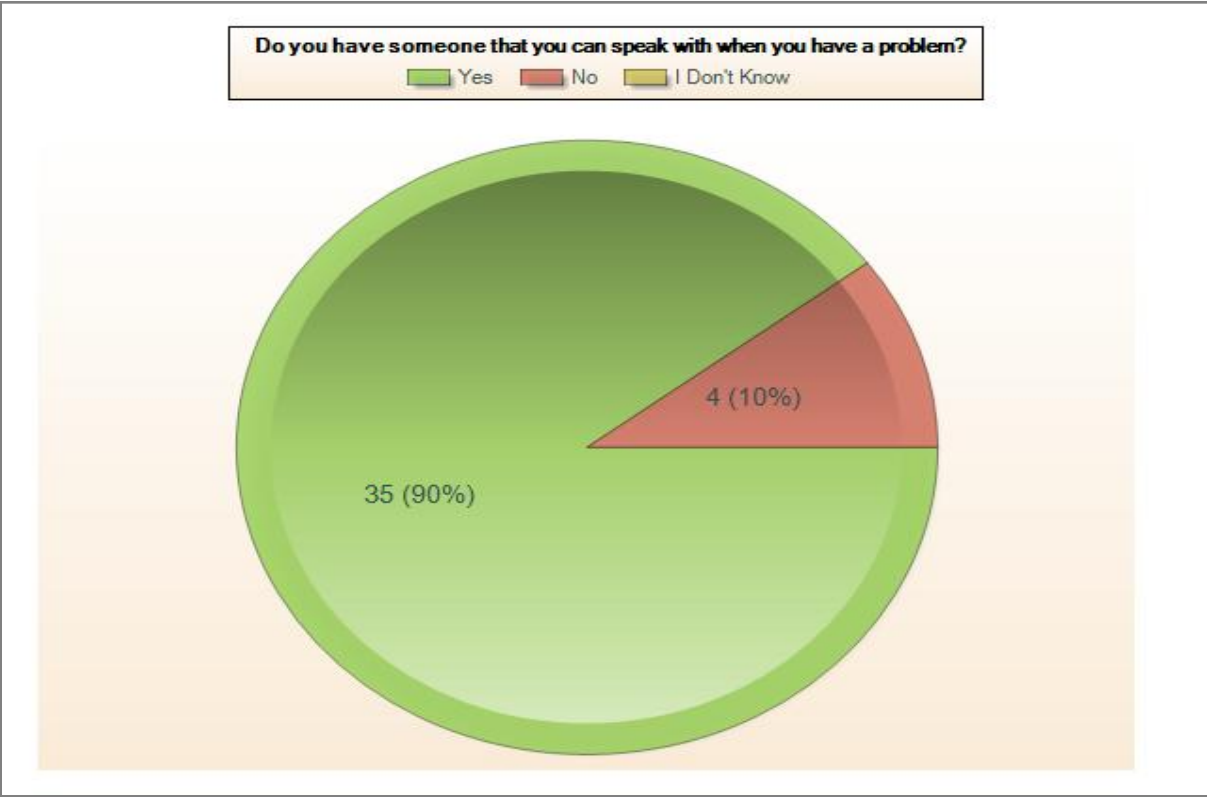
| Do you select your own clothing? | |
|----------------------------------|-----------|
| Yes | 35 (88 %) |
| No | 5 (12 %) |
| I Don't Know | 0 (0 %) |



| Do you get to church or a place of worship? | |
|---|-----------|
| Yes | 28 (72 %) |
| No | 11 (28 %) |
| I Don't Know | 0 (0 %) |

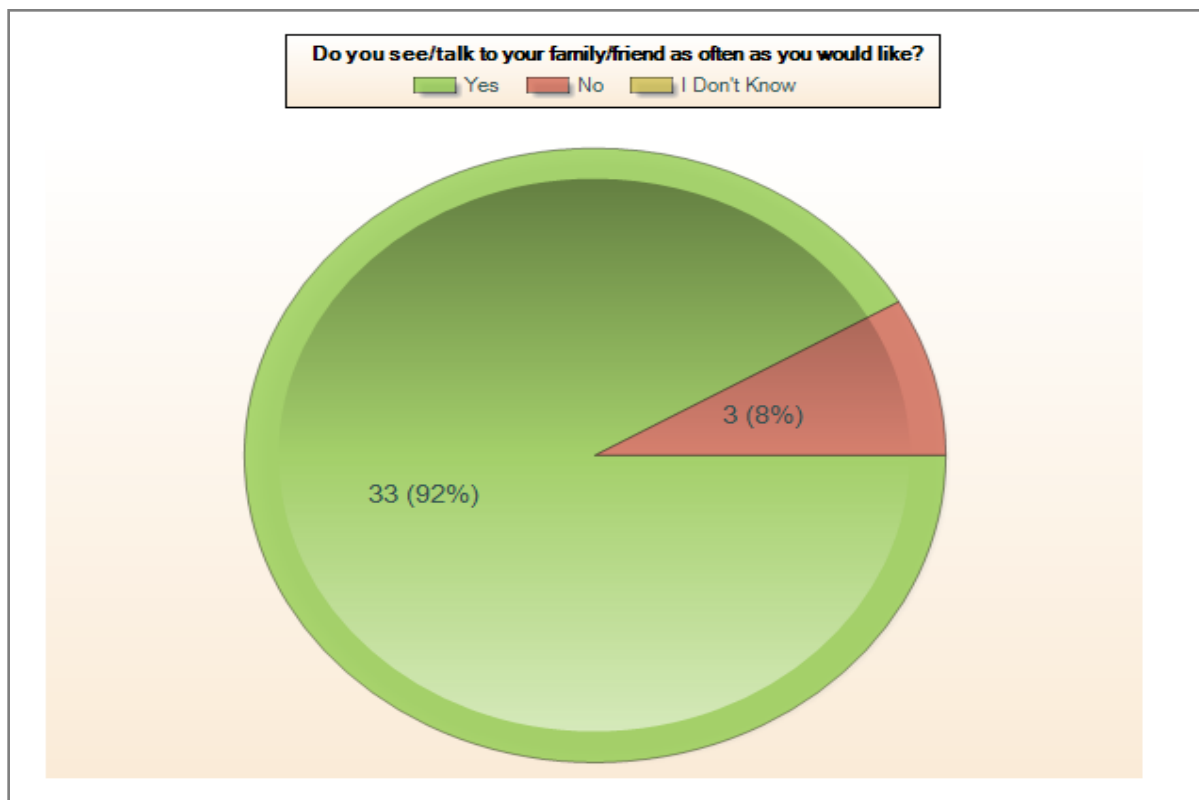


| Do you get to go on vacation? | |
|-------------------------------|-----------|
| Yes | 30 (75 %) |
| No | 10 (25 %) |
| I Don't Know | 0 (0 %) |



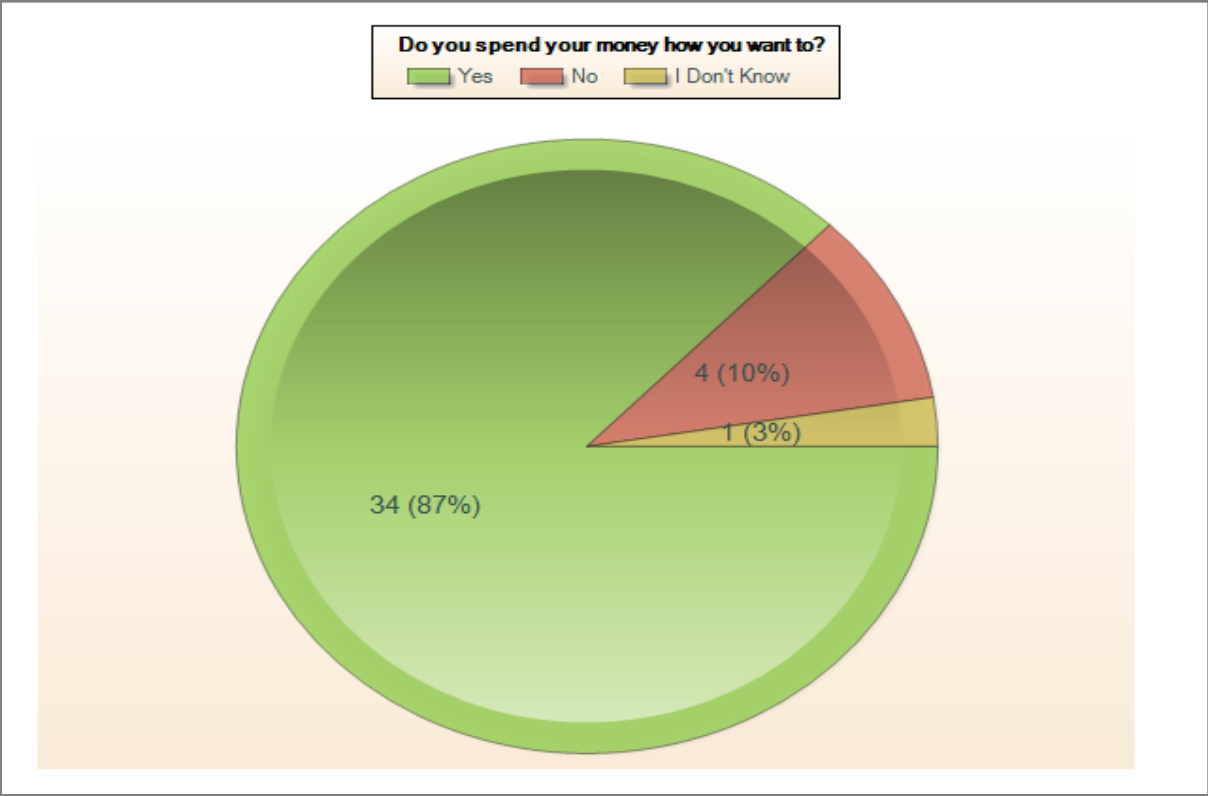
Do you have someone that you can speak with when you have a problem?

| | |
|--------------|-----------|
| Yes | 35 (90 %) |
| No | 4 (10 %) |
| I Don't Know | 0 (0 %) |



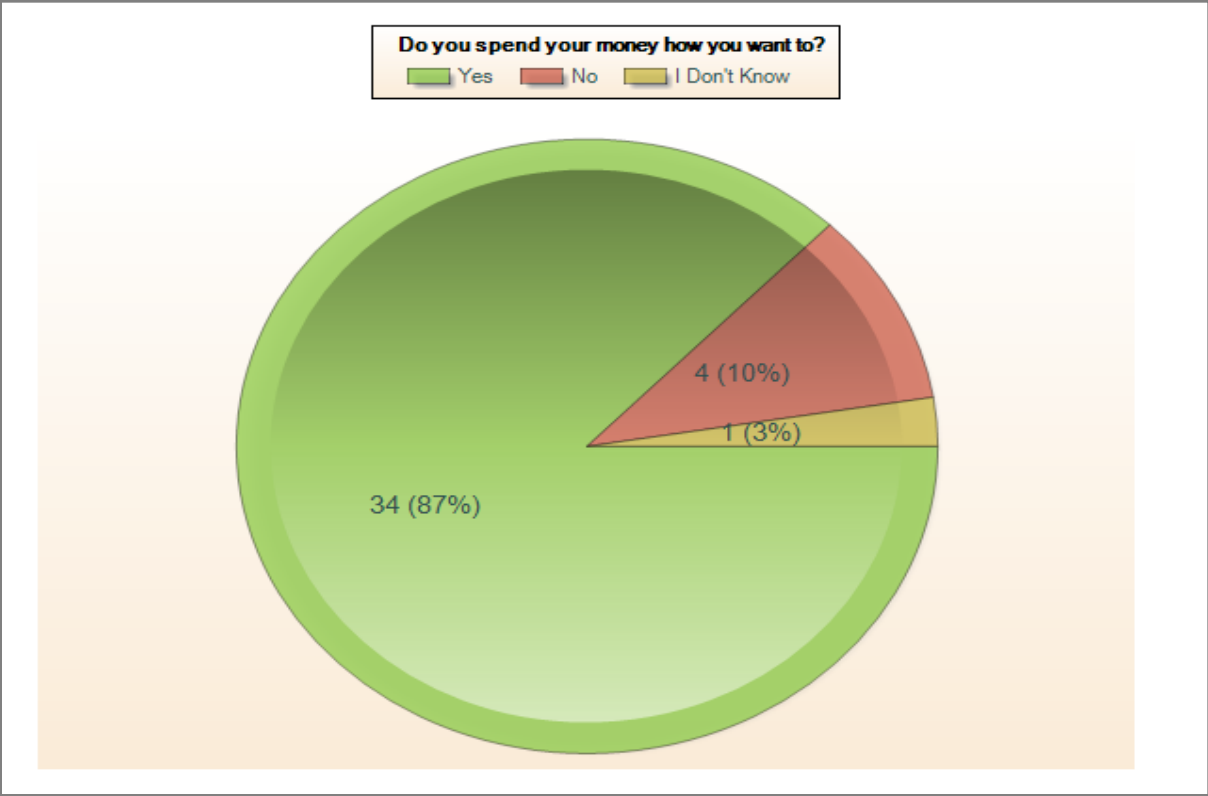
Do you see/talk to your family/friend as often as you would like?

| | |
|--------------|-----------|
| Yes | 33 (92 %) |
| No | 3 (8 %) |
| I Don't Know | 0 (0 %) |



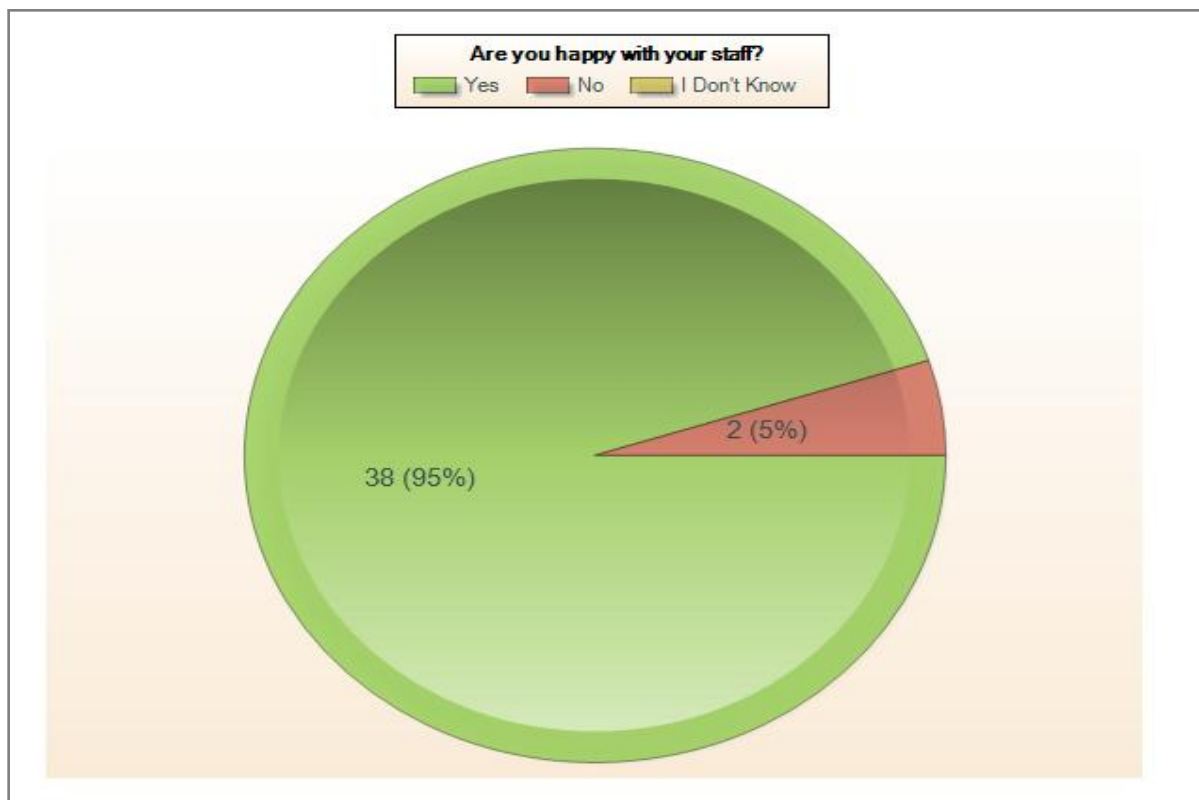
Do you spend your money how you want to?

| | |
|--------------|-----------|
| Yes | 34 (87 %) |
| No | 4 (10 %) |
| I Don't Know | 1 (3 %) |

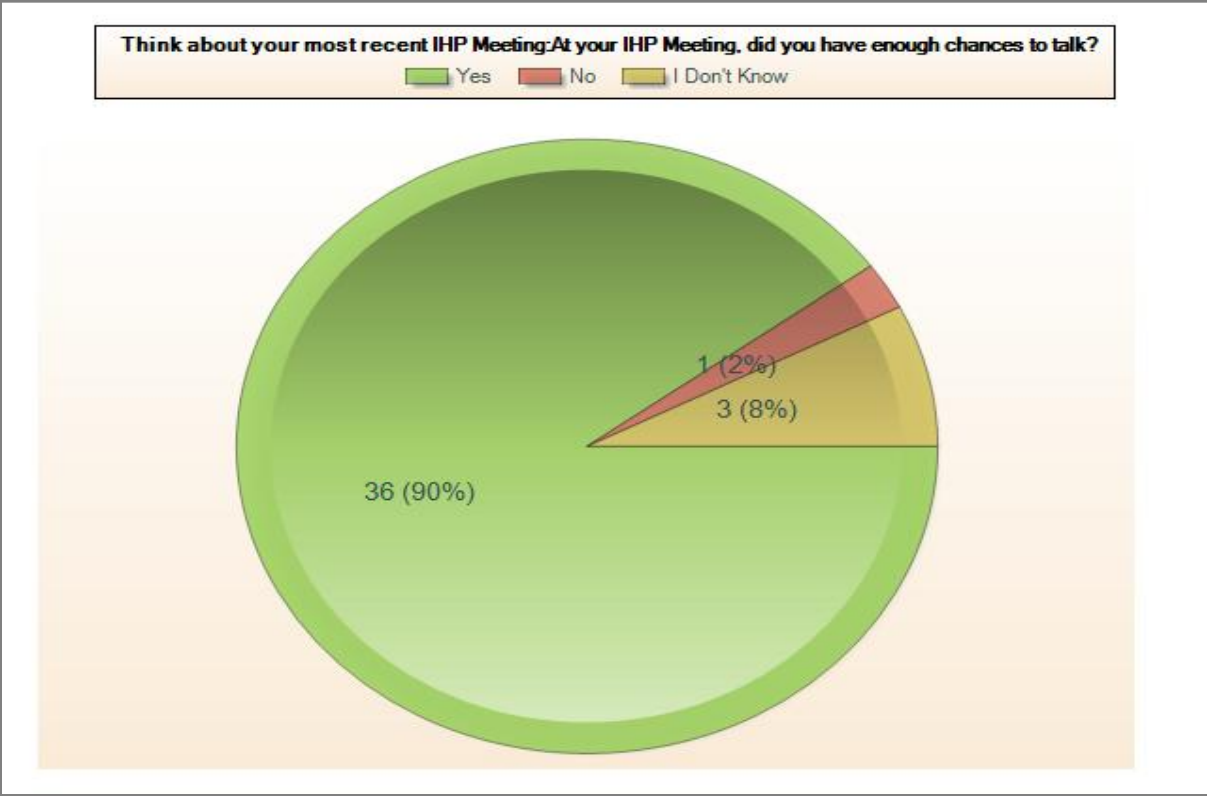


Do you spend your money how you want to?

| | |
|--------------|-----------|
| Yes | 34 (87 %) |
| No | 4 (10 %) |
| I Don't Know | 1 (3 %) |

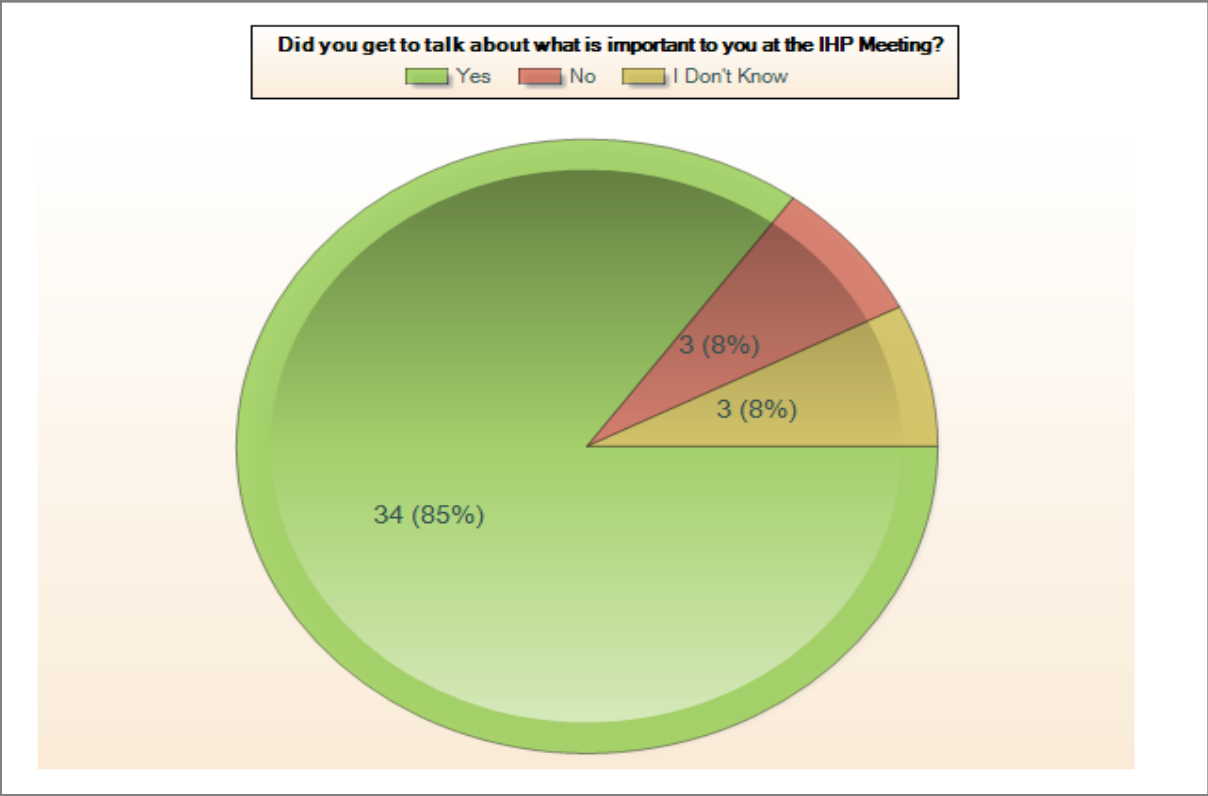


| Are you happy with your staff? | |
|--------------------------------|-----------|
| Yes | 38 (95 %) |
| No | 2 (5 %) |
| I Don't Know | 0 (0 %) |



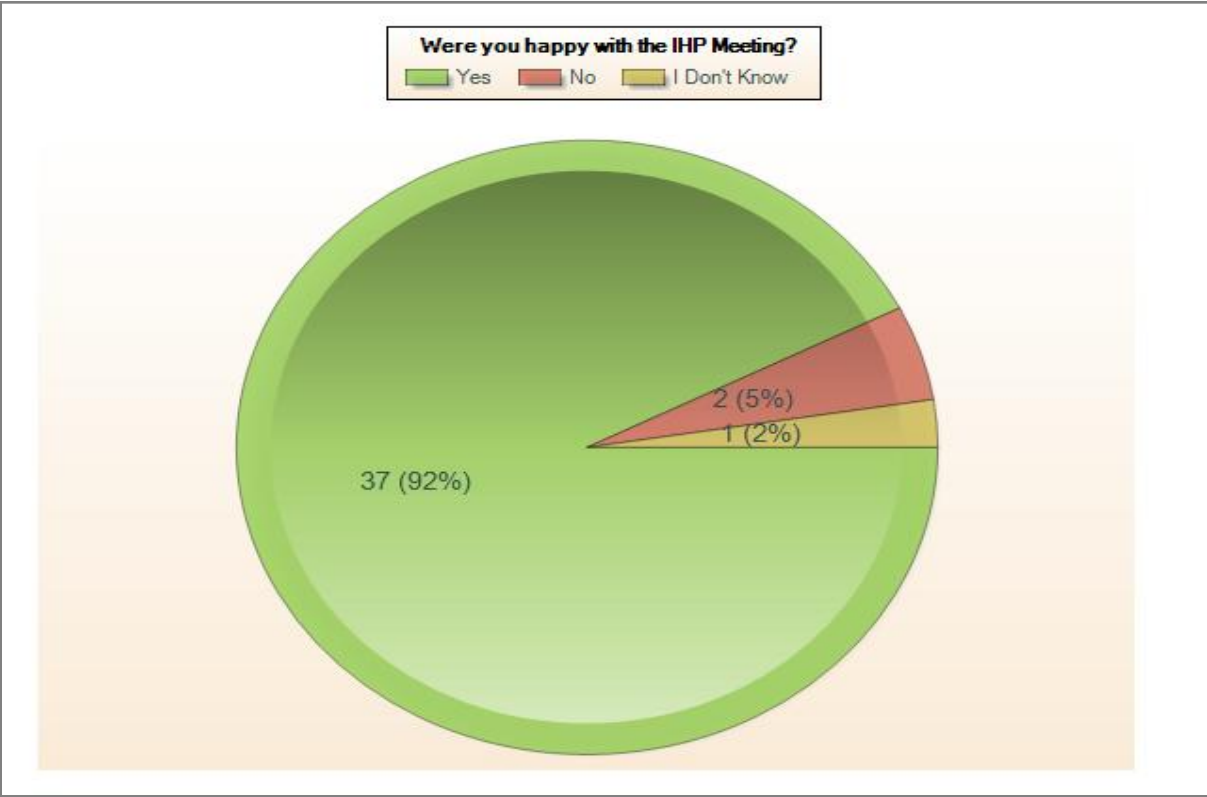
Think about your most recent IHP Meeting: At your IHP Meeting, did you have enough chances to talk?

| | |
|--------------|-----------|
| Yes | 36 (90 %) |
| No | 1 (2 %) |
| I Don't Know | 3 (8 %) |



Did you get to talk about what is important to you at the IHP Meeting?

| | |
|--------------|-----------|
| Yes | 34 (85 %) |
| No | 3 (8 %) |
| I Don't Know | 3 (8 %) |



| Were you happy with the IHP Meeting? | |
|--------------------------------------|-----------|
| Yes | 37 (92 %) |
| No | 2 (5 %) |
| I Don't Know | 1 (2 %) |

Highlights and Areas of Improvement Needed

- Person Served Residential Survey - Initial highlights included:
 - 84% indicated that they are happy with their day or community job

- Quality Management Committee - Review and Recommendations:
 - There was a great amount of confusion concerning the question of “respect” in that many individuals did not understand what this word means or what “respect” means. We have to change this question for the next survey.
 - In response to the IHP Question on whether or not the individual got to talk about what was important to them; 75% indicated yes; 13% did not know and 12% replied no. This would be an area where we must improve to ensure that every Individual has an opportunity to talk about what is important to them during their annual IHP Meeting.