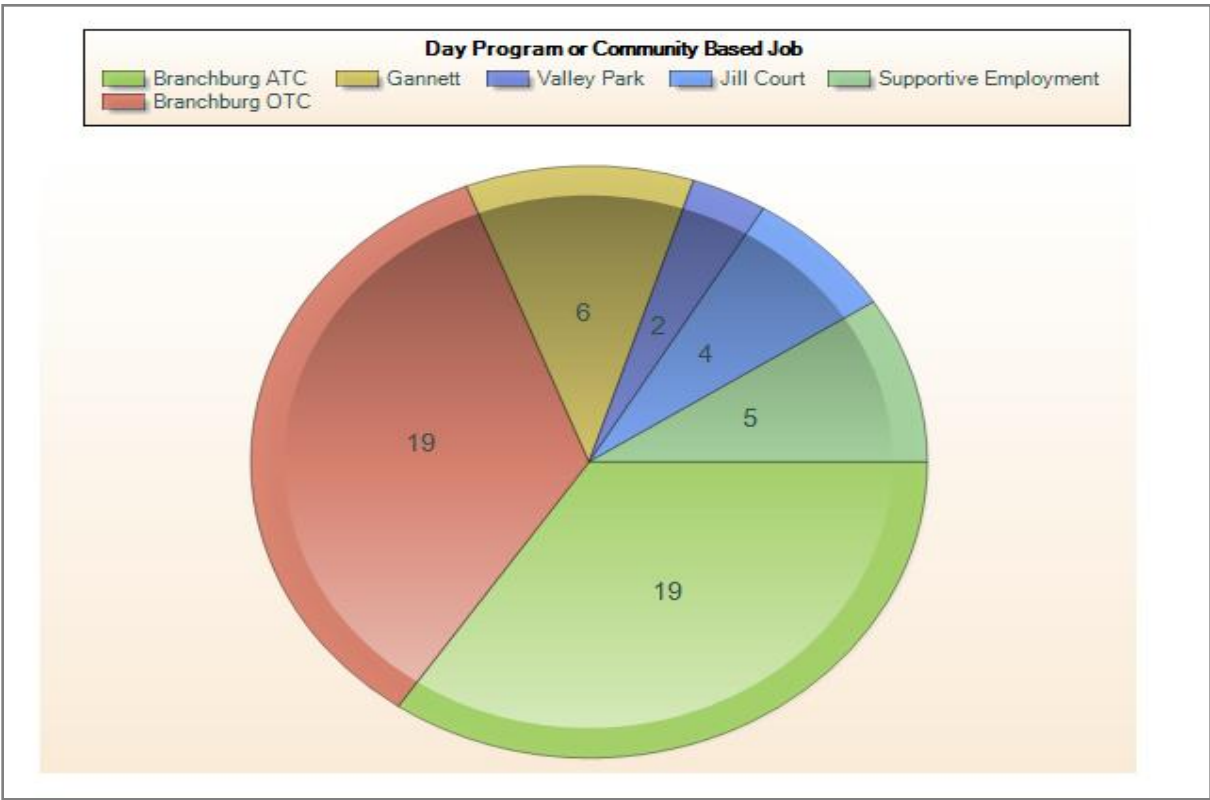




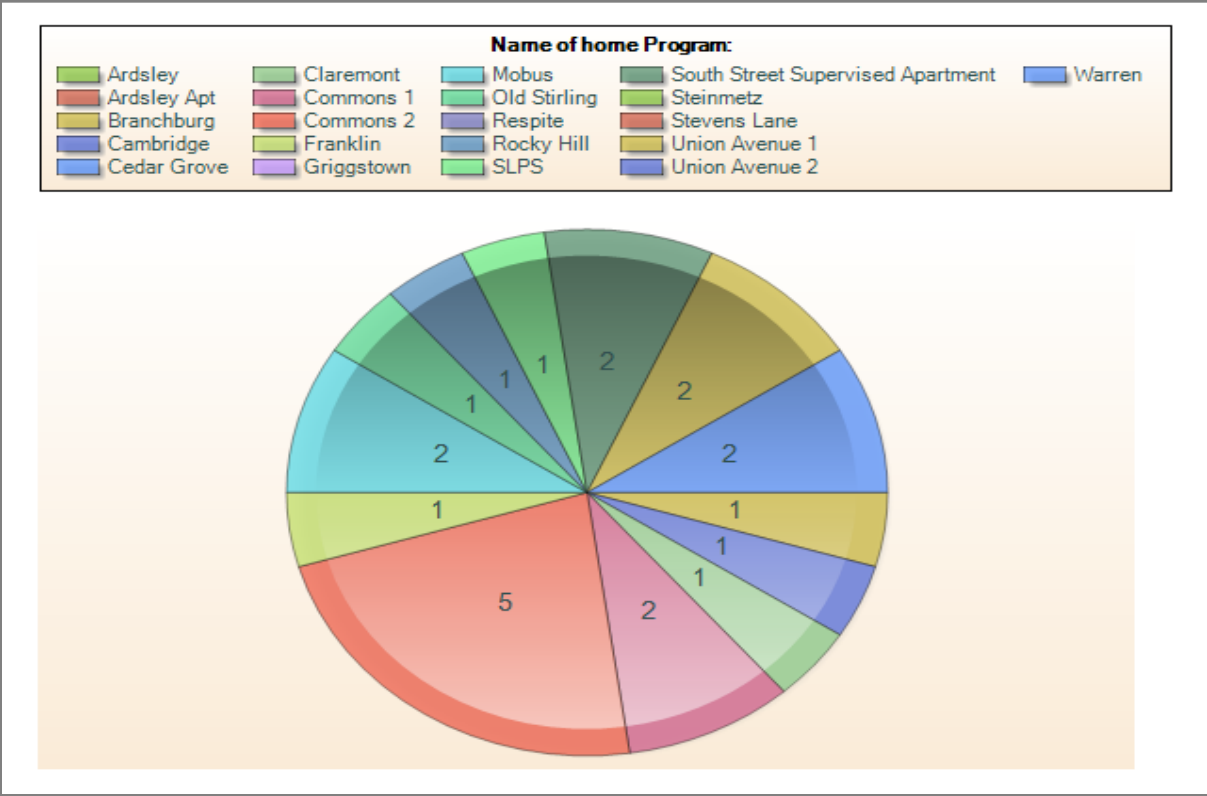
Person Served
Employment Services Survey 2010-2011

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

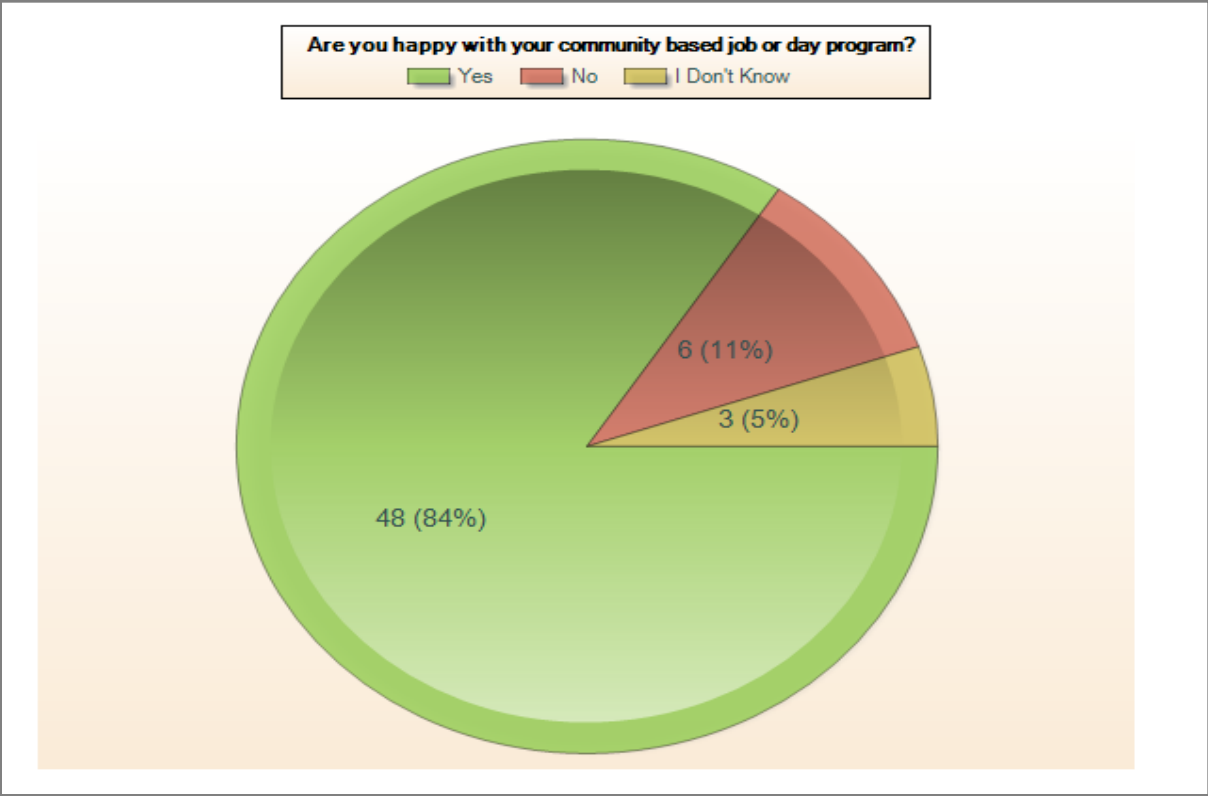


Demographics : Day Program or Community Based Job	
Branchburg ATC	19 (83 %)
Branchburg OTC	19 (83 %)
Gannett	6 (26 %)
Valley Park	2 (9 %)
Jill Court	4 (17 %)
Supportive Employment	5 (22 %)



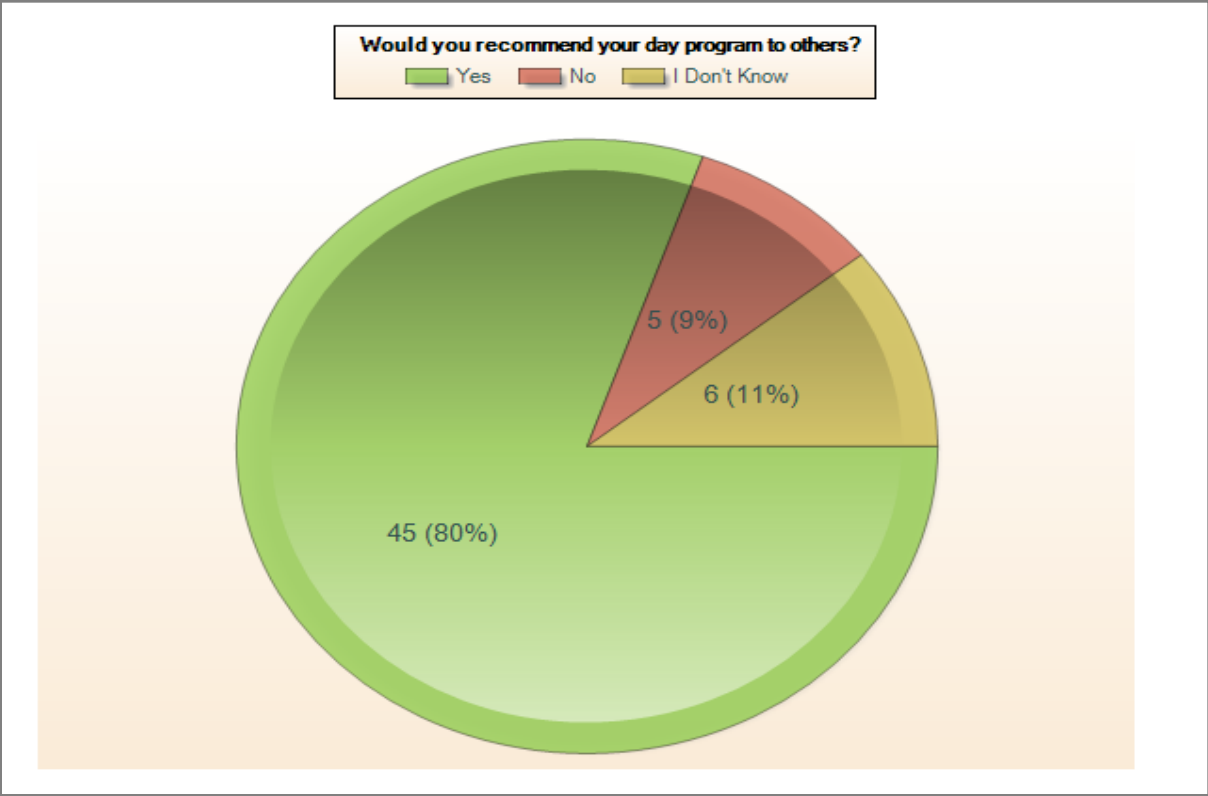
Demographics: The Arc of Somerset County Residential Program Participants:

Branchburg	1 (5 %)	Old Stirling	1 (5 %)
Cambridge	1 (5 %)	Rocky Hill	1 (5 %)
Claremont	1 (5 %)	SLPS	1 (5 %)
Commons 1	2 (9 %)	South Street Supervised Apartment	2 (9 %)
Commons 2	5 (23 %)	Union Avenue 1	2 (9 %)
Franklin	1 (5 %)	Warren	2 (9 %)
Mobus	2 (9 %)	Old Stirling	1 (5 %)

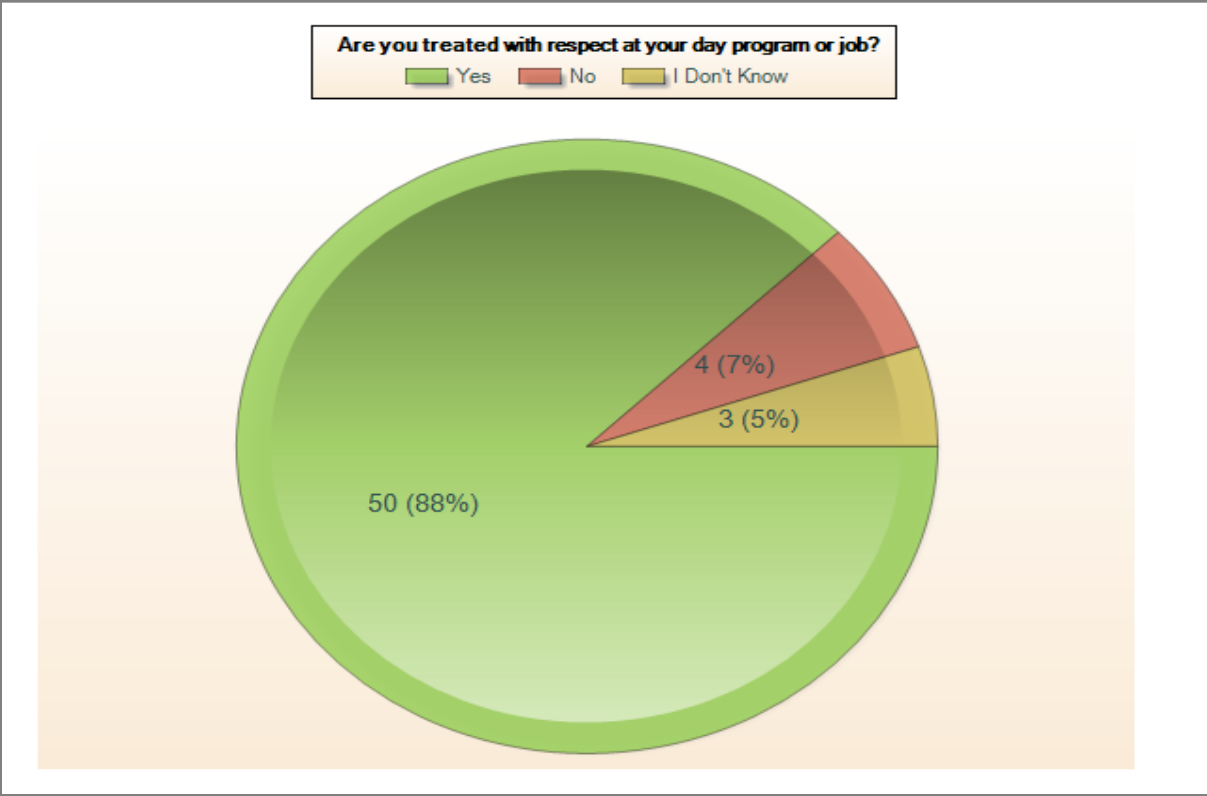


Are you happy with your community based job or day program?

Yes	48 (84 %)
No	6 (11 %)
I Don't Know	3 (5 %)



Would you recommend your day program to others?	
Yes	45 (80 %)
No	5 (9 %)
I Don't Know	6 (11 %)

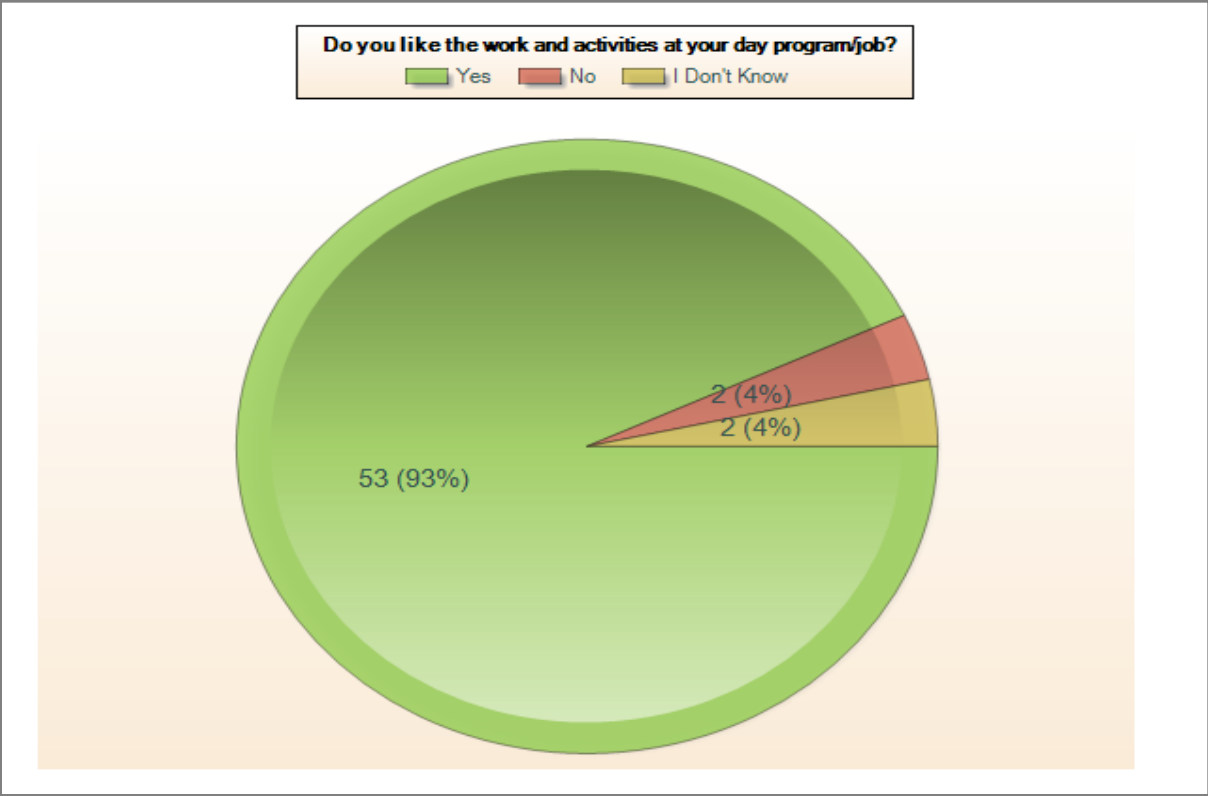


Are you treated with respect at your day program or job?

Yes	50 (88 %)
No	4 (7 %)
I Don't Know	3 (5 %)

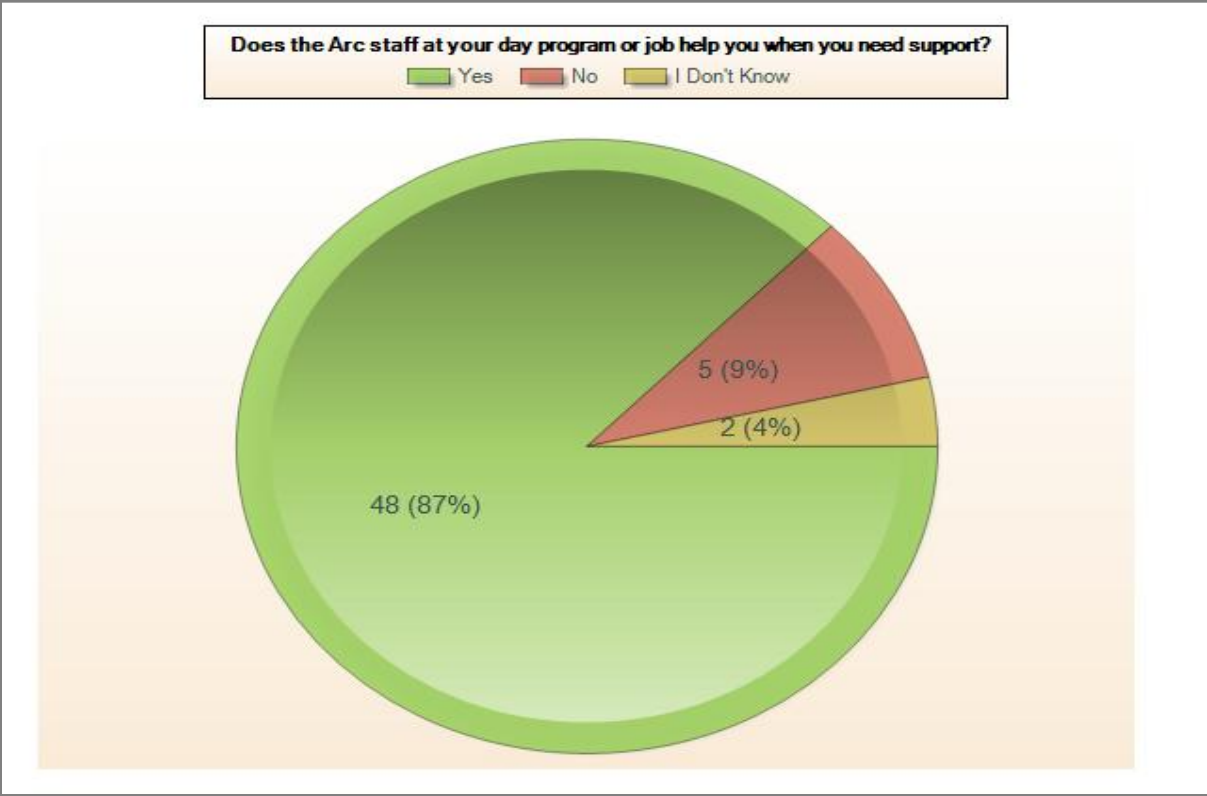
Individual Answers to the Question: What does Respect look like to you?

- Everyone is treated the same
- If I have something of yours, I would respect you enough to take care of it
- No cursing or a single thing
- Not paying attention to me
- Treating people nicely
- Respect people and they will respect you
- They do not yell at me
- To be nice to others
- Treat me the way that I want to be treated
- Treat others like you would want to be treated
- The majority of replies indicated that this was a confusing question or that the individual did not know what the term “respect” means



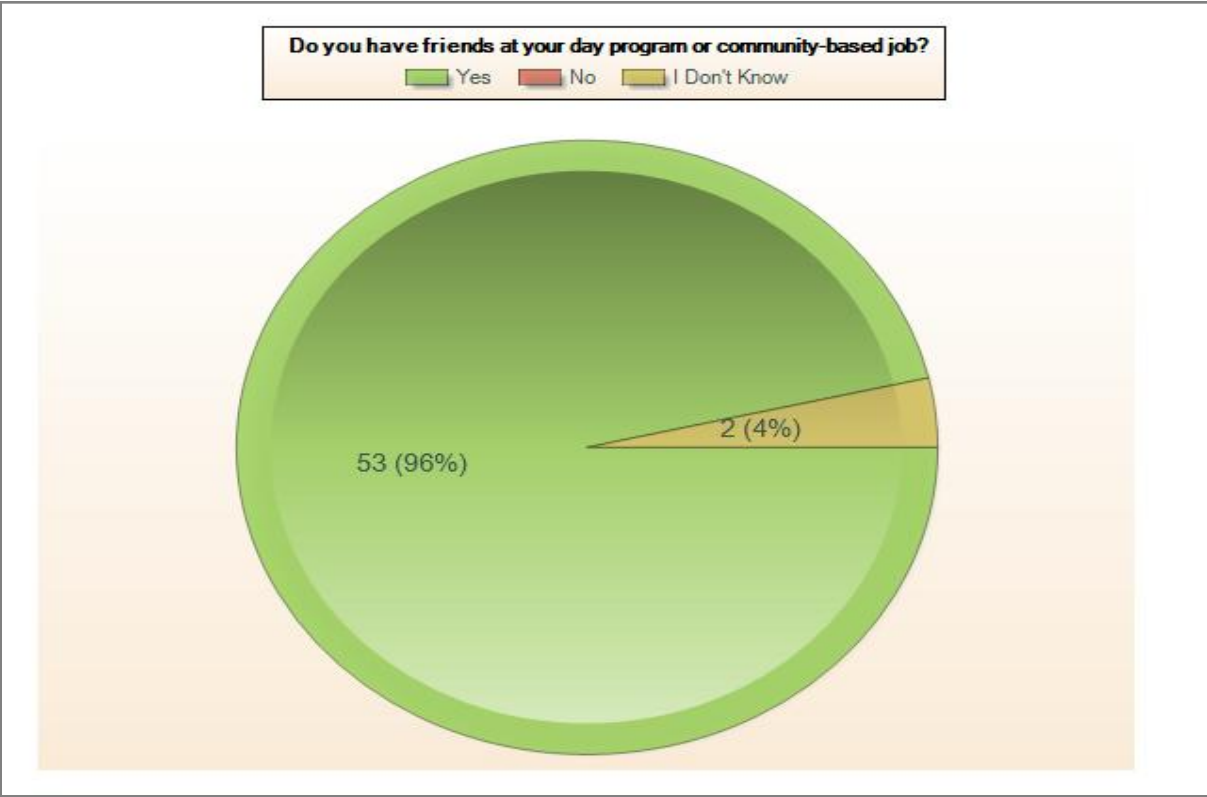
Do you like the work and activities at your day program/job?

Yes	53 (93 %)
No	2 (4 %)
I Don't Know	2 (4 %)



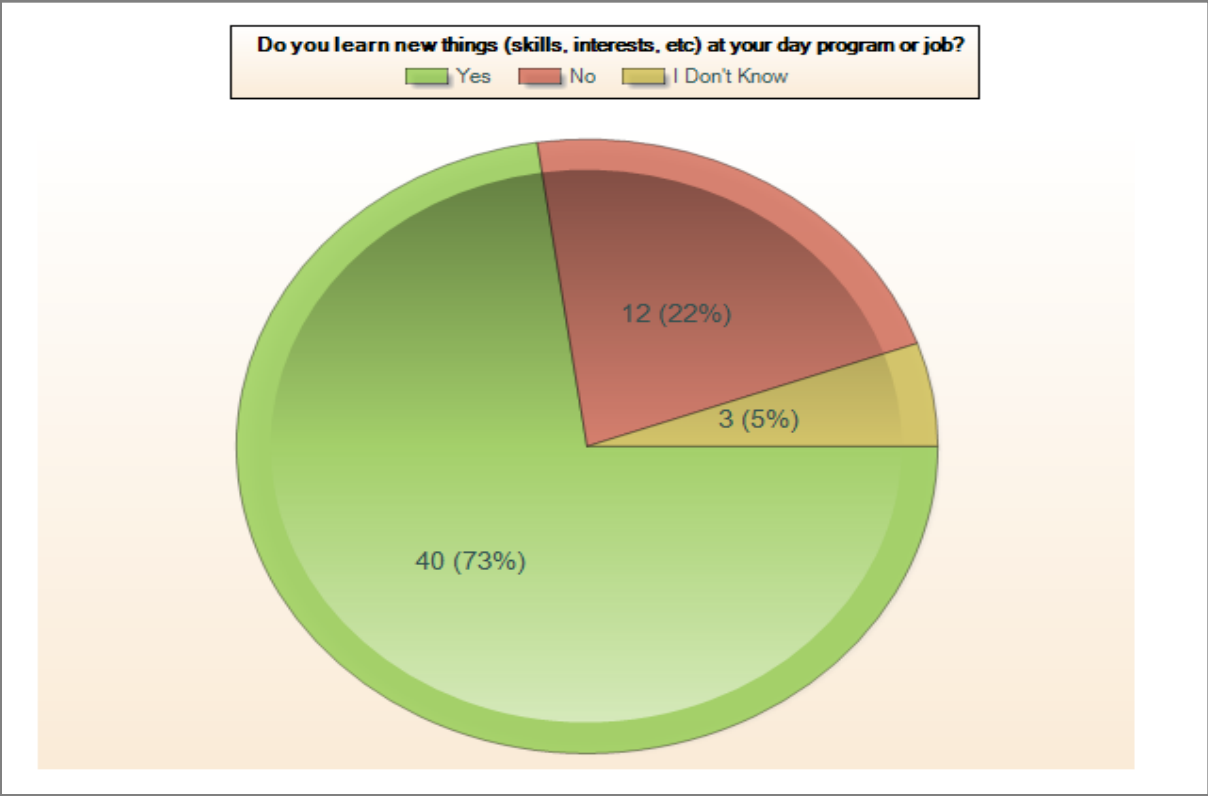
Does the Arc staff at your day program or job help you when you need support?

Yes	48 (87 %)
No	5 (9 %)
I Don't Know	2 (4 %)



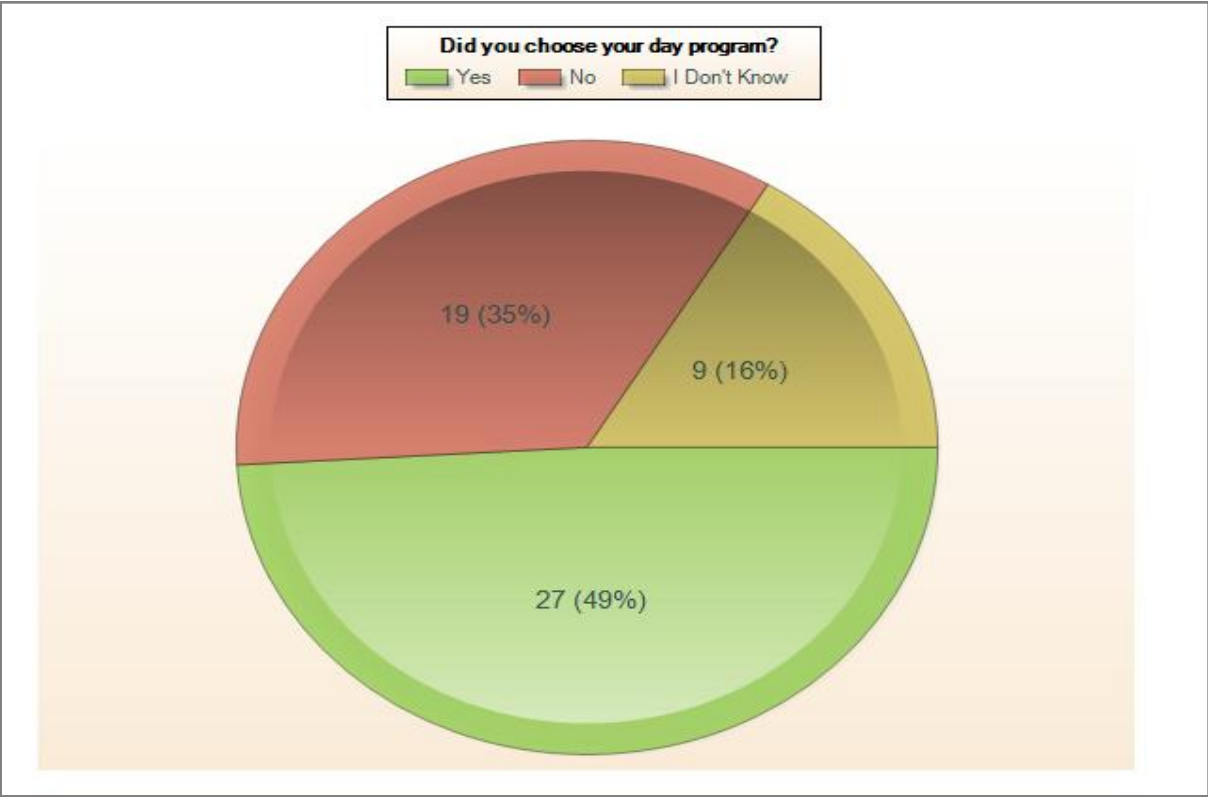
Do you have friends at your day program or community-based job?

Yes	53 (96 %)
No	0 (0 %)
I Don't Know	2 (4 %)

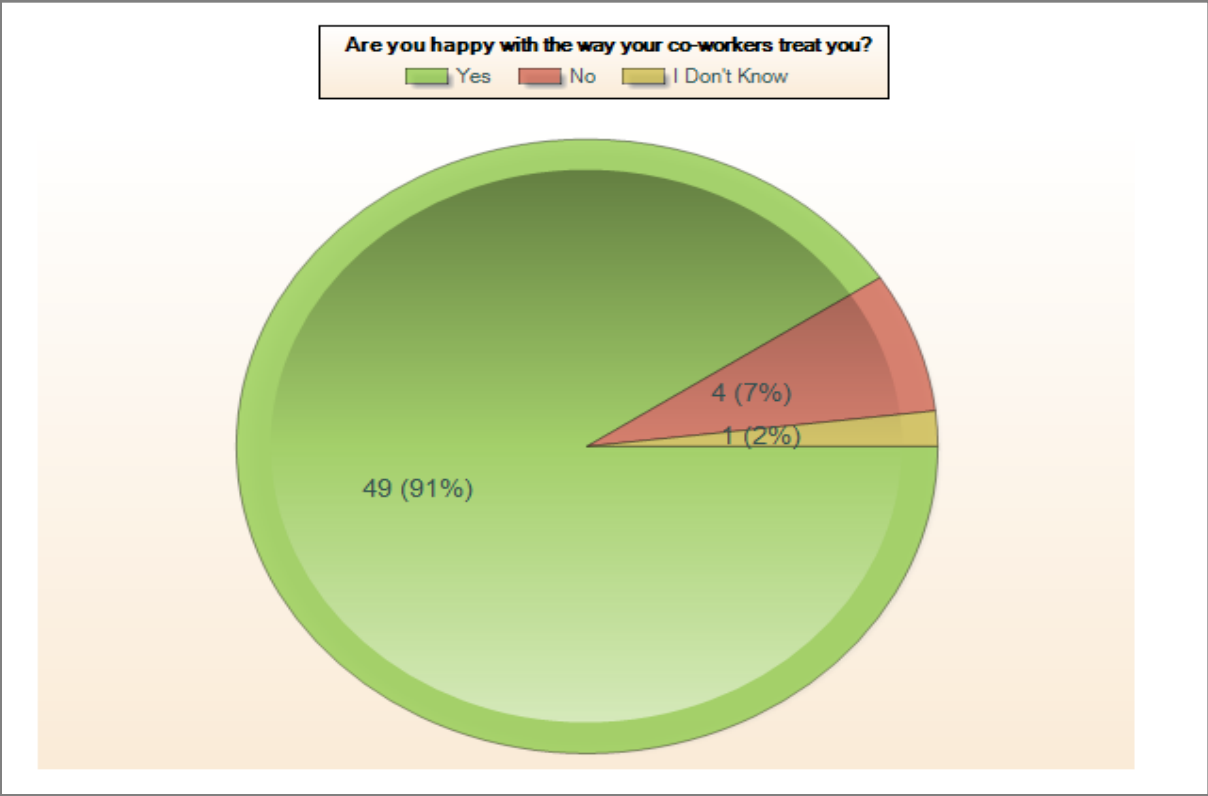


Do you learn new things (skills, interests, etc) at your day program or job?

Yes	40 (73 %)
No	12 (22 %)
I Don't Know	3 (5 %)

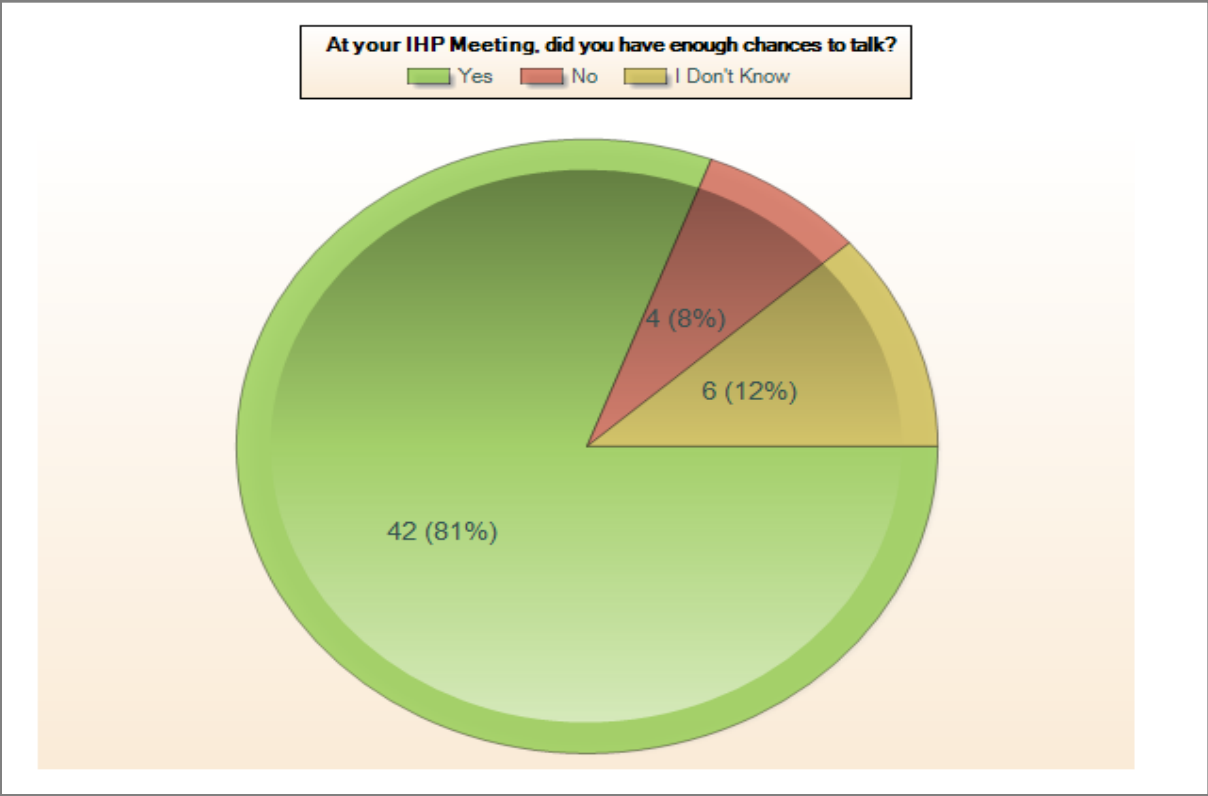


Did you choose your day program?	
Yes	27 (49 %)
No	19 (35 %)
I Don't Know	9 (16 %)



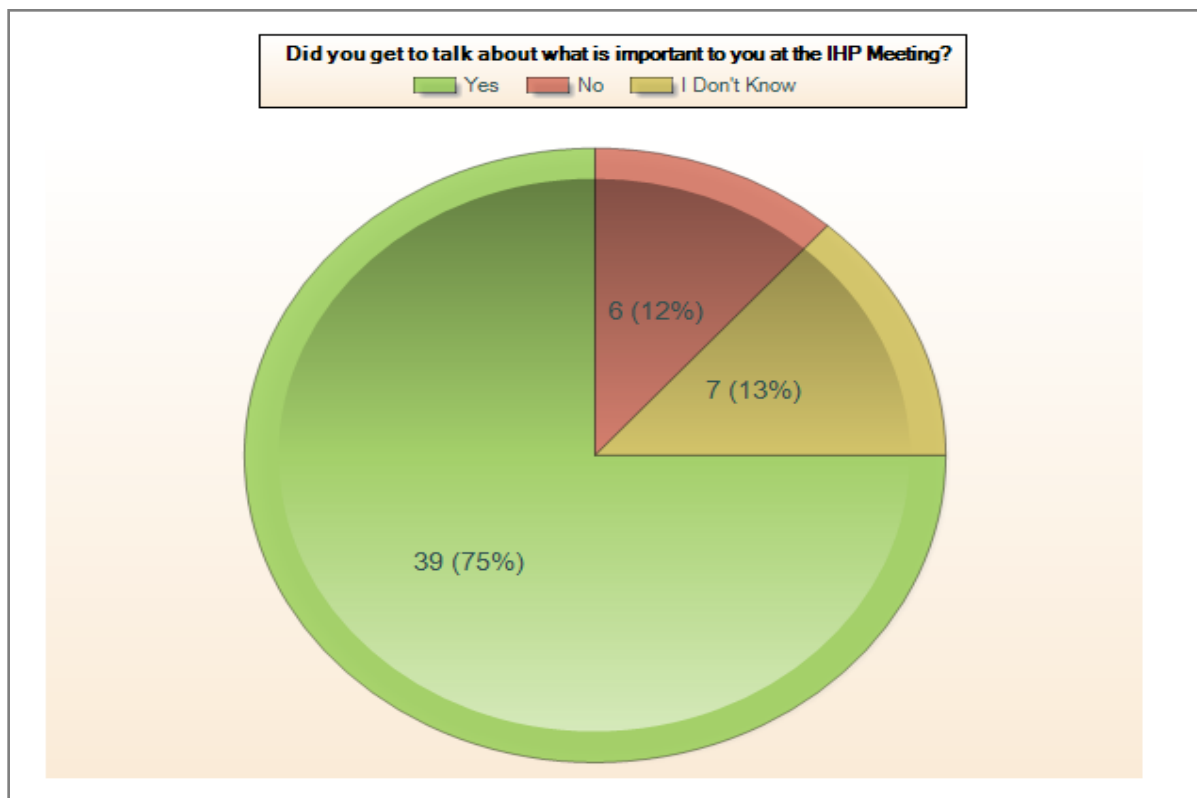
Are you happy with the way your co-workers treat you?

Yes	49 (91 %)
No	4 (7 %)
I Don't Know	1 (2 %)



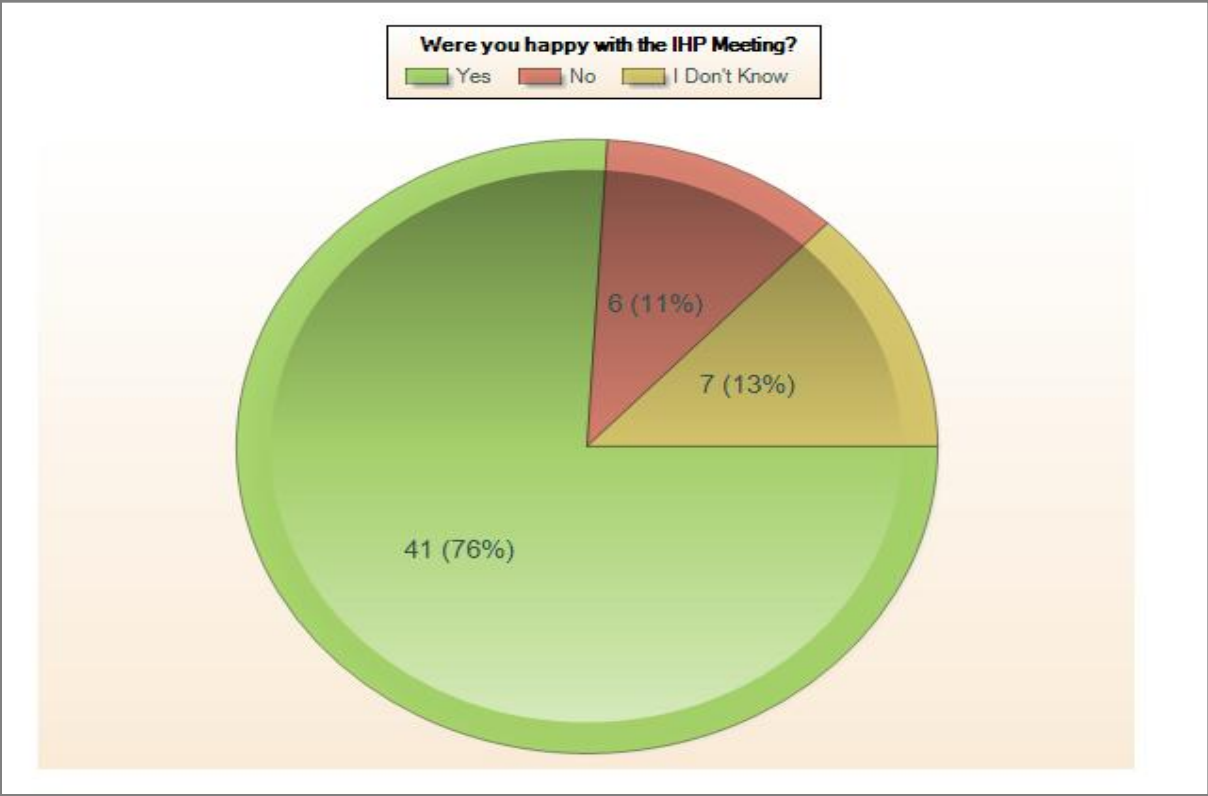
At your IHP Meeting, did you have enough chances to talk?

Yes	42 (81 %)
No	4 (8 %)
I Don't Know	6 (12 %)



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

Yes	39 (75 %)
No	6 (12 %)
I Don't Know	7 (13 %)



Were you happy with the IHP Meeting?	
Yes	41 (76 %)
No	6 (11 %)
I Don't Know	7 (13 %)

Highlights and Areas of Improvement Needed

- Person Served Employment Survey – Initial highlights included:
 - 84% indicated that they are happy with their day or community job
 - 93% stated that they like the work/activities at the sites
 - 96% replied that they do have friends at their work site
 - 81% does feel that they have enough chances to speak at their IHP

- 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.