



2015 Residential Services  
Person Served Survey Results

# Quality Management Committee Review:

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- 53 Consumers agreed to participate in this year's Residential Services survey. This group of individuals represents 56% of Residential Services. Every program was represented in this year's survey!
- The 2015 Consumer Survey's intent was to focus primarily on Consumer Rights. Survey questions were specifically created to intentionally gain feedback, not only on the individual's comprehensive understanding of their rights, but based on their answers, are basic rights being upheld and honored in their homes by providing a number of 'real life' situations, such as 'do you open up your own personal mail', 'can you use the telephone freely' & 'are their opportunities for privacy'.
- 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".

# Quality Management Committee Review:

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- Our results indicated that Consumer Rights are respected in our Residential Programs
- Family was the number one answer when asked “What is Important to you – in your life”. Consumers talked about their siblings, parents and their friends.
- The second overall response to what is important to you, are their jobs. Working and making a difference and improving self worth, our Consumers demonstrated to us that they take their jobs very seriously and that their employment is a very important element in their lives.
- We can conclude that our individuals living in Residential Services are happy with their homes, their housemates, their staff members. Overall this was an extremely successful survey!

# Quality Management Committee Review:

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- QMC discussed the results and looked at areas that could be improved. QMC agreed to look at three areas of improvement:
  - Consumer knowledge of their rights
  - Consumers ability to go out into the community , particularly to see family and friends
  - Consumers ability to get to religious / faith based services
- Further discussion led the committee to make the following recommendations:

## Consumer's knowledge of their 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)
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# Quality Management Committee Review:

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Enhancing consumer's ability to go out into the community, particularly to see family and friends:

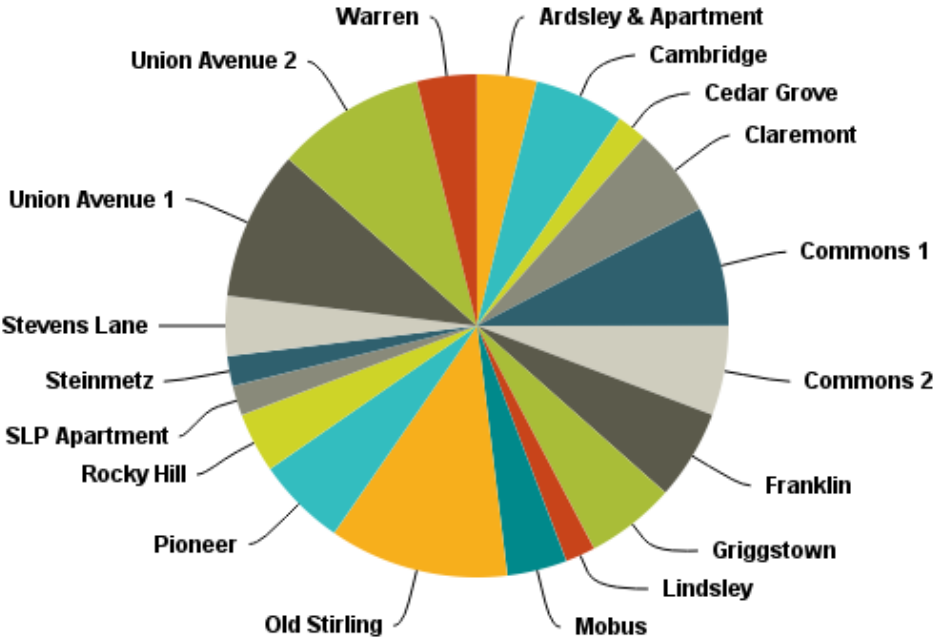
- We should provide increased training to staff and make this a priority in the programs.
- Develop a tracking system to find out why people may not be going out and then addressing the issues individually

Enhancing consumer's presence in faith based services:

- We have several churches that have expressed interested in providing natural supports during services and activities, we need to maximize these opportunities
- Provide staff with education regarding how to support someone in a place of worship
- Make sure that attended services / places of worship is included as an actual goal / objective on the consumer's IHP – if this is an expressed interest

# Residential Program of Participating Consumers

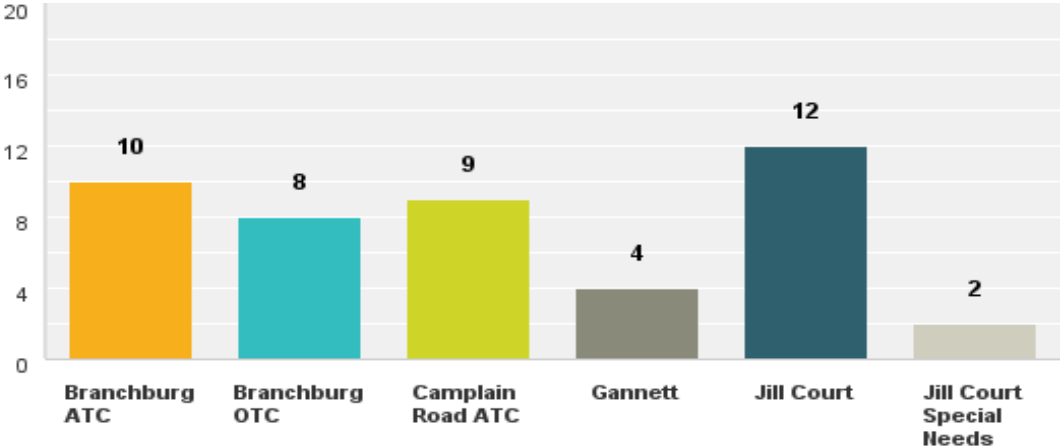
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# Corresponding Data of participating Consumers

<b>Answer Choices</b>	<b>Responses</b>	
Ardsey & Apartment	<b>4%</b>	2
Cambridge	<b>6%</b>	3
Cedar Grove	<b>2%</b>	1
Claremont	<b>6%</b>	3
Commons 1	<b>8%</b>	4
Commons 2	<b>6%</b>	3
Franklin	<b>6%</b>	3
Griggstown	<b>6%</b>	3
Lindsley	<b>2%</b>	1
Mobus	<b>4%</b>	2
Old Stirling	<b>12%</b>	6
Pioneer	<b>6%</b>	3
Rocky Hill	<b>4%</b>	2
SLP Apartment	<b>2%</b>	1
Steinmetz	<b>2%</b>	1
Stevens Lane	<b>4%</b>	2
Union Avenue 1	<b>10%</b>	5
Union Avenue 2	<b>10%</b>	5
Warren	<b>4%</b>	2
<b>Total</b>		<b>52</b>

# Employment Service Programs of participating Consumers:

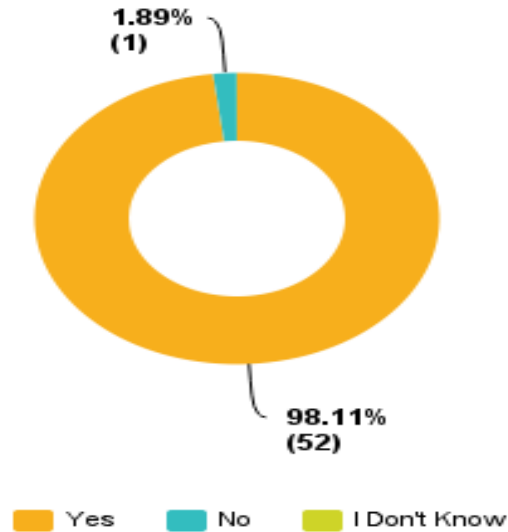


Answer Choices	Responses
Branchburg ATC	22.73% 10
Branchburg OTC	18.18% 8
Camplain Road ATC	20.45% 9
Gannett	9.09% 4
Jill Court	27.27% 12
Jill Court Special Needs	4.55% 2
<b>Total Respondents: 44</b>	



# Q1: Are you happy at your home?

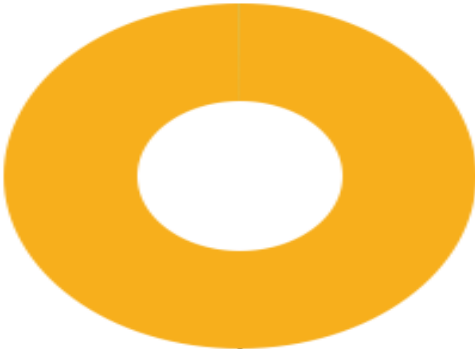
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Answer Choices	Responses	
Yes	98.11%	52
No	1.89%	1
I Don't Know	0.00%	0
<b>Total</b>		<b>53</b>

# Q2: Do you have a good relationship with your staff?

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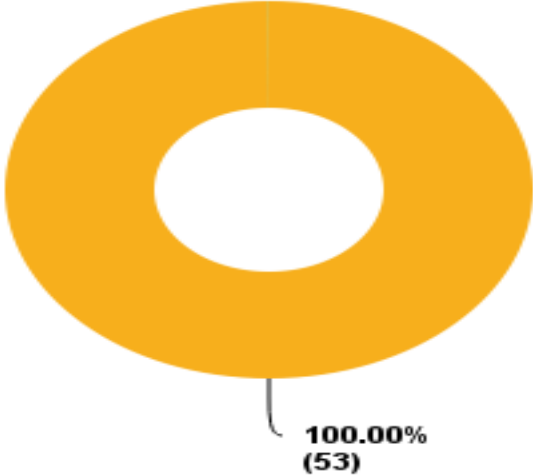


100.00%  
(53)

Yes No I Don't Know

Answer Choices	Responses	
Yes	100.00%	53
No	0.00%	0
I Don't Know	0.00%	0
<b>Total</b>		<b>53</b>

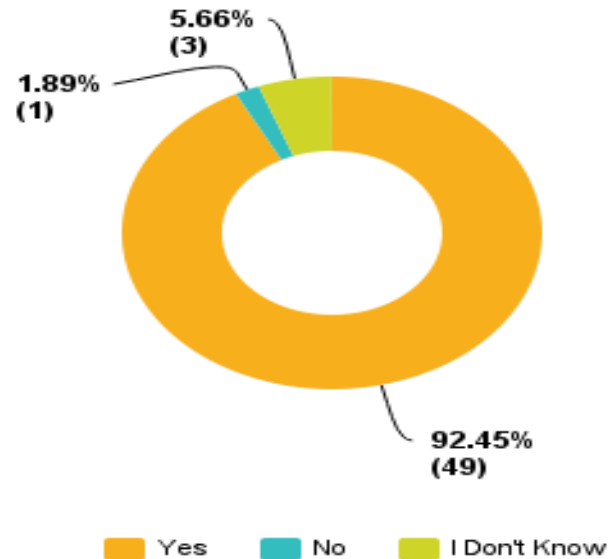
# Q3: Are you happy with the staff members that work at your home?



Answer Choices	Responses	
Yes	100.00%	53
No	0.00%	0
I Don't Know	0.00%	0
<b>Total</b>		<b>53</b>

Q4: Do you feel there is a steady daily routine in place that you are comfortable with?

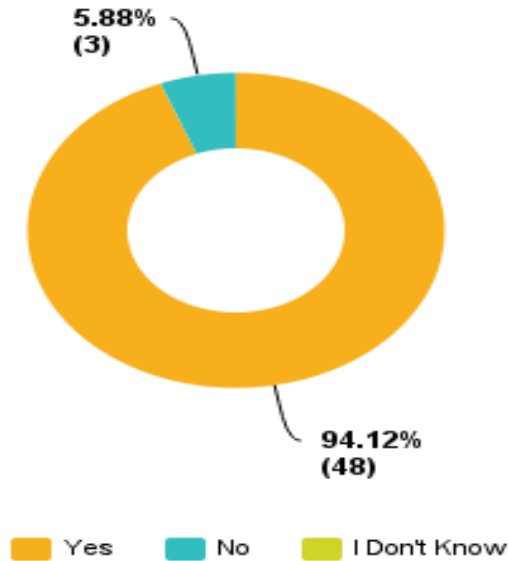
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Answer Choices	Responses	
Yes	92.45%	49
No	1.89%	1
I Don't Know	5.66%	3
<b>Total</b>		<b>53</b>

## Q5: Do you get along with the people you live with?

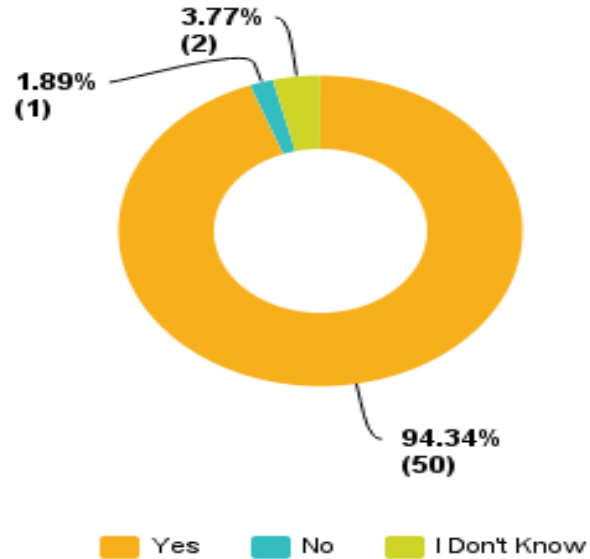
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Answer Choices	Responses	
Yes	94.12%	48
No	5.88%	3
I Don't Know	0.00%	0
<b>Total</b>		<b>51</b>

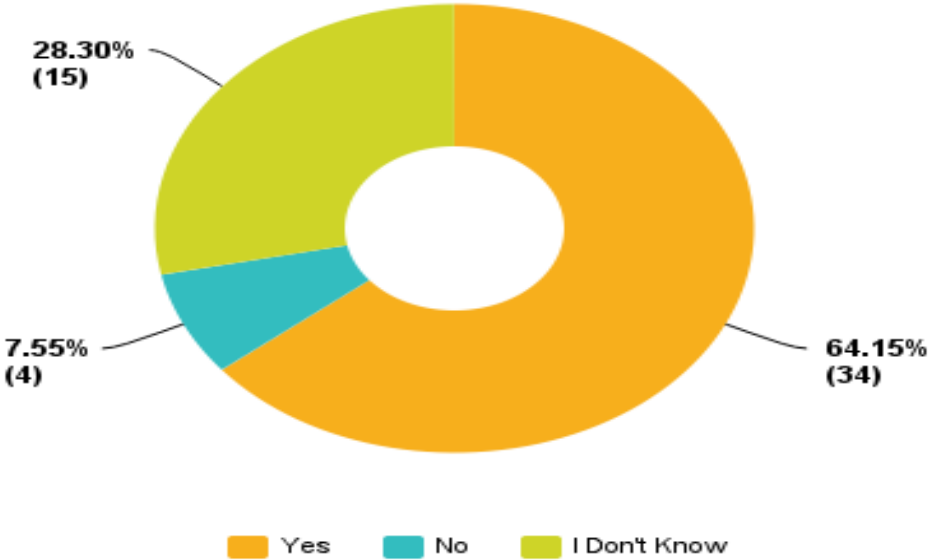
Q6: We all deserve privacy - do you have a place where you can be alone or with someone else if you choose?

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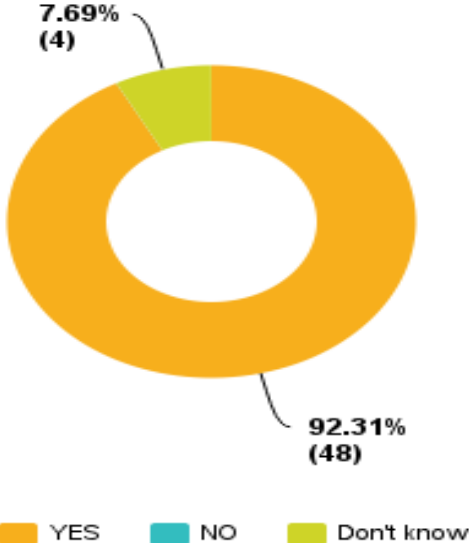
Answer Choices	Responses	
Yes	94.34%	50
No	1.89%	1
I Don't Know	3.77%	2
<b>Total</b>		<b>53</b>

# Q7: Do you know what "Consumer Rights" are?



Answer Choices	Responses
Yes	64.15% 34
No	7.55% 4
I Don't Know	28.30% 15
<b>Total</b>	<b>53</b>

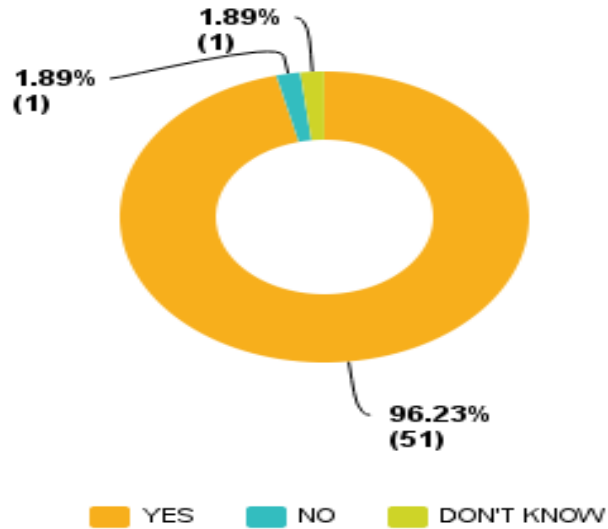
# Q8: Does The Arc of Somerset County overall respect your rights?



Answer Choices	Responses	
YES	92.31%	48
NO	0.00%	0
Don't know	7.69%	4
<b>Total</b>		<b>52</b>



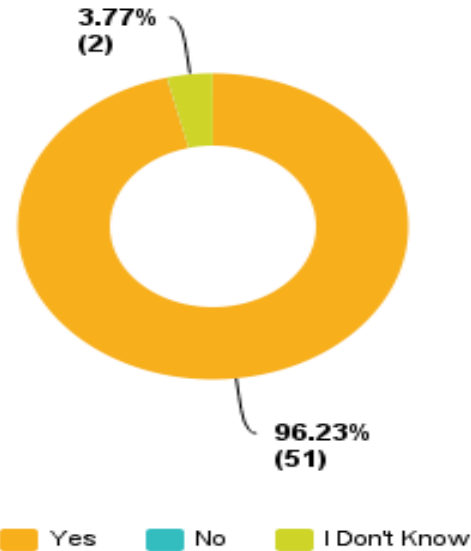
Q9: What if you felt that you were not being treated fairly? Is there someone you could tell?



Answer Choices	Responses	
YES	96.23%	51
NO	1.89%	1
DON'T KNOW	1.89%	1
<b>Total</b>		<b>53</b>

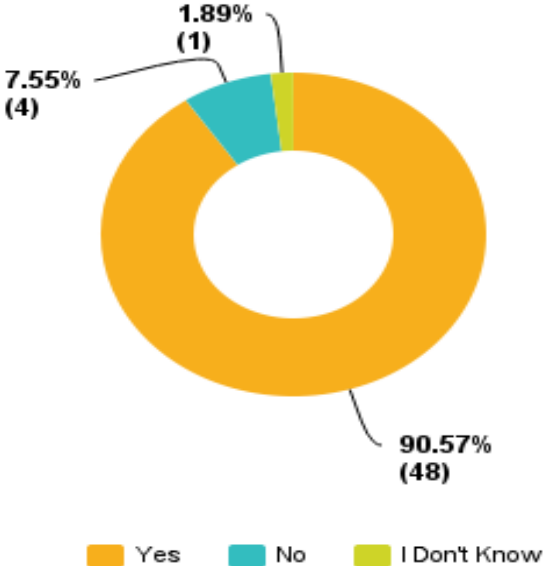
# Q10: Do you feel that The Arc of Somerset County staff treat you like an adult?

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Answer Choices	Responses	
Yes	96.23%	51
No	0.00%	0
I Don't Know	3.77%	2
<b>Total</b>		<b>53</b>

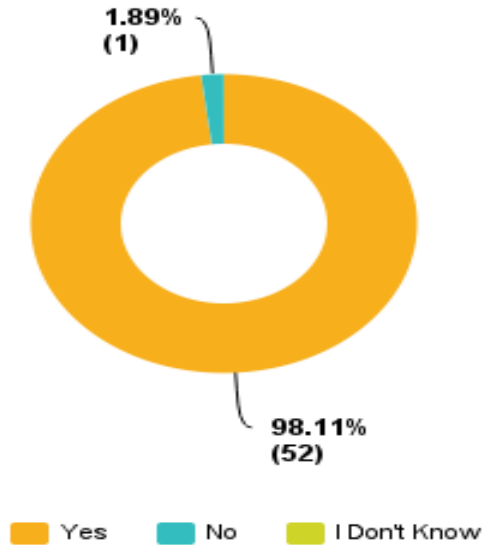
# Q11: Do you receive and open your own personal mail?



Answer Choices	Responses	
Yes	90.57%	48
No	7.55%	4
I Don't Know	1.89%	1
<b>Total</b>		<b>53</b>

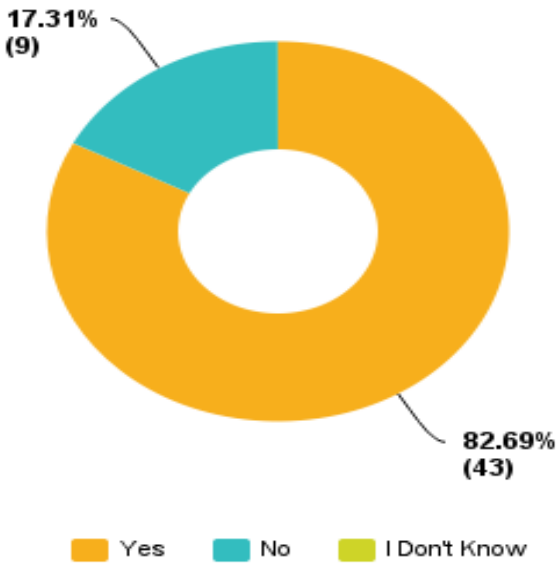
## Q12: Do you get to use the telephone when you want to?

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Answer Choices	Responses	
Yes	98.11%	52
No	1.89%	1
I Don't Know	0.00%	0
<b>Total</b>		<b>53</b>

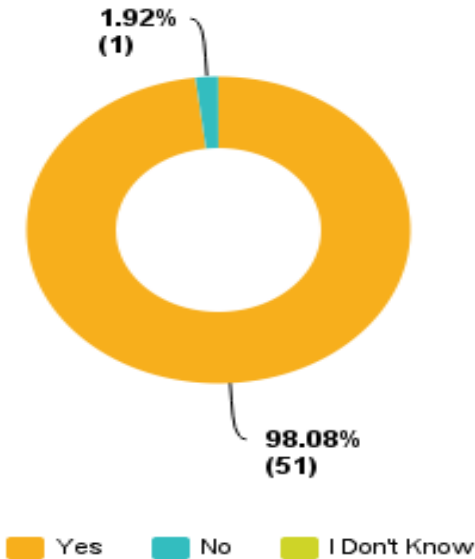
# Q13: Do you get to go out into the community as often as you would like?



Answer Choices	Responses	
Yes	82.69%	43
No	17.31%	9
I Don't Know	0.00%	0
<b>Total</b>		<b>52</b>

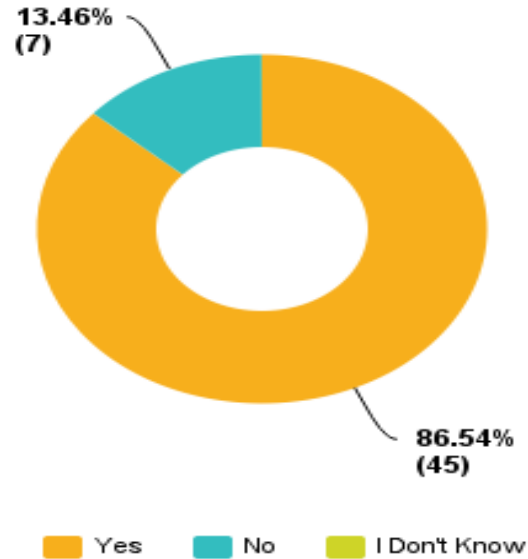
# Q14: Do you have someone that you can speak with when you have a problem?

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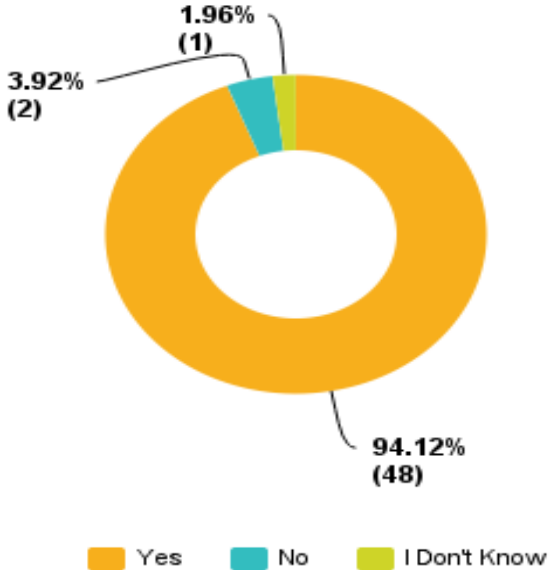
Answer Choices	Responses	
Yes	98.08%	51
No	1.92%	1
I Don't Know	0.00%	0
<b>Total</b>		<b>52</b>

# Q15: Do you see/talk to your family/friend as often as you would like?



Answer Choices	Responses	
Yes	86.54%	45
No	13.46%	7
I Don't Know	0.00%	0
<b>Total</b>		<b>52</b>

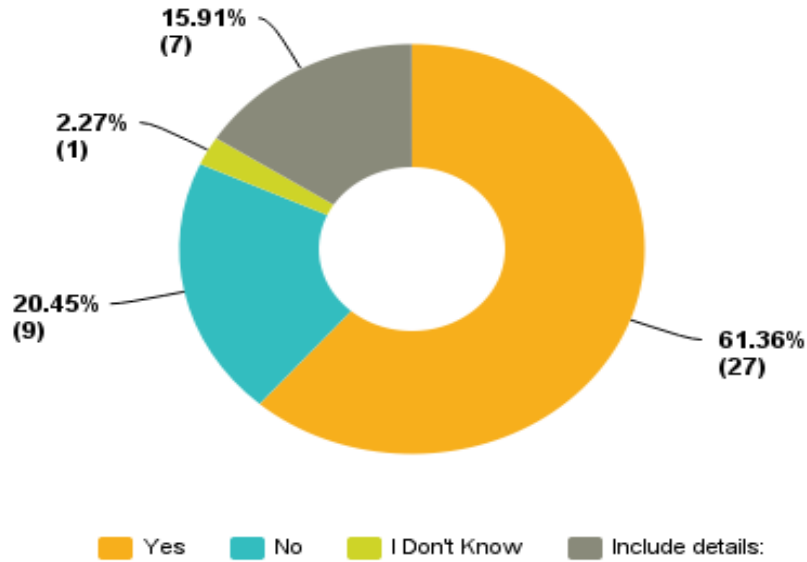
# Q16: Do you get to spend your money how you want to?



Answer Choices	Responses	
Yes	94.12%	48
No	3.92%	2
I Don't Know	1.96%	1
<b>Total</b>		<b>51</b>



Q17: Do you get to go to the church/temple/place of worship that you want to go to? If you would like to attend, where specifically would you like to go?



Answer Choices	Responses
Yes	61.36% 27
No	20.45% 9
I Don't Know	2.27% 1
Include details:	15.91% 7
<b>Total</b>	<b>44</b>

## Q18: What would you like us to know? What would you like to add?

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- I like it here
  - I like going out to eat.
  - I have a nice routine, the staff that I work with are understanding and good to me.
  - I have a good job where I have been for awhile now and they know me pretty good there. So, yes, life is good.
  - I stand up for my rights and if I had a problem with the Arc, then everyone would know. But I don't and that is why I live here. I am free here.
  - I do not go to church often, but I want to become a member of a church
  - I want to learn how to drive
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## Q19: What is Important to you – In your life?

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- My mom, my apartment
  - My family, roommate and apartment
  - Spending money and going out for dinner.
  - I like hanging out with people that I know at the store in town and I like to be able to take a taxi when I want. I feel like I am trusted and that people who know me see that I make good decisions.
  - To go to my workshop and to have a nice bedroom to live
  - My job is important and so is my check
  - My boyfriend, my family and my apartment
  - My Mother and Cousin and my job
  - My sister, staff members and work
  - My family and my job
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## Q19: What is Important to you – In your life?

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- Be nice to others and they will be nice back
  - Family, friends and staff at my home
  - My job and my friends & family
  - My friends & my employment family
  - My health, my church and family
  - My Brother /Family
  - To stay in a group home
  - Visiting my sister
  - To continue to learn
  - Work on my health
  - Visiting my mother
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