

CENTRAL FAIRFAX SERVICES, INC.

MEMORANDUM

TO: Board of Directors
FROM: Paul J. Wexler, Executive Director
SUBJ: 2009 Quality Improvement Survey of Purchasers of Services
DATE: July 15, 2009

As part of the ongoing effort by CFS to obtain feedback from our major stakeholder groups (i.e., persons served, employees, volunteers, families, residential partners), the third biennial Quality Improvement Survey was sent to those organizations which purchase services. This included three Community Services Boards (Alexandria, Arlington, and Fairfax-Falls Church) and three Intermediate Care Facilities/ID (Community Living Alternatives, Community Residences, and Northern Virginia Training Center) which use Medicaid funds to purchase day support services for their residents.

Five of the six purchasers of service responded to the survey. The results of the 2009 survey were very positive with 96% "Yes" ratings; 04% "Usually" ratings; zero "No" ratings, and supportive comments. This was a slight improvement over the previous survey which indicated a 93.3% "Yes" rating.

Four organizations included the following comments:

"Service Coordinators were polled. All had nice comments regarding CFS. One Service Coordinator reported not being informed of a concern until performing an in-service visit-said it happened on more than one occasion for ongoing concerns. One Service Coordinator reported questionable tone in a staff's language directed at a consumer. Coordinator addressed this with CFS staff. With the exception of the couple of comments above, Service Coordinators gave glowing reports".

“(Name of organization) enjoys working with CFS and always appreciates the professional and client centered way they serve individuals”.

“CFS is an exceptional organization which provides quality services while maintaining a friendly family atmosphere. A particular asset is the long-tenured and highly experienced staff. CFS is able to manage unique and first time situations in a very professional and timely fashion. CFS is a service provider which is in high demand from those we serve. Probably our biggest concern is future capacity, but given the current financial scenario, expansion would be difficult now. We look forward to our continued great partnership and providing services to persons with ID. One other note, as documented in other meetings throughout the year, CFS’ staff was exceptional in their quick and professional response to the norovirus challenge this year. CFS is to be commended for this response”.

“Everyone in our agency and all our family members are impressed about the quality, care, and professionalism in the support that CFS provides. CFS is certainly the model for providing day support programming to our population’s most medically fragile individuals”.

SUMMARY: Although these responses are very encouraging, CFS must be diligent in order to continue to receive such positive feedback. As always, I thank all stakeholders who work so hard to assure continuous quality improvement on behalf of the people we serve.