

MEMORANDUM

TO: Managers and Clinicians

FROM: Paul J. Wexler, Executive Director  
Deb Bauer, Assistant Executive Director

SUBJ: Results of Residential Partners Satisfaction Survey

DATE: 11/09/04

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In August, 2004, Central Fairfax Services, Inc. (CFS) sent satisfaction surveys to those organizations which provide residential services to our 134 mutual clients. The goal of this exercise was to obtain input so that we might better coordinate the supports we provide and to enhance inter-agency cooperation. Although we attempt to communicate with our residential partners in a variety of ways throughout the year, it was hoped that a written survey would provide CFS with more formal feedback.

Surveys were sent to the following 13 residential agencies of which eight responded. The number of mutual clients is noted.

- Alexandria Community Services Board (2)
- Chimes, Inc. (10)
- Community Living Alternatives, Inc. (11)
- Community Living Services, Inc. (03)
- Community Residences, Inc. (17)
- Community Systems, Inc. (04)
- Fairfax-Falls Church Community Services Board, Inc. (11)
- Hartwood Foundation, Inc. (26)
- Jewish Foundation for Group Homes, Inc. (3)
- Northern Virginia Training Center (39)
- Our Place/Destiny Place (3)
- Resources for Independence of Virginia, Inc. (4)
- Volunteers of America, Inc. (1)

We will be sending a summary report to all the agencies and individual responses to those which completed the survey. Deb will be meeting with staff to discuss specific situations and obtaining ideas on ways to improve inter-agency relationships.

Although the feedback we received was very positive, there is still room for improvement on the part of CFS. The following is the summary of responses:

- 1.) The services provided by CFS are:  
 Poor 0    Fair 0    Good 3    Very Good 2    Excellent 3
- 2.) CFS staff participation in the IDT process is:  
 Poor 0    Fair 0    Good 1    Very Good 4    Excellent 3
- 3.) Communication with CFS staff is:  
 Poor 0    Fair 0    Good 3    Very Good 2    Excellent 3
- 4.) Coordination of consumer plans, goals, protocols, etc. is:  
 Poor 0    Fair 0    Good 3    Very Good 2    Excellent 3
- 5.) CFS observation of HIPAA/confidentiality/privacy is:  
 Poor 0    Fair 1    Good 0    Very Good 1    Excellent 6
- 6.) The quality and timeliness of client reports and documents are:  
 Poor 0    Fair 0    Good 1    Very Good 4    Excellent 3
- 7.) Information regarding the CFS calendar, special events, etc. is:  
 Poor 0    Fair 0    Good 2    Very Good 3    Excellent 3
- 8.) The timeliness and accuracy of billings submitted by CFS are:  
 Poor 0    Fair 0    Good 0    Very Good 2    Excellent 2    N/A 4
- 9.) Cooperation with Medicaid Utilization Reviews is:  
 Poor 0    Fair 0    Good 0    Very Good 1    Excellent 1    N/A 6
- 10.) Problem solving with CFS staff is:  
 Poor 0    Fair 0    Good 3    Very Good 2    Excellent 3

Of the total 80 responses, 0 were rated Poor, 1 was Fair, 16 were Good, 23 were Very Good, 30 were Excellent and 10 were Not Applicable. Of the 70 actual ratings (excluding the N/A responses which only applied to the ICF/MR programs), 53 (76%) were in the Very Good/Excellent range.

All eight of the responding organizations chose to identify themselves (which was optional) and to add the following comments:

“With the consumers that we serve that attend CFS, the experience seems to be that they enjoy being at CFS”.

“You need to update files (mailing) with the changes we have given you for our new staff. [Names of two group homes] clients are listed on the same address”.

“Although most communication is generally good, some of the direct care staff I spoke with suggested that they would like to be more involved with medical/wheelchair issues and decisions that are made for the consumers we support. Also to be more included in the scheduling of annual meetings in advance”.

“Good philosophy and collaboration. The different departments within CFS could improve with an internal communication system(?). Please schedule annual meetings in consultation with the rest of the team (residential and/or family), otherwise the result is having to re-schedule due to prior commitments. Please look into a way to speed up the process for appropriating [medical] equipment [examples of delays in Medicaid authorizations were included]. Would like to provide more input and have more involvement when therapeutic consultations (ot, pt, speech) take place”.

“Your efforts in providing quality services to our clients are greatly appreciated”.

“We are fortunate to have a community partner like CFS for our consumers”.

“We thank CFS and all your staff for the excellent services provided to [name of agency] clients”.

“CFS is by far our best day service partner. Your professional services are an invaluable asset to our organization and overall the working relationship has been outstanding”.

CFS recognizes that these are very challenging times for people with developmental disabilities and the organizations that support them. Your assistance in better meeting these expectations will be vital to the quality of life for our mutual clients.

As always, thank you for your dedication and cooperation.

CC: CFS Board of Directors