

Walnut Street Center, Inc.  
Day Programs  
Individual Participant  
Satisfaction Survey  
2023 Report

## DAY PROGRAMS INDIVIDUAL SATISFACTION SURVEY

### Walnut Street Center, Inc.

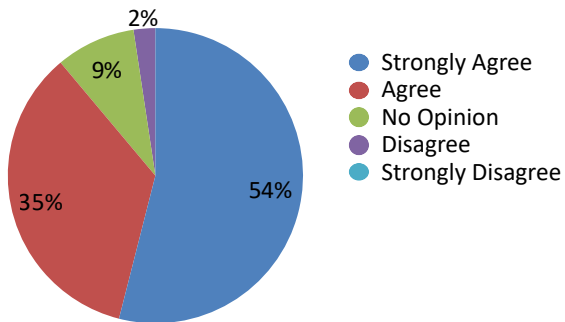
#### Day Programs

In an effort to implement continuous quality improvements, Walnut Street Center, Inc., administers annual satisfaction surveys across service areas and stakeholder groups to assess satisfaction and develop a basis for quality goals to improve results and satisfaction.

In 2023 Surveys were tabulated to include individuals for all service areas. This data serves to establish a new truer baseline in benchmarking by lessening the extraordinary impact of Covid on all service areas. Going forward with the new reset 2023 Benchmark baseline we will be able to compare Day Program Individuals (and all other service areas responses) with greater accuracy and quality improvement insights. The information gathered was discussed with Program Directors to evaluate satisfaction ratings and will inform our next Program Improvement Plan (PIP). Select goals will be measured quarterly in the (PIP) to measure progress and continuing improvement across metrics.

## DAY PROGRAMS INDIVIDUAL SATISFACTION SURVEY

### I have a choice about how I spend my day



89% of Day Programs participant's surveyed expressed satisfaction with the amount of choice they make regarding how they spend their day.

#### Summary:

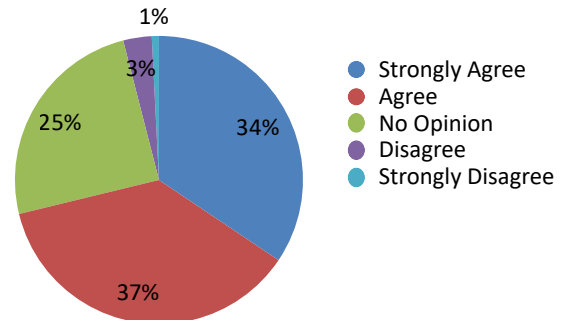
- **Ensure Individuals are offered choice.**

71% of Day Programs participants surveyed agreed that their opinions are listened to when it comes to hiring new staff.

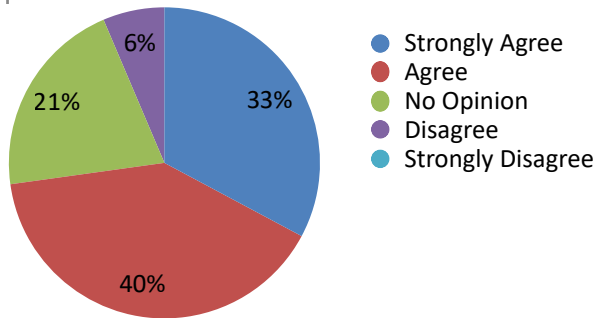
#### Summary:

- **Program Managers will continue to include individuals in the hiring process and filling out individual response sheet, which is currently part of application.**

### My opinions are listened to when we hire new staff



**I have input into my service plan by choosing the goals I want to work on**



73% of Day Programs participants surveyed agreed they have input into their service plans by choosing their goals.

**Summary:**

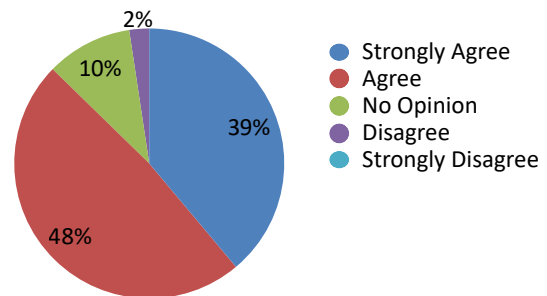
- **During preparation for the ISP meeting or development of the Day Habilitation Support Plan program staff will elicit individuals' feedback regarding goals they want to work on and incorporate it into the documents.**

with having opportunities to learn skills needed to meet their goals.

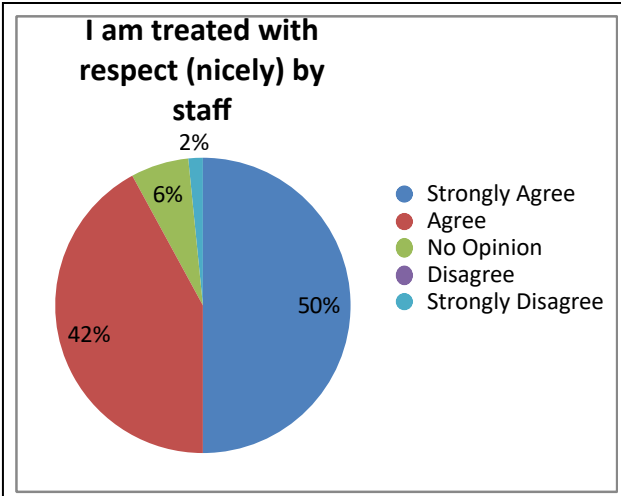
**Summary:**

- **Staff will document skill acquisition daily via caretracker.**

**I learn the skills I need to meet my goals**



**DAY PROGRAMS INDIVIDUAL SATISFACTION SURVEY**



92% of individuals report that they are treated with respect by staff.

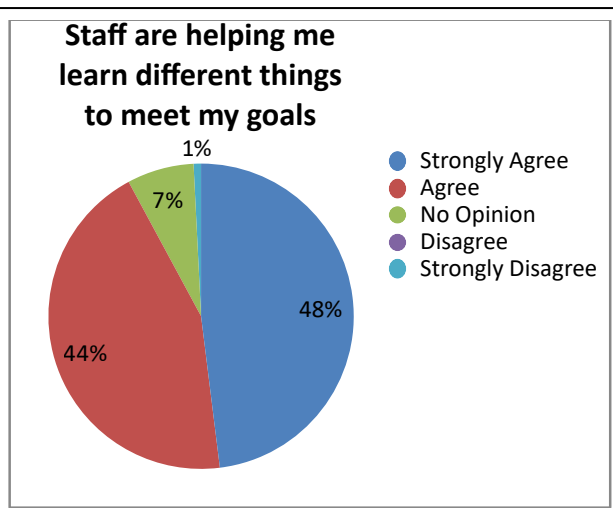
**Summary:**

- **Managers will promote an “open door” policy for individuals to let them know how they are being treated.**
- **Continue PBS Trainings.**

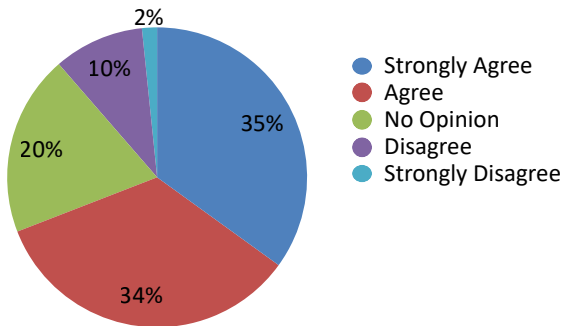
92% of Day Programs survey participants indicated satisfaction with staff helping them learn different things to meet their goals.

**Summary:**

- **Staff will document daily via caretracker the different methods used to assist individuals in meeting their goals.**



**I have access to community opportunities or community outings that I enjoy.**



69% of Day Programs survey participants reported that they have access to community outings that they enjoy.

**Summary:**

- **CBDS/Split will provide weekly options for community access opportunities for individuals based on their choices and abilities.**
- **Day Habilitation doesn't participate in**

92% of Day Programs participants reported that they like being at their program.

**Summary:**

- **Day Programs will continue to provide quality service that promote independence, skill development and goals directed activities and interventions.**

**I like being at my program**

