

Walnut Street Center Family/Guardian Satisfaction Survey

2023 Report



Walnut Street Center Family/Guardian Satisfaction Survey

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 Residential Individuals input, Day Programs Individuals input, and Family Guardian input with greater accuracy and quality improvement insights. The family/guardian survey tool is comprised of 17 Agree/Disagree statements.

WSC utilized Qualtrics, an Online Survey tool and distributed paper surveys to Family/Guardians in December 2022 and January 2023. This resulted in 26 paper surveys and 31 Qualtrics Survey returned.

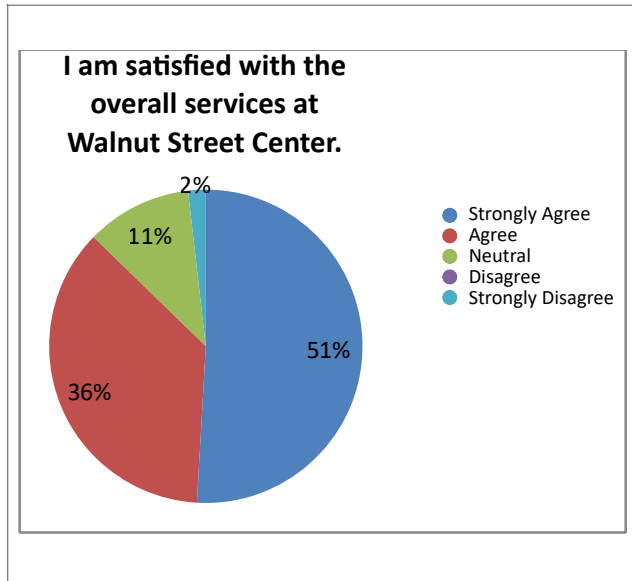
Results will be available to families and guardians through the WSC website, stakeholder forums, and next year's survey mailing. These results are also shared among the WSC team and used to formulate objectives for FY24.

Summary of Findings

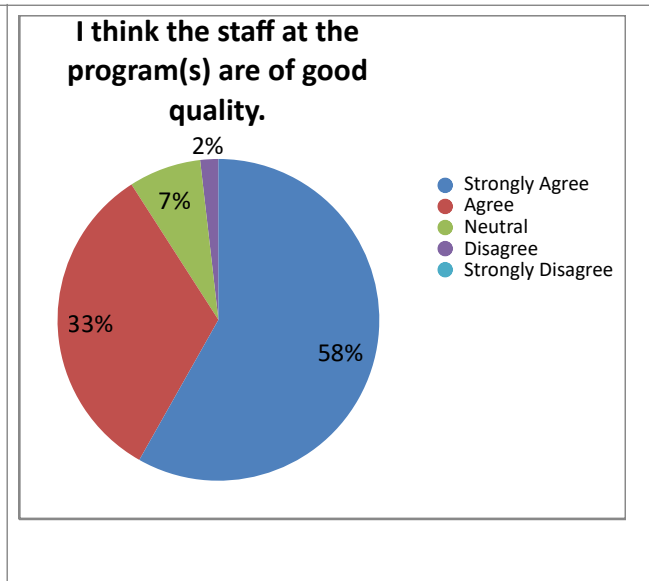
When satisfaction is defined as replying “Strongly Agree” or “Agree:”

	2023
I am satisfied with the overall services at Walnut Street Center.	87%
I think the staff at the program(s) are of good quality.	91%
I have adequate input into service planning and/or care planning	76%
Walnut Street Center staff are available when I need to speak to them.	89%
I feel confident that employees know how to do their jobs.	82%
Individuals supported by WSC have input into the services they receive.	69%
Individuals supported by WSC have access to the community resources/support they need.	77%
Walnut Street Center management is available when I need to speak to them	91%
I know who to contact at Walnut Street Center if I have a question.	96%
I am satisfied with the nursing services available to individuals supported by WSC.	72%
In the event of an emergency, I am confident that prompt and suitable care will be given.	91%
Clinical-Behavioral Services effectively addresses the needs of the individuals served.	72%
Individuals supported by WSC have a well prepared and nutritionally balanced diet (<i>Residential only</i>).	88%
EN1: Overall I am satisfied with the cleanliness of Walnut Street facilities.	87%
EN2: The location my family member lives in (or attends for day program) is equipped with the necessary adaptive equipment.	88%

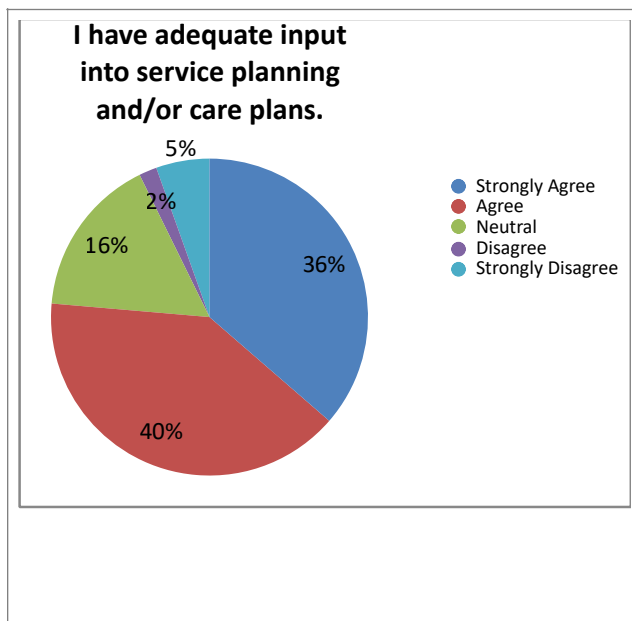
EN3: The size of the location is adequate for the number of individuals.	85%
EN4: My family member has an adequate amount of personal space (Residential only).	100%



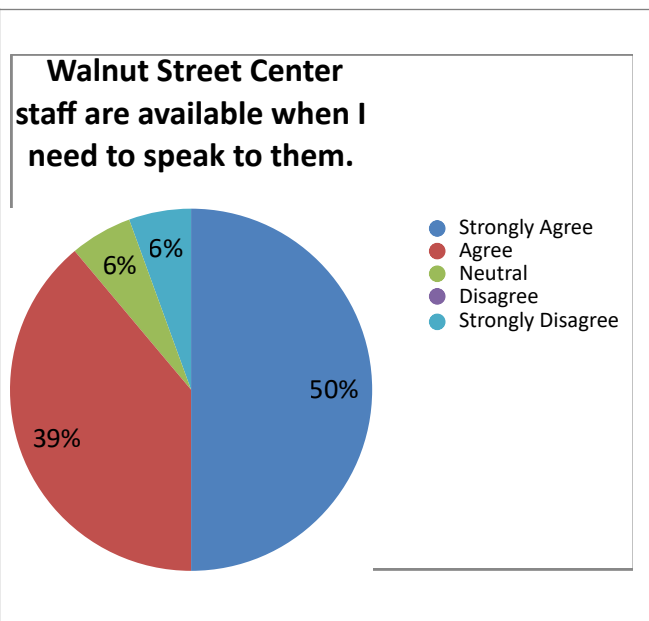
87% Strongly Agree or Agree (51%, 36%)



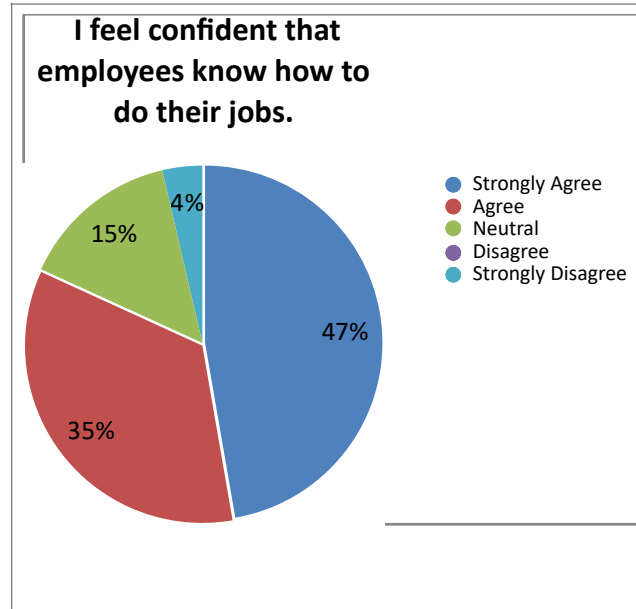
91% Strongly Agree or Agree (58%, 33%)



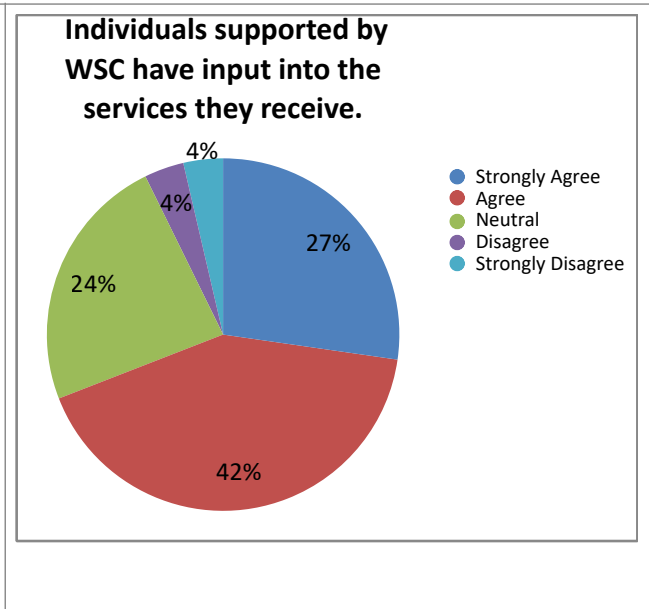
76% Strongly Agree or Agree (36%, 40%)



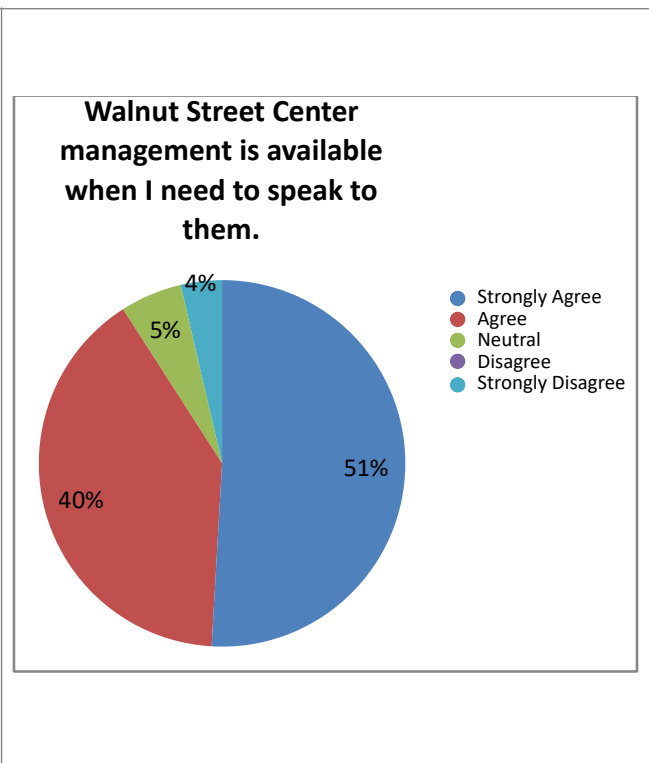
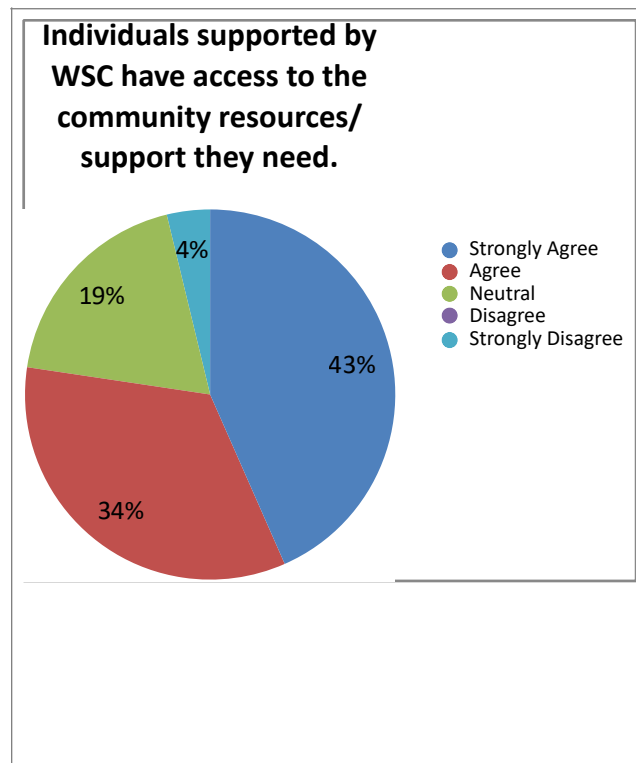
89% Strongly Agree or Agree (50%, 39%)



82% Strongly Agree or Agree (47%, 35%)

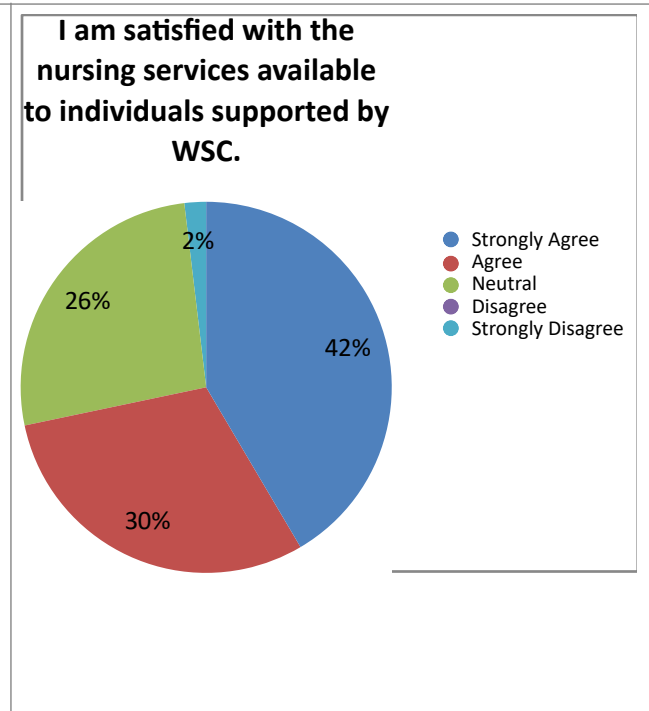
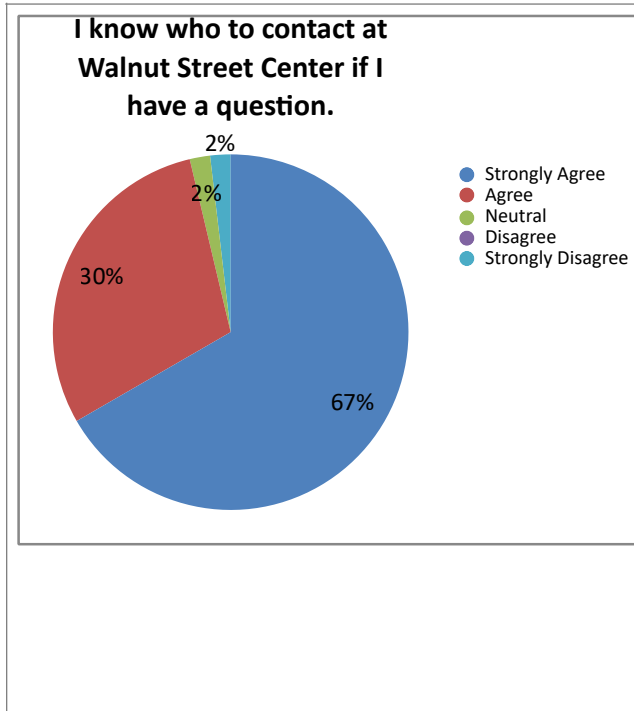


69% Strongly Agree or Agree (27%, 42%)



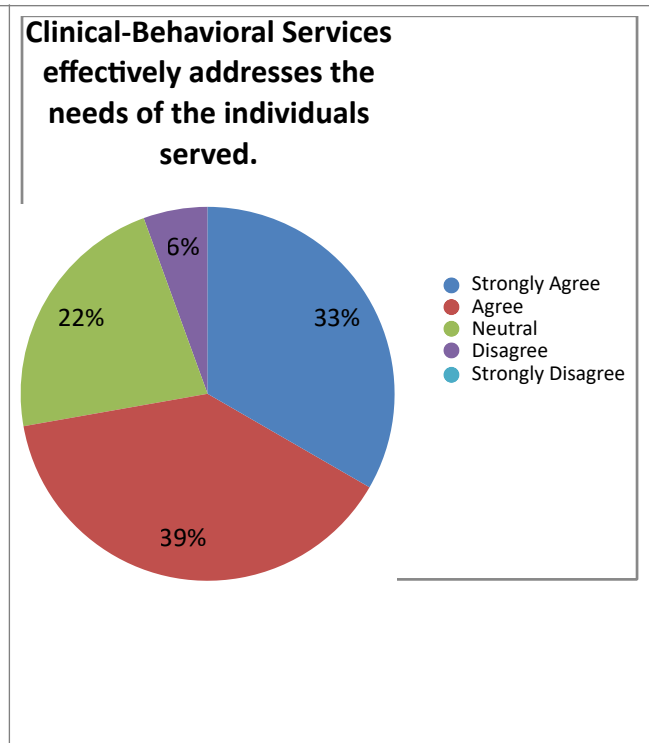
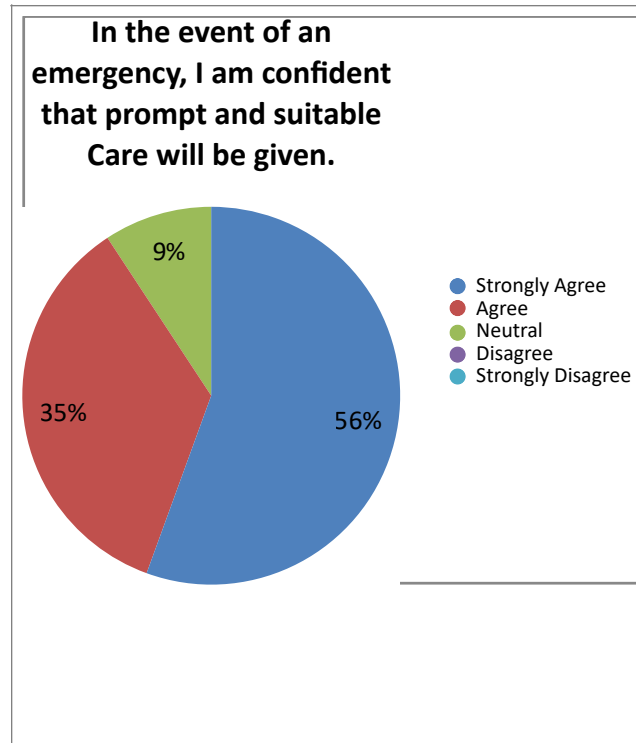
77% Strongly Agree or Agree (43%, 34%)

91% Strongly Agree or Agree (51,40)



96% Strongly Agree or Agree (67%, 29%)

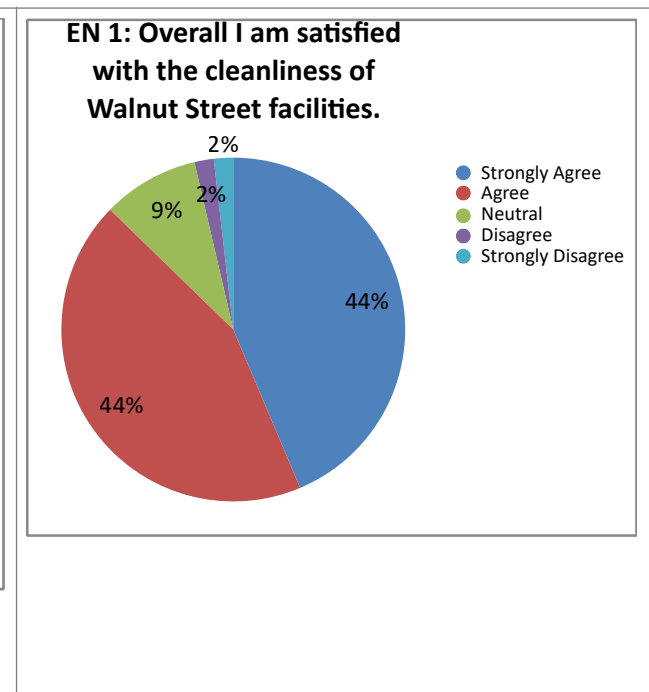
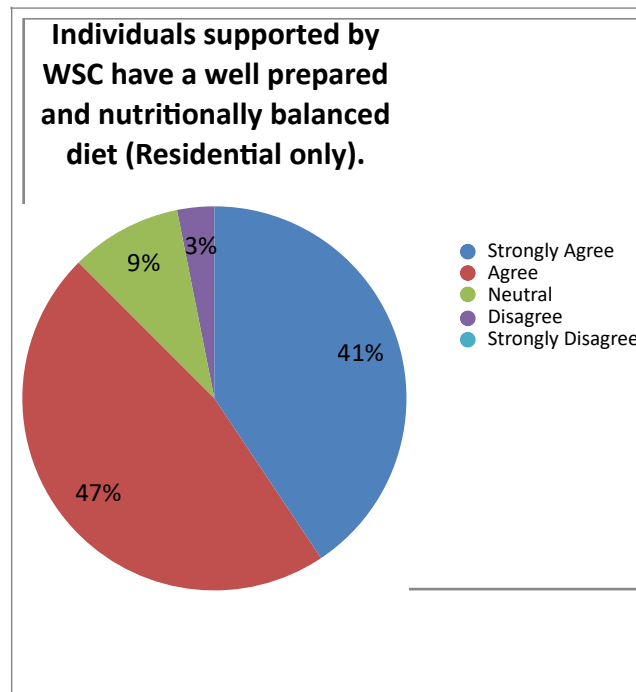
72% Strongly Agree or Agree (42%, 30%)



91% Strongly Agree or Agree (56%, 35%)

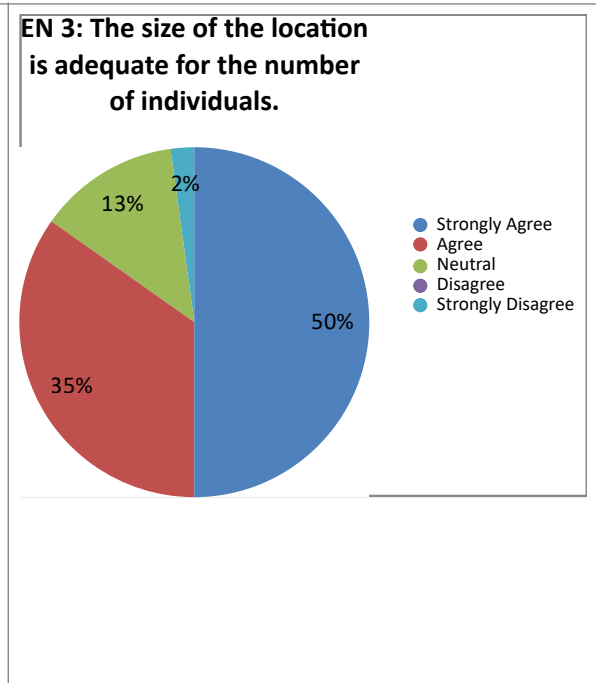
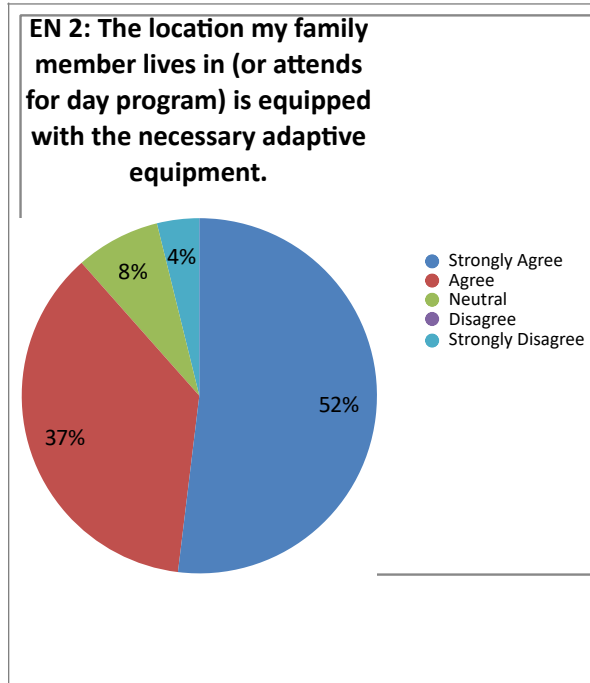
72% Strongly Agree or Agree (33%, 39%)

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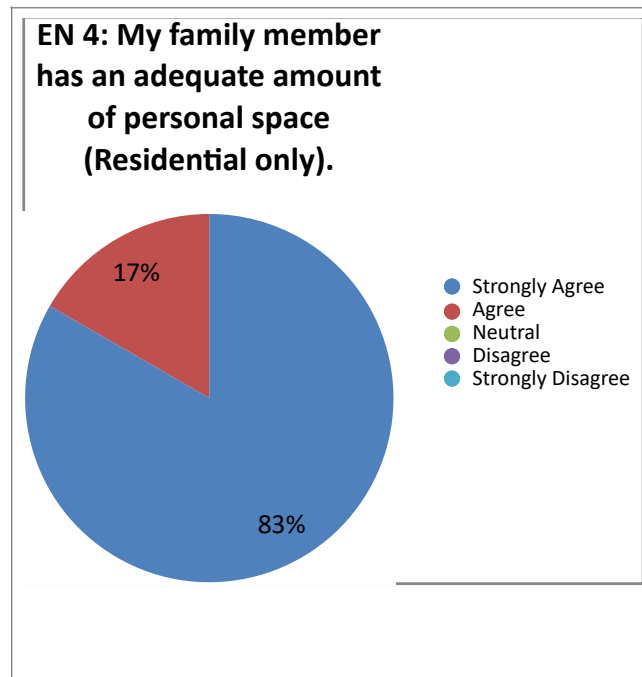
88% Strongly Agree or Agree (41%, 47%)

87% Strongly Agree or Agree (43%, 44%)



88% Strongly Agree or Agree (52%, 36%)

85% Strongly Agree or Agree (50%, 35%)



100% Strongly Agree or Agree (83%, 17%)

Is there one area in which you feel Walnut Street Center provides exceptional service?
The Day Program is fantastic, and Services meet J's needs
I like that they take them out of the center a couple of days a week. My child enjoys the outings.
Notify family members if any concerns and RN Staff
Communication with family
In caring for their client
All Around they do a fabulous job
Staff Amy and Josie
The Quality of Care She Receives
The art room and outdoors
The staff Isaak is extraordinary in working with the participants, in maintaining a stimulating and peaceful classroom environment residential experience.
The staff tries to find activities like art that J enjoys.
No
Safety & well-being for family members
Field trips when Covid numbers are down
Tending to the individual's health needs.
The activities are exceptional
Communication
Working with families when emergencies arise.
Communication
Communication with family about the adult's day at the program.
Communication with family about the adult's day at the program.
PT has been great
Having the staff assist residents with cleaning their rooms and house
Not Enough field trips
More Parents group
In response to member crisis' and provided needed supports in promptly.
Communication
Quick access to staff
All exceptional service
The communication with the center is very good
I think Walnut Street Center is a great agency that cares deeply about the individuals it supports.
The day program at WSC provides exceptional services that has always been my experience

Is there one area in which you feel Walnut Street Center provides exceptional service?
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I like that they take them out of the center a couple of days a week. My child enjoys the outings.
Notify family members if any concerns and RN Staff
Communication with family
Believe all staff are genuinely interested in supporting Rebecca in having the best day possible each day she's there.
Attending to daily needs and medical care

Is there one area in which you feel Walnut Street Center needs improvement?
Communication within residential homes! Management only communicates negative interactions and often times when its too late to address an issue.
More communication about the time. The client spend at the facility-center
I think that they do a great Job!
Yes, Nutritionally balanced diet
Still to new to say
All team must be present during ISP annual meeting.
Due to the pandemic some outings were curtailed. Now that people and places are opening up things should start to pick up again. Everyone could always try to improve themselves right now things are continuously improving.
More outing letting people go to dunking on their own Dir. and ass. dir.
The Café
I would support more outdoor activities--daily basis if possible. All participants should be out for a daily walk for at least 1 hour.
When you call the Center if the machine answers it does not list the mailbox numbers by name sometimes making the Center unreachable.
No
At the moment not anything needs improvement
Horseback riding when numbers are down

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More communication about the time. The client spend at the facility-center
I think that they do a great Job!
Yes, Nutritionally balanced diet
house staff
No.
Keeping up with maintenance
None
Too many movies not enough community outings
Thank you for supporting the adults with disabilities. The Alonso family appreciated that!
No
Professional cleaners should clean residences once a quarter as houses are not cleaned deeply, especially bathrooms and staff are not hired to be cleaning personal and residents are not qualified to clean deeply
Respect for parents
Communication to parents/guardians
I do not
N/A
No
No
I feel that the staff at the housing units needs to be improved, there are some good employees that know how to work with people with special needs but there are some employees that shouldn't be in this field of work, especially when dealing with Agency staff, the quality and temperament and capability of some individuals provided by these Agency's is very poor and totally inappropriate for the job of helping people with special needs.
With great improvements across the board the only reason some answers were not "agree" or "strongly agree" was to strive for more consistency.
Turnover in house management

Additional Comments
Happy with Program- staff easily reached and keep me informed of any concerns- same w/RN staff
"I love Walnut Street Center because my son feels safe & its an excellent program. R has been there for 6 years and has never complained (WSC). It's very diverse & there's a lot of outings. All your staff are responsible."
I looked at the survey and answered only a few of the questions. K really hasn't been there long enough (less than two months) for us to answer most of the questions. I believe once K start her service plan we will have a better idea of how things are going. I will say that I was very impressed with the facility (technology, cleanliness). You were able to accomplish more than most other Day Hab centers by bringing individuals back to their much-needed services and socialization. I think the most important thing for us is communication. Lucy sent me a schedule, which is very helpful, and the names of the staff in K's group. I think a communication book would help a lot even if we only get a note once a week. I never formally met the staff, I appreciate how busy everyone is, but I think the communication book would also help introduce them to me. I am looking forward to meeting with her team once her evaluations are complete. Thank you so much for all you do.
We know E arrived in a dramatic way. What I would like is for him to have more opportunity to be in the community. Thank you for all "you" as a community have done to support E & I in this transition.
Thank you for Everything. Nancy & Ed Grabowski
M is very happy at WSC, she gets everything ready the night before because she is looking forward to going to WSC in the morning. We are glad we made the decision to change programs.
Very satisfied with the program
No
There seems to be frequent turnover in house management which can make it difficult to know whom to contact.
No Comment
We have enjoyed our relationship with WSC
Thank you for supporting the adults with disabilities. The Alonso family appreciated that!
Additional Comments
Parents Groups b
Leaves a lot to be desired
You guys are doing a fantastic job!
R enjoys going to WSC and believe staff has worked hard to include her in as many onsite activities and beginning to have her participate in returning to community outings too. Lots of attention to support her to engage in peer communication. R has been appreciative and proud to utilize her stander again. Family is pleased with this too.

Length of time at WSC	What made you choose to partner with WSC?
About 15-16 years	Recommendation
5 hrs.	It was the best of the area.
2 years	
4 years	We like the place when we were doing tours. It was the best fit for our child's needs.
3 years	
6-7 years	Great atmosphere - Friendly staff and RN's.
6 years	
6 years	
2 months	Recommended by parents (friends) of individuals that attend. WSC
6 months	When looking at programs I appreciated Sara/Lucy support in showing me the program. Windows to see into classrooms-Sun on one side.
5.5 years	Services provided, attentive staff, modern facilities, good security
5 months	It's close by
8:30 - 2:30	
2 years	Good Reviews, Close to home
10 years - Don't Remember	
11 Months	Location and recommendation from friends who already attend WSC.

Family/Guardian Satisfaction Survey Report

Length of time at WSC	What made you choose to partner with WSC?
from 1st yr. it moved to new	Cleanliness, the very professional staff, and the brightness of the atmosphere, also the caring staff members.
5 days	My bowling friends Derrick and Amanda
5 months	Good first impression, my son A comfortable at the visit with the staff and fellow participants.
15 Years	Highly Recommended by Friends
unsure maybe 10 yrs.	GBRS Shelter closed for J because of this Location
9am-3pm	Doctor Referral
20 yrs.	Turning 22