

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

## RESIDENTIAL PROGRAMS INDIVIDUAL SATISFACTION SURVEY

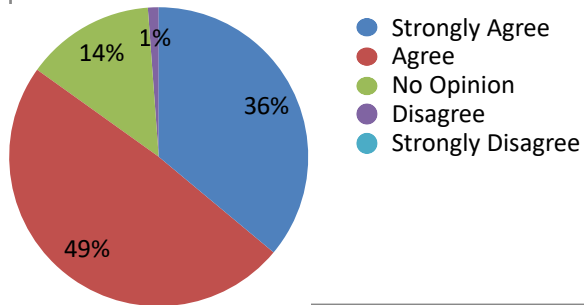
### Walnut Street Center, Inc.

#### Residential 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 Residential 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.

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



75% of Residential Program participant’s surveyed expressed satisfaction with the amount of choice they make regarding how they spend their day.

**Summary:**

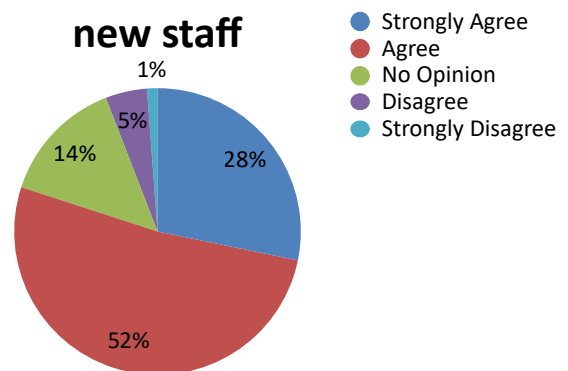
- **Individuals are offered choice each day during based on their feedback from weekly house meetings.**

80% of Residential Program participants surveyed were in agreement that their opinions are listened to when it comes to hiring new staff.

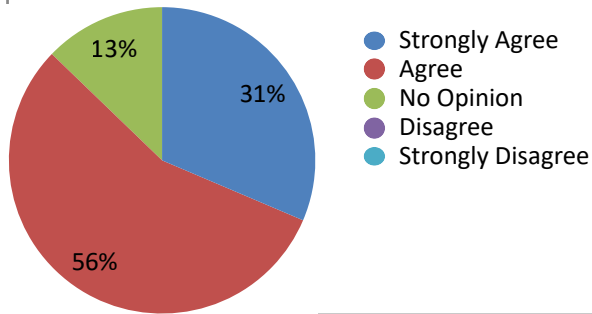
**Summary:**

- **Program Managers will continue to include individuals in the hiring process by involving them in house/site visits and completing individual feedback form which is part of the 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**



87% of survey participants in Residential Programs state that they have input into their service plans by choosing their goals.

**Summary:**

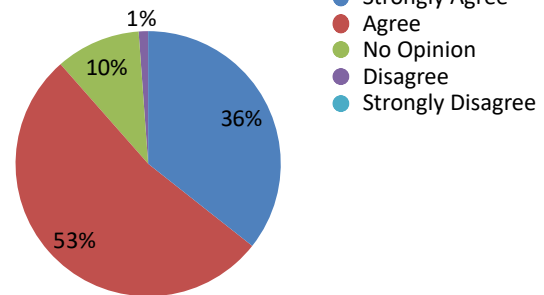
- **During preparation for the ISP meeting program staff will elicit individuals' feedback regarding goals they want to work on and incorporate it into the documents.**

agree with having opportunities to learn skills needed in order to meet their goals.

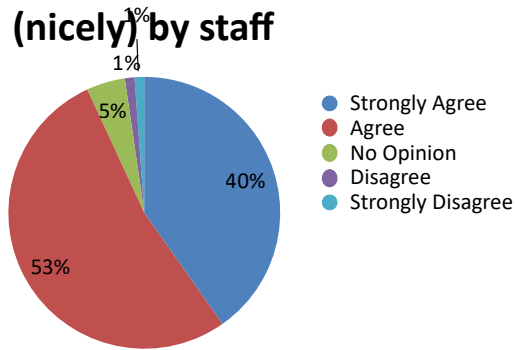
**Summary:**

- **Staff will document daily on the skills that individuals are utilizing to meet their goals.**

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



**I am treated with respect (nicely) by staff**



93% of individuals report that they are treated with respect by staff.

**Summary:**

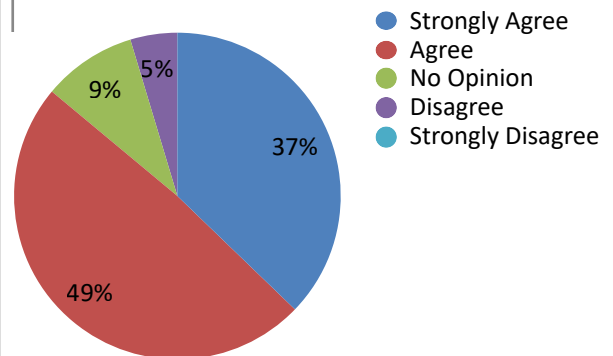
- **Managers will promote an “open door” policy for individuals to let them know how they are being treated.**
- **Continue PBS Trainings.**

86% of Residential program survey participant indicated satisfaction with staff helping them learn different things to meet their goals.

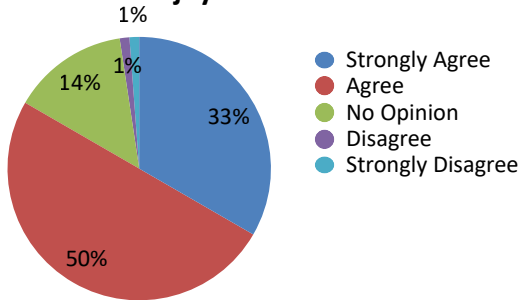
**Summary:**

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

**Staff are helping me learn different things to meet my goals**



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



84% of Residential Program survey participants reported that they have access to community outings that they enjoy.

**Summary:**

- **Residential programs will provide weekly options for community access opportunities for individuals based on their choices and abilities.**

89% of Residential Program individuals reported that they like being at their program.

**Summary:**

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

**I like being at my program**

