

ArcGNO Quality Assurance Survey Results September - December 2022

GROUP EMPLOYMENT MEMBERS

100% Report liking their job

93% Report liking their co-workers

35% Report being involved in choosing their goals

98% Report receiving necessary training and tools for their position

23% Reported interest in changing jobs

48% Report interest in community-based jobs

COMMUNITY EMPLOYMENT MEMBERS

Employed 60%

83% Report liking their job

67% Report liking their work schedule

100% Report comfort in asking their onsite supervisor for help

83% Report feeling supported by their onsite supervisor

67% Report comfort in asking their job coach for help

83% Report satisfaction with the frequency of job coach contacts

50% Report satisfaction with ArcGNO's support in finding a job

50% Report satisfaction with the length of time it took to find a job

83% Report positive interactions with the community at large

Seeking a Job 40%

0% Report that the Employment Specialist has found opportunities that match their interests

COMMUNITY EMPLOYMENT MEMBERS (CONT)

50% Report that the Employment Specialist has secured interviews for them

0% Report satisfaction with the length of time it is taking to find a job

0% Report satisfaction with the frequency of Employment Specialist's contacts

50% Report satisfaction with the speed of Employment Specialist's responses

100% Would recommend ArcGNO to others

CONTRACT HOLDERS

100% Report that crews complete contract specifications

100% Report that crews are courteous and professional

100% Report that crews complete contract tasks upon 1st visit

100% Report raising quality concerns in the past year

100% Report concerns were addressed quickly and appropriately

0% Report interaction with crews has deepened their understanding of the IDD community

100% Would recommend ArcGNO to others

COMMUNITY INTEGRATION FAMILIES

84% Report ArcGNO sets and executes high standards of service quality

94% Report ArcGNO staff are courteous and professional

87% Report being involved in planning their loved one's services

87% Report ArcGNO supports their loved ones in reaching their goals

84% Report ArcGNO engages their loved ones in activities they enjoy

81% Report ArcGNO keeps them informed

97% Would recommend ArcGNO to others

94% Report happiness with ArcGNO services

COMMUNITY INTEGRATION MEMBERS

95% Report satisfaction with community outings

91% Report satisfaction with onsite activities

72% Report satisfaction with goals

76% Report being able to choose activities

80% Report that ArcGNO staff support them in reaching their goals

94% Report that ArcGNO staff encourage them to participate in activities

91% Report that ArcGNO staff treat them with respect

89% Report feeling comfortable asking ArcGNO staff for help

94% Report happiness with their community center

RSS MEMBERS

85% Report that ArcGNO staff engage them in activities at home

83% Report that ArcGNO staff engage them on community outings

56% Report that ArcGNO helps them access community resources

61% Report that ArcGNO staff help them to reach their goals

93% Report that ArcGNO staff are on-time for work

80% Report that ArcGNO staff rarely call out for shifts

83% Report that ArcGNO staff encourage them to make their own choices

98% Report happiness with RSS