

SCO Satisfaction Survey Results- 2017

The Arc Alliance SCO sent 300 surveys to a random sample across all funding streams and counties. Of the 300 sent, 83 of them were returned containing trackable data.

The rating scale used for these surveys is:

3. **Outstanding:** Exceeds expectations, goes above and beyond, extremely satisfied

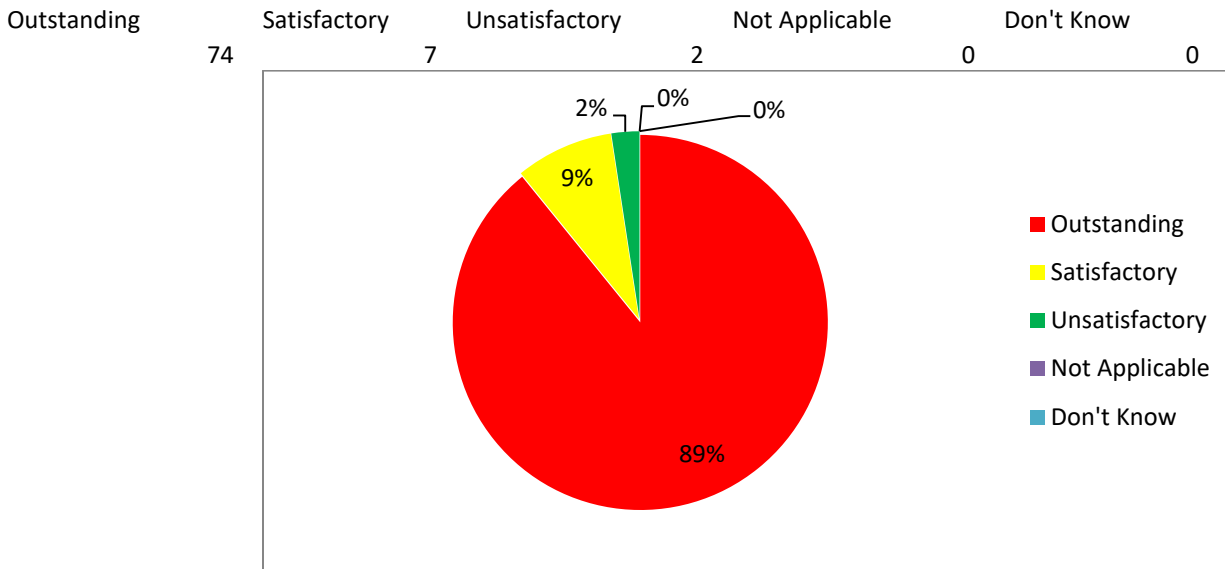
2. **Satisfactory:** Acceptable, fulfills expectations, good overall

1. **Unsatisfactory:** Below expectations, room for improvement

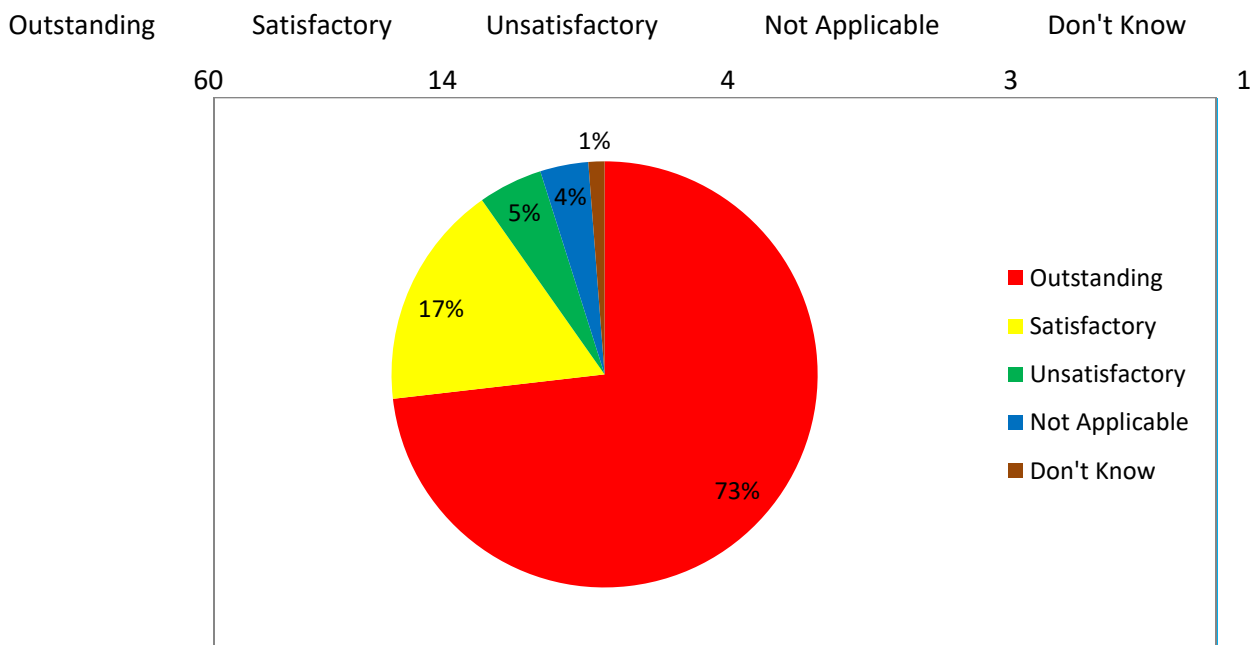
N/A (not applicable): This question does not apply to me or was not something I experienced this year.

Don't Know: I don't understand the question or I don't know how to respond.

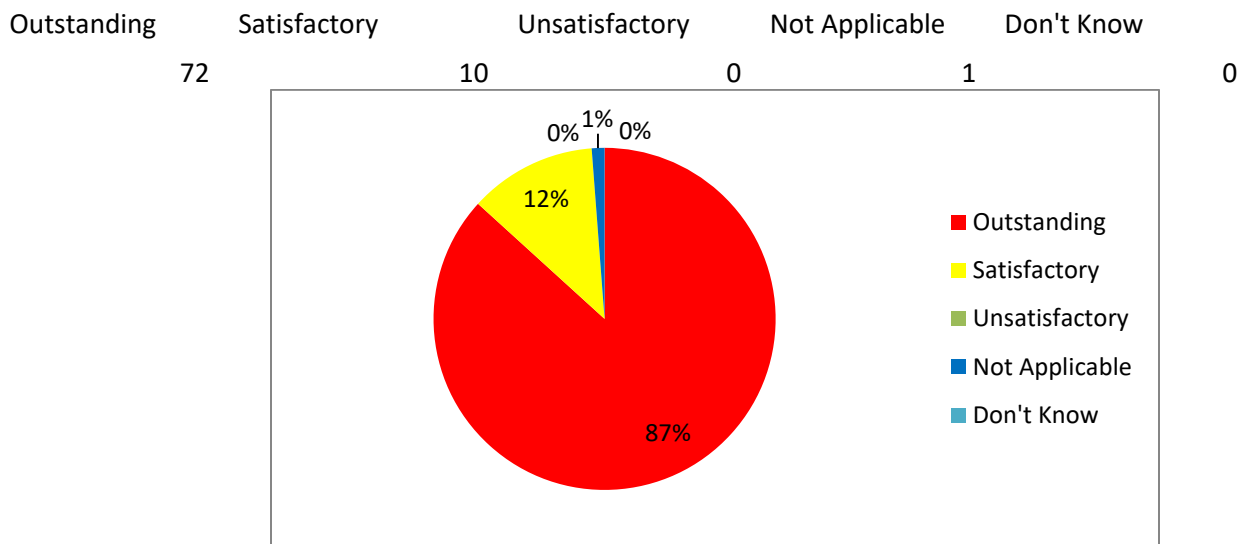
1. I know how to get in contact with my Supports Coordinator (SC) when needed. **[83 total]**



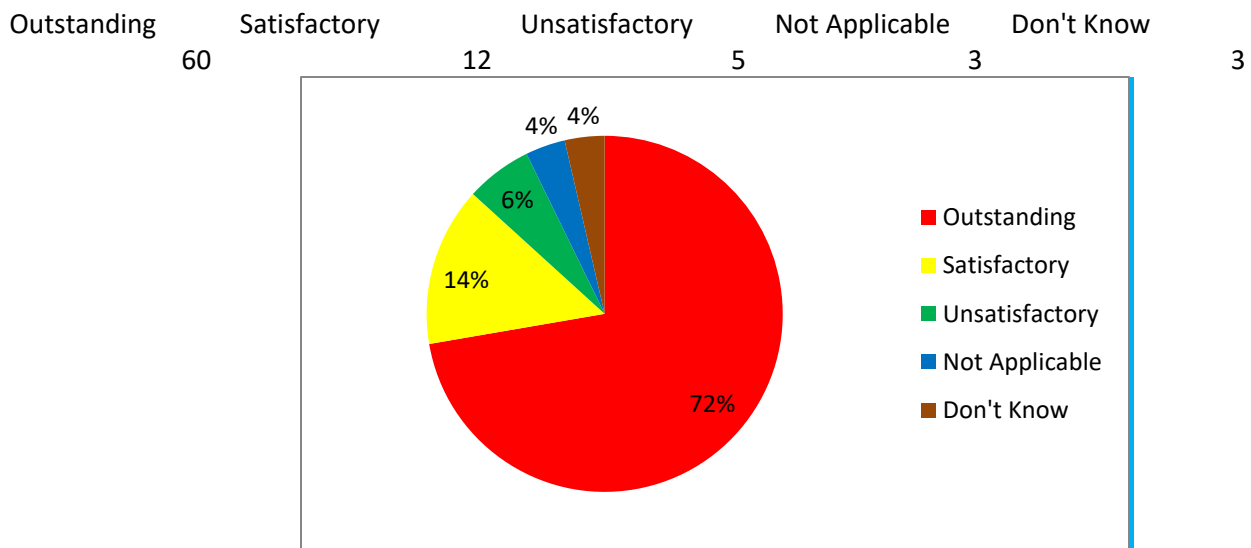
2. If I leave a message or send an email for my SC, it is returned within 1 business day. **[82 total]**



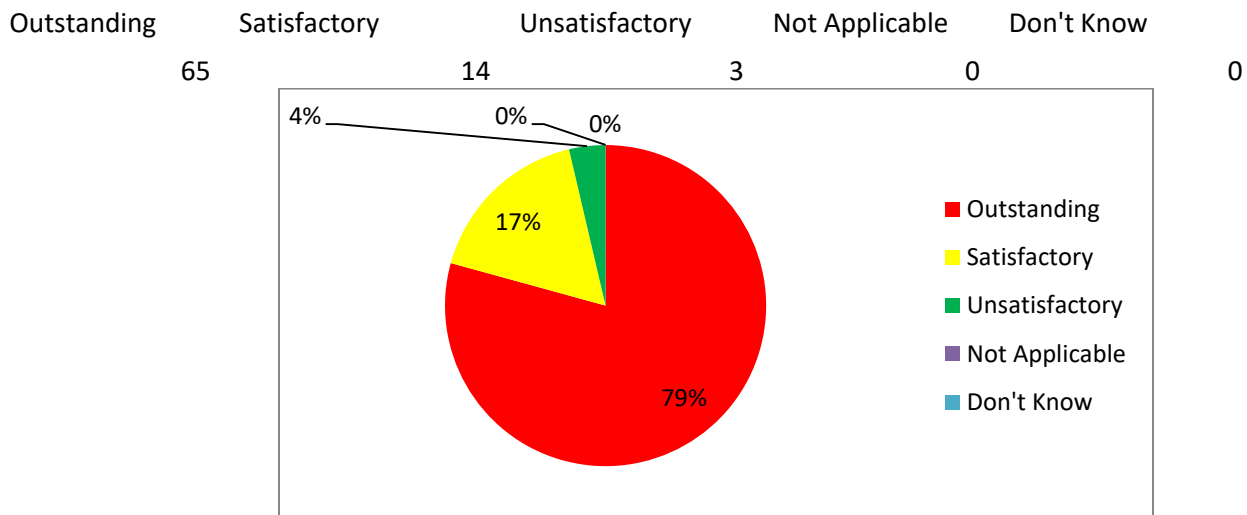
3. Meetings and visits are scheduled at a time and place that's convenient for me. **[83 total]**



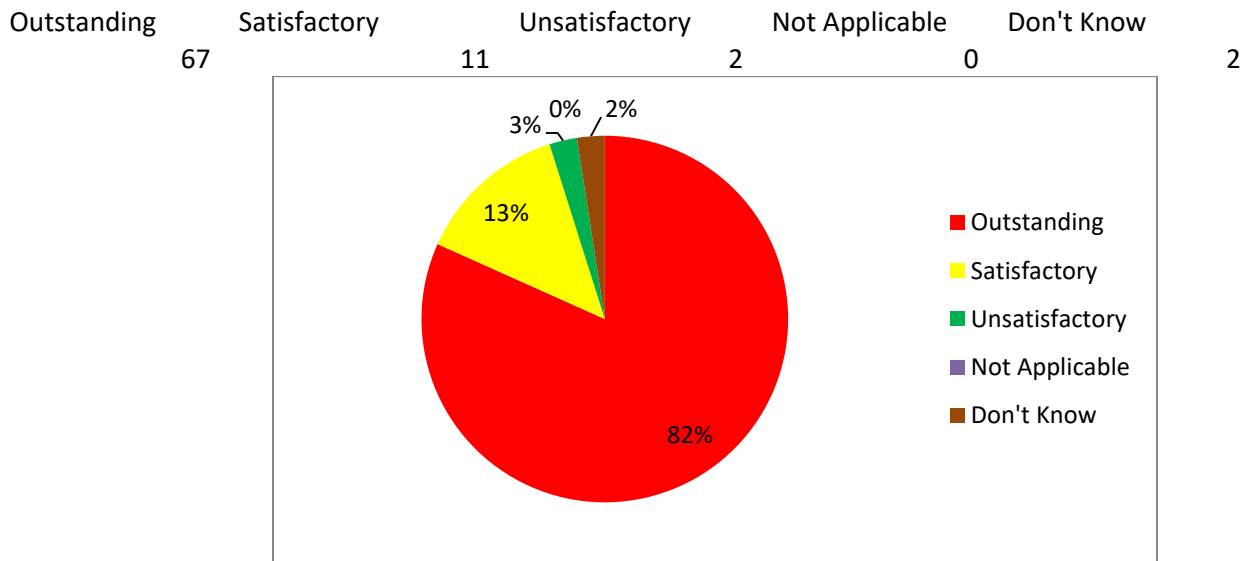
4. My SC asks me who I want to invite to meetings. **[83 total]**



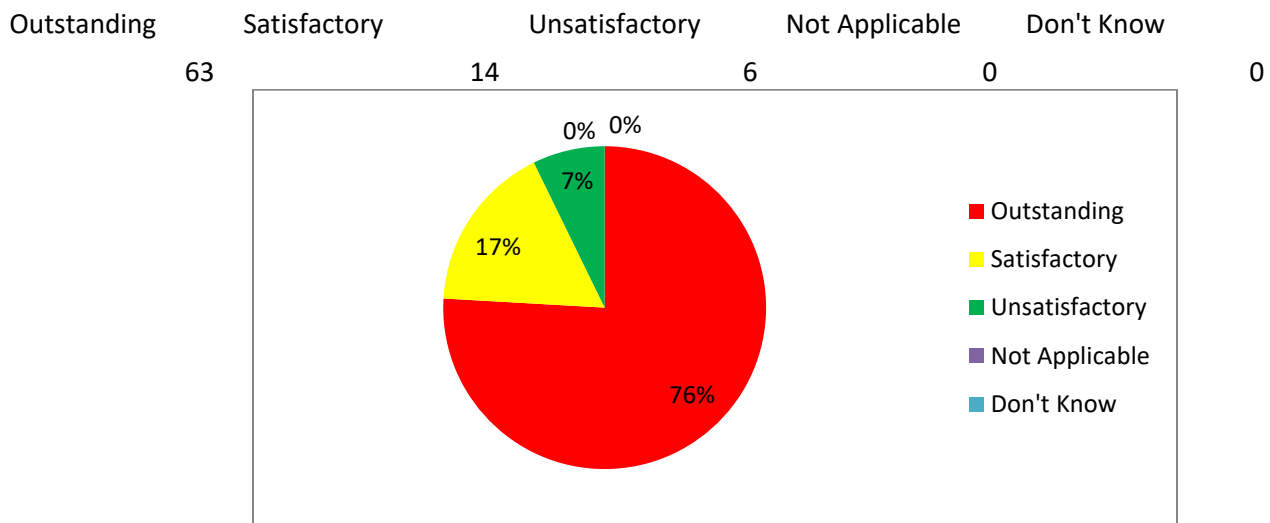
5. My SC encourages me to communicate my desires, choices and concerns. **[82 total]**



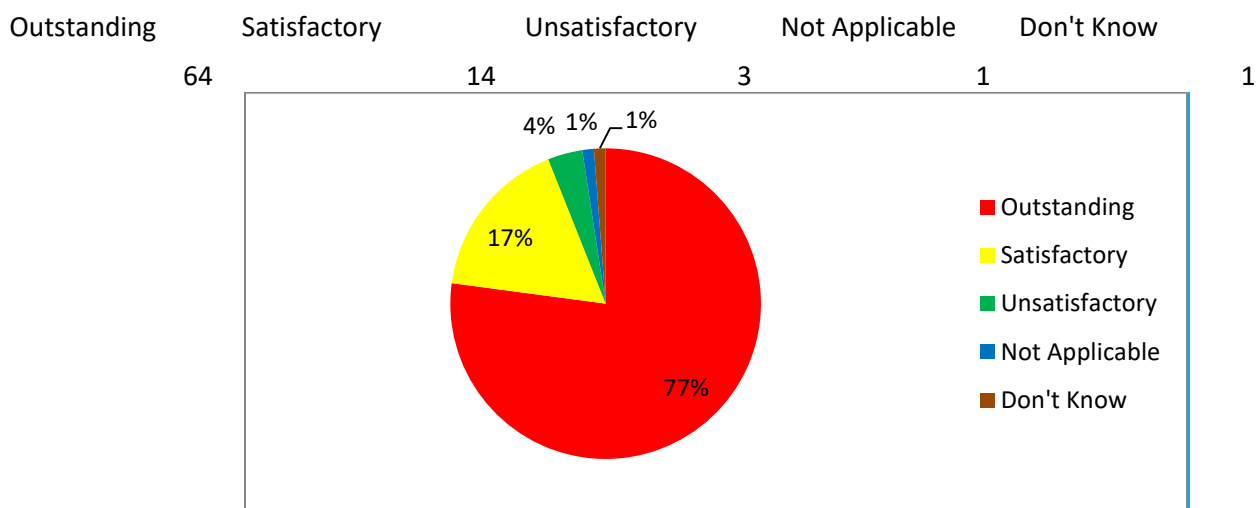
6. My choices are respected and honored by my SC. **[82 total]**



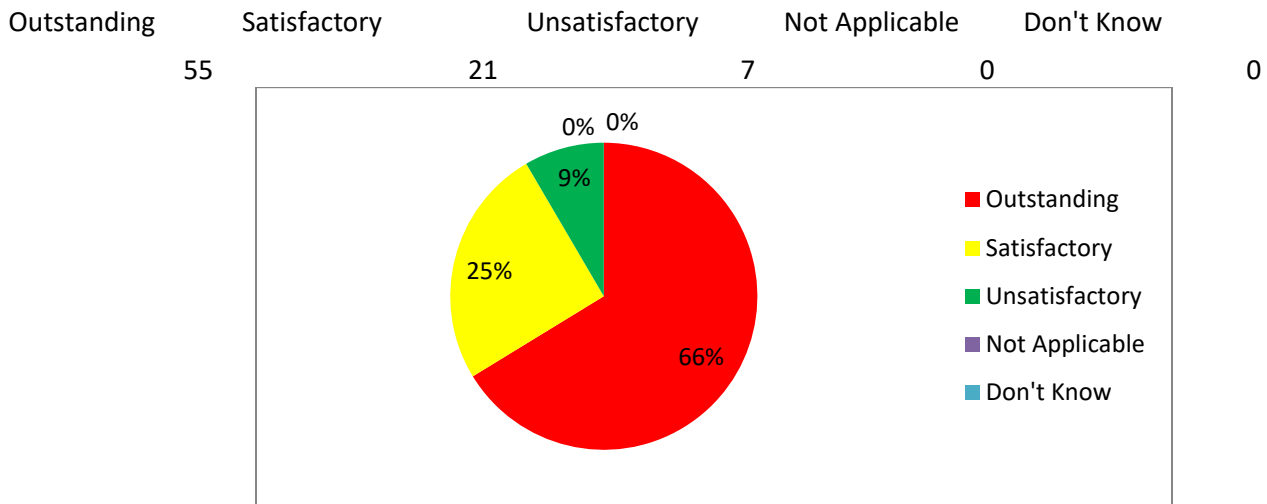
7. My concerns and questions are followed-up by my SC to ensure I'm happy, healthy, and safe. **[83 total]**



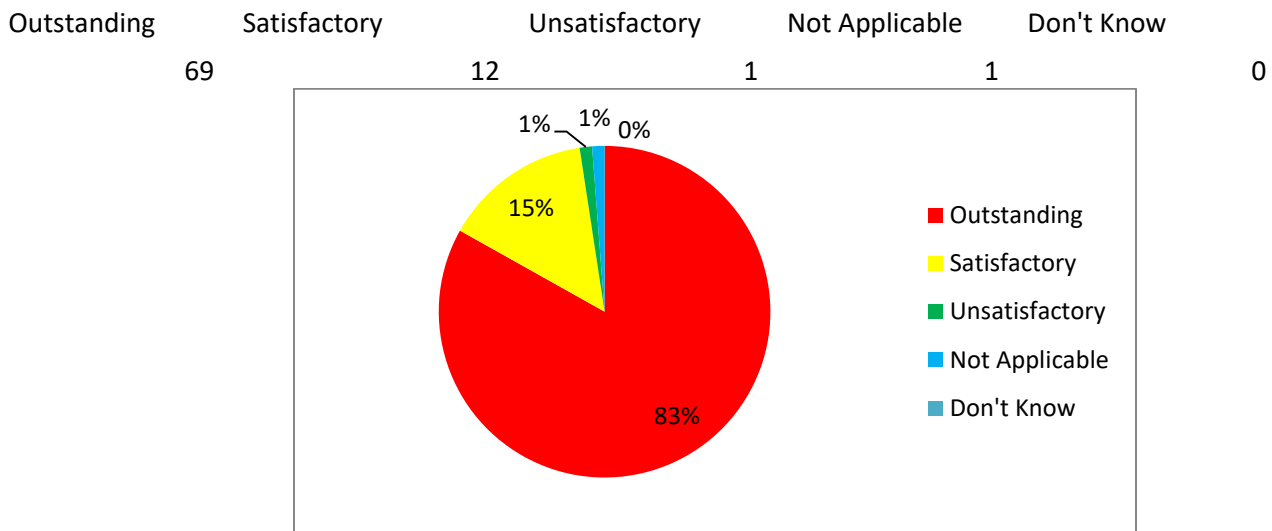
8. Services, supports, and any other information is explained by my SC in a way that I can understand. **[83 total]**



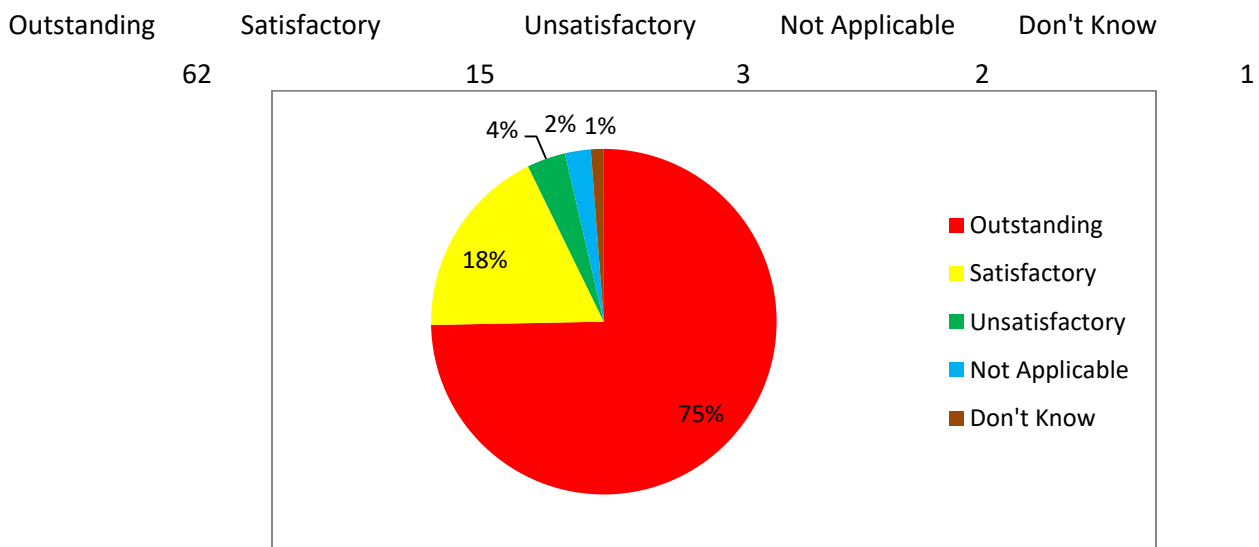
9. My SC checks in with me to ensure everything is okay in my life. **[83 total]**



10. My culture, lifestyle, and overall self are treated with dignity and respect. **[83 total]**



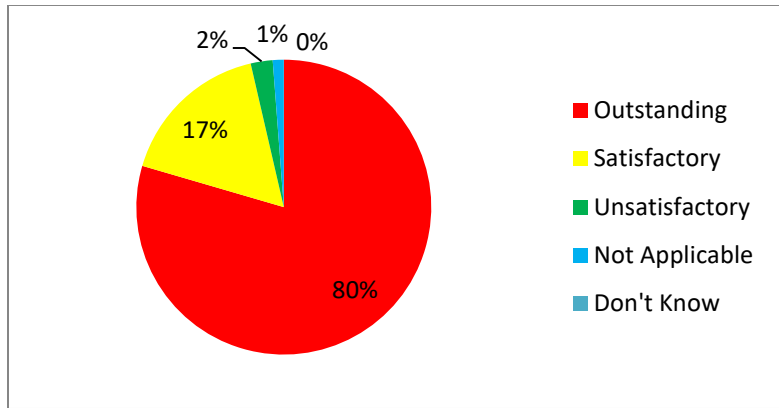
11. Paperwork related to my ISP and other requested information are sent to me in a timely manner. **[83 total]**



12. The information in my ISP and other documents is reflective of who I am and is worded in a person-centered, positive way. **[83 total]**

Outstanding Satisfactory Unsatisfactory Not Applicable Don't Know

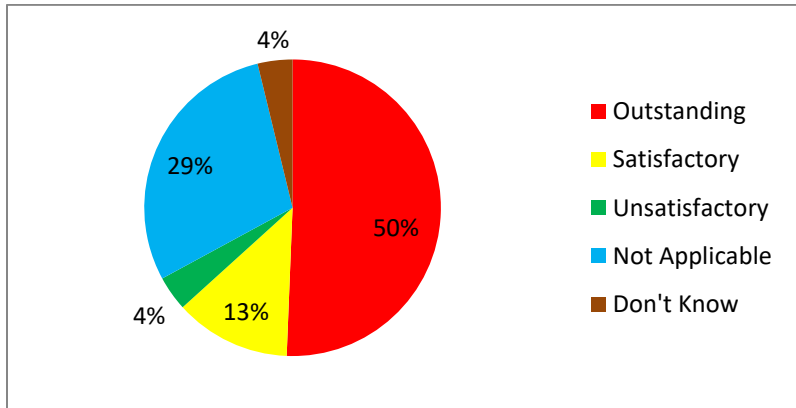
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13. Natural supports or alternative supports and resources are located by my SC if waiver services are unavailable. **[79 total]**

Outstanding Satisfactory Unsatisfactory Not Applicable Don't Know

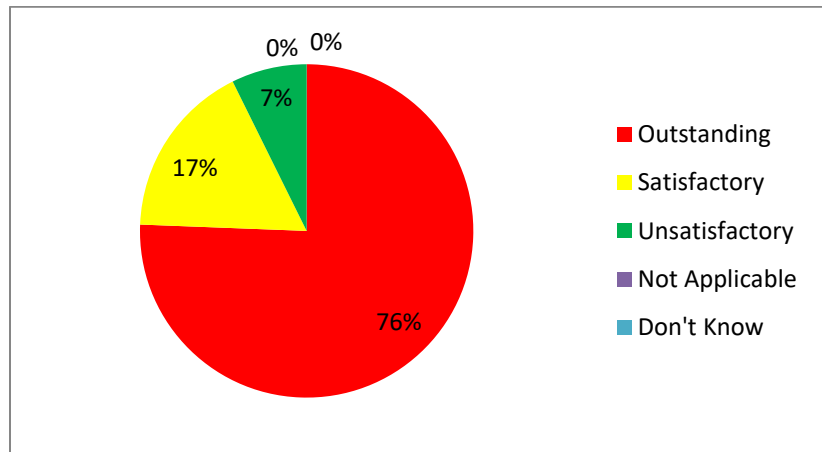
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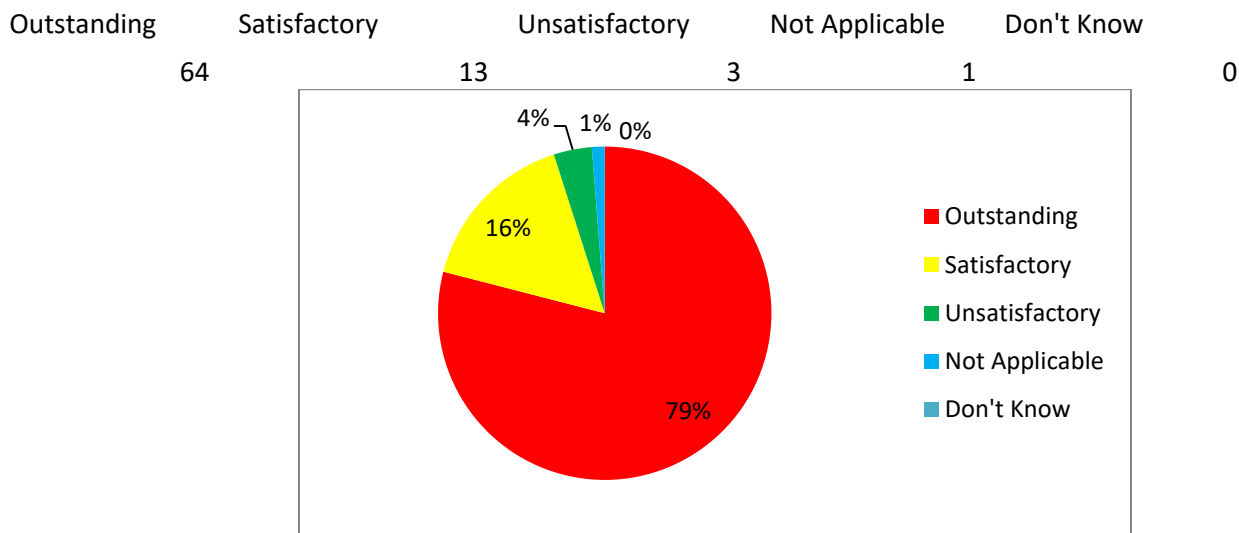
14. My SC is knowledgeable about the Disabilities Service system, can provide information, answer questions, or research the answer. **[82 total]**

Outstanding Satisfactory Unsatisfactory Not Applicable Don't Know

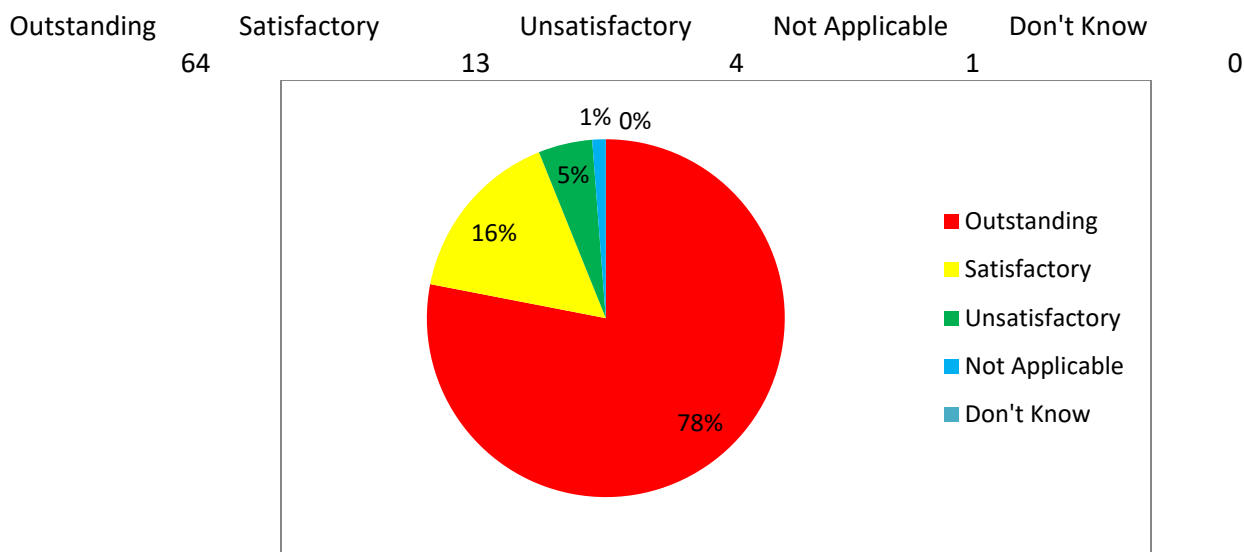
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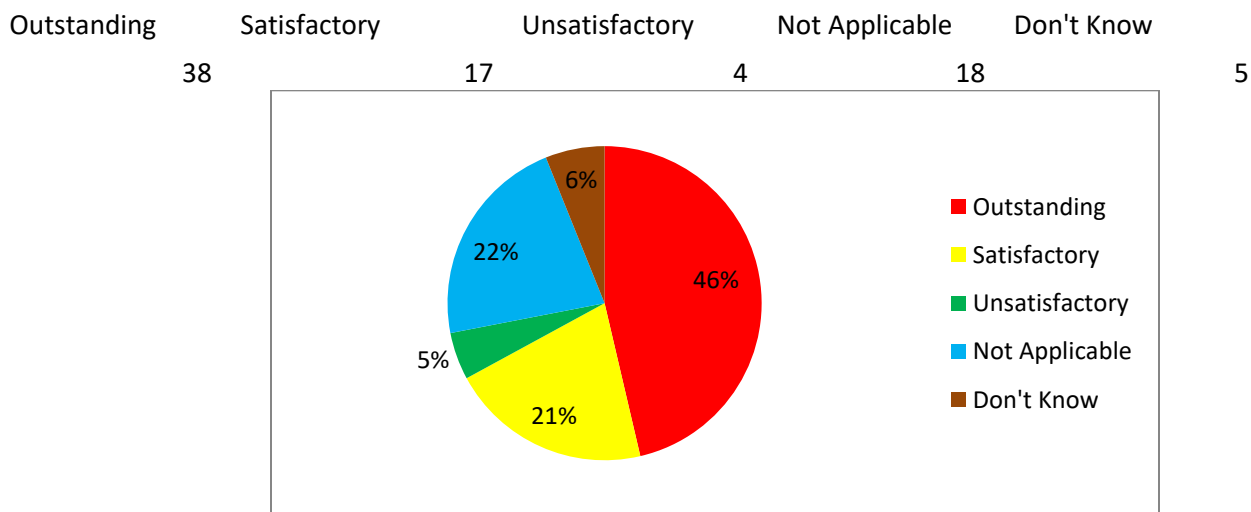
15. I have a positive working relationship with my Supports Coordinator. **[81 total]**



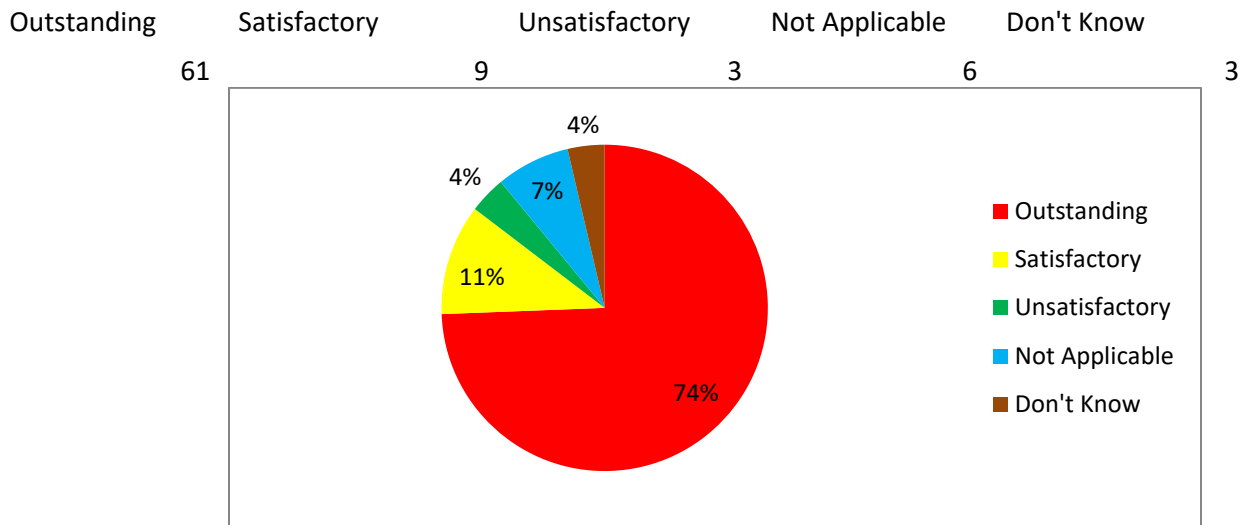
16. My overall experience with my Supports Coordinator. **[82 total]**



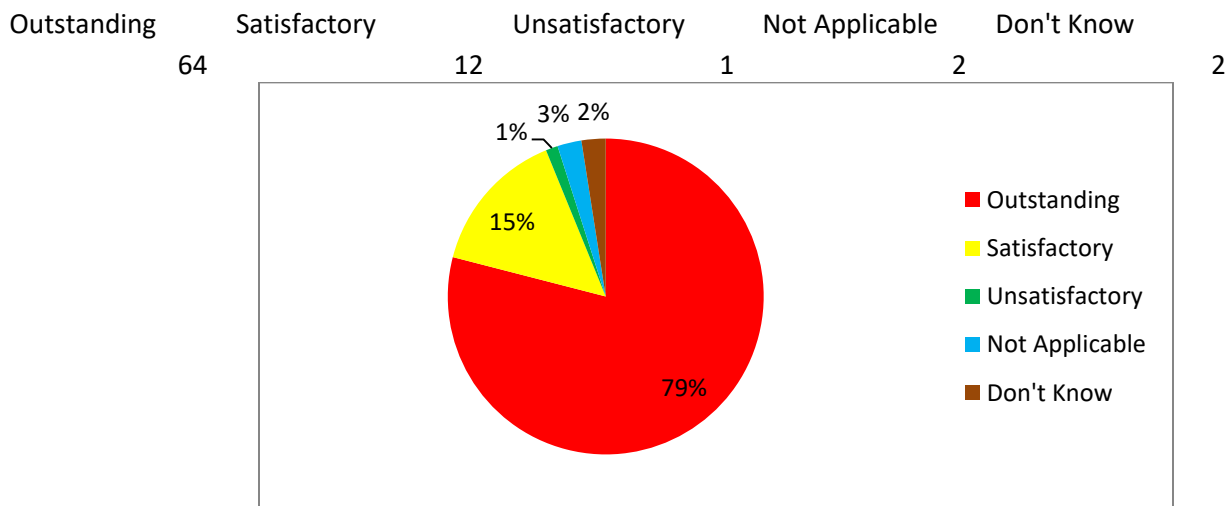
17. Someone at The Arc Alliance Supports Coordination Organization (SCO) assists me if my SC is unavailable. **[82 total]**



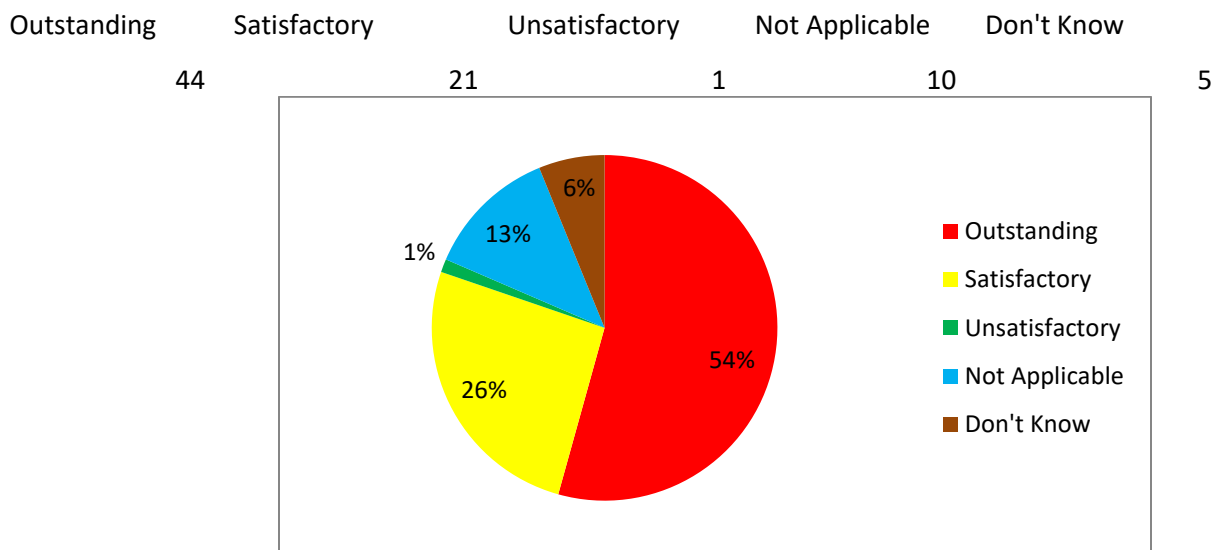
18. The Arc Alliance SCO staff are professional in how they interact and treat me. **[82 total]**



19. I'm able to contact the SCO if necessary. **[81 total]**

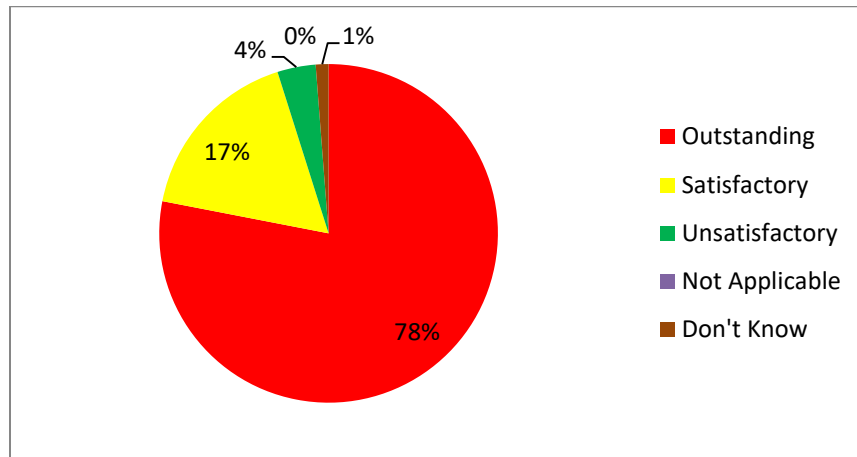


20. The SCO newsletter "The Advocacy Insider" is worth reading and contains helpful information. **[81 total]**



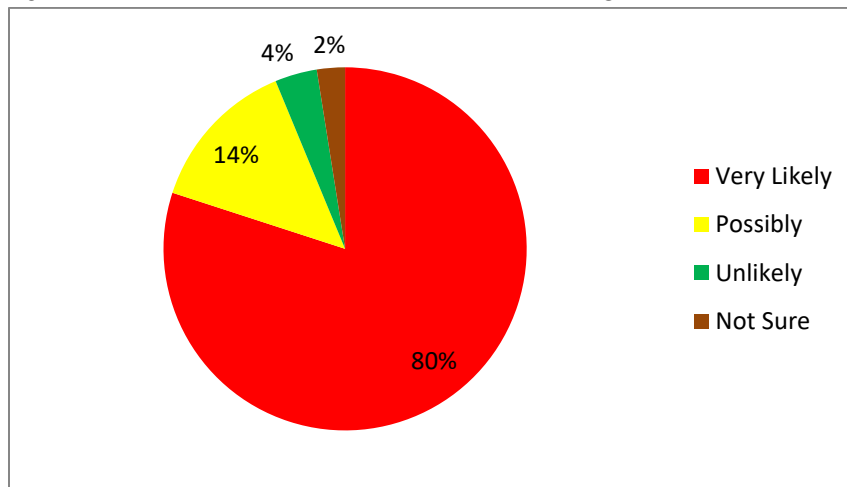
21. My overall experience with The Arc Alliance SCO. **[82 total]**

Outstanding 64 Satisfactory 14 Unsatisfactory 3 Not Applicable 0 Don't Know 1



22. How likely are you to recommend The Arc Alliance SCO to others? **[80 total]**

Very Likely 64 Possibly 11 Unlikely 3 Not Sure 2



23. How many Supports Coordinators have you had since January 1st, 2017? **[81 total]**

1 56 2 23 3 2 *One responder wrote "many" but was not tracked below.

