

SCO Satisfaction Survey Results- 2018

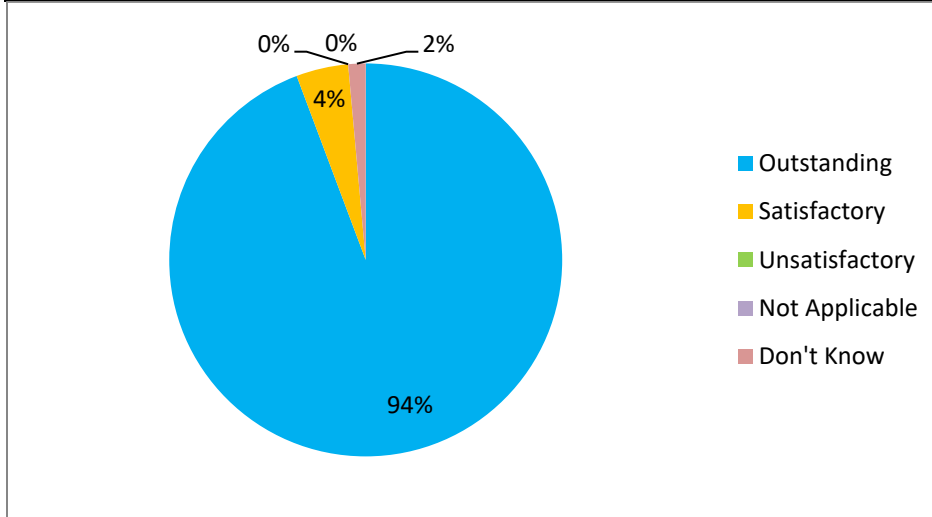
The Arc Alliance SCO sent 300 surveys to a random sample across all funding streams and counties. Of the 300 sent, 70 of them were returned containing trackable data.

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.

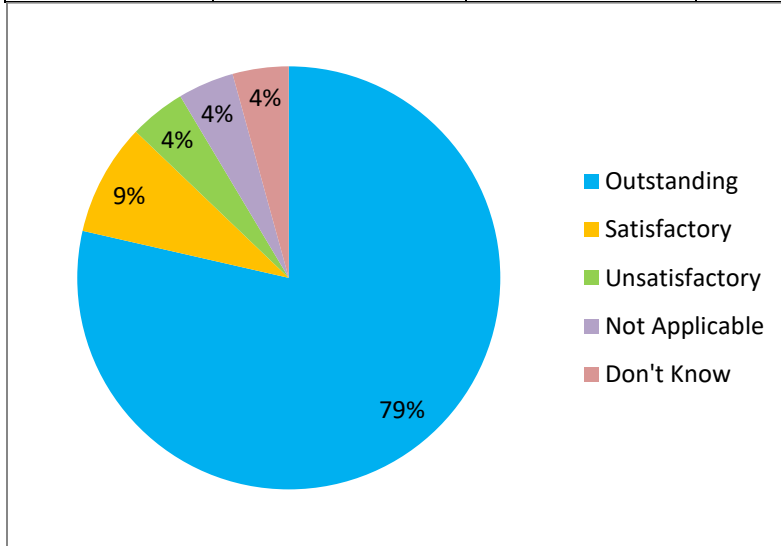
1. I know how to get in contact with my Supports Coordinator (SC) when needed. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
66	3	0	0	1



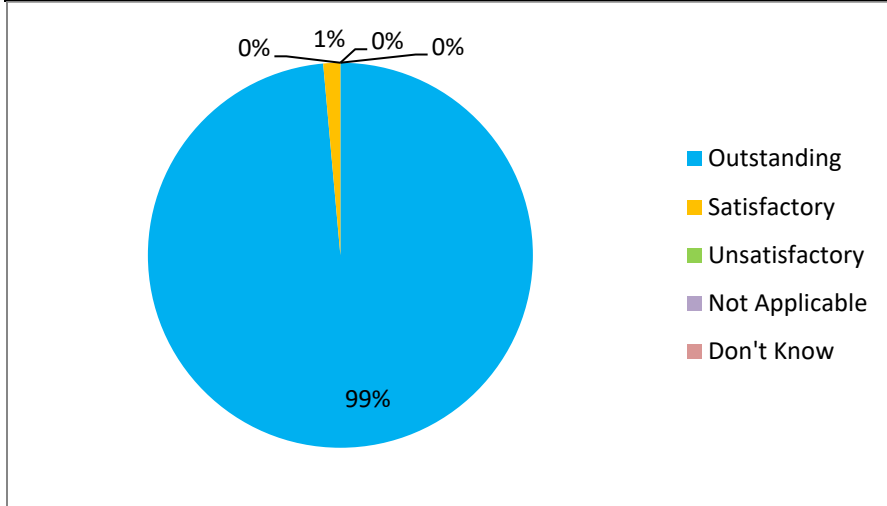
2. If I leave a message or send an email for my SC, it is returned within 1 business day. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
55	6	3	3	3



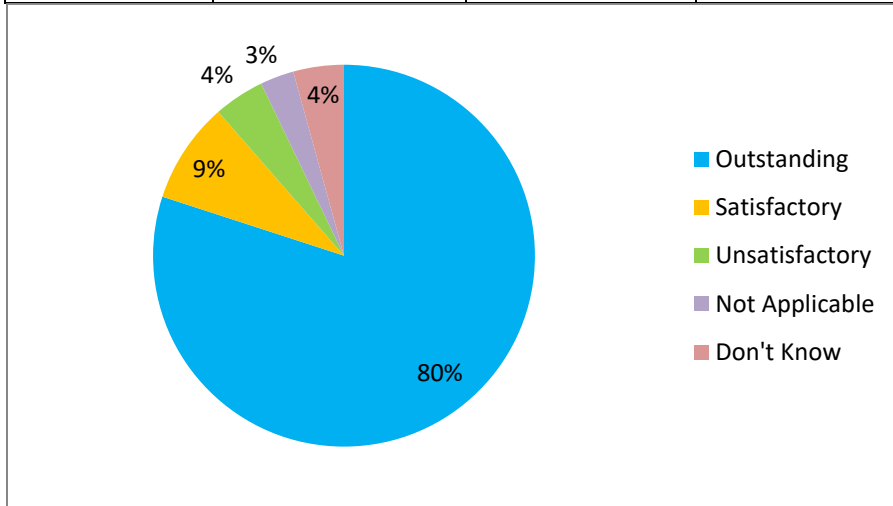
3. Meetings and visits are scheduled at a time and place that's convenient for me. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
69	1	0	0	0



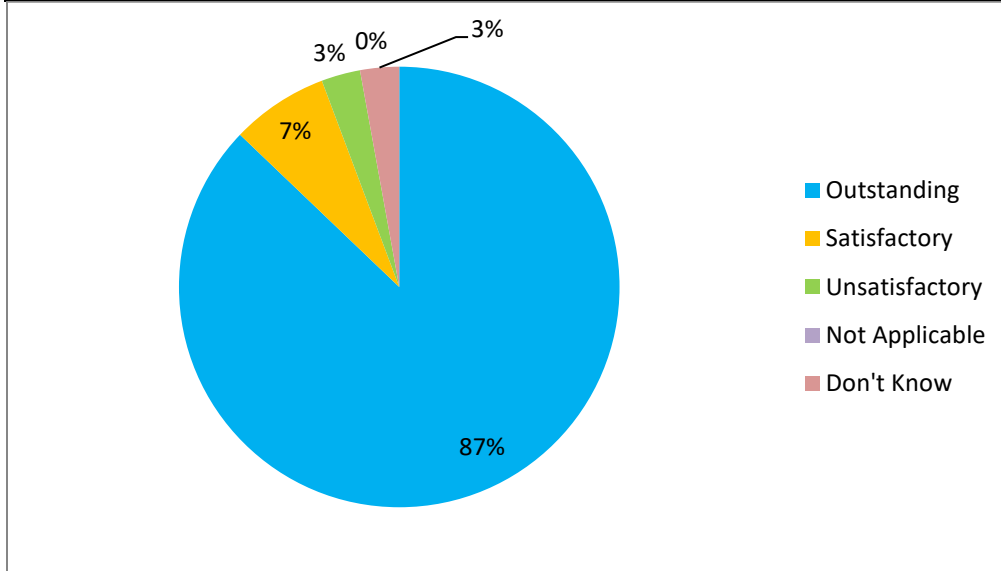
4. My SC asks me who I want to invite to meetings. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
56	6	3	2	3



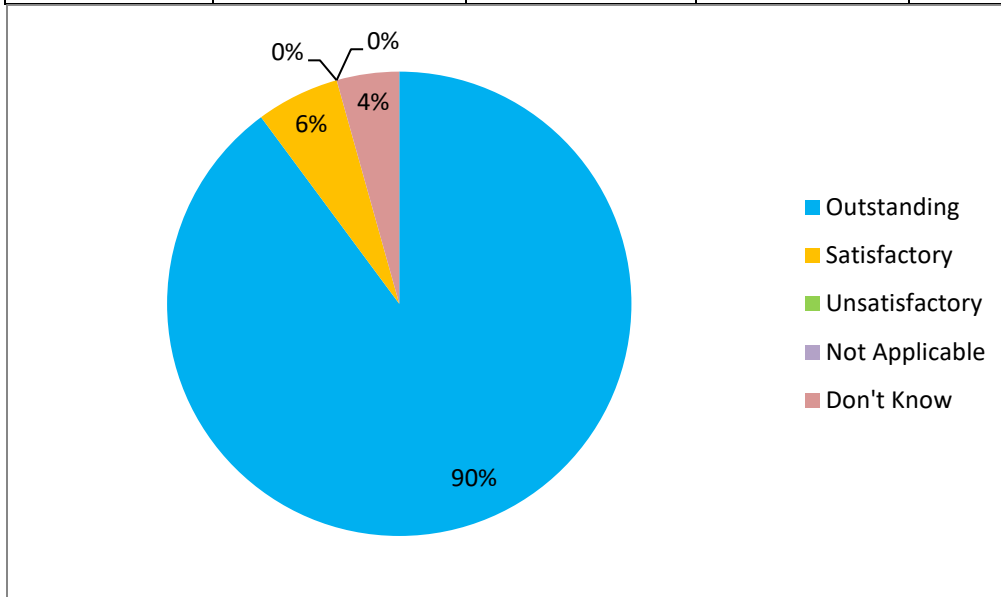
5. My SC encourages me to communicate my desires, choices and concerns. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
61	5	2	0	2



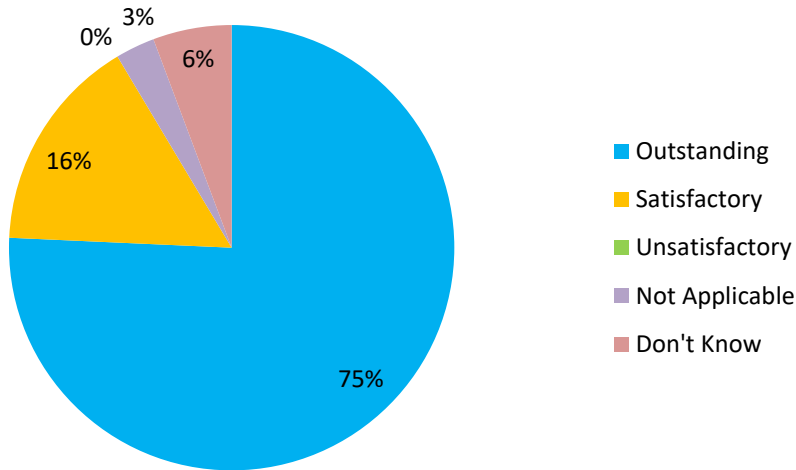
6. My choices are respected and honored by my SC. **[69 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
62	4	0	0	3



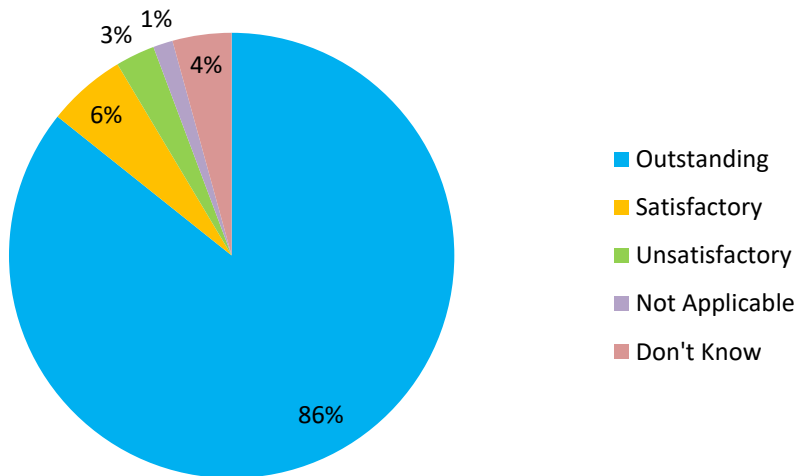
7. My concerns and questions are followed-up by my SC to ensure I'm happy, healthy, and safe. **[69 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
53	11	0	2	4



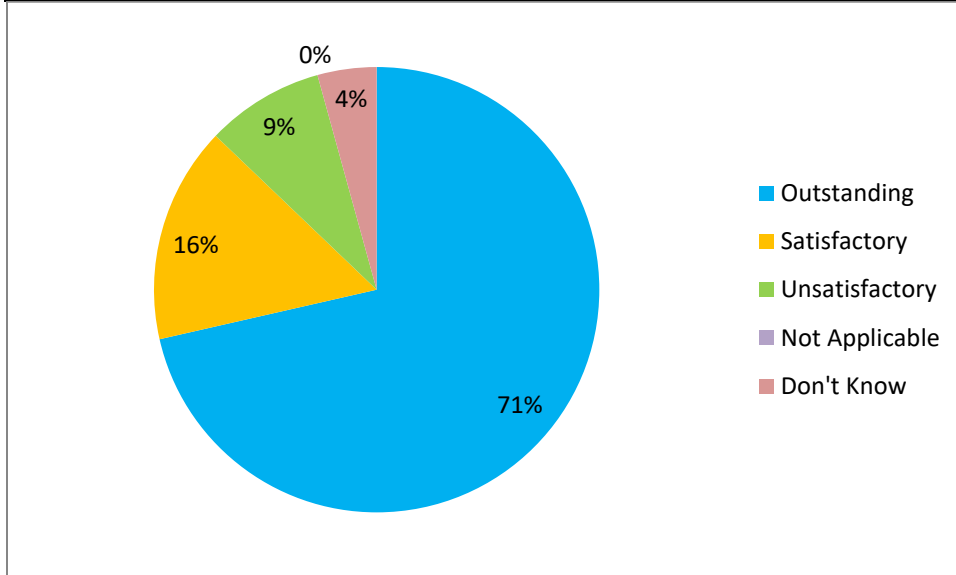
8. Services, supports, and any other information is explained by my SC in a way that I can understand. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
60	4	2	1	3



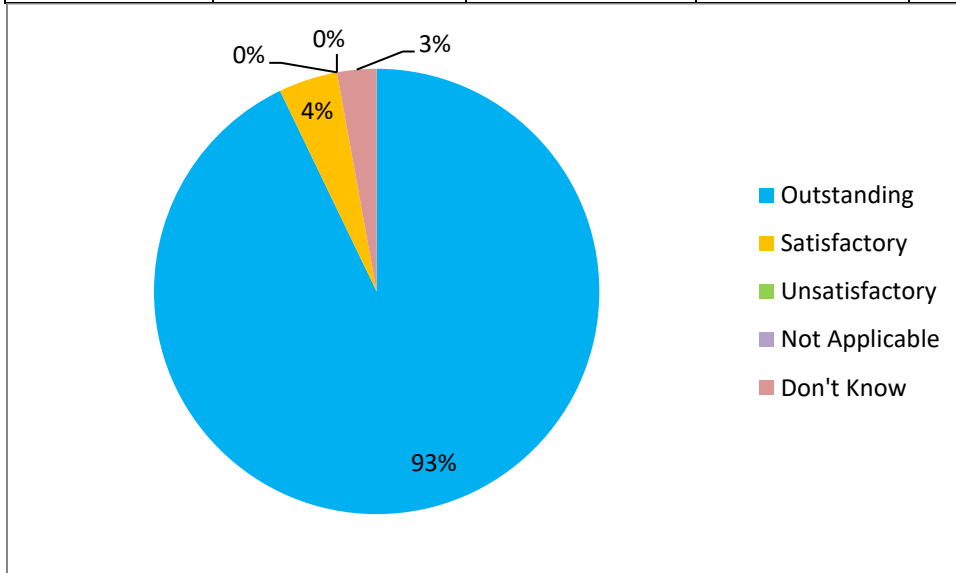
9. My SC checks in with me to ensure everything is okay in my life. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
50	11	6	0	3



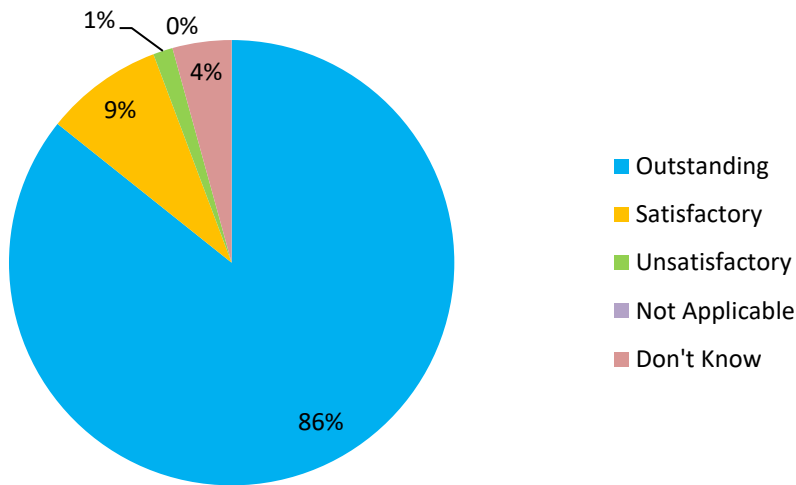
10. My culture, lifestyle, and overall self are treated with dignity and respect. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
65	3	0	0	2



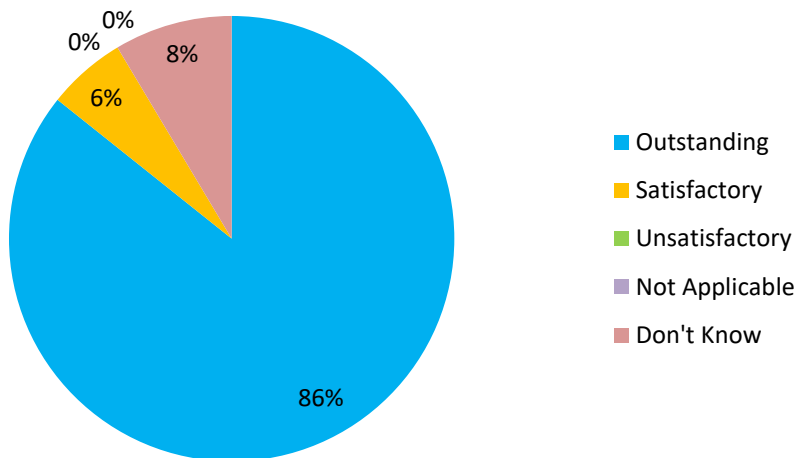
11. Paperwork related to my ISP and other requested information are sent to me in a timely manner. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
60	6	1	0	3



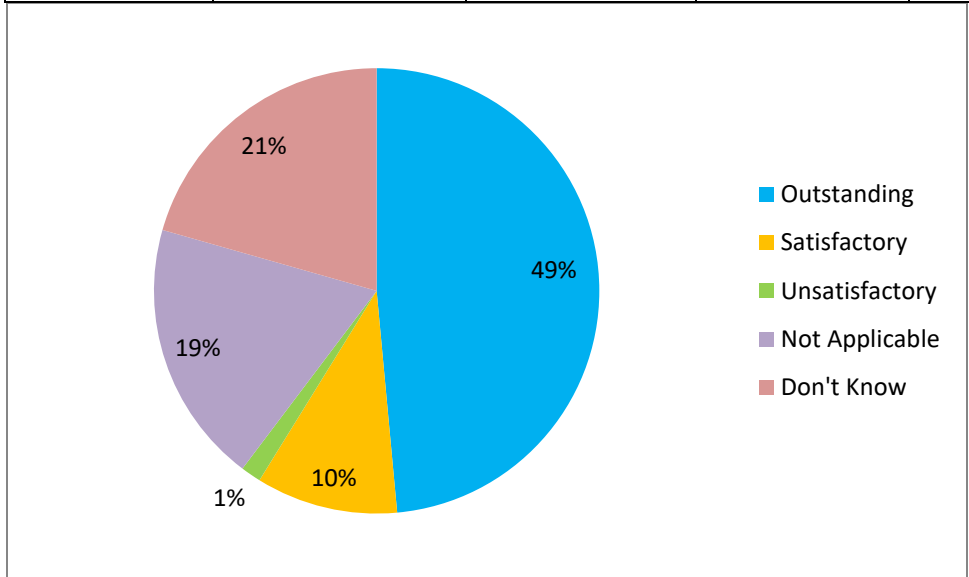
12. The information in my ISP and other documents is reflective of who I am and is worded in a person-centered, positive way. **[70 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
60	4	0	0	6



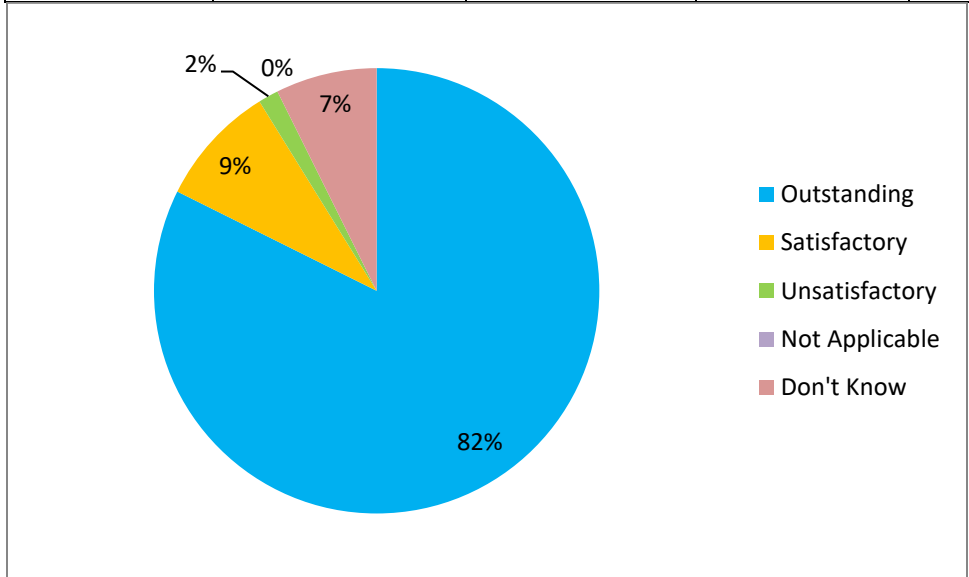
13. Natural supports or alternative supports and resources are located by my SC if waiver services are unavailable. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
33	7	1	13	14



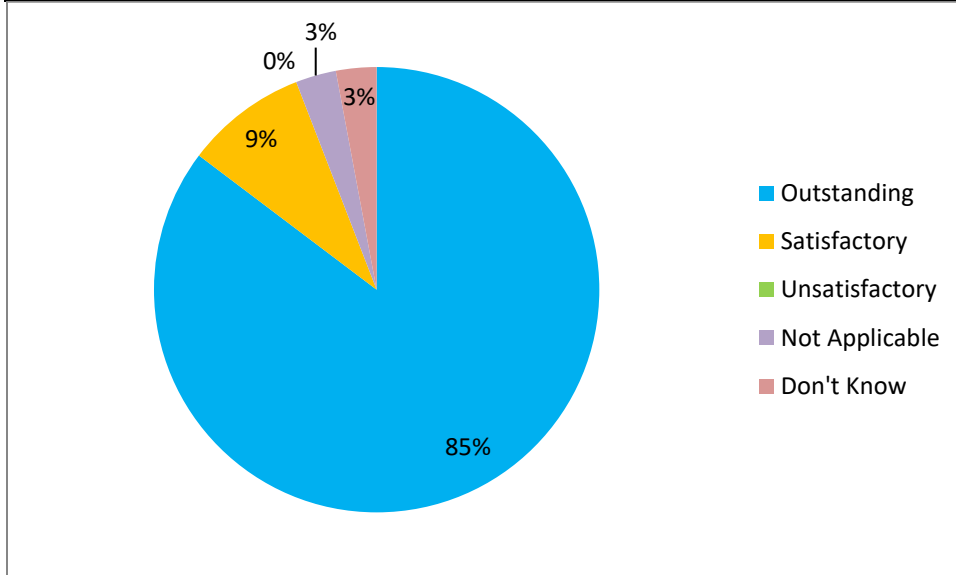
14. My SC is knowledgeable about the Disabilities Service system, can provide information, answer questions, or research the answer. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
56	6	1	0	5



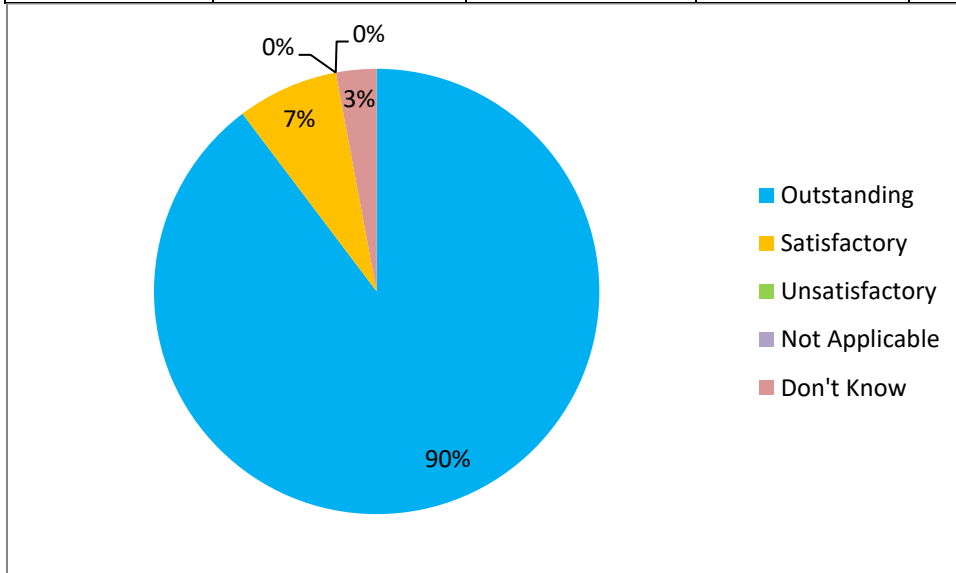
15. I have a positive working relationship with my Supports Coordinator. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
58	6	0	2	2



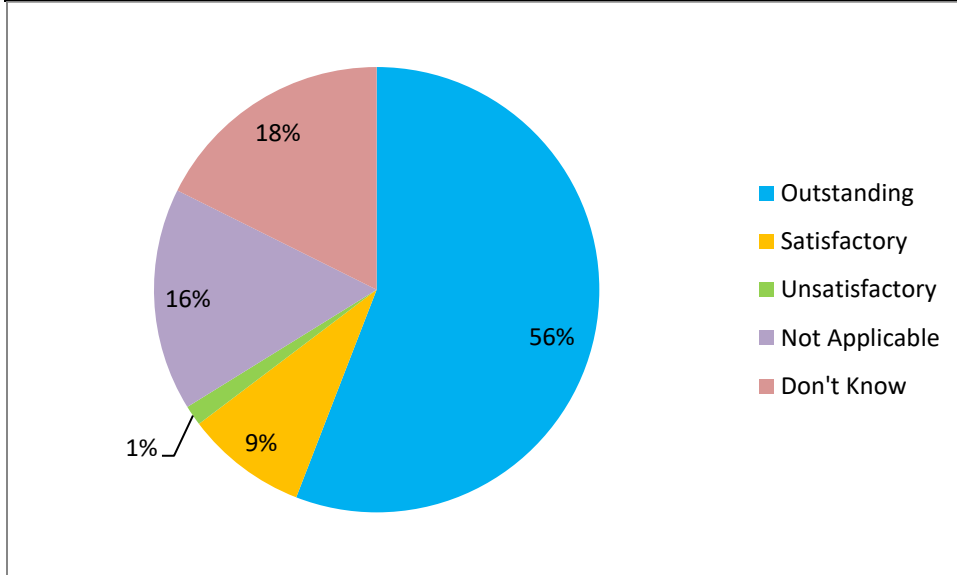
16. My overall experience with my Supports Coordinator. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
61	5	0	0	2



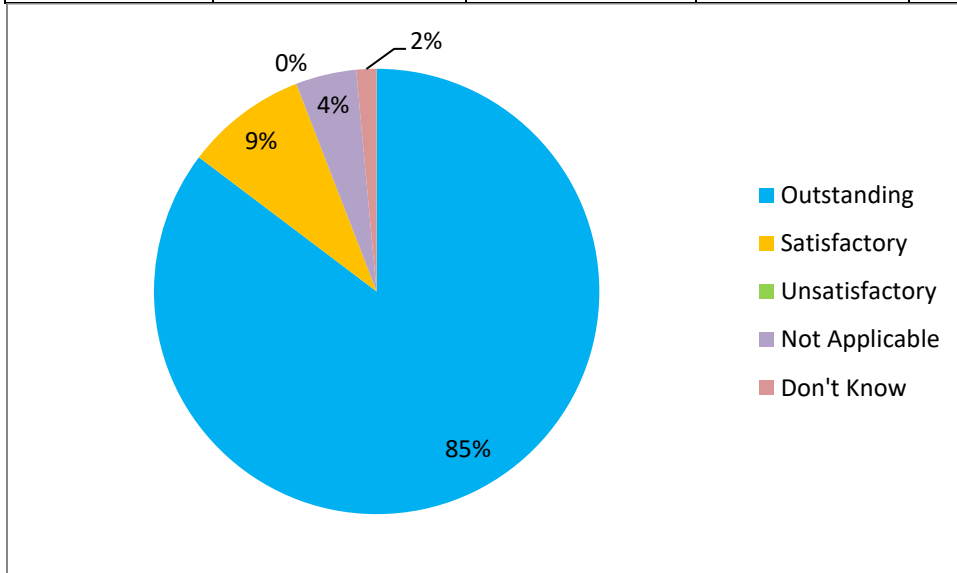
17. Someone at The Arc Alliance Supports Coordination Organization (SCO) assists me if my SC is unavailable. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
38	6	1	11	12



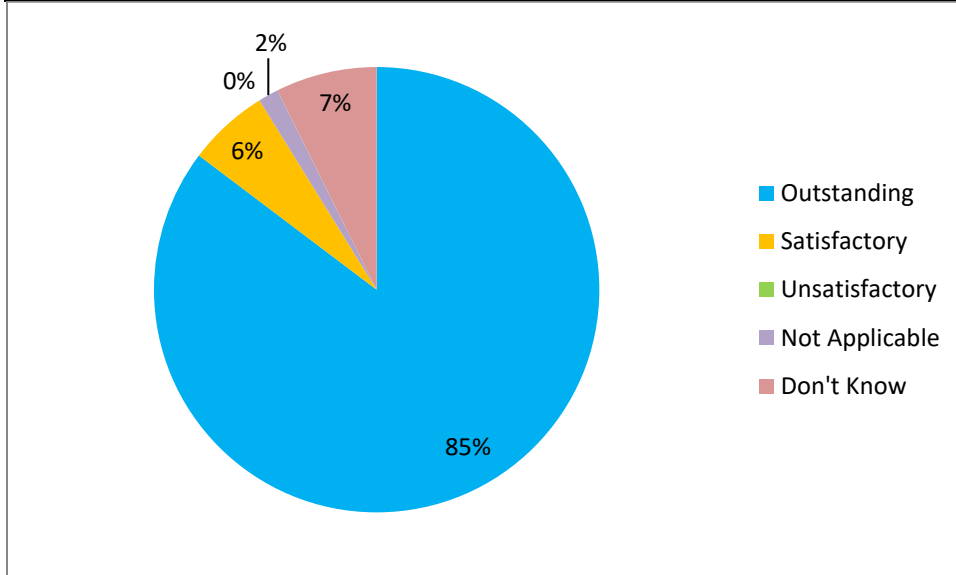
18. The Arc Alliance SCO staff are professional in how they interact and treat me. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
58	6	0	3	1



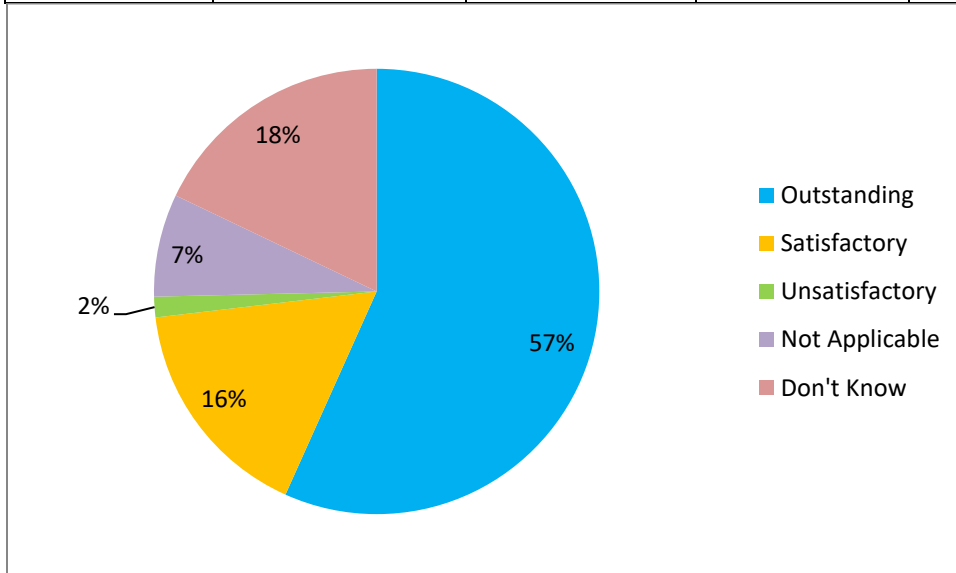
19. I'm able to contact the SCO if necessary. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
58	4	0	1	5



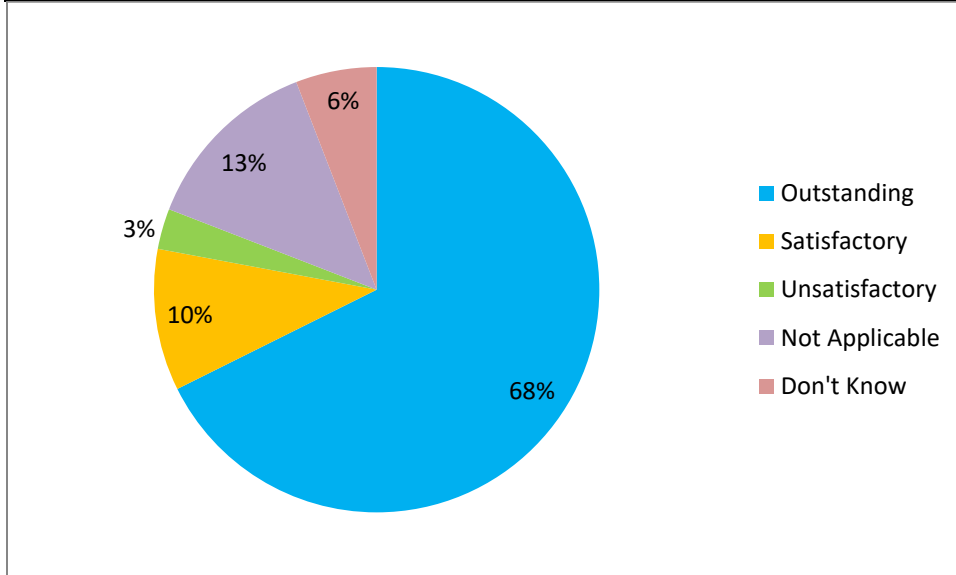
20. The SCO newsletter "The Advocacy Insider" is worth reading and contains helpful information. **[67 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
38	11	1	5	12



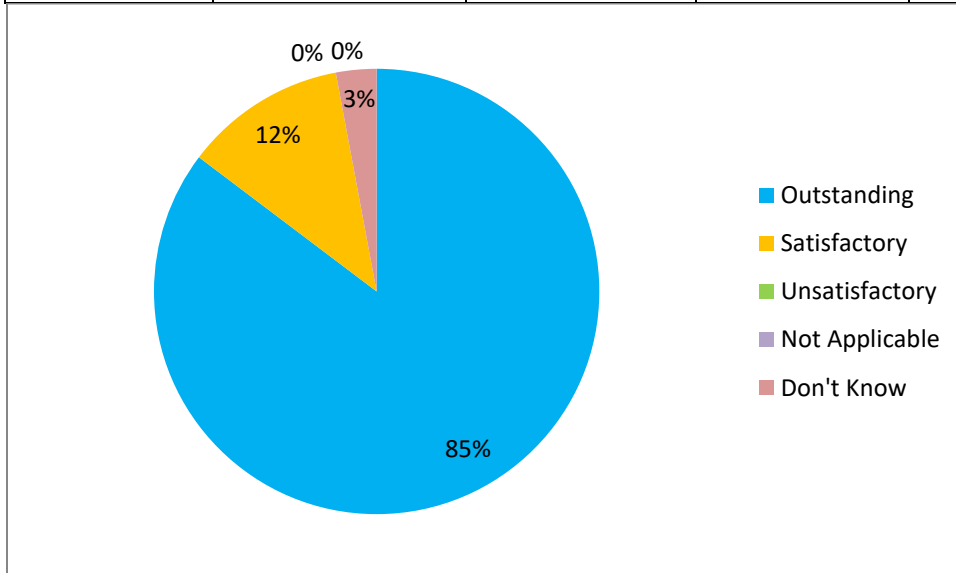
21. My communication needs are being met, even if I don't use verbal/spoken words to communicate. **[68 total]**

Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
46	7	2	9	4

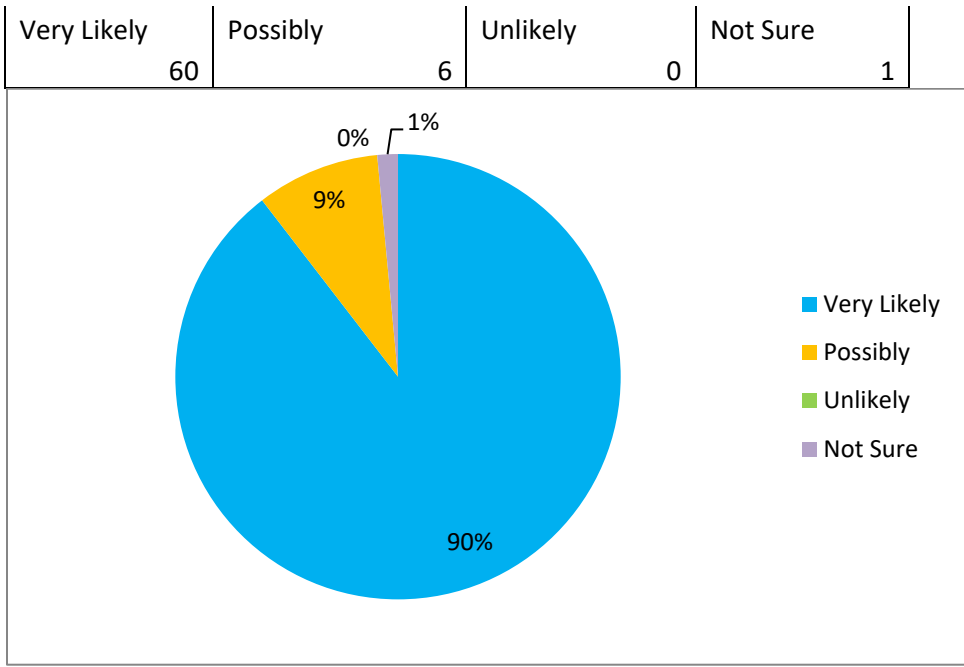


22. My overall experience with The Arc Alliance SCO. **[68 total]**

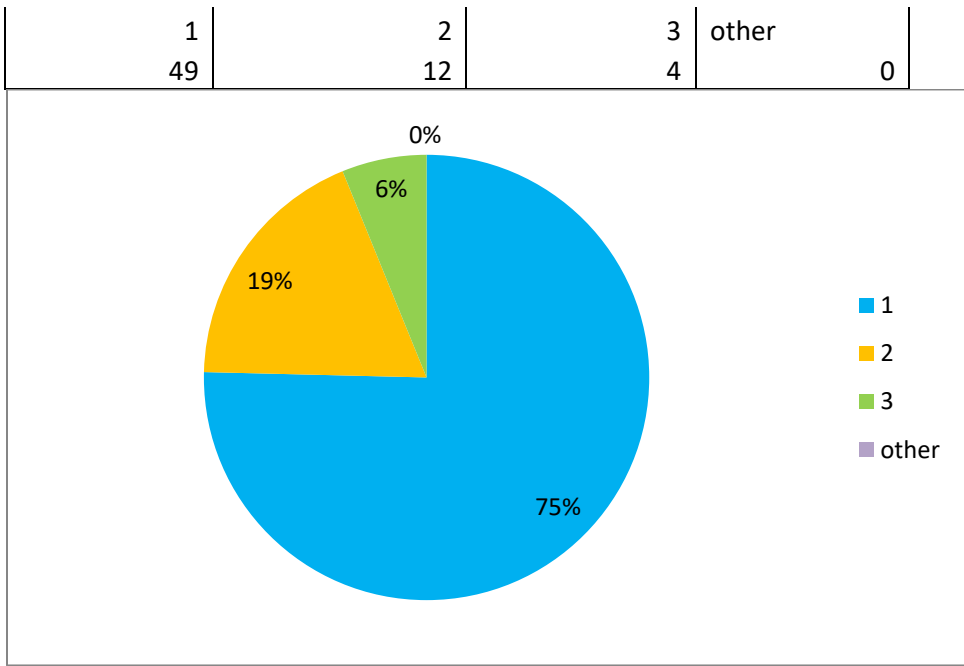
Outstanding	Satisfactory	Unsatisfactory	Not Applicable	Don't Know
58	8	0	0	2



23. How likely are you to recommend The Arc Alliance SCO to others? **[67 total]**



24. How many Supports Coordinators have you had since January 1st, 2018. **[65 total]**



Written Comments

1. We are very happy and pleased with our SC. They are personable, professional, very knowledgeable and helpful!
2. As a parent, I have experience with other SCO providers, and The Arc Alliance provides average service. The SCO position should be compensated at a higher level to retain SC's and eliminate so much position turnover.
3. My daughter and I completed this survey. We have been extremely pleased with SC's support and helpfulness. When we ask a question or want information, SC gets back to us immediately. SC is knowledgeable and very professional. When SC visits, they spend time with her, talk to her, want to know how things in her life are going, and if she is enjoying herself. We are very happy and thankful for SC's support. Thank you!
4. We have been very happy with The Arc Alliance. SC and Supervisor have provided excellent support for my son.
5. I look forward to seeing SC every month. SC goes above and beyond and exceeds expectations. They are always so upbeat and positive.
6. SC is very thorough and does their job at The Arc Alliance SCO very well.
7. SC does an excellent job. I hope my daughter has him for a long time.
8. SC is a very dedicated coordinator. Always respectful of my rights and wanting me to make my own decisions with their support.
9. We just started this service in May, had a meeting one time, so don't know much about the detail, but the Supports Coordinator who we met is nice and helpful. Thanks.
10. The work and services you provide me are a job well done. Thank you!
11. They are on top of things, get things done, and I am grateful.
12. I like my SC. They are very professional and personable, and I'm happy.
13. SC is wonderful! They are the best SC our family has had in 22 years of receiving services.
14. Prior to our current SC we had multiple staff changes. All has been good within the past year or two.
15. The Arc Alliance did a good job for my daughter and I. Thanks The Arc Alliance!
16. Had several SCs in the past 2 years; one never even got here before she quit. Very happy with current SC. Best we have had in many years!
17. SC was very pleasant when I spoke with them, and I look forward to meeting them. My child has been doing extremely well since going to their day program, and previous SC was very instrumental in getting that set up. I can't praise them enough. We are very blessed for this opportunity. Thank you.
18. SC is a very informative and nice. My son comes home many times and tells me they were speaking to SC at day program, and always tells me that SC says 'hello'.
19. SC is an amazing young lady, best friend, appropriate, empathetic, funny, determined, loyal, compassionate, and a fighter for my daughter, as well as other individuals through The Arc Alliance and throughout the PA area! My daughter and I are blessed and privileged to have SC in our lives throughout our experience while she was my daughter's SC! Love her and miss her!
20. I would like to see The Arc Alliance be more proactive in communicating to families of new programs or services to consider that we may want to consider. I often feel like I need to find new programs or

consider services and then reach out to The Arc Alliance for consideration. I would think that SCOs would always be abreast of new options that are available. Thank you.

21. We're so happy to have our SC! SC is wonderful, kind, and understanding. 😊

22. She is a nice person and helps me a lot.

23. SC is the best and will always be the best.

24. Our relationship with The Arc Alliance is good. Our SC is good and very helpful. Thank you.