

2024 Satisfaction Survey Agency Report



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Survey Process

Satisfaction surveys for family and other stakeholders are first sent out electronically using Constant Contact. For anyone who does not provide an email address, or who does not respond to the electronic survey, paper copies of applicable surveys are sent out by US mail, along with a self-addressed, postage-paid envelope. Each person supported and each family member or stakeholder receives a survey for each program they or their family member participates in.

Stakeholder surveys were sent out electronically on June 14, 2024, with a reminder invitation sent out by each program. Electronic survey links were also posted on the Communitas website, and programs were encouraged to ask family and other stakeholders to complete the digital version. Constant Contact surveys were closed in late July, with all paper copies sent via USPS in August 2024 to any family or stakeholder who had not completed a digital survey.

Surveys for people supported in programs were sent out to program staff in August 2024. Individuals were encouraged to complete surveys independently if they chose. Most surveys were conducted in-person by program employees not regularly assigned to provide supports to that person in that program.

Staff engaging individuals in the survey process made every attempt to assist people to communicate and share their thoughts about the services they receive. These efforts included the use of communication devices, American Sign Language or modified sign, and a visual survey response card. A small number of individuals were unable or unwilling to communicate with the interviewers in any meaningful way, and for those individuals staff

attempted to answer the questions based on their observations and knowledge of the person, or feedback from their primary caregivers.

For most questions, respondents were asked to rate areas from very satisfied (“all of the time”) to very dissatisfied (“never”). Responses were tallied, and a satisfaction rating was given for each rated question. This allowed for satisfaction ratings to be generated for each respondent, each question, each program and each division. Some questions were open-ended. The narrative reply was shared with the appropriate Division Head and program supervisor.

All surveys were reviewed by the Program Systems Specialist as they were received, and copies were sent to the applicable programs for review and action, if needed. Any survey containing a comment or question that called for an urgent response was brought immediately to the attention of the Division Head and the program’s supervisors.

The survey process was closed out in October 2024. Data was entered as it arrived, and once all responses were entered, each Division Head was sent Satisfaction ratings for each question and all comments left by stakeholders and participants.

Strategies for 2024

When an individual declines to participate in the survey process, generally staff note that it was either related to the individual not wanting to talk, or to anxiety about the survey being perceived as a “test”, or frustration at having just completed a survey in a different program.

To increase individual response rates so that everyone’s voice is heard, a workgroup convened to review the process and the surveys themselves. Several strategies were utilized during the 2024 survey cycle:

- review the language used in questions to make them more meaningful
- implementation of visual aid for use when people have limited verbal skills or chose not to respond verbally
- stagger release/due dates for surveys

To increase family and stakeholder response rates, the following strategies were implemented:

- keeping the number of questions on most surveys to 10
- review the language used in questions to make them more meaningful
- reorganize the questions to improve flow
- send out pre-survey notifications, reminding people how their input helps us to improve programing

Survey Participation

Including surveys from families, stakeholders, and individuals receiving services, a total of 1,706 people were invited to participate. A total of 655 surveys were completed and returned, resulting in an agency-wide survey return rate of 48%. When compared to human services industry average survey response rate of 20-30%, this serves as a strong reflection of the active engagement and participation of our agency’s community.

2024 Surveys	Stakeholder	Individual	Total	2023 Totals
2024 Total people	1301	405	1706	1538
2024 Total returned	313	352	655	633
2024 Return rate	24%	87%	38%	41%

In the 2024 survey cycle the agency provided support and services to a total of 761 unique individuals and families, with 34% of these individuals involved in two or more programs. It is important to note that Family Support works with families who have an individual living at home. As a result, our satisfaction surveys for the Family Support program are specifically directed towards families rather than individual recipients. However, individuals who are beneficiaries of Family Support services may also receive satisfaction surveys if they are actively engaged in other Communitas programs. Stakeholders and individuals were invited to participate in surveys for each program they actively utilized, leading to some individuals completing multiple surveys.

	2024	2023
people engaged in 2 programs	22%	19%
people engaged in 3 programs	6%	6%
people engaged in 4 programs	3%	3%
people engaged in 5+ programs	3%	1%

Survey Results

The 2024 satisfaction survey revealed a 94% satisfaction rating. This is comparable to prior years, with a 3% increase in Day Services and Family Services, and a slight decrease for Residential Services.

	2024	2023
Agency Satisfaction Rating	94%	93%
Day Services	95%	92%
Family Services	95%	92%
Residential Services	93%	94%

This trend holds true among family/stakeholders and individuals when compared with prior years.

Family & Stakeholder Satisfaction	2024	2023
Agency Average	94%	94%
Family - Day Services	94%	91%
Family - Family Services	95%	93%
Family - Residential Services	92%	93%

Individual Satisfaction	2024	2023
Agency Average	95%	93%
Individual - Day Services	94%	93%
Individual - Family Services	97%	91%
Individual - Residential Services	94%	95%

Division Satisfaction Ratings

Day Services – Combined Average 92%				
Day Services Rating	Overall	Beverly	Wakefield	Woburn
Day Hab & CBDS	92%	93%	94%	90%
Community Employment	93%	100%	91%	89%
Family/Stakeholder Combined Average				
Family/Stakeholder Rating	Overall	Beverly	Wakefield	Woburn
Family/Stakeholder - Day Hab & CBDS	93%	93%	95%	91%
Family/Stake - Community Employment	89%	n/a	93%	85%
Individual Combined Average				
Individual Rating	Overall	Beverly	Wakefield	Woburn
Individual - Day Hab & CBDS	87%	87%	87%	87%
Individual - Community Employment	99%	100%	99%	97%
Individual - Transportation	97%	100%	94%	n/a

Family Services – Combined Average 92%		Rating
Family Support Average		93%
Adult Family Care Average		94%
Recreation Programs Average		89%
Family/Stakeholder – Combined Average 93%		Rating
Family/Stakeholder - Family Support		93%
Family/ Stakeholder - Adult Family Care		97%
Family/ Stakeholder - Recreation Programs		89%
Individual Average (AFC only) 91%		Rating
Individual – Adult Family Care		91%

Residential Services – Combined Average 94%		Rating
Community Home		94%
Independent Home Supports		94%
Family/Stakeholder – Combined Average 93%		Rating
Family/Stakeholder - Community Home		95%
Family/Stakeholder - Independent Home Supports		90%
Individual – Combined Average 95%		Rating
Individual - Community Home		92%
Individual - Independent Home Supports		98%

Trends Analysis and Agency Response

Questions relating to safety, communication and staff responsiveness were given high scores from respondents, as well as questions relating to dignity and respect. Accessibility of program locations and access to services also received high scores.

Category of question	2024	2023
Accessibility of locations and services	95%	94%
Communication with staff and program	96%	96%
If programs are safe	95%	96%
If they feel they have sufficient choice and input into services	93%	91%
Overall level of care and support	94%	91%
People are treated with dignity and respect	96%	96%
Responsiveness of staff	97%	96%

Feedback from individuals has revealed a desire for increased choice in their daily activities and lives. Satisfaction in these areas has improved for 24-Hour Support Residential and for Adult Family Care over last year. Day Services saw a slight decrease from prior years, and they have developed a continuous improvement plan to address this feedback.

Question:	<u>2024</u>	<u>2023</u>
Do you get choices about the things you can do in your home? (24-Hour Support)	89%	80%
Do you get choices about the things you can do in your home? (Adult Family Care)	94%	78%
Do you get to help plan the activities done during the program? (DayHab/CBDS)	80%	81%
Average	88%	79%

Continuous Improvement Plans

Division and Program Leadership Teams reviewed survey feedback data in collaboration with Quality Enhancement to identify key areas for improvement. Additionally, the Senior Leadership Team, with input from targeted focus groups, has focused on leveraging agency resources to strengthen recruitment and retention of qualified, passionate staff and supervisors.

Employee Recruitment, Retention and Engagement

Like many provider agencies across the state, Communitas continues to navigate staffing challenges. To address this, the agency has taken a two-pronged approach: enhancing the competitiveness of key positions and investing in training to support staff and leadership.

To support retention, Communitas' Senior Leadership has prioritized initiatives such as maintaining the Longevity Bonus Program and hosting appreciation and recognition events. Benefit offers were enhanced to include increased employee referral bonuses for new employees, improved tuition reimbursement eligibility and an added professional development reimbursement program. The agency has also increased starting pay to attract prospective employees and expanded the previous tiered wage schedule to better recognize significant tenure across the agency.

Agency leadership remains committed to career coaching and leadership development to encourage internal promotions and better equip new supervisors. The Learning and Development Manager is collaborating with work groups to develop impactful training materials, leveraging both in-house expertise and external resources. So far, 12 key knowledge areas have been identified, with seven courses already developed. The first

course in the Leadership series launched in the fall, with additional courses scheduled monthly.

Continuous Commitment to Communication

While questions relating to communication with programs averaged 96% satisfaction, some comments from stakeholders indicated that communication could be improved. In response, the agency has strengthened its strategies to ensure stakeholders are informed about agency and program events and have clear communication channels with leadership. Each Division hosted a “Meet the New CEO” town hall event with both in-person and virtual options. Additionally, the agency launched a non-public webpage where family stakeholders and home supports can access important updates. Leadership teams for each Division have renewed their efforts to ensure that all family stakeholders receive communications in a timely manner.

Engagement and Choice in Activities

Satisfaction pertaining to engagement and making choices in activities and community experiences increased in 2024, rising 11% from the 2023 Satisfaction Survey rating. While this may partially reflect the reduced impact of COVID, it also highlights the agency’s focused efforts on empowering individuals’ choices in programming, curriculum, activities, and community experiences. To further enhance this, each Division is focusing on recognizing, highlighting, and respecting choices made by people and families supported by the agency. This focus takes the form of improvements to house and group meetings, supporting staff to emphasize the language of choice, exploration of more engaging and meaningful curriculum and programming, and a commitment to community engagement.

Summary

Communitas remains committed to continuous improvement, using survey feedback and focus groups to guide key initiatives. Leadership has prioritized employee recruitment, retention, and engagement by enhancing compensation, expanding training opportunities, and fostering career growth. Retention efforts include wage increases, appreciation events, and leadership development programs.

Communication strategies have been reinforced to improve stakeholder engagement, including town halls, a dedicated webpage, and proactive outreach. Engagement and choice in activities have also seen notable improvements, with an 11% increase in satisfaction. Efforts continue to empower individuals in shaping their programming and community experiences.

Conclusion

Through a combination of strategic workforce initiatives, strengthened communication, and a commitment to person-centered engagement, Communitas continues to enhance service quality and staff support. By fostering a culture of continuous improvement, the agency ensures meaningful experiences for the individuals it serves and for our employees.