

## **Continuous Improvement**

The Frank Olean Center is committed to offering the best possible array of supports and services based upon the needs of the individuals that we serve. Part of that commitment comes in the form of asking for feedback from those served, their families, organizations, schools and other organizations. Recently, we hosted a meeting for families to review changes occurring with State funding. At that meeting we asked for feedback and handed out a survey and then mailed the same survey to an additional sixty family members.

Below you will find the questionnaire along with the results of the survey. Please review and know that the Olean Center has plans to address any areas of improvement and incorporate these goals into our Strategic Plan.

Feedback is always welcome by contacting the Olean Center by phone, email or through our website.

Name: \_\_\_\_\_

## Satisfaction/Feedback Survey

Please take a few minutes to provide us with some valuable feedback as it relates to your family member(s) and your needs.

1. What type of services does your family member receive from the Frank Olean Center?  
Please List ~
2. Are you currently satisfied with the services that are provided? Yes or No  
If No, please explain ~
3. Do you believe that the Frank Olean Center is meeting the needs of your family member? Yes or No  
If No, please explain ~
4. How would you rate the services being offered at the Frank Olean Center?  
Excellent, Very Good, Good, Fair, Poor (please circle one)  
Any additional feedback is appreciated.
5. What if anything can the Frank Olean Center do that would help improve the life of your family member as it relates to the programming they receive?
6. How would you rate the staff at the Frank Olean Center?  
Excellent, Very Good, Good, Fair, Poor (please circle one)  
Any additional feedback is appreciated.
7. How would you rate communication to you from staff at the Frank Olean Center?  
Excellent, Very Good, Good, Fair, Poor (please circle one)  
Any additional feedback is appreciated.
8. Is staff responsive to your calls, questions and/or follow up? Yes or No  
Any additional feedback is appreciated.
9. Do you participate in your family member's yearly ISP Meeting? Yes or No

## ~ Results of Satisfaction Survey ~

This survey was intended to obtain feedback from family members and/or participants regarding the services that are provided by the Frank Olean Center.

**60** surveys were distributed, with 27 being returned. This is a return rate of **45%**.

**RESULTS:** Under a few questions you will find additional comments that were made by the individual or their family member.

Question-2 Are you currently satisfied with the services that are provided?

**88%** of those surveyed reported that they were satisfied with our services.

**12%** of those surveyed reported that they were not satisfied with our services.

- Disappointed Case Worker can no longer transport to/from doctors appointments
- Vocational opportunities impacted by staff cuts
- Day Services transportation affected my son
- The loss of PT and Recreation
- Staff has helped me with my daughter beyond seeing to her everyday needs.

Question-3 Is the Olean Center meeting you/ your family member's needs?

**88% Yes**

**12% No**

- As best as they can considering the budget

Question-4 How would you rate the services being offered?

**44% Excellent**

**43% Very Good**

**13% Good**  
**0% Fair**  
**0% Poor**

Question-5 What if anything can the Frank Olean Center do that would help improve the life of you/your family member as it relates to the programming they receive?

- Vocational opportunities
- Staff salaries
- PT and Recreation
- New stuff
- More computer work
- More hands on activities, instead of passive programs
- None that I can think of
- If they had more financial support, they could provide appropriate salaries for staff. They deserve it
- More programs, but that can't happen, if some money is not returned to the Center
- New activities
- Nothing, they do it all.
- They do everything they can
- Keep offering services at this level
- Absolutely nothing
- Restore PT and Recreation services
- Fully satisfied
- They do so much already
- Exercise and training to improve functioning and balance

Question-6 How would you rate the staff at the Frank Olean Center?

**70% Excellent**  
**17% Very Good**  
**9% Good**  
**4 % Fair**  
**0% Poor**

Question -7 How would you rate communication to you from staff at the Frank Olean Center?

**70% Excellent**  
**17% Very Good**  
**9% Good**

4% Fair

Question-8 Are our staff responsive to calls, questions, follow up, etc.?

96% Yes

4% No

- Case Worker always prompt with what is happening
- I don't think services could be better from staff and in some cases it has been lifesaving
- Really appreciate all they do
- With all they have to do, responsiveness is really good
- Always able to reach someone when questions need to be answered
- Always get a response
- Let me ask the State a question, where would these people go during the day?
- Always keeps us abreast of what is happening
- Staff, they are the best
- They are the best of the best
- Not enough room to list all the things they have helped me and my daughter with
- Always available to answer questions about my daughter and her best interests
- Staff is dedicated; it's not just a job
- I always receive a quick response

Question-9 Do you participate in your family member's yearly ISP Meeting?

96% Yes

4% No

