

In 2010 Amego established a survey committee to formalize the process of acting on feedback and suggestions provided by stakeholders and staff. In response to survey feedback gathered in 2010 goals were established and monitored to their conclusion.

The following information is presented by the survey committee as a summary of the efforts of the agency to respond to stakeholder feedback.

- **The Agency as a Whole**

*Staff members expressed interest in increased communication with management, increased opportunities for developing skills and increased job satisfaction.*

Amego, Inc. listened and began acting on these requests as some of the following examples will illustrate.

To facilitate increased communication CEO John Randall began holding face to face discussion groups with staff. During these meetings John and the staff discussed such issues as communication, program supplies and the future directions for the agency. One idea discussed at these meetings and immediately put into action was a form for staff to express their needs and wants regarding materials, working conditions and other suggestions with the goal of improving the services provided to the individuals served by Amego, Inc.

At the end of one of the initial meetings in April 2010 John took the entire group of staff members on a tour of the section of the building which was still under renovation/construction. He was able to show the staff how the construction was progressing and what their future work areas would look like. John received very positive reactions from the staff and lots of questions, suggestions and discussion followed.

To increase the opportunities for communication with staff, improve services and increase trainings available to staff members Amego began increasing the frequency and formality of supervisions for all staff members. A current supervision form was modified for use and a formal schedule was implemented agency wide. By December 2010 supervision meetings were being held and documented with substantially increased frequency agency wide. The supervision meetings continue to happen regularly and facilitate discussions beneficial to staff and management. Amego, Inc. will continue to monitor this and other key aspects of communication across settings and look at every possible opportunity for the professional growth of individuals employed by Amego and of course the quality of the services provided to individuals served by Amego.

- **Community-Based Day Supports & Employment Supports**

*Areas of focus here included improving communication between staff and management, the overall job satisfaction of staff and expanding the ways in which individuals participate in the survey process.*

The manager of these programs conducts daily morning meetings with staff to improve communications and keep staff current and well informed in regards to trainings, daily operations, policies and procedures and administrative information. Voc/CBDS staff members are meeting every morning between 8am and 8:30am. The meeting minutes are kept in a log book and left out on the desk for staff to refer to during the day. Information pertaining to a variety of topics is reviewed with staff during the meeting including monthly trainings/certification info, personnel policies, and behavior support plan training. The daily operations and assigning responsibilities for activities are discussed daily.

Materials were developed to assist individuals served by Amego with filling out survey forms with greater accuracy and training/practice periods were provided in non-stressful environments. The materials created with pictures and/or illustrations were used as a training tool during program hours for individuals. Several of the individuals used the materials to make some choices during the survey. The materials assisted some individuals that otherwise were unresponsive to verbal questioning.

- **Children's Residential**

*Areas of focus for this program included implementing the new supervision forms and monthly schedule, increasing the satisfaction regarding the safety of individuals served by the program and obtaining input from the students when planning activities.*

For the new supervision forms and schedules trainings held by October 2010 and implementation was achieved at a level of 100% by November 2010. The supervision forms that had already been in place were used until December while some slight corrections/revisions were made to the new forms. This facilitated the implementation of the monthly schedule without delay.

To increase the satisfaction rate regarding the safety and well-being of students the goal was set as a 10% reduction in incident reports during the final quarter of 2010. This was achieved, with all three houses meeting the goal of decreasing reports of physical restraints and student altercations by 10% or more.

To obtain input from the students in planning activities a book with materials was made for each house. Materials included student friendly pictures and activities that incorporated the right of the month, holidays that coincided with that month, pictures of menu and recreation items. The PC/PDs have run multiple meetings in each house. The

minutes from these meetings are kept in the student meeting book. For 2011 the shift supervisors will be running these meetings weekly with documentation provided monthly. The students and staff members seem to enjoy the process.

- **ADULT RESIDENTIAL**

*The areas of focus for this program included increasing the survey response rate for families and individuals, increasing support and supervision of staff to positively impact employee satisfaction and increasing staff involvement in and understanding of the quality enhancement process.*

The desire to increase family participation in the 2010 process was the return rate of 30% for 2009. This may have been due in part to be the change from the traditional paper survey to an internet based process. For the 2010 survey the families of individuals served by the agency were once again provided with a hard copy of the survey and a letter was sent explaining the process. The resulting response rate for 2010 surveys was 55%. To facilitate an increase in the individual response rate books were created for the residential sites and the day program sites to assist individuals with their understanding of the survey process and increase their access to participation in the process. These books were completed by 9/29/10. The resulting response rate of individuals served by Amego for the 2010 surveys was 61%.

To facilitate an increase in the support and supervision of staff with the goal of positively impacting employee satisfaction an objective was set to seek 80% implementation of the monthly supervision schedule by December 2010. The goal was not met but distinct improvement has been made in this area. Following implementation of this goal the following monthly percentages were noted:

*Oct 2010 – 59% of adult residential services  
Nov 2010 – 64% of adult residential services  
Dec 2010 – 52% of adult residential services.*

Consistent supervision and communication with staff will continue to be a high priority for the agency.

Regarding the increase staff involvement in the quality enhancement process. efforts throughout 2010 focused on implementing and fine tuning systems to track compliance with QA systems, much of it based on a combination of management instructions and CARF review feedback. Training and staff development were a major push. Current efforts are focused on continuing to improve existing systems for maintaining and improving quality of services provided through increased staff involvement and education into the why behind all the systems. It is recommended that this remain a permanent goal to be shared by QA and Residential Management. This goal can be reviewed regularly. Information can be shared (and input sought) with staff members through a number of resources such as PC meetings, cluster meetings, committee

meetings, house meetings, emails, written reports, consultations with the Residential PDs, house visits and through other means/projects as assigned by senior management.

- **AMEGO SCHOOL**

*The areas of focus for the school included developing augmentative materials to assist students in their participation in the survey process, increasing opportunities for feedback and supervision of staff and increasing LEA (Lead Educational Authority) satisfaction with the progress of their children/wards/students.*

By 1/11 a multi-modal approach was developed and implemented to assist students in their understanding of the questions and to increase reliability of their responses.

While the formal supervision schedule has not yet been completed and implemented regular supervisions are occurring with increased frequency. The opportunities for and occurrence of feedback to staff members regarding their needs and job performance has been increased across school settings. This goal will continue to be a focus until the schedule is in place and supervision meetings occur in compliance with it.

To facilitate specific feedback from LEA's regarding their satisfaction with the progress of their students a simple form/tool was developed to be distributed as meetings occur. The tool is being distributed, however none have been returned yet. Of the survey responses received from LEA's for the 2010 survey period 100% were satisfied with the progress of their student.

- **AMEGO DAY HABILITATION PROGRAM**

*The areas of focus for the Day Habilitation program were expanding the ways in which individuals participated in the survey process, increasing opportunities for family/guardian involvement in the survey response and increasing communication with all stakeholders regarding survey results.*

By June 2010 assistive materials were developed to enhance the individual's ability to participate in the survey. These materials included pictures, social stories or other items which assisted the person in expressing himself or herself. These materials were provided through the Amego School Speech/Language Assistant and modified as needed for use in the Day Habilitation Program.

Families/guardians were notified and reminded about the survey one month prior to survey dissemination to encourage participation. Additionally, results from the 2009 survey were summarized in the July 2010 issue of the newsletter.