



From April through June, 2019, 153 respondents out of 843 self-directed participants supported by The Arc Central Chesapeake Region Fiscal Management Services (FMS) were surveyed. This includes highlights of the survey's findings.



Survey Report Card 2019

Customer Service

The survey's highest and lowest score was related to customer service

HIGHEST SCORE

When contacting The Arc's FMS team with a questions or concern, staff members are professional and courteous.

- **90%** agree (4.51/5)

LOWEST SCORE

When I need assistance to resolve an issue I know who the appropriate contact person is and how to reach that person at The Arc.

- **67%** agree (3.35/5)



"Possibly designate a global troubleshooter who can help anyone who calls in with a problem. Most people may not know what Arc employee can solve their problem."

CUSTOMER SERVICE ACTION STEP

In June, The Arc launched a customer service ticket system to specifically target the lower scores around customer service. The ticket system automatically assigns tickets to the right person based on subject matter and tracks resolution timelines and all correspondence shared to address the issue. Employers may register in the system and access this data at any time.

Tools & Resources

The Arc maintains a website that is easy to understand/use and it offers the forms, tools, and resources I need.

- **76%** agree (3.78/5)



"It would be helpful for us to be able to find out what overall services, resources, programs, and participant/employer tools are available if we should need them. It would also be of interest to the team to know what the current and upcoming events with the Arc are."

TOOLS & RESOURCES ACTION STEP

Early September, The Arc launched a new website making information easier to find and providing enhanced tools and resources.

Payroll

The Arc FMS pays your employees on time.

- **78%** agree (3.92/5)

The Arc FMS pays your employees accurately.

- **76%** agree (3.8/5)



"I would like to be able to submit timesheets and mileage reports online. It would save several steps and time."

PAYROLL ACTION STEP

In August, The Arc launched the option of electronic timekeeping to increase ease and transparency of the payroll process!

Intake & Engagement

Please rate The Arc's FMS's ability to provide an explanation of expectations and timelines for processing.

- **79%** agree (3.95/5)



"I wish The Arc could offer a class to explain how to reimburse each payment."

INTAKE & ENGAGEMENT ACTION STEPS

The Arc tried something new in June 2019 by hosting 3 face-to-face FMS Engagement Sessions to address common questions of participants and other Self-Directed Services stakeholders. The sessions were met with very positive feedback and will be something The Arc will continue into the future. After the FMS Engagement Sessions were held, it was clear that participants wanted a resource providing more information about FMS processes. To meet that need, the 'New Participant Orientation' was created and made available when the new website launched.



Overall Participant Satisfaction

What is your overall satisfaction with the Fiscal Management Services provided by The Arc?

- **77%** satisfaction (3.87/5)

What is the likelihood that you will continue to use The Arc as your FMS provider?

- **86%** likelihood (4.31/5)



"We appreciate the commitment and quality you bring to your services, and the timely way staff responds to questions and concerns."

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