








In October, 2020, 171 respondents out of 1047 self-directed participants supported by The Arc Central Chesapeake Region Fiscal Management Services (FMS) were surveyed regarding their satisfaction with The Arc's services. This was the first survey since a number of large-scale action steps were taken following the 2019 Participant Satisfaction Survey. This includes highlights of the action steps taken between the surveys and a comparison between the 2019 and the 2020 survey results.

2019	2020
153 respondents of 843 served (18%)	171 respondents of 1047 served (16%)
Spring 2019	Fall 2020
Created a baseline	Reflected growth and development
Led to large-scale action steps	Leading to focused, continued improvement

Key Action-Steps Taken Based on 2019 Survey Results

- 
 Launched **Electronic Timekeeping** (Aug 2019) to improve payroll services with automation
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 Implemented a **Customer Service Ticket System** (June 2019) to improve customer support and stakeholder communication
- 
 Revamped our **FMS Website** (Sept 2019) to improve our participant resources and tools
- 
 Hosted **FMS Engagement Sessions** (June 2019) to improve our participant engagement and provide face-to-face opportunities for conversation and collaboration
- 
 Created the **New Participant Orientation** and the **Employee Handbook** (Sept 2019) to improve our intake process and create enhanced tools for participants and their employees

Score Comparison

Service Area	2019 Score* (Scale 0-5)	2020 Score* (Scale 0-5)	% Increase
Intake/Engagement	4.03	4.55	12.9%
Payroll	3.81	4.6	20.7%
Accounts Payable	3.94	4.45	12.9%
Financial Reporting	3.74	4.21	12.6%
Participant Resources & Tools	3.88	4.28	10.3%
Customer Service & Communication	3.89	4.32	11.1%
Pandemic Response	NA	4.4	NA
Overall Participant Satisfaction	3.87	4.59	18.1%

*The survey consists of questions addressing multiple areas of supports and services provided by The Arc FMS Team. The scores are a weighted average of the responses within each service area.

What do you like about our services? What are we doing well?



"I've been so impressed the last three years how much you improved online services. We have always thought your communication etc. has been excellent but implementing [customer] service requests, electric time sheets etc. has really improved services. We love the employees and have been impressed with responsiveness across the board..."



"The Arc has been a wonderful support to us in navigating Self-Directed Services fiscal management."



"COMMUNICATION!!
Arc is the most complete source of information."



"Overall we have had timely and helpful responses when we've had problems or issues. Most often the problems are of our own making candidly, but it is good to have understanding help to resolve them."



"A lot of great folks, that really care about folks with disabilities. We've really come to love working with the Arc. They are quick to respond about any concerns we have. They provide a GREAT service and they just keep getting better all the time. Highly Recommended."



"The [Arc] staff has always been professional and courteous, offering guidance when needed."



"The clients receiving the Arc's services are very satisfied [with] the services which go a long way to improve their quality of [life] in a tremendous way. I strongly recommend the services provided by the Arc."



"I believe the Arc has done an outstanding job of negotiating the changes from DDA, and also the changes necessary with regard to Covid19."

What could we do to continue to improve our services? What should we work to address in the near future?



"Have someone available to speak in person. This has been the biggest change. I know that you serve over 1,000 clients and that it's not always possible to communicate this way. But [it] would be good to be able to reach someone in person."



"If forms could be filled out online and submitted directly it would save scanning and email."



"There needs to be a client user group from each type of client you service more included in how services are provided."