

2021 Participant Satisfaction Survey Report Card



In November 2021, 217 respondents out of 1449 (14.96%) participants supported by The Arc Central Chesapeake Region's (The Arc) Fiscal Management Services (FMS) were surveyed regarding their satisfaction with the The Arc's services. This survey was conducted in the wake of a long-lasting pandemic amidst vastly changing program regulations and unprecedented program growth. Our stakeholders remain our top priority as we continue to tackle these challenges.

Scores

Service Area	2019	2020	2021
Intake/Enrollment	●	●	●
Employee Onboarding*	N/A	N/A	●
Payroll	●	●	●
Accounts Payable	●	●	●
Financial Reporting	●	●	●
Participant Resources/Tools	●	●	●
Customer Service/Communication	●	●	●
Pandemic Response	●	●	●
Overall Participant Satisfaction	●	●	●



Payroll Services and Accounts Payable team members are AWESOME!! They are always polite and answer all questions in easy to understand explanations.



Appreciate all the informational emails during COVID. I never need to call... updated information is always sent.



Very thorough intake process. Helped first time employer, employee get set-up in the system. Very patient with us.



With all the changes in Self Direction, we have been tremendously helped by FMS.



Love your webinars! Our questions are always answered in a timely fashion.

Scores Chart Key - Green: 100-84%; Yellow: 83-75%; Red: 74%-below
 *Prior to 2021, Employee Onboarding was surveyed as part of Payroll.
 In 2021, a new service area was created.

For more information about the 2021 Participant Satisfaction Survey conducted by The Arc, please contact Tracy Davis, Vice President of Self-Directed Initiatives, at tdavis@thearc.org





This is What You Said...and We Listened.

“

More staff to allow you to be more available at all times. Speed up processing of new employees.



The Arc hired additional team members and a dedicated employee/ employer relationship manager for more efficient employee onboarding.

“

The Arc website is not user friendly. Forms and other info are hard to find.



The Arc will launch a new website with more accessible forms and resources to help stakeholders understand requirements and program changes.

“

More training for your staff as DDA keeps changing the program, and what can and cannot be done.



The Arc meets regularly with the DDA to troubleshoot challenges and work together to proactively address programmatic and budget issues.

“

Financial statements [would be] better if they were available online and we could get updates more frequently than monthly.



In Spring 2022, The Arc will implement new software that provides a self-service portal with real-time spending reports and process transparency.

For more information about the 2021 Participant Satisfaction Survey conducted by The Arc, please contact Tracy Davis, Vice President of Self-Directed Initiatives, at tdavis@thearcccr.org