

# **A Center for Function and Creativity**



## **OUR COMMITMENT to STAKEHOLDER SATISFACTION**

# 2016

## Stakeholder Satisfaction

### Overview

The level of satisfaction expressed by internal and external stakeholders reflects the fact that we at A Center for Function and Creativity (CFC) are meeting our core mission of enhancing the lives of the individuals we serve.

Stakeholder surveys and follow-up interviews demonstrate a high degree of confidence in the ability of CFC to deliver innovative person-centered services that expand employment and other community integration opportunities which meet the needs and match the interests of program participants.

Stakeholder satisfaction with the quality and range of CFC services is at its highest level since the company was founded in 2010. By all accounts, the greatest strength of CFC is the commitment of employees at all levels to quality care and individualized supports for program participants.

Overall, the most important element of our success is the belief shared among persons served, employees, and other stakeholders that CFC is achieving its mission through innovative therapeutic approaches which enable the individuals we serve to realize valued roles in the community and live meaningful lives.

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## Stakeholder Satisfaction

### Scope & Methodology

A total of 105 stakeholders were surveyed and/or interviewed in person or by telephone during the period commencing April 21, 2016 and ending July 22, 2016.

Survey and interview questions were asked in the context of CFC service delivery (effectiveness, efficiency, customer service), organizational characteristics (structure and management; resources and capabilities; successes and challenges), industry trends and environmental variables (political, economic, social, technological, legal/regulatory).

Relevant factors were identified through a combination of qualitative and quantitative methodologies: Quantitative research consisted of survey instruments that provided a general picture of the level of stakeholder and employee satisfaction. Qualitative research consisted of follow-up interviews and focus discussion groups, which facilitated analysis of contextual variables against which survey results could be better understood.

To ensure candid and accurate responses, all respondents were assured that the information they provided would be statistically processed, analyzed and presented without identifying individual persons, job titles, locations or organizations.

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### Key Survey Findings

- Stakeholder satisfaction with CFC success in achieving its core mission — enriching the lives of the persons served — is at its highest level since the company was founded in 2010. An overwhelming majority (85.7%) of stakeholders surveyed are “totally satisfied” or “satisfied” with the ability of CFC to achieve that mission. None of the stakeholders surveyed online or interviewed afterwards expressed any dissatisfaction in this regard.
- An overwhelming majority (85.7%) of stakeholders surveyed also believe that CFC is doing an “excellent” or “above average” job in meeting the individualized needs of program participants. None of the stakeholders surveyed or later interviewed on this question expressed any doubt that CFC is meeting individualized needs.
- Similarly, an overwhelming majority (83.3%) of stakeholders surveyed rate the effectiveness of CFC services as “excellent” or “above average,” with high marks given for “excellent” and “above average” customer service (78.6%) and the efficiency of CFC services (76.2%).

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### Representative Comments

- *CFC gets to know the individuals they serve which allows for them to support the individual in the manner that works for the individual.*
- *The program our [family member] participates in is the finest program [our family member] has ever been involved with....Encourages and supports personal esteem through art, encourages personal development through successful stage performance which has really given our [family member] the chance to develop “team” skills necessary in daily living.*
- *Program is calm and welcoming. Everything “timely” without being “tense.”*
- *Excellent service for my clients!*
- *Innovative ideas. Dedication and Commitment to Quality*
- *[Individuals served] love the program!*
- *Follow up is fantastic. Information given ... is abundant and accurate.*
- *Staff are proactive in meeting changing needs of individuals.*
- *Great communication. Person centered planning.*
- *The staff are friendly, yet they set boundaries. They take time to LISTEN ...*
- *[Staff members] care and it shows. Good communication and feedback.*
- *You guys rock!*

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### Representative Suggestions

- *Keep the enthusiasm going with the plays.*
- *Continue to hire good staff.*
- *Provide free lunches, massages.*
- *Group movie day at CFC. Group dance or music at CFC.*
- *Have a consistent rep for the ISP meetings*
- *Improve Staff knowledge/integration of therapeutic strategies*
- *Provide reports for services ... without being requested*
- *I pray the staff receive the monetary reward they need for their daily living so they stay to continue the great work they currently give to each individual. They are just remarkable individuals!!! We truly appreciate each one of them and are grateful for their support.*
- *Just continue providing the arena for personal development through art, music, stage performance and community involvement.*