



Achieve with us.

*For people with intellectual
and developmental disabilities*

***The Arc of Blair County
Staff and Board of Directors
2017 Survey of:***

***Members, Families, Community Providers, Past and Present Board Members,
Donors, Volunteers, School Representatives***

The mission of The Arc of Blair County is to improve the quality of life for individuals with any type of developmental disability through advocacy, education, recreation and support. The Arc of Blair County serves people from birth through life that have a delay in learning such as speech delays, Autism, AD/HD, reading delays, Cerebral Palsy, Down syndrome or other learning support needs by offering social programs, educational workshops, materials, resources, guidance, and advocacy at no cost.

The Arc of Blair County, 431 Jackson Avenue, Altoona, PA 16602 Phone: 814.946.1011 www.thearcblair.org



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Executive Summary

2017 Survey of: Members, Families, Community Providers, Past and Present Board Members, Donors, Volunteers, School Representatives

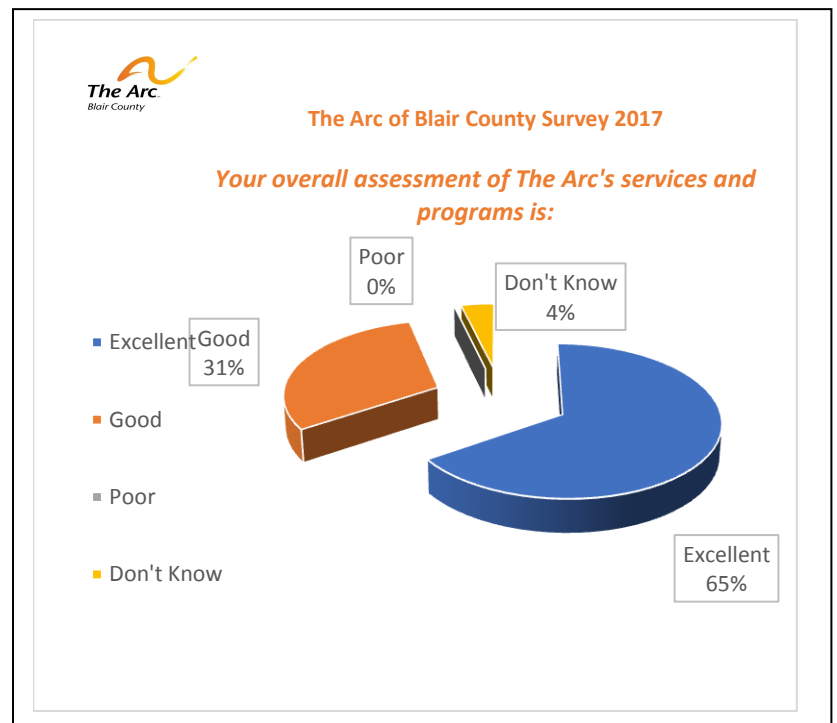
The Board of Directors of The Arc of Blair County completed the last stage of their strategic plan by surveying those who are involved with the organization to assess their knowledge of the services and programs The Arc offers and to evaluate whether they believe we are meeting our mission. The survey was designed by a committee of The Board of Directors including JoEllen Steinbrunner, Becky Young, and Sara Fiore-Gunnett with input from Maria Brandt, Executive Director of The Arc. Following several reviews, the survey was approved by the Board.

The survey consisted of 11 questions plus the opportunity to provide general comments. There were 619 emails sent, 235 surveys mailed, and 227 newsletters were mailed which included the survey information. 185 surveys were returned. For analysis, the total of the surveys emailed and mailed was used to establish a 21% return rate.

To encourage participation if a respondent included their name they would be entered for chance to win one of four \$25.00 gift cards.

An online survey was developed using *Survey Wizard* with no entry issues reported by respondents. An Excel spread sheet was download from the *Survey Wizard* website. An Excel spread sheet was developed and data was entered by hand to record the responses submitted by mail.

Those spreadsheets were combined into one for analysis of the results, but the original spreadsheets have been maintained to allow for more in-depth analysis if necessary. Charts were developed on the combined data to display the answers and further analysis will be done following a review by the Board of Directors.



It is important to note that the number of total respondents by category or total may be off by up to three numbers due to respondents not answering all questions or data entry errors. Therefore, the number of respondents for each chart may not equal the total number of answers.

Sample Comments:

"Can't say enough good about the Arc. We have been members for 20+ years and it just keeps getting better!"

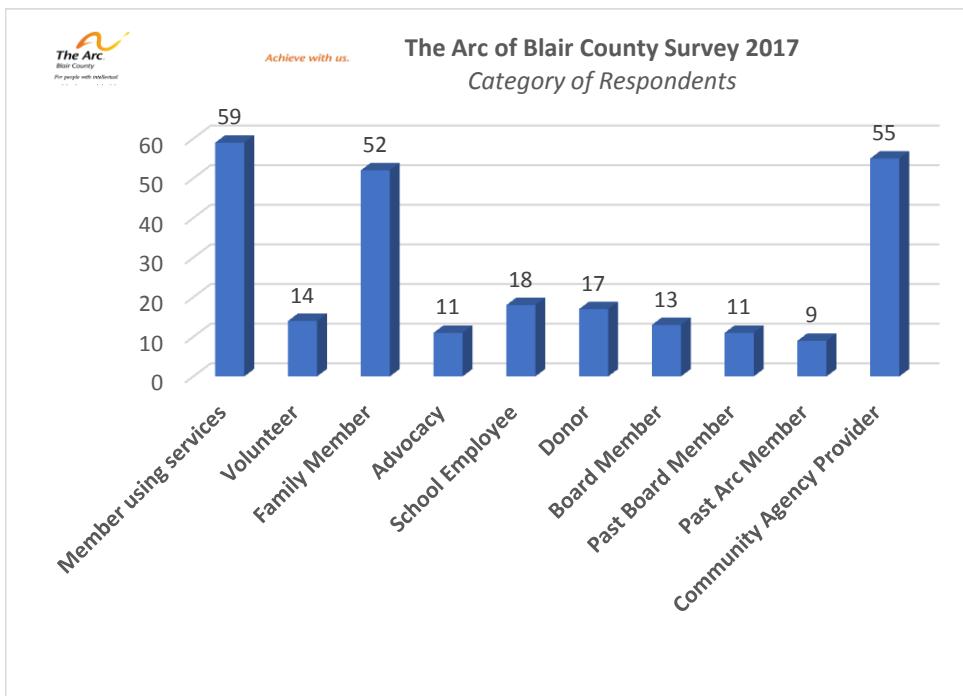
- Member accessing services

"The Arc staff and board of directors do an excellent job promoting and educating the community about special needs individuals which is so important. We are so fortunate to have an exceptional arc in Blair county. Thank you for everything you do to make a positive difference."

- Family Member

"I would appreciate more support in info and services for specifically Downs Syndrome and aging."

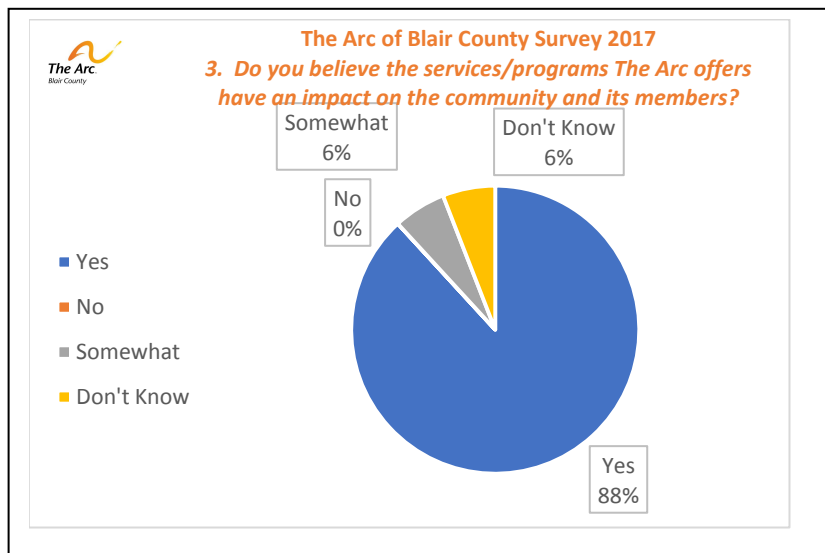
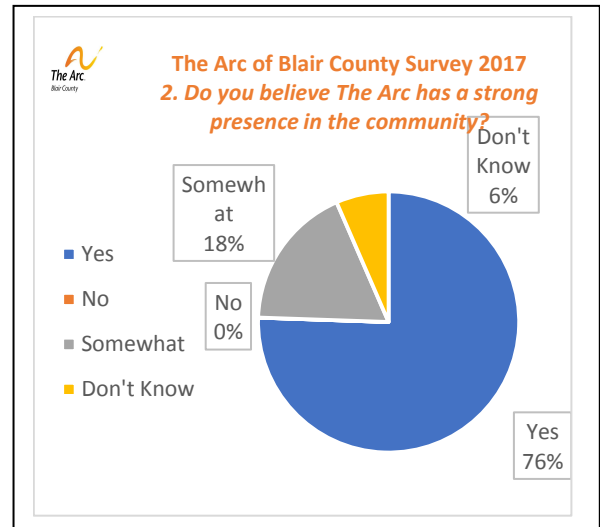
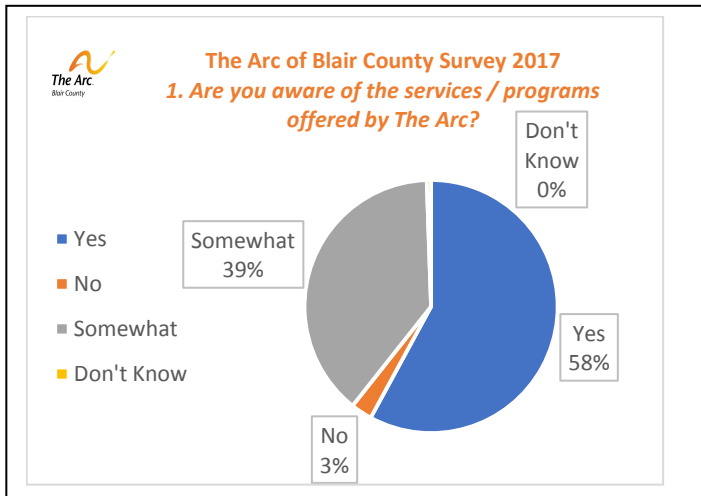
- Family Member



Note: Respondents could choose more than one option.

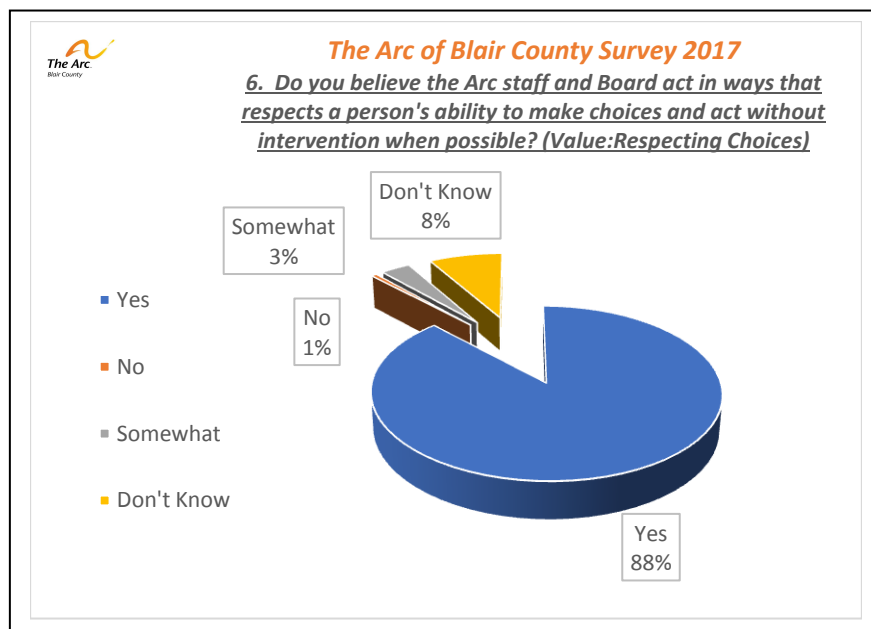
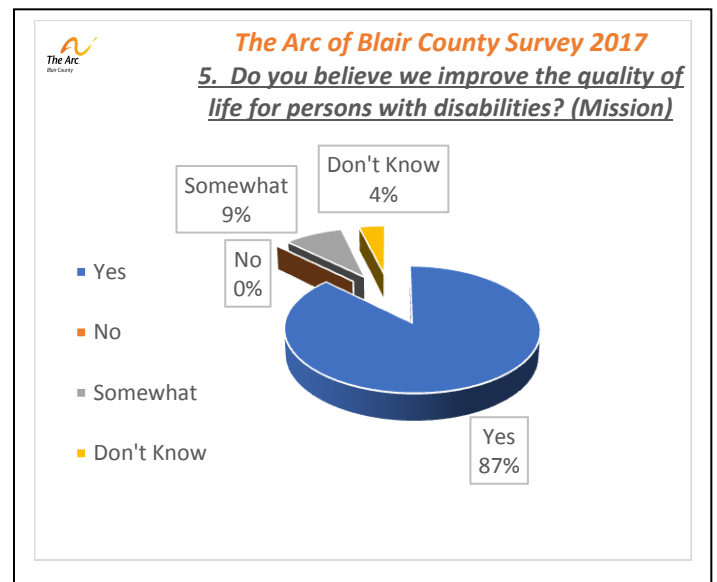
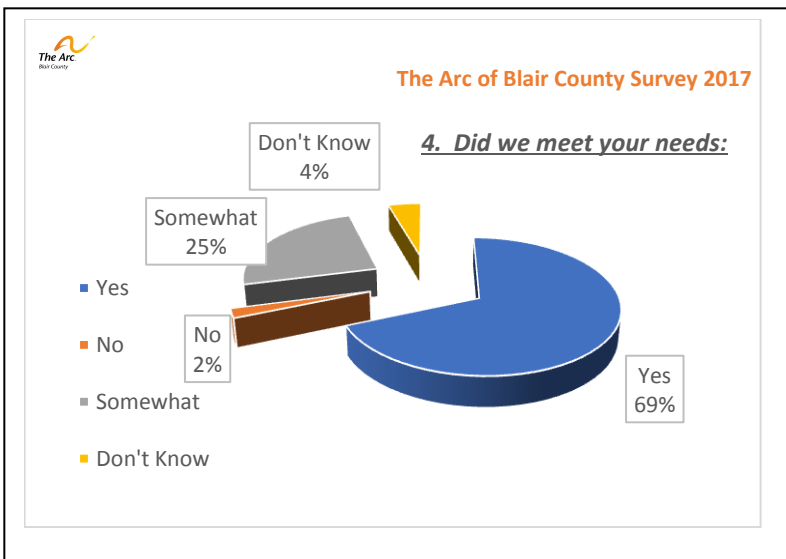
The Arc of Blair County Survey 2017
All Responses-Knowledge

The following three survey questions were designed to assess the respondents knowledge of The Arc of Blair County. Fifty-eight percent (58%) of the respondents were *Aware* of the programs and services offered by The Arc. Thirty-nine percent (39%) were *Somewhat Aware*. Seventy-six percent (76%) indicated they believed The Arc has a *strong presence* in the community with 18% responding *Somewhat* to this question. Eighty-eight percent (88%) indicated they believe the programs and services The Arc offers *have an impact* on the community and its members.



**The Arc of Blair County Survey 2017
All Responses-Mission, Vision, Values**

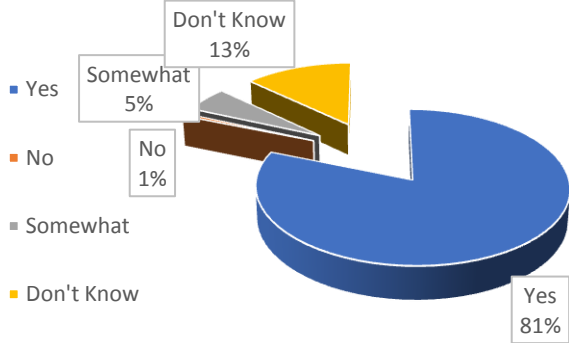
The following eight questions were designed to evaluate the respondent’s beliefs as to whether the staff and Board of Directors are meeting the mission, vision and values of The Arc as we defined them. On review of the results, the overall responses are positive. Question 6 (*Do you believe The Arc staff and Board act in ways that respect a person’s ability to make choices and act without intervention when possible?*) received 88% Yes answers. Question 5 (*Do you believe we improve the quality of life for persons with disabilities?*) received 87% Yes answers. Question 4 (*Did we meet your needs*) received the lowest Yes answers at 69% resulting in the highest Somewhat answer of 25%.





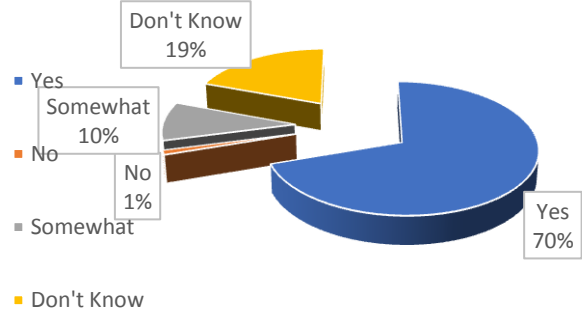
The Arc of Blair County Survey 2017

7. Do you believe the Arc staff and Board act in ways that support appropriate education in an integrated setting? (Value: Honoring Abilities)



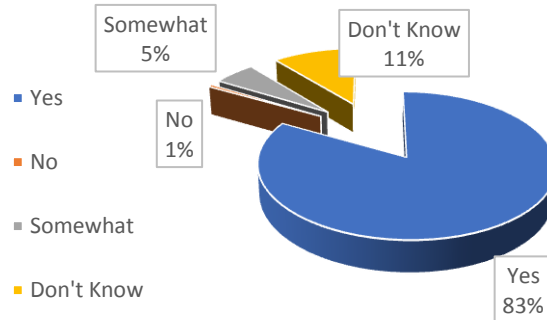
The Arc of Blair County Survey 2017

8. Do you believe the Arc staff and Board assist persons to work in a rewarding vocation or volunteer week? (Value: Honoring Possibilities)



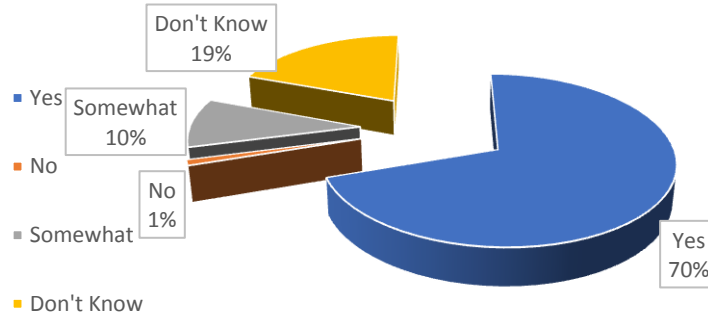
The Arc of Blair County Survey 2017

9. Do you believe the Arc staff and Board assist persons in having social and personal relationships in the community? (Value: Achieving Possibilities)



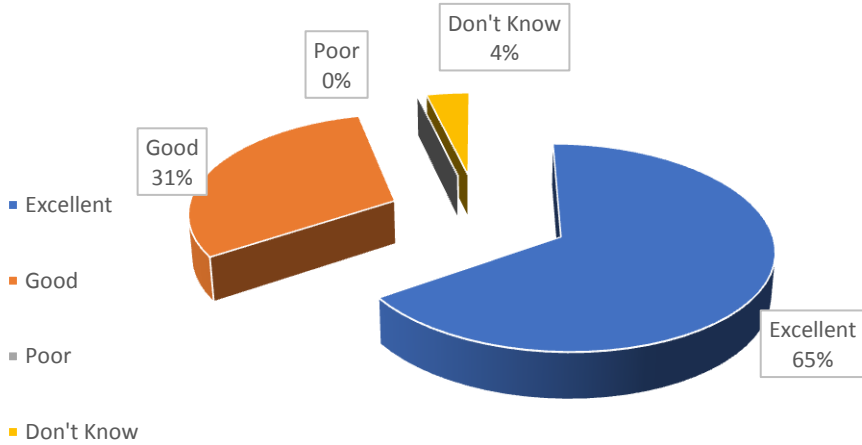
The Arc of Blair County Survey 2017

10. Do you believe the Arc staff and Board support activities that protect persons from health and safety hazards? (Value: Supporting Safety and Health)



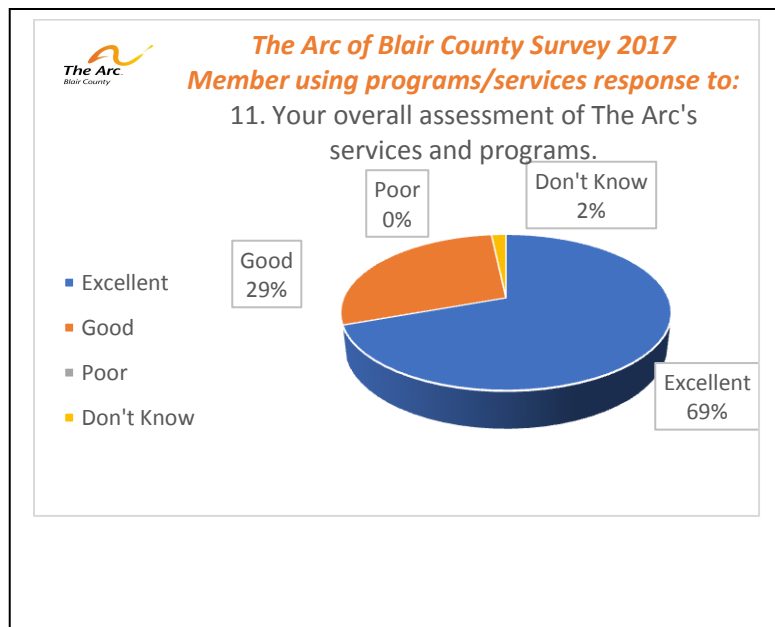
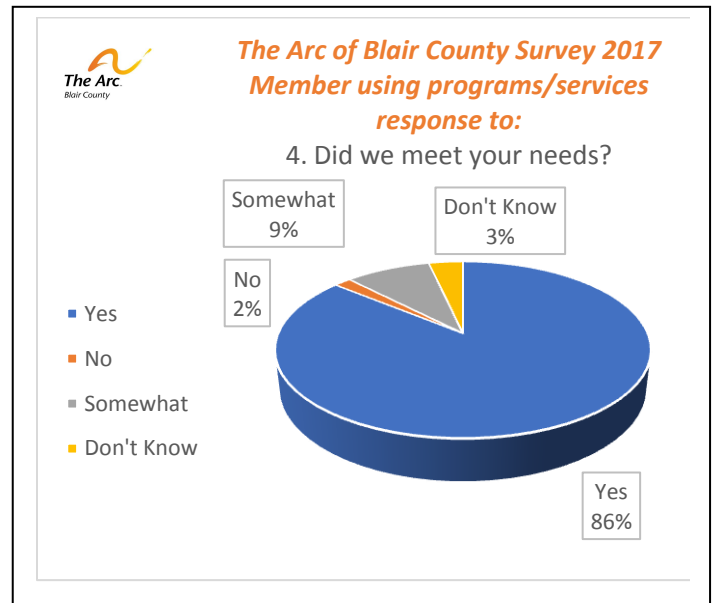
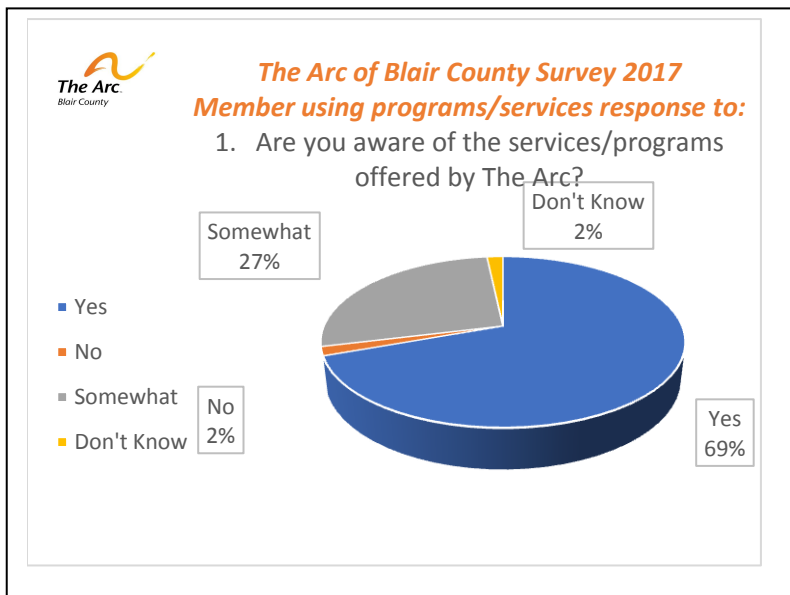
The Arc of Blair County Survey 2017

11. Your overall assessment of The Arc's services and programs is:



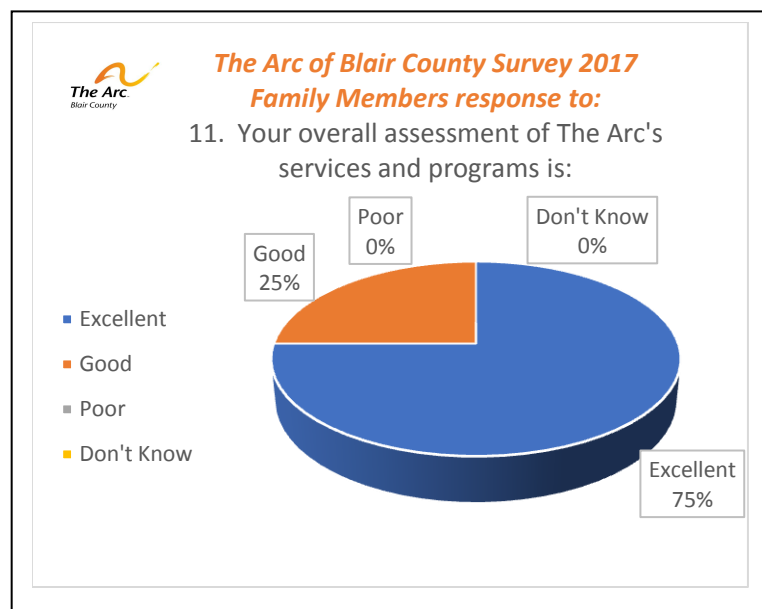
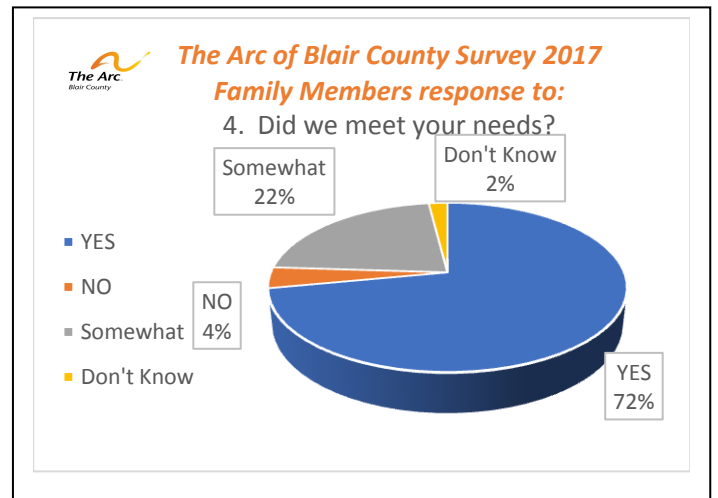
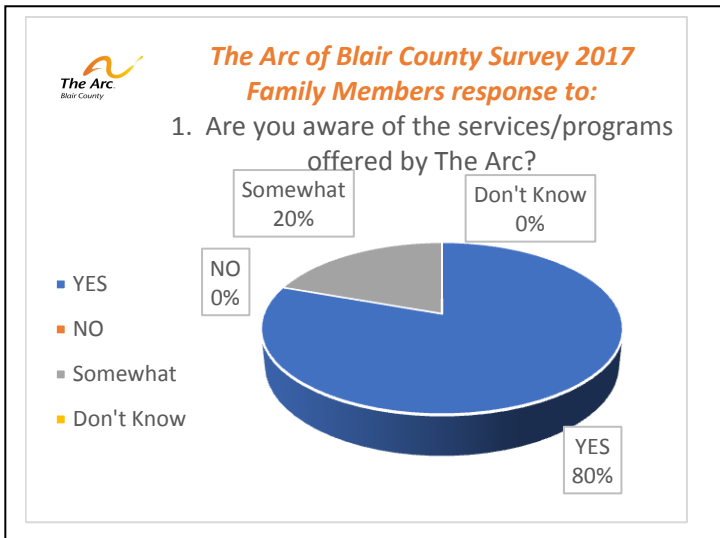
The Arc of Blair County Survey 2017
Members Using Programs/Services Responses

A total of 59 *members using programs/services* responded to the survey with 53 completing the survey by mail. The responses indicated 69% of the *members using programs and services* are *Aware* of the programs/services offered by The Arc. Twenty-seven percent (27%) indicated they were *Somewhat Aware*. Eighty-six percent (86%) indicated The Arc *met their needs* with 9% responding *Somewhat* to this question (5 individuals). Sixty-nine percent (69%) rated The Arc's *Overall Assessment* as *Excellent* with twenty-nine percent (29%) rating this question as *Good*.



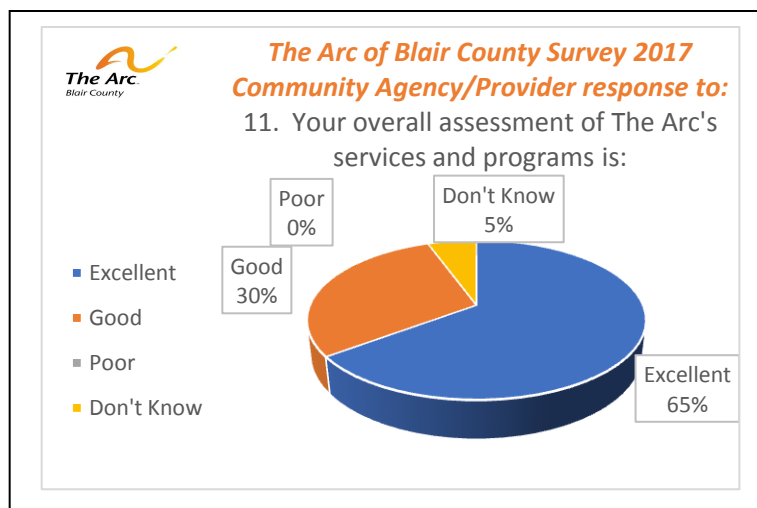
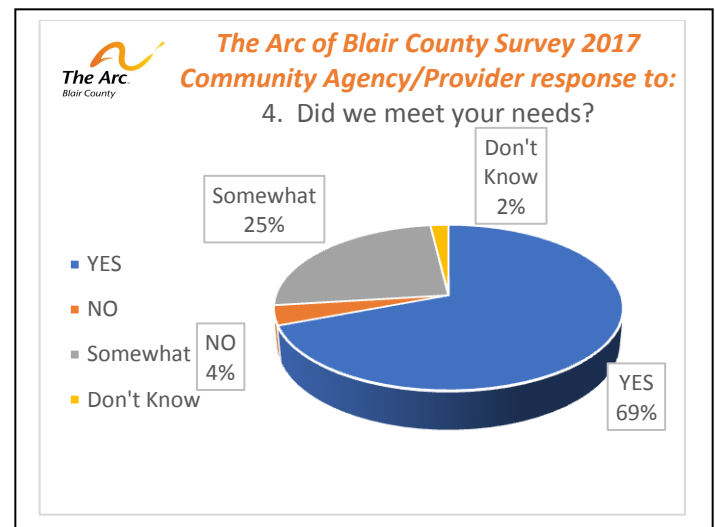
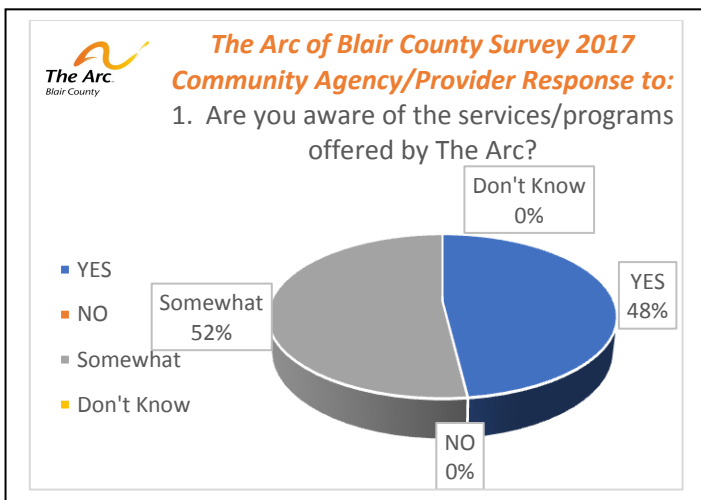
The Arc of Blair County Survey 2017
Family Member Responses

A total of 52 family members responded to the survey with 39 completing the survey by mail. Eighty percent (80%) of the respondents indicated they were *Aware* of the programs and services offered by The Arc. Twenty percent (20%) reported they were *Somewhat Aware*. Seventy-two percent (72%) indicated The Arc *met their needs* with 22% responding *Somewhat* to this question (11 family members). Seventy-two percent (72%) rated The Arc's *Overall Assessment* as *Excellent*.



**The Arc of Blair County Survey 2017
Community Agency/Provider Responses**

A total of 58 community agencies and providers responded to the survey with 47 completing the survey on the Survey Wizard Website. Forty-eight percent (48%) of the agencies or providers are *Aware* of the services and programs offered by The Arc. Fifty-two percent (52%) are *Somewhat Aware*. Sixty-nine percent (69%) indicated The Arc *met their needs* although 4% responded *No* to this question (4 agencies/providers). Sixty-five percent (65%) rated The Arc's *overall assessment* as *Excellent*. Thirty percent ((30%) rated that question as *Good*.



The Arc of Blair County Survey 2017 Individual Comments/Responses

The individuals who completed the Arc Survey by mail or on line, were offered an opportunity to add any comments they might like to make. Of the 185 responses we received to the survey, the following comments were included. For some comments we have the name and phone number for contact purposes. Others were completed anonymously.

ON LINE RESPONSES:

The Arc offers a place for persons with disabilities to meet and learn and play.

Great survey!

The Arc provides wonderful services for community members. Somehow, we need to get family members to take a greater role in developing independence for Arc clients.

I would appreciate more support as my sister ages. Senior support and activities for those aging with Downs Syndrome is unique and sometimes I feel we are alone in our quest to find meaningful answers to our challenges. The social activities at The Arc are fantastic!

Director and staff of The Arc are always caring and respectful of everyone they come in contact with.

I think the Arc has a positive impact on the community and the lives of individuals.

I love the square-dancing classes!

I appreciate all that The Arc does for the community but most importantly what you do with my family. It is so nice to know that you are not alone and that there is support out there. I couldn't ask for a more kind and compassionate group of people. Thank you so much for all you

All of my experiences with The Arc have been positive ones and Maria and her staff are amazing.

The questions are unfortunately generic, and I can only answer for the specific situation when you used your services. It was helpful (our son has ADHD) and the representative (forgot her name!) was very sincere and tried very hard to help us. Help coaching was very helpful.

I know the Arc and its Director have an excellent reputation or I would not have entered the contest.

This is a sad place to go emotionally, and where it meets needs no other organization in the area is interested in investing.

Very helpful for answers and resources.

With my limited knowledge of what The Arc provides mostly on a social level does not appear to

be community integrated, the social activities allow people to be comfortable with each other but does not appear to promote true community integration.

Unknown if there is a carpool system organized for activities, this is a huge barrier for many.

GREAT AGENCY

Although the name of The Arc is known to the public, there are many services that they offer that many do not know about and how to access them. In networking events, I'm not sure I have seen representatives from this group present.

Just like all good things, sometimes the pendulum swings too far and school/teachers are asked to provide services that may help 1 student to the detriment of all students

Maria does an excellent job for The Arc services.

I have just become aware of Arc through Connie Traficante. I am just reading to learn more of what Arc has available to those with disabilities.

HARD COPY SURVEY RESPONSES:

The Arc is doing a super fantastic wonderful job in Blair county.

Great leadership

Maria really seems to be in the community plugging The Arc.

The Arc is a good program.

More ads for stronger presence in the community.

The Arc staff and board of directors do an excellent job promoting and educating the community about special needs individuals which is so important. We are so fortunate to have an exceptional Arc in Blair county. Thank you for everything you do to make a positive difference

My son and I are both past board members and Arc participants. He rarely uses the Arc services anymore, but we strongly feel that the Arc is doing a great job for the folks to participate in its many programs they offer

Carl would not be able to answer these questions

I am beyond grateful for Rosemary Malone and all of the assistance. As a single parent of a child with Autism and special medical needs and as my child's advocate it has been a blessing to us to have Rosemary help us navigate the waters of special education and what is in the best interest of the child. Thank you!

I would appreciate more support in info and services for specifically Downs Syndrome and aging.

I have seen a tremendous growth with the Arc over the last 10+ years. Not only has your physical facility expanded but the type and frequency of services and programs has grown. You are doing a great job!!

Madison is 14-need more younger people to participate.

Good job! Thanks!

The Arc is a valuable service. It has always helped my special child and myself.

Well thought of in the area!

Thankful for Maria. She is always kind and bubbly and makes it fun to come to classes.

Wonderful people, volunteers!

I attend dances. My only involvement in Arc.

My survey replies reflect I feel we are doing a good and still people don't know or don't care. I always will care and speak well of the Arc. Wish my health let me more involved. Twice board President

Can't say enough good about the Arc. We have been members for 20+ years and it just keeps getting better!