

Mission Statement

MRO Inc. is dedicated to serving individuals with disabilities by providing residential support services in a manner that promotes individual dignity, community integration and quality of life.

MRO has developed and implemented a Quality Improvement Plan (QIP). This plan includes methods of assessing the agency’s performance on key measures of program quality and outcomes of services for agency consumers. Measuring satisfaction with agency services, as reported by key stakeholders, is an integral part of these Quality Improvement efforts.

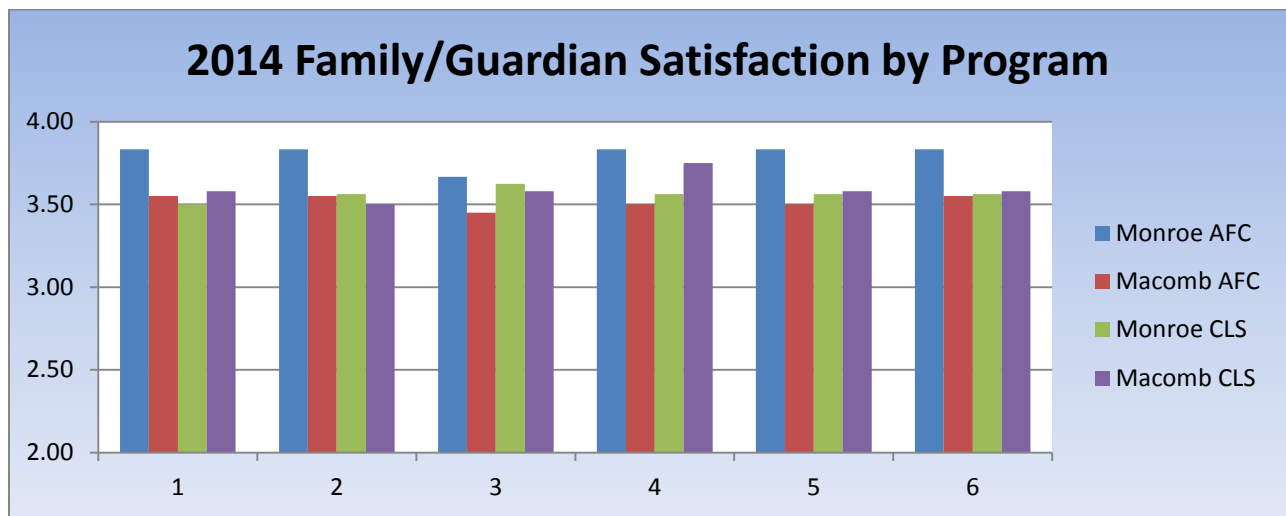
Each year several satisfaction measures are used to gather feedback on agency programs. The results are shared with consumers, staff and other stakeholders and summarized here.

Consumer Satisfaction-Guardians and Families

A satisfaction survey is provided annually to families or guardians of agency consumers. This year, responses were received on behalf of 54 consumers. The results are summarized here.

SURVEY QUESTIONS

1. MRO management and staff are accessible when needed.
2. My questions and concerns are addressed in a timely manner
3. The current living situation is meeting the resident’s needs.
4. I would recommend MRO to a friend or family member who needs this service
5. MRO staff are responsive to the needs of consumers, supporting their dignity and individual rights.
6. Overall I am satisfied with the services I receive from MRO



SURVEY RESPONSE SCALE

4-Strongly Agree
3-Agree

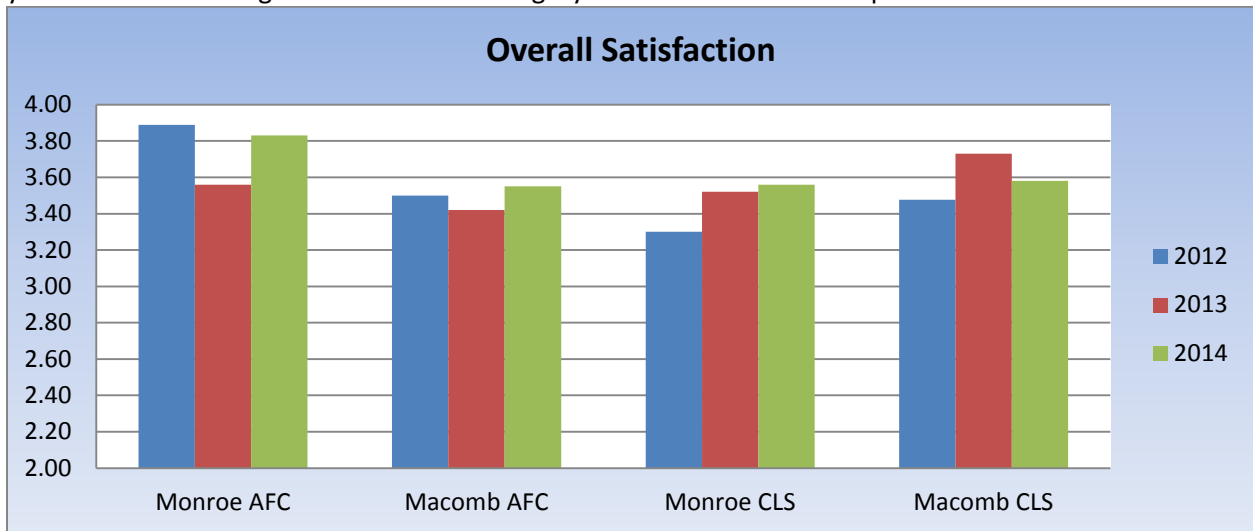
2-Disagree
1- Strongly Disagree

The responses are analyzed according to program type, (Group Homes or Community Living) and by region. No real trends have been identified by region or program type. This year, the Monroe area AFC homes scored higher on all questions.

The variations were presented to site managers for discussion.

A total of 100 surveys were mailed and 54 were returned. (54% response rate).

This following chart compares the overall satisfaction of respondents, (question #6) to the prior two years. Scores were higher in all but one category and continue to reflect positive satisfaction.



Responses are consistent with prior years. For 2014, 100 percent of all respondents indicated that they agreed or strongly agreed with the statement "Overall I am satisfied with the services received from MRO".

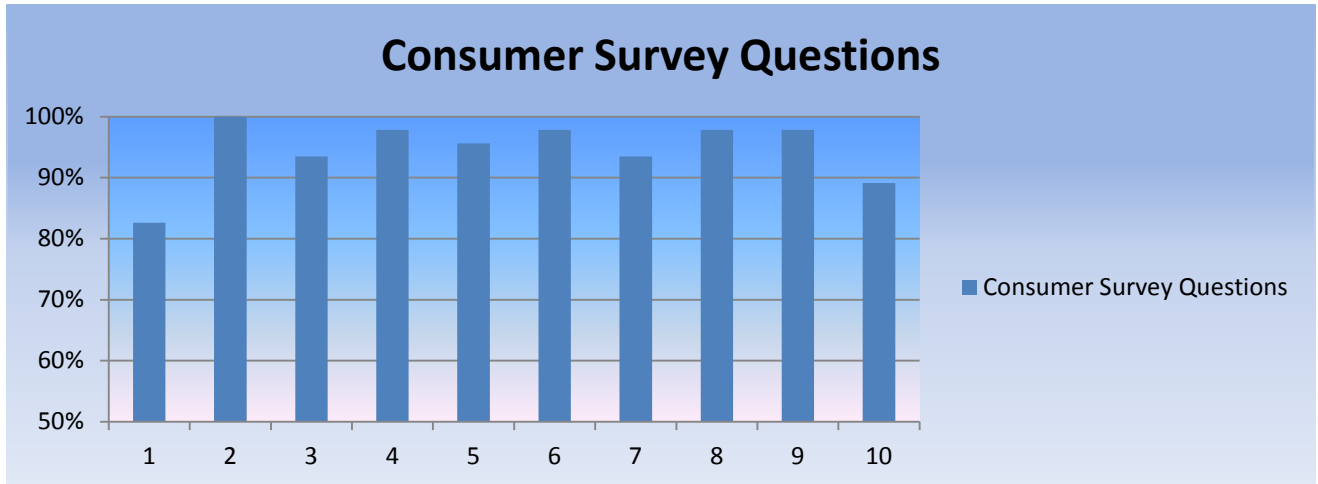
The agency staff remains very encouraged by these results. Survey results are shared with funding agencies, staff and other stake holders

Satisfaction of Consumers

A Separate survey was used this year for clients who could respond to questions themselves.

1. I am happy where I live
2. The staff help me
3. I do activities that I ask to do
4. The staff listen to me when I have a problem
5. My staff help me learn new things
6. The staff treat me nice and show they care about me
7. I feel safe and comfortable in my home
8. My staff give me privacy
9. I eat the food that I like
10. Overall I like my home and staff

The questions were presented in a Yes/No format and assisted by agency staff other than their normal care givers. Each survey recorded a percentage of yes answers and the overall score. 46 surveys were completed and the overall average score was 94%.

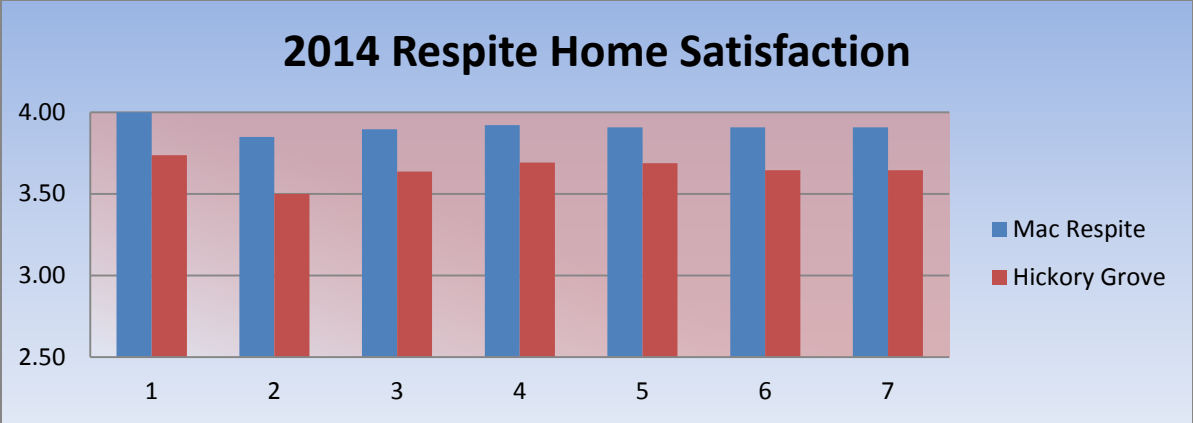


Many of the comments highlight the very positive nature of the relationship between clients and staff. Other comments noted an interest in activities, and requests for more staffing.

Respite Programs

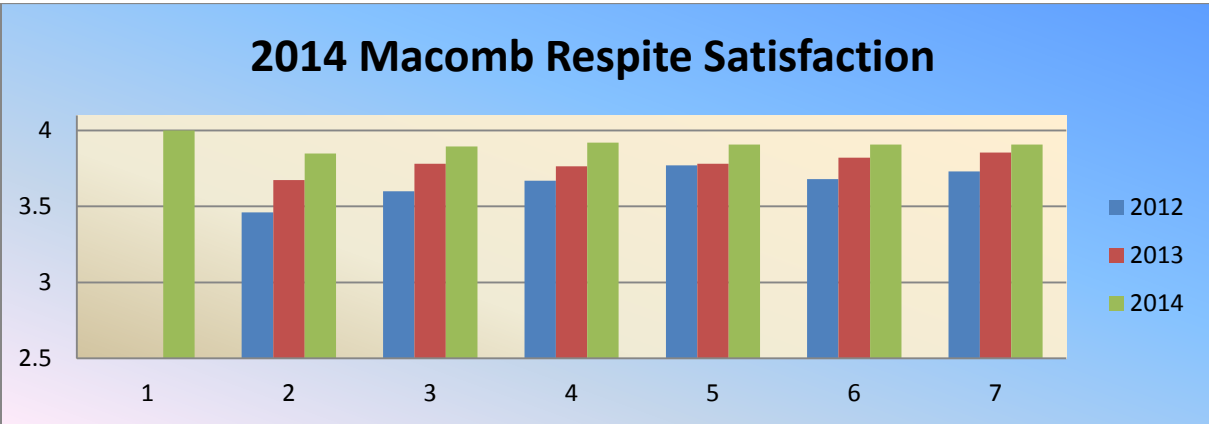
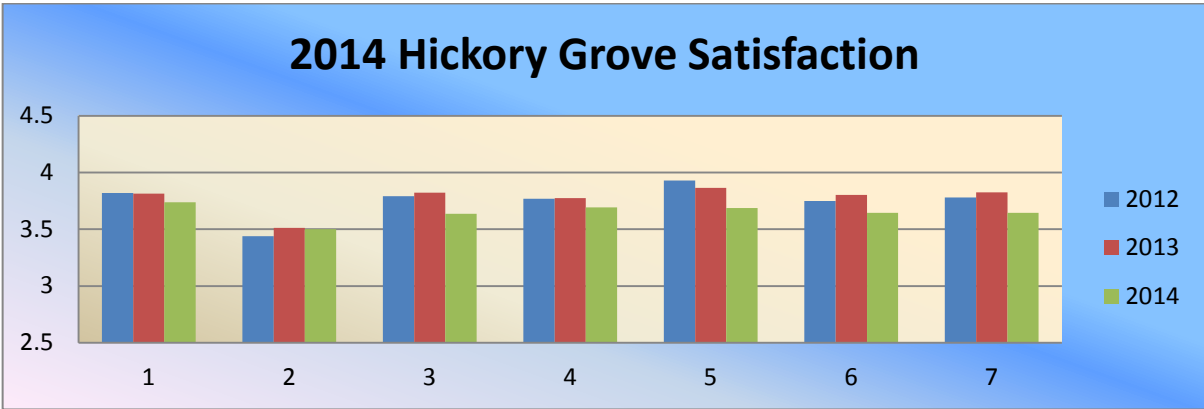
Questionnaires are provided to consumer families following each stay in the respite homes. The following questions are asked to evaluate their experiences:

1. The scheduling process was convenient and efficient
2. The respite home provided adequate recreation/leisure activities
3. The quality of care and staff interactions with clients met my expectations
4. The management and staff were knowledgeable of client's needs
5. The management and staff were accessible, courteous
6. Overall I am happy with the respite services
7. I would recommend the r respite program to other famili



Responses have been consistent from year to year and have generally run higher for the Macomb program.

The following two graphs compare the scores to each question to the prior two years for each home. Overall satisfaction scores remain consistently high and noticeable improvements occurred at the Macomb Respite home.



At the Macomb program, mid-year, MRO Inc. took over the responsibility of scheduling the respite visits. This was formerly done through contact with the Macomb CMH office. There was concern that this would be disruptive and confusing for families. At the home, a staff person was dedicated to the

scheduling process to insure consistency. The survey results were very positive as 100% respondents indicated that they were “Very Satisfied” with the scheduling process. (question #1 in above graph)

For both respite homes, 645 surveys were distributed, 156 returned yielding a return rate of 24.2%. Surveys are provided following every respite stay. Therefore many families receive multiple surveys during a year.

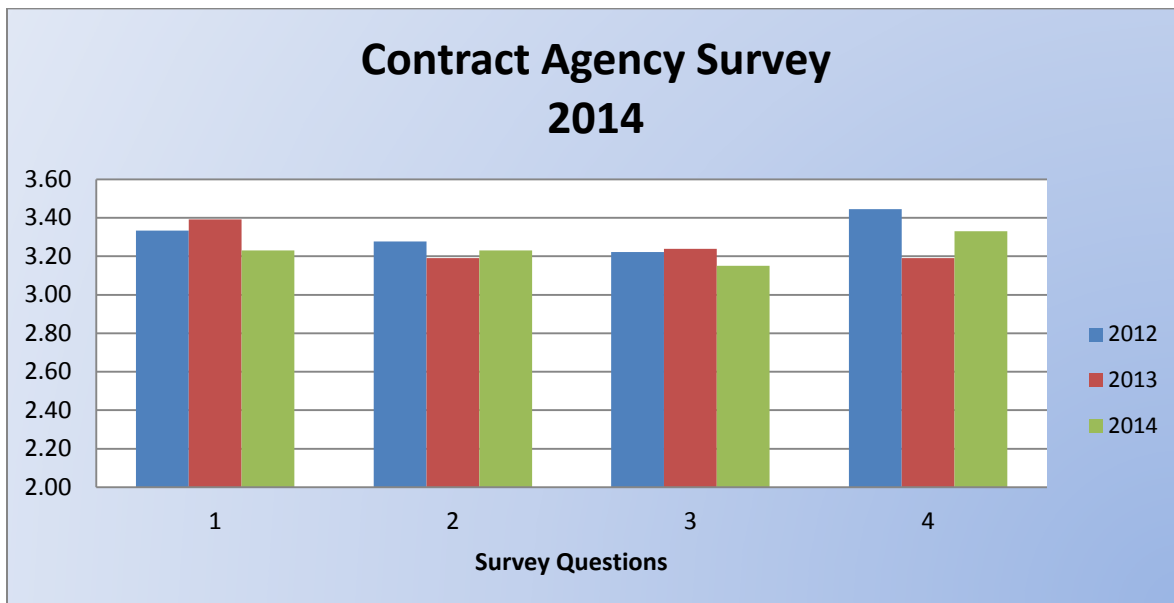
Both homes continue to show very high overall satisfaction results. Annually, the contract agencies are very interested in these results as they monitor the need and interest in respite programs.

2014 Survey of Contract Agencies

Satisfaction surveys were sent to case-managers, nurses and other professional staff at the four contract agencies: Macomb Oakland Regional Center, Macomb CMH, Washtenaw CHO and Monroe CMHA. The survey asked respondents to reply to the following questions on a four point scale (Strongly Agree=4, Agree=3, Disagree=2, strongly Disagree=1)

1. MRO managers are open, accessible, available when needed
2. Staff provide the support needed by consumers to meet their personal goals and service plans
3. MRO staff are responsive to the needs of consumers, supporting their dignity and individual rights
4. Overall, I am satisfied with the services provided by MRO

An internet based survey was e-mailed to 67 recipients. 13 surveys were completed for an overall response rate was 22%. This was an increase in percentage from 2013 although the total number of surveys sent was less. The results are represented in the following graph which compares the response this year to the prior years.



Comments received are passed on to managers and supervisors for their respective programs. The results show slight variations from the prior year. Some of the comments reflected on the challenges faced by managers and the high demands placed on them.

The MRO program staff was especially pleased regarding question four as 100% of the responses either agreed or strongly agreed that they were satisfied with MRO's services. The on line survey format continues to work well with professional staff.

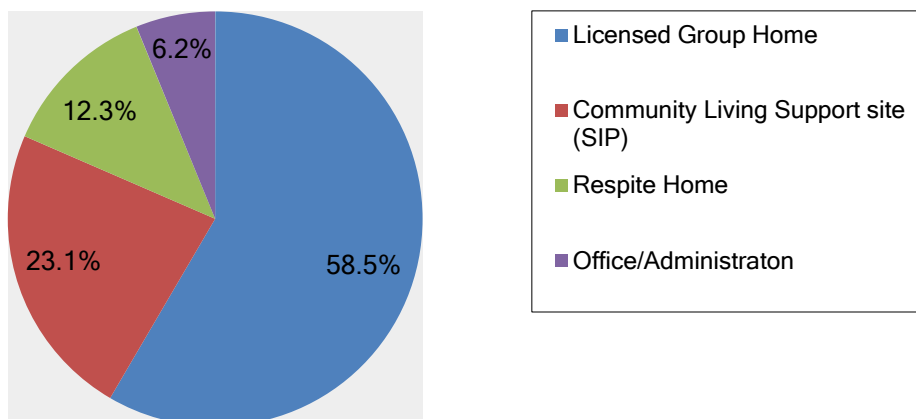
Employee Satisfaction

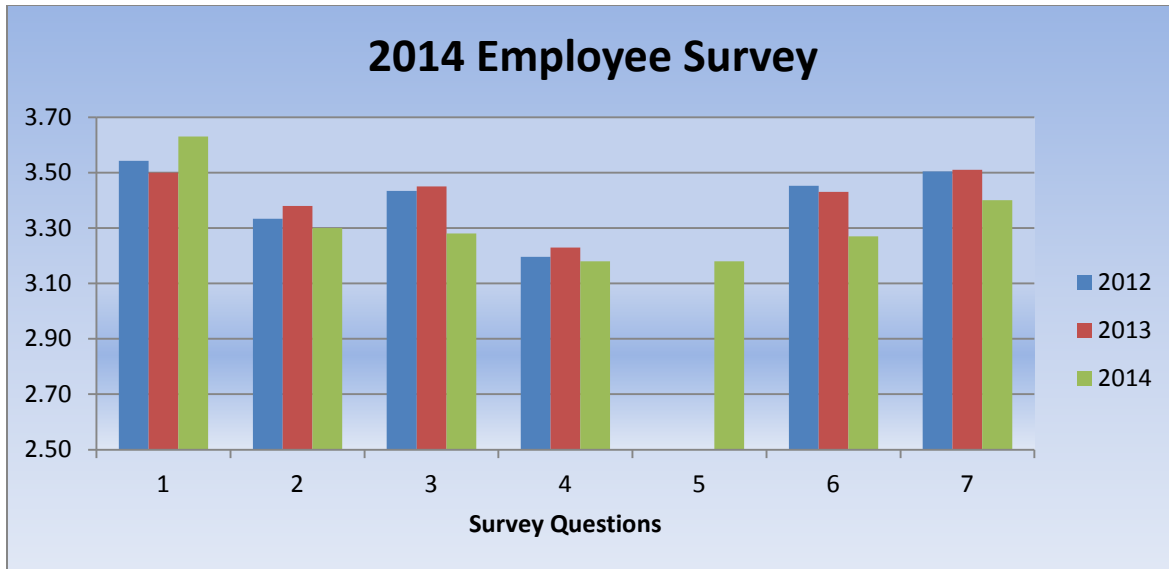
An internet based survey is provided annually to employees to assess agency performance and current attitudes. The following questions were included this year. Responses are compared with prior year results for perspective.

1. I have received adequate training to perform my job efficiently and effectively
2. Management has treated you fairly and respectfully and has given you the opportunity for growth.
3. Managers and supervisors are open, accessible and available when needed.
4. Your employee concerns are being addressed
5. When calling the main office, my situation was taken care of in a prompt, timely manner (New question this year)
6. Your employer has worked to attract, develop, and retain people with diverse backgrounds.
7. Overall, I enjoy working for this company.

The survey is internet based and gets a larger response for employees in the licensed homes, where computers are available on site. 65 responses were received this year.

**2014 Employee Survey
Respondents Worksite Type**





Question five was new this year, which asked about employees experiences when contacting the main office. An HR professional was added to the office staff earlier and suggested this question.

The survey also includes several open ended questions that allow for comments, complaints, and suggestions. Their answers give insight into the morale and management style in each program. Wage concerns are a common theme as constrained funding continues.

The responses highlight the importance of employees attitudes as the agency strives to maintain stable and supportive environments for our consumers.

Summary

Together, these satisfaction surveys provide a measure of attitudes toward MRO Inc. by key stakeholders; consumers and their families, staff and contract agencies.

In general, responses continue to be very positive however it is recognized that improvements can be made based on this feedback. The ongoing goal of the Quality Improvement program is to maintain or improve on this level of satisfaction with agency services.