

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.

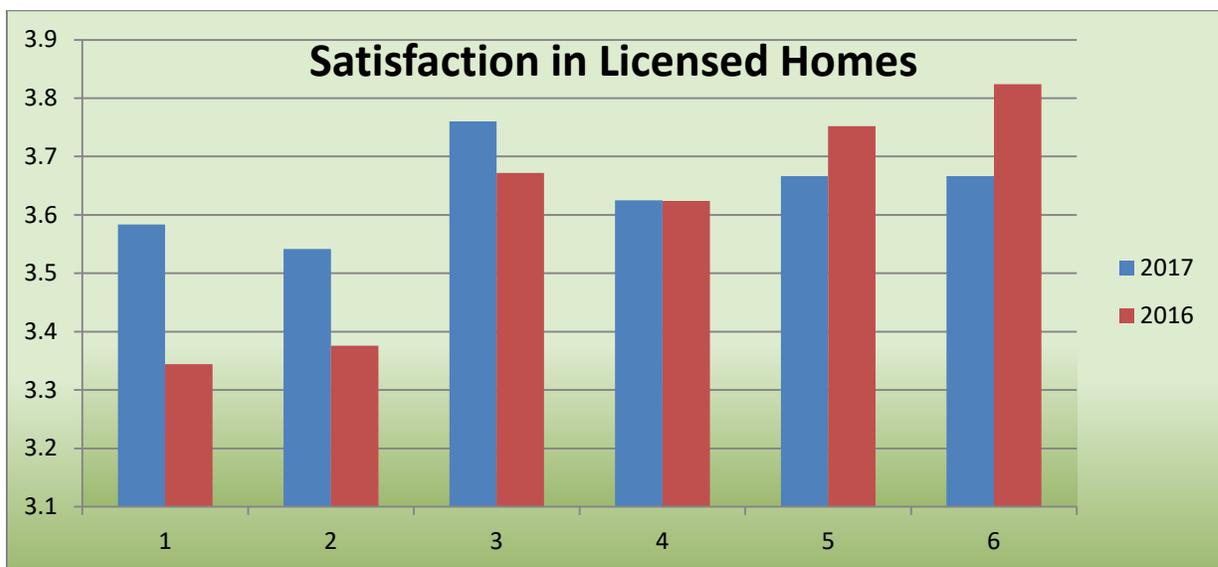
Each year several satisfaction measures are used to gather feedback on agency programs. The results are shared with consumers, staff and other stakeholders and summarized here.

Consumer Satisfaction

A satisfaction survey is provided annually to family, guardians or designated representatives. This year, responses were received on behalf of 55 consumers. The results are summarized here.

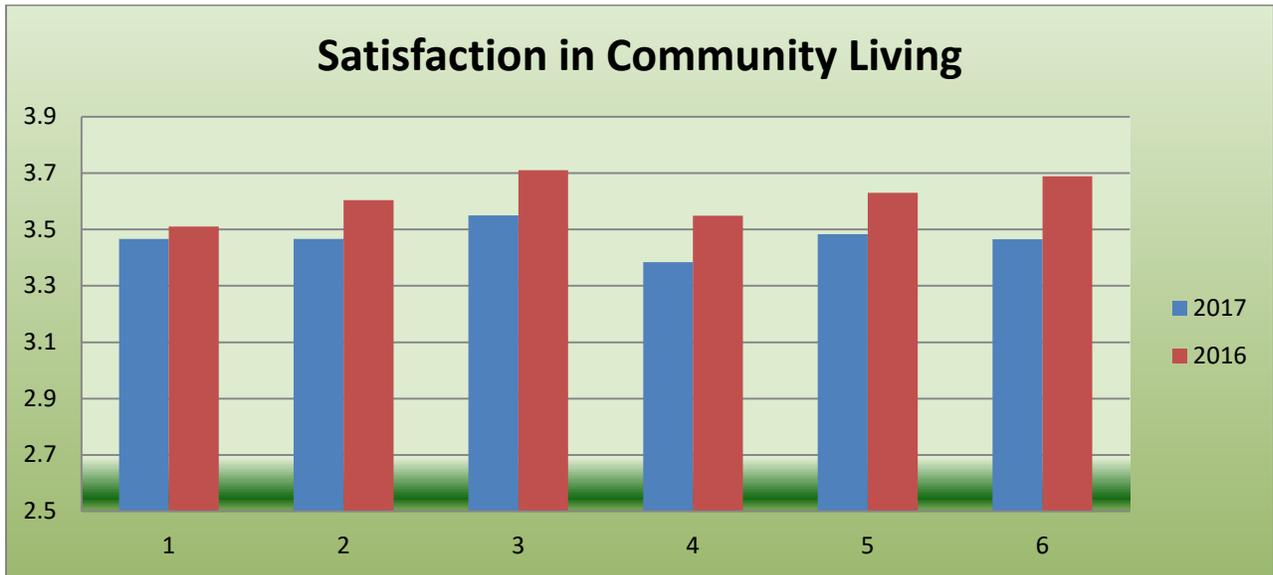
SURVEY QUESTIONS

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)

This second chart compares the overall satisfaction (question #6) by program type over the prior three years. There is a slight increase this year in scores for many and overall, the satisfaction scores continue to be very positive.

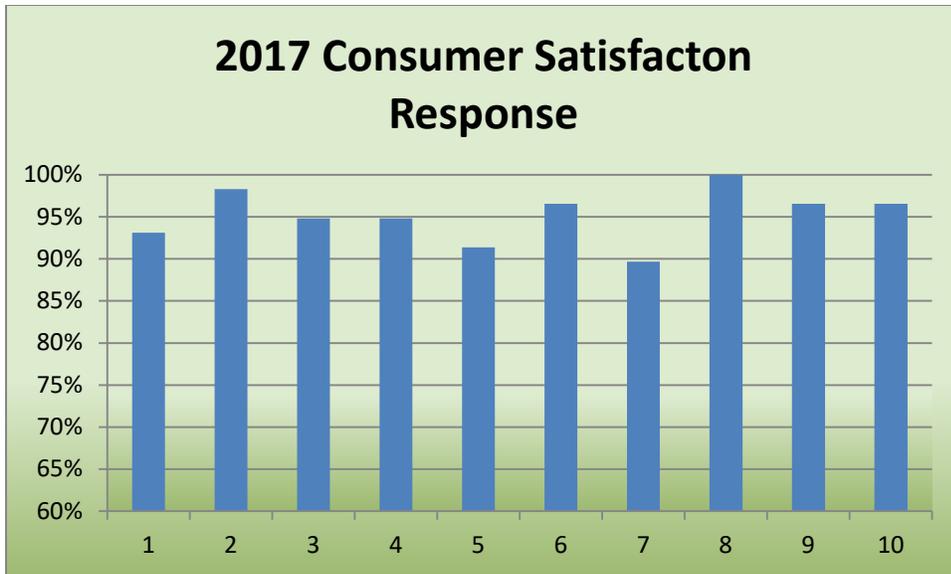
The agency staff remains very encouraged by these results. Survey results are shared with funding agencies, staff and other stake holders.

Satisfaction by Consumers

A separate survey is provided to resident's who are able to respond on their own. The survey is presented by a program supervisor not normally involved in the client's day to day support. The survey asks them to say yes or no to the following:

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 to learn new things
6. The staff treat me nice and show me 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 chart below shows the percentages of positive responses to each question.

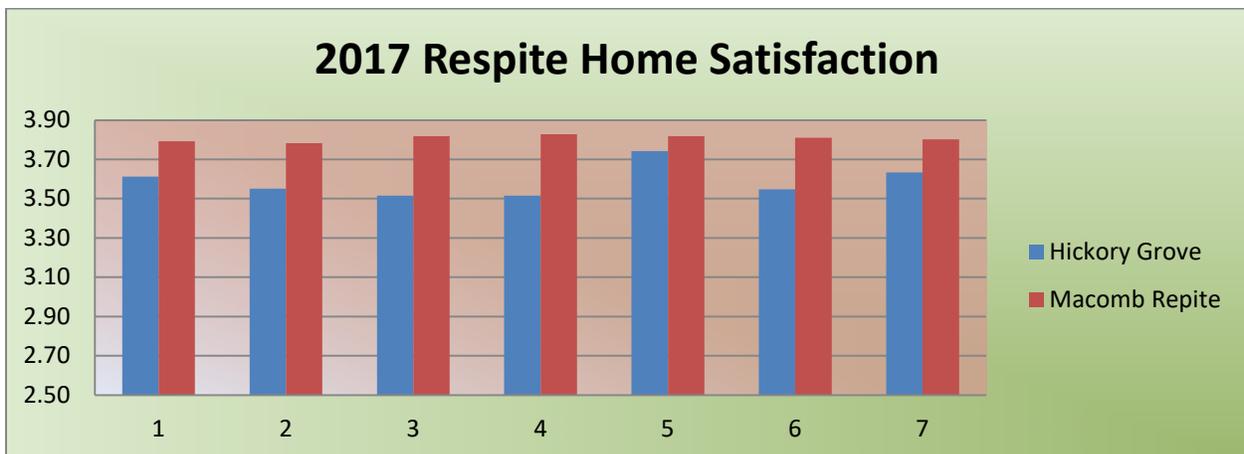


Respite Program Satisfaction

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 respite program to other families

The same four point scale ranging from Strongly Agree (4) to Strongly disagree(1) was used. The results are shown below.



147 surveys were returned; 31 for Hickory Grove and 116 for the Macomb Respite Home.

Based on comments, both homes continue to focus on outside activities.

Both of MRO's respite programs received very positive reviews, especially the Macomb home which has historically served the majority of our respite consumers. The full list of comments is attached at the end of this Satisfaction summary.

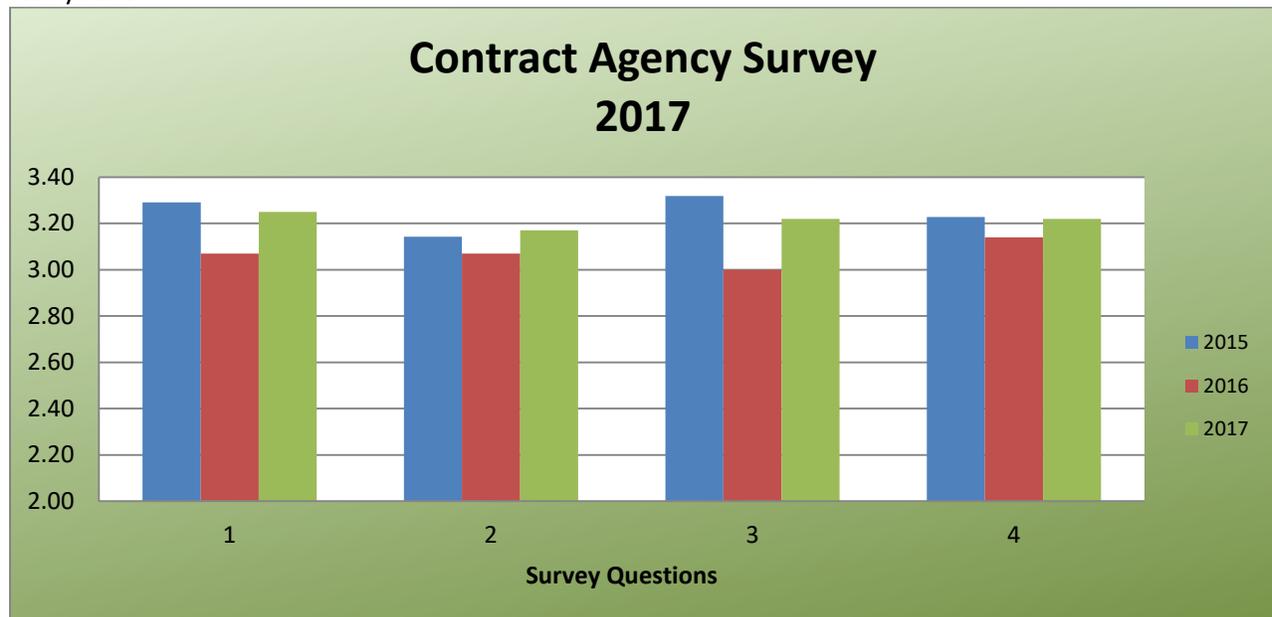
Contract Agencies

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 was e-mailed to 84 recipients. 24 surveys were completed for an overall response rate of 29%. This was a good increase from the prior year's 15%. 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

The results are represented in the following graph which compares the response this year to the prior two years.



Overall the responses were very positive, a little higher than last year. There were fewer comments included this year but here are two:

- Belinda is amazing! =)
- More staff and services available would be helpful

Where possible, responses are shared with managers and supervisors for their respective programs.

The on line survey format continues to work well with professional staff.

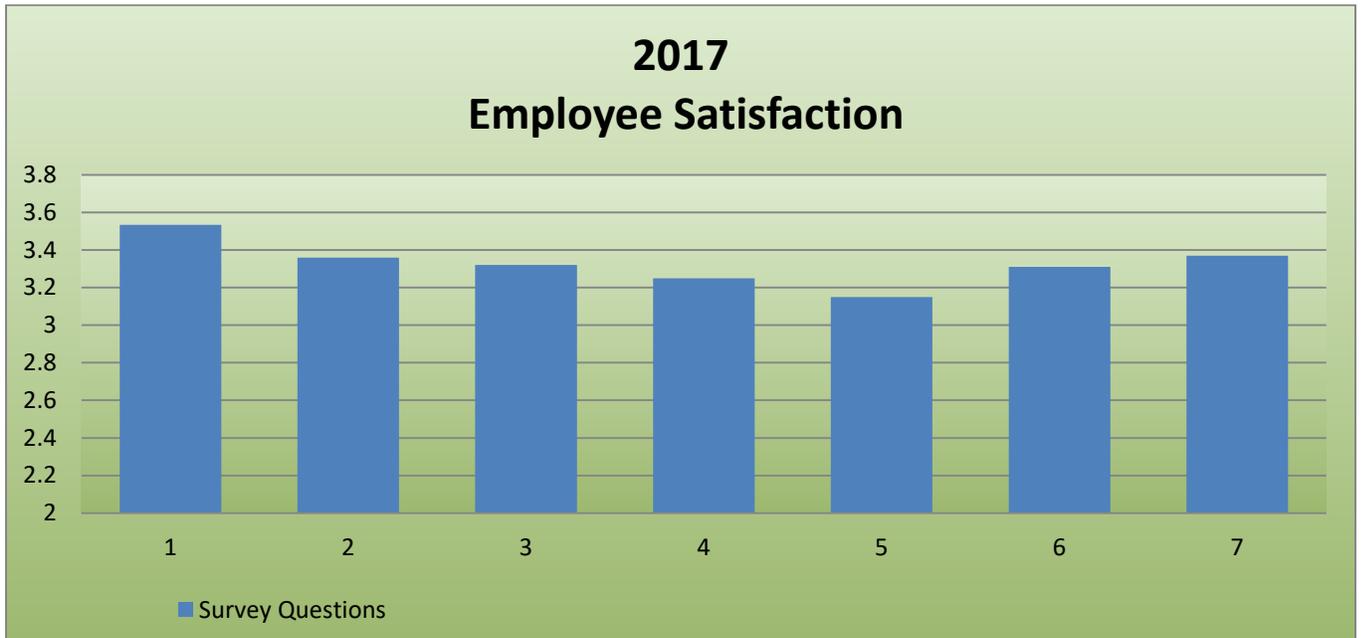
Employee Satisfaction

New Questions this year

Annually, a survey is provided to all employees at MRO. This year the questions were updated.

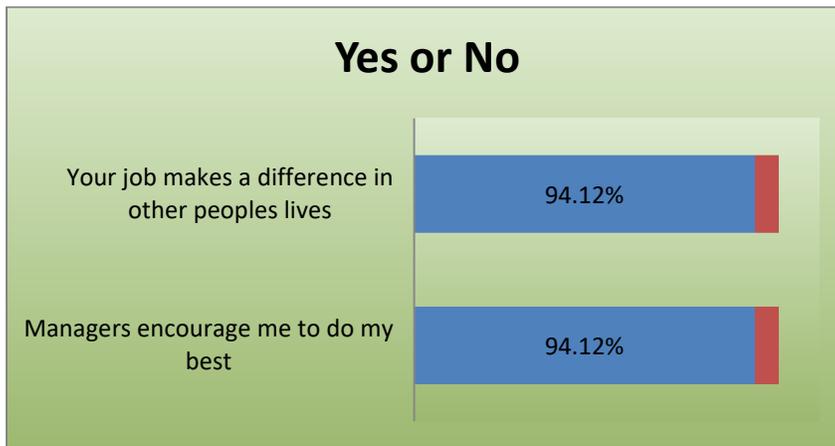
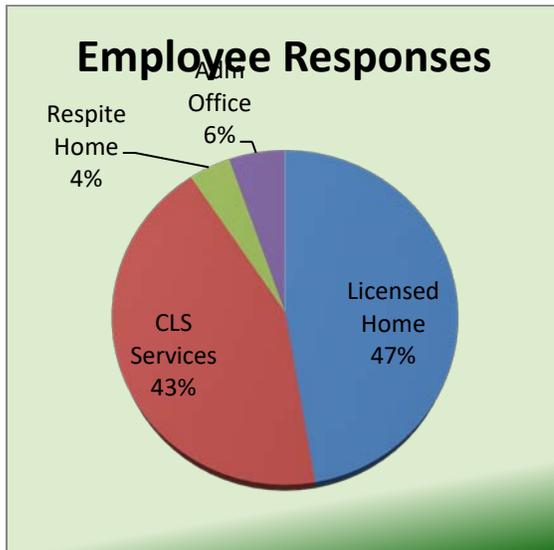
1. I have received adequate training to perform my job efficiently and effectively
2. Management staff have treated you fairly and respectfully and have given you the opportunity for growth.
3. Managers and supervisors are open, accessible and available when needed.
4. Your employee concerns are being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

Surveys were provided electronically (Survey Monkey) for all program and office sites. Previously, paper surveys were used for the CLS programs since computers were not available at the work site. In spite of that, this year the response rate was nearly equal to the licensed homes.



74 employees completed the survey. For question #7, 91% of respondents said they agreed or strongly agreed that they were satisfied working for MRO.

The second chart shows the worksite breakdown of employees responding to the survey.



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. Several comments resulted in follow up with site managers.

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.

Respite Comments Follow

Macomb Respite Home Comments

Ashley likes to come to respite

Great Staff

He loves coming here

I like everything

I like going out

I like how they are very good with my boys

I like its small, only 6 people kind staff

I like my sons interaction with others

I like that it is convenient, nice staff

I like that my sister really enjoys her stays; I would like more days

I like that the staff do the homes scheduling

I like that Theresa loves it here

I like the break; like to see more places to go

I like the care

I like the ease of scheduling

I like the fact that Bradley is cared for and safe

I like the home is clean, nice size and he doesn't mind coming and is comfortable there

I like the nice size of house and backyard. The staff is good about planning activities

I like the staff

I like the staff and convenience; continue to provide great care. Home needs WIFI

I like the staff; need better cable and WIFI

I like they are professional

I like they have activities for the young adults

I love that Theresa loves to come here; Love the staff

I would like to see improved less fast food trips

I would love staff to have name tags.

Its clean staff take care of Nicholas

Keep the same staff no changes

Love everyone their so kind and nice any very clean. Keep up the good work.

Mom gets a break

More dates available

My love ones loves the staff

My son Brian always enjoys coming

No complaints

Staff are very efficient and compassionate; staff are very friendly

Staff is awesome

Staff is friendly

Staff is kind and compassionate

Staff is well organized and adaptive to Amandas needs; look forward to next visit

Staff is wonderful

The clients love it there; More social activities, better communication with W/S
The whole concept is great
The workers are great; they make my nephew feel like hes at home.
They really care about your loved ones
Very friendly staff
Very happy and pleasant; I like he was able to go out
Very happy keep the same 3-9staff they are very good
very kind workers
When I try to call your message is always full
YOU GUYS ARE THE BEST

Hickory Grove

I like Barb and Romona and the new kitchen; Brian likes to go
I like activities that are scheduled
It is clean and staff are friendly; would like to see documents on how consumers reacted to services
I like the way Barb runs it
Its clean and a beautiful environment; I'm grateful for the services
Its clean and staff if friendly;
Jeff always smiles when hes going to respite
It is clean and staff are friendly; like to see documentation of BM's, what they did and ate.
I like the staff
I like Barb the house is looking nice- great kitchen
I like the home was clean, furnished nice. More welcoming Ms XXXXX is not friendly and does not engage people with disabilities.
I like the home environment is very clean. Had several complaints regarding medication.
Staff is very respectful to Jeff; Can't tell you how much we appreciate having Hickory Grove as our respite.
I like that the home is peaceful. Keep up the good work and I am praying for you.
home is clean and respectful; more activities
It is respite and I can rest
Allows me to do my thing
I like the personable staff and the location
It gives a break for the parents and give a sense of belonging to the client
The staff were very courteous and nice; steve was happy with them