



uSPEQ® Consumer Survey Report: September 2014

Prepared for:

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IRELAND

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Preface

This report provides statistical and graphical information about the uSPEQ[®] survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program or site, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey, including the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (**Strongly Agree** and **Agree**) is graphed by survey sections. These survey items include Tier 1 universal items and optional Tier 2 items selected by your organization. Whenever historical data are available for your organization, summary statistics for the current period are compared to the preceding period and/or the preceding calendar year. Further comparisons are made by site and by program for each of the survey items if they are available. Please note that percent positives are graphed for survey items with at least 10 responses per category. Demographic characteristics of the survey respondents are also provided for your organization overall, and by program and by site. Finally, custom Tier 3 items submitted by your organization are presented by program and by site if available.

Appendix A contains an analysis of the Top Box scores, or “**Strongly Agree**” response choices, summarized at the organizational level. This section displays the five items receiving the highest percent **Strongly Agree**, along with the five items receiving the lowest percent **Strongly Agree** for the entire survey. This measure, distinct from the survey highlights (Section 1.1. and 1.2.), provides additional information and direction regarding potential areas for improvement. *Appendix B* contains the summary statistics on each program and site (if available), for each item, by rating category (i.e., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. *Appendix C* includes the comments report, which provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, these are provided separately.

Please note that percentages may not add to 100 due to the effect of rounding. Also note that in instances where a very small number of respondents chose a given response category, percentages may be displayed as “0.0%,” again due to rounding.

Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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Technical Notes

Survey instrument

The uSPEQ Consumer Experience Survey was designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The uSPEQ items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone rigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Report parameters

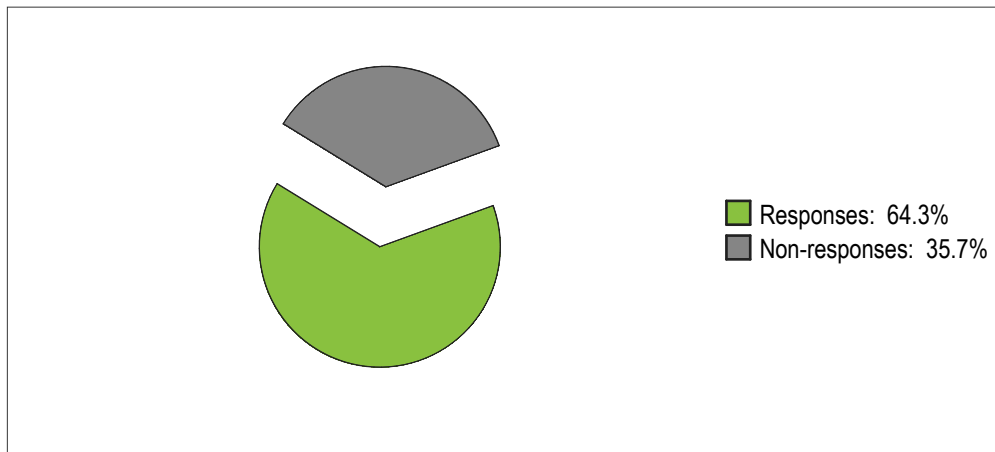
This report was generated using the following parameters:

Organization:	Headway Ireland
Current time period (2014):	July 2014 - September 2014
Previous time period 1 (2013):	March 2013 - April 2013
Previous time period 2 (2012):	April 2012 - June 2012

Response Rate

The graph shows the response rate for this aggregate report. The table below shows the total number of questionnaires distributed, the number of questionnaires received and response rate for all reporting periods selected.

Response Rate for 2014



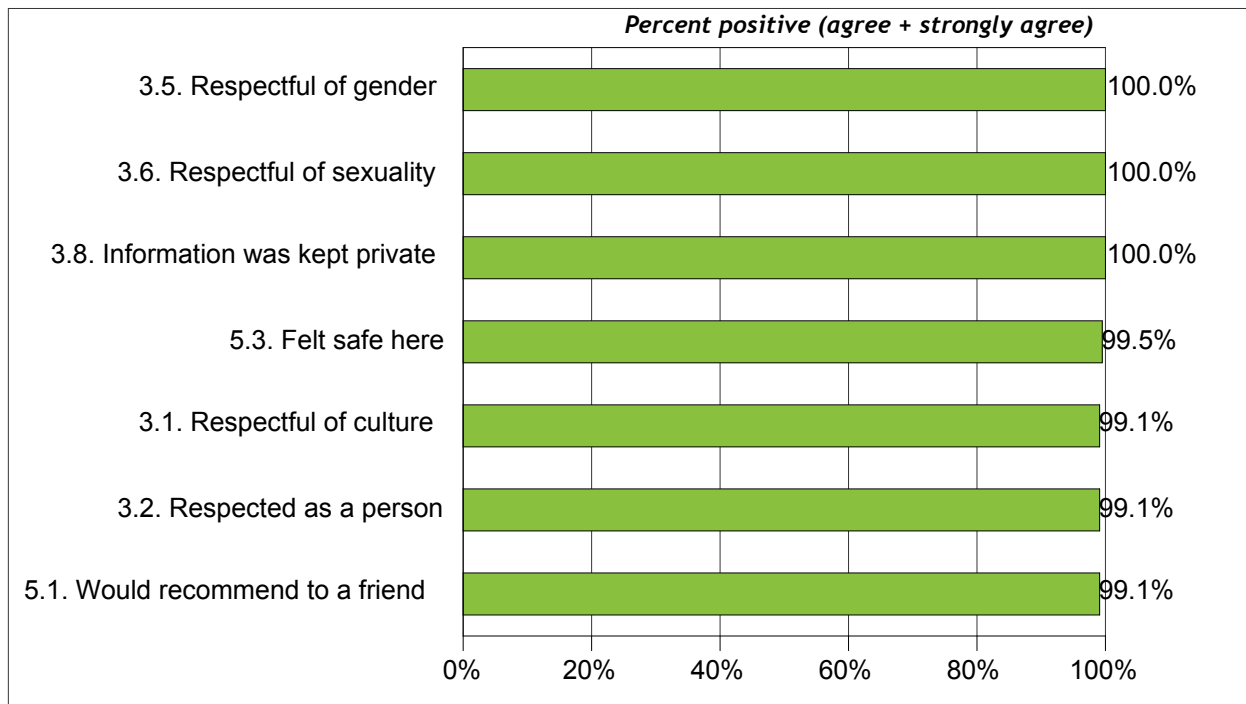
	Number distributed	Number received	Response rate
2014	342	220	64.3%
2013	326	210	64.4%
2012	219	163	74.4%

1. Survey Results Highlights

1.1. Top five survey items with positive responses

This section presents the top five items for the entire survey. Responses for the current reporting period are summarized at the organizational level.

Note: Because some items had identical percent positive ratings, seven items are shown.

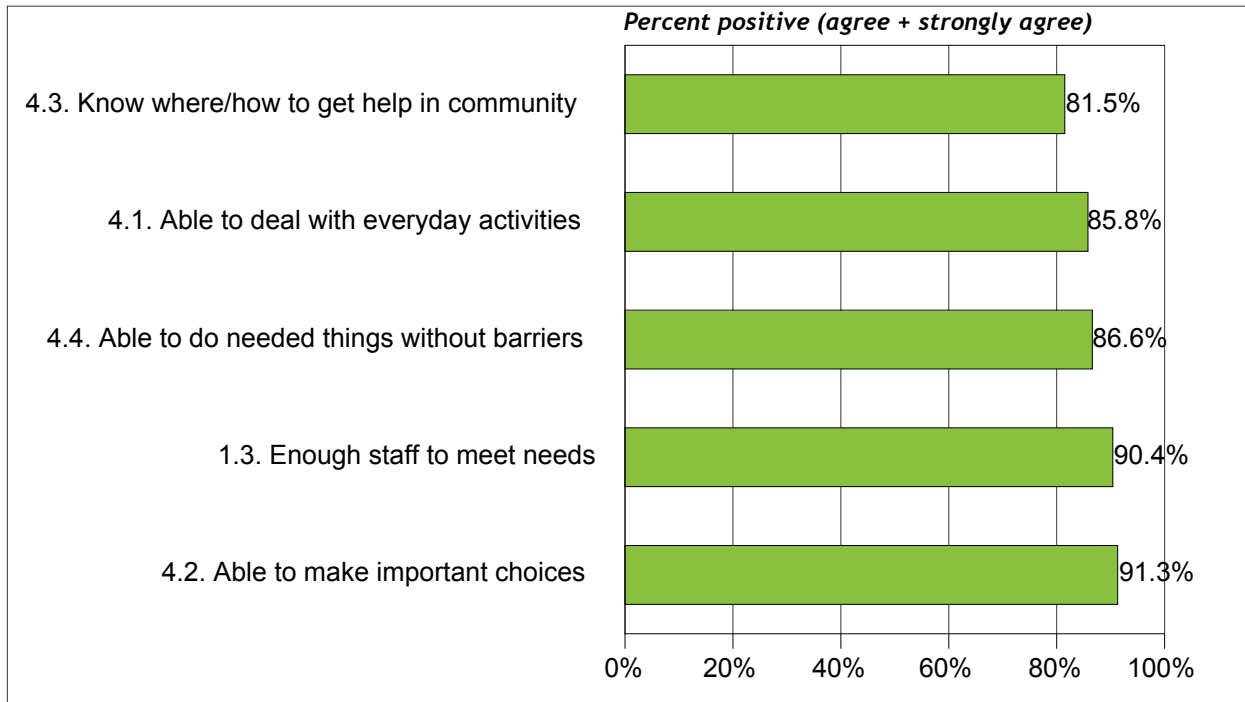


Note: Items with less than 10 responses are not graphed.

Note: If your organization is looking for additional guidance, you may refer to Appendix A. This appendix lists the survey items receiving the highest and lowest percent Strongly Agree responses.

1.2. Potential areas for improvement

This section presents the five items with the lowest percent positive ratings. Responses for the current reporting period are summarized at the organizational level.

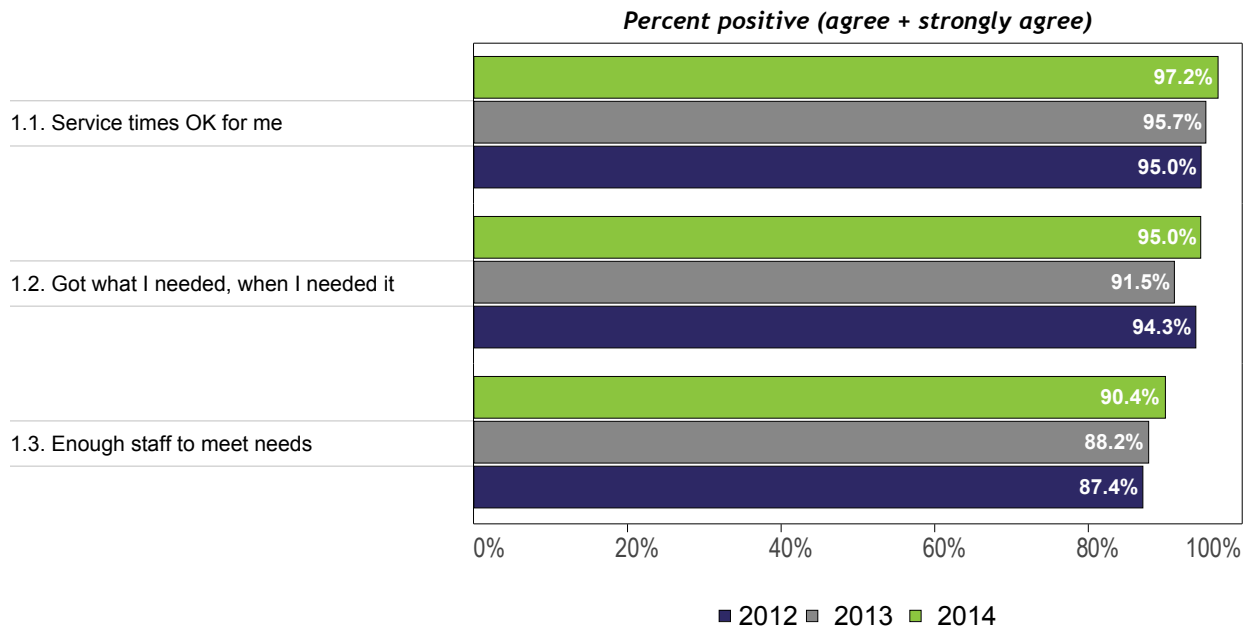


Note: Items with less than 10 responses are not graphed.

2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (Agree + Strongly Agree) responses for each item for the current time period as compared to the previous period and the previous year; the data are summarized at the organizational level. To avoid potential misleading information, items with less than 10 responses per time period are not included in the graphs. The following tables provide frequency distributions for each item for the current period, summarized at the organizational level.

2.1. Service responsiveness



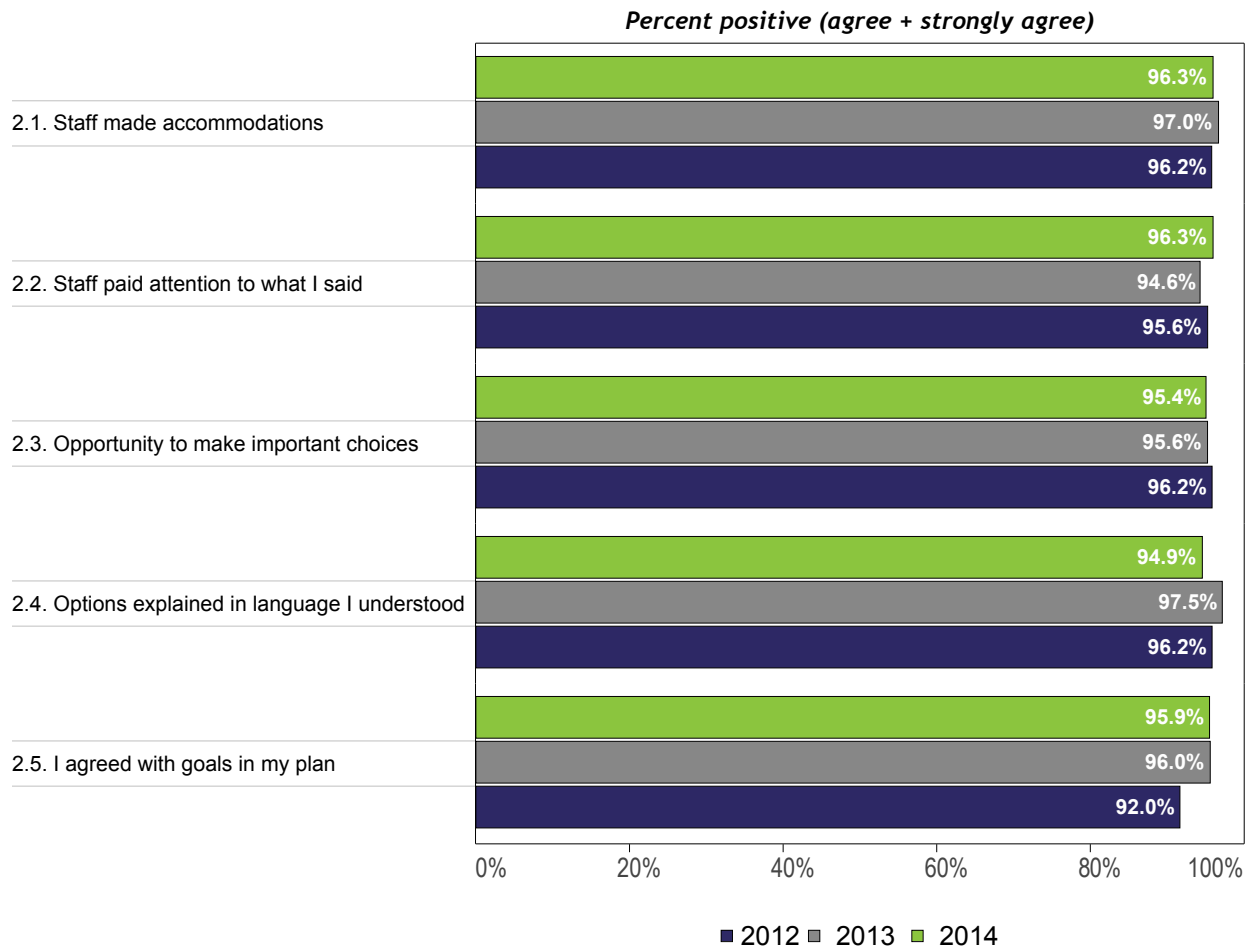
Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	218		2.8%	44.5%	52.8%
1.2. Got what I needed, when I needed it	219		5.0%	49.8%	45.2%
1.3. Enough staff to meet needs	218	1.8%	7.8%	42.7%	47.7%

** Blank cells represent no response.*

2.2. Informed choice

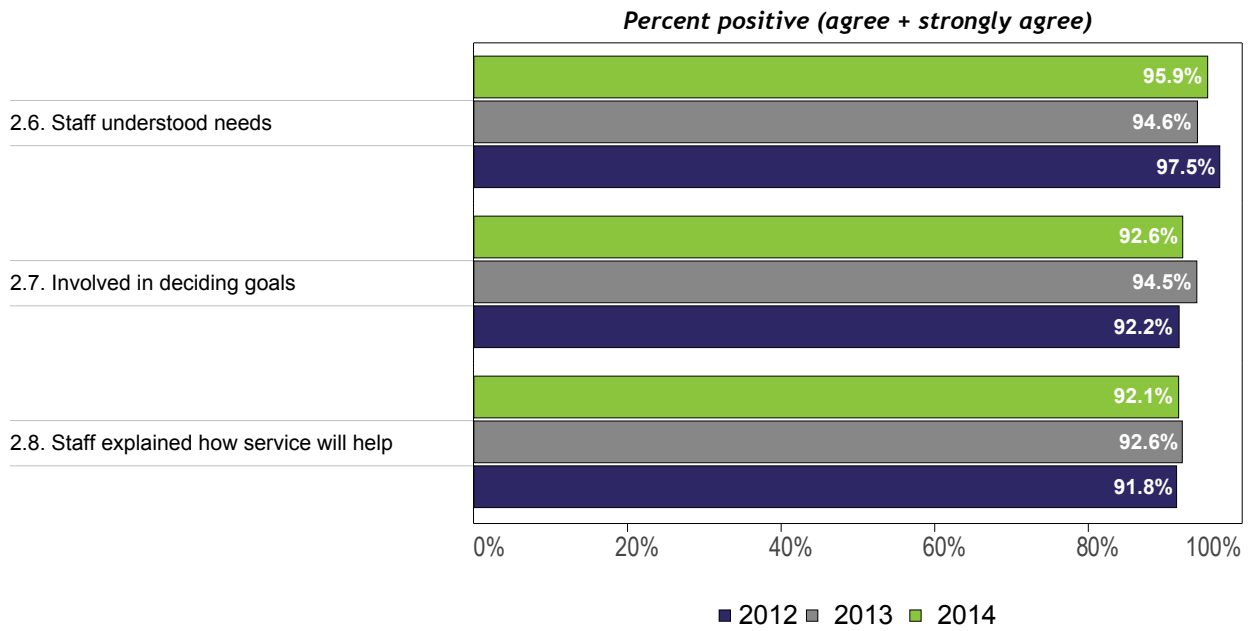


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	218		3.7%	45.4%	50.9%
2.2. Staff paid attention to what I said	218	0.5%	3.2%	34.9%	61.5%
2.3. Opportunity to make important choices	218	0.5%	4.1%	47.7%	47.7%
2.4. Options explained in language I understood	217	0.9%	4.1%	37.8%	57.1%
2.5. I agreed with goals in my plan	218	0.9%	3.2%	45.9%	50.0%

** Blank cells represent no response.*



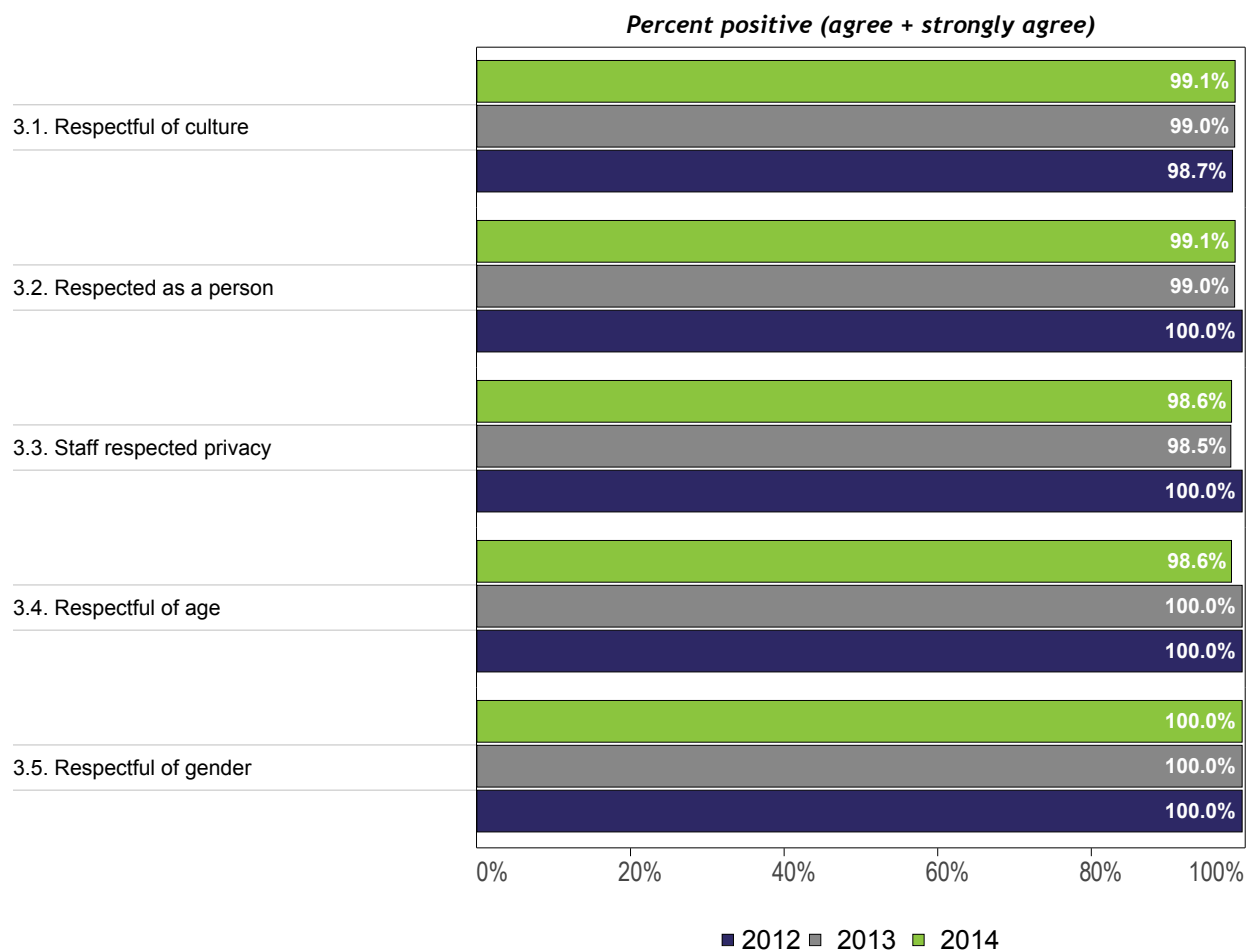
Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	219	0.5%	3.7%	36.1%	59.8%
2.7. Involved in deciding goals	217	0.9%	6.5%	45.6%	47.0%
2.8. Staff explained how service will help	215	0.5%	7.4%	38.1%	54.0%

** Blank cells represent no response.*

2.3. Respect

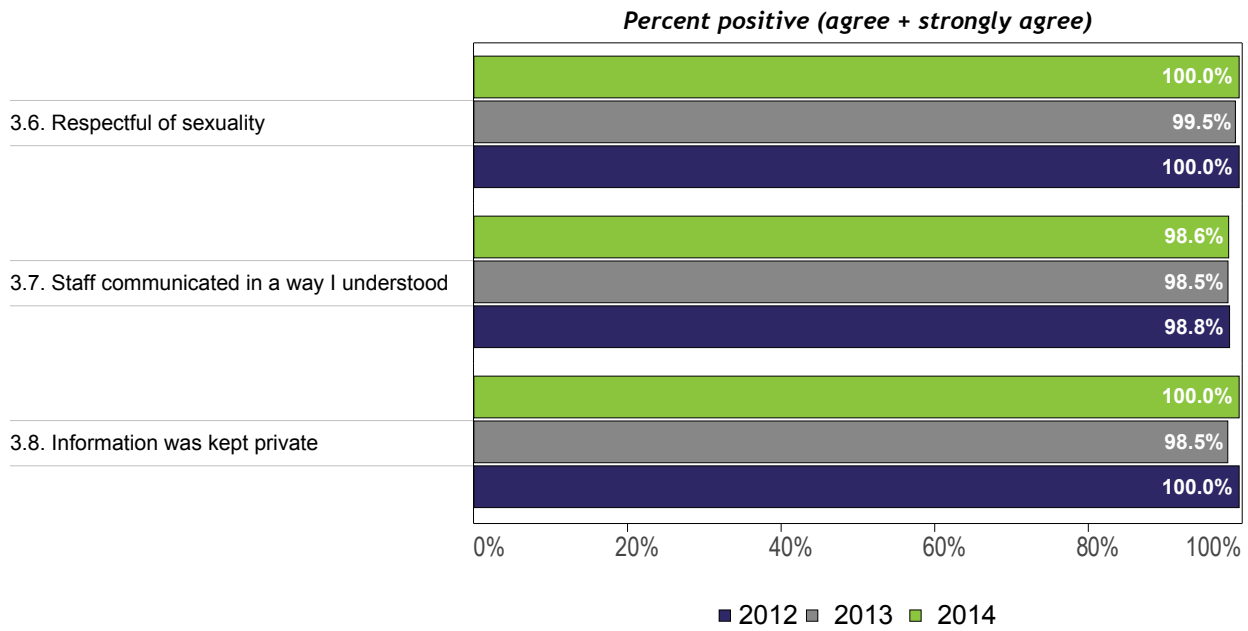


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	219		0.9%	37.9%	61.2%
3.2. Respected as a person	219	0.5%	0.5%	31.5%	67.6%
3.3. Staff respected privacy	217		1.4%	35.0%	63.6%
3.4. Respectful of age	216	0.5%	0.9%	36.6%	62.0%
3.5. Respectful of gender	218			38.1%	61.9%

** Blank cells represent no response.*



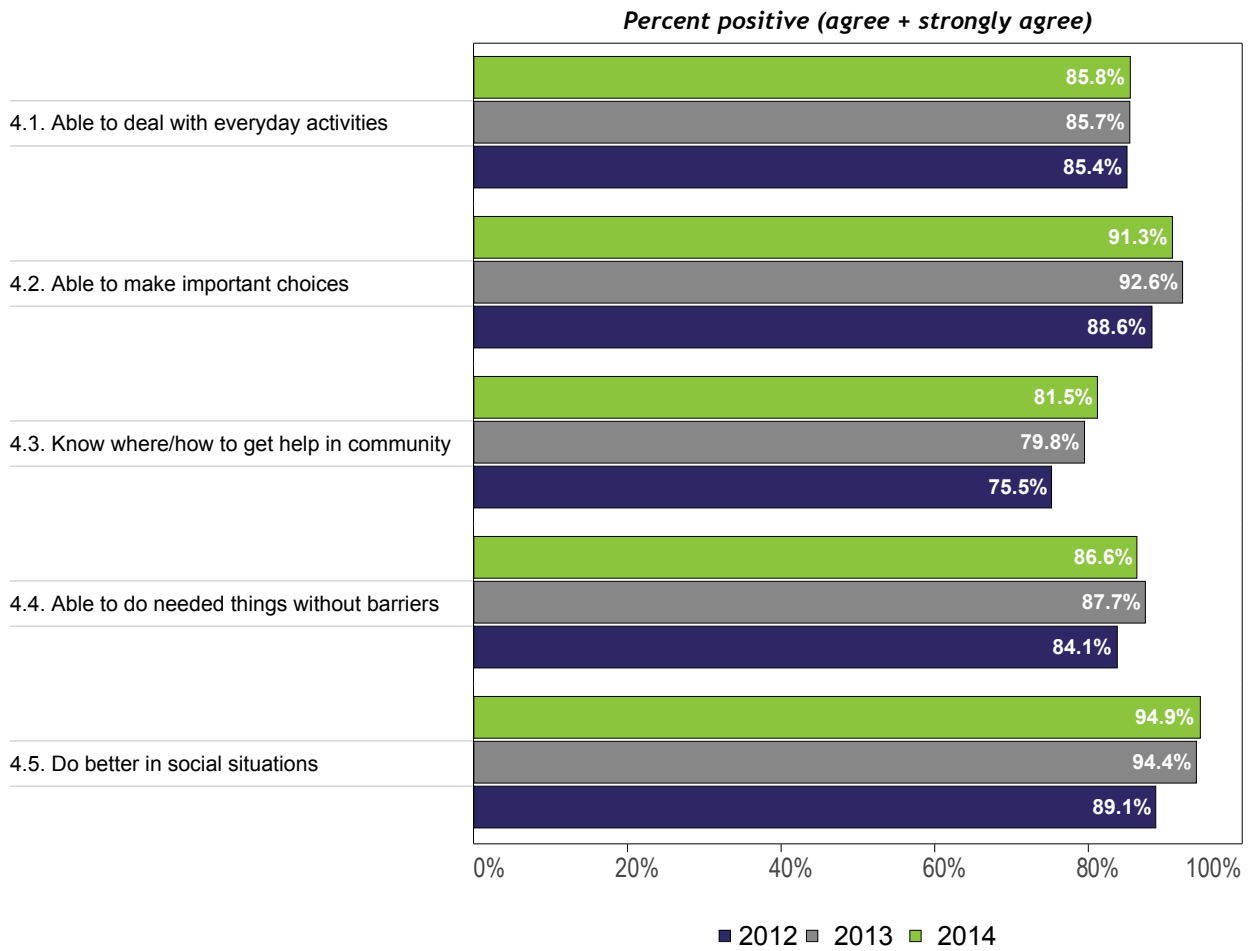
Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of sexuality	219			37.0%	63.0%
3.7. Staff communicated in a way I understood	219	0.5%	0.9%	32.9%	65.8%
3.8. Information was kept private	216			33.3%	66.7%

** Blank cells represent no response.*

2.4. Participation



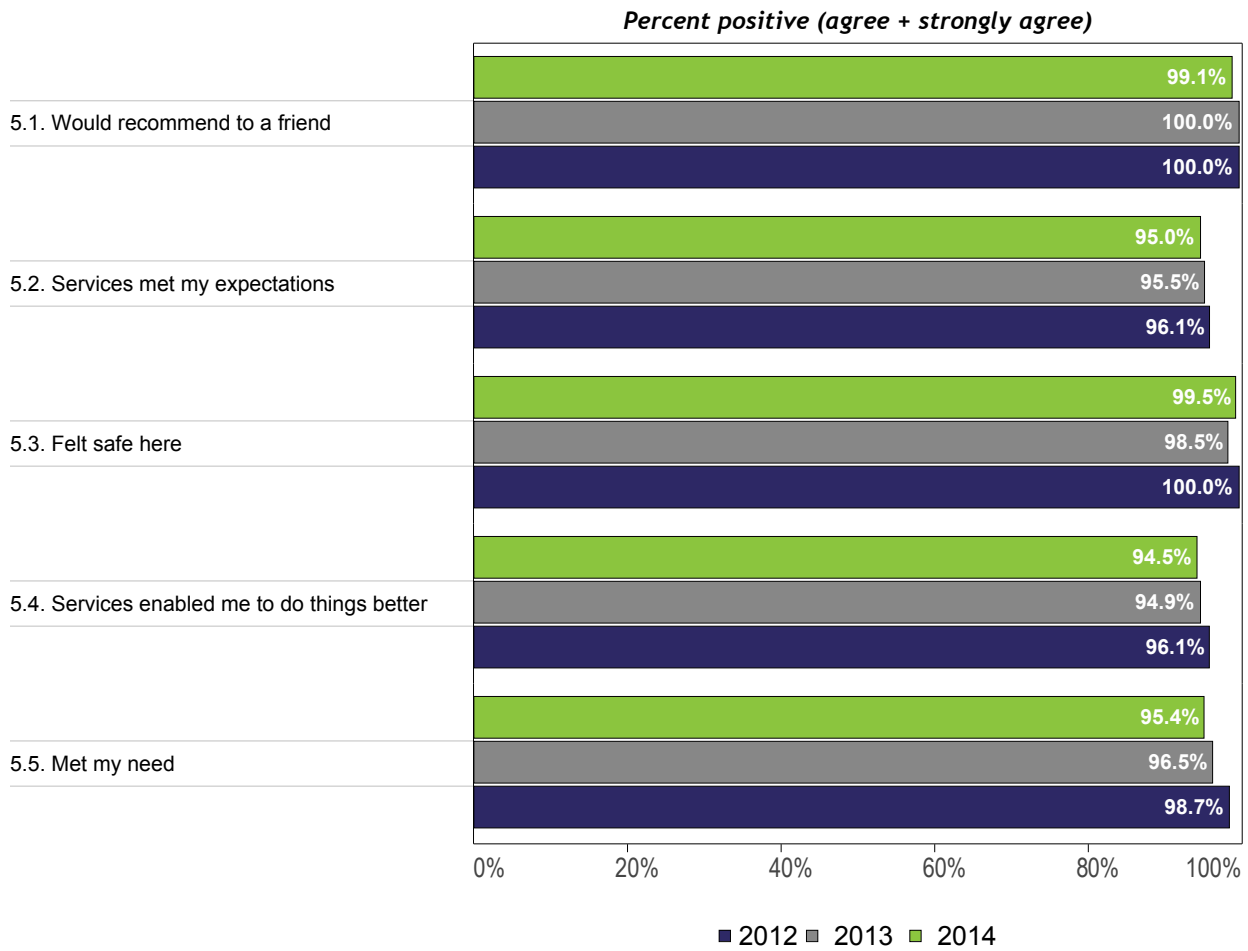
Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	218		14.2%	53.7%	32.1%
4.2. Able to make important choices	218	0.9%	7.8%	52.8%	38.5%
4.3. Know where/how to get help in community	216	2.3%	16.2%	50.9%	30.6%
4.4. Able to do needed things without barriers	217	0.9%	12.4%	56.2%	30.4%
4.5. Do better in social situations	217		5.1%	41.9%	53.0%

** Blank cells represent no response.*

2.5. Overall value

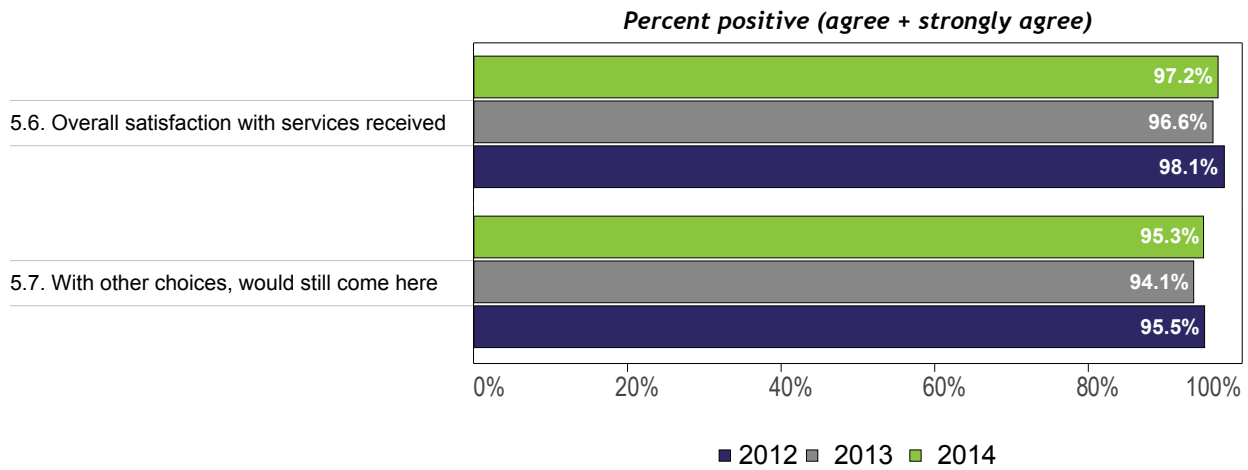


Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to a friend	218		0.9%	20.2%	78.9%
5.2. Services met my expectations	218	0.5%	4.6%	36.7%	58.3%
5.3. Felt safe here	218		0.5%	29.8%	69.7%
5.4. Services enabled me to do things better	218	0.9%	4.6%	41.7%	52.8%
5.5. Met my need	218	0.5%	4.1%	38.1%	57.3%

** Blank cells represent no response.*



Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Overall satisfaction with services received	218		2.8%	31.7%	65.6%
5.7. With other choices, would still come here	215		4.7%	32.1%	63.3%

** Blank cells represent no response.*