



uSPEQ® Consumer Survey Report: April 2013

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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, optional Tier 2 items selected, and custom Tier 3 items submitted 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 for each of the survey items. Demographic characteristics of the survey respondents are provided for your organization and by program or site. *Appendix A* contains the summary statistics for each item by rating category (e.g., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. Please note that percentages may not add to 100 due to the effect of rounding. *Appendix B* provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, *Appendix B* is provided in separate file.

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

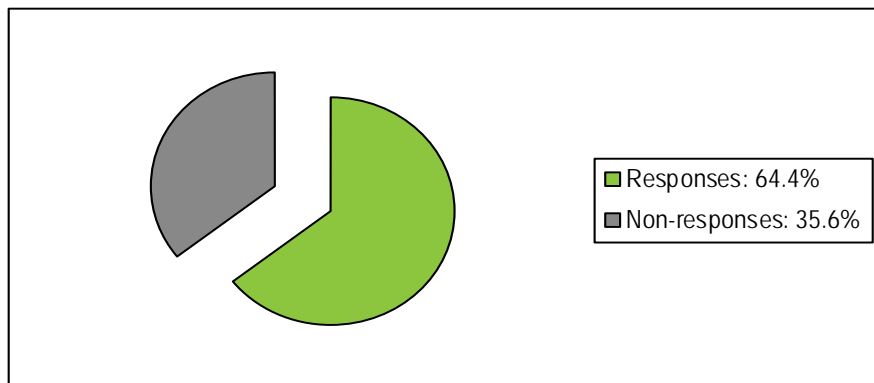
Survey instrument

uSPEQ’s 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 vigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Response rate

The graph shows the response rate for the current period. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current period, and previous period.

Response rate for April 2013

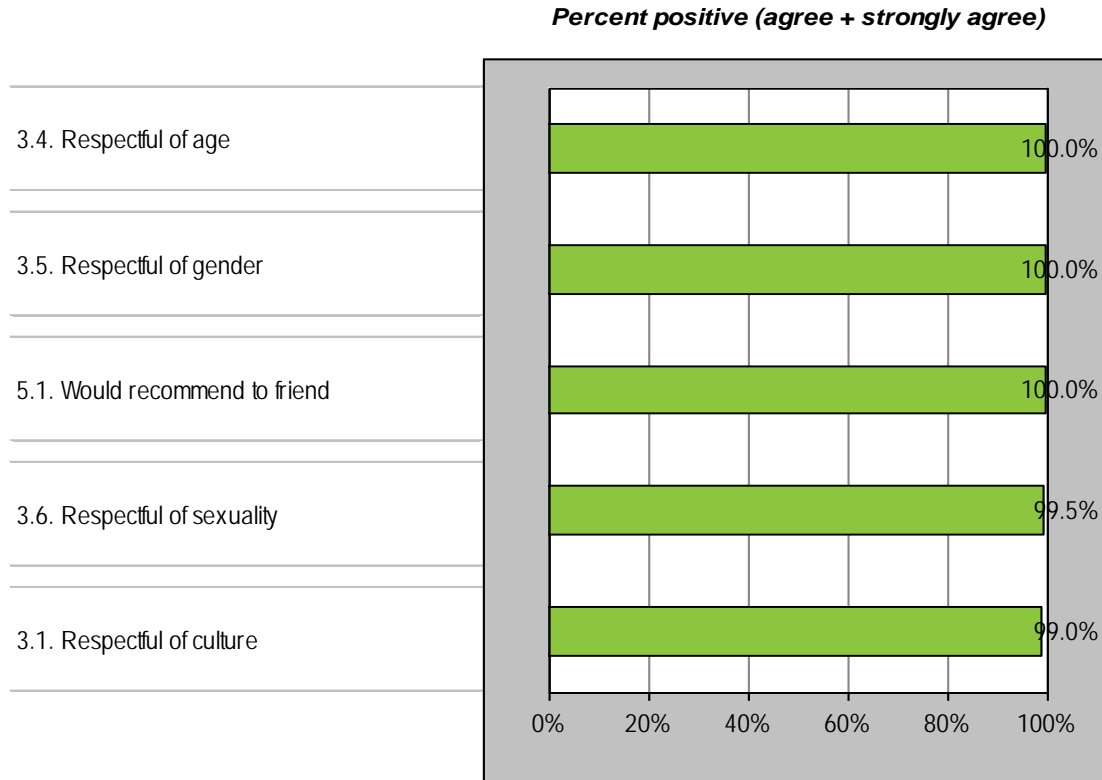


	Number distributed	Number received	Response rate
Apr-13	326	210	64.4%
May-12	219	163	74.4%

1. Survey Results Highlights

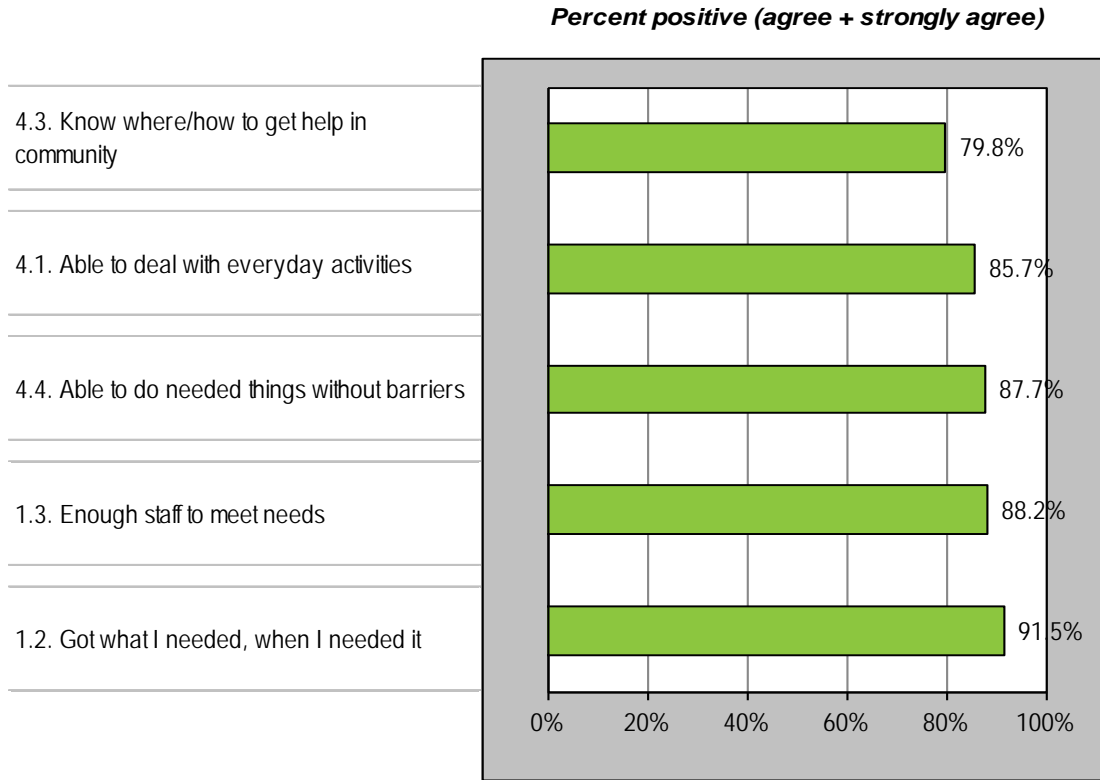
1.1. Top five survey items with positive responses

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



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.

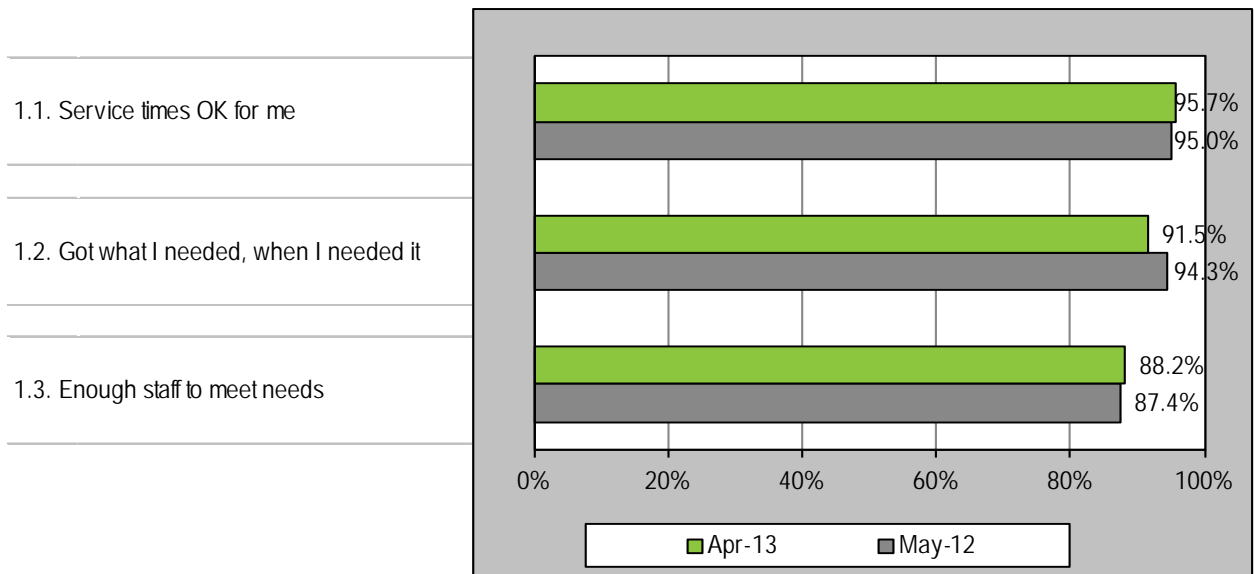


2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (agree + strongly agree) responses for each item for the current period as compared to the previous period and the previous year; the data are summarized at the organizational level. The following tables provide frequency distributions for each item for the current period, summarized at the organizational level.

2.1. Service responsiveness

Percent positive (agree + strongly agree)



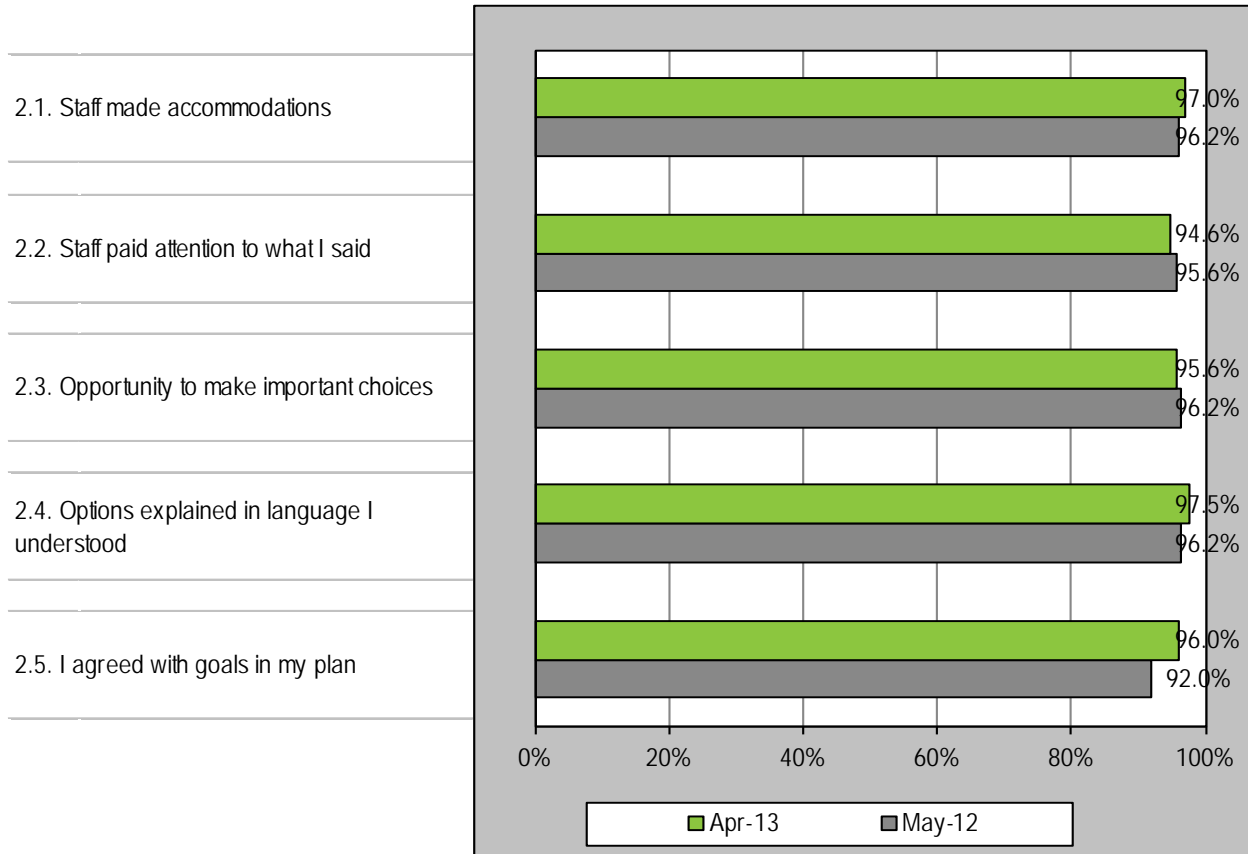
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	207	1.4%	2.9%	53.1%	42.5%
1.2. Got what I needed, when I needed it	201	2.0%	6.5%	55.2%	36.3%
1.3. Enough staff to meet needs	203	1.5%	10.3%	52.2%	36.0%

* Blank cells represent no response.

2.2. Informed choice

Percent positive (agree + strongly agree)

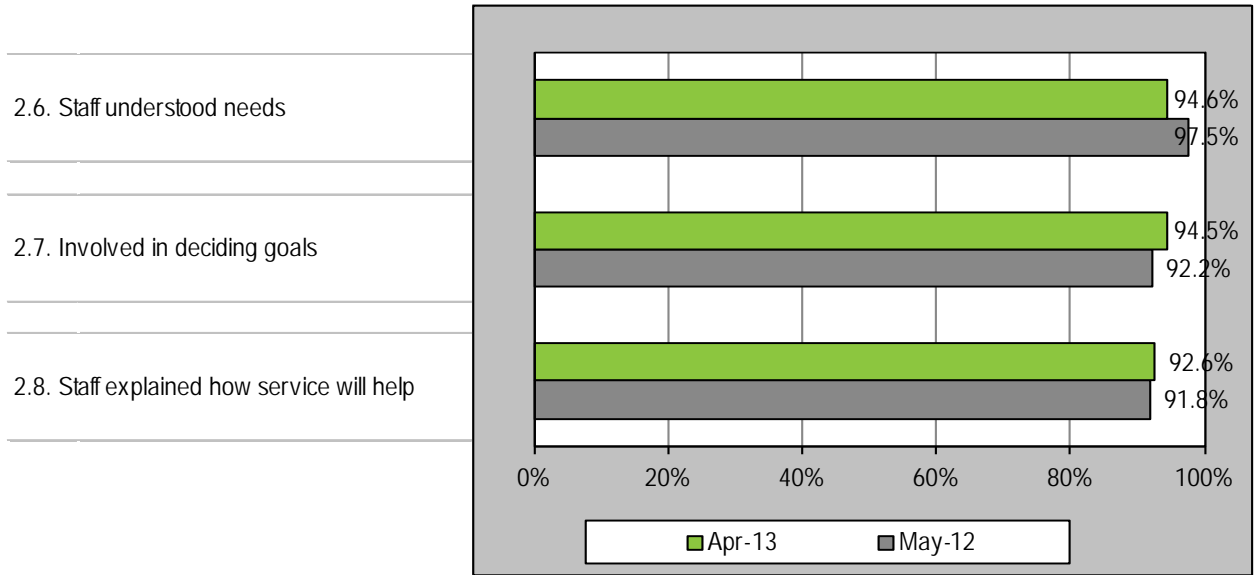


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	203	1.5%	1.5%	61.6%	35.5%
2.2. Staff paid attention to what I said	205	2.0%	3.4%	45.9%	48.8%
2.3. Opportunity to make important choices	205	1.5%	2.9%	60.0%	35.6%
2.4. Options explained in language I understood	203	2.0%	0.5%	52.2%	45.3%
2.5. I agreed with goals in my plan	198	0.5%	3.5%	60.6%	35.4%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



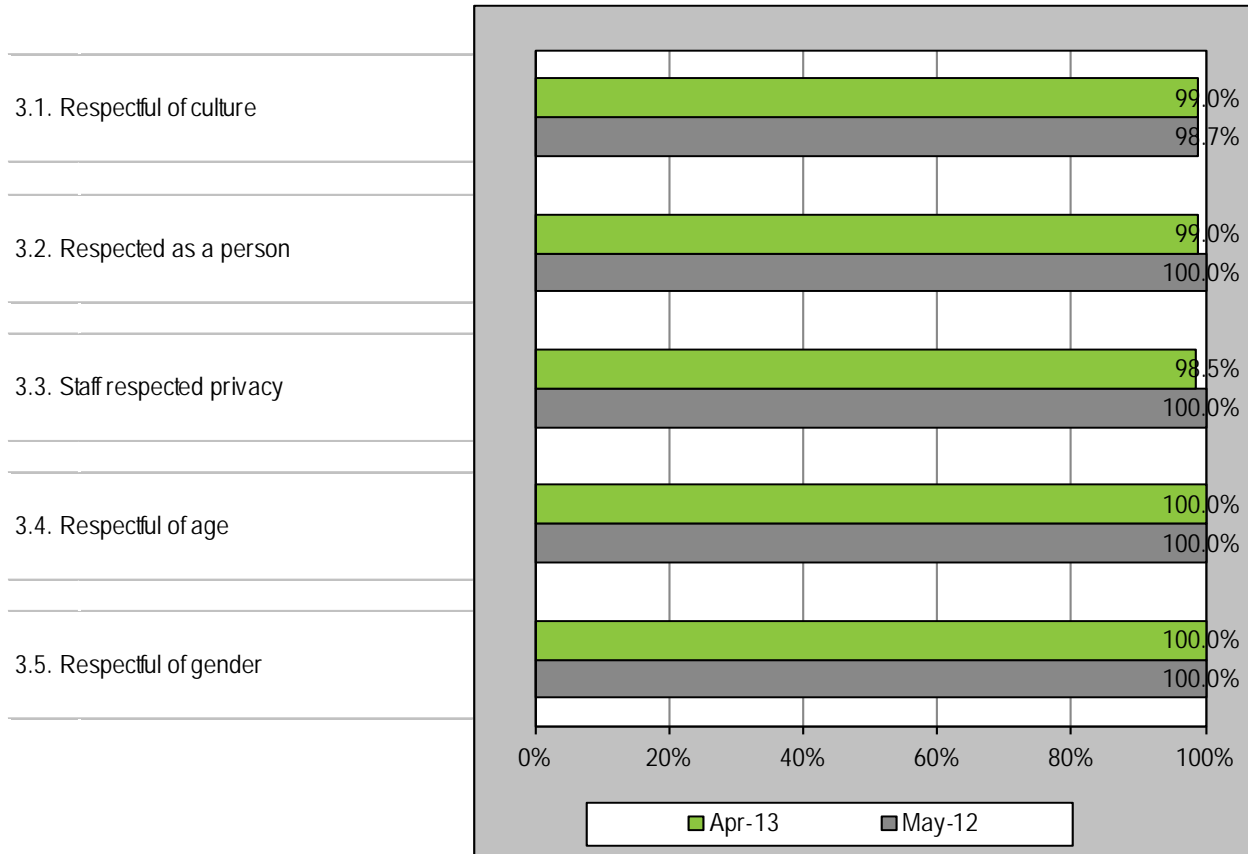
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	202	0.5%	5.0%	50.0%	44.6%
2.7. Involved in deciding goals	199	1.5%	4.0%	53.8%	40.7%
2.8. Staff explained how service will help	202	1.0%	6.4%	48.5%	44.1%

* Blank cells represent no response.

2.3. Respect

Percent positive (agree + strongly agree)

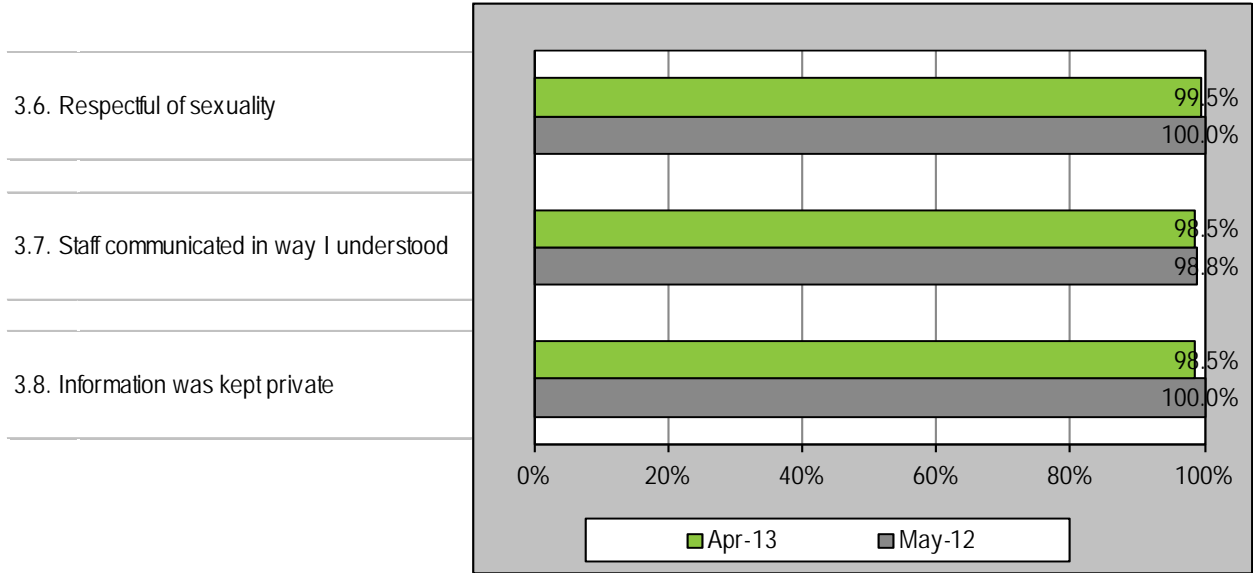


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	205	0.5%	0.5%	47.8%	51.2%
3.2. Respected as a person	204		1.0%	37.7%	61.3%
3.3. Staff respected privacy	203		1.5%	41.4%	57.1%
3.4. Respectful of age	204			45.1%	54.9%
3.5. Respectful of gender	206			46.1%	53.9%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



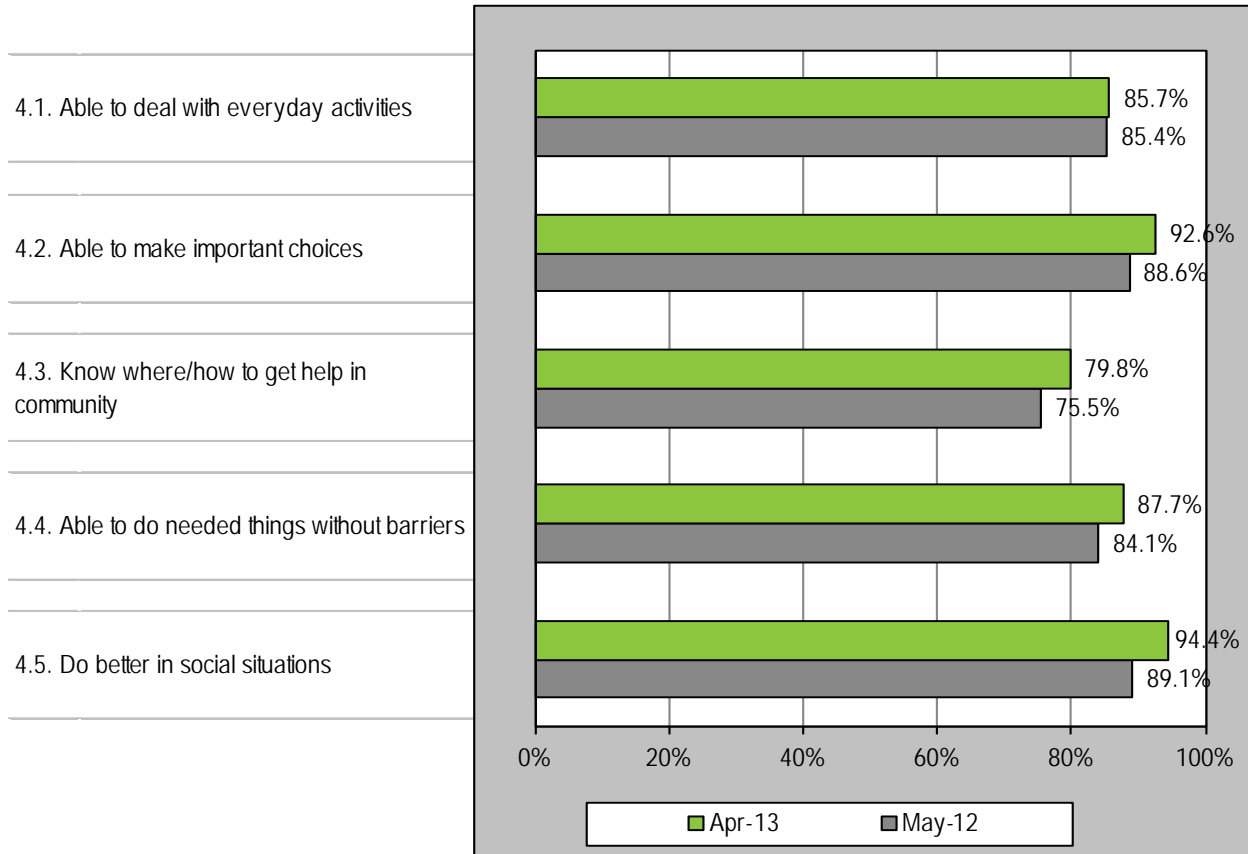
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of sexuality	205		0.5%	45.4%	54.1%
3.7. Staff communicated in way I understood	206	0.5%	1.0%	44.7%	53.9%
3.8. Information was kept private	202		1.5%	37.1%	61.4%

* *Blank cells represent no response.*

2.4. Participation

Percent positive (agree + strongly agree)

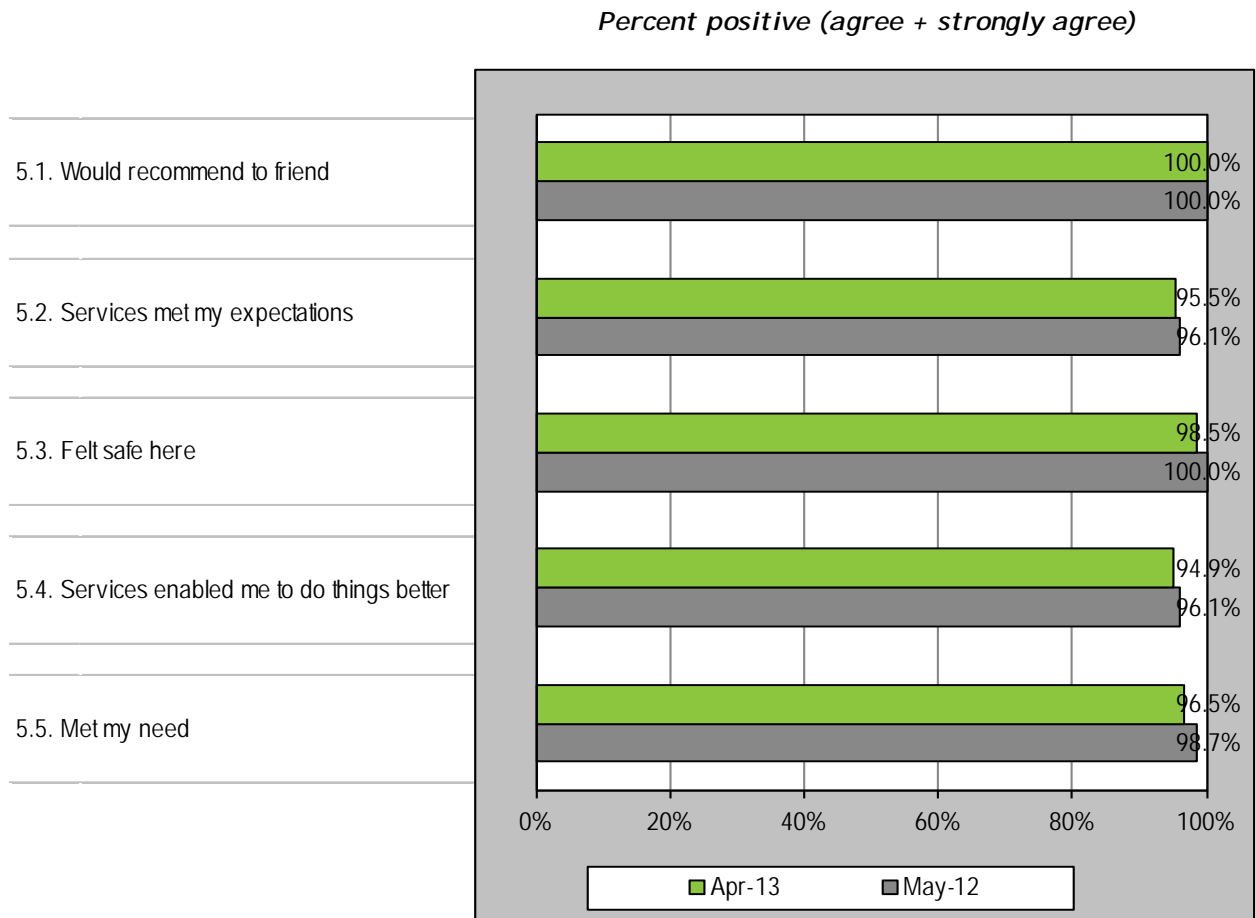


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	203	2.0%	12.3%	61.1%	24.6%
4.2. Able to make important choices	203		7.4%	62.1%	30.5%
4.3. Know where/how to get help in community	198	3.0%	17.2%	56.6%	23.2%
4.4. Able to do needed things without barriers	204	2.5%	9.8%	62.3%	25.5%
4.5. Do better in social situations	197	0.5%	5.1%	48.7%	45.7%

* Blank cells represent no response.

2.5. Overall value

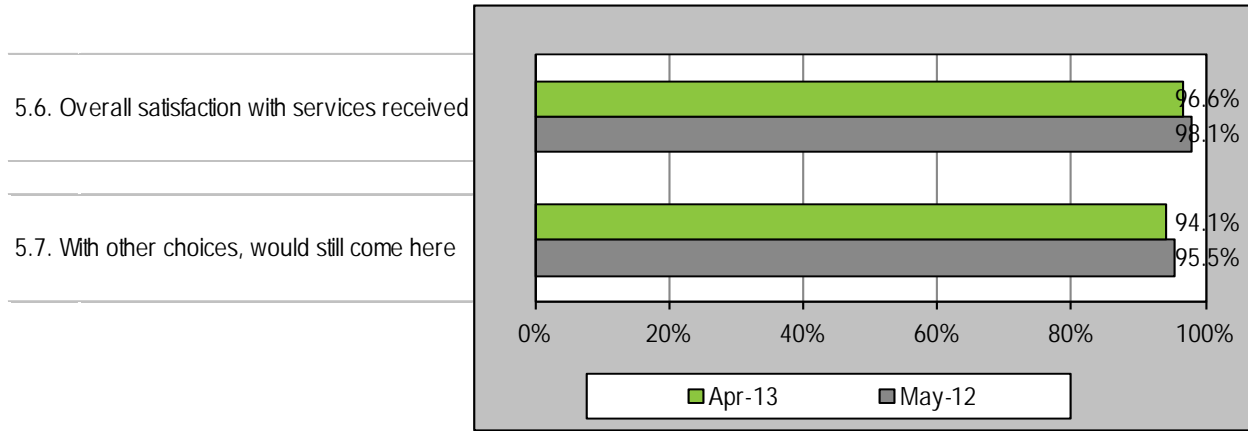


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to friend	205			33.7%	66.3%
5.2. Services met my expectations	199	1.5%	3.0%	52.3%	43.2%
5.3. Felt safe here	204		1.5%	36.3%	62.3%
5.4. Services enabled me to do things better	198	0.5%	4.5%	50.5%	44.4%
5.5. Met my need	202		3.5%	51.0%	45.5%

** Blank cells represent no response.*

Percent positive (agree + strongly agree)



Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Overall satisfaction with services received	205	0.5%	2.9%	40.0%	56.6%
5.7. With other choices, would still come here	202	0.5%	5.4%	42.1%	52.0%

* Blank cells represent no response.