

EBI SES Family and Friends Satisfaction Survey

September-October 2017

Number of Respondents: 41

COMMUNICATION

I feel satisfied with EBI's communication with me regarding my family member or friend's services through EBI.

- Agree (40)
- Disagree (1)
- Undecided
- Not Applicable

Do you have additional feedback for EBI regarding how we communicate with you? Please share.

- "Communication was swift and prompt."
- "You do a good job of communicating."
- "Would feel better with more emails."
- "Very responsive when we initiated communication."
- "Whenever a job was found for S., I was always informed ahead of time – type, travel time, etc."
- "Most of the communication was done directly with my daughter."
- "I would occasionally like a phone call on her progress."
- "Have never heard from her job coach."
- "I loved the way Lori so graciously invited me to step back so that M. could step up."

ADVOCACY

I am satisfied with the way EBI helps advocate for my family member or friend.

- Agree (40)
- Disagree
- Undecided (1)
- Not Applicable

Do you have additional feedback for EBI regarding how we help advocate for your family member or friend? Please share.

- "EBI changed M.'s life profoundly."
- "We are so grateful to have the support of EBI during R's recent physical battles. The fact that he receives weekly get well cards brings a smile to his face. We can not thank you enough for holding his space until he recovers."
- "Communication and access to communicate with EBI allows us as family members to be on the same page with EBI."
- "T. is apprehensive about using breakroom to eat her lunch. She'd like to either eat after work shift, or take a break to eat at noon, then work longer at current end of work shift. She is hoping

someone can assist in restroom for back up while she is working with her doctor and PT to regain more independence.”

PROBLEM SOLVING

I am satisfied with EBI’s response to problems or concerns my family member or friend has.

- Agree (38)
- Disagree
- Undecided
- Not Applicable (2)

EBI responds to problems/concerns promptly.

- Agree (37)
- Disagree
- Undecided (1)
- Not Applicable (3)

EBI follows through on tasks to address problems/concerns.

- Agree (38)
- Disagree
- Undecided (1)
- Not Applicable (2)

Do you have additional feedback for EBI regarding how we respond to problems or concerns your family member or friend may have? Please share.

- “Family has been reluctant to get involved, as we promote T.’s independence.”

HEALTH AND SAFETY

I am satisfied with the way EBI supports my family member or friend’s safety on the job.

- Agree (38)
- Disagree
- Undecided
- Not Applicable (1)

Do you have additional feedback for EBI regarding how we support your family member or friend’s on-the-job safety? Please share.

- “When T. had a problem with standing for long periods, EBI stepped right up and addressed the issue.”

STAFF

Overall, I am satisfied with my experience with EBI staff working with my family member or friend.

- Agree (38)
- Disagree (1)
- Undecided (1)

Not Applicable

EBI trains staff well to work with my family member or friend to meet his/her needs.

- Agree (35)
- Disagree (1)
- Undecided (4)
- Not Applicable

EBI staff members listen to my concerns.

- Agree (40)
- Disagree
- Undecided
- Not Applicable (1)

EBI staff members seem to really care about my family member or friend and are committed to meeting his/her support needs.

- Agree (39)
- Disagree
- Undecided (1)
- Not Applicable

EBI staff members are effective in assisting my family member or friend to be as independent as possible.

- Agree (35)
- Disagree
- Undecided (4)
- Not Applicable (1)

Do you have additional feedback for EBI regarding the EBI staff who work with your family member or friend? Please share.

- “EBI staff have been great. I’d like to know a bit more about what could possibly happen when the job internship ends.”
- “K. has had excellent job supports from his job coaches.”

BACKGROUND INFORMATION:

Did your family member or friend participate in Project SEARCH?

- Yes (30)
- No (7)
- I’m not sure (3)

Did your family member or friend participate in a paid internship that was not Project SEARCH?

- Yes (10)
- No (28)
- I’m not sure (3)

If you answered “Yes” to either question, where was the internship?

- “Alameda County.” (5)
- “Children’s Hospital.”

- “Children’s Hospital/St. Paul’s.”
- “Children’s Hospital/BART.”
- “Kaiser Permanente.”
- “St. Paul’s Towers.”

Did your family member participate in Tailored Day Services(TDS)?

- Yes (8)
- No (17)
- I’m not sure (8)

OVERALL RATING

What do you like best about EBI?

- “Just about everything!”
- “The mission, and the people, and the hearts, and the commitment to clients, and pretty much everything else.”
- “Lori is terrific.”
- “Director Lori is very responsive and understands the consumers’ special needs.”
- “Innovative! A company with heart! Creates jobs and opportunities for people with disabilities.”
- “Their support, their patience with participants, going the extra mile with participants to make them feel confident and secure.”
- “Friendly staff, quick response time.”
- “Helping the special needs community.”
- “Professional.”
- “Very helpful.”
- “Personable staff.”
- “Compassion and effectiveness.”
- “Your support and follow-up.”
- “The service they have.”
- “Focus.”
- “Its concern for J. and its efforts to find him employment.”
- “EBI has given R. the opportunity to learn and succeed in a job setting. He is very proud of his accomplishments and holds his head high when walking around town.”
- “Their advocacy for S. It’s difficult to find the right job for S. – EBI keeps pursuing.”
- “Got our son a good job that he could not get on his own. EBI provides a vital service in obtaining jobs for a motivated group of people.”

What do you like least about EBI?

- “Nothing.” (3)
- “Nothing really, everything was good.”
- “All aspects are very good.”

- “The staff turnover rate is very high. The newcomers lack training and do not understand my son’s needs and work experiences.”
- “Staff turnover is very high.”
- “It is too far from home.”
- “It’s location is a long commute for T.’s use of public transportation.”
- “I would like more feedback.”
- “It’s taking so long to get him a job.”

What can EBI do to improve?

- “No change.”
- “You are already great.”
- “Continue to do excellent job in serving underprivileged.”
- “They are doing just fine in S.’s case.”
- “Longer internship program.”
- “Extended internship program.”
- “Move to Berkeley.”
- “Move to Contra Costa County.”
- “Eliminate OUSD as an internship opportunity.”
- “Better communication.”
- “If there is anything you can do to reduce staff turnover, that would be the only change I’d recommend.”
- “EBI needs to find more job resources and help A. get a stable job ASAP.”

How do you feel about our service overall?

1 2 3(2) 4(8) 5(30)
 Bad -----Excellent

Please use the space below to include additional comments, if you’d like.

- “Thank you for supporting T.”
- “All the people my son has worked with in EBI he has really liked. Thanks for your efforts.”
- “K. has benefited from working with Tom, Lori, and EBI and we appreciate the good efforts of the entire staff.”
- “It has been 3.75 years since A’s first day of Project SEARCH training. He has completed 2 years training in six different county departments. But he is still unemployed.”