

# The Arc San Francisco Participant Feedback Survey 2021



**The Arc.**

*San Francisco*

*For people with intellectual  
and developmental disabilities*

# Overview

## Background

Due to the pandemic, the Arc SF had to develop a way to obtain accurate participant feedback in a virtual space.

## Plan

Leaders from all Arc SF programs revamped the survey; adding new questions, aiming to increase engagement.

## Execution

The Associate Directors with guidance from the Senior Directors executed a plan to get responses from participants in the months of August to September 2021..

# Results/Findings



## 301

Participant responses received

- Most responses in history!
- Never more than 100 in past efforts.

## 100%

Remote Survey

- Conducted by managers as opposed to DSPs.

## 90 min

Average time to complete survey

- Survey was inclusive to all programs participants were in.

## 90%

Participants responses are satisfied.

Both with the programs and with the services they are receiving from the ARC SF.

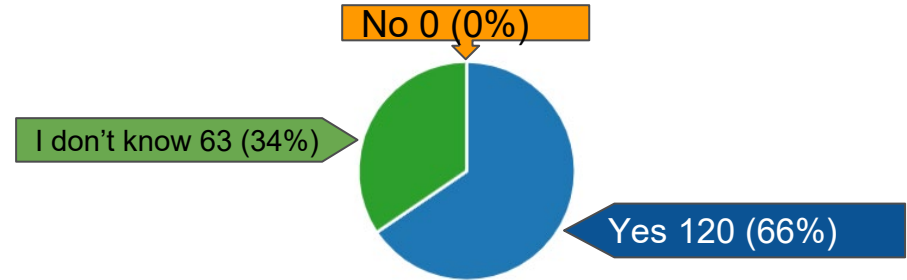
- Satisfaction feedback was requested from all programs

Participant Feedback -

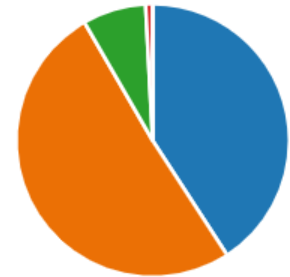
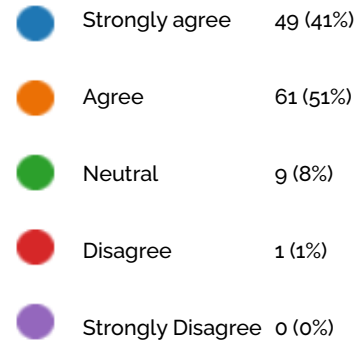
Program Details -

# Day Program

When asked are you currently satisfied with your weekly goals?



When asked I am overall satisfied with my Day Program Service?



Participant Feedback -

Program Details -

# Day Program

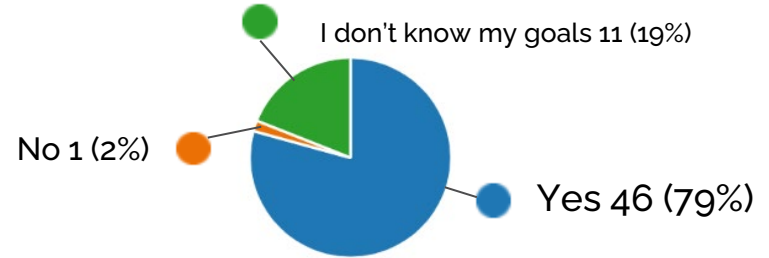
When asked what they liked best about zoom classes:

Music 4  
Karaoke 7 Taichi 7  
Social Interaction 38  
Zumba 15 Art 5 Breakfast club 7

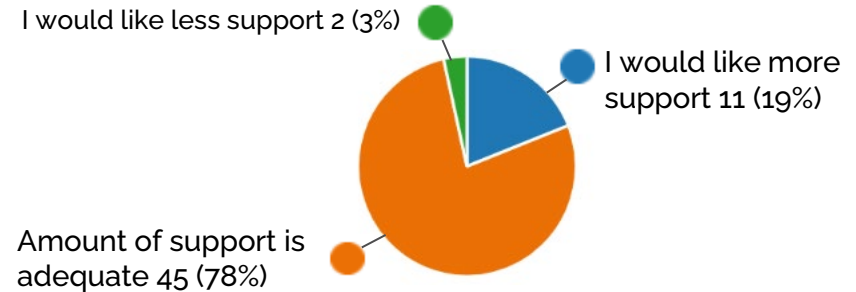


Participant Feedback -  
Program Details -  
**Health and  
Wellness**

**When asked are you currently satisfied with your Wellness Goals?**

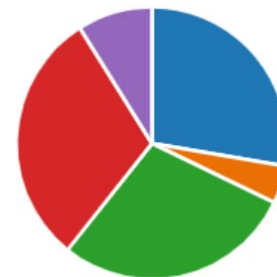
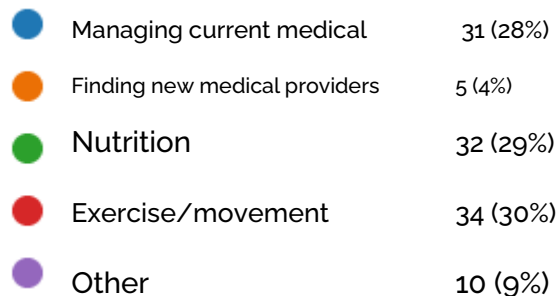


**When asked how do you feel about the amount of support you are currently receiving?**



Participant Feedback -  
Program Details -  
**Health and  
Wellness**

### When asked are there areas you would like additional support?



### Do you prefer in person or Telehealth for your appointments?



Participant Feedback -  
Program Details -  
**Employment**

When asked are you currently satisfied with your Employment Goals?

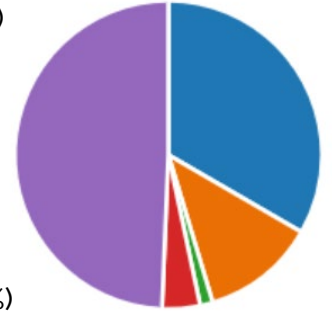
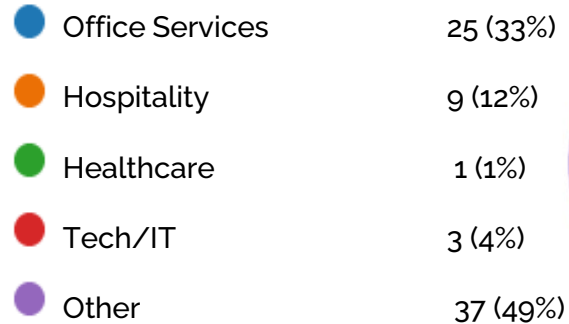
● Yes	90 (79%)
● No	1 (1%)
● I don't know my goals	23 (20%)





# Participant Feedback - Program Details - **Employment**

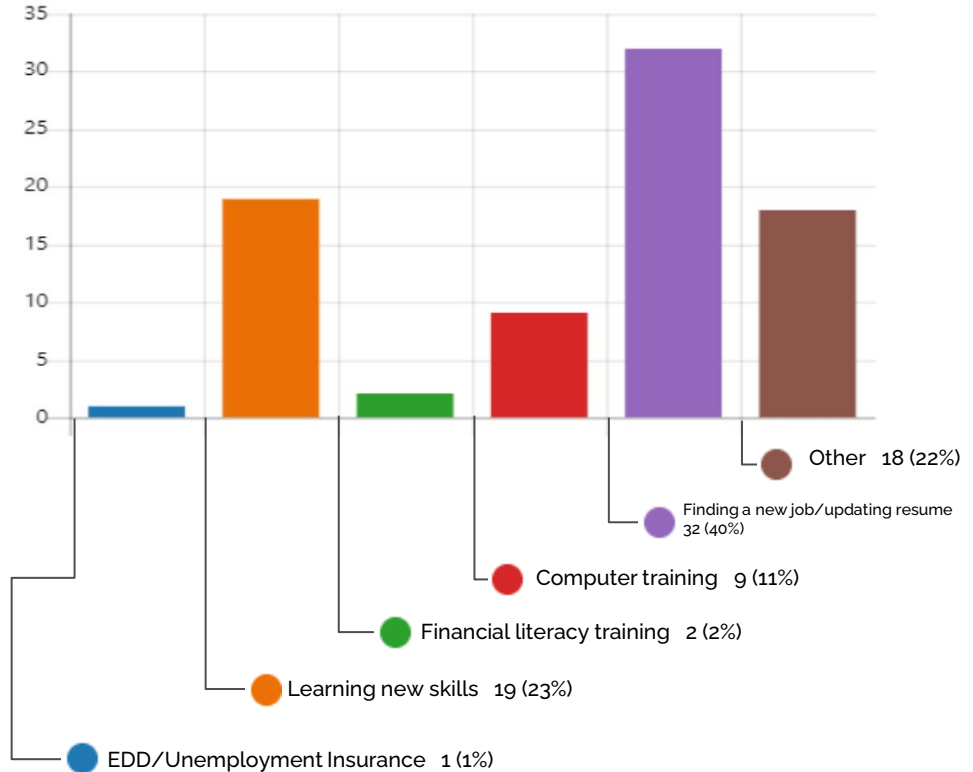
What career paths are you interested in?



movie theater  
coffee shop early childhood  
**Customer service** Janitor  
Tech and publishing  
Facebook Flower shop  
Security guard

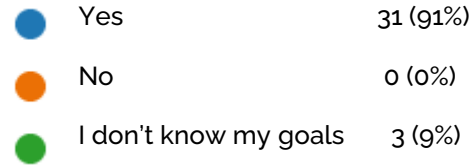
# Participant Feedback - Program Details - Employment

Are there any areas that you would like additional support?

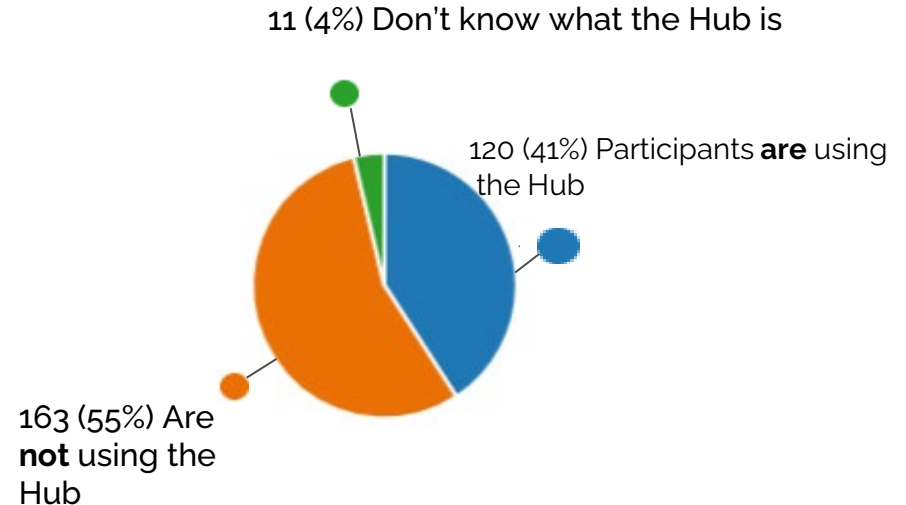
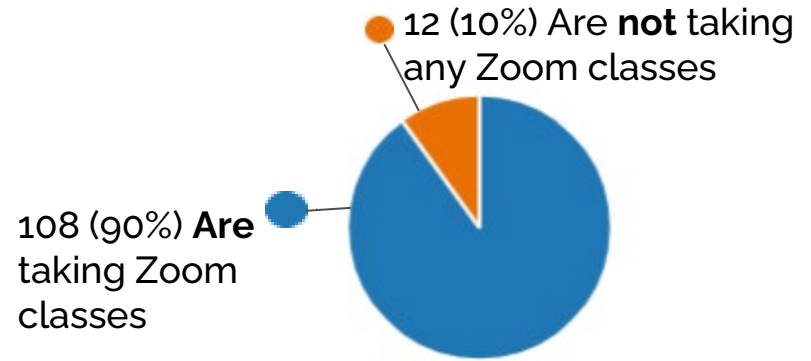


# Additional Findings Participant Program Goals

When asked are you currently satisfied to SLS/ILS goals?



# Additional Findings Zoom Classes and the Hub



# Additional Findings

## Program interest



During the survey, a small number of participants (**5%**) showed interest in other programs offered by the ARC.

- 3 participants from Day Program
- 2 participants from Wellness
- 9 participants from Employment

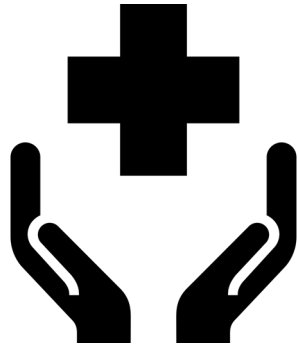
# Open Participant Feedback

zoom



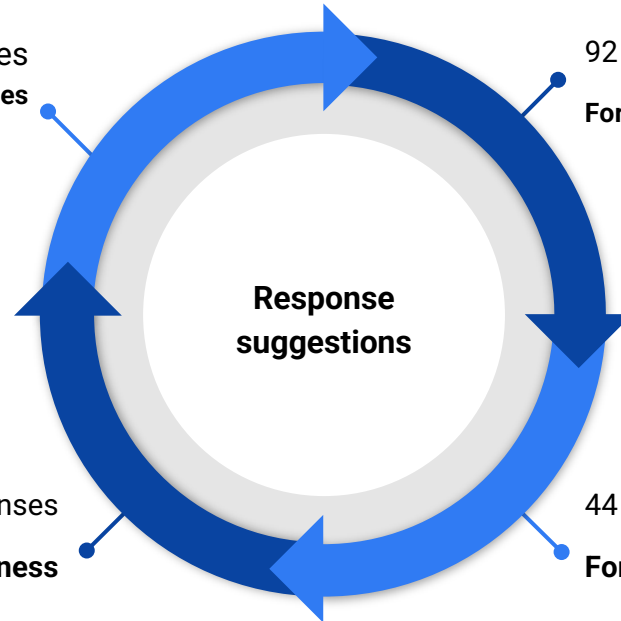
187 Responses  
For Employment Services

92 Responses  
For new zoom classes



52 Responses  
Health and Wellness

44 Responses  
For Friendship Line



# Additional Findings Participant Zoom Suggestions

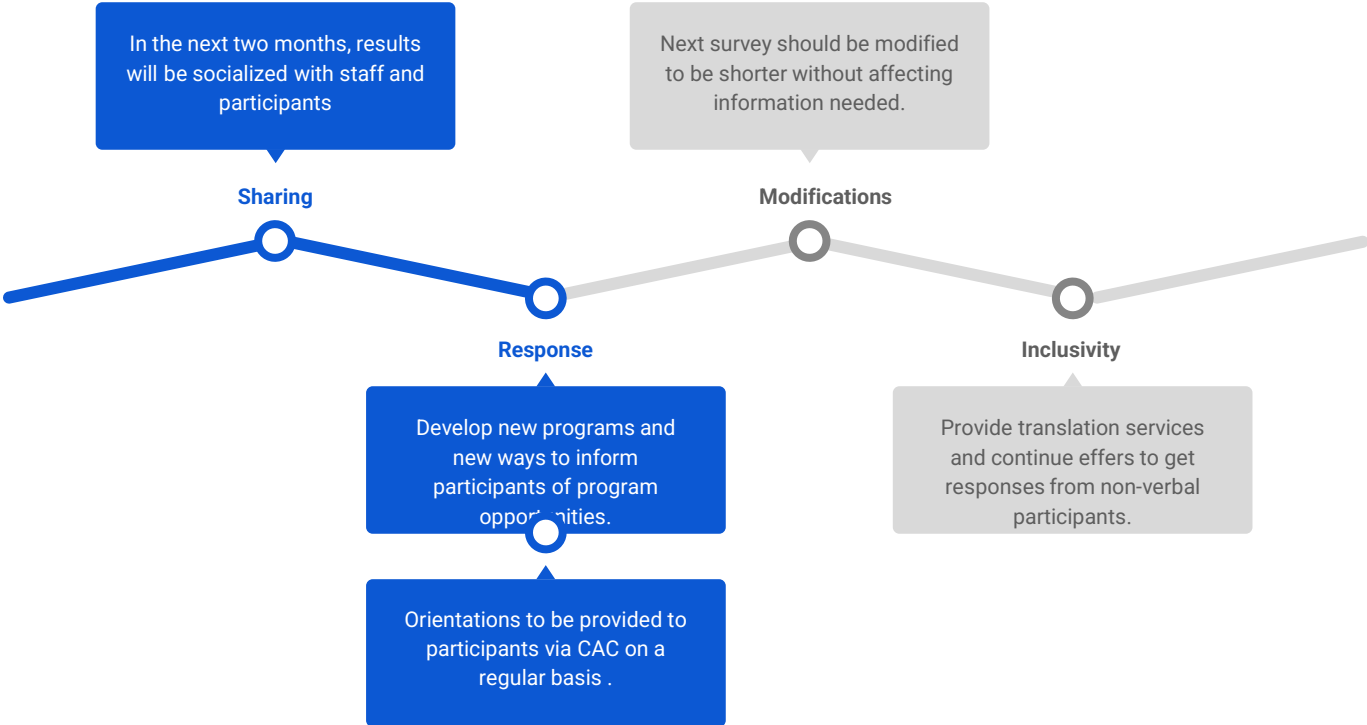
- Although some classes are already offered, based on the answers participants provided they want more options offered.
- Participant answers were also greatly inclined to either share or learn more of their own culture, as evidence below.



A word cloud of class suggestions. The words are arranged in a roughly circular pattern. The word 'cultural' is the largest and most prominent, located in the upper right quadrant. Other words include 'photography class', 'Drama classes', 'Tagalog class', 'art classes', 'jewelry class', 'choir class', 'appreciation class', 'Afternoon classes', and 'reading classes'. The words are in various shades of blue and teal.

photography class  
Drama classes **cultural** reading classes  
Afternoon classes  
Tagalog class appreciation class  
art classes choir class  
jewelry class

# Next Steps







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- Thank you to Everyone who has helped make all of these results possible!
- And thank you for making our programs and the [Hub](#) such a successful resource for all our participants!

