The Arc San Francisco
Participant Feedback Survey
2021
<table>
<thead>
<tr>
<th><strong>Overview</strong></th>
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<tbody>
<tr>
<td><strong>Background</strong></td>
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<tr>
<td><strong>Plan</strong></td>
</tr>
<tr>
<td><strong>Execution</strong></td>
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</tbody>
</table>
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.
When asked are you currently satisfied with your weekly goals?

- Yes 120 (66%)
- I don't know 63 (34%)
- No 0 (0%)

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

- Strongly agree 49 (41%)
- Agree 61 (51%)
- Neutral 9 (8%)
- Disagree 1 (1%)
- Strongly Disagree 0 (0%)
### Participant Feedback -

### Program Details -

### Day Program

When asked what they liked best about zoom classes:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Liked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Interaction</td>
<td>38</td>
</tr>
<tr>
<td>Zumba</td>
<td>15</td>
</tr>
<tr>
<td>Taichi</td>
<td>7</td>
</tr>
<tr>
<td>Karaoke</td>
<td>7</td>
</tr>
<tr>
<td>Music</td>
<td>4</td>
</tr>
<tr>
<td>Taichi</td>
<td>7</td>
</tr>
<tr>
<td>Breakfast club</td>
<td>7</td>
</tr>
<tr>
<td>Art</td>
<td>5</td>
</tr>
</tbody>
</table>

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*Image of participants in a fitness class and a microphone.*
When asked are you currently satisfied with your Wellness Goals?

- Yes 46 (79%)
- No 1 (2%)
- I don't know my goals 11 (19%)

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

- Amount of support is adequate 45 (78%)
- I would like more support 11 (19%)
- I would like less support 2 (3%)
When asked are there areas you would like additional support?

- Managing current medical: 31 (28%)
- Finding new medical providers: 5 (4%)
- Nutrition: 32 (29%)
- Exercise/movement: 34 (30%)
- Other: 10 (9%)

Do you prefer in person or Telehealth for your appointments?

- In-person: 23 (40%)
- Both: 28 (48%)
- Telehealth: 7 (12%)
When asked are you currently satisfied with your Employment Goals?

- Yes: 90 (79%)
- No: 1 (1%)
- I don’t know my goals: 23 (20%)
What career paths are you interested in?

- Office Services: 25 (33%)
- Hospitality: 9 (12%)
- Healthcare: 1 (1%)
- Tech/IT: 3 (4%)
- Other: 37 (49%)
### Participant Feedback - Program Details - Employment

**Graph:**
- **Finding a new job/Updating resume:** 32 (40%)
- **Computer training:** 9 (11%)
- **Financial literacy training:** 2 (2%)
- **Learning new skills:** 19 (23%)
- **Other:** 18 (22%)
- **EDD/Unemployment Insurance:** 1 (1%)

**Table:**

<table>
<thead>
<tr>
<th>Area</th>
<th>Count</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Finding a new job/Updating resume</td>
<td>32</td>
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</tr>
</tbody>
</table>
Additional Findings

Participant Program Goals

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

- Yes: 31 (91%)
- No: 0 (0%)
- I don’t know my goals: 3 (9%)
Additional Findings

Zoom Classes and the Hub

120 (41%) Participants are using the Hub

108 (90%) are taking Zoom classes

12 (10%) are not taking any Zoom classes

11 (4%) Don’t know what the Hub is

120 (41%) Participants are using the Hub

163 (55%) are not using the Hub
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

- 187 Responses For Employment Services
- 92 Responses For new zoom classes
- 52 Responses Health and Wellness
- 44 Responses For Friendship Line

Response suggestions
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.

- photography class
- Drama classes
- cultural reading classes
- Afternoon classes
- Tagalog class
- appreciation class
- art classes
- choir class
- jewelry class
Next Steps

Sharing

- In the next two months, results will be socialized with staff and participants.

Modifications

- Next survey should be modified to be shorter without affecting information needed.

Response

- Develop new programs and new ways to inform participants of program opportunities.

Inclusivity

- Provide translation services and continue efforts to get responses from non-verbal participants.

Orientations to be provided to participants via CAC on a regular basis.
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!