



**Bridges Project**

# **Summary of Baseline Satisfaction Survey Responses**

**Prepared for  
California Department of Rehabilitation**

**By  
Allen, Shea & Associates**

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## Summary of Baseline Satisfaction Survey Responses for Bridges Project

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### Introduction

One of the outcome measures in the Bridges Project is individual and family satisfaction with services. To that end, the evaluation team, in collaboration with the sites developed a satisfaction survey (see Appendix). This report summarizes the responses of the baseline survey conducted in the summer of 2005.

### Methodology

The survey was worded in a conversational way so that it could be used for both individuals and families. Cover letters were developed as well. Both documents were translated into Spanish. Bridges sites supported the effort by: (1) reviewing their address databases for accuracy; and (2) identifying which individuals and/or families would prefer survey information in Spanish.

Surveys were mailed to 294 participants and a separate mailing to caregivers, parents, or relatives of those participants for a total of 598. The mailing included the cover letter, survey, and a self-addressed and stamped envelope.

While the suggested return date was mid June (2005), we received surveys through September. Completed surveys were mailed to the evaluation team and entered into a relational database.

### Return Rate

The overall rate of return for surveys was 24% (141/598). The return rate for Bridges participants was 18% (53/294) and 30% (88/294) for parents and caregivers. While these rates are fairly typical of mailed surveys, we intend to maximize returns for the next survey through: (1) additional support from sites (e.g., a note or phone call explaining the surveys); and (2) a follow-up, post card reminder.

### Start Date

While there were not enough baseline responses to look at any differences in responses by length of time in the project, that may be possible next year.

**Table 1**  
***What month and year did you start Bridges?***

<b>Start Time Periods</b>	<b>Percentage of Participants Responding to Question (n=40)</b>	<b>Percentage of Parents/Caregivers Responding to Question (n=62)</b>
3/03-12/03	17.5%	6.5%
1/04-12/04	45%	61%
1/05-9/05	37.5%	32.5%
<b>Total</b>	100%	100%

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**Table 2  
Person-to-Person Contacts**

<i>Person-to-person contacts have been</i>	<b>Number of Participants (n=52)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=88)</b>	<b>Percentage of Parents/ Caregivers</b>
Excellent or Good	51	98%	80	91%
Average or Poor	1	2%	8	9%
<b> </b>				
<i>The support I get from Bridges staff has been</i>	<b>Number of Participants (n=42)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=82)</b>	<b>Percentage of Parents/ Caregivers</b>
Excellent or Good	41	98%	72	88%
Average or Poor	1	2%	10	12%
<b> </b>				
<i>All things considered, Bridges staff is</i>	<b>Number of Participants (n=42)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=81)</b>	<b>Percentage of Parents/ Caregivers</b>
Excellent or Good	42	100%	75	93%
Average or Poor	0	0%	6	7%

Responses about contacts with staff (see Table 6 above) are very positive with participants and parents, caregivers who responded to the question. Participant written responses to *what's working well* with staff included:

*The staff is helpful.*

*The staff makes me feel like they actually care about my future.*

*Keep up the good work and keep on helping.*

Parent written responses to *what's working well* with staff included:

*The staff are respectful, considerate, attentive, and kind.*

*There's someone I can call on to help me navigate through the craziness of having a child with limitations.*

Parent written responses to *what could be better* with staff:

*The staff could be more understanding.*

*Periodically a one-on-one visit with staff, participant, and parent would be helpful.*

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**Table 3**  
**Bridges Workshops and Classes**

<i>If attended Bridges workshops and classes, overall were they</i>	<b>Number of Participants (n=31)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=68)</b>	<b>Percentage of Parents/Caregivers</b>
Excellent or Good	30	97%	62	91%
Average or Poor	1	3%	6	9%

62% (31/50) of participants and 79% of parents (68/86) indicated that they had attended workshops or classes. Satisfaction with this component (see Table 7) of the Bridges project is very high. Participant written responses to *what's working well* with workshops and classes included:

*Thank you for teaching more about independent living, like getting an apartment.*

Participant written responses to *what could be better* with workshops and classes included comments from several participants that they would appreciate working with staff at home as well. Several others mentioned having difficulty getting to the meetings and wondered about the possibility of transportation.

Parent responses to *what's working well* with workshops and classes included several that workshops and guest speakers regarding Social Security topics have been very helpful. Parent responses to *what could be better* with workshops and classes included:

- Workshops to introduce technology for the visually impaired person.
- Seems like a repetition of the transition program.
- Please avoid having important meeting with new information during the summer months, which are vacation times for many.
- Workshops offered by professionals other than just the Bridges staff.
- It's difficult for some to attend the evening meetings because of work schedules. Could workshops occasionally be scheduled on a Saturday morning?
- A six-month to one year meeting calendar with topics and guest speakers, so parents can plan their schedules ahead of time.

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**Table 4  
Written Information**

<i>Have you received written information from Bridges?</i>	<b>Number of Participants (n=53)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=86)</b>	<b>Percentage of Parents/ Caregivers</b>
Yes	48	91%	75	87%
No	5	9%	11	13%
<b>Is it easy to understand?</b>				
<i>Is it easy to understand?</i>	<b>Number of Participants (n=46)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=84)</b>	<b>Percentage of Parents/ Caregivers</b>
Yes	45	98%	71	85%
No	1	2%	13	15%
<b>Is it helpful?</b>				
<i>Is it helpful?</i>	<b>Number of Participants (n=40)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=74)</b>	<b>Percentage of Parents/ Caregivers</b>
Yes	39	97%	71	96%
No	1	3%	3	4%
<b>Overall, the information from Bridges is . . .</b>				
<i>Overall, the information from Bridges is . . .</i>	<b>Number of Participants (n=45)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=79)</b>	<b>Percentage of Parents/ Caregivers</b>
Excellent or Good	44	98%	71	90%
Average or Poor	1	2%	8	10%

Parents and caregivers find information provided by Bridges more difficult to understand than participants. However, 96% of parents and caregivers and 97% of participants find the information helpful. Again, high rates of satisfaction with the bottom-line, overall question about information received from Bridges.

**Summary of Baseline Satisfaction Survey Responses for Bridges Project**

**Table 5  
Planning for the Future**

<i>Since you started using Bridges services, has Bridges helped you plan for the future?</i>	<b>Number of Participants (n=52)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=85)</b>	<b>Percentage of Parents/ Caregivers</b>
Yes	43	83%	63	74%
No	9	17%	22	26%
<b>Is it easy to understand?</b>				
<i>Is it easy to understand?</i>	<b>Number of Participants (n=38)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=63)</b>	<b>Percentage of Parents/ Caregivers</b>
Yes	38	100%	61	97%
No	0	0%	2	3%
<b>Is it helpful?</b>				
<i>Is it helpful?</i>	<b>Number of Participants (n=44)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=60)</b>	<b>Percentage of Parents/ Caregivers</b>
Yes	43	98%	57	95%
No	1	3%	3	5%

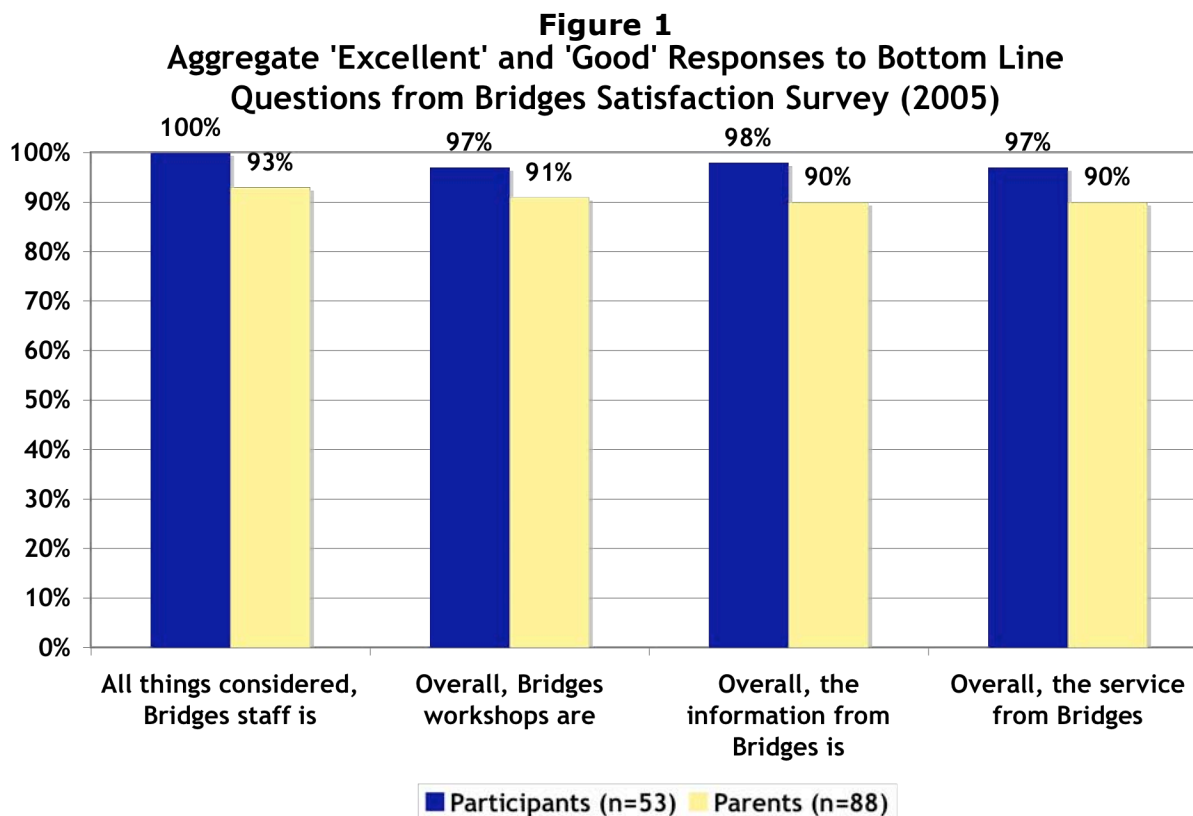
Of those who have worked with Bridges on planning for the future (see Table 5), participants as well as parents and caregivers find the planning information both easy to understand and helpful.

**Table 6  
Overall Service**

<i>Overall, the service from Bridges is . . .</i>	<b>Number of Participants (n=38)</b>	<b>Percentage of Participants</b>	<b>Number of Parents (n=78)</b>	<b>Percentage of Parents/ Caregivers</b>
Excellent or Good	37	97%	70	90%
Average or Poor	1	3%	8	10%

As with other satisfaction ratings, overall rates of satisfaction with Bridges services are very high (see Table 6).

### Summary of Responses to Bottom Line Questions



### Summary of Responses to Open-Ended Questions

#### Participant Responses to

***what's working well . . .***

*Learning about programs I may qualify for can help me in the future.*

*I learned how to get around in the world.*

*The best thing about Bridges is the fact that you get information about life and getting work, and taxes before you head off into the wild blue yonder.*

*Hopefully, this program will continue for a few more years so my sister and brother can have the same opportunity.*

Other comments included: information about social security is helpful; help getting a job; one-on-one time with staff; opportunity to see other friends who are out of school; and, finding out about all of the services that are available.

### ***what could be better . . .***

Several participants mentioned that they would like the Bridges project to continue. Others mentioned that the terms (e.g., IDA, PASS) are hard to learn.

### **Participant Responses to**

#### ***what's working well . . .***

*Bridges is a great self-esteem booster for individuals.*

*It gave us additional avenues to pursue for our son. It always became a very informative network of information into adult disability programs available to assist him in being more independent and a more productive member of society.*

*The staff has an ongoing commitment to our sons and daughters.*

*Parents can call and ask any questions they might have, the one-on-one attention is crucial.*

*Since my daughter has been involved with the Bridges Program, we have witnessed a boost in her self-esteem.*

Others mentioned: help with the SSI process makes the paperwork less intimidating; the personal contact with SSA; good follow-up; opportunities for work; personal attention from staff; classes, workshops, job training; teaching social skills; and, sharing a knowledge of the service system.

#### ***what could be better . . .***

- Develop a better overview brochure of Bridges. Some families may not sign up because they're not sure about the purpose. Provide specific and clear communication on the goals and activities for the program.
- Some parents would like to know how other students are dealing with their disability in college.
- A wider range of job and career opportunities.
- Government-talk is difficult to understand.
- Develop a chart that identifies the different types of programs (government and private) available to students and families. Include a list of contact persons and phone numbers.
- Sometimes the meetings seem rushed and unorganized.
- Support in finding affordable housing.
- Some students find the workshops boring. Consider bringing in motivational speakers (for example, students who have been working, employers).

## **Cover Letter and Survey**



## **Bridges to Youth Self-Sufficiency**

June 15, 2005

Dear Bridges Participant,

We are Bill Allen and John Shea of Allen, Shea & Associates. We're working with the Bridges project sites and staff (there are seven of them in California) to learn from you about how the project is working.

In this envelope, you will find this letter, the survey, and an envelope with our address and a stamp on it.

We hope you can take a few minutes to answer the survey and send it back in the envelope. We are sending the surveys to each participant and, whenever possible, each family or caregiver.

There are no right or wrong answers. Your answers are completely CONFIDENTIAL. The survey only asks for your zip code so we can write up what we learn from each site and across all of the Bridges sites. When the report is completed, you can ask for a copy of it from your local Bridges project.

You do not have to return this survey, however, your input will really help Bridges staff make sure that they're doing their best to assist you. If you do or do not complete the survey, none of the services you receive from Bridges will change in any way.

If you have any questions about the survey, or need help in completing it, please call one of the Bridges project staff from your area listed on the back of this letter.

Thank you very much for helping us learn more about ways that Bridges can serve you best.

Sincerely yours,

Bill Allen

John Shea

**Bridges Project Staff To Contact If You Have Questions About the Survey**

<b>Bridges Site</b>	<b>Name</b>	<b>Telephone</b>
<b>San Juan Capistrano</b>	Sheri Hightower	(949) 234-5345
	Kathleen Del Real	(949) 234-5345
<b>Irvine</b>	Isabel Ward	(949) 936-5264
<b>Newport-Mesa</b>	Angie Riedel	(949) 515-6883
<b>Riverside</b>	Barbara Brown	(760) 399-6455
	Kurt Soltman	(951) 202-4916
<b>Saddleback</b>	Elaine Holyrod	(949) 830-5302
	Katrina Zepeda	(949) 830-5302
<b>Vallejo</b>	Sonya Wright	(707) 556-5700 x 51087
	Glynda Dixon	(707) 556-5700 x 51089
<b>Whittier</b>	Teri Chang	(562) 698-8121 x 1250
	Julie Johnson	(562) 698-8121 x 1250



Bridges to Youth Self-Sufficiency

**Puentes Hacia La Autosuficiencia Juvenil**

30 de Junio del 2005

Querido participante del proyecto Bridges, Padre o Tutor,

Somos Bill Allen y John Shea de Allen, Shea y Asociados. Estamos trabajando con los diferentes sitios del proyecto Bridges y con su personal (hay siete de ellos en California) para aprender de usted sobre cómo el proyecto está trabajando.

En este sobre, usted encontrará esta carta, una encuesta, y un sobre con nuestra dirección y con una estampilla postal.

Esperamos que usted pueda tomarse algunos minutos para contestarla y para enviárnosla en el sobre. Estamos enviando la encuesta a cada participante y, siempre que sea posible, a cada familia o tutor.

No hay respuestas correctas o incorrectas. Sus respuestas son completamente CONFIDENCIALES. La encuesta solamente requiere su código postal, para así poder preparar lo que aprendamos de cada sitio y de todos los sitios Bridges. Cuando se termine el informe, usted podrá pedir una copia a su proyecto local Bridges.

Usted no tiene que enviarnos esta encuesta, sin embargo, sus sugerencias realmente ayudarán al personal de Bridges a cerciorarse de que están haciendo lo mejor posible para asistirle. Si usted completa o no la encuesta, ninguno de los servicios que usted recibe de Bridges cambiarán de ninguna manera.

Si usted tiene cualquier pregunta sobre la encuesta, o si necesita ayuda para completarla, llame por favor al personal del proyecto Bridges de su área que aparece en la parte posterior de esta carta.

Muchas gracias por ayudarnos a aprender más sobre maneras que Bridges puede servirle lo mejor posible.

Sinceramente,

Bill Allen

John Shea



# Bridges Satisfaction Survey

Your Zip Code: \_\_\_\_\_ Today's Date: \_\_\_\_\_

What month and year did you start Bridges? \_\_\_\_\_

Are you a  Bridges participant  
 Parent/relative/caregiver of a Bridges participant

**What's this about?** We're working with the Bridges project. They have asked us to help them gather some information about the things they do well and also about ways they can better support you. To do that, we're mailing out this survey to each participant and to the family or caregiver of each participant. Your answers are sent to us and will not be seen by anyone else. We will take all of the answers and write them up into a report without using names. You don't have to complete this survey. If you do complete it, your answers will not, in any way, change the services you receive from Bridges. Once you're done with the survey, please send it back to us in the self-addressed, stamped envelope. We would like to receive your survey back by July 15th. **Thanks for your help!**

	Excellent	Good	Average	Poor
<b>Bridges staff</b>				
Person-to-person contacts have been	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support I get from Bridges staff has been	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All things considered, Bridges staff is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Bridges workshops/classes**  
Since you started using Bridges services, have you attended any Bridges workshops/classes?  
 Yes  No

	Excellent	Good	Average	Poor
<b>If yes,</b> overall were the workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Bridges information**  
Since you started using Bridges services, have you received any written information from Bridges?  
 Yes  No

**If yes,** is it  
Easy to understand?  Yes  No  
Helpful?  Yes  No

	Excellent	Good	Average	Poor
Overall, the information from Bridges is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Bridges planning**  
Since you started using Bridges services, has Bridges helped you plan for the future?  
 Yes  No

**If yes,** is it  
Easy to understand?  Yes  No  
Helpful?  Yes  No

	Excellent	Good	Average	Poor
<b>Overall, the service from Bridges is</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please complete the other side of this survey. Thanks!

**What's the best thing about Bridges?**

**Are there ways that Bridges could work better for you? Any suggestions that will help improve Bridges services or help Bridges staff to better serve you?**

**Anything else you would like to tell us?**

## Encuesta de Satisfacción de Bridges



Su Código postal: \_\_\_\_\_ Fecha De hoy: \_\_\_\_\_

¿En qué mes y año comenzó usted con Bridges? \_\_\_\_\_

Es usted  Participante De Bridges  Padre del participante

**¿Acerca de qué es?** Estamos trabajando con el proyecto Bridges. Nos han pedido que les ayudemos a recopilar cierta información sobre las cosas que hacen bien y también sobre maneras que pueden mejorar la ayuda a usted. Para poder hacer eso, estamos enviando esta encuesta a cada participante y a la familia o tutor. Sus respuestas serán enviadas a nosotros y no serán vistas por nadie más. Tomaremos todas las respuestas y las escribiremos en un informe sin usar nombres. Usted no tiene que completar esta encuesta. Si usted la llena, sus respuestas de ninguna manera cambiarán los servicios que usted recibe de Bridges. Una vez que termine la encuesta, por favor envíela de nuevo a nosotros en el sobre ya rotulado y con la estampilla postal. Nos gustaría recibir su encuesta para Junio 15. **¡Gracias por su ayuda!**

	Excelente	Bueno	Regular	Malo
<b>Personal de Bridges</b>				
Los contactos en persona han sido	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El apoyo que recibo del personal ha sido	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
En general, el personal es	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Talleres o clases de Bridges

Desde que usted comenzó a usar servicios de Bridges  
¿Ha usted atendido algún taller o clase de Bridges?

Sí  No

	Excelente	Bueno	Regular	Malo
<b>Si sí,</b> en general los talleres eran	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Información de Bridges

Desde que usted comenzó a usar los servicios de Bridges ¿Ha usted recibido información por escrito?

Sí  No

¿Si sí, es

¿Fácil de entender?  Sí  No

¿De ayuda?  Sí  No

	Excelente	Bueno	Regular	Malo
En general, la información de Bridges es	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Planeando con Bridges

Desde que usted comenzó a usar servicios de Bridges ¿Le han ayudado a planear para el futuro?

Sí  No

**Si sí,** es

¿Fácil entender?  Sí  No

¿De ayuda?  Sí  No

	Excelente	Bueno	Regular	Malo
<b>En general, el servicio de Bridges es</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Por favor llene el otro lado de la encuesta. **¡Gracias!**

**¿Qué ha sido lo mejor de Bridges?**

**¿Podría haber maneras que Bridges le asistiera mejor? ¿Tiene algunas sugerencias que ayuden a mejorar los servicios de Bridges, o cómo ayudar al personal para servirle mejor?**

**¿Cualquier cosa que usted quisiera decirnos?**