

# Community Partner Satisfaction Survey Results

The Florida Disability and Health Program (DHP) established the Disability Community Planning Group (DCPG) in 2012 made up of community partners including disability agencies and organizations, disability advocates, persons with disabilities, and caregivers of persons with disabilities. The DHP was interested in hearing feedback from partners their satisfaction with DHP’s achievements over the first year of Centers for Disease Control (CDC) renewal funding. An online survey was created using Qualtrics software to determine partner’s satisfaction and gain their suggestions for program improvements. The survey was emailed to 105 community partners. A total of 22 responses were received with 14 completed responses.

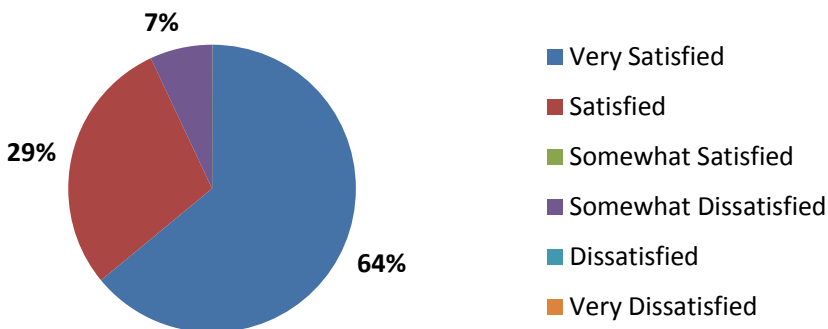
The majority of respondents (93%) represented an agency or organization. They included the Florida Department of Health, Family STAR of Family Network on Disabilities, Florida Developmental Disabilities Council, Florida Alliance for Assistive Services and Technology, Halifax Rowing Association, Alzheimer’s Community Care, Florida Department of Elder Affairs, and University of Miami’s Center for Excellence in Development Disabilities. The other 7% of respondents were persons with disabilities.

Partners were asked how to rate their satisfaction with their relationship to the DHP. The majority of partners reported high levels of satisfaction as seen in Figure 1.

- 64% reported being very satisfied with the relationship.
- 29% reported being satisfied with the relationship.
- 7% reported being somewhat dissatisfied with the relationship.

Figure 1

## How satisfied were you with your relationship to the Florida Disability and Health Program (DHP)?



Partners were also asked how satisfied they were with the achievements of the DHP in Year 1 including information sheets, printed materials, presentations, and collaborations. They reported high levels of satisfaction with DHP’s Year 1 achievements.

- 64% reported being very satisfied with the achievements of the DHP.
- 36% reported being satisfied with the achievements of the DHP.

97% of respondents strongly agreed or agreed that the DHP is an effective community partner. Partners were asked to rate the DHP on the following criteria:

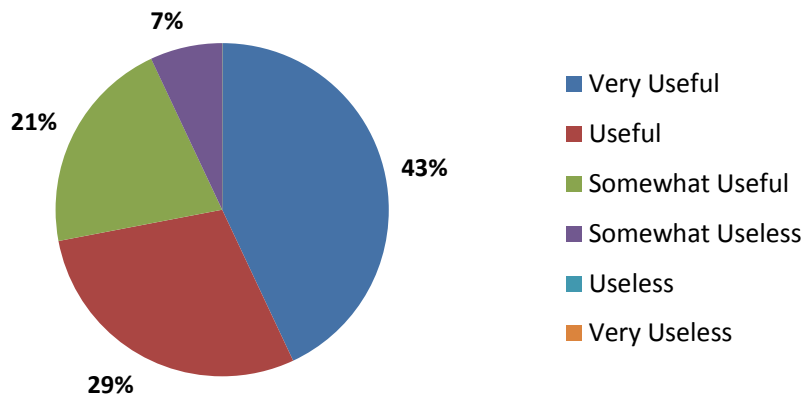
- Cooperates well
- Communicates well
- Is accessible
- Has staff who are competent
- Shares appropriate information
- Is consistent and fair in its dealings with myself or organization
- Responds in a timely manner
- Responds in a manner that is sensitive to the people we serve
- Overall is an effective partner

Over 90% of partners reported that they would recommend a partnership with the DHP to other community agencies, organizations, and groups that serve persons with disabilities. In Figure 2, community partners were asked how useful the partnership was to them or their organization.

- 43% reported that the partnership was very useful.
- 29% reported that the partnership was useful.
- 21% reported that the partnership was somewhat useful
- 7% reported that the partnership was somewhat useless
- No respondents reported that the partnership was useless or very useless.

Figure 2

### Overall, how useful was this partnership to you or your organization?



The survey included four free response questions addressing the benefits of the partnership to the their organization, the most challenging aspect of the partnership, the ways that their interaction with DHP influenced their organization, and suggestions or ideas for improving collaboration between DHP and partners.

Partner’s responses about the benefits of the DHP partnership included:

- “Great resource for our community for referrals and education points”

- “Information to other families seeking help”
- “Increased awareness of resources for adults with special needs, very helpful for transitioning youth”
- “Sharing resources with other entities doing special work”
- “The materials that were disseminated were first rate. The opportunity to participate as member of a large coalition partnership I believe will enhance all the agencies and their partners’ ability to better assist individuals with disabilities and their families.”
- “Sharing information to meet the needs of the population served”
- “Recognizes supports and promotes issues important to individuals with disabilities. Most important are issues related to access to health care.”
- “Improving/expanding knowledge about health care issues for persons with disabilities.”
- “Ability to query about topic specific resources as needed, up-to-date information, collaboration as needed”

Partner’s responses about the most challenging aspect of the partnership included:

- “We have no specific programming or services for the targeted groups, other than to share information.”
- “A great deal of information to master.”
- “Time management.”
- “Staying abreast of all the challenged connected with conference calls. And making yourself heard.”
- “The staff [was] not empowered to accomplish many of their plans.”
- “Getting health care professionals including DDOHH leadership to consider and implement actions to address the issues presented.”
- “Covering many detailed topics/actions on a conference call with many participants.”

Partner’s responses about how the partnership influenced them or their organization included:

- “With only limited interaction since July, I don't know that it has influenced us, except that our staff has received education on services, etc.”
- “It is a wonderful effort for information, resources and a great opportunity for families.”
- “Awareness of resources and opportunities in addition to [the] traditional health care system.”
- “We received up to date cutting edge information and resource materials that we were able to further disseminate statewide and in the community.”
- “An awareness of DHP and all they represent.”
- “Working with the organization has been a plus for our organization to have resources available when needed.”
- “It a good thing to have a credible organization of professionals, providers and consumers that represents and speaks on behalf of the common ground issues impacting all individuals with disabilities in the state.”
- “Increased my knowledge of some disabilities.”
- “Greater awareness of challenges when visiting medical offices.”

Partner’s suggestions and ideas for improving collaboration between DHP and partners included:

- “I believe future face to face meetings or consortiums with training tracks can better help agency partners assist with this important project.”
- “Just to be there to offer information, solutions, or other resources to answer any problems. Information reduces risk and uncertainty.”

- “To have DHP more informed on Neurocognitive Disorders.”
- “Narrow the scope of the issues to be addressed and do not overwhelm participants and supporters with too much information. When there is too much information people tend to ignore or lose interest.”
- “Consider using "Go to Meeting" or other electronic (webinar type) methods for meetings.”

The DHP is thankful for the help of partners in furthering the sharing of information and resources through our network, we plan to use feedback to schedule more face to face meetings and continue use of webinar methods for meetings.