



**Community Living Services  
FY 2003 Consumer Survey**

Are you satisfied with ICON's services, overall?		
Do you know what your goals in this program are?	Were you involved in setting the goals?	Do you agree with the goals?
How has your life changed in the past year as a result of ICON's services?		
How many hours of service do you receive each week?	Is that enough? Too much?	
What kinds of things do you do with your staff person?		
Is your staff person responsive (returns phone calls, arrives on time, etc.)?	Do they do what they say they will do?	
Do they treat you with respect?	Do you like working with ICON staff?	

<b>Optional:</b>	Your name:
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***Please use the back of this form for additional comments. Thank you !***



**Community Living Services  
FY 2003 Family Members Survey**

Are you satisfied with ICON's services, overall?	
Has your family member's life changed in the past year as a result of ICON's services?	
How many hours of service does your family member receive each week?	Is that enough? Too much?
What kinds of activities does your family member do with ICON staff? Are they appropriate, in your opinion? Are there other activities you would like to see added?	
Are ICON staff members responsive (return phone calls, arrive on time, etc.)?	Do they do what they say they will do?
Do they treat you with respect?	Do they treat your family member with respect?

<b>Optional:</b>	Your name:
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***Please use the back of this form for additional comments. Thank you !***



*Community Living Services  
FY 2003 Quality Improvement Surveys*

Date: June 20, 2003  
From: Robyn Fitzgerald, Executive Director  
To: Community Living Services Consumers and Families  
Re: Quality Improvement Surveys

We need your help.

At ICON we are truly committed to continuous improvement in the quality of our services. Feedback from our customers is central to our pursuit of quality improvement, and our annual survey is one of the ways we get this feedback.

Survey forms are enclosed, and we hope you will take a few minutes to answer the questions we have asked, and honestly share your feelings about ICON's services. Please note that if consumer and family members live in the same household, you will receive two surveys, one for direct consumers and a different one for family members.

You are free to make your comments anonymously if you wish, but we would like for you to identify your survey so that we may directly address any issues you may have.

In addition to this once-a-year survey, I would like to encourage you to contact me at any time if you have concerns about the service you or your family member is receiving from ICON. I can be reached at 703-548-4048 ext. 104 or by e-mail at [robyn@iconservices.org](mailto:robyn@iconservices.org).

A stamped, self-addressed envelope is enclosed for your convenience. We would appreciate having your response by Friday, July 25th, so that your responses can be incorporated into our annual Performance Review. We invite you to visit our website and take a look at previous Reviews (click on "Quality"). The FY '03 Review will be available on the website on August 31, 2003.

Thanks for your help!



## Employment Services FY 2003 Consumer Survey

(for employed persons)

		yes	most of the time	no
Are you satisfied with ICON's services, overall?				
Is your staff person responsive (arrives on time, returns phone calls, etc.)?				
Do ICON staff do what they say they will do?				
Do you like working with ICON staff?				
Do you get enough support to be successful on the job?				
Do ICON staff respond to your questions and concerns?				
Do ICON staff treat you with respect?				
Did you get the type of job you were looking for?				
Do you like the job you have?				
Is your job challenging and rewarding?				
Do your co-workers treat you with respect?				
Looking into the future ...		I'd like to keep this job forever		
		I'd like to find another job within the next few years		
		I'd like to find another job immediately		
<b>Please circle the appropriate choice:</b>				
I am currently working	less than 10 hrs/wk	10-20 hrs/wk	20-30 hrs/wk	30-40 hrs/wk
I would prefer to work	less than 10 hrs/wk	10-20 hrs/wk	20-30 hrs/wk	30-40 hrs/wk
Comments:				

Name (optional) \_\_\_\_\_

**Thank you for helping us with this survey!**



## Employment Services FY 2003 Consumer Survey

(for persons seeking employment)

	yes	most of the time	no
Are you satisfied with ICON's services, overall?			
Is your staff person responsive (arrives on time, returns phone calls, etc.)?			
Do ICON staff do what they say they will do?			
Do you like working with ICON staff?			
Do you get enough support?			
Do ICON staff respond to your questions and concerns?			
Do ICON staff treat you with respect?			
Did you participate in the development of your individual service plan?			
Did ICON staff work with you to clarify your long-term goals?			
Comments:			

Name (optional) \_\_\_\_\_

**Thank you for helping us with this survey!**



**Supported Employment Services  
FY 2003 Family Members Survey**

Are you satisfied with ICON's services, overall?	
How long has your family member been with ICON?	Has your family member's life changed in the past year as a result of ICON's services?
Is the service what you expected? If not, please explain.	
Are ICON staff members responsive (return phone calls, arrive on time, etc.)?	Do they do what they say they will do?
Do they treat you with respect?	Do they treat your family member with respect?

<b>Optional:</b>	Your name:
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***Please use the back of this form for additional comments. Thank you !***



*Employment Services  
FY 2003 Quality Improvement Surveys*

Date: June 20, 2003  
From: Robyn Fitzgerald, Executive Director  
To: Employment Services Consumers and Families  
Re: Quality Improvement Surveys

We need your help.

At ICON we are truly committed to continuous improvement in the quality of our services. Feedback from our customers is central to our pursuit of quality improvement, and our annual survey is one of the ways we get this feedback.

Survey forms are enclosed, and we hope you will take a few minutes to answer the questions we have asked, and honestly share your feelings about ICON's services. Please note that if consumer and family members live in the same household, you will receive two surveys, one for direct consumers and a different one for family members.

You are free to make your comments anonymously if you wish, but we would like for you to identify your survey so that we may directly address any issues you may have.

In addition to this once-a-year survey, I would like to encourage you to contact me at any time if you have concerns about the service you or your family member is receiving from ICON. I can be reached at 703-548-4048 ext. 104 or by e-mail at [robyn@iconservices.org](mailto:robyn@iconservices.org).

A stamped, self-addressed envelope is enclosed for your convenience. We would appreciate having your response by Friday, July 25th so that your responses can be incorporated into our annual Performance Review. We also invite you to visit our website and view prior years' Reviews (click on "Quality"). This year's Review will be available on our website on August 31, 2003.

Thanks for your help!



## FY 2003 Funders Survey

					Short-Term Employment Services	Long-Term Employment Services	Community Living Services	Life Skills Training	Clinical / Assessment Services
Please indicate which of ICON's services your clients are currently using:									
For each service, please rate our performance on the following scale:									
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>					
Yes	Most of the Time	About Half the Time	Rarely	No					
Are you satisfied with ICON's services, overall?									
Is ICON staff responsive (return phone calls, etc.)?									
Do ICON staff keep you up to date on consumer progress?									
Do ICON staff respond to your questions and concerns?									
Do ICON staff advocate for consumer choice?									
Is ICON's paperwork satisfactory?									
Do ICON staff treat you with respect?									
Do ICON staff treat your consumers with respect?									

*Continued on Reverse*

What do you like most about ICON?	
In what areas could we improve?	
Please share any concerns, suggestions, ideas, or general comments:	

	DRS	DVH	DCVR	CSB	Other
Do you work for:					
Name (optional):					

***Thank you for helping us with this survey!***



## *FY 2003 Funders Survey*

Date: June 20, 2003  
From: Robyn Fitzgerald, Executive Director  
To: Our Funders  
Re: Quality Improvement Surveys

We need your help.

At ICON we are truly committed to continuous improvement in the quality of our services. Feedback from our customers is central to our pursuit of quality improvement, and our annual survey is one of the ways we get this feedback.

We have enclosed a short survey, and we hope you will take a few minutes to answer the questions we have asked, and honestly share your feelings about ICON's services. You are free to make your comments anonymously if you wish, but we would like for you to identify your survey so that we may directly address any issues you may have.

Please note that we are asking you to separately rate each of the services that we provide – Short-Term Employment Services (place & train), Long-Term Employment Services (Supported Employment with long-term follow-along), Community Living Services (drop-in residential support), Life Skills Training, and Clinical and/or Assessment services – if you currently have consumers receiving the service.

In addition to this once-a-year survey, I would like to encourage you to contact me at any time if you have concerns about the service you and your consumers are receiving from ICON. I can be reached at 703-548-4048 ext. 104 or by e-mail at [robyn@iconservices.org](mailto:robyn@iconservices.org).

A stamped, self-addressed envelope is enclosed for your convenience. We would appreciate having your response by Friday, July 25th so that your responses can be incorporated into our annual Performance Review. We also invite you to visit our website and view prior years' Reviews (click on "Quality"). This year's Review will be available on our website on August 31, 2003.

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