

Dear Interested Individuals,

The only thing constant is change, as a part of ensuring continuous quality improvement NVSS embraces the Greek philosopher Heraclitus's great quote. Each year, we send out a survey to those invested with the services provided through NVSS. Through the feedback of those individuals, NVSS has brought around a lot of changes. Last year, NVSS began focusing on providing services through the Person Centered Thinking (PCT) approach. This approach includes asking questions to those receiving services such as: "What is important to you?" and "what would you like for yourself". The PCT tools/skills we are using to gather information about individuals keeps them at the center of planning.

Furthermore, PCT provides an organized way of documenting the information that is gathered, so that information is not lost and is presented in a positive way. By embracing PCT, NVSS believes we will be able to assist people discover what opportunities they want whether it is earning an income, being a volunteer or making community connections. The outcome NVSS is striving for is to provide opportunities for people supported to make choices, have a valued social role and be contributing members of society. NVSS believes all people have gifts to share. For more information about Person Centered Thinking go to The Learning Community for Person Centered Practices: <http://tlcpcp.com>

Since implementing the PCT approach, NVSS has seen a lot of positive changes happening in the services we provide and in the feedback we received. Individuals are learning to take control of their own lives and the services they receive and are working towards living their best lives with the support of NVSS staff and those around them.

NVSS believes in continuous quality improvement and appreciates all feedback. We encourage you to contact us with your specific concerns, we can't improve our services the way you want unless you give us feedback! If you have any specific suggestions or requests please contact:

Imperial Way & Brown Street Gallery:

Emmy Lesko at 707.253.0400 (Imperial Way), 707.255.8523 (Brown Street Gallery) or emmy@napavalleysupportservices.org

Napa Personnel Systems:

Jeannie Smith at 707.253.7490 or jeannie@napavalleysupportservices.org

You may also contact:

Beth Kahiga at 707.253.7490 or beth@napavalleysupportservices.org

In June 2018 surveys were sent stakeholder of Napa Valley Support Services (NVSS). Thank you for the many positive comments! Below are the responses we received.

The following are responses to the NVSS Survey from stakeholders:

Imperial Way (IW)

Number and Percent of Surveys Returned

Clients	12/~90	13%
Parents, Family Members, & Care Providers	16/~75	21%
North Bay Regional Center	2/~19	10.5%
Employers	3/~38	8%

Would you recommend Napa Valley Support Services?

Yes - 33 100%

No - 0 0%

Comments:

- I like being there. It makes you happy, I like making people happy.
- Ideally, we would wish for another Lixit, but NVSS has caring teachers and coaches. John is very happy there. It would be good to have an exercise class or more walking.
- The staff is kind to me. The staff tries new ideas to fit me in with the other instructors when I get stubborn.
- There are varied job choices for our clients. The outgoing staff, the very talented staff, the varied ages of staff, all good!
- They do great work cleaning and I can see that they like what they do with a smile. They are very nice ladies.
- Yard service program is excellent. Very happy!
- I think you give a great service for those who need help.
- Please pay a little more attention to dietary needs.
- The NVSS team is very involved with consumers and strive to remain a professional environment; promoting independence at work.
- Doing a fine job with our small backyard. Thank you!
- Wonderful service every time. Very polite and always on time every other week. Extremely happy with the service.
- Appreciate all you do for our son. Would like a note telling us when he has a new teacher (instructor) and what his/her name is.

- Absolutely yes! Wonderful service for neediest citizens. Well run and managed. Always reliable.
- We love NVSS and all of its services! Lovely staff.
- I like to come to work every day!
- Good friends.
- NVSS gives a great opportunity for socialization and to learn work skills. Though currently there isn't a lot of work, but overall it's a good place for positive growth.
- You clean well and are very dedicated.
- Sam loves NVSS! The program offers many choices to fit the needs of each client.
- We, as parents appreciate all the different services and programs you provide for all our children. We can't compliment your staff for the outstanding work ethics and care you provide. For the intoning daily work, served with pride, we just do not have enough words to explain our gratitude and appreciation through the years. We thank you and want to express our appreciation.
- My Sister Jaime has attended Imperial Way for decades. It has given her a center of support and companionship.

The following are areas we think you thought we could improve upon at the Imperial Way Program and we let you know below what we are doing to improve:

- It would be good to have an exercise class or more walking.
At Imperial way we strive to make sure that the class schedule is diverse so we will be sure to add more walking for fitness classes. We will also research classes at the College.
- Please pay a little more attention to dietary needs.
We understand the importance of dietary needs/restrictions and strive to ensure all staff is aware of any needs or restrictions. We will continue to update our list and make staff aware.
- Would like a note telling us when he has a new teacher (instructor) and what his/her name is.
We will be more mindful when someone's primary staff changes to alert families and care providers. This is not always possible when individuals are in a group being supported by substitutes that may change, however we plan to be fully staffed in January 2019.
- Though currently there isn't a lot of work

At Imperial we are always looking for more job opportunities in the community. In December 2017 we were able to do away with our subminimum wage certificate and now pay all individuals minimum wage. NVSS is always in the process of

developing jobs however we know we can always do better and are striving to develop more job opportunities. NVSS has four Employment Specialist that are continuously developing job opportunities however this may not be enough so NVSS is currently determining other ways we can further develop job opportunities.

Napa Personnel System (NPS)

Number and Percent of Surveys Returned

Clients	8/~140	6%
Parents, Family Members, & Care Providers	8/~70	11.5%
North Bay Regional Center	2/~30	6.5%
Employer	3/~20	15%

Would you recommend Napa Valley Support Services?

Yes - 21 100%

No - 0 0%

Comments:

- I am happy to belong to the group.
- NVSS supports me to where I can work and be happy at what I do.
- NVSS has been a great support system for our son on his job. They have been the bridge between the employer and our son.
- I have a job coach who helps me at my job and I can turn to him if I have a problem or concern.
- We enjoy having you guys around. Everyone always works hard.
- Always pleased with your services.
- We so appreciate having an organization such as yours and you help so many people. Thank you for being here and for your excellence.
- You will get some valuable life skills and make a lot of friendships.
- They communicate well and they have job opportunities.
- The groups do a good job, and I appreciate your providing them opportunities to thrive too.
- NVSS has been very helpful in finding my son a job. Cody has been very supportive.
- They helped me get a job, and organized a job coach.

- I like job club!
- We have a team come to the office weekly for cleaning. They are dedicated, thorough, and have become our friends as well as our contractors.
- Your Day Program is attentive, interesting, and keeps our clients engaged. You NPS job coaching is the same- our clients want to work!
- Jeannie Smith and the NPS team are incredible. They helped my son get a job. Nothing but patience and professionalism.
- Krista at NVSS has helped me MUCHO with my resume and job club. Pat Paris at DOR has been awesome too. They are both VERY patient.
- Helped me get a job. I'm very happy, others should get a job too.

Brown Street Gallery (BSG)

Number and Percent of Surveys Returned

Clients	3/~30	10%
Parents, Family Members, & Care Providers	5/~27	18.5%
North Bay Regional Center	1/~16	6.25%

Would you recommend Napa Valley Support Services?

Yes - 9 100%

No - 0 0%

Comments:

- My daughter is very happy attending Brown St. Gallery. I am very happy with the program too.
- Brown Street staff care about each individual and meet him or her where they are at with patience and caring. At least that has been our experience with our son :)
- The staff are kind and professional. They are respectful to all the clients. Emmy does a great job.
- You all do a great job with all of my clients.
- Great staff and activities. My daughter looks forward to attending program each day.
- I love coming. It's the best place for me. I like that I have a place to go five days a week, and they help me a lot.

Unspecified Program

Clients 1/1 100%

Would you recommend Napa Valley Support Services?

Yes - 0 0%

No - 1 100%

Comments:

No Current jobs, staff have no patience.

The following are areas we think you thought we could improve upon and we let you know below what we are doing to improve:

Comment(s)

No Current jobs, staff have no patience.

What NVSS Plans to do:

NVSS is always in the process of developing jobs however we know we can always do better and are striving to develop more job opportunities. NVSS has four Employment Specialist that are continuously developing job opportunities however this may not be enough so NVSS is currently determining other ways we can further develop job opportunities.

It is unfortunate that you are reporting there is no patience. The NVSS staff strive to be patient however we realize this may not always occur, if you have a specific situation or person where you didn't experience patience we would encourage you to contact one of the people listed to contact above so we can correct the situation.

Response from the NVSS Board of Directors January 15, 2019

The board has reviewed the above information and concurs with the agency responses to concerns brought to the agency through this survey.