

Dear Interested Individuals,

In May 2017 surveys were sent to people interested in Napa Valley Support Services. Thank you for the many positive comments! Below are the responses we received.

This year has been exciting as it has been difficult with staffing shortages that many responses indicated as well as new federal regulations. NVSS believes that change is possible for the people we support within the system that we use. The excitement comes from our commitment to provide services through a Person Centered Thinking (PCT) approach. The approach that NVSS has embraced includes asking the questions of people supported such as: “Who is the person?” and “What is important to the person?”. The PCT tools/skills we are using to gather information about the person 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>

Napa Valley Support Services believed in a culture of continuous quality improvement and appreciates all feedback. If you have any specific suggestions or requests please contact:

Imperial Way:

Shelby Terhorst at 707.253.0400 or shelby@napavalleysupportservices.org

You may also contact:

Beth Kahiga at 707.253.7490 or beth@napavalleysupportservices.org

Katy Vanzant at 707.253.7490 or katy@napavalleysupportservices.org

**Feel free to access our online survey at
www.napavalleysupportservices.org**

As always, Napa Valley Support Services (NVSS) encourages you to contact us with your specific concerns, we can't improve our services the way you want unless you give us feedback!

The following are responses to the NVSS Survey from stakeholders:

Imperial Way (IW)

The following are responses to the NVSS Survey from stakeholders:

Number and Percent of Surveys Returned

Clients	8/91	9%
Parents, Family Members, & Care Providers	12/76	12.5%
North Bay Regional Center	4/19	21%
Employers	1/38	2%

How long have you or the person you represent been with NVSS?

Client Responses

- 6-15 years

Parents, Family Members, & Care Provider Responses

- 2 -20+ years

North Bay Regional Center Responses

- 4-8 and Various amount of years

***How likely is it that you would recommend NVSS to a friend or colleague?
(9 being the most likely)***

Client Responses

1	2	3	4	5	6	7	8	9
0	0	1	0	1	2	1	0	3

Comments:

- I don't know yet.
- Too many inexperienced staff.

Employees are provided with 4-week hands on training program for new staff provided by the supervisory team. Napa Valley Support Services strives to employ knowledgeable, trained personnel and to build upon that expertise with on-going training. In addition to training required by licensing, NVSS sends employees to pertinent workshops and conferences at the agency's expense when possible. All staff will receive on-going individual supervision and feedback from supervisors. This will be in the form of observation of job performance, one on one meetings and written performance evaluations. If you have specific needs or requests please contact Shelby Terhorst 253-0400 or Katy Vanzant 253-7490

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	2	0	1	0	0	9

Comments:

- Not recommended.

You said you would not recommend Imperial Way to a friend, we are sorry to hear that. NVSS staff strives to communicate on a regular basis with all of our stakeholders and believes in a culture of learning. The outcome NVSS is striving for is to provide opportunities for people supported to make choices, have a valued social role, contributing members of society. NVSS believes all people have gifts share. If you ave any issues or concerns regarding a specific individual or if you have specific needs or requests please contact Shelby Terhorst 253-0400 or Katy Vanzant 253-7490

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	1	0	0	0	2	1

Comments:

- Always depends on client's needs. All of the clients I have served by NVSS enjoy their programs.

Overall, how satisfied or dissatisfied are you with NVSS and services provided? (9 being the most satisfied)

Client Responses

1	2	3	4	5	6	7	8	9
0	0	1	1	1	2	0	0	3

Comments:

- Right now I am satisfied.
- Poor leadership.

You said there is poor leadership at Imperial Way. NVSS believes in continuous quality improvement and would like feedback immediately to meet this belief. If you have specific needs or requests please contact Beth Kahiga or Katy Vanzant 253-7490

- Inconsistent staffing, as I am a center based client, is an ongoing issue. It results in inconstant issues with my emotional well-being that result in

incontinence, refusing to drink my fluids, refusing to eat my lunch, and affecting my overall mental wellbeing.

Employees are provided with 4-week hands on training program provided by the supervisory team. Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. We are subject to the ebb and flow of staff turnover. If you have specific needs or requests please contact Shelby Terhorst 253-0400 or Katy Vanzant 253-7490

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	1	0	1	0	1	0	2	7

Comments:

- Needs more funding!

Agreed! Please see our website to see our fundraising activities and if you would like to donate.

- Not satisfied.

You said you are not satisfied, we are sorry to hear you feel that way. NVSS believes in continuous quality improvement and would like feedback immediately to meet this belief. If you have specific needs or requests please contact Beth Kahiga or Katy Vanzant 253-7490

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	1	0	1	1	1

Comments:

- Frequent staffing changes and issues have been difficult for many clients.

NVSS reorganized the administration and developed a Human Resource/Administrative Director to assist in the recruitment of qualified staff. Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. We are subject to the ebb and flow of staff turnover. NVSS has implemented Person Centered Thinking and through the use of these skills it is our desired outcome that each person supported will lesson the difficulty for each person supported by NVSS.

How responsive has NVSS been to your questions or concerns about the services you or the person you represent receive? (9 being the most responsive)

Client Responses

1	2	3	4	5	6	7	8	9
0	1	0	0	1	2	1	0	3

Comments:

- Poor communication.

You said services provide poor communication. NVSS staff strives to communicate on a regular basis with all of our stakeholders and believes in a culture of learning. The outcome NVSS is striving for is to provide opportunities for people supported to make choices, have a valued social role, contributing members of society. NVSS believes all people have gifts share. Sometimes due to staff shortages coupled with the volume of individuals we serve, there can be lapses in communication that are unavoidable. If you have any issues or concerns regarding a specific individual If you have specific needs or requests please contact Shelby Terhorst or Katy Vanzant 253-0400

- Staff is responsive most of the time

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	2	0	0	0	2	3	7

Comments:

- Always helpful when I have questions.
- An invaluable program for our son.
- Nothing changes.

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	1	0	0	2	1

Comments:

- Very responsive when I call for needed client updates etc. Also responsive via e-mail.

Do you know everything you need to know about your services or the individual you support and their activates with NVSS?

Client Responses

- Yes (2 answers).
- Probably not.
- As much as I am able to.

Parents, Family Members, & Care Provider Responses

- Yes. (6 answers)
- I think I do, but probably not.

North Bay Regional Center Responses

- Yes. ISP meetings help us know how the client is doing.
- Yes. (2 answers)

What are the things that you like most about NVSS?

Client Responses

- My freedom.
- Friends, going to school, boyfriend.
- Friends.
- Work, computer and other classes, going out for lunch, going on trips (outings).
- Just to get away from the house.
- The staff and the clients!

Parents, Family Members, & Care Provider Responses

- The caring of the staff.
- Extremely reliable, dedicated, and empathetic staff!
- Care for clients, great communication, various opportunities.
- Caring staff.
- My son works regularly.
- Client activities.
- For the most part, very caring and dedicated people.

North Bay Regional Center Responses

- Variety of activities and outings. Clients stable in SEP placements.
- Good communication with North Bay Regional Center.
- Varied activities and outings.

What are the things that you would most like to improve about NVSS?

Client Responses

- Nothing.
- Client taught classes

Suggestions for classes, or class activities, are encouraged! Imperial Way regularly surveys individuals to discover interests and goals. This can be added to the next survey.

- More work crews

NVSS is continually developing work opportunities. NPS and IW work together to this end. There are several individuals who are accessing services through both IW and NPS for work opportunities. We strive to develop and customize jobs to meet individual consumer needs (and will continue to endeavor to be better), skill level and choice. If you know of an employer or business that may be interested in working with Napa Valley Support Services, please let us know by calling or having an employer visit our website and click on hire us to give us specific employment information.

- Less classes.

At Imperial Way there is class schedule that is updated regularly. People have a choice to participate in classes or not, it is up to each person what type of activities and learning they would like to do. Imperial Way will continue to offer a variety of classes and opportunities for learning, however class is voluntary not mandatory. Suggestions for activities and classes are encouraged. Suggestion or questions please contact Shelby Terhorst 253-0400

- Inconsistent staff. When I don't have consistent staff getting extra help from supervisors. Someone consistent.
- There's a lot that needs to improve. They need more staff- they don't hardly have enough help.

NVSS is continually finding creative ways to market open positions e.g. job fair at NVC, Workforce Napa, posted job fair on Craig's list, posted a flyer at all local Starbucks so we can create a diverse staff to meet the needs of all people supported at Imperial Way.

Parents, Family Members, & Care Provider Responses

- That they get better pay for what they do.
- Better individual care.
- Less staff turnover.
- More staff.

NVSS reorganized the administration and developed a Human Resource/Administrative Director to assist in the recruitment of qualified staff. Employees are provided with 4-week hands on training program provided by the supervisory team. Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. We are subject to the ebb and flow of staff turnover. NVSS has implemented Person Centered Thinking and through the use of these skills it is our desired outcome that each person supported will lessen the difficulty for each person supported by NVSS. . If you have specific needs or requests please contact Beth Kahiga or Katy Vanzant 253-7490

North Bay Regional Center Responses

- More communication with families.
- Frequent staffing changes. I know it is unavoidable, but trying to minimize impact.

You said you would like more communication with family members. NVSS staff strives to communicate on a regular basis with all of our stakeholders if you have a specific need or concern about an individual's please contact Shelby Terhorst 253-0400.

Do you have any comments, thoughts, questions, or concerns?

Client Responses

- Yes, private. (2 answers)
- No.
- Too much noise and too much talking at my job site.

Group dynamics are continually assessed and changes are made based on client need and choice. Instructors are providing continuous training to the employees while on the job. If you would like to explore other work opportunities please contact Shelby Terhorst 253-0400 or Katy Vanzant 253-7490

Parents, Family Members, & Care Provider Responses

- No. (3 answers)
- Thank you for everyone who makes NVSS possible!
- What will happen if they (the state of CA) keep up the silly budget cuts?

Please contact Beth Kahiga to learn more about the budget and how you might be involved. 253-7490

North Bay Regional Center Responses

- It is apparent staff truly care about the clients, their care, and support, which is so appreciated.

Is there anything you would like to learn about NVSS?

Client Responses

- I should know, I've been there a long time.
- No. (4 answers)

Parents, Family Members, & Care Provider Responses

- No. (4 answers)

The Napa Valley Support Services Board of Directors has reviewed this survey and agrees with Managements responses.

Dear Interested Individuals,

In May 2017 surveys were sent to people interested in Napa Valley Support Services. Thank you for the many positive comments! Below are the responses we received.

This year has been exciting as it has been difficult with staffing shortages that many responses indicated as well as new federal regulations. NVSS believes that change is possible for the people we support within the system that we use. The excitement comes from our commitment to provide services through a Person Centered Thinking (PCT) approach. The approach that NVSS has embraced includes asking the questions of people supported such as: "Who is the person?" and "What is important to the person?". The PCT tools/skills we are using to gather information about the person 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>

Napa Valley Support Services believed in a culture of continuous quality improvement and appreciates all feedback. If you have any specific suggestions or requests please contact:

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

Katy Vanzant at 707.253.7490 or kathy@napavalleysupportservices.org

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www.napavalleysupportservices.org**

As always, Napa Valley Support Services (NVSS) encourages you to contact us with your specific concerns, we can't improve our services the way you want unless you give us feedback!

The following are responses to the NVSS Survey from stakeholders:

Napa Personnel System (NPS)

The following are responses to the NVSS Survey from stakeholders:

Number and Percent of Surveys Returned

Clients	9/148	6%
Parents, Family Members, & Care Providers	5/70	7%
North Bay Regional Center	3/29	10%
Employer	2/22	9%
Unknown	2	

How long have you or the person you represent been with NVSS?

Client Responses

- 2-8+ years

Parents, Family Members, & Care Provider Responses

- Many, many years. And thankful for each one.
- 2- 35+ years

North Bay Regional Center Responses

- 8 years - Various amount of years

Employer Responses

- 10 years

**How likely is it that you would recommend NVSS to a friend or colleague?
(9 being the most likely)**

Client Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	2	2	1	5

Comment:

- Great service and support.

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	6

Comment:

- I have always recommended NVSS.
- Service is excellent.
- Staff is always very helpful and supportive.

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	2	0

Comment:

- Always depends on client's needs. All of my clients I have served by NVSS enjoy their programs.

Employer Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	1	1

Comment:

- Highly recommend.

Unknown Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	1	0	0	1

Overall, how satisfied or dissatisfied are you with NVSS and services provided? (9 being the most satisfied)

Client Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	1	1	0	2	6

Comment:

- I like the service, but not what I get.

You said you do not like what you get, we are sorry to hear you feel that way. We do our best to provide guidance and support for individuals to learn what they want to learn and make choices to meet what is important to them. If you have specific needs or requests please contact Jeannie Smith or Katy Vanzant 253-7490

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	6

Comment:

- Very good communication.
- Very satisfied.
- NPS provides high quality service.

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	1	1	0

Comment:

- Frequent staffing changes can be difficult for clients.

NVSS reorganized the administrations and developed a Human Resource/Administrative Director to assist in the recruitment of qualified staff. Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. We are subject to the ebb and flow of staff turnover. If you have specific needs or requests please contact Jeannie Smith or Katy Vanzant 253-7490

Employer Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	1	1

Unknown Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	2

How responsive has NVSS been to your questions or concerns about the services you or the person you represent receive? (9 being the most responsive)

Client Responses

1	2	3	4	5	6	7	8	9
0	0	0	1	1	0	1	0	7

Comment:

- NVSS helped me learn about resumes, cover letters, and interviews, which led to a job.

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	6

Comment:

- Very informative, loving, and caring.
- Keep up the good work you are doing! Thank you for everything!
- Communication is regular and staff is always reachable.
- Very responsive.

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	1	2

Comment:

- Very responsive when I call for needed client updates etc. Also very responsive via e-mail.

Employer Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	2

Unknown Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	2

Do you know everything you need to know about your services or the individual you support and their activities with NVSS?

Client Responses

- Yes. (4 answers)
- No.
- Not exactly.
- Not all.

If you need information if you have specific needs or requests please contact your Employment Specialist, Jeannie Smith or Katy Vanzant 253-7490

Parents, Family Members, & Care Provider Responses

- Yes. (2 answers)
- Not all of it- but there must be many.
- Could always learn more.

North Bay Regional Center Responses

- Yes. (2 answers)

Employer Responses

- Not sure.
- Yes.

What are the things that you like most about NVSS?

Client Responses

- Friendly and helpful.
- Job coaching, excellent support by NVSS. Great one on one between you and employer or Job Coach.
- Job support.
- Nice people, friendly staff.
- Friends.
- I like the support.
- The people.
- The skill taught to me for how to get work.

Parents, Family Members, & Care Provider Responses

- My son loves working there. The caring personnel and “extra-curricular” perks.
- The staff are heartfelt and always striving for their clients.

- The care you give.
- Supportive staff and friendly people.
- Care for clients, great communication, various opportunities.
- Friendly staff. I can count on them, Very knowledgeable and open to suggestions.

North Bay Regional Center Responses

- Good communication with North Bay Regional Center.
- Variety of activities and outings. Clients stable in SEP placements.

Employer Responses

- Everything.
- Very good gardening work at reasonable prices.

Unknown Responses

- The People that help me.

What are the things that you would most like to improve about NVSS?

Client Responses

- Nothing, excellent support, services, and people.
- Better Job Coaches.
Staff attends regular trainings in order to educate them in the ways to best support individual client needs. Immediate feedback is welcome so that staff can be provided with the tools needed to support individuals they are working with. When there are individual issues that are specific to a particular person please call Jeannie Smith or Katy Vanzant at 253-7490 to ensure these issues are resolved.
- Decrease the wait time for a job assessment.
NPS has a database of over 300 local employers and uses this to job develop for jobs and job assessment opportunities. NPS goal is to provide the job assessment within 6 weeks of a person's start date with NPS. Employment Specialists and Job Coaches maintain at minimum weekly contact with individuals, to receive the individual's feedback, while looking for work or on the job site. Team meetings are held following each job assessment, 6 weeks after the start date of a job and annually thereafter. When there are individual issues that are specific to a particular person please call Jeannie Smith or Katy Vanzant at 253-7490 to ensure these issues are resolved.

Parents, Family Members, & Care Provider Responses

- Get clients their own transportation.
- More crew and job opportunities.

We strive to develop and customize jobs to meet individual needs (and will continue to endeavor to be better), skill level and choice. If you know of an employer or business that may be interested in working with Napa Valley Support Services, please let us know by calling or having an employer visit our website and click on hire us to give us specific employment information.

- More employers.

NPS contacts all employers in a database of over 300 local employers to promote “job carving”, and uses this data base to job develop for jobs and assessment opportunities. If you know of an employer or business that may be interested in working with Napa Valley Support Services, please let us know by calling or having an employer visit our website and click on hire us to give us specific employment information.

-

North Bay Regional Center Responses

- Frequent staffing changes. I know it is unavoidable, but trying to minimize the impact.

Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. We are subject to the ebb and flow of staff turnover.

- More communication with families.

NVSS staff strives to communicate on a regular basis with all of our stakeholders. Sometimes due to staff shortages coupled with the volume of individuals we serve, there can be lapses in communication that are unavoidable. If you need an update, or have any issues or concerns regarding a specific individual please Jeannie Smith or Katy Vanzant at 253-7490.

Employer Responses

- Nothing.
- No changes that I know of.

Unknown Responses

- More money, more hours.

Do you have any comments, thoughts, questions, or concerns?

Client Responses

- Yes, private.
- No. (5 answers)

Parents, Family Members, & Care Provider Responses

- You are doing good!
- No.
- Never have had a problem with the program.

North Bay Regional Center Responses

- It is apparent staff truly care about the clients, their care, and support, which is so appreciated.

Employer Responses

- No.
- Great service to the community.

Unknown Responses

- I like my job.

Is there anything you would like to learn about NVSS?

Client Responses

- No. (4 answers)
- Yes.
- I can always call if I have questions.
- Everything NVSS has to offer (Not sure what other programs offer).

Parents, Family Members, & Care Provider Responses

- No. (2 answers)
- Yes, there is probably more to know.
- Any new programs.

North Bay Regional Center Responses

- No.

Employer Responses

- No. (2 answers)

The Napa Valley Support Services Board of Directors has reviewed this survey and agrees with Managements responses.

Dear Interested Individuals,

In May 2017 surveys were sent to people interested in Napa Valley Support Services. Thank you for the many positive comments! Below are the responses we received.

This year has been exciting as NVSS believes that change is possible for the people we support within the system that we use. The excitement comes from our commitment to provide services through a Person Centered Thinking (PCT) approach. The approach that NVSS has embraced includes asking the questions of people supported such as: “Who is the person?” and “What is important to the person?”. The PCT tools/skills we are using to gather information about the person 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>

Napa Valley Support Services believes in a culture of continuous quality improvement and appreciates all feedback. If you have any specific suggestions or requests please contact:

Brown Street Gallery: Emmy Lesko at 707.255.8523 or
emmy@napavalleysupportservices.org

You may also contact:

Beth Kahiga at 707.253.7490 or beth@napavalleysupportservices.org

Katy Vanzant at 707.253.7490 or kathy@napavalleysupportservices.org

**Feel free to access our online survey at
www.napavalleysupportservices.org**

As always, Napa Valley Support Services (NVSS) encourages you to contact us with your specific concerns, we can't improve our services the way you want unless you give us feedback!

The following are responses to the NVSS Survey from stakeholders:

Brown Street Gallery (BSG)

The following are responses to the NVSS Survey from stakeholders:

Number and Percent of Surveys Returned

Clients	1/30	3%
Parents, Family Members, & Care Providers	7/27	25%
North Bay Regional Center	1/16	6%

How long have you or the person you represent been with NVSS?

Client Responses

- 4+ years

Parents, Family Members, & Care Provider Responses

- 4-11 years

North Bay Regional Center Responses

- 1 ½ months

***How likely is it that you would recommend NVSS to a friend or colleague?
(9 being the most likely)***

Client Responses

(one response) 8.5

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	1	0	0	0	1	5

Comments:

- Not recommended

You said you would not recommend BSG to a friend, we are sorry to hear that. NVSS staff strives to communicate on a regular basis with all of our stakeholders and believes in a culture of learning. The outcome NVSS is striving for is to provide opportunities for people supported to make choices, have a valued social role, contributing members of society. NVSS believes all people have gifts to share. If you have any issues or concerns regarding a specific individual or if you have specific needs or requests please contact Emmy Lesko 255-8523 or Katy Vanzant 253-7490

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	1	0	0	0	0

Comments:

- Hard to tell, it's pretty early to know.

Overall, how satisfied or dissatisfied are you with NVSS and services provided? (9 being the most satisfied)

Client Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	1

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	1	0	0	0	1	5

Comments:

- Very poor and unprofessional.

You said services are very poor and unprofessional, we are sorry to hear you feel that way. NVSS believes in continuous quality improvement and would like feedback immediately to meet this belief. If you have specific needs or requests please contact Beth Kahiga or Katy Vanzant 253-7490

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	1	0	0	0

Comments:

- Hard to tell, it's pretty early to know.

How responsive has NVSS been to your questions or concerns about the services you or the person you represent receive? (9 being the most responsive)

Client Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	1

Parents, Family Members, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	1	0	0	0	1	5

Comments:

- Our staff person has been great! We are lucky to have her.
- Brown Street Gallery is the best for my son. Thank you very much for your support to my family.
- Very poor and mean.

You said BSG services are very poor and mean, again we are sorry to hear you feel that way. Managers and supervisors have (and previously had) a diversity of responsibilities. These include service oriented, hiring, financial and administrative duties: including keeping informed on the latest information in the disabilities field, writing and implementing policies and procedures to keep up with changes in the disabilities field, and HR. The hire of an Associate Director and Human Resources position has begun to allow supervisors to focus more on the day-to-day operations. If you have specific needs or requests please contact Beth Kahiga or Katy Vanzant 253-7490

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	1

Comments:

- No problem with communication to program director at all.

Do you know everything you need to know about your services or the individual you support and their activates with NVSS?

Parents, Family Members, & Care Provider Responses

- Not Sure.
- Yes.
- Not Sure.

North Bay Regional Center Responses

- Not really, only through tours on day arrangements committee, etc.

What are the things that you like most about NVSS?

Client Responses

- Staff, Director, and fellow clients.

Parents, Family Members, & Care Provider Responses

- Response to issues.

- Individual care.
- Staff and Director.
- Staff are great!
- Responds to issues.

North Bay Regional Center Responses

- Professional staff and communication. Has good parent reviews.

What are the things that you would most like to improve about NVSS?

Parents, Family Members, & Care Provider Responses

- Some days it is very loud and upsetting.

BSG is a behavioral program and embraces all forms of communication. If an individual is being particularly loud we do our best to assess that persons needs and guide them in appropriate voice volume. If an individual is experiencing any distress regarding the noise level in program please contact Emmy Lesko 255-8523 or Katy Vanzant 253-7490. At NVSS we make an effort to meet each individuals unique needs, we may be able to arrange time in a quieter area in program to accommodate individuals who are distressed by a loud setting.

North Bay Regional Center Responses

- More staff, so more clients can be referred.

BSG is licensed for a total enrollment of 30 individuals. Currently there are 30 individuals attending.

Do you have any comments, thoughts, questions, or concerns?

Parents, Family Members, & Care Provider Responses

- Any chance of having music talents coming to perform? Maybe from Napa High or Clubs.

NVSS is always looking for community involvement including performing arts. With the new federal regulations, NVSS must support full access to the community everyday to the same degree as people who are not disabled. Any contacts, other ideas or suggestions are welcome! Please call Emmy Lesko at 255-8523.

North Bay Regional Center Responses

- Are you going to hire more staff?

NVSS reorganized administration and developed a Human Resource/Administrative Director to assist in the recruitment of qualified staff. Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. Unfortunately, like all employers in the Napa Valley, we are subject to the ebb and flow of staff turnover.

Is there anything you would like to learn about NVSS?

North Bay Regional Center Responses

- Yes! I need to tour all of the programs.

The Napa Valley Support Services Board of Directors has reviewed this survey and agrees with Managements responses.

Dear Interested Individuals,

In May 2017 surveys were sent to people interested in Napa Valley Support Services. Thank you for the many positive comments! Below are the responses we received.

This year has been exciting as it has been difficult with staffing shortages that many responses indicated as well as new federal regulations. NVSS believes that change is possible for the people we support within the system that we use. The excitement comes from our commitment to provide services through a Person Centered Thinking (PCT) approach. The approach that NVSS has embraced includes asking the questions of people supported such as: "Who is the person?" and "What is important to the person?". The PCT tools/skills we are using to gather information about the person 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>

Napa Valley Support Services believed in a culture of continuous quality improvement and appreciates all feedback. If you have any specific suggestions or requests please contact:

Brown Street Gallery: Emmy Lesko at 707.255.8523 or
emmy@napavalleysupportservices.org

Imperial Way: Shelby Terhorst at 707.253.0400 or
shelby@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

Katy Vanzant at 707.253.7490 or katy@napavalleysupportservices.org

**Feel free to access our online survey at
www.napavalleysupportservices.org**

As always, Napa Valley Support Services (NVSS) encourages you to contact us with your specific concerns, we can't improve our services the way you want unless you give us feedback!

The following are responses to the NVSS Survey from stakeholders:

Unknown Program

The following are responses to the NVSS Survey from stakeholders who did not indicate a program association:

Number of Surveys Returned

Parents, Family Members, & Care Providers	3
North Bay Regional Center	1
Employer	2
Unknown	4

How long have you or the person you represent been with NVSS?

Parent, Family Member, & Care Provider Responses

- 18 years
- 6 years

North Bay Regional Center Responses

- 9 ½ months

Employer Responses

- 1 year

**How likely is it that you would recommend NVSS to a friend or colleague?
(9 being the most likely)**

Parent, Family Member, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	1	0	0	0	2

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	1	0	6

Employer Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	1	0	1

Unknown Responses

1	2	3	4	5	6	7	8	9
1	0	0	0	0	0	0	0	2

**Overall, how satisfied or dissatisfied are you with NVSS and services
provided? (9 being the most satisfied)**

Parent, Family Member, & Care Provider Answers Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	0	3

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	1	6

Employer Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	1	0	1

Unknown Responses

1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---

1	0	0	0	0	0	0	0	2
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How responsive has NVSS been to your questions or concerns about the services you or the person you represent receive? (9 being the most responsive)

Parent, Family Member, & Care Provider Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	1	0	0	0	2

North Bay Regional Center Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	0	1	6

Employer Responses

1	2	3	4	5	6	7	8	9
0	0	0	0	0	0	1	0	1

Unknown Responses

1	2	3	4	5	6	7	8	9
1	0	0	0	0	0	0	0	2

Do you know everything you need to know about your services or the individual you support and their activities with NVSS?

Parent, Family Member, & Care Provider Responses

- Yes.

North Bay Regional Center Responses

- Yes.

Unknown Responses

- Yes.

What are the things that you like most about NVSS?

North Bay Regional Center Responses

- Open and honest answers.

Unknown

- Working with the people.
- Everything.

- None.

What are the things that you would most like to improve about NVSS?

Parent, Family Member, & Care Provider Responses

- They helped apply for a job.

North Bay Regional Center Responses

- Time spent.

Unknown Responses

- More staffing.
- None.
- All staff.

Napa Valley Support Services is continually putting forth best practice to meet the needs and wishes of Individuals, employers and other stakeholders. We are subject to the ebb and flow of staff turnover.

Do you have any comments, thoughts, questions, or concerns?

Employer Answers Responses

- We're thrilled to be able to put these individuals to work. They're all hard working!

Unknown Responses

- Doing same old routine, unprofessional staff and leaders.

You said services are very poor and unprofessional, we are sorry to hear you feel that way. NVSS believes in continuous quality improvement and would like feedback immediately to meet this belief. If you have specific needs or requests please contact Beth Kahiga or Katy Vanzant 253-7490

Is there anything you would like to learn about NVSS?

Parent, Family Member, & Care Provider Responses

- No.

Would you like to tour Napa Valley Support Services?

Parent, Family Member, & Care Provider Responses

- No (2 answers).

North Bay Regional Center Responses

- No.

Unknown Responses

- No (2 answers).

The Napa Valley Support Services Board of Directors has reviewed this survey and agrees with Managements responses.