

October 2018 Arc Susquehanna Valley Long-Range Planning Survey

RESULTS

1. The Arc's mission is: "committed to promoting awareness, opportunities, quality programs, and advocacy for people with intellectual disabilities and their families." Please check the ONE answer which you think applies or check "other" and write your comments.
 - a. 10 - This mission is still fine as-is and accurately reflects what we have done and will continue to do.
 - b. 2- This mission needs to be changed to more accurately reflect what we need to do
Comments: 1) The mission statement needs to include reference to self-determination; one can make plans for the future based on individual preference

2) I would like to see us expand to include helping families of advocates with a better understanding of government rules and paper work.

Sample update: "Committed to promoting independence, a future of individual preferences, awareness, opportunities, quality programs, advocacy & self-advocacy, as well as assistance with systems navigation for people with intellectual disabilities and their families.

2. Which areas do you consider the most to least important for planning (please rank 1-4 or 1-? if you add other areas write the priority number after the listed area).
 - a. Programs and Services - #1 (social networking, quality, transportation)
 - b. Funding - #2 *tied with staffing*
 - c. Staffing - #2 *tied with funding* (staff training)
 - d. Board - #3

Parentheticals are for how "other" topics fit into the priority areas.

3. Strengths include what our company does well, things that separate us from our competitors, internal resources such as staff and board skills and knowledge, and tangible assets of our organization (remember we have a new building!) Please list all our strengths you can think of:

We are well respected in our community We are financially stable We have a strong staff We have the resource of our members We have strong traditions

Strengths include integration into the community through board members, new building, diversification of contacts and skills on the board

I really like how the ARC strives to help and have social outlets for all individuals with disabilities. The ARC is also a great support for families.

The new building to provide more space and more opportunity.

Dedicated staff and advocates committed community members and counties Great leadership Local resources that are accessible and used

Ability to individualize training, located in the heart of our area, good visibility for the public, encourage self-advocate participation from teen years through adulthood

Not afraid to think outside the box.

We are the most experienced and best at social recreation events (including AMPES stuff). We have assistive communications expertise, the Self-Advocates are integral and have real "power" in our organization. Our staff and Board are comprised of uniquely experienced and able people who really care about the self-advocates.

Individuals Programs Arc Staff Opportunities Funding relationships

Dedicated staff who truly care. We take time to truly get to know our self-advocates. We put their needs and wants first.

Our leader is the best! He and the staff and the board are all so committed!

I feel I am not qualified to answer this question however I will say that in my opinion I would like to see more one-on-one interaction with advocates

4. Weaknesses include things you think we lack, things our competitors do better than we do, lack or limitations to our resources, types of expertise we lack. Please list these things as you see them:

We are staffed to our current needs with little extra capacity We are not well known in the greater community We have no legal advice readily available There is no empirical studies on what Brian is doing

I think the ARC lacks trying to help transport consumers when needed. I think the ARC should go over and above to help get consumers from point A to point B

Does not offer fulltime employees benefits

Opening up events to include community members and create all-inclusive environments and activities, not disability specific.

financial concerns, limited inter-agency cooperation, transportation concerns for many self-advocates

We provide more than most but probably funding is a weak point.

We are not yet experienced as an ODP provider. Our staff compensation is low with no health benefits. Our presence in 4 of our 5 counties is minimal.

more staff more knowledge about being a provider More relationships with CMSU Optimize visibility to the community

I can't think of anything our competitors do better! We need to figure out how to best use our self-advocate employees. Sometimes we want to help our self-advocates badly, we don't think things through as well as we should. We tend to view our self-advocates through rose-colored glasses. This isn't all bad, but we need to be more realistic with self-advocate employees. If we could provide more transportation, that would be good.

Money is always a concern

Again I would have to say that I am unqualified to answer this question I have never studied or even know of who are competitors are let alone what services they offer

5. Opportunities include underserved needs we could fulfill, no one performing needed functions, press or media coverage for what we do, funding that may be available. Please list what you can think of:

*The entire HCSIS catalog is at our disposal. Expanding the rep payee program The whole provider thing
Need to expand services into surrounding local areas.*

I think more community knowledge is needed on what the ARC truly is...

More media coverage to get the word out more of all the things the ARC provides.

Additional fundraising now that new space is available.

Private client counseling, regular press releases concerning The Arc events and opportunities provided

Grant writing. Reaching out to the younger generation to participate in activities and help with transportation and assistance with helping individual on a one to one.

Becoming and ODP provider to help expand into the rest of our region and even beyond in the Susquehanna Valleys. Our new building will allow us to do more activities with larger groups. There are grants available to help us offer more.

Grand Opening Invite press LifeCourse Framework (new life planning tool) helping individuals staff and families utilize it

Transportation is an underserved need. Employment support is another. Although other agencies are providing job coaches, their staff aren't as committed as Arc staff. In fact, some of those staff are bad examples. We should have a press kit and be pushing it out for all of our events.

I think we need to make people more aware of who we are and who we serve and how we do this.

I feel getting our mission statement out to the public should be a high priority it would help with fundraising events as well as possibly bringing more members to The Ark. I don't know if this is possible but I think it would be a good idea if we had some type of product that are Advocates could make and sell to help with the fundraising

6. Threats include emerging or current competitors, dwindling funding sources, negative press or coverage, changing family and self-advocate attitudes toward us. Please list whatever you can think of that may threaten The Arc:

Our primary funding comes from base funds Other Arcs are interested in our territory

Lack of funding

The county's that do not give enough funding or any funding at all

Funding cuts, county supports, hmmm

Always be diligent in supervision when individuals are at The Arc activities whether in house or in the community.

Base funding is going away. Becoming and ODP provider may help with that but may also make it erode faster (or immediately). Well-positioned competitors may feel as if we are encroaching on their territory and seek to stymie us as we take advantage of opportunities. We could be driven to "grow too fast".

Provider competition miscommunication security for technology

Our competitors are becoming more involved with employment. However, their employees are sub-par and sometimes a bad example to the self-advocates. I'm not aware of negative press or changing attitudes toward us.

Funding

I'm not sure how much government based funding we rely on however when we consider the current political status I believe that any funding we receive from the current Administration will probably be cut or dismantled

7. The Office of Developmental Programs do quality assessments for self-advocates in every area (Mark Reeves from our Arc is independently is involved with this process). These areas show opportunities for serving self-advocate needs. Based on our SWOTs, of the areas listed below, please check the areas off which you feel we can impact (an “L” in parentheses indicates our region got a lower than state average score, the letters following are the counties where the lower score occurred):

Have job at all or have job of choice (L N&CMSU)	83.33%	10
Always carry ID (L N&CMSU)	75.00%	9
Choose what they do during the day	66.67%	8
Satisfaction with living situation (L)	66.67%	8
Satisfaction with work/activities (L)	66.67%	8
Go out for fun	66.67%	8
Chance for forming lasting life-partner (L N&CMSU)	58.33%	7
Go shopping weekly (L N)	58.33%	7
Vote (L N&CMSU)	50.00%	6
Talk to family when they want	50.00%	6
Can see friends when they want	50.00%	6
Go to restaurant weekly	50.00%	6
Choose where they live (L CMSU)	41.67%	5
Have a key to get into house	41.67%	5
Staff at home are nice (L N)	41.67%	5
Go to worship weekly	41.67%	5
Family satisfied with relatives' work	33.33%	4
Staff at work are nice (L N&CMSU)	25.00%	3
Family satisfied with relatives' living situation (L)	25.00%	3
Other: Vacation, Belonging, Pet Ownership	25.00%	3

8. Please check the statement(s) with which you agree, and/or create your own!

The Arc should continue its pursuit of PA Office of Developmental Programs providership to expand services in Columbia, Montour, Snyder and Union Counties - 83.33% 10

The Arc should offer full-time employees health benefits 83.33% 10

The Arc should go back to serving only Northumberland County - 0!!!!

The Arc should consider moving into Counties in the Susquehanna Valley that have no Arc representation (this may be a longer-term goal) - 66.67% 8

The Arc should make plans for where funding is disappearing and where funding is becoming available 66.67% 8

The Arc should pay its employees a living wage and be comparable to other similar organizations for similar positions - 66.67% 8

Other (please list): *The Arc should offer programs that help self-advocates have fulfilling romantic and platonic relationships*

If we don't need health benefits, then a stipend.

My background in business has taught me one valuable lesson growth without proper planning never lasts long and ends up negatively impacting the business you currently have. Basically what I'm trying to say is if we are looking at moving into other counties or areas that we are not currently providing service to we should first have the staff available, a good understanding of the programs that are unavailable in the areas that we are planning to expand in, make sure the staff has all the tools and training they need to facilitate that area - 25% 3

8. Please list at least TWO (2) but no more than FOUR (4) MEASURABLE goals you can think of related to what we do in the next 3-5 years, related the SWOTs you listed and for the areas of Programs & Services, Funding, Staffing and Board needs. These may address the quality information listed from the State. Examples of these may include things like: "Offer voter registration and voting information each year in all our counties within 3 years that increases registered voters by 3% over each previous year (with year one establishing a baseline)"

Reduce base funds to the 30% level if we go to provider funding we should plan on quadrupling our size

Increase participation in Arc services in Columbia/Montour counties by 10% in next 2 years.

Explore avenues of expanding services in Lycoming County

Offer more opportunity to the self-advocates, give them more of a voice to be heard.

The ARC moving into other counties that are not part of the ARC

Help x amount of folks obtain competitive employment

Help those advocate for an everyday life and pursue happiness and choice.

Continue job awareness/training that increases meaningful employment of self-advocates by 3% over each previous year. Self-advocates carry ID and a key 90% of the time when away from their place of residence.

Grant Writing to help pay staff benefits and offer summer day and overnight opportunities for individuals of the younger generations.

Offer voter registration and voting information each year in all our counties within 3 years that increases registered voters by 3% over each previous year (with year one establishing a baseline);

The Arc should seek to facilitate fulfilling life-relationships that promote individual power and reduce dependency on others;

Within 3-5 years, expand programming throughout its 5 counties that are on par with current Northumberland programs;

The Arc Susquehanna Valley should expand its presence in the Susquehanna Valleys to cover other counties not currently covered by an Arc.

Increase community awareness of the Arc. Make Transportation easier get more young individuals and professionals involved in program and advisory roles family groups led by staff and parents

Start the "Right Relations" program so our self-advocates can find life partners Provide opportunities for self-advocates to visit restaurants and go shopping on a regular basis (i.e., a supper club that meets at area restaurants once a month

and transport self-advocates to Walmart once a month). We can provide some education on couponing, smart shopping, using sales flyers, restaurant etiquette, etc. Education on staying healthy with an annual focus on cold & flu prevention.

Self-advocate will plan, purchase and prepare a light snack for themselves once a week for a month with minimal supervision.

Self-advocate will be responsible for caring and using a house key to open the door daily for one month.

Membership growth

Membership participation in ongoing programs

Higher participation from members in current planned events