Q10 My top three three ideas for improving PSL's services to participants are:

Answered: 38   Skipped: 35

Answer Choices	Responses	
Reason 1	**100.00%**	38
Reason 2	**78.95%**	30
Reason 3	**57.89%**	22

#	Reason 1	Date
1	Offering certification. i.e. CPR, First Aid, Club Drug, Food Handling, etc	12/6/2016 11:10 AM
2	Accessibility- Kitchen, program spaces, bathrooms, doorways	12/6/2016 10:56 AM
3	Having transportation available- PSL vans for taking clients places	12/6/2016 9:47 AM
4	Staff retention. Less turnover. Students do not have enough consistent staff members working with them over the course of their program participation.	12/5/2016 10:14 PM
5	More Intermingling of the programs	12/5/2016 6:03 PM
6	Provide the best possibility of independence	12/5/2016 3:46 PM
7	more opportunities for large group activities (like the picnic)	12/2/2016 2:50 PM
8	Standardized Evaluations of Staff by Clients	12/2/2016 12:27 PM
9	using evidence based treatments	12/2/2016 11:27 AM
10	More staff to reduce burnout and apathy	12/2/2016 12:15 AM
11	going different places	12/1/2016 9:02 AM
12	see above - because senior staff members provide more experience and consistency which benefits participants	12/1/2016 7:37 AM
13	Continuing to regularly respond to participant's choices and ideas	11/29/2016 11:27 PM
14	Improving staff quality, retention with ideas above	11/29/2016 8:36 PM
15	Less classes but more focus	11/29/2016 1:50 PM
16	listening to their opinion about which consumers/DSPs they want to work with	11/29/2016 8:51 AM
17	smaller caseloads (better quality services)	11/29/2016 8:20 AM
18	More diverse activities	11/29/2016 7:14 AM
19	Better screening of applicants	11/29/2016 6:51 AM
20	More local places to go and get exercise in the colder months or on rainy days for the Day Program group	11/28/2016 11:09 PM
21	nothing comes to mind at this time	11/28/2016 8:09 PM
22	Listening to staff as to how to maintain staff retention.	11/28/2016 6:25 PM
23	social events for older adults	11/28/2016 4:21 PM
24	Raising the compensation to keep the good employees here	11/28/2016 4:08 PM
25	More opportunities for community involvement	11/28/2016 3:26 PM
26	Holiday parties	11/28/2016 2:04 PM
27	better staff training (that is relevant to the clients we serve)	11/28/2016 1:36 PM
28	Renovate common areas at residential programs.	11/28/2016 1:33 PM
29	Art class	11/28/2016 1:02 PM

30	More advocacy and awareness around keeping public transportation safe for clients and staff	11/28/2016 12:57 PM
31	Have participants involved with interviews (when appropriate) and/or during new hire orientation to give them a greater sense of control and involvement. This would also give potential employees and new hires a unique perspective about the job and the people we serve.	11/28/2016 12:45 PM
32	Input from consumers for classes	11/28/2016 12:44 PM
33	Resolve scheduling conflicts.	11/28/2016 12:33 PM
34	provide ala carte services based on successful programs	11/28/2016 12:06 PM
35	Training for employees	11/28/2016 12:02 PM
36	someone to file papwork more time for members	11/28/2016 11:52 AM
37	Advertisement	11/28/2016 11:49 AM
38	More options if someone doesn't want to do a certain program	11/28/2016 11:41 AM
#	**Reason 2**	**Date**
1	Teaching more about technology. i.e. social media skills and appropriateness, Uber, e-mail, Microsoft Office, online banking.	12/6/2016 11:10 AM
2	Continued education for staff to improve supports	12/6/2016 10:56 AM
3	Program counseling services. Participants are often seeking support and guidance about personal issues that are beyond the training and boundaries of staff members. As a result, they are not getting congruent guidance from all of their support workers. This can lead to students being confused and conflicted about their own personal development.	12/5/2016 10:14 PM
4	More information available/weekly info of community events to attend	12/5/2016 6:03 PM
5	Helping them to learn as much as possible	12/5/2016 3:46 PM
6	Visit/Participation Feedback by Clients	12/2/2016 12:27 PM
7	make employees happier	12/2/2016 11:27 AM
8	More staff to provide one on one support as needed	12/2/2016 12:15 AM
9	new ideas for good attitude	12/1/2016 9:02 AM
10	teach staff additional ways to create safe space - such as maintaining a reliable routine, keeping spaces clean, etc	12/1/2016 7:37 AM
11	As much concrete, transparent information as is appropriate	11/29/2016 11:27 PM
12	Increased communication between aspects of programs (residential, community support, Kaplan should all know what each other are doing, as a STRIVE U example)	11/29/2016 8:36 PM
13	Guest chefs, tech people, writers etc.	11/29/2016 1:50 PM
14	finding more activities/places for consumers to go	11/29/2016 8:51 AM
15	better communication between dhhs and psl re:policies	11/29/2016 8:20 AM
16	provide mental health services to all through outside provider	11/29/2016 6:51 AM
17	Listen to what kind of programming participants AND families are looking for.	11/28/2016 6:25 PM
18	hire more CCM to handle more clients	11/28/2016 4:21 PM
19	More surveys for participants and their families	11/28/2016 4:08 PM
20	Smaller staff to consumer ratio if possible	11/28/2016 3:26 PM
21	a more person centered approach to programming	11/28/2016 1:36 PM
22	More exercising	11/28/2016 1:02 PM
23	More cross program collaborating	11/28/2016 12:57 PM
24	A PSL SUFU chapter? A PSL Special Olympics Team?	11/28/2016 12:45 PM
25	Listening to consumers' input about who they want to work with	11/28/2016 12:44 PM
26	Wifi improvements at foden.	11/28/2016 12:33 PM
27	increase availability of private pay options	11/28/2016 12:06 PM

28	Team building excersies	11/28/2016 12:02 PM
29	1 time a month brainstroming ideas with CCM's	11/28/2016 11:52 AM
30	More activities	11/28/2016 11:49 AM
#	**Reason 3**	**Date**
1	Have students attend Foden at least a month before attending Strive U or Bayside.	12/6/2016 11:10 AM
2	Increased expectations of independence (pushing self in wheelchair, carry own groceries, etc)	12/6/2016 10:56 AM
3	Greater emphasis on stress reducing practices. Group activities centered on this core objective. For example, a group where students lightly exercise, learn meditation, do yoga, watch (appropriate) comedy and laugh.	12/5/2016 10:14 PM
4	Providing a good environment of care for students	12/5/2016 3:46 PM
5	Business Involvement to Increase Awareness of Clients in Community	12/2/2016 12:27 PM
6	plan ahead	12/2/2016 11:27 AM
7	including everyone	12/1/2016 9:02 AM
8	provide more group activities for participants program wide	12/1/2016 7:37 AM
9	Consistency whenever possible	11/29/2016 11:27 PM
10	Staff professionalism/training	11/29/2016 8:36 PM
11	Cubby for consumers	11/29/2016 1:50 PM
12	getting consumer input about classes available at program	11/29/2016 8:51 AM
13	Individualize program to each participant, i.e., not all students are expected to hold job,	11/29/2016 6:51 AM
14	Having more trainings for staff, brainstorming sessions, or staff meetings by program.	11/28/2016 6:25 PM
15	improve staff retention for program stability for students	11/28/2016 1:36 PM
16	More gatherings like thanksgiving dinner	11/28/2016 1:02 PM
17	A "STRIVE night like" program for participants who are too old for STRIVE night.	11/28/2016 12:45 PM
18	Finding new places for consumers to go to	11/28/2016 12:44 PM
19	Scheduled time at foden for pool or games.	11/28/2016 12:33 PM
20	advertise	11/28/2016 12:06 PM
21	surveys to members every 6 months	11/28/2016 11:52 AM
22	Money	11/28/2016 11:49 AM