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ABSTRACT

The Southwest Institute for Developmental Disabilities conducted surveys in 1993 and 1994 of families of people being served at two state schools and of employees of those schools about expected school closures. The two employee surveys explored attitudes about downsizing and closure, morale, and job satisfaction. In 1993, 803 employees at the Fort Worth State School (FW) replied, while 468 answered the 1994 survey. At the Travis State School (T), 800 employees responded in 1993 and 531 in 1994. The second survey was generally more positive for FW, but dissatisfaction with the planned closure was still apparent at both schools. The survey of family members, completed by 171 FW parents, family members, or guardians in 1993, and 136 in 1994, and by 234 T family members in 1993 survey, and 238 in 1994, indicated that closure processes were addressing the needs of families, and that perceptions were much more positive in the second year, when roughly half of the family members receiving treatment had relocated. In 1994, however, about 80% of families still felt that the schools should not close. Most respondents felt that quality of care had not suffered and that transfers had been arranged with dignity. (Contains 31 graphs.) (SLD)

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STATE SCHOOL CLOSURE :

FORT WORTH AND TRAVIS

EMPLOYEE SURVEYS

1993 AND 1994

PARENT/FAMILY SURVEYS

1993 AND 1994

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RESULTS

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***EXECUTIVE SUMMARY
EMPLOYEE SURVEYS***

FORT WORTH AND TRAVIS

STATE SCHOOLS

Executive Summary of the Second Employee Survey Regarding Closure Activities at Fort Worth State School and Travis State School.

Background:

This survey was the second of two surveys that were administered to the campus employees of Fort Worth State School (FWSS) and Travis State School (TSS). The survey includes two main sections: (1) questions eliciting employees' thoughts, feelings, and perceptions about activities related to downsizing and closure,* including some specific questions about effects on them, as well as others; and (2) a standardized scale of questions designed to measure employee morale and job satisfaction. The first survey was administered in January, 1993 for FWSS and May of 1993 for TSS. This second administration was conducted in May and June of 1994 for both schools. Return rates were 85% at TSS and 91% at FWSS. An analysis of matched surveys from survey I and survey II indicates that the changes shown in the survey results reflect an actual shift in feelings or attitudes within employees rather than a change in the population.

Overview:

- The second survey of FWSS employees was generally more positive than the first with one area of exception, although the data shows there is still some dissatisfaction about the fact that closure is occurring.
- For TSS employees the results from the second survey were about the same as their responses to the first survey.
- Temporary employees have a more positive view of almost every question, possibly because they expected less coming into the job and they are younger.

In the Areas of Employee Morale and Job Satisfaction:

- The area of greatest satisfaction is the immediate supervisor.
- Job security & opportunity for advancement declined, as would be expected.
- Generally, the other factors were rather stable.
- Temporary employees have a higher level of job satisfaction.

Trends by Specific Issues:

1. Results indicate that employees are feeling somewhat better about information sharing at FWSS, about the same at TSS; although the results are not great at either location.

2. The same pattern is evident for treatment employees have received, as well as the sensitivity toward families and individuals. FWSS is modestly more positive on both issues; TSS results are about the same as the first survey.
3. There is evidence (52%) that closure options have encouraged employees to stay at FWSS, and that the options have been adequately explained. This trend is not so clear at TSS, probably because they are not as close to closure as FWSS.

Some 55% (FWSS) and 53% (TSS) of regular employees disagreed that windows had been given to them in a fair and consistent way. Written comments and anecdotal evidence indicate that this feeling is present because windows are desirable to employees, but they can't choose a window when they want it; they have to wait until the facility administration determines that their position is no longer needed.

4. Employees reported that about one third had experienced one or more mandated reassignment(s), (33% at FWSS and 37% at TSS), of which smaller percentages involved shift changes, (20% at FWSS and 16% at TSS).
5. One area of intense interest and analysis was the series of questions regarding employees perceptions about the quality of services being maintained. In terms of the quality of services being maintained at the closure schools, the second survey at FWSS and both surveys at TSS were approximately the same, 44% - 48% positive. The result in the first survey at FWSS was 62% positive. Analysis determined that this score was inconsistent with the others because it was a result from January, 1993 before any significant downsizing had actually occurred at FWSS, whereas the first survey at TSS had occurred in May 1993. Therefore, while much planning for downsizing and closure had occurred at FWSS, there had been no intervening variable at that point to seemingly interfere with quality services.

There has been much effort and focus on maintaining, and even improving, the quality of services at FWSS and TSS during closure. Although 44% and 48% of employees believe that the quality of services is being maintained, the committee examined why employees' perceptions about quality of services were not more positive. Several potential factors were offered:

- Quality is a very subjective, perception based concept; and closure is a negative subject. Therefore, the changes that occur are not likely to be good for services. Comments written to these questions would indicate that some FWSS staff feel that morale is lower now, but the data does not reflect that.
- An assumption is present that movement of individuals and staff (internally, as well as externally) must lead to inferior services, due to loss of direct knowledge. Caring staff tend to have a very territorial view of quality services; that no one else can do it as well, even another home at the same state school.

- Also, the roles of key staff in the organization change, which may make some processes less efficient.
- There is additional work for many staff, (work involved in preparation for transfers, changing roles and fulfilling training needs of staff, as well as individuals).

Although the survey indicates that employees at FWSS and TSS generally have a modest opinion of the quality of services, they still believe that the quality of services at their school is superior to that of the other state schools or homes in the community.

* [The word "downsizing" was added to many of the questions in Section A. of the second survey in conjunction with the word closure. It was felt that closure was the main issue in the first survey, and the implementation effects of downsizing was more of the focus for the second survey.]

EMPLOYEE SURVEY RESULTS

FORT WORTH STATE SCHOOL

FORT WORTH EMPLOYEE SURVEY RESULTS¹

| | | | |
|-------------------|----------|----------------|----------|
| Strongly Disagree | (SD) = 1 | Agree | (A) = 4 |
| Disagree | (D) = 2 | Strongly Agree | (SA) = 5 |
| Neutral | (N) = 3 | Don't Know | (DK) = 9 |

TOP = FORT WORTH 1st SURVEY N = 803 Regular Campus Employees
 BOTTOM = FORT WORTH 2nd SURVEY N = 468 Regular Campus Employees

| | | SD | D | N | A | SA |
|-----|--|------------|---|------------|---|------------|
| A1. | Central Office has been honest in providing information about the closure/downsizing. N = 676 N = 394 | 62% 44% | | 19% 24% | | 19% 32% |
| A2. | My perception is that Central Office staff have given employees adequate information about the closure/downsizing. N = 710 N = 406 | 59% 47% | | 21% 22% | | 20% 31% |
| A3. | Central Office staff have quickly provided information about closure/downsizing issues. N = 711 N = 412 | 61% 49% | | 20% 27% | | 19% 24% |
| A4. | The closure/downsizing activities have been fair to employees' needs. N = 730 N = 436 | 60% 54% | | 21% 20% | | 19% 26% |
| A5. | The closure/downsizing activities have been sensitive to employees' needs. N = 748 N = 437 | 59% 55% | | 20% 22% | | 21% 23% |
| A6. | This facility administration has been honest in providing information about the closure/downsizing. N = 701 N = 420 | 42% 39% | | 24% 24% | | 34% 37% |
| A7. | In my view, local facility staff have given employees adequate information about the closure/downsizing. N = 720 N = 423 | 45% 37% | | 22% 25% | | 33% 38% |
| A8. | The local facility administration has quickly provided information about closure/downsizing issues. N = 720 N = 427 | 43% 41% | | 25% 27% | | 32% 32% |

¹ Regular Employees are campus employees hired before September, 1992. For purposes of analysis temporary employees were removed from the second survey.

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

| | | SD | D | N | A | SA |
|------|--|------------|---|------------|---|------------|
| A9. | The closure/downsizing activities have been fair to the individuals' needs. N = 743 N = 429 | 69% 62% | | 15% 17% | | 16% 21% |
| A10. | The closure/downsizing activities have been sensitive to the individual's needs. N = 742 N = 433 | 67% 59% | | 16% 19% | | 17% 22% |
| A11. | The closure/downsizing activities have been fair to families' needs. N = 702 N = 405 | 71% 55% | | 17% 25% | | 12% 20% |
| A12. | The closure/downsizing activities have been sensitive to the families' needs. N = 699 N = 403 | 67% 51% | | 19% 26% | | 14% 23% |
| A13. | The promised closure options for employees have been adequately explained. N = 761 N = 445 | 48% 34% | | 19% 20% | | 33% 46% |
| A14. | The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required. N = 751 N = 441 | 31% 28% | | 25% 20% | | 44% 52% |
| A15. | The window process for employees has been adequately explained to employees. N = 0 N = 449 | — 33% | | — 17% | | — 50% |
| A16. | The window process for employees has encouraged me to stay at the State School for as long as my services are required. N = 0 N = 441 | — 31% | | — 21% | | — 48% |
| A17. | I feel windows have been given to employees in a fair and consistent way. N = 0 N = 417 | — 55% | | — 20% | | — 25% |
| A18. | I feel that windowed employees are providing the same quality of service as non-windowed employees. N = 0 N = 410 | — 40% | | — 25% | | — 35% |
| A19. | I feel that there is stress between windowed and non-windowed employees. N = 0 N = 404 | — 30% | | — 23% | | — 47% |

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

| | | SD | D | N | A | SA |
|------|---|------------|---|------------|---|------------|
| A20. | In my view, the quality of services to individuals living at this facility has been maintained. N = 762 N = 446 | 23% 39% | | 15% 17% | | 62% 44% |
| A21. | In my view, the quality of services to individuals being placed into community living arrangements has been maintained. N = 647 N = 366 | 35% 41% | | 28% 27% | | 37% 32% |
| A22. | In my view, the quality of services to individuals transferred to other state schools has been maintained. N = 0 N = 363 | — 38% | | — 28% | | — 34% |
| A23. | In my view, community based providers have been well prepared to provide needed services before placement of individuals. N = 611 N = 359 | 51% 45% | | 24% 25% | | 25% 30% |
| A24. | I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals. N = 0 N = 365 | — 36% | | — 28% | | — 36% |
| A25. | I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment. N = 0 N = 398 | — 43% | | — 23% | | — 34% |
| A26. | I have experienced personal and/or work related hardships created by reassignments that involve shift changes. N = 0 N = 405 | — 38% | | — 32% | | — 30% |

PART B

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---|---------|---|---|-----|---|
| 49% | | 43% | | | 8% | |
| 47% | | 42% | | | 11% | |
| N = 789 | | N = 460 | | | | |

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 28% | | 64% | | | 8% | |
| 23% | | 66% | | | 11% | |

N = 787 N = 459

B3. The general surroundings in which I work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 12% | | 65% | | | 23% | |
| 14% | | 61% | | | 25% | |

N = 788 N = 458

B4. The way that people get along with each other on the job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 21% | | 58% | | | 21% | |
| 24% | | 56% | | | 20% | |

N = 787 N = 456

B5. The degree of "challenge" I find in my job itself.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 18% | | 58% | | | 24% | |
| 18% | | 58% | | | 24% | |

N = 779 N = 458

B6. The appreciation I am shown for the work I do.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 35% | | 45% | | | 20% | |
| 40% | | 45% | | | 15% | |

N = 790 N = 456

B7. The opportunities I have for growth and self-improvement within the organization.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 43% | | 45% | | | 12% | |
| 50% | | 39% | | | 11% | |

N = 790 N = 457

B8. The opportunities I have for advancement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 50% | | 40% | | | 10% | |
| 59% | | 33% | | | 8% | |

N = 789 N = 457

B9. The amount of job security I have.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 48% | | 42% | | | 10% | |
| 54% | | 38% | | | 8% | |

N = 787 N = 456

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 36% | | 51% | | | 13% | |
| 42% | | 47% | | | 11% | |

N = 786 N = 458

B11. The overall quality of my work environment.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 13% | | 67% | | | 20% | |
| 14% | | 68% | | | 18% | |

N = 781 N = 455

B12. The sense of accomplishment I derive from my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 11% | | 56% | | | 33% | |
| 13% | | 59% | | | 28% | |

N = 781 N = 454

B13. The general way in which I am treated by my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 14% | | 41% | | | 45% | |
| 13% | | 45% | | | 42% | |

N = 777 N = 452

B14. The opportunity I have for creativity and self-expression in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 21% | | 48% | | | 31% | |
| 20% | | 52% | | | 28% | |

N = 782 N = 453

B15. The sense of achievement or contribution I receive from my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 14% | | 55% | | | 31% | |
| 16% | | 57% | | | 27% | |

N = 785 N = 454

B16. The stability of my employment.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 38% | | 44% | | | 18% | |
| 49% | | 41% | | | 10% | |

N = 782 N = 457

B17. The actual duties and tasks in my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 12% | | 61% | | | 27% | |
| 17% | | 59% | | | 24% | |

N = 783 N = 456

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 17% | | 51% | | | 32% | |
| 21% | | 53% | | | 26% | |

N = 786 N = 454

B19. The way in which the policies and rules are administered.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 35% | | 51% | | | 14% | |
| 38% | | 53% | | | 9% | |

N = 786 N = 455

B20. My salary in terms of similar jobs in this geographic area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 42% | | 48% | | | 10% | |
| 42% | | 47% | | | 11% | |

N = 786 N = 454

B21. The way in which people generally treat each other on my unit or work area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 18% | | 57% | | | 25% | |
| 20% | | 55% | | | 25% | |

N = 786 N = 454

B22. The help and support I receive from my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 16% | | 44% | | | 40% | |
| 16% | | 46% | | | 38% | |

N = 785 N = 450

B23. The opportunities I have for promotion to more responsible jobs.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 44% | | 44% | | | 12% | |
| 54% | | 37% | | | 9% | |

N = 782 N = 453

B24. The amount of responsibility I am given in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 15% | | 56% | | | 29% | |
| 15% | | 60% | | | 25% | |

N = 784 N = 452

FWSS TOP = 1st Survey BOTTOM = 2nd Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 17% | | 56% | | | 27% | |
| 15% | | 50% | | | 35% | |

N = 777 N = 435

B26. Working at the facility now.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 21% | | 59% | | | 20% | |
| 26% | | 60% | | | 14% | |

N = 783 N = 450

B27. The amount of job security I will have after I transfer to another facility.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|----|---|
| 64% | | 31% | | | 5% | |

N = 0 N = 405

PART C.

C1. I am employed at:

| | 1st (Survey) | % | 2nd (Survey) | % |
|---------------------------------|-----------------|------|-----------------|--------------|
| STATE SCHOOL CAMPUS | 767 | 100% | 564 | 100% |
| STATE SCHOOL COMMUNITY SERVICES | (197) | 0% | 0 | 0% |
| Not Answered | (36) | 0% | (14) | 0% |
| Total | 1000 | 100% | 578 | 100% (N=564) |

(N= 767)

| | 1st | % | 2nd | % |
|--------------|------|------|-------|--------------|
| WINDOWED | | | 37 | 8% |
| TEMPORARY | | | (110) | 0% |
| Regular | 964 | 100% | 413 | 92% |
| Not Answered | (36) | | (18) | 0% |
| Total | 1000 | 100% | 578 | 100% (N=450) |

(N=767)

| | 1st | % | 2nd | % |
|------------------------|------|------|------|------|
| (1) Under 6 months | 0 | | 5 | 1% |
| (2) 6 months to 1 year | 136 | 17% | 12 | 3% |
| (3) 1-2 years | 200 | 26% | 38 | 8% |
| (4) 2-3 years | | | 77 | 17% |
| (5) 3-5 years | 225 | 29% | 92 | 20% |
| (6) 5-14 years | 165 | 21% | 184 | 41% |
| (7) Over 14 years | 53 | 7% | 46 | 10% |
| Not Answered | (24) | 0% | (14) | 0% |
| Total | 803 | 100% | 468 | 100% |

(N = 779) (N = 454)

| C2. My Age is: | 1st | % | 2nd | % |
|----------------------|-------------|-----------|-------------|----------------|
| (1) Under 20 years | 6 | 1% | 2 | 1% |
| (2) 20-29 years | 296 | 38% | 117 | 26% |
| (3) 30-39 years | 230 | 30% | 145 | 32% |
| (4) 40-49 years | 162 | 21% | 129 | 29% |
| (5) 50 years or over | 82 | 10% | 56 | 12% |
| Not answered | <u>(27)</u> | <u>0%</u> | <u>(19)</u> | <u>0%</u> |
| Total | 803 | 100% | 468 | 100% (N = 449) |

(N = 776)

C2A. I work the...shift (not asked in first survey)

| | | | |
|----------------------|--|-------------|----------------|
| (1) 8:00 am- 5:00pm | | 206 | 54% |
| (2) 6:00 am- 2:00pm | | 89 | 23% |
| (3) 2:00 pm- 10:00pm | | 45 | 12% |
| (4) 10:00pm- 6:00am | | 35 | 9% |
| (5) Other | | 6 | 2% |
| Not Answered | | <u>(87)</u> | <u>0%</u> |
| Total | | 468 | 100% (N = 381) |

C3. I have had (check below) number of mandated reassignments.(not asked in first survey)

| | 2nd | % |
|--------------|-------------|----------------|
| (1) None | 298 | 66% |
| (2) 1-2 | 96 | 21% |
| (3) 2-4 | 35 | 8% |
| (4) 4-6 | 10 | 2% |
| (5) 6-8 | 3 | 1% |
| (6) 8-10 | 9 | 2% |
| Not Answered | <u>(17)</u> | <u>0%</u> |
| Total | 468 | 100% (N = 451) |

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)

| | | |
|--------------|-------------|----------------|
| (1) None | 318 | 77% |
| (2) 1-2 | 67 | 16% |
| (3) 2-4 | 15 | 4% |
| (4) 4-6 | 5 | 1% |
| (5) 6-8 | 1 | 1% |
| (6) 8-10 | 4 | 1% |
| Not Answered | <u>(58)</u> | <u>0%</u> |
| Total | 468 | 100% (N = 410) |

| Please place a CHECKMARK by your job group. | 1st (Survey) | % | 2nd (Survey) | % |
|---|-----------------|------|-----------------|------|
| 1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director) | 52 | 7% | 44 | 10% |
| 2.0 Supervisors | 82 | 10% | 55 | 12% |
| 3.0 Medical (Physicians) | 4 | 1% | 3 | 1% |
| 4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development) | 42 | 5% | 33 | 7% |
| 5.0 Nurses (RN's, LVN's) | 56 | 7% | 45 | 10% |
| 6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental) | 58 | 7% | 46 | 10% |
| 7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.) | 301 | 39% | 134 | 29% |
| 8.0 Clerical Support | 50 | 6% | 25 | 5% |
| 9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping) | 137 | 18% | 71 | 16% |
| Not Answered | (21) | 0% | (12) | 0% |
| Total | 803 | 100% | 468 | 100% |
| | (N = 782) | | (N = 456) | |

FORT WORTH EMPLOYEE SURVEY RESULTS²

| | |
|----------------------------|-------------------------|
| Strongly Disagree (SD) = 1 | Agree (A) = 4 |
| Disagree (D) = 2 | Strongly Agree (SA) = 5 |
| Neutral (N) = 3 | Don't Know (DK) = 9 |

| | | | |
|----------|-----------------------|---------|----------------------|
| TOP = | FORT WORTH 2nd SURVEY | N = 110 | Temporary Only |
| BOTTOM = | FORT WORTH 2nd SURVEY | N = 468 | Regular and Windowed |

| | | SD | D | N | A | SA |
|-----|---|------------|---|------------|---|------------|
| A1. | Central Office has been honest in providing information about the closure/downsizing. N = 89 N = 394 | 28% 44% | | 25% 24% | | 47% 32% |
| A2. | My perception is that Central Office staff have given employees adequate information about the closure/downsizing. N = 94 N = 406 | 29% 47% | | 30% 22% | | 41% 31% |
| A3. | Central Office staff have quickly provided information about closure/downsizing issues. N = 92 N = 412 | 32% 49% | | 29% 27% | | 39% 24% |
| A4. | The closure/downsizing activities have been fair to employees' needs. N = 95 N = 436 | 48% 54% | | 24% 20% | | 28% 26% |
| A5. | The closure/downsizing activities have been sensitive to employees' needs. N = 95 N = 437 | 44% 55% | | 30% 22% | | 26% 23% |
| A6. | This facility administration has been honest in providing information about the closure/downsizing. N = 90 N = 420 | 19% 39% | | 33% 24% | | 48% 37% |
| A7. | In my view, local facility staff have given employees adequate information about the closure/downsizing. N = 95 N = 423 | 22% 37% | | 28% 25% | | 50% 38% |
| A8. | The local facility administration has quickly provided information about closure/downsizing issues. N = 98 N = 427 | 27% 41% | | 29% 27% | | 44% 32% |

² Regular Employees are campus employees hired before September, 1992; Temporary Employees are employees hired after September, 1992.

| FWSS | TOP = Temp. BOTTOM = Reg. | SD | D | N | A | SA |
|------|---|------------|---|------------|------------|----|
| A9. | The closure/downsizing activities have been fair to the individuals' needs. N = 96 N = 429 | 47% 62% | | 24% 17% | 29% 21% | |
| A10. | The closure/downsizing activities have been sensitive to the individual's needs. N = 97 N = 433 | 46% 59% | | 28% 19% | 26% 22% | |
| A11. | The closure/downsizing activities have been fair to families' needs. N = 87 N = 405 | 40% 55% | | 37% 25% | 23% 20% | |
| A12. | The closure/downsizing activities have been sensitive to the families' needs. N = 83 N = 403 | 31% 51% | | 46% 26% | 23% 23% | |
| A13. | The promised closure options for employees have been adequately explained. N = 99 N = 445 | 31% 34% | | 22% 20% | 47% 46% | |
| A14. | The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required. N = 95 N = 441 | 33% 28% | | 29% 20% | 38% 52% | |
| A15. | The window process for employees has been adequately explained to employees. N = 87 N = 449 | 30% 33% | | 22% 17% | 48% 50% | |
| A16. | The window process for employees has encouraged me to stay at the State School for as long as my services are required. N = 86 N = 441 | 34% 31% | | 35% 21% | 31% 48% | |
| A17. | I feel windows have been given to employees in a fair and consistent way. N = 86 N = 417 | 42% 55% | | 31% 20% | 27% 25% | |
| A18. | I feel that windowed employees are providing the same quality of service as non-windowed employees. N = 92 N = 410 | 36% 40% | | 33% 25% | 31% 35% | |
| A19. | I feel that there is stress between windowed and non-windowed employees. N = 96 N = 404 | 25% 30% | | 30% 23% | 45% 47% | |

| FWSS | TOP = Temp. | BOTTOM = Reg. | SD | D | N | A | SA |
|------|---|---------------|-----|---|-----|---|-----|
| A20. | In my view, the quality of services to individuals living at this facility has been maintained. | | 26% | | 27% | | 47% |
| | | | 39% | | 17% | | 44% |
| | N = 105 | N = 446 | | | | | |
| A21. | In my view, the quality of services to individuals being placed into community living arrangements has been maintained. | | 32% | | 24% | | 44% |
| | | | 41% | | 27% | | 32% |
| | N = 82 | N = 366 | | | | | |
| A22. | In my view, the quality of services to individuals transferred to other state schools has been maintained. | | 28% | | 32% | | 40% |
| | | | 38% | | 28% | | 34% |
| | N = 79 | N = 363 | | | | | |
| A23. | In my view, community based providers have been well prepared to provide needed services before placement of individuals. | | 30% | | 37% | | 33% |
| | | | 45% | | 25% | | 30% |
| | N = 73 | N = 359 | | | | | |
| A24. | I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals. | | 24% | | 37% | | 39% |
| | | | 36% | | 28% | | 36% |
| | N = 78 | N = 365 | | | | | |
| A25. | I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment. | | 31% | | 33% | | 36% |
| | | | 43% | | 23% | | 34% |
| | N = 86 | N = 398 | | | | | |
| A26. | I have experienced personal and/or work related hardships created by reassignments that involve shift changes. | | 37% | | 39% | | 24% |
| | | | 38% | | 32% | | 30% |
| | N = 92 | N = 405 | | | | | |

PART B

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------|-----------------|---|---|---|-----------------|---|
| ---32% --- | ----- 61% ----- | | | | ----- 7% ----- | |
| ---47% --- | ----- 42% ----- | | | | ----- 11% ----- | |
| N = 108 | N = 460 | | | | | |

FWSS **TOP = Temp.** **BOTTOM = Reg.**
 Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.
 1 2 3 4 5 6 7
 ---20%--- 72% 8%
 ---23%--- 66% 11%
 N = 106 N = 459

B3. The general surroundings in which I work.
 1 2 3 4 5 6 7
 --- 7%--- 64% 29%
 ---14%--- 61% 25%
 N = 107 N = 458

B4. The way that people get along with each other on the job.
 1 2 3 4 5 6 7
 ---19%--- 51% 30%
 ---24%--- 56% 20%
 N = 108 N = 456

B5. The degree of "challenge" I find in my job itself.
 1 2 3 4 5 6 7
 ---11%--- 62% 27%
 ---18%--- 58% 24%
 N = 106 N = 458

B6. The appreciation I am shown for the work I do.
 1 2 3 4 5 6 7
 ---35%--- 43% 22%
 ---40%--- 45% 15%
 N = 108 N = 456

B7. The opportunities I have for growth and self-improvement within the organization.
 1 2 3 4 5 6 7
 ---39%--- 49% 12%
 ---50%--- 39% 11%
 N = 108 N = 457

B8. The opportunities I have for advancement.
 1 2 3 4 5 6 7
 ---52%--- 41% 7%
 ---59%--- 33% 8%
 N = 108 N = 457

B9. The amount of job security I have.
 1 2 3 4 5 6 7
 ---60%--- 34% 6%
 ---54%--- 38% 8%
 FWSS N = 108 N = 456

FWSS **TOP = Temp.** **BOTTOM = Reg.**
 Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.
 1 2 3 4 5 6 7
 ---35%--- -----47%----- -----18%-----
 ---42%--- -----47%----- -----11%-----
 N = 109 N = 458

B11. The overall quality of my work environment.
 1 2 3 4 5 6 7
 ---6%--- -----65%----- -----29%-----
 ---14%--- -----68%----- -----18%-----
 N = 109 N = 455

B12. The sense of accomplishment I derive from my work.
 1 2 3 4 5 6 7
 ---13%--- -----52%----- -----35%-----
 ---13%--- -----59%----- -----28%-----
 N = 109 N = 454

B13. The general way in which I am treated by my immediate supervisor.
 1 2 3 4 5 6 7
 ---16%--- -----43%----- -----41%-----
 ---13%--- -----45%----- -----42%-----
 N = 108 N = 452

B14. The opportunity I have for creativity and self-expression in my job.
 1 2 3 4 5 6 7
 ---15%--- -----55%----- -----30%-----
 ---20%--- -----52%----- -----28%-----
 N = 108 N = 453

B15. The sense of achievement or contribution I receive from my work.
 1 2 3 4 5 6 7
 ---9%--- -----57%----- -----34%-----
 ---16%--- -----57%----- -----27%-----
 N = 107 N = 454

B16. The stability of my employment.
 1 2 3 4 5 6 7
 ---48%--- -----45%----- -----7%-----
 ---49%--- -----41%----- -----10%-----
 N = 109 N = 457

B17. The actual duties and tasks in my work.
 1 2 3 4 5 6 7
 ---12%--- -----57%----- -----31%-----
 ---17%--- -----59%----- -----24%-----
 N = 109 N = 456

FWSS TOP = Temp. BOTTOM = Reg.
 Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 8% | | 52% | | | 40% | |
| 21% | | 53% | | | 26% | |

N = 109 N = 454

B19. The way in which the policies and rules are administered.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 24% | | 57% | | | 19% | |
| 38% | | 53% | | | 9% | |

N = 108 N = 455

B20. My salary in terms of similar jobs in this geographic area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 21% | | 62% | | | 17% | |
| 42% | | 47% | | | 11% | |

N = 107 N = 454

B21. The way in which people generally treat each other on my unit or work area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 16% | | 53% | | | 31% | |
| 20% | | 55% | | | 25% | |

N = 109 N = 454

B22. The help and support I receive from my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 21% | | 36% | | | 43% | |
| 16% | | 46% | | | 38% | |

N = 109 N = 450

B23. The opportunities I have for promotion to more responsible jobs.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 38% | | 48% | | | 14% | |
| 54% | | 37% | | | 9% | |

N = 107 N = 453

B24. The amount of responsibility I am given in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----|---|-----|---|---|-----|---|
| 11% | | 56% | | | 33% | |
| 15% | | 60% | | | 25% | |

N = 109 N = 452

FWSS

TOP = Temp. BOTTOM = Reg.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 19% | | 59% | | | 22% | |
| 15% | | 50% | | | 35% | |
| N = 95 | | N = 435 | | | | |

B26. Working at the facility now.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---|---------|---|---|-----|---|
| 16% | | 65% | | | 19% | |
| 26% | | 60% | | | 14% | |
| N = 108 | | N = 450 | | | | |

B27. The amount of job security I will have after I transfer to another facility.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|----|---|
| 49% | | 46% | | | 5% | |
| 64% | | 31% | | | 5% | |
| N = 96 | | N = 405 | | | | |

PART C.

C1. I am employed at:

| | | |
|---------------------------------|------|----------------|
| STATE SCHOOL CAMPUS | 564 | 100% |
| STATE SCHOOL COMMUNITY SERVICES | 0 | 0% |
| Not Answered | (14) | 0% |
| Total | 578 | 100% (N = 564) |

| | | |
|--------------|------|----------------|
| WINDOWED | 37 | 7% |
| TEMPORARY | 110 | 20% |
| REGULAR | 413 | 73% |
| Not Answered | (18) | 0% |
| Total | 578 | 100% (N = 560) |

| | Reg. | | Temp. | |
|------------------------|-----------|------|-----------|------|
| (1) Under 6 months | 5 | 1% | 42 | 40% |
| (2) 6 months to 1 year | 12 | 3% | 40 | 38% |
| (3) 1-2 years | 38 | 8% | 22 | 20% |
| (4) 2-3 years | 77 | 17% | 2 | 2% |
| (5) 3-5 years | 92 | 20% | 0 | 0% |
| (6) 5-14 years | 184 | 41% | 0 | 0% |
| (7) Over 14 years | 46 | 10% | 0 | 0% |
| Not Answered | (14) | 0% | (4) | 0% |
| Total | 468 | 100% | 110 | 100% |
| | (N = 454) | | (N = 106) | |

C2. My Age is:

| | Reg. | | Temp. | |
|----------------------|-------------|-----------|------------|--------------|
| (1) Under 20 years | 2 | 1% | 11 | 10% |
| (2) 20-29 years | 117 | 26% | 56 | 51% |
| (3) 30-39 years | 145 | 32% | 23 | 21% |
| (4) 40-49 years | 129 | 29% | 14 | 13% |
| (5) 50 years or over | 56 | 12% | 5 | 5% |
| Not Answered | <u>(19)</u> | <u>0%</u> | <u>(1)</u> | <u>0%</u> |
| Total | 468 | 100% | 110 | 100% (N=109) |

(N = 449)

C2A. I work the...shift (not asked in first survey)

| | Reg. | | Temp. | |
|----------------------|-------------|-----------|-------------|-----------|
| (1) 8:00 am- 5:00pm | 206 | 54% | 15 | 16% |
| (2) 6:00 am- 2:00pm | 89 | 23% | 19 | 21% |
| (3) 2:00 pm- 10:00pm | 45 | 12% | 44 | 48% |
| (4) 10:00pm- 6:00am | 35 | 9% | 13 | 14% |
| (5) Other | 6 | 2% | 1 | 1% |
| Not Answered | <u>(87)</u> | <u>0%</u> | <u>(18)</u> | <u>0%</u> |
| Total | 468 | 100% | 110 | 100% |

(N = 381) (N = 92)

C3. I have had (check below) number of mandated reassignments.(not asked in first survey)

| | Reg. | | Temp. | |
|--------------|-------------|-----------|------------|-----------|
| (1) None | 298 | 66% | 79 | 72% |
| (2) 1-2 | 96 | 21% | 22 | 20% |
| (3) 2-4 | 35 | 8% | 6 | 6% |
| (4) 4-6 | 10 | 2% | 2 | 2% |
| (5) 6-8 | 3 | 1% | 0 | 0% |
| (6) 8-10 | 9 | 2% | 0 | 0% |
| Not Answered | <u>(17)</u> | <u>0%</u> | <u>(1)</u> | <u>0%</u> |
| Total | 468 | 100% | 110 | 100% |

(N = 451) (N = 109)

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)

| | Reg. | | Temp. | |
|--------------|-------------|-----------|------------|-----------|
| (1) None | 318 | 77% | 88 | 81% |
| (2) 1-2 | 67 | 16% | 17 | 15% |
| (3) 2-4 | 15 | 4% | 3 | 3% |
| (4) 4-6 | 5 | 1% | 1 | 1% |
| (5) 6-8 | 1 | 1% | 0 | 0% |
| (6) 8-10 | 4 | 1% | 0 | 0% |
| Not Answered | <u>(58)</u> | <u>0%</u> | <u>(1)</u> | <u>0%</u> |
| Total | 468 | 100% | 110 | 100% |

(N = 410) (N = 109)

Please place a CHECKMARK by your job group.

| | Reg. | | TEMP. | |
|--|-----------|------|-------|------|
| 1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director) | 44 | 10% | 2 | 2% |
| 2.0 Supervisors | 55 | 12% | 3 | 2% |
| 3.0 Medical (Physicians) | 3 | 1% | 1 | 1% |
| 4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development) | 33 | 7% | 2 | 2% |
| 5.0 Nurses (RN's, LVN's) | 45 | 10% | 1 | 1% |
| 6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental) | 46 | 10% | 2 | 2% |
| 7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.) | 134 | 29% | 84 | 76% |
| 8.0 Clerical Support | 25 | 5% | 5 | 5% |
| 9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping) | 71 | 16% | 10 | 9% |
| Not Answered | (12) | 0% | (0) | 0% |
| Total | 468 | 100% | 110 | 100% |
| | (N = 456) | | | |

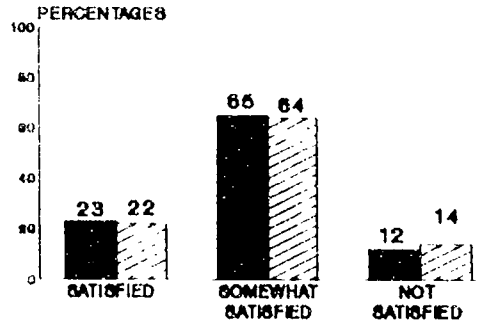
*GRAPHS OF MORALE
AND
WORK ENVIRONMENT FACTORS*

FORT WORTH STATE SCHOOL

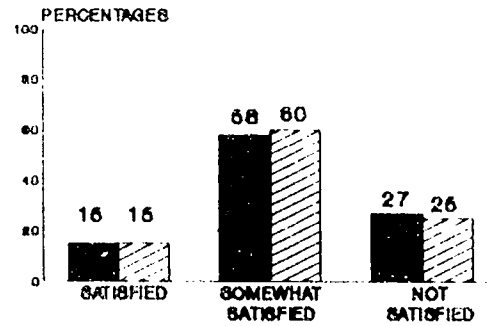
EMPLOYEE SURVEY

FORT WORTH MORALE

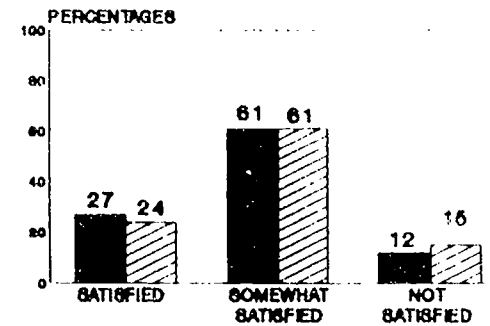
WORK ITSELF
B17 & B5



GROWTH
B7 & B14



ACHIEVEMENT
B12 & B15



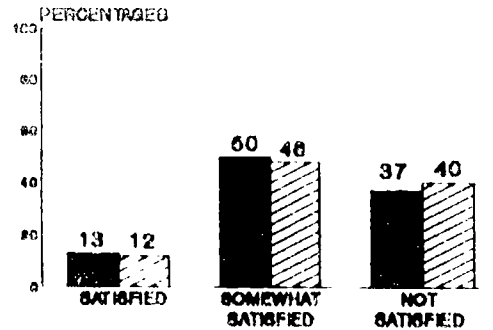
SURVEY I



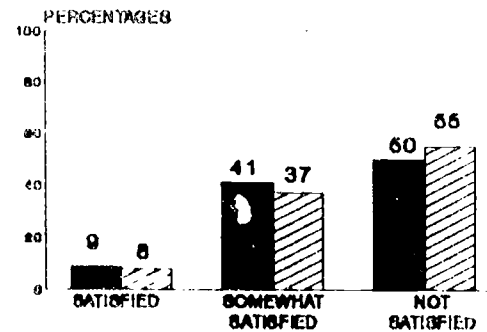
SURVEY II



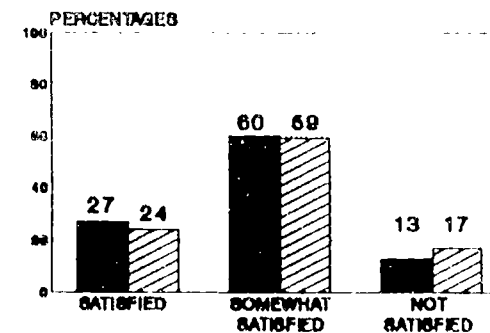
RECOGNITION
B10 & B6



ADVANCEMENT
B8 & B23



RESPONSIBILITY
B18 & B24

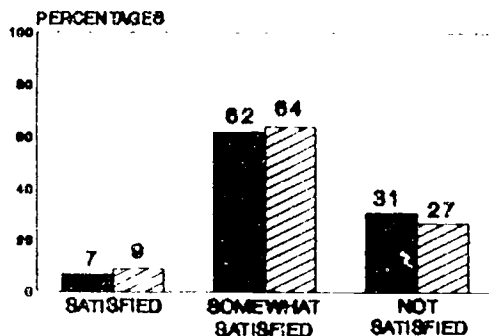


SURVEY I N = 803, SURVEY II N = 468

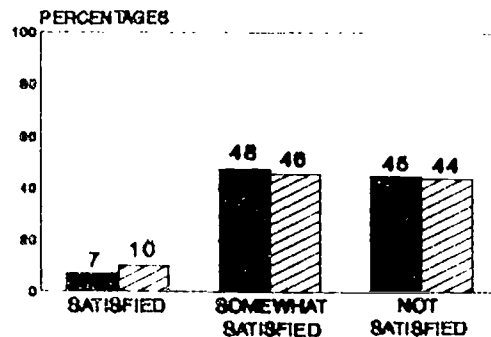
BEST COPY AVAILABLE

FORT WORTH WORK ENVIRONMENT

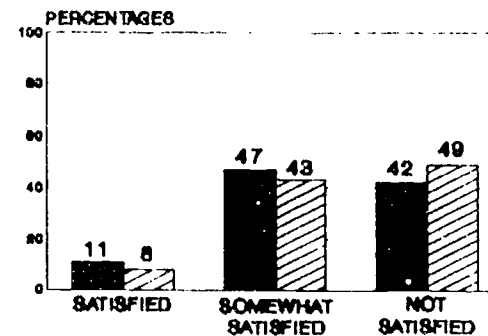
POLICY
B2 & B19



SALARY
B1 & B20



SECURITY
B9 & B16



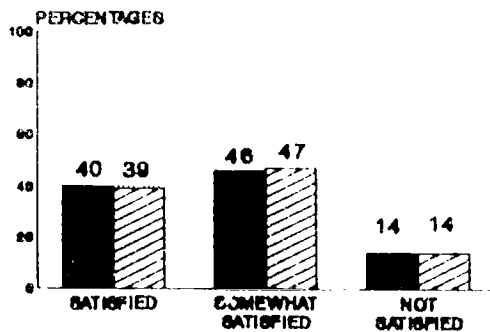
SURVEY I



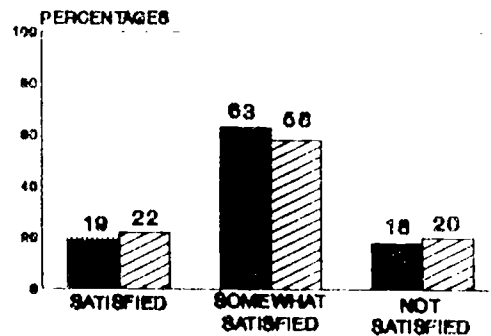
SURVEY II



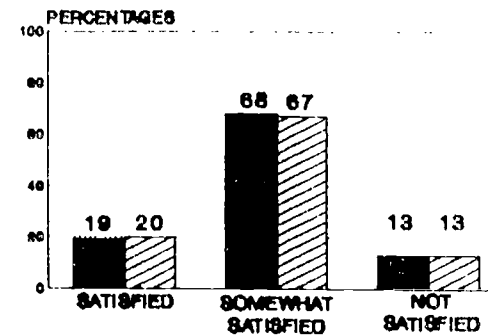
SUPERVISION
B13 & B22



RELATIONSHIPS
B4 & B21



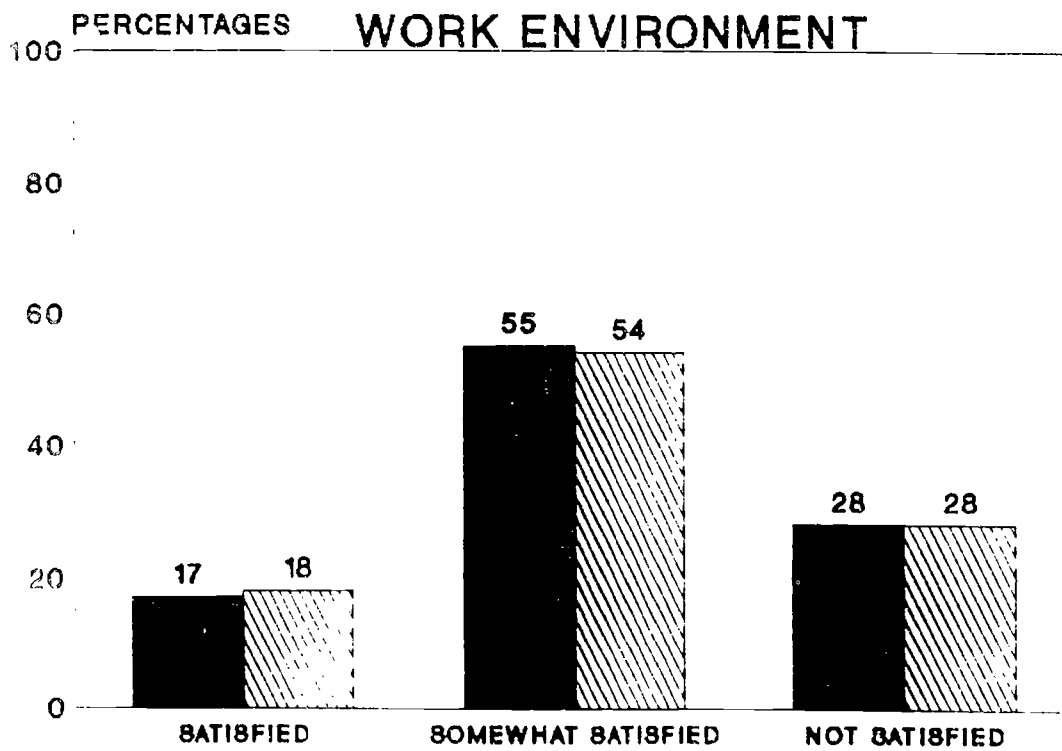
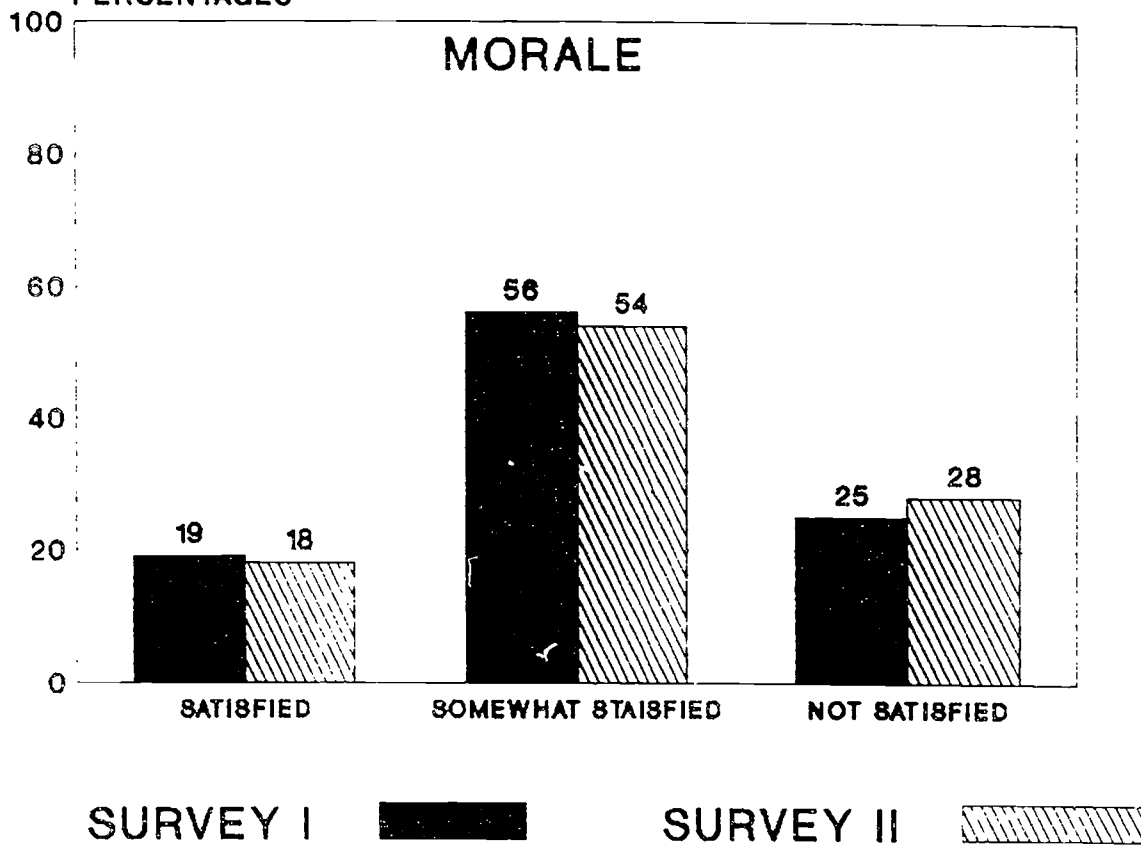
WORK CONDITIONS
B3 & B11



SURVEY I N = 803, SURVEY II N = 468

FORT WORTH

Comparisons across campus regular employees
PERCENTAGES



SURVEY I N = 803, SURVEY II N = 468

EMPLOYEE SURVEY RESULTS

TRAVIS STATE SCHOOL

TRAVIS EMPLOYEE SURVEY RESULTS³

| | | | |
|-------------------|----------|----------------|----------|
| Strongly Disagree | (SD) = 1 | Agree | (A) = 4 |
| Disagree | (D) = 2 | Strongly Agree | (SA) = 5 |
| Neutral | (N) = 3 | Don't Know | (DK) = 9 |

| | | |
|----------|-------------------|----------------------------------|
| TOP = | TRAVIS 1st SURVEY | Regular Campus Employees N = 800 |
| BOTTOM = | TRAVIS 2nd SURVEY | Regular Campus Employees N = 531 |

| | | SD | D | N | A | SA |
|-----|--|-----|---|-----|---|-----|
| A1. | Central Office has been honest in providing information about the closure/downsizing. N = 691 N = 390 | 66% | | 17% | | 17% |
| | | 60% | | 18% | | 22% |
| A2. | My perception is that Central Office staff have given employees adequate information about the closure/downsizing. N = 698 N = 393 | 64% | | 17% | | 19% |
| | | 60% | | 18% | | 22% |
| A3. | Central Office staff have quickly provided information about closure/downsizing issues. N = 703 N = 392 | 65% | | 17% | | 18% |
| | | 58% | | 22% | | 20% |
| A4. | The closure/downsizing activities have been fair to employees' needs. N = 718 N = 412 | 68% | | 16% | | 16% |
| | | 60% | | 20% | | 20% |
| A5. | The closure/downsizing activities have been sensitive to employees' needs. N = 714 N = 409 | 65% | | 17% | | 18% |
| | | 62% | | 18% | | 20% |
| A6. | This facility administration has been honest in providing information about the closure/downsizing. N = 706 N = 402 | 57% | | 17% | | 26% |
| | | 57% | | 19% | | 24% |
| A7. | In my view, local facility staff have given employees adequate information about the closure/downsizing. N = 707 N = 402 | 55% | | 19% | | 26% |
| | | 54% | | 22% | | 24% |
| A8. | The local facility administration has quickly provided information about closure/downsizing issues. N = 706 N = 397 | 54% | | 20% | | 26% |
| | | 57% | | 21% | | 22% |

³Regular Employees are campus employees hired before September, 1992. For purposes of analysis community and temporary campus employees were removed.

| | TSS TOP = 1st | BOTTOM = 2nd | SD | D | N | A | SA |
|------|--|--------------|-----|-----|-----|-----|-----|
| A9. | The closure/downsizing activities have been fair to the individuals' needs. N = 704 N = 397 | | 65% | 61% | 17% | 21% | 18% |
| A10. | The closure/downsizing activities have been sensitive to the individual's needs. N = 694 N = 397 | | 64% | 63% | 18% | 19% | 18% |
| A11. | The closure/downsizing activities have been fair to families' needs. N = 658 N = 358 | | 58% | 56% | 22% | 22% | 20% |
| A12. | The closure/downsizing activities have been sensitive to the families' needs. N = 649 N = 358 | | 55% | 55% | 24% | 23% | 21% |
| A13. | The promised closure options for employees have been adequately explained. N = 715 N = 405 | | 50% | 44% | 18% | 19% | 32% |
| A14. | The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required. N = 721 N = 411 | | 37% | 35% | 20% | 18% | 43% |
| A15. | The window process for employees has been adequately explained to employees. N = 0 N = 419 | | -- | 39% | -- | 17% | -- |
| A16. | The window process for employees has encouraged me to stay at the State School for as long as my services are required. N = 0 N = 406 | | -- | 37% | -- | 22% | -- |
| A17. | I feel windows have been given to employees in a fair and consistent way. N = 0 N = 391 | | -- | 53% | --- | 17% | -- |
| A18. | I feel that windowed employees are providing the same quality of service as non-windowed employees. N = 0 N = 387 | | --- | 47% | --- | 20% | --- |
| A19. | I feel that there is stress between windowed and non-windowed employees. N = 0 N = 391 | | --- | 34% | --- | 19% | --- |

| TSS TOP = 1st | | BOTTOM = 2nd | | SD | D | N | A | SA |
|---------------|--|--------------|---------|-----|---|-----|---|-----|
| A20. | In my view, the quality of services to individuals living at this facility has been maintained. N = 714 | | N = 392 | 34% | | 18% | | 48% |
| | | | | 37% | | 18% | | 45% |
| A21. | In my view, the quality of services to individuals being placed into community living arrangements has been maintained. N = 608 | | N = 322 | 38% | | 30% | | 32% |
| | | | | 31% | | 27% | | 42% |
| A22. | In my view, the quality of services to individuals transferred to other state schools has been maintained. N = 0 | | N = 303 | --- | | --- | | --- |
| | | | | 22% | | 28% | | 50% |
| A23. | In my view, community based providers have been well prepared to provide needed services before placement of individuals. N = 577 | | N = 296 | 45% | | 28% | | 27% |
| | | | | 38% | | 30% | | 32% |
| A24. | I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals. N = 0 | | N = 294 | --- | | --- | | --- |
| | | | | 27% | | 30% | | 43% |
| A25. | I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment. N = 0 | | N = 376 | --- | | --- | | --- |
| | | | | 51% | | 20% | | 29% |
| A26. | I have experienced personal and/or work related hardships created by reassignments that involve shift changes. N = 0 | | N = 369 | --- | | --- | | --- |
| | | | | 37% | | 30% | | 33% |

PART B Top = First Survey Bottom = Second Survey

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

B1. The amount of money I make in terms of the type of work I do.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|------------|-------|-----------|-------|-------|---------------|-------|
| ---56% --- | ----- | 40% ----- | ----- | ----- | -----4% ----- | ----- |
| ---55% --- | ----- | 40% ----- | ----- | ----- | -----5% ----- | ----- |
| N = 759 | | N = 433 | | | | |

TSS TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|----|---|
| ---31%--- | | 62% | | | 7% | |
| ---35%--- | | 59% | | | 6% | |
| N = 754 | N = 435 | | | | | |

B3. The general surroundings in which I work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|-----|---|
| ---15%--- | | 64% | | | 21% | |
| ---19%--- | | 68% | | | 13% | |
| N = 751 | N = 428 | | | | | |

B4. The way that people get along with each other on the job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|-----|---|
| ---26%--- | | 56% | | | 18% | |
| ---28%--- | | 60% | | | 12% | |
| N = 756 | N = 431 | | | | | |

B5. The degree of "challenge" I find in my job itself.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|-----|---|
| ---19%--- | | 57% | | | 24% | |
| ---23%--- | | 60% | | | 17% | |
| N = 746 | N = 432 | | | | | |

B6. The appreciation I am shown for the work I do.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|-----|---|
| ---39%--- | | 45% | | | 16% | |
| ---42%--- | | 48% | | | 10% | |
| N = 754 | N = 432 | | | | | |

B7. The opportunities I have for growth and self-improvement within the organization.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|-----|---|
| ---47%--- | | 42% | | | 11% | |
| ---55%--- | | 41% | | | 04% | |
| N = 754 | N = 433 | | | | | |

B8. The opportunities I have for advancement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|----|---|
| ---54%--- | | 38% | | | 8% | |
| ---63%--- | | 34% | | | 3% | |
| N = 756 | N = 431 | | | | | |

B9. The amount of job security I have.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---------|-----|---|---|-----|---|
| ---47%--- | | 42% | | | 11% | |
| ---49%--- | | 43% | | | 8% | |
| N = 757 | N = 429 | | | | | |

TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 40% | | 49% | | | 11% | |
| 44% | | 50% | | | 6% | |
| N = 751 | N = 426 | | | | | |

B11. The overall quality of my work environment.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 13% | | 70% | | | 17% | |
| 22% | | 69% | | | 9% | |
| N = 747 | N = 426 | | | | | |

B12. The sense of accomplishment I derive from my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 13% | | 60% | | | 27% | |
| 19% | | 63% | | | 18% | |
| N = 744 | N = 422 | | | | | |

B13. The general way in which I am treated by my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 15% | | 46% | | | 39% | |
| 21% | | 50% | | | 29% | |
| N = 748 | N = 423 | | | | | |

B14. The opportunity I have for creativity and self-expression in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 20% | | 54% | | | 26% | |
| 27% | | 55% | | | 18% | |
| N = 747 | N = 424 | | | | | |

B15. The sense of achievement or contribution I receive from my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 17% | | 57% | | | 26% | |
| 23% | | 59% | | | 18% | |
| N = 749 | N = 423 | | | | | |

B16. The stability of my employment.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 39% | | 47% | | | 14% | |
| 40% | | 50% | | | 10% | |
| N = 752 | N = 425 | | | | | |

B17. The actual duties and tasks in my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---------|-----|---|---|-----|---|
| 13% | | 60% | | | 27% | |
| 16% | | 66% | | | 18% | |
| N = 747 | N = 426 | | | | | |

TSS TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|-----------|---|
| ---17%--- | | ---55%--- | | | ---28%--- | |
| ---21%--- | | ---58%--- | | | ---21%--- | |

N = 747 N = 427

B19. The way in which the policies and rules are administered.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|-----------|---|
| ---41%--- | | ---48%--- | | | ---11%--- | |
| ---46%--- | | ---47%--- | | | ---7%--- | |

N = 750 N = 425

B20. My salary in terms of similar jobs in this geographic area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|----------|---|
| ---49%--- | | ---44%--- | | | ---7%--- | |
| ---52%--- | | ---45%--- | | | ---3%--- | |

N = 749 N = 430

B21. The way in which people generally treat each other on my unit or work area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|-----------|---|
| ---24%--- | | ---54%--- | | | ---22%--- | |
| ---30%--- | | ---56%--- | | | ---14%--- | |

N = 755 N = 429

B22. The help and support I receive from my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|-----------|---|
| ---16%--- | | ---48%--- | | | ---36%--- | |
| ---23%--- | | ---49%--- | | | ---28%--- | |

N = 747 N = 425

B23. The opportunities I have for promotion to more responsible jobs.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|----------|---|
| ---49%--- | | ---42%--- | | | ---9%--- | |
| ---58%--- | | ---37%--- | | | ---5%--- | |

N = 744 N = 423

B24. The amount of responsibility I am given in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-----------|---|-----------|---|---|-----------|---|
| ---15%--- | | ---57%--- | | | ---28%--- | |
| ---18%--- | | ---63%--- | | | ---19%--- | |

N = 751 N = 424

TSS TOP = 1st BOTTOM = 2nd

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---|---------|---|---|-----|---|
| 19% | | 56% | | | 25% | |
| 21% | | 55% | | | 24% | |
| N = 735 | | N = 423 | | | | |

B26. Working at the facility now.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---------|---|---------|---|---|-----|---|
| 26% | | 57% | | | 17% | |
| 34% | | 58% | | | 8% | |
| N = 752 | | N = 428 | | | | |

B27. The amount of job security I will have after I transfer to another facility.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|-------|---|---------|---|---|----|---|
| 65% | | 30% | | | 5% | |
| N = 0 | | N = 407 | | | | |

PART C.

| C1. I am employed at: | 1st (Survey) | % | 2nd (Survey) | % |
|---|-----------------|------|------------------|----------------|
| STATE SCHOOL CAMPUS | 718 | 100% | 450 | 100% |
| STATE SCHOOL COMMUNITY SERVICES | (251) | 0% | (213) | 0% |
| Not Answered | (82) | 0% | (129) | 0% |
| Total | 1051 | 100% | 792 | 100% |
| | (N = 718) | | (N = 450) | |
| WINDOWED | | | 23 | 3% |
| TEMPORARY (48 Campus and 4 Community) | | | 52 | 8% |
| REGULAR CAMPUS | | | 383 | 58% |
| REGULAR COMMUNITY | | | 203 | 31% |
| Not Answered (125 Campus & 6 Community) | | | (131) | 0% |
| Total | | | 792 | 100% (N = 661) |
| | 1st | % | 2nd | % |
| (1) Under 6 months | 0 | 0 | 3 | 1% |
| (2) 6 months to 1 year | 92 | 12% | 5 | 1% |
| (3) 1-2 years | 126 | 17% | 24 | 6% |
| (4) 2-3 years | | | 33 | 8% |
| (5) 3-5 years | 152 | 21% | 53 | 13% |
| (6) 6-14 years | 203 | 27% | 171 | 41% |
| (7) Over 15 years | 168 | 23% | 129 | 30% |
| (0) Not Answered | (59) | 0% | (113) | 0% |
| Total | 800 | 100% | 531 ⁴ | 100% (N = 418) |
| | (N = 741) | | | |

⁴531 = 792 minus 213 community and 48 campus temporary employees.

| C2. My Age is: | 1st | % | 2nd | % |
|----------------------|-------------|-----------|--------------|-----------|
| (1) Under 20 years | 7 | 1% | 4 | 1% |
| (2) 20-29 years | 173 | 23% | 56 | 14% |
| (3) 30-39 years | 211 | 29% | 117 | 28% |
| (4) 40-49 years | 176 | 24% | 114 | 28% |
| (5) 50 years or over | 165 | 23% | 121 | 29% |
| (0, Not Answered | <u>(68)</u> | <u>0%</u> | <u>(119)</u> | <u>0%</u> |
| Total | 800 | 100% | 531 | 100% |
| | (N = 732) | | (N = 412) | |

| C2A. I work the...shift (not asked in first survey) | Reg. | % |
|---|--------------|----------------|
| (1) 8:00 am- 5:00pm | 224 | 60% |
| (2) 6:00 am- 2:00pm | 75 | 27% |
| (3) 2:00 pm- 10:00pm | 50 | 13% |
| (4) 10:00pm- 6:00am | 16 | 5% |
| (5) Other | 6 | 2% |
| Not Answered | <u>(160)</u> | <u>0%</u> |
| Total | 531 | 100% (N = 371) |

| C3. I have had (check below) number of mandated reassignments.(not asked in first survey) | | |
|---|--------------|----------------|
| (1) None | 131 | 40% |
| (2) 1-2 | 85 | 26% |
| (3) 2-4 | 50 | 15% |
| (4) 4-6 | 61 | 19% |
| (5) 6-8 | 0 | 0% |
| (6) 8-10 | 0 | 0% |
| (0) Not Answered | <u>(204)</u> | <u>0%</u> |
| Total | 531 | 100% (N = 327) |

| C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey) | | |
|--|------------|----------------|
| (1) None | 298 | 78% |
| (2) 1-2 | 60 | 16% |
| (3) 2-4 | 10 | 3% |
| (4) 4-6 | 2 | 1% |
| (5) 6-8 | 5 | 1% |
| (6) 8-10 | 5 | 1% |
| (0) Not Answered | <u>151</u> | <u>0%</u> |
| Total | 531 | 100% (N = 380) |

| Please place a CHECKMARK by your job group. | 1st (Survey) | % | 2nd (Survey) | % |
|--|-----------------|-----------|-----------------|-----------|
| 1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director) | 61 | 8% | 30 | 7% |
| 2.0 Supervisors | 57 | 8% | 32 | 8% |
| 3.0 Medical (Physicians) | 2 | 1% | 1 | 1% |
| 4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development) | 58 | 8% | 11 | 3% |
| 5.0 Nurses (RN's, LVN's) | 37 | 5% | 30 | 7% |
| 6.0 General Professionals (Social Work, QMRP, Psych. Teachers Aide, Case Manag., Dental) | 40 | 5% | 16 | 4% |
| 7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.) | 268 | 36% | 139 | 35% |
| 8.0 Clerical Support | 39 | 5% | 18 | 4% |
| 9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping) | 181 | 24% | 124 | 31% |
| 10.0 Not Answered | <u>(57)</u> | <u>0%</u> | <u>(130)</u> | <u>0%</u> |
| Total | 800 | 100% | 531 | 100% |
| | (N = 743) | | (N = 401) | |

TRAVIS EMPLOYEE SURVEY RESULTS⁵

| | | | |
|-------------------|----------|----------------|----------|
| Strongly Disagree | (SD) = 1 | Agree | (A) = 4 |
| Disagree | (D) = 2 | Strongly Agree | (SA) = 5 |
| Neutral | (N) = 3 | Don't Know | (DK) = 9 |

| | | |
|----------|-------------------|----------------------------------|
| TOP = | TRAVIS 2nd SURVEY | N = 48 Temporary Only |
| BOTTOM = | TRAVIS 2nd SURVEY | N = 531 Regular Campus Employees |

| | | SD | D | N | A | SA |
|-----|---|-----|-----|-----|-----|------------|
| A1. | Central Office has been honest in providing information about the closure/downsizing. N = 39 N = 390 | 33% | 60% | 33% | 18% | 34% 22% |
| A2. | My perception is that Central Office staff have given employees adequate information about the closure/downsizing. N = 41 N = 393 | 49% | 60% | 22% | 18% | 29% 22% |
| A3. | Central Office staff have quickly provided information about closure/downsizing issues. N = 40 N = 392 | 53% | 58% | 22% | 22% | 25% 20% |
| A4. | The closure/downsizing activities have been fair to employees' needs. N = 40 N = 412 | 45% | 60% | 33% | 20% | 22% 20% |
| A5. | The closure/downsizing activities have been sensitive to employees' needs. N = 40 N = 409 | 48% | 62% | 27% | 18% | 25% 20% |
| A6. | This facility administration has been honest in providing information about the closure/downsizing. N = 43 N = 402 | 30% | 57% | 30% | 19% | 40% 24% |
| A7. | In my view, local facility staff have given employees adequate information about the closure/downsizing. N = 44 N = 402 | 41% | 54% | 22% | 22% | 37% 24% |
| A8. | The local facility administration has quickly provided information about closure/downsizing issues. N = 44 N = 397 | 43% | 57% | 23% | 21% | 34% 22% |

⁵Regular Employees are campus employees hired before September, 1992; Temporary Employees are employees hired after September 1, 1992.

| TSS TOP = TEMP. BOTTOM = REG. | | SD | D | N | A | SA |
|----------------------------------|---|-----|-----|-----|-----|------------|
| A9. | The closure/downsizing activities have been fair to the individuals' needs. N = 40 N = 397 | 43% | 61% | 32% | 21% | 25% 18% |
| A10. | The closure/downsizing activities have been sensitive to the individual's needs. N = 39 N = 397 | 49% | 63% | 23% | 19% | 28% 18% |
| A11. | The closure/downsizing activities have been fair to families' needs. N = 34 N = 358 | 44% | 56% | 27% | 22% | 29% 22% |
| A12. | The closure/downsizing activities have been sensitive to the families' needs. N = 34 N = 358 | 41% | 55% | 30% | 23% | 29% 22% |
| A13. | The promised closure options for employees have been adequately explained. N = 44 N = 405 | 36% | 44% | 14% | 19% | 50% 37% |
| A14. | The promised closure options for employees have encouraged me to stay at the State School for as long as my services are required. N = 45 N = 411 | 25% | 35% | 22% | 18% | 53% 47% |
| A15. | The window process for employees has been adequately explained to employees. N = 41 N = 419 | 29% | 39% | 27% | 17% | 44% 44% |
| A16. | The window process for employees has encouraged me to stay at the State School for as long as my services are required. N = 39 N = 406 | 33% | 37% | 36% | 22% | 31% 41% |
| A17. | I feel windows have been given to employees in a fair and consistent way. N = 32 N = 391 | 35% | 53% | 31% | 17% | 34% 30% |
| A18. | I feel that windowed employees are providing the same quality of service as non-windowed employees. N = 34 N = 387 | 44% | 47% | 26% | 20% | 30% 33% |
| A19. | I feel that there is stress between windowed and non-windowed employees. N = 32 N = 391 | 16% | 34% | 25% | 19% | 59% 47% |

| | TSS TOP = TEMP. | BOTTOM = REG. | SD | D | N | A | SA |
|------|---|---------------|-----|---|-----|---|-----|
| A20. | In my view, the quality of services to individuals living at this facility has been maintained. | | 25% | | 14% | | 61% |
| | | | 37% | | 18% | | 45% |
| | N = 44 | N = 392 | | | | | |
| A21. | In my view, the quality of services to individuals being placed into community living arrangements has been maintained. | | 23% | | 29% | | 48% |
| | | | 31% | | 27% | | 42% |
| | N = 35 | N = 322 | | | | | |
| A22. | In my view, the quality of services to individuals transferred to other state schools has been maintained. | | 12% | | 32% | | 56% |
| | | | 22% | | 28% | | 50% |
| | N = 34 | N = 303 | | | | | |
| A23. | In my view, community based providers have been well prepared to provide needed services before placement of individuals. | | 25% | | 31% | | 44% |
| | | | 38% | | 30% | | 32% |
| | N = 32 | N = 296 | | | | | |
| A24. | I feel that receiving state schools have been well prepared to provide needed services before transfer of individuals. | | 22% | | 25% | | 53% |
| | | | 27% | | 30% | | 43% |
| | N = 36 | N = 294 | | | | | |
| A25. | I feel employees have been given honest, adequate, and timely information about their window or on campus reassignment. | | 40% | | 33% | | 27% |
| | | | 51% | | 20% | | 29% |
| | N = 40 | N = 376 | | | | | |
| A26. | I have experienced personal and/or work related hardships created by reassignments that involve shift changes. | | 37% | | 45% | | 18% |
| | | | 37% | | 30% | | 33% |
| | N = 38 | N = 369 | | | | | |

PART B Top = First Survey Bottom = Second Survey
 Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

On my current job, this is how I feel about. . . .

| B1. | The amount of money I make in terms of the type of work I do. | | | | | | |
|-----|---|---|---------|---|---|----|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| | 33% | | 59% | | | 8% | |
| | 55% | | 40% | | | 5% | |
| | N = 48 | | N = 433 | | | | |

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B2. The policies and rules.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 23% | | 67% | | | 10% | |
| 35% | | 59% | | | 6% | |
| N = 48 | | N = 435 | | | | |

B3. The general surroundings in which I work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 11% | | 70% | | | 19% | |
| 19% | | 68% | | | 13% | |
| N = 47 | | N = 428 | | | | |

B4. The way that people get along with each other on the job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 27% | | 50% | | | 23% | |
| 28% | | 60% | | | 12% | |
| N = 48 | | N = 431 | | | | |

B5. The degree of "challenge" I find in my job itself.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 10% | | 67% | | | 23% | |
| 23% | | 60% | | | 17% | |
| N = 48 | | N = 432 | | | | |

B6. The appreciation I am shown for the work I do.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 29% | | 57% | | | 14% | |
| 42% | | 48% | | | 10% | |
| N = 48 | | N = 432 | | | | |

B7. The opportunities I have for growth and self-improvement within the organization.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 42% | | 42% | | | 16% | |
| 55% | | 41% | | | 04% | |
| N = 48 | | N = 433 | | | | |

B8. The opportunities I have for advancement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 59% | | 27% | | | 14% | |
| 63% | | 34% | | | 3% | |
| N = 48 | | N = 431 | | | | |

B9. The amount of job security I have.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 61% | | 29% | | | 10% | |
| 49% | | 43% | | | 8% | |
| N = 48 | | N = 429 | | | | |

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B10. The recognition I receive for my efforts on the job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 31% | | 54% | | | 15% | |
| 44% | | 50% | | | 6% | |
| N = 48 | N = 426 | | | | | |

B11. The overall quality of my work environment.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 13% | | 67% | | | 20% | |
| 22% | | 69% | | | 9% | |
| N = 48 | N = 426 | | | | | |

B12. The sense of accomplishment I derive from my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 17% | | 54% | | | 29% | |
| 19% | | 63% | | | 18% | |
| N = 48 | N = 422 | | | | | |

B13. The general way in which I am treated by my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 19% | | 44% | | | 37% | |
| 21% | | 50% | | | 29% | |
| N = 48 | N = 423 | | | | | |

B14. The opportunity I have for creativity and self-expression in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 26% | | 53% | | | 21% | |
| 27% | | 55% | | | 18% | |
| N = 47 | N = 424 | | | | | |

B15. The sense of achievement or contribution I receive from my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 13% | | 63% | | | 24% | |
| 23% | | 59% | | | 18% | |
| N = 46 | N = 423 | | | | | |

B16. The stability of my employment.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 36% | | 54% | | | 10% | |
| 40% | | 50% | | | 10% | |
| N = 48 | N = 425 | | | | | |

B17. The actual duties and tasks in my work.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 8% | | 69% | | | 23% | |
| 16% | | 66% | | | 18% | |
| N = 48 | N = 426 | | | | | |

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TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B18. The sense of importance I get from my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 6% | | 69% | | | 25% | |
| 21% | | 58% | | | 21% | |
| N = 48 | | N = 427 | | | | |

B19. The way in which the policies and rules are administered.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 33% | | 52% | | | 15% | |
| 46% | | 47% | | | 7% | |
| N = 48 | | N = 425 | | | | |

B20. My salary in terms of similar jobs in this geographic area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 26% | | 61% | | | 13% | |
| 52% | | 45% | | | 3% | |
| N = 47 | | N = 430 | | | | |

B21. The way in which people generally treat each other on my unit or work area.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 21% | | 52% | | | 27% | |
| 30% | | 56% | | | 14% | |
| N = 48 | | N = 429 | | | | |

B22. The help and support I receive from my immediate supervisor.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 19% | | 52% | | | 29% | |
| 23% | | 49% | | | 28% | |
| N = 48 | | N = 425 | | | | |

B23. The opportunities I have for promotion to more responsible jobs.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 46% | | 41% | | | 13% | |
| 58% | | 37% | | | 5% | |
| N = 48 | | N = 423 | | | | |

B24. The amount of responsibility I am given in my job.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---|---------|---|---|-----|---|
| 17% | | 70% | | | 13% | |
| 18% | | 63% | | | 19% | |
| N = 47 | | N = 424 | | | | |

TSS TOP = TEMP. BOTTOM = REG.

Not Satisfied = 1 (1) Somewhat Satisfied = 2 (2-4) Satisfied = 3 (5-7)

B25. Working at the facility prior to the closure announcement.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 12% | | 77% | | | 11% | |
| 21% | | 55% | | | 24% | |
| N = 44 | N = 423 | | | | | |

B26. Working at the facility now.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 22% | | 68% | | | 10% | |
| 34% | | 58% | | | 8% | |
| N = 46 | N = 428 | | | | | |

B27. The amount of job security I will have after I transfer to another facility.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--------|---------|-----|---|---|-----|---|
| 44% | | 43% | | | 13% | |
| 65% | | 30% | | | 5% | |
| N = 46 | N = 407 | | | | | |

PART C.

C1. I am employed at:

| | Reg. | % | Temp. | % |
|---------------------------------|-------|------|-------|-----------|
| STATE SCHOOL CAMPUS | 450 | 100% | 48 | 100% |
| STATE SCHOOL COMMUNITY SERVICES | (213) | 0% | (4) | 0% |
| Not Answered | (129) | 0% | 0 | 0% |
| Total | 792 | 100% | 52 | 100% |
| | | | | (N = 48) |
| WINDOWED | 23 | 3% | | |
| TEMPORARY | | | | |
| (48 Campus & 4 Community) | 52 | 8% | | |
| REGULAR CAMPUS | 383 | 58% | | |
| RREGULAR COMMUNITY | 203 | 31% | | |
| Not Answered | | | | |
| (125 Campus & 6 Community) | (131) | 0% | | |
| Total | 792 | 100% | | (N = 661) |

| Length of Employment | Reg. | % | Temp. | % |
|------------------------|--------------|-----------|----------|-----------|
| (1) Under 6 months | 3 | 1% | 23 | 48% |
| (2) 6 months to 1 year | 5 | 1% | 13 | 27% |
| (3) 1-2 years | 24 | 6% | 8 | 17% |
| (4) 2-3 years | 33 | 7% | 0 | 0% |
| (5) 3-5 years | 53 | 13% | 1 | 2% |
| (6) 6-14 years | 171 | 41% | 1 | 2% |
| (7) Over 15 years | 129 | 31% | 2 | 4% |
| (0) Not Answered | <u>(113)</u> | <u>0%</u> | <u>0</u> | <u>0%</u> |
| Total | 531 | 100% | 48 | 100% |

(N = 418)

| C2. My Age is: | Reg. | % | Temp. | % |
|----------------------|--------------|-----------|----------|-----------|
| (1) Under 20 years | 4 | 1% | 3 | 6% |
| (2) 20-29 years | 56 | 14% | 20 | 42% |
| (3) 30-39 years | 117 | 28% | 12 | 25% |
| (4) 40-49 years | 114 | 28% | 9 | 19% |
| (5) 50 years or over | 121 | 29% | 4 | 8% |
| (0) Not Answered | <u>(119)</u> | <u>0%</u> | <u>0</u> | <u>0%</u> |
| Total | 531 | 100% | 48 | 100% |

(N = 412)

| C2A. I work the...shift (not asked in first survey) | Reg. | % | Temp. | % |
|---|--------------|-----------|-------------|-----------|
| (1) 8:00 am- 5:00pm | 224 | 60% | 4 | 10% |
| (2) 6:00 am- 2:00pm | 75 | 20% | 8 | 21% |
| (3) 2:00 pm- 10:00pm | 50 | 13% | 23 | 61% |
| (4) 10:00pm- 6:00am | 16 | 5% | 3 | 8% |
| (5) Other | 6 | 2% | 0 | 0% |
| (0) Not Answered | <u>(160)</u> | <u>0%</u> | <u>(10)</u> | <u>0%</u> |
| Total | 531 | 100% | 48 | 100% |

(N = 371) (N = 38)

| C3. I have had (check below) number of mandated reassignments.(not asked in first survey) | Reg. | % | Temp. | % |
|---|--------------|-----------|------------|-----------|
| (1) None | 131 | 40% | 34 | 73% |
| (2) 1-2 | 85 | 26% | 9 | 19% |
| (3) 2-4 | 50 | 15% | 2 | 4% |
| (4) 4-6 | 61 | 19% | 0 | 0% |
| (5) 6-8 | 0 | 0% | 0 | 0% |
| (6) 8-10 | 0 | 0% | 1 | 4% |
| (0) Not Answered | <u>(204)</u> | <u>0%</u> | <u>(2)</u> | <u>0%</u> |
| Total | 531 | 100% | 48 | 100% |

(N = 327) (N = 46)

C4. I have had (check below) number of mandated reassignments that involve shift changes.(not asked in first survey)

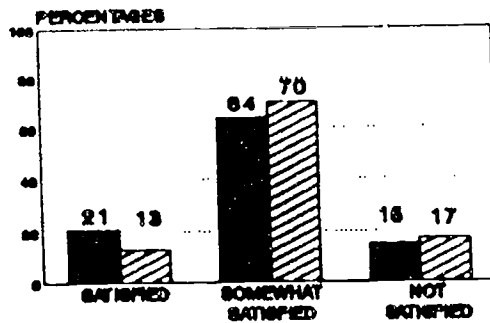
| | | | | |
|------------------|--------------|-----------|------------|-----------|
| (1) None | 298 | 78% | 42 | 91% |
| (2) 1-2 | 60 | 16% | 4 | 9% |
| (3) 2-4 | 10 | 3% | 0 | 0% |
| (4) 4-6 | 2 | 1% | 0 | 0% |
| (5) 6-8 | 5 | 1% | 0 | 0% |
| (6) 8-10 | 5 | 1% | 0 | 0% |
| (0) Not Answered | <u>(151)</u> | <u>0%</u> | <u>(2)</u> | <u>0%</u> |
| Total | 531 | 100% | 48 | 100% |
| | | (N = 380) | | (N = 46) |

Please place a CHECKMARK by your job group.

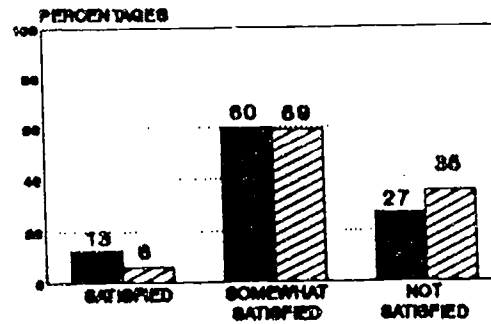
| | Reg. | % | Temp. | % |
|---|--------------|-----------|------------|-----------|
| 1.0 Administration (Department Heads, Unit Directors, Human Resource Development, Human Resource Services, Quality Assurance, Home Director) | 30 | 7% | 0 | 0% |
| 2.0 Supervisors | 32 | 8% | 0 | 0% |
| 3.0 Medical (Physicians) | 1 | 1% | 0 | 0% |
| 4.0 Therapists (O/T, P/T, Speech, Recreation, Child Development) | 11 | 3% | 0 | 0% |
| 5.0 Nurses (RN's, LVN's) | 30 | 7% | 0 | 0% |
| 6.0 General Professionals (Social Work, QMRP, Psych, Teachers Aide, Case Manag., Dental) | 16 | 4% | 0 | 0% |
| 7.0 Direct Contact (Dorm Staff, Group Home, Trainers, Service Asst., Techs.) | 139 | 35% | 29 | 66% |
| 8.0 Clerical Support | 18 | 4% | 2 | 5% |
| 9.0 Support services (Food, Grounds, Maintenance, Supply, Clothing, Laundry, Housekeeping) | 124 | 31% | 13 | 29% |
| 10.0 Not Answered | <u>(130)</u> | <u>0%</u> | <u>(4)</u> | <u>0%</u> |
| Total | 531 | 100% | 48 | 100% |
| | | (N = 401) | | (N = 44) |

TRAVIS MORALE

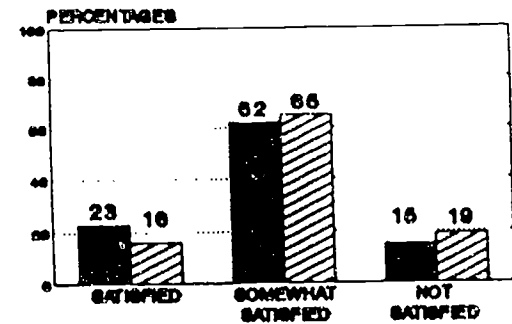
WORK ITSELF
B17 & B5



GROWTH
B7 & B14



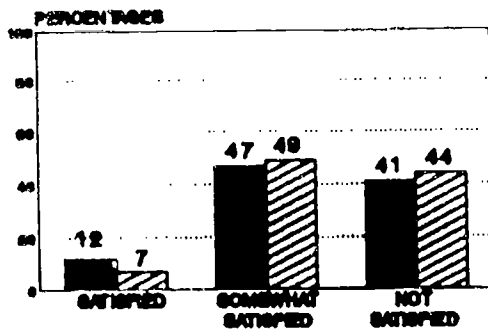
ACHIEVEMENT
B12 & B15



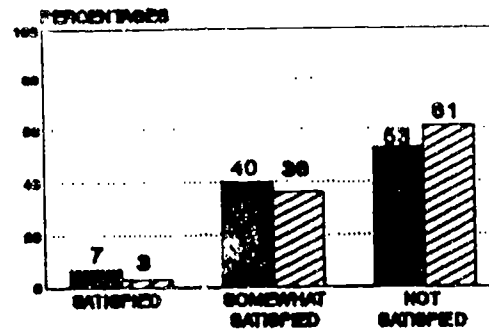
SURVEY I ■

SURVEY II ▨

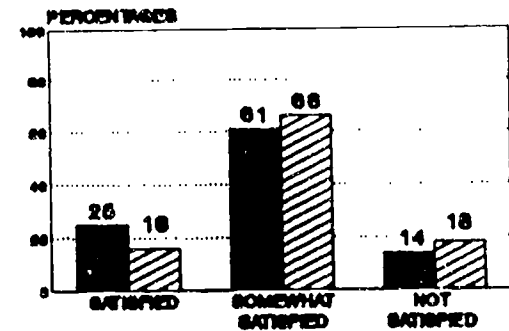
RECOGNITION
B10 & B6



ADVANCEMENT
B8 & B23



RESPONSIBILITY
B18 & B24



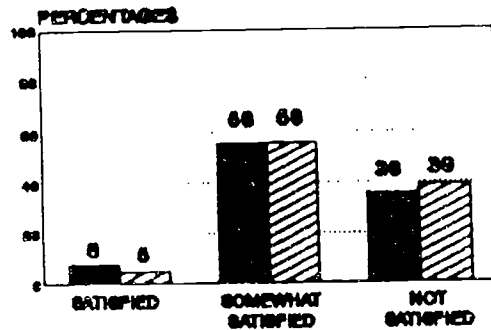
Survey I N = 800, Survey II N = 531

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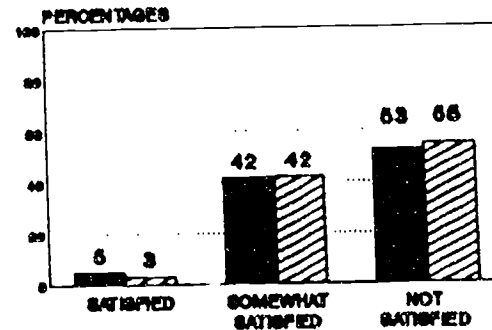
53

TRAVIS WORK ENVIRONMENT

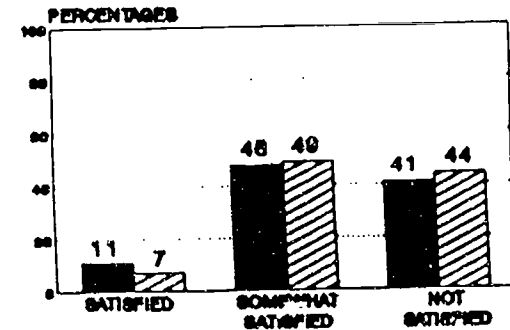
POLICY
B2 & B19



SALARY
B1 & B20

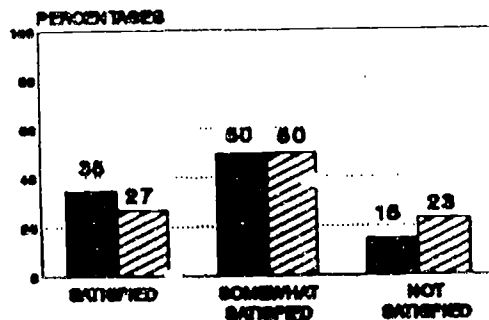


SECURITY
B9 & B16

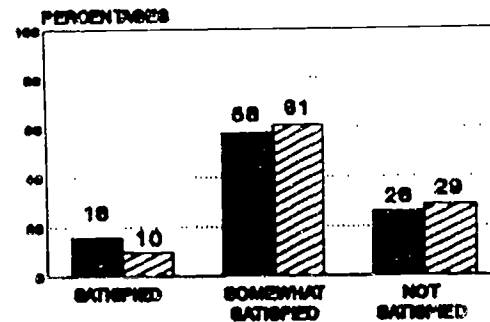


SURVEY I  **SURVEY II** 

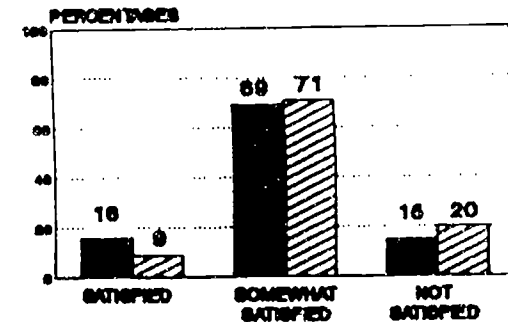
SUPERVISION
B13 & B22



RELATIONSHIPS
B4 & B12



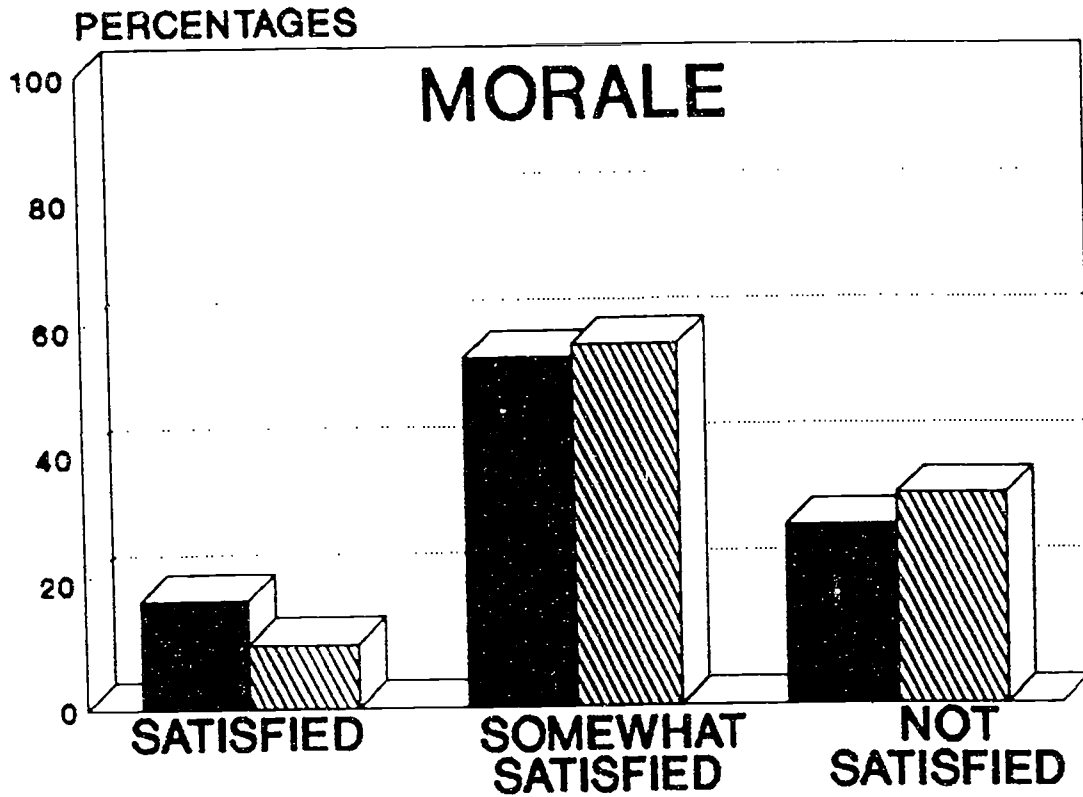
WORK CONDITIONS
B3 & B11




SURVEY I N = 800, SURVEY II N = 531

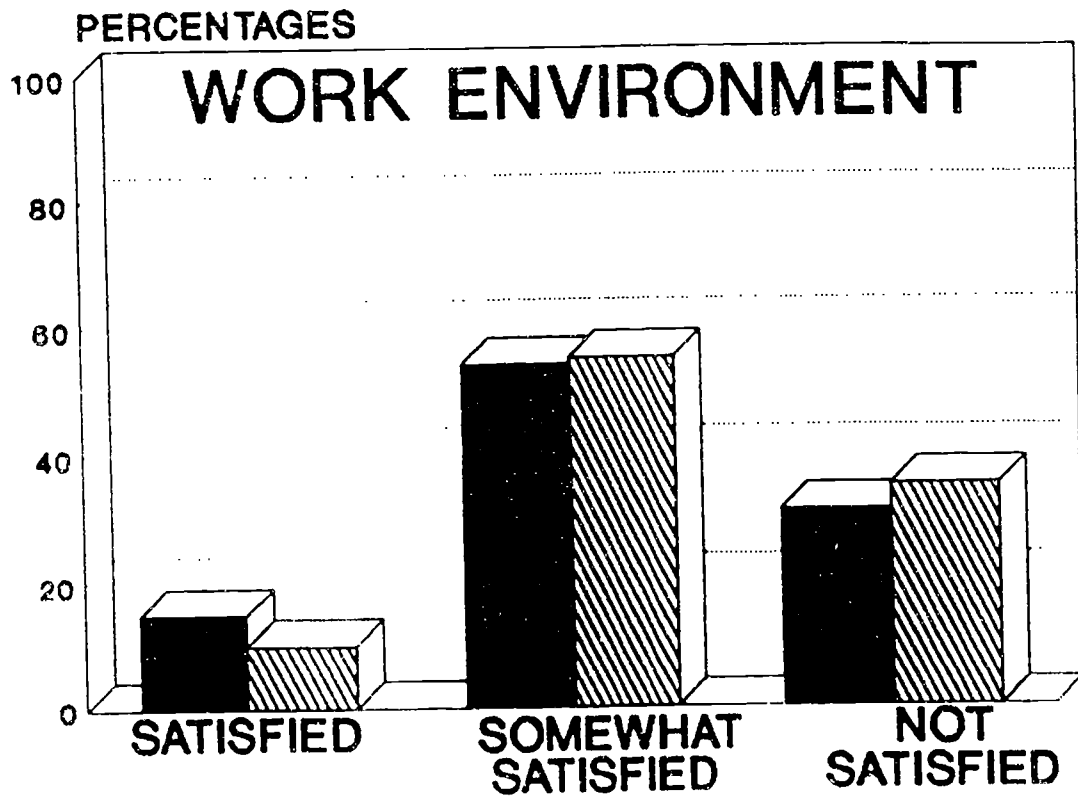
***GRAPHS POSITIVE CHANGES
PARENT/GUARDIAN SURVEYS
FORT WORTH AND TRAVIS
STATE SCHOOLS***

TRAVIS



SURVEY I 
N = 800

SURVEY II 
N = 531



EXECUTIVE SUMMARY
PARENT GUARDIAN SURVEYS
FORT WORTH AND TRAVIS
STATE SCHOOLS

May 16, 1995



Dear Family Member,

We have enclosed an Executive Summary of the results of both Parent/Family Surveys conducted in 1993 and 1994. These surveys were administered as one part of the evaluation of State School Closure process. TDMHMR established the State School Closure Evaluation Steering Committee with wide representation including parent, community services, research and evaluation specialists, the central office closure administrator, and employees from Fort Worth and Travis State Schools. This committee developed both the family and employee surveys. The Southwest Institute for Developmental Disabilities Abilene (SIDDA) has been contracted by TDMHMR to conduct surveys of employees and families.

The evaluation staff at SIDDA compiled family responses for the Committee to review and identify the trends included in the enclosed Executive Summary. This summary and the full results has been shared with the administration of both schools. This information will be used by the state schools to consider ways of improving the closure process for all involved.

The evaluation staff is available to meet with the parent groups at both state schools at their invitation. At these meetings, families can receive a more in-depth analysis of the results and give their suggestions for improvement.

We appreciate parent/family's participating in these surveys. If you would like a copy of the complete survey results, please call 1-800-524-1346 and leave your name and address so we can mail a copy to you. If you have any questions, leave your name and phone number at that same number, or call Southwest Institute at (915) 695-7182 and we will return your call.

Thank you for your time.

Kevin Kraushaar Ph.D.
Director of Program
Evaluation

Delia Elliott M. A.
Program Evaluation
Specialist

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EXECUTIVE SUMMARY
PARENT/FAMILY SURVEYS 1993 and 1994

The 1993 Parent/Family Survey was administered twelve months after the closure announcement and the 1994 survey eighteen months after the first survey. The surveys were sent to the families of all individuals who lived at FWSS or TSS on March 31, 1992. The survey was developed by the State School Closure Steering Committee representing Central Office, evaluation, facility, community staff and parents. Forty-three percent of all families responded to the first survey and 35% responded to the second. At the time of the second survey the census of TSS had been reduced by 53% and that of FWSS by 50%. Forty-seven percent of TSS and 45% of FWSS families who responded to the second survey had family members who had moved prior to the second survey.

Overall Conclusions:

- *The results indicate that the closure processes at FWSS and TSS addressed the needs of the families.*
- *Families' perceptions of closure activities had changed to a significantly more positive attitude in the intervening time between the two surveys.*
- *Approximately 80% of families at both schools still felt that FWSS and TSS should not close compared to 86% in the first survey.*
- *The positive movement in perceptions was evident across all family groups including those whose family members had not moved, those whose family members were in the community and those whose family members had transferred to another state school.*
- *The substantial improvement in perceptions may have been, in part, because 46% of the respondents' family members had completed the transfer process. They, therefore, were more comfortable with the process and fear of the unknown has been somewhat alleviated. Those whose family members had not yet moved may have had knowledge of the positive outcomes of other moves.*
- *Since 60% of the families who answered the second survey also answered the first one, the changes in ratings most likely represent changes over time in family attitudes rather than different parents answering each survey.*

Many items addressed principles and promises made to families in the State School Closure Plan. Results suggest that many families felt that these had been kept.

Specifically:

- *Families' responses indicated most felt the quality of care for individuals has been maintained and that their family member had been treated with dignity at both the facility and the new home during the closure process.*

- *Families, also, felt that TDMHMR had not forgotten them and the state schools had been supportive. Indeed, they had been included as an integral part of the placement planning process and had information about placement and transfer options.*
- *Individualized attention was indicated as families felt they were equal members of, and included in, their family members' IDT. Over 78% of families felt that the new staff had been told their family members' likes and dislikes and had been kept informed about their family member.*

Other Issues:

- *Eighty-three percent of TSS families felt their ability to visit their family member had been helped by their family members' move; whereas, 54% of FWSS parents felt they had been helped.*

Written comments indicated that in general, families were helped because their family members were moved closer to them.

Those who were hurt by the move had transportation or distance as obstacles.

Although the results show improvement in many areas, there is still room for improvement. Specifically:

- *Only 28% of Fort Worth parents and 31% of Travis parents knew TDMHMR's responsibilities if private providerships changed.*
- *Only 20% of Fort Worth parents and 31% of Travis parents knew how services would be monitored in the community.*
- *However, 40% of Fort Worth parents and 45% of Travis parents indicated they knew how services would be monitored during facility downsizing.*
- *Forty-nine percent of Fort Worth parents and 53% of Travis parents reported they had been offered counseling about closure issues.*

The graphs following the survey results indicate the changes between the 1993 and 1994 surveys. The areas addressed are those relating to the closure principles and promises.

PARENT\GUARDIAN
SURVEY RESULTS
FORT WORTH STATE SCHOOL

FORT WORTH PARENT/FAMILY SURVEY

| | | | |
|-------------------|----------|----------------|-----------|
| Strongly Disagree | (SD) = 1 | Agree | (A) = 4 |
| Disagree | (D) = 2 | Strongly Agree | (SA) = 5 |
| Neutral | (N) = 3 | Not Applicable | (NA) = NA |

TOP = Fort Worth 1st Survey May-July, 1993 N = 171
 BOTTOM = Fort Worth 2nd Survey August-October, 1994 N = 136

| | | SD | D | N | A | SA |
|-----|---|-----|-----|-----|-----|-----|
| A1. | I feel I have been involved in closure activities as much as I want to be. N = 171 N = 126 | 45% | 11% | 11% | 44% | 64% |
| A2. | I feel I have been included in closure decision making activities as much as I want to be. N = 157 N = 129 | 52% | 11% | 13% | 37% | 57% |
| A3. | I feel I have helped make decisions and have been updated about closure plans for my family member. N = 163 N = 129 | 46% | 10% | 13% | 44% | 66% |
| A4. | I am satisfied with TDMHMR's management of the closure activities. N = 158 N = 124 | 58% | 15% | 15% | 27% | 57% |
| A5. | I think that Fort Worth/Travis State Schools should not close. N = 167 N = 130 | 14% | 0% | 4% | 86% | 81% |

Section B

| | | | | | | |
|-----|--|-----|-----|-----|-----|-----|
| B1. | I have received as much information from rumors as from official sources. N = 160 N = 122 | 31% | 17% | 14% | 52% | 43% |
| B2. | I feel the state school did keep enough staff to take care of my family member. N = --- N = 127 | --- | --- | --- | --- | --- |
| B3. | I feel the state school will keep enough employees to take care of my family member during downsizing. N = 163 N = 101 | 34% | 20% | 15% | 46% | 59% |

| FWSS | TOP = 1st Survey | BOTTOM = 2nd Survey | | N | A | SA |
|------|--|---------------------|------------|------------|---|----|
| | | SD | D | | | |
| B4. | I feel I know about placement/ transfer forecasts/planning activities for individuals. N = 162 | 52% 22% | 13% 21% | 34% 57% | | |
| B5. | I understand how individuals will be monitored during staff downsizing. N = 156 | 59% 33% | 17% 27% | 24% 40% | | |
| B6. | I feel the state school has supported me/my family member through planned transition activities. N = 160 | 30% 16% | 16% 12% | 54% 72% | | |

Section C

| | | | | | | |
|-----|--|------------|------------|------------|--|--|
| C1. | I understand my family's rights about placement/transfer. N = 162 | 31% 15% | 15% 11% | 54% 74% | | |
| C2. | I feel comfortable that TDMHMR will carry out its responsibilities about transfer/placement. N = 161 | 31% 17% | 18% 14% | 51% 69% | | |
| C3. | I feel the state school knows its responsibilities for my family member's rights. N = 161 | 14% 11% | 13% 7% | 73% 82% | | |
| C4. | I feel TDMHMR respects my right to be involved in decisions about my family member. N = 163 | 30% 16% | 13% 7% | 57% 77% | | |
| C5. | I know what services/supervision my family member will receive after placement/transfer from FWSS. N = 158 | 61% 32% | 13% 16% | 26% 52% | | |
| C6. | I know the responsibilities TDMHMR has if private providership changes for my family member. N = 135 | 56% 41% | 16% 22% | 28% 37% | | |
| C7. | I know how the quality of services for my family member will be monitored in the community. N = 127 | 67% 37% | 13% 26% | 20% 37% | | |

| FWSS | TOP = 1st Survey | BOTTOM - 2nd Survey | | N | A | SA |
|------|---|---------------------|---|------------|---|------------|
| | | SD | D | | | |
| C8. | I feel my family member has continued to receive quality/needed services in the new home. N = 58 | 20% 14% | | 43% 18% | | 37% 68% |
| C9. | I feel my family member has been cared for and treated with dignity at FWSS. N = 134 | 14% 7% | | 14% 11% | | 72% 82% |
| C10. | I feel my family member has been cared for and treated with dignity at the new home. N = 47 | 13% 8% | | 38% 19% | | 49% 72% |
| C11. | I/my family member feel we have not been forgotten by TDMHMR. N = 139 | 36% 14% | | 22% 18% | | 42% 68% |

Section D

| | | | | | | |
|-----|---|------------|--|------------|--|------------|
| D1. | I feel satisfied that the appeals process decisions are fair and objective. N = 151 | 40% 27% | | 29% 23% | | 31% 50% |
| D2. | I feel I am/was an equal member of my family member's Interdisciplinary Team (IDT) at FWSS. N = 156 | 26% 13% | | 16% 17% | | 58% 70% |
| D3. | I feel/felt satisfied with my family member's IDT staffing (annual planning conference) at FWSS. N = 160 | 16% 7% | | 16% 17% | | 68% 76% |

The following questions may be answered YES or NO.

| | | YES | NO |
|-----|--|------------|------------|
| D4. | I understand my family's rights about the need for informed consent. N = 154 | 71% 89% | 29% 11% |
| D5. | I have had the chance to tell what my preference is/was for placement/transfer of my family member. N = 159 | 92% 95% | 8% 5% |
| D6. | I know if my family member has visited or been given information about other schools/day programs. N = 125 | 44% 64% | 56% 36% |

| FWSS TOP = 1st survey | | BOTTOM - 2nd Survey | |
|-----------------------|---|---------------------|------------|
| | | YES | NO |
| D7. | I have had the opportunity to visit and receive information about state schools programs for my family member, if recommended for state school placement. N = 151 N = 108 | 56% 82% | 44% 18% |
| D8. | I have received information about possible community living sites and day programs in my area if recommended for community placement. N = 131 N = 126 | 36% 68% | 64% 32% |
| Section E | | YES | NO |
| E1. | I know I can get a copy of the state school closure plan. N = 154 N = 125 | 66% 78% | 34% 22% |
| E2. | I have received a copy of the placement appeals process. N = 156 N = 115 | 36% 64% | 64% 36% |
| E3. | I have been offered counseling for me/my family member before placement/transfer. N = 149 N = 111 | 25% 49% | 75% 51% |
| E4. | I have received recent information about the care and services for my family member. N = 159 N = 124 | 60% 74% | 40% 26% |
| E5. | I have been included in the planning process for placement of my family member. N = 155 N = 123 | 67% 88% | 33% 12% |
| E6. | My family member has been able to share emotions about moving with a support group. N = 83 N = 79 | 30% 53% | 70% 47% |
| Section F | | YES | NO |
| F1. | My family member was able to engage in preferred activities before/after transfer/placement. N = 73 N = 80 | 68% 81% | 32% 19% |
| F2. | I have been asked where my family member wants to live and with what friends. N = 125 N = 92 | 54% 64% | 46% 36% |

FWSb TOP = 1st Survey BOTTOM - 2nd Survey

| | YES | NO |
|---|------------|------------|
| F3. I have been asked about my family member's fears about placement/transfer. N = 122 N = 88 | 29% 50% | 71% 50% |
| F4. My family member's likes/dislikes have been told to the staff at the new home. N = 67 N = 80 | 43% 82% | 57% 18% |
| F5. My family member has been able to take personal belongings and money with them to the new home. N = 36 N = 76 | 80% 92% | 20% 8% |
| F6. My family member and I have agreed to placement or transfer. N = 112 N = 98 | 55% 90% | 45% 10% |

| G1. I am: | 1st (Survey) | % | 2nd (Survey) | % |
|--|-----------------|------|-----------------|------|
| 1. Family member (not guardian) | 47 | 29% | 41 | 33% |
| 2. Family member/guardian | 111 | 67% | 80 | 63% |
| 3. Court appointed guardian (non family member) | 7 | 4% | 4 | 3% |
| 4. Advocate | 0 | 0% | 1 | 1% |
| 5. Not Answered | (6) | 0% | (10) | 0% |
| Total | 171 | 100% | 136 | 100% |
| | (N = 165) | | (N = 126) | |

G2. My family member currently lives at:

| | | | | |
|----------------------------|-----------|------|-----------|------|
| 1. Fort Worth State School | 156 | 91% | 69 | 53% |
| 2. Travis State School | 2 | 1% | 2 | 2% |
| 3. Community Living | -- | -- | 20 | 15% |
| 4. Other (name) | 10 | 8% | 40 | 30% |
| 5. Not Answered | (3) | 0% | (5) | 0% |
| Total | 171 | 100% | 136 | 100% |
| | (N = 169) | | (N = 131) | |

G3. My family member has lived at the above for:

| | | | | |
|---------------------------|-----------|------|-----------|------|
| 1. Less than six months | -- | -- | 47 | 36% |
| 2. six months to one year | 8 | 5% | 0 | 0% |
| 3. 1-5 years | 9 | 5% | 17 | 13% |
| 4. 5-10 years | 19 | 11% | 10 | 8% |
| 5. 10-17 years | 90 | 54% | 32 | 25% |
| 6. over 17 years | 41 | 25% | 23 | 18% |
| 7. Not Answered | (4) | 0% | (7) | 0% |
| Total | 171 | 100% | 136 | 100% |
| | (N = 169) | | (N = 129) | |

G4. I have contacted (visited/phoned)
my family member:

| | | | | |
|----------------------------|-----------|------|-----------|------|
| 1. Weekly or more | 49 | 30% | 46 | 37% |
| 2. Twice a month | 38 | 23% | 25 | 20% |
| 3. Once a month | 30 | 19% | 16 | 13% |
| 4. Once every three months | 21 | 13% | 12 | 9% |
| 5. About five times a year | 14 | 9% | 6 | 5% |
| 6. Twice a year | 4 | 2% | 9 | 8% |
| 7. Once a year | 3 | 2% | 4 | 3% |
| 8. Less than once a year | 3 | 2% | 5 | 4% |
| 9. Not Answered | (9) | (0%) | (13) | (0%) |
| | 171 | 100% | 136 | 100% |
| | (N = 162) | | (N = 123) | |

| | 1st (Survey) | % | 2nd (Survey) | % |
|--|-----------------|---|-----------------|---|
|--|-----------------|---|-----------------|---|

G5. If your family member has
moved from FWSS, how has this
effected your ability to visit them?

| | | | | |
|-----------------|----|----|----------|------|
| 1. Helped | -- | -- | 29 | 54% |
| 2. Hurt | -- | -- | 25 | 46% |
| 3. Not Answered | == | == | (82) | 0% |
| | == | == | 136 | 100% |
| | | | (N = 54) | |

PARENT\GUARDIAN

SURVEY RESULTS

TRAVIS STATE SCHOOL

TRAVIS PARENT/FAMILY SURVEY

Strongly Disagree (SD)= 1 Agree (A) = 4
 Disagree (D)= 2 Strongly Agree (SA) = 5
 Neutral (N)= 3 Not Applicable (NA) = NA

TOP = Travis 1st Survey May-July, 1993 N = 234
 BOTTOM = Travis 2nd Survey August-October, 1994 N = 238

| | SD | D | N | A | SA |
|---|------------|---|------------|---|------------|
| A1. I feel I have been involved in closure activities as much as I want to be. N = 210 N = 210 | 26% 16% | | 12% 14% | | 62% 70% |
| A2. I feel I have been included in closure decision making activities as much as I want to be. N = 213 N = 206 | 32% 20% | | 14% 12% | | 54% 68% |
| A3. I feel I have helped make decisions and have been updated about closure plans for my family member. N = 213 N = 147 | 24% 17% | | 14% 12% | | 62% 71% |
| A4. I am satisfied with TDMHMR's management of the closure activities. N = 208 N = 216 | 29% 22% | | 21% 17% | | 50% 61% |
| A5. I think that Fort Worth/Travis State Schools should not close. N = 215 N = 211 | 8% 11% | | 5% 11% | | 86% 78% |

Section B

| | | | | | |
|--|------------|--|------------|--|------------|
| B1. I have received as much information from rumors as from official sources. N = 204 N = 198 | 48% 56% | | 13% 16% | | 39% 28% |
| B2. I feel the state school did keep enough staff to take care of my family member. N = --- N = 209 | --- 21% | | --- 14% | | --- 65% |
| B3. I feel the state school will keep enough employees to take care of my family member during downsizing. N = 216 N = 191 | 16% 20% | | 23% 15% | | 61% 65% |

| TSS TOP = 1st Survey | | BOTTOM = 2nd Survey | | | | |
|----------------------|---|---------------------|---|------------|---|------------|
| | | SD | D | N | A | SA |
| B4. | I feel I know about placement/ transfer forecasts/planning activities for individuals. N = 215 N = 200 | 33% 15% | | 18% 20% | | 50% 65% |
| B5. | I understand how individuals will be monitored during staff downsizing. N = 209 N = 184 | 45% 32% | | 20% 23% | | 35% 45% |
| B6. | I feel the state school has supported me/my family member through planned transition activities. N = 216 N = 215 | 11% 9% | | 16% 9% | | 73% 82% |

Section C

| | | | | | | |
|-----|--|------------|--|------------|--|------------|
| C1. | I understand my family's rights about placement/transfer. N = 215 N = 207 | 19% 9% | | 14% 9% | | 67% 82% |
| C2. | I feel comfortable that TDMHMR will carry out its responsibilities about transfer/placement. N = 216 N = 212 | 12% 11% | | 19% 8% | | 68% 81% |
| C3. | I feel the state school knows its responsibilities for my family member's rights. N = 221 N = 215 | 6% 6% | | 9% 4% | | 86% 90% |
| C4. | I feel TDMHMR respects my right to be involved in decisions about my family member. N = 220 N = 215 | 9% 6% | | 10% 6% | | 81% 88% |
| C5. | I know what services/supervision my family member will receive after placement/transfer from TSS. N = 208 N = 203 | 48% 21% | | 18% 19% | | 34% 61% |
| C6. | I know the responsibilities TDMHMR has if private providership changes for my family member. N = 189 N = 187 | 53% 29% | | 16% 23% | | 31% 48% |
| C7. | I know how the quality of services for my family member will be monitored in the community. N = 180 N = 178 | 51% 36% | | 18% 18% | | 31% 46% |

| TSS | TOP = 1st Survey | BOTTOM - 2nd Survey | | | |
|------|---|---------------------|---|------------|------------|
| | | SD | D | N | A SA |
| C8. | I feel my family member has continued to receive quality/needed services in the new home. N = 76 | 25% 6% | | 25% 16% | 50% 78% |
| | N = 146 | | | | |
| C9. | I feel my family member has been cared for and treated with dignity at TSS. N = 179 | 5% 8% | | 14% 6% | 81% 86% |
| | N = 215 | | | | |
| C10. | I feel my family member has been cared for and treated with dignity at the new home. N = 71 | 17% 6% | | 41% 12% | 42% 82% |
| | N = 137 | | | | |
| C11. | I/my family member feel we have not been forgotten by TDMHMR. N = 198 | 10% 11% | | 20% 13% | 70% 76% |
| | N = 198 | | | | |

Saction D

| | | | | | |
|-----|--|-----------|--|------------|------------|
| D1. | I feel satisfied that the appeals process decisions are fair and objective. N = 200 | 20% 8% | | 26% 25% | 56% 66% |
| | N = 202 | | | | |
| D2. | I feel I am/was an equal member of my family member's Interdisciplinary Team (IDT) at TSS. N = 209 | 9% 9% | | 23% 13% | 68% 78% |
| | N = 205 | | | | |
| D3. | I feel/felt satisfied with my family member's IDT staffing (annual planning conference) at TSS. N = 212 | 4% 9% | | 13% 10% | 83% 81% |
| | N = 211 | | | | |

The following questions may be answered YES or NO.

| | | YES | NO |
|-----|--|------------|------------|
| D4. | I understand my family's rights about the need for informed consent. N = 208 | 81% 91% | 19% 9% |
| | N = 207 | | |
| D5. | I have had the chance to tell what my preference is/was for placement/transfer of my family member. N = 219 | 91% 97% | 9% 3% |
| | N = 218 | | |
| D6. | I know if my family member has visited or been given information about other schools/day programs. N = 151 | 57% 69% | 43% 31% |
| | N = 147 | | |

| T86 | TOP = 1st Survey | BOTTOM = 2nd Survey | YES | NO |
|------------------|--|---------------------|------------|------------|
| D7. | I have had the opportunity to visit and receive information about state schools programs for my family member, if recommended for state school placement. N = 205 | N = 188 | 49% 80% | 51% 20% |
| D8. | I have received information about possible community living sites and day programs in my area if recommended for community placement. N = 154 | N = 144 | 40% 69% | 60% 31% |
| Section E | | | YES | NO |
| E1. | I know I can get a copy of the state school closure plan. N = 205 | N = 195 | 56% 72% | 44% 28% |
| E2. | I have received a copy of the placement appeals process. N = 195 | N = 189 | 36% 61% | 64% 39% |
| E3. | I have been offered counseling for me/my family member before placement/transfer. N = 190 | N = 171 | 36% 53% | 64% 47% |
| E4. | I have received recent information about the care and services for my family member. N = 209 | N = 215 | 69% 81% | 31% 19% |
| E5. | I have been included in the planning process for placement of my family member. N = 210 | N = 211 | 80% 88% | 20% 12% |
| E6. | My family member has been able to share emotions about moving with a support group. N = 92 | N = 110 | 36% 51% | 64% 49% |
| Section F | | | YES | NO |
| F1. | My family member was able to engage in preferred activities before/after transfer/placement. N = 93 | N = 130 | 54% 76% | 46% 24% |
| F2. | I have been asked where my family member wants to live and with what friends. N = 148 | N = 141 | 47% 67% | 53% 33% |

| TSS | TOP = 1st Survey | BOTTOM = 2nd Survey | YES | NO |
|-----|---|---------------------|------------|------------|
| F3. | I have been asked about my family member's fears about placement/transfer. | N = 143 | 39% 63% | 61% 37% |
| F4. | My family member's likes/dislikes have been told to the staff at the new home. | N = 70 | 56% 79% | 44% 21% |
| F5. | My family member has been able to take personal belongings and money with them to the new home. | N = 139 | 77% 91% | 23% 9% |
| F6. | My family member and I have agreed to placement or transfer. | N = 141 | 62% 83% | 38% 17% |

| G1. I am: | 1st (Survey) | % | 2nd (Survey) | % |
|--|-----------------|-----------|-----------------|-----------|
| 1. Family member (not guardian) | 130 | 58% | 130 | 61% |
| 2. Family member/guardian | 85 | 37% | 73 | 35% |
| 3. Court appointed guardian (non family member) | 5 | 2% | 6 | 3% |
| 4. Advocate | 3 | 1% | 2 | 1% |
| 5. Not Answered | <u>(16)</u> | <u>0%</u> | <u>(27)</u> | <u>0%</u> |
| Total | 234 | 100% | 238 | 100% |
| | (N = 223) | | (N = 211) | |

G2. My family member currently lives at:

| | | | | |
|----------------------------|------------|-----------|-------------|-----------|
| 1. Fort Worth State School | 0 | % | 1 | 1% |
| 2. Travis State School | 215 | 94% | 116 | 52% |
| 3. Community Living | 6 | 3% | 27 | 12% |
| 4. Other (name) | 6 | 3% | 78 | 35% |
| 5. Not Answered | <u>(7)</u> | <u>0%</u> | <u>(16)</u> | <u>0%</u> |
| | 234 | 100% | 222 | 100% |
| | (N = 227) | | (N = 222) | |

G3. My family member has lived at the above for:

| | 1st (Survey) | % | 2nd (Survey) | % |
|---------------------------|-----------------|-----------|-----------------|-----------|
| 1. Less than six months | -- | --- | 77 | 34% |
| 2. six months to one year | 9 | 4% | 0 | 0% |
| 3. 1-5 years | 7 | 3% | 36 | 16% |
| 4. 5-10 years | 4 | 2% | 1 | 1% |
| 5. 10-17 years | 12 | 5% | 15 | 7% |
| 6. over 17 years | 191 | 86% | 94 | 42% |
| 7. Not Answered | <u>(11)</u> | <u>0%</u> | <u>(15)</u> | <u>0%</u> |
| | 223 | 100% | 223 | 100% |
| | (N = 223) | | (N = 222) | |

G4. I have contacted (visited/phoned)
my family member:

| | | | | |
|----------------------------|-------------|-------------|-------------|-----------|
| 1. Weekly or more | 11 | 5% | 23 | 10% |
| 2. Twice a month | 17 | 8% | 22 | 10% |
| 3. Once a month | 24 | 11% | 34 | 16% |
| 4. Once every three months | 26 | 12% | 33 | 15% |
| 5. About five times a year | 37 | 18% | 22 | 10% |
| 6. Twice a year | 35 | 17% | 28 | 13% |
| 7. Once a year | 21 | 10% | 16 | 8% |
| 8. Less than once a year | 41 | 19% | 39 | 18% |
| 9. Not Answered | <u>(22)</u> | <u>(0%)</u> | <u>(21)</u> | <u>0%</u> |
| | 234 | 100% | 238 | 100% |
| | (N = 212) | | (N = 217) | |

G5. If your family member has moved from TSS, how has this effected your ability to visit them?

| | | | | |
|-----------------|----|----|--------------|-----------|
| 1. Helped | -- | -- | 73 | 83% |
| 2. Hurt | -- | -- | 15 | 17% |
| 3. Not Answered | -- | -- | <u>(150)</u> | <u>0%</u> |
| | -- | -- | 238 | 100% |
| | | | (N = 88) | |

*GRAPHS OF MORALE
AND
WORK ENVIRONMENT FACTORS*

TRAVIS STATE SCHOOL

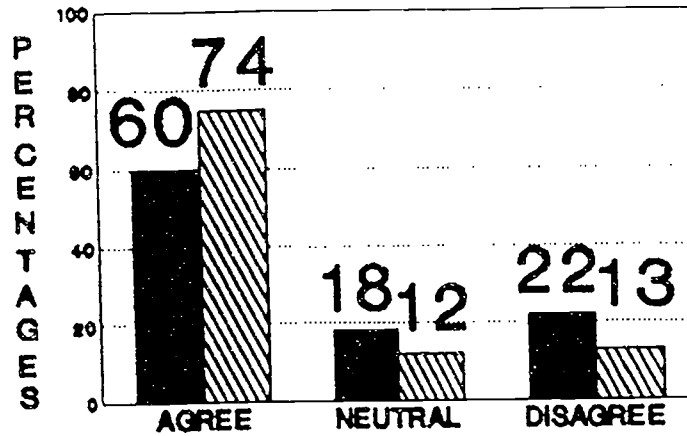
EMPLOYEE SURVEY

PARENT/FAMILY SURVEYS 1993-1994 POSITIVE CHANGES

SURVEY I



N = 405



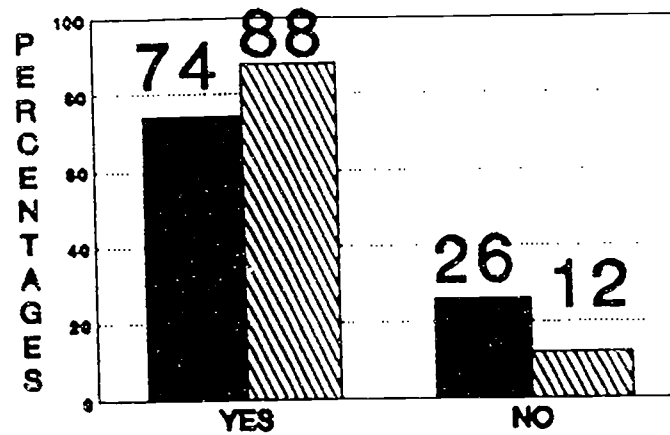
State school supported family.

TDMHMR did not forget family.

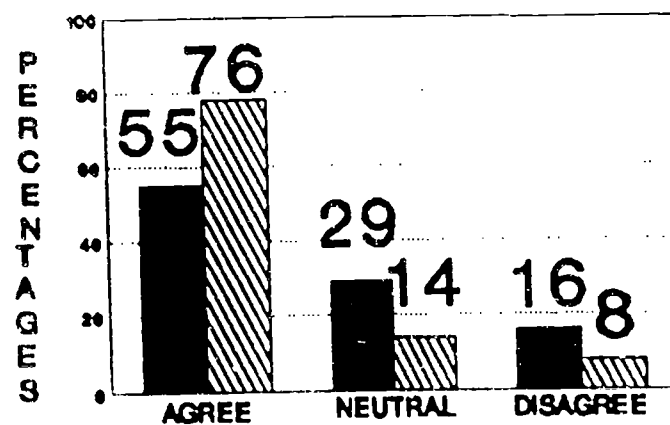
SURVEY II



N = 347



Family included in placement planning process.



Family member received quality service and was treated with dignity at all sites.