

FAMILY SUPPORT NEWS



May, 2012

Beaverbrook STEP, Inc.
Enriched Lives.....
Enlightened Communities
125 Walnut Street
Watertown, MA 02472
(617) 926-1113
www.beaverbrookstep.org

A private, non-profit corporation
dedicated to enhancing the
quality of life of individuals with
developmental disabilities in
Belmont, Waltham, Watertown,
Brighton, Brookline &
surrounding communities.



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Dear Beaverbrook STEP friends and family members,

As Fiscal Year 2012 approaches its conclusion, we proudly reflect upon the many outstanding achievements that were accomplished as part of STEP's "Everyone Counts: Renovation, Recreation and Education" strategic plan. Some highlights include:

- **Renovation:** STEP completed major renovations to 4 of our residences, creating barrier free, accessible home environments; we also purchased adaptive equipment and assistive devices for several other homes.
- **Recreation:** STEP purchased over 50 individual and group memberships at local Y's for our individuals. In partnership with Belmont Sports, STEP provided staff supports that enabled 50 of our individuals to experience a dream cruise to the Bermuda last summer. Additional social and recreational activities were also enjoyed by everyone served by STEP.
- **Education:** STEP's Options Day Programs successfully increased the number of training opportunities for participants resulting in an increase in the number of people working, volunteering and learning new skills. We added many new resources for individuals who are aging including an Elder Resource Library, as well as additional nursing, physical therapy, mental health and behavior management services. An Education Benefit was distributed to all staff too.

This year the Annual Satisfaction Survey completed by individuals served in our Residential, Individual Support and Options Day Programs once again indicated a very high level of satisfaction with services— averaging 90 to 95% !! Additionally, we are very pleased to report outstanding results from our Annual Family and Guardian Satisfaction Survey (see page 2).

Survey results are used to evaluate our program services and determine if our goals for the past year were achieved. The input from the surveys is also used to develop program goals and outcome measures for FY 2013.

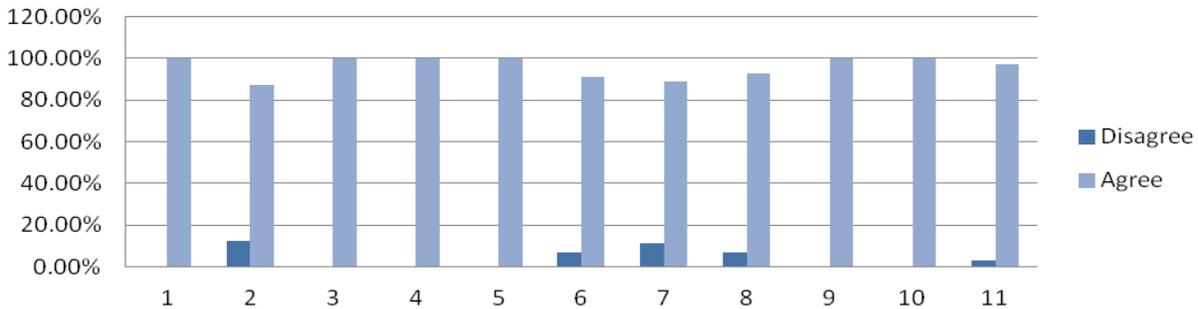
STEP is already busy planning for a wonderful trip to New York City this summer...more details to come. Our self advocates will travel to Minneapolis this fall to attend the National Self Advocates Conference. STEP also celebrated the grand opening of our new Options store "Sweet Deals Thrift Boutique" on May 1, 2012.

STEP's Annual Meeting is scheduled for Wednesday, June 6, 2012 at the Hellenic Center, 25 Bigelow Ave, Watertown. We all hope to see you there!

Sincerely,

Virginia A. Connolly
Executive Director

FY 2012 Family Satisfaction Results



SURVEY QUESTIONS

- 1= Do you feel that staff treat your family member with respect?
- 2= Do you feel that your family member is learning new skills that are increasing his or her self-reliance?
- 3= Do you feel that your family member has opportunities to participate in activities in the community that are meaningful to him or her?
- 4= Do you feel that your family member's services promote individual growth and encourage choice?
- 5= Are you satisfied with your level of involvement in your family member's Individual Support Plan?
- 6= Is your family member's home clean and well-maintained?
- 7= Are all areas of your family member's home accessible?
- 8= Do you feel that you are adequately informed regarding pertinent issues and concerns?
- 9= Are staff available to respond to questions and concerns when needed?
- 10= Does the agency respond quickly enough to your needs and concerns?
- 11= Is the range of services comprehensive enough?

Comments from Families and Guardians

"I am so pleased... if Beaverbrook STEP does not have the resources itself, they bring them insuch as CBT training and a personal trainer for weight issues."

"I like everything about Beaverbrook STEP...it comforts me to know someone is going to be there for her."

"(Beaverbrook STEP) promotes an atmosphere of independence and camaraderie (from) which our daughter has greatly benefited."

"There have been more social outings this year which have been great. No need to change anything for us..."

"The follow-through with plans and appointments is quite amazing. I couldn't do better myself and I would only be responsible for one person."

"C has been involved with Beaverbrook for a long time. Over the years, I've met many wonderful people with your organization. Your dedication to people with special needs is fantastic."

What do you like the most about Beaverbrook STEP services?

"Individualized services."

"Awesome staff"

"Dedicated staff at all levels of responsibility."

"Friendliness and courtesy of staff."

"Flexibility around accommodating needs of our family member and us."

"Staff is competent, caring and responsive."

"The staff is great and professional."