

2014 Stakeholder Listening Sessions Executive Summary
April 8, 2014

Stakeholder listening sessions were held at each of our 6 centers during the months of February, March and April. The purpose of these sessions was to solicit additional feedback from stakeholders on what we are doing well, what we could do better, and what recommendations they have for us going forward. Attendees included 23 parents, 4 residential providers, 2 client, and 3 county case managers.

The feedback that we received reflected the following **strengths to build on** (*things people like most about our existing programs*) by center/program. Also highlighted are **potential areas for improvement or growth**, including a few suggestions for services we don't currently provide.

Center	Strengths	Suggestions
Shoreview	<ul style="list-style-type: none"> • Socialization and outings offer a “bigger world” to those individuals that live with parents. • The physical activities and yoga are wonderful. • The Bee Project is great • Our drivers are on time, courteous and genuinely seem to care for people. • It’s great that people are researching different cultures and religions • Like the look of the new website • Like the Creative Arts opportunities and would like more theatrical/ performances 	<ul style="list-style-type: none"> • Would like to see more open lines of communication, specifically the use of daily communication books • More therapy services for those individuals that do not work • Busses are too loud for those individuals with sensory issues. • Selling art as an employment option vs. more traditional, less meaningful work
Brooklyn Park	<ul style="list-style-type: none"> • Like that transportation is provided by MSS staff and that we provide aides. • MSS has a “family environment” compared to our competitors • We “care about, not for people” • Issues or concerns are “fixed” very quickly • Love the Caregiver Connection meetings • Socialization is more important than earning a paycheck 	<ul style="list-style-type: none"> • Letting people know ahead of time about community outings- maybe list on Website? • Face- to face invitations to engage stakeholders more when they first start with services
Eagan	<ul style="list-style-type: none"> • MSS transportation is “ excellent” drivers are courteous and consistent- 	<ul style="list-style-type: none"> • Increase marketing efforts emphasizing range of disabilities served and art program

	<ul style="list-style-type: none"> • they are well trained by our transportation coordinator • Great teamwork and support during the transition process • Great communication • Like that staff are cross-trained and work with all the individuals • Our phones are answered quickly and there is great follow up with questions 	<ul style="list-style-type: none"> • Explore flexible/expanded service hours and activities – incorporate general public or families • Continue expanding creative arts program (gallery, performing arts)
St Paul	<ul style="list-style-type: none"> • Caring and compassionate staff • Creative Arts and opportunities to display art in the community • Community outings are very good • Enjoyed the Walk and Roll event and would like more fundraising events • Interest in learning more about the CARES program 	<ul style="list-style-type: none"> • Lack of work opportunities • More opportunities to connect with other families • Better communication between families, residential providers and MSS • Some concern over the dramatic change in transportation times
Apple Valley	<ul style="list-style-type: none"> • Communication is very impressive- problems get handled quickly • Wonderful choices for activities and numerous transitions • Strong connections with all team members • Transportation is timely and interactions positive • Like using Facebook and MSS Website for information • Prefer center based work vs. community and art as an employment option • Love the music therapy services 	<ul style="list-style-type: none"> • More specific communication w/ residential providers regarding individual needs • Glad we offer speech services but would like OT too • Miss the Walk and Roll fundraiser and would like to see another family-friendly event
Oakdale	<ul style="list-style-type: none"> • Individuals can enroll in two services at once (SES and mobile crews) • Staff are positive when working and communicating w/ people • The center is professional looking and appealing • Volunteer opportunities in center and the community • Love the different program areas (computer lab, art, fitness) • MSS hires staff with a diverse background • Trying to meet everyone's unique 	<ul style="list-style-type: none"> • More academic classes- math, reading, money skills • Using outside community connections (dietician) • More in-center work (data entry) • More consistency with work crews- same days and crews • Increase use of social media • Front entry is confusing without a receptionist- maybe staff w/ name badges

	transportation needs <ul style="list-style-type: none">• Taking cultural considerations into account	
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Overall, feedback regarding our programs and staff was overwhelmingly positive. While there were many program-specific suggestions, comments were supportive of our current direction and strategic plan. Action steps/work plans for the suggestions not already being addressed will be developed by the MSS leadership team and program supervisors.