

# BEAVERBROOK STEP

## NEWS

### April 2017



**Beaverbrook STEP, Inc.**  
Enriched Lives.....  
Enlightened Communities  
85 Main St., 2nd floor  
Watertown, MA 02472  
(617) 926-1113  
[www.beaverbrookstep.org](http://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.

**Services:**  
24 Hour Residential  
Supported Living  
Shared Living  
In-Home & Community (AWC)  
Options Employment & CBDS  
Recreation & Social Services  
Clinical & ABA Services  
Family Support  
Elder Services  
Corporate Guardianship



**Beaverbrook STEP**  
Community Service Center  
345 Waverly St.  
Belmont, MA

- Options Community Services
- Social and Education Center
- Supported Living Apartment

Affiliated with:



## Welcome Spring!

Dear Beaverbrook STEP Friends and Families,

### STEP Opens New Community Service Center

We're celebrating spring at Beaverbrook STEP with the opening of our new Community Services Center at 345 Waverley Street, Belmont. Beaverbrook STEP purchased this former rectory in 2016, embarking on a major renovation project designed to create a place in the Belmont Center area to meet the growing demand for additional programs and services for individuals with disabilities.

The new center officially opened in mid-March. STEP's 4<sup>th</sup> Options Day Services program, Options Community Services is located on the first floor in a fully accessible space that features new ramps, bathrooms and well-designed program areas. The first floor also contains conference, classroom and training space for expanding STEP's education, recreation and social services. The second floor houses staff offices, as well as, a new supported living apartment (less than 24 hour supports) that will be the future home for 4 to 5 adults. The third floor 'loft' has plumbing and storage space and room to grow in the future.

### Social Inclusion & Community Engagement

Beaverbrook STEP in partnership with the MA Dept. of Developmental Services is launching a major initiative to help individuals we serve to become more involved in their communities. What is Social Inclusion and Community Engagement? Social inclusion and Community Engagement means being involved AND feeling like you belong in your community. Staff help individuals to:

- ◆ Get more connected to family, friends and neighbors.
- ◆ Use community resources such as transportation in a safe and appropriate way.
- ◆ Find affordable or free community activities.
- ◆ Help individuals to make new friends, volunteer and/or join community groups.
- ◆ Help individuals to communicate with neighbors, local businesses, government officials and others to facilitate friendship, understanding and encouragement.
- ◆ Find new approaches to break down barriers to social inclusion.

Beaverbrook STEP believes that its person-centered approach is a vital key in making social inclusion a reality for the people we serve. A person-centered approach brings all community members together, improving the quality of life for everyone. Here are 2 examples of social inclusion activities that STEP individuals look forward to this spring:

- ◆ The Watertown Helps Out program will host a family friendly volunteer day at the beginning of May at Beaverbrook STEP's Galen Street program. Volunteers will build a raised, handicap accessible garden bed for the 6 residents who are eagerly anticipating the expansion of their outdoor garden.
- ◆ Individuals served by STEP have signed up to volunteer on May 3<sup>rd</sup> at Birthday Wishes Service Day where they will learn how to provide birthday parties for children who are experiencing homelessness. They will also make craft kits for upcoming summer parties for children living at homeless shelters.

### Beaverbrook STEP Donates to the Belmont Food Pantry



Beaverbrook STEP's Sweet Deals Boutique in Belmont presented a donation check to Gifts of Hope to benefit the Belmont Food Pantry.

L to R: Lorraine Saia, Options Day Services; Jessica Kirwan, Senior Director, Beaverbrook STEP; Patty Mihelich, Director of the Belmont Food Pantry; and Jermaine Holmes, Options Day Services.

### UMass, Beaverbrook STEP & Melmark NE Offer Continuing Education Course

Over the next 13 weeks, Beaverbrook STEP is hosting a 40 hour course to certify local area staff as Registered Behavior Technicians (RBT). A RBT works under the close supervision of a BCBA therapist implementing behavioral plans. The course will be taught by licensed behaviorists from both Beaverbrook STEP and Melmark New England. At completion, students receive 4 credits and RBT certification from UMass Boston.

### Satisfaction Survey Report

Beaverbrook STEP is very pleased to report that individuals, families, volunteers and other stakeholders continue to be very satisfied with our programs and services. See page 2 for details!

Yours truly,  
Virginia A. Connolly, MEd, LCSW, LMHC  
Executive Director

## SATISFACTION SURVEYS RESULTS 2016

### FAMILY AND GUARDIAN SATISFACTION SURVEYS

- 1= Do you feel that staff treat you with respect?
- 2= Do you feel that you are learning new skills that are increasing your self-reliance?
- 3= Do you feel that you have opportunities to participate in activities in the community that are meaningful to you?
- 4= Do you feel that your services promote individual growth and encourage choice?
- 5= Are you satisfied with your level of involvement in your Individual Support Plan?
- 6= Is your home clean and well-maintained?
- 7 = Are all areas of your home accessible?
- 8 = Do you feel that you are adequately informed regarding pertinent issues and concerns?
- 9= Are staff available to respond to your 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?



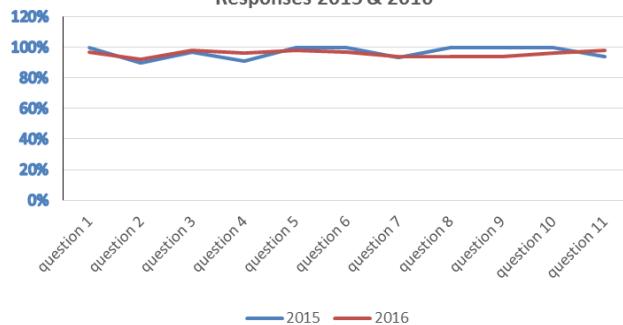
#### **SATISFACTION SURVEY PROCESS**

Each year, Satisfaction Surveys are sent out to individuals served in Beaverbrook STEP's Residential and Day Program services. Surveys are also sent to Families, Guardians and External Stakeholders. Input is solicited from Board Members, volunteers and staff, as well.

Surveys are collected and analyzed to assess the satisfaction of program participants, families/guardians and other stakeholders. Results are used to determine short and long term goals for future program planning based upon the concerns and requests articulated in the surveys.

For a copy of the complete 2016 survey report, please contact the Beaverbrook STEP office. We thank each person who participated in the survey and extend sincere appreciation to everyone involved for all their efforts.

Family Surveys Comparison Agree & Strongly Agree Responses 2015 & 2016



### INDIVIDUAL\* SATISFACTION SURVEY RESULTS

In 2016, Beaverbrook STEP provided residential services to 145 adults. Once again, the survey results reflect a very high level of satisfaction continuing the positive results from individuals served over the past 20+ years. Some noteworthy achievements include:

- 92% (90% in 2015) of participants indicated that they were 'usually' or 'always' satisfied with their program services.
- 93% (92% in 2015) 'agree' or 'strongly agree' that Beaverbrook STEP staff respect their choices.
- 99% (92% in 2015) of individuals surveyed indicated that they feel that their homes are attractive and well-maintained.

Overall, survey respondents\* indicated high levels of personal satisfaction and growth in 2016. They genuinely like their services and supports received from staff whom they describe as 'kind, caring, competent and respectful.'

\*Individuals served in STEP Residential, Shared Living, Supported Living, and Agency with Choice Programs

### OPTIONS EMPLOYMENT AND COMMUNITY BASED DAY SERVICES 2016 SURVEY RESULTS

In 2016, Options Day Services operated from 3 sites: Options Employment Services in Waverley Square in Belmont; Options Alternative Services on Main Street, Watertown; and Options Unlimited Services in Cushing Square, Belmont.

- ⇒ Options served over 100 individuals, compared with 80 individuals in 2015, an increase of 25%.
  - ⇒ Options curriculum focus areas: Vocational, Volunteer, Social, Recreation and Education.
  - ⇒ Each person's schedule is structured to meet his/her personal goals, life vision and support needs.
- Individuals served in 2016 responded with the same high level of satisfaction found in 2015.
- ⇒ In 2016, 91% (90.5% in 2015) of participants in the 3 Options programs indicated that they were 'usually' or 'always' satisfied with their services and they 'agreed' or 'strongly agreed' that Beaverbrook STEP staff support, respect and understand them.
  - ⇒ Ninety-nine percent (99%) of individuals indicated that they feel that Options programs are attractive and well-maintained, the same percentage as 2015.

