

VISION FOR EQUALITY, INC.

IM4Q-PHILADELPHIA COUNTY

IM4Q Postcard Feedback Summary 2008-2009



During this cycle, IM4Q was able to visit 784 individuals with disabilities and their families to ensure that they are satisfied with the services they are receiving, as well as with their quality of life. As important as it is for us to find out information about the individuals, it is equally important to get some feedback about how our teams are doing. After an interview is completed, the team leaves a postcard with the individual and asks them to rank the team's performance in various areas. The results are based on a scale of 1-5. Here are the results of the IM4Q feedback postcards given to all individuals and families visited in 2008-2009.



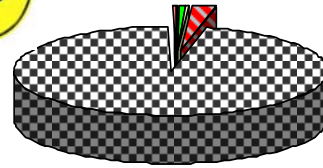
Additional Comments.....

- Thanks for taking time and doing the survey to improve quality and support. Very informative and thorough.
- The ladies were very nice to the client. The client responded to them in a positive way.
- I appreciate all that I learned about Vision for Equality, very informative.
- Both people were very courteous and professional. The survey is a good thing, so we can provide and assist the people we serve.
- The team was very informative and explained what questions needed clarifications. Some of the questions were for higher functioning individuals, but it went well.
- They were very concerned and I felt that my daughter is finally getting the attention she always wanted.
- They were very knowledgeable of what they were surveying about. Continue to be there, it gives the family more insight.
- They were very personable and caring toward the individuals. It seems to be a bit redundant but it is very helpful to identify the individuals needs.
- Courteous, on time, and able to adjust to individual circumstances.
- I like that they took my picture.
- Keep up the good job!

How nice were the people doing the survey?



□ 1 □ 2 □ 3 □ 4 □ 5 □ No Response



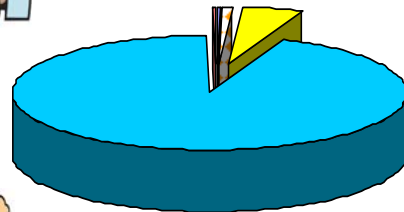
1 (not very nice): 1
2:(somewhat nice) 1
3 (in between):1
4:(nice) 6
5 (very nice): 241
No response: 0

Total Responses: 250

Did the surveyors do a good job?



□ 1 □ 2 □ 3 □ 4 □ 5 □ No Response



1 (not very good) : 1
2:(somewhat good) 0
3 (ok): 2
4:(good) 12
5 (very good): 235
No Response: 1

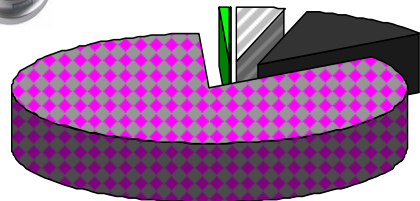
Total Responses: 251



Was the survey easy or hard to do?



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ No Response



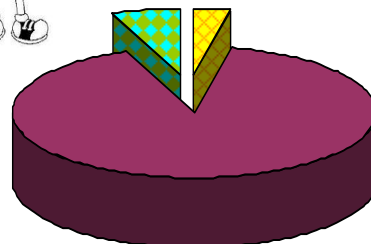
1 (Hard): 0
2(Somewhat Hard) 0
3(In-between) : 10
4(Easy) 28
5(Very Easy) : 209
No Response: 2

Total Responses: 249

Was the survey too long?



□ Don't Know □ No □ Yes



Yes: 15
No: 223

Don't Know: 8

Total Responses: 246

