



Vision for EQuality
Independent Monitoring for Quality
Cycle 17
FY 2015-2016
Respondent Feedback Summary
August, 2016

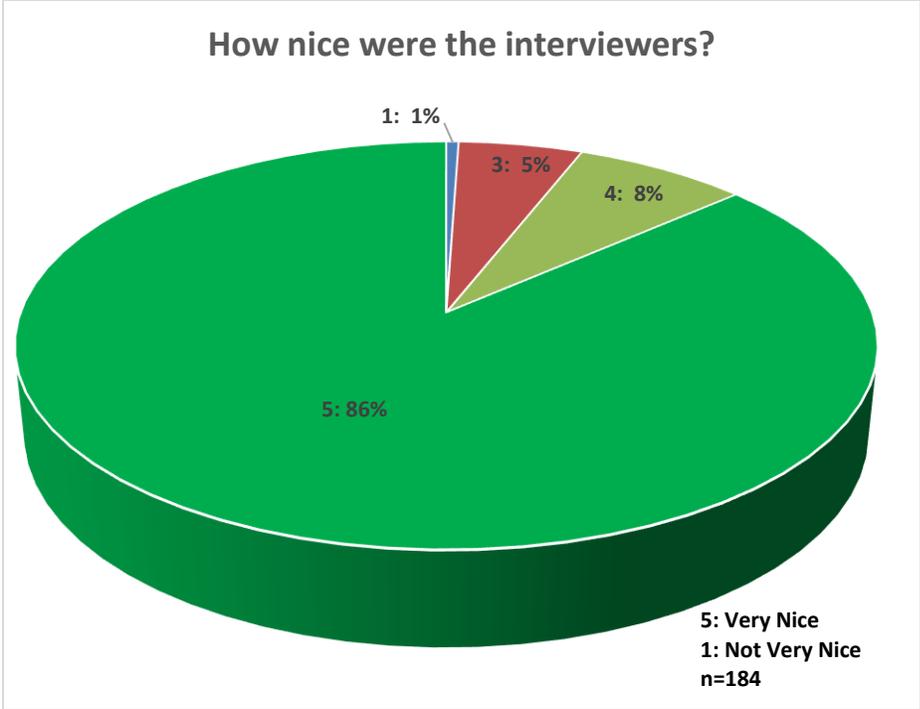
During the FY 2015-2016 monitoring cycle, Vision for EQuality monitoring teams visited 700 individuals residing in a variety of living arrangements, including living with relatives, supported living settings such as Community Homes, Intermediate Care Facilities, Life Sharing, and State Centers, or in their own homes with or without staff supports. As important as it is to gather information about individual satisfaction with the services and supports respondents receive, it is equally important to know how well our monitoring teams are doing during the interview process. When an interview is complete, the team leaves a pre-posted postcard with the individual and asks them to rate the teams' performance in several areas.

Cycle 17 - 2015-2016

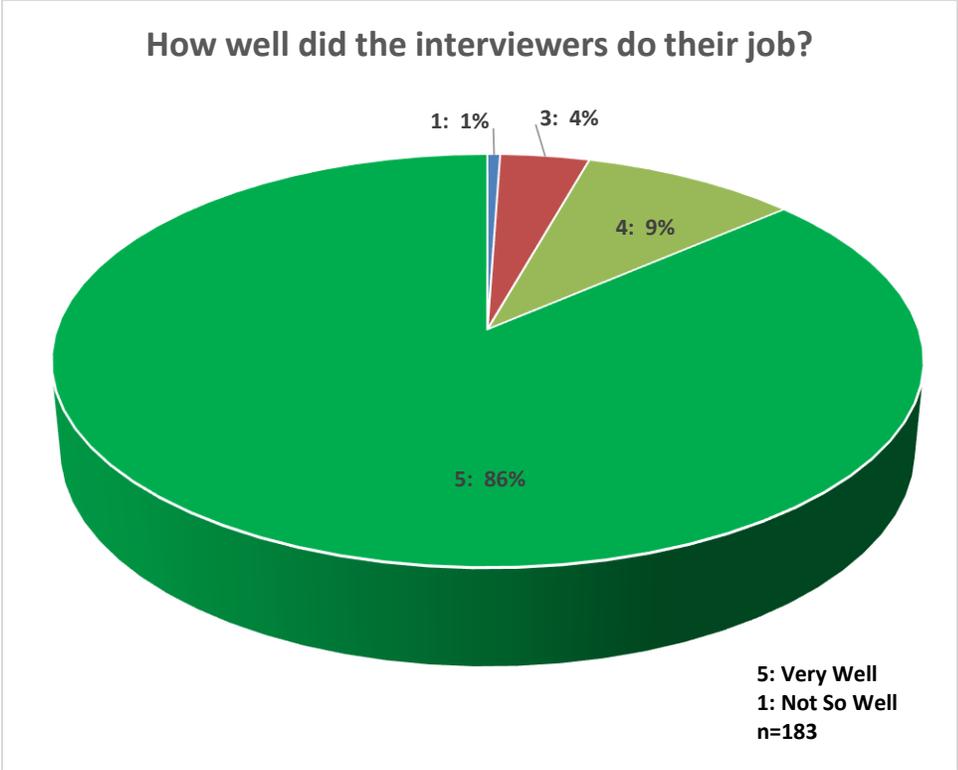
We received 184 feedback postcards. The results are based on a 1-5 scale. The attached graphs show the results of the IM4Q feedback postcards from Cycle 17 (FY 2015-2016).

The four areas of feedback are:

1. 'How nice were the interviewers?'
2. 'How well did the interviewers do their job?'
3. 'Was the survey too long?'
4. 'Was the survey easy or hard to do?'

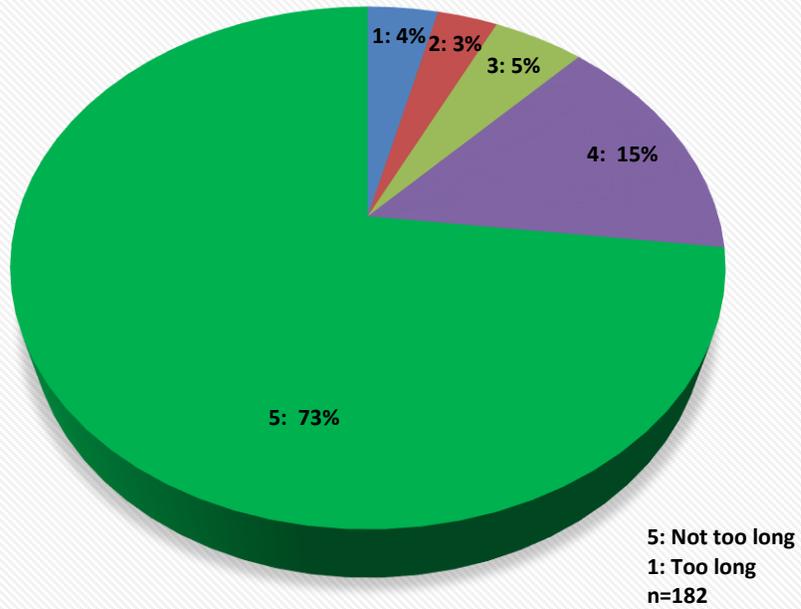


94% of respondents found our interviewers to be 'nice' or very nice'.



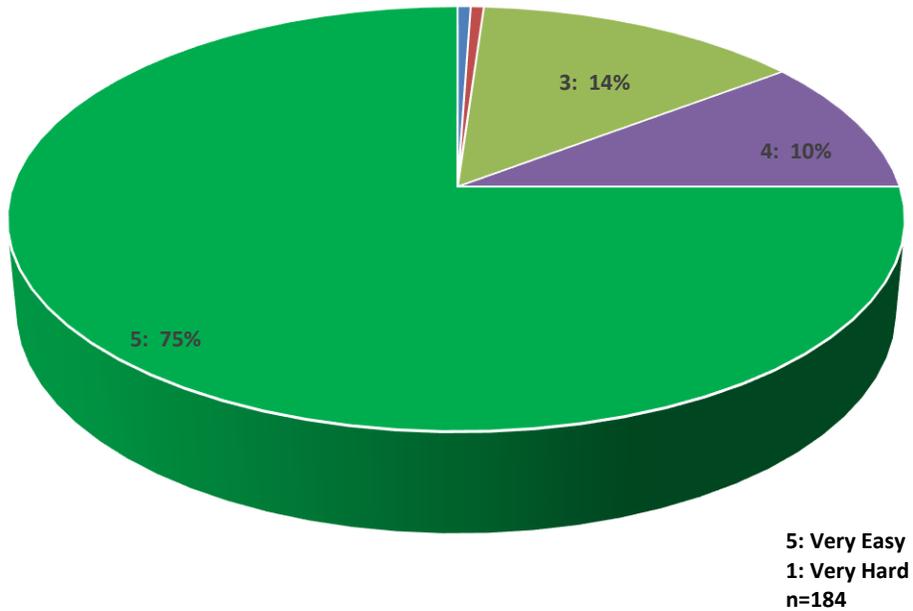
95% of respondents found the interviewers did their job 'well' or 'very well'.

Was the survey too long?

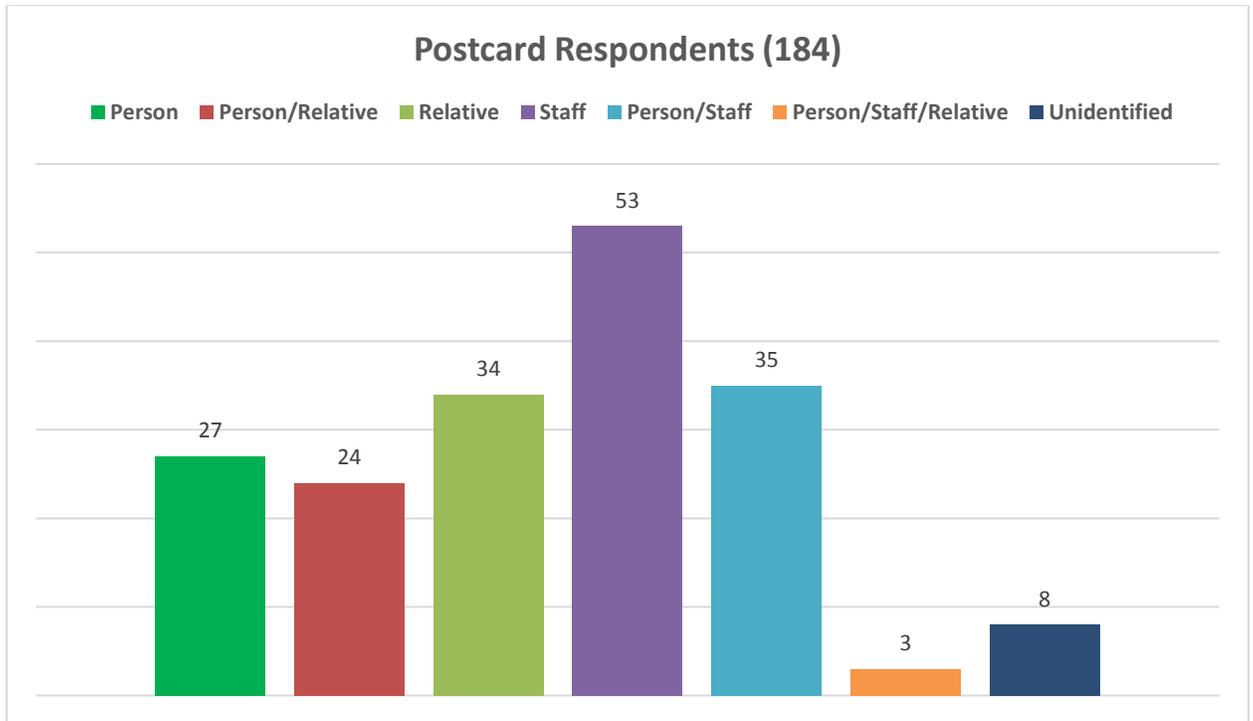


88% of respondents did not find the survey too long.

Was the survey easy or hard to do?



**85% of respondents found the survey 'easy' or 'very easy' to complete.
1% of respondents found the survey 'hard' or 'very hard' to complete.**



48.3% of Post Interview Feedback Cards were completed by the individual, either alone or with assistance. 18.4% of respondents were relatives and 29% were completed by staff. 4.3% of respondents did not identify themselves.

Some additional comments provided by respondents included:

- “Warm and friendly; the best questions anyone ever asked us! It showed they cared about us”.
- “The people were nice to me about my needs”.
- “My relative said he had a ‘wonderful time’ with them”.
- “The assessment was easy for my sister to understand”.
- “(The interviewer) did her job and made sure I understood the questions”.
- “They are very nice. I commend you. Send them all the time for all families”
- “They explained the questions I didn’t understand; they were very nice people”.
- “Survey was in depth and easy to complete; responses to future surveys will increase”.
- “They gave me a lot of information I did not know; thank you so much”.
- “Thank you for caring”.