



Vision for Equality

Serving People with Disabilities and Their Families

**Vision for EQuality
Independent Monitoring for Quality
Cycle 18
FY 2016-2017
Respondent Feedback Summary
July 21, 2017**

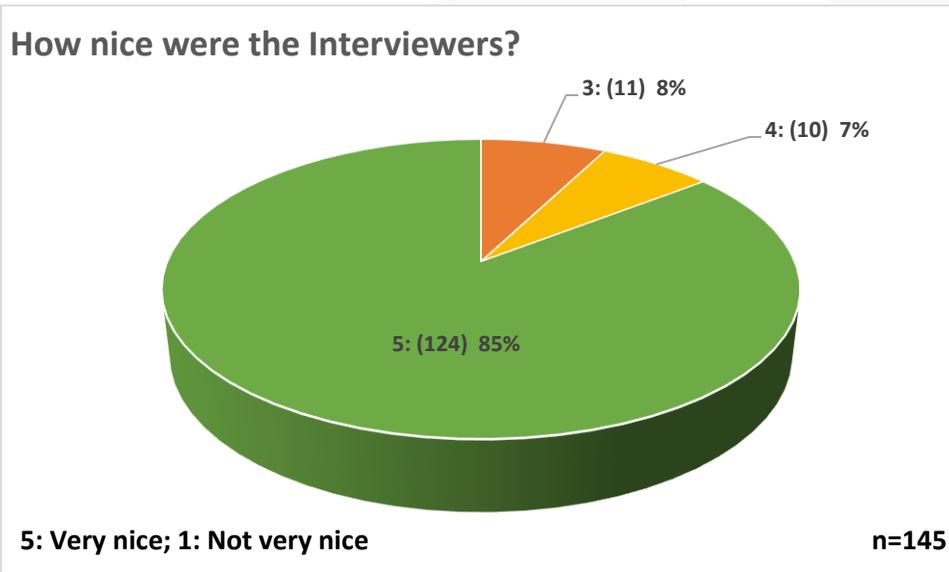
During the FY 2016-2017 monitoring cycle, Vision for EQuality monitoring teams visited 704 individuals residing in a variety of living arrangements, including living with relatives, supported living settings such as Community Homes, Intermediate Care Facilities, Life Sharing, and State Centers, or in 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 18 - 2016-2017

We received 146 feedback postcards (146/704; 21%). The results are based on a 1-5 scale. The attached graphs show the results of the IM4Q feedback postcards from Cycle 18 (FY 2016-2017).

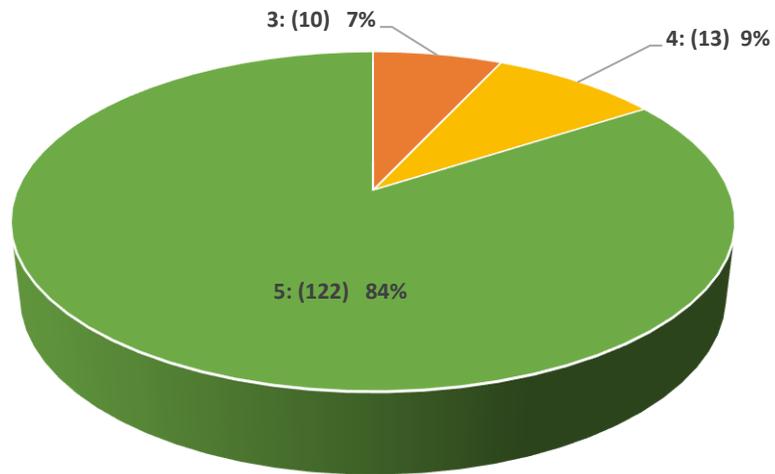
The four areas of feedback are:

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?'



92% of respondents found our interviewers to be 'nice' or very nice'.

How well did the Interviewers do their job?

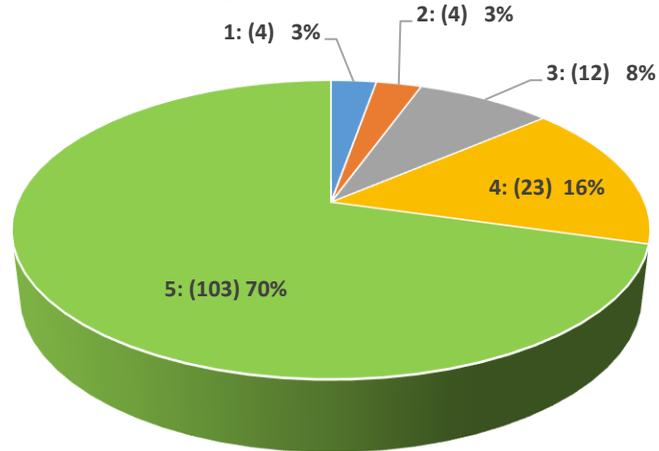


5: Very well; 1: Not very well

n=145

93% of respondents found the interviewers did their job 'well' or 'very well'.

Was the survey too long?

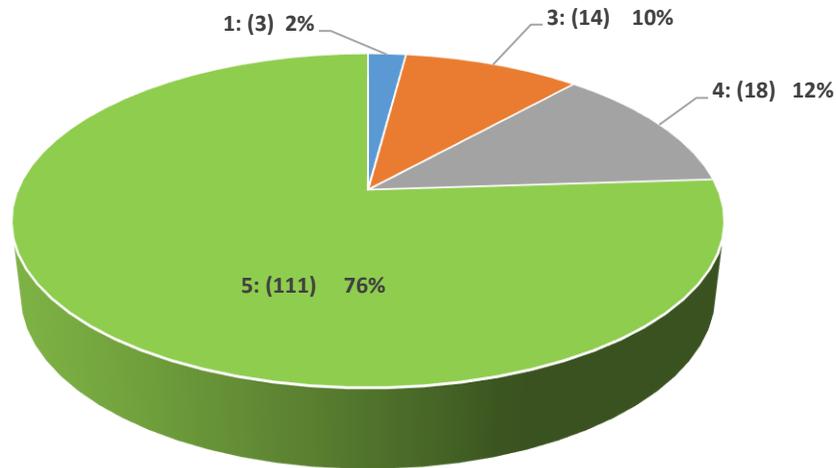


5: Not too long; 1: Very long

n=146

86% of respondents did not find the survey too long.

Was the survey easy or hard to do?

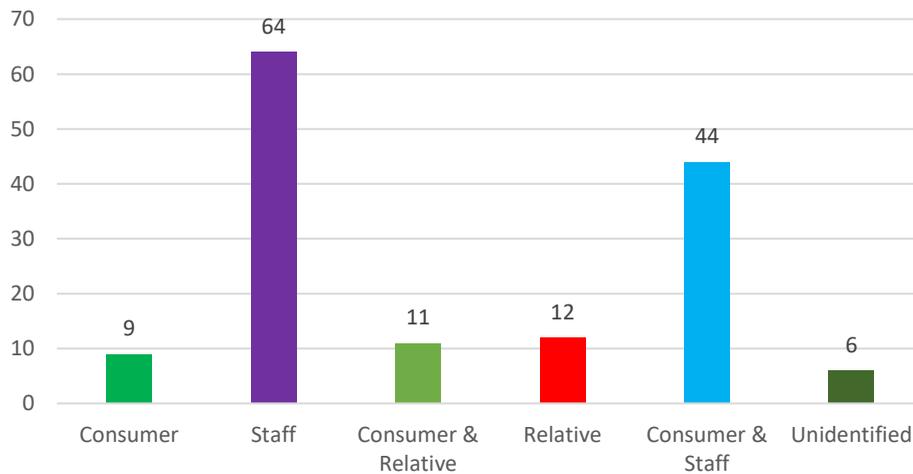


5: Very easy; 1: Very hard

n=146

**88% of respondents found the survey 'easy' or 'very easy' to complete.
2% of respondents found the survey 'hard' or 'very hard' to complete.**

Who were the Respondents? (146)



43.8% of Post Interview Feedback Cards were completed by the individual, either alone or with assistance from Family or Staff. 8.2% of respondents were relatives and 43.8% were completed by staff. 4.1% of respondents did not identify themselves.

Some Additional Comments by Respondents

- ✓ "I felt I got what I needed to say and how I feel"
- ✓ "Thanks for choosing my daughter for the survey. We found it very helpful"
- ✓ "I learned a great deal from the representatives. The information they gave me was priceless".
- ✓ "Consumer attended meeting monitor team...this does not usually happen with this person!"
- ✓ "Very kind and attentive. Respectful of our home."
- ✓ "Survey may have been a bit long for the individual, but surveyors were very nice!"
- ✓ "The surveyors were very polite and explained everything they were doing."
- ✓ "They were great and our child loved the surveyors as well. "