



Vision for Equality

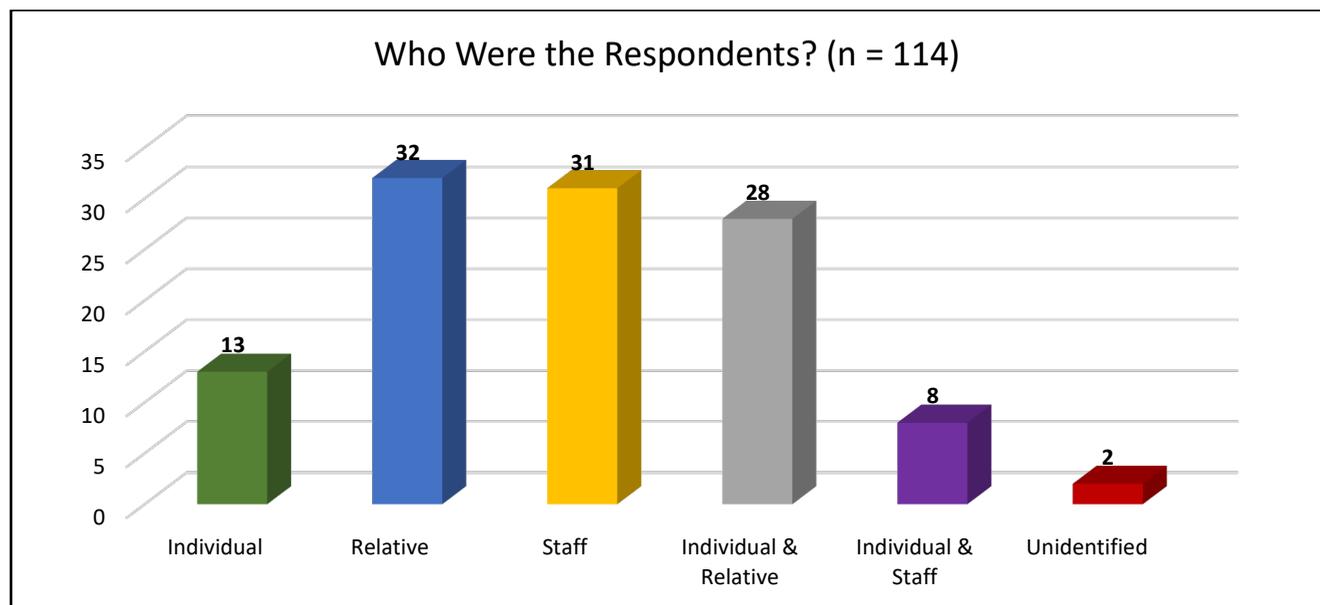
Serving People with Disabilities and Their Families

**Vision for Equality
Independent Monitoring for Quality
Cycle 21 (FY 2019-2020)
Respondent Feedback Summary
July, 2020**

Prior to the Pennsylvania Office of Developmental Programs' cessation of the FY 2019-2020 monitoring cycle due to the COVID-19 Pandemic during March, 2020, Vision for Equality monitoring teams visited 341 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 21: FY 2019-2020

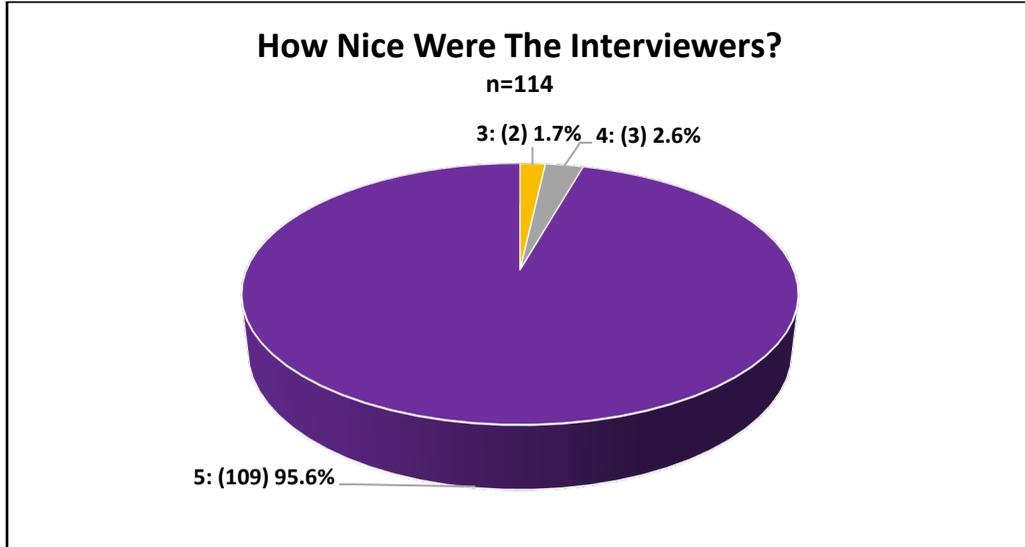
We received 114 feedback postcards (114/341; 33.4% return rate. This was also the same return rate as Cycle 20, FY 2018-2019). The results are based on a 1-5 scale. The attached graphs show the results of the IM4Q feedback postcards from Cycle 21 (FY 2019-2020).



42.9% of Post Interview Feedback Cards were completed by the individual, either alone or with assistance from Family and/or Staff. 28.1% of respondents were relatives on their own and 27.2% were completed by staff on their own. 1.7% of respondents did not identify themselves.

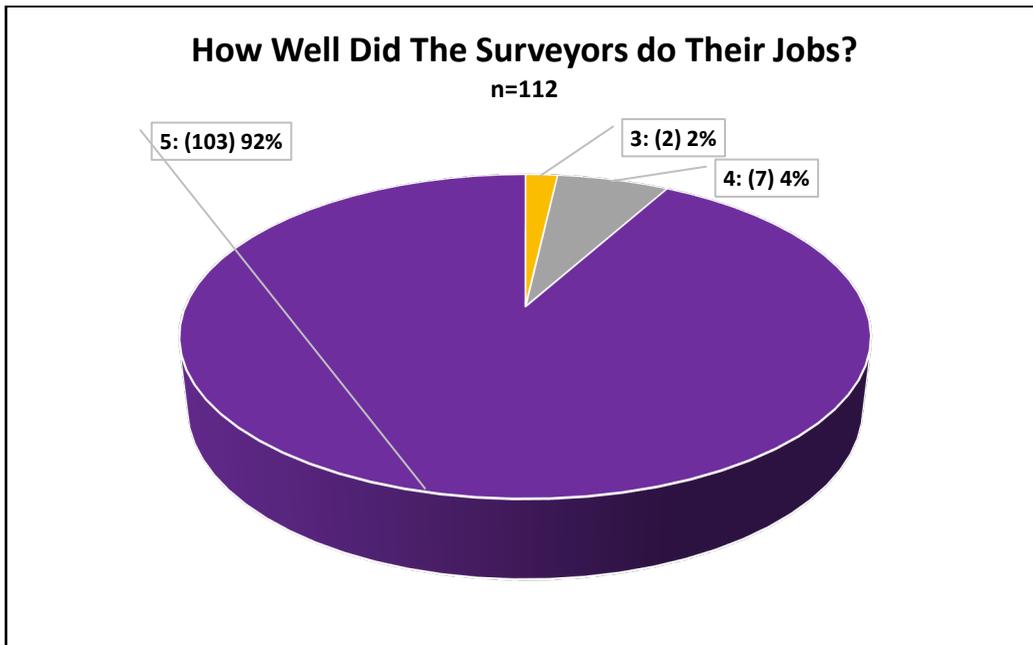
The four areas of feedback are:

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?'



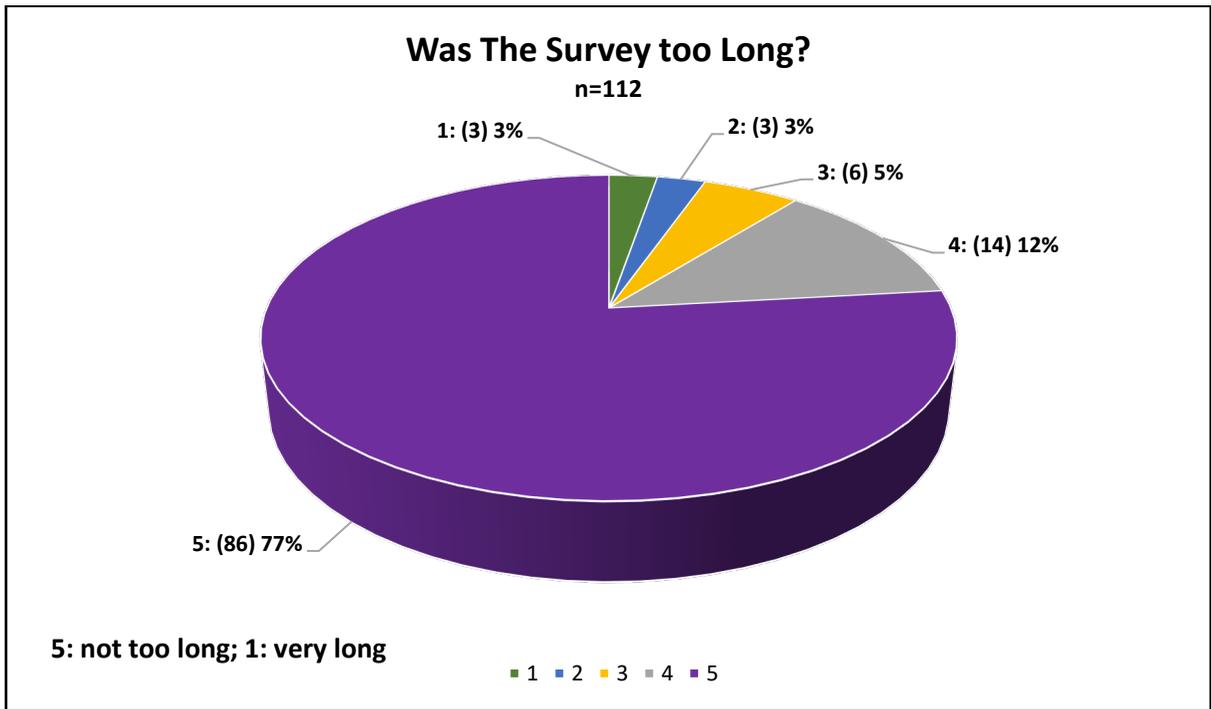
5= very nice; 1= not very nice

98.2% of respondents from Cycle 21 found our interviewers to be 'NICE' or 'VERY NICE'



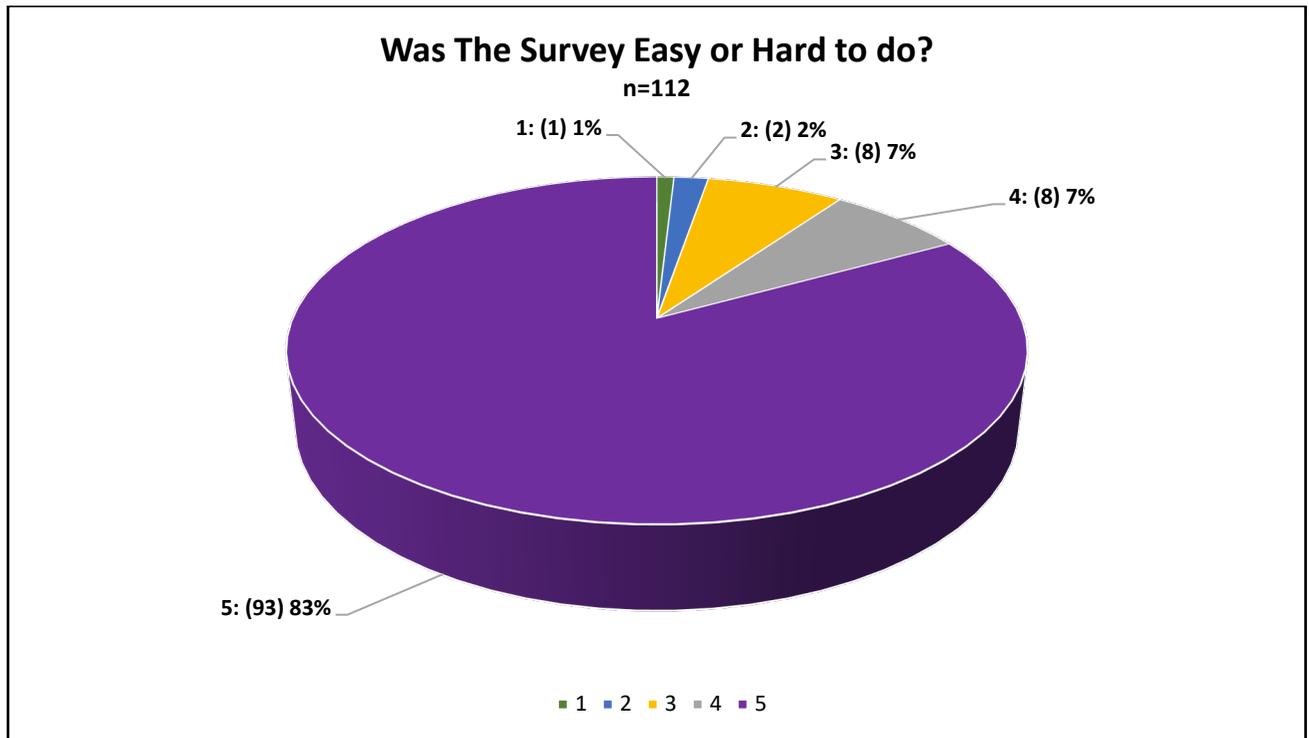
5= very well, 1= not very well

98.3% of respondents found the interviewers did their job 'well' or 'very well'.



5= not too long, 1= too long

89.2% of respondents did not find the survey too long.
5.3% of respondents did find the survey 'long' or 'too long.'



5= very easy, 1= very hard

90.2% of respondents found the survey 'easy' or 'very easy' to complete.
2.7% of respondents found the survey 'hard' or 'very hard' to complete.

Some Additional Comments by Respondents

- ✓ “Was glad to have a young man relate with son about life experience(s) and (give) encouragement.”
- ✓ “I am very happy with the monitor team that came out to meet me and my family. Thank you for everything.”
- ✓ “Her focus was and is on the client.”
- ✓ “The ladies made the individual feel welcome.”
- ✓ “I like (the) respect me and my son receive.”
- ✓ “Some questions were asked over and over”
- ✓ “Nothing...but he hopes to get an aide somehow.”
- ✓ “Thought it was a little long for the individual”
- ✓ “A lot of information we should have known long ago.”
- ✓ “My experience through the years with VFE has been very informative and helped me save my daughter’s life.”
- ✓ “They really help me understand. I wish they could come yearly for parents.”
- ✓ “I truly hope that there’s consideration and follow-up on the policy concerns I shared.”
- ✓ “Individuals did not professionally introduce themselves when they arrived. Neither did they explain the purpose of the visit.”
- ✓ “They were good, kind people listening to every word we say”
- ✓ “The monitors were great, but the interview took 2 hours and the questions were too hard for my loved one to understand”.
- ✓ “We were very pleased with the two ladies that conducted the survey. They were very professional.”
- ✓ “Very professional! Very patient with the individual...very helpful.”
- ✓ “The survey was nice and they took their time with me and listened to what I had to say!”