



Vision for Equality

Serving People with Disabilities and Their Families

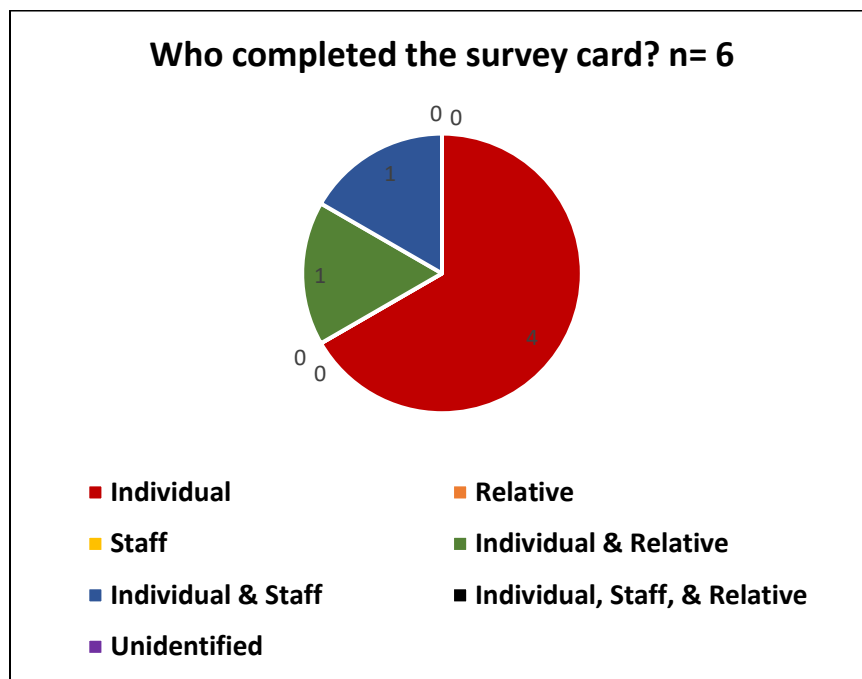
**Vision for Equality
Independent Monitoring for Quality
Cycle 21 (FY 2019-2020)
Respondent Feedback Summary-Cumberland/Perry
August 2020**

During the FY 2019-2020 monitoring cycle, Vision for Equality monitoring teams visited **37** individuals residing in a variety of living arrangements, including living with relatives, supported living settings such as Community Homes, Personal Care Homes, Life Sharing, 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.

****During Cycle 21 the number of Individuals visited was greatly reduced due to the COVID-19 Pandemic**

Cycle 20: FY 2019-2020

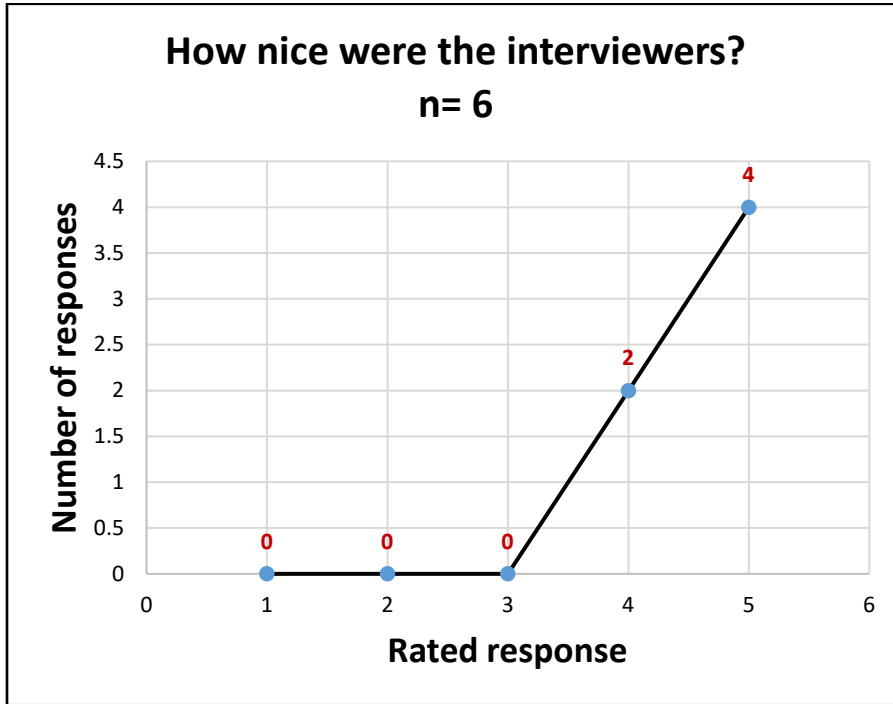
We received 6 feedback postcards (6/37 16% return rate). The results are based on a 1-5 scale. The attached graphs show the results of the IM4Q feedback postcards from Cycle 21 (FY 2019-2020).



67% of Post Interview Feedback Cards were completed by the individual, either alone or with assistance from Family and/or Staff. 17% of respondents were individuals with relative's assistance and 17% were completed by individual with staff assistance.

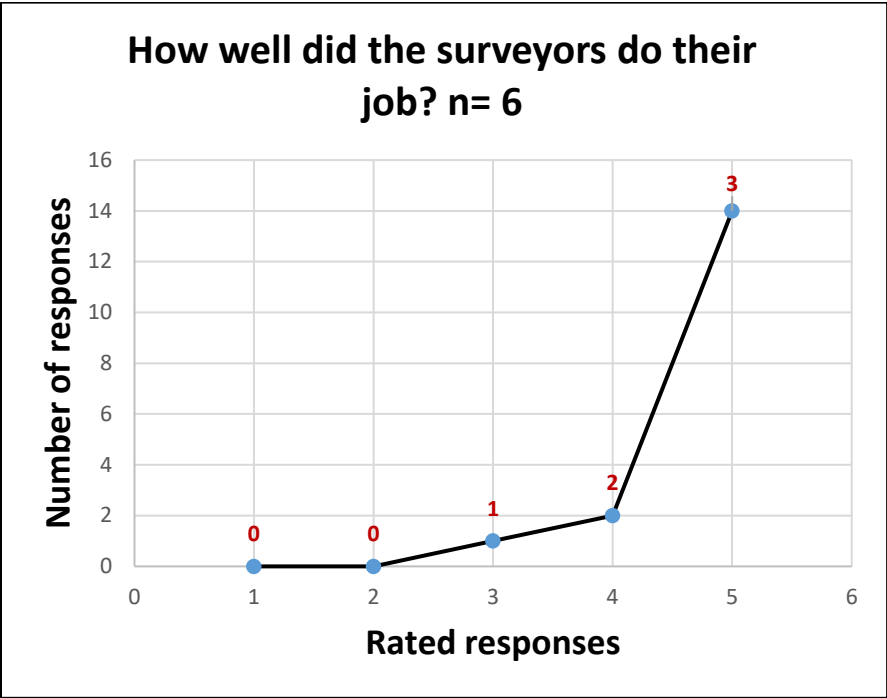
The four areas of feedback are:

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?'



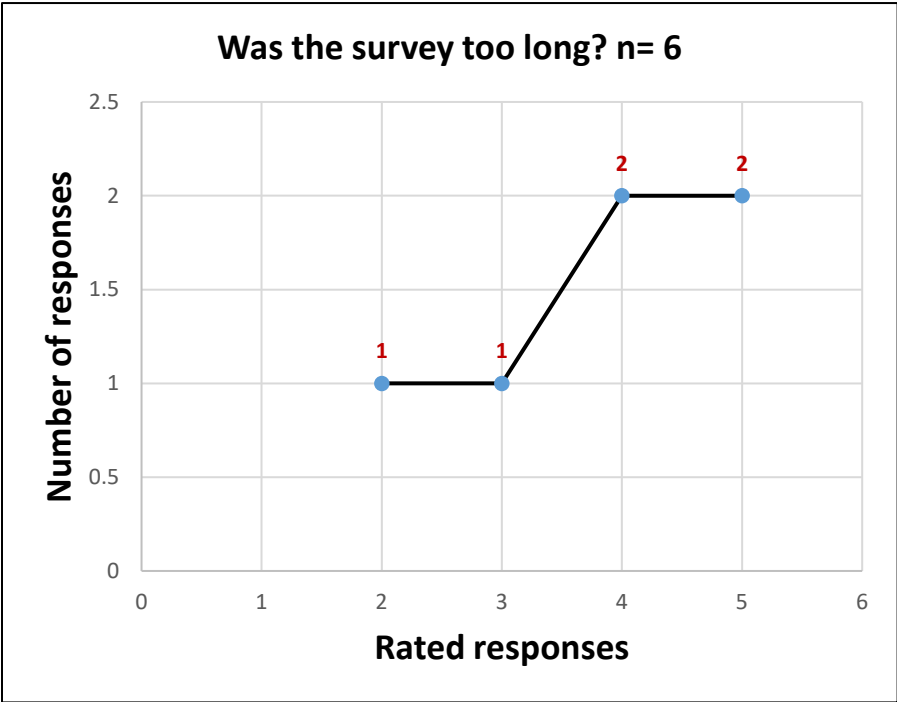
5= very nice; 1= not very nice

100% of respondents from Cycle 21 found our interviewers to be 'NICE' or 'VERY NICE'



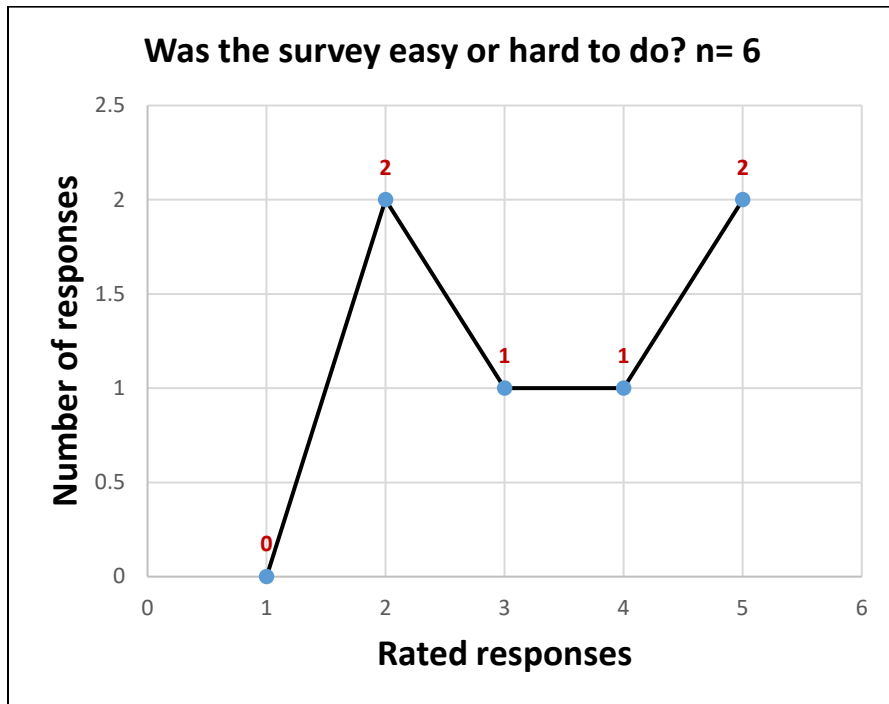
5= very well, 1= not very well

83% of respondents found the interviewers did their job 'well' or 'very well'.



5= not too long, 1= too long

83% of respondents did not find the survey too long.
33% of respondents did find the survey 'long' or 'too long.'



5= very easy, 1= very hard

50% of respondents found the survey 'easy' or 'very easy' to complete.

50% of respondents found the survey 'hard' or 'very hard' to complete.

Some Additional Comments by Respondents

- ✓ "I was happy to see them when they came to visit with me and listen to what I had to say."
- ✓ "Very nice people and took the time to wait for me to eat my lunch."