



Vision for Equality

Serving People with Disabilities and Their Families

**Vision for EQuality
Independent Monitoring for Quality
Cycle 19
FY 2017-2018
Respondent Feedback Summary
July 30, 2018**

During the FY 2017-2018 monitoring cycle, Vision for EQuality monitoring teams visited 693 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.

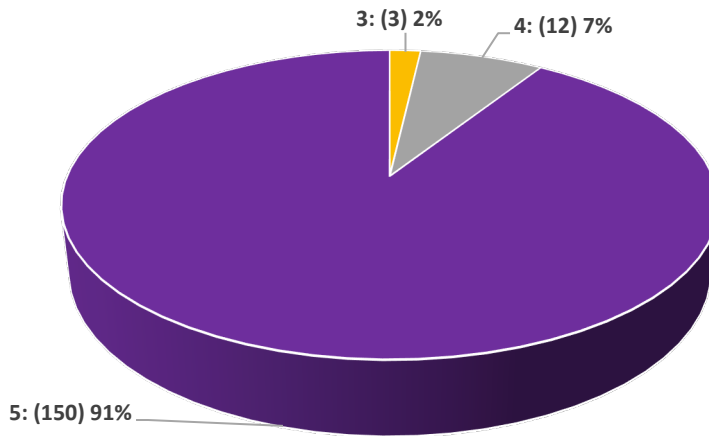
Cycle 19 - 2017-2018

We received 165 feedback postcards (165/693; 23.8%). 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?'

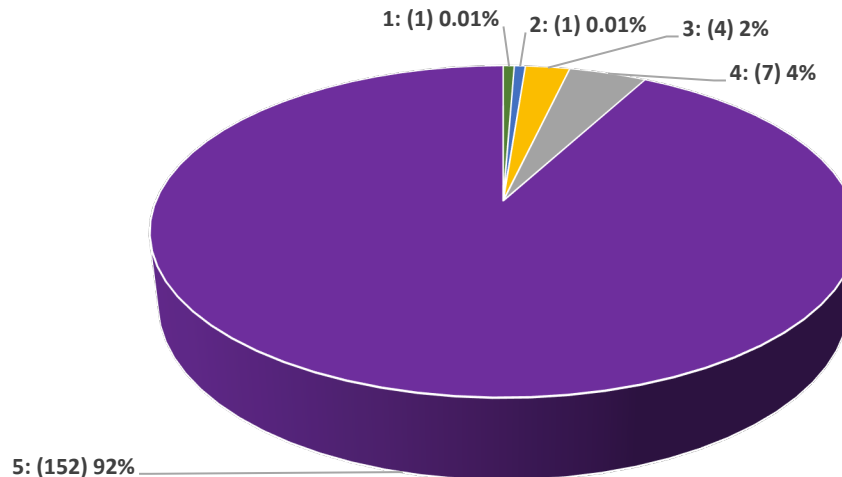
How Nice Were The Interviewers? n = 165



5: very nice; 1: not very nice

98.1% of respondents found our interviewers to be 'nice' or very nice'.

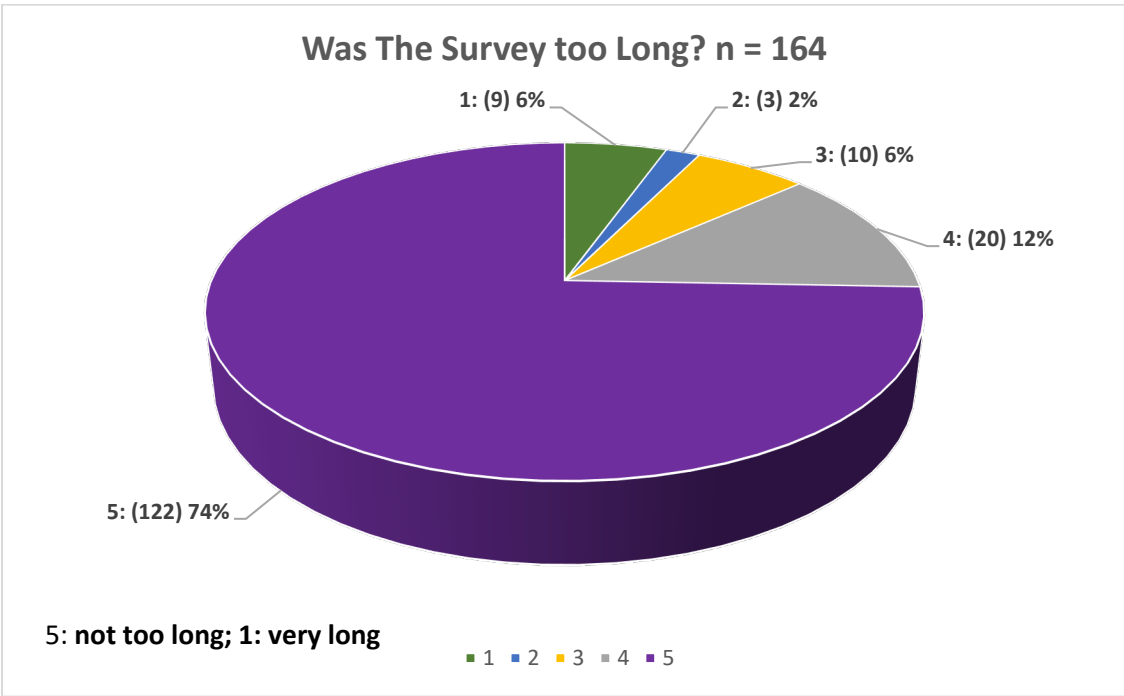
How Well Did The Surveyors Do Their Jobs? n = 165



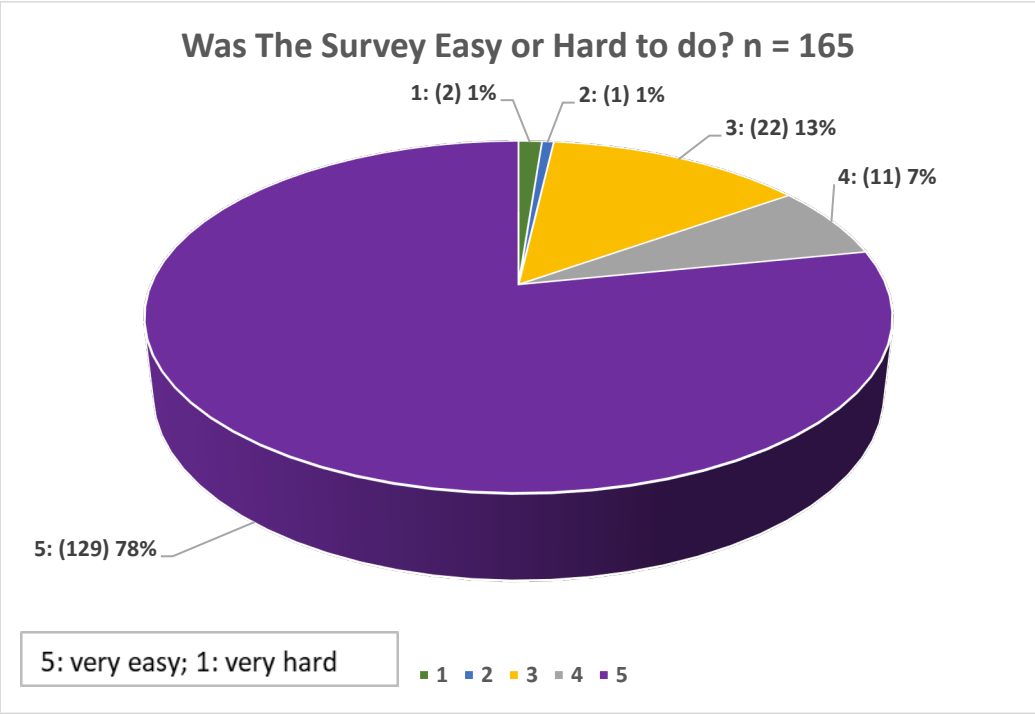
5: very well; 1: not very well

1 2 3 4 5

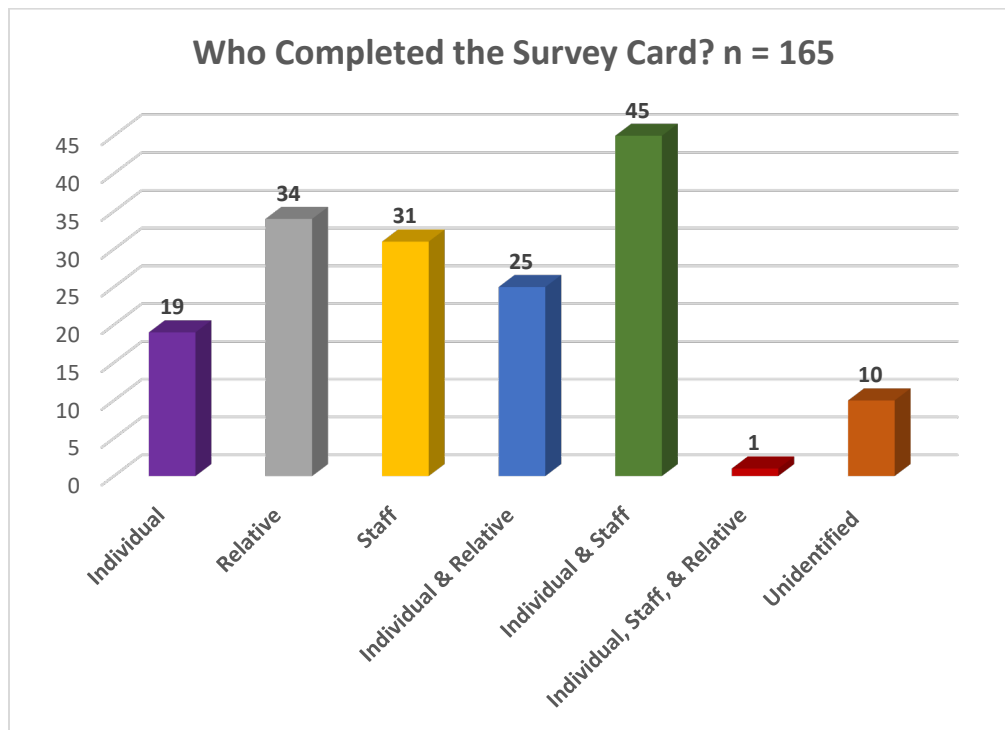
96.3% of respondents found the interviewers did their job 'well' or 'very well'.



**86% of respondents did not find the survey too long.
7.3% of respondents did find the survey 'long' or 'too long.'**



**85% of respondents found the survey 'easy' or 'very easy' to complete.
2% of respondents found the survey 'hard' or 'very hard' to complete.**



54.5% of Post Interview Feedback Cards were completed by the individual, either alone or with assistance from Family or Staff. 20% of respondents were relatives and 18.7% were completed by staff. 6% of respondents did not identify themselves.

Some Additional Comments by Respondents

- ✓ “These ladies were awesome, lots of knowledge and info. Warm, courteous. Welcome back any time. Thanks!”
- ✓ “The representatives were helpful because they explained to me my rights.”
- ✓ “They were polite and got along well with the individual, closely monitoring his response.”
- ✓ “These people were very caring and understanding. They explained every question clearly. Thank you!”
- ✓ “Both surveyors were very nice and explained questions in a manner the individual could understand.”
- ✓ “My son felt relaxed and calm. It was great!!!”
- ✓ “The survey was made very simple to follow. Involved some fun.”
- ✓ “They were very patient and understanding with the individual.”
- ✓ “Was very pleased with the professional manner of the two team members.”
- ✓ “They were good at rewording questions when I did not understand the first time.”
- ✓ “Surveyors were very kind and my individual enjoyed their company. It was a pleasure!”