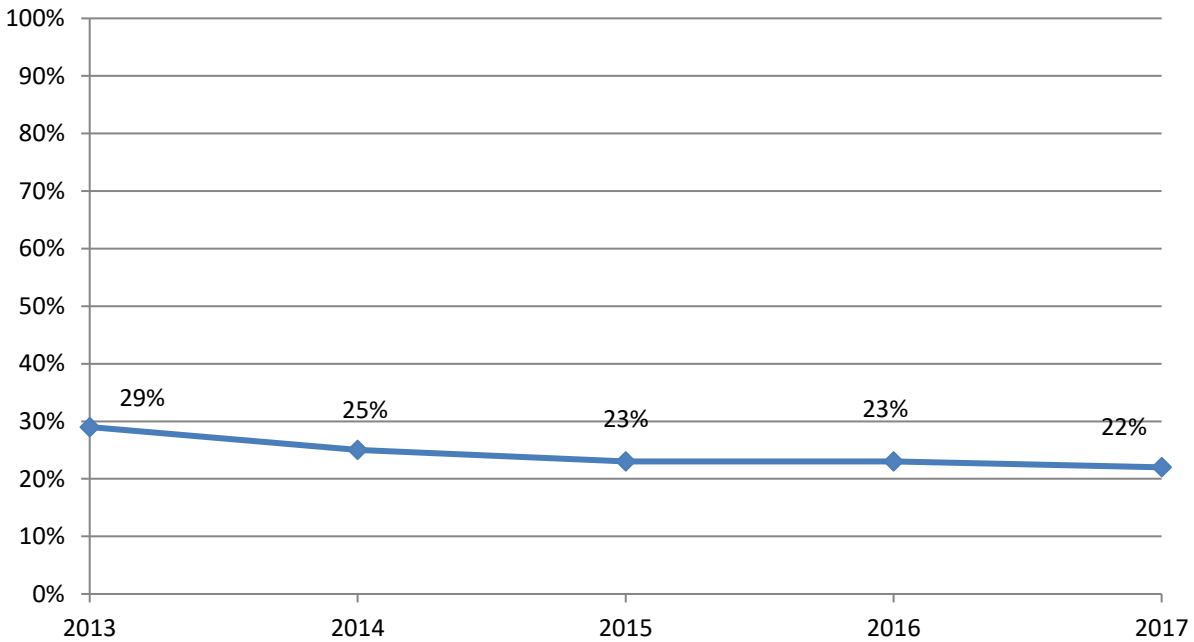


Family Satisfaction Surveys Results FY 2016-2017

Five Year Comparison

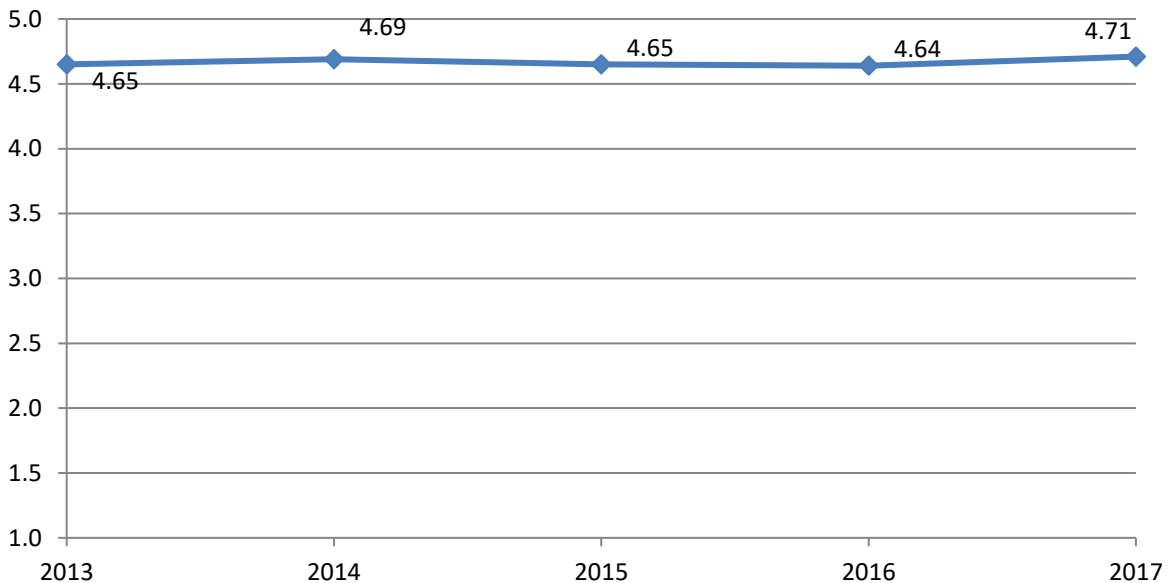
Survey Return Rate

In 2017, we mailed 1770 surveys, of which 381 were completed and returned, for a return rate of 22%.



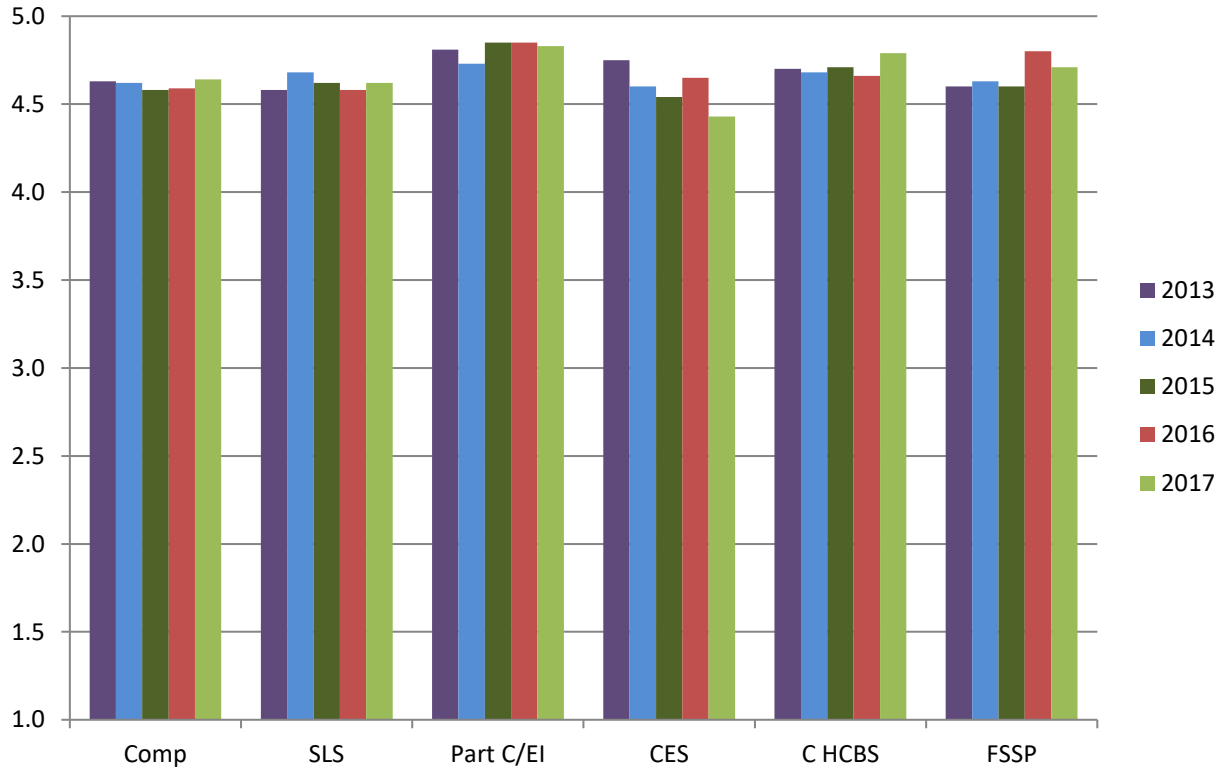
Satisfaction Index for Foothills Gateway Programs/Service Areas

The following chart shows the Satisfaction Index for individuals served by Foothills Gateway Residential and Day Programs. This Satisfaction Index includes all questions about these Foothills Gateway programs and all general and Case Management questions, but does not include questions about other Provider Agencies.



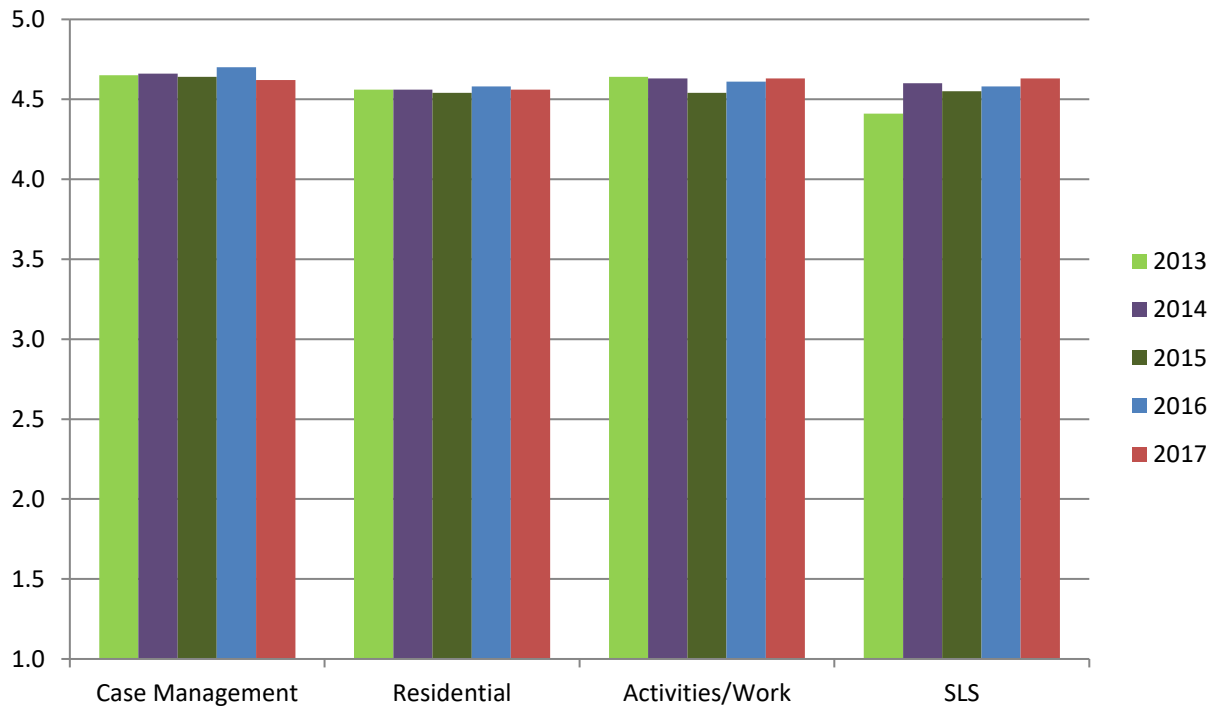
Satisfaction Index per Program

The following chart shows the Satisfaction Index for individuals served by Program Type. This Satisfaction Index includes all questions about these programs and all general and Case Management questions, but does not include questions about other Programs.



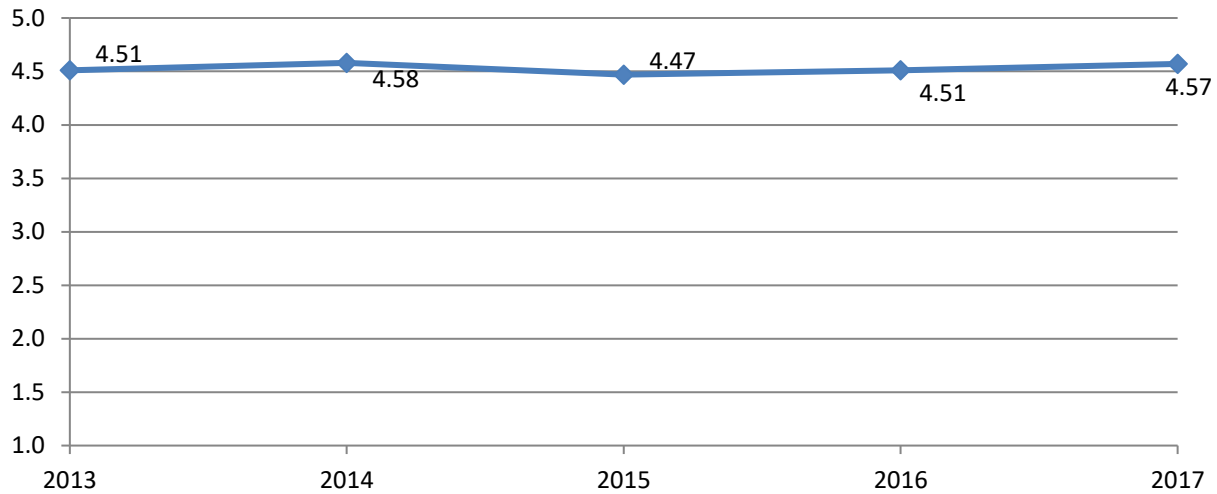
Satisfaction Index per Service Area

The following chart shows the Satisfaction Index for individuals served by Service Area. This Satisfaction Index includes all questions about these Service Areas and all general questions.



Quality of Life

A set of five questions inquired about aspects of the individual's **quality of life** that are part of this agency's core value statement as well as part of the mission statement of the Division for Developmental Disabilities. The following chart illustrates how families rated the quality of life of their family member.



Program Approved Service Agencies (PASAs)

The following chart shows the Satisfaction Index for individuals served by each Program Approved Service Agency for which we received at least 2 completed surveys this year. This Satisfaction Index includes all questions about these PASAs and all general and Case Management questions, but does not include questions about other PASAs.

