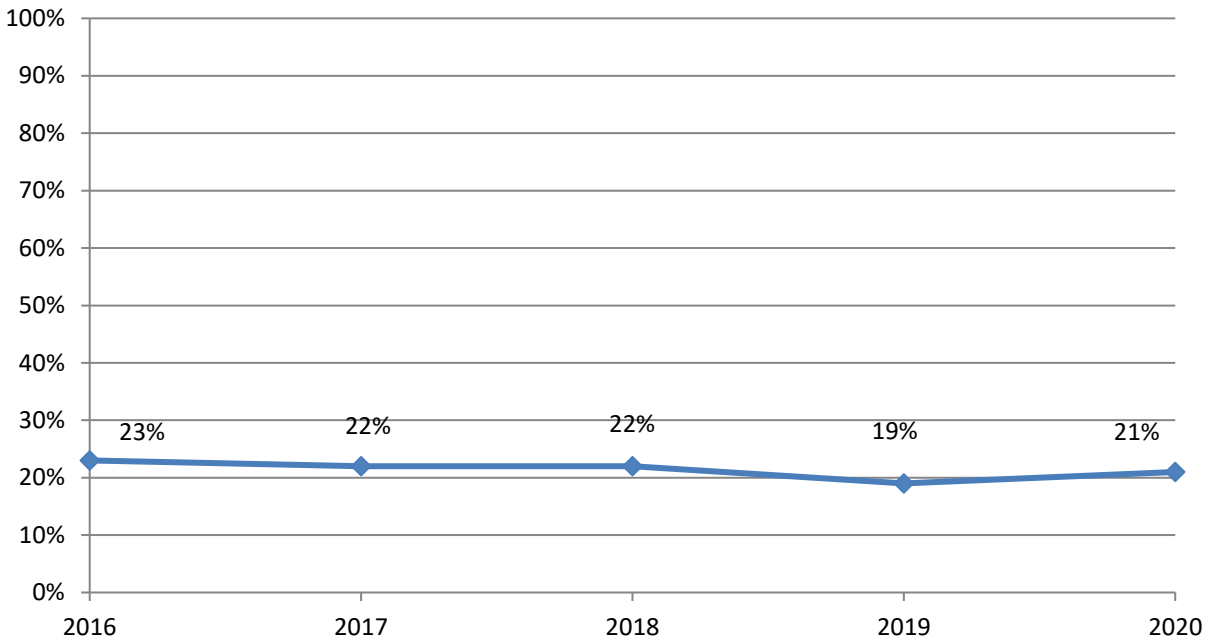


Family Satisfaction Surveys Results FY 2019-2020

Five-Year Comparison

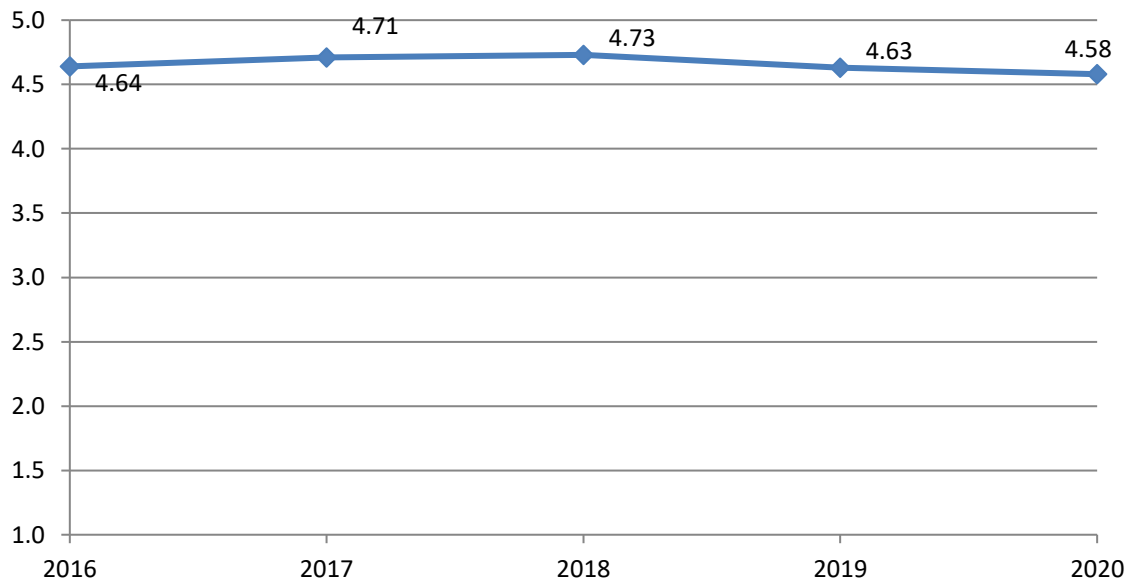
Survey Return Rate

In 2020, we sent 2,274 surveys to families, of which 470 were completed and returned, for a return rate of 21%.



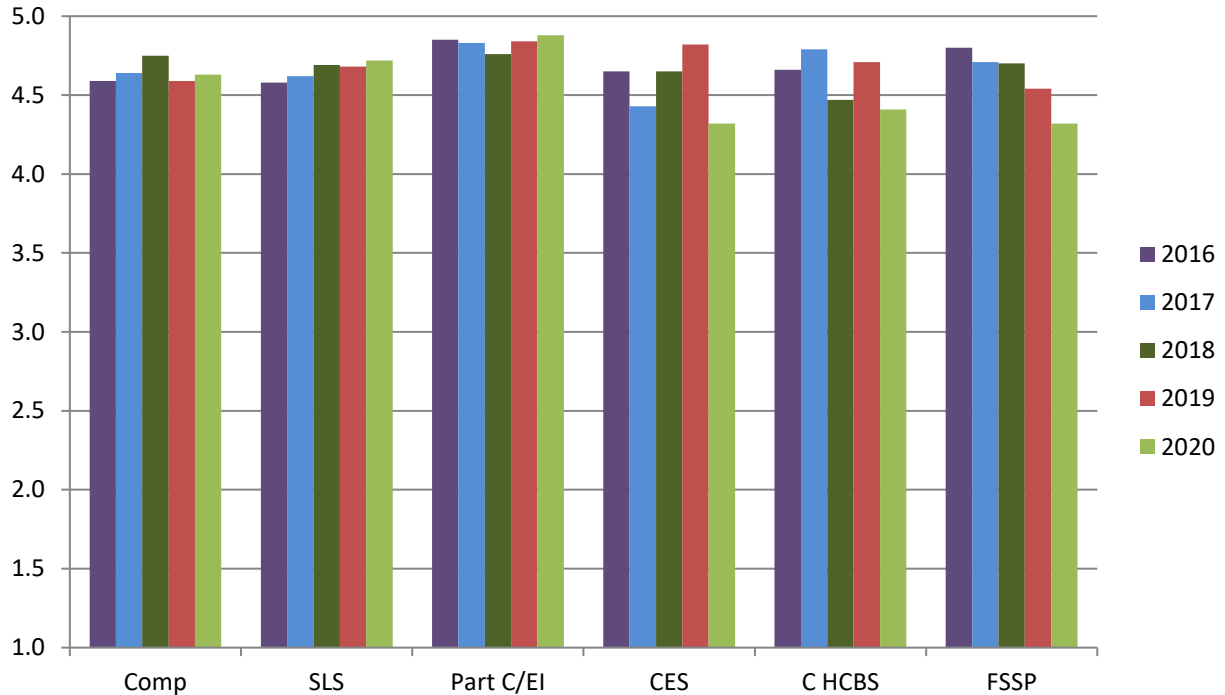
Satisfaction Index for Foothills Gateway Programs/Service Areas

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.



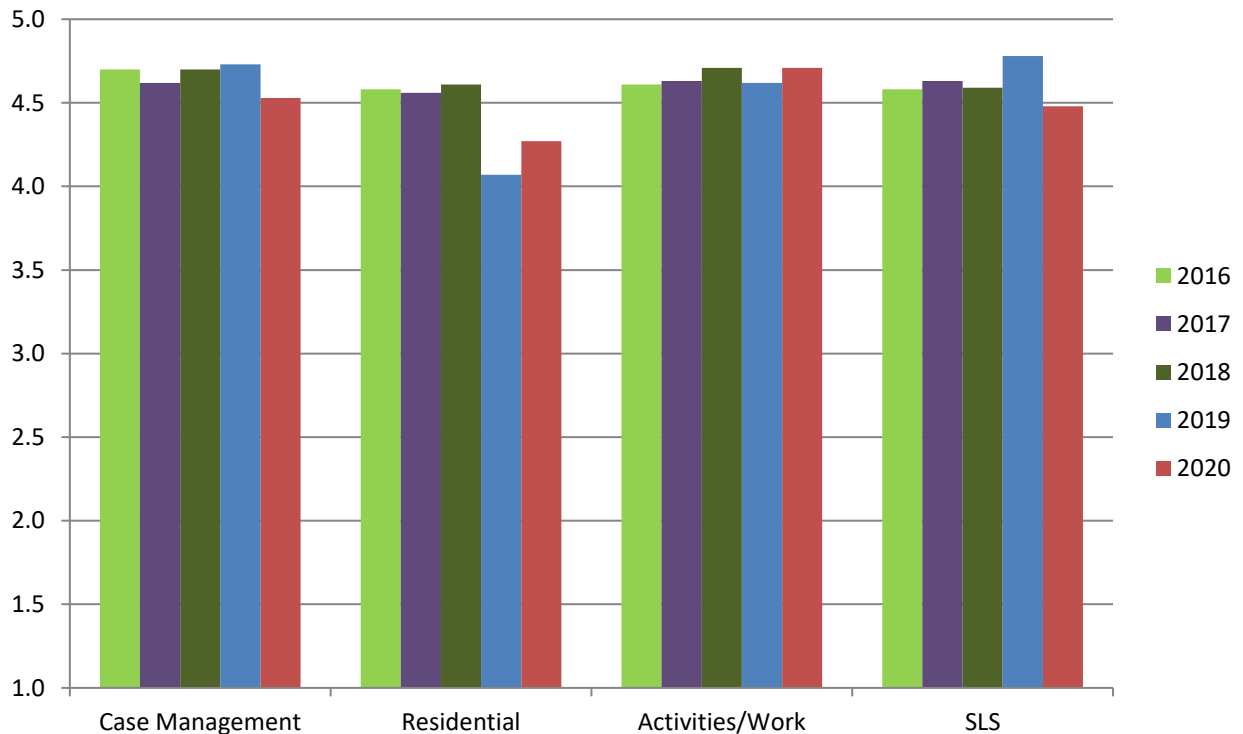
Satisfaction Index per Program

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.

