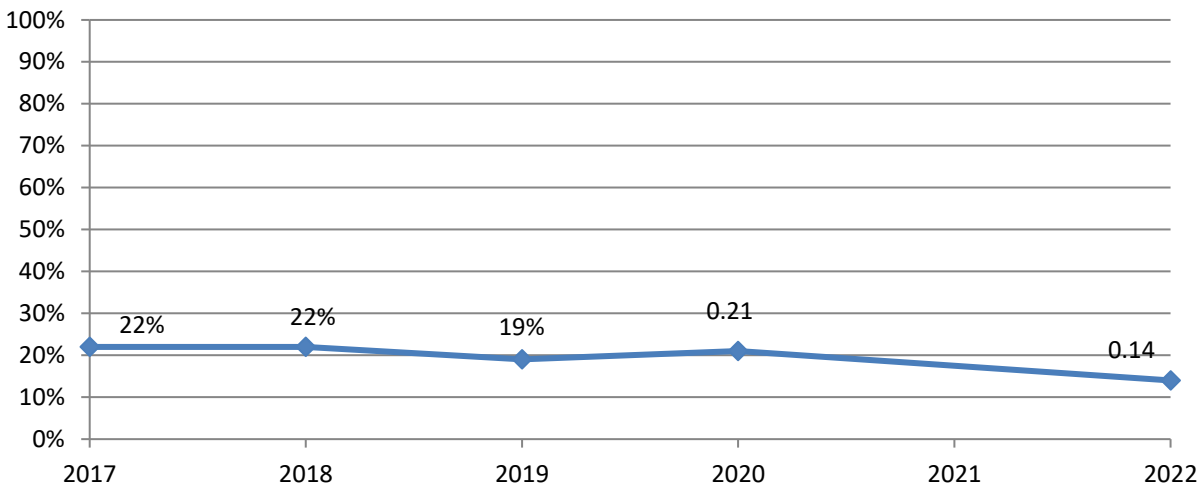


## Family Satisfaction Surveys Results FY 2021-2022

### Five-Year Comparison

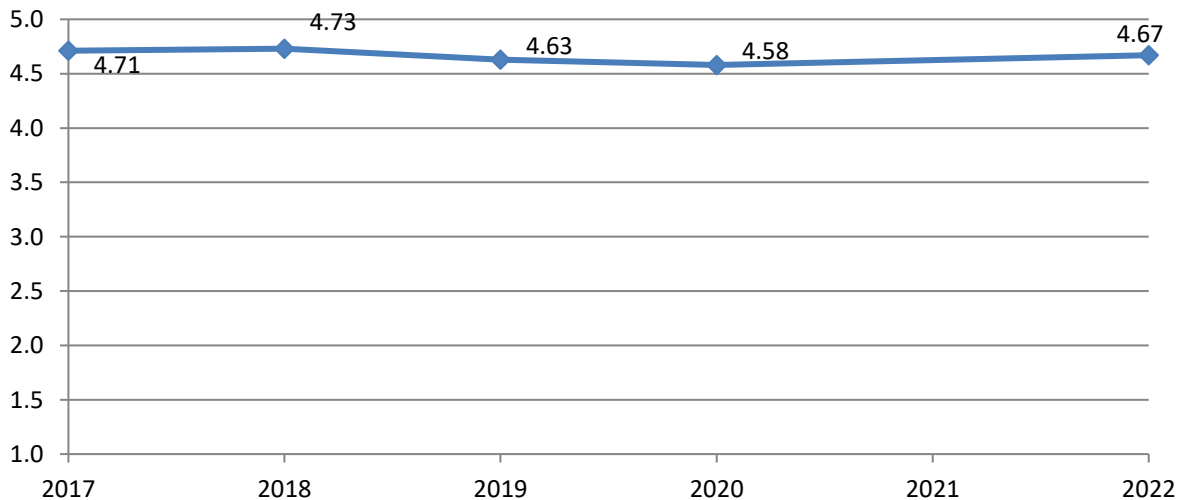
#### Survey Return Rate

In 2022, we sent 2,244 surveys to families, of which 312 were completed and returned, for a return rate of 14%. Traditionally, we surveyed families in June/July for the fiscal year that ends at that time. In an effort to improve our survey response rate, we moved that timeline to February/March, when families tend to be less busy. Therefore, we do not have results for 2021. As it turns out, our survey response rate was lower than previous years. We suspect this is because at the same time we emailed survey invitations, emails from our agency were often being delivered to people's spam folders. That issue has been resolved. We also plan to increase our response rate by mailing paper surveys to those that do not take the survey online after receiving our email invitation.



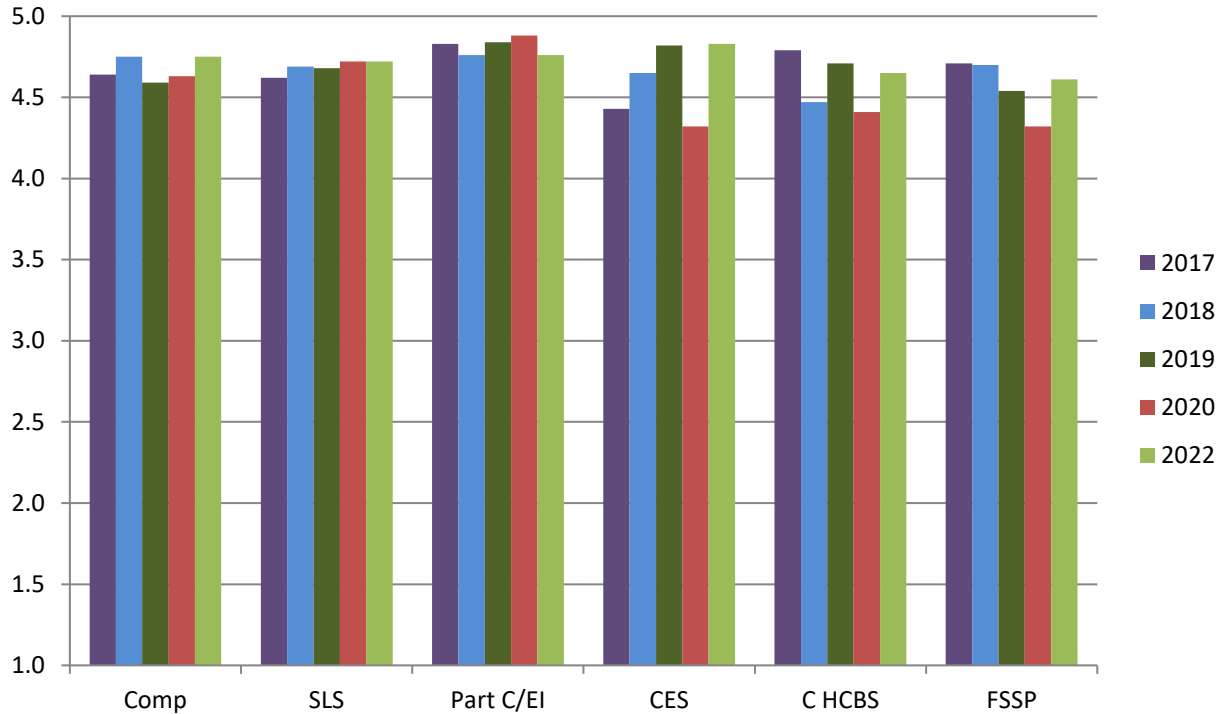
#### Satisfaction Index for Foothills Gateway Programs/Service Areas

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.



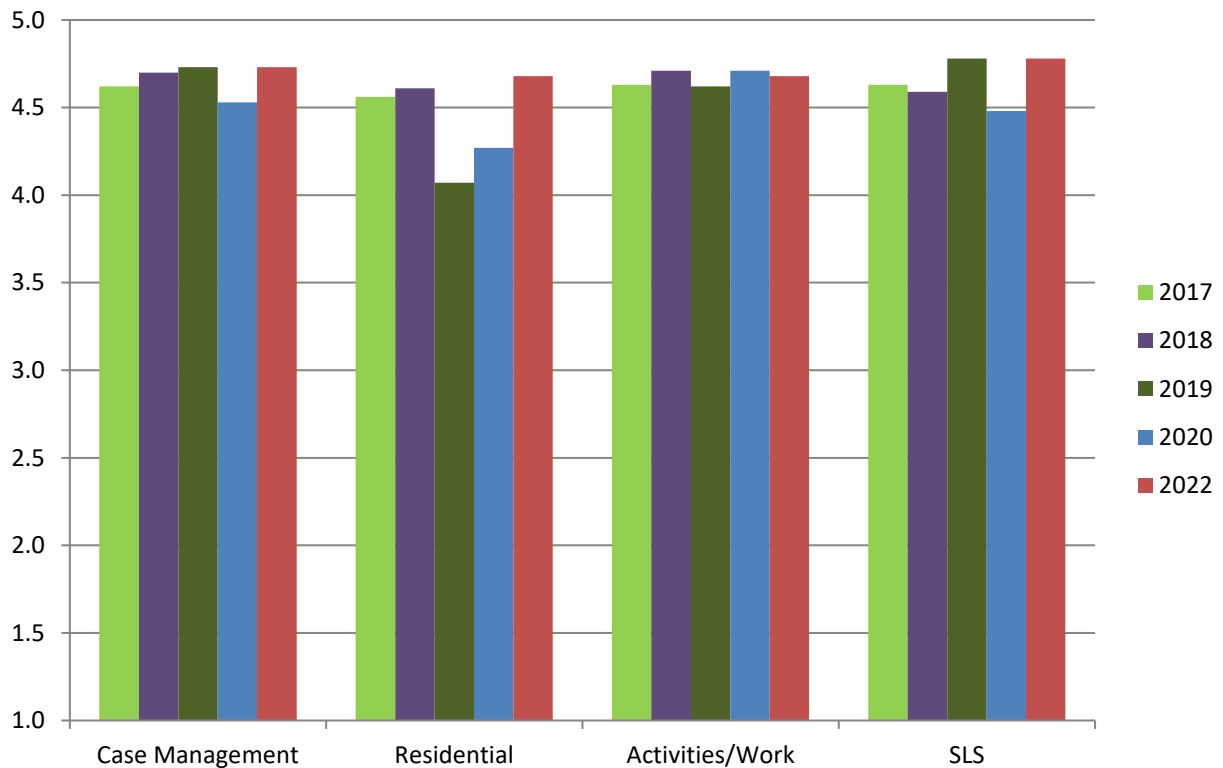
### Satisfaction Index per Program

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.

