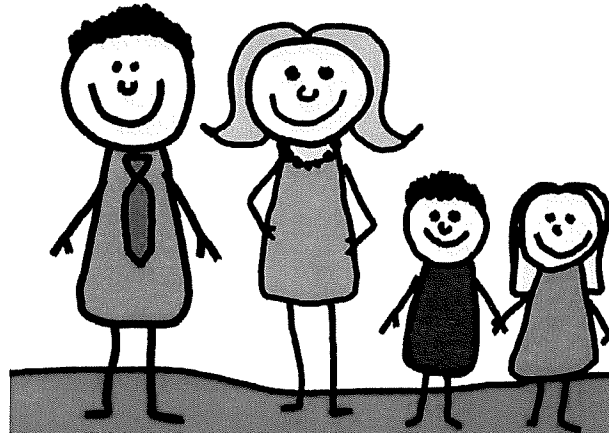


In-Pact, Inc. Family Satisfaction Survey of 2020



Summary of Family Satisfaction Survey of 2020

We had 23 families participate in our satisfaction survey for 2020. There was a whole gambit of comments and ratings from these families. The following is some observations about the results of the survey. The category that had the highest (best) rating in the survey was, “My family member’s personal property and money are responsibly overseen and managed”. This seems to indicate that our In-Pact management and staff think it is important to keep an eye on individual’s private property. The next highest rated category was, “My family member’s medical needs are closely monitored and addressed”. This would seem to indicate that we are taking very seriously our role of making sure each person’s medical needs are monitored and met. The third highest rated category was, “The staff persons who support my family member are professional and respectful”. A high rating in this category seems to show that our staff are treating the individuals we serve as very important people (which they are). Fourth highest was the statement, “My family member is treated with dignity and respect”. This follows the previous statement about how our staff treat the people we serve in a manner befitting an important individual. There was a tie for the next highest rated category between the statements, “I am satisfied with the level of safety and supervision provided by In-Pact” and “ My family member is involved in various activities and outings within their community”. Knowing families feel we look out for their family members to keep them safe and secure is a good reflection on the seriousness we take our responsibilities. A good (high) score on involving people in various activities and outings within their communities seems to show that we are taking the ideas of social role valorization and normalization seriously.

The categories that ranked lowest in our survey were 1) I am satisfied with the amount of decisions my family member is encouraged to make and/or be included in, 2) I am satisfied with the condition and upkeep of my family member’s home, 3) My expectations of my family member’s achievements and growth are regularly met, 4) My input on the care of my family member is sought and respected and 5) I receive regular contact in a timely and pertinent manner regarding my family member. We will be working on all these areas in the coming year to try to improve our way of doing business and outlook on life to further improve the lives of the people we serve.

Family Satisfaction Survey of 2020

Category	Highly Agree	Agree	Somewhat Agree	Somewhat Disagree	Highly Disagree	Total
1. I receive regular contact in a timely and pertinent manner.	9	9	3	2	0	23
2. My input on the care of my family member is sought.	9	11	2	0	1	23
3. My concerns & questions are handled in a positive fashion.	10	10	2	1	0	23
4. I am satisfied with the condition and upkeep of the home.	8	10	4	1	0	23
5. I am satisfied with the level of safety and supervision provided.	11	11	1	0	0	23
6. My family member's medical needs are closely monitored.	14	7	2	0	0	23
7. Personal property and money are responsibly overseen & managed.	15	8	0	0	0	23
8. Expectations of achievements and growth are regularly met.	9	13	1	0	0	23
9. Staff who support family member are professional and respectful.	13	7	3	0	0	23
10. My family member is treated with dignity and respect.	12	10	1	0	0	23
11. My family member is involved in various activities and outings.	11	9	3	0	0	23
12. Satisfied with amount of decisionmaking encouraged to make.	8	13	2	0	0	23
13. I am satisfied with the quality of services provided for my family.	10	11	2	0	0	23

Comments

1. Honestly, I feel that the staff needs to have more incentives. You have staff that have other skills, and they should be motivated to use them.
2. The ladies (staff) at the Forest group home are wonderful. They are caring and attentive and professional. You can tell they care for the clients in the house.
3. When in a lockdown, I would like to set up more video chats to see my son. My finance got an iPhone so maybe we could set up a time to do Facetime as well.
4. Provide more communication. Maybe a monthly update via email or a newsletter from the group home. Communication has been better in the past.
5. don't really have any suggestions for improvement.
6. We are glad to see (individual's name) improving.
7. (Individual's name) is getting older and we were wondering if anything happens to (him) does the state have any provisions for him to be cremated or burial.
8. Very satisfied.
9. The people on Vermont Street are excellent. Porshia and her team are fantastic ++++
10. Group home manager needs to call parents a minimum of once per month - not only when directed to do so by manager above after the parent complains.
11. I will appreciate it if (individual) could see a speech therapist regular than he does. I believe he will talk more if he does.
12. Communication is very important!! You can not make changes for 1 week then go back to old ways of doing things.
13. Monthly bank statements are not coming again and expenditures' report.
14. With In-Pact to me you all is doing everything there is to do. I am very aware of how my son is doing and can call anytime.
15. As long as my son is available to me when I want to check on him. Just keep being respectful of the resident's family. I just can't wait until I see him.
16. I feel In-Pact has done a great job during the COVID-19 pandemic.
17. Wish there could be an upgrade done to the group home. Love the staff.