

Survey Report Card 2018

From July 2017-December 2018, 77 people supported in The Arc Central Chesapeake Region's Community Living program were interviewed using The Council on Quality and Leadership's (CQL) POST App (Personal Outcome Screen Tool). The POST app presents a series of questions in an accessible format, so that people supported could actively engage in completing the questionnaire, using easy-to-understand language, images and a touch screen.



What are the people we support saying...



My Relationships: *Social support, intimacy, familiarity, and belonging*

- ▶ People are connected to natural support networks, but only **57%** report seeing or talking to family members as often as they want to.
- ▶ **50%** report seeing or talking to friends as much as they would like to.
- ▶ **85%** report people feel respected by others.



My Choices: *Decisions about ones' life and community*

- ▶ **60%** choose where and with whom they live.
- ▶ **77%** of people choose where they work.
- ▶ **61%** report making choices regarding their services and who provides them, such as DSP, doctor, or therapist.



My Human Security: *Non-negotiable human and civil rights*

- ▶ **90%** report feeling safe in their homes.
- ▶ We ensure that people have the best possible health. However, only **42%** of people are making decisions about their own health care.
- ▶ **72%** report they are doing really well making decisions about their own lives.
- ▶ **59%** report they felt they had the same freedom that everyone else has.
- ▶ **83%** have predictable routines; this is only important to **77%** of people.
- ▶ **28%** of people report they do not get to decide when to share their information and with whom.



My Community: *Access to be in, a part of, and with community*

- ▶ **79%** of people report connecting with their communities; such as going to church, stores, the library and other places that are important to them.
- ▶ **97%** report living in the community where there are many different kinds of people.



My Goals: *Dreams and aspirations for the future*

- ▶ **76%** have their own dreams and goals for the future, and say it's important to them.
- ▶ **89%** report receiving support in working on their personal goals.

