



*Our mission is to reunite people
living with physical disabilities
with the community.*

POLICY: NHTD PARTICIPATION SATISFACTION SURVEY

EFFECTIVE: August 2011

PURPOSE: This policy seeks to provide guidance toward an effective and direct method for the administration and recording of Participant satisfaction through a survey process. Each year, Wheels of Progress staff will work to submit to active Participants, a questionnaire that evaluates the following areas: effectiveness of service provisions, satisfaction of outcome of services, communication between provider and participant, team building and overall Participant satisfaction.

The process for administering the survey is as follows:

1. Active Participants will have the opportunity to complete a satisfaction survey after 6 months and at one year of receiving services. Participants have the option to choose whether to participate or not but must indicate their choice.
2. Participants who do choose to participate and can independently complete the questions will have the option to mail it back in a self-addressed and stamped envelope. or having the survey administered via telephone.
3. All survey information is collected by Waiver staff and will be analyzed in anticipation of presentation at the next available Performance Improvement (PI) meeting.

Important Information: It is to be noted that all surveys are kept confidential, and results are submitted anonymously.