



Parent/Guardian Survey 2021 Overview

	2020	2021
Surveys Completed	57(66%)	45(37%) *
Surveys Distributed	86	122**

*37 of 57 surveys were completed via USPS in 2020

*44 of the 45 surveys were completed via USPS in 2021

**Surveys were sent to multiple family members (mother/sister/uncle opposed to just mother) in 2021

% Strongly Agree & Agree	2020	2021
NHTC ensures that the people receiving services are safe	88	93
NHTC educates individuals and families on abuse, neglect and exploitation to ensure that the individuals and family members can recognize signs and know how to report any concerns.	82	98
NHTC educates individuals and family members on how to submit and discuss grievances	74	84
NHTC ensures individuals have the best possible health.	88	86
NHTC strives to provide individuals with continuity and security.	87	95
NHTC promotes the rights of the individuals' receiving services.	88	93
NHTC treats people and their family members with dignity and respect.	82	86
NHTC ensures the environment is conducive to the individual's needs.	83	86
NHTC ensures individuals experience a full community life.	68	77
NHTC strives to assist individuals to engage and participate in the community.	73	79
NHTC promotes and supports relationships for individuals.	75	79
NHTC promotes individual choice on who they live with, where they live, and how they spend their days.	76	81
NHTC helps individuals to create meaningful goals	79	82
NHTC helps individuals in meeting their goals.	70	81
NHTC promotes open communication and promptly responds to any questions, comments, or concerns I may have.	80	82
I would recommend NHTC to a family member or a friend.	84	89

% Disagree & Strongly Disagree	2020	2021
NHTC ensures that the people receiving services are safe	0	2
NHTC educates individuals and families on abuse, neglect and exploitation to ensure that the individuals and family members can recognize signs and know how to report any concerns.	4	2
NHTC educates individuals and family members on how to submit and discuss grievances	3	2
NHTC ensures individuals have the best possible health.	2	0
NHTC strives to provide individuals with continuity and security.		5
NHTC promotes the rights of the individuals' receiving services.	7	2
NHTC treats people and their family members with dignity and respect.	4	2
NHTC ensures the environment is conducive to the individual's needs.	7	7
NHTC ensures individuals experience a full community life.	9	2
NHTC strives to assist individuals to engage and participate in the community.	11	2
NHTC promotes and supports relationships for individuals.	11	2
NHTC promotes individual choice on who they live with, where they live, and how they spend their days.	5	2
NHTC helps individuals to create meaningful goals	3	5
NHTC helps individuals in meeting their goals.	9	5
NHTC promotes open communication and promptly responds to any questions, comments, or concerns I may have.	9	2
I would recommend NHTC to a family member or a friend.	5	2

2020 data reflected Neutral scoring in the lowest rated areas.

Resulting in the top lowest rated areas to be:

NHTC ensure individuals have a full community life.

NHTC helps individuals reach their goals.

NHTC educations families/individuals on how to submit and file a grievance.

NHTC strives to assist individuals to engage and participate in the community.

2021 data did NOT combine neutral scoring in the lowest rated. Resulting in the top lowest rated area to be:

NHTC helps individuals to create meaningful goals.

NHTC helps individuals in meeting their goals.

NHTC ensures the environment is conducive to the individual's needs.

NHTC strives to provide individuals with continuity and security.