

STRATEGIC ASSESSMENT



EXTERNAL CONSTITUENCIES SURVEY

Introduction: The Board of Directors and Senior Leadership of The Arc of Lehigh and Northampton Counties is inviting input from a wide range of individuals and groups to enrich our understanding of how to plan for sustainable future success. As a representative of an organization that works with The Arc, we invite your candid feedback on this 13-question survey. Let us know what The Arc does well and what it can and should do better in serving individuals with intellectual and developmental disabilities.

Directions: By January 22, 2020, please complete this 13-question survey. Throughout the survey, we use "The Arc" to specifically refer to The Arc of Lehigh and Northampton Counties (not the larger federation of The Arc of PA or The Arc of U.S.).

You may complete the survey online or **print a copy**, fill in your answers, and mail it to Frank Barella, The Arc of Lehigh and Northampton Counties, 2289 Avenue A, Bethlehem, PA 18017. Whichever option you choose, your answers will be kept in strict confidence. Thank you.

Survey Questions:

1. Our mission is to advocate, educate, and provide services and supports for people with intellectual and developmental disabilities and their families.

How well does The Arc live up to our mission?

1 2 3 4 5 Don't
Very Poor Below Average Average Above Average Excellent Know

2. Of the programs and services with which you have knowledge, what does the program or service do best and what is one way that it could improve?

Programs/Services	What does this program/service do best?	What is one way this program/service could improve?
Advocacy		
Information & Training		
SPARC		

Agency With Choice		
Family Support Services		
Evening Recreation		

3. Among all the organizations with which you partner, how do you rate The Arc?

1 2 3 4 5
 Very Poor Below Average Average Above Average Exceptional

3a. What can The Arc do to improve interactions with your organization?

4. How effectively has The Arc kept up with the changing needs of people with disabilities and their families?

1 2 3 4 5 Don't
 Very Poor Below Average Average Above Average Excellent Know

5. As a result of COVID-19, what is or will be the greatest need of the disability community?

6. Other than COVID-19 related needs, what are the top service gaps for individuals with disabilities and/or their families? (List up to three gaps).

6a. What, if anything, can The Arc do to address these gaps in service?

7. How well is The Arc positioned to meet future needs of the disability community?

1 2 3 4 5 Don't
 Very Poor Below Average Average Above Average Excellent Know

8. How can The Arc better position the organization and staff to meet the needs of people with disabilities, their families and the community? For example, what could The Arc do in terms of marketing, development, partnerships, grants, programmatic offerings, etc.?

9. How well does The Arc keep you informed?

1	2	3	4	5
Very Poor	Below Average	Average	Above Average	Extremely Well

9a. What could The Arc do to keep you better informed?

10. From your organizational perspective, what do you expect from The Arc?

11. How well is The Arc meeting your organizational expectations?

1	2	3	4	5
Very Poor	Below Average	Average	Above Average	Extremely Well

11a. What could The Arc do to better meet your needs or expectations?

12. What differentiates The Arc from other organizations (makes it unique)?

13. How can The Arc improve?

14. Any other comments?

What role perspective do you represent?

- State Government Agency
- County Government Agency
- Supports Coordination Agency
- Community Partner (such as CIL, other service providers, etc.)
- Vendor
- Chapter of The Arc
- Other

Your name: OPTIONAL

Thank you: The Arc Board of Directors and Senior Leadership thank you for your time and voice in our organizational assessment and strategic planning process.