



## STRATEGIC ASSESSMENT

### **INDIVIDUALS AND FAMILIES SURVEY**

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**Introduction:** Your voice matters! The Arc of Lehigh and Northampton Counties' Board of Directors and Senior Leadership want your help to update The Arc's strategic plan. The plan is our roadmap for an improved future. It will help direct our mission to serve individuals with intellectual and developmental disabilities, and their families. Your answers to this 9-question survey will guide our planning process. We ask you to answer the questions honestly. Let us know what we do well and what we can and should do better. We thank you for your continuing support and confidence in The Arc, and for taking part in this survey.

**Directions:**

If you are an individual with a disability, please complete this form about yourself.  
If you are a family representative, please complete this form about your family member.

By January 27, 2020, please complete this 9-question survey. 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. What is the best thing that The Arc does for you?
  
  
  
  
  
  
  
  
  
  
2. As a result of COVID-19, what is or will be the greatest need of the disability community?
  
  
  
  
  
  
  
  
  
  
3. 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).
  
  
  
  
  
  
  
  
  
  
- 3a. What, if anything, can The Arc do to address these gaps in service?

4. How well has The Arc kept up with the changing needs of people with disabilities and their families? Please rate this on the scale below:

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

5. How well has The Arc kept you informed of our events and updates? Please rate this on the scale below:

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

5a. What could The Arc do to keep you better informed?

6. What do you expect from The Arc's programs?

7. How well is The Arc meeting your expectations?

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

8. What can The Arc do to improve our programs?

9. Any other comments or feedback?

**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.

# Demographics

*This information will help us understand characteristics of members that we have reached.  
Thank you.*

**1) Gender:** What is the person with a disability's gender?  Male  Female

**2) Age Range:** What is the person with a disability's age range?

- 0 – 5 years (early intervention/preschool)
- 6 – 14 years (school age)
- 15 – 22 years (school/transition age)
- 23 – 64 years (adult)
- ≥ 65 years (senior)

**3) Disability:** What is the disability?

- Intellectual Disability
- Developmental Disability
- Other:

**4) Race/Ethnicity:** What is the person with a disability's race/ethnicity?

- American Indian, Alaska Native
- Asian
- Black, African American
- Hawaiian Native/Pacific Islander
- Hispanic
- White, Non-Hispanic
- Other

**5) Home:** Where does the person with a disability live?

- With parents
- Lifesharing (lives with a host family, relatives, friends)
- Group home (others with disabilities)
- Own house or apartment (not group home)
- Other (please specify)

**6) County:** In what county does the person with a disability live?

**7) Funding:** What funding does the person with a disability have to pay for services?

- Consolidated Waiver
- Person and Family Directed Supports (PFDS) Waiver
- Community Living Waiver
- Adult Autism Waiver
- Base Funding
- No Funding

- Don't know
- Other (please specify)

**8) Current Services:** What Arc services does the person with a disability currently receive?

- SPARC
- Agency With Choice
- Family Support Services
- Advocacy
- Evening Recreation Services
- Other (please specify)