

# 2021 INDIVIDUAL SURVEY RESULTS



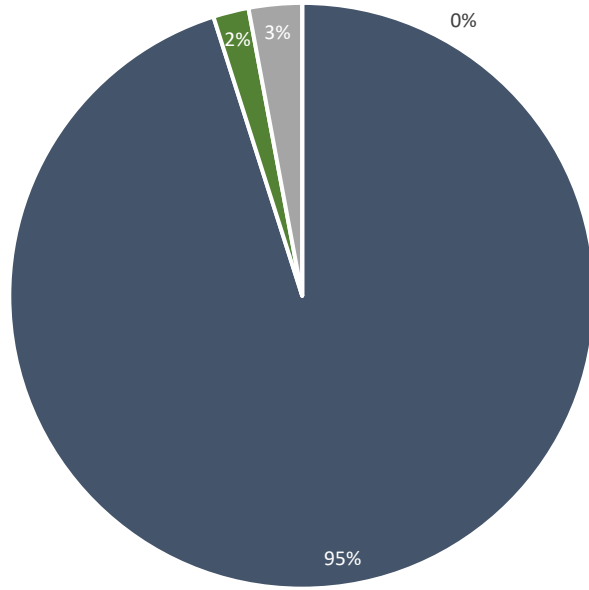
## Individual Survey 2021 Overview

	<b>2020</b>	<b>2021</b>
Surveys Completed	101 (77.69%)	102 ((81.6%)
Surveys Distributed	130	125

### Percentages of Yes

Statement:	2020	2021
I feel safe at NHTC.	90%	95%
I know what to do and who to tell if I don't feel safe.	77%	75%
I have people in my life who would know if I wasn't being treated right.	93%	89%
I know who I can tell if I am unhappy with things at NHTC.	76%	77%
NHTC helps me to be healthy.	90%	95%
I know when my appointments are happening and why.	77%	76%
My staff respect my routines and preferences.	86%	92%
NHTC supports me to make my own decisions (when I eat, where I eat, what I eat, when I go to bed, etc.).	87%	81%
I am treated with respect and my staff are nice to me at NHTC.	91%	95%
I do things in the community that I want to.	92%	82%
I get to spend time with people in the community that I want to.	86%	72%
I am helped to keep in touch with my friends and family and build more relationships.	88%	89%
I have a say on where and who I live with.	71%	69%
I know what my goals are.	65%	65%
I helped make my goals.	72%	70%
I get a voice on when things change a home or work.	70%	67%
I am happy with the help I get from NHTC.	91%	91%

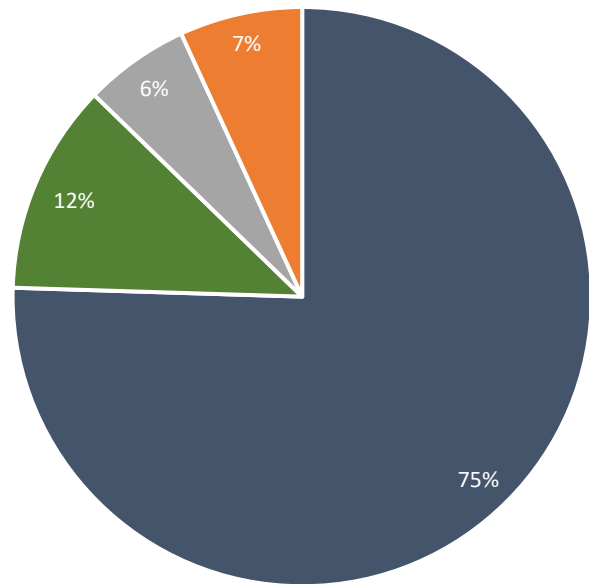
### I feel safe at NHTC.



Yes	95%
No	2%
I don't know	3%
No Answer/NA	0%

■ Yes ■ No ■ I don't know ■ No Answer/NA

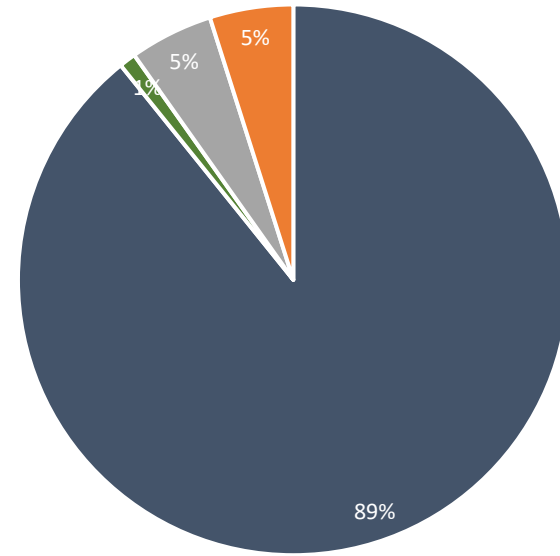
### I know what to do and who to tell if I don't feel safe.



Yes	75%
No	12%
I don't know	6%
No Answer/NA	7%

■ Yes ■ No ■ I don't know ■ No Answer/NA

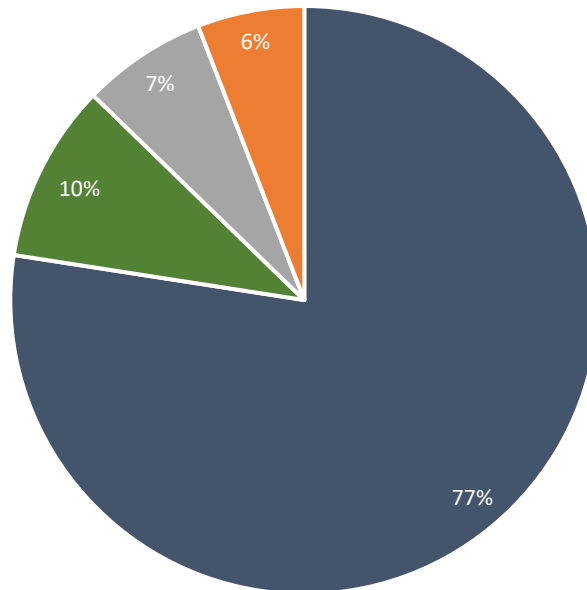
I have people in my life who would know if I wasn't being treated right.



Yes	89%
No	1%
I don't know	5%
No Answer/NA	5%

■ Yes ■ No ■ I don't know ■ No Answer/NA

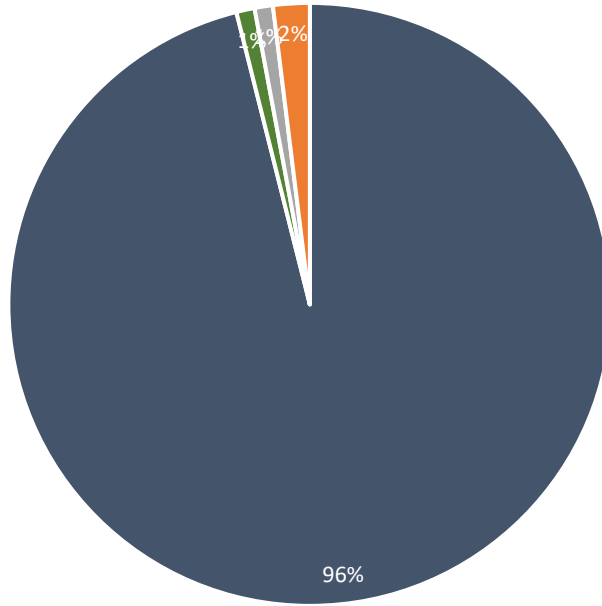
I know who I can tell if I am unhappy with things at NHTC.



Yes	77%
No	10%
I don't know	7%
No Answer/NA	6%

■ Yes ■ No ■ I don't know ■ No Answer/NA

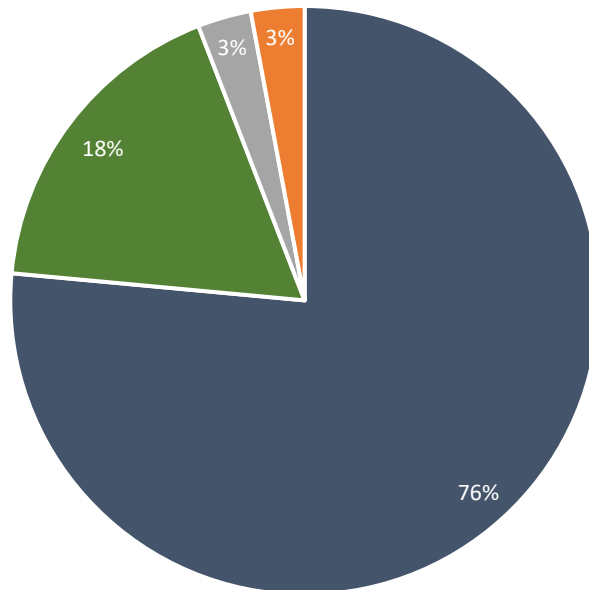
NHTC helps me to be healthy.



Yes	96%
No	1%
I don't know	1%
No Answer/NA	2%

■ Yes ■ No ■ I don't know ■ No Answer/NA

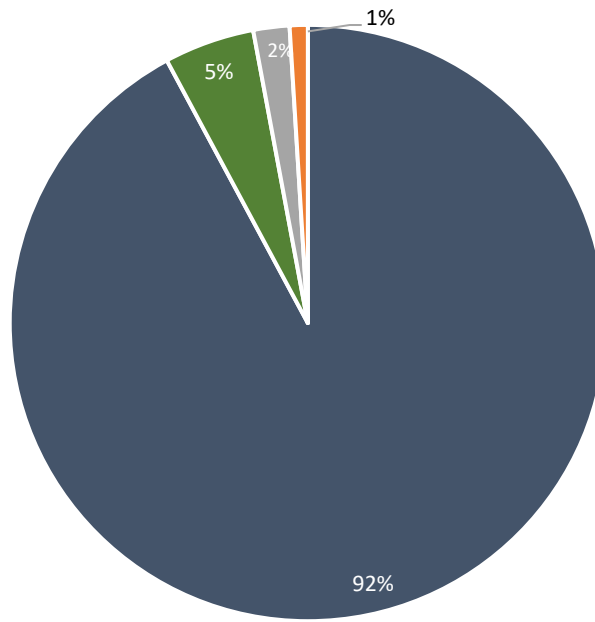
I know when appointments are happening and why.



Yes	76%
No	18%
I don't know	3%
No Answer/NA	3%

■ Yes ■ No ■ I don't know ■ No Answer/NA

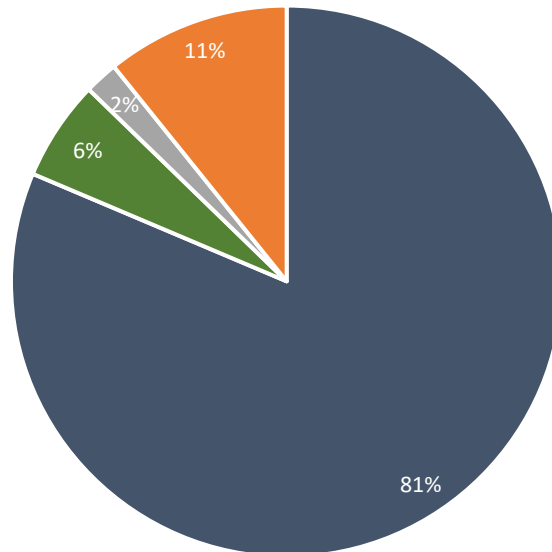
My staff respect my routines and preferences.



Yes	92%
No	5%
I don't know	2%
No Answer/NA	1%

■ Yes ■ No ■ I don't know ■ No Answer/NA

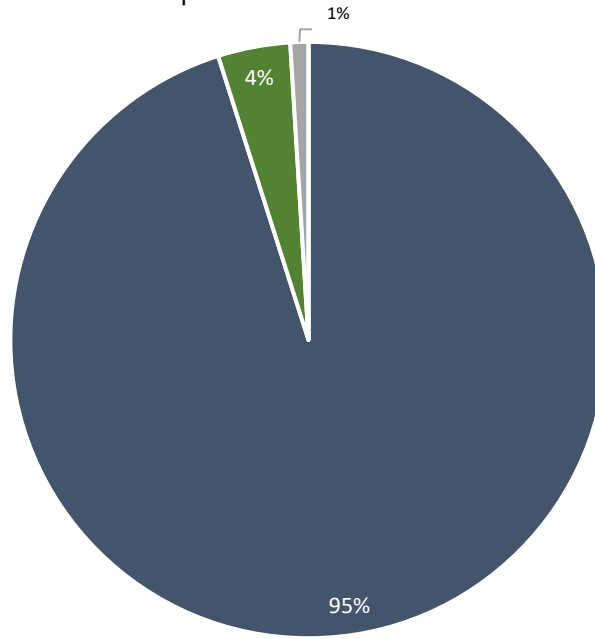
NHTC supports me to make my own decisions (when I eat, where I eat, what I eat, when I go to bed, etc.)



Yes	81%
No	6%
I don't know	2%
No Answer/NA	11%

■ Yes ■ No ■ I don't know ■ No Answer/NA

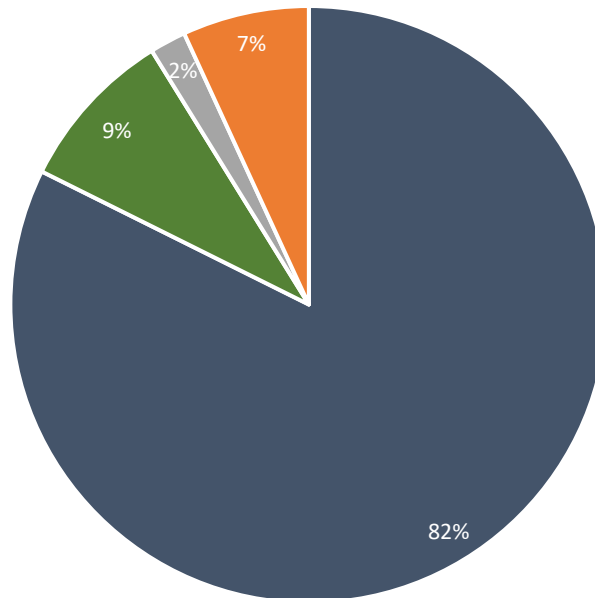
I am treated with respect and staff are nice to me at NHTC.



Yes	95%
No	4%
I don't know	1%
No Answer/NA	0%

■ Yes ■ No ■ I don't know ■ No Answer/NA

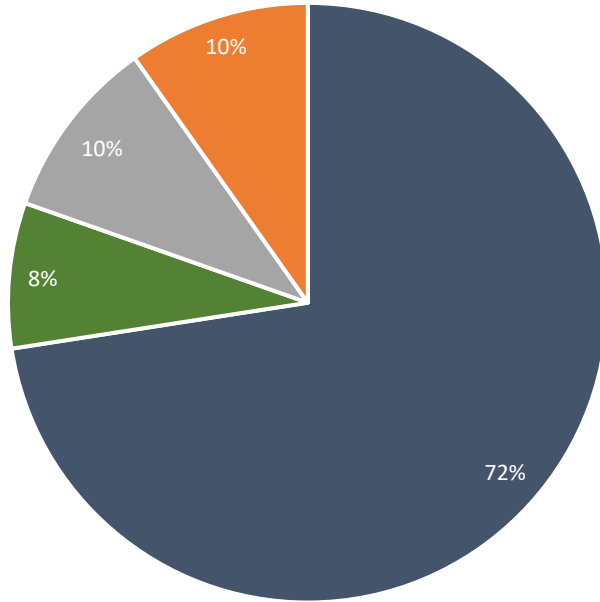
I do things in the community that I want to.



Yes	82%
No	9%
I don't know	2%
No Answer/NA	7%

■ Yes ■ No ■ I don't know ■ No Answer/NA

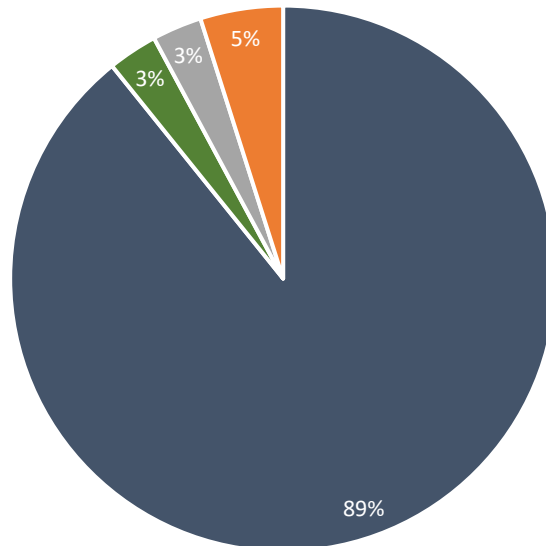
I get to spend time with people in the community when I want to.



Yes	72%
No	8%
I don't know	10%
No Answer/NA	10%

■ Yes ■ No ■ I don't know ■ No Answer/NA

I am helped to keep in touch with my friends and family and build relationships.

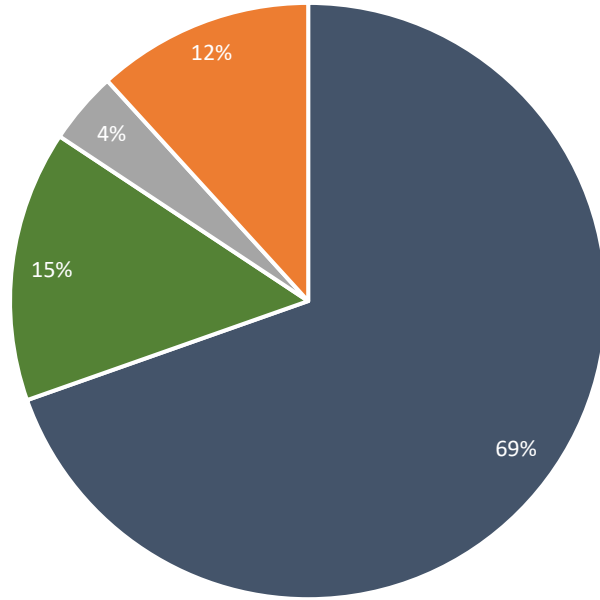


Yes	89%
No	3%
I don't know	3%
No Answer/NA	5%

■ Yes ■ No ■ I don't know ■ No Answer/NA



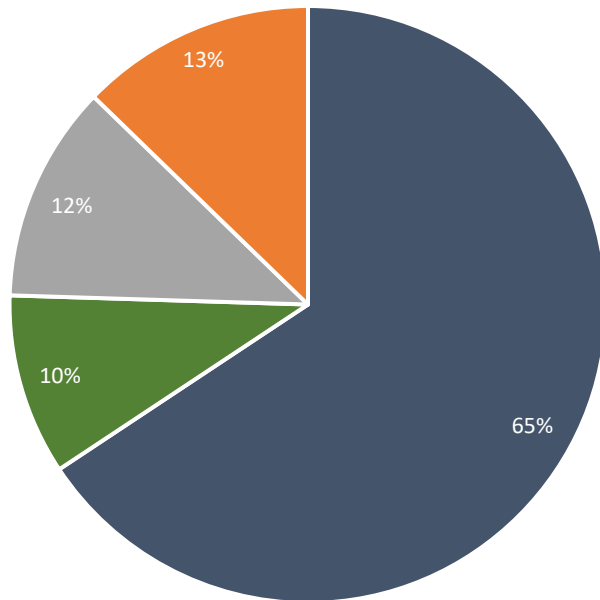
I have a say on where and who I live with.



Yes	69%
No	15%
I don't know	4%
No Answer/NA	12%

■ Yes ■ No ■ I don't know ■ No Answer/NA

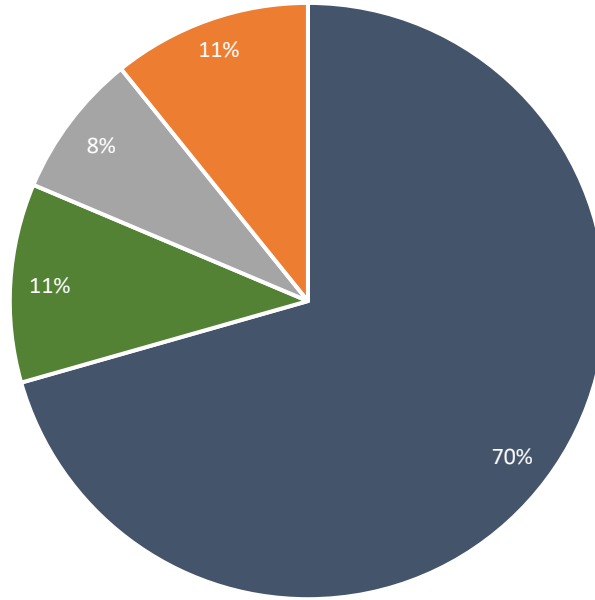
I know what my goals are.



Yes	65%
No	10%
I don't know	12%
No Answer/NA	13%

■ Yes ■ No ■ I don't know ■ No Answer/NA

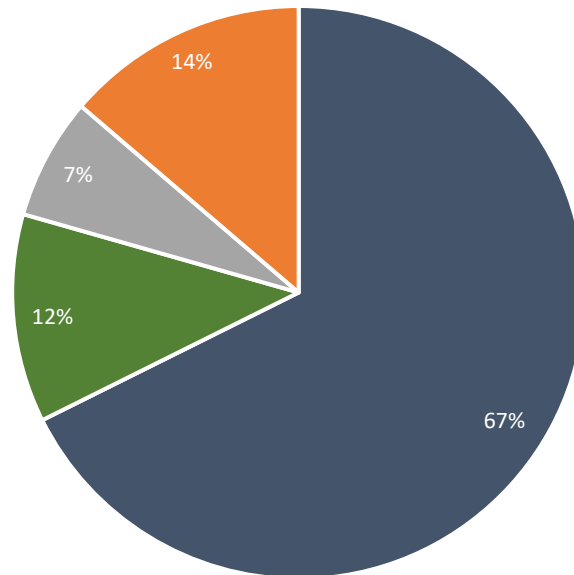
I helped make my own goals.



Yes	70%
No	11%
I don't know	8%
No Answer/NA	11%

■ Yes ■ No ■ I don't know ■ No Answer/NA

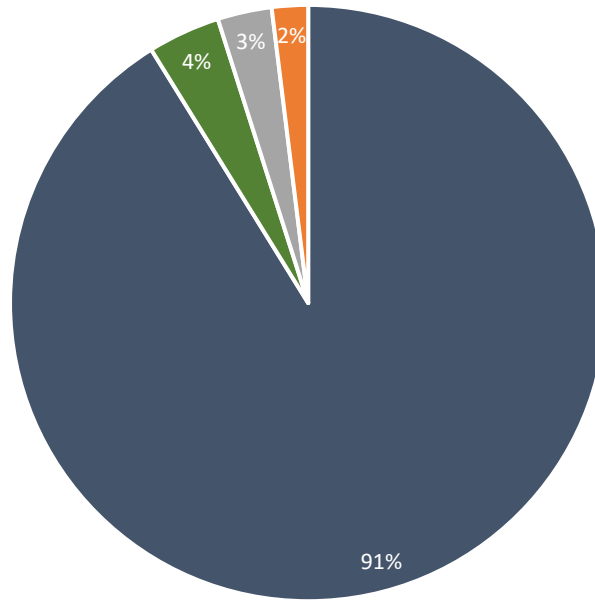
I get a voice on when things change at home or work.



Yes	67%
No	12%
I don't know	7%
No Answer/NA	14%

■ Yes ■ No ■ I don't know ■ No Answer/NA

I am happy with the help I get from NHTC.



Yes	91%
No	4%
I don't know	3%
No Answer/NA	2%

■ Yes ■ No ■ I don't know ■ No Answer/NA

## Comments:

- NHTC staffs rocks
- To live were people around me and be quiet at night so I can sleep but they don't, and I wish I could move somewhere it quiet (?)
- I'm not sure about the staff the way they treat me.
- Not happy with the Harvard Day Services
- Keep up the good work at NHTC. I am happy with my services.
- \*\*\*\* enjoys the 3 days he gets to participate in the Harvard Area. He loves seeing his friends & the support personnel. They are all awesome!
- I would like to do more trips to the mall.
- I have no comments right now.
- Most time but their good too.