

Greetings!

Wow, we have officially been Arc GLOW for a full year! What a journey it has been as our team has worked diligently to adopt best practices and merge and align policies and procedures across all four counties. We have certainly come a long way, but we know there is more work to do. And that's where you come in!

We are administering a satisfaction survey to those we support and family members (and/or guardians/advocates) of those we support. In order for us to target our improvement efforts in the coming year, it is important for us to know what has been going well, and what we can do better. Your feedback is invaluable to us!

For families, if your loved one resides with you, we would very much appreciate it if you could assist them in completing the survey (or share the QLR code with them if they're able to complete it independently), in addition to completing one yourself, as we recognize the feedback may be different. For those not residing at home with family, we will be offering support to individuals in completing a survey at various locations in the coming weeks.

Because of the sheer number of individuals that we are now supporting, we are asking that those who are able, **please complete the survey electronically**. If you have a smartphone, simply scan the QLR code below to take the survey. You can also access the survey from our website at [www.ArcGLOW.org](http://www.ArcGLOW.org) on our homepage. If you are unable to complete the survey electronically, and would like a paper survey to complete, please contact me.

If you have any questions, or need assistance in completing the survey, please feel free to contact me at (585) 658-2828 x2103, or at [jwarner@arcglow.org](mailto:jwarner@arcglow.org).

Sincerely,

Jennifer Warner  
Director of HIPAA and Quality Improvement

Scan the QR Code here  
to take the survey:

