



# uSPEQ® Consumer Survey Report: December 2022 *Abridged Report*

Prepared for  
**580 BROS**  
Houston, TX  
US

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## Preface

This report provides statistical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

Because your program site has fewer than 10 responses, this report is abridged and does not contain any graphs.

Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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You may also contact your uSPEQ Person Responsible (UPR), **Vanessa Leachet**, (vleachet@carf.org).

# Technical Notes

## Survey instrument

The uSPEQ Consumer Experience Survey was designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The uSPEQ items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone rigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

## Report parameters

This report was generated using the following parameters:

<b>Organization:</b>	<b>580 BROS</b>
Current Reporting Period:	October 2022 - December 2022
Previous Reporting Period:	July 2022 - September 2022
Previous Calendar Year:	January 2021 - December 2021

## Response Rate

The graph shows the response rate for the current period. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current period, previous period, and previous year.

### Response Rate for December 2022

	Number distributed	Number received	Response rate
Dec-2022	12	2	16.7%
Sep-2022	N/A	1	N/A
2021	N/A	0	N/A

*Note: Response rate chart, number distributed, and/or response rate are not available as the number distributed was either not reported or was reported as less than the number of responses received.*

# Frequency Distribution

The following tables show the frequency distribution for each item for the current period, broken out by site.

Site Name	Site Abbreviation
580 BROS	BROS

*Note: Because less than 10 responses were received in this reporting timeframe, only frequency distributions can be provided.*



**BROS**

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
<b>Service Responsiveness</b>					
1.1. Service times OK for me	2				2
1.2. Got what I needed, when I needed it	2				2
1.3. Enough staff to meet needs	2				2
1.4. Timely service	2				2
1.5. Needed service times OK	2				2
	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
<b>Informed Choice</b>					
2.1. Staff made accommodations	2				2
2.2. Staff paid attention to what I said	2				2
2.3. Opportunity to make important choices	2				2
2.4. Options explained in language I understood	2				2
2.5. I agreed with goals in my plan	2				2

2.6. Involved in deciding goals

2				2
---	--	--	--	---

2.7. Got clear information on service choices

2				2
---	--	--	--	---

2.8. Staff explained how service will help

2				2
---	--	--	--	---

	Strongly disagree	Disagree	Agree	Strongly agree
n	n	n	n	n

**Respect**

3.1. Respectful of culture

2				2
---	--	--	--	---

3.2. Respected as a person

2				2
---	--	--	--	---

3.3. Staff respected privacy

2				2
---	--	--	--	---

3.4. Staff treated me with respect/courtesy

2				2
---	--	--	--	---

	Strongly disagree	Disagree	Agree	Strongly agree
n	n	n	n	n

**Participation**

4.1. Able to deal with everyday activities

2				2
---	--	--	--	---

4.2. Able to make important choices

2				2
---	--	--	--	---

4.3. Know where/how to get help in community

2				2
---	--	--	--	---

4.4. Able to do needed things without barriers

2				2
---	--	--	--	---

4.5. Able to do things I want to do now

2				2
---	--	--	--	---

4.6. Participate in activities I want

2				2
---	--	--	--	---

4.7. Able to participate in leisure activities

2				2
---	--	--	--	---

4.8. Able to get needed assistive technology

2				2
---	--	--	--	---

4.9. Know how to use my assistive technology

2				2
---	--	--	--	---

	Strongly disagree	Disagree	Agree	Strongly agree
n	n	n	n	n

**Overall Value**

5.1. Would recommend to a friend

2				2
---	--	--	--	---

5.2. Services met my expectations

2				2
---	--	--	--	---

5.3. Felt safe here

2				2
---	--	--	--	---

5.4. Services enabled me to do things better

2				2
---	--	--	--	---

5.5. Met my need

2				2
---	--	--	--	---

5.6. Overall satisfaction with services received

2				2
---	--	--	--	---

The following tables show the frequency distribution for each item for the current period, broken out by program.

Program Name	Program Acronym
Blind Rehabilitation Programs	Blind Rehab

*Note: Because less than 10 responses were received in this reporting timeframe, only frequency distributions can be provided.*

**Blind Rehab**

	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
<b>Service Responsiveness</b>					
1.1. Service times OK for me	2				2
1.2. Got what I needed, when I needed it	2				2
1.3. Enough staff to meet needs	2				2
1.4. Timely service	2				2
1.5. Needed service times OK	2				2
	n	Strongly disagree n	Disagree n	Agree n	Strongly agree n
<b>Informed Choice</b>					
2.1. Staff made accommodations	2				2
2.2. Staff paid attention to what I said	2				2
2.3. Opportunity to make important choices	2				2
2.4. Options explained in language I understood	2				2
2.5. I agreed with goals in my plan	2				2

2.6. Involved in deciding goals

2				2
---	--	--	--	---

2.7. Got clear information on service choices

2				2
---	--	--	--	---

2.8. Staff explained how service will help

2				2
---	--	--	--	---

	Strongly disagree	Disagree	Agree	Strongly agree
n	n	n	n	n

**Respect**

3.1. Respectful of culture

2				2
---	--	--	--	---

3.2. Respected as a person

2				2
---	--	--	--	---

3.3. Staff respected privacy

2				2
---	--	--	--	---

3.4. Staff treated me with respect/courtesy

2				2
---	--	--	--	---

	Strongly disagree	Disagree	Agree	Strongly agree
n	n	n	n	n

**Participation**

4.1. Able to deal with everyday activities

2				2
---	--	--	--	---

4.2. Able to make important choices

2				2
---	--	--	--	---

4.3. Know where/how to get help in community

2				2
---	--	--	--	---

4.4. Able to do needed things without barriers

2				2
---	--	--	--	---

4.5. Able to do things I want to do now

2				2
---	--	--	--	---

4.6. Participate in activities I want

2				2
---	--	--	--	---

4.7. Able to participate in leisure activities

2				2
---	--	--	--	---

4.8. Able to get needed assistive technology

2				2
---	--	--	--	---

4.9. Know how to use my assistive technology

2				2
---	--	--	--	---

	Strongly disagree	Disagree	Agree	Strongly agree
n	n	n	n	n

**Overall Value**

5.1. Would recommend to a friend

2				2
---	--	--	--	---

5.2. Services met my expectations

2				2
---	--	--	--	---

5.3. Felt safe here

2				2
---	--	--	--	---

5.4. Services enabled me to do things better

2				2
---	--	--	--	---

5.5. Met my need

2				2
---	--	--	--	---

5.6. Overall satisfaction with services received

2				2
---	--	--	--	---