

PTP is a simple yet innovative program to assess the level of satisfaction with services for the people that receive them. PTP employees meet with and interview other people with disabilities. PTP and the people they interview may communicate more openly and honestly because they both at least share "disability."



More than that, because PTP employs over 75% people with disabilities, the people that work with and around the individuals we interview see another person with a disability successfully working in their community. PTP is leading by example to promote a more inclusive and integrated local and statewide community, while continuing to better the support service system as a whole. Annual PTP reports are also available online at www.thearctn.org/people.php

If you have questions or comments, please contact PTP Director Frank Meeuwis at one of the numbers below (exts. 23) or email fmeeuwis@thearctn.org

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Achieve with us.

The Arc Tennessee values diversity and does not discriminate based on race, ethnicity, religion, age, geographic location, sexual orientation, gender or level of disability.

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of Intellectual and Developmental Disabilities

10/12/11



*For people with intellectual
and developmental disabilities*



**People Talking to
People**

The **People Talking to People** (PTP) grant to The Arc Tennessee is just one part of what the Department of Intellectual and Developmental Disabilities (DIDD) does to monitor customer satisfaction from people who receive supports through DIDD. PTP is an integral part of the state moving from several quality assurance measures to a quality-assurance project led by the voices, priorities and choices of people receiving services. Tennessee and the people who receive services here continue to benefit from PTP's work.



Today and going back to 2002, PTP works as an independent quality-assurance project for folks who receive services from agencies providing home and community-based services across the state. PTP assesses the quality of the services and shares anonymous data based on our interview responses. PTP's work allows for faster responses and follow-up from DIDD on specific issues uncovered during the interview process.



Answers to the interview give feedback in these four areas:

Choice and Control: Do people have input into the services they receive? Do they make choices about their living situations and daily activities?

Respect/Dignity: Are people being treated with respect by others?

Access to Care: Are needs such as personal assistance, equipment, and community access being met?

Community Inclusion: Do people receiving services participate in activities and events outside their homes when and where they want?

The PTP is headquartered in Nashville and employs nine teams of part-time interviewers working across Tennessee. PTP interviewing teams always include at least one person with a disability.