

Because 75% of PTP employees have a disability, the people that work with and are around the individuals interviewed 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 support and improve the service delivery system in Tennessee for people with intellectual and developmental disabilities.

The interviews are face-to-face and peer-to-peer. Individuals interviewed communicate openly and honestly because they share the disability experience.



Annual PTP reports are available online at:
www.thearctn.org/Quality-Improvement.php

If you have questions or comments, please contact Frank Meeuwis, Director of Quality Improvement and Systems Change at one of the numbers below at extension 23 or email fmeeuwis@thearctn.org.

The Arc Tennessee
545 Mainstream Dr. Suite 100
Nashville, TN 37228
1-800-835-7077
615-248-5878
www.thearctn.org

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

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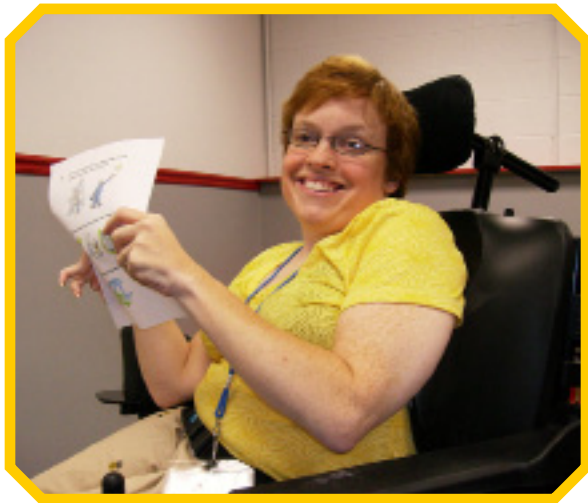
*For people with intellectual
and developmental disabilities*



**People Talking to
People**

The Arc Tennessee's mission is to empower people with intellectual and developmental disabilities and their families to actively participate in the community throughout their lifetime. The People Talking to People project (PTP) at The Arc Tennessee is just one part of what our State Department of Intellectual and Developmental Disabilities (DIDD) does to make sure that people are respected and receiving appropriate supports through DIDD.

Since 2002, PTP is the statewide independent quality-improvement project for people who receive supports from agencies that provide home and community-based services.



PTP's voluntary interview is an adult consumer survey by the National Core Indicators <http://www.nationalcoreindicators.org> — a nationwide collaboration in 45 states of public developmental disabilities agencies to measure and track their own performance.

PTP's confidential interview measures participants' satisfaction. PTP's work prompts responses and follow-up from DIDD on specific issues uncovered during the interview.

The PTP project:

- measures quality outcomes
- shows satisfaction results
- hears voices, priorities and choices of people receiving services
- saves valuable resources

Responses to the interview questions gives 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.