

VERMONT DIVISION OF DEVELOPMENTAL SERVICES

FAMILY SATISFACTION SURVEY



STATEWIDE RESULTS

FALL 1999

Vermont Division of Developmental Services
Department of Developmental and Mental Health Services
Agency of Human Services

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INTRODUCTION

BACKGROUND

In October 1999, the Division of Developmental Services (DDS) sent out a family satisfaction survey to all people who had a family member with developmental disabilities living with them who received services. Sixteen (16) developmental service agencies provided names and updated addresses to DDS. The surveys were anonymous and individual results confidential. Analysis of survey results make it possible to improve services and supports for people with developmental disabilities and their families in Vermont.

This was the second time DDS sent out a family satisfaction survey. The first was a year and a half earlier in February 1998. Consultants from the Human Service Research Institute (HSRI) in Boston, MA designed the surveys based on considerable input from families around the country. This survey became part of the National Core Indicators Project. Vermont is participating in the project in an effort to develop nationally recognized outcome indicators that will enable states to compare their performance in relation to other states.

PROCESS

The survey asked for basic information about the respondent, his or her family member, and services they receive. There were also 37 questions about supports and services using a 5-point rating scale, and a section for written comments at the end. Families were given the option to indicate if they wished to have a DDS or agency staff person contact them.

The survey was mailed on October 10, 1999 to 957 families. A pre-addressed, stamped return envelope was enclosed for ease of mailing. A second mailing of the survey was sent out three weeks later to people who had not yet responded¹. A total of 523 surveys were completed and returned to DDS by December 15th, resulting in a very high response rate of 58%².

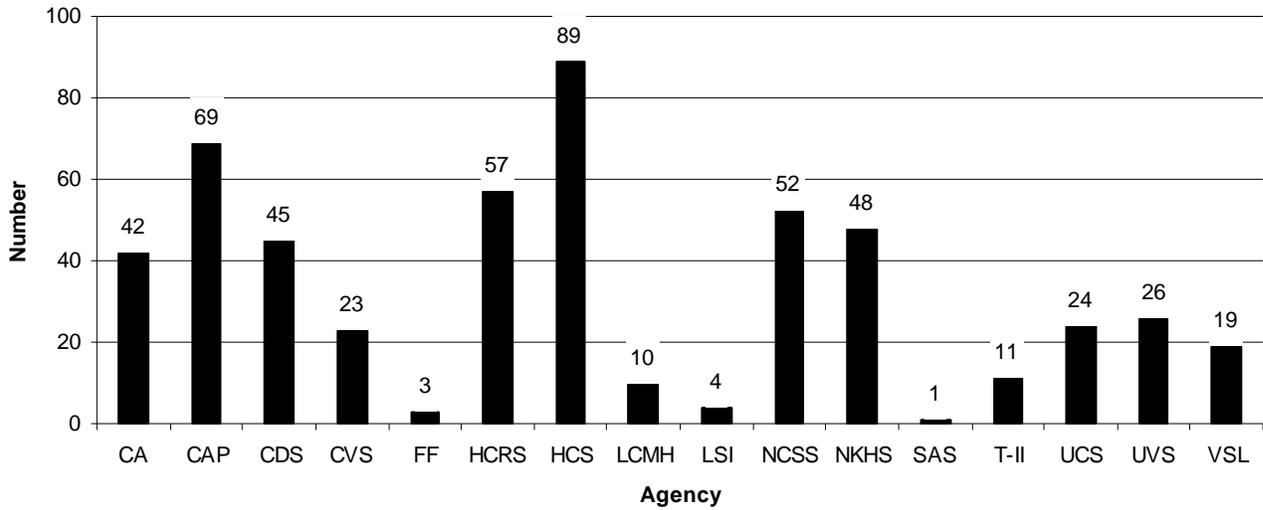
¹ The surveys were numbered for tracking purposes only to enable follow-up surveys to be sent and an accurate response rate calculated. The results of the surveys remain completely confidential and anonymous.

² The response rate was based on "total possible returns" of 904 after subtracting the 54 surveys that were undeliverable or did not qualify (e.g., moved out of state, no longer in services, no longer living with their family).

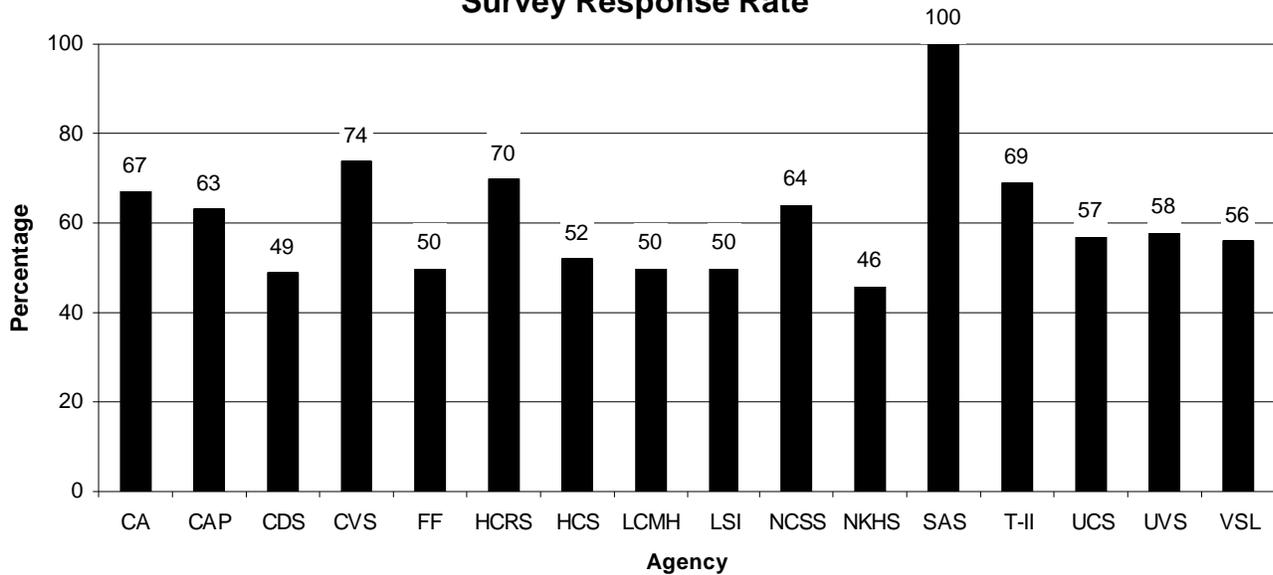
BRIEF SUMMARY OF RESULTS

RESPONDENTS BY AGENCY

Number of Survey Respondents



Survey Response Rate

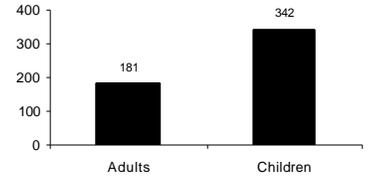


STATEWIDE OVERVIEW

	Number	Percentage
<u>Survey Response (completed surveys)</u>	523	58% (response rate)

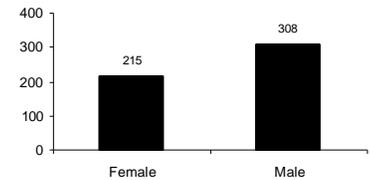
Age Group³

Adults (22 and older)	181	35%
Children (under 22)	342	65%



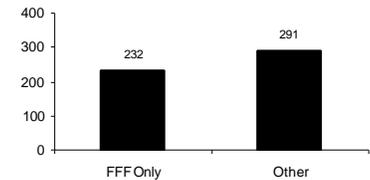
Gender

Female	215	41%
Male	308	59%



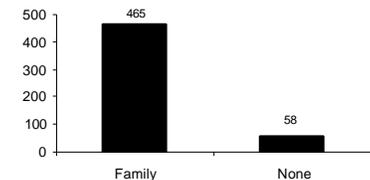
Funding Source

Flexible Family Funding only	232	44%
All other funding ⁴	291	56%



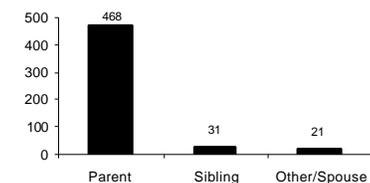
Guardian

Family or other as guardian	465	89%
No guardian	58	11%



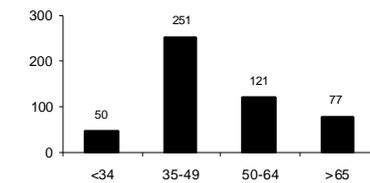
Relationship of Respondent

Parent	468	90%
Sibling	31	6%
Other Relative/Spouse	21	4%



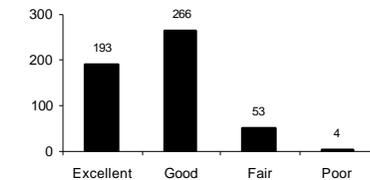
Caregiver Age

Up to 34	50	10%
35-49	251	50%
50-64	121	24%
65 +	77	16%



Caregiver Health

Excellent	193	37%
Good	266	52%
Fair	53	10%
Poor	4	1%



³ Adults = date of birth prior to 7/1/76. Children = date of birth 7/1/76 or sooner.

⁴ All other funding = Home and Community-Based Waiver, other (i.e., Targeted Case Management and/or Personal Care Services), and any combination of HCB Waiver, Flexible Family Funding, and other.

(STATEWIDE OVERVIEW CONT.)

In general, families reported satisfaction in the following areas:

- Families get the support they need.
- Services help families keep their family member at home.
- Staff respect choices and opinions of families.
- Staff are generally courteous and knowledgeable.
- Overall, families are satisfied with the services and supports that they receive.

Families reported being least satisfied in the following areas:

- Help, when requested, is not always provided right away in an emergency or crisis.
- Frequent changes in staff are sometimes a problem.
- Families are not informed of the agency's grievance process.

ANALYSIS OF DATA

The following pages depict data from the surveys in a number of different ways. Part I shows detailed results from specific survey questions in both a numeric and graphic format. Relevant quotes from the comment section of surveys that pertain to the questions are included. Quotes were chosen that appeared to be reflective of the data, however, they do not necessarily represent all comments provided on any given topic. Many of the comments provide insight as to what the family member felt was important to his or her satisfaction or lack of satisfaction.

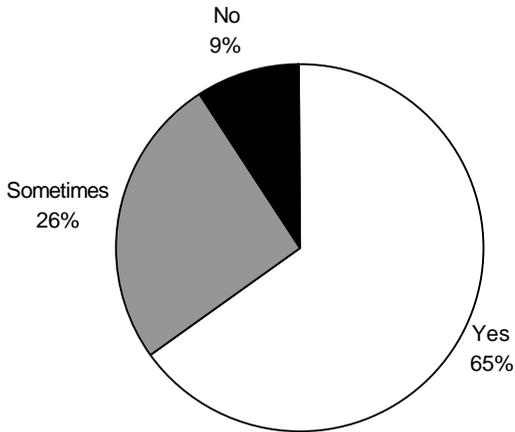
Part II shows analyses of the data across age groups, funding source and gender. Only results that were found to be statistically significant are included.

Part III provides additional comments from the surveys that seemed important to include but which did not fit into any of the headings highlighted in Part I. An attachment of the survey tool annotated with the raw data completes the report.

PART I – DATA SUMMARY

OVERALL SATISFACTION

Overall Satisfaction: Overall, are you satisfied with the services and supports that your family member currently receives?



	#	%
YES	313	65
SOMETIMES	125	26
NO	44	9

COMMENTS:

"I know [my son] is getting the best care possible."

"We are extremely happy with all of our services."

"Without [the agency's] help, there is no way I could have ever done it."

INFORMATION

Information about Services: Do you receive information about services and supports that are available to your family?

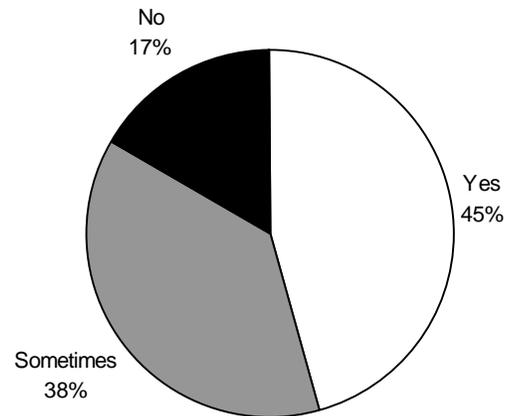
	#	%
YES	228	45
SOMETIMES	189	38
NO	84	17

COMMENTS:

"... hearing from other parents [and] word of mouth is our best avenue of getting information."

"Information and assistance is always available keeping us informed so that we can act more intelligently in planning."

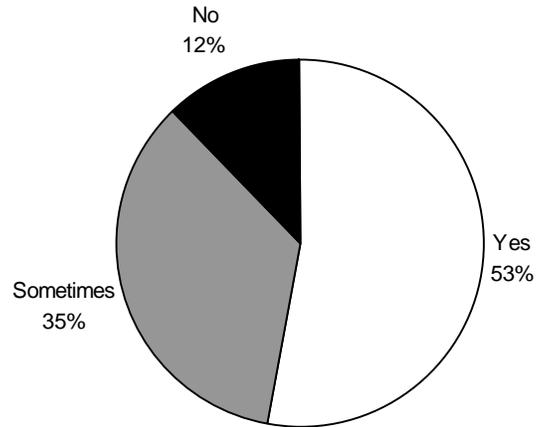
"We were not kept informed about anything"



ACCESS

Supports Available when Needed: Are supports available when your family needs them?

	#	%
YES	245	53
SOMETIMES	162	35
NO	56	12



COMMENTS:

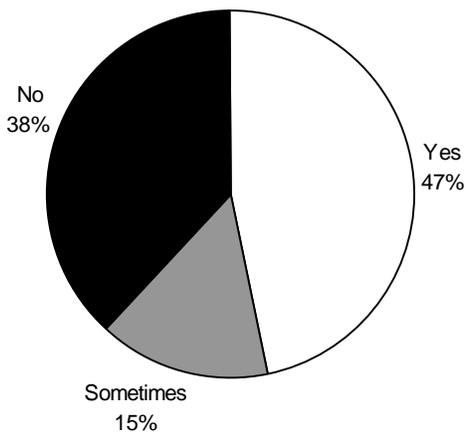
"I like it that they are available – but not intrusive."

*"I have tried for five years to get respite for my son...
It's useless when there is no person to provide the
care."*

"We need a case manager! It's been months..."

Help Provided Right Away when in Crisis: If you have ever asked for the agency's assistance in an emergency or crisis, was help provided to you right away?

	#	%
YES	95	47
SOMETIMES	30	15
NO	78	38



COMMENTS:

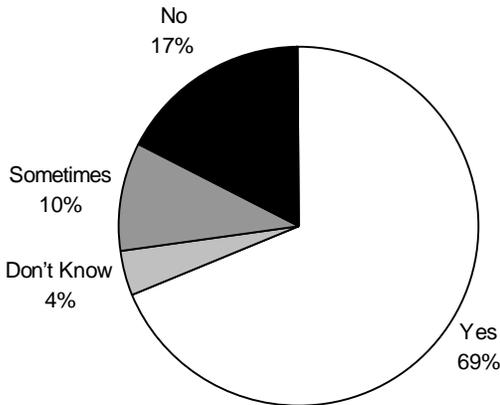
"They have been helpful whenever we have called upon them."

"... immediate crisis problems were never addressed."

(ACCESS, cont.)

Services Kept Your Family Member Home: Have services made a difference in helping keep your family member at home?

	#	%
YES	277	69
DON'T KNOW	16	4
SOMETIMES	40	10
NO	70	17



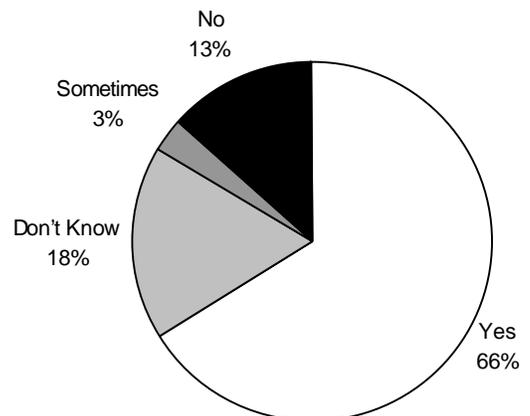
COMMENTS:

"We have no temporary [personal care] help available... we must find [a] placement for our child outside our home.."

"We definitely could not live our lives with our son without the support of [the agency]."

Still be at Home without Services: Would your family member still be at home if you did not receive any services?

	#	%
YES	299	66
DON'T KNOW	80	18
SOMETIMES	14	3
NO	60	13



COMMENTS:

"Yes, but it would be a hardship."

"I do believe that without their services that it would be very difficult or impossible to keep my son at home."

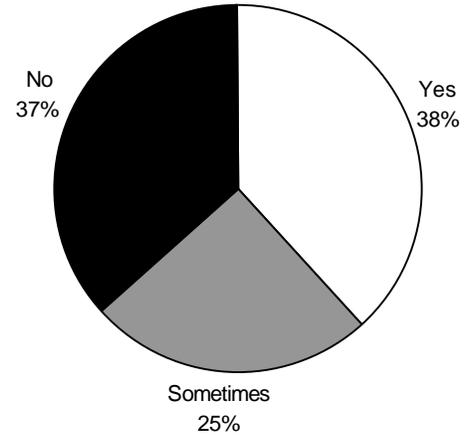
"Probably not."

"While having assistance is very important to our

CHOICES

Choice of Staff: Do you choose the staff that work with your family?

	#	%
YES	168	38
SOMETIMES	110	25
NO	160	37



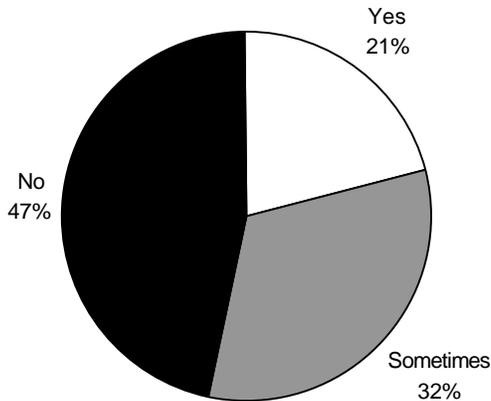
COMMENTS:

"Staff chosen by [the agency] with my input are wonderful people."

"I wish that the parents had the choice of who works with the child."

Frequent Changes in Staff: Are frequent changes in support staff a problem for your family?

	#	%
YES	86	21
SOMETIMES	129	32
NO	191	47



COMMENTS:

"The employee turnover has been tremendous and that has caused a lot of upset in my son's life."

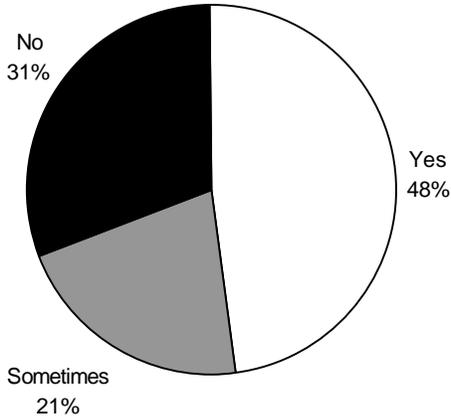
"Of major concern is the staff turnover at [the agency]. It seems he has just developed trust and friendship and... the staff person leaves."

"He has had the same worker for 8 years."

(CHOICES, cont.)

Have Control over Workers: Do you have control and/or input over the hiring and management of your support workers?

	#	%
YES	196	48
SOMETIMES	87	21
NO	127	31



COMMENTS:

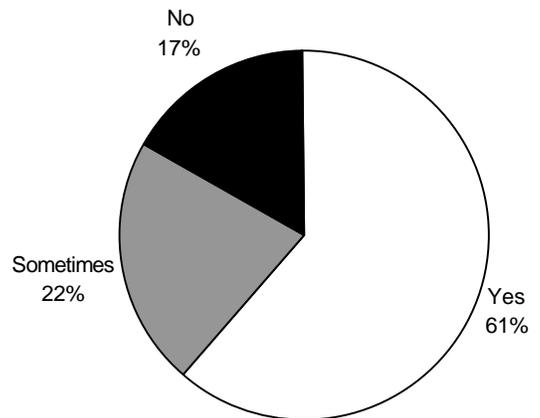
"We are satisfied now that we can self-manage our son's services. We hire all staff."

"We hire the attendant paid by [his] funding... we are in the process of interviewing three possible candidates."

"We have support staff that we find, train, hire, etc."

Want Control over Workers: Do you want to have control and/or input over the hiring and management of your support workers?

	#	%
YES	241	61
SOMETIMES	86	22
NO	67	17



COMMENTS:

"The money spent on case management would have gotten more mileage for my child in our hands..."

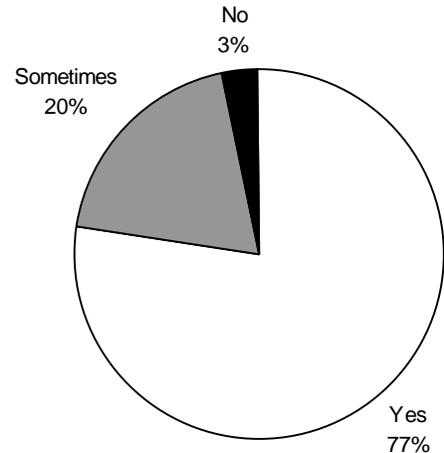
"Only if there is some kind of problem."

"We will be in charge of hiring workers and their"

PLANNING

Staff Respect Opinions: Do staff respect your choices and opinions?

	#	%
YES	332	77
SOMETIMES	85	20
NO	13	3



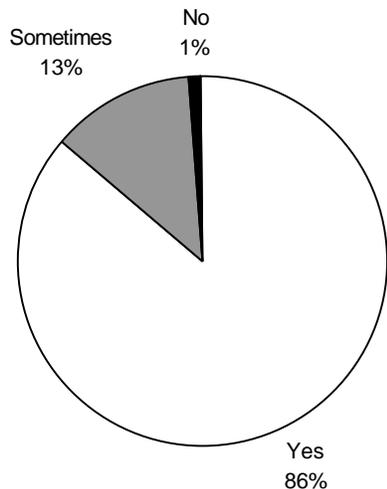
COMMENTS:

"I am strongly encouraged to share in decisions and staff is available and very cooperative."

"Our case manager does a good job in listening to us and trying to support us and our son."

"[Agency staff] started off by asking 'What do you and

Courteous and Knowledgeable Staff: Are staff generally respectful, courteous and knowledgeable?



	#	%
YES	398	86
SOMETIMES	59	13
NO	5	1

COMMENTS:

"I am extremely happy with staff... they are always available and helpful."

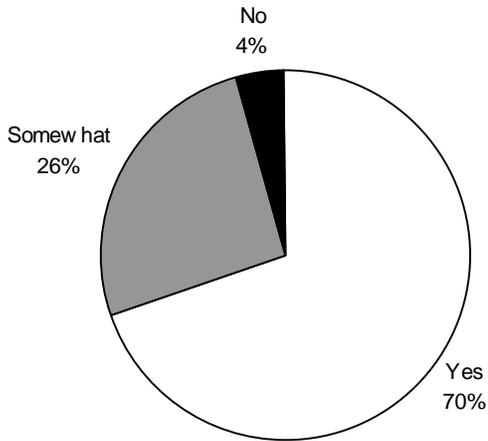
"... everyone I have worked with have been really helpful."

"[Our staff person] is extremely dedicated, very courteous and always solves whatever problem may arise."

"... day service [staff] are professional, helpful and knowledgeable."

FAMILY INVOLVEMENT

Service Coordinator Helps: When you ask the service coordinator/case manager for assistance, does he/she help you get what you need?



	#	%
YES	294	70
SOMEWHAT	112	26
NO	18	4

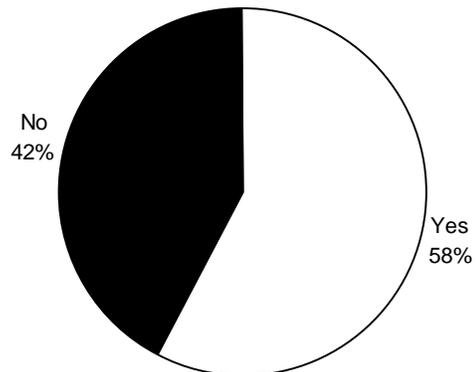
COMMENTS:

"Our case manager... has really put tremendous time and effort into our care and has done a fabulous job providing ideas... [She] is very supportive of the whole family."

"For the most part, case managers are doing a decent

Staff Speak in Preferred Language: If English is not your first language, are there staff who speak with you in your preferred language?

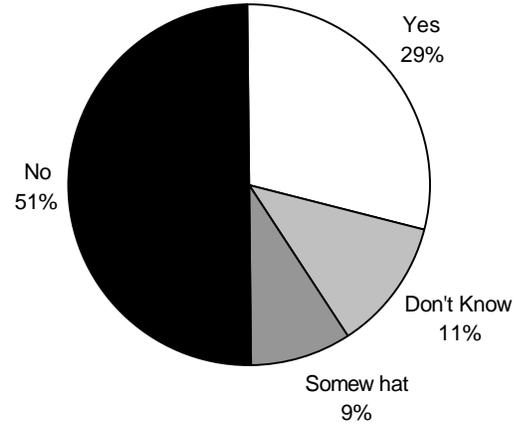
	#	%
YES	19	58
NO	14	42



FAMILY SATISFACTION

Informed of Grievance Process: Have you been informed of your local agency's grievance process?

	#	%
YES	133	29
DON'T KNOW	52	11
SOMEWHAT	41	9
NO	228	51



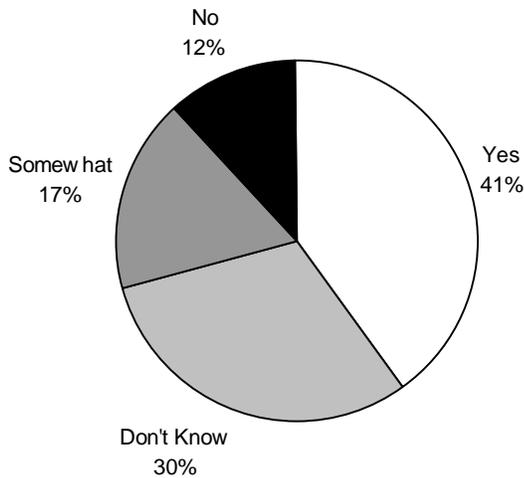
COMMENTS:

"Want more information about this."

"I don't know what their grievance process would be."

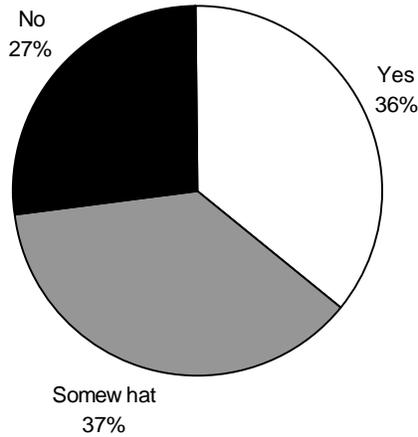
Satisfied with how Grievances are Handled: Are you satisfied with the way complaints/grievances are handled by your local agency?

	#	%
YES	126	41
DON'T KNOW	96	30
SOMEWHAT	55	17
NO	38	12



(FAMILY SATISFACTION, cont.)

Staff Available who can Communicate with Family Member: If your family member does not speak English, or uses a different way to communicate (for example, sign language), do you feel there are enough staff available who can communicate with him/her?



	#	%
YES	41	36
SOMEWHAT	42	37
NO	31	27

COMMENTS:

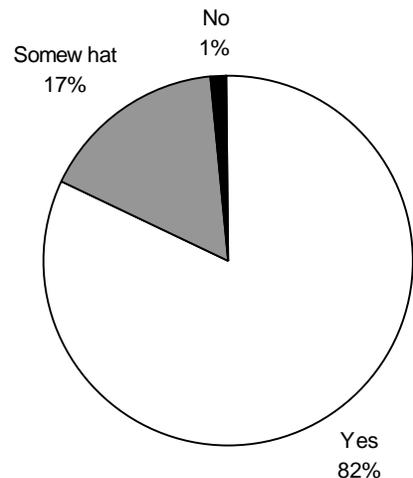
"... [staff] are wonderful people, but they don't have enough training to be able to truly communicate with my son."

"Problem finding support person that can sign and residential placements due to communication needs.."

"Everyone uses sign language."

Overall, Family Member is Happy: Overall, do you feel your family member is happy?

	#	%
YES	410	82
SOMEWHAT	83	17
NO	7	1



COMMENTS:

"[My son] constantly tells me how happy he is."

"[My son] is very happy going to [the agency]. He would be very unhappy if he couldn't go."

"[Our daughter] was a very complex person and very difficult"

PART II – DATA ANALYSIS ACROSS GROUPS

Data from the surveys were analyzed across a number of variables: age group (adults vs. children⁵), funding source (Flexible Family Funding only vs. all other funding⁶), and gender. Areas where these variables seemed to make a difference in satisfaction are noted below⁷.

AGE GROUP

- ◆ Families of adults expressed greater satisfaction than families of children in the following areas:
 - Supports offered meet the needs of families.
 - Supports are available when families need them.
 - Services make a difference in keeping family members at home.
 - Families receive enough information to help them participate in planning services.
 - Overall satisfaction with current services and supports.
- ◆ Families of children expressed greater satisfaction than families of adults in the following area:
 - Families want control and/or input over hiring and management of workers.
- ◆ It was noteworthy that there was no significant difference in satisfaction based on the person's age in the following areas:
 - Help is provided right away in an emergency or crisis when asked.
 - Family members would still be at home if no services were received.

GENDER

- ◆ Families with male family members expressed greater satisfaction than families with female family members in the following area:
 - Families feel there are enough staff who can communicate with family members who do not speak English or use a different way to communicate.
- ◆ It was noteworthy that there was no significant difference in satisfaction based on gender in the following area:
 - Overall satisfaction with current services and supports.

⁵ Adults = date of birth prior to 7/1/76. Children = date of birth 7/1/76 or sooner.

⁶ All other funding = Home and Community-Based Waiver, other (i.e., Targeted Case Management and/or Personal Care Services), and any combination of HCB Waiver, Flexible Family Funding, and other.

⁷ Independent sample T-tests were performed to ascertain statistical significance.

FUNDING SOURCE

- ◆ Families who receive other funding expressed greater satisfaction than families who receive Flexible Family Funding in the following areas:
 - Families know what supports are available through the agency.
 - Services make a difference in keeping family members at home.
 - Families receive enough information to help them participate in planning services.
 - Service coordinators help get what families need when asked.
 - Overall satisfaction with current services and supports.

- ◆ It was noteworthy that there was no significant difference in satisfaction based on funding source in the following areas:
 - Families have control and/or input over the hiring and management of workers.
 - Supports are available when families needs them.
 - Help is provided right away in an emergency or crisis when asked.
 - Family members would still be at home if no services were received.

PART III – ADDITIONAL COMMENTS

The following quotes were taken from the survey comment section. These themes were not captured in any of the survey questions, yet are still very relevant to services. They are grouped into categories representing common themes, often systemic in nature. It is important to point out that comments written on surveys tend to have a more negative slant. The confidential format of this survey was an opportunity for people to share their frustrations and concerns in a safe manner. These quotations from the survey tend to represent the general sentiments expressed in these areas. Some contain, within the wording, ideas for change.

RESPIRE

“The flexible respite funding has been very helpful to me for various needs.”

“I would like to receive more respite money.”

“More allowed [respite] hours would be great...”

“I appreciate what support we get through Flexible Family Funding, but it’s so little for the depth and complexities of [our daughter’s] disabilities.”

“Finding and keeping respite workers is very difficult.”

“Flexible funding has been great...”

“We...wish there was more funding available for respite.”

“Flexible funding is not all that’s needed.”

“Respite/Flexible Family Funding has allowed me to keep working...which has enhanced my own personal development.”

WORKER WAGES

“It is difficult for [the agency] to find staff...with the low pay.”

“I can’t help wishing that people in this field working as support workers could earn enough to attract the extraordinary individuals who can make the services extraordinary.”

“I feel [the health aids] would stay at this job longer if they were paid more.”

TRAINING WORKERS

“More training is needed by service providers.”

“Often supports are not available due to level of training required.”

“Trained subs are impossible to find.”

“I would like to see more focused training to aids working with children with disabilities...”

“[It] takes a long time to train people – then when they leave it’s a real problem.”

“[There is] no training for respite caregivers.”

“My case manager had minimal knowledge about support services that other community agencies and programs provide.... It only emphasizes the lack of training and guidance and information provided to case managers who are employed by this agency.”

SQUEAKY WHEEL

“The only method of gaining assistance is to be the squeaky wheel.”

“Unless you beg for services, you don’t get anything.”

“The services one receives are the ones a family is willing to fight for.”

“Unless you continue to fight for services, they are not forthcoming. There comes a point when you get tired of fighting or of jumping though hoops...The squeaky wheel gets the grease, the others get ignored.”

“Families who do not have great skills at advocacy also far too often go unserved.”

SERVICE EQUITY

“My son is being short-changed in services (\$) because he lives at home.”

“Why should strangers be paid to take care of our son. Why can’t families get the same amount of money to keep their adult child at home? The system is twisted.”

“I can’t understand why so little is available to families while their children reside with them.

“I would much rather be a full time mom and a part time worker. Instead you would rather have me pay someone else full time and for me to go to work full time and end up making less an hour in take home pay then to stay home and wash and care for my daughter.”

PLANNING FOR THE FUTURE

“Attempts to set things in place for out of home placement in the future are met by agency with bureaucratic feedback. My attempt...to prevent family from crisis are met with a list of criteria of why preventative measure cannot be taken now. We must wait until a crisis occurs.”

“...what would happen if we could not be around? He has no one but us...what would happen to him?”

“I worry about the help/support my son ...will receive when something ‘happens’ to me.”

“There is no support for [our daughter] to get ready for the outside world. We are not going to live forever.”

“What really scares me now is that my daughter is 17 years old – has approximately 4 years left in school – THEN WHAT!!”

“...what happens to a young adult who has profound physical limitations after age 21 when school is no longer an option for continuing education; socialization; adventure; and having your world larger than your home environment. It seems it goes from all that to custodial care!”

“Parents with young children who approach graduation from school, approach with apprehension and fear because nothing is there!!”

OPPORTUNITIES

“[The agency] has provided my child with many opportunities that he would not have had without their services.”

“Work programs are very hard to come by. The theory [of supported employment] may be good, but unfortunately it doesn’t work! Many have skills but there is still no employment...even though they have the skills.”

“The majority of her days are spent lounging on a couch stimming (sic) or watching TV. I don’t like it.”

“[Our son] had to give up his job when the agency decided they could not furnish transportation and supervision for only one person.”

“...we have very little social activities and peer interaction.”

“Socialization opportunities do not exist outside the school setting – no weekend, vacations, etc. social opportunities.”

“There are gaps in staffing and in how to create social opportunities, but what we do get makes this survivable for our whole family.”

CONCLUSION

This report highlights the most notable and significant findings from the 523 completed surveys. In addition to this report on statewide results, individual reports are sent to each agency. The individual agency reports summarize the key findings and provide the raw data from the surveys completed by families receiving services from the agency. These reports enable providers, families and people who receive services to contrast the satisfaction of families at their local agency with the statewide results.

In reviewing this and all satisfaction survey results, it is important to keep in mind that measurements of satisfaction are only truly useful when viewed in the aggregate. Measurements of satisfaction of developmental services are indications of how people perceive and feel about their services and are only one snapshot of a complex, multifaceted system of support. Information from these reports can best inform providers and their stakeholders when viewed in combination with other information about services and supports.

POSTSCRIPT

In an ongoing effort to improve the quality of information provided to the public by the Division of Developmental Services, we invite your feedback and suggestions on this and other reports provided by DDS. Please call or send you comments to the address inside the front cover.

ATTACHMENT: Family Satisfaction Survey Responses

INFORMATION		YES, OR MOST OF THE TIME	SOME OF THE TIME	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
1.	Do you receive information about services and supports that are available to your family? N=507	<input type="checkbox"/> 1 228	<input type="checkbox"/> 2 189	<input type="checkbox"/> 3 84	<input type="checkbox"/> 4 5	<input type="checkbox"/> 5 1
2.	If <u>yes</u> , is the information easy to understand? N=392	<input type="checkbox"/> 1 238	<input type="checkbox"/> 2 121	<input type="checkbox"/> 3 16	<input type="checkbox"/> 4 3	<input type="checkbox"/> 5 14
CHOICES & PLANNING		YES, OR MOST OF THE TIME	SOME OF THE TIME	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
3.	Do you choose the <u>agencies or providers</u> that work with your family? N=500	<input type="checkbox"/> 1 243	<input type="checkbox"/> 2 87	<input type="checkbox"/> 3 120	<input type="checkbox"/> 4 7	<input type="checkbox"/> 5 43
4.	Do you choose the <u>staff</u> that work with your family? N=508	<input type="checkbox"/> 1 168	<input type="checkbox"/> 2 110	<input type="checkbox"/> 3 160	<input type="checkbox"/> 4 8	<input type="checkbox"/> 5 62
5.	Do you have control and/or input over the hiring and management of your support workers? N=504	<input type="checkbox"/> 1 196	<input type="checkbox"/> 2 87	<input type="checkbox"/> 3 127	<input type="checkbox"/> 4 19	<input type="checkbox"/> 5 75
6.	Do you want to have control and/or input over the hiring and management of your support workers? N=492	<input type="checkbox"/> 1 241	<input type="checkbox"/> 2 86	<input type="checkbox"/> 3 67	<input type="checkbox"/> 4 32	<input type="checkbox"/> 5 66
7.	Are frequent changes in support staff a problem for your family? N=508	<input type="checkbox"/> 1 86	<input type="checkbox"/> 2 129	<input type="checkbox"/> 3 191	<input type="checkbox"/> 4 13	<input type="checkbox"/> 5 89
8.	Do staff help you figure out what you need as a family to support your family member with a disability? N=511	<input type="checkbox"/> 1 168	<input type="checkbox"/> 2 158	<input type="checkbox"/> 3 106	<input type="checkbox"/> 4 10	<input type="checkbox"/> 5 69
9.	Do staff talk to you about different options to meet your family's needs? N=508	<input type="checkbox"/> 1 175	<input type="checkbox"/> 2 158	<input type="checkbox"/> 3 101	<input type="checkbox"/> 4 7	<input type="checkbox"/> 5 67
10.	Do staff respect your choices and opinions? N=506	<input type="checkbox"/> 1 322	<input type="checkbox"/> 2 85	<input type="checkbox"/> 3 13	<input type="checkbox"/> 4 20	<input type="checkbox"/> 5 66
11.	Do you know what supports are available through your agency? N=509	<input type="checkbox"/> 1 183	<input type="checkbox"/> 2 178	<input type="checkbox"/> 3 89	<input type="checkbox"/> 4 37	<input type="checkbox"/> 5 22
12.	Are staff generally respectful, courteous and knowledgeable? N=507	<input type="checkbox"/> 1 398	<input type="checkbox"/> 2 59	<input type="checkbox"/> 3 5	<input type="checkbox"/> 4 7	<input type="checkbox"/> 5 38
ACCESS		YES, OR MOST OF THE TIME	SOME OF THE TIME	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
13.	Does your family get the supports you need, such as respite care, training, or education? N=513	<input type="checkbox"/> 1 292	<input type="checkbox"/> 2 139	<input type="checkbox"/> 3 51	<input type="checkbox"/> 4 4	<input type="checkbox"/> 5 27
14.	Do the supports offered meet your <u>family's</u> needs? N=510	<input type="checkbox"/> 1 245	<input type="checkbox"/> 2 175	<input type="checkbox"/> 3 53	<input type="checkbox"/> 4 9	<input type="checkbox"/> 5 28
15.	Are supports available when your family needs them? N=513	<input type="checkbox"/> 1 245	<input type="checkbox"/> 2 162	<input type="checkbox"/> 3 56	<input type="checkbox"/> 4 27	<input type="checkbox"/> 5 23

(ACCESS CON'T.)			YES, OR MOST OF THE TIME	SOME OF THE TIME	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
16.	Are services accessible?	N=502	<input type="checkbox"/> 1 255	<input type="checkbox"/> 2 137	<input type="checkbox"/> 3 23	<input type="checkbox"/> 4 33	<input type="checkbox"/> 5 54
17.	Are services in a convenient location?	N=500	<input type="checkbox"/> 1 261	<input type="checkbox"/> 2 115	<input type="checkbox"/> 3 22	<input type="checkbox"/> 4 36	<input type="checkbox"/> 5 66
18.	If you have ever asked for the state agency's assistance in an emergency or crisis, was help provided to you right away?	N=495	<input type="checkbox"/> 1 95	<input type="checkbox"/> 2 30	<input type="checkbox"/> 3 78	<input type="checkbox"/> 4 29	<input type="checkbox"/> 5 263
19.	If English is <u>not</u> your first language, are there staff who speak with you in your preferred language?	N=456	<input type="checkbox"/> 1 19	<input type="checkbox"/> 2 0	<input type="checkbox"/> 3 14	<input type="checkbox"/> 4 8	<input type="checkbox"/> 5 415
20.	Have services made a difference in helping keep your family member at home?	N=510	<input type="checkbox"/> 1 277	<input type="checkbox"/> 2 40	<input type="checkbox"/> 3 70	<input type="checkbox"/> 4 16	<input type="checkbox"/> 5 107
21.	Would your family member still be at home if you did not receive any services?	N=503	<input type="checkbox"/> 1 299	<input type="checkbox"/> 2 14	<input type="checkbox"/> 3 60	<input type="checkbox"/> 4 80	<input type="checkbox"/> 5 50
LINKS TO COMMUNITY			YES, OR MOST OF THE TIME	SOME OF THE TIME	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
22.	Do staff help you get family supports in your community, such as services offered through recreation departments, churches, or medical services?	N=511	<input type="checkbox"/> 1 127	<input type="checkbox"/> 2 97	<input type="checkbox"/> 3 179	<input type="checkbox"/> 4 18	<input type="checkbox"/> 5 90
23.	Do staff help you make arrangements with family, friends, or neighbors who can provide some of the supports your family needs?	N=508	<input type="checkbox"/> 1 69	<input type="checkbox"/> 2 58	<input type="checkbox"/> 3 240	<input type="checkbox"/> 4 14	<input type="checkbox"/> 5 127
FAMILY INVOLVEMENT IN SERVICE PLANNING			YES, OR MOSTLY	SOME-WHAT	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
24.	Did you get enough information to help you participate in planning services for your family member with a disability?	N=507	<input type="checkbox"/> 1 254	<input type="checkbox"/> 2 131	<input type="checkbox"/> 3 59	<input type="checkbox"/> 4 15	<input type="checkbox"/> 5 48
25.	Did you help develop your family member's service plan?	N=508	<input type="checkbox"/> 1 310	<input type="checkbox"/> 2 81	<input type="checkbox"/> 3 36	<input type="checkbox"/> 4 14	<input type="checkbox"/> 5 67
26.	Does the service plan include things that are important to your family member?	N=502	<input type="checkbox"/> 1 321	<input type="checkbox"/> 2 71	<input type="checkbox"/> 3 18	<input type="checkbox"/> 4 24	<input type="checkbox"/> 5 68
27.	Does the service plan include things that are important to you?	N=501	<input type="checkbox"/> 1 304	<input type="checkbox"/> 2 87	<input type="checkbox"/> 3 19	<input type="checkbox"/> 4 22	<input type="checkbox"/> 5 69
28.	Can you contact your family member's service coordinator/case manager whenever you want to?	N=507	<input type="checkbox"/> 1 341	<input type="checkbox"/> 2 67	<input type="checkbox"/> 3 19	<input type="checkbox"/> 4 25	<input type="checkbox"/> 5 55
29.	When you ask the service coordinator/case manager for assistance, does he/she help you get what you need?	N=503	<input type="checkbox"/> 1 294	<input type="checkbox"/> 2 112	<input type="checkbox"/> 3 18	<input type="checkbox"/> 4 12	<input type="checkbox"/> 5 67

(FAMILY INVOLVEMENT IN SERVICE PLANNING CON'T.)		YES, OR MOSTLY	SOME-WHAT	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
30.	Does the agency providing day/employment services to your family member involve you in important decisions (such as where to work, type of work, work setting)? N=490	<input type="checkbox"/> 1 118	<input type="checkbox"/> 2 26	<input type="checkbox"/> 3 40	<input type="checkbox"/> 4 7	<input type="checkbox"/> 5 299
FAMILY SATISFACTION		YES, OR MOSTLY	SOME-WHAT	NO, OR NOT AT ALL	DON'T KNOW	DOES NOT APPLY
31.	If your family member does not speak English or uses a different way to communicate (for example, sign language), do you feel that there are enough staff available who can communicate with him/her? N=488	<input type="checkbox"/> 1 41	<input type="checkbox"/> 2 42	<input type="checkbox"/> 3 31	<input type="checkbox"/> 4 27	<input type="checkbox"/> 5 347
32.	Do you feel that your family member has access to the special equipment or accommodations that he/she needs (for example, wheelchairs, ramps, communication boards)? N=501	<input type="checkbox"/> 1 124	<input type="checkbox"/> 2 80	<input type="checkbox"/> 3 44	<input type="checkbox"/> 4 12	<input type="checkbox"/> 5 241
33.	Do you feel that your family member's day/employment setting is a healthy and safe environment? N=500	<input type="checkbox"/> 1 216	<input type="checkbox"/> 2 25	<input type="checkbox"/> 3 4	<input type="checkbox"/> 4 8	<input type="checkbox"/> 5 247
34.	Overall, do you feel that your family member is happy? N=509	<input type="checkbox"/> 1 410	<input type="checkbox"/> 2 83	<input type="checkbox"/> 3 7	<input type="checkbox"/> 4 5	<input type="checkbox"/> 5 4
35.	Have you been informed of your local agency's grievance process? N=503	<input type="checkbox"/> 1 133	<input type="checkbox"/> 2 41	<input type="checkbox"/> 3 228	<input type="checkbox"/> 4 52	<input type="checkbox"/> 5 49
36.	Are you satisfied with the way complaints/grievances are handled and resolved by your local agency? N=492	<input type="checkbox"/> 1 126	<input type="checkbox"/> 2 55	<input type="checkbox"/> 3 38	<input type="checkbox"/> 4 96	<input type="checkbox"/> 5 177
37.	Overall, are you satisfied with the services and supports that your family member currently receives? N=504	<input type="checkbox"/> 1 313	<input type="checkbox"/> 2 125	<input type="checkbox"/> 3 44	<input type="checkbox"/> 4 8	<input type="checkbox"/> 5 14