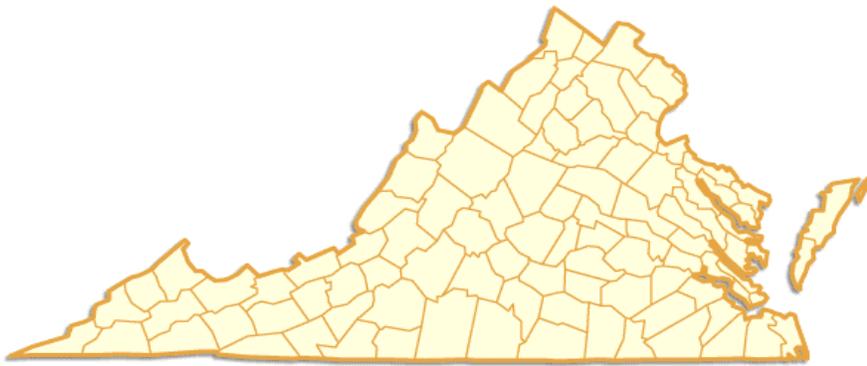


# ID Family Survey 2009



**May 2010**

**Virginia Department of Behavioral Health and Developmental Services  
P.O. Box 1797  
Richmond, Virginia 23218-1797**

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**TABLE OF CONTENTS**

<b>I. EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>II. BACKGROUND .....</b>	<b>3</b>
<b>III. METHODOLOGY.....</b>	<b>3</b>
<i>A. Instrument .....</i>	<i>3</i>
<i>B. Survey Dissemination and Sample .....</i>	<i>3</i>
<b>IV. RESULTS.....</b>	<b>6</b>
<i>A. Focus Person/Family Characteristics .....</i>	<i>6</i>
<i>B. Addition of new question .....</i>	<i>8</i>
<i>C. Additional Descriptive Data .....</i>	<i>10</i>
<i>D. Domain Outcomes .....</i>	<i>11</i>
<b>V. IMPLICATIONS &amp; RECOMMENDATIONS .....</b>	<b>18</b>
<i>A. Conclusion.....</i>	<i>18</i>
<i>B. Dissemination Method.....</i>	<i>19</i>
<i>C. Limitations and Recommendations .....</i>	<i>19</i>
<b>VI. APPENDIX .....</b>	<b>20</b>
<i>2009 Survey Instrument .....</i>	<i>20</i>

**LIST OF TABLES**

<b>Table 1: Survey Responses by CSB .....</b>	<b>4</b>
<b>Table 2: Results of Demographic and Categorical Questions .....</b>	<b>7</b>
<b>Table 3: Response rate by Self Directed and Agency Directed Services .....</b>	<b>8</b>
<b>Table 4: Stability of Living Situation and Employment Status.....</b>	<b>11</b>
<b>Table 5: Data on Indicator Questions Grouped by Domain .....</b>	<b>13</b>
<b>Table 6: Statistics and Percentage of Satisfied Respondents on Domains .....</b>	<b>16</b>

**LIST OF FIGURES**

<b>Figure 1: Demographic Domain by Race/Ethnic Identity .....</b>	<b>6</b>
<b>Figure 2: Demographic Domain by Age .....</b>	<b>6</b>
<b>Figure 3: Comparison between. Self directed vs. Agency directed services.....</b>	<b>10</b>
<b>Figure 4: Percentage of positive responses per Domain comparison .....</b>	<b>17</b>
<b>Figure 5: Domain satisfaction by Health Planning Region.....</b>	<b>18</b>

## I. EXECUTIVE SUMMARY

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) identified family satisfaction with Community Service Boards (CSBs), Behavioral Health Authorities, and other Intellectual Disability (ID) service providers as a possible performance measure to be assessed on an annual basis. Accordingly, DBHDS administered its ninth annual statewide survey of family satisfaction with Intellectual Disability supports received from CSBs in 2009. The family satisfaction survey was designed to measure family perceptions of community-based services in the following domains: Family Involvement, Case Management Services, Choice and Access, Healthy and Safe Environment, and Service Reliability. Additionally demographic and miscellaneous measures of progress and well-being were also measured. The targeted population consists of individuals with intellectual disabilities who have received case management services from a CSB for at least one year, referred to here as the 'focus person'.

### *Response Rate and Sample Size:*

- A total of 1,827 (1,744 usable surveys and 83 unusable surveys) were returned from forty CSBs this year which is higher than 1,046 received last year (2008). Eighty three surveys were unusable because they were completed by providers.
- The estimated statewide response rate was 21.07%.
- The number of completed surveys received per CSB ranged from 5 to 116.
- Response rates (*n*) vary from question to question, because respondents did not always complete all the questions or forgot to complete the back page of the survey.
- The missing data on individual questions also resulted in low counts for the domain scores.

### *Demographics:*

- Of the focus persons, 49.76% were male and 50.24% were female, 64.21% were identified as White Non-Hispanic, 26.72% identified as African American and 9.07% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others.
- Little more than half, 56.31% of the respondents are between 23-59 years of age and 1.01% is under 18. Approximately 37% of the respondents are above 59 years of age.
- Nearly 57% of survey respondents indicated that they were the parent of the person with intellectual disabilities and 21% identified themselves as the brother or sister.
- 98.4% of the sample received Medicaid.

### *Domain Scores:*

- In 2009, about 83% of the respondents had a positive perception with regard to the Choice and Access domain, which is 9% higher than the 74% satisfied in 2008.

## Family Survey 2009 Data Summary Report

- Eighty four percent responded positively on the Family Involvement domain. This is a decrease of about 2% from the year 2008 with 86%.
- Approximately 95% reported positively in the Case Management domain. This domain area has received consistently high scores since the year 2000.
- Approximately 23% responded positively on the Service Reliability domain which is 2% lower than the year 2008.
- Almost 97% of the respondents positively rated the Healthy and Safe Environment domain. This domain has been one of the highest scoring areas of satisfaction since the survey's inception.

### Conclusions

Overall, the majority of respondents who completed surveys about services received by the focus person continue to report positive opinions and perceptions of the services received through CSBs.

- An item in the Family Involvement domain shows that 93% of all respondents agreed that the services provided to the focus person helped relieve stress on the family.
- All individual questions had high levels of satisfaction, except for the items "frequent changes in case managers have not been a problem", "supports and services are available for the person." Here, only 25% and 31% respectively reported satisfaction.
- In the Choice and Access domain, nearly 31% of respondents said they were satisfied with the services and supports currently received by the focus person, which is the same as 2008. On this domain, individual responses ranged from 31% to 94% of respondents reporting satisfaction. One new question was asked this year (2009) under this domain, "Whether the focus person received all of the services listed in the service plan" and 92% were in agreement.
- Service Reliability remains a source of respondent dissatisfaction. This included areas such as support staff and case manager turnover. It was the lowest rated domain and points to an area in need of improvement statewide. Only 25% agreed that frequent changes in case management have not been a problem which is higher than 18% who were satisfied in 2008. Overall this domain has continued to be a pattern of low satisfaction identified in previous survey years.

### Limitations

The numbers of surveys received from each CSB ranged from 5 to 116, making it difficult to compare data from one CSB to another. Results of this survey reflect the opinions of only those family members/guardians of a person with intellectual disabilities receiving at least case management who chose to complete and return the survey. Because the survey is a cross-sectional design, these findings reflect the views of family members/guardians only at the time of the survey. Opinions and attitudes are subject to change over time and are captured at one point in time annually, the yearly planning meeting. Despite these limitations, the outcomes from this survey contribute a greater

## Family Survey 2009 Data Summary Report

understanding of family member/guardian perceptions about publicly funded, community-based, Intellectual Disability services. The survey outcomes will continue to be important contributions towards identifying areas of improvement for the CSBs for both Waiver and non-Waiver services.

### **II. BACKGROUND**

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) has identified family satisfaction and perceptions of Community Service Boards' (CSBs) and Behavioral Health Authorities' services as a possible performance measure to be assessed on an annual basis. DBHDS administered its ninth annual statewide survey of family satisfaction with CSB intellectual disability services in the beginning of January 2009. DBHDS completed the first family/guardian survey for individuals with intellectual disabilities in 2000. The Intellectual Disability Services Survey of 2000 was originally based on surveys developed through the National Core Indicators Project (NCI). DBHDS participated in the NCI from 1997 through 1999. This participation has provided Virginia with direct access to the work of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI), including data collection instruments. Since then, the survey has been conducted every year since 2002 under the name "Intellectual Disability Services Family Satisfaction Survey." The questionnaire was revised in 2005, 2006, 2008 and again in 2009. As in the past, data will no longer be compared to that obtained by the NCI due to inability to perform risk adjustments needed for comparison.

### **III. METHODOLOGY**

#### **A. Instrument and Analysis**

The instrument used for this project is a 37-item questionnaire based in part on surveys developed by the National Core Indicators Project (NCI). The family satisfaction survey was designed to measure family perceptions of community-based services in five areas (domains) as well as a separate section on the overall quality of life improvement of the person with intellectual disabilities. The survey includes six demographic/categorical questions, 28 individual questions that comprise the five domain subscales, and seven miscellaneous questions that ask about quality of life, employment, residential status, and other services received.

All received surveys were scanned using Teleform and then statistically analyzed using SPSS software. A number of procedures and steps were used during the data analysis procedure and will be discussed where applicable in the sections below.

#### **B. Survey Dissemination and Sample**

The questionnaire was administered to family members/guardians of individuals with intellectual disabilities who received at least case management services from a CSB for 12 months or more prior to the survey's dissemination. The individual for the purpose of

## Family Survey 2009 Data Summary Report

this report is referred to here as the focus person. The focus person may also be receiving additional services, such as respite care, residential, day or employment services.

Surveys were distributed to the family member/guardian during the focus persons' annual planning meeting, with directions to complete the form after the meeting and return by mail in the self-addressed envelope. Case managers were encouraged to emphasize the importance of the survey to family members/guardians. If a family member/guardian did not attend the annual meeting, the case manager was instructed to mail the survey and instruction sheet to the family's household. All surveys were completed in private and not in the presence of case managers or other CSB staff. Respondents mailed the completed surveys directly to the Office of Developmental Services in the provided post-paid return envelope.

Due to the manner in which the survey was distributed, it is difficult to identify the exact number of surveys disseminated. It is estimated that 10,000 surveys were handed out, which is roughly 500 more than the previous year. This number represents the approximate number of individuals under active case management. This year, 1,744 useable surveys were returned for a response rate of approximately 21.07%, which is higher than last year's response rate at 10.57%.

All of the forty CSBs had at least 5 surveys completed and returned for analysis. The number of surveys returned from CSBs ranged from 5 to 116. Table 1 presents the number of surveys returned by respondents from each CSB, the percent of the sample represents the approximate number of adults receiving case management services (equal to the number of surveys received), and the return rate represents the approximate number of adults receiving case management services (equal to the number of surveys distributed) for each CSB.

**TABLE 1: Survey Responses by CSBs in 2009**

<b>TABLE 1: Survey Responses by CSB 2009</b>				
Community Service Board Provider	Surveys Returned	% Of Sample	# of Active CM (Jan 1, 2009)	Return Rate
Alexandria CSB	15	0.82%	108	13.89%
Alleghany Highlands CSB	5	0.27%	75	6.67%
Arlington CSB	19	1.04%	142	13.38%
Blue Ridge Behavioral Healthcare	76	4.16%	380	20.00%
Central Virginia CSB	116	6.35%	513	22.61%
Chesapeake CSB	44	2.41%	175	25.14%
Chesterfield CSB	56	3.07%	593	9.44%
Colonial Services Board	92	5.04%	124	74.19%

Family Survey 2009 Data Summary Report

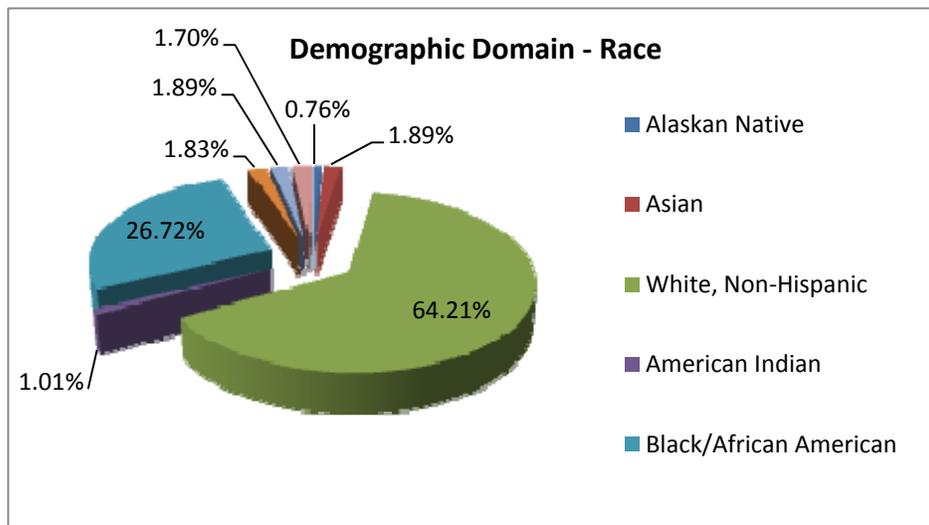
Community Service Board Provider	Surveys Returned	% Of Sample	# of Active CM (Jan 1, 2009)	Return Rate
Crossroads Services Board	54	2.96%	149	36.24%
Cumberland Mountain CSB	52	2.85%	125	41.60%
Danville-Pittsylvania CSB	69	3.78%	248	27.82%
Dickenson County CSB	6	0.33%	20	30.00%
District 19 CSB	28	1.53%	125	22.40%
Eastern Shore CSB	17	0.93%	143	11.89%
Fairfax-Falls Church CSB	86	4.71%	664	12.95%
Goochland-Powhatan CSB	23	1.26%	57	40.35%
Hampton-Newport News CSB	70	3.83%	586	11.95%
Hanover County CSB	39	2.13%	125	31.20%
Harrisonburg-Rockingham CSB	44	2.41%	170	25.88%
Henrico Area MH & MR Services	49	2.68%	365	13.42%
Highlands Community Services	18	0.99%	125	14.40%
Loudoun County CSB	26	1.42%	119	21.85%
Middle Peninsula-Northern Neck CSB	60	3.28%	159	37.74%
Mount Rogers CSB	45	2.46%	208	21.63%
New River Valley Community Services	67	3.67%	175	38.29%
Norfolk CSB	63	3.45%	450	14.00%
Northwestern Community Services	30	1.64%	314	9.55%
Piedmont Community Services	42	2.30%	230	18.26%
Planning District One CSB	30	1.64%	152	19.74%
Portsmouth Dept. of Beh. Healthcare Ser.	67	3.67%	300	22.33%
Prince William County CSB	47	2.57%	270	17.41%
Rappahannock-Area CSB	106	5.80%	310	34.19%
Rappahannock-Rapidan CSB	6	0.33%	200	3.00%
Region Ten CSB	31	1.70%	315	9.84%
Richmond Behavioral Health Authority	31	1.70%	360	8.61%
Rockbridge Area CSB	17	0.93%	120	14.17%
Southside CSB	11	0.60%	202	5.45%
Valley CSB	34	1.86%	210	16.19%
Virginia Beach Dept. of MH/MR/SAS	116	6.35%	674	17.21%
Western Tidewater CSB	20	1.09%	250	8.00%
<b>Total</b>	<b>1827</b>	<b>100.00%</b>	<b>10030</b>	n/a

## IV. RESULTS

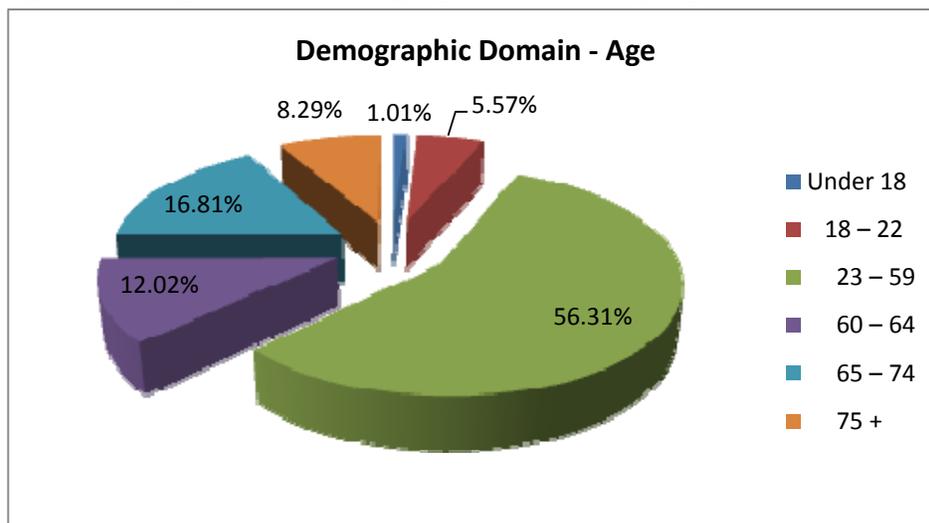
### A. Focus Person/Family Characteristics

The survey included demographic questions such as the focus person’s gender, race, and age. Of the sample, 49.76% of the focus persons were male, 64.21% were identified as White Non-Hispanic, 26.72% identified as African American and 9.07% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others. Approximately 56% of the respondents were between 23 and 59 years of age.

**Figure 1: Respondents Demographic Domain by Race/Ethnic Identity**



**Figure 2: Respondents Demographic Domain by Age**



## Family Survey 2009 Data Summary Report

A parent of the focus person completed 57.10% of the surveys and 22.18% were completed by a sibling. About 51% percent indicated that they saw the focus person on a daily basis and 11.3% said they saw the person about once a week. The number of responses and the percentages for each demographic and categorical question is displayed below in Table 2.

**TABLE 2: Results of Demographic and Categorical Questions**

CHARACTERISTICS OF SAMPLE		COUNT	AVG	STD DEV	PERCENTAGE OF SAMPLE
<i>Respondent's Age:</i>	<i>Under 18</i>	17	0.425	0.77	1.01%
	<i>18 – 22</i>	94	2.35	3.15	5.57%
	<i>23 – 59</i>	951	23.775	14.90	56.31%
	<i>60 – 64</i>	203	5.075	4.19	12.02%
	<i>65 – 74</i>	284	7.1	5.90	16.81%
	<i>75 +</i>	140	3.5	2.74	8.29%
	<i>Total</i>	<b>1689</b>	<b>42.225</b>	<b>27.08</b>	<b>100.00%</b>
<i>Race:</i>	<i>Alaskan Native</i>	12	0.3	0.93	0.76%
	<i>Asian</i>	30	0.75	1.75	1.89%
	<i>White, Non-Hispanic</i>	1019	25.475	17.07	64.21%
	<i>American Indian</i>	16	0.4	0.97	1.01%
	<i>Black/African American</i>	424	10.6	10.72	26.72%
	<i>Hispanic</i>	29	0.725	1.64	1.83%
	<i>Native Hawaiian or other pacific islander</i>	30	0.75	2.29	1.89%
	<i>Other</i>	27	0.675	1.13	1.70%
<i>Total</i>	<b>1587</b>	<b>39.675</b>	<b>24.85</b>	<b>100.00%</b>	
<i>About how often do you see the person with ID?</i>	<i>Daily</i>	848	21.2	14.93	50.72%
	<i>Once a week</i>	189	4.725	3.54	11.30%
	<i>Once a month</i>	280	7	5.68	16.75%
	<i>A few times a year</i>	77	1.925	3.47	4.61%
	<i>Once a year</i>	251	6.275	6.19	15.01%
	<i>Less than once a year</i>	27	0.675	1.23	1.61%
	<i>Total</i>	<b>1672</b>	<b>41.8</b>	<b>27.06</b>	<b>100.00%</b>
<i>Gender:</i>	<i>Male</i>	827	20.675	13.30	49.76%
	<i>Female</i>	835	20.875	13.74	50.24%
	<i>Total</i>	<b>1662</b>	<b>41.55</b>	<b>26.06</b>	<b>100.00%</b>
<i>What is your relationship to the person with ID?</i>	<i>Parent</i>	945	23.625	18.22	57.10%
	<i>Brother/Sister</i>	367	9.175	7.30	22.18%
	<i>Aunt/Uncle/Grandparent</i>	16	0.4	0.65	0.97%
	<i>Spouse</i>	135	3.375	2.85	8.16%

Family Survey 2009 Data Summary Report

CHARACTERISTICS OF SAMPLE	COUNT	AVG	STD DEV	PERCENTAGE OF SAMPLE
<i>Other</i>	192	4.8	7.30	11.60%
<i>Total</i>	1655	41.375	26.48	100.00%
<i>With whom does the person with a disability live?-Family Member</i>	779	19.475	13.89	49.94%
<i>With whom does the person with a disability live? - Out of family Home(Group home, Supervised)</i>	781	19.525	12.22	50.06%
<i>Total</i>	1560	39	23.97	100.00%
<i>Does the person with a disability have Medicaid? - Yes</i>	1165	29.125	19.22	98.40%
<i>Does the person with a disability have Medicaid? - No</i>	19	0.475	1.13	1.60%
<i>Total</i>	1184	29.6	19.38	100.00%

**Addition of new questions to the Survey 2009:**

To get more information from the focus person’s satisfaction level and their services received, we continue to add more questions to the survey. Below was one of the questions added to year 2009 survey. This question requests whether received services were “Self directed” or “Agency directed”. Out of received useable 1,744 surveys, only 1,366 individuals responded to this question. Of those, 26% noted that services were self-directed whereas 74% said that the services were agency directed.

**Table 3: Response rate by Self Directed and Agency Directed Services (selected questions).**

<i>3. If the person with ID does not speak English or uses a different way to communicate, are there enough staff available to communicate with him/her?</i>	% Agree	% Disagree	Total
<i>Self-Directed</i>	94.1%	5.9%	153
<i>Agency Directed</i>	92.0%	8.0%	461
<i>4. Do you feel that the person with ID has access to the special equipment or accommodations that he/she needs?</i>	% Agree	% Disagree	Total
<i>Self-Directed</i>	93.5%	6.5%	186
<i>Agency Directed</i>	91.3%	8.7%	550
<i>5. Do you feel that supports and services are available for the person with ID when needed?</i>	% Agree	% Disagree	Total
<i>Self-Directed</i>	33.0%	67.0%	264
<i>Agency Directed</i>	27.9%	72.1%	757
<i>6. Do you or your family member want to have control and/or input over the hiring and management of your support workers?</i>	% Agree	% Disagree	Total
<i>Self-Directed</i>	80.9%	19.1%	256
<i>Agency Directed</i>	62.6%	37.4%	653
<i>7. Does your family member participate in community activities?</i>	% Agree	% Disagree	Total

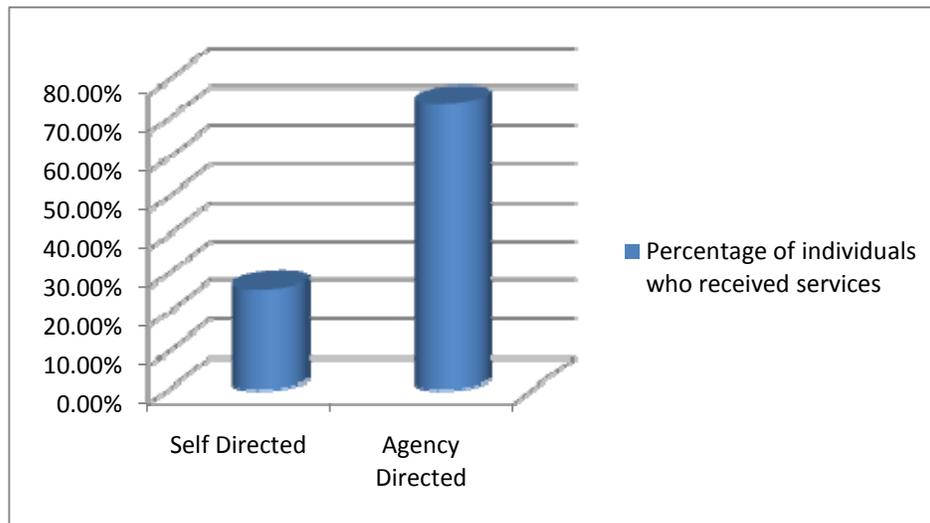
Family Survey 2009 Data Summary Report

	<i>Self-Directed</i>	89.1%	10.9%	303
	<i>Agency Directed</i>	91.4%	8.6%	865
<b>8. Does person with ID received all of the services listed in the service plan?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	90.6%	9.4%	320
	<i>Agency Directed</i>	93.4%	6.6%	926
<b>9. If you or the person with ID ever asked for the agency's assistance in an emergency or crisis, was help provided right away?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	91.8%	8.2%	302
	<i>Agency Directed</i>	93.5%	6.4%	868
<b>10. Do staff help the person with ID get supports in the community, such as services offered through rec. departments or churches?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	90.1%	9.9%	312
	<i>Agency Directed</i>	90.6%	9.4%	908
<b>11a. Frequent changes in case managers has been a problem.</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	22.7%	77.3%	273
	<i>Agency Directed</i>	23.3%	76.7%	811
<b>11b. Frequent changes in residential, respite, or personal care staff has been a problem.</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	17.5%	82.5%	228
	<i>Agency Directed</i>	21.0%	79.0%	713
<b>11c. Frequent changes in day support/employment staff have been a problem.</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	17.0%	83.0%	229
	<i>Agency Directed</i>	18.6%	81.4%	737
<b>12. Over the past year, have the services provided to the person with ID helped to relieve stress on your family?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	92.0%	8.0%	312
	<i>Agency Directed</i>	94.8%	5.2%	910
<b>13. Did you get enough information to help you participate in planning services for the person with disability?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	93.9%	6.1%	342
	<i>Agency Directed</i>	94.8%	5.2%	977
<b>14a. Participated in the development of this person's yearly plan?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	96.4%	3.6%	335
	<i>Agency Directed</i>	95.8%	4.2%	954
<b>14b. Person with ID was able to make choices during planning about the providers who would work with him/her?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	85.8%	14.2%	289
	<i>Agency Directed</i>	82.2%	17.8%	824
<b>14c. Person with ID was able to make choices during planning about the services he/she would receive?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	87.4%	12.7%	293
	<i>Agency Directed</i>	84.8%	15.2%	835
<b>14d. During Planning process, person with ID was asked about his/her personal goals?</b>		<b>%</b>	<b>%</b>	<b>Total</b>
	<i>Self-Directed</i>	90.4%	9.6%	303
	<i>Agency Directed</i>	91.1%	8.9%	843

## Family Survey 2009 Data Summary Report

17. Do you help choose the agencies or providers that serve the person with a disability?	% Agree	% Disagree	Total
<i>Self-Directed</i>	90.1%	9.9%	322
<i>Agency Directed</i>	85.9%	14.1%	889
18. There are enough agencies that provide services to people with a disability in your area so that you may choose one in addition to you local CSB?	% Agree	% Disagree	Total
<i>Self-Directed</i>	66.3%	33.7%	315
<i>Agency Directed</i>	62.4%	37.6%	861
19. Does staff talk to you about different ways to meet your family's needs?	% Agree	% Disagree	Total
<i>Self-Directed</i>	89.8%	10.2%	323
<i>Agency Directed</i>	90.9%	9.1%	921
20. Does staff respect your family's choices and opinions?	% Agree	% Disagree	Total
<i>Self-Directed</i>	96.7%	3.3%	338
<i>Agency Directed</i>	96.5%	3.5%	965
21. You help choose the support staff that work directly with the person with a disability?	% Agree	% Disagree	Total
<i>Self-Directed</i>	78.0%	22.0%	287
<i>Agency Directed</i>	63.1%	36.9%	791
22. Are you satisfied with the way complaints about services are handled?	% Agree	% Disagree	Total
<i>Self-Directed</i>	93.9%	6.1%	296
<i>Agency Directed</i>	92.6%	7.4%	897

**Figure 3: Overall Comparison between Self Directed and Agency Directed Services**



**Second newly added question to surveys 2009** was “Whether the person with ID received all of the services listed in the service plan.” Here, 1544 (Out of total 1744 usable surveys) responded at 92% satisfaction rate.

### **B. Additional Descriptive Data**

## Family Survey 2009 Data Summary Report

Additional descriptive questions on the survey asked about the living situation and employment status of the focus person. A large percentage of respondents (88%) indicated that the focus person had not moved residences in the last year which is 1% lower than the year 2008. About 9% said the focus person had changed living arrangements once which is higher from the year 2008 at 6%, and less than 2% said the focus person had moved two or more times. These statistics seem to herald residential stability for the focus persons in this sample. In addition, these rates have changed little from year to year, providing further support for the perception that few adults with intellectual disabilities are moving much in any given year.

The employment status of the focus person is likely correlated to his/her individual skill level and funding issues, rather than reflecting the quality of services they received from the CSB and case managers. In this sample, over 33% were employed, of these 5% have retained the same job for at least one year; 23% have held the same job for two or more years. The unemployment rate was above 60%. Once again, it is important to note that there may be other intervening variables, such as the economy or job availability, which might be related to the drop in employment. Complete data on employment status and the focus person's living situation are below in Table 4.

**TABLE 4: Stability of Living Situation and Employment Status**

CHARACTERISTICS OF SAMPLE	STD DEV	PERCENTAGE OF SAMPLE	COUNT	AVG
<i>Less than 6 months Employment</i>	1.38	2.70%	41	1.025
<i>6-12 months of Employment</i>	1.93	2.96%	45	1.125
<i>13-24 months of Employment</i>	1.89	4.40%	67	1.675
<i>Over 2 years of Employment</i>	8.75	22.88%	348	8.7
<i>Not employed</i>	15.97	67.06%	1020	25.5
<b>Total</b>	<b>23.54</b>	<b>100.00%</b>	<b>1521</b>	<b>38.025</b>
<i>Never changed living situation in the past year(None)</i>	21.14	87.93%	1399	34.975
<i>Changed Once</i>	4.64	8.99%	143	3.575
<i>Changed Twice</i>	0.91	1.32%	21	0.525
<i>Changed Three times</i>	0.50	0.69%	11	0.275
<i>Changed Four or more times</i>	1.13	1.07%	17	0.425
<b>Total</b>	<b>24.83</b>	<b>100.00%</b>	<b>1591</b>	<b>39.775</b>

### **C. Domain Outcomes**

In the first year of the survey's implementation, factor analysis was run to determine the presence of any subscales that could be used for better data analysis. Factor analysis identified five domains, which were subsequently named:

- Family Involvement.
- Case Management Services
- Choice and Access

## Family Survey 2009 Data Summary Report

- Healthy and Safe Environment
- Service Reliability

In order to transform the individual questions into the proper domain variable, several steps were necessary to prepare the data. First, the questions were grouped into their proper domain and then recoded to reflect the responses so that a “% Agree” score was calculated by adding the “Agree” and “Strongly Agree” responses together into a value of 1. Likewise, a “% Disagree” category was created by recoding the “Disagree,” “Strongly Disagree” answers into a value of 2. The average score for each question or domain will have a range of 1.00 – 15.51, with a 15.51 corresponding to a perfect score and indicating high levels of satisfaction. Categories for “don’t know” and “does not apply” were also indicated on the survey, but these frequencies were treated as missing data because they can not be accurately reflected in the average.

As domain values are comprised of several questions, even one missing or invalid answer for one of the questions, will result in exclusions of those questions to that domain for those individuals. This year, a lot of “don’t know,” or missing data, was observed in the questions. These categories do not contribute to the data because the data is likely unreflective of the sample as a whole. Additionally, due to the presence of more data, averages and percent of satisfaction on individual questions will often differ from the average and percent satisfied on the corresponding domain score.

### 1. Family Involvement:

This year, the Family Involvement domain had an overall 84% satisfaction rate which is 2% lower from year 2008 at 84%. The six individual questions in this domain had the range of satisfaction level between 62% and 96%.

### 2. Case Management Services:

The domain had an average 95% satisfaction rate which is higher than the year 2008 at 89%. High levels of satisfaction were reported on all three of the individual questions in the domain. The satisfaction rate ranged from 94% to 96%. The mean scores and percentage of satisfied responders are about similar to 2007 and 2008. This signifies continued family member satisfaction with case management services.

### 3. Choice and Access:

There are twelve questions that comprise the Choice and Access domain. The domain had an 83% satisfaction rate which is about 9% higher than the 74% of 2008. All the questions in this domain had a satisfaction rate between 31% and 94%.

### 4. Healthy and Safe Environment:

Two questions make up this domain, one asking about the focus person’s living environment, the other asking about the place the focus person stays during the day. The domain had a high score

## Family Survey 2009 Data Summary Report

with a 97% satisfaction rate, the highest of all the domains. This indicates that almost all the respondents considered the environment where the focus person went during the day, as well as the person's place of residence, to be healthy and safe environment. Year after year, this has been the area of highest satisfaction among survey respondents.

### 5. Service Reliability:

Service Reliability has traditionally been the area of least satisfaction and 2009 was no different. The percentage of responders reporting satisfaction was 23% which is 2% lower than the year 2008. There rate of satisfaction ranged from 20% to 25%. These low levels of satisfaction seem to signify that staff turnover is a continual problem for most people, regardless of whether it is case managers, support staff, or others.

The mean, standard deviation scores, and the number of valid responses for each question are below in Table 5. For comparison purposes, the data from the past two years has also been included. A second table, Table 6, displays information on the five domains.

**TABLE 5: Data on Indicator Questions Grouped by Domain**

1. FAMILY INVOLVEMENT DOMAIN	% Agree	% Disagree	Mean	Std Dev.	Count
Over the past year, have the services provided to the person with ID helped to relieve stress on you family?					
2009	93.27%	6.73%	9.10	11.53	1456
2008	89.87%	10.13%	0.23	0.21	892
Did you help participate in the development of the person's yearly plan?					
2009	95.25%	4.75%	9.60	12.56	1536
2008	93.82%	6.18%	0.24	0.25	880
Do you help choose the agencies or providers that serve the person with ID?					
2009	62.36%	37.64%	8.57	8.08	1371
2008	86.39%	13.61%	0.22	0.19	879
Do you help choose the support staff that the person with ID?					
2009	66.77%	33.23%	7.92	7.53	1267
2008	60.15%	39.85%	0.19	0.09	873
Does staff talk to you about different ways to work directly with meet your family needs?					
2009	89.74%	10.26%	9.20	11.47	1472
2008	87.75%	12.25%	0.23	0.21	888
Does staff respect your family's choices and opinions?					
2009	95.77%	4.23%	9.60	12.51	1536
2008	96.09%	3.91%	0.24	0.26	881

## Family Survey 2009 Data Summary Report

<b>2. CASE MANAGEMENT DOMAIN</b>					
	<b>% Agree</b>	<b>% Disagree</b>	<b>Mean</b>	<b>Std Dev.</b>	<b>Count</b>
Can you contact the case manager whenever you want to?					
2009	96.06%	3.94%	9.83	13.36	1572
2008	93.08%	6.92%	0.25	0.25	839
Did you get the response within a reasonable time when contacted the Case Manager?					
2009	95.52%	4.48%	9.63	12.77	1540
When you ask the case manager for assistance, does he/she help you to get what you need in a timely manner?					
2009	94.27%	5.73%	9.71	12.55	1553
2008	92.92%	7.08%	0.25	0.25	876
<b>3. CHOICE AND ACCESS DOMAIN</b>					
	<b>% Agree</b>	<b>% Disagree</b>	<b>Mean</b>	<b>Std Dev.</b>	<b>Count</b>
If the person with ID does not speak English, or uses a different method of communication, do you feel there is enough staff available to communicate with him/her?					
2009	91.40%	8.60%	4.87	6.56	779
2008	85.87%	14.13%	0.12	0.10	937
Do you feel that the person with ID has access to the special equipment or accommodations that he/she needs?					
2009	91.07%	8.93%	5.67	7.10	907
2008	86.47%	13.53%	0.15	0.13	920
Do you feel that supports and services are available for the person with ID when needed?					
2009	30.81%	69.19%	7.93	6.90	1269
2008	31.52%	68.48%	0.21	0.09	936
Does staff help the person with ID get support CSB's assistance in an emergency or crisis, in the community?					
2009	93.13%	6.87%	8.46	10.53	1354
2008	89.22%	10.78%	0.20	0.18	878
Does staff help the person with ID get supports in the community, such as services offered through rec. departments or churches?					
2009	90.39%	9.61%	9.04	11.02	1447
2008	84.30%	15.70%	0.22	0.18	881
Did you get enough information to help you participate in planning services for the person with ID?					
2009	93.87%	6.13%	9.79	12.46	1566

## Family Survey 2009 Data Summary Report

	2008	91.00%	9.00%	0.24	0.23	883
Person with ID was able to make choices during planning about the providers who would work with him/her?						
	2009	83.35%	16.65%	8.18	9.02	1309
	2008	79.76%	20.24%	0.19	0.14	875
Person with ID was able to make choices during planning about the services he/she would receive?						
	2009	85.80%	14.20%	8.28	9.48	1324
	2008	83.26%	16.74%	0.20	0.16	865
During Planning process, person with ID was asked about his/her personal goals?						
	2009	90.41%	9.59%	8.48	10.49	1356
	2008	88.20%	11.80%	0.20	0.19	872
Are there enough agencies that provide services to people with ID in your area so that may choose one in addition to your local CSB?						
	2009	62.36%	37.64%	8.57	8.08	1371
	2008	54.76%	45.24%	0.22	0.06	794
Are you satisfied with the way complaints about services are handled?						
	2009	92.15%	7.85%	8.76	11.06	1402
	2008	88.61%	11.39%	0.22	0.21	881
Person with ID received all of the services listed in the service plan?						
	2009	92.29%	7.71%	9.65	12.50	1544
<b>4. HEALTHY AND SAFE ENVIRONMENT DOMAIN</b>		<b>% Agree</b>	<b>% Disagree</b>	<b>Mean</b>	<b>Std Dev.</b>	<b>Count</b>
Do you feel that where the person goes during the day is a healthy and safe environment?						
	2009	97.58%	2.42%	9.54	13.73	1526
	2008	94.74%	5.26%	0.23	0.27	979
Do you feel that where the person lives is a healthy and safe environment?						
	2009	97.26%	2.74%	10.03	15.51	1604
	2008	96.21%	3.79%	0.24	0.33	869
<b>5. SERVICE RELIABILITY</b>		<b>% Agree</b>	<b>% Disagree</b>	<b>Mean</b>	<b>Std Dev.</b>	<b>Count</b>
Frequent changes in case managers have been a problem.						
	2009	25.46%	74.54%	8.10	8.04	1296
	2008	18.06%	81.94%	0.22	0.18	880

## Family Survey 2009 Data Summary Report

Frequent changes in residential, respite, or Personal care staff have been a problem.						
2009	22.75%	77.25%	6.95	7.55	1112	
2008	29.13%	70.87%	0.19	0.12	854	
Frequent changes in day support/employment staff have been a problem.						
2009	20.23%	79.77%	7.11	8.05	1137	
2008	21.90%	78.10%	0.19	0.15	873	
<b>MISCELLANEOUS QUESTIONS</b>						
	<b>% Agree</b>	<b>% Disagree</b>	<b>Mean</b>	<b>Std Dev</b>	<b>Count</b>	
Do you or your family member want to have control and/or input over the hiring and management of your support workers						
2009	67.02%	32.98%	6.99	6.90	1119	
2008	66.25%	33.75%	0.17	0.07	928	
Does your family member participate in community activities of his/her choice?						
2009	90.17%	9.83%	9.03	11.22	1445	
2008	88.36%	11.64%	0.22	0.19	887	

Table 6 will provide an overall view of the average responses per Domain. It also provides the overall comparison between the satisfaction levels of each domain. Trend analysis of these domains informs that Healthy and Safe Environment has been receiving the highest percentage of satisfaction rate over 90% since we introduced the family survey instrument whereas Service reliability has been giving the lowest rate of satisfaction below 30%.

**TABLE 6: Statistics and Percentage of Satisfied Respondents on Domains**

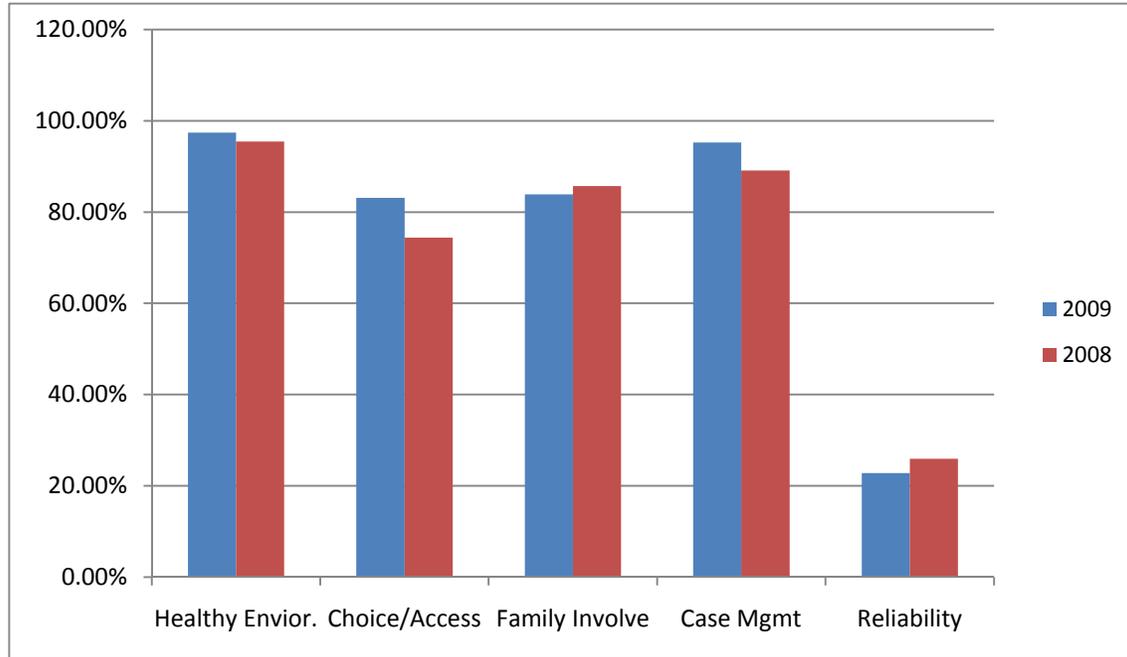
DOMAIN	Avg Response (Count)	Overall % Satisfied
Healthy and Safe Environment	1525	97.42%
Choice and Access to Services	1083	83.09%
Family Involvement	1219	83.86%
Case Management Services	1482	95.28%
Service Reliability	271	22.81%

Figure 4 below presents the percentage of positive responses for each of the five domains for both years. The domains for Health and Safe Environment, Choice and Access, and Case Management have the higher percentage rate in the year 2009 comparatively.

## Family Survey 2009 Data Summary Report

Service Reliability and Family Involvement have lower satisfaction rates for 2009 at 23% and 84%, respectively. In 2008 they were 25% and 86% for these 2 domains.

**Figure 4: Percentage of positive responses per Domain comparison**



### Domain Satisfaction by Health Planning Region

This report clustered CSBs by Health Planning Region (HPR), which are five geographic regions recognized by DBHDS and the CSBs themselves. It was determined that this is a better strategy for analysis, as the groupings will not change from year to year. Additionally, there has been an emphasis put on CSBs to work within their respective HPR to provide better services to consumers.

**HPR 1:** Central Virginia CSB, Harrisonburg-Rockingham CSB, Northwestern CSB, Rappahannock Area CSB, Rappahannock-Rapidan CSB, Region Ten CSB, Rockbridge Area CSB, Valley CSB

**HPR 2:** Alexandria CSB, Arlington CSB, Fairfax-Falls Church CSB, Loudoun County CSB, Prince William County CSB

**HPR 3:** Alleghany-Highlands CSB, Cumberland Mountain CSB, Danville-Pittsylvania CSB, Dickenson CSB, Highlands CSB, Mount Rogers CSB, New River Valley CSB, Piedmont CSB, Planning District 1 CSB, Blue Ridge Behavioral Health Authority

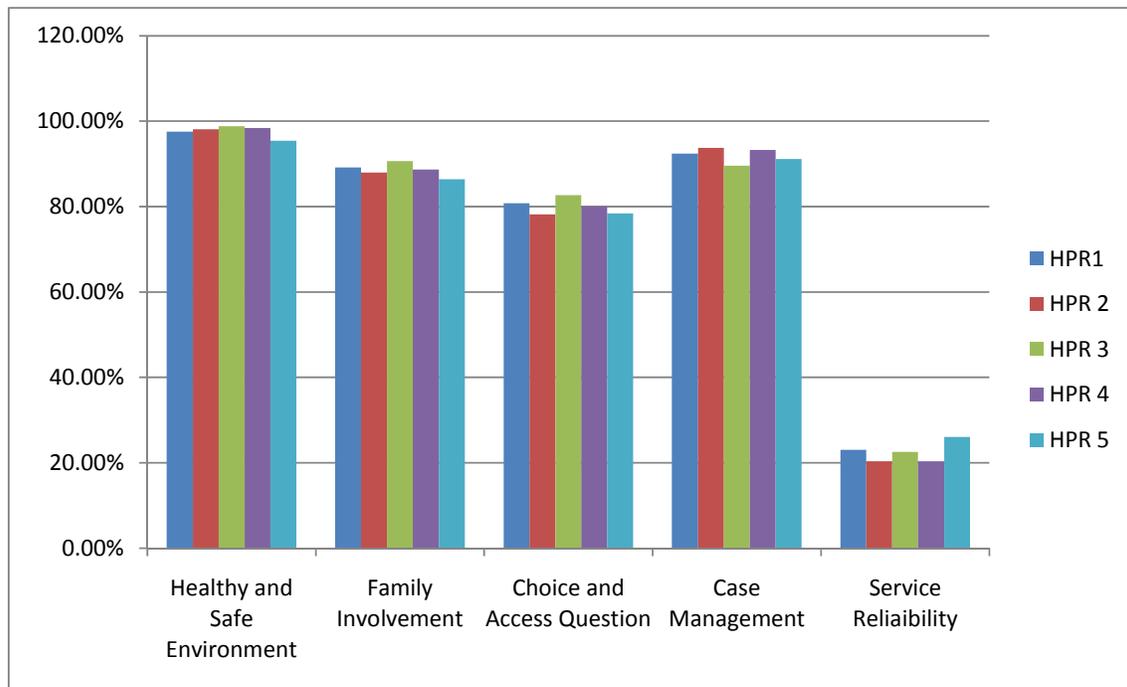
## Family Survey 2009 Data Summary Report

**HPR 4:** Chesterfield CSB, Crossroads CSB, Goochland-Powhatan CSB, Hanover County CSB, Henrico Area MH & ID Services, Planning District 19 CSB, Richmond Behavioral Health Authority, Southside CSB

**HPR 5:** Chesapeake CSB, Colonial ID & ID Services, Eastern Shore CSB, Hampton-Newport News CSB, Middle Peninsula-Northern Neck CSB, Norfolk CSB, Portsmouth, Virginia Beach CSB, Western Tidewater CSB

There was little exhibited variation among Health Planning Regions and their satisfaction on three of the domains: Family Involvement, Case Management, and Choice and Access domains. HPR 4 showed the least amount of satisfaction in the Service Reliability domain at rate = 20%. Overall Domain Service Reliability has shown the least percentage of satisfaction. The Choice & Access domain showed an improved satisfaction rate among all HPRs  $\geq 78\%$  which is significantly higher than last year 2008 at  $\geq 40\%$ . As before, Health and Safety domain for all HPRs carried  $> 95\%$  satisfaction rate.

**Figure 5: Domain Satisfaction by Health Planning Region**



## V. IMPLICATIONS AND RECOMMENDATIONS

### Conclusions:

Overall, the results from this year's survey were similar to the previous year due to the number of surveys received for the year 2009. Many of the questions were not answered

## Family Survey 2009 Data Summary Report

or were blank or marked not applicable for the year 2009. All the responses signify that the quality of services and service delivery are remaining constant over time.

The Case Management, Family Involvement and Healthy and Safe Environment domains continued to have high satisfaction. Year to year, respondents are consistently reporting that they are able to get in touch with the case managers when they need too, the case managers are assisting family members when requested, and case managers are providing information to the family members. CSBs should continue to support their case managers and acknowledge the excellent job they are doing, as well as involve the family/guardian in decision making. Higher satisfaction rates in Choice and Access domain could have been influenced by the new person-centered planning processes implemented statewide in April 2009. This trend will be followed for several years to see if this pattern continues.

Service reliability remains an area of low satisfaction for the survey respondents. Respondents continue to express their unhappiness and dissatisfaction regarding high levels of personnel turnover and changes. Efforts need to be made to recruit and retain employees who will remain in their positions, as it affects the consistency of the focus persons' service delivery. This is especially vital as data indicated that the respondents are highly satisfied with the job the case managers and other staff are doing.

### Dissemination Method:

The survey form for the 2009 ID Services Family Survey was distributed in the same fashion as the previous years' surveys. Forty separate forms were created, one for each CSB, with the CSB ID number and name preprinted on the first page. Each CSB received copies of their specific form and were instructed to distribute them to the targeted respondents at the annual meeting for the individual. However, it is recommended that an alternative method be employed to try and reach more respondents. The office of Developmental services is working to build a web based version available for 2011.

### Limitations and Recommendations:

The data was analyzed at the state level and serves only as a reflection of trends across Virginia in the year 2009. These findings are based on the limitations discussed in the Executive Summary, which prevent conclusive interpretations of the findings. The results of this survey reflect the perceptions of only those family members/guardians who had a family member with intellectual disabilities under active case management for at least a year, and who chose to complete the survey. Therefore, these results show only trends across Virginia.

The survey contributes to a greater understanding of family member/guardian perceptions about the Intellectual Disability services received by the focus person. The survey's findings continue to be important contributions to identifying areas of improvement for the CSBs and the population they serve.

# Family Survey 2009 Data Summary Report

## VI. APPENDIX

### INTELLECTUAL DISABILITY SUPPORTS FAMILY SATISFACTION SURVEY 2009 Community Services Board

Please answer each question by completely filling in the circle that best represents your situation. Please choose only ONE response for each question.

**CASE MANAGER:**  
Does the person have Medicaid?  
 Yes  No

Shade Circles like  
This--> ●

CSB Code 0 1 2 3 4 5 6 7 8 9  
●○○○○○○○○○○  
●○○○○○○○○○○  
○●○○○○○○○○○○

1. What is your age (the age of the person filling out the survey)?  
 Under 18     18-22     23-59  
 60-64     65-74     75+
2. What is the race of the person with a disability?  
 Alaskan Native  
 Asian  
 White, Non-Hispanic  
 American Indian  
 Black/African American, Non-Hispanic  
 Hispanic  
 Native Hawaiian or other Pacific Islander  
 Other
3. About how often do you see the person with a disability?  
 Daily     Once/month     Once/year  
 Once/week     A few times a year     Less than once/year
4. What is the gender of the person with a disability?  
 Male     Female
5. What is your relationship to the family member with a disability?  
 Parent (biological or adoptive)     Brother/Sister     Aunt, uncle or grandparent  
 Husband/Wife     Provider     Other
6. With whom does the person with a disability live?  
 A family member     Out of the family home (i.e. group home or supervised apt.)

Please fill in ONE circle for each question below that best describes your opinion about mental retardation services. Choose only ONE answer.	Strongly Agree 1	Agree 2	Disagree 3	Strongly Disagree 4	Does Not Apply 9
1. Where the person with a disability goes during the day is a healthy and safe environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Where the person with a disability lives is a healthy and safe environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. If the person with a disability does not speak English or uses a different way to communicate, (ex. sign language or communication board), are enough staff available who can communicate with him/her.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person with a disability has access to the special equipment or accommodations that he/she needs (ex. wheelchairs, ramps, communication boards).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The person with a disability is unable to get the services and supports he/she needs to live in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. You or your family member with a disability has control over the hiring and management of your support workers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The person with a disability participates in community activities of his/her choice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The person with a disability received all of the services listed in the service plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Go to next side to complete survey

## Family Survey 2009 Data Summary Report



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Please fill in ONE circle for each question below that best describes your opinion about the disability services you and/or your family member received. Choose only ONE answer.	Strongly Agree 1	Agree 2	Disagree 3	Strongly Disagree 4	Does Not Apply 9
9. When you or the person with a disability asks for the CSB's assistance in an emergency or crisis, help is provided right away.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff help the person with a disability get supports in the community, such as services offered through recreation departments or churches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 a. Frequent changes in case managers have been a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 b. Frequent changes in residential, respite or personal care staff have been a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 c. Frequent changes in day support/employment staff have been a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Over the past year, the services provided to the person with a disability have helped to relieve stress on your family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. You received enough information to help you participate in planning services for the person with a disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 a. You participated in the development of this person's yearly plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 b. The person with a disability was able to make choices during planning about the providers who would work with him/her.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 c. The person with a disability was able to make choices during planning about the services she/he would receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 d. During the planning process, the person with a disability was asked about his/her personal goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 a. You can contact the case manager whenever you want to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 b. You get a response within a reasonable time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. When you ask the case manager for assistance, he/she helps you to get what you need or gives you information in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. You help choose the agencies or providers that support the person with a disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. There are enough agencies that provide services to people with a disability in your area so that you may choose one in addition to your local community services board.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff talk to you about different ways to meet your family's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Staff respect your family's choices and opinions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. You help choose the support staff that work directly with the person with a disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. You are satisfied with the way complaints about services are handled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. What services does the person with a disability receive in addition to case management (Select all that apply)  
 Residential    Employment    Day Support    Respite    Personal Care    Other
- 23 a. If employed, how long has the person with a disability been employed at current job?  
 Less than 6 months    6-12 months    13-24 months    Over 2 years    Not employed
24. How often has the person with a disability changed living situations in the past year.  
 None    Once    Twice    Three times    Four or more times
25. Are the services you receive.    Self-directed   or    Directed by an agency

**Thank you. Please return in the enclosed, pre-paid envelope.**