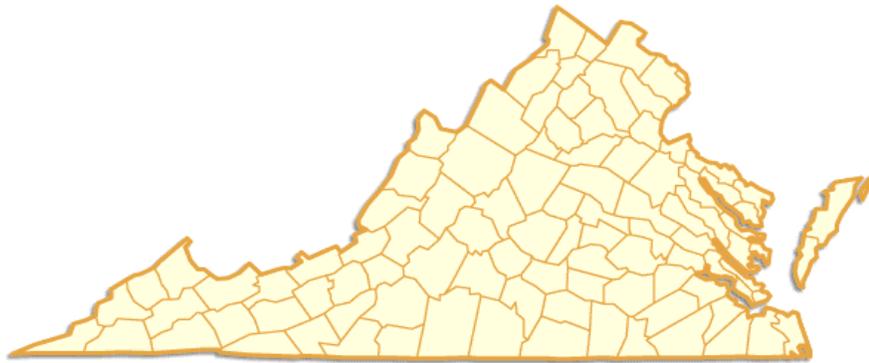


ID Family Survey 2010



May 2011

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

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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 performance measure to be assessed on an annual basis. Accordingly, DBHDS administered its tenth annual statewide survey of family satisfaction with Intellectual Disability supports received from CSBs in 2010. 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 examined. The targeted population consists of individuals with intellectual disability who have received support coordination/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 1,961 surveys were returned from thirty-nine CSBs this year, which is higher than 1,827 received last year (2009). The estimated statewide response rate was 20.3%.
- The number of completed surveys received per CSB ranged from 0 to 286.
- 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, 51.64% were male and 48.36% were female, 66.75% were identified as White Non-Hispanic, 26.09% identified as African American and 7.16% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others.
- Little more than half (57%) of the respondents were between 23-59 years of age and 0.63% were under 18. Approximately 38% of the respondents were above 59 years of age.
- Nearly 54% of survey respondents indicated that they were the parent of the person with intellectual disability and 18% identified themselves as the brother or sister.
- 94% of the sample received Medicaid.

Domain Scores:

- In 2010, about 83% of the respondents had a positive perception with regard to the Choice and Access domain, which is similar to the year 2009.
- 86% responded positively on the Family Involvement domain. This is an increase of 2% from the year 2009 with 84%.

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- Approximately 96% reported positively in the Support Coordination/Case Management domain. This domain area has received consistently high scores since the year 2000.
- Approximately 82% responded positively on the Service Reliability domain, which is higher than the year 2009.
- Almost 98% 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 and private providers.

- An item in the Family Involvement domain shows that 94% 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 item in the Choice and Access domain, "Do you feel that supports and services are available for the person with ID when needed?" Here, only 26% reported satisfaction.
- Satisfaction rate in Service Reliability domain has been increased significantly in 2010. This included areas such as support staff and support coordinator/case manager turnover. It used to be the lowest rated domain and pointed to an area in need of improvement statewide. Satisfaction rate in this domain was less than 50% in earlier years, whereas this year shows a satisfaction rate of 82% .

Limitations

The numbers of surveys received from each CSB ranged from 0 to 286, 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 disability 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 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 performance measure to be assessed on an annual basis. DBHDS administered its tenth annual statewide survey of family satisfaction with CSB intellectual disability services in the beginning of January 2010. DBHDS completed the first family/guardian survey for individuals with intellectual disability 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 disability. 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 disability who received at least support coordination/case management services from a CSB for 12 months or more prior to the survey's dissemination. The individual, for the purpose of this report, is referred to here as the focus person. The focus person may also be receiving additional services, such as respite, residential, day or employment services.

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Surveys were distributed to the family member/guardian during the annual planning meeting, with directions to complete the form after the meeting and return by mail in the self-addressed envelope. Support coordinators/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 support coordinator/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 support coordinators/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 10,802 surveys were handed out, which is roughly 800 more than the previous year. This number represents the approximate number of individuals receiving active support coordination/case management. This year, 1,961 surveys were returned (more than the 1827) for a response rate of approximately 20.32%, which is lower than last year's response rate at 21.07% based on a larger dissemination number.

All of the forty CSBs (except for one CSB) had at least 4 surveys completed and returned for analysis. The number of surveys returned from CSBs ranged from 4 to 286. 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 support coordination/case management services (equal to the number of surveys received), and the return rate represents the approximate number of adults receiving support coordination/case management services (equal to the number of surveys distributed) for each CSB.

TABLE 1: Survey Responses by CSBs in 2010

Survey responses by CSB's (Sorted from highest return rate to lowest return rate)				
Community Service Board Provider	Surveys Returned	% Of Sample	# receiving Active CM (Jan 1, 2010)	Return Rate
Goochland-Powhatan CSB	34	1.73%	57	59.65%
Central Virginia CSB	286	14.58%	517	55.32%
Cumberland Mountain CSB	78	3.98%	190	41.05%
Colonial Services Board	46	2.35%	123	37.40%
Harrisonburg-Rockingham CSB	61	3.11%	170	35.88%
New River Valley Community Services	50	2.55%	142	35.21%
Region Ten CSB	79	4.03%	242	32.64%
Crossroads Services Board	50	2.55%	172	29.07%
Valley CSB	57	2.91%	210	27.14%
Middle Peninsula-Northern Neck CSB	54	2.75%	200	27.00%

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Highlands Community Services	35	1.78%	130	26.92%
Portsmouth Dept. of Beh. Healthcare Ser.	80	4.08%	301	26.58%
Rockbridge Area CSB	22	1.12%	85	25.88%
Fairfax-Falls Church CSB	143	7.29%	664	21.54%
Alleghany Highlands CSB	16	0.82%	75	21.33%
Mount Rogers CSB	44	2.24%	208	21.15%
Northwestern Community Services	68	3.47%	330	20.61%
Eastern Shore CSB	25	1.27%	125	20.00%
Dickenson County CSB	4	0.20%	20	20.00%
Norfolk CSB	78	3.98%	408	19.12%
Danville-Pittsylvania CSB	56	2.86%	310	18.06%
Rappahannock-Area CSB	54	2.75%	310	17.42%
Blue Ridge Behavioral Healthcare	67	3.42%	410	16.34%
Prince William County CSB	40	2.04%	270	14.81%
District 19 CSB	40	2.04%	276	14.49%
Planning District One CSB	20	1.02%	153	13.07%
Hanover County CSB	16	0.82%	124	12.90%
Southside CSB	26	1.33%	202	12.87%
Alexandria CSB	14	0.71%	109	12.84%
Virginia Beach DHS	84	4.28%	661	12.71%
Henrico Area MH & DS Services	46	2.35%	422	10.90%
Arlington CSB	14	0.71%	152	9.21%
Richmond Behavioral Health Authority	58	2.96%	637	9.11%
Western Tidewater CSB	20	1.02%	250	8.00%
Loudoun County CSB	9	0.46%	119	7.56%
Piedmont Community Services	19	0.97%	268	7.09%
Chesterfield CSB	40	2.04%	622	6.43%
Chesapeake CSB	16	0.82%	264	6.06%
Hampton-Newport News CSB	12	0.61%	605	1.98%
Rappahannock-Rapidan CSB	0	0.00%	183	0.00%
Total	1961	100.00%	10716	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, 51.64% of the focus persons were male, 66.75% were identified as White Non-Hispanic, 26.09% identified as African American and 7.16% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others. Approximately 58% of the respondents were between 23 and 59 years of age.

Figure 1: Focus Person Demographic Domain by Race/Ethnic Identity

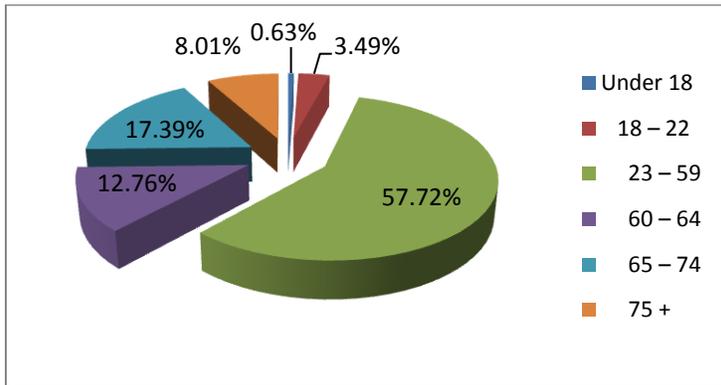
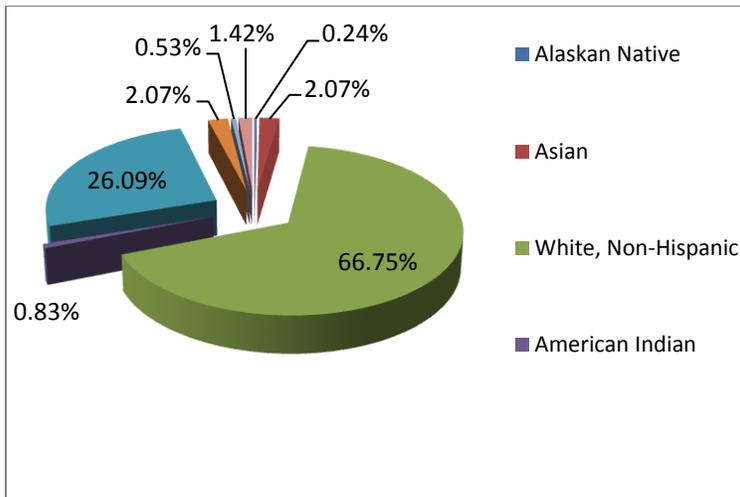


Figure 2: Respondents Demographic Domain by Age



A parent of the focus person completed 53.69% of the surveys and 18.37% were completed by a sibling. About 52% percent indicated that they saw the focus person on a daily basis and 10.8% said they saw the person about once a week. The number of

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responses and the percentages for each demographic and categorical question is displayed below in Table 2.

TABLE 2: Results of Demographic and Categorical Questions

Demographic Domain	Count	Percent of Sample
<i>Respondent's age:-</i>		
<i>Under 18</i>	11	0.63%
<i>18 – 22</i>	61	3.49%
<i>23 – 59</i>	1009	57.72%
<i>60 – 64</i>	223	12.76%
<i>65 – 74</i>	304	17.39%
<i>75 +</i>	140	8.01%
Total*	1748	100.00%
<i>Race of focus person:-</i>		
<i>Alaskan Native</i>	4	0.24%
<i>Asian</i>	35	2.07%
<i>White, Non-Hispanic</i>	1128	66.75%
<i>American Indian</i>	14	0.83%
<i>Black/African American, Non-Hispanic</i>	441	26.09%
<i>Hispanic</i>	35	2.07%
<i>Native Hawaiian or other pacific islander</i>	9	0.53%
<i>Other</i>	24	1.42%
Total*	1690	100.00%
<i>About how often do you see the person with ID?</i>	938	
<i>Daily</i>		51.88%
<i>Once a month</i>	272	15.04%
<i>Once a year</i>	322	17.81%
<i>Once a week</i>	196	10.84%
<i>a few times a year</i>	41	2.27%
<i>Less than once a year</i>	39	2.16%
Total*	1808	100.00%
<i>Gender of focus person:-</i>		
<i>Male</i>	900	51.64%
<i>Female</i>	843	48.36%
Total*	1743	100.00%
<i>What is your relationship to the person with ID?</i>	938	
<i>Parent</i>		53.69%
<i>Brother/Sister</i>	321	18.37%
<i>Aunt/Uncle/Grandparent</i>	30	1.72%
<i>Spouse</i>	229	13.11%
<i>Provider</i>	0	0.00%

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<i>Other</i>	229	13.11%
Total*	1747	100.00%
<i>With whom does the person with a disability live?-Family Member</i>	816	48.20%
<i>With whom does the person with a disability live? - Out of family Home (i.e., group home, supervised apt.)</i>	877	51.80%
Total*	1693	100.00%
<i>Does the person with a disability have Medicaid? - Yes</i>	1320	93.55%
<i>Does the person with a disability have Medicaid? - No</i>	91	6.45%
Total*	1411	100.00%

To get more information about the focus person’s satisfaction level and their services received, we continue to add more questions to the survey. New in the 2009 survey, as seen in the sample below, respondents were asked to identify their services as either Self-Directed or Agency Directed. Out of the 1961 surveys received, only 1,526 individuals responded to this question. Of those, 25% noted that services were self-directed, whereas 75% said that the services were agency-directed (see Table 3).

Table 3: Response Rate by Self-Directed and Agency-Directed Services (selected questions)

<i>1. Do you feel that where the person with ID goes during the day is a healthy and safe environment?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	97.4%	2.6%	352
<i>Agency Directed</i>	98.7%	1.3%	1038
<i>2. Do you feel that where the person with ID lives is a healthy and safe environment?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	98.4%	1.6%	367
<i>Agency Directed</i>	98.2%	1.8%	1084
<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>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	94.1%	5.9%	185
<i>Agency Directed</i>	93.3%	6.7%	534
<i>4. Do you feel that the person with ID has access to the special equipment or accommodations that he/she needs?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	94.4%	5.6%	231
<i>Agency Directed</i>	92.5%	7.5%	638
<i>5. Do you feel that supports and services are available for the person with ID when needed?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	27.1%	72.9%	288

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<i>Agency Directed</i>	24.8%	75.2%	891
6. Did you or your family member have enough input over the hiring and management of your support workers?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	76.8%	23.2%	263
<i>Agency Directed</i>	61.7%	38.3%	751
7. Does your family member participate in community activities of his/her choice?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	91.7%	8.3%	325
<i>Agency Directed</i>	93.0%	7.0%	983
8. Does person with ID received all of the services listed in the service plan?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	92.6%	7.4%	349
<i>Agency Directed</i>	95.1%	4.9%	1037
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?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	94.3%	5.7%	314
<i>Agency Directed</i>	95.4%	4.6%	967
10. Do staff help the person with ID get supports in the community, such as services offered through rec. departments or churches?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	91.4%	8.6%	338
<i>Agency Directed</i>	91.4%	8.6%	1013
11a. Frequent changes in case managers have been a problem.	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	16.1%	83.9%	322
<i>Agency Directed</i>	19.2%	80.8%	948
11b. Frequent changes in residential, respite, or personal care staff have been a problem.	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	13.4%	86.6%	269
<i>Agency Directed</i>	17.5%	82.5%	842
11c. Frequent changes in day support/employment staff have been a problem.	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	12.8%	87.2%	265
<i>Agency Directed</i>	13.5%	86.5%	855
12. Over the past year, have the services provided to the person with ID helped to relieve stress on your family?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	90.3%	9.7%	341
<i>Agency Directed</i>	95.7%	4.3%	996
13. Did you get enough information to help you participate in planning services for the person with disability?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	94.2%	5.8%	365
<i>Agency Directed</i>	95.5%	4.5%	1081
14a. Participated in the development of this person's yearly plan?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	96.8%	3.2%	374
<i>Agency Directed</i>	93.2%	6.8%	1072

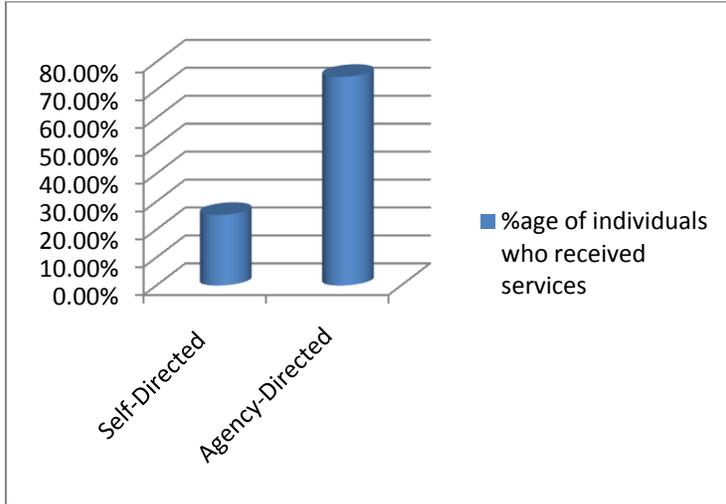
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<i>14b. Person with ID was able to make choices during planning about the providers who would work with him/her?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	89.9%	10.1%	297
<i>Agency Directed</i>	81.8%	18.2%	912
<i>14c. Person with ID was able to make choices during planning about the services he/she would receive?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	87.6%	12.4%	299
<i>Agency Directed</i>	85.7%	14.3%	914
<i>14d. During Planning process, person with ID was asked about his/her personal goals?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	93.1%	6.9%	306
<i>Agency Directed</i>	91.0%	9.0%	932
<i>15a. Can you contact the case manager whenever you want to?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	96.8%	3.2%	373
<i>Agency Directed</i>	96.5%	3.5%	1099
<i>15b. Did you get response within reasonable time?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	95.3%	4.7%	364
<i>Agency Directed</i>	96.1%	3.9%	1066
<i>16. When you ask the case manager for assistance, does he/she help you to get what you need or give you the information in a timely manner?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	96.2%	3.8%	366
<i>Agency Directed</i>	96.1%	3.9%	1091
<i>17. Do you help choose the agencies or providers that serve the person with a disability?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	92.5%	7.5%	334
<i>Agency Directed</i>	85.3%	14.7%	954
<i>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 CSB?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	61.7%	38.3%	329
<i>Agency Directed</i>	63.3%	36.7%	942
<i>19. Does staff talk to you about different ways to meet your family's needs?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	91.3%	8.7%	346
<i>Agency Directed</i>	90.7%	9.3%	971
<i>20. Does staff respect your family's choices and opinions?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	97.7%	2.3%	352
<i>Agency Directed</i>	96.8%	3.2%	1032
<i>21. You help choose the support staff that work directly with the person with a disability?</i>	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	75.3%	24.7%	295
<i>Agency Directed</i>	60.0%	40.0%	813

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22. Are you satisfied with the way complaints about services are handled?	%age Agree	%age Disagree	Total
<i>Self-Directed</i>	91.0%	9.0%	310
<i>Agency Directed</i>	93.3%	6.7%	993

Figure 3: Individuals Receiving Self-Directed and Agency-Directed Services



B. Additional Descriptive Data

In this sample, over 30% were employed, of these 4% have retained the same job for at least one year; 20% have held the same job for two or more years. This is slightly down from last year, but not a significant difference. Noteworthy is data that displayed an increase in short term employment for those employed for one year or less, a difference of 32 individuals who were employed in 2010. The unemployment rate was 68% for this group of reporting individuals which was slightly up from last year. The type of employment is collected elsewhere in data from several sources.

It is important to note that there may be other intervening variables, such as the economy or job availability, which may be related to the drop in employment. The most recent published national employment survey by the University of Massachusetts, Institute for Community Inclusion in 2010 states, “the Current Population Survey (CPS) for September 2009 estimates that 28 percent of working age adults with disabilities are employed, compared with 70 percent of people without disabilities, and CPS data published by the Bureau of Labor Statistics suggests that the number of workers with disabilities has dropped at three times the rate of workers without disabilities since October 2008.” (ICI, UECCD, State Data: The National Report on Employment Services and Outcomes, Winter 2010)

Complete data on employment is found in Table 4.

TABLE 4: Stability of Employment Status

Employment Status	2009		2010	
	Count	Percent of sample	Count	Percent of sample
<i>Less than 6 months Employment</i>	41	2.70%	55	3.27%
<i>6-12 months of Employment</i>	45	2.96%	63	3.74%
<i>13-24 months of Employment</i>	67	4.40%	66	3.92%
<i>Over 2 years of Employment</i>	348	22.88%	343	20.38%
<i>Not employed</i>	1020	67.06%	1156	68.69%
<i>Total</i>	1521	100.00%	1683	100.00%

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
- 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,” and “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 cannot 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.

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1. Family Involvement:

This year, the Family Involvement domain had an overall 86% satisfaction rate, which is 2% higher than year 2009 at 84%. The six individual questions in this domain had the range of satisfaction level between 65% and 97%.

2. Case Management Services/Support Coordination:

The domain had an average 96% satisfaction rate, which is higher than the year 2009 at 95%. High levels of satisfaction were reported on all three of the individual questions in the domain. The satisfaction rate ranged from 95% to 97%. The mean scores and percentage of satisfied responders are about similar to 2009. This signifies continued family member satisfaction with support coordination/case management services.

3. Choice and Access:

There are twelve questions that comprise the Choice and Access domain. The domain had an 84% satisfaction rate, which is about 1% higher than the year 2009. All the questions in this domain had a satisfaction rate between 26% and 95%.

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 with a 98% 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 environments. 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, but 2010 was different. The percentage of responders reporting satisfaction was 82%, which is significantly higher than 2009 at 23%. The rate of satisfaction ranged from 79% to 84%. These comparatively higher levels of satisfaction from previous years may be a function of the current economic status. More individuals seem to be staying in their current jobs resulting in lower turnover.

The mean standard deviation scores and the number of valid responses for each question are found in Table 5.

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TABLE 5: Data on Indicator Questions Grouped by Domain

1. FAMILY INVOLVEMENT DOMAIN	% Agree	% Disagree	Avg.	Std. Dev	Count
<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>	67.00%	33.00%	0.94	1.66	1288
<i>7. Does your family member participate in community activities?</i>	92.74%	7.26%	0.52	1.15	1653
<i>12. Over the past year, have the services provided to the person with ID helped to relieve stress on your family?</i>	94.11%	5.89%	0.47	1.12	1613
<i>14a. Participated in the development of this person's yearly plan?</i>	94.22%	5.78%	0.47	1.12	1731
<i>17. Do you help choose the agencies or providers that serve the person with a disability?</i>	87.70%	12.30%	0.66	1.25	1529
<i>19. Does staff talk to you about different ways to meet your family's needs?</i>	90.27%	9.73%	0.59	1.19	1583
<i>20. Does staff respect your family's choices and opinions?</i>	96.81%	3.19%	0.35	1.06	1660
<i>21. You help choose the support staff that work directly with the person with a disability?</i>	65.14%	34.86%	0.95	1.70	1328
2. CASE MANAGEMENT DOMAIN	% Agree	% Disagree	Avg.	Std. Dev	Count
<i>15a. Can you contact the case manager whenever you want to?</i>	96.25%	3.75%	0.38	1.08	1785
<i>15b. Did you get response within reasonable time?</i>	95.69%	4.31%	0.41	1.09	1718
<i>16. When you ask the case manager for assistance, does he/she help you to get what you need or give you the information in a timely manner?</i>	95.94%	4.06%	0.39	1.08	1749

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3. CHOICE AND ACCESS DOMAIN	% Agree	% Disagree	Avg.	Std. Dev	Count
<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>	92.76%	7.24%	0.52	1.14	926
<i>4. Do you feel that the person with ID has access to the special equipment or accommodations that he/she needs?</i>	92.01%	7.99%	0.54	1.16	1127
<i>5. Do you feel that supports and services are available for the person with ID when needed?</i>	26.16%	73.84%	0.88	2.48	1491
<i>8. Does person with ID received all of the services listed in the service plan?</i>	94.03%	5.97%	0.47	1.12	1742
<i>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?</i>	94.97%	5.03%	0.44	1.10	1531
<i>10. Do staff help the person with ID get supports in the community, such as services offered through rec. departments or churches?</i>	90.83%	9.17%	0.58	1.18	1614
<i>13. Did you get enough information to help you participate in planning services for the person with disability?</i>	94.66%	5.34%	0.45	1.11	1742
<i>14b. Person with ID was able to make choices during planning about the providers who would work with him/her?</i>	83.85%	16.15%	0.74	1.32	1449
<i>14c. Person with ID was able to make choices during planning about the services he/she would receive?</i>	85.84%	14.16%	0.70	1.28	1455
<i>14d. During Planning process, person with ID was asked about his/her personal goals?</i>	91.11%	8.89%	0.57	1.18	1484
<i>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?</i>	62.78%	37.22%	0.97	1.74	1502

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22. Are you satisfied with the way complaints about services are handled?	93.28%	6.72%	0.51	1.14	1563
4. HEALTHY AND SAFE ENVIRONMENT DOMAIN	% Agree	% Disagree	Avg.	Std. Dev	Count
1. Do you feel that where the person with ID goes during the day is a healthy and safe environment?	98.18%	1.82%	0.27	1.04	1756
2. Do you feel that where the person with ID lives is a healthy and safe environment?	97.94%	2.06%	0.28	1.04	1841
5. SERVICE RELIABILITY	% Agree	% Disagree	Avg.	Std. Dev	Count
11a. Frequent changes in case managers have been a problem.	20.66%	79.34%	0.81	2.59	1520
11b. Frequent changes in residential, respite, or personal care staff has been a problem.	18.48%	81.52%	0.78	2.63	1320
11c. Frequent changes in day support/employment staff have been a problem.	15.79%	84.21%	0.73	2.68	1330

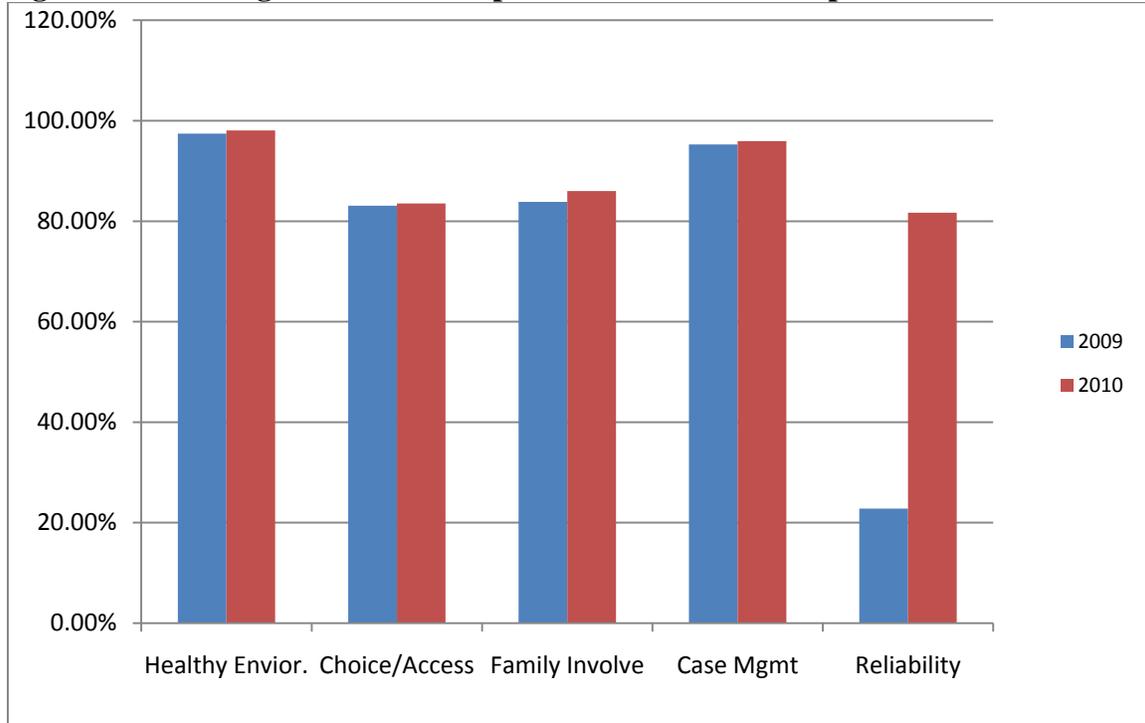
Table 6 will provide an overall view of the average responses per Domain. It also provides the overall comparison between the satisfaction levels of each domain. Trend analysis of these domains shows that Healthy and Safe Environment has been receiving the highest percentage of satisfaction rate (over 90%) since we introduced the family survey instrument ten years ago.

TABLE 6: Statistics and Percentage of Satisfied Respondents on Domains

DOMAIN (Sorted by higher satisfaction rate to lower satisfaction rate)	Avg Response (Count)	Overall Percent Satisfied
Healthy and Safe Environment	1799	98.06%
Case Management Services	1494	95.96%
Family Involvement	1585	86.00%
Choice and Access to Services	1518	83.52%
Service Reliability	1325	81.69%

Figure 4 below presents the percentage of positive responses for each of the five domains for the past two years. All domains have a higher percentage rate in the year 2010 comparatively. Service Reliability has the lowest satisfaction rates as compared with other domains in 2010.

Figure 4: Percentage of Positive Responses Per Domain Comparison



Domain Satisfaction by Health Planning Region

This report has clustered CSBs geographically by the five state Health Planning Regions (HPR). It was determined that this is a better strategy for analysis, as the groupings will not change from year to year. Additionally, often CSBs work within their respective HPR to provide better supports and services to individuals.

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

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CSB, Piedmont CSB, Planning District 1 CSB, Blue Ridge Behavioral Health Authority

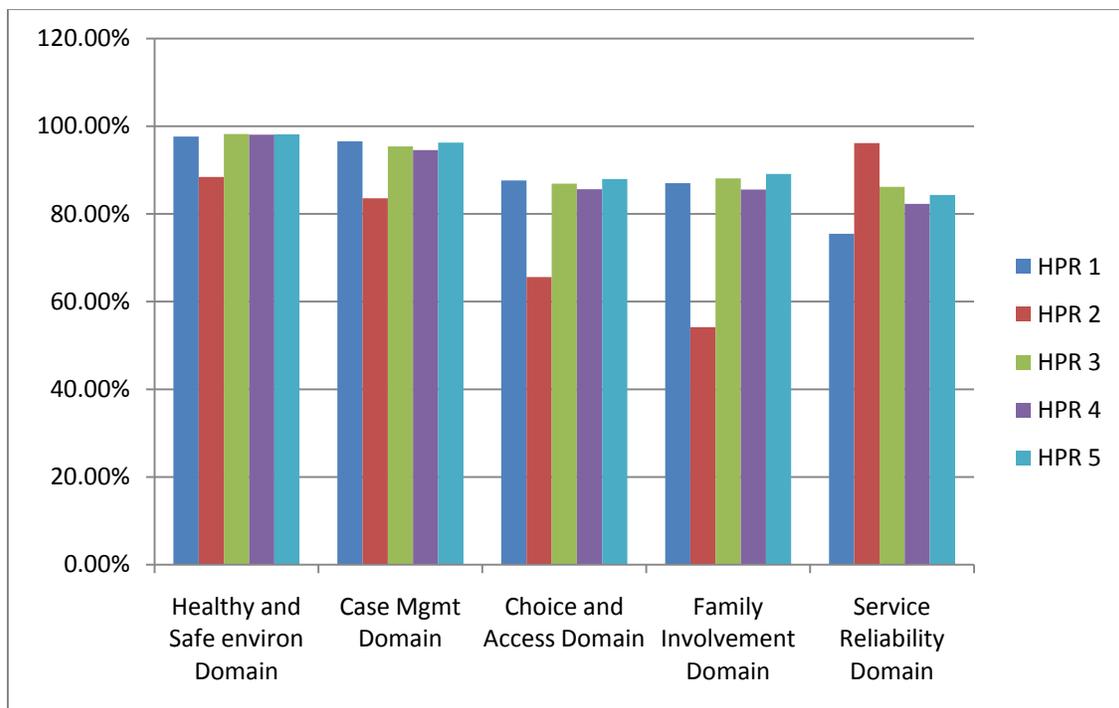
HPR 4: Chesterfield CSB, Crossroads CSB, Goochland-Powhatan CSB, Hanover County CSB, Henrico Area MH & DS Services, Planning District 19 CSB, Richmond Behavioral Health Authority, Southside CSB

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

There was little variation exhibited among Health Planning Regions and their satisfaction on three of the domains: Family Involvement, Support Coordination/Case Management, and Choice and Access domains. HPR 2 showed the least amount of satisfaction in the Family Involvement domain (at 54%), due to the low satisfaction rate in 2 of its questions: “whether focus person participates in community activities of his/her choice” (at 37%) and “whether focus person/family helps choose the support staff that work directly with the focus person” (at 20%). HPR 2 showed 65% satisfaction rate for Choice and Access domain, which is around 20% lower than other regions; here again the reason is associated with low satisfaction responses to the question “whether the assistance is provided right away in emergency or crisis” (at 33%).

The Service Reliability domain showed an improved satisfaction rate among all HPRs at more than 74%.

Figure 5: Domain Satisfaction by Health Planning Region



V. IMPLICATIONS AND RECOMMENDATIONS

Dissemination Method:

The survey form for the 2010 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. For the 2011 ID Services Family Surveys, the Office of Developmental Services developed and made available an online web based version in addition to the paper version in the hopes of receiving more responses from the families/focus person.

Limitations

The data was analyzed at the state level and serves only as a reflection of trends across Virginia in the year 2010. 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 support coordination/case management for at least a year, and who chose to complete the survey. Therefore, these results show only trends across Virginia.

Conclusions and Recommendations:

Overall, the results from this year's survey were similar to the previous year except for Service Reliability domain. This shows strong support for consistency in the data. Even though many of the questions were not answered or were blank or marked "not applicable" for the year 2010, response data signify that the quality of services and service delivery are remaining constant over time.

The number of returned surveys is increasing, but several CSBs and Behavioral Health Authorities seem to struggle with getting respondents to submit surveys. This year 22 fell below a 20% return. It is recommended that the Quality Review Team (group that reviews statewide data and makes recommendations to the Office of Developmental Services and to the Department of Medical Assistance Services on quality improvement strategies) look at strategies to help localities increase their return of surveys.

The survey contributes to a greater understanding of family member/guardian perceptions about the Intellectual Disability services received by the focus person. This year marks the second year of the Person Centered movement in Virginia. It is important to recognize that this statewide philosophical change and related implementation takes several years and is a continuous quality improvement process. This has included training for providers and family members on Person-Centered Thinking, Person-Centered Planning processes, and the use of the new statewide Supports Intensity Scale.

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The Family Involvement domain continues to increase in satisfaction. The Case Management /Support Coordination Services domain is now 96% and moving forward as well. Under Choice and Access domains, while at an average of 84%, there is still a wide range of responses from 26% to 95%. It is recommended that the state Quality Review team address how to focus more intense training for all providers statewide in basic Person-Centered Thinking and Planning processes and in particular to increase these in the regions with the lowest satisfaction in Family Involvement, Choice and Access.

The Support Coordination/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 support coordinators/case managers when they need too, the support coordinators/case managers are assisting family members when requested and support coordinators/case managers are providing information to the family members. CSBs should continue to support their support coordinators/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 closely in the coming years to see if this pattern continues.

This year the State Employment Leadership Network (SELN) has begun to collect and synthesize statewide data since adopting an “Employment First” statement. Of the total number responding to the employment questions, there were 32% employed, which represents a decrease of 1%. However, at the same time there was a 1% increase in those working 6-12 months which shows that more individuals had opportunities for supported employment. The Quality Review Team should work closely with the SELN on strategies to increase employment for everyone. These might include identifying regulations that would promote employment statewide and demonstration of successful employment models.

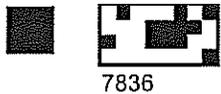
Satisfaction with Service Reliability increased in significantly from the last several years. This may be due to the high unemployment rate and the economy. It is recommended that the Quality Review Team continue to look at strengthening training opportunities that build skills for the types of individuals with more complex needs who will be exiting the larger institutions in the coming years. As the unemployment rate decreases, the economy strengthens, and more job opportunities become available, this domain is at risk of sliding back to previous years’ lows.

When data was compared between those receiving Agency-Directed Services (AD) and those who are Self-Directing (SD) their services, there was a higher percentage of those SD who felt they had control over the hiring and management of their support workers, in addition to more choice in which staff provides direct support. More families using Self-Directed services had greater participation in the person’s plan development, and felt that the individual had input into their own plan, when compared to those receiving Agency Directed services. On the other hand, data showed that family members who used Self-

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Directed Services had less relief from family stress due to the use of Waiver services and somewhat fewer opportunities for their family member to participate in community activities of the family member's choice than Agency Directed Services.

The survey's findings continue to be important contributions to identifying areas of improvement for the CSBs and the individuals they serve. As more people are trained in Person-centered practices statewide, it would be expected that satisfaction with the Domains of Family Involvement, Case Management/Support Coordination, and Choice and Access would continue to increase.



**INTELLECTUAL DISABILITY SUPPORTS
FAMILY SATISFACTION SURVEY 2010
Western Tidewater 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+

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.)

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

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

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 <u>agencies or providers</u> 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 <u>support staff</u> 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.