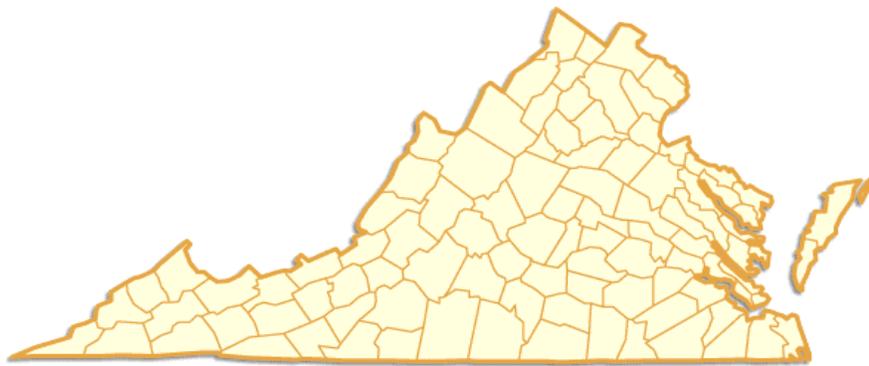


ID Family Survey 2011



March 2012

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P.O. Box 1797
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ID Family Survey 2011

May 2012

Virginia Department of Behavioral Health and Developmental Services

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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 2011. 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 2,051 surveys were returned from thirty-nine CSBs this year, which is higher than 1,961 received last year (2010). The estimated statewide response rate was 20%.
- The number of completed surveys received per CSB ranged from 0 to 318.
- 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, 55.17% were male and 44.83% were female, 64.41% were identified as White Non-Hispanic, 26.70% identified as African American and 8.89% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others.
- Little more than half (57.8%) of the respondents were between 23-59 years of age and 0.92% were under 18. Approximately 38% of the respondents were above 59 years of age.
- Over 50% of survey respondents indicated that they were the parent of the person with intellectual disability and 18% identified themselves as the brother or sister.
- 93% of the sample received Medicaid.

Domain Scores:

- In 2011, about 87% of the respondents had a positive perception with regard to the Choice and Access domain, which is above from the year 2010 at 83%.
- 90% responded positively on the Family Involvement domain. This is an increase of 4% from the year 2010 with 86%.

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- Approximately 97% reported positively in the Support Coordination/Case Management domain. This domain area has received consistently high scores since the year 2000.
- Approximately 80% responded positively on the Service Reliability domain, which is higher than the year 2010.
- 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.

- All individual questions had high levels of satisfaction with over 60%.
- The lowest satisfaction rate observed was for the item in the Choice and Access domain, "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?" 62% reported satisfaction.
- Satisfaction rate in Service Reliability domain has been increased significantly in 2011. 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 81% .

Limitations

The numbers of surveys received from each CSB ranged from 0 to 318, 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 eleventh annual statewide survey of family satisfaction with CSB intellectual disability services in the beginning of January 2011. 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, and 2008 and again in 2010. 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 11,210 surveys were handed out, which is roughly 400 more than the previous year. This number represents the approximate number of individuals receiving active support coordination/case management. This year, 2,051 surveys were returned (more than the 1,961 from the year 2010) for a response rate of approximately 20%, (same as last year's response rate) based on a larger dissemination number.

All of the forty CSBs (except for one CSB) had at least 5 surveys completed and returned for analysis. The number of surveys returned from CSBs ranged from 5 to 318. 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 2011

Survey responses by CSB's (Sorted from highest return rate to lowest return rate)				
Community Service Board Provider	Surveys received per CSB	% Of Sample	# receiving Active CM (Jan 1, 2011)	Return Rate
Central Virginia CSB	318	15.50%	517	61.51%
Goochland-Powhatan CSB	26	1.27%	57	45.61%
Cumberland Mountain CSB	86	4.19%	216	39.81%
Colonial Services Board	43	2.10%	119	36.13%
Rappahannock-Area CSB	102	4.97%	310	32.90%
Middle Peninsula-Northern Neck CSB	76	3.71%	240	31.67%
Harrisonburg-Rockingham CSB	48	2.34%	170	28.24%
Valley CSB	56	2.73%	210	26.67%
Blue Ridge Behavioral Healthcare	128	6.24%	489	26.18%

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New River Valley Community Services	39	1.90%	150	26.00%
Crossroads Services Board	44	2.15%	172	25.58%
Rockbridge Area CSB	22	1.07%	87	25.29%
Dickenson County CSB	5	0.24%	20	25.00%
Region Ten CSB	60	2.93%	242	24.79%
Highlands Community Services	31	1.51%	133	23.31%
Richmond Behavioral Health Authority	145	7.07%	664	21.84%
Alleghany Highlands CSB	8	0.39%	38	21.05%
Eastern Shore CSB	26	1.27%	125	20.80%
Piedmont Community Services	52	2.54%	268	19.40%
Prince William County CSB	50	2.44%	270	18.52%
Mount Rogers CSB	37	1.80%	208	17.79%
Danville-Pittsylvania CSB	61	2.97%	357	17.09%
District 19 CSB	44	2.15%	276	15.94%
Fairfax-Falls Church CSB	108	5.27%	709	15.23%
Alexandria CSB	18	0.88%	121	14.88%
Chesapeake CSB	39	1.90%	264	14.77%
Virginia Beach DHS	95	4.63%	695	13.67%
Planning District One CSB	20	0.98%	153	13.07%
Northwestern Community Services	43	2.10%	344	12.50%
Portsmouth Dept. of Beh. Healthcare Ser.	35	1.71%	315	11.11%
Rappahannock-Rapidan CSB	19	0.93%	191	9.95%
Western Tidewater CSB	23	1.12%	250	9.20%
Arlington CSB	14	0.68%	156	8.97%
Henrico Area MH & DS Services	36	1.76%	429	8.39%
Hampton-Newport News CSB	39	1.90%	657	5.94%
Loudoun County CSB	10	0.49%	179	5.59%
Norfolk CSB	15	0.73%	394	3.81%
Southside CSB	8	0.39%	222	3.60%
Chesterfield CSB	22	1.07%	669	3.29%
Hanover County CSB	0	0.00%	124	0.00%
Total	2051	100.00%	11210	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, 55.17% of the focus persons were male, 64.41% were identified as White Non-Hispanic, 26.70% identified as African American and 8.89% 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

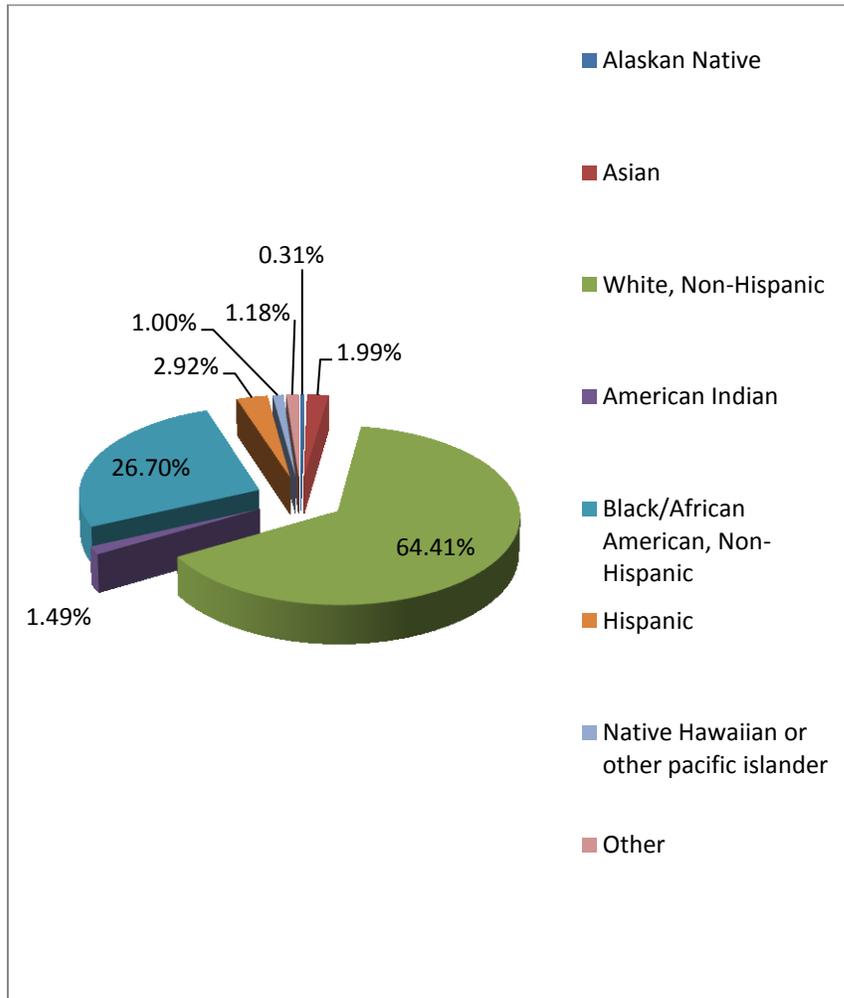
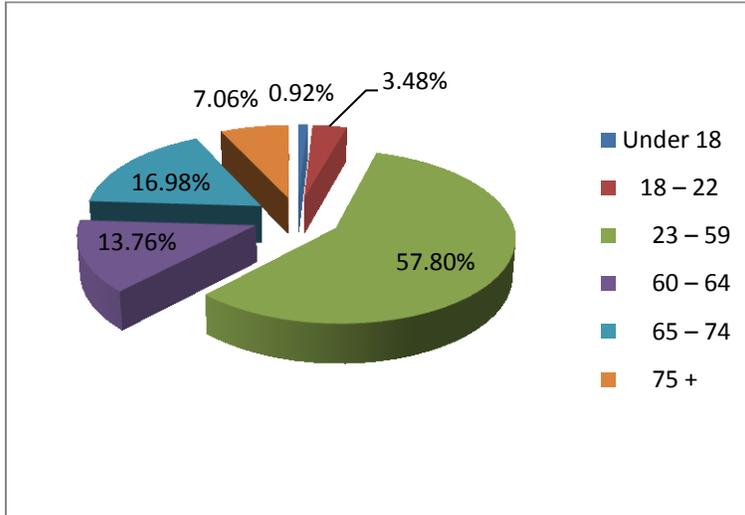


Figure 2: Respondents Demographic Domain by Age



A parent of the focus person completed 57.82% of the surveys and 17.63% were completed by a sibling. About 54% percent indicated that they saw the focus person on a daily basis and 16% 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

Demographic Domain		Count	%age of Sample
<i>Respondent's age:-</i>	<i>Under 18</i>	18	0.92%
	<i>18 - 22</i>	68	3.48%
	<i>23 - 59</i>	1130	57.80%
	<i>60 - 64</i>	269	13.76%
	<i>65 - 74</i>	332	16.98%
	<i>75 +</i>	138	7.06%
Total*		1955	100.00%
<i>Focus Person information:-</i>			
<i>Race:-</i>	<i>Alaskan Native</i>	5	0.31%
	<i>Asian</i>	32	1.99%
	<i>White, Non-Hispanic</i>	1035	64.41%
	<i>American Indian</i>	24	1.49%
	<i>Black/African American, Non-Hispanic</i>	429	26.70%
	<i>Hispanic</i>	47	2.92%

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<i>Native Hawaiian or other pacific islander</i>	16	1.00%
<i>Other</i>	19	1.18%
Total*	1607	100.00%
<i>About how often do you see the person with ID?</i> Daily	1034	53.91%
Once a month	301	15.69%
Once a year	346	18.04%
Once a week	194	10.11%
a few times a year	25	1.30%
Less than once a year	18	0.94%
Total*	1918	100.00%
<i>Gender:-</i> Male	1052	55.17%
Female	855	44.83%
Total*	1907	100.00%
<i>What is your relationship to the person with ID?</i> Parent	1069	57.82%
Brother/Sister	326	17.63%
Aunt/Uncle/Grandparent	13	0.70%
Spouse	227	12.28%
Provider	0	0.00%
Other	214	11.57%
Total*	1849	100.00%
<i>With whom does the person with a disability live?</i> -Family Member	913	49.70%
<i>With whom does the person with a disability live?</i> - Out of family Home(i.e Group home, Supervised apt.)	924	50.30%
Total*	1837	100.00%
<i>Does the person with a disability have Medicaid? -</i> Yes	1437	93.43%
<i>Does the person with a disability have Medicaid? -</i> No	101	6.57%
Total*	1538	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(See Table 3). Out of the 175 surveys received online, only 121

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individuals responded to this question. Of those, 44% noted that services were self-directed, whereas 56% said that the services were agency-directed.

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

Choice Questions	Self / Agency Directed	%age Agree	%age Disagree	Total
1. The place where the person with a disability spends the day is a safe and healthy environment for him or her.	Directed by an Agency	93.94%	6.06%	66
	Self Directed	96.23%	3.77%	53
2. The place where the person with disability lives is a safe and healthy environment for him or her.	Directed by an Agency	95.59%	4.41%	68
	Self Directed	96.23%	3.77%	53
3. (a) The person with a disability does not speak English and uses a different way to communicate (ex. sign language or communication board).	Directed by an Agency	60.00%	40.00%	35
	Self Directed	48.00%	52.00%	25
3. (b) If Yes, are there enough staff/assistance available when needed to communicate with him/her?	Directed by an Agency	46.67%	53.33%	30
	Self Directed	100.00%	0.00%	21
4. The person with a disability has access to the special equipment or accommodations that he/she needs (ex. Wheelchairs, ramps, and communication boards.)	Directed by an Agency	70.59%	29.41%	51
	Self Directed	100.00%	0.00%	21
5. The person with a disability receives all the services and support s/he needs to complete everyday activities like bathing, dressing, eating, preparing meals and getting around in the community i.e., (Person with a disability has no unmet needs for assistance with everyday activities.)	Directed by an Agency	67.65%	32.35%	68
	Self Directed	94.34%	5.66%	53
6. You and/or the person with a disability have enough say in the hiring and management of the support workers who assist the person with a disability.	Directed by an Agency	69.09%	30.91%	55
	Self Directed	90.70%	9.30%	43
7. The person with a disability participates in community activities of his/her choice.	Directed by an Agency	84.13%	15.87%	63
	Self Directed	93.88%	6.12%	49
8. The person with a disability received all of the services listed in the service plan.	Directed by an Agency	72.13%	27.87%	61
	Self Directed	86.00%	14.00%	50
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.	Directed by an Agency	68.42%	31.58%	57
	Self Directed	97.14%	2.86%	35
10. Staff helps the person with a disability access community supports, such as those offered by churches or recreation departments, so s/he can	Directed by an Agency	75.00%	25.00%	64

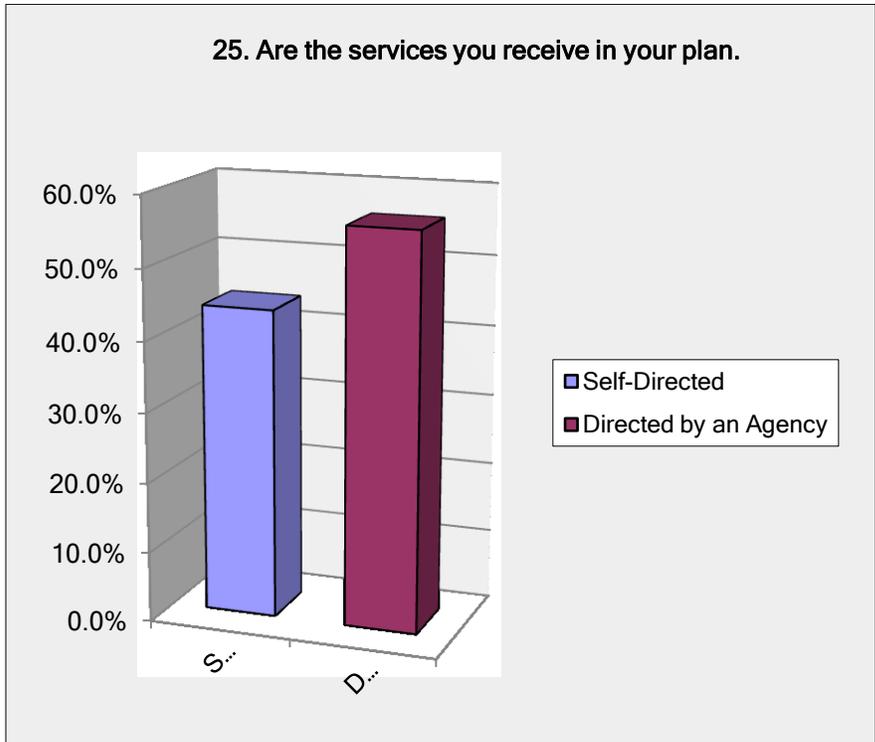
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participate in the activities s/he wants.	Self Directed	76.92%	23.08%	39
11. (a) Frequent changes in case managers have not been a problem.	Directed by an Agency	28.57%	71.43%	63
	Self Directed	42.11%	57.89%	38
11. (b) Frequent changes in residential, respite or personal care staff have not been a problem.	Directed by an Agency	41.82%	58.18%	55
	Self Directed	12.50%	87.50%	32
11. (c) Frequent changes in day support/employment support staff have not been a problem.	Directed by an Agency	33.33%	66.67%	51
	Self Directed	8.33%	91.67%	24
12. Over the past year, the services provided to the person with a disability have helped to relieve stress on your family.	Directed by an Agency	75.00%	25.00%	64
	Self Directed	91.30%	8.70%	46
13. You received enough information to help you participate in planning services for the person with a disability.	Directed by an Agency	69.12%	30.88%	68
	Self Directed	90.38%	9.62%	52
14. (a) You participated in the development of this person's yearly plan.	Directed by an Agency	83.08%	16.92%	65
	Self Directed	98.00%	2.00%	50
14. (b) The person with a disability was able to make choices during planning about the support workers/staff who would work with him/her.	Directed by an Agency	57.14%	42.86%	49
	Self Directed	80.56%	19.44%	36
14. (c) The person with a disability was able to make choices during planning about the services s/he would receive.	Directed by an Agency	74.51%	25.49%	51
	Self Directed	86.84%	13.16%	38
14. (d) During the planning process, the person with a disability was asked about his /her personal goals.	Directed by an Agency	85.11%	14.89%	47
	Self Directed	100.00%	0.00%	36
15. (a) You can contact the case manager whenever you want to.	Directed by an Agency	86.15%	13.85%	65
	Self Directed	100.00%	0.00%	45
15. (b) You get a response within a reasonable time.	Directed by an Agency	81.54%	18.46%	65
	Self Directed	97.87%	2.13%	47
16. The case manager is responsive to my requests for assistance.	Directed by an Agency	83.58%	16.42%	67
	Self Directed	100.00%	0.00%	43
17. There are enough provider agencies in your area so that you and the person with a disability have an alternative to your local community services board if you want.	Directed by an Agency	32.20%	67.80%	59
	Self Directed	57.45%	42.55%	47
18. Staff talks to you about different ways to meet your family's needs.	Directed by an Agency	77.27%	22.73%	66
	Self Directed	95.45%	4.55%	44
19. Staff respects your family's choices and opinions.	Directed by an Agency	80.00%	20.00%	65

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	Self Directed	100.00%	0.00%	44
20. The support plan developed for the person with a disability meet their needs.	Directed by an Agency	76.92%	23.08%	65
	Self Directed	93.75%	6.25%	48
21. You are satisfied with the ways complaints / grievances are handled and resolved.	Directed by an Agency	67.24%	32.76%	58
	Self Directed	96.97%	3.03%	33

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



B. Additional Descriptive Data

In this sample, around 40% were employed, of these 18% have retained the same job for two or more years and 10% have held the same job for over one year. Noteworthy is data that displayed an increase for those employed for over one year and in short term employment for one year or less. The unemployment rate was 60% for this group of reporting individuals which was lower from last year at 69%. The type of employment is collected elsewhere in data from several sources.

Complete data on employment is found in Table 4.

TABLE 4: Stability of Employment Status

Employment Status	2011		2010	
	Count	%age of Sample	Count	Percent of sample
<i>Less than 6 months Employment</i>	59	4.01%	55	3.27%
<i>6-12 months of Employment</i>	111	7.55%	63	3.74%
<i>13-24 months of Employment</i>	143	9.73%	66	3.92%
<i>Over 2 years of Employment</i>	269	18.30%	343	20.38%
<i>Not employed</i>	888	60.41%	1156	68.69%
<i>Total*</i>	1470	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

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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 90% satisfaction rate, which is 4% higher than year 2010 at 86%. The six individual questions in this domain had the range of satisfaction level between 70% and 97%.

2. Case Management Services/Support Coordination:

The domain had an average 97% satisfaction rate, which is higher than the year 2010 at 96%. High levels of satisfaction were reported on all three of the individual questions in the domain. The satisfaction rate ranged from 96% to 98%. 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 87% satisfaction rate, which is about 3% higher than the year 2010. All the questions in this domain had a satisfaction rate between 62% and 96%.

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 response rate is the same as last year 2010. 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 and 2011 was different. The percentage of responders reporting satisfaction was 80% in 2011, which is significantly higher than 2009 at 23%. In 2010, the rate of satisfaction was 82%. The rate of satisfaction ranged from 71% to 85%. 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.

TABLE 5: Data on Indicator Questions Grouped by Domain

TABLE 5: Data on Indicator Questions Grouped by Domain					
1. FAMILY INVOLVEMENT DOMAIN	Agree	Disagree	Mean	Std. Dev	Total
<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>	95.94%	4.06%	1.53	0.605	1551
<i>7. Does your family member participate in community activities?</i>	93.28%	6.72%	1.61	0.666	1785
<i>12. Over the past year, have the services provided to the person with ID helped to relieve stress on your family?</i>	84.81%	15.19%	1.72	0.857	1363
<i>14a. Participated in the development of this person's yearly plan?</i>	95.34%	4.66%	1.51	0.616	1525
<i>17. Do you help choose the agencies or providers that serve the person with a disability?</i>	70.20%	29.80%	2.08	0.972	1379
<i>19. Does staff talk to you about different ways to meet your family's needs?</i>	87.82%	12.18%	1.68	0.798	1584
<i>20. Does staff respect your family's choices and opinions?</i>	96.58%	3.42%	1.55	0.604	1490
<i>21. You help choose the support staff that work directly with the person with a disability?</i>	96.58%	3.42%	1.55	0.604	1490
2. CASE MANAGEMENT DOMAIN					
<i>15a. Can you contact the case manager whenever you want to?</i>	95.64%	4.36%	1.47	0.608	1558
<i>15b. Did you get response within reasonable time?</i>	96.77%	3.23%	1.44	0.590	1519
<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>	97.53%	2.47%	1.42	0.566	1498
3. CHOICE AND ACCESS DOMAIN					
<i>3a. 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>	61.57%	38.43%	2.30	1.113	864
<i>3b. If Yes/agree to above, are there enough assistance/staff available when needed to communicate with him/her?</i>	81.59%	18.41%	1.84	0.808	853
<i>4. Do you feel that the person with ID has access to the special equipment or accommodations that he/she needs?</i>	92.27%	7.73%	1.61	0.707	1048

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<i>5. Do you feel that supports and services are available for the person with ID when needed?</i>	95.43%	4.57%	1.46	0.635	1707
<i>8. Does person with ID received all of the services listed in the service plan?</i>	95.52%	4.48%	1.51	0.630	1810
<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>	89.53%	10.47%	1.99	1.257	1213
<i>10. Do staff help the person with ID get supports in the community, such as services offered through rec. departments or churches?</i>	91.72%	8.28%	1.63	0.677	1425
<i>13. Did you get enough information to help you participate in planning services for the person with disability?</i>	94.88%	5.12%	1.56	0.634	1523
<i>14b. Person with ID was able to make choices during planning about the providers who would work with him/her?</i>	87.04%	12.96%	1.71	0.764	1281
<i>14c. Person with ID was able to make choices during planning about the services he/she would receive?</i>	86.06%	13.94%	1.75	0.768	1284
<i>14d. During Planning process, person with ID was asked about his/her personal goals?</i>	90.37%	9.63%	1.65	0.709	1308
<i>17. 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>	70.20%	29.80%	2.08	0.972	1379
<i>21. Are you satisfied with the way complaints about services are handled?</i>	95.94%	4.06%	1.53	0.605	1551
4. HEALTHY AND SAFE ENVIRONMENT DOMAIN					
<i>1. Do you feel that where the person with ID goes during the day is a healthy and safe environment?</i>	97.21%	2.79%	1.34	0.580	1938
<i>2. Do you feel that where the person with ID lives is a healthy and safe environment?</i>	98.13%	1.87%	1.26	0.511	1922
5. SERVICE RELIABILITY					
<i>11a. Frequent changes in case managers have not been a problem.</i>	71.18%	28.82%	2.92	0.976	1277
<i>11b. Frequent changes in residential, respite, or personal care staff has not been a problem.</i>	84.60%	15.40%	3.17	0.782	1104
<i>11c. Frequent changes in day support/employment staff have not been a problem.</i>	84.89%	15.11%	3.17	0.774	1125

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

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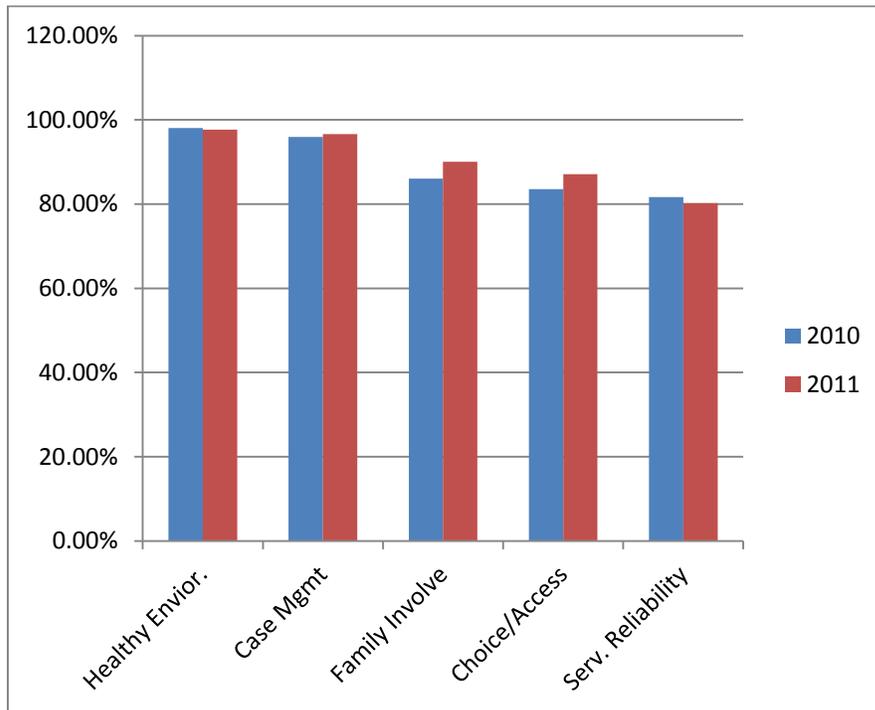
analysis of these domains shows that Healthy and Safe Environment has been receiving the highest percentage of satisfaction rate (over 90%) since we introduced the family survey instrument ten years ago.

TABLE 6: Statistics and Percentage of Satisfied Respondents on Domains

TABLE 6: Statistics and Percentage of Satisfied Respondents on Domains -2011		
DOMAIN (Sorted by higher satisfaction rate to lower satisfaction rate)	Avg Response (Count)	Overall % Satisfied
Healthy and Safe Environment	1930	97.67%
Case Management Services	1525	96.65%
Family Involvement	1521	90.07%
Choice and Access to Services	1327	87.09%
Service Reliability	1169	80.22%

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 2011 comparatively except Service Reliability, lowered by 2%. Service Reliability has the lowest satisfaction rates as compared with other domains in 2011.

Figure 4: Percentage of Positive Responses per Domain Comparison



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

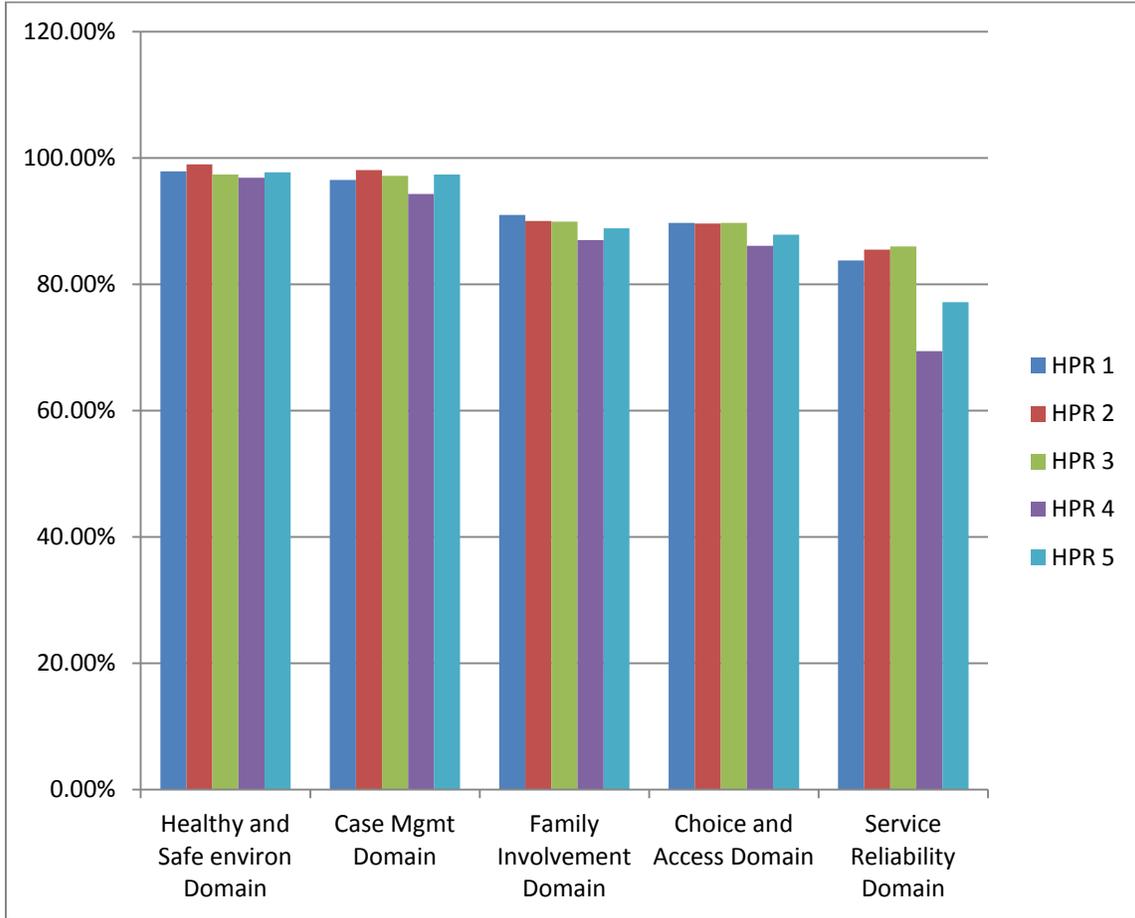
HPR 4: Chesterfield CSB, Crossroads CSB, Goochland-Powhatan CSB, Hanover County CSB, Henrico Area MH & DS Services, Planning District 19 CSB, Richmond Behavioral Health Authority, Southside CSB

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 2011 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. We received 175 online responses from the families/focus person in 2011.

Limitations

The data was analyzed at the state level and serves only as a reflection of trends across Virginia in the year 2011. These findings are based on the limitations discussed in the

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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 2011, 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 20% response rate is same as last year's response rate. 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.

The Family Involvement domain continues to increase in satisfaction. The Case Management /Support Coordination Services domain is now 97% and moving forward as well. Under Choice and Access domains, while at an average of 87%, there is still a wide range of responses from 62% to 96%. 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

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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 40% employed, which represents an increase of 9%. At the same time there was a 5% increase in the short term employment 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 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 online 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-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.

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VI. APPENDIX



DEVELOPMENTAL DISABILITY SUPPORTS FAMILY/GUARDIAN SATISFACTION SURVEY 2011 CSB

Please answer each question by completely filling in the circle that best represents your situation. Please choose only ONE response for each question. Respondent must be a family member or Guardian.

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
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1. What is the Respondent's age (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 the age of the person with a disability?
 Under 18 18-22 23-59
 60-64 65-74 75+
6. 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
7. With whom does the person with a disability live?
 A family member Out of the family home (i.e. group home or supervised apartments.)

Please fill in ONE circle for each question below that best describes your experience with the services provided to your family member with a disability. Choose only ONE answer.	Strongly Agree 1	Agree 2	Disagree 3	Strongly Disagree 4	Does Not Apply 9
1. The place where the person with a disability spends the day is a safe and healthy environment for him or her.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The place where the person with a disability lives is a safe and healthy environment for him or her.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 a. The person with a disability does not speak English or uses a different way to communicate, (ex. sign language or communication board).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 b. If Yes/agree to above, are there enough staff/assistance available when needed to 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 receives all the services and support s/he needs to complete everyday activities like bathing, dressing, eating and preparing meals etc. (Person with a disability has no unmet needs for assistance on everyday activities).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. You or your family member with a disability have enough say in the hiring and management of your support workers who assist the person with a disability..	<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

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Please fill in ONE circle for each question below that best describes your experience with the services provided to your family member with a disability. 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 helps the person with a disability access community supports, such as those offered by churches or recreation departments, so s/he can participate in the activities/he wants.	<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 support workers/staff 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.	<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. The case manager is responsive to my requests for assistance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. There are enough provider agencies in your area so that you and the person with a disability have an alternative to your local community services board if you want.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. 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"/>
19. Staff respect your family's choices and opinions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The support plan developed for the person with a disability meet their needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. You are satisfied with the way complaints/grievances about services are handled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. 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 in your plan.

- Self Directed Directed by an Agency Both

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