



# 2016 Family Survey Provincial Report

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For: Community and Social Services  
Family Support for Children with Disabilities  
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# Background

The Family Support for Children with Disabilities Program (FSCD) assesses the satisfaction and outcomes of families receiving services and supports on an biennial basis in order to track performance and inform planning.

After holding an open competition, Community and Social Services contracted Advanis to conduct the 2016 Family Survey.

# Methodology

- The survey (see Appendix A) was adapted from the one used in previous years and includes a combination of qualitative and quantitative questions that allowed participants the opportunity for examples and suggestions.
- In order to ensure that all families have the opportunity to respond, a census rather than sample approach was used.
- Accuracy targets on the number of surveys required by each region were set (see below) in order to ensure valid results. Targets were met for all regions.

Region	Total Families	Target Accuracy	Total Completes	Actual Accuracy
South	761	+/- 5.0%	258	+/- 5.0%
Calgary	3,550	+/- 5.0%	657	+/- 3.5%
Central	688	+/- 5.0%	261	+/- 4.8%
Edmonton	2,637	+/- 5.0%	505	+/- 3.9%
North Central	432	+/- 7.0%	144	+/- 6.7%
Northwest	261	+/- 7.0%	114	+/- 6.9%
Northeast	77	n/a	35	+/- 12%
Métis*	13	n/a	5	+/- 36%
<b>All of Alberta</b>	<b>8,419</b>	<b>+/- 2.0%</b>	<b>1,979</b>	<b>+/- 1.9%</b>

\* Given the small population of the Metis region, there was no analysis or reporting for this group.

## **Methodology** *(Continued)*

**An introductory letter to respondents was developed to inform parents of the intention of the study, the voluntary nature of their involvement, and the confidentiality of the information they provided to the Consultant. The letter explicitly stated that their participation in the survey would in no way affect their status with the program.**

**Family Surveys were administered between Oct. 26 and Dec. 12:**

- **Initially, a letter was sent out to all families.**
  - **The letter included a link to the online survey that families could use to complete the survey.**
  - **Alternatively, families could phone in and request a paper version of the survey to fill out.**

# Methodology *(Continued)*

- Approximately 2 weeks after sending the letters to families, phone calls were made to allow families to complete the survey over the phone.

In total, 8,370 letters were mailed out and a total of 1,979 surveys were completed for a response rate of 23.6%. This included:

- 15 paper surveys
- 885 phone surveys
- 1079 web surveys

	Completed surveys	Complete by call attempt
<b>Call attempt</b>		
1	451	11%
2	218	12%
3	119	11%
4	58	12%
5	26	14%
6	10	12%
7	1	Small base
8	0	Small base
9	0	Small base
10	2	Small base

# Methodology *(Continued)*

Throughout the report, statistical testing has been applied where applicable. When results between 2014 and 2016 are compared, an arrow (↑ or ↓) indicates if 2016 is statistically larger or smaller (at the 95% confidence interval) than the 2014 response.

When more than two columns are shown, letters are used to denote statistical significance. In the example below, the letter **B** is used to indicate that column A (47%) is statistically higher than column B (41%) but not C and column C (42%) is not statistically higher than column B (41%).

Completed by...	Web A	Phone B	Paper C
<b>How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your child?</b>			
Base	1,079	885	15*
Strongly agree	46%	49%	54%
Agree	47% <b>B</b>	41%	42%

Note: For all cases, either the true aggregate population or the true population of the segment (if known) are used to apply a small population correction to the statistical testing.

# Methodology – Survey Type

Those who completed on the web are more likely to agree that the FSCD program has had a positive impact on their child overall. However, there is no statistical difference with agreement that the FSCD program has had a positive impact on their family overall.

Completed by...	Web A	Phone B	Paper C
<b>How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your child?</b>			
Base	1,079	885	15*
Strongly agree	46%	49%	54%
Agree	47% <b>B</b>	41%	42%
Disagree	4% <b>C</b>	8% <b>AC</b>	0%
Strongly disagree	2%	2%	4%
Agree (overall)	94% <b>B</b>	90%	96%
Disagree (overall)	6%	10% <b>A</b>	4%
<b>How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your family?</b>			
Base	1,079	885	15*
Strongly agree	40%	41%	62%
Agree	50%	47%	29%
Disagree	7%	10%	5%
Strongly disagree	2%	2%	4%
Agree (overall)	91%	88%	91%
Disagree (overall)	9%	12%	9%

\* Small base. Interpret with caution.



# Methodology – Respondents vs. Population

The families that responded to the survey are very representative of the overall FSCD population in terms of the children’s gender, intake year, service category, and diagnosis.

	Completed Surveys	Total Population
<b>Total</b>		
Base	1,979	8,419
<b>Gender</b>		
Female	29%	30%
Male	71%	70%
<b>Intake Year</b>		
1999 – 2002	0%	0%
2003 – 2005	11%	12%
2006 – 2008	11%	13%
2009 – 2011	16%	18%
2012 – 2014	31%	31%
2015 – 2016	30%	26%

	Completed Surveys	Total Population
<b>Service Category</b>		
Child Focused	67%	67%
Family Support	18%	20%
Specialized	13%	11%
Out of Home	1%	2%
<b>Diagnosis category</b>		
Autism	39%	39%
Developmental conditions	34%	34%
Mental Health	17%	17%
Health	6%	6%
Sensory	2%	2%
Physical	2%	2%
Unconfirmed	1%	1%

# Executive Summary

- **Similar to 2014, 88% of families in Alberta are satisfied with the FSCD program, with over a third being very satisfied.**
- **Email remains the top preferred communication method, with even more families mentioning this channel compared to 2014. Fewer would like to receive communication via their worker, mail, or telephone.**
- **Awareness of the FSCD Resource List and PPAC has increased since 2014, however, awareness of RPAC has not changed.**
- **In line with 2014, 92% of families agree that the FSCD program has had a positive impact on their child and 90% feel the program has had a positive impact on their family.**
- **Providing more information about available services (32%) remains the top way the FSCD program could be improved. Compared to 2014, more families indicate that they would like expanded services (26%) and more knowledgeable workers (20%).**

# Detailed Findings

## All of Alberta

## Province-wide summary

### Section A: Information About the FSCD Program

#### How did you find out about the FSCD Program?

Health Care Professional	55%
Friend	13%
School	12%
Alberta Supports	12%
Website	5%
Another program	4%
Society/organization	3%
Child Care	3%
Social worker	2%
Brochure	2%
Prior knowledge	1%
Family member	1%
Own research	0%
Other	2%
Nothing/No Comment/None	1%

#### How do you prefer to receive ongoing general information about the FSCD Program?

By email	63%
In person, through my FSCD worker	37%
By mail	34%
By telephone	11%
Through the FSCD Website	7%
Other	1%

# Province-wide summary

## Section B: Participation in Services Decisions

	Strongly agree	Agree	Disagree	Strongly disagree	Agree (overall)	Disagree (overall)
<b>How much do you agree with the following statements?</b>						
I actively participate in decisions on services and supports	48%	44%	6%	2%	92%	8%
I have the information I need to actively participate in decisions on services and supports	27%	57%	14%	2%	84%	16%
I know what to do if I do not agree with a decision by the FSCD Program	17%	48%	30%	5%	65%	35%

## Section C: Relationship with Your Current FSCD Worker

	Strongly agree	Agree	Disagree	Strongly disagree	Agree (overall)	Disagree (overall)
<b>How much do you agree with the following statements?</b>						
I feel the worker respects me as a person	53%	42%	4%	2%	94%	6%
I feel comfortable sharing my experiences and my child's challenging issues with the worker	55%	39%	5%	2%	94%	6%
The worker and I generally agree	44%	48%	6%	2%	91%	9%
I trust the worker	49%	41%	7%	3%	90%	10%
I feel the worker understands my family's needs and priorities	44%	42%	11%	3%	86%	14%
The worker responds to me in a timely manner	41%	45%	11%	4%	86%	14%

## Section D: Satisfaction with Services and Supports

	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Satisfied (overall)	Dissatisfied (overall)
<b>How satisfied are you with...?</b>						
The information provided to you about FSCD services	25%	59%	13%	3%	84%	16%
The FSCD services you received	37%	53%	7%	2%	90%	10%
The referrals that were made to other services and resources	27%	56%	13%	4%	83%	17%
The help provided with coordinating services and supports	25%	55%	15%	5%	80%	20%
The timeliness of receiving FSCD services and supports	28%	57%	11%	4%	85%	15%
The timeliness of being reimbursed for FSCD services and supports	43%	52%	4%	1%	95%	5%
The Multi-Disciplinary Team (MDT) process if you requested specialized services	28%	54%	11%	7%	82%	18%

# Province-wide summary

## Section E: Benefits of your involvement in the FSCD Program

	Strongly agree	Agree	Disagree	Strongly disagree	Agree (overall)	Disagree (overall)
<b>Please indicate how much you agree with the following. The supports and services provided by the FSCD program have helped me to...</b>						
Understand my child's strengths and abilities	29%	53%	14%	4%	82%	18%
Know the next steps for my child's development and learning	23%	51%	21%	6%	74%	26%
Plan for my child's future	21%	50%	23%	6%	71%	29%
Help my child get along with others	22%	56%	18%	5%	77%	23%
Help my child learn new skills	27%	56%	13%	4%	83%	17%
Help my child take care of his/herself	23%	56%	17%	5%	79%	21%
Manage my child's behavior	23%	57%	16%	5%	80%	20%
Work on goals for my child during every day routines	26%	58%	12%	4%	84%	16%
Meet the disability related needs of my child	24%	60%	13%	4%	84%	16%
Be more comfortable talking to family and friends about our needs	20%	56%	20%	4%	75%	25%
Connect with other families	11%	40%	40%	9%	51%	49%
Strengthen my network of friends or family I can rely on	12%	43%	37%	8%	55%	45%
Find and use services and programs that are helpful to my child and family	19%	57%	19%	6%	76%	24%
Know what to do and who to contact when I have questions/concerns about my child	20%	57%	18%	5%	77%	23%
Feel comfortable talking with professionals about my child and family	28%	58%	12%	3%	85%	15%
Engage my child in social, recreational, and community activities	23%	57%	16%	4%	80%	20%
Feel a stronger sense of belonging in our community	15%	49%	30%	6%	64%	36%
Manage the day to day challenges of family life	21%	61%	13%	4%	82%	18%
Balance the interests and needs of all members of our family	18%	59%	17%	6%	77%	23%
Do things as a family that we enjoy together	19%	59%	18%	4%	78%	22%
Increase my family's quality of life	26%	61%	10%	3%	87%	13%
Take care of myself	21%	58%	17%	5%	79%	21%

# Province-wide summary

## Section F: Overall Satisfaction and Outcomes

	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	Satisfied (overall)	Dissatisfied (overall)
Overall, how satisfied are you with the FSCD Program?	38%	50%	9%	3%	88%	12%

	Strongly agree	Agree	Disagree	Strongly disagree	Agree (overall)	Disagree (overall)
How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your <u>child</u> ?	47%	45%	6%	2%	92%	8%
How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your <u>family</u> ?	41%	49%	8%	2%	90%	10%

# Province-wide summary

## Section G: Other

Has your FSCD worker made you aware of or helped you access any of the following?

FSCD Resource List	49%
Regional Parent Advisory Committee (RPAC)	12%
Provincial Parent Advisory Committee (PPAC)	10%
None of the above	47%

## Section H: FSCD Access

Are you aware of other families that have children (under 18 years of age) with disabilities in Alberta not accessing the FSCD program?

Yes	29%
No	71%

For what reasons do you think the family is not involved with FSCD?

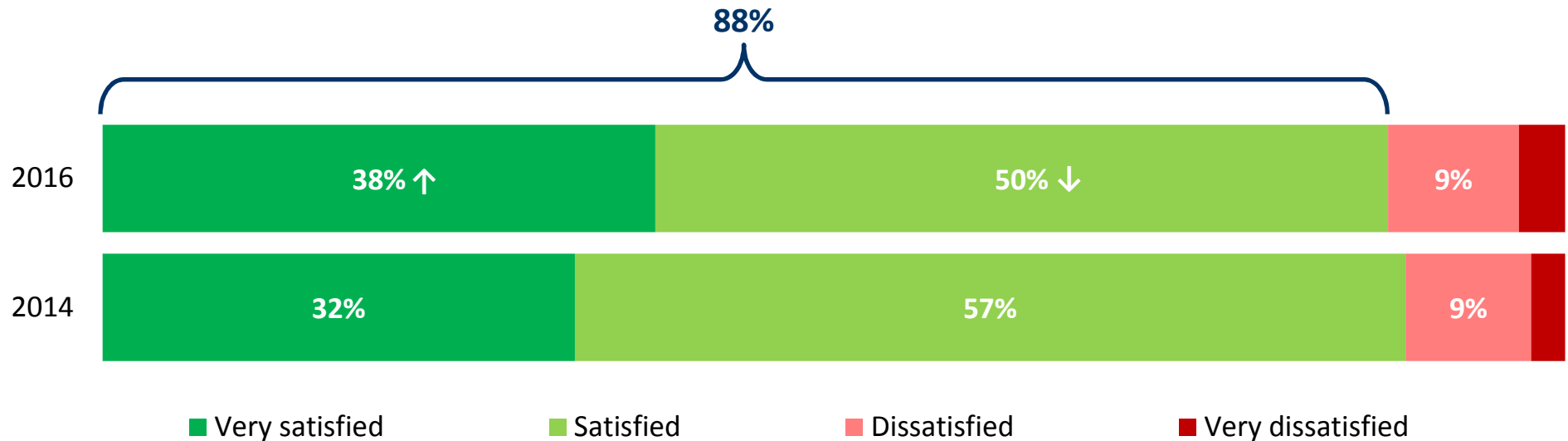
Not aware of FSCD	41%
Too overwhelmed at this time to look into support	35%
Too difficult to access	31%
No need of FSCD supports and services at this time	6%
Do not qualify	5%
Negative experience	5%
Lack of detailed information	5%
Not ready/willing to get help	3%
Waiting for diagnosis	2%
Language issues	1%
Other	3%
Don't know	12%



## Overall satisfaction

Overall, 88% of families are satisfied with the FSCD program. Compared to 2014, there has been a shift towards more families feeling very satisfied.

### Overall Satisfaction with the FSCD Program

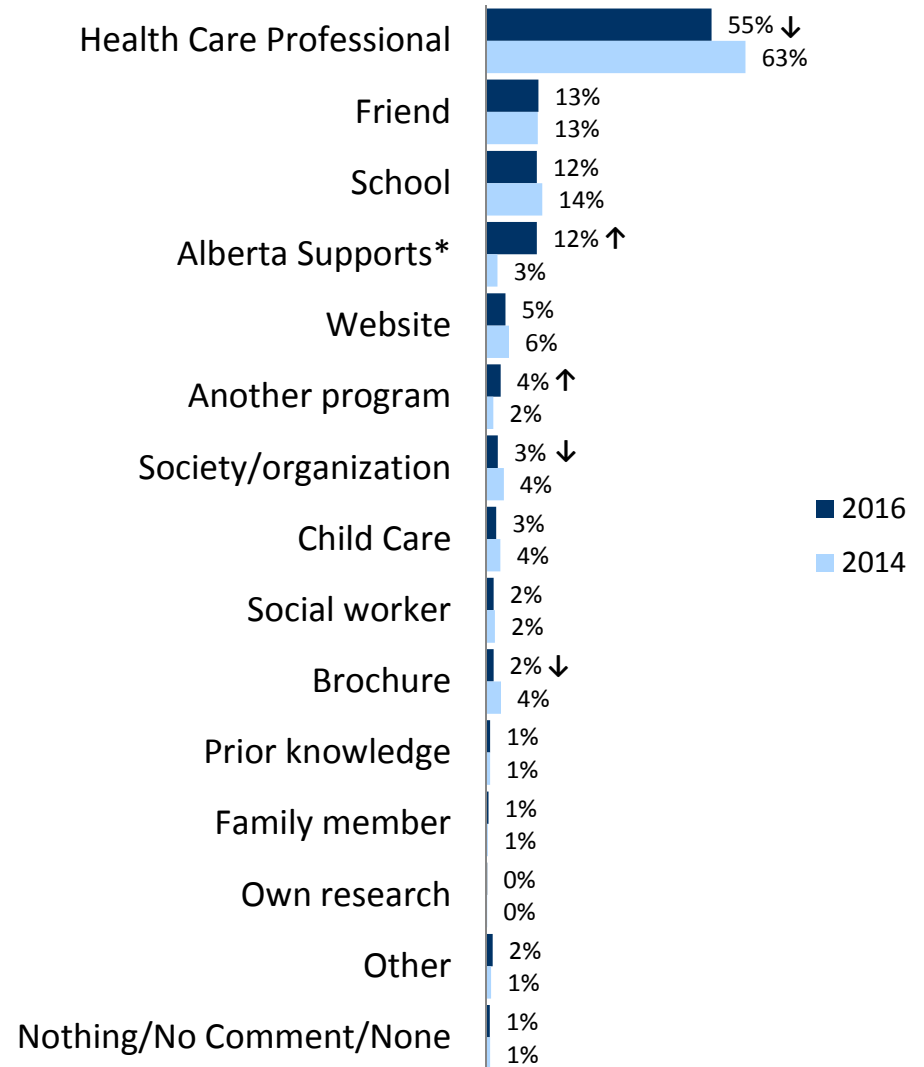


Base: F1. Overall, how satisfied are you with the FSCD Program? (2014n=1570, 2016n=1979).

# How did the family find out about the FSCD Program?

While health care professionals are still the primary way through which families find out about the FSCD program, relatively more have found out through Alberta Supports and other programs since 2014.

## How FSCD Program was Found



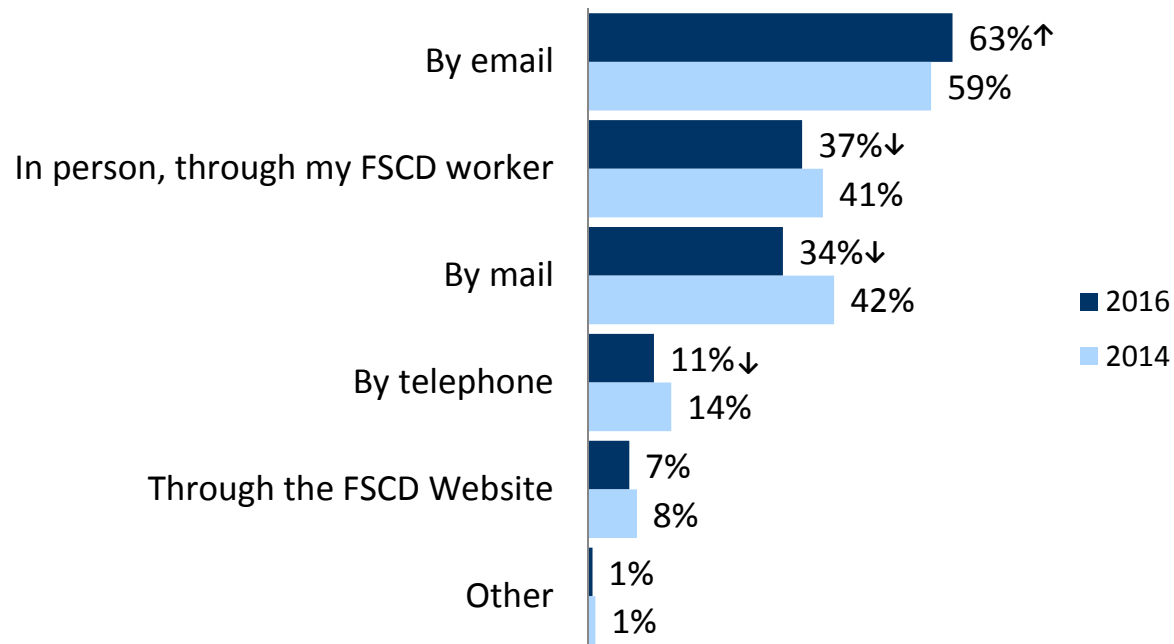
\*In 2014, this level was "Help/Information Line"

Base: A1. How did you find out about the FSCD Program? (2014n=1572, 2016n=1979)

# How do families prefer to receive general information?

Email continues to be the preferred information channel, increasing at the expense of most other channels.

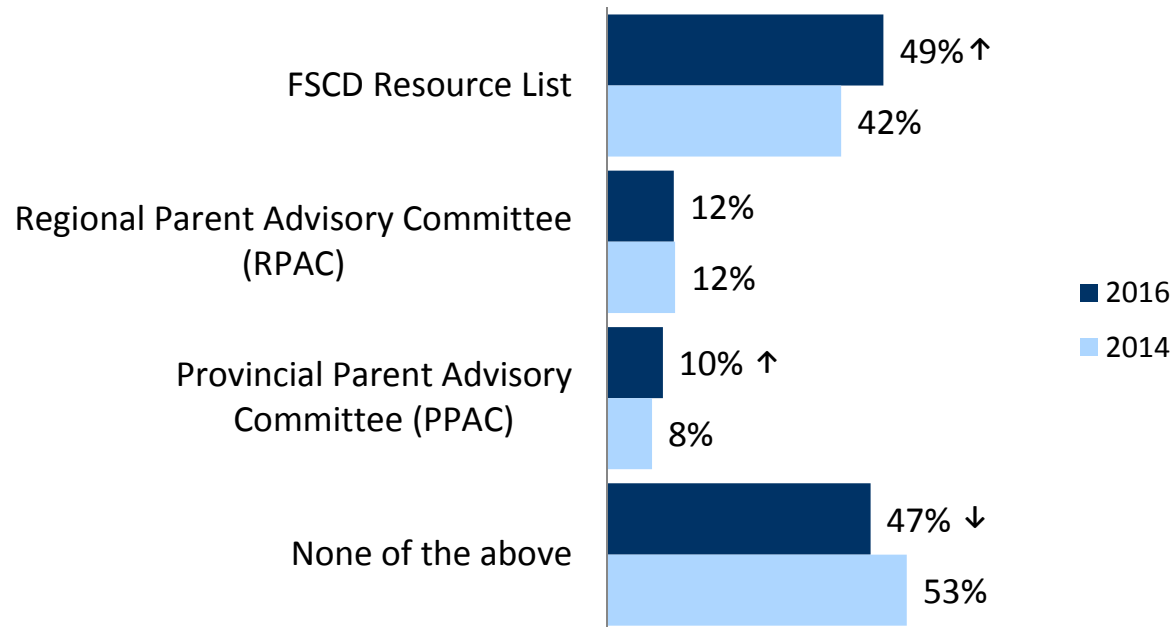
## Preferred Information Channel



## Resources mentioned by the FSCD worker

Awareness of the FSCD Resource List and PPAC has increased since 2014. Awareness of RPAC has not changed.

### Resources the FSCD has made the Family Aware of

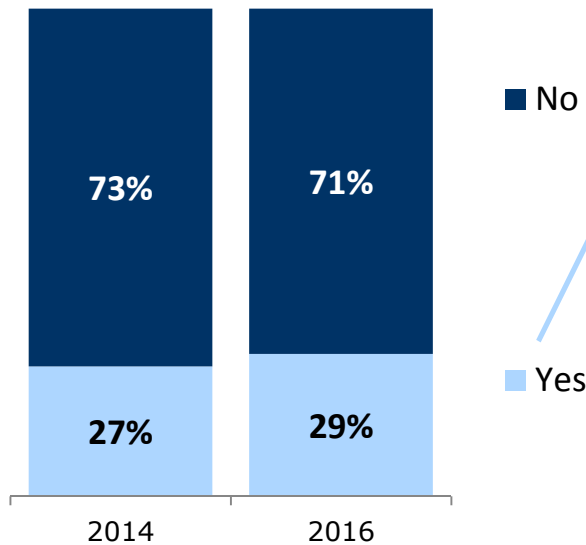


## Reasons families may not be accessing FSCD

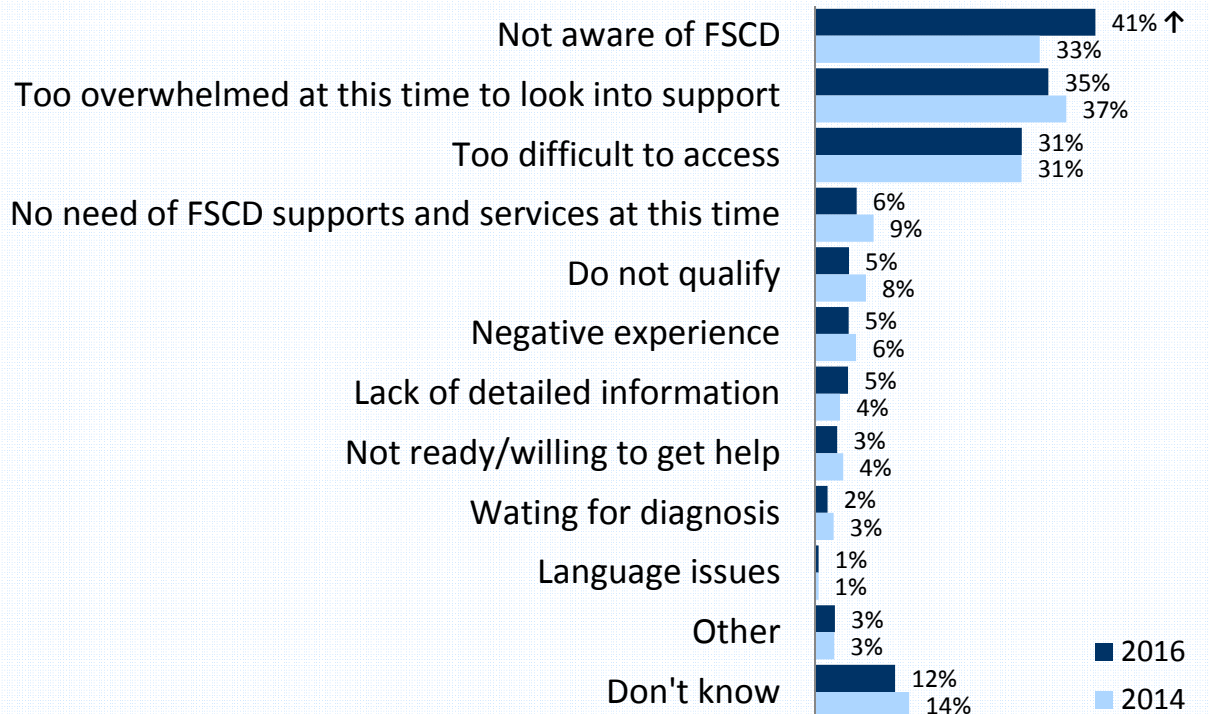
Just over a quarter of families know of a family not accessing FSCD.

The top 3 reasons for not accessing FSCD continue to be a lack of awareness, being too overwhelmed, and difficulty accessing FSCD.

Are you aware of other families that have children with disabilities in Alberta not accessing the FSCD program?



Reasons for not accessing FSCD?



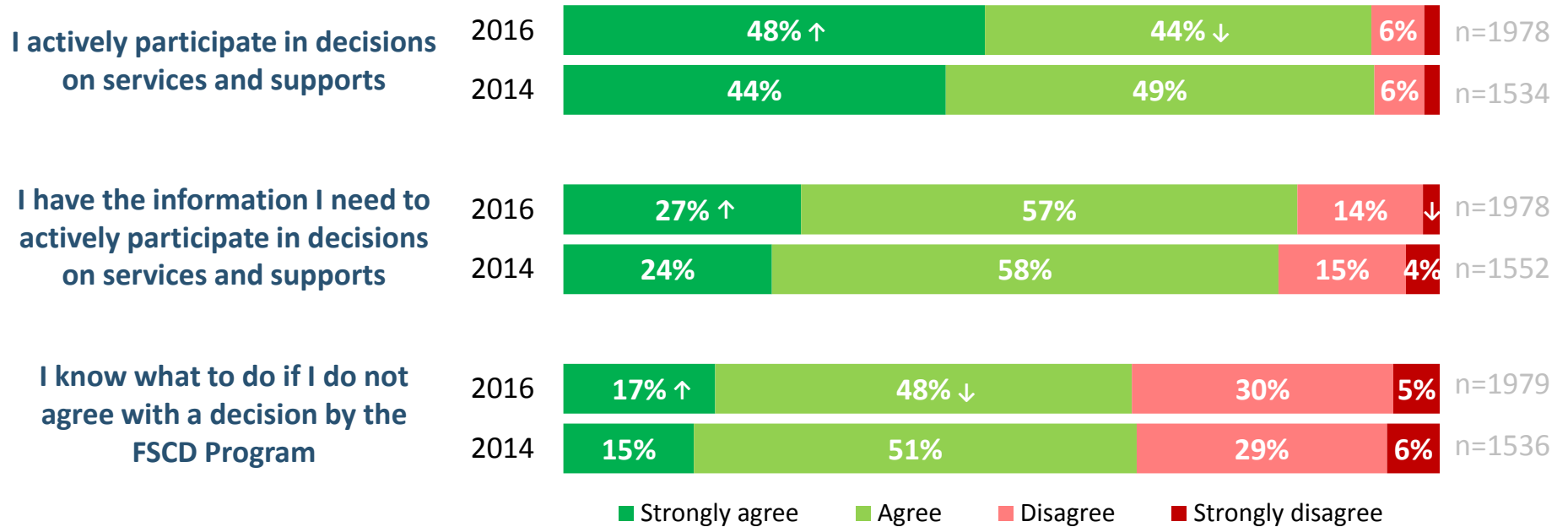
Base: H1. Are you aware of other families that have children (under 18 years of age) with disabilities in Alberta not accessing the FSCD program? (2014n=1572, 2016n=1979)

H2. For what reasons do you think the family is not involved with FSCD? (2014n=427, 2016n=580).

# Participation in service decisions

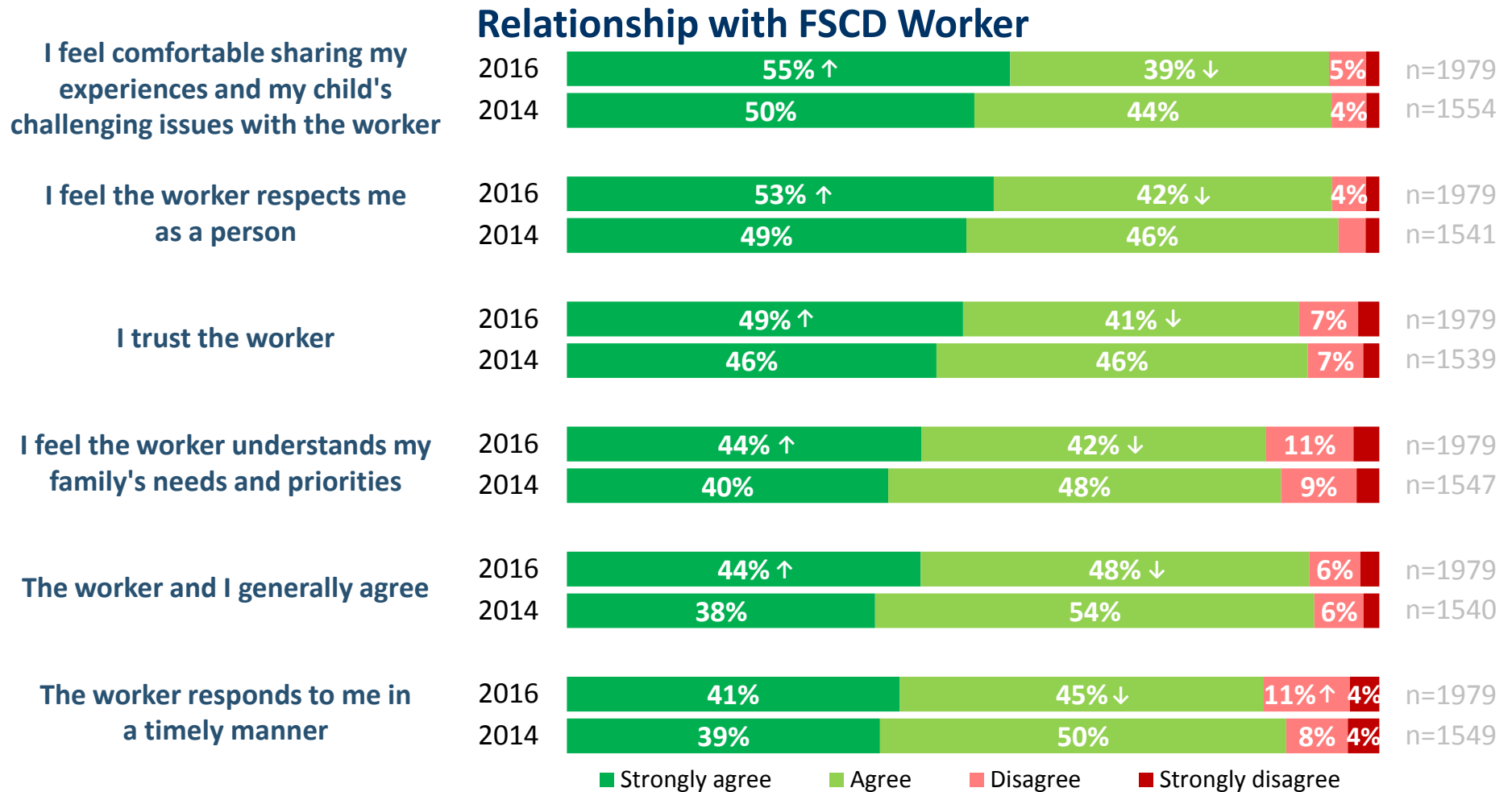
More families strongly agree that they participate in decisions, have the information they need, and know what to do if they disagree with a decision.


## Participation in Services Decisions



# Relationship with the FSCD worker

The relationship families have with their worker continues to be very positive.

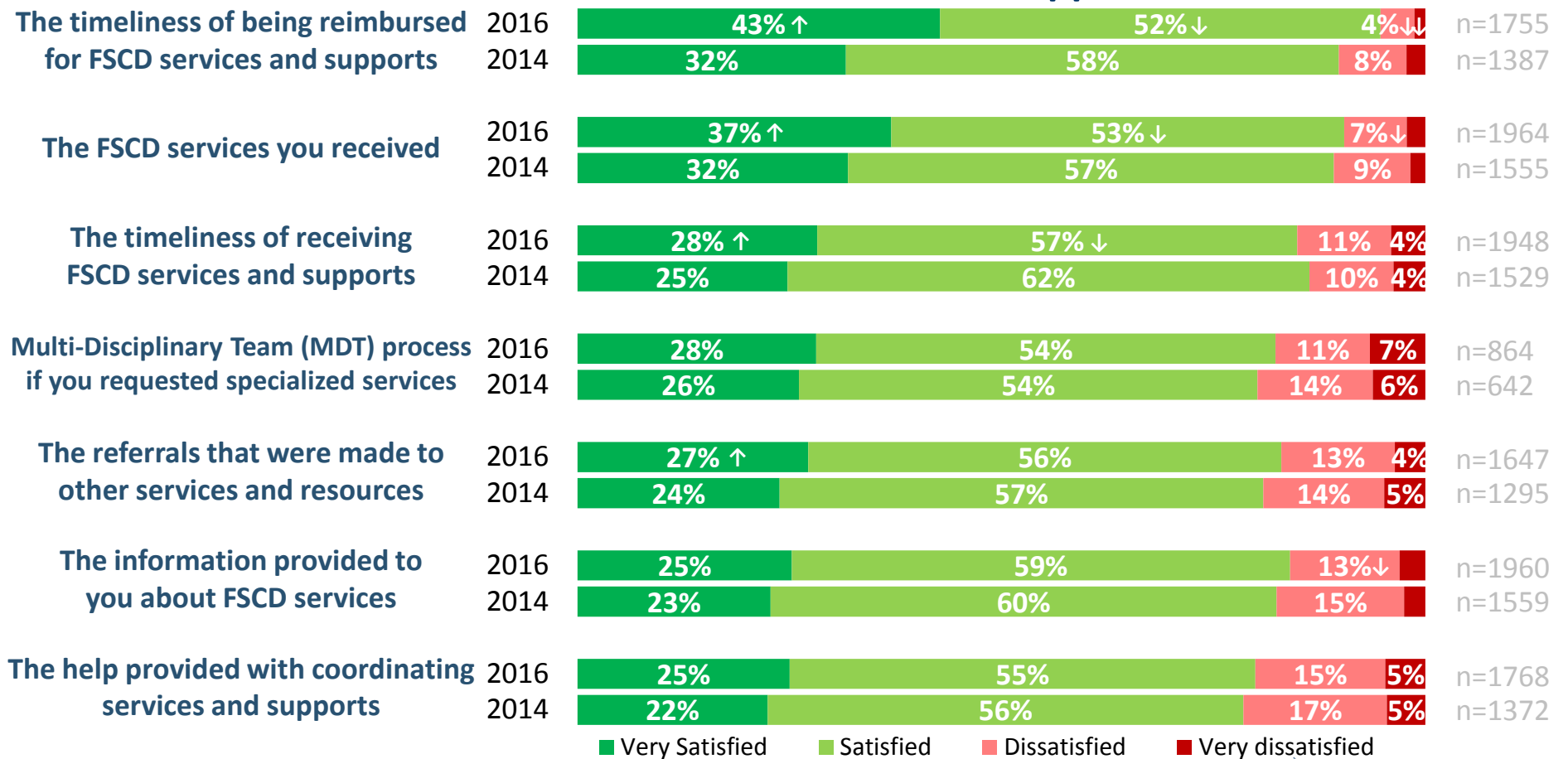


Base: C1. When you think about the relationship you have with your FSCD worker, would you say ...  **ADVANIS** 23  
 Note that base sizes are not consistent in 2014 because a “Not applicable” level was available in 2014 but not 2016.

# Satisfaction with services and supports

Satisfaction with services and supports continues to be very positive. In fact, more families are very satisfied with the timeliness of receiving services and being reimbursed, the services they received, and referrals.

## Satisfaction with Services and Supports



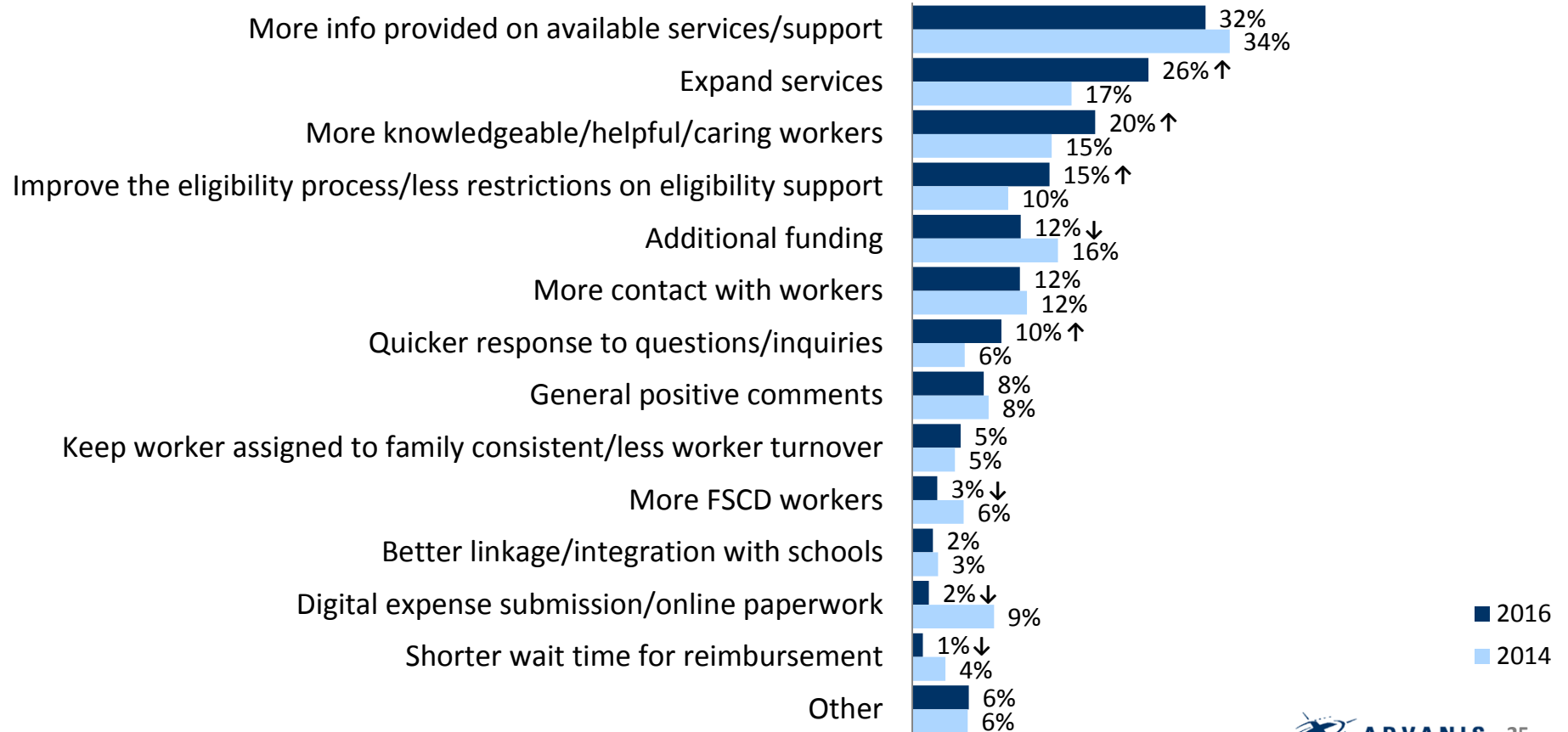
■ Very Satisfied    ■ Satisfied    ■ Dissatisfied    ■ Very dissatisfied



# How the FSCD program could be improved

Providing more information about available services remains the top suggestion for improvement. Compared to 2014, more families indicate that they would like expanded services and more knowledgeable workers.

## How FSCD Services Could be Improved

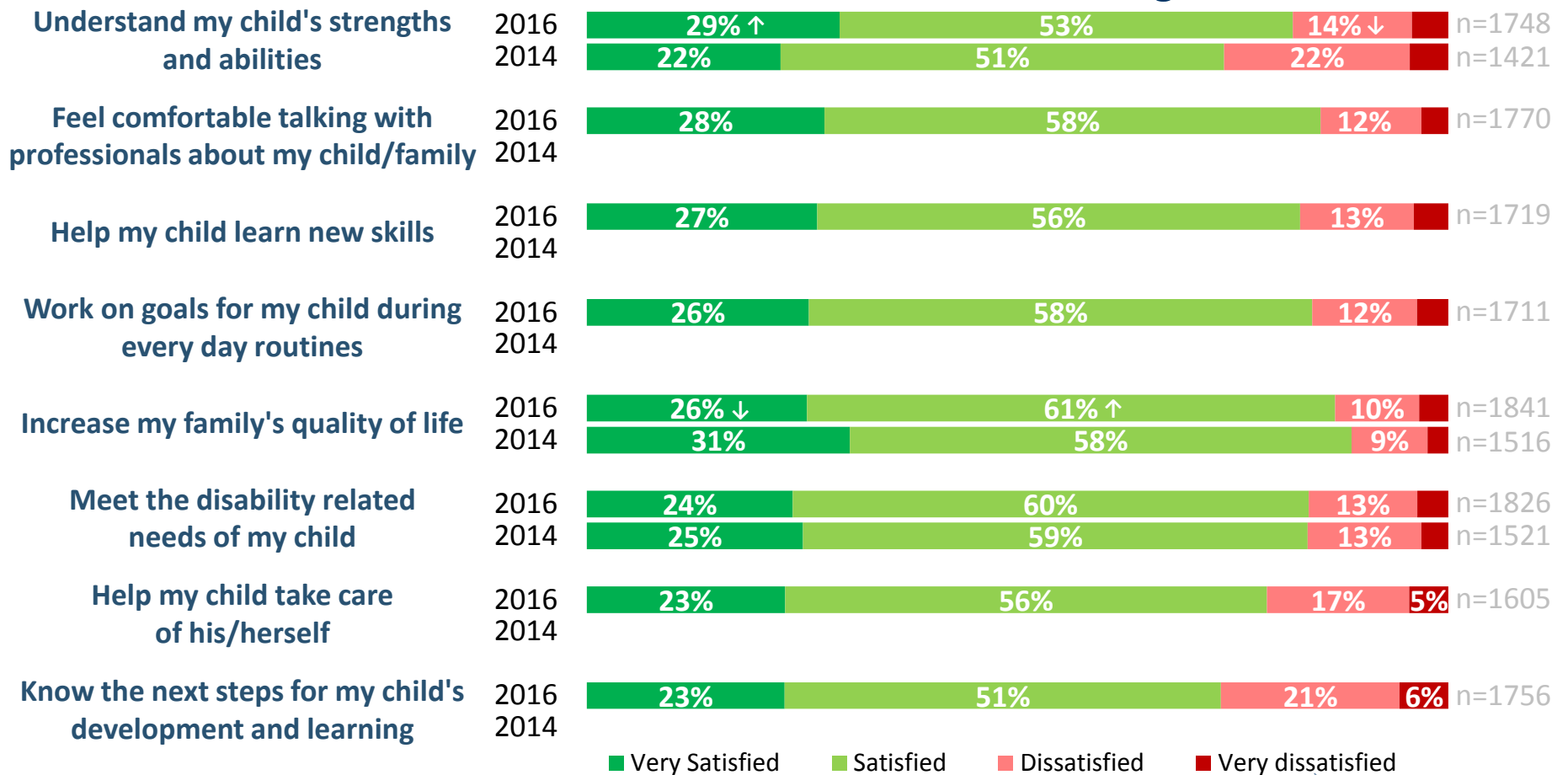


Base: F5. How could the services provided through FSCD be improved? (2014n=948, 2016n=1091)

# Benefits of involvement with the FSCD program

The FSCD program has improved at helping families understand their children's strengths and abilities since in 2014.

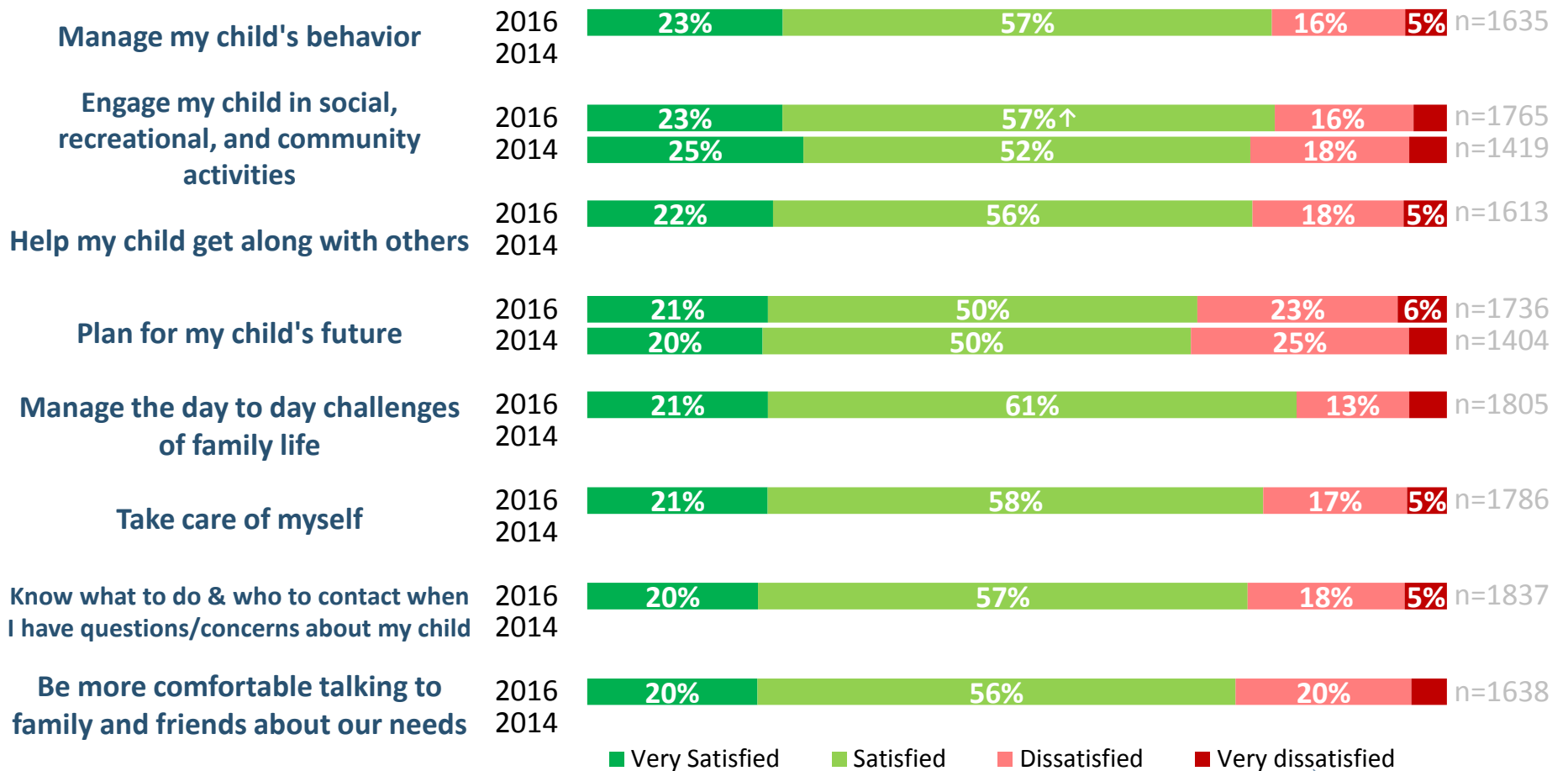
## Benefits of Involvements with the FSCD Program



# Benefits of involvement with the FSCD program

Families continue to report many benefits of involvement with the FSCD program.

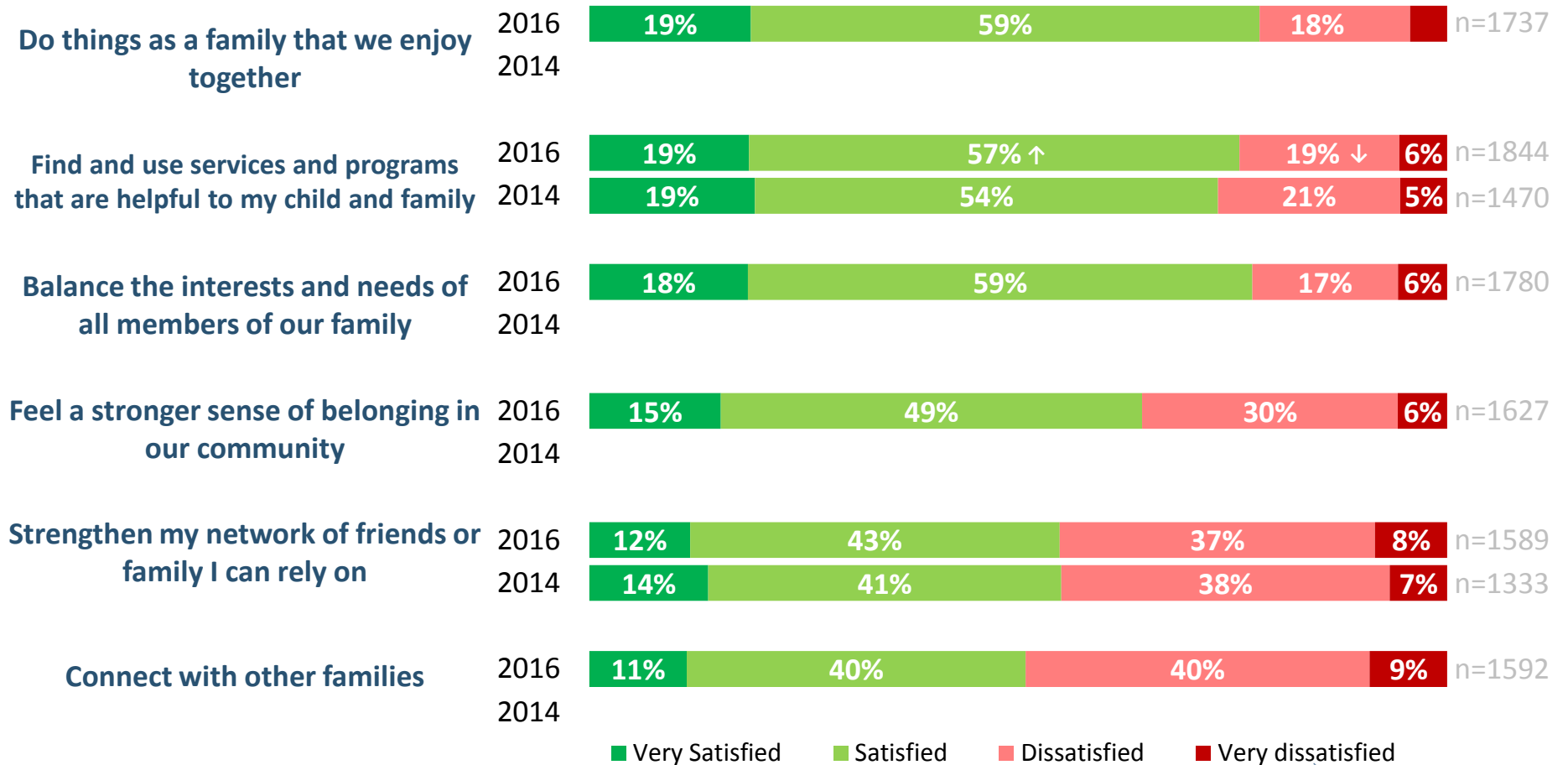
## Benefits of Involvements with the FSCD Program



# Benefits of involvement with the FSCD program

There continues to be an opportunity to help families connect with other families and expand their support network.

## Benefits of Involvements with the FSCD Program

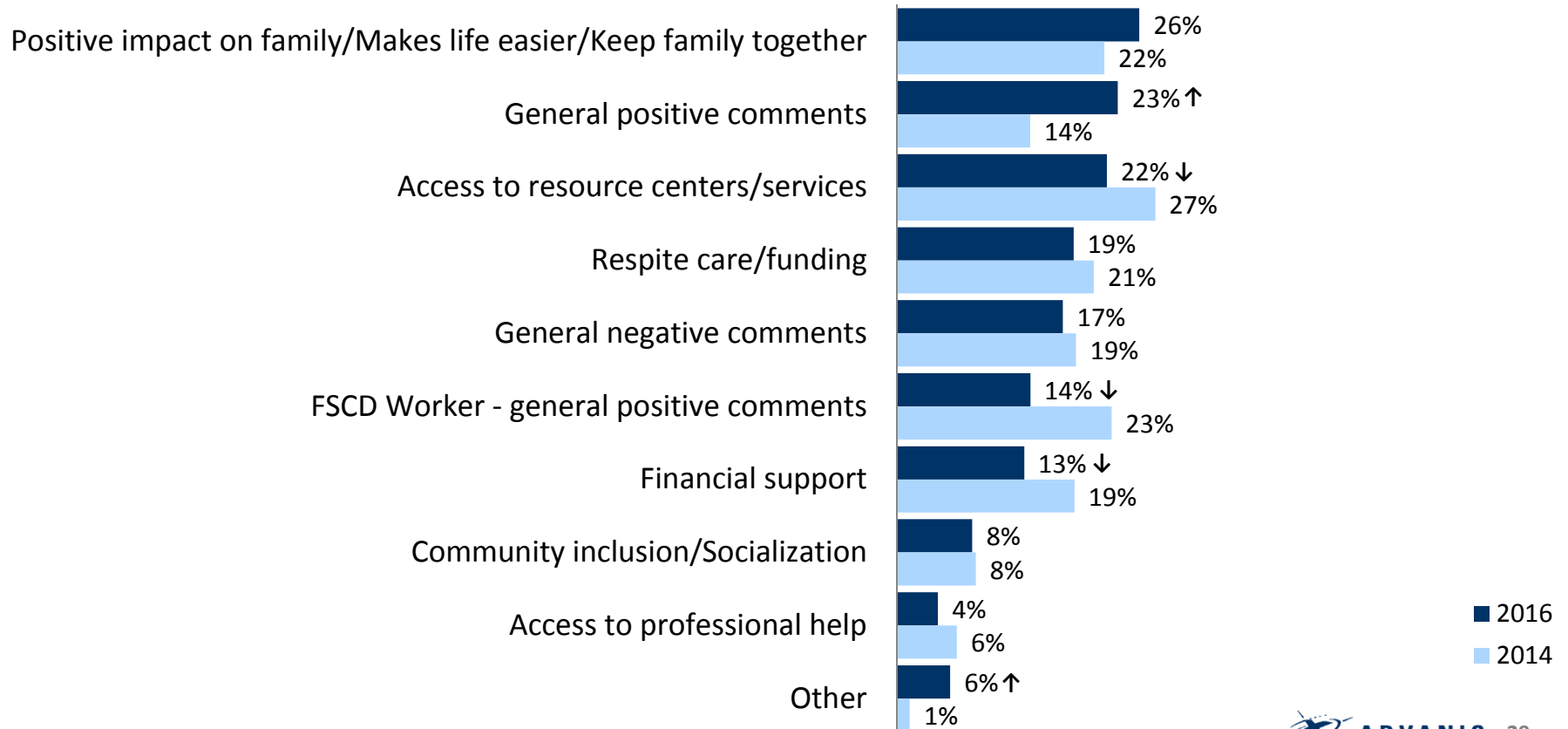


Base: E1. The supports and services provided by the FSCD program have helped me to...

## Other benefits of involvement with the FSCD program

The benefits of the FSCD program are more varied in 2016 with more generally positive comments and fewer comments regarding access to resources, FSCD workers, and financial support.

### Other Benefits of Involvement with the FSCD Program

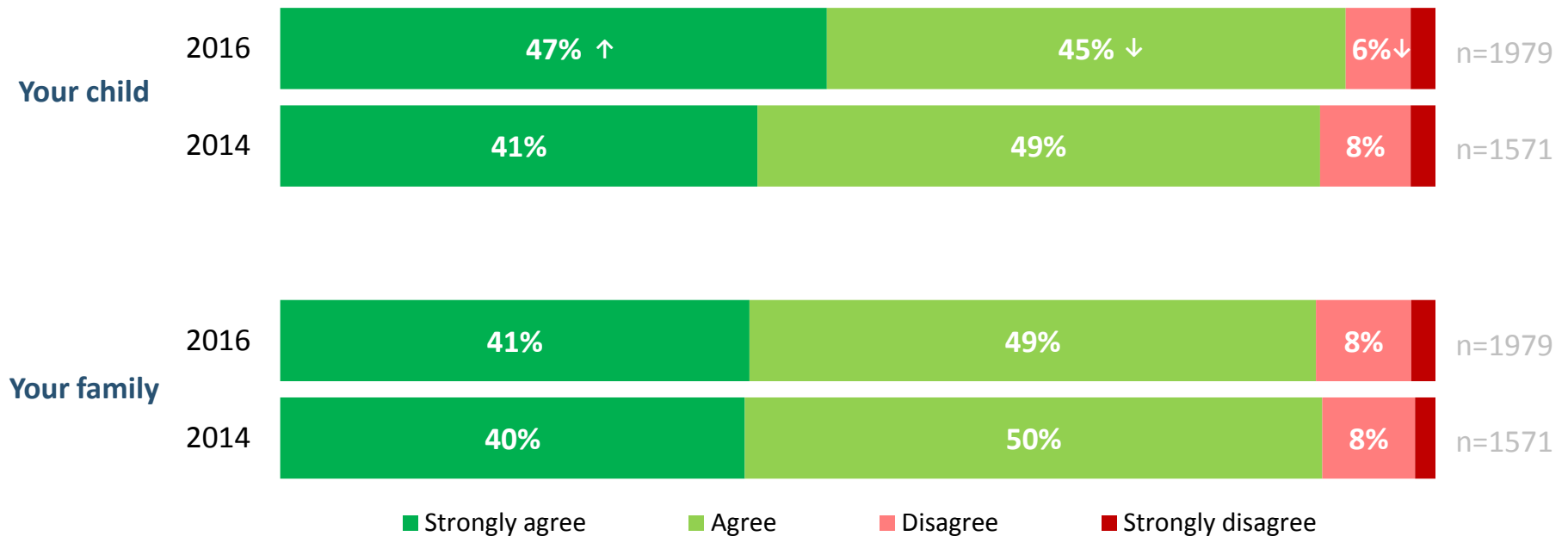


## Positive impact on child and family

Overall, the FSCD program continues to have a strong positive impact on the child as well as the family.

Additionally, a greater number of families strongly agree that the FSCD program has had a positive impact on their child in 2016 compared to 2014.

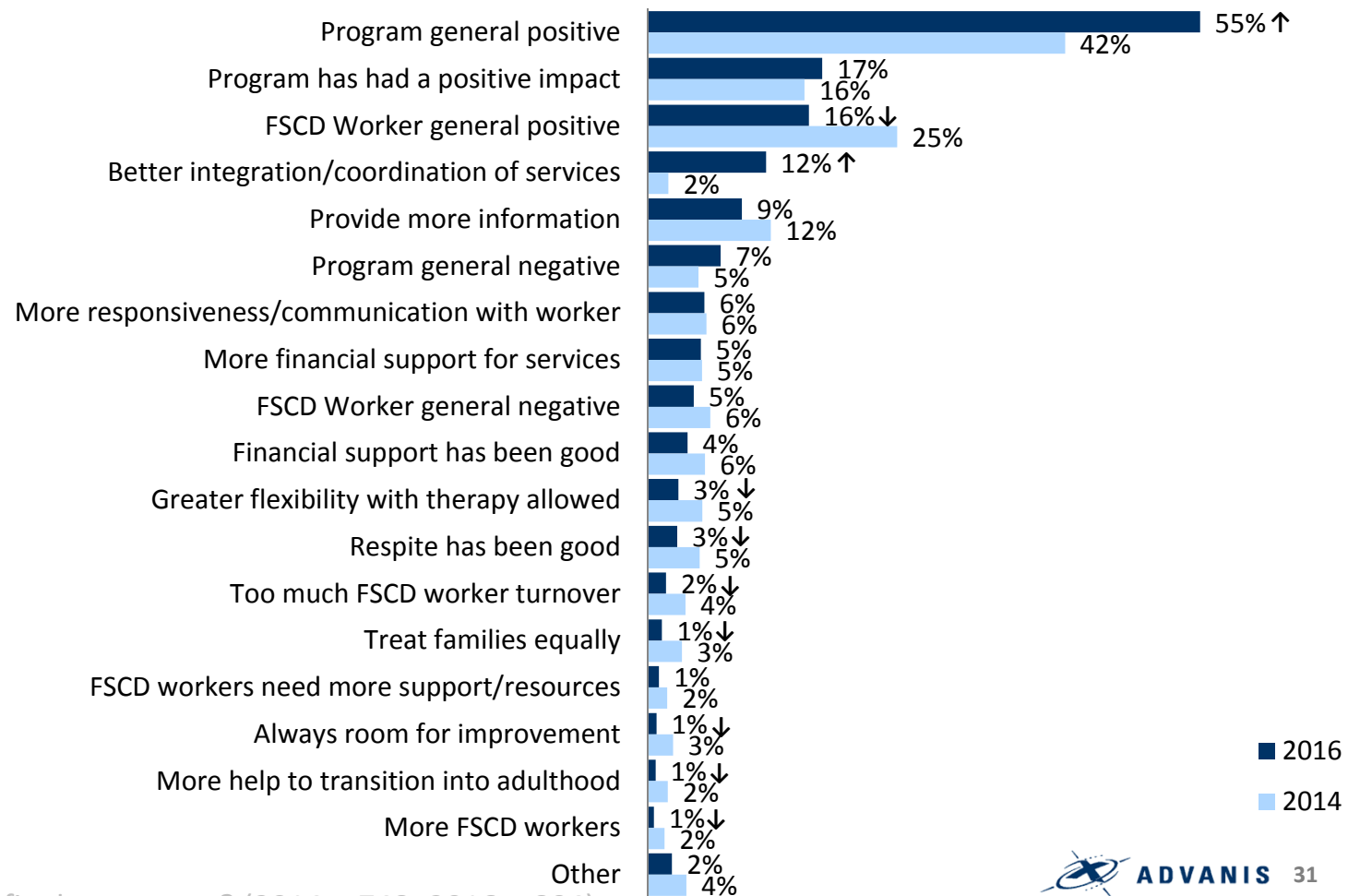
### Positive Impact on Child and Family



## Additional feedback

Most families who left comments continue to have generally positive feedback. That said, better integration/coordination of services was mentioned significantly more frequently in 2016 compared to 2014.

### Additional Feedback



Base: F6. Do you have any final comments? (2014n=748, 2016n=804)

# **Subgroup Analysis**

**Child Diagnosis Category and Child Age**



## Subgroup Analysis – Diagnosis

Families with children with mental health and sensory diagnoses are the least likely to feel that the FSCD program has had a positive impact on the family.

How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your family?	<b>Autism A</b>	<b>All other developmental conditions B</b>	<b>Mental Health C</b>	<b>Health D</b>	<b>Physical E</b>	<b>Sensory F</b>
<b>Base</b>	743	688	332	122	44	37
<b>Strongly agree</b>	40% F	41% F	41% F	45% F	36%	26%
<b>Agree</b>	50% C	49% C	43%	50%	55%	58%
<b>Disagree</b>	7%	8% D	13% ABD	3%	9%	16% ABD
<b>Strongly disagree</b>	2%	2%	3%	2%	0%	0%
<b>Agree (Overall)</b>	91% C	91% C	84%	95% CF	91%	84%
<b>Disagree (Overall)</b>	9%	9%	16% ABD	5%	9%	16% D

Letters denote that one column is significantly higher or lower than another column (95% confidence)

Base: F2. How much do you agree that the services provided to you by the FSCD Program have had a positive impact on...

## Subgroup Analysis – Diagnosis *(Continued)*

Families with children with autism are the most likely to agree that the FSCD program helps them understand their child’s strength and abilities and know the next steps for their child’s development and learning.

The supports and services provided by the FSCD program have helped me to... Understand my child's strengths and abilities	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	680	601	291	96	38	31
<b>Strongly agree</b>	35% BCF	26%	24%	29%	33%	17%
<b>Agree</b>	53% E	53% E	55% E	51% E	33%	50%
<b>Disagree</b>	10%	17% A	14% A	16%	22% A	28% AC
<b>Strongly disagree</b>	3%	5% A	7% A	4%	12% AB	4%
<b>Agree (Overall)</b>	87% BCDEF	79% E	79% E	80%	66%	68%
<b>Disagree (Overall)</b>	13%	21% A	21% A	20% A	34% ABC	32% A

The supports and services provided by the FSCD program have helped me to... Know the next steps for my child's development and learning	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	678	615	290	98	35	30
<b>Strongly agree</b>	25% CF	23%	19%	18%	28%	11%
<b>Agree</b>	51% E	50% E	50% E	52% E	34%	60% E
<b>Disagree</b>	19%	21%	23%	26%	25%	22%
<b>Strongly disagree</b>	4%	6% A	8% A	4%	13% AD	7%
<b>Agree (Overall)</b>	77% CE	73%	69%	70%	62%	71%
<b>Disagree (Overall)</b>	23%	27%	31% A	30%	38% A	29%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Families with children with autism are also most likely to agree that the FSCD program helps them help their children get along with others.

The supports and services provided by the FSCD program have helped me to... Plan for my child's future	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	664	616	286	95	34	31
<b>Strongly agree</b>	23% C	21%	18%	20%	29% F	11%
<b>Agree</b>	51%	49%	50%	48%	40%	56%
<b>Disagree</b>	22%	23%	26%	28%	24%	28%
<b>Strongly disagree</b>	5%	6%	7%	4%	7%	4%
<b>Agree (Overall)</b>	73% C	70%	67%	68%	69%	67%
<b>Disagree (Overall)</b>	27%	30%	33% A	32%	31%	33%

The supports and services provided by the FSCD program have helped me to... Help my child get along with others	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	655	534	281	77	29	27
<b>Strongly agree</b>	24% C	21%	16%	22%	32% CF	10%
<b>Agree</b>	57% E	54%	58% E	51%	38%	61%
<b>Disagree</b>	15%	19% A	20% A	21%	24%	25%
<b>Strongly disagree</b>	4%	6%	7% A	6%	7%	5%
<b>Agree (Overall)</b>	81% BCD	75%	74%	73%	70%	70%
<b>Disagree (Overall)</b>	19%	25% A	26% A	27% A	30%	30%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Again, we see that those families with children with autism are most likely to agree that the FSCD program helps them help their children learn new skills and take care of themselves.

The supports and services provided by the FSCD program have helped me to... Help my child learn new skills	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	686	590	290	82	30	31
<b>Strongly agree</b>	31% BCD	26%	21%	18%	35% CD	18%
<b>Agree</b>	58% E	53%	56%	61% E	39%	60%
<b>Disagree</b>	8%	16% A	18% A	19% A	19% A	18% A
<b>Strongly disagree</b>	3%	5% A	5% A	3%	7%	5%
<b>Agree (Overall)</b>	89% BCDEF	79%	77%	79%	75%	78%
<b>Disagree (Overall)</b>	11%	21% A	23% A	21% A	25% A	22% A

The supports and services provided by the FSCD program have helped me to... Help my child take care of his/herself	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	665	521	274	77	28	29
<b>Strongly agree</b>	27% BCF	22%	17%	20%	26%	10%
<b>Agree</b>	58% B	52%	59% B	50%	44%	62%
<b>Disagree</b>	13%	19% A	18% A	24% A	24%	24%
<b>Strongly disagree</b>	3%	7% A	5%	6%	6%	5%
<b>Agree (Overall)</b>	85% BCDEF	74%	77%	70%	69%	71%
<b>Disagree (Overall)</b>	15%	26% A	23% A	30% A	31% A	29% A

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Managing child behaviour and working goals during everyday routines are also rated highest by families with children with autism.

The supports and services provided by the FSCD program have helped me to... Manage my child's behavior	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	675	528	291	75	27	28
<b>Strongly agree</b>	26% BCF	21%	17%	19%	35% CF	10%
<b>Agree</b>	59% BE	54% E	59% E	58% E	28%	52% E
<b>Disagree</b>	11%	20% A	16% A	15%	27% A	34% ABCD
<b>Strongly disagree</b>	3%	5% A	7% A	8% A	9%	5%
<b>Agree (Overall)</b>	86% BCDEF	75%	77% F	77%	64%	61%
<b>Disagree (Overall)</b>	14%	25% A	23% A	23% A	36% A	39% AC

The supports and services provided by the FSCD program have helped me to... Work on goals for my child during every day routines	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	677	586	284	89	35	30
<b>Strongly agree</b>	30% BC	25% C	17%	24%	30% C	21%
<b>Agree</b>	58% E	58% E	63% E	59%	42%	56%
<b>Disagree</b>	9%	13% A	16% A	14%	22% A	18%
<b>Strongly disagree</b>	3%	4% A	5% A	3%	6%	5%
<b>Agree (Overall)</b>	89% BCEF	82%	79%	83%	72%	77%
<b>Disagree (Overall)</b>	11%	18% A	21% A	17%	28% A	23% A

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Families with children with mental health are the least likely to mention that the FSCD program is helping them meet the disability needs of their child.

The supports and services provided by the FSCD program have helped me to... Meet the disability related needs of my child	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	693	641	300	107	40	34
<b>Strongly agree</b>	23%	26% C	19%	24%	33% C	28%
<b>Agree</b>	62%	58%	58%	66%	54%	56%
<b>Disagree</b>	12%	13%	18% ABD	7%	7%	8%
<b>Strongly disagree</b>	3%	3%	5%	3%	5%	8%
<b>Agree (Overall)</b>	85% C	84% C	77%	90% C	87%	84%
<b>Disagree (Overall)</b>	15%	16%	23% ABD	10%	13%	16%

The supports and services provided by the FSCD program have helped me to... Be more comfortable talking to family and friends about our needs	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	641	560	275	88	34	31
<b>Strongly agree</b>	20%	21%	16%	22%	14%	16%
<b>Agree</b>	56%	53%	59%	60%	55%	49%
<b>Disagree</b>	19%	22%	21%	15%	25%	31% D
<b>Strongly disagree</b>	4%	4%	4%	3%	6%	4%
<b>Agree (Overall)</b>	77%	73%	75%	82% F	69%	65%
<b>Disagree (Overall)</b>	23%	27%	25%	18%	31%	35% D

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Less than half of families with children with mental health, health, and physical diagnoses feel that the FSCD program have helped them connect with other families.

The supports and services provided by the FSCD program have helped me to... Connect with other families	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	614	559	254	88	36	31
<b>Strongly agree</b>	13% C	11%	8%	10%	17%	17%
<b>Agree</b>	45% BCDE	39% DE	34%	24%	23%	38%
<b>Disagree</b>	34%	41% A	48% AB	55% ABF	52% A	36%
<b>Strongly disagree</b>	8%	9%	10%	11%	9%	9%
<b>Agree (Overall)</b>	58% BCDE	50% CD	42%	34%	39%	56% D
<b>Disagree (Overall)</b>	42%	50% A	58% AB	66% ABF	61% A	44%

The supports and services provided by the FSCD program have helped me to... Strengthen my network of friends or family I can rely on	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	604	550	265	95	34	31
<b>Strongly agree</b>	13%	12%	9%	12%	12%	9%
<b>Agree</b>	43%	44%	40%	42%	42%	49%
<b>Disagree</b>	37%	35%	41%	36%	38%	33%
<b>Strongly disagree</b>	7%	9%	10%	11%	9%	9%
<b>Agree (Overall)</b>	56% C	56% C	49%	54%	53%	58%
<b>Disagree (Overall)</b>	44%	44%	51% AB	46%	47%	42%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

For all child diagnoses, the FSCD program is helping families find services and programs equally.

The supports and services provided by the FSCD program have helped me to... Find and use services and programs that are helpful to my child and family	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	710	626	312	111	40	34
<b>Strongly agree</b>	19%	20% C	15%	17%	18%	16%
<b>Agree</b>	58%	54%	61% B	55%	60%	53%
<b>Disagree</b>	18%	19%	17%	23%	16%	27%
<b>Strongly disagree</b>	5%	6%	7%	4%	6%	4%
<b>Agree (Overall)</b>	77%	74%	76%	73%	78%	69%
<b>Disagree (Overall)</b>	23%	26%	24%	27%	22%	31%

The supports and services provided by the FSCD program have helped me to... Know what to do and who to contact when I have questions/concerns about my child	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	705	625	310	110	41	34
<b>Strongly agree</b>	21% C	20%	16%	17%	20%	24%
<b>Agree</b>	59% B	53%	59%	63% B	55%	49%
<b>Disagree</b>	16%	22% A	17%	16%	22%	18%
<b>Strongly disagree</b>	4%	4%	8% ABD	3%	3%	8%
<b>Agree (Overall)</b>	80% BC	74%	75%	80%	75%	74%
<b>Disagree (Overall)</b>	20%	26% A	25% A	20%	25%	26%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...



## Subgroup Analysis – Diagnosis *(Continued)*

Families with children with sensory and other developmental conditions were more likely than families with children with autism to disagree that the program helped them engage their child in social, recreational, and community activities.

The supports and services provided by the FSCD program have helped me to...	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
Feel comfortable talking with professionals about my child and family						
<b>Base</b>	690	597	292	108	41	29
<b>Strongly agree</b>	27%	29%	25%	30%	30%	23%
<b>Agree</b>	59%	55%	59%	57%	51%	57%
<b>Disagree</b>	11%	13%	11%	9%	15%	15%
<b>Strongly disagree</b>	2%	3%	5% A	3%	3%	5%
<b>Agree (Overall)</b>	86%	84%	84%	87%	82%	80%
<b>Disagree (Overall)</b>	14%	16%	16%	13%	18%	20%
The supports and services provided by the FSCD program have helped me to...						
Engage my child in social, recreational, and community activities						
<b>Base</b>	696	601	298	90	37	31
<b>Strongly agree</b>	25% F	23% F	21%	19%	16%	9%
<b>Agree</b>	58%	54%	61% B	58%	70% B	61%
<b>Disagree</b>	14%	20% AC	13%	19%	10%	26% ACE
<b>Strongly disagree</b>	4%	4%	5%	4%	3%	4%
<b>Agree (Overall)</b>	83% BF	77%	82%	77%	87%	69%
<b>Disagree (Overall)</b>	17%	23% A	18%	23%	13%	31% A

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Families with children with a mental health diagnosis are the least likely to feel that the FSCD program helps them manage day to day challenges.

The supports and services provided by the FSCD program have helped me to... Feel a stronger sense of belonging in our community	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	631	560	270	91	33	29
<b>Strongly agree</b>	15%	17%	13%	15%	14%	14%
<b>Agree</b>	52% D	47%	48%	41%	53%	48%
<b>Disagree</b>	28%	29%	33%	34%	29%	33%
<b>Strongly disagree</b>	4%	7% A	6%	10% A	4%	5%
<b>Agree (Overall)</b>	67% CD	64%	61%	56%	67%	62%
<b>Disagree (Overall)</b>	33%	36%	39% A	44% A	33%	38%

The supports and services provided by the FSCD program have helped me to... Manage the day to day challenges of family life	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	680	630	303	107	40	33
<b>Strongly agree</b>	22% C	23% C	15%	24% C	18%	12%
<b>Agree</b>	63%	59%	62%	63%	66%	67%
<b>Disagree</b>	12%	14% D	16% AD	8%	12%	16%
<b>Strongly disagree</b>	3%	5%	6% A	5%	3%	4%
<b>Agree (Overall)</b>	85% C	81%	77%	87% C	84%	80%
<b>Disagree (Overall)</b>	15%	19%	23% AD	13%	16%	20%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

The FSCD program does a good job of helping families balance the interests and needs of all family members and do things they enjoy, regardless of their child diagnosis.

The supports and services provided by the FSCD program have helped me to...  
Balance the interests and needs of all members of our family

	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	669	616	306	106	38	33
<b>Strongly agree</b>	18%	20% C	15%	21%	18%	14%
<b>Agree</b>	59%	56%	61%	61%	61%	65%
<b>Disagree</b>	18% D	17%	17%	11%	15%	14%
<b>Strongly disagree</b>	5%	7%	6%	7%	7%	6%
<b>Agree (Overall)</b>	77%	76%	77%	82%	78%	80%
<b>Disagree (Overall)</b>	23%	24%	23%	18%	22%	20%

The supports and services provided by the FSCD program have helped me to...  
Do things as a family that we enjoy together

	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	662	599	292	103	37	32
<b>Strongly agree</b>	19% F	21% CF	15%	20% F	18% F	4%
<b>Agree</b>	61%	57%	59%	56%	62%	69%
<b>Disagree</b>	16%	16%	22% AB	21%	17%	23%
<b>Strongly disagree</b>	4%	6%	4%	3%	3%	4%
<b>Agree (Overall)</b>	80% C	78%	74%	76%	80%	73%
<b>Disagree (Overall)</b>	20%	22%	26% A	24%	20%	27%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Diagnosis *(Continued)*

Families with children with mental health and sensory diagnoses are the least likely to feel that the FSCD program has helped them increase their family’s quality of life.

The supports and services provided by the FSCD program have helped me to... Increase my family's quality of life	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	690	645	309	110	40	35
<b>Strongly agree</b>	27% C	27% C	21%	28%	20%	17%
<b>Agree</b>	61%	60%	62%	63%	63%	58%
<b>Disagree</b>	10%	9%	12% D	6%	12%	21% ABD
<b>Strongly disagree</b>	3%	4%	4%	3%	5%	4%
<b>Agree (Overall)</b>	88% CF	87% F	84%	91% CF	83%	75%
<b>Disagree (Overall)</b>	12%	13%	16% AD	9%	17%	25% ABD

The supports and services provided by the FSCD program have helped me to... Take care of myself	Autism A	All other developmental conditions B	Mental Health C	Health D	Physical E	Sensory F
<b>Base</b>	681	614	302	108	39	30
<b>Strongly agree</b>	20%	23% F	18%	27% CF	19%	9%
<b>Agree</b>	58%	56%	58%	56%	61%	68%
<b>Disagree</b>	18% D	16%	17%	11%	11%	23%
<b>Strongly disagree</b>	4%	5%	7% A	5%	8%	0%
<b>Agree (Overall)</b>	78%	79%	77%	83%	80%	77%
<b>Disagree (Overall)</b>	22%	21%	23%	17%	20%	23%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category

FSCD’s impact on the family is consistently high across service categories.

How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your family?	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,358	374	224	23
<b>Strongly agree</b>	41% B	34%	45% B	52% B
<b>Agree</b>	48%	54% A	48%	39%
<b>Disagree</b>	8%	10% C	6%	3%
<b>Strongly disagree</b>	2%	2%	1%	6% C
<b>Agree (Overall)</b>	89%	88%	93% B	91%
<b>Disagree (Overall)</b>	11%	12% C	7%	9%

Letters denote that one column is significantly higher or lower than another column (95% confidence)

Base: F2. How much do you agree that the services provided to you by the FSCD Program have had a positive impact on...

## Subgroup Analysis – Service Category *(Continued)*

Families receiving specialized services are most likely to feel that the program has helped them understand their child’s strengths and abilities as well as knowing the next steps in their development.

The supports and services provided by the FSCD program have helped me to... Understand my child's strengths and abilities	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,198	312	218	20
<b>Strongly agree</b>	29%	25%	37% AB	21%
<b>Agree</b>	51%	56%	55%	58%
<b>Disagree</b>	15% C	15% C	6%	20% C
<b>Strongly disagree</b>	5% C	5% C	1%	0%
<b>Agree (Overall)</b>	80%	80%	93% ABD	80%
<b>Disagree (Overall)</b>	20% C	20% C	7%	20% C

The supports and services provided by the FSCD program have helped me to... Know the next steps for my child's development and learning	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,211	317	207	21
<b>Strongly agree</b>	23%	20%	29% AB	21%
<b>Agree</b>	50%	52%	51%	50%
<b>Disagree</b>	21%	21%	17%	26%
<b>Strongly disagree</b>	6% C	7% C	3%	3%
<b>Agree (Overall)</b>	73%	72%	80% AB	70%
<b>Disagree (Overall)</b>	27% C	28% C	20%	30%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

The FSCD program is also most effective at helping families who receive specialized services help their children get along with others.

The supports and services provided by the FSCD program have helped me to... Plan for my child's future	Child Focused A	Family Support B	Specialized C	Out of Home D
Base	1,199	310	206	21
Strongly agree	21%	21%	22%	27%
Agree	50%	49%	51%	44%
Disagree	24%	24%	22%	13%
Strongly disagree	5%	6%	6%	17% ABC
Agree (Overall)	71%	70%	72%	71%
Disagree (Overall)	29%	30%	28%	29%

The supports and services provided by the FSCD program have helped me to... Help my child get along with others	Child Focused A	Family Support B	Specialized C	Out of Home D
Base	1,106	293	198	16
Strongly agree	21%	20%	24%	17%
Agree	55%	53%	61%	59%
Disagree	18% C	21% C	11%	12%
Strongly disagree	5%	5%	4%	13%
Agree (Overall)	77%	74%	85% AB	76%
Disagree (Overall)	23% C	26% C	15%	24%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

Families receiving specialized services are also most likely to indicate that the FSCD program helps them help their child learn new skills and take care of themselves.

The supports and services provided by the FSCD program have helped me to... Help my child learn new skills	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,179	304	218	18
<b>Strongly agree</b>	26% B	21%	36% AB	26%
<b>Agree</b>	56%	57%	57%	37%
<b>Disagree</b>	13% C	19% AC	5%	33% AC
<b>Strongly disagree</b>	5% C	4%	2%	4%
<b>Agree (Overall)</b>	82% BD	77%	93% ABD	63%
<b>Disagree (Overall)</b>	18% C	23% AC	7%	37% AC

The supports and services provided by the FSCD program have helped me to... Help my child take care of his/herself	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,100	289	198	18
<b>Strongly agree</b>	23%	18%	30% AB	26%
<b>Agree</b>	55%	57%	59%	40%
<b>Disagree</b>	17% C	19% C	9%	33% AC
<b>Strongly disagree</b>	5% C	5% C	1%	0%
<b>Agree (Overall)</b>	78%	75%	90% ABD	67%
<b>Disagree (Overall)</b>	22% C	25% C	10%	33% C

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...



## Subgroup Analysis – Service Category *(Continued)*

Additionally, they are more likely to feel that the FSCD program helps them to manage their child’s behaviour and work on goals for their child’s daytime routines.

The supports and services provided by the FSCD program have helped me to... Manage my child's behavior	Child Focused A	Family Support B	Specialized C	Out of Home D
Base	1,117	292	210	16
Strongly agree	23% B	18%	27% B	30%
Agree	56%	58%	62% A	58%
Disagree	16% C	19% C	8%	8%
Strongly disagree	5% C	6% C	2%	4%
Agree (Overall)	78%	75%	89% AB	87%
Disagree (Overall)	22% C	25% C	11%	13%

The supports and services provided by the FSCD program have helped me to... Work on goals for my child during every day routines	Child Focused A	Family Support B	Specialized C	Out of Home D
Base	1,182	295	218	16
Strongly agree	25%	22%	36% AB	29%
Agree	59%	58%	59%	43%
Disagree	13% C	16% C	5%	24% C
Strongly disagree	4% C	4% C	1%	4%
Agree (Overall)	83%	79%	95% ABD	72%
Disagree (Overall)	17% C	21% C	5%	28% C

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

The FSCD program appears to be exceptionally good at supporting families to meet the disability related needs of children for families who receive out of home services. However, note the small base size.

The supports and services provided by the FSCD program have helped me to... Meet the disability related needs of my child	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,260	332	212	22
<b>Strongly agree</b>	25% B	17%	25% B	26%
<b>Agree</b>	59%	63%	60%	74%
<b>Disagree</b>	12% D	15% D	12% D	0%
<b>Strongly disagree</b>	4%	5%	2%	0%
<b>Agree (Overall)</b>	84% B	80%	86%	100% ABC
<b>Disagree (Overall)</b>	16% D	20% AD	14% D	0%

The supports and services provided by the FSCD program have helped me to... Be more comfortable talking to family and friends about our needs	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,119	300	202	17
<b>Strongly agree</b>	19%	18%	24%	19%
<b>Agree</b>	56%	57%	52%	70%
<b>Disagree</b>	21%	20%	19%	11%
<b>Strongly disagree</b>	4%	5%	4%	0%
<b>Agree (Overall)</b>	75%	75%	76%	89%
<b>Disagree (Overall)</b>	25%	25%	24%	11%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

Helping families expand their support network is an opportunity for improvement across service categories.

The supports and services provided by the FSCD program have helped me to... Connect with other families	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,102	285	188	17
<b>Strongly agree</b>	11%	11%	13%	4%
<b>Agree</b>	40%	39%	38%	37%
<b>Disagree</b>	40%	38%	40%	54%
<b>Strongly disagree</b>	9%	11%	9%	4%
<b>Agree (Overall)</b>	51%	50%	52%	42%
<b>Disagree (Overall)</b>	49%	50%	48%	58%

The supports and services provided by the FSCD program have helped me to... Strengthen my network of friends or family I can rely on	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,091	294	187	17
<b>Strongly agree</b>	11%	12%	16% A	7%
<b>Agree</b>	44% C	45% C	35%	67% ABC
<b>Disagree</b>	36%	34%	43% AB	25%
<b>Strongly disagree</b>	9%	9%	6%	0%
<b>Agree (Overall)</b>	55%	57%	51%	75% C
<b>Disagree (Overall)</b>	45%	43%	49% D	25%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

All families, regardless of the service they receive, feel that the FSCD program has helped them find and use services and programs as well as knowing what to do when they have questions.

The supports and services provided by the FSCD program have helped me to... Find and use services and programs that are helpful to my child and family	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,275	339	211	19
<b>Strongly agree</b>	18%	20%	20%	18%
<b>Agree</b>	59% B	53%	54%	71%
<b>Disagree</b>	18%	20%	21%	7%
<b>Strongly disagree</b>	5%	7%	4%	3%
<b>Agree (Overall)</b>	77%	73%	74%	89%
<b>Disagree (Overall)</b>	23%	27%	26%	11%

The supports and services provided by the FSCD program have helped me to... Know what to do and who to contact when I have questions/concerns about my child	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,258	345	211	23
<b>Strongly agree</b>	20%	20%	20%	9%
<b>Agree</b>	57%	56%	56%	73%
<b>Disagree</b>	18%	19%	21%	17%
<b>Strongly disagree</b>	5%	5%	3%	0%
<b>Agree (Overall)</b>	77%	76%	76%	83%
<b>Disagree (Overall)</b>	23%	24%	24%	17%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

Similarly, all families regardless of service received feel the FSCD program help them talk to professionals and engage their child in social, recreational, and community activities.

The supports and services provided by the FSCD program have helped me to... Feel comfortable talking with professionals about my child and family	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,205	333	211	21
<b>Strongly agree</b>	28%	26%	27%	33%
<b>Agree</b>	57%	58%	59%	48%
<b>Disagree</b>	11%	12%	14%	19%
<b>Strongly disagree</b>	3% C	4% C	1%	0%
<b>Agree (Overall)</b>	85%	84%	86%	81%
<b>Disagree (Overall)</b>	15%	16%	14%	19%

The supports and services provided by the FSCD program have helped me to... Engage my child in social, recreational, and community activities	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,226	312	210	17
<b>Strongly agree</b>	23%	22%	22%	27%
<b>Agree</b>	58%	56%	56%	57%
<b>Disagree</b>	15%	18%	20% A	16%
<b>Strongly disagree</b>	4%	5%	3%	0%
<b>Agree (Overall)</b>	81%	78%	77%	84%
<b>Disagree (Overall)</b>	19%	22%	23%	16%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

Families receiving specialized services are more likely than those receiving child focused or family support to agree that the FSCD program helps them manage the day to day challenges of family life.

The supports and services provided by the FSCD program have helped me to... Feel a stronger sense of belonging in our community	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,116	303	192	16
<b>Strongly agree</b>	15%	13%	17%	21%
<b>Agree</b>	49%	52%	46%	50%
<b>Disagree</b>	30%	27%	33%	25%
<b>Strongly disagree</b>	6%	7% C	3%	4%
<b>Agree (Overall)</b>	64%	65%	64%	71%
<b>Disagree (Overall)</b>	36%	35%	36%	29%

The supports and services provided by the FSCD program have helped me to... Manage the day to day challenges of family life	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,244	327	215	19
<b>Strongly agree</b>	22%	18%	22%	21%
<b>Agree</b>	60%	61%	66%	69%
<b>Disagree</b>	13%	15% D	11%	0%
<b>Strongly disagree</b>	5% C	6% C	1%	10% C
<b>Agree (Overall)</b>	82%	79%	88% AB	90%
<b>Disagree (Overall)</b>	18% C	21% C	12%	10%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

Families receiving out of home services are the most likely to agree that the FSCD helps them to balance the interests and needs of all members of their family.

The supports and services provided by the FSCD program have helped me to... Balance the interests and needs of all members of our family	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,228	325	206	21
<b>Strongly agree</b>	19%	16%	21%	19%
<b>Agree</b>	59%	59%	54%	74% C
<b>Disagree</b>	16% D	18% D	21% D	0%
<b>Strongly disagree</b>	6%	7%	4%	6%
<b>Agree (Overall)</b>	78%	76%	75%	94% BC
<b>Disagree (Overall)</b>	22%	24% D	25% D	6%

The supports and services provided by the FSCD program have helped me to... Do things as a family that we enjoy together	Child Focused A	Family Support B	Specialized C	Out of Home D
<b>Base</b>	1,198	312	210	17
<b>Strongly agree</b>	19%	18%	20%	19%
<b>Agree</b>	59%	56%	63%	58%
<b>Disagree</b>	17%	22% A	17%	23%
<b>Strongly disagree</b>	5% C	5% C	1%	0%
<b>Agree (Overall)</b>	78% B	73%	83% B	77%
<b>Disagree (Overall)</b>	22%	27% AC	17%	23%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...

## Subgroup Analysis – Service Category *(Continued)*

The FSCD program helps families who receive specialized services increase their family’s quality of life the most.

The supports and services provided by the FSCD program have helped me to... Increase my family's quality of life	Child Focused A	Family Support B	Specialized C	Out of Home D
Base	1,273	333	214	21
Strongly agree	27% B	22%	24%	25%
Agree	60%	63%	67% A	65%
Disagree	10%	11%	7%	3%
Strongly disagree	3%	5% C	1%	6%
Agree (Overall)	86%	84%	92% AB	90%
Disagree (Overall)	14% C	16% C	8%	10%

The supports and services provided by the FSCD program have helped me to... Take care of myself	Child Focused A	Family Support B	Specialized C	Out of Home D
Base	1,232	327	206	21
Strongly agree	22%	20%	18%	29%
Agree	57%	58%	59%	63%
Disagree	17%	15%	19%	9%
Strongly disagree	4%	7% C	3%	0%
Agree (Overall)	79%	78%	78%	91%
Disagree (Overall)	21%	22%	22%	9%

Letters denote that one column is significantly higher or lower than another column (95% confidence)  
 Base: E1. The supports and services provided by the FSCD program have helped me to...



**Appendix A:**  
**Family Survey**

**About this questionnaire:** We value your input to help improve services. The information you provide is collected and managed in compliance with the *Freedom of Information and Protection of Privacy Act* and will remain confidential. For your convenience, we have provided you with a number of options to complete the survey. You may:

- Complete this paper survey and mail it back in the postage paid self-addressed envelope provided; or
- Fax the completed survey to Advanis at 780-426-7622.

If you have any questions please feel free to contact Advanis at 866-539-7803 or [sday+fscd@advanis.net](mailto:sday+fscd@advanis.net).

**This survey is being completed by:**  <sub>1</sub> Mother  <sub>2</sub> Father  <sub>3</sub> Other family member  <sub>4</sub> Other: \_\_\_\_\_

If you have more than one child in the Family Support for Children with Disabilities (FSCD) program, please consider your overall experience when answering the following questions.

**Section A: Information About the FSCD Program**

**A1. How did you find out about the FSCD Program?**

- <sub>1</sub> Health Care Professional  <sub>2</sub> Child Care  <sub>3</sub> School  <sub>4</sub> Friend  
 <sub>5</sub> Alberta Supports  <sub>6</sub> Brochure  <sub>7</sub> Website  <sub>8</sub> Other: \_\_\_\_\_

**A2. How do you prefer to receive ongoing general information about the FSCD Program?**

- <sub>1</sub> In person, through my FSCD worker  <sub>2</sub> By telephone  <sub>3</sub> By mail  <sub>4</sub> By email  
 <sub>5</sub> Through the FSCD Website  <sub>6</sub> Other: \_\_\_\_\_

**Section B: Participation in Service Decisions**

**B1. Please indicate how much you agree with the following.**

- |   | Strongly Agree                        | Agree                                 | Disagree                              | Strongly Disagree                     |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a) I actively participate in decisions on services and supports.                                | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |
| b) I have the information I need to actively participate in decisions on services and supports. | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |
| c) I know what to do if I do not agree with a decision by the FSCD Program.                     | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |

<b>Section C: Relationship with Your Current FSCD Services Worker</b>					
<b>C1. When you think about the relationship you have with your FSCD worker, would you say ...</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	
a) The worker and I generally agree.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
b) I feel comfortable sharing my experiences and my child's challenging issues with the worker.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
c) I trust the worker.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
d) I feel the worker respects me as a person.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
e) I feel the worker understands my family's needs and priorities.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
f) The worker responds to me in a timely manner.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	
<b>Section D: Satisfaction with Services and Supports</b>					
<b>D1. Please indicate how satisfied you are with:</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>NOT APPLICABLE</b>
a) The information provided to you about FSCD services.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
b) The FSCD services you received.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
c) The referrals that were made to other services and resources.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
d) The help provided with coordinating services and supports.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
e) The timeliness of receiving FSCD services and supports.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
f) The timeliness of being reimbursed for FSCD services and supports.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
g) The Multi-Disciplinary Team (MDT) process if you requested specialized services.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9

<b>Section E: Benefits of your involvement with the FSCD program</b>					
<b>E1. Please indicate how much you agree with the following.</b>					
The supports and services provided by the FSCD program have helped <b>me</b> to					
	Strongly Agree	Agree	Disagree	Strongly Disagree	NOT APPLICABLE
Understanding my Child's strengths, needs, and abilities					
a) Understand my child's strengths and abilities.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
b) Know the next steps for my child's development and learning.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
c) Plan for my child's future.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
Helping my child develop and learn					
d) Help my child get along with others.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
e) Help my child learn new skills.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
f) Help my child take care of him/herself.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
g) Manage my child's behavior.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
h) Work on goals for my child during every day routines.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
i) Meet the disability-related needs of my child.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
Having natural support systems					
j) Be more comfortable talking to family and friends about our needs.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
k) Connect with other families.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9
l) Strengthen my network of family and friends that I can rely on.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 9

Having formal support systems					
m) Find and use services and programs that are helpful to my child and family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Know what to do and who to contact when I have questions/concerns about my child.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Feel comfortable talking with professionals about my child and family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community involvement/inclusion					
p) Engage my child in social, recreational, and community activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q) Feel a stronger sense of belonging in our community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family health and well-being					
r) Manage the day to day challenges of family life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s) Balance the interests and needs of all members of our family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t) Do things as a family that we enjoy together.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u) Increase my family's quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v) Take care of myself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section F: Overall Satisfaction and Outcomes**

**F1. Overall, how satisfied are you with the FSCD Program?**

- 1** Very Satisfied       **2** Satisfied       **3** Dissatisfied       **4** Very Dissatisfied

**F2. How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your child?**

- 1** Strongly Agree       **2** Agree       **3** Disagree       **4** Strongly Disagree

**F3. How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your family?**

- 1** Strongly Agree       **2** Agree       **3** Disagree       **4** Strongly Disagree

**F4. Are there any other ways you believe the FSCD program has helped your child or family?**

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**F5. How could the services provided through FSCD be improved?**

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**F6. Do you have any final comments about the services your child and family received through the FSCD program?**

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<b>Section G: Other</b>	
<b>G1. Has your FSCD worker made you aware of or helped you access any of the following?</b>	
<input type="checkbox"/> Regional Parent Advisory Committee (RPAC)	<input type="checkbox"/> FSCD Resource List
<input type="checkbox"/> Provincial Parent Advisory Committee (PPAC)	<input type="checkbox"/> None of the above
<b>Section H: FSCD Access</b>	
<b>H1. Are you aware of other families that have children (under 18 years of age) with disabilities in Alberta not accessing the FSCD program?</b>	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>H2. (If YES above) For what reasons do you think the family is not involved with FSCD?</b>	
<input type="checkbox"/> Not aware of FSCD	<input type="checkbox"/> No need of FSCD supports and services at this time
<input type="checkbox"/> Too overwhelmed at this time to look into support	<input type="checkbox"/> Other _____
	<input type="checkbox"/> Too difficult to access
	<input type="checkbox"/> Don't know

*If you need more room than the space provided, please feel free to attach an additional sheet of paper with your comments.*

**THANK YOU for taking the time to complete this survey**





*[www.advanis.net](http://www.advanis.net)*