The FSCD and PDD programs conduct survey research every two years to learn about the experience and outcomes of families and guardians with a child or adult with a disability who receive supports and services. In other survey research, adults with developmental disabilities are interviewed about their quality of life by individuals trained to conduct the Personal Outcome Survey.
Individual and Family Outcomes

**FSCD OUTCOMES**

- **90%** Positive impact on Family
- **92%** Positive impact on Child

**Community**
- The person is working as much as they want to
  - 80%
- The person participates in community activities as much as they want to
  - 87%

**Support System**
- The person has relationships within the community with people other than paid staff
  - 79%

**Home**
- The person is living where they want to
  - 92%
- The person is living with who they want to
  - 92%

**Individual**
- Services enhanced the person’s quality of life
  - 91%

**Family**
- Meet the disability related needs of my child
  - 84%
- Increase my family’s quality of life
  - 87%
- Understand my child’s strengths and abilities
  - 83%
- Help my child learn new skills
  - 83%
- Plan for my child’s future
  - 71%

**PDD OUTCOMES**

- **88%**

  **Satisfaction With PDD Funded Services**

  * This score uses the results from three other questions:
    - Services meet the person’s needs
    - Services enhance the person’s quality of life.
    - Services help the person to be a part of the community as much as they want to be
Quality Assurance Outcomes

This Quality Assurance Framework (QAF) provides a common frame of reference. It defines what quality means and outlines a set of criteria used to assess the quality of our services.

<table>
<thead>
<tr>
<th>Putting People First: (%) Agreement</th>
<th>FSCD</th>
<th>PDD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation in decisions on services and supports.</td>
<td>92%</td>
<td>88%</td>
</tr>
<tr>
<td>Have the information needed to participate in decisions.</td>
<td>84%</td>
<td>81%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate: (%) Satisfaction</th>
<th>FSCD</th>
<th>PDD</th>
</tr>
</thead>
<tbody>
<tr>
<td>With the program.</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>With services received.</td>
<td>90%</td>
<td>91%</td>
</tr>
<tr>
<td>Timeliness of receiving services and supports.</td>
<td>85%</td>
<td>75%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Respectful: (%) Agreement</th>
<th>FSCD</th>
<th>PDD Program</th>
<th>PDD Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff show care and respect.</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>Staff respond in a timely manner.</td>
<td>86%</td>
<td>85%</td>
<td>92%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessible: (%) Agreement</th>
<th>FSCD</th>
<th>PDD Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice of Service Provider.</td>
<td>67%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Seamless: (%) Satisfaction</th>
<th>FSCD</th>
<th>PDD Program</th>
<th>PDD Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>With referrals made to other services and resources.</td>
<td>83%</td>
<td>80%</td>
<td>83%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Continuous Improvement: (% Agreement)</th>
<th>FSCD</th>
<th>PDD Program</th>
<th>PDD Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Know what to do if in disagreement with a program decision.</td>
<td>65%</td>
<td>75%</td>
<td></td>
</tr>
</tbody>
</table>
When asked if they had any final comments or suggestions, families/guardians (N=517) said:

- Positive Comments
  - Better staff, communications funding and accountability: 51%
  - More information on available supports and services: 32%
  - More/quicker worker contact, and less turnover: 30%
  - More knowledgeable/helpful/caring workers: 20%
  - Improve eligibility process (e.g., less restrictive): 15%
  - Other: 11%

Families and guardians provide comments on all questions in the survey that can help improve the PDD program.

When asked how the FSCD program could be improved, families/guardians (N=1091) said:

- More information on available supports and services: 38%
- More/quicker worker contact, and less turnover: 32%
- More knowledgeable/helpful/caring workers: 20%
- Improve eligibility process (e.g., less restrictive): 15%
- Other: 11%

55% of FSCD families find out about the program from a health professional.

65% of FSCD families prefer to get program information by email.

Families and guardians provide comments on all questions in the survey that can help improve the PDD program.