

FAMILY SUPPORT FOR CHILDREN WITH DISABILITIES (FSCD) AND PERSONS WITH DEVELOPMENTAL DISABILITIES (PDD) 2016 FAMILY/GUARDIAN SURVEY



COMMITMENT TO QUALITY SERVICE AND OUTCOMES



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.

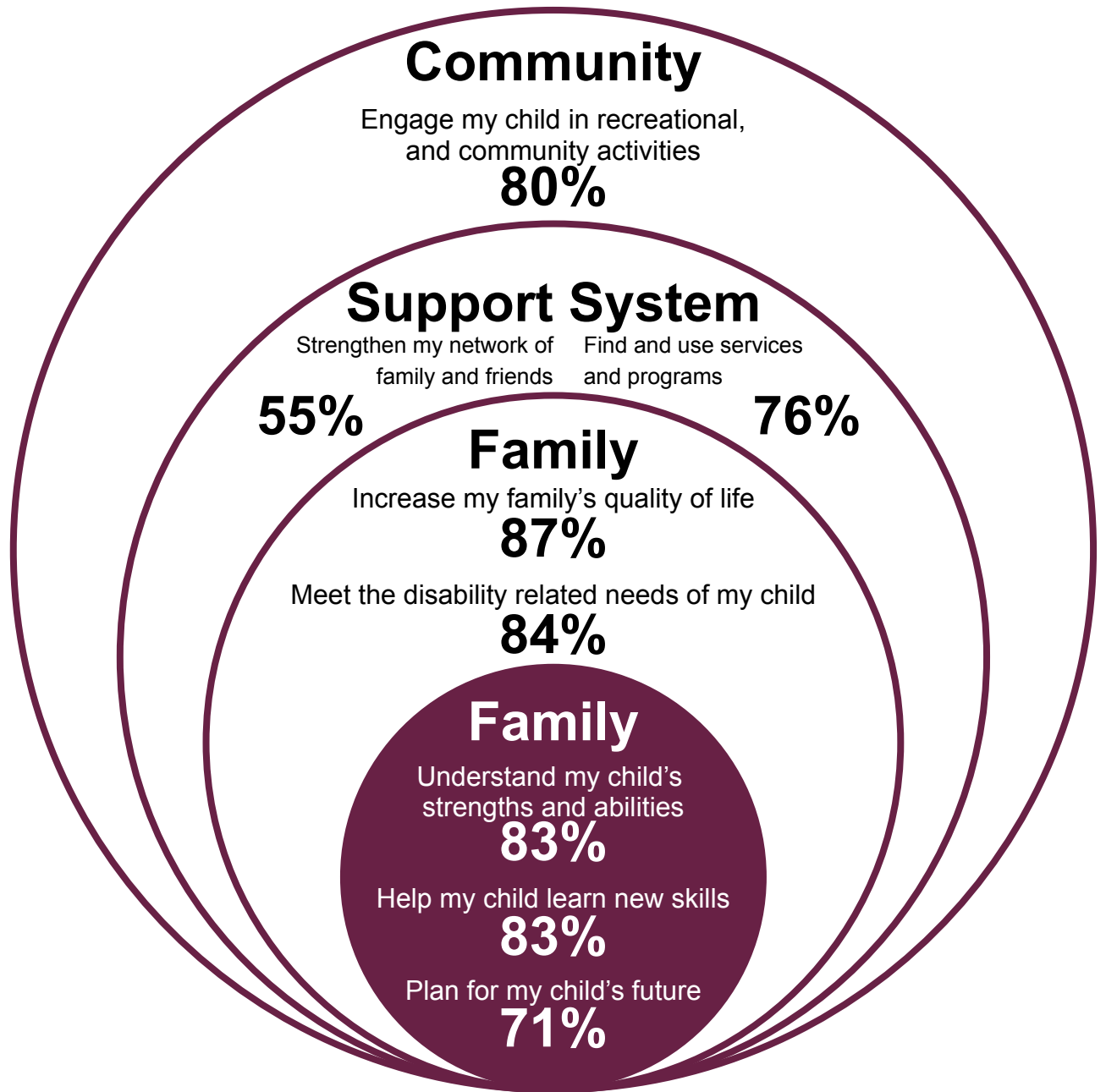
Method (Gathered Oct –Dec 2016)	FSCD	PDD
Number of letters sent	8,370	6,272
Numbers Completed	1,979	1,753
Response Rate	23.6%	27.9%
Accuracy target 19 times out of 20	+/- 2%	+/- 2%

Individual and Family Outcomes

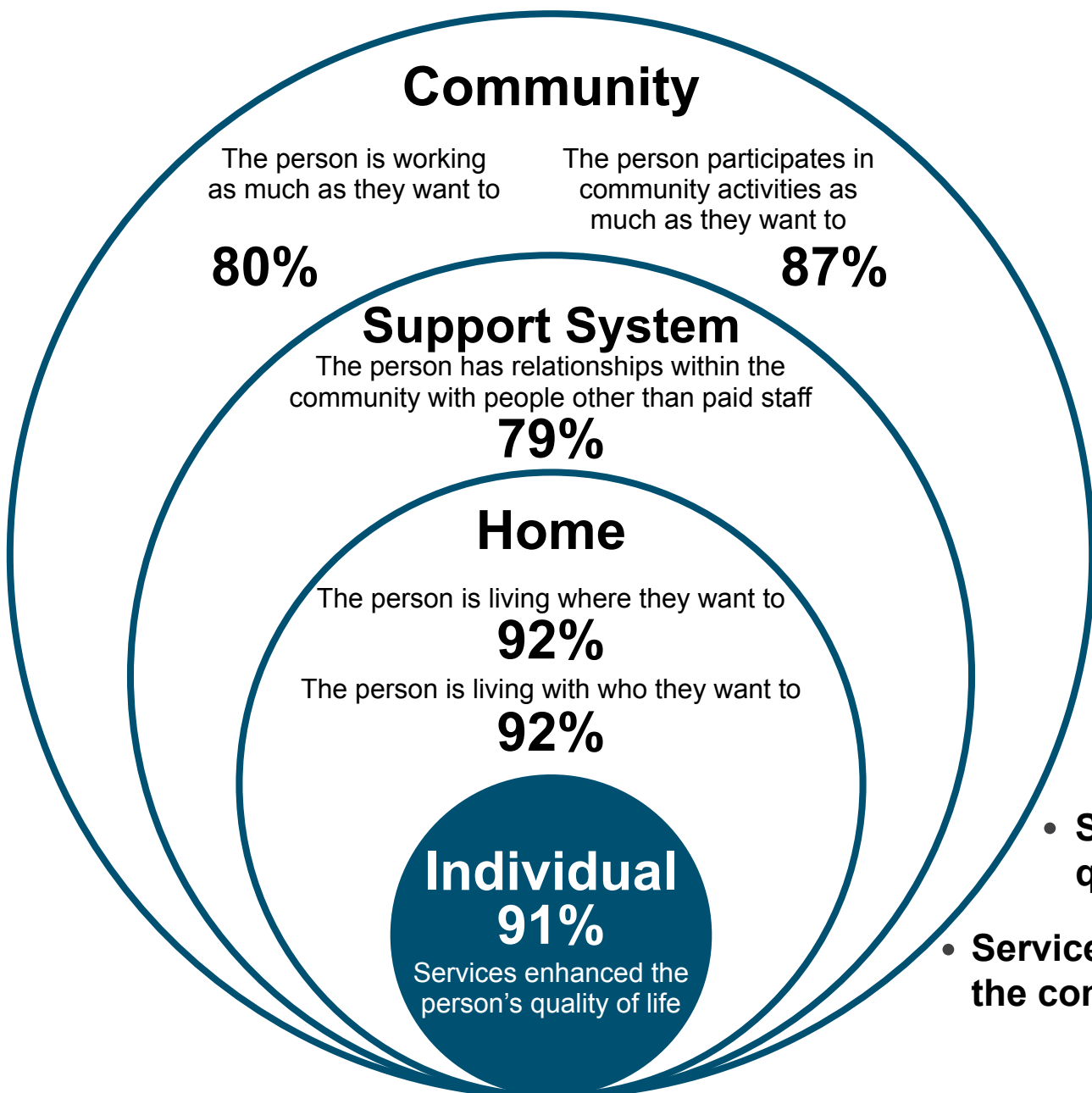
FSCD OUTCOMES

90%
Positive impact
on Family

92%
Positive impact
on Child



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.

Putting People First: (% Agreement)	FSCD	PDD	
Participation in decisions on services and supports.	92%	88%	
Have the information needed to participate in decisions.	84%	81%	
Appropriate: (% Satisfaction)	FSCD	PDD	
With the program.	88%	88%	
With services received.	90%	91%	
Timeliness of receiving services and supports.	85%	75%	
Respectful: (% Agreement)	FSCD	PDD Program	PDD Provider
Staff show care and respect.	94%	94%	94%
Staff respond in a timely manner.	86%	85%	92%
Accessible: (% Agreement)	FSCD	PDD Program	PDD Provider
Choice of Service Provider.			67%
Seamless: (% Satisfaction)	FSCD	PDD Program	PDD Provider
With referrals made to other services and resources.	83%	80%	83%
Continuous Improvement: (% Agreement)	FSCD	PDD Program	PDD Provider
Know what to do if in disagreement with a program decision.	65%	75%	

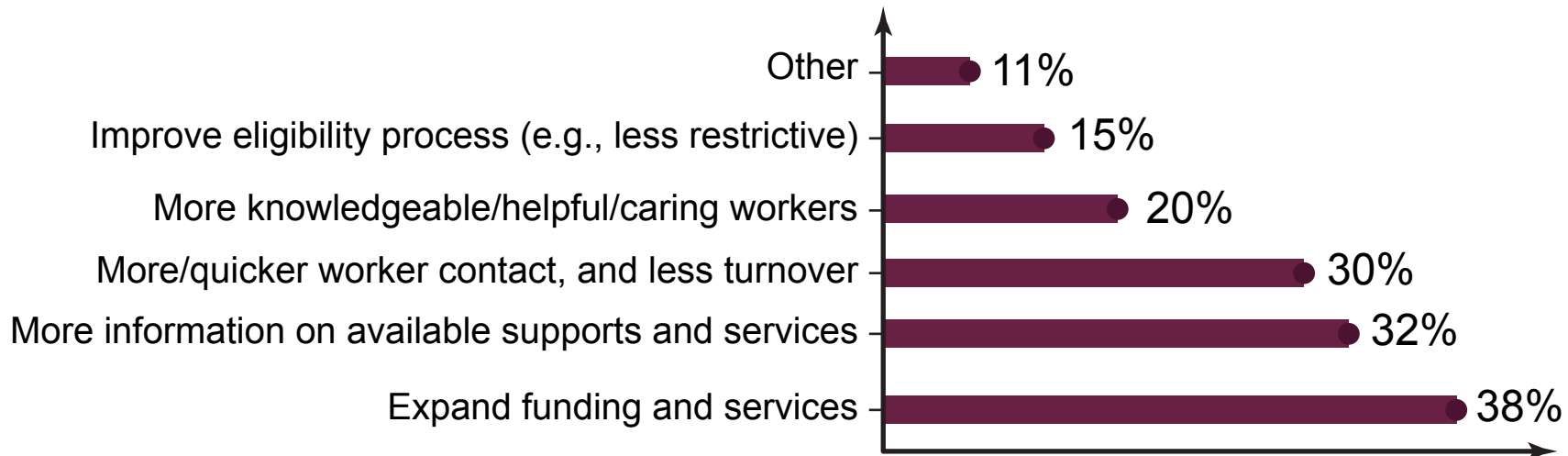
Continuous Improvement

Top areas for Improvement



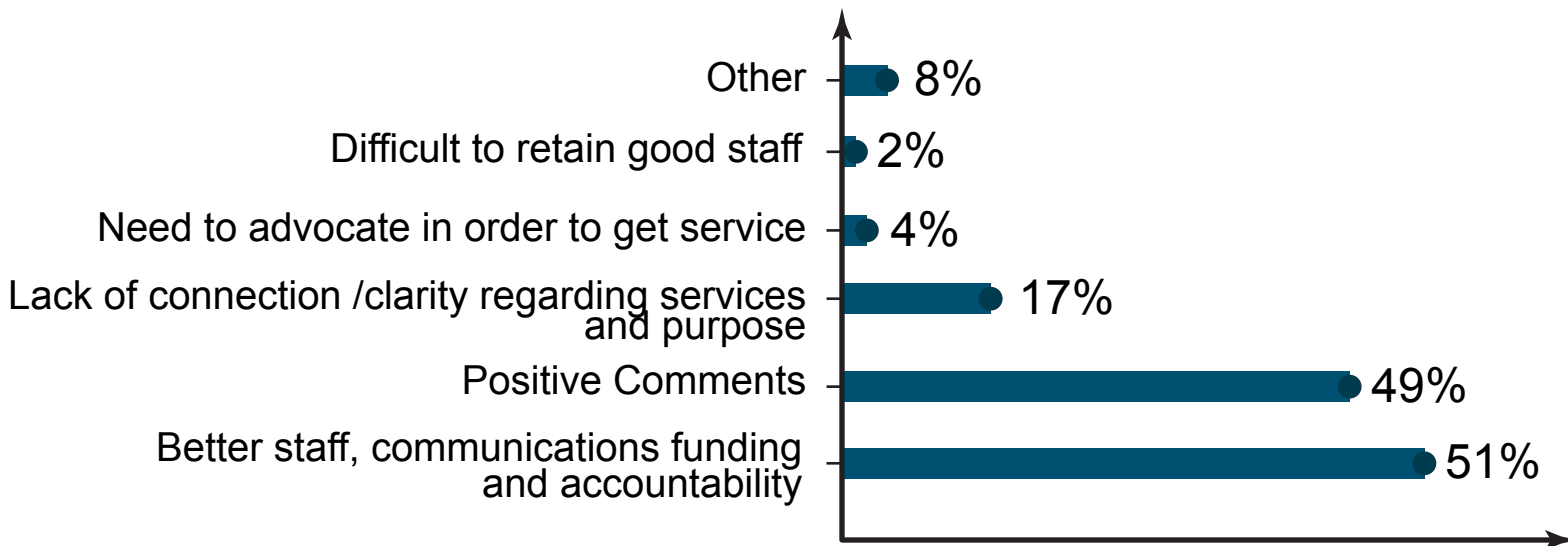
FSCD

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



When asked if they had any final comments or suggestions, families/guardians (N=517) said:

PDD



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

FSCD

OTHER SURVEY FINDING

PDD

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

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

