

Developmental Disabilities Resource Board of St. Charles County, Missouri

2008 System Wide Report

Consumer and Family Satisfaction Survey

Mission: Ensuring that individuals with developmental disabilities have quality opportunities and choices to be fully included in society.



Contact Information:
156 St. Peters Centre
Blvd.

St. Peters, MO 63376
636-939-3351
www.ddrb.org

June 2008

Research Conducted by RichterIntel:
Lisa Richter
Cynthia Cluff

What's In This Report

I.	Introduction	2
II.	Key Findings	
	a) 29 DDRB Funded Agencies	3
	b) Case Management - DMH and DDRB	4
	c) Service Areas	5
III.	Recommendations	6
IV.	Detailed Findings	7
	Agency Performance: 29 DDRB Funded Agencies	8
	Agency Performance: Like Best	9
	Agency Performance: How Can We Improve	10
	Agency Performance: Anything Else To Better Meet Needs	11
	Agency Performance: Likely to Recommend	12
	Case Management Performance: DMH and DDRB	13
	Case Management Performance: Like Best.	14
	Case Management Performance: How Can We Improve	15
	Case Management Performance: Anything Else to Better Meet Needs	16
	Case Management: Annual Written Plan	17
	11 Service Areas Performance: At A Glance	18
	Family Supports	19
	Therapy	20
	Recreation	21
	Day Habilitation	22
	Respite	23
	Residential	24
	Adaptive Supports	25
	Children's Services	26
	Employment	27
	Individualized Supports	28
	11 Service Areas: Performance of Individual Services	29
V.	Method: How the Survey Was Conducted	31
VI.	Sample: Who Participated in the Survey	33
VII.	Appendix	34
	Questionnaire: 29 DDRB Funded Agencies	35
	Questionnaire: DMH and DDRB Case Management	36
	Cover Letter: Consumer	37
	Cover Letter: Guardian:	38
	List of Agencies and Their Programs	39



I. Introduction

Objective of the Consumer and Family Satisfaction Survey

The Developmental Disabilities Resource Board (DDRB) of St. Charles County, Missouri conducted a county-wide 2008 Consumer and Family Satisfaction Survey. The objective of the survey is:

- **To measure the quality and effectiveness of developmental disability services in St. Charles County and to identify areas for quality enhancement by listening directly to the voice of consumers and their families/guardians.**

How the Study Was Conducted (see V. Method: How the Study Was Conducted)

Each of 31 agencies (see Appendix for a listing of 31 agencies and their services) submitted a list of consumers and their guardians that received services sometime between July 1, 2006 and June 30, 2007. **The survey was conducted via mail** and separate mailing packets were generated for each consumer and for each guardian (note: **consumers had to be 16 years of age or older to participate**). Each consumer packet and each guardian packet contained separate questionnaires for each service the consumer received. There were two questionnaire versions: one for 29 agencies with DDRB funded services and another slightly different questionnaire version for the two case management agencies, the Department of Mental Health - St. Louis Regional Center (DMH) and the DDRB (see the Appendix for copies of the two questionnaires). **The data was collected from February 18 through April 4, 2008.**

Consumers and guardians were guaranteed confidentiality and anonymity in the cover letter that was included in the mailing packet (see Appendix for copies of the cover letters). Consumers and guardians mailed their completed questionnaires directly to RichterIntel, the market research firm conducting the survey.

Who Participated in the Survey (see VI. Sample: Who Participated in the Survey)

There is a total of 2,428 completed questionnaires returned. The overall return rate for the study was 37%. Of the 2,428 questionnaires, 1,768 questionnaires were for the services provided by the 29 agencies and 660 were for services provided by DMH and DDRB for Case Management.

Results are Grouped in This Report (see IV: Detailed Findings)

In this report the data is reported by two broad groupings:

- 1) Agency performance: results for all 29 agencies combined and agency performance for the two case management agencies.
- 2) 11 Service Areas performance: results by 11 Service Areas. One Service Area is Case Management and the others are: Family Supports, Therapy, Recreation, Day Habilitation, Respite, Residential, Adaptive Supports, Children's Services, Employment, and Individualized Supports.

A separate report called "Agency Report Cards" is available that provides results by specific funded services that are provided by each individual agency.

Important Caveats for this Survey

Due to revisions to the survey instruments that were used to collect data, direct comparisons of these findings in 2008 to the findings from 2006 are not possible.

With any mail survey it cannot be completely controlled who actually completes the survey. Thus, it can be assumed that some guardians completed the consumer's survey for him or her.



IIa. Key Findings: 29 DDRB Funded Agencies

Key Findings: 29 DDRB Funded Agencies

- DDRB funded agencies receive a high score of **90% for Overall quality of staff and program (Q11)**. (Note all ratings questions report the top 2 box, or those giving a rating of 'Excellent' or 'Very Good.')
- **Of the ten attributes rated (Q1-Q10), a little more than half receive a high score of 88% or higher. It appears that excellent services are being provided to consumers and their guardians, but there are some opportunities for improvement.**
- **A key strength for the agencies is Staff is respectful and helpful (92%),** an area that is an important contributor to overall satisfaction. (Note that the ten attributes were grouped into higher, moderate, and lower impact attributes based on a statistical analysis of the results for the ten attributes as they relate to the results for Overall quality.)
- **Several attributes receive moderate scores and are opportunities for improvement: Program service location is convenient (87%), Program you participate in is well organized (87%), Staff returns phone calls promptly (87%), and Staff keeps you informed (84%).**
- When asked what they **like best** about the staff and program (Q12), the top two things are (percents for the two bullets below are calculated using all 1,768 respondents in the base):
 - **Staff is concerned caring, nice, helpful, respectful, provides excellent care (30%).**
 - **Program helps consumer, consumer enjoys, provides learning and socialization (15%).**
- Among those who rated any area 'Poor/Not Very Good,' **to improve (Q13)** consumers and guardians say (Note 8% or 146 people gave at least one attribute a 'Poor/Not Very Good;' percents in the bullets below are calculated using 146 as the base):
 - **Improve responsiveness, better communication, return phone calls/e-mails, (30%).**
 - **Better structure, more organized, need timely notice of activities/events, reduce wait time for assistance, provide transportation, inconvenient location (22%).**
 - **Better trained staff, more helpful to consumer (16%).**
- When asked if there is **anything else that can be done to better meet your needs (Q15)**, consumers and guardians say (percents calculated using all 1,768 respondents in the base):
 - **Additional programs, more/different activities, programs for different ages/levels (4%).**
 - **Structure improvements: transportation, better location, more timely assistance (3%).**

	Overall Quality	Strengths (high score and higher impact, things 'like best')	Opportunity Areas (low/moderate score and/or higher impact, 'better meet needs,' 'to improve')
29 DDRB Funded Agencies	90%	Staff respectful, trained and knowledgeable, Follows through, Meet needs, Concerned and caring, Program helps consumer, consumer enjoys	Program location convenient, Program well organized, Staff keeps you informed, Returns phone calls, Improve responsiveness, Better structure, more organized, timely notice of activities, reduced wait time, provide transportation, inconvenient location, Better trained staff, more helpful, Additional programs, more/different activities



IIb. Key Findings: Case Management

Key Findings: Case Management

- Case Management (Department of Mental Health-St. Louis Regional Center and the DDRB) receives a **moderate score on Overall quality of case management staff (Q11) (83%), indicating there are opportunities for service improvement.**
 - **Of the ten attributes rated (Q1-Q10), most receive a moderate score falling between 80-87%. It appears that fairly good services are being provided to consumers and their guardians, but there are some opportunities for improvement.**
 - **A key strength is the higher impact attribute *Staff is respectful and helpful* (91%).**
 - **The key attribute to focus on improving is a higher impact area with a low score: *Have consistent case management staff, with little turnover* (73%). There are other higher impact attributes with moderate scores that are also important to focus on improving: *Staff is well trained and knowledgeable* (86%), *Staff meets your needs* (83%), *Staff's ability to solve problems* (82%), *Staff is an advocate for your needs* (84%).**
 - **Importantly, guardians, as compared to consumers, give significantly lower scores for most attributes, indicating opportunity for case management service improvements especially with guardians.**
- When asked what they **like best** about the case management staff and service (Q12), the top two things are (percents for the two bullets below are calculated using all 660 case management respondents in the base):
 - ***Staff is concerned, caring, nice, helpful, respectful, advocate, addresses concerns* (38%).**
 - ***Keep us informed, available, responsive, visits/meets with consumer* (20%).**
- Among those who rated any case management area 'Poor/Not Very Good,' **to improve** these consumers and guardians say (Q13) (Note that 17% or 109 people gave at least one attribute a 'Poor/Not Very Good;' percents in the three bullets below are calculated using 109 as the base):
 - ***Less staff turnover, consistency in case managers* (42%).**
 - ***Improve responsiveness, return calls, communicate more often, visit more often* (25%).**
 - ***More helpful to consumer, better trained on services, more knowledgeable, inform of services* (18%).**
- When asked if there is **anything else that can be done to better meet needs**, consumers and guardians say (Q16) (percents for the two bullets below are calculated using all 660 case management respondents in the base):
 - ***More responsive, better communication, updates, tell us about services, meet more often* (4%).**
 - ***More funding, more services funded* (3%).**
- In total almost nine out of ten respondents *Have an Annual Written Plan* (Q14) (89%) and *Have Seen or Have a Copy of their Annual Written Plan* (Q15) (85%).

IIc. Key Findings: Service Areas

Key Findings: Service Areas

➤ Below are the summarized findings by Service Area.

Service Area	Overall Quality	Strengths (high score and higher impact, things 'like best')	Opportunity Areas (low/moderate score and/or higher impact, 'better meet needs')
Family Supports	96%	Staff well trained and knowledgeable, Respectful, Meets needs, Follows through	Structure improvements: list of resources, better location
Therapy	96%	Staff respectful, Well trained and knowledgeable, Meets needs, Follows through, Concerned and caring, Program helps consumer	More funding, Facilities upgrades
Recreation	93%	Staff respectful, Well trained and knowledgeable, Follows through, Meets needs, Good activities	Additional programs: more/different activities, different ages/levels/days, Structure improvements, more organized, timely notice of activities
Day Habilitation	91%	Staff respectful, Well trained and knowledgeable, Meets needs, Follows through	Additional programs: more/different activities, different ages/levels, different times, more often
Respite	91%	Staff meets needs, Respectful, Follows through, Good structure, Provides relief for guardian, Safe for consumer	Staff well trained and knowledgeable, Structure improvements: provider list/website current, timely/clearer reimbursement, Better staff training/more staff
Residential	88%	Staff respectful, Well trained and knowledgeable, Meets needs, Concerned and caring	Staff follows through, Better care: safety issues, fix things, cleaner house, help with personal hygiene
Adaptive Supports	86%	Staff respectful, Well trained and knowledgeable, Concerned and caring	Staff follows through, Keeps you informed, Returns phone calls, Structure improvements: more timely assistance, reduce wait time
Children's Services	85%	Staff respectful, Good structure	Staff keeps you informed, Staff well trained and knowledgeable, Staff follows through, Meets needs, Additional programs, more/different activities, different ages/levels/days
Employment	85%	Staff respectful	Staff keeps you informed, Well trained and knowledgeable, Follows through, Meets needs, Structure improvements: provide transportation
Individualized Supports	84%	Program helps consumer, Good activities, benefit consumer	Staff respectful, Meets needs, Follows through, Well trained and knowledgeable, Additional programs, more/different activities
Case Management	83%	Staff respectful, Concerned and caring	Consistent case manager, Meets needs, Solve problems, Is an advocate, Well trained and knowledgeable, More responsiveness



III. Recommendations

1. **Communicate appreciation for care being given:** Communicate to the agencies and their staff how impactful their role is and that consumers and guardians appreciate how they are excelling at being respectful and helpful, being well trained and knowledgeable, following through in a timely manner, meeting their needs, and being concerned and caring.
2. **Communicate that programs are making a difference:** Communicate to the agencies and their staff and constituents that consumers and guardians say the programs and services help and benefit them by providing learning and socialization and giving them quality of life.
3. **Strengthen communications and responsiveness given to families:** To improve services, suggest to agencies that they establish expectations and procedures for ensuring that consumers and guardians are kept informed. This includes improving communications and responsiveness by returning phone calls and e-mails and regularly communicating with the consumer and guardian in ways that are helpful to them (i.e., about programs, needs, behaviors, changes, following through on requests).
4. **Provide additional training on disabilities, job knowledge, and appropriate conduct:** Agencies need to assess their staff to identify areas where additional training and guidance is needed. Additional staff training could be needed for: 1) certain disabilities, 2) to gain better knowledge of how to 'do the job' and how to help the consumer, and 3) communicating to staff expectations for keeping families informed and showing respect and patience.
 - a. **Case Management training on scope of services:** To ensure consistent quality of case management services, ongoing communications/workshops/resources need to be made available to ensure that case management staff has up-to-date knowledge of what services are available and thus can provide accurate and helpful advice and information to consumers and their families.
5. **Strengthen organizational aspects:** Agencies should, where needed, establish better structural procedures and guidelines so that consumers and their families receive better organized programs with timely notices of activities with dates, times, and locations, programs start on time, more timely wait period for assistance, transportation options are considered, more convenient locations are taken under consideration, and provider lists, website information, and paperwork procedures are up-to-date, timely, accurate, and user friendly.
6. **Put forth effort to have less staff turnover:** Some agencies, and most certainly the DMH, need to evaluate internal job satisfaction in an attempt to slow down staff turnover. Work load, particularly with the DMH, is one aspect to evaluate.
7. **Consider demand/need for enhancements to or additional programs:** Additional programs could be considered to meet the needs of certain age groups and different levels of ability, offer programs more often, at different times, different days, or different locations if there is sufficient need, consider other activities by seeking out interest level from consumers and guardians (i.e., picnics, hockey, Cardinals games, outdoor activities).

IV. Detailed Findings

Agency Performance: 29 DDRB Funded Agencies	8
Case Management Performance: DMH and DDRB	13
Performance of 11 Service Areas	18

Agency Performance - 29 DDRB Funded Agencies

- DDRB funded agencies receive a high score of 90% for *Overall quality of staff and program*.
- The first four attributes under *Overall Quality of Staff and Program* have a higher impact on this *Overall Quality* rating. The DDRB may want to give higher priority to these higher impact attributes when planning and prioritizing. (Note that the ten attributes are grouped into higher, moderate, and lower impact groupings based on a statistical analysis of the ten attributes as they relate to *Overall quality of staff and program*.)
- Considering the ten attributes listed below, DDRB funded agencies receive high scores in many areas and some moderate scores. It appears excellent services are provided but there are some areas of opportunity for improvement.
- *Staff is respectful and helpful* is a high impact attribute with a high score. *Staff keeps you informed* receives the lowest score of all.
- Looking across the rows, consumers and guardians give consistent ratings on all attributes, with no significant differences across the two demographics.

Thinking of this service the consumer receives from this agency, give us your opinion on...

	29 DDRB Funded Agencies	Total	Consumers	Guardians
	OVERALL QUALITY OF STAFF AND PROGRAM	90%	90%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	89%	90%	88%
	Staff follows through in a timely manner	88%	88%	88%
	Staff meets your needs	88%	88%	88%
	Staff is respectful and helpful	92%	92%	93%
MODERATE IMPACT	Program service location is convenient	87%	89%	86%
	Program you participate in is well organized	87%	88%	86%
	Program service location is safe and healthy	93%	92%	93%
	Program you participate in helps you	91%	90%	91%
LOWER IMPACT	Staff keeps you informed	84%	85%	83%
	Staff returns phone calls promptly	87%	86%	88%

Low Score < 80% Moderate Score 80%-87% High Score 88%+

Top two box is reported on all ratings. A 5-pt scale was used, 5 is 'Excellent,' 4 is 'Very Good,' 3 is 'Average,' 2 is 'Not Very Good,' and 1 is 'Poor.'

The sample population for 29 DDRB funded agencies is 1,768 respondents. Base for each question is those providing a rating.



Agency Performance - Like Best

- With regard to the 29 DDRB funded agencies, the top two things that consumers and guardians like best are: *Staff is concerned, caring, nice, helpful* and *Program helps consumer, consumer enjoys, fun, provides learning and socialization.*

- Consumers love the programs!

"They are family to us, they care so much." Guardian

"Consumer flourished in the program!" Guardian

"Helps me to be social and more independent and also busy." Consumer

"Staff is friendly, respectful, caring, and I love the home I live in." Consumer

"Sincerely tries to help consumer ... Gives consumer a meaningful life." Guardian

"I like that I can find a skill that I'm good at." Consumer

"They understand me and listen to me, and I have fun." Consumer

"My son has learned so much. The staff is so good at what they do." Guardian

"I get to get out and access the community and meet new friends." Consumer

"Do something different every day." Consumer

"Everyone is positive. I feel very safe leaving the consumer, which is a big plus for me." Guardian

What do you like best about the staff and this program?

29 DDRB Funded Agencies	Total	Consumers	Guardians
Staff is concerned, caring, nice, helpful, respectful, excellent care	30%	32%	29%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	15%	18% ▲	12%
Staff well trained, experienced, knowledgeable	7%	4%	9% ▲
Good activities, variety, benefit consumer	5%	7% ▲	4%
Keep us informed, good communication	4%	4%	5%
Good structure, organized, good hours, location,	4%	3%	5% ▲
Safe for consumer	1%	1%	1%
Provides relief for guardian	1%	1%	2% ▲
Other comment (nice program, excellent staff, nice facility, affordable)	3%	2%	5% ▲

▲ Significantly higher comparing guardians and consumers at 95% confidence level.

Base for total is all 1768 respondents, 41% of the total gave no answer (not shown in table above).

Multiple responses accepted.



Agency Performance - How Can We Improve

- Among only those consumers and guardians who gave 'Poor/Not Very Good' ratings, to improve they suggest: *Improve responsiveness, better communication, return calls, stay in touch, Better structure, more organized, timely notice of activities/events, reduce wait time for assistance, provide transportation, and Better trained staff, more helpful to consumer.* (Note: 8% in total gave at least one 'Poor/Not Very Good' rating, not shown below.)

"Regular reports of what is happening." Guardian

"When e-mail or phone call, they should return them promptly." Consumer

"Only hear 1 to 2 times a year, anything I request never comes." Consumer

"Staff has never talked to me in any way and only received a few reports from agency." Guardian

"Need better communication to the families! Information not given to us ahead of time and when we asked, it was too late to sign up." Guardian

"Let you know time and location of events." Consumer

"Numerous times late or no show, didn't listen to specific information given." Guardian

"...Program very unorganized. Inform parents with a schedule and ask ideas from parents." Guardian

"Have transportation service available." Guardian

"Rapid staff changes ... Lack of training ... Lack of warning or preparation for new support staff."
Consumer

"Use staff that is not burnt out. Train them better. Have more staff to client ratio. My child was pretty much sitting doing nothing. Make staff aware of what they are getting into ..."
Guardian

If you rated any of the above areas a 'Poor' or 'Not Very Good,' how can we improve this area?

29 DDRB Funded Agencies	Total	Consumers	Guardians
Improve responsiveness, better communication, return phone calls/e-mails, stay in touch	30%	22%	34%
Better structure, more organized, need timely notice of activities/events, reduce wait time for assistance, provide transportation, inconvenient location, facility improvements	22%	16%	26%
Better trained staff, i.e. on disabilities, patient interaction, more helpful to consumer	16%	12%	19%
Less staff turnover, more staff	6%	5%	6%
Additional/better activities, other times	2%	2%	2%
Need cleanliness of home, personal hygiene	1%	-	1%
Other improvement	3%	5%	2%

Base for total is 146 respondents who gave at least one ratings question a 'Poor' or 'Not Very Good.' Of this 146, 29% of the total gave no answer (not shown in above table).
Multiple responses accepted.



Agency Performance – Anything Else to Better Meet Needs

- To better meet their needs respondents most frequently suggest *Additional programs, more/different activities, programs for different ages/levels, at different times* and *Structure improvements: provide transportation, better location, more timely assistance, better organizational procedures.*

“Address the 21 age level with programs .” Consumer

“Hold events in the evening.” Consumer

“More activities for people with a lot of physical needs.” Consumer

“Provide transportation, more things for me to do.” Consumer

“More outdoor activities offered year round.” Consumer

“More programs for younger ages (6 yr olds).” Guardian

“Wider variety of time slots available.” Guardian

“Less crowded facility, more variety in what is done so it is interesting.” Guardian

“Activities for higher functioning younger people.” Guardian

“Wish there was a buzz book and other activities like dances and get-togethers.” Guardian

“Better reimbursement procedures.” Consumer

“If transportation was provided, would be able to go out more.” Consumer

Is there anything else that can be done to better meet your needs?

29 DDRB Funded Agencies	Total	Consumers	Guardians
Additional programs, more/different activities, programs for different ages/levels, different times	4%	4%	4%
Structure improvements: Provide transportation, better location, more timely assistance, better organizational procedures (up-to-date lists, up-to-date web sites, paperwork easier)	3%	3%	4%
Better staff training, more staff, less turnover	2%	2%	3%
More responsive, better communication, updates, timely notification	2%	2%	2%
More funding, more services funded, more affordable	2%	1%	2% ▲
Facilities upgrades, new facility, larger, handicapped accessible	1%	1%	1%
Better care: safety issues, fix things, cleaner house, help with personal hygiene	1%	<1%	1%
Other comment	1%	2%	1%

▲ Significantly higher comparing guardians and consumers.

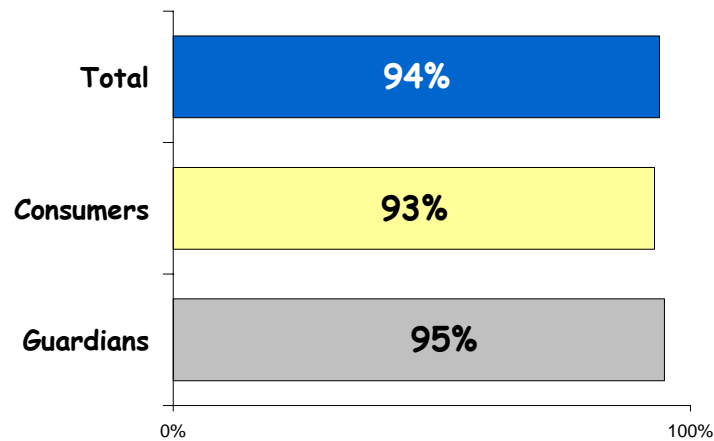
Base for total is all 1768 respondents. 85% gave no answer (not shown in table above). Multiple responses accepted.



Agency Performance - Likely to Recommend

- A little more than nine out of ten respondents are very/somewhat likely to recommend the program to a friend.

Likely ('Very/Somewhat Likely') to recommend this program to a friend
(29 DDRB Funded Agencies)



Base for total is 1627 respondents providing a rating.



Case Management Performance - DMH and DDRB

- Case Management receives a moderate score on *Overall quality of case management staff*, indicating there are opportunities for service improvement.
- The first six attributes have a higher impact on *Overall quality of case management staff* and these areas may be more impactful areas to focus on.
- *Staff is respectful and helpful*, a higher impact attribute, receives a high score.
- *Have consistent case management staff, with little turnover*, the attribute with the highest impact on *Overall quality*, receives the lowest score. Other higher impact attributes receive moderate scores (and among guardians, lower scores) and are important areas to focus on improving.
- Importantly, guardians, as compared to consumers, give significantly lower scores for most attributes, indicating there is opportunity for case management service improvements especially with guardians.

Thinking of the case management you receive from this agency, give us your opinion on...

	Case Management (DMH and DDRB)	Total	Consumers	Guardians
	OVERALL QUALITY OF CASE MANAGEMENT STAFF	83%	86%	80%
HIGHER IMPACT	Have consistent case management staff, with little turnover	73%	78%	68% ▼
	Staff is well trained and knowledgeable	86%	92%	81% ▼
	Staff meets your needs	83%	87%	80% ▼
	Staff's ability to solve problems	82%	86%	79% ▼
	Staff is respectful and helpful	91%	92%	90%
	Staff is an advocate for your needs	84%	89%	79% ▼
MODERATE IMPACT	Staff keeps you informed	83%	88%	79% ▼
	Staff follows through in a timely manner	87%	87%	87%
LOWER IMPACT	Staff makes you aware of services that are available to you	80%	87%	75% ▼
	Staff returns phone calls promptly	86%	86%	86%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

▼ Significantly lower comparing consumers to guardians.

Top two box is reported on all ratings. A 5-pt scale was used, 5 is 'Excellent,' 4 is 'Very Good,' 3 is 'Average,' 2 is 'Not Very Good,' and 1 is 'Poor.'

The sample population for Case Management is 660 respondents. Base for each question is those providing a rating.



Case Management Performance - Like Best

- The top two things that guardians and consumers like best about case management is *Staff is concerned, caring, respectful, and addresses concerns* and *Keep us informed, available, responsive*.

"The case worker makes me feel like they care." Consumer

"Case worker is knowledgeable and dependable." Consumer

"They help to work things out." Consumer

"Case worker is very friendly and patient." Guardian

"Case manager is very reasonable, very personable, and will find the answers for you." Consumer

"Checks on constantly and responds with respect to every situation." Consumer

"Information given is always practical and useful." Consumer

"They check in on us for updates frequently, and are knowledgeable, and have been with the same person for a long time." Consumer

"Caseworker is thorough, great advocate, and responds in a timely manner." Guardian

"Case worker is available and has good communication." Guardian

"Extremely helpful and knowledgeable in various programs and funding." Guardian

What do you like best about the case management staff and service you receive?

Case Management (DMH and DDRB)	Total	Consumers	Guardians
Staff is concerned, caring, nice, helpful, respectful, advocate, addresses concerns	38%	42%	35%
Keep us informed, available, responsive, visits/meets with consumer	20%	15%	24% [▲]
Staff knowledgeable, professional, consistent case manager	10%	8%	12%
Good structure, organized, prompt	1%	2%	1%
Other comment (i.e., like/very good case manager)	4%	5%	4%

[▲] Significantly higher comparing guardians and consumers.

Base for total is all 660 respondents, 39% of the total gave no answer (not shown in table above).

Multiple responses accepted.



Case Management Performance - How Can We Improve

- Among only consumers and guardians who gave case management staff 'Poor/Not Very Good' ratings, to improve they suggest: *Less staff turnover, consistency in case managers, Improve responsiveness, and More helpful to consumer, better trained on services, more knowledgeable.* (Note 17% in total gave at least one 'Poor/Not Very Good' rating, not shown below.)

"Staff turnover is a problem all over, not very knowledgeable about services in this area." Consumer

"We've had three different case workers and one we never met." Consumer

"We have had 5 case managers in 2 years. They never keep in touch. They do not keep us informed of anything that is available to us." Guardian

"Try hard to keep good case managers." Consumer

"Stop the case management turn over. Very impersonal when you keep changing case managers on the child." Consumer

"Return our phone calls. Voice mailboxes are often full!" Consumer

"What programs are offered other than what we've requested? We have had at least 5 case managers." Guardian

"Need more information and assistance with services available." Guardian

"Provide a list of services that are available to qualified individuals. I am still not sure what all is available to help my son." Consumer

If you rated any of the above areas a 'Poor' or 'Not Very Good,' how can we improve this area?

Case Management (DMH and DDRB)	Total	Consumers	Guardians
Less staff turnover, consistency in case managers	42%	33%	48%
Improve responsiveness, return calls, communicate more often, visit more often	25%	26%	24%
More helpful to consumer, better trained on services, more knowledgeable, inform of services	18%	17%	19%
Better structure: more timely/accurate paperwork, reduce wait for assistance, need transportation	8%	5%	10%
Costly, need help with funding, more funding, timely funding	4%	-	6%
Need more staff	4%	5%	3%
Other improvement	1%	2%	-

Base for total is 109 respondents who gave at least one ratings question a 'Poor' or 'Not Very Good.' Of this 109, 16% of the total gave no answer (not shown in above table). Multiple responses accepted.



Case Management Performance – Anything Else to Better Meet Needs

- To better meet their needs respondents most frequently say the staff could be *More responsive, better communication, updates, tell us about services, meet more often.*

"Would like the case worker to visit once in a while." Consumer

"Need more contact from case worker." Consumer

"More communication about available services." Guardian

"Need more information and assistance with services available." Guardian

"Be more active in inquiring regularly to any changes." Guardian

"More responsive with questions and sources." Guardian

"Didn't keep appointments; wouldn't return calls." Guardian

"Be consistent about contact." Guardian

Is there anything else that can be done to better meet your needs?

Case Management (DMH and DDRB)	Total	Consumers	Guardians
More responsive, better communication, updates, tell us about services, meet more often	4%	3%	5%
More funding, more services funded	3%	2%	4%
Consumer needs more help	2%	2%	3%
Structure improvements: less paperwork, long wait list, keep appointments	2%	2%	3%
More staff, less turnover, more knowledgeable/trained	2%	<1%	3%
Other comment	2%	3%	1%

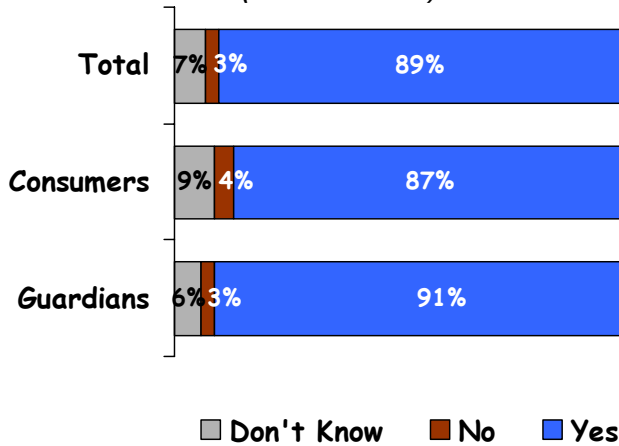


Base for total is all 660 respondents. 85% gave no answer (not shown in table above). Multiple responses accepted.

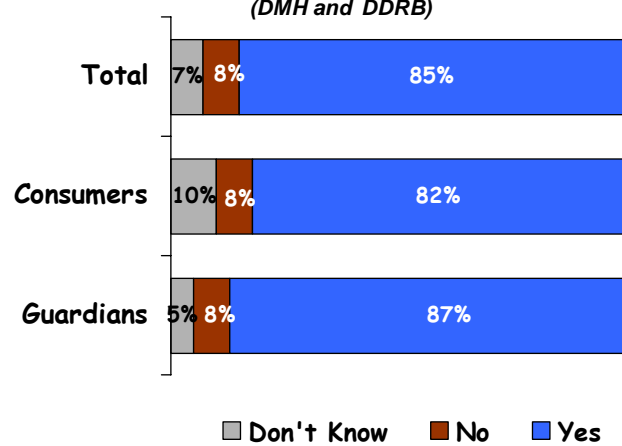
Case Management - Annual Written Plan

- About nine out of ten respondents say they have an *Annual Written Plan* and most, about eight or nine out of ten, say they *Have seen it or have a copy of it*.

Do you have an Annual Written Plan?
(DMH and DDRB)



Have you seen or do you have a copy of your Annual Written Plan?
(DMH and DDRB)



Base is respondents answering the questions, including don't know as an answer.



11 Service Areas Performance - At A Glance

- The various programs provided by the 29 DDRB funded agencies plus case management provided by the DDRB and the Department of Mental Health-St. Louis Regional Center have been grouped into 11 service areas as listed below. (See Appendix for List of 11 Service Areas and specific programs included within each Service Area.)
- Overall rating for quality of staff and program and Likely to recommend to a friend ratings are shown for each of the 11 service areas.
- Family Supports and Therapy service areas receive the highest Overall quality while Individualized Support and Case Management receive the lowest Overall quality ratings.
- Likely to recommend ratings are high for all service areas (not asked of Case Management respondents).
- The next 10 pages shows feedback specific to ten of these services areas. The service area of Case Management has been covered.

11 Service Areas - Overall Quality of Staff and Program?*

11 Service Areas	Overall quality of staff and program*	Likely to recommend
Family Supports	96%	97%
Therapy	96%	98%
Recreation	93%	96%
Day Habilitation	91%	95%
Respite	91%	95%
Residential	88%	93%
Adaptive Supports	86%	93%
Children's Services	85%	92%
Employment	85%	87%
Individualized Supports	84%	93%
Case Management	83%	Not asked

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

*Case management questionnaire asked for overall rating for quality of case management staff. Questionnaire for all other agencies asked for overall rating for quality of staff and program.



Performance of Service Areas - Family Supports

- Family Supports receives high scores across all measures, including all higher impact attributes. Respondents seem to appreciate *Staff is respectful and helpful* (top table) and *Staff is well trained and knowledgeable* (top and bottom table).
- A few respondents say to better meet needs there could be *Structure improvements: list of resources, better location, more consumer friendly process* (5%) (no table provided).

Family Supports

		Family Supports	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	96%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	97%	89%
	Staff follows through in a timely manner	92%	88%
	Staff meets your needs	95%	88%
	Staff is respectful and helpful	99%	92%
MODERATE IMPACT	Program service location is convenient	90%	87%
	Program you participate in is well organized	92%	87%
	Program service location is safe and healthy	96%	93%
	Program you participate in helps you	92%	91%
LOWER IMPACT	Staff keeps you informed	93%	84%
	Staff returns phone calls promptly	90%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Family Supports	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	31%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	12%	15%
Staff well trained, experienced, knowledgeable	29%	7%

Multiple responses accepted.

The sample population for Family Supports is 75 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Therapy

- Therapy receives almost all high scores, particularly on the higher impact attributes. Therapy seems to stand out with *Staff is respectful and helpful* (top table), *Staff is concerned, caring, nice, Program helps consumer*, and *Staff well trained, experience, knowledgeable* (latter three, bottom table).
- A few respondents say to better meet needs there could be *More funding* (5%) and *Facility upgrades, larger, handicapped accessible* (4%) (no table provided).

Therapy

		Therapy	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	96%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	94%	89%
	Staff follows through in a timely manner	91%	88%
	Staff meets your needs	92%	88%
	Staff is respectful and helpful	96%	92%
MODERATE IMPACT	Program service location is convenient	85%	87%
	Program you participate in is well organized	89%	87%
	Program service location is safe and healthy	96%	93%
	Program you participate in helps you	95%	91%
LOWER IMPACT	Staff keeps you informed	89%	84%
	Staff returns phone calls promptly	92%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Therapy	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	36%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	20%	15%
Staff well trained, experienced, knowledgeable	10%	7%

Multiple responses accepted.

The sample population for Therapy is 170 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Recreation

- Recreation receives mostly high scores, including high scores on all of the higher impact attributes. Respondents seem to appreciate *Staff is respectful and helpful* (top table) and *Good activities* (bottom table).
- One thing that can be done to better meet needs some respondents say is to provide *Additional programs: more/different activities, for different ages/levels, different days or times, more often* (6%). A few respondents also say there could be *Better structure, more organized, timely notice of activities* (2%) (no table provided).

Recreation

		Top two box: Percent rating 'Excellent' or 'Very Good'	Recreation	Total (29 agencies)
		OVERALL QUALITY OF STAFF AND PROGRAM	93%	90%
HIGHER IMPACT		Staff is well trained and knowledgeable	93%	89%
		Staff follows through in a timely manner	91%	88%
		Staff meets your needs	91%	88%
		Staff is respectful and helpful	95%	92%
MODERATE IMPACT		Program service location is convenient	88%	87%
		Program you participate in is well organized	89%	87%
		Program service location is safe and healthy	94%	93%
		Program you participate in helps you	94%	91%
LOWER IMPACT		Staff keeps you informed	87%	84%
		Staff returns phone calls promptly	90%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Recreation	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	27%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	16%	15%
Staff well trained, experienced, knowledgeable	4%	7%
Good activities, variety, benefit consumer	10%	5%

Multiple responses accepted.

The sample population for Recreation is 547 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Day Habilitation

- Day Habilitation receives almost all high scores, including high scores on all higher impact attributes. Respondents seem to appreciate *Program service location is safe and healthy* (top table).
- A few respondents say that to better meet their needs the agencies could provide *Additional programs, more/different activities, for different ages/levels, different times* (5%) (no table provided).

Day Habilitation

		Day Habilitation	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	91%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	91%	89%
	Staff follows through in a timely manner	92%	88%
	Staff meets your needs	91%	88%
	Staff is respectful and helpful	92%	92%
MODERATE IMPACT	Program service location is convenient	91%	87%
	Program you participate in is well organized	89%	87%
	Program service location is safe and healthy	95%	93%
	Program you participate in helps you	93%	91%
LOWER IMPACT	Staff keeps you informed	86%	84%
	Staff returns phone calls promptly	94%	87%

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

What do you like best ... ?

	Day Habilitation	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	31%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	16%	15%
Staff well trained, experienced, knowledgeable	1%	7%
Good activities, variety, benefit consumer	6%	5%

Multiple responses accepted.

The sample population for Day Habilitation is 95 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Respite

- Respite receives mostly high scores. Respondents seem to appreciate *Program service location is safe and healthy* (top table), *Good structure, organized, Safe for consumer*, and *Provides relief for guardian* (latter three bottom table).
- *Staff well trained and knowledgeable*, a high impact area with a moderate score, is a potential area to focus on improving.
- To better meet needs several respondents suggest *Structure improvements: i.e., provider list current, website current, timely/clearer reimbursement procedures* (10%) and *Better staff training, more staff* (6%) (no table shown).

Respite

		Respite	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	91%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	86%	89%
	Staff follows through in a timely manner	88%	88%
	Staff meets your needs	91%	88%
	Staff is respectful and helpful	91%	92%
MODERATE IMPACT	Program service location is convenient	91%	87%
	Program you participate in is well organized	88%	87%
	Program service location is safe and healthy	96%	93%
	Program you participate in helps you	94%	91%
LOWER IMPACT	Staff keeps you informed	88%	84%
	Staff returns phone calls promptly	84%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Respite	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	24%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	2%	15%
Staff well trained, experienced, knowledgeable	4%	7%
Good structure, organized, good hours, location	13%	4%
Safe for consumer	4%	1%
Provides relief for guardian	13%	1%

Multiple responses accepted.

The sample population for Respite is 133 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Residential

- Residential receives mostly high scores. Respondents seem to appreciate *Staff is respectful and helpful* (top table) and *Staff is concerned, caring, nice* (bottom table).
- *Staff follows through in a timely manner*, a high impact attribute with a moderate score, is an area to focus on improving.
- One thing that can be done to better meet needs several respondents say is to provide *Better care: safety issues, fix things, cleaner house, help with personal hygiene* (5%) (no table provided).

Residential

		Residential	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	88%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	88%	89%
	Staff follows through in a timely manner	86%	88%
	Staff meets your needs	88%	88%
	Staff is respectful and helpful	93%	92%
MODERATE IMPACT	Program service location is convenient	89%	87%
	Program you participate in is well organized	86%	87%
	Program service location is safe and healthy	91%	93%
	Program you participate in helps you	91%	91%
LOWER IMPACT	Staff keeps you informed	83%	84%
	Staff returns phone calls promptly	88%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Residential	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	40%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	16%	15%
Staff well trained, experienced, knowledgeable	2%	7%

Multiple responses accepted.

The sample population for Residential is 175 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Adaptive Supports

- Adaptive Supports has moderate consumer satisfaction, with an 86% Overall quality rating. The key strength seems to be: *Staff is respectful and helpful* (top table) and *Staff is concerned, caring, nice* and *Staff is well trained, experienced, knowledgeable* (latter two, bottom table).
- *Staff follows through in a timely manner*, a higher impact area that receives a low score, is a key area to focus on improving.
- One thing a few respondents say can be done to better meet needs is *Structure improvements: more timely assistance/services faster, reduce wait time for assistance* (6%) (no table provided).

Adaptive Supports

		Adaptive Supports	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	86%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	87%	89%
	Staff follows through in a timely manner	77%	88%
	Staff meets your needs	85%	88%
	Staff is respectful and helpful	94%	92%
MODERATE IMPACT	Program service location is convenient	83%	87%
	Program you participate in is well organized	81%	87%
	Program service location is safe and healthy	92%	93%
	Program you participate in helps you	86%	91%
LOWER IMPACT	Staff keeps you informed	76%	84%
	Staff returns phone calls promptly	78%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Adaptive Supports	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	42%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	1%	15%
Staff well trained, experienced, knowledgeable	21%	7%

Multiple responses accepted.

The sample population for Adaptive Supports is 89 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Children's Services

- Children's Services receives mostly moderate scores. *Staff is respectful and helpful*, a higher impact attribute (top table), and *Good structure* (bottom table) are strengths.
- One aspect to improve with a low rating is *Staff keeps you informed*. Also note, Children's Services receives mostly moderate scores with the higher impact attributes. These higher impact attributes are key areas to focus on improving.
- Several things that can be done to better meet needs are *Additional programs, more/different activities, for different ages/levels, different locations* (8%) and *Better staff training/less turnover* (5%) (no table provided).

Children's Services

		Children's Services	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	85%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	80%	89%
	Staff follows through in a timely manner	82%	88%
	Staff meets your needs	81%	88%
	Staff is respectful and helpful	88%	92%
MODERATE IMPACT	Program service location is convenient	87%	87%
	Program you participate in is well organized	82%	87%
	Program service location is safe and healthy	89%	93%
	Program you participate in helps you	87%	91%
LOWER IMPACT	Staff keeps you informed	77%	84%
	Staff returns phone calls promptly	83%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Children's Services	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	33%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	16%	15%
Staff well trained, experienced, knowledgeable	11%	7%
Good structure, organized, good hours, location	8%	4%

Multiple responses accepted.

The sample population for Children's Services is 138 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas - Employment

- Employment receives mostly moderate scores. *Staff is respectful and helpful*, an impactful attribute, is a strength.
- *Staff keeps you informed* is an area to focus on for improvement. Additionally, most higher impact attributes have only moderate scores and these are key areas to focus on improving.
- One thing a few respondents say can be done to better meet needs is *Structure improvements: provide transportation, pay issues* (3%) (no table provided).

Employment

		Employment	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	85%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	85%	89%
	Staff follows through in a timely manner	84%	88%
	Staff meets your needs	81%	88%
	Staff is respectful and helpful	88%	92%
MODERATE IMPACT	Program service location is convenient	87%	87%
	Program you participate in is well organized	83%	87%
	Program service location is safe and healthy	91%	93%
	Program you participate in helps you	85%	91%
LOWER IMPACT	Staff keeps you informed	78%	84%
	Staff returns phone calls promptly	82%	87%

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
-----------------	------------------------	-----------------

What do you like best ... ?

	Employment	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	25%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	16%	15%
Staff well trained, experienced, knowledgeable	3%	7%

Multiple responses accepted.

The sample population for Employment is 262 respondents. Base for each ratings question is those providing a rating.



Performance of Service Areas – Individualized Supports

- Individualized Supports receives mostly moderate with some low scores. Respondents seem to appreciate *Program helps consumer, consumer enjoys* and *Good activities* (latter two, bottom table).
- Areas to improve are all higher impact attributes – two receive low scores and two receive only moderate scores. These are key areas to focus on improving.
- One thing that can be done to better meet needs a few respondents say is *Additional programs, more/different activities, different ages/levels* (4%) (no table provided).

Individualized Supports

		Individualized Supports	Total (29 agencies)
	OVERALL QUALITY OF STAFF AND PROGRAM	84%	90%
HIGHER IMPACT	Staff is well trained and knowledgeable	83%	89%
	Staff follows through in a timely manner	83%	88%
	Staff meets your needs	79%	88%
	Staff is respectful and helpful	79%	92%
MODERATE IMPACT	Program service location is convenient	80%	87%
	Program you participate in is well organized	86%	87%
	Program service location is safe and healthy	82%	93%
	Program you participate in helps you	80%	91%
LOWER IMPACT	Staff keeps you informed	79%	84%
	Staff returns phone calls promptly	83%	87%

Low Score < 80%

Moderate Score 80%-87%

High Score 88%+

What do you like best ... ?

	Individualized Supports	Total (29 agencies)
Staff is concerned, caring, nice, helpful, respectful, excellent care	29%	30%
Program helps consumer, consumer enjoys, fun, provides learning and socialization	19%	15%
Staff well trained, experienced, knowledgeable	1%	7%
Good activities, variety, benefit consumer	7%	5%

Multiple responses accepted.

The sample population for Individualized Supports is 83 respondents. Base for each ratings question is those providing a rating.



11 Service Areas - Performance by Individual Services

- Following are the *Overall quality* ratings for each specific program/agency grouped within the 11 Service Areas.
- Refer to the separate report “2008 Agency Report Card” for more detail on the ratings for each specific program.

Service Area and Specific Program/Agency (n=sample size)	Overall Quality (% rating Excellent/Very Good)
Family Supports (n=75, return rate = 26%)	96%
Nurses for Newborns - Parent Training** (n=4)	100%
United Services - Family Support Services (FSS)* (n=28)	100%
FACT – Advocacy (n=32)	94%
Behavior Solutions - Parent Training (Teaching Others)* (n=11)	91%
Therapy (n=170, return rate = 38%)	96%
Show Me Aquatics - Aqua Therapy (n=77)	99%
United Services - Early Interventions (SI/Special Instruction)* (n=21)	95%
Therapeutic Horsemanship – Therapy (n=39)	95%
United Services - Therapy (ST, PT, OT) (n=33)	90%
Recreation (n=547, return rate = 38%)	93%
St. Louis Society - Sports Camp* (n=6)	100%
DASA - Recreational Sports* (n=15)	100%
Recreation Council - Recreation Vouchers (n=80)	99%
Family Support Services – LEADD (n=32)	97%
Emmaus Homes - ACE Evenings (n=56)	96%
Community Living - PEP-Personal Enrichment Program (n=197)	94%
Special Olympics (n=138)	87%
Recreation Council - Parks & Recreation Inclusion/Parks Partner.* (n=20)	85%
Recreation Council - All of Us After School Clubs* (n=3)	67%
Day Habilitation (n=95, return rate = 36%)	91%
Community Living - Day Services (Day Habilitation) (n=53)	93%
Emmaus Homes - Day Services (Adult Cont. Ed. - Day Program) (n=42)	89%
Respite (n=133, return rate = 39%)	91%
Judevine Center - Respite (Individual Support)* (n=2)	100%
Children’s Home Society* (n=4)	100%
St. Louis Crisis Nursery* (n=1)	100%
Family Support Services – Respite (n=100)	92%
Community Living – Respite* (n=26)	84%

Low Score < 80%	Moderate Score 80%-87%	High Score 88%+
---------------------------	-------------------------------	------------------------

** Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.

* Note: In general, sample sizes under 30 are considered small samples for quantitative interpretation. Several people providing different ratings can account for a somewhat large shift in the percentages.



11 Service Areas - Performance by Individual Services

Service Area and Specific Program/Agency (n=sample size)	Overall Quality (% rating Excellent/Very Good)
Residential (n=175, return rate = 40%)	88%
Life Skills Foundation - Independent Living/ILA** (n=2)	100%
Community Living – Residential (n=50)	92%
Willows Way - Realities – ILA* (n=19)	90%
Emmaus Homes – Residential (n=86)	86%
Community Living - Independent Living/ILA* (n=13)	85%
Epilepsy Foundation - Residential/Independent Living Services** (n=5)	80%
Adaptive Supports (n=89, return rate = 38%)	86%
Adapt-Ability - Adaptive Equipment/Home Modifications and Repair (n=89)	86%
Children’s Services (n=138, return rate = 39%)	85%
CDCA - Child Care Referrals & Inclusion Assistance** (n=6)	100%
Francis Howell School District- Vacation Station (Out of School)* (n=12)	92%
United Services - Day Care (n=37)	92%
YMCA of St. Charles - School Aged Childcare* (n=10)	90%
YMCA of St. Charles - Summer Camp (Integrated Day Camp)* (n=6)	83%
Family Support Services - Teen Recreation/SOAR (n=63)	79%
Francis Howell School District – Preschool* (n=4)	75%
Employment (n=262, return rate = 40%)	85%
Life Skills Foundation – STEP* (n=21)	95%
Boone Center - Sheltered Workshop (n=126)	93%
JESS - Supported Employment Follow along (Job Retention)* (n=9)	86%
MERS/Goodwill Industries - Supported Employment Follow Along* (n=11)	82%
Community Living - Employment Follow Along (n=45)	81%
Epilepsy Foundation - Employment Services** (n=6)	80%
Willows Way - At Your Service* (n=15)	73%
Life Skills Foundation – Employment Follow Along* (n=16)	67%
St. Louis Arc - Supported Employment Follow Along** (n=13)	39%
Individualized Supports (n=83, return rate = 36%)	84%
Life Skills Foundation - Community Access Training (CAT) (n=42)	95%
AADD - Retirement Planning** (n=8)	88%
AADD - Individualized Supports** (n=12)	83%
Options For Justice - Advocacy/Information and Referral** (n=8)	71%
AADD - Support Groups** (n=3)	67%
FACT - People First** (n=10)	50%
Case Management (n=660, return rate = 35%)	83%
DDRB (n=219)	95%
Department of Mental Health - St. Louis Regional Center (n=441)	77%

Low Score < 80%
Moderate Score 80%-87%
High Score 88%+

** Interpret with extreme caution! Sample size represents less than 40% returned surveys from a limited target population of less than 50 people.

* Note: In general, sample sizes under 30 are considered small samples for quantitative interpretation. Several people providing different ratings can account for a somewhat large shift in the percentages.



V. Method: How the Survey Was Conducted

The 2008 DDRB Consumer and Family Satisfaction Survey was a mail survey conducted with the following specific steps:

Step 1: Development of database of population

- Each of the 31 agencies submitted a contact list of consumers and their guardians that had received DDRB funded services sometime between July 1, 2006 and June 30, 2007.
- The contact information from each agency was merged into one file and normalization of records was attempted (normalized/merged file contained 5,119 records).
- The merged file was queried to obtain a separate file of consumers, who qualified to participate by being 16 years of age or older, and a separate file of guardians.

Step 2: Development of Survey Instruments: one for DDRB funded agencies and one for case management (Survey Instruments and Cover Letters are in the Appendix)

- Two survey instruments or questionnaires were developed one for the 29 DDRB funded agencies and one for case management services (DDRB and Department of Mental Health – St. Louis Regional Center).
- To strengthen the content validity of the questionnaire from the 2006 version, additional questions were added, several questions were revised, and several others were dropped. Also, the rating scales were changed to be more meaningful and were made to be consistent across both questionnaires. Given these revisions to the 2008 questionnaires, there are no comparisons from the results for this 2008 Survey to the results from the 2006 Survey.
- A work session with RichterIntel, the DDRB, and selected agency representatives was held to review and revise the proposed changes to the questionnaires.
- Finally, the questionnaires for the funded agencies and for case management along with the cover letters (one cover letter for consumers and one cover letter for guardians), that would accompany the questionnaires were pre-tested among a handful of consumers and guardians at two DDRB funded agencies (Community Living and Willows Way). Further revisions were made, particularly to the instructions in the cover letters and on the questionnaires to make it clear to consumers and guardians that they were, in many cases, filling out multiple questionnaires for each service received.

Method: How the Survey Was Conducted (continued)

Step 3: Customized mailing packets, Anonymity/Confidentiality

- Separate mailing packets were then generated for each consumer (16 years or older) and each guardian.
 - There were 1798 packets for guardians.
 - There were 1536 packets for consumers.
- Each packet contained a personalized address label on the outer envelope and inside: 1) personalized cover letter 2) a postage paid return envelope (to return their questionnaires directly to RichterIntel), and 3) questionnaires for each service the consumer receives.
- Each questionnaire was customized with the following information: 1) the specific agency name, 2) the specific service name, and 3) a unique ID number per consumer/guardian (for tracking returns only). Guardians had one additional customization on each questionnaire, 4) the consumer name.
- The cover letter addressed to the consumer or guardian assured confidentiality and anonymity by stating that, *“All of your responses are confidential. RichterIntel will not share your individual information with the DDRB or any of the Agencies. The DDRB will receive a summarized report.”*

Step 4: Timing of data collection, No direct control of who actually completes

- Survey packets were mailed starting February 18, 2008 and collected through April 4, 2008.
- Note that with any mail survey, the researcher cannot control who actually completes the survey. Thus, even though surveys were mailed specifically to consumers and guardians in separate packets, it can be assumed that some consumer surveys were actually completed by guardians (e.g., some verbatim comments reveal this).

Step 5: Follow up

- In order to obtain as good a return rate as possible and to lessen non-response bias, follow up with those not returning surveys by mail was conducted as follows:
 - E-mail reminders from the DDRB to all agencies. Personal telephone calls from the DDRB to some targeted agency directors.
 - DDRB phone contact with 3 public administrators/guardians (Deborah Lanham, Thomas Arras, Gerard Nester) who are guardians for multiple consumers.
 - Telephone calls to agency population: Behavior Solutions, CDCA, DASA, JESS, Judevine, MERS, Nurses for Newborns, Options for Justice, and St. Louis Society.
 - Note: 59 surveys in total were completed by telephone.
 - Post card reminders to agency population: AADD, Adaptability, Epilepsy, FACT, Francis Howell, St. Louis ARC, Therapeutic Horsemanship, and United Services.



VI. Sample: Who Participated in the Survey

- Consumers were mailed 3,322 questionnaires, of which 1,081 questionnaires were returned.
- Guardians were mailed 3,908 questionnaires, of which 1,347 questionnaires were returned.
- The overall return rate is 37% and it is evenly distributed across consumers and guardians.
- With the 2,428 questionnaires returned, 1,768 pertain to feedback on the 29 DDRB funded agencies and 660 pertain to feedback on Case Management/DMH and DDRB.

TOTAL: 31 AGENCIES	Consumers (16 years or older)	Guardians	Total
Questionnaires Mailed Out	3,322	3,908	7,230
Can't do, Returned past cut-off	(210)	(186)	(396)
Undeliverable/Unreachable	(151)	(113)	(264)
Completed Questionnaires	1,081	1,347	2,428
TOTAL RETURN RATE (%)	1081/2961= 37%	1347/3609= 37%	2428/6570= 37%

29 DDRB Funded Agencies	Consumers (16 years or older)	Guardians	Total
Questionnaires Mailed Out	2,378	2,822	5,200
Can't do, Returned past cut-off	(168)	(150)	(318)
Undeliverable/Unreachable	(110)	(83)	(193)
Completed Questionnaires	785	983	1,768
TOTAL RETURN RATE (%)	785/2100= 37%	983/2589= 38%	1768x/4689= 38%

DMH and DDRB: Case Mgmt	Consumers (16 years or older)	Guardians	Total
Questionnaires Mailed Out	944	1,086	2,030
Can't do, Returned past cut-off	(42)	(36)	(78)
Undeliverable/Unreachable	(41)	(30)	(71)
Completed Questionnaires	296	364	660
TOTAL RETURN RATE (%)	296/861= 34%	364/1020= 36%	660/1881= 35%



VII. Appendix

Questionnaire: 29 DDRB Funded Agencies	35
Questionnaire: DMH and DDRB for Case Management	36
Cover Letter: Consumer	37
Cover Letter: Guardian	38
List of Agencies and Their Programs	39

Questionnaire: 29 DDRB Funded Agencies



[Consumer] [Guardian] Satisfaction Survey

Thinking about the specific AGENCY and the specific PROGRAM listed in the box below, tell us what you think by checking a response for each item.

If you do not know about an item or it does not apply to you, please check 'don't know / doesn't apply' for that item.

Your opinions about this AGENCY: «Agency1» «Agency1_ID»
 Your opinions about this PROGRAM: «SERVICE1» «SERVICE1_CODE»
 Consumer for whom you are Guardian: merge in consumer first and last name

THINKING ONLY OF THIS SPECIFIC SERVICE YOU RECEIVE FROM THIS SPECIFIC AGENCY, RATE THEM ON ...	Poor 1	Not Very Good 2	Average 3	Very Good 4	Excellent 5	Don't Know Doesn't Apply 0
1. Staff is respectful and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
2. Staff follows through in a timely manner (with appointments, meetings, requests, care plans, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
3. Staff returns phone calls promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
4. Staff meets your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
5. Staff keeps you informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
6. Staff is well trained and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
7. Program you participate in helps you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
8. Program you participate in is well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
9. Program service location is safe and healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
10. Program service location is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
11. Overall rating for quality of staff and program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

12. What do you like best about the staff and this program? *(Please be as specific as possible)*

13. If you rated any of the above areas a 'Poor' or 'Not Very Good,' how can we improve this area? *(Please be as specific as possible)*

	Not At All Likely 1	Not Very Likely 2	Neutral 3	Somewhat Likely 4	Very Likely 5	Don't Know Doesn't Apply 0
14. Likely to recommend this program to a friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

15. Is there anything else that can be done to better meet your needs? *(Please be as specific as possible)*

«C or G_ID»

Thank you! Place in addressed and stamped envelope.



Questionnaire: DMH and DDRB for Case Management



[Consumer] [Guardian] Satisfaction Survey

Thinking about the specific AGENCY and the specific PROGRAM listed in the box below, tell us what you think by checking a response for each item.

If you do not know about an item or it does not apply to you, please check 'don't know / doesn't apply' for that item.

Your opinions about this AGENCY: «Agency1» «Agency1_ID»
 Your opinions about this PROGRAM: «SERVICE1» «SERVICE1_CODE»
 Consumer for whom you are Guardian: merge in consumer first and last name

As a reminder, Case Management is a service that helps people with developmental disabilities and their families learn about services they might need and how to access them.

THINKING ONLY OF CASE MANAGEMENT YOU RECEIVE FROM THIS AGENCY, RATE THEM ON ...	Poor 1	Not Very Good 2	Average 3	Very Good 4	Excellent 5	Don't Know Doesn't Apply 0
1. Staff is respectful and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
2. Staff follows through in a timely manner (with appointments, meetings, requests, care plans, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
3. Staff returns phone calls promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
4. Staff meets your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
5. Staff keeps you informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
6. Staff is well trained and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
7. Staff makes you aware of services that are available to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
8. Staff is an advocate for your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
9. Staff's ability to solve problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
10. Have consistent case management staff, with little turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
11. Overall rating for quality of case management staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

12. What do you like best about the case management staff and service you receive? (Please be as specific as possible)

13. If you rated any of the above areas a 'Poor' or 'Not Very Good,' how can we improve this area? (Please be as specific as possible)

An Annual Written Plan is a person centered plan completed with the individual and their family and shows the plan that will meet the individual's specific needs.

	Yes 1	No 2	Don't Know 0
14. Do you have an Annual Written Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>
15. Have you seen or do you have a copy of your Annual Written Plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

16. Is there anything else that can be done to better meet your needs? (Please be as specific as possible)

«C or G_ID»

Thank you! Place in addressed and stamped envelope.



Cover Letter: Consumer

DDRB
LOGO

Developmental Disabilities Resource
Board of St. Charles County

156 St. Peters Centre Blvd.
St. Peters, MO 63376
636-939-3351
Fax 636-939-3988
www.ddrb.org

PLEASE READ THIS ENTIRE LETTER BEFORE COMPLETING THE SURVEY PAGES THAT FOLLOW.

Dear Consumer First and Last Name,

The Developmental Disabilities Resource Board of St. Charles County (DDRB) is conducting a Consumer & Family Satisfaction Survey about the services it funds. Please help us rate and, if necessary, improve the services you receive by completing the survey.

You are receiving one survey form for **each DDRB Agency** and **each Program** that you received over the last year. The name of the agency and the name of the program are printed on the top left side of the survey. **Please rate the specific program that is named on each page.**

If someone assists you in filling out the survey, please make sure to answer **about the specific PROGRAM named on each survey.**

Please mail back your completed surveys in the enclosed postage-paid envelope to the survey firm, RichterIntel. **All of your responses are confidential.** RichterIntel will not share your individual information with the DDRB or any of the Agencies. The DDRB will receive a summarized report.

If you need assistance in completing the Consumer Satisfaction Survey, please call: Cynthia Cluff at 314.961.5211 or Lisa Richter at 314.454.1923

Thank you for taking the time to help us better understand your needs.

Sincerely,

Joann Leykam
DDRB President
Encl.

«C_UniquelD»

Ensuring that individuals with developmental disabilities have quality opportunities and choices to be fully included in society.



Cover Letter: Guardian

DDRB
LOGO

Developmental Disabilities Resource
Board of St. Charles County

156 St. Peters Centre Blvd.
St. Peters, MO 63376
636-939-3351
Fax 636-939-3988
www.ddrb.org

PLEASE READ THIS ENTIRE LETTER BEFORE COMPLETING THE SURVEY PAGES THAT FOLLOW.

Dear «G_FIRST» «G_LAST»,

The Developmental Disabilities Resource Board of St. Charles County (DDRB) is conducting a Consumer & Family Satisfaction Survey about the services it funds. Please help us rate and, if necessary, improve the services your family receives by completing the survey.

You are receiving one survey form for **each DDRB Agency** and **each Program** that your family member received over the last year. **The name of the AGENCY, the name of the PROGRAM, and the name of the CONSUMER are printed on the top left side of the survey. Please give us your opinion on the specific program that is named on each page.**

A separately addressed envelope containing surveys may also be sent directly to the consumer. If your consumer receives this separate envelope with surveys, please feel free to assist them in giving answers **about the specific program named on each survey.**

Please mail back your completed surveys in the enclosed postage-paid envelope to the survey firm, RichterIntel. **All of your responses are confidential.** RichterIntel will not share your individual information with the DDRB or any of the Agencies. The DDRB will receive a summarized report.

If you need assistance in completing the Consumer Satisfaction Survey, please call:
Cynthia Cluff at 314.961.5211 or
Lisa Richter at 314.454.1923

Thank you for taking the time to help us better understand your needs.

Sincerely,

Joann Leykam
DDRB President

Encl.
«G_Unique ID»

Ensuring that individuals with developmental disabilities have quality opportunities and choices to be fully included in society.



List of Agencies and Their Programs

Two Case Management Agencies

<u>AGENCY</u>	<u>PROGRAM</u>
1) DMH - St. Louis Regional Office	Case Management
2) DDRB	Case Management

29 DDRB Funded Agencies (alphabetical)

1) Adapt-Ability	Adaptive Equipment/Home Modification & Repair
2) AADD	Support Groups Retirement Planning Individual Supports
3) Behavior Solutions	Parent Training (Teaching Others)
4) Boone Center	Sheltered Workshop (Employment)
5) Child Day Care Association	Child Care Referrals & Child Care Inclusion Assistance
6) Children's Home Society	Respite
7) Community Living	Residential Independent Living - ILA Recreation - PEP Employment Follow Along Day Services/Day Habilitation Respite
8) DASA	Sports/Recreation
9) Emmaus Homes	Residential Day Services (Adult Continuing Education - Day Program) Ace Evenings
10) Epilepsy Foundation	Employment Services Residential/Independent Living Services
11) FACT	Advocacy People First
12) Family Support Services	SOAR/Teen Recreation/Summer Camp/After School... Respite LEADD Classes



List of Agencies and Their Programs (continued)

29 DDRB Funded Agencies (alphabetical, continued)

<u>AGENCY</u>	<u>PROGRAM</u>
13) Francis Howell School Dist	Vacation Station/Out of School Preschool
14) JESS	Supported Employment Follow Along (Job Retention)
15) Judevine Center	Respite (Individual Support)
16) Life Skills Foundation	Community Access Training (CAT) Independent Living - ILA Summer Training Employment Program (STEP) Supported Employment Follow Along
17) MERS/Goodwill Industries	Supported Employment Follow Along
18) Nurses for Newborn	Parent training
19) Options For Justice	Advocacy / Information and Referral
20) Recreation Council	Recreation Support Vouchers All of Us After School Club Parks & Recreation Inclusion Assistance/Parks Partnership
21) St. Louis Arc	Supported Employment Follow Along
22) St. Louis Crisis Nursery	Respite
23) St. Louis Society	Sports camp
24) Show Me Aquatics	Aqua-Ability Therapy
25) Special Olympics	Recreational sports
26) Therapeutic Horsemanship	Therapy
27) United Services	Therapy (ST, PT OT) Day Care Early Interventions (SI, Special Instruction) Family Support Services (FSS)
28) Willows Way	Willow Way Realities - ILA At Your Service
29) YMCA of St. Charles	School Age Child Care Summer Camp/Integrated Day Camp

