Developmental Disabilities Needs Assessment

Presented by Chris Sinnard
12/16/2010
Executive Summary
Executive Summary

- DDRB is interested in
  - Assessing the current needs of individuals with developmental disabilities in St. Charles so that it may update its strategic plan

- This quantitative research study aims to
  - Collect pertinent information pertaining to the management problem and research objectives
  - Provide recommendations for further actions based on the research findings
Executive Summary

• Key findings for this study include
  o About 30% of the sample indicated Autism Spectrum or Mental Retardation as their primary diagnosis
    • Individuals less than 18 years old skewed towards Autism Spectrum
    • Individuals over the age of 18 skewed towards Mental Retardation
  o Overall Satisfaction with services related to developmental disabilities averaged below a 4.0 (3.93), indicating room for improvement
  o Service measures varied depending on the age of the individual
    • Service measures loaded strongly on two underlying dimensions
      o Youth orientated dimension
      o Adult orientated dimension
    • Case Management and Transportation services contribute equally to both underlying dimensions
    • Case Management and Transportation services ranked higher than all other services based on relative importance
Executive Summary

• General open-ended comments related to
  - A lack of communication on the part of service providers
    - Long time spent on waiting lists with no communication
    - Unaware of exactly what services are available to them
  - Change in services once the individual turns 18 and once caregivers can no longer provide care

• Most services fall into two categories
  - Usage expected to increase more than other services and the service is either performing well or has low relative importance
    - “Keep doing what you’re doing but expect more”
  - Usage expected to increase less than other services and the service is either performing poorly and/or has high relative importance
    - “Focus on improving what you have”
  - Transportation fell into both categories
    - High increase, moderate performance, high relative importance means focus on both
  - In Home Respite fell into neither category
    - Low increase, high performance, low relative importance means service can be de-emphasized
      - Comments related to In Home Respite generally related to not qualifying for it or wanting an updated list of providers
Executive Summary

• Recommendations for this study include
  o For each service area, focus on either
    • Accommodating future users (Increased usage)
    • Improving performance (Increased Performance)
    • For Transportation focus on both
  o Segment service needs according to age
    • Less than 18, 18 to 35, and over 35
    • Prioritize improving service needs among individuals less than 18 years old
      o Focus on smoothing the transition from youth orientated services to adult orientated services
        • Comments related to a transition when individuals turn 18
  o Prioritize improving overall service needs in
    • Lake St. Louis
    • St. Charles (South)
    • Wentzville
    • O’Fallon
Executive Summary

• Prioritize improving service needs among individuals with
  o Epilepsy
  o Autism Spectrum (Mostly Youth)
  o Learning Disabilities

• Prioritize improving communication and providing information
  o Many comments about long waiting lists and a lack of communication among service providers
  o Many comments mentioned a lack of understanding with regard to exactly what services are and are not available
  o Most information requests related to youth orientated services
    • Childcare
    • Therapy
    • Adaptive Equipment
    • Educational Advocacy (perceived as education)
    • In Home Respite (requests for updated list of providers)
Executive Summary

• Further research suggestions
  o Conduct focus groups with the following
    • Parents/Guardians/Caretakers of individuals less than 18 years old
      o Attempt to gain further insight into current and perceived future service needs and how they change
    • Parents/Guardians/Caretakers of individuals less than 35 years old (or aged 18-24)
      o Attempt to gain further insight into what the biggest obstacles were (or still exist) when transitioning from youth to adult orientated services
        • Attempt to gain insights into strategies developed to overcome transition obstacles
Background Information

Section I
Background Information

• To fulfill its mission, the DDRB is interested in assessing the current and future needs of St. Charles County citizens with developmental disabilities and their families and to gain a better understanding of the current service issues and barriers to services facing these individuals.

• The DDRB will use the needs assessment data to update its strategic plan.

• Research Problem
  - Assess overall effectiveness of programs and services among individuals in St. Charles County currently receiving services for developmental disabilities.
Research Design and Methodology

Section II
Research Design and Methodology

• Study was a quantitative, conclusive, descriptive, and cross-sectional study conducted with the aid of a mail survey

• Qualified respondents included
  o The individual receiving services or their caretaker

• 2,075 surveys were mailed out to reach a target population of 2,500
  o PRI received back 393 completed surveys for a response rate of 19.9%, which is very good
  o 356 completed surveys were used for the analysis (the rest were received after data collection had been closed), surpassing the goal of 333 completes needed for a 95% +/- 5% Confidence Interval

• All completed questionnaires mailed back to PRI but not included in the sample are still eligible to attend any future focus groups
Research Design and Methodology

- The only data collection instrument for this study was a mail survey.
- The mailing was sent out on the 6th of October, 2010, and data collection was open until November 12th, 2010.
Tabulation and Data Analysis

Section III
Tabulation and Data Analysis

• All closed ended data was coded and entered into an SPSS spreadsheet
• All open ended data (Questions 11, 18, 19, and all Other categories) was entered into a separate spreadsheet
  o A code book was developed and responses were coded
Data Analysis Techniques include

- **Descriptive Statistics**: Includes frequency distributions, means, variances, and other statistical measures. Used to describe the composition of the survey sample and provide preliminary data examinations.
- **T-Test**: Statistical test to assess whether the means of two groups are statistically different than one another, e.g., Males vs. Females.
- **Crosstab**: Cross-tabulations in order to examine frequencies of observations that belong to specific categories on more than one variable.
- **Factor Analysis**: Used to determine underlying factors or dimensions in a set of measures or attributes, e.g., a set of ten measures may factor into two or three underlying dimensions. Also used to determine surrogate variables for other forms of analysis.
- **Bivariate Correlation**: Bivariate (two variable) analysis that measures the strength of association between two variables on a scale of -1.0 to 1.0, where 1.0 means the two variables are perfectly correlated.
  - The square of the bivariate correlation is an always positive number between 0 and 1.0 that is used to determine the amount of shared variance among the two variables being correlated (relative importance).
Detailed Results

Section IV
Detailed Results

• Composition of the sample: Who are individuals with developmental disabilities?
  o Gender
    • 58% Male, 42% Female
Detailed Results

Age Distribution in Years

- Under 11 Years
- 11 - 17 Years
- 18 - 25 Years
- 26 - 35 Years
- 36 - 45 Years
- Over 45 Years

Age in Years

Percent

12/21/2010

Age Distribution in Years
Detailed Results

- **Ordinal Age Breakdowns**
  - Roughly equal percentage of individuals within each age category

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12/21/2010
Detailed Results

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<td>Head Injury</td>
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</table>
Detailed Results

- Parent/Guardian: 76%
- Individual receiving services: 12%
- Agency staff/Caregiver: 10%
- Friend: 2%

Who filled out the questionnaire: 12/21/2010
Detailed Results

- Overall Satisfaction 3.93
- Top Box Score 36.5%
Overall Satisfaction by Disability

- Cerebral Palsy: 4.12
- Mental Retardation: 4.11
- Down Syndrome: 4.1
- Epilepsy: 3.87
- Autism Spectrum: 3.86
- Other: 3.78
- Learning Disability: 3.52
- Head Injury: 3.3
Detailed Results

Overall Satisfaction by Region

- Lake St. Louis: 3.5
- St. Charles (South): 3.59
- Wentzville: 3.87
- St. Charles (North): 3.96
- O'Fallon: 4.07
- Weldon Springs: 4.09
Detailed Results

- Overall Satisfaction and Top Box Score by Age
Detailed Results

- Case Management: 4.07
- In Home Respite: 2.86
- Transportation: 2.69
- Therapy: 2.62
- Educational Advocacy: 2.51
- Sheltered Workshop Employment: 2.51
- Community Employment: 2.42
- Facility/Center Based Respite: 2.39
- Residential/Group Home: 2.38
- Adaptive Equipment: 2.32
- Independent Living: 2.29
- Adult Day Program: 2.26
- Childcare: 1.97
Detailed Results

Service satisfaction 30

- Adult Day Program: 4.42
- Case Management: 4.32
- Residential/Group Home: 4.30
- In Home Respite: 4.23
- Adaptive Equipment: 3.97
- Sheltered Workshop Employment: 3.95
- Transportation: 3.90
- Therapy: 3.90
- Facility/Center Based Respite: 3.90
- Independent Living: 3.71
- Community Employment: 3.57
- Educational Advocacy: 3.56
- Childcare: 3.45
Detailed Results

Performance by Relative Importance

- Facility/Center Based Respite
- Therapy
- Adaptive Equipment
- Sheltered Workshop Employment
- In Home Respite
- Residential/Group Home
- Case Management
- Adult Day Program
- Childcare
- Educational Advocacy
- Community Employment
- Independent Living
- Transportation
- Low Importance/Low Performance
- High Importance/Low Performance
- Low Importance/High Performance
- High Importance/High Performance
Detailed Results

Likelihood to use in the next five years

- Case Management: 4.46
- Transportation: 3.28
- In Home Respite: 2.89
- Therapy: 2.77
- Educational Advocacy: 2.56
- Community Employment: 2.45
- Residential/Group Home: 2.43
- Adaptive Equipment: 2.4
- Independent Living: 2.38
- Sheltered Workshop Employment: 2.23
- Facility/Center Based Respite: 2.18
- Adult Day Program: 2.15
- Childcare: 1.77
Detailed Results

- Case Management: 4.52
- In Home Respite: 4.48
- Adult Day Program: 4.39
- Transportation: 4.38
- Adaptive Equipment: 4.29
- Therapy: 4.25
- Residential/Group Home: 4.23
- Community Employment: 4.19
- Facility/Center Based Respite: 4.15
- Educational Advocacy: 4.14
- Childcare: 4.13
- Sheltered Workshop Employment: 4.13
- Independent Living: 4.09

Likelihood to recommend to others

12/21/2010
Detailed Results

- Case Management: 4.12
- Transportation: 3.07
- Therapy: 2.78
- In Home Respite: 2.78
- Educational Advocacy: 2.69
- Adaptive Equipment: 2.42
- Residential/Group Home: 2.42
- Community Employment: 2.36
- Adult Day Program: 2.25
- Independent Living: 2.23
- Sheltered Workshop Employment: 2.22
- Facility/Center Based Respite: 2.17
- Childcare: 1.91
Detailed Results

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</table>
Detailed Results

Current Sources of Information by Age

- Under 18 Years
- 18 - 35 Years
- Over 35 Years
Detailed Results

- Blogs: 2.1%
- Other: 10%
- Phone Referrals: 13.6%
- Email: 49.9%
- Printed Mail: 66.1%

Preferred way to get information 12/21/2010 - 37
Detailed Results

- **Under 18 Years**: Email (80%) > Printed Mail (50%)
- **18 - 35 Years**: Email (60%) > Printed Mail (50%)
- **Over 35 Years**: Email (20%) = Printed Mail (20%)

**Preferred way to get Information by Age**

12/21/2010
Detailed Results

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage Increase</th>
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</tbody>
</table>
Detailed Results

- Use at least once per week on the left
- Use at least once per month on the right
Detailed Results

- Use at least once per quarter on left
- Use at least once per year on right

Facility/Center Based Respite

Usage Percentage Increases
- Childcare: 10.1
- Educational Advocacy: 9.6
- Case Management: -8.1
## Detailed Results

### Summary Table

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<th>Ranking</th>
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<th>Fam</th>
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*12/21/2010*
## Detailed Results

### Summary Table Sorted by Usage Increase

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<th>Service Type</th>
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<th>Frequency</th>
<th>Usage Increase</th>
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Recommendations

Section V
Recommendations

• Focus more on accommodating future users or increasing performance
Recommendations

Performance by Relative Importance

High Importance/Low Performance
- Childcare
- Educational Advocacy

Low Importance/Low Performance
- Independent Living
- Facility/Center Based Respite

High Importance/High Performance
- Case Management
- Adult Day Program
- Residential/Group Home

Low Importance/High Performance
- Transportation
- Adaptive Equipment
- Therapy
- Sheltered Workshop Employment
- In Home Respite

Community Employment

12/21/2010
Recommendations

- **Stars**
  - Performing well
  - High relative importance

- **Focus on maintaining high performance**

- **Focus on accommodating future users**
  - Residential/Group Home
  - Adult Day Program
Recommendations

- Residential/Group Home
  - A living arrangement in which the level of supervision and training support are developed around the individual’s needs based on the Person Centered Plan
  - Individuals typically share a home with roommates and require 24 hours per day of supervision
  - Some providers in St. Charles County include Bethesda, Community Living (CLI), Emmaus Homes, Resources for Human Development (RHD), Willows Way
Recommendations

- Accommodate future users
- Residential/Group Home
- Focus less on improving Residential/Group Home performance
  - Individuals currently using Residential/Group Home services are satisfied with current services
- Focus more on
  - Maintaining current level of performance
  - Providing more information about Residential/Group Home services
  - Accommodating future users
    - Highest daily usage increase
    - Provide families with younger individuals looking to transition to a group home (either now or in the future) with information to prepare for and simplify the transition
    - Develop strategies that focus on smoothly transitioning individuals less than 24 years old and with developmental disabilities to more adult-oriented services
Recommendations

- **Adult Day Programs**
  - Typically this service is located outside of the home at a site which is staffed during typical business hours to provide training in various skill areas (communication, daily living, social and personal development)
  - Community Living (CLI), Resources for Human Development (RHD) and Willows Way are St. Charles Providers

```
High Importance/High Performance

Case Management

Adult Day Program

Residential/Group Home
```

Importance

Performance
Recommendations

- Accommodate future users
- Adult Day Programs
- Focus less on increasing Adult Day Program performance
  - Highest performance and high relative importance mean that Adult Day Program services are performing well
  - Individuals with Mental Retardation indicated the highest usage increase and scored above average on all measures
  - Comments refer to the quality of current programs
- Focus more on
  - Maintaining current level of performance
  - Accommodating future users
    - High daily usage increase
    - Raise familiarity and awareness of Adult Day Program services among O’Fallon residents
    - Comments related to future use or difficulties with using current services (i.e. lack of transportation makes using the service difficult) as well as the need for more adult day program services in general

<table>
<thead>
<tr>
<th>Importance</th>
<th>Performance</th>
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<tbody>
<tr>
<td>Case Management</td>
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</tr>
<tr>
<td>Adult Day Program</td>
<td>[Diagram]</td>
</tr>
<tr>
<td>Residential/Group Home</td>
<td>[Diagram]</td>
</tr>
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</table>

High Importance/High Performance

12/21/2010 ● 51
Recommendations

- **Case Management**
  - A service that is offered by the Department of Mental Health (DMH) for individuals birth through adulthood or by the Developmental Disabilities Resource Board (DDRB) who are 17 years or older
  - The Case Manager/Service Coordinator helps develop a Person Centered Plan and then monitors the person’s treatment and habilitation to assure that the plan is followed and the individual’s needs are met
Recommendations

- Improve service performance
  - Case Management
- Focus less on
  - Accommodating future users
    - Lowest future usage increase among all services
    - Only service with overall usage decrease
  - Improving overall Case Management performance
    - Scored above average (top three) on all measures
- Focus more on
  - Maintaining Case Management performance
    - Highest relative importance indicates that keeping satisfaction with Case Management services high will have the largest effect on overall satisfaction
  - Comments indicate that Case Management perceptions vary widely depending on the case worker
    - Improve management of individual Case Workers, e.g., when a Case Worker is out on leave
  - Using Case Management services to help individuals with developmental disabilities bridge the service gap when transitioning between youth-orientated and adult-orientated services (Table 9c)
    - Case Management and Transportation span both underlying service dimensions
Recommendations

- Mules
  - Not performing well
  - Low relative importance
    - Increasing satisfaction will have less of an impact on overall satisfaction as other services

- Focus on accommodating future users
  - Independent Living
  - Therapy

- Focus on improving performance among individuals over 35
  - Community Employment
  - Facility/Center Based Respite

Low Importance/Low Performance
Recommendations

• Independent Living
  • Individuals receive training in specific skill areas, developed around their Person Centered Plan, to assist them in living in the community
  • Individuals generally receive less than 10 hours a week of support and do not require overnight staffing support
  • Community Living (CLI), Life Skills (LSF) and Willows Way are St. Charles County Providers
Recommendations

- Accommodate future users
- Independent Living
- Focus less on improving Independent Living performance
  - Individuals using Independent Living services indicated low satisfaction but the service has the lowest relative importance so improvements in service performance will not have a dramatic impact on overall satisfaction
  - If service quality is to be improved, St. Charles (North) residents scored the lowest among all regions in likelihood to use and likelihood to recommend
- Focus more on accommodating future users
  - High daily usage increase
  - Develop strategies related to transitioning from youth-orientated services to adult-orientated services
Recommendations

- Accommodate future users
- Therapy
- Focus less on improving overall Therapy performance
  - Scored above average on all measures, and above average for segments with highest expected usage increases
  - Moderate to low relative importance means improving overall Therapy performance will have less of an effect on overall satisfaction
- Focus more on
  - Accommodating future (and current) users
    - Moderate usage increase (at least once per week)
    - Highest usage increase expected in Dardenne Prairie, O'Fallon, and among individuals less than 18 years old
  - Increasing access to information related to Therapy services
    - Comments asking for more information about Therapy tend to also ask for information about Adaptive Equipment services
    - Therapists indicated as good candidates information sources
  - Improving Therapy performance in St. Charles (South)
    - Scored below average on all measures
  - Decreasing time spent on waiting lists
- Comments indicate individuals currently use schools for many Therapy related services
Recommendations

• Therapy
  - Services provided by an Occupational, Physical, Speech or Behavior Therapist
  - Some providers in St. Charles County are Show Me Aquatics, Therapeutic Horsemanship and United Services
Recommendations

- Community Employment
  - A training and employment program in which an individual with a disability is hired by an employer to perform competitive full-time or part-time work, with assistance provided through an agency.
  - The agency job coach provides training and follow-up support at the work site to maintain the person’s employment.
  - Community Employment may include several individuals working together at a job site.
  - Alternative Opportunities (AO), Boone Center (BCI), Community Living (CLI), Center for Head Injury, Life Skills (LSF), MERS/Goodwill, St. Louis Arc and Touch Point are St. Charles County Providers.
Recommendations

- Improve service performance
- Community Employment
- Focus less on accommodating future users
  - Moderate weekly usage increase
- Focus more on
  - Improving Community Employment service performance
    - Improving satisfaction among adults less than 35 years old and individuals (currently) less than 18 years old
      - Focus on providing services for adults less than 35 years old
    - Providing information to individuals currently less than 18 years old about current and future Community Employment opportunities
Recommendations

- Facility/Center Based Respite
  - Temporary, short term, out of home relief to the primary caregiver from the challenge of caring for a family member with a developmental disability
  - Community Living (CLI) Respite Home and Family Center, Children’s Home Society and St. Louis Crisis Nursery are providers in St. Charles County
Recommendations

- Improve service performance
- Facility/Center Based Respite

Focus less on
- Accommodating future users
  - Low usage increase (at least once per quarter)
  - Highest usage increase expected in Dardenne Prairie and St. Peters
- Improving overall Facility/Center Based Respite performance
  - Scored above average for segments with highest expected usage increases
  - Individuals less than 18 years old are extremely satisfied (satisfaction = 5.0)

Focus more on
- Improving Facility/Care Based Respite performance among individuals over 35 years old
  - Moderate to low relative importance and means that improving satisfaction with Facility/Center Based Respite will not have a large effect on overall satisfaction and is a candidate for de-emphasis
- Further investigating how to improve services
  - For individuals over 35 years old
  - For Weldon Springs residents
# Recommendations

Table 9c. Rotated Component Matrix(a) – Recommend

<table>
<thead>
<tr>
<th>Service</th>
<th>Younger</th>
<th>Older</th>
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<tr>
<td>In Home Respite</td>
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<tr>
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## Recommendations

**Table 9c. Rotated Component Matrix(a) – Recommend**

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</table>
Recommendations

• Problem areas
  o Low performance
  o High relative importance

• Focus on improving performance

• Focus on accommodating future Transportation users as well as increasing performance
Recommendations

• Childcare
  • Care provided to a child during the parents’ work hours which require the provider to assist the child with additional staffing for successful inclusion in the program
  • Child Day Care Association (CDCA), Francis Howell Vacation Station (Preschool/Afterschool/Cycle Break), Community Living (CLI) SOAR Program, United Services and the YMCA are providers in St. Charles County.
Recommendations

- Improve service performance
- Childcare
- Focus less on accommodating future users
  - Low yearly usage increase
- Focus more on
  - Raising Childcare performance
    - High relative importance
  - Raising familiarity and awareness of current services, especially in segments with increased usage, e.g. St. Charles (South) and individuals with Autism
  - Providing activities for children with disabilities (e.g. sports, playgroups)
  - Comments refer to the lack of physical activities for children, unavailability of current services, and high cost
Recommendations

- Educational Advocacy
  - Services to support, secure or defend his/her own rights in the educational system
  - Family Advocacy and Community Training (FACT) is a provider in St. Charles County.
Recommendations

- Improve service performance
- Educational Advocacy

Focus less on
- Accommodating future users
- Low future usage increase
- Improving Educational Advocacy performance
  - Among Lake St. Louis residents
    - Lake St. Louis residents indicated that Schools are the best way to receive information
  - Among individuals with Autism

Focus more on
- Improving Educational Advocacy awareness
  - Develop clear distinctions between Education and Educational Advocacy
- Improving Educational Advocacy performance
  - Among St. Charles (South) residents
    - St. Charles (South) residents indicated that Schools are the best way to receive information
  - Among O’Fallon residents
    - High relative importance indicates that improving satisfaction with transportation services will have a larger effect on overall satisfaction
    - Comments indicate that respondents seem to use Educational Advocacy and Educational Needs interchangeably
    - Further investigate the disconnect between Education and Educational Advocacy
Recommendations

- **Transportation**
  - Services provided to transport individuals from home to work or community activities
  - Cabs, St. Charles City Area Transit (SCAT) and OATS are some of the providers in St. Charles County
Recommendations

- **Transportation**
- **Focus more on**
  - Accommodating future users
    - High usage increase (at least once per day)
      - Lowest regional increase in St. Peters, St. Charles, and Wentzville
  - Improving Transportation performance
    - Focus on prioritizing Transportation among
      - O’Fallon and Lake St. Louis Residents
      - Individuals less than 35 years old
    - Scored lower than average on all measures in St. Charles (South)
    - High relative importance indicates that improving satisfaction with transportation services will have a large effect on overall satisfaction
      - Comments indicate that the lack of Transportation services in St. Charles County make it difficult to use other services
  - Improved Transportation services can help bridge the gap between youth and adult services by providing a smoother transition to those services

---

*Transportation*
Recommendations

- **Overachievers**
  - Performing well
  - Low relative importance

- **Focus on accommodating future users**

- **Possible candidates for de-emphasis**
Recommendations

- Adaptive Equipment
  - Devices that are used to assist with completing activities of daily living like bathing, dressing, grooming, toileting and feeding.
  - These items may include wheelchairs, lifts, standing frames, gait trainers, augmentative communication devices, bath chairs, recreational items such as swings or tricycles and Home Modifications such as roll in showers, ramps and stair lifts.
  - AdaptAbility is a provider in St. Charles County.

![Diagram showing importance and performance of services:]

- Low Importance/High Performance
Recommendations

• Accommodate future users
  • Adaptive Equipment
  • Focus less on improving overall Adaptive Equipment performance
    o Moderate to high performance and low relative importance
    o Segments with highest expected usage increase scored either above average or only slightly below average on all measures
  • Focus more on
    o Accommodating future users
      • Moderate to high usage increase (at least once per day)
      • Highest usage increase expected among individuals with Cerebral Palsy and individuals over 35 years old
    o Increasing access to information related to Adaptive Equipment services
      • Comments asking for more information about Adaptive Equipment tend to also ask for information about Therapy services
    o Improving Adaptive Equipment performance in St. Charles (South)
      • Scored below average on all measures
    o Decreasing time spent on waiting lists

In Home
Respite
Sheltered
Workshop
Employment

Adaptive
Equipment

Importance

Performance

Low Importance/High Performance

12/21/2010 • 74
Recommendations

- Accommodate future users
- Sheltered Workshop Employment
- Focus less on increasing Sheltered Workshop Employment performance
  - Above average performance and moderate relative importance means that Sheltered Workshop Employment is performing well but shares a low amount of variability with overall satisfaction, making it a potential candidate for de-emphasis
  - No comments related to the quality or performance of the service
- Focus more on accommodating future users
  - High daily usage increase
  - Raise familiarity and awareness of current services among individuals currently less than 18 years old and Weldon Springs, O’Fallon, and Lake St. Louis residents
  - Comments related to future use or difficulties with using current services (i.e., lack of transportation makes using the service difficult)
Recommendations

- Sheltered Workshop Employment
  - Individuals work in a facility generally doing assembly work for an organization
  - Individuals are paid on a piece rate of work completed, and not an hourly minimum wage
  - Boone Center (BCI) provides this service in St. Charles County
Recommendations

• In Home Respite
  • Temporary, short-term, in home relief to the primary caregiver from the challenge of caring for a family member with a developmental disability
  • Community Living (CLI) is the program administer in St. Charles County
Recommendations

- **In Home Respite**
  - **Focus less on**
    - Improving In Home Respite performance
      - Moderate to low relative importance and high performance means that In Home Respite qualifies as a candidate for de-emphasis
    - Accommodating future users
      - Low usage increase (once per month)
  - **Focus more on**
    - Improving access to information related to In Home Respite
      - Provide an updated and accessible list of providers
    - Comments mainly refer to the quality of the program, a lack of resources when it comes to finding providers, and not qualifying for respite
Recommendations

Performance by Relative Importance

- High Importance/Low Performance
  - Childcare
  - Educational Advocacy
  - Community Employment
  - Facility/Center Based Respite
  - Independent Living

- Low Importance/Low Performance
  - Transportation
  - Adaptive Equipment
  - Therapy
  - Sheltered Workshop Employment
  - In Home Respite

- Low Importance/High Performance
  - Case Management
  - Adult Day Program
  - Residential/Group Home

- High Importance/High Performance
  - Childcare
  - Educational Advocacy
  - Community Employment
  - Facility/Center Based Respite
  - Independent Living

12/21/2010
Recommendations

Performance by Relative Importance

- Childcare
- Educational Advocacy
- Transportation
- Sheltered Workshop Employment
- Adaptive Equipment
- In Home Respite

High Importance/Low Performance
Low Importance/High Performance
Recommendations

In Home Respite
Sheltered Workshop
Employment
Adaptive Equipment
Transportation

High Importance/Low Performance
Childcare
Educational Advocacy

Performance

Low Importance/High Performance
Sheltered Workshop Employment
In Home Respite

Performance by Relative Importance
Recommendations

1. Performance by Relative Importance

- Childcare
- Educational Advocacy
- Transportation
- Adaptive Equipment
- Sheltered Workshop
- Employment
- In Home Respite

High Importance/Low Performance
Low Importance/High Performance
Conclusion

Section VI
Conclusion

• Segment service needs according to age
  o Smooth transitions from youth to adulthood and adulthood to late adulthood
  o More youth being diagnosed with Autism Spectrum
  o Use Case Management and Transportation to bridge service gaps
    • Case Management and Transportation were ranked 1 and 2 in relative importance, importance, and likelihood to use

• Focus on improving performance of youth orientated services
  o Younger individuals are less familiar with the services available to them
    • For services with high familiarity, overall satisfaction tended to be lower
  o Consider using Therapists as information sources for other services

• Focus on accommodating future users of adult orientated services
  o Most adult orientated services are performing well
    • Maintain performance for services with high relative importance
    • Increase services for others