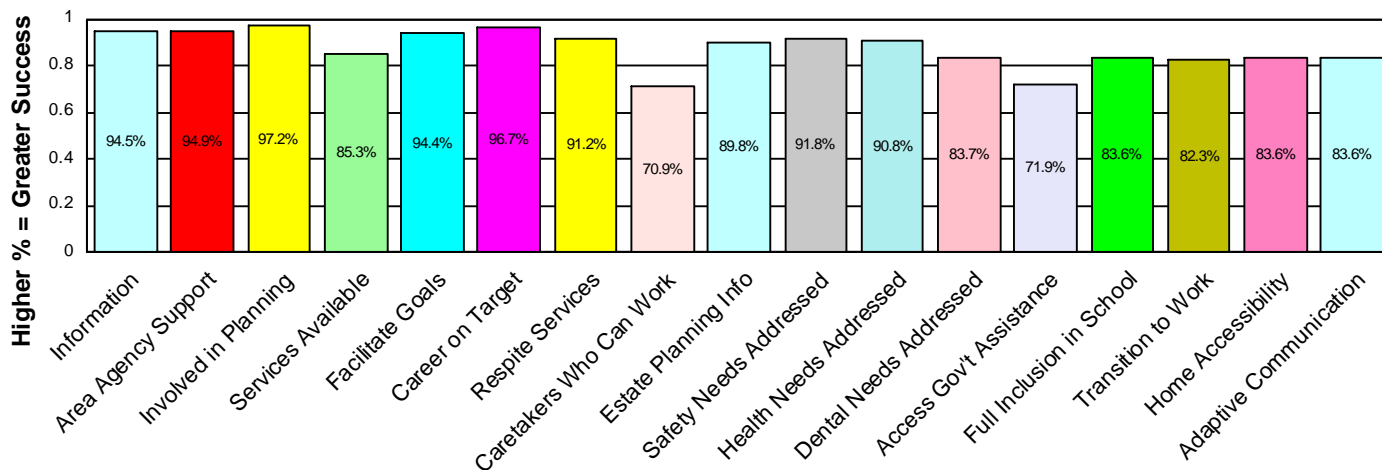


Domain #6 FAMILY SUPPORT

Summary Performance of Indicators in Domain 6



Domain Six, **Family Support**, is the most encompassing domain in the report. There are 17 indicators and all of the data comes from the Family Survey. The Family Survey is sent out to families who have a family member with a developmental disability, who is over the age of three and living at home. In FY 2005, over 1000 families responded to the survey.

Accurate and timely information is critical to families planning for the future of their family member. Since FY 2000, approximately 95% of families have reported being satisfied with the amount, frequency and detail of information they receive from the area agencies. In FY 2005 there has been a minor decrease of .5%. Futures' planning is also very important to families and this year 94.9% of the families surveyed indicated that they are satisfied with the support they receive for planning services. We also see the highest satisfaction rate (97.2%) from families with regard to their involvement in planning for services. The positive outcome of this indicator reveals that there is a commitment to families in demystifying how services are planned and budgeted for.

In FY 2000 when the family survey began, 92.5% of families indicated that they have been satisfied that needed supports are available. In FY 2005, we see the lowest satisfaction rate of 85.3%. Tight economic times for the community developmental services continue and although fiscally responsible and responsive, the community developmental system operates within a waiting list process. FY 2005 data shows that 94.4% of families surveyed get the support they need to facilitate their most important goals. This is the highest percentage rate since the survey began. The positive outcome of this indicator reveals that there is a commitment to families to assist them in reaching their service planning goals despite tight budgetary constraints. On another positive note, 96.7% of families surveyed think that their family member is being provided with career planning/job search supports that match their abilities and interests. This is the highest percentage rate since the survey began.

Respite is an important service and support provided to families in the community developmental system. A family member with a developmental disability may often require intensive supports over a twenty four hour period. This year, 91.2% of families have reported that they have been successful at finding qualified respite providers. This high level of access shows the area agencies committed to having available various options for the delivery of

respite services. A positive note for FY 2005 is that fewer families (30%) indicate that they are not able to work outside of the family home.

The area agencies have been diligent in assuring that they have updated and comprehensive information and resources on estate and personal futures planning available to families. In FY 2005 we see the highest (89.8%) satisfaction rate with regard to estate and futures planning materials made available to families.

Health, Dental and Safety is very important to families. There has continued to be a slight downward trend in families being satisfied that their family member's health needs are being addressed. (FY 2000 at 92.5% and FY 2005 at 90.8%). Where as 10% of the families have responded that they are not satisfied that health care needs are being addressed, it is important for area agencies to identify the areas of health needs that are not being addressed within their regions. This number may indicate a need for improvement in services or it may be that there are health needs that the community developmental service system is not in a position to address but could effect change elsewhere. 83.7% of families surveyed are satisfied that their family member's dental needs are being addressed. Medicaid's coverage of dental services is very limited and dental services can be costly to pay out-of-pocket. Area agencies and the community developmental service system at large have been committed to finding other ways to assist in funding dental care through excellent fiscal management and partnering with other interested parties.

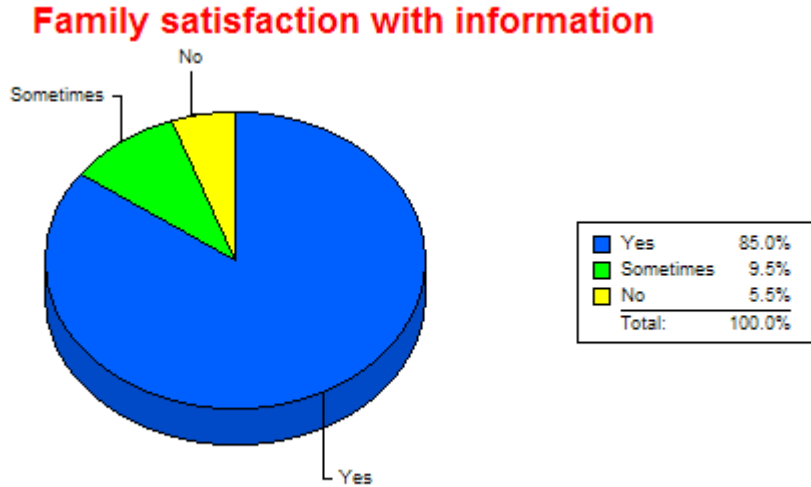
Other family support services having resulted in positive satisfaction ratings are as follows:

- In the past six years 82.6% of families surveyed have indicated that the area agencies do support their child's full inclusion in the school system.
- FY 2003, 57.9% of families surveyed said that their homes were satisfactorily accessible. In FY 2005, only 83.6% have indicated that they are satisfied with the accessibility of their home. This is a 25 percentage point increase in satisfaction.
- FY 2003, 49.4% of families surveyed said that they were satisfied in their access to adaptive communication technology. In FY 2005, only 83.6% have indicated that they are satisfied with access to adaptive communication technology. This is a 34.2 percentage point increase in satisfaction.

Other findings in this domain include:

- 71.5% families report they are satisfied with their access to government assistance. Where as 29% of families have said they do not have access to government assistance, the area agencies and stakeholders statewide should determine if the lack of access is effecting whether a person has access to the area agency services.
- A positive transition to work from high school is important to families and to the area agencies. In FY 2005, we see a slight decline (FY 2003 at 84.9% and FY 2005 at 82.3%) in families' satisfaction with transition to work services and supports. Between 15 and 17 percent of families surveyed say that transition supports are not satisfactory.

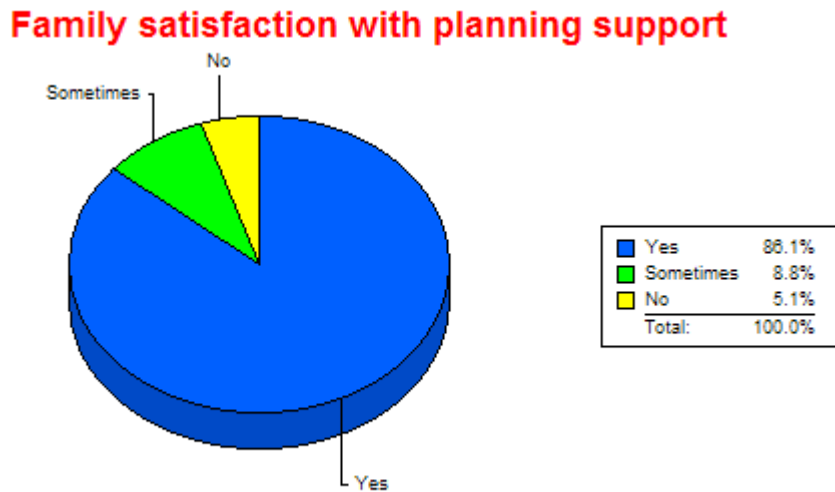
Indicator #1: The proportion of families satisfied with information from the Area Agency regarding community services and supports increases



Total All Answers
1,139

Comments: Since FY 2000, approximately 95% of families have reported being satisfied with the amount, frequency and detail of information they receive from the area agencies. In FY 2005 there has been a minor decrease of .5% however, it is clear that area agencies do their best to assure that their constituency is informed.

Indicator #2: The proportion of families satisfied with the Area Agency's support of their efforts to direct the planning and carrying out of their services increases

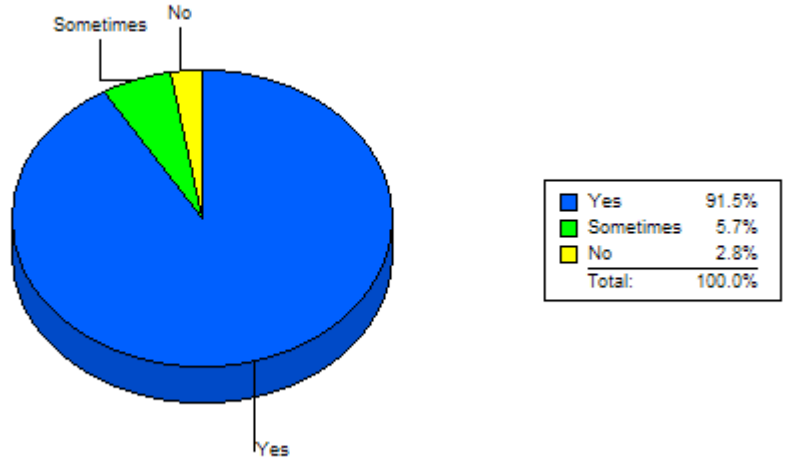


Total All Answers
871

Comments: For the past six fiscal years, families have reported a 94% satisfaction rate with the support the area agencies provide to plan for their family's services. In FY 2005, 94.9% of the families have indicated that they are satisfied with the support they receive for planning services.

Indicator #3: The proportion of families reporting satisfaction with their level of involvement in service planning increases

Family satisfaction with involvement in planning

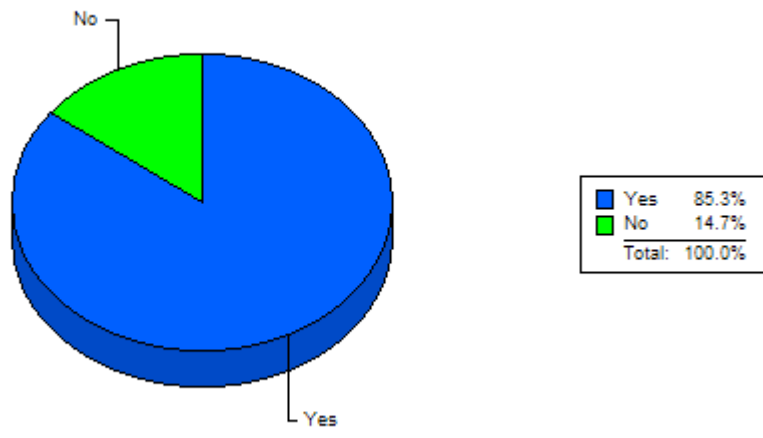


Total All Answers
1,119

Comments: In FY 2005, we see the highest satisfaction rate (97.2%) from families with regard to their involvement in planning for services. The positive outcome of this indicator reveals that there is a commitment to families to demistifying how services are planned and budgeted for.

Indicator #4: The proportion of families who report that 'needed' supports and services are available increases

Family satisfaction with support availability

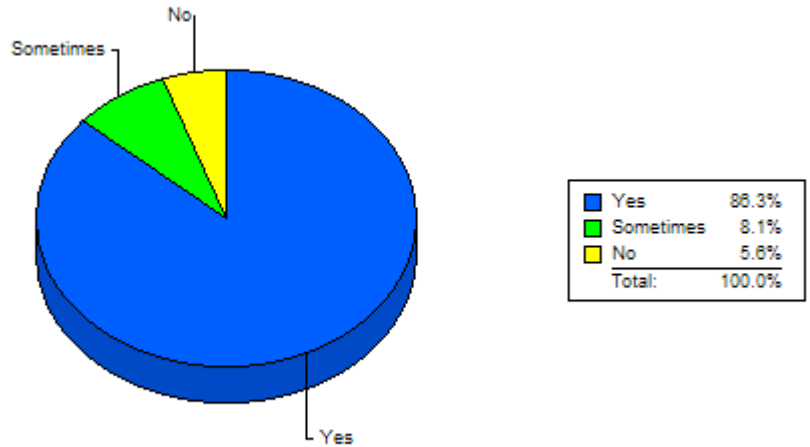


Total All Answers
1,113

Comments: In FY 2000 when the family survey began, 92.5% of families indicated that they have been satisfied that needed supports are available. In FY 2005, we see the lowest satisfaction rate of 85.3%. In order to improve the outcome of this indicator, the community developmental system will need to assess why families think that "necessary or needed" services are not available and determine how the system of support will respond.

Indicator #5: The proportion of families satisfied that supports they receive facilitate the most important goals of their family member increases

Family satisfaction with support facilitating goals

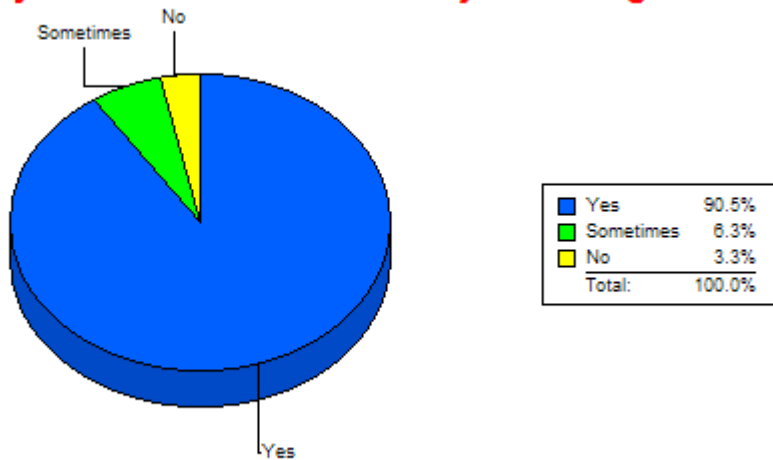


Total All Answers
852

Comments: FY 2005 data shows that 94.4% of families surveyed get the support they need to facilitate their most important goals. This is the highest percentage rate since the survey began in FY 2000. The positive outcome of this indicator reveals that there is a committment to families to assist them in reaching their service planning goals.

Indicator #6: The proportion of families reporting that the focus of career planning/job search is individual's talents/gifts/interests increases

Family satisfaction with career/job strategies

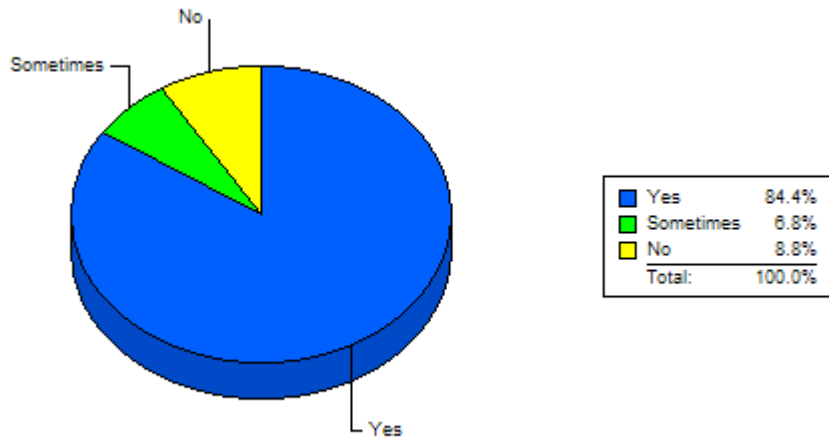


Total All Answers
304

Comments: FY 2005 data shows that 96.7% of families surveyed think that their family member is being provided with career planning/job search supports that match their abilities and interests. This is the highest percentage rate since the survey began in FY 2000. The positive outcome of this indicator reveals that there is a committment to careers and employment for people served through the community developmental service system.

Indicator #7: The proportion of families satisfied with respite services increases

Family satisfaction with respite services



Total All Answers
570

Comments: Comment for Domain 6 Indicator 7

Indicator #8: The proportion of families who can work outside the home even though there are caretaking responsibilities increases.

Family members who can't work outside home



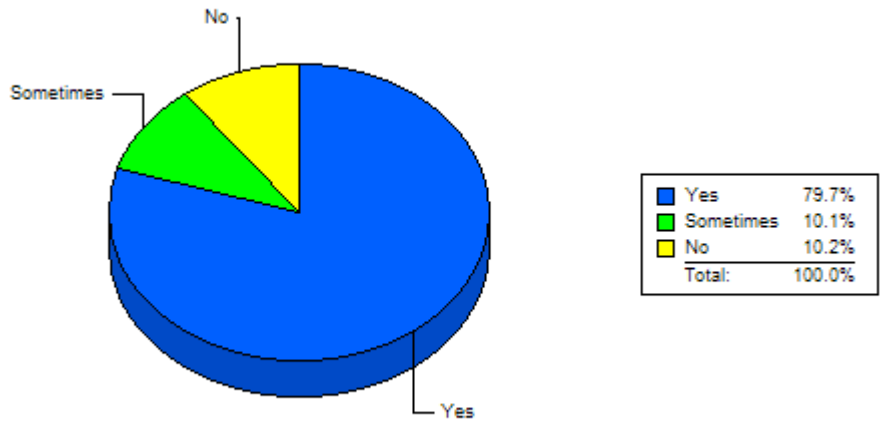
Please Note:
For this indicator, a "No" is the success answer

Total All Answers
1,120

Comments: Comment for Domain 6 Indicator 8

Indicator #9: The proportion of families satisfied with information about estate planning and future care and support options increases

Family satisfaction with estate planning information

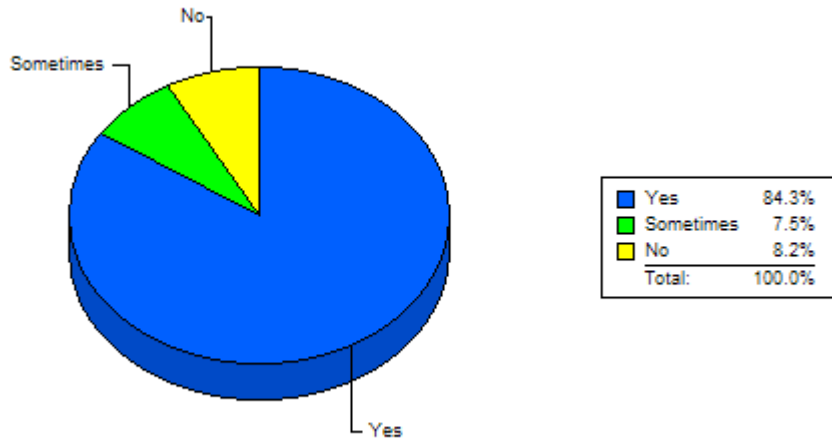


Total All Answers
990

Comments: In FY 2005 we see the highest (89.8%) satisfaction rate with regard to estate and futures planning materials made available to families. The area agencies have been diligent in assuring that they have updated and comprehensive information and resources on estate and personal futures planning.

Indicator #10: The proportion of families satisfied that the Area Agency and service providers address the safety needs of their family member increases

Families satisfied that safety needs are addressed

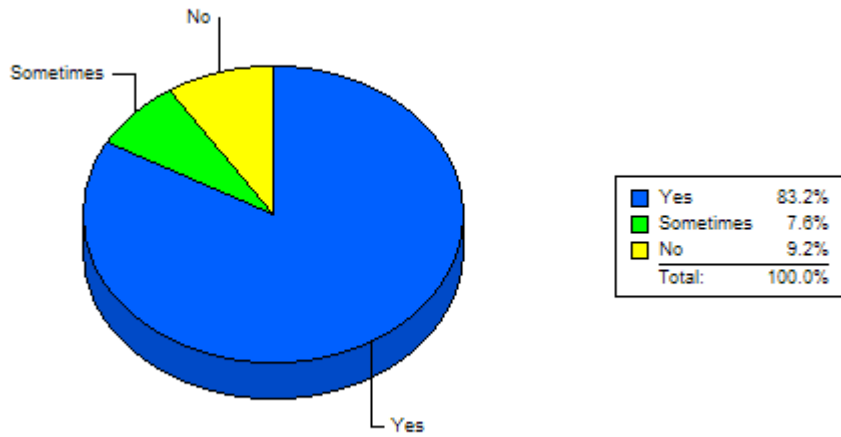


Total All Answers
785

Comments: Since family surveying began, the average satisfaction for this indicator has been 91.7%. 8.3% of families have reported that their family members' safety needs are not being addressed. The area agencies will need to develop a more comprehensive survey with regard to safety in order to effect a change to this indicator.

Indicator #11: The proportion of families satisfied that the Area Agency and service providers address the health needs of their family member increases

Families satisfied that health needs are addressed



Total All Answers
707

Comments: There has continued to be a slight downward trend in families being satisfied that their family members health needs are being addressed (FY 2000 at 92.5% and FY 2005 at 90.8%). Where as 10% of the families have responded that they are not satisfied that health care needs are being addressed, it is important for area agencies to identify the areas of health needs that are not being addressed within their regions. This number may indicate a need for improvement in services or it may be that there are health needs that the community developmental service system is not in a position to address.

Indicator #12: The proportion of families satisfied that the Area Agency and service providers address the dental needs of their family member increases

Families satisfied that dental needs are addressed



Total All Answers
559

Comments: In the past six years, there has been a very positive upward trend for this indicator. In FY 2005, 83.7% of families surveyed are satisfied that their family members dental needs are being addressed. Medicaid's coverage of dental services is very limited and dental services can be costly to pay out-of-pocket. Area agencies and the community developmental service system at large have been committed to finding other ways to assist in funding dental care through excellent fiscal management and partnering with other interested parties.

Indicator #13: The proportion of families reporting satisfaction with the Area Agency's support in gaining access to government assistance programs increases

Families satisfied with access to government programs



Comments: In FY 2005, there has been another decline in families satisfaction with access to government assistance. The community developmental service system assists families to access governmental resources but it can not guarantee that a family is eligible for local or federal assistance. Where as 29% of families have said they do not have access to government assistance, the area agencies and stakeholders statewide should determine if the lack of access is effecting whether a person has access to the area agency services.

Indicator #17: The proportion of families reporting satisfaction with the Area Agency's support of their child's full inclusion in the school system increases

Families satisfied with their child's full inclusion



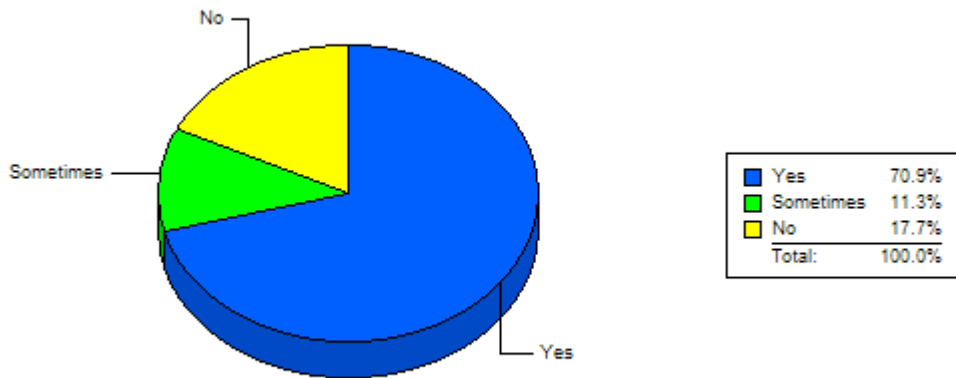
Total All Answers

371

Comments: In the past six years 82.6% of families surveyed have indicated that the area agency's do support their child's full inclusion in the school system. There have been modest increases in satisfaction within this indicator but 17.4% of families say that area agencies do not support their child's inclusion in the school system. In order to improve this outcome, the community developmental service system will need to delve more deeply into what types and levels of support families are talking about.

Indicator #20: The proportion of families reporting satisfaction with the support their family member received to make the transition from school to work and independent living increases

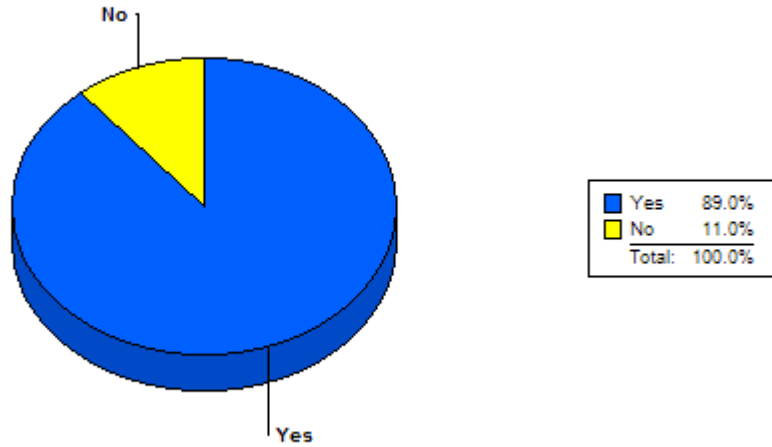
Families satisfied with support to make transition



Comments: Positive transitions to work from high school is important to families and to the area agencies. In FY 2005, we see a slight decline (FY 2003 at 84.9% and FY 2005 at 82.3%) in families satisfaction with transition to work services and supports. Between 15 and 17 percent of families surveyed say that transition supports are not satisfactory. The area agencies must continue to monitor this indicator and both individually and statewide develop comprehensive plans to improve families satisfaction with high school transition services.

Indicator #21: The proportion of families with a family member with a physical disability who are satisfied with the level of accessibility of their home increases

Families satisfied with accessibility of their home

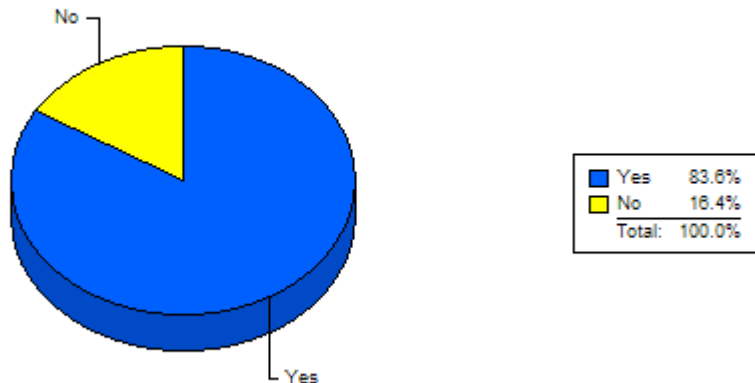


Total All Answers
400

Comments: This indicator shows a profound improvement in families satisfaction with home accessibility! FY 2003, 43.1% of families surveyed said that their homes were not accessible. In FY 2005, only 10% have indicated that they are not satisfied with the accessibility of their home. This is a 45.9 percentage point increase in satisfaction. The area agencies will need to continue to monitor this indicator for improvements.

Indicator #22: The proportion of families reporting satisfaction with the availability of adaptive communication technology increases

Families satisfied with availability of adaptive communication technology



Total All Answers
371

Comments: This indicator shows another profound improvement in families satisfaction with access to adaptive communication technology! FY 2003, 49.4% of families surveyed said that they were dissatisfied in their access to adaptive communication technology. In FY 2005, only 16% have indicated that they are not satisfied with access to adaptive communication technology. This is a 34.2 percentage point increase in satisfaction. The area agencies will need to continue to monitor this indicator for improvements as one's ability to communicate is key to personal independence.