

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

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Executive Summary

Survey Background, Purpose, and Methodology

The Division for Developmental Disabilities (DDD) of the Colorado Department of Human Services (CDHS) conducted a satisfaction survey in October 2004 of families whose children were in the Children's Extensive Services (CES) program. A similar survey was previously conducted in 2000. The 2004 survey was sent to 200 families whose children had been served by the CES programs in the previous fiscal year ending June 2004, and who were still eligible for this Medicaid funded Waiver program as of July 2004.

Children's Extensive Support (CES) is a Medicaid waiver program that serves children with developmental disabilities or delays who also have significant medical and/or behavioral needs. These children are at high risk of out-of-home placement and require near constant line-of-sight supervision. These children must meet the same level of care criteria as that used for institutional placement. The intense level of services provided by this program enhances the ability of the family to stay together, thus avoiding out-of-home placement of these children.

The Division for Developmental Disabilities contracts with Community Centered Boards (CCBs) to offer CES services along with other community-based services to persons with developmental disabilities. CCBs are private non-profit organizations designated in state statute as the single entry point into the long-term service and support system for persons with developmental disabilities. As the case management agency, CCBs are responsible for intake, eligibility determination, service plan development, arrangement and delivery of services, monitoring, and many other functions. CCBs either deliver service directly and/or contract with other service organizations.

The purpose of this survey was to assess the satisfaction of families with the Children's Extensive Support program. DDD wanted to know if the services were working well and how they could be improved from the perspective of families receiving CES services.

The survey forms were mailed to families with children who were in CES and the families were asked to rate their satisfaction in ten areas related to the program. Families who indicated they were unable to access needed services were asked to indicate the service that was needed and the reason they were unable to access that service. Lastly, families were asked what they liked best or least about CES and what suggestions they had for improving the program.

Survey Results

Several analyses were performed on the survey responses, including (1) survey response rate, (2) statewide satisfaction percentages, (3) variations in responses by characteristics, (4) average satisfaction index, (5) comparison of results by CCBs, (6) trends since the 2000 survey, (7) what was liked best about CES, (8) dissatisfaction with CES, and (9) unmet needs and areas where improvements are needed. A brief summary of the results for each of these analysis areas is provided below. Please refer to the complete report for more details.

Response Rate

The survey forms were mailed out to two hundred families in October 2004, and the Division for Developmental Disabilities received seventy-five responses back. This is a 37.5% response rate which is similar to the last CES survey that the Division conducted in 2000 which had a 37.1% response rate. In the initial mailing to the 200 families, 14 of the 20 CCBs had funds from DDD for the CES program. Responses were received from families at 11 of the 14 CCBs providing CES. An analysis was completed to determine if responders to the survey had different characteristics from non-responders. There was a statistically significant difference identified by gender of the child, in that families having male children

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responded less frequently than did families having female children. There was no difference between responders and non-responders attributable to ethnicity, urban or rural location, early or late response, or the dollar amount of services received.

Protecting Confidentiality

To protect confidentiality, no names are provided within this report. Additionally, family response data is not provided separately for any CCB that has fewer than 5 persons in the CES program, since it might be possible to trace survey responses back to a family in such cases. However, the responses from such families are included in the totals provided across the 11 CCBs who had respondents to this survey. Therefore, while families from 11 CCBs responded to this survey, all tables and figures that present family response data by CCB will only include 9 CCBs, since two CCBs (Envision and Southeastern) had fewer than 5 persons in CES.

Statewide Satisfaction

Most families expressed satisfaction (by agreeing or strongly agreeing) with the following statements regarding the CES program.

- ✓ 88.0% of families indicated that their CCB contact person helps them find the services that their family needs.
- ✓ 84.0% responded that their CCB contact person provides helpful and easy to understand information about CES.
- ✓ 90.7% indicated that the people who provide the direct services through CES are well-trained and experienced.
- ✓ 85.3% said that their CCB contact person knew and understood their child and his/her needs.
- ✓ 90.7% stated they had enough information and involvement in making decisions about the CES services that their family received.
- ✓ 89.3% stated that overall, they were satisfied with the quality of services received through CES.
- ✓ 96.0% said that the CES program has made a positive difference in their family's ability to support their child at home.
- ✓ 90.7% of families stated they were comfortable expressing dissatisfaction, problems or concerns to the CCB or service coordinator.
- ✓ 82.7% indicated they believed that if they expressed a concern to the CCB, it would be handled appropriately.
- ✓ 84.0% stated that they were able to access the services they needed from the CES program.

Variations in Responses Based on Characteristics

Respondents were compared on several characteristics to see if their satisfaction ratings varied by their gender, ethnicity, urban or rural location, early or late response to the survey, and the dollar amount of services they had received. None of these factors affected family satisfaction ratings.

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Average Satisfaction Index for CES

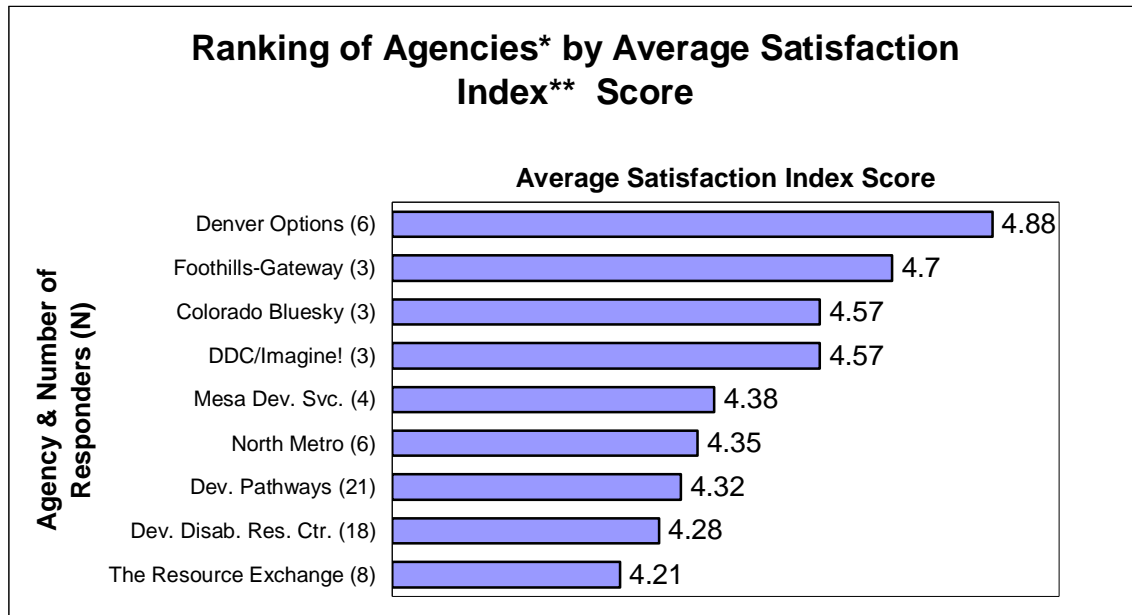
An average satisfaction index was computed for each individual respondent to facilitate comparison of satisfaction across individuals and agencies. The index was based on the average rating across 10 questions that had the same rating scale. The rating scale for those 10 questions ranged from 5 (strongly agree) to 1 (strongly disagree), with 3 being labeled as "don't know/neutral". Therefore, an average satisfaction index score of above 3.0 was considered a satisfactory rating. Conversely, an average satisfaction index score of below 3.0 was considered a measure of dissatisfaction. An index of 3.0 would be a neutral score.

Based on the average satisfaction index, 92% of respondents were satisfied with the CES program and 8% of respondents were not satisfied with the CES program.

Comparison of Results by CCB Service Region

Figure 1 presents the variations in average satisfaction index scores by CCB Service Regions with respondents. All regions had average satisfaction indices that were positive (i.e. indicating general satisfaction across all questions) with ratings averaging above 4 (agree) or close to 5 (strongly agree). Some CCB regions had a higher degree of satisfaction on average than did others.

Figure 1: Ranking of Agencies by the Average Satisfaction Index Score



*Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section above on "Protecting Confidentiality").

** The average satisfaction index averaged the ratings across 10 questions having the same rating scale that ranged from 5 (strongly agree) to 1 (strongly disagree), with 3 being labeled as "don't know/neutral". Therefore, an average index score above 3 is considered a positive rating indicative of satisfaction.

Trend in Satisfaction From 2000 to 2004

There were five questions in common across the 2000 and 2004 surveys that can be compared to assess if satisfaction levels have changed since 2000. While changes in satisfaction percentages from 2000 to 2004 were noted for these matched questions, none of these differences were statistically significant.

Areas where satisfaction was reported more frequently by families in 2004 as compared to 2000 (increase of 3.2% to 9.9% of families):

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- ✓ Service providers being well trained and experienced. 80.8% agreed in 2000 vs. 90.7% in 2004
- ✓ Families having enough involvement in decision making. 82.0% agreed in 2000 vs. 90.7% in 2004
- ✓ Service coordinator providing information that was helpful and easy to understand. 80.8% agreed in 2000 vs. 84.0% in 2004

Areas where satisfaction was reported less frequently by families in 2004 as compared to 2000 (small reduction of 1.1 to 2.1%):

- ✓ Overall satisfaction with the CES program (90.4% in 2000 to 89.3% in 2004)
- ✓ CES program making a positive difference in families' lives (98.1% in 2000 to 96% in 2004)

What was Liked Best About CES

In response to the question, 'What do you like the most about the CES services', the most frequently mentioned items in 2004 were:

- ✓ Financial help (13 respondents)
- ✓ CES makes a positive difference for family (13 respondents)
- ✓ Great CES coordinator (13 respondents)
- ✓ CES makes a positive difference for child (11 respondents)
- ✓ Respite (10 respondents)

In 2000, the most often mentioned were:

- ✓ Respite (17 respondents)
- ✓ Reduced Stress (10 respondents)

Dissatisfaction with CES

A small proportion of families expressed dissatisfaction with the CES program.

- ✓ 8.0% of families do not believe that their CCB contact person helps them find the services that their family needs.
- ✓ 5.3.0% do not believe that their CCB contact person provide helpful and easy to understand information about CES.
- ✓ 4.0% do not believe the people who provide the direct services through CES are well-trained and experienced.
- ✓ 6.7% do not believe that their CCB contact person knew and understood their child and his/her needs.
- ✓ 5.3% do not have enough information and involvement in making decisions about the CES services that their family received.
- ✓ 5.3% were not satisfied overall with the quality of services received through CES.
- ✓ 5.3% of families were not comfortable expressing dissatisfaction, problems or concerns to the CCB or service coordinator.
- ✓ 9.3% did not believe that if they expressed a concern to the CCB, it would be handled appropriately.
- ✓ 13.3% indicated that they were not able to access the services they needed from the CES program.

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No families disagreed with the statement that the CES program has made a positive difference in their family's ability to support their child at home, although 4% gave this question a neutral rating. The bulk of the responses that indicated dissatisfaction with CES, came from six families who were not satisfied with the CES program as measured by an average satisfaction index score of less than 3.0.

Unmet Needs and Areas Where Improvements are Needed

Problems Accessing CES Services -

When respondents were asked if they were able to access the CES services they needed, 63 agreed with the statement, 10 disagreed, and 2 were neutral. The next question then asked those who disagreed with the statement, to indicate which CES services they were unable to access and to choose from a list of reasons/barriers. However, even those respondents expressing strong positive satisfaction with their ability to access services, still indicated that there were services they were unable to access along with reasons why or barriers to accessing these services. The most frequently selected reasons for being unable to access a needed CES service were 'No Provider in My Area' (18 respondents), 'Not Enough Money Available' (12 respondents), and 'Other' (11 respondents).

The CES services that respondents said they had difficulty accessing are listed below including the number of respondents who indicated they were unable to get those services:

- ✓ Personal Assistance: 9 respondents
- ✓ Community Connections Services: 4 respondents
- ✓ Professional Services; 10 respondents
- ✓ Behavioral Services: 11 respondents
- ✓ Environmental Engineering; 8 respondents
- ✓ Specialized Equipment; 8 respondents

Services Not Covered by CES - In addition to the above question which focused on CES services that could not be accessed, families were also asked about needed services that CES does not cover within the current program definition. When respondents were asked if there were any services that their child needed that were not paid for by CES, thirty-two responders (47.8%) answered yes and thirty-five (52.2%) answered no.

When asked to explain what services their child needed that could not be paid for by CES (i.e. not allowable under CES), families most often mentioned:

- ✓ Medications and medical/health care products not allowed (8 respondents)
- ✓ Need transportation assistance (4 respondents)

What do you Like Least - The aspects of CES that were identified as those they liked least included:

- ✓ Paperwork/process to obtain services (9 respondents)
- ✓ Respite provider problem (4 respondents)
- ✓ Lack of choice (4 respondents)

In 2000, the most often mentioned was:

- ✓ Dissatisfaction with administration/case manager/staff (7 respondents)

Improvements Needed - When respondents were asked for suggestions for improvement to the CES program, the most frequently mentioned suggestion was:

- ✓ Increase/more flexible funding (11 respondents)

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Summary and Conclusions

There were several areas of high satisfaction with the CES program as indicated by a high percent of positive responses. 96.0% of families felt that CES made a positive difference in the family's ability to support their children at home. 90.7% of families were comfortable in expressing dissatisfaction to their service coordinator or the CCB if they had problems. 90.7% of families felt they had information, were offered choice, and were involved in the decision making about services. 90.7% of families were satisfied with the people who were providing services. When a satisfaction index was calculated based on the average of ratings across 10 questions, 92% of respondents were satisfied with the CES program based on that index. Also, all CCB regions having respondents to the survey, had average satisfaction indexes that were indicative of general satisfaction with ratings averaging above 4 (indicating agreement on average with all 10 questions) and close to 5 (indicating strong agreement).

However, there were some respondents who expressed low satisfaction with certain aspects of the CES program as indicated by negative responses. The aspects of CES with the highest percentage of dissatisfaction were: 13.3% of families were dissatisfied with their ability to access the services they needed. 9.3% of families did not feel their concerns would be handled appropriately or get resolved. 8% of families were not satisfied with their contact person at the CCB helping to find services that they need so the family could support their child.

Survey Background and Methodology

Survey Background

The Division for Developmental Disabilities (DDD) of the Colorado Department of Human Services (CDHS) conducted a satisfaction survey in October 2004 of families whose children were in the Children's Extensive Services (CES) program. A similar survey had been previously conducted in 2000. The 2004 survey was sent to 200 families whose children had been served by the CES programs in the previous fiscal year ending June 2004, and who were still eligible for this Medicaid funded Waiver program as of July 2004.

Children's Extensive Support (CES)

Children's Extensive Support (CES) is a program that provides Medicaid-funded services and supports to children with developmental disabilities or delays who have the most intensive behavioral and/or medical needs and are at high risk of out-of-home placement. Eligible children demonstrate a behavior or have a medical condition that requires direct human intervention, more intense than a verbal reminder, re-direction or brief observation of medical status, at least once every two hours during the day and on a weekly average of once every three hours during the night. The behavior or medical condition must be considered beyond what is typically age appropriate and be due to one or more of the following conditions:

- ✓ A significant pattern of self-endangering behavior(s) or medical condition which, without intervention will result in a life threatening condition/situation.
- ✓ A significant pattern of serious aggressive behaviors toward self, others or property.
- ✓ Constant vocalizations (on average of fifteen (15) minutes of each waking hour), such as screaming, crying, laughing, or verbal.

The child may already be Medicaid eligible on their own, if their parent's income meets the regular Medicaid income criteria, or a child may become eligible for Medicaid through CES because CES allows the child's income and financial resources to be considered separate from their parent's income.

The main areas of services and supports available are:

- ✓ Personal assistance services, such as assistance with personal hygiene, eating/drinking and toileting.
- ✓ Professional services, such as therapies, training, evaluation and assessments that otherwise are not covered by other sources.
- ✓ Behavioral services, such as intervention or consultation.
- ✓ Home modifications, such as ramps, showers, toilets, or doorways.
- ✓ Assistive technology, such as intercom systems, electronic monitoring devices for the home or mobility devices.
- ✓ Child care services, such as respite care and supervision.

These intense services and supports to the child are intended to enable the parents/guardian to keep their child at home as part of their family and community.

Community Centered Boards

The Division for Developmental Disabilities contracts with Community Centered Boards (CCBs) to offer CES services along with other community-based services to persons with developmental disabilities. CCBs are private non-profit organizations designated in state statute as the single entry point into the long-term service and support system for persons with developmental disabilities. CCBs are responsible for intake, eligibility determination, service plan development, arrangement for services, delivery of services,

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monitoring, and many other functions. CCBs either deliver service directly and/or contract with other service organizations.

Survey Purpose

The purpose of the survey was to assess the statewide satisfaction that families had with services offered by the State of Colorado through the CES program for children with developmental disabilities or delays. DDD wanted to know if the services were working well and how they could be made better. The survey will be used to maintain and improve both the quality and funding for the program.

Survey Methodology

Questionnaire Design

The survey was developed by taking questions from the previous survey conducted in 2000, updating them, and then asking several families to complete the survey to make sure that the questions were clear. The survey forms for 2004 and 2000 are contained in *Appendix A: Survey Instruments for the 2000 and 2004 CES Surveys*. Differences in question wording between surveys can be found in *Appendix D: Comparison Matrix of 2004 and 2000 CES Family Satisfaction Surveys*.

There were ten questions asking families to rank their satisfaction with various facets of the CES program. The ten coded response questions were ranked on a scale of one to five, with five defined as 'strongly agree' and one defined as 'strongly disagree', there was also a zero code for 'don't understand' which was treated as a missing value (i.e. not part of the rank). Each survey form was a single-page containing fourteen questions, ten of which had coded responses.. The coding and the meaning of the code were:

- (0) Don't Understand
- (1) Strongly Disagree
- (2) Disagree
- (3) Don't Know Neutral
- (4) Agree
- (5) Strongly Agree

There was one question that asked for reasons that the family was unable to get service(s). These reasons included:

- (1) No Provider in my area
- (2) Service was denied
- (3) Not enough Money available
- (4) Other reason

'Open-Ended' Responses

There was one question that was a yes/no that asked if there were services that were related to the child's disability that the CES program does not pay for. This question was followed up by an open-ended question that allowed the respondent to explain their answer if they had answered yes to the question above.

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Finally, there was an open-ended question asking the respondent to list what they liked least/best about the CES program and any suggestions for improvements. In some cases, respondents provided comments about what they liked, disliked or wanted to see improved in response to another question on the form. In those cases, all responses of that nature were reported in one place, regardless of where the response was made on the form.

Open-ended responses appear in *Appendix C: Access and Open Ended Questions on the 2004 CES Family Satisfaction Survey Instrument*.

Calculating an Average Satisfaction Index Scale

The responses to the ten coded questions were analyzed in two ways. One by counting the number of responses on the scale from one to five and calculating percentages, and two, by converting the five point scale into an average satisfaction index for each individual, each agency, and statewide. The average satisfaction index for an individual was calculated by summing the scores (1-5) for all ten questions and dividing by ten. The average satisfaction index for each agency was calculated by summing the individual scores across an agency and dividing by the number of respondents for that agency. Likewise, the statewide average satisfaction index was calculated by summing the individual scores for all respondents and dividing by the number of total respondents. The use of an average satisfaction index facilitated comparison of satisfaction across individuals and agencies.

Survey Mailing

DDD mailed a survey form to each family with a cover letter explaining the purpose of the survey. A stamped return envelope was included with the survey. The cover letter and survey form were printed in English and Spanish. Copies of the cover letters and survey forms can be found in *Appendix A: Survey Instruments for the 2000 and 2004 CES Surveys*.

Protecting Confidentiality

To protect confidentiality, no names are provided within this report. Additionally, family response data is not provided separately for any CCB that has fewer than 5 persons in the CES program, since it might be possible to trace survey responses back to a family in such cases. However, the responses from such families are included in the totals provided across the 11 CCBs who had respondents to this survey. Therefore, while families from 11 CCBs responded to this survey, all tables and figures that present family response data by CCB will only include 9 CCBs, since two CCBs (Envision and Southeastern) had fewer than 5 persons in CES.

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Profile of Respondents to the CES Survey

Response Rate

Statewide Response Rate

DDD received seventy-five returned surveys out of 200 mailed survey forms, which is a 37.5% overall response rate. In the initial mailing to the 200 families, 14 of the 20 CCBs had funds from DDD for the CES program. Responses were received from families at 11 of the 14 CCBs providing CES.

Response Rate by CCB (Where They Have More than 5 Persons in CES)

The number of responses and percent of responses by CCB is shown in Table 1. The CCBs with the three highest response rates were Southeastern (100.0%), Developmental Pathways (53.9%), Foothills-Gateway (50.0%), and The Resource Exchange (38.1%). The CCBs with the lowest response rate were Denver Options (27.3%), North Metro (25.0%), and DDC/Imagine! (25.0%). Three CCBs did not have any responses, they were Community Connections, Community Options, and Mountain Valley.

Table 1: Response Rate by CCB

Agency	Total # of Surveys Mailed	Responses Received	
		#	%
Colorado Bluesky	8	3	37.5%
Community Connections	1	0	0.0%
Community Options	1	0	0.0%
Denver Options	22	6	27.3%
DDC/Imagine!	12	3	25.0%
Dev. Disab. Res. Ctr.	49	18	36.7%
Dev. Pathways	39	21	53.9%
Envision*	2	1	50%
Foothills-Gateway	6	3	50.0%
Mesa Dev. Svc.	12	4	33.3%
Mountain Valley	1	0	0.0%
North Metro	24	6	25.0%
Southeastern*	2	2	100.0%
The Resource Exchange	21	8	38.1%
STATEWIDE	200	75	37.5%

* Data regarding the response rate at Envision and Southeastern is listed above, since that information is not confidential. However, data will not be presented regarding the satisfaction reported at Envision or Southeastern in other tables or figures in this report that detail responses by CCB in order to protect confidentiality.

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Comparisons of Characteristics for Responders to Non-Responders

Statistical analyses were completed to determine if responders to the survey had characteristics that were different from non-responders and if these differences were statistically significant. There was a statistically significant difference identified by gender of the child, in that families having male children responded less frequently than did families having female children (Chi Square, 0.05 level). There was no difference between responders and non-responders attributable to ethnicity, urban or rural location, early or late response, or the dollar amount of services received. Each of these comparisons is discussed in more detail below by characteristic of comparison.

Gender of Responders and Non-Responders

There was a small statistical difference in the number of responders as compared to non-responders on the basis of gender (Chi Square, 0.05 level). Responders were split evenly between families of male and families of females, while non-responders were two to one for families of males versus families of female (Table 2).

Table 2: Gender Compared to Responders and Non-Responders

		Response		Total
		Non-Responder	Responder	
Gender	Male	81 (64.8%)	38 (50.7%)	119 (59.5%)
	Female	44 (35.2%)	37 (49.3%)	81 (40.5%)
Total		125 (100.0%)	75 (100.0%)	200 (100.0%)

Ethnicity of Responders and Non-Responders

Responders were compared to non-responders to see if they differed by ethnicity. There was no statistically significant difference in the number of responders as compared to non-responders based on ethnicity (Table 3).

Table 3: Ethnicity Compared to Responders and Non-Responders

		Response		Total
		Non-Responder	Responder	
Ethnicity	Non-White	16 (12.8%)	11 (14.7%)	27 (13.5%)
	White	89 (71.2%)	58 (77.3%)	147 (73.5%)
	Hispanic	20 (16.0%)	6 (8.0%)	26 (13.0%)
Total		125 (100.0%)	75 (100.0%)	200 (100.0%)

Ethnicity and Early or Late Response

Ethnicity was combined with early or late response. Early response was defined as the completed survey received by DDD within eight days of mailing, and late response was defined as DDD receiving the completed survey after eight days. There was no statistically significant difference in the number of responders to non-responders based on ethnicity and early or late response (Table 4).

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Table 4: Ethnicity Compared to Early or Late Response

		Response		Total
		Responded Early	Responded Late	
Ethnicity	Non-White	5 (10.9%)	6 (20.7%)	11 (14.7%)
	White	37 (80.4%)	21 (72.4%)	58 (77.3%)
	Hispanic	4 (8.7%)	2 (6.9%)	6 (8.0%)
Total		46 (100.0%)	29 (100.0%)	75 (100.0%)

Urban or Rural Responders and Non-Responders

CCBs were placed into urban and rural classifications based on the approach used by the State Auditors Office, which classified areas having 35 persons/square mile or less as rural and those with a population density higher than 35 persons/square mile as urban. There was no statistically significant difference in the number of responders as compared to non-responders on the basis of a rural or urban setting (Table 5). Setting was determined by the location of the local CCB. The following eleven CCBs were considered rural: Arkansas Valley, Blue Peaks, Community Connections, Community Options, Developmental Opportunities/Starpoint, Eastern, Horizons, Mesa Developmental Services, Mountain Valley, SouthEastern, Southern. The nine CCBs that were considered urban were: Colorado Bluesky, Denver Options, Developmental Disabilities Center/Imagine!, Developmental Disabilities Resource Center, Developmental Pathways, Envision, Foothills-Gateway, North Metro, The Resource Exchange.

Table 5: Urban or Rural Location Compared to Responders and Non-Responders

		Response		Total
		Non-Responder	Responder	
Setting	Urban	114 (91.2%)	69 (92.0%)	183 (91.5%)
	Rural	11 (8.8%)	6 (8.0%)	17 (8.5%)
Total		125 (100.0%)	75 (100.0%)	200 (100.0%)

Value of Services and Responders

The average dollar amount of services for fiscal year 2004 for all families in the CES program was \$13,907 based on year to date billing as of June 2004, and may be slightly low when reconciled for all billings for the fiscal year. (Source: Community Contract and Management System ** (CCMS) year to date amount for CES). (Note, this number will be less than actual billing because of time phase of CCMS and billing that may come in for the fiscal year after the June CCMS run.) In order to ascertain whether or not there was a difference in families responding to the survey based on the dollar value of services, the amount each family spent on services was calculated. Families who spent less than or equal to \$13,900 were placed in the "Low" spending category and families who spend more than \$13,901 were placed in the "High" spending category. There was no statistically significant difference in the number of responders and non-responders based on the dollar amount of services received (Table 6).

** The Community Contract and Management System is a computerized data system for DDD. The system is used to authorize services, set rates, collect individual data, and bill for services for people with developmental disabilities.

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**Table 6: Dollar Value of Services (Low=Less than or equal to \$13,900; High=Greater than \$13,900) *
by Responders and Non-Responders**

		Response		Total
		Non-Responder	Responder	
Amount	Low =Average or Less Service Dollars	67 (53.6%)	32 (43.2%)	99 (49.7%)
	High=Above Average Service Dollars	58 (46.4%)	42 (56.8%)	100 (50.3%)
Total		125 (100.0%)	74 (100.0%)	199 (100.0%)

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Satisfaction of CES Participants

Satisfaction with CES

Satisfaction was expressed by the vast majority of respondents to the ten questions below, in Table 7 ranging from 82.7% to 96% of respondents agreeing with the positive statements about the CES program. Dissatisfaction was expressed by a small proportion of respondents (4% to 13.3%) for all but one question (number 7) below. However, while the percentage of families expressing dissatisfaction was low, it is still concerning.

Table 7: CES Satisfaction

Families were asked to express their agreement or disagreement level with each of the following statements.	Percent of Respondents*			
	*Percent based on 75 Respondents			
	Satisfied (Strongly Agree or Agree)	Neutral - Don't Know	Dissatisfied (Strongly Disagree or Disagree)	Total
Question 1. My CCB contact person helps me find services that my family needs; so we can support our child.	88.0%	4.0%	8.0%	100.0%
Question 2. My CCB contact person provides information about CES that is helpful and easy for me to understand.	84.0%	10.7%	5.3%	100.0%
Question 3. The people who actually provide the direct service to my child and family know what they are doing. (The people who provide direct services are well-trained and experienced.)	90.7%	5.3%	4.0%	100.0%
Question 4. My CCB contact person knows and understands my child and his/her needs.	85.3%	8.0%	6.7%	100.0%
Question 5. My family and I have information and involvement in making decisions about the CES services we receive. (We are offered choices and get to make decisions about the CES services that are most important to us.)	90.7%	4.0%	5.3%	100.0%
Question 6. Overall I am satisfied with the quality of services my child and family receive through CES.	89.3%	5.3%	5.3%	100.0%
Question 7. Children's Extensive Support has made a positive difference in my family's ability to support our child at home.	96.0%	4.0%	0.0%	100.0%
Question 8. If I have problems or concerns, I feel comfortable expressing my dissatisfaction to my service coordinator or the CCB.	90.7%	4.0%	5.3%	100.0%
Question 9. If I express a concern to my CCB, I can be assured that it will be handled appropriately and resolved.	82.7%	8.0%	9.3%	100.0%
Question 10. I am able to access the services I need from the CES program.	84.0%	2.7%	13.3%	100.0%

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

Aspects of CES Having the Most Satisfaction

While the vast majority of respondents expressed satisfaction with all ten rated questions (see Table 7), four questions were answered in a positive manner indicating satisfaction by 90% or more of the respondents. The aspects for which the highest percent of respondents agreed with the particular statement (agreeing or strongly agreeing) are listed below:

- ✓ 96% of families agreed that CES made a positive difference in the family's ability to support their child at home (0% disagreed, and 4% were neutral).
- ✓ 90.7% of families agreed that they were comfortable expressing dissatisfaction to their service coordinator or the CCB if they had problems or concerns (5.3% disagreed, and 4% were neutral).
- ✓ 90.7% of families agreed that they had information and involvement in the decision making (were offered choices) about services that were the most important to them (5.3% disagreed, and 4% were neutral).
- ✓ 90.7% of families were satisfied that the people who provide direct service to their child knew what they were doing, were well trained, and experienced (4% disagreed, and 5.3% were neutral).

Aspects of CES Having the Least Satisfaction

There were three aspects of CES which had the lowest satisfaction level (i.e., had a higher percent of respondents indicating that they disagreed with a particular statement ranging from 8 to 13.3% disagreement level). Question 7 (CES has made a positive difference in my family's ability to support our child at home) was the only question where no disagreement was expressed, however there were 4% neutral responses to that question.

The aspects for which the highest percent of respondents disagreed with the particular statement (disagreeing or strongly disagreeing) are listed below:

- ✓ 13.3% of families were dissatisfied with their ability to access the services they needed from the CES program (84% were satisfied and 2.7% were neutral).
- ✓ 9.3% of families felt that if they expressed a concern to their CCB, they could not feel assured that their concern would be handled appropriately and resolved (82.7% were satisfied in this area, and 8% were neutral).
- ✓ 8% of families disagreed that their CCB contact helps them to find services that their family needed so they can support their child (88% agreed and 4% were neutral).

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

Average Satisfaction Index for CES

The use of an average satisfaction index facilitated comparison of satisfaction across individuals and agencies. An average satisfaction index score of above 3.0 was considered a satisfactory rating. Conversely, an average satisfaction index score of below 3.0 was considered an indication of dissatisfaction. An index of 3.0 would be a neutral score. The average satisfaction indices across agencies and the average satisfaction index rating by the 10 questions can be found in *Appendix B: Average Satisfaction Ratings and Index Matrix for the 2004 CES Survey*.

92% of respondents were satisfied with the CES program (had an average satisfaction index above 3.0). (See Table 8.) 8% of respondents were not satisfied with the CES program (had an average satisfaction index below 3.0) (See Table 9.)

Table 8: Number & Percentage of Respondents With an Average Satisfaction Index Score of 3 or Above Indicating Satisfaction

Average Satisfaction Index Score of 3 or More	Number	Percent	Cumulative Percent
5.00	18	24.0	24.0
4.90	9	12.0	36.0
4.80	5	6.7	42.7
4.70	2	2.7	45.4
4.60	2	2.7	48.1
4.50	6	8.0	56.1
4.40	1	1.3	57.4
4.30	7	9.3	66.7
4.20	2	2.7	69.4
4.10	6	8.0	77.4
4.00	4	5.3	82.7
3.90	1	1.3	84.0
3.80	1	1.3	85.3
3.60	3	4.0	89.3
3.30	2	2.7	92.0
Total with an Index Indicating Satisfaction	69		

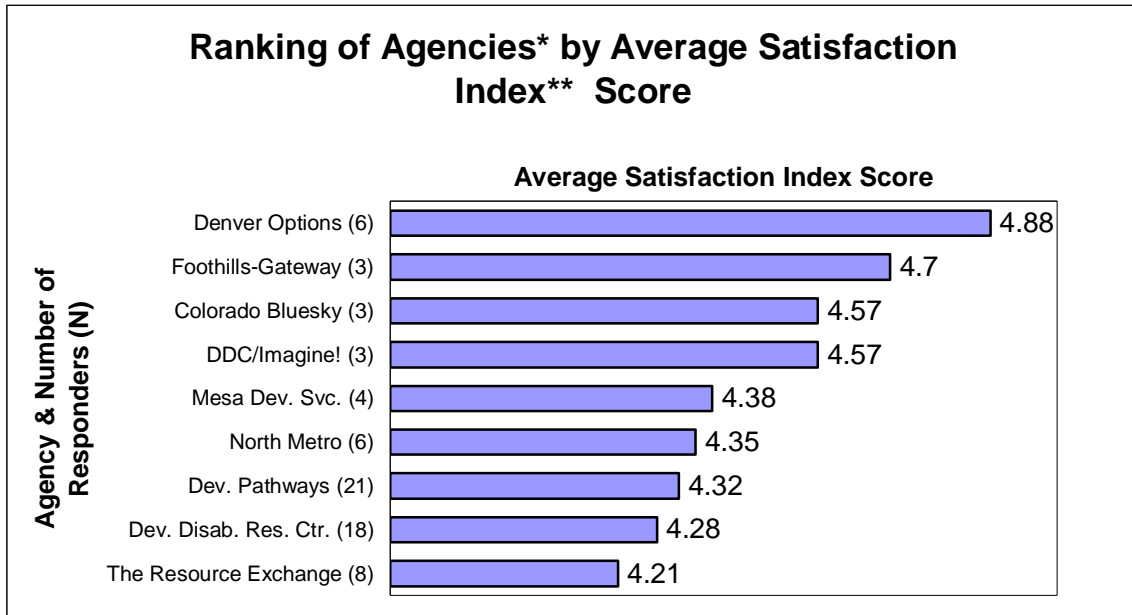
Table 9: Number & Percentage of Respondents With an Average Satisfaction Index Score Less Than 3 Indicating Dissatisfaction

Average Satisfaction Index Score Below 3	Number	Percent	Cumulative Percent
2.90	2	2.7	1.3
2.80	2	2.7	2.7
2.30	1	1.3	5.3
2.10	1	1.3	8.0
Total with an Index Indicating Dissatisfaction	6		

Children’s Extensive Support (CES) 2004 Family Satisfaction Survey

Figure 2 presents the variations in average satisfaction index scores by CCB Service Regions with respondents. All regions had average satisfaction indices that were positive (i.e. indicating general satisfaction across all questions) with ratings averaging above 4 (agree) or close to 5 (strongly agree). Some CCB regions had a higher degree of satisfaction on average than did others.

Figure 2: Ranking of Agencies by the Average Satisfaction Index



* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section above on “Protecting Confidentiality”).

** The average satisfaction index averaged the ratings across 10 questions having the same rating scale that ranged from 5 (strongly agree) to 1 (strongly disagree), with 3 being labeled as “don’t know/neutral”. Therefore, an average index score above 3 is considered a positive rating indicative of satisfaction.

Figure 3 shows the average satisfaction rating across respondents for each of the ten questions. (See Table 10 below for a list of the wording of these 10 questions.) The rating scale was 5=strongly agreed, 4=agreed, 3=neutral, 2=disagree, 1=strongly disagree. The highest average satisfaction rating (4.79) was provided in response to Question 7: Children’s Extensive Support has made a positive difference in my family’s ability to support our child at home. The average satisfaction rating was positive for all questions.

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

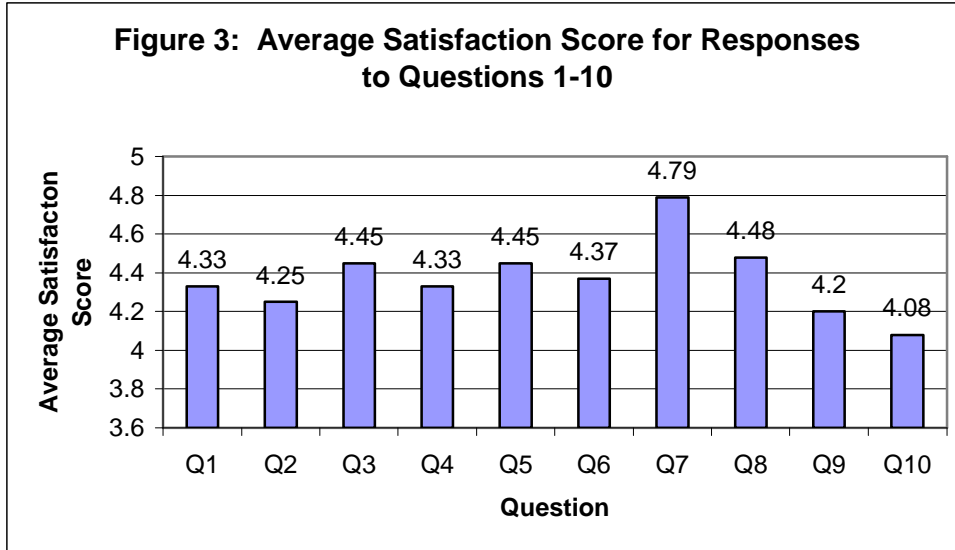


Table 10: Verbatim of Questions 1-10.

<p>Question 1. My CCB contact person helps me find services that my family needs; so we can support our child.</p> <p>Question 2. My CCB contact person provides information about CES that is helpful and easy for me to understand.</p> <p>Question 3. The people who actually provide the direct service to my child and family know what they are doing. (The people who provide direct services are well trained and experienced.)</p> <p>Question 4. My CCB contact person knows and understands my child and his/her needs.</p> <p>Question 5. My family and I have information and involvement in making decisions about the CES services we receive. (We are offered choices and get to make decisions about the CES services that are most important to us.)</p> <p>Question 6. Overall I am satisfied with the quality of services my child and family receive through CES.</p> <p>Question 7. Children's Extensive Support has made a positive difference in my family's ability to support our child at home.</p> <p>Question 8. If I have problems or concerns, I feel comfortable expressing my dissatisfaction to my service coordinator or the CCB.</p> <p>Question 9. If I express a concern to my CCB, I can be assured that it will be handled appropriately and resolved.</p> <p>Question 10. I am able to access the services I need from the CES program.</p>
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Variations in the Average Satisfaction Index Based on Characteristics

Respondents were compared on several characteristics to see if their average satisfaction index varied by their gender, ethnicity, urban or rural location, early or late response to the survey, and the dollar amount of services they had received. None of these factors affected family satisfaction ratings.

Tables 11-15 indicate that there were no statistically significant differences (T-Test for Equality of Means, .05 level) in the average satisfaction index score for respondents based on gender, ethnicity, urban or rural setting, early or late response, or dollar amount of services received.

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Table 11: Gender of Respondents by the Average Satisfaction Index

	Gender of Sample	N	Mean	Std. Deviation	Std. Error Mean
SUMINDEX	Male	38	4.3395	.66151	.10731
	Female	37	4.4108	.72869	.11980

Table 12: Ethnicity of Respondents by the Average Satisfaction Index

	Ethnicity	N	Mean	Std. Deviation	Std. Error Mean
SUMINDEX	Non-White	11	4.3455	.66387	.20017
	White	58	4.3724	.72252	.09487

Table 13: Location of Respondents by the Average Satisfaction Index

	Urban or Rural	N	Mean	Std. Deviation	Std. Error Mean
SUMINDEX	Urban	69	4.3913	.67753	.08156
	Rural	6	4.1833	.88863	.36278

Table 14: Early or Late Respondents by the Average Satisfaction Index

	When Responded	N	Mean	Std. Deviation	Std. Error Mean
SUMINDEX	Responded Early	46	4.3370	.68811	.10146
	Responded Late	29	4.4345	.70522	.13096

Table 15: Dollar Amount of Services Received by the Average Satisfaction Index

	Dollar Amount Received	N	Mean	Std. Deviation	Std. Error Mean
SUMINDEX	Low Service Dollars	32	4.3750	.79393	.14035
	Hi Service Dollars	42	4.3619	.61642	.09512

CES Satisfaction Compared by Year

There were five questions in common across the 2000 and 2004 surveys that were compared to assess if satisfaction levels have changed since 2000 (see Table 16). While changes were noted, none of the differences were statistically significant. Three questions showed an improvement in satisfaction (ranging from an increase of 3.2% to 9.9% in families expressing satisfaction). Two questions had a small percentage decrease in those expressing satisfaction (ranging from a decrease of 1.1% to 2.1%) in 2004 as compared to 2000. All of the comparison data for 2004 and 2000 can be found in *Appendix D: Comparison Matrix of 2004 and 2000 CES Family Satisfaction Surveys*.

Areas where satisfaction was reported more frequently by families in 2004 as compared to 2000 (increase of 3.2% to 9.9% of families):

- ✓ Service providers being well trained and experienced. 80.8% agreed in 2000 vs. 90.7% in 2004.

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- ✓ Families having enough involvement in decision making. 82.0% agreed in 2000 vs. 90.7% in 2004.
- ✓ Service coordinator providing information that was helpful and easy to understand. 80.8% agreed in 2000 vs. 84.0% in 2004.

Areas where satisfaction was reported less frequently by families in 2004 as compared to 2000 (small reduction of 1.1 to 2.1%):

- ✓ Overall satisfaction with the CES program (90.4% in 2000 to 89.3% in 2004).
- ✓ CES program making a positive difference in families' lives (98.1% in 2000 to 96% in 2004).

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Table 16: CES Satisfaction Compared by Survey Year*

	Paired Questions for 2000 and 2004	Percentage of Respondents		
		Agree	Neutral	Disagree
2000	2. My service coordinator provides information about CES that is helpful and easy for me to understand.	80.8%	11.5%	7.7%
2004	2. My CCB contact person provides information about CES that is helpful and easy for me to understand.	84.0%	10.7%	5.3%
2000	3. The people who help my child and family know what they are doing. <i>(The people who provide CES services are well-trained and experienced.)</i>	80.8%	9.6%	9.6%
2004	3. The people who actually provide the direct service to my child and family know what they are doing. (The people who provide direct services are well-trained and experienced.)	90.7%	5.3%	4.0%
2000	4. My family and I have enough involvement in making decisions about the CES services we receive. <i>(We are offered choices and get to make decisions about the CES services that are most important to us.)</i>	82.0%	6.0%	12.0
2004	5. My family and I have information and involvement in making decisions about the CES services we receive. <i>(We are offered choices and get to make decisions about the CES services that are most important to us.)</i>	90.7%	4.0%	5.3%
2000	5. Overall I am satisfied with the quality of services my child and family receive through CES.	90.4%	3.9%	5.8%
2004	6. Overall I am satisfied with the quality of services my child and family receive through CES.	89.3%	5.3%	5.3%
2000	6. Children's Extensive Supports have made a positive difference for my child (family). <i>(The services being provided make our lives better.)</i>	98.1%	1.9%	0.0%
2004	7. Children's Extensive Support has made a positive difference in my family's ability to support our child at home.	98.1%	1.9%	0.0%

* Sample size was 52 respondents in 2000 and 75 in 2004.

CES Satisfaction Comparison by Year by Agency

Satisfaction levels (agreed or strongly agreed) are compared by CCB across the 2000 and 2004 survey periods for the matched questions in Tables 17-21. While these changes were not statistically significant (Z Test of proportions, .05 level), DDC/Imagine!, Developmental Pathways, and Foothills-Gateway showed improvement in their satisfaction levels from 2000 to 2004. Developmental Disabilities Resource Center, Mesa Developmental Services and North Metro Services had mixed results in levels of satisfaction from 2000 to 2004. All of the comparison data by Agency can be found in *Appendix E: Comparison of Results by Year by Agency*.

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

Table 17: Comparison by Year for the statement: My CCB contact person provides information about CES that is helpful and easy for me to understand.

Agency	Number and Percent of Respondents Expressing Satisfaction			
	2000	2004	2000	2004
	#	#	Percent	Percent
Colorado Bluesky	1	3	0.0%	100.0%
Denver Options	2	6	100.0%	100.0%
DDC/imagine!	4	3	50.0%	100.0%
Dev. Disab. Res. Ctr.	16	18	81.3%	83.3%
Dev. Pathways	14	21	85.7%	90.5%
Envision*				
Foothills-Gateway	3	3	66.7%	100.0%
Mesa Dev. Svc.	6	4	83.3%	75.0%
North Metro	4	6	100.0%	66.7%
Southeastern*				
The Resource Exchange	2	8	100.0%	62.5%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section above on "Protecting Confidentiality".)

Table 18: Comparison by Year for the statement: The people who actually provide the direct service to my child and family know what they are doing. (The people who provide direct services are well trained and experienced.)

Agency	Number and Percent of Respondents Expressing Satisfaction			
	2000	2004	2000	2004
	#	#	Percent	Percent
Colorado Bluesky	1	3	0.0%	100.0%
Denver Options	2	6	100.0%	83.3%
DDC/imagine!	4	3	75.0%	100.0%
Dev. Disab. Res. Ctr.	16	18	87.5%	77.8%
Dev. Pathways	14	21	85.7%	95.2%
Envision*		*		*
Foothills-Gateway	3	3	33.3%	100.0%
Mesa Dev. Svc.	6	4	83.3%	100.0%
North Metro	4	6	75.0%	100.0%
Southeastern*		*		*
The Resource Exchange	2	8	100.0%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

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Table 19: Comparison by Year for the statement: My family and I have information and involvement in making decisions about the CES services we receive. (We are offered choices and get to make decisions about the CES services that are most important to us.)

Agency	Number and Percent of Respondents Expressing Satisfaction			
	2000	2004	2000	2004
	#	#	Percent	Percent
Colorado Bluesky	1	3	100.0%	100.0%
Denver Options	2	6	100.0%	100.0%
DDC/imagine!	4	3	75.0%	100.0%
Dev. Disab. Res. Ctr.	16	18	78.6%	83.3%
Dev. Pathways	14	21	85.7%	100.0%
Envision*				
Foothills-Gateway	3	3	33.3%	100.0%
Mesa Dev. Svc.	6	4	83.3%	75.0%
North Metro	4	6	100.0%	100.0%
Southeastern*				
The Resource Exchange	2	8	100.0%	75.0%

** Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)*

Table 20: Comparison by Year for the statement: Overall I am satisfied with the quality of services my child and family receive through CES.

Agency	Number and Percent of Respondents Expressing Satisfaction			
	2000	2004	2000	2004
	#	#	Percent	Percent
Colorado Bluesky	1	3	100.0%	100.0%
Denver Options	2	6	100.0%	100.0%
DDC/imagine!	4	3	75.0%	100.0%
Dev. Disab. Res. Ctr.	16	18	100.0%	88.9%
Dev. Pathways	14	21	92.9%	95.2%
Envision*				
Foothills-Gateway	3	3	33.3%	100.0%
Mesa Dev. Svc.	6	4	83.3%	75.0%
North Metro	4	6	100.0%	83.3%
Southeastern*				
The Resource Exchange	2	8	100.0%	75.0%

** Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)*

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

Table 21: Comparison by Year for the statement: Children's Extensive Support has made a positive difference in my family's ability to support our child at home.

Agency	Number and Percent of Respondents Expressing Satisfaction			
	2000	2004	2000	2004
	#	#	Percent	Percent
Colorado Bluesky	1	3	100.0%	100.0%
Denver Options	2	6	100.0%	100.0%
DDC/imagine!	4	3	100.0%	100.0%
Dev. Disab. Res. Ctr.	16	18	100.0%	94.4%
Dev. Pathways	14	21	100.0%	95.2%
Envision*				
Foothills-Gateway	3	3	100.0%	100.0%
Mesa Dev. Svc.	6	4	83.3%	100.0%
North Metro	4	6	100.0%	100.0%
Southeastern*				
The Resource Exchange	2	8	100.0%	87.5%

** Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)*

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

What was liked best about the CES Program

When respondents were asked what they liked best about the CES program (Question 14), they most often mentioned: Financial help (13 respondents), CES makes a positive difference for family (13 comments), Great CES coordinator (13 respondents), and CES makes a positive difference for child (11 comments) and Respite (10 respondents). In 2000, the most often mentioned were: Respite (17 comments), and Reduced Stress (10 comments). Table 22 lists categorizations of what respondents said they liked best about the CES Program for both the 2004 CES Survey and the 2000 CES Survey.

Table 22: Number of Comments from Responders on what they liked best about CES by Year

Comments regarding what they liked best about CES	2000 CES Survey	2004 CES Survey
Financial help		13
CES makes positive difference for family		13
Great CES coordinator		13
CES makes positive difference for child		11
Respite	17	10
Avoids out-of-home placement		8
Ability to pick providers, staff and services		5
Therapeutic care/equip	4	3
Trained providers or staff	3	2
Community inclusion	2	2
Recreation or recreational equipment	4	2
Satisfaction with CES		2
Allows parent(s) to work		2
Behavior management	5	1
Home modification	7	1
Household services	5	1
Professional services	2	1
Information, knowledge and support of CCB		1
Good staff		1
Personal care	3	
Reduced stress	10	
Assistive technology	5	
Specialized medicine	2	
Transportation	1	
Total number of families listing comments	43	49

**Total may be less than the sum of the responses by category, as some families listed more than one issue.*

Unmet Needs and Areas where Improvements are Needed

Problems Accessing Needed CES Services

When respondents were asked if they were able to access the CES services they needed, 63 agreed with the statement, 10 disagreed, and 2 were neutral. The next question then asked those who disagreed with the statement, to indicate which CES services they were unable to access and to choose from a list of reasons/barriers. However, even those respondents expressing strong positive satisfaction with their ability to access services, still indicated that there were some services they were unable to access along with reasons why or barriers to accessing these services.

CES Services That were Not Accessible to Some Respondents

The CES services that respondents said they had difficulty accessing are listed below including the number of respondents who indicated they were unable to get those services:

- ✓ Behavioral Services: 11 respondents
- ✓ Professional Services; 10 respondents
- ✓ Personal Assistance: 9 respondents
- ✓ Environmental Engineering; 8 respondents
- ✓ Specialized Equipment; 8 respondents
- ✓ Community Connections Services: 4 respondents

Barriers to Accessing CES Services

Nineteen respondents said they were unable to access services. The most frequently selected reasons for being unable to access a needed CES service were 'No Provider in My Area' (18 respondents), 'Not Enough Money Available' (12 respondents), and 'Other' (11 respondents). The barriers identified by service are listed in Table 23 below.

Table 23: Barriers to Accessing Services by Service Type

	No provider in my area	Service was denied	Not enough money available	Other	Total Number of Comments*
Personal Assistance-Child Care; Personal Supports; Household Chores	3	2	2	2	9
Community Connections	2	0	2	0	4
Professional Services-therapies	4	2	3	1	10
Behavioral	7	1	2	1	11
Environmental Engineering-Home modifications; Assistive technology; Specialized recreation equipment	1	1	2	4	8
Specialized medical equipment and supplies	1	3	1	3	8
Total Number of Comments*	18	9	12	11	50

* There were a total of 19 respondents who made a total of 50 comments about barriers to accessing services.

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Many respondents agreed or strongly agreed with the statement that they were able to access the CES service they needed, but they still selected service they were unable to access along with reasons why or barriers to accessing these services. (Refer to *Appendix C: Access and Open Ended Questions on the 2004 CES Family Satisfaction Survey Instrument Tables C7-C12 for more details.*)

Needed Services for which CES Does Not Pay (i.e. are not covered under the CES program)

In addition to the above question which focused on CES services that are allowable, but which they had difficulty accessing, another question was asked about services that were needed but which CES cannot pay for within the current program definition (i.e. are unallowable services). When respondents were asked if there were any services that their child needed that were not paid for by CES (Question 12), 32 responders (47.8%) answered yes and 35 respondents (52.2%) answered no.

When asked to explain why families felt that there were services that their child needed that could not be paid for by CES (i.e. were not allowable under the CES program – see Question 13), families most often mentioned:

- ✓ Medications and medical/health care products not allowed (8 comments)
- ✓ Need transportation assistance (4 comments)

While the intent of questions 12 and 13 was to identify services that are not allowable under the CES program (i.e. services it will not pay for, even if CES funds are available), there appeared to be some confusion regarding the difference between services that are allowable, but that could not be accessed (Table 23) from services that CES does not allow (Table 24). Improvements will be made to the survey questionnaire before it is issued again to improve understanding of this difference.

Table 24 lists all of the comments families made about services needed which are not paid for by the CES program in the 2004 CES Survey.

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

Table 24: Explanation of Services Needed and Not Paid for by CES (Not Allowable)

Services needed but not allowable	Number of Comments*
Item not allowed under Medications and medical/health care products	8
Need transportation assistance	4
Need rec. lessons/equip.	3
Need nutritional service/products	3
Therapies and therapy items not allowed or exceed a limit	3
Item not allowed under assistive technology	3
Home modification Item not allowed or exceed a limit	2
Professional services item not allowed	2
Tutoring or reading assistance'	2
School related costs	2
Respite provider problem	1
Need behavioral services	1
Need day care, child-care or respite services	1
Conferences/seminar for family	1
Vision therapy	1
Cell phone	1
Therapy for other family member	1
Services related to autism	1
Out-of-State treatments	1
Total number of families listing concerns*	25

**Total may be less than the sum of the responses by category, as some families listed more than one issue.*

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

When respondents were asked what they liked least about the CES program (Question 14), they most frequently mentioned Paperwork/process to obtain services (9 comments), Respite provider problems (4 comments), and lack of choice (4 comments) (Table 25). In 2000, the most often mentioned complaint was: Dissatisfaction with administration/case manager/staff (7 comments).

Table 25 lists all of the explanations of what respondents liked least about the CES Program for both the 2004 CES Survey and the 2000 CES Survey.

Table 25: What Respondents Liked Least about the CES Program by Year

What Responders Liked Least about CES	2000 CES Survey	2004 CES Survey
Paperwork/process to obtain services		9
Respite provider problem	1	4
Lack of choice	2	4
Staff turnover		4
Dissatisfaction Admin./Case Mgr/Staff	7	3
Insufficient funding	2	3
Difficulty locating providers, including Medicaid ones		3
Plan not flexible		2
Need behavioral services		2
Having to select lowest cost bidder for home modifications		2
Need rec. lessons/equip.		1
Item not allowed under assistive technology		1
Need day care services		1
More family centered		1
Benefits or services not covered by CES		1
Annual re-qualification requirement		1
Possible loss of eligibility due to IQ increase		1
Use it or lose it attitude about service funds		1
Need nutritional service/products	1	
Total number of families listing concerns*	11	29

**Total may be less than the sum of the responses by category, as some families listed more than one issue.*

Children's Extensive Support (CES) 2004 Family Satisfaction Survey

Suggestions for Improvement

There were twenty-four suggestions for improvement in the CES Program. The most frequently mentioned suggestion was: Increase/more flexible funding (11 comments) in 2004. In 2000, the most often mentioned suggestion for improvement was the need for behavioral services. (3 comments).

Table 26 lists all of the suggestions that respondents made for the CES Program for both the 2004 CES Survey and the 2000 CES Survey.

Table 26: Suggestions for Improvements in CES

Suggested Improvements in CES	2000 CES Survey	2004 CES Survey
Increase/more flexible funding	2	11
Having to get 3 bids for home modifications		3
Funding for private school services		2
Better trained staff		2
Statements of provider expenses		1
Fund homeopathic supplements/treatment	1	1
Higher funding for significant safety issues		1
Need list of providers		1
Parents allowed to make purchases & be reimbursed		1
Wheelchair accessible vehicles		1
Need behavioral services	3	
Need nutritional service/products	2	
Plan not flexible	2	
Need list of covered services	2	
Respite provider problem	1	
More choice	1	
Need vouchers/parent reimbursement	1	
More family centered	1	
Total number of families listing suggestions	16	24

Summary and Conclusions

There were several areas of high satisfaction with the CES program as indicated by a high percent of positive responses. 96% of families felt that CES made a positive difference in the family's ability to support their children at home. 90.7% of families were comfortable in expressing dissatisfaction to their service coordinator or the CCB if they had problems. 90.7% of families felt they had information, were offered choice, and were involved in the decision making about services. 90.7% of families were satisfied with the people who were providing services. When a satisfaction index was calculated based on the average of ratings across 10 questions, 92% of respondents were satisfied with the CES program based on that index. Also, all CCB regions having respondents to the survey, had average satisfaction indexes that were indicative of general satisfaction with ratings averaging above 4 (indicating agreement on average with all 10 questions) and close to 5 (indicating strong agreement).

However, there were some respondents who expressed low satisfaction with certain aspects of the CES program as indicated by negative responses. The aspects of CES with the highest percentage of dissatisfaction were: 13.3% of families were dissatisfied with their ability to access the services they needed (primarily for reasons of lack of providers and money). 9.3% of families did not feel their concerns would be handled appropriately or get resolved. 8% of families were not satisfied with their contact person at the CCB helping to find services that they need so the family could support their child.

Appendix A: Survey Instruments for the 2000 and 2004 CES Surveys

The following pages contain copies of the CES Survey Instruments for the 2004 and 2000 CES Family Satisfaction Surveys.

STATE OF COLORADO



Colorado Department of Human Services

people who help people

OFFICE OF ADULT, DISABILITY AND REHABILITATION SERVICES
John P. Daurio, Manager

DIVISION FOR DEVELOPMENTAL DISABILITIES
3824 West Princeton Circle
Denver, Colorado 80236
Phone 303-866-7450
TDD 303-866-7471
FAX 303-866-7470
www.cdhs.state.co.us

Fred L. DeCrescentis
Director



Bill Owens
Governor

Marva Livingston Hammons
Executive Director

October 1, 2004

Dear Parent/Guardian:

The State of Colorado is conducting a statewide survey to determine satisfaction with services that we offer for children with developmental delays and their families. Our records indicate that your household has received such services called Children's Extensive Supports (CES) through a Community Centered Board (CCB). Therefore, we are requesting that you complete a short questionnaire so that we may better serve you.

We apologize if you have received similar surveys from other organizations, such as your CCB, and hope that you will still help us with our statewide survey. Your answers will let us know if our services are working well and how we might make them better. The results of this statewide survey will also be provided to the Colorado State Legislature when we ask them to continue as well as expand this program.

Please take a few minutes to complete the attached survey form regarding the Children's Extensive Supports.

YOUR CONFIDENTIALITY WILL BE MAINTAINED. YOUR NAME WILL NOT BE RELEASED TO ANY AGENCY NOR USED IN ANY REPORT. We would appreciate your returning the survey by October 15, 2004 in the enclosed self-addressed postage paid envelope.

The reverse side of this letter and the reverse side of the survey form provide the same information in Spanish, so that families who speak Spanish can answer questions as well. You do not need to complete or read both sides.

Thank you for helping us with this survey. The information you provide will help us to maintain and improve both the quality and funding of this program. If you need assistance or any additional information, please call Brent Clausen with Division for Developmental Disabilities at 303-866-7464.

Sincerely,

Fred DeCrescentis, Director
Colorado Division for Developmental Disabilities

Our Mission is to Design and Deliver Quality Human Services that Improve the Safety and Independence of the People of Colorado

STATE OF COLORADO



Colorado Department of Human Services

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Fred L. DeCrescentis
Director



Bill Owens
Governor

Marva Livingston Hammons
Executive Director

1 de Octubre de 2004

Querido padre/guardián:

El Estado de Colorado está conduciendo una encuesta a nivel estatal para determinar satisfacción con servicios que nosotros ofrecemos para niños con retrasos de desarrollo y sus familias. Nuestra información indica que su familia ha recibido tales servicios llamados Programa de Apoyos Extensivos de Niños (PAEN) a través de una Junta Centrada de Comunidad (JCC), la agencia de comunidad que provee los servicios para su hijo. Por lo tanto, nosotros estamos requiriendo que complete una encuesta corta para que podamos servirle mejor.

Nos disculpamos si usted ha recibido encuestas similares de otras organizaciones, como de la Junta Centrada de Comunidad, y esperamos que todavía pueda ayudarnos con nuestra encuesta a nivel estatal. Sus respuestas nos dejarán saber si nuestros servicios están funcionando bien y como podríamos mejorarlos. Los resultados de esta encuesta a nivel estatal también serán proveídos para la Legislatura Estatal de Colorado cuando le pidamos que continúen y extiendan este programa.

Por favor tome unos minutos para completar el informe de encuesta adjunto a cerca del Programa de Apoyos Extensivos de Niños.

SU CONFIDENCIALIDAD SERA MANTENIDA. SU NOMBRE NO SE DARA A NINGUNA AGENCIA NI SERA USADO EN NINGUN REPORTE. Nosotros apreciaríamos que devolviera la encuesta para el 15 de Octubre en el sobre proporcionado con dirección de retorno y sello pagado.

El lado reverso de esta carta y el lado reverso de esta encuesta proveen la misma información en inglés, para que las familias que hablan inglés puedan responder preguntas también. Usted no tiene que responder o leer ambos lados.

Gracias por ayudarnos con esta encuesta. La información que usted provee nos ayudará a mantener y mejorar la calidad y los fondos de este programa. Si usted necesita asistencia o alguna información adicional, por favor llame a Brent Clausen con La División para Incapacidades de Desarrollo al 303-866-7464.

Sinceramente,

Fred DeCrescentis, Director
División de Incapacidades de Desarrollo de Colorado

Our Mission is to Design and Deliver Quality Human Services that Improve the Safety and Independence of the People of Colorado



**FAMILY SATISFACTION SURVEY
for Children's Extensive Support (CES)**

Colorado Division for Developmental Disabilities
OCTOBER 2004

AAAAAAAAAA

This survey will provide the State of Colorado with information about your satisfaction with the Children's Extensive Support program and how we might improve this program. Thank you for taking time to complete this survey. Please return the survey in the postage paid envelope by October 15, 2004. Call Brent Clausen at 303-866-7464 with any questions you may have about this survey.

PLEASE FILL IN THE CIRCLE BELOW THE BEST RESPONSE

	STRONGLY AGREE (5)	AGREE (4)	DON'T KNOW NEUTRAL (3)	DISAGREE (2)	STRONGLY DISAGREE (1)	DON'T UNDERSTAND (0)
1. My CCB contact person helps me find services that my family needs, so we can support our child.	F	F	F	F	F	F
2. My CCB contact person provides information about CES that is helpful and easy for me to understand.	F	F	F	F	F	F
3. The people who actually provide the direct service to my child and family know what they are doing. (The people who provide direct services are well-trained and experienced.)	F	F	F	F	F	F
4. My CCB contact person knows and understands my child and his/her needs.	F	F	F	F	F	F
5. My family and I have information and involvement in making decisions about the CES services we receive. (We are offered choices and get to make decisions about the CES services that are most important to us.)	F	F	F	F	F	F
6. Overall I am satisfied with the quality of services my child and family receive through CES.	F	F	F	F	F	F
7. Children's Extensive Support has made a positive difference in my family's ability to support our child at home.	F	F	F	F	F	F
8. If I have problems or concerns, I feel comfortable expressing my dissatisfaction to my service coordinator or the CCB.	F	F	F	F	F	F
9. If I express a concern to my CCB, I can be assured that it will be handled appropriately and resolved.	F	F	F	F	F	F
10. I am able to access the services I need from the CES program.	F	F	F	F	F	F

11. If you disagree or strongly disagree with question #10, please indicate the reason(s) why you were unable to get that service by picking a choice from the list of reasons and filling in the circle in the appropriate column to the right.

Reason(s) You Were Unable to Get Service(s)

Needed CES Service(s)	Reason(s) You Were Unable to Get Service(s)			
	No provider in my area (1)	Service was denied (2)	Not enough money available (3)	OTHER REASON (4)
a. Personal Assistance Services - Child Care; Personal Supports; Household Chores	F	F	F	F
b. Community Connections Services	F	F	F	F
c. Professional Services - therapies	F	F	F	F
d. Behavioral Services	F	F	F	F
e. Environmental Engineering - Home modifications; Assistive technology; Specialized recreation equipment	F	F	F	F
f. Specialized medical equipment and supplies	F	F	F	F

12. Does your child need services that are related to his/her disability that the CES program does not pay for? Yes **F** No **F**

13. If you checked Yes to number 12, please explain. (Attach additional pages if needed.)

14. What do you like best/least about your child's CES services, and what improvements if any would you suggest for this program? (Attach additional pages if needed.)

Form ID: CESFY05
Record



Encuesta de Satisfacción Familiar por el Programa de Apoyos Extensivos de Niños (PAEN)

División para Incapacidades de Desarrollo
Octubre de 2004

Esta encuesta proveer

Por favor, llene el círculo abajo con la mejor respuesta

1. La persona de contacto de la JCC me ayuda a encontrar los servicios lo que necesita mi familia, para apoyar nuestro hijo.
2. La persona de contacto de la JCC provee informaci
3. La gente quien provee los servicios directamente a mi hijo y familia sabe lo que esta haciendo. (La gente quien provee los servicios directos estan bien entrenado y tiene bastante experiencia.)
4. La JCC conoce y entiende las necesidades de mi hijo.
5. My familia y yo tenemos la informaci
6. Sobretudo estoy satisfecho con la calidad de los servicios que mi hijo y familia reciben por PAEN.
7. PAEN ha hecho una diferencia positiva en la habilidad de mi familia para apoyar nuestro hijo en la casa.
8. Si yo tengo problemas or dudas, me siento c
9. Si yo comunico mis dudas a la JCC, yo puedo estar seguro que ellos van a resolverl
10. Yo puedo obtener los servicios que necesito del PAEN.
11. Si usted esta de acuerdo o en desacuerdo con la pregunta numero 10, por favor indique la razon por la que usted no pod

De Acuerdo Firmemente (5)	De Acuerdo (4)	No sé Neutral (3)	Desacuerdo (2)	Desacuerdo Firmemente (1)	No Comprendo (0)
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F
F	F	F	F	F	F

Las razones que usted no pod

- Servicios Necesitados del PAEN**
- a. Servicios de asistencia personales- cuidado de ni
 - b. Servicios para conexiones de la comunidad.
 - c. Servicios profesionales
 - d. Servicios de Comportamiento
 - e. Ingeniería ambiental
 - f. Equipo especialidad de medico y provisiones.

No hay un proveedor en mi	El servicio fue negado (2)	No habia bastante dinero aprovechable (3)	Otra Raz
F	F	F	F
F	F	F	F
F	F	F	F
F	F	F	F
F	F	F	F
F	F	F	F

12. ¿Necesita su hijo servicios relacionado a la incapacidad que el PAEN no paga? Si o No Si **F** No **F**
13. Si marcó "SI" a la pregunta 12, por favor, explique. (puede atar mas paginas si es necesario).

14. ¿Que es lo mejor y peor de los servicios que recibe su hijo de la PAEN? Cuales sugerencias tiene para mejorar el programa. (puede atar mas paginas si es necesario).

FAMILY SATISFACTION SURVEY for Children's Extensive Supports (CES)

Colorado Developmental Disabilities Services
JANUARY , 2000

This survey will provide the State of Colorado with information about your satisfaction with the Children's Extensive Supports program and how we might improve this program. Thank you for taking time to complete this survey. Please return the survey in the postage paid envelope **by January 20, 2000**. Call Brent Clausen at 303-866-7464 with any questions you may have about this survey.

PLEASE CIRCLE THE NUMBER BELOW THE BEST RESPONSE	STRONGLY AGREE	AGREE	DON'T KNOW NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T UNDERSTAND
1. I am satisfied with my service coordinator for the Children's Extensive Services (CES) program. <i>(Your service coordinator may also be called a resource coordinator or case manager.)</i>	5	4	3	2	1	0
2. My service coordinator provides information about CES that is helpful and easy for me to understand.	5	4	3	2	1	0
3. The people who help my child and family know what they are doing. <i>(The people who provide CES services are well-trained and experienced.)</i>	5	4	3	2	1	0
4. My family and I have enough involvement in making decisions about the CES services we receive. <i>(We are offered choices and get to make decisions about the CES services that are most important to us.)</i>	5	4	3	2	1	0
5. Overall I am satisfied with the quality of services my child and family receive through CES.	5	4	3	2	1	0
6. Children's Extensive Services have made a positive difference for my child (family). <i>(The services being provided make our lives better.)</i>	5	4	3	2	1	0
If you agreed with 6, please give examples of how the services you received have made life better.						
[] [] [] []						
7. If there were <u>important</u> services that your child and/or family were not able to get from CES, please list those services. Also, indicate if the CCB explained whether it was because the service was not available through CES <i>(not allowed)</i> , there was not enough money, or another reason. <i>(Attach additional pages if needed.)</i>						
[] [] [] []						
8. If you circled 2 or 1 for 'Disagree' or 'Strongly Disagree' for any of the preceding statements please explain. <i>(Attach additional pages if needed.)</i>						
[] [] [] []						
9. Is there anything else you would like to tell us about the CES program such as changes you would recommend, or anything you are particularly pleased about? <i>(Attach additional pages if needed.)</i>						
[] [] [] []						

THANK YOU AGAIN FOR YOUR HELP.

Appendix B: Average Satisfaction Ratings and Index for the 2004 CES Survey

The following table shows the average satisfaction ratings by question and the average satisfaction index by agency.

Table B1: Average Satisfaction Ratings and Index

Agency		q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	Average Satisfaction Index
Colorado Bluesky	Mean	4.67	4.33	4.67	4.67	4.67	4.33	4.67	4.67	4.67	4.33	4.57
	N	3	3	3	3	3	3	3	3	3	3	3
Denver Options	Mean	5.00	5.00	4.50	5.00	5.00	4.83	5.00	5.00	4.83	4.67	4.88
	N	6	6	6	6	6	6	6	6	6	6	6
DDC/Imagine!!	Mean	4.67	4.67	4.67	4.33	4.67	4.33	5.00	4.67	4.67	4.00	4.57
	N	3	3	3	3	3	3	3	3	3	3	3
Dev. Disab. Res. Ctr.	Mean	4.39	4.28	4.22	4.44	4.22	4.33	4.72	4.39	4.06	3.78	4.28
	N	18	18	18	18	18	18	18	18	18	18	18
Dev. Pathways	Mean	4.24	4.29	4.38	4.05	4.57	4.43	4.76	4.29	4.19	4.05	4.32
	N	21	21	21	21	21	21	21	21	21	21	21
Envision*												
Foothills-Gateway	Mean	4.67	4.67	4.67	4.67	4.67	5.00	5.00	5.00	4.00	4.67	4.70
	N	3	3	3	3	3	3	3	3	3	3	3
Mesa Dev. Svc.	Mean	4.75	4.00	4.75	4.75	3.75	4.25	4.75	4.75	4.00	4.00	4.38
	N	4	4	4	4	4	4	4	4	4	4	4
North Metro	Mean	3.67	4.00	5.00	3.83	4.50	4.17	5.00	4.67	4.17	4.50	4.35
	N	6	6	6	6	6	6	6	6	6	6	6
Southeastern*												
THE RESOURCE EXCHANGE	Mean	4.00	3.75	4.63	4.13	4.38	4.13	4.63	4.50	4.13	3.88	4.21
	N	8	8	8	8	8	8	8	8	8	8	8
STATEWIDE	Mean	4.33	4.25	4.45	4.33	4.45	4.37	4.79	4.48	4.20	4.08	4.37
	N	75	75	75	75	75	75	75	75	75	75	75

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Appendix C: Access and Open Ended Questions on the 2004 CES Family Satisfaction Survey Instrument

This appendix provides more details regarding responses to the access questions and to the open-ended questions related to what the family liked best and least about CES and improvements they would like to see. The responses to open-ended questions were categorized to enable numeric analysis, but the actual responses are also listed below to provide additional details. (When necessary to protect confidentiality, ‘names’ and other identifiers were removed from these responses.)

RESPONSES TO ACCESS QUESTIONS:

Services That Are Needed But Cannot Be Accessed:

Question 10 had stated “I am able to access the services I need from the CES program.” If families disagreed with that statement, then they were requested to indicate in question 11 what services they needed that they could not access and the barrier to access.

Question 11a-f: If you disagree or strongly disagree with question #10, please indicate the reason(s) why you were unable to get that service by picking a choice from the list of reasons.

Table C1: Question 11a: Needed CES Service(s): Personal Assistance Services

	Frequency	Percent
No Provider	3	4.0
Service Denied	2	2.7
No Money	2	2.7
Other	2	2.7
No Unmet Needs	66	88.0
Total	75	100.0

Table C2: Question 11b: Needed CES Service(s): b. Community Connections Services

	Frequency	Percent
No Provider	2	2.7
No Money	2	2.7
No Unmet Needs	71	94.7
Total	75	100.0

Table C3: Question 11c: Needed CES Service(s): c. Professional Services

	Frequency	Percent
No Provider	4	5.3
Service Denied	2	2.7
No Money	3	4.0
Other	1	1.3
No Unmet Needs	65	86.7
Total	75	100.0

Table C4: Question 11d: Needed CES Service(s): d. Behavioral Services

	Frequency	Percent
No Provider	7	9.3
Service Denied	1	1.3
No Money	2	2.7
Other	1	1.3
No Unmet Needs	64	85.3
Total	75	100.0

Table C5: Question 11e: Needed CES Service(s): e. Environmental Engineering

	Frequency	Percent
No Provider	1	1.3
Service Denied	1	1.3
No Money	2	2.7
Other	4	5.3
No Unmet Needs	67	89.3
Total	75	100.0

Table C6: Question 11f: Needed CES Service(s): f. Specialized Medical Equipment

	Frequency	Percent
No Provider	1	1.3
Service Denied	3	4.0
No Money	1	1.3
Other	3	4.0
No Unmet Needs	67	89.3
Total	75	100.0

In some cases, families completed question 11 about services they had difficulty accessing and the barriers, even when they had stated they agreed with the statement in question 10 that “I am able to access the services I need from the CES program.” The tables below compare the responses to question 10 and 11 to highlight that inconsistency (see the shaded rows).

Table C7: Cross-tab of Question 10 by Question 11a - Personal Assistance Services and Ability to Access Services

		Personal Assistance Services					Total
		No Provider	Service Denied	No Money	Other	No Unmet Needs	
Q10: Able to Access Services?	Strongly Agree	0	0	0	1	29	30
	Agree	1	1	1	1	29	33
	Don't Know Neutral	0	0	0	0	2	2
	Disagree	1	1	1	0	5	8
	Stongly Disagree	1	0	0	0	1	2
Total		3	2	2	2	66	75

Table C8: Cross-tab of Question 10 by Question 11b – Community Connection Services and Ability to Access Services

		Community Connections Services			Total
		No Provider	No Money	No Unmet Needs	
Q10: Able to Access Services?	Strongly Agree	0	0	30	30
	Agree	0	1	32	33
	Don't Know Neutral	0	0	2	2
	Disagree	1	1	6	8
	Strongly Disagree	1	0	1	2
Total		2	2	71	75

Table C9: Cross-tab of Question 10 by Question 11c – Professional Services and Ability to Access Services

		Professional Services					Total
		No Provider	Service Denied	No Money	Other	No Unmet Needs	
Q10: Able to Access Services?	Strongly Agree	1	0	0	0	29	30
	Agree	2	1	2	1	27	33
	Don't Know Neutral	1	0	0	0	1	2
	Disagree	0	1	1	0	6	8
	Strongly Disagree	0	0	0	0	2	2
Total		4	2	3	1	65	75

Table C10: Cross-tab of Question 10 by Question 11d – Behavioral Services and Ability to Access Services

		Behavioral Services					Total
		No Provider	Service Denied	No Money	Other	No Unmet Needs	
Q10: Able to Access Services?	Strongly Agree	1	0	0	0	29	30
	Agree	3	0	2	0	28	33
	Don't Know Neutral	0	0	0	0	2	2
	Disagree	2	1	0	1	4	8
	Strongly Disagree	1	0	0	0	1	2
Total		7	1	2	1	64	75

Table C11: Cross-tab of Question 10 by Question 11e-Environmental Engineering and Ability to Access Services

		Environmental Engineering					Total
		No Provider	Service Denied	No Money	Other	No Unmet Needs	
Q10: Able to Access Services?	Strongly Agree	0	0	0	1	29	30
	Agree	0	0	1	1	31	33
	Don't Know Neutral	0	0	0	1	1	2
	Disagree	0	1	1	1	5	8
	Strongly Disagree	1	0	0	0	1	2
Total		1	1	2	4	67	75

Table C12: Cross-tab of Question 10 by Question 11f-Specialized Medical Equipment and Supplies and Ability to Access Services

		Specialized Medical Equipment					Total
		No Provider	Service Denied	No Money	Other	No Unmet Needs	
Q10: Able to Access Services?	Strongly Agree	0	0	0	1	29	30
	Agree	0	1	1	1	30	33
	Don't Know Neutral	0	0	0	0	2	2
	Disagree	0	1	0	1	6	8
	Strongly Disagree	1	1	0	0	0	2
Total		1	3	1	3	67	75

OPEN-ENDED QUESTIONS

Actual Responses to Open-ended Questions (*Modifications were made to remove identifying information or whole responses as needed to protect confidentiality and in some cases, *** are used instead of a name. Also 'child' is used instead of son or daughter. Pronouns are replaced with ***. Also, a phrase is sometimes added for context, such as 'not covered by CES'– in those cases, italics are used to indicate that the phrase was added.*)

Liked Best

- ✓ I like the information knowledge and support from the CCB.
- ✓ The biggest financial help is the payment for therapies and behavioral services.
- ✓ I like that I picked the behavioral program that fit our child best and my CCB interviewed them and contracted with them to provide the service for our child. I also liked that I found my respite provider and sent them to the CCB to be interviewed. I felt much more comfortable in leaving our child with someone I knew and trusted.
- ✓ CES has made a huge difference for our whole family.
- ✓ My child has thankfully received benefits from the CES services for several years.
- ✓ The CES waiver has made a huge difference in our child's life and in the life of our family.
- ✓ We are very happy with services received.
- ✓ I like everything especially the behavior specialist.
- ✓ Our child has made great strides!!
- ✓ I really appreciate the CES services!
- ✓ My family is able to stay together because of the help my child receives.
- ✓ Overall I am very happy.
- ✓ Like best – our coordinator – *** – wonderful, helpful, walks on water.
- ✓ CES Services has allowed us to keep our child with disabilities at home where we can care for ***
- ✓ It allows our normal child the ability to experience a “normal” lifestyle.
- ✓ Love our service coordinator and the fact that we get any help at all. Thank you!
- ✓ Best – like that paid for some home modifications, also that it pays for some personal assistance and hippotherapy.
- ✓ I'm just grateful that this service is available to us. I wouldn't be able to work without the respite services we receive for our child.
- ✓ Also it helps our family financially by paying for medications.
- ✓ I truly believe without the CES services our child might not be able to live in our home.
- ✓ We are happy that you now allow recreational equipment. We are looking forward to having it in our home for our child. It is very difficult to have my child play at the park when *** can't sit in a normal swing because of *** disability or to play at a park when *** grabs other children or adults and can hurt them. So money for this is greatly appreciated and needed.
- ✓ We would not be able to survive without the help of CES.
- ✓ My child would be forced to institutionalization if we didn't have the services provided.
- ✓ Best: It has turned our world around financially
- ✓ Best: Our service provider is a true advocate for our child and helps us navigate a complex process
- ✓ I like the ability of parents to decide what is needed and when.
- ✓ Most – My case manager is excellent – what a waste of *** time to have to manage this program the way it's set up.
- ✓ *** CCB is wonderful!
- ✓ My child has severe behavioral episodes that come on out of the blue and doesn't sleep. It would be physically impossible for any family to provide for ***. *** needs without outside support.
- ✓ As a single parent raising a multiply disabled child, the respite funds are wonderful.
- ✓ Being a single parent, I would not be able to get by without this service. I would have to quit my job without it.
- ✓ Best – We are an independent contractor (DDD Comment: This is available in some areas through regular Medicaid state benefit plan and not the CES waiver)
- ✓ Best: Personal contact and interest in our child.
- ✓ Biggest help is respite. Thank you for this waiver.
- ✓ CES has changed all our lives for the positive.
- ✓ CES has enabled us to provide a quality of life for our child and gives us a break so we can enjoy life too. We could not do this without CES and Medicaid.
- ✓ CES is a lifeline for us. This has enabled us to keep my child at home.
- ✓ CES is so helpful in providing much needed services for our child.
- ✓ Having cleaning help is the best thing for my mental health
- ✓ I appreciate that CES is available most of all, but in addition, I'm grateful that our CCB contact is so helpful and caring. ***, and all my contacts at *** CCB, have been a strong support for our family over the years.

- *** has provided much direction and common sense – and has a great sense of humor. Thank you for providing the CES program, I don't know what we would have done without it.
- ✓ I appreciate that we can find our own providers and ask them to be certified to be CES/CCB certified.
 - ✓ I cannot express the huge difference CES makes in *** and our lives. We feel like a “normal” family and have the capacity to plan for and attend to *** ever-changing needs because we're not always “on”. Our child is an integral part of everything we do as a family largely because *** provider helps us support our child's participation. We are all so very grateful for this program
 - ✓ I especially like that I can get a man to spend time with him, hang out, and do “guy things”.
 - ✓ I like that I can get needed equipment to encourage activity.
 - ✓ I think they do an awesome job for me and my family. The services have helped me tremendously. Thank you.
 - ✓ I truly don't know what would happen if we ever lost this invaluable service.
 - ✓ It funds behavioral services and supervision services which is our salvation.
 - ✓ Like – Overall level of funding is good; Medicaid availability without income is great.
 - ✓ My child can be part of the community through a peer companion and it also gives me a much needed break!
 - ✓ My child is also able to have music therapy one a week which is helping our child's socialization and *** ability to listen and take direction. I could never afford this. I'm very grateful to have these services.
 - ✓ My child wouldn't be able to go to camp *** if it weren't for the program and my child loves it. Thank you.
 - ✓ Our case managers are very supportive in desiring to see that our child's needs are met through a variety of ways.
 - ✓ Our CCB contact at the *** CCB is extremely helpful.
 - ✓ Our child who has disabilities has all *** needs met and then some which in turn gives us a break from our child's constant care and also allows us more time to spend with our other children.
 - ✓ Our CCB person is incredible! If we need anything at all I just give *** a call and *** is right on it. If it's a service or request *** is not familiar with *** researches it immediately and finds the answers for us. *** knowledge of what is available is vast and *** compassion and caring is endless.
 - ✓ Thank you. I am very grateful for the CES program.
 - ✓ That my caseworker is bright and is an advocate not a bully protecting resources.
 - ✓ The CES helps my child a lot. They are a very good service for my child
 - ✓ The fact that funds are available to help keep our child at home is great.
 - ✓ The program helps a lot to fill in the gaps.
 - ✓ The staff at *** CCB are wonderful! They have gone beyond my expectations and I am very grateful for the program. They should be recognized for their caring and hard work! Thank you
 - ✓ The waiver pays for services and supplies that contributes to allowing us to financially care for our child at home.
 - ✓ We are extremely pleased with our CCB and CCB contact person. What I like best is the dedicated CCB contact person, who gets to know our child and family, and what our child needs.
 - ✓ We are thankful the funds through CES are available.
 - ✓ We are very grateful for the funding that we do receive.
 - ✓ We are very grateful for the waiver program, as it has provided much for our child. There are so many things we have gotten because we were able to get on Medicaid as well as home modification, asst. technology. Lifts and van modifications will be needed soon and hopefully, we will be able to get some equipment to aid therapists and family to exercise *** body.
 - ✓ We are very grateful for what we do get.
 - ✓ We are very happy with CES services. That was very helpful. We can't come up with anything else to talk about . . . it's great. Thanks.
 - ✓ We like the flexibility of the waiver money, in that the money can be used according to what our child needs at that time. We try hard to be very frugal with all the benefits we can receive through Medicaid and CES. We have been blessed to receive some equipment and borrow equipment instead of having to purchase it.
 - ✓ We really appreciate all that *** and *** do for us. They are both very responsive, supportive and fair.
 - ✓ *What I like best is being able to access respite care for my child; able to get special equipments that I would not be able to otherwise.*
 - ✓ *What I like best is the good relationship we have with our CES service providers (*** CCB staff). I always feel comfortable talking to them about my child's needs.*

Liked Least

- ✓ Unfortunately we have been through a number of CCB personnel changes. We lost two good experienced people and now have two less experienced people.
- ✓ Also the last two years the state of Colorado has caused my family great frustration and hardship by summarily denying *** benefits without thoroughly researching and evaluating the specifics of *** case.
- ✓ I'm still looking for someone who could work with my child on *** speech. Most of the people I've talked to don't have experience working with someone who has dual diagnosis and behavior problems.
- ✓ There is a limited amount of funding available so we often have to find ways to come up with the help ourselves.

- ✓ It becomes tedious to fill out the same mounds of paperwork every year only to wait and see if we will qualify again.
- ✓ This year computer problems held up our approval and our child's services. I had to go to the social services office in person and wait several hours for the problems to be ironed out.
- ✓ All of my base plan goes to a Personal Assistant – but the cost of an assistant exceeds the plan by \$8,000 annually. So of course, other services (respite care, various therapies – music, speech, OT, community activities, etc.) come out of my pocket also.
- ✓ *What I like* least – paperwork.
- ✓ Home Modifications - Community Boards hires the cheapest company over the quality of work. So the job must be done over and over again. This wastes time and money and stresses the home life of child and family. The home modifications have made life a little more bearable. Community Board acts like it is their money and not towards our child. Community Board is more interested in supporting a respite provider than supporting the family needs. Community Board has not been able to find child care providers or respite providers that can handle my child or is interested in working. Everything has to be based upon the needs of the provider not the needs of the family.
- ✓ Where are all the providers that want to work? Community Board cannot find them. Community Board is at a loss for my child.
- ✓ My coordinator has changed many times (3) and I don't feel completely comfortable with the newest one as we have never met.
- ✓ I hear we will not receive services from CES anymore if my child's IQ is over 70. I know when my child is tested *** will have a high IQ though *** needs are still high. I hate to lose CES.
- ✓ Due to the severity of my child's condition, there are a significant number of out of pocket expenses over and above the services CES provides (Such as OTC meds, ketogenic diet, etc.)
- ✓ *A barrier to receiving* Speech therapy – no Medicaid providers. Wait list at downtown Children's Hospital (only site for nonverbals) is 2 years.
- ✓ Worst: I can't think of much except maybe the lack of service agencies accepted to provide CES services
- ✓ Least: Obtaining 3 estimates – there should be a list of preferred providers to choose from. The 3 estimate restriction often negates quality (ramp redone a year later) for least expensive price.
- ✓ Sometimes my person is not very understanding. But it is usually worked out. Needs to tell me when something is done wrong instead of telling my child care provider.
- ✓ Dislike – Lack of flexibility i.e. providers; lack of family centeredness; lack of knowledge about DD kids and families at decision making level (state and federal) Program so over regulated it wastes funds and prevents families from getting needed services.
- ✓ Due to my child's behavioral intervention needs/services, I had to eliminate other services in order for the available funding to cover the behavior intervention costs.
- ✓ However, it does not feel like the CCB goes out of its way to suggest providers or to keep current on what providers are available. I do most of the work and the CES program pays the bills – so I can't complain, but I think the CCB could help more.
- ✓ I don't like the fact that families don't always have as much say in how funds need to be spent when they best know their most urgent and specific needs.
- ✓ I have nice providers but they are constantly late and not appropriately trained to my child's disabilities.
- ✓ I like the process the least. It is difficult to have to get documentation in my harried life. I get tired of having to justify my cause. I just want life to be easier for our family.
- ✓ Least – Reduced availability of personal services; length of time it takes to get assistive technology. We have waited 5 months for a communication device.
- ✓ My CES contact is not forthcoming about pertinent info that will help my child. I need someone who is informed on this info and knows how to deliver it in a kind manner.
- ✓ My school district cannot provide (behavioral services). Another district teacher tries to help.
- ✓ The home health care services are horrible. Typically there is a high turnover with CNAs staying an average of 2-3 weeks. There were a few good ones, but the majority overall were unprofessional and unreliable.
- ✓ The payment process is cumbersome and often untimely unless it is a regular payment.
- ✓ Therapies haven't been asked for but at this time we feel it is needed P.T.
- ✓ We had a community connector *** in the beginning and *** seemed to know what *** was doing. Now when I ask question it is always I don't really know or call someone else. It definitely went downhill this year.
- ✓ We have had to try to find suitable respite on our own, find housecleaners on our own.
- ✓ We have problems with a respite provider and found a licensed provider on our own. Getting *** contracted with the CCB took from March – June. The provider and ourselves tried contacting the person responsible for getting this done and first would get no return calls for weeks, the even after finally getting a return call the provider was told that the paperwork was being sent out this day. After 3 weeks and more calls *** was again told it was being sent. We started calling 1 – 2 times per week to my community connector and others. What a nightmare. It is set up now but rather than helping make your life easier it causes a lot of stress.
- ✓ We pay for services above and beyond due to limited CES funds – Special Olympics, additional therapies, OT, etc.

- ✓ What I like least is the behavior services my child has received. There never seems to be enough money. The behavior services are very expensive. There are no programs in my area and the programs are too far or too expensive.
- ✓ What I like least is the time it sometimes takes to get equipment and services due to the lengthy processing period.
- ✓ LEAST – The paper work is ludicrous in its concept- also it’s literally bizarre to expect people to put a plan into concrete a year in advance even for normal people – it feels like I’m expected to have a crystal ball – the amount of \$\$ going into middle management for this program is absurd. If the paperwork weren’t so ridiculous I wouldn’t need case management – I HATE THIS – having the funds for services is great – the requirements are punishment – I cannot believe it has to be this way.

Services that are not allowed and are needed

- ✓ Medications not covered by Medicaid
- ✓ *Not covered by CES* - RDI-speech. Not CES area Athletics for Autistics. Big motor recreation is my area to get for
- ✓ *Limits on* modification of home.
- ✓ Some therapy limits.
- ✓ Nutritional supplements, herbs, liquid eggs, etc. *are not covered by CES.*
- ✓ Needs services – Behavioral intervention; proper training of respite care providers.
- ✓ *What I like least is* That I cannot access services already provided by Medicaid
- ✓ *A needed service that is not available under CES:* PROMPT Method Speech Therapy
- ✓ Tutoring by someone who specializes in brain differences. CES will not cover tutoring – CCB/CES believes school districts responsible. District will not provide tutoring – this causes the learning gap to grow and behaviors/frustration to increase
- ✓ *Needed services that are not available under CES:* Vision therapy, reading tutoring
- ✓ Because my child has ***, a cell phone is a must have so we can be reached at a moment’s *notice*. CES will not help provide more than what a pager service costs. In our situation, a pager could cost valuable time in an emergency.
- ✓ CES does not cover school cost (Field trips and cost above typical cost).
- ✓ CES needs to provide transportation.
- ✓ Child needs a one on one to attend camps due to seizures. CES not willing to pay the costs for one on one to attend camp.
- ✓ *** doctor wrote a prescription for a ***. CES received the prescription that they requested, had us choose two models and give them estimates on two chairs. Again we did everything they asked, then CES refused to buy *the item*.
- ✓ I need to participate in conferences about disabilities and can’t afford the cost to go and the room to stay.
- ✓ Improvements are CES to pay for nutritional homeopathic herbal and dietary supplements are ongoing to sustain *** health.
- ✓ It would be helpful if there were help in getting vehicles for wheelchairs – even if a person had to pay back for the help at a cost that one could afford.
- ✓ Massage, cranial sacral treatment, hyperberic oxygen and other non-traditional treatments.
- ✓ My child has autism, which can respond to a wide range of treatments – behavioral, biomedical, educational, medical, etc. But there is no ‘category’ for many of these treatments under CES.
- ✓ My child needs ***medications. Not only is it related to ***/*** disability, it’s a medical necessity.
- ✓ My child has taken a nutritional supplement which has worked well in keeping ***off pharmaceutical drugs – is expensive to the family and would get better results with child if could afford to give larger doses.
- ✓ *Not allowable under CES, but needed:* Cell phone, nontraditional homeopathies, transportation, school costs related to disabilities, treatments out of state, therapies for sibling related to CES child’s disabilities.
- ✓ People can’t get assistive tech or recreation equipment. CCB doesn’t know the process and makes it impossible to access.
- ✓ Services are limited due to availability of funds. i.e. no behavioral services and personal supports (limited in duration).
- ✓ My child has Medicaid.
- ✓ Special child care and transportation assistance to and from school
- ✓ The fight to get adaptive equipment and recreational equipment. It’s impossible.
- ✓ There is no transportation from one place to the next, mostly due to our location from the city. However, the nurses cannot transport our child so if they wanted to take *** somewhere and we are not here, *** can’t go. Perhaps, there can eventually be a van/bus that could pick-up children and a caregiver to take them “out” for a short period when they are well. Our child truly enjoys getting out when *** is well, and it is amazing how much *** learn, observes and experiences when *** can go places. An additional reason as to why we think this service should be available is we think it is helpful for the community to see children like our child. As medical services improve, children like our child are going to be living and living longer until our Lord provides a cure. They should not be “just kept at home”, to be seen, talked to and touched by only family and health case workers. These children can be a blessing to our community if people can get past their fears and hesitations because they are so different. Each time we are out, our child blesses those *** meets with ***

- beautiful smile and joy that exuberates from within as people interact with ***. We have been blessed by funds provided through Medicaid that enables our child to do normal things with *** family/caregivers once in a while, and also much needed respite for the family.
- ✓ Variety of sensory equipment
 - ✓ We went through working on building *** for two years; got it approved supposedly then told this was something that could not be done.
 - ✓ We were told to get a denial from Medicaid *for *** item*, then CES would pay for *it*. Once we did our part, CES refused to pay for the *it*, so our child is doing without as the family cannot afford them.

Improvements Needed

- ✓ We need to be able to change flooring in bedroom – not covered.
- ✓ I would like to see additional funding for private schools for those children that aren't benefiting in public school and still need services in the home environment.
- ✓ I would only suggest that further resources be provided for the child with very significant safety issues. Our child/family could benefit from additional safety improvements to our home.
- ✓ No improvements – very effective, good interfacing.
- ✓ *Needs to have* speech therapy – not enough funds in current plan for all services.
- ✓ We need to be able to pay contractors immediately for services.
- ✓ More allocations (*higher* ceiling \$) for home modifications, i.e. locks, swings, etc.
- ✓ Please give *** our \$36,000 promised to us!! \$15,500 doesn't cut it and it is a shame that ***county gets the full amount – please release more funds from *** County taxes, referendum?
- ✓ The one thing in my opinion that could be improved is the amount of time it takes to get some services. It took a while to get behavior services. But now that my child has it, I'm happy with the person who works with him.
- ✓ In a perfect world, it would be great to have a private therapeutic/academic school paid for by CES.
- ✓ Wish there were more resources for more respite care.
- ✓ Why does everything have to go through a professional to get approved? When you use a professional it uses up a lot of my child's money. Why can't families explain why equipment is needed?
- ✓ Comment – Listen to family needs instead of making week long logs of our child's behavior.
- ✓ Our (family) past of CES services must be given to employees that are trained in diagnosis of children i.e.: If a child is in a wheelchair needs a trained individual to help him, not hurt the person or care provider.
- ✓ It would be helpful to receive monthly/quarterly statements of provider expenses to better track spending and monitor allocation of funds.
- ✓ I do not like it that I cannot be reimbursed if I purchase something for *** needs and provide the receipt. Parents should be able to be reimbursed directly. It makes more work for the contact person to have to go out and buy it and bring it to us vs. us purchasing it at the needed time and submitting a receipt. It also wastes time, which families with children with disabilities have very little of.
- ✓ I would like to move to Denver but have chosen to stay in CCB because of the quality care givers and Respite Care, Inc. This service is sadly lacking in the Denver area.
- ✓ CES spends money extravagantly on some things that seems wasteful, while they refuse to help our child in ways that would improve *** quality of life. They do not give the parents enough power to choose what they know would help their child most. We hate the way we've been misled to believe our child will get one thing or another only to find out that *** won't get it. We are told that *** plan is being "underutilized" but we can't utilize funding in ways that would help our child the most. This is so frustrating!
- ✓ Have the technicians let you know what and everything the CES waiver will cover.
- ✓ I've been told the dollars are "use it or lose it" and we have to use the respite \$ each month or it's gone – but maybe one month I want to save my respite days for the next month and use 2 that month but can't. If the dollars would be less rigid that would be helpful.
- ✓ *Improvement needed:* Less turnover in personnel.
- ✓ It would be beneficial if the state allowed more funding.
- ✓ We would like to see more staff consistency and able to handle the job like *** did.

Appendix D: Comparison Matrix of 2004 and 2000 CES Family Satisfaction Surveys

The table outlines the differences between survey years in question wording and also shows the percent of respondents who responded to the questions with strongly agree or agree, don't know/neutral, and strongly disagree or disagree.

2000 CES SURVEY				2004 CES SURVEY			
Percent of Respondents				Percent of Respondents			
	Strongly Agree or Agree	Don't Know Neutral	Strongly Disagree or Disagree		Strongly Agree or Agree	Don't Know Neutral	Strongly Disagree or Disagree
#	QUESTION			#	QUESTION		
1	I am satisfied with my service coordinator for the Children's Extensive Supports (CES) program. <i>(Your service coordinator may also be called a resource coordinator or case manager.)</i>						
	84.6%	7.7%	7.7%				
				1	My CCB contact person helps me find services that my family needs; so we can support our child.		
					88.0%	4.0%	8.0%
2	My service coordinator provides information about CES that is helpful and easy for me to understand.			2	My CCB contact person provides information about CES that is helpful and easy for me to understand.		
	80.8%	11.5%	7.7%		84.0%	10.7%	5.3%
3	The people who help my child and family know what they are doing. <i>(The people who provide CES services are well-trained and experienced.)</i>			3	The people who actually provide the direct service to my child and family know what they are doing. <i>(The people who provide direct services are well-trained and experienced.)</i>		
	80.8%	9.6%	9.6%		90.7%	5.3%	4.0%
				4	My CCB contact person knows and understands my child and his/her needs.		
					85.3%	8.0%	6.7%
4	My family and I have enough involvement in making decisions about the CES services we receive. <i>(We are offered choices and get to make decisions about the CES services that are most important to us.)</i>			5	My family and I have information and involvement in making decisions about the CES services we receive. <i>(We are offered choices and get to make decisions about the CES services that are most important to us.)</i>		
	82.0%	6.0%	12.0		90.7%	4.0%	5.3%
5	Overall I am satisfied with the quality of services my child and family receive through CES.			6	Overall I am satisfied with the quality of services my child and family receive through CES.		
	90.4%	3.9%	5.8%		89.3%	5.3%	5.3%
6	Children's Extensive Supports have made a positive difference for my child (family). <i>(The services being provided make our lives better.)</i>			7	Children's Extensive Support has made a positive difference in my family's ability to support our child at home.		
	98.1%	1.9%	0%		96.0%	4.0%	0%
				8	If I have problems or concerns, I feel comfortable expressing my dissatisfaction to my service coordinator or the CCB.		
					90.7%	4.0%	5.3%
				9	If I express a concern to my CCB, I can be assured that it will be handled appropriately and resolved.		
					82.7%	8.0%	9.3%
				10	I am able to access the services I need from the CES program.		
					84.0%	2.7%	13.3%
				11	If you disagree or strongly disagree with question #10, please indicate the reason(s) why you were unable to get that service by picking a choice from the list of reasons and filling in the circle in the appropriate column to the right.		
				11A	Personal Assistance Services – Child Care; Personal		

			Supports; Household Chores
		11B	Community Connections Services
		11C	Professional Services – therapies
		11D	Behavioral Services
		11E	Environmental Engineering – Home modifications; Assistive technology; Specialized recreation equipment
		11F	Specialized medical equipment and supplies
		12	Does your child need services that are related to his/her disability that the CES program does not pay for?
7	If there were <u>important</u> services that your child and/or family were not able to get from CES, please list those services. Also, indicate if the CCB explained whether it was because the service was not available through CES (<i>not allowed</i>), there was not enough money, or another reason. (<i>Attach additional pages if needed.</i>)	13	If you checked Yes to number 12, please explain. (attach additional pages if needed.)
8	If you circled 2 or 1 for 'Disagree' or 'Strongly Disagree' for any of the preceding statements please explain. (<i>Attach additional pages if needed.</i>)		
9	Is there anything else you would like to tell us about the CES program such as changes you would recommend, or anything you are particularly pleased about? (<i>Attach additional pages if needed.</i>)	14	What do you like best/least about your child's CES services, and what improvements if any would you suggest for this program? (Attach additional pages if needed.)

Appendix E: Comparison of Results by Year by Agency

The following tables show the responses for the CES Surveys for 2000 and 2004. When the questions are similar for both years, there will be two tables for each question, one table for 2000 responses, and one for 2004 responses. These similar questions are noted in the tables.

Table E1: 2004 CES Survey Question 1 Responses by Agency My CCB contact person helps me find services that my family needs; so we can support our child.

		Question 1			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	16	1	1	18
		Percent	88.9%	5.6%	5.6%	100.0%
	Dev. Pathways	Count	19	1	1	21
		Percent	90.5%	4.8%	4.8%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	4	0	0	4
		Percent	100.0%	.0%	.0%	100.0%
	North Metro	Count	4	0	2	6
		Percent	66.7%	.0%	33.3%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	6	0	2	8
		Percent	75.0%	.0%	25.0%	100.0%
Total		Count	66	3	6	75
		Percent	88.0%	4.0%	8.0%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E2 2000 CES Survey Question 2: My service coordinator provides information about CES that is helpful and easy for me to understand. This question is compared to a similar question in 2004 (Table E3)

	Agree Responded with 5 or 4		Neutral		Disagree Responded with 1 or 2		Total	
	#	%	#	%	#	%	#	%
Colorado Bluesky	0	0.00%	1	100.00%	0	0.00%	1	100.00%
DDC - Boulder	2	50.00%	2	50.00%	0	0.00%	4	100.00%
DDRC	13	81.25%	2	12.50%	1	6.25%	16	100.00%
Denver Options	2	100.00%	0	0.00%	0	0.00%	2	100.00%
Developmental Pathways	12	85.71%	1	7.14%	1	7.14%	14	100.00%
Foothills-Gateway	2	66.67%	0	0.00%	1	33.33%	3	100.00%
Mesa Dev. Svc. Developmental Services	5	83.33%	0	0.00%	1	16.67%	6	100.00%
North Metro	4	100.00%	0	0.00%	0	0.00%	4	100.00%
The Resource Exchange	2	100.00%	0	0.00%	0	0.00%	2	100.00%
STATE TOTAL	42	80.77%	6	11.54%	4	7.69%	52	100.00%

Table E3: 2004 CES Survey Question 2 My CCB contact person provides information about CES that is helpful and easy for me to understand.

		Question 2			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	15	3	0	18
		Percent	83.3%	16.7%	.0%	100.0%
	Dev. Pathways	Count	19	2	0	21
		Percent	90.5%	9.5%	.0%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	3	0	1	4
		Percent	75.0%	.0%	25.0%	100.0%
	North Metro	Count	4	1	1	6
		Percent	66.7%	16.7%	16.7%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	5	1	2	8
		Percent	62.5%	12.5%	25.0%	100.0%
	Total	Count	63	8	4	75
		Percent	84.0%	10.7%	5.3%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E4: 2000 CES Survey Question 3 The people who help my child and the family know what they are doing. (The people who provide CES services are well-trained and experienced.) This question is compared to a similar question in 2004 (Table E5).

	Agree Responded with 5 or 4		Neutral		Disagree Responded with 1 or 2		Total	
	#	%	#	%	#	%	#	%
Colorado Bluesky	0	0.00%	1	100.00%	0	0.00%	1	100.00%
DDC - Boulder	3	75.00%	1	25.00%	0	0.00%	4	100.00%
DDRC	14	87.50%	1	6.25%	1	6.25%	16	100.00%
Denver Options	2	100.00%	0	0.00%	0	0.00%	2	100.00%
Developmental Pathways	12	85.71%	1	7.14%	1	7.14%	14	100.00%
Foothills-Gateway	1	33.33%	0	0.00%	2	66.67%	3	100.00%
Mesa Dev. Svc. Developmental Services	5	83.33%	0	0.00%	1	16.67%	6	100.00%
North Metro	3	75.00%	1	25.00%	0	0.00%	4	100.00%
The Resource Exchange	2	100.00%	0	0.00%	0	0.00%	2	100.00%
STATE TOTAL	42	80.77%	5	9.62%	5	9.62%	52	100.00%

Table E5: 2004 CES Survey Question 3 The people who actually provide the direct service to my child and family know what they are doing. (The people who provide direct services are well-trained and experienced.)

		Question 3			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	5	1	0	6
		Percent	83.3%	16.7%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	14	2	2	18
		Percent	77.8%	11.1%	11.1%	100.0%
	Dev. Pathways	Count	20	0	1	21
		Percent	95.2%	.0%	4.8%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	4	0	0	4
		Percent	100.0%	.0%	.0%	100.0%
	North Metro	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	8	0	0	8
		Percent	100.0%	.0%	.0%	100.0%
Total		Count	68	4	3	75
		Percent	90.7%	5.3%	4.0%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E6: 2004 CES Survey Question 4 My CCB contact person knows and understands my child and his/her needs.

			Question 4			Total
			Agree/Respond ed with 4 or 5	Neutral	Disagree/Resp onded with 1 or 2	
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	15	3	0	18
		Percent	83.3%	16.7%	.0%	100.0%
	Dev. Pathways	Count	17	2	2	21
		Percent	81.0%	9.5%	9.5%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	4	0	0	4
		Percent	100.0%	.0%	.0%	100.0%
	North Metro	Count	4	0	2	6
		Percent	66.7%	.0%	33.3%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	6	1	1	8
		Percent	75.0%	12.5%	12.5%	100.0%
	Total	Count	64	6	5	75
		Percent	85.3%	8.0%	6.7%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E7: 2000 CES Survey Question 4 My family and I have enough involvement in making decisions about the CES services we receive. (We are offered choices and get to make decisions about the CES services that are most important to us.) This question is compared to a similar question in 2004 (Table E8).

	Agree Responded with 5 or 4		Neutral		Disagree Responded with 1 or 2		Total	
	#	%	#	%	#	%	#	%
Colorado Bluesky	1	100.00%	0	0.00%	0	0.00%	1	100.00%
DDC - Boulder	3	75.00%	1	25.00%	0	0.00%	4	100.00%
DDRC	11	78.57%	1	7.14%	2	14.29%	14	100.00%
Denver Options	2	100.00%	0	0.00%	0	0.00%	2	100.00%
Developmental Pathways	12	85.71%	1	7.14%	1	7.14%	14	100.00%
Foothills-Gateway	1	33.33%	0	0.00%	2	66.67%	3	100.00%
Mesa Dev. Svc. Developmental Services	5	83.33%	0	0.00%	1	16.67%	6	100.00%
North Metro	4	100.00%	0	0.00%	0	0.00%	4	100.00%
The Resource Exchange	2	100.00%	0	0.00%	0	0.00%	2	100.00%
STATE TOTAL	41	82.00%	3	6.00%	6	12.00%	50	100.00%

Table E8: 2004 CES Survey Question 5 My family and I have information and involvement in making decisions about the CES services we receive. (We are offered choices and get to make decisions about the CES services that are most important to us.)

			Question 5			Total
			Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2	
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	15	1	2	18
		Percent	83.3%	5.6%	11.1%	100.0%
	Dev. Pathways	Count	21	0	0	21
		Percent	100.0%	.0%	.0%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	3	0	1	4
		Percent	75.0%	.0%	25.0%	100.0%
	North Metro	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	6	1	1	8
		Percent	75.0%	12.5%	12.5%	100.0%
	Total	Count	68	3	4	75
		Percent	90.7%	4.0%	5.3%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E9: 2000 CES Survey Question 5 Overall, I am satisfied with the quality of services my child and family receive through CES. This question is compared to a similar question in 2004 (Table E10).

	Agree Responded with 5 or 4		Neutral		Disagree Responded with 1 or 2		Total	
	#	%	#	%	#	%	#	%
Colorado Bluesky	1	100.00%	0	0.00%	0	0.00%	1	100.00%
DDC - Boulder	3	75.00%	1	25.00%	0	0.00%	4	100.00%
DDRC	16	100.00%	0	0.00%	0	0.00%	16	100.00%
Denver Options	2	100.00%	0	0.00%	0	0.00%	2	100.00%
Developmental Pathways	13	92.86%	1	7.14%	0	0.00%	14	100.00%
Foothills-Gateway	1	33.33%	0	0.00%	2	66.67%	3	100.00%
Mesa Dev. Svc. Developmental Services	5	83.33%	0	0.00%	1	16.67%	6	100.00%
North Metro	4	100.00%	0	0.00%	0	0.00%	4	100.00%
The Resource Exchange	2	100.00%	0	0.00%	0	0.00%	2	100.00%
STATE TOTAL	47	90.38%	2	3.85%	3	5.77%	52	100.00%

Table E10: 2004 CES Survey Question 6 Overall I am satisfied with the quality of services my child and family receive through CES.

		Question 6			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	16	1	1	18
		Percent	88.9%	5.6%	5.6%	100.0%
	Dev. Pathways	Count	20	1	0	21
		Percent	95.2%	4.8%	.0%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	3	0	1	4
		Percent	75.0%	.0%	25.0%	100.0%
	North Metro	Count	5	0	1	6
		Percent	83.3%	.0%	16.7%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	6	1	1	8
		Percent	75.0%	12.5%	12.5%	100.0%
	Total	Count	67	4	4	75
		Percent	89.3%	5.3%	5.3%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E11: 2000 CES Survey Question 6 Children's Extensive Supports have made a positive difference for my child (family). (The services being provided make our life better.) This question is compared to a similar question in 2004 (Table E12).

	Agree Responded with 5 or 4		Neutral		Disagree Responded with 1 or 2		Total	
	#	%	#	%	#	%	#	%
Colorado Bluesky	1	100.00%	0	0.00%	0	0.00%	1	100.00%
DDC - Boulder	4	100.00%	0	0.00%	0	0.00%	4	100.00%
DDRC	16	100.00%	0	0.00%	0	0.00%	16	100.00%
Denver Options	2	100.00%	0	0.00%	0	0.00%	2	100.00%
Developmental Pathways	14	100.00%	0	0.00%	0	0.00%	14	100.00%
Foothills-Gateway	3	100.00%	0	0.00%	0	0.00%	3	100.00%
Mesa Dev. Svc. Developmental Services	5	83.33%	1	16.67%	0	0.00%	6	100.00%
North Metro	4	100.00%	0	0.00%	0	0.00%	4	100.00%
The Resource Exchange	2	100.00%	0	0.00%	0	0.00%	2	100.00%
STATE TOTAL	51	98.08%	1	1.92%	0	0.00%	52	100.00%

Table E12: 2004 CES Survey Question 7 Children’s Extensive Support has made a positive difference in my family’s ability to support our child at home.

		Question 7		Total	
		Agree/Responded with 4 or 5	Neutral		
	Colorado Bluesky	Count	3	0	3
		Percent	100.0%	.0%	100.0%
	Denver Options	Count	6	0	6
		Percent	100.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	3
		Percent	100.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	17	1	18
		Percent	94.4%	5.6%	100.0%
	Dev. Pathways	Count	20	1	21
		Percent	95.2%	4.8%	100.0%
	Envision*	Count			
		Percent			
	Foothills-Gateway	Count	3	0	3
		Percent	100.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	4	0	4
		Percent	100.0%	.0%	100.0%
	North Metro	Count	6	0	6
		Percent	100.0%	.0%	100.0%
	Southeastern*	Count			
		Percent			
	The Resource Exchange	Count	7	1	8
		Percent	87.5%	12.5%	100.0%
Total		Count	72	3	75
		Percent	96.0%	4.0%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on “Protecting Confidentiality”.)

Table E13: 2004 CES Survey Question 8 If I have problems or concerns, I feel comfortable expressing my dissatisfaction to my service coordinator or the CCB.

		Question 8			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	16	0	2	18
		Percent	88.9%	.0%	11.1%	100.0%
	Dev. Pathways	Count	18	2	1	21
		Percent	85.7%	9.5%	4.8%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	4	0	0	4
		Percent	100.0%	.0%	.0%	100.0%
	North Metro	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	7	0	1	8
		Percent	87.5%	.0%	12.5%	100.0%
Total		Count	68	3	4	75
		Percent	90.7%	4.0%	5.3%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E14: 2004 CES Survey Question 9 If I express a concern to my CCB, I can be assured that it will be handled appropriately and resolved.

		Question 9			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	15	0	3	18
		Percent	83.3%	.0%	16.7%	100.0%
	Dev. Pathways	Count	18	2	1	21
		Percent	85.7%	9.5%	4.8%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	2	1	0	3
		Percent	66.7%	33.3%	.0%	100.0%
	Mesa Dev. Svc.	Count	3	0	1	4
		Percent	75.0%	.0%	25.0%	100.0%
	North Metro	Count	4	2	0	6
		Percent	66.7%	33.3%	.0%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	6	0	2	8
		Percent	75.0%	.0%	25.0%	100.0%
Total		Count	62	6	7	75
		Percent	82.7%	8.0%	9.3%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)

Table E15: 2004 CES Survey Question 10 I am able to access the services I need from the CES program.

		Question 10			Total	
		Agree/Responded with 4 or 5	Neutral	Disagree/Responded with 1 or 2		
	Colorado Bluesky	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Denver Options	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	DDC/Imagine!!	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Dev. Disab. Res. Ctr.	Count	12	1	5	18
		Percent	66.7%	5.6%	27.8%	100.0%
	Dev. Pathways	Count	19	0	2	21
		Percent	90.5%	.0%	9.5%	100.0%
	Envision*	Count				
		Percent				
	Foothills-Gateway	Count	3	0	0	3
		Percent	100.0%	.0%	.0%	100.0%
	Mesa Dev. Svc.	Count	3	0	1	4
		Percent	75.0%	.0%	25.0%	100.0%
	North Metro	Count	6	0	0	6
		Percent	100.0%	.0%	.0%	100.0%
	Southeastern*	Count				
		Percent				
	The Resource Exchange	Count	6	0	2	8
		Percent	75.0%	.0%	25.0%	100.0%
	Total	Count	63	2	10	75
		Percent	84.0%	2.7%	13.3%	100.0%

* Responses from Envision and Southeastern are not listed here to protect confidentiality, as those agencies had fewer than 5 persons enrolled in CES in total. (See section on "Protecting Confidentiality".)