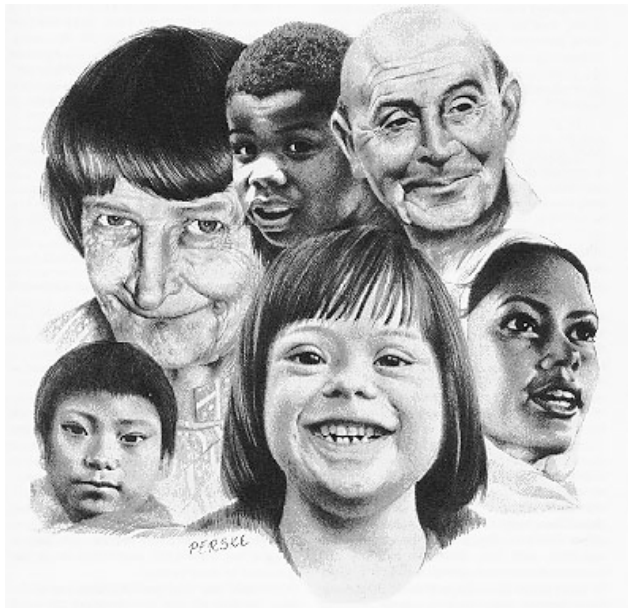


SATISFACTION WITH SERVICES



GOALS

One of the goals of DDS is to ensure that persons with developmental disabilities and their families are satisfied with the supports they receive, that they are given opportunities to express their opinions, that support staff listen, and that efforts are made to align supports with their opinions. DDS recognizes that asking persons their opinion of services is one way of providing persons with an opportunity to exercise control over their lives.

National trends within industry in general and within the field of developmental disabilities support the concept that the opinion of your customer is a key measure of success. In our service system, the most important customers are persons with developmental disabilities. They are the reason our supports and services exist and they should ultimately define the parameters of the supports needed, how these supports should be offered, whether existing supports are successful, and what changes are needed to these supports. Discussions with and careful observation of our customers will give us a strong indication of their opinions and needs.

Including consumers in the Core Indicators survey is just one of many ways for determining customer satisfaction. Surveys, complaint files, self-advocacy groups, and focus groups are other sources for obtaining input. Involvement of persons with developmental disabilities on boards of directors, and other groups involved in the implementation and oversight of organization operations have also been used as an approach.

DDS uses the satisfaction section of the Core Indicators Survey as an opportunity for consumers to

have a voice in what is heard at the state level about services.

PROGRESS TOWARD THE GOAL

This report addresses the following questions related to satisfaction of our customers:

- ❖ Are adults with developmental disabilities satisfied with the services they receive through Community Centered Boards (CCBs)?
- ❖ Does their satisfaction vary depending on the service approach or on setting size?
- ❖ How does satisfaction with life for persons with developmental disabilities served by CCBs compare to other citizens of Colorado?
- ❖ Are adults with developmental disabilities served by CCBs more satisfied with services in 2000 than they were in 1993?
- ❖ Do satisfaction levels of persons served by CCBs vary by age category, gender, minority status, or urban/rural location?
- ❖ What would persons served by CCBs like to change about their homes and work or other day program activities?

METHODOLOGY

DDS surveyed a sample of 373 adults with developmental disabilities in Colorado to ask them how they felt about the services they were receiving and what changes they would like to see. Since this portion of the report relies totally on the self-report of individuals in services, there was considerable attrition from the total sample size of the rest of this report (i.e. 734 individuals) to the 373 reported within this section. This attrition occurred due to reasons such as inability to be understood, unwillingness to participate, and inconsistency in responses. (For more details on methodology and sample attrition, refer to the earlier section of this report entitled 'Outcome Survey Methodology Section'.)

LIMITATIONS OF ANALYSES

DDS recognizes that there are several limitations to satisfaction surveys of consumers. We were unsuccessful in interviewing about 50% of the consumers in the original sample due to communication issues. However, we believe that obtaining the direct input of consumers whenever possible is critical despite these problems. Due to this sample attrition, the satisfaction portion of this report primarily represents consumers who have good communication skills and who are served through the CCBs. (Sample attrition was greatest for those who receive the most supports and too few RC consumers remained to represent RCs.) Another limitation of this survey was the number and scope of questions asked. There are many other questions

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that could have been asked about satisfaction with services. The questions asked were those that had been identified at the national level as the most critical for states to answer.

RESULTS

Figure 4 provides satisfaction levels for adults receiving services through CCBs overall (Column 7) and with comparisons by different service approaches (Columns 1 & 2, and 4 & 5), to the general population of Colorado (Column 8), and between 2000 and 1993 (Column 9).

Figure 5 is very similar, except that the questions relate to day services and are compared by integrated and non-integrated (segregated) day

settings, including a comparison to the general population and between 1993 and 2000.

OVERALL SATISFACTION (See Figs. 4 & 5, Col. 7)

Most adults at CCBs who were surveyed expressed satisfaction with the residential and supported living services they were provided. They like where they live (89%) feel the people who provide them with supports in the home are nice and polite to them (97%), they have enough things to do around the house (74%), feel safe in their house (95%) and in their neighborhood (89%). Most adults served by CCBs indicate that they are happy on most days (87%). (See Figure 4, Column 7.)

Figure 4: Satisfaction of Adults with General Life Circumstances and With Home Related Supports

Questions Related to Satisfaction with General Life Circumstances and Home Related Supports	Comparison of CCB Adult Services			Comparison of Sizes of CCB Comprehensive Services			Comparison to General Population & Time		
	Supp'ed Living Services (SLS) Col. 1	Compr ehensiv e Serv. (Comp) Col. 2	Stat. Signif. Level Col. 3	Individual Setting (3 or fewer persons) Col. 4	Group Home (4+ persons) Col. 5	Stat. Signif. Level Col. 6	Adults in CCB Service - 2000 Col. 7	Adults in General Pop. Col. 8	Adults in CCB Service - 1993 Col. 9
On most days, are you usually happy?									
Yes	91.4%	82.3%	.03	82.0%	81.3%		86.8%	91.0%	76.9%
In-between, sometimes happy	7.6%	15.1%		15.1%	14.6%		11.3%	6.8%	17.3%
No	1.1%	2.7%		2.9%	4.2%		1.9%	2.2%	5.8%
Satisfaction with Home									
Is your home a good place to live (or a bad place to live)?									
Good	90.9%	89.3%		89.2%	87.5%		90.1%	N/A*	N/A*
In-between	5.9%	6.4%		5.8%	8.3%		6.2%		
Bad	3.2%	4.3%		5.0%	4.2%		3.8%		
Do you like where you live?									
Yes	88.7%	89.3%		87.7%	93.9%		89.0%	89.4%	81.9%
Maybe, sort of	3.8%	4.8%		5.8%	2.0%		4.3%	3.0%	8.7%
No	7.5%	5.9%		6.5%	4.1%		6.7%	6.7%	9.5%
Are the people who provide you with supports in your home nice to you? Are they polite to you?									
Yes	98.6%	95.9%		94.3%	100.0%		96.7%	98.9%	92.3%
Sometimes, some staff	0.0%	2.9%		4.1%	0.0%		2.0%	0.5%	4.9%
No	1.4%	1.2%		1.6%	0.0%		1.2%	0.5%	2.8%
Do you have enough things to do around home during your spare time or do you get bored at home?			.01						
Enough things to do most times	80.9%	67.7%		66.9%	70.8%		74.3%	90.3%	68.6%
Bored on rare occasions	13.1%	23.7%		25.7%	18.8%		18.4%	2.7%	8.2%
Often bored	6.0%	8.6%		7.4%	10.4%		7.3%	7.1%	23.2%
Do you feel safe in your home?									
Yes	96.8%	93.5%		92.6%	100.0%		95.2%	96.1%	92.0%
In-between	2.2%	3.8%		4.4%	0.0%		3.0%	2.5%	2.6%
No	1.1%	2.7%		2.9%	0.0%		1.9%	1.4%	5.4%
Do you feel safe in your neighborhood?									
Yes	91.2%	87.4%		86.1%	89.4%		89.3%	N/A*	N/A*
In-between	4.4%	6.0%		5.8%	8.5%		5.2%		
No	4.4%	6.6%		8.0%	2.1%		5.5%		

*N/A – not available, these questions were not asked in that manner at those points in time or of that population.

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- ❖ Regarding their jobs, day program and/or school, most adults served by CCBs like their day service (94%) and feel that people who provide them supports at their day program are polite and nice to them (97%). (See Figure 5, Column 7.)
- ❖ The most frequent complaint from CCB consumers was that they were not working enough hours (24%). The next most frequent concerns were not having enough to do during spare time (7%) and not liking where he/she lived (7%). (See Figures 4 and 5.)

COMPARISONS OF CCB SUPPORTED LIVING AND COMPREHENSIVE SERVICES (Refer to Figure 4, Columns 1-3)

In the first three columns of Figure 4, involvement in satisfaction of adults receiving services is compared by the two major CCB service approaches: Supported Living Services (column 1) and Comprehensive Services (column 2) with the statistical significance level, if any, noted in column 3 based on the Chi Square test. The findings are summarized below.

- ❖ For 5 of the 7 questions on Figure 4, there were no statistically significant differences in the satisfaction of adults served by CCBs based on whether they were in SLS or Comprehensive services.
- ❖ Adults provided SLS services by CCBs were more likely to be happy and have enough things to do around home (i.e. not be bored) than were adults in CCB Comprehensive services. (These differences were statistically significant.)

COMPARISONS OF CCB COMPREHENSIVE SERVICES BY SETTING SIZE (Refer to Figure 4, Columns 4-6)

The satisfaction of adults receiving Comprehensive out-of-home services through CCBs is compared in Columns 4-5 of Figure 4 by the setting size: Group Homes (with 4 or more persons) and Individualized Settings (3 or fewer persons in apartments or host homes). If the differences observed between these two setting sizes are statistically significant based on the Chi Square test, then the significance level is noted in Column 6 of Figure 4. The findings are summarized below.

- ❖ There were no statistically significant differences in the satisfaction of adults provided Comprehensive Services by CCBs regardless of whether they received these services in group homes of 4 or more persons or in individualized settings of 3 persons or less.
- ❖ The satisfaction levels varied from 71% to 100% for those served by CCBs in group homes and from 67% to 94% for those served in

individualized settings for the questions asked (see Columns 4-5 of Figure 4).

- ❖ Not having enough things to do around the house was where the highest dissatisfaction occurred – a response of “often bored” was selected by between 7% to-10% of the adults receiving CCB Comprehensive Services. The next lowest rating was that 8% of the adults served by CCBs in individualized settings indicated that they did not feel safe in their neighborhood.

CHANGES REQUESTED TO SERVICES & SUPPORTS

Adults served by CCBs were also asked open-ended questions about what could be better about where they live or their life circumstances to allow them to clarify or elaborate on their responses to earlier questions regarding if they liked where they live.

The areas of concern which were mentioned most frequently are:

- ❖ 10% expressed problems with their roommates or neighbors,
- ❖ 6% wanted to move to an apartment or another location,
- ❖ 4% requested improvements in their home,
- ❖ 3% wanted more privacy in their home, and
- ❖ 2% requested a new or different roommate.



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GENERAL POPULATION COMPARISON (Refer to Columns 7 and 8 of Figures 4 and 5)

It can be argued that since not everyone in Colorado is satisfied with where they live, their job, etc., it then follows that not all persons in services would be expected to be satisfied with these aspects of their lives either. Therefore, the satisfaction levels of adults in the Colorado general population can provide us with a benchmark to which we can compare the satisfaction levels of adults with developmental disabilities. Tests of statistical significance could not be applied to this comparison and so in that absence, only differences exceeding 5% are noted. The findings are summarized below.

- ❖ Generally speaking, the satisfaction levels of adults in the general population (Column 8) were very similar with those of adults receiving services from CCBs (Column 7).
- ❖ Of the 7 satisfactions for which comparable information was available, the only notable difference was that adults receiving CCB services were less likely to report that they had enough to do around home (74%) as compared to the general population (90%). (See Figures 4 and 5, Columns 7 and 8).

COMPARISON IN SATISFACTION FROM 1993 to 2000 (Refer to Figures 4 and 5, Columns 7 and 9)

There were 5 questions for which satisfaction data was available in both 1993 and 2000. Tests of statistical significance could not be applied to this comparison and so, in that absence, only differences exceeding 5% are noted. The findings are summarized below.

- ❖ There were 3 questions for which satisfaction levels of adults served by CCBs increased by more than 5% from 1993 to 2000. Those were: generally feeling happy, liking where you lived, and having enough to do during the day.
- ❖ The largest change was in the percentage of adults reporting that they were often bored, which dropped from 23% in 1993 to 7% in 2000 for adults served by CCBs.

“The best ideas for improving organizational processes come from the customers who depend on the organization’s products and services.

The reason is simple: Quality in the modern sense is defined as meeting the needs of customers.

Who better than the customer can tell us what is needed and how we are doing?”

*Berwick, Godfrey, and Roessner
Curing Health Care, 1991*

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Figure 5: Satisfaction of Adults with Day Services

Questions Related to Satisfaction with Day Services	Comparison of CCB Adult Services			Comparison of Integration of CCB Day Programs			Comparison to General Population & Time		
	Support ed Living Services (SLS)	Compr ehensiv e Serv. (Comp)	Stat. Signif. Level	Integrated	Non- Integrated	Stat. Signif. Level	Adults in CCB Service - 2000	Adults in General Pop.	Adults in CCB Service - 1993
	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8	Col. 9
Do you like your work or what you do during the day?									
Yes	92.8%	91.8%		91.9%	93.1%		94.2%	89.3%	N/A*
In-between	5.4%	5.9%		6.4%	3.4%		5.8%	3.9%	
No	1.8%	2.3%		1.7%	3.4%		2.1%	6.8%	
Are people at your work or day services nice to you? Are they polite?									
Yes	95.1%	98.0%		96.7%	100.0%		96.6%	97.2%	N/A*
In-between	3.5%	1.3%		3.3%	0.0%		2.4%	2.3%	
No	1.4%	0.7%		0.0%	0.0%		1.0%	0.5%	
Do you work enough hours? (work programs only)									
Yes	77.6%	75.0%		74.5%	71.4%		76.3%		N/A*
No	22.4%	25.0%		25.5%	28.6%		23.7%		

*N/A – not available, these questions were not asked in that manner at those points in time or of that population.

COMPARISONS OF DAY SERVICES IN INTEGRATED AND NON-INTEGRATED SETTINGS (Refer to Figure 5, Columns 4-6)

Two day service approaches are compared in terms of satisfaction of adults in CCB services. These service approaches are: integrated day settings (Community Integrated Employment and Community Participation) and non-integrated day settings (work activities, sheltered workshops, intensive habilitation, and other day services provided in a non-integrated setting). (Consumers who were receiving both integrated and non-integrated day services were not included in this comparison.) If the differences observed between integrated and non-integrated day setting are statistically significant based on the Chi Square test, then the significance level is noted in Column 6. The results are summarized below.

- ❖ There were no statistically significant differences in the satisfaction reported by consumers at CCBs between non-integrated and integrated day program settings.
- ❖ A high percentage of adults (92-93%) at CCBs like their day services, regardless of whether the services were provided in an integrated or non-integrated setting.
- ❖ A high percentage of adults (97-100%) at CCBs feel the people who provide them with supports at their day services are polite and treat them with respect.
- ❖ The most frequently concern reported by CCB consumers with jobs was that they feel they do not work enough hours (26-29%).

CHANGES REQUESTED IN DAY SERVICES

Adults were also asked open-ended questions about what could be better about where they work, go to day program or school in order to allow them to clarify or elaborate on their responses to earlier questions regarding if they liked their day services.

The areas of concern expressed most frequently were:

- ❖ 7% wanted to make more money at work,
- ❖ 5% wanted more challenge in their work,
- ❖ 3% wanted a different job,
- ❖ 2% requested longer breaks or more time off.

(Remember that 26-29% had requested more work hours, but that was in response to a different question.)

IMPACT OF DEMOGRAPHICS ON SATISFACTION OF ADULTS RECEIVING SERVICES

No statistically significant differences were found in satisfaction levels of adults served by CCBs based on gender, minority status, or urban/rural setting.