



Department of County Human Services

Intellectual and Developmental Disabilities Services Division

Client Satisfaction Survey

Technical Report - 2016

This report was prepared by the Multnomah County Intellectual and Developmental Disabilities Services Division. Comments and questions about this report may be directed to:

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Background

The Multnomah County Intellectual and Developmental Disability Services Division (IDDSD) Client Satisfaction Survey is a one-page survey distributed to all individuals receiving Case Management services through IDDSD. In 2016, the survey was developed to collect information about general satisfaction in the following domains:

- Living arrangement
- Caregiver Support
- Self-direction
- Workplace
- Service Coordinator Support
- Overall IIDDS Services

Survey questions were developed to align with the Oregon Office of Developmental Disabilities Services (ODDS) Quality Assurance Field Review Questions in the area of customer satisfaction and to further IDDSD's strategic goals of promoting service quality and system improvement. This report provides a summary of the results of the client satisfaction survey, including an analysis of the client open-ended comments section and a summary of the resulting recommendations from the IDDSD management team. Survey results are a first step in identifying areas of strength and opportunities for growth within the division. The results also serve as a snapshot of general client satisfaction and a vehicle for clients to provide anonymous feedback to the division.

Method

A twenty-question satisfaction survey was developed in alignment with the ODDS Quality Assurance Field Review Questions. The first fourteen questions were adopted from the Customer Satisfaction section of the ODDS QA Field Review guide. Additional questions were added to assess overall satisfaction with IDSD services, frequency of interaction with the Service Coordinator, communication preferences, race and ethnicity, gender, and an open text response.

Feedback on the client survey process was elicited from a parent and community advisory group in a neighboring Oregon county. This feedback included a recommendation that response options be kept straightforward (e.g. yes / no questions), that the length of the survey be limited to increase the likelihood of response, and that the survey developers omit “smiley faces” as response options, which the group found to be potentially confusing, condescending, and of no added value to the survey.

These recommendations align with the literature related to surveying individuals with developmental disabilities, which has found a need for clear and straightforward survey questions (Parsons, Baum & Johnson, 2000), person-centered rather than program-centered survey questions (Patterson, 2012), and the use of categorical (yes/no) response options (DDS Consumer Advocacy Committee, 2005; Finlay & Lyons, 2001) that are concrete rather than theoretical. The literature suggests that interviews and questionnaires avoid Likert-like response scales and avoid negative wording of questions (Finlay & Lyons, 2001).

The satisfaction survey and a corresponding cover letter (Appendices A – D) were mailed to clients via regular post during the first two weeks of May, 2016. Clients were asked to return the survey by June 24th, 2016. Clients had the option to return the survey in a self-addressed stamped envelope or to complete the survey online (English and Spanish only). The cover letter indicated the purpose of

the survey and outlined the directions for returning the survey. Clients were informed that they could choose not to answer any question on the survey, and that the survey was anonymous. Clients who identified their primary language as Arabic, Cantonese, Russian, Somali, Spanish or Vietnamese received the survey and cover letter in both English and the primary language. An additional 23 languages were identified as being spoken by 4 or less clients served through IDDSD. Individuals who spoke one of these 23 languages as a primary language were offered translation services, but the survey and cover letter were not translated.

At the suggestion of Service Coordinators who work with children and families, the cover letter that was sent out with each child's survey instructed the parent, guardian or caregiver to fill out the survey with the child. Therefore, the cover letter and survey format sent to children was different than the cover letter and survey format sent to adults, although the survey questions were identical. The practice of allowing a proxy to fill out a survey on behalf of an individual with an intellectual or developmental disability is controversial (Parsons, Baum & Johnson, 2000; Patterson, 2012). However, it is necessary to allow proxy responses in order to collect feedback at the population level, as the division does not have the capacity to conduct one-one-one interviews with all clients. Restricting the use of proxy responses would marginalize individuals who are unable to self-report on a paper or online survey. The first question on the survey asks the respondent if they are an individual with a disability or a proxy who is filling out the survey on behalf of the individual with a disability. This data point will illustrate the extent of proxy response for this survey.

Results

All clients who received funded and non-funded case management services through IDDSD were sent a survey. The returned surveys indicate a high level of satisfaction with the services and supports provided by IDDSD, as well as suggested areas for improvement. This information will be used as a launching point to improve services by incorporating client feedback into the strategic goals of the department. The paper survey was mailed to clients with a postage-paid return envelope. The response rate for the survey was 19% (668 out of 3,440). Of these survey responses, 641 returned a paper survey and 27 chose to complete the survey on-line.

Survey Response Rate

Total Mailed	3722
Total Returned for Insufficient Address	282
Total Clients Received Survey (Presumed)	3440
Total Surveys Returned (Paper and Online)	668
Response Rate	19% (668 / 3440)

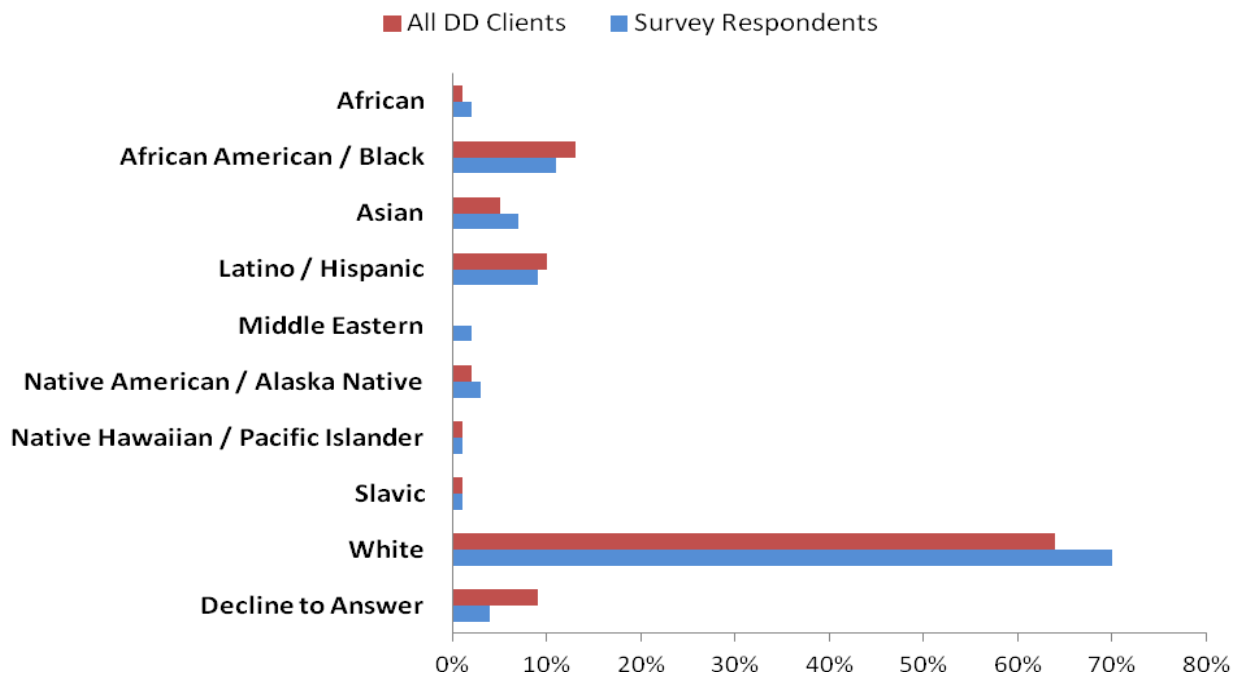
Survey Language

The survey was made available to clients in seven languages to maximize survey accessibility. Clients who identified their primary language as Arabic, Cantonese, Russian, Somali, Spanish or Vietnamese received the survey and cover letter in both English and the primary language. An additional 23 languages were identified as spoken by 4 or less clients served through IDDSD. Individuals who spoke one of these 23 languages as a primary language were offered translation services, but the survey and cover letter were not translated. The number of surveys distributed in each of the seven languages is presented in the table below.

Number of Surveys Distributed in Each Language	
Arabic	22
Cantonese	16
English (not in combination)	3,336
Russian	41
Somali	25
Spanish	245
Vietnamese	37

Race & Ethnicity

The survey asked clients to identify their race or origin and encouraged the respondent to “check all that apply”. Because respondents could “check all that apply”, the response categories sum to more than 100%. The self-identified race and ethnicity trends of the survey respondents closely mirrors the race and ethnicity of IDDSD clients overall, as shown in the chart below.



Demographics

Survey respondents were asked to indicate if they were an IDSD client or a proxy for the client.

Adult respondents were more likely to fill in their own survey as compared to children, who were more likely to have a family member or guardian (proxy) fill in the survey on their behalf.

Respondent	Total = 668	Adults = 417	Children = 251
Individual with Disability	42%	63%	8%
Family Member / Guardian	46%	24%	83%
Other	6%	6%	5%
Missing	6%	7%	4%

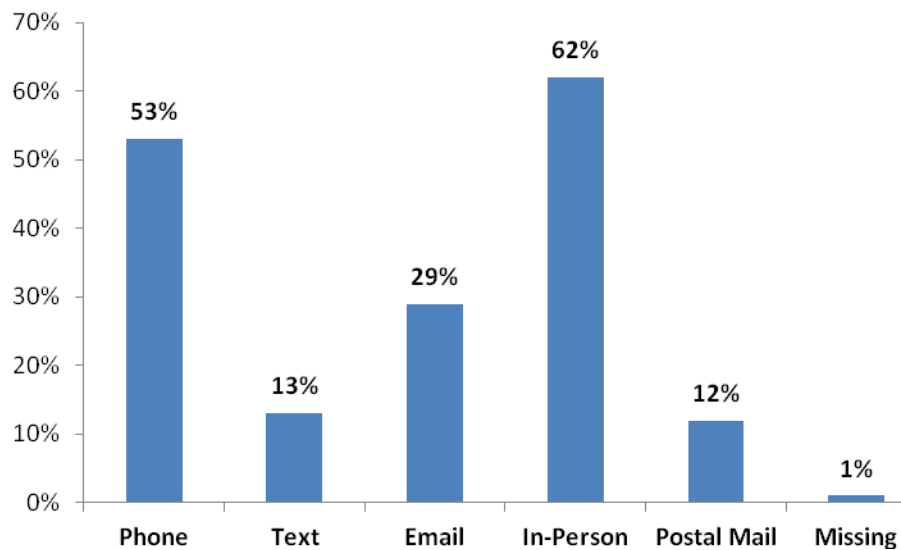
The surveys were coded to provide information regarding the funded status of the respondent.

Funded adults and children represent 69% of the total client population and 77% of the survey responses. Non-funded adults and children represent 31% of the total client population and 23% of the survey responses. The surveys also collected information regarding the living situation and gender of the respondent.

	Respondents n = 668
Age & Service Group	
Funded Adults	53%
Non-Funded Adults	10%
Funded Children	24%
Non-Funded Children	13%
Living Situation	
In Home	56%
Foster Care	26%
Group Home	13%
Transitional Housing	3%
Currently Houseless	1%
Missing	1%
Gender	
Female	58%
Male	40%
Transgender	<1%
Other (Write In)	<1%
Missing	<1%

Communication Preferences

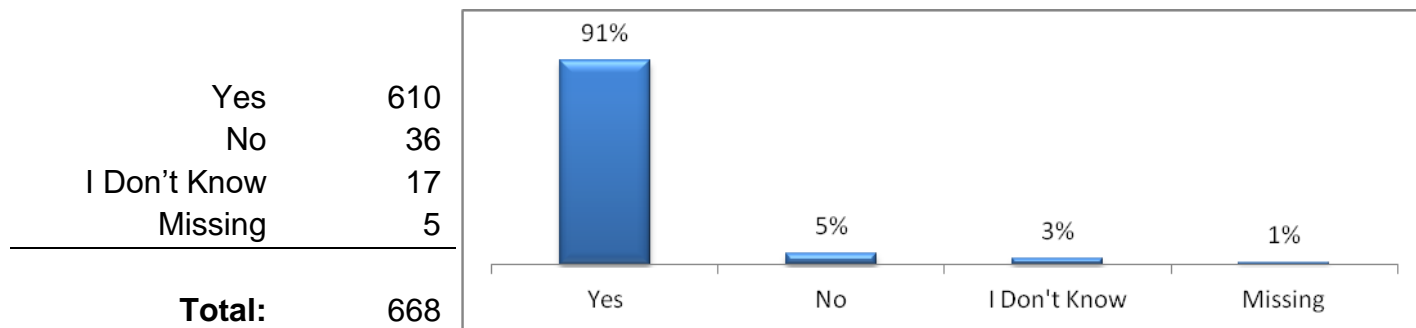
Survey respondents were asked how they prefer to communicate with their Service Coordinator. The question encouraged respondents to “check all that apply”, and so the response categories sum to more than 100%. The most popular mode of communication was In-Person (62%) and the least popular was Postal Mail (12%). Although there has been anecdotal evidence that some clients prefer texting, only 13% of survey respondents reported that they preferred to text.



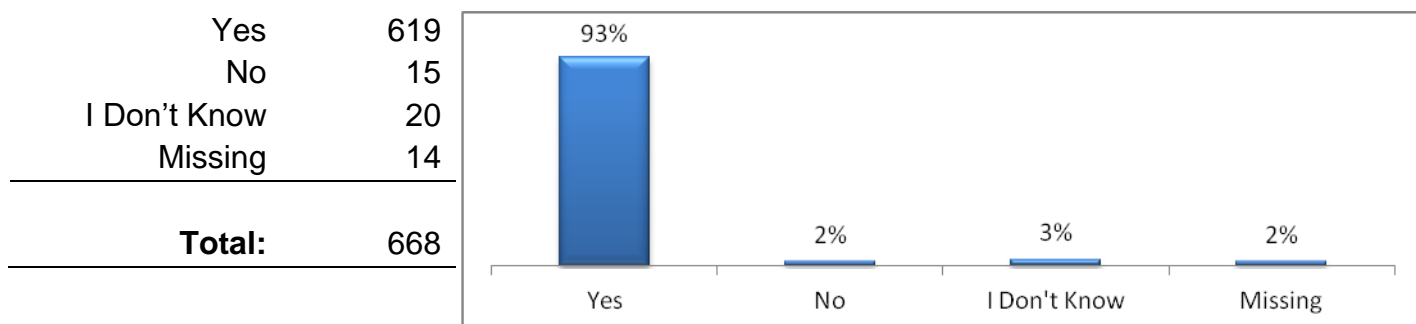
Satisfaction

The client survey was developed to collect information about general satisfaction in living arrangement, caregiver support, choice and self-direction, Service Coordinator support, employment and overall IDDSD services. Responses to each question are summarized below.

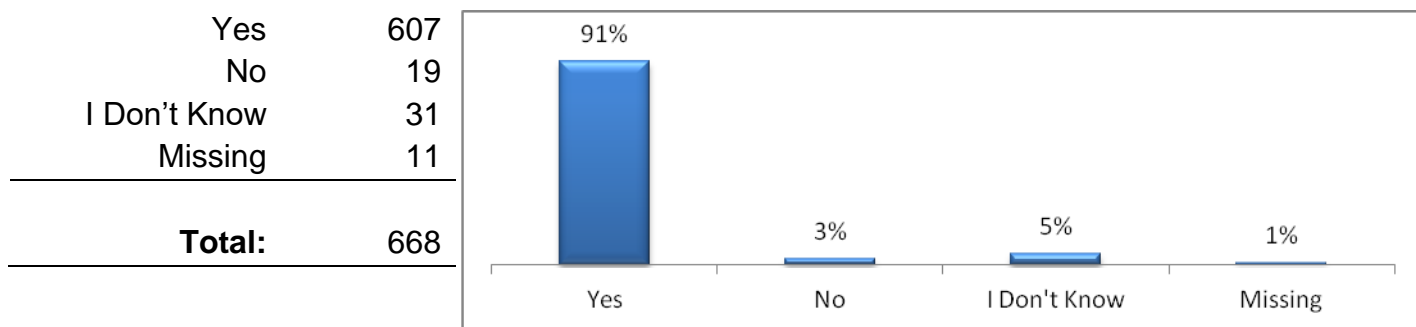
Question: Do you like where you live?



Question: Do your caregivers understand your needs?

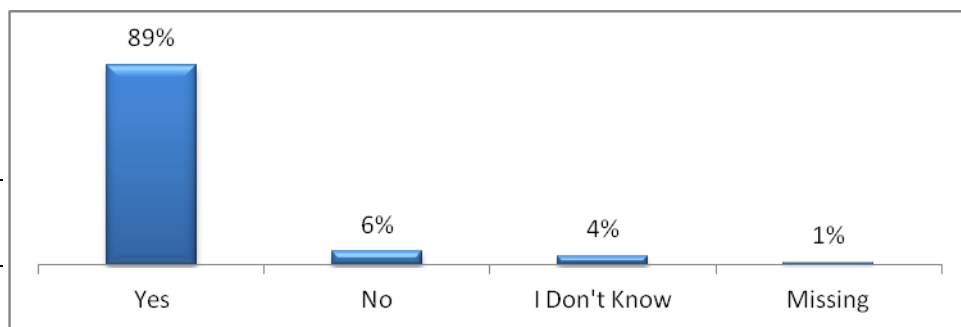


Question: Are you satisfied with the support and help you receive from caregivers?



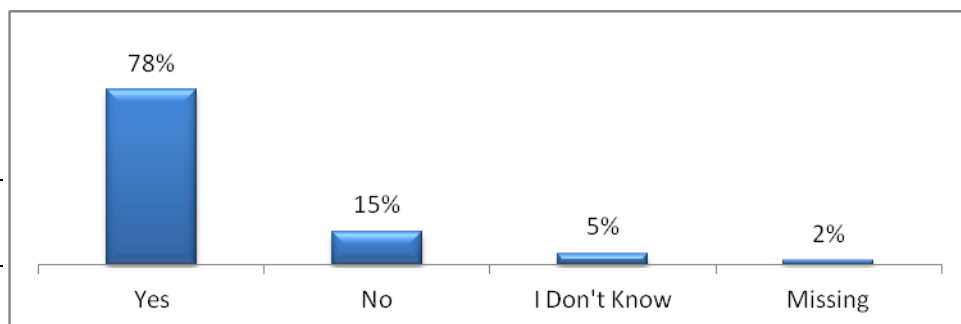
Question: Do you choose the things you want to do?

Yes	594
No	37
I Don't Know	28
Missing	9
<hr/>	
Total:	668



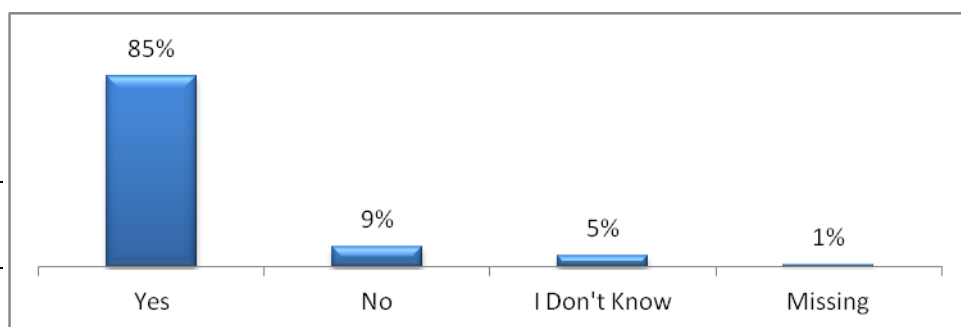
Question: Can you go where you want?

Yes	518
No	103
I Don't Know	32
Missing	15
<hr/>	
Total:	668



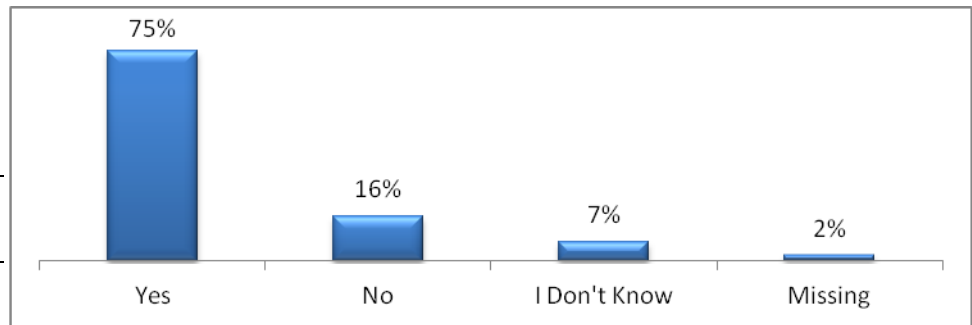
Question: Can you choose the people you want to do things with?

Yes	568
No	57
I Don't Know	34
Missing	9
<hr/>	
Total:	668



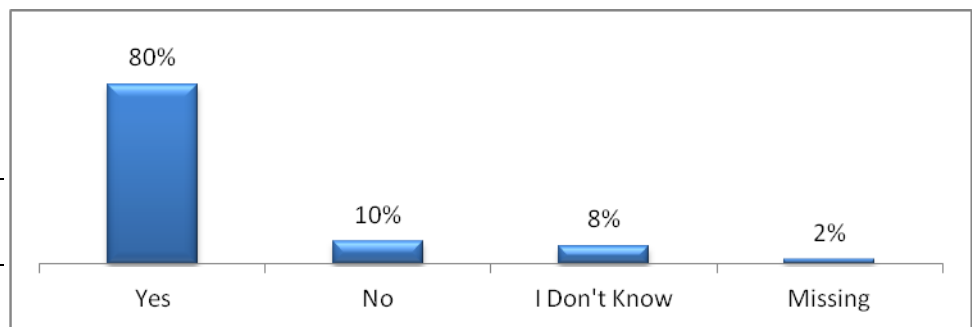
Question: Did you participate in your Individual Support Plan (ISP) meeting to plan your ISP goals for this year?

Yes	500
No	109
I Don't Know	44
Missing	15
<hr/>	
Total:	668



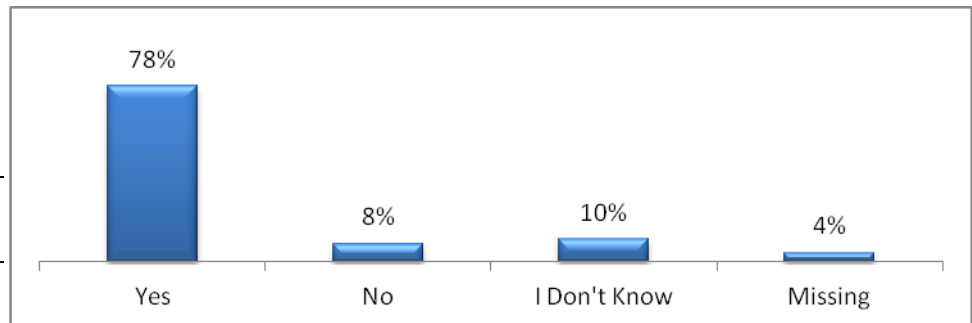
Question: Does your Service Coordinator give you the help you need?

Yes	537
No	65
I Don't Know	51
Missing	15
<hr/>	
Total:	668



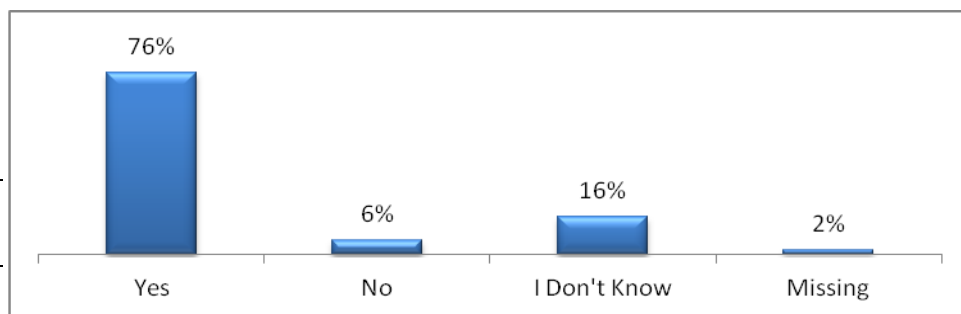
Question: Are you comfortable talking about complaints / concerns with your Service Coordinator?

Yes	525
No	56
I Don't Know	66
Missing	21
<hr/>	
Total:	668



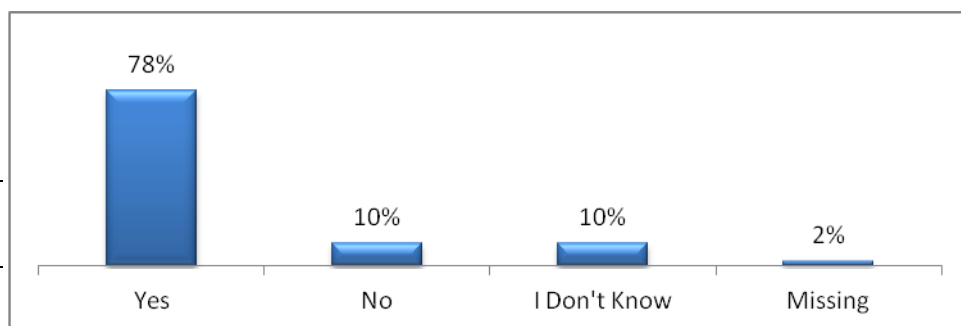
Question: Are you satisfied with your ISP plan?

Yes	510
No	39
I Don't Know	106
Missing	13
<hr/>	
Total:	668



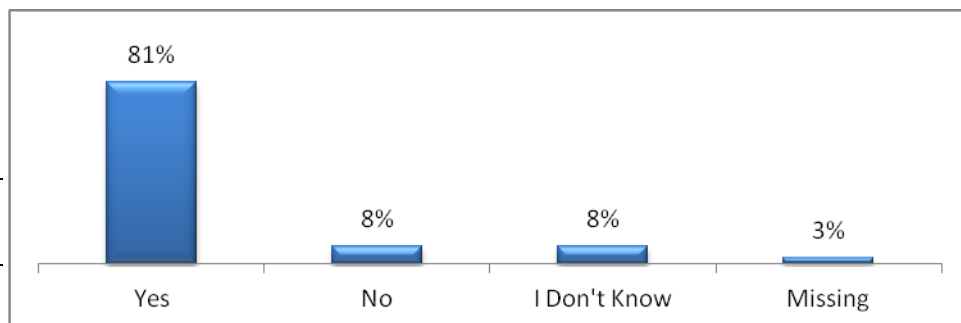
Question: Are you satisfied with the support you receive from your Service Coordinator?

Yes	520
No	64
I Don't Know	67
Missing	17
<hr/>	
Total:	668



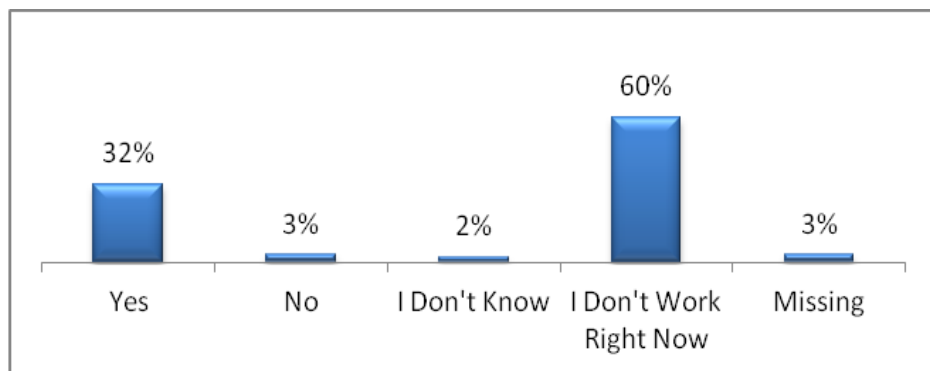
Question: Overall, are you satisfied with the services you receive from Multnomah County Disabilities Services Division?

Yes	539
No	56
I Don't Know	52
Missing	21
<hr/>	
Total:	668



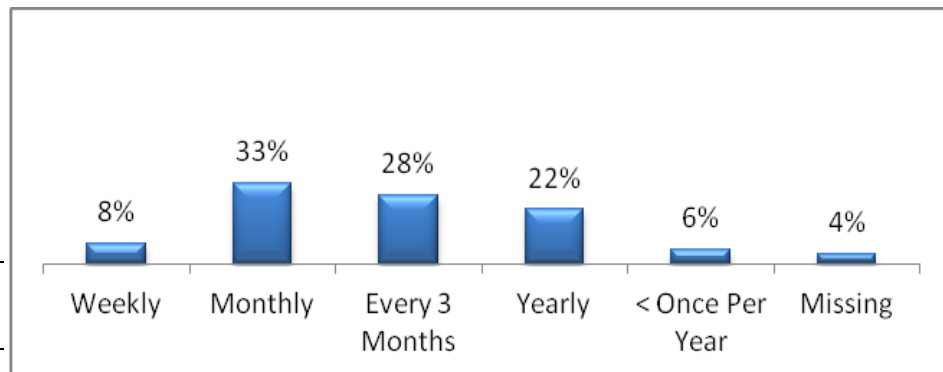
Question: Do you like where you work?

Yes	215
No	21
I Don't Know	15
I Don't Work Right Now	403
Missing	14
Total:	668



Question: How often do you talk to your Service Coordinator?

Weekly	56
Monthly	215
Every 3 Months	183
Yearly	143
< Once Per Year	43
Missing	28
Total:	668



Open Text Responses

Survey respondents were asked to provide an open-text response to the question “How can we improve our services to you?” An applied thematic analysis approach was used to analyze this text (Guest, MacQueen & Namey, 2012). This approach is inductive, using data-driven codes to identify themes in the responses. A total of 256 survey respondents shared open-text responses. An analysis of the open text responses resulted in the identification of four over-arching themes, each containing multiple categories unique to that theme. The four over-arching themes and associated categories are described below. A full transcript of all de-identified responses can be found in Appendix E.

Theme 1 – Satisfaction and Thanks

This theme is characterized by statements of general satisfaction, satisfaction related to specific Service Coordinators or services, statements of preference for one service over another service, or statements of thanks related to receiving services. The frequencies of this theme and the related categories are presented in the table below.

Theme / Category	Number of Responses that Contain Theme or Category	Percentage of Total Responses that Contain Theme or Category
Theme 1 – Satisfaction and Thanks	76	30%
Category – General Satisfaction	61	24%
Category – Satisfaction with Service Coordinator	14	5%
Category – Satisfaction with Respite Care	2	1%
Category – Satisfaction with K-Plan	1	<1%
Category – Satisfaction with Foster Care	1	<1%
Category – Satisfaction with Speech Therapy	1	<1%

Quotations that exemplify the theme of satisfaction and thanks include:

General Satisfaction

“Thank you for all the services you provide for me and my support team. Without it will not be able to do many things that I do now.”

Satisfaction with the Service Coordinator

“As a family, we love our Service Coordinator. I can't think of anything on our behalf that needs improvement. We love (name of SC).”

Satisfaction with Respite Care

“The services that my daughters get are great and I really love the Service Coordinator and the respite that they have – (name) is a great person - 100% great and the respite provider too is 100% great.”

Satisfaction with K-Plan

“Keep funding the K-plan. We continue to prefer the K-plan to brokered services.”

Satisfaction with Foster Care

“My services are fine. My foster care is perfect.”

Satisfaction with Speech Therapy

“She recently started speech therapy and therapeutical therapy. She loves it!”

Theme 2 – Finding and Navigating Services

This theme reflects a stated need for support with finding, navigating and understanding services.

Survey respondents indicated that they are not quite sure what services are available to them and how they should go about accessing services.

Theme / Category	Number of Responses that Contain Theme or Category	Percentage of Total Responses that Contain Theme or Category
Theme 2 – Finding and Navigating Services	24	9%
Category – More info on services and how to access	15	6%
Category – Hard to navigate the DD system	11	4%
Category – Don't understand current services	10	4%
Category – Hard to find out about DD services	1	<1%

Quotations that exemplify the theme of finding and navigating services include:

More Info on Services and How to Access

“We understand the needs of our daughter, we just don’t know how to get the needed support through agencies.”

Hard to Navigate the DD System

“Stop making it so difficult to navigate the system to get the help we need. We find out almost everything from an online autism support group - as to what we are eligible for...”

Don't Understand Current Services

“By helping us understand her services and what she can get out of it...”

Hard to Find Out About DD Services

“Trying to figure out, how to get help in the 1st place was very difficult. Wish I could have known about these services earlier. Very difficult to navigate. Now into system, things are working well.”

Theme 3 – Improved or Additional Services

This theme is characterized by statements that indicate a need for improved services, additional services or funding, housing support and suggestions for system improvements. The statements reflect the experiences of both the clients and their families or guardians.

Theme / Category	Number of Responses that Contain Theme or Category	Percentage of Total Responses that Contain Theme or Category
Theme 3 – Need for Improved Services or Additional Services	122	48%
Category – Communication / consistency of Service Coordinator	60	23%
Category – Request for additional services, programs, direct funding	30	12%
Category – System improvements	21	8%
Category – Job assistance	12	5%
Category – Housing support	7	3%
Category – Support for Service Coordinators	6	2%
Category – Transportation services	4	2%

Quotations that exemplify the theme of improved or additional services include:

Improved Communication and Consistency from the Service Coordinator

“It would be nice to have the same case manager for more than just a couple of months. They change multiple times during the year and we have to start all over again getting to meet and know them.”

“More communication - follow thru with promised services. Return phone calls / emails.”

“Have a difficult time getting a hold of our coordinator. Questions go unanswered.”

Request for Additional Services / Programs / Direct Funding

“More opportunities for community inclusion, camp funds, transitional support for teens, more information on available programs and more funding for individuals with disabilities. Training programs too. Thank you.”

“Pay for extra programs. Horseback riding, camping, anger management, gym, maybe with and in conjunction with insurance.”

“Increase hours for needed behavioral therapies and even some motor skills therapy. Adolescents have no real help.”

System Improvements

“Way too much paperwork. Would be best to coordinate with other service providers (i.e. early intervention, MECP) so as not to duplicate requests from families with a lot on their plate. Also, would be great to have a one-stop shop for all services.”

Job Assistance

“I would like to find a job to earn extra cash.”

“Help towards independence as much as possible, educating the community to make more room for special needs people. Jobs and socializing programs. Thank you.”

Housing Support

“I would like for them to come and review the apartments where I have lived for a year and half. They have raised the rent again this September. Is this legal? The maintenance is not the best. I would like to live in a better place for my son and his disability.”

Support for Service Coordinators

“Provide training for service workers that will lead in better help / answers than “I don't know”. Provide enough workers so that correspondences don't go unanswered for months.”

Transportation Services

“There is no medical transport support for minors. My son has 6+ multi-hour appointments each week. Providing transportation is over burdensome.”

Theme 4 – Self-Description

Theme four is characterized by statements of personal description, such as feelings, attributes or disability diagnosis, current living situations and personal desires or needs with no explicit connection made to DD services. These statements often reflected a desire for increased autonomy or choice.

Theme / Category	Number of Responses that Contain Theme or Category	Percentage of Total Responses that Contain Theme or Category
Theme 4 – Self-Description	27	11%
Category – Personal Desires or Needs	19	7%
Category – Personal Descriptors	9	4%
Category – Living Situations	6	2%

Quotations that exemplify the theme of self-description include:

Personal Descriptors

“I’m a person with MRDD”

Living Situation

“(Name) is typical teen living at home with mom and going to high school”

“I want to move home with my mother but judge and public guardian won’t let me.”

Personal Desires or Needs

“I want to sleep on the same floor as my family. I don’t want to sleep on a floor by myself. I want to make certain choices when I become an adult.”

“I haven’t been taken to the store to get food. I was promised she would take me to take back the seven up machine. Also I understand (Inserts name) is suppose to take me to my appointments.”

Recommendations

Although a population survey is meant to allow for full clientele participation in the feedback and improvement process, the nature of paper or on-line surveys may disenfranchise clients who cannot access the questions in those formats or do not have an individual who they can trust to serve as a proxy. To address these concerns, future collection of client satisfaction data should include alternative data collection methodologies, such as one-on-one interviews, observations or alternative technologies.

The survey findings were reviewed with the managers, supervisors and all staff of Multnomah County Intellectual and Developmental Disability Services Division (IDDSD). After this review, the following key recommendations were identified for follow up:

- Implement new training, tools and timelines that support communication between case managers, clients and families.
- Adjust policies to foster more stability in the client / case manager relationship.
- Create a “front door” committee to work on improving the clarity, transparency and navigability of our systems.
- Work on possible solutions to client housing and transportation needs. Are there additional resources that IDDSD staff could be partnering with?
- Identify additional workflow efficiencies to free up time for case managers.
- Develop alternative communication tools to reinforce information for clients, such as videos, handouts, and improved messaging on our website.

References

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Appendix A

Introductory Letter for Adult Survey – English

County Human Services



Developmental Disabilities Services

May 4, 2016

Greetings,

Recently, there have been significant changes to the operating rules that guide the services we provide to individuals with intellectual and developmental disabilities. In the last year, we have seen referrals to our program increase by 24%. During this time of change, we want to create new opportunities for you to provide us with feedback. If you receive services from Multnomah County Developmental Disabilities, **please fill out this anonymous survey and return it in the stamped envelope provided.** Your input will help us further improve the delivery of services and supports to individuals and families.

- To fill out this survey online instead of on paper, type this web address into your browser: <https://www.surveymonkey.com/r/676NZM5>
- If you have questions about this survey, or if you need translation services, please contact our research analyst, Julia Love Ph.D., at 503-988-2455.
- Please return the survey to us by **Friday, June 24th**.
- This survey is not mandatory. You may choose not to answer any question.
- **THANK YOU!** We are looking forward to your feedback.

A handwritten signature in black ink, appearing to read "Mohammad Bader".

Mohammad Bader – MS, LPC

Division Director, Developmental Disabilities Services

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• Fax: 503-988-3648 • TDD/VRS: 503-988-3598

Appendix B

Introductory Letter for Child Survey – English

County Human Services



Developmental Disabilities Services

May 4, 2016

Greetings,

Recently, there have been significant changes to the operating rules that guide the services we provide to individuals with intellectual and developmental disabilities. In the last year, we have seen referrals to our program increase by 24%. During this time of change, we want to create new opportunities for you to provide us with feedback. If a child in your home receives services from Multnomah County Developmental Disabilities, **please fill out this anonymous survey with the child and return it in the stamped envelope provided.** Your input will help us further improve the delivery of services and supports to individuals and families.

- Not all of the questions may be applicable for all children receiving services. Please do the best you can to fill out the survey with the child and write the child's comments in the comment section.
- To fill out this survey online instead of on paper, type this web address into your browser: <https://www.surveymonkey.com/r/WZY5YSD>
- If you have questions about this survey, or if you need translation services, please contact our research analyst, Julia Love Ph.D., at 503-988-2455.
- Please return the survey to us by **Friday, June 24th**.
- This survey is not mandatory. You may choose not to answer any question.

THANK YOU!

A handwritten signature in black ink, appearing to read "Mohammad Bader".

Mohammad Bader – MS, LPC

Division Director, Developmental Disabilities Services

421 SW Oak Street Suite 610, Portland, OR 97204 • Phone: 503-988-3658
• Fax: 503-988-3648 • TDD/VRS: 503-988-3598

Appendix C

Client Satisfaction Survey – Adult English

Multnomah County Developmental Disabilities Services - Client Survey 2016

Please fill out this anonymous survey and return it in the stamped envelope provided. THANK YOU!

1. Select the category that best describes you:

- ☐ Individual with a disability
☐ Family member or guardian filling out the survey on behalf of the individual with a disability
☐ Other (please describe)_____

Please mark one answer for each question.	Yes	No	I Don't Know
2. Do you like where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do your caregivers understand your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Are you satisfied with the support and help you receive from caregivers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do you choose the things you want to do?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Can you go where you want?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Can you choose the people you want to do things with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Did you participate in your Individual Support Plan (ISP) meeting to plan your ISP goals for this year?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Does your Service Coordinator give you the help you need?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Are you comfortable talking about your complaints or concerns with your Service Coordinator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please mark one answer.	Yes	No	I Don't Know	I Don't Work Right Now
11. Do you like where you work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Where do you live?

<input type="radio"/> In Home	<input type="radio"/> Foster Care	<input type="radio"/> Group Home	<input type="radio"/> Transitional Housing	<input type="radio"/> Currently Houseless
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Please flip the page over to complete the survey.



	Yes	No	I Don't Know
Please mark one answer for each question.			
13. Are you satisfied with your ISP plan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Are you satisfied with the support you receive from your Service Coordinator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Overall, are you satisfied with the services you receive from Multnomah County Disabilities Services Division?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Weekly	Monthly	Every 3 Months	Yearly	Less Than One Time Per Year
Please mark one answer.					
16. How often do you talk to your Service Coordinator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How do you prefer to communicate with your Service Coordinator? Please check all that apply.

<input type="radio"/> Phone	<input type="radio"/> Text	<input type="radio"/> Email	<input type="radio"/> In-Person	<input type="radio"/> Postal Mail
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18. How do you identify your race or origin? Please check all that apply.

<input type="radio"/> African	<input type="radio"/> African American / Black	<input type="radio"/> Asian	<input type="radio"/> Latino / Hispanic	<input type="radio"/> Middle Eastern
<input type="radio"/> Native American or Alaska Native	<input type="radio"/> Native Hawaiian or Pacific Islander	<input type="radio"/> Slavic	<input type="radio"/> White	<input type="radio"/> Decline to Answer

19. How do you identify your gender? Please check all that apply.

<input type="radio"/> Male	<input type="radio"/> Female	<input type="radio"/> Trans*	<input type="radio"/> _____(fill in the blank)
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20. How can we improve our services to you?

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Appendix D

Client Satisfaction Survey – Child English

Multnomah County Developmental Disabilities Services - Client Survey 2016 - K

Please fill out this anonymous survey and return it in the stamped envelope provided. THANK YOU!

1. Select the category that best describes you:

- ☐ Individual with a disability
☐ Family member or guardian filling out the survey on behalf of the individual with a disability
☐ Other (please describe) _____

Please mark one answer for each question.	Yes	No	I Don't Know
2. Do you like where you live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do your caregivers understand your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Are you satisfied with the support and help you receive from caregivers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do you choose the things you want to do?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Can you go where you want?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Can you choose the people you want to do things with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Did you participate in your Individual Support Plan (ISP) meeting to plan your ISP goals for this year?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Does your Service Coordinator give you the help you need?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Are you comfortable talking about your complaints or concerns with your Service Coordinator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please mark one answer.	Yes	No	I Don't Know	I Don't Work Right Now
11. Do you like where you work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Where do you live?

<input type="radio"/> In Home	<input type="radio"/> Foster Care	<input type="radio"/> Group Home	<input type="radio"/> Transitional Housing	<input type="radio"/> Currently Houseless
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Please flip the page over to complete the survey.



	Yes	No	I Don't Know
Please mark one answer for each question.			
13. Are you satisfied with your ISP plan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Are you satisfied with the support you receive from your Service Coordinator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Overall, are you satisfied with the services you receive from Multnomah County Disabilities Services Division?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Weekly	Monthly	Every 3 Months	Yearly	Less Than One Time Per Year
Please mark one answer.					
16. How often do you talk to your Service Coordinator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How do you prefer to communicate with your Service Coordinator? Please check all that apply.

<input type="radio"/> Phone	<input type="radio"/> Text	<input type="radio"/> Email	<input type="radio"/> In-Person	<input type="radio"/> Postal Mail
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18. How do you identify your race or origin? Please check all that apply.

<input type="radio"/> African	<input type="radio"/> African American / Black	<input type="radio"/> Asian	<input type="radio"/> Latino / Hispanic	<input type="radio"/> Middle Eastern
<input type="radio"/> Native American or Alaska Native	<input type="radio"/> Native Hawaiian or Pacific Islander	<input type="radio"/> Slavic	<input type="radio"/> White	<input type="radio"/> Decline to Answer

19. How do you identify your gender? Please check all that apply.

<input type="radio"/> Male	<input type="radio"/> Female	<input type="radio"/> Trans*	<input type="radio"/> _____ (fill in the blank)
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20. How can we improve our services to you?

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Appendix E

All Open-Ended Responses

	How can we improve our services to you?
1	Trying to figure out, how to get help in the 1st place was very difficult. Wish I could have known about these services earlier. Very difficult to navigate. Now into system, things are working well.
2	I only 11 years old, my parents take care of me. I wish the school have more programs to help disabilities kids, like after school, art, music, sports...
3	Service Coordinator never returns calls or requests for info.
4	Service Coordinator never returns calls or requests for info.
5	Good
6	Discuss things in "laymen's terms" - do not use DHS "lingo". Clearly describe services available - not assume that it is all understood - it is a complicated system to navigate!
7	I forgot what all your services are
8	Explain the process to us, not just the next step. The big picture.
9	I'm not sure I'm confused on who my service coordinator is.
10	There is no medical transport support for minors. My son has 6+ multi-hour appointments each week. Providing transportation is over burdensome.
11	I appreciate your help and the support that I'm getting from you. I'm very thankful.
12	I don't know who my service coordinator is. I don't have a current ISP. Not currently receiving any support from disability services.
13	You're services are okay.
14	None.
15	Please we don't like New Col....(cannot read handwriting)
16	Give more help to the service coordinator that way they have more tools to help us. But right now I'm very happy with the service coordinator that we have. Finally I feel that someone is helping us and understand my son's needs.
17	I don't know here is a cat face (picture)
18	It is good.
19	No need now counselor or doctor helps me. May change good so far. I have good help. Thanks for help get.
20	Don't know what services are available. Don't know when or why we would need services. My son is typical teen living at home with mom and going to high school - haven't received any services.
21	I don't know.
22	By meeting my service coordinator.
23	Our case manager is truly amazing. She always keeps in contact and gets us answers.
24	More life skills mentors are needed!
25	I would like to find a job to earn extra cash.
26	N/A.
27	I'm a person with MRDD
28	I'm a person with autistic

29	Stop cutting services. Pay my caregivers for the actual hours they work, not some standard hours adapted to every person by Salem.
30	Make things easier for people with more than 1 child and no transportation to get to meetings.
31	Need to meet case worker. Never had a consistent or regular case worker. Maybe every 3 years one will call and then another one takes over.
32	As a family, we love our service coordinator. I can't think of anything on our behalf that needs improvement. We love our Service Coordinator.
33	Yes, I do. I am 19 years old. I live in Troutdale, Or.
34	I really like the services my daughter receives and her service coordinator is the best in the world. She supports with everything for my daughter. The respite care is also the best in the world. Thank you!
35	The services that my daughters get are great and I really love the service coordinator and the respite that they have – the service coordinator is a great person - 100% great and the respite provider too is 100% great.
36	Communication - keep it open. Understand that people with disabilities will also have age specific problems. Mobility issues exist in more than one form. Don't paint us all with the same brush. Our choices matter.
37	The service coordinator is excellent and easy to reach / quick to return calls / correspondence.
38	Client does not even know who service coordinator is.
39	Everything is great!
40	I appreciate all your hard-work and support. It helps me to keep continue my education in my future.
41	You guys are doing good. It would be more better if service coordinator respond to us as fast as time permits him/her. Sometimes we need to wait long time. Sometimes even do not get response.
42	Get my bus pass in March - appreciate coach.
43	Who is my service coordinator?
44	Everything going very good. Nothin.
45	The on-boarding of new caregivers with or without background checks and for fingerprints could be a lot faster and smoother. The tracking of caregivers and reimbursement for posting ads to find them would be helpful.
46	Everything is well and I like everything about your services you provide for me.
47	Everything is fine
49	They are always changing my service coordinator so I don't know what going on it would be nice to have one.
50	N/A.
51	I need more help in housing.
52	More money for independent community activities.
53	Better work support. And finish switching him from Multnomah County to Clackamas County. We haven't seen or heard from worker since December, 2015.
54	I am the mom, but answered for my son. My son's case manager hardly ever gets back with us now that I have no job, we need a lot of resources and don't have any.
55	More opportunities for community inclusion, camp funds, transitional support for teens, more information on available programs and more funding for individuals with disabilities. Training programs too. Thank you.

56	Way too much paperwork. Would be best to coordinate with other service providers (i.e. early intervention, MECP) so as not to duplicate requests from families with a lot on their plate. Also, would be great to have a one-stop shop for all services.
57	By agreeing to cooperate with signed forms that relate to his care. (Cannot interpret additional handwriting).
58	I like it how it is
59	Ask client if they wish to continue with current service coordinator prior to rotation.
60	Very happy with things, looking forward to school.
61	Funding for activities such as dance class. Or supper camp.
62	More information on how programs/training could help. What's out there...to help child and family.
63	I.D.K.
64	Very satisfied!
65	You are too personal. I have rights.
66	Everything is perfect service through Multnomah County.
67	More daytime activities and options for employment.
68	Stop changing case workers all the time!!
69	Don't know
70	More options than just respite care / Actually help with ASD
71	More communication - follow thru with promised services. Return phone calls / emails
72	By helping us understand her services and what she can get out of it. We need to stay on top of our daughter's progress. Please help us she needs help.
73	It will be very helpful to have more concise and short conversation. It should be to a point, without lengthy explanation. Communication skill should be improved.
74	By meeting and by discussing face to face.
75	Great job!!
76	Services are already satisfactory!!
77	I would like more oversight of contracting agency for supported living.
78	By not changing my service coordinator so often. I have had 7 service coordinators in 6 years, not due to any of my own actions. My current negative answers come from not having yet met my new service coordinator.
79	Satisfied with the services.
80	N/A
81	I would like to know more about the available services.
82	Stop making it so difficult to navigate the system to get the help we need. We find out almost everything from an online autism support group - as to what we are eligible for - I wish we didn't have to work so hard for support - we already work so hard!
83	It would be good to have a copy of all services.
84	Maybe a little better on job finding.
85	More timely responses would be helpful.
86	Help with equipment needs that insurance refuses to cover.
87	Keep the workers more consistent. More respite workers!
88	Stop all of the paper work. Seriously. Leave me time to take care of her. The whole guardianship paperwork to prove that someone is with her every day. REALLY!! Thanks - The Care Giver

89	Offer services other than just payment for kids under 18.
90	Check in with us more often, provide transportation to school.
91	None at this time.
92	I just thank you!
93	Nothing at this time.
94	Talk more with other agencies we work with.
95	? Everything is fine.
96	Not to overload my case worker with too many families or people (he/she) can handle!
97	I'm satisfied with my services.
98	Doing all you can do to help me.
99	Our services are exactly what we need, only suggestion is don't decrease, don't overload caseworkers so they can continue to provide excellent service.
100	Have service coordinator return phone calls promptly. Instead of a week or two later if lucky.
101	Give me what I need when I need it. Don't talk about me without me. One size will never fits all. Think of fun stuff for famiily who trapped home all the time, simple membership to the zoo or anywhere.
102	She recently started speech therapy and therapeutically therapy. She loves it!
103	I don't know.
104	Great job so far.
105	N/A
106	Improve the way the ISP plan is done, let some of us know how it went please.
107	Nothing at all.
108	No need, I'm happy where I live.
109	I want to sleep on the same floor as my family. I don't want to sleep on a floor by myself. I want to make certain choices when I become an adult.
110	Provide training for service workers that will lead in better help / answers than "I don't know". Provide enough workers so that correspondences don't go unanswered for months.
111	I'm satisfied with my services.
112	We focus on natural supports so services are not a big focus in our life.
113	Get more services for the kids like stuff they might need.
114	Keep funding the K-plan. We continue to prefer the K-plan to brokered services.
115	Would like to go out more, without staff.
116	Would like for staff to take me out to do more shopping for clothes and food.
117	Would like to go on more outings with staff.
118	I will better do something.
119	Help parents find activities and talk about what they will pay for, if families can't afford it.
120	Give me more hours... to make money.
121	Need more hours to work...to make more money...
122	The only thing I get is 1 meeting a year to sign a paper because there is not money to do anything else- there are other people who need more help.
123	Don't know for now.
124	Talking more to my parents.
125	Talking with me more than once a year.

126	For the worker to help find activities for young children. I don't know how to get them into activities and what kind of stuff the worker will and can't pay for.
127	I would like more frequent check-ins by service coordinator.
128	None.
129	None
130	Would like to live on my own.
131	With help finding work.
132	Nothing at this time.
133	More frequent house visits.
134	I like going out with staff.
135	I like to ride my bike with my advocate
136	Nothing at this time.
137	I like what I get in services through you guys.
138	Get a job.
139	More support with receive section 8 housing.
140	"Everything's Good"
141	"I would like to work more."
142	"It's okay"
143	Some services, like getting things funded, take too long. Been waiting months for sanitary wipes.
144	He contented I don't think there is anything needed to be changed
145	Your rules don't meet my needs.
146	Stop all the changes - hard to understand all the changes
147	As the mother of the child receiving services, I have been very happy with the support and care given to us by the people working in DDS.
148	Reduce case loads of service coordinators and increase frequency of contact between coordinator and customer.
149	I am OK
150	You can start by letting me know what services exactly you offer. I received no services or help understanding how you could help me and then you cancelled me.
151	My service coordinator is very helpful and informative to my family.
152	Having services that are designed for the border-line disabled, more available programs.
153	New service coordinator is better than previous one – more and clearer communication, listens more, more reliable.
154	Return phone calls in a timely fashion. Have the same coordinator for an extended period of time...stop moving around personnel.
155	Pay for camp.
156	More contact with my daughter. Re-do her ISP plan.
157	More communication with my caseworker. Other than that, you are all doing great and my caseworker when she gets back to me.
159	Pay for extra programs. Horseback riding, camping, anger management, gym, maybe with and in conjunction with insurance.
160	Give me more money!
161	I like my life.

162	I want to move home with my mother but judge and public guardian won't let me.
163	Nothing I'm satisfied.
164	I don't know.
165	I need help with paper work. I forgot about my appointments. People talk to me sometimes I don't understand. I can't help when people are upset. I don't know what to do.
166	I am his mom feel out paper work best I could.
167	Thank you for all your support.
168	More increased in scheduled home visits by DD case worker.
169	When the person that help you with your plan to do things they tell you they are going to of instead of dragging it on and on. To help house mom pay for us to do more things in the community.
170	Beach, Multnomah Falls, and Japanese Garden every 3rd Thursday is free. 200 is also free from library.
171	It's good.
172	Have no complaints about services at this time
173	I have no idea.
174	Don't change plan=July 1st, 2016?
175	Thank you!
176	My services are fine. My foster care is perfect
177	Everything seems to be going fine!
178	Meet mom after with caseworker.
179	More in person contact/check ins.
180	Help me find work in Gresham
181	Everything ok
182	Less paperwork forms! It holds up assistance.
183	No improvement needed
184	Better coordination with my family care givers. More support in understanding process and better coordination with aging and disability services.
185	7,8,9,10,14 are handled by an agency for disabled people. They are great! The service from the mult.county DDS was spare. 15, MC DDS-Did help with the process of revaluations and finding the agency named inclusion. Thank you.
186	Just qualified for services. Unsure of helpfulness out this point.
187	Speak directly with coordinator, -8
188	My case manager doesn't know me
189	Thank you for all the services you provide for me and my support team. Without it will not be able to do many things that I do now.
190	No input at this time
191	You have done well since 2012
192	I haven't been taken to the store to get food. I was promised she would take me to take back the second up machine. Also I understand and she is supposed to take me to my appointments.
193	Regular schedule meeting. The only time we see the case worker is when she has an official form to fill out or we request meetings. The county needs more case workers/managers
194	Nothing!

195	None
196	Nothing services are good
197	None
198	None
199	The services are excellent
200	Nothing services are good
201	For the county social workers at home visited in the morning and the afternoons
202	Don't know. Not sure. I'm happy
203	When I'm going through major medical issues. I feel like my case manager should checking how I'm doing
204	Thank you!
205	Having responsible coordinator who love their job and helping the families with the most help they need. And staying in touch with the families and in communication and help the families who are reaching their coordinators for help.
206	Not sure yet
207	Maintain services and hours we receive. Don't do cuts to DDS as it provides extra support I need.
208	Continue to care : (Thanks!) Help towards independence as much as possible, educating the community to make more room for special needs people. Jobs and socializing programs. Thank you.
209	Adding more hours to give providers for summer respite, when my son is out of school it's hard to live/work with only part time hours available for caregivers.
210	Come and talk to her. Help her with her home.
211	Thank you are doing job keep doing the good job doing I liked the help you gave me. Thank you.
212	You are doing good job and I do like what you doing. I am very pleased the help I'm getting from you. Thank you.
213	Doing great!
214	Help me with constructive criticism and am I eligible to find a scholarship for college?
215	I don't know.
216	Help me find a full-time at \$12 or more to start
217	The services provided are great!
218	You guys are going great.
219	Want more communication with my caseworker/social worker
220	No comment
221	My child's coordinator speaks Spanish and really understands.
222	Get us a new service coordinator. My daughter's name is (Inserts name)
223	By actually providing services and not doing the job, that in most states with successful programs that is done by two or more different govt agencies or department. I moved my family from a streamlined system to what Oregon has to offer.
224	I am satisfied the services but I'm not satisfied the service coordinator
225	More communication about my needs
226	Don't seem to find a care provider that stays with the job other than my mother
227	Have a difficult time getting a hold of our coordinator. Questions go unanswered. We understand the needs of our daughter, we just don't know how to get the needed support through agencies.
228	Help find good service providers more resources in the family support plan.

229	Please, always with staff or service coordinator, with which we can communicate. For now our service coordinator assigned is perfect.
230	Help me find my daughter!
231	Increase hours for needed behavioral therapies and even some motor skills therapy. Adolescents have no real help.
232	Keep up the great work!
233	Help with daytime activities.
234	DDS could communicate more with me, and more often, regarding the services they provide. They could maybe find a way to light a fire under NuMotion for more timely delivery of maintenance and repair services for my wheelchair.
235	Nothing
236	Nothing I can think of at the moment.
237	It would be nice to have the same case manager for more than just a couple of months. They change multiple times during the year and we have to start all over again getting to meet and know them.
238	Have service provider contact me regularly and actually help me and follow through with things and let us know what is happening with disability claim...I'm getting nothing lately!
239	Pay for all my auntie an uncle do for me. Pay them for when I come here. Arrest people who hurt me an stoled my money. Stop treat me like I'm stupid. Stop lying!!!
240	Need a job.
241	"Please help" me get a nice "apt". The foster home is hurting me to much!
242	Our child has had 3 different county case-workers this year and we've been told we'll get a 4th soon. When our son has needed support the most, the county has constantly demanded paperwork while making excuses for providing zero direct support.
243	Don't know.
244	I don't get enough hours for my care.
245	Care
246	I want to know more about the services that are available.
247	Thank you for all you are doing!
248	Try to do what you say you do.
249	Thank you for your services, I am very satisfied with my coordinator.
250	Have better training for the coordinators. For now, my case coordinator is good. I feel that they understand me and understand the needs of my son and they are always in constant communication.
251	I would like for them to come and review the apartments where I have lived for a year and half. They have raised the rent again this September. Is this legal? The maintenance is not the best. I would like to live in a better place for my son and his disability. It is difficult, and people do not understand the needs of a disabled person. Give more help to kids who need a special diet, like mine. This service is only for adults. Thank you.
252	I am satisfied with the services that my son receives and I would like to keep receiving services because you are helping me a lot. Many thanks!
253	I don't know what they can do for him. He doesn't have help with anything.
254	Assign coordinators who are interested in the people who need them.
255	We need to have more programs to serve our children in the summer, so their lives, themselves are improving better.
256	I hope that this service always supports for the people with disabilities, better and better.

