

FAMILY SUPPORT SERVICES PROGRAM (FSSP)
RESULTS OF FAMILY SATISFACTION SURVEY
FISCAL YEAR 2009-2010

Introduction

The Family Satisfaction Survey was mailed to 190 families in June of 2010 that had received FSSP during the fiscal year 2009-2010. The number of respondents totaled 64 families, which is a response rate of about 34%.

33 of the responding families (52%) receive services from another program as well; the Children's Home and Community Based Services (HCBS), the Children's Extensive Support Waiver (CES) and Early Intervention (EI). The average age of children enrolled in the FSSP, of the responding parents, was 14 years. The age range was from 2 years to 46 years of age. Six families requested follow-up.

The survey measured the satisfaction of the parents with the program, in general, and particular services received through a five point Likert Scale (*1= Not at All and 5 = Highly Satisfied*). In addition, parents were asked to write down their comments on the work done as well as suggestions for improvement.

Results

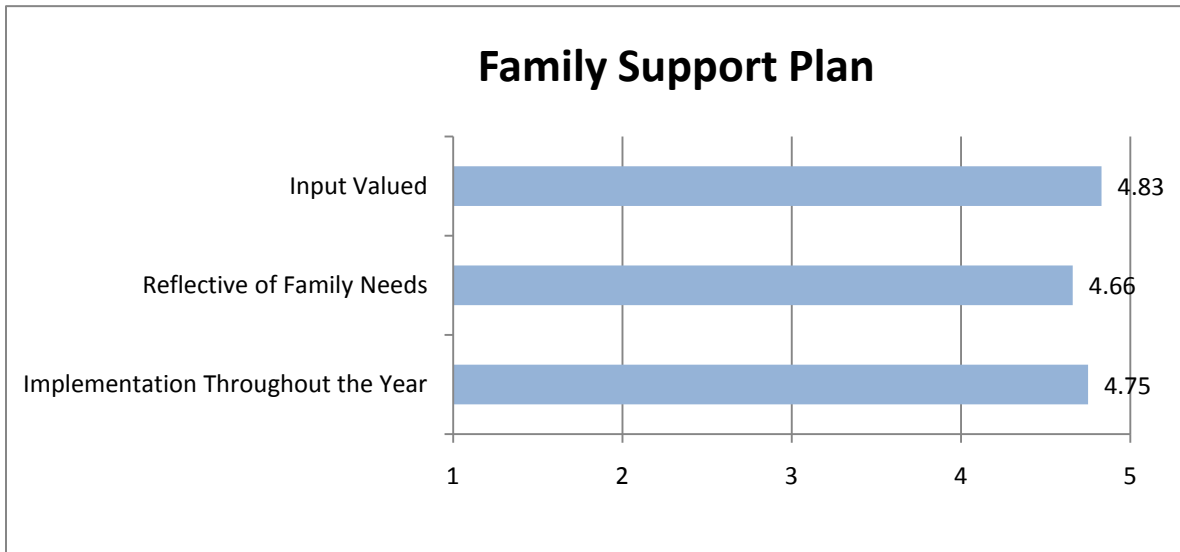
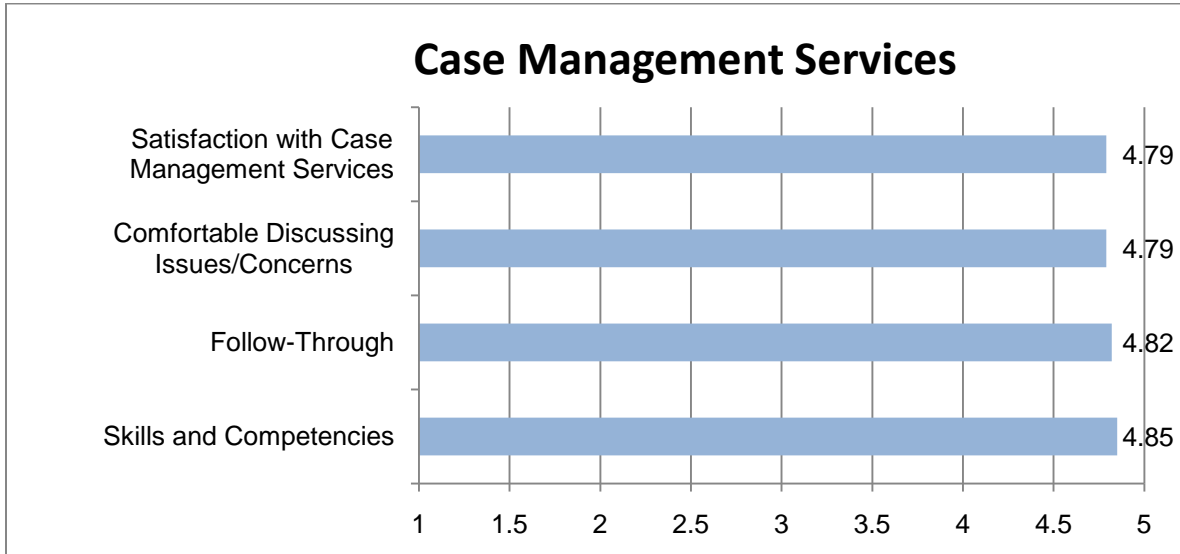
The Average Satisfaction Index for the program is 4.67. This is an increase of .08 from FY 08-09. It is in the region of *Satisfied* and if compared to a traditional school grade, would be an A. The survey averages range from 3.0 to 5.00.

Questions were asked in regard to these four areas: (a) Case Management, (b) other services, (c) parents' familiarity with and knowledge of the FSSP and (d) overall effectiveness of the program in supporting the family and the child with special needs.

CASE MANAGEMENT

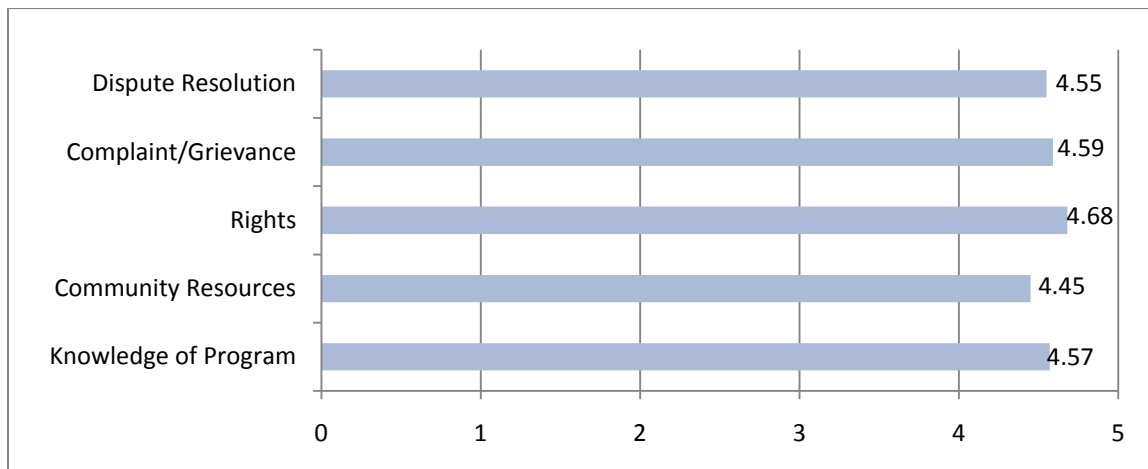
Families in the program are very satisfied with the work of the Case Managers. Case Management has a high satisfaction index of 4.79, or a traditional school grade of an A+. The Case Management questions covered the following areas: communication with Case Manager (average= 4.79), follow

through by Case Manager (average= 4.82), satisfaction with Case Management services as well as satisfaction with the work of the Case Managers to help design a dynamic Care Plan that is built on family input (average= 4.83), which reflects the changing needs of the family (average=4.66), and is implemented throughout the year (average=4.75). The skills and competencies of Case Managers were highly regarded (average= 4.85).



Parent’s Knowledge of the Program, their Rights and Community Resources

Parents’ knowledge of the FSSP received an average of 4.57. Parents were asked if they had been informed of the rights of their child as well as whether they had been informed of the dispute resolution procedure. These questions received an average of 4.68 and 4.55 respectively. Parents were asked if they had been informed of the complaint/grievance procedure and received an overall rating of 4.59. Parents’ satisfaction with the information they receive on community services and resources received an average of 4.45.



Overall Effectiveness of FSSP In Supporting Child and Family

The satisfaction index for the overall effectiveness of the FSSP is 4.35, in the region of *Satisfied* and a traditional school grade of an B+. When comments were reviewed, parents stated they felt very thankful for the support they receive from Foothills Gateway. However, many commented that, unfortunately, the needs of their child far outweighed the financial support they were receiving from the FSSP.

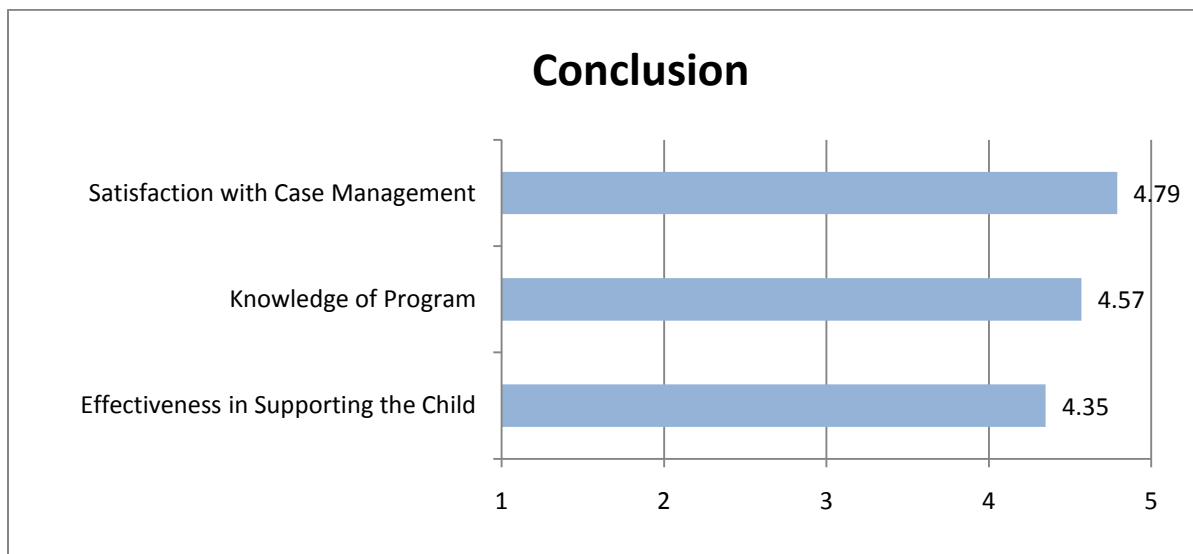
Additional Services, Supports or Events Parents Would Like to See Offered

Although families are appreciative of the funds and support they currently receive, many suggested the following services/programs be offered:

1. Transition training and planning for parents.
2. More information concerning in home respite providers.
3. Additional funding for all program services, but in particular, respite.
4. Training/workshops pertaining to day to day issues and difficulties associated with special needs children.

Conclusion

Fiscal Year 09-10 brought an increase in satisfaction compared to the prior fiscal year. The overall satisfaction index, the rating of 4.67 indicates high overall satisfaction with the Family Support Program, its staff and the services provided. Many parents commented about the great support they receive from their Case Managers. They feel the Case Manager listens to their needs, helps them find solutions to problems and generally cares about their family. The following chart compares the satisfaction indices for the main areas of the survey:



Comparison of Results

Comparison of Overall Satisfaction Index

The following chart shows a six year comparison of the overall satisfaction index for the FSSP. Each year has been in the *Satisfied* range.

