

# National Core Indicators Project

## Louisiana Family Survey Results Fiscal Year 2007/2008



**Office for Citizens with Developmental Disabilities  
Department of Health and Hospitals  
State of Louisiana**



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## Introduction

During fiscal year 2007/2008, the Louisiana Office for Citizens with Developmental Disabilities (OCDD) participated in the National Core Indicators (NCI) Project, along with 25 other states. The purpose of NCI Project is to identify and measure core indicators of performance of state developmental disabilities services systems. The NCI Project is co-sponsored by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). Through this project, three family surveys were sent to the families of people with developmental disabilities participating in various developmental disability programs, including:

- EarlySteps,
- Individual and Family Support,
- Cash Subsidy,
- New Opportunities Waiver,
- Supports Waiver,
- Children's Choice Waiver,
- Public Intermediate Care Facilities for People with Developmental Disabilities, and
- Private Intermediate Care Facilities for People with Developmental Disabilities.

The standard NCI survey questions are the same for all participating states. Each state is permitted to add additional questions to meet its specific needs. Louisiana developed additional questions to obtain supplemental information about health care for people with developmental disabilities, housing and transportation needs, and satisfaction with services.

The surveys were sent to families of children and adults receiving developmental disability supports and services in order to determine what was working well and what was not. Surveys were sent to 4,800 families:

- 1,600 surveys to families of children living and receiving services within the family home (Child Family Survey),
- 1,600 surveys to families of adults living and receiving services within the family home (Adult Family Survey), and
- 1,600 surveys to families of adults and children living and receiving services in either an intermediate care facility for people with developmental disabilities (ICF/DD), a host home, or their own home or apartment (Family Guardian Survey).

In addition, the Adult Consumer Survey was administered to approximately 400 adults receiving services to obtain information concerning how they felt about the quality of their lives and the quality of the supports and services they receive. A separate report contains the results from the Adult Consumer Survey.

The following table provides the number and percentage of surveys returned by families by program area and the number and percentage of consumer interviews conducted by program area. Some programs were not relevant for particular surveys. The Child Family Survey was sent to families of

children receiving services who live with family. The Adult Family Survey was sent to families of adults receiving services who live with family. The Family Guardian Survey was sent to families of children and adults receiving services who do not live with family.

**Number and Percentage of Respondents by Program Area for Family Surveys**

Program Area	Child Family Survey Respondents		Adult Family Survey Respondents		Family Guardian Survey Respondents	
	#	%	#	%	#	%
Early Steps	62	20.5 %	***	***	***	***
State-Funded	91	30.0 %	161	44.6 %	62	20.9 %
HCBS Waiver	150	49.5 %	200	55.4 %	90	30.3 %
Public ICF/DD	***	***	***	***	75	25.3 %
Private ICF/DD	***	***	***	***	70	23.6 %
Total	303		361		297	

The next table provides information concerning the number of people receiving developmental disabilities services by program area. Two state-funded programs (Cash Subsidy and Individual & Family Support) are combined in the State-Funded Services Total category. Three Home- and Community-Based Services (HCBS) waiver programs (New Opportunities Waiver, Children’s Choice Waiver, and Supports Waiver) are combined in the HCBS Waiver Total category. The population numbers are as of December 31, 2007.

**Number and Percentage of People Receiving Developmental Disability Services**

Program Area	# of People Receiving Services	% of Total
Early Steps	3,254	16.8 %
State-Funded Services Total	3,605	18.6 %
HCBS Waiver Total	7,516	38.8 %
Public ICF/DD	1,368	7.1 %
Private ICF/DD	3,624	18.7 %
Total	19,367	

This report summarizes family survey data which was collected using the Louisiana versions of the fiscal year 2007/2008 NCI family surveys. The sections are organized by type of information responses to items provide. Demographic information is presented for each family survey is presented first, in the following order:

- 1<sup>st</sup> Child Family Survey,
- 2<sup>nd</sup> Adult Family Survey, and
- 3<sup>rd</sup> Family Guardian Survey.

Responses for core indicators are presented next by topic area, in the following order:

- 1<sup>st</sup> Information and Planning
- 2<sup>nd</sup> Access and Delivery of Support
- 3<sup>rd</sup> Choice and Control
- 4<sup>th</sup> Community Connections
- 5<sup>th</sup> Satisfaction
- 6<sup>th</sup> Outcomes

Core indicator items vary among the three family surveys. Some items are asked in all three family surveys, but some are asked in only one or two of the family surveys. For each item, a graph is presented that depicts the percentage of respondents who selected various response choices in each family survey which included the item. A table is also presented which includes regional and program results combined across all family surveys which included the item.

The following should be kept in mind when reviewing the survey results:

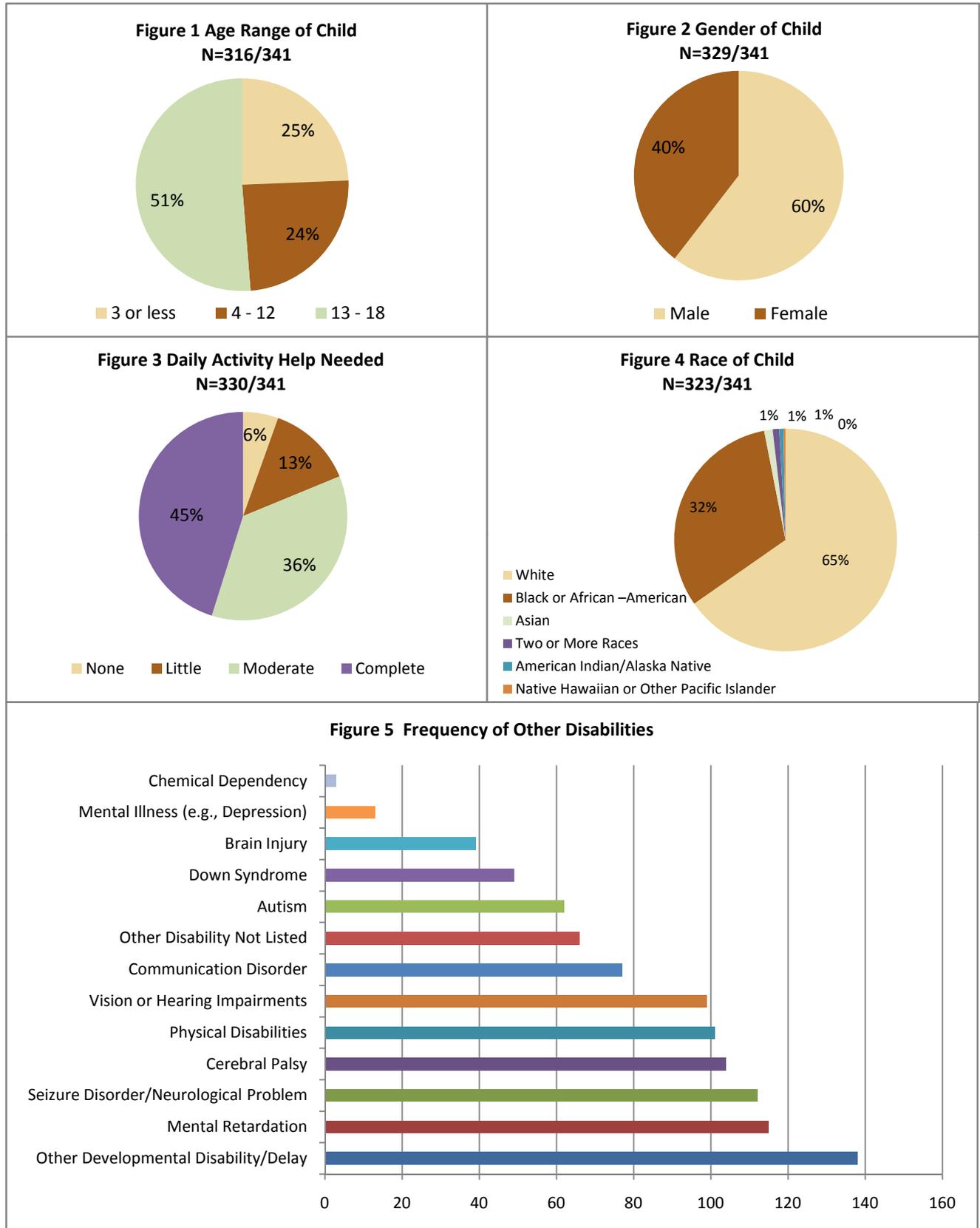
- Statewide results for each survey are based on a sufficient sample size (approximately 300 to 400 respondents statewide) so that there can a high degree of confidence that the results are representative of the people receiving services in Louisiana.
- The regional samples are very small (approximately 35 to 45 respondents per region) and thus, there is a lower degree of confidence that the results are representative of the population of people receiving services in the region than the degree of confidence for the statewide results.
- Core indicator result percentages were calculated using only relevant responses (i.e., “does not apply,” “don’t know,” and “did not answer” were not included in calculating the percentage of people who said that the staff who assist them are respectful and courteous “usually,” “sometimes,” or “seldom”).
- For some of the questions, people were instructed to select all answers that apply resulting in the sum of responses for each answer exceeding the number of respondents for the survey (e.g., diagnoses of the person receiving services).
- For people who receive services from more than one program, core indicator responses are included for each program from which the person receives services (e.g., some people may receive both HCBS Waiver and State-Funded Services).
- Although OCDD attempted to select representative samples of people to whom family surveys were mailed, people self-selected to participate and this has an unknown effect upon results (i.e., people who are very happy or very angry may be more likely to mail back a survey).

In addition to the results of Louisiana’s regions and program areas presented in this report, national results are available at [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org) in reports produced by the National Core Indicators Project. The reports compare the results of participating states, including Louisiana.



## Child Family Survey / Demographic Information

### Statewide Demographic Information for Child Family Survey



## Child Family Survey / Demographic Information

### Information about the Child

**This child lives at home? (Note: Survey results for which the child did not live at home are not included.)**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Lives at home	29	37	37	50	19	26	26	38	45	28	<b>335</b>

**Is there more than one child with a developmental disability in your home?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Yes	6	2	7	2	8	6	5	8	7	3	<b>54</b>
No	23	35	31	48	11	21	21	31	37	25	<b>283</b>

**How old is the child?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
3 or less	7	2	12	10	4	13	7	13	4	5	<b>77</b>
4 - 12	6	7	6	19	6	2	3	6	15	7	<b>77</b>
13 - 18	15	27	20	20	8	8	12	18	24	10	<b>162</b>

**What is the gender of the child?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Male	20	23	24	33	10	14	13	21	26	15	<b>199</b>
Female	9	13	13	16	9	13	13	16	18	10	<b>130</b>

## Child Family Survey / Demographic Information

**About how much help does the child need with daily activities (such as bathing, eating)?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
None	3	1	0	2	2	2	3	1	2	2	<b>18</b>
Little	4	4	5	6	1	4	4	8	6	2	<b>44</b>
Moderate	9	11	10	18	5	11	9	11	19	16	<b>119</b>
Complete	13	21	20	24	11	10	9	16	17	8	<b>149</b>

**Has this child been diagnosed with any of the following (check all that apply)?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Mental Retardation	9	14	9	16	8	7	12	9	18	13	<b>115</b>
Other Developmental Disability/Delay	13	15	15	18	8	7	12	15	24	11	<b>138</b>
Mental Illness (e.g., Depression)	2	0	1	2	1	0	1	1	2	3	<b>13</b>
Autism	5	9	4	10	2	2	9	8	7	6	<b>62</b>
Cerebral Palsy	8	13	11	17	7	5	11	16	12	4	<b>104</b>
Brain Injury	3	3	6	5	1	0	5	9	5	2	<b>39</b>
Seizure Disorder/Neurological Problem	11	14	10	21	8	3	9	15	14	7	<b>112</b>
Chemical Dependency	0	0	1	2	0	0	0	0	0	0	<b>3</b>
Vision or Hearing Impairments	10	9	14	15	8	3	4	9	18	9	<b>99</b>
Physical Disabilities	7	8	13	20	4	6	5	15	15	8	<b>101</b>
Communication Disorder	8	8	8	15	6	3	6	4	10	9	<b>77</b>
Down Syndrome	2	8	3	8	4	3	3	4	7	7	<b>49</b>
Other Disability Not Listed	10	4	6	9	2	6	3	6	16	4	<b>66</b>

## Child Family Survey / Demographic Information

### What is the child's race?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
American Indian or Alaska Native	0	0	2	0	0	0	0	0	0	0	2
Asian	1	0	1	0	0	0	0	1	0	1	4
Black or African –American	18	16	8	15	3	11	13	10	3	5	102
Native Hawaiian or Other Pacific Islander	0	0	1	0	0	0	0	0	0	0	1
White	11	20	26	29	15	14	12	26	39	19	211
Other/Unknown	0	0	0	0	0	0	0	0	0	0	0
Two or More Races	0	0	0	0	0	1	1	0	1	0	3
Hispanic or Latino	0	0	0	0	0	0	0	0	0	0	0

### Information about the Family Member Completing the Survey

#### Respondent's age?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
34 and under	9	3	7	9	5	8	3	10	4	7	65
35-54	17	30	29	37	12	19	17	22	34	19	236
55-74	3	3	2	4	1	0	6	5	7	2	33
75 and older	0	0	0	0	0	0	0	1	0	0	1

#### This family member's health is?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Excellent	8	9	14	15	6	5	6	6	17	6	92
Good	14	20	18	22	6	17	14	24	17	14	166
Fair	7	5	5	9	5	4	4	8	10	7	64
Poor	0	2	1	4	1	1	2	0	0	1	12

## Child Family Survey / Demographic Information

### Respondent's relationship to child?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Biological, adoptive, or foster parent	24	35	33	50	16	27	22	29	39	27	<b>302</b>
Sibling	0	0	0	0	0	0	0	2	0	0	<b>2</b>
Grandparent	3	1	4	0	1	0	3	6	5	1	<b>24</b>
Other	2	0	0	0	1	0	1	0	1	0	<b>5</b>

### Respondent primary caregiver for child?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Yes	25	35	37	49	18	26	25	38	45	28	<b>326</b>
No	1	1	0	1	1	1	1	0	0	0	<b>6</b>

### Total taxable income last year of primary wage earners in the household?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Below \$15,001	15	7	6	14	5	10	9	12	11	10	<b>99</b>
\$15,001 - \$25,000	4	9	7	6	2	2	3	3	5	3	<b>44</b>
\$25,001 - \$50,000	2	6	10	15	6	7	7	10	10	5	<b>78</b>
\$50,001 - \$75,000	2	4	4	6	3	4	2	5	6	6	<b>42</b>
Over \$75,000	5	7	9	6	2	1	2	3	9	2	<b>46</b>

## Child Family Survey / Demographic Information

### Information about Supports and Services Received

#### Supports and services received?

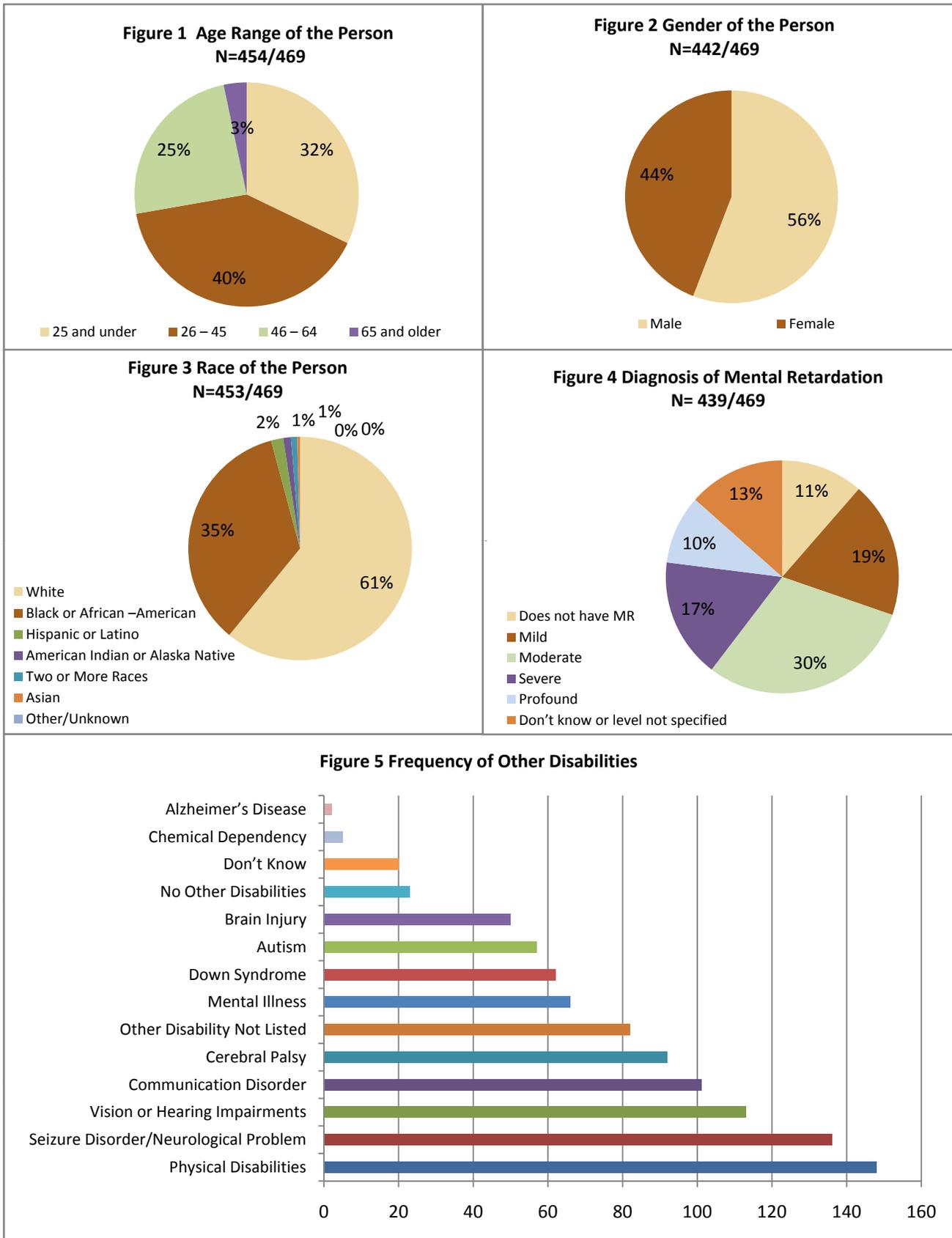
Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
SSI Financial Support	19	16	11	21	5	15	14	21	19	12	<b>153</b>
Other Financial Support	6	13	17	10	4	7	8	5	19	10	<b>99</b>
In-Home Support	19	28	21	36	12	14	16	29	31	16	<b>222</b>
Out-of-Home Respite	6	9	6	8	1	6	7	6	3	6	<b>58</b>
Early Intervention	8	1	7	9	5	10	3	7	3	4	<b>57</b>
Transportation	3	6	2	5	3	5	4	5	7	4	<b>44</b>
Specialized Services/Supports	21	21	23	30	12	13	16	22	31	22	<b>211</b>

#### Program from which family member receives services?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Cash Subsidy	11	13	2	10	4	4	10	8	7	6	<b>75</b>
Individual and Family Support	1	1	1	2	0	2	1	4	2	2	<b>16</b>
EarlySteps	7	2	9	7	7	11	4	7	2	6	<b>62</b>
HCBS Waiver Services	6	20	22	26	8	6	7	12	32	11	<b>150</b>

# Adult Family Survey / Demographic Information

## Statewide Demographic Information for Adult Family Survey



## Adult Family Survey / Demographic Information

### Information about the Person

**This person lives at home? (Note: Survey results for which the family member did not live at home are not included.)**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Lives at home	43	43	66	53	46	42	40	48	27	41	<b>449</b>

**Is there more than one person with a developmental disability in your home?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Yes	3	6	7	7	6	6	3	8	3	6	<b>55</b>
No	40	35	60	46	38	39	38	40	23	37	<b>396</b>

**How old is the family member?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
25 and under	12	17	20	13	12	13	15	21	10	13	<b>146</b>
26 – 45	21	15	28	22	18	11	14	18	13	22	<b>182</b>
46 – 64	9	11	14	14	13	19	10	10	4	7	<b>111</b>
65 and older	2	0	3	3	3	1	2	0	0	1	<b>15</b>

**What is the gender of the person?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Male	24	24	35	28	23	22	24	27	15	25	<b>247</b>
Female	19	17	31	24	22	21	15	21	9	16	<b>195</b>

## Adult Family Survey / Demographic Information

### What is the person's race?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
American Indian or Alaska Native	0	1	1	0	0	1	1	0	1	0	<b>5</b>
Asian	1	0	1	0	0	0	0	0	0	0	<b>2</b>
Black or African –American	32	21	20	13	14	8	19	19	3	9	<b>158</b>
Native Hawaiian or Other Pacific Islander	0	0	0	0	0	0	0	0	0	0	<b>0</b>
White	8	22	45	38	31	36	19	27	22	28	<b>276</b>
Other/Unknown	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Two or More Races	0	0	0	1	0	0	1	1	0	1	<b>4</b>
Hispanic or Latino	1	0	3	0	0	1	0	0	0	3	<b>8</b>

### If the person has a diagnosis of mental retardation, what level is specified?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Does not have MR	3	4	6	10	2	6	3	6	3	7	<b>50</b>
Mild	4	17	13	7	9	6	5	6	5	11	<b>83</b>
Moderate	15	9	21	12	16	12	16	14	3	14	<b>132</b>
Severe	10	4	18	9	3	7	7	7	5	3	<b>73</b>
Profound	7	2	5	6	5	4	3	3	4	3	<b>42</b>
Don't know or level not specified	4	5	5	8	8	5	5	8	7	4	<b>59</b>

## Adult Family Survey / Demographic Information

### Has this person been diagnosed with any other disabilities listed below?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Mental Illness	6	8	12	5	7	7	7	2	4	8	<b>66</b>
Autism	12	9	10	4	4	2	2	3	3	8	<b>57</b>
Cerebral Palsy	6	5	14	10	13	9	7	17	6	5	<b>92</b>
Brain Injury	3	4	8	4	4	9	3	8	1	6	<b>50</b>
Seizure Disorder/Neurological Problem	11	5	24	6	19	16	13	17	11	14	<b>136</b>
Chemical Dependency	1	1	0	1	0	0	0	2	0	0	<b>5</b>
Vision or Hearing Impairments	6	8	20	11	14	17	8	15	7	7	<b>113</b>
Physical Disabilities	9	7	24	14	17	22	16	22	6	11	<b>148</b>
Communication Disorder	8	10	16	10	10	11	10	12	6	8	<b>101</b>
Alzheimer's Disease	0	0	1	0	0	0	0	1	0	0	<b>2</b>
Down Syndrome	5	6	8	10	7	5	8	4	6	3	<b>62</b>
Other Disability Not Listed	7	8	11	12	9	9	6	9	2	9	<b>82</b>
No Other Disabilities	0	7	6	0	2	2	3	0	2	1	<b>23</b>
Don't Know	2	1	5	1	1	3	1	2	0	4	<b>20</b>

### Information about the Family Member Completing the Survey

#### Respondent's age?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
34 and under	0	6	4	1	1	1	1	2	1	0	<b>17</b>
35-54	22	13	22	14	17	13	18	24	14	14	<b>171</b>
55-74	18	21	39	29	17	24	15	16	9	21	<b>209</b>
75 and older	4	3	5	9	8	5	6	6	3	7	<b>56</b>

## Adult Family Survey / Demographic Information

### Respondent's relationship to family member?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Biological, adoptive, or foster parent	34	34	48	41	37	33	34	40	23	35	<b>359</b>
Sibling	6	4	13	10	6	4	0	5	2	2	<b>52</b>
Spouse	0	0	0	1	0	0	1	0	0	0	<b>2</b>
Other	3	3	9	1	2	6	5	4	2	6	<b>41</b>

### Respondent primary caregiver for family member?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Yes	42	39	64	50	44	40	40	44	26	41	<b>430</b>
No	1	4	5	2	2	5	0	5	1	1	<b>26</b>

### Legal guardian?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Yes	28	26	46	33	32	23	28	32	24	29	<b>301</b>
No	13	16	18	15	10	18	11	16	1	11	<b>129</b>

### This family member's health is?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Excellent	4	7	6	10	4	7	7	3	4	10	<b>62</b>
Good	28	19	34	23	18	14	16	27	12	18	<b>209</b>
Fair	9	11	22	14	17	22	13	13	8	13	<b>142</b>
Poor	1	6	5	6	7	2	3	4	3	2	<b>39</b>

## Adult Family Survey / Demographic Information

### Total taxable income last year of primary wage earners in the household?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Below \$15,001	21	14	22	19	18	14	12	16	9	18	<b>163</b>
\$15,001 - \$25,000	8	3	14	9	9	11	10	13	4	8	<b>89</b>
\$25,001 - \$50,000	4	11	16	11	8	12	6	8	7	5	<b>88</b>
\$50,001 - \$75,000	3	4	3	3	5	1	3	5	3	4	<b>34</b>
Over \$75,000	3	6	3	5	3	2	2	3	1	3	<b>31</b>

### Information about Supports and Services Received

#### Supports and services received?

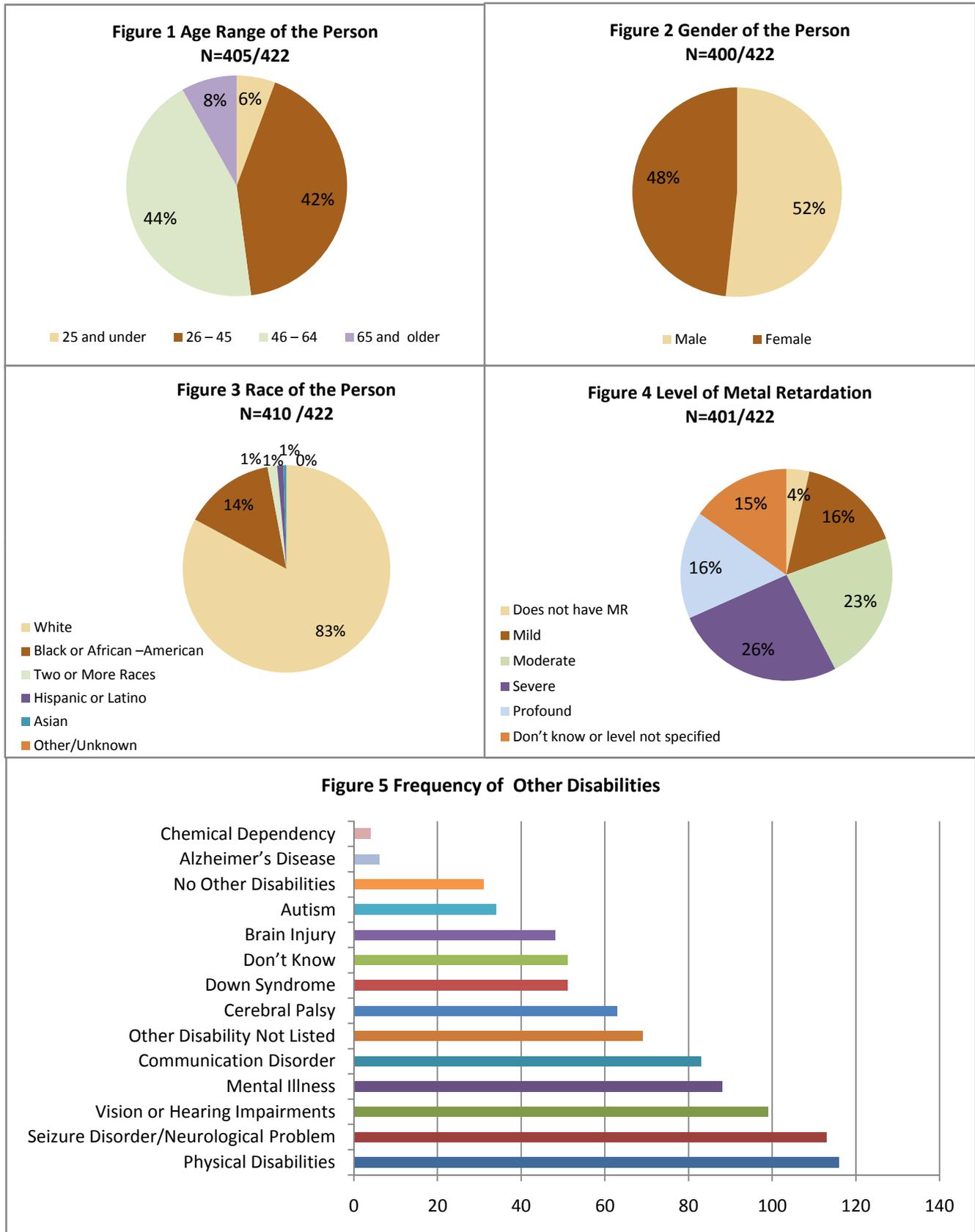
Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Financial Support	14	11	15	14	10	17	10	16	5	9	<b>121</b>
In-Home Support	27	31	39	40	23	34	24	37	18	28	<b>301</b>
Out-of-Home Respite	11	15	20	21	10	13	7	10	6	12	<b>125</b>
Day/Employment Supports	20	20	33	23	16	16	19	14	11	21	<b>193</b>
Transportation	18	24	36	28	23	19	22	12	10	19	<b>211</b>
Other Services/Supports	6	6	6	7	7	7	5	6	3	12	<b>65</b>

#### Program from which family member receives services?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Individual and Family Support	13	14	26	19	11	20	18	19	6	15	<b>161</b>
HCBS Waiver Services	23	23	24	22	19	19	10	23	17	20	<b>200</b>

## Family Guardian Survey/Demographic Information

### Statewide Demographic Information for Family Guardian Survey



## Family Guardian Survey/Demographic Information

### Information about the Person

**Where does the person live? (Note: Survey results for which the family member lived at home are not included.)**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Specialized facility for persons with MR	2	0	14	10	9	21	14	5	21	3	<b>99</b>
Group home	22	12	33	19	9	6	3	20	2	37	<b>163</b>
Agency-owned apartment	0	0	1	5	0	2	2	0	0	2	<b>12</b>
Independent home or apartment	5	16	6	31	3	13	15	8	4	14	<b>115</b>
Adult foster care/host family home	0	0	0	0	1	0	0	0	0	0	<b>1</b>
Nursing home	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Other	0	1	3	2	1	3	1	1	1	1	<b>14</b>

### **How old is the family member?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
25 and under	4	2	7	3	0	0	2	2	1	2	<b>23</b>
26 – 45	13	10	29	24	12	11	16	15	12	29	<b>171</b>
46 – 64	12	13	21	33	9	25	17	14	13	21	<b>178</b>
65 and older	1	5	3	6	0	6	1	4	4	3	<b>33</b>

### **What is the gender of the person?**

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Male	16	21	28	37	12	21	18	12	14	28	<b>207</b>
Female	13	9	29	27	11	23	16	22	15	28	<b>193</b>

## Family Guardian Survey/Demographic Information

### What is the person's race?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
American Indian or Alaska Native	0	0	1	0	0	0	0	0	0	0	<b>1</b>
Asian	0	0	1	0	0	0	1	0	0	0	<b>2</b>
Black or African –American	12	5	4	7	4	4	2	4	3	13	<b>58</b>
Native Hawaiian or Other Pacific Islander	0	0	0	0	0	0	0	0	0	0	<b>0</b>
White	16	25	51	56	20	41	32	29	25	44	<b>339</b>
Other/Unknown	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Two or More Races	0	0	0	3	0	1	0	0	2	0	<b>6</b>
Hispanic or Latino	2	0	0	0	0	0	0	0	0	2	<b>4</b>

### If the person has a diagnosis of mental retardation, what level is specified?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Does not have MR	0	4	1	2	1	1	3	1	0	1	<b>14</b>
Mild	7	5	6	16	0	10	3	4	2	11	<b>64</b>
Moderate	5	6	17	17	7	10	4	7	1	18	<b>92</b>
Severe	8	6	14	13	4	8	15	13	7	16	<b>104</b>
Profound	6	3	13	7	6	9	3	7	12	0	<b>66</b>
Don't know or level not specified	3	6	5	11	5	5	8	2	7	9	<b>61</b>

## Family Guardian Survey/Demographic Information

### Has this person been diagnosed with any other disabilities listed below?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Mental Illness	4	9	10	16	6	11	5	7	6	14	<b>88</b>
Autism	2	3	3	6	0	3	4	3	2	5	<b>34</b>
Cerebral Palsy	2	10	14	8	6	3	7	3	6	4	<b>63</b>
Brain Injury	2	5	5	4	4	7	6	3	5	7	<b>48</b>
Seizure Disorder/Neurological Problem	11	5	16	20	6	13	12	6	12	12	<b>113</b>
Chemical Dependency	1	0	0	0	0	1	0	0	0	2	<b>4</b>
Vision or Hearing Impairments	6	7	19	16	5	10	8	10	8	10	<b>99</b>
Physical Disabilities	9	9	20	14	7	12	11	8	15	11	<b>116</b>
Communication Disorder	8	3	15	11	4	11	4	10	10	7	<b>83</b>
Alzheimer's Disease	0	0	0	2	1	0	3	0	0	0	<b>6</b>
Down Syndrome	4	2	9	10	1	2	10	3	3	7	<b>51</b>
Other Disability Not Listed	1	5	12	14	7	7	4	4	7	8	<b>69</b>
No Other Disabilities	3	4	7	4	0	4	3	0	0	6	<b>31</b>
Don't Know	1	3	6	5	4	6	3	8	7	8	<b>51</b>

### Information about the Family Member Completing the Survey

#### Respondent's age?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
34 and under	0	0	0	1	3	0	1	1	1	2	<b>9</b>
35-54	6	5	14	16	5	5	7	5	5	8	<b>76</b>
55-74	15	19	34	40	11	21	23	24	16	35	<b>238</b>
75 and older	9	5	11	10	5	20	6	4	8	12	<b>90</b>

## Family Guardian Survey/Demographic Information

### Respondent's relationship to family member?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Biological, adoptive, or foster parent	19	16	36	32	15	28	19	18	19	35	<b>237</b>
Sibling	3	10	18	22	5	10	14	11	6	16	<b>115</b>
Spouse	0	0	0	0	0	0	0	0	0	1	<b>1</b>
Other	7	3	6	13	4	7	3	6	5	6	<b>60</b>

### Legal guardian?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Yes	18	12	43	44	14	33	23	22	20	32	<b>261</b>
No	10	16	15	20	7	11	13	9	8	16	<b>125</b>

### How often does respondent see the person each year?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Less than once	2	2	3	4	2	7	2	0	3	0	<b>25</b>
1-3 times	3	3	1	7	6	12	9	5	6	5	<b>57</b>
4-6 times	3	1	7	5	4	4	5	5	1	8	<b>43</b>
7-12 times	1	4	7	9	4	12	2	9	6	6	<b>60</b>
More than 12 times	21	20	42	42	7	10	19	15	14	39	<b>229</b>

## Family Guardian Survey/Demographic Information

### Information about Supports and Services Received

#### Supports and services received?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Residential Supports	28	27	56	56	21	40	34	32	26	53	<b>373</b>
Day/Employment Supports	26	14	47	37	13	22	17	24	10	44	<b>254</b>
Transportation	30	25	55	50	17	36	28	30	21	49	<b>341</b>
Other Services/Supports	16	14	41	27	12	28	15	13	19	25	<b>210</b>

#### Program from which family member receives services?

Responses	Metropolitan	Capital Area	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Florida Parishes	Jefferson Parish	Statewide
Individual and Family Support	5	6	10	10	6	5	6	2	3	9	<b>62</b>
HCBS Waiver Services	3	9	8	26	5	9	11	6	4	9	<b>90</b>
ICF/DD – Small Public (6 or less beds)	9	0	6	4	0	3	0	6	0	5	<b>33</b>
ICF/DD – Small Private (6 or less beds)	3	6	7	3	1	2	0	6	2	7	<b>37</b>
ICF/DD – Large Public (7 or more beds)	1	0	6	5	3	12	2	1	9	3	<b>42</b>
ICF/DD – Large Private (7 or more beds)	2	0	5	2	3	4	11	3	1	2	<b>33</b>

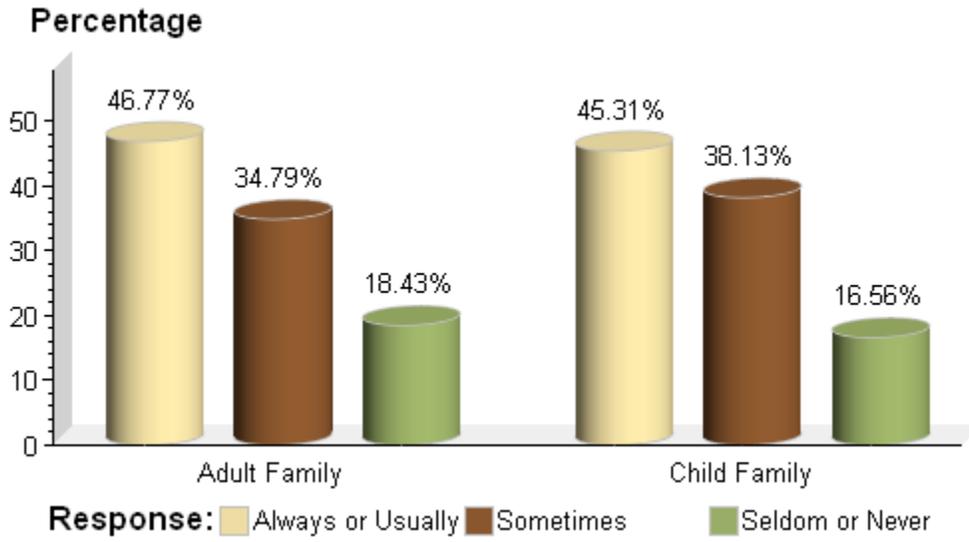
## Family Survey Core Indicator Results



INFORMATION & PLANNING

Question FS 1: Do you receive information about the services and supports that are available to your family?

*Graph 1 Responses by Family Survey for Question FS 1*

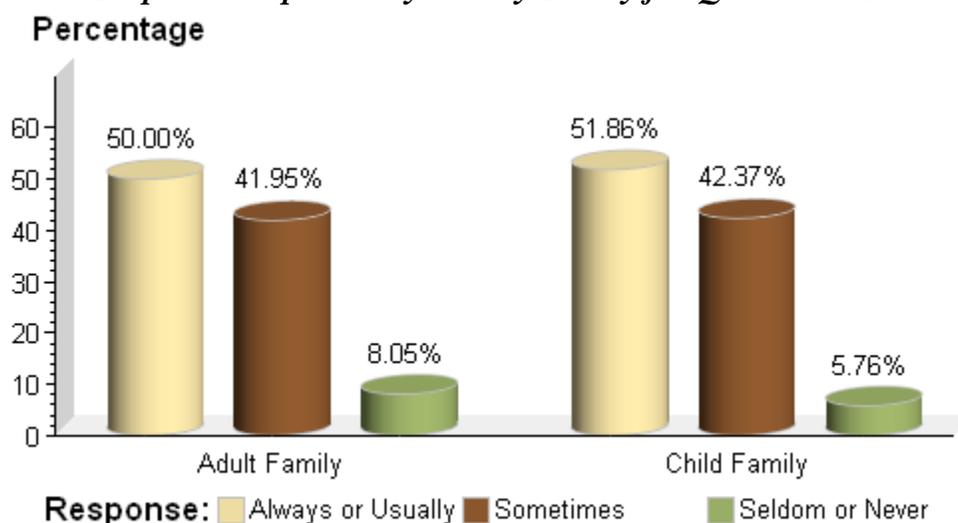


*Table 1 Regional and Program Results for Question FS 1*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	28	41.8	25	37.3	14	20.9
Capital Area	30	40.0	31	41.3	14	18.7
Region 3	56	54.9	35	34.3	11	10.8
Region 4	49	50.0	31	31.6	18	18.4
Region 5	33	54.1	22	36.1	6	9.8
Region 6	28	41.2	28	41.2	12	17.6
Region 7	26	41.3	23	36.5	14	22.2
Region 8	38	46.3	26	31.7	18	22.0
Florida Parishes	31	44.3	27	38.6	12	17.1
Jefferson Parish	29	43.3	24	35.8	14	20.9
<b>Regional Total</b>	<b>348</b>	<b>46.2</b>	<b>272</b>	<b>36.1</b>	<b>133</b>	<b>17.7</b>
<b>Program Results</b>						
State Funded	115	48.1	86	36.0	38	15.9
HCBS Waiver	157	46.7	122	36.3	57	17.0
EarlySteps	26	43.3	23	38.3	11	18.3
<b>Program Total</b>	<b>298</b>	<b>46.9</b>	<b>231</b>	<b>36.4</b>	<b>106</b>	<b>16.7</b>

Question FS 2: If you receive information, is it easy to understand?

**Graph 2 Responses by Family Survey for Question FS 2**

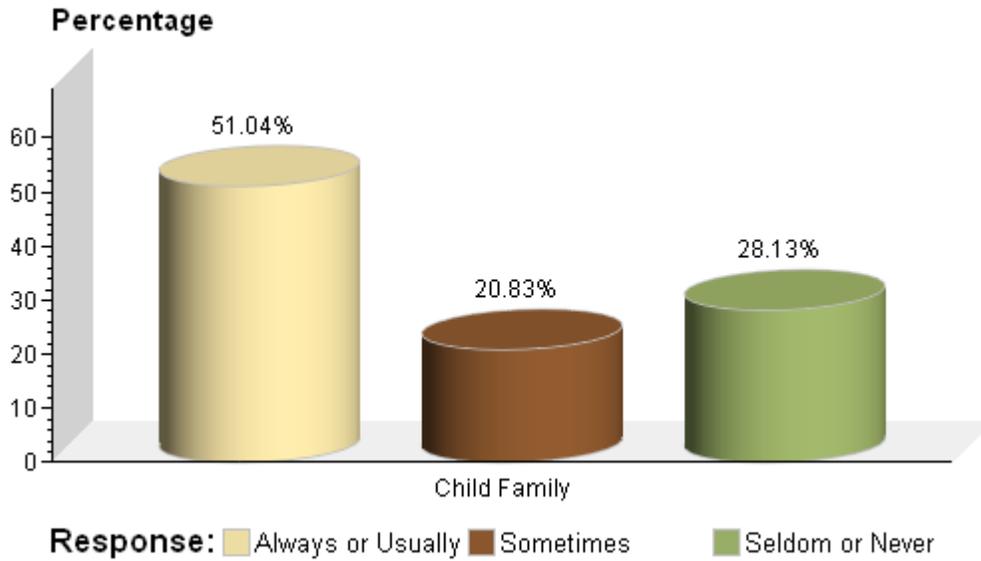


**Table 2 Regional and Program Results for Question FS 2**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	35	54.7	21	32.8	8	12.5
Capital Area	27	39.1	37	53.6	5	7.2
Region 3	51	50.0	48	47.1	3	2.9
Region 4	44	50.0	42	47.7	2	2.3
Region 5	38	65.5	18	31.0	2	3.4
Region 6	37	56.9	24	36.9	4	6.2
Region 7	29	51.8	23	41.1	4	7.1
Region 8	35	47.9	32	43.8	6	8.2
Florida Parishes	30	44.8	33	49.3	4	6.0
Jefferson Parish	32	51.6	18	29.0	12	19.4
<b>Regional Total</b>	<b>358</b>	<b>50.9</b>	<b>296</b>	<b>42.0</b>	<b>50</b>	<b>7.1</b>
<b>Program Results</b>						
State Funded	114	50.7	92	40.9	19	8.4
HCBS Waiver	162	51.3	138	43.7	16	5.1
EarlySteps	29	53.7	18	33.3	7	13.0
<b>Program Total</b>	<b>305</b>	<b>51.3</b>	<b>248</b>	<b>41.7</b>	<b>42</b>	<b>7.1</b>

Question FS 3: Do you receive information about the status of your child's development?

**Graph 3 Responses by Family Survey for Question FS 3**

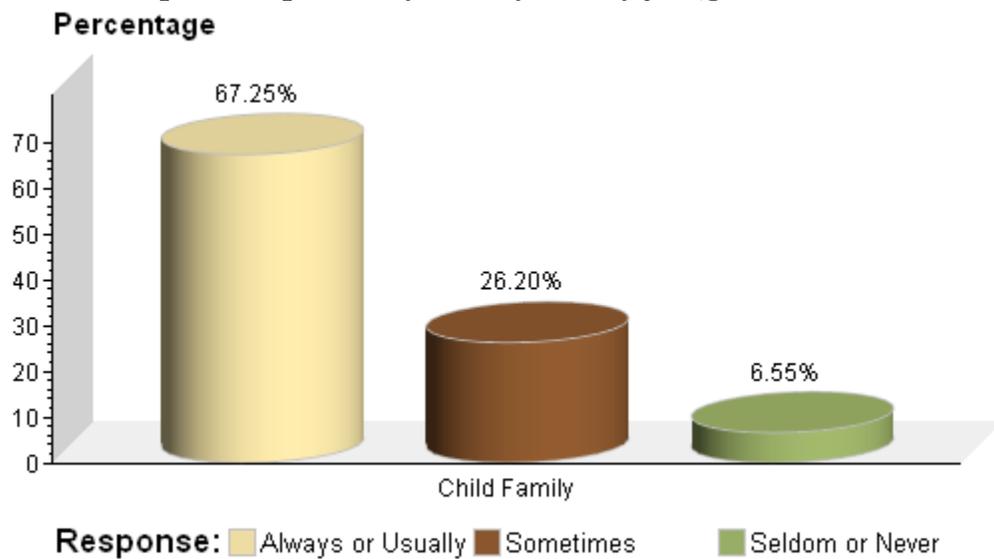


**Table 3 Regional and Program Results for Question FS 3**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	12	50.0	8	33.3	4	16.7
Capital Area	15	46.9	11	34.4	6	18.8
Region 3	19	63.3	5	16.7	6	20.0
Region 4	21	44.7	10	21.3	16	34.0
Region 5	10	62.5	1	6.3	5	31.3
Region 6	13	54.2	6	25.0	5	20.8
Region 7	10	55.6	3	16.7	5	27.8
Region 8	14	41.2	8	23.5	12	35.3
Florida Parishes	20	52.6	2	5.3	16	42.1
Jefferson Parish	13	54.2	5	20.8	6	25.0
<b>Regional Total</b>	<b>147</b>	<b>51.2</b>	<b>59</b>	<b>20.6</b>	<b>81</b>	<b>28.2</b>
<b>Program Results</b>						
State Funded	37	48.7	22	28.9	17	22.4
HCBS Waiver	63	48.8	19	14.7	47	36.4
EarlySteps	41	69.5	13	22.0	5	8.5
<b>Program Total</b>	<b>141</b>	<b>53.4</b>	<b>54</b>	<b>20.5</b>	<b>69</b>	<b>26.1</b>

Question FS 4: If yes, is this information easy to understand?

**Graph 4 Responses by Family Survey for Question FS 4**

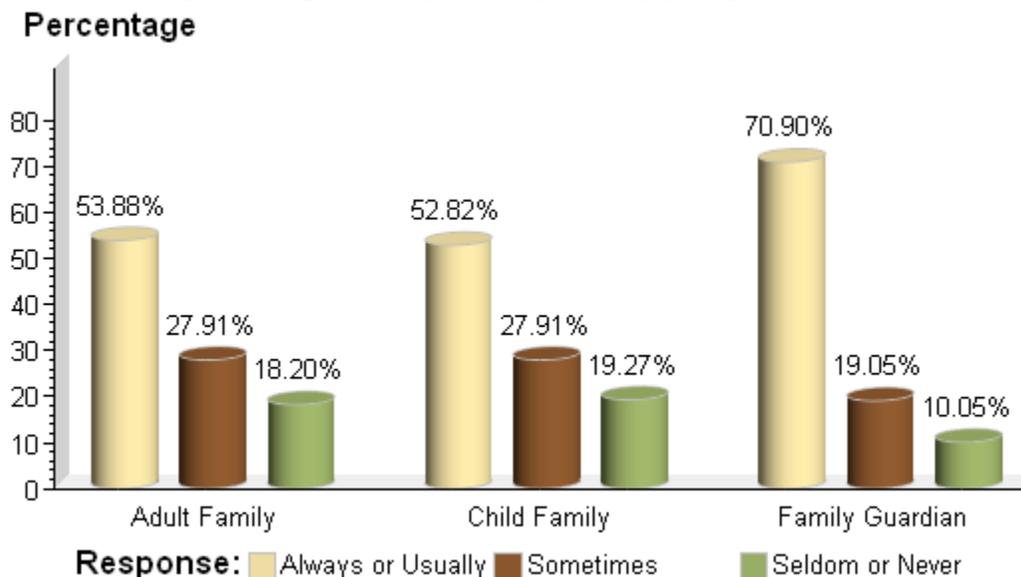


**Table 4 Regional and Program Results for Question FS 4**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	14	66.7	6	28.6	1	4.8
Capital Area	19	63.3	9	30.0	2	6.7
Region 3	19	67.9	7	25.0	2	7.1
Region 4	22	62.9	12	34.3	1	2.9
Region 5	9	90.0	1	10.0	0	0.0
Region 6	13	65.0	5	25.0	2	10.0
Region 7	13	86.7	1	6.7	1	6.7
Region 8	15	68.2	7	31.8	0	0.0
Florida Parishes	18	66.7	6	22.2	3	11.1
Jefferson Parish	12	60.0	6	30.0	2	10.0
<b>Regional Total</b>	<b>154</b>	<b>67.5</b>	<b>60</b>	<b>26.3</b>	<b>14</b>	<b>6.1</b>
<b>Program Results</b>						
State Funded	39	61.9	21	33.3	3	4.8
HCBS Waiver	66	69.5	22	23.2	7	7.4
EarlySteps	41	71.9	13	22.8	3	5.3
<b>Program Total</b>	<b>146</b>	<b>67.9</b>	<b>56</b>	<b>26</b>	<b>13</b>	<b>6</b>

Question FS 5: Do you get enough information to help you participate in planning services for your family?

**Graph 5 Responses by Family Survey for Question FS 5**

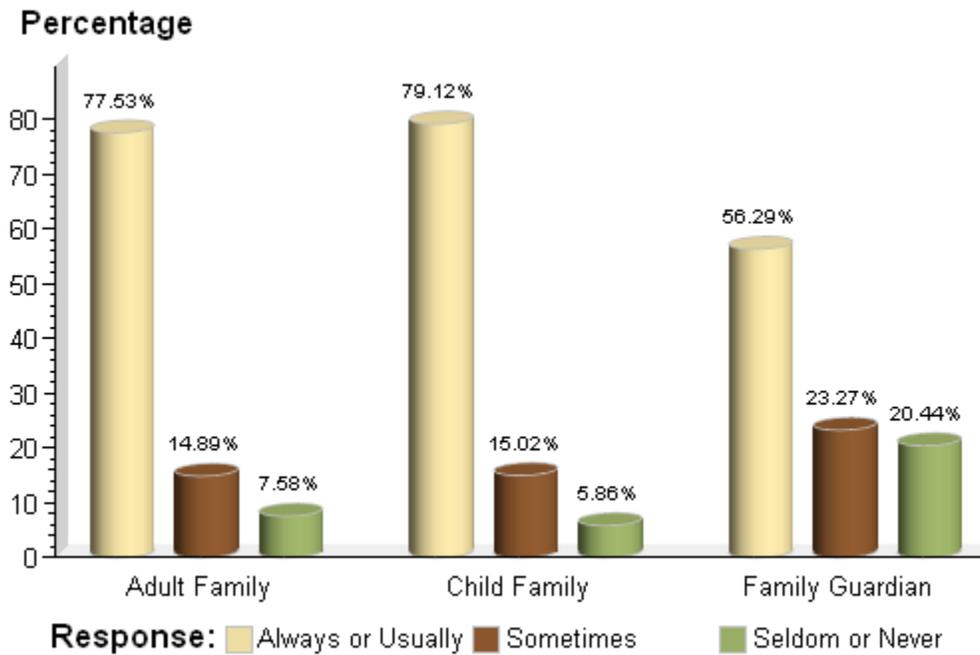


**Table 5 Regional and Program Results for Question FS 5**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	50	50.0	31	31.0	19	19.0
Capital Area	47	49.5	31	32.6	17	17.9
Region 3	110	70.5	31	19.9	15	9.6
Region 4	99	63.5	36	23.1	21	13.5
Region 5	44	56.4	24	30.8	10	12.8
Region 6	78	71.6	19	17.4	12	11.0
Region 7	54	58.1	20	21.5	19	20.4
Region 8	60	53.1	28	24.8	25	22.1
Florida Parishes	55	59.1	24	25.8	14	15.1
Jefferson Parish	52	53.6	26	26.8	19	19.6
<b>Regional Total</b>	<b>649</b>	<b>59.5</b>	<b>270</b>	<b>24.8</b>	<b>171</b>	<b>15.7</b>
<b>Program Results</b>						
State Funded	163	56.8	74	25.8	50	17.4
HCBS Waiver	238	59.9	98	24.7	61	15.4
EarlySteps	34	59.6	15	26.3	8	14.0
Private ICF/DD	50	76.9	9	13.8	6	9.2
Public ICF/DD	56	78.9	10	14.1	5	7.0
<b>Program Total</b>	<b>541</b>	<b>61.7</b>	<b>206</b>	<b>23.5</b>	<b>130</b>	<b>14.8</b>

Question FS 6: If your family has a service plan, did you help develop the plan?

**Graph 6 Responses by Family Survey for Question FS 6**

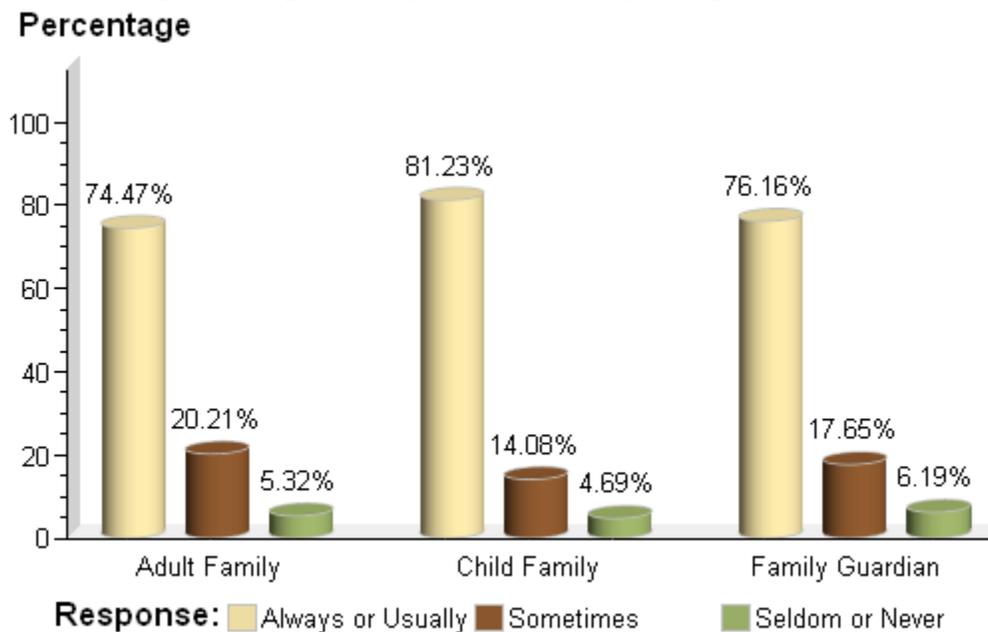


**Table 6 Regional and Program Results for Question FS 6**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	57	67.9	10	11.9	17	20.2
Capital Area	62	66.0	22	23.4	10	10.6
Region 3	114	83.8	14	10.3	8	5.9
Region 4	100	76.3	19	14.5	12	9.2
Region 5	40	63.5	17	27.0	6	9.5
Region 6	62	71.3	17	19.5	8	9.2
Region 7	55	66.3	16	19.3	12	14.5
Region 8	62	62.0	22	22.0	16	16.0
Florida Parishes	65	72.2	19	21.1	6	6.7
Jefferson Parish	54	68.4	12	15.2	13	16.5
<b>Regional Total</b>	<b>671</b>	<b>70.9</b>	<b>168</b>	<b>17.7</b>	<b>108</b>	<b>11.4</b>
<b>Program Results</b>						
State Funded	176	74.9	41	17.4	18	7.7
HCBS Waiver	310	81.2	51	13.4	21	5.5
EarlySteps	33	73.3	7	15.6	5	11.1
Private ICF/DD	31	50.8	12	19.7	18	29.5
Public ICF/DD	35	59.3	14	23.7	10	16.9
<b>Program Total</b>	<b>585</b>	<b>74.8</b>	<b>125</b>	<b>16.0</b>	<b>72</b>	<b>9.2</b>

Question FS 7: If your family has a service plan, does the plan include things that are important to you?

**Graph 7 Responses by Family Survey for Question FS 7**

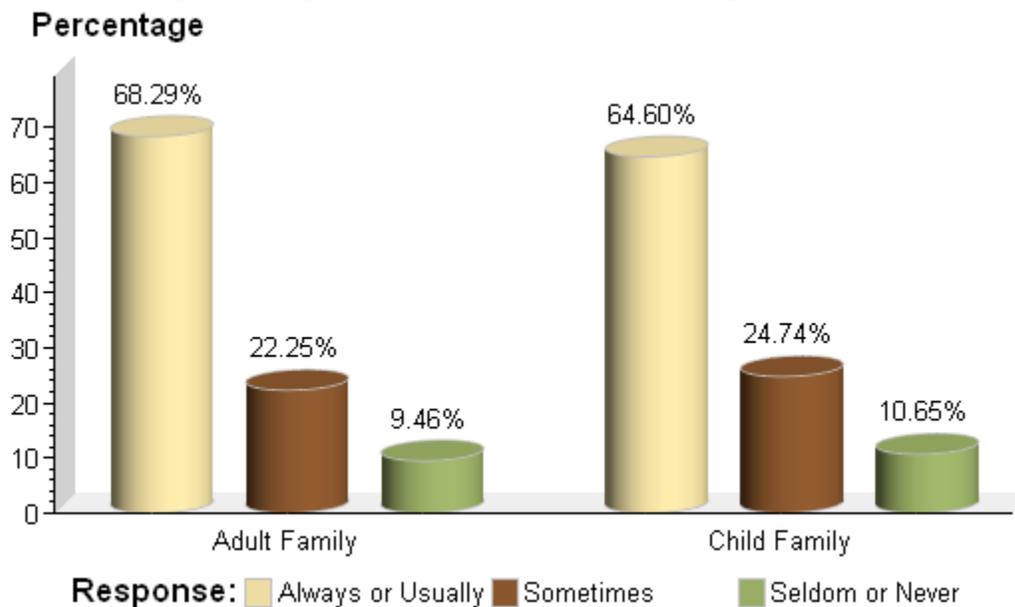


**Table 7 Regional and Program Results for Question FS 7**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	61	74.4	18	22.0	3	3.7
Capital Area	71	74.0	22	22.9	3	3.1
Region 3	127	86.4	16	10.9	4	2.7
Region 4	111	79.9	20	14.4	8	5.8
Region 5	50	73.5	12	17.6	6	8.8
Region 6	70	76.9	15	16.5	6	6.6
Region 7	62	72.9	16	18.8	7	8.2
Region 8	74	76.3	20	20.6	3	3.1
Florida Parishes	70	76.9	18	19.8	3	3.3
Jefferson Parish	55	68.8	15	18.8	10	12.5
<b>Regional Total</b>	<b>751</b>	<b>76.9</b>	<b>172</b>	<b>17.6</b>	<b>53</b>	<b>5.4</b>
<b>Program Results</b>						
State Funded	195	77.4	44	17.5	13	5.2
HCBS Waiver	307	79.7	63	16.4	15	3.9
EarlySteps	38	82.6	5	10.9	3	6.5
Private ICF/DD	46	78.0	11	18.6	2	3.4
Public ICF/DD	46	78.0	9	15.3	4	6.8
<b>Program Total</b>	<b>632</b>	<b>78.9</b>	<b>132</b>	<b>16.5</b>	<b>37</b>	<b>4.6</b>

Question FS 8: Do the staff who assist you with planning help you figure out what you need as a family to support your child or family member?

**Graph 8 Responses by Family Survey for Question FS 8**

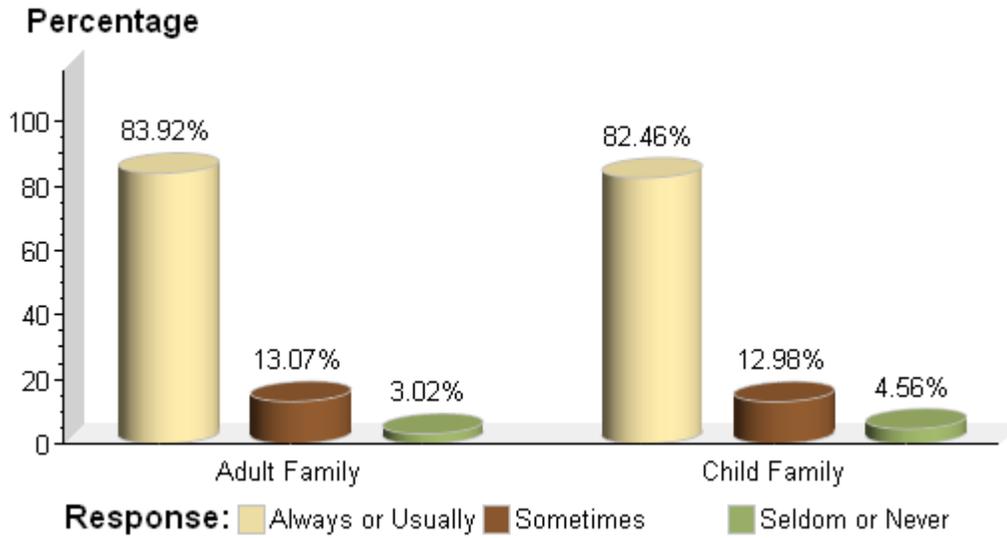


**Table 8 Regional and Program Results for Question FS 8**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	42	68.9	15	24.6	4	6.6
Capital Area	40	59.7	20	29.9	7	10.4
Region 3	68	70.1	20	20.6	9	9.3
Region 4	68	73.1	19	20.4	6	6.5
Region 5	37	68.5	12	22.2	5	9.3
Region 6	37	62.7	15	25.4	7	11.9
Region 7	35	66.0	13	24.5	5	9.4
Region 8	46	65.7	19	27.1	5	7.1
Florida Parishes	45	65.2	14	20.3	10	14.5
Jefferson Parish	37	63.8	11	19.0	10	17.2
<b>Regional Total</b>	<b>455</b>	<b>66.8</b>	<b>158</b>	<b>23.2</b>	<b>68</b>	<b>10.0</b>
<b>Program Results</b>						
State Funded	143	69.1	46	22.2	18	8.7
HCBS Waiver	223	70.3	71	22.4	23	7.3
EarlySteps	39	70.9	9	16.4	7	12.7
<b>Program Total</b>	<b>405</b>	<b>69.9</b>	<b>126</b>	<b>21.8</b>	<b>48</b>	<b>8.3</b>

Question FS 9: Do the staff who assist you with planning respect your choices and opinions?

**Graph 9 Responses by Family Survey for Question FS 9**

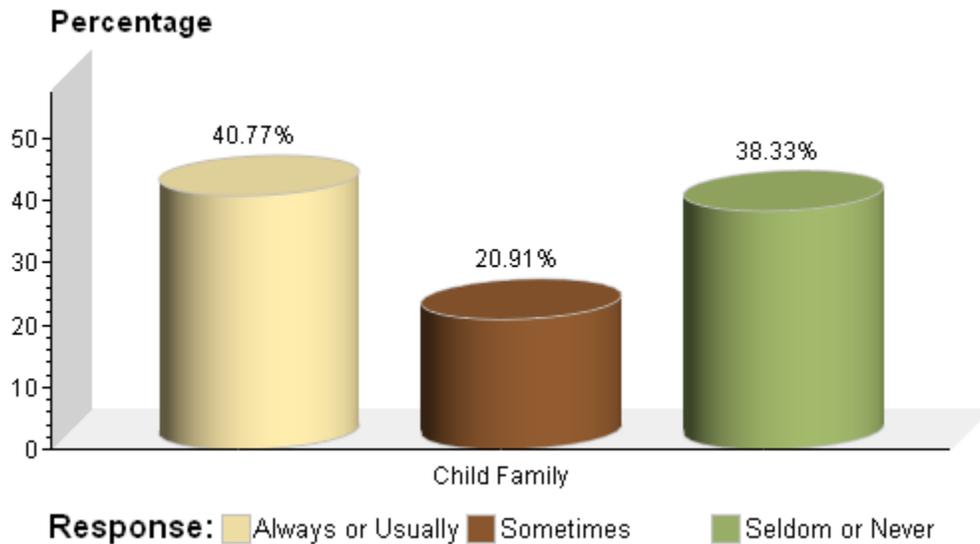


**Table 9 Regional and Program Results for Question FS 9**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	54	83.1	11	16.9	0	0.0
Capital Area	55	79.7	13	18.8	1	1.4
Region 3	78	82.1	12	12.6	5	5.3
Region 4	78	85.7	10	11.0	3	3.3
Region 5	49	89.1	5	9.1	1	1.8
Region 6	42	75.0	9	16.1	5	8.9
Region 7	46	82.1	6	10.7	4	7.1
Region 8	62	87.3	8	11.3	1	1.4
Florida Parishes	56	83.6	10	14.9	1	1.5
Jefferson Parish	49	86.0	4	7.0	4	7.0
<b>Regional Total</b>	<b>569</b>	<b>83.4</b>	<b>88</b>	<b>12.9</b>	<b>25</b>	<b>3.7</b>
<b>Program Results</b>						
State Funded	172	81.9	31	14.8	7	3.3
HCBS Waiver	275	86.8	35	11.0	7	2.2
EarlySteps	44	83.0	5	9.4	4	7.5
<b>Program Total</b>	<b>491</b>	<b>84.7</b>	<b>71</b>	<b>12.2</b>	<b>18</b>	<b>3.1</b>

Question FS 10: Does someone talk to you about the public benefits that are available to you? (e.g., food stamps, EPSDT, Supplemental Security Income, etc.)

**Graph 10 Responses by Family Survey for Question FS 10**

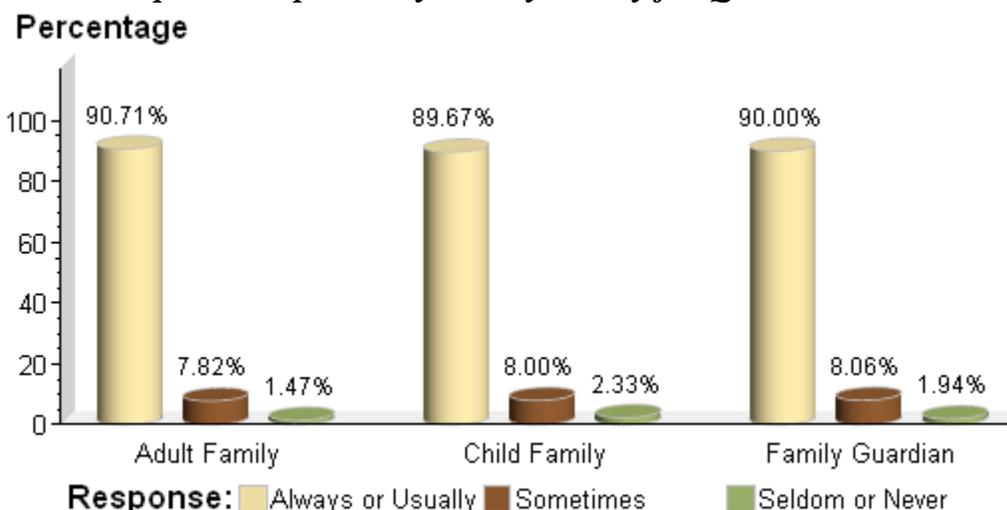


**Table 10 Regional and Program Results for Question FS 10**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	7	28.0	6	24.0	12	48.0
Capital Area	9	30.0	8	26.7	13	43.3
Region 3	16	51.6	8	25.8	7	22.6
Region 4	18	39.1	12	26.1	16	34.8
Region 5	10	55.6	3	16.7	5	27.8
Region 6	13	54.2	2	8.3	9	37.5
Region 7	8	40.0	4	20.0	8	40.0
Region 8	14	46.7	7	23.3	9	30.0
Florida Parishes	15	36.6	8	19.5	18	43.9
Jefferson Parish	7	31.8	2	9.1	13	59.1
<b>Regional Total</b>	<b>117</b>	<b>40.8</b>	<b>60</b>	<b>20.9</b>	<b>110</b>	<b>38.3</b>
<b>Program Results</b>						
State Funded	32	40.0	15	18.8	33	41.3
HCBS Waiver	59	44.7	28	21.2	45	34.1
EarlySteps	18	35.3	14	27.5	19	37.3
<b>Program Total</b>	<b>109</b>	<b>41.4</b>	<b>57</b>	<b>21.7</b>	<b>97</b>	<b>36.9</b>

Question FS 11: Are the staff who assist you with planning generally respectful and courteous?

*Graph 11 Responses by Family Survey for Question FS 11*

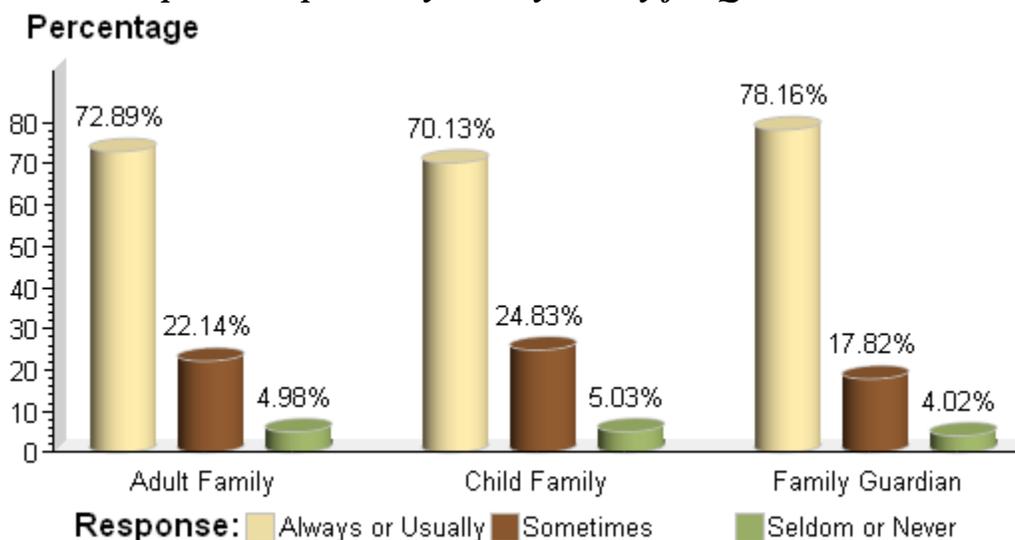


*Table 11 Regional and Program Results for Question FS 11*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	78	83.9	14	15.1	1	1.1
Capital Area	88	88.9	10	10.1	1	1.0
Region 3	147	93.6	5	3.2	5	3.2
Region 4	137	89.5	14	9.2	2	1.3
Region 5	70	90.9	5	6.5	2	2.6
Region 6	90	88.2	10	9.8	2	2.0
Region 7	85	94.4	3	3.3	2	2.2
Region 8	96	89.7	9	8.4	2	1.9
Florida Parishes	90	92.8	7	7.2	0	0.0
Jefferson Parish	82	88.2	8	8.6	3	3.2
<b>Regional Total</b>	<b>963</b>	<b>90.2</b>	<b>85</b>	<b>8.0</b>	<b>20</b>	<b>1.9</b>
<b>Program Results</b>						
State Funded	252	90.0	23	8.2	5	1.8
HCBS Waiver	374	92.1	30	7.4	2	0.5
EarlySteps	49	84.5	5	8.6	4	6.9
Private ICF/DD	60	95.2	3	4.8	0	0.0
Public ICF/DD	61	91.0	4	6.0	2	3.0
<b>Program Total</b>	<b>796</b>	<b>91.1</b>	<b>65</b>	<b>7.4</b>	<b>13</b>	<b>1.5</b>

Question FS 12: Are the staff who assist you with planning generally effective?

**Graph 12 Responses by Family Survey for Question FS 12**

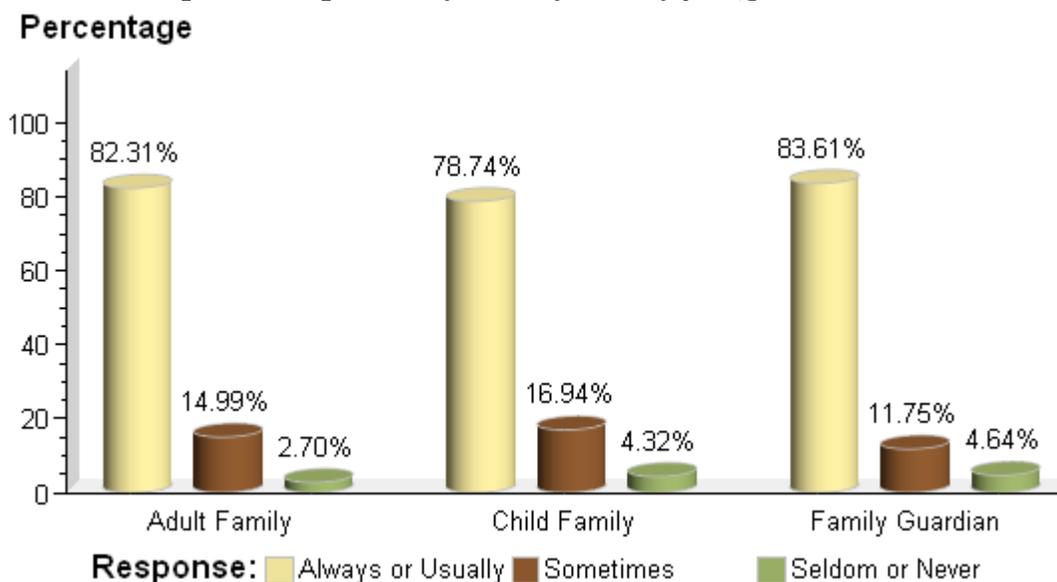


**Table 12 Regional and Program Results for Question FS 12**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	70	75.3	20	21.5	3	3.2
Capital Area	67	66.3	29	28.7	5	5.0
Region 3	124	81.6	23	15.1	5	3.3
Region 4	117	78.5	26	17.4	6	4.0
Region 5	60	80.0	11	14.7	4	5.3
Region 6	69	71.1	23	23.7	5	5.2
Region 7	61	69.3	21	23.9	6	6.8
Region 8	71	67.0	33	31.1	2	1.9
Florida Parishes	69	72.6	24	25.3	2	2.1
Jefferson Parish	66	72.5	14	15.4	11	12.1
<b>Regional Total</b>	<b>774</b>	<b>73.9</b>	<b>224</b>	<b>21.4</b>	<b>49</b>	<b>4.7</b>
<b>Program Results</b>						
State Funded	212	77.4	55	20.1	7	2.6
HCBS Waiver	292	72.6	95	23.6	15	3.7
EarlySteps	36	64.3	16	28.6	4	7.1
Private ICF/DD	52	83.9	8	12.9	2	3.2
Public ICF/DD	51	79.7	11	17.2	2	3.1
<b>Program Total</b>	<b>643</b>	<b>74.9</b>	<b>185</b>	<b>21.6</b>	<b>30</b>	<b>3.5</b>

Question FS 13: Can you contact the staff who assist you with planning whenever you want to?

**Graph 13 Responses by Family Survey for Question FS 13**



**Table 13 Regional and Program Results for Question FS 13**

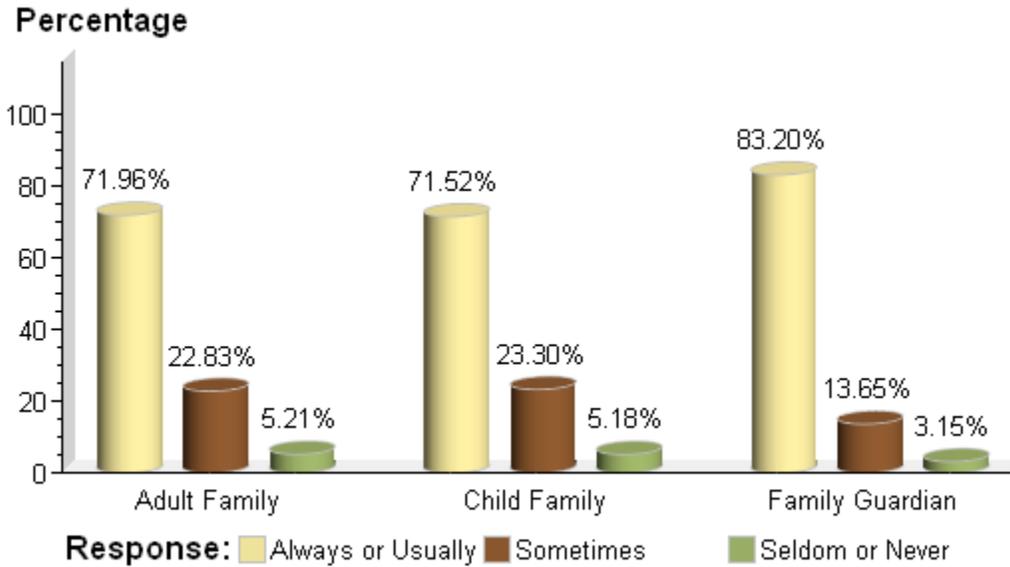
Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	79	84.0	12	12.8	3	3.2
Capital Area	76	76.8	18	18.2	5	5.1
Region 3	135	86.5	17	10.9	4	2.6
Region 4	127	82.5	22	14.3	5	3.2
Region 5	68	86.1	10	12.7	1	1.3
Region 6	82	80.4	14	13.7	6	5.9
Region 7	73	79.3	15	16.3	4	4.3
Region 8	83	77.6	22	20.6	2	1.9
Florida Parishes	82	86.3	10	10.5	3	3.2
Jefferson Parish	73	76.8	14	14.7	8	8.4
<b>Regional Total</b>	<b>878</b>	<b>81.8</b>	<b>154</b>	<b>14.4</b>	<b>41</b>	<b>3.8</b>
<b>Program Results</b>						
State Funded	238	85.3	33	11.8	8	2.9
HCBS Waiver	338	83.0	57	14.0	12	2.9
EarlySteps	42	73.7	12	21.1	3	5.3
Private ICF/DD	55	84.6	7	10.8	3	4.6
Public ICF/DD	56	86.2	6	9.2	3	4.6
<b>Program Total</b>	<b>729</b>	<b>83.5</b>	<b>115</b>	<b>13.2</b>	<b>29</b>	<b>3.3</b>



## ACCESS & DELIVERY OF SUPPORTS

Question FS 14: When you ask your service/support coordinator for assistance, does s/he help you get what you need?

**Graph 14 Responses by Family Survey for Question FS 14**

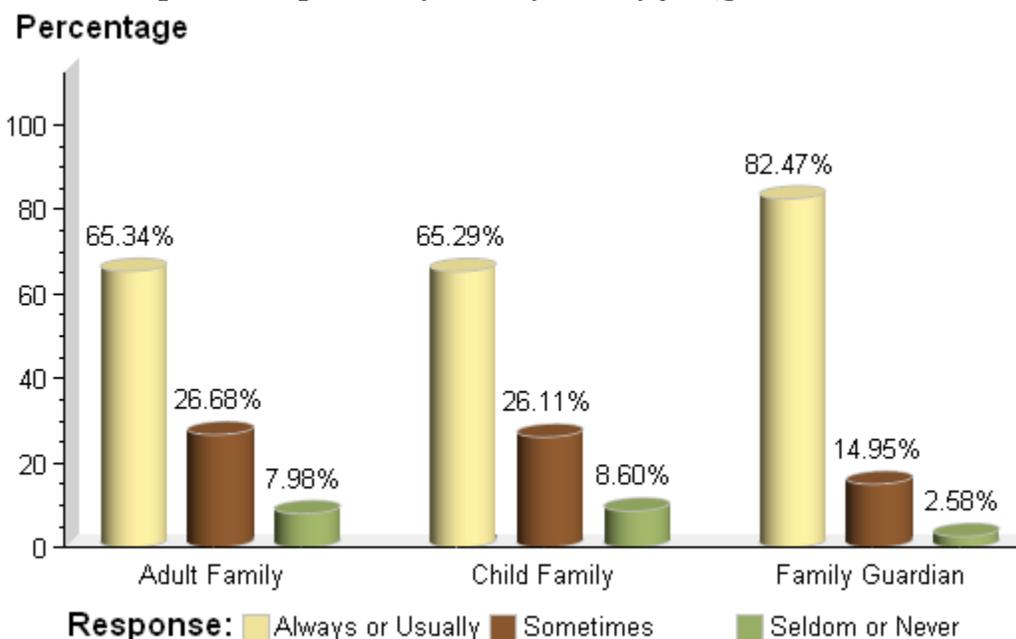


**Table 14 Regional and Program Results for Question FS 14**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	71	73.2	21	21.6	5	5.2
Capital Area	69	68.3	26	25.7	6	5.9
Region 3	131	82.9	22	13.9	5	3.2
Region 4	126	78.8	28	17.5	6	3.8
Region 5	61	79.2	13	16.9	3	3.9
Region 6	80	75.5	21	19.8	5	4.7
Region 7	69	74.2	21	22.6	3	3.2
Region 8	74	70.5	27	25.7	4	3.8
Florida Parishes	82	82.8	13	13.1	4	4.0
Jefferson Parish	65	67.7	23	24.0	8	8.3
<b>Regional Total</b>	<b>828</b>	<b>75.8</b>	<b>215</b>	<b>19.7</b>	<b>49</b>	<b>4.5</b>
<b>Program Results</b>						
State Funded	215	76.2	54	19.1	13	4.6
HCBS Waiver	308	75.7	87	21.4	12	2.9
EarlySteps	38	70.4	14	25.9	2	3.7
Private ICF/DD	56	87.5	7	10.9	1	1.6
Public ICF/DD	62	88.6	6	8.6	2	2.9
<b>Program Total</b>	<b>679</b>	<b>77.4</b>	<b>168</b>	<b>19.2</b>	<b>30</b>	<b>3.4</b>

Question FS 15: Does your family get the services and supports you need?

*Graph 15 Responses by Family Survey for Question FS 15*

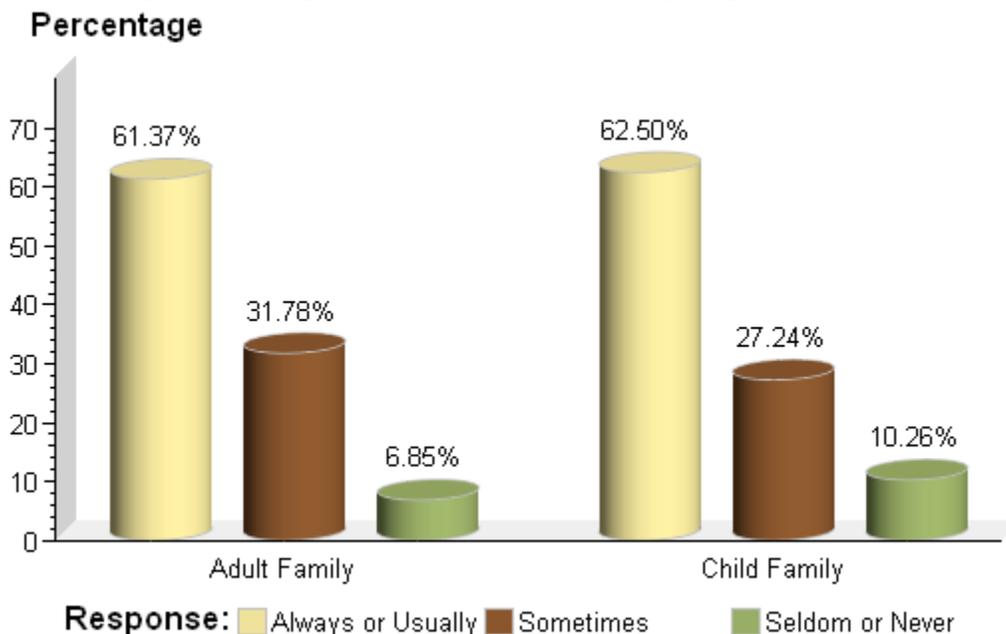


*Table 15 Regional and Program Results for Question FS 15*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	77	76.2	20	19.8	4	4.0
Capital Area	66	66.7	29	29.3	4	4.0
Region 3	122	76.3	33	20.6	5	3.1
Region 4	116	73.9	36	22.9	5	3.2
Region 5	54	69.2	14	17.9	10	12.8
Region 6	82	73.9	19	17.1	10	9.0
Region 7	61	67.8	22	24.4	7	7.8
Region 8	70	62.5	35	31.3	7	6.3
Florida Parishes	76	76.0	19	19.0	5	5.0
Jefferson Parish	63	67.0	19	20.2	12	12.8
<b>Regional Total</b>	<b>787</b>	<b>71.4</b>	<b>246</b>	<b>22.3</b>	<b>69</b>	<b>6.3</b>
<b>Program Results</b>						
State Funded	194	68.8	67	23.8	21	7.4
HCBS Waiver	288	70.8	99	24.3	20	4.9
EarlySteps	34	59.6	16	28.1	7	12.3
Private ICF/DD	59	86.8	7	10.3	2	2.9
Public ICF/DD	65	89.0	7	9.6	1	1.4
<b>Program Total</b>	<b>640</b>	<b>72.2</b>	<b>196</b>	<b>22.1</b>	<b>51</b>	<b>5.7</b>

Question FS 16: Do the services and supports offered meet your family's needs?

**Graph 16 Responses by Family Survey for Question FS 16**

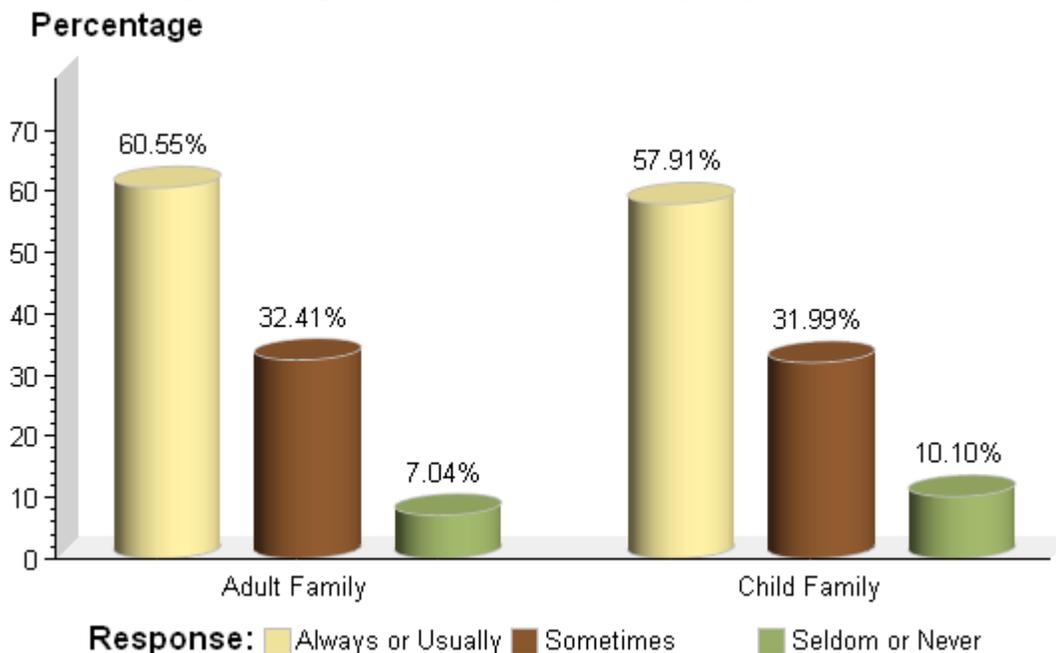


**Table 16 Regional and Program Results for Question FS 16**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	47	69.1	18	26.5	3	4.4
Capital Area	44	62.9	24	34.3	2	2.9
Region 3	63	61.2	29	28.2	11	10.7
Region 4	61	67.0	23	25.3	7	7.7
Region 5	36	62.1	17	29.3	5	8.6
Region 6	37	58.7	21	33.3	5	7.9
Region 7	30	51.7	21	36.2	7	12.1
Region 8	42	54.5	29	37.7	6	7.8
Florida Parishes	46	66.7	18	26.1	5	7.2
Jefferson Parish	40	62.5	15	23.4	9	14.1
<b>Regional Total</b>	<b>446</b>	<b>61.9</b>	<b>215</b>	<b>29.8</b>	<b>60</b>	<b>8.3</b>
<b>Program Results</b>						
State Funded	137	60.1	70	30.7	21	9.2
HCBS Waiver	216	66.3	93	28.5	17	5.2
EarlySteps	32	57.1	16	28.6	8	14.3
<b>Program Total</b>	<b>385</b>	<b>63.1</b>	<b>179</b>	<b>29.3</b>	<b>46</b>	<b>7.5</b>

Question FS 17: Are supports available when your family needs them?

*Graph 17 Responses by Family Survey for Question FS 17*

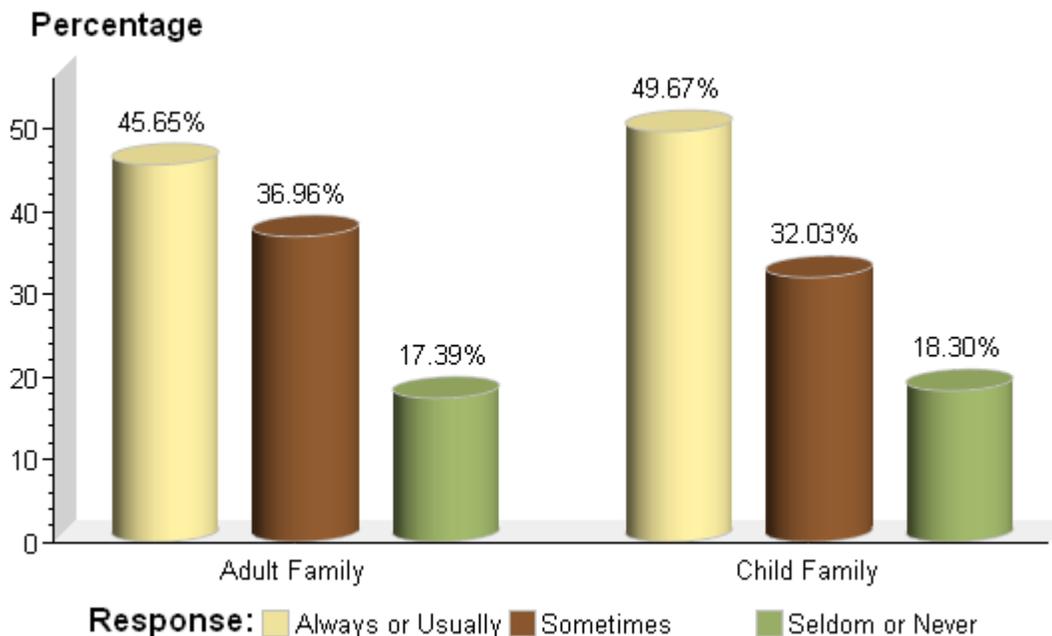


*Table 17 Regional and Program Results for Question FS 17*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	36	54.5	27	40.9	3	4.5
Capital Area	37	57.8	22	34.4	5	7.8
Region 3	60	63.2	27	28.4	8	8.4
Region 4	60	66.7	23	25.6	7	7.8
Region 5	35	59.3	21	35.6	3	5.1
Region 6	39	61.9	19	30.2	5	7.9
Region 7	22	39.3	27	48.2	7	12.5
Region 8	45	60.8	26	35.1	3	4.1
Florida Parishes	45	66.2	15	22.1	8	11.8
Jefferson Parish	34	57.6	16	27.1	9	15.3
<b>Regional Total</b>	<b>413</b>	<b>59.5</b>	<b>223</b>	<b>32.1</b>	<b>58</b>	<b>8.4</b>
<b>Program Results</b>						
State Funded	125	56.6	75	33.9	21	9.5
HCBS Waiver	205	65.5	88	28.1	20	6.4
EarlySteps	28	53.8	19	36.5	5	9.6
<b>Program Total</b>	<b>358</b>	<b>61.1</b>	<b>182</b>	<b>31.1</b>	<b>46</b>	<b>7.8</b>

Question FS 18: Do families in your area request that different types of services and supports be made available in your area?

**Graph 18 Responses by Family Survey for Question FS 18**

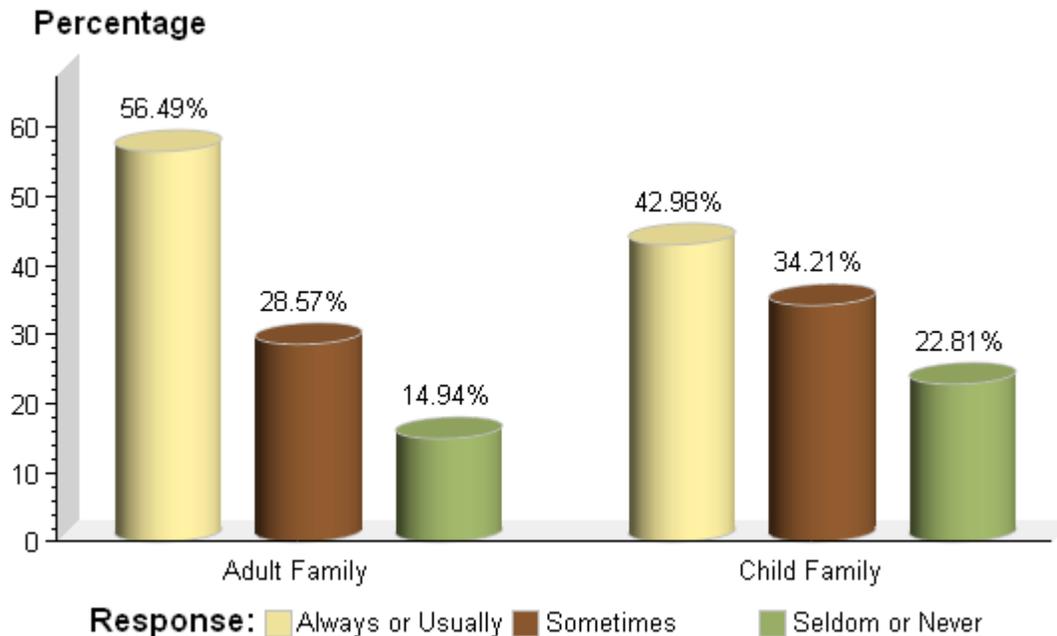


**Table 18 Regional and Program Results for Question FS 18**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	16	47.1	13	38.2	5	14.7
Capital Area	18	50.0	12	33.3	6	16.7
Region 3	19	50.0	12	31.6	7	18.4
Region 4	25	54.3	12	26.1	9	19.6
Region 5	19	63.3	8	26.7	3	10.0
Region 6	15	53.6	9	32.1	4	14.3
Region 7	8	33.3	12	50.0	4	16.7
Region 8	19	45.2	15	35.7	8	19.0
Florida Parishes	13	38.2	17	50.0	4	11.8
Jefferson Parish	8	32.0	7	28.0	10	40.0
<b>Regional Total</b>	<b>160</b>	<b>47.5</b>	<b>117</b>	<b>34.7</b>	<b>60</b>	<b>17.8</b>
<b>Program Results</b>						
State Funded	53	47.7	39	35.1	19	17.1
HCBS Waiver	79	49.7	57	35.8	23	14.5
EarlySteps	11	47.8	7	30.4	5	21.7
<b>Program Total</b>	<b>143</b>	<b>48.8</b>	<b>103</b>	<b>35.2</b>	<b>47</b>	<b>16.0</b>

Question FS 19: If yes, does either the state agency or provider agency respond to their requests?

*Graph 19 Responses by Family Survey for Question FS 19*

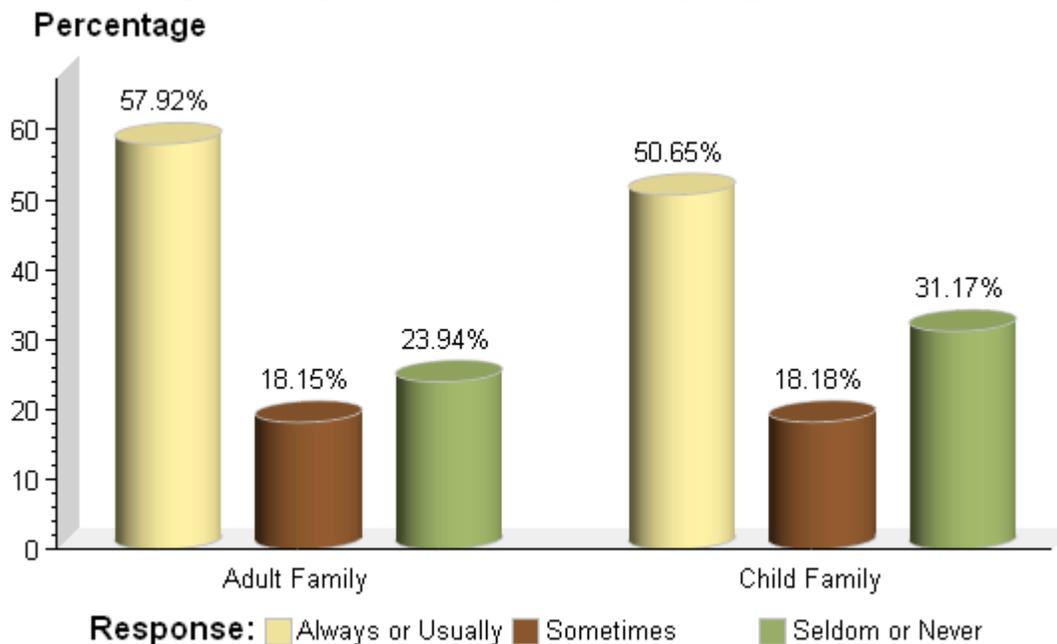


*Table 19 Regional and Program Results for Question FS 19*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	18	62.1	9	31.0	2	6.9
Capital Area	12	46.2	5	19.2	9	34.6
Region 3	15	44.1	15	44.1	4	11.8
Region 4	24	66.7	9	25.0	3	8.3
Region 5	18	62.1	8	27.6	3	10.3
Region 6	11	61.1	4	22.2	3	16.7
Region 7	7	38.9	5	27.8	6	33.3
Region 8	13	44.8	11	37.9	5	17.2
Florida Parishes	9	36.0	11	44.0	5	20.0
Jefferson Parish	9	37.5	6	25.0	9	37.5
<b>Regional Total</b>	<b>136</b>	<b>50.7</b>	<b>83</b>	<b>31.0</b>	<b>49</b>	<b>18.3</b>
<b>Program Results</b>						
State Funded	42	47.7	29	33.0	17	19.3
HCBS Waiver	70	55.6	40	31.7	16	12.7
EarlySteps	7	41.2	5	29.4	5	29.4
<b>Program Total</b>	<b>119</b>	<b>51.5</b>	<b>74</b>	<b>32.0</b>	<b>38</b>	<b>16.5</b>

Question FS 20: If you have ever asked for services or supports in an emergency or crisis, was help provided to you right away?

**Graph 20 Responses by Family Survey for Question FS 20**

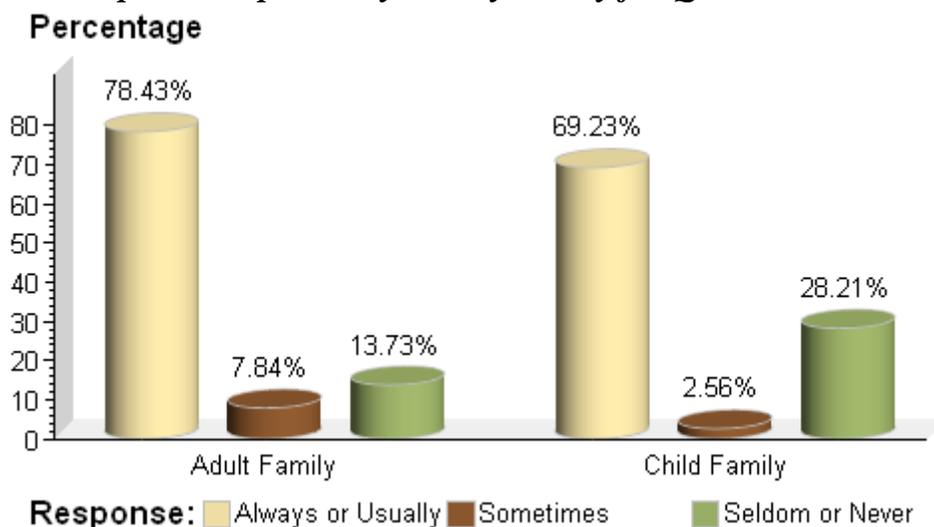


**Table 20 Regional and Program Results for Question FS 20**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	25	55.6	11	24.4	9	20.0
Capital Area	20	60.6	4	12.1	9	27.3
Region 3	28	62.2	6	13.3	11	24.4
Region 4	36	65.5	7	12.7	12	21.8
Region 5	21	56.8	10	27.0	6	16.2
Region 6	24	55.8	7	16.3	12	27.9
Region 7	11	30.6	9	25.0	16	44.4
Region 8	28	58.3	8	16.7	12	25.0
Florida Parishes	19	54.3	6	17.1	10	28.6
Jefferson Parish	16	45.7	7	20.0	12	34.3
<b>Regional Total</b>	<b>228</b>	<b>55.3</b>	<b>75</b>	<b>18.2</b>	<b>109</b>	<b>26.5</b>
<b>Program Results</b>						
State Funded	72	57.1	22	17.5	32	25.4
HCBS Waiver	124	62.0	34	17.0	42	21.0
EarlySteps	4	20.0	7	35.0	9	45.0
<b>Program Total</b>	<b>200</b>	<b>57.8</b>	<b>63</b>	<b>18.2</b>	<b>83</b>	<b>24.0</b>

Question FS 21: If English is not your first language, are there support workers or translators available to speak with you in your preferred language?

**Graph 21 Responses by Family Survey for Question FS 21**

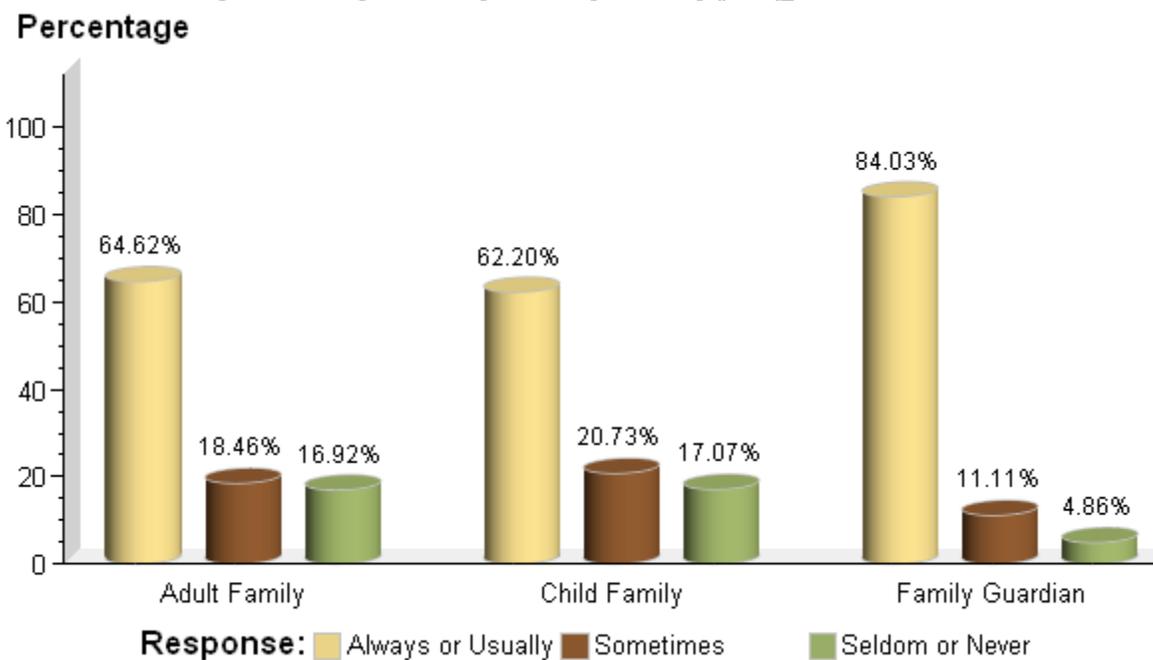


**Table 21 Regional and Program Results for Question FS 21**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	8	66.7	2	16.7	2	16.7
Capital Area	6	100	0	0.0	0	0.0
Region 3	8	80.0	0	0.0	2	20.0
Region 4	10	83.3	1	8.3	1	8.3
Region 5	6	75.0	0	0.0	2	25.0
Region 6	6	75.0	1	12.5	1	12.5
Region 7	3	60.0	0	0.0	2	40.0
Region 8	11	78.6	1	7.1	2	14.3
Florida Parishes	4	80.0	0	0.0	1	20.0
Jefferson Parish	5	50.0	0	0.0	5	50.0
<b>Regional Total</b>	<b>67</b>	<b>74.4</b>	<b>5</b>	<b>5.6</b>	<b>18</b>	<b>20.0</b>
<b>Program Results</b>						
State Funded	22	88.0	0	0.0	3	12.0
HCBS Waiver	30	71.4	5	11.9	7	16.7
EarlySteps	2	40.0	0	0.0	3	60.0
<b>Program Total</b>	<b>54</b>	<b>75.0</b>	<b>5</b>	<b>6.9</b>	<b>13</b>	<b>18.1</b>

Question FS 22: If your family member or your child does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him/her?

**Graph 22 Responses by Family Survey for Question FS 22**

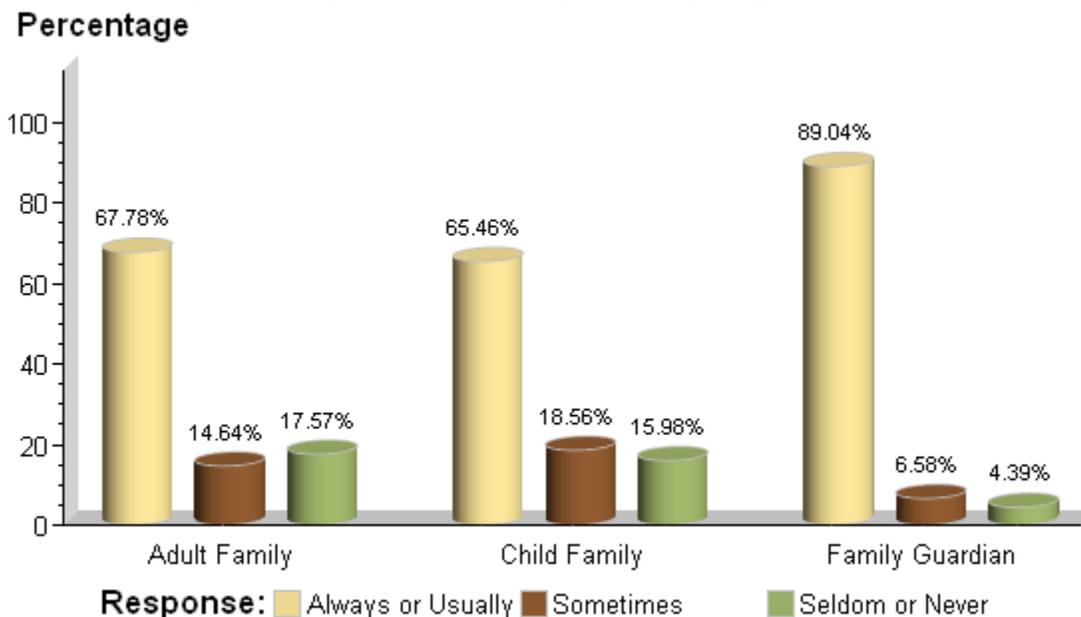


**Table 22 Regional and Program Results for Question FS 22**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	21	72.4	3	10.3	5	17.2
Capital Area	12	66.7	6	33.3	0	0.0
Region 3	44	88.0	4	8.0	2	4.0
Region 4	39	84.8	4	8.7	3	6.5
Region 5	17	73.9	4	17.4	2	8.7
Region 6	19	67.9	5	17.9	4	14.3
Region 7	12	63.2	5	26.3	2	10.5
Region 8	17	63.0	6	22.2	4	14.8
Florida Parishes	20	74.1	3	11.1	4	14.8
Jefferson Parish	13	54.2	5	20.8	6	25.0
<b>Regional Total</b>	<b>214</b>	<b>73.5</b>	<b>45</b>	<b>15.5</b>	<b>32</b>	<b>11.0</b>
<b>Program Results</b>						
State Funded	40	66.7	11	18.3	9	15.0
HCBS Waiver	72	68.6	19	18.1	14	13.3
EarlySteps	4	44.4	1	11.1	4	44.4
Private ICF/DD	30	78.9	6	15.8	2	5.3
Public ICF/DD	18	94.7	1	5.3	0	0.0
<b>Program Total</b>	<b>164</b>	<b>71.0</b>	<b>38</b>	<b>16.5</b>	<b>29</b>	<b>12.6</b>

Question FS 23: Does your family member or your child have access to the special equipment or accommodations that s/he needs (e.g., wheelchair, ramp, communication board)?

*Graph 23 Responses by Family Survey for Question FS 23*

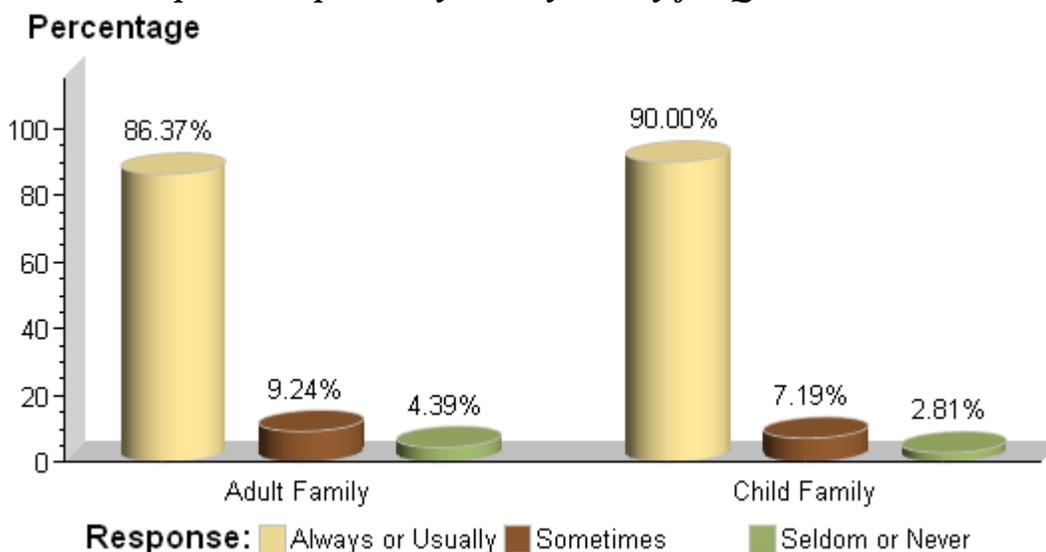


*Table 23 Regional and Program Results for Question FS 23*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	43	69.4	7	11.3	12	19.4
Capital Area	27	58.7	8	17.4	11	23.9
Region 3	83	83.0	6	6.0	11	11.0
Region 4	70	82.4	11	12.9	4	4.7
Region 5	36	73.5	8	16.3	5	10.2
Region 6	59	79.7	7	9.5	8	10.8
Region 7	43	82.7	4	7.7	5	9.6
Region 8	47	64.4	14	19.2	12	16.4
Florida Parishes	49	74.2	11	16.7	6	9.1
Jefferson Parish	35	64.8	10	18.5	9	16.7
<b>Regional Total</b>	<b>492</b>	<b>74.4</b>	<b>86</b>	<b>13.0</b>	<b>83</b>	<b>12.6</b>
<b>Program Results</b>						
State Funded	129	73.7	31	17.7	15	8.6
HCBS Waiver	186	68.9	42	15.6	42	15.6
EarlySteps	8	44.4	1	5.6	9	50.0
Private ICF/DD	32	94.1	2	5.9	0	0.0
Public ICF/DD	52	98.1	0	0.0	1	1.9
<b>Program Total</b>	<b>407</b>	<b>74.0</b>	<b>76</b>	<b>13.8</b>	<b>67</b>	<b>12.2</b>

Question FS 24: Do you have access to health services for your family member or your child?

**Graph 24 Responses by Family Survey for Question FS 24**

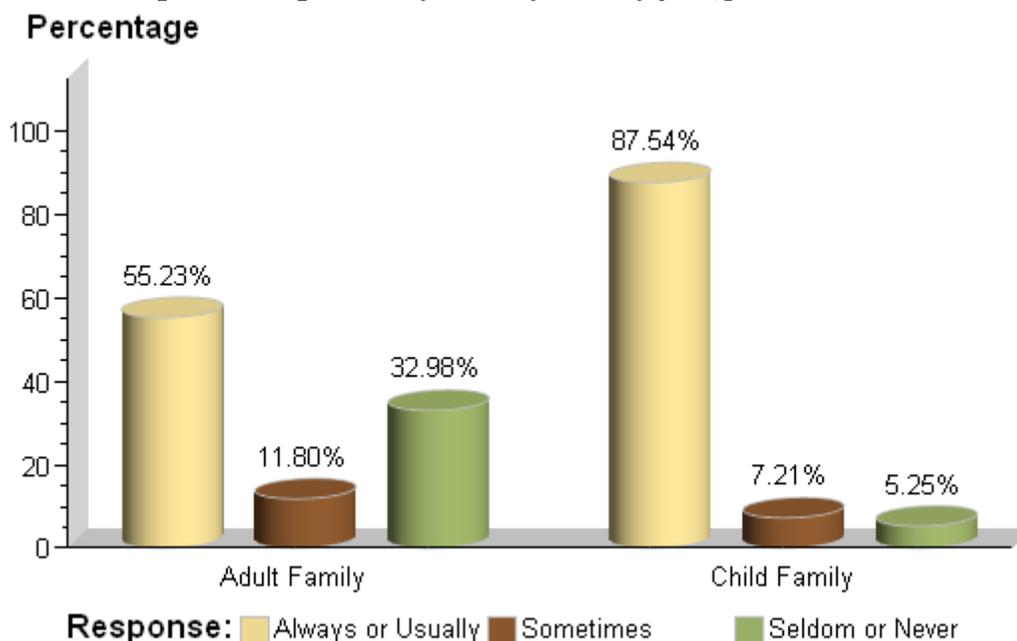


**Table 24 Regional and Program Results for Question FS 24**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	63	88.7	7	9.9	1	1.4
Capital Area	65	90.3	5	6.9	2	2.8
Region 3	93	91.2	6	5.9	3	2.9
Region 4	85	87.6	7	7.2	5	5.2
Region 5	56	91.8	3	4.9	2	3.3
Region 6	59	83.1	9	12.7	3	4.2
Region 7	53	86.9	6	9.8	2	3.3
Region 8	68	86.1	11	13.9	0	0.0
Florida Parishes	63	87.5	6	8.3	3	4.2
Jefferson Parish	56	84.8	3	4.5	7	10.6
<b>Regional Total</b>	<b>661</b>	<b>87.9</b>	<b>63</b>	<b>8.4</b>	<b>28</b>	<b>3.7</b>
<b>Program Results</b>						
State Funded	211	88.3	21	8.8	7	2.9
HCBS Waiver	297	88.4	30	8.9	9	2.7
EarlySteps	49	87.5	3	5.4	4	7.1
<b>Program Total</b>	<b>557</b>	<b>88.3</b>	<b>54</b>	<b>8.6</b>	<b>20</b>	<b>3.2</b>

Question FS 25: Do you have access to dental services for your family member or your child?

*Graph 25 Responses by Family Survey for Question FS 25*

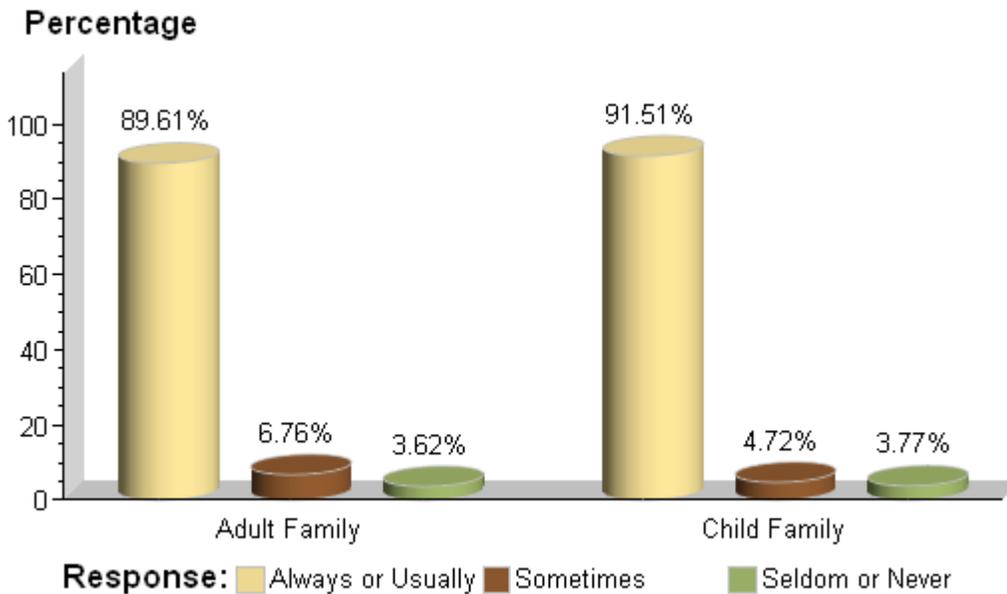


*Table 25 Regional and Program Results for Question FS 25*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	42	66.7	5	7.9	16	25.4
Capital Area	50	76.9	4	6.2	11	16.9
Region 3	59	64.8	8	8.8	24	26.4
Region 4	61	73.5	10	12.0	12	14.5
Region 5	42	77.8	3	5.6	9	16.7
Region 6	46	76.7	4	6.7	10	16.7
Region 7	34	57.6	7	11.9	18	30.5
Region 8	49	67.1	10	13.7	14	19.2
Florida Parishes	54	78.3	6	8.7	9	13.0
Jefferson Parish	35	58.3	9	15.0	16	26.7
<b>Regional Total</b>	<b>472</b>	<b>69.7</b>	<b>66</b>	<b>9.7</b>	<b>139</b>	<b>20.5</b>
<b>Program Results</b>						
State Funded	152	71.0	21	9.8	41	19.2
HCBS Waiver	206	67.3	34	11.1	66	21.6
EarlySteps	43	89.6	1	2.1	4	8.3
<b>Program Total</b>	<b>401</b>	<b>70.6</b>	<b>56</b>	<b>9.9</b>	<b>111</b>	<b>19.5</b>

Question FS 26: Do you have access to necessary medications for your family member or your child?

**Graph 26 Responses by Family Survey for Question FS 26**

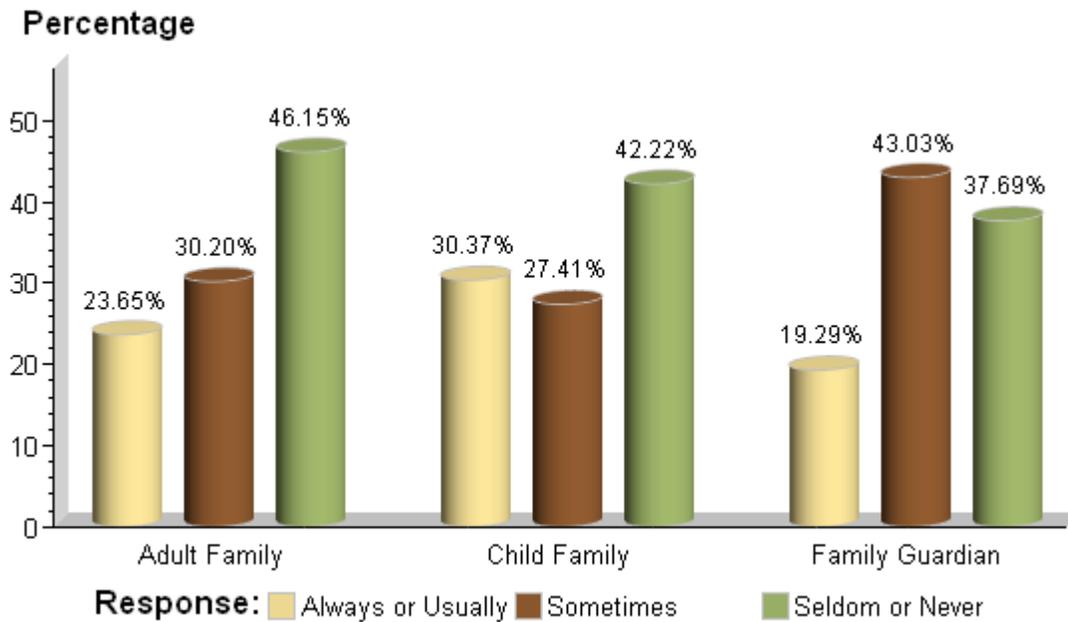


**Table 26 Regional and Program Results for Question FS 26**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	57	83.8	9	13.2	2	2.9
Capital Area	62	92.5	4	6.0	1	1.5
Region 3	88	95.7	2	2.2	2	2.2
Region 4	88	92.6	3	3.2	4	4.2
Region 5	57	95.0	2	3.3	1	1.7
Region 6	61	88.4	5	7.2	3	4.3
Region 7	57	90.5	4	6.3	2	3.2
Region 8	74	92.5	3	3.8	3	3.8
Florida Parishes	64	90.1	4	5.6	3	4.2
Jefferson Parish	53	80.3	7	10.6	6	9.1
<b>Regional Total</b>	<b>661</b>	<b>90.4</b>	<b>43</b>	<b>5.9</b>	<b>27</b>	<b>3.7</b>
<b>Program Results</b>						
State Funded	205	91.1	11	4.9	9	4.0
HCBS Waiver	305	91.9	22	6.6	5	1.5
EarlySteps	46	85.2	4	7.4	4	7.4
<b>Program Total</b>	<b>556</b>	<b>91.0</b>	<b>37</b>	<b>6.1</b>	<b>18</b>	<b>2.9</b>

Question FS 27: Are frequent changes in support staff a problem for your family?

*Graph 27 Responses by Family Survey for Question FS 27*

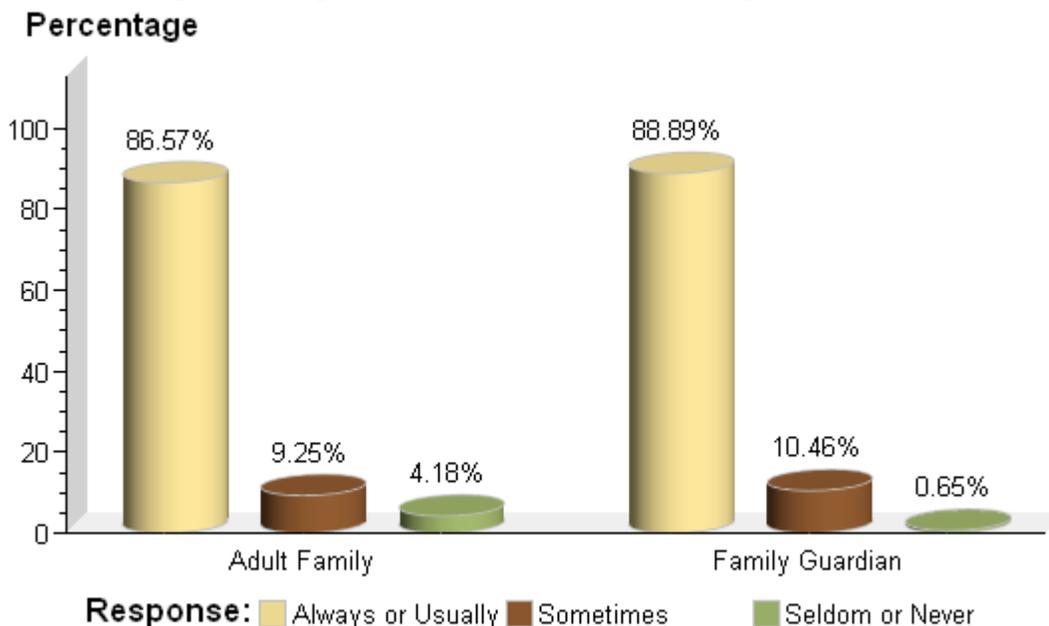


*Table 27 Regional and Program Results for Question FS 27*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	19	22.9	30	36.1	34	41.0
Capital Area	28	31.5	29	32.6	32	36.0
Region 3	28	21.2	50	37.9	54	40.9
Region 4	32	23.2	42	30.4	64	46.4
Region 5	20	31.3	18	28.1	26	40.6
Region 6	21	22.6	31	33.3	41	44.1
Region 7	19	23.5	29	35.8	33	40.7
Region 8	22	22.7	30	30.9	45	46.4
Florida Parishes	20	22.5	33	37.1	36	40.4
Jefferson Parish	21	22.8	33	35.9	38	41.3
<b>Regional Total</b>	<b>230</b>	<b>24.0</b>	<b>325</b>	<b>33.9</b>	<b>403</b>	<b>42.1</b>
<b>Program Results</b>						
State Funded	53	21.4	70	28.2	125	50.4
HCBS Waiver	99	26.1	134	35.3	147	38.7
EarlySteps	10	23.8	8	19.0	24	57.1
Private ICF/DD	10	17.5	25	43.9	22	38.6
Public ICF/DD	16	27.1	23	39.0	20	33.9
<b>Program Total</b>	<b>188</b>	<b>23.9</b>	<b>260</b>	<b>33.1</b>	<b>338</b>	<b>43.0</b>

Question FS 28: Do you feel that your family member's day/employment setting is a healthy and safe environment?

*Graph 28 Responses by Family Survey for Question FS 28*

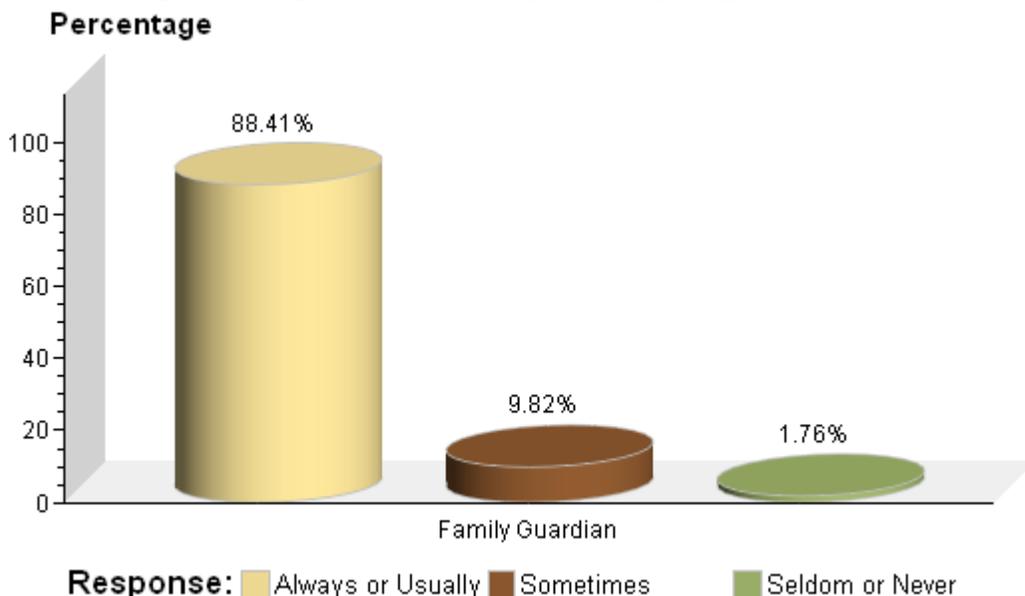


*Table 28 Regional and Program Results for Question FS 28*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	50	86.2	6	10.3	2	3.4
Capital Area	42	82.4	9	17.6	0	0.0
Region 3	103	91.2	6	5.3	4	3.5
Region 4	90	93.8	6	6.3	0	0.0
Region 5	40	80.0	8	16.0	2	4.0
Region 6	51	85.0	9	15.0	0	0.0
Region 7	41	83.7	7	14.3	1	2.0
Region 8	53	89.8	2	3.4	4	6.8
Florida Parishes	39	95.1	2	4.9	0	0.0
Jefferson Parish	53	82.8	8	12.5	3	4.7
<b>Regional Total</b>	<b>562</b>	<b>87.7</b>	<b>63</b>	<b>9.8</b>	<b>16</b>	<b>2.5</b>
<b>Program Results</b>						
State Funded	144	86.2	19	11.4	4	2.4
HCBS Waiver	179	89.1	16	8.0	6	3.0
Private ICF/DD	50	92.6	4	7.4	0	0.0
Public ICF/DD	51	91.1	5	8.9	0	0.0
<b>Program Total</b>	<b>424</b>	<b>88.7</b>	<b>44</b>	<b>9.2</b>	<b>10</b>	<b>2.1</b>

Question FS 29: Do you feel that your family member's residential setting is a healthy and safe environment?

**Graph 29 Responses by Family Survey for Question FS 29**

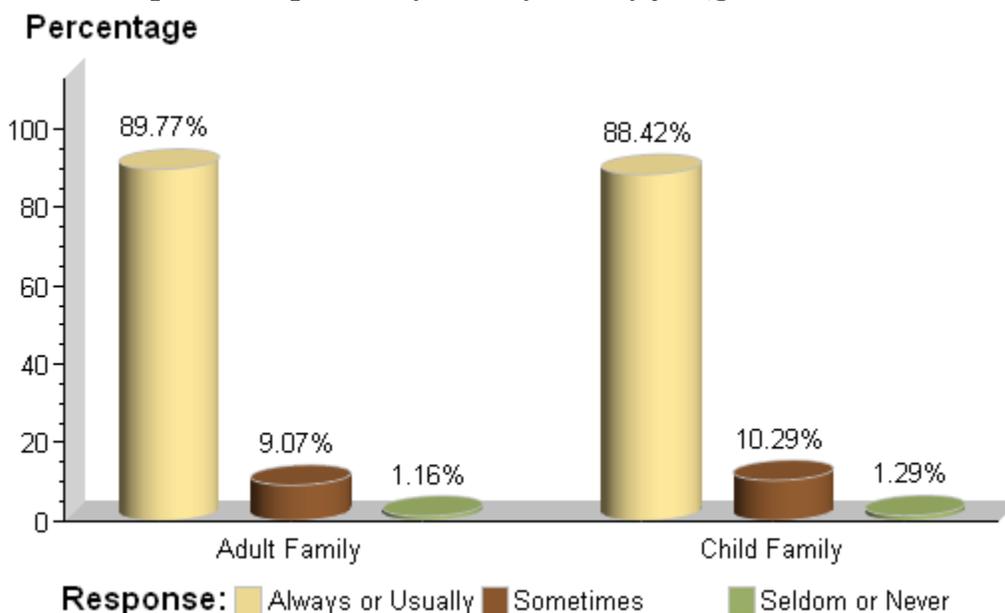


**Table 29 Regional and Program Results for Question FS 29**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	32	94.1	2	5.9	0	0.0
Capital Area	25	83.3	3	10.0	2	6.7
Region 3	58	98.3	1	1.7	0	0.0
Region 4	62	91.2	5	7.4	1	1.5
Region 5	17	77.3	4	18.2	1	4.5
Region 6	38	86.4	6	13.6	0	0.0
Region 7	31	81.6	6	15.8	1	2.6
Region 8	30	83.3	5	13.9	1	2.8
Florida Parishes	29	96.7	1	3.3	0	0.0
Jefferson Parish	29	80.6	6	16.7	1	2.8
<b>Regional Total</b>	<b>351</b>	<b>88.4</b>	<b>39</b>	<b>9.8</b>	<b>7</b>	<b>1.8</b>
<b>Program Results</b>						
State Funded	56	90.3	4	6.5	2	3.2
HCBS Waiver	75	87.2	9	10.5	2	2.3
Private ICF/DD	65	94.2	4	5.8	0	0.0
Public ICF/DD	65	91.5	6	8.5	0	0.0
<b>Program Total</b>	<b>261</b>	<b>90.6</b>	<b>23</b>	<b>8.0</b>	<b>4</b>	<b>1.4</b>

Question FS 30: Are support staff generally respectful and courteous?

**Graph 30 Responses by Family Survey for Question FS 30**



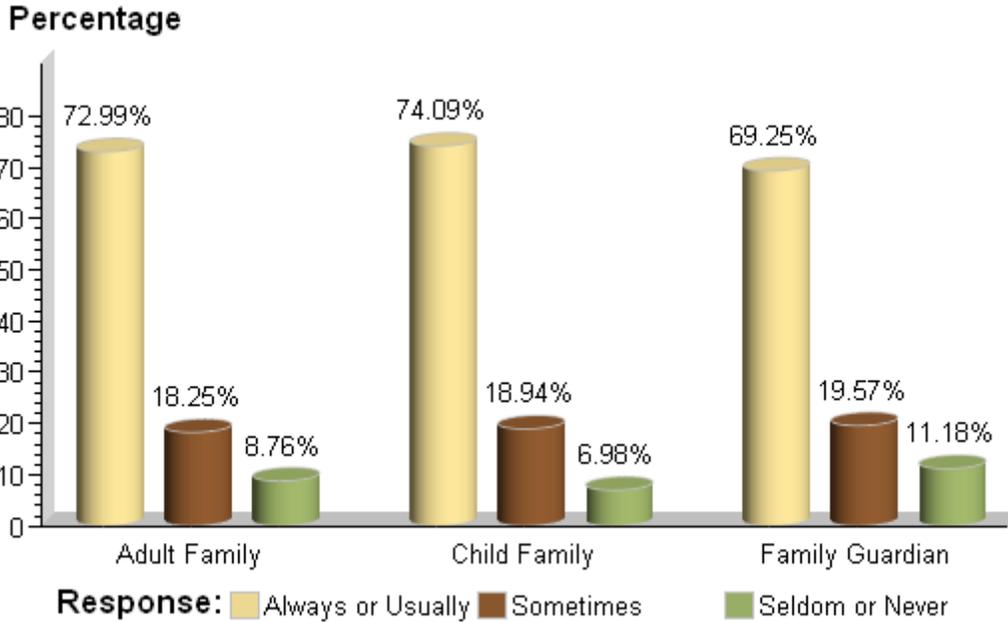
**Table 30 Regional and Program Results for Question FS 30**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	61	88.4	8	11.6	0	0.0
Capital Area	66	91.7	6	8.3	0	0.0
Region 3	87	87.9	9	9.1	3	3.0
Region 4	89	89.0	10	10.0	1	1.0
Region 5	58	95.1	3	4.9	0	0.0
Region 6	53	84.1	8	12.7	2	3.2
Region 7	54	91.5	5	8.5	0	0.0
Region 8	69	87.3	10	12.7	0	0.0
Florida Parishes	63	91.3	6	8.7	0	0.0
Jefferson Parish	60	87.0	6	8.7	3	4.3
<b>Regional Total</b>	<b>660</b>	<b>89.2</b>	<b>71</b>	<b>9.6</b>	<b>9</b>	<b>1.2</b>
<b>Program Results</b>						
State Funded	211	90.9	18	7.8	3	1.3
HCBS Waiver	294	88.3	37	11.1	2	0.6
EarlySteps	50	87.7	6	10.5	1	1.8
<b>Program Total</b>	<b>555</b>	<b>89.2</b>	<b>61</b>	<b>9.8</b>	<b>6</b>	<b>1.0</b>



Question FS 31: Did you have a choice of the services that you receive?

**Graph 31 Responses by Family Survey for Question FS 31**

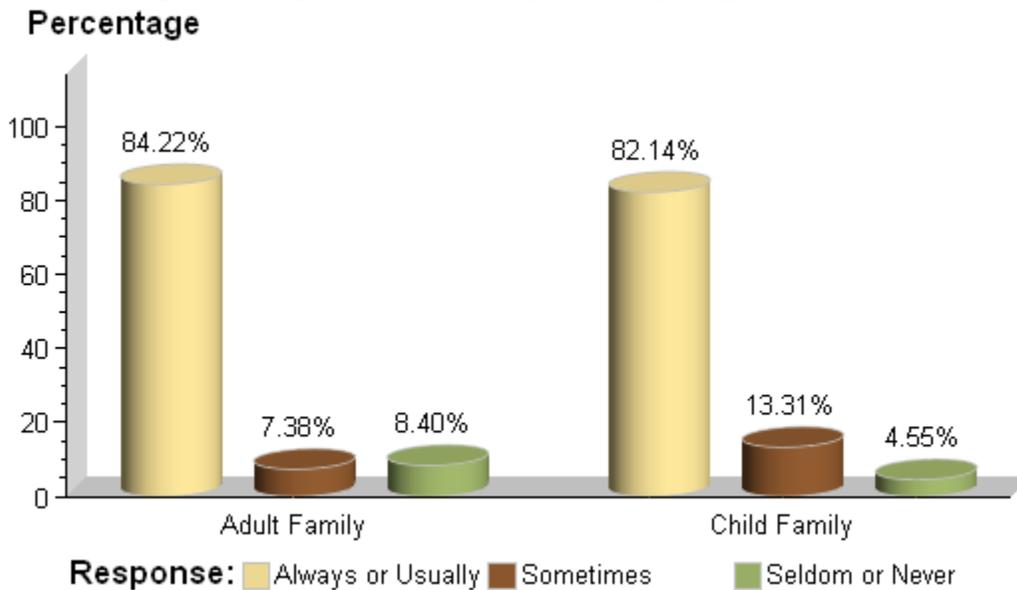


**Table 31 Regional and Program Results for Question FS 31**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	61	66.3	21	22.8	10	10.9
Capital Area	74	74.7	19	19.2	6	6.1
Region 3	114	75.0	29	19.1	9	5.9
Region 4	116	76.3	24	15.8	12	7.9
Region 5	51	77.3	7	10.6	8	12.1
Region 6	74	75.5	17	17.3	7	7.1
Region 7	57	62.0	24	26.1	11	12.0
Region 8	66	64.1	25	24.3	12	11.7
Florida Parishes	69	75.0	18	19.6	5	5.4
Jefferson Parish	64	72.7	11	12.5	13	14.8
<b>Regional Total</b>	<b>746</b>	<b>72.1</b>	<b>195</b>	<b>18.9</b>	<b>93</b>	<b>9.0</b>
<b>Program Results</b>						
State Funded	200	71.4	54	19.3	26	9.3
HCBS Waiver	312	78.4	65	16.3	21	5.3
EarlySteps	31	59.6	16	30.8	5	9.6
Private ICF/DD	34	61.8	15	27.3	6	10.9
Public ICF/DD	38	63.3	13	21.7	9	15.0
<b>Program Total</b>	<b>615</b>	<b>72.8</b>	<b>163</b>	<b>19.3</b>	<b>67</b>	<b>7.9</b>

Question FS 32: Do you or your family member choose the agencies or providers who work with your family?

**Graph 32 Responses by Family Survey for Question FS 32**

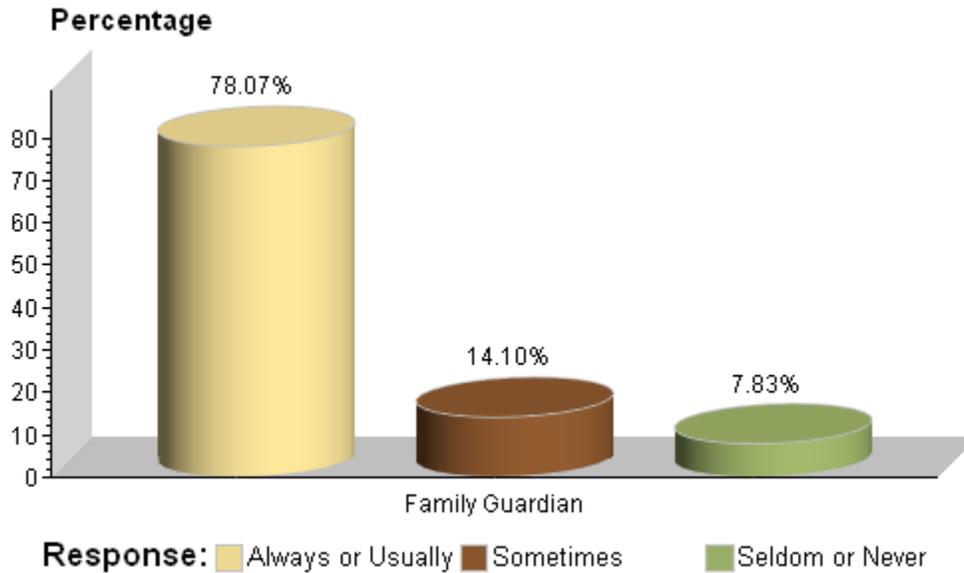


**Table 32 Regional and Program Results for Question FS 32**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	54	84.4	8	12.5	2	3.1
Capital Area	63	86.3	5	6.8	5	6.8
Region 3	76	81.7	9	9.7	8	8.6
Region 4	78	83.9	11	11.8	4	4.3
Region 5	43	82.7	6	11.5	3	5.8
Region 6	51	83.6	8	13.1	2	3.3
Region 7	44	77.2	5	8.8	8	14.0
Region 8	65	84.4	6	7.8	6	7.8
Florida Parishes	61	87.1	6	8.6	3	4.3
Jefferson Parish	49	80.3	6	9.8	6	9.8
<b>Regional Total</b>	<b>584</b>	<b>83.3</b>	<b>70</b>	<b>10.0</b>	<b>47</b>	<b>6.7</b>
<b>Program Results</b>						
State Funded	178	82.4	17	7.9	21	9.7
HCBS Waiver	299	90.6	25	7.6	6	1.8
EarlySteps	23	48.9	17	36.2	7	14.9
<b>Program Total</b>	<b>500</b>	<b>84.3</b>	<b>59</b>	<b>9.9</b>	<b>34</b>	<b>5.7</b>

Question FS 33: Does the agency providing residential services to your family member involve you in important decisions?

**Graph 33 Responses by Family Survey for Question FS 33**

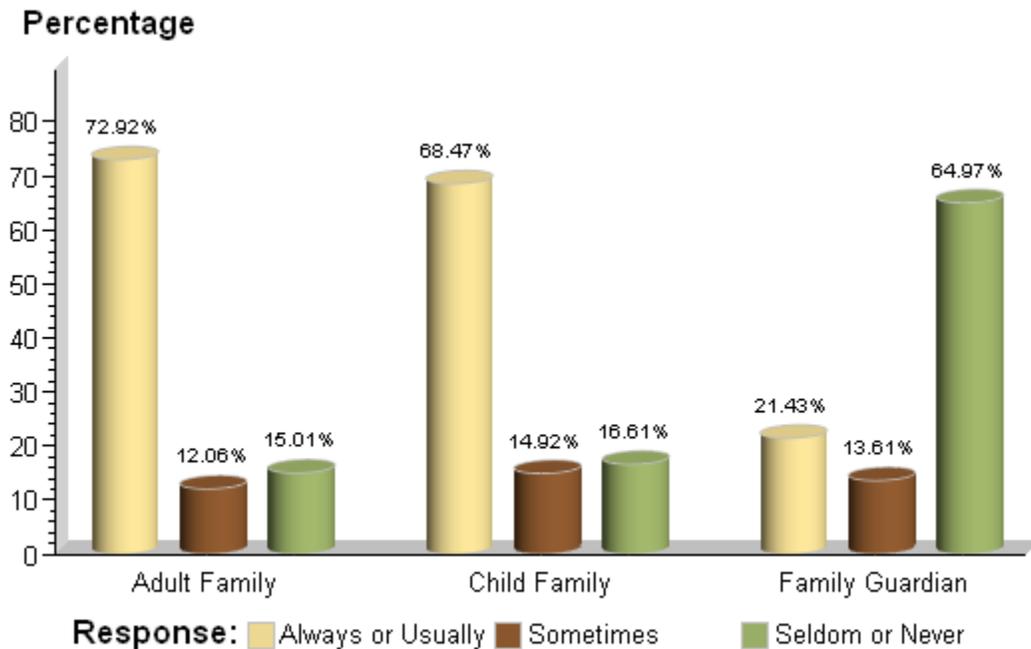


**Table 33 Regional and Program Results for Question FS 33**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	23	74.2	5	16.1	3	9.7
Capital Area	25	86.2	2	6.9	2	6.9
Region 3	52	89.7	6	10.3	0	0.0
Region 4	48	77.4	10	16.1	4	6.5
Region 5	14	60.9	6	26.1	3	13.0
Region 6	40	90.9	2	4.5	2	4.5
Region 7	28	75.7	5	13.5	4	10.8
Region 8	23	69.7	5	15.2	5	15.2
Florida Parishes	21	75.0	6	21.4	1	3.6
Jefferson Parish	25	65.8	7	18.4	6	15.8
<b>Regional Total</b>	299	78.1	54	14.1	30	7.8
<b>Program Results</b>						
State Funded	46	79.3	10	17.2	2	3.4
HCBS Waiver	55	80.9	9	13.2	4	5.9
Private ICF/DD	58	82.9	8	11.4	4	5.7
Public ICF/DD	66	78.6	12	14.3	6	7.1
<b>Program Total</b>	225	80.4	39	13.9	16	5.7

Question FS 34: Do you or your family member choose the support workers who work with your family or family member?

**Graph 34 Responses by Family Survey for Question FS 34**

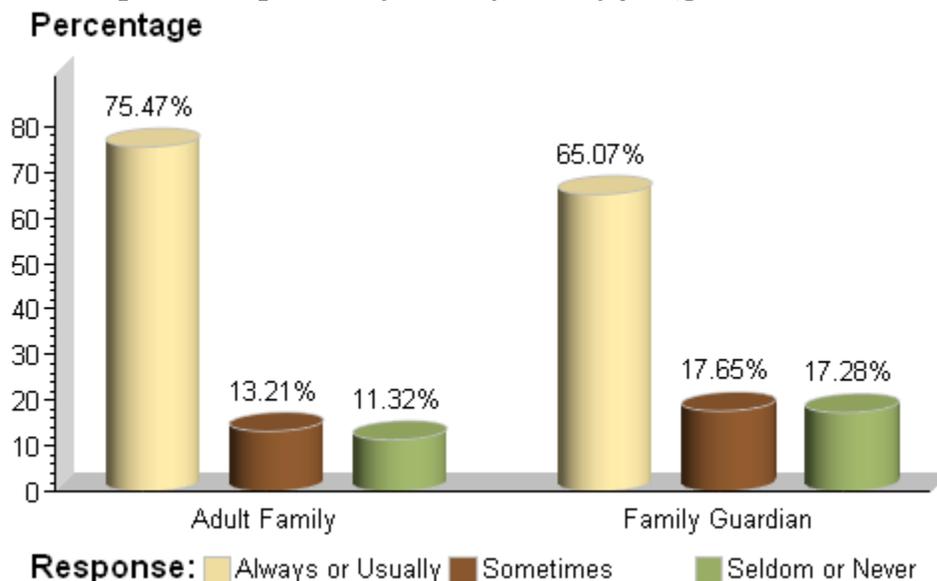


**Table 34 Regional and Program Results for Question FS 34**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	45	54.2	12	14.5	26	31.3
Capital Area	52	59.8	15	17.2	20	23.0
Region 3	73	56.6	14	10.9	42	32.6
Region 4	80	55.9	22	15.4	41	28.7
Region 5	32	51.6	10	16.1	20	32.3
Region 6	47	52.8	16	18.0	26	29.2
Region 7	42	47.2	11	12.4	36	40.4
Region 8	62	60.2	10	9.7	31	30.1
Florida Parishes	59	67.0	6	6.8	23	26.1
Jefferson Parish	45	50.6	13	14.6	31	34.8
<b>Regional Total</b>	<b>537</b>	<b>55.8</b>	<b>129</b>	<b>13.4</b>	<b>296</b>	<b>30.8</b>
<b>Program Results</b>						
State Funded	166	63.4	35	13.4	61	23.3
HCBS Waiver	275	71.4	49	12.7	61	15.8
EarlySteps	22	46.8	15	31.9	10	21.3
Private ICF/DD	6	11.5	4	7.7	42	80.8
Public ICF/DD	8	16.7	4	8.3	36	75.0
<b>Program Total</b>	<b>477</b>	<b>60.1</b>	<b>107</b>	<b>13.5</b>	<b>210</b>	<b>26.4</b>

Question FS 35: If your family member gets day or employment services, does the agency providing these services involve you in important decision?

**Graph 35 Responses by Family Survey for Question FS 35**

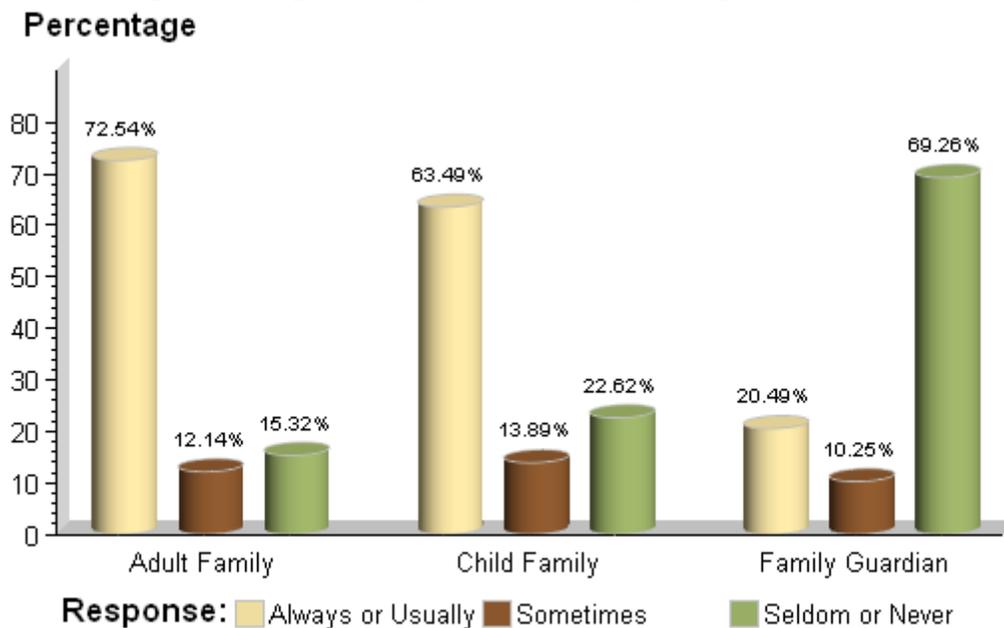


**Table 35 Regional and Program Results for Question FS 35**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	30	58.8	12	23.5	9	17.6
Capital Area	26	65.0	6	15.0	8	20.0
Region 3	73	80.2	15	16.5	3	3.3
Region 4	57	70.4	13	16.0	11	13.6
Region 5	24	66.7	8	22.2	4	11.1
Region 6	41	80.4	7	13.7	3	5.9
Region 7	30	73.2	6	14.6	5	12.2
Region 8	31	60.8	5	9.8	15	29.4
Florida Parishes	28	80.0	3	8.6	4	11.4
Jefferson Parish	37	61.7	8	13.3	15	25.0
<b>Regional Total</b>	<b>377</b>	<b>70.2</b>	<b>83</b>	<b>15.5</b>	<b>77</b>	<b>14.3</b>
<b>Program Results</b>						
State Funded	105	73.4	21	14.7	17	11.9
HCBS Waiver	123	73.2	27	16.1	18	10.7
Private ICF/DD	29	67.4	6	14.0	8	18.6
Public ICF/DD	31	58.5	13	24.5	9	17.0
<b>Program Total</b>	<b>288</b>	<b>70.8</b>	<b>67</b>	<b>16.5</b>	<b>52</b>	<b>12.8</b>

Question FS 36: Do you or your family member have control and/or input over the hiring and management of your family member's support workers?

**Graph 36 Responses by Family Survey for Question FS 36**

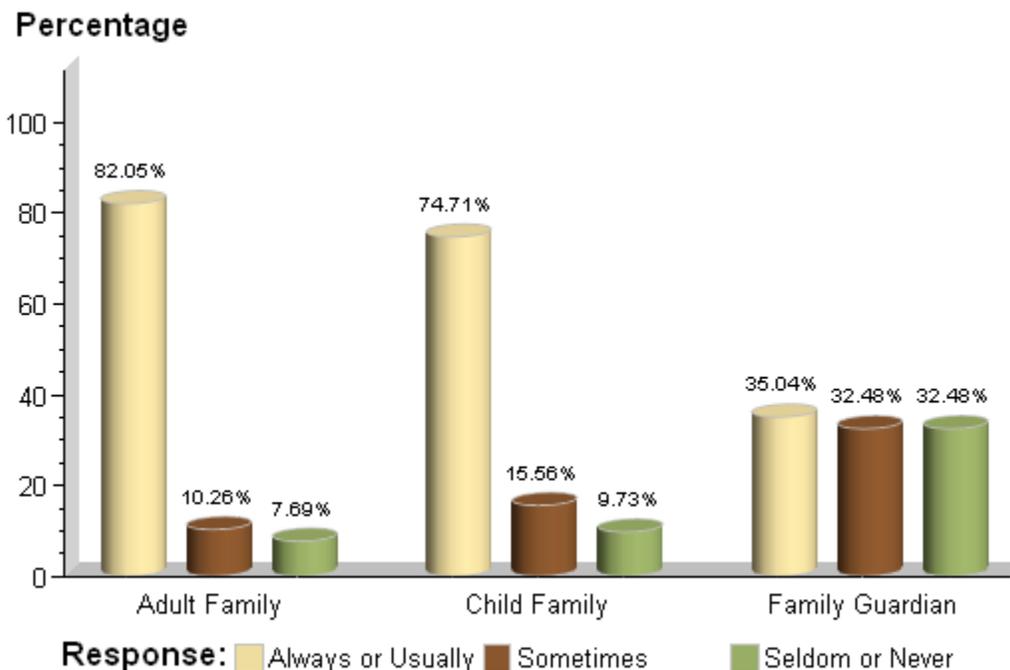


**Table 36 Regional and Program Results for Question FS 36**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	38	53.5	9	12.7	24	33.8
Capital Area	49	60.5	18	22.2	14	17.3
Region 3	62	52.1	12	10.1	45	37.8
Region 4	73	56.6	17	13.2	39	30.2
Region 5	29	49.2	5	8.5	25	42.4
Region 6	46	54.8	6	7.1	32	38.1
Region 7	36	41.4	13	14.9	38	43.7
Region 8	54	58.1	9	9.7	30	32.3
Florida Parishes	46	61.3	5	6.7	24	32.0
Jefferson Parish	36	43.4	12	14.5	35	42.2
<b>Regional Total</b>	<b>469</b>	<b>53.2</b>	<b>106</b>	<b>12.0</b>	<b>306</b>	<b>34.7</b>
<b>Program Results</b>						
State Funded	139	59.7	33	14.2	61	26.2
HCBS Waiver	257	69.5	43	11.6	70	18.9
EarlySteps	8	29.6	5	18.5	14	51.9
Private ICF/DD	4	8.7	3	6.5	39	84.8
Public ICF/DD	3	6.1	0	0.0	46	93.9
<b>Program Total</b>	<b>411</b>	<b>56.7</b>	<b>84</b>	<b>11.6</b>	<b>230</b>	<b>31.7</b>

Question FS 37: Do you or your family member want to have control and/or input over the hiring and management of your or your family member's support workers?

*Graph 37 Responses by Family Survey for Question FS 37*

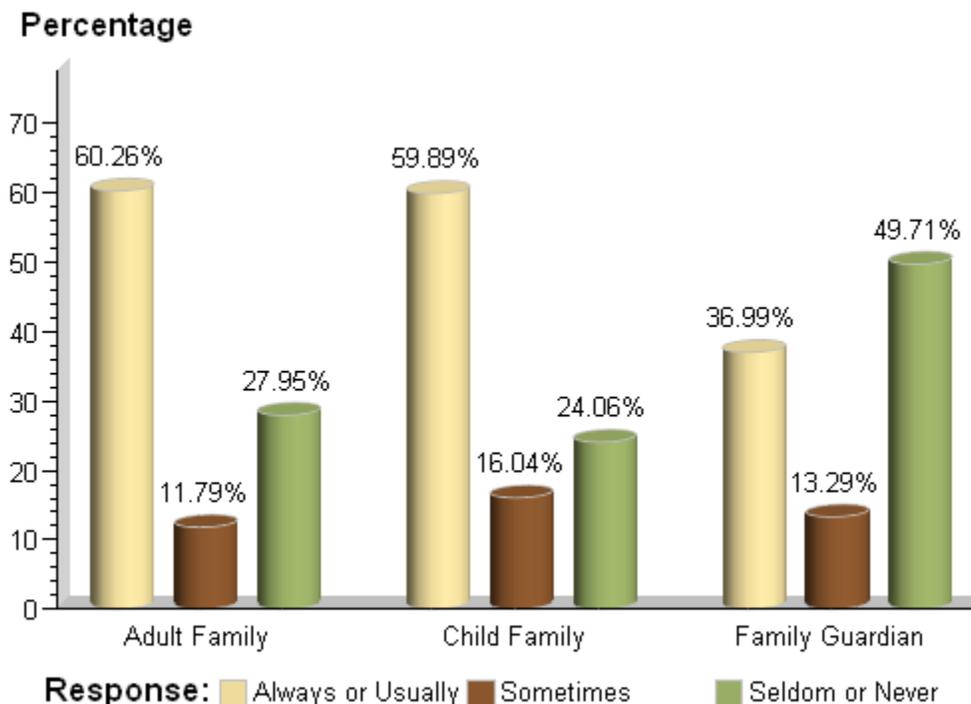


*Table 37 Regional and Program Results for Question FS 37*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	49	65.3	16	21.3	10	13.3
Capital Area	61	72.6	14	16.7	9	10.7
Region 3	75	62.5	23	19.2	22	18.3
Region 4	88	71.0	18	14.5	18	14.5
Region 5	40	70.2	10	17.5	7	12.3
Region 6	53	63.1	15	17.9	16	19.0
Region 7	44	55.0	15	18.8	21	26.3
Region 8	65	66.3	19	19.4	14	14.3
Florida Parishes	49	67.1	15	20.5	9	12.3
Jefferson Parish	52	59.8	20	23.0	15	17.2
<b>Regional Total</b>	<b>576</b>	<b>65.3</b>	<b>165</b>	<b>18.7</b>	<b>141</b>	<b>16.0</b>
<b>Program Results</b>						
State Funded	175	74.2	37	15.7	24	10.2
HCBS Waiver	292	77.5	56	14.9	29	7.7
EarlySteps	15	45.5	8	24.2	10	30.3
Private ICF/DD	10	22.2	15	33.3	20	44.4
Public ICF/DD	9	18.4	13	26.5	27	55.1
<b>Program Total</b>	<b>501</b>	<b>67.7</b>	<b>129</b>	<b>17.4</b>	<b>110</b>	<b>14.9</b>

Question FS 38: Do you or your family member know how much money is spent by OCDD on behalf of your family member with a developmental disability?

*Graph 38 Responses by Family Survey for Question FS 38*

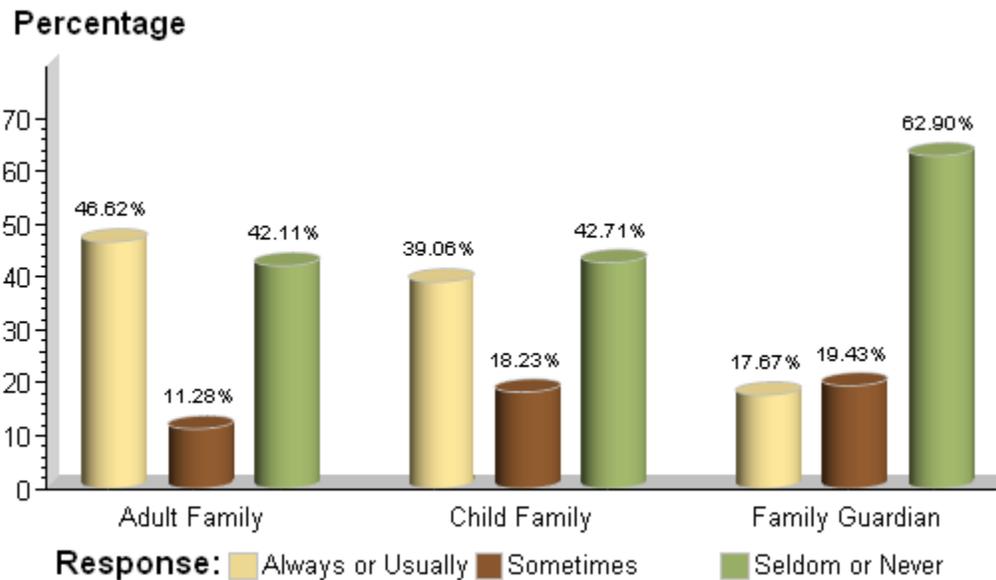


*Table 38 Regional and Program Results for Question FS 38*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	28	50.0	7	12.5	21	37.5
Capital Area	28	53.8	11	21.2	13	25.0
Region 3	45	55.6	11	13.6	25	30.9
Region 4	51	54.8	9	9.7	33	35.5
Region 5	25	69.4	3	8.3	8	22.2
Region 6	40	71.4	4	7.1	12	21.4
Region 7	26	48.1	9	16.7	19	35.2
Region 8	27	42.9	9	14.3	27	42.9
Florida Parishes	21	40.4	14	26.9	17	32.7
Jefferson Parish	23	50.0	3	6.5	20	43.5
<b>Regional Total</b>	<b>314</b>	<b>53.3</b>	<b>80</b>	<b>13.6</b>	<b>195</b>	<b>33.1</b>
<b>Program Results</b>						
State Funded	107	62.9	16	9.4	47	27.6
HCBS Waiver	136	56.2	39	16.1	67	27.7
EarlySteps	13	54.2	4	16.7	7	29.2
Private ICF/DD	11	42.3	2	7.7	13	50.0
Public ICF/DD	7	24.1	4	13.8	18	62.1
<b>Program Total</b>	<b>274</b>	<b>55.8</b>	<b>65</b>	<b>13.2</b>	<b>152</b>	<b>31.0</b>

Question FS 39: Do you or your family member get to decide how this money is spent?

**Graph 39 Responses by Family Survey for Question FS 39**

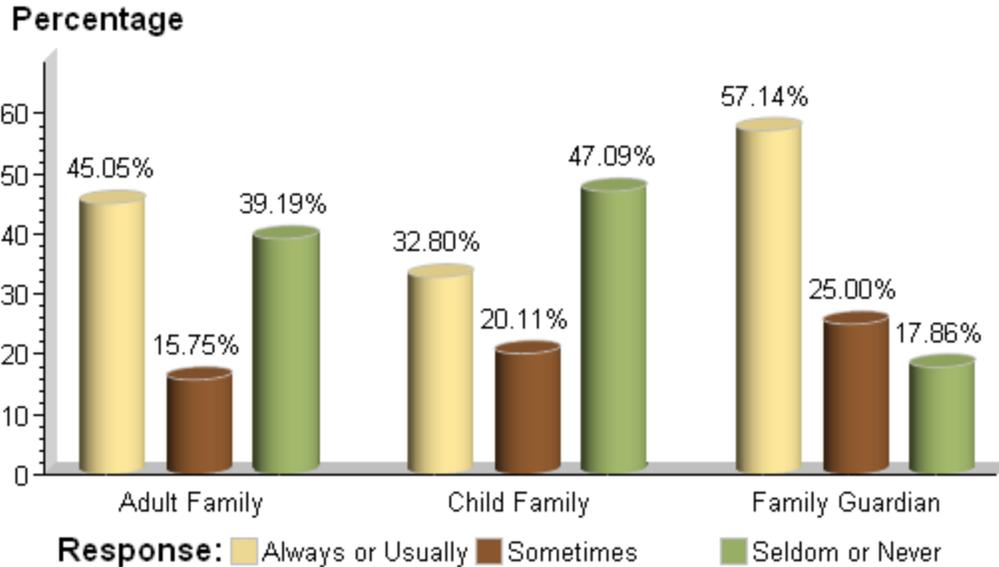


**Table 39 Regional and Program Results for Question FS 39**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	21	31.8	9	13.6	36	54.5
Capital Area	22	33.8	11	16.9	32	49.2
Region 3	32	31.1	19	18.4	52	50.5
Region 4	42	39.3	12	11.2	53	49.5
Region 5	24	46.2	3	5.8	25	48.1
Region 6	39	50.6	11	14.3	27	35.1
Region 7	15	23.1	15	23.1	35	53.8
Region 8	24	31.2	12	15.6	41	53.2
Florida Parishes	17	25.4	20	29.9	30	44.8
Jefferson Parish	13	21.0	8	12.9	41	66.1
<b>Regional Total</b>	<b>249</b>	<b>33.6</b>	<b>120</b>	<b>16.2</b>	<b>372</b>	<b>50.2</b>
<b>Program Results</b>						
State Funded	92	48.2	28	14.7	71	37.2
HCBS Waiver	101	35.9	49	17.4	131	46.6
EarlySteps	6	24.0	1	4.0	18	72.0
Private ICF/DD	10	22.7	9	20.5	25	56.8
Public ICF/DD	5	9.1	11	20.0	39	70.9
<b>Program Total</b>	<b>214</b>	<b>35.9</b>	<b>98</b>	<b>16.4</b>	<b>284</b>	<b>47.7</b>

Question FS 40: If you or your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the staff who help plan or who provide support help connect you or your family member to these supports?

**Graph 40 Responses by Family Survey for Question FS 40**

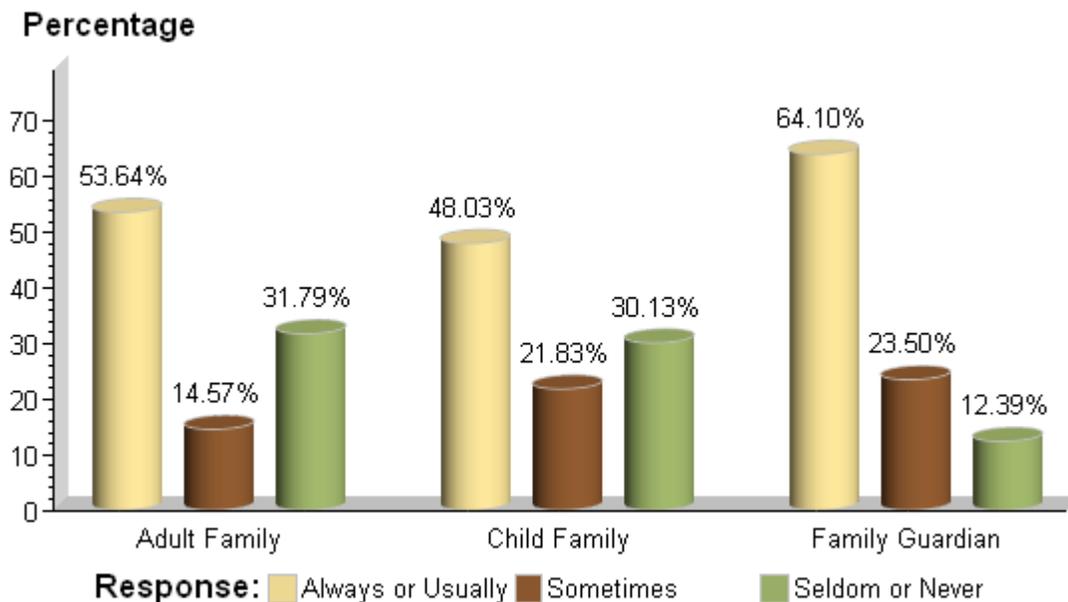


**Table 40 Regional and Program Results for Question FS 40**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	28	47.5	11	18.6	20	33.9
Capital Area	27	38.6	15	21.4	28	40.0
Region 3	55	52.9	19	18.3	30	28.8
Region 4	53	49.5	24	22.4	30	28.0
Region 5	19	41.3	9	19.6	18	39.1
Region 6	34	56.7	10	16.7	16	26.7
Region 7	29	46.8	9	14.5	24	38.7
Region 8	31	43.1	17	23.6	24	33.3
Florida Parishes	28	43.8	14	21.9	22	34.4
Jefferson Parish	25	35.7	16	22.9	29	41.4
<b>Regional Total</b>	<b>329</b>	<b>46.1</b>	<b>144</b>	<b>20.2</b>	<b>241</b>	<b>33.8</b>
<b>Program Results</b>						
State Funded	90	46.9	39	20.3	63	32.8
HCBS Waiver	136	45.5	55	18.4	108	36.1
EarlySteps	3	13.6	6	27.3	13	59.1
Private ICF/DD	31	75.6	6	14.6	4	9.8
Public ICF/DD	23	57.5	9	22.5	8	20.0
<b>Program Total</b>	<b>283</b>	<b>47.6</b>	<b>115</b>	<b>19.4</b>	<b>196</b>	<b>33.0</b>

Question FS 41: If you or your family member would like to use family, friends, or neighbors to provide some of the supports you or your family needs, do either the staff who help you or your family member plan or who provide support help you or your family member do this?

**Graph 41 Responses by Family Survey for Question FS 41**

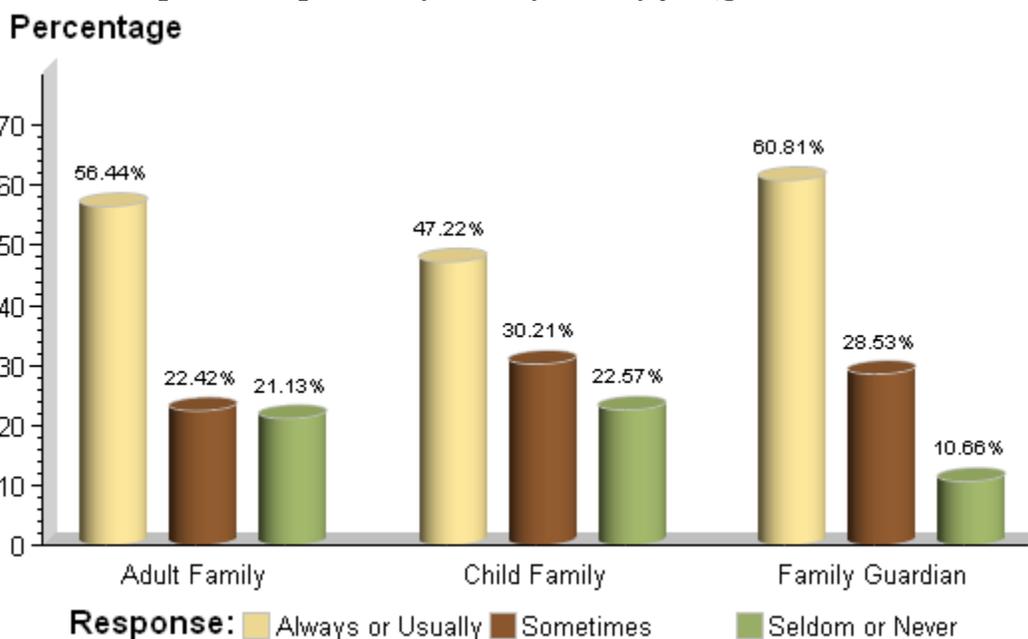


**Table 41 Regional and Program Results for Question FS 41**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	38	57.6	10	15.2	18	27.3
Capital Area	41	55.4	14	18.9	19	25.7
Region 3	66	56.9	23	19.8	27	23.3
Region 4	75	66.4	20	17.7	18	15.9
Region 5	25	52.1	9	18.8	14	29.2
Region 6	38	56.7	12	17.9	17	25.4
Region 7	36	52.2	14	20.3	19	27.5
Region 8	35	44.3	20	25.3	24	30.4
Florida Parishes	35	51.5	14	20.6	19	27.9
Jefferson Parish	33	50.8	13	20.0	19	29.2
<b>Regional Total</b>	422	55.2	149	19.5	194	25.4
<b>Program Results</b>						
State Funded	124	54.9	42	18.6	60	26.5
HCBS Waiver	181	58.4	54	17.4	75	24.2
EarlySteps	8	27.6	7	24.1	14	48.3
Private ICF/DD	28	73.7	7	18.4	3	7.9
Public ICF/DD	21	55.3	9	23.7	8	21.1
<b>Program Total</b>	362	56.5	119	18.6	160	25.0

Question FS 42: Do you feel that your family member has access to community activities?

**Graph 42 Responses by Family Survey for Question FS 42**

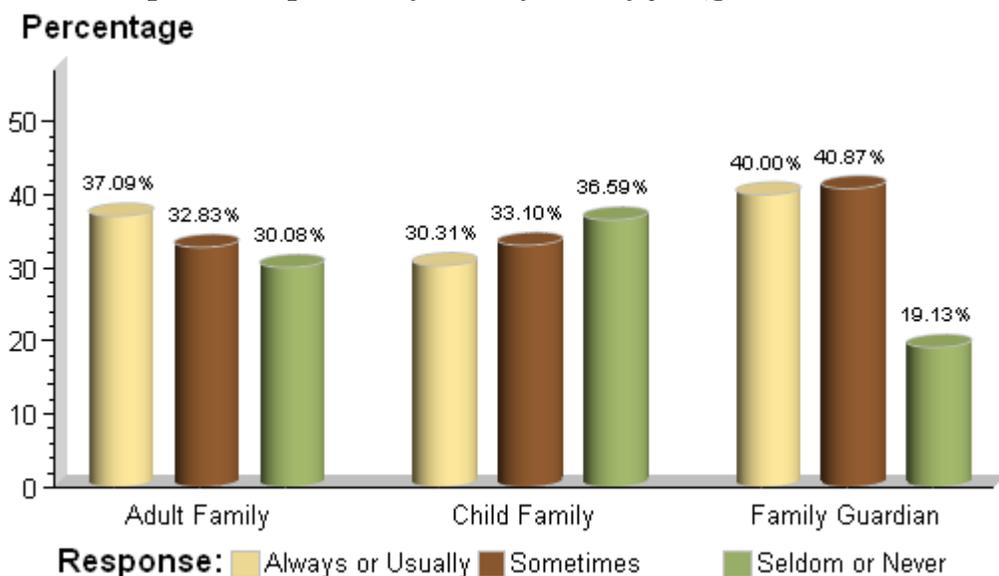


**Table 42 Regional and Program Results for Question FS 42**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	41	45.6	29	32.2	20	22.2
Capital Area	50	53.2	23	24.5	21	22.3
Region 3	93	63.7	34	23.3	19	13.0
Region 4	82	55.4	42	28.4	24	16.2
Region 5	40	59.7	20	29.9	7	10.4
Region 6	64	64.0	18	18.0	18	18.0
Region 7	48	53.3	20	22.2	22	24.4
Region 8	54	53.5	26	25.7	21	20.8
Florida Parishes	48	52.7	30	33.0	13	14.3
Jefferson Parish	46	47.9	31	32.3	19	19.8
<b>Regional Total</b>	<b>566</b>	<b>55.3</b>	<b>273</b>	<b>26.7</b>	<b>184</b>	<b>18.0</b>
<b>Program Results</b>						
State Funded	153	55.8	62	22.6	59	21.5
HCBS Waiver	217	55.6	103	26.4	70	17.9
EarlySteps	15	38.5	15	38.5	9	23.1
Private ICF/DD	42	68.9	14	23.0	5	8.2
Public ICF/DD	31	53.4	21	36.2	6	10.3
<b>Program Total</b>	<b>458</b>	<b>55.7</b>	<b>215</b>	<b>26.2</b>	<b>149</b>	<b>18.1</b>

Question FS 43: Does your family member or your child participate in community activities?

**Graph 43 Responses by Family Survey for Question FS 43**

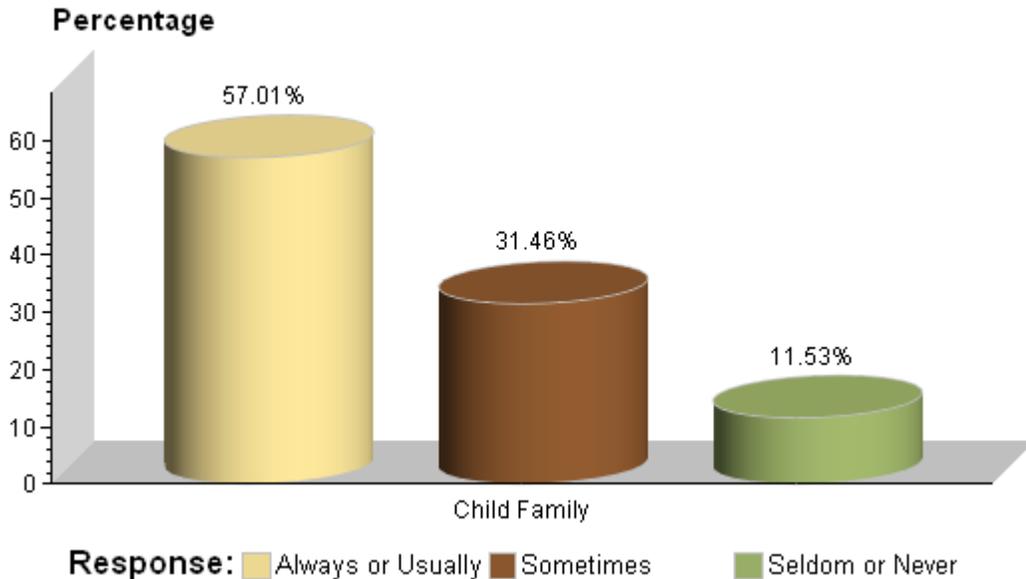


**Table 43 Regional and Program Results for Question FS 43**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	28	30.8	36	39.6	27	29.7
Capital Area	36	36.4	33	33.3	30	30.3
Region 3	66	45.5	47	32.4	32	22.1
Region 4	54	35.8	54	35.8	43	28.5
Region 5	20	29.0	26	37.7	23	33.3
Region 6	41	41.0	28	28.0	31	31.0
Region 7	35	38.0	32	34.8	25	27.2
Region 8	32	31.4	36	35.3	34	33.3
Florida Parishes	24	25.8	45	48.4	24	25.8
Jefferson Parish	37	41.6	30	33.7	22	24.7
<b>Regional Total</b>	<b>373</b>	<b>36.2</b>	<b>367</b>	<b>35.6</b>	<b>291</b>	<b>28.2</b>
<b>Program Results</b>						
State Funded	104	37.8	92	33.5	79	28.7
HCBS Waiver	140	35.4	140	35.4	116	29.3
EarlySteps	7	16.7	9	21.4	26	61.9
Private ICF/DD	31	50.0	21	33.9	10	16.1
Public ICF/DD	21	35.6	27	45.8	11	18.6
<b>Program Total</b>	<b>303</b>	<b>36.3</b>	<b>289</b>	<b>34.7</b>	<b>242</b>	<b>29.0</b>

Question FS 44: Does your child spend time with children who do not have developmental disabilities/delays?

**Graph 44 Responses by Family Survey for Question FS 44**



**Table 44 Regional and Program Results for Question FS 44**

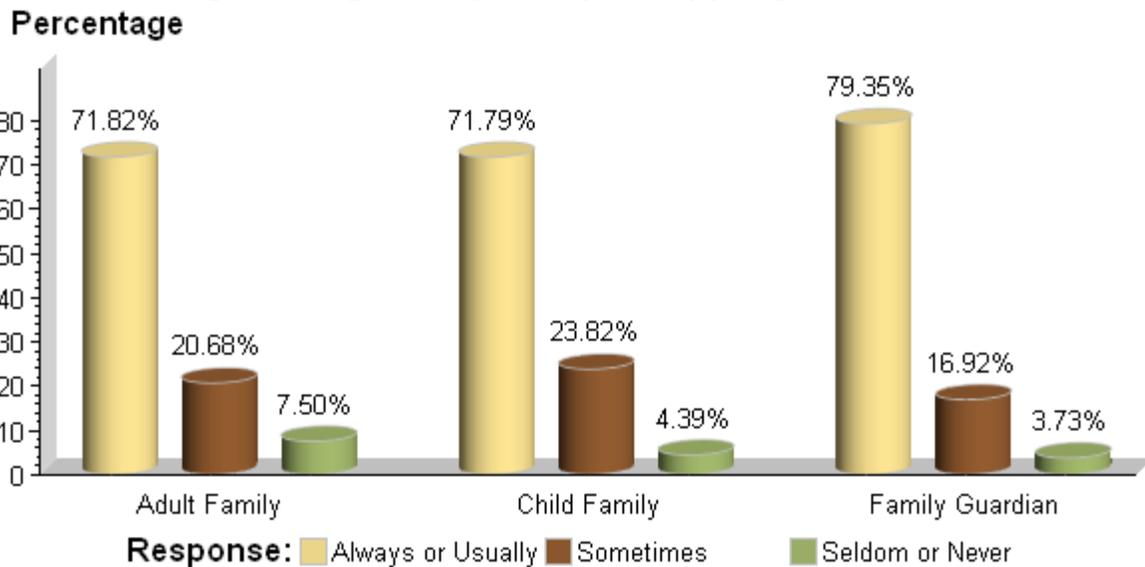
Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	16	57.1	8	28.6	4	14.3
Capital Area	15	46.9	14	43.8	3	9.4
Region 3	22	59.5	10	27.0	5	13.5
Region 4	31	63.3	11	22.4	7	14.3
Region 5	10	58.8	6	35.3	1	5.9
Region 6	18	69.2	7	26.9	1	3.8
Region 7	11	44.0	12	48.0	2	8.0
Region 8	22	59.5	11	29.7	4	10.8
Florida Parishes	26	57.8	14	31.1	5	11.1
Jefferson Parish	12	48.0	8	32.0	5	20.0
<b>Regional Total</b>	183	57.0	101	31.5	37	11.5
<b>Program Results</b>						
State Funded	46	52.9	34	39.1	7	8.0
HCBS Waiver	82	56.9	43	29.9	19	13.2
EarlySteps	38	65.5	11	19.0	9	15.5
<b>Program Total</b>	166	57.4	88	30.4	35	12.1



## SATISFACTION

Question FS 45: Overall, are you satisfied with the services and supports your child and families currently receive?

*Graph 45 Responses by Family Survey for Question FS 45*

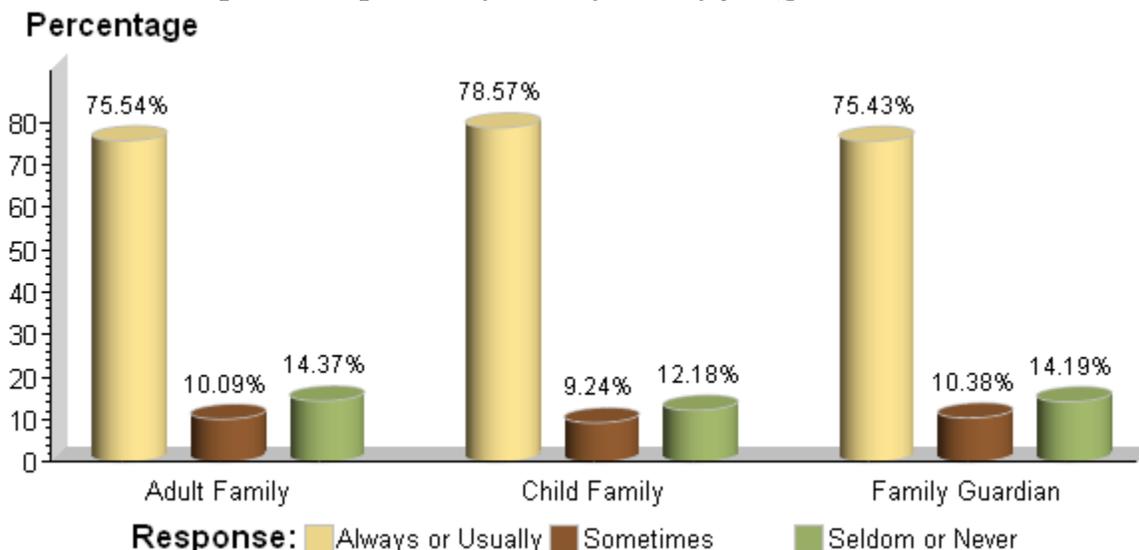


*Table 45 Regional and Program Results for Question FS 45*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	70	68.6	27	26.5	5	4.9
Capital Area	79	75.2	22	21.0	4	3.8
Region 3	132	82.0	23	14.3	6	3.7
Region 4	124	77.0	32	19.9	5	3.1
Region 5	64	74.4	14	16.3	8	9.3
Region 6	87	75.0	25	21.6	4	3.4
Region 7	71	71.7	21	21.2	7	7.1
Region 8	88	73.9	22	18.5	9	7.6
Florida Parishes	76	73.1	24	23.1	4	3.8
Jefferson Parish	73	68.2	24	22.4	10	9.3
<b>Regional Total</b>	<b>864</b>	<b>74.5</b>	<b>234</b>	<b>20.2</b>	<b>62</b>	<b>5.3</b>
<b>Program Results</b>						
State Funded	232	76.1	55	18.0	18	5.9
HCBS Waiver	310	73.5	92	21.8	20	4.7
EarlySteps	37	63.8	17	29.3	4	6.9
Private ICF/DD	57	85.1	10	14.9	0	0.0
Public ICF/DD	59	81.9	10	13.9	3	4.2
<b>Program Total</b>	<b>695</b>	<b>75.2</b>	<b>184</b>	<b>19.9</b>	<b>45</b>	<b>4.9</b>

Question FS 46: Are you familiar with the process for filing a complaint or grievance regarding services you receive or staff who provide them?

**Graph 46 Responses by Family Survey for Question FS 46**

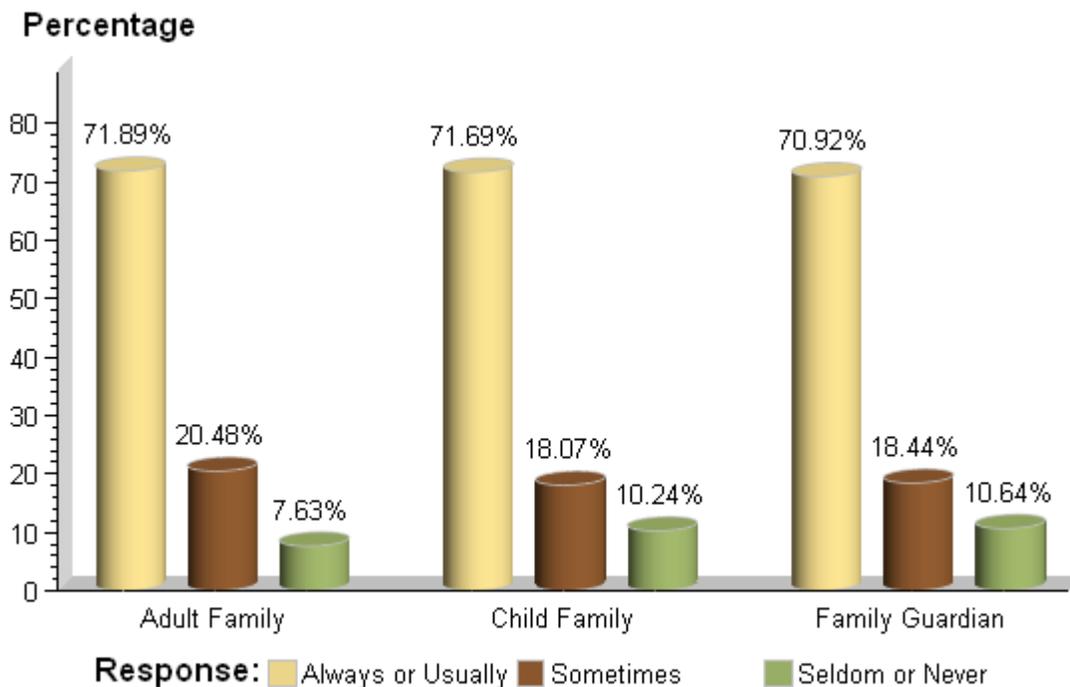


**Table 46 Regional and Program Results for Question FS 46**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	56	76.7	7	9.6	10	13.7
Capital Area	57	69.5	11	13.4	14	17.1
Region 3	98	79.7	11	8.9	14	11.4
Region 4	103	83.7	9	7.3	11	8.9
Region 5	45	72.6	9	14.5	8	12.9
Region 6	73	84.9	7	8.1	6	7.0
Region 7	44	63.8	11	15.9	14	20.3
Region 8	67	76.1	5	5.7	16	18.2
Florida Parishes	65	85.5	4	5.3	7	9.2
Jefferson Parish	44	62.0	11	15.5	16	22.5
<b>Regional Total</b>	<b>652</b>	<b>76.4</b>	<b>85</b>	<b>10.0</b>	<b>116</b>	<b>13.6</b>
<b>Program Results</b>						
State Funded	158	73.5	22	10.2	35	16.3
HCBS Waiver	278	83.5	29	8.7	26	7.8
EarlySteps	16	48.5	6	18.2	11	33.3
Private ICF/DD	31	66.0	5	10.6	11	23.4
Public ICF/DD	53	85.5	5	8.1	4	6.5
<b>Program Total</b>	<b>536</b>	<b>77.7</b>	<b>67</b>	<b>9.7</b>	<b>87</b>	<b>12.6</b>

Question FS 47: Are you satisfied with the way complaints or grievances are handled and resolved?

*Graph 47 Responses by Family Survey for Question FS 47*



*Table 47 Regional and Program Results for Question FS 47*

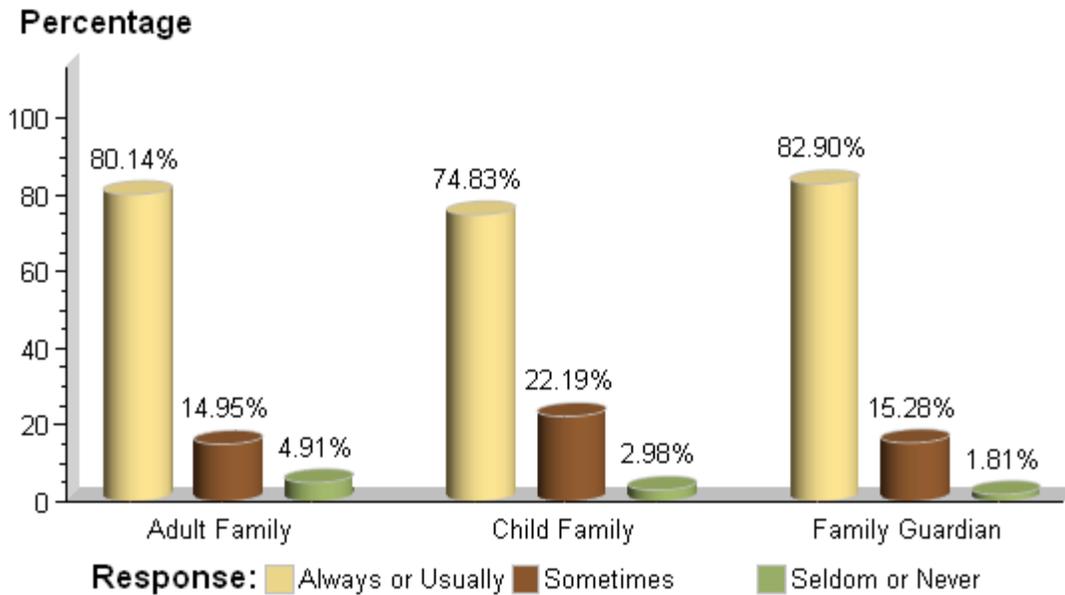
Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	46	67.6	15	22.1	7	10.3
Capital Area	40	71.4	11	19.6	5	8.9
Region 3	80	77.7	17	16.5	6	5.8
Region 4	74	68.5	21	19.4	13	12.0
Region 5	34	73.9	7	15.2	5	10.9
Region 6	61	84.7	9	12.5	2	2.8
Region 7	37	69.8	11	20.8	5	9.4
Region 8	44	62.9	16	22.9	10	14.3
Florida Parishes	44	78.6	8	14.3	4	7.1
Jefferson Parish	38	58.5	18	27.7	9	13.8
<b>Regional Total</b>	<b>498</b>	<b>71.4</b>	<b>133</b>	<b>19.1</b>	<b>66</b>	<b>9.5</b>
<b>Program Results</b>						
State Funded	130	72.6	32	17.9	17	9.5
HCBS Waiver	194	71.9	51	18.9	25	9.3
EarlySteps	9	56.3	4	25.0	3	18.8
Private ICF/DD	32	71.1	8	17.8	5	11.1
Public ICF/DD	46	82.1	8	14.3	2	3.6
<b>Program Total</b>	<b>411</b>	<b>72.6</b>	<b>103</b>	<b>18.2</b>	<b>52</b>	<b>9.2</b>



## OUTCOMES

Question FS 48: Do you feel that family supports have made a positive difference in the life of your family?

**Graph 48 Responses by Family Survey for Question FS 48**

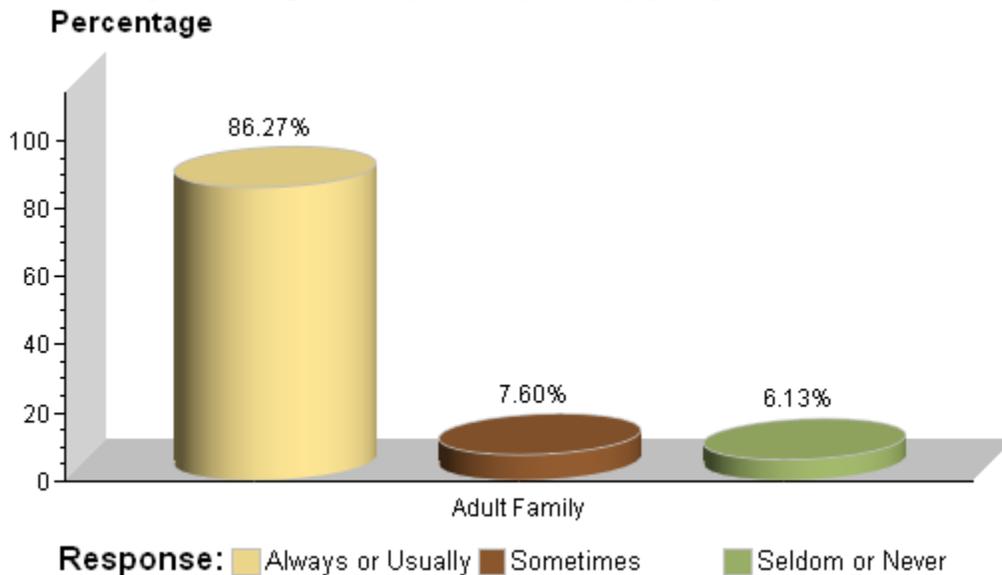


**Table 48 Regional and Program Results for Question FS 48**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	78	77.2	18	17.8	5	5.0
Capital Area	85	82.5	16	15.5	2	1.9
Region 3	134	85.9	20	12.8	2	1.3
Region 4	129	80.6	29	18.1	2	1.3
Region 5	62	78.5	11	13.9	6	7.6
Region 6	89	79.5	22	19.6	1	0.9
Region 7	75	78.1	17	17.7	4	4.2
Region 8	87	77.0	22	19.5	4	3.5
Florida Parishes	75	77.3	18	18.6	4	4.1
Jefferson Parish	74	75.5	17	17.3	7	7.1
<b>Regional Total</b>	<b>888</b>	<b>79.6</b>	<b>190</b>	<b>17.0</b>	<b>37</b>	<b>3.3</b>
<b>Program Results</b>						
State Funded	248	85.2	33	11.3	10	3.4
HCBS Waiver	323	77.8	79	19.0	13	3.1
EarlySteps	36	69.2	14	26.9	2	3.8
Private ICF/DD	57	86.4	8	12.1	1	1.5
Public ICF/DD	53	77.9	13	19.1	2	2.9
<b>Program Total</b>	<b>717</b>	<b>80.4</b>	<b>147</b>	<b>16.5</b>	<b>28</b>	<b>3.1</b>

Question FS 49: Have services made a difference in helping keep your family member at home?

**Graph 49 Responses by Family Survey for Question FS 49**

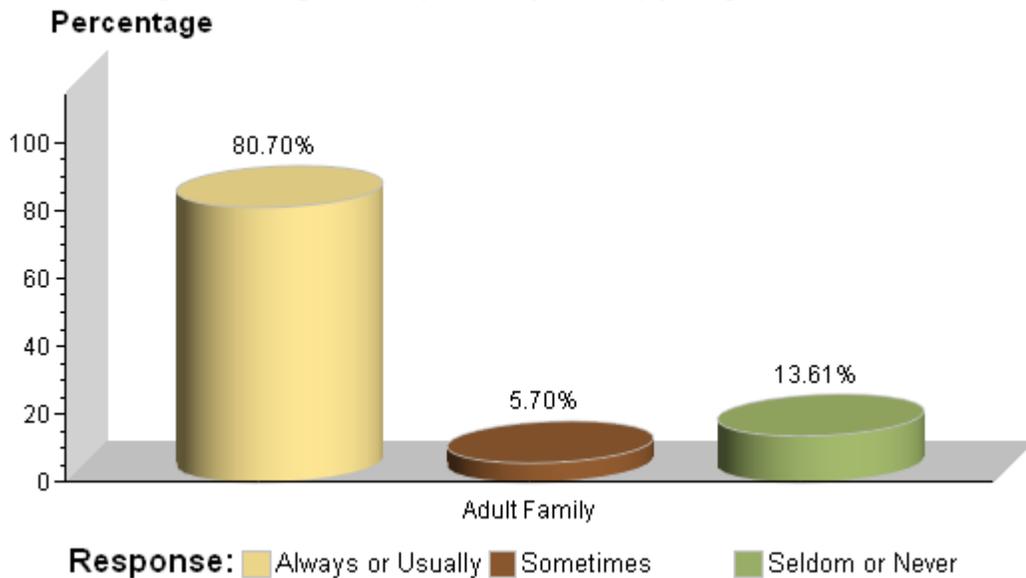


**Table 49 Regional and Program Results for Question FS 49**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	30	78.9	6	15.8	2	5.3
Capital Area	32	88.9	3	8.3	1	2.8
Region 3	52	86.7	5	8.3	3	5.0
Region 4	48	96.0	0	0.0	2	4.0
Region 5	37	86.0	2	4.7	4	9.3
Region 6	33	84.6	5	12.8	1	2.6
Region 7	32	86.5	1	2.7	4	10.8
Region 8	37	86.0	4	9.3	2	4.7
Florida Parishes	22	84.6	2	7.7	2	7.7
Jefferson Parish	29	80.6	3	8.3	4	11.1
<b>Regional Total</b>	<b>352</b>	<b>86.3</b>	<b>31</b>	<b>7.6</b>	<b>25</b>	<b>6.1</b>
<b>Program Results</b>						
State Funded	122	87.1	6	4.3	12	8.6
HCBS Waiver	162	87.1	17	9.1	7	3.8
<b>Program Total</b>	<b>284</b>	<b>87.1</b>	<b>23</b>	<b>7.1</b>	<b>19</b>	<b>5.8</b>

Question FS 50: Would your family member still be at home if you did not receive any services?

**Graph 50 Responses by Family Survey for Question FS 50**

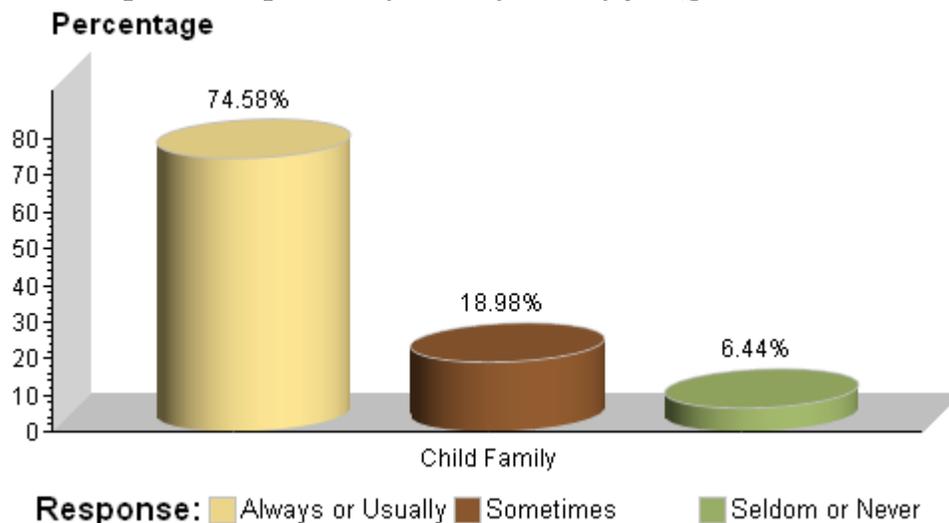


**Table 50 Regional and Program Results for Question FS 50**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	29	82.9	3	8.6	3	8.6
Capital Area	25	83.3	2	6.7	3	10.0
Region 3	39	81.3	3	6.3	6	12.5
Region 4	31	77.5	2	5.0	7	17.5
Region 5	29	85.3	1	2.9	4	11.8
Region 6	23	79.3	1	3.4	5	17.2
Region 7	17	73.9	1	4.3	5	21.7
Region 8	24	77.4	2	6.5	5	16.1
Florida Parishes	17	85.0	0	0.0	3	15.0
Jefferson Parish	21	80.8	3	11.5	2	7.7
<b>Regional Total</b>	<b>255</b>	<b>80.7</b>	<b>18</b>	<b>5.7</b>	<b>43</b>	<b>13.6</b>
<b>Program Results</b>						
State Funded	87	78.4	7	6.3	17	15.3
HCBS Waiver	114	83.2	6	4.4	17	12.4
<b>Program Total</b>	<b>201</b>	<b>81.0</b>	<b>13</b>	<b>5.2</b>	<b>34</b>	<b>13.7</b>

Question FS 51: Do you feel that family supports have improved your ability to care for your child?

**Graph 51 Responses by Family Survey for Question FS 51**

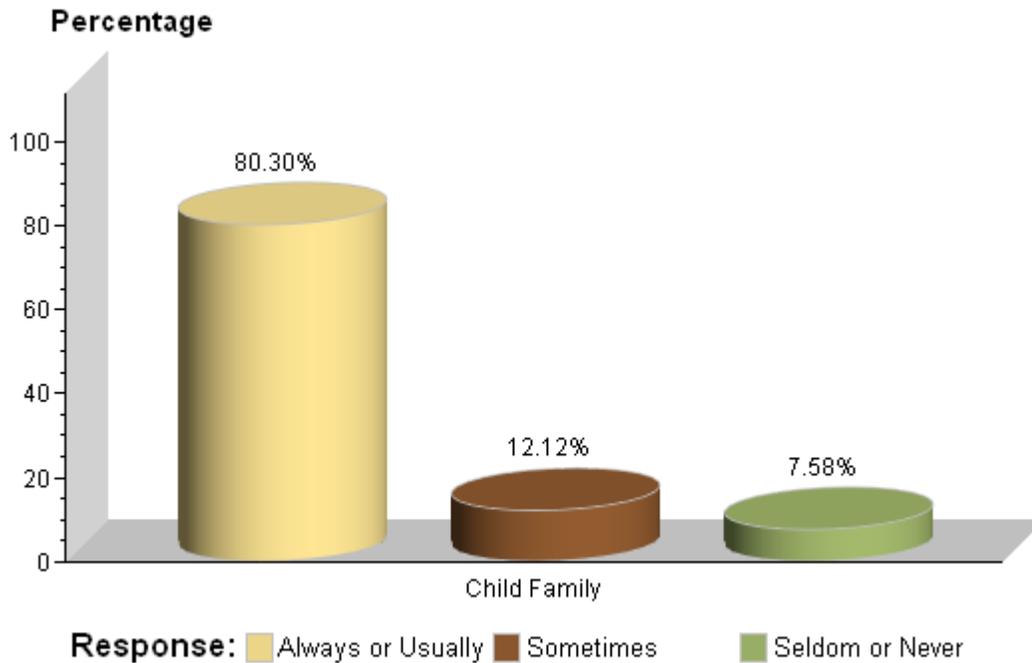


**Table 51 Regional and Program Results for Question FS 51**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	21	84.0	3	12.0	1	4.0
Capital Area	24	82.8	5	17.2	0	0.0
Region 3	22	71.0	7	22.6	2	6.5
Region 4	32	69.6	10	21.7	4	8.7
Region 5	13	76.5	4	23.5	0	0.0
Region 6	19	70.4	6	22.2	2	7.4
Region 7	19	86.4	1	4.5	2	9.1
Region 8	24	70.6	10	29.4	0	0.0
Florida Parishes	31	75.6	8	19.5	2	4.9
Jefferson Parish	14	63.6	2	9.1	6	27.3
<b>Regional Total</b>	<b>219</b>	<b>74.5</b>	<b>56</b>	<b>19.0</b>	<b>19</b>	<b>6.5</b>
<b>Program Results</b>						
State Funded	69	84.1	10	12.2	3	3.7
HCBS Waiver	96	72.7	27	20.5	9	6.8
EarlySteps	32	60.4	16	30.2	5	9.4
<b>Program Total</b>	<b>197</b>	<b>73.8</b>	<b>53</b>	<b>19.9</b>	<b>17</b>	<b>6.4</b>

Question FS 52: Do you feel that family supports have helped you to keep your child at home?

*Graph 52 Responses by Family Survey for Question FS 52*

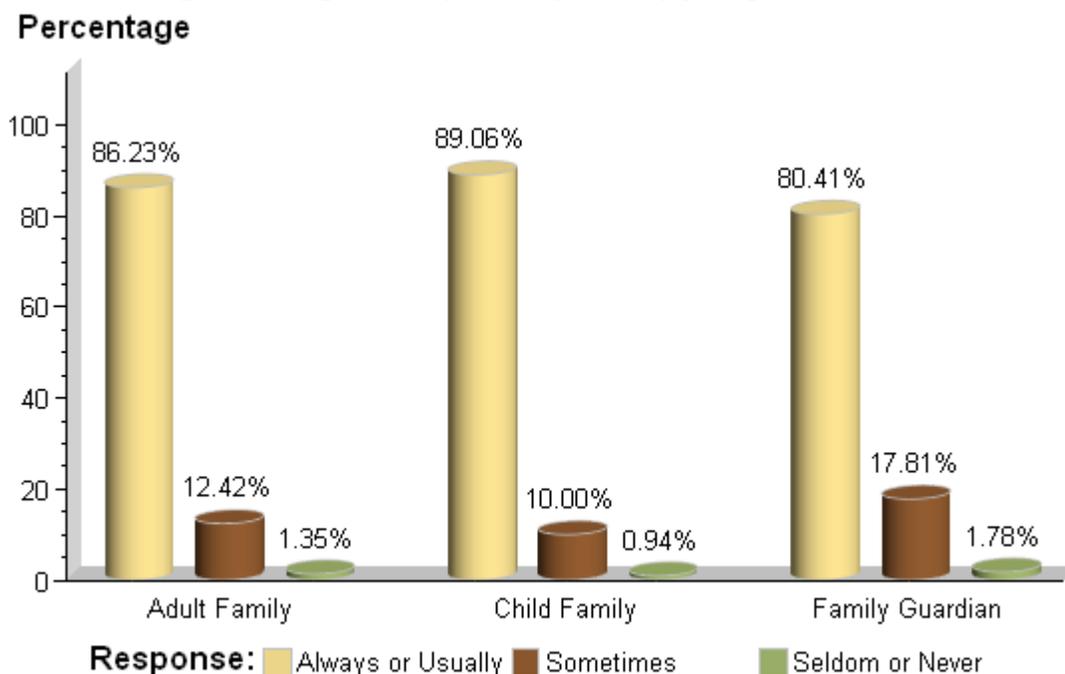


*Table 52 Regional and Program Results for Question FS 52*

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	18	90.0	0	0.0	2	10.0
Capital Area	21	87.5	2	8.3	1	4.2
Region 3	24	82.8	4	13.8	1	3.4
Region 4	37	88.1	3	7.1	2	4.8
Region 5	13	86.7	1	6.7	1	6.7
Region 6	14	63.6	6	27.3	2	9.1
Region 7	16	72.7	3	13.6	3	13.6
Region 8	25	80.6	5	16.1	1	3.2
Florida Parishes	30	81.1	4	10.8	3	8.1
Jefferson Parish	13	61.9	4	19.0	4	19.0
<b>Regional Total</b>	<b>211</b>	<b>80.2</b>	<b>32</b>	<b>12.2</b>	<b>20</b>	<b>7.6</b>
<b>Program Results</b>						
State Funded	64	82.1	7	9.0	7	9.0
HCBS Waiver	105	84.7	11	8.9	8	6.5
EarlySteps	25	62.5	11	27.5	4	10.0
<b>Program Total</b>	<b>194</b>	<b>80.2</b>	<b>29</b>	<b>12.0</b>	<b>19</b>	<b>7.9</b>

Question FS 53: Overall, do you feel that your family member or your child is happy?

**Graph 53 Responses by Family Survey for Question FS 53**

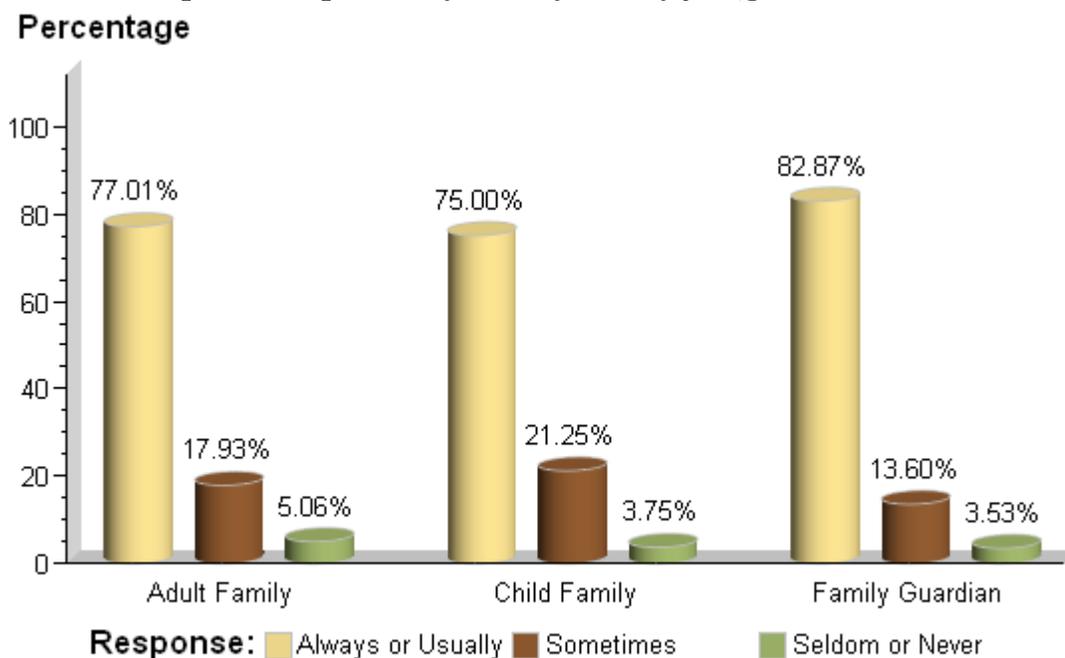


**Table 53 Regional and Program Results for Question FS 53**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	83	81.4	19	18.6	0	0.0
Capital Area	87	83.7	17	16.3	0	0.0
Region 3	148	93.1	11	6.9	0	0.0
Region 4	147	89.1	18	10.9	0	0.0
Region 5	70	82.4	11	12.9	4	4.7
Region 6	103	88.0	13	11.1	1	0.9
Region 7	89	86.4	13	12.6	1	1.0
Region 8	91	77.8	23	19.7	3	2.6
Florida Parishes	89	89.0	10	10.0	1	1.0
Jefferson Parish	75	72.8	22	21.4	6	5.8
<b>Regional Total</b>	<b>982</b>	<b>85.0</b>	<b>157</b>	<b>13.6</b>	<b>16</b>	<b>1.4</b>
<b>Program Results</b>						
State Funded	259	86.3	36	12.0	5	1.7
HCBS Waiver	367	87.4	51	12.1	2	0.5
EarlySteps	54	93.1	4	6.9	0	0.0
Private ICF/DD	55	82.1	11	16.4	1	1.5
Public ICF/DD	57	81.4	11	15.7	2	2.9
<b>Program Total</b>	<b>792</b>	<b>86.6</b>	<b>113</b>	<b>12.3</b>	<b>10</b>	<b>1.1</b>

Question FS 54: Overall, are you satisfied with the services you receive?

**Graph 54 Responses by Family Survey for Question FS 54**

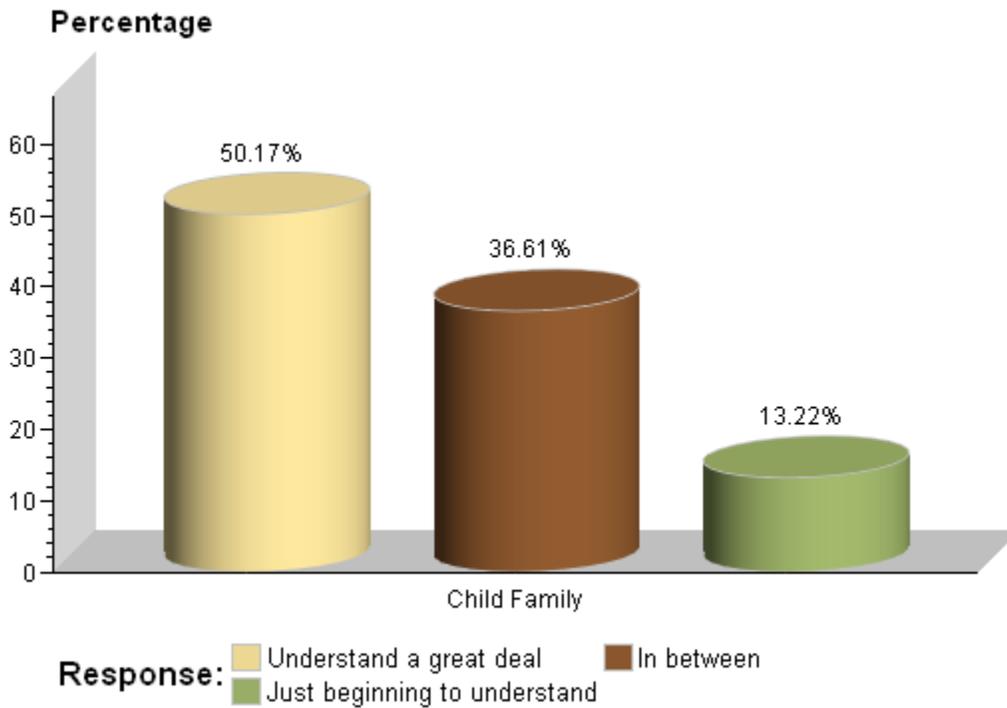


**Table 54 Regional and Program Results for Question FS 54**

Distribution of Response	Response					
	Always or Usually		Sometimes		Seldom or Never	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	79	76.7	18	17.5	6	5.8
Capital Area	82	80.4	19	18.6	1	1.0
Region 3	138	87.3	16	10.1	4	2.5
Region 4	127	77.9	30	18.4	6	3.7
Region 5	59	70.2	19	22.6	6	7.1
Region 6	92	78.0	22	18.6	4	3.4
Region 7	79	79.0	16	16.0	5	5.0
Region 8	94	81.0	18	15.5	4	3.4
Florida Parishes	79	76.7	20	19.4	4	3.9
Jefferson Parish	74	71.2	22	21.2	8	7.7
<b>Regional Total</b>	<b>903</b>	<b>78.5</b>	<b>200</b>	<b>17.4</b>	<b>48</b>	<b>4.2</b>
<b>Program Results</b>						
State Funded	235	79.1	49	16.5	13	4.4
HCBS Waiver	330	78.8	72	17.2	17	4.1
EarlySteps	44	73.3	13	21.7	3	5.0
Private ICF/DD	58	85.3	9	13.2	1	1.5
Public ICF/DD	58	81.7	10	14.1	3	4.2
<b>Program Total</b>	<b>725</b>	<b>79.2</b>	<b>153</b>	<b>16.7</b>	<b>37</b>	<b>4.0</b>

Question FS 55: Families of children with special needs have rights. How familiar is your family with your rights?

*Graph 55 Responses by Family Survey for Question FS 55*

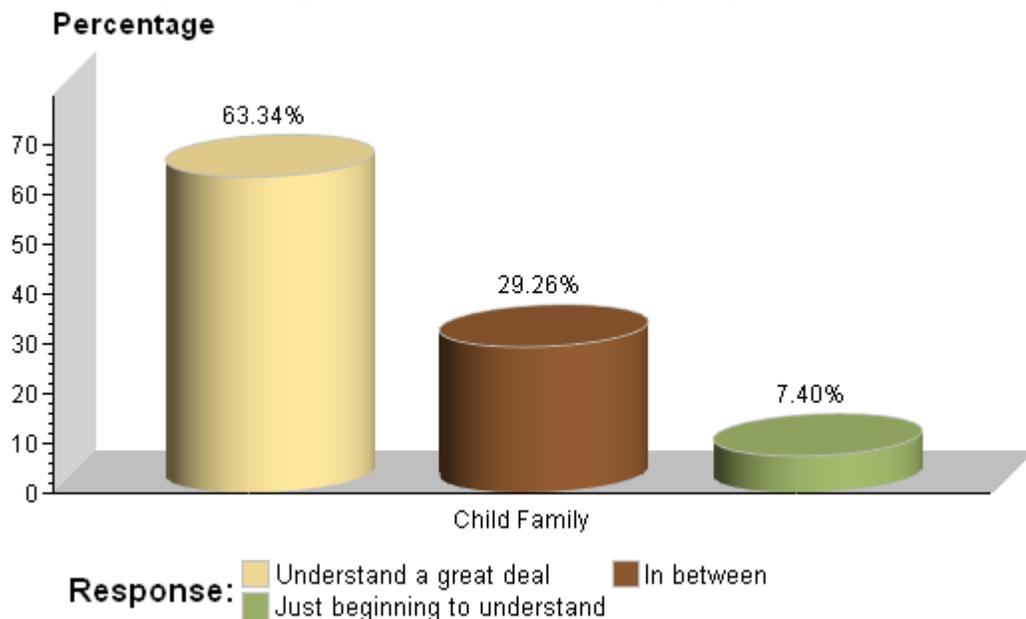


*Table 55 Regional and Program Results for Question FS 55*

Distribution of Response	Response					
	Understand a great deal about our rights		In-between		Just beginning to understand our rights	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	10	43.5	11	47.8	2	8.7
Capital Area	16	47.1	15	44.1	3	8.8
Region 3	22	59.5	11	29.7	4	10.8
Region 4	17	38.6	18	40.9	9	20.5
Region 5	11	64.7	5	29.4	1	5.9
Region 6	11	44.0	8	32.0	6	24.0
Region 7	13	65.0	5	25.0	2	10.0
Region 8	17	50.0	12	35.3	5	14.7
Florida Parishes	20	51.3	15	38.5	4	10.3
Jefferson Parish	11	50.0	8	36.4	3	13.6
<b>Regional Total</b>	<b>148</b>	<b>50.2</b>	<b>108</b>	<b>36.6</b>	<b>39</b>	<b>13.2</b>
<b>Program Results</b>						
State Funded	41	49.4	31	37.3	11	13.3
HCBS Waiver	77	56.2	44	32.1	16	11.7
EarlySteps	14	29.8	21	44.7	12	25.5
<b>Program Total</b>	<b>132</b>	<b>49.4</b>	<b>96</b>	<b>36.0</b>	<b>39</b>	<b>14.6</b>

Question FS 56: How much does your family know about how to help your child develop and learn?

*Graph 56 Responses by Family Survey for Question FS 56*

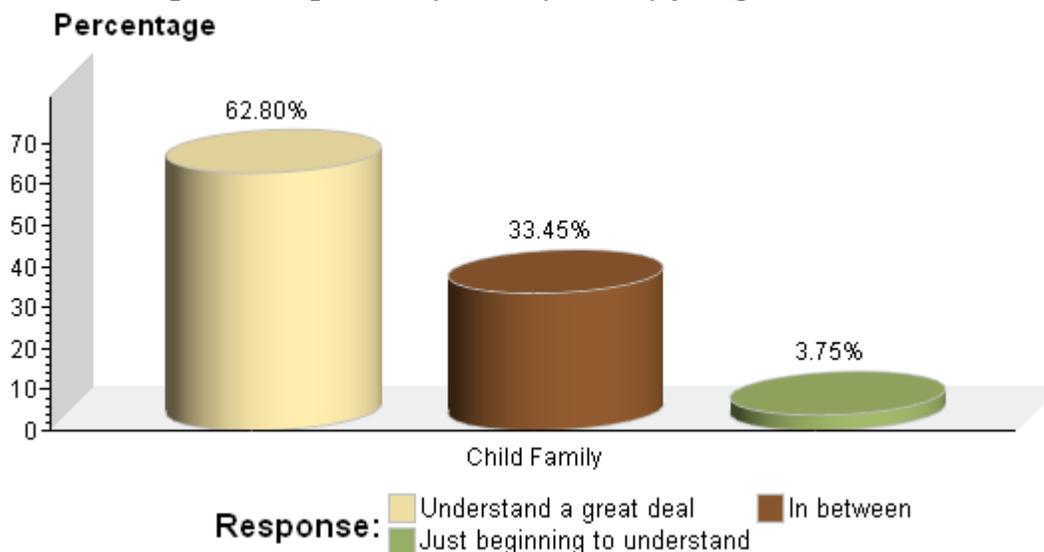


*Table 56 Regional and Program Results for Question FS 56*

Distribution of Response	Response					
	Understand a great deal about our rights		In-between		Just beginning to understand our rights	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	18	69.2	6	23.1	2	7.7
Capital Area	17	50.0	16	47.1	1	2.9
Region 3	25	69.4	9	25.0	2	5.6
Region 4	29	59.2	16	32.7	4	8.2
Region 5	13	72.2	4	22.2	1	5.6
Region 6	16	59.3	7	25.9	4	14.8
Region 7	16	80.0	3	15.0	1	5.0
Region 8	20	55.6	14	38.9	2	5.6
Florida Parishes	26	65.0	13	32.5	1	2.5
Jefferson Parish	17	68.0	3	12.0	5	20.0
<b>Regional Total</b>	<b>197</b>	<b>63.3</b>	<b>91</b>	<b>29.3</b>	<b>23</b>	<b>7.4</b>
<b>Program Results</b>						
State Funded	52	60.5	30	34.9	4	4.7
HCBS Waiver	89	65.0	42	30.7	6	4.4
EarlySteps	31	56.4	13	23.6	11	20.0
<b>Program Total</b>	<b>172</b>	<b>61.9</b>	<b>85</b>	<b>30.6</b>	<b>21</b>	<b>7.6</b>

Question FS 57: To what extent has early intervention helped your family effectively communicate your child's needs?

**Graph 57 Responses by Family Survey for Question FS 57**



**Table 57 Regional and Program Results for Question FS 57**

Distribution of Response	Response					
	Understand a great deal about our rights		In-between		Just beginning to understand our rights	
	#	%	#	%	#	%
<b>Regional Results</b>						
Metropolitan	17	70.8	7	29.2	0	0.0
Capital Area	20	60.6	12	36.4	1	3.0
Region 3	23	65.7	11	31.4	1	2.9
Region 4	30	62.5	18	37.5	0	0.0
Region 5	12	66.7	6	33.3	0	0.0
Region 6	19	73.1	6	23.1	1	3.8
Region 7	10	55.6	7	38.9	1	5.6
Region 8	19	63.3	10	33.3	1	3.3
Florida Parishes	23	60.5	12	31.6	3	7.9
Jefferson Parish	11	47.8	9	39.1	3	13.0
<b>Regional Total</b>	<b>184</b>	<b>62.8</b>	<b>98</b>	<b>33.4</b>	<b>11</b>	<b>3.8</b>
<b>Program Results</b>						
State Funded	44	55.7	32	40.5	3	3.8
HCBS Waiver	82	66.1	38	30.6	4	3.2
EarlySteps	36	60.0	21	35.0	3	5.0
<b>Program Total</b>	<b>162</b>	<b>61.6</b>	<b>91</b>	<b>34.6</b>	<b>10</b>	<b>3.8</b>

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