



2016 Family/Guardian Survey Provincial Report

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For: Community and Social Services
Persons with Developmental Disabilities
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Background

Alberta Community and Social Services conducts survey research every two years to assess family members and guardians satisfaction with the services individuals receive directly from the Persons with Developmental Disabilities (PDD) program and from PDD-funded community-based agencies. The research is used to report program performance and inform continuous improvement of the program and service delivery.

After holding an open competition, Community and Social Services contracted Advanis to conduct the 2016 PDD Survey.

Methodology

- The survey (see Appendix A) was adapted from the one used in previous years and includes a combination of qualitative and quantitative questions that allowed participants the opportunity for feedback and suggestions.
- In order to ensure that all guardians have the opportunity to respond, a census rather than sample approach was used.
- Accuracy targets on the number of surveys required by each region were set (see below) in order to ensure valid results. Targets were met for all regions, except for the Northwest, where the quality of the contact information prevented the target accuracy from being met.

Region	Surveys Sent Out	Target Accuracy	Total Completes	Actual Accuracy
South	681	+/- 5.0%	257	+/- 4.8%
Calgary	1,661	+/- 5.0%	413	+/- 4.2%
Central	1,051	+/- 5.0%	298	+/- 4.8%
Edmonton	2,062	+/- 5.0%	547	+/- 3.6%
North Central	256	+/- 7.0%	115	+/- 6.8%
Northwest	255	+/- 7.0%	91	+/- 8.3%
Northeast	24	n/a	9	+/- 26%
OPG	236	n/a	23	+/- 19%
All of Alberta	6,226	+/- 2.0%	1,753	+/- 2.0%

* Given the small population of the Northeast region and OPG, there was no expectation on accuracy for these groups.

Methodology *(Continued)*

An introductory letter to respondents was developed to inform guardians of the intention of the study, the voluntary nature of their involvement, and the confidentiality of the information they provided to the Consultant. The letter explicitly stated that their participation in the survey would in no way affect their status with the program.

PDD Surveys were administered between Oct. 27 and Dec. 15:

- **Initially, a letter was sent out to all family members/guardians.**
 - **The letter included a link to the online survey that family members/guardians could use to complete the survey.**
 - **Alternatively, family members/guardians could phone in and request a paper version of the survey to fill out.**
- **Phone calls were also made to allow family members/guardians to complete the survey over the phone.**

Methodology *(Continued)*

In total, 6,272 letters were mailed out and a total of 1,753 surveys were completed for a response rate of 27.9%. This included:

- 76 paper surveys
- 913 phone surveys
- 766 web surveys



These surveys were completed by:

- 1,429 Private guardians
- 301 Family members
- 23 Public guardians

	Completed surveys	Complete by call attempt
Call attempt		
1	417	9%
2	291	9%
3	96	12%
4	46	8%
5	25	6%
6	15	4%
7	15	9%
8	4	6%
9	1	3%
10	2	Small base
11	1	Small base

Methodology – Respondents vs. Population

The family members/guardians that responded to the survey are very representative of the overall PDD population. Note, however, that those represented by public guardians are under-represented. This is in large part due to a deliberate decision not to over-burden Public Guardians by limiting the number of surveys they were asked to complete.

	Completed Surveys	Total Population
Total		
Base	1,753	7,252
Guardian Type		
Private Guardian	82%	65%
Family or Friend	17%	17%
Public Guardian	1%	17%
Uses Direct Operations Services		
No	97%	97%
Yes	3%	3%

Methodology – Statistical Testing

Throughout the report, statistical testing has been applied where applicable. When results between 2014 and 2016 are compared, an arrow (↑ or ↓) indicates if 2016 is statistically larger or smaller (at the 95% confidence interval) than the 2014 response.

In all cases where true populations are known, a small population correction has been applied to the statistical testing.

Executive Summary

- **Satisfaction of guardians of adults with developmental disabilities with PDD-funded services is 88.2%, slightly up from 2014.**
 - This overall satisfaction metric is determined using three questions on “services”. The proportion of survey respondents “somewhat agreeing”, “agreeing” or “strongly agreeing” with each of those three statements are as follows:
 - Services meet the person’s needs; 84% agree
 - Overall, I am satisfied that the services provided enhance the person’s quality of life; 91% agree
 - Overall, I am satisfied that the person’s services help him/her to be a part of the community as much as he/she wants to be 89% agree (up from 2014)
- **Fewer clients are volunteering in their community (49%) and have fewer relationships with people other than paid staff (79%) compared to 2014.**
- **27% of clients have a job with half (52%) of those working up to 10 hours per week and most (80%) working as much as they want.**
- **Very few (4%) own their residence, but the vast majority are living where they want to live (92%) and with whom they want to live with (92%).**

Executive Summary

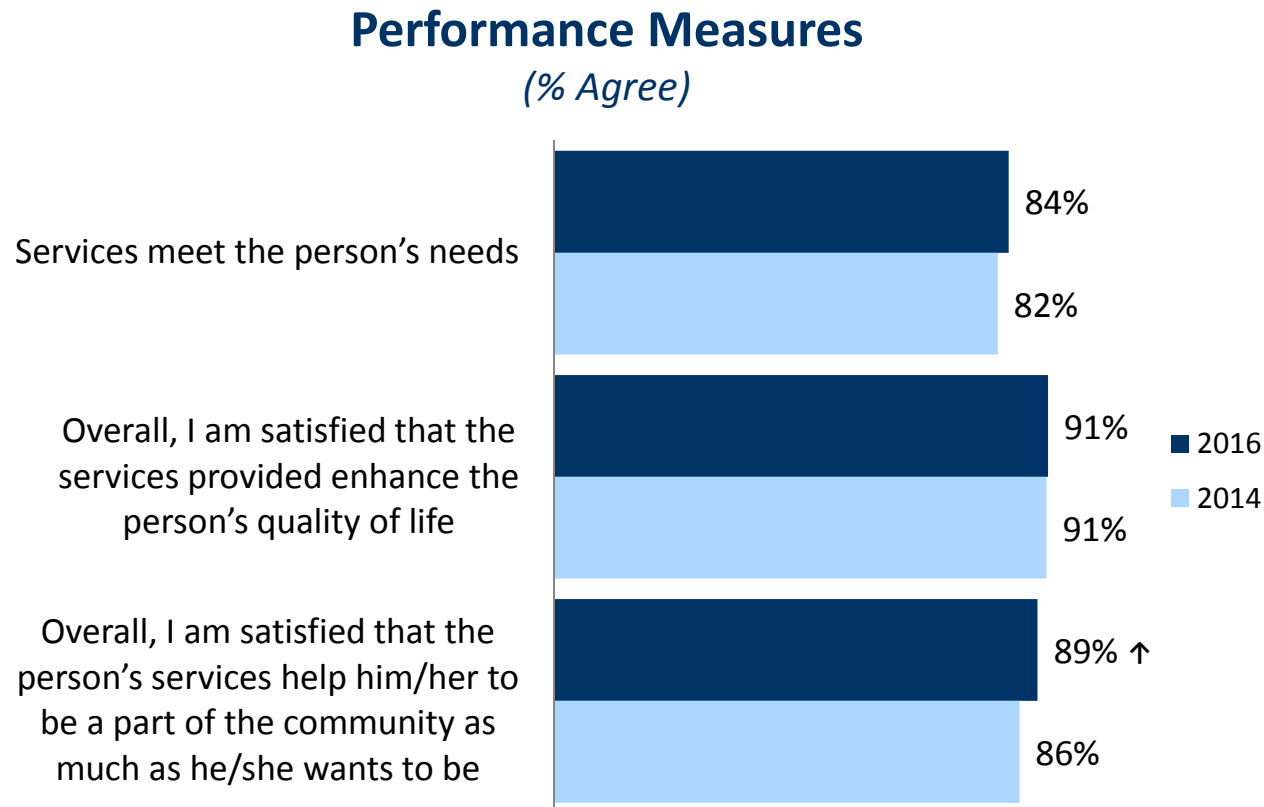
- Access to services has largely improved since 2014.
- Service information and decisions have remained fairly consistent with 2014, although fewer guardians find it easy to get information on services.
- More guardians are satisfied that the person's services help them be part of a community (89%) and are satisfied with the process used to resolve issues (84%) compared to 2014.
- Provider staff are dealing with concerns quicker (92%) and more are doing what they say they will do (91%) since 2014.
- The perceptions of PDD staff have improved since 2014.
- The top concerns guardians mentioned primarily deal with bureaucratic issues including communication, staff, funding, and accountability.

Detailed Findings – Overall Satisfaction

All of Alberta

Performance Measure

Of the three performance measures, satisfaction with having the person be part of the community has increased. The other two measures have stayed consistent with 2014.



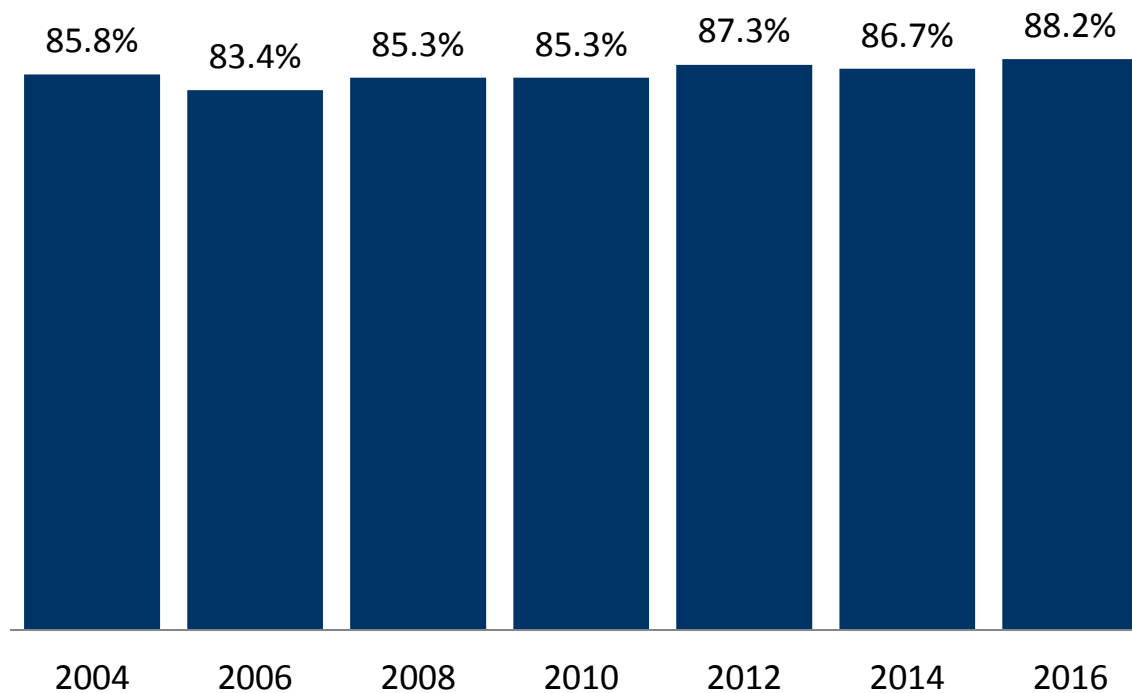
Base: G1 -- How much you agree with the following statements: (2014n=1771, 2016n=1706)

Base: G5 -- How much you agree with the following statements: (2014n=1771, 2016n=1715-1729)

Overall Satisfaction

As a result, there has been a slight increase in the overall satisfaction performance measure to the highest score to date.

Overall Satisfaction Performance Measure (2004 to 2016)



This score is the average of the three questions on the previous slide. Statistical testing between years has not been calculated as this is a summary measure and not a single question asked to respondents.

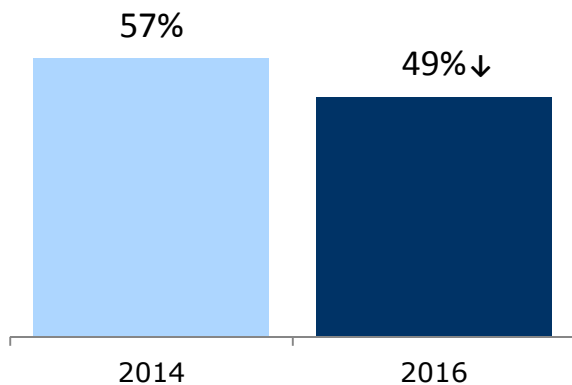
Detailed Findings – Community Involvement

All of Alberta

Community Engagement

About half of persons with disabilities are volunteering in their community, down from 2014. Related, there are fewer who have relationships with people in the community other than those being paid.

Person Volunteers in their Community



% Agreeing



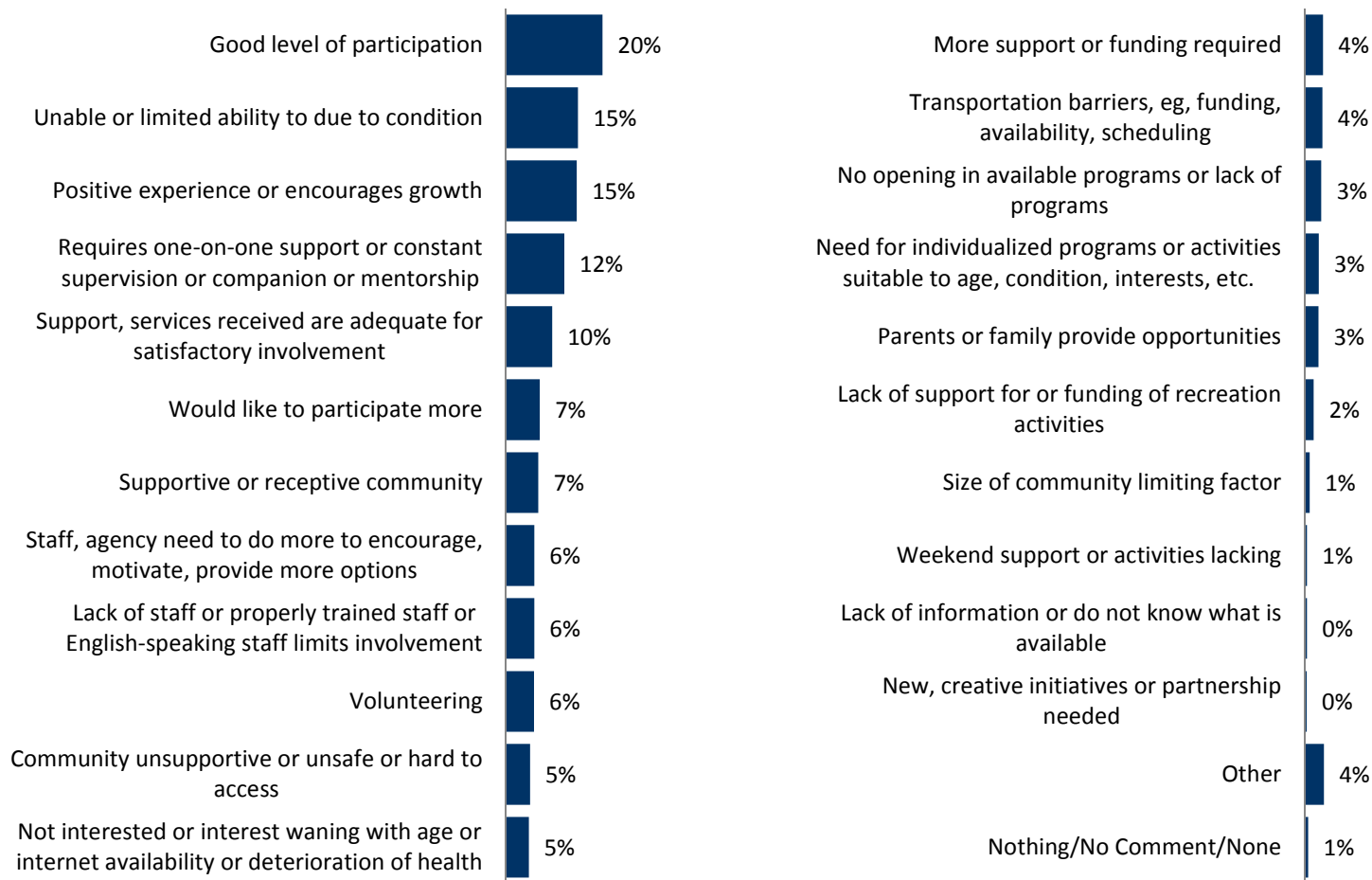
Base: C8 -- Does the person volunteer in their community? (2014n=1771, 2016n=1648-1655)

Base: C9 -- How much you agree with the following statements: (2014n=1572, 2016n=1715-1729)

Community Engagement: Verbatim Comments

Top feedback on community participation includes there being a good level of participation, the person being unable due to their condition, and participation leading to growth for the person.

Comments Related to Community Participation



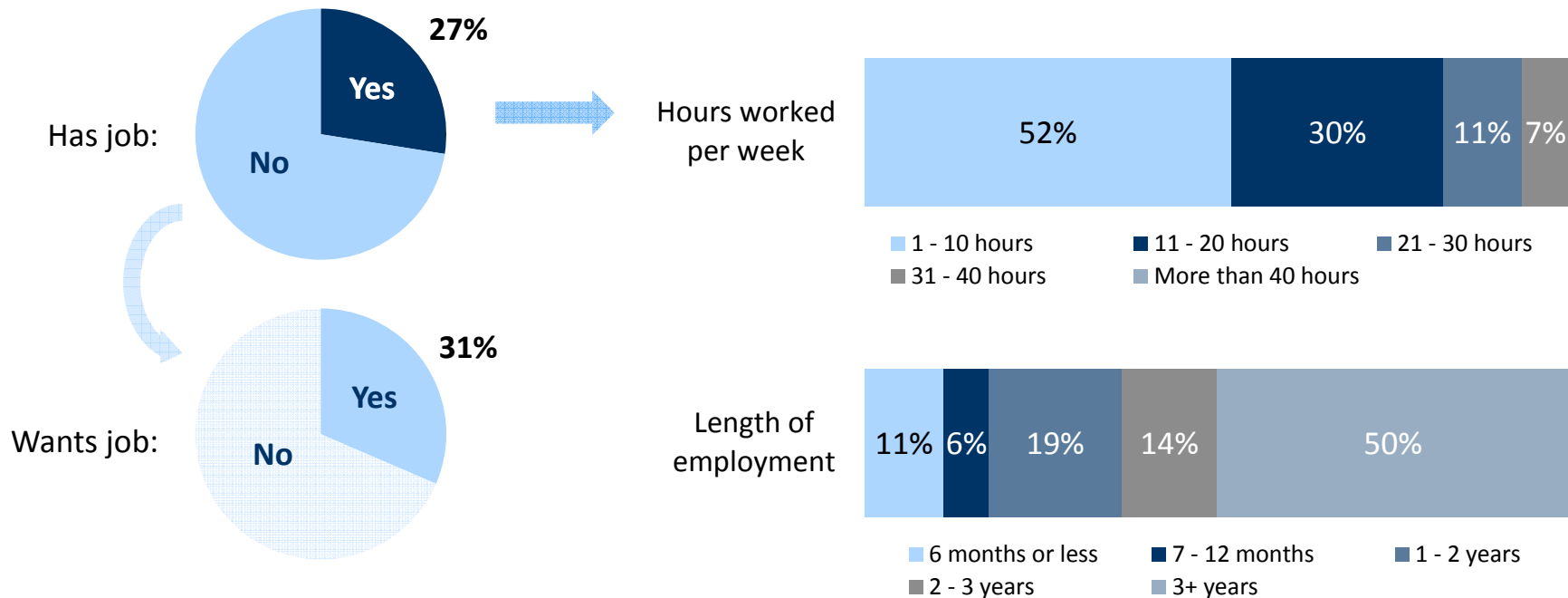
Base: C10 -- Do you want to add anything else about the person with respect to participation in the community? 2016 (n=680) 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Working in the Community

A quarter of individuals with developmental disabilities have a job with half of those working more than 10 hours a week. Encouragingly, half have been working at their job for more than 3 years.

A third of those who do not have a job would like one.

Employment Details



Note: Due to changes in how these questions were asked, no comparison to 2014 has been made.

Base: C1 -- Does the person have a job? 2016 (n=1,727)

Base: C14 -- Does the person want a job? 2016 (n=1,093)

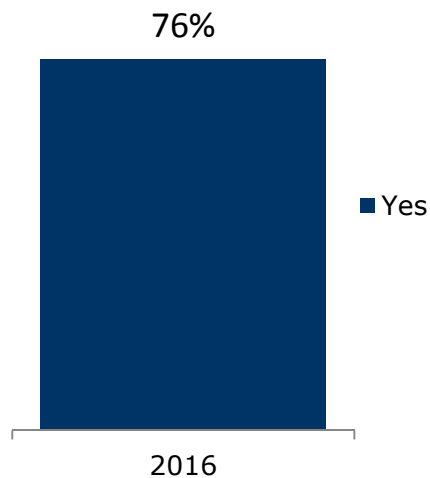
Base: C4 -- How many hours a week does this person work? 2016 (n=469)

Base: C6 -- How long has the person been at their current job? 2016 (n=488)

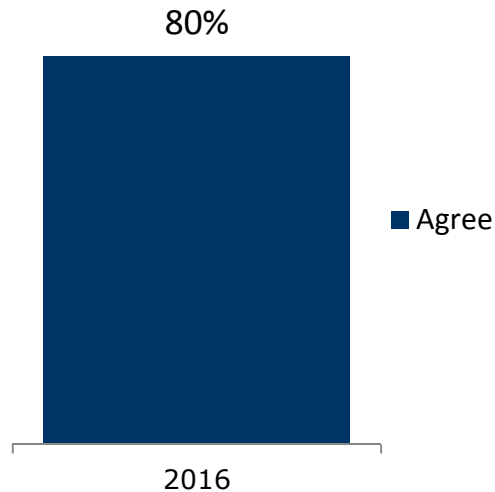
Working in the Community

Three-quarters of those working are making minimum wage or better and most are working as much as they would like. Nearly all those who are not working as much as they would like wish they could be working more.

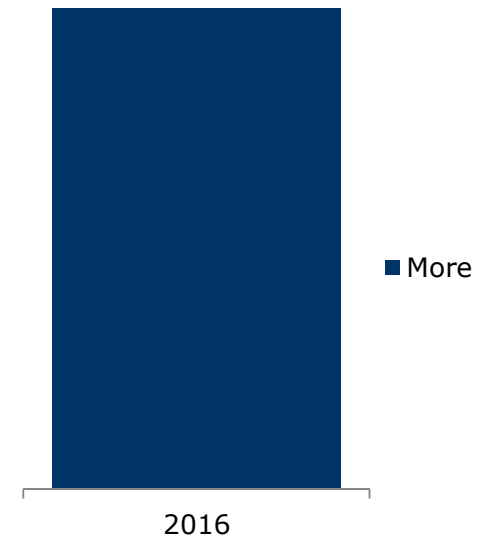
Person has job that pays minimum wage or better
(Base: has job)



In my opinion, the person is working as much as they want
(Base: has job)



Person would like to work more hours
(Base: not working as much as they want)



Note: Due to changes in how these questions were asked, no comparison to 2014 has been made.

Base: C2 -- Does the person earn minimum wage (\$12.20/hour) or better? 2016 (n=435)

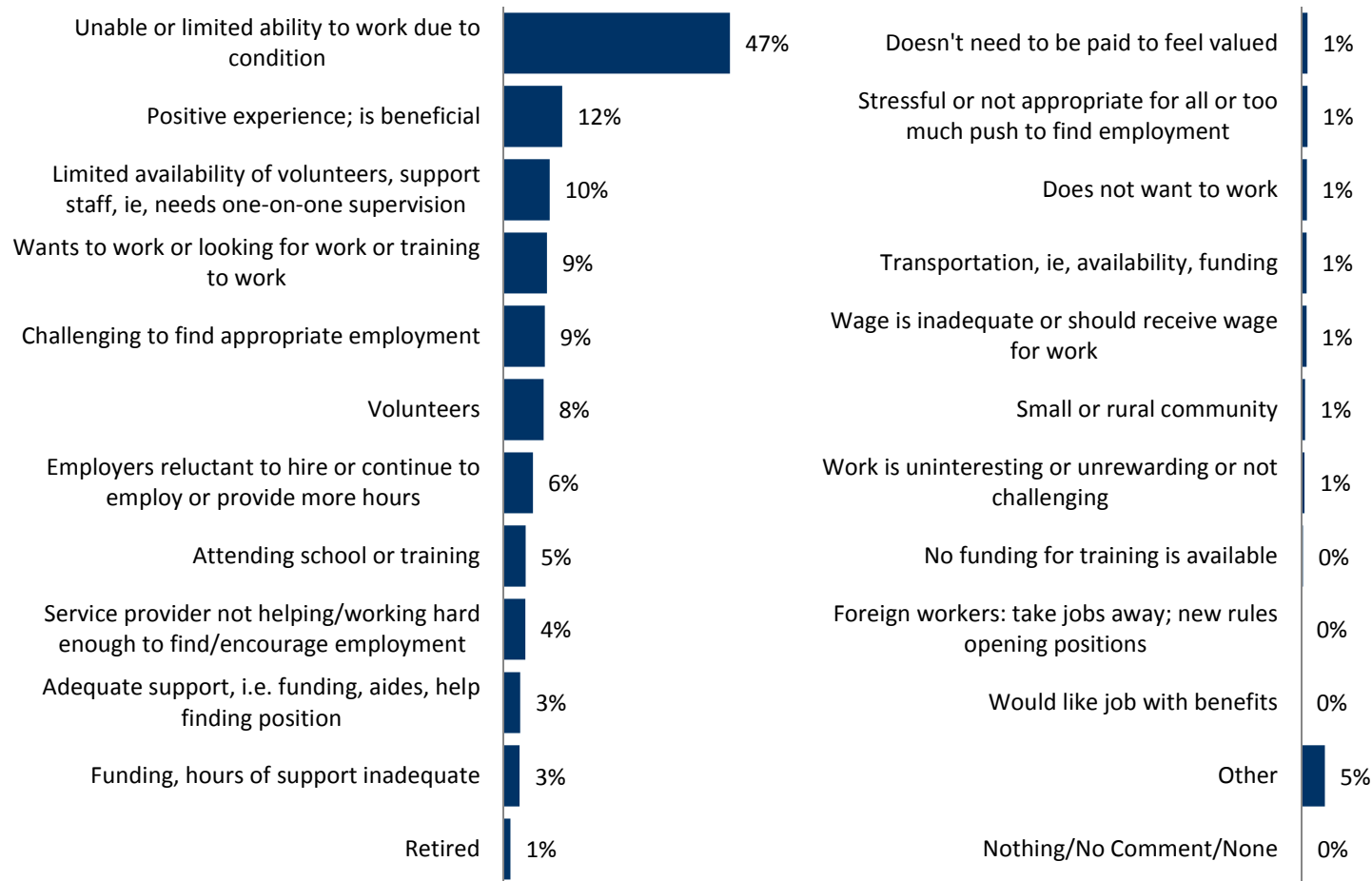
Base: C3 -- In my opinion, the person is working as much as they want to be. 2016 (n=479)

Base: C5 -- Would this person like to work more or fewer hours? 2016 (n=96)

Working in the Community: Verbatim Comments

With regards to employment, nearly half of extra comments respondents provided indicated that the individual was unable to work.

Comments Related to Employment

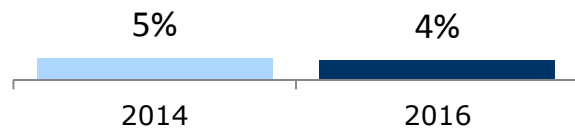


Base: C7 -- Do you want to add anything else about the person with respect to employment? 2016 (n=1,032) 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

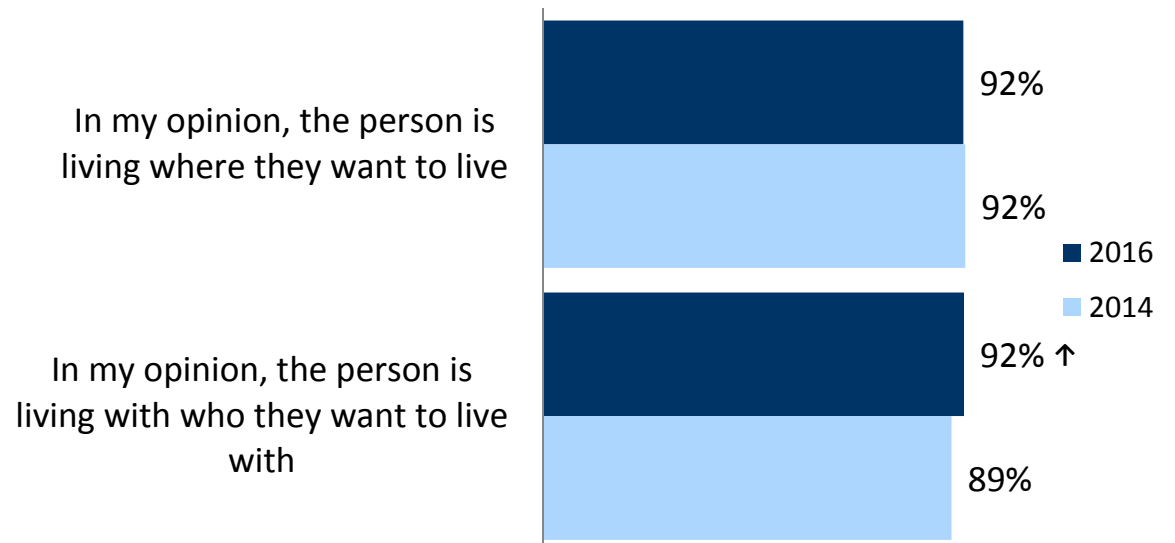
Living in the Community

Similar to 2014, very few individuals own their residence. That said, most are living where they want to and with the people they would like to live with (which is up since 2014).

Person Owns Place where they Live



% Agreeing



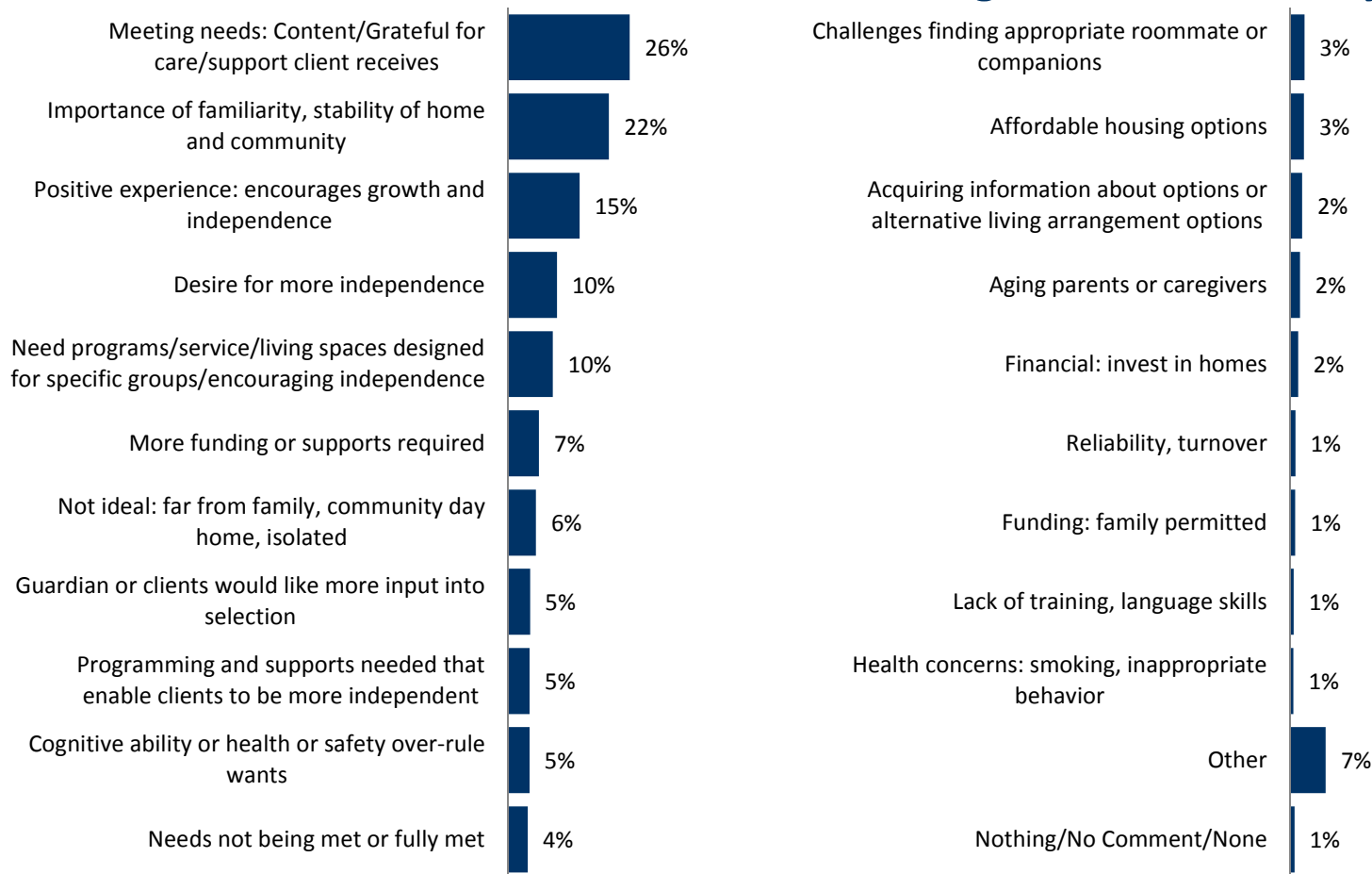
Base: C11 -- Does the person own the place where they live? (2014n=1,771, 2016n=1,683)

Base: C12 -- How much you agree with the following statements: (2014n=1,559-1,610, 2016n=1,642-1,686)

Living in the Community: Verbatim Comments

Clients and guardians are grateful for the care received, they understand the importance of a suitable home, and feel their living arrangements have encouraged independence.

Comments Related to Living in the Community



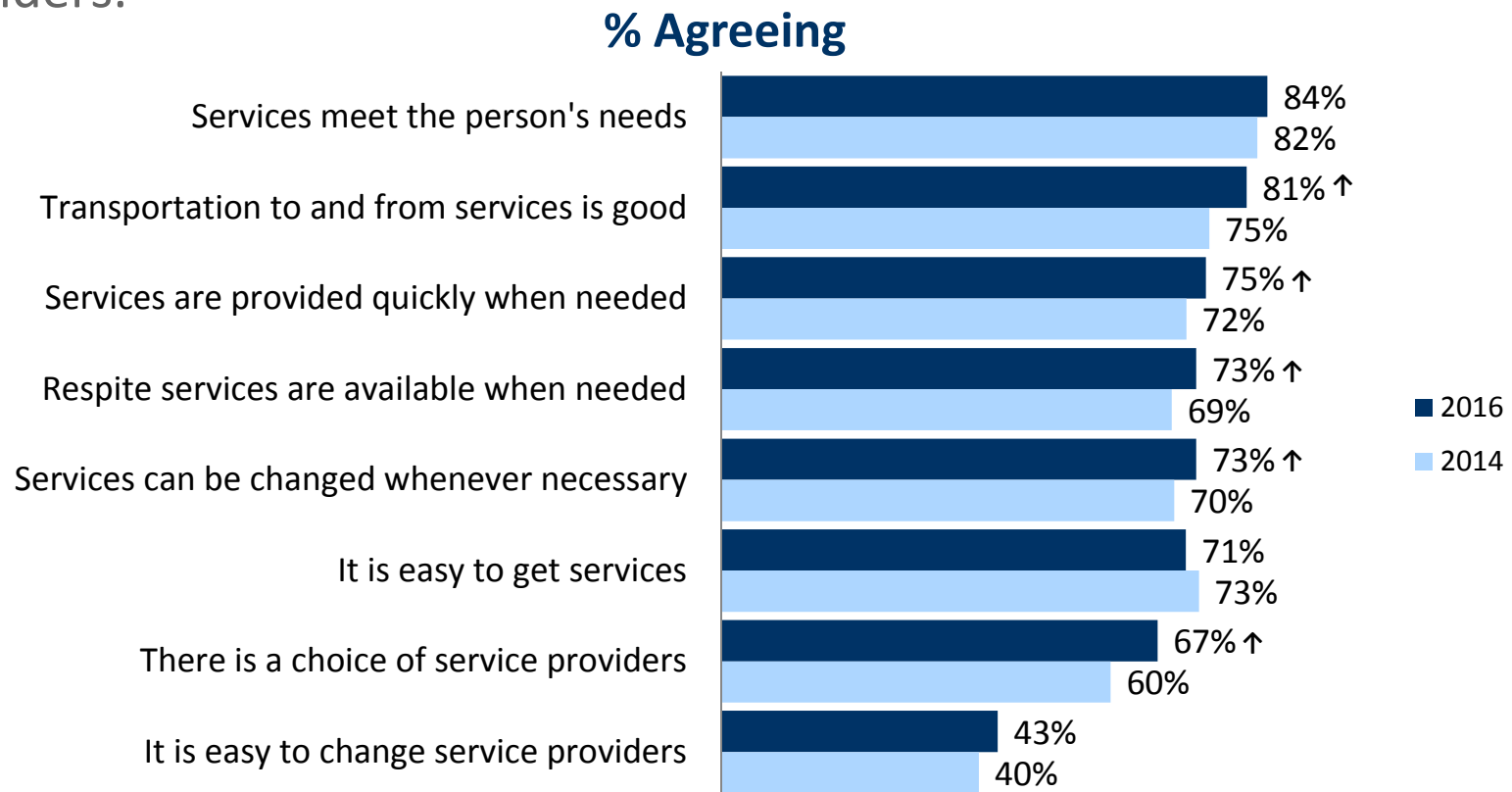
Base: C13 -- Do you want to add anything else about the person with respect to living in the community? 2016 (n=644)
 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Detailed Findings – Agency Services and Staff

All of Alberta

Getting Services

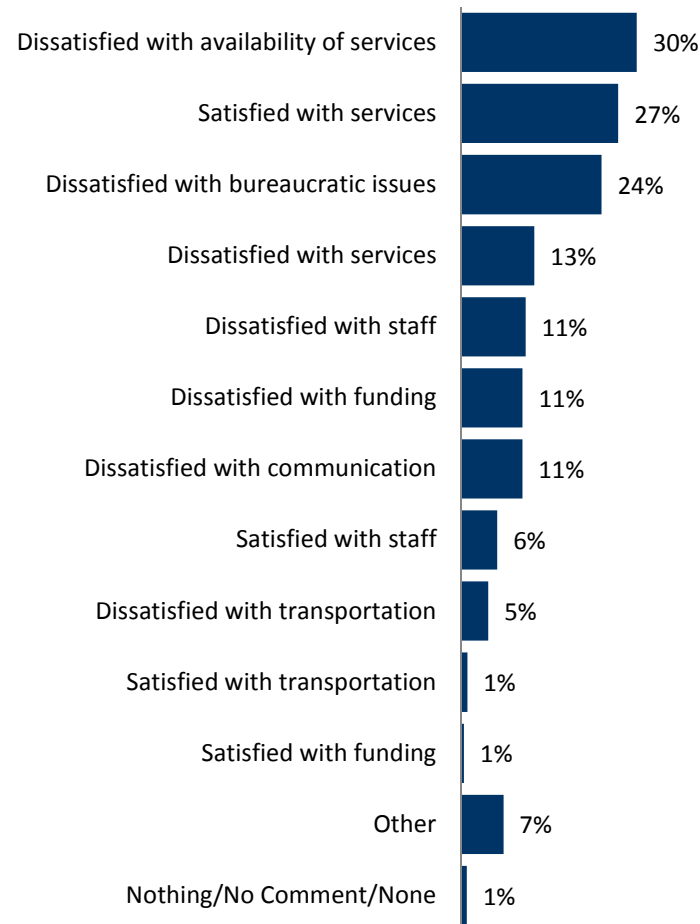
Access to services has largely improved since 2014, with more guardians finding that transportation is better, services are provided quicker, and respite services are more available. Additionally, it is easier to change services when necessary and there is a better choice of service providers.



Getting Services: Verbatim Comments

That said, many of the extra comments about getting services mention being dissatisfied with service availability and bureaucratic issues.

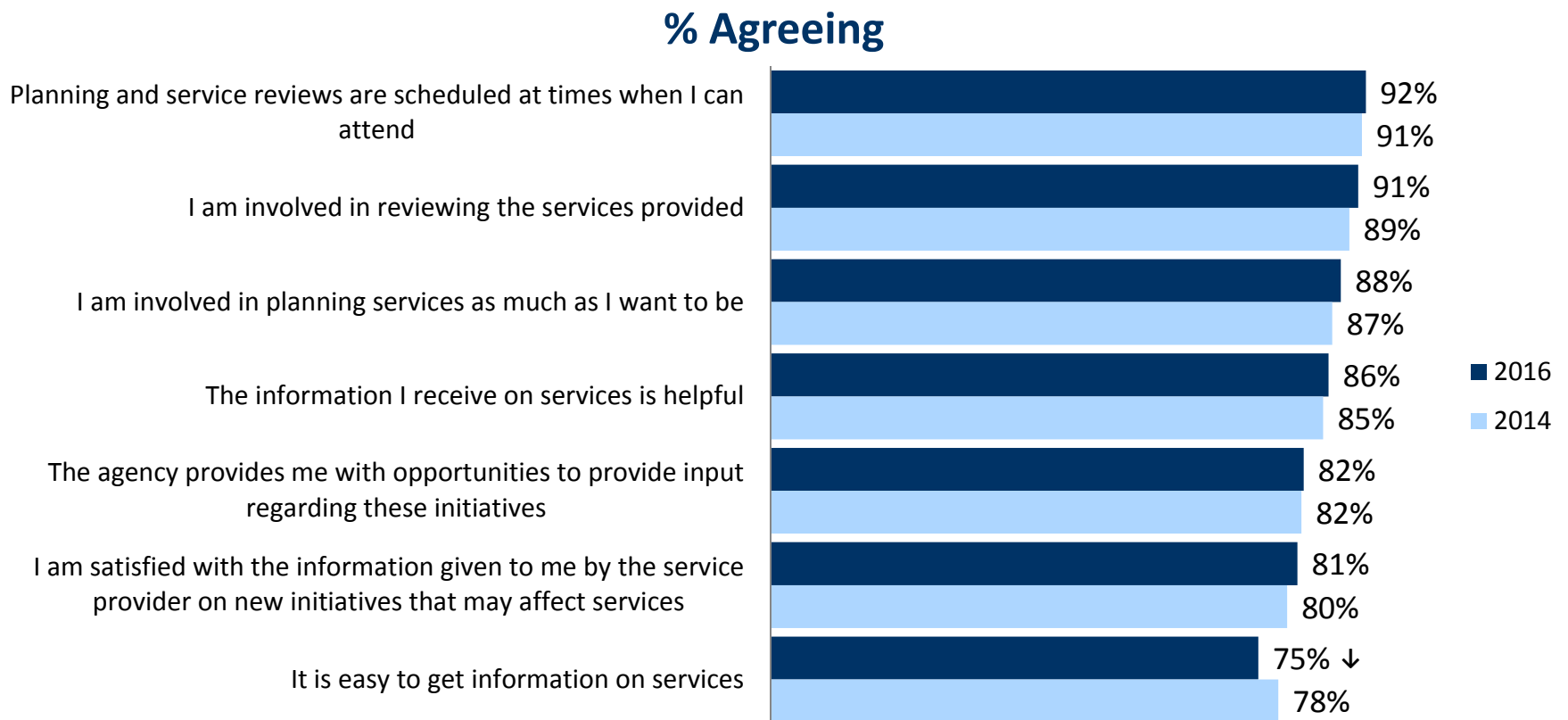
Comments Related to Getting Services



Base: G2 -- Do you want to say anything else about getting services? 2016 (n=654)
2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Information

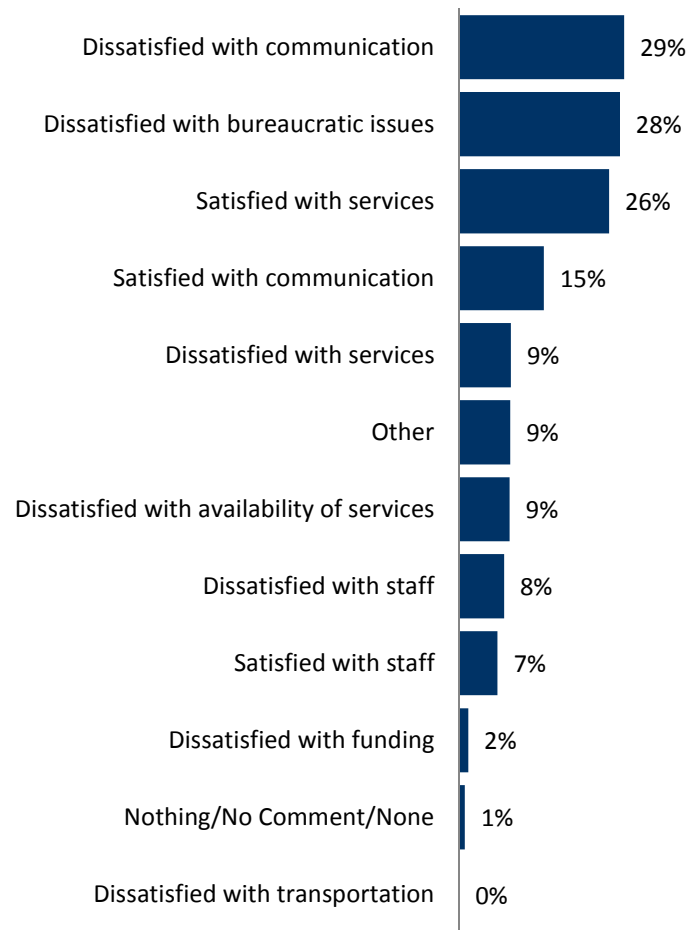
The information and decisions around services is very similar to 2014, although guardians have found it a little harder to get information on services.



Information: Verbatim Comments

The top issues regarding information refer to difficulty with communication and bureaucratic issues.

Comments Related to Information to Plan and Review Services

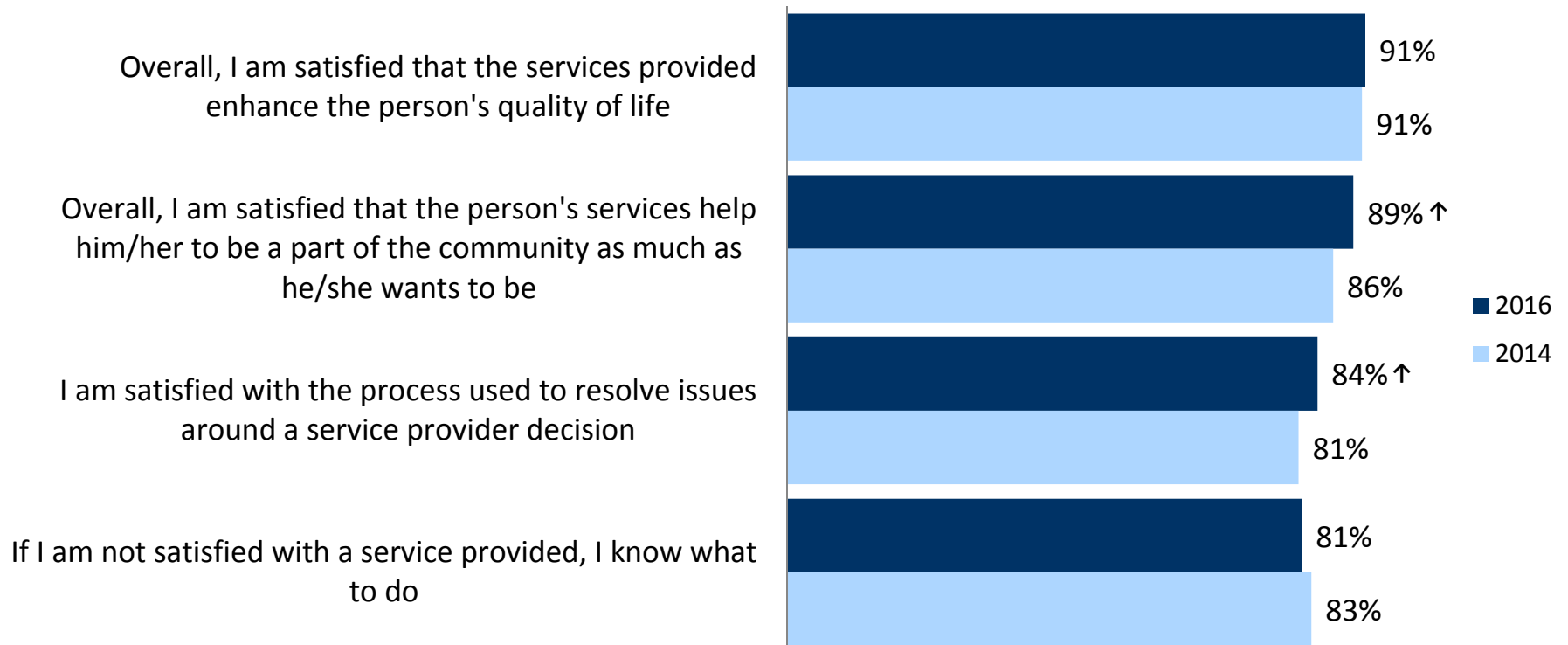


Base: G4 -- Do you want to add anything else about getting information to plan and review services? 2016 (n=420)
 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Overall Satisfaction with Services Provided

Since 2014, services have done a better job at making the clients part of the community and more guardians are satisfied with the process used to resolve issues around a service provider decision.

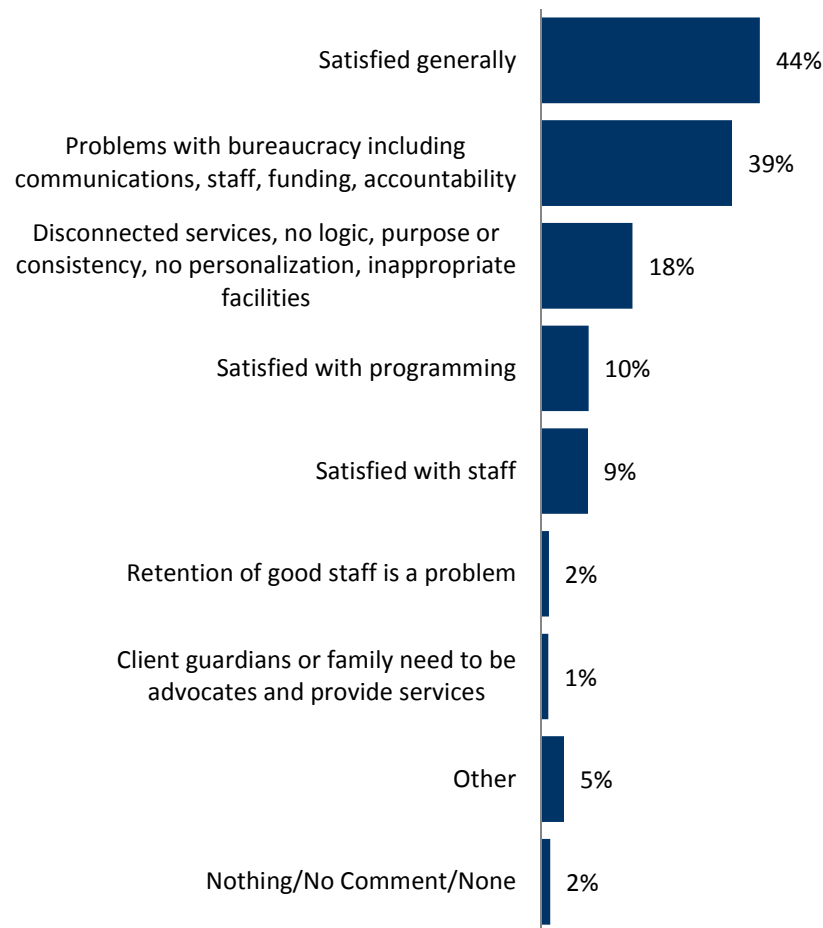
% Agreeing



Services Provided: Verbatim Comments

Again, the extra comments provided highlight bureaucratic issues as well as inconsistency and a lack of personalization of services.

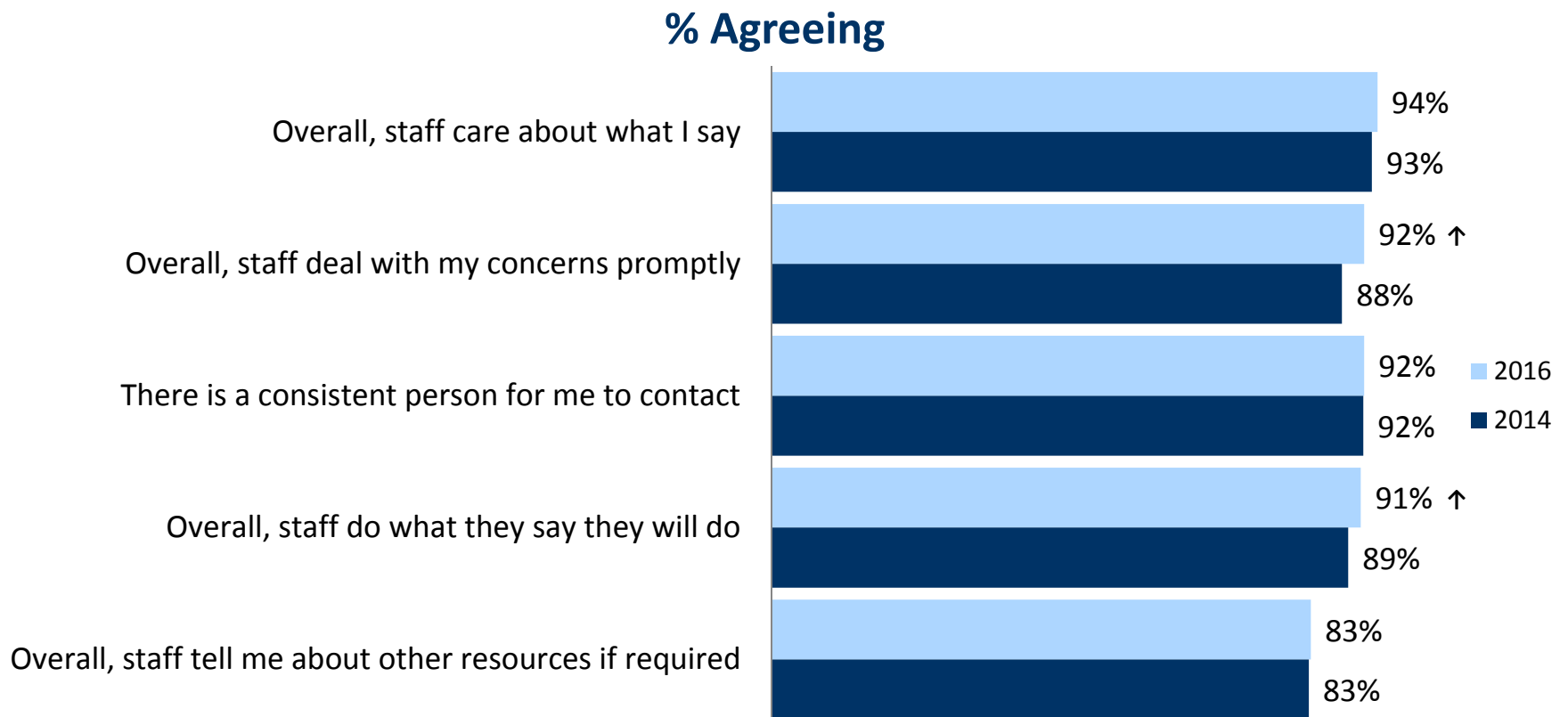
Comments Related to Services Overall



Base: G6 -- Do you want to add anything else about your services overall? 2016 (n=410)
 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Service Provider Staff Perceptions

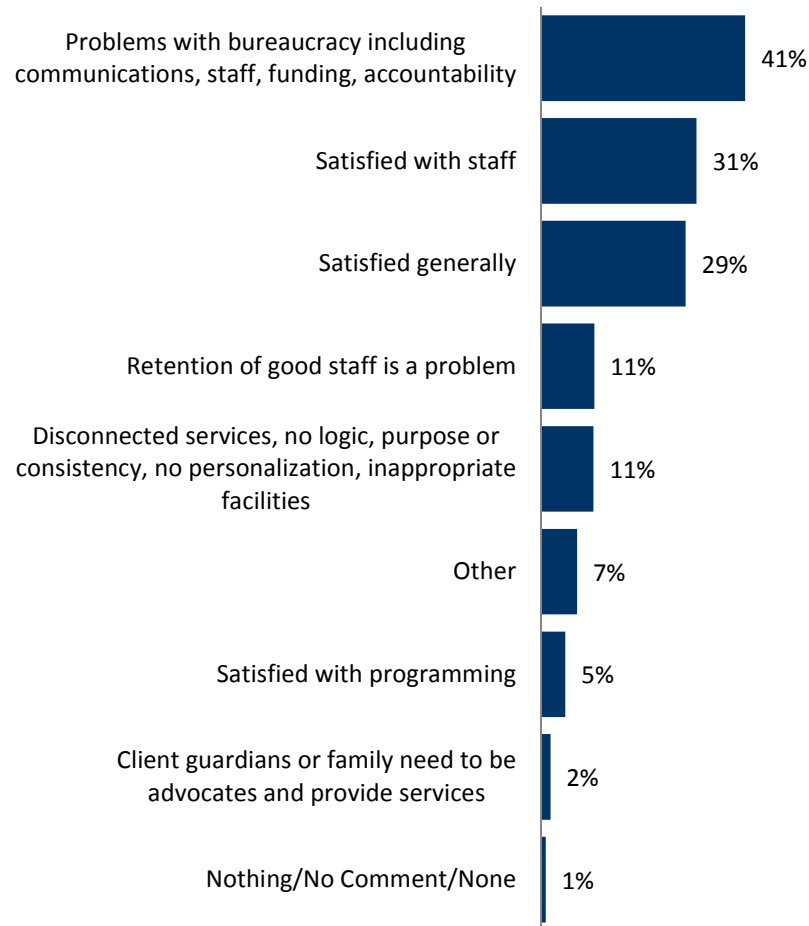
Staff perceptions have slightly improved since 2014 with more guardians feeling that staff deal with concerns quicker and follow through with what they say they will do.



Service Provider Staff: Verbatim Comments

However, there is concern with service provider bureaucratic issues.

Comments Related to Service Provider Organization



Base: S2 -- Do you want to add anything else about service provider staff and/or the service provider organization?
 2016 (n=566)
 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

PDD Staff Perceptions

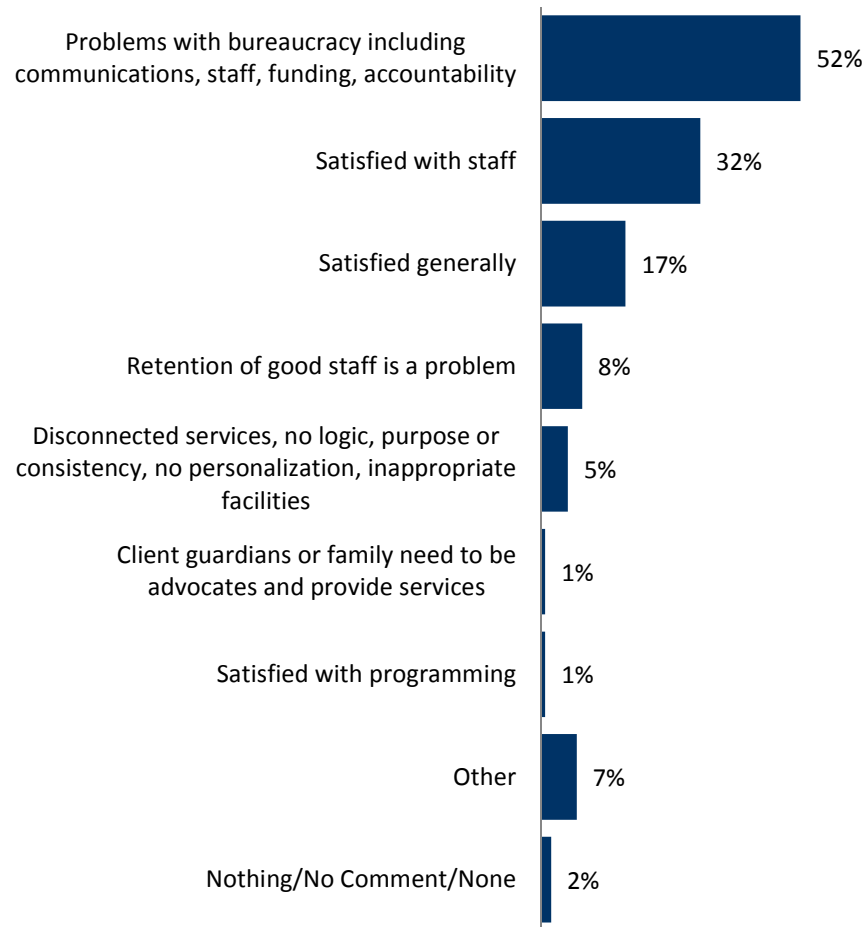
PDD staff continue to be rated highly, with more guardians saying the staff follow through with what they say they will do, are helpful with problem solving, and they are more satisfied with the process used to resolve issues around a PDD decision.



PDD Staff: Verbatim Comments

That said, over half of feedback received once more mentions some type of bureaucratic issue.

Comments Related to PDD Staff

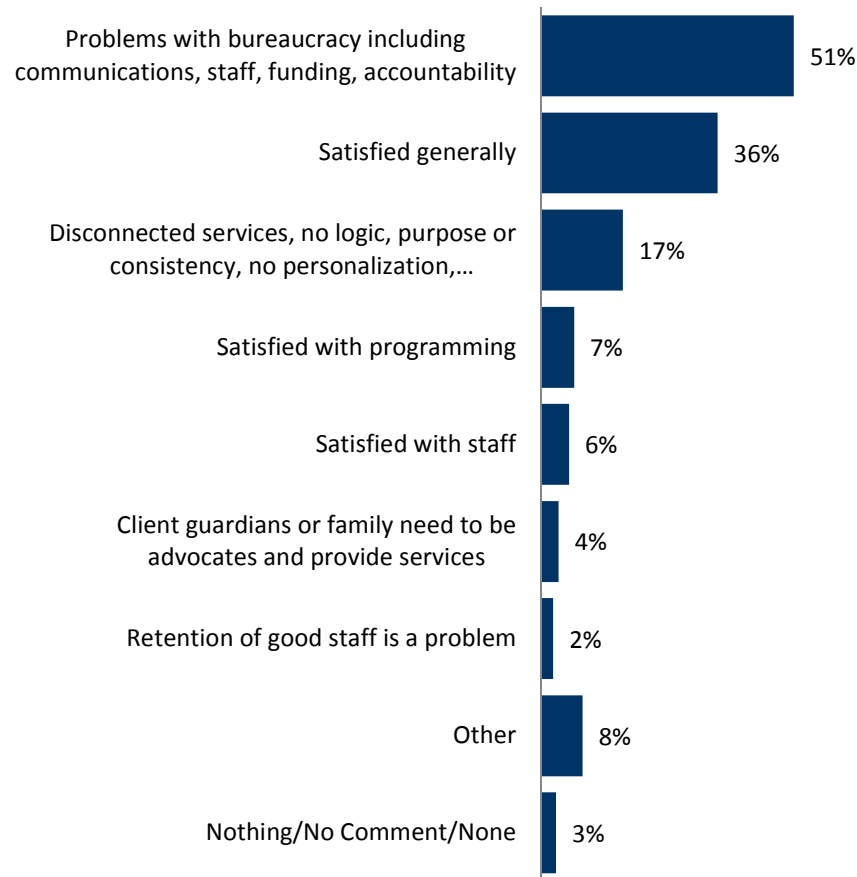


Base: S4 -- Do you want to add anything else about PDD staff? 2016 (n=506)
 2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Other Comments and Suggestions

Not surprisingly, when guardians are asked for any final feedback, half mention a bureaucratic issue. However, over a third mention that they are satisfied in general.

Other Comments and Suggestions



Base: O1 -- Are there any other final comments or suggestions you would like to make? 2016 (n=517)
2014 limited to only allowing one code while in 2016 we allowed multiple code. Thus, trending not available.

Appendix A:

PDD Survey

 Human Services **PDD Family/Guardian Satisfaction Survey 2016**

About this questionnaire: We value your input to help improve services. The information you provide is collected and managed in compliance with the Freedom of Information and Protection of Privacy Act and will remain confidential. For your convenience, we have provided you with a number of options to complete the survey. You may:

- Complete this paper survey and mail it back in the postage paid self-addressed envelope provided; or
- Fax the completed survey to Advanis at 780-426-7622.

"The person" refers to your family member, or the person you have guardianship for, who is receiving PDD services. If you have any questions please feel free to contact Advanis at 866-539-7841 or sday+pdd@advanis.net.

[ASK IF NOT OPGT] This survey is being completed by:

- family member private guardian Other _____

How long has the person received services as an adult?

- less than 2 years 2 - 5 years 6 - 10 years more than 10 years

How old is the person receiving services?

- 18 - 25 years 26 - 45 years 46 - 65 years 66 years or older

[ASK IF OPGT] Complete this statement: I am a public guardian representative in the PDD _____ region

- Edmonton Calgary South Central Northwest North Central Northeast

Part Two: Community Involvement

This section refers to the person's participation in the community.

Working in the Community
Does the person have a job? <input type="checkbox"/> Yes <input type="checkbox"/> No
<i>(If "No" above)</i> Does the person want a job? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
Does the person earn minimum wage (\$12.20/hour) or better? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Does not apply
In my opinion, the person is working as much as they want to be. <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Somewhat agree <input type="checkbox"/> Somewhat disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Does not apply
How many hours a week does the person work? <input type="checkbox"/> 1-10 hours/week <input type="checkbox"/> 11-20 hours/week <input type="checkbox"/> 21-30 hours/week <input type="checkbox"/> 31-40 hours/week <input type="checkbox"/> >40 hours/week
Would this person like to work more or fewer hours? <input type="checkbox"/> More <input type="checkbox"/> Fewer <input type="checkbox"/> Don't know
How long has the person been at their current job? <input type="checkbox"/> 6 months or less <input type="checkbox"/> 7-12 months <input type="checkbox"/> 1-2 years <input type="checkbox"/> 2-3 years <input type="checkbox"/> > than 3 years

Do you want to add anything else about the person with respect to employment?

Participating in Community Activities

Does this person volunteer in their community?
 Yes No Don't know Does not apply

The person has relationships in the community with people other than paid staff.
 Strongly agree Agree Somewhat agree Somewhat disagree Disagree Strongly disagree Don't know Does not apply

In my opinion, the person participates in community activities (recreational, spiritual, social, etc) as much as they want to.
 Strongly agree Agree Somewhat agree Somewhat disagree Disagree Strongly disagree Don't know Does not apply

Do you want to add anything else about the person with respect to participation in the community?

Living in the Community

[ASK IF DIRECT OPS] The person owns the place where they live.

- Yes No Don't know Does not apply

In my opinion, the person is living where they want to live.

- Strongly agree Agree Somewhat agree Somewhat disagree Disagree Strongly disagree Don't know Does not apply

In my opinion, the person is living with who they want to live with.

- Strongly agree Agree Somewhat agree Somewhat disagree Disagree Strongly disagree Don't know Does not apply

Do you want to add anything else about the person with respect to living in the community?

Part Three: Agency Services & Staff

This section asks questions about the services that the person receives. By "services" we mean PDD-funded employment support, day programs, residential support, respite, and/or coordination.

1. Services								
A. Getting Services								
	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Don't know	Does not apply
11. It is easy to get services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Services are provided quickly when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Services meet the person's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Services can be changed when ever necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Transportation to and from services is good.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. There is a choice of service providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. It is easy to change service providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. [ASK IF DIRECT OPS] Respite services are available when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you want to say anything else about getting services?

B. Information to Plan and Review Services								
	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Don't know	Does not apply
19. It is easy to get information on services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The information I receive on services is helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. I am satisfied with the information given to me by the service provider on new initiatives that may affect services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The agency provides me with opportunities to provide input regarding these initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>23. I am involved in planning services as much as I want to be.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>24. I am involved in reviewing the services provided.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>25. Planning and service reviews are scheduled at times when I can attend.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Do you want to add anything else about getting information to plan and review services?</p>												
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C. Overall Satisfaction with Services Provided								
	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Don't know	Does not apply
26. Overall, I am satisfied that the services provided enhance the person's quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Overall, I am satisfied that the person's services help him/her to be a part of the community as much as he/she wants to be.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. If I am not satisfied with a service provided, I know what to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. I am satisfied with the process used to resolve issues around a service provider decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you want to add anything else about your services overall?								
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2. Staff								
A. Service Provider Staff								
	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Don't know	Does not apply
30. There is a consistent person for me to contact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Overall, staff care about what I say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Overall, staff do what they say they will do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Overall, staff deal with my concerns promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Overall, staff tell me about other resources if required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you want to add anything else about service provider staff and/or the service provider organization?								
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B. Persons with Developmental Disabilities (PDD) Staff								
Your PDD Region has staff who partner with communities to develop services, determine whether individuals are eligible for PDD-funded services, identify and/or help access services needed and approve funding for them. Please answer based on your involvement with these staff.								
	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Don't know	Does not apply
35. I know how to contact PDD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Overall, PDD staff care about what I say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Overall, PDD staff do what they say they will do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Overall, PDD staff deal with my concerns promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Overall, PDD staff are helpful in problem solving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40. Overall, PDD staff tell me about other resources if required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. If I am not satisfied with a PDD decision I know what to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. I am satisfied with the processes used to resolve issues around a PDD decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you want to add anything else about PDD staff?								
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