Results of the Family Friendliness Survey of Ohio's Service Providers

A.   Executive Summary

On December 30, 2011, Angela Sausser-Short, Director of Ohio Family and Children First (OFCF), sent a memorandum to Ohio's agencies serving the state's families and children announcing the development of the *Family Friendliness Survey of Ohio's Service Providers*. The survey was created by the Parent/Professional Partnership Subcommittee of the Family Engagement Steering Committee of OFCF based on an assessment tool previously created by the Family Support Council. As noted by Ms. Sausser-Short in her memorandum, the purpose of the survey is to permit the Family Engagement Steering Committee to "identify training needs that would enhance the family engagement skills of professionals working with families."

Responses were collected from at total of 447 persons, 392 of whom (88 percent) identified themselves as staff members engaged in providing services to Ohio's families and children. The small number of responses from consumers (52 persons, or 12 percent) lessens significantly the external validity of their answers to the survey. In other words, because so few consumers responded, their responses should not be viewed as strongly representative of the entire population of persons who consume the services of Ohio's child-related and family-related agencies. Notwithstanding that limitation on the validity findings, analyses are included in this report concerning differing perspectives between staff and consumers.

B.   Design

The survey contained 43 questions. The first two questions asked responders to (1) indicate whether they were staff members of service community entities or consumers or caretakers receiving services within those communities, and (2) identify the specific service community or communities with which they were associated. The remaining 41 questions sought responders' opinions and understanding of various topics. Twenty-eight questions sought opinions using a five-level Likert scale ranging from "Not at all" to "Very much so". Thirteen questions sought responders' knowledge of some fact or condition using "Yes", "No", or "N/A" response choices.

The substantive questions were segregated into the following eight subject matter topic areas, with each topic area appearing in the survey in the order shown below and containing anywhere from four to seven questions:

1. Agency Administration
2. Information Sharing
3. Welcoming Environment
4. Family Involvement

5. Decision Making
6. Meetings Inclusio n
7. Accessibility
8. Service Evaluation

A copy of the survey instrument is contained in **Appendix A**.

C.   Implementation

In order to ensure the collection of a large number of responses, the survey was widely and freely disseminated across many different agencies, service communities, and juvenile justice system partners using both a paper form and an online survey instrument. A total of 447 persons responded to the survey. The paper forms collected were manually entered by survey staff into the survey database using the online survey instrument. The survey database reflects the recording of all responses between December 28, 2011 and February 7, 2012.

D.   Response Rates

Statistics concerning the proportion of responders that identified themselves as associated with any particular service community should not be viewed as an indication of the rate with which the members of that service community chose to respond to the survey or as an indication of the number of persons in that service community who were provided the survey. For example, more responders identified themselves as being associated with the "Mental Health" services community than any other specific community. Because we do not know the population size of the members of the "Mental Health" services community to whom the survey was actually made available, we are unable to characterize the response rate for that community. In other words, the large number of all responders that identified themselves as members of the "Mental Health" services community may be simply because more people in that community were provided the survey. Conversely, it may be that people working in that area were more eager to respond to the survey or were more strongly encouraged to do so by their leadership. No data is available to indicate which may be the case for this or any of the other service communities.

E.   Responder Types

Of the 447 responders, 386 (86 percent) identified themselves solely as staff members within the service communities. A total of 46 responders (10 percent) identified themselves solely as consumers/caretakers. Six persons identified themselves as belonging to both categories. Nine persons did not provide a response. See **Table 1**, below.

Table 1. Responders by Type

Responder Type	Number	Percentage
Staff member	386	86.4%
Consumer/caretaker	46	10.3%
Both	6	1.3%
No response	9	2.0%
TOTAL	447	

F.   Service Community Membership

Responders were asked to identify the service communities to which they were members by selecting one or more choices from a list of 16 specific service communities and one "Other" category. Responders selecting "Other" were asked to identify those "Other" categories; see **Appendix B** for a list of the descriptions provided by responders selecting "Other". **Table 2** below displays the various service community categories and counts of the instances in which staff and consumers indicated their affiliation with them based on the responses of the 432 persons who identified themselves as either only staff or only consumers. Note that the counts, which reflect category selections and not individual responders, do not sum to 432 because responders could select more than one service community.

Table 2. Service Community Categories and Counts of Responder Selections

Service Community	Staff	Consumer
Mental Health	95	5
Other	77	5
Child/Family Advocacy	49	19
Developmental Disabilities	43	17
Elementary School	48	6
Juvenile Justice	51	3
Behavioral Health	45	3
Pre-school	31	7
Middle School	30	6
Child Welfare	27	1
Substance Abuse	27	0
Higher Education	15	4
Physical Health	9	3
Rehabilitation Services	4	3
Residential Service Provider	7	0
Adult Corrections	6	0
Vocational Services	4	1

In order to present concise and useful information, this report does not segregate the responses among any of the various service community categories. Instead, all categories have been collapsed into a single data set for purposes of analyzing the responses to the specific questions in the survey. By doing so, we are afforded the largest possible sample size for both staff and consumers. As explained in detail in **Appendix C**, providing fully cross-tabulated results for each specified service community category, or combinations of them, is neither practical nor warranted.

G.   Internal Completeness

Shown below in **Table 3** are the rates of response to the substantive questions in the survey. A sizable number of responders (76 out of 447, or 17 percent)

answered *none* of the substantive questions. Two of the responders who answered none of the substantive questions also did not identify themselves as either staff or consumers but did identify their associated service communities, hence they are counted as responders in the grand total of 447. Among all responders, 56 percent answered all of 41 substantive questions (staff at 57 percent, consumers at 54 percent). Twenty-eight percent of the consumers answered none of the substantive questions, compared with 16 percent of staff.

Table 3. Internal Response Rates,
By Responder Type

Responder Type	Number of Responders	Number of Questions Answered						Percentage Answering	
		All 41	35 to 40	25 to 34	10 to 24	1 to 10	None	All 41	None
Staff	386	220	59	12	20	15	60	57%	16%
Consumer	46	25	4	0	2	2	13	54%	28%
Both	6	4	1	0	0	0	1	67%	17%
No response	9	3	1	1	2	0	2	33%	22%
Total	447	252	65	13	24	17	76	56%	17%

The relatively large number of substantive questions, and the length of the individual questions themselves, may have contributed to the internal response rates. The notion of the survey length being a contributing factor is supported by the fact that among the responders answering only a portion of the questions, the questions they did answer were generally located toward the beginning of the survey. In addition, it is also possible many responders found certain questions to be not applicable. However, no such "N/A" option was available in the 28 opinion-seeking questions.

H.   Dataset for Substantive Questions

As noted earlier, six of the 447 responders identified themselves as both staff members and consumers. In addition, nine of the 447 responders did not identify themselves as either. In the analyses that follow, we have excluded the responses collected from those 15 persons, leaving us with a still sizable data set of 432 responders.

By excluding those 15 responders, we are able to provide cross-tabulated results for each question so that comparisons can be made between answers provided by persons identifying themselves *solely* as staff and answers provided by persons identifying themselves *solely* as consumers. The value gained by creating clear and distinct comparison groups is judged to outweigh the effect of not including the responses from those 15 persons.

Notwithstanding the general limitations on fully cross-tabulating the survey results by service community membership (as described in **Appendix C)**, by looking solely at the responses of the 324 persons who identified themselves as either a staff member or a consumer *and* who indicated their affiliation with only a single service community, we may be able to better understand the survey results. When the overall findings (using the core dataset of 432 responders) revealed areas for further scrutiny, included in the question-by-question

analyses that follow are extended descriptions of how the "single-service community responders" responded to the survey. For these closer inspections, we have limited our cross-tabulation to only include those specifically-identified service communities which were represented by at least 15 staff persons and 10 consumers. Among consumers, only one service community ("Child/Family Advocacy") had at least 10 "single-service community responders" (and, in fact, only nine of those 10 persons answered the survey's substantive questions.) It should be emphasized again here that these sample sizes are very small and consequently these findings should not be considered to have a substantial degree of external validity.

I.   Conversion of Responses to Scores

The nature of the Likert scale questions (which use the 1 to 5 scale) permits us to convert the set of responses across the scale elements into a single "score" measured against the familiar and intuitive 100-point grading scale. To do so, for each question the count of responses of "1" are multiplied by 20. The count of responses of "2" are multiplied by 40, the count of responses of "3" are multiplied by 60, the count of responses of "4" are multiplied by 80 and the count of responses of "5" are multiplied by 100. The sum of those five products is then divided by the total number of responses collected which yields a single score value that provides an effective summarization of the nature of the responses across the five Likert scale elements. So if, for example, all responders answered a question with a "5", representing "very much so", the score for that question would be 100, the highest possible score.

This method for converting Likert scale responses into a score value using a 100-point scale was adapted from the analytic framework suggested by the National Center for State Courts in connection with its CourTools Measure 9, Court Employee Satisfaction survey (a component of the CourTools court performance measurement toolkit). For more information, see www.courtools.org.

Unlike all other substantive questions in the survey, which where framed so that a response of "5" represented a positive condition, Question 36 (concerning whether there exists a waiting list for families to receive services) was written in a manner such that a response of "5" would be an unwanted state of affairs. Accordingly, for that particular question, the Likert scale responses were reversed in order to calculate the response score.

J.   Score Comparisons by Topic Area

Shown below in **Table 4** are the scores computed from the responses received from staff and from consumers to the Likert scale questions. The differences between each pair of scores are included to help the reader identify variances between the opinions expressed by staff and consumers.

Scores are in **bold** if below 75. If the difference between staff scores and consumer scores is greater than ±5 points, the difference is in **bold**.

Table 4. Score Comparisons, by Topic Area

Agency Administration		Staff	Consumers	Difference
1.	Does the agency Mission Statement show that it encourages family input/participation?	78.5	82.4	4.0
2.	Are agency policies and procedures family centered/oriented?	79.3	79.4	0.1
3.	Does the agency train staff on the value of family input?	**74.4**	78.1	3.7

Information Sharing				
8.	Does the agency write documents and oth er family materials in plain language and in alternative formats?	79.4	78.1	-1.4
9.	Does the agency talk with the family in a w ay they understand (e.g., in sign language or in the family's native language)?	83.5	81.9	-1.5
10.	Does the agency web site contain family content?	76.1	76.7	0.6

Welcoming Environment				
13.	Is the agency welcoming to families?	86.4	79.4	**-7.0**
14.	Are families comfortable giving honest feedback without fear of repercussion?	79.6	**70.7**	**-8.9**

Family Involvement				
17.	Does the agency encourage and facilitate family involvement on a frequent basis?	83.8	76.1	**-7.7**
18.	Does the agency have a plan to address specific cultural issues if there are barriers to family involvement?	76.7	**72.4**	-4.3
19.	Does the agency plan activities that are family oriented and encourage families to become involved-giving families, children, and staff the chance to bond?	75.2	**74.0**	-1.2
20.	Does the agency frequently give families options of how to become actively involved in the operation of the agency?	**62.4**	**66.7**	4.3

Decision Making				
22.	Do families get to make the final decision about their service plan?	77.6	**71.3**	**-6.3**
23.	Does the agency engage families in shared decision making on an ongoing basis?	79.9	**74.2**	**-5.7**
24.	Does the agency make it possible for families to make informed decisions?	84.9	**74.7**	**-10.3**
25.	Are the service plans built on the strengths of the family?	81.2	**74.0**	**-7.2**

Meetings Inclusion				
26.	Does the agency plan meetings at a time when families can attend?	84.4	75.3	**-9.0**
27.	Does the agency support families so they can attend meetings (e.g., travel reimbursement, child care, etc.)?	**66.8**	**72.1**	5.3

Table 4. Score Comparisons, by Topic Area
(Continued)

Accessibility	Staff	Consumers	Difference
31. Is the entire agency physically accessible (e.g., flat surface from parking lot into building, restroom larger, hallways wider, etc.)?	85.4	82.8	-2.6
32. Is the entire agency programmatically accessible (e.g., alternative formats, specialized software for computers, etc. available upon request)?	**69.2**	**69.3**	0.1
33. Does the agency accommodate family members special needs upon request?	85.3	81.4	-3.9
34. Is the location of service delivery convenient to families?	84.5	78.0	**-6.5**
35. Are the hours of operation convenient to families?	82.2	82.1	-0.1
36. Does your agency often have a waiting list for families to receive services?	**70.9**	**55.6**	**-15.3**
Service Evaluation			
38. Does the agency frequently ask families what they need and want?	79.9	**73.3**	**-6.6**
39. Do families routinely evaluate services and supports?	**70.8**	**70.3**	-0.4
40. Does the agency frequently ask families if they are satisfied with services?	75.8	76.6	0.7
41. Does the agency have an evaluation form to assess family satisfaction?	**73.8**	**73.1**	-0.7

K.   Analysis of Responses to Individual Questions

Shown below for each substantive question are the total number of responders, by type, and how their responses were distributed across the available choices for each question. Included with the Likert scale questions are the computed scores for those sets of responses. For certain questions, additional details are provided concerning how those particular responders who had indicated their affiliation with only one specific service community answered. See **Appendix D** for the underlying overall counts and internal response rates for each of the questions. With respect to those responders who identified themselves as being affiliated with only one specific service community, see **Appendix E** for the underlying counts and internal response rates.

Agency Administration

Question 1.   *Does the agency Mission Statement show that it encourages family input/participation?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	325	7%	7%	14%	31%	41%	**78.5**
CONSUMERS	33	6%	6%	12%	21%	55%	**82.4**

Observations: A generally equivalent proportion of staff and consumers rated this question at a 4 or a 5 (72% for staff, and 76% for consumers). 55% of consumers responded with a 5 as compared to 41% of staff.

Question 2.   *Are agency policies and procedures family centered/oriented?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	320	4%	6%	17%	37%	36%	**79.3**
CONSUMERS	32	3%	13%	13%	28%	44%	**79.4**

Question 3.   *Does the agency train staff on the value of family input?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	362	6%	10%	22%	28%	34%	**74.4**
CONSUMERS	31	3%	10%	26%	16%	45%	**78.1**

Agency Administration (Continued)

Question 4. *Are families on the agency's board of directors or advisory committee?*

		Yes	No	N/A
STAFF	318	51%	32%	17%
CONSUMERS	30	70%	10%	20%

Observations: 51% of staff answered Yes compared to 70% of consumers. If the responses of staff are to be considered more accurate (based on the nature of the question in which one might suspect staff would naturally have more knowledge of things), these findings suggest a misperception on the part of consumers of the actual level of participation of families.

Question 5. *Do families write and/or approve the agency's policies and procedures on an ongoing basis?*

		Yes	No	N/A
STAFF	315	24%	56%	20%
CONSUMERS	31	26%	45%	29%

Question 6. *Do families orient and train new staff?*

		Yes	No	N/A
STAFF	321	7%	75%	19%
CONSUMERS	30	13%	57%	30%

Observations: Similar to the findings in Question 4, there appears to be some level of different perceptions on the part of staff and consumers in this area. Again, it would appear that families believe they are involved to a greater degree than they actually are.

Question 7. *Are family members considered for employment opportunities?*

		Yes	No	N/A
STAFF	315	57%	23%	20%
CONSUMERS	30	50%	33%	17%

Information Sharing

Question 8. *Does the agency write documents and other family materials in plain language and in alternative formats?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	308	1%	4%	20%	46%	29%	**79.4**
CONSUMERS	31	6%	3%	13%	48%	29%	**78.1**

Observations: The commonality of responses between staff and consumers suggests success in this area. Nevertheless, the rate of responders answering with a 5 is less than the rates of 5's in most other questions in the survey.

Question 9. *Does the agency talk with the family in a way they understand (e.g., in sign language or in the family's native language)?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	307	1%	4%	16%	36%	44%	**83.5**
CONSUMERS	31	3%	0%	23%	32%	42%	**81.9**

Question 10. *Does the agency web site contain family content?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	299	6%	7%	23%	29%	35%	**76.1**
CONSUMERS	30	7%	3%	23%	33%	33%	**76.7**

Question 11. *Does the agency give families information regularly and whenever asked?*

		Yes	**No**	**N/A**
STAFF	310	92%	6%	2%
CONSUMERS	32	78%	19%	3%

Observations: This question elicited an interesting difference between staff and consumers. Nearly all staff said Yes; 78% of consumers agreed and 19% disagreed.

Information Sharing (Continued)

Question 12. *Does the agency provide families with a glossary of acronyms?*

		Yes	No	N/A
STAFF	304	30%	53%	17%
CONSUMERS	29	45%	34%	21%

Observations: The results here may be somewhat surprising. Slightly more than half of the staff responders (53%) said No. One-third (34%) of consumers said No. It may be that consumers could be made better aware of the existence of this resource.

Welcoming Environment

Question 13. *Is the agency welcoming to families?*

		Not at all				Very much so	
		1	2	3	4	5	Score
STAFF	305	0%	2%	14%	33%	50%	86.4
CONSUMERS	32	6%	13%	13%	16%	53%	79.4

Observations: Including a 7-point difference in their scores, across the range of scale choices, consumers rated this question quite differently than staff. 68% of consumers answered with a 4 or a 5 in contrast with 83% of staff. 19% of consumers answered with a 1 or a 2 as compared with only 2% of staff. These findings suggest a lack of awareness on the part of staff as to the consumers' actual experience within the agency environment.

Welcoming Environment (Continued)

Question 14. *Are families comfortable giving honest feedback without fear of repercussion?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	304	1%	5%	21%	38%	34%	**79.6**
CONSUMERS	30	13%	17%	7%	30%	33%	**70.7**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	14	7%	21%	43%	21%	7%	**60.0**
Child/Family Advocacy	20	0%	5%	20%	35%	40%	**82.0**
Developmental Disabilities	25	0%	0%	24%	36%	40%	**83.2**
Elementary School	14	0%	0%	29%	57%	14%	**77.1**
Juvenile Justice	27	0%	7%	37%	52%	4%	**70.4**
Mental Health	44	2%	0%	16%	45%	36%	**82.7**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	9	11%	33%	11%	44%	0%	**57.8**

Observations: This question elicited a noteworthy difference between the overall views of staff and consumers. While roughly similar ratings of 4 or 5 were seen, on the lower end of the scale, more consumers responded with a 1 or 2 (30%, or nearly one-third). These findings suggest a lack of awareness on the part of staff over the comfort level consumers actually have in voicing honest feedback.

Question 15. *Does the agency have an open door policy for families at any time?*

		Yes	No	N/A
STAFF	305	82%	13%	5%
CONSUMERS	31	71%	23%	6%

Question 16. *Is there a person at the agency families can call to discuss concerns or file a complaint?*

		Yes	No	N/A
STAFF	306	97%	2%	1%
CONSUMERS	29	83%	10%	7%

Family Involvement

Question 17. *Does the agency encourage and facilitate family involvement on a frequent basis?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	296	1%	5%	14%	34%	46%	**83.8**
CONSUMERS	31	3%	23%	16%	6%	52%	**76.1**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	13	0%	8%	0%	38%	54%	**87.7**
Child/Family Advocacy	19	0%	0%	26%	32%	42%	**83.2**
Developmental Disabilities	23	0%	4%	13%	39%	43%	**84.3**
Elementary School	14	0%	7%	7%	36%	50%	**85.7**
Juvenile Justice	25	0%	0%	20%	40%	40%	**84.0**
Mental Health	44	2%	2%	14%	36%	45%	**84.1**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	9	0%	33%	22%	11%	33%	**68.9**

Observations: A marked difference between staff and consumers is seen in the responses to this question (a nearly 8-point difference in scores). 80% of staff answered with a 4 or a 5. Only 58% of consumers did so. A little more than a quarter (26%) of consumers answered with a 1 or a 2, compared with only 6% of staff. These findings suggest a lack of awareness of the part of staff as to families' sense of involvement.

Question 18. *Does the agency have a plan to address specific cultural issues if there are barriers to family involvement?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	293	3%	8%	20%	39%	29%	**76.7**
CONSUMERS	29	3%	17%	24%	24%	31%	**72.4**

Observations: With scores in the mid- to low-70's, both staff and consumers rated this answers to this question lower than in many others questions. 20% of consumers answered with a 1 or 2, compared with 11% of staff.

Family Involvement (Continued)

Question 19. *Does the agency plan activities that are family oriented and encourage families to become involved—giving families, children, and staff the chance to bond?*

		Not at all			Very much so		
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	294	7%	9%	20%	27%	36%	**75.2**
CONSUMERS	30	7%	17%	17%	20%	40%	**74.0**

Question 20. *Does the agency frequently give families options of how to become actively involved in the operation of the agency?*

		Not at all			Very much so		
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	292	15%	18%	26%	21%	20%	**62.4**
CONSUMERS	30	13%	7%	37%	20%	23%	**66.7**

		Not at all			Very much so		
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	13	23%	31%	38%	0%	8%	**47.7**
Child/Family Advocacy	19	11%	21%	16%	42%	11%	**64.2**
Developmental Disabilities	23	0%	13%	17%	39%	30%	**77.4**
Elementary School	14	0%	7%	21%	50%	21%	**77.1**
Juvenile Justice	24	13%	21%	46%	13%	8%	**56.7**
Mental Health	43	9%	19%	44%	19%	9%	**60.0**

		Not at all			Very much so		
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	9	11%	11%	44%	22%	11%	**62.2**

Observations: See notes regarding Question 21, below. Notably, the 62.4 score from staff is single-lowest score across the entire survey (between both staff and consumers).

Family Involvement (Continued)

Question 21. *Does the agency give families frequent opportunities to be actively involved?*

		Yes	No	N/A
STAFF	289	76%	17%	7%
CONSUMERS	31	68%	29%	3%

Single-community staff		Yes	No	N/A
Child Welfare	13	62%	38%	0%
Child/Family Advocacy	19	68%	21%	11%
Developmental Disabilities	23	87%	9%	4%
Elementary School	13	92%	8%	0%
Juvenile Justice	24	83%	13%	4%
Mental Health	41	73%	20%	7%

Single-community consumers		Yes	No	N/A
Child/Family Advocacy	9	33%	56%	11%

Observations: Even though Questions 20 and 21 essentially ask the same question, the nature of the responses between the two questions is different. In the Likert scale question (Question 20), only 41% of staff and 43% of consumers answered with a 4 or a 5 (indicating "very much so" or something close to that). Staff, in particular, showed a notable level of disagreement with the premise of the question (33% answered with a 1 or a 2). This is in contrast with Question 21, in which 76% of staff and 68% of consumers said Yes.

Decision Making

Question 22. *Do families get to make the final decision about their service plan?*

		Not at all				Very much so	
		1	2	3	4	5	Score
STAFF	289	7%	6%	20%	28%	39%	77.6
CONSUMERS	30	7%	17%	23%	20%	33%	71.3

		Not at all				Very much so	
Single-community staff		1	2	3	4	5	Score
Child Welfare	13	15%	8%	54%	23%	0%	56.9
Child/Family Advocacy	19	5%	16%	11%	26%	42%	76.8
Developmental Disabilities	23	0%	0%	13%	35%	52%	87.8
Elementary School	13	0%	8%	54%	15%	23%	70.8
Juvenile Justice	25	20%	12%	52%	16%	0%	52.8
Mental Health	43	2%	2%	12%	26%	58%	87.0

		Not at all				Very much so	
Single-community consumers		1	2	3	4	5	Score
Child/Family Advocacy	9	11%	11%	22%	22%	33%	71.1

Observations: Both staff and consumers rated this lower than many other questions, with staff scoring a 71.3 (including nearly one-quarter or responses at the 1 or 2 level).

Decision Making (Continued)

Question 23. *Does the agency engage families in shared decision making on an ongoing basis?*

		Not at all			Very much so		
		1	2	3	4	5	Score
STAFF	294	3%	6%	18%	32%	40%	**79.9**
CONSUMERS	31	6%	13%	23%	19%	39%	**74.2**

		Not at all			Very much so		
Single-community staff		1	2	3	4	5	Score
Child Welfare	13	0%	8%	8%	62%	23%	**80.0**
Child/Family Advocacy	19	5%	5%	11%	42%	37%	**80.0**
Developmental Disabilities	23	0%	4%	0%	30%	65%	**91.3**
Elementary School	14	0%	0%	43%	36%	21%	**75.7**
Juvenile Justice	25	4%	16%	48%	20%	12%	**64.0**
Mental Health	43	2%	0%	12%	33%	53%	**87.0**

		Not at all			Very much so		
Single-community consumers		1	2	3	4	5	Score
Child/Family Advocacy	9	11%	11%	33%	22%	22%	**66.7**

Observations: A difference is seen between staff and consumers in their answers to this question. 72% of staff answered with a 4 or a 5; 58% of consumers answered similarly. 19% of consumers rated it low, at a 1 or a 2. Only 9% of staff did so.

Question 24. *Does the agency make it possible for families to make informed decisions?*

		Not at all			Very much so		
		1	2	3	4	5	Score
STAFF	291	1%	3%	14%	35%	47%	**84.9**
CONSUMERS	30	3%	17%	20%	23%	37%	**74.7**

		Not at all			Very much so		
Single-community staff		1	2	3	4	5	Score
Child Welfare	13	0%	0%	15%	62%	23%	**81.5**
Child/Family Advocacy	19	0%	0%	5%	37%	58%	**90.5**
Developmental Disabilities	23	0%	0%	9%	22%	70%	**92.2**
Elementary School	14	0%	0%	21%	57%	21%	**80.0**
Juvenile Justice	25	0%	0%	44%	40%	16%	**74.4**
Mental Health	43	2%	0%	7%	40%	51%	**87.4**

		Not at all			Very much so		
Single-community consumers		1	2	3	4	5	Score
Child/Family Advocacy	9	11%	22%	11%	33%	22%	**66.7**

Observations: Similar to Question 23, staff tended to view things differently than consumers (there is a 10-point difference in scores). 82% of staff answered with a 4 or 5. Nearly half (47%) answered with a 5. 60% of consumers answered with a 4 or a 5. 20% of consumers answered with a 1 or a 2. Only 4% of staff did so.

Decision Making (Continued)

Question 25. *Are the service plans built on the strengths of the family?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	288	2%	6%	19%	32%	42%	**81.2**
CONSUMERS	30	7%	13%	20%	23%	37%	**74.0**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	13	8%	0%	15%	46%	31%	**78.5**
Child/Family Advocacy	19	0%	5%	11%	37%	47%	**85.3**
Developmental Disabilities	23	0%	0%	9%	39%	52%	**88.7**
Elementary School	13	0%	8%	46%	23%	23%	**72.3**
Juvenile Justice	24	4%	0%	54%	25%	17%	**70.0**
Mental Health	43	2%	0%	16%	30%	51%	**85.6**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	9	0%	33%	22%	11%	33%	**68.9**

Observations: Similar distinctions between the ratings of staff and consumers as seen in Questions 23 and 24 can be seen here as well, although to a slightly lesser degree.

Meetings Inclusion

Question 26. *Does the agency plan meetings at a time when families can attend?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	283	1%	4%	16%	33%	47%	**84.4**
CONSUMERS	30	7%	13%	17%	23%	40%	**75.3**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	13	0%	8%	15%	31%	46%	**83.1**
Child/Family Advocacy	18	0%	0%	11%	39%	50%	**87.8**
Developmental Disabilities	23	0%	4%	13%	22%	61%	**87.8**
Elementary School	14	0%	0%	14%	43%	43%	**85.7**
Juvenile Justice	24	0%	0%	25%	58%	17%	**78.3**
Mental Health	41	2%	0%	15%	34%	49%	**85.4**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	9	0%	22%	11%	44%	22%	**73.3**

Observations: A sizable (nearly 9-point) difference is seen between staff and consumers in their answers to this question. 80% of staff answered with a 4 or a 5 compared to 63% of consumers. 20% of consumers rated it low, at a 1 or a 2. Only 5% of staff did so.

Meetings Inclusion (Continued)

Question 27. *Does the agency support families so they can attend meetings (e.g. travel reimbursement, child care, etc.)?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	285	16%	12%	20%	25%	27%	**66.8**
CONSUMERS	28	7%	7%	32%	25%	29%	**72.1**

Observations: Both staff and consumers rated this question fairly low, in generally the same manner at the higher-end of the scale. Interestingly, staff tended to rate more heavily at the lower-end of the scale than consumers. 52% of staff and 54% of consumers answered with a 4 or a 5. 28% of staff and 14% of consumers answered with a 1 or a 2. A sizable 16% of staff answered with a 1.

Question 28. *Are families included on all committees and meetings?*

		Yes	**No**	**N/A**
STAFF	285	29%	46%	25%
CONSUMERS	29	45%	38%	17%

Observations: A difference is seen between staff and consumers in their answers to this question. 29% of staff answered Yes. 45% of consumers answered Yes.

Question 29. *Do families receive meeting minutes and agendas?*

		Yes	**No**	**N/A**
STAFF	285	32%	41%	26%
CONSUMERS	30	47%	33%	20%

Observations: A difference is seen between staff and consumers in their answers to this question. Nearly half (47%) of consumers said Yes. One-third (32%) of staff said Yes. Assuming staff have a better true understanding of what is provided to families, these findings suggest a misperception on the part of the consumers as to what they are receiving. It is possible that some answered the question focusing on either minutes or agendas, and not the other.

Meetings Inclusion (Continued)

Question 30. *Does the agency cancel meetings if families are not represented?*

		Yes	No	N/A
STAFF	283	19%	51%	30%
CONSUMERS	29	14%	59%	28%

Single-community staff		Yes	No	N/A
Child Welfare	13	8%	77%	15%
Child/Family Advocacy	18	6%	56%	39%
Developmental Disabilities	21	43%	57%	0%
Elementary School	14	29%	43%	29%
Juvenile Justice	24	29%	42%	29%
Mental Health	41	24%	59%	17%

Single-community consumers		Yes	No	N/A
Child/Family Advocacy	9	11%	78%	11%

Accessibility

Question 31. *Is the entire agency physically accessible (e.g., flat surface from parking lot into building, restroom larger, hallways wider, etc.)?*

		Not at all				Very much so	
		1	2	3	4	5	Score
STAFF	284	4%	5%	8%	26%	57%	**85.4**
CONSUMERS	29	0%	7%	17%	31%	45%	**82.8**

Question 32. *Is the entire agency programmatically accessible (e.g., are alternative formats, specialized software for computers, etc. available upon request)?*

		Not at all				Very much so	
		1	2	3	4	5	Score
STAFF	277	6%	13%	32%	25%	23%	**69.2**
CONSUMERS	28	7%	14%	36%	11%	32%	**69.3**

Observations: Both staff and consumers tended to rate their answers to this question lower than with most questions in the survey. Less than half answered with a 4 or a 5 (48% of staff, 43% of consumers). About one third of each group answered with a 3.

Accessibility (Continued)

Question 33. *Does the agency accommodate family members special needs upon request?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	284	0%	2%	18%	30%	50%	**85.3**
CONSUMERS	29	0%	3%	24%	34%	38%	**81.4**

Question 34. *Is the location of service delivery convenient to families?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	283	1%	1%	19%	33%	46%	**84.5**
CONSUMERS	30	3%	10%	23%	20%	43%	**78.0**

Observations: The scores between staff and consumers are divergent (a 6.5-point difference). Although the rate of persons answering with a 5 were roughly the same, the distribution of responses with consumers were spread more across the range of choices (with 13% at a 1 or a 2 compared with 2% of staff).

Question 35. *Are the hours of operation convenient to families?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	279	0%	4%	20%	38%	39%	**82.2**
CONSUMERS	29	0%	7%	21%	28%	45%	**82.1**

Accessibility (Continued)

Question 36. *Does your agency often have a waiting list for families to receive services?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	274	37%	18%	19%	16%	11%	**70.9**
CONSUMERS	27	22%	4%	26%	26%	22%	**55.6**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	12	8%	0%	17%	8%	67%	**85.0**
Child/Family Advocacy	18	11%	28%	11%	17%	33%	**66.7**
Developmental Disabilities	22	18%	27%	9%	14%	32%	**62.7**
Elementary School	13	8%	0%	31%	23%	38%	**76.9**
Juvenile Justice	24	0%	0%	33%	25%	42%	**81.7**
Mental Health	42	14%	24%	24%	19%	19%	**61.0**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	8	13%	38%	25%	13%	13%	**55.0**

Observations: An interesting difference is seen in the responses between staff and consumers. Among the entire survey, this question resulted in the largest divergence between the views of staff and consumers. 55% of staff answered with a 1 or a 2 (indicating "not at all" or something close to that). 27% of staff answered with a 4 or a 5 (indicating "very much so" or something close to that). 26% of consumers answered with a 1 or a 2. 48% of consumers answered with a 4 or a 5.

Question 37. *Does your agency provide changing tables or a family restroom?*

		Yes	**No**	**N/A**
STAFF	282	50%	40%	10%
CONSUMERS	29	45%	34%	21%

Service Evaluation

Question 38. *Does the agency frequently ask families what they need and want?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	282	1%	7%	21%	33%	38%	**79.9**
CONSUMERS	30	10%	7%	27%	20%	37%	**73.3**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	12	0%	8%	17%	50%	25%	**78.3**
Child/Family Advocacy	17	0%	6%	29%	24%	41%	**80.0**
Developmental Disabilities	23	0%	0%	13%	30%	57%	**88.7**
Elementary School	14	0%	14%	21%	29%	36%	**77.1**
Juvenile Justice	24	4%	13%	46%	25%	13%	**65.8**
Mental Health	41	2%	2%	27%	39%	29%	**78.0**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	8	0%	13%	38%	25%	25%	**72.5**

Observations: 71% of staff answered with a 4 or a 5; 57% of consumers did so. 17% of consumers answered with a 1 or a 2; only 8% of staff did so.

Question 39. *Do families routinely evaluate services and supports?*

		Not at all				Very much so	
		1	**2**	**3**	**4**	**5**	**Score**
STAFF	279	7%	13%	28%	25%	28%	**70.8**
CONSUMERS	29	7%	7%	41%	17%	28%	**70.3**

		Not at all				Very much so	
Single-community staff		**1**	**2**	**3**	**4**	**5**	**Score**
Child Welfare	12	8%	17%	33%	25%	17%	**65.0**
Child/Family Advocacy	17	0%	24%	12%	29%	35%	**75.3**
Developmental Disabilities	23	0%	4%	26%	26%	43%	**81.7**
Elementary School	14	7%	7%	43%	29%	14%	**67.1**
Juvenile Justice	24	13%	17%	54%	4%	13%	**57.5**
Mental Health	41	5%	10%	22%	32%	32%	**75.1**

		Not at all				Very much so	
Single-community consumers		**1**	**2**	**3**	**4**	**5**	**Score**
Child/Family Advocacy	8	0%	13%	50%	38%	0%	**65.0**

Observations: Both staff and consumers were in general alignment with their responses to this question, and both groups' scores are fairly low. 53% of staff and 45% of consumers answered with a 4 or a 5. Although few answers of 1 were received, many answered in the 2 to 4 range.

Service Evaluation (Continued)

Question 40. *Does the agency frequently ask families if they are satisfied with services?*

		Not at all				Very much so	
		1	2	3	4	5	Score
STAFF	279	4%	10%	22%	29%	34%	75.8
CONSUMERS	29	3%	7%	31%	21%	38%	76.6

		Not at all				Very much so	
Single-community staff		1	2	3	4	5	Score
Child Welfare	12	17%	17%	33%	25%	8%	58.3
Child/Family Advocacy	16	0%	6%	25%	31%	38%	80.0
Developmental Disabilities	23	0%	13%	17%	26%	43%	80.0
Elementary School	14	0%	14%	36%	36%	14%	70.0
Juvenile Justice	24	13%	21%	50%	4%	13%	56.7
Mental Health	41	2%	2%	12%	32%	51%	85.4

		Not at all				Very much so	
Single-community consumers		1	2	3	4	5	Score
Child/Family Advocacy	8	0%	13%	38%	13%	38%	75.0

Question 41. *Does the agency have an evaluation form to assess family satisfaction?*

		Not at all				Very much so	
		1	2	3	4	5	Score
STAFF	277	13%	8%	15%	26%	38%	73.8
CONSUMERS	29	7%	10%	28%	21%	34%	73.1

		Not at all				Very much so	
Single-community staff		1	2	3	4	5	Score
Child Welfare	12	8%	8%	17%	17%	50%	78.3
Child/Family Advocacy	16	13%	6%	19%	25%	38%	73.8
Developmental Disabilities	23	0%	9%	17%	22%	52%	83.5
Elementary School	14	29%	0%	29%	21%	21%	61.4
Juvenile Justice	24	25%	38%	21%	13%	4%	46.7
Mental Health	41	5%	0%	12%	34%	49%	84.4

		Not at all				Very much so	
Single-community consumers		1	2	3	4	5	Score
Child/Family Advocacy	8	0%	13%	38%	38%	13%	70.0

Observations: Both consumers and staff rated this question fairly low compared with how they responded to many of the other questions in the survey.

APPENDIX A
Survey Instrument

See next page.

Is Your Organization Family Friendly?

A-2

IS YOUR ORGANIZATION FAMILY FRIENDLY?

Find out with the…
•Family Friendly Check List

A self-assessment tool from the Family Support Council

> A *family friendly* agency gives families access to the agency so that families can help:
>
> ✓ decide how the agency runs
>
> ✓ decide how the agency is designed
>
> ✓ decide how the agency provides its services
>
> ✓ evaluate the agency's services

The purpose of this survey is to help the Ohio Family and Children First to identify training needs for service providers on family engagement. This tool may be copied and used by any agency that would like to improve the family friendliness of its services.

This survey was adapted from the Family Friendly Check List developed by the Family Support Council funded by a grant from the Ohio Developmental Disabilities Council.

Answer the questions in the check list that follows to help you decide whether the agency's practices are family friendly. Then consider what the agency might do to increase family access and give families more opportunities to be part of agency decisions.

Together, as partners, the agency and the families it serves can use this self-assessment tool to make the agency family friendly.

1. I am a:

☞ Staff Member

☞ Consumer/caretaker

Is Your Organization Family Friendly?

2. I am a member of the following service community:

- Developmental Disabilities
- Behavioral Health
- Mental Health
- Physical Health
- Juvenile Justice
- Adult Corrections
- Substance Abuse
- Child Welfare

- Pre-school
- Elementary School
- Middle School
- Higher Education
- Residential Service Provider
- Child/Family Advocacy
- Rehabilitation Services
- Vocational Services

Other (please specify)

Is Your Organization Family Friendly?

Agency Administration

3. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Does the agency Mission Statement show that it encourages family input/participation?					
Are agency policies and procedures family centered/oriented?					
Does the agency train staff on the value of family input?					

4. Please choose the most appropriate answer.

	Yes	No	N/A
Are families on the agency's board of directors or advisory committee?			
Do families write and/or approve the agency's policies and procedures on an ongoing basis?			
Do families orient and train new staff?			
Are family members considered for employment opportunities?			

Is Your Organization Family Friendly?

Information Sharing

5. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Does the agency write documents and other family materials in plain language and in alternative formats?	☐	☐	☐	☐	☐
Does the agency talk with the family in a way they understand?(e.g., in sign language or in the family's native language)	☐	☐	☐	☐	☐
Does the agency web site contain family content?	☐	☐	☐	☐	☐

6. Please choose the most appropriate answer choice.

	Yes	No	N/A
Does the agency give families information regularly and whenever asked?	☐	☐	☐
Does the agency provide families with a glossary of acromyms?	☐	☐	☐

Is Your Organization Family Friendly?

Welcoming Environment

7. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Is the agency welcoming to families?	▢	▢	▢	▢	▢
Are families comfortable giving honest feedback without fear of repercussion?	▢	▢	▢	▢	▢

8. Please choose the most appropriate answer choice.

	Yes	No	N/A
Does the agency have an open door policy for families at any time?	▢	▢	▢
Is there a person at the agency families can call to discuss concerns or file a complaint?	▢	▢	▢

Is Your Organization Family Friendly?

Family Involvement

9. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Does the agency encourage and facilitate family involvement on a frequent basis?					
Does the agency have a plan to address specific cultural issues if there are barriers to family involvement?					
Does the agency plan activities that are family oriented and encourage families to become involved--giving families, children, and staff the chance to bond?					
Does the agency frequently give families options of how to become actively involved in the operation of the agency?					

10. Please choose the most appropriate answer choice.

	Yes	No	N/A
Does the agency give families frequent opportunities to be actively involved?			

Is Your Organization Family Friendly?

Decision Making

11. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Do families get to make the final decision about their service plan?					
Does the agency engage families in shared decision making on an ongoing basis?					
Does the agency make it possible for families to make informed decisions?					
Are the service plans built on the strengths of the family?					

Is Your Organization Family Friendly?

Meetings Inclusion

12. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Does the agency plan meetings at a time when families can attend?					
Does the agency support families so they can attend meetings? (e.g. travel reimbursement, child care, etc.)					

13. Please choose the most appropriate answer choice.

	Yes	No	N/A
Are families included on all committees and meetings?			
Do families receive meeting minutes and agendas?			
Does the agency cancel meetings if families are not represented?			

Is Your Organization Family Friendly?

Accessibility

A-10

14. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Is the entire agency physically accessible? (e.g., flat surface from parking lot into building, restroom larger, hallways wider, etc.)	☐	☐	☐	☐	☐
Is the entire agency programmatically accessible? (e.g., Are alternative formats, specialized software for computers, etc. available upon request?)	☐	☐	☐	☐	☐
Does the agency accommodate family members special needs upon request?	☐	☐	☐	☐	☐
Is the location of service delivery convenient to families?	☐	☐	☐	☐	☐
Are the hours of operation convenient to families?	☐	☐	☐	☐	☐
Does your agency often have a waiting list for families to receive services?	☐	☐	☐	☐	☐

15. Please choose the most appropriate answer choice.

	Yes	No	N/A
Does your agency provide changing tables or a family restroom?	☐	☐	☐

Is Your Organization Family Friendly?

Service Evaluation

16. Please select the most appropriate answer choice.

	Not at all: 1	2	3	4	Very much so: 5
Does the agency frequently ask families what they need and want?	○	○	○	○	○
Do families routinely evaluate services and supports?	○	○	○	○	○
Does the agency frequently ask families if they are satisfied with services?	○	○	○	○	○
Does the agency have an evaluation form to assess family satisfaction?	○	○	○	○	○

APPENDIX B
Responder Descriptions of Service Communities Identified as "Other"

1. Adoptive parent of a child with special needs
2. Adult Basic Education and Family Literacy
3. Arts Education, Performance and Advocacy
4. Case Management
5. CDJFS combined agency
6. Child advocacy center
7. Child Support Enforcement
8. Collaborative of child serving agencies
9. College Access
10. Community Action Agency
11. Community Programs for Families
12. Community Services
13. Disability Rights Advocate
14. Domestic Violence
15. Double ARC
16. Drug Prevention Services
17. Early Intervention
18. Early Intervention/Home Visitation
19. Education/physical/mental health
20. Educational Resource Center
21. Educational Service Center
22. Emergency assistance (food , financial services, GED)
23. Extension, Youth Development program
24. faith based advocacy group
25. Faith-based
26. Family and Children First Council
27. Family and Children First Council Coordinator
28. Family representative
29. Head Start
30. Health Department
31. Help Me Grow
32. Hospice bereavement
33. Hospital outreach
34. Housing
35. Human Services
36. Information and Referral
37. Job & Family Services
38. Law Enforcement
39. Legal services
40. Local Health Department
41. Mentoring
42. Non-profit world
43. None
44. Non-formal education (OSU Extension)
45. Nutrition
46. Out of school / after school
47. Parent Consultant
48. Parent education
49. Parent Mentor
50. Prevention Education
51. Public Health
52. Public Health-HMG, OCTF, MIECHV programs
53. Resource and Referral
54. School District
55. Student Assistance Service
56. Supervised visitation center
57. Supervised Visitation Program
58. Tutoring
59. Youth Employment Services
60. Youth Mentoring

APPENDIX C
Limitations on Using Service Community Membership Data

Cross-tabulating the results of the survey by the service community categories is not feasible. Responders were asked to identify the service communities to which they were associated. They could select more than one category. A total of 334 of the 447 responders (75 percent) reported membership in a single service community. Fifty-three responders (12 percent) reported belonging to two service communities. Fifty-six responders (13 percent) reported belonging to three or more service communities. See **Table B-1**, below.

Table B-1. Service Community Membership, Number of Communities Identified, Original Data Set

Number of Communities	Number of Persons	Percentage
0	4	0.9%
1	334	74.7%
2	53	11.9%
3	28	6.3%
4	11	2.5%
5	8	1.8%
6	6	1.3%
7	2	0.4%
8	0	0.0%
9	0	0.0%
10	0	0.0%
11	0	0.0%
12	1	0.2%
TOTAL	447	

To begin, we first must determine the efficacy of cross-tabulating the results by each service community category using the results collected from all 447 responders. If the ultimate goal would be compare findings between service communities and necessarily tabulate those findings between staff and consumers, we should set aside the responses of the six people who identified themselves as both staff and consumers (because we have no knowledge of whether they answered any particular question from their perspective as either staff or as a consumer) as well as the nine people who did not indicate whether they were staff or consumers. In addition, after doing so, we find that three responders did not identify any service community categories. Their responses should also be set aside. This leaves us with a total of 429 responders in our modified data set. See **Table B-2**, below.

**Table B-2. Service Community Membership,
Number of Communities Identified, Modified Data Set**

Number of Communities	Number of Persons	Percentage
1	324	75.5%
2	50	11.7%
3	27	6.3%
4	11	2.6%
5	8	1.9%
6	6	1.4%
7	2	0.5%
8	0	0.0%
9	0	0.0%
10	0	0.0%
11	0	0.0%
12	1	0.2%
TOTAL	429	

Because responders were permitted to identify more than one service community category—and a sizable portion (nearly 25 percent) did so—cross-tabulating the full range of category combinations would add a bewildering level of complexity to the results analyses that would surely detract from the usefulness of the entire set of responses obtained through the survey. For example, if we limit ourselves to only those persons who selected two categories, and look only at those who selected "Developmental Disabilities" as one of their two choices, we find that those 11 persons, as group, indicated that they belonged to a total of seven of the other categories, creating in essence seven unique pairs of combined service community categories. So in order to present cross-tabulated results for those 11 responders, there would be seven different combination categories ("Developmental Disabilities" plus "Mental Health" being one such combination).   This issue quickly compounds as additional categories are included.

Although it would be possible to limit our analyses of the survey results to only the 334 responders who selected a single category, and thus provide cross-tabulated findings between the various service community categories, there are two important reasons why this is not advisable. First, doing so would eliminate 25 percent of the responses received. Second, the actual numbers of persons who selected *each* of the various the service categories is relatively small. See **Table B-3**, below.

Of the 334 responders who selected only one category, 59 of them chose the "Mental Health" service community, the single most frequently selected specific (i.e., non-"Other") category. That figure alone is likely too small a sample from which to draw meaningful conclusions for that service community.

Only four specified categories (excluding "Other") had more than 20 responders in total—and that is before distinguishing between staff and consumers. Notably, no person

identifying themselves as a consumer selected "Mental Health" as their sole service community category.

For all of the foregoing reasons, no single category provides a large enough sample size to warrant cross-tabulation using service communities.

Table B-3. Service Community Membership,
Responders Selecting a Single Category

Service Community	Number of Responders	Percentage
Other (All)	67	20.1%
Mental Health	59	17.7%
Juvenile Justice	42	12.6%
Developmental Disabilities	36	10.8%
Child/Family Advocacy	34	10.2%
Child Welfare	19	5.7%
Behavioral Health	17	5.1%
Elementary School	17	5.1%
Pre-school	12	3.6%
Substance Abuse	10	3.0%
Higher Education	7	2.1%
Middle School	6	1.8%
Physical Health	5	1.5%
Adult Corrections	2	0.6%
Residential Service Provider	1	0.3%
Rehabilitation Services	0	0.0%
Vocational Services	0	0.0%
TOTAL	334	

Future iterations of the survey could be redesigned so that responders could select only one service community category that best represents their primary work arena. Additional mechanisms could be established to ensure the collection of more responses from consumers so that the overall ratio of staff to consumers could be made more equal and more robust comparisons between them could be drawn. The length of the survey is possibly a factor in both the low overall response rate for consumers but also the low internal response rate for those who began the survey but did not answer many of the questions. Unfortunately, there is no ideal number of questions or standard for how lengthy any given survey should be. As a rule of thumb, it can be said that shorter is generally better.

An alternative design framework to be considered would be to convert the Likert scale-based items from *questions* (especially those that arguably are dichotomous in nature – that is, a yes or no question to which responders must decide, for example, whether their yes is a "5" on the scale or something less) into *statements* for which responders would indicate their level of agreement or disagreement.

APPENDIX D
Response Totals, by Question, by Responder Type

Question	Topic Area	Responder Type	Answered	Skipped	1	2	3	4	5	Yes	No	N/A
1	Agency Administration	Consumer	33	13	2	2	4	7	18			
1	Agency Administration	Staff	325	61	22	23	46	101	133			
2	Agency Administration	Consumer	32	14	1	4	4	9	14			
2	Agency Administration	Staff	320	66	12	19	54	119	116			
3	Agency Administration	Consumer	31	15	1	3	8	5	14			
3	Agency Administration	Staff	319	67	20	32	70	93	104			
4	Agency Administration	Consumer	30	16						21	3	6
4	Agency Administration	Staff	318	68						163	101	54
5	Agency Administration	Consumer	31	15						8	14	9
5	Agency Administration	Staff	315	71						76	175	64
6	Agency Administration	Consumer	30	16						4	17	9
6	Agency Administration	Staff	321	65						21	240	60
7	Agency Administration	Consumer	30	16						15	10	5
7	Agency Administration	Staff	315	71						180	71	64
8	Information Sharing	Consumer	31	15	2	1	4	15	9			
8	Information Sharing	Staff	308	78	4	12	62	141	89			
9	Information Sharing	Consumer	31	15	1	0	7	10	13			
9	Information Sharing	Staff	307	79	3	11	50	109	134			
10	Information Sharing	Consumer	30	16	2	1	7	10	10			
10	Information Sharing	Staff	299	87	18	21	68	87	105			
11	Information Sharing	Consumer	32	14						25	6	1
11	Information Sharing	Staff	310	76						286	18	6
12	Information Sharing	Consumer	29	17						13	10	6
12	Information Sharing	Staff	304	82						92	160	52
13	Welcoming Environment	Consumer	32	14	2	4	4	5	17			
13	Welcoming Environment	Staff	305	81	1	6	42	102	154			
14	Welcoming Environment	Consumer	30	16	4	5	2	9	10			
14	Welcoming Environment	Staff	304	82	4	16	65	116	103			
15	Welcoming Environment	Consumer	31	15						22	7	2
15	Welcoming Environment	Staff	305	81						250	39	16
16	Welcoming Environment	Consumer	29	17						24	3	2
16	Welcoming Environment	Staff	306	80						297	5	4
17	Family Involvement	Consumer	31	15	1	7	5	2	16			
17	Family Involvement	Staff	296	90	2	16	42	100	136			
18	Family Involvement	Consumer	29	17	1	5	7	7	9			
18	Family Involvement	Staff	293	93	9	24	59	115	86			
19	Family Involvement	Consumer	30	16	2	5	5	6	12			
19	Family Involvement	Staff	294	92	22	26	60	79	107			
20	Family Involvement	Consumer	30	16	4	2	11	6	7			
20	Family Involvement	Staff	292	94	43	54	77	61	57			
21	Family Involvement	Consumer	31	15						21	9	1
21	Family Involvement	Staff	289	97						220	49	20
22	Decision Making	Consumer	30	16	2	5	7	6	10			
22	Decision Making	Staff	289	97	19	16	59	81	114			
23	Decision Making	Consumer	31	15	2	4	7	6	12			
23	Decision Making	Staff	294	92	10	19	52	94	119			
24	Decision Making	Consumer	30	16	1	5	6	7	11			
24	Decision Making	Staff	291	95	2	8	42	103	136			
25	Decision Making	Consumer	30	16	2	4	6	7	11			
25	Decision Making	Staff	288	98	5	16	56	91	120			

APPENDIX D
Response Totals, by Question, by Responder Type
(Continued)

Question	Topic Area	Responder Type	Answered	Skipped	1	2	3	4	5	Yes	No	N/A
26	Meetings Inclusion	Consumer	30	16	2	4	5	7	12			
26	Meetings Inclusion	Staff	283	103	2	11	44	92	134			
27	Meetings Inclusion	Consumer	28	18	2	2	9	7	8			
27	Meetings Inclusion	Staff	285	101	47	34	56	71	77			
28	Meetings Inclusion	Consumer	29	17						13	11	5
28	Meetings Inclusion	Staff	285	101						83	131	71
29	Meetings Inclusion	Consumer	30	16						14	10	6
29	Meetings Inclusion	Staff	285	101						92	118	75
30	Meetings Inclusion	Consumer	29	17						4	17	8
30	Meetings Inclusion	Staff	283	103						54	144	85
31	Accessibility	Consumer	29	17	0	2	5	9	13			
31	Accessibility	Staff	284	102	11	14	24	74	161			
32	Accessibility	Consumer	28	18	2	4	10	3	9			
32	Accessibility	Staff	277	109	18	35	90	70	64			
33	Accessibility	Consumer	29	17	0	1	7	10	11			
33	Accessibility	Staff	284	102	1	7	50	84	142			
34	Accessibility	Consumer	30	16	1	3	7	6	13			
34	Accessibility	Staff	283	103	2	3	55	93	130			
35	Accessibility	Consumer	29	17	0	2	6	8	13			
35	Accessibility	Staff	279	107	1	10	55	105	108			
36	Accessibility	Consumer	27	19	6	1	7	7	6			
36	Accessibility	Staff	274	112	101	48	53	43	29			
37	Accessibility	Consumer	29	17						13	10	6
37	Accessibility	Staff	282	104						141	112	29
38	Service Evaluation	Consumer	30	16	3	2	8	6	11			
38	Service Evaluation	Staff	282	104	2	21	60	92	107			
39	Service Evaluation	Consumer	29	17	2	2	12	5	8			
39	Service Evaluation	Staff	279	107	19	36	77	70	77			
40	Service Evaluation	Consumer	29	17	1	2	9	6	11			
40	Service Evaluation	Staff	279	107	12	29	60	82	96			
41	Service Evaluation	Consumer	29	17	2	3	8	6	10			
41	Service Evaluation	Staff	277	109	36	21	42	72	106			

APPENDIX E
Single-community Responders Only
Response Totals, by Question, by Responder Type

Question	Responder	Single Community Selection	Answered	Skipped	1	2	3	4	5	Yes	No	N/A
14	Staff	Child Welfare	14	4	1	3	6	3	1			
14	Staff	Child/Family Advocacy	20	3	0	1	4	7	8			
14	Staff	Developmental Disabilities	25	4	0	0	6	9	10			
14	Staff	Elementary School	14	2	0	0	4	8	2			
14	Staff	Juvenile Justice	27	13	0	2	10	14	1			
14	Staff	Mental Health	44	14	1	0	7	20	16			
14	Consumers	Child/Family Advocacy	9	1	1	3	1	4	0			
17	Staff	Child Welfare	13	5	0	1	0	5	7			
17	Staff	Child/Family Advocacy	19	4	0	0	5	6	8			
17	Staff	Developmental Disabilities	23	6	0	1	3	9	10			
17	Staff	Elementary School	14	2	0	1	1	5	7			
17	Staff	Juvenile Justice	25	15	0	0	5	10	10			
17	Staff	Mental Health	44	14	1	1	6	16	20			
17	Consumers	Child/Family Advocacy	9	1	0	3	2	1	3			
20	Staff	Child Welfare	13	5	3	4	5	0	1			
20	Staff	Child/Family Advocacy	19	4	2	4	3	8	2			
20	Staff	Developmental Disabilities	23	6	0	3	4	9	7			
20	Staff	Elementary School	14	2	0	1	3	7	3			
20	Staff	Juvenile Justice	24	16	3	5	11	3	2			
20	Staff	Mental Health	43	15	4	8	19	8	4			
20	Consumers	Child/Family Advocacy	9	1	1	1	4	2	1			
21	Staff	Child Welfare	13	5						8	5	0
21	Staff	Child/Family Advocacy	19	4						13	4	2
21	Staff	Developmental Disabilities	23	6						20	2	1
21	Staff	Elementary School	13	3						12	1	0
21	Staff	Juvenile Justice	24	16						20	3	1
21	Staff	Mental Health	41	17						30	8	3
21	Consumers	Child/Family Advocacy	9	1						3	5	1
22	Staff	Child Welfare	13	5	2	1	7	3	0			
22	Staff	Child/Family Advocacy	19	4	1	3	2	5	8			
22	Staff	Developmental Disabilities	23	6	0	0	3	8	12			
22	Staff	Elementary School	13	3	0	1	7	2	3			
22	Staff	Juvenile Justice	25	15	5	3	13	4	0			
22	Staff	Mental Health	43	15	1	1	5	11	25			
22	Consumers	Child/Family Advocacy	9	1	1	1	2	2	3			
23	Staff	Child Welfare	13	5	0	1	1	8	3			
23	Staff	Child/Family Advocacy	19	4	1	1	2	8	7			
23	Staff	Developmental Disabilities	23	6	0	1	0	7	15			
23	Staff	Elementary School	14	2	0	0	6	5	3			
23	Staff	Juvenile Justice	25	15	1	4	12	5	3			
23	Staff	Mental Health	43	15	1	0	5	14	23			
23	Consumers	Child/Family Advocacy	9	1	1	1	3	2	2			
24	Staff	Child Welfare	13	5	0	0	2	8	3			
24	Staff	Child/Family Advocacy	19	4	0	0	1	7	11			
24	Staff	Developmental Disabilities	23	6	0	0	2	5	16			
24	Staff	Elementary School	14	2	0	0	3	8	3			
24	Staff	Juvenile Justice	25	15	0	0	11	10	4			
24	Staff	Mental Health	43	15	1	0	3	17	22			
24	Consumers	Child/Family Advocacy	9	1	1	2	1	3	2			
25	Staff	Child Welfare	13	5	1	0	2	6	4			

APPENDIX E
Single-community Responders Only Response
Totals, by Question, by Responder Type
(Continued)

Question	Responder	Single Community Selection	Answered	Skipped	1	2	3	4	5	Yes	No	N/A
25	Staff	Child/Family Advocacy	19	4	0	1	2	7	9			
25	Staff	Developmental Disabilities	23	6	0	0	2	9	12			
25	Staff	Elementary School	13	3	0	1	6	3	3			
25	Staff	Juvenile Justice	24	16	1	0	13	6	4			
25	Staff	Mental Health	43	15	1	0	7	13	22			
25	Consumers	Child/Family Advocacy	9	1	0	3	2	1	3			
26	Staff	Child Welfare	13	5	0	1	2	4	6			
26	Staff	Child/Family Advocacy	18	5	0	0	2	7	9			
26	Staff	Developmental Disabilities	23	6	0	1	3	5	14			
26	Staff	Elementary School	14	2	0	0	2	6	6			
26	Staff	Juvenile Justice	24	16	0	0	6	14	4			
26	Staff	Mental Health	41	17	1	0	6	14	20			
26	Consumers	Child/Family Advocacy	9	1	0	2	1	4	2			
30	Staff	Child Welfare	13							1	10	2
30	Staff	Child/Family Advocacy	18							1	10	7
30	Staff	Developmental Disabilities	21							9	12	0
30	Staff	Elementary School	14							4	6	4
30	Staff	Juvenile Justice	24							7	10	7
30	Staff	Mental Health	41							10	24	7
30	Consumers	Child/Family Advocacy	9							1	7	1
36	Staff	Child Welfare	12	6	1	0	2	1	8			
36	Staff	Child/Family Advocacy	18	5	2	5	2	3	6			
36	Staff	Developmental Disabilities	22	7	4	6	2	3	7			
36	Staff	Elementary School	13	3	1	0	4	3	5			
36	Staff	Juvenile Justice	24	16	0	0	8	6	10			
36	Staff	Mental Health	42	16	6	10	10	8	8			
36	Consumers	Child/Family Advocacy	8	2	1	3	2	1	1			
38	Staff	Child Welfare	12	6	0	1	2	6	3			
38	Staff	Child/Family Advocacy	17	6	0	1	5	4	7			
38	Staff	Developmental Disabilities	23	6	0	0	3	7	13			
38	Staff	Elementary School	14	2	0	2	3	4	5			
38	Staff	Juvenile Justice	24	16	1	3	11	6	3			
38	Staff	Mental Health	41	17	1	1	11	16	12			
38	Consumers	Child/Family Advocacy	8	2	0	1	3	2	2			
39	Staff	Child Welfare	12	6	1	2	4	3	2			
39	Staff	Child/Family Advocacy	17	6	0	4	2	5	6			
39	Staff	Developmental Disabilities	23	6	0	1	6	6	10			
39	Staff	Elementary School	14	2	1	1	6	4	2			
39	Staff	Juvenile Justice	24	16	3	4	13	1	3			
39	Staff	Mental Health	41	17	2	4	9	13	13			
39	Consumers	Child/Family Advocacy	8	2	0	1	4	3	0			
40	Staff	Child Welfare	12	6	2	2	4	3	1			
40	Staff	Child/Family Advocacy	16	7	0	1	4	5	6			
40	Staff	Developmental Disabilities	23	6	0	3	4	6	10			
40	Staff	Elementary School	14	2	0	2	5	5	2			
40	Staff	Juvenile Justice	24	16	3	5	12	1	3			
40	Staff	Mental Health	41	17	1	1	5	13	21			
40	Consumers	Child/Family Advocacy	8	2	0	1	3	1	3			

APPENDIX E
Single-community Responders Only Response
Totals, by Question, by Responder Type
(Continued)

Question	Responder	Single Community Selection	Answered	Skipped	1	2	3	4	5	Yes	No	N/A
41	Staff	Child Welfare	12	6	1	1	2	2	6			
41	Staff	Child/Family Advocacy	16	7	2	1	3	4	6			
41	Staff	Developmental Disabilities	23	6	0	2	4	5	12			
41	Staff	Elementary School	14	2	4	0	4	3	3			
41	Staff	Juvenile Justice	24	16	6	9	5	3	1			
41	Staff	Mental Health	41	17	2	0	5	14	20			
41	Consumers	Child/Family Advocacy	8	2	0	1	3	3	1			