

Introduction

The Michigan Department of Health and Human Services (MDHHS) requires a survey be administered annually to programs identified by the Michigan Quality Improvement (QI) Council. The Michigan QI Council has chosen the Home-Based Services program as one of the programs for 2016. The program completed the Youth Satisfaction Survey for Families (YSSF) over a two-week period of time. MDHHS provides implementation guidelines and instructions to each Prepaid Inpatient Health Plan (PIHP). Each PIHP is to administer the survey within the time frame allotted by MDHHS. The survey results are returned to MDHHS via a supplied excel workbook.

Each PIHP, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the YSSF to conduct a region wide perception of care survey to determine any areas that may be deficient within the region. The data obtained by each CMHSP was provided to Mid-State Health Network (MSHN) for regional analysis. The survey outcomes will be compared to the previous years Perception of Care Reports and is reported to MSHN's Quality Improvement Council (QIC).

Survey Response Rates

Clinicians within the Home-Based Services program were given a tally form to track the survey response rate for their consumers. Consumers were given an option to decline answering the survey questions. Those consumers who declined were removed from the total number of surveys distributed. The response rates were calculated by dividing the number of surveys that were received by the number of surveys that were distributed.

Figure 1 indicates the return rate for each CMHSP where data was available prior to February 26th. Any surveys received after February 26th were not included in the results.

Figure 1

YSSF Home-Based Services	2013	2014	2015	2016			
	Response Rates	Response Rates	Response Rates	Response Rates	Distributed	Received	Declined
MSHN	32%	22%	40%	33%	1226	405	68
BABH	15%	28%	15%	30%	63	19	2
CEI	37%	9%	63%	10%	532	55	0
CMHCM	24%	31%	41%	39%	157	61	11
GIHN	95%	42%	31%	70%	44	31	12
HBH	10%	100%	38%	41%	17	7	6
The Right Door	*	52%	35%	46%	50	23	0
Lifeways	15%	34%	33%	36%	218	78	15
MCN	20%	32%	34%	39%	75	29	2
NCMH	*	100%	21%	23%	22	5	17
Saginaw	13%	59%	30%	29%	7	2	0
Shiawassee	43%	10%	40%	79%	28	22	1
TBHS	56%	56%	77%	75%	68	51	2

* No data available

Methodology

The sample was a convenience sample of all who were scheduled to be seen within a pre-identified time frame. The Home-Based Services (HBS) survey population was given a choice of any two-week time frame from January 30th to February 26, 2017. The Youth, 17 years and younger, who were receiving services from the Home-Based Services program received the YSSF-36 survey. The raw data was required to be received by MDHHS no later than March 31, 2017. MDHHS will prepare an analysis, which will include-comparison data of PIHPs in Michigan and CMHSPs within each PIHP. Consumers did have the option to decline participation. If a consumer declined, this was noted and removed from the number distributed.

There were two optional changes in the implementation process that were implemented starting in FY2012. Based on discussions with Substance Abuse and Mental Health Services Administration (SAMHSA) and information from other states that implement the YSSF, the MDHHS QIC decided that PIHPs can opt to assign numerical identifiers to the MHSIP in order to identify the respondents. The PIHP was to use the selected field in the data entry forms to inform MDHHS whether they have chosen to assign identifiers. These identifiers are for the PIHPs use only, and are not to be shared with MDHHS. MSHN did not require the use of identifiers for the survey.

Scoring

YSSF – There are six domains included in the survey. Each domain has several individual questions related to the domain topic. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. The domains are as follows: quality and appropriateness (satisfaction with service), access to care, family participation in treatment planning, outcomes of care, cultural sensitivity of staff, and social connectedness. There are 5 response choices for each question within the domain, which are assigned a numeric value.

Strongly Agree=5	Disagree=2
Agree=4	Strongly Disagree=1
Neutral=3	

The mean of each individual question is calculated. Those greater than or equal to 3.5 are considered to be “in agreement”. The total number of respondents who are “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage. Those questions that have a “blank” are removed from the sample.

Data Analysis

Each survey was entered into an excel spreadsheet. The HBS program was categorized by numeric codes provided by MDHHS.

The logic for Fiscal Year 2016 was updated to include steps that the state utilizes to calculate the domain percentage scores that were not originally included in the Scoring Protocols provided by the state. MSHN QIC decided to adopt these changes following Fiscal Year 2015; the Scoring Protocols are as follows:

1. Subscale Means

There are 6 subscales in the survey. To obtain individual subscale scores, each response is assigned the following numerical values:

Strong Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

For each respondent, scores for each item in the subscale are summed, then divided by the total number of items in the subscale. The result is a mean score for each individual respondent that may vary between 1 and 5.

To obtain the program mean, individual means are summed and then divided by the total number of respondents.

Additional logic was obtained from the State which was not originally included in the Scoring Protocols for prior years. The logic clarified that individuals who are missing more than 1/3 of total responses (blanks, or invalid response) are removed completely from the report for calculating subscale scores. Also within the subscales, if an individual is missing 1 or more of the included questions (blanks, or invalid responses) they are removed completely from the subscale scoring for that specific subscale. (The individuals' valid responses are not removed from calculating the response totals to individual questions in Attachment A; even if they were removed from the subscale).

2. Percentage of Respondents in Agreement (by subscale)

Individual subscale means are computed for each respondent with valid data using the protocol described in section 1.

Individual mean scores greater than or equal to 3.5 are classified as being "in agreement." The number of respondents "in agreement" is then divided by the total number of respondents with the result multiplied by 100.

The results are analyzed as follows:

PIHP

- By Domain
- By Domain Line Item

CMHSP (Attachment A - YSSF)

- By Domain
- By Domain Line Item

Survey Findings

The Youth Perception of Care Survey

Figure 2 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Each domain scored above the desired threshold of 80% except the “Perception of Outcomes of Services” and “Perception of Social Functioning”. MSHN scored the highest in the “Perception of Cultural Sensitivity”, “Perception of Participation in Treatment”, “Perception of Access”, “Appropriateness”, and the “Perception of Social Connectedness” domains. This indicates:

- a) The location of services are acceptable to the families who responded to the survey (Q8 - 97%, 366/379)
- b) The times that services were available are acceptable to the families who responded to the survey (Q9 - 96%, 365/379)
- c) Staff in the MSHN speak to the children in Home-Based services in a way they understand (Q14 - 99%, 359/362)
- d) Staff in the MSHN treat the children with respect (Q12 - 99%, 357/362)
- e) Staff respect the family’s religious or spiritual beliefs (Q13 – 97%, 351/362)
- f) Staff are sensitive to each person’s cultural or ethnic background (Q15 - 97%, 350/362)
- g) Families felt they were able to participate in their child’s treatment (Q6 - 99%, 370/377)
- h) Families felt they were able to choose their child’s services (Q2 - 90%, 341/377)
- i) Families felt they were able to choose their child’s treatment goals (Q3 - 97%, 367/377).

The percentage of respondents who were in agreement with the survey questions for the domain “Perception of Outcomes of Services” was 65%, which was below the desired threshold of 80%.

The Respondents indicated:

- a) Their child was better at handling their daily life (Q16 - 68%, 247/361).
- b) Their child was better at coping when things go wrong (Q20 - 59%, 212/361).
- c) Families indicated their child gets along better with friends and other people (Q18 - 64%, 230/361).
- d) Families indicated their child gets along better with their family (Q17 - 67%, 242/361).
- e) Their child was doing better in school and/or work (Q19 – 67%, 242/361).
- f) Families indicated their child is able to do things that he/she wants to do (Q22 - 68%, 245/361).
- g) Families indicated they were happy with their family life right now (Q21 - 61%, 222/361).

The percentages and respondent numbers for each CMHSP Participant is located in Attachment A.

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Figure 2:

* Domain not collected in 2013; added in 2014

Youth Survey	Appropriateness				Perception of Access				Perception of Cultural Sensitivity				Perception of Participation in Treatment			
	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
MSHN	90%	92%	90%	90%	98%	98%	96%	97%	98%	99%	97%	98%	95%	95%	96%	95%
BABH	64%	80%	93%	97%	93%	93%	100%	98%	86%	100%	100%	100%	46%	93%	100%	98%
CEI	86%	93%	86%	90%	99%	100%	94%	97%	96%	100%	96%	100%	55%	91%	94%	95%
CMHCM	91%	92%	85%	91%	100%	96%	97%	95%	98%	100%	98%	100%	59%	98%	94%	99%
GIHN	97%	100%	92%	81%	97%	100%	96%	95%	97%	100%	96%	93%	81%	100%	92%	92%
HBH	100%	79%	83%	86%	100%	100%	90%	93%	100%	100%	100%	100%	0%	93%	100%	100%
The Right Door	93%	91%	89%	88%	100%	96%	100%	98%	100%	100%	100%	100%	64%	96%	98%	98%
Lifeways	90%	93%	91%	91%	96%	97%	96%	97%	97%	99%	95%	95%	57%	96%	96%	94%
MCN	91%	87%	85%	85%	100%	93%	95%	90%	100%	100%	96%	97%	64%	87%	98%	93%
NCMH	100%	100%	80%	80%	100%	100%	100%	100%	60%	100%	95%	100%	100%	80%	100%	89%
Saginaw	100%	90%	94%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	90%	100%	100%
Shiawassee	100%	100%	86%	89%	100%	100%	93%	98%	100%	100%	93%	95%	60%	100%	90%	92%
TBHS	91%	94%	98%	98%	97%	100%	97%	100%	91%	97%	99%	100%	75%	94%	99%	96%
Youth Survey	Perception of Outcome of Services				Perception of Social Connectedness				Perception of Social Functioning							
	2013	2014	2015	2016	2013	2014	2015	2016	*2013	2014	2015	2016				
MSHN	63%	65%	60%	65%	92%	92%	84%	88%	*	69%	61%	66%				
BABH	77%	53%	67%	71%	77%	93%	93%	84%	*	60%	71%	71%				
CEI	86%	73%	71%	73%	86%	86%	79%	88%	*	73%	73%	74%				
CMHCM	100%	55%	49%	65%	100%	94%	85%	89%	*	60%	50%	65%				
GIHN	59%	79%	59%	49%	94%	100%	94%	87%	*	82%	61%	51%				
HBH	100%	57%	51%	45%	100%	86%	90%	68%	*	50%	53%	43%				
The Right Door	93%	62%	56%	45%	93%	91%	87%	72%	*	71%	59%	46%				
Lifeways	90%	63%	56%	66%	90%	97%	83%	90%	*	66%	55%	67%				
MCN	100%	71%	61%	59%	100%	93%	81%	87%	*	79%	62%	60%				
NCMH	100%	40%	66%	63%	100%	60%	80%	67%	*	40%	67%	63%				
Saginaw	100%	70%	62%	86%	100%	90%	100%	75%	*	90%	67%	83%				
Shiawassee	100%	67%	67%	55%	100%	67%	70%	85%	*	67%	68%	56%				
TBHS	97%	74%	64%	80%	97%	89%	89%	88%	*	76%	64%	80%				

Figure 3 provides a comparison of the percentage of those who responded with “agree-4” or strongly agree-5” for each question within the domain. Please refer to the scoring methodology above with questions related to the calculations.

Figure 3

Youth – Home- Based Services	2013	2014	2015	2016
Perception of Access				
Q8. The location of services was convenient for us.	96%	98%	97%	97%
Q9. Services were available at times that were convenient for us.	96%	95%	95%	96%
Perception of Participation in Treatment				
Q2. I helped to choose my child’s services.	91%	90%	92%	90%
Q3. I helped to choose my child’s treatment goals.	98%	96%	97%	97%
Q6. I participated in my child’s treatment.	97%	97%	99%	98%
Perception of Cultural Sensitivity				
Q12. Staff treated me with respect.	96%	100%	98%	99%
Q13. Staff respected my family’s religious/spiritual beliefs.	93%	94%	96%	97%
Q14. Staff spoke with me in a way that I understand.	98%	99%	99%	99%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	93%	95%	92%
Appropriateness				
Q1. Overall, I am satisfied with the services my child received.	92%	93%	95%	95%
Q4. The people helping my child stuck with us no matter what.	91%	91%	93%	92%
Q5. I felt my child had someone to talk to when she/he was troubled.	88%	90%	92%	89%
Q7. The services my child and/or family received were right for us.	91%	88%	92%	92%
Q10. My family got the help we wanted for my child.	86%	82%	87%	87%
Q11. My family got as much help as we needed for my child.	80%	77%	80%	83%
Perception of Outcome of Services				
Q16. My child is better at handling daily life.	65%	69%	64%	68%
Q17. My child gets along better with family.	67%	67%	63%	67%
Q18. My child gets along better with friends and other people.	65%	63%	61%	62%
Q19. My child is doing better in school and/or work.	62%	65%	61%	65%
Q20. My child is better able to cope when things go wrong.	58%	59%	56%	58%
Q21. I am satisfied with our family life right now.	56%	61%	55%	61%
Q22. My child is better able to do things he or she wants to do.	63%	66%	62%	68%
Perception of Social Connectedness				
Q23. I know people who will listen and understand me when I need to talk.	88%	88%	85%	88%
Q24. I have people that I am comfortable talking with about my child’s problems.	88%	91%	88%	89%
Q25. In a crisis, I would have the support I need from family or friends.	76%	80%	81%	82%
Q26. I have people with whom I can do enjoyable things.	79%	87%	81%	88%
Perception of Social Functioning				
Q16. My child is better at handling daily life.	65%	69%	64%	68%
Q17. My child gets along better with family.	67%	67%	63%	67%
Q18. My child gets along better with friends and other people.	65%	63%	61%	62%
Q19. My child is doing better in school and/or work.	62%	65%	61%	65%
Q20. My child is better able to cope when things go wrong.	58%	59%	56%	58%
Q22. My child is better able to do things he or she wants to do.	63%	66%	62%	68%

Recommendations/Improvement Opportunities

The results will be reviewed by the MSHN Quality Improvement Council and the Regional Consumer Advisory Council to determine possible region wide improvement efforts as well as identification of any trends that have occurred from year to year. The results will be compared to national averages as available. The areas of improvement will be targeted towards the domains with the lower average scores (based on the regional average of all scores) and those domains that have shown a decrease from the previous years. Each CMHSP will also review their local results for areas of improvement at the local level. It is also recommended that those with a low number of returned responses review their process and determine if additional action is necessary to increase the response rate. The low number of responses may result in an acceptable threshold based on the standard set or it may result in an unacceptable threshold. The low numbers may also impact the ability for the results to be generalized throughout the population.

Completed by: MSHN

Date: May 2017

Revised: June 2017 & July 2017

MSHN QIC Approved: 06/22/17

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Attachment A

Youth Survey		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	Saginaw	Shiawassee	TBHS
Appropriateness	Domain Average %	90%	97%	90%	91%	81%	86%	88%	91%	85%	80%	100%	89%	98%
1. Overall, I am satisfied with the services my child received.	% Agreement	95%	95%	96%	93%	90%	100%	96%	95%	90%	100%	100%	95%	100%
	# Agree	354	18	53	57	27	7	22	73	26	5	2	21	51
	# Valid Respondents	371	19	55	61	30	7	23	77	29	5	2	22	51
4. The people helping my child stuck with us no matter what.	% Agreement	93%	95%	91%	92%	90%	71%	95%	95%	90%	100%	100%	95%	96%
	# Agree	345	18	48	55	27	5	21	72	26	5	2	21	48
	# Valid Respondents	371	19	53	60	30	7	22	76	29	5	2	22	50
5. I felt my child had someone to talk to when she/he was troubled.	% Agreement	90%	95%	87%	92%	93%	86%	91%	87%	83%	80%	100%	91%	96%
	# Agree	334	18	48	56	26	6	21	67	24	4	2	20	49
	# Valid Respondents	371	19	55	61	28	7	23	77	29	5	2	22	51
7. The services my child and/or family received were right for us.	% Agreement	92%	95%	93%	97%	83%	86%	87%	94%	83%	80%	100%	91%	100%
	# Agree	343	18	51	59	25	6	20	72	24	4	2	20	51
	# Valid Respondents	371	19	55	61	30	7	23	77	29	5	2	22	51
10. My family got the help we wanted for my child.	% Agreement	87%	89%	91%	87%	73%	86%	83%	88%	83%	60%	100%	82%	98%
	# Agree	323	16	50	53	22	6	19	67	24	3	2	18	49
	# Valid Respondents	371	18	55	61	30	7	23	76	29	5	2	22	50

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11. My family got as much help as we needed for my child.	% Agreement	84%	89%	80%	85%	63%	86%	74%	87%	79%	60%	100%	77%	98%
	# Agree	310	17	44	52	19	6	17	66	23	3	2	17	49
	# Valid Respondents	371	19	55	61	30	7	23	76	29	5	2	22	50
Perception of Access	Domain Average %	97%	98%	97%	95%	95%	93%	98%	97%	90%	100%	100%	98%	100%
8. The location of services was convenient for us.	% Agreement	97%	100%	98%	97%	97%	100%	95%	95%	90%	100%	100%	95%	100%
	# Agree	366	19	54	59	29	7	22	73	26	5	2	21	51
	# Valid Respondents	379	19	55	61	30	7	23	77	29	5	2	22	51
9. Services were available at times that were convenient for us.	% Agreement	96%	95%	96%	93%	93%	86%	100%	99%	90%	100%	100%	100%	100%
	# Agree	365	18	53	57	28	6	22	76	26	5	2	22	51
	# Valid Respondents	379	19	55	61	30	7	22	77	29	5	2	22	51
Perception of Cultural Sensitivity	Domain Average %	98%	100%	100%	100%	93%	100%	100%	95%	97%	100%	100%	95%	100%
12. Staff treated me with respect.	% Agreement	99%	100%	100%	100%	93%	100%	100%	97%	100%	100%	100%	95%	100%
	# Agree	357	19	55	61	28	7	23	75	29	5	2	21	51
	# Valid Respondents	362	19	55	61	30	7	23	77	29	5	2	22	51
13. Staff respected my family's religious/spiritual beliefs.	% Agreement	97%	100%	100%	100%	90%	100%	100%	94%	97%	100%	100%	91%	100%
	# Agree	351	19	55	61	27	7	22	72	28	5	2	20	51
	# Valid Respondents	362	19	55	61	30	7	22	77	29	5	2	22	51
14. Staff spoke with me in a way that I understand.	% Agreement	99%	100%	100%	100%	97%	100%	100%	97%	100%	100%	100%	100%	100%
	# Agree	359	19	55	61	29	7	23	75	29	5	2	22	51
	# Valid Respondents	362	19	55	61	30	7	23	77	29	5	2	22	51

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15. Staff were sensitive to my cultural/ethnic background.	% Agreement	97%	100%	98%	100%	90%	100%	100%	93%	92%	100%	100%	95%	100%
	# Agree	350	19	48	60	27	6	22	68	24	5	2	21	49
	# Valid Respondents	362	19	49	60	30	6	22	73	26	5	2	22	49
Perception of Participation in Treatment	Domain Average %	95%	98%	95%	99%	92%	100%	98%	94%	93%	89%	100%	92%	96%
2. I helped to choose my child's services.	% Agreement	90%	100%	91%	97%	87%	100%	95%	87%	83%	100%	100%	82%	90%
	# Agree	341	19	50	58	26	7	21	66	24	5	2	18	46
	# Valid Respondents	377	19	55	60	30	7	22	76	29	5	2	22	51
3. I helped to choose my child's treatment goals.	% Agreement	97%	95%	96%	98%	93%	100%	100%	97%	97%	100%	100%	95%	98%
	# Agree	367	18	53	60	28	7	23	75	28	5	2	21	50
	# Valid Respondents	377	19	55	61	30	7	23	77	29	5	2	22	51
6. I participated in my child's treatment.	% Agreement	99%	100%	99%	100%	97%	100%	100%	97%	100%	68%	100%	100%	100%
	# Agree	370	19	54	61	28	7	23	75	29	3	2	22	51
	# Valid Respondents	377	19	55	61	30	7	23	75	29	5	2	22	51
Perception of Outcome of Services	Domain Average %	65%	71%	73%	65%	49%	45%	45%	66%	59%	63%	86%	55%	80%
16. My child is better at handling daily life.	% Agreement	68%	68%	75%	68%	57%	43%	52%	73%	59%	60%	50%	55%	86%
	# Agree	247	13	41	41	16	3	12	56	17	3	1	12	43
	# Valid Respondents	361	19	55	60	28	7	23	77	29	5	2	22	50
17. My child gets along better with family.	% Agreement	67%	68%	75%	68%	52%	57%	41%	75%	52%	60%	50%	55%	84%
	# Agree	242	13	41	41	15	4	9	57	15	3	1	12	42
	# Valid Respondents	361	19	55	60	29	7	22	76	29	5	2	22	50

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18. My child gets along better with friends and other people.	% Agreement	64%	58%	69%	66%	46%	43%	39%	66%	64%	40%	100%	50%	82%
	# Agree	230	11	38	39	13	3	9	50	19	2	2	11	40
	# Valid Respondents	361	19	55	59	28	7	23	76	29	5	2	22	49
19. My child is doing better in school and/or work.	% Agreement	67%	79%	67%	64%	55%	43%	61%	66%	68%	80%	100%	59%	78%
	# Agree	242	15	37	37	16	3	14	48	19	4	2	13	39
	# Valid Respondents	361	19	55	58	29	7	23	73	28	5	2	22	50
20. My child is better able to cope when things go wrong.	% Agreement	59%	72%	67%	58%	52%	14%	48%	57%	45%	60%	100%	55%	70%
	# Agree	212	13	37	35	15	1	11	43	13	3	2	12	35
	# Valid Respondents	361	19	55	60	29	7	23	76	29	5	2	22	50
21. I am satisfied with our family life right now.	% Agreement	61%	68%	65%	62%	47%	57%	35%	62%	54%	60%	100%	55%	78%
	# Agree	222	13	36	37	14	4	8	48	15	3	2	12	39
	# Valid Respondents	361	19	55	60	30	7	23	77	28	5	2	22	50
22. My child is better able to do things he or she wants to do.	% Agreement	68%	68%	82%	67%	60%	57%	43%	68%	64%	80%	100%	59%	78%
	# Agree	245	13	45	40	18	4	10	52	18	4	2	13	39
	# Valid Respondents	361	19	55	60	30	7	23	76	28	5	2	22	50
Perception of Social Connectedness	Domain Average %	88%	84%	88%	89%	87%	68%	72%	90%	87%	67%	75%	85%	88%
23. I know people who will listen and understand me when I need to talk.	% Agreement	89%	89%	87%	92%	90%	71%	96%	88%	90%	80%	100%	86%	88%
	# Agree	334	17	48	56	27	5	22	67	26	4	2	18	44
	# Valid Respondents	375	19	55	61	30	7	23	76	29	5	2	21	50

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24. I have people that I am comfortable talking with about my child's problems.	% Agreement	90%	89%	85%	93%	97%	57%	19%	92%	83%	80%	100%	86%	86%
	# Agree	336	17	47	57	29	4	21	71	24	4	2	19	44
	# Valid Respondents	375	19	55	61	30	7	23	77	29	5	2	22	51
25. In a crisis, I would have the support I need from family or friends.	% Agreement	82%	68%	84%	85%	80%	57%	83%	90%	79%	60%	50%	82%	76%
	# Agree	307	13	46	52	24	4	19	69	22	3	1	18	39
	# Valid Respondents	375	19	55	61	30	7	23	77	28	5	2	22	51
26. I have people with whom I can do enjoyable things.	% Agreement	89%	89%	87%	87%	80%	86%	91%	90%	93%	60%	50%	86%	96%
	# Agree	333	17	47	53	24	6	21	69	27	3	1	19	48
	# Valid Respondents	375	19	54	61	30	7	23	77	29	5	2	22	50
Perception of Social Functioning	Domain Average %	66%	71%	74%	65%	51%	43%	46%	67%	60%	63%	83%	56%	80%
16. My child is better at handling daily life.	% Agreement	68%	68%	75%	68%	57%	43%	52%	73%	59%	60%	50%	55%	86%
	# Agree	247	13	41	41	16	3	12	56	17	3	1	12	43
	# Valid Respondents	361	19	55	60	28	7	23	77	29	5	2	22	50
17. My child gets along better with family.	% Agreement	67%	68%	75%	68%	52%	57%	41%	75%	52%	60%	50%	55%	84%
	# Agree	242	13	41	41	15	4	9	57	15	3	1	12	42
	# Valid Respondents	361	19	55	60	29	7	22	76	29	5	2	22	50
18. My child gets along better with friends and other people.	% Agreement	64%	58%	69%	66%	46%	43%	39%	66%	64%	40%	100%	50%	82%
	# Agree	230	11	38	39	13	3	9	50	19	2	2	11	40
	# Valid Respondents	361	19	55	59	28	7	23	76	29	5	2	22	49

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19. My child is doing better in school and/or work.	% Agreement	67%	79%	67%	64%	55%	43%	61%	66%	68%	80%	100%	59%	78%
	# Agree	242	15	37	37	16	3	14	48	19	4	2	13	39
	# Valid Respondents	361	19	55	58	29	7	23	73	28	5	2	22	50
20. My child is better able to cope when things go wrong.	% Agreement	59%	72%	67%	58%	52%	14%	48%	57%	45%	60%	100%	55%	70%
	# Agree	212	13	37	35	15	1	11	43	13	3	2	12	35
	# Valid Respondents	361	19	55	60	29	7	23	76	29	5	2	22	50
22. My child is better able to do things he or she wants to do.	% Agreement	68%	68%	82%	67%	60%	57%	43%	68%	64%	80%	100%	59%	78%
	# Agree	245	13	45	40	18	4	10	52	18	4	2	13	39
	# Valid Respondents	361	19	55	60	30	7	23	76	28	5	2	22	50