

CFAC SURVEY RESULTS EXECUTIVE SUMMARY

SURVEY BACKGROUND

Objective

- The original purpose of the 2009 CFAC survey was to identify gaps in services for adults with DD across the four counties.
- After full CFAC discussion, adults with MH and SA were added to be equitable across all groups the CFAC serves.
- \$1500 was budgeted by CFAC for survey implementation.

Distribution

- The final survey draft (attached) was completed by 10/31/09 and over 1000 surveys were distributed via:
 - **Direct Mail** (FCMHA, WSFC Schools [Carter Alumni], CAP and Enrichment Center Waiting Lists)
 - **Hand Delivery to Providers** (Adaptables, No Limits II Dance, W-S Health Fair, FIS, Goodwill, Daymark)
 - **Surveymonkey**
 - **Public Notification** of survey via CPHS Friday Email, CPHS/CFAC website posting
 - **Word-of-Mouth**
- Distribution was completed in early December, 2009

Results

- 185 responses were received and evaluated.
- Total cost of survey was \$650.
- Both Surveymonkey results and individual surveys were utilized in the analysis as some answers required additional detail and/or had reporting discrepancies.

(Results Cont.)

- Being the first survey conducted by CFAC, much was learned about survey distribution, accounting, analysis and education of CFAC members, CPHS staff, CPHS Board and CFAC's constituents.
- 20 respondents requested more information about CFAC and becoming a member.
- The 2009 CFAC Survey complements CPHS' 2009 Three County Needs Assessment. A total of 341 consumers were surveyed representing all disability groups:

Disability Group	CFAC	Needs Assessment	Total	%
MH	45	70	115	33.7
DD	87	7	94	27.6
SA	2	63	65	19.1
MH/SA	15	14	29	8.5
MH/DD	23	--	23	6.7
DD/SA	--	1	1	.3
ALL 3/OTHER	2	1	3	.9
SKIPPED QUESTION	11	--	11	3.2
TOTAL	185	156	341	100.0

- Survey results are summarized below:

CFAC SURVEY RESULTS

1. I live in:	County	# Respondents	%
	Forsyth	138	74.6
	Davie	7	3.8
	Stokes	7	3.8
	Rockingham	0	0
	*Other	28	15.6
	Unspecified/ Skipped Question	5	2.7
		185	100.0
*Other	Wilkes	1	
	Yadkin	4	
	Davidson	6	
	Surry	6	
	Iredell	8	
	Guilford	<u>3</u>	
	Total Other	28	

2. My Age:	Age Group	# Respondents	%
	*Less than 16	1	.6
	*16 – 20	23	12.7
	21 – 25	36	19.9
	26 – 30	22	12.2
	31 – 35	15	8.3
	36 – 40	16	8.8
	41 – 45	10	5.5
	46 – 50	24	13.2
	51 – 55	15	8.3
	56 – 60	11	6.1
	61 – 65	6	3.3
	65 +	2	1.1
		181	100.0

- Only 3 respondents under age 18 (ages 12, 16, 17)
- 81% of respondents were age 50 and under
 - 33% age 25 and under
 - 48% age 26 – 50

3. I am:

- 48% male
- 52% Female

4. My Disability Group (check all that apply):

Disability Group	# Respondents	%
DD	87	47.0
MH	45	24.3
DD/MH	23	12.4
MH/SA	15	8.1
SA	2	1.1
Brain Damage/Stroke	2	1.1
Skipped Question	11	6.0
	<hr/>	<hr/>
	185	100.0

5. Check which support services/activities you currently participate in or receive:

	# Respondents
• Top 5 services/activities:	
Case Management	77
Special Olympics	67
CAP	52
School	48
Volunteering	41
• Bottom 5 services/activities	
PSR	3
None	9
Arts	18
Respite	22
Parks and Recreation	25

- There were 39 different “Other services/activities. The Top 5 were:

No Limits II Dances	5
Church/Religious Activities	4
Personal Assistance	3
Workshop	3
Supported Employment	3

Note: Several “Other” responses could fit under suggested services/activities, but the Top 5 and Bottom 5 answers would not change if included in the total.

6. I wish I had more opportunities for Check what keeps you from doing more:

Top Choices	# Respondents	Top 2 Barriers	
		#1	#2
Recreation/Fun	122	Transpo.	Cost
Education	88	Cost	Transp
Work	86	Transpo*	Cost
Volunteering	50	Transpo*	Cost
Spiritual Growth	35	Transpo*	Health
Other**	45		

*Significantly higher response than #2 Barrier

** Most comments fit into one of the 5 Choices. However, Housing/Group home was listed 6 times as a choice for more opportunity.

- Other Barriers listed in comments include:
 - Lack of information
 - Need for one-on-one help for work setting
 - Family Support
 - Need for skill training

7. Do you want to attend a day program but cannot access one now?

- Of 118 respondents, 58 % said yes (68 respondents) and 42% said no (50 respondents).

If so, what stops you:

Top 4 Reasons	# Respondents
Wait List	25 (of 68)
Transportation	12 (of 68)
Cost/Budget Cuts	9 (of 68)
Work/Too Busy	9 (of 68)

- 132 respondents told us they have DD or DD/MH
 - 43 (of 132) said they want to attend a day program but can't access one.
 - Wait list is #1 reason.

8. If available, what kind of day program would you like to attend?

- 74 respondents answered the question. The top choices were:

	# Respondents
Enrichment Center	17
Educational/Academic Program	9
Job Skills/FIS/Supported employment	7
Social/Friendships/Fun	5

9. Please describe how the recent state budget cuts (reduction in services) have affected you and your life.

Top 5 Comments	# Respondents
CAP services reductions/slots frozen	22
Job cut/Reduced Work Hours	18
Other/Unspecified service reductions	15
Don't Know/Presently Unaffected	15
Not enough money for needs	10

10. Survey completed by:

Self – 42%
Family Member – 33 %
Support Person – 25%

11. Selected comments from Survey

Many comments were made on the surveys, and it is difficult to select just a few. The comments below reflect the daily struggles and hardships our constituents feel and encounter:

- “I want to go to a day program after high school and am on the Enrichment Center waiting list which I have been told is more than 7 years....a day program that is able to accommodate my difficult behaviors...I may lose speech therapy even though I cannot speak clearly; my CAP provider is operating under a tighter budget impacting quality of workers....”
- “Services have been reduced therefore unable to work job in community without one on one to support on job....personal assistance and developmental therapy hours reduced making achieving goals harder...”

- “I need CAP services so I can have the assistance I need on a daily basis. My parents have to pay out of pocket for my placement in a group home because I do not have CAP. I am bi-polar and moderately to severely developmentally disabled and must be supervised at all times...”
- “The hours I attend FIS have been cut...I am afraid my community support hours will end. They are a vital part of me gaining my independence...”
- “Respite care for my daughter went from 48 hours a month to 48 hours every 3 months...now I have 48 hours for an entire year! ...So why are parents who are trying to keep their adult children at home and save the state money taking all the hits?...We have been on CAP waiting list for 6 years My daughter is total care...we are together 24/7 without respite....my husband works 10-12 hours a day so I can be home with our daughter...”
- “...my parents furnished transportation to all my activities. I volunteer 2 afternoons a week at Claire Bridge Assisted Living Home.....my parents seem to be doing so much for me...they are in their 80’s...they would like help and suggestions as to how and what to do in making preparations when they no longer can take care of me. Is there any other type of home except a nursing home?”

CFAC RECOMMENDATIONS

- **Establish a collaborative group to address the pervasive problem of Transportation for people with disabilities.**
 - The group should consist of members of CFAC, CPHS Staff and CPHS Board.
 - The collaborative group's objective will be to develop and implement a pilot program designed to significantly improve transportation services for people with disabilities.
 - The pilot program will address people across all disability and age groups throughout the four counties served by CPHS and CFAC.
 - The collaborative group will 1) assess the feasibility of using state and local funding, 2) consider additional funding from CFAC and 3) establish monitoring and documentation methods required to design and implement the CPHS/CFAC Transportation Initiative (pilot program).
- **Post CFAC Survey Executive Summary on CPHS/CFAC website with a target date of 3/1/10.**
 - Consumer will click CPHS Breaking News **and** CFAC to link to CFAC Survey Executive Summary.
 - Include in Friday email on 3/5/10.
- **Conduct another CFAC Survey in 2010. Improve distribution and accounting methods.**

ATTACHMENT

- Final CFAC Survey
- Detailed results of CFAC survey available on request from CFAC.

SPECIAL THANKS

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