



# Family Engagement Satisfaction Survey Results

Residential  
Performance-Based Contracting



- Most individuals have family involved throughout their lives. **Respecting and supporting familial relationships** is crucial in a high-quality and responsive service delivery system.
- Actively engaging with families creates opportunities for **communication** and helps to establish and maintain **trust**.
- **Agencies are stronger** when quality management, staff training, communication, and individual outcomes are informed by the family perspective.
- Beyond regulatory requirements for family engagement, **customer service is just good business**.



- Attest to assist in efforts, beginning January 1, 2025, to support ODP data collection on family satisfaction with provider engagement
  - ODP will survey individuals and families to measure their satisfaction with family engagement. Measure will not be implemented until January 2025. Providers will fail this measure if there is no evidence of support.
- Ways to meet the measure
  - Response rate > 0%
  - Other evidence of distributed survey
- Results of the survey

## Measure Review: QI.03.3 (cont.1)



**157** out of 363 providers had a **response rate higher than 20%**

**95** out of 363 providers had a **response rate lower than 10%**

**35** providers distributed the survey but had **no response rate**

Results	Met/Unmet	# of Providers
Response Rate > 0%	Met	363
Distributed Survey	Met	35
No Available Respondents	Met	2
Confirmed Receipt*	Unmet	22
No Response	Unmet	11
Total		433

\*This means that the provider confirmed they got the request to distribute the survey, yet there is no evidence they did so.



## Respondent's Relationship to Individual

Response	Count	Percent
Parent	1,053	56%
Sibling	526	28%
Other	168	9%
Aunt or Uncle	58	3%
Friend	42	2%
Grandparent	26	1%
Step-parent	15	1%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



Does the provider build and maintain a relationship with you?

Response	Count	Percent
Yes	1,616	86%
No	272	14%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



Do you need accommodations to be involved in decision-making, planning, meetings and activities for the individual?

Response	Count	Percent
Yes	235	12%
No	1,365	72%
Not Applicable	288	15%
<b>Total</b>	<b>1,888</b>	<b>100%</b>

Does the provider make accommodations?

Response	Count	Percent
Always	130	55%
Often	55	23%
Occasionally	28	12%
Rarely	15	6%
Never	<11	3%
<b>Total</b>	<b>235</b>	<b>100%</b>



Does the provider place any restrictions on when and how you, or other family and friends can visit or communicate with the individual during awake hours?

Response	Count	Percent
Yes	66	3%
Yes, and restrictions are necessary for the health and safety of my family member or another resident in the home	89	5%
No	1,673	89%
Not sure	60	3%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



How satisfied are you with the level of involvement you have in the individual's planning and decision-making?

Response	Count	Percent
Very satisfied	995	53%
Satisfied	571	30%
Neutral	173	9%
Dissatisfied	80	4%
Very dissatisfied	30	2%
I am not involved in planning and decision-making	39	2%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



How satisfied are you with the **overall communication** from the provider?

Response	Count	Percent
Very satisfied	933	49%
Satisfied	556	29%
Neutral	191	10%
Dissatisfied	141	7%
Very dissatisfied	67	4%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



Do you have any **concerns about how the provider communicates** with you and/or your family?

Response	Count	Percent
Yes	403	21%
No	1,468	78%
Not Applicable	17	1%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



Do you have access to the individual's records?

Response	Count	Percent
Yes	1,105	61%
No	217	11%
Not Sure	467	25%
I am not designated as a person who can have access to the individual's records	54	3%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



Does the provider reach out to you when an **incident has occurred**?

Response	Count	Percent
Always	1,110	59%
Often	366	19%
Occasionally	238	13%
Rarely	82	4%
Never	50	3%
I am not designated as a person who is notified when an incident occurs	42	2%
<b>Total</b>	<b>1,888</b>	<b>100%</b>



Have you ever **filed a complaint** with the current residential provider?

Response	Count	Percent
Yes	178	9%
No	1,710	91%
<b>Total</b>	<b>1,888</b>	<b>100%</b>

Were you happy with the response?

Response	Count	Percent
Yes	78	44%
No	100	56%
<b>Total</b>	<b>235</b>	<b>100%</b>



# Questions?