

### 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 26<sup>th</sup>. Any surveys received after February 26<sup>th</sup> were not included in the results.

Figure 1

YSSF Home-Based Services	2016				2015	2014	2013	2012
	Distributed	Received	Declined	Response Rates	Response Rates	Response Rates	Response Rates	Response Rates
MSHN	1226	405	68	33%	40%	22%	26%	32%
Bay-Arenac	63	19	2	30%	15%	28%	28%	15%
CEI	532	55	0	10%	63%	9%	9%	37%
Central MI	102	83	11	81%	41%	31%	31%	24%
Gratiot	44	31	12	70%	31%	42%	42%	95%
Huron	17	7	6	41%	38%	100%	100%	10%
Ionia	50	23	0	46%	35%	52%	52%	*
Lifeways	218	78	15	36%	33%	34%	34%	15%
Montcalm	75	29	2	39%	34%	32%	32%	20%
Newaygo	22	5	17	23%	21%	100%	100%	*
Saginaw	7	2	0	29%	30%	59%	59%	13%
Shiawassee	28	22	1	79%	40%	10%	10%	43%
Tuscola	68	51	2	75%	77%	*56%	49%	56%

\*\* May include individuals who have received services from the child case management program

\* 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 30<sup>th</sup> 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

Agree=4

Neutral=3

Disagree=2

Strongly Disagree=1

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 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 Access”, “Perception of Participation in Treatment”, “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

Youth Survey	Appropriateness				Perception of Access				Perception of Cultural Sensitivity				Perception of Participation in Treatment			
	2016	2015	2014	2013	2016	2015	2014	2013	2016	2015	2014	2013	2016	2015	2014	2013
MSHN	94%	90%	92%	90%	97%	96%	98%	98%	99%	97%	99%	95%	98%	96%	95%	63%
BABH	94%	93%	80%	64%	100%	100%	93%	93%	100%	100%	100%	86%	95%	100%	93%	46%
CEI	94%	86%	93%	86%	96%	94%	100%	99%	100%	96%	100%	95%	98%	94%	91%	55%
CMHCM	97%	85%	92%	91%	98%	97%	96%	100%	100%	98%	100%	100%	100%	94%	98%	59%
GIHN	89%	92%	100%	97%	97%	96%	100%	97%	97%	96%	100%	97%	97%	92%	100%	81%
HBH	86%	83%	79%	100%	86%	90%	100%	100%	100%	100%	100%	100%	100%	100%	93%	0%
The Right Door	86%	89%	91%	93%	100%	100%	96%	100%	100%	100%	100%	100%	100%	98%	96%	64%
Lifeways	95%	91%	93%	90%	99%	96%	97%	96%	99%	95%	99%	97%	96%	96%	96%	57%
MCN	86%	85%	87%	91%	86%	95%	93%	100%	100%	96%	100%	100%	97%	98%	87%	64%
NCMH	100%	80%	100%	100%	100%	100%	100%	100%	100%	95%	100%	60%	100%	100%	80%	100%
Saginaw	100%	94%	90%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	90%	100%
Shiawassee	91%	86%	100%	100%	95%	93%	100%	100%	100%	93%	100%	100%	95%	90%	100%	60%
TBHS	100%	98%	94%	91%	100%	97%	100%	97%	100%	99%	97%	91%	98%	99%	94%	75%
Youth Survey	Perception of Outcome of Services				Perception of Social Connectedness				Perception of Social Functioning							
	2016	2015	2014	2013	2016	2015	2014	2013	2016	2015	2014	*2013				
MSHN	65%	60%	65%	92%	91%	84%	92%	69%	69%	61%	69%					
BABH	72%	67%	53%	77%	89%	93%	93%	60%	72%	71%	60%					
CEI	76%	71%	73%	86%	89%	79%	86%	73%	76%	73%	73%					
CMHCM	63%	49%	55%	100%	92%	85%	94%	60%	68%	50%	60%					
GIHN	41%	59%	79%	94%	87%	94%	100%	82%	52%	61%	82%					
HBH	29%	51%	57%	100%	86%	90%	86%	50%	29%	53%	50%					
The Right Door	41%	56%	62%	93%	96%	87%	91%	71%	55%	59%	71%					
Lifeways	68%	56%	63%	90%	95%	83%	97%	66%	70%	55%	66%					
MCN	61%	61%	71%	100%	96%	81%	93%	79%	64%	62%	79%					
NCMH	60%	66%	40%	100%	80%	80%	60%	40%	80%	67%	40%					
Saginaw	100%	62%	70%	100%	50%	100%	90%	90%	100%	67%	90%					
Shiawassee	55%	67%	67%	100%	86%	70%	67%	67%	59%	68%	67%					
TBHS	82%	64%	74%	97%	92%	89%	89%	76%	86%	64%	76%					

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

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:** June 2017

**Revised:** June 2017

**MSHN QIC Approved:**

DRAFT

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Attachment A

Youth Survey		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	Saginaw	Shiawassee	TBHS
<b>Appropriateness</b>	Domain Average %	94%	94%	94%	97%	89%	86%	86%	95%	86%	100%	100%	91%	100%
1. Overall, I am satisfied with the services my child received.	% Agreement	95%	100%	98%	93%	89%	100%	95%	95%	90%	100%	100%	95%	100%
	# Agree	354	18	52	56	25	7	21	71	26	5	2	21	50
	# Valid Respondents	371	18	53	60	28	7	22	75	29	5	2	22	50
4. The people helping my child stuck with us no matter what.	% Agreement	93%	100%	91%	92%	89%	71%	95%	95%	90%	100%	100%	95%	96%
	# Agree	345	18	48	55	25	5	21	71	26	5	2	21	48
	# Valid Respondents	371	18	53	60	28	7	22	75	29	5	2	22	50
5. I felt my child had someone to talk to when she/he was troubled.	% Agreement	90%	100%	87%	92%	93%	86%	91%	87%	83%	80%	100%	91%	96%
	# Agree	334	18	46	55	26	6	20	65	24	4	2	20	48
	# Valid Respondents	371	18	53	60	28	7	22	75	29	5	2	22	50
7. The services my child and/or family received were right for us.	% Agreement	92%	100%	92%	97%	82%	86%	86%	93%	83%	80%	100%	91%	100%
	# Agree	343	18	49	58	23	6	19	70	24	4	2	20	50
	# Valid Respondents	371	18	53	60	28	7	22	75	29	5	2	22	50
10. My family got the help we wanted for my child.	% Agreement	87%	89%	92%	87%	71%	86%	82%	88%	83%	60%	100%	82%	98%
	# Agree	323	16	49	52	20	6	18	66	24	3	2	18	49
	# Valid Respondents	371	18	53	60	28	7	22	75	29	5	2	22	50



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11. My family got as much help as we needed for my child.	% Agreement	84%	94%	81%	85%	61%	86%	77%	87%	79%	60%	100%	77%	98%
	# Agree	310	17	42	51	17	6	17	65	23	3	2	17	49
	# Valid Respondents	371	18	53	60	28	7	22	75	29	5	2	22	50
<b>Perception of Access</b>	<b>Domain Average %</b>	<b>97%</b>	<b>100%</b>	<b>96%</b>	<b>98%</b>	<b>97%</b>	<b>86%</b>	<b>100%</b>	<b>99%</b>	<b>86%</b>	<b>100%</b>	<b>100%</b>	<b>95%</b>	<b>100%</b>
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	21	73	26	5	2	21	50
	# Valid Respondents	379	19	55	61	30	7	22	77	29	5	2	22	50
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	50
	# Valid Respondents	379	19	55	61	30	7	22	77	29	5	2	22	50
<b>Perception of Cultural Sensitivity</b>	<b>Domain Average %</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
12. Staff treated me with respect.	% Agreement	99%	100%	100%	100%	93%	100%	100%	97%	100%	100%	100%	95%	100%
	# Agree	357	19	49	60	28	6	22	71	26	5	2	21	48
	# Valid Respondents	362	19	49	60	30	6	22	73	26	5	2	22	48
13. Staff respected my family's religious/spiritual beliefs.	% Agreement	97%	100%	100%	100%	90%	100%	100%	93%	96%	100%	100%	91%	100%
	# Agree	351	19	49	60	27	6	22	68	25	5	2	20	48
	# Valid Respondents	362	19	49	60	30	6	22	73	26	5	2	22	48
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	49	60	29	6	22	71	26	5	2	22	48

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	# Valid Respondents	362	19	49	60	30	6	22	73	26	5	2	22	48	
15. Staff were sensitive to my cultural/ethnic back ground.	% 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	48	
	# Valid Respondents	362	19	49	60	30	6	22	73	26	5	2	22	48	
<b>Perception of Participation in Treatment</b>		<b>Domain Average %</b>	<b>98%</b>	<b>95%</b>	<b>98%</b>	<b>100%</b>	<b>97%</b>	<b>100%</b>	<b>100%</b>	<b>96%</b>	<b>97%</b>	<b>100%</b>	<b>100%</b>	<b>95%</b>	<b>98%</b>
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	45	
	# Valid Respondents	377	19	55	60	30	7	22	76	29	5	2	22	50	
3. I helped to choose my child's treatment goals.	% Agreement	97%	95%	96%	100%	93%	100%	100%	97%	97%	100%	100%	95%	98%	
	# Agree	367	18	53	60	28	7	22	74	28	5	2	21	49	
	# Valid Respondents	377	19	55	60	30	7	22	76	29	5	2	22	50	
6. I participated in my child's treatment.	% Agreement	99%	100%	99%	100%	97%	100%	100%	98%	100%	68%	100%	100%	100%	
	# Agree	370	19	54	60	28	7	22	74	29	3	2	22	50	
	# Valid Respondents	377	19	55	60	30	7	22	76	29	5	2	22	50	
<b>Perception of Outcome of Services</b>		<b>Domain Average %</b>	<b>65%</b>	<b>72%</b>	<b>76%</b>	<b>63%</b>	<b>41%</b>	<b>29%</b>	<b>41%</b>	<b>68%</b>	<b>61%</b>	<b>60%</b>	<b>100%</b>	<b>55%</b>	<b>82%</b>
16. My child is better at handling daily life.	% Agreement	68%	72%	76%	68%	56%	43%	50%	72%	61%	60%	50%	55%	86%	
	# Agree	247	13	41	38	15	3	11	51	17	3	1	12	42	
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49	

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17. My child gets along better with family.	% Agreement	67%	72%	76%	68%	48%	57%	41%	73%	54%	60%	50%	55%	84%
	# Agree	242	13	41	38	13	4	9	52	15	3	1	12	41
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
18. My child gets along better with friends and other people.	% Agreement	64%	61%	70%	66%	44%	43%	41%	66%	64%	40%	100%	50%	82%
	# Agree	230	11	38	37	12	3	9	47	18	2	2	11	40
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
19. My child is doing better in school and/or work.	% Agreement	67%	78%	69%	64%	52%	43%	59%	68%	68%	80%	100%	59%	80%
	# Agree	242	14	37	36	14	3	13	48	19	4	2	13	39
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
20. My child is better able to cope when things go wrong.	% Agreement	59%	72%	69%	61%	48%	14%	45%	56%	46%	60%	100%	55%	69%
	# Agree	212	13	37	34	13	1	10	40	13	3	2	12	34
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
21. I am satisfied with our family life right now.	% Agreement	61%	67%	67%	64%	41%	57%	36%	62%	54%	60%	100%	55%	80%
	# Agree	222	12	36	36	11	4	8	44	15	3	2	12	39
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
22. My child is better able to do things he or she wants to do.	% Agreement	68%	72%	83%	64%	56%	57%	41%	68%	64%	80%	100%	59%	78%
	# Agree	245	13	45	36	15	4	9	48	18	4	2	13	38
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49

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Perception of Social Connectedness		Domain Average %	91%	89%	89%	92%	87%	86%	96%	95%	96%	80%	50%	86%	92%
23. I know people who will listen and understand me when I need to talk.	% Agreement	89%	89%	89%	92%	90%	71%	96%	88%	89%	80%	100%	86%	88%	
	# Agree	334	17	47	56	27	5	22	67	258	4	2	18	44	
	# Valid Respondents	375	19	53	61	30	7	23	76	28	5	2	21	50	
24. I have people that I am comfortable talking with about my child's problems.	% Agreement	90%	89%	87%	93%	97%	57%	19%	92%	86%	80%	100%	86%	88%	
	# Agree	336	17	46	57	29	4	21	70	24	4	2	18	44	
	# Valid Respondents	375	19	53	61	30	7	23	76	28	5	2	21	50	
25. In a crisis, I would have the support I need from family or friends.	% Agreement	82%	68%	85%	85%	80%	57%	83%	89%	79%	60%	50%	81%	78%	
	# Agree	307	13	45	52	24	4	19	68	22	3	1	17	39	
	# Valid Respondents	375	19	53	61	30	7	23	76	28	5	2	21	50	
26. I have people with whom I can do enjoyable things.	% Agreement	89%	89%	89%	87%	80%	86%	91%	91%	93%	60%	50%	86%	96%	
	# Agree	333	17	47	53	24	6	21	69	26	3	1	18	48	
	# Valid Respondents	375	19	53	61	30	7	23	76	28	5	2	21	50	
Perception of Social Functioning		Domain Average %	69%	72%	76%	68%	52%	29%	55%	70%	64%	80%	100%	59%	86%
16. My child is better at handling daily life.	% Agreement	68%	72%	76%	68%	56%	43%	50%	72%	61%	60%	50%	55%	86%	
	# Agree	247	13	41	38	15	3	11	51	17	3	1	12	42	
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49	

Quality Assessment and Performance Improvement Program  
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17. My child gets along better with family.	% Agreement	67%	72%	76%	68%	48%	57%	41%	73%	54%	60%	50%	55%	84%
	# Agree	242	13	41	38	13	4	9	52	15	3	1	12	41
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
18. My child gets along better with friends and other people.	% Agreement	64%	61%	70%	66%	44%	43%	41%	66%	64%	40%	100%	50%	82%
	# Agree	230	11	38	37	12	3	9	47	18	2	2	11	40
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
19. My child is doing better in school and/or work.	% Agreement	67%	78%	69%	64%	52%	43%	59%	68%	68%	80%	100%	59%	80%
	# Agree	242	14	37	36	14	3	13	48	19	4	2	13	39
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
20. My child is better able to cope when things go wrong.	% Agreement	59%	72%	69%	61%	48%	14%	45%	56%	46%	60%	100%	55%	69%
	# Agree	212	13	37	34	13	1	10	40	13	3	2	12	34
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49
22. My child is better able to do things he or she wants to do.	% Agreement	68%	72%	83%	64%	56%	57%	41%	68%	64%	80%	100%	59%	78%
	# Agree	245	13	45	36	15	4	9	48	18	4	2	13	38
	# Valid Respondents	361	18	54	56	27	7	22	71	28	5	2	22	49