

Family Guardian Survey

South Dakota –2002-2003 Data Summary



A Collaboration of
National Association of State Directors of Developmental Disabilities Services and
Human Services Research Institute

HUMAN SERVICES RESEARCH INSTITUTE

2336 Massachusetts Avenue
Cambridge, MA 02140

8100 SW Nyberg Road, Suite 205
Tualatin, OR 97062

**NATIONAL ASSOCIATION OF STATE DIRECTORS
OF DEVELOPMENTAL DISABILITIES SERVICES**

113 Oronoco Street
Alexandria, VA 22314

July 2003

The Family Guardian Survey

The Family Guardian Survey asks families to express their overall level of satisfaction with services and supports their family member receives, as well as probes specific aspects of the service system's effectiveness. Along with demographic information, the survey includes questions related to: the planning for services and supports; access and delivery of services and supports; connections with the community; satisfaction and outcomes. Combined, this information provides an overall picture of family satisfaction.

Demographics – The survey instrument begins with a series of questions tied to characteristics of the family member with disabilities (e.g., individual's age, race, type of disability), followed by questions pertaining to the respondent (e.g., respondent's age, relationship to individual, level of involvement with family member).

Services Received – This section of the survey asks respondents to identify the services and supports their family member receives.

Service Planning, Delivery & Outcomes – The survey contains several groupings of questions that probe specific areas of quality service provision (information and planning, access to and delivery of services, choice and control, community connections, satisfaction and outcomes). Each question is constructed so that the respondent can select from three possible responses ("always or usually", "sometimes", and "seldom or never"). Respondents also have the option to indicate that they don't know the answer to a question, or that the question is not applicable.

Additional Comments – Finally, the survey provides an opportunity for respondents to make additional open-ended comments concerning their family member's participation in the service system.

Participating Agencies

Nineteen agencies participated in conducting this year's survey and provided data sets to be included in this report.

Table 1 Family Guardian Survey # of Responses	
Agency	Usable Surveys
ADV	57
ATC	60
ATO	66
BHS	23
BHW	68
CAT	26
CCI	12
DA	46
ECC	32
HAC	55
LIV	9
MAA	39
NHT	38
OAH	20
SEB	11
SES	24
SVS	139
TP	7
YAA	40
Total	772

It is important to note that some agencies had very few respondents. For this reason, the data provided in this report should be used for general comparisons and quality improvement purposes only. Inferences from the data can be made, but the results cannot be considered "statistically significant".

Results

The tables below provide findings from the Family Guardian Survey. Findings are presented in aggregate, as well as by agency. It is important to note that each table provides results and result averages that are calculated through two separate methods:

1. **Total %** indicates the percentage across all individual respondents.
2. **Agency Average %** indicates the average percentage across the nineteen provider agencies that conducted this survey.

Characteristics of Family Members with Disabilities

Table 2 Type of Residence in Which Family Member Lives							
State	Specialized MR Facility	Group Home	Agy-Owned Apartment	Own Home/ Apartment	Adult Foster Care/ Host Family	Nursing Home	Other
ADV	17.9	44.6	23.2	12.5	0.0	1.8	0.0
ATC	6.8	35.6	13.6	42.4	0.0	0.0	1.7
ATO	4.7	40.6	9.4	39.1	3.1	0.0	3.1
BHS	9.1	54.5	22.7	13.6	0.0	0.0	0.0
BHW	7.6	57.6	10.6	24.2	0.0	0.0	0.0
CAT	4.2	58.3	12.5	20.8	0.0	0.0	4.2
CCI	18.2	18.2	9.1	36.4	0.0	0.0	18.2
DA	17.8	46.7	8.9	20.0	0.0	0.0	6.7
ECC	6.9	41.4	10.3	41.4	0.0	0.0	0.0
HAC	1.9	59.6	15.4	21.2	1.9	0.0	0.0
LIV	12.5	62.5	0.0	12.5	0.0	12.5	0.0
MAA	8.1	40.5	10.8	37.8	0.0	0.0	2.7
NHT	15.8	36.8	18.4	26.3	0.0	2.6	0.0
OAH	5.0	10.0	30.0	50.0	0.0	0.0	5.0
SEB	0.0	100.0	0.0	0.0	0.0	0.0	0.0
SES	4.2	54.2	8.3	33.3	0.0	0.0	0.0
SVS	4.5	47.8	13.4	32.8	0.0	0.0	1.5
TP	0.0	85.7	14.3	0.0	0.0	0.0	0.0
YAA	2.5	42.5	25.0	27.5	0.0	2.5	0.0
Total n	57	349	106	215	3	4	13
Total %	7.6	46.7	14.2	28.8	0.4	0.5	1.7
Agency Avg. %	7.8	49.3	13.5	25.9	0.3	1.0	2.3

Table 3 Gender		
State	% Male	% Female
ADV	45.5	54.5
ATC	47.5	52.5
ATO	67.2	32.8
BHS	34.8	65.2
BHW	53.8	46.2
CAT	60.0	40.0
CCI	36.4	63.6
DA	59.1	40.9
ECC	41.9	58.1
HAC	47.2	52.8
LIV	55.6	44.4
MAA	51.4	48.6
NHT	44.7	55.3
OAH	35.0	65.0
SEB	63.6	36.4
SES	54.5	45.5
SVS	48.5	51.5
TP	100.0	0.0
YAA	60.0	40.0
Total n	383	362
Total %	51.4	48.6
Agency Avg. %	53.0	47.0

Table 4 Age of Family Member		
State	Average Age	Range
ADV	41.3	19-73
ATC	42.9	22-78
ATO	45.0	19-70
BHS	23.9	19-43
BHW	38.8	20-75
CAT	47.4	19-68
CCI	50.5	18-76
DA	38.8	21-64
ECC	49.4	24-85
HAC	41.2	19-76
LIV	56.0	23-90
MAA	44.5	20-75
NHT	45.0	23-83
OAH	39.0	20-61
SEB	21.4	18-24
SES	49.5	33-67
SVS	41.8	20-74
TP	31.7	20-46
YAA	44.5	19-89
Total n	726	18-90
Total Avg.	42.1	
Agency Avg. %	41.7	

Table 5 Race/Ethnicity of Family Member (%)								
State	White	Black/ African American	Asian	American Indian/ Alaska Native	Native Hawaiian/ Pacific Islander	Mixed Races	Other/ Unknown	Hispanic/ Latino
ADV	96.4	0.0	0.0	3.6	0.0	0.0	0.0	0.0
ATC	93.3	0.0	0.0	6.7	0.0	0.0	0.0	0.0
ATO	96.8	0.0	0.0	3.2	0.0	0.0	0.0	0.0
BHS	69.6	0.0	0.0	30.4	0.0	0.0	0.0	0.0
BHW	90.6	0.0	0.0	9.4	0.0	3.1	0.0	0.0
CAT	78.3	0.0	0.0	17.4	0.0	4.3	0.0	0.0
CCI	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DA	95.5	0.0	0.0	4.5	0.0	0.0	0.0	0.0
ECC	100.0	0.0	0.0	3.3	0.0	0.0	0.0	0.0
HAC	96.1	0.0	0.0	3.9	0.0	0.0	0.0	0.0
LIV	88.9	0.0	0.0	11.1	0.0	0.0	0.0	0.0
MAA	97.4	0.0	0.0	5.1	0.0	2.6	0.0	0.0
NHT	92.1	0.0	0.0	10.5	0.0	0.0	0.0	0.0
OAH	95.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0
SEB	81.8	0.0	9.1	0.0	0.0	27.3	0.0	0.0
SES	100.0	0.0	0.0	4.2	0.0	0.0	0.0	0.0
SVS	99.2	0.0	0.0	0.8	0.0	0.8	0.0	0.0
TP	85.7	0.0	0.0	14.3	0.0	0.0	0.0	0.0
YAA	97.5	0.0	0.0	5.0	0.0	2.5	0.0	0.0
Total n	704	0	1	43	0	9	0	0
Total %	94.5	0.0	0.1	5.8	0.0	1.2	0.0	0.0
Agency Avg. %	92.3	0.0	0.5	7.3	0.0	2.1	0.0	0.0

Table 6						
Level of Mental Retardation of Family Member						
State	No MR Diagnosis	Mild MR	Moderate MR	Severe MR	Profound MR	Don't Know
ADV	1.8	20.0	25.5	27.3	12.7	12.7
ATC	0.0	20.7	22.4	24.1	5.2	27.6
ATO	6.3	30.2	30.2	14.3	1.6	17.5
BHS	9.1	18.2	22.7	22.7	13.6	13.6
BHW	3.1	23.1	32.3	16.9	1.5	23.1
CAT	0.0	16.7	33.3	25.0	8.3	16.7
CCI	0.0	10.0	40.0	20.0	0.0	30.0
DA	11.6	16.3	11.6	18.6	20.9	20.9
ECC	0.0	14.8	14.8	25.9	7.4	37.0
HAC	2.0	30.6	14.3	20.4	16.3	16.3
LIV	0.0	0.0	37.5	37.5	12.5	12.5
MAA	0.0	21.1	28.9	21.1	10.5	18.4
NHT	13.9	11.1	36.1	25.0	13.9	0.0
OAH	5.0	40.0	25.0	10.0	0.0	20.0
SEB	9.1	27.3	45.5	18.2	0.0	0.0
SES	0.0	22.7	27.3	13.6	18.2	18.2
SVS	2.3	22.7	32.6	22.0	5.3	15.2
TP	28.6	28.6	0.0	0.0	0.0	42.9
YAA	5.3	34.2	31.6	5.3	0.0	23.7
Total n	29	165	198	145	57	134
Total %	4.0	22.7	27.2	19.9	7.8	18.4
Agency Avg. %	5.2	21.5	26.9	19.4	7.8	19.3

Table 7A Other Disabilities of Family Member						
State	Mental Illness	Autism	Cerebral Palsy	Brain Injury	Seizure Disorder	Chemical Dependency
ADV	10.5	8.8	15.8	14.0	35.1	0.0
ATC	6.7	6.7	21.7	1.7	18.3	3.3
ATO	15.2	3.0	6.1	3.0	15.2	0.0
BHS	21.7	21.7	0.0	8.7	56.5	0.0
BHW	17.6	13.2	10.3	8.8	22.1	1.5
CAT	15.4	7.7	20.0	11.5	26.9	0.0
CCI	25.0	0.0	8.3	8.3	33.3	0.0
DA	8.7	6.5	67.4	17.4	30.4	0.0
ECC	12.5	9.4	18.8	9.4	28.1	3.1
HAC	3.6	9.1	27.3	9.1	32.7	1.8
LIV	0.0	0.0	0.0	0.0	11.1	0.0
MAA	12.8	7.7	7.7	12.8	25.6	0.0
NHT	18.4	5.3	5.3	13.2	21.1	2.6
OAH	15.0	10.0	5.0	5.0	20.0	0.0
SEB	9.1	27.3	0.0	0.0	45.5	0.0
SES	16.7	8.3	8.3	8.3	20.8	0.0
SVS	17.3	5.8	14.4	7.2	32.4	0.0
TP	14.3	0.0	14.3	14.3	28.6	14.3
YAA	25.0	2.5	12.5	5.0	27.5	0.0
Total n	109	59	125	65	212	7
Total %	14.1	7.6	16.2	8.4	27.5	0.9
Agency Avg. %	14.0	8.1	13.9	8.3	28.0	1.4

Table 7B					
Other Disabilities of Family Member					
State	Vision/ Hearing Impairment	Physical Disability	Communi- cation Disorder	Alzheimer's Disease	Other Disability
ADV	21.1	26.3	12.3	0.0	12.3
ATC	18.3	21.7	23.3	0.0	8.3
ATO	15.2	22.7	16.7	0.0	12.1
BHS	30.4	34.8	30.4	0.0	26.1
BHW	17.6	23.5	23.5	0.0	8.8
CAT	26.9	7.7	15.4	0.0	11.5
CCI	16.7	8.3	16.7	0.0	16.7
DA	17.4	47.8	30.4	0.0	6.5
ECC	18.8	25.0	37.5	0.0	6.3
HAC	25.5	29.1	20.0	3.6	12.7
LIV	33.3	0.0	0.0	11.1	0.0
MAA	35.9	33.3	10.3	2.6	23.1
NHT	28.9	42.1	34.2	2.6	18.4
OAH	20.0	10.0	20.0	0.0	15.0
SEB	0.0	9.1	9.1	0.0	18.2
SES	25.0	37.5	8.3	0.0	8.3
SVS	22.3	20.1	19.4	0.0	11.5
TP	42.9	14.3	0.0	0.0	14.3
YAA	12.5	22.5	17.5	0.0	10.0
Total n	166	195	156	5	93
Total %	21.5	25.3	20.2	0.6	12.0
Agency Avg. %	22.6	22.9	18.2	1.0	12.6

Characteristics of Respondents

Table 8 Age of Respondent				
State	Under 35	35-54	55-74	75 or Older
ADV	0.0	12.7	74.5	12.7
ATC	0.0	5.1	83.1	11.9
ATO	1.6	7.8	81.3	9.4
BHS	13.0	17.4	69.6	0.0
BHW	0.0	12.1	75.8	12.1
CAT	0.0	15.4	69.2	15.4
CCI	0.0	18.2	72.7	9.1
DA	0.0	15.6	73.3	11.1
ECC	0.0	0.0	65.5	34.5
HAC	0.0	4.1	77.6	18.4
LIV	0.0	0.0	77.8	22.2
MAA	0.0	12.8	79.5	7.7
NHT	2.7	18.9	67.6	10.8
OAH	5.3	10.5	78.9	5.3
SEB	9.1	18.2	72.7	0.0
SES	0.0	16.7	75.0	8.3
SVS	0.7	16.8	63.5	19.0
TP	14.3	14.3	57.1	14.3
YAA	0.0	15.0	55.0	30.0
Total n	9	92	541	108
Total %	1.2	12.3	72.1	14.4
Agency Avg. %	2.5	12.2	72.1	13.3

Table 9 Relationship to Individual with Disabilities (%)				
State	Parent	Sibling	Spouse	Other
ADV	58.9	26.8	0.0	14.3
ATC	69.5	20.3	0.0	10.2
ATO	50.0	29.7	0.0	20.3
BHS	66.7	9.5	0.0	23.8
BHW	66.2	26.2	0.0	7.7
CAT	44.0	32.0	0.0	24.0
CCI	41.7	8.3	0.0	50.0
DA	62.2	20.0	0.0	17.8
ECC	70.0	20.0	0.0	10.0
HAC	71.7	18.9	0.0	9.4
LIV	25.0	75.0	0.0	0.0
MAA	48.7	33.3	0.0	17.9
NHT	45.9	29.7	0.0	24.3
OAH	75.0	25.0	0.0	0.0
SEB	63.6	0.0	0.0	36.4
SES	29.2	41.7	0.0	29.2
SVS	56.9	31.4	0.0	11.7
TP	42.9	28.6	14.3	14.3
YAA	70.0	15.0	2.5	12.5
Total n	442	195	2	114
Total %	58.7	25.9	0.3	15.1
Agency Avg. %	55.7	25.9	0.9	17.6

Table 10 Frequency of Visits with Family Member					
State	Less than once/year	1-3 times/year	4-6 times/year	7-12 times/year	More than 12x/year
ADV	5.4	16.1	30.4	48.2	0.0
ATC	1.7	13.6	27.1	57.6	0.0
ATO	3.2	17.5	27.0	52.4	0.0
BHS	13.6	13.6	27.3	45.5	0.0
BHW	6.1	10.6	15.2	68.2	0.0
CAT	3.8	19.2	15.4	61.5	0.0
CCI	0.0	9.1	0.0	90.9	0.0
DA	11.1	13.3	8.9	66.7	0.0
ECC	6.7	13.3	46.7	33.3	0.0
HAC	0.0	7.5	39.6	52.8	0.0
LIV	0.0	33.3	44.4	22.2	0.0
MAA	2.6	15.8	36.8	44.7	0.0
NHT	0.0	10.5	31.6	57.9	0.0
OAH	0.0	10.0	10.0	80.0	0.0
SEB	0.0	0.0	18.2	81.8	0.0
SES	4.2	25.0	45.8	25.0	0.0
SVS	1.5	10.3	23.5	64.7	0.0
TP	0.0	28.6	57.1	14.3	0.0
YAA	2.6	15.4	25.6	56.4	0.0
Total n	26	101	200	426	0
Total %	3.5	13.4	26.6	56.6	0.0
Agency Avg. %	3.3	14.9	27.9	53.9	0.0

Table 11 Respondent is Legal Guardian or Conservator		
State	% Yes	% No
ADV	80.4	19.6
ATC	63.8	36.2
ATO	71.0	29.0
BHS	87.0	13.0
BHW	77.6	22.4
CAT	80.8	19.2
CCI	75.0	25.0
DA	75.0	25.0
ECC	75.0	25.0
HAC	64.7	35.3
LIV	77.8	22.2
MAA	69.2	30.8
NHT	73.7	26.3
OAH	65.0	35.0
SEB	100.0	0.0
SES	95.5	4.5
SVS	79.3	20.7
TP	85.7	14.3
YAA	70.3	29.7
Total n	561	184
Total %	75.3	24.7
Agency Avg. %	77.2	22.8

Services and Supports Received

Table 12 Services and Supports Received (%)				
State	Residential supports	Day/ Employment supports	Transportation	Other
ADV	100.0	87.3	91.1	85.2
ATC	93.3	89.8	94.9	74.5
ATO	93.8	93.8	90.5	78.6
BHS	95.7	95.5	95.7	95.5
BHW	92.4	93.9	89.2	70.0
CAT	100.0	100.0	96.0	91.7
CCI	100.0	91.7	100.0	83.3
DA	97.8	97.7	100.0	95.5
ECC	96.6	85.2	92.9	88.9
HAC	100.0	92.5	86.8	76.6
LIV	100.0	87.5	100.0	100.0
MAA	100.0	92.1	94.7	71.1
NHT	100.0	89.5	100.0	69.4
OAH	89.5	88.2	89.5	55.6
SEB	100.0	90.0	100.0	100.0
SES	100.0	80.0	95.7	87.0
SVS	98.5	97.0	82.7	67.0
TP	100.0	100.0	100.0	100.0
YAA	95.0	97.5	92.3	74.3
Total n	732	684	679	527
Total Avg. %	97.1	92.9	91.5	77.7
Agency Avg. %	97.5	92.1	94.3	82.3

Information and Planning

Table Q1				
Do you get enough information to help you participate in planning services for your family member?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	78.2	21.8	0.0	55
ATC	86.0	12.3	1.8	57
ATO	69.2	24.6	6.2	65
BHS	86.4	13.6	0.0	22
BHW	73.8	18.5	7.7	65
CAT	88.5	11.5	0.0	26
CCI	100.0	0.0	0.0	12
DA	84.1	13.6	2.3	44
ECC	75.0	17.9	7.1	28
HAC	83.3	14.8	1.9	54
LIV	85.7	14.3	0.0	7
MAA	79.5	17.9	2.6	39
NHT	88.9	8.3	2.8	36
OAH	73.7	26.3	0.0	19
SEB	72.7	27.3	0.0	11
SES	95.0	5.0	0.0	20
SVS	86.9	10.8	2.3	130
TP	57.1	42.9	0.0	7
YAA	77.8	22.2	0.0	36
Total %	81.4	16.0	2.6	Total n = 733
Agency Average %	81.1	17.0	1.8	Total n = 19

Table Q2				
If your family member has a service plan, did you help develop the plan?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	76.0	18.0	6.0	50
ATC	68.0	22.0	10.0	50
ATO	47.2	39.6	13.2	53
BHS	86.4	13.6	0.0	22
BHW	70.5	19.7	9.8	61
CAT	72.7	18.2	9.1	22
CCI	91.7	8.3	0.0	12
DA	71.4	16.7	11.9	42
ECC	58.3	25.0	16.7	24
HAC	85.4	12.5	2.1	48
LIV	71.4	28.6	0.0	7
MAA	61.1	16.7	22.2	36
NHT	73.5	23.5	2.9	34
OAH	68.8	31.3	0.0	16
SEB	90.0	10.0	0.0	10
SES	65.0	25.0	10.0	20
SVS	74.6	19.5	5.9	118
TP	40.0	40.0	20.0	5
YAA	76.7	23.3	0.0	30
Total %	71.1	21.1	7.9	Total n = 660
Agency Average %	71.0	21.7	7.4	Total n = 19

Table Q3					
If your family member has a service plan, does the plan include things that are important to you?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		81.3	18.8	0.0	48
ATC		80.8	15.4	3.8	52
ATO		80.4	17.9	1.8	56
BHS		95.5	4.5	0.0	22
BHW		74.6	25.4	0.0	63
CAT		80.0	15.0	5.0	20
CCI		83.3	16.7	0.0	12
DA		92.5	5.0	2.5	40
ECC		80.0	20.0	0.0	25
HAC		66.7	29.4	3.9	51
LIV		57.1	42.9	0.0	7
MAA		80.0	20.0	0.0	35
NHT		90.6	9.4	0.0	32
OAH		75.0	25.0	0.0	16
SEB		81.8	18.2	0.0	11
SES		80.0	20.0	0.0	20
SVS		78.8	18.6	2.5	118
TP		66.7	33.3	0.0	6
YAA		76.7	20.0	3.3	30
Total %		79.7	18.7	1.7	Total n = 664
Agency Average %		79.0	19.8	1.2	Total n = 19

Table Q4					
Are the staff who assist you with planning generally respectful and courteous?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		96.4	3.6	0.0	55
ATC		93.0	7.0	0.0	57
ATO		88.9	9.5	1.6	63
BHS		95.5	4.5	0.0	22
BHW		92.4	7.6	0.0	66
CAT		100.0	0.0	0.0	26
CCI		100.0	0.0	0.0	12
DA		100.0	0.0	0.0	44
ECC		88.9	7.4	3.7	27
HAC		92.2	5.9	2.0	51
LIV		100.0	0.0	0.0	7
MAA		97.4	2.6	0.0	38
NHT		91.4	8.6	0.0	35
OAH		88.9	11.1	0.0	18
SEB		100.0	0.0	0.0	11
SES		100.0	0.0	0.0	23
SVS		97.0	3.0	0.0	133
TP		100.0	0.0	0.0	7
YAA		94.3	5.7	0.0	35
Total %		94.8	4.8	0.4	Total n = 730
Agency Average %		95.6	4.0	0.4	Total n = 19

Table Q5					
Are the staff who assist you with planning generally effective?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		79.6	20.4	0.0	54
ATC		89.3	7.1	3.6	56
ATO		84.1	14.3	1.6	63
BHS		90.9	9.1	0.0	22
BHW		86.4	13.6	0.0	66
CAT		69.2	26.9	3.8	26
CCI		91.7	8.3	0.0	12
DA		97.7	2.3	0.0	44
ECC		88.9	7.4	3.7	27
HAC		86.3	11.8	2.0	51
LIV		85.7	14.3	0.0	7
MAA		81.1	18.9	0.0	37
NHT		88.2	11.8	0.0	34
OAH		82.4	17.6	0.0	17
SEB		81.8	18.2	0.0	11
SES		81.8	18.2	0.0	22
SVS		86.4	12.9	0.8	132
TP		85.7	14.3	0.0	7
YAA		85.7	14.3	0.0	35
Total %		85.8	13.3	1.0	Total n = 723
Agency Average %		85.4	13.8	0.8	Total n = 19

Table Q6					
Can you contact the staff who assist you with planning whenever you want to?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		94.2	5.8	0.0	52
ATC		93.0	7.0	0.0	57
ATO		87.3	9.5	3.2	63
BHS		95.5	4.5	0.0	22
BHW		86.6	11.9	1.5	67
CAT		92.3	7.7	0.0	26
CCI		100.0	0.0	0.0	12
DA		97.8	0.0	2.2	45
ECC		88.9	7.4	3.7	27
HAC		92.5	5.7	1.9	53
LIV		100.0	0.0	0.0	7
MAA		92.1	7.9	0.0	38
NHT		93.9	6.1	0.0	33
OAH		88.2	11.8	0.0	17
SEB		81.8	18.2	0.0	11
SES		90.9	9.1	0.0	22
SVS		93.9	6.1	0.0	131
TP		85.7	14.3	0.0	7
YAA		91.4	8.6	0.0	35
Total %		92.0	7.2	0.8	Total n = 725
Agency Average %		91.9	7.5	0.7	Total n = 19

Access to and Delivery of Services and Supports

Table Q7 When you ask the service coordinator/case manager for assistance, does he/she help you get what you need?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		94.3	5.7	0.0	53
ATC		91.5	6.8	1.7	59
ATO		90.6	7.8	1.6	64
BHS		90.9	9.1	0.0	22
BHW		81.8	16.7	1.5	66
CAT		92.0	8.0	0.0	25
CCI		100.0	0.0	0.0	12
DA		93.3	6.7	0.0	45
ECC		82.8	13.8	3.4	29
HAC		94.3	3.8	1.9	53
LIV		85.7	14.3	0.0	7
MAA		83.8	16.2	0.0	37
NHT		91.7	8.3	0.0	36
OAH		94.4	5.6	0.0	18
SEB		72.7	27.3	0.0	11
SES		81.0	19.0	0.0	21
SVS		89.7	9.5	0.8	126
TP		85.7	14.3	0.0	7
YAA		89.2	8.1	2.7	37
Total %		89.4	9.6	1.0	Total n = 728
Agency Average %		88.7	10.6	0.7	Total n = 19

Table Q8					
Does your family member get the services and supports he/she needs?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		82.5	17.5	0.0	57
ATC		79.3	20.7	0.0	58
ATO		78.1	20.3	1.6	64
BHS		86.4	13.6	0.0	22
BHW		78.8	21.2	0.0	66
CAT		76.9	15.4	7.7	26
CCI		91.7	8.3	0.0	12
DA		91.3	8.7	0.0	46
ECC		93.3	6.7	0.0	30
HAC		86.8	11.3	1.9	53
LIV		85.7	14.3	0.0	7
MAA		82.1	17.9	0.0	39
NHT		94.6	5.4	0.0	37
OAH		78.9	21.1	0.0	19
SEB		81.8	18.2	0.0	11
SES		95.5	4.5	0.0	22
SVS		83.6	14.9	1.5	134
TP		71.4	28.6	0.0	7
YAA		76.9	20.5	2.6	39
Total %		83.6	15.5	0.9	Total n = 749
Agency Average %		84.0	15.2	0.8	Total n = 19

Table Q9					
If your family member does not speak English or uses a different way to communicate, are there enough support workers available who can communicate with him/her?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		83.3	16.7	0.0	24
ATC		95.0	5.0	0.0	20
ATO		76.5	23.5	0.0	17
BHS		81.8	9.1	9.1	11
BHW		65.2	34.8	0.0	23
CAT		71.4	28.6	0.0	14
CCI		100.0	0.0	0.0	6
DA		85.7	14.3	0.0	28
ECC		78.6	21.4	0.0	14
HAC		76.7	20.0	3.3	30
LIV		100.0	0.0	0.0	4
MAA		84.6	15.4	0.0	13
NHT		78.6	14.3	7.1	14
OAH		60.0	40.0	0.0	5
SEB		75.0	25.0	0.0	4
SES		75.0	25.0	0.0	12
SVS		73.9	21.7	4.3	46
TP		100.0	0.0	0.0	1
YAA		90.0	0.0	10.0	10
Total %		79.4	18.6	2.0	Total n = 396
Agency Average %		81.6	16.6	1.8	Total n = 19

Table Q10					
Does your family member have access to the special equipment or accommodations that he/she needs?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		95.0	5.0	0.0	40
ATC		92.6	7.4	0.0	27
ATO		93.1	3.4	3.4	29
BHS		100.0	0.0	0.0	15
BHW		89.2	8.1	2.7	37
CAT		94.7	5.3	0.0	19
CCI		83.3	16.7	0.0	6
DA		95.1	4.9	0.0	41
ECC		95.2	4.8	0.0	21
HAC		79.5	17.9	2.6	39
LIV		100.0	0.0	0.0	5
MAA		100.0	0.0	0.0	22
NHT		100.0	0.0	0.0	24
OAH		100.0	0.0	0.0	3
SEB		75.0	25.0	0.0	4
SES		84.2	15.8	0.0	19
SVS		87.5	11.1	1.4	72
TP		100.0	0.0	0.0	3
YAA		76.5	23.5	0.0	17
Total %		91.0	8.1	0.9	Total n = 443
Agency Average %		91.6	7.8	0.5	Total n = 19

Table Q11					
Are frequent changes in support staff a problem for your family member?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		26.9	55.8	17.3	52
ATC		17.4	45.7	37.0	46
ATO		25.0	50.0	25.0	60
BHS		11.1	61.1	27.8	18
BHW		27.1	39.0	33.9	59
CAT		27.3	54.5	18.2	22
CCI		0.0	33.3	66.7	12
DA		19.0	52.4	28.6	42
ECC		9.1	50.0	40.9	22
HAC		21.6	49.0	29.4	51
LIV		0.0	20.0	80.0	5
MAA		5.4	62.2	32.4	37
NHT		10.7	53.6	35.7	28
OAH		29.4	29.4	41.2	17
SEB		20.0	60.0	20.0	10
SES		14.3	66.7	19.0	21
SVS		19.3	52.9	27.7	119
TP		0.0	60.0	40.0	5
YAA		9.7	38.7	51.6	31
Total %		18.7	50.2	31.1	Total n = 657
Agency Average %		15.4	49.2	35.4	Total n = 19

Table Q12				
Do you feel that your family member's residential setting is a healthy and safe environment?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	93.0	7.0	0.0	57
ATC	91.5	8.5	0.0	59
ATO	85.5	14.5	0.0	62
BHS	87.0	13.0	0.0	23
BHW	89.6	10.4	0.0	67
CAT	84.6	11.5	3.8	26
CCI	91.7	8.3	0.0	12
DA	89.1	10.9	0.0	46
ECC	89.7	10.3	0.0	29
HAC	92.5	7.5	0.0	53
LIV	87.5	12.5	0.0	8
MAA	87.2	12.8	0.0	39
NHT	97.3	2.7	0.0	37
OAH	89.5	10.5	0.0	19
SEB	72.7	27.3	0.0	11
SES	95.5	4.5	0.0	22
SVS	85.5	13.7	0.8	131
TP	57.1	42.9	0.0	7
YAA	92.5	7.5	0.0	40
Total %	88.9	10.8	0.3	Total n = 748
Agency Average %	87.3	12.4	0.2	Total n = 19

Table Q13					
Do you feel that your family member's day/employment setting is a healthy and safe environment?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		96.0	4.0	0.0	50
ATC		96.6	3.4	0.0	59
ATO		91.7	6.7	1.7	60
BHS		85.7	14.3	0.0	21
BHW		92.2	6.3	1.6	64
CAT		92.3	7.7	0.0	26
CCI		100.0	0.0	0.0	11
DA		90.9	9.1	0.0	44
ECC		92.0	4.0	4.0	25
HAC		92.5	5.7	1.9	53
LIV		85.7	14.3	0.0	7
MAA		89.2	10.8	0.0	37
NHT		97.1	2.9	0.0	34
OAH		94.1	5.9	0.0	17
SEB		100.0	0.0	0.0	10
SES		94.1	5.9	0.0	17
SVS		92.1	7.9	0.0	127
TP		83.3	16.7	0.0	6
YAA		94.6	5.4	0.0	37
Total %		92.9	6.5	0.6	Total n = 705
Agency Average %		92.6	6.9	0.5	Total n = 19

Choices and Control

Table Q14				
Does the agency providing residential services to your family member involve you in important decisions?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	83.9	16.1	0.0	56
ATC	78.0	18.6	3.4	59
ATO	68.3	28.6	3.2	63
BHS	91.3	8.7	0.0	23
BHW	75.0	21.9	3.1	64
CAT	80.0	20.0	0.0	25
CCI	100.0	0.0	0.0	12
DA	81.8	11.4	6.8	44
ECC	78.6	17.9	3.6	28
HAC	85.2	11.1	3.7	54
LIV	87.5	12.5	0.0	8
MAA	78.9	15.8	5.3	38
NHT	94.4	2.8	2.8	36
OAH	88.9	5.6	5.6	18
SEB	72.7	27.3	0.0	11
SES	81.8	18.2	0.0	22
SVS	81.5	15.4	3.1	130
TP	71.4	28.6	0.0	7
YAA	83.3	16.7	0.0	36
Total %	81.1	16.2	2.7	Total n = 734
Agency Average %	82.2	15.6	2.1	Total n = 19

Table Q15					
If your family member gets day or employment services, does the agency providing these services involve you in important decisions?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		66.0	31.9	2.1	47
ATC		73.1	19.2	7.7	52
ATO		49.1	33.3	17.5	57
BHS		80.0	15.0	5.0	20
BHW		67.9	28.6	3.6	56
CAT		66.7	33.3	0.0	24
CCI		80.0	20.0	0.0	10
DA		70.0	17.5	12.5	40
ECC		59.1	27.3	13.6	22
HAC		70.2	25.5	4.3	47
LIV		85.7	0.0	14.3	7
MAA		68.8	18.8	12.5	32
NHT		86.2	10.3	3.4	29
OAH		60.0	26.7	13.3	15
SEB		87.5	12.5	0.0	8
SES		80.0	6.7	13.3	15
SVS		72.3	17.6	10.1	119
TP		33.3	16.7	50.0	6
YAA		81.8	18.2	0.0	33
Total %		69.6	22.1	8.3	Total n = 639
Agency Average %		70.4	20.0	9.6	Total n = 19

Table Q16				
Do you or your family member choose the support workers who work with your family member?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	10.9	8.7	80.4	46
ATC	11.4	6.8	81.8	44
ATO	13.2	9.4	77.4	53
BHS	10.0	5.0	85.0	20
BHW	10.2	6.8	83.1	59
CAT	19.0	9.5	71.4	21
CCI	11.1	22.2	66.7	9
DA	12.5	15.0	72.5	40
ECC	14.3	14.3	71.4	21
HAC	17.4	10.9	71.7	46
LIV	20.0	0.0	80.0	5
MAA	3.3	13.3	83.3	30
NHT	19.4	16.1	64.5	31
OAH	7.1	0.0	92.9	14
SEB	18.2	0.0	81.8	11
SES	12.5	6.3	81.3	16
SVS	12.1	9.3	78.5	107
TP	40.0	0.0	60.0	5
YAA	20.0	20.0	60.0	30
Total %	13.2	10.0	76.8	Total n = 608
Agency Average %	14.9	9.1	76.0	Total n = 19

Table Q17					
Do you or your family member have control and/or input over the hiring and management of your support workers?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		2.4	4.8	92.9	42
ATC		7.3	9.8	82.9	41
ATO		3.9	11.8	84.3	51
BHS		5.3	10.5	84.2	19
BHW		3.6	9.1	87.3	55
CAT		5.9	5.9	88.2	17
CCI		0.0	0.0	100.0	9
DA		2.6	10.5	86.8	38
ECC		4.5	18.2	77.3	22
HAC		11.6	7.0	81.4	43
LIV		0.0	0.0	100.0	4
MAA		0.0	6.7	93.3	30
NHT		6.3	15.6	78.1	32
OAH		0.0	15.4	84.6	13
SEB		18.2	0.0	81.8	11
SES		5.9	0.0	94.1	17
SVS		1.9	2.9	95.1	103
TP		20.0	20.0	60.0	5
YAA		10.0	5.0	85.0	20
Total %		4.7	7.9	87.4	Total n = 572
Agency Average %		5.8	8.1	86.2	Total n = 19

Table Q18					
Do you or your family member want to have control and/or input over the hiring and management of your support workers?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		17.1	34.1	48.8	41
ATC		16.1	38.7	45.2	31
ATO		12.5	27.1	60.4	48
BHS		21.4	35.7	42.9	14
BHW		16.7	37.5	45.8	48
CAT		25.0	25.0	50.0	16
CCI		0.0	57.1	42.9	7
DA		6.7	43.3	50.0	30
ECC		11.8	23.5	64.7	17
HAC		22.5	37.5	40.0	40
LIV		25.0	25.0	50.0	4
MAA		3.8	23.1	73.1	26
NHT		14.8	37.0	48.1	27
OAH		7.7	53.8	38.5	13
SEB		33.3	50.0	16.7	6
SES		17.6	23.5	58.8	17
SVS		14.6	25.8	59.6	89
TP		0.0	20.0	80.0	5
YAA		29.4	29.4	41.2	17
Total %		15.3	32.7	52.0	Total n = 496
Agency Average %		15.6	34.1	50.4	Total n = 19

Table Q19				
Do you or your family member know how much money is spent by the MR/DD agency on behalf of your family member with a developmental disability?				
State	Always or Usually	Sometimes	* Seldom, Never or Don't Know	n
ADV	37.5	10.7	51.8	56
ATC	48.1	14.8	37.0	54
ATO	25.0	16.7	58.3	60
BHS	19.0	14.3	66.7	21
BHW	33.3	13.6	53.0	66
CAT	54.2	12.5	33.3	24
CCI	83.3	8.3	8.3	12
DA	16.7	16.7	66.7	42
ECC	22.2	18.5	59.3	27
HAC	35.3	11.8	52.9	51
LIV	62.5	0.0	37.5	8
MAA	13.5	16.2	70.3	37
NHT	47.1	5.9	47.1	34
OAH	35.3	11.8	52.9	17
SEB	18.2	36.4	45.5	11
SES	42.9	9.5	47.6	21
SVS	29.8	7.3	62.9	124
TP	42.9	14.3	42.9	7
YAA	36.1	5.6	58.3	36
Total %	33.6	12.1	54.2	Total n = 708
Agency Average %	37.0	12.9	50.1	Total n = 19

Table Q20				
Do you or your family member get to decide how this money is spent?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	22.0	38.0	40.0	50
ATC	36.6	31.7	31.7	41
ATO	23.5	33.3	43.1	51
BHS	17.6	23.5	58.8	17
BHW	25.9	19.0	55.2	58
CAT	35.0	40.0	25.0	20
CCI	50.0	33.3	16.7	12
DA	11.4	28.6	60.0	35
ECC	21.7	21.7	56.5	23
HAC	27.3	29.5	43.2	44
LIV	14.3	42.9	42.9	7
MAA	25.0	25.0	50.0	28
NHT	27.6	37.9	34.5	29
OAH	27.3	9.1	63.6	11
SEB	33.3	55.6	11.1	9
SES	18.8	56.3	25.0	16
SVS	27.9	23.1	49.0	104
TP	0.0	60.0	40.0	5
YAA	32.1	21.4	46.4	28
Total %	26.0	29.4	44.6	Total n = 588
Agency Average %	25.1	33.2	41.7	Total n = 19

Community Connections

Table Q21 If your family member wants to use typical supports in your community (e.g., through recreation departments or churches), do either the staff who help you plan or who provide support help connect you to these supports?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	70.5	25.0	4.5	44
ATC	63.8	25.5	10.6	47
ATO	58.5	32.1	9.4	53
BHS	73.3	20.0	6.7	15
BHW	53.2	31.9	14.9	47
CAT	66.7	14.3	19.0	21
CCI	70.0	30.0	0.0	10
DA	80.5	12.2	7.3	41
ECC	84.0	12.0	4.0	25
HAC	68.1	21.3	10.6	47
LIV	100.0	0.0	0.0	7
MAA	64.5	35.5	0.0	31
NHT	81.8	18.2	0.0	33
OAH	78.6	14.3	7.1	14
SEB	44.4	55.6	0.0	9
SES	90.5	9.5	0.0	21
SVS	62.3	29.5	8.2	122
TP	40.0	60.0	0.0	5
YAA	61.1	33.3	5.6	36
Total %	67.4	25.3	7.3	Total n = 628
Agency Average %	69.0	25.3	5.7	Total n = 19

Table Q22					
If your family member would like to use family, friends, or neighbors to provide some of the supports he/she needs, do either the staff who help you plan or who provide support help him/her do this?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		65.8	34.2	0.0	38
ATC		60.0	32.5	7.5	40
ATO		67.3	26.9	5.8	52
BHS		71.4	14.3	14.3	14
BHW		46.8	42.6	10.6	47
CAT		63.2	21.1	15.8	19
CCI		81.8	18.2	0.0	11
DA		80.6	13.9	5.6	36
ECC		84.2	10.5	5.3	19
HAC		66.7	19.0	14.3	42
LIV		100.0	0.0	0.0	4
MAA		80.0	20.0	0.0	25
NHT		80.6	16.1	3.2	31
OAH		78.6	14.3	7.1	14
SEB		66.7	33.3	0.0	9
SES		100.0	0.0	0.0	15
SVS		66.4	21.5	12.1	107
TP		50.0	50.0	0.0	4
YAA		64.3	28.6	7.1	28
Total %		68.8	23.6	7.6	Total n = 555
Agency Average %		72.3	21.9	5.7	Total n = 19

Table Q23				
Do you feel that your family member has access to community activities?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	70.9	27.3	1.8	55
ATC	78.0	16.9	5.1	59
ATO	77.8	22.2	0.0	63
BHS	81.0	19.0	0.0	21
BHW	59.0	34.4	6.6	61
CAT	76.0	20.0	4.0	25
CCI	66.7	25.0	8.3	12
DA	73.3	24.4	2.2	45
ECC	85.2	11.1	3.7	27
HAC	70.4	27.8	1.9	54
LIV	100.0	0.0	0.0	7
MAA	69.2	25.6	5.1	39
NHT	86.5	13.5	0.0	37
OAH	73.7	21.1	5.3	19
SEB	63.6	36.4	0.0	11
SES	79.2	20.8	0.0	24
SVS	69.2	29.3	1.5	133
TP	50.0	50.0	0.0	6
YAA	76.3	21.1	2.6	38
Total %	73.1	24.3	2.6	Total n = 736
Agency Average %	74.0	23.5	2.5	Total n = 19

Table Q24					
Does your family member participate in community activities?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		32.7	53.8	13.5	52
ATC		40.0	43.6	16.4	55
ATO		42.6	41.0	16.4	61
BHS		31.6	47.4	21.1	19
BHW		24.6	52.5	23.0	61
CAT		42.9	38.1	19.0	21
CCI		58.3	33.3	8.3	12
DA		64.4	31.1	4.4	45
ECC		57.7	38.5	3.8	26
HAC		41.7	47.9	10.4	48
LIV		33.3	66.7	0.0	6
MAA		40.0	42.9	17.1	35
NHT		60.0	34.3	5.7	35
OAH		77.8	22.2	0.0	18
SEB		50.0	50.0	0.0	10
SES		45.8	45.8	8.3	24
SVS		39.5	48.8	11.6	129
TP		33.3	66.7	0.0	6
YAA		37.8	51.4	10.8	37
Total %		42.9	44.9	12.3	Total n = 700
Agency Average %		44.9	45.1	10.0	Total n = 19

Outcomes and Satisfaction with Services and Supports

Table Q25 Overall, are you satisfied with the services and supports your family member currently receives?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	91.2	8.8	0.0	57
ATC	84.5	15.5	0.0	58
ATO	84.4	14.1	1.6	64
BHS	82.6	17.4	0.0	23
BHW	77.6	19.4	3.0	67
CAT	84.0	12.0	4.0	25
CCI	100.0	0.0	0.0	12
DA	87.0	13.0	0.0	46
ECC	90.0	10.0	0.0	30
HAC	81.1	17.0	1.9	53
LIV	100.0	0.0	0.0	8
MAA	84.6	15.4	0.0	39
NHT	94.7	5.3	0.0	38
OAH	78.9	21.1	0.0	19
SEB	81.8	9.1	9.1	11
SES	91.7	8.3	0.0	24
SVS	83.5	15.8	0.8	133
TP	71.4	28.6	0.0	7
YAA	94.7	5.3	0.0	38
Total %	85.6	13.4	0.9	Total n = 752
Agency Average %	86.5	12.4	1.1	Total n = 19

Table Q26					
Are you familiar with the process for filing a complaint or grievance regarding services you receive or staff who provide them?					
State		Always or Usually	Sometimes	* Seldom, Never or Don't Know	n
ADV		65.5	14.5	20.0	55
ATC		69.6	8.9	21.4	56
ATO		67.2	6.6	26.2	61
BHS		72.7	9.1	18.2	22
BHW		65.1	9.5	25.4	63
CAT		76.9	7.7	15.4	26
CCI		91.7	0.0	8.3	12
DA		71.1	11.1	17.8	45
ECC		46.2	0.0	53.8	26
HAC		55.8	5.8	38.5	52
LIV		57.1	0.0	42.9	7
MAA		62.9	2.9	34.3	35
NHT		77.4	0.0	22.6	31
OAH		55.6	5.6	38.9	18
SEB		54.5	9.1	36.4	11
SES		52.4	4.8	42.9	21
SVS		62.1	11.3	26.6	124
TP		14.3	28.6	57.1	7
YAA		62.2	10.8	27.0	37
Total %		64.2	8.3	27.5	Total n = 709
Agency Average %		62.1	7.7	30.2	Total n = 19

Table Q27				
Are you satisfied with the way complaints/grievances are handled and resolved?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	65.0	35.0	0.0	40
ATC	80.4	15.2	4.3	46
ATO	68.9	26.7	4.4	45
BHS	80.0	20.0	0.0	15
BHW	66.0	25.5	8.5	47
CAT	77.3	18.2	4.5	22
CCI	90.9	9.1	0.0	11
DA	82.9	17.1	0.0	35
ECC	73.7	21.1	5.3	19
HAC	68.4	26.3	5.3	38
LIV	66.7	33.3	0.0	3
MAA	66.7	29.6	3.7	27
NHT	84.6	15.4	0.0	26
OAH	63.6	27.3	9.1	11
SEB	62.5	25.0	12.5	8
SES	80.0	20.0	0.0	15
SVS	69.0	24.0	7.0	100
TP	66.7	16.7	16.7	6
YAA	76.9	23.1	0.0	26
Total %	72.6	23.1	4.3	Total n = 540
Agency Average %	73.2	22.6	4.3	Total n = 19

Table Q28					
Do you feel that services and supports have made a positive difference in the life of your family?					
State		Always or Usually	Sometimes	Seldom or Never	n
ADV		90.7	9.3	0.0	54
ATC		86.0	10.5	3.5	57
ATO		82.8	17.2	0.0	58
BHS		90.9	9.1	0.0	22
BHW		71.9	25.0	3.1	64
CAT		80.0	16.0	4.0	25
CCI		100.0	0.0	0.0	11
DA		88.9	11.1	0.0	45
ECC		86.2	10.3	3.4	29
HAC		83.0	17.0	0.0	53
LIV		71.4	28.6	0.0	7
MAA		85.7	14.3	0.0	35
NHT		92.1	7.9	0.0	38
OAH		77.8	22.2	0.0	18
SEB		90.9	9.1	0.0	11
SES		95.7	0.0	4.3	23
SVS		84.2	13.5	2.3	133
TP		85.7	14.3	0.0	7
YAA		92.3	7.7	0.0	39
Total %		85.3	13.3	1.4	Total n = 729
Agency Average %		86.1	12.8	1.1	Total n = 19

Table Q29				
Overall, do you feel that your family member is happy?				
State	Always or Usually	Sometimes	Seldom or Never	n
ADV	91.2	8.8	0.0	57
ATC	86.0	12.3	1.8	57
ATO	73.4	25.0	1.6	64
BHS	81.8	18.2	0.0	22
BHW	70.6	25.0	4.4	68
CAT	92.3	7.7	0.0	26
CCI	100.0	0.0	0.0	12
DA	82.2	17.8	0.0	45
ECC	85.7	14.3	0.0	28
HAC	74.1	25.9	0.0	54
LIV	75.0	25.0	0.0	8
MAA	81.6	18.4	0.0	38
NHT	94.6	5.4	0.0	37
OAH	83.3	16.7	0.0	18
SEB	72.7	27.3	0.0	11
SES	95.7	4.3	0.0	23
SVS	86.7	12.6	0.7	135
TP	42.9	57.1	0.0	7
YAA	92.3	7.7	0.0	39
Total %	83.3	15.9	0.8	Total n = 749
Agency Average %	82.2	17.3	0.4	Total n = 19