

FY 2006

**ADD Annual Report: Section 3**

**FY 2006: Measures of Improvement and Consumer Satisfaction, ADD Funding**

**TN- Boling Center for Developmental Disabilities, UCEDD/LEND**

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The Area of Emphasis for which Consumer Satisfaction data is reported as required is Education & Early Intervention. Additional consumer satisfaction data is also displayed below.

|                      |   |
|----------------------|---|
| <b>Core Function</b> | <b>Interdisciplinary Pre-Service Preparation and Continuing Education</b> |
|----------------------|---|

| Area of Emphasis               | Number of Activities | Improvement Measure  | Consumer Satisfaction Measure  |
|--------------------------------|----------------------|--|--|
| Education & Early Intervention | 48                   | Number of trainees who gained the knowledge and skills to serve as a resource for achieving the developmental and educational goals of IWDD from birth to 22 years of age.<br>165  | Percentage of trainees who reported satisfaction with the knowledge and skills gained to serve as a resource for achieving the developmental and educational goals of IWDD from birth to 22 years of age.<br>Number Responding<br>Highly satisfied: 60<br>Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 60<br>Percent of Total who were Highly Satisfied or Satisfied: 100%   |
| Quality Assurance              | 2                    | Number of trainees who gained the knowledge and skills to promote quality assurance activities for IWDD.<br>12   |  |
| Child Care-Related Activities  | 3                    | Number of trainees who gained the knowledge and skills to provide accessible and appropriate child care and to serve as a resource for family members/caregivers of CWDD to gain access to and use appropriate child care.<br>32 | Percentage of trainees who reported satisfaction with the knowledge and skills gained to provide accessible and appropriate child care and to serve as a resource for family members/caregivers of CWDD to gain access to and use appropriate child care.<br>Number Responding<br>Highly satisfied: 30<br>Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 30<br>Percent of Total who were Highly Satisfied or Satisfied: 100% |
| Health-Related Activities      | 54                   | Number of trainees who gained knowledge and skills related to the health care needs of IWDD.<br>350  | Percentage of trainees who reported satisfaction with the knowledge and skills gained related to the health care needs of IWDD.<br>Number Responding<br>Highly satisfied: 263  |

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|                 |   |  | Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 263<br>Percent of Total who were Highly Satisfied or Satisfied: 100%  |
| Quality of Life | 5 | Number of trainees who gained the knowledge and skills to serve as a resource for IWDD in other areas.<br>67 | Percentage of trainees who reported satisfaction with the knowledge and skills gained to serve as a resource for IWDD in other areas.<br>Number Responding<br>Highly satisfied: 42<br>Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 42<br>Percent of Total who were Highly Satisfied or Satisfied: 100% |

This reporting period, the UCEDD had a total of 60 Trainees.

The figures in the table above reflect the participation of the UCEDD's Trainees in multiple knowledge and skill-building activities as well as their reported satisfaction with those activities. Because a single individual will have participated in multiple training activities over the course of the reporting period, the figures in the table above reflect both the UCEDD's relative training emphasis and the satisfaction of its Trainees with the training activities.

Consumer Satisfaction Measure for Interdisciplinary Pre-Service Preparation and Continuing Education

1. Response Rate and Explanation

*(Report the response rate for this core function, and in cases where the response rate is below 30%, provide the reason(s).)*

Response rate = 36%

2. Sampling Procedures

*(Indicate if non-random sampling procedures were used. If non-random sampling measures were used, explain why.)*

No sampling

| Core Function                  | Community Services: Training & Technical Assistance |  |   |
|--------------------------------|---|--|---|
| Area of Emphasis               | Number of Activities                                | Improvement Measure  | Consumer Satisfaction Measure   |
| Education & Early Intervention | 125   | Number of individuals in the community who gained knowledge and skills related to achieving the developmental and educational goals of IWDD from birth to 22 years of age. | Percentage of individuals in the community who reported satisfaction with the knowledge and skills gained to support the achievement of the developmental and educational goals of IWDD |

|                               |    |  |   |
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|                               |    | 2,255  | from birth to 22 years of age.<br>Number Responding<br>Highly satisfied: 131<br>Satisfied: 256<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 387<br>Percent of Total who were Highly Satisfied or Satisfied: 100%   |
| Quality Assurance             | 82 | Number of individuals in the community who gained knowledge and skills related to promoting quality assurance activities for IWDD.<br>454  | Percentage of individuals in the community who reported satisfaction with the knowledge and skills gained related to promoting quality assurance activities for IWDD.<br>Number Responding<br>Highly satisfied: 34<br>Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 34<br>Percent of Total who were Highly Satisfied or Satisfied: 100%  |
| Child Care-Related Activities | 36 | Number of individuals in the community who gained knowledge and skills related to appropriate child care for CWDD and serving as a resource for family members/caregivers of CWDD to access and use appropriate child care.<br>292 | Percentage of individuals in the community who reported satisfaction with the knowledge and skills gained related to appropriate child care for CWDD and serving as a resource for family members/caregivers of CWDD to access and use appropriate child care.<br>Number Responding<br>Highly satisfied: 30<br>Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 30<br>Percent of Total who were Highly Satisfied or Satisfied: 100% |

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| <p>Health-Related Activities</p>         | <p>370</p> | <p>Number of individuals in the community who gained knowledge and skills related to the health care needs of IWDD.<br/>7,356</p>  | <p>Percentage of individuals in the community who reported satisfaction with the knowledge and skills gained related to the health care needs of IWDD.</p> <p>Number Responding</p> <p>Highly satisfied: 642</p> <p>Satisfied: 0</p> <p>Satisfied somewhat: 0</p> <p>Not at all satisfied: 0</p> <p>Total: 642</p> <p>Percent of Total who were Highly Satisfied or Satisfied: 100%</p>   |
| <p>Employment-Related Activities</p>     | <p>743</p> | <p>Number of individuals in the community who gained knowledge and skills related to employment, job choice, and career opportunities for IWDD.<br/>25,167</p>   | <p></p>   |
| <p>Housing-Related Activities</p>        | <p>10</p>  | <p>Number of individuals in the community who gained knowledge and skills related to IWDD choosing where and with whom they might live and facilitate the type and level of services needed to support those choices.<br/>12</p> | <p>Percentage of individuals in the community who reported satisfaction with knowledge and skills gained related to IWDD to choosing where and with whom they will live and to facilitate the level of services needed to support those choices.</p> <p>Number Responding</p> <p>Highly satisfied: 0</p> <p>Satisfied: 3</p> <p>Satisfied somewhat: 0</p> <p>Not at all satisfied: 0</p> <p>Total: 3</p> <p>Percent of Total who were Highly Satisfied or Satisfied: 100%</p> |
| <p>Transportation-Related Activities</p> | <p>2</p>   | <p>Number of individuals in the community who gained knowledge and skills related to IWDD accessing and using transportation.<br/>15</p>   | <p></p>   |

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| Recreation-Related Activities | 9  | Number of individuals in the community who gained knowledge and skills related to IWDD accessing and participating in recreational, leisure, and social activities in their communities.<br><br>69 |   |
| Quality of Life               | 17 | Number of individuals in the community who gained knowledge and skills related to IWDD in other areas.<br><br>228  | <p>Percentage of individuals in the community who reported satisfaction with the knowledge and skills gained related to IWDD in other areas.</p> <p>Number Responding</p> <p>Highly satisfied: 106</p> <p>Satisfied: 2</p> <p>Satisfied somewhat: 0</p> <p>Not at all satisfied: 0</p> <p>Total: 108</p> <p>Percent of Total who were Highly Satisfied or Satisfied: 100%</p> |
| Other - Cultural Diversity    | 1  | Number of individuals in the community who gained knowledge and skills related to IWDD in other areas.<br><br>13   | <p>Percentage of individuals in the community who reported satisfaction with the knowledge and skills gained related to IWDD in other areas.</p> <p>Number Responding</p> <p>Highly satisfied: 13</p> <p>Satisfied: 0</p> <p>Satisfied somewhat: 0</p> <p>Not at all satisfied: 0</p> <p>Total: 13</p> <p>Percent of Total who were Highly Satisfied or Satisfied: 100%</p>   |
| Other - Leadership            | 23 | Number of individuals in the community who gained knowledge and skills related to IWDD in other areas.<br><br>245  |   |

|       |   |  |    |
|-------|---|--|----|
| Other | 1 | Number of individuals in the community who gained knowledge and skills related to IWDD in other areas. | 13 |
|-------|---|--|----|

**Consumer Satisfaction Measure for Community Services: Training & Technical Assistance**

**1. Response Rate and Explanation**

*(Report the response rate for this core function, and in cases where the response rate is below 30%, provide the reason(s).)*

Response rate = 17.2%

**2. Sampling Procedures**

*(Indicate if non-random sampling procedures were used. If non-random sampling measures were used, explain why.)*

Denominator reflects participants for all 125 activities. Not all activities had participants surveyed. Thus for activities surveyed, the 17.2% response rate underestimates actual response rate.

| <b>Community Services: Direct Services &amp; Demonstration Projects</b> |                                |                             |  |  |
|---|--------------------------------|-----------------------------|--|--|
| <b>Core Function</b>  | <b>Area of Emphasis</b>        | <b>Number of Activities</b> | <b>Improvement Measure</b>   | <b>Consumer Satisfaction Measure</b>   |
|   | Education & Early Intervention | 15                          | Number of individuals in the community who received services and/or supports related to achieving the developmental and educational goals of IWDD from birth to 22 years of age. | Percentage of individuals in the community who reported satisfaction with the services and/or supports received related to achieving the developmental and educational goals of IWDD from birth to 22 years of age.<br><br>Number Responding<br>Highly satisfied: 0<br>Satisfied: 26<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 26<br><br>Percent of Total who were Highly Satisfied or Satisfied: 100% |
|   | Quality Assurance              | 1                           | Number of individuals in the community who received services and/or supports related to promoting quality assurance activities for IWDD.   | 30   |

|                               |    |  |   |
|-------------------------------|----|--|---|
| Child Care-Related Activities | 5  | Number of individuals in the community who received services and/or supports related to appropriate child care for CWDD and serving as a resource for family members/caregivers of CWDD to access and use appropriate child care.<br><br>240 |   |
| Health-Related Activities     | 67 | Number of individuals in the community who received services and/or supports related to healthy outcomes for IWDD.<br><br>2,803  | Percentage of individuals in the community who reported satisfaction with the services and/or supports received related to healthy outcomes for IWDD.<br><br>Number Responding<br>Highly satisfied: 0<br>Satisfied: 117<br>Satisfied somewhat: 0<br>Not at all satisfied: 1<br>Total: 118<br><br>Percent of Total who were Highly Satisfied or Satisfied: 99% |
| Employment-Related Activities | 6  | Number of individuals in the community who received services and/or supports related to employment, job choice, and career opportunities for IWDD.<br><br>104  |   |
| Quality of Life               | 1  | Number of individuals in the community who gained knowledge and skills related to IWDD in other areas.<br><br>8  |   |

Consumer Satisfaction Measure for Community Services: Direct Services & Demonstration Projects

1. Response Rate and Explanation

*(Report the response rate for this core function, and in cases where the response rate is below 30%, provide the reason(s).)*

Response rate = 6%

2. Sampling Procedures

*(Indicate if non-random sampling procedures were used. If non-random sampling measures were used, explain why.)*

Denominator reflects service recipients for all 15 activities. Not all activities had service recipients surveyed. Thus for activities surveyed, the 6% response rate underestimates actual response rate.

|                      |                 |
|----------------------|-----------------|
| <b>Core Function</b> | <b>Research</b> |
|----------------------|-----------------|



| <b>Area of Emphasis</b>        | <b>Improvement Measure</b>  |    |
|--------------------------------|---|----|
| Education & Early Intervention | Number of research and evaluation activities conducted that investigated strategies to foster the achievement of the developmental and educational goals of IWDD from birth to 22 years of age.                 | 12 |
| Quality Assurance              | Number of research and evaluation activities conducted that investigated strategies to promote quality assurance activities for IWDD.   | 5  |
| Child Care-Related Activities  | Number of research and evaluation activities conducted that investigated strategies to foster the provision of, accessibility to, and use of appropriate child care for CCWD.                                   | 5  |
| Health-Related Activities      | Number of research and evaluation activities conducted that investigated strategies to foster healthy outcomes for IWDD.  | 64 |
| Employment-Related Activities  | Number of research and evaluation activities conducted that investigated strategies to foster employment opportunities and choices for IWDD.  | 69 |
| Recreation-Related Activities  | Number of research and evaluation activities conducted that investigated strategies to foster accessibility to and participation in recreational, leisure, and social activities for IWDD in their communities. | 1  |
| Quality of Life                | Number of research and evaluation activities conducted on issues related to IWDD in other areas.  | 1  |

| <b>Core Function</b>           | <b>Information Dissemination</b>  |   |
|--------------------------------|---|---|
| <b>Area of Emphasis</b>        | <b>Improvement Measure</b>  | <b>Consumer Satisfaction Measure</b>  |
| Education & Early Intervention | Number of products developed and disseminated related to achieving developmental and educational goals of IWDD from birth to 22 years of age.<br>14 | Percentage of recipients of products disseminated related to achieving developmental and educational goals of IWDD from birth to 22 years of age who reported satisfaction with the quality of the item.<br><br>Number Responding<br>Highly satisfied: 0<br>Satisfied: 6<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 6<br><br>Percent of Total who were Highly Satisfied or Satisfied: 100% |
| Child Care-Related Activities  | Number of products developed and disseminated on accessing, using, and providing appropriate child care.<br>2                                       |   |

|                               |  |   |
|-------------------------------|--|---|
| Health-Related Activities     | Number of products developed and disseminated on achieving healthy outcomes for IWDD.<br>100   | Percentage of recipients of products disseminated on achieving healthy outcomes for IWDD who reported satisfaction with the quality of the item.<br>Number Responding<br>Highly satisfied: 7<br>Satisfied: 0<br>Satisfied somewhat: 0<br>Not at all satisfied: 0<br>Total: 7<br>Percent of Total who were Highly Satisfied or Satisfied: 100% |
| Employment-Related Activities | Number of products developed and disseminated on IWDD obtaining and maintaining employment consistent with their interests, abilities, and needs.<br>233 |   |
| Quality of Life               | Number of products developed and disseminated on IWDD in other areas not listed above.<br>1  |   |
| Other                         | Number of products developed and disseminated on IWDD in other areas not listed above.<br>2  |   |

Consumer Satisfaction Measure for Information Dissemination

1. Response Rate and Explanation

*(Report the response rate for this core function, and in cases where the response rate is below 30%, provide the reason(s).)*

Response rate = 43%

2. Sampling Procedures

*(Indicate if non-random sampling procedures were used. If non-random sampling measures were used, explain why.)*

No sampling

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