

Vendor Rate Study

**Individual and Family Rates
Survey
"Survey Instrument"**

Prepared for Department of Developmental
Services



Help make your regional center services better!

Let your voice be heard!

We at California Department of Developmental Services (DDS) want to hear about your or your family member's services that are provided by regional centers throughout California. This survey is part of a study about how California pays for services. Your ideas can inform how we pay for regional center services, consider changes to pay rates, and hopefully improve services overall. This survey is available in multiple languages.

What is this survey about?

The survey asks for your opinions about services. It also asks for general information about you and/or your family member.

Who should take this survey?

Take this survey if you or a family member receives services provided by a regional center, especially if you want to improve these services.

How long will it take?

The survey will take you 15-25 minutes to complete.

What will happen to my answers?

Human Services Research Institute (HSRI) will collect and analyze your answers. HSRI is helping us with this survey and will show us the results. We do not ask you for your name or any other information that tells us who you are. Your responses will be kept private and will not be linked to you.

Where can I get more information, and who should I contact for questions?

Burns & Associates is completing a study about rates. You can find more information about the rate study [here](#).

For questions or comments about the survey, contact CASurvey@hsri.org.

For questions about the rate study, contact vendorsurvey@dds.ca.gov.

Thank you for your time. We are excited to hear from you!

Are you a:

- Person with a disability
- Family member (or guardian) of a person with a disability (Skip to P. 13)
- Other (please specify): _____ (Skip to P. 25)

First, tell us about yourself.

These questions will help us understand more about you and the services you may use.

What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older
- I don't want to answer

What regional center provides your services? (Find your regional center here)

- Alta California Regional Center
- Central Valley Regional Center
- Eastern Los Angeles Regional Center
- Far Northern Regional Center
- Frank D. Lanterman Regional Center
- Golden Gate Regional Center
- Harbor Regional Center
- Inland Regional Center
- Kern Regional Center
- North Bay Regional Center
- North Los Angeles County Regional Center
- Redwood Coast Regional Center
- Regional Center of the East Bay
- Regional Center of Orange County
- San Andreas Regional Center
- San Diego Regional Center
- San Gabriel/Pomona Regional Center
- South Central Los Angeles Regional Center
- Tri-Counties Regional Center
- Valley Mountain Regional Center
- Westside Regional Center
- I don't know

Is the city/town you live in:

- Urban (a city or metropolitan area with at least 50,000 people)
- Rural or Frontier (a city or town with fewer than 50,000 people)
- I don't know

Do you identify as a: [Select all that apply]

- Girl/woman
- Boy/man
- Transgender, non-binary, agender, gender fluid, or gender queer
- I don't want to answer

Do you identify as: [Select all that apply]

- American Indian, Native American, or Alaska Native
- Asian
- Black or African American
- Filipino
- Hispanic, Latino, or Spanish
- Middle Eastern or North African
- Native Hawaiian or other Pacific Islander
- White
- I don't want to answer
- Other (please specify): _____

What language do you prefer to use with your staff?

- | | |
|---|--|
| <input type="radio"/> English | <input type="radio"/> Japanese |
| <input type="radio"/> Spanish | <input type="radio"/> Khmer |
| <input type="radio"/> Arabic | <input type="radio"/> Korean |
| <input type="radio"/> Armenian | <input type="radio"/> Persian, Farsi, or Dari |
| <input type="radio"/> Austronesian, Ilocano, Samoan,
or Hawaiian | <input type="radio"/> Portuguese |
| <input type="radio"/> Cambodian | <input type="radio"/> Russian |
| <input type="radio"/> Cantonese, Mandarin, or Chinese | <input type="radio"/> Tagalog or Filipino |
| <input type="radio"/> French | <input type="radio"/> Tai-Kadai, Thai, or Lao |
| <input type="radio"/> German | <input type="radio"/> Vietnamese |
| <input type="radio"/> Hindi | <input type="radio"/> I don't want to answer |
| <input type="radio"/> Hmong | <input type="radio"/> Other (please specify) _____ |

What is your household income?

- Under \$25,000
- \$25,000 – \$49,999
- \$50,000 – \$74,999
- \$75,000 – \$99,999
- \$100,000 – \$149,999
- \$150,000 or more
- I don't know/don't want to answer

Do you live in:

- Your own or family home
- A group home, adult family foster home, or host home
- An assisted living facility or residential care facility
- A nursing facility or nursing home
- Homeless or a temporary shelter
- I don't want to answer
- Other (please specify): _____

On average, how much support do you need:

	Low	Moderate	High	Extraordinary	I don't know/don't want to answer
At home (e.g., dressing, eating, getting around the house)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the community (e.g., participating in recreational activities, shopping, using transportation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For health and safety (e.g., eating a nutritious diet, staying safe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For employment (e.g., finding a job, completing work assignments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For medical conditions (e.g., taking medicine, following medical routines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For behavioral challenges (e.g., managing unsafe behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with your in-home support.

In-home support staff help you in your home or group home, or with your daily living needs, such as getting dressed, grocery shopping, or chores.

For the following questions, if you have more than one staff, think about staff support overall.

Do you receive in-home supports? In-home support staff help you in your home or group home, or with your daily living needs, such as getting dressed, grocery shopping, or chores.

- Yes
- No (Skip to P. 8)
- I don't know (Skip to P. 8)

Tell us about your experiences with your in-home support.

Rate how well staff in your home support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how well staff in your home support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that staff in your home support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that staff in your home support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with your community and/or day program supports.

Community and/or day program staff help you to access your community or help when you attend a day program.

For the following questions, if you have more than one staff, think about staff support overall.

Do you receive community and/or day program supports? Community and/or day program staff help you to access your community or help when you attend a day program.

- Yes
- No (Skip to P. 10)
- I don't know (Skip to P. 10)

Tell us about your experiences with your community and/or day program supports.

Rate how well your staff in the community and/or at your day program support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how well your staff in the community and/or at your day program support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that your staff in the community and/or at your day program support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that your staff in the community and/or at your day program support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with your employment support staff.

Employment support staff help you to get or keep a job or help you on the job.

For the following questions, if you have more than one staff, think about staff support overall.

Do you receive employment support? Employment support staff help you to get or keep a job or help you on the job.

- Yes
- No (Skip to P. 12)
- I don't know (Skip to P. 12)

Tell us about your experiences with your employment support staff. `

Rate how well your employment staff support you to:

	Poor	Fair	Good	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights `	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up `	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support `	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need `	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs `	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent at my job `	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how well your employment staff support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage my health and/or medical treatments at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work how I like to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that your employment staff support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent at my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that your employment staff support you to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work how I like to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with accessing and receiving services.

Rate your experiences with:

	Poor	Fair	Good	I don't know/don't want to answer
Becoming eligible for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting information about available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding trained staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who show up regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff that speak my language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who are a good fit for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your experiences with:

	Poor	Fair	Good	I don't know/don't want to answer
Choosing my staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing my staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping good staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping a good agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling safe with my staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff respecting me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting specialized services (e.g., therapies, nursing, behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliable transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you want us to know about your services (Stop after answering this question)?

First, tell us about yourself.

These questions will help us understand more about you and your family member and the services they may use.

If you are a family member of more than one person receiving services, please answer this survey thinking of just one of your family members. You may fill out the survey for each family member receiving DDS services if you would like to—just follow the link again after finishing the survey.

What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older
- I don't want to answer

What age is your family member?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older
- I don't want to answer

What regional center provides your family member's services? (Find your regional center here)

- | | |
|--|---|
| <input type="radio"/> Alta California Regional Center | <input type="radio"/> Redwood Coast Regional Center |
| <input type="radio"/> Central Valley Regional Center | <input type="radio"/> Regional Center of the East Bay |
| <input type="radio"/> Eastern Los Angeles Regional Center | <input type="radio"/> Regional Center of Orange County |
| <input type="radio"/> Far Northern Regional Center | <input type="radio"/> San Andreas Regional Center |
| <input type="radio"/> Frank D. Lanterman Regional Center | <input type="radio"/> San Diego Regional Center |
| <input type="radio"/> Golden Gate Regional Center | <input type="radio"/> San Gabriel/Pomona Regional Center |
| <input type="radio"/> Harbor Regional Center | <input type="radio"/> South Central Los Angeles Regional Center |
| <input type="radio"/> Inland Regional Center | <input type="radio"/> Tri-Counties Regional Center |
| <input type="radio"/> Kern Regional Center | <input type="radio"/> Valley Mountain Regional Center |
| <input type="radio"/> North Bay Regional Center | <input type="radio"/> Westside Regional Center |
| <input type="radio"/> North Los Angeles County Regional Center | <input type="radio"/> I don't know |

Is the city/town your family member lives in:

- Urban (a city or metropolitan area with at least 50,000 people)
- Rural or Frontier (a city or town with fewer than 50,000 people)
- I don't know

Do you identify as a: [Select all that apply]

- Girl/woman
- Boy/man
- Transgender, non-binary, agender, gender fluid, or gender queer
- I don't want to answer

Do you identify as: [Select all that apply]

- American Indian, Native American, or Alaska Native
- Asian
- Black or African American
- Filipino
- Hispanic, Latino, or Spanish
- Middle Eastern or North African
- Native Hawaiian or other Pacific Islander
- White
- I don't want to answer
- Other (please specify): _____

What language does your family member prefer to use with their staff?

- | | |
|---|--|
| <input type="radio"/> English | <input type="radio"/> Japanese |
| <input type="radio"/> Spanish | <input type="radio"/> Khmer |
| <input type="radio"/> Arabic | <input type="radio"/> Korean |
| <input type="radio"/> Armenian | <input type="radio"/> Persian, Farsi, or Dari |
| <input type="radio"/> Austronesian, Ilocano, Samoan,
or Hawaiian | <input type="radio"/> Portuguese |
| <input type="radio"/> Cambodian | <input type="radio"/> Russian |
| <input type="radio"/> Cantonese, Mandarin, or Chinese | <input type="radio"/> Tagalog or Filipino |
| <input type="radio"/> French | <input type="radio"/> Tai-Kadai, Thai, or Lao |
| <input type="radio"/> German | <input type="radio"/> Vietnamese |
| <input type="radio"/> Hindi | <input type="radio"/> I don't want to answer |
| <input type="radio"/> Hmong | <input type="radio"/> Other (please specify) _____ |

What is your household income?

- Under \$25,000
- \$25,000 – \$49,999
- \$50,000 – \$74,999
- \$75,000 – \$99,999
- \$100,000 – \$149,999
- \$150,000 or more
- I don't know/don't want to answer

Does your family member live in:

- Their own or family home
- A group home, adult family foster home, or host home
- An assisted living facility or residential care facility
- A nursing facility or nursing home
- Homeless or a temporary shelter
- I don't want to answer
- Other (please specify) _____

On average, how much support does your family member need:

	Low	Moderate	High	Extraordinary	I don't know/don't want to answer
At home (e.g., dressing, eating, getting around the house)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the community (e.g., participating in recreational activities, shopping, using transportation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For health and safety (e.g., eating a nutritious diet, staying safe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For employment (e.g., finding a job, completing work assignments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For medical conditions (e.g., taking medicine, following medical routines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For behavioral challenges (e.g., managing unsafe behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with your family member's in-home support.

In-home support staff help your family member in their home or group home, or with their daily living needs such as getting dressed, grocery shopping, or chores.

For the following questions, if your family member has more than one staff, think about staff support overall.

Does your family member receive in-home support? In-home support staff help your family member in their home or group home, or with their daily living needs such as getting dressed, grocery shopping, or chores.

- Yes
- No (Skip to P. 19)
- I don't know (Skip to P. 19)

Tell us about your experiences with your family member's in-home support.

Rate how well staff in your family member's home supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Make their own choices about their life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about their rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of their personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet their basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in their home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how well staff in your family member's home supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage their health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that they can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what they like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow their cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that staff in your family member's home supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make their own choices about their life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about their rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of their personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help that they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet their basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in their home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that staff in your family member's home supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage their health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that they can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what they like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow their cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with your family member's community and/or day program supports.

Community and/or day program staff help your family member to access their community or help them when they attend a day program.

For the following questions, if your family member has more than one staff, think about staff support overall.

Does your family member receive community and/or day program supports? Community and/or day program staff help your family member to access their community or help them when they attend a day program.

- Yes
- No (Skip to P. 22)
- I don't know (Skip to P. 22)

Tell us about your experiences with your family member's community and/or day program supports.

Rate how well your family member's staff in the community and/or at their day program supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Make their own choices about their life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about their rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of their personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help that they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet their basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how well your family member's staff in the community and/or at their day program supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage their health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that they can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what they like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow their cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that staff in your family member's community and/or at their day program supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make their own choices about their life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about their rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of their personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help that they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet their basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that staff in your family member's community and/or at their day program supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage their health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that they can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what they like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow their cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your experiences with your employment support staff.

Employment support staff help your family member to get or keep a job or help them on the job.

For the following questions, if your family member has more than one staff, think about staff support overall.

Does your family member receive employment support? Employment support staff help your family member to get or keep a job or help them on the job.

- Yes
- No (Skip to P. 24)
- I don't know (Skip to P. 24)

Tell us about your experiences with your employment support staff.

Rate how well your family member's employment staff supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Make their own choices about their life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about their rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of their personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help that they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet their basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent at their job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how well your family member's employment staff supports them to:

	Poor	Fair	Good	I don't know/don't want to answer
Manage their health and/or medical treatments at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that they can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work the way they like to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow their cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that your family member's employment staff supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Make their own choices about their life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about their rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of their personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help that they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet their basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent at their job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is it important that your family member's employment staff supports them to:

	Not important	Somewhat important	Very important	I don't know/don't want to answer
Manage their health and/or medical treatments at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that they can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work the way they like to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow their cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tell us about your family member's experiences with accessing and receiving services.

Rate your family member's experiences with:

	Poor	Fair	Good	I don't know/don't want to answer
Becoming eligible for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting information about available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding trained staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who show up regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff that speak their language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who are a good fit for them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your family member's experiences with:

	Poor	Fair	Good	I don't know/don't want to answer
Choosing their staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing their staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping good staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping a good agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling safe with their staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff respecting them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting specialized services (e.g., therapies, nursing, behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliable transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you want us to know about your family member's services (Stop after answering this question)?

Tell us about accessing and receiving services.

Rate how you think people receiving regional center services experience:

	Poor	Fair	Good	I don't know/don't want to answer
Becoming eligible for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing about available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding trained staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who show up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff that speak their language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who are a good fit for them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate how you think people receiving DDS services experience:

	Poor	Fair	Good	I don't know/don't want to answer
Choosing their staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing their staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping good staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping a good agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling safe with their staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff respecting them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting specialized services (e.g., therapies, nursing, behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliable transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you want us to know about services?