

Question 1. In what parish does your family live?

Sorted Alphabetically

Parish	Frequency	Percent
No Answer	7	1.3%
Acadia	3	0.6%
Allen	4	0.8%
Ascension	5	1.0%
Assumption	3	0.6%
Avoyelles	6	1.2%
Beauregard	5	1.0%
Bienville	1	0.2%
Bossier	28	5.4%
Caddo	61	11.7%
Calcasieu	29	5.6%
Caldwell	4	0.8%
Catahoula	4	0.8%
Claiborne	3	0.6%
Concordia	1	0.2%
De Soto	2	0.4%
East Baton Rouge	12	2.3%
East Carroll	3	0.6%
East Feliciana	1	0.2%
Evangeline	2	0.4%
Franklin	3	0.6%
Grant	4	0.8%
Iberia	6	1.2%
Iberville	1	0.2%
Jackson	1	0.2%
Jefferson	47	9.0%
Jefferson Davis	2	0.4%
Lafayette	19	3.6%
Lafourche	13	2.5%
La Salle	2	0.4%
Lincoln	5	1.0%
Livingston	10	1.9%
Madison	3	0.6%
Morehouse	9	1.7%
Natchitoches	3	0.6%
Orleans	40	7.7%
Ouachita	13	2.5%
Plaquemines	2	0.4%
Pointe Coupee	2	0.4%
Rapides	19	3.6%
Richland	5	1.0%
Sabine	3	0.6%

Sorted by Frequency

Parish	Frequency	Percent
Bienville	1	0.2%
Concordia	1	0.2%
East Feliciana	1	0.2%
Iberville	1	0.2%
Jackson	1	0.2%
Tensas	1	0.2%
Webster	1	0.2%
West Feliciana	1	0.2%
De Soto	2	0.4%
Evangeline	2	0.4%
Jefferson Davis	2	0.4%
La Salle	2	0.4%
Plaquemines	2	0.4%
Pointe Coupee	2	0.4%
Saint Helena	2	0.4%
Union	2	0.4%
West Carroll	2	0.4%
Winn Parish	2	0.4%
Acadia	3	0.6%
Assumption	3	0.6%
Claiborne	3	0.6%
East Carroll	3	0.6%
Franklin	3	0.6%
Madison	3	0.6%
Natchitoches	3	0.6%
Sabine	3	0.6%
Saint Charles	3	0.6%
Saint James	3	0.6%
Saint Mary	3	0.6%
Allen	4	0.8%
Caldwell	4	0.8%
Catahoula	4	0.8%
Grant	4	0.8%
Saint John the Baptist	4	0.8%
Saint Martin	4	0.8%
Vernon	4	0.8%
Ascension	5	1.0%
Beauregard	5	1.0%
Lincoln	5	1.0%
Richland	5	1.0%
Saint Bernard	5	1.0%
Avoyelles	6	1.2%

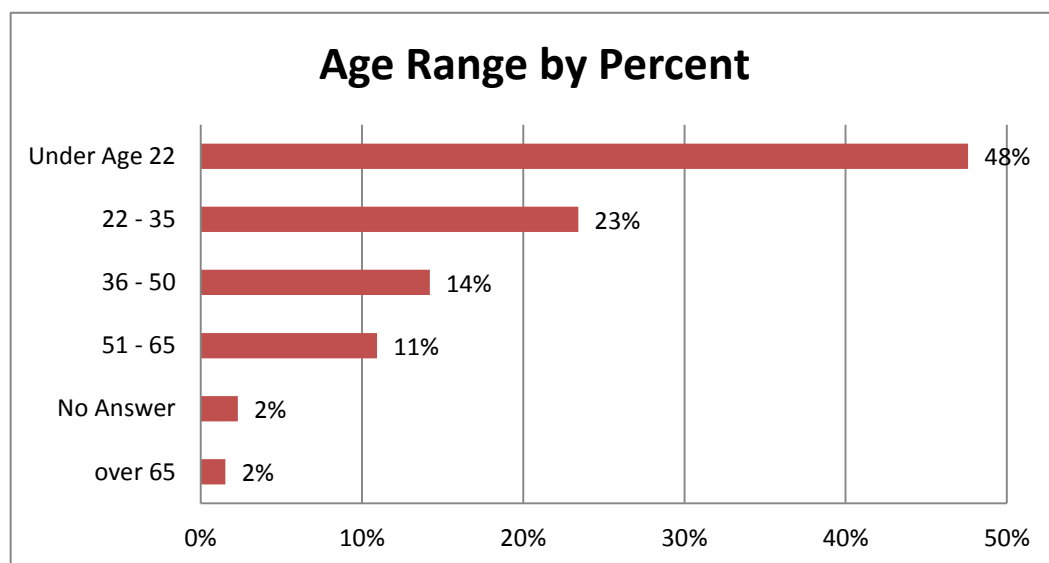
Saint Bernard	5	1.0%
Saint Charles	3	0.6%
Saint Helena	2	0.4%
Saint James	3	0.6%
Saint John the Baptist	4	0.8%
Saint Landry	11	2.1%
Saint Martin	4	0.8%
Saint Mary	3	0.6%
Saint Tammany	32	6.1%
Tangipahoa	24	4.6%
Tensas	1	0.2%
Terrebonne	6	1.2%
Union	2	0.4%
Vermilion	8	1.5%
Vernon	4	0.8%
Washington	7	1.3%
Webster	1	0.2%
West Carroll	2	0.4%
West Feliciana	1	0.2%
Winn Parish	2	0.4%

Iberia	6	1.2%
Terrebonne	6	1.2%
No Answer	7	1.3%
Washington	7	1.3%
Vermilion	8	1.5%
Morehouse	9	1.7%
Livingston	10	1.9%
Saint Landry	11	2.1%
East Baton Rouge	12	2.3%
Lafourche	13	2.5%
Ouachita	13	2.5%
Lafayette	19	3.6%
Rapides	19	3.6%
Tangipahoa	24	4.6%
Bossier	28	5.4%
Calcasieu	29	5.6%
Saint Tammany	32	6.1%
Orleans	40	7.7%
Jefferson	47	9.0%
Caddo	61	11.7%

Question 2. How old is the person with a disability who receives services?

Age Range	Count	Percent
Under Age 22	248	48%
22 - 35	122	23%
36 - 50	74	14%
51 - 65	57	11%
over 65	8	2%
No Answer	12	2%

Breakdown of Under Age 22		
Age Range	Frequency	Percent
Age 5 and under	46	19%
6 to 10	71	29%
11 to 15	52	21%
16 to 21	79	32%

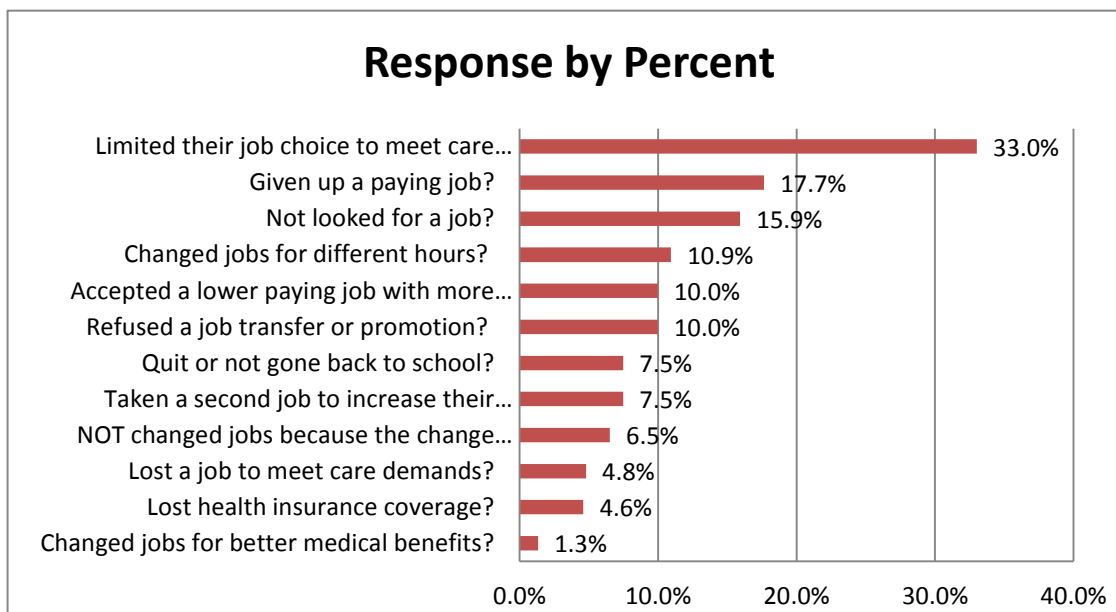


n=521

Question 3. To meet the needs of the person with a disability, has anyone in your household: **(Mark all that apply.)**

Statement	Frequency	Percent
Given up a paying job?	92	17.7%
Not looked for a job?	83	15.9%
Lost health insurance coverage?	24	4.6%
Changed jobs for different hours?	57	10.9%
Lost a job to meet care demands?	25	4.8%
Refused a job transfer or promotion?	52	10.0%
Limited their job choice to meet care demands	172	33.0%
Changed jobs for better medical benefits?	7	1.3%
Taken a second job to increase their income?	39	7.5%
Accepted a lower paying job with more flexibility, better benefits, or fewer demands?	52	10.0%
NOT changed jobs because the change would have meant losing health benefits?	34	6.5%
Quit or not gone back to school?	39	7.5%

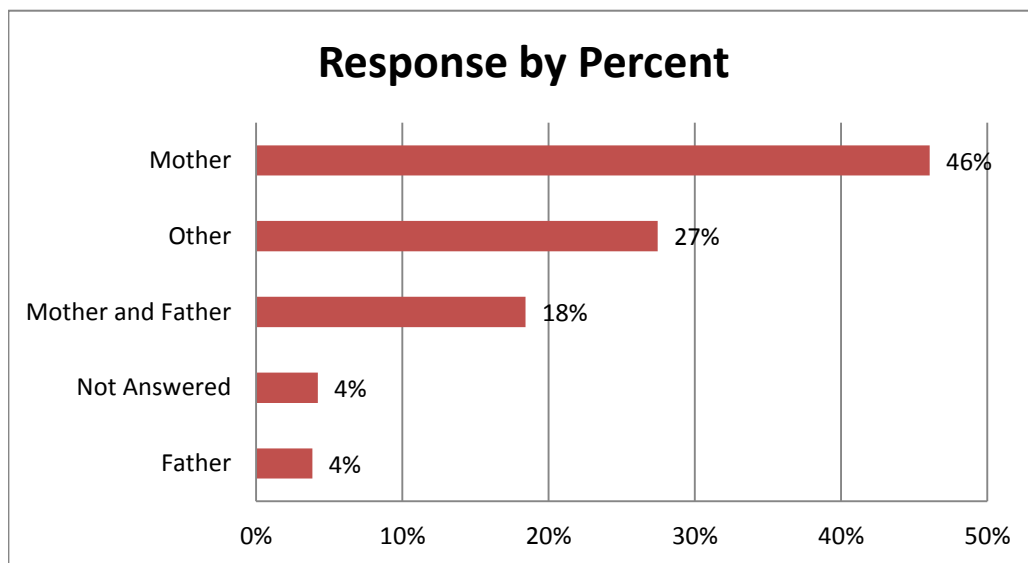
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Question 4. Who is primarily responsible for caring for the person with a disability? (Mark one)

Person(s)	Frequency	Percent
Not Answered	22	4%
Mother	240	46%
Father	20	4%
Mother and Father	96	18%
Other	143	27%

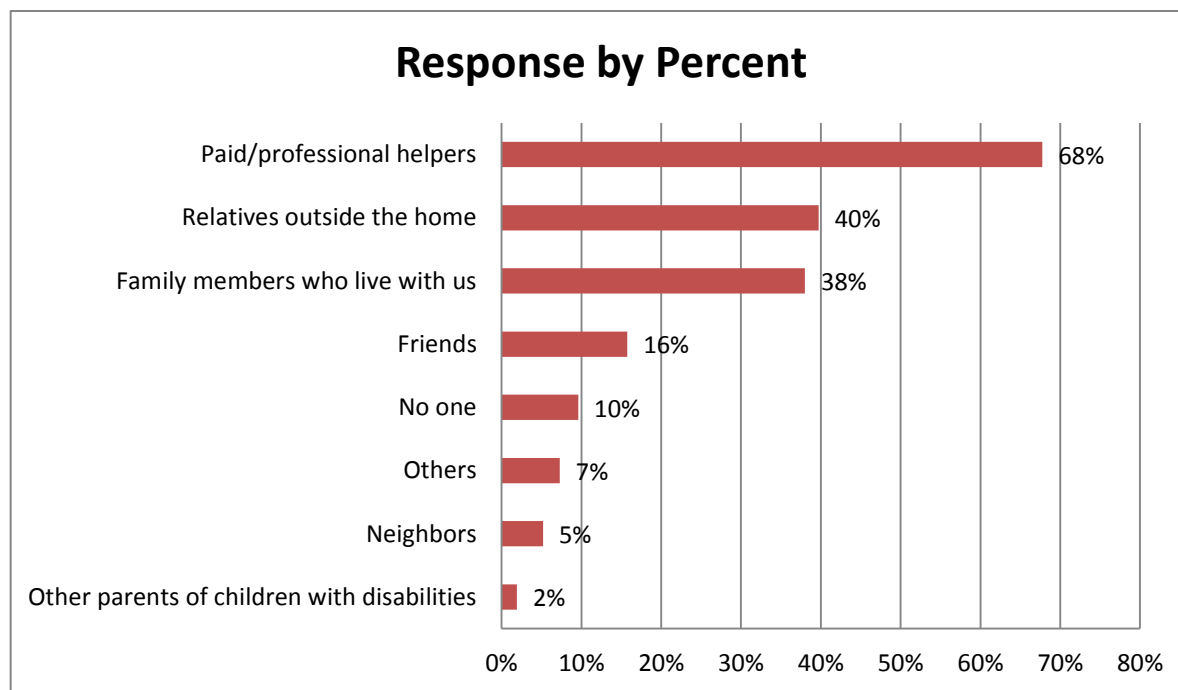
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Question 5. Day-to-day, who is counted on to help meet the challenges faced because of the disability? (Mark all that apply)

Person(s)	Frequency	Percent
Family members who live with us	198	38%
Relatives outside the home	207	40%
Friends	82	16%
Other parents of children with disabilities	10	2%
Paid/professional helpers	353	68%
Neighbors	27	5%
Others	38	7%
No one	50	10%

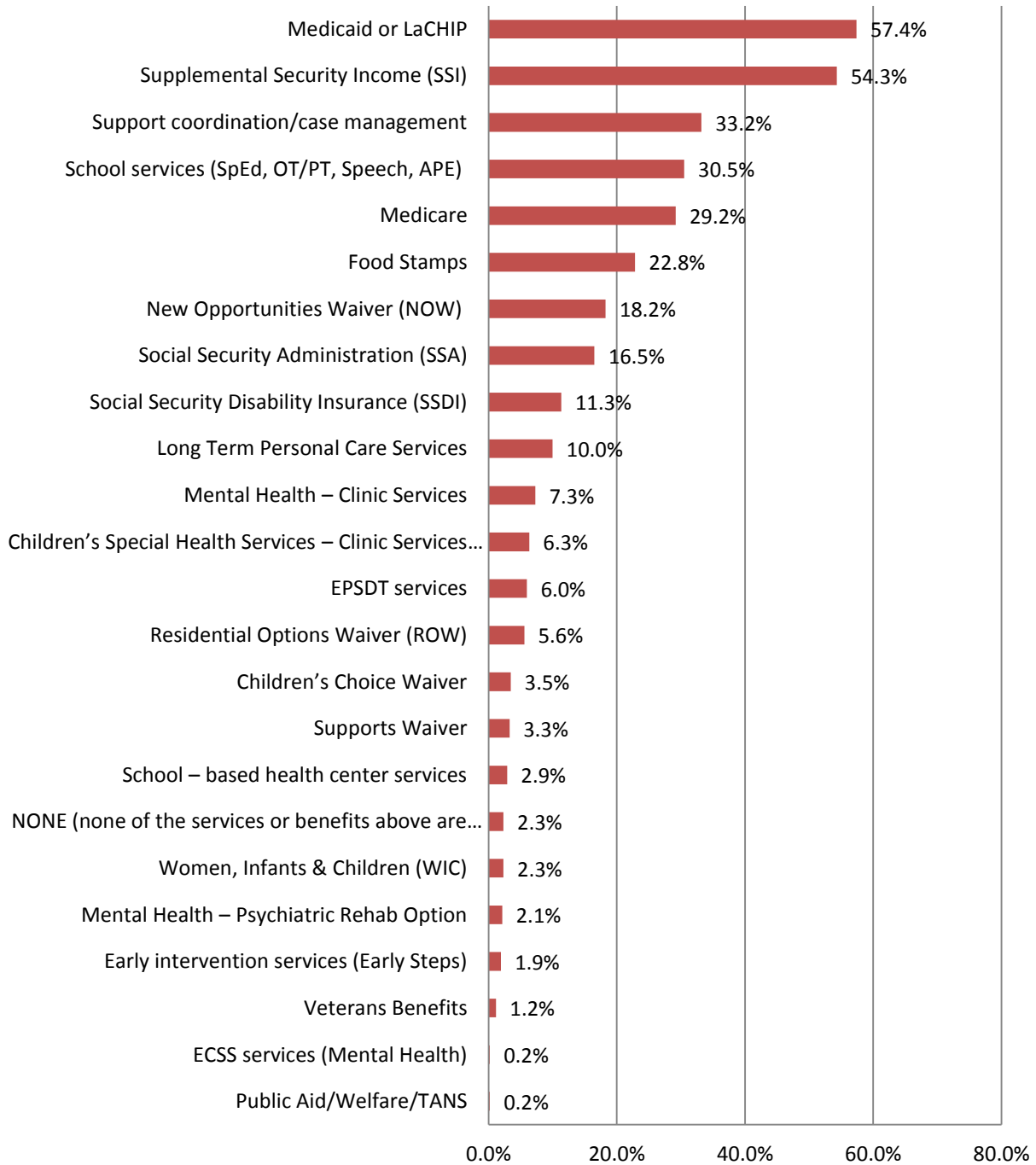
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Question 7. Please specify if the person with a disability is currently receiving any of the following services or benefits:
(Mark all that Apply)

Support/Service	Frequency	Percent
Support coordination/case management	173	33.2%
Early intervention services (Early Steps)	10	1.9%
Children's Choice Waiver	18	3.5%
New Opportunities Waiver (NOW)	95	18.2%
Residential Options Waiver (ROW)	29	5.6%
Supports Waiver	17	3.3%
Long Term Personal Care Services	52	10.0%
Medicare	152	29.2%
Medicaid or LaCHIP	299	57.4%
School services (SpEd, OT/PT, Speech, APE)	159	30.5%
School – based health center services	15	2.9%
Children's Special Health Services – Clinic Services (Screenings, specialized therapists)	33	6.3%
Mental Health – Psychiatric Rehab Option	11	2.1%
Mental Health – Clinic Services	38	7.3%
Supplemental Security Income (SSI)	283	54.3%
Social Security Administration (SSA)	86	16.5%
Social Security Disability Insurance (SSDI)	59	11.3%
Veterans Benefits	6	1.2%
Food Stamps	119	22.8%
Public Aid/Welfare/TANS	1	0.2%
Women, Infants & Children (WIC)	12	2.3%
EPSDT services	31	6.0%
ECSS services (Mental Health)	1	0.2%
NONE (none of the services or benefits above are received)	12	2.3%

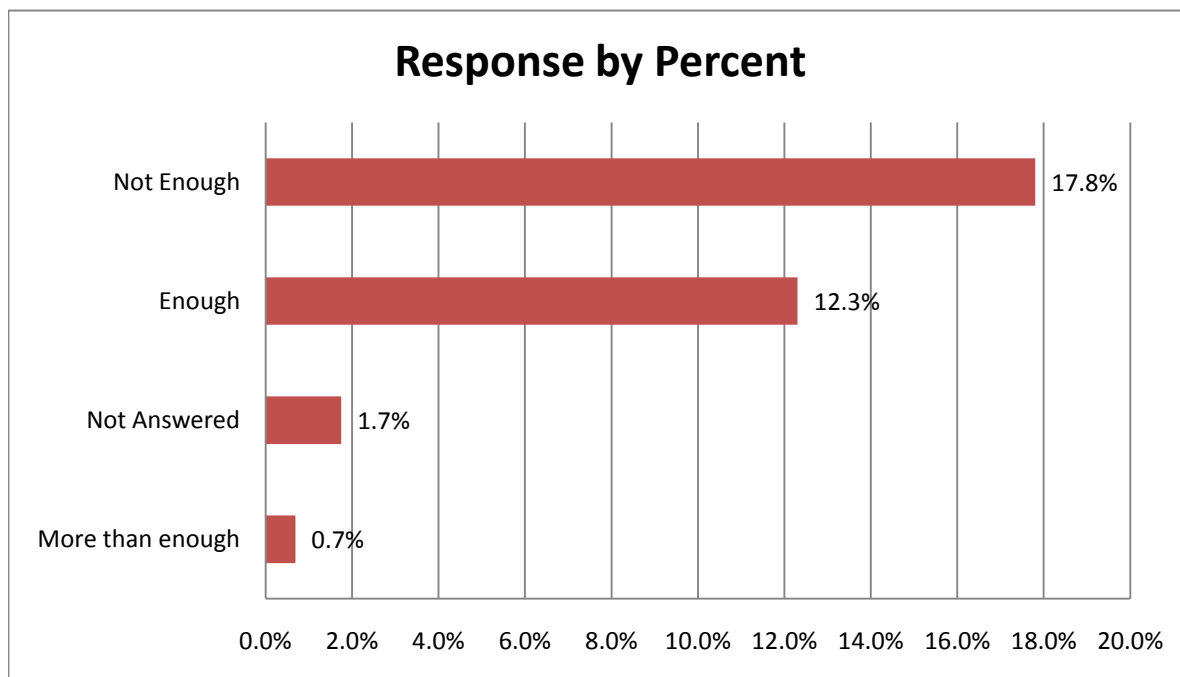
Response by Percent



Question 8. Overall, how adequate is the amount of support you receive in helping you to meet the challenges you and your family face because of the disability? (Mark one.)

Selection	Frequency	Percent
Not Enough	285	17.8%
Enough	197	12.3%
More than enough	11	0.7%
Not Answered	28	1.7%

n=521

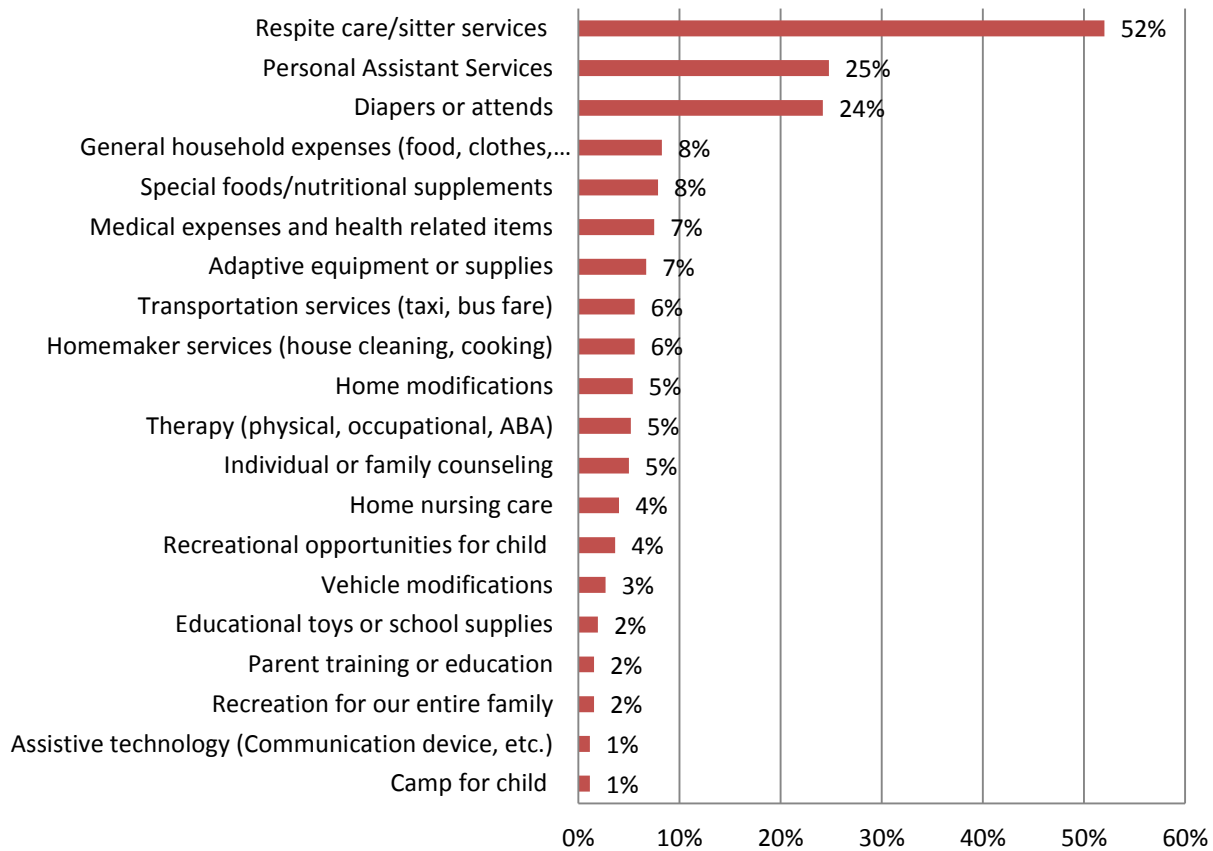


10a. Please indicate what services you receive: **(Mark all that apply.)**

Item or Service	Frequency	Percent
Respite care/sitter services	271	52%
Individual or family counseling	26	5%
Recreational opportunities for child	19	4%
Recreation for our entire family	8	2%
Educational toys or school supplies	10	2%
Special foods/nutritional supplements	41	8%
Homemaker services (house cleaning, cooking)	29	6%
Medical expenses and health related items	39	7%
Transportation services (taxi, bus fare)	29	6%
General household expenses (food, clothes, utilities, rent)	43	8%
Home nursing care	21	4%
Therapy (physical, occupational, ABA)	27	5%
Personal Assistant Services	129	25%
Camp for child	6	1%
Home modifications	28	5%
Parent training or education	8	2%
Adaptive equipment or supplies	35	7%
Diapers or attends	126	24%
Vehicle modifications	14	3%
Assistive technology (Communication device, etc.)	6	1%

n=521 (Number of responders)

Item/Service by Percent



10b. Are there other supports/services you receive that are not listed?
(Please list them below.)

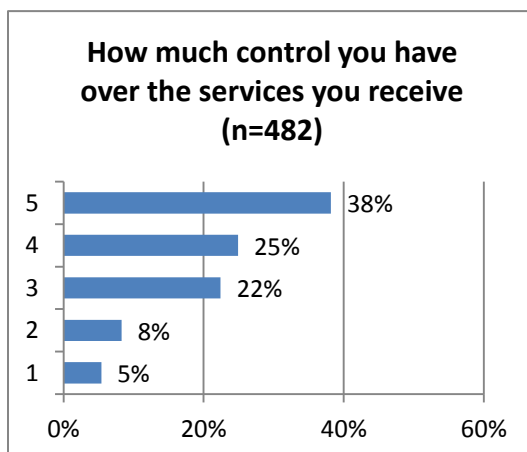
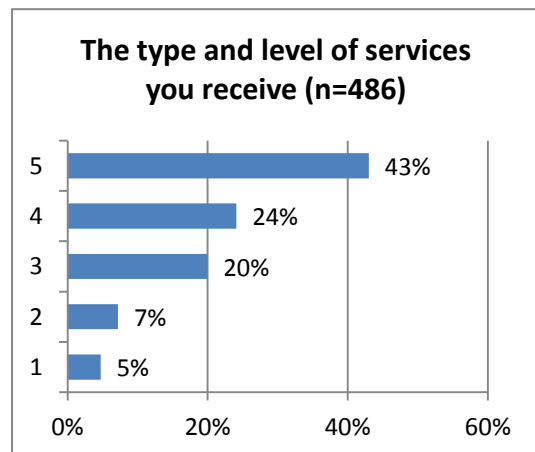
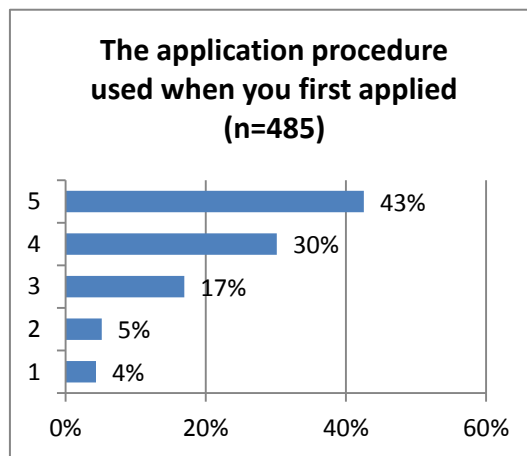
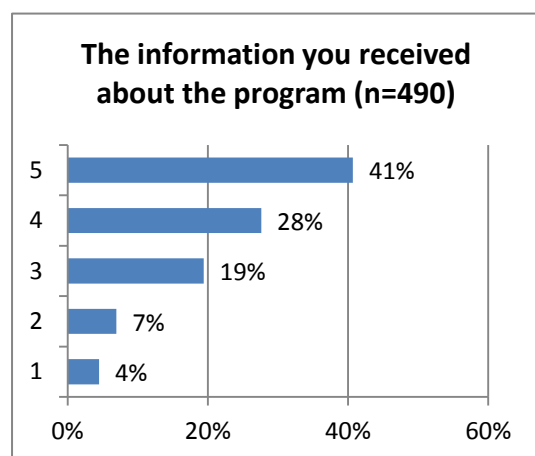
Statement
\$140 per month special needs adoption subsidy
4 hours of PAC each week
ABA therapy
ARC - Laplace
bed
Behavioral in-home counseling
Behavioral support
Blue pads
childcare assistance
Children's Hospital
Children's Hospital
Clothes - uniforms
Community support team
Companion hours for Dec. and Jan. - worker quit - cannot find a replacement because pay is too low
Early Steps
Easter seal
EDA waiver
Educational support
Educational toys
Family helpers of GNO
fence
Food box
food stamps SSI
foodstamps
GEHA insurance
GEHA insurance
go to school
H.S.M.I. provider (up to this month) pending closure of agency - will need to find another
Have in home caretaker 8hrs/day 5days/week
He has a personal caregiver but I don't know how it's listed.
Health care supplies and diapers
Health related items like diapers and pads
Home of My Own Program
house
I get nothing from support waiver, they just ask me to sign a paper every 3 months
I get nothing from support waiver, they just ask me to sign a paper every 3 months
I get nothing from support waiver.
Interprative services for quarterly meetings
Menotr Services
mentor 10 hours a month
Mentor Services
mentoring

MITs
more respite hours
OCDD
OCDD
OCDD
OCDDS
pay additional respite out of pocket
PCA BEFORE NURSING HOME
Personal Care Attendent
Personnel care attendant
Psychiatric
rental assistance
Respite ccare Center-24 hour care wknd like lafayette ,la
Respite/PCA care
Sign language training for 1 direct support worker
Sitter from community "Family's First Choice" support team counseling once a week
speech therapy
spouse receives SIL benefit from services
SSI
summer program
support hose
support services
Supported work
Synergy home care
They just ask me to sign a paper every 3 months
Transport her to work
trying to get power chair
tutoring
Utilities and cable
wheelchair repair
Wheelchair repair
Wipes

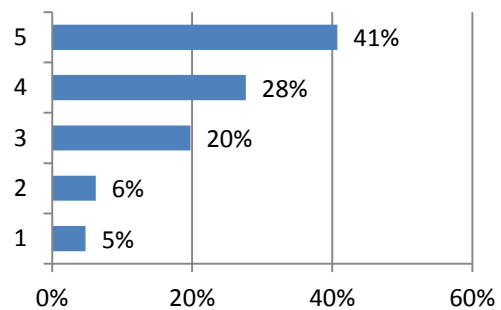
Question 10c. For each area below, circle the number that best describes your level of satisfaction with the service.

1 = Not at all satisfied, 5 = Very satisfied. (Circle only one response per area.)

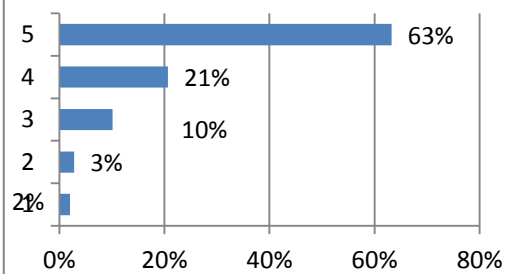
How satisfied are you with...		Score					
Statement		1	2	3	4	5	Mean
The information you received about the program (n=490)	Frequency	22	34	95	135	199	3.7
	Percent	4%	7%	19%	28%	41%	
The application procedure used when you first applied (n=485)	Frequency	21	25	82	146	206	3.7
	Percent	4%	5%	17%	30%	43%	
The type and level of services you receive (n=486)	Frequency	23	35	97	117	209	3.6
	Percent	5%	7%	20%	24%	43%	
How much control you have over the services you receive (n=482)	Frequency	26	40	108	120	184	3.5
	Percent	5%	8%	22%	25%	38%	
The flexibility of the services (n=482)	Frequency	23	30	95	133	196	3.6
	Percent	5%	6%	20%	28%	41%	
The way you have been treated by people involved with this program (n=493)	Frequency	10	14	50	102	312	4.1
	Percent	2%	3%	10%	21%	63%	



**The flexibility of the services
(n=482)**



**The way you have been
treated by people involved
with this program (n=493)**

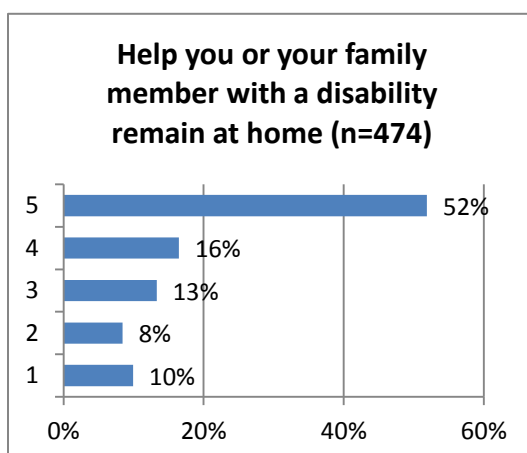
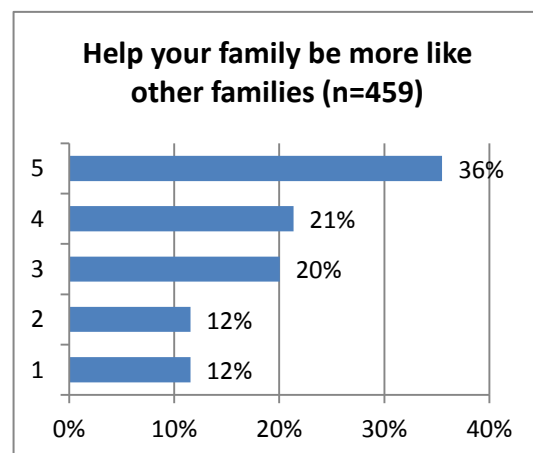
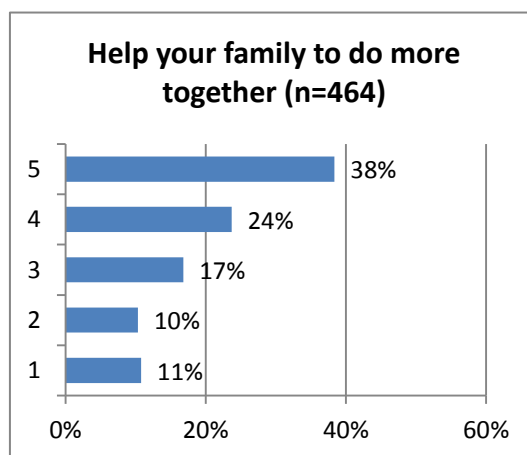
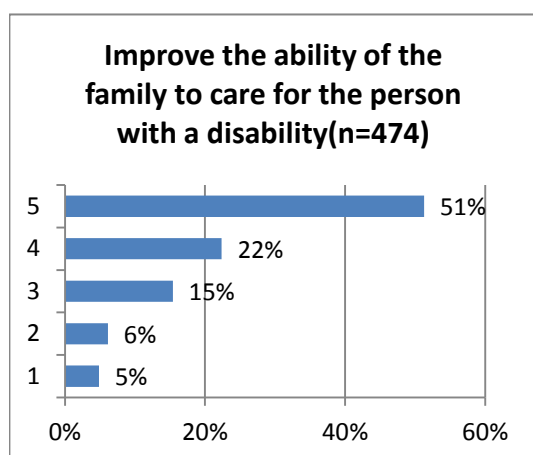


Question 10d. For each item below, circle the number that best describes the impact these programs have on your family.

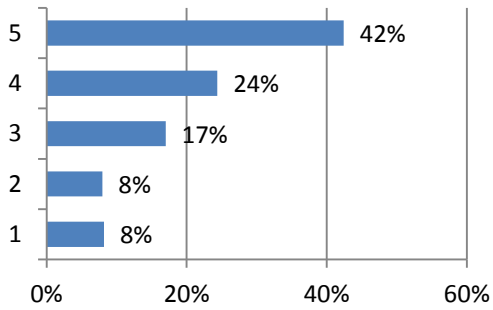
1 = No impact at all, 5 = A lot of impact. (Circle only one response per area.)

How much do these services/supports...		Score					
Statement		1	2	3	4	5	Mean
Improve the ability of the family to care for the person with a disability (n=474)	Frequency	23	29	73	106	243	4.2
	Percent	5%	6%	15%	22%	51%	
Help your family to do more together (n=464)	Frequency	50	48	78	110	178	3.8
	Percent	11%	10%	17%	24%	38%	
Help your family be more like other families (n=459)	Frequency	53	53	92	98	163	3.7
	Percent	12%	12%	20%	21%	36%	
Help you or your family member with a disability remain at home (n=474)	Frequency	47	40	63	78	246	3.9
	Percent	10%	8%	13%	16%	52%	
Reduce stress in your family's life (n=476)	Frequency	39	38	81	116	202	3.9
	Percent	8%	8%	17%	24%	42%	
Allow you or your family member to work (n=451)	Frequency	109	32	64	77	169	3.5
	Percent	24%	7%	14%	17%	37%	
Help you or your family do things that you were unable to do before (n=469)	Frequency	48	62	78	90	191	3.8
	Percent	10%	13%	17%	19%	41%	

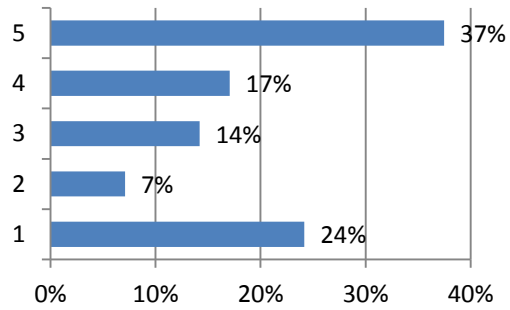
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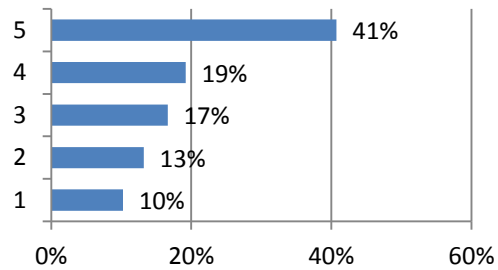
Reduce stress in your family's life (476)



Allow you or your family member to work (n=451)



Help you or your family do things that you were unable to do before (n=469)



Question 10e. What do you MOST appreciate or value about the Individual and Family Support program?

Statement
A bit of help - but not enough hours for me to keep a real job
Ability to do things as a family
Ability to ensure my son is cared for, interacts with others outside our home, learn independent skills, which allows me some ability to care for other children's needs.
Ability to work and rely on someone to take care of my son without me having to worry
Able to choose a respite worker I am comfortable with. Able to have small amount of time to run errands or work longer
Able to do more personal care
Able to do things and go places I couldn't at first
Able to get personal care attendant so I can remain in my home
Access to psychiatrist
aid, respect, care and pampers
All the help
All the help I receive.
All the help in general
allow both parents to work therefore able to provide a handicapped modified home and ability to pay for medical products/supplies not covered by medical insurance
allows her to be home and family to spend time with her, and she gets out more
Allows me more personal care for my family member.
Allows me some alone time, and for my child to be more independent
Allows me some free time
Allows me time to myself
Allows me to attend church, shopping, and other outside activities
Allows me to feel comfortable going to work and knowing that someone is taking care of my son
Allows me to get the help I need
Allows me to spend time with my husband
Allows me to take care of chores/duties outside of the home
allows me to work and hire a private sitter, which is needed bc of health issues
Allows my son to participate in group activities
Allows PCA to take care of my child so that I can work
Always available whenever I need them.
Always there when we need them
Anthony has a mentor
Antonio has a mentor.
appreciate the ceiling lifts, the sitter, the kindness if I ask for help
appreciative of some respite care
As her primary caregiver, it allows me to feel less stressed and to have some time for myself.
As primary caregiver, it allows me to feel less stressed and to have some time for myself
As primary caregiver, it allows me to feel less stressed and to have some time for myself
assistance is appreciated
Assistance w/respite care and zoo membership for our family. This helps out tremendously
Assistance with diaper expenses

Assistance with respite care and zoo membership for our family. This helps out tremendously.
Been so helpful to us. We recommend them very highly.
Being able to afford special foods/nutritional supplements
Being able to have a sign language direct support person and interpretive sign language
Being able to know she is cared for when I go to work
being able to purchase personal care items
caring individuals who really try to assist in making life a little easier with sitter services and paying for certain handicap equipment
Case manager
case worker (she is wonderful)
case workers are supportive and helpful
contact from coordinator, assistance with support for childcare services
Coordinators are genuine in their effort to provide support, have been helping me for nearly 20 years
coordinators are very loving and understanding
David has someone to take him on age-appropriate outings.
Easy to communicate with our local office and have face-to-face relationship
helps my brother to live a somewhat normal life, program provides diapers that are greatly needed
eliminating costs of purchasing diapers and wipes
Enables me to work and run errands.
Erin enjoys being with worker because of age.
Everyone has been so helpful and polite.
Everyone is super nice and always polite, answer all of your questions with respect.
Everything
Everything
Everything
Everything
Extra financial support, wouldn't be able to continue therapy without it
Family member is bed-bound and unable to communicate or move on his own.
Financial assistance
Financial assistance helps defray "some" of expenses incurred since mental handicapped individual moved and became a member of our household.
Financial assistance when living on fixed income/choice to choose your caregiver.
Finding a person like Brenda Dunlap who is genuine, listens, cares, and tries to help
Flexibility
Flexibility and peace of mind it affords
Flexibility and wide range of support
Flexibility of choosing care given
Flexibility of choosing care given
For respite care, you can choose the sitter so it is someone you trust
For the school uniforms and the respite it gives the family time together. I'm grateful for all the services.
Freedom to be in my own home under care from people who really care and help me
Freedom to do more and feel my child is safe at home
getting help to care for my child
Getting help with diapers, pads, etc
getting to know the support coordinator to build a better rapport
Given primary caretaker time for self and to not be so stressful
Gives me a chance to relax, helps pay bills

Gives me the choic of who will be w/my child and it enables me to have a little time to get other things done.
Gives me time to spend time w/other kids
Gives my daughter opportunity to socialize
Gives the family a little free time
Glad there is a program like this in the community
Glad there is program like this in the community because some family just isn't together when you lose someone in family that is when program comes in to help.
grateful for what we receive
Hap House
Has given my son back his independence
Has helped us pay for respite/sitter services where we otherwise wouldn't have been able to pay
Has reduced my stress level in dealing with my son
Have some me time and knowing Shannon is with someone who cares.
having a dependable person to care for our son while mom took care of self and husband when we were ill
Having a worker to bring me to visit my wife in the nursing home
having additional person provide training of basic life skills-greatly relieves stress of this area
Having help w/lifting, general load/cae of a speial needs cild. The respite is very helpful
Having some funds for PCA allows us to work and my son to get to therapy.
Having someone to help with the lifting, general load/care of a special needs child. The respite is very helpful.
He is learning self help skills and I have 2 other children that I participate in their activities.
Help and assistance
Help for doctor's appointments for primary caregiver
Help live a more normal life
Help live a more normal life
Help provided allows me to take care of obligations more effectively
help w/transporation of disabled family member
help we receive
Help with paying for sitters while parents work.
Help with school uniforms and community support team
helps a little to reduce financial stress associated w/therapies required
Helps budget by providing money for needed nutritional and hygiene supplies, also respite for sleep
Helps child do extracurricular activities
Helps give us a break
Helps Lisa to live a more normal life
helps me pay for things that insurance won't
Helps me so much
Helps my granddaughter have personal independence
helps relieve financial burden
Helps relieve stress
Helps single parents
Helps us get the breaks we really need
Helps us to understand things that we didn't before, English is our second language
Helps with expenses
helps with our needs

Helps with respite care so I can go to work everyday. Also helps with diapers.
helps with the sitter so I can work
Her case worker is always available and she helps in anyway she can
How concerned they are about the recipient.
How nice the people are
I am able to hire someone to take my son to and from work,basketball practice,other outings and appts
I appreciate attentiveness/persistence; also love their caring/emotional attachment to our situation
I appreciate attentiveness/persistence; also love their caring/emotional attachment to our situation
I appreciate having someone I can call when I need help making choices that will affect my life
I appreciate it when program staff understand the disability and the needs of that person with specific disability.
I appreciate Ms. Rosland Nelson, she answers all questions, shows up when she says. Always professional, doesn't talk down
I appreciate the \$150 he is allowed for diapers and pads as the two costs \$218 a month.
I appreciate the assistance for PCA services which enable therapy sessions to be considered more consistantly.
I appreciate the diapers so much and his caregiver is so wonderful and dependable.
I appreciate the fact that I chose who cares for my child and the fact that he can remain at home
I appreciate the help given to my brother that saved him from being operated on
I appreciate the help the worker put in to assist to make this possible for the family to keep life simple.
I appreciate the pull-ups that are provided. She can be changed more often because of them.
I appreciate the time and effort from every staff member
I can go to run errands the three days the sitter is there,a lot of relief
I could not afford to pay anyone to help me care for my sister
I do have a on and off moment by myself
I don't understand the program
I feel the support has helped my family do other things as a family that we were not allowed before the services. Every little bit of financial support helps us.
I have learned by weakness dealing with I;my disabled child.
I have qualified personnel to care for my sister and she is able to live in her home
I have two that require 24/7 care. It has helped reduce the stress and enable me some personal time.
I like the service from the respite care, as well as the behavioral/educational supports.
I love program. They help me out.
I think it is a very good program.
I use the services to help when I have to work and there is someone here to take care of the person.
I value their loyalty to the program and how they keep the family informed on changes in the program.
Ia ppreciate their attentiveness and persistence. I also love their caring and emotional attachment to our situation.
if it were not for these programs people with disabilities would still be outcast
I'm a single mom. It saved my family.
Independent choice to pick an outside caregiver and flexible days and hours through the respite support we receive
It allows my husband and I to have a break without our children and strengthens our relationship.
It allows my wife time for her personal needs
It could be better. We move here from Denver and Maryland and their programs are more better.
It eases the burden tha tis put upon myself and others in places like mine. My son likes me to be home with him.

It gives me a chance to have time for myself
It gives me time to spend with the other kids when I have someone else there to help with Charlie.
It gives us a break
It has been a big help to us, wouldn't know what to do without the program
it helped me get out of the house and make a little money to help out
it helped reduce some of the financial stress with raising a disabled child
It helps me out on the care of my child so I can focus on my household.
It helps me out on the care of my child; so I can focus on my household
it helps me to be able to do more things with my niece
it helps me to pay for a sitter to continue working
It helps us give our son the best care possible
It helps when it helps.
It helps with a part of household expenses.
It helps with our family member
It is wonderful
it lets me have independence
it lightens my load some
It proves that other people do care.
It reduces stress
It reduces stress
It relieves a lot of stress
it takes stress off of me and helps Trellanie to be independent
It's a lot of help and I thank you for it!
Kim Fontenot & Troy Abshire have been extremely supportive and have provided tremendous support for my child and me. I was able to go back to college.
Kindness and support we receive
Learning to do things she has never done
Listen and care how keep son in home environment.
Living at home with family
Loving people
Mental and physical relief
Money
Money to pay for ABA therapy
Mrs. Noyokie Brown
My agency Dream Team
My daughter is able to be with other young adults every day at the ARC and gets to attend social occasions as well.
my husband can get the supplements that medicaid does not pay for
Nice knowing we have someone coming to our home who can help watch our son. He has seizures all the time.
OCDD has been supportive in many stressful & confusing times and decisions.
Open communication; accessibility of otherwise expensive undergarments; empathetic to futile life-long battles caused by autism/incontinence
open communication; accessibility of otherwise expensive undergarments; ampathetic to futile life-long battles caused by autism.
Option to choose PCAs
Ability to leave house without worrying about my daughter. Knowing she is cared for.

Our case worker at OCDD is always willing to help find materials/activities/programs to help our child
Our life was hectic & chaotic before our respite, now we have some sanity
Parents of disabled person are senior citizens with health concerns, helps with taking him out in the community or caring for him for parents to keep Dr.'s appointments
pay 1 day a week for a babysitter
pay bills & grocery shop
payments for PCA help me to have a job as a single mother and support my family
PCA Services
Professional attitude, explanation of benefits and services
Really helps out on diapers
Reduces stress and allows us to go places when we need to work or visit family
Reduces stress, allows us freedom
Relieves a lot of stress
Relieves stress
Relieves stress to know that my child is being taken care of while I'm at work
Representative we work with does what she can to help and is very kind
respite
Respite
Respite allows me to spend time with my other 2 children
respite allows us to attend events that he wouldn't tolerate
Respite care
Respite care hours
Respite care my son gets because it's helping him adjust to daily living more and trying to become more independent
Respite helps me go back to school, nutritional support helps me be able to pay my bills
respite hours to do family things
School uniforms
She goes to the vocational program, and they teach her different activities.
Since client is totally dependent on others he can now go places with the assistance
sister/caretaker able to get hours for brother
Some help (even though only little amount) is better than none.
Someone helps every other day for three hours not on weekends
someone is able to be there when I am not
Someone to help
sometimes I can stay home and rest or do something I couldn't otherwise do
Staff is knowledgeable about services, customer friendly, patient
Support coordinator's attentiveness, support and info offered
Support from others, impact on life
thanks for the assistance
thanks to OCDD from the Bondi family
That I am able to choose a respite worker I am comfortable with. I am able to have a small amount of time to run errands or work longer.
that I can have someone here so that I can be able to work
that I can keep my family member at home, work and not have to put them in an institution
That I know my child is looked after when not in school.
That I'm offered info about what's available for my child
That it lets my daughter live in her own home, which she has wanted for many many years.

That my child is able to be in an environment where professionals understand him and his needs and he's not forced to conform to standards he can not meet.
that my son receives 40 respite hours a month
That someone comes in and works with her
That someone comes to be in the home while we are at work
That someone comes to help with her bath
That someone is there that I can talk to and get from.
That there is assistance being given - I am a single parent
That they call on a monthly basis
That they explain things well and very understandable.
that they have concern for the disabled and their family member also
That they're always there when I have questions and are very understanding
That you can call them when in doubt of anything and that we can have our brother home daily.
The 10 hours a week allow me to run errands while my son benefits from the services
The 20 hours/month helps. Just could use more respite care to run errands each month and work.
The ability to attend work on a full time basis.
the ability to keep my full time job and still be able to take care of my son
The additional help in my home
The additional help in my home
The additional help in my home.
The assistance
the assistance with energy and increase my quality of life
the break it gives me is invaluable to my mental health, caregivers is a social event to my daughter
the care and concern given to us
The care and support from the office of OCDD.
The care the case manager brought forth to provide my family with services.
the caring and professionalism of the team
the caring attitude of the staff
The caring demeanor of her worker.
the caring professionalism of the team
the caring professionals
The choice of who I am able to allow to stay with my son.
The effort my worker puts in
the ensure
the extra income helps to pay our sitter for a few more hours than we could afford
The financial aid has truly been a blessing. The respite allows us to get away or even just go to the grocery or to a movie. We appreciate every penny.
The financial help
The freedom for her to stay in her own home.
The friendliness and helpfulness of all staff members at OCDD Region 6. They are all wonderful people.
the help
the help
The help
The help given, so I'm able to take care of outside duties, chores
the help gives me time to do things with my other family members
The help in communicating in the community
The help in communicating in the community.

the help is great
The help is great.
the help is needed
the help received
The help they give with the sitter
the help to try and make things better for my daughter
The help we receive when there is an emergency
The home modifications
the little respite it provides
The money help pay for sitters.
The money helps pay for sitters.
The money we receive back for a return or help for my sons medicines.
The only service I receive regularly for my son is help paying for a sitter. This is a tremendous help to maintain my personal well being.
The opportunity to spend small amounts of time with other 2 children.
The opportunity to spend small amounts of time w/other 2 children
the opportunity to work
The opportunity for others to help as much as possible; my sister is not the easiest to handle.
The PCAs are genuine and considerate.
the people
The people are caring and supportive
The people are so caring and do all they can to meet our needs
The people I have talked to and dealt with were very helpful and understanding about our child.
The people I talked to and dealt with were very helpful and understanding
The people I talked to and dealt with were very helpful and understanding
The people who are there to help us.
The people who are willing to help and support us
the people who interact with us are kind and dedicated, appreciate the stipend
The people who run it
The personal touch
The program is fine.
The programs and workers are very helpful
The respite care it gives family members and having someone to lift patient
The respite care it gives my family members and having someone to lift patients.
The respite services
The respite services help me get my child to doc appt/give me some free time to myself
The respite services help me to get my child to doctor appointments and gives me some free time to myself since I have no family help.
the services provided an opportunity for my teenage daughter to socialize with others outside the family unit,
The services that provide a supplement for childcare so parents can work outside the home
The staff
The staff are kind, considerate of my child and really want to help meet our needs.
the staff's support and help at anytime.Explain things in a good manner
The support it gives
The support services and assistance provided to Christopher is always met when needed.
The time my sister gets when someone can give her one on one attention and for her to get our more.

the time they give me for someone to come in and help me care for my son
The time, care and effort of the person who cares for my child
The way that they care about you
The way the services has help my family life quality; it also help my son's behavior in the public and at home
The way the services have helped my family's life quality and it has helped my son's behavior in public and at home.
The way they help you with anything and give you info about things that may help you.
The workers are very compassionate and meet their client's needs. He is relaxed more because he is going outside the home with others.
Their attempt to help "normalize" our family life.
Their help for me and my family
There is some available for when I can't be there. They do things that free up my time for more quality time with him
They are always on time
They are there for both our needs.
they are very caring,very eager to help us in any way
They are very compassionate caring people. They always listen to me and my mom. They always call back with any answers we might need.
They call to check on the person and help us to understand any paperwork we do not understand
They care
They care
They have been a real help in need.
they have some people that care about the disability person
they help me to stay in my house and live on my own. How quick they respond to me when I call
They help the kids that need help.
They help w/diapers, pads, swipes, saves on a lot of washing.
They pay someone to help with my son.
They provide a job for him which help him live a normal life
They provide a job for him which helps him live a normal life.
They were there for me when no one else was able to help
They're very polite and compassionate.
They're very respectful and really care
This program enables me to keep my son at home where he is most comfortable and happy
time for myself
To be able to talk to support
Treatment for autism is so expensive and we were able to get a therapy specialist over the summer and continue some ABA therapy.
Understanding and caring
understanding/caring of worker
utility assistance for ventilator dependent child
Valuable to have individual and family positive behavior counseling
Very good
Very happy with all help provided
Very helpful
Very helpful, able to remain in community.
Very well pleased

We appreciate the understanding of the needs and amount of care required to give the best care to our daughter.
We can act like a regular family.
We can afford a sitter more frequently
We do more things together and he's learning as he goes along.
We don't have to buy most of the supplies that I need.
We get 5 hour a wk which is better than non at all but we get no support from case management and we are still on our own seeking help
We have someone who cares
When we need help they are there for us and our child
Without it, could not afford help and don't know what would happen then.
You all are kind and understanding
You can call in and get a response.

10f. What would you do to change how the Individual Family Support program is run?

Statement
A mature male person for the weekend to spend quality time for a role model
a more indept intake process to help access needs and more inforamtion about the array of services provided
Add more hours for help.
Affer more than 1 assistance program at a time.
All is well; keep doing for others what you are doing; you will be blessed for it.
Allow family members to be PCA. It hard to find good, reliable care... - someone to trust to be in your home & care for your child
Allow family members to be PCA's - I feel more comfortable w/some I trust and know. They will care for & love my daughter & give her the best care. Its very hard to find good workers.
Allow family members to be PCA's.
Allow family members to be personal care attendents. It is hard to find good, reliable care...someone to trust to be in your home and care for your child.
allow more hours of care. In the summer she needs someone with her 24 hours a day because she has seizures
allow more hours to needy families
Allow us to use sitter more frequently on some months than others
assistance for other therapies presently paying for out-of-pocket
Assure each staff member is knowledgable of disabilites and families are knowledgable of ALL services.
Base it more on practical need and less on "amount" of household income.
Be made more aware of services that are available, staff who seem happy to serve
Be more receptive to the changes of individual's needs
Be more receptive to the changes of individual's needs
Being constantly under the cloud that services may be cut, hours cut or money cut.
better funding across the board, Need someone to research grants that are available for individuals and the entire program
Better qualified workers
better specialized training,more hour of help
better training for helpers,more hours of help
better treatment by staff
Case management
Change how the amount of money given to each household is calculated
Change some of the attitudes of some of the workers. They need to be more understanding.
Change the law to prevent these agencies' budgets from being slashed
Choose a caregiver age group according to the child's age.
clearer info about what programs are available and how or why they apply toour situation.More communication between agencies and more case workers-Do not cut more employees

Companion hours are not utilized because it is impossible to find someone willing to work at those wages and with autism. There is no future, no beneficial care, no way out of the maze this disability has us in. Without I.F.S. I do not think I could go on, much less have any faith in facing each tomorrow
Companion hours are not utilized b/c it is impossible to find someone willing to work at those wages and w/autism. There is no future, no beneficial care, no way out of the maze this disability has us in.
cut down on the paperwork, our services were interrupted b/c of delayed paperwork
Daughter needs more services but I cannot get them due to income
definitely need emergency hours not for weekly use but for when one parent is ill/hospitalized and both parents need to be away from person with disability for short periods of time
Direct deposit for checks and internet based reporting
Distinguish between mental and physical disabilities. Pay accordingly
Do away with waiting lists
Do more to recruit and maintain workers in a rural area, more training
Doing a good job.
Don't know. Just would like to know that all of the individual's needs are addressed and that the families' needs are considered; as the result/impact of decisions made.
Don't leave it up to OCDD to determine final eligibility - doctor should decide, not a worker
Educate staff, get more workers, stop cutting community based programs
efficiency/less tape
Ends in June 2011.
Evaluate child with disability to see if more services are needed - not just give everyone the same
evaluation of needs of family to base services on
Everything is fine w/me
Everything is fine with me.
Extend age past 18
family support is a God gift to disabled family who is trying to keep family member at home. Thank you so much
Fast processing
Fast processing
focus not only on elementary ages but more opportunities for adults
For them to help more especially families that are like my child and me.
For them to help more, especially families that are like my child/me. We have been going through a lot. Everyday we struggle, but it makes us stronger. Thank you
For them to help more, especially families that are like my child/me. We have been going through a lot. Everyday we struggle, but it makes us stronger. Thank you
Funding is an issue. The child that is high function with disabilities seem to be at a slight disadvantage somehow.
gatherings or connections to other family of autistic children a chance to participate in Special Olympics
Get focus groups and talk about the various types of services, how to improve, etc
get paid faster
Getting cash subsidy sooner
Give more hours to those people that really need them

Give parents a choice of therapists and information about the cash subsidy as an option.
give people what they really need
Give persons who are bedridden around the clock services
Give the workers more help,I know their work load must be great and they still manage to handle it quickly and with a smile.God bless them
Give us our 20% cut back. Those hours being cut has put a hardship on us financially and mentally. Each situation should have been considered instead of 20% cut across the board.
Giver more information to families about services offered.
Go back to original amount given for diapers was \$1200 per year, now \$600
Have a newsletter/e-mail updates of some regular communication.
Have people with a family member with a disability run the program
have someone else determine the level of care that has the experience out in the real world
He use to get respite care so I could pay someone to sit with him to go to town or church.
Help to get them out in the community to do more things
Help with rent/utilities
Higher more staff do to paperwork for me
I am not able to answer. I don't know.
I am not sure at this time because medicaid is cutting so much of our support that it has become a problem with thrying to care for our child. This seems to be unfair.
I feel that to get a good support person they need to be paid more than \$6/hr
I have a hard time knowing the steps for making some things happen, like getting respite care, outside of the family support contract we signed on May 2010. The steps for getting the money received were very clear.
I need more information about what services are available
I need more information about what services are available
I need more information about what services are available.
I really need to know more about any services he can receive
I think it is the best it is going to be considering how many people they help.
I thnik more information about services could be explained or provided
I waasn;t informed by anyone when he was an infant,therefore he was overlooked on waiver program,he just got on a few years ago
I wish it did not take so long to receive the checks
I wish it did not take so long to receive the checks
I wish it did not take so long to receive the checks.
I would help the people get the hours they need (try raising a kid that is handicap by yourself, and all most lose your job, its hard!!
I would help the people get the hours they need (try raising a kid that is handicap by yourself, and all most lose your job, its hard!!
I would help the people get the hours they need to try to raise a kid that is handicapp by yourself. It is hard.
I would see or change when you need some others supports with people with disabilities.
I wouldn't change anything besides have more offices open in each parish.
I wouldn't change it.
If a person in home is out of work, let him or her attend to disabled person. Family related. Let someone in the home be the care provider

If I could be more informed of what services are available to us. I found out by accident that we could be supplied diapers after paying out of pocket for a long time
I'm grateful for the help they are giving me.
increase hours per week and for payments to be on time,they lose the paper work sometimes and skip payments
Increase caregivers pay, make funds available for medical equipment
Increase funding - apply for grants, fundraisers, walks, marathon
Increase the amount of hours available, the hourly rate paid to caregivers and decrease paperwork.
Inform case workers more of any additional help that is available to them
inform family about services available
Inform persons about other programs earlier in the process
Intake - we applied when my son was 2 and he was denied. He later qualified at 6. We asked that he be put on the waiver list for when he originally applied - request denied.
Introduce services when persons are younger to benefit
it has been very helpful
It takes too long to get the services that are needed,probably more help and more money to run these programs
It would be easier if invoices could be submitted online. Program should be made know to more people.
It would help if the program didn't have such a long time to get services. Rules for different situations.
Just give a few more hours to it
Just need more hours.
Keep improving the program, so we can keep our loved ones home, safe, healthy and happy
like to receive free camp,free entertainment if available
list to the person that has the disability
Lobby for more financial assistance (keep from services being cut)
Main care giver should receive benefits and not have to hire someone else, offer more services and be more flexible
Make all other services known. I am unaware of listed services above that are available to me.
make all other services known; unaware of listed services above available to me. (what we qualify for and how to get them)
make invoice process easier by just paying the allotted amount and have caregiver verify
Make sure all services are in place before placement is made.
Make the this to wait less.
meet more individual needs
More accessible by phone. Faster processing into program
More accessible by phone. Faster processing into program.
More awareness for all individuals in my situation. Would like to have cash subsidy back because I also have PCA.
More flexibility
More funding
More funding
More funds

More help (funds) so I could better myself (to help my child).
More help and funding
More hours
More hours
More hours
More hours and more areas of help for the children therapies, not paid by insurance.
more hours of service needed to support family during weekend hours. More activities for disabled person
more in home care-he receives no assistance on the weekend except for family help
More info available to families
more information regarding services offered
more informations should be provided to family about what's available
More laws for David.
More money to the program so they could help with more hours
More network information
more NOW hours
more respite hours
More staff to talk to
n/a
n/a
Need communication devices
Need monthly contact
Need more adult day programs, my son wants to have something to do during the day. More activities.
need more hourly help 20 hours a week not enough
need more trained people to help
Need overnight respite
Needs continued services and support. Would like to receive sitter services, household expenses help.
Needs to be more correspondence with families
needs to look at population shift and give the parish the appropriate funds for that amt of people
Nothing. (Appeared 116 times)
OCDD has been wonderful to our family
Offer lists of programs that are available to families. Try/coordinate the individual with programs that offer help
Offer lists of programs that are available to families. Try/coordinate the individual with programs that offer help
Offer lists of programs that are available to families. Try to coordinate the individual with programs that offer help.
Offer more income for the PCA.
Only concern is that the check for the person who provides services doesn't go to the person's personal bank account (direct deposit). I don't like having the check in my name to have to sign over to this person. Also, the length of time between pay/submitting paperwork is too long.
Pay more! We receive \$300 for 120 hours - that is \$2 per hour
Pay the sitter directly

pay the workers more
Payment - it's once a month, shouldn't take 2-3 weeks to get payments if in the office on the 5th
Programs provided need to be implemented in a more timely manner.
Put the sitter's money straight in her account, have to pick up check, cash it, then give them their money
Receive more services
reduce the paperwork that is required by the sitter every month. It is too detailed.
Reimbursement is sometimes slow and with finances so tight it often leaves us financially strapped and stressed.
Reinstate help with utilities
Return more phone calls, explain to individuals what they qualify for
Revamp how the program is run.
send the individual what is suppose to be sent through the representative and have them give it to the individual
Shorten the waiting list
Shorten the waiting lists for vouchers, etc.
Shorten waiting list
Should be determined on a case by case basis with room to change according to needs of family
Speed up process of waiting list
Stop telling family that they are able to receive more because it is not true. We need a day program in East N.O. for our family and who care to work with our family.
Supplemental money was not enough to cover the times needed to meet our family needs. Such that we placed our child in a community home in Januray, 2011
Take away waiting list to receive waiver benefits
Take politicians out of equation, refocus on disabled citizens and their families
Take time to explain the whole program about assistance with cash montly subsidy.
that it wouldn't take so long to get it started
The amount of paperwork and nonsensical yearly plans that are repetative and fail to grasp the issue. Recent cuts are producing turmoil but the long term effects will tell as the older clients get left out of the system.
the amount of payment needs to be more
The only concern I have is that the check for the person who provides my child services doesn't go to this person's personal bank account (direct deposit). I don't like having the check in my name to have to sign over to this person. Also the length of time between pay and submitting paperwork is too long.
The people who run Metropolitan Human Services are not understanding and I feel timely with their paper work and rude when trying to communicate with them
the process from changing early steps is not a smooth transition, turned in paerwork for cash subsify in 2007, never turned in, was just placed on waiting list in 2010
The supplemental money was just not enough to cover the times needed to meet our families needs and child's needs...such that we placed our child in a community home in January 2011.
There are so many middle men. I mail in receipts every month for our loved ones expenses. Seems like this could be handled better.
there should be more money given form the state for the program

They are doing a wonderful job.
they should listen to the person responsible and can provide proff from receipts what is needed based on the past and allow that much
To be more receptive to the individual's needs
To help the people who really need it. We were cut hours, I can't work. I need someone for me to work but I can't get any help
To maintain independent living - if there were a facility for persons to be monitored more- but also to let the recipient live in her own individual environment. Similar to assisted living homes.
too much paperwork
Train people who specialize in autistic children
Try to meet family needs as much as possible
Unsure
Wait list is too long
Waiting list is too long. Been on it since 2003 - records lost because of Katrina
We are satisfied with the help this program provides. They answer questions, provide work and socialization for our family member enrolled in the program.
We have been trying to get help for 1 year, and have not yet received any. My mom helps me every day and can't work because of it. I have no money for transportation to help with gas
we wish more services could be provided for us to have night sitter coverage
Wish we would qualify for more services.
Would like more hours
Would need sitter services and household expences would help.
Would rather have a cash subsidy to do/pay for help/services we need
Would rather have just a cash subsidy to do/pay for help/services we need. Too much time in coordinating help of sitters. Not flexible. Would rather just have the money to pay whoever can help the day I need them. Also it pays for help with one child. But it is too restricted in that I can't pay the sitter extra for my other children so I can run errands, etc.
would try to give more hours to the families that don't have much quality time to themselves other than just work hours