

# Summary Rate Scores

## Community Care Autism Satisfaction Survey

Summary Rate Scores represent the percentage of parents who chose the two most favorable responses to each question.

For example, the score for question 1 indicates that 82.3% of all parents chose "strongly agree" or "agree" in response to this que:

Composite/Attribute	Summary Rate Scores*
<b>Psychological/Psychiatric Evaluation Process</b>	
Q1. An appointment was available within 10 days of your request for your most recent psychological evaluation or re-evaluation.	82.3%
Q2. You were comfortable talking about your child's issues with the psychologist or psychiatrist during the evaluation.	94.1%
Q3. The psychologist or psychiatrist always sees and interacts with your child during the evaluation or re-evaluation.	87.0%
Q4. The psychologist or psychiatrist who did the evaluation explained the types of services available to you and your child and helped you choose the service(s) that best meets your needs.	75.4%
Q5. The psychologist or psychiatrist who did the evaluation helped you figure out how the prescribed hours fit into your and your child's life.	67.4%
Q6. It was easy for you to ask the psychologist or psychiatrist questions about your child and/or your child's treatment.	87.6%
Q7. The psychologist or psychiatrist answered all of your questions to your liking.	84.6%
Q8. If the psychologist or psychiatrist offered to call you with more information after your appointment, he/she did call you.	44.1%
Q9. The psychologist or psychiatrist treated you and your child with respect.	94.4%
Q10. A parent or legal guardian has participated in each evaluation or re-evaluation.	99.6%
<b>Interagency Meeting &amp; Treatment Planning Process</b>	
Q15. Your provider has encouraged you to invite anyone to the Interagency Meeting who helps you or your child (such as your minister, the scout leader, the baseball/softball coach, etc.).	52.5%
Q16. The Interagency Meeting was helpful in developing the recent treatment plan for your child.	85.8%
Q17A. During your most recent Interagency Meeting members of the treatment team agreed on: The treatment goals for you and your child.	94.7%
Q17B. During your most recent Interagency Meeting members of the treatment team agreed on: The type of service prescribed (for example, MT, BSC, and/or TSS).	95.1%
Q17C. During your most recent Interagency Meeting members of the treatment team agreed on: The number of hours prescribed for each service.	92.0%
Q17D. During your most recent Interagency Meeting members of the treatment team agreed on: Where the services will be delivered (for example, in the home, school, and/or community).	96.0%
Q19. The Treatment Plan agreed with what was discussed at the Interagency Meeting. (If 'Yes' to Q18.)	98.0%
Q20. The Treatment Plan addressed your child's needs. (If 'Yes' to Q18.)	94.6%
Q21. The staff working with you and your child is following the Treatment Plan that was developed by the Interagency team. (If 'Yes' to Q18.)	88.8%
<b>Behavioral Specialist Consultant</b>	
Q23. When the BSC began working with your child he/she seemed to know about the type of treatment that your child needs.	87.3%
Q24. How often do you meet with the BSC?	52.5%
Q25. The BSC comes when he/she is scheduled.	94.4%
Q26. The BSC spends enough time with you to meet your child's treatment needs.	92.5%
Q27. The BSC has answered your questions to your satisfaction.	89.5%
Q28. During your current service period the BSC delivered all of the hours authorized for your child.	94.1%
Q29. You are told if the BSC cancels an appointment with you, your child, or someone who takes care of your child (ex. teacher, grandparent, etc.).	92.8%
Q30. How much time does it take for the BSC to return your phone calls?	77.1%
Q31. The BSC has presented you with information; such as charts, tables, and/or graphs, that show your child's progress.	72.3%
Q32. At your request the BSC has helped you to find more services and/or provided you with more information that might help your child and/or your family.	81.3%
Q33. The BSC talks to other members of my child's treatment team such as the TSS, case manager, school staff, and staff from other agencies.	93.0%
Q34. The BSC treats you and your family with respect.	98.0%
Q35. In the past year how often has your BSC staff changed?	56.5%
Q36. How much time went by before the new BSC staff began services? (If answered 'Once, Twice, or Three or more times' in Q35.)	76.5%

\* Summary Rate Scores are the sum of the most favorable response options.

Continued on the following page.

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Composite/Attribute	Summary Rate Scores*
<b>Behavioral Plan</b>	
Q37. The BSC has made a behavior plan that works for my child.	88.1%
Q38A. The BSC has taught: Me how to use my child's behavior plan.	75.0%
Q38B. The BSC has taught: The TSS how to use my child's behavior plan.	82.2%
Q38C. The BSC has taught: Other people who take care of my child (teacher, teacher's aid, day care instructor, grandparent, babysitter, etc.) how to use my child's behavior plan.	63.8%
Q39. The BSC has figured out if my child's behavior plan is working and made changes if needed.	85.0%
<b>Therapeutic Staff Support</b>	
Q40. When the TSS staff began working with your child he/she seemed to know how to do things written in the treatment plan.	76.9%
Q41. The TSS working with my child receives enough help from the BSC.	80.2%
Q42. The TSS comes when he/she is scheduled.	94.0%
Q43. During your current service period the TSS has delivered all of the hours authorized for your child.	85.6%
Q44. The TSS directly works with you, your child, or other people taking care of your child (teacher, teacher's aid, grandparent, babysitter, etc.) all of the time he/she is there.	93.3%
Q45. The TSS staff helps you and your family do the things in the treatment plan.	85.2%
Q46. You are told if the TSS cancels an appointment.	93.4%
Q47. When your TSS is on vacation or absent from work for a week or more, you are offered a substitute staff to work with you and your child.	79.4%
Q48A. Please rate the TSS in the following areas: Talks nicely to you.	98.9%
Q48B. Please rate the TSS in the following areas: Talks nicely to your child.	98.3%
Q48C. Please rate the TSS in the following areas: Helps when my child has a tantrum.	88.8%
Q48D. Please rate the TSS in the following areas: Helps when my child attempts to hurt others.	92.2%
Q48E. Please rate the TSS in the following areas: Helps when my child breaks things.	89.3%
Q48F. Please rate the TSS in the following areas: Helps when my child tries to hurt him or herself.	92.1%
Q49. In the past year how often has your TSS staff changed?	39.9%
Q51. How much time went by before the new TSS staff began services? (If answered 'Once, Twice, Three or more times' in Q49.)	56.9%
Q52. The TSS staff has answered your questions to your satisfaction.	92.4%
Q53. The TSS treats you and your family with respect.	98.3%
<b>Wraparound Services</b>	
Q54. I had no problem getting "wrap-around" services for my child.	68.9%
Q55. The length of time between the date you asked for services from a wraparound provider and when services began was:	50.3%
Q56. I chose to wait more than two months for services because I wanted a specific provider.	26.5%
Q58A. How helpful has the following service been to your child? Behavioral Specialist Consultant (BSC)	74.3%
Q58B. How helpful has the following service been to your child? Mobile Therapist (MT)	75.9%
Q58C. How helpful has the following service been to your child? Therapeutic Staff Support (TSS)	78.7%
Q58D. How helpful has the following service been to your child? Summer Camp Program (STAP)	70.0%