

# CURRENT AND FUTURE SERVICE NEEDS ASSESSMENT



JUNE 2010

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## **Executive Summary**

The purpose of the present survey of consumers and families funded by the Productive Living Board (PLB) was to assess the levels of current and future need of seventeen different supports funded by the PLB. The PLB contracted with Behavioral Health Concepts, Inc. of Columbia, Missouri to perform a consumer/family survey of current support needs and anticipated future needs. Seventeen hundred and one (1701) consumers/family members returned surveys for a return rate of approximately 40%. The results of this survey are intended to be a basis of policy formulation and resource allocation. For this assessment, high need is defined with a consumer/family response of “Very important” or “Extremely important.”

There was a good representation of the different kinds of consumers served by the PLB. Approximately 34% of respondents were currently in school and 21% were employed in sheltered workshops. A total of 18% of the sample were not employed and not retired and not in school and 17% were employed in the community. Approximately 67% were beyond school age. Seventy-five percent (75%) still lived at home with their parents and 20% were living in an independent living residence with supports or in a group home or supervised living arrangement. There was a good representation of consumer respondents to the survey from all areas of St. Louis County.

### **Current Needs**

(Page 11, Chart 1)

The top four supports rated of high importance by respondents were Group-Leisure/socialization (65%), Individualized – Leisure/Socialization (64%), Occasional in-home support (61%), and Occasional out-of-home supports (57%). The four supports where there appears to be the biggest discrepancy between rated current need and ratings of that support not being available to meet consumers’ need are: Group-Leisure/Socialization, Individual-Leisure/Socialization, Occasional in-home support, Occasional out-of-home support.

### **Future Needs**

(Page 14, Table 2)

The top supports for the future as rated by respondents were Group and Individual – Leisure/Socialization, Occasional in and out-of-home supports, Supported Employment and Support to live independently in the community.

### Employment – Current Needs

(Page 15, Table 3)

The two highest employment needs were Supported Employment, followed by Sheltered Workshop. The two employment needs that were rated high in importance and that were not currently meeting the needs of the respondents were Retirement supports and Planning for transition from work to retirement.

### Employment – Future Needs

(Page 16, Table 5)

Currently, out of 566 respondents who attend school, 181 projected a need for more work supports in the community, 87 project a need for work in a sheltered workshop, and 71 project a need for work without supports. Clearly, respondents believe more resources should go into providing more work supports in the community. Those who are currently utilizing employment without supports, employment in a sheltered workshop, and employment with supports all rate projected needs in these particular areas to be most high.

There was a fairly dramatic increase in reported needs for some employment options from current needs to projected future needs. Ratings of the importance of being employed without supports increased from those rating this as high in importance from 82 to 244 in the future (an increase of 198%). The importance of being retired increased from 27 to 71 (an increase of 163%) and employment with supports increased from 213 to 436, (an increase of 163%). These differences between current importance ratings and ratings of future needs underscore the expressed opinions of respondents to have more resources in developing these types of supports for the future.

### Current and Future Need - Residential Living Needs

(Page 17, Table 7 and Page 18, Table 8)

Almost seven hundred respondents (679) indicated that supports to live independently in the community were of high need. Of these respondents, 38% did not believe that their needs were being met in this area. Twenty-four percent (24%) believe that the need for this support would increase in the future.

### Change In - Residential Living Needs

(Page 19, Table 9)

There were 1,259 respondents currently living with their parents whereas 844 of these consumers anticipate that they will be living with their parents in the next five years (this is a decrease of 31%). However, 191 anticipated living in a supported living apartment or home and 124 of the respondents expressed a future need of living in a group home/supervised residential setting. These results suggest additional possible needed resources for supported living arrangements and/or group home/supervised residential settings.

In addition to asking respondents to rate the importance of current residential supports, they were also directly asked what type of future residence they desired in the future. Fifty-three percent of respondents (or their families) (53%) indicated that they would be living with their parents/family in the natural home, 25% indicated they wanted to live in a supported living apartment or home, 13% indicated they wanted to be living in a group home/supervised residential setting, and 9% indicated they wanted to be living independently in the community.

#### Current Need – Socialization/Recreation

(Page 20, Table 11)

The support with the highest ratings of importance was Group – Leisure/Socialization (961 individuals rated this support a high need) followed by Individualized – Leisure/Socialization (940), Summer recreation (day/residential camping) (623) and then Before or after school activity (419). Approximately a third of respondents who indicated that these supports were high needs for them also indicated that currently this need was not being met.

#### Future Need – Socialization/Recreation

(Page 20, Table 12)

There was a 35% increase from current ratings of importance to future importance in the before or after school activity. There was also a 20% increase in ratings of importance of summer recreation supports from their current needs to the next five years. There was little change from current to future rated needs in Individualized and Group Leisure/Socialization.

#### Current Need – Occasional Supports

(Page 21, Table 13)

A large number of respondents indicated that Occasional in-and-out of home supports were current high needs for them (814 and 888 respectively). About one quarter of those respondents who indicated that these were high needs indicate that these supports were not currently meeting their needs.

#### Future Need – Occasional Supports

(Page 21, Table 14)

The majority of respondents believed that the need for these supports would remain high in the next five years. There was a 21% increase in ratings of importance from current need to future need within the next five years for Occasional out-of-home supports and an 18% increase for Occasional in-home supports.

## Focus Group Feedback

Themes that emerged from discussion in focus groups with parents, consumers and providers supported these findings, but also raised other issues not identified in the sampling of respondents. The selection of focus group members was not a random selection of participants but did provide an opportunity for a convenience sample of consumers to express their views of services they need. The themes that emerged from focus groups can be summarized by important questions and statements by the participants. Some of the most prominent were:

- What happens to my child after school?
- How can my child have a meaningful social life?
- The amount of parent stress is high.
- How can I get the supports for my child when they are not in school?
- As much as possible, parents wanted their children in normalized settings.
- Supports to help consumers to be independent in the community were good.
- Parents want a simple way to learn about supports available for their children.
- Providers of services indicate that services, including funding, are fragmented and worry that the economy will make this situation worse.

## Summary

There clearly are some areas identified by respondents where high-need services will continue to be important into the future (e.g. group and individual socialization supports and occasional in and out of home supports). There are also some areas (e.g. employment and residential supports), where there are anticipated growth in the future for these needs.

## **Introduction**

The Productive Living Board, PLB, was established in 1979 when St. Louis County voters approved a special property tax to fund services for St. Louis County citizens with developmental disabilities. The mission of the PLB is:

To provide within available funds, a planned program of Residential and Vocational Services for St. Louis County citizens with developmental disabilities, which:

- a) promotes community participation and positive community relations;
- b) does not duplicate the mandates of other public agencies;
- c) complies with the mandates for assistance to persons with developmental disabilities as set forth in Sections 205.968 through 205.972, RSMO.

The PLB does not provide any services directly. Instead, the PLB oversees the distribution of funds to local agencies through service/support projects. These agencies provide residential and vocational services and supports for nearly 4,600 individuals.

## **Scope of the Project**

In order to better achieve their mission, the PLB periodically surveys those receiving services through PLB funds to assess whether these individuals are receiving the services they need and what future unmet services they anticipate. The PLB contracted with Behavioral Health Concepts, Inc. (BHC) from Columbia, MO in 2010 to administer the survey of current and future service needs.

The following are objectives for the present study:

- To provide an opportunity for consumers and their families to identify and communicate their unique needs;
- To focus on the services and supports currently funded by the PLB;
- To identify areas of unmet current need in the community;
- To identify areas of future need in the community; and
- To generate meaningful information for use in the PLB's strategic planning efforts.

## **Methods**

A survey was constructed to collect basic demographic information and opinions about current and future service needs. 4,625 surveys were mailed to all current PLB clients/consumers. It was assumed that consumers would complete the survey with assistance from others if needed. The title of the survey was "2010 Consumer Needs Assessment Survey". The survey was constructed in two parts (see Appendix 1 for a copy). After collection of demographic information, the

instructions for the first part read, "Using the Current Needs Table below, please tell us about your current need for support." The instructions of the second part read, "Using the Future Needs Table below, please tell us about your changing need for supports over the next five (5) years."

Four thousand six hundred twenty-five (4,625) surveys were mailed and a reminder card was mailed out two weeks following. All return surveys were mailed to the corporate office of BHC for tabulation and analysis. 317 surveys were returned for various reasons as undeliverable. Seventeen hundred and one (1,701) surveys were returned for analysis which is an approximate 40% return rate.

## **Results**

### **Demographics**

Figures 1-4 present demographic information about the sample. Based on consumer zip codes, the respondents were fairly distributed across St. Louis County with slightly more respondents (approximately 34%) being from the southern region of the county.

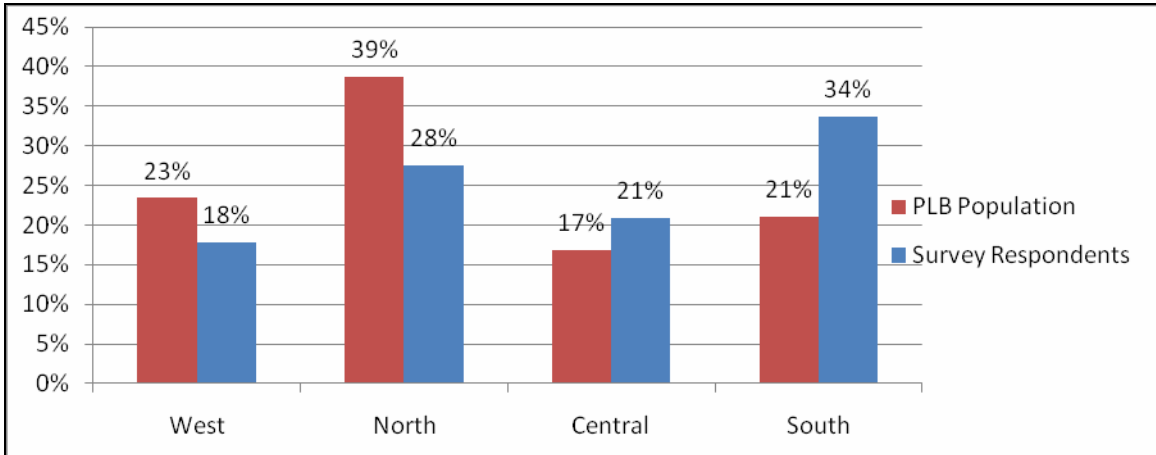
The largest age group was in the 22-39 age group (30%) followed by 40-55 age group (24%). Nine percent (9%) were over the age of 55. Comparison with the total population of funded consumers/families of the PLB shows that the survey sample was representative of the different age groups.

The status of the consumers in terms of current service categories are portrayed in Figure 3. Approximately 34% of consumers who responded indicated that they now attend school. The second largest category are those who are employed in a workshop (21%), followed by those who are adults and are not employed, not retired and not in school (18%). Thus, the clear majority of consumers are in service categories for ages beyond typical school ages (approximately 67%).

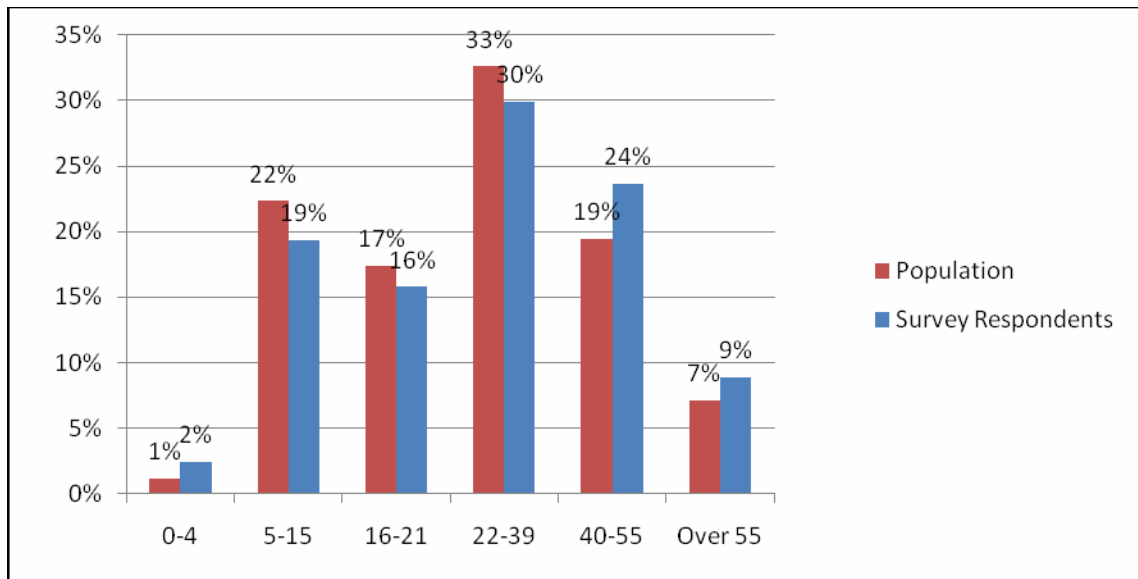
The final demographic is place of current residence (Figure 4). The majority of consumers continue to live with parents (75%), even though the age groupings and service categories indicate that the majority of individuals are over the age of 22. Five percent (5%) of consumers responding to the survey indicated that they live independently without supports and another 20% were living in an independent living residence with supports. Again, comparison with the total population of PLB funded consumers/families shows good sample representation of the current residences of the population.



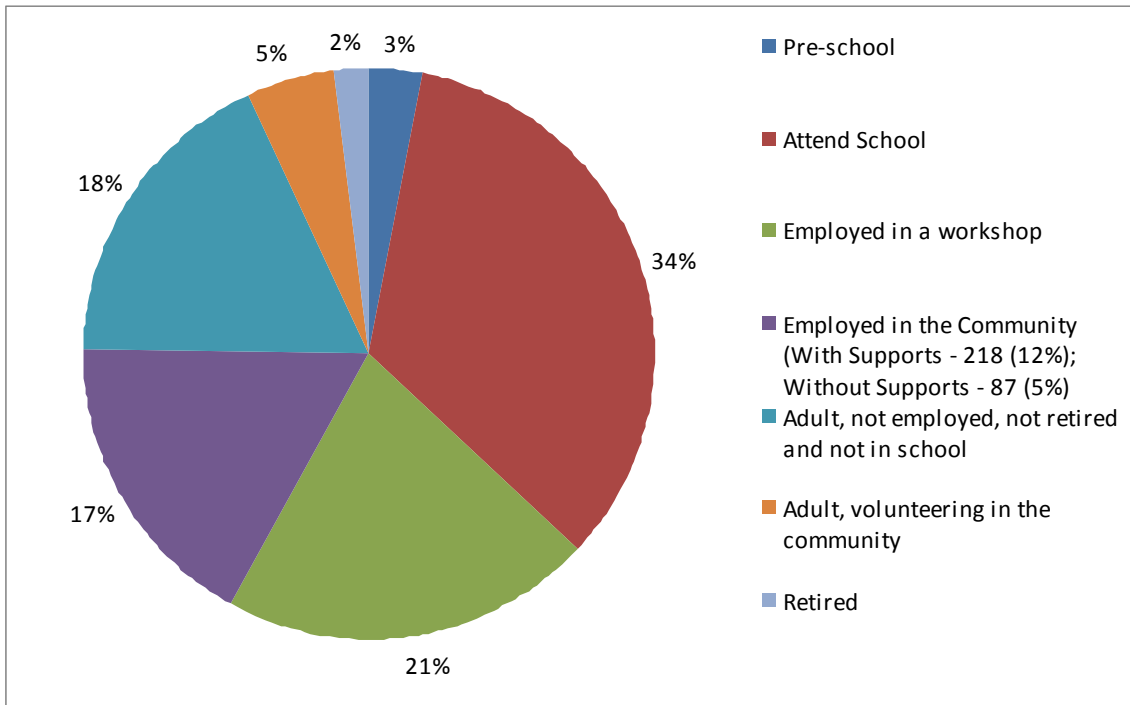
**Figure 1 – Zip Code Clusters**



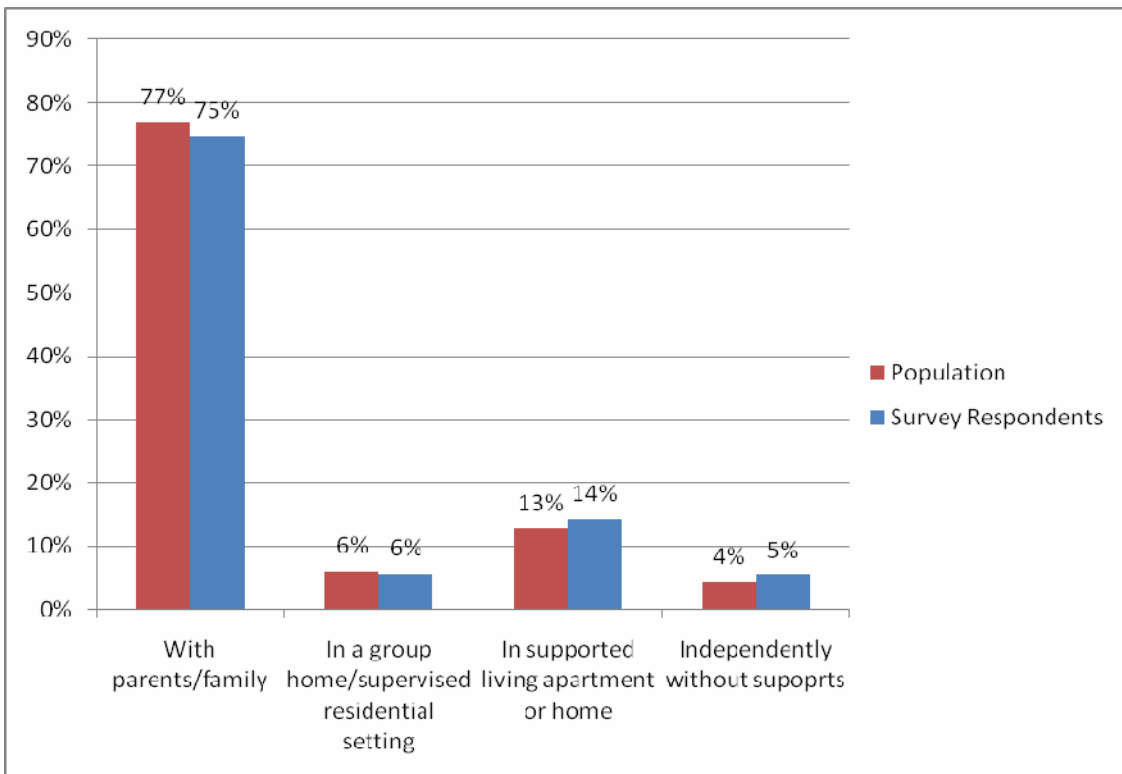
**Figure 2 – Age Groups**



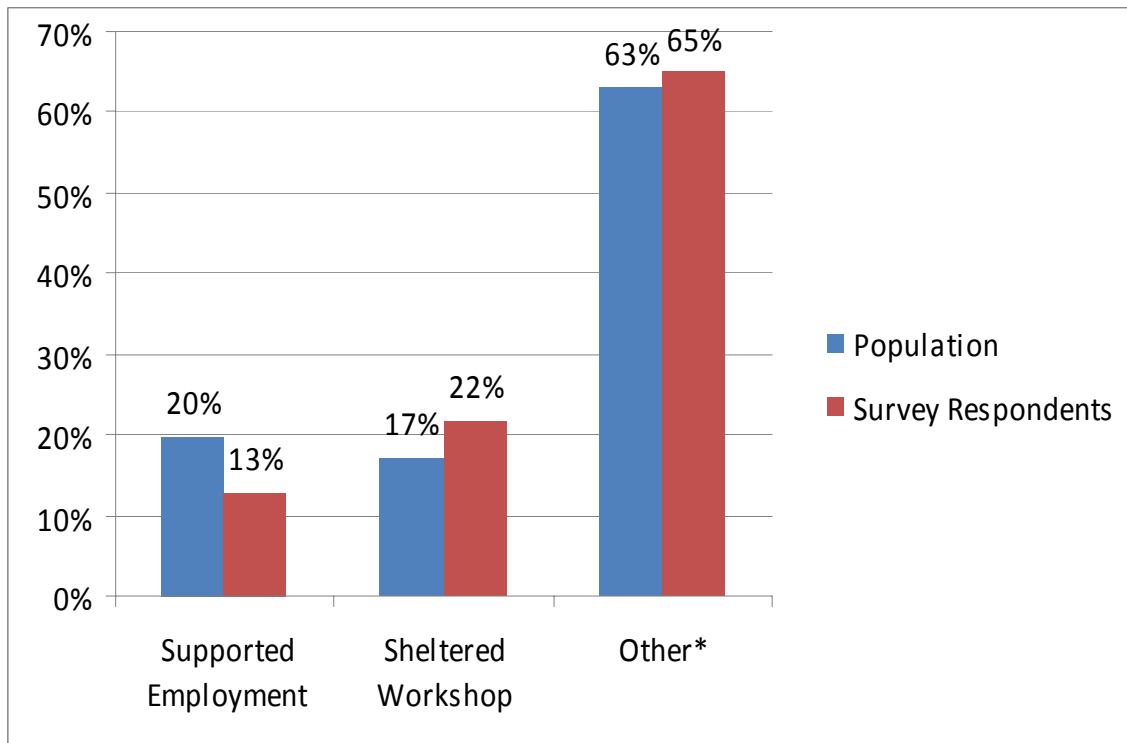
**Figure 3 – Current Status**



**Figure 4 – Current Residence**



**Figure 5 – Employment Status**



### **Demographics - Employment**

Of the consumers employed in services funded by the PLB, 20% (911) are employed in the community with supports and 17% (795) are employed in a Sheltered Workshop.

13% of the respondents indicate that they work with supports in the community while 22% of the respondents indicate that they work in a Sheltered Workshop. Comparison with the total population shows a higher response from consumers working in a Sheltered Workshop.

## Current Needs

Consumers were asked if 17 different kinds of supports funded by the PLB were currently meeting their needs. Table 1 presents the numbers and percentages of those who rated the importance of these supports as being “high”, “medium” or “low”. “High importance” is represented by those indicating that the needs were either “Very important” or “Extremely important” whereas; “Low importance” represents those respondents who indicated that the need was either “not important” or “slightly important.” “Medium importance” is defined by a response of “moderately important.” The supports are listed in descending order of “high importance” according to the respondents.

The top four supports were “Group-Leisure/socialization” (65%), “Individualized – Leisure/Socialization” (64%), “Occasional in-home support” (61%), and “Occasional out-of-home supports” (57%).

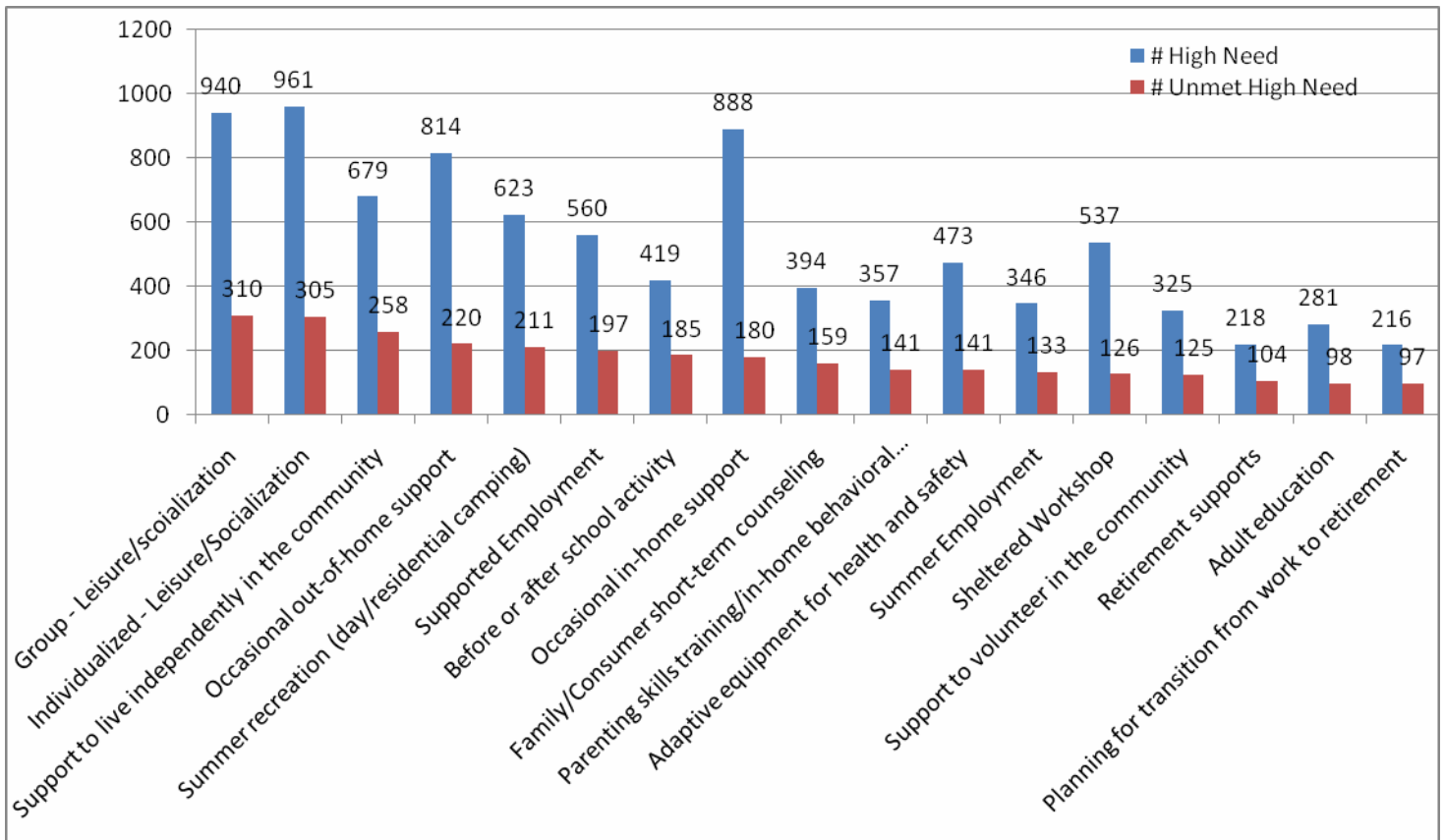
**Table 1 – Current Needs**

How important are the following supports in meeting your current needs for participating in the community?	# Low Importance	% Low Importance	# Moderate Importance	% Moderate Importance	# High Importance	% High Importance
Group - Leisure/Socialization	269	19%	233	16%	940	65%
Individualized - Leisure/Socialization	294	20%	243	16%	961	64%
Occasional in-home support	397	27%	182	12%	888	61%
Occasional out-of-home support	401	28%	215	15%	814	57%
Summer recreation (day/residential camping)	552	41%	178	13%	623	46%
Support to live independently in the community	677	45%	141	9%	679	45%
Supported Employment	594	47%	119	9%	560	44%
Sheltered Workshop	696	53%	90	7%	537	41%
Adaptive equipment for health and safety	756	56%	115	9%	473	35%
Before or after school activity	804	60%	108	8%	419	31%
Summer Employment	676	61%	84	8%	346	31%
Family/Consumer short-term counseling	725	55%	209	16%	394	30%
Parenting skills training/in-home behavioral supports	827	62%	155	12%	357	27%
Support to volunteer in the community	814	62%	182	14%	325	25%
Adult education	887	69%	114	9%	281	22%
Retirement supports	965	76%	94	7%	218	17%
Planning for transition from work to retirement	950	75%	100	8%	216	17%

The survey also asked consumers if each of the 17 supports were meeting their current needs. Chart 1 presents a graphic contrast between the rated importance of the support and the respondent's rating of whether that support need is being met or not being met. The four supports where there appears to be the biggest discrepancy between rated current need and ratings of that support not being available to meet their need are: 1) Occasional in-home support, 2) Individual-Leisure/Socialization, 3) Group-Leisure/Socialization, 4) Occasional out-of-home support.

Both Table 1 and Chart 1 need to be interpreted in light of the demographics in Figures 2 and 3. For example, only 9% of respondents were over the age of 55 and therefore retirement supports would not be rated high because of the demographics of the respondents.

**Chart 1 – High Need/High Unmet Need**



## **Future Needs**

Consumers and their families were also asked to rate the importance of the 17 supports in terms of “meeting your future needs”. Table 2 presents a summary of these responses. The ratings parallel the current needs with the top supports for the future being “Group and Individual – Leisure/Socialization” (69% & 68% respectively), “Occasional in and out-of-home supports” (62% & 60% respectively), “Supported Employment” (53%) and “Support to live independently in the community” (53%).

Comparing tables 1 & 2 reveals some differences. For example, 44% of respondents indicated that Supported Employment was a high current important need and 53% indicated that it was an important future need. Forty-five percent (45%) rated “Supports to live independently in the community” as a high current need, but 53% rated this support as a high future need. The higher ratings for these employment supports could reflect a concern of increasing numbers of consumers as they age and transition from school settings. To better understand expressed support needs, the responses were further analyzed by categories.

**Table 2 – Future Needs**

How important are the following supports in meeting your future needs for participating in the community?	# Low Importance	% Low Importance	# Moderate Importance	% Moderate Importance	# High Importance	% High Importance
Group - Leisure/Socialization	232	16%	220	15%	1011	69%
Individualized - Leisure/Socialization	264	17%	225	15%	1030	68%
Occasional in-home support	356	24%	212	14%	925	62%
Occasional out-of-home support	337	23%	238	16%	874	60%
Supported Employment	482	36%	144	11%	720	53%
Support to live independently in the community	553	36%	166	11%	824	53%
Summer recreation (day/residential camping)	569	41%	158	11%	667	48%
Sheltered Workshop	666	48%	107	8%	629	45%
Summer Employment	625	53%	114	10%	446	38%
Adaptive equipment for health and safety	740	55%	129	10%	483	36%
Before or after school activity	801	58%	118	9%	451	33%
Family/Consumer short-term counseling	687	50%	249	18%	426	31%
Support to volunteer in the community	765	55%	202	15%	424	30%
Adult education	846	63%	141	10%	366	27%
Parenting skills training/in-home behavioral supports	824	60%	185	13%	365	27%
Retirement supports	931	68%	108	8%	321	24%
Planning for transition from work to retirement	927	69%	117	9%	304	23%

## **Employment – Current Needs**

The 2010 PLB Needs Assessment Survey asked (6) questions about the need for employment supports (See Table 3). The third column of Table 3 is the percentage of those who rated each employment support as high and who also indicated that this need was not being currently met for them.

The two highest employment needs responses were Supported Employment, followed by Sheltered Workshop (560 and 537 respectively who rated these of high priority).

The two employment needs that were rated high in importance and that were not currently meeting the needs of the respondents were Retirement Supports (48% of respondents indicated this need was not being met) and Planning for

Transition from Work to Retirement (45% of respondents indicated this need was not being met).

A support that was rated high and that respondents felt was mostly meeting current needs is Sheltered Workshops (only 23% indicated this high need was not being met).

**Table 3 – Employment Current Needs**

	# High Need	# High Unmet Need	% High Unmet Need
Supported Employment	560	197	35%
Sheltered Workshop	537	126	23%
Summer Employment	346	133	38%
Support to volunteer in the community	325	125	38%
Retirement supports	218	104	48%
Planning for transition from work to retirement	216	97	45%

## Employment – Future Needs

Table 4 presents a summary of the responses on future needs for employment supports. Of those responding to each employment support, 24% indicated that they believed that Supported Employment would become more important in the future. Only 9% of respondents believed that Sheltered Workshop employment would be more important.

**Table 4 – Employment Future Needs**

How important are the following supports in meeting your future needs for participating in the community?	# Less	% Less	# Same	% Same	# More	% More
Supported Employment	98	8%	804	68%	285	24%
Summer Employment	101	10%	681	68%	224	22%
Support to volunteer in the community	146	12%	846	68%	259	21%
Retirement Supports	95	8%	932	77%	191	16%
Planning for transition from work to retirement	113	9%	907	75%	187	15%
Sheltered Workshop Employment	103	9%	951	82%	103	9%

Responses to Table 4 should be linked to current employment status. Table 5 presents the number of those respondents with different current employment status who rate projected need in the future for each of the employment supports.



**Table 5 – Change in Employment Needs**

	Current Total	Work in a sheltered workshop	Work with supports in the community	Work without supports	Volunteer	Retired	No Response
Attend School	<b>566</b>	87	181	71	24	1	202
Employed in a workshop	<b>367</b>	311	22	10	2	13	9
Adult, not employed, not retired and not in school	<b>293</b>	50	56	38	24	18	107
Employed with supports	<b>213</b>	7	122	64	4	7	9
Employed without supports	<b>82</b>	1	17	52	2	5	5
Adult, volunteering in the community	<b>77</b>	5	34	7	26	4	1
Pre-School	<b>53</b>	0	1	2	1	0	49
Retired	<b>27</b>	0	0	0	1	23	3
No Response	<b>23</b>	3	0	3	0	0	17
<b>Total – Future Need</b>	<b>1,684</b>	<b>464</b>	<b>436</b>	<b>244</b>	<b>84</b>	<b>71</b>	<b>402</b>

Currently, out of 566 respondents who attend school, 256 projected a need for work in the community (181 with supports and 71 without supports), and 87 project a need for work in a sheltered workshop. Clearly, respondents believe more resources should go into providing more work supports in the community.

Currently, those who are utilizing employment without supports, employment in a sheltered workshop, and employment with supports all rate projected needs in these particular areas to be most high. One exception to this is that those who currently are employed with supports (213) not only rate this employment support as high (122 indicating that this is a projected need), but also rate work in the community without supports as needed (64). It would seem that these consumers, although working in the community with supports, want to be as independent as much as possible.

Important findings are the ratings of adults who are not employed, not retired, and not in school (293). Of these, 56 projected a need in the next 5 years for work with supports, 50 projected a need for work in a sheltered workshop, 38 projected a need for work without supports, and 24 projected needs for supports for volunteer services, and 18 for retirement.

Table 6 compares the current employment status of respondents to the future expressed need for these employment types. It also displays the change in percentage of importance of this employment types. Being employed without supports increased from those rating this as high in importance now (82) to 244

in the future and this is an increase of 198%. The importance of being retired increased from 27 to 71 (an increase of 163%) and employment with supports went from 213 to 436, which is an increase of 163%. These differences between current importance ratings and ratings of future needs underscore the expressed opinions of respondents to have more resources in developing these types of supports for the future. These results also may indicate the increasing age of consumers and transition needs away from school settings as major supports for them and their families.

**Table 6 – Employment Needs Current/Future Comparison**

	Current	Future	# Difference	% Difference
Employed without supports	82	244	162	198%
Retired	27	71	44	163%
Employed with supports	213	436	223	105%
Employed in a workshop	367	464	97	26%
Adult, volunteering in the community	77	84	7	9%

## Residential Living Needs

The 2010 PLB Needs Assessment Survey asked one question about living independently in the community and asked how important supports were for doing so and whether these supports were currently meeting the needs of respondents. See Tables 7 & 8.

Six hundred seventy-nine individuals (679) reported that this was a high need and that 38% of these respondents did not feel that this need was being met for them. About 24% of respondents believed that supports to live independently would grow in importance in the next five years.

**Table 7 – Residential Living Current Needs**

	# High need	# Unmet High need	% Unmet High Need
Support to live independently in the community	679	258	38%

**Table 8 – Residential Living Future Needs**

	# Less	% Less	# Same	% Same	# More	% More
Support to live independently in the community	144	10%	944	66%	337	24%

## **Change in Residential Living Needs**

Again, the answers to the survey questions about residential needs are most probably influenced by their current living situation. Therefore, Table 9 presents the current living situation of the respondents compared to the total expressed projected need in the next five years for these living situations.

As can be seen from the table, 1,259 respondents currently live with their parents whereas, 844 anticipate that they will be living with their parents in the next five years (this is a decrease of 31%). However, 191 anticipated living in supported living apartment or home and 124 expressed a future need of living in a group home/supervised residential setting. These results suggest additional possible needed resources for supported living arrangements and/or group home/supervised residential settings.

This is further illustrated in Table 10 that compares the current need for residential living type with future needs for these types and the differences between these expressed needs. Increases in need were apparent for group home/supervised residential setting (an increase of 123%), supported living in an apartment or home (an increase of 70%) and independent living without supports (an increase of 61%).

**Table 9 – Change in Residential Living Needs**

	Current Living Total	With parents/family	In supported living apartment or home	In a group home/supervised residential setting	Independently without supports	No response
With parents/family	1,259	844	191	124	55	45
In supported living apartment or home	238	8	189	4	27	10
Independently without supports	90	5	14	4	61	6
In a group home/supervised residential setting	95	2	10	80	1	2
No Response	19	4	1	0	1	13
<b>Total</b>	<b>1,701</b>	<b>863</b>	<b>405</b>	<b>212</b>	<b>145</b>	<b>76</b>

**Table 10 – Residential Needs Current/Future Comparison**

	Current	Future	# Difference	% Difference
With parents/family	1,259	863	-396	-31%
In a group home/supervised residential setting	95	212	117	123%
In supported living apartment or home	238	405	167	70%
Independently without supports	90	145	55	61%

## **Socialization/Recreation - Current Needs**

The 2010 PLB Needs Assessment Survey asked four (4) questions about needs for socialization/recreation. The four particular supports were:

- Before or after school activity
- Individual – Leisure/Socialization support
- Group – Leisure/Socialization support
- Summer recreation (day/residential camping)

Table 11 presents the ratings of importance for the four supports related to socialization/recreation. The support with the highest ratings of importance was “Group – Leisure/Socialization” (961 individuals rated this support a high need) followed by “Individualized – Leisure/Socialization” (940), “Summer recreation” (day/residential camping)(623) and then “Before or after school activity” (419).

Approximately a third of respondents who indicated that these supports were high needs for them also indicated that currently this need was not being met.

Forty-four percent (44%) of those who rated “Before or after school activity” as a high need indicated that this need was not being met.

**Table 11 – Socialization/Recreation Current Needs**

	# High need	# Unmet High need	% Unmet High Need
Individualized - Leisure/Socialization	961	305	32%
Group - Leisure/Socialization	940	310	33%
Summer recreation (day/residential camping)	623	211	34%
Before or after school activity	419	185	44%

### **Socialization/Recreation - Future Needs**

Table 12 presents a contrast between the ratings of current importance of this support with the anticipated importance of this support in the next five years. There was a 35% increase from current ratings of importance to future importance in the “Before or after school activity”. There was also a 20% increase in ratings of importance of “Summer recreation supports” from their current needs to the next five years. There was little change from current to future rated needs in “Individualized and Group Leisure/Socialization”.

**Table 12 – Socialization/Recreation Future Needs**

	# Less	% Less	# Same	% Same	# More	% More
Before or after school activity	416	49%	139	16%	299	35%
Summer recreation (day/residential camping)	661	69%	100	10%	192	20%
Individualized - Leisure/Socialization	1010	89%	63	6%	57	5%
Group - Leisure/Socialization	998	90%	58	5%	50	5%

### **Occasional Supports**

The 2010 Needs Assessment Survey also asked about respondents views of current and future importance of Occasional in-and-out of home supports. Tables 13 & 14 summarize these results.

**Table 13 – Occasional Supports – Current Needs**

	# High Need	# Unmet High Need	% Unmet High Need
Occasional out-of-home support	814	220	27%
Occasional in-home support	888	180	20%

**Table 14 – Occasional Supports – Future Needs**

	# Less	% Less	# Same	% Same	# More	% More
Occasional out-of-home support	183	14%	892	66%	278	21%
Occasional in-home support	179	13%	960	69%	251	18%

About the same number of respondents indicated that “Occasional in-and-out of home supports” were current high needs for them (814 & 888 respectively). About one quarter of those respondents who indicated that these were high needs indicate that these supports were not currently meeting their needs. The majority of respondents believed that the need for these supports would remain high in the next five years. There was a 21% increase in ratings of importance from current need to future need within the next five years for “Occasional out-of-home supports” and an 18% increase for “Occasional in-home supports”.

### **Regional Comparison of High, Unmet Needs**

A comparison was completed of the percentage of individuals in each region who identified each of the 17 supports funded by the PLB as a current high need and who also indicated that this need was not being met. This comparison is useful in identifying priorities for rearranging funding of services. Table 15 presents these results. Considering the possibility of sampling error, it must be said that these results show remarkable equivalence of ratings of PLB service consumers between regions. For example, approximately 16 to 21% of all respondents across all regions indicated that Individualized and Group Leisure/Socialization were highly needed supports that were not meeting their current needs.

**Table 15 – Regional Comparisons of High, Unmet Need**

	South	North	West	Central	Total
<b>Number of Respondents from Each Region</b>	<b>556</b>	<b>453</b>	<b>293</b>	<b>345</b>	<b>1,647</b>
Group - Leisure/Socialization	19%	16%	20%	17%	72%
Individualized - Leisure/Socialization	21%	17%	16%	17%	71%
Support to live independently in the community	16%	13%	16%	15%	60%
Occasional out-of-home support	16%	12%	13%	11%	52%
Summer recreation (day/residential camping)	13%	12%	15%	10%	50%
Supported Employment	12%	13%	10%	10%	45%
Before or after school activity	11%	9%	13%	11%	44%
Occasional in-home support	11%	11%	12%	10%	44%
Family/Consumer short-term counseling	10%	8%	9%	10%	37%
Parenting skills training/in-home behavioral supports	9%	6%	9%	10%	34%
Summer Employment	7%	10%	7%	8%	32%
Adaptive equipment for health and safety	8%	10%	7%	7%	32%
Support to volunteer in the community	9%	6%	8%	8%	31%
Sheltered Workshop	6%	10%	5%	9%	30%
Retirement supports	5%	7%	5%	8%	25%
Planning for transition from work to retirement	4%	8%	4%	8%	24%
Adult education	5%	8%	4%	6%	23%

**Regional Comparison of Ratings of Future Support Needs**

Table 16 presents a regional comparison of St. Louis County of respondents who rated the future importance to be of equal or greater importance than current rated need importance of these supports. Again, there is uniformity of ratings across regions of future needs. In general, respondents believed that the overall level of services from these 17 supports should not be reduced because the need for them would be equal or greater in the next five years.

**Table 16 – Regional Comparison of Future Support Needs**

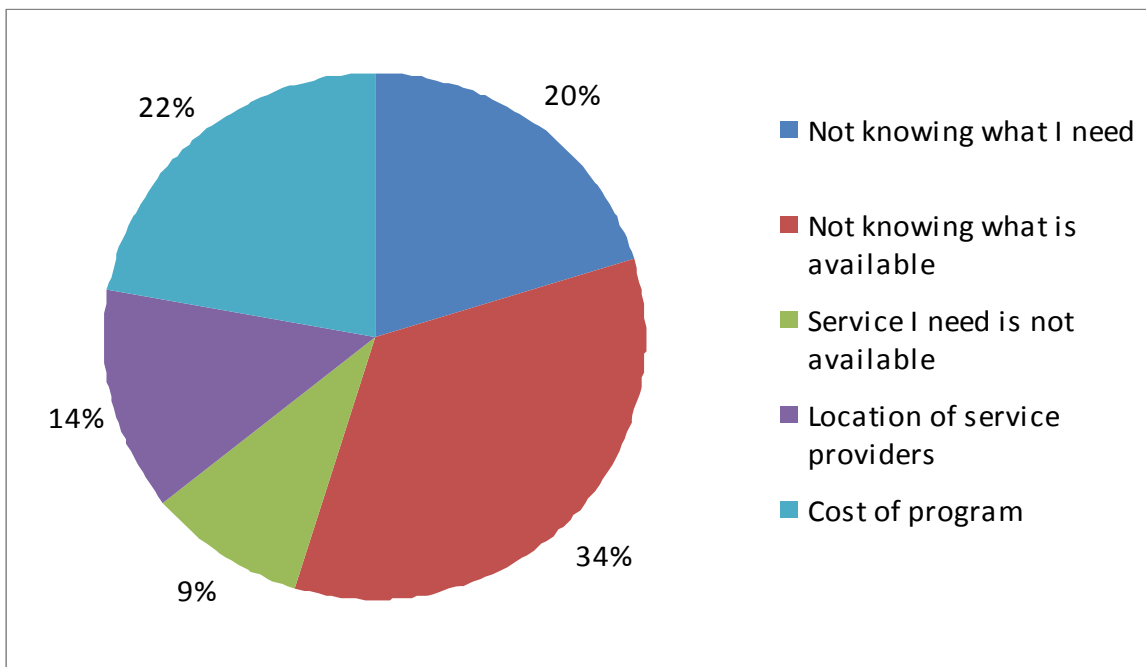
	<b>South</b>	<b>North</b>	<b>West</b>	<b>Central</b>	<b>Total</b>
Sheltered Workshop	92%	89%	97%	92%	92%
Retirement supports	93%	88%	95%	93%	92%
Supported Employment	92%	89%	96%	90%	92%
Planning for transition from work to retirement	91%	88%	94%	89%	91%
Summer Employment	88%	87%	93%	92%	90%
Group - Leisure/Socialization	90%	86%	92%	91%	90%
Support to live independently in the community	91%	87%	92%	90%	90%
Before or after school activity	88%	89%	89%	91%	89%
Individualized - Leisure/Socialization	89%	84%	91%	91%	89%
Support to volunteer in the community	88%	87%	92%	88%	89%
Adaptive equipment for health and safety	89%	85%	89%	90%	89%
Summer recreation (day/residential camping)	88%	88%	88%	88%	88%
Family/Consumer short-term counseling	83%	84%	91%	91%	87%
Occasional out-of-home support	84%	84%	91%	90%	87%
Occasional in-home support	88%	83%	89%	88%	87%
Parenting skills training/in-home behavioral supports	86%	87%	85%	86%	86%
Adult education	79%	86%	90%	89%	86%



## Challenges to Getting Needed Services

Finally, a question was asked about what were the “major challenges to getting the services you need?” The number one challenge was the families/consumers “Not Knowing What Services were Available” (34%). The “Cost of the Program” (22%) was the second most frequently marked challenge (See Figure 7). But, surprisingly, the third most frequently marked challenge was, “Not Knowing What I Need (20%).” This was rated more frequently than the “Location of Services” (14%) and “Service I Need is Not Available” (9%).

**Figure 7 – Challenges to getting needed services**



## **Focus Groups**

In order to provide an opportunity for consumers, family members and providers to express their needs and priorities for services funded by the PLB, three separate focus groups were conducted with 8-12 members in each group. The focus groups lasted for approximately one hour. The first group was family members who volunteered to participate. The second was service/care providers, and the third group was of consumers and family members. The participants were solicited volunteers and were not representative of either all consumers/families or of service providers. Several themes emerged from these focus groups.

1. Parents and consumers expressed that they desire experiences in school and in before and after school programs and summer programs that provide positive social interaction with others. Parents expressed in focus groups that there was much variance in the quality of the programs their children have attended. Thus individualized and group socialization were rated as important in the present and in the future.
2. Parents also expressed apprehension about the needs for structure and meaningful activities when their children approach their adult years and leave school. Transition programs are important from school to what follows. Therefore, supported employment opportunities, sheltered workshop experiences, and good summer programs were prioritized by respondents.
3. Respondents expressed that occasional in-home supports and out-of-home supports were very important for their emotional well-being in caring for their children. The importance of these occasional supports is underscored by the finding that 75% of the consumers served with PLB funding remain in the home with their parents.
4. The theme that consumers were aging and that the school was no longer going to be the stabilizing community support for them was expressed in different ways. Parents expressed apprehension at what will happen with their children, even though their children were going through transitional programming from school to work. For some parents, this did not guarantee that their children would have meaningful work or activities in their lives. Thus, supports that focused on adult functioning in work and volunteer services were rated as being important in the future.
5. Finally, major challenges for consumers/families were neither knowing what they needed nor what supports were available for them. This appears different than the supports of parenting skills and short-term counseling. It could involve becoming involved in parent support groups or accessing the information and parent support services that may already be available.

## **Appendix 1: 2010 PLB Needs Assessment Survey**



**Productive Living Board for St. Louis County Citizens  
With Developmental Disabilities**



**2010 Consumer Needs Assessment Survey**

Thank you for participating in the Productive Living Board's (PLB) 2010 Consumer Needs Assessment Survey. This survey provides you with an opportunity to advise the PLB on your current and future need for supports.

**Instructions**

1. Please answer all of the questions on this survey. When you have completed the survey please return to Behavioral Health Concepts, Inc. in the enclosed postage paid envelope.
2. If you have any questions about this survey, including how to complete the survey, please call Lisa Lloyd, Project Manager, at 1-866-463-6242 or email her at lviero@bhinfo.com.

**Introductory Questions** (Please note: your responses to these questions will only be used for statistical reporting related to this Needs Assessment Survey)

1. What is the zip code where you live? \_\_\_\_\_

2. How old are you? (check one box below)

- 0-4
- 5-15
- 16-21
- 22-39
- 40-55
- over 55

3. What is your current status? (please check all that apply)

- Pre-school
- Attend school
- Employed without supports
- Employed in a workshop
- Employed with supports
- Adult, not employed, not retired and not in school
- Adult, volunteering in the community
- Retired

4. Where do you live? (check one box below)

- With parents/family
- In a group home/supervised residential setting
- In supported living apartment or home
- Independently without supports
- Other: \_\_\_\_\_

### Current Needs

Using the **Current Needs Table** below, please tell us about your current need for supports.

- Please check the box below the category that indicates how important each support is to you:
- Check the box below either Yes or No to indicate if your need is currently met.

The example below shows how to complete this form.

How important are the following supports?	Not Important	Slightly Important	Moderately Important	Very Important	Extremely Important	Is the need now met?	
	1	2	3	4	5	Yes	No
1. Support A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Support B	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Current Needs Table

How important are the following supports?	Not Important	Slightly Important	Moderately Important	Very Important	Extremely Important	Is the need now met?	
	1	2	3	4	5	Yes	No
<b><u>Employment</u></b>							
Supported	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sheltered Workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Independent Supported Living Assistance</u></b>							
Support to live independently in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Pre and Post Employment</u></b>							
Adult education (GED/continuing education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to volunteer in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning for transition from work to retirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Consumer/Family Support</u></b>							
Occasional out-of-home support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occasional in-home support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family/Consumer short-term counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parenting skills training/in-home behavioral supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adaptive equipment for health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before or after school activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summer recreation (day/residential camping)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Socialization/Recreation Support</u></b>							
Individualized – Leisure/Socialization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group – Leisure/Socialization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Please list any other current needs you may have below:</b>							
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Future Needs

Using the **Future Needs Table** below, please tell us about your changing need for supports over the next five (5) years.

- Please check the box below the category that indicates how important each support will be to you.

The example below shows how to complete this form.

How important are the following supports in the next 5 years?	Not Important 1	Slightly Important 2	Moderately Important 3	Very Important 4	Extremely Important 5
1. Support A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Support B	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Future Needs Table

How important are the following supports in the next 5 years?	Not Important 1	Slightly Important 2	Moderately Important 3	Very Important 4	Extremely Important 5
<b><u>Employment</u></b>					
Supported	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sheltered Workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Independent Supported Living Assistance</u></b>					
Support to live independently in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Pre and Post Employment</u></b>					
Adult education (GED/continuing education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to volunteer in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning for transition from work to retirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Consumer/Family Support</u></b>					
Occasional out-of-home support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occasional in-home support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family/Consumer short-term counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parenting skills training/in-home behavioral supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adaptive equipment for health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before or after school activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summer recreation (day/residential camping)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Socialization/Recreation Support</u></b>					
Individualized – Leisure/Socialization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group – Leisure/Socialization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Please list any other current needs you may have below:</b>					
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Additional Questions

1. In the next 5 years, what type of employment will you desire? (check one box below)

- Work in a sheltered workshop
- Work without supports
- Work with supports in the community
- Volunteer
- Retired
- Other: \_\_\_\_\_

2. In the next 5 years, what type of residence will you need? (check one box below)

- Living in natural home with parents/family
- Living in a group home/supervised residential setting
- Living in supported living apartment or home
- Living independently without supports
- Other: \_\_\_\_\_

3. What are the major challenges to getting the services you need? (check all that apply)

- Not knowing what I need
- Not knowing what is available
- Service I need is not available. The service I need is: \_\_\_\_\_
- Location of service providers
- Cost of program
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_

4. What supports do you need to more fully participate in the community?

5. What changes to the services you currently receive are needed in the next five (5) years?

6. What other comments do you have about your current or future need for supports?

## Appendix 2: Current Needs

How important are the following supports in meeting your current needs for participating in the community?	Not Important	Slightly Important	Moderately Important	Very Important	Extremely Important
Supported Employment	512	82	119	216	344
Sheltered Workshop	635	61	90	152	385
Summer Employment	606	70	84	141	205
Support to live independently in the community	589	88	141	211	468
Adult education	772	115	114	109	172
Support to volunteer in the community	661	153	182	154	171
Planning for transition from work to retirement	864	86	100	100	116
Retirement supports	884	81	94	88	130
Occasional out-of-home support	290	111	215	325	489
Occasional in-home support	295	102	182	321	567
Family/Consumer short-term counseling	551	174	209	205	189
Parenting skills training/in-home behavioral supports	684	143	155	172	185
Adaptive equipment for health and safety	658	98	115	173	300
Before or after school activity	722	82	108	182	237
Summer recreation (day/residential camping)	467	85	178	220	403
Individualized - Leisure/Socialization	194	100	243	352	609
Group - Leisure/Socialization	172	97	233	354	586



### Appendix 3: Future Needs

How important are the following supports in meeting your future needs for participating in the community?	Not Important	Slightly Important	Moderately Important	Very Important	Extremely Important
Supported Employment	413	69	144	257	463
Sheltered Workshop	590	76	107	206	423
Summer Employment	564	61	114	171	275
Support to live independently in the community	472	81	166	243	581
Adult education	738	108	141	157	209
Support to volunteer in the community	621	144	202	202	222
Planning for transition from work to retirement	846	81	117	129	175
Retirement supports	857	74	108	122	199
Occasional out-of-home support	233	104	238	349	525
Occasional in-home support	246	110	212	340	585
Family/Consumer short-term counseling	516	171	249	225	201
Parenting skills training/in-home behavioral supports	680	144	185	167	198
Adaptive equipment for health and safety	620	120	129	182	301
Before or after school activity	730	71	118	185	266
Summer recreation (day/residential camping)	467	102	158	262	405
Individualized - Leisure/Socialization	169	95	225	384	646
Group - Leisure/Socialization	146	86	220	377	634