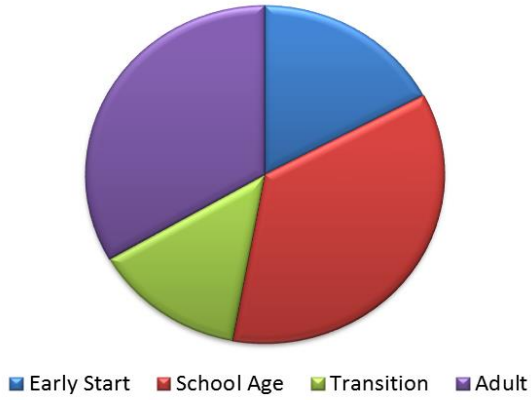


# SURVEY RESPONSES: CASE MANAGEMENT

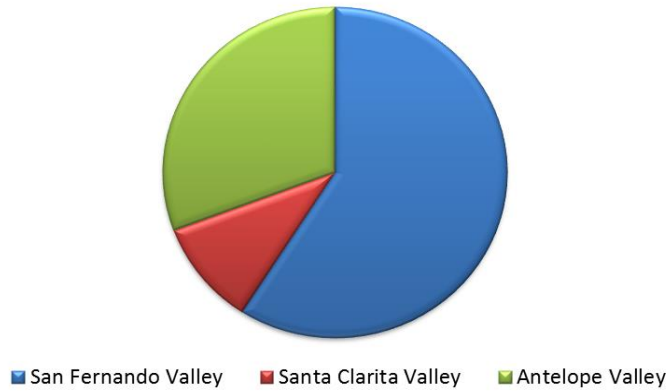
Total surveys taken: 88

### Survey Responses by Unit



- 17.24% Early Start
- 35.63% School Age
- 13.79% Transition
- 33.33% Adult

### Survey Responses by Office



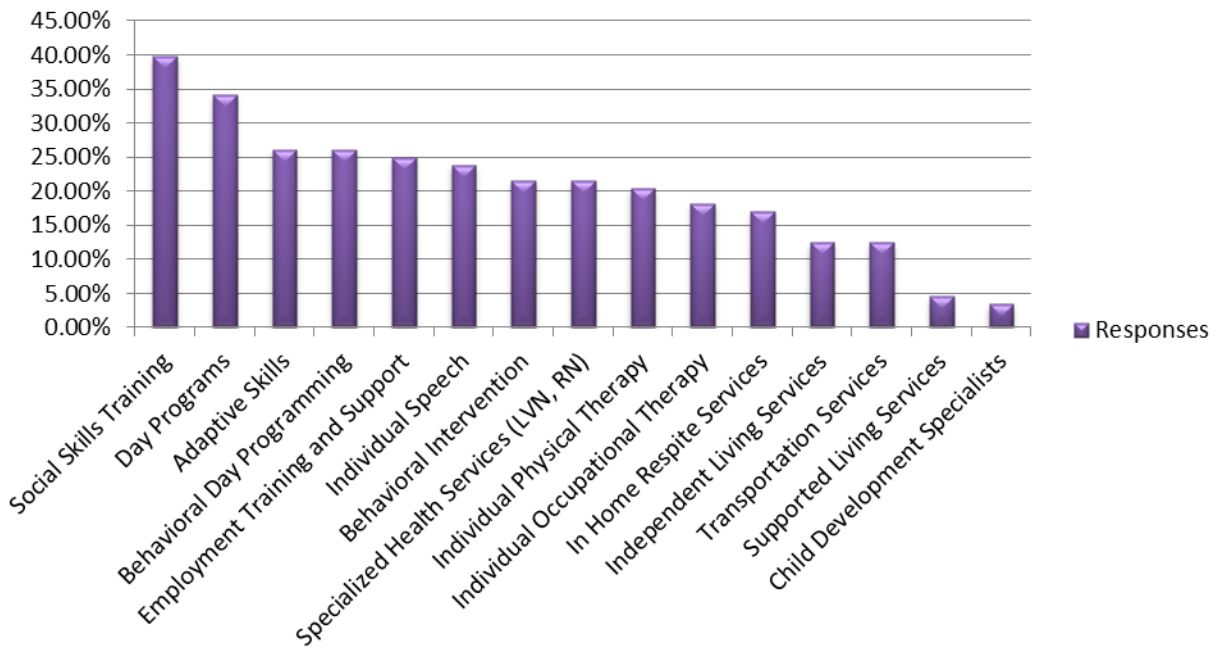
- 59.09% San Fernando Valley
- 10.23% Santa Clarita Valley
- 30.68% Antelope Valley

# SURVEY RESPONSES: CASE MANAGEMENT

## Top Three Resource Areas in Which Majority of Consumers/Families Need More Choices

Social Skills Training	39.77%
Day Programs	34.09%
Adaptive Skills	26.14%
Behavioral Day Programming	26.14%
Employment Training and Support	25.00%
Individual Speech	23.86%
Behavioral Intervention	21.59%
Specialized Health Services (LVN, RN)	21.59%
Individual Physical Therapy	20.45%
Individual Occupational Therapy	18.18%
In Home Respite Services	17.05%
Independent Living Services	12.50%
Transportation Services	12.50%
Supported Living Services	4.55%
Child Development Specialists	3.41%

## Top Three Resource Areas in Which Majority of Consumers/Families Need More Choices

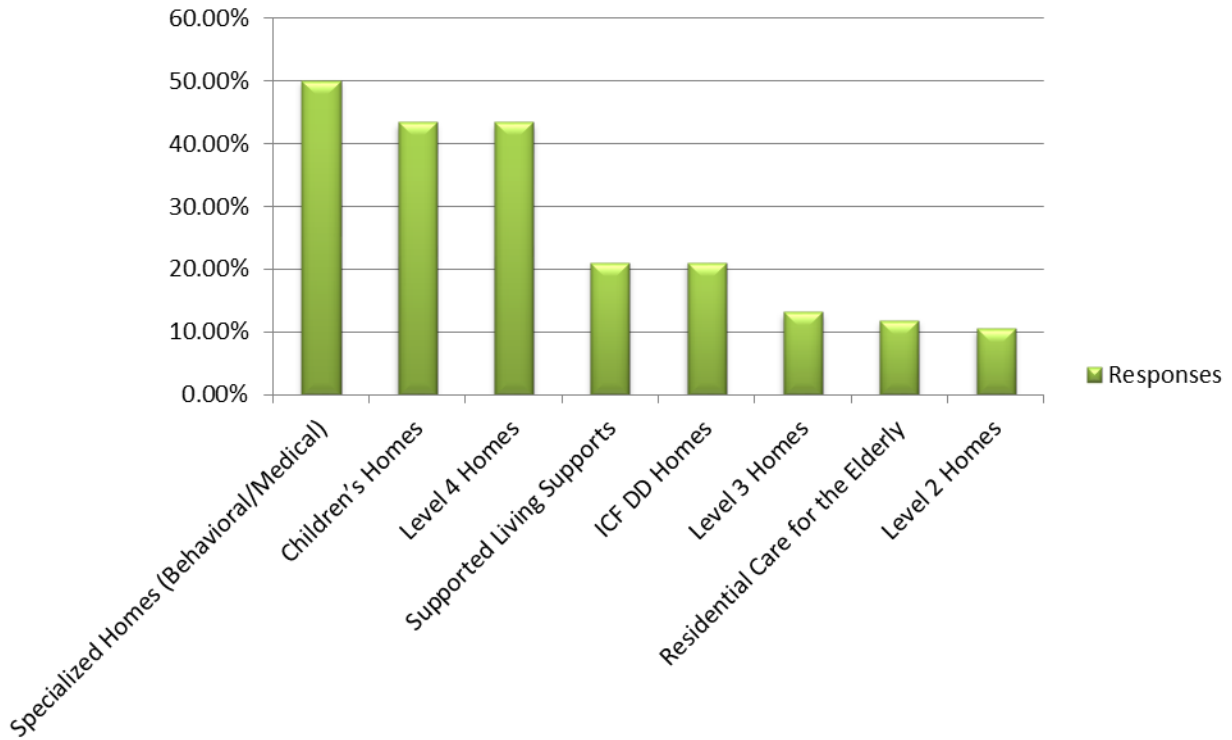


# SURVEY RESPONSES: CASE MANAGEMENT

## Most Needed Living Options for Majority of Consumers (if applicable)

Specialized Homes (Behavioral/Medical)	50.00%
Children’s Homes	43.42%
Level 4 Homes	43.42%
Supported Living Supports	21.05%
ICF DD Homes	21.05%
Level 3 Homes	13.16%
Residential Care for the Elderly	11.84%
Level 2 Homes	10.53%

Most Needed Living Options for Majority of Consumers

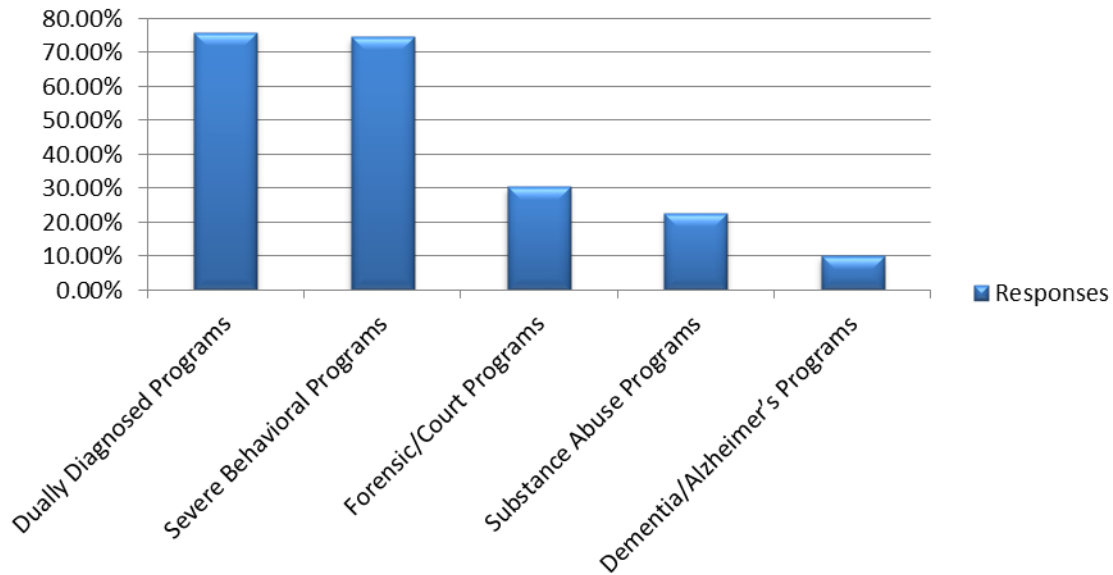


## SURVEY RESPONSES: CASE MANAGEMENT

### Top Underserved Needs for Consumers with Concurrent Diagnoses or Challenging Issues (i.e., Behavioral, Medical, Mental Health)

Dually Diagnosed Programs	75.95%
Severe Behavioral Programs	74.68%
Forensic/Court Programs	30.38%
Substance Abuse Programs	22.78%
Dementia/Alzheimer's Programs	10.13%

### Top Underserved Needs for Consumers with Concurrent Diagnoses or Challenging Issues (i.e., Behavioral, Medical, Mental Health)



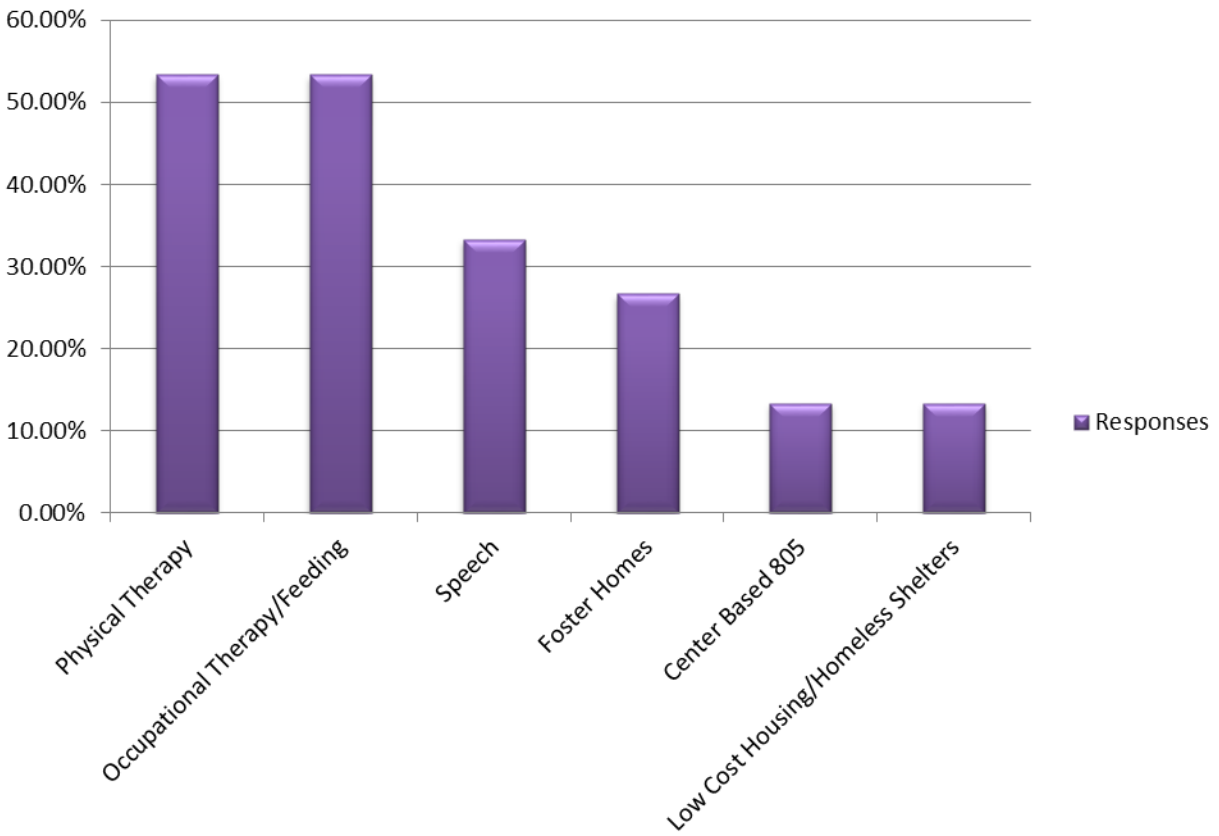
# SURVEY RESPONSES: CASE MANAGEMENT

## Most Needed Services and Living Options for Consumers with Severely Challenging Issues

### Early Start Unit

Physical Therapy	53.33%
Occupational Therapy/Feeding	53.33%
Speech	33.33%
Foster Homes	26.67%
Center Based 805	13.33%
Low Cost Housing/Homeless Shelters	13.33%

**Most Needed Services and Living Options for Consumers with Severely Challenging Issues (Early Start)**



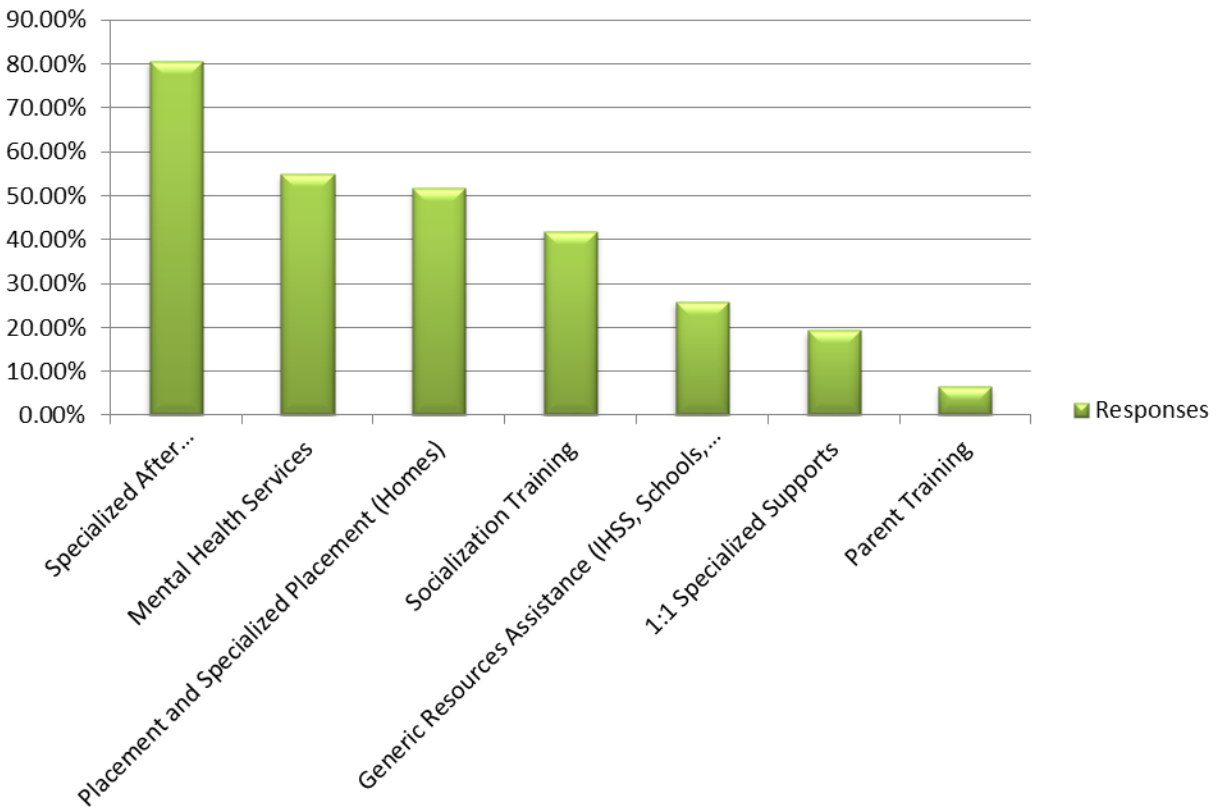
# SURVEY RESPONSES: CASE MANAGEMENT

## Most Needed Services and Living Options for Consumers with Severely Challenging Issues

### School Age Unit

Specialized After School/Respite/Daycare/Recreational Programs	80.65%
Mental Health Services	54.84%
Placement and Specialized Placement (Homes)	51.61%
Socialization Training	41.94%
Generic Resources Assistance (IHSS, Schools, DMH, DSFS)	25.81%
1:1 Specialized Supports	19.35%
Parent Training	6.45%

**Most Needed Services and Living Options  
for Consumers with Severely Challenging Issues (School Age)**



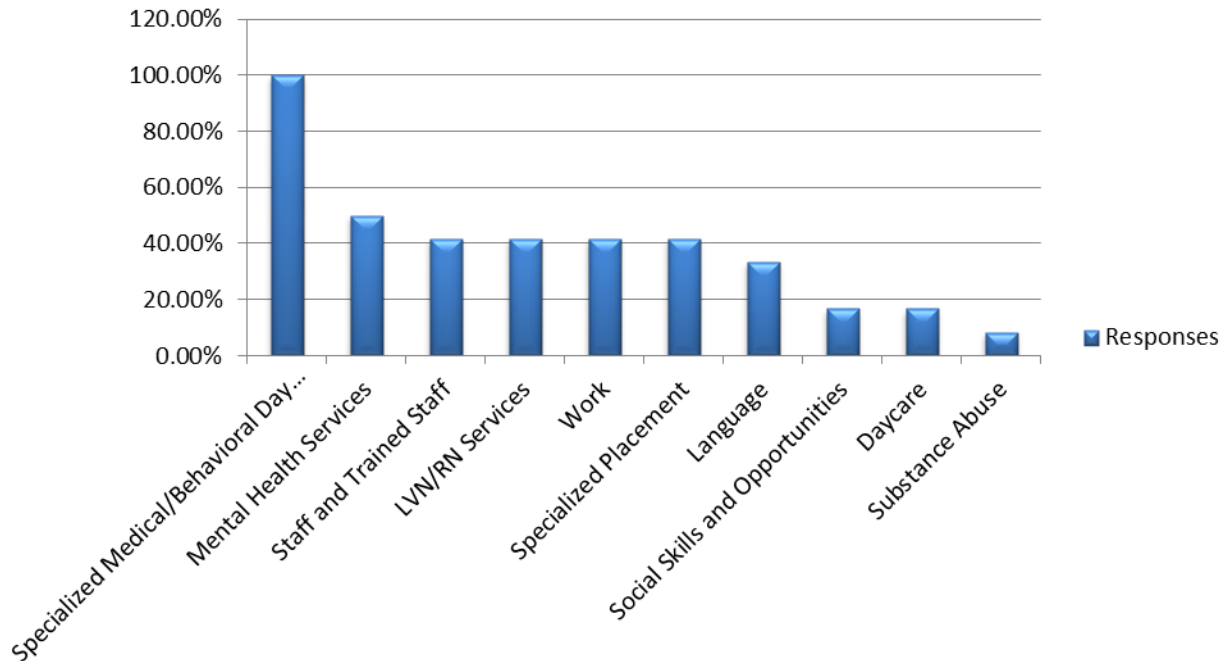
# SURVEY RESPONSES: CASE MANAGEMENT

## Most Needed Services and Living Options for Consumers with Severely Challenging Issues

### Transition Unit

Specialized Medical/Behavioral Day Programs	100.00%
Mental Health Services	50.00%
Staff and Trained Staff	41.67%
LVN/RN Services	41.67%
Work	41.67%
Specialized Placement	41.67%
Language	33.33%
Social Skills and Opportunities	16.67%
Daycare	16.67%
Substance Abuse	8.33%

**Most Needed Services and Living Options for Consumers with Severely Challenging Issues (Transition)**



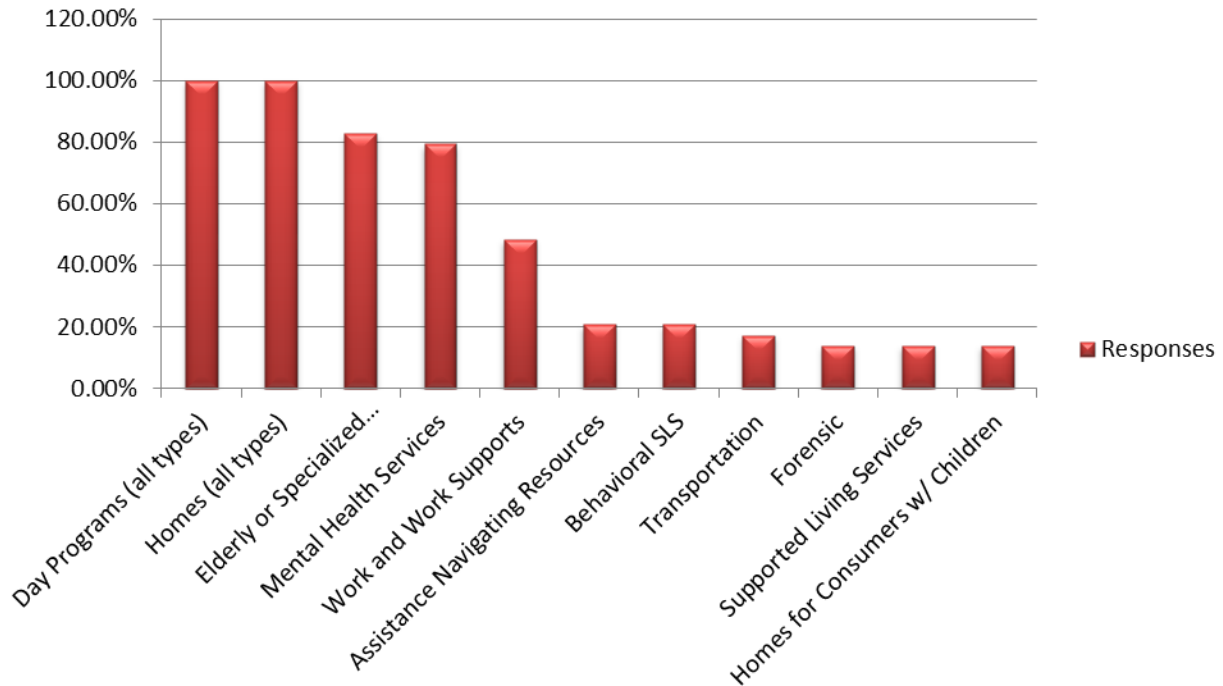
# SURVEY RESPONSES: CASE MANAGEMENT

## Most Needed Services and Living Options for Consumers with Severely Challenging Issues

### Adult Unit

Day Programs (all types)	100.00%
Homes (all types)	100.00%
Elderly or Specialized Medical/Behavioral Homes (RCFE, ICF, ESBH)	82.76%
Mental Health Services	79.31%
Work and Work Supports	48.28%
Assistance Navigating Resources	20.69%
Behavioral SLS	20.69%
Transportation	17.24%
Forensic	13.79%
Supported Living Services	13.79%
Homes for Consumers w/ Children	13.79%

**Most Needed Services and Living Options for Consumers with Severely Challenging Issues (Adult)**





## SURVEY RESPONSES: CASE MANAGEMENT

### Cultural and Language Challenges (If Any) Consumers and Families Face in Receiving Services and Supports

Vendors/Staff Don't Speak Language	30.16%
Translation/Interpretation Inadequate for Languages Other Than Spanish	28.57%
Uncomfortable w/ Non-Family Member Providing Services in the Home	25.40%
Do Not Understand System	17.46%
Lack of Cultural Sensitivity from Staff	14.29%
Need for ASL Services	11.11%
Barriers to Community Involvement	11.11%
Immigration Status	7.94%
Fear of Child Being Labeled	6.35%
Illiterate	4.76%
LGBTQ	3.17%

### Cultural and Language Challenges (If Any) Consumers and Families Face in Receiving Services and Supports)

