

Response Card 1 CRQ

Did your FPA during your sessions within the last 2 (or 6 months)?

0 Not at all	1 A little	2 Somewhat	3 Often	4 Very Often
1. Describe her role and how she would be working with you?				
2. Describe her role and its relationship with other service providers working with you?				
3. Speak about other Waiver providers in a positive way?				
4. Discuss how to work towards your mutually agreed goals?				
5. Discuss confidentiality and how information would be shared outside of your relationship?				
6. Show sensitivity or discretion when discussing private information?				
7. Provide advice beyond the scope of her role, i.e., legal, medical or other advice?				
8. Help you problem solve effectively (identify problems, prioritize, generate solutions, negotiate)?				
9. Discuss safety concerns or work with you to adjust safety plan?				
10. Discuss how to keep your house organized?				
11. Monitor the progress towards your mutually agreed goals?				
12. Discuss your family's priorities and concerns?				
13. Discuss how she can work directly with your child?				
14. Discuss various ways for you to take care of yourself?				
15. Use medical jargon in a way that made you feel confused or patronized?				
16. Encourage you to use your resources or skills to meet your family's needs?				
17. Blame or criticize you?				
18. Discuss specific skills on working with service providers (e.g., how to talk to provider, what to ask)?				
19. Discuss how various service options fit with your family beliefs, values, and preferences?				
20. Discuss the importance of your ideas when the time came to make decisions?				
21. Reframe your perspective while avoiding criticism or judgment?				
22. Discuss other providers who are part of your child's care with a clear disregard for them and/or their decisions?				
23. Provide advice and recommendations you felt comfortable with?				
24. Discuss community supports and other resources you could use?				
25. Use negative language?				
26. Discuss his/her own personal experience or those of other parents to reduce your sense of isolation and stigma?				
27. Include you in decision making?				
28. Use strength based language?				
29. Work on effectively partnering with other Wavier providers involved in your child's care?				
30. Discuss which school would be best for your child?				
31. Build your family's formal (e.g. mental health treatment) and/or informal support systems (e.g. support networks)?				

How well did the FPA do the following :		
0 Not well	1 Somewhat well	2 Very Well
32. How well do you think the services provided by the FPA matched your family's needs?		
33. How well did the FPA work with other Waiver providers to keep you informed about what was happening with your child?		
On a scale from 1 to 10, with 1 being no benefit, 5 being neutral or undecided, and 10 being highly beneficial:		
34. How much have you and your family benefited from family support services in your opinion?		

Response Card 2 MPOC							
<p>The questions are based on what parents, like yourself, have told us about the way care is sometimes offered. We are interested in your personal thoughts and would appreciate your completing this questionnaire on your own without discussing it with anyone.</p> <p>For each question, please indicate how much the event or situation happens to you. You are asked to respond one number from 1 (Not at All) to 7 (To a Very Great Extent) that you feel best fits your experience. Please note that the zero value (0) is used only if the situation described does not apply to you.</p> <p>PEOPLE: refers to those individuals who work directly with you or your child. These may include ICCs, family advocates, skill builders, respite workers, IIH and crisis services.</p>							
7 To a very great extent	6 To a great extent	5 To a fairly great extent	4 To a moderate extent	3 To a small extent	2 To a very small extent	1 Not at all	0 Not Applicable
In the past year, to what extent do the PEOPLE who work with your child...							
1. ...help you to feel competent as a parent?							
2. ...provide you with written information about what your child is doing in <u>Waiver Services</u> ?							
3. ...provide a caring atmosphere <u>rather</u> than just give you information?							
4. ...let you choose when to receive information and the type of information you want?							
5. ...look at the needs of your "whole" child (e.g., social, family, school, community needs)							
6. ...make sure that at least one team member is someone who works with you and your family over a long period of time?							
7. ...fully explain treatment choices to you?							
8. ...provide opportunities for you to make decisions about treatment?							
9. ...provide enough time to talk so you don't feel rushed?							
10. ...plan together so they are all working in the same direction?							
11. ...treat you as an <u>equal</u> rather than just as the parent of a patient (e.g., by not referring to you as "Mom" or "Dad")?							
12. ...give you information about your child that is consistent from person to person?							
13. ...treat you as an individual rather than as a "typical" parent of a child with special							

needs?
14. ...provide you with written information about your child's progress?
15. ...tell you about the results from assessments?
16. ...give you information about the types of services offered at the organization or in your community?
17. ...have information available about your child's needs (e.g., its causes, how it progresses, and future outlook)?
18. ...provide opportunities for the entire family to obtain information?
19. ...have information available to you in various forms, such as a booklet, kit, video, etc.?
20. ...provide advice on how to get information or to contact other parents (e.g., organization's parent resource library)?
Family Voices Tool
21. When deciding on service options, do staff work with you and your child to decide what the desired outcomes are (e.g., improved mental health status, better school attendance, or better involvement with social activities)?
22. Do staff make sure that you and your child feel comfortable enough to let them know if you disagree with recommendations for service options?
23. Do staff honor your families' beliefs, preferences and practices when developing service plans? (This includes respect for diet; customs regarding eating, bathing, dressing; religious rituals related to health; modesty concerns such as gender of the provider, expected roles related to gender or generation.)
24. When provided a referral, do staff follow up to see if the service was easy to access?