

Aug/Sept Families Know Best Survey



COORDINATED CARE

Demographics



- **County of Residence:**
 - 50% New Castle County
 - 21% Kent
 - 28% Other (Sussex & PA)
- **Age Range: 1-27**



During the past 12 months, did you have any difficulties or delays getting services for your child because he/she was not eligible for the services?

YES: 21%

NO: 79%

Comments:

- Inaccurate prescriptions
- Could not get home nursing care



During the past 12 months, did you have any difficulties or delays getting services for your child because the services he/she needed were not available in your area?

YES: 36%

NO: 64%

Comments:

- Dentist has limited openings for children with special needs
- Could not locate aquatic therapy
- On a waiting list for speech therapy



During the past 12 months, did you have any difficulties or delays because you had trouble getting information about community based services (support groups, advocacy organizations, etc.)?

YES: 14%

NO: 86%

Comments:

- DDDS Case Manager knows nothing
- Services don't exist in my area



Did your child receive two or more services in the past 12 months?

YES: 83%

NO: 17%

Does anyone help you arrange or coordinate your child's care among the different doctors or services that he/she uses?

YES: 8%

NO: 92%



During the past 12 months, have you felt that you could have used extra help arranging or coordinating your child's care among the different health care providers or community based services?

YES: 72%

NO: 18%



Does your child have both Medicaid and private insurance?

YES: 36%

During the past 12 months, did you have any difficulties or delays because you had trouble coordinating insurance coverage for your child?

YES: 40%

Comments:

- We switched employers and delays by the private insurance company made it difficult to get her meds on time.
- Difficulties with the online application and the website is not easily navigated. If you've never applied before for services you're not sure how to really answer some questions.