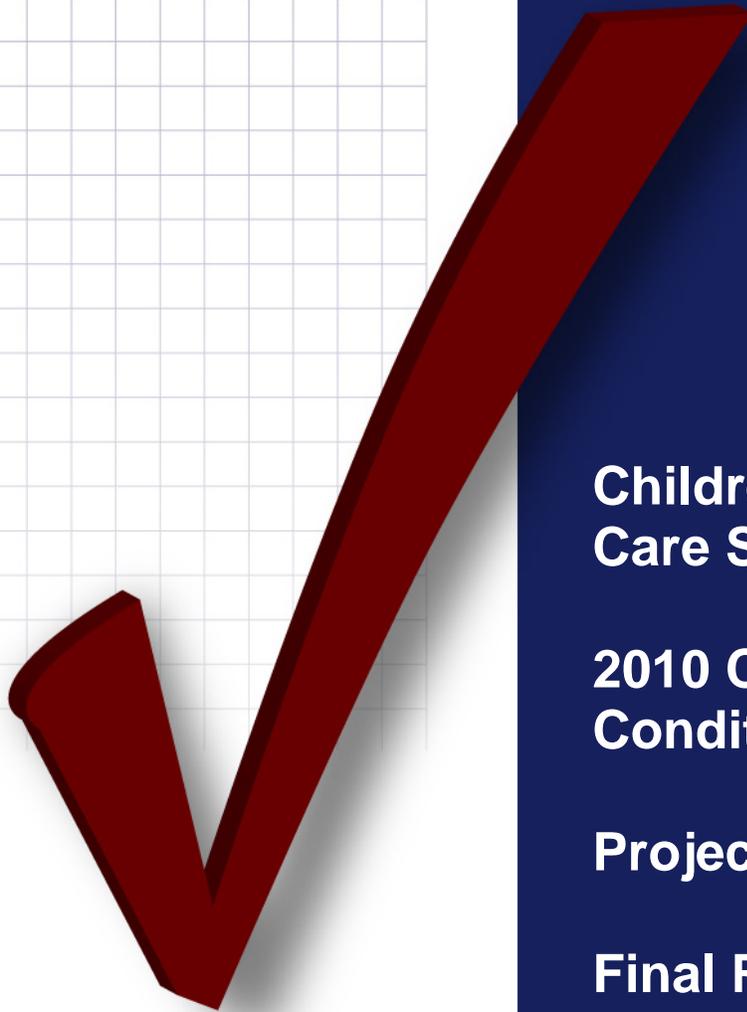


Michigan Department of Community Health



Children's Special Health Care Services –

2010 Child with Chronic Condition Custom Survey

Project Number: 57235

Final Report



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Introduction

Symbols have been added to quickly identify *Points of Interest* and *Helpful Hints*:



This symbol indicates a *Point of Interest*, which highlights critical information that is essential for understanding this report. Examples include definitions, methods of calculations, rules, and protocol.



This symbol indicates *Helpful Hints*, which provide suggestions for a course of action your plan could take when developing quality initiatives.



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1. Executive Summary

The Myers Group (TMG) was selected by the Michigan Department of Community Health (MDCH) to conduct its Children's Special Health Care Services (CSHCS) 2010 Child with Chronic Care Condition Custom Survey.

Information obtained from consumer surveys allows programs to measure how well they are meeting their members' expectations and needs. Based on the data collected, this report summarizes the results, and assists in identifying member satisfaction strengths and opportunities.

Using a mixed (mail and telephone) survey administration methodology, TMG collected 518 responses from the eligible member population from May through July of 2010, yielding a response rate of 34.9%.¹ Of these 518 respondents, 507 were eligible to continue the survey based on their response to Q1 (497 indicated that their child was currently in the CSHCS program and 10 indicated that their child was not currently in the CSHCS, but was in CSHCS for at least six months).²

The 2010, 2008, 2006 and 2005 composite and rating Summary Rates for Children's Special Health Care Services are listed below.

| Composites/Ratings | Summary Rate Scores | | | |
|--|---------------------|---------|---------|----------|
| | 2010 | 2008 * | 2006 ** | 2005 *** |
| Health Care from a Specialist | 76.7% | 75.4% | 79.9% | 76.8% |
| Calling Doctor's Offices | 77.7% | 77.2% | 80.7% | 82.3% ↓ |
| Getting Needed Care | 61.4% | 59.2% | 61.7% | 62.8% |
| Courteous and Helpful Office Staff | 96.3% | 95.7% | 96.0% | 95.5% |
| How Well Doctors Communicate | 92.7% | 92.3% | 91.3% | 89.8% |
| Decisions About Your Child's Health Care | 80.0% | 82.0% | 78.0% | 78.8% |
| Coordination of Care | 50.4% | 51.1% | 50.7% | 51.3% |
| Prescriptions | 68.5% | 69.6% | 71.0% | 75.0% ↓ |
| Transportation | 53.6% | 63.8% ↓ | 45.8% ↑ | 58.3% |
| Supplies and Equipment | 46.6% | 47.3% | 48.3% | 49.5% |
| Special Therapies | 46.4% | 41.4% | 43.9% | 48.9% |
| Children's Multidisciplinary Specialty (CMS) Clinics | 62.3% | 61.4% | 60.8% | 64.7% |
| Local Health Department Services | 56.3% | 59.3% | 54.2% | 56.3% |
| CSHCS Family Center ³ | 42.1% | 38.0% | 43.2% | 44.4% |
| Beneficiary Help Line | 44.7% | 36.2% ↑ | 48.7% | 47.5% |
| Rating of Specialist (Q5) | 89.5% | 89.3% | 89.2% | 87.1% |
| Rating of Health Care (Q28) | 86.0% | 86.1% | 85.4% | 85.6% |
| Rating of CMS Clinic (Q46) | 85.5% | 92.1% | 81.9% | 86.7% |
| Rating of Beneficiary Help Line (Q71) | 48.6% | 60.0% | 67.6% | 54.3% |

* ↑↓ indicates significant difference when compared to 2008.

** ↑↓ indicates significant difference when compared to 2006.

*** ↑↓ indicates significant difference when compared to 2005.

¹ Please refer to Section 2-Project Overview for the calculation used to determine the response rate.

² Please refer to "Enrollment Status in Children's Special Health Care Services," located in Section 2 – Project Overview for more information.

³ Please note that the CSHCS Family Center was previously known as the Parent Participation Program in 2006 and 2005.



Noteworthy Findings and Conclusions

The following analyses provide comparisons of Children's Special Health Care Services 2010 survey results to results from previous survey years (2008, 2006, and 2005). For more detailed comparisons related to survey attributes, please review Pages 3A through 3C.



| Composites/Ratings | |
|--------------------------------------|---|
| <i>Evaluation Area</i> | <i>Results</i> |
| <i>Health Care from a Specialist</i> | <p>This composite allows respondents to indicate if they or a doctor thought that their child needed to see a specialist. The composite also allows members to relay how much of a problem it was to see the specialist that their child needed to see. Finally, this composite allows members to indicate if their child did see a specialist in the last six months.</p> <p>The 2010 Children's Special Health Care Services Summary Rate (76.7%) for the Health Care from a Specialist composite is not significantly different when compared to your 2008, 2006, and 2005 scores (75.4%, 79.9%, and 76.8%, respectively).</p> |
| <i>Calling Doctor's Offices</i> | <p>This composite gauges the experiences members had in the last six months calling the doctor's office during regular office hours. Members were asked if they called the doctor's office for help and/or advice and how often they received the help and/or advice that they needed.</p> <p>The 2010 CSHCS Summary Rate is 77.7%. A comparison to your 2008 and 2006 scores (77.2% and 80.7%, respectively) show no significant differences. However, a comparison to your 2005 Summary Rate of 82.3% shows a significant decrease in score.</p> |
| <i>Getting Needed Care</i> | <p>The Getting Needed Care composite measures the experiences respondents had in the last 6 months when attempting to get care for their child from doctors. Members indicate if their child had an illness, injury, or condition that needed care right away in a clinic, emergency, or doctor's office. The member was able to relay how often their child was able to get care as soon as they wanted and if the child received needed care on the same day. Members were also able to provide the number of times their child went to an emergency room, doctor's office, or clinic. Lastly, members were asked how much of a problem it was to get the care for their child that they or a doctor believed necessary.</p> <p>The Children's Special Health Care Services 2010 Summary Rate (61.4%) is not significantly different when compared to your 2008, 2006, and 2005 scores (59.2%, 61.7%, and 62.8%, respectively).</p> |



| Composites/Ratings | |
|---|--|
| <i>Evaluation Area</i> | <i>Results</i> |
| <i>Courteous and Helpful Office Staff</i> | <p>This composite measures the respondent's treatment from office staff in the last six months. Members are able to indicate if the doctor's office staff were courteous, respectful, and helpful.</p> <p>The CSHCS 2010 Courteous and Helpful Office Staff composite Summary Rate is 96.3%. A comparison of your current Summary Rate to your 2008, 2006, and 2005 scores (95.7%, 96.0%, and 95.5%, respectively) shows no significant differences.</p> |
| <i>How Well Doctors Communicate</i> | <p>The How Well Doctors Communicate composite measures how well providers listen, explain, spend enough time with, and show respect for what members have to say.</p> <p>The Summary Rate indicates that 92.7% of members are always or usually satisfied, indicating a high level of effective communication between members and/or their children and their doctors.</p> <p>The 2010 Children's Special Health Care Services Summary Rate (92.7%) is not significantly different from your 2008, 2006, and 2005 scores of 92.3%, 91.3%, and 89.8%, respectively.</p> |
| <i>Decisions About Your Child's Health Care</i> | <p>This composite gauges if doctors and/or other health providers provided and discussed various choices regarding the health care of the member's child. Respondents are also able to relay if the doctor involved them as much as they wanted in the event that decisions were made.</p> <p>The 2010 Summary Rate for this composite (80.0%) is not significantly different from CSHCS 2008, 2006, and 2005 Summary Rates (82.0%, 78.0%, and 78.8%, respectively).</p> |
| <i>Coordination of Care</i> | <p>This composite measures the help that the respondent received regarding the coordination of their child's care when the child had more than one kind of health care provider or used more than one kind of health care service in the last six months.</p> <p>A comparison to your 2010 Summary Rate (50.4%) to CSHCS 2008, 2006, and 2005 Summary Rates (51.1%, 50.7%, and 51.3%, respectively) indicates that any differences in scores over time are not significant.</p> |



| Composites/Ratings | |
|-------------------------------|---|
| <i>Evaluation Area</i> | <i>Results</i> |
| <i>Prescriptions</i> | <p>The Prescriptions composite allows the respondent to indicate their child was prescribed a medicine or received a prescription refill and if they had a problem getting child's prescription medication. Lastly, if the member had a problem getting prescription medicine for their child, they are able to relay if received help.</p> <p>The Children's Special Health Care Services 2010 score is 68.5%. When compared to your 2008 and 2006 results (69.6% and 71.0%, respectively), the differences in your scores are not significant. However, when compared to your 2005 results (75.0%), your 2010 Summary Rate for this composite has significantly decreased in score.</p> |
| <i>Transportation</i> | <p>The questions from this composite inquire if the member asked for help with transportation. The respondent was also able to indicate how often they received the help that they needed and if that help met their needs.</p> <p>While the 2010 CSHCS Summary Rate (53.6%) for the Transportation composite was significantly lower than your 2008 score of 63.8%, it was significantly higher than your 2006 Summary Rate of 45.8%, and not significantly different from your 2005 Summary Rate of 58.3%.</p> |
| <i>Supplies and Equipment</i> | <p>Questions from the Supplies and Equipment composite ask the member if their child's condition required any special medical equipment, supplies, or devices and how much of a problem it was to get the special equipment, supplies, or devices needed.</p> <p>When compared to 2008, 2006, and 2005 results (47.3%, 48.3%, and 49.5%, respectively) your 2010 Summary Rate of 46.6% is not significantly different.</p> |
| <i>Special Therapies</i> | <p>The questions that comprise this composite inquire if the respondent tried to get special therapy for their child in the last six months, how much of a problem it was to get the special therapy, and if anyone from the child's doctor's office, local health department, or clinic helped the member with getting the special therapy.</p> <p>The 2010 CSHCS Summary Rate is 46.4%. A comparison to your 2008, 2006, and 2005 scores (41.1%, 43.9%, and 48.9%) show no significant differences.</p> |



| Composites/Ratings | |
|---|---|
| <i>Evaluation Area</i> | <i>Results</i> |
| <i>CMS Clinics</i> | <p>This composite allows the respondent to relay their experiences with the Children's Multidisciplinary Specialty (CMS) Clinic. Members are asked how much of a problem was it to get an appointment in a CMS Clinic and if someone helped them with this problem. Members are also able to provide information on if the CMS Clinic developed a plan of care for the child and if anyone from the CMS Clinic helped to coordinate the child's care.</p> <p>The CSHCS 2010 CMS Clinics composite Summary Rate is 62.3%. A comparison to your 2008, 2006, and 2005 scores (61.4%, 60.8%, and 64.7%, respectively) show no significant differences.</p> |
| <i>Local Health Department Services</i> | <p>The Local Health Department Services composite measures if members have had any contact with the CSHCS office at the local or county health department, how many times they have had contact, and how members felt about the services they received when they contacted the CSHCS office.</p> <p>The Children's Special Health Care Services 2010 Summary Rate (56.3%) is not significantly different when compared to your 2008, 2006, and 2005 scores (59.3%, 54.2%, and 56.3% respectively).</p> |
| <i>Family Center</i> | <p>This composite gauges if respondents have received information about the CSHCS Family Center, if they know there is a Family Support Network Program, and if they are aware of the toll free CSHCS phone line.</p> <p>The Children's Special Health Care Services 2010 score is 42.1%. When compared to your 2008, 2006, and 2005 results (38.0%, 43.2%, and 44.4%, respectively), the differences in your scores are not significant.</p> |
| <i>Beneficiary Help Line</i> | <p>The composite allows members to relay their experiences with the Beneficiary Help Line. Respondents indicate if they called the Beneficiary Help Line for information or help and relay if they had a problem getting the help they needed when calling. Additionally, if members called the Beneficiary Help Line with a complaint or problem, they are asked to indicate how long it took to resolve their complaint and if they were satisfied with the resolution.</p> <p>While your 2010 Summary Rate of 44.7% is significantly higher than CSHCS' 2008 Summary Rate of 36.2%, it was not significantly different from your 2006 and 2005 Summary Rates of 48.7% and 47.5%, respectively.</p> |



| Composites/Ratings | |
|--|--|
| <i>Evaluation Area</i> | <i>Results</i> |
| <i>Rating of Specialist (Q5)</i> | Children's Special Health Care Services' 2010 Summary Rate for Rating of Specialist is 89.5%. While your 2010 score is higher than CSHCS 2008, 2006, and 2005 Summary Rates (89.3%, 89.2%, and 87.1%, respectively), these differences are not significant. |
| <i>Rating of Health Care (Q28)</i> | This survey item gives members an opportunity to rate their child's health care in the last six months. Your 2010 Summary Rate (86.0%) is not significantly difference when compared to 2008, 2006, and 2005 results (86.1%, 85.4%, and 85.6%, respectively). |
| <i>Rating of CMS Clinic (Q46)</i> | This survey item gives respondents the chance to relay their level of satisfaction with their child's Children's Multidisciplinary Specialty (CMS) Clinic. Your 2010 score (85.5%) is not significantly different from 2008, 2006, and 2005 results (92.1%, 81.9%, and 86.7%, respectively). |
| <i>Rating of Beneficiary Help Line (Q71)</i> | The CSHCS 2010 Summary Rate for rating of Beneficiary Help Line is 48.6%. Although your 2010 score is lower than Children's Special Health Care Services' 2008, 2006, and 2005 Summary Rates (60.0%, 67.6% and 54.3%, respectively), these differences are not significant. |



Key Drivers of Health Care Satisfaction

Members set standards for the program's performance, whether consciously or subconsciously. Standards are usually set higher for those service areas that are deemed important to each member. These program services are the Key Drivers of health care satisfaction. How members rate their health care (Q28) is an important measure of quality. This measure gives members an opportunity to rate all of the health care they have received in the last six months and in turn provides feedback to the program to help improve their members' quality of care.

Key Drivers are identified using a correlation analysis, which measures the strength between each attribute and question 28, "What number would you use to rate all your child's health care in the last 6 months?" The Pearson Correlation Coefficients give the strength of the key drivers for the program. A correlation coefficient of 1 represents a perfect positive relationship while a coefficient of 0 represents no relationship. As the correlation coefficient increases, so also does the strength of the relationship. Key Drivers, therefore, are those attributes that have the highest correlations.

Based on how your Key Drivers compare to the program's 2008 trend data, TMG provides an opportunity analysis, which identifies your program's Key Drivers as *strengths, opportunities, or areas to monitor* for use in developing your action plans.

Program Strengths (Market & Maintain)

Among the sample of members surveyed, no Key Drivers of Health Care Satisfaction were identified which statistically significantly increased when compared to the program's 2008 trend data Summary Rate Scores.

Program Opportunity (Investigate & Improve)

Among the sample of members surveyed, no Key Drivers of Health Care Satisfaction were identified which statistically significantly decreased when compared to the program's 2008 trend data Summary Rate Scores.

Program Service Areas to Monitor

The following program service areas on the following page are also Key Drivers of Health Care Satisfaction among the survey respondents. When compared to the program's 2008 Summary Rate Scores, the following attributes are not statistically significantly different. While these Key Drivers are neither strengths nor opportunities, they are nonetheless areas of great importance to respondents. Therefore, these areas should be monitored, as they may become strengths or opportunities for the program in the future.

| Q# | Attribute | Correlation Coefficient |
|------|---|-------------------------|
| Q5. | Rating of specialist | 0.603 |
| Q46. | Rating of CMS Clinic | 0.601 |
| Q18. | Doctors showed respect for what you had to say | 0.522 |
| Q25. | When decisions were made, the doctor involved you as much as you wanted | 0.494 |
| Q16. | Doctors listened carefully to you | 0.493 |
| Q71. | Rating of Beneficiary Help Line | 0.422 |
| Q15. | Office staff as helpful as you thought they should be | 0.420 |



2. Project Overview

Background

The Myers Group was selected by the Michigan Department of Community Health (MDCH) to conduct its Children's Special Health Care Services 2010 Child with Chronic Care Condition Custom Survey. This program has a joint population of Commercial and Medicaid members, with an eligibility based upon the level of severity and the degree of chronicity of the illness, thus income is not a factor.

A Consumer Assessment of Health Plans (CAHPS[®]) survey tool for Medicaid child plans was used as a template for this survey, which was then modified to reflect the program's specific areas of investigation and to identify the individual needs of the respondents. The CAHPS[®] line of surveys was developed to assess patient satisfaction with their health plan, and was developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA. The CAHPS[®] 4.0H Adult and Child surveys are currently the most comprehensive tools available for assessing consumers' experiences with their health plans. Thus, using this tool as a basis for the custom survey allowed for a valid starting point and effective layout for creating the remaining concepts and questions.

This report summarizes results derived from the Child with Chronic Care Condition Custom Survey as applied to a random sample of the program's child members and presents the findings by service area (composite) and by each individual question (attribute). The topics covered by the survey are: (Ratings) Specialist, Health Care, CMS Clinic, and Beneficiary Help Line and (Composites) Health Care from a Specialist, Calling Doctor's Offices, Getting Needed Care, Courteous and Helpful Office Staff, How Well Doctors Communicate, Decisions About Your Child's Health Care, Coordination of Care, Prescriptions, Transportation, Supplies and Equipment, Special Therapies, CMS Clinics, Local Health Department Services, Family Center, and Beneficiary Help Line.

In general, satisfaction is presented by Summary Rate Scores. These are defined by TMG and they generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still implemented to provide a clear view of the respondent's needs and to allow for future trend comparisons.



Response Rate

The sample size for CSHCS is 1,500. After adjusting for ineligible members, your survey response rate was 34.9%. Surveys were submitted through a mixed (mail and phone) methodology. Your health plan’s 518 valid responses were submitted to TMG via the following data collection methods: 425 Mail (M) and 93 Telephone (T).

A response rate is only calculated for those members who were eligible and able to respond. Ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reach a maximum attempt threshold and were unable to be contacted during the survey time period.

The table below shows the total number of beneficiaries in the sample that fell into each of the various disposition categories.

| Disposition Group | Disposition Category | N |
|-------------------|------------------------------------|------------|
| Ineligible | Deceased | 0 |
| | Does not meet eligibility criteria | 7 |
| | Language barrier | 6 |
| | Mentally/physically incapacitated | 1 |
| | Total Ineligible | 14 |
| Non-response | Total Non-response | 968 |

Ineligible surveys are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed mail and telephone surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from CSHCS’s Child with Chronic Care Condition Custom Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{93 \text{ (Phone)} + 425 \text{ (Mail)}}{1,500 \text{ (Sample)} - 14 \text{ (Ineligible)}} = \frac{518}{1,486} = 34.9\%$$

Enrollment Status in Children’s Special Health Care Services

Question 1 asks respondents “Our records show that your child is enrolled in Children’s Special Health Care Services. Is that right?” To continue on with the rest of the survey, respondents must answer in one of the following ways: (1) “Yes, child currently in the CSHCS program” or (2) “No, child is not currently in CSHCS, but was in CSHCS for at least six months.” The appropriate selection of one of the aforementioned response options would allow the respondent to answer all applicable questions through the end of the survey.



Of the 518 members who responded to the survey, 507 were eligible to continue the survey based on their response to Q1. The table below provides you with information related to the way that respondents answered Q1.

| Question | Eligible to Continue Survey | | Not Eligible to Continue Survey | |
|---|--|---|---|-----------|
| | Yes, child is currently in the CSHCS program | No, child is not currently in CSHCS, but was in CSHCS for at least six months | No, child was not enrolled in CSHCS for at least six months | No answer |
| Q1. Our records show that your child is enrolled in Children's Special Health Care Services. Is that right? | 497 | 10 | 4 | 7 |
| Total | 507 | | 11 | |

Sampling Error

All sample surveys are subject to sampling error; that is, the extent to which the results differ from what would be obtained if every eligible member were surveyed. The size of the sampling error largely depends on the percentage distributions of each question and the number of members surveyed. For information on how to estimate sampling error based upon your sample size, please see the *Technical Notes*.

Profile of Survey Respondents

The characteristics of respondents surveyed should be representative of your program population. Page 2A shows the percentage of respondents by demographic category (respondent's age, respondent's gender, relation to child, respondent's education) within your program. Page 2B provides the percentage of child members surveyed by demographic category (child's age, child's gender, child's enrollment in CSHCS program, child's health status, and child's race/ethnicity.) Page 2C provides the percentage of respondents and child members by demographic category in comparison to 2008, 2006, and 2005 trend data demographics. To help you identify how the program's population compares to the previous data collected, significant differences are shown on Page 2C. (*Significant differences are determined by a Z-test for significance. See Technical Notes for more information on this topic.*)

- **Demographic comparisons (Trending):** Page 2C shows there have been significant changes between the 2010 population and that of 2008 in the following demographic categories: Respondent's Gender and Child's Age.
- **Demographic comparisons (Trending):** Page 2C shows there have been significant changes between the 2010 population and that of 2006 in the following demographic categories: Respondent's Age and Child's Race/Ethnicity.



- **Demographic comparisons (Trending):** Page 2C shows there have been significant changes between the 2010 population and that of 2005 in the following demographic categories: Respondent's Gender, Respondent's Age, Respondent's Education, Child's Health Status, and Child's Race/Ethnicity.

Through years of experience, TMG has observed that the demographics of a response group may have an effect on the overall satisfaction results as follows:

- Older members tend to give higher ratings of overall satisfaction.
- More educated members tend to give lower ratings of overall satisfaction.
- Members who have been with a plan longer tend to give a higher rating of overall satisfaction.
- Members who report better health status tend to give higher ratings of overall satisfaction.



The full detail of demographic results for your program is shown in the Segmentation Analysis – Section 5.

Charts 2A – 2C

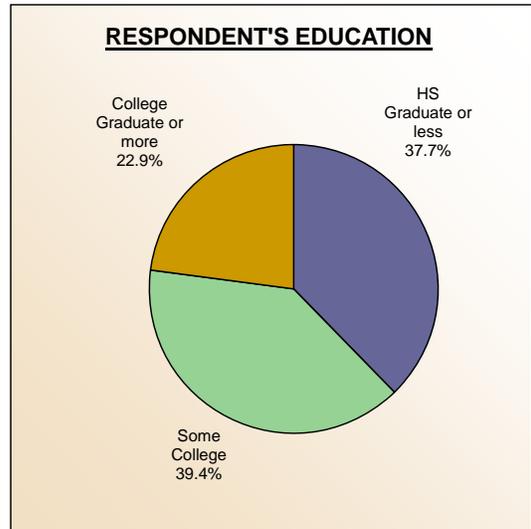
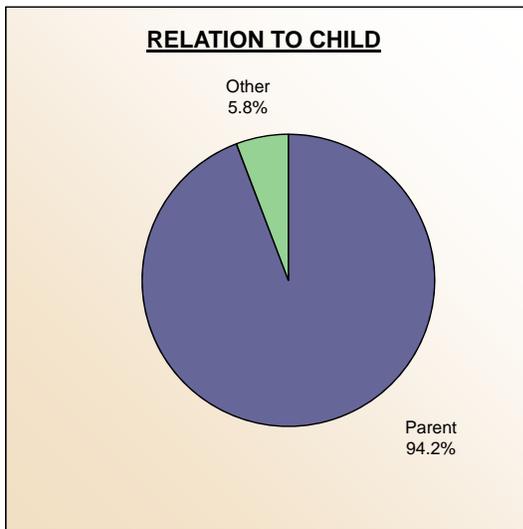
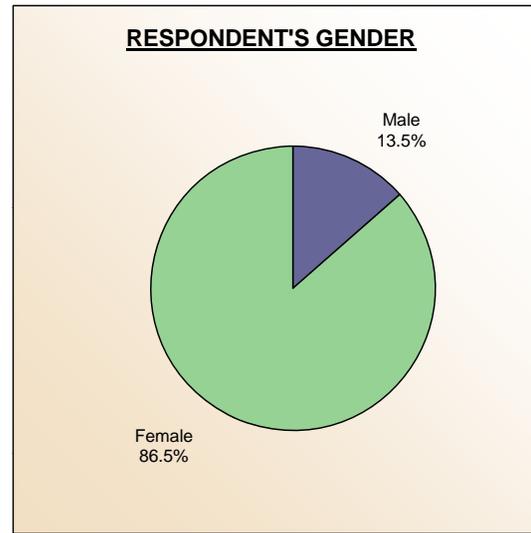
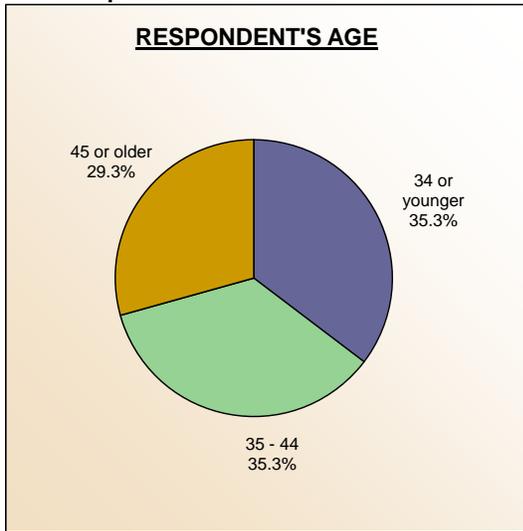
2A. Profile of Survey Respondents

Survey Respondent Demographics

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents



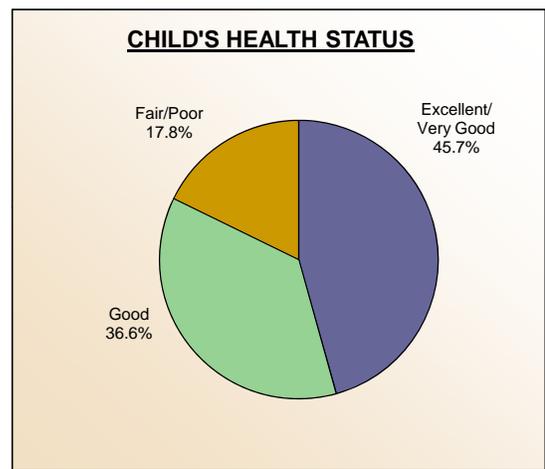
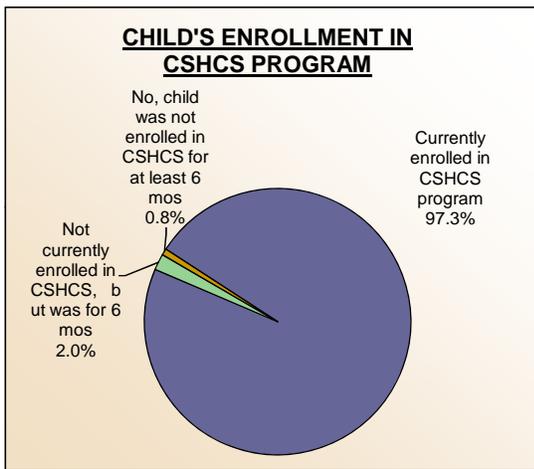
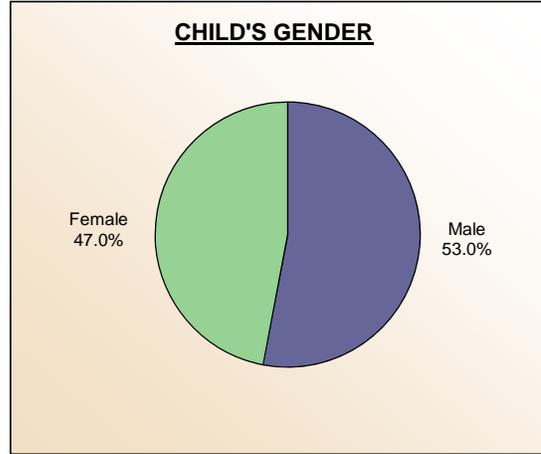
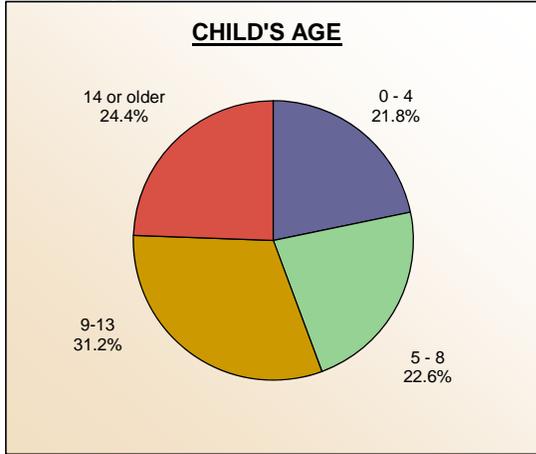
2B. Profile of Child Members

Child Demographics

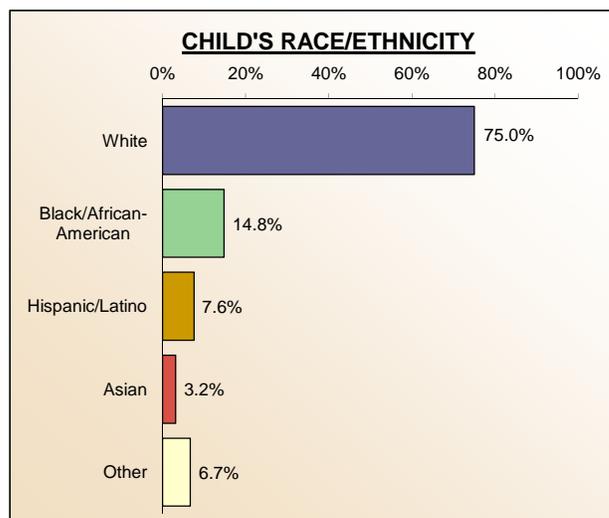
Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents



Child's health status is defined by survey respondent.



(Race and Ethnicity (Hispanic), figures will not equal 100% because they are separate questions.) "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.

2C. Profile of Survey Respondents & Child Members Comparison to 2008, 2006, and 2005

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Demographic | Category | Demographic Percentages | | | | Significant Difference* | | |
|------------------------|------------------------------|-------------------------|-------|-------|-------|-------------------------|--------------|--------------|
| | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| Respondent's Gender | Male | 13.5% | 8.7% | 14.7% | 9.4% | ↑ | ↔ | ↑ |
| | Female | 86.5% | 91.3% | 85.3% | 90.6% | ↓ | ↔ | ↓ |
| Respondent's Age | 34 or younger | 35.3% | 32.3% | 31.1% | 41.1% | ↔ | ↔ | ↓ |
| | 35 - 44 | 35.3% | 39.5% | 43.7% | 31.3% | ↔ | ↓ | ↔ |
| | 45 or older | 29.3% | 28.2% | 25.2% | 27.6% | ↔ | ↔ | ↔ |
| Relation to Child | Parent | 94.2% | 91.8% | 95.1% | 91.5% | ↔ | ↔ | ↔ |
| | Other | 5.8% | 8.2% | 4.9% | 8.5% | - | ↔ | ↔ |
| Respondent's Education | High School Graduate or less | 37.7% | 39.9% | 39.5% | 48.9% | ↔ | ↔ | ↓ |
| | Some College | 39.4% | 40.7% | 40.4% | 41.3% | ↔ | ↔ | ↔ |
| | College Graduate or more | 22.9% | 19.4% | 20.1% | 9.8% | ↔ | ↔ | ↑ |
| Child's Health Status | Excellent/Very good | 45.7% | 49.6% | 44.2% | 36.6% | ↔ | ↔ | ↑ |
| | Good | 36.6% | 34.8% | 37.1% | 37.8% | ↔ | ↔ | ↔ |
| | Fair/Poor | 17.8% | 15.6% | 18.7% | 25.5% | ↔ | ↔ | ↓ |
| Child's Gender | Male | 53.0% | 57.1% | 54.0% | 53.7% | ↔ | ↔ | ↔ |
| | Female | 47.0% | 42.9% | 46.0% | 46.3% | ↔ | ↔ | ↔ |
| Child's Age | 0 - 4 years | 21.8% | 14.9% | 17.9% | 21.2% | ↑ | ↔ | ↔ |
| | 5 - 9 years | 27.5% | 30.6% | 29.6% | 28.0% | ↔ | ↔ | ↔ |
| | 10 or older | 50.7% | 54.5% | 52.4% | 50.8% | ↔ | ↔ | ↔ |
| Child's Race/Ethnicity | White | 75.0% | 75.1% | 80.3% | 67.4% | ↔ | ↓ | ↑ |
| | Black/African-American | 14.8% | 16.7% | 8.1% | 24.6% | ↔ | ↑ | ↓ |
| | Hispanic/Latino | 7.6% | 6.8% | 4.1% | 5.6% | ↔ | ↑ | ↔ |
| | Asian | 3.2% | 3.1% | 3.2% | 1.3% | ↔ | ↔ | ↑ |
| | Other** | 6.7% | 7.1% | 8.3% | 6.8% | ↔ | ↔ | ↔ |

* Significance Testing - "↓" denotes plan percentage is significantly lower when compared to previous years. "↑" denotes plan percentage is significantly higher when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

** (Race and Ethnicity (Hispanic), figures will not equal 100% because they are separate questions.) "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.

Note: Significance testing between Children's Special Health Care Services and 2008 demographic proportions resulted in 'Unable to Test' due to the extreme proportions being compared. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.



3. Trend Comparisons

The Child with Chronic Care Condition Custom Survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by the program. The 2010 composites, the questions that make up composites (attributes) and rating questions are shown on the following trend pages, along with the 2008, 2006, and 2005 trend data when available.

Page 3A-3C **Trend Comparisons**

Shows how the program's 2010 composite, attribute, and rating Summary Rates compare to your scores from 2008, 2006, and 2005. Significant differences are highlighted.

Pages 3D-3G **Trend Comparisons**

Shows a graphical representation of a year-to-year comparison of Summary Rates of Composites and Ratings.

Charts 3A – 3G

3A. Trend Comparisons

Composites, Attributes, and Ratings of Member Satisfaction

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Composite/Attribute/Rating Item | Valid n SRS | | Significance Testing* | | |
|--|--------------|-------|--------------|-------|--------------|-------|--------------|-------|-----------------------|--------------|--------------|
| | 2010 | | 2008 | | 2006 | | 2005 | | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| Health Care from a Specialist | 76.7% | | 75.4% | | 79.9% | | 76.8% | | ↔ | ↔ | ↔ |
| Q2. You or a doctor thought your child needed to see a specialist | 501 | 72.9% | 539 | 69.8% | 839 | 78.8% | 770 | 72.3% | ↔ | ↓ | ↔ |
| Q3. Not a problem to see a specialist | 357 | 78.2% | 369 | 79.4% | 656 | 76.5% | 545 | 82.2% | ↔ | ↔ | ↔ |
| Q4. Your child did see a specialist | 490 | 79.0% | 534 | 77.0% | 838 | 84.4% | 770 | 75.8% | ↔ | ↓ | ↔ |
| Calling Doctor's Offices | 77.7% | | 77.2% | | 80.7% | | 82.3% | | ↔ | ↔ | ↓ |
| Q6. Called doctor's office during regular hours for help or advice | 496 | 66.5% | 542 | 64.9% | 840 | 69.8% | 776 | 71.0% | ↔ | ↔ | ↔ |
| Q7. Received the help or advice you needed | 326 | 89.0% | 343 | 89.5% | 573 | 91.6% | 542 | 93.5% | ↔ | ↔ | ↓ |
| Getting Needed Care | 61.4% | | 59.2% | | 61.7% | | 62.8% | | ↔ | ↔ | ↔ |
| Q8. Child had an illness, injury, or condition and needed care right away | 497 | 41.2% | 540 | 33.7% | 838 | 35.0% | 779 | 43.1% | ↑ | ↑ | ↔ |
| Q9. Child received needed care as soon as you wanted | 203 | 93.6% | 178 | 89.3% | 291 | 94.2% | 329 | 93.6% | ↔ | ↔ | ↔ |
| Q10. Child received the needed care the same day | 199 | 68.8% | 174 | 61.5% | 287 | 72.8% | 330 | 75.8% | ↔ | ↔ | ↔ |
| Q11. Child did not go to an emergency room in the last 6 months | 497 | 71.4% | 531 | 72.5% | 846 | 76.4% | 777 | 67.6% | ↔ | ↓ | ↔ |
| Q12. Child did not go to the doctor's office or clinic in the last 6 months | 481 | 6.4% | 538 | 10.4% | 842 | 6.1% | 770 | 8.3% | ↓ | ↔ | ↔ |
| Q13. Not a problem to get necessary care | 449 | 87.1% | 478 | 87.9% | 785 | 86.0% | 699 | 88.1% | ↔ | ↔ | ↔ |
| Courteous and Helpful Office Staff | 96.3% | | 95.7% | | 96.0% | | 95.5% | | ↔ | ↔ | ↔ |
| Q14. Doctor's office staff were courteous and respectful | 449 | 97.3% | 476 | 96.6% | 781 | 97.8% | 696 | 96.0% | ↔ | ↔ | ↔ |
| Q15. Doctor's office staff were helpful | 445 | 95.3% | 474 | 94.7% | 778 | 94.1% | 696 | 95.1% | ↔ | ↔ | ↔ |
| How Well Doctors Communicate | 92.7% | | 92.3% | | 91.3% | | 89.8% | | ↔ | ↔ | ↔ |
| Q16. Doctors listened carefully to you | 447 | 95.5% | 475 | 95.2% | 777 | 95.1% | 690 | 94.1% | ↔ | ↔ | ↔ |
| Q17. Doctors explained things in an understandable way | 448 | 96.9% | 475 | 97.3% | 775 | 95.5% | 694 | 94.7% | ↔ | ↔ | ↔ |
| Q18. Doctors showed respect for what you had to say | 445 | 95.3% | 474 | 95.1% | 775 | 94.8% | 693 | 94.1% | ↔ | ↔ | ↔ |
| Q19. Doctors explained things in a way your child could understand | 425 | 82.4% | 452 | 82.3% | 701 | 78.9% | 617 | 75.7% | ↔ | ↔ | ↑ |
| Q20. Doctors spent enough time with your child | 448 | 93.3% | 475 | 91.6% | 777 | 92.1% | 692 | 90.5% | ↔ | ↔ | ↔ |
| Decisions About Your Child's Health Care | 80.0% | | 82.0% | | 78.0% | | 78.8% | | ↔ | ↔ | ↔ |
| Q21. Decisions were made about your child's health care | 486 | 57.2% | 529 | 56.1% | 825 | 52.1% | 765 | 52.4% | ↔ | ↔ | ↔ |
| Q22. When decisions were made, the doctor offered you choices | 265 | 85.7% | 293 | 89.4% | 419 | 85.0% | 384 | 84.6% | ↔ | ↔ | ↔ |
| Q23. When decisions were made, the doctor discussed the good and bad about each choice | 263 | 87.8% | 288 | 90.3% | 419 | 85.2% | 383 | 88.8% | ↔ | ↔ | ↔ |
| Q24. When decisions were made, the doctor asked you about what choices you preferred | 271 | 78.2% | 292 | 82.9% | 418 | 77.8% | 379 | 78.4% | ↔ | ↔ | ↔ |
| Q25. When decisions were made, the doctor involved you as much as you wanted | 269 | 91.1% | 296 | 91.2% | 419 | 90.0% | 386 | 89.9% | ↔ | ↔ | ↔ |
| Coordination of Care | 50.4% | | 51.1% | | 50.7% | | 51.3% | | ↔ | ↔ | ↔ |
| Q26. Your child received care from more than one provider or health care service | 482 | 61.0% | 526 | 62.0% | 820 | 62.7% | 759 | 59.4% | ↔ | ↔ | ↔ |
| Q27. Someone helped coordinate care amongst different providers or services | 472 | 39.8% | 518 | 40.2% | 793 | 38.7% | 726 | 43.3% | ↔ | ↔ | ↔ |

* Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

3B. Trend Comparisons

Composites, Attributes, and Ratings of Member Satisfaction

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Composite/Attribute/Rating Item | Valid n | SRS | Significance Testing* | | |
|--|---------|--------------|---------|--------------|---------|--------------|---------|--------------|-----------------------|--------------|--------------|
| | 2010 | | 2008 | | 2006 | | 2005 | | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| Prescriptions | | 68.5% | | 69.6% | | 71.0% | | 75.0% | ↔ | ↔ | ↓ |
| Q29. Your child received a prescription for medicine or a prescription refill | 480 | 74.6% | 534 | 72.7% | 831 | 79.4% | 770 | 79.9% | ↔ | ↓ | ↓ |
| Q30. Not a problem to get child's prescription medicine | 357 | 72.8% | 385 | 77.7% | 651 | 72.4% | 607 | 79.4% | ↔ | ↔ | ↓ |
| Q31. Someone helped you if you had a problem getting prescription medicine for your child | 93 | 58.1% | 84 | 58.3% | 176 | 61.4% | 123 | 65.9% | ↔ | ↔ | ↔ |
| Transportation | | 53.6% | | 63.8% | | 45.8% | | 58.3% | ↓ | ↑ | ↔ |
| Q32. Asked for help with transportation related to your child's CSHCS condition | 485 | 10.3% | 532 | 13.3% | 828 | 5.9% | 765 | 12.0% | ↔ | ↑ | ↔ |
| Q33. Received help with transportation | 49 | 69.4% | 71 | 85.9% | 46 | 58.7% | 87 | 77.0% | ↓ | ↔ | ↔ |
| Q34. The help received for transportation met your needs | 37 | 81.1% | 63 | 92.1% | 33 | 72.7% | 70 | 85.7% | ↔ | ↔ | ↔ |
| Supplies and Equipment | | 46.6% | | 47.3% | | 48.3% | | 49.5% | ↔ | ↔ | ↔ |
| Q35. Your child's CSHCS condition required special medical equipment, supplies, or devices | 488 | 32.4% | 535 | 32.5% | 832 | 33.1% | 770 | 33.1% | ↔ | ↔ | ↔ |
| Q36. Not a problem to get the special medical equipment needed | 156 | 60.9% | 166 | 62.0% | 269 | 63.6% | 243 | 65.8% | ↔ | ↔ | ↔ |
| Special Therapies | | 46.4% | | 41.4% | | 43.9% | | 48.9% | ↔ | ↔ | ↔ |
| Q37. Tried or did get special physical, occupational, or speech therapy for your child | 484 | 22.9% | 531 | 25.6% | 829 | 31.2% | 767 | 32.2% | ↔ | ↓ | ↓ |
| Q38. Not a problem to get special therapy for your child | 111 | 71.2% | 133 | 60.2% | 254 | 64.2% | 238 | 68.1% | ↔ | ↔ | ↔ |
| Q39. Someone helped you if you had a problem getting special therapy for your child | 31 | 45.2% | 52 | 38.5% | 88 | 36.4% | 71 | 46.5% | ↔ | ↔ | ↔ |
| CMS Clinics** | | 62.3% | | 61.4% | | 60.8% | | 64.7% | ↔ | ↔ | ↔ |
| Q40. Your child is being followed, or has had an appointment in a CMS Clinic | 419 | 19.3% | 465 | 17.2% | 719 | 16.4% | 667 | 18.3% | ↔ | ↔ | ↔ |
| Q41. Not a problem to get an appointment in a CMS Clinic | 79 | 87.3% | 78 | 88.5% | 115 | 83.5% | 118 | 88.1% | ↔ | ↔ | ↔ |
| Q42. Someone helped you if you had a problem getting an appointment in a CMS Clinic for your child | 57 | 38.6% | 56 | 46.4% | 62 | 43.5% | 80 | 66.3% | ↔ | ↔ | ↓ |
| Q44. CMS Clinic developed a plan of care for your child | 70 | 92.9% | 73 | 91.8% | 99 | 90.9% | 110 | 83.6% | - | - | - |
| Q45. Someone from the CMS Clinic helped coordinate your child's care | 68 | 73.5% | 68 | 63.2% | 92 | 69.6% | 107 | 67.3% | ↔ | ↔ | ↔ |
| Local Health Department Services** | | 56.3% | | 59.3% | | 54.2% | | 56.3% | ↔ | ↔ | ↔ |
| Q47. Had phone, mail, or in person contact with the CSHCS office | 449 | 55.5% | 510 | 56.5% | 800 | 49.0% | 735 | 46.7% | ↔ | ↑ | ↑ |
| Q48. Had contact by phone, mail, or in person with the CSHCS office 3 or more times | 245 | 29.0% | 280 | 37.1% | 380 | 30.0% | 329 | 34.0% | ↓ | ↔ | ↔ |
| Q50. Satisfied with the service received when you contacted the CSHCS office | 246 | 84.6% | 276 | 84.4% | 382 | 83.5% | 321 | 88.2% | ↔ | ↔ | ↔ |

* Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

** Q43 and Q49 are not included due to their categorical response options.

Note 1: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above question due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.

3C. Trend Comparisons

Composites, Attributes, and Ratings of Member Satisfaction

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Composite/Attribute/Rating Item | Valid n | SRS | Significance Testing* | | |
|---|------------|--------------|------------|--------------|------------|--------------|------------|--------------|-----------------------|--------------|--------------|
| | 2010 | | 2008 | | 2006 | | 2005 | | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| Family Center | | 42.1% | | 38.0% | | 43.2% | | 44.4% | ↔ | ↔ | ↔ |
| Q51. Received information about the CSHCS Family Center | 359 | 18.9% | 392 | 12.0% | 618 | 20.4% | 507 | 25.0% | ↑ | ↔ | ↓ |
| Q52. You know there is a Family Support Network Program | 414 | 46.4% | 451 | 47.9% | 712 | 48.7% | 580 | 51.6% | ↔ | ↔ | ↔ |
| Q53. You are aware of the toll free CSHCS phone line | 442 | 60.9% | 488 | 54.1% | 728 | 60.6% | 667 | 56.7% | ↑ | ↔ | ↔ |
| Beneficiary Help Line | | 44.7% | | 36.2% | | 48.7% | | 47.5% | ↑ | ↔ | ↔ |
| Q66. Called the Beneficiary Help Line for information or help | 486 | 6.2% | 535 | 6.4% | 824 | 7.5% | 770 | 5.6% | ↔ | ↔ | ↔ |
| Q67. Not a problem getting the help you needed when calling the Beneficiary Help Line | 30 | 56.7% | 33 | 42.4% | 58 | 60.3% | 37 | 56.8% | ↔ | ↔ | ↔ |
| Q68. Called the Beneficiary Help Line with a complaint or problem | 476 | 3.2% | 519 | 2.7% | 817 | 4.3% | 709 | 2.5% | ↔ | ↔ | ↔ |
| Q69. The Beneficiary Help Line took 7 days or less to resolve your complaint | 8 | 87.5% | 8 | 75.0% | 22 | 81.8% | 11 | 81.8% | - | - | - |
| Q70. Complaint or problem was settled to your satisfaction | 10 | 70.0% | 11 | 54.5% | 19 | 89.5% | 11 | 90.9% | - | - | - |
| Rating of Specialist (Q5) | 381 | 89.5% | 403 | 89.3% | 695 | 89.2% | 568 | 87.1% | ↔ | ↔ | ↔ |
| Rating of Health Care (Q28) | 479 | 86.0% | 532 | 86.1% | 823 | 85.4% | 755 | 85.6% | ↔ | ↔ | ↔ |
| Rating of CMS Clinic (Q46) | 76 | 85.5% | 76 | 92.1% | 105 | 81.9% | 113 | 86.7% | ↔ | ↔ | ↔ |
| Rating of Beneficiary Help Line (Q71) | 35 | 48.6% | 35 | 60.0% | 71 | 67.6% | 46 | 54.3% | ↔ | ↔ | ↔ |

* Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above questions due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.

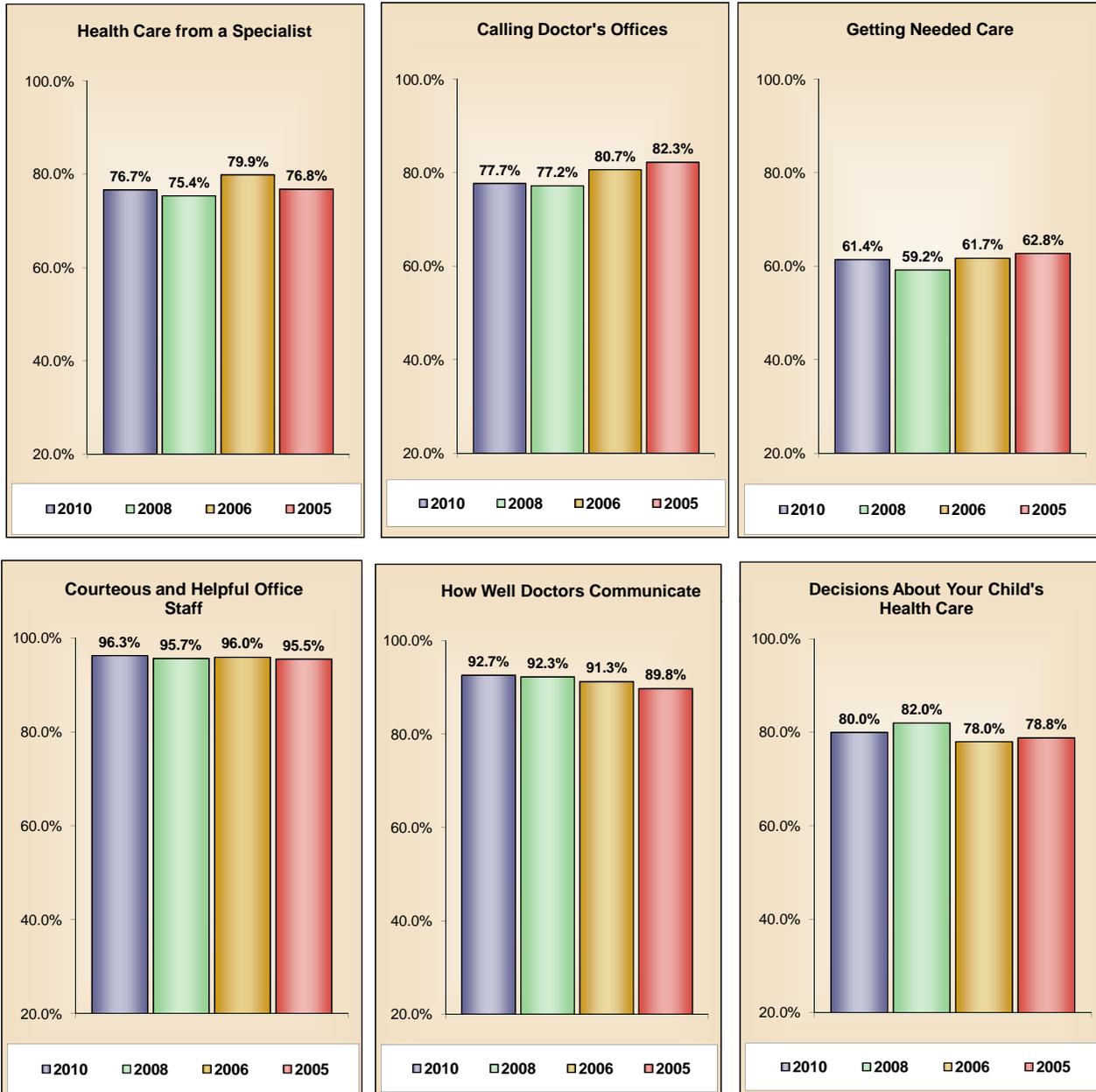
3D. Trend Comparisons

Composites of Member Satisfaction

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

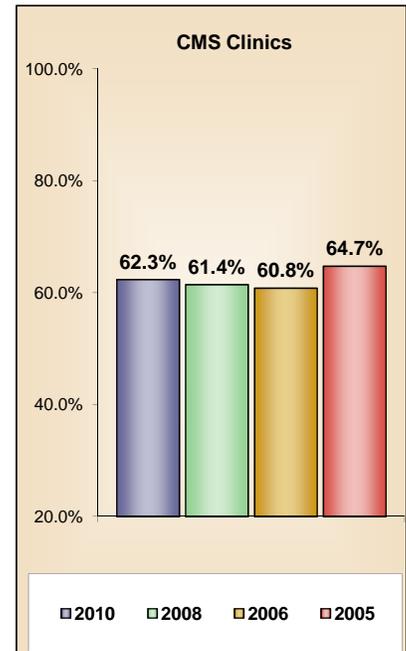
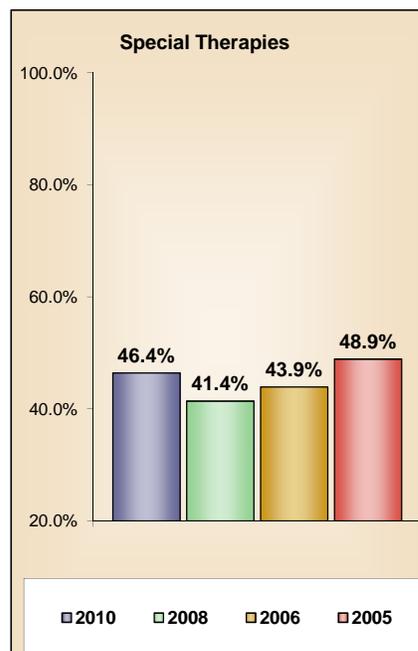
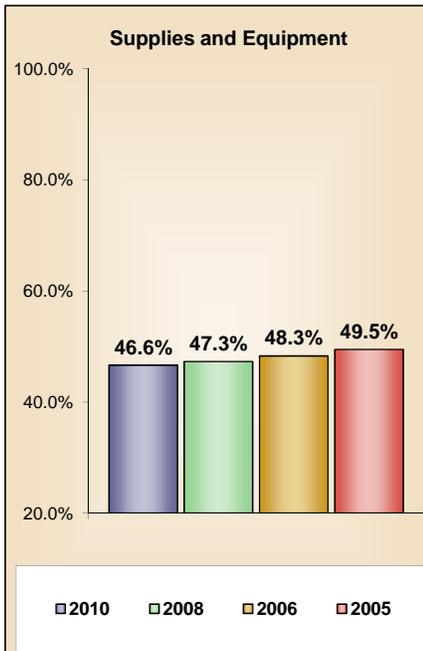
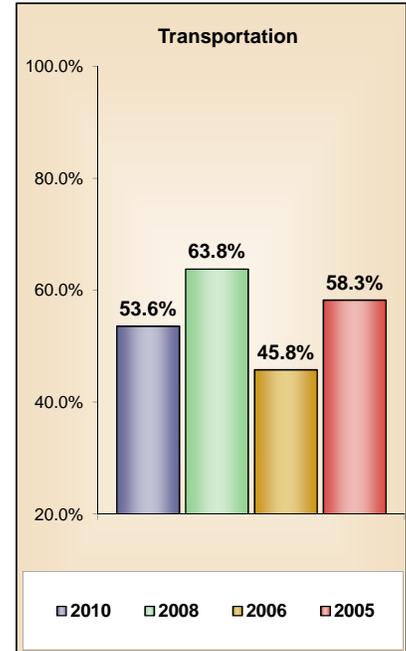
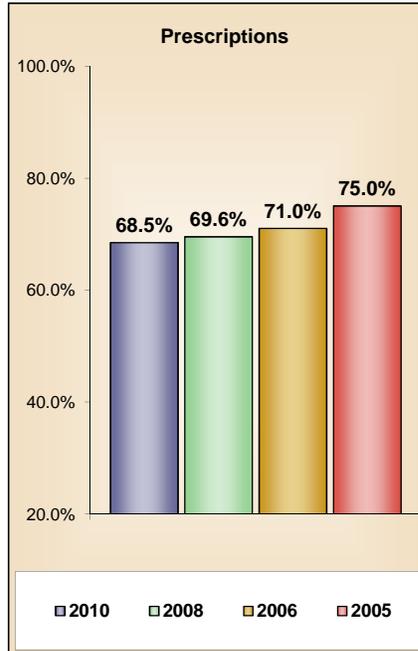
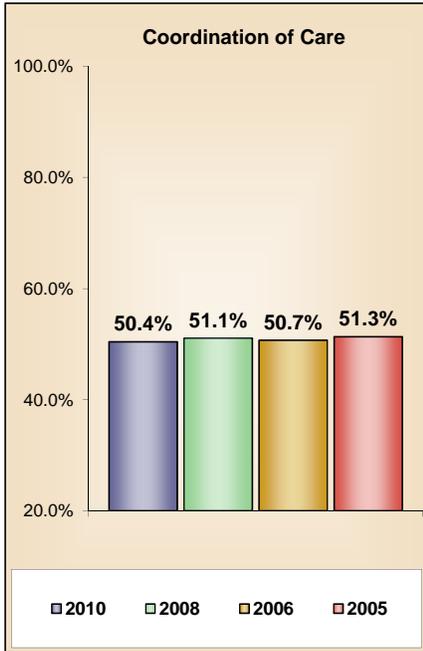


Note: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

3E. Trend Comparisons Composites of Member Satisfaction

Children's Special Health Care Services Child with Chronic Care Condition

518 Total Respondents



Note: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

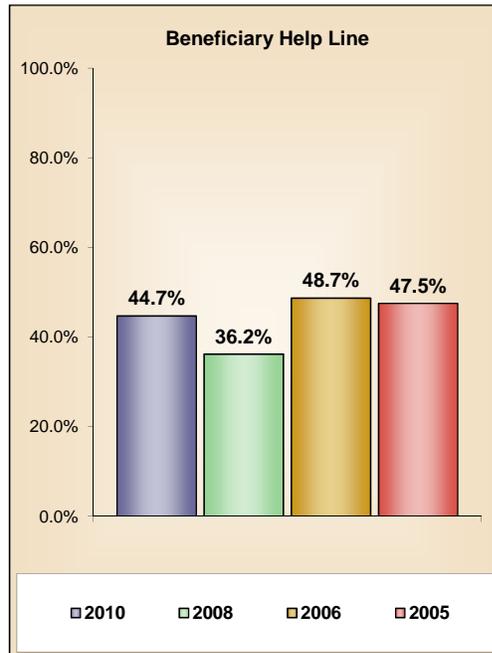
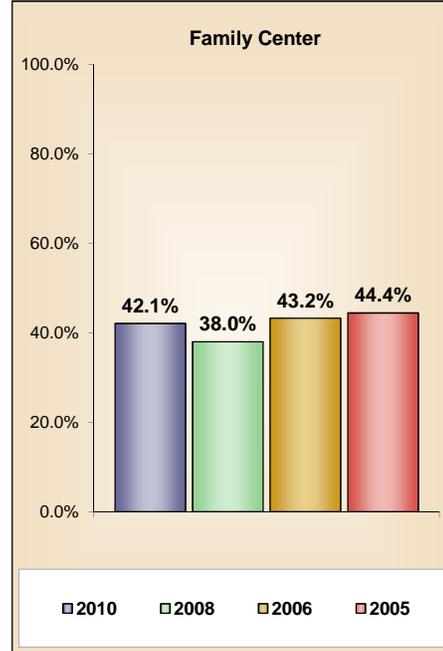
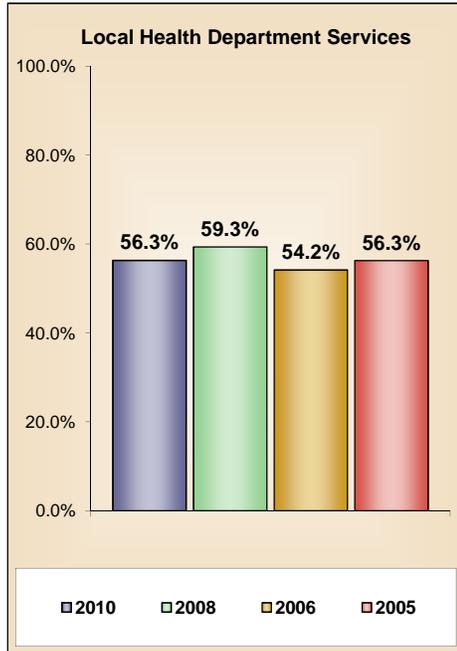
3F. Trend Comparisons

Composites of Member Satisfaction

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents



Note: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

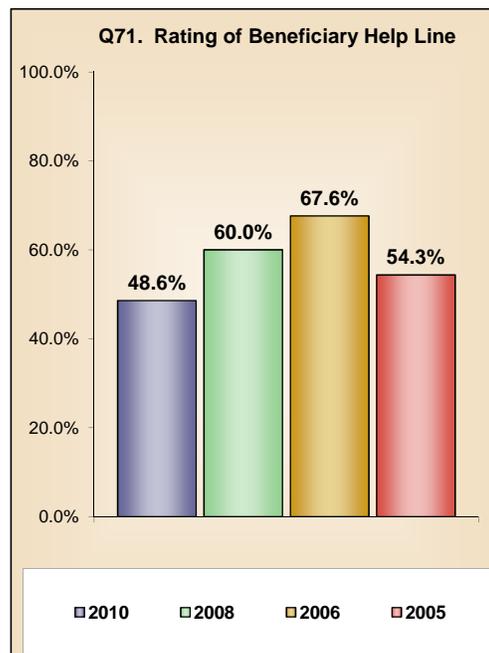
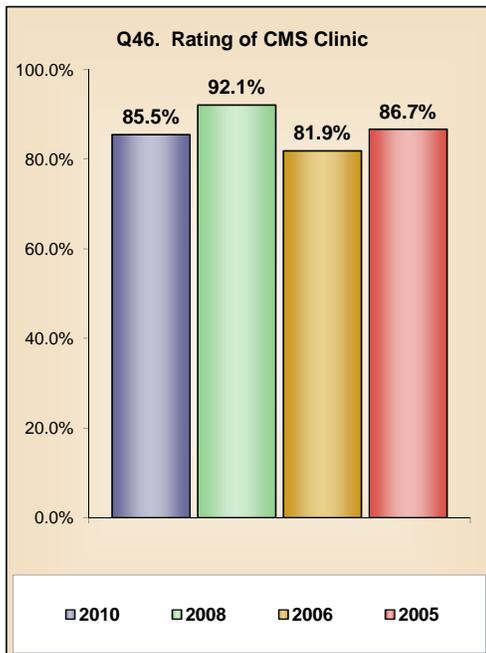
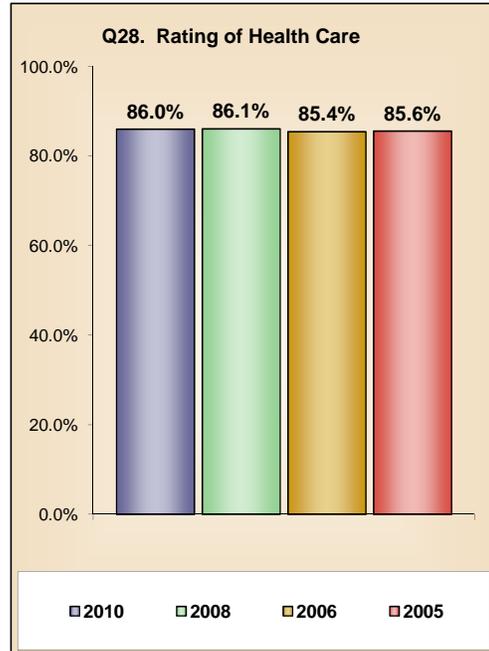
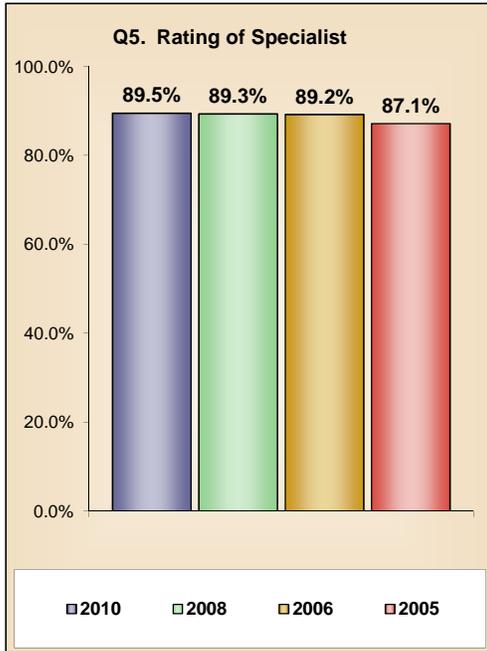
3G. Trend Comparisons

Ratings of Member Satisfaction

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents



Note: Summary Rates Scores (SRS) are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.



4. **Global Proportions**

Pages 4A-D show a graphical presentation of the percentage of members who responded to each response choice, organized by category and the attributes contained within each. Also shown are graphical presentations of each of the four global rating questions.



Global proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular service or service area. Summary Rates alone are not as complete an indication of performance.

*Global proportion example:
 Summary Rate – 75% (Always and Usually)*

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied (“Always”) or (2) a large proportion of the Summary Rate responses are “Usually” responses, rather than the more favorable response of “Always.” As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal (not representative of Children's Special Health Care Services survey results).

| | Summary Rate (“Usually”/“Always” %) | | “Sometimes”/“Never” (%) |
|---------|--|---------|-------------------------|
| | Always | Usually | |
| Case 1. | 65% | 10% | 25% |
| Case 2. | 15% | 60% | 25% |

Charts 4A – 4D

4A. Global Proportions

Composite/Attribute Response Distributions

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| # | Getting Needed Care | Valid n* | <input type="checkbox"/> Big problem <input type="checkbox"/> Small problem <input type="checkbox"/> Not a problem |
|----|---|----------|--|
| 3 | In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see? | 357 | |
| 13 | In the last 6 months, how much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary? | 449 | |
| 30 | In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine? | 357 | |
| 36 | In the last 6 months, how much of a problem, if any, was it to get the special medical equipment needed for the CSHCS condition? | 156 | |
| 38 | In the last 6 months, how much of a problem, if any, was it to get special therapy for your child? | 111 | |
| 41 | In the last 6 months, how much of a problem, if any, has it been to get your child an appointment in a CMS Clinic? | 79 | |
| 67 | In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called the Beneficiary Help Line? | 30 | |

| # | Getting Care Quickly | Valid n* | <input type="checkbox"/> Never/Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always |
|---|--|----------|---|
| 7 | In the last 6 months, when you called during regular office hours to get the help or advice related to your child's CSHCS condition, how often did you receive it? | 326 | |
| 9 | In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted? | 203 | |

* Valid n is the total number of valid respondents to each question.

4B. Global Proportions

Composite/Attribute Response Distributions

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| # | How Well Doctors Communicate | Valid n* | ■ Never/Sometimes ■ Usually ■ Always |
|----|---|----------|--|
| 16 | In the last 6 months, how often did your child's doctors or other health providers listen carefully to you? | 447 | |
| 17 | In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand? | 448 | |
| 18 | In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say? | 445 | |
| 19 | In the last 6 months, how often did your child's doctors or other health providers explain things in a way your child could understand? | 425 | |
| 20 | In the last 6 months, how often did doctors or other health providers spend enough time with your child? | 448 | |

| # | Courteous and Helpful Office Staff | Valid n* | ■ Never/Sometimes ■ Usually ■ Always |
|----|--|----------|--|
| 14 | In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect? | 449 | |
| 15 | In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be? | 445 | |

* Valid n is the total number of valid respondents to each question.

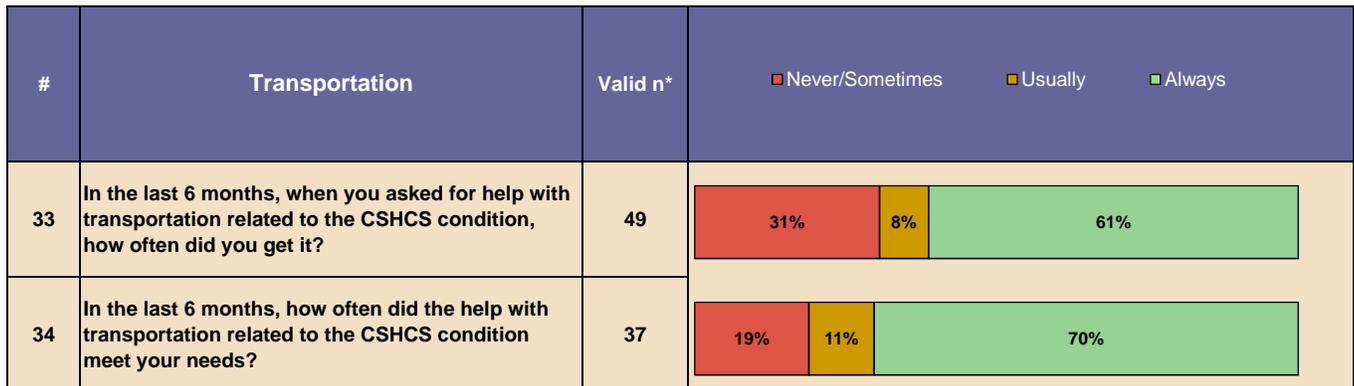
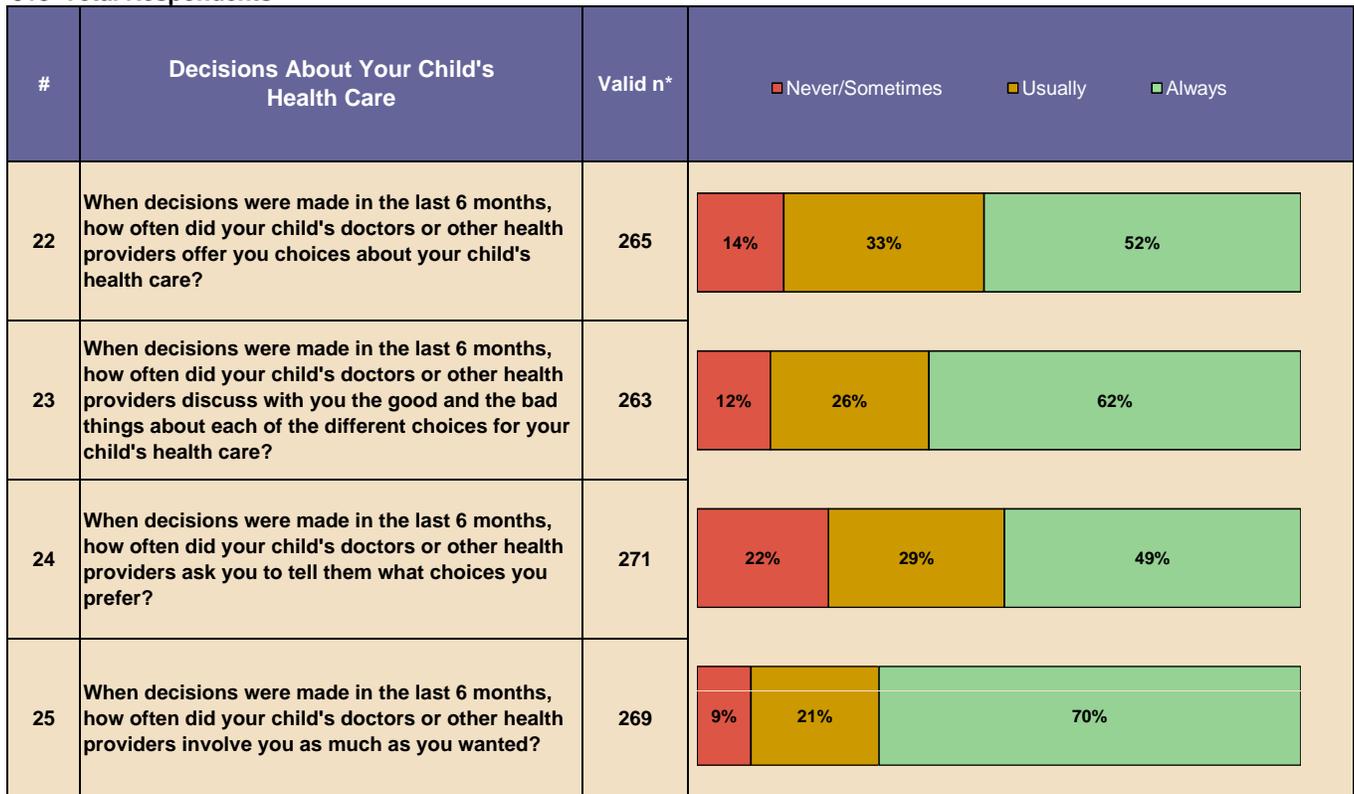
4C. Global Proportions

Composite/Attribute Response Distributions

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents



* Valid n is the total number of valid respondents to each question.

4D. Global Proportions

Composite/Attribute Response Distributions

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| # | Rating Questions | Valid n* | 0-6 | 7-8 | 9-10 |
|----|---|----------|-----|-----|------|
| 5 | What number would you use to rate your child's specialist? | 381 | 5% | 18% | 76% |
| 28 | What number would you use to rate all your child's health care? | 479 | 7% | 23% | 70% |
| 46 | What number would you use to rate your child's CMS Clinic? | 76 | 7% | 18% | 75% |
| 71 | What number would you use to rate the Beneficiary Help Line? | 35 | 46% | 9% | 46% |

* Valid n is the total number of valid respondents to each question.



5. Member Satisfaction Summary

The proportion of respondents that fall into each response category for all questions is shown on pages 5A-5O. The question summaries pages are broken down into several sections, which are described below:

Question Number & Survey Item

The first column shows the question number from the custom survey tool. The next column displays the corresponding survey item, which consists of the original wording and question response requirements as indicated in the survey.

Valid n & Category Responses

The third column shows the valid n, which is the number of respondents who chose to answer the question. The next section, Category Responses, provides the percentage of respondents who selected each response option.

Summary Rate Scores

The following section, Summary Rate Scores, provides 2008, 2006, and 2005 trend comparisons of CSHCS's Summary Rate Scores. The Summary Rate Score is generally the sum of the most positive response option(s) for each question. However, at times these scores may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. For all questions, the Summary Rate Score is the sum of the shaded category responses.

Significance Testing

The final section, significance testing, is provided to determine significant comparisons between the program's 2010 Summary Rate Scores, and those from the 2008, 2006, and 2005 trend data scores. Significance testing determines if an observed difference is too large to have occurred by chance alone. A statistically significant hypothesis testing result means that based on the sample, conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. *(Please refer to the Technical Notes for more information regarding significance testing.)*

Charts 5A – 5O



5A. Question Summaries

Health Care from a Specialist

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | | | | | | | |
|---|---|---|--|---|--|---|-------|------------------------|--------------|--------------|-------|-----------------|----------------------|-----------------|-----------------|-----------------|
| | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | | | | | | |
| 1 | Our records show that your child is enrolled in Children's Special Health Care Services. Is that right? (Respondent MUST answer that the child has been enrolled in the program for at least 6 months to continue the survey.) | 518 | <table border="1"> <tr> <td>Child is currently in the CSHCS program</td> <td>Child is not currently in CSHCS but was in CSHCS for at least six months</td> <td>Child was not enrolled in CSHCS for at least six months</td> </tr> <tr> <td>97.3%</td> <td>2.0%</td> <td>0.8%</td> </tr> </table> | Child is currently in the CSHCS program | Child is not currently in CSHCS but was in CSHCS for at least six months | Child was not enrolled in CSHCS for at least six months | 97.3% | 2.0% | 0.8% | 99.2% | 97.7% | 100.0% | 99.7% | Unable to Test | Unable to Test | Unable to Test |
| Child is currently in the CSHCS program | Child is not currently in CSHCS but was in CSHCS for at least six months | Child was not enrolled in CSHCS for at least six months | | | | | | | | | | | | | | |
| 97.3% | 2.0% | 0.8% | | | | | | | | | | | | | | |
| 2 | In the last 6 months, did you or a doctor think your child needed to see a specialist? | 501 | <table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>72.9%</td> <td>27.1%</td> </tr> </table> | Yes | No | 72.9% | 27.1% | 72.9% | 69.8% | 78.8% | 72.3% | Not significant | Significant decrease | Not significant | | |
| Yes | No | | | | | | | | | | | | | | | |
| 72.9% | 27.1% | | | | | | | | | | | | | | | |
| 3 | In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see? (If answered "Yes" to Q2.) | 357 | <table border="1"> <tr> <td>A big problem</td> <td>A small problem</td> <td>Not a problem</td> </tr> <tr> <td>8.1%</td> <td>13.7%</td> <td>78.2%</td> </tr> </table> | A big problem | A small problem | Not a problem | 8.1% | 13.7% | 78.2% | 78.2% | 79.4% | 76.5% | 82.2% | Not significant | Not significant | Not significant |
| A big problem | A small problem | Not a problem | | | | | | | | | | | | | | |
| 8.1% | 13.7% | 78.2% | | | | | | | | | | | | | | |
| 4 | In the last 6 months, did your child see a specialist? | 490 | <table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>79.0%</td> <td>21.0%</td> </tr> </table> | Yes | No | 79.0% | 21.0% | 79.0% | 77.0% | 84.4% | 75.8% | Not significant | Significant decrease | Not significant | | |
| Yes | No | | | | | | | | | | | | | | | |
| 79.0% | 21.0% | | | | | | | | | | | | | | | |
| 5 | What number would you use to rate the specialist? (If answered "Yes" to Q4.) | 381 | <table border="1"> <tr> <td>0 - 3</td> <td>4 - 7</td> <td>8 - 10</td> </tr> <tr> <td>0.8%</td> <td>9.7%</td> <td>89.5%</td> </tr> </table> | 0 - 3 | 4 - 7 | 8 - 10 | 0.8% | 9.7% | 89.5% | 89.5% | 89.3% | 89.2% | 87.1% | Not significant | Not significant | Not significant |
| 0 - 3 | 4 - 7 | 8 - 10 | | | | | | | | | | | | | | |
| 0.8% | 9.7% | 89.5% | | | | | | | | | | | | | | |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above question due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.

5B. Question Summaries

Calling Doctor's Offices & Getting Needed Care

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|---|----------|--|--------------------|------------------|-----------------|------------------|-------------------|---------------------------|---|-------|-------|----------------------|------------------------|----------------------|-----------------|
| | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | | | | | | | |
| 6 | In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child? | 496 | Yes 66.5% | No 33.5% | | | | | 66.5% | 64.9% | 69.8% | 71.0% | Not significant | Not significant | Not significant | |
| 7 | In the last 6 months, when you called during regular office hours to get the help or advice related to your child's CSHCS condition, how often did you receive it? (If answered "Yes" to Q6.) | 326 | Never 0.3% | Sometimes 10.7% | Usually 15.6% | Always 73.3% | | | 89.0% | 89.5% | 91.6% | 93.5% | Not significant | Not significant | Significant decrease | |
| 8 | In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office? | 497 | Yes 41.2% | No 58.8% | | | | | 41.2% | 33.7% | 35.0% | 43.1% | Significant increase | Significant increase | Not significant | |
| 9 | In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted? (If answered "Yes" to Q8.) | 203 | Never 1.5% | Sometimes 4.9% | Usually 19.2% | Always 74.4% | | | 93.6% | 89.3% | 94.2% | 93.6% | Not significant | Not significant | Not significant | |
| 10 | In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did your child usually have to wait between trying to get care and actually seeing a provider? (If answered "Yes" to Q8.) | 199 | Same day 68.8% | 1 day 14.6% | 2 days 5.0% | 3 days 1.5% | 4-7 days 6.0% | 8-14 days 0.5% | 15 days or longer 3.5% | 68.8% | 61.5% | 72.8% | 75.8% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5C. Question Summaries

Getting Needed Care & Courteous and Helpful Office Staff

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|---|----------|--|-------------------------|------------------------|------------------|------------------|--------------------|--------------------------|---|-------|-------|-----------------|------------------------|----------------------|-----------------|
| | | | None | 1 time | 2 times | 3 times | 4 times | 5-9 times | 10 times or more | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 11 | In the last 6 months, how many times did your child go to an emergency room? | 497 | None 71.4% | 1 time 17.3% | 2 times 7.0% | 3 times 2.0% | 4 times 1.8% | 5-9 times 0.4% | 10 times or more 0.0% | 71.4% | 72.5% | 76.4% | 67.6% | Not significant | Significant decrease | Not significant |
| 12 | In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic? | 481 | None 6.4% | 1 time 19.1% | 2 times 25.4% | 3 times 13.5% | 4 times 12.7% | 5-9 times 17.5% | 10 times or more 5.4% | 6.4% | 10.4% | 6.1% | 8.3% | Significant decrease | Not significant | Not significant |
| 13 | In the last 6 months, how much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary? (If answered "1 or more times" to Q12.) | 449 | A big problem 3.3% | A small problem 9.6% | Not a problem 87.1% | | | | 87.1% | 87.9% | 86.0% | 88.1% | Not significant | Not significant | Not significant | |
| 14 | In the last 6 months, how often did office staff at a doctor's office or clinic treat you and your child with courtesy and respect? (If answered "1 or more times" to Q12.) | 449 | Never 0.4% | Sometimes 2.2% | Usually 12.5% | Always 84.9% | | | | 97.3% | 96.6% | 97.8% | 96.0% | Not significant | Not significant | Not significant |
| 15 | In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be? (If answered "1 or more times" to Q12.) | 445 | Never 0.4% | Sometimes 4.3% | Usually 19.8% | Always 75.5% | | | | 95.3% | 94.7% | 94.1% | 95.1% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5D. Question Summaries

How Well Doctors Communicate

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|---|----------|--|--------------------|------------------|-----------------|---|-------|-------|-------|------------------------|-----------------|----------------------|
| | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 16 | In the last 6 months, how often did your child's doctors or other health providers listen carefully to you? (If answered "1 or more times" to Q12.) | 447 | Never 0.4% | Sometimes 4.0% | Usually 18.8% | Always 76.7% | 95.5% | 95.2% | 95.1% | 94.1% | Not significant | Not significant | Not significant |
| 17 | In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand? (If answered "1 or more times" to Q12.) | 448 | Never 0.2% | Sometimes 2.9% | Usually 17.9% | Always 79.0% | 96.9% | 97.3% | 95.5% | 94.7% | Not significant | Not significant | Not significant |
| 18 | In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say? (If answered "1 or more times" to Q12.) | 445 | Never 0.0% | Sometimes 4.7% | Usually 18.0% | Always 77.3% | 95.3% | 95.1% | 94.8% | 94.1% | Not significant | Not significant | Not significant |
| 19 | In the last 6 months, how often did your child's doctors or other health providers explain things in a way your child could understand? (If answered "1 or more times" to Q12.) | 425 | Never 5.6% | Sometimes 12.0% | Usually 26.6% | Always 55.8% | 82.4% | 82.3% | 78.9% | 75.7% | Not significant | Not significant | Significant increase |
| 20 | In the last 6 months, how often did doctors or other health providers spend enough time with your child? (If answered "1 or more times" to Q12.) | 448 | Never 0.9% | Sometimes 5.8% | Usually 29.9% | Always 63.4% | 93.3% | 91.6% | 92.1% | 90.5% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5E. Question Summaries

Decisions About Your Child's Health Care

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|--|----------|--|--------------------|------------------|-----------------|---|-------|-------|-------|------------------------|-----------------|-----------------|
| | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 21 | In the last 6 months, were any decisions made about your child's health care? | 486 | Yes 57.2% | No 42.8% | | | 57.2% | 56.1% | 52.1% | 52.4% | Not significant | Not significant | Not significant |
| 22 | When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care? (If answered "Yes" to Q21.) | 265 | Never 5.7% | Sometimes 8.7% | Usually 33.2% | Always 52.5% | 85.7% | 89.4% | 85.0% | 84.6% | Not significant | Not significant | Not significant |
| 23 | When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and the bad things about each of the different choices for your child's health care? (If answered "Yes" to Q21.) | 263 | Never 6.1% | Sometimes 6.1% | Usually 26.2% | Always 61.6% | 87.8% | 90.3% | 85.2% | 88.8% | Not significant | Not significant | Not significant |
| 24 | When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer? (If answered "Yes" to Q21.) | 271 | Never 9.2% | Sometimes 12.5% | Usually 29.2% | Always 49.1% | 78.2% | 82.9% | 77.8% | 78.4% | Not significant | Not significant | Not significant |
| 25 | When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted? (If answered "Yes" to Q21.) | 269 | Never 1.9% | Sometimes 7.1% | Usually 21.2% | Always 69.9% | 91.1% | 91.2% | 90.0% | 89.9% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5F. Question Summaries

Coordination and Rating of Health Care

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|--|----------|--|--------------|---------------|---|-------|-------|-----------------|------------------------|-----------------|-----------------|
| | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 26 | In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service? | 482 | Yes 61.0% | No 39.0% | 61.0% | 62.0% | 62.7% | 59.4% | Not significant | Not significant | Not significant | |
| 27 | In the last 6 months, did anyone from your child's doctor's office, local health department or clinic help coordinate your child's care among these different providers or services? | 472 | Yes 39.8% | No 60.2% | 39.8% | 40.2% | 38.7% | 43.3% | Not significant | Not significant | Not significant | |
| 28 | What number would you use to rate all your child's health care in the last 6 months? | 479 | 0-3 0.8% | 4-7 13.2% | 8-10 86.0% | 86.0% | 86.1% | 85.4% | 85.6% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5G. Question Summaries

Prescriptions and Transportation

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|--|----------|--|--------------------------|------------------------|-----------------|---|-------|-------|-----------------|------------------------|----------------------|-----------------|
| | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 29 | In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child? | 480 | Yes 74.6% | No 25.4% | | 74.6% | 72.7% | 79.4% | 79.9% | Not significant | Significant decrease | Significant decrease | |
| 30 | In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine? (If answered "Yes" to Q29.) | 357 | A big problem 7.6% | A small problem 19.6% | Not a problem 72.8% | 72.8% | 77.7% | 72.4% | 79.4% | Not significant | Not significant | Significant decrease | |
| 31 | Did anyone from your child's doctor's office, local health department or clinic help you with this problem? (If answered "Yes" to Q29 and "A big or small problem" to Q30.) | 93 | Yes 58.1% | No 41.9% | | 58.1% | 58.3% | 61.4% | 65.9% | Not significant | Not significant | Not significant | |
| 32 | In the last 6 months, did you ask for help with transportation related to the CSHCS condition for your child? | 485 | Yes 10.3% | No 89.7% | | 10.3% | 13.3% | 5.9% | 12.0% | Not significant | Significant increase | Not significant | |
| 33 | In the last 6 months, when you asked for help with transportation related to the CSHCS condition, how often did you get it? (If answered "Yes" to Q32.) | 49 | Never 22.4% | Sometimes 8.2% | Usually 8.2% | Always 61.2% | 69.4% | 85.9% | 58.7% | 77.0% | Significant decrease | Not significant | Not significant |
| 34 | In the last 6 months, how often did the help with transportation related to the CSHCS condition meet your needs? (If answered "Yes" to Q32 and "Sometimes, Usually or Always" to Q33.) | 37 | Never 2.7% | Sometimes 16.2% | Usually 10.8% | Always 70.3% | 81.1% | 92.1% | 72.7% | 85.7% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5H. Question Summaries

Supplies & Equipment and Special Therapies

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | | |
|----|---|----------|--|--------------------------|------------------------|---|-------|-------|-------|------------------------|----------------------|----------------------|-----------------|
| | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | |
| 35 | In the last 6 months, did your child's CSHCS condition require you to get or try to get any special medical equipment, supplies or devices? | 488 | Yes 32.4% | No 67.6% | | 32.4% | 32.5% | 33.1% | 33.1% | Not significant | Not significant | Not significant | |
| 36 | In the last 6 months, how much of a problem, if any, was it to get the special medical equipment needed for the CSHCS condition? (If answered "Yes" to Q35.) | 156 | A big problem 17.3% | A small problem 21.8% | Not a problem 60.9% | | 60.9% | 62.0% | 63.6% | 65.8% | Not significant | Not significant | Not significant |
| 37 | In the last 6 months, did you get or try to get special therapy for your child, such as physical, occupational, or speech therapy? | 484 | Yes 22.9% | No 77.1% | | 22.9% | 25.6% | 31.2% | 32.2% | Not significant | Significant decrease | Significant decrease | |
| 38 | In the last 6 months, how much of a problem, if any, was it to get special therapy for your child? (If answered "Yes" to Q37.) | 111 | A big problem 14.4% | A small problem 14.4% | Not a problem 71.2% | | 71.2% | 60.2% | 64.2% | 68.1% | Not significant | Not significant | Not significant |
| 39 | Did anyone from your child's doctor's office, local health department or clinic help you with this problem? (If answered "Yes" to Q37 and "A big or small problem" to Q38.) | 31 | Yes 45.2% | No 54.8% | | 45.2% | 38.5% | 36.4% | 46.5% | Not significant | Not significant | Not significant | |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

5I. Question Summaries

Children's Multidisciplinary Specialty (CMS) Clinics

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|--|----------|--|--|--|---|--|---------------------------------|--|------------------------|-----------------|----------------------|
| | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 40 | Is your child being followed now, or has he or she had an appointment in the last 6 months, in a Children's Multidisciplinary Specialty (CMS) Clinic? | 419 | <u>Yes</u> 19.3% | <u>No</u> 80.7% | <u>I don't know</u> n = 62 | 19.3% | 17.2% | 16.4% | 18.3% | Not significant | Not significant | Not significant |
| 41 | In the last 12 months, how much of a problem, if any, has it been to get your child an appointment in a CMS Clinic? (If answered "Yes" to Q40.) | 79 | <u>A big problem</u> 2.5% | <u>A small problem</u> 10.1% | <u>Not a problem</u> 87.3% | 87.3% | 88.5% | 83.5% | 88.1% | Not significant | Not significant | Not significant |
| 42 | Did anyone from your child's doctor's office, local health department or clinic help you with this problem? (If answered "Yes" to Q40.) | 57 | <u>Yes</u> 38.6% | <u>No</u> 61.4% | | 38.6% | 46.4% | 43.5% | 66.3% | Not significant | Not significant | Significant decrease |
| 43 | What is the diagnosis category that best describes the condition that is the main reason for your child going to a CMS Clinic? (If answered "Yes" to Q40.) | 76 | <u>Blood diseases, sickle cell disease, cancers, AIDS, hemophilia</u> 17.1% | <u>Amputation, limb loss, muscular dystrophy</u> 5.3% | <u>Neurology conditions, seizures</u> 15.8% | <u>Kidney or urinary disease</u> 6.6% | <u>Apnea, pulmonary (lung) and breathing difficulty, conditions, cystic fibrosis, asthma</u> 9.2% | <u>Heart conditions</u> 2.6% | <u>Diabetes or endocrine disorders</u> 9.2% | NA | NA | NA |
| | | | <u>Spina Bifida</u> 5.3% | <u>Genetic and metabolic disease</u> 1.3% | <u>Stomach conditions</u> 2.6% | <u>Cleft Palate</u> 11.8% | <u>Other</u> 13.2% | <u>I don't know</u> n = 2 | | | | |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. An "NA" indicates that there are no favorable response options on these particular questions. Refer to the Technical Notes for more information.

5J. Question Summaries

Children's Multidisciplinary Specialty (CMS) Clinics (Continued)

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|--|----------|---|-------|--------------|-------|---|-------|-------|-----------------|------------------------|-----------------|--|
| | | | Yes | No | I don't know | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | |
| 44 | Did your CMS Clinic develop a plan of care for your child? (If answered "Yes" to Q40.) | 70 | 92.9% | 7.1% | n = 8 | 92.9% | 91.8% | 90.9% | 83.6% | Unable to Test | Unable to Test | Unable to Test | |
| 45 | In the last 6 months, did anyone from your child's CMS Clinic help coordinate your child's care? (If answered "Yes" to Q40.) | 68 | 73.5% | 26.5% | n = 9 | 73.5% | 63.2% | 69.6% | 67.3% | Not significant | Not significant | Not significant | |
| 46 | What number would you use to rate the CMS Clinic for the services your child received in the last 12 months? (If answered "Yes" to Q40.) | 76 | 0.0% | 14.5% | 85.5% | 85.5% | 92.1% | 81.9% | 86.7% | Not significant | Not significant | Not significant | |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above question due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.

5K. Question Summaries

Local Health Department Services

518 Total Respondents

Children's Special Health Care Services

Child with Chronic Care Condition

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|---|----------|--|--|---|--|------------------------------------|---|--|-------|----------------------|------------------------|----------------------|-----------------|
| | | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 47 | In the last 6 months, have you had any contact, either by phone, mail or in person, with the CSHCS office at your local or county health department? | 449 | Yes 55.5% | No 44.5% | I don't know n =34 | | 55.5% | 56.5% | 49.0% | 46.7% | Not significant | Significant increase | Significant increase | |
| 48 | During the last 6 months, how many times have you had contact, either by phone, mail or in person, with the CSHCS office in your local health department? (If answered "Yes" to Q47.) | 245 | 1 contact 33.1% | 2 contacts 38.0% | 3 contacts 13.5% | 4 or more contacts 15.5% | 29.0% | 37.1% | 30.0% | 34.0% | Significant decrease | Not significant | Not significant | |
| 49 | Mark all of the topics that have been covered in your contacts by phone, mail, or in person with the CSHCS office in the local health department during the last 6 months. (Mark all that apply.) (If answered "Yes" to Q47.) | 242 | Adding or changing providers 40.1% | Arranging for a diagnostic evaluation 11.2% | Assistance to identify other community resources 12.8% | Financial review 34.3% | Application to join CSHCS 12.0% | Trans- portation assistance 15.3% | Care Coordination/ Plan of Care 16.1% | NA | NA | NA | NA | NA |
| | | | Insurance or COBRA questions 9.5% | Children with Special Needs Fund 6.6% | Questions about Medicaid 14.9% | Assistance as child becomes an adult 3.7% | Other 38.8% | | | | | | | |
| 50 | Please mark below to show how you felt about the service you received when you contacted your CSHCS office in the local health department during the last 6 months. (If answered "Yes" to Q47.) | 246 | Extremely dissatisfied 4.1% | Somewhat dissatisfied 4.5% | Neither satisfied nor dissatisfied 6.9% | Somewhat satisfied 24.8% | Extremely satisfied 59.8% | 84.6% | 84.4% | 83.5% | 88.2% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. An "NA" indicates that there are no favorable response options on these particular questions. Refer to the Technical Notes for more information.

5L. Question Summaries

Family Center

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | |
|----|---|----------|--|-------------|---|---|---|-------|-------|-------|------------------------|-----------------|----------------------|
| | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 |
| 51 | Have you received any information about the CSHCS Family Center during the last 6 months? | 359 | Yes 18.9% | No 81.1% | I don't know n = 79 | I would like more information n = 49 | 18.9% | 12.0% | 20.4% | 25.0% | Significant increase | Not significant | Significant decrease |
| 52 | Did you know that there is a Family Support Network Program available to support families of children with special needs? | 414 | Yes 46.4% | No 53.6% | I would like more information n = 72 | | 46.4% | 47.9% | 48.7% | 51.6% | Not significant | Not significant | Not significant |
| 53 | Are you aware of the toll free CSHCS phone line (1-800-359-3722)? | 442 | Yes 60.9% | No 39.1% | I would like more information n = 36 | | 60.9% | 54.1% | 60.6% | 56.7% | Significant increase | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. Refer to the Technical Notes for more information.

Note 2: Please note that the CSHCS Family Center was previously known as the Parent Participation Program in 2006 and 2005.

5M. Question Summaries

About Your Child

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | | |
|----|---|----------|--|--|-------------------------|--|---|---|-------|-------|-------|------------------------|-----------------|----------------------|----|
| | | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | |
| 54 | In general, how would you rate your child's overall health now? | 484 | <u>Excellent</u> 14.5% | <u>Very good</u> 31.2% | <u>Good</u> 36.6% | <u>Fair</u> 16.1% | <u>Poor</u> 1.7% | 45.7% | 49.6% | 44.2% | 36.6% | Not significant | Not significant | Significant increase | |
| 55 | What is your child's age now? | 487 | <u>0 to 4</u> 21.8% | <u>5 to 8</u> 22.6% | <u>9 to 13</u> 31.2% | <u>14 or older</u> 24.4% | NA | NA | NA | NA | NA | NA | NA | NA | |
| 56 | Is your child male or female? | 487 | <u>Male</u> 53.0% | <u>Female</u> 47.0% | | | | NA | NA | NA | NA | NA | NA | NA | |
| 57 | Is your child of Hispanic or Latino origin or descent? | 476 | <u>Hispanic/Latino</u> 7.6% | <u>Not Hispanic/Latino</u> 92.4% | | | | NA | NA | NA | NA | NA | NA | NA | |
| 58 | What is your child's race? (Please mark one or more.) | 481 | <u>White</u> 75.0% | <u>Black/African-American</u> 14.8% | <u>Asian</u> 3.2% | <u>Native Hawaiian or other Pacific Islander</u> 0.4% | <u>American Indian or Alaska Native</u> 1.0% | <u>Other</u> 5.3% | NA | NA | NA | NA | NA | NA | NA |

* Valid n is the total number of valid responses to each survey question.

** Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. An "NA" indicates that there are no favorable response options on these particular questions. Refer to the Technical Notes for more information.

5N. Question Summaries

About Survey Respondent

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | | | | | | | |
|----|---|----------|--|---------------------------------|--|---|-------------------------------------|--|-------------------------|----------------------------|---|------|-------|-------|------------------------|--------------|-----------------|-----------------|----------------------|----|----|----|----|
| | | | | | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | | | | | | |
| 59 | What is your age now? | 484 | <u>Under 18</u> 9.1% | <u>18 to 24</u> 2.1% | <u>25 to 34</u> 24.2% | <u>35 to 44</u> 35.3% | <u>45 to 54</u> 19.8% | <u>55 to 64</u> 7.9% | <u>65 to 74</u> 1.2% | <u>75 or older</u> 0.4% | NA | NA | NA | NA | NA | NA | NA | | | | | | |
| 60 | Are you male or female? | 488 | <u>Male</u> 13.5% | <u>Female</u> 86.5% | | | | | | | | | NA | NA | NA | NA | NA | NA | NA | | | | |
| 61 | What is the highest grade or level of school that you have completed? | 480 | <u>8th grade or less</u> 2.3% | <u>Some high school</u> 6.9% | <u>High school graduate/GED</u> 28.5% | <u>Some college/2 yr. degree</u> 39.4% | <u>4 yr. college grad.</u> 13.8% | <u>More than 4 year college degree</u> 9.2% | | | | | | | | | NA | NA | NA | NA | NA | NA | |
| 62 | What language do you mainly speak at home? | 484 | <u>English</u> 94.4% | <u>Spanish</u> 2.1% | <u>Some other language</u> 3.5% | | | | | | | | | NA | NA | NA | NA | NA | NA | NA | | | |
| 63 | What language does your child mainly speak at home? | 472 | <u>English</u> 95.8% | <u>Spanish</u> 1.7% | <u>Some other language</u> 2.5% | | | | | | | | | NA | NA | NA | NA | NA | NA | NA | | | |
| 64 | How are you related to the CSHCS client? | 484 | <u>Mother or father</u> 94.2% | <u>Grandparent</u> 1.2% | <u>Aunt or uncle</u> 0.6% | <u>Older brother or sister</u> 0.4% | <u>Other relative</u> 0.2% | <u>Legal guardian</u> 2.3% | <u>Self</u> 1.0% | | | | | | | | | NA | NA | NA | NA | NA | NA |
| 65 | Are you listed as either the parent or guardian on CSHCS records? | 485 | <u>Yes</u> 98.1% | <u>No</u> 1.9% | | | | | | | | | 98.1% | 98.5% | 97.1% | 95.4% | Not significant | Not significant | Significant increase | | | | |

* Valid n is the total number of valid responses to each survey question.

* Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. An "NA" indicates that there are no favorable response options on these particular questions. Refer to the Technical Notes for more information.

50. Question Summaries

Beneficiary Help Line

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Q# | Survey Item  | Valid n* | Category Responses (comparison responses in gray) | | | | | Children's Special Health Care Services' Summary Rate | | | | Significance Testing** | | | | |
|----|---|----------|--|--------------------------|--|--------------------|----------------------------|---|------|-------|-------|------------------------|--------------|-----------------|-----------------|-----------------|
| | | | | | | | | 2010 | 2008 | 2006 | 2005 | 2010 to 2008 | 2010 to 2006 | 2010 to 2005 | | |
| 66 | In the last 6 months, did you call the Beneficiary Help Line (1-800-642-3195) to get information or help for your child? | 486 | Yes 6.2% | No 93.8% | | | | | | 6.2% | 6.4% | 7.5% | 5.6% | Not significant | Not significant | Not significant |
| 67 | In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called the Beneficiary Help Line? (If answered "Yes" to Q66.) | 30 | A big problem 30.0% | A small problem 13.3% | Not a problem 56.7% | | | | | 56.7% | 42.4% | 60.3% | 56.8% | Not significant | Not significant | Not significant |
| 68 | In the last 6 months, have you called the Beneficiary Help Line with a complaint or problem? | 476 | Yes 3.2% | No 96.8% | | | | | | 3.2% | 2.7% | 4.3% | 2.5% | Not significant | Not significant | Not significant |
| 69 | How long did it take the Beneficiary Help Line to resolve your complaint? (If answered "Yes" to Q68.) | 8 | Same day 62.5% | 2-7 days 25.0% | 8-14 days 0.0% | 15-21 days 0.0% | More than 21 days 12.5% | I am still waiting for it to be settled n = 6 | | 87.5% | 75.0% | 81.8% | 81.8% | Unable to Test | Unable to Test | Unable to Test |
| 70 | Was your complaint or problem settled to your satisfaction? (If answered "Yes" to Q68.) | 10 | Yes 70.0% | No 30.0% | I am still waiting for it to be settled n = 4 | | | | | 70.0% | 54.5% | 89.5% | 90.9% | Unable to Test | Unable to Test | Unable to Test |
| 71 | What number would you use to rate the Beneficiary Help Line now? (If answered "Yes" to Q66 OR "Yes" to Q68.) | 35 | 0-3 17.1% | 4-7 34.3% | 8-10 48.6% | | | | | 48.6% | 60.0% | 67.6% | 54.3% | Not significant | Not significant | Not significant |

* Valid n is the total number of valid responses to each survey question.

* Significance Testing - "Significant Decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly lower for 2010 when compared to trend data, whereas, "Significant Increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is significantly higher for 2010 when compared to trend data. "Not significant" denotes that there was no significant difference between percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates are defined by TMG and generally represent the most favorable response percentages. However, at times they may be neither positive nor negative but are still used to provide a clear view of the respondent's needs and to allow for future trend comparisons. See Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above questions due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.



6. **Member Satisfaction Segmentation**



The Child with Chronic Care Condition Survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Looking at a set of measures across different demographic categories may say something about a program's overall ability to meet the needs of a varied population.

Pages 6A-6E present Summary Rates for attributes and rating scores organized across:

- Child's Health Status (Q54)
- Child's Age (Q55)
- Child's Gender (Q56)
- Child's Ethnicity (Q57)
- Child's Race (Q58)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for Rating of Health Care is the percentage of respondents who rated their health care an 8, 9, or 10. The interpretation of this example would be, "Of the respondents who indicated their child is male, 86.4% gave their health care a rating of 8, 9, or 10. And of the respondents who indicated that their child is female, 85.3% gave their health care a rating of 8, 9, or 10" (not representative of Children's Special Health Care Services survey results)

| Question | Male | Female |
|----------------------------|-------|--------|
| Q28. Rating of Health Care | 86.4% | 85.3% |

Charts 6A – 6E

6A. Segmentation Analysis

2010 Plan Summary Rates by Child's Health Status (Q54)

Children's Special Health Care Services

Child with Chronic Care Condition

518 Total Respondents

| Survey Item  | Excellent/ Very Good | | Good | | Fair/ Poor | | Range* |
|---|----------------------|--------|-----------|-------|------------|-------|--------|
| | Valid n** | % | Valid n** | % | Valid n** | % | |
| 3 Not a problem to see a specialist | 138 | 81.2% | 139 | 73.4% | 68 | 86.8% | 13.4% |
| 7 Received the help or advice you needed | 129 | 93.0% | 119 | 88.2% | 69 | 82.6% | 10.4% |
| 9 Child received needed care as soon as you wanted | 62 | 95.2% | 77 | 94.8% | 58 | 91.4% | 3.8% |
| 10 Child received the needed care the same day | 62 | 80.6% | 75 | 70.7% | 57 | 52.6% | 28.0% |
| 13 Not a problem to get necessary care | 201 | 92.0% | 163 | 84.0% | 77 | 83.1% | 8.9% |
| 14 Doctor's office staff were courteous and respectful | 200 | 98.0% | 164 | 98.2% | 77 | 93.5% | 4.7% |
| 15 Doctor's office staff were helpful | 199 | 96.5% | 162 | 95.1% | 77 | 93.5% | 3.0% |
| 16 Doctors listened carefully to you | 200 | 96.5% | 163 | 96.3% | 77 | 92.2% | 4.3% |
| 17 Doctors explained things in an understandable way | 201 | 97.5% | 163 | 96.3% | 77 | 97.4% | 1.2% |
| 18 Doctors showed respect for what you had to say | 199 | 96.5% | 162 | 95.7% | 77 | 92.2% | 4.3% |
| 19 Doctors explained things in a way your child could understand | 194 | 88.1% | 154 | 74.7% | 70 | 82.9% | 13.5% |
| 20 Doctors spent enough time with your child | 201 | 95.0% | 163 | 92.6% | 77 | 90.9% | 4.1% |
| 22 When decisions were made, the doctor offered you choices | 108 | 83.3% | 102 | 88.2% | 53 | 84.9% | 4.9% |
| 23 When decisions were made, the doctor discussed the good and bad about each choice | 105 | 89.5% | 103 | 85.4% | 51 | 90.2% | 4.8% |
| 24 When decisions were made, the doctor asked you about what choices you preferred | 109 | 79.8% | 105 | 77.1% | 53 | 77.4% | 2.7% |
| 25 When decisions were made, the doctor involved you as much as you wanted | 109 | 92.7% | 103 | 92.2% | 53 | 86.8% | 5.9% |
| 27 Someone helped coordinate care amongst different providers or services | 211 | 33.2% | 169 | 44.4% | 83 | 49.4% | 16.2% |
| 30 Not a problem to get child's prescription medicine | 148 | 79.1% | 131 | 72.5% | 73 | 61.6% | 17.4% |
| 31 Somone helped you if you had a problem getting prescription medicine for your child | 29 | 55.2% | 36 | 55.6% | 26 | 61.5% | § |
| 33 Received help with transporatation | 18 | 72.2% | 20 | 75.0% | 11 | 54.5% | § |
| 34 The help received for transportation met your needs | 14 | 92.9% | 16 | 81.3% | 7 | 57.1% | § |
| 36 Not a problem to get the special medical equipment needed | 53 | 69.8% | 60 | 53.3% | 40 | 57.5% | 16.5% |
| 38 Not a problem to get special therapy for your child | 39 | 89.7% | 43 | 60.5% | 27 | 59.3% | § |
| 39 Somone helped you if you had a problem getting special therapy for your child | 4 | 25.0% | 16 | 56.3% | 11 | 36.4% | § |
| 41 Not a problem to get an appointment in a CMS Clinic | 29 | 86.2% | 30 | 90.0% | 16 | 87.5% | § |
| 44 CMS Clinic developed a plan of care for your child | 27 | 100.0% | 26 | 92.3% | 15 | 80.0% | § |
| 45 Someone from the CMS Clinic helped coordinate your child's care | 26 | 76.9% | 25 | 88.0% | 14 | 42.9% | § |
| 48 Had contact by phone, mail, or in person with the CSHCS office 3 or more times | 108 | 22.2% | 90 | 32.2% | 43 | 41.9% | 19.6% |
| 50 Satisfied with the service received when you contacted the CSHCS office | 108 | 84.3% | 90 | 84.4% | 44 | 86.4% | 2.1% |
| 67 Not a problem getting the help you needed when calling the Beneficiary Help Line | 10 | 70.0% | 11 | 45.5% | 9 | 55.6% | § |
| Ratings | | | | | | | |
| 5 Rating of the specialist | 156 | 95.5% | 136 | 88.2% | 75 | 80.0% | 15.5% |
| 28 Rating of health care | 212 | 93.4% | 174 | 82.8% | 85 | 74.1% | 19.3% |
| 46 Rating of CMS Clinic | 28 | 89.3% | 29 | 86.2% | 16 | 75.0% | § |
| 71 Rating of Beneficiary Help Line | 10 | 70.0% | 14 | 35.7% | 11 | 45.5% | § |

* Range - percentage point difference between summary rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

§ A range calculation is not applicable for this question due to the small Valid n of one or more of the segments.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

6B. Segmentation Analysis

Children's Special Health Care Services

2010 Children's Special Health Care Services Summary Rates by Child's Age (Q55)

Child with Chronic Care Condition

518 Total Respondents

| Survey Item  | 0 - 4 | | 5 - 8 | | 9 - 13 | | 14 or older | | Range* |
|---|-----------|--------|-----------|--------|-----------|-------|-------------|--------|--------|
| | Valid n** | % | Valid n** | % | Valid n** | % | Valid n** | % | |
| 3 Not a problem to see a specialist | 79 | 82.3% | 77 | 75.3% | 105 | 81.0% | 86 | 76.7% | 7.0% |
| 7 Received the help or advice you needed | 71 | 91.5% | 70 | 84.3% | 100 | 92.0% | 77 | 88.3% | 7.7% |
| 9 Child received needed care as soon as you wanted | 59 | 98.3% | 40 | 95.0% | 56 | 91.1% | 42 | 90.5% | 7.8% |
| 10 Child received the needed care the same day | 58 | 75.9% | 40 | 65.0% | 54 | 64.8% | 42 | 66.7% | 11.0% |
| 13 Not a problem to get necessary care | 100 | 92.0% | 99 | 80.8% | 137 | 89.1% | 107 | 86.9% | 11.2% |
| 14 Doctor's office staff were courteous and respectful | 101 | 97.0% | 99 | 96.0% | 136 | 97.8% | 107 | 98.1% | 2.2% |
| 15 Doctor's office staff were helpful | 101 | 98.0% | 98 | 93.9% | 137 | 95.6% | 104 | 93.3% | 4.8% |
| 16 Doctors listened carefully to you | 100 | 96.0% | 99 | 93.9% | 137 | 95.6% | 106 | 96.2% | 2.3% |
| 17 Doctors explained things in an understandable way | 101 | 98.0% | 99 | 97.0% | 137 | 97.1% | 106 | 95.3% | 2.7% |
| 18 Doctors showed respect for what you had to say | 101 | 97.0% | 98 | 95.9% | 136 | 94.9% | 105 | 93.3% | 3.7% |
| 19 Doctors explained things in a way your child could understand | 91 | 74.7% | 95 | 74.7% | 134 | 88.1% | 100 | 88.0% | 13.3% |
| 20 Doctors spent enough time with your child | 101 | 94.1% | 99 | 90.9% | 137 | 94.2% | 106 | 93.4% | 3.3% |
| 22 When decisions were made, the doctor offered you choices | 63 | 92.1% | 54 | 77.8% | 77 | 84.4% | 67 | 88.1% | 14.3% |
| 23 When decisions were made, the doctor discussed the good and bad about each choice | 63 | 93.7% | 52 | 86.5% | 78 | 84.6% | 65 | 87.7% | 9.0% |
| 24 When decisions were made, the doctor asked you about what choices you preferred | 65 | 80.0% | 55 | 76.4% | 79 | 82.3% | 67 | 73.1% | 9.1% |
| 25 When decisions were made, the doctor involved you as much as you wanted | 65 | 93.8% | 55 | 85.5% | 80 | 90.0% | 65 | 93.8% | 8.4% |
| 27 Someone helped coordinate care amongst different providers or services | 104 | 46.2% | 105 | 42.9% | 144 | 43.1% | 113 | 29.2% | 17.0% |
| 30 Not a problem to get child's prescription medicine | 76 | 75.0% | 75 | 70.7% | 108 | 75.0% | 94 | 70.2% | 4.8% |
| 31 Somone helped you if you had a problem getting prescription medicine for your child | 18 | 61.1% | 20 | 55.0% | 27 | 51.9% | 27 | 63.0% | § |
| 33 Received help with transporatation | 16 | 68.8% | 12 | 66.7% | 14 | 64.3% | 7 | 85.7% | § |
| 34 The help received for transportation met your needs | 12 | 75.0% | 10 | 80.0% | 9 | 77.8% | 6 | 100.0% | § |
| 36 Not a problem to get the special medical equipment needed | 38 | 63.2% | 41 | 61.0% | 38 | 71.1% | 38 | 47.4% | 23.7% |
| 38 Not a problem to get special therapy for your child | 38 | 71.1% | 31 | 77.4% | 24 | 66.7% | 17 | 64.7% | § |
| 39 Somone helped you if you had a problem getting special therapy for your child | 10 | 60.0% | 7 | 71.4% | 8 | 37.5% | 6 | 0.0% | § |
| 41 Not a problem to get an appointment in a CMS Clinic | 19 | 100.0% | 14 | 71.4% | 25 | 92.0% | 20 | 80.0% | § |
| 44 CMS Clinic developed a plan of care for your child | 18 | 94.4% | 12 | 100.0% | 23 | 91.3% | 17 | 88.2% | § |
| 45 Someone from the CMS Clinic helped coordinate your child's care | 17 | 76.5% | 10 | 100.0% | 25 | 60.0% | 16 | 75.0% | § |
| 48 Had contact by phone, mail, or in person with the CSHCS office 3 or more times | 62 | 27.4% | 52 | 26.9% | 69 | 27.5% | 61 | 34.4% | 7.5% |
| 50 Satisfied with the service received when you contacted the CSHCS office | 61 | 82.0% | 52 | 90.4% | 70 | 84.3% | 62 | 82.3% | 8.4% |
| 67 Not a problem getting the help you needed when calling the Beneficiary Help Line | 9 | 44.4% | 7 | 71.4% | 7 | 42.9% | 7 | 71.4% | § |
| Ratings | | | | | | | | | |
| 5 Rating of the specialist | 81 | 96.3% | 81 | 81.5% | 114 | 92.1% | 94 | 89.4% | 14.8% |
| 28 Rating of health care | 106 | 89.6% | 104 | 85.6% | 147 | 81.6% | 117 | 89.7% | 8.1% |
| 46 Rating of CMS Clinic | 19 | 94.7% | 14 | 78.6% | 24 | 83.3% | 19 | 84.2% | § |
| 71 Rating of Beneficiary Help Line | 9 | 44.4% | 7 | 57.1% | 9 | 33.3% | 10 | 60.0% | § |

* Range - percentage point difference between summary rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

§ A range calculation is not applicable for this question due to the small Valid n of one or more of the segments.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

6C. Segmentation Analysis

Children's Special Health Care Services

2010 Children's Special Health Care Services Summary Rates by Child's Gender (Q56)

Child with Chronic Care Condition

518 Total Respondents

| | Survey Item  | Male | | Female | | Range* |
|----------------|---|-----------|-------|-----------|--------|--------|
| | | Valid n** | % | Valid n** | % | |
| 3 | Not a problem to see a specialist | 182 | 79.7% | 165 | 77.6% | 2.1% |
| 7 | Received the help or advice you needed | 174 | 86.8% | 146 | 91.8% | 5.0% |
| 9 | Child received needed care as soon as you wanted | 104 | 96.2% | 94 | 91.5% | 4.7% |
| 10 | Child received the needed care the same day | 101 | 71.3% | 94 | 66.0% | 5.3% |
| 13 | Not a problem to get necessary care | 233 | 85.0% | 209 | 90.0% | 5.0% |
| 14 | Doctor's office staff were courteous and respectful | 232 | 98.3% | 210 | 96.2% | 2.1% |
| 15 | Doctor's office staff were helpful | 231 | 96.1% | 207 | 94.2% | 1.9% |
| 16 | Doctors listened carefully to you | 230 | 97.0% | 210 | 93.8% | 3.1% |
| 17 | Doctors explained things in an understandable way | 231 | 97.0% | 210 | 96.7% | 0.3% |
| 18 | Doctors showed respect for what you had to say | 229 | 95.6% | 209 | 94.7% | 0.9% |
| 19 | Doctors explained things in a way your child could understand | 220 | 84.5% | 198 | 79.3% | 5.3% |
| 20 | Doctors spent enough time with your child | 231 | 94.4% | 210 | 91.9% | 2.5% |
| 22 | When decisions were made, the doctor offered you choices | 137 | 85.4% | 124 | 86.3% | 0.9% |
| 23 | When decisions were made, the doctor discussed the good and bad about each choice | 138 | 86.2% | 120 | 89.2% | 2.9% |
| 24 | When decisions were made, the doctor asked you about what choices you preferred | 142 | 79.6% | 124 | 77.4% | 2.2% |
| 25 | When decisions were made, the doctor involved you as much as you wanted | 141 | 90.8% | 123 | 91.1% | 0.3% |
| 27 | Someone helped coordinate care amongst different providers or services | 245 | 40.0% | 220 | 40.9% | 0.9% |
| 30 | Not a problem to get child's prescription medicine | 190 | 72.6% | 164 | 73.2% | 0.5% |
| 31 | Somone helped you if you had a problem getting prescription medicine for your child | 51 | 58.8% | 41 | 56.1% | 2.7% |
| 33 | Received help with transporatation | 24 | 66.7% | 25 | 72.0% | § |
| 34 | The help received for transportation met your needs | 17 | 82.4% | 20 | 80.0% | § |
| 36 | Not a problem to get the special medical equipment needed | 81 | 61.7% | 74 | 59.5% | 2.3% |
| 38 | Not a problem to get special therapy for your child | 60 | 68.3% | 51 | 74.5% | 6.2% |
| 39 | Somone helped you if you had a problem getting special therapy for your child | 18 | 50.0% | 13 | 38.5% | § |
| 41 | Not a problem to get an appointment in a CMS Clinic | 42 | 88.1% | 36 | 86.1% | 2.0% |
| 44 | CMS Clinic developed a plan of care for your child | 37 | 86.5% | 33 | 100.0% | 13.5% |
| 45 | Someone from the CMS Clinic helped coordinate your child's care | 38 | 71.1% | 30 | 76.7% | 5.6% |
| 48 | Had contact by phone, mail, or in person with the CSHCS office 3 or more times | 129 | 31.8% | 113 | 25.7% | 6.1% |
| 50 | Satisfied with the service received when you contacted the CSHCS office | 131 | 85.5% | 112 | 83.9% | 1.6% |
| 67 | Not a problem getting the help you needed when calling the Beneficiary Help Line | 16 | 62.5% | 14 | 50.0% | § |
| Ratings | | | | | | |
| 5 | Rating of the specialist | 197 | 92.4% | 173 | 86.7% | 5.7% |
| 28 | Rating of health care | 250 | 87.6% | 224 | 84.8% | 2.8% |
| 46 | Rating of CMS Clinic | 42 | 81.0% | 34 | 91.2% | 10.2% |
| 71 | Rating of Beneficiary Help Line | 17 | 58.8% | 18 | 38.9% | § |

* Range - percentage point difference between summary rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

§ A range calculation is not applicable for this question due to the small Valid n of one or more of the segments.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

6D. Segmentation Analysis

Children's Special Health Care Services

2010 Children's Special Health Care Services Summary Rates by Child's Ethnicity (Q57)

Child with Chronic Care Condition

518 Total Respondents

| Survey Item  | Hispanic/Latino | | Non-Hispanic/Latino | | Range* |
|---|-----------------|--------|---------------------|-------|--------|
| | Valid n** | % | Valid n** | % | |
| 3 Not a problem to see a specialist | 23 | 69.6% | 316 | 79.7% | § |
| 7 Received the help or advice you needed | 23 | 82.6% | 292 | 89.4% | § |
| 9 Child received needed care as soon as you wanted | 14 | 92.9% | 181 | 93.9% | § |
| 10 Child received the needed care the same day | 14 | 71.4% | 178 | 68.0% | § |
| 13 Not a problem to get necessary care | 32 | 78.1% | 399 | 88.7% | 10.6% |
| 14 Doctor's office staff were courteous and respectful | 32 | 90.6% | 399 | 97.7% | 7.1% |
| 15 Doctor's office staff were helpful | 32 | 84.4% | 395 | 96.5% | 12.1% |
| 16 Doctors listened carefully to you | 32 | 90.6% | 397 | 96.0% | 5.3% |
| 17 Doctors explained things in an understandable way | 32 | 90.6% | 398 | 97.5% | 6.9% |
| 18 Doctors showed respect for what you had to say | 32 | 87.5% | 395 | 95.9% | 8.4% |
| 19 Doctors explained things in a way your child could understand | 31 | 71.0% | 376 | 83.0% | 12.0% |
| 20 Doctors spent enough time with your child | 32 | 87.5% | 398 | 93.7% | 6.2% |
| 22 When decisions were made, the doctor offered you choices | 15 | 86.7% | 245 | 85.3% | § |
| 23 When decisions were made, the doctor discussed the good and bad about each choice | 15 | 86.7% | 242 | 87.6% | § |
| 24 When decisions were made, the doctor asked you about what choices you preferred | 15 | 73.3% | 250 | 78.0% | § |
| 25 When decisions were made, the doctor involved you as much as you wanted | 15 | 86.7% | 247 | 91.5% | § |
| 27 Someone helped coordinate care amongst different providers or services | 35 | 40.0% | 424 | 40.3% | 0.3% |
| 30 Not a problem to get child's prescription medicine | 28 | 67.9% | 317 | 73.5% | § |
| 31 Someone helped you if you had a problem getting prescription medicine for your child | 8 | 87.5% | 81 | 53.1% | § |
| 33 Received help with transportation | 2 | 100.0% | 45 | 68.9% | § |
| 34 The help received for transportation met your needs | 2 | 100.0% | 34 | 79.4% | § |
| 36 Not a problem to get the special medical equipment needed | 13 | 61.5% | 138 | 60.1% | § |
| 38 Not a problem to get special therapy for your child | 8 | 87.5% | 100 | 69.0% | § |
| 39 Someone helped you if you had a problem getting special therapy for your child | 1 | 100.0% | 30 | 43.3% | § |
| 41 Not a problem to get an appointment in a CMS Clinic | 8 | 75.0% | 68 | 89.7% | § |
| 44 CMS Clinic developed a plan of care for your child | 7 | 85.7% | 62 | 93.5% | § |
| 45 Someone from the CMS Clinic helped coordinate your child's care | 6 | 50.0% | 61 | 75.4% | § |
| 48 Had contact by phone, mail, or in person with the CSHCS office 3 or more times | 13 | 30.8% | 228 | 28.9% | § |
| 50 Satisfied with the service received when you contacted the CSHCS office | 13 | 84.6% | 229 | 84.3% | § |
| 67 Not a problem getting the help you needed when calling the Beneficiary Help Line | 3 | 33.3% | 25 | 56.0% | § |
| Ratings | | | | | |
| 5 Rating of the specialist | 27 | 81.5% | 335 | 90.4% | § |
| 28 Rating of health care | 36 | 88.9% | 428 | 86.2% | 2.7% |
| 46 Rating of CMS Clinic | 8 | 87.5% | 66 | 84.8% | § |
| 71 Rating of Beneficiary Help Line | 3 | 66.7% | 30 | 43.3% | § |

* Range - percentage point difference between summary rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

§ A range calculation is not applicable for this question due to the small Valid n of one or more of the segments.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

6E. Segmentation Analysis

Children's Special Health Care Services

2010 Children's Special Health Care Services Summary Rates by Child's Race (Q58)

Child with Chronic Care Condition

518 Total Respondents

| Survey Item  | White | | Black or African-American | | Other*** | | Range* |
|---|-----------|-------|---------------------------|--------|-----------|--------|--------|
| | Valid n** | % | Valid n** | % | Valid n** | % | |
| 3 Not a problem to see a specialist | 281 | 80.8% | 49 | 73.5% | 30 | 60.0% | 20.8% |
| 7 Received the help or advice you needed | 254 | 90.6% | 47 | 76.6% | 32 | 93.8% | 17.2% |
| 9 Child received needed care as soon as you wanted | 152 | 96.1% | 37 | 89.2% | 18 | 88.9% | § |
| 10 Child received the needed care the same day | 150 | 72.7% | 35 | 54.3% | 17 | 64.7% | § |
| 13 Not a problem to get necessary care | 346 | 88.2% | 70 | 87.1% | 45 | 77.8% | 10.4% |
| 14 Doctor's office staff were courteous and respectful | 347 | 98.3% | 70 | 97.1% | 44 | 90.9% | 7.4% |
| 15 Doctor's office staff were helpful | 342 | 96.8% | 70 | 94.3% | 45 | 84.4% | 12.3% |
| 16 Doctors listened carefully to you | 344 | 95.3% | 70 | 98.6% | 45 | 91.1% | 7.5% |
| 17 Doctors explained things in an understandable way | 345 | 97.7% | 70 | 95.7% | 45 | 88.9% | 8.8% |
| 18 Doctors showed respect for what you had to say | 343 | 95.6% | 69 | 97.1% | 45 | 86.7% | 10.4% |
| 19 Doctors explained things in a way your child could understand | 324 | 82.4% | 68 | 83.8% | 44 | 68.2% | 15.6% |
| 20 Doctors spent enough time with your child | 345 | 94.5% | 70 | 91.4% | 45 | 86.7% | 7.8% |
| 22 When decisions were made, the doctor offered you choices | 205 | 83.9% | 41 | 90.2% | 30 | 80.0% | 10.2% |
| 23 When decisions were made, the doctor discussed the good and bad about each choice | 204 | 86.8% | 40 | 97.5% | 31 | 80.6% | 16.9% |
| 24 When decisions were made, the doctor asked you about what choices you preferred | 210 | 76.7% | 42 | 90.5% | 31 | 74.2% | 16.3% |
| 25 When decisions were made, the doctor involved you as much as you wanted | 209 | 90.9% | 42 | 90.5% | 30 | 86.7% | 4.2% |
| 27 Someone helped coordinate care amongst different providers or services | 364 | 38.5% | 72 | 45.8% | 49 | 38.8% | 7.4% |
| 30 Not a problem to get child's prescription medicine | 274 | 74.1% | 58 | 75.9% | 37 | 59.5% | 16.4% |
| 31 Someone helped you if you had a problem getting prescription medicine for your child | 70 | 52.9% | 13 | 84.6% | 14 | 71.4% | § |
| 33 Received help with transportation | 37 | 70.3% | 12 | 58.3% | 2 | 50.0% | § |
| 34 The help received for transportation met your needs | 29 | 82.8% | 7 | 85.7% | 2 | 50.0% | § |
| 36 Not a problem to get the special medical equipment needed | 126 | 58.7% | 21 | 76.2% | 12 | 66.7% | § |
| 38 Not a problem to get special therapy for your child | 88 | 68.2% | 15 | 80.0% | 10 | 90.0% | § |
| 39 Someone helped you if you had a problem getting special therapy for your child | 27 | 40.7% | 3 | 100.0% | 1 | 100.0% | § |
| 41 Not a problem to get an appointment in a CMS Clinic | 58 | 87.9% | 14 | 92.9% | 9 | 66.7% | § |
| 44 CMS Clinic developed a plan of care for your child | 53 | 92.5% | 12 | 100.0% | 8 | 87.5% | § |
| 45 Someone from the CMS Clinic helped coordinate your child's care | 53 | 75.5% | 11 | 63.6% | 7 | 85.7% | § |
| 48 Had contact by phone, mail, or in person with the CSHCS office 3 or more times | 202 | 28.7% | 29 | 27.6% | 26 | 30.8% | § |
| 50 Satisfied with the service received when you contacted the CSHCS office | 204 | 83.8% | 28 | 89.3% | 25 | 80.0% | § |
| 67 Not a problem getting the help you needed when calling the Beneficiary Help Line | 19 | 47.4% | 7 | 57.1% | 7 | 71.4% | § |
| Ratings | | | | | | | |
| 5 Rating of the specialist | 295 | 91.5% | 53 | 88.7% | 38 | 81.6% | 9.9% |
| 28 Rating of health care | 368 | 86.4% | 74 | 83.8% | 50 | 84.0% | 2.6% |
| 46 Rating of CMS Clinic | 57 | 87.7% | 13 | 92.3% | 9 | 55.6% | § |
| 71 Rating of Beneficiary Help Line | 24 | 41.7% | 7 | 57.1% | 8 | 50.0% | § |

* Range - percentage point difference between summary rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

*** "Other" includes Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.

§ A range calculation is not applicable for this question due to the small Valid n of one or more of the segments.

Note: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.



7. Statistical Analysis of Member Satisfaction



Correlation Analysis

Members set standards for the program's performance, whether consciously or subconsciously. Standards are usually set higher for those service areas that are deemed important to each member. These program services are the Key Drivers of Health Care Satisfaction. How members rate their health care (Q28) is an important measure of quality. This measure gives members an opportunity to rate all of the health care they have received in the last six months and in turn provides feedback to the program to help improve their members' quality of care.

Key Drivers are identified using a correlation analysis, which measures the strength between each attribute and question 28, "What number would you use to rate all your child's health care in the last 6 months?" A bivariate Pearson correlation was run to test the relationship between each applicable program attribute and the rating of health care satisfaction. The Pearson Correlation Coefficient gives the strength of the Key Driver for the program. A correlation coefficient of 1 represents a perfect positive relationship while a coefficient of 0 represents no relationship. As the correlation coefficient increases, so also does the strength of the relationship. Therefore, Key Drivers are those attributes that have the highest correlations.

Those attributes considered Key Drivers are noted below. For your program, Key Drivers of Health Care Satisfaction are those attributes with a correlation coefficient greater than 0.415.

Key Drivers of Health Care Satisfaction

| Q# | Attribute | Correlation Coefficient |
|------|---|-------------------------|
| Q5. | Rating of specialist | 0.603 |
| Q46. | Rating of CMS Clinic | 0.601 |
| Q18. | Doctors showed respect for what you had to say | 0.522 |
| Q25. | When decisions were made, the doctor involved you as much as you wanted | 0.494 |
| Q16. | Doctors listened carefully to you | 0.493 |
| Q71. | Rating of Beneficiary Help Line | 0.422 |
| Q15. | Doctor's office staff were helpful | 0.420 |

An additional bivariate Pearson correlation was run to test the relationship between applicable attributes and question 46, "What number would you use to rate the CMS clinic for the services your child received in the last 12 months?" The attributes listed below are strongly correlated with question 46 and have a correlation coefficient greater than 0.425.



Key Drivers of Satisfaction with the CMS Clinic

| Q# | Attribute | Correlation Coefficient |
|-----|---|-------------------------|
| Q67 | Not a problem getting the help you needed when calling the Beneficiary Help Line | 0.652 |
| Q28 | Rating of health care | 0.601 |
| Q25 | When decisions were made, the doctor involved you as much as you wanted | 0.559 |
| Q23 | When decisions were made, the doctor discussed the good and bad about each choice | 0.520 |
| Q71 | Rating of Beneficiary Help Line | 0.500 |
| Q24 | When decisions were made, the doctor asked you about what choices you preferred | 0.465 |
| Q22 | When decisions were made, the doctor offered you choices | 0.427 |

The complete correlation analyses presented on pages 7A and 7C list each applicable attribute and its corresponding Pearson Correlation Coefficient. The attributes identified as Key Drivers are highlighted in gray for straightforward referencing. In addition, the related 2010 and 2008 Summary Rate Scores for CSHCS are provided for review, along with significance testing.



Opportunity Analysis

Depending on your program's success in each of the Key Driver areas, TMG offers the following opportunity analysis.

The grid on page 7B is divided into 6 sections. An attribute's placement to the left, right, or center is determined by the 2010 Summary Rate Scores as compared to the 2008 trend data scores. Those attributes whose scores statistically significantly increased from those of 2008 are considered "strengths" and are placed to the right. Attributes whose scores statistically significantly decreased are considered "opportunities" and are placed to the left. All remaining attributes whose score was not statistically significantly different or unable to test are considered an "area to monitor" and are placed in the center.



Those attributes found to be Key Drivers of Health Care Satisfaction (as determined by the correlation analysis on Page 7A) are placed in the top portion of the grid in one of the following areas:

| <u>Opportunity</u> Key Driver but statistically significantly lower than 2008 | <u>Monitor</u> Key Driver but not statistically significantly different than 2008 | <u>Strength</u> Key Driver and statistically significantly higher than 2008 |
|---|---|---|
| NOT a Key Driver and statistically significantly lower than 2008 | NOT a Key Driver and not statistically significantly different than 2008 | NOT a Key Driver but statistically significantly higher than 2008 |

The results from CSHCS's Opportunity Analysis reveal the following areas as Strengths, Opportunities, or Monitors:

Program Strengths (Market & Maintain)

| Q# | Attribute | Correlation Coefficient |
|----|-----------|-------------------------|
|----|-----------|-------------------------|

None Applicable

Program Opportunity (Investigate & Improve)

| Q# | Attribute | Correlation Coefficient |
|----|-----------|-------------------------|
|----|-----------|-------------------------|

None Applicable

Program Service Areas to Monitor

| Q# | Attribute | Correlation Coefficient |
|------|---|-------------------------|
| Q5. | Rating of specialist | 0.603 |
| Q46. | Rating of CMS Clinic | 0.601 |
| Q18. | Doctors showed respect for what you had to say | 0.522 |
| Q25. | When decisions were made, the doctor involved you as much as you wanted | 0.494 |
| Q16. | Doctors listened carefully to you | 0.493 |
| Q71. | Rating of Beneficiary Help Line | 0.422 |
| Q15. | Office staff as helpful as you thought they should be | 0.420 |

Charts 7A – 7C

7A. Attribute Analysis with Q28

Attribute Correlations with Rating of Health Care

Children's Special Health Care Services

Child with Chronic Care Condition

| Question Description | Attributes  | Correlation Coefficient* | Summary Rate 2010 | Summary Rate 2008 | Significance Testing** 2010 to 2008 |
|---|--|--------------------------|-------------------|-------------------|-------------------------------------|
| Specialist | Q3. Not a problem to see a specialist | 0.198 | 78.2% | 79.4% | ↔ |
| Advice | Q7. Received the help or advice you needed | 0.325 | 89.0% | 89.5% | ↔ |
| Getting Needed Care | Q9. Child received needed care as soon as you wanted | 0.375 | 93.6% | 89.3% | ↔ |
| | Q10. Child received the needed care the same day | 0.289 | 68.8% | 61.5% | ↔ |
| | Q13. Not a problem to get necessary care | 0.384 | 87.1% | 87.9% | ↔ |
| Courteous and Helpful Office Staff | Q14. Doctor's office staff were courteous and respectful | 0.355 | 97.3% | 96.6% | ↔ |
| | Q15. Doctor's office staff were helpful | 0.420 | 95.3% | 94.7% | ↔ |
| How Well Doctors Communicate | Q16. Doctors listened carefully to you | 0.493 | 95.5% | 95.2% | ↔ |
| | Q17. Doctors explained things in an understandable way | 0.406 | 96.9% | 97.3% | ↔ |
| | Q18. Doctors showed respect for what you had to say | 0.522 | 95.3% | 95.1% | ↔ |
| | Q19. Doctors explained things in a way your child could understand | 0.357 | 82.4% | 82.3% | ↔ |
| | Q20. Doctors spending enough time with your child | 0.396 | 93.3% | 91.6% | ↔ |
| Decisions | Q22. When decisions were made, the doctor offered you choices | 0.257 | 85.7% | 89.4% | ↔ |
| | Q23. When decisions were made, the doctor discussed the good and bad about each choice | 0.329 | 87.8% | 90.3% | ↔ |
| | Q24. When decisions were made, the doctor asked you about what choices you preferred | 0.362 | 78.2% | 82.9% | ↔ |
| | Q25. When decisions were made, the doctor involved you as much as you wanted | 0.494 | 91.1% | 91.2% | ↔ |
| Care Coordination | Q27. Someone helped coordinate care amongst different providers or services | 0.043 | 39.8% | 40.2% | ↔ |
| Prescriptions | Q30. Not a problem to get child's prescription medicine | 0.206 | 72.8% | 77.7% | ↔ |
| | Q31. Someone helped you if you had a problem getting prescription medicine for your child | 0.178 | 58.1% | 58.3% | ↔ |
| Special Needs | Q34. The help received for transportation met your needs | 0.292 | 81.1% | 92.1% | ↔ |
| | Q36. Not a problem to get the special medical equipment needed | 0.229 | 60.9% | 62.0% | ↔ |
| | Q38. Not a problem to get special therapy for your child | 0.225 | 71.2% | 60.2% | ↔ |
| | Q39. Someone helped you if you had a problem getting special therapy for your child | 0.103 | 45.2% | 38.5% | ↔ |
| CMS Clinics | Q41. Not a problem to get an appointment in a CMS Clinic | 0.244 | 87.3% | 88.5% | ↔ |
| | Q44. CMS Clinic developed a plan of care for your child | 0.162 | 92.9% | 91.8% | - |
| | Q45. Someone from the CMS Clinic helped coordinate your child's care | 0.005 | 73.5% | 63.2% | ↔ |
| CSHCS Office | Q50. Satisfied with the service received when you contacted the CSHCS office | 0.324 | 84.6% | 84.4% | ↔ |
| Help Line | Q67. Not a problem getting the help you needed when calling the Beneficiary Help Line | 0.293 | 56.7% | 42.4% | ↔ |
| Rating Questions | Q5. Rating of specialist | 0.603 | 89.5% | 89.3% | ↔ |
| | Q46. Rating of CMS Clinic | 0.601 | 85.5% | 92.1% | ↔ |
| | Q71. Rating of Beneficiary Help Line | 0.422 | 48.6% | 60.0% | ↔ |

* As the correlation coefficient approaches a value of 1.000 the association of the attribute with overall satisfaction is increased. Refer to the Technical Notes for a thorough explanation of the Correlation Coefficient.

 Key Drivers are shaded gray. They are defined as those attributes with a correlation coefficient greater than or equal to 0.415.

** Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "-" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above question due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.

7B. Opportunity Analysis

Key Drivers of Overall Satisfaction with Health Care

518 Total Respondents

| | | | |
|---|--|---|---|
| Significant Impact on Health Care Satisfaction | None Applicable | Q5. Rating of specialist 0.603 Q46. Rating of CMS Clinic 0.601 Q18. Doctors showed respect for what you had to say 0.522 Q25. When decisions were made, the doctor involved you as much as you wanted 0.494 Q16. Doctors listened carefully to you 0.493 Q71. Rating of Beneficiary Help Line 0.422 Q15. Doctor's office staff were helpful 0.420 | None Applicable |
| | Investigate & Improve OPPORTUNITY Investigate & Improve | AREA TO MONITOR | Market & Maintain STRENGTH Market & Maintain |
| No Significant Impact on Health Care Satisfaction | None Applicable | Q3. Not a problem to see a specialist Q7. Received the help or advice you needed Q9. Child received needed care as soon as you wanted Q10. Child received the needed care the same day Q13. Not a problem to get necessary care Q14. Doctor's office staff were courteous and respectful Q17. Doctors explained things in an understandable way Q19. Doctors explained things in a way your child could understand Q20. Doctors spending enough time with your child Q22. When decisions were made, the doctor offered you choices Q23. When decisions were made, the doctor discussed the good and bad about each choice Q24. When decisions were made, the doctor asked you about what choices you preferred Q27. Someone helped coordinate care amongst different providers or services Q30. Not a problem to get child's prescription medicine Q31. Someone helped you if you had a problem getting prescription medicine for your child Q34. The help received for transportation met your needs Q36. Not a problem to get the special medical equipment needed Q38. Not a problem to get special therapy for your child Q39. Someone helped you if you had a problem getting special therapy for your child Q41. Not a problem to get an appointment in a CMS Clinic Q44. CMS Clinic developed a plan of care for your child Q45. Someone from the CMS Clinic helped coordinate your child's care Q50. Satisfied with the service received when you contacted the CSHCS office Q67. Not a problem getting the help you needed when calling the Beneficiary Help Line | None Applicable |

Attributes found to have a significant positive impact on overall satisfaction with the health care by the correlation analysis (testing the strength of the relationship between the overall satisfaction with the health care and the attribute scores) are reported as Key Drivers of Overall Satisfaction and are placed in the "significant" regions in the top portion of the grid. An attribute's placement on the right, left, or center of the grid is determined by its Summary Rate Score relative to the 2008 trend data. Attributes which statistically significantly decreased are placed to the left, attributes that statistically significantly increased are placed to the right, and attributes that are not statistically significantly different from 2008 trend data or inconclusive (Unable to Test) are placed in the center. Refer to the Technical Notes section for more information.

Numbers shown are Pearson correlation coefficients. The closer the coefficient is to 1 or -1, the stronger its influence on overall satisfaction.

7C. Attribute Analysis with Q46

Children's Special Health Care Services

Attribute Correlations with Rating of CMS Clinic

Child with Chronic Care Condition

| Question Description | Attributes  | Correlation Coefficient* | Summary Rate 2010 | Summary Rate 2008 | Significance Testing** 2010 to 2008 |
|---|--|--------------------------|-------------------|-------------------|-------------------------------------|
| Specialist | Q3. Not a problem to see a specialist | 0.202 | 78.2% | 79.4% | ↔ |
| Advice | Q7. Received the help or advice you needed | 0.294 | 89.0% | 89.5% | ↔ |
| Getting Needed Care | Q9. Child received needed care as soon as you wanted | 0.228 | 93.6% | 89.3% | ↔ |
| | Q10. Child received the needed care the same day | 0.167 | 68.8% | 61.5% | ↔ |
| | Q13. Not a problem to get necessary care | 0.362 | 87.1% | 87.9% | ↔ |
| Courteous and Helpful Office Staff | Q14. Doctor's office staff were courteous and respectful | 0.375 | 97.3% | 96.6% | ↔ |
| | Q15. Doctor's office staff were helpful | 0.234 | 95.3% | 94.7% | ↔ |
| How Well Doctors Communicate | Q16. Doctors listened carefully to you | 0.419 | 95.5% | 95.2% | ↔ |
| | Q17. Doctors explained things in an understandable way | 0.319 | 96.9% | 97.3% | ↔ |
| | Q18. Doctors showed respect for what you had to say | 0.356 | 95.3% | 95.1% | ↔ |
| | Q19. Doctors explained things in a way your child could understand | 0.117 | 82.4% | 82.3% | ↔ |
| Decisions | Q20. Doctors spending enough time with your child | 0.361 | 93.3% | 91.6% | ↔ |
| | Q22. When decisions were made, the doctor offered you choices | 0.427 | 85.7% | 89.4% | ↔ |
| | Q23. When decisions were made, the doctor discussed the good and bad about each choice | 0.520 | 87.8% | 90.3% | ↔ |
| | Q24. When decisions were made, the doctor asked you about what choices you preferred | 0.465 | 78.2% | 82.9% | ↔ |
| Care Coordination | Q25. When decisions were made, the doctor involved you as much as you wanted | 0.559 | 91.1% | 91.2% | ↔ |
| | Q27. Someone helped coordinate care amongst different providers or services | 0.079 | 39.8% | 40.2% | ↔ |
| Prescriptions | Q30. Not a problem to get child's prescription medicine | 0.304 | 72.8% | 77.7% | ↔ |
| | Q31. Someone helped you if you had a problem getting prescription medicine for your child | 0.020 | 58.1% | 58.3% | ↔ |
| Special Needs | Q34. The help received for transportation met your needs | 0.189 | 81.1% | 92.1% | ↔ |
| | Q36. Not a problem to get the special medical equipment needed | 0.419 | 60.9% | 62.0% | ↔ |
| | Q38. Not a problem to get special therapy for your child | 0.413 | 71.2% | 60.2% | ↔ |
| | Q39. Someone helped you if you had a problem getting special therapy for your child | 0.115 | 45.2% | 38.5% | ↔ |
| CMS Clinics | Q41. Not a problem to get an appointment in a CMS Clinic | 0.331 | 87.3% | 88.5% | ↔ |
| | Q44. CMS Clinic developed a plan of care for your child | 0.319 | 92.9% | 91.8% | ▪ |
| | Q45. Someone from the CMS Clinic helped coordinate your child's care | 0.170 | 73.5% | 63.2% | ↔ |
| CSHCS Office | Q50. Satisfied with the service received when you contacted the CSHCS office | 0.213 | 84.6% | 84.4% | ↔ |
| Help Line | Q67. Not a problem getting the help you needed when calling the Beneficiary Help Line | 0.652 | 56.7% | 42.4% | ↔ |
| Rating Questions | Q5. Rating of specialist | 0.323 | 89.5% | 89.3% | ↔ |
| | Q28. Rating of health care | 0.601 | 86.0% | 86.1% | ↔ |
| | Q71. Rating of Beneficiary Help Line | 0.500 | 48.6% | 60.0% | ↔ |

* As the correlation coefficient approaches a value of 1.000 the association of the attribute with overall satisfaction is increased. See Technical Notes for a thorough explanation of the Correlation Coefficient.

 Key Drivers are shaded gray. They are defined as those attributes with a correlation coefficient greater than or equal to 0.425.

** Significance Testing - "↓" denotes significant decrease when compared to previous years. "↑" denotes significant increase when compared to previous years. "↔" denotes that there was no significant difference between the percentages. "▪" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 1: Summary Rates are defined by TMG and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Note 2: Significance testing resulted in "Unable to Test" for the above question due to low valid n's and/or extreme Summary Rates. The formulas used for these statistical tests are provided on pages 8-5 and 8-6.



8. Technical Notes

Presented alphabetically by subject area

Composite Categories

The Child with Chronic Care Condition Custom Survey includes 15 composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. The composite score is the average of the Summary Rate Scores of the questions comprising a composite. For example, the Health Care from a Specialist composite is the average of the Summary Rate Scores of Questions 2, 3 and 4.

Correlation Analysis

Those independent variables found to have a significant influence on satisfaction are reported as Key Drivers of Overall Satisfaction. Key Drivers are identified using a correlation analysis. The numbers reported alongside each significant attribute are Pearson correlation coefficients. These coefficients indicate the strength of the linear relationship between the attribute and the overall satisfaction. These scores can range from -1 (perfect negative correlation) to $+1$ (perfect positive correlation). As the value moves closer to -1 or $+1$ the relationship is stronger, and as the value moves closer to 0 the relationship is weaker.

Demographic Categories

TMG collapses the age, race, and education group categories into fewer segments than those presented as response options by the Child with Chronic Care Condition Custom Survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Multiple Mark Response

Some questions allow for respondents to mark multiple response options in order to give a more complete idea of their experience in the particular area. As a result, response options to these questions typically add up to more than 100%. Also note that Multiple Mark Responses contain an extra row of information in the Banner Tables called "Total Valid Responses" which displays the total number of responses given.

Opportunity Analysis

A *Correlation analysis* is run between applicable attributes and the satisfaction variable as measured by Question 28 ("What number would you use to rate all your child's health care in the last 6 months?"), as well as between applicable attributes and by Question 46 ("What number would you use to rate the CMS Clinic for the services your child received in the last 12 months?"). The Pearson's product moment correlation coefficient, r , is used to measure the strength of the linear association between each attribute and the satisfaction variable (Question 28 and, separately, Question 46).



If the attribute Summary Rate Score is significantly higher than the 2008 trend data score and is determined to be a Key Driver by the correlation analysis, the attribute is considered a program “Strength.” If the attribute is a Key Driver and the Summary Rate Score is significantly lower than the 2008 trend data score, the attribute is considered a program “Opportunity.” If a Key Driver has a Summary Rate Score that is not significantly different than the 2008 trend data score it is suggested that it be monitored, as it could become a Strength or an Opportunity in the future, depending on the program’s success in that area.

Rating Questions

There are four rating questions that ask respondents to rate: (1) their specialist, (2) all their health care, (3) their CMS Clinic and (4) the Beneficiary Help Line. For each rating question, respondents were asked to provide ratings using an 11-point scale with “0” representing the worst rating and “10” the best rating.

Rounding of Data

For many survey questions, you will often see response distribution percentages listed that do not add to exactly 100%. In some cases, they may add to 99.9%, and in others, to 100.1%. This tends to cause some concern, as it gives the appearance of a valid response being omitted, or even counted twice. The following explanation is provided as a means to understanding how rounding affects the percentages shown in the report.

The key to understanding how rounding affects listed percentages is knowing that the survey question’s entire valid response set is being accounted for. That is, although the percentages don’t add to exactly 100%, the entire response set is represented in the percentages shown.

In many cases, dividing a number of responses by the total number of valid responses provides a percentage that will go out to an infinite number of decimal places. An example of this is dividing 1 by 3; no matter how many decimal places this quotient is taken out to, it will always be a continuous string of ‘3’s. As a result, we see the following when adding each of the item response percentages:

| | | | | | |
|-------------|-------------------|-----------------|-------------------|---------------------|-----------------------|
| Response 1: | n = 1 | .3 | .33 | .333 | .3333 |
| Response 2: | n = 1 | .3 | .33 | .333 | .3333 |
| Response 3: | $\frac{n = 1}{3}$ | $\frac{.3}{.9}$ | $\frac{.33}{.99}$ | $\frac{.333}{.999}$ | $\frac{.3333}{.9999}$ |

It is evident that no matter how many decimal places we take our quotient out to, we will never be able to add the results to exactly 1 (or 100%), even though all 3 responses are included in the percentage calculation.



Through consultation with a number of our clients, TMG has determined that using a single decimal place in the reporting of percentages provides an adequate level of detail. Typically, when percentages are calculated in our report applications, all decimal places are computed, but only the first decimal place is actually shown. As such, adding rounded single-digit decimals may not equal to 100%. If the same figures were taken out an additional decimal place, however, they might then add to exactly 100%. Or, as the example above shows, they may never equal an even 100%.

Finally, when rounding, TMG employs the standard practice of rounding down any number from 1 to 4, and rounding up any number from 5 to 9.

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90*** out of 100 times a sample of that size and percentage distribution would be selected.

| Valid Responses | Percentage Distribution | | | | |
|-----------------|-------------------------|-------|-------|-------|-------|
| | 50/50 | 60/40 | 70/30 | 80/20 | 90/10 |
| 50 | 13.9 | 13.6 | 12.7 | 11.1 | 8.3 |
| 100 | 9.8 | 9.6 | 9.0 | 7.8 | 5.9 |
| 200 | 6.9 | 6.8 | 6.4 | 5.5 | 4.2 |
| 300 | 5.7 | 5.5 | 5.2 | 4.5 | 3.4 |
| 400 | 4.9 | 4.8 | 4.5 | 3.9 | 2.9 |
| 500 | 4.4 | 4.3 | 4.0 | 3.5 | 2.6 |
| 750 | 3.6 | 3.5 | 3.3 | 2.9 | 2.1 |
| 850 | 3.4 | 3.3 | 3.1 | 2.7 | 2.0 |

* 95% confidence interval



| Valid Responses | Percentage Distribution | | | | |
|-----------------|-------------------------|-------|-------|-------|-------|
| | 50/50 | 60/40 | 70/30 | 80/20 | 90/10 |
| 50 | 11.6 | 11.4 | 10.7 | 9.3 | 7.0 |
| 100 | 8.2 | 8.1 | 7.5 | 6.6 | 4.9 |
| 200 | 5.8 | 5.7 | 5.3 | 4.7 | 3.5 |
| 300 | 4.7 | 4.7 | 4.4 | 3.8 | 2.8 |
| 400 | 4.1 | 4.0 | 3.8 | 3.3 | 2.5 |
| 500 | 3.7 | 3.6 | 3.4 | 2.9 | 2.2 |
| 750 | 3.0 | 2.9 | 2.8 | 2.4 | 1.8 |
| 850 | 2.8 | 2.8 | 2.6 | 2.3 | 1.7 |

*90% confidence interval

The sampling error table is used in the following manner. Assume that “What number would you use to rate all your child's health care in the last 6 months?” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the first table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Statistical Significance

A statistically significant hypothesis testing result means that—based on the sample(s), conditions/assumptions, and level of significance—there is sufficient evidence to conclude the alternate hypothesis. For example, when testing to see if there is a difference between last year’s population Summary Rate and this year’s population Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Summary Rate

Summary Rates are single statistics generated for a survey question as specified by TMG. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) such as “Always” and “Usually”, “Not a Problem” or “8” to “10”. Not all questions are assigned a Summary Rate by TMG.

Summary Rate categories for the rating questions represent respondents who answered “8,” “9,” or “10.”



Survey Administration Protocol

The Child with Chronic Care Condition Custom Survey protocol allowed for a mixed methodology (mail and telephone), which includes 4-waves of mail (two questionnaire mailings and two reminder post cards) with a telephone follow-up of at least 3 attempts.

| Mixed Methodology Tasks | Approximate Time Frame |
|--|------------------------|
| First questionnaire and cover letter sent to the member. | 5/19/2010 |
| A postcard reminder is sent to non-respondents. | 5/26/2010 |
| A second questionnaire with replacement cover letter is sent to non-respondents. | 6/16/2010 |
| A second postcard reminder is sent to non-respondents. | 6/23/2010 |
| Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents. Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days and in different weeks. | 7/1/2010 |
| Telephone follow-up is completed. | 8/4/2010 |

Valid Surveys/Unanswered Questions

The Child with Chronic Care Condition Custom Survey prescribes that a survey will be included in the analysis only if the member appropriately responds to Question 1 (either response option 1 or 2.) If a respondent did not answer a particular question, that response is considered “missing.” If a respondent answered a question by marking more than one response (not including Q43, Q49 and Q58), that response is considered a “multiple mark”. A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

To test for true differences in member satisfaction score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between different populations (e.g., A Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.



When testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

\hat{p}_1 = Summary Rate from the 1st sample

\hat{p}_2 = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

\hat{p} = Pooled Summary Rate score,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

\hat{q} = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1 - \hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1 - \hat{p}_2) \geq 5$) the z-statistic has a distribution which can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

With large sample sizes (generally $n > 30$), the z-statistic has a standard normal distribution. Thus, the hypothesis that the populations under comparison have equal satisfaction scores is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

Sample Survey Tool



Answer all the questions by shading or marking the box with blue or black ink. Like this [X], this [], or this []. You are sometimes told to skip over some questions in this survey. When this happens, you will see a note that tells you what question to answer next. Like this: [X] YesGo to Question 3. All information that would let someone identify you or your family will be kept private. The Myers Group will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

- 1. Our records show that your child is enrolled in Children's Special Health Care Services. Is that right?
[] Yes, child is currently in the CSHCS programGo to Question 2
[] No, child is not currently in CSHCS, but was in CSHCS for at least six monthsGo to Question 2
[] No, child was not enrolled in CSHCS for at least six monthsPlease return the survey in the postage-paid envelope.

Health Care from a Specialist

- When you answer the next questions, do not include dental visits.
2. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 6 months, did you or a doctor think your child needed to see a specialist?
[] YesGo to Question 3
[] NoGo to Question 4
3. In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?
[] A big problem
[] A small problem
[] Not a problem
4. In the last 6 months, did your child see a specialist?
[] YesGo to Question 5
[] NoGo to Question 6
5. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?
Worst specialist possible 0 1 2 3 4 5 6 7 8 9 10 Best specialist possible

Calling Doctor's Offices

- 6. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?
[] YesGo to Question 7
[] NoGo to Question 8
7. In the last 6 months, when you called during regular office hours to get the help or advice related to your child's CSHCS condition, how often did you receive it?
[] Never
[] Sometimes
[] Usually
[] Always

Health Care for CSHCS Condition

- 8. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?
[] YesGo to Question 9
[] NoGo to Question 11
9. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?
[] Never
[] Sometimes
[] Usually
[] Always
10. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did your child usually have to wait between trying to get care and actually seeing a provider?
[] Same day
[] 1 day
[] 2 days
[] 3 days
[] 4-7 days
[] 8-14 days
[] 15 days or longer
11. In the last 6 months, how many times did your child go to an emergency room?
[] None
[] 1
[] 2
[] 3
[] 4
[] 5 to 9
[] 10 or more
12. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?
[] NoneGo to Question 21
[] 1Go to Question 13
[] 2Go to Question 13
[] 3Go to Question 13
[] 4Go to Question 13
[] 5 to 9Go to Question 13
[] 10 or moreGo to Question 13
13. In the last 6 months, how much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary?
[] A big problem
[] A small problem
[] Not a problem
14. In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?
[] Never
[] Sometimes
[] Usually
[] Always

Family Center

- 51. Have you received any information about the CSHCS Family Center during the last 6 months?
[] Yes
[] No
[] I don't know
[] I would like more information
52. Did you know that there is a Family Support Network Program available to support families of children with special needs?
[] Yes
[] No
[] I would like more information
53. Are you aware of the toll free CSHCS phone line (1-800-359-3722)?
[] Yes
[] No
[] I would like more information

About Your Child and You

- 54. In general, how would you rate your child's overall health now?
[] Excellent
[] Very good
[] Good
[] Fair
[] Poor
55. What is your child's age now?
[] Less than 1 year old
[] YEARS OLD (Write in)
56. Is your child male or female?
[] Male
[] Female
57. Is your child of Hispanic or Latino origin or descent?
[] Yes, Hispanic or Latino
[] No, not Hispanic or Latino
58. What is your child's race? (Please mark one or more)
[] White
[] Black or African-American
[] Asian
[] Native Hawaiian or other Pacific Islander
[] American Indian or Alaska Native
[] Other
59. What is your age now?
[] Under 18
[] 18 to 24
[] 25 to 34
[] 35 to 44
[] 45 to 54
[] 55 to 64
[] 65 to 74
[] 75 or older
60. Are you male or female?
[] Male
[] Female
61. What is the highest grade or level of school that you have completed?
[] 8th grade or less
[] Some high school, but did not graduate
[] High school graduate or GED
[] Some college or 2-year degree
[] 4-year college graduate
[] More than 4-year college degree

- 62. What language do you mainly speak at home?
[] English
[] Spanish
[] Some other language
63. What language does your child mainly speak at home?
[] English
[] Spanish
[] Some other language
64. How are you related to the CSHCS client?
[] Mother or father
[] Grandparent
[] Aunt or uncle
[] Older brother or sister
[] Other relative
[] Legal guardian
[] Self
65. Are you listed as either the parent or guardian on CSHCS records?
[] Yes
[] No

Beneficiary Help Line

- 66. In the last 6 months, did you call the Beneficiary Help Line (1-800-642-3195) to get information or help for your child?
[] YesGo to Question 67
[] NoGo to Question 68
67. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called the Beneficiary Help Line?
[] A big problem
[] A small problem
[] Not a problem
68. In the last 6 months, have you called the Beneficiary Help Line with a complaint or problem?
[] YesGo to Question 69
[] NoGo to Question 71
69. How long did it take the Beneficiary Help Line to resolve your complaint?
[] Same day
[] 2-7 days
[] 8-14 days
[] 15-21 days
[] More than 21 days
[] I am still waiting for it to be settled
70. Was your complaint or problem settled to your satisfaction?
[] Yes
[] No
[] I am still waiting for it to be settled
71. We want to know your rating of all your experience with the Beneficiary Help Line. Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the Beneficiary Help Line now?
Worst possible 0 1 2 3 4 5 6 7 8 9 10 Best possible

Thank You

Please return the completed survey in the postage-paid envelope.

15. In the last 6 months, how often were office staff at your child's doctor's office or clinic as **helpful** as you thought they should be?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
16. In the last 6 months, how often did your child's doctors or other health providers **listen carefully to you**?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
17. In the last 6 months, how often did your child's doctors or other health providers **explain things** in a way you could understand?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
18. In the last 6 months, how often did your child's doctors or other health providers show **respect for what you had to say**?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
19. In the last 6 months, how often did your child's doctors or other health providers **explain things** in a way **your child** could understand?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
20. In the last 6 months, how often did doctors or other health providers **spend enough time** with your child?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
21. In the last 6 months, were **any decisions** made about your child's health care?
- 1 Yes **Go to Question 22**
 2 No **Go to Question 26**
22. When **decisions** were made in the last 6 months, how **often** did your child's doctors or other health providers **offer you choices** about your child's health care?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
23. When **decisions** were made in the last 6 months, how **often** did your child's doctors or other health providers **discuss** with you the good and bad things about each of the different choices for your child's health care?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
24. When **decisions** were made in the last 6 months, how **often** did your child's doctors or other health providers **ask you** to tell them what choices **you prefer**?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always

25. When **decisions** were made in the last 6 months, how **often** did your child's doctors or other health providers **involve you** as much as you wanted?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always
26. In the last 6 months, did your child get care from **more than one kind** of health care **provider** or use **more than one kind** of health care service?
- 1 Yes
 2 No
27. In the last 6 months, did anyone from your child's doctor's office, local health department or clinic **help coordinate** your child's care among these different providers or services?
- 1 Yes
 2 No
28. We want to know your rating of health care for your child's CSHCS condition in the last 6 months from **all doctors and other health providers**.
 Using **any number from 0 to 10**, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?
- | | | | | | | | | | | |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst health care possible | | | | | Best health care possible | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Prescriptions

The next questions are about prescription medicine your child needed for the CSHCS condition.

29. In the last 6 months, did your child **get a prescription** for medicine or did you refill a prescription for your child?
- 1 Yes **Go to Question 30**
 2 No **Go to Question 32**
30. In the last 6 months, how much of a **problem**, if any, was it to get your child's prescription medicine?
- 1 A big problem **Go to Question 31**
 2 A small problem **Go to Question 31**
 3 Not a problem **Go to Question 32**
31. Did anyone from your child's doctor's office, local health department or clinic **help you** with this problem?
- 1 Yes
 2 No

Transportation

32. In the last 6 months, did you ask for help with transportation related to the CSHCS condition for your child?
- 1 Yes **Go to Question 33**
 2 No **Go to Question 35**
33. In the last 6 months, when you asked for help with transportation related to the CSHCS condition, how often did you get it?
- 1 Never **Go to Question 35**
 2 Sometimes **Go to Question 34**
 3 Usually **Go to Question 34**
 4 Always **Go to Question 34**
34. In the last 6 months, how often did the help with transportation related to the CSHCS condition meet your needs?
- 1 Never
 2 Sometimes
 3 Usually
 4 Always

Supplies and Equipment

35. In the last 6 months, did your child's CSHCS condition require you to get or try to get any special medical equipment, supplies or devices such as a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment?
- 1 Yes **Go to Question 36**
 2 No **Go to Question 37**
36. In the last 6 months, how much of a problem, if any, was it to get the special medical equipment needed for the CSHCS condition?
- 1 A big problem
 2 A small problem
 3 Not a problem

Special Therapies

37. In the last 6 months, did you get or try to **get special therapy** for your child, such as physical, occupational, or speech therapy?
- 1 Yes **Go to Question 38**
 2 No **Go to Question 40**
38. In the last 6 months, how much of a **problem**, if any, was it to get special therapy for your child?
- 1 A big problem **Go to Question 39**
 2 A small problem **Go to Question 39**
 3 Not a problem **Go to Question 40**
39. Did anyone from your child's doctor's office, local health department or clinic **help you** with this problem?
- 1 Yes
 2 No

Children's Multidisciplinary Specialty (CMS) Clinics

The following questions are about services delivered in Children's Multidisciplinary Specialty (CMS) clinics. CMS clinics include a variety of physician specialties and other health professionals who meet with CSHCS clients to evaluate the child, and develop a comprehensive care plan. CMS clinics are located in large pediatric hospitals.

40. Is your child being followed now, or has he or she had an appointment in the last 6 months, in a Children's Multidisciplinary Specialty (CMS) Clinic?
- 1 Yes **Go to Question 41**
 2 No **Go to Question 47**
 3 I don't know **Go to Question 47**
41. In the last 12 months, how much of a problem, if any, has it been to get your child an appointment in a CMS Clinic?
- 1 A big problem
 2 A small problem
 3 Not a problem
42. Did anyone from your child's doctor's office, local health department or clinic **help you** with this problem?
- 1 Yes
 2 No
43. What is the diagnosis category that best describes the condition that is the main reason for your child going to a CMS Clinic?
- 1 Blood diseases, sickle cell disease, cancers, AIDS, hemophilia
 2 Amputation, limb loss, muscular dystrophy
 3 Neurology conditions, seizures
 4 Kidney or urinary disease
 5 Apnea, pulmonary (lung) and breathing difficulty conditions, cystic fibrosis, asthma
 6 Heart conditions
 7 Diabetes or endocrine disorders
 8 Spina Bifida
 9 Genetic and metabolic disease
 10 Stomach conditions
 11 Cleft Palate
 12 Other
 13 I don't know

44. Did your CMS Clinic develop a plan of care for your child?
- 1 Yes
 2 No
 3 I don't know
45. In the last 6 months, did anyone from your child's CMS Clinic help coordinate your child's care?
- 1 Yes
 2 No
 3 I don't know
46. We want to know your rating for the services that your child received in a CMS clinic in the last 12 months. Using **any number from 0 to 10**, where 0 is not useful at all and 10 is the most useful as possible in helping your child. What number would you use to rate the CMS Clinic?
- | | | | | | | | | | | | | |
|--------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------------|---------------------|
| Not useful at all | | | | | | | | | | | Most useful as possible | |
| in helping my child | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | in helping my child |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <input type="checkbox"/> 11 My child had no visits in the last 12 months | | | | | | | | | | | |

Local Health Department Services

The next section is about services your child receives at the Children's Special Health Care Services office in your local health department.

47. In the last 6 months, have you had any contact, either by phone, mail or in person, with the CSHCS office at your local or county health department?
- 1 Yes **Go to Question 48**
 2 No **Go to Question 51**
 3 I don't know **Go to Question 51**
48. During the last 6 months, how many times have you had contact, either by phone, mail or in person, with the CSHCS office in your local health department?
- 1 1 contact
 2 2 contacts
 3 3 contacts
 4 4 or more contacts
49. From the list below, please **mark all of the topics** that have been covered in your contacts by phone, mail, or in person with the CSHCS office in the local health department during the last 6 months. (Mark all that apply)
- A Adding or changing providers
 B Arranging for a diagnostic evaluation
 C Assistance to identify other community resources
 D Financial review
 E Application to join CSHCS
 F Transportation assistance
 G Care Coordination/Plan of Care
 H Insurance or COBRA questions
 I Children with Special Needs Fund
 J Questions about Medicaid
 K Assistance as child becomes an adult
 L Other
50. Please mark below to show how you felt about the service you received when you contacted your CSHCS office in the local health department during the last 6 months.
- 1 Extremely dissatisfied
 2 Somewhat dissatisfied
 3 Neither satisfied nor dissatisfied
 4 Somewhat satisfied
 5 Extremely satisfied



9. Comments

Children's Special Health Care Services

Q62. What language do you mainly speak at home? (Other)

Health Plan Rating: 10 Albanian
Child's Health Status: Good
Education: High school graduate or GED
Respondent's Age: 35 to 44
Child's Age: 12

Health Plan Rating: 10 Chinese
Child's Health Status: Excellent
Education: Some high school but did not graduate
Respondent's Age: 25 to 34
Child's Age: 11

Health Plan Rating: 10 Greek
Child's Health Status: Good
Education: Some college or 2-year degree
Respondent's Age: 25 to 34
Child's Age: 1

Health Plan Rating: 10 Arabic
Child's Health Status: Good
Education: Some high school but did not graduate
Respondent's Age: 55 to 64
Child's Age: 15

Health Plan Rating: 10 Urdu
Child's Health Status: Excellent
Education: 8th grade or less
Respondent's Age: Under 18
Child's Age: 13

Health Plan Rating: 9 Polish
Child's Health Status: Good
Education: High school graduate or GED
Respondent's Age: 35 to 44
Child's Age: 8

Health Plan Rating: 9 Arabic
Child's Health Status: Very Good
Education: Some college or 2-year degree
Respondent's Age: 25 to 34
Child's Age: 3

Children's Special Health Care Services

Q62. What language do you mainly speak at home? (Other)

Health Plan Rating: 8 Arabic
Child's Health Status: Good
Education: Some college or 2-year degree
Respondent's Age: Under 18
Child's Age: 8

Health Plan Rating: 7 Polish
Child's Health Status: Good
Education: High school graduate or GED
Respondent's Age: 25 to 34
Child's Age: 3

Health Plan Rating: 6 Bengali
Child's Health Status: Good
Education: No Answer
Respondent's Age: No Answer
Child's Age: 99

Health Plan Rating: 5 Yoruba
Child's Health Status: Good
Education: 4-year college graduate
Respondent's Age: 35 to 44
Child's Age: 5

Health Plan Rating: 4 Chinese
Child's Health Status: Very Good
Education: Some high school but did not graduate
Respondent's Age: 45 to 54
Child's Age: 16

Health Plan Rating: No Answer German
Child's Health Status: Very Good
Education: 8th grade or less
Respondent's Age: 35 to 44
Child's Age: 8

Children's Special Health Care Services

Q63. What language do your child mainly speak at home? (Other)

Health Plan Rating: 10 My child is non verbal
Child's Health Status: Very Good
Education: Some college or 2-year degree
Respondent's Age: 35 to 44
Child's Age: 14

Health Plan Rating: 10 Sign Language
Child's Health Status: Good
Education: Some college or 2-year degree
Respondent's Age: 35 to 44
Child's Age: 12

Health Plan Rating: 10 Urdu and Punjabi
Child's Health Status: Excellent
Education: 8th grade or less
Respondent's Age: Under 18
Child's Age: 13

Health Plan Rating: 10 Both
Child's Health Status: Excellent
Education: 8th grade or less
Respondent's Age: 55 to 64
Child's Age: 16

Health Plan Rating: 10 Sign Language and picture cards
Child's Health Status: Good
Education: Some college or 2-year degree
Respondent's Age: 55 to 64
Child's Age: 7

Health Plan Rating: 10 Albanian
Child's Health Status: Good
Education: High school graduate or GED
Respondent's Age: 35 to 44
Child's Age: 12

Health Plan Rating: 10 Mandingo
Child's Health Status: Good
Education: High school graduate or GED
Respondent's Age: 25 to 34
Child's Age: 5

Children's Special Health Care Services

Q63. What language do your child mainly speak at home? (Other)

Health Plan Rating: 9 Non verbal
Child's Health Status: Good
Education: Some college or 2-year degree
Respondent's Age: 35 to 44
Child's Age: 14

Health Plan Rating: 8 Non verbal
Child's Health Status: Good
Education: High school graduate or GED
Respondent's Age: 45 to 54
Child's Age: 17

Health Plan Rating: 8 Non verbal
Child's Health Status: Good
Education: More than 4-year college degree
Respondent's Age: 55 to 64
Child's Age: 13

Health Plan Rating: 8 Hmong
Child's Health Status: Very Good
Education: High school graduate or GED
Respondent's Age: Under 18
Child's Age: 12

Health Plan Rating: 8 Really doesn't talk
Child's Health Status: Good
Education: Some high school but did not graduate
Respondent's Age: Under 18
Child's Age: 7

Health Plan Rating: 8 Arabic
Child's Health Status: Good
Education: Some college or 2-year degree
Respondent's Age: Under 18
Child's Age: 8

Health Plan Rating: 7 Bengali
Child's Health Status: Good
Education: More than 4-year college degree
Respondent's Age: 55 to 64
Child's Age: 16

Children's Special Health Care Services

Q63. What language do your child mainly speak at home? (Other)

Health Plan Rating: 6 Mute
Child's Health Status: Good
Education: No Answer
Respondent's Age: No Answer
Child's Age: 99

Health Plan Rating: 5 Yoruba
Child's Health Status: Good
Education: 4-year college graduate
Respondent's Age: 35 to 44
Child's Age: 5

Health Plan Rating: 4 Chinese
Child's Health Status: Very Good
Education: Some high school but did not graduate
Respondent's Age: 45 to 54
Child's Age: 16



10. *Glossary of Terms*

Attributes are the questions that relate to a specific service area or composite as defined by TMG.

Composites are the mean of the Summary Rates of attributes within a given service area as specified by TMG.

Confidence level is the degree of confidence, expressed as a percentage, which a reported number's true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Correlation coefficients are usually reported as r-values.

Global Proportions is a breakout of response option results.

Key Drivers are attributes that have been found to impact either satisfaction with health care (Q28) or satisfaction with the CMS Clinic (Q46) among the program members as determined by a correlation analysis.

Rating questions use a scale of 0 to 10 for assessing overall experience (specialist, health care, CMS Clinic and Beneficiary Help Line) with zero being the worst and 10 being the best.

Significance test is a test to determine if an observed difference is too large to have occurred by chance alone.

Summary Rates are single statistics generated for a survey question as specified by TMG. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) such as "Always" and "Usually", "Not a Problem," or "8" to "10." Not all questions are assigned a Summary Rate by TMG.

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.



11. **Banner Tables**

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents (Total), (2) demographic groups (age, gender, ethnicity, and race), and (3) other member characteristics (health status and disposition). In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are “sliced” are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled “Total” and shows results for the entire set of valid responses.

On the left side of the page, are three row headers: “Total,” “Total Valid Responses,” and “No Answer.” “Total” represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 518, which is the valid number of responses to the current survey. “Total Valid Responses” shows how many of the total respondents provided valid answers to the given question. Finally, “No Answer” is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper-case letters and separated by a slash (/)) in which statistical tests are run. Columns (F) and (G), for example, show results for the groups that rated their health plan “0-7” and “8-10”. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper- or lower-case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. **Note** that when comparing groups, the Z-Test is only valid for large sample sizes (generally, $n \geq 30$). (See Z-Test in *Technical Notes*.)

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper- and lower-case letters. If a percentage has an upper-case letter beneath it, a difference exists at the 0.05 level of significance. A lower-case letter denotes a difference at the 0.10 level of significance. A banner table example is presented below with key points noted.



===== GENDER =====

| | Total ----- (A) | Male ----- (B) | Female ----- (C) |
|-----------------------|----------------------------|------------------------------|--------------------------------|
| Total | 433 ¹ | 22 | 407 |
| Total Valid Responses | 429 ² 100.0% | 22 100.0% | 403 100.0% |
| No Answer | 4 ³ | - | 4 |
| Yes | 198 46.2% | 6 27.3% | 189 46.9% B ⁴ |
| No | 231 53.8% | 16 72.7 C ⁵ | 214 53.1% |

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, a person who says that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents—all Female—who were eligible to answer the question did not provide an answer.

4 – Females and Males provided significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than the 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “c” refers to the group in column C—Females—and is significant at the 0.10 level of significance.

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Page 3.....Q3. In the last 6 months, how much of a problem, if any,
was it to see a specialist that your child needed to see?

Page 4.....Q4. In the last 6 months, did your child see a specialist?

Page 5.....Q5. What number would you use to rate the specialist?

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or clinic during regular office hours to get help or advice
for your child?

Page 8.....Q7. In the last 6 months, when you called during regular
office hours to get the help or advice related to your
child's CSHCS condition, how often did you receive it?

Page 9.....Q8. In the last 6 months, did your child have an illness,
injury, or condition that needed care right away in a
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Page 27.....Q26. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

Page 28.....Q27. In the last 6 months, did anyone from your child's doctor's office, local health department or clinic help coordinate your child's care among these different providers or services?

Page 29.....Q28. What number would you use to rate all your child's health care in the last 6 months?

Page 31.....Q29. In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child?

Page 32.....Q30. In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?

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- Page 55.....Q50. Please mark below to show how you felt about the service you received when you contacted your CSHCS Office in the local health department during the last 6 months.
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- Page 57.....Q52. Did you know that there is a Family Support Network Program available to support families of children with special needs?
- Page 58.....Q53. Are you aware of the toll free CSHCS phone line (1-800-359-3722)?
- Page 59.....Q54. In general, how would you rate your child's overall health now?
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Q1. Our records show that your child is enrolled in Children's Special Health Care Services. Is that right?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 518 | 106 | 111 | 154 | 123 | 224 | 177 | 89 | 262 | 232 | 36 | 446 | 384 | 77 | 51 | 425 | 93 |
| Total Valid Responses | 511 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 7 | - | 1 | 2 | 4 | 3 | - | 3 | 4 | 3 | - | 6 | 4 | 2 | 1 | 7 | - |
| Yes, child currently in the CSHCS program | 497 | 99 | 110 | 151 | 118 | 216 | 174 | 85 | 256 | 222 | 35 | 432 | 371 | 75 | 50 | 409 | 88 |
| | 97.3% | 93.4% | 100.0% | 99.3% | 99.2% | 97.7% | 98.3% | 98.8% | 99.2% | 96.9% | 97.2% | 98.2% | 97.6% | 100.0% | 100.0% | 97.8% | 94.6% |
| | | | B | B | B | | | | j | | | | | M | M | | |
| No, child is NOT currently in the CSHCS but was in CSHCS for at least six months | 10 | 7 | - | 1 | 1 | 5 | 3 | 1 | 2 | 7 | 1 | 8 | 9 | - | - | 9 | 1 |
| | 2.0% | 6.6% | | 0.7% | 0.8% | 2.3% | 1.7% | 1.2% | 0.8% | 3.1% | 2.8% | 1.8% | 2.4% | | | 2.2% | 1.1% |
| | | DE | | | | | | | i | | | | | | | | |
| No, child was not enrolled in CSHCS for at least six months | 4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 4 |
| | 0.8% | | | | | | | | | | | | | | | | 4.3% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q2. In the last 6 months, did you or a doctor think your child needed to see a specialist?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|--------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 501 | 105 | 109 | 150 | 119 | 221 | 176 | 83 | 256 | 227 | 36 | 436 | 379 | 72 | 50 | 415 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 6 | 1 | 1 | 2 | - | - | 1 | 3 | 2 | 2 | - | 4 | 1 | 3 | - | 3 | 3 |
| Yes | 365 | 80 | 79 | 106 | 87 | 140 | 142 | 69 | 187 | 166 | 23 | 322 | 286 | 50 | 30 | 299 | 66 |
| | 72.9% | 76.2% | 72.5% | 70.7% | 73.1% | 63.3% | 80.7% | 83.1% | 73.0% | 73.1% | 63.9% | 73.9% | 75.5% | 69.4% | 60.0% | 72.0% | 76.7% |
| | | | | | | | F | F | | | | | O | | | | |
| No | 136 | 25 | 30 | 44 | 32 | 81 | 34 | 14 | 69 | 61 | 13 | 114 | 93 | 22 | 20 | 116 | 20 |
| | 27.1% | 23.8% | 27.5% | 29.3% | 26.9% | 36.7% | 19.3% | 16.9% | 27.0% | 26.9% | 36.1% | 26.1% | 24.5% | 30.6% | 40.0% | 28.0% | 23.3% |
| | | | | | | | GH | | | | | | | | M | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q3. In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 365 | 80 | 79 | 106 | 87 | 140 | 142 | 69 | 187 | 166 | 23 | 322 | 286 | 50 | 30 | 299 | 66 |
| Total Valid Responses | 357 | 79 | 77 | 105 | 86 | 138 | 139 | 68 | 182 | 165 | 23 | 316 | 281 | 49 | 30 | 293 | 64 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 8 | 1 | 2 | 1 | 1 | 2 | 3 | 1 | 5 | 1 | - | 6 | 5 | 1 | - | 6 | 2 |
| Not a problem | 279 | 65 | 58 | 85 | 66 | 112 | 102 | 59 | 145 | 128 | 16 | 252 | 227 | 36 | 18 | 225 | 54 |
| | 78.2% | 82.3% | 75.3% | 81.0% | 76.7% | 81.2% | 73.4% | 86.8% | 79.7% | 77.6% | 69.6% | 79.7% | 80.8% | 73.5% | 60.0% | 76.8% | 84.4% |
| | | | | | | | | G | | | | | O | | | | |
| A small problem | 49 | 8 | 12 | 16 | 11 | 20 | 22 | 6 | 25 | 23 | 7 | 39 | 33 | 11 | 6 | 42 | 7 |
| | 13.7% | 10.1% | 15.6% | 15.2% | 12.8% | 14.5% | 15.8% | 8.8% | 13.7% | 13.9% | 30.4% | 12.3% | 11.7% | 22.4% | 20.0% | 14.3% | 10.9% |
| | | | | | | | | | | | 1 | | | m | | | |
| A big problem | 29 | 6 | 7 | 4 | 9 | 6 | 15 | 3 | 12 | 14 | - | 25 | 21 | 2 | 6 | 26 | 3 |
| | 8.1% | 7.6% | 9.1% | 3.8% | 10.5% | 4.3% | 10.8% | 4.4% | 6.6% | 8.5% | | 7.9% | 7.5% | 4.1% | 20.0% | 8.9% | 4.7% |
| | | | | | d | | Ph | | | | | | | | mN | | |
| TMG SUMMARY RATE - Not a problem | 279 | 65 | 58 | 85 | 66 | 112 | 102 | 59 | 145 | 128 | 16 | 252 | 227 | 36 | 18 | 225 | 54 |
| | 78.2% | 82.3% | 75.3% | 81.0% | 76.7% | 81.2% | 73.4% | 86.8% | 79.7% | 77.6% | 69.6% | 79.7% | 80.8% | 73.5% | 60.0% | 76.8% | 84.4% |
| | | | | | | | | G | | | | | O | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q4. In the last 6 months, did your child see a specialist?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ==== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 490 | 104 | 108 | 148 | 115 | 215 | 173 | 85 | 251 | 224 | 35 | 431 | 370 | 74 | 48 | 407 | 83 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 17 | 2 | 2 | 4 | 4 | 6 | 4 | 1 | 7 | 5 | 1 | 9 | 10 | 1 | 2 | 11 | 6 |
| Yes | 387 | 81 | 83 | 117 | 95 | 157 | 140 | 76 | 202 | 174 | 27 | 340 | 300 | 54 | 38 | 317 | 70 |
| | 79.0% | 77.9% | 76.9% | 79.1% | 82.6% | 73.0% | 80.9% | 89.4% | 80.5% | 77.7% | 77.1% | 78.9% | 81.1% | 73.0% | 79.2% | 77.9% | 84.3% |
| | | | | | | f | Fg | | | | | | | | | | |
| No | 103 | 23 | 25 | 31 | 20 | 58 | 33 | 9 | 49 | 50 | 8 | 91 | 70 | 20 | 10 | 90 | 13 |
| | 21.0% | 22.1% | 23.1% | 20.9% | 17.4% | 27.0% | 19.1% | 10.6% | 19.5% | 22.3% | 22.9% | 21.1% | 18.9% | 27.0% | 20.8% | 22.1% | 15.7% |
| | | | | | | gH | h | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q5. What number would you use to rate the specialist?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------------|-------------|------------|--------|------------|-----------------------|-------------------|------------|---------------|------------|-----------------|------------------|-------------------------|------------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 387 | 81 | 83 | 117 | 95 | 157 | 140 | 76 | 202 | 174 | 27 | 340 | 300 | 54 | 38 | 317 | 70 |
| Total Valid Responses | 381 | 81 | 81 | 114 | 94 | 156 | 136 | 75 | 197 | 173 | 27 | 335 | 295 | 53 | 38 | 312 | 69 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 6 | - | 2 | 3 | 1 | 1 | 4 | 1 | 5 | 1 | - | 5 | 5 | 1 | - | 5 | 1 |
| 10 - Best specialist possible | 211 | 44 | 40 | 60 | 62 | 99 | 75 | 28 | 112 | 93 | 14 | 184 | 170 | 27 | 15 | 173 | 38 |
| | 55.4% | 54.3% | 49.4% | 52.6% | 66.0% CD | 63.5% H | 55.1% H | 37.3% | 56.9% | 53.8% | 51.9% | 54.9% | 57.6% O | 50.9% | 39.5% | 55.4% | 55.1% |
| 9 | 80 | 23 | 17 | 27 | 12 | 35 | 22 | 22 | 38 | 41 | 5 | 73 | 62 | 12 | 11 | 67 | 13 |
| | 21.0% | 28.4% E | 21.0% | 23.7% E | 12.8% | 22.4% | 16.2% | 29.3% G | 19.3% | 23.7% | 18.5% | 21.8% | 21.0% | 22.6% | 28.9% | 21.5% | 18.8% |
| 8 | 50 | 11 | 9 | 18 | 10 | 15 | 23 | 10 | 32 | 16 | 3 | 46 | 38 | 8 | 5 | 39 | 11 |
| | 13.1% | 13.6% | 11.1% | 15.8% | 10.6% | 9.6% | 16.9% f | 13.3% | 16.2% J | 9.2% | 11.1% | 13.7% | 12.9% | 15.1% | 13.2% | 12.5% | 15.9% |
| 7 | 20 | 3 | 5 | 5 | 6 | 5 | 7 | 8 | 8 | 12 | 3 | 17 | 14 | 2 | 3 | 16 | 4 |
| | 5.2% | 3.7% | 6.2% | 4.4% | 6.4% | 3.2% | 5.1% f | 10.7% f | 4.1% | 6.9% | 11.1% | 5.1% | 4.7% | 3.8% | 7.9% | 5.1% | 5.8% |
| 6 | 10 | - | 3 | 3 | 3 | 1 | 6 | 2 | 4 | 5 | 1 | 8 | 6 | 1 | 2 | 9 | 1 |
| | 2.6% | | 3.7% | 2.6% | 3.2% | 0.6% | 4.4% F | 2.7% | 2.0% | 2.9% | 3.7% | 2.4% | 2.0% | 1.9% | 5.3% | 2.9% | 1.4% |
| 5 | 5 | - | 3 | - | 1 | 1 | 1 | 2 | 1 | 3 | 1 | 3 | 3 | - | 2 | 3 | 2 |
| | 1.3% | | 3.7% | | 1.1% | 0.6% | 0.7% | 2.7% | 0.5% | 1.7% | 3.7% | 0.9% | 1.0% | | 5.3% | 1.0% | 2.9% |
| 4 | 2 | - | 1 | 1 | - | - | 1 | 1 | 1 | 1 | - | 2 | 1 | 1 | - | 2 | - |
| | 0.5% | | 1.2% | 0.9% | | | 0.7% | 1.3% | 0.5% | 0.6% | | 0.6% | 0.3% | 1.9% | | 0.6% | |
| 3 | 2 | - | 2 | - | - | - | - | 2 | - | 2 | - | 2 | 1 | 1 | - | 2 | - |
| | 0.5% | | 2.5% | | | | | 2.7% | | 1.2% | | 0.6% | 0.3% | 1.9% | | 0.6% | |
| 2 | 1 | - | 1 | - | - | - | 1 | - | 1 | - | - | - | - | 1 | - | 1 | - |
| | 0.3% | | 1.2% | | | | 0.7% | | 0.5% | | | | | 1.9% | | 0.3% | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
Children's Special Health Care Services Satisfaction Survey (57235)

Q5. What number would you use to rate the specialist?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------------|--------------|-------------------|-------------|-------------------|-----------------------|--------------------|--------------|---------------|-------------------|-----------------|------------------|-------------------------|--------------|-------------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0 - Worst specialist possible | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| TMG SUMMARY RATE - 8-10 | 341 89.5% | 78 96.3% Ce | 66 81.5% | 105 92.1% C | 84 89.4% | 149 95.5% GH | 120 88.2% | 60 80.0% | 182 92.4% j | 150 86.7% | 22 81.5% | 303 90.4% | 270 91.5% | 47 88.7% | 31 81.6% | 279 89.4% | 62 89.9% |
| TMG SUMMARY RATE - 9-10 | 291 76.4% | 67 82.7% c | 57 70.4% | 87 76.3% | 74 78.7% | 134 85.9% GH | 97 71.3% | 50 66.7% | 150 76.1% | 134 77.5% | 19 70.4% | 257 76.7% | 232 78.6% | 39 73.6% | 26 68.4% | 240 76.9% | 51 73.9% |
| Mean | 9.11 | 9.33 | 8.70 | 9.16 | 9.29 | 9.43 | 9.03 | 8.61 | 9.18 | 9.05 | 8.93 | 9.14 | 9.21 | 8.89 | 8.74 | 9.11 | 9.12 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q6. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 496 | 105 | 108 | 151 | 118 | 219 | 175 | 85 | 257 | 226 | 35 | 436 | 379 | 73 | 49 | 413 | 83 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 11 | 1 | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 3 | 1 | 4 | 1 | 2 | 1 | 5 | 6 |
| Yes | 330 | 72 | 70 | 102 | 77 | 131 | 119 | 70 | 177 | 146 | 23 | 295 | 257 | 47 | 32 | 280 | 50 |
| | 66.5% | 68.6% | 64.8% | 67.5% | 65.3% | 59.8% | 68.0% | 82.4% | 68.9% | 64.6% | 65.7% | 67.7% | 67.8% | 64.4% | 65.3% | 67.8% | 60.2% |
| | | | | | | | f | FG | | | | | | | | | |
| No | 166 | 33 | 38 | 49 | 41 | 88 | 56 | 15 | 80 | 80 | 12 | 141 | 122 | 26 | 17 | 133 | 33 |
| | 33.5% | 31.4% | 35.2% | 32.5% | 34.7% | 40.2% | 32.0% | 17.6% | 31.1% | 35.4% | 34.3% | 32.3% | 32.2% | 35.6% | 34.7% | 32.2% | 39.8% |
| | | | | | | gH | H | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q7. In the last 6 months, when you called during regular office hours to get the help or advice related to your child's CSHCS condition, how often did you receive it?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 330 | 72 | 70 | 102 | 77 | 131 | 119 | 70 | 177 | 146 | 23 | 295 | 257 | 47 | 32 | 280 | 50 |
| Total Valid Responses | 326 | 71 | 70 | 100 | 77 | 129 | 119 | 69 | 174 | 146 | 23 | 292 | 254 | 47 | 32 | 277 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 4 | 1 | - | 2 | - | 2 | - | 1 | 3 | - | - | 3 | 3 | - | - | 3 | 1 |
| Always | 239 | 56 | 49 | 72 | 56 | 103 | 89 | 41 | 124 | 110 | 16 | 215 | 192 | 26 | 24 | 202 | 37 |
| | 73.3% | 78.9% | 70.0% | 72.0% | 72.7% | 79.8% | 74.8% | 59.4% | 71.3% | 75.3% | 69.6% | 73.6% | 75.6% | 55.3% | 75.0% | 72.9% | 75.5% |
| | | | | | | H | H | | | | | | N | | n | | |
| Usually | 51 | 9 | 10 | 20 | 12 | 17 | 16 | 16 | 27 | 24 | 3 | 46 | 38 | 10 | 6 | 44 | 7 |
| | 15.6% | 12.7% | 14.3% | 20.0% | 15.6% | 13.2% | 13.4% | 23.2% | 15.5% | 16.4% | 13.0% | 15.8% | 15.0% | 21.3% | 18.8% | 15.9% | 14.3% |
| | | | | | | | | f | | | | | | | | | |
| Sometimes | 35 | 6 | 10 | 8 | 9 | 9 | 13 | 12 | 22 | 12 | 4 | 30 | 23 | 11 | 2 | 30 | 5 |
| | 10.7% | 8.5% | 14.3% | 8.0% | 11.7% | 7.0% | 10.9% | 17.4% | 12.6% | 8.2% | 17.4% | 10.3% | 9.1% | 23.4% | 6.3% | 10.8% | 10.2% |
| | | | | | | | | F | | | | | | MO | | | |
| Never | 1 | - | 1 | - | - | - | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| | 0.3% | | 1.4% | | | | 0.8% | | 0.6% | | | 0.3% | 0.4% | | | 0.4% | |
| TMG SUMMARY RATE - Always/Usually | 290 | 65 | 59 | 92 | 68 | 120 | 105 | 57 | 151 | 134 | 19 | 261 | 230 | 36 | 30 | 246 | 44 |
| | 89.0% | 91.5% | 84.3% | 92.0% | 88.3% | 93.0% | 88.2% | 82.6% | 86.8% | 91.8% | 82.6% | 89.4% | 90.6% | 76.6% | 93.8% | 88.8% | 89.8% |
| | | | | | | H | | | | | | | N | | N | | |
| TMG SUMMARY RATE - Always | 239 | 56 | 49 | 72 | 56 | 103 | 89 | 41 | 124 | 110 | 16 | 215 | 192 | 26 | 24 | 202 | 37 |
| | 73.3% | 78.9% | 70.0% | 72.0% | 72.7% | 79.8% | 74.8% | 59.4% | 71.3% | 75.3% | 69.6% | 73.6% | 75.6% | 55.3% | 75.0% | 72.9% | 75.5% |
| | | | | | | H | H | | | | | | N | | n | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q8. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 497 | 105 | 110 | 151 | 119 | 220 | 177 | 86 | 256 | 229 | 36 | 438 | 378 | 75 | 50 | 417 | 80 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 10 | 1 | - | 1 | - | 1 | - | - | 2 | - | - | 2 | 2 | - | - | 1 | 9 |
| Yes | 205 | 59 | 41 | 56 | 42 | 63 | 77 | 58 | 105 | 94 | 15 | 181 | 153 | 37 | 18 | 171 | 34 |
| | 41.2% | 56.2% | 37.3% | 37.1% | 35.3% | 28.6% | 43.5% | 67.4% | 41.0% | 41.0% | 41.7% | 41.3% | 40.5% | 49.3% | 36.0% | 41.0% | 42.5% |
| | | CDE | | | | | F | FG | | | | | | | | | |
| No | 292 | 46 | 69 | 95 | 77 | 157 | 100 | 28 | 151 | 135 | 21 | 257 | 225 | 38 | 32 | 246 | 46 |
| | 58.8% | 43.8% | 62.7% | 62.9% | 64.7% | 71.4% | 56.5% | 32.6% | 59.0% | 59.0% | 58.3% | 58.7% | 59.5% | 50.7% | 64.0% | 59.0% | 57.5% |
| | | | B | B | B | GH | H | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q9. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------------------|--------------|------------------|-------------|-------------|-----------------------|---------------|------------------|------------------|--------------|-------------|-----------------|-------------------|--------------|------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 205 | 59 | 41 | 56 | 42 | 63 | 77 | 58 | 105 | 94 | 15 | 181 | 153 | 37 | 18 | 171 | 34 |
| Total Valid Responses | 203 | 59 | 40 | 56 | 42 | 62 | 77 | 58 | 104 | 94 | 14 | 181 | 152 | 37 | 18 | 169 | 34 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 2 | - | 1 | - | - | 1 | - | - | 1 | - | 1 | - | 1 | - | - | 2 | - |
| Always | 151 74.4% | 47 79.7% | 29 72.5% | 43 76.8% | 29 69.0% | 47 75.8% | 65 84.4% H | 37 63.8% | 80 76.9% | 68 72.3% | 7 50.0% | 139 76.8% k | 119 78.3% | 26 70.3% | 12 66.7% | 125 74.0% | 26 76.5% |
| Usually | 39 19.2% | 11 18.6% | 9 22.5% | 8 14.3% | 9 21.4% | 12 19.4% | 8 10.4% | 16 27.6% G | 20 19.2% | 18 19.1% | 6 42.9% l | 31 17.1% | 27 17.8% | 7 18.9% | 4 22.2% | 34 20.1% | 5 14.7% |
| Sometimes | 10 4.9% | 1 1.7% | 2 5.0% | 4 7.1% | 2 4.8% | 2 3.2% | 3 3.9% | 4 6.9% | 4 3.8% | 5 5.3% | - | 9 5.0% | 5 3.3% | 4 10.8% | 1 5.6% | 7 4.1% | 3 8.8% |
| Never | 3 1.5% | - | - | 1 1.8% | 2 4.8% | 1 1.6% | 1 1.3% | 1 1.7% | - | 3 3.2% | 1 7.1% | 2 1.1% | 1 0.7% | - | 1 5.6% | 3 1.8% | - |
| TMG SUMMARY RATE - Always/Usually | 190 93.6% | 58 98.3% d | 38 95.0% | 51 91.1% | 38 90.5% | 59 95.2% | 73 94.8% | 53 91.4% | 100 96.2% | 86 91.5% | 13 92.9% | 170 93.9% | 146 96.1% | 33 89.2% | 16 88.9% | 159 94.1% | 31 91.2% |
| TMG SUMMARY RATE - Always | 151 74.4% | 47 79.7% | 29 72.5% | 43 76.8% | 29 69.0% | 47 75.8% | 65 84.4% H | 37 63.8% | 80 76.9% | 68 72.3% | 7 50.0% | 139 76.8% k | 119 78.3% | 26 70.3% | 12 66.7% | 125 74.0% | 26 76.5% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q10. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did your child usually have to wait between trying to get care and actually seeing a provider?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 205 | 59 | 41 | 56 | 42 | 63 | 77 | 58 | 105 | 94 | 15 | 181 | 153 | 37 | 18 | 171 | 34 |
| Total Valid Responses | 199 | 58 | 40 | 54 | 42 | 62 | 75 | 57 | 101 | 94 | 14 | 178 | 150 | 35 | 17 | 167 | 32 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 6 | 1 | 1 | 2 | - | 1 | 2 | 1 | 4 | - | 1 | 3 | 3 | 2 | 1 | 4 | 2 |
| Same day | 137 | 44 | 26 | 35 | 28 | 50 | 53 | 30 | 72 | 62 | 10 | 121 | 109 | 19 | 11 | 116 | 21 |
| | 68.8% | 75.9% | 65.0% | 64.8% | 66.7% | 80.6% | 70.7% | 52.6% | 71.3% | 66.0% | 71.4% | 68.0% | 72.7% | 54.3% | 64.7% | 69.5% | 65.6% |
| | | | | | | H | H | | | | | | N | | | | |
| 1 day | 29 | 7 | 7 | 12 | 3 | 6 | 8 | 15 | 17 | 12 | 2 | 27 | 18 | 8 | 2 | 22 | 7 |
| | 14.6% | 12.1% | 17.5% | 22.2% | 7.1% | 9.7% | 10.7% | 26.3% | 16.8% | 12.8% | 14.3% | 15.2% | 12.0% | 22.9% | 11.8% | 13.2% | 21.9% |
| | | | | E | | | | FG | | | | | | | | | |
| 2 days | 10 | 2 | 3 | 2 | 2 | 2 | 5 | 2 | 3 | 6 | - | 9 | 8 | 2 | 1 | 8 | 2 |
| | 5.0% | 3.4% | 7.5% | 3.7% | 4.8% | 3.2% | 6.7% | 3.5% | 3.0% | 6.4% | | 5.1% | 5.3% | 5.7% | 5.9% | 4.8% | 6.3% |
| 3 days | 3 | 2 | - | - | 1 | 1 | - | 2 | 2 | 1 | - | 3 | - | 2 | 1 | 3 | - |
| | 1.5% | 3.4% | | | 2.4% | 1.6% | | 3.5% | 2.0% | 1.1% | | 1.7% | | 5.7% | 5.9% | 1.8% | |
| 4-7 days | 12 | 2 | 2 | 3 | 5 | 1 | 5 | 6 | 5 | 7 | 2 | 10 | 8 | 3 | 1 | 11 | 1 |
| | 6.0% | 3.4% | 5.0% | 5.6% | 11.9% | 1.6% | 6.7% | 10.5% | 5.0% | 7.4% | 14.3% | 5.6% | 5.3% | 8.6% | 5.9% | 6.6% | 3.1% |
| | | | | | | | | F | | | | | | | | | |
| 8-14 days | 1 | - | 1 | - | - | 1 | - | - | - | 1 | - | 1 | 1 | - | - | 1 | - |
| | 0.5% | | 2.5% | | | 1.6% | | | | 1.1% | | 0.6% | 0.7% | | | 0.6% | |
| 15 days or longer | 7 | 1 | 1 | 2 | 3 | 1 | 4 | 2 | 2 | 5 | - | 7 | 6 | 1 | 1 | 6 | 1 |
| | 3.5% | 1.7% | 2.5% | 3.7% | 7.1% | 1.6% | 5.3% | 3.5% | 2.0% | 5.3% | | 3.9% | 4.0% | 2.9% | 5.9% | 3.6% | 3.1% |
| TMG SUMMARY RATE - Same Day | 137 | 44 | 26 | 35 | 28 | 50 | 53 | 30 | 72 | 62 | 10 | 121 | 109 | 19 | 11 | 116 | 21 |
| | 68.8% | 75.9% | 65.0% | 64.8% | 66.7% | 80.6% | 70.7% | 52.6% | 71.3% | 66.0% | 71.4% | 68.0% | 72.7% | 54.3% | 64.7% | 69.5% | 65.6% |
| | | | | | | H | H | | | | | | N | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q11. In the last 6 months, how many times did your child go to an emergency room?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 497 | 106 | 110 | 152 | 119 | 221 | 176 | 86 | 257 | 229 | 36 | 439 | 379 | 75 | 50 | 417 | 80 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 10 | - | - | - | - | - | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | 9 |
| None | 355 | 63 | 80 | 117 | 90 | 179 | 126 | 41 | 182 | 166 | 22 | 318 | 277 | 47 | 37 | 294 | 61 |
| | 71.4% | 59.4% | 72.7% | 77.0% | 75.6% | 81.0% | 71.6% | 47.7% | 70.8% | 72.5% | 61.1% | 72.4% | 73.1% | 62.7% | 74.0% | 70.5% | 76.3% |
| | | | B | B | B | GH | H | | | | | | n | | | | |
| 1 time | 86 | 26 | 16 | 21 | 21 | 32 | 28 | 24 | 46 | 38 | 11 | 73 | 64 | 12 | 9 | 77 | 9 |
| | 17.3% | 24.5% | 14.5% | 13.8% | 17.6% | 14.5% | 15.9% | 27.9% | 17.9% | 16.6% | 30.6% | 16.6% | 16.9% | 16.0% | 18.0% | 18.5% | 11.3% |
| | | cD | | | | | | FG | | | 1 | | | | | q | |
| 2 times | 35 | 10 | 6 | 10 | 6 | 7 | 13 | 13 | 17 | 16 | 2 | 29 | 23 | 8 | 3 | 28 | 7 |
| | 7.0% | 9.4% | 5.5% | 6.6% | 5.0% | 3.2% | 7.4% | 15.1% | 6.6% | 7.0% | 5.6% | 6.6% | 6.1% | 10.7% | 6.0% | 6.7% | 8.8% |
| | | | | | | | f | Fg | | | | | | | | | |
| 3 times | 10 | 2 | 4 | 3 | 1 | 2 | 5 | 3 | 6 | 4 | - | 9 | 8 | 4 | 1 | 9 | 1 |
| | 2.0% | 1.9% | 3.6% | 2.0% | 0.8% | 0.9% | 2.8% | 3.5% | 2.3% | 1.7% | | 2.1% | 2.1% | 5.3% | 2.0% | 2.2% | 1.3% |
| 4 times | 9 | 3 | 4 | 1 | 1 | 1 | 3 | 5 | 4 | 5 | 1 | 8 | 6 | 3 | - | 8 | 1 |
| | 1.8% | 2.8% | 3.6% | 0.7% | 0.8% | 0.5% | 1.7% | 5.8% | 1.6% | 2.2% | 2.8% | 1.8% | 1.6% | 4.0% | | 1.9% | 1.3% |
| | | | | | | | F | | | | | | | | | | |
| 5-9 times | 2 | 2 | - | - | - | - | 1 | - | 2 | - | - | 2 | 1 | 1 | - | 1 | 1 |
| | 0.4% | 1.9% | | | | | 0.6% | | 0.8% | | | 0.5% | 0.3% | 1.3% | | 0.2% | 1.3% |
| 10 times or more | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q12. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 481 | 105 | 107 | 147 | 115 | 216 | 173 | 83 | 250 | 223 | 35 | 427 | 368 | 75 | 48 | 414 | 67 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 26 | 1 | 3 | 5 | 4 | 5 | 4 | 3 | 8 | 6 | 1 | 13 | 12 | - | 2 | 4 | 22 |
| None | 31 | 4 | 8 | 10 | 8 | 15 | 9 | 6 | 17 | 13 | 3 | 27 | 21 | 5 | 3 | 27 | 4 |
| | 6.4% | 3.8% | 7.5% | 6.8% | 7.0% | 6.9% | 5.2% | 7.2% | 6.8% | 5.8% | 8.6% | 6.3% | 5.7% | 6.7% | 6.3% | 6.5% | 6.0% |
| 1 time | 92 | 23 | 17 | 35 | 16 | 59 | 26 | 5 | 50 | 41 | 8 | 83 | 71 | 14 | 12 | 80 | 12 |
| | 19.1% | 21.9% | 15.9% | 23.8% | 13.9% | 27.3% | 15.0% | 6.0% | 20.0% | 18.4% | 22.9% | 19.4% | 19.3% | 18.7% | 25.0% | 19.3% | 17.9% |
| | | | | E | | GH | H | | | | | | | | | | |
| 2 times | 122 | 18 | 31 | 34 | 37 | 60 | 44 | 15 | 59 | 60 | 10 | 104 | 93 | 17 | 11 | 107 | 15 |
| | 25.4% | 17.1% | 29.0% | 23.1% | 32.2% | 27.8% | 25.4% | 18.1% | 23.6% | 26.9% | 28.6% | 24.4% | 25.3% | 22.7% | 22.9% | 25.8% | 22.4% |
| | | | B | | B | h | | | | | | | | | | | |
| 3 times | 65 | 12 | 14 | 23 | 15 | 26 | 28 | 11 | 36 | 28 | 3 | 58 | 50 | 10 | 6 | 53 | 12 |
| | 13.5% | 11.4% | 13.1% | 15.6% | 13.0% | 12.0% | 16.2% | 13.3% | 14.4% | 12.6% | 8.6% | 13.6% | 13.6% | 13.3% | 12.5% | 12.8% | 17.9% |
| 4 times | 61 | 10 | 17 | 17 | 15 | 28 | 19 | 12 | 32 | 27 | 4 | 55 | 45 | 12 | 4 | 49 | 12 |
| | 12.7% | 9.5% | 15.9% | 11.6% | 13.0% | 13.0% | 11.0% | 14.5% | 12.8% | 12.1% | 11.4% | 12.9% | 12.2% | 16.0% | 8.3% | 11.8% | 17.9% |
| 5-9 times | 84 | 23 | 17 | 24 | 20 | 24 | 38 | 22 | 39 | 45 | 5 | 76 | 66 | 14 | 10 | 72 | 12 |
| | 17.5% | 21.9% | 15.9% | 16.3% | 17.4% | 11.1% | 22.0% | 26.5% | 15.6% | 20.2% | 14.3% | 17.8% | 17.9% | 18.7% | 20.8% | 17.4% | 17.9% |
| | | | | | | F | F | | | | | | | | | | |
| 10 times or more | 26 | 15 | 3 | 4 | 4 | 4 | 9 | 12 | 17 | 9 | 2 | 24 | 22 | 3 | 2 | 26 | - |
| | 5.4% | 14.3% | 2.8% | 2.7% | 3.5% | 1.9% | 5.2% | 14.5% | 6.8% | 4.0% | 5.7% | 5.6% | 6.0% | 4.0% | 4.2% | 6.3% | |
| | | CDE | | | | | f | FG | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q13. In the last 6 months, how much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 449 | 100 | 99 | 137 | 107 | 201 | 163 | 77 | 233 | 209 | 32 | 399 | 346 | 70 | 45 | 386 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | 1 | - | - | - | - | 1 | - | - | 1 | - | 1 | 1 | - | - | 1 | - |
| Not a problem | 391 | 92 | 80 | 122 | 93 | 185 | 137 | 64 | 198 | 188 | 25 | 354 | 305 | 61 | 35 | 336 | 55 |
| | 87.1% | 92.0% | 80.8% | 89.1% | 86.9% | 92.0% | 84.0% | 83.1% | 85.0% | 90.0% | 78.1% | 88.7% | 88.2% | 87.1% | 77.8% | 87.0% | 87.3% |
| | | C | | c | | Gh | | | | | | | | | | | |
| A small problem | 43 | 6 | 15 | 13 | 7 | 12 | 20 | 9 | 28 | 13 | 6 | 32 | 28 | 7 | 7 | 37 | 6 |
| | 9.6% | 6.0% | 15.2% | 9.5% | 6.5% | 6.0% | 12.3% | 11.7% | 12.0% | 6.2% | 18.8% | 8.0% | 8.1% | 10.0% | 15.6% | 9.6% | 9.5% |
| | | | BE | | | F | | J | | | | | | | | | |
| A big problem | 15 | 2 | 4 | 2 | 7 | 4 | 6 | 4 | 7 | 8 | 1 | 13 | 13 | 2 | 3 | 13 | 2 |
| | 3.3% | 2.0% | 4.0% | 1.5% | 6.5% | 2.0% | 3.7% | 5.2% | 3.0% | 3.8% | 3.1% | 3.3% | 3.8% | 2.9% | 6.7% | 3.4% | 3.2% |
| | | | | d | | | | | | | | | | | | | |
| TMG SUMMARY RATE - Not a problem | 391 | 92 | 80 | 122 | 93 | 185 | 137 | 64 | 198 | 188 | 25 | 354 | 305 | 61 | 35 | 336 | 55 |
| | 87.1% | 92.0% | 80.8% | 89.1% | 86.9% | 92.0% | 84.0% | 83.1% | 85.0% | 90.0% | 78.1% | 88.7% | 88.2% | 87.1% | 77.8% | 87.0% | 87.3% |
| | | C | | c | | Gh | | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q14. In the last 6 months, how often did office staff at a doctor's office or clinic treat you and your child with courtesy and respect?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------------|--------------|-------------|-------------|--------------|-----------------------|-------------------|--------------|---------------|--------------|-----------------|------------------|-------------------------|--------------|-------------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 449 | 101 | 99 | 136 | 107 | 200 | 164 | 77 | 232 | 210 | 32 | 399 | 347 | 70 | 44 | 386 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | - | - | 1 | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | 1 | - |
| Always | 381 84.9% | 88 87.1% | 83 83.8% | 113 83.1% | 92 86.0% | 175 87.5% | 140 85.4% | 60 77.9% | 199 85.8% | 176 83.8% | 26 81.3% | 340 85.2% | 294 84.7% | 62 88.6% | 34 77.3% | 324 83.9% | 57 90.5% |
| Usually | 56 12.5% | 10 9.9% | 12 12.1% | 20 14.7% | 13 12.1% | 21 10.5% | 21 12.8% | 12 15.6% | 29 12.5% | 26 12.4% | 3 9.4% | 50 12.5% | 47 13.5% | 6 8.6% | 6 13.6% | 51 13.2% | 5 7.9% |
| Sometimes | 10 2.2% | 3 3.0% | 2 2.0% | 3 2.2% | 2 1.9% | 3 1.5% | 2 1.2% | 5 6.5% | 4 1.7% | 6 2.9% | 2 6.3% | 8 2.0% | 5 1.4% | 2 2.9% | 3 6.8% | 9 2.3% | 1 1.6% |
| Never | 2 0.4% | - | 2 2.0% | - | - | 1 0.5% | 1 0.6% | - | - | 2 1.0% | 1 3.1% | 1 0.3% | 1 0.3% | - | 1 2.3% | 2 0.5% | - |
| TMG SUMMARY RATE - Always/Usually | 437 97.3% | 98 97.0% | 95 96.0% | 133 97.8% | 105 98.1% | 196 98.0% | 161 98.2% | 72 93.5% | 228 98.3% | 202 96.2% | 29 90.6% | 390 97.7% | 341 98.3% | 68 97.1% | 40 90.9% | 375 97.2% | 62 98.4% |
| TMG SUMMARY RATE - Always | 381 84.9% | 88 87.1% | 83 83.8% | 113 83.1% | 92 86.0% | 175 87.5% | 140 85.4% | 60 77.9% | 199 85.8% | 176 83.8% | 26 81.3% | 340 85.2% | 294 84.7% | 62 88.6% | 34 77.3% | 324 83.9% | 57 90.5% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q15. In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?

| | CHILD'S AGE | | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------------------|--------------|------------------|-------------|------------------|----------------|-----------------------|-------------------|------------------|--------------|--------------|-----------------|-------------------|-------------------|------------------|-----------------|------------------|------------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 445 | 101 | 98 | 137 | 104 | 199 | 162 | 77 | 231 | 207 | 32 | 395 | 342 | 70 | 45 | 382 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 5 | - | 1 | - | 3 | 2 | 2 | - | 2 | 3 | - | 5 | 5 | - | - | 5 | - |
| Always | 336 75.5% | 78 77.2% | 74 75.5% | 98 71.5% | 81 77.9% | 158 79.4% H | 123 75.9% | 50 64.9% | 176 76.2% | 154 74.4% | 22 68.8% | 299 75.7% | 259 75.7% | 53 75.7% | 30 66.7% | 283 74.1% | 53 84.1% P |
| Usually | 88 19.8% | 21 20.8% | 18 18.4% | 33 24.1% e | 16 15.4% | 34 17.1% | 31 19.1% | 22 28.6% F | 46 19.9% | 41 19.8% | 5 15.6% | 82 20.8% | 72 21.1% | 13 18.6% | 8 17.8% | 80 20.9% q | 8 12.7% |
| Sometimes | 19 4.3% | 2 2.0% | 5 5.1% | 5 3.6% | 7 6.7% b | 7 3.5% | 6 3.7% | 5 6.5% | 8 3.5% | 11 5.3% | 3 9.4% | 14 3.5% | 10 2.9% | 4 5.7% | 6 13.3% M | 17 4.5% | 2 3.2% |
| Never | 2 0.4% | - | 1 1.0% | 1 0.7% | - | - | 2 1.2% | - | 1 0.4% | 1 0.5% | 2 6.3% | - | 1 0.3% | - | 1 2.2% | 2 0.5% | - |
| TMG SUMMARY RATE - Always/Usually | 424 95.3% | 99 98.0% e | 92 93.9% | 131 95.6% | 97 93.3% | 192 96.5% | 154 95.1% | 72 93.5% | 222 96.1% | 195 94.2% | 27 84.4% | 381 96.5% k | 331 96.8% O | 66 94.3% | 38 84.4% | 363 95.0% | 61 96.8% |
| TMG SUMMARY RATE - Always | 336 75.5% | 78 77.2% | 74 75.5% | 98 71.5% | 81 77.9% | 158 79.4% H | 123 75.9% h | 50 64.9% | 176 76.2% | 154 74.4% | 22 68.8% | 299 75.7% | 259 75.7% | 53 75.7% | 30 66.7% | 283 74.1% | 53 84.1% P |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
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 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q16. In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 447 | 100 | 99 | 137 | 106 | 200 | 163 | 77 | 230 | 210 | 32 | 397 | 344 | 70 | 45 | 384 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 3 | 1 | - | - | 1 | 1 | 1 | - | 3 | - | - | 3 | 3 | - | - | 3 | - |
| Always | 343 | 78 | 78 | 104 | 78 | 164 | 126 | 48 | 175 | 162 | 23 | 305 | 264 | 55 | 30 | 290 | 53 |
| | 76.7% | 78.0% | 78.8% | 75.9% | 73.6% | 82.0% | 77.3% | 62.3% | 76.1% | 77.1% | 71.9% | 76.8% | 76.7% | 78.6% | 66.7% | 75.5% | 84.1% |
| | | | | | | H | H | | | | | | | | | | P |
| Usually | 84 | 18 | 15 | 27 | 24 | 29 | 31 | 23 | 48 | 35 | 6 | 76 | 64 | 14 | 11 | 78 | 6 |
| | 18.8% | 18.0% | 15.2% | 19.7% | 22.6% | 14.5% | 19.0% | 29.9% | 20.9% | 16.7% | 18.8% | 19.1% | 18.6% | 20.0% | 24.4% | 20.3% | 9.5% |
| | | | | | | | Fg | | | | | | | | | Q | |
| Sometimes | 18 | 4 | 5 | 5 | 4 | 7 | 5 | 5 | 6 | 12 | 2 | 15 | 14 | 1 | 4 | 14 | 4 |
| | 4.0% | 4.0% | 5.1% | 3.6% | 3.8% | 3.5% | 3.1% | 6.5% | 2.6% | 5.7% | 6.3% | 3.8% | 4.1% | 1.4% | 8.9% | 3.6% | 6.3% |
| | | | | | | | | | | | | | | | n | | |
| Never | 2 | - | 1 | 1 | - | - | 1 | 1 | 1 | 1 | 1 | 1 | 2 | - | - | 2 | - |
| | 0.4% | | 1.0% | 0.7% | | | 0.6% | 1.3% | 0.4% | 0.5% | 3.1% | 0.3% | 0.6% | | | 0.5% | |
| TMG SUMMARY RATE - Always/Usually | 427 | 96 | 93 | 131 | 102 | 193 | 157 | 71 | 223 | 197 | 29 | 381 | 328 | 69 | 41 | 368 | 59 |
| | 95.5% | 96.0% | 93.9% | 95.6% | 96.2% | 96.5% | 96.3% | 92.2% | 97.0% | 93.8% | 90.6% | 96.0% | 95.3% | 98.6% | 91.1% | 95.8% | 93.7% |
| | | | | | | | | | | | | | | mo | | | |
| TMG SUMMARY RATE - Always | 343 | 78 | 78 | 104 | 78 | 164 | 126 | 48 | 175 | 162 | 23 | 305 | 264 | 55 | 30 | 290 | 53 |
| | 76.7% | 78.0% | 78.8% | 75.9% | 73.6% | 82.0% | 77.3% | 62.3% | 76.1% | 77.1% | 71.9% | 76.8% | 76.7% | 78.6% | 66.7% | 75.5% | 84.1% |
| | | | | | | H | H | | | | | | | | | | P |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q17. In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------------|--------------|-------------|-------------|--------------|-----------------------|--------------------|-------------------|-------------------|--------------|-----------------|--------------|------------------|--------------|------------------|-----------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 448 | 101 | 99 | 137 | 106 | 201 | 163 | 77 | 231 | 210 | 32 | 398 | 345 | 70 | 45 | 385 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 2 | - | - | - | 1 | - | 1 | - | 2 | - | - | 2 | 2 | - | - | 2 | - |
| Always | 354 79.0% | 78 77.2% | 80 80.8% | 110 80.3% | 82 77.4% | 172 85.6% gH | 128 78.5% H | 50 64.9% | 188 81.4% | 161 76.7% | 23 71.9% | 317 79.6% | 275 79.7% | 54 77.1% | 33 73.3% | 302 78.4% | 52 82.5% |
| Usually | 80 17.9% | 21 20.8% | 16 16.2% | 23 16.8% | 19 17.9% | 24 11.9% | 29 17.8% | 25 32.5% FG | 36 15.6% | 42 20.0% | 6 18.8% | 71 17.8% | 62 18.0% | 13 18.6% | 7 15.6% | 70 18.2% | 10 15.9% |
| Sometimes | 13 2.9% | 2 2.0% | 2 2.0% | 4 2.9% | 5 4.7% | 5 2.5% | 6 3.7% | 1 1.3% | 6 2.6% | 7 3.3% | 3 9.4% | 9 2.3% | 8 2.3% | 2 2.9% | 5 11.1% m | 12 3.1% | 1 1.6% |
| Never | 1 0.2% | - | 1 1.0% | - | - | - | - | 1 1.3% | 1 0.4% | - | - | 1 0.3% | - | 1 1.4% | - | 1 0.3% | - |
| TMG SUMMARY RATE - Always/Usually | 434 96.9% | 99 98.0% | 96 97.0% | 133 97.1% | 101 95.3% | 196 97.5% | 157 96.3% | 75 97.4% | 224 97.0% | 203 96.7% | 29 90.6% | 388 97.5% | 337 97.7% | 67 95.7% | 40 88.9% | 372 96.6% | 62 98.4% |
| TMG SUMMARY RATE - Always | 354 79.0% | 78 77.2% | 80 80.8% | 110 80.3% | 82 77.4% | 172 85.6% gH | 128 78.5% H | 50 64.9% | 188 81.4% | 161 76.7% | 23 71.9% | 317 79.6% | 275 79.7% | 54 77.1% | 33 73.3% | 302 78.4% | 52 82.5% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q18. In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|------------|--------------|--------|-----------------|--------------|------------------|------------|------------------|-------------|------------|------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 445 | 101 | 98 | 136 | 105 | 199 | 162 | 77 | 229 | 209 | 32 | 395 | 343 | 69 | 45 | 382 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 5 | - | 1 | 1 | 2 | 2 | 2 | - | 4 | 1 | - | 5 | 4 | 1 | - | 5 | - |
| Always | 344 | 79 | 75 | 103 | 82 | 166 | 125 | 48 | 180 | 158 | 20 | 309 | 267 | 53 | 32 | 289 | 55 |
| | 77.3% | 78.2% | 76.5% | 75.7% | 78.1% | 83.4% H | 77.2% H | 62.3% | 78.6% | 75.6% | 62.5% | 78.2% k | 77.8% | 76.8% | 71.1% | 75.7% | 87.3% P |
| Usually | 80 | 19 | 19 | 26 | 16 | 26 | 30 | 23 | 39 | 40 | 8 | 70 | 61 | 14 | 7 | 75 | 5 |
| | 18.0% | 18.8% | 19.4% | 19.1% | 15.2% | 13.1% | 18.5% | 29.9% Fg | 17.0% | 19.1% | 25.0% | 17.7% | 17.8% | 20.3% | 15.6% | 19.6% Q | 7.9% |
| Sometimes | 21 | 3 | 4 | 7 | 7 | 7 | 7 | 6 | 10 | 11 | 4 | 16 | 15 | 2 | 6 | 18 | 3 |
| | 4.7% | 3.0% | 4.1% | 5.1% | 6.7% | 3.5% | 4.3% | 7.8% | 4.4% | 5.3% | 12.5% | 4.1% | 4.4% | 2.9% | 13.3% mn | 4.7% | 4.8% |
| Never | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| TMG SUMMARY RATE - Always/Usually | 424 | 98 | 94 | 129 | 98 | 192 | 155 | 71 | 219 | 198 | 28 | 379 | 328 | 67 | 39 | 364 | 60 |
| | 95.3% | 97.0% | 95.9% | 94.9% | 93.3% | 96.5% | 95.7% | 92.2% | 95.6% | 94.7% | 87.5% | 95.9% | 95.6% o | 97.1% o | 86.7% | 95.3% | 95.2% |
| TMG SUMMARY RATE - Always | 344 | 79 | 75 | 103 | 82 | 166 | 125 | 48 | 180 | 158 | 20 | 309 | 267 | 53 | 32 | 289 | 55 |
| | 77.3% | 78.2% | 76.5% | 75.7% | 78.1% | 83.4% H | 77.2% H | 62.3% | 78.6% | 75.6% | 62.5% | 78.2% k | 77.8% | 76.8% | 71.1% | 75.7% | 87.3% P |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q19. In the last 6 months, how often did your child's doctors or other health providers explain things in a way your child could understand?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 425 | 91 | 95 | 134 | 100 | 194 | 154 | 70 | 220 | 198 | 31 | 376 | 324 | 68 | 44 | 369 | 56 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 25 | 10 | 4 | 3 | 7 | 7 | 10 | 7 | 13 | 12 | 1 | 24 | 23 | 2 | 1 | 18 | 7 |
| Always | 237 | 43 | 44 | 87 | 59 | 123 | 77 | 33 | 125 | 107 | 14 | 209 | 183 | 39 | 19 | 197 | 40 |
| | 55.8% | 47.3% | 46.3% | 64.9% | 59.0% | 63.4% | 50.0% | 47.1% | 56.8% | 54.0% | 45.2% | 55.6% | 56.5% | 57.4% | 43.2% | 53.4% | 71.4% |
| | | | | BC | c | GH | | | | | | | o | | | | P |
| Usually | 113 | 25 | 27 | 31 | 29 | 48 | 38 | 25 | 61 | 50 | 8 | 103 | 84 | 18 | 11 | 104 | 9 |
| | 26.6% | 27.5% | 28.4% | 23.1% | 29.0% | 24.7% | 24.7% | 35.7% | 27.7% | 25.3% | 25.8% | 27.4% | 25.9% | 26.5% | 25.0% | 28.2% | 16.1% |
| | | | | | | | | fg | | | | | | | | Q | |
| Sometimes | 51 | 15 | 18 | 11 | 7 | 16 | 25 | 10 | 21 | 30 | 5 | 44 | 37 | 7 | 11 | 45 | 6 |
| | 12.0% | 16.5% | 18.9% | 8.2% | 7.0% | 8.2% | 16.2% | 14.3% | 9.5% | 15.2% | 16.1% | 11.7% | 11.4% | 10.3% | 25.0% | 12.2% | 10.7% |
| | | dE | DE | | | | F | | | i | | | | MN | | | |
| Never | 24 | 8 | 6 | 5 | 5 | 7 | 14 | 2 | 13 | 11 | 4 | 20 | 20 | 4 | 3 | 23 | 1 |
| | 5.6% | 8.8% | 6.3% | 3.7% | 5.0% | 3.6% | 9.1% | 2.9% | 5.9% | 5.6% | 12.9% | 5.3% | 6.2% | 5.9% | 6.8% | 6.2% | 1.8% |
| | | | | | | | FH | | | | | | | | | Q | |
| TMG SUMMARY RATE - Always/Usually | 350 | 68 | 71 | 118 | 88 | 171 | 115 | 58 | 186 | 157 | 22 | 312 | 267 | 57 | 30 | 301 | 49 |
| | 82.4% | 74.7% | 74.7% | 88.1% | 88.0% | 88.1% | 74.7% | 82.9% | 84.5% | 79.3% | 71.0% | 83.0% | 82.4% | 83.8% | 68.2% | 81.6% | 87.5% |
| | | | | BC | BC | G | | | | | | o | o | | | | |
| TMG SUMMARY RATE - Always | 237 | 43 | 44 | 87 | 59 | 123 | 77 | 33 | 125 | 107 | 14 | 209 | 183 | 39 | 19 | 197 | 40 |
| | 55.8% | 47.3% | 46.3% | 64.9% | 59.0% | 63.4% | 50.0% | 47.1% | 56.8% | 54.0% | 45.2% | 55.6% | 56.5% | 57.4% | 43.2% | 53.4% | 71.4% |
| | | | | BC | c | GH | | | | | | | o | | | | P |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q20. In the last 6 months, how often did doctors or other health providers spend enough time with your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------------|--------------|-------------|-------------|--------------|-----------------------|-------------------|-------------------|-------------------|--------------|-----------------|------------------|-------------------------|-------------------|--------------|-----------------|-------------------|------------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 450 | 101 | 99 | 137 | 107 | 201 | 164 | 77 | 233 | 210 | 32 | 400 | 347 | 70 | 45 | 387 | 63 |
| Total Valid Responses | 448 | 101 | 99 | 137 | 106 | 201 | 163 | 77 | 231 | 210 | 32 | 398 | 345 | 70 | 45 | 385 | 63 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 2 | - | - | - | 1 | - | 1 | - | 2 | - | - | 2 | 2 | - | - | 2 | - |
| Always | 284 63.4% | 68 67.3% | 57 57.6% | 85 62.0% | 70 66.0% | 139 69.2% H | 103 63.2% H | 38 49.4% | 147 63.6% | 131 62.4% | 16 50.0% | 253 63.6% | 227 65.8% n | 38 54.3% | 27 60.0% | 237 61.6% | 47 74.6% P |
| Usually | 134 29.9% | 27 26.7% | 33 33.3% | 44 32.1% | 29 27.4% | 52 25.9% | 48 29.4% | 32 41.6% Fg | 71 30.7% | 62 29.5% | 12 37.5% | 120 30.2% | 99 28.7% | 26 37.1% | 12 26.7% | 122 31.7% Q | 12 19.0% |
| Sometimes | 26 5.8% | 4 4.0% | 8 8.1% | 7 5.1% | 7 6.6% | 7 3.5% | 11 6.7% | 7 9.1% | 10 4.3% | 16 7.6% | 4 12.5% | 21 5.3% | 15 4.3% | 6 8.6% | 6 13.3% m | 23 6.0% | 3 4.8% |
| Never | 4 0.9% | 2 2.0% | 1 1.0% | 1 0.7% | - | 3 1.5% | 1 0.6% | - | 3 1.3% | 1 0.5% | - | 4 1.0% | 4 1.2% | - | - | 3 0.8% | 1 1.6% |
| TMG SUMMARY RATE - Always/Usually | 418 93.3% | 95 94.1% | 90 90.9% | 129 94.2% | 99 93.4% | 191 95.0% | 151 92.6% | 70 90.9% | 218 94.4% | 193 91.9% | 28 87.5% | 373 93.7% | 326 94.5% | 64 91.4% | 39 86.7% | 359 93.2% | 59 93.7% |
| TMG SUMMARY RATE - Always | 284 63.4% | 68 67.3% | 57 57.6% | 85 62.0% | 70 66.0% | 139 69.2% H | 103 63.2% H | 38 49.4% | 147 63.6% | 131 62.4% | 16 50.0% | 253 63.6% | 227 65.8% n | 38 54.3% | 27 60.0% | 237 61.6% | 47 74.6% P |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q21. In the last 6 months, were any decisions made about your child's health care?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|--------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 486 | 104 | 108 | 150 | 116 | 219 | 172 | 85 | 253 | 225 | 36 | 432 | 374 | 73 | 50 | 411 | 75 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 21 | 2 | 2 | 2 | 3 | 2 | 5 | 1 | 5 | 4 | - | 8 | 6 | 2 | - | 7 | 14 |
| Yes | 278 | 67 | 57 | 82 | 67 | 113 | 107 | 53 | 145 | 128 | 16 | 254 | 215 | 43 | 32 | 235 | 43 |
| | 57.2% | 64.4% | 52.8% | 54.7% | 57.8% | 51.6% | 62.2% | 62.4% | 57.3% | 56.9% | 44.4% | 58.8% | 57.5% | 58.9% | 64.0% | 57.2% | 57.3% |
| | | c | | | | | F | f | | | | k | | | | | |
| No | 208 | 37 | 51 | 68 | 49 | 106 | 65 | 32 | 108 | 97 | 20 | 178 | 159 | 30 | 18 | 176 | 32 |
| | 42.8% | 35.6% | 47.2% | 45.3% | 42.2% | 48.4% | 37.8% | 37.6% | 42.7% | 43.1% | 55.6% | 41.2% | 42.5% | 41.1% | 36.0% | 42.8% | 42.7% |
| | | | b | | | Gh | | | | | l | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q22. When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 278 | 67 | 57 | 82 | 67 | 113 | 107 | 53 | 145 | 128 | 16 | 254 | 215 | 43 | 32 | 235 | 43 |
| Total Valid Responses | 265 | 63 | 54 | 77 | 67 | 108 | 102 | 53 | 137 | 124 | 15 | 245 | 205 | 41 | 30 | 224 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 13 | 4 | 3 | 5 | - | 5 | 5 | - | 8 | 4 | 1 | 9 | 10 | 2 | 2 | 11 | 2 |
| Always | 139 | 29 | 23 | 47 | 38 | 61 | 55 | 21 | 75 | 62 | 9 | 125 | 103 | 26 | 15 | 119 | 20 |
| | 52.5% | 46.0% | 42.6% | 61.0% | 56.7% | 56.5% | 53.9% | 39.6% | 54.7% | 50.0% | 60.0% | 51.0% | 50.2% | 63.4% | 50.0% | 53.1% | 48.8% |
| | | | | bC | | H | h | | | | | | | | | | |
| Usually | 88 | 29 | 19 | 18 | 21 | 29 | 35 | 24 | 42 | 45 | 4 | 84 | 69 | 11 | 9 | 73 | 15 |
| | 33.2% | 46.0% | 35.2% | 23.4% | 31.3% | 26.9% | 34.3% | 45.3% | 30.7% | 36.3% | 26.7% | 34.3% | 33.7% | 26.8% | 30.0% | 32.6% | 36.6% |
| | | De | | | | | F | | | | | | | | | | |
| Sometimes | 23 | 5 | 8 | 4 | 6 | 9 | 7 | 7 | 11 | 12 | 1 | 22 | 19 | 4 | 5 | 19 | 4 |
| | 8.7% | 7.9% | 14.8% | 5.2% | 9.0% | 8.3% | 6.9% | 13.2% | 8.0% | 9.7% | 6.7% | 9.0% | 9.3% | 9.8% | 16.7% | 8.5% | 9.8% |
| | | | d | | | | | | | | | | | | | | |
| Never | 15 | - | 4 | 8 | 2 | 9 | 5 | 1 | 9 | 5 | 1 | 14 | 14 | - | 1 | 13 | 2 |
| | 5.7% | | 7.4% | 10.4% | 3.0% | 8.3% | 4.9% | 1.9% | 6.6% | 4.0% | 6.7% | 5.7% | 6.8% | | 3.3% | 5.8% | 4.9% |
| | | | e | | | H | | | | | | | | | | | |
| TMG SUMMARY RATE - Always/Usually | 227 | 58 | 42 | 65 | 59 | 90 | 90 | 45 | 117 | 107 | 13 | 209 | 172 | 37 | 24 | 192 | 35 |
| | 85.7% | 92.1% | 77.8% | 84.4% | 88.1% | 83.3% | 88.2% | 84.9% | 85.4% | 86.3% | 86.7% | 85.3% | 83.9% | 90.2% | 80.0% | 85.7% | 85.4% |
| | | C | | | | | | | | | | | | | | | |
| TMG SUMMARY RATE - Always | 139 | 29 | 23 | 47 | 38 | 61 | 55 | 21 | 75 | 62 | 9 | 125 | 103 | 26 | 15 | 119 | 20 |
| | 52.5% | 46.0% | 42.6% | 61.0% | 56.7% | 56.5% | 53.9% | 39.6% | 54.7% | 50.0% | 60.0% | 51.0% | 50.2% | 63.4% | 50.0% | 53.1% | 48.8% |
| | | | | bC | | H | h | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q23. When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and the bad things about each of the different choices for your child's health care?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 278 | 67 | 57 | 82 | 67 | 113 | 107 | 53 | 145 | 128 | 16 | 254 | 215 | 43 | 32 | 235 | 43 |
| Total Valid Responses | 263 | 63 | 52 | 78 | 65 | 105 | 103 | 51 | 138 | 120 | 15 | 242 | 204 | 40 | 31 | 222 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 15 | 4 | 5 | 4 | 2 | 8 | 4 | 2 | 7 | 8 | 1 | 12 | 11 | 3 | 1 | 13 | 2 |
| Always | 162 | 38 | 33 | 46 | 42 | 67 | 64 | 28 | 84 | 74 | 9 | 148 | 123 | 27 | 16 | 136 | 26 |
| | 61.6% | 60.3% | 63.5% | 59.0% | 64.6% | 63.8% | 62.1% | 54.9% | 60.9% | 61.7% | 60.0% | 61.2% | 60.3% | 67.5% | 51.6% | 61.3% | 63.4% |
| Usually | 69 | 21 | 12 | 20 | 15 | 27 | 24 | 18 | 35 | 33 | 4 | 64 | 54 | 12 | 9 | 57 | 12 |
| | 26.2% | 33.3% | 23.1% | 25.6% | 23.1% | 25.7% | 23.3% | 35.3% | 25.4% | 27.5% | 26.7% | 26.4% | 26.5% | 30.0% | 29.0% | 25.7% | 29.3% |
| Sometimes | 16 | 3 | 4 | 5 | 4 | 3 | 10 | 2 | 7 | 9 | 2 | 14 | 12 | 1 | 4 | 14 | 2 |
| | 6.1% | 4.8% | 7.7% | 6.4% | 6.2% | 2.9% | 9.7% | 3.9% | 5.1% | 7.5% | 13.3% | 5.8% | 5.9% | 2.5% | 12.9% | 6.3% | 4.9% |
| Never | 16 | 1 | 3 | 7 | 4 | 8 | 5 | 3 | 12 | 4 | - | 16 | 15 | - | 2 | 15 | 1 |
| | 6.1% | 1.6% | 5.8% | 9.0% | 6.2% | 7.6% | 4.9% | 5.9% | 8.7% | 3.3% | | 6.6% | 7.4% | | 6.5% | 6.8% | 2.4% |
| TMG SUMMARY RATE - Always/Usually | 231 | 59 | 45 | 66 | 57 | 94 | 88 | 46 | 119 | 107 | 13 | 212 | 177 | 39 | 25 | 193 | 38 |
| | 87.8% | 93.7% | 86.5% | 84.6% | 87.7% | 89.5% | 85.4% | 90.2% | 86.2% | 89.2% | 86.7% | 87.6% | 86.8% | 97.5% | 80.6% | 86.9% | 92.7% |
| | | d | | | | | | | | | | | | MO | | | |
| TMG SUMMARY RATE - Always | 162 | 38 | 33 | 46 | 42 | 67 | 64 | 28 | 84 | 74 | 9 | 148 | 123 | 27 | 16 | 136 | 26 |
| | 61.6% | 60.3% | 63.5% | 59.0% | 64.6% | 63.8% | 62.1% | 54.9% | 60.9% | 61.7% | 60.0% | 61.2% | 60.3% | 67.5% | 51.6% | 61.3% | 63.4% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q24. When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------------|--------------|-------------|-------------|-------------|-----------------------|---------------|-------------|--------------|--------------|-----------------|--------------|------------------|--------------|------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 278 | 67 | 57 | 82 | 67 | 113 | 107 | 53 | 145 | 128 | 16 | 254 | 215 | 43 | 32 | 235 | 43 |
| Total Valid Responses | 271 | 65 | 55 | 79 | 67 | 109 | 105 | 53 | 142 | 124 | 15 | 250 | 210 | 42 | 31 | 229 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 7 | 2 | 2 | 3 | - | 4 | 2 | - | 3 | 4 | 1 | 4 | 5 | 1 | 1 | 6 | 1 |
| Always | 133 49.1% | 30 46.2% | 26 47.3% | 46 58.2% | 29 43.3% | 55 50.5% | 57 54.3% | 19 35.8% | 70 49.3% | 61 49.2% | 7 46.7% | 122 48.8% | 102 48.6% | 20 47.6% | 15 48.4% | 109 47.6% | 24 57.1% |
| Usually | 79 29.2% | 22 33.8% | 16 29.1% | 19 24.1% | 20 29.9% | 32 29.4% | 24 22.9% | 22 41.5% | 43 30.3% | 35 28.2% | 4 26.7% | 73 29.2% | 59 28.1% | 18 42.9% | 8 25.8% | 69 30.1% | 10 23.8% |
| Sometimes | 34 12.5% | 10 15.4% | 6 10.9% | 7 8.9% | 11 16.4% | 11 10.1% | 17 16.2% | 5 9.4% | 17 12.0% | 16 12.9% | 4 26.7% | 30 12.0% | 26 12.4% | 3 7.1% | 6 19.4% | 29 12.7% | 5 11.9% |
| Never | 25 9.2% | 3 4.6% | 7 12.7% | 7 8.9% | 7 10.4% | 11 10.1% | 7 6.7% | 7 13.2% | 12 8.5% | 12 9.7% | - 10.0% | 25 11.0% | 23 11.0% | 1 2.4% | 2 6.5% | 22 9.6% | 3 7.1% |
| TMG SUMMARY RATE - Always/Usually | 212 78.2% | 52 80.0% | 42 76.4% | 65 82.3% | 49 73.1% | 87 79.8% | 81 77.1% | 41 77.4% | 113 79.6% | 96 77.4% | 11 73.3% | 195 78.0% | 161 76.7% | 38 90.5% | 23 74.2% | 178 77.7% | 34 81.0% |
| TMG SUMMARY RATE - Always | 133 49.1% | 30 46.2% | 26 47.3% | 46 58.2% | 29 43.3% | 55 50.5% | 57 54.3% | 19 35.8% | 70 49.3% | 61 49.2% | 7 46.7% | 122 48.8% | 102 48.6% | 20 47.6% | 15 48.4% | 109 47.6% | 24 57.1% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q25. When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|--------------------------------------|--------------|-------------|-------------|-------------|-----------------------|---------------|-------------|-------------|--------------|--------------|-----------------|------------------|--------------|------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 278 | 67 | 57 | 82 | 67 | 113 | 107 | 53 | 145 | 128 | 16 | 254 | 215 | 43 | 32 | 235 | 43 |
| Total Valid Responses | 269 | 65 | 55 | 80 | 65 | 109 | 103 | 53 | 141 | 123 | 15 | 247 | 209 | 42 | 30 | 226 | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 9 | 2 | 2 | 2 | 2 | 4 | 4 | - | 4 | 5 | 1 | 7 | 6 | 1 | 2 | 9 | - |
| Always | 188 69.9% | 45 69.2% | 39 70.9% | 55 68.8% | 47 72.3% | 81 74.3% | 72 69.9% | 33 62.3% | 94 66.7% | 90 73.2% | 9 60.0% | 174 70.4% | 148 70.8% | 28 66.7% | 19 63.3% | 155 68.6% | 33 76.7% |
| Usually | 57 21.2% | 16 24.6% | 8 14.5% | 17 21.3% | 14 21.5% | 20 18.3% | 23 22.3% | 13 24.5% | 34 24.1% | 22 17.9% | 4 26.7% | 52 21.1% | 42 20.1% | 10 23.8% | 7 23.3% | 50 22.1% | 7 16.3% |
| Sometimes | 19 7.1% | 3 4.6% | 7 12.7% | 6 7.5% | 3 4.6% | 6 5.5% | 6 5.8% | 6 11.3% | 10 7.1% | 9 7.3% | 2 13.3% | 17 6.9% | 14 6.7% | 4 9.5% | 4 13.3% | 16 7.1% | 3 7.0% |
| Never | 5 1.9% | 1 1.5% | 1 1.8% | 2 2.5% | 1 1.5% | 2 1.8% | 2 1.9% | 1 1.9% | 3 2.1% | 2 1.6% | - | 4 1.6% | 5 2.4% | - | - | 5 2.2% | - |
| TMG SUMMARY RATE - Always/Usually | 245 91.1% | 61 93.8% | 47 85.5% | 72 90.0% | 61 93.8% | 101 92.7% | 95 92.2% | 46 86.8% | 128 90.8% | 112 91.1% | 13 86.7% | 226 91.5% | 190 90.9% | 38 90.5% | 26 86.7% | 205 90.7% | 40 93.0% |
| TMG SUMMARY RATE - Always | 188 69.9% | 45 69.2% | 39 70.9% | 55 68.8% | 47 72.3% | 81 74.3% | 72 69.9% | 33 62.3% | 94 66.7% | 90 73.2% | 9 60.0% | 174 70.4% | 148 70.8% | 28 66.7% | 19 63.3% | 155 68.6% | 33 76.7% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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 Children's Special Health Care Services Satisfaction Survey (57235)

Q26. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ==== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 482 | 104 | 109 | 148 | 114 | 215 | 174 | 83 | 252 | 222 | 36 | 428 | 373 | 71 | 48 | 406 | 76 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 25 | 2 | 1 | 4 | 5 | 6 | 3 | 3 | 6 | 7 | - | 12 | 7 | 4 | 2 | 12 | 13 |
| Yes | 294 | 67 | 71 | 90 | 64 | 119 | 110 | 60 | 150 | 140 | 22 | 265 | 234 | 42 | 28 | 240 | 54 |
| | 61.0% | 64.4% | 65.1% | 60.8% | 56.1% | 55.3% | 63.2% | 72.3% | 59.5% | 63.1% | 61.1% | 61.9% | 62.7% | 59.2% | 58.3% | 59.1% | 71.1% |
| | | | | | | | | F | | | | | | | | | P |
| No | 188 | 37 | 38 | 58 | 50 | 96 | 64 | 23 | 102 | 82 | 14 | 163 | 139 | 29 | 20 | 166 | 22 |
| | 39.0% | 35.6% | 34.9% | 39.2% | 43.9% | 44.7% | 36.8% | 27.7% | 40.5% | 36.9% | 38.9% | 38.1% | 37.3% | 40.8% | 41.7% | 40.9% | 28.9% |
| | | | | | | H | | | | | | | | | | | Q |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q27. In the last 6 months, did anyone from your child's doctor's office, local health department or clinic help coordinate your child's care among these different providers or services?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 472 | 104 | 105 | 144 | 113 | 211 | 169 | 83 | 245 | 220 | 35 | 424 | 364 | 72 | 49 | 403 | 69 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 35 | 2 | 5 | 8 | 6 | 10 | 8 | 3 | 13 | 9 | 1 | 16 | 16 | 3 | 1 | 15 | 20 |
| Yes | 188 | 48 | 45 | 62 | 33 | 70 | 75 | 41 | 98 | 90 | 14 | 171 | 140 | 33 | 19 | 156 | 32 |
| | 39.8% | 46.2% | 42.9% | 43.1% | 29.2% | 33.2% | 44.4% | 49.4% | 40.0% | 40.9% | 40.0% | 40.3% | 38.5% | 45.8% | 38.8% | 38.7% | 46.4% |
| | | E | E | E | | | F | F | | | | | | | | | |
| No | 284 | 56 | 60 | 82 | 80 | 141 | 94 | 42 | 147 | 130 | 21 | 253 | 224 | 39 | 30 | 247 | 37 |
| | 60.2% | 53.8% | 57.1% | 56.9% | 70.8% | 66.8% | 55.6% | 50.6% | 60.0% | 59.1% | 60.0% | 59.7% | 61.5% | 54.2% | 61.2% | 61.3% | 53.6% |
| | | | | | BCD | GH | | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q28. What number would you use to rate all your child's health care in the last 6 months?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|--------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 479 | 106 | 104 | 147 | 117 | 212 | 174 | 85 | 250 | 224 | 36 | 428 | 368 | 74 | 50 | 403 | 76 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 28 | - | 6 | 5 | 2 | 9 | 3 | 1 | 8 | 5 | - | 12 | 12 | 1 | - | 15 | 13 |
| 10 - Best health care possible | 233 | 50 | 48 | 75 | 59 | 116 | 82 | 31 | 129 | 103 | 13 | 212 | 181 | 38 | 18 | 189 | 44 |
| | 48.6% | 47.2% | 46.2% | 51.0% | 50.4% | 54.7% | 47.1% | 36.5% | 51.6% | 46.0% | 36.1% | 49.5% | 49.2% | 51.4% | 36.0% | 46.9% | 57.9% |
| | | | | | | H | h | | | | | | o | o | | | p |
| 9 | 101 | 29 | 22 | 24 | 25 | 47 | 33 | 19 | 44 | 55 | 9 | 90 | 78 | 12 | 14 | 89 | 12 |
| | 21.1% | 27.4% | 21.2% | 16.3% | 21.4% | 22.2% | 19.0% | 22.4% | 17.6% | 24.6% | 25.0% | 21.0% | 21.2% | 16.2% | 28.0% | 22.1% | 15.8% |
| | | D | | | | | | | | i | | | | | | | |
| 8 | 78 | 16 | 19 | 21 | 21 | 35 | 29 | 13 | 46 | 32 | 10 | 67 | 59 | 12 | 10 | 67 | 11 |
| | 16.3% | 15.1% | 18.3% | 14.3% | 17.9% | 16.5% | 16.7% | 15.3% | 18.4% | 14.3% | 27.8% | 15.7% | 16.0% | 16.2% | 20.0% | 16.6% | 14.5% |
| 7 | 34 | 8 | 6 | 16 | 4 | 8 | 13 | 13 | 19 | 14 | 2 | 32 | 26 | 7 | 4 | 29 | 5 |
| | 7.1% | 7.5% | 5.8% | 10.9% | 3.4% | 3.8% | 7.5% | 15.3% | 7.6% | 6.3% | 5.6% | 7.5% | 7.1% | 9.5% | 8.0% | 7.2% | 6.6% |
| | | | | E | | | | Fg | | | | | | | | | |
| 6 | 10 | - | 2 | 5 | 2 | 2 | 5 | 3 | 5 | 5 | - | 10 | 8 | 1 | 1 | 9 | 1 |
| | 2.1% | | 1.9% | 3.4% | 1.7% | 0.9% | 2.9% | 3.5% | 2.0% | 2.2% | | 2.3% | 2.2% | 1.4% | 2.0% | 2.2% | 1.3% |
| 5 | 9 | 1 | 3 | 4 | - | 2 | 5 | 1 | 3 | 5 | - | 7 | 7 | 1 | 1 | 6 | 3 |
| | 1.9% | 0.9% | 2.9% | 2.7% | | 0.9% | 2.9% | 1.2% | 1.2% | 2.2% | | 1.6% | 1.9% | 1.4% | 2.0% | 1.5% | 3.9% |
| 4 | 10 | 1 | 3 | 1 | 5 | 1 | 4 | 5 | 2 | 8 | 2 | 7 | 6 | 2 | 2 | 10 | - |
| | 2.1% | 0.9% | 2.9% | 0.7% | 4.3% | 0.5% | 2.3% | 5.9% | 0.8% | 3.6% | 5.6% | 1.6% | 1.6% | 2.7% | 4.0% | 2.5% | |
| | | | | | d | | | F | | I | | | | | | | |
| 3 | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| | 0.2% | 0.9% | | | | 0.5% | | | 0.4% | | | 0.2% | 0.3% | | | 0.2% | |
| 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
Children's Special Health Care Services Satisfaction Survey (57235)

Q28. What number would you use to rate all your child's health care in the last 6 months?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------|--------------|-------------|-------------|--------------|-----------------------|-------------------|--------------|---------------|--------------|-----------------|------------------|-------------------------|--------------|--------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0 - Worst health care possible | 3 0.6% | - | 1 1.0% | 1 0.7% | 1 0.9% | - | 3 1.7% | - | 1 0.4% | 2 0.9% | - | 2 0.5% | 2 0.5% | 1 1.4% | - | 3 0.7% | - |
| TMG SUMMARY RATE - 8-10 | 412 86.0% | 95 89.6% | 89 85.6% | 120 81.6% | 105 89.7% | 198 93.4% | 144 82.8% | 63 74.1% | 219 87.6% | 190 84.8% | 32 88.9% | 369 86.2% | 318 86.4% | 62 83.8% | 42 84.0% | 345 85.6% | 67 88.2% |
| TMG SUMMARY RATE - 9-10 | 334 69.7% | 79 74.5% | 70 67.3% | 99 67.3% | 84 71.8% | 163 76.9% | 115 66.1% | 50 58.8% | 173 69.2% | 158 70.5% | 22 61.1% | 302 70.6% | 259 70.4% | 50 67.6% | 32 64.0% | 278 69.0% | 56 73.7% |
| Mean | 8.87 | 9.03 | 8.76 | 8.84 | 8.91 | 9.19 | 8.68 | 8.46 | 8.97 | 8.78 | 8.69 | 8.92 | 8.90 | 8.81 | 8.66 | 8.83 | 9.11 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q29. In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 480 | 105 | 108 | 149 | 114 | 217 | 172 | 84 | 254 | 221 | 35 | 429 | 370 | 73 | 50 | 406 | 74 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 27 | 1 | 2 | 3 | 5 | 4 | 5 | 2 | 4 | 8 | 1 | 11 | 10 | 2 | - | 12 | 15 |
| Yes | 358 | 76 | 75 | 109 | 94 | 148 | 131 | 74 | 191 | 164 | 28 | 318 | 274 | 59 | 37 | 306 | 52 |
| | 74.6% | 72.4% | 69.4% | 73.2% | 82.5% | 68.2% | 76.2% | 88.1% | 75.2% | 74.2% | 80.0% | 74.1% | 74.1% | 80.8% | 74.0% | 75.4% | 70.3% |
| | | | | | bCd | | f | FG | | | | | | | | | |
| No | 122 | 29 | 33 | 40 | 20 | 69 | 41 | 10 | 63 | 57 | 7 | 111 | 96 | 14 | 13 | 100 | 22 |
| | 25.4% | 27.6% | 30.6% | 26.8% | 17.5% | 31.8% | 23.8% | 11.9% | 24.8% | 25.8% | 20.0% | 25.9% | 25.9% | 19.2% | 26.0% | 24.6% | 29.7% |
| | | e | E | e | | gH | H | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q30. In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 358 | 76 | 75 | 109 | 94 | 148 | 131 | 74 | 191 | 164 | 28 | 318 | 274 | 59 | 37 | 306 | 52 |
| Total Valid Responses | 357 | 76 | 75 | 108 | 94 | 148 | 131 | 73 | 190 | 164 | 28 | 317 | 274 | 58 | 37 | 305 | 52 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | - | - | 1 | - | - | - | 1 | 1 | - | - | 1 | - | 1 | - | 1 | - |
| Not a problem | 260 | 57 | 53 | 81 | 66 | 117 | 95 | 45 | 138 | 120 | 19 | 233 | 203 | 44 | 22 | 222 | 38 |
| | 72.8% | 75.0% | 70.7% | 75.0% | 70.2% | 79.1% | 72.5% | 61.6% | 72.6% | 73.2% | 67.9% | 73.5% | 74.1% | 75.9% | 59.5% | 72.8% | 73.1% |
| | | | | | | H | | | | | | | o | o | | | |
| A small problem | 70 | 14 | 14 | 20 | 21 | 22 | 27 | 19 | 41 | 28 | 5 | 62 | 50 | 12 | 11 | 61 | 9 |
| | 19.6% | 18.4% | 18.7% | 18.5% | 22.3% | 14.9% | 20.6% | 26.0% | 21.6% | 17.1% | 17.9% | 19.6% | 18.2% | 20.7% | 29.7% | 20.0% | 17.3% |
| | | | | | | | | f | | | | | | | | | |
| A big problem | 27 | 5 | 8 | 7 | 7 | 9 | 9 | 9 | 11 | 16 | 4 | 22 | 21 | 2 | 4 | 22 | 5 |
| | 7.6% | 6.6% | 10.7% | 6.5% | 7.4% | 6.1% | 6.9% | 12.3% | 5.8% | 9.8% | 14.3% | 6.9% | 7.7% | 3.4% | 10.8% | 7.2% | 9.6% |
| TMG SUMMARY RATE - Not a problem | 260 | 57 | 53 | 81 | 66 | 117 | 95 | 45 | 138 | 120 | 19 | 233 | 203 | 44 | 22 | 222 | 38 |
| | 72.8% | 75.0% | 70.7% | 75.0% | 70.2% | 79.1% | 72.5% | 61.6% | 72.6% | 73.2% | 67.9% | 73.5% | 74.1% | 75.9% | 59.5% | 72.8% | 73.1% |
| | | | | | | H | | | | | | | o | o | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q31. Did anyone from your child's doctor's office, local health department or clinic help you with this problem?

| | ===== CHILD'S AGE ===== | | | | ===== CHILD'S HEALTH ===== | | | ===== CHILD ===== | | ===== CHILD ===== | | ===== CHILD ===== | | | ===== DISPOSITION ===== | | |
|-----------------------|-------------------------|--------|--------|--------|----------------------------|-------------------|--------|-------------------|--------|-------------------|------------------|-------------------------|--------|-------------------------|-------------------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 97 | 19 | 22 | 27 | 28 | 31 | 36 | 28 | 52 | 44 | 9 | 84 | 71 | 14 | 15 | 83 | 14 |
| Total Valid Responses | 93 | 18 | 20 | 27 | 27 | 29 | 36 | 26 | 51 | 41 | 8 | 81 | 70 | 13 | 14 | 79 | 14 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 4 | 1 | 2 | - | 1 | 2 | - | 2 | 1 | 3 | 1 | 3 | 1 | 1 | 1 | 4 | - |
| Yes | 54 | 11 | 11 | 14 | 17 | 16 | 20 | 16 | 30 | 23 | 7 | 43 | 37 | 11 | 10 | 46 | 8 |
| | 58.1% | 61.1% | 55.0% | 51.9% | 63.0% | 55.2% | 55.6% | 61.5% | 58.8% | 56.1% | 87.5% | 53.1% | 52.9% | 84.6% | 71.4% | 58.2% | 57.1% |
| | | | | | | | | | | | L | | | M | | | |
| No | 39 | 7 | 9 | 13 | 10 | 13 | 16 | 10 | 21 | 18 | 1 | 38 | 33 | 2 | 4 | 33 | 6 |
| | 41.9% | 38.9% | 45.0% | 48.1% | 37.0% | 44.8% | 44.4% | 38.5% | 41.2% | 43.9% | 12.5% | 46.9% | 47.1% | 15.4% | 28.6% | 41.8% | 42.9% |
| | | | | | | | | | | | K | | N | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q32. In the last 6 months, did you ask for help with transportation related to the CSHCS condition for your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 485 | 104 | 108 | 151 | 117 | 220 | 173 | 85 | 256 | 224 | 35 | 434 | 375 | 74 | 49 | 411 | 74 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 22 | 2 | 2 | 1 | 2 | 1 | 4 | 1 | 2 | 5 | 1 | 6 | 5 | 1 | 1 | 7 | 15 |
| Yes | 50 | 16 | 12 | 14 | 7 | 18 | 21 | 11 | 25 | 25 | 2 | 46 | 38 | 12 | 2 | 39 | 11 |
| | 10.3% | 15.4% | 11.1% | 9.3% | 6.0% | 8.2% | 12.1% | 12.9% | 9.8% | 11.2% | 5.7% | 10.6% | 10.1% | 16.2% | 4.1% | 9.5% | 14.9% |
| | | E | | | | | | | | | | | O | O | | | |
| No | 435 | 88 | 96 | 137 | 110 | 202 | 152 | 74 | 231 | 199 | 33 | 388 | 337 | 62 | 47 | 372 | 63 |
| | 89.7% | 84.6% | 88.9% | 90.7% | 94.0% | 91.8% | 87.9% | 87.1% | 90.2% | 88.8% | 94.3% | 89.4% | 89.9% | 83.8% | 95.9% | 90.5% | 85.1% |
| | | | | | B | | | | | | | | | | mN | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q33. In the last 6 months, when you asked for help with transportation related to the CSHCS condition, how often did you get it?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 50 | 16 | 12 | 14 | 7 | 18 | 21 | 11 | 25 | 25 | 2 | 46 | 38 | 12 | 2 | 39 | 11 |
| Total Valid Responses | 49 | 16 | 12 | 14 | 7 | 18 | 20 | 11 | 24 | 25 | 2 | 45 | 37 | 12 | 2 | 38 | 11 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | - | - | - | - | - | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| Always | 30 | 10 | 8 | 8 | 4 | 11 | 13 | 6 | 15 | 15 | 1 | 28 | 22 | 6 | 1 | 24 | 6 |
| | 61.2% | 62.5% | 66.7% | 57.1% | 57.1% | 61.1% | 65.0% | 54.5% | 62.5% | 60.0% | 50.0% | 62.2% | 59.5% | 50.0% | 50.0% | 63.2% | 54.5% |
| Usually | 4 | 1 | - | 1 | 2 | 2 | 2 | - | 1 | 3 | 1 | 3 | 4 | 1 | - | 3 | 1 |
| | 8.2% | 6.3% | | 7.1% | 28.6% | 11.1% | 10.0% | | 4.2% | 12.0% | 50.0% | 6.7% | 10.8% | 8.3% | | 7.9% | 9.1% |
| Sometimes | 4 | 1 | 2 | 1 | - | 1 | 2 | 1 | 1 | 3 | - | 4 | 4 | - | 1 | 3 | 1 |
| | 8.2% | 6.3% | 16.7% | 7.1% | | 5.6% | 10.0% | 9.1% | 4.2% | 12.0% | | 8.9% | 10.8% | | 50.0% | 7.9% | 9.1% |
| Never | 11 | 4 | 2 | 4 | 1 | 4 | 3 | 4 | 7 | 4 | - | 10 | 7 | 5 | - | 8 | 3 |
| | 22.4% | 25.0% | 16.7% | 28.6% | 14.3% | 22.2% | 15.0% | 36.4% | 29.2% | 16.0% | | 22.2% | 18.9% | 41.7% | | 21.1% | 27.3% |
| TMG SUMMARY RATE - Always/Usually | 34 | 11 | 8 | 9 | 6 | 13 | 15 | 6 | 16 | 18 | 2 | 31 | 26 | 7 | 1 | 27 | 7 |
| | 69.4% | 68.8% | 66.7% | 64.3% | 85.7% | 72.2% | 75.0% | 54.5% | 66.7% | 72.0% | 100.0% | 68.9% | 70.3% | 58.3% | 50.0% | 71.1% | 63.6% |
| | | | | | | | | | | | L | | | | | | |
| TMG SUMMARY RATE - Always | 30 | 10 | 8 | 8 | 4 | 11 | 13 | 6 | 15 | 15 | 1 | 28 | 22 | 6 | 1 | 24 | 6 |
| | 61.2% | 62.5% | 66.7% | 57.1% | 57.1% | 61.1% | 65.0% | 54.5% | 62.5% | 60.0% | 50.0% | 62.2% | 59.5% | 50.0% | 50.0% | 63.2% | 54.5% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q34. In the last 6 months, how often did the help with transportation related to the CSHCS condition meet your needs?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--------------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 38 | 12 | 10 | 10 | 6 | 14 | 17 | 7 | 17 | 21 | 2 | 35 | 30 | 7 | 2 | 30 | 8 |
| Total Valid Responses | 37 | 12 | 10 | 9 | 6 | 14 | 16 | 7 | 17 | 20 | 2 | 34 | 29 | 7 | 2 | 29 | 8 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | 1 | 1 | - | - | 1 | - |
| Always | 26 | 7 | 8 | 6 | 5 | 10 | 12 | 4 | 13 | 13 | 2 | 23 | 21 | 4 | 1 | 22 | 4 |
| | 70.3% | 58.3% | 80.0% | 66.7% | 83.3% | 71.4% | 75.0% | 57.1% | 76.5% | 65.0% | 100.0% | 67.6% | 72.4% | 57.1% | 50.0% | 75.9% | 50.0% |
| | | | | | | | | | | | L | | | | | | |
| Usually | 4 | 2 | - | 1 | 1 | 3 | 1 | - | 1 | 3 | - | 4 | 3 | 2 | - | 3 | 1 |
| | 10.8% | 16.7% | | 11.1% | 16.7% | 21.4% | 6.3% | | 5.9% | 15.0% | | 11.8% | 10.3% | 28.6% | | 10.3% | 12.5% |
| Sometimes | 6 | 3 | 2 | 1 | - | 1 | 3 | 2 | 2 | 4 | - | 6 | 5 | - | 1 | 4 | 2 |
| | 16.2% | 25.0% | 20.0% | 11.1% | | 7.1% | 18.8% | 28.6% | 11.8% | 20.0% | | 17.6% | 17.2% | | 50.0% | 13.8% | 25.0% |
| Never | 1 | - | - | 1 | - | - | - | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 |
| | 2.7% | | | 11.1% | | | | 14.3% | 5.9% | | | 2.9% | | 14.3% | | | 12.5% |
| TMG SUMMARY RATE - Always/Usually | 30 | 9 | 8 | 7 | 6 | 13 | 13 | 4 | 14 | 16 | 2 | 27 | 24 | 6 | 1 | 25 | 5 |
| | 81.1% | 75.0% | 80.0% | 77.8% | 100.0% | 92.9% | 81.3% | 57.1% | 82.4% | 80.0% | 100.0% | 79.4% | 82.8% | 85.7% | 50.0% | 86.2% | 62.5% |
| | | | | | B | h | | | | | L | | | | | | |
| TMG SUMMARY RATE - Always | 26 | 7 | 8 | 6 | 5 | 10 | 12 | 4 | 13 | 13 | 2 | 23 | 21 | 4 | 1 | 22 | 4 |
| | 70.3% | 58.3% | 80.0% | 66.7% | 83.3% | 71.4% | 75.0% | 57.1% | 76.5% | 65.0% | 100.0% | 67.6% | 72.4% | 57.1% | 50.0% | 75.9% | 50.0% |
| | | | | | | | | | | | L | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q35. In the last 6 months, did your child's CSHCS condition require you to get or try to get any special medical equipment, supplies or devices?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ==== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 488 | 105 | 109 | 151 | 119 | 219 | 176 | 85 | 256 | 227 | 35 | 437 | 379 | 73 | 49 | 413 | 75 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 19 | 1 | 1 | 1 | - | 2 | 1 | 1 | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 5 | 14 |
| Yes | 158 | 40 | 41 | 38 | 38 | 54 | 61 | 40 | 82 | 75 | 14 | 138 | 128 | 21 | 13 | 131 | 27 |
| | 32.4% | 38.1% | 37.6% | 25.2% | 31.9% | 24.7% | 34.7% | 47.1% | 32.0% | 33.0% | 40.0% | 31.6% | 33.8% | 28.8% | 26.5% | 31.7% | 36.0% |
| | | D | D | | | | F | Fg | | | | | | | | | |
| No | 330 | 65 | 68 | 113 | 81 | 165 | 115 | 45 | 174 | 152 | 21 | 299 | 251 | 52 | 36 | 282 | 48 |
| | 67.6% | 61.9% | 62.4% | 74.8% | 68.1% | 75.3% | 65.3% | 52.9% | 68.0% | 67.0% | 60.0% | 68.4% | 66.2% | 71.2% | 73.5% | 68.3% | 64.0% |
| | | | | BC | | GH | h | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q36. In the last 6 months, how much of a problem, if any, was it to get the special medical equipment needed for the CSHCS condition?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 158 | 40 | 41 | 38 | 38 | 54 | 61 | 40 | 82 | 75 | 14 | 138 | 128 | 21 | 13 | 131 | 27 |
| Total Valid Responses | 156 | 38 | 41 | 38 | 38 | 53 | 60 | 40 | 81 | 74 | 13 | 138 | 126 | 21 | 12 | 129 | 27 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 2 | 2 | - | - | - | 1 | 1 | - | 1 | 1 | 1 | - | 2 | - | 1 | 2 | - |
| Not a problem | 95 | 24 | 25 | 27 | 18 | 37 | 32 | 23 | 50 | 44 | 8 | 83 | 74 | 16 | 8 | 80 | 15 |
| | 60.9% | 63.2% | 61.0% | 71.1% | 47.4% | 69.8% | 53.3% | 57.5% | 61.7% | 59.5% | 61.5% | 60.1% | 58.7% | 76.2% | 66.7% | 62.0% | 55.6% |
| | | | | E | | g | | | | | | | | m | | | |
| A small problem | 34 | 8 | 6 | 5 | 15 | 9 | 16 | 9 | 16 | 18 | 3 | 30 | 28 | 5 | 3 | 28 | 6 |
| | 21.8% | 21.1% | 14.6% | 13.2% | 39.5% | 17.0% | 26.7% | 22.5% | 19.8% | 24.3% | 23.1% | 21.7% | 22.2% | 23.8% | 25.0% | 21.7% | 22.2% |
| | | | | | bCD | | | | | | | | | | | | |
| A big problem | 27 | 6 | 10 | 6 | 5 | 7 | 12 | 8 | 15 | 12 | 2 | 25 | 24 | - | 1 | 21 | 6 |
| | 17.3% | 15.8% | 24.4% | 15.8% | 13.2% | 13.2% | 20.0% | 20.0% | 18.5% | 16.2% | 15.4% | 18.1% | 19.0% | | 8.3% | 16.3% | 22.2% |
| TMG SUMMARY RATE - Not a problem | 95 | 24 | 25 | 27 | 18 | 37 | 32 | 23 | 50 | 44 | 8 | 83 | 74 | 16 | 8 | 80 | 15 |
| | 60.9% | 63.2% | 61.0% | 71.1% | 47.4% | 69.8% | 53.3% | 57.5% | 61.7% | 59.5% | 61.5% | 60.1% | 58.7% | 76.2% | 66.7% | 62.0% | 55.6% |
| | | | | E | | g | | | | | | | | m | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q37. In the last 6 months, did you get or try to get special therapy for your child, such as physical, occupational, or speech therapy?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 484 | 104 | 108 | 151 | 117 | 220 | 172 | 84 | 254 | 226 | 36 | 432 | 375 | 72 | 49 | 411 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 23 | 2 | 2 | 1 | 2 | 1 | 5 | 2 | 4 | 3 | - | 8 | 5 | 3 | 1 | 7 | 16 |
| Yes | 111 | 38 | 31 | 24 | 17 | 39 | 43 | 27 | 60 | 51 | 8 | 100 | 88 | 15 | 10 | 95 | 16 |
| | 22.9% | 36.5% | 28.7% | 15.9% | 14.5% | 17.7% | 25.0% | 32.1% | 23.6% | 22.6% | 22.2% | 23.1% | 23.5% | 20.8% | 20.4% | 23.1% | 21.9% |
| | | DE | DE | | | | f | F | | | | | | | | | |
| No | 373 | 66 | 77 | 127 | 100 | 181 | 129 | 57 | 194 | 175 | 28 | 332 | 287 | 57 | 39 | 316 | 57 |
| | 77.1% | 63.5% | 71.3% | 84.1% | 85.5% | 82.3% | 75.0% | 67.9% | 76.4% | 77.4% | 77.8% | 76.9% | 76.5% | 79.2% | 79.6% | 76.9% | 78.1% |
| | | | BC | BC | BC | gH | | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q38. In the last 6 months, how much of a problem, if any, was it to get the special therapy for your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 111 | 38 | 31 | 24 | 17 | 39 | 43 | 27 | 60 | 51 | 8 | 100 | 88 | 15 | 10 | 95 | 16 |
| Total Valid Responses | 111 | 38 | 31 | 24 | 17 | 39 | 43 | 27 | 60 | 51 | 8 | 100 | 88 | 15 | 10 | 95 | 16 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Not a problem | 79 | 27 | 24 | 16 | 11 | 35 | 26 | 16 | 41 | 38 | 7 | 69 | 60 | 12 | 9 | 71 | 8 |
| | 71.2% | 71.1% | 77.4% | 66.7% | 64.7% | 89.7% | 60.5% | 59.3% | 68.3% | 74.5% | 87.5% | 69.0% | 68.2% | 80.0% | 90.0% | 74.7% | 50.0% |
| | | | | | | GH | | | | | | | | | M | q | |
| A small problem | 16 | 4 | 5 | 6 | 1 | 3 | 9 | 4 | 10 | 6 | 1 | 15 | 14 | 2 | 1 | 13 | 3 |
| | 14.4% | 10.5% | 16.1% | 25.0% | 5.9% | 7.7% | 20.9% | 14.8% | 16.7% | 11.8% | 12.5% | 15.0% | 15.9% | 13.3% | 10.0% | 13.7% | 18.8% |
| | | | | e | | | f | | | | | | | | | | |
| A big problem | 16 | 7 | 2 | 2 | 5 | 1 | 8 | 7 | 9 | 7 | - | 16 | 14 | 1 | - | 11 | 5 |
| | 14.4% | 18.4% | 6.5% | 8.3% | 29.4% | 2.6% | 18.6% | 25.9% | 15.0% | 13.7% | | 16.0% | 15.9% | 6.7% | | 11.6% | 31.3% |
| | | | | | cd | | F | F | | | | | | | | | |
| TMG SUMMARY RATE - Not a problem | 79 | 27 | 24 | 16 | 11 | 35 | 26 | 16 | 41 | 38 | 7 | 69 | 60 | 12 | 9 | 71 | 8 |
| | 71.2% | 71.1% | 77.4% | 66.7% | 64.7% | 89.7% | 60.5% | 59.3% | 68.3% | 74.5% | 87.5% | 69.0% | 68.2% | 80.0% | 90.0% | 74.7% | 50.0% |
| | | | | | | GH | | | | | | | | | M | q | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q39. Did anyone from your child's doctor's office, local health department or clinic help you with this problem?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 32 | 11 | 7 | 8 | 6 | 4 | 17 | 11 | 19 | 13 | 1 | 31 | 28 | 3 | 1 | 24 | 8 |
| Total Valid Responses | 31 | 10 | 7 | 8 | 6 | 4 | 16 | 11 | 18 | 13 | 1 | 30 | 27 | 3 | 1 | 23 | 8 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | 1 | - | - | - | - | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| Yes | 14 | 6 | 5 | 3 | - | 1 | 9 | 4 | 9 | 5 | 1 | 13 | 11 | 3 | 1 | 8 | 6 |
| | 45.2% | 60.0% | 71.4% | 37.5% | | 25.0% | 56.3% | 36.4% | 50.0% | 38.5% | 100.0% | 43.3% | 40.7% | 100.0% | 100.0% | 34.8% | 75.0% |
| | | | | | | | | | | | L | | | M | M | | P |
| No | 17 | 4 | 2 | 5 | 6 | 3 | 7 | 7 | 9 | 8 | - | 17 | 16 | - | - | 15 | 2 |
| | 54.8% | 40.0% | 28.6% | 62.5% | 100.0% | 75.0% | 43.8% | 63.6% | 50.0% | 61.5% | | 56.7% | 59.3% | | | 65.2% | 25.0% |
| | | | | | BCD | | | | | | | | | | | Q | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q40. Is your child being followed now, or has he or she had an appointment in the last 6 months, in a Children's Multidisciplinary Specialty (CMS) Clinic?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 419 | 91 | 93 | 124 | 109 | 186 | 154 | 74 | 221 | 195 | 27 | 381 | 328 | 61 | 42 | 350 | 69 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 26 | 1 | 1 | 3 | 5 | 4 | 5 | 1 | 5 | 6 | 2 | 8 | 6 | 2 | 3 | 12 | 14 |
| Yes | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| | 19.3% | 20.9% | 15.1% | 21.0% | 19.3% | 16.1% | 20.1% | 21.6% | 19.0% | 19.5% | 29.6% | 18.1% | 17.7% | 24.6% | 21.4% | 18.0% | 26.1% |
| No | 338 | 72 | 79 | 98 | 88 | 156 | 123 | 58 | 179 | 157 | 19 | 312 | 270 | 46 | 33 | 287 | 51 |
| | 80.7% | 79.1% | 84.9% | 79.0% | 80.7% | 83.9% | 79.9% | 78.4% | 81.0% | 80.5% | 70.4% | 81.9% | 82.3% | 75.4% | 78.6% | 82.0% | 73.9% |
| I don't know | 62 | 14 | 16 | 25 | 5 | 31 | 18 | 11 | 32 | 28 | 7 | 51 | 46 | 12 | 5 | 56 | 6 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q41. In the last 12 months, how much of a problem, if any, has it been to get your child an appointment in a CMS clinic?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| Total Valid Responses | 79 | 19 | 14 | 25 | 20 | 29 | 30 | 16 | 42 | 36 | 8 | 68 | 58 | 14 | 9 | 62 | 17 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 2 | - | - | 1 | 1 | 1 | 1 | - | - | 2 | - | 1 | - | 1 | - | 1 | 1 |
| Not a problem | 69 | 19 | 10 | 23 | 16 | 25 | 27 | 14 | 37 | 31 | 6 | 61 | 51 | 13 | 6 | 55 | 14 |
| | 87.3% | 100.0% | 71.4% | 92.0% | 80.0% | 86.2% | 90.0% | 87.5% | 88.1% | 86.1% | 75.0% | 89.7% | 87.9% | 92.9% | 66.7% | 88.7% | 82.4% |
| | | CE | | | | | | | | | | | | | | | |
| A small problem | 8 | - | 4 | 1 | 3 | 3 | 3 | 2 | 3 | 5 | 2 | 5 | 6 | - | 3 | 5 | 3 |
| | 10.1% | | 28.6% | 4.0% | 15.0% | 10.3% | 10.0% | 12.5% | 7.1% | 13.9% | 25.0% | 7.4% | 10.3% | | 33.3% | 8.1% | 17.6% |
| | | | d | | | | | | | | | | | | | | |
| A big problem | 2 | - | - | 1 | 1 | 1 | - | - | 2 | - | - | 2 | 1 | 1 | - | 2 | - |
| | 2.5% | | | 4.0% | 5.0% | 3.4% | | | 4.8% | | | 2.9% | 1.7% | 7.1% | | 3.2% | |
| TMG SUMMARY RATE - Not a problem | 69 | 19 | 10 | 23 | 16 | 25 | 27 | 14 | 37 | 31 | 6 | 61 | 51 | 13 | 6 | 55 | 14 |
| | 87.3% | 100.0% | 71.4% | 92.0% | 80.0% | 86.2% | 90.0% | 87.5% | 88.1% | 86.1% | 75.0% | 89.7% | 87.9% | 92.9% | 66.7% | 88.7% | 82.4% |
| | | CE | | | | | | | | | | | | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q42. Did anyone from your child's doctor's office, local health department or clinic help you with this problem?

| | ===== CHILD'S AGE ===== | | | | ===== CHILD'S HEALTH ===== | | | ===== CHILD ===== | | ===== CHILD ===== | | ===== CHILD ===== | | | ===== = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|----------------------------|-------------------|--------|-------------------|--------|-------------------|------------------|-------------------|--------|-------------------------|-----------------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| Total Valid Responses | 57 | 11 | 11 | 20 | 14 | 21 | 19 | 14 | 27 | 29 | 5 | 50 | 43 | 10 | 6 | 42 | 15 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 24 | 8 | 3 | 6 | 7 | 9 | 12 | 2 | 15 | 9 | 3 | 19 | 15 | 5 | 3 | 21 | 3 |
| Yes | 22 | 2 | 6 | 7 | 7 | 7 | 7 | 6 | 8 | 14 | 1 | 21 | 16 | 7 | 1 | 14 | 8 |
| | 38.6% | 18.2% | 54.5% | 35.0% | 50.0% | 33.3% | 36.8% | 42.9% | 29.6% | 48.3% | 20.0% | 42.0% | 37.2% | 70.0% | 16.7% | 33.3% | 53.3% |
| | | | b | | b | | | | | | | | | MO | | | |
| No | 35 | 9 | 5 | 13 | 7 | 14 | 12 | 8 | 19 | 15 | 4 | 29 | 27 | 3 | 5 | 28 | 7 |
| | 61.4% | 81.8% | 45.5% | 65.0% | 50.0% | 66.7% | 63.2% | 57.1% | 70.4% | 51.7% | 80.0% | 58.0% | 62.8% | 30.0% | 83.3% | 66.7% | 46.7% |
| | | ce | | | | | | | | | | | N | | N | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q43. What is the diagnosis category that best describes the condition that is the main reason for your child going to a CMS clinic?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|---|-------------|------------|------------|------------|-----------------------|-------------------|------------|---------------|--------------|------------|------------------|-------------------------|-------------|-------------------------|------------|-------------|------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| Total Valid Responses | 76 | 19 | 13 | 23 | 20 | 28 | 29 | 15 | 41 | 34 | 8 | 65 | 55 | 14 | 9 | 59 | 17 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 3 | - | - | 3 | - | 2 | 1 | - | 1 | 2 | - | 3 | 2 | 1 | - | 3 | - |
| Blood diseases, sickle cell disease, cancers, AIDS, hemophilia | 13 17.1% | 3 15.8% | 2 15.4% | 4 17.4% | 4 20.0% | 5 17.9% | 4 13.8% | 2 13.3% | 6 14.6% | 7 20.6% | 1 12.5% | 12 18.5% | 10 18.2% | 3 21.4% | 2 22.2% | 10 16.9% | 3 17.6% |
| Amputation, limb loss, muscular dystrophy | 4 5.3% | - | - | 2 8.7% | 2 10.0% | 1 3.6% | 2 6.9% | 1 6.7% | 4 9.8% | - | - | 4 6.2% | 3 5.5% | - | 1 11.1% | 3 5.1% | 1 5.9% |
| Neurology conditions, seizures | 12 15.8% | 3 15.8% | 3 23.1% | 3 13.0% | 3 15.0% | 6 21.4% | 3 10.3% | 3 20.0% | 5 12.2% | 7 20.6% | 3 37.5% | 9 13.8% | 8 14.5% | 3 21.4% | 1 11.1% | 10 16.9% | 2 11.8% |
| Kidney or urinary disease | 5 6.6% | - | 1 7.7% | 3 13.0% | 1 5.0% | - | 4 13.8% | 1 6.7% | 4 9.8% | 1 2.9% | 1 12.5% | 3 4.6% | 2 3.6% | 2 14.3% | 1 11.1% | 3 5.1% | 2 11.8% |
| Apnea, pulmonary (lungs) and breathing difficulty conditions, cystic fibrosis, asthma | 7 9.2% | 1 5.3% | 3 23.1% | 3 13.0% | - | 1 3.6% | 4 13.8% | 2 13.3% | 2 4.9% | 5 14.7% | - | 7 10.8% | 6 10.9% | 1 7.1% | - | 6 10.2% | 1 5.9% |
| Heart conditions | 2 2.6% | - | - | - | 1 5.0% | - | - | 1 6.7% | 1 2.4% | - | - | 1 1.5% | 1 1.8% | - | - | 1 1.7% | 1 5.9% |
| Diabetes or endocrine disorders | 7 9.2% | 1 5.3% | 1 7.7% | 1 4.3% | 4 20.0% | 3 10.7% | 2 6.9% | 2 13.3% | 6 14.6% | 1 2.9% | - | 7 10.8% | 5 9.1% | 1 7.1% | 1 11.1% | 6 10.2% | 1 5.9% |
| Spina Bifida | 4 5.3% | 2 10.5% | 1 7.7% | 1 4.3% | - | 2 7.1% | 1 3.4% | - | 2 4.9% | 2 5.9% | - | 4 6.2% | 4 7.3% | - | - | 3 5.1% | 1 5.9% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
Children's Special Health Care Services Satisfaction Survey (57235)

Q43. What is the diagnosis category that best describes the condition that is the main reason for your child going to a CMS clinic?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------------|-------------|------------|-----------|------------|-----------------------|-------------------|------------|---------------|------------|-----------------|------------------|-------------------------|------------|-------------------------|-------------|------------|------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Genetic and metabolic disease | 1 1.3% | - | - | - | 1 5.0% | - | 1 3.4% | - | - | 1 2.9% | 1 12.5% | - | 1 1.8% | - | - | 1 1.7% | - |
| Stomach conditions | 2 2.6% | 1 5.3% | - | - | 1 5.0% | - | 2 6.9% | - | 2 4.9% | - | 1 12.5% | 1 1.5% | 2 3.6% | - | - | 2 3.4% | - |
| Cleft Palate | 9 11.8% | 4 21.1% | 1 7.7% | 3 13.0% | 1 5.0% | 8 28.6% | - | 1 6.7% | 5 12.2% | 4 11.8% | 1 12.5% | 8 12.3% | 7 12.7% | 1 7.1% | 1 11.1% | 8 13.6% | 1 5.9% |
| Other | 10 13.2% | 4 21.1% | 1 7.7% | 3 13.0% | 2 10.0% | 2 7.1% | 6 20.7% | 2 13.3% | 4 9.8% | 6 17.6% | - | 9 13.8% | 6 10.9% | 3 21.4% | 2 22.2% | 6 10.2% | 4 23.5% |
| I don't know | 2 | - | 1 | - | 1 | - | 1 | 1 | - | 2 | - | 1 | 1 | - | - | 1 | 1 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q44. Did your CMS Clinic develop a plan of care for your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| Total Valid Responses | 70 | 18 | 12 | 23 | 17 | 27 | 26 | 15 | 37 | 33 | 7 | 62 | 53 | 12 | 8 | 56 | 14 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 3 | - | - | 1 | 1 | 2 | - | - | - | 2 | - | 2 | - | 2 | - | 2 | 1 |
| Yes | 65 | 17 | 12 | 21 | 15 | 27 | 24 | 12 | 32 | 33 | 6 | 58 | 49 | 12 | 7 | 51 | 14 |
| | 92.9% | 94.4% | 100.0% | 91.3% | 88.2% | 100.0% | 92.3% | 80.0% | 86.5% | 100.0% | 85.7% | 93.5% | 92.5% | 100.0% | 87.5% | 91.1% | 100.0% |
| | | | | | | h | | | | I | | | | M | | | P |
| No | 5 | 1 | - | 2 | 2 | - | 2 | 3 | 5 | - | 1 | 4 | 4 | - | 1 | 5 | - |
| | 7.1% | 5.6% | | 8.7% | 11.8% | | 7.7% | 20.0% | 13.5% | | 14.3% | 6.5% | 7.5% | | 12.5% | 8.9% | |
| I don't know | 8 | 1 | 2 | 2 | 3 | 1 | 5 | 1 | 5 | 3 | 1 | 5 | 5 | 1 | 1 | 5 | 3 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q45. In the last 6 months, did anyone from your child's
 CMS Clinic help coordinate your child's care?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------------|--------|------------------|-------------------------|------------|-------------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| Total Valid Responses | 68 | 17 | 10 | 25 | 16 | 26 | 25 | 14 | 38 | 30 | 6 | 61 | 53 | 11 | 7 | 53 | 15 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 4 | - | - | 1 | 2 | 2 | 1 | - | - | 3 | - | 2 | - | 2 | - | 2 | 2 |
| Yes | 50 | 13 | 10 | 15 | 12 | 20 | 22 | 6 | 27 | 23 | 3 | 46 | 40 | 7 | 6 | 40 | 10 |
| | 73.5% | 76.5% | 100.0% | 60.0% | 75.0% | 76.9% | 88.0% | 42.9% | 71.1% | 76.7% | 50.0% | 75.4% | 75.5% | 63.6% | 85.7% | 75.5% | 66.7% |
| | | | BDE | | | H | H | | | | | | | | | | |
| No | 18 | 4 | - | 10 | 4 | 6 | 3 | 8 | 11 | 7 | 3 | 15 | 13 | 4 | 1 | 13 | 5 |
| | 26.5% | 23.5% | | 40.0% | 25.0% | 23.1% | 12.0% | 57.1% | 28.9% | 23.3% | 50.0% | 24.6% | 24.5% | 36.4% | 14.3% | 24.5% | 33.3% |
| | | | | | | | FG | | | | | | | | | | |
| I don't know | 9 | 2 | 4 | - | 3 | 2 | 5 | 2 | 4 | 5 | 2 | 6 | 5 | 2 | 2 | 8 | 1 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q46. What number would you use to rate the CMS clinic for the services your child received in the last 12 months?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|--|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 81 | 19 | 14 | 26 | 21 | 30 | 31 | 16 | 42 | 38 | 8 | 69 | 58 | 15 | 9 | 63 | 18 |
| Total Valid Responses | 76 | 19 | 14 | 24 | 19 | 28 | 29 | 16 | 42 | 34 | 8 | 66 | 57 | 13 | 9 | 60 | 16 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 5 | - | - | 2 | 2 | 2 | 2 | - | - | 4 | - | 3 | 1 | 2 | - | 3 | 2 |
| 10 - Most useful as possible in helping my child | 39 | 10 | 6 | 15 | 8 | 15 | 16 | 5 | 21 | 18 | 2 | 36 | 31 | 7 | 3 | 30 | 9 |
| | 51.3% | 52.6% | 42.9% | 62.5% | 42.1% | 53.6% | 55.2% | 31.3% | 50.0% | 52.9% | 25.0% | 54.5% | 54.4% | 53.8% | 33.3% | 50.0% | 56.3% |
| 9 | 18 | 7 | 4 | 3 | 4 | 6 | 6 | 6 | 8 | 10 | 3 | 15 | 12 | 4 | 2 | 14 | 4 |
| | 23.7% | 36.8% | 28.6% | 12.5% | 21.1% | 21.4% | 20.7% | 37.5% | 19.0% | 29.4% | 37.5% | 22.7% | 21.1% | 30.8% | 22.2% | 23.3% | 25.0% |
| 8 | 8 | 1 | 1 | 2 | 4 | 4 | 3 | 1 | 5 | 3 | 2 | 5 | 7 | 1 | - | 8 | - |
| | 10.5% | 5.3% | 7.1% | 8.3% | 21.1% | 14.3% | 10.3% | 6.3% | 11.9% | 8.8% | 25.0% | 7.6% | 12.3% | 7.7% | - | 13.3% | - |
| 7 | 6 | 1 | 1 | 3 | 1 | 2 | 2 | 2 | 5 | 1 | - | 6 | 3 | 1 | 2 | 5 | 1 |
| | 7.9% | 5.3% | 7.1% | 12.5% | 5.3% | 7.1% | 6.9% | 12.5% | 11.9% | 2.9% | - | 9.1% | 5.3% | 7.7% | 22.2% | 8.3% | 6.3% |
| 6 | 2 | - | 1 | - | 1 | 1 | - | 1 | 1 | 1 | - | 2 | 2 | - | - | 1 | 1 |
| | 2.6% | - | 7.1% | - | 5.3% | 3.6% | - | 6.3% | 2.4% | 2.9% | - | 3.0% | 3.5% | - | - | 1.7% | 6.3% |
| 5 | 2 | - | 1 | - | 1 | - | 2 | - | 1 | 1 | - | 2 | 2 | - | 1 | 1 | 1 |
| | 2.6% | - | 7.1% | - | 5.3% | - | 6.9% | - | 2.4% | 2.9% | - | 3.0% | 3.5% | - | 11.1% | 1.7% | 6.3% |
| 4 | 1 | - | - | 1 | - | - | - | 1 | 1 | - | 1 | - | - | - | 1 | 1 | - |
| | 1.3% | - | - | 4.2% | - | - | - | 6.3% | 2.4% | - | 12.5% | - | - | - | 11.1% | 1.7% | - |
| 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
Children's Special Health Care Services Satisfaction Survey (57235)

Q46. What number would you use to rate the CMS clinic for the services your child received in the last 12 months?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--|-------------|-------------|-------------|-------------|-----------------------|-------------------|-------------|---------------|-------------|-----------------|------------------|-------------------------|------------------|-------------------------|-------------|-------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am African | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0 - Not at all useful to my child | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| My child has had no visits in the last 12 months | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| TMG SUMMARY RATE - 8-10 | 65 85.5% | 18 94.7% | 11 78.6% | 20 83.3% | 16 84.2% | 25 89.3% | 25 86.2% | 12 75.0% | 34 81.0% | 31 91.2% | 7 87.5% | 56 84.8% | 50 87.7% o | 12 92.3% o | 5 55.6% | 52 86.7% | 13 81.3% |
| TMG SUMMARY RATE - 9-10 | 57 75.0% | 17 89.5% | 10 71.4% | 18 75.0% | 12 63.2% | 21 75.0% | 22 75.9% | 11 68.8% | 29 69.0% | 28 82.4% | 5 62.5% | 51 77.3% | 43 75.4% | 11 84.6% | 5 55.6% | 44 73.3% | 13 81.3% |
| Mean | 9.00 | 9.37 | 8.71 | 9.08 | 8.74 | 9.14 | 9.03 | 8.50 | 8.86 | 9.18 | 8.38 | 9.08 | 9.07 | 9.31 | 7.89 | 9.00 | 9.00 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q47. In the last 6 months, have you had any contact, either by phone, mail or in person, with the CSHCS Office at your local or county health department?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 449 | 92 | 107 | 135 | 113 | 206 | 157 | 79 | 232 | 214 | 33 | 404 | 353 | 66 | 44 | 383 | 66 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 24 | 4 | - | 1 | 2 | 4 | 4 | - | 4 | 4 | 3 | 5 | 7 | - | - | 8 | 16 |
| Yes | 249 | 62 | 52 | 72 | 62 | 110 | 90 | 45 | 132 | 114 | 13 | 232 | 206 | 29 | 26 | 222 | 27 |
| | 55.5% | 67.4% | 48.6% | 53.3% | 54.9% | 53.4% | 57.3% | 57.0% | 56.9% | 53.3% | 39.4% | 57.4% | 58.4% | 43.9% | 59.1% | 58.0% | 40.9% |
| | | CDe | | | | | | | | | | K | N | | | Q | |
| No | 200 | 30 | 55 | 63 | 51 | 96 | 67 | 34 | 100 | 100 | 20 | 172 | 147 | 37 | 18 | 161 | 39 |
| | 44.5% | 32.6% | 51.4% | 46.7% | 45.1% | 46.6% | 42.7% | 43.0% | 43.1% | 46.7% | 60.6% | 42.6% | 41.6% | 56.1% | 40.9% | 42.0% | 59.1% |
| | | | B | B | b | | | | | | L | | M | | | | P |
| I don't know | 34 | 10 | 3 | 16 | 4 | 11 | 16 | 7 | 22 | 11 | - | 31 | 20 | 9 | 6 | 27 | 7 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q48. During the last 6 months, how many times have you had contact, either by phone, mail or in person, with the CSHCS Office in your local health department?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 249 | 62 | 52 | 72 | 62 | 110 | 90 | 45 | 132 | 114 | 13 | 232 | 206 | 29 | 26 | 222 | 27 |
| Total Valid Responses | 245 | 62 | 52 | 69 | 61 | 108 | 90 | 43 | 129 | 113 | 13 | 228 | 202 | 29 | 26 | 222 | 23 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 4 | - | - | 3 | 1 | 2 | - | 2 | 3 | 1 | - | 4 | 4 | - | - | - | 4 |
| 1 contact | 81 | 23 | 18 | 26 | 14 | 36 | 30 | 14 | 42 | 39 | 4 | 76 | 66 | 11 | 6 | 75 | 6 |
| | 33.1% | 37.1% | 34.6% | 37.7% | 23.0% | 33.3% | 33.3% | 32.6% | 32.6% | 34.5% | 30.8% | 33.3% | 32.7% | 37.9% | 23.1% | 33.8% | 26.1% |
| | | e | | e | | | | | | | | | | | | | |
| 2 contacts | 93 | 22 | 20 | 24 | 26 | 48 | 31 | 11 | 46 | 45 | 5 | 86 | 78 | 10 | 12 | 85 | 8 |
| | 38.0% | 35.5% | 38.5% | 34.8% | 42.6% | 44.4% | 34.4% | 25.6% | 35.7% | 39.8% | 38.5% | 37.7% | 38.6% | 34.5% | 46.2% | 38.3% | 34.8% |
| | | | | | | H | | | | | | | | | | | |
| 3 contacts | 33 | 8 | 7 | 12 | 6 | 10 | 12 | 11 | 21 | 11 | 2 | 30 | 27 | 4 | 1 | 31 | 2 |
| | 13.5% | 12.9% | 13.5% | 17.4% | 9.8% | 9.3% | 13.3% | 25.6% | 16.3% | 9.7% | 15.4% | 13.2% | 13.4% | 13.8% | 3.8% | 14.0% | 8.7% |
| | | | | | | | | F | | | | | O | | | | |
| 4 or more contacts | 38 | 9 | 7 | 7 | 15 | 14 | 17 | 7 | 20 | 18 | 2 | 36 | 31 | 4 | 7 | 31 | 7 |
| | 15.5% | 14.5% | 13.5% | 10.1% | 24.6% | 13.0% | 18.9% | 16.3% | 15.5% | 15.9% | 15.4% | 15.8% | 15.3% | 13.8% | 26.9% | 14.0% | 30.4% |
| | | | | | D | | | | | | | | | | | | P |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q49. Mark all of the topics that have been covered in your contacts by phone, mail, or in person with the CSHCS Office in the local health department during the last 6 months. (Mark all that apply.)

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|--|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------------|--------|------------------|-------------------------|------------|-------------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 249 | 62 | 52 | 72 | 62 | 110 | 90 | 45 | 132 | 114 | 13 | 232 | 206 | 29 | 26 | 222 | 27 |
| Total Valid Responses | 521 | 134 | 101 | 147 | 137 | 245 | 187 | 84 | 284 | 229 | 27 | 486 | 427 | 76 | 52 | 477 | 44 |
| Total Respondents | 242 | 59 | 52 | 70 | 60 | 107 | 88 | 44 | 129 | 110 | 13 | 225 | 199 | 29 | 26 | 220 | 22 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Adding or changing providers | 97 | 25 | 18 | 29 | 25 | 37 | 44 | 15 | 57 | 40 | 3 | 93 | 85 | 9 | 6 | 90 | 7 |
| | 40.1% | 42.4% | 34.6% | 41.4% | 41.7% | 34.6% | 50.0% | 34.1% | 44.2% | 36.4% | 23.1% | 41.3% | 42.7% | 31.0% | 23.1% | 40.9% | 31.8% |
| Arranging for a diagnostic evaluation | 27 | 8 | 8 | 4 | 7 | 15 | 9 | 3 | 17 | 8 | 3 | 24 | 23 | 2 | 3 | 25 | 2 |
| | 11.2% | 13.6% | 15.4% | 5.7% | 11.7% | 14.0% | 10.2% | 6.8% | 13.2% | 7.3% | 23.1% | 10.7% | 11.6% | 6.9% | 11.5% | 11.4% | 9.1% |
| Assistance to identify other community resources | 31 | 9 | 6 | 10 | 6 | 14 | 9 | 8 | 17 | 14 | 2 | 29 | 25 | 5 | 3 | 27 | 4 |
| | 12.8% | 15.3% | 11.5% | 14.3% | 10.0% | 13.1% | 10.2% | 18.2% | 13.2% | 12.7% | 15.4% | 12.9% | 12.6% | 17.2% | 11.5% | 12.3% | 18.2% |
| Financial review | 83 | 13 | 18 | 25 | 27 | 39 | 29 | 15 | 49 | 33 | 4 | 78 | 70 | 12 | 9 | 76 | 7 |
| | 34.3% | 22.0% | 34.6% | 35.7% | 45.0% | 36.4% | 33.0% | 34.1% | 38.0% | 30.0% | 30.8% | 34.7% | 35.2% | 41.4% | 34.6% | 34.5% | 31.8% |
| Application to join CSHCS | 29 | 9 | 2 | 6 | 11 | 16 | 7 | 5 | 11 | 17 | 2 | 25 | 21 | 6 | 3 | 28 | 1 |
| | 12.0% | 15.3% | 3.8% | 8.6% | 18.3% | 15.0% | 8.0% | 11.4% | 8.5% | 15.5% | 15.4% | 11.1% | 10.6% | 20.7% | 11.5% | 12.7% | 4.5% |
| Transportation assistance | 37 | 14 | 4 | 9 | 10 | 18 | 13 | 5 | 20 | 17 | 3 | 34 | 29 | 8 | 3 | 33 | 4 |
| | 15.3% | 23.7% | 7.7% | 12.9% | 16.7% | 16.8% | 14.8% | 11.4% | 15.5% | 15.5% | 23.1% | 15.1% | 14.6% | 27.6% | 11.5% | 15.0% | 18.2% |
| Care Coordination/Plan of Care | 39 | 11 | 5 | 14 | 9 | 18 | 17 | 4 | 20 | 19 | 3 | 36 | 34 | 5 | 3 | 36 | 3 |
| | 16.1% | 18.6% | 9.6% | 20.0% | 15.0% | 16.8% | 19.3% | 9.1% | 15.5% | 17.3% | 23.1% | 16.0% | 17.1% | 17.2% | 11.5% | 16.4% | 13.6% |
| Insurance or COBRA questions | 23 | 5 | 8 | 6 | 4 | 12 | 7 | 4 | 11 | 12 | 1 | 22 | 21 | 4 | - | 19 | 4 |
| | 9.5% | 8.5% | 15.4% | 8.6% | 6.7% | 11.2% | 8.0% | 9.1% | 8.5% | 10.9% | 7.7% | 9.8% | 10.6% | 13.8% | | 8.6% | 18.2% |
| Children with Special Needs Fund | 16 | 5 | 2 | 3 | 6 | 8 | 7 | 1 | 11 | 5 | 2 | 14 | 13 | 3 | 4 | 16 | - |
| | 6.6% | 8.5% | 3.8% | 4.3% | 10.0% | 7.5% | 8.0% | 2.3% | 8.5% | 4.5% | 15.4% | 6.2% | 6.5% | 10.3% | 15.4% | 7.3% | |
| Questions about Medicaid | 36 | 9 | 6 | 13 | 8 | 18 | 13 | 5 | 19 | 16 | 1 | 34 | 28 | 7 | 4 | 34 | 2 |
| | 14.9% | 15.3% | 11.5% | 18.6% | 13.3% | 16.8% | 14.8% | 11.4% | 14.7% | 14.5% | 7.7% | 15.1% | 14.1% | 24.1% | 15.4% | 15.5% | 9.1% |
| Assistance as child becomes an adult | 9 | 1 | - | 1 | 7 | 4 | 3 | 2 | 6 | 3 | - | 8 | 8 | 2 | 1 | 7 | 2 |
| | 3.7% | 1.7% | | 1.4% | 11.7% | 3.7% | 3.4% | 4.5% | 4.7% | 2.7% | | 3.6% | 4.0% | 6.9% | 3.8% | 3.2% | 9.1% |

Children's Special Health Care Services
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Q49. Mark all of the topics that have been covered in your contacts by phone, mail, or in person with the CSHCS Office in the local health department during the last 6 months. (Mark all that apply.)

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------|-------------|-------------|-------------|-------------|-----------------------|-------------------|-------------|---------------|-------------|-----------------|------------------|-------------------------|-------------|-------------------------|-------------|-------------|------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Other | 94 38.8% | 25 42.4% | 24 46.2% | 27 38.6% | 17 28.3% | 46 43.0% | 29 33.0% | 17 38.6% | 46 35.7% | 45 40.9% | 3 23.1% | 89 39.6% | 70 35.2% | 13 44.8% | 13 50.0% | 86 39.1% | 8 36.4% |

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Q50. Please mark below to show how you felt about the service you received when you contacted your CSHCS Office in the local health department during the last 6 months.

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--|--------------|-------------|-------------|-------------|-----------------------|-------------------|-------------|---------------|--------------|-----------------|------------------|-------------------------|--------------|-------------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 249 | 62 | 52 | 72 | 62 | 110 | 90 | 45 | 132 | 114 | 13 | 232 | 206 | 29 | 26 | 222 | 27 |
| Total Valid Responses | 246 | 61 | 52 | 70 | 62 | 108 | 90 | 44 | 131 | 112 | 13 | 229 | 204 | 28 | 25 | 220 | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 3 | 1 | - | 2 | - | 2 | - | 1 | 1 | 2 | - | 3 | 2 | 1 | 1 | 2 | 1 |
| Extremely dissatisfied | 10 4.1% | 1 1.6% | 1 1.9% | 3 4.3% | 5 8.1% | 4 3.7% | 3 3.3% | 3 6.8% | 6 4.6% | 4 3.6% | 1 7.7% | 9 3.9% | 8 3.9% | 1 3.6% | 1 4.0% | 9 4.1% | 1 3.8% |
| Somewhat dissatisfied | 11 4.5% | 4 6.6% | 1 1.9% | 3 4.3% | 3 4.8% | 6 5.6% | 4 4.4% | - | 6 4.6% | 4 3.6% | - | 11 4.8% | 10 4.9% | 1 3.6% | 1 4.0% | 8 3.6% | 3 11.5% |
| Neither satisfied nor dissatisfied | 17 6.9% | 6 9.8% | 3 5.8% | 5 7.1% | 3 4.8% | 7 6.5% | 7 7.8% | 3 6.8% | 7 5.3% | 10 8.9% | 1 7.7% | 16 7.0% | 15 7.4% | 1 3.6% | 3 12.0% | 13 5.9% | 4 15.4% |
| Somewhat satisfied | 61 24.8% | 18 29.5% | 11 21.2% | 18 25.7% | 14 22.6% | 15 13.9% | 27 30.0% | 19 43.2% | 36 27.5% | 25 22.3% | 6 46.2% | 55 24.0% | 49 24.0% | 11 39.3% | 6 24.0% | 51 23.2% | 10 38.5% |
| Extremely satisfied | 147 59.8% | 32 52.5% | 36 69.2% | 41 58.6% | 37 59.7% | 76 70.4% | 49 54.4% | 19 43.2% | 76 58.0% | 69 61.6% | 5 38.5% | 138 60.3% | 122 59.8% | 14 50.0% | 14 56.0% | 139 63.2% | 8 30.8% |
| TMG SUMMARY RATE - Extremely satisfied/ Somewhat satisfied | 208 84.6% | 50 82.0% | 47 90.4% | 59 84.3% | 51 82.3% | 91 84.3% | 76 84.4% | 38 86.4% | 112 85.5% | 94 83.9% | 11 84.6% | 193 84.3% | 171 83.8% | 25 89.3% | 20 80.0% | 190 86.4% | 18 69.2% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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Q51. Have you received any information about the CSHCS Family Center during the last 6 months?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|--------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 359 | 77 | 85 | 108 | 88 | 165 | 128 | 62 | 184 | 173 | 29 | 321 | 277 | 52 | 39 | 308 | 51 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 20 | 1 | - | 2 | - | 3 | - | - | 1 | 2 | - | 3 | 2 | 1 | - | 3 | 17 |
| Yes | 68 | 16 | 16 | 17 | 19 | 32 | 21 | 13 | 32 | 36 | 7 | 60 | 50 | 11 | 9 | 54 | 14 |
| | 18.9% | 20.8% | 18.8% | 15.7% | 21.6% | 19.4% | 16.4% | 21.0% | 17.4% | 20.8% | 24.1% | 18.7% | 18.1% | 21.2% | 23.1% | 17.5% | 27.5% |
| No | 291 | 61 | 69 | 91 | 69 | 133 | 107 | 49 | 152 | 137 | 22 | 261 | 227 | 41 | 30 | 254 | 37 |
| | 81.1% | 79.2% | 81.2% | 84.3% | 78.4% | 80.6% | 83.6% | 79.0% | 82.6% | 79.2% | 75.9% | 81.3% | 81.9% | 78.8% | 76.9% | 82.5% | 72.5% |
| I don't know | 79 | 18 | 13 | 26 | 21 | 37 | 28 | 13 | 47 | 32 | 2 | 73 | 65 | 11 | 7 | 68 | 11 |
| I would like more information | 49 | 10 | 12 | 16 | 10 | 16 | 21 | 11 | 26 | 22 | 5 | 43 | 36 | 11 | 4 | 39 | 10 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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Q52. Did you know that there is a Family Support Network Program available to support families of children with special needs?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 414 | 87 | 91 | 131 | 104 | 201 | 142 | 65 | 222 | 191 | 28 | 374 | 326 | 57 | 43 | 352 | 62 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 21 | 2 | - | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | - | - | 6 | 15 |
| Yes | 192 | 46 | 35 | 56 | 55 | 106 | 56 | 28 | 95 | 96 | 14 | 175 | 160 | 22 | 19 | 155 | 37 |
| | 46.4% | 52.9% | 38.5% | 42.7% | 52.9% | 52.7% | 39.4% | 43.1% | 42.8% | 50.3% | 50.0% | 46.8% | 49.1% | 38.6% | 44.2% | 44.0% | 59.7% |
| | | c | | | C | G | | | | | | | | | | | P |
| No | 222 | 41 | 56 | 75 | 49 | 95 | 86 | 37 | 127 | 95 | 14 | 199 | 166 | 35 | 24 | 197 | 25 |
| | 53.6% | 47.1% | 61.5% | 57.3% | 47.1% | 47.3% | 60.6% | 56.9% | 57.2% | 49.7% | 50.0% | 53.2% | 50.9% | 61.4% | 55.8% | 56.0% | 40.3% |
| | | | bE | | | F | | | | | | | | | | Q | |
| I would like more information | 72 | 17 | 19 | 20 | 14 | 19 | 33 | 20 | 35 | 37 | 7 | 63 | 51 | 18 | 7 | 60 | 12 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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Q53. Are you aware of the toll free CSHCS phone line (1-800-359-3722)?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 442 | 99 | 99 | 133 | 110 | 206 | 157 | 75 | 232 | 209 | 32 | 397 | 354 | 58 | 43 | 375 | 67 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 29 | 1 | 4 | 4 | 2 | 3 | 6 | 2 | 6 | 4 | 1 | 11 | 7 | 3 | 2 | 14 | 15 |
| Yes | 269 | 66 | 61 | 74 | 67 | 137 | 87 | 44 | 128 | 140 | 20 | 240 | 222 | 30 | 26 | 223 | 46 |
| | 60.9% | 66.7% | 61.6% | 55.6% | 60.9% | 66.5% | 55.4% | 58.7% | 55.2% | 67.0% | 62.5% | 60.5% | 62.7% | 51.7% | 60.5% | 59.5% | 68.7% |
| | | d | | | | G | | | | I | | | | | | | |
| No | 173 | 33 | 38 | 59 | 43 | 69 | 70 | 31 | 104 | 69 | 12 | 157 | 132 | 28 | 17 | 152 | 21 |
| | 39.1% | 33.3% | 38.4% | 44.4% | 39.1% | 33.5% | 44.6% | 41.3% | 44.8% | 33.0% | 37.5% | 39.5% | 37.3% | 48.3% | 39.5% | 40.5% | 31.3% |
| | | | | b | | | F | | J | | | | | | | | |
| I would like more information | 36 | 6 | 7 | 15 | 7 | 12 | 14 | 9 | 20 | 16 | 3 | 32 | 19 | 14 | 5 | 29 | 7 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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Q54. In general, how would you rate your child's overall health now?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|---|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|--------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 484 | 104 | 109 | 150 | 118 | 221 | 177 | 86 | 252 | 229 | 35 | 435 | 376 | 75 | 48 | 412 | 72 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 23 | 2 | 1 | 2 | 1 | - | - | - | 6 | - | 1 | 5 | 4 | - | 2 | 6 | 17 |
| Excellent | 70 | 17 | 13 | 22 | 18 | 70 | - | - | 41 | 28 | 3 | 65 | 58 | 7 | 9 | 59 | 11 |
| | 14.5% | 16.3% | 11.9% | 14.7% | 15.3% | 31.7% | | | 16.3% | 12.2% | 8.6% | 14.9% | 15.4% | 9.3% | 18.8% | 14.3% | 15.3% |
| Very good | 151 | 24 | 38 | 56 | 33 | 151 | - | - | 72 | 79 | 9 | 137 | 121 | 21 | 14 | 134 | 17 |
| | 31.2% | 23.1% | 34.9% | 37.3% | 28.0% | 68.3% | | | 28.6% | 34.5% | 25.7% | 31.5% | 32.2% | 28.0% | 29.2% | 32.5% | 23.6% |
| | | | b | B | | | | | | | | | | | | | |
| Good | 177 | 47 | 33 | 50 | 44 | - | 177 | - | 92 | 84 | 15 | 155 | 142 | 23 | 18 | 149 | 28 |
| | 36.6% | 45.2% | 30.3% | 33.3% | 37.3% | | 100.0% | | 36.5% | 36.7% | 42.9% | 35.6% | 37.8% | 30.7% | 37.5% | 36.2% | 38.9% |
| | | Cd | | | | | | | | | | | | | | | |
| Fair | 78 | 14 | 21 | 22 | 21 | - | - | 78 | 42 | 35 | 8 | 70 | 49 | 23 | 6 | 64 | 14 |
| | 16.1% | 13.5% | 19.3% | 14.7% | 17.8% | | | 90.7% | 16.7% | 15.3% | 22.9% | 16.1% | 13.0% | 30.7% | 12.5% | 15.5% | 19.4% |
| | | | | | | | | | | | | | | MO | | | |
| Poor | 8 | 2 | 4 | - | 2 | - | - | 8 | 5 | 3 | - | 8 | 6 | 1 | 1 | 6 | 2 |
| | 1.7% | 1.9% | 3.7% | | 1.7% | | | 9.3% | 2.0% | 1.3% | | 1.8% | 1.6% | 1.3% | 2.1% | 1.5% | 2.8% |
| TMG SUMMARY RATE - Excellent/Very good | 221 | 41 | 51 | 78 | 51 | 221 | - | - | 113 | 107 | 12 | 202 | 179 | 28 | 23 | 193 | 28 |
| | 45.7% | 39.4% | 46.8% | 52.0% | 43.2% | 100.0% | | | 44.8% | 46.7% | 34.3% | 46.4% | 47.6% | 37.3% | 47.9% | 46.8% | 38.9% |
| | | | | B | | | | | | | | | n | | | | |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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 Children's Special Health Care Services Satisfaction Survey (57235)

Q55. What is your child's age now?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 487 | 106 | 110 | 152 | 119 | 221 | 174 | 86 | 256 | 228 | 36 | 437 | 379 | 74 | 49 | 413 | 74 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 20 | - | - | - | - | - | 3 | - | 2 | 1 | - | 3 | 1 | 1 | 1 | 5 | 15 |
| Less than 1 year old | 5 | 5 | - | - | - | 1 | 1 | 2 | 3 | 2 | - | 5 | 4 | 1 | - | 4 | 1 |
| | 1.0% | 4.7% | | | | 0.5% | 0.6% | 2.3% | 1.2% | 0.9% | | 1.1% | 1.1% | 1.4% | | 1.0% | 1.4% |
| 1 | 18 | 18 | - | - | - | 7 | 9 | 1 | 9 | 9 | 4 | 14 | 14 | 2 | 2 | 15 | 3 |
| | 3.7% | 17.0% | | | | 3.2% | 5.2% | 1.2% | 3.5% | 3.9% | 11.1% | 3.2% | 3.7% | 2.7% | 4.1% | 3.6% | 4.1% |
| | | | | | | | H | | | | | | | | | | |
| 2 | 24 | 24 | - | - | - | 14 | 6 | 4 | 13 | 11 | 3 | 20 | 22 | 3 | - | 23 | 1 |
| | 4.9% | 22.6% | | | | 6.3% | 3.4% | 4.7% | 5.1% | 4.8% | 8.3% | 4.6% | 5.8% | 4.1% | | 5.6% | 1.4% |
| | | | | | | | | | | | | | | | | Q | |
| 3 | 28 | 28 | - | - | - | 14 | 11 | 3 | 13 | 15 | - | 27 | 23 | 2 | 4 | 23 | 5 |
| | 5.7% | 26.4% | | | | 6.3% | 6.3% | 3.5% | 5.1% | 6.6% | | 6.2% | 6.1% | 2.7% | 8.2% | 5.6% | 6.8% |
| 4 | 31 | 31 | - | - | - | 5 | 20 | 6 | 18 | 12 | 3 | 27 | 23 | 5 | 3 | 25 | 6 |
| | 6.4% | 29.2% | | | | 2.3% | 11.5% | 7.0% | 7.0% | 5.3% | 8.3% | 6.2% | 6.1% | 6.8% | 6.1% | 6.1% | 8.1% |
| | | | | | | | F | | | | | | | | | | |
| 5 | 22 | - | 22 | - | - | 9 | 10 | 3 | 12 | 10 | - | 19 | 14 | 4 | 4 | 19 | 3 |
| | 4.5% | | 20.0% | | | 4.1% | 5.7% | 3.5% | 4.7% | 4.4% | | 4.3% | 3.7% | 5.4% | 8.2% | 4.6% | 4.1% |
| 6 | 22 | - | 22 | - | - | 11 | 3 | 7 | 10 | 11 | 1 | 21 | 15 | 5 | 2 | 21 | 1 |
| | 4.5% | | 20.0% | | | 5.0% | 1.7% | 8.1% | 3.9% | 4.8% | 2.8% | 4.8% | 4.0% | 6.8% | 4.1% | 5.1% | 1.4% |
| | | | | | | g | | G | | | | | | | | Q | |
| 7 | 26 | - | 26 | - | - | 12 | 8 | 6 | 15 | 11 | 1 | 24 | 21 | 4 | - | 19 | 7 |
| | 5.3% | | 23.6% | | | 5.4% | 4.6% | 7.0% | 5.9% | 4.8% | 2.8% | 5.5% | 5.5% | 5.4% | | 4.6% | 9.5% |
| 8 | 40 | - | 40 | - | - | 19 | 12 | 9 | 18 | 22 | 4 | 34 | 34 | 5 | 2 | 36 | 4 |
| | 8.2% | | 36.4% | | | 8.6% | 6.9% | 10.5% | 7.0% | 9.6% | 11.1% | 7.8% | 9.0% | 6.8% | 4.1% | 8.7% | 5.4% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

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Children's Special Health Care Services Satisfaction Survey (57235)

Q55. What is your child's age now?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------|--------------|-----|-----|-------------|-----------------------|-------------------|-------------|---------------|-------------|-----------------|------------------|-------------------------|-------------|-------------------------|-------------|--------------|-------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| 9 | 24 4.9% | - | - | 24 15.8% | - | 8 3.6% | 12 6.9% | 4 4.7% | 14 5.5% | 10 4.4% | 2 5.6% | 22 5.0% | 18 4.7% | 4 5.4% | 3 6.1% | 22 5.3% | 2 2.7% |
| 10 | 30 6.2% | - | - | 30 19.7% | - | 16 7.2% | 11 6.3% | 2 2.3% | 17 6.6% | 13 5.7% | 2 5.6% | 27 6.2% | 23 6.1% | 6 8.1% | 4 8.2% | 23 5.6% | 7 9.5% |
| 11 | 30 6.2% | - | - | 30 19.7% | - | 12 5.4% | 7 4.0% | 10 11.6% | 21 8.2% | 9 3.9% | 2 5.6% | 28 6.4% | 24 6.3% | 4 5.4% | 2 4.1% | 23 5.6% | 7 9.5% |
| 12 | 42 8.6% | - | - | 42 27.6% | - | 23 10.4% | 15 8.6% | 4 4.7% | 25 9.8% | 17 7.5% | 4 11.1% | 37 8.5% | 26 6.9% | 10 13.5% | 7 14.3% | 36 8.7% | 6 8.1% |
| 13 | 26 5.3% | - | - | 26 17.1% | - | 19 8.6% | 5 2.9% | 2 2.3% | 15 5.9% | 11 4.8% | 3 8.3% | 23 5.3% | 19 5.0% | 5 6.8% | 3 6.1% | 23 5.6% | 3 4.1% |
| 14 or older | 119 24.4% | - | - | - | 119 100.0% | 51 23.1% | 44 25.3% | 23 26.7% | 53 20.7% | 65 28.5% | 7 19.4% | 109 24.9% | 99 26.1% | 14 18.9% | 13 26.5% | 101 24.5% | 18 24.3% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

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Q56. Is your child male or female?

| | ===== CHILD'S AGE ===== | | | | ===== CHILD'S HEALTH ===== | | | ===== CHILD ===== | | ===== CHILD ===== | | ===== CHILD ===== | | | ===== DISPOSITION ===== | | |
|-----------------------|-------------------------|--------|--------|--------|----------------------------|-------------------|--------|-------------------|--------|-------------------|------------------|-------------------------|--------|-------------------------|-------------------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 487 | 105 | 109 | 152 | 118 | 220 | 176 | 85 | 258 | 229 | 36 | 437 | 377 | 75 | 50 | 413 | 74 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 20 | 1 | 1 | - | 1 | 1 | 1 | 1 | - | - | - | 3 | 3 | - | - | 5 | 15 |
| Male | 258 | 56 | 55 | 92 | 53 | 113 | 92 | 47 | 258 | - | 17 | 234 | 199 | 42 | 28 | 223 | 35 |
| | 53.0% | 53.3% | 50.5% | 60.5% | 44.9% | 51.4% | 52.3% | 55.3% | 100.0% | | 47.2% | 53.5% | 52.8% | 56.0% | 56.0% | 54.0% | 47.3% |
| Female | 229 | 49 | 54 | 60 | 65 | 107 | 84 | 38 | - | 229 | 19 | 203 | 178 | 33 | 22 | 190 | 39 |
| | 47.0% | 46.7% | 49.5% | 39.5% | 55.1% | 48.6% | 47.7% | 44.7% | | 100.0% | 52.8% | 46.5% | 47.2% | 44.0% | 44.0% | 46.0% | 52.7% |

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Q57. Is your child of Hispanic or Latino origin or descent?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ===== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|----------------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|------------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 476 | 103 | 104 | 150 | 116 | 214 | 170 | 86 | 251 | 222 | 36 | 440 | 373 | 71 | 48 | 404 | 72 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 31 | 3 | 6 | 2 | 3 | 7 | 7 | - | 7 | 7 | - | - | 7 | 4 | 2 | 14 | 17 |
| Yes, Hispanic or Latino | 36 | 10 | 6 | 13 | 7 | 12 | 15 | 8 | 17 | 19 | 36 | - | 16 | 3 | 14 | 35 | 1 |
| | 7.6% | 9.7% | 5.8% | 8.7% | 6.0% | 5.6% | 8.8% | 9.3% | 6.8% | 8.6% | 100.0% | | 4.3% | 4.2% | 29.2% | 8.7% | 1.4% |
| No, not Hispanic or Latino | 440 | 93 | 98 | 137 | 109 | 202 | 155 | 78 | 234 | 203 | - | 440 | 357 | 68 | 34 | 369 | 71 |
| | 92.4% | 90.3% | 94.2% | 91.3% | 94.0% | 94.4% | 91.2% | 90.7% | 93.2% | 91.4% | | 100.0% | 95.7% | 95.8% | 70.8% | 91.3% | 98.6% |

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Q58. What is your child's race? (Please mark one or more.)

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD === | | ===== CHILD ===== | | | = DISPOSITION = | | |
|---|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|----------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Hspnc/ Latino Not | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 505 | 108 | 110 | 158 | 126 | 230 | 183 | 86 | 269 | 233 | 33 | 459 | 402 | 87 | 64 | 430 | 75 |
| Total Respondents | 481 | 103 | 107 | 151 | 117 | 218 | 175 | 82 | 256 | 222 | 32 | 437 | 380 | 75 | 50 | 410 | 71 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| White | 380 | 86 | 84 | 110 | 99 | 179 | 142 | 55 | 199 | 178 | 16 | 357 | 380 | 10 | 12 | 318 | 62 |
| | 75.0% | 81.1% | 76.4% | 72.4% | 83.2% | 81.0% | 80.2% | 64.0% | 77.1% | 77.7% | 44.4% | 81.1% | 100.0% | 13.3% | 24.0% | 76.1% | 69.7% |
| Black or African-American | 75 | 13 | 18 | 29 | 14 | 28 | 23 | 24 | 42 | 33 | 3 | 68 | 10 | 75 | 2 | 68 | 7 |
| | 14.8% | 12.3% | 16.4% | 19.1% | 11.8% | 12.7% | 13.0% | 27.9% | 16.3% | 14.4% | 8.3% | 15.5% | 2.6% | 100.0% | 4.0% | 16.3% | 7.9% |
| Asian | 16 | 1 | 3 | 6 | 5 | 8 | 6 | 2 | 10 | 6 | - | 15 | 3 | - | 16 | 15 | 1 |
| | 3.2% | 0.9% | 2.7% | 3.9% | 4.2% | 3.6% | 3.4% | 2.3% | 3.9% | 2.6% | | 3.4% | 0.8% | | 32.0% | 3.6% | 1.1% |
| Native Hawaiian or other Pacific Islander | 2 | - | 1 | 1 | - | - | 2 | - | 1 | 1 | 1 | 1 | 1 | - | 2 | 1 | 1 |
| | 0.4% | | 0.9% | 0.7% | | | 1.1% | | 0.4% | 0.4% | 2.8% | 0.2% | 0.3% | | 4.0% | 0.2% | 1.1% |
| American Indian or Alaska Native | 5 | 1 | - | 2 | 2 | 4 | - | 1 | 3 | 2 | 1 | 4 | 3 | - | 5 | 4 | 1 |
| | 1.0% | 0.9% | | 1.3% | 1.7% | 1.8% | | 1.2% | 1.2% | 0.9% | 2.8% | 0.9% | 0.8% | | 10.0% | 1.0% | 1.1% |
| Other | 27 | 7 | 4 | 10 | 6 | 11 | 10 | 4 | 14 | 13 | 12 | 14 | 5 | 2 | 27 | 24 | 3 |
| | 5.3% | 6.6% | 3.6% | 6.6% | 5.0% | 5.0% | 5.6% | 4.7% | 5.4% | 5.7% | 33.3% | 3.2% | 1.3% | 2.7% | 54.0% | 5.7% | 3.4% |

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Q59. What is your age now?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH ==== | | | ==== CHILD ==== | | ==== CHILD ==== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|--------------------------|-------------------|--------|-----------------|--------|-----------------|------------------|-------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 484 | 105 | 110 | 149 | 118 | 219 | 176 | 83 | 256 | 225 | 36 | 435 | 378 | 74 | 49 | 413 | 71 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 23 | 1 | - | 3 | 1 | 2 | 1 | 3 | 2 | 4 | - | 5 | 2 | 1 | 1 | 5 | 18 |
| Under 18 | 44 | 8 | 10 | 17 | 9 | 15 | 20 | 9 | 29 | 15 | 5 | 38 | 29 | 11 | 5 | 44 | - |
| | 9.1% | 7.6% | 9.1% | 11.4% | 7.6% | 6.8% | 11.4% | 10.8% | 11.3% | 6.7% | 13.9% | 8.7% | 7.7% | 14.9% | 10.2% | 10.7% | |
| 18 to 24 | 10 | 9 | 1 | - | - | 3 | 5 | 2 | 3 | 7 | 2 | 7 | 6 | 2 | 2 | 9 | 1 |
| | 2.1% | 8.6% | 0.9% | | | 1.4% | 2.8% | 2.4% | 1.2% | 3.1% | 5.6% | 1.6% | 1.6% | 2.7% | 4.1% | 2.2% | 1.4% |
| 25 to 34 | 117 | 53 | 32 | 26 | 6 | 57 | 39 | 18 | 64 | 52 | 7 | 106 | 92 | 17 | 13 | 117 | - |
| | 24.2% | 50.5% | 29.1% | 17.4% | 5.1% | 26.0% | 22.2% | 21.7% | 25.0% | 23.1% | 19.4% | 24.4% | 24.3% | 23.0% | 26.5% | 28.3% | |
| 35 to 44 | 171 | 27 | 49 | 54 | 40 | 88 | 56 | 26 | 87 | 83 | 13 | 155 | 141 | 25 | 11 | 155 | 16 |
| | 35.3% | 25.7% | 44.5% | 36.2% | 33.9% | 40.2% | 31.8% | 31.3% | 34.0% | 36.9% | 36.1% | 35.6% | 37.3% | 33.8% | 22.4% | 37.5% | 22.5% |
| 45 to 54 | 96 | 5 | 16 | 38 | 36 | 39 | 35 | 21 | 51 | 45 | 5 | 88 | 76 | 12 | 10 | 66 | 30 |
| | 19.8% | 4.8% | 14.5% | 25.5% | 30.5% | 17.8% | 19.9% | 25.3% | 19.9% | 20.0% | 13.9% | 20.2% | 20.1% | 16.2% | 20.4% | 16.0% | 42.3% |
| 55 to 64 | 38 | 1 | 2 | 12 | 23 | 12 | 19 | 7 | 17 | 20 | 4 | 33 | 29 | 5 | 7 | 17 | 21 |
| | 7.9% | 1.0% | 1.8% | 8.1% | 19.5% | 5.5% | 10.8% | 8.4% | 6.6% | 8.9% | 11.1% | 7.6% | 7.7% | 6.8% | 14.3% | 4.1% | 29.6% |
| 65 to 74 | 6 | 2 | - | 1 | 3 | 3 | 2 | - | 4 | 2 | - | 6 | 4 | 2 | - | 4 | 2 |
| | 1.2% | 1.9% | | 0.7% | 2.5% | 1.4% | 1.1% | | 1.6% | 0.9% | | 1.4% | 1.1% | 2.7% | | 1.0% | 2.8% |
| 75 or older | 2 | - | - | 1 | 1 | 2 | - | - | 1 | 1 | - | 2 | 1 | - | 1 | 1 | 1 |
| | 0.4% | | | 0.7% | 0.8% | 0.9% | | | 0.4% | 0.4% | | 0.5% | 0.3% | | 2.0% | 0.2% | 1.4% |

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Q60. Are you male or female?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 488 | 106 | 109 | 151 | 119 | 220 | 176 | 86 | 257 | 228 | 36 | 439 | 379 | 75 | 50 | 415 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 19 | - | 1 | 1 | - | 1 | 1 | - | 1 | 1 | - | 1 | 1 | - | - | 3 | 16 |
| Male | 66 | 11 | 13 | 26 | 15 | 31 | 23 | 10 | 34 | 31 | 3 | 63 | 44 | 8 | 15 | 44 | 22 |
| | 13.5% | 10.4% | 11.9% | 17.2% | 12.6% | 14.1% | 13.1% | 11.6% | 13.2% | 13.6% | 8.3% | 14.4% | 11.6% | 10.7% | 30.0% | 10.6% | 30.1% |
| Female | 422 | 95 | 96 | 125 | 104 | 189 | 153 | 76 | 223 | 197 | 33 | 376 | 335 | 67 | 35 | 371 | 51 |
| | 86.5% | 89.6% | 88.1% | 82.8% | 87.4% | 85.9% | 86.9% | 88.4% | 86.8% | 86.4% | 91.7% | 85.6% | 88.4% | 89.3% | 70.0% | 89.4% | 69.9% |

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Q61. What is the highest grade or level of school that you have completed?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|--|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|--------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 480 | 105 | 109 | 148 | 116 | 216 | 174 | 85 | 254 | 223 | 35 | 432 | 374 | 74 | 48 | 410 | 70 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 27 | 1 | 1 | 4 | 3 | 5 | 3 | 1 | 4 | 6 | 1 | 8 | 6 | 1 | 2 | 8 | 19 |
| 8th grade or less | 11 | - | 2 | 6 | 3 | 8 | 2 | 1 | 2 | 9 | 4 | 6 | 7 | 1 | 4 | 10 | 1 |
| | 2.3% | | 1.8% | 4.1% | 2.6% | 3.7% | 1.1% | 1.2% | 0.8% | 4.0% | 11.4% | 1.4% | 1.9% | 1.4% | 8.3% | 2.4% | 1.4% |
| Some high school, but did not graduate | 33 | 3 | 9 | 13 | 7 | 12 | 16 | 5 | 17 | 16 | 2 | 27 | 19 | 11 | 4 | 28 | 5 |
| | 6.9% | 2.9% | 8.3% | 8.8% | 6.0% | 5.6% | 9.2% | 5.9% | 6.7% | 7.2% | 5.7% | 6.3% | 5.1% | 14.9% | 8.3% | 6.8% | 7.1% |
| High school graduate or GED | 137 | 31 | 28 | 37 | 40 | 59 | 50 | 26 | 73 | 63 | 10 | 124 | 105 | 24 | 10 | 122 | 15 |
| | 28.5% | 29.5% | 25.7% | 25.0% | 34.5% | 27.3% | 28.7% | 30.6% | 28.7% | 28.3% | 28.6% | 28.7% | 28.1% | 32.4% | 20.8% | 29.8% | 21.4% |
| Some college or 2-year degree | 189 | 46 | 41 | 61 | 41 | 74 | 75 | 38 | 105 | 83 | 14 | 172 | 156 | 24 | 17 | 157 | 32 |
| | 39.4% | 43.8% | 37.6% | 41.2% | 35.3% | 34.3% | 43.1% | 44.7% | 41.3% | 37.2% | 40.0% | 39.8% | 41.7% | 32.4% | 35.4% | 38.3% | 45.7% |
| 4-year college graduate | 66 | 19 | 20 | 18 | 9 | 42 | 17 | 6 | 36 | 30 | 2 | 62 | 58 | 7 | 4 | 58 | 8 |
| | 13.8% | 18.1% | 18.3% | 12.2% | 7.8% | 19.4% | 9.8% | 7.1% | 14.2% | 13.5% | 5.7% | 14.4% | 15.5% | 9.5% | 8.3% | 14.1% | 11.4% |
| More than 4-year college degree | 44 | 6 | 9 | 13 | 16 | 21 | 14 | 9 | 21 | 22 | 3 | 41 | 29 | 7 | 9 | 35 | 9 |
| | 9.2% | 5.7% | 8.3% | 8.8% | 13.8% | 9.7% | 8.0% | 10.6% | 8.3% | 9.9% | 8.6% | 9.5% | 7.8% | 9.5% | 18.8% | 8.5% | 12.9% |

Children's Special Health Care Services
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Q62. What language do you mainly speak at home?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ==== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 484 | 104 | 108 | 151 | 118 | 217 | 175 | 86 | 253 | 228 | 36 | 435 | 378 | 74 | 48 | 411 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 23 | 2 | 2 | 1 | 1 | 4 | 2 | - | 5 | 1 | - | 5 | 2 | 1 | 2 | 7 | 16 |
| English | 457 | 98 | 103 | 141 | 114 | 207 | 162 | 83 | 242 | 212 | 28 | 417 | 365 | 72 | 37 | 386 | 71 |
| | 94.4% | 94.2% | 95.4% | 93.4% | 96.6% | 95.4% | 92.6% | 96.5% | 95.7% | 93.0% | 77.8% | 95.9% | 96.6% | 97.3% | 77.1% | 93.9% | 97.3% |
| Spanish | 10 | 3 | 1 | 4 | 2 | 5 | 3 | 2 | 3 | 7 | 8 | 2 | 4 | 1 | 4 | 10 | - |
| | 2.1% | 2.9% | 0.9% | 2.6% | 1.7% | 2.3% | 1.7% | 2.3% | 1.2% | 3.1% | 22.2% | 0.5% | 1.1% | 1.4% | 8.3% | 2.4% | |
| Some other language | 17 | 3 | 4 | 6 | 2 | 5 | 10 | 1 | 8 | 9 | - | 16 | 9 | 1 | 7 | 15 | 2 |
| | 3.5% | 2.9% | 3.7% | 4.0% | 1.7% | 2.3% | 5.7% | 1.2% | 3.2% | 3.9% | | 3.7% | 2.4% | 1.4% | 14.6% | 3.6% | 2.7% |

Children's Special Health Care Services
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Q63. What language does your child mainly speak at home?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ===== | | ===== CHILD ===== | | | = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|------------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 472 | 103 | 106 | 147 | 113 | 211 | 173 | 82 | 249 | 220 | 35 | 426 | 369 | 73 | 47 | 401 | 71 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 35 | 3 | 4 | 5 | 6 | 10 | 4 | 4 | 9 | 9 | 1 | 14 | 11 | 2 | 3 | 17 | 18 |
| English | 452 | 100 | 102 | 139 | 110 | 207 | 160 | 79 | 244 | 205 | 29 | 413 | 358 | 71 | 39 | 385 | 67 |
| | 95.8% | 97.1% | 96.2% | 94.6% | 97.3% | 98.1% | 92.5% | 96.3% | 98.0% | 93.2% | 82.9% | 96.9% | 97.0% | 97.3% | 83.0% | 96.0% | 94.4% |
| Spanish | 8 | 3 | 1 | 3 | 1 | 1 | 4 | 3 | 1 | 7 | 5 | 3 | 3 | - | 5 | 6 | 2 |
| | 1.7% | 2.9% | 0.9% | 2.0% | 0.9% | 0.5% | 2.3% | 3.7% | 0.4% | 3.2% | 14.3% | 0.7% | 0.8% | | 10.6% | 1.5% | 2.8% |
| Some other language | 12 | - | 3 | 5 | 2 | 3 | 9 | - | 4 | 8 | 1 | 10 | 8 | 2 | 3 | 10 | 2 |
| | 2.5% | | 2.8% | 3.4% | 1.8% | 1.4% | 5.2% | | 1.6% | 3.6% | 2.9% | 2.3% | 2.2% | 2.7% | 6.4% | 2.5% | 2.8% |

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Q64. How are you related to the CSHCS client?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH STATUS === | | | ==== CHILD GENDER === | | ==== CHILD ETHNICITY | | ===== CHILD RACE ===== | | | = DISPOSITION = | | |
|-------------------------|-------------------------|--------|--------|--------|--------------------------------|-------------------|--------|-----------------------|--------|----------------------|------------------|-------------------------|--------|-------------------------|-----------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 484 | 106 | 107 | 149 | 119 | 219 | 174 | 85 | 256 | 225 | 36 | 436 | 378 | 72 | 50 | 412 | 72 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 23 | - | 3 | 3 | - | 2 | 3 | 1 | 2 | 4 | - | 4 | 2 | 3 | - | 6 | 17 |
| Mother or father | 456 | 99 | 100 | 143 | 112 | 214 | 161 | 77 | 240 | 213 | 32 | 414 | 365 | 62 | 45 | 387 | 69 |
| | 94.2% | 93.4% | 93.5% | 96.0% | 94.1% | 97.7% | 92.5% | 90.6% | 93.8% | 94.7% | 88.9% | 95.0% | 96.6% | 86.1% | 90.0% | 93.9% | 95.8% |
| Grandparent | 6 | 1 | 2 | 1 | 2 | 2 | 3 | 1 | 2 | 4 | - | 4 | 4 | 2 | - | 5 | 1 |
| | 1.2% | 0.9% | 1.9% | 0.7% | 1.7% | 0.9% | 1.7% | 1.2% | 0.8% | 1.8% | | 0.9% | 1.1% | 2.8% | | 1.2% | 1.4% |
| Aunt or uncle | 3 | - | 2 | - | 1 | - | 2 | 1 | 2 | 1 | - | 3 | 2 | 2 | 1 | 2 | 1 |
| | 0.6% | | 1.9% | | 0.8% | | 1.1% | 1.2% | 0.8% | 0.4% | | 0.7% | 0.5% | 2.8% | 2.0% | 0.5% | 1.4% |
| Older brother or sister | 2 | 1 | - | 1 | - | 1 | - | 1 | 1 | 1 | - | 2 | - | - | 1 | 1 | 1 |
| | 0.4% | 0.9% | | 0.7% | | 0.5% | | 1.2% | 0.4% | 0.4% | | 0.5% | | | 2.0% | 0.2% | 1.4% |
| Other relative | 1 | - | 1 | - | - | - | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| | 0.2% | | 0.9% | | | | 0.6% | | 0.4% | | | 0.2% | 0.3% | | | 0.2% | |
| Legal guardian | 11 | 3 | 1 | 3 | 3 | 1 | 6 | 3 | 7 | 4 | 2 | 9 | 4 | 5 | 1 | 11 | - |
| | 2.3% | 2.8% | 0.9% | 2.0% | 2.5% | 0.5% | 3.4% | 3.5% | 2.7% | 1.8% | 5.6% | 2.1% | 1.1% | 6.9% | 2.0% | 2.7% | |
| Self | 5 | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 2 | 2 | 3 | 2 | 1 | 2 | 5 | - |
| | 1.0% | 1.9% | 0.9% | 0.7% | 0.8% | 0.5% | 0.6% | 2.4% | 1.2% | 0.9% | 5.6% | 0.7% | 0.5% | 1.4% | 4.0% | 1.2% | |

Children's Special Health Care Services
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Q65. Are you listed as either the parent or guardian on CSHCS records?

| | ===== CHILD'S AGE ===== | | | | ===== CHILD'S HEALTH ===== | | | ===== CHILD ===== | | ===== CHILD ===== | | | ===== CHILD ===== | | | ===== DISPOSITION ===== | |
|-----------------------|-------------------------|--------|--------|--------|----------------------------|-------------------|--------|-------------------|--------|-------------------|-------------------------|--------|-------------------------|--------|--------|-------------------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | ETHNICITY | | RACE | | | Mail | Phone |
| | | | | | | | | | | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am African | Other | | | |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 485 | 104 | 109 | 151 | 118 | 219 | 174 | 86 | 255 | 227 | 35 | 438 | 377 | 75 | 48 | 412 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 22 | 2 | 1 | 1 | 1 | 2 | 3 | - | 3 | 2 | 1 | 2 | 3 | - | 2 | 6 | 16 |
| Yes | 476 | 104 | 107 | 144 | 118 | 213 | 173 | 85 | 249 | 224 | 34 | 430 | 372 | 74 | 44 | 404 | 72 |
| | 98.1% | 100.0% | 98.2% | 95.4% | 100.0% | 97.3% | 99.4% | 98.8% | 97.6% | 98.7% | 97.1% | 98.2% | 98.7% | 98.7% | 91.7% | 98.1% | 98.6% |
| No | 9 | - | 2 | 7 | - | 6 | 1 | 1 | 6 | 3 | 1 | 8 | 5 | 1 | 4 | 8 | 1 |
| | 1.9% | | 1.8% | 4.6% | | 2.7% | 0.6% | 1.2% | 2.4% | 1.3% | 2.9% | 1.8% | 1.3% | 1.3% | 8.3% | 1.9% | 1.4% |

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q66. In the last 6 months, did you call the Beneficiary Help Line (1-800-642-3195) to get information or help for your child?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-----------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 486 | 105 | 109 | 150 | 119 | 218 | 176 | 86 | 254 | 229 | 36 | 438 | 377 | 75 | 50 | 414 | 72 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 21 | 1 | 1 | 2 | - | 3 | 1 | - | 4 | - | - | 2 | 3 | - | - | 4 | 17 |
| Yes | 30 | 9 | 7 | 7 | 7 | 10 | 11 | 9 | 16 | 14 | 3 | 25 | 19 | 7 | 7 | 18 | 12 |
| | 6.2% | 8.6% | 6.4% | 4.7% | 5.9% | 4.6% | 6.3% | 10.5% | 6.3% | 6.1% | 8.3% | 5.7% | 5.0% | 9.3% | 14.0% | 4.3% | 16.7% |
| No | 456 | 96 | 102 | 143 | 112 | 208 | 165 | 77 | 238 | 215 | 33 | 413 | 358 | 68 | 43 | 396 | 60 |
| | 93.8% | 91.4% | 93.6% | 95.3% | 94.1% | 95.4% | 93.8% | 89.5% | 93.7% | 93.9% | 91.7% | 94.3% | 95.0% | 90.7% | 86.0% | 95.7% | 83.3% |

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q67. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called the Beneficiary Help Line?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|----------------------------------|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 30 | 9 | 7 | 7 | 7 | 10 | 11 | 9 | 16 | 14 | 3 | 25 | 19 | 7 | 7 | 18 | 12 |
| Total Valid Responses | 30 | 9 | 7 | 7 | 7 | 10 | 11 | 9 | 16 | 14 | 3 | 25 | 19 | 7 | 7 | 18 | 12 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Not a problem | 17 | 4 | 5 | 3 | 5 | 7 | 5 | 5 | 10 | 7 | 1 | 14 | 9 | 4 | 5 | 12 | 5 |
| | 56.7% | 44.4% | 71.4% | 42.9% | 71.4% | 70.0% | 45.5% | 55.6% | 62.5% | 50.0% | 33.3% | 56.0% | 47.4% | 57.1% | 71.4% | 66.7% | 41.7% |
| A small problem | 4 | 1 | 2 | - | 1 | - | 3 | 1 | - | 4 | 1 | 3 | 4 | - | 1 | 1 | 3 |
| | 13.3% | 11.1% | 28.6% | | 14.3% | | 27.3% | 11.1% | | 28.6% | 33.3% | 12.0% | 21.1% | | 14.3% | 5.6% | 25.0% |
| A big problem | 9 | 4 | - | 4 | 1 | 3 | 3 | 3 | 6 | 3 | 1 | 8 | 6 | 3 | 1 | 5 | 4 |
| | 30.0% | 44.4% | | 57.1% | 14.3% | 30.0% | 27.3% | 33.3% | 37.5% | 21.4% | 33.3% | 32.0% | 31.6% | 42.9% | 14.3% | 27.8% | 33.3% |
| TMG SUMMARY RATE - Not a problem | 17 | 4 | 5 | 3 | 5 | 7 | 5 | 5 | 10 | 7 | 1 | 14 | 9 | 4 | 5 | 12 | 5 |
| | 56.7% | 44.4% | 71.4% | 42.9% | 71.4% | 70.0% | 45.5% | 55.6% | 62.5% | 50.0% | 33.3% | 56.0% | 47.4% | 57.1% | 71.4% | 66.7% | 41.7% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q68. In the last 6 months, have you called the Beneficiary
 Help Line with a complaint or problem?

| | ===== CHILD'S AGE ===== | | | | ==== CHILD'S HEALTH === | | | ==== CHILD === | | ==== CHILD ===== | | ===== CHILD ===== | | | ===== = DISPOSITION = | | |
|-----------------------|-------------------------|--------|--------|--------|-------------------------|-------------------|--------|----------------|--------|------------------|------------------|-------------------------|--------|--------------|-----------------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | ETHNICITY | | RACE | | | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | (P) | (Q) |
| Total Eligible | 507 | 106 | 110 | 152 | 119 | 221 | 177 | 86 | 258 | 229 | 36 | 440 | 380 | 75 | 50 | 418 | 89 |
| Total Valid Responses | 476 | 105 | 106 | 148 | 114 | 214 | 172 | 84 | 253 | 220 | 33 | 431 | 371 | 73 | 48 | 403 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 31 | 1 | 4 | 4 | 5 | 7 | 5 | 2 | 5 | 9 | 3 | 9 | 9 | 2 | 2 | 15 | 16 |
| Yes | 15 | 3 | 2 | 6 | 4 | 4 | 6 | 5 | 9 | 6 | - | 14 | 11 | 4 | 4 | 10 | 5 |
| | 3.2% | 2.9% | 1.9% | 4.1% | 3.5% | 1.9% | 3.5% | 6.0% | 3.6% | 2.7% | | 3.2% | 3.0% | 5.5% | 8.3% | 2.5% | 6.8% |
| No | 461 | 102 | 104 | 142 | 110 | 210 | 166 | 79 | 244 | 214 | 33 | 417 | 360 | 69 | 44 | 393 | 68 |
| | 96.8% | 97.1% | 98.1% | 95.9% | 96.5% | 98.1% | 96.5% | 94.0% | 96.4% | 97.3% | 100.0% | 96.8% | 97.0% | 94.5% | 91.7% | 97.5% | 93.2% |

L

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q69. How long did it take the Beneficiary Help Line to resolve your complaint?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|---|-------------|--------|--------|--------|-----------------------|---------------|--------|--------------|--------|-----------------|--------------|------------------|--------|------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 15 | 3 | 2 | 6 | 4 | 4 | 6 | 5 | 9 | 6 | - | 14 | 11 | 4 | 4 | 10 | 5 |
| Total Valid Responses | 8 | 2 | 2 | 1 | 3 | 2 | 5 | 1 | 5 | 3 | - | 7 | 5 | 2 | 3 | 5 | 3 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | - | - | - | 1 | - | - | 1 | - | 1 | - | 1 | 1 | - | - | 1 | - |
| Same day | 5 | 2 | - | 1 | 2 | 2 | 3 | - | 4 | 1 | - | 4 | 3 | 1 | 2 | 3 | 2 |
| | 62.5% | 100.0% | | 100.0% | 66.7% | 100.0% | 60.0% | | 80.0% | 33.3% | | 57.1% | 60.0% | 50.0% | 66.7% | 60.0% | 66.7% |
| 2-7 days | 2 | - | 2 | - | - | - | 1 | 1 | 1 | 1 | - | 2 | 1 | 1 | 1 | 1 | 1 |
| | 25.0% | | 100.0% | | | | 20.0% | 100.0% | 20.0% | 33.3% | | 28.6% | 20.0% | 50.0% | 33.3% | 20.0% | 33.3% |
| 8-14 days | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 15-21 days | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| More than 21 days | 1 | - | - | - | 1 | - | 1 | - | - | 1 | - | 1 | 1 | - | - | 1 | - |
| | 12.5% | | | | 33.3% | | 20.0% | | | 33.3% | | 14.3% | 20.0% | | | 20.0% | |
| I am still waiting for it to be settled | 6 | 1 | - | 5 | - | 2 | 1 | 3 | 4 | 2 | - | 6 | 5 | 2 | 1 | 4 | 2 |
| TMG SUMMARY RATE - Same day-7 days | 7 | 2 | 2 | 1 | 2 | 2 | 4 | 1 | 5 | 2 | - | 6 | 4 | 2 | 3 | 4 | 3 |
| | 87.5% | 100.0% | 100.0% | 100.0% | 66.7% | 100.0% | 80.0% | 100.0% | 100.0% | 66.7% | | 85.7% | 80.0% | 100.0% | 100.0% | 80.0% | 100.0% |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q70. Was your complaint or problem settled to your satisfaction?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|---|-------------|--------|--------|--------|-----------------------|-------------------|--------|---------------|--------|-----------------|------------------|-------------------------|--------|-------------------------|-------------|--------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 15 | 3 | 2 | 6 | 4 | 4 | 6 | 5 | 9 | 6 | - | 14 | 11 | 4 | 4 | 10 | 5 |
| Total Valid Responses | 10 | 2 | 2 | 2 | 4 | 3 | 5 | 2 | 6 | 4 | - | 9 | 7 | 3 | 3 | 6 | 4 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | 1 | - | - | 1 | - | - | - | 1 | - | 1 | - | 1 | 1 | - | - | 1 | - |
| Yes | 7 | 2 | 2 | 1 | 2 | 2 | 4 | 1 | 5 | 2 | - | 6 | 4 | 2 | 3 | 4 | 3 |
| | 70.0% | 100.0% | 100.0% | 50.0% | 50.0% | 66.7% | 80.0% | 50.0% | 83.3% | 50.0% | | 66.7% | 57.1% | 66.7% | 100.0% | 66.7% | 75.0% |
| | | E | E | | | | | | | | | | | | M | | |
| No | 3 | - | - | 1 | 2 | 1 | 1 | 1 | 1 | 2 | - | 3 | 3 | 1 | - | 2 | 1 |
| | 30.0% | | | 50.0% | 50.0% | 33.3% | 20.0% | 50.0% | 16.7% | 50.0% | | 33.3% | 42.9% | 33.3% | | 33.3% | 25.0% |
| I am still waiting for it to be settled | 4 | 1 | - | 3 | - | 1 | 1 | 2 | 3 | 1 | - | 4 | 3 | 1 | 1 | 3 | 1 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.

Children's Special Health Care Services
 Children's Special Health Care Services Satisfaction Survey (57235)

Q71. What number would you use to rate the Beneficiary
 Help Line now?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | |
|-----------------------|-------------|--------|--------|--------|-----------------------|---------------|--------|-----------|--------------|--------|-----------------|------------------|------------|------------------|--------|-------------|--------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/Vry Gd | Good | Fair/Poor | Male | Female | Hspnc/Latino | Not Hspnc/Latino | White | Black/African Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| Total Eligible | 35 | 9 | 7 | 9 | 10 | 10 | 14 | 11 | 17 | 18 | 3 | 30 | 24 | 7 | 8 | 22 | 13 |
| Total Valid Responses | 35 | 9 | 7 | 9 | 10 | 10 | 14 | 11 | 17 | 18 | 3 | 30 | 24 | 7 | 8 | 22 | 13 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No Answer | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 10 - Best Possible | 9 | 3 | 3 | 2 | 1 | 5 | 2 | 2 | 6 | 3 | 1 | 6 | 4 | 2 | 3 | 6 | 3 |
| | 25.7% | 33.3% | 42.9% | 22.2% | 10.0% | 50.0% | 14.3% | 18.2% | 35.3% | 16.7% | 33.3% | 20.0% | 16.7% | 28.6% | 37.5% | 27.3% | 23.1% |
| 9 | 7 | 1 | - | 1 | 5 | 2 | 3 | 2 | 4 | 3 | 1 | 6 | 5 | 2 | 1 | 5 | 2 |
| | 20.0% | 11.1% | | 11.1% | 50.0% | 20.0% | 21.4% | 18.2% | 23.5% | 16.7% | 33.3% | 20.0% | 20.8% | 28.6% | 12.5% | 22.7% | 15.4% |
| 8 | 1 | - | 1 | - | - | - | - | 1 | - | 1 | - | 1 | 1 | - | - | 1 | - |
| | 2.9% | | 14.3% | | | | | 9.1% | | 5.6% | | 3.3% | 4.2% | | | 4.5% | |
| 7 | 2 | - | - | 2 | - | 1 | 1 | - | 1 | 1 | - | 2 | 1 | - | 1 | 2 | - |
| | 5.7% | | | 22.2% | | 10.0% | 7.1% | | 5.9% | 5.6% | | 6.7% | 4.2% | | 12.5% | 9.1% | |
| 6 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 5 | 7 | 3 | 3 | - | 1 | - | 5 | 2 | 1 | 6 | 1 | 6 | 6 | - | 2 | 2 | 5 |
| | 20.0% | 33.3% | 42.9% | | 10.0% | | 35.7% | 18.2% | 5.9% | 33.3% | 33.3% | 20.0% | 25.0% | | 25.0% | 9.1% | 38.5% |
| 4 | 3 | - | - | 1 | 2 | 1 | 1 | 1 | 1 | 2 | - | 3 | 3 | 1 | - | 2 | 1 |
| | 8.6% | | | 11.1% | 20.0% | 10.0% | 7.1% | 9.1% | 5.9% | 11.1% | | 10.0% | 12.5% | 14.3% | | 9.1% | 7.7% |
| 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

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Children's Special Health Care Services
Children's Special Health Care Services Satisfaction Survey (57235)

Q71. What number would you use to rate the Beneficiary
Help Line now?

| | CHILD'S AGE | | | | CHILD'S HEALTH STATUS | | | CHILD GENDER | | CHILD ETHNICITY | | CHILD RACE | | | DISPOSITION | | |
|-------------------------|-------------|------------|------------|------------|-----------------------|-------------------|------------|---------------|-------------|-----------------|------------------|-------------------------|-------------|--------------|-------------|-------------|------------|
| | Total | 0-4 | 5-8 | 9-13 | 14 or Older | Exclnt/ Vry Gd | Good | Fair/ Poor | Male | Female | Hspnc/ Latino | Not Hspnc/ Latino | White | Black/ Am | Other | Mail | Phone |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) |
| 1 | 1 2.9% | - | - | 1 11.1% | - | - | - | 1 9.1% | 1 5.9% | - | - | 1 3.3% | 1 4.2% | - | 1 12.5% | 1 4.5% | - |
| 0 - Worst Possible | 5 14.3% | 2 22.2% | - | 2 22.2% | 1 10.0% | 1 10.0% | 2 14.3% | 2 18.2% | 3 17.6% | 2 11.1% | - | 5 16.7% | 3 12.5% | 2 28.6% | - | 3 13.6% | 2 15.4% |
| TMG SUMMARY RATE - 8-10 | 17 48.6% | 4 44.4% | 4 57.1% | 3 33.3% | 6 60.0% | 7 70.0% | 5 35.7% | 5 45.5% | 10 58.8% | 7 38.9% | 2 66.7% | 13 43.3% | 10 41.7% | 4 57.1% | 4 50.0% | 12 54.5% | 5 38.5% |
| TMG SUMMARY RATE - 9-10 | 16 45.7% | 4 44.4% | 3 42.9% | 3 33.3% | 6 60.0% | 7 70.0% | 5 35.7% | 4 36.4% | 10 58.8% | 6 33.3% | 2 66.7% | 12 40.0% | 9 37.5% | 4 57.1% | 4 50.0% | 11 50.0% | 5 38.5% |
| Mean | 6.37 | 6.00 | 7.57 | 5.33 | 6.80 | 7.90 | 5.93 | 5.55 | 6.65 | 6.11 | 8.00 | 5.97 | 5.96 | 6.00 | 7.13 | 6.64 | 5.92 |

Comparison Groups: BCDE/FGH/IJ/KL/MNO/PQ
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.