Disability Services in Allegan County

Prepared for Disability Network/Lakeshore

Prepared by:
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The Carl Frost Center for Social Science Research

Hope College
September 2006
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<td>47-49</td>
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</tbody>
</table>
EXECUTIVE SUMMARY

Disability Network/Lakeshore contracted with the Carl Frost Center for Social Science Research to conduct a survey of persons with disabilities on a wide range of issues pertaining to living in Allegan County. The purpose of the study was to identify unmet needs among Allegan County residents with disabilities and their family members. The data were collected by distributing the evaluation instrument to a number of agencies in the area, who then administered the survey to the participants during the summer of 2006.

A total of 178 individuals completed the survey, which was adapted from a similar instrument used by the Center for Independent Living in Ann Arbor by the Carl Frost Center for Social Science Research in conjunction with Disability Network staff and community partners.

The results show that nearly every topic addressed by the survey was perceived to be important by residents with disabilities in Allegan County. Indeed, the response chosen most frequently, on a 4-point scale, for each of these topics (i.e. the mode) was a 4, where 4 = very important. The mean response values for importance for each topic were compared in order to determine which topics were of greater or lesser strength (Tables 24a-b).
The five issues of greatest importance to survey participants were as follows:

<table>
<thead>
<tr>
<th>Mean Importance</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.89</td>
<td>Availability of quality medical services</td>
</tr>
<tr>
<td>3.88</td>
<td>Being able to live safely in your community</td>
</tr>
<tr>
<td>3.82</td>
<td>Family support to be independent</td>
</tr>
<tr>
<td>3.81</td>
<td>Community is a good place to live</td>
</tr>
<tr>
<td>3.80</td>
<td>Traveling within your community</td>
</tr>
</tbody>
</table>

The five issues of least importance were:

<table>
<thead>
<tr>
<th>Mean Importance</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.70</td>
<td>Participating in mental health support groups</td>
</tr>
<tr>
<td>2.94</td>
<td>Learning about the disability experience from other persons with disabilities</td>
</tr>
<tr>
<td>2.97</td>
<td>Having input in their community's social services programs</td>
</tr>
<tr>
<td>3.11</td>
<td>Opportunities to connect with disability organizations</td>
</tr>
<tr>
<td>3.16</td>
<td>Opportunities to connect with other people with disabilities in their community</td>
</tr>
</tbody>
</table>

In general, satisfaction ratings for the issues addressed in this survey were lower than importance ratings. Nevertheless, respondents were mostly satisfied with the current state of affairs for most issues concerning them. Out of 54 questions asking respondents to rate satisfaction, 33 most often received the highest rating 4 (where 4 = very satisfied), 20 most often received ratings of 3 (where 3 = somewhat satisfied) and only one question, availability of employment opportunities, was most frequently rated a 2 (where 2 = somewhat unsatisfied). In order to determine the areas in which participants were most and least satisfied, a mean value was calculated for each issue. By measuring the mean
response values for satisfaction for each issue, and comparing the results, issues were placed in a hierarchy of values (Tables 25a-b).

The five areas where respondents were most satisfied were as follows:

- Courteous and respectful store and restaurant staff 3.47
- Being able to live safely in your community 3.46
- Independent living support 3.43
- Independent living skills training 3.40
- Access to local news and information services 3.37

Those areas where respondents were least satisfied were as follows:

- Availability of employment opportunities 2.46
- Access to disability/senior-related legal assistance 2.77
- Employer willingness to accommodate employees with disabilities 2.78
- Availability of affordable, accessible housing 2.79
- Advocating for disability or senior rights 2.80

The difference between mean importance rating and mean satisfaction rating was calculated in order to compare the level of importance of each issue with level of satisfaction (Tables 26a-c) and prioritize unmet needs. A higher mean difference indicated that an issue rated high on the importance scale, but low on the satisfaction scale. Mean differences with negative numbers indicated that
level of satisfaction was higher than level of importance. The areas with greatest importance and lowest satisfaction ratings were:

<table>
<thead>
<tr>
<th></th>
<th>Mean Importance</th>
<th>Mean Satisfaction</th>
<th>Mean Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of employment opportunities</td>
<td>3.36</td>
<td>2.46</td>
<td>0.90</td>
</tr>
<tr>
<td>Traveling between communities</td>
<td>3.73</td>
<td>2.88</td>
<td>0.85</td>
</tr>
<tr>
<td>Traveling within your community</td>
<td>3.80</td>
<td>3.01</td>
<td>0.79</td>
</tr>
<tr>
<td>Availability of quality medical services</td>
<td>3.89</td>
<td>3.11</td>
<td>0.78</td>
</tr>
<tr>
<td>Availability of affordable, accessible housing</td>
<td>3.55</td>
<td>2.79</td>
<td>0.76</td>
</tr>
</tbody>
</table>

**Conclusion**

In conclusion, residents with disabilities in Allegan County feel that all the issues addressed in this survey are of importance to them. With the exception of availability of employment opportunities, the results show that respondents are generally satisfied with the current conditions of these issues. The areas showing the greatest unmet needs for individuals with disabilities and their families in Allegan County are related to availability of employment opportunities and traveling between and within their communities.
INTRODUCTION AND METHODOLOGY

Disability Network - Lakeshore contracted with the Carl Frost Center for Social Science Research to conduct a survey of persons with disabilities to ascertain their views on a wide range of issues pertaining to living in Allegan County. The purpose of this survey was to establish how well the needs of people with disabilities were being met in Allegan County. The data were collected by distributing the evaluation instrument to a number of agencies in the area, who then administered the survey to the participants during the summer of 2006.

The participating agencies who administered the survey were: Allegan County Resource Development Committee (ACRDC), Community Mental Health (CMH), Disability Network/Lakeshore, Evergreen Commons, Martin Resource Center, Michigan Commission for the Blind (MCB), MOKA (Michigan, Ottawa, Kent and Allegan counties), Michigan Rehabilitative Services (MRS), and Wings of Hope Hospice. The number of surveys administered per agency ranged from seven to thirty-two (Table 1), with an average of twenty per agency. Three agencies completed at least thirty surveys: ACRDC, Disability Network/Lakeshore, and Evergreen Commons.

The survey asked two basic questions on a broad range of topics. The questions were “How important is this to you?” and “How satisfied are you with this?” If a particular topic did not apply, the respondent was asked to leave the answers blank. The answers were provided in the form of four-point Likert scales. The first
scale rated the level of importance of each topic and respondents were asked to
select an answer ranging from 1 to 4, with 1 = very unimportant, 2 = somewhat
unimportant, 3 = somewhat important, and 4 = very important. The second scale
measured level of satisfaction where 1 = very unsatisfied, 2 = somewhat
unsatisfied, 3 = somewhat satisfied, and 4 = very satisfied. If respondents
indicated very unsatisfied or somewhat unsatisfied, they were asked to give a
brief explanation. The explanations are listed in the open-ended responses in
the next to last section of the report.

Mean scores were computed from the four-point scales to allow for comparison
of relative importance or satisfaction among items. The items are ranked in
descending order of importance in Tables 24a-b and in descending order of
satisfaction in Tables 25a-b. Tables 26a-c show the difference between mean
importance and mean satisfaction ratings.

Tables showing the distribution of responses for each topic appear at the end of
the next two sections. The tables show the frequencies, percents, and means of
responses for each topic. Frequency is the number of times a response was
chosen. Percent shows the frequency of a particular response expressed as a
proportion of the total number of responses to that question. The mean is the
average value of all responses to a particular question. The significance of
frequencies, percents and means will be discussed in the following two sections.
A copy of the survey is included at the end of the report.
<table>
<thead>
<tr>
<th>Agency Administering the Survey</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegan County Resource Development Committee—ACRDC</td>
<td>30</td>
<td>16.9%</td>
</tr>
<tr>
<td>Community Mental Health—CMH</td>
<td>11</td>
<td>6.2</td>
</tr>
<tr>
<td>Disability Network/Lakeshore</td>
<td>30</td>
<td>16.9</td>
</tr>
<tr>
<td>Evergreen Commons</td>
<td>32</td>
<td>18.0</td>
</tr>
<tr>
<td>Martin Resource Center</td>
<td>13</td>
<td>7.3</td>
</tr>
<tr>
<td>Michigan Commission for the Blind—MCB</td>
<td>10</td>
<td>5.6</td>
</tr>
<tr>
<td>MOKA (Muskegon, Ottawa, Kent and Allegan counties)</td>
<td>25</td>
<td>14.0</td>
</tr>
<tr>
<td>Michigan Rehabilitation Services—MRS</td>
<td>20</td>
<td>11.2</td>
</tr>
<tr>
<td>Wings of Hope Hospice</td>
<td>7</td>
<td>3.9</td>
</tr>
<tr>
<td>Total</td>
<td>178</td>
<td>100.0</td>
</tr>
</tbody>
</table>
CHARACTERISTICS OF THE SAMPLE

In this section, the demographic characteristics of the sample are discussed. Tables 2-10 show the results. Survey participants were residents of Allegan County, who had one or more disabilities.

Female respondents (59.5%) outnumbered male respondents (40.5%; Table 2). While more respondents were older (Table 3), 65 and older – 36.3% and 45-64 years old – 32.2%, younger persons also completed the survey: 30-44 years old – 18.1% and 15-29 years old – 13.5%. Of those who indicated their primary ethnic background, the vast majority were Caucasian (88.7%; Table 4). Other groups represented were African-American (4.0%), Native American/American Indian (3.3%), Hispanic (2.7%), and Asian/Pacific Islander (0.7%).

Only 128 of the total respondents gave their household income (Table 5). Of those, 78.8% had an annual household income under $25,001: $7,500 or less (27.3%), $7,501 to $15,000 (35.9%), and $15,001 to $25,000 (15.6%). The next largest group contained only eleven respondents (8.6% of the total sample) and had an annual income ranging from $50,001 to $75,000.

About one-fourth of survey respondents (24.5%) had less than a complete high school education (Table 6), while the highest number (62 – 40.0%) indicated a high school education was as far as they got. Another 22.6% had some college and 12.9% had a college degree or higher.
About a third of respondents (32.8%) live alone, while 37.4% live with one other person. Another 12.1% live in a household with two other people and the remaining 9.2% indicated three or more others in their household. A few gave fairly high numbers, perhaps indicating a group home situation.

When asked to describe the level of their disability, almost half indicated very significant (48.1%), 38.0% chose significant, and the remaining 13.9% who answered the question picked not significant. It should be noted that this is a relative response. The disabilities noted go from hearing loss to legally blind to mobility limitations due to various reasons to disabling diseases to mental conditions. It is difficult to compare someone’s very significant hearing loss to someone else’s significant deterioration of both hips to someone’s very significant mental health issues.

Survey respondents were asked whether they would be interested in participating in a focus group to discuss issues pertaining to their community. Only 25% responded favorably (Table 9). A majority of the respondents (64.1%) were interested in receiving the written results of this survey (Table 10).
### Table 2

<table>
<thead>
<tr>
<th>What is Your Gender?</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>103</td>
<td>59.5</td>
</tr>
<tr>
<td>Male</td>
<td>70</td>
<td>40.5</td>
</tr>
<tr>
<td>Total</td>
<td>173</td>
<td>100.0</td>
</tr>
</tbody>
</table>

### Table 3

<table>
<thead>
<tr>
<th>Is Your Age Between?</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-29 years</td>
<td>23</td>
<td>13.5%</td>
</tr>
<tr>
<td>30-44 years</td>
<td>31</td>
<td>18.1</td>
</tr>
<tr>
<td>45-64 years</td>
<td>55</td>
<td>32.2</td>
</tr>
<tr>
<td>65 and up</td>
<td>62</td>
<td>36.3</td>
</tr>
<tr>
<td>Total</td>
<td>171</td>
<td>100.0</td>
</tr>
</tbody>
</table>

### Table 4

<table>
<thead>
<tr>
<th>What is Your Primary Ethnic Background?</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>6</td>
<td>4.0%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>1</td>
<td>0.7</td>
</tr>
<tr>
<td>Native American/American Indian</td>
<td>5</td>
<td>3.3</td>
</tr>
<tr>
<td>Caucasian</td>
<td>133</td>
<td>88.7</td>
</tr>
<tr>
<td>Hispanic</td>
<td>4</td>
<td>2.7</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0.7</td>
</tr>
<tr>
<td>Total</td>
<td>150</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Note: Other was Caucasian/Native American
Table 5

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>$7,500 or less</td>
<td>35</td>
<td>27.3%</td>
</tr>
<tr>
<td>$7,501—$15,000</td>
<td>46</td>
<td>35.9%</td>
</tr>
<tr>
<td>$15,001—$25,000</td>
<td>20</td>
<td>15.6%</td>
</tr>
<tr>
<td>$25,001—$35,000</td>
<td>8</td>
<td>6.3%</td>
</tr>
<tr>
<td>$35,001—$50,000</td>
<td>6</td>
<td>4.7%</td>
</tr>
<tr>
<td>$50,001—$75,000</td>
<td>11</td>
<td>8.6%</td>
</tr>
<tr>
<td>$75,001—$100,000</td>
<td>2</td>
<td>1.6%</td>
</tr>
<tr>
<td>Total</td>
<td>128</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Table 6

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than High School</td>
<td>38</td>
<td>24.5%</td>
</tr>
<tr>
<td>High School Graduate</td>
<td>62</td>
<td>40.0%</td>
</tr>
<tr>
<td>Some College</td>
<td>35</td>
<td>22.6%</td>
</tr>
<tr>
<td>College Graduate</td>
<td>15</td>
<td>9.7%</td>
</tr>
<tr>
<td>Post-Graduate</td>
<td>5</td>
<td>3.2%</td>
</tr>
<tr>
<td>Total</td>
<td>155</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
### Table 7

<table>
<thead>
<tr>
<th>Number of Persons</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>57</td>
<td>32.8%</td>
</tr>
<tr>
<td>2</td>
<td>65</td>
<td>37.4%</td>
</tr>
<tr>
<td>3</td>
<td>21</td>
<td>12.1%</td>
</tr>
<tr>
<td>4</td>
<td>15</td>
<td>8.6%</td>
</tr>
<tr>
<td>5</td>
<td>8</td>
<td>4.6%</td>
</tr>
<tr>
<td>6</td>
<td>2</td>
<td>1.1%</td>
</tr>
<tr>
<td>7</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td>10</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td>12</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td>22</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td>33</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>174</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

### Table 8

<table>
<thead>
<tr>
<th>Disability Description</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Significant</td>
<td>22</td>
<td>13.9%</td>
</tr>
<tr>
<td>Significant</td>
<td>60</td>
<td>38.0%</td>
</tr>
<tr>
<td>Very Significant</td>
<td>76</td>
<td>48.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>158</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>
### Table 9

**Would You be Interested in Participating in a Focus Group?**

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>36</td>
<td>25.0%</td>
</tr>
<tr>
<td>No</td>
<td>108</td>
<td>75.0%</td>
</tr>
<tr>
<td>Total</td>
<td>144</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Table 10

**Can I Get Your Mailing Address to Send You the Results of this Survey?**

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>91</td>
<td>64.1%</td>
</tr>
<tr>
<td>No</td>
<td>51</td>
<td>35.9%</td>
</tr>
<tr>
<td>Total</td>
<td>142</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
RESULTS

Survey participants were asked to rate on a four-point Likert scale how important and how satisfied they were with a wide range of issues concerning persons with disabilities in Allegan County. Topics such as assistive technology, community acceptance, education, employment, family support, housing, and legal services were addressed. These and other issues will be described in the following section.

Assistive Technology

This section seeks to ascertain the importance and level of satisfaction of survey participants with affordability of disability related devices (Tables 11a-b). When survey participants were asked to indicate the importance of financial assistance for disability related devices, they responded overwhelmingly (81.0%) that financial assistance was either very important (66.7%) or somewhat important (14.3%; mean = 3.36). The importance of affordable disability related devices was strongly supported by 83.2% of respondents (very important = 63.3%, somewhat important = 19.9%; mean = 3.36). Satisfaction ratings were lower than importance ratings. Only 76.5% of respondents were satisfied with financial assistance for disability devices (very satisfied = 37.1%, somewhat satisfied = 39.4%; mean = 3.06). Affordability of disability devices received even lower satisfaction ratings. Only 65.4% of respondents were satisfied in this regard (very = 29.3%, somewhat = 36.1%; mean = 2.83).
Community Acceptance

Integration of persons with disabilities into their communities was highly valued by respondents and they were fairly satisfied with efforts in this area (Tables 11a-b). The importance of opportunities to participate in their community received high ratings (mean = 3.38). Most respondents (85.5%) indicated that opportunities to participate in their community were either very important (59.9%) or somewhat important (25.6%). An even larger percentage (95.8%) indicated that it was important that the community be a good place to live (very = 87.6%, somewhat = 8.2%; mean = 3.81). Scores for level of satisfaction showed that 77.2% of respondents were satisfied with opportunities for participating in the community (very = 37.3%, somewhat = 39.9%; mean = 3.08). A much higher percentage of respondents (85.5%) felt satisfied that their community was a good place to live (very = 52.4%, somewhat = 33.1%; mean = 3.36).

Disability Connecting

The value of connecting with other persons with disabilities and disability organizations is addressed in this section (Tables 12a-b). Many respondents (78.2%) felt that it was either very important (47.3%) or somewhat important (30.9%) to interact with other people with disabilities in their community (mean = 3.16). Nearly three-quarters (74.2%) of respondents felt that connecting with disability organizations was important (very = 50.9% and somewhat = 23.3%; mean = 3.11). More than 70% of respondents felt that learning about the disability experience from other persons with disabilities was important (very =
37.7%, somewhat = 34.0%; mean = 2.94). The majority of respondents (78.9%) felt at least somewhat satisfied with opportunities to connect with persons with disabilities (very = 35.2%, somewhat = 43.7%; mean = 3.08). Nearly 80% were satisfied with opportunities to connect with disability organizations (very = 42.2%, somewhat = 38.3%; mean = 3.16), and 80.3% of participants were satisfied with opportunities to learn about the disability experience from other persons with disabilities (very = 31.5%, somewhat = 48.8%; mean = 3.06)

Education
In this section, respondents’ attitudes toward educational services and opportunities were measured (Tables 13a-b). A clear majority of respondents felt that high quality school support services for people with disabilities were very important (71.3%) and 8.9% felt that these services were at least somewhat important (mean = 3.38). Similarly, more than half of respondents (62.0%) felt that high quality career development opportunities were very important and another 18.0% felt development opportunities were somewhat important (mean = 3.30). Respondents were somewhat satisfied with the school support services for persons with disabilities (3.10) but slightly less satisfied with career development opportunities (mean = 2.99).

Employment
Employment issues were a significant concern for survey participants (Tables 13a-b). Availability of employment opportunities for persons with disabilities were
considered to be important by 80.3% of respondents (very important = 69.7%, somewhat important = 10.6%; mean = 3.36). Employer willingness to accommodate employees with disabilities was rated important by 82.5% of respondents (very = 70.0%, somewhat = 12.5%; mean = 3.40). Availability of employment services was rated important by 82.4% of respondents (very = 64.0%, somewhat = 18.4%; mean = 3.34). When asked to rate their satisfaction with these issues, half of respondents were very unsatisfied (23.0%) or somewhat unsatisfied (28.3%) with availability of employment opportunities (mean = 2.46). A third of respondents were unsatisfied with employer willingness to accommodate employees with disabilities (somewhat unsatisfied = 13.9%, very unsatisfied = 15.8%; mean = 2.78) and a third were unsatisfied with availability of employment services (somewhat = 18.3%, very = 11.5%; mean = 2.95).

Family Support

Family support was clearly an area of great importance for respondents and most respondents were satisfied in this regard (Tables 14a-b). Nearly 95% of respondents indicated that social support from family members was important to them (very = 84.5%, somewhat = 10.1%; mean = 3.77). An even greater percentage of respondents (97.5%) indicated that family support to be independent was important (very = 87.0%, somewhat = 10.5%; mean = 3.82). Satisfaction with social support from family members showed a mean of 3.30 and family support to be independent showed a mean of 3.31.
Housing

Housing issues were given high ratings for importance by the respondents (Tables 14a-b). The respondents also indicated they were not that satisfied with present conditions. More than 85% of respondents answered that housing assistance services were important (very = 73.0%; somewhat = 12.5%; mean = 3.48). The availability of affordable, accessible housing was rated by 86.4% of survey participants as important (very = 77.4%, somewhat = 9.0%; mean = 3.55). Three-quarters of respondents (75.2%) were either very satisfied (38.8%) or somewhat satisfied (36.4%; mean = 3.03) with housing assistance services. Fewer respondents (64.4%) were satisfied with the availability of affordable, accessible housing (very = 31.1%, somewhat = 33.3%; mean = 2.79).

Information and Referral

The importance of access to sources of information was highly rated by survey respondents and received moderately high ratings for satisfaction (Tables 14a-b). Almost all the respondents (95.3%) felt that knowing whom to call and how to reach them was important (very = 83.0%, somewhat = 12.3%; mean = 3.75). Respondents were for the most part satisfied with their ability to do so (very = 41.7%, somewhat = 36.8%; mean = 3.14).

Independent Living

Survey participants gave high ratings to the importance of independent living skills training and support. They also indicated that they were very satisfied with
efforts in these areas (Tables 15a-b). Over three-quarters of respondents felt that independent living skills training was important (very = 61.3%, somewhat = 16.1%; mean = 3.23) and that independent living support was also important (very = 71.0%, somewhat = 14.5%; mean = 3.45). Satisfaction ratings for both areas were very high with training showing a mean of 3.40 and support showing a mean of 3.43.

Legal Issues

Issues such as advocacy for disability and senior rights, and access to legal assistance were of high concern to survey participants (Tables 15a-b). Respondents also showed that they were not satisfied with current efforts to address either of these issues. For 84.9% of respondents, advocating for disability or senior rights was important (very = 66.0%, somewhat important = 18.9%; mean = 3.41). For 83.3% of respondents access to disability/senior-related legal assistance was felt to be important (very = 62.8%, somewhat important = 20.5%; mean = 3.35). In general, participants were not very satisfied with either advocacy (mean = 2.80) or legal assistance (mean = 2.77).

Media

In this section, respondents indicated that access to local news and information services was both important and highly satisfactory (Tables 16a-b). The great majority of respondents (82.3%) specified that access to local news and information services was important (very = 60.4%, somewhat = 21.9%; mean =
An even greater proportion of respondents (90.5%) indicated that they were satisfied with media access (very = 49.4%, somewhat = 41.1%; mean = 3.37).

Medical

Medical issues were among those receiving the highest ratings for importance and respondents indicated that for the most part they were satisfied with current conditions. Respondents were asked to rate importance and satisfaction with availability of quality medical services, Medicaid/Medicare information assistance, home health care, and prescription costs assistance (Tables 16a-b). Availability of quality medical services was very important to 93.0% of respondents and somewhat important to 4.7% of respondents (mean = 3.89). Availability of Medicaid/Medicare information assistance was very important to 74.1% and somewhat important to 16.3% of respondents (mean = 3.57). Availability of home health care was very important to 70.7% and somewhat important to 13.3% of respondents (mean = 3.43). Availability of prescription costs assistance was very important to 78.6% and somewhat important to 13.7% of respondents (mean = 3.64). The majority of respondents were at least somewhat satisfied with services in these areas. Satisfaction means were as follows: availability of quality medical services mean = 3.11, availability of Medicaid/Medicare information assistance mean = 3.14, availability of home health care mean = 3.17 and availability of prescription costs assistance mean = 3.23.
**Mental Health**

The ability to access quality mental health services was important to the majority of respondents and most were satisfied that they were able to do so (Tables 17a-b). More than 80% of respondents felt that the quality of mental health services mattered (very important = 68.8%, somewhat important = 12.3%; mean = 3.38). About 85% of respondents felt that it was important to be able to access mental health services (very = 66.7%, somewhat = 17.8%; mean = 3.41). Far fewer respondents (58.2%) considered participating in mental health support groups to be important (very = 40.2%, somewhat = 18.0; mean = 2.70). Satisfaction ratings for all three areas showed that most people were at least somewhat satisfied with the available services. The mean of satisfaction responses for quality of mental health services was 3.13, the mean for participation in mental health support groups was 3.04 and the mean for ability to access mental health services was 3.11.

**Personal Care**

In this section, personal care issues such as willingness of family members to provide personal care and the availability and affordability of personal care attendants were important topics for approximately 80% of those surveyed and the current conditions in this regard were generally considered to be satisfactory (Tables 18a-b). The willingness of family members to provide personal care to them was perceived to be important to 84.4% of respondents (very = 67.4%, somewhat = 17.0%; mean = 3.44). For 83.5% of respondents the availability of
trained personal care attendants was either very important (71.7%), or somewhat important (11.8%; mean = 3.45). Financial assistance used for hiring personal attendants was important to 79.3% of respondents (very = 66.2%, somewhat = 13.1%; mean 3.31). Finally, receiving training in hiring and managing personal care attendants was important to 77.4% of respondents (very = 61.7%, somewhat = 15.7%; mean = 3.24). The mean for satisfaction ratings in these areas showed that around 80% of respondents were at least somewhat satisfied with current arrangements. The mean satisfaction rating for willingness of family members to provide personal care was 3.30. The mean rating for availability of trained personal care attendants was 3.27. The mean rating for financial assistance used for hiring personal care attendants was 3.07 and finally the mean satisfaction rating for training in hiring and managing personal care attendants was 3.09.

Safety
Safety issues received some of the highest ratings for importance of any of the categories addressed in this survey (Tables 19a-b). Being able to live safely in their community was important to 97.0% of respondents (very important = 92.9%, somewhat important = 4.1%; mean = 3.88). Having accessible streets, sidewalks and buildings was important to 95.0% of respondents (very = 84.0, somewhat = 11.0; mean = 3.76). The majority of respondents (87.9%) were satisfied in regards to living safely in their community (very satisfied = 60.2%, somewhat satisfied = 27.7%; mean = 3.46). Slightly fewer respondents (82.4%) were
satisfied with accessibility of streets, sidewalks and buildings (very = 52.2, somewhat = 30.2; mean = 3.28).

**Recreation**

While recreational opportunities for persons with disabilities were important for more than 80% of survey respondents, only 68% to 73% of respondents were satisfied with their ability to participate in recreational activities (Tables 20a-b). For 84.0% of respondents, recreational opportunities in their community were important (very = 54.0%, somewhat = 30.0%; mean = 3.30). Availability of accessible recreational facilities was important to 83.4% of respondents (very = 53.5%, somewhat = 29.9%; mean = 3.26). Access to regular exercise program/physical activity was important to 82.0% of participants (very = 56.8%, somewhat = 25.2%; mean = 3.27) and opportunities for social interaction/activities were important to 84.8% of participants (very = 63.6%, somewhat = 21.2%; mean = 3.38). Ratings for satisfaction were generally lower than they were in other categories. In regards to recreational opportunities in their community, more than two-thirds (68.2%) of participants indicated that they were satisfied (very = 31.8%, somewhat = 36.4%) as opposed to 31.8% who indicated that they were not satisfied (very unsatisfied = 9.1%, somewhat = 22.7%; mean = 2.91). A similar proportion of respondents (68.6%) indicated that they were satisfied with availability of recreational facilities (very = 31.4%, somewhat = 37.2%) while nearly a third of respondents indicated they were not satisfied (very unsatisfied = 10.7%, somewhat unsatisfied = 20.7%; mean =
Access to regular exercise programs/physical activities was deemed to be satisfactory by 72.5% of participants (very = 31.7, somewhat = 40.8; mean = 2.92), while opportunities for social interaction/activities were satisfactory for 73.3% of respondents (very = 38.5%, somewhat = 34.8%; mean = 2.98).

**Retail**

In this section, survey participants were asked for their opinions about accessibility of stores and restaurants and their treatment by store and restaurant staff (Tables 21a-b). Most participants (92.2%) felt that accessible stores and restaurants were important (very = 75.8%, somewhat = 16.4%; mean = 3.64). Even more participants (96.2%) felt that it was important to be treated with courtesy and respect by store and restaurant staff (very = 81.1%, somewhat = 15.1%; mean = 3.75). More than 80% of respondents were satisfied with the accessibility of stores and restaurants (very satisfied = 50.0%, somewhat satisfied = 31.4%; mean = 3.29). More than 93.6% of respondents were satisfied that store and restaurant staff behaved courteously and respectfully toward them (very = 55.1%, somewhat = 38.5%; mean = 3.47).

**Social Services**

Survey respondents were asked to rate the importance of opportunities to tour their community’s vocational rehabilitation agencies and the importance of having input into their community’s social services program (Tables 21a-b). These issues received lower ratings for importance when compared to other categories.
and comparable ratings for satisfaction. A majority of respondents (78.8%) felt that touring community vocational rehabilitation agencies was important (very = 58.5%, somewhat = 20.3%; mean = 3.22). Only 69.2% of respondents indicated that having input in their community’s social services program was important (very = 46.6%, somewhat = 22.6%; mean = 2.97) as compared to 30.8% of participants who felt that having input was not important. A high overall percentage of respondents (86.1%) were satisfied with opportunities to tour vocational rehabilitation agencies. Less than half of respondents (41.9%) were very satisfied, while 44.2% were somewhat satisfied (mean = 3.23). Only 72.1% of survey participants were satisfied with their ability to provide input into their community’s social services programs (very satisfied = 27.8%, somewhat satisfied = 44.3%; mean = 2.89).

**Transportation**

Survey participants gave very high ratings to the importance of adequate transportation for persons with disabilities and much lower ratings for satisfaction for services currently available (Tables 22a-b). The ability to travel within their community was rated important by 95.3% of all respondents (very = 85.5%, somewhat = 9.8%; mean = 3.80). Only 4.6% of all respondents indicated that traveling within their community was not important. The ability to travel between communities was rated important by 93.6% of respondents (very = 82.4%, somewhat = 11.2%; mean = 3.73). Only 68.4% of participants were satisfied with transportation services within their community (very satisfied = 47.6%, somewhat
satisfied = 20.8%; mean = 3.01) and even fewer (64.8%) were satisfied with transportation services between communities (very = 44.4%, somewhat = 20.4%; mean = 2.88).

**Youth Transition**

In this section, respondents gave lower ratings to the importance of assistance for youth with disabilities to transition from school to work and from school to community (between 73% and 76%; Tables 22a-b). Respondents' satisfaction with available services was moderately high (about 80%). For 73.9% of all respondents, the availability of services to assist youth with disabilities to transition from school to work were important (very = 65.2%, somewhat = 8.7%; mean = 3.23). For 76.8% of respondents the availability of services to assist youth to transition from school to community was important (very = 66.7%, somewhat = 10.1%; mean = 3.28). Regarding currently available services to help with transitioning youth, 82.0% of all respondents said they were satisfied with services available to help youth transitioning from school to work and 81.3% of respondents were satisfied with services available for youth transitioning from school to community.

**Disability Agencies**

Survey participants were asked to rate seven area agencies in terms of their services to persons with disabilities (Tables 23a-b). It should be noted that only 70 to 115 of the respondents indicated levels of importance for the agencies.
Even fewer respondents (49 to 75) gave ratings for satisfaction. Ratings for importance were fairly low with the mean ratings ranging from a low of 2.65 to a high of 3.12. Ratings for satisfaction with these agencies were fairly high with the mean ratings ranging from 3.26 to 3.59. The ratings for importance and satisfaction for these agencies are listed in the following paragraph. Listed in parenthesis are the percentage of respondents who indicated that the agency was important, the mean importance rating for that agency, the percentage of respondents who indicated that the agency’s services were satisfactory and, finally, the mean satisfaction rating for that agency.

In alphabetical order, the importance and satisfaction ratings for the agencies are as follows:

**ACRDC (Allegan County Resource Development Committee)** (important = 68.6%, mean = 2.93; satisfactory = 82.0%, mean = 3.59).

**Area Agency on Aging** (important = 68.2%, mean = 2.91; satisfactory = 86.8%, mean = 3.26).

**Community Mental Health** (important = 75.6%, mean = 3.12; satisfactory = 88.0%, mean = 3.39).

**Disability Network/Lakeshore** (formerly Lakeshore Center for Independent Living) (important = 57.2%, mean = 2.65; satisfactory = 90.6, mean = 3.47).

**Evergreen Commons** (important = 74.2%, mean = 3.07; satisfactory = 68.4%, mean = 3.53).
*Michigan Rehabilitation Services* (important = 57.1%, mean = 2.71; satisfactory = 88.1%, mean = 3.46).

*MOKA (Michigan, Ottawa, Kent and Allegan counties)* (important = 58.3%, mean = 2.71; satisfactory = 81.3%, mean = 3.55).
### Table 11a

<table>
<thead>
<tr>
<th>Assistive Technology and Community Acceptance</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
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<td>13/7.7%</td>
<td>24/14.3%</td>
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### Table 11b

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### Table 12a

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### Table 12b

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### Table 13a

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### Table 13b

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Table 14b

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<td>17/10.6</td>
<td>40/25.0</td>
<td>91/56.9</td>
<td>3.31</td>
</tr>
<tr>
<td>Housing assistance services</td>
<td>14/10.9</td>
<td>18/14.0</td>
<td>47/36.4</td>
<td>50/38.8</td>
<td>3.03</td>
</tr>
<tr>
<td>Availability of affordable, accessible housing</td>
<td>22/16.3</td>
<td>26/19.3</td>
<td>45/33.3</td>
<td>42/31.1</td>
<td>2.79</td>
</tr>
<tr>
<td>Knowing who to call and how to reach them</td>
<td>11/6.7</td>
<td>24/14.7</td>
<td>60/36.8</td>
<td>68/41.7</td>
<td>3.14</td>
</tr>
</tbody>
</table>
### Table 15a

<table>
<thead>
<tr>
<th>Independent Living and Legal Issues</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent living skills training</td>
<td>21/15.3%</td>
<td>10/7.3%</td>
<td>22/16.1%</td>
<td>84/61.3%</td>
<td>3.23</td>
</tr>
<tr>
<td>Independent living support</td>
<td>15/11.5</td>
<td>4/3.1</td>
<td>19/14.5</td>
<td>93/71.0</td>
<td>3.45</td>
</tr>
<tr>
<td>Advocating for disability or senior rights</td>
<td>16/10.1</td>
<td>8/5.0</td>
<td>30/18.9</td>
<td>105/66.0</td>
<td>3.41</td>
</tr>
<tr>
<td>Access to disability/senior-related legal assistance</td>
<td>18/11.5</td>
<td>8/5.1</td>
<td>32/20.5</td>
<td>98/62.8</td>
<td>3.35</td>
</tr>
</tbody>
</table>

### Table 15b

<table>
<thead>
<tr>
<th>Independent Living and Legal Issues</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent living skills training</td>
<td>6/5.5%</td>
<td>5/4.5%</td>
<td>38/34.5%</td>
<td>61/55.5%</td>
<td>3.40</td>
</tr>
<tr>
<td>Independent living support</td>
<td>3/2.7</td>
<td>10/9.1</td>
<td>34/30.9</td>
<td>63/57.3</td>
<td>3.43</td>
</tr>
<tr>
<td>Advocating for disability or senior rights</td>
<td>19/14.4</td>
<td>25/18.9</td>
<td>52/39.4</td>
<td>36/27.3</td>
<td>2.80</td>
</tr>
<tr>
<td>Access to disability/senior-related legal assistance</td>
<td>20/16.1</td>
<td>21/16.9</td>
<td>50/40.3</td>
<td>33/26.6</td>
<td>2.77</td>
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</table>
### Table 16a

<table>
<thead>
<tr>
<th>Media Accessibility and Medical Services</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to local news and information services</td>
<td>7/4.1%</td>
<td>23/13.6%</td>
<td>37/21.9%</td>
<td>102/60.4%</td>
<td>3.39</td>
</tr>
<tr>
<td>Available of quality medical services</td>
<td>3/1.7</td>
<td>1/0.6</td>
<td>8/4.7</td>
<td>160/93.0</td>
<td>3.89</td>
</tr>
<tr>
<td>Availability of Medicaid/Medicare information assistance</td>
<td>13/7.8</td>
<td>3/1.8</td>
<td>27/16.3</td>
<td>123/74.1</td>
<td>3.57</td>
</tr>
<tr>
<td>Availability of home health care</td>
<td>18/12.0</td>
<td>6/4.0</td>
<td>20/13.3</td>
<td>106/70.7</td>
<td>3.43</td>
</tr>
<tr>
<td>Availability of prescription costs assistance</td>
<td>12/7.1</td>
<td>1/0.6</td>
<td>23/13.7</td>
<td>132/78.6</td>
<td>3.64</td>
</tr>
</tbody>
</table>

### Table 16b

<table>
<thead>
<tr>
<th>Media Accessibility and Medical Services</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to local news and information services</td>
<td>5/3.2%</td>
<td>10/6.3%</td>
<td>65/41.1%</td>
<td>78/49.4%</td>
<td>3.37</td>
</tr>
<tr>
<td>Available of quality medical services</td>
<td>14/8.4</td>
<td>24/14.4</td>
<td>59/35.3</td>
<td>70/41.9</td>
<td>3.11</td>
</tr>
<tr>
<td>Availability of Medicaid/Medicare information assistance</td>
<td>11/7.4</td>
<td>21/14.1</td>
<td>53/35.6</td>
<td>64/43.0</td>
<td>3.14</td>
</tr>
<tr>
<td>Availability of home health care</td>
<td>6/5.1</td>
<td>17/14.5</td>
<td>45/38.5</td>
<td>49/41.9</td>
<td>3.17</td>
</tr>
<tr>
<td>Availability of prescription costs assistance</td>
<td>13/8.6</td>
<td>13/8.6</td>
<td>51/33.8</td>
<td>74/49.0</td>
<td>3.23</td>
</tr>
</tbody>
</table>
### How Important Are These to You?

<table>
<thead>
<tr>
<th>Mental Health Services</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of mental health services</td>
<td>16/11.6%</td>
<td>10/7.2%</td>
<td>17/12.3%</td>
<td>95/68.8%</td>
<td>3.38</td>
</tr>
<tr>
<td>Participating in mental health support groups</td>
<td>34/27.9</td>
<td>17/13.9</td>
<td>22/18.0</td>
<td>49/40.2</td>
<td>2.70</td>
</tr>
<tr>
<td>Ability to access mental health services</td>
<td>13/10.1</td>
<td>7/5.4</td>
<td>23/17.8</td>
<td>86/66.7</td>
<td>3.41</td>
</tr>
</tbody>
</table>

### How Satisfied Are You With These?

<table>
<thead>
<tr>
<th>Mental Health Services</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of mental health services</td>
<td>7/6.6%</td>
<td>13/12.3%</td>
<td>45/42.5%</td>
<td>41/38.7%</td>
<td>3.13</td>
</tr>
<tr>
<td>Participating in mental health support groups</td>
<td>5/6.7</td>
<td>10/13.3</td>
<td>37/49.3</td>
<td>23/30.7</td>
<td>3.04</td>
</tr>
<tr>
<td>Ability to access mental health services</td>
<td>8/8.2</td>
<td>12/12.2</td>
<td>39/39.8</td>
<td>39/39.8</td>
<td>3.11</td>
</tr>
</tbody>
</table>
### How Important Are These to You?

<table>
<thead>
<tr>
<th>Personal Care</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Willingness of family members to provide personal care</td>
<td>11/7.8%</td>
<td>11/7.8%</td>
<td>24/17.0%</td>
<td>95/67.4%</td>
<td>3.44</td>
</tr>
<tr>
<td>Availability of trained personal care attendants</td>
<td>13/10.2</td>
<td>8/6.3</td>
<td>15/11.8</td>
<td>91/71.7</td>
<td>3.45</td>
</tr>
<tr>
<td>Financial assistance used for hiring personal care attendants</td>
<td>19/14.6</td>
<td>8/6.2</td>
<td>17/13.1</td>
<td>86/66.2</td>
<td>3.31</td>
</tr>
<tr>
<td>Training in hiring and managing personal care attendants</td>
<td>17/14.8</td>
<td>9/7.8</td>
<td>18/15.7</td>
<td>71/61.7</td>
<td>3.24</td>
</tr>
</tbody>
</table>

### How Satisfied Are You With These?

<table>
<thead>
<tr>
<th>Personal Care</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Willingness of family members to provide personal care</td>
<td>11/9.0%</td>
<td>12/9.8%</td>
<td>29/23.8%</td>
<td>70/57.4%</td>
<td>3.30</td>
</tr>
<tr>
<td>Availability of trained personal care attendants</td>
<td>3/3.2</td>
<td>11/11.7</td>
<td>38/40.4</td>
<td>42/44.7</td>
<td>3.27</td>
</tr>
<tr>
<td>Financial assistance used for hiring personal care attendants</td>
<td>8/8.9</td>
<td>13/14.4</td>
<td>34/37.8</td>
<td>35/38.9</td>
<td>3.07</td>
</tr>
<tr>
<td>Training in hiring and managing personal care attendants</td>
<td>6/7.5</td>
<td>11/13.8</td>
<td>33/41.3</td>
<td>30/37.5</td>
<td>3.09</td>
</tr>
</tbody>
</table>
### How Important Are These to You?

<table>
<thead>
<tr>
<th>Public Safety</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being able to live safely in your community</td>
<td>3/1.8%</td>
<td>2/1.2%</td>
<td>7/4.1%</td>
<td>158/92.9%</td>
<td>3.88</td>
</tr>
<tr>
<td>Accessible streets, sidewalks and buildings</td>
<td>5/3.1</td>
<td>3/1.8</td>
<td>18/11.0</td>
<td>137/84.0</td>
<td>3.76</td>
</tr>
</tbody>
</table>

### How Satisfied Are You With These?

<table>
<thead>
<tr>
<th>Public Safety</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being able to live safely in your community</td>
<td>4/2.4%</td>
<td>16/9.6%</td>
<td>46/27.7%</td>
<td>100/60.2%</td>
<td>3.46</td>
</tr>
<tr>
<td>Accessible streets, sidewalks and buildings</td>
<td>10/6.3</td>
<td>18/11.3</td>
<td>48/30.2</td>
<td>83/52.2</td>
<td>3.28</td>
</tr>
</tbody>
</table>
### Table 20a

<table>
<thead>
<tr>
<th>Recreation/Leisure</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreational opportunities in your community</td>
<td>12/8.0%</td>
<td>12/8.0%</td>
<td>45/30.0%</td>
<td>81/54.0%</td>
<td>3.30</td>
</tr>
<tr>
<td>Availability of accessible recreational facilities</td>
<td>16/11.1</td>
<td>8/5.6</td>
<td>43/29.9</td>
<td>77/53.5</td>
<td>3.26</td>
</tr>
<tr>
<td>Access to regular exercise program/physical activity</td>
<td>16/11.5</td>
<td>9/6.5</td>
<td>35/25.2</td>
<td>79/56.8</td>
<td>3.27</td>
</tr>
<tr>
<td>Opportunities for social interaction/activities</td>
<td>15/9.9</td>
<td>8/5.3</td>
<td>32/21.2</td>
<td>96/63.6</td>
<td>3.38</td>
</tr>
</tbody>
</table>

### Table 20b

<table>
<thead>
<tr>
<th>Recreation/Leisure</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreational opportunities in your community</td>
<td>12/9.1%</td>
<td>30/22.7%</td>
<td>48/36.4%</td>
<td>42/31.8%</td>
<td>2.91</td>
</tr>
<tr>
<td>Availability of accessible recreational facilities</td>
<td>13/10.7</td>
<td>25/20.7</td>
<td>45/37.2</td>
<td>38/31.4</td>
<td>2.89</td>
</tr>
<tr>
<td>Access to regular exercise program/physical activity</td>
<td>15/12.5</td>
<td>18/15.0</td>
<td>49/40.8</td>
<td>38/31.7</td>
<td>2.92</td>
</tr>
<tr>
<td>Opportunities for social interaction/activities</td>
<td>19/14.1</td>
<td>17/12.6</td>
<td>47/34.8</td>
<td>52/38.5</td>
<td>2.98</td>
</tr>
</tbody>
</table>
### Table 21a

<table>
<thead>
<tr>
<th>Retail Services and Social Services</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible stores and restaurants</td>
<td>7/4.2%</td>
<td>6/3.6%</td>
<td>27/16.4%</td>
<td>125/75.8%</td>
<td>3.64</td>
</tr>
<tr>
<td>Courteous and respectful store and restaurant staff</td>
<td>4/2.5</td>
<td>2/1.3</td>
<td>24/15.1</td>
<td>129/81.1</td>
<td>3.75</td>
</tr>
<tr>
<td>Tour community’s vocational rehabilitation agencies</td>
<td>18/15.3</td>
<td>7/5.9</td>
<td>24/20.3</td>
<td>69/58.5</td>
<td>3.22</td>
</tr>
<tr>
<td>Having input in your community’s social services program</td>
<td>25/18.8</td>
<td>16/12.0</td>
<td>30/22.6</td>
<td>62/46.6</td>
<td>2.97</td>
</tr>
</tbody>
</table>

### Table 21b

<table>
<thead>
<tr>
<th>Retail Services and Social Services</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible stores and restaurants</td>
<td>4/2.6%</td>
<td>25/16.0%</td>
<td>49/31.4%</td>
<td>78/50.0%</td>
<td>3.29</td>
</tr>
<tr>
<td>Courteous and respectful store and restaurant staff</td>
<td>2/1.3</td>
<td>8/5.1</td>
<td>60/38.5</td>
<td>86/55.1</td>
<td>3.47</td>
</tr>
<tr>
<td>Tour community’s vocational rehabilitation agencies</td>
<td>4/4.7</td>
<td>8/9.3</td>
<td>38/44.2</td>
<td>36/41.9</td>
<td>3.23</td>
</tr>
<tr>
<td>Having input in your community’s social services program</td>
<td>11/11.3</td>
<td>16/16.5</td>
<td>43/44.3</td>
<td>27/27.8</td>
<td>2.89</td>
</tr>
</tbody>
</table>
### Table 22a

<table>
<thead>
<tr>
<th>Transportation and Youth Transition</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveling within your community</td>
<td>1/0.6%</td>
<td>7/4.0%</td>
<td>17/9.8%</td>
<td>148/85.5%</td>
<td>3.80</td>
</tr>
<tr>
<td>Traveling between communities</td>
<td>5/2.9</td>
<td>6/3.5</td>
<td>19/11.2</td>
<td>140/82.4</td>
<td>3.73</td>
</tr>
<tr>
<td>Assistance with transition from school to work</td>
<td>11/15.9</td>
<td>7/10.1</td>
<td>6/8.7</td>
<td>45/65.2</td>
<td>3.23</td>
</tr>
<tr>
<td>Assistance with transition from school to community</td>
<td>11/15.9</td>
<td>5/7.2</td>
<td>7/10.1</td>
<td>46/66.7</td>
<td>3.28</td>
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</tbody>
</table>

### Table 22b

<table>
<thead>
<tr>
<th>Transportation and Youth Transition</th>
<th>Very Unsatisfied (1)</th>
<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveling within your community</td>
<td>26/15.5%</td>
<td>27/16.1%</td>
<td>35/20.8%</td>
<td>80/47.6%</td>
<td>3.01</td>
</tr>
<tr>
<td>Traveling between communities</td>
<td>35/21.6</td>
<td>22/13.6</td>
<td>33/20.4</td>
<td>72/44.4</td>
<td>2.88</td>
</tr>
<tr>
<td>Assistance with transition from school to work</td>
<td>3/6.0</td>
<td>6/12.0</td>
<td>18/36.0</td>
<td>23/46.0</td>
<td>3.22</td>
</tr>
<tr>
<td>Assistance with transition from school to community</td>
<td>4/8.3</td>
<td>5/10.4</td>
<td>19/39.6</td>
<td>20/41.7</td>
<td>3.15</td>
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</tbody>
</table>
### Table 23a

<table>
<thead>
<tr>
<th>Agencies</th>
<th>Number of Responses</th>
<th>Very Unimportant (1)</th>
<th>Somewhat Unimportant (2)</th>
<th>Somewhat Important (3)</th>
<th>Very Important (4)</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACRDC</td>
<td>105</td>
<td>27/25.7%</td>
<td>6/5.7%</td>
<td>19/18.1%</td>
<td>53/50.5%</td>
<td>2.93</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>88</td>
<td>21/23.9</td>
<td>7/8.0</td>
<td>19/21.6</td>
<td>41/46.6</td>
<td>2.91</td>
</tr>
<tr>
<td>Community Mental Health</td>
<td>115</td>
<td>20/17.4</td>
<td>8/7.0</td>
<td>25/21.7</td>
<td>62/53.9</td>
<td>3.12</td>
</tr>
<tr>
<td>Disability Network/Lakeshore (Formerly LCIL)</td>
<td>91</td>
<td>28/30.8</td>
<td>11/12.1</td>
<td>17/18.7</td>
<td>35/38.5</td>
<td>2.65</td>
</tr>
<tr>
<td>Evergreen Commons</td>
<td>70</td>
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<td>8/11.4</td>
<td>19/27.1</td>
<td>33/47.1</td>
<td>3.07</td>
</tr>
<tr>
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<td>98</td>
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<td>10/10.2</td>
<td>10/10.2</td>
<td>46/46.9</td>
<td>2.71</td>
</tr>
<tr>
<td>MOKA</td>
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<td>29/34.9</td>
<td>6/7.2</td>
<td>8/9.6</td>
<td>40/48.2</td>
<td>2.71</td>
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### How Satisfied Are You With These?

<table>
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<tr>
<th>Agencies</th>
<th>Number of Responses</th>
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<th>Somewhat Unsatisfied (2)</th>
<th>Somewhat Satisfied (3)</th>
<th>Very Satisfied (4)</th>
<th>Mean</th>
</tr>
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<td>2/2.9%</td>
<td>22/31.4%</td>
<td>45/64.3%</td>
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<td>Area Agency on Aging</td>
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<td>1/1.9</td>
<td>6/11.3</td>
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</tr>
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<td>Community Mental Health</td>
<td>75</td>
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<td>5/6.7</td>
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<td>42/56.0</td>
<td>3.39</td>
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<tr>
<td>Disability Network/Lakeshore (Formerly LCIL)</td>
<td>53</td>
<td>0/0.0</td>
<td>5/9.4</td>
<td>18/34.0</td>
<td>30/56.6</td>
<td>3.47</td>
</tr>
<tr>
<td>Evergreen Commons</td>
<td>49</td>
<td>0/0.0</td>
<td>2/4.1</td>
<td>19/38.8</td>
<td>28/57.1</td>
<td>3.53</td>
</tr>
<tr>
<td>Michigan Rehabilitation Services</td>
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<td>3/5.1</td>
<td>14/23.7</td>
<td>38/64.4</td>
<td>3.46</td>
</tr>
<tr>
<td>MOKA</td>
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<td>0/0.0</td>
<td>1/2.1</td>
<td>19/40.4</td>
<td>27/57.4</td>
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### Table 24a

<table>
<thead>
<tr>
<th>How Important Are These to You, in Mean Order</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of quality medical services</td>
<td>3.89</td>
</tr>
<tr>
<td>Being able to live safely in your community</td>
<td>3.88</td>
</tr>
<tr>
<td>Family support to be independent</td>
<td>3.82</td>
</tr>
<tr>
<td>Community is a good place to live</td>
<td>3.81</td>
</tr>
<tr>
<td>Traveling within your community</td>
<td>3.80</td>
</tr>
<tr>
<td>Social support from family members</td>
<td>3.77</td>
</tr>
<tr>
<td>Accessible streets, sidewalks and buildings</td>
<td>3.76</td>
</tr>
<tr>
<td>Knowing who to call and how to reach them</td>
<td>3.75</td>
</tr>
<tr>
<td>Courteous and respectful store and restaurant staff</td>
<td>3.75</td>
</tr>
<tr>
<td>Traveling between communities</td>
<td>3.73</td>
</tr>
<tr>
<td>Availability of prescription costs assistance</td>
<td>3.64</td>
</tr>
<tr>
<td>Accessible stores and restaurants</td>
<td>3.64</td>
</tr>
<tr>
<td>Availability of Medicaid/Medicare information assistance</td>
<td>3.57</td>
</tr>
<tr>
<td>Availability of affordable, accessible housing</td>
<td>3.55</td>
</tr>
<tr>
<td>Housing assistance services</td>
<td>3.48</td>
</tr>
<tr>
<td>Independent living support</td>
<td>3.45</td>
</tr>
<tr>
<td>Availability of trained personal care attendants</td>
<td>3.45</td>
</tr>
<tr>
<td>Willingness of family members to provide personal care</td>
<td>3.44</td>
</tr>
<tr>
<td>Availability of home health care</td>
<td>3.43</td>
</tr>
<tr>
<td>Ability to access mental health services</td>
<td>3.41</td>
</tr>
<tr>
<td>Advocating for disability or senior rights</td>
<td>3.41</td>
</tr>
<tr>
<td>Employer willingness to accommodate employees with disabilities</td>
<td>3.40</td>
</tr>
<tr>
<td>Access to local news and information services</td>
<td>3.39</td>
</tr>
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</table>

4-point scale: 1=Very Unimportant, 2=Somewhat Unimportant, 3=Somewhat Important and 4=Very Important
<table>
<thead>
<tr>
<th>How Important Are These to You, in Mean Order</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities to participate in your community</td>
<td>3.38</td>
</tr>
<tr>
<td>High quality school support services for people with disabilities</td>
<td>3.38</td>
</tr>
<tr>
<td>Quality of mental health services</td>
<td>3.38</td>
</tr>
<tr>
<td>Opportunities for social interaction/activities</td>
<td>3.38</td>
</tr>
<tr>
<td>Financial assistance for disability related devices</td>
<td>3.36</td>
</tr>
<tr>
<td>Affordability of disability related devices</td>
<td>3.36</td>
</tr>
<tr>
<td>Availability of employment opportunities</td>
<td>3.36</td>
</tr>
<tr>
<td>Access to disability/senior-related legal assistance</td>
<td>3.35</td>
</tr>
<tr>
<td>Availability of employment services</td>
<td>3.34</td>
</tr>
<tr>
<td>Financial assistance used for hiring personal care attendants</td>
<td>3.31</td>
</tr>
<tr>
<td>High quality career development opportunities</td>
<td>3.30</td>
</tr>
<tr>
<td>Recreational opportunities in your community</td>
<td>3.30</td>
</tr>
<tr>
<td>Assistance with transition from school to community</td>
<td>3.28</td>
</tr>
<tr>
<td>Access to regular exercise program/physical activity</td>
<td>3.27</td>
</tr>
<tr>
<td>Availability of accessible recreational facilities</td>
<td>3.26</td>
</tr>
<tr>
<td>Training in hiring and managing personal care attendants</td>
<td>3.24</td>
</tr>
<tr>
<td>Independent living skills training</td>
<td>3.23</td>
</tr>
<tr>
<td>Assistance with transition from school to work</td>
<td>3.23</td>
</tr>
<tr>
<td>Your community’s vocational rehabilitation agencies</td>
<td>3.22</td>
</tr>
<tr>
<td>Opportunities to connect with other people with disabilities in your community</td>
<td>3.16</td>
</tr>
<tr>
<td>Opportunities to connect with disability organizations</td>
<td>3.11</td>
</tr>
<tr>
<td>Having input in your community’s social services program</td>
<td>2.97</td>
</tr>
<tr>
<td>Learning about the disability experience from other persons with disabilities</td>
<td>2.94</td>
</tr>
<tr>
<td>Participating in mental health support groups</td>
<td>2.70</td>
</tr>
</tbody>
</table>

4-point scale: 1=Very Unimportant, 2=Somewhat Unimportant, 3=Somewhat Important and 4=Very Important
<table>
<thead>
<tr>
<th>How Satisfied Are You With These, in Mean Order</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courteous and respectful store and restaurant staff</td>
<td>3.47</td>
</tr>
<tr>
<td>Being able to live safely in your community</td>
<td>3.46</td>
</tr>
<tr>
<td>Independent living support</td>
<td>3.43</td>
</tr>
<tr>
<td>Independent living skills training</td>
<td>3.40</td>
</tr>
<tr>
<td>Access to local news and information services</td>
<td>3.37</td>
</tr>
<tr>
<td>Community is a good place to live</td>
<td>3.36</td>
</tr>
<tr>
<td>Family support to be independent</td>
<td>3.31</td>
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<tr>
<td>Social support from family members</td>
<td>3.30</td>
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<tr>
<td>Willingness of family members to provide personal care</td>
<td>3.30</td>
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<tr>
<td>Accessible stores and restaurants</td>
<td>3.29</td>
</tr>
<tr>
<td>Accessible streets, sidewalks and buildings</td>
<td>3.28</td>
</tr>
<tr>
<td>Availability of trained personal care attendants</td>
<td>3.27</td>
</tr>
<tr>
<td>Availability of prescription costs assistance</td>
<td>3.23</td>
</tr>
<tr>
<td>Your community’s vocational rehabilitation agencies</td>
<td>3.23</td>
</tr>
<tr>
<td>Assistance with transition from school to work</td>
<td>3.22</td>
</tr>
<tr>
<td>Availability of home health care</td>
<td>3.17</td>
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<tr>
<td>Opportunities to connect with disability organizations</td>
<td>3.16</td>
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<tr>
<td>Assistance with transition from school to community</td>
<td>3.15</td>
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<tr>
<td>Knowing who to call and how to reach them</td>
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<tr>
<td>Availability of Medicaid/Medicare information assistance</td>
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<td>Quality of mental health services</td>
<td>3.13</td>
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<td>Availability of quality medical services</td>
<td>3.11</td>
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<td>Ability to access mental health services</td>
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<tr>
<td>High quality school support services for people with disabilities</td>
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4-point scale: 1=Very Unsatisfied, 2=Somewhat Unsatisfied, 3=Somewhat Satisfied and 4=Very Satisfied
### How Satisfied Are You With These, in Mean Order

<table>
<thead>
<tr>
<th>Service</th>
<th>Mean</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Opportunities to participate in your community</td>
<td>3.08</td>
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<tr>
<td>Opportunities to connect with other people with disabilities in your community</td>
<td>3.08</td>
</tr>
<tr>
<td>Financial assistance used for hiring personal care attendants</td>
<td>3.07</td>
</tr>
<tr>
<td>Financial assistance for disability related devices</td>
<td>3.06</td>
</tr>
<tr>
<td>Learning about the disability experience from other persons with disabilities</td>
<td>3.06</td>
</tr>
<tr>
<td>Participating in mental health support groups</td>
<td>3.04</td>
</tr>
<tr>
<td>Housing assistance services</td>
<td>3.03</td>
</tr>
<tr>
<td>Traveling within your community</td>
<td>3.01</td>
</tr>
<tr>
<td>High quality career development opportunities</td>
<td>2.99</td>
</tr>
<tr>
<td>Opportunities for social interaction/activities</td>
<td>2.98</td>
</tr>
<tr>
<td>Availability of employment services</td>
<td>2.95</td>
</tr>
<tr>
<td>Access to regular exercise program/physical activity</td>
<td>2.92</td>
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<tr>
<td>Recreational opportunities in your community</td>
<td>2.91</td>
</tr>
<tr>
<td>Availability of accessible recreational facilities</td>
<td>2.89</td>
</tr>
<tr>
<td>Having input in your community’s social services program</td>
<td>2.89</td>
</tr>
<tr>
<td>Traveling between communities</td>
<td>2.88</td>
</tr>
<tr>
<td>Affordability of disability related devices</td>
<td>2.83</td>
</tr>
<tr>
<td>Advocating for disability or senior rights</td>
<td>2.80</td>
</tr>
<tr>
<td>Availability of affordable, accessible housing</td>
<td>2.79</td>
</tr>
<tr>
<td>Employer willingness to accommodate employees with disabilities</td>
<td>2.78</td>
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<tr>
<td>Access to disability/senior-related legal assistance</td>
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4-point scale: 1=Very Unsatisfied, 2=Somewhat Unsatisfied, 3=Somewhat Satisfied and 4=Very Satisfied
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<th>Mean Difference</th>
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<td>Traveling within your community</td>
<td>3.80</td>
<td>3.01</td>
<td>0.79</td>
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<tr>
<td>Availability of quality medical services</td>
<td>3.89</td>
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<td>Availability of affordable, accessible housing</td>
<td>3.55</td>
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<td>0.76</td>
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<td>Knowing who to call and how to reach them</td>
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<td>Advocating for disability or senior rights</td>
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<td>0.61</td>
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<td>Access to disability/senior-related legal assistance</td>
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<td>2.77</td>
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<td>Accessible streets, sidewalks and buildings</td>
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<tr>
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<td>3.77</td>
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<td>0.47</td>
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<tr>
<td>Community is a good place to live</td>
<td>3.81</td>
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<td>0.45</td>
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<td>Housing assistance services</td>
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<td>3.03</td>
<td>0.45</td>
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<tr>
<td>Availability of Medicaid/Medicare information assistance</td>
<td>3.57</td>
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<tr>
<td>Availability of prescription costs assistance</td>
<td>3.64</td>
<td>3.23</td>
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<tr>
<td>Opportunities for social interaction/activities</td>
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<td>0.40</td>
</tr>
<tr>
<td>Recreational opportunities in your community</td>
<td>3.30</td>
<td>2.91</td>
<td>0.39</td>
</tr>
<tr>
<td>Availability of employment services</td>
<td>3.34</td>
<td>2.95</td>
<td>0.39</td>
</tr>
</tbody>
</table>

4-point scales:
1=Very Unimportant, 2=Somewhat Unimportant, 3=Somewhat Important and 4=Very Important, and
1=Very Unsatisfied, 2=Somewhat Unsatisfied, 3=Somewhat Satisfied and 4=Very Satisfied
<table>
<thead>
<tr>
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<th>Mean Importance</th>
<th>Mean Satisfaction</th>
<th>Mean Difference</th>
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<tbody>
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<td>Availability of accessible recreational facilities</td>
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<td>Access to regular exercise program/physical activity</td>
<td>3.27</td>
<td>2.92</td>
<td>0.35</td>
</tr>
<tr>
<td>Accessible stores and restaurants</td>
<td>3.64</td>
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<td>0.35</td>
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<tr>
<td>High quality career development opportunities</td>
<td>3.30</td>
<td>2.99</td>
<td>0.31</td>
</tr>
<tr>
<td>Financial assistance for disability related devices</td>
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<td>3.06</td>
<td>0.30</td>
</tr>
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<td>3.08</td>
<td>0.30</td>
</tr>
<tr>
<td>Ability to access mental health services</td>
<td>3.41</td>
<td>3.11</td>
<td>0.30</td>
</tr>
<tr>
<td>High quality school support services for people with</td>
<td>3.38</td>
<td>3.10</td>
<td>0.28</td>
</tr>
<tr>
<td>disabilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courteous and respectful store and restaurant staff</td>
<td>3.75</td>
<td>3.47</td>
<td>0.28</td>
</tr>
<tr>
<td>Availability of home health care</td>
<td>3.43</td>
<td>3.17</td>
<td>0.26</td>
</tr>
<tr>
<td>Quality of mental health services</td>
<td>3.38</td>
<td>3.13</td>
<td>0.25</td>
</tr>
<tr>
<td>Financial assistance used for hiring personal care</td>
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<td>attendants</td>
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<td>Availability of trained personal care attendants</td>
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<td>3.28</td>
<td>3.15</td>
<td>0.13</td>
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<tr>
<td>Having input in your community's social services programs</td>
<td>2.97</td>
<td>2.89</td>
<td>0.08</td>
</tr>
<tr>
<td>Opportunities to connect with other people with disabilities in your community</td>
<td>3.16</td>
<td>3.08</td>
<td>0.08</td>
</tr>
</tbody>
</table>

4-point scales:  
1=Very Unimportant, 2=Somewhat Unimportant, 3=Somewhat Important and 4=Very Important, and  
1=Very Unsatisfied, 2=Somewhat Unsatisfied, 3=Somewhat Satisfied and 4=Very Satisfied
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Mean Importance</th>
<th>Mean Satisfaction</th>
<th>Mean Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent living support</td>
<td>3.45</td>
<td>3.43</td>
<td>0.02</td>
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<tr>
<td>Access to local news and information services</td>
<td>3.39</td>
<td>3.37</td>
<td>0.02</td>
</tr>
<tr>
<td>Assistance with transition from school to work</td>
<td>3.23</td>
<td>3.22</td>
<td>0.01</td>
</tr>
<tr>
<td>Your community’s vocational rehabilitation agencies</td>
<td>3.22</td>
<td>3.23</td>
<td>-0.01</td>
</tr>
<tr>
<td>Opportunities to connect with disability organizations</td>
<td>3.11</td>
<td>3.16</td>
<td>-0.05</td>
</tr>
<tr>
<td>Learning about the disability experience from other persons with disabilities</td>
<td>2.94</td>
<td>3.06</td>
<td>-0.12</td>
</tr>
<tr>
<td>Independent living skills training</td>
<td>3.23</td>
<td>3.40</td>
<td>-0.17</td>
</tr>
<tr>
<td>Participating in mental health support groups</td>
<td>2.70</td>
<td>3.04</td>
<td>-0.34</td>
</tr>
</tbody>
</table>

4-point scales:
1=Very Unimportant, 2=Somewhat Unimportant, 3=Somewhat Important and 4=Very Important, and 1=Very Unsatisfied, 2=Somewhat Unsatisfied, 3=Somewhat Satisfied and 4=Very Satisfied
Open-Ended Responses

For any survey question where respondents indicated they were unsatisfied, they were asked to give a brief explanation. The explanations are listed below as open-ended responses. The numbers of respondents who expressed dissatisfaction with the issues covered by the survey were small and it is difficult to identify statistically significant trends among the open-ended responses. Nevertheless, it may be useful to look at those issues which generated the greatest number of responses. Four questions generated more than thirty open-ended responses. These are detailed below.

The issue of traveling within their community generated 48 open-ended responses, most of which indicated frustration with transportation options in Allegan County. The most frequently cited explanation for dissatisfaction with this issue was lack of public transportation (11 responses). For those with access to public transportation, scheduling was a problem; two respondents said that the schedule was too limited (“doesn't run late enough” and “limited schedule with ACT-no immediate rides for unforeseen circumstances”). Four respondents stated that public transportation was too expensive. Many respondents had to rely on family, friends, or health workers for rides (9 responses).

Availability of quality medical services generated 39 open-ended responses. Several respondents gave more than one reason for their dissatisfaction with medical services. The reasons most often cited were: doctors were not located
in their area (11 responses), Doctors would not accept Medicaid (5 responses),
Doctors did not know enough about a specific disability (3 responses), no
insurance (3 responses), and lack of transportation (3 responses).

Availability of employment opportunities generated 33 open-ended responses.
The most frequently cited reasons for dissatisfaction with this issue were: lack of
jobs (18 responses), employers unwilling to hire people with disabilities (4
responses), lack of transportation (2 responses), and difficulty finding a job with
adequate pay (2 responses).

Traveling between communities generated 31 open-ended responses; eleven of
these cited unavailability of public buses as the main reason for dissatisfaction
with this issue. Several people said they relied on family, friends and volunteers
to give them rides (4 responses) and others said they used Evergreen Commons
buses (3 responses).
Open-Ended Responses

Financial assistance for disability related devices
Importance: mean = 3.36
Satisfaction: mean = 3.06
- Couldn't get answers to anything due to age, Meals-on-Wheels in particular
- Don't know of any help
- Has a lot of money
- Length of time and affordability of services
- Ligament brace isn't here yet. Been 2 weeks since he talked to someone. Will Medicaid pay?
- More funding
- Need money for hand control
- No assistance for middle income
- No knowledge
- No wheelchair
- Not a lot of options for people without insurance
- Not enough devices for cognitive disabilities, for computers.
- Not getting mental health services
- People without insurance can't afford
- Take too long
- Takes a long time to get because of Medicaid rules
- Takes so long to get
- Too difficult to get the assistance

Affordability of disability related devices
Importance: mean = 3.36
Satisfaction: mean = 2.83
- 2 bolts for wheelchair cost $12 each
- Because he needs more devices
- Computer made available
- Cost to the family without insurance would be really high and unachievable
- Covered by the company itself not MI Rehab
- Don't have enough money - can't afford it
- Due to income, it is difficult to purchase these items
- Expensive for someone who is on limited income
- Hearing aids
- Ligament brace isn't here yet. Been 2 weeks since he talked to someone. Will Medicaid pay?
- More needed for those too old to work
- Need a bigger city to get affordable prices
- Not affordable
- Overpriced devices
• Seems any disability devices are so expensive and take so long to get from Medicaid.
• Some things are expensive
• Too costly for family without insurance help
• Too expensive
• Way over cost

Opportunities to participate in your community
Importance: mean = 3.38
Satisfaction: mean = 3.08
• Can't get around easily because of handicaps
• Choices are limited
• Doesn't want to go to this
• Don't offer a lot of activities
• Don't participate - transportation issues
• Feels frustrated - stupid
• Has severe brain trauma due to accident
• Has to go to Ottawa County for this
• Limited housing in good/decent neighborhoods
• Lives in Holland
• No transportation
• No transportation, no extra $ for ACT ride
• Not big enough community
• Not enough available
• Nothing is available
• People aren't doing enough for community
• Primarily at Community Church of Douglas
• Primarily with family and church
• Senior dinners
• There are none
• Transportation
• Transportation, limited driving
• Trashy/not clean
• Very frustrating with trying to get around
• We need to look at what people can do instead of what they can't. What is their gift to community?
• Wonderful community

Community is a good place to live
Importance: mean = 3.81
Satisfaction: mean = 3.36
• Area is isolated
• Backyard is a swamp with housing development going on
• County could do more for persons with disabilities
• Expensive
• Haven't done so presently
• High crime rate, a lot of drugs, kids not nice
• Limited for the disadvantaged - low income
• My neighborhood isn't very accepting
• No activities in her assisted living
• No community
• No direct transportation to GR - No intercity bus system
• No job opportunities
• Not very happy. Want more police presence.
• Sometimes not safe
• Transportation [down arrow]
• Trashy/not clean
• Very hard for disabled people to live
• We need to look at what people can do instead of what they can't. What is their gift to community?

Opportunities to connect with other people with disabilities in your community
Importance: mean = 3.16
Satisfaction: mean = 3.08
• At her facility
• Attends Evergreen Commons
• Believe - somewhat sheltered - need more awareness to community
• Condo association
• Doesn't know about services
• Doesn't know where to look
• Don't know anybody
• Don't know ways to connect with people with disabilities
• Don't know what's available
• Has to go to Ottawa County for this
• Haven't done so presently
• I can't go out
• I only use my bike or bus so transportation is issue
• Lots of isolated disabled people unable to socialize
• More needed
• No way to find out who or where
• Not being able to meet people
• Not found a support network
• Transportation
• Transportation problems
• Would like more
• Yes - church
Opportunities to connect with disability organizations
Importance: mean = 3.11
Satisfaction: mean = 3.16
- Handicap
- Doesn't know how to connect
- Feels like she's getting the run around
- I am unaware of any
- Many, many calls
- More opportunities
- No job opportunities
- No Kleinfeldtder group
- No local organizations to help - for blind, deaf, mobility problem
- Phone calls MCB
- Transportation
- Wants them to try harder
- Would like more

Learning about the disability experience from other persons with disabilities
Importance: mean = 2.94
Satisfaction: mean = 3.06
- Because they don't let us know what is going on
- Don't know of any gatherings where to meet others to learn from
- Friends - sharing with
- Haven't met any of them
- Improved - more to do
- Likes talking with others on internet with similar disabilities
- More networking needs to be done
- Need more opportunities
- Not many support groups
- See above [Don't know how to connect with people with disabilities]
- Transportation

High quality school support services for people with disabilities
Importance: mean = 3.38
Satisfaction: mean = 3.10
- Because they don't let us know what is going on
- Don't know much about this but limited advertisement and availability in community
- Not enough available
- Not in school anymore
- Only IEP time
- Radically change teaching methods through different ways of learning. Increase academic benchmarks.
- See above [Feels like she's getting the run around]
• She is trying to find more education, MIWorks, Manpower - didn't find any
• So unnatural - tendency toward segregation
• There is very little
• Too difficult to get state assistance
• Very few students with disabilities

High quality career development opportunities
Importance: mean = 3.30
Satisfaction: mean = 2.99
• Building blocks not there - more hurdles
• Can't find jobs easily - full year to find a job.
• Don't know if they have any
• Have not pursued
• How to obtain info
• I'd like to have a change in my work
• Need more available
• No jobs
• Not enough opportunities available
• Not in area
• Not much to offer in Allegan
• Retired
• Should be more
• Wants disabled son to do better in life

Availability of employment opportunities
Importance: mean = 3.36
Satisfaction: mean = 2.46
• Appropriateness/availability for what see can participate in
• Businesses in country are not accessible - structure and prig.
• Cannot find work anywhere
• Disabled
• Discrimination
• Dissatisfied with types of jobs available and pay
• Hard to find employer to hire someone disabled
• Harder because of disability
• I look for jobs but can't find any
• I'm 92 with a broken hip
• Looking for teaching jobs. What do I do? Lots of certificates, lot of training but needs a better direction.
• No employment
• No job opportunities
• No jobs here
• No jobs in community
• No one helps me
• No where to work
• No, because can't find work
• Not a lot of employers hire people with disability
• Not enough out there
• Not many opportunities
• Not many opportunities
• Not much available
• Not much out there
• Not too many jobs where I live
• Nothing available to me
• Real jobs with real income, no penalties (SSI etc.)
• Retired
• Small town - no business opportunities
• there aren't any
• Transportation and job availability make employment difficult
• Transportation not available
• Trying to expand my business, with not much luck

Employer willingness to accommodate employees with disabilities
Importance: mean = 3.40
Satisfaction: mean = 2.78
• Can't find work
• Discrimination
• Don't make accommodation
• Felt she was fired because of her disability
• Hard to find employer to hire someone disabled
• Haven't tried it
• I do not work at a job.
• I need to lay down during the day
• Lost job because co-workers didn't understand disability
• Many employers don't accommodate
• My employer does - but not many do
• No experience
• Non-existent
• Not sure businesses are conscious of people with disabilities
• Same as above [No jobs here]
• Too many employers not willing to accommodate my needs
• Usually they don't

Availability of employment services
Importance: mean = 3.34
Satisfaction: mean = 2.95
• Brain surgery
• Don't know of anyone who provides employment services to disabled
• I need to lay down during the day
• More information needed
• Need more
• No opportunity
• No transportation to offices
• Not many choices
• Nothing in this area
• Out of area

Social support from family members
Importance: mean = 3.77
Satisfaction: mean = 3.30
• From what I've seen, not enough support or too much [underline]
• Good support!
• I have no family
• Lack of willingness
• Live far away
• My family supports me but need more from my husband
• No family members
• No kids to take care of him
• No support from family (2)
• Not always possible - family not near
• Not in the area
• People's attitudes need to change
• Poor family support
• They do what they can
• They intrude too much
• Want to see family more

Family support to be independent
Importance: mean = 3.82
Satisfaction: mean = 3.31
• Because visitation could be more often
• Don't lie around here
• Don't live nearby
• Family talking nursing home - don't want to go
• From what I've seen, not enough support or too much [underline]
• I am head of my family
• I have no family
• Isn't independent
• No family
• No support from family
• No support from family - they think it's unnecessary for people to seek help outside of family
• Out of state though
• Some are helpful, some stand in my way

Housing assistance services
Importance: mean = 3.48
Satisfaction: mean = 3.03
• Already has a home
• Apartment needs work subsidized
• Assistive Living Facility
• Have adequate housing
• Have sufficient housing
• Housing can be hard for some people to obtain
• HUD - Sect. 8
• I own my home
• Lives with parents
• Long waiting lists
• Need money to fix up, add accessible features
• Need more. I'm on waiting list.
• No openings for programs that are available
• No steps, need wider doors in apartments
• Not enough section 8 vouchers to go around
• Not many resources
• Owns a home
• Owns home
• Trouble opening doors, no electronic access

Availability of affordable, accessible housing
Importance: mean = 3.55
Satisfaction: mean = 2.79
• Can watch animals from home
• Can't find affordable housing, handicap accessible
• Could use a 2-bedroom
• Don't know of any cheaper rent
• Few government based affordable housing
• Fewer choices - not many places
• Get hurt
• Have sufficient housing
• Housing - handicap isn't large enough to accommodate scooter
• length of time it takes to enter affordable housing
• need more affordable housing
• Need more housing for disabled single people
• Not a lot of affordable housing in area, the ones that are trashy
• Not available in Douglas Saugatuck area
• Own my home - don't know of
- Poor neighborhoods, unsafe
- Price
- There needs to be more housing available to people with disabilities
- Vouchers are too limiting to landlords

Knowing who to call and how to reach them
Importance: mean = 3.75
Satisfaction: mean = 3.13
- Biggest problem - no one knows who to call or what's available
- Doesn't know who to call (4)
- Doesn't know who to call or what is available to him
- Family
- Had to do a lot of digging to get information
- Hard time reaching the right person
- Have life alert
- How do I find out who to call?
- I call my niece - she knows everything
- I call parish nurse
- I can find the number, but they refer me to someone else.
- Lives in Holland - prefers Ottawa County
- More information should be available (phone #s)
- Need answers or not be pushed off to the next person
- Need more information and assistance`
- No to talk to
- Not a good way to find resources
- Only knows about Ottawa County
- Parents care for her
- Parish nurse helps a lot
- Starting out is extremely hard, depends on who and how helpful they are
- Talk to Ruth Barber, parish nurse
- Was hard to find

Independent living skills training
Importance: mean = 3.23
Satisfaction: mean = 3.40
- County needs more
- People already know these skills without being taught
- Through CBI school

Independent living support
Importance: mean = 3.45
Satisfaction: mean = 3.43
- Cannot think of any, needs to be more visible
- Continued follow up with services given
- Don't use
• Family assists
• Have it, but others need it
• Lack of helpers and affordable housing
• Not as important as family support
• Not getting help
• Probably are more if I knew where to look

Advocating for disability or senior rights
Importance: mean = 3.41
Satisfaction: mean = 2.80
• AARP
• Allegan is too far to go
• Could be better
• Doesn't know of any
• Doesn't seem like much changes over time
• Don't feel anybody is doing this
• Don't know anyone advocating
• Don't know anyone advocating except ACRDC
• Don't know who to call
• Family would help
• Funding is lacking for these programs
• Have had trouble getting grievances results
• I have a guardian
• Is not aware of any in Allegan County
• More needed!! (2)
• More passionate advocates. Better psychology.
• NA - no need at this time
• Need more services provided to seniors and disabled
• Needs more awareness and more opportunities
• Needs more info on this
• No support given, especially transportation
• Not enough general knowledge out there
• Not enough help for senior citizens, but there is for disabled
• Not happening here
• People don't care about disabled or seniors - feels like we are thrown away by society.
• Seniors need more help

Access to disability/senior-related legal assistance
Importance: mean = 3.35
Satisfaction: mean = 2.77
• Almost non-existant in Allegan
• Could be better
• Didn't know there was any
• Funding is lacking for these programs
• Hadn't had to use any
• I wish affordable legal assistance was available
• Legal assistance can be expensive and hard to obtain with low income
• Legal assistance needed in fight social security
• More info needed
• More needed for senior
• NA - Has not had to use the services
• Never had to use. Don't know if I'm satisfied
• Not available
• Not being helped
• Not enough here to help seniors
• Transportation (2)
• Trying to find legal aide was almost impossible
• Why can't there be good news to report, every station is alike
• Worthless

Access to local news and information services
Importance: mean = 3.39
Satisfaction: mean = 3.37
• Cable too expensive
• Do not trust propaganda spread through media by government
• Don't much of it
• Get from local T.V. news
• Non-existent for visually impaired

Availability of quality medical services
Importance: mean = 3.89
Satisfaction: mean = 3.11
• Can't get any help
• Doctor in Ottawa County (5)
• Doctors don't know specific disabilities
• Don't qualify for assistance
• Fortunate to find great doctors to help him
• Hard to find doctor that takes straight Medicaid
• Have no insurance - no medical benefits
• Have to have home calls and blood pressure checks at church
• Holland - not in Saugatuck Douglas
• Long drive to services
• No dentist in Pullman. Most dentists don't take Medicaid
• No doctor in area (2)
• No insurance we can afford
• No organizations with transportation
• No where to go with no information
• Not as much help as other places he's lived. Need more services.
• Not enough
• Not enough specialized care
• Not knowing who to contact
• Not much choices and believe Medicare and Medicaid patients get less quality services
• Not old enough and has to reapply
• Not satisfied with Doctor she has had in Allegan County
• Not until we get a doctor in Douglas Saugatuck
• Nothing here
• Problems with Medicaid and doctors who will take it
• Quality of services bad in area
• Really hard to find new doctor that accepts insurance and can see you within 2-3 months. No doctor in area understands Kleinfeldter's syndrome.
• Sometimes difficult with Medicaid
• Too far away
• Transportation (2)

Availability of Medicaid/Medicare information assistance
Importance: mean = 3.57
Satisfaction: mean = 3.14
• ACRDC
• Allegan is too far to go
• Because I can't get any where
• Can't get people
• Doesn't have any more
• Evelyn is wonderful (MAPP Coordinator of Allegan Co.)
• Hard to find information for services to cover
• Hate Plan D
• Hated Plan D - put in wrong plan after she signed up and before the deadline
• Husband put land in her name
• Husband takes care of this
• Knowing who to call
• No information assistance
• No where to go with no information
• Not enough help
• Not knowing which doctors and dentists accept Medicaid
• Offices are too far away to get to
• Sometimes have to go through a lot of people to get info
• Too many cancelled programs
• What assistance? Plan D is a nightmare.
• Would like a list of doctors or services for Medicaid
Availability of home health care
Importance: mean = 3.43
Satisfaction: mean = 3.17
- Don't need my sister has
- Family helps!
- Had home healthcare and didn't like worker
- Have used it with hip surgery
- How do I get someone to come to my house to help me when I am sick
- I need more help than the state provides
- Know nothing
- No information to go by
- No where to go with no information
- Not as much help as other places he's lived. Need more services.
- Not enough for them
- Not enough here
- Not enough services available in Allegan
- Not going through it
- Not satisfied because how government has it set up
- Seems they aren't caring enough
- She did not know where to go
- Through Evergreen Commons
- Uses EGC IHC
- Won't take Medicaid/Medicare

Availability of prescription costs assistance
Importance: mean = 3.64
Satisfaction: mean = 3.23
- Pays out of this would need more help
- Don't understand system
- Drugs are too expensive and some aren't covered
- I am on a spend-down
- Lifesaver
- Medicaid
- Need help because not cover
- No assistance
- No insurance and no help to pay for prescriptions
- No where to go with no information
- Not enough programs available
- Not gotten nowhere
- Prescription costs vary and sometimes prescriptions aren't covered
- Some prescriptions not covered and cost too much
- Takes time for approvals
- There should be more programs
- Through free med clinic at Douglas Community Church
• Too many loopholes
• Veteran

Quality of mental health services
Importance: mean = 3.38
Satisfaction: mean = 3.13
• Because work through it. Did not like the way they handled it.
• Believe consumers need more of this
• Clueless to what help is out there
• Docs are not knowledgeable
• Don't care and don't know
• Dr. Sarat is questionable. Dr. Alt is good.
• Good but to far away
• Haven't used
• Many are not getting help
• More needed
• NA - Finds it very important for those who may need it
• NA - no need for their service
• Need more doctors available that accept patients
• Need more programs so you aren't put on a waiting list
• Need more services
• Needs some work
• No need
• No need for this help
• Not happy with CMH
• Not working
• Private reasons

Participating in mental health support groups
Importance: mean = 2.70
Satisfaction: mean = 3.04
• Don't know - doesn't participate
• Group support and getting together with others with disabilities, more opportunities
• Haven't participated
• More information needed
• Next step down program
• Not many in community
• Would like to join

Ability to access mental health services
Importance: mean = 3.41
Satisfaction: mean = 3.11
• Don't get it
• For people who need
• Haven't accessed
• Haven't accessed these services
• Need more hours/days available
• Need transportation to Allegan
• Needs some work
• No longer access mental health services
• Not happy with son's CMH workers
• Only 1 doctor in area that takes Medicaid
• Still too many loopholes
• Transportation

Willingness of family members to provide personal care
Importance: mean = 3.44
Satisfaction: mean = 3.30
• All group home services
• Depends on which family member
• Doesn't need assistance
• Family members don't have time to provide personal care.
• Family not in area
• My sister is now ill.
• No communication
• Not enough help
• Not giving support he needs at this time
• Not in the area
• Not involved
• Parent's low income, sister limited
• Some don't have any support or if they do, I feel it is an unhealthy relationship for consumer.
• Taking care of Mom. No one taking care of him.
• Will get outside help if needed
• Would like family to help more

Availability of trained personal care attendants
Importance: mean = 3.45
Satisfaction: mean = 3.27
• All group home services
• Better training and more affordable assistance needed
• Don't have one
• Needs bath aide
• No need at this time
• No opportunity
• Not enough
• Not needed at this point
• Plain folks
• Same as above [Not enough help]
• Will be having more in home care

Financial assistance used for hiring personal care attendants
Importance: mean = 3.31
Satisfaction: mean = 3.07
• All group home services
• Because of mobility level insurance won't cover
• Better training and more affordable assistance needed
• Could be better
• Couldn't get assistance needed
• Don't understand
• Fund the programs we have
• Need more
• Needs more help and no $ help to pay for
• Not enough
• Not needed at this point.
• Would like a "helper" and would need $ to pay for

Training in hiring and managing personal care attendants
Importance: mean = 3.24
Satisfaction: mean = 3.09
• All group home services
• Better training and more affordable assistance needed
• Could be better, not enough
• Haven't had to use them
• I can hire and manage my own "helper"
• Need better training
• Never used
• Not enough
• Would like help in finding a personal care attendant for disabled parent

Being able to live safely in your community
Importance: mean = 3.88
Satisfaction: mean = 3.46
• County not aware of people with disabilities
• Different communities have different issues, some good, some bad, apartments vs. single family homes.
• Limited
• Major truck stop being built and contaminated water
• Mean kids - drugs
• Need a sidewalk leading to M-89
• No one available to help disabled like in case of fire
• Not enough consideration
• Not safe/trouble
• See page 1 [Backyard is swamp with housing development going on.]
• See page 1 [response on Community is a good place to live: Not very happy - want more police presence.]
• Too tourisy without public safety
• You just never know

Accessible streets, sidewalks and buildings
Importance: mean = 3.76
Satisfaction: mean = 3.28
• Bike path, no dogs
• Could use a little more sidewalks
• Don't go out
• Lack of access
• Limited
• Lives in Holland
• More needed
• More needed in rural areas
• Need a sidewalk leading to M-89
• Need more automatic doors, larger walk ways
• Need walking trails
• Needs more accessibility
• No sidewalks and not wheelchair accessible
• No sidewalks or bike paths
• Non-existent
• Not a lot of thought or funding has gone into it
• Not accessible (buildings)
• Not all businesses are wheelchair accessible
• Not enough wheelchair accessible
• Snow removal poor
• Uneven sidewalks

Recreational opportunities in your community
Importance: mean = 3.30
Satisfaction: mean = 2.91
• Can't do because of disability
• Can't afford it
• Can't go out
• Community Church of Douglas
• Don't care
• Don't know of any (2)
• EGC
• Evergreen Commons only
• I don't participate
• If the facilities were available, he would go
• Like to stay home
• Movie theaters - need ramps!
• Need more group togetherness, exercise programs as group for ones with disabilities only group to feel more comfortable going
• Need to be geared more to people with disabilities
• Need water aerobics - but not available in this area for people in wheelchairs and accessible programs and accommodations
• No general knowledge of location and events and transportation problems
• No information for accessible recreation
• No knowledge of any
• Not available in area
• Not enough opportunities
• Not much available
• Nothing here
• Nothing other than Special Olympics
• Only at Evergreen Commons
• Small town - nothing to do
• There's no recreations

Availability of accessible recreational facilities
Importance: mean = 3.26
Satisfaction: mean = 2.89
• Community Church of Douglas
• Don't have one
• Don't know of any
• Evergreen Commons only
• Has to go to Ottawa County at Evergreen Commons
• Need more info about accessible recreational facilities
• Need some
• Need to be geared more to people with disabilities
• No general knowledge of location and events and transportation problems
• Not available in area
• Not enough opportunities
• Not much available
• Not very accessible
• Same as above [Don't know of any]
• There are no accessible facilities
• There are none at assisted living
• There is none
• Too far - needs transportation

Access to regular exercise program/physical activity
Importance: mean = 3.27
Satisfaction: mean = 2.92
• At church
• Community Church of Douglas
• Don't get any help
• Evergreen Commons only
• More funds needed
• No facilities
• No facilities that [are] available without transportation
• No general knowledge of location and events and transportation problems
• No medical coverage - can't afford it
• None available
• None in this area
• Not enough opportunities
• Only at Evergreen Commons
• Very little in our community
• Walking club at Community Church of Douglas
• Walking club at Community Church of Douglas
• Walking program at Douglas Community Church
• Would like to see a YMCA or equivalent closer

Opportunities for social interaction/activities
Importance: mean = 3.38
Satisfaction: mean = 2.98
• ACR
• Community Church of Douglas
• Don't any see - Don't get help
• Don't hear much about it
• Don't know of any
• Evergreen Commons is too expensive
• Evergreen Commons only
• Lot of activities have been cut off
• Needs to meet other people
• No facilities that [are] available without transportation
• No general knowledge of location and events and transportation problems
• Not a lot of opportunities for social interaction
• Not enough
• Not enough opportunities
• Not enough social interaction activities
• Not in Allegan
• There are none at assisted living
• through CBI
• Transportation
• Wish seniors could get together someplace to just talk or quilt or play bingo.

Accessible stores and restaurants
Importance: mean = 3.64
Satisfaction: mean = 3.29

- Bathrooms need to be larger to accommodate wheelchairs and perhaps someone assisting person
- Don't have
- Don't think about access - not a lot of thought goes into it
- Don't use them
- Fennville - services [down arrow] Ganges - need to run buses into Fennville because doctor location and perhaps others need same thing.
- Grocery shopping more expensive than Holland
- Lack of accessibility
- Most do - some don't have to maneuver around
- No accessibility
- Not enough (3)
- Not wheelchair accessible
- Older areas or like Saugatuck not good accessibility I feel
- See above [Not all businesses are wheelchair accessible]
- Store aisles too small, or there are no automatic doors or small step to get in and can't in a scooter or chair
- Stores
- There needs to be more in Pullman
- Transportation
- Unavailability to open doors

Courteous and respectful store and restaurant staff
Importance: mean = 3.75
Satisfaction: mean = 3.47
- People are extra nice to me

Your community's vocational rehabilitation agencies
Importance: mean = 3.22
Satisfaction: mean = 3.23
- Available in Holland but haven't used
- Can't find it
- Didn't know about
- Didn't know we had one
- Doesn't need
- Don't know of any (5)
- Don't know what's available
- Don't qualify
- Has used these services before
- More
- Need more
- Need more awareness and media advertising
- So far away. Having more offices would help more people
- Too restrictive
Having input in your community's social services programs
Importance: mean = 2.97
Satisfaction: mean = 2.89
- Ask for more assistance from community
- Bureaucracy - same paperwork over and over for DHS
- Disappointed in some social services. People don't keep their word. Follow through.
- Doesn't apply
- Ganges - no real area to voice opinion - even if "we have opinion - no where to state feelings!" (or needs)
- Haven't had an opportunity
- Need more
- No one interested in supporting narc support groups
- No opinion
- Not a lot of access or asking for input
- Not sure who to share opinions with
- There are many types of disabled and agencies need to remember that
- Who to speak to.
- Would like more
- Would love to have input and offer experience and knowledge to help the agencies function better
- You're the only program that has called to see what our opinion is.

Traveling within your community
Importance: mean = 3.80
Satisfaction: mean = 3.01
- ACT too expensive - have to rely on family/friends.
- Assistance for learning area is needed
- Bus never available. I call weeks in advance.
- Bus not picking up
- Can't get a ride
- Can't use buses
- Car not running
- Don't use it
- Drives himself
- Except in winter
- Family (3)
- Family does
- Family provides transportation
- Friends- family, health aide
- Hard to get rides, not convenient, too many hassles
- Have car
- Have to depend on someone else for help.
- Hear lots of trouble
• Help beyond ACT can give
• High prices raised to ride door to door service
• Husband does this
• Impossible - no sidewalks
• Interurban
• Limited schedule with ACT - no immediate rides for unforeseen circumstances.
• MAX doesn't go to Allegan. Doesn't run late enough.
• More needs to be available
• My husband drives
• Need more buses
• Need more options!
• Need to negotiate with Allegan County Inter-urban with Saugatuck
• Need transportation
• Never able to
• No free transportation! [underlined]
• No public transit
• No public transportation available
• No transportation
• No transportation available
• Nothing available
• Nothing available for those off route
• Parking spots don't have side van accessible for lifts, ACT - Bad
• Satisfied with volunteer drivers
• Transportation system needs work
• Use Interurban
• What is there is too costly
• Wheelchair
• Would prefer to drive self

Traveling between communities
Importance: mean = 3.73
Satisfaction: mean = 2.88
• Although improved transportation services aren't flexible enough.
• Appreciate Interurban traveling to Holland
• Bus never available
• Can't travel on ACT van pass Holland. No $ for ride.
• Car not running
• Difficult to arrange
• Evergreen bus (3)
• Expand AMR within Allegan County
• Family
• Family
• Had many troubles when had no car - now has car.
• Hear lots of trouble
• Horrible for disabled with no transportation available - ACT is rude, forgetful and not good with disabled - they forget to pick people back up
• Interurban
• Interurban coming to Holland is great!
• Money
• More assistance with emergency situation
• Need transportation to government office in Allegan
• Needed badly
• No bus systems
• Nothing available (3)
• Public transportation doesn't do this
• Relies on family, friends and Evelyn Campbell
• Same as above [What is there is too costly]
• Satisfied with volunteer drivers
• Use my car
• Very uncomfortable

Assistance with transition from school to work
Importance: mean = 3.23
Satisfaction: mean = 3.22
• Could use more help with this
• Don't know what's available
• Don't work
• No opportunity
• Not too familiar with this area
• Retired (2)

Assistance with transition from school to community
Importance: mean = 3.28
Satisfaction: mean = 3.15
• Could be a little better
• More resources need to be available
• Need more to do within the community. More inclusion.
• Students could use more help with this
• Unsure on this

Disability Network/Lakeshore
Importance: mean = 2.65
Satisfaction: mean = 3.47
• Consumers need more appointments to connect with a counselor. Lakeshore Ind.
  Living I feel need to get consumers more motivated and involved in community and community awareness.
• Didn't know about it (6)
• DN - understands disabled
• Had a bad experience
• Has not heard of other services
• I'm not a senior
• Never heard of  (15)
• Years ago had contact, not any more

Community Mental Health
Importance: mean = 3.12
Satisfaction: mean = 3.39
• Experience, better job
• Feel persons with physical disability gets less attention
• Haven't helped at all
• Insurance problem mentioned early
• Need to be more helpful
• Never heard of  (4)
• No connection with this resource
• Not familiar with agency's services

Area Agency on Aging
Importance: mean = 2.91
Satisfaction: mean = 3.26
• Don't understand
• Need senior Center and more $ to provide more services
• Never heard of  (6)
• No connection with this resource
• Not aware of any services
• Not aware of what they do - but very needed for seniors
• Not familiar with agency's services

Evergreen Commons
Importance: mean = 3.07
Satisfaction: mean = 3.53
• EGC CC
• I volunteer here
• In Holland
• Never heard of  (7)
• Not familiar with agency's services
• Opportunities to use in future
• Really enjoyed attending ADH
• Too far away
• Transportation not available
Michigan Rehabilitation Services  
Importance: mean = 2.71  
Satisfaction: mean = 3.46  
- After 3rd shoulder surgery, they were hopeless. Didn't give me the services I needed.  
- Difficult to find  
- Have been helpful in past  
- Haven't been to any in Allegan County  
- Like to see more help  
- Never heard of (5)  
- No connection with this resource  
- Not familiar with agency's services  
- They really don't want to help someone with disabilities.  
- Wouldn't use - too old he says

ACRDC  
Importance: mean = 2.93  
Satisfaction: mean = 3.59  
- Didn't know what organization was  
- Little contact with this agency  
- Needs to be more helpful!  
- Never heard about it (10)  
- No connection with this resource  
- Offers lots of help for everyone  
- They need to be more helpful!  
- Very happy with, meals could be better  
- What is it?  
- What is it? What services does it offer?

MOKA  
Importance: mean = 2.71  
Satisfaction: mean = 3.55  
- Like most staff, but a few I don't  
- Never heard about it (18)
Better Together - Allegan County

Please answer the following questions as they pertain to Allegan County, using these scales:

1 = very unimportant  
2 = somewhat unimportant  
3 = somewhat important  
4 = very important

a = very unsatisfied  
b = somewhat unsatisfied  
c = somewhat satisfied  
d = very satisfied

If an item does not apply, please leave blank.

Survey # ______

<table>
<thead>
<tr>
<th>Category</th>
<th>How important is this to you?</th>
<th>How satisfied are you with this?</th>
<th>If unsatisfied (a or b), please explain</th>
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<td>Assistive Technology</td>
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<td>Community is a good place to live</td>
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<td>people with disabilities in your</td>
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<td>Information &amp; Referral</td>
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<td>Knowing who to call and how to reach</td>
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<td>Advocating for disability or senior</td>
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If an item does not apply, please leave blank.

**How important is this to you?**

**How satisfied are you with this?**

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### Media Accessibility
- Access to local news and information services
  - **Survey #**
  - 1 2 3 4
  - a b c d

### Medical Services
- Availability of quality medical services
  - 1 2 3 4
  - a b c d
- Availability of Medicaid/Medicare information assistance
  - 1 2 3 4
  - a b c d
- Availability of home health care
  - 1 2 3 4
  - a b c d
- Availability of prescription costs assistance
  - 1 2 3 4
  - a b c d

### Mental Health Services
- Quality of mental health services
  - 1 2 3 4
  - a b c d
- Participating in mental health support groups
  - 1 2 3 4
  - a b c d
- Ability to access mental health services
  - 1 2 3 4
  - a b c d

### Personal Care
- Willingness of family members to provide personal care
  - 1 2 3 4
  - a b c d
- Availability of trained personal care attendants
  - 1 2 3 4
  - a b c d
- Financial assistance used for hiring personal care attendants
  - 1 2 3 4
  - a b c d
- Training in hiring and managing personal care attendants
  - 1 2 3 4
  - a b c d

### Public Safety
- Being able to live safely in your community
  - 1 2 3 4
  - a b c d
- Accessible streets, sidewalks and buildings
  - 1 2 3 4
  - a b c d

### Recreation/Leisure
- Recreational opportunities in your community
  - 1 2 3 4
  - a b c d
- Availability of accessible recreational facilities
  - 1 2 3 4
  - a b c d
- Access to regular exercise program/physical activity
  - 1 2 3 4
  - a b c d
- Opportunities for social interaction/activities
  - 1 2 3 4
  - a b c d

### Retail Services
- Accessible stores and restaurants
  - 1 2 3 4
  - a b c d
- Courteous and respectful store and restaurant staff
  - 1 2 3 4
  - a b c d

### Social Services
- Your community's vocational rehabilitation agencies
  - 1 2 3 4
  - a b c d
- Having input in your community's social services programs
  - 1 2 3 4
  - a b c d
We've just completed the survey questions, so on behalf of the Disability Network, I want to thank you for participating. I do have just a few demographic questions. All information will be kept confidential.

1. Is your age between 15 - 29 years?  
   - Yes  
   - No

2. How many persons 2 years of age or older are in your household?  
   - 0  
   - 1  
   - 2  
   - 3  
   - 4  
   - 5 or more

3. What is your approximate household income before taxes?  
   - $7,500 or less  
   - $7,501 - $15,000  
   - $15,001 - $25,000  
   - $25,001 - $35,000  
   - $35,001 - $50,000  
   - $50,001 - $75,000  
   - $75,001 - $100,000  
   - $100,001 or more

4. What is your gender?  
   - Male  
   - Female

5. What is your primary ethnic background?  
   - African-American  
   - Caucasian  
   - Native American  
   - Asian/Pacific Islander  
   - Hispanic  
   - Other:

6. What would best describe your level of education?  
   - Less than high school  
   - High school graduate  
   - Some college  
   - College graduate  
   - Post-graduate

7. How would you describe your disability characteristics?  
   - What kind of disability?

8. Overall, would you describe your disability as being:  
   - Not significant  
   - Significant  
   - Very significant

We often create opportunities for people in our community to take part in focus groups. These are groups that come together to discuss an issue in detail. Would you be interested in participating in such a group?  
   - Yes  
   - No

Finally, can I get your mailing address so we can send you the results of this survey?  
   - Yes  
   - No

Name  
Address  
City, Zip  
Email address

Thank you very much for sharing your input with the Disability Network/Lakeshore on these important issues.
The Carl Frost Center for Social Science Research
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(616) 395-7410 (fax)
frostcenter@hope.edu