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Executive Office of Health and Human Services
Department of Developmental Services
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September 15, 2016

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The Honorable Karen E. Spilka, Chair
Senate Committee on Ways and Means
State House, Room 212
Boston, MA 02133

The Honorable Brian S. Dempsey, Chair
House Committee on Ways and Means
State House, Room 243
Boston, MA 02133

The Honorable Jennifer Flanagan, Senate Chair
Joint Committee on Children, Families and Persons with Disabilities
State House, Room 208
Boston, MA 02133

The Honorable Kay Khan, House Chair
Joint Committee on Children, Families and Persons with Disabilities
State House, Room 146
Boston, MA 02133

Dear Chairs:

In accordance with Chapter 255 of 2014 "An Act Relative to Real Lives" the Department of Developmental Services submits the attached report on DDS Self-Determination Services.

Please feel free to contact me should you need additional information.

Sincerely,

Elin M. Howe

Elin M. Howe
Commissioner

Charles D. Baker
Governor

Karyn Polito
Lieutenant Governor



Marylou Sudders
Secretary

Elin M. Howe
Commissioner

REPORT ON DDS SELF- DETERMINATION SERVICES

September 2016



Introduction

The Department of Developmental Services (DDS) is submitting this report pursuant to the Real Lives Law, (An Act Relative to Real Lives, ch. 255, sec. 1, § 19 (e){18} (to be codified as amended to M.G.L. c. 19B, § 19 (e)(18)). This section requires DDS to:

provide, in consultation with the advisory board established in subsection (c), an annual report to the chairs of the house and senate committees on ways and means and to the house and senate chairs of the joint committee on children, families and persons with disabilities, not later than September 1; provided that said report shall (i) set forth any modifications or improvements made by the department to the administration of self-determination, (ii) specify any recommended legislation, (iii) provide an assessment of the performance of providers, vendors and persons who have received funds for the provision of services, supports and goods under this section, (iv) specify the number of participants utilizing self-determination during the previous fiscal year, (v) specify the number of participants per region in the commonwealth, (vi) specify types and amounts of services, supports or goods purchased under self-determination, in a manner that facilitates analyses and year to year comparisons, (vii) provide ranges and averages for expenditures from all individual budgets, inclusive of any adjustments to individual budgets made pursuant to subsection (i), and (viii) the number of participants who withdrew voluntarily from the option

The Self-Determination Advisory Board was established as called for in sec. 1, § 19 (c) of the law, in December 2014. The first report was submitted September 1, 2015. The September 2015 report and a list of the members are available on the DDS Self-Determination website. In 2015, the Self-Determination Advisory Board met on January 9, March 4, and May 6, September 9, and November 4. In 2016, the Board met on January 9, March 2, May 4 and additional meetings are scheduled for September 7 and December 7. Meeting minutes as well as documents presented, reviewed and discussed are also on the DDS website.

A review of the various work products, tasks, activities and ongoing efforts is provided below. Great strides have been made in our outreach and communication to individuals potentially interested in self-direction and to other DDS stakeholders, and in furthering the development of systems to support self-directed services. As a result, the number of participants enrolled in self-directed services increased to eight hundred thirty-nine (839) in June 2016 from seven hundred seventy-five (775) in June 2015.

Subsection (i) – modifications and improvements made to the administration of self-determination;

Many modifications and improvements have been made to the administration of self-determination during 2015 and 2016 to date. Some were in progress prior to the law and others were instituted as called for in the various sections of the law.

•!• REAL LIVES LAW

-)> The Self-Determination Advisory Board (SDAB) held 5 meetings as noted above. The agendas, meeting notes, presentations and documents provided at the meetings are posted on the DDS Self-Determination website.
-)> Early in 2015, DDS developed a work plan to organize work required and monitor the status of requirements of the Real Lives Law. This document is titled REAL LIVES LAW WORK PLAN. The individual items identified in the work plan are addressed with the committee via presentations and documents, and discussions held. The status of proposed items to be marked as completed is determined by a vote of the board. The work plan is updated with completed items removed and items still in progress and then is distributed at the next meeting. The initial full work plan and subsequent updates can be found on the DDS website.
-)> The work plan identifies thirty-eight {38} items from the law that require some action.

To date twenty-six (26) items are completed including items requiring or related to:

- the establishment and operation of the advisory board;
- outreach, communication and training to individuals, families, providers, staff and other stakeholders;
- the fiscal intermediary;
- individual budget allocation and monitoring information;
- use of standard forms;
- diversity of the people using self-direction;
- availability of information on the DDS web site;
- the Individual Service Plan (ISP) and the ISP team;
- responsibilities of the participant; and

- the continuity of services during a time of change.

A full description of items completed is available on the DDS website.

Eight (8) are categorized as "ongoing" as the items are continuous. The Department has acted on these and will continue to do so. These items include:

- providing informational material on all aspects of self-determination to potentially interested parties;
- facilitating individuals and families understanding of self-direction;
- provide this annual report;
- provide information as requested to other official entities (examples include Attorney General, Inspector General, State Auditor);
- the reporting of suspected financial abuse or misuse to DPPC and the process to be followed for all such reports;
- the AG or DDS may independently investigate and seek recovery of allegations of lost monies due to abuse or misuse;
- DDS to contract with an independent research or academic organization by August of 2019. A subcommittee of advisory board members was established to develop the parameters of the Request for Response (RFR) and the tool for the Evaluation of the Self-Determination Program. The RFR was drafted and reviewed with the advisory board at the March meeting and was then issued with proposals due June 1. The subcommittee members were asked to participate on the selection committee and four (4) served. Human Services Research Institute Inc. was selected. The work is expected to begin on September 1, 2016 and to be completed on June 30, 2019;
- DDS to establish a web based data repository system for individuals and families that will facilitate "... participant access to comparative information by making available a searchable online repository of providers of self-determination supports, services or goods, ...". The Department contracted with the INDEX, a program of the UMASS Medical School, to design the data repository system. The INDEX is a web based data search engine that gathers and delivers information about programs, providers, and services for people with disabilities throughout Massachusetts free of charge. Even though the repository was originally limited to 14 providers meeting a certain criteria, the statute clearly states that "...any provider can voluntarily submit agency information for the repository." The Department has continued to make the

repository as robust as possible. The website now has 135 provider agencies listing over 400 programs. The Department continues to reach out to other provider agencies for inclusion on the website, with many being added daily. The Department is also working with the INDEX to make the site more accessible and "reader friendly." The INDEX is developing applications to provide more information about the services listed along with photos and videos of the program sites.

Four {4} items remain to be completed. The items are:

- offering self-direction to all eligible individuals (under internal review);
- budget equivalency and appeal process;
- the State Auditor to audit the self-direction option and make recommendations;
- the State Auditor to audit the self-direction option at least once during the first 4 years.

Some of the updates and accomplishments below address other requirements of the law.

•!• COMMUNICATION AND OUTREACH TO STAKEHOLDERS

The Regional Self-Direction managers provided presentations regarding self-direction services, options, and opportunities at the following venues:

- }> Area Office and Regional staff meetings
- }> Turning 22 Transition Fairs and Workshops
- }> DDS Regional and Area Advisory Board meetings
- }> DDS Area Office sponsored events for prospective participants
- }> Family Support Centers Events
- }> DDS presentation on Self-Direction sponsored by Mass Families Organizing for Change
- }> DDS presentation at the Statewide Special Needs Housing Group meeting
- }> Creative Housing Group Resource Fair
- }> ARC of Mass sponsored webinar on Self-Directed Supports
- }> DDS Regional Service Provider meetings
- }> DDS Annual Family Support Conference

DDS sponsored *World Cafe Conference on Autism*

DDS sponsored *Conquering the Cliff* conference held for providers, DDS staff and families

Public Partnership Limited (PPL)/DDS statewide Feedback Events for individuals and families

•!• SELF ADVOCACY LEADERSHIP

Self-advocate involvement on the Self-Determination Advisory Board has provided significant contributions in this past year. In addition to providing regular reports on statewide Massachusetts Advocates Standing Strong (MASS) activities and important positions and insights to the topic discussions held at the meetings, self-advocate board members worked to promote self-direction as follows:

- Concerns were raised regarding the need for more service coordinator and support broker training so these staff could better assist individuals interested in and participating in self-direction. This discussion led to strengthening content and requirements for training already underway and others in development.
- As a result of a discussion about communication at Individual Service Plan (ISP) meetings, the *Nr is for INDIVIDUAL Guide* was distributed to area offices and to the board members and is sent to individuals in advance of their ISP meeting.
- The self-advocates identified the need for tools to help them in self-direction. A joint committee of self-advocates and DDS managers was formed and worked over several months to create a more self-advocate user friendly version of the *Choosing Which Service Model is Best for You* brochure and to develop a *Guide for Self-Directing Services in DDS*. Both have been completed and distributed to MASS and DDS staff.
- DDS funded the development of the MASS self-advocate training titled *Choice and Control*. To date there have been eight (8) trainings presented by self-advocates across the state.

At the statewide MASS Advocates Standing Strong Annual Conference, self-direction as a model for services was discussed throughout the conference. The related workshops included *Self-Determination and Choice*, and *Self Directed*

Support Participant Experiences. The workshops were very well attended and received a great deal of positive feedback.

);> Presentations and discussion on self-direction have been held at local MASS meetings.

•!•TRAINING

);> A 5 day Statewide Comprehensive Support Broker Training series was conducted in the fall. All staff directly responsible for self-direction services attended all sessions. Other managers and staff attended sessions related to their work.

);> New Support Broker Training was conducted on a local level as new support brokers were hired later in the year.

);> On line introductory self-determination training for all DDS staff was completed in the fall.

);> All newly hired service coordinators receive training on self-determination and self-direction in DDS at the Statewide Service Coordinator Institute Training.

);> Statewide Massachusetts Families Organizing for Change (MFOC) Leadership Series included a presentation on Self Directed Supports.

);> Fraud Awareness Webinar Training presented by the Office of Inspector General and DPPC for DDS Staff involved with self-direction was held in the spring.

);> Various region specific training sponsored by regional training staff, the direct support certificate program, regional human rights, MASS group forums and others.

•!•SUPPORT BROKER MANUAL

A comprehensive Participant Directed Program (PDP) manual for Support Brokers was published in 2016. This is a detailed procedure manual which provides information, instruction, guidance and forms covering all aspects of this self-directed service program in DDS. It is a road map for field staff working with individuals enrolled in the PDP. The manual contains 11 sections: Introduction and History; Information Outreach and Orientation to Self-Directed Supports; Person Centered Approaches and Developing a Vision; Participant Directed Enrollment; Employer/Provider Preparation and Registration; New Budget Development; Invoicing and Receipts; Budget Revision

and Service/Satisfaction Review; Troubleshooting; Guidance for ISP Development; and Disenrollment. It was disseminated to all staff working with self-direction and is provided to new staff hired.

•!• ONGOING MANAGEMENT AND SUPPORT

All 4 regional self-direction managers hold regular meetings with support brokers for ongoing communication, updates, planning, problem identification and solving, and work to develop consistent knowledge and practice across the region.

The self-direction managers participate monthly in their Regional Directors' Management Meetings along with Area Director and other key regional staff.

Central Office managers meet with the 4 self-direction regional managers to provide statewide leadership, management, planning, coordination and monitoring aimed to achieve consistency across the regions.

Representatives from PPL and the Central Office Waiver Management Unit meet with the regional self-direction managers monthly to work collaboratively on system improvement, troubleshooting, and new requirements from other authorities; examples include the Centers for Medicare & Medicaid Services (CMS), the Department of Labor (DOL), and the newly enacted Massachusetts law related to sick leave benefits.

The Request for Response for the Self-Direction Fiscal Intermediary contract was issued. The contract with Public Partnership Unlimited, the current provider, has been extended for one year pending the completion of the contract award process.

The Agency With Choice (AWC) service model allows individuals and families to self-direct services through a contracted DDS agency. In this option, the individual or family maintains control over design and delivery of services while receiving assistance or support in management of staff, budgeting, accounting, and many other administrative needs. In an effort to offer more choices to individuals and families, DDS worked to expand the number of agencies qualified as AWC providers in 2016. Enhancements to this service model, e.g increase in service navigation hours, etc. have been made this year. The Department anticipates that these changes will further increase use of this service.

- DDS and the Association of Developmental Disability Providers (ADDP) formed a work group charged with the task of identifying ways to promote

AWC. The group identified issues and concerns, and have forwarded their recommendations to the Commissioner.

- In an effort to increase choice of provider agencies in the AWC service model, a Request for Response for Agency With Choice services was re-issued. This process resulted in 13 additional agencies being added to the list of qualified providers for individuals and families in this service model to choose. The 13 agencies are geographically from all 4 regions and bring the total number of agencies statewide to 79 providers now qualified for AWC.

Subsection (ii) specify any recommended legislation;

There are no recommended changes to the legislation proposed by DDS and the Self-Determination Advisory Board at this time.

Subsection (iii) provide an assessment of the performance of providers, vendors and persons who have received funds for the provision of services, supports and goods under this section;

Public Partnership LLC (PPL) is the current fiscal intermediary under contract to provide fiscal services for the Participant Directed Program. The Participant Directed Program is the service option that provides the individual or the family the greatest control over their services. It also requires significant time and responsibility by the person or their family. PPL conducts an annual satisfaction survey which includes questions that focus on their performance. PPL staff solicit feedback on the questions developed by DDS staff. Support brokers are notified about the dates of the survey so they can assist self-advocates and families in completing them. The responses are compiled and shared with DDS staff. The responses are the basis for making improvements to the fiscal intermediary services. PPL's *2016 PDP Satisfaction Survey/Focus Group Summary and Initiatives* report is attached.

The other self-determination service option is referred to as Agency With Choice. This option allows individuals and families to self-direct services through a contracted DDS agency. In this option, the individual or family maintains control over design and delivery of services but they also receive assistance or support in management of staff, budgeting, accounting, and many other administrative needs. The agency is responsible for all accounting, personnel/payroll management and assuring adherence to regulations and DDS requirements.

There are 79 provider agencies qualified to provide services in the Agency With Choice program. To be a qualified AWC provider, agencies are required to complete an initial qualification process for the specific services they are offering to provide in the AWC service model, and then complete a re-qualification process every two years. Each of these agencies will conduct annual satisfaction surveys for the services they provide. The information received is to be generally collected and summarized for the agency as a whole and will be shared with DDS and other stakeholders and will use the feedback to improve identified areas of concern. By design, the Agency With Choice model requires close collaboration between the vendor and the participant. This ongoing, frequent communication ensures that problems, concerns and general satisfaction issues can be discussed and addressed as such matters arise. Additionally, at the end of each fiscal year, staff from the agency and the Support Broker assists the participant in planning for the coming year. It is an opportunity to review the performance of staff and the effectiveness of the service plan and to make changes accordingly.

Subsection (iv) specify the number of participants utilizing self-determination during the previous fiscal year;

On June 30,2016, there were a total of eight hundred thirty-nine (839) participants enrolled in self-direction. Throughout FY 2016,there were a total of nine hundred and six (906) enrolled in self-direction.

Subsection (v) specify the number of participants per region in the commonwealth;

The 839 participants enrolled on June 30, were from the following regions: Central/West – 171, Metro -182, Northeast- 362, and Southeast- 124.

Subsection (vi) specify types and amounts of services, supports or goods purchased under self-determination, in a manner that facilitates analyses and year to year comparisons;

The Department keeps data on the categories of self-determination services used that month, the year-to-date total and lists the yearly total for the previous three (3) fiscal years. Below are the two (2) charts with this detail for FY 2016. The numbers in these charts represent the total enrollments in each service category. Many people are enrolled in more than one service category. The total number of people enrolled in self-determination is provided in sub section (iv) above.

The first chart lists all of the service enrollments for participants enrolled in self-determination through the Participant Directed Program option. As noted in section (iii) above, this option allows the participant the greatest control over their services, staff and budget and requires the greatest responsibility to manage the services, staff and services choices made. In this option the fiscal intermediary, PPL, is responsible for all of the payroll, accounting and adherence to expenditure qualification/requirements and regulations.

The second chart provides service enrollment information regarding participants who choose the Agency With Choice option. This option requires the agency, chosen by the participant, to work closely with the participant on the design and delivery of services. The participant chooses the staff and the agency and participant jointly supervise and evaluate the staff. In this option, the provider agency is responsible for all personnel/payroll needs, accounting and adherence to expenditure regulations and DDS requirements.

Code	Type	Description	June 2013	June 2014	June 2015	CW	ME	NE	SE	Current Total
Self-Directed										
5153	R	ISO-RESIDENTIAL SUPPORTS	28	20	9	3	2	1	2	8
5154	R	Self-Directed Residential Supp	3	1	1	0	0	0	1	1
5156	R	24 SO HOME SHARE LEV 1	0	0	1	1	0	1	0	2
5157	R	24 HR SO HOME SHARE LEV 2	0	0	1	0	0	1	0	1
5168	E	ISO- EMPLOYMENT SUPPORTS	28	27	29	4	18	8	3	33
5196	T	ISO- TRANSPORTATION	18	19	21	4	6	9	5	24
5197	T	TRANSPORTATION-SO-PASS/UNIT	13	13	12	6	17	2	1	26
5198	T	TRANSPORTATION-SO-PASS/UNIT	35	37	40	8	10	19	6	43
5240	S	PHYSICAL THERAPY	7	7	7	1	0	4	1	6
5243	S	OCCUPATIONAL THERAPY	5	4	4	1	0	2	2	5
5245	S	SPEECH THERAPY	7	8	9	4	1	8	1	14
5282	S	PERSONAL AGENT SERVICES	14	11	13	0	3	10	0	13
5283	S	ISO - ASSISTIVE TECHNOLOGY	17	20	28	3	1	27	4	35
5300	S	NON-WAIVER	140	160	174	27	76	84	24	211
5400	S	NON - WAIVER FINANCIAL	321	353	329	38	83	187	36	344
5701	S	RESPIRE-IN HOME - SO	6	8	8	4	6	5	2	17
5702	S	RESPIRE-ADULT-IN CARE HOME-SO	6	7	5	1	2	3	0	6
5703	S	INDIVIDUAL HOME SUPPORTS - SO	155	175	174	19	95	58	32	204
5704	S	INDIVIDUAL DAY SUPPORTS- SO	73	95	108	28	36	53	15	132
5707	S	ADULT COMPANION- SO	34	38	42	16	13	21	2	52
5710	S	BEHAVIORAL SUP & CONSULT-SO	7	11	15	4	2	13	1	20
5716	S	COM/RES PEER SUPPORTS- SO	4	1	0	1	0	2	0	3
5719	S	LIVE-IN CAREGIVER	2	2	2	1	0	1	0	2
5725	S	CHORE - SO	0	2	4	0	0	3	0	3
5728	S	INDIVIDUAL GOODS AND SERVICES	48	62	69	18	27	48	19	112
5731	S	HOME MODIFICATIONS AND ADAPT	12	11	16	0	2	10	2	14
5734	S	VEHICLE MODIFICATIONS	5	4	5	0	0	3	2	5
5756	S	SPECIALIZED MEDICAL EQUIPMENT	7	8	10	0	1	7	4	12
5888	S	SHARED LIVING - NO AGENCY -SO	20	17	10	0	5	4	0	9
Total Self Directed Enrollments			1,015	1,121	1,146	192	406	594	165	1,357

Current Total based on enrollments 7/21/16

Code	Type	Description	June 2013	June 2014	June 2015	CW	ME	NE	SE	Current Total
Agency With Choice										
6700	S	FAMILY SUPPORT NAVIGATION -	16	8	7	0	4	2	2	8
6701	S	RESPITE-IN RECIPIENT HOME-AWC	13	16	16	2	11	1	0	14
6703	S	INDIVIDUAL HOME SUPPORTS -	69	86	114	17	9	53	60	139
6704	D	INDIVIDUAL DAY SUPPORTS - AWC	86	104	146	70	3	90	1	164
6707	S	ADULT COMPANION - AWC	8	7	13	17	0	7	0	24
6753	S	AGENCY WITH CHOICE ADMIN FEE	194	233	276	99	20	145	64	328
6780	S	FINANCIAL ASSISTANCE - AWC	76	89	106	44	13	33	55	145
Total Agency With Choice			462	543	678	249	60	331	182	822

Current Total based on enrollments 7/21/16

Subsection (vii) provide ranges and averages for expenditures from all individual budgets, inclusive of any adjustments to individual budgets made pursuant to subsection (i);

In the FY 2016 Participant Directed Program with PPL, the smallest allocation spent was \$122. Smallest allocations are typically for a partial year, new enrollment program or short term expenditures appropriate for this service model. The largest 2 allocations were at \$190,000 and \$196,834. Both of these cases are unique, special circumstances. Other than these 2 outliers, the highest allocation spent was \$119,700. The average allocation was \$18,189.76.

In the FY 2015 Agency With Choice program the lowest allocation was \$900, the highest allocation was \$106,539, and the statewide average was \$16,569.53.

Subsection (viii) the number of participants who withdrew voluntarily from the option;

During FY 2016, ten {10} individuals voluntarily moved out of the Self-Determination program. This number does not include withdrawals due to deaths, people who were enrolled with the specific purpose to receive short term (for this purpose, defined as less than a year) services,supports or goods,and other technical or administrative reasons.

These 10 individuals moved to a traditional model due to increased needs of the individual or family requiring more intensive services,often 24/7 residential services.

Closing

The addition of the 4 regional self-direction managers has resulted in tremendous expansion in our outreach, communication and information sharing to all DDS stakeholders. They have worked with their local area and regional staff, MASS, family support organizations, provider agencies, Central Office managers, PPL, and others to develop and implement systems and structure in the self-direction programs thereby improving consistency statewide. There is much to be done in the coming year to continue these efforts, grow participation in self-directed programs and support the individual and families as the take greater control of their lives.

In FY 2016 the Self-Determination Advisory Board accomplished much of the Real Lives Law Work Plan and worked closely with DDS on other related matters toward our common goal to increase knowledge and understanding of the concepts and options of self-determination and to improve self-directed services in DDS. The commitment and involvement of the board members is reflected in the outcomes realized this past year. During FY 2017, DDS and the Self-Determination Advisory Board will meet quarterly to address remaining items on the work plan and continue our collaborative efforts in self-determination.

2016 PDP Satisfaction Survey / Focus Group Summary and Initiatives

Summary of FY2016 Participant Satisfaction Survey

Background

Public Partnerships, LLC (PPL) has provided Financial Management Services to the Massachusetts Department of Developmental Service (DDS) for self-direction programs since 1999.

PPL and DDS serve to accommodate the needs of self-directing adults with developmental disabilities, and in doing so, strive to assess the overall satisfaction within the program – particularly following the transition from the ISO to PDP. In order to measure this, PPL sends out yearly satisfaction surveys to all program participants and their employers who have active budgets in the given fiscal year. This fiscal year 2016, surveys were sent out to all active participants on March 25th, 2016. Participants were given six weeks to return their completed survey to PPL by mail, fax, or via Survey Monkey.

All surveys submitted to PPL have been reviewed and are included in the below summary. Our goal for the review was to assess the results of the survey, analyze underlying strengths and issues within the PDP program and subsequently form action items that PPL will look to implement throughout FY17.

Satisfaction Survey Overview

Out of the 557 surveys sent out to program participants and employers, 69 surveys were completed and returned to PPL, resulting in an 12.38% response rate. This is an increase over the 37 surveys completed in FY14; with an 8.33% response rate. 18 respondents (26%) completed the survey through the online, Survey Monkey, method. All surveys were intended to be anonymous and no self-identifying information was collected.

The satisfaction survey was comprised of the following seven sections:

- **Section 1** asked participants to rate how much they agreed or disagreed with twenty-seven statements. The scale included six answer choices: agree, somewhat agree, neutral, somewhat disagree, disagree, and not applicable. The questions in this section were used to assess the participant's satisfaction with specific attributes of the program such as PPL's customer service and overall efficiency, working with their DDS support broker, and their satisfaction with self-direction in general.
- **Section 2** asked participants to rate their *overall* level of satisfaction with PPL, with their DDS support broker and with self-direction. This scale included five options: excellent, good satisfactory, fair and unsatisfactory.
- **Section 3** included two demographic questions to determine the length of time the participant had been self-directing service and which region of the state they receive services from.
- **Section 4** asked the participant if they were aware of whom their Support Broker or Service Coordinator was.

- **Section 5** asked two yes/no questions about whether the participant was aware of, and or currently used the electronic timesheet feature. There was also a question that asked for any benefits that have come from utilizing e-timesheet.
- **Sections 6 and 7** were open-ended questions asking for feedback on the enrollment process, choice for point of contact and also what participants found to be the best and hardest part of PDP. In addition, any suggestions for program improvement were welcomed.

Satisfaction Survey Analysis

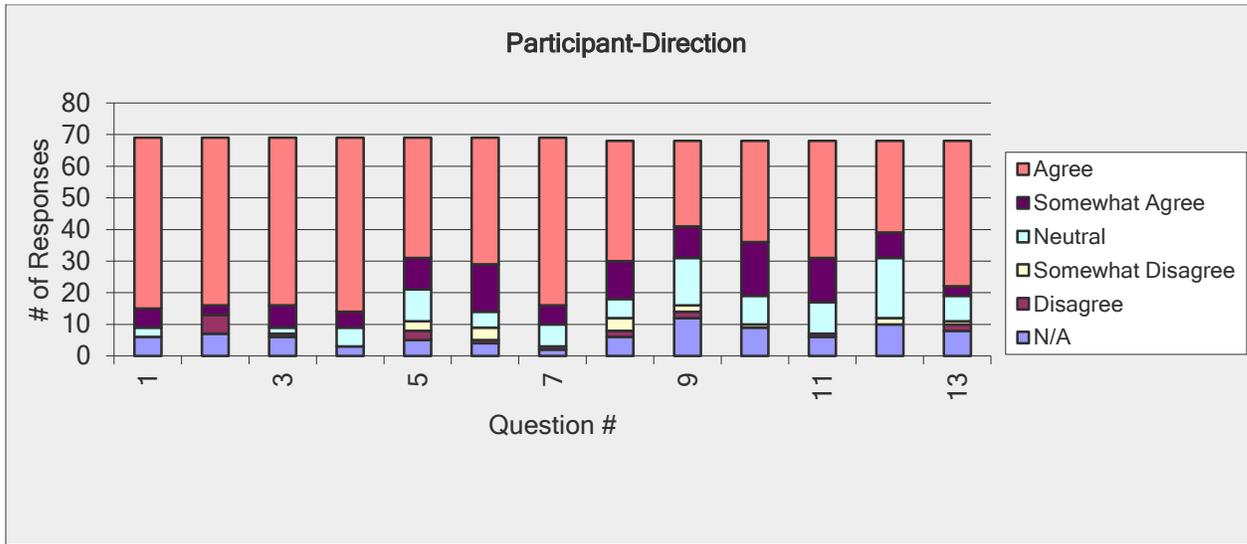
Section 1:

All but one of the 69 respondents completed each question in section 1, in which they left half blank. Section 1 is split up into three subsections below; the first subsection are questions relating to self-direction, the second subsection relates to participant’s satisfaction with their DDS Support Broker, and the third subsection pertains to participant’s satisfaction with PPL.

Participant-Direction							
Answer Options	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	N/A	Response Count
1. Participant-direction is helping me meet my goals.	54 78.26%	6 8.70%	3 4.35%	0	0	6 8.70%	69
2. I prefer hiring my own employees to getting care from an agency.	53 76.81%	3 4.35%	0	0	6 8.70%	7 10.14%	69
3. I am satisfied with the ability to choose who I want as my support person/staff.	53 76.81%	7 10.14%	2 2.90%	0	1 1.45%	6 8.70%	69
4. I would recommend this program to a friend or family member.	55 79.71%	5 7.25%	6 8.70%	0	0	3 4.35%	69
5. I have easy access to PPL staff when I have budget questions or problems.	38 55.07%	10 14.49%	10 14.49%	3 4.35%	3 4.35%	5 7.25%	69
6. I find the administrative responsibilities that are required related to Participant- Direction are manageable.	40 57.97%	15 21.74%	5 7.25%	4 5.80%	1 1.45%	4 5.80%	69
7. Participant -Directed Services increases my ability to create and receive services that	53 76.81%	6 8.70%	7 10.14%	0	1 1.45%	2 2.90%	69

work for me and meet my needs.							
8. I am able to find employees and purchase services in a timely fashion.	38 55.88%	12 17.65%	6 8.82%	4 5.88%	2 2.94%	6 8.82%	68
9. Because of Participant Directed Services I have more friends.	27 39.71%	10 14.71%	15 22.06%	2 2.94%	2 2.94%	12 17.65%	68
10. Because of Participant Directed Services I have seen an increase my skills and abilities.	32 47.06%	17 25.00%	9 13.24%	1 1.47%	0	9 13.24%	68
11. Because of Participant Directed Services I am healthier.	37 54.41%	14 20.59%	10 14.71%	0	1 1.47%	6 8.82%	68
12. Because of Participant Directed Services I have joined clubs and community associations and feel more a part of the community in which I live.	29 42.65%	8 11.76%	19 27.94%	2 2.94%	0	10 14.71%	68
13. Because of Participant Directed Services I have more of a voice in making major life decisions such as where I will live, who I will live with, and how I spend my time.	46 67.65%	3 4.41%	8 11.76%	1 1.47%	2 2.94%	8 11.76%	68
<i>answered question</i>							68
<i>skipped question</i>							1

Below is a graphical representation of the data enclosed in the chart above:



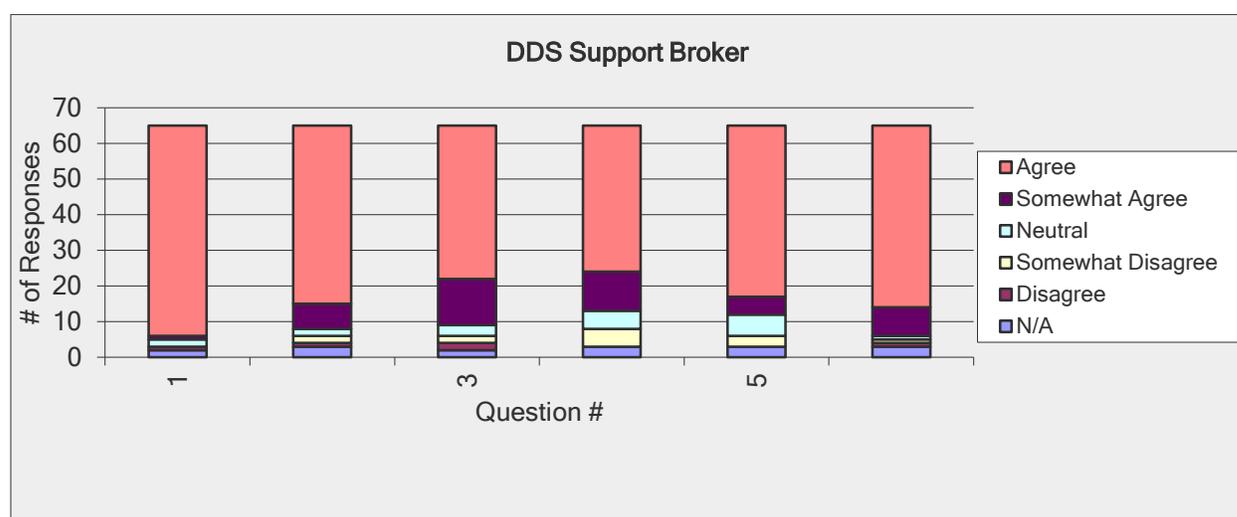
The chart above shows an overall participant satisfaction with the self-directing lifestyle that the PDP program facilitates. After removing the 'not applicable' answers, 83% of responses to the above questions were favorable (agree or somewhat agree). Only 4% of responses were negative (disagree or somewhat disagree), the rest were neutral.

The statistics above were also supported by answers to the open-ended questions asked in sections 6 and 7. Many participants indicated that the best part of the program was their ability to manage their own budgets, hire their own staff, choose which services they will receive, and manage their employees. **Section 1 survey results point to wide comfort and appreciation for self-direction.**

DDS Support Broker							
Answer Options	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	N/A	Response Count
1. I know who my Support Broker / Service Coordinator is.	59 90.77%	1 1.54%	2 3.08%	0	1 1.54%	2 3.08%	65
2. I can easily get in contact with my DDS Support Broker when I need to.	50 76.92%	7 10.77%	2 3.08%	2 3.08%	1 1.54%	3 4.62%	65
3. My DDS Support Broker provides me with the help I need to direct services, including filling out paperwork and understanding the process.	43 66.15%	13 20.00%	3 4.62%	2 3.08%	2 3.08%	2 3.08%	65
4. My DDS Support Broker informs me when changes are made to	41 63.08%	11 16.92%	5 7.69%	5 7.69%	0	3 4.62%	65

program rules.							
5. Overall, I have had a positive experience working with my DDS Support Broker.	48 73.85%	5 7.69%	6 9.23%	3 4.62%	0	3 4.62%	65
6. My staff/support workers do what I want/need them to do to help me.	51 78.46%	8 12.31%	1 1.54%	1 1.54%	1 1.54%	3 4.62%	65
answered question							65
skipped question							4

Below is a graphical representation of the data enclosed in the chart above:



The data above shows that the vast majority of participants are overall satisfied with their DDS Support Broker. After removing the 'not applicable' answers from the questions above, 90% of responses were positive to the questions relating to experiences with Support Brokers.

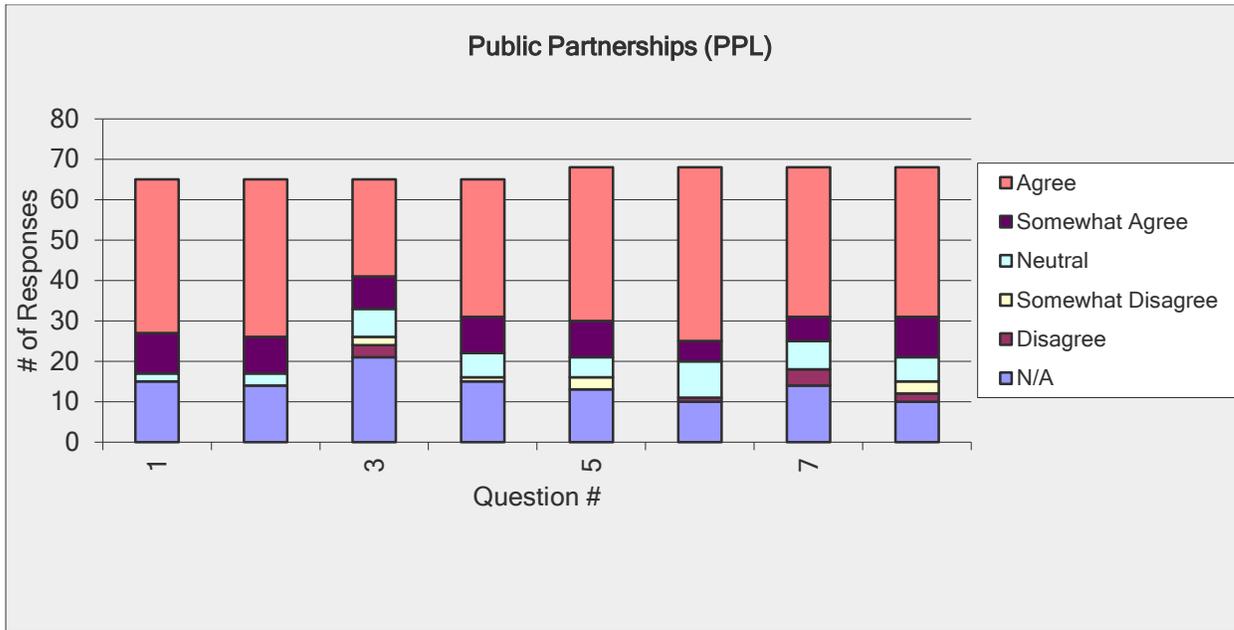
92% of individuals are aware of whom their Support Broker is which is an increase from the 89% in FY14. 87% of individuals are able to easily contact their DDS Support Broker which is a decrease from the 89% of responses in FY14. This is a testament to the availability and visibility of the many Support Brokers throughout the state. Many responses to the open-ended questions in sections 6 and 7 backed these statistics as well; with participants frequently praising individual brokers.

The lowest satisfaction rate (80%) of the questions above was pertaining to whether Support Brokers inform when changes are made to the program rules. This is a great improvement from two years past when the lowest satisfaction rate (73%) pertained to support brokers assist with enrollment paperwork and managing employees. This has improved to 86% in FY16.

Finally, please see the below questions which ask about participant's satisfaction with PPL.

Public Partnerships (PPL)							
Answer Options	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	N/A	Response Count
1. PPL processes my employee's timesheets correctly and on time.	38 58.46%	10 15.38%	2 3.08%	0	0	15 23.08%	65
2. PPL pays my employees accurately and on time.	39 60.00%	9 13.85%	3 4.62%	0	0	14 21.54%	65
3. In the event that my employee's timesheet is denied, delayed or pending payment, I am notified of the issue in a timely manner.	24 36.92%	8 12.31%	7 10.77%	2 3.08%	3 4.62%	21 32.31%	65
4. If I have a question or concern, PPL works with me to resolve it.	34 52.31%	9 13.85%	6 9.23%	1 1.54%	0	15 23.08%	65
5. PPL responds to my questions and concerns in a timely and professional manner.	38 55.88%	9 13.24%	5 7.35%	3 4.41%	0	13 19.12%	68
6. I feel comfortable calling PPL if I have a complaint or concern about their services.	43 63.24%	5 7.35%	9 13.24%	0	1 1.47%	10 14.71%	68
7. PPL staff is willing to assist me to complete my paperwork.	37 54.41%	6 8.82%	7 10.29%	0	4 5.88%	14 20.59%	68
8. The information that I receive from PPL staff is helpful and correct.	37 54.41%	10 14.71%	6 8.82%	3 4.41%	2 2.94%	10 14.71%	68
answered question							65
skipped question							4

Below is a graphical representation of the data enclosed in the chart above:



The data above shows participant’s satisfaction with different aspects of their relationship with PPL. After removing the ‘not applicable’ answers, there was an overall positive response of 85% towards PPL throughout all of the questions. This is an increase from the 81% overall positive responses in FY14.

Another take-away from the data above is that there was the highest amount of ‘not applicable’ answers of all the three sections. This points to perhaps the participants’ lack of knowledge about PPL, or possibly the participant’s lack of frequent communication with PPL. Judging by the open-ended questions and answers to the Support Broker-centric questions, we also noticed that many participants go through their support broker instead of PPL. We also noticed that many of those who answered neutral or N/A wrote that they do not use PPL and go through MEA instead. One of action items we will list below to take away from these responses is to add an MEA section for next year’s surveys.

The lowest scoring PPL question above was question #3, with a 27% neutral or disapproval rate. To combat the issue of delayed, denied or pending timesheet communication, PPL introduced the ‘preferred contact’ feature in the web portal. This allows participants to decide whether they would like to be contacted directly when there is an issue or whether they want communication to go through their DDS Support Broker. We noticed that many participants still do not know of the preferred contact field based on the open responses in Question 14. 44 participants choose to skip that question and over half were stated they are unaware of the choice. Higher usage rates of this feature should increase overall satisfaction.

Section 2:

Section 2 aimed to measure participant’s overall satisfaction with self-direction, their DDS Support Broker, and PPL.

Overall satisfaction with DDS Support Broker		
Answer Options	Response Percent	Response Count

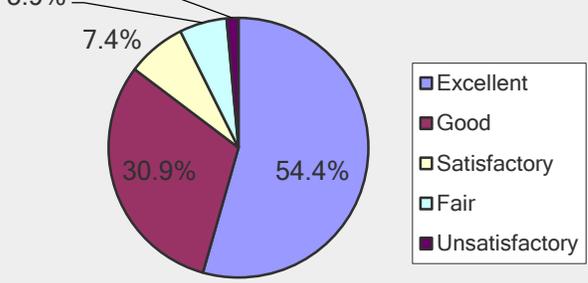
Excellent	54.4%	37
Good	30.9%	21
Satisfactory	7.4%	5
Fair	5.9%	4
Unsatisfactory	1.5%	1
<i>answered question</i>		68
<i>skipped question</i>		1

Overall satisfaction with PPL		
Answer Options	Response Percent	Response Count
Excellent	51.6%	33
Good	34.4%	22
Satisfactory	6.3%	4
Fair	6.3%	4
Unsatisfactory	1.6%	1
<i>answered question</i>		64
<i>skipped question</i>		5

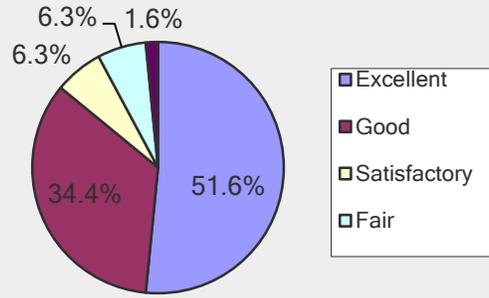
Overall satisfaction with self-direction		
Answer Options	Response Percent	Response Count
Excellent	63.1%	41
Good	23.1%	15
Satisfactory	7.7%	5
Fair	4.6%	3
Unsatisfactory	1.5%	1
<i>answered question</i>		65
<i>skipped question</i>		4

Below is a graphical representation of the data enclosed in the charts above:

Overall satisfaction with DDS Support Broker



Overall satisfaction with PPL



Overall satisfaction with self-direction

