

Vendor Rate Study

**Individual and Family Rates
Survey
"Survey Findings Presentation"**

Prepared for Department of Developmental
Services

Survey Findings and Planning for Public Comment Meetings

Advisory Committee Meeting #3

December 14, 2018



MEET OUR STAFF



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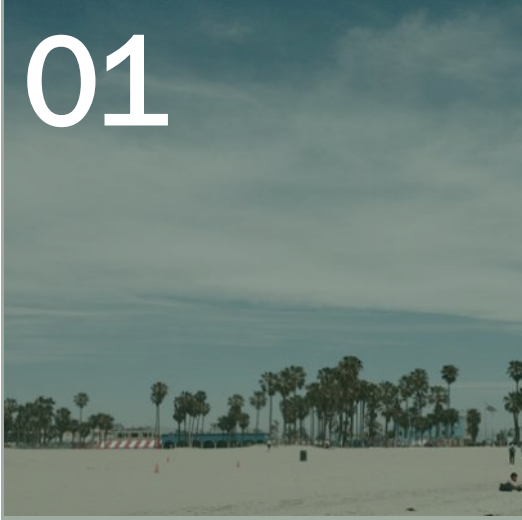
John Agosta

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Executive Vice
President

AGENDA

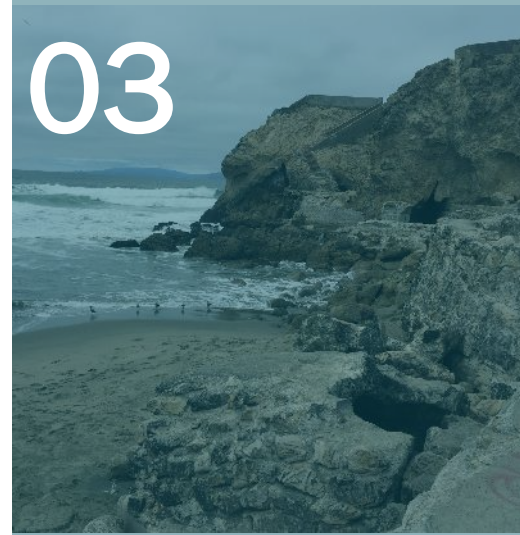
01



Discussion of
Results/Rate
Study



03



Discussion/
Next Steps



Project
Overview



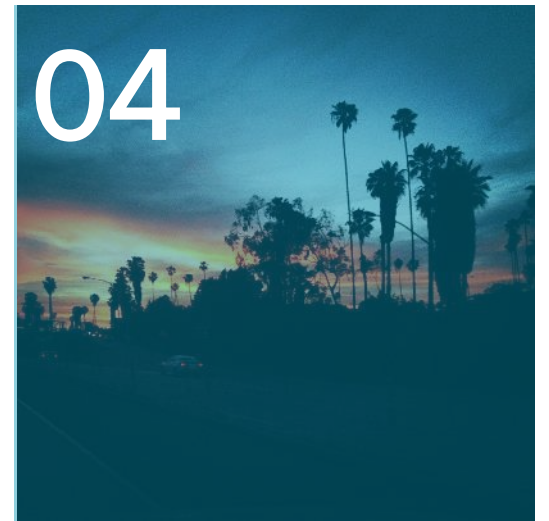
02



Public
Comment
Meetings
Planning



04



PROJECT OVERVIEW



Our goal is to offer people with disabilities and their families an opportunity to report on and discuss the issues that are most prevalent and pressing as it relates to the vendor rate study



Administer survey and analyze results



Provide information for draft rate methodology



Conduct public comment meetings



DDS and B&A review comments

Individuals and Families Survey

Purpose: to collect opinions from individuals with IDD and their families on topics that may inform the DDS vendor rate study

Topics:

- Background information about the respondent or their family member
- Ratings of support staff for in-home, day, and/or employment supports
- Experiences accessing and receiving services



Survey intent

- Begin to understand the quality of the services that individuals received
- Learn about issues people experience in accessing and receiving services

Now you can help us interpret our findings...



Survey Details

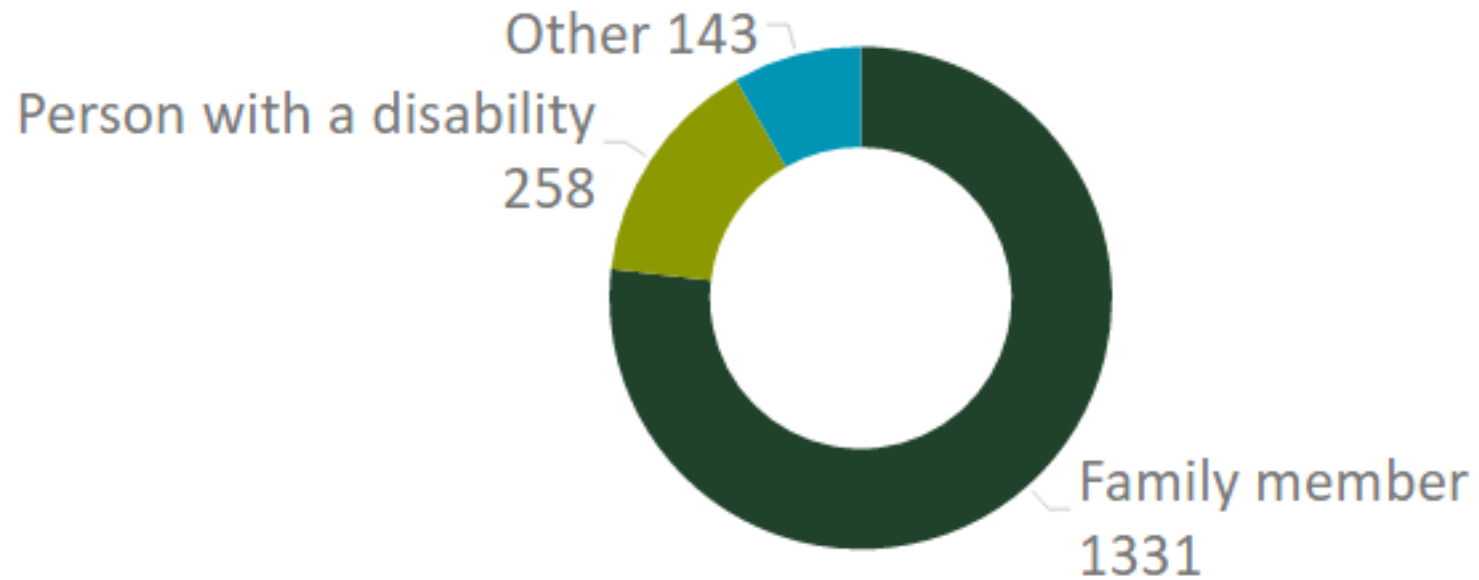
- Distributed by you, DDS, Regional Centers, and posted online
- Online from October 4-28, 2018 via Survey Monkey
- Available in 16 languages

DISCUSSION OF RESULTS/RATE STUDY



Survey Respondents

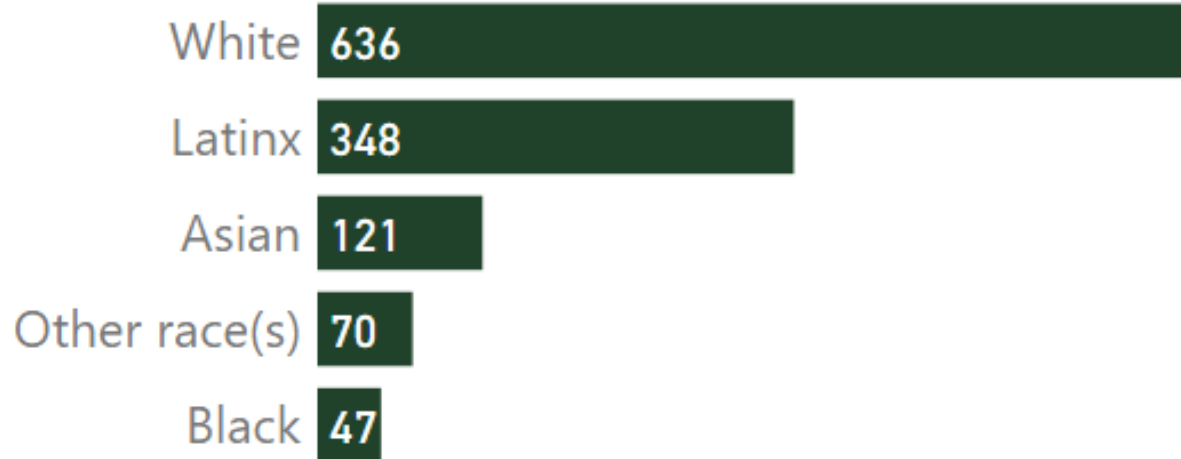
1,732 respondents



Survey Respondents

What is your...

Race/ethnicity (n = 1,222)



Gender identity (n = 1,279)



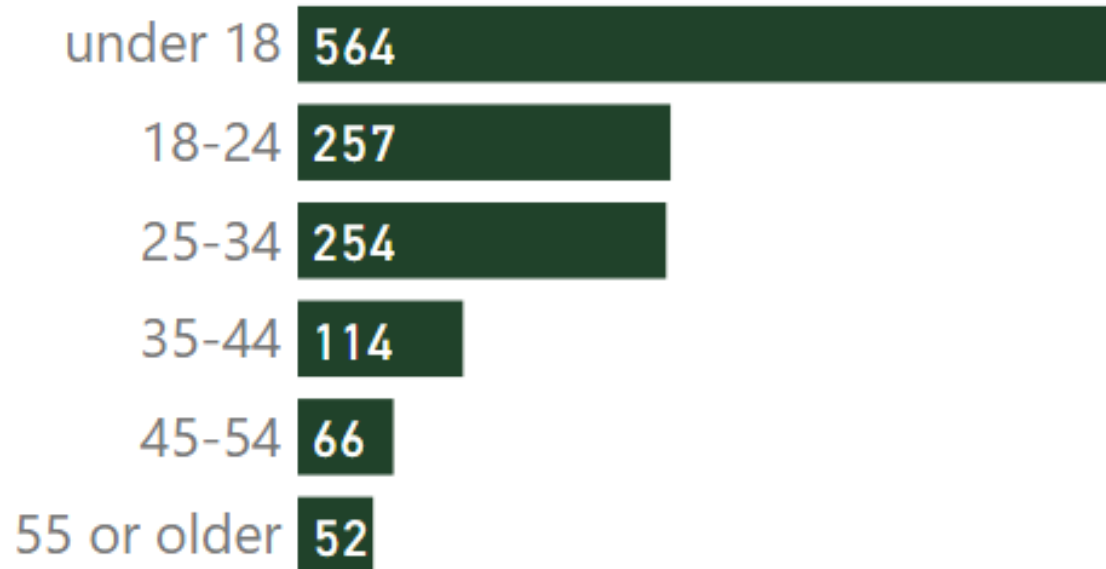
Preferred language (n = 1,305)



Survey Respondents

*What is your/ your family member's...

Age (n = 1,307)



Residence type (n = 1,223)

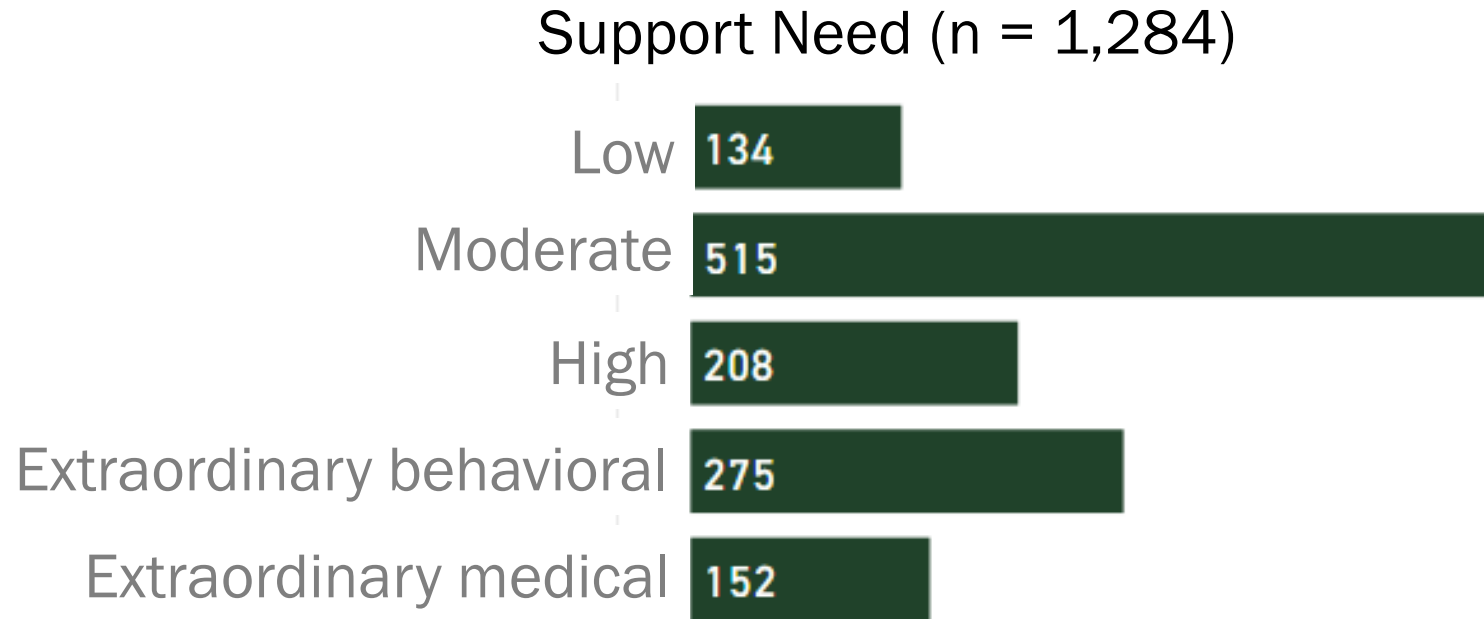


Survey Respondents

On average, how much support do you need:

	Low	Moderate	High	Extraordinary	I don't know/don't want to answer
At home (e.g., dressing, eating, getting around the house)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the community (e.g., participating in recreational activities, shopping, using transportation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For health and safety (e.g., eating a nutritious diet, staying safe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For employment (e.g., finding a job, completing work assignments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For medical conditions (e.g., taking medicine, following medical routines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For behavioral challenges (e.g., managing unsafe behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey Respondents



Determining support need:

1. Summed first 3 support need items and created categories (Low = 1 – 4, Moderate = 5 – 8, High = 9 – 12)
2. If behavioral or medical support need marked as “extraordinary need,” placed in extraordinary behavioral or medical respectively

Survey Respondents

Population density (n = 1,174)



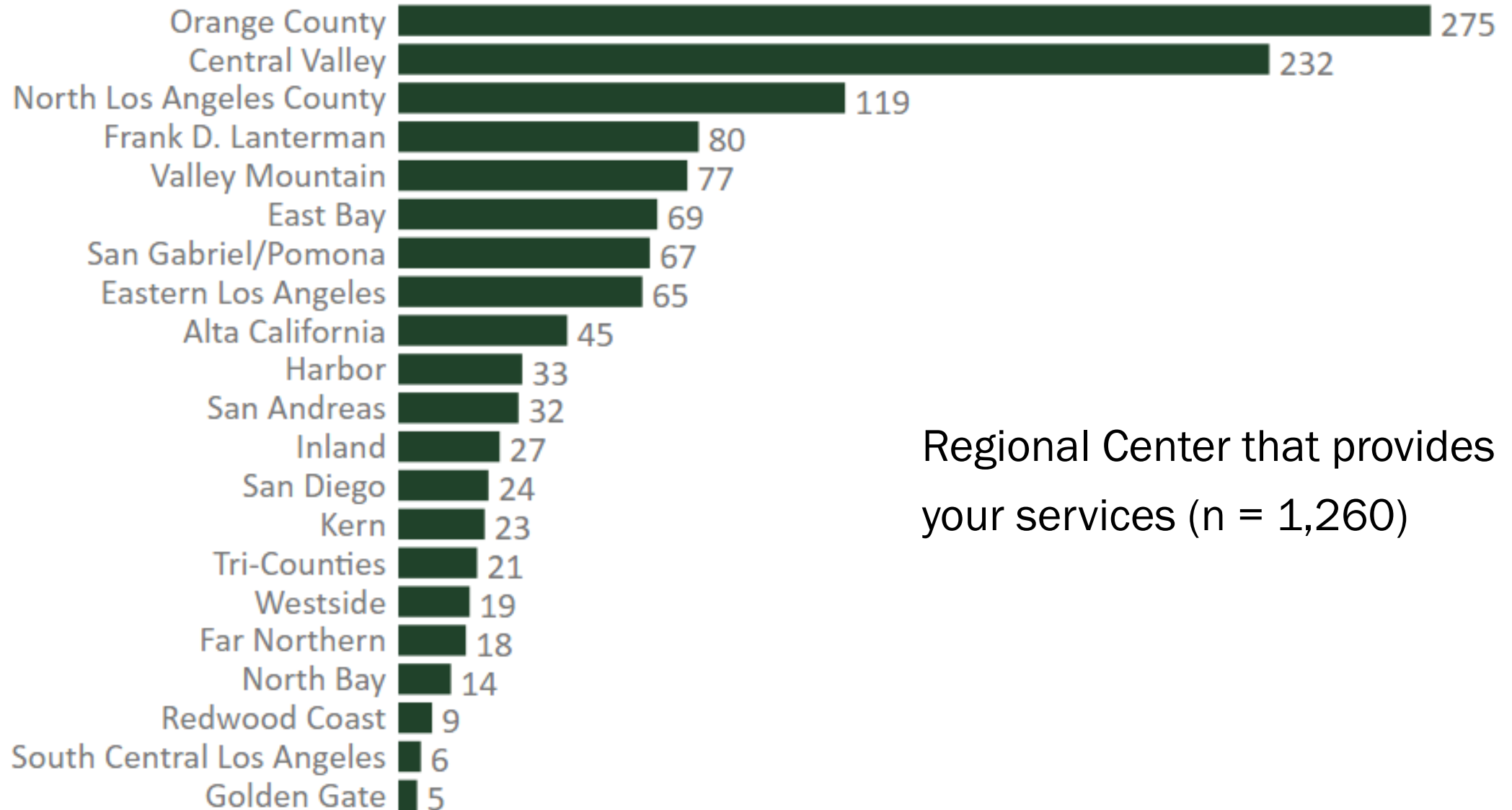
Is the city/town you live in:

- ☐ Urban (a city or metropolitan area with at least 50,000 people)
- ☐ Rural or Frontier (a city or town with fewer than 50,000 people)
- ☐ I don't know

Household income (n = 965)



Survey Respondents



Regional Center that provides
your services (n = 1,260)

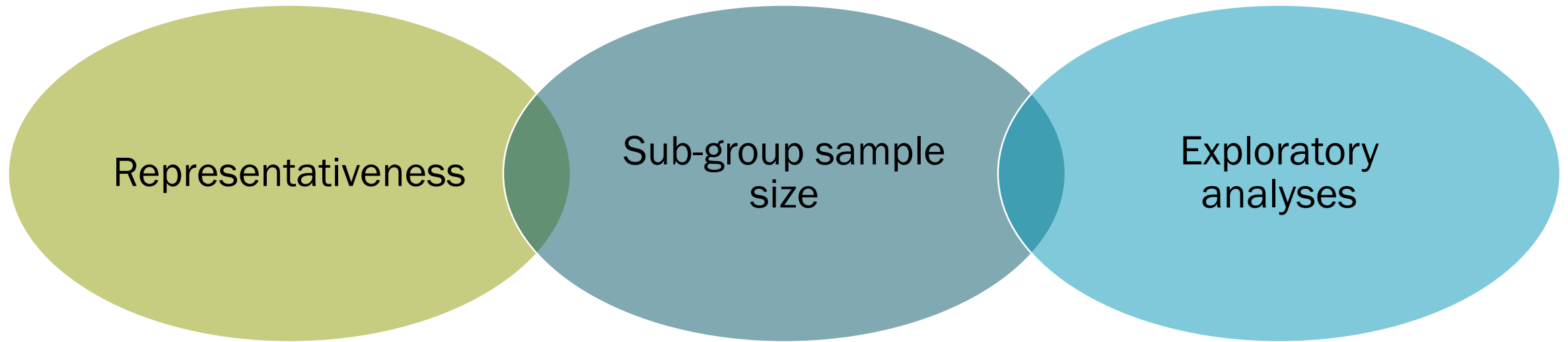
Survey Respondents

Services received (n = 891)



H = In-home supports
D = Day support
E = Employment support

Disclaimers



- Survey not standardized
- These data should be interpreted with caution, considered only exploratory and limited in nature
- We can learn from the findings, but should not generalize to all service recipients in California or to all services offered in service recipients' plans
- Survey does not distinguish between regional center funded services or services provided through other support systems

Ratings of different types of support

Rate how well staff in your home support you to:*

	Poor 	Fair 	Good 	I don't know/don't want to answer 
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Same questions repeated for home support, day support, and employment support

Ratings of different types of support





Rate how well staff in your home support you to:*

	Poor 	Fair 	Good 	I don't know/don't want to answer 
Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Same questions repeated for home support, day support, and employment support

Importance of different types of support





Is it important that staff in your home support you to: *

	Not Important 	Somewhat Important 	Very Important 	I don't know/don't want to answer 
Make my own choices about my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know about my rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate or speak up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be in charge of my personal support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get just the right help I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meet my basic needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be (more) independent in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Same questions repeated for home support, day support, and employment support

Importance of different types of support

Is it important that staff in your home support you to:*

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Manage my health and/or medical treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deal with emergencies/crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate in the way that I can	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get around in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do what I like to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have friendships/relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow my cultural beliefs and traditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Same questions repeated for home support, day support, and employment support

Ratings of support for autonomy

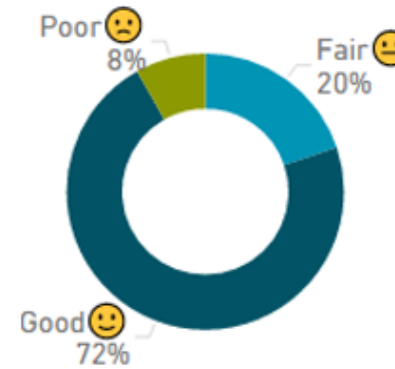
3-item measure of support for autonomy
While about 75% rate their support in these areas as “good,” we tested for differences between demographic variables

Significant differences between subgroups:

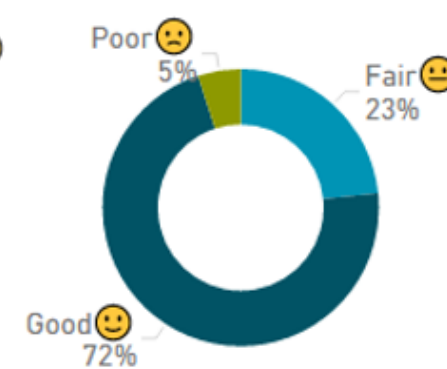
- Asian individuals rate their support lower than White individuals (in-home)
- Individuals living in their own home or family home rate their support lower than individuals in residential settings (day and employment)
- Individuals 18-34 rate their support lower than children and older adults (in-home)

Be in charge of my personal support

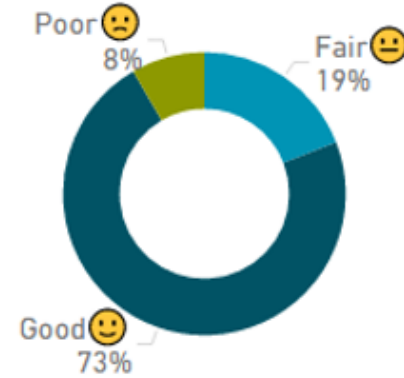
In-home support



Day support

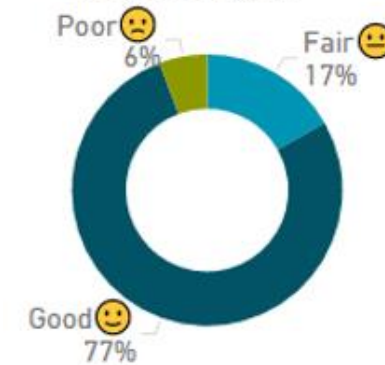


Employment support

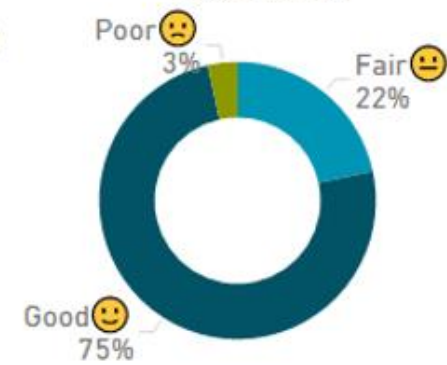


Make my own choices about my life

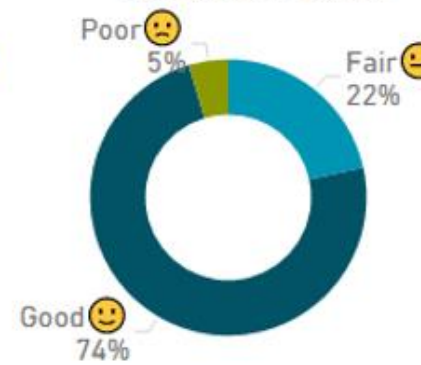
In-home support



Day support

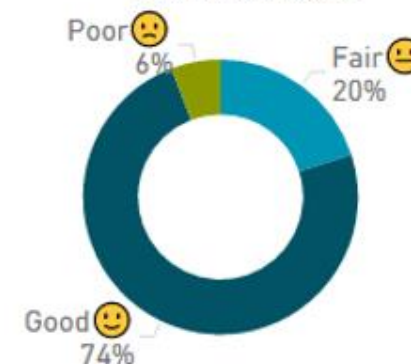


Employment support

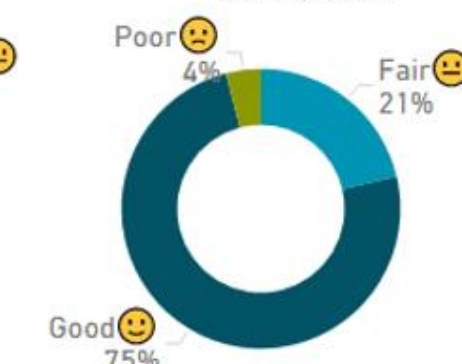


Do what I like to do

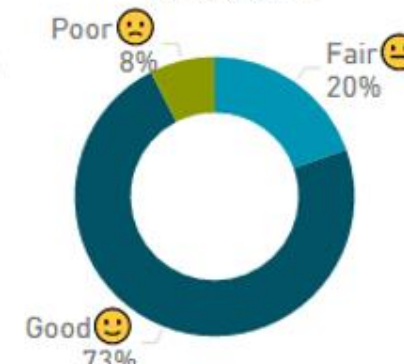
In-home support



Day support



Employment

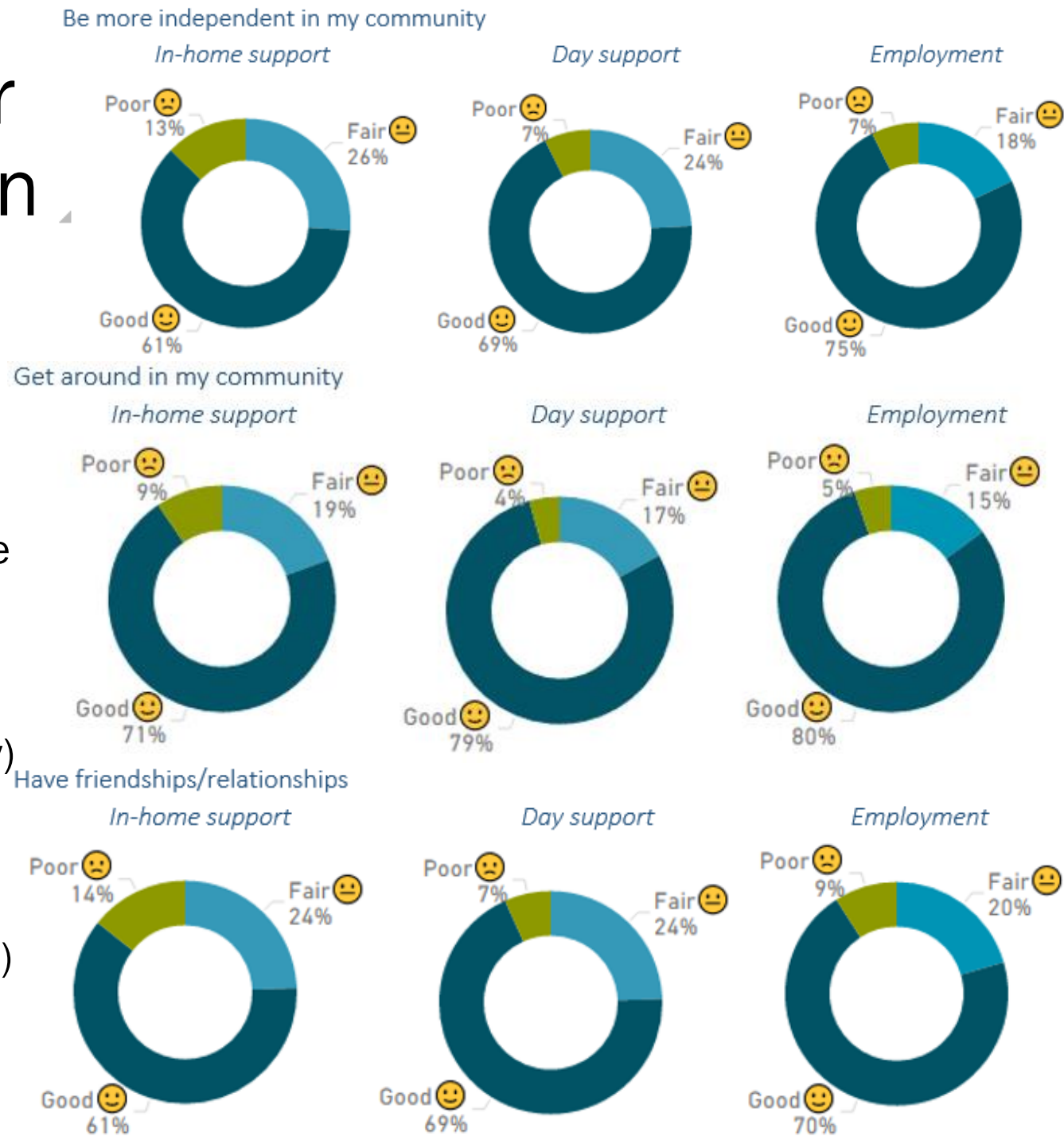


Ratings of support for community integration

3-item measure of support for community integration

Significant differences between subgroups:

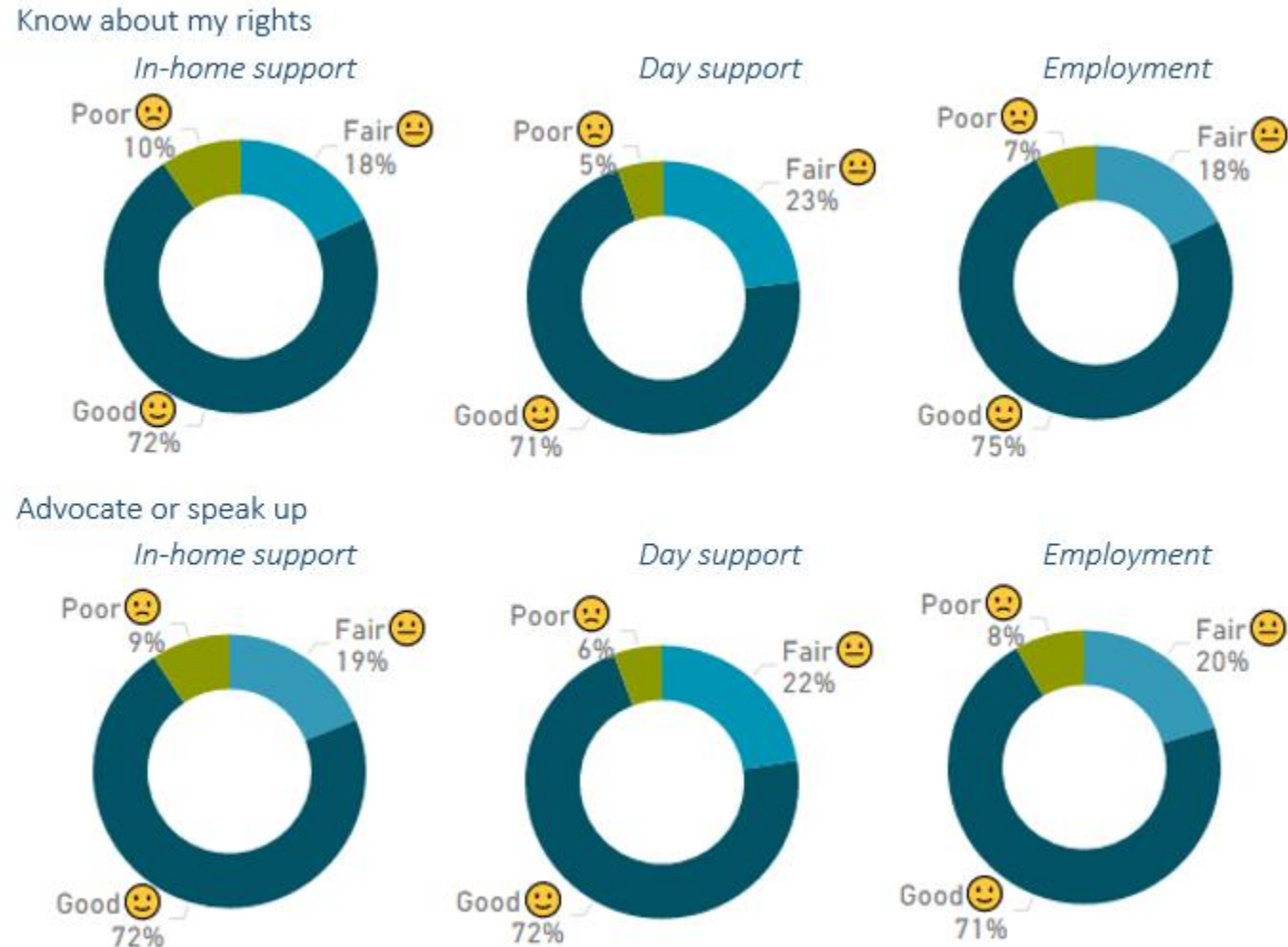
- Asian individuals rate their support lower than White and Latinx (day)
- Individuals living in their own home or family home rate their support lower than individuals in residential settings (day and employment)
- Individuals with moderate support need rate their support lower than individuals with high need (day)
- 18-34 year-olds rate their support lower than children and older adults (in-home)
- Non-English Non-Spanish speakers rate their support lower than English speakers (employment)
- Individuals receiving only employment rate their experiences lower than individuals receiving day and employment



Ratings of support for advocacy

2-item measure of support for advocacy
Significant differences between subgroups:

- Girls/women rate their support lower than boys/men (day)
- 18-34 year-olds rate their support lower than older adults (in-home)
- Individuals living in urban settings rate their support lower than individuals in rural settings (day)

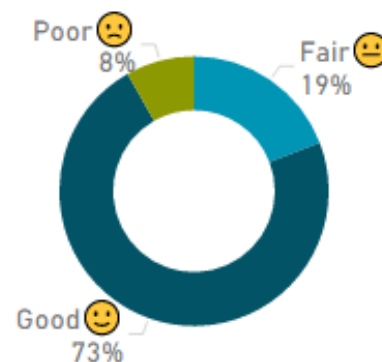


Ratings of support for basic needs

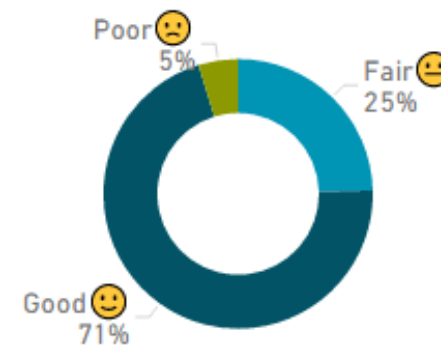
6-item measure of support for community integration (continued on next slide)

Get just the right help I need

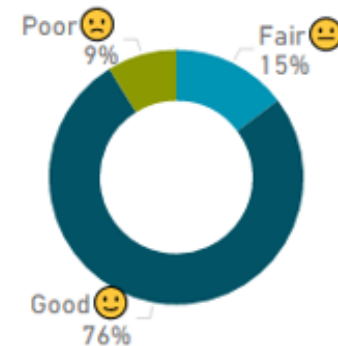
In-home support



Day support

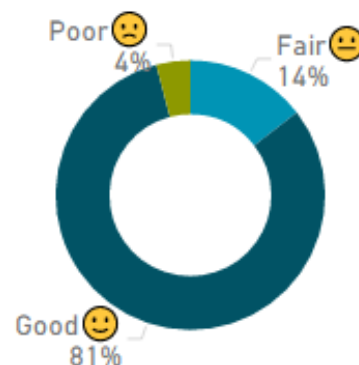


Employment

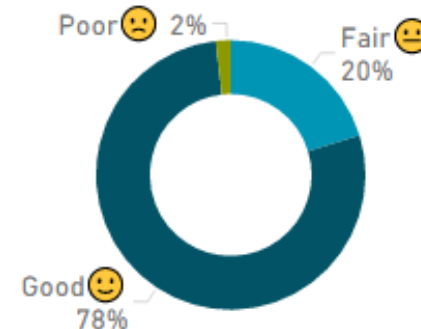


Meet my basic needs

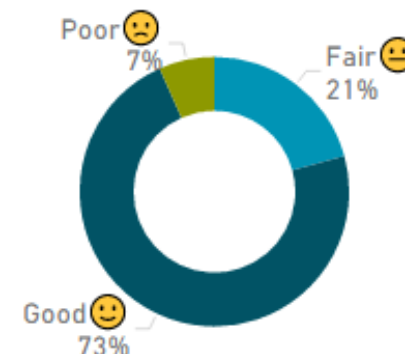
In-home support



Day support

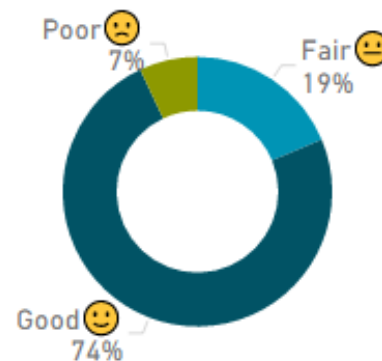


Employment

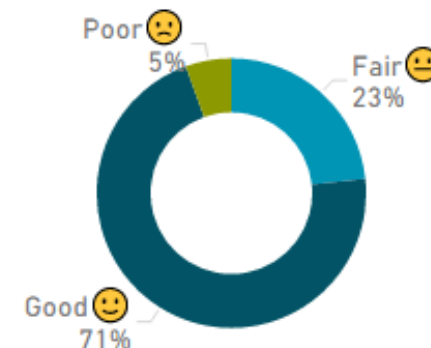


Manage my health and/or medical treatments

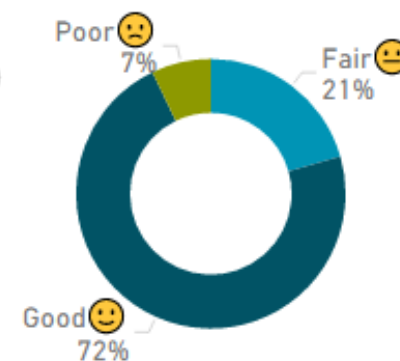
In-home support



Day support



Employment



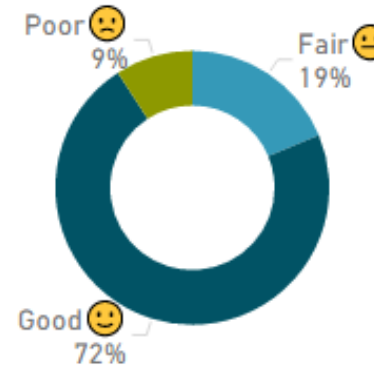
Ratings of support for basic needs

Significant differences between subgroups:

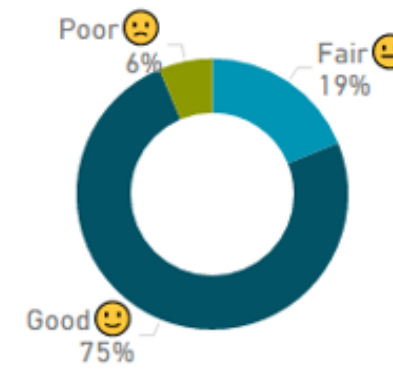
- Individuals living in their own home or family home rate their support lower than individuals in residential settings (employment)
- 18-34 year-olds rate their support lower than older adults (in-home)

Deal with emergencies/crises

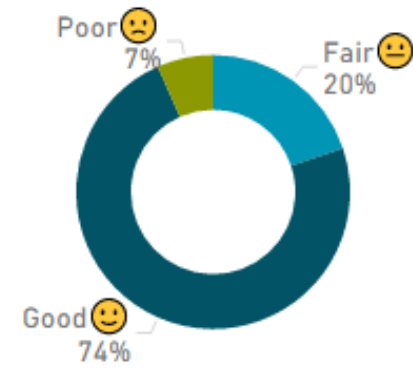
In-home support



Day support

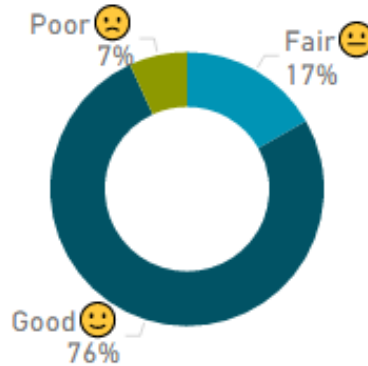


Employment

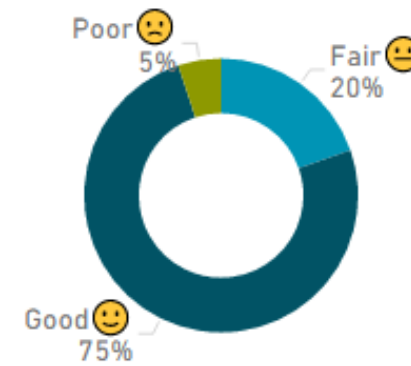


Communicate in the way that I can

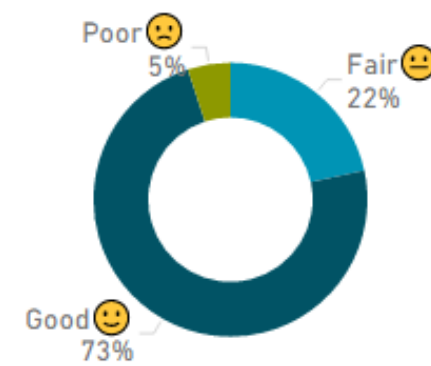
In-home support



Day support

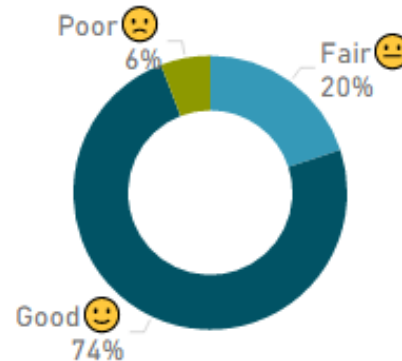


Employment

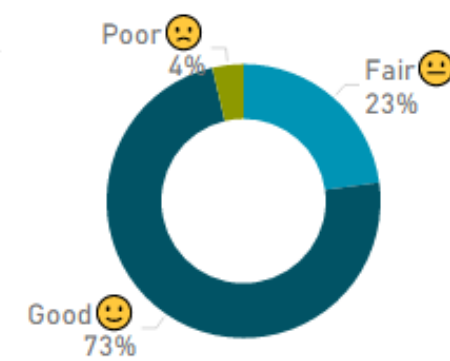


Follow my cultural beliefs and traditions

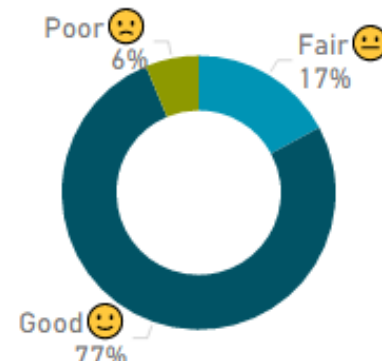
In-home support



Day support



Employment







Ratings of experiences with system navigation

Rate your experiences with:

	Poor 	Fair 	Good 	I don't know/don't want to answer 
Becoming eligible for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting information about available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding available services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding trained staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who show up regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff that speak my language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding staff who are a good fit for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ratings of experiences with system navigation

Rate your experiences with:

	Poor 	Fair 	Good 	I don't know/ don't want to answer 
Choosing my staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing my staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping good staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping a good agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling safe with my staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff respecting me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting specialized services (e.g., therapies, nursing, behavior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliable transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

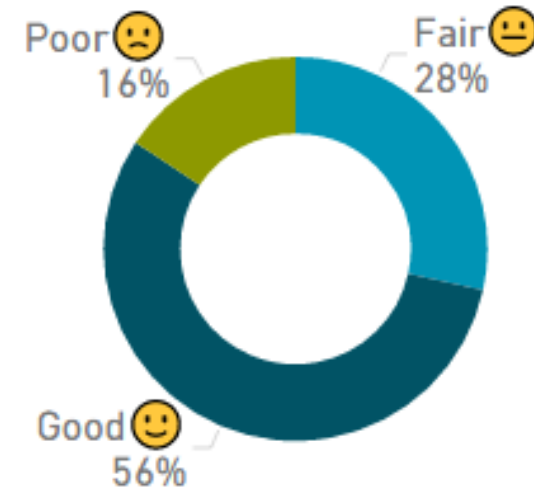
Experiences with system information/access

2-item measure of system information/access

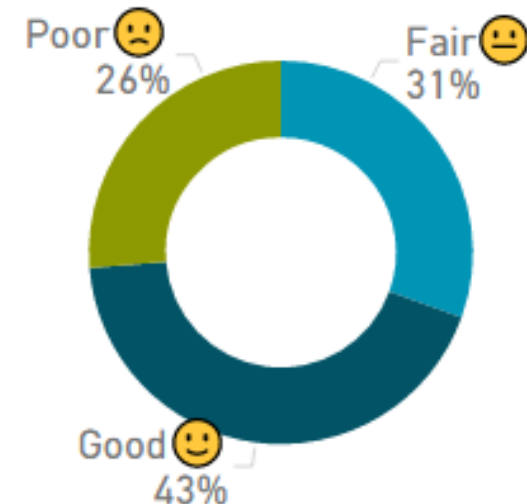
Many subgroup significant differences:

- Latinx individuals have better experiences than Asian individuals and “other” individuals
- Boys/men have better experiences than girls/women
- Individuals in residential settings have better experiences than individuals in their own home
- Individuals with low support need have better experiences than individuals with high/extraordinary behavioral support need
- Individuals receiving day and/or employment support have better experiences than individuals receiving only in-home support
- Older adults have better experiences than 18-24 and under 18 year-olds
- Individuals with English preference have better experiences than individuals with a non-English and non-Spanish language preference

Becoming eligible for services



Knowing about available services



Experiences with staff/services access

5-item measure of staff/services access

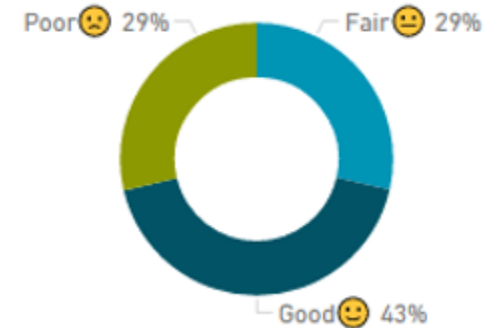
Subgroup significant differences:

- White, Latinx, and Black individuals have better experiences than Asian individuals and “other” individuals
- Individuals in residential settings have better experiences than individuals in their own or family home
- Individuals receiving day and/or employment support have better experiences than individuals receiving only in-home support
- Older adults have better experiences than 18-24 and under 18 year-olds

Finding available services



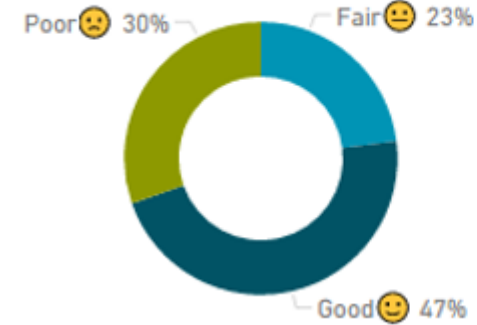
Finding qualified staff



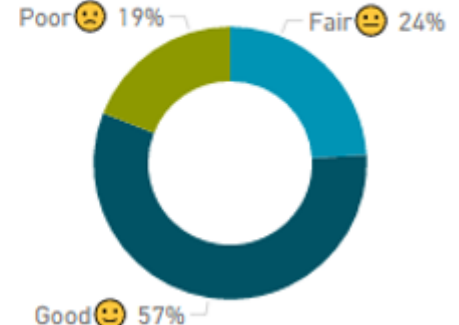
Finding reliable staff



Getting specialized services



Reliable transportation

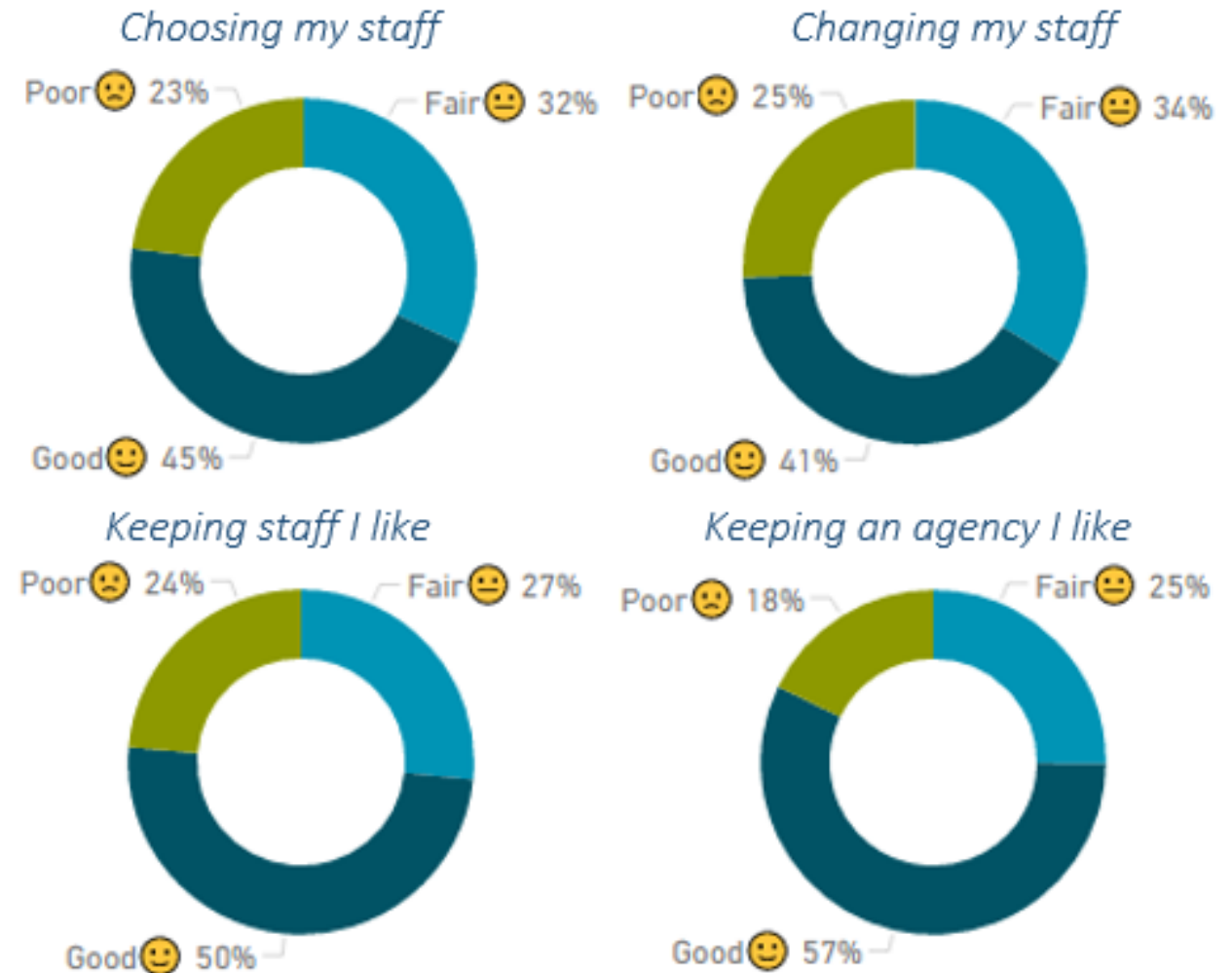


Experiences with staff/services choice

4-item measure of staff/services choice

Subgroup significant differences:

- Latinx and Black individuals have better experiences than Asian individuals and “other” individuals
- Individuals receiving day and/or employment support have better experiences than individuals receiving only in-home support
- Older adults have better experiences than 18-24 and under 18 year-olds



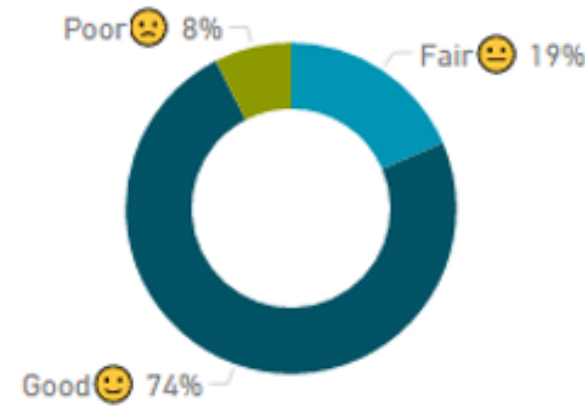
Experiences with staff/services competencies

4-item measure of staff/services competencies

Subgroup significant differences:

- White or Latinx individuals have better experiences than Asian individuals and “other” individuals
- Individuals in residential settings have better experiences than individuals in their own or family home
- Individuals with low/moderate support need have better experiences than individuals with high/extraordinary behavioral support need
- Individuals receiving day and/or employment support have better experiences than individuals receiving only in-home support
- Older adults have better experiences than 18-24 and under 18 year-olds

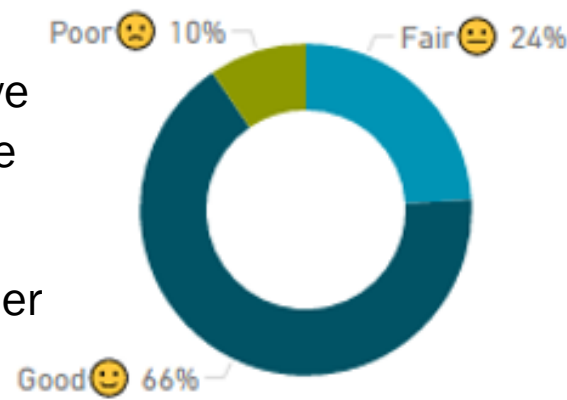
Finding staff that speak my language



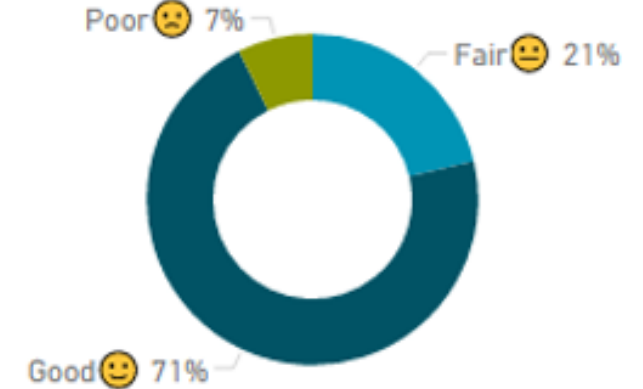
Finding staff who are a good fit for me



Feeling safe with my staff



Staff respecting me



Respondent comments

Is there anything else you want us to know about your family member's services?

People with disabilities “should be allowed to interview at least 3 staff and given the right to choose who to work with instead of just sending whomever the agency wants.”

“Our son has CP, and it has been a fight to find any services – housing, employment, post-secondary support – that seem available for people with other types of disabilities...”

“I am very happy with my services.”

“It is difficult to find staff. We had to wait 18 months without a program because the program we wanted didn't have staff.”

“Reliable staff is not easy to find and hire.”

“Very very difficult to find supportive staff and even harder to find services!”

Respondent comments

Is there anything else you want us to know about your family member's services?

“My family member requires 1:1 attention at day program. For this reason, no day program [is] accepting her. I try to find a one-to-one for a tailored day program, but the pay rate is so low that it's impossible to find a person to support her.”

“Not enough choice! I want self-determination!”

Summary of findings

For the most part, respondents are pleased with the support they receive (about 75% of respondents rate their staff as “good”)

Approximately half of respondents have had good experiences accessing the system and staff. Areas with “good” ratings lower than 50% are:

- knowing about the system
- finding services, quality staff, or getting specialized services; and
- choosing or changing staff

Some subgroups have lower ratings of their staff/services and experiences, including:

- Asians and other racial/ethnic minorities
- Transition-age adults
- Individuals receiving only in-home support
- Individuals living at home with family
- Individuals with high or extraordinary behavioral support need

How might these findings inform policy?

What can help to improve knowledge about the system?

What can help to support people have higher quality of staff, get appropriate specialized services, or access services?

What can help to support people to choose or change their staff?

What can help to better support specific groups of people (e.g., gender, race/ethnicity, residential setting)?

Any other ways these results might inform the study?

PUBLIC MEETINGS



Public Meetings

Purpose: to present survey summary and provide individuals with IDD and their families opportunity to provide input regarding the DDS vendor rate study

Meetings planned throughout the state


Topics for public comment meetings

- Findings from survey
- General information about services and desired outcomes
- Meant for people with disabilities and their families



Meeting content

- Share information about why DDS is engaged in the rate study
- Provide survey results and discuss how it informed the rate study
- Offer opportunities to contribute ideas/thoughts
- Let people know where to go for more information or how to provide written input
- Answer questions



Meeting (Dec 2018) discussion points

- Participants

We are planning for people with developmental disabilities and families.

How do we help to promote the voice of people with developmental disabilities?

- Language

Should we consider other languages for specific sessions? How can we make language more accessible?

- Outreach

What ideas do you have for getting people to participate?

- Input

Should we consider other means to provide feedback?

DISCUSSION



The rate study

The B&A team is helping DDS with a rate study as required by ABX2-1 (2nd Ex. Sess., ch. 3, Cal. Stat. 2016) “...*addressing the sustainability, quality, and transparency of community-based services...*” The rate methodology is being developed to be:

- Transparent
- Sustainable
- Inclusive of stakeholder feedback
- Outcome focused
- Provider capacity
- Simplify services

Next steps

- Use your feedback to provide input to the rate study
- Finalize materials for public comment
- Schedule statewide consumer and family meetings

Please contact us anytime if you have any additional thoughts, ideas, or concerns! Your perspective is invaluable to this process. Email Jami at jpetnerarrey@hsri.org.

Thank you

