

Individual Interview Results

December 2017

Developmental Disabilities Administration

Residential Quality Assurance

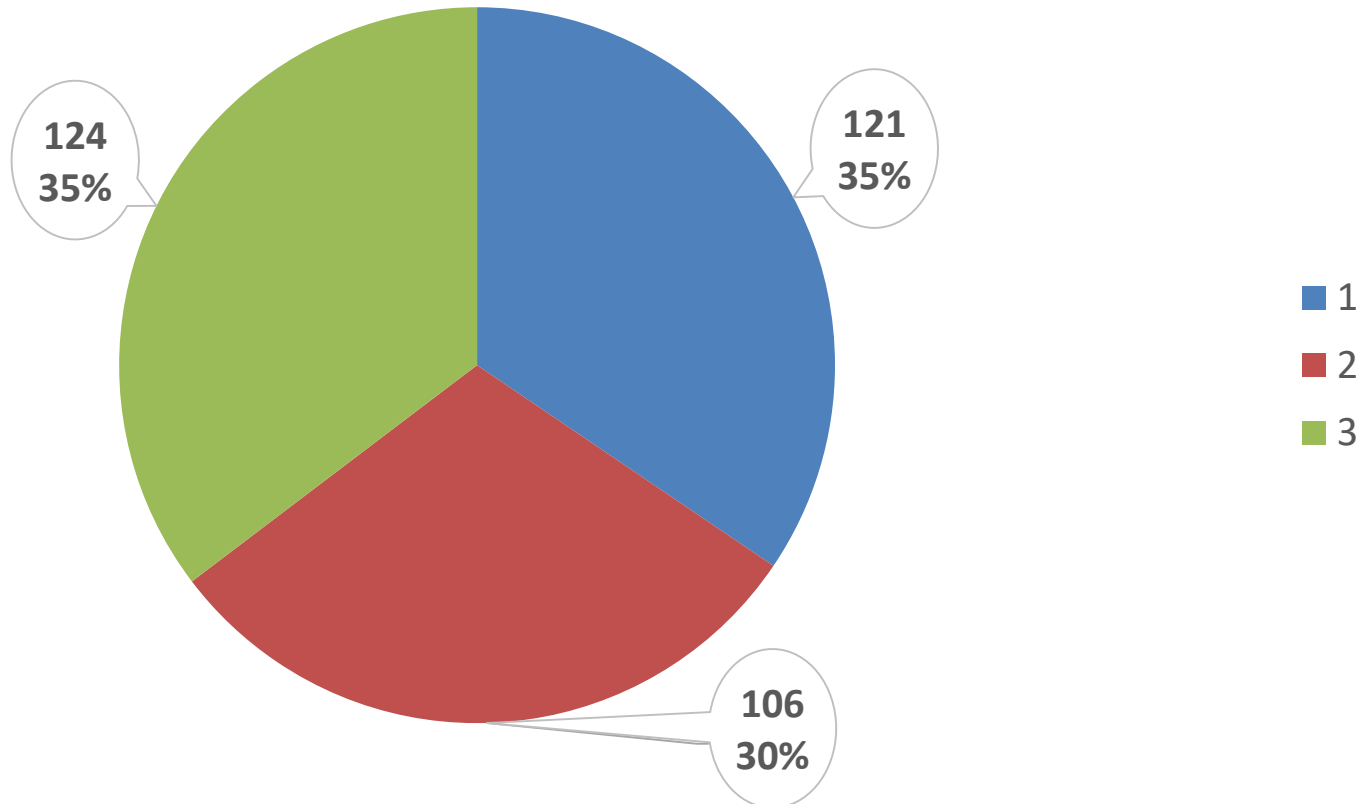
Individual Interviews

Random sample

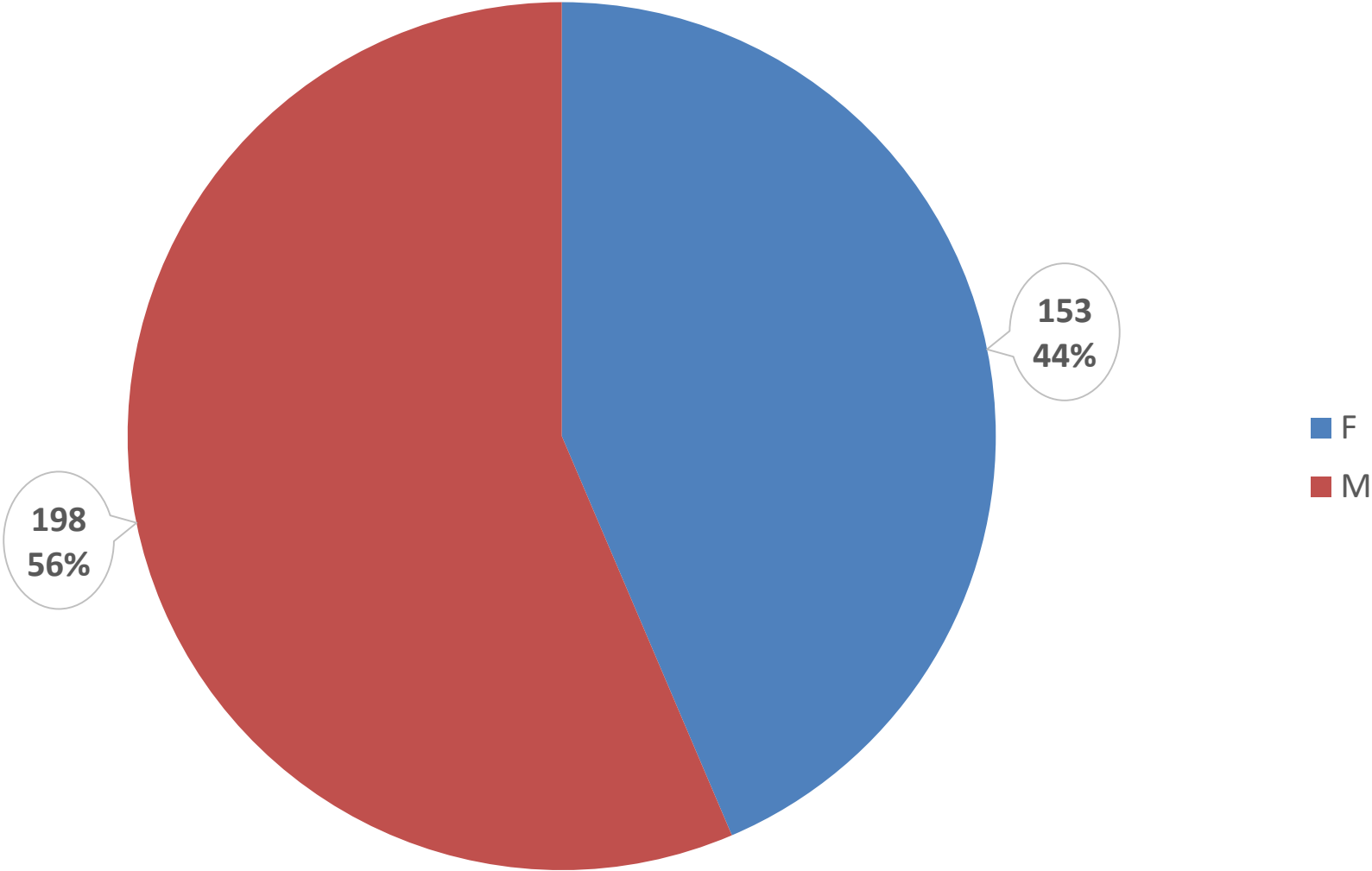
- 351 developmental disabilities administration DDA clients receiving Supported Living and Group Home services
- In-person interviews: July through December 2017
- Individual responses only included if interviewer determined person was able to provide a meaningful response

While each region had a significant number of people interviewed, the number in each region is not large enough to draw statistical conclusions by Region

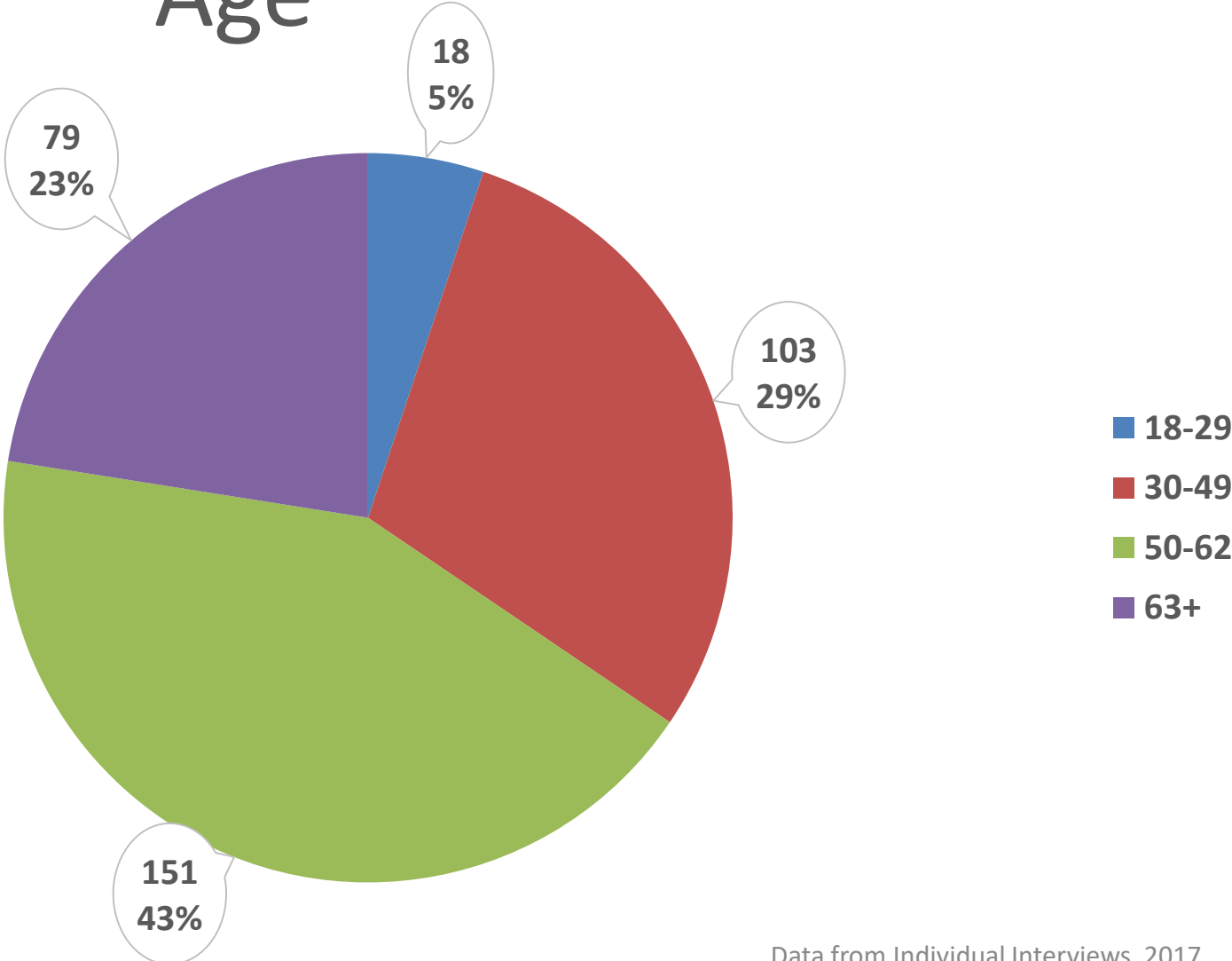
Region



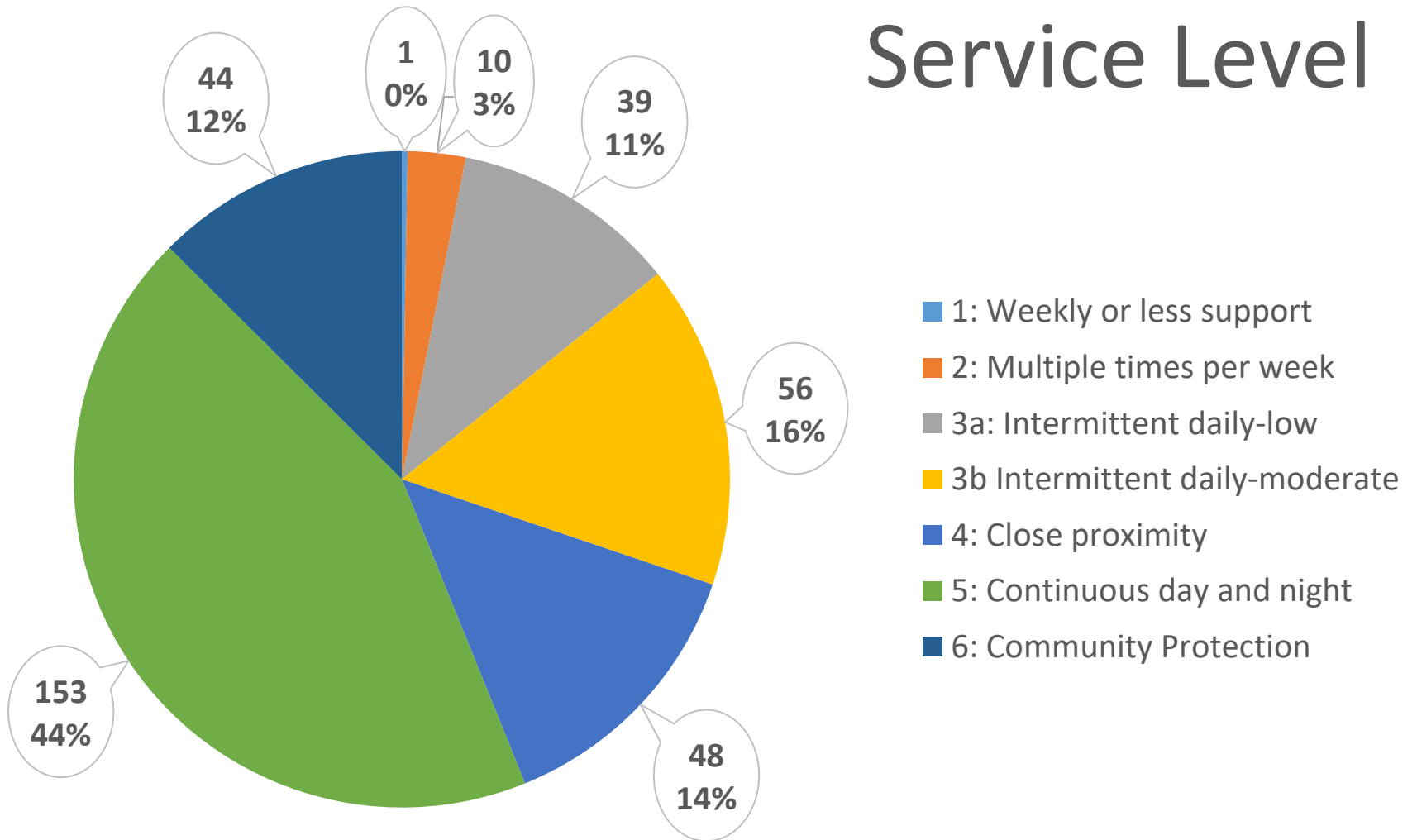
Gender



Age

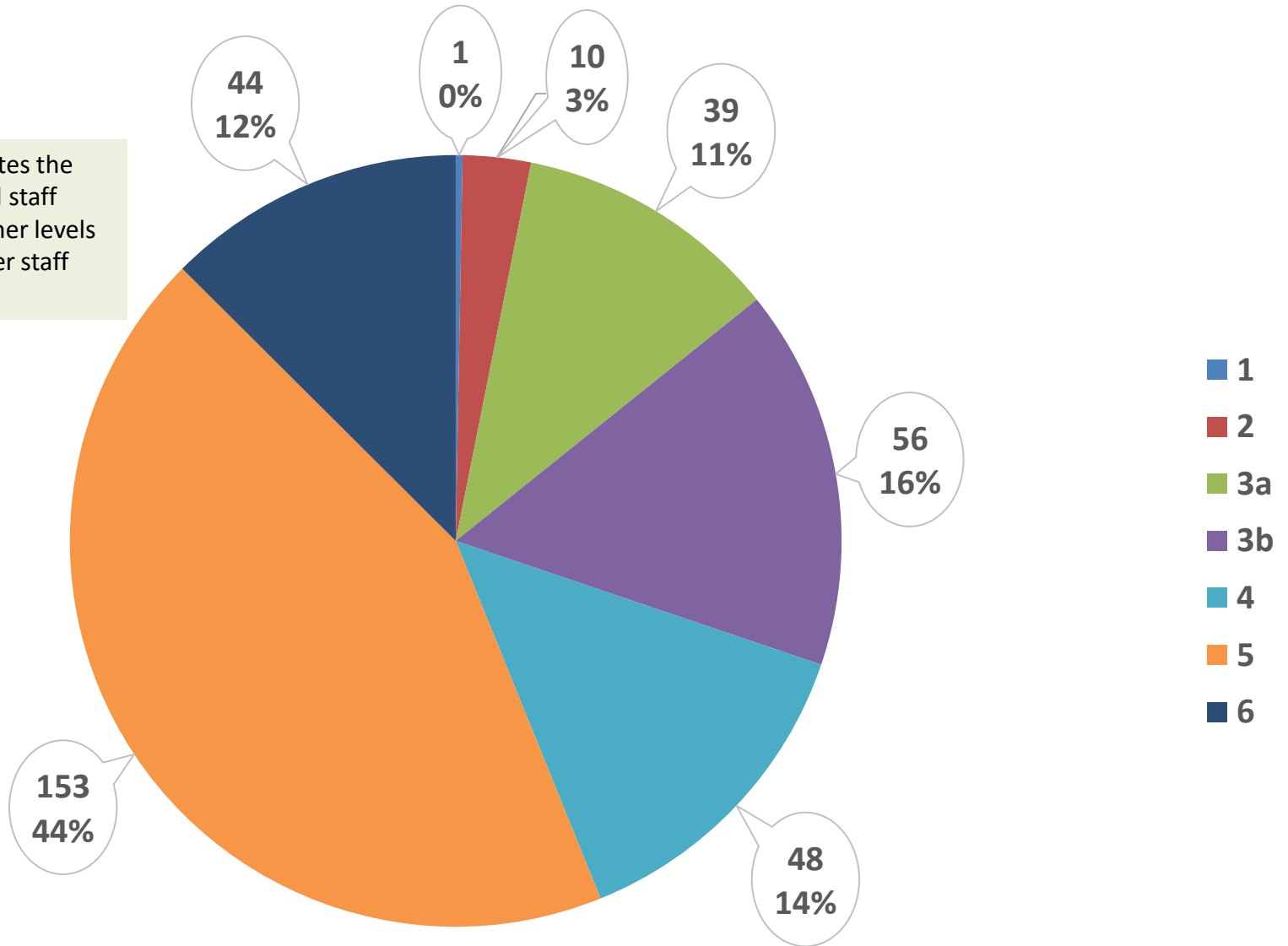


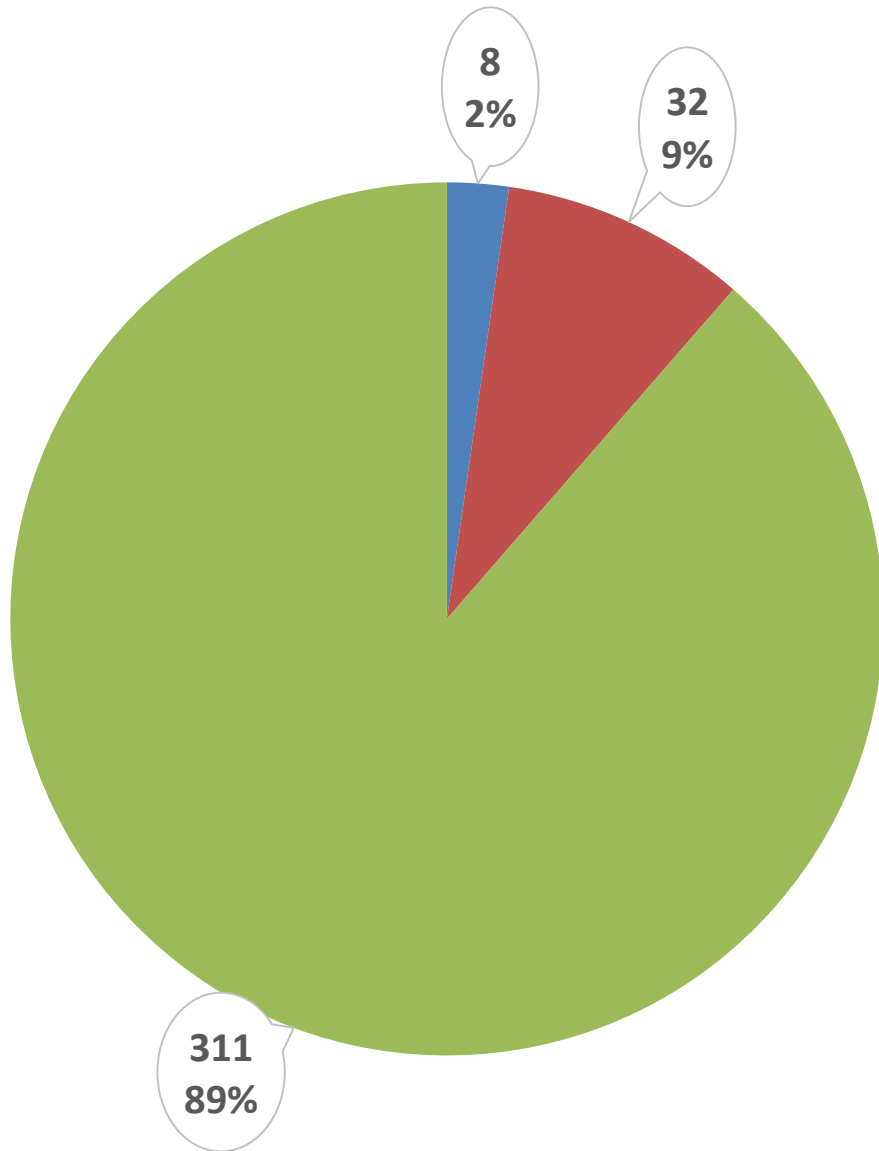
Service Level



Service Level

Service Level indicates the amount of assessed staff support need – higher levels correlate with higher staff support

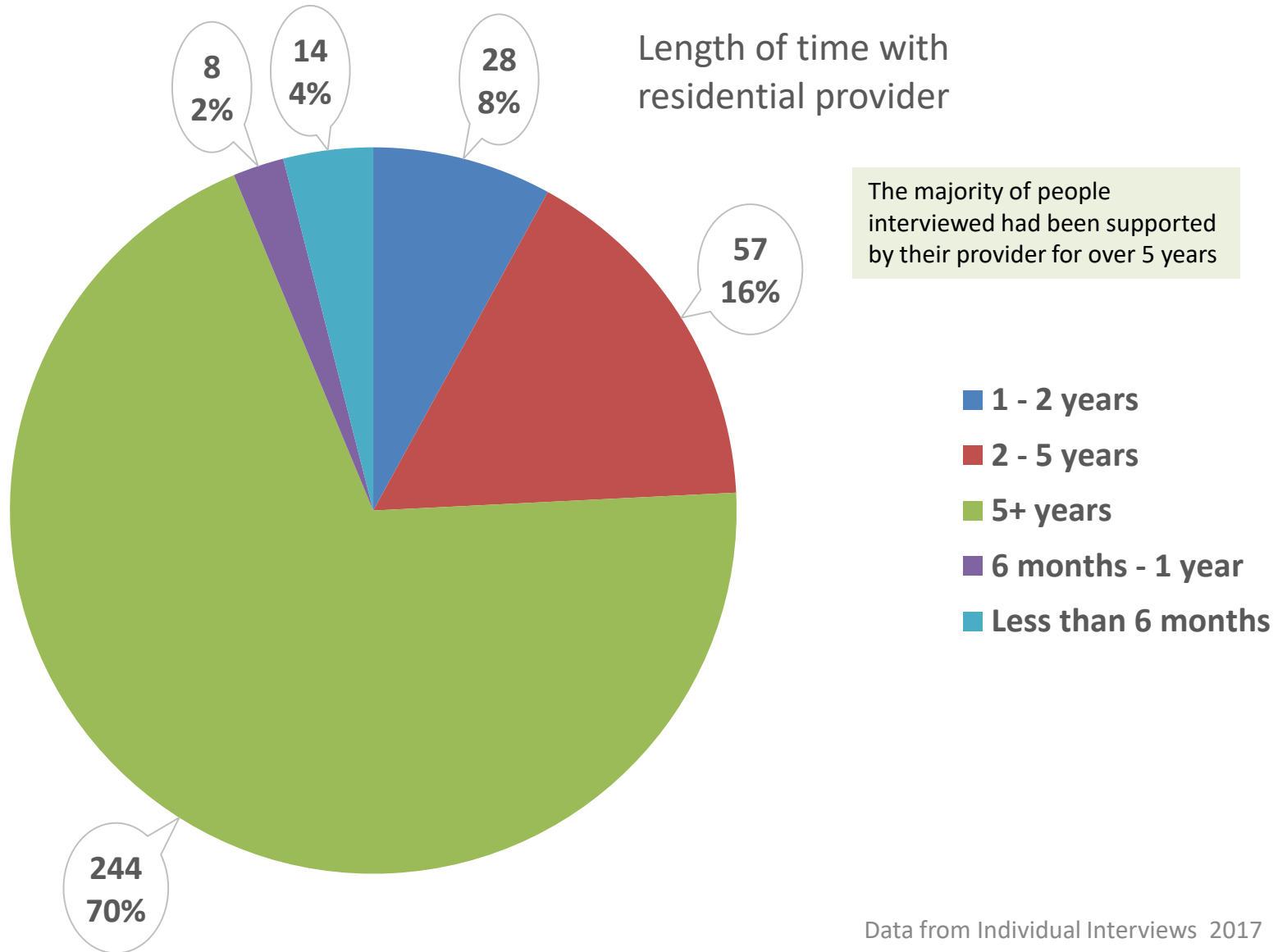




Representative Payee

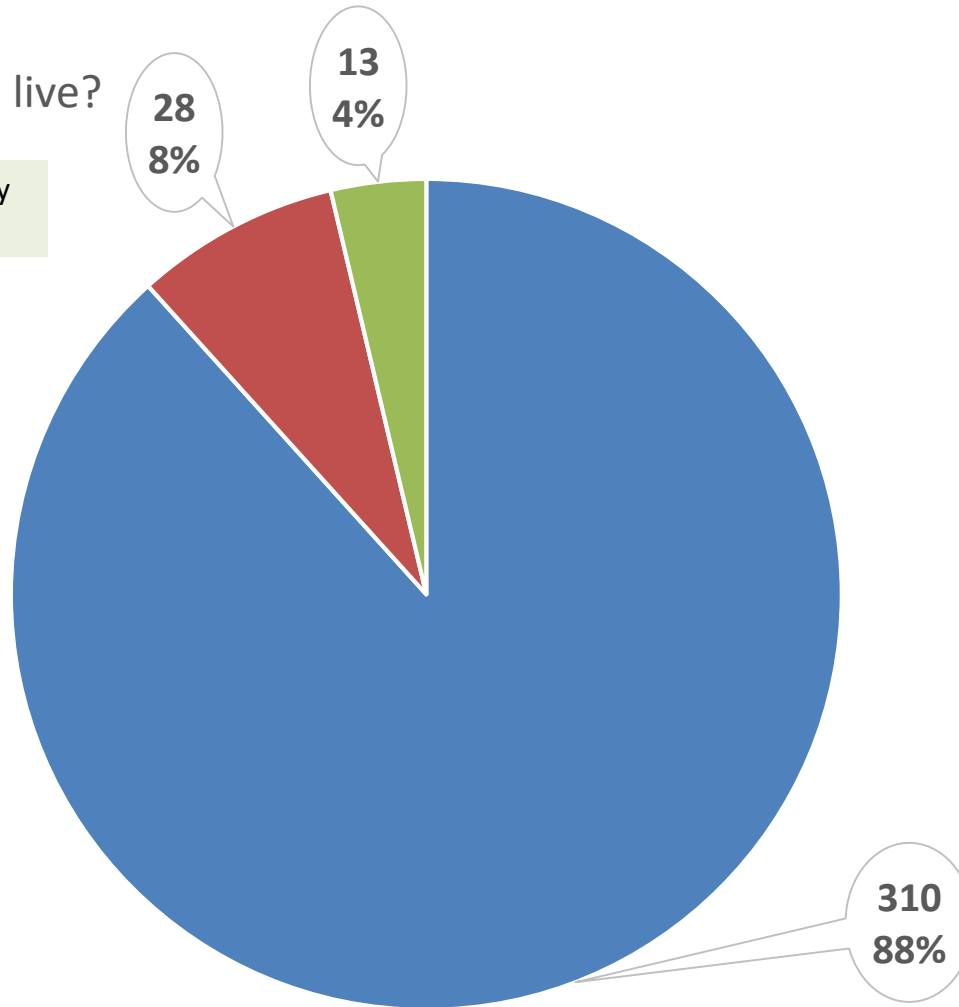
The majority of the time, the Service Provider is also the Representative Payee. Assisting people to manage their finances is a part of Supported Living services

- None (individual is own Rep Payee)
- Other person or entity is Rep Payee
- Residential Agency



Do you like where you live?

Most people indicated that they liked where they lived



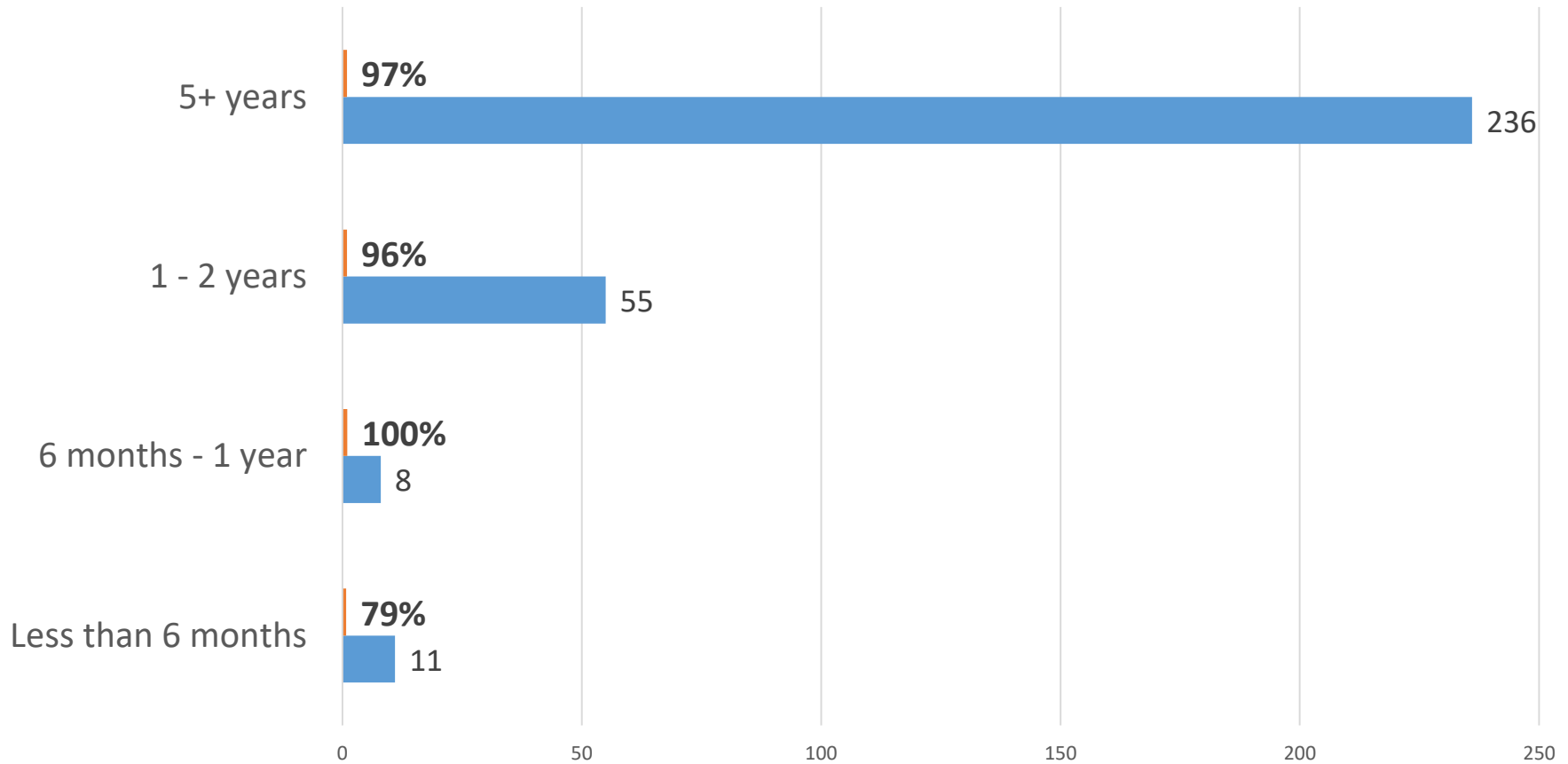
■ Yes, likes home

■ In-between / don't know

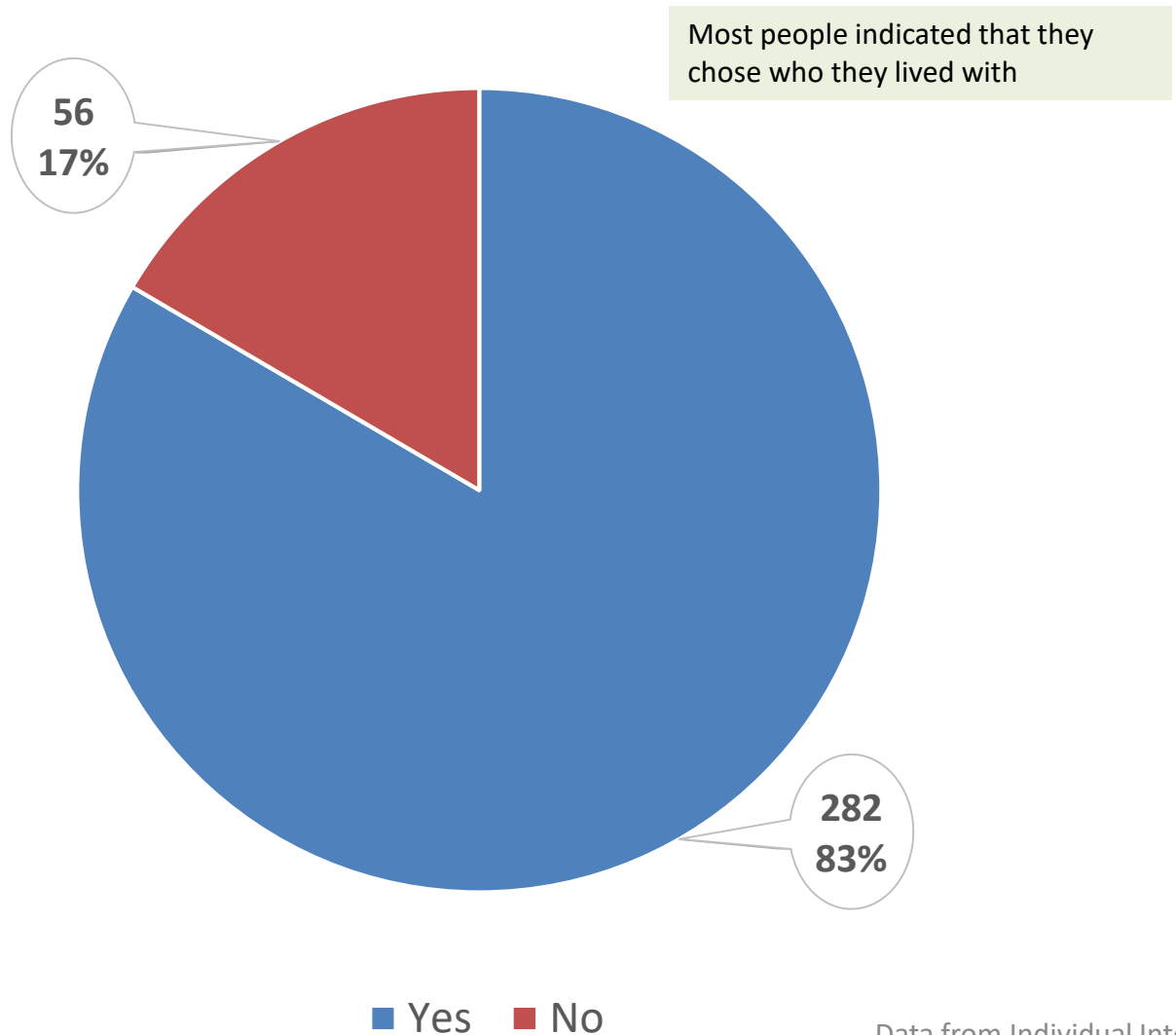
■ Does not like home

*Sample size for people in each category not large enough to draw definitive statistical conclusion

Do you like where you live? Answered 'Yes' or 'Somewhat'

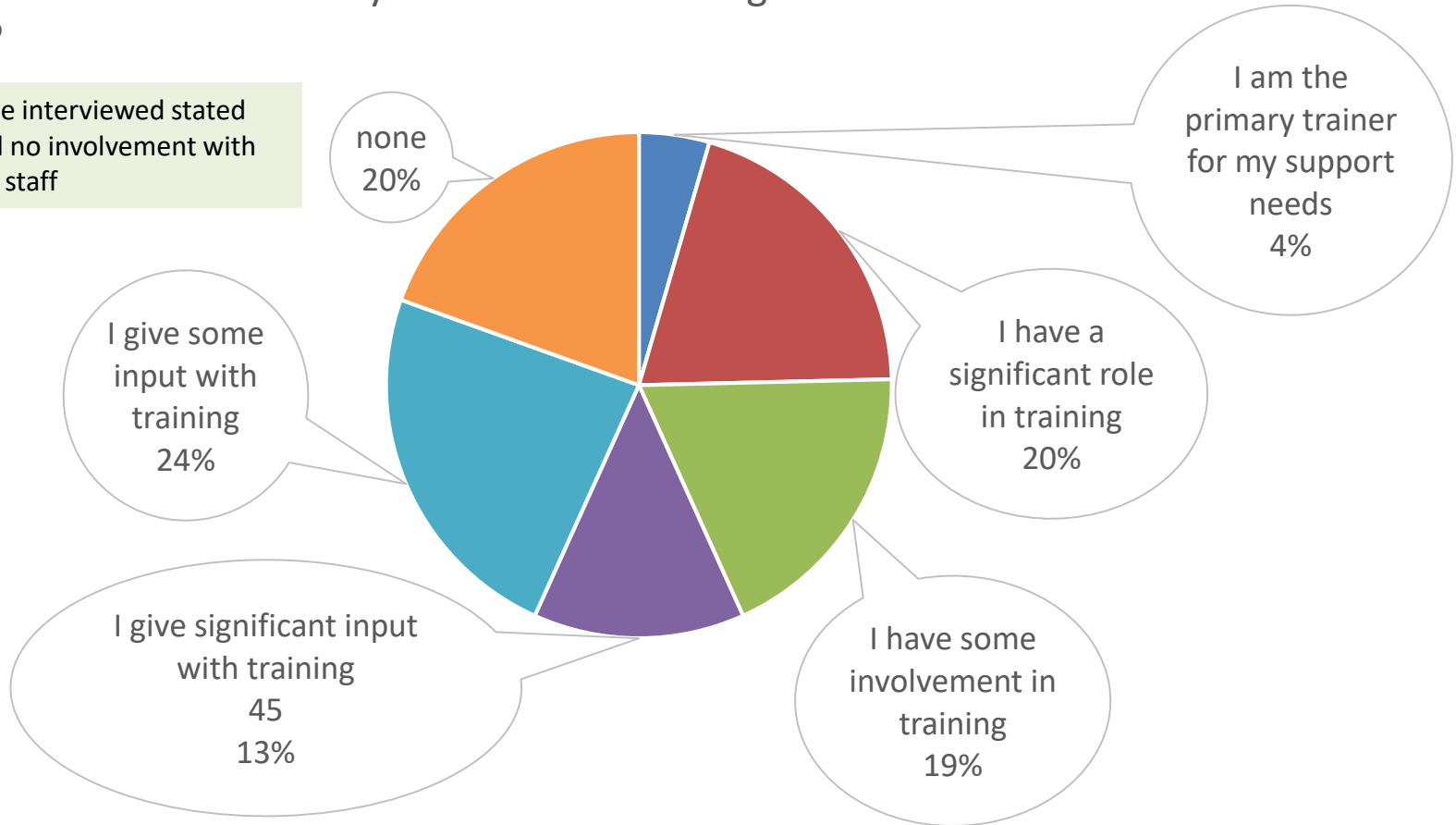


If you live with others, did you choose the people you live with? If you live by yourself, did you choose to do so?



What level of involvement do you have with training staff who will work with you?

20% of people interviewed stated that they had no involvement with training their staff



■ I am the primary trainer for my support needs

■ I have a significant role in training

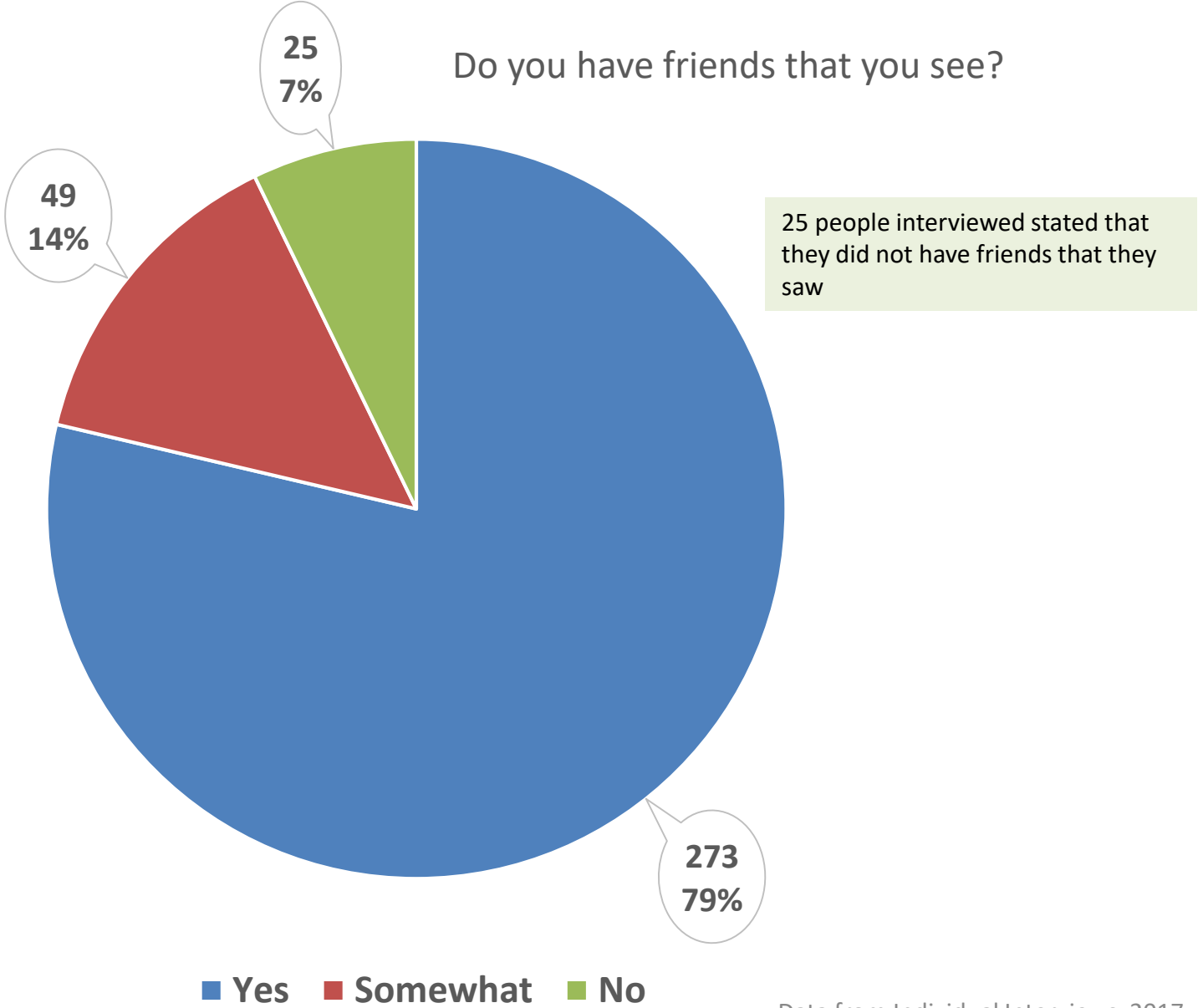
■ I have some involvement in training

■ I give significant input with training

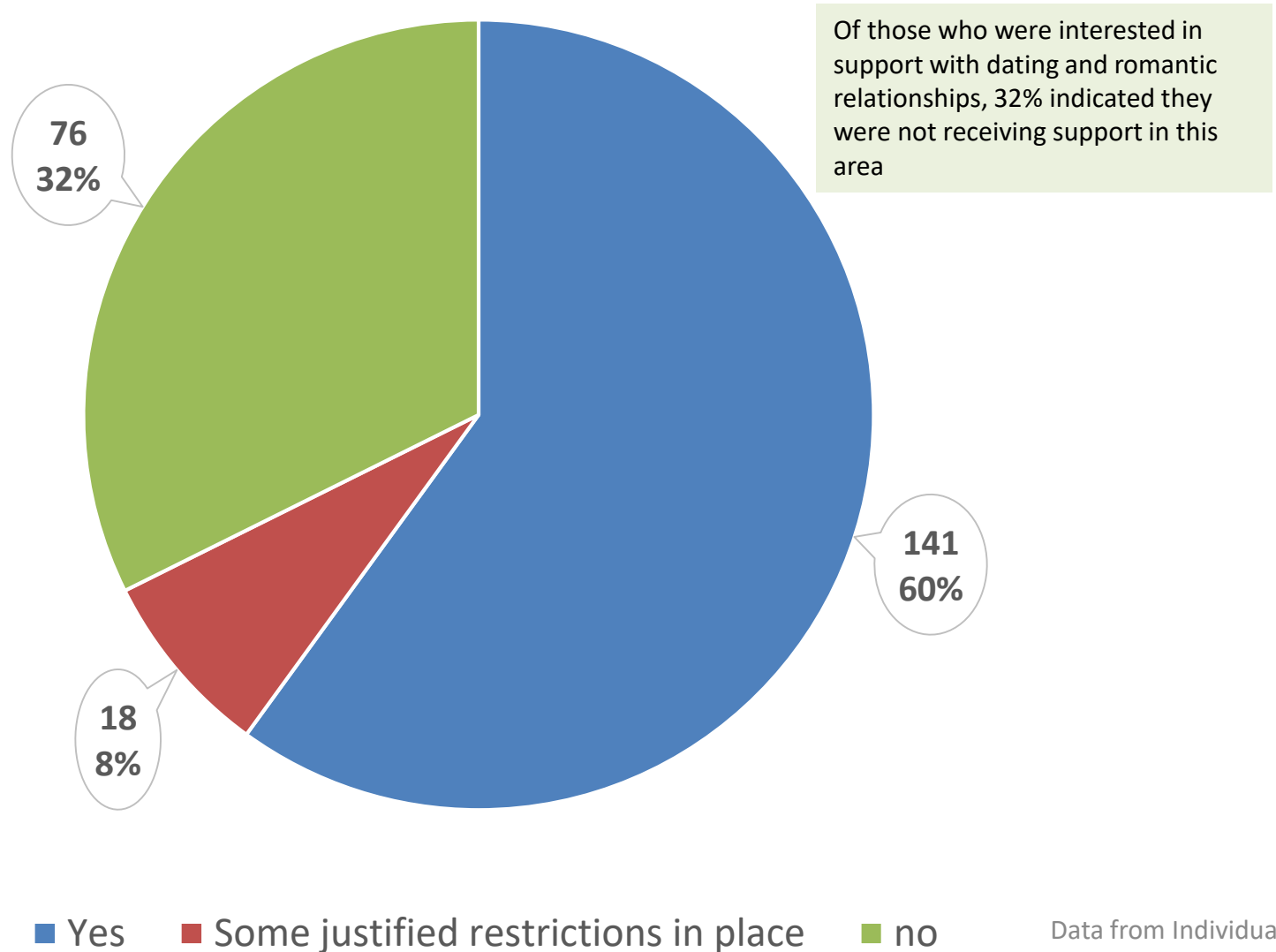
■ I give some input with training

■ none

Do you have friends that you see?



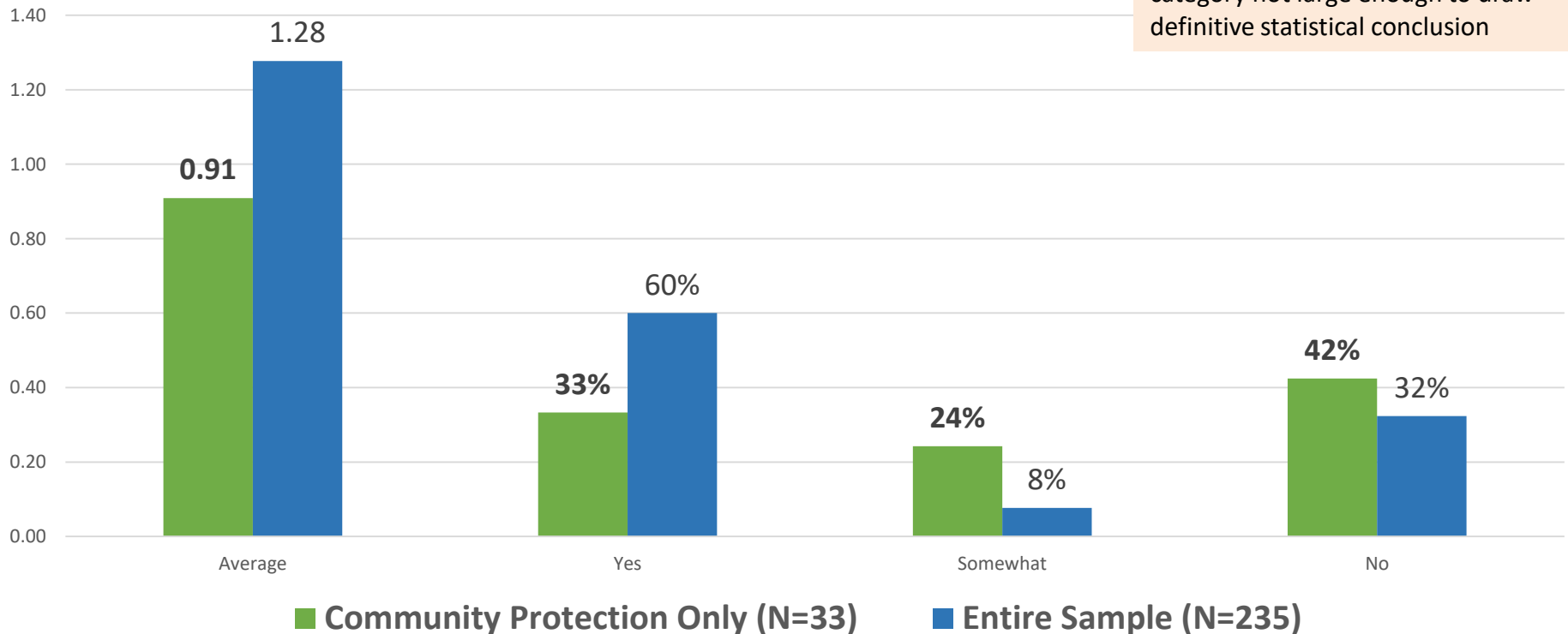
Are you supported in the area of dating and romantic relationships?



People interviewed who were in the Community Protection program indicated that they received less support in this area than the average from all persons interviewed

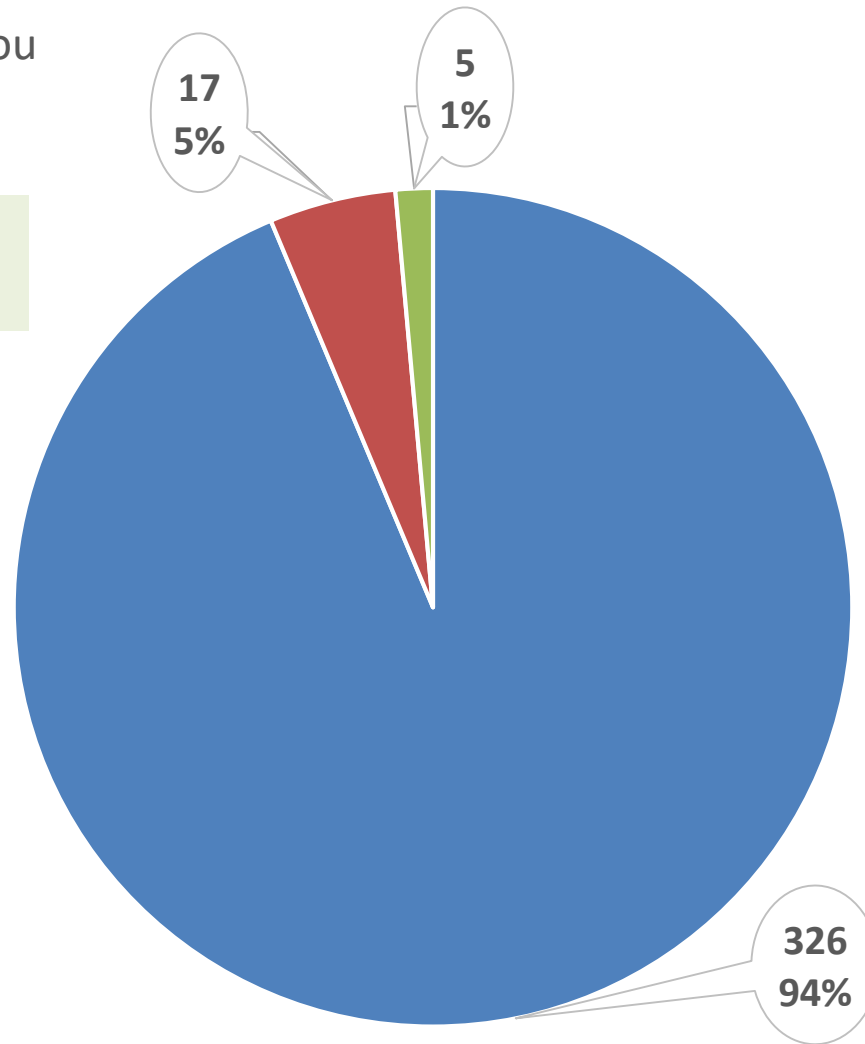
Are you supported in the area of dating and romantic relationships? Comparison CP Program to full sample*

*Sample size for people in each category not large enough to draw definitive statistical conclusion



Does the staff treat you with respect?

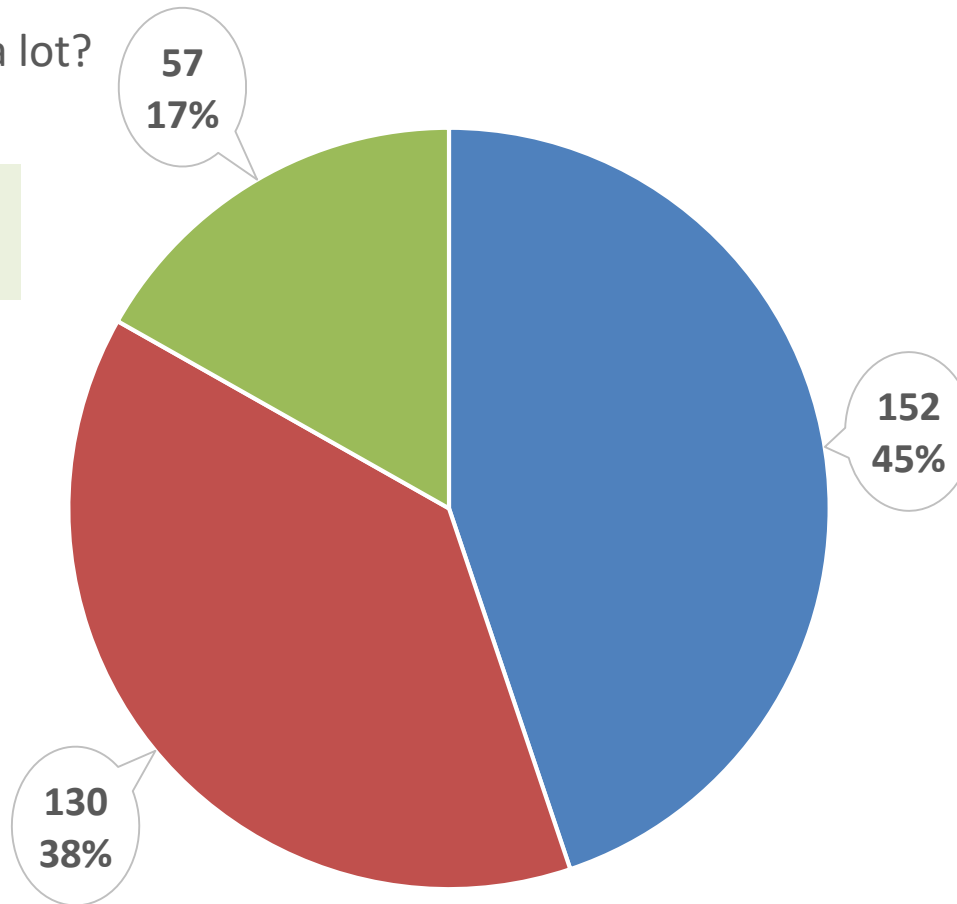
The majority of people interviewed said their staff treated them with respect



■ Yes ■ Somewhat ■ No

Do your staff change a lot?

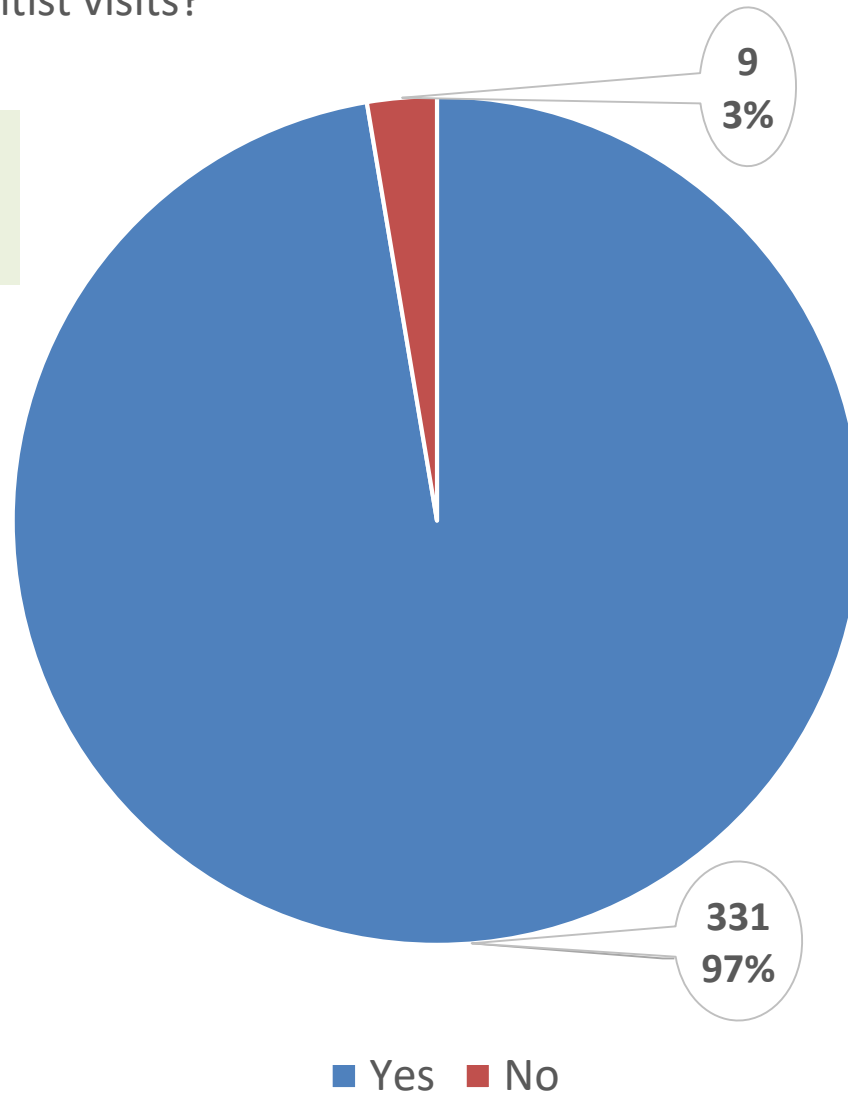
17% of people interviewed indicated that staff turnover was a problem for them



- Have not had staff turnover in a long time
- Some, there is staff turnover but it is not a problem
- Yes

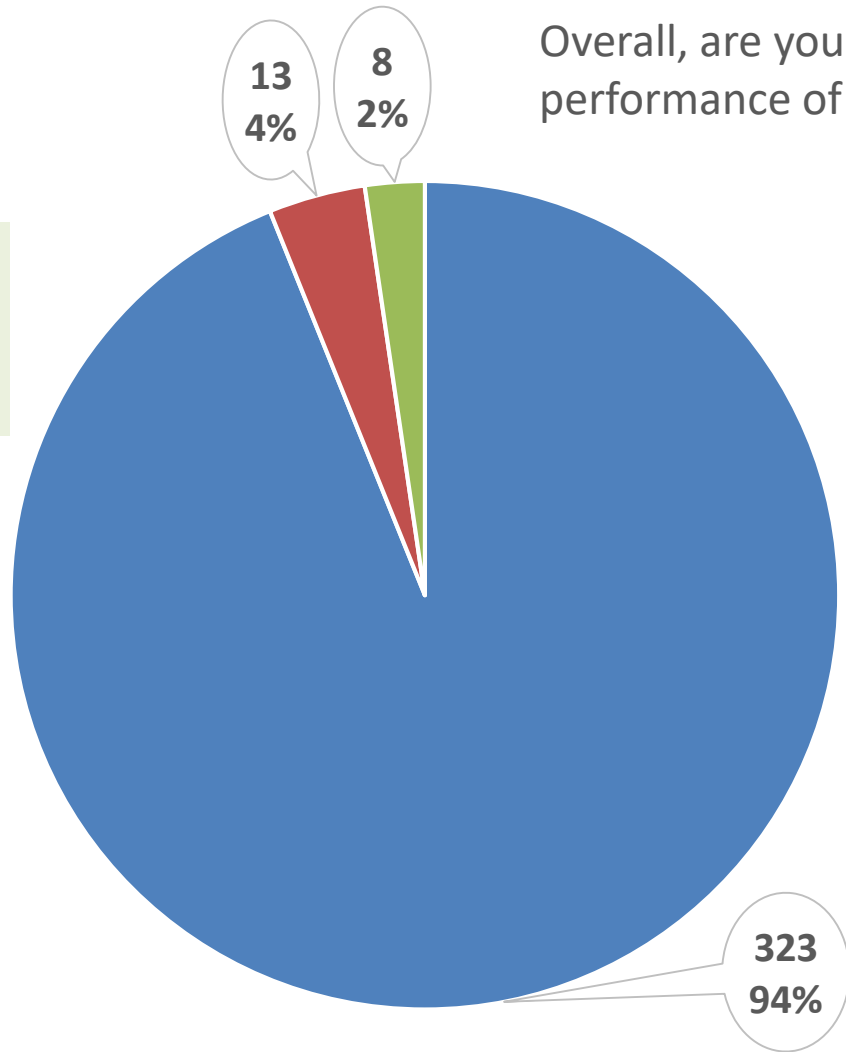
Have your necessary health appointments been scheduled and kept, including annual doctor and dentist visits?

Most people interviewed indicated that their health appointments were scheduled and kept



Overall, are you satisfied with the performance of your service provider?

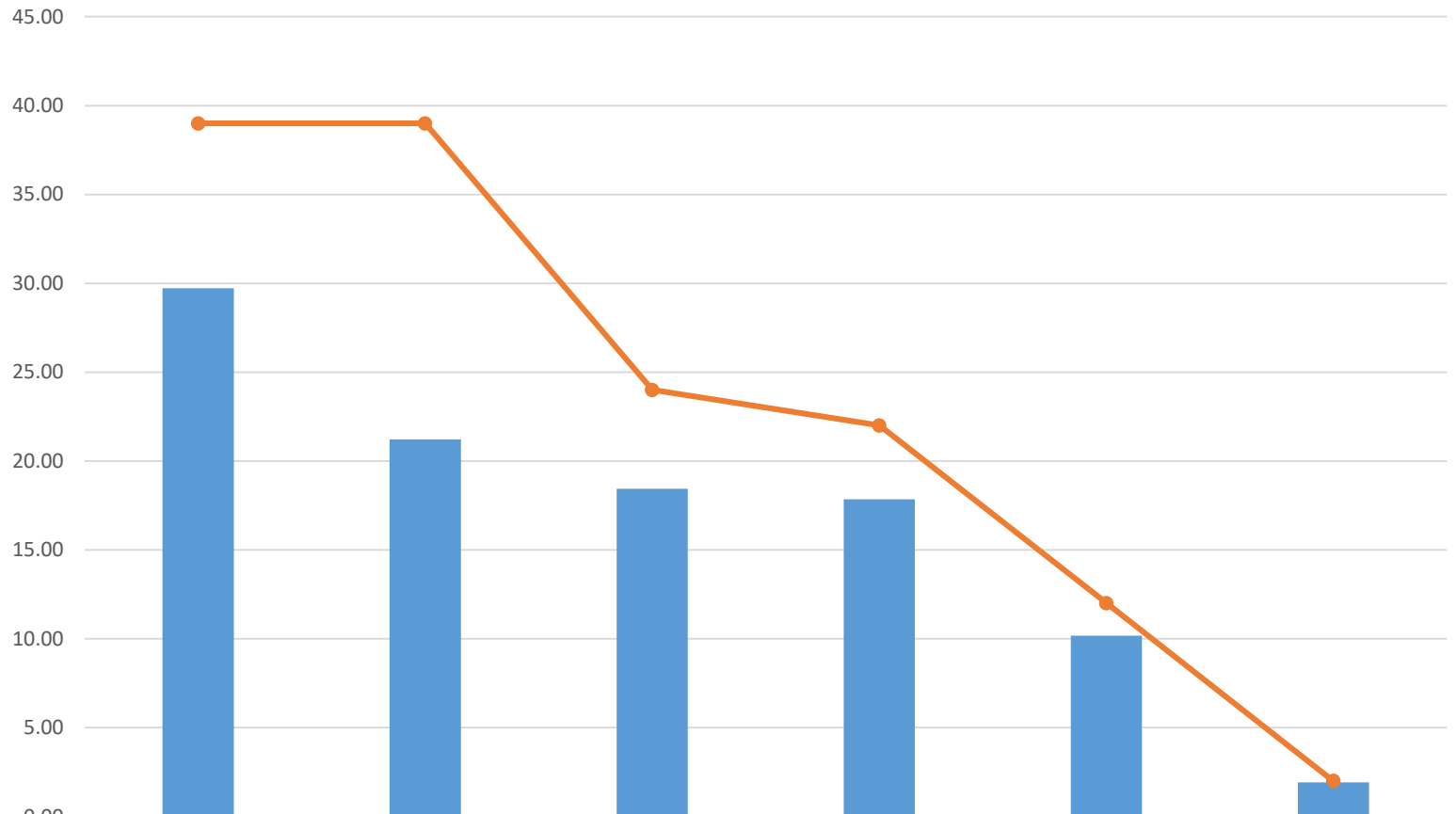
Most people interviewed indicated that overall, they were satisfied with the performance of their service provider



■ Yes ■ Sometimes ■ No

Category	Number of Questions	Possible Score
Power & Choice	19	39
Relationships & Community Participation	13	39
Competence	10	24
Status & Contribution	13	22
Health & Safety	6	12
Overall Satisfaction	1	2

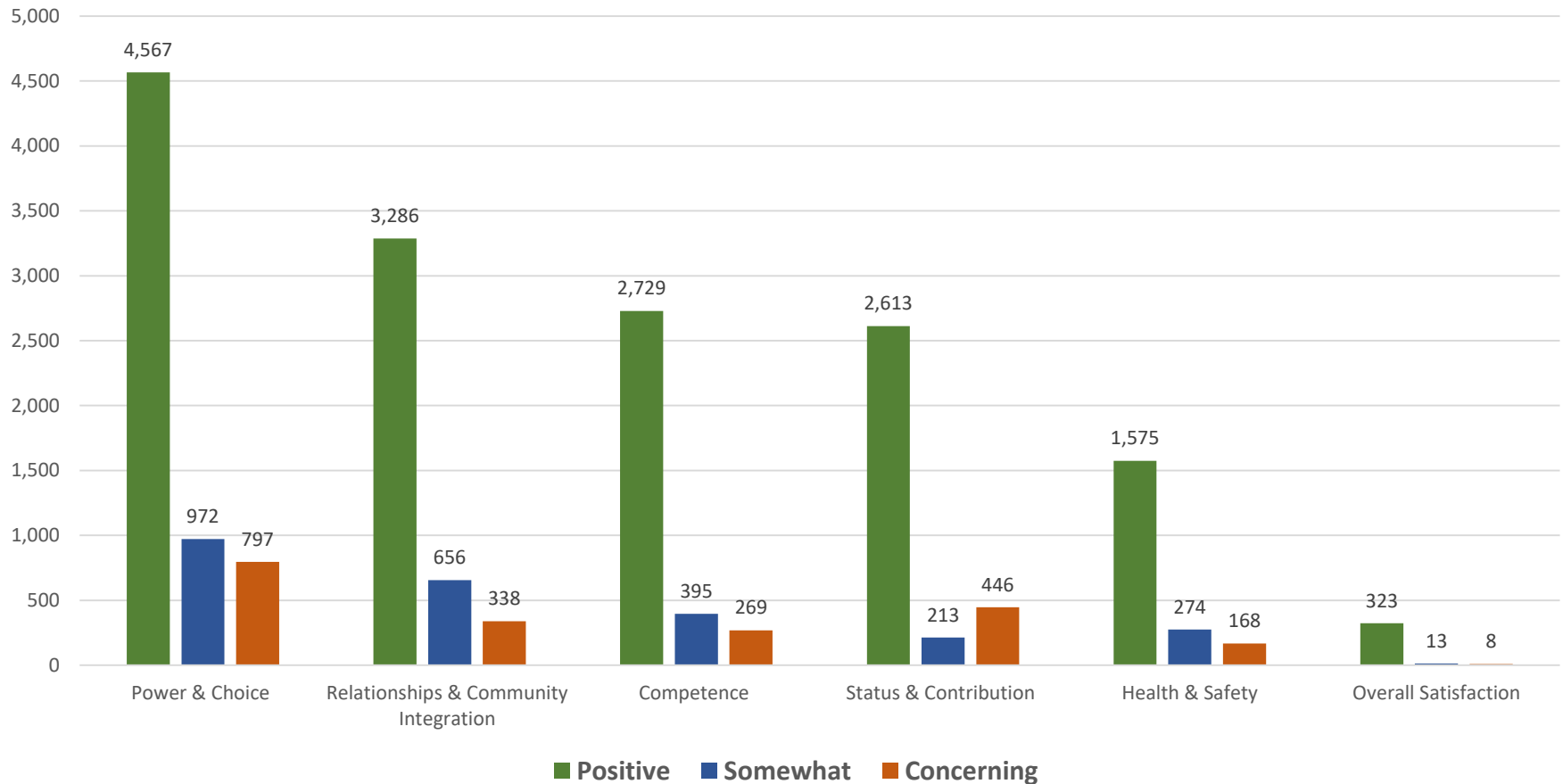
Washington State Department of Social and Health Services



Composite Score	29.72	21.22	18.44	17.85	10.17	1.92
Possible Score	39	39	24	22	12	2

Data from Individual Interviews 2017

Number of positive, somewhat positive and concerning responses

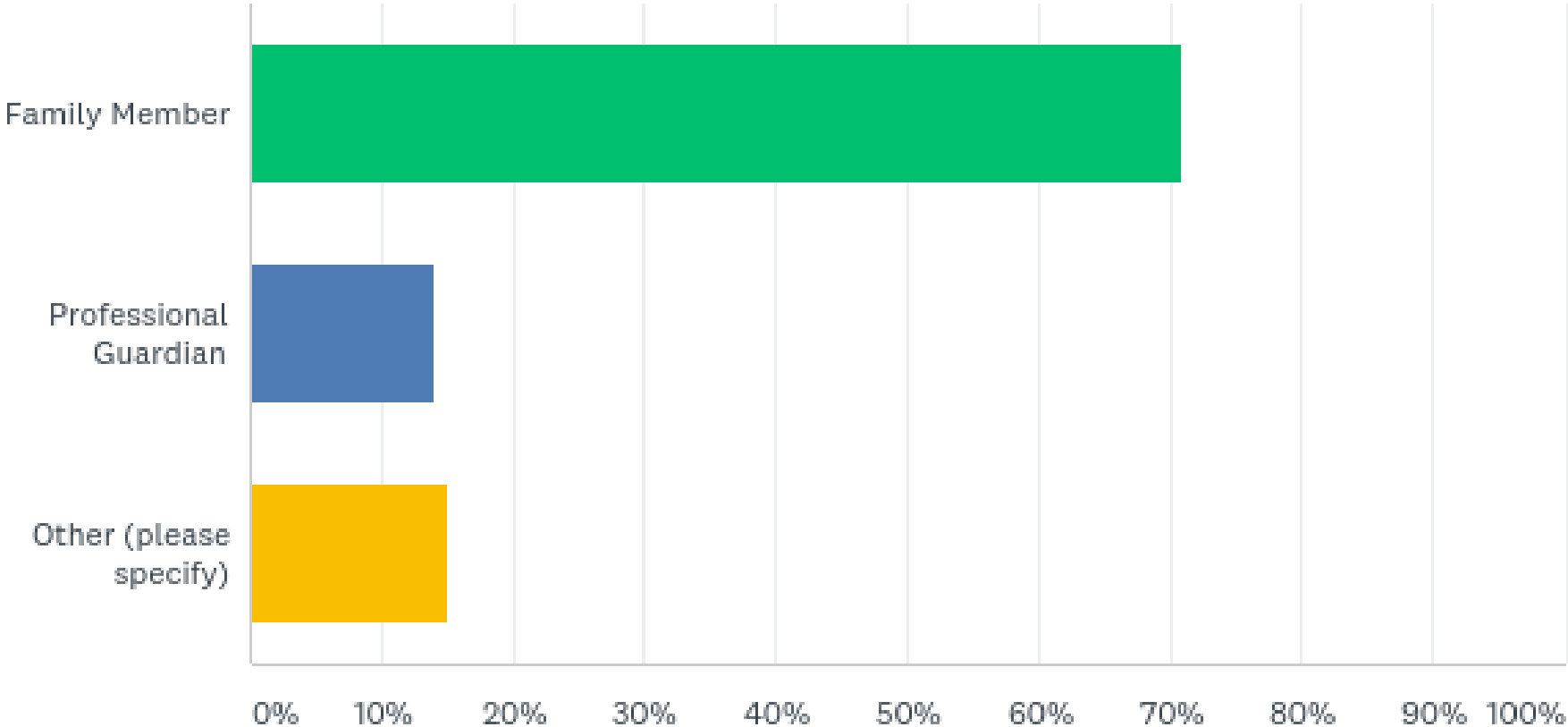


Data from Individual Interviews 2017

Guardian Surveys

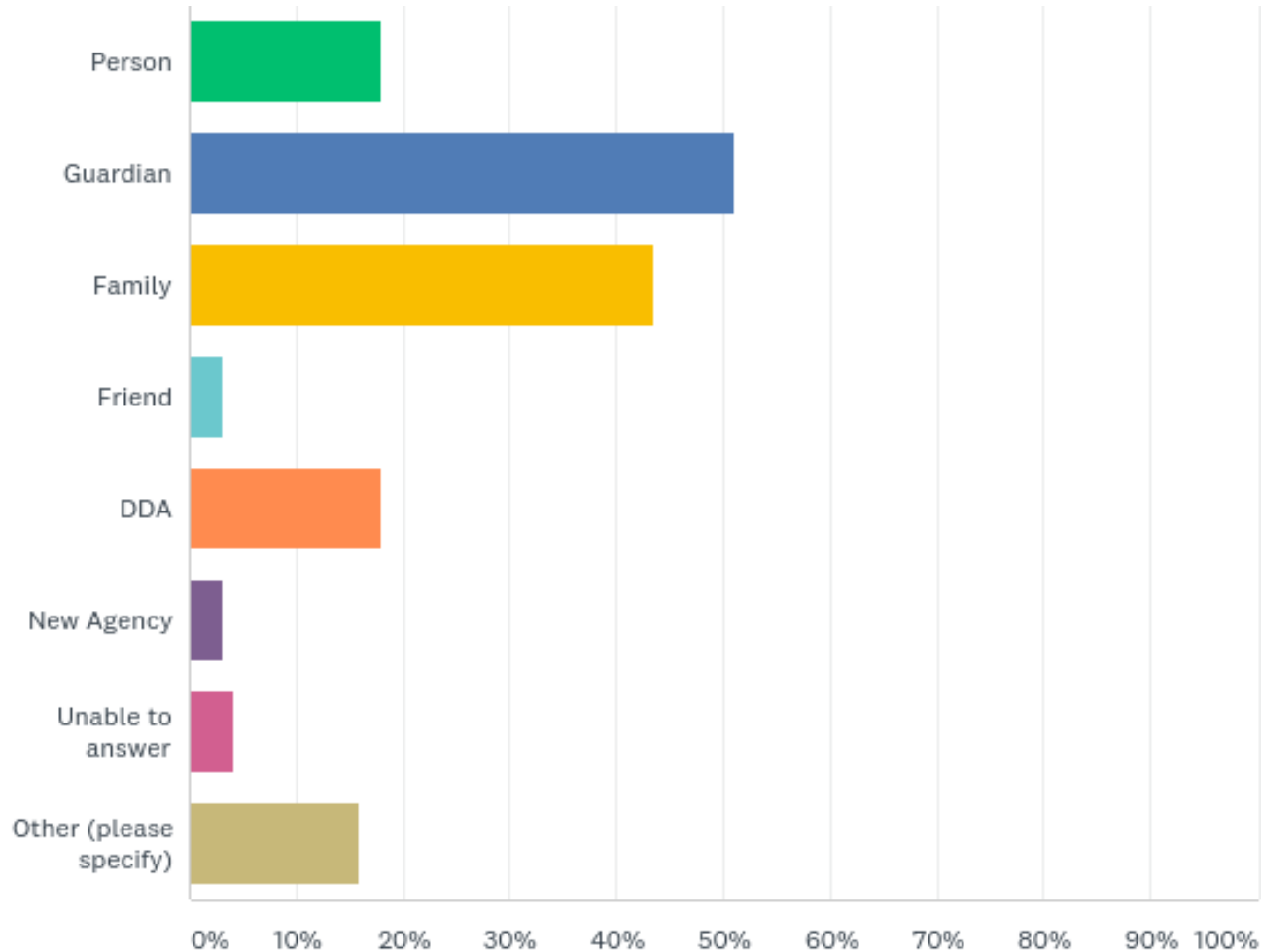
- All clients selected in initial and back-up sample list with guardians who had emails included
- Modified survey (from guardian perspective) sent to 214 guardians via Survey Monkey
- Received 100 responses



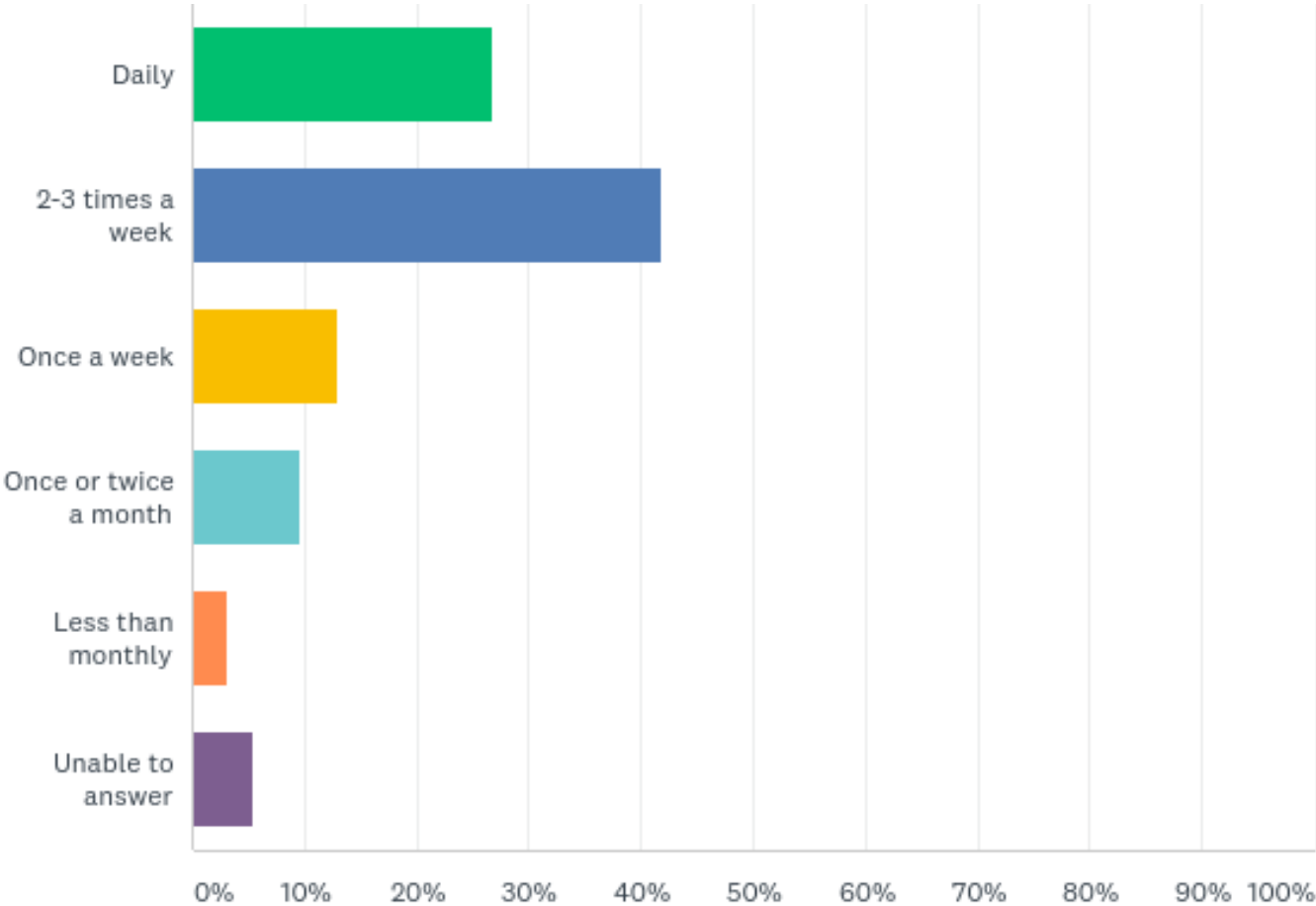


Data from Survey Monkey 2017

Who chose the person you represent's residential provider? (please select all that apply)

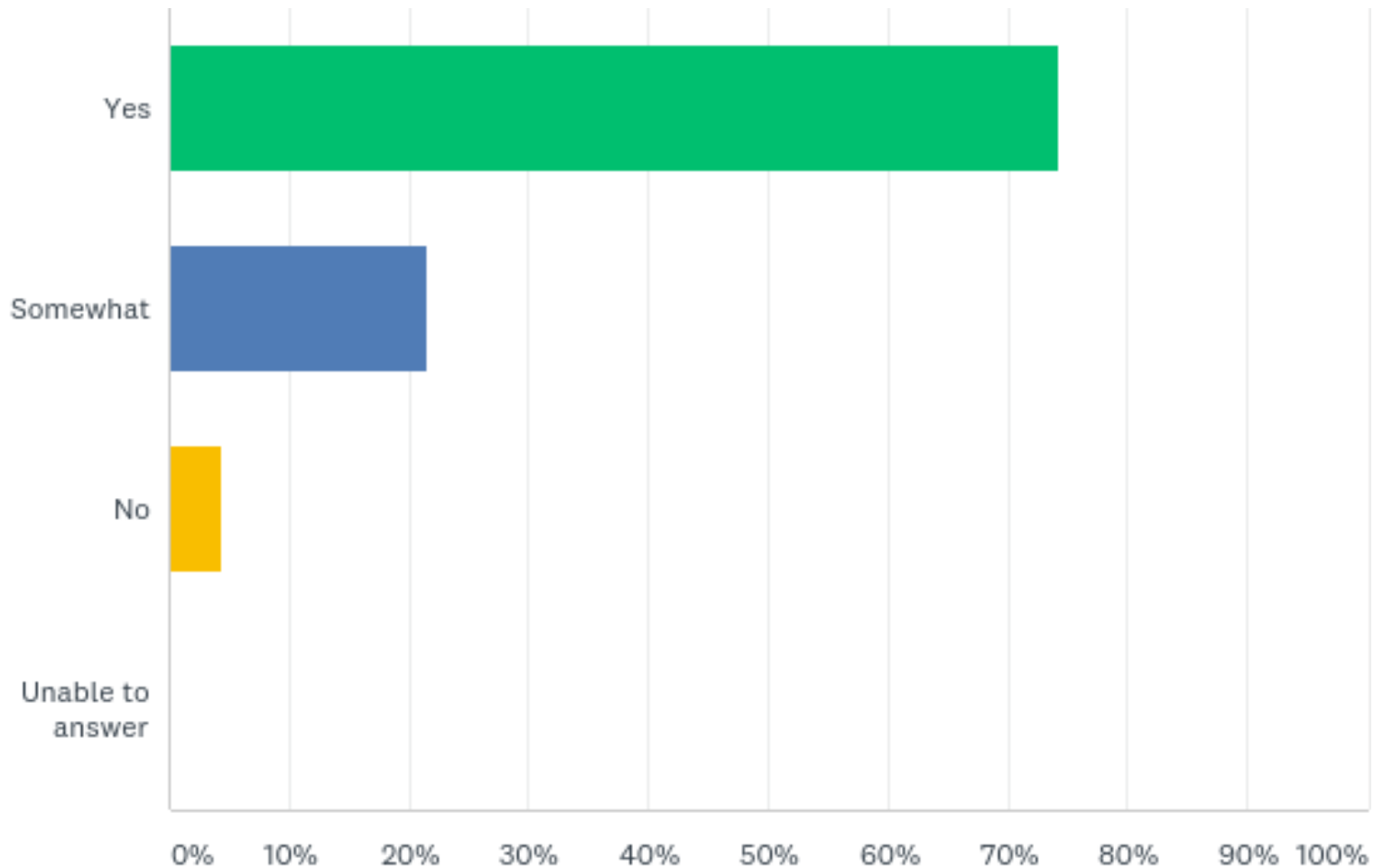


How often do they do things for fun outside the home?



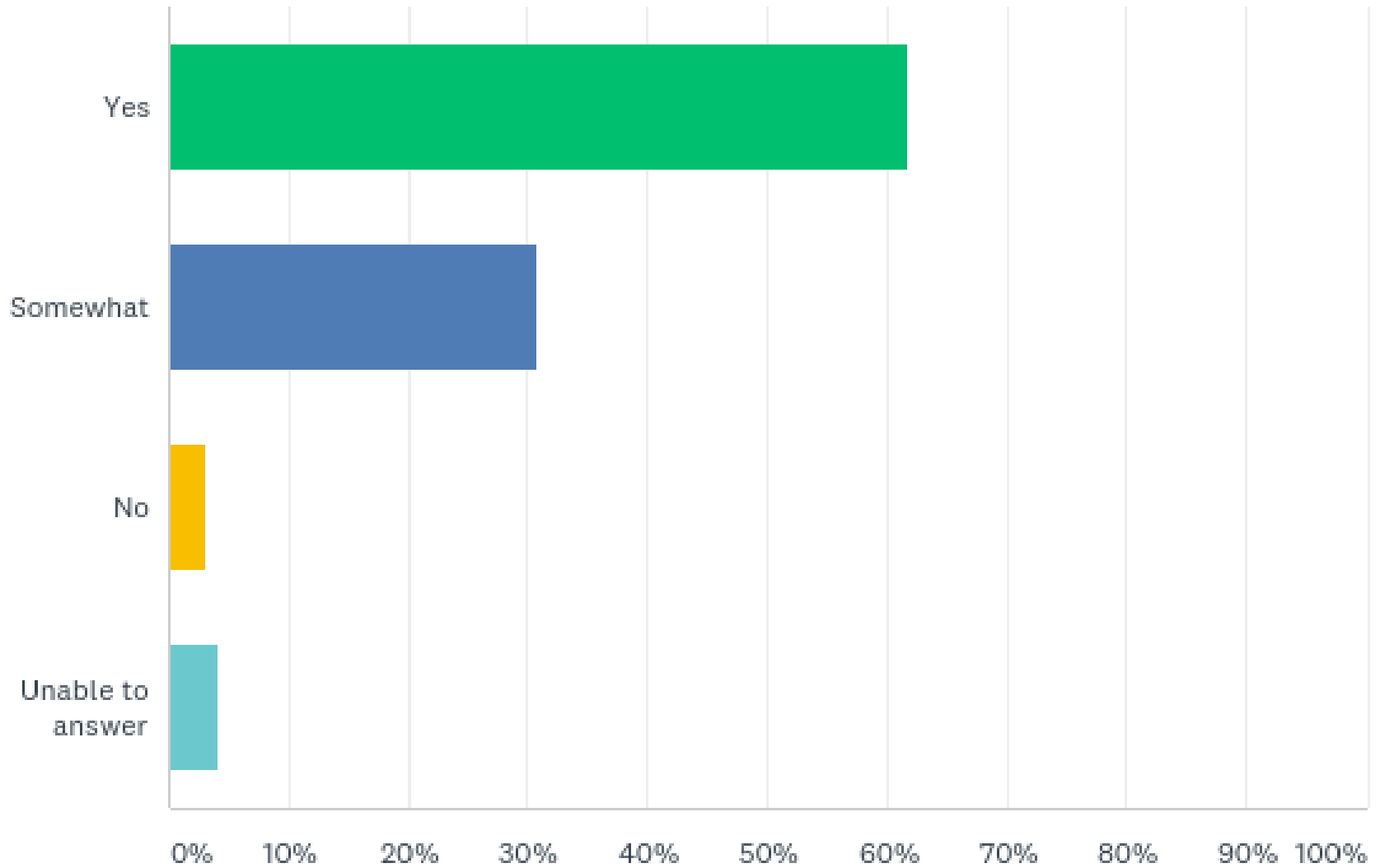
Data from Survey Monkey 2017

Do you feel the agency staff appropriately support the person you represent to meet their needs?



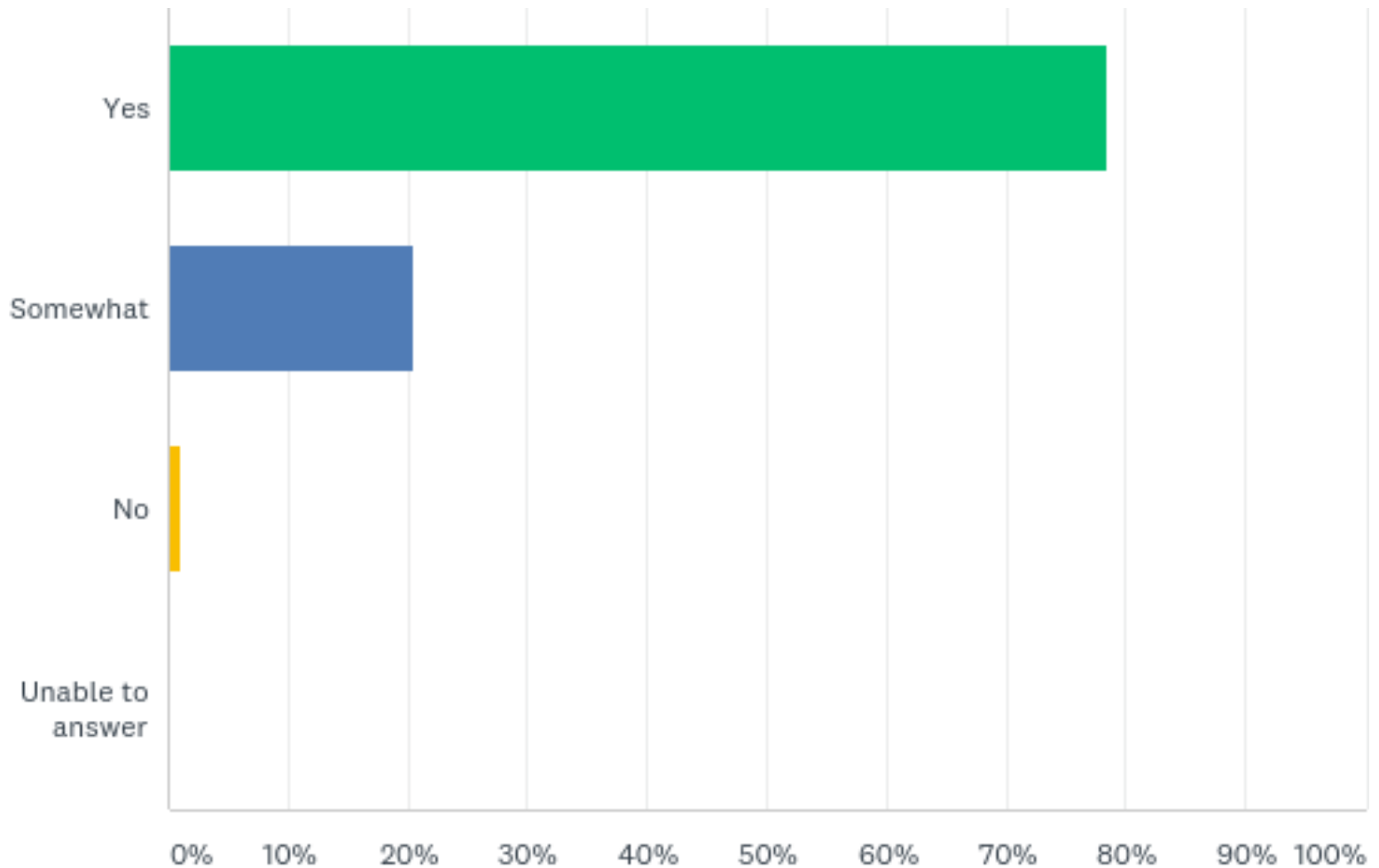
Data from Survey Monkey 2017

Is the residential provider helping the person to do what they want to accomplish their goals?



Data from Survey Monkey 2017

Overall, are you (the guardian) satisfied with the performance of the residential service provider?



Data from Survey Monkey 2017

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