

Transition Survey: Provider Interviews



What is the Transition Survey?

Transition Surveys monitor satisfaction and stability after an individual's transition to a new home or service provider. The survey helps us learn how individuals are adjusting to services. It helps us make recommendations to support a successful transition.

We interview these people two to three times during the first 12 months of a transition:

- 1) Individual receiving DDA services.
- 2) Individual's family, guardian or advocate.
- 3) Individual's provider.

When can providers expect to be contacted?

A DDA quality assurance staff member will contact the provider to schedule a Transition Survey based on the timelines below. We may need a third survey if there are concerns about stability.

Transition Survey	Timeline
Initial	45 to 60 days after transition date
Second	Four to six months after transition date
Third, if needed	10 to 11 months after transition date

What does participation look like?

The Transition Survey is 17 questions about individualized supports, training, community activities, challenges and concerns. Providers will also answer a few questions about transition planning and the individual's first two weeks during the initial survey. We encourage in-person, video or phone participation. This gives the provider and QA staff the opportunity to interact and clarify information in real time.

How can providers prepare for the survey?

The Provider Interview of each survey lasts 30 to 60 minutes. Providers will need access to the individual's support plans and dates for medical appointments during each survey.

Will providers receive a copy of survey results?

We will send providers a summary of survey results. These will have the following information: summary of what we learned, a list of action items and recommendations for the case manager's next quarterly check-in.

What are action items?

Action items are assigned to the case manager or provider based on needs identified during the survey. Action items must be done in 14 to 30 days. A DDA staff member will follow up to determine whether action items were completed.