

## **Communication**

- 1. I/family/guardian was satisfied with the DDS communication about the initial 2004 conversion decision.**
- 2. The full conversion process was sufficiently explained by DDS administration.**
- 3. The DDS administrators were responsive to the person's and family's concerns during the transition.**

## **Case Management Services**

- 1. I/family/guardian had a chance to actively participate in the 2004 conversion process.**
- 2. The DDS Case Manager/Team coordinated meetings/visits in an efficient/timely manner for me and my family during the conversion process.**
- 3. The DDS Case Manager/Team facilitated ongoing communication with provider.**

## **Transition**

- 1. The transition plan clearly identified the person's unique needs and how they should be addressed.**
- 2. The established timeframe for the transition was adequate.**
- 3. The home staff were supportive to the person/family/guardian during the transition.**
- 4. The DDS clinical staff were available during the transition.**
- 5. The DDS administrators were responsive to person's/family's/guardian's concerns during the transition.**

## **Provider-Related Issues**

- 1. The provider took ample steps to learn about the person before providing services.**
- 2. The provider was readily accessible to the family/guardian/person during the transition process.**
- 3. The provider was able to retain competent staff.**
- 4. The provider was available to speak with the family/guardian.**
- 5. The provider was able to resolve concerns in a timely manner.**
- 6. The provider responded to the person's needs.**
- 7. The provider respected the person's preferences.**

## Services at New Home

1. I/family/guardian was satisfied with the services available.
2. The person built a positive relationship with the staff in the home.
3. The person was actively engaged in his/her community, as desired.
4. The person had access to a nurse as needed.
5. The person had access to a behaviorist as needed.
6. The person had adequate access to community healthcare providers.
7. The person is making progress on their IP goals.

## **New Home Satisfaction**

- 1. As the family/guardian, I felt comfortable visiting the person in his/her home.**
- 2. I/guardian/family was satisfied with the condition of the home.**
- 3. I/guardian/family was satisfied with the person's quality of life.**
- 4. I/guardian/family am/is satisfied with current (2010) DDS case management services.**