



Anna Theisen-Olson, MHS
Principal

333 South 7th Street, Suite 1400
Minneapolis, MN 55402
+1 612 642 8972
anna.theisen-olson@mercer.com
www.mercer.com

Ms. Kathy Bruni
Director, HCBS Unit
Department of Social Services
25 Sigourney Street, 11th Floor
Hartford, CT 06106

April 22, 2015

Draft and Confidential – Not for Public Distribution

Subject: Acquired Brain Injury (ABI) Waiver Provider and Participant Survey Results

Dear Ms. Bruni,

The State of Connecticut (Connecticut) Department of Social Services (DSS) contracted with Mercer Government Human Services Consulting, a division of Mercer Health & Benefits LLC (Mercer), to provide assistance in developing, administering, and analyzing responses to surveys designed to help DSS assess compliance with the home and community-based (HCB) settings requirements in the Centers for Medicare & Medicaid Service's (CMS) Final Rule related to HCB services issued March 17, 2014. Mercer worked with DSS to develop, administer, and analyze responses to two surveys focused on collecting feedback ABI waiver providers (providers) and ABI waiver participants (participants) regarding the homes where ABI waiver participants are served. Although there were two distinct surveys, one for providers and one for participants, survey questions were kept consistent to allow for comparison of responses between providers and participants. This report provides a summary of the survey structure, rating methodology, and findings.

Survey Structure

In addition to the Final Rule, CMS issued exploratory questions and other guidance to assist states in measuring the compliance of residential settings with the HCB settings requirements. The development of these surveys was informed by the Final Rule as well as by adapting relevant CMS guidance for use in a survey format.

The surveys were structured into the following five categories, where providers and participants, independently of one another, assessed ABI homes:

1. **Choice of Residence** – autonomy in selecting his/her setting.
2. **Community Access and Integration** – access and use of community services and integration into the community.

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3. **Living Space** – living space in the home.
4. **Staff Interactions and Privacy** – experiences with staff members of the home and privacy issues.
5. **Services** – experience with services, including services provided by the provider-owned home and outside ABI waiver services.

Survey Administration

DSS developed the list of providers to include in the survey. Mercer developed survey instructions and an electronic survey in Survey Monkey®. DSS distributed the provider survey instructions and a link to the online survey to the identified providers. Providers completed the survey directly in Survey Monkey®.

For the participant survey, Mercer also developed survey instructions and an electronic survey in Survey Monkey®. The survey instructions and link were distributed to the DSS Social Work unit, and social workers were asked to assist participants in completing the survey at any appointment already scheduled with the participant (e.g., at the six-month reassessment). It was anticipated that social workers would not have access to the online survey during the participant appointment. Social workers were asked to print a copy of the survey tool and ask the questions from the tool to the participant. The social workers were asked to record the responses on the paper survey and enter the responses into the online Survey Monkey® tool within three business days.

Rating Methodology

Providers were asked to assess 58 statements, and participants were asked to assess 74 statements. Certain statements required the respondent to choose from three possible response options:

1. Yes.
2. No.
3. N/A.

Certain other statements required respondents to choose from five possible response options:

1. Never.
2. Sometimes.
3. Usually.
4. Always.
5. N/A.

In addition, providers were given the opportunity to provide comments at the end of the survey regarding how the home meets the needs of ABI participants or any additional information relevant to the provider's home. Participants were also given the opportunity to provide comments at the end of the survey regarding how the home meets their needs or any additional, relevant information.

For each survey, each response option was assigned a score based on the number of response options.

Yes/No Questions

For Yes/No questions, a positive response (i.e., one that demonstrates consistency with the HCB settings requirements), was scored as a 3, while a negative response (i.e., one that demonstrates inconsistency with the HCB settings requirements) was scored as a 0. Please note that for some questions, a "Yes" response is considered positive, while for other questions a "No" response is considered positive. Responses of "N/A" were not scored.

Always/Usually/Sometimes/Never Questions

For Always/Usually/Sometimes/Never questions, the most positive response (i.e., one that demonstrates the most consistency with the HCB settings requirements), was scored as a 3. The next most positive response was scored as a 2, and so on. The least positive response (i.e., one that demonstrates the least consistency with the HCB settings requirements) was scored as a 0. Please note that for some questions, an "Always" response is considered most positive, while for other questions a "Never" response is considered most positive. Responses of "N/A" were not scored.

Average Scores

For each question, an average score between 0.00 and 3.00 was calculated based on the scoring methodology described above. A score of 3.00 on a question indicates that all providers or all participants (depending on the survey) responding to the question responded with the most positive response. A score of 0.00 on a question indicates that all providers or all participants (depending on the survey) responding to the question responded with the least positive response.

Responses

ABI Provider Survey

The provider survey was active from October 3, 2014 through December 31, 2014. In total, 30 surveys were completed by providers for 30 ABI provider-owned/leased homes. Each provider completed one survey for his/her home, which yielded a 100% response rate for the survey.

The survey was originally distributed to an additional five ABI provider homes. These providers indicated they currently do not have ABI participants with Medicaid coverage and were removed from the list of surveyed providers. In addition, all surveys that were completed with an incorrect ABI code and surveys that were not substantially complete (70% or more of questions answered) were excluded from the analysis.

ABI Participant Survey

The participant survey was active from September 10, 2014 through February 27, 2015. In total, 30 surveys were completed by participants for 22 ABI provider-owned/leased homes. There were multiple participant responses received for five ABI homes, one participant response received for 17 ABI homes, and eight homes had no participant responses, which yielded a 73% response rate for the survey.

Overall Findings

Overall, providers responding to the survey reported that their homes operate in a manner consistent with the HCB settings requirements measured in this survey, as demonstrated by the overall provider scores ranging from 2.55 to 2.91, with an overall average score of 2.78. In general, participants, responded less favorably as compared to providers with regard to the home in which they reside operating in a manner consistent with the HCB settings, as demonstrated by the overall participant scores ranging from 1.56 to 2.74, with an overall average score of 2.23. There were five homes where the overall average participant score was less than 2.00 and of these five homes, two homes had a discrepancy of greater than 1.00 as compared to the overall provider score for that home. Refer to Appendix C for a summary of the overall average provider and participant scores.

There were several **topics with large discrepancies between provider and participant responses**. For each topic where this occurred, providers responded in a manner that indicated compliance with the HCB settings requirements, and participants responded in a manner that indicated non-compliance with the HCB settings requirements. The topics with the largest discrepancy between provider and participant responses (defined by a difference in overall score by more than 1.0) include:

- Most questions within the Choice of Residence category (provider scores of 3.00 for all questions and participant scores ranging from 1.39 to 1.78).
- Paid work, working in an integrated setting, participating in scheduled community events, and participating in meaningful non-work activities within the community in the Community Access category (provider scores ranging from 2.83 to 3.00 and participant scores ranging from 1.38 to 1.83).

- Whether only a limited number of staff have keys to participants' bedrooms and whether staff members using a key to enter the participants' bedroom do so under limited circumstances with participant agreement in the Staff Interactions and Privacy category (provider score of 2.87 and participant score of 1.42).
- Participants having the option to choose providers who deliver HCB services and supports in the Services category (provider score of 2.22 and participant score of 0.84).

The one exception where there was a large discrepancy between provider and participant responses where participants indicated compliance with the HCB setting requirements and providers indicated non-compliance with the HCB setting requirements was for instances where respondents did indicate there was public transportation available; participants responded favorably about knowing how to use it (score of 2.63), whereas providers responded less favorably to whether the participants actually use it (score of 1.00).

There were numerous **topics with consistently favorable responses from both providers and participants** (defined as topics with scores above 2.50 for both groups), including:

- Community Access category:
 - Whether home is on the grounds of or adjacent to a nursing home.
 - Whether the home is near private residences.
 - Whether there is a curfew for participants to return to the home.
- Living Space category:
 - Barriers preventing exit/entrance to/from certain areas of the home.
 - Whether the home has supports for participants who need them.
 - Ability of participants to move about the house as they desire.
 - Access to phones at the participant's convenience.
 - Participation in leisurely activities at the participant's convenience.
 - Choice of roommate and how to request a change in roommate.
 - Ability to lock the bathroom door.
 - Participants' ability to furnish and decorate room to their interest.
 - Access to comfortable seating in shared areas of the home.
 - Access to kitchen and dining spaces.
 - Choice of who to eat with and where to sit in the dining area.
 - Availability of snacks.
- Staff Interactions and Privacy category:
 - Staff members providing assistance to participants in private, as needed.
 - Staff members being friendly and attentive to participants' needs and requests.
 - The confidentiality of participants' health information.

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- Non-restricted access to community activities or activities within the home.
- No surveillance cameras present at the home.
- Services category:
 - Being dressed in the participant's own clothes at the appropriate time of day, for participants who need dressing assistance.

The **topics with consistently unfavorable responses from both providers and participants** (defined as topics with scores less than 2.00 for both groups) include:

- Community Access category:
 - Whether the home is located near retail businesses and availability of public transportation.
- Living Space category:
 - Whether participants have access to a computer, iPad, or similar device.

Refer to Appendix C for a summary of average provider and participant scores by category and question.

Choice of Residence

Providers and participants were asked to assess statements that addressed ABI participants' autonomy in selecting their home setting. As noted above, there were large discrepancies between provider and participant responses for all four questions in this category. All providers responded that participants were given a choice of available options regarding housing and know how to request new housing if they want to move. Comparatively, approximately half of the 30 participants who responded said they were given a choice of where to live, chose to live in the house they currently reside, or know how to request new housing (average scores ranging from 1.39 to 1.61).

In addition, providers responded favorably that most participants currently have a lease or similar agreement in place with the provider (average score of 2.60), whereas 16 of the 30 participants responded he/she has a lease or similar agreement at his/her residence (average score of 1.78).

Community Access and Integration

Providers and participants were asked to assess statements that addressed ABI participants' access to, and use of, community services and integration into the community. All providers, and the majority of participants, responded that their homes are not located on the grounds of, or adjacent to, a nursing home and that they are located near private residences.

As noted above, there were large discrepancies between provider and participant responses (defined by a difference in overall score by more than 1.0) when asked about:

- Paid work in the community (average provider score of 3.00 and average participant score of 1.40), where 16 participants responded they do not have paid work. Of these 16 participants, eight responded they want to work, but only five responded they have been given the option to work.
- Working in an integrated setting (average provider score of 3.00 and average participant score of 1.38), where six of the 14 participants who responded they do have paid work in the community indicated they work in an integrated setting.
- Participating in scheduled community events (average provider score of 2.87 and average participant score of 1.83), where five participants responded they never participate in scheduled community activities.
- Participating in meaningful non-work activities within the community (average provider score of 2.83 and average participant score of 1.77), where four participants responded they never participate in meaningful non-work activities within the community.

Both providers and participants had unfavorable responses when asked:

- Whether the home is located near retail businesses (average provider score of 1.40 and average participant score of 0.80), where 16 providers and 22 participants responded the home is not located near retail business.
- About availability of public transportation (average provider score of 1.29 and average participant score of 0.96), where 16 providers and 19 participants indicated that public transportation is not available in their community. Of the 12 providers who responded public transportation is available near the home, eight responded that participants do not use it. Of the nine participants who responded public transportation is available near the home, only one responded he/she does not have access, nor knows how to use public transportation.

Providers generally responded favorably regarding restrictions on visitors. Most providers responded they neither restrict visiting hours (average score of 2.90) nor specify meeting areas for visitors (average score of 2.83). Participants responded slightly less favorably when asked similar questions (average scores of 2.19 and 2.48, respectively).

Providers responded favorably regarding participants' ability to participate in unscheduled community events and whether an accessible van is available to transport participants (average scores of 2.80 and 2.73, respectively), while fewer providers indicated participants are free to come and go from the home as they please (average score of 2.69). Comparatively, participants

responded less favorably for all three topics (average scores of 2.11, 2.11, and 2.00, respectively). Four participants responded they are never (and five participants responded they are sometimes) free to come and go from the home as they please.

When asked if participants have access to their funds, there was a noticeable discrepancy between responses from providers as compared to participants. Of those who responded, the average provider score was 2.32 compared to an average participant score of 1.47. Ten participants responded they never (and six participants responded they sometimes) have access to their funds.

Living Space

Providers and participants were asked to assess statements that addressed ABI participants' living space. In general, provider and participant responses were more aligned for this category as compared to other categories, and for the majority of topics, both groups responded favorably.

Providers and participants generally responded favorably regarding access to the homes (e.g., gates and locked doors), working support structures (e.g., ramps, lifts, elevators), and participants' ability to move inside and outside of the home. The largest difference in responses between providers and participants was with regards to whether the home is easily accessible with working supports structures, where the provider average score was 2.78 and the participant average score was 2.19. Otherwise, average scores ranged from 2.54 to 2.97 for providers, and from 2.50 to 2.60 for participants.

Providers and participants generally responded favorably regarding participants' control of their schedules (e.g., eating, sleeping, exercising, and visitations) with an average score of 2.90 and 2.30, respectively.

Providers and participants also responded positively regarding access to personal communication devices, such as telephones and cell phones (average score of 2.96 and 2.70, respectively). However, as noted above, both providers and participants had unfavorable responses when asked about access to computers, iPads, or similar devices. Of those who responded, the average provider score was 1.83 and the average participant score was 1.63. One provider responded participants never (and seven providers responded participants sometimes) have access to a computer, iPad, or similar device. Ten participants responded they never (and three participants responded they sometimes) have access to a computer, iPad, or similar device.

Regarding sleeping arrangements, all providers and all participants responded favorably that participants are given a choice of roommates and provided the necessary information to request a

roommate change. Providers generally responded favorably that participants have adequate privacy within the home (locking bathroom and bedroom doors), are able to furnish and decorate bedrooms in a way that suits them, and have full access to comfortable seating and cooking facilities (average scores ranged from 2.70 to 3.00). Participants responded favorably to these topics as well (average scores ranged from 2.56 to 2.90) except when asked whether they are able to lock their bedroom door (average score of 1.85). Ten participants responded they are not able to lock their bedroom door.

In addition providers responded that participants are free to choose when, where, and with whom they will eat their meals, and are able to request alternative meals and access snacks if desired (average provider scores ranged from 2.87 to 3.00). Participants responded less favorably than providers on these questions (average scores ranged from 2.15 to 2.68).

Staff Interactions and Privacy

Providers and participants were asked to assess statements that addressed ABI participants' experiences with staff members of the home and any concerns about privacy. Participants responded favorably when asked whether they feel forced to do things they don't want to do by staff members or other residents (average scores of 2.69 and 2.81, respectively).

Providers responded favorably regarding participants' interactions with staff and maintaining privacy within the home. According to almost all providers, participants know how to file complaints, the home has staff members who speak in a language participants understand, staff members are friendly and attentive to participants' needs, and staff members respect participants' privacy (average scores range from 2.87 to 3.00). In addition, all providers responded that participants' health information is kept private and confidential.

Participants responded less favorably regarding their interactions with staff and maintaining privacy within the home, with scores ranging from 2.20 to 2.66 for the majority of topics, with the exception of whether staff members only use a key to enter their bedroom under limited circumstances, agreed upon by the participant (score of 1.42). Five participants responded that staff members never (and one participant responded that staff members sometimes) use a key to enter their bedroom under limited circumstances, agreed upon by the participant.

Provider and participant responses were generally favorable when asked whether staff conduct behavioral incentive programs that reward participants with special privileges when they engage in certain behaviors (average score of 2.25 and 2.38, respectively) and when asked whether staff restrict participants' access to community activities or activities in the home (average score of 2.79 for both providers and participants).

Services

Providers and participants were asked to assess statements that addressed ABI participants' experience with services, including services provided by the provider-owned/leased home and other ABI waiver services. Providers and participants generally responded favorably that staff members ensure participants have an active role in the development of their person-centered plans (average provider score of 3.00 and average participant score of 2.20) and that they perceive participants are generally satisfied with the services they receive in the home (average provider score of 2.50 and average participant score of 2.34).

As noted above, there was a notable discrepancy between provider and participant responses for whether participants have the option to choose the provider(s) who provide HCB services and supports. Provider responses resulted in an average score of 2.22 where every provider responded sometimes, usually, or always. Participant responses resulted in an average score of 0.84 where 13 participants responded they never (and six participants responded they sometimes) have the option to choose the provider(s) who provide HCB services and supports.

Providers and participants responded favorably that staff members accommodate participants' requests for services and supports (average score of 2.70 and 2.45, respectively), and assist them appropriately with dressing needs (average score of 3.00 on two related dressing questions from providers and participants). There was a noticeable discrepancy in responses from providers and participants regarding whether grooming assistance is as the participant desires (average provider score of 3.00, and average participant score of 2.08).

For more detailed information on the overall findings for each question and category and across ABI homes, refer to the following appendices:

- Appendix A: ABI Provider Survey Results.
- Appendix B: ABI Participant Survey Results.
- Appendix C: Comparison of ABI Provider and Participant Survey Results.



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Conclusion

If you have any questions regarding this report, please feel free to contact me at anna.theisen-olson@mercer.com or 612.642.8972.

Sincerely,

A handwritten signature in black ink that reads "Anna Theisen-Olson". The signature is written in a cursive, flowing style.

Anna Theisen-Olson
Principal

Copy:
Gayle Paquin — DSS
Brandi Dries, Leena Hiilivirta, Ryan Johnson, Aliya Kazmi, Jonathan Myers — Mercer



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Appendix A: ABI Provider Survey Results

Appendix A: ABI PROVIDER SURVEY RESULTS

MEDICAID IDENTIFIED(i): 51 Members

ABI PROVIDERS COMPLETED SURVEY: 30 (100% response rate)

| HCBS Rule Category | Survey Question | | Percent of Providers Who Responded to Question | AVERAGE Score out of 3.0 (iii) | No | Yes | N/A | Never | Sometimes | Usually | Always | N/A |
|---------------------|-----------------|--|--|--------------------------------|------|------|-----|-------|-----------|---------|--------|-----|
| | | | % (ii) | AVG | % | % | % | % | % | % | % | % |
| Choice of Residence | Q2 | Were participants given a choice of available options regarding where to live? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q3 | Do participants know how to request new housing if they want to move? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q4 | Do participants currently have a lease or similar agreement? | 100% | 2.60 | 13% | 87% | 0% | N/A | N/A | N/A | N/A | N/A |
| Community Access | Q5 | Is the home on the grounds of, or adjacent to, a nursing home? | 100% | 3.00 | 100% | 0% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q6 | Is the home near private residences? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q7 | Is the home near retail businesses? | 100% | 1.40 | 53% | 47% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q8 | Are visitors restricted to specified visiting hours? | 100% | 2.90 | N/A | N/A | N/A | 93% | 3% | 3% | 0% | 0% |
| | Q9 | Are visitors restricted to a specific meeting area in the home? | 100% | 2.83 | N/A | N/A | N/A | 90% | 7% | 0% | 3% | 0% |
| | Q10 | Do participants participate in unscheduled community activities (activities that occur outside of the home, such as shopping, lunch with family or friends) when they want to? | 100% | 2.80 | N/A | N/A | N/A | 0% | 0% | 20% | 80% | 0% |
| | Q11 | Do participants participate in scheduled community activities (planned activities that occur outside of the home) when they want to? | 100% | 2.87 | N/A | N/A | N/A | 0% | 0% | 13% | 87% | 0% |
| | Q12 | Are participants able to come and go from the home when they want to? | 97% | 2.69 | N/A | N/A | N/A | 0% | 7% | 17% | 73% | 3% |
| | Q13 | Is there a curfew or other time requirement for participants to return to the home? | 90% | 2.89 | N/A | N/A | N/A | 83% | 3% | 3% | 0% | 10% |
| | Q14 | If participants want to work, do they have paid work in the community? | 87% | 3.00 | 0% | 87% | 13% | N/A | N/A | N/A | N/A | N/A |
| | Q15 | For participants who work, do they work in an integrated setting that includes individuals of different ages and individuals with and without disabilities? | 80% | 3.00 | 0% | 80% | 20% | N/A | N/A | N/A | N/A | N/A |
| | Q16 | Do participants participate regularly in meaningful non-work activities in the community for the period of time they desire? | 100% | 2.83 | N/A | N/A | N/A | 0% | 3% | 10% | 87% | 0% |
| | Q17 | Is there public transportation available near the home? | 93% | 1.29 | 53% | 40% | 7% | N/A | N/A | N/A | N/A | N/A |
| | Q18 | If there is public transportation available near the home, do participants use it? | 40% | 1.00 | 27% | 13% | 60% | N/A | N/A | N/A | N/A | N/A |
| | Q19 | Is an accessible van available to transport participants to appointments, shopping, etc.? | 73% | 2.73 | 7% | 67% | 27% | N/A | N/A | N/A | N/A | N/A |
| | Q20 | Do participants have access to their funds? | 73% | 2.32 | N/A | N/A | N/A | 0% | 13% | 23% | 37% | 27% |

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|--------------------|---|---|--|--------------------------------|-----|------|------|-------|-----------|---------|--------|-----|
| | | | % (ii) | AVG | % | % | % | % | % | % | % | % |
| Living Space | Q21 | Are there barriers (e.g., gates or locked doors) preventing entrance to, or exit from, certain areas of the home? | 100% | 2.67 | N/A | N/A | N/A | 87% | 3% | 0% | 10% | 0% |
| | Q22 | Is the home easily accessible with appropriate working support structures in place (e.g., ramps, lifts, elevators)? | 77% | 2.78 | N/A | N/A | N/A | 3% | 3% | 0% | 70% | 23% |
| | Q23 | Does the home have supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) for participants who need them? | 87% | 2.54 | 13% | 73% | 13% | N/A | N/A | N/A | N/A | N/A |
| | Q24 | Are participants able to move about inside and outside of the home as they desire? | 100% | 2.97 | N/A | N/A | N/A | 0% | 0% | 3% | 97% | 0% |
| | Q25 | Do participants choose and control their schedule (e.g., eating, sleeping, exercising, visitations) to meet their wishes? | 100% | 2.90 | N/A | N/A | N/A | 0% | 0% | 10% | 90% | 0% |
| | Q26 | Do participants have access to a telephone or cell phone for personal communication in private at their convenience? | 93% | 2.96 | N/A | N/A | N/A | 0% | 0% | 3% | 90% | 7% |
| | Q27 | Do participants have access to a computer, iPad, or similar devices in private at their convenience? | 60% | 1.83 | N/A | N/A | N/A | 3% | 23% | 13% | 20% | 40% |
| | Q28 | Are participants able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience? | 100% | 3.00 | N/A | N/A | N/A | 0% | 0% | 0% | 100% | 0% |
| | Q29 | Regarding participants who share a bedroom, were participants given a choice of a roommate? | 17% | 3.00 | 0% | 17% | 83% | N/A | N/A | N/A | N/A | N/A |
| | Q30 | Are participants given information about how to change roommates, if they desire to do so? | 43% | 3.00 | 0% | 43% | 57% | N/A | N/A | N/A | N/A | N/A |
| | Q31 | Can participants lock the bathroom door(s)? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q32 | Can participants lock their bedroom door(s)? | 100% | 2.70 | 10% | 90% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q33 | Are participants able to furnish and decorate their bedroom in a way that suits them? | 100% | 2.90 | N/A | N/A | N/A | 0% | 0% | 10% | 90% | 0% |
| | Q34 | Do participants have full access to comfortable seating (e.g., couch, seats) in shared areas of the home? | 93% | 3.00 | 0% | 93% | 7% | N/A | N/A | N/A | N/A | N/A |
| | Q35 | Do participants have access to a kitchen with cooking facilities? | 100% | 2.90 | 3% | 97% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q36 | Do participants have access to a dining area to use at their convenience? | 100% | 2.90 | N/A | N/A | N/A | 3% | 0% | 0% | 97% | 0% |
| | Q37 | Can participants choose when to have a meal? | 100% | 3.00 | N/A | N/A | N/A | 0% | 0% | 0% | 100% | 0% |
| | Q38 | Can participants choose where to have a meal? | 100% | 2.87 | N/A | N/A | N/A | 0% | 3% | 7% | 90% | 0% |
| | Q39 | Can participants request and receive alternative meals? | 80% | 2.96 | N/A | N/A | N/A | 0% | 0% | 3% | 77% | 20% |
| | Q40 | Are snacks accessible and available? | 77% | 2.91 | N/A | N/A | N/A | 0% | 0% | 7% | 70% | 23% |
| Q41 | Can participants choose with whom to eat or to eat alone? | 100% | 2.97 | N/A | N/A | N/A | 0% | 0% | 3% | 97% | 0% | |
| Q42 | Are participants required to sit at an assigned seat or table in a dining area? | 100% | 3.00 | N/A | N/A | N/A | 100% | 0% | 0% | 0% | 0% | |

Appendix A: ABI PROVIDER SURVEY RESULTS

MEDICAID IDENTIFIED(i): 51 Members

ABI PROVIDERS COMPLETED SURVEY: 30 (100% response rate)

| HCBS Rule Category | Survey Question | | Percent of Providers Who Responded to Question | AVERAGE Score out of 3.0 (iii) | No | Yes | N/A | Never | Sometimes | Usually | Always | N/A |
|--------------------------------|---|---|--|--------------------------------|-----|------|-----|-------|-----------|---------|--------|-----|
| | | | % (ii) | AVG | % | % | % | % | % | % | % | % |
| Staff Interactions and Privacy | Q43 | Do participants know how to file a complaint? | 97% | 3.00 | 0% | 97% | 3% | N/A | N/A | N/A | N/A | N/A |
| | Q44 | Do staff members speak to participants in a language the participants understand? | 100% | 2.90 | N/A | N/A | N/A | 3% | 0% | 0% | 97% | 0% |
| | Q45 | Do staff members provide assistance to participants in private, as appropriate, when needed? | 100% | 2.97 | N/A | N/A | N/A | 0% | 0% | 3% | 97% | 0% |
| | Q46 | Are staff members friendly and attentive to participants' requests and needs? | 100% | 2.97 | N/A | N/A | N/A | 0% | 0% | 3% | 97% | 0% |
| | Q47 | Do staff members always request and receive permission prior to entering a participant's bedroom? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q48 | Do staff members always request and receive permission prior to entering a participant's bathroom? | 97% | 3.00 | 0% | 97% | 3% | N/A | N/A | N/A | N/A | N/A |
| | Q49 | Do only a limited number of staff have keys to participants' bedrooms and bathrooms? | 77% | 2.87 | N/A | N/A | N/A | 0% | 0% | 10% | 67% | 23% |
| | Q50 | Is participant health information kept private and confidential? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q51 | Does the home conduct behavioral incentive programs that reward participants with special privileges when they engage in certain behaviors? | 67% | 2.25 | 50% | 17% | 33% | N/A | N/A | N/A | N/A | N/A |
| | Q52 | Do staff members ever restrict participants' access to community activities or activities in the home? | 97% | 2.79 | 90% | 7% | 3% | N/A | N/A | N/A | N/A | N/A |
| Q53 | Are there surveillance cameras present at the home? | 100% | 2.80 | 93% | 7% | 0% | N/A | N/A | N/A | N/A | N/A | |
| Services | Q54 | Do participants, or a person chosen by a participant, have an active role in the development and update of their person-centered plan/plan of care? | 97% | 3.00 | N/A | N/A | N/A | 0% | 0% | 0% | 97% | 3% |
| | Q55 | Are participants generally satisfied with the services they receive from staff at the home (e.g., personal care, independent living skills training)? | 100% | 2.50 | N/A | N/A | N/A | 0% | 0% | 50% | 50% | 0% |
| | Q56 | When participants request services or support from staff members, do staff members accommodate those requests? | 100% | 2.70 | N/A | N/A | N/A | 0% | 0% | 30% | 70% | 0% |
| | Q57 | Do participants generally use the same providers for HCB services and supports (e.g., ABI group day)? | 90% | 2.22 | N/A | N/A | N/A | 0% | 23% | 23% | 43% | 10% |
| | Q58 | Are participants who need assistance with grooming, groomed as they desire? | 80% | 3.00 | 0% | 80% | 20% | N/A | N/A | N/A | N/A | N/A |
| | Q59 | Are participants who need assistance to dress dressed in their own clothes and dressed appropriate to the time of day? | 83% | 3.00 | 0% | 83% | 17% | N/A | N/A | N/A | N/A | N/A |

(i) Count of Medicaid participants current as of 9-25-14.

(ii) N = Count, % = Percentage, AVG = Average, N/A = Not applicable.

(iii) Average score is based on provider survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes").

Maximum score is 3.0; N/A or blank responses were not scored.



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Department of Social Services

Appendix B: ABI Participant Survey Results

Appendix B: ABI PARTICIPANT SURVEY RESULTS

MEDICAID IDENTIFIED(i): 51 Members

ABI PARTICIPANTS WHO COMPLETED SURVEY: 30 responses from 22 ABI homes

| HCBS Rule Category | Survey Question | | Percent of Participants Who Responded to Question | AVERAGE Score out of 3.0 (iii) | No | Yes | N/A | Never | Sometimes | Usually | Always | N/A |
|---------------------|-----------------|---|---|--------------------------------|-----|-----|-----|-------|-----------|---------|--------|-----|
| | | | % (ii) | AVG | % | % | % | % | % | % | % | % |
| Choice of Residence | Q2 | Did you choose to live here? | 93% | 1.61 | 43% | 50% | 7% | N/A | N/A | N/A | N/A | N/A |
| | Q3 | Were you given a choice of places to live? | 93% | 1.39 | 50% | 43% | 7% | N/A | N/A | N/A | N/A | N/A |
| | Q4 | Do you know how to request new housing? | 100% | 1.40 | 53% | 47% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q5 | Do you currently have a lease or similar agreement at your residence? | 90% | 1.78 | 37% | 53% | 10% | N/A | N/A | N/A | N/A | N/A |
| Community Access | Q6 | Is your residence on the grounds of, or adjacent to, a nursing home? | 97% | 2.79 | 90% | 7% | 3% | N/A | N/A | N/A | N/A | N/A |
| | Q7 | Is your residence near private residences? | 97% | 2.69 | 10% | 87% | 3% | N/A | N/A | N/A | N/A | N/A |
| | Q8 | Is your residence near retail businesses? | 100% | 0.80 | 73% | 27% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q9 | Are visitors restricted to specified visiting hours? | 87% | 2.19 | 63% | 23% | 13% | N/A | N/A | N/A | N/A | N/A |
| | Q10 | Are visitors restricted to a specific meeting area in your residence? | 97% | 2.48 | N/A | N/A | N/A | 70% | 13% | 3% | 10% | 3% |
| | Q11 | Do you participate in unscheduled community activities (activities that occur outside of your residence such as shopping, lunch with family or friends) when you want to? | 93% | 2.11 | N/A | N/A | N/A | 10% | 20% | 13% | 50% | 7% |
| | Q12 | Do you participate in scheduled community activities (planned activities that occur outside of your residence) when you want to? | 100% | 1.83 | N/A | N/A | N/A | 17% | 27% | 13% | 43% | 0% |
| | Q13 | Are you free to come and go from your residence when you want to? | 97% | 2.00 | N/A | N/A | N/A | 13% | 17% | 23% | 43% | 3% |
| | Q14 | Is there a curfew or other time requirement for a scheduled return to your residence? | 93% | 2.54 | N/A | N/A | N/A | 67% | 17% | 3% | 7% | 7% |
| | Q15 | Do you have paid work in the community? | 100% | 1.40 | 53% | 47% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q16 | If yes to #15; Do you work in an integrated setting that includes individuals of different ages and individuals with and without disabilities? | 43% | 1.38 | 50% | 43% | 7% | N/A | N/A | N/A | N/A | N/A |
| | Q17 | If no to #15; Do you want to work? | 40% | 2.00 | 25% | 50% | 25% | N/A | N/A | N/A | N/A | N/A |
| | Q18 | If yes to #17; Have you been given the option to work? | 20% | 2.50 | 13% | 63% | 25% | N/A | N/A | N/A | N/A | N/A |
| | Q19 | Do you participate regularly in meaningful non-work activities in the community for the period of time that you desire? | 100% | 1.77 | N/A | N/A | N/A | 13% | 33% | 17% | 37% | 0% |
| | Q20 | Is there public transportation available in your community? | 93% | 0.96 | 63% | 30% | 7% | N/A | N/A | N/A | N/A | N/A |
| | Q21 | If yes to #20; do you have access to the public transportation? | 27% | 2.63 | 11% | 78% | 11% | N/A | N/A | N/A | N/A | N/A |
| | Q22 | If yes to #20; do you know how to use public transportation? | 27% | 2.63 | 11% | 78% | 11% | N/A | N/A | N/A | N/A | N/A |
| | Q23 | Is there an accessible van available to transport you to appointments, shopping, etc.? | 90% | 2.11 | 27% | 63% | 10% | N/A | N/A | N/A | N/A | N/A |
| | Q24 | Do you have access to your funds? | 100% | 1.47 | N/A | N/A | N/A | 33% | 20% | 13% | 33% | 0% |

Appendix B: ABI PARTICIPANT SURVEY RESULTS

MEDICAID IDENTIFIED(i): 51 Members

ABI PARTICIPANTS WHO COMPLETED SURVEY: 30 responses from 22 ABI homes

| HCBS Rule Category | Survey Question | Percent of Participants Who Responded to Question | AVERAGE Score out of 3.0 (iii) | No | Yes | N/A | Never | Sometimes | Usually | Always | N/A | |
|--------------------|--|--|--------------------------------|------|------|------|-------|-----------|---------|--------|-----|-----|
| | | % (ii) | AVG | % | % | % | % | % | % | % | % | |
| Living Space | Q25 | Are there barriers (e.g., gates or locked doors) preventing entrance to, or exit from, certain areas of your residence? | 93% | 2.50 | N/A | N/A | N/A | 70% | 10% | 3% | 10% | 7% |
| | Q26 | Is your residence easily accessible with appropriate, working support structures in place (e.g., ramps, lifts, elevators)? | 87% | 2.19 | N/A | N/A | N/A | 17% | 3% | 13% | 53% | 13% |
| | Q27 | Do you need supports to move about your residence? | 97% | N/A | 73% | 23% | 3% | N/A | N/A | N/A | N/A | N/A |
| | Q28 | If yes to #27; are supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) provided? | 23% | 2.57 | 14% | 86% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q29 | If no to #28; have you raised your need for supports with a social worker or staff member at the residence? | 3% | 0.00 | 100% | 0% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q30 | Do you move about inside and outside your residence as you desire? | 100% | 2.60 | N/A | N/A | N/A | 3% | 7% | 17% | 73% | 0% |
| | Q31 | Do you choose and control your schedule (e.g., eating, sleeping, exercising, visitations) in your residence to meet your wishes? | 100% | 2.30 | N/A | N/A | N/A | 7% | 7% | 37% | 50% | 0% |
| | Q32 | Do you have access to a telephone or cell phone for personal communication in private at your convenience? | 100% | 2.70 | N/A | N/A | N/A | 7% | 0% | 10% | 83% | 0% |
| | Q33 | Do you have access to a computer, iPad or similar devices in private at your convenience? | 90% | 1.63 | N/A | N/A | N/A | 33% | 10% | 3% | 43% | 10% |
| | Q34 | Are you able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at your convenience? | 100% | 2.77 | N/A | N/A | N/A | 3% | 3% | 7% | 87% | 0% |
| | Q35 | Do you have your own bedroom? | 100% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q36 | Do you share your bedroom with a roommate? | 90% | N/A | 83% | 7% | 10% | N/A | N/A | N/A | N/A | N/A |
| | Q37 | If yes to #36; did you choose your roommate? | 7% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q38 | If yes to #36; do you want to remain in a room with your roommate? | 7% | 3.00 | 0% | 100% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q39 | If no to #38; do you know how to request a roommate change? | 0% | N/A | 0% | 0% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q40 | Can you lock the bathroom door? | 90% | 2.56 | 13% | 77% | 10% | N/A | N/A | N/A | N/A | N/A |
| | Q41 | Can you lock your bedroom door? | 87% | 1.85 | 33% | 53% | 13% | N/A | N/A | N/A | N/A | N/A |
| | Q42 | Is the furniture in your bedroom arranged the way you like it? | 100% | 2.60 | 13% | 87% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q43 | Can you decorate your bedroom in the way that suits you? | 100% | 2.80 | N/A | N/A | N/A | 0% | 3% | 13% | 83% | 0% |
| | Q44 | Do you have full access to comfortable seating (e.g., couch, seats) in the shared areas? | 90% | 2.89 | 3% | 87% | 10% | N/A | N/A | N/A | N/A | N/A |
| | Q45 | Do you have access to a kitchen with cooking facilities? | 100% | 2.90 | 3% | 97% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q46 | Do you have access to a dining area to use at your convenience? | 100% | 2.83 | N/A | N/A | N/A | 3% | 0% | 7% | 90% | 0% |
| | Q47 | Do you choose when to have a meal? | 100% | 2.30 | N/A | N/A | N/A | 7% | 13% | 23% | 57% | 0% |
| | Q48 | Do you choose where to have a meal? | 100% | 2.37 | N/A | N/A | N/A | 13% | 10% | 3% | 73% | 0% |
| | Q49 | Can you request an alternative meal if desired? | 90% | 2.15 | N/A | N/A | N/A | 7% | 23% | 10% | 50% | 10% |
| Q50 | Are snacks accessible and available? | 97% | 2.66 | N/A | N/A | N/A | 0% | 7% | 20% | 70% | 3% | |
| Q51 | Can you choose with whom to eat? | 93% | 2.46 | N/A | N/A | N/A | 3% | 10% | 20% | 60% | 7% | |
| Q52 | Are you required to sit at an assigned seat or table in a dining area? | 93% | 2.68 | N/A | N/A | N/A | 80% | 3% | 3% | 7% | 7% | |
| Q53 | If you want to eat privately, can you do so? | 87% | 2.65 | 10% | 77% | 13% | N/A | N/A | N/A | N/A | N/A | |

Appendix B: ABI PARTICIPANT SURVEY RESULTS

MEDICAID IDENTIFIED(i): 51 Members

ABI PARTICIPANTS WHO COMPLETED SURVEY: 30 responses from 22 ABI homes

| HCBS Rule Category | Survey Question | | Percent of Participants Who Responded to Question | AVERAGE Score out of 3.0 (iii) | No | Yes | N/A | Never | Sometimes | Usually | Always | N/A |
|--------------------------------|--|---|---|--------------------------------|-----|-----|-----|-------|-----------|---------|--------|-----|
| | | | % (ii) | AVG | % | % | % | % | % | % | % | % |
| Staff Interactions and Privacy | Q54 | Do you feel forced to do things you don't want to do by staff members of your residence? | 97% | 2.69 | N/A | N/A | N/A | 73% | 20% | 0% | 3% | 3% |
| | Q55 | Do you feel forced to do things you don't want to do by other residents? | 87% | 2.81 | N/A | N/A | N/A | 73% | 10% | 3% | 0% | 13% |
| | Q56 | Do you know how to file a complaint? | 100% | 2.20 | 27% | 73% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q57 | Do staff members speak a language that you understand? | 100% | 2.20 | N/A | N/A | N/A | 17% | 10% | 10% | 63% | 0% |
| | Q58 | Is assistance provided to you in private, as appropriate, when needed? | 97% | 2.66 | N/A | N/A | N/A | 3% | 3% | 17% | 73% | 3% |
| | Q59 | Are staff members friendly and attentive to your requests and needs? | 97% | 2.55 | N/A | N/A | N/A | 0% | 10% | 23% | 63% | 3% |
| | Q60 | Do staff members always request and receive permission prior to entering your bedroom? | 87% | 2.31 | 20% | 67% | 13% | N/A | N/A | N/A | N/A | N/A |
| | Q61 | Do staff members always request and receive permission prior to entering the bathroom? | 73% | 2.32 | 17% | 57% | 27% | N/A | N/A | N/A | N/A | N/A |
| | Q62 | Do staff members only use a key to enter your bedroom under limited circumstances agreed upon by you? | 40% | 1.42 | N/A | N/A | N/A | 17% | 3% | 7% | 13% | 60% |
| | Q63 | Do you think your health information is kept private? | 97% | 2.69 | 10% | 87% | 3% | N/A | N/A | N/A | N/A | N/A |
| | Q64 | Does staff expect you to behave in a particular way to receive special privileges (e.g., special trips, extra shopping trips)? | 97% | 2.38 | 77% | 20% | 3% | N/A | N/A | N/A | N/A | N/A |
| Q65 | Do staff members ever restrict your access to community or residential activities? | 97% | 2.79 | 90% | 7% | 3% | N/A | N/A | N/A | N/A | N/A | |
| Q66 | Are there surveillance cameras present in your residence? | 100% | 2.70 | 90% | 10% | 0% | N/A | N/A | N/A | N/A | N/A | |
| Services | Q67 | Do you, or a person chosen by you, have an active role in the development and update of your person-centered plan/plan of care? | 100% | 2.20 | N/A | N/A | N/A | 17% | 7% | 17% | 60% | 0% |
| | Q68 | Are you satisfied with the services you receive from staff at your residence (e.g., personal care, independent living skills training)? | 97% | 2.34 | N/A | N/A | N/A | 3% | 17% | 20% | 57% | 3% |
| | Q69 | When you request services or support from staff members, do you feel the requests are accommodated? | 97% | 2.45 | N/A | N/A | N/A | 7% | 7% | 20% | 63% | 3% |
| | Q70 | Do you have the option to choose the provider(s) who provides your HCB services and supports (e.g., ABI group day)? | 83% | 0.84 | N/A | N/A | N/A | 43% | 20% | 10% | 10% | 17% |
| | Q71 | Do you need assistance with grooming? | 100% | N/A | 60% | 40% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q72 | If yes to #71; is grooming assistance provided as you desire? | 40% | 2.08 | N/A | N/A | N/A | 8% | 25% | 17% | 50% | 0% |
| | Q73 | Do you need assistance to dress? | 100% | N/A | 77% | 23% | 0% | N/A | N/A | N/A | N/A | N/A |
| | Q74 | If yes to #73; are you dressed in your own clothes? | 23% | 3.00 | N/A | N/A | N/A | 0% | 0% | 0% | 100% | 0% |
| | Q75 | If yes to #73; are you dressed appropriate to the time of day? | 23% | 3.00 | N/A | N/A | N/A | 0% | 0% | 0% | 100% | 0% |

(i) Count of Medicaid participants current as of 9-25-14.

(ii) N = Count, % = Percentage, AVG = Average, N/A = Not applicable.

(iii) Average score is based on participant survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes").

Maximum score is 3.0; N/A or blank responses were not scored.



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Ms. Kathy Bruni
Department of Social Services

Appendix C: Comparison of ABI Provider and Participant Survey Results

Appendix C: Comparison of ABI Provider and Participant Survey Results

MEDICAID IDENTIFIED(i): 51 Members

ABI PROVIDERS COMPLETED SURVEY: 30 (100% response rate)

ABI PARTICIPANTS WHO COMPLETED SURVEY: 30 responses from 22 ABI homes

| HCBS Rule Category | PARTICIPANT SURVEY QUESTION | | COMPARABLE PROVIDER SURVEY QUESTION | | Across ALL Homes AVERAGE Score out of 3.0 (ii) | | |
|---------------------|-----------------------------|---|-------------------------------------|--|---|------------|-------|
| | Provider Survey | Participant Survey | Difference | Provider Survey | Participant Survey | Difference | |
| Choice of Residence | Q2 | Did you choose to live here? | Q2 | Were participants given a choice of available options regarding where to live? | 3.00 | 1.61 | -1.39 |
| | Q3 | Were you given a choice of places to live? | Q2 | Were participants given a choice of available options regarding where to live? | 3.00 | 1.39 | -1.61 |
| | Q4 | Do you know how to request new housing? | Q3 | Do participants know how to request new housing if they want to move? | 3.00 | 1.40 | -1.60 |
| | Q5 | Do you currently have a lease or similar agreement at your residence? | Q4 | Do participants currently have a lease or similar agreement? | 2.60 | 1.78 | -0.82 |
| Community Access | Q6 | Is your residence on the grounds of, or adjacent to, a nursing home? | Q5 | Is the home on the grounds of, or adjacent to, a nursing home? | 3.00 | 2.79 | -0.21 |
| | Q7 | Is your residence near private residences? | Q6 | Is the home near private residences? | 3.00 | 2.69 | -0.31 |
| | Q8 | Is your residence near retail businesses? | Q7 | Is the home near retail businesses? | 1.40 | 0.80 | -0.60 |
| | Q9 | Are visitors restricted to specified visiting hours? | Q8 | Are visitors restricted to specified visiting hours? | 2.90 | 2.19 | -0.71 |
| | Q10 | Are visitors restricted to a specific meeting area in your residence? | Q9 | Are visitors restricted to a specific meeting area in the home? | 2.83 | 2.48 | -0.35 |
| | Q11 | Do you participate in unscheduled community activities (activities that occur outside of your residence such as shopping, lunch with family or friends) when you want to? | Q10 | Do participants participate in unscheduled community activities (activities that occur outside of the home, such as shopping, lunch with family or friends) when they want to? | 2.80 | 2.11 | -0.69 |
| | Q12 | Do you participate in scheduled community activities (planned activities that occur outside of your residence) when you want to? | Q11 | Do participants participate in scheduled community activities (planned activities that occur outside of the home) when they want to? | 2.87 | 1.83 | -1.03 |
| | Q13 | Are you free to come and go from your residence when you want to? | Q12 | Are participants able to come and go from the home when they want to? | 2.69 | 2.00 | -0.69 |
| | Q14 | Is there a curfew or other time requirement for a scheduled return to your residence? | Q13 | Is there a curfew or other time requirement for participants to return to the home? | 2.89 | 2.54 | -0.35 |
| | Q15 | Do you have paid work in the community? | Q14 | If participants want to work, do they have paid work in the community? | 3.00 | 1.40 | -1.60 |
| | Q16 | If yes to #15; Do you work in an integrated setting that includes individuals of different ages and individuals with and without disabilities? | Q15 | For participants who work, do they work in an integrated setting that includes individuals of different ages and individuals with and without disabilities? | 3.00 | 1.38 | -1.62 |
| | Q17 | If no to #15; Do you want to work? | | | N/A | 2.00 | N/A |
| | Q18 | If yes to #17; Have you been given the option to work? | | | N/A | 2.50 | N/A |
| | Q19 | Do you participate regularly in meaningful non-work activities in the community for the period of time that you desire? | Q16 | Do participants participate regularly in meaningful non-work activities in the community for the period of time they desire? | 2.83 | 1.77 | -1.07 |
| | Q20 | Is there public transportation available in your community? | Q17 | Is there public transportation available near the home? | 1.29 | 0.96 | -0.32 |
| | Q21 | If yes to #20; do you have access to the public transportation? | | | N/A | 2.63 | N/A |
| | Q22 | If yes to #20; do you know how to use public transportation? | Q18 | If there is public transportation available near the home, do participants use it? | 1.00 | 2.63 | 1.63 |
| | Q23 | Is there an accessible van available to transport you to appointments, shopping, etc.? | Q19 | Is an accessible van available to transport participants to appointments, shopping, etc.? | 2.73 | 2.11 | -0.62 |
| | Q24 | Do you have access to your funds? | Q20 | Do participants have access to their funds? | 2.32 | 1.47 | -0.85 |

Appendix C: Comparison of ABI Provider and Participant Survey Results

MEDICAID IDENTIFIED(i): 51 Members

ABI PROVIDERS COMPLETED SURVEY: 30 (100% response rate)

ABI PARTICIPANTS WHO COMPLETED SURVEY: 30 responses from 22 ABI homes

| HCBS Rule Category | PARTICIPANT SURVEY QUESTION | | COMPARABLE PROVIDER SURVEY QUESTION | | Across ALL Homes | | |
|--------------------|--|--|---|---|-------------------------------|--------------------|------------|
| | | | | | AVERAGE Score out of 3.0 (ii) | | |
| | | | | | Provider Survey | Participant Survey | Difference |
| Living Space | Q25 | Are there barriers (e.g., gates or locked doors) preventing entrance to, or exit from, certain areas of your residence? | Q21 | Are there barriers (e.g., gates or locked doors) preventing entrance to, or exit from, certain areas of the home? | 2.67 | 2.50 | -0.17 |
| | Q26 | Is your residence easily accessible with appropriate, working support structures in place (e.g., ramps, lifts, elevators)? | Q22 | Is the home easily accessible with appropriate working support structures in place (e.g., ramps, lifts, elevators)? | 2.78 | 2.19 | -0.59 |
| | Q27 | Do you need supports to move about your residence? | | | N/A | N/A | N/A |
| | Q28 | If yes to #27; are supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) provided? | Q23 | Does the home have supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) for participants who need them? | 2.54 | 2.57 | 0.03 |
| | Q29 | If no to #28; have you raised your need for supports with a social worker or staff member at the residence? | | | N/A | 0.00 | N/A |
| | Q30 | Do you move about inside and outside your residence as you desire? | Q24 | Are participants able to move about inside and outside of the home as they desire? | 2.97 | 2.60 | -0.37 |
| | Q31 | Do you choose and control your schedule (e.g., eating, sleeping, exercising, visitations) in your residence to meet your wishes? | Q25 | Do participants choose and control their schedule (e.g., eating, sleeping, exercising, visitations) to meet their wishes? | 2.90 | 2.30 | -0.60 |
| | Q32 | Do you have access to a telephone or cell phone for personal communication in private at your convenience? | Q26 | Do participants have access to a telephone or cell phone for personal communication in private at their convenience? | 2.96 | 2.70 | -0.26 |
| | Q33 | Do you have access to a computer, iPad or similar devices in private at your convenience? | Q27 | Do participants have access to a computer, iPad, or similar devices in private at their convenience? | 1.83 | 1.63 | -0.20 |
| | Q34 | Are you able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at your convenience? | Q28 | Are participants able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience? | 3.00 | 2.77 | -0.23 |
| | Q35 | Do you have your own bedroom? | | | N/A | 3.00 | N/A |
| | Q36 | Do you share your bedroom with a roommate? | | | N/A | N/A | N/A |
| | Q37 | If yes to #36; did you choose your roommate? | Q29 | Regarding participants who share a bedroom, were participants given a choice of a roommate? | 3.00 | 3.00 | 0.00 |
| | Q38 | If yes to #36; do you want to remain in a room with your roommate? | | | N/A | 3.00 | N/A |
| | Q39 | If no to #38; do you know how to request a roommate change? | Q30 | Are participants given information about how to change roommates, if they desire to do so? | 3.00 | N/A | N/A |
| | Q40 | Can you lock the bathroom door? | Q31 | Can participants lock the bathroom door(s)? | 3.00 | 2.56 | -0.44 |
| | Q41 | Can you lock your bedroom door? | Q32 | Can participants lock their bedroom door(s)? | 2.70 | 1.85 | -0.85 |
| | Q42 | Is the furniture in your bedroom arranged the way you like it? | Q33 | Are participants able to furnish and decorate their bedroom in a way that suits them? | 2.90 | 2.60 | -0.30 |
| | Q43 | Can you decorate your bedroom in the way that suits you? | Q33 | Are participants able to furnish and decorate their bedroom in a way that suits them? | 2.90 | 2.80 | -0.10 |
| | Q44 | Do you have full access to comfortable seating (e.g., couch, seats) in the shared areas? | Q34 | Do participants have full access to comfortable seating (e.g., couch, seats) in shared areas of the home? | 3.00 | 2.89 | -0.11 |
| | Q45 | Do you have access to a kitchen with cooking facilities? | Q35 | Do participants have access to a kitchen with cooking facilities? | 2.90 | 2.90 | 0.00 |
| | Q46 | Do you have access to a dining area to use at your convenience? | Q36 | Do participants have access to a dining area to use at their convenience? | 2.90 | 2.83 | -0.07 |
| | Q47 | Do you choose when to have a meal? | Q37 | Can participants choose when to have a meal? | 3.00 | 2.30 | -0.70 |
| | Q48 | Do you choose where to have a meal? | Q38 | Can participants choose where to have a meal? | 2.87 | 2.37 | -0.50 |
| | Q49 | Can you request an alternative meal if desired? | Q39 | Can participants request and receive alternative meals? | 2.96 | 2.15 | -0.81 |
| | Q50 | Are snacks accessible and available? | Q40 | Are snacks accessible and available? | 2.91 | 2.66 | -0.26 |
| | Q51 | Can you choose with whom to eat? | Q41 | Can participants choose with whom to eat or to eat alone? | 2.97 | 2.46 | -0.50 |
| | Q53 | If you want to eat privately, can you do so? | Q41 | Can participants choose with whom to eat or to eat alone? | 2.97 | 2.65 | -0.31 |
| Q52 | Are you required to sit at an assigned seat or table in a dining area? | Q42 | Are participants required to sit at an assigned seat or table in a dining area? | 3.00 | 2.68 | -0.32 | |

Appendix C: Comparison of ABI Provider and Participant Survey Results

MEDICAID IDENTIFIED(i): 51 Members

ABI PROVIDERS COMPLETED SURVEY: 30 (100% response rate)

ABI PARTICIPANTS WHO COMPLETED SURVEY: 30 responses from 22 ABI homes

| HCBS Rule Category | PARTICIPANT SURVEY QUESTION | | COMPARABLE PROVIDER SURVEY QUESTION | | Across ALL Homes | | |
|--------------------------------|-----------------------------|---|---|---|---|--------------------|------------|
| | | | | | AVERAGE Score out of 3.0 (ii) | | |
| | | | | | Provider Survey | Participant Survey | Difference |
| Staff Interactions and Privacy | Q54 | Do you feel forced to do things you don't want to do by staff members of your residence? | | | N/A | 2.69 | N/A |
| | Q55 | Do you feel forced to do things you don't want to do by other residents? | | | N/A | 2.81 | N/A |
| | Q56 | Do you know how to file a complaint? | Q43 | Do participants know how to file a complaint? | 3.00 | 2.20 | -0.80 |
| | Q57 | Do staff members speak a language that you understand? | Q44 | Do staff members speak to participants in a language the participants understand? | 2.90 | 2.20 | -0.70 |
| | Q58 | Is assistance provided to you in private, as appropriate, when needed? | Q45 | Do staff members provide assistance to participants in private, as appropriate, when needed? | 2.97 | 2.66 | -0.31 |
| | Q59 | Are staff members friendly and attentive to your requests and needs? | Q46 | Are staff members friendly and attentive to participants' requests and needs? | 2.97 | 2.55 | -0.41 |
| | Q60 | Do staff members always request and receive permission prior to entering your bedroom? | Q47 | Do staff members always request and receive permission prior to entering a participant's bedroom? | 3.00 | 2.31 | -0.69 |
| | Q61 | Do staff members always request and receive permission prior to entering the bathroom? | Q48 | Do staff members always request and receive permission prior to entering a participant's bathroom? | 3.00 | 2.32 | -0.68 |
| | Q62 | Do staff members only use a key to enter your bedroom under limited circumstances agreed upon by you? | Q49 | Do only a limited number of staff have keys to participants' bedrooms and bathrooms? | 2.87 | 1.42 | -1.45 |
| | Q63 | Do you think your health information is kept private? | Q50 | Is participant health information kept private and confidential? | 3.00 | 2.69 | -0.31 |
| | Q64 | Does staff expect you to behave in a particular way to receive special privileges (e.g., special trips, extra shopping trips)? | Q51 | Does the home conduct behavioral incentive programs that reward participants with special privileges when they engage in certain behaviors? | 2.25 | 2.38 | 0.13 |
| | Q65 | Do staff members ever restrict your access to community or residential activities? | Q52 | Do staff members ever restrict participants' access to community activities or activities in the home? | 2.79 | 2.79 | 0.00 |
| | Q66 | Are there surveillance cameras present in your residence? | Q53 | Are there surveillance cameras present at the home? | 2.80 | 2.70 | -0.10 |
| | Services | Q67 | Do you, or a person chosen by you, have an active role in the development and update of your person-centered plan/plan of care? | Q54 | Do participants, or a person chosen by a participant, have an active role in the development and update of their person-centered plan/plan of care? | 3.00 | 2.20 |
| Q68 | | Are you satisfied with the services you receive from staff at your residence (e.g., personal care, independent living skills training)? | Q55 | Are participants generally satisfied with the services they receive from staff at the home (e.g., personal care, independent living skills training)? | 2.50 | 2.34 | -0.16 |
| Q69 | | When you request services or support from staff members, do you feel the requests are accommodated? | Q56 | When participants request services or support from staff members, do staff members accommodate those requests? | 2.70 | 2.45 | -0.25 |
| Q70 | | Do you have the option to choose the provider(s) who provides your HCB services and supports (e.g., ABI group day)? | Q57 | Do participants generally use the same providers for HCB services and supports (e.g., ABI group day)? | 2.22 | 0.84 | -1.38 |
| Q71 | | Do you need assistance with grooming? | | | N/A | N/A | N/A |
| Q72 | | If yes to #71; is grooming assistance provided as you desire? | Q58 | Are participants who need assistance with grooming, groomed as they desire? | 3.00 | 2.08 | -0.92 |
| Q73 | | Do you need assistance to dress? | | | N/A | N/A | N/A |
| Q74 | | If yes to #73; are you dressed in your own clothes? | Q59 | Are participants who need assistance to dress dressed in their own clothes and dressed appropriate to the time of day? | 3.00 | 3.00 | 0.00 |
| Q75 | | If yes to #73; are you dressed appropriate to the time of day? | Q59 | Are participants who need assistance to dress dressed in their own clothes and dressed appropriate to the time of day? | 3.00 | 3.00 | 0.00 |

(i) Count of Medicaid participants current as of 9-25-14.

(ii) Average score is based on provider and participant survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes").

Maximum score is 3.0; N/A or blank responses were not scored.