



***PEOPLE TALKING TO PEOPLE***

**Summary for Tennessee I/DD waiver recipient  
satisfaction interview responses and  
CMS Quality Indicator question responses**

for

July 1, 2014 - June 30, 2015

Prepared for DIDD's Office of Civil Rights in October, 2015

by

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## EXECUTIVE SUMMARY

People with disabilities in the United States of America depend on different supports from society. One of the ways Tennessee and the other states support people is through collaboration with the U.S. federal government—the program called Medicaid. Now in its 50<sup>th</sup> year, Medicaid is a healthcare program funded by state dollars plus a matching number of federal dollars. In Tennessee, one (\$1) state dollar is matched with approximately two (\$2) federal dollars. For their contribution, the federal government requires that states provide certain quality services through their Medicaid programs.

In addition to providing mandatory health services—like hospital care—a state may also offer additional health benefits such as dentistry, medications, optometry, and/or therapies. Medicaid plans are also required to provide certain long-term supports and services (LTSS) such as nursing homes, but may choose to provide other LTSS through programs called Medicaid Waivers. Many people with disabilities benefit greatly from Medicaid Waiver services, which are often provided in community settings by private organizations or state agencies. The federal government’s Centers for Medicare and Medicaid Services (CMS) works with Tennessee’s Department of Intellectual and Developmental Disabilities (DIDD) to provide and monitor

services to people with intellectual disabilities.

The Arc Tennessee is a statewide non-profit organization on intellectual and developmental disabilities. Founded in 1952, it is affiliated with The Arc United States and is a membership organization composed of people with intellectual, developmental and other disabilities, as well as their parents, family, friends, and others. The People Talking to People (PTP) project, funded by a grant to The Arc Tennessee, is just one part of what DIDD does to assure peoples’ rights are respected and their satisfaction with the supports they receive. Tennessee uses PTP interview findings to show CMS that it administers quality services under the Medicaid Waivers for people with intellectual disabilities.

In 2014, PTP served its twelfth year as an independent quality-assurance project for DIDD to ensure that people experience the best possible services, as well as providing data for quality improvement. Interviews are conducted with a random selection of people who receive services through more than 430 non-profit and for-profit agencies in Tennessee. PTP’s interview findings can prompt follow-up from DIDD to specific issues, and PTP continues to be an important part of the state moving toward a quality-assurance project led by the priorities and choices of people receiving services.

## ACKNOWLEDGEMENT

The People Talking to People project first offers special acknowledgement to the Department of Intellectual and Developmental Disabilities and specifically to Brenda Clark and Annie Bernard for their ongoing support and assistance.

This report would not be possible if it were not for the effort of each person in the People Talking to People interviewer teams, including:

	Region		Region
Ashley Brookshire	1	David Griffin	5
Rocky Henley	1	Josh Turner	5
Danny Reaves	1	Heather Henderson	6
Heather Wilson	2	Mary Dale Greene	6
Linda Wilson	2	Kat Keys	6
Melissa Crouch	3	Brenda Lackey	6
Larry Jacobs	3	Doris Price	6
Brandy McCauley	4	Sean Flowers	7
Katherine Schwartzbeck	4	Tom Griffin	7 & 8
Lauren Meeker	5	Patrick Sanders	8
John Blake	5	Sondra Loveless-South	9
Cheryl Coleman Blake	5	Shalonie Tant	9
Woody Cade	5	Chris Colsey	9
		Suzanne Colsey	9

The Arc Tennessee staff, including Marlana Buford, Project Assistant.

All of those who have helped along the way that are not mentioned...thank you!

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# 1. PEOPLE TALKING TO PEOPLE PROJECT OVERVIEW

The ongoing work and mission of People Talking to People (PTP) is to continue providing timely feedback to improve Tennessee’s DIDD support system for people with disabilities.

Whenever PTP interviewers receive unfavorable responses—especially to certain key interview questions—notification of the issue or unsatisfactory response is e-mailed to the Director of Quality Improvement and Systems Change at The Arc Tennessee and to the Director of DIDD’s Office of Civil Rights.

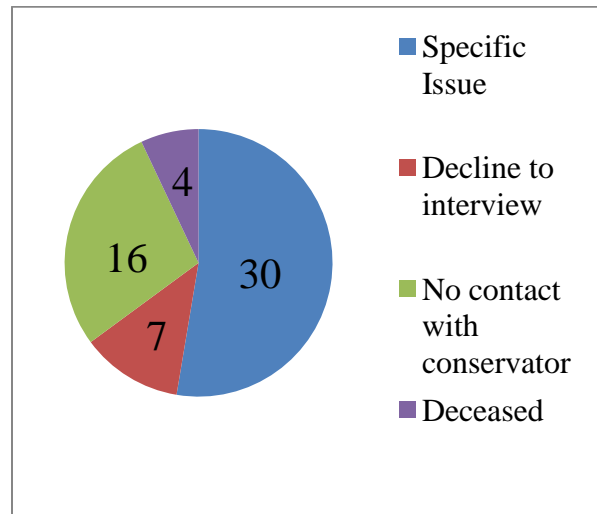
Since 2009, the four key interview questions, used also as key performance measures for CMS are:

- 19. Do your direct support staff treat you well or with respect?**
- 20. Do you know how to report a complaint?**
- 22. Were the things that are important to you included in your service plan?**
- 23. Are you satisfied with the amount of privacy that you have?**

Following a face-to-face interview, the process to bring attention to DIDD begins when interviewers e-mail a Survey Notification Form (SNF) containing an explanation of the specific issue. An SNF identifies any negative response to the four key questions gathered or if PTP identifies any other problems, issues, or needs during the face-to-face interview. This is the sixth year that PTP is following this procedure. In

Fiscal Year 2015 (FY15) PTP interviewed eight hundred forty seven (847) individuals, and of these, generated fifty seven (57) SNFs with the results detailed below and on page 4.

Of these, twenty seven (27 or 47%) were automatically submitted because valid responses were not collected for the four key questions. In four (4) of these instances the SNF informed that the individual had deceased after being selected for participation. The remaining SNF prompting interviews were attempted again by a phone call to the conservator of record. Some conservators were unable to be contacted (16) or refused the interview (7).



The remaining thirty (30 or 53%) SNFs directly address complaints or concerns of people interviewed during FY15.

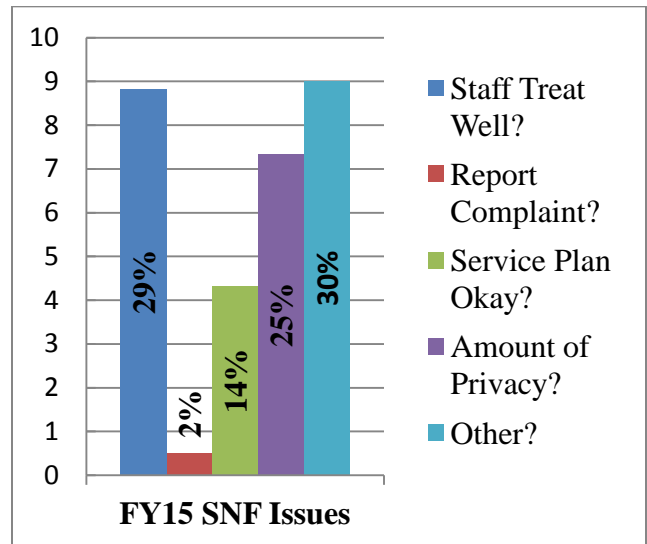
- Seven (7) SNFs followed a sole negative response to the question “Do your support staff treat you well or with respect?”
- Five (5) SNFs followed a sole negative response to the question “Are you satisfied with the amount of privacy you have?”
- Two (2) SNFs followed a sole negative response to the question “Were the things that are important to you included in your service plan?”

An additional seven (7) SNFs were turned in with a combination of multiple negative responses:

- Two (2) SNFs followed negative responses to both the questions “Do your support staff treat you well or with respect?” and “Are you satisfied with the amount of privacy you have?”
- Two (2) SNFs followed negative responses to both questions “Were the things that are important to you included in your service plan?” and “Are you satisfied with the amount of privacy you have?”
- One (1) SNF followed negative responses to both the questions “Do you know how to report a complaint?” and “Were the things that are important to you included in your service plan?”
- One (1) SNF followed negative responses to both questions “Do your support staff treat you well or with respect?” and “Were the things that are important to you included in your service plan?”

- One (1) SNF followed negative responses to three questions “Do your support staff treat you well or with respect?”, “Were the things that are important to you included in your service plan?”, and “Are you satisfied with the amount of privacy you have?”
- Nine (9) SNFs followed negative responses, comments or concerns—separate from the four key questions—yet still warranted further examination by DIDD. These included issues with funding reductions, staff, ISCs, or lack of services and/or equipment or home-modifications.

This chart below depicts the number of times, and percentage, for specific issues raised following negative responses to each of the key performance measures for the thirty (30) SNFs in FY15.



Interview results are only partly comparable to previous reports because some questions have been removed or the wording has changed. Additionally, PTP now reports on a Fiscal Year basis instead of

the calendar year. Nevertheless, the methodology, calculations, and PTP procedures are identical to those used for previous reports.

The pie charts on pages 8-11 show the answers to a selection of interview questions, separated by waiver type. These pie charts show the “Yes,” “No” and “Unsure/Not Applicable” answers to questions addressing each of these areas:

- Choice and Control
- Respect and Dignity
- Access to Care
- Community Inclusion.

The confidence level is 95% for each question and for each waiver population. This is the predictive power or statistical strength of the results. The four (4) questions selected by CMS as key performance indicators are highlighted in yellow below. Positive or “Yes” responses are segments colored green in the pie charts. Yellow segments represent responses of “Unsure” or “Not Applicable.” The segments in the pie charts colored red represent “No” or negative responses.

As efforts in Tennessee towards deinstitutionalization continue and Centers’ populations decline, only three (3) individuals receiving services at the Greene Valley Developmental Center were interviewed. Sixteen (16) individuals were interviewed who receive services at private or public “Community Homes” for people with Intellectual and Developmental Disabilities (ICF/IDD).

Compared with previous reports, a lower rate of “Unsure/Not Applicable” responses for people interviewed at Greene Valley Developmental Center or at Community Homes (ICF/IDD) results from PTP interviewers including proxy respondents by contacting the conservators for people who were unable or unwilling to communicate a response at the time of the face-to-face meeting. Furthermore, the fewer number of interviews with this sub-group reduces the statistical strength of reported results, as well as broadening the predictive range for likely additional responses (+/- 26% vs. +/- 3.5% for Main waiver).

PTP 2014 - 2015 Quality Indicator questions / Choice & Control

YES NO UNSURE

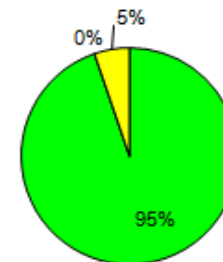
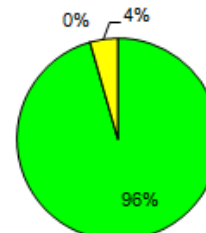
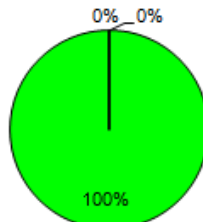
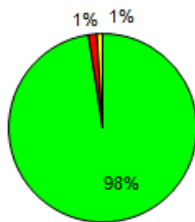
Main waiver  
696 interviews; +/- 3.5%

Self-Determination waiver  
87 interviews, +/- 10.1%

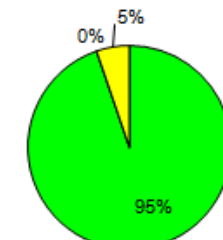
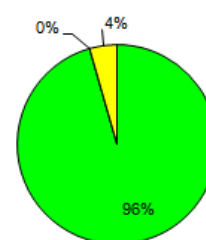
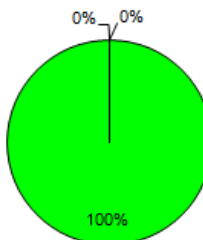
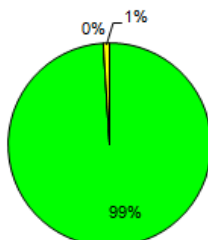
Arlington waiver  
45 interviews, +/- 13.5%

ICF/Developmental Center  
19 interviews, +/- 26%

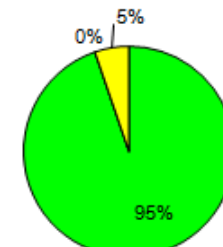
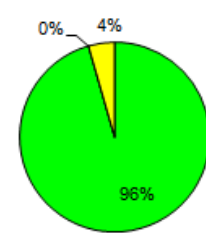
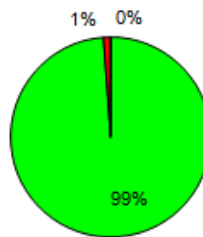
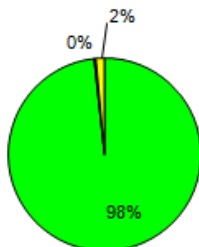
Do your Direct Support staff treat you well or with respect?



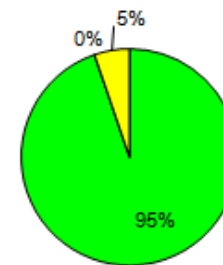
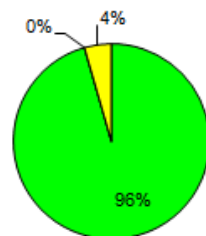
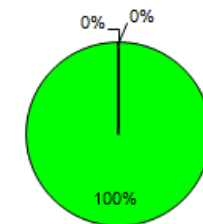
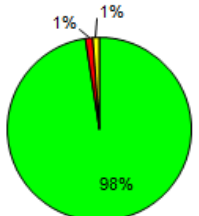
Do you know how to report a complaint?



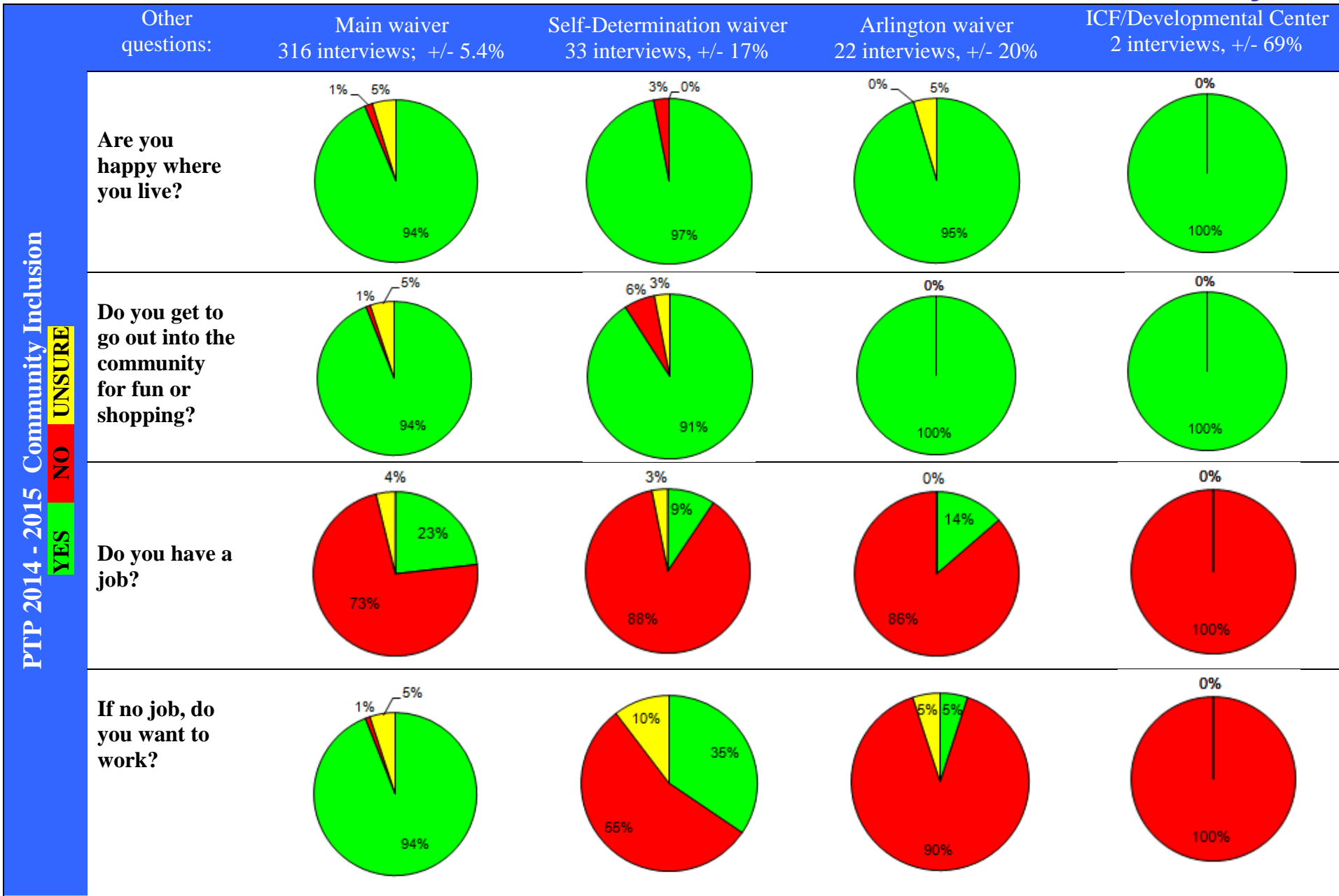
Were the things that are important to you included in your service plan?



Are you satisfied with the amount of privacy that you have?

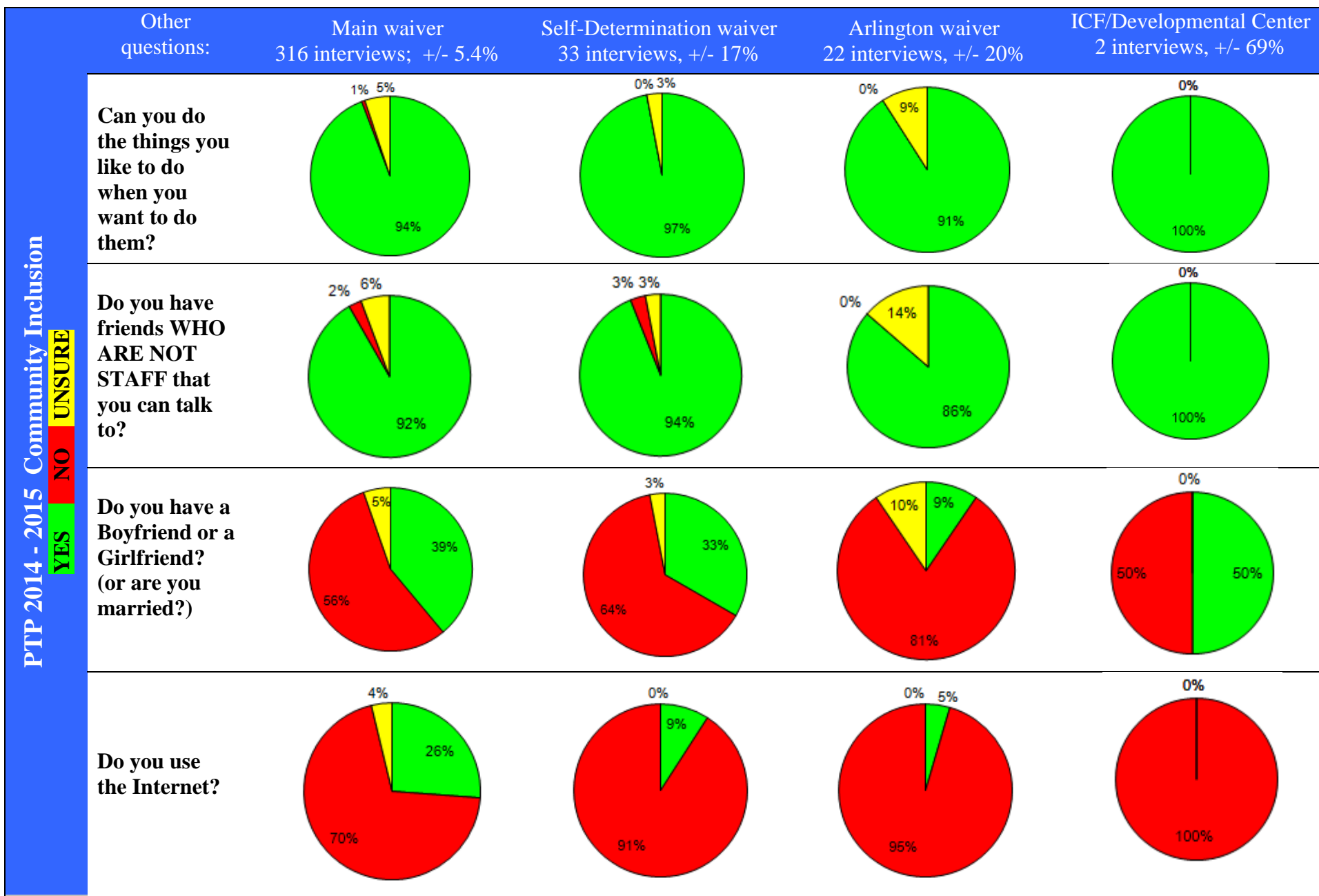






PTP 2014 - 2015 Community Inclusion

YES
UNSURE
NO



PTP 2014 - 2015 Community Inclusion

YES
NO
UNSURE

YES NO UNSURE

Other questions:

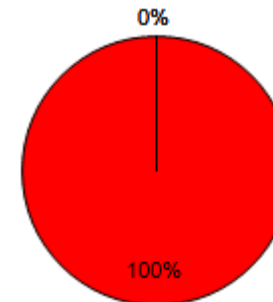
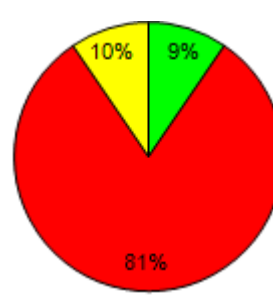
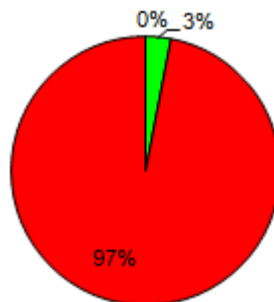
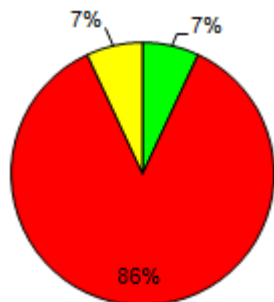
Main waiver  
316 interviews; +/- 5.4%

Self-Determination waiver  
33 interviews, +/- 17%

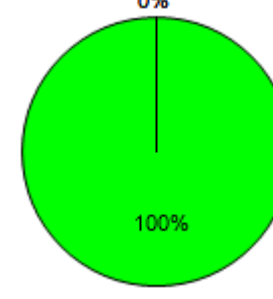
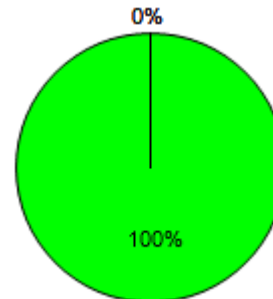
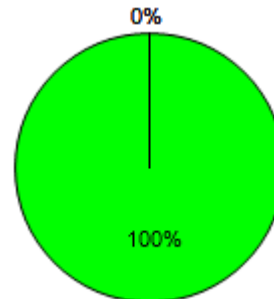
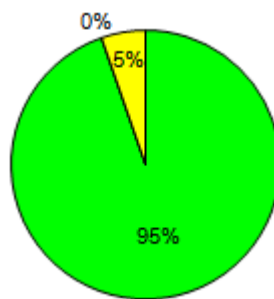
Arlington waiver  
22 interviews, +/- 20%

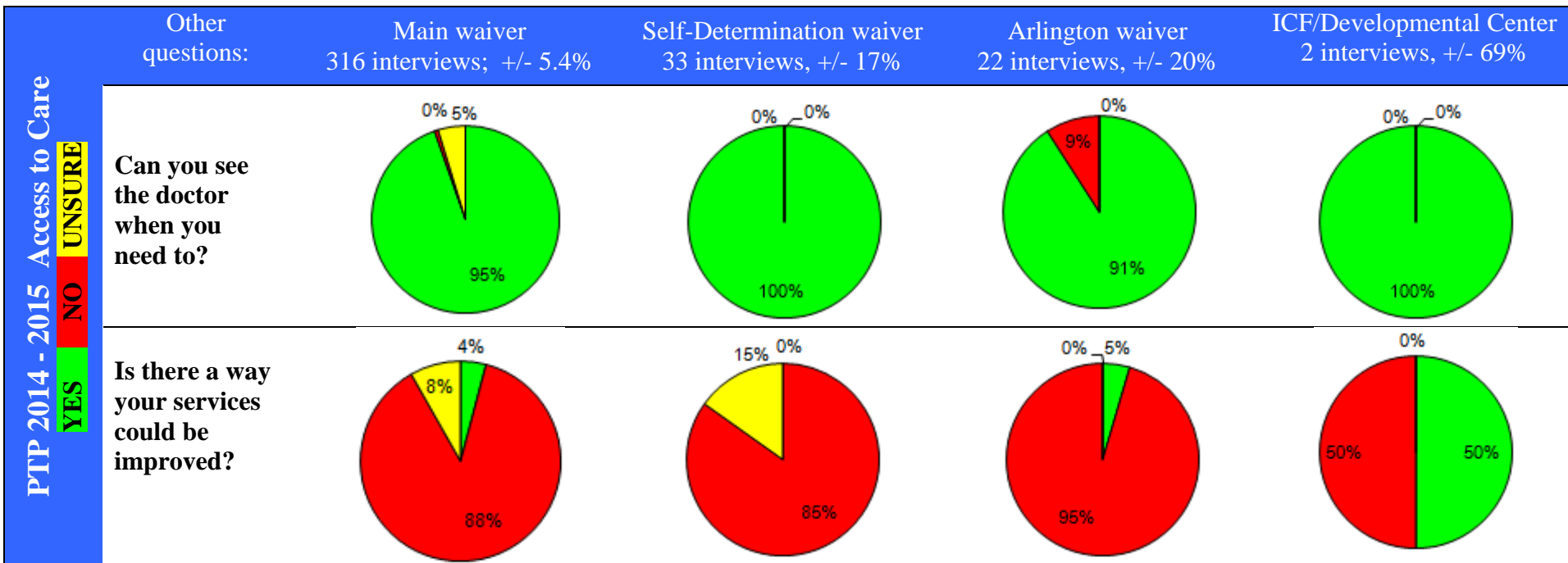
ICF/Developmental Center  
2 interviews, +/- 69%

Do you feel that you are always being told what to do instead of being asked?



If you feel frightened, is there someone you can talk to or a place where you can go to feel safe?





### 3. PTP INTERVIEW COMMENTS

The PTP interview for FY15 includes the same questions as the previous two years. Following are examples of comments taken during interviews with people in the each of the waiver programs in Tennessee, including the four (4) questions to which any response other than a positive one triggers the Survey Notification Form procedure, as detailed on page 5 of 33. The ‘positive’ comments are those comments that followed a “yes” answer to a question. ‘Negative’ comments are those that followed a “no” answer to a question. Comments are only noted for questions in each waiver category to which comments were given. A number in parentheses following comments indicates the number of times for which identical responses were noted.

#### A. Main waiver comments, Community Inclusion

##### Are you happy where you live?

###### *Negative:*

- My friend and housemate died. Everything and everyone in the house reminds me of him. I want a change, someplace new.
- Would like to live someplace else.
- Individual lives with her mother but would like to live with agency staff.
- Does not like her housemate - her housemate has hit her and cussed at her.
- Likes house but not housemate.
- Don't have anything common with roommate.

##### Do you get to go out into the community for fun or shopping?

###### *Positive:*

- Movies, Friday night dances.

###### *Negative:*

- Not able due to health.
- She used to get out much more often when her mother was alive. She does go to Sunday school, but she would like to get out much more often than that.

## A. Main waiver comments, Community Inclusion (continued)

### Do you have a job?

#### *Positive:*

- Recycling 30 hours per week (4)
- Recycling 25 hours a week (3)
- Restaurant (3)
- Laundry 30 hours (2)
- 4 hours a week (2)
- 8 hours.
- 2 hours.
- [Agency] hours vary.
- [Agency] shredding paper, 1 hour a day paid, 5 days a week.
- At [agency] training center.
- At [agency] donation center.
- Burger king- 15 to 20 hours a week.
- [Business] 25 hours a week.
- [Business] 7 hours a week.
- Cleaning horse stable.
- Cleans at her church four hours per week, two hours each day.
- Collecting and crushing cans, 4 hours a week.
- Days Inn.
- Empties trash at provider agency on Tuesday and Wednesday (2 hours per day). He has worked this job for several years.
- Food Rite.
- Gas station 4-6 hours a month.
- Goodwill - 15 hours per week.
- Hampton Inn.
- Individual cleans agency offices two days a week, three hours per day.
- Individual washes dishes at a local McDonald's for 4-6 hours per week.
- Individual works 3-6 hours as a cleaner and filer at [agency].
- McDonald's in [town] for 4 hours bussing tables.
- [Pharmacy] 8 hours a week.
- Recycling 15 hours.
- Recycling 16 hours.
- Recycling 5 hrs, [business] 20 hours.
- Thrift store, four hours a week.
- Works at [agency].
- Works at [agency] as a cleaner for 4 hours per week.

## A. Main waiver comments, Community Inclusion (continued)

If no job, do you want to work?

*Positive:*

- Any job (23)
- Fast food/cook/busboy/dishwasher (11)
- Store (7)
- Recycling (3)
- Warehouse/factory (3)
- Workshop (2)
- Already looking for work (2)
- Janitor/cleaning (2)
- Office work (2)
- Hospital/nursing home (2)
- Not a food place!
- Work on cars!
- Pet store.
- Security.
- Working on getting a job at Logan's as a busser or as a groundskeeper at the [local] zoo.
- Community.
- For 6 months, he has done janitorial work and stocking cleaning supplies at agency.
- Individual would like to work with his former employer, KFC. Previously, he worked at Kroger. Individual said he lost previous jobs due to conflicts with supervisors.
- Working with children, doing surveys [in the community], and helping run fundraisers.
- Wants to fold boxes - has gone to vocational rehab but it has gone nowhere.
- She would like to find a job as a dishwasher anywhere they "would let me." She had a job doing laundry at [hotel], but "they told me I was not fast enough."

*Negative:*

- Does not want to work (36)
- Retired (20)
- Unable to work (9)
- Happy in workshop (2)
- Prefer volunteering.

If you are not busy doing work or chores, what do you like to do?

*Positive:*

- Shopping (138)
- Out to eat (111)
- Watch TV/movies/DVDs (75)
- Go out (62)
- Go bowling (22)

## A. Main waiver comments, Community Inclusion (continued)

If you are not busy doing work or chores, what do you like to do? (continued)

### *Positive:*

- Go out to the movies (17)
- Play computer/video games (15)
- Walk/exercise (14)
- Go to church (14)
- Go for rides (13)
- Socialize/visit family/friends (10)
- Fishing (9)
- Listen to CDs/music/radio (9)
- Arts/crafts (8)
- Play sports (6)
- Go to the park (5)
- To the drop-in center (5)
- Puzzle books/read (5)
- Sing/write songs (3)
- Play an instrument (3)
- Nap/rest (3)
- Ride bicycle (3)
- Cook (3)
- Clean (2)
- Go to the pet shop (2)
- Horses (2)
- Going to school (2)
- Play bingo (2)
- Walk/play with dog (2)
- Build models from movies.
- Care for animals & cutting coupons.
- Cut grass, swims, and plays pool.
- Dance to Rock n' Roll music.
- Do activity books and color.
- Doing puzzles.
- Ducks on the lake.
- Eat cat fish.
- Fix bicycles.
- Four wheeling.
- Get married to my girlfriend.
- Go camping.
- Goes anywhere she wants.
- Going to the ball park.
- Going to the beauty shop.



## A. Main waiver comments, Community Inclusion (continued)

If you are not busy doing work or chores, what do you like to do? (continued)

### *Positive:*

- Having my hair done.
- He likes to play with his letter board.
- Helping people, cookouts.
- Likes doing stuff.
- Likes to do anything.
- Likes to write.
- Line dancing.
- Listen to work.
- Looking at cars and planes.
- Loves to talk.
- Play video games (X-Box), play basketball, likes rap music, likes movies, likes to visit with family.
- Play with animals.
- Play with beads.
- Play with dolls.
- Play with model cars.
- Playing games, and going to the fair.
- Resting, visits brother, Facebook (internet), waters flowers.
- Ride up and down hall in new electric wheelchair.
- Sensory items.
- Stay at home.
- Take shower.
- Talking on the phone.
- Volunteers with meals on wheels, likes to eat at tater shack and granny's likes cooking spaghetti, meat loaf and corn on the cob, plays bingo, works crossword puzzles and jigsaw puzzles, likes to bowl, crochets, likes watching police movies, watches "Pawn Stars" on TV.
- Work with my mother.
- Yard sales.

### *Negative:*

- Read, walk around the house, go to Sunday school, and listen to gospel records. I used to play the piano. I would like to go to a restaurant (she does not go at all), and I would like to do many other things, such as go to the park.

## A. Main waiver comments, Community Inclusion (continued)

### Can you do this when you want?

#### *Negative:*

- It depends on if he needs help or not - if he needs help he can do when others are available to help. If he does not need help then he can do it when he wants.
- Some people say I have to do my chores before I can do what I want.
- The staff takes a housemate (who can walk) to the restaurant. The staff says they do not have the keys to use the van to take me to a restaurant.

### Do you have friends who are not staff that you can talk to?

#### *Positive:*

- Talks to family members.
- Talks to his sisters and brothers.

#### *Negative:*

- All friends are staff and family.
- He doesn't like being around people too much.
- Out lived friends.

### Do you have a boyfriend or a girlfriend? (or are married?)

#### *Positive:*

- Married/soon to be married (2)
- Looking for one with a lot of money!
- She has a good friend she would rather not share information about.
- Trying to find a boyfriend.
- Would like to have two!

#### *Negative:*

- Doesn't want one (36)
- Now divorced/broken up (5)
- Too much trouble/costly (4)
- Just don't have one (2)
- Don't know/unsure (2)
- Can't find one.
- I don't need one.
- Leave them for somebody else.
- "Not going there!"
- Too shy.

## A. Main waiver comments, Community Inclusion (continued)

### Do you use the internet?

#### *Positive:*

- Yes, at a library or somewhere else (23)
- Yes, I have mobile access (smart phone or other device) (16)
- With assistance/supervision of staff. (3)
- I pad.
- Individual plays video games on the internet, plays racing games on the internet, visits news websites and watches the news.
- Individual usually goes to the gym or library to use the internet.
- Plays solitaire.
- She uses the internet at the office.
- Uses Facebook.
- Wifi at McDonalds.

#### *Negative:*

- Not allowed to use computer at her house and when she visits her mother, her mother is 82 and does not know how to use a computer to help her.
- He said he wanted to visit a neighbor, yet the house manager said, "No, I have to keep an eye on you all the time." He said that he should be allowed to see a neighbor by himself and manager said, "if this neighbor does not know who you are, he'll shoot!" He also said the house manager "barges into his room without knocking or asking and does not give him enough privacy." He'd like to move because his "room is too small," and the neighborhood is "too quiet" with not enough chance to meet people.

## B. Main waiver comments, Respect and Dignity

### Do you feel that you are always being told what to do instead of being asked?

#### *Negative:*

- Staff (12)
- Housemates tell me what to do.
- I don't like being told to 'hurry up.' [Staff] tells me to hurry up. I don't like being rushed. Sometimes I am angry when staff tells me what to do. [Staff] tells me to do chores before I leave the house.
- Mother, the judge, staff (has safety plans).
- She reports that all of the staff tells her what to do, but she could not remember names.
- Only sometimes mom tells her what to do.
- She feels if she complains, "It would just get worse."
- She wants to be in control of what she purchases with her own money.
- Sometimes.

## B. Main waiver comments, Respect and Dignity (continued)

### Do your direct support staff treat you well or with respect?

#### *Negative:*

- He reported that [staff] frequently yells at him. He gave an example of being yelled at by [staff person] to roll down a car window.
- I feel comfortable talking with [two of my staff]. I would like some of the staff members to be more respectful of my personal space. I need some of the staff to be more patient with me when I am getting ready for the day.
- [Individual] complains that a staff member has entered her bedroom without permission on at least one occasion, but this issue has been reported to the head of the agency, and the issue is reported by the house manager to now be resolved. [Individual] told us she "wants [staff person] gone."
- [Individual] reports that a direct support staff, "gets mad" at him. Direct support staff reports that [individual] makes allegations "all the time." Staff reports that [individual] gets mad when he is denied vanilla wafers, even if the staff is limiting his intake for health reasons. [Staff] has been working with [individual] less than a month, and indicated he does not adapt well to change. [Staff] reports this incident has been reported and addressed. [Staff] says another worker, "went to another house to get meds because she is not med certified" and [individual] had been left alone in the car. This incident is currently under investigation.
- She complains that a staff member has entered her bedroom without permission on at least one occasion, but this issue has been reported to the head of the agency, and house manager reported that this issue has now been resolved. [Individual] told us she "wants [specific staff member] gone."
- Staff member hurries her in store and she wants another staff member.
- Staff rations [individual]'s toilet paper and Kleenex. She wants to be in control of the toilet paper and Kleenex that she purchases with her own money.
- That staff treats her housemate better than her and they are too demanding.
- When asked if staff treats him with respect, [he] indicated no by pointing to "no" when presented with yes and no cards. Assigned staff regularly takes [him] out into community that are not places he has been and that staff avoids places that [he] regularly visits.

### Do you know how to report a complaint? (If you have been treated badly by others, do you know who to tell?)

#### *Positive:*

- Tell staff in agency office (5)
- Call 911 (2)
- Individual cannot comprehend how to contact someone during emergency but his staff and conservator do.
- Sister/guardian knows how to report.

## C. Main waiver comments, Choice and Control

Were the things that are important to you included in your service plan?

*Negative:*

- Conservator reported she could not respond either yes or no to this question, but she did mention that he seems to have less time to work with his art than he once did. She does not know how important this change is to [individual] and therefore she cannot say one way or the other.
- Individual would like a job.
- [Individual] and his mother report that the agency who is responsible for the overnight hours has not had anyone working since November 2014. To date mom who is seventy years old has been sitting up nights to monitor [individual] who has seizures at night.
- "They don't listen to me. They just do their job." She would like to get out more, but the staff does not listen to her wants and needs, and her mother is deceased and can no longer help her.

Are you satisfied with the amount of privacy that you have?

*Negative:*

- Wants alone time with girlfriend.
- When he said he wanted to visit a neighbor, the house manager said, "No, I have to keep an eye on you all the time." He responded that he should be allowed to see a neighbor by himself and manager said, "If this neighbor does not know who you are, he'll shoot!" He said that house manager "barges into his bedroom without knocking or asking and does not give him enough privacy." He would like to move because his "room is too small," and the neighborhood is "too quiet" with insufficient opportunity to meet people.

## D. Main waiver comments, Access to Care

### Can you see the doctor when you need to?

#### *Negative:*

- She could not remember when she last saw a doctor. The staff did take her to a doctor when her toe was bleeding, but they do not take her to the doctor as often as she needs.

### How happy are you with the services you're receiving?

#### *Positive:*

- Very happy at new home, with staff and with roommate.

#### *Negative:*

- She is unhappy, because they don't take her to the doctor enough, or out into the community enough, not nearly as often as her parents did.
- Individual wants to be told what each of medication is for when given.

### Is there a way your services could be improved?

#### *Positive:*

- [Individual] answered that his services seemed adequate and he is mostly happy/content.

#### *Negative:*

- Hiring better staff (3)
- Finding a more suitable housemate (2)
- A better roommate.
- Allowing [individual] to live by herself.
- Finding financial assistance for medicines.
- He wants to be able to build his own house.
- Helping me find a job.
- I would like staff who are more attentive about keeping me safe from harm.
- "Letting me go out and letting me see the doctor more and help me find a job."
- Mom said that [individual] needs a new wheelchair and a lift on the car.
- More exercise.
- Mother states that [individual] is on the "small waiver" and not the "big waiver." She does not receive 24hr supervision from staff which she needs. She is left to her mother's care and now mother is not able to hold down a steady job because she has to care for her most hours of the day. Mother has been told that [individual] is unable to be put on 24hr care unless mother is in terminal condition.

## A. Self Determination waiver comments, Community Inclusion

### Do you have a job?

#### *Positive:*

- Recycling 12 hours per week.
- [Agency] 7 hours a week.

### If no job, do you want to work?

#### *Positive:*

- Anyplace that pays.
- I'd like to work at Wal-Mart.
- I'd like to work as a dish washer.
- I'd like to work as a janitor.
- I'd like to work at McDonald's.
- I'd like to work in an office.
- In 2009, he worked on a farm. He would like a job at a dairy farm or doing office work.
- Recycling.
- Would like to work in workshop.

#### *Negative:*

- I don't want one (3)
- Unable to work.
- Unable to handle a job.

### If you are not busy doing work or chores, what do you like to do?

#### *Positive:*

- "Likes going out" to do an assortment of activities including any of the following: eating out, walking, bowling, shopping, dancing, bingo, bumper cars, crafts, church, riding, and soccer. (19)
- Watch TV and/or movies (9)
- Play video games (3)
- Talk to people/friends (2)
- Have coffee with friends at waffle house, play with pet wolf, likes to buy books about wildlife, shops at McKay's, and would like to take reading classes.
- Listen to music.
- Read the paper.
- Taking out the garbage.

## A. Self Determination comments, Community Inclusion (continued)

Do you have a boyfriend or a girlfriend? (or are married?)

*Positive:*

- A girlfriend he sees at Special Olympics.
- He is looking.

*Negative:*

- Doesn't want one (2)
- Do not want one too old.

Do you use the internet?

*Positive:*

- Yes, at my home (3)

## B. Self Determination waiver comments, Respect and Dignity

If you feel frightened, is there someone you can talk to or a place where you can go to feel safe?

*Positive:*

- Call the mental health cooperative and tell the assistant director of [provider agency].

## C. Self Determination waiver comments, Choice and Control

Were the things that are important to you included in your service plan?

*Negative:*

- [Respondent] reports that [the individual] is not receiving the funding needed to fulfill all of her needed services. [Respondent] reports requesting additional funding and services since August 28, 2012, but she is still not receiving them. [Respondent] also feels [the individual] needs an evaluation from a behavioral analyst to monitor her in case she wanders the house in the middle of the night as her dementia progresses. [Respondent] would like an overnight staff person to be on watch for [the individual] during the odd hours. [Respondent] would like to have grab bars and rails installed in a stand-up shower for [the individual].

## D. Access to Care for Self Determination waiver, comments

No comments collected to these questions for participants or their representatives.



## A. Arlington waiver comments, Community Inclusion

Do you have a job?

*Positive:*

- Pizza Hut, 3 hours on Friday.

If no job, do you want to work?

*Negative:*

- I don't want to work (5)
- [She] is blind and can't talk.
- Can't work.
- Unable to work.

If you are not busy doing work or chores, what do you like to do?

*Positive:*

- Liking to “GO OUT” to do an assortment of activities including any of: eating out, bowling, going to a park, shopping, going to church, watching TV/movies, and/or the gym. (18)
- Visit with his brother, play basketball, watch movies, Volunteers with Meals On Wheels three times per week for 6 hours total.
- Go for rides.
- Likes being pushed around in her wheelchair, listen to music.

Do you have friends WHO ARE NOT STAFF that you can talk to?

*Positive:*

- Has friends she does things with--[she] is non-verbal.

Do you have a boyfriend or a girlfriend? (or are married?)

*Negative:*

- Mother and brother.

Do you use the internet?

*Positive:*

- Yes, at a library or somewhere else.

## **B. Arlington waiver comments, Respect and Dignity**

Do you know how to report a complaint? (If you have been treated badly by others, do you know who to tell?)

*Positive:*

- Tell staff.

## **C. Arlington waiver comments, Choice and Control**

No comments collected to these questions for participants or their representatives.

## **D. Access to Care for Arlington waiver, comments**

How happy are you with the services you're receiving?

*Negative:*

- Conservator liked [developmental center]'s care. Said that [individual] used to walk more and feed herself now she doesn't.

## A. Developmental Centers comments, Community Inclusion

If no job, do you want to work?

*Positive:*

- Anyplace that pays!
- I'd like to work at Wal-Mart.
- I'd like to work as a dish washer.
- I'd like to work as a janitor.
- I'd like to work at McDonald's.
- I'd like to work in an office.
- Recycling.
- Would like to work in workshop.

*Negative:*

- Incapable of work.

If you are not busy doing work or chores, what do you like to do?

*Positive:*

- Go to [restaurant] to look at women!
- Sit in recliner.

Do you have a boyfriend or a girlfriend? (or are married?)

*Negative:*

- Blind and deaf.

## B. Developmental Centers comments, Respect and Dignity

No comments collected to these questions for participants or their representatives.

## C. Developmental Centers comments, Choice and Control

No comments collected to these questions for participants or their representatives.

## D. Developmental Centers comments, Access to Care

Is there a way your services could be improved?

*Negative:*

- "Going to [restaurant] every day."

## 4. GOALS

This lists Tennessee's counties and the number of face-to-face PTP interviews conducted in each county during FY15.

<b>Anderson</b>	<b>3</b>	<b>Fentress</b>	<b>7</b>	<b>Lauderdale</b>	<b>4</b>	<b>Roane</b>	<b>10</b>
<b>Bedford</b>	<b>1</b>	<b>Franklin</b>	<b>2</b>	<b>Lawrence</b>	<b>0</b>	<b>Robertson</b>	<b>0</b>
<b>Benton</b>	<b>13</b>	<b>Gibson</b>	<b>21</b>	<b>Lewis</b>	<b>6</b>	<b>Rutherford</b>	<b>26</b>
<b>Bledsoe</b>	<b>0</b>	<b>Giles</b>	<b>0</b>	<b>Lincoln</b>	<b>1</b>	<b>Scott</b>	<b>2</b>
<b>Blount</b>	<b>10</b>	<b>Grainger</b>	<b>0</b>	<b>Loudon</b>	<b>10</b>	<b>Sequatchie</b>	<b>3</b>
<b>Bradley</b>	<b>28</b>	<b>Greene</b>	<b>28</b>	<b>Macon</b>	<b>4</b>	<b>Sevier</b>	<b>2</b>
<b>Campbell</b>	<b>0</b>	<b>Grundy</b>	<b>5</b>	<b>Madison</b>	<b>89</b>	<b>Shelby</b>	<b>121</b>
<b>Cannon</b>	<b>0</b>	<b>Hamblen</b>	<b>6</b>	<b>Marion</b>	<b>0</b>	<b>Smith</b>	<b>0</b>
<b>Carroll</b>	<b>9</b>	<b>Hamilton</b>	<b>98</b>	<b>Marshall</b>	<b>1</b>	<b>Stewart</b>	<b>4</b>
<b>Carter</b>	<b>0</b>	<b>Hancock</b>	<b>0</b>	<b>Maury</b>	<b>17</b>	<b>Sullivan</b>	<b>0</b>
<b>Cheatham</b>	<b>0</b>	<b>Hardeman</b>	<b>14</b>	<b>McMinn</b>	<b>11</b>	<b>Sumner</b>	<b>0</b>
<b>Chester</b>	<b>5</b>	<b>Hardin</b>	<b>10</b>	<b>McNairy</b>	<b>13</b>	<b>Tipton</b>	<b>3</b>
<b>Claiborne</b>	<b>3</b>	<b>Hawkins</b>	<b>1</b>	<b>Meigs</b>	<b>0</b>	<b>Trousdale</b>	<b>0</b>
<b>Clay</b>	<b>0</b>	<b>Haywood</b>	<b>5</b>	<b>Monroe</b>	<b>0</b>	<b>Unicoi</b>	<b>2</b>
<b>Cocke</b>	<b>3</b>	<b>Henderson</b>	<b>12</b>	<b>Montgomery</b>	<b>9</b>	<b>Union</b>	<b>0</b>
<b>Coffee</b>	<b>6</b>	<b>Henry</b>	<b>9</b>	<b>Moore</b>	<b>0</b>	<b>Van Buren</b>	<b>0</b>
<b>Crockett</b>	<b>3</b>	<b>Hickman</b>	<b>1</b>	<b>Morgan</b>	<b>1</b>	<b>Warren</b>	<b>7</b>
<b>Cumberland</b>	<b>23</b>	<b>Houston</b>	<b>0</b>	<b>Obion</b>	<b>5</b>	<b>Washington</b>	<b>8</b>
<b>Davidson</b>	<b>58</b>	<b>Humphreys</b>	<b>2</b>	<b>Overton</b>	<b>4</b>	<b>Wayne</b>	<b>3</b>
<b>Decatur</b>	<b>2</b>	<b>Jackson</b>	<b>0</b>	<b>Perry</b>	<b>0</b>	<b>Weakley</b>	<b>16</b>
<b>DeKalb</b>	<b>0</b>	<b>Jefferson</b>	<b>1</b>	<b>Pickett</b>	<b>0</b>	<b>White</b>	<b>8</b>
<b>Dickson</b>	<b>8</b>	<b>Johnson</b>	<b>0</b>	<b>Polk</b>	<b>0</b>	<b>Williamson</b>	<b>3</b>
<b>Dyer</b>	<b>11</b>	<b>Knox</b>	<b>17</b>	<b>Putnam</b>	<b>17</b>	<b>Wilson</b>	<b>0</b>
<b>Fayette</b>	<b>4</b>	<b>Lake</b>	<b>0</b>	<b>Rhea</b>	<b>8</b>	<b>TOTAL</b>	<b>847</b>

In 68% (65 of 95) of Tennessee's counties, and between July 2014 and June 2015, PTP recorded 847 face-to-face interviews with individuals. This is the first time since 2006 that PTP has reported fewer than the requested number of 1200 face-to-face interviews.

However, during this same time period, PTP additionally conducted and reported 1134 responses to a telephone-satisfaction survey for Nurse Care Managers assigned to a Select Community of people receiving DIDD services.

## 5. FUTURE PLANS

DIDD continues to support PTP for continuing to provide independent quality assurance measures led by the voices, priorities and choices of people receiving services and their families. Feedback from PTP continues to propel important positive changes in the system, especially in implementing an additional survey for its membership in the National Core Indicators (NCI).

NCI ([www.nationalcoreindicators.org](http://www.nationalcoreindicators.org)) is a collaboration of more than 42 member states, the National Association of State Directors of Developmental Disabilities Services, and the Human Services Research Institute. In participating, Tennessee utilized PTP—with 12 years' experience conducting face-to-face quality-assurance interviews—to produce at least 400 of NCI's Adult Consumer Surveys.

Additional partnership with the research expertise of the University of Vanderbilt's Kennedy Center (<http://vkc.mc.vanderbilt.edu/vkc/nci/>) has produced further in-depth analysis and interpretation of this NCI data. The first NCI report for Tennessee, as well as a user-friendly version, is available at this link: <http://www.nationalcoreindicators.org/states/TN/>

It is important for Tennessee to continue participating in the NCI project, because it will;

1. continue to monitor how changes in the DIDD system directly affect the lives of the people it is designed to support,
2. continue to identify specific issues and areas where improvement is needed, and
3. allow DIDD to compare its service system to other states' identical reports—apples-to-apples!

## 6. PTP Interview

1. Interview Date (mm/dd/yy):
2. Participant ID#:
3. First name:
4. Last name:
5. County:
6. Waiver type or Developmental Center/Community Home:  
-Main      -SD    -Arlington  
-CBDC      -GVDC    -HJC    -Community Home
7. Region :      EAST                      MIDDLE                      WEST
8. PTP Team #:                      Interviewers?

### **COMMUNITY INCLUSION:**

9. Are you happy where you live?  
-yes    -no    -unsure    -unable to communicate  
 If "No," why not?
10. Do you get to go out into the community for fun or shopping?  
-yes    -no    -unsure    -unable to communicate  
 If "No," why not?
11. Did you have a job?  
-yes    -no    -unsure    -unable to communicate  
 If "Yes," where, and how many hours do you work a week?

12. If no job, do you want to work?

-n/a—has job -yes -no -unsure -unable to communicate

If “Yes,” where? If “No,” why not?

13. If you are not busy doing work or chores, what do you like to do?

-unable to communicate

I like to:

14. Can you do this when you want?

-yes -sometimes -no -unsure -unable to communicate

If “No,” why not?

15. Do you have friends *WHO ARE NOT STAFF* that you can talk to?

-yes -no -sometimes -unsure -unable to communicate

If “No,” why not?

16. Did you have a Boyfriend or a Girlfriend? (or are married?)

-yes -no -unsure -unable to communicate

If “No,” why not?

17. Did you use the internet?

-yes, at my home -no

-yes, I have mobile access -unsure

-yes, at a library or somewhere else -unable to communicate

Comments:

**RESPECT & DIGNITY:**

18. Do you feel that you are always being told what to do instead of being asked?

-yes -no -unsure -unable to communicate

If "Yes," who tells you what to do?

**19. Do your Direct Support staff treat you well or with respect?**

-yes -no -unsure -unable to communicate

If not "Yes," then please explain:

**20. Do you know how to report a complaint?** (If you have been treated badly by others, do you know who to tell?)

-yes -no -unsure -unable to communicate

If not "Yes," then please explain:

21. If you feel frightened, is there someone you can talk to or a place where you can go to feel safe?

-yes -no -unsure -unable to communicate

If not "Yes," then please explain:

**CHOICE & CONTROL:**

**22. Were the things that are important to you included in your service plan?**

-yes -no -unsure -unable to communicate

If not "Yes," then please explain:

**23. Are you satisfied with the amount of privacy that you have?**

-yes -no -unsure -unable to communicate

If not "Yes," then please explain:



**ACCESS TO CARE:**

24. Can you see the doctor when you need to?

-yes -no -unsure -unable to communicate

If not "Yes," then please explain:

25. How happy are you with the services you're receiving?

-Satisfied (Happy) -Neutral (Unsure) -Dissatisfied (Unhappy)

-unable to communicate

If "Unhappy," why?

26. Is there a way your services could be improved?

-No. I am pleased with the services I get.

-Unsure

-Declines to answer/unable to communicate

-Yes. My services can be improved by:

27. Who answered this survey? (more than one may be marked)

-Individual

-Family

-Guardian/Conservator

-Staff

-Other

If 'Family' or 'Other,' who?

28. Any comments from interviewing team or changed contact details etc. for the person being interviewed?