

Quality Assessment & Improvement Individual Interviews Report

Pennsylvania Office of Developmental Programs

Cycle 2 Years 1-3

FY22-23, FY23-24, and FY24-25



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Acronyms Used in This Report

AAW	Adult Autism Waiver
AE	Administrative Entity
APS	Adult Protective Services
AWC	Agency with Choice
C2	Cycle 2
C2Y1	Cycle 2 Year 1
C2Y2	Cycle 2 Year 2
C2Y3	Cycle 2 Year 3
CLW	Community Living Waiver
CMS	Centers for Medicare and Medicaid Services
CQI	Continuous Quality Improvement
CW	Consolidated Waiver
ID/A	Intellectual Disability/Autism
IM4Q	Independent Monitoring for Quality
ODP	Office of Developmental Programs
P/FDS	Person/Family Directed Support Waiver
QA&I	Quality Assessment & Improvement
QM	Quality Management
SC	Supports Coordinator
SCO	Supports Coordination Organization

A. Introduction

About the QA&I Process

The Office of Developmental Programs (ODP) Quality Assessment & Improvement (QA&I) process is a tool that ODP uses to evaluate the current system of services and support, and to identify ways to improve the service system for all individuals. As part of ODP's Quality Management (QM) Strategy, the QA&I process is designed to:

- Follow an individual's experience throughout the system,
- Measure progress toward implementing *Everyday Lives: Values in Action*,
- Gather timely and usable data to manage system performance,
- Use data to manage the service delivery system with a continuous quality improvement (CQI) approach,
- Assess compliance with Centers for Medicare and Medicaid Services (CMS) performance measures and 55 Pa. Code Chapter 6100 regulations, and
- Demonstrate Administrative Entity (AE) outcomes in the AE Operating Agreement.

Through the QA&I process, a comprehensive quality management review is conducted of all county programs/AEs, Supports Coordination Organizations (SCO), and providers who deliver services and supports to individuals with intellectual disabilities and autism spectrum (ID/A) disorders.

Individual interviews are considered a critical component of the QA&I process to fully evaluate an individual's experience with services and supports. All individuals are offered an interview conducted by Independent Monitoring for Quality (IM4Q) local programs on behalf of ODP. Additionally, Agency with Choice (AWC) interviews are conducted by ODP, or an assigned AE, to collect information about individuals' experience and satisfaction with their AWC services. Individual interviews begin in July of each year and are generally completed by mid-October. This report covers 3 years of interviews completed during QA&I Cycle 2 (C2), and each year is indicated as C2 Year 1 (C2Y1), C2 Year 2 (C2Y2), and C2 Year 3 (C2Y3).

In keeping with person-centered practices, the individual is encouraged to participate in the interview but may also choose to decline. The individual may choose who is present during the interview and when appropriate,

a person familiar with the individual will be asked to assist with the interview. While ODP's interview preference is in-person, the individual may choose to participate virtually. Virtually is defined as using video technology and a shared online platform that enables the interviewer to have a virtual view of the individual during the interview.

If, during an individual interview any issue related to health and safety is discovered, the interviewer must immediately report it to ODP's QA&I mailbox. It is also recommended that Adult Protective Services (APS) is contacted to ensure appropriate follow-up in situations where mandated reporting is required. If any issue related to service quality is identified, ODP regional staff are responsible for any follow-up required from the interview and will collaborate with SCOs and AEs as appropriate.

Findings of all comprehensive QA&I reviews, including individual interview responses, are compiled by QA&I teams. Individual interview question responses indicating dissatisfaction are compiled and provided to QA&I Regional Coordinators for follow-up with AEs, if needed, as an additional assurance of health, safety, and happiness.

Entities are expected to use these findings to correct any agency-wide systemic issues through development of Plans to Prevent Recurrence or, in some cases, QM Plans. An entity is expected to regularly evaluate and internally report on its progress with implementing the QM Plan and determine the effectiveness and impacts of the interventions taken to improve its performance.

Notes for reviewing this report

- This report was developed using some graphic and alternative text features to help provide increased accessibility to all readers.
- Data greater than zero and less than 11 (<11) is not shown in some instances for privacy purposes.
- Percentages are rounded to the nearest whole percent.
- Statewide total percentages are always 100% but may appear to be slightly more or less than 100% when adding regional percentages together. This might occur due to rounding to the appropriate whole percentage point.

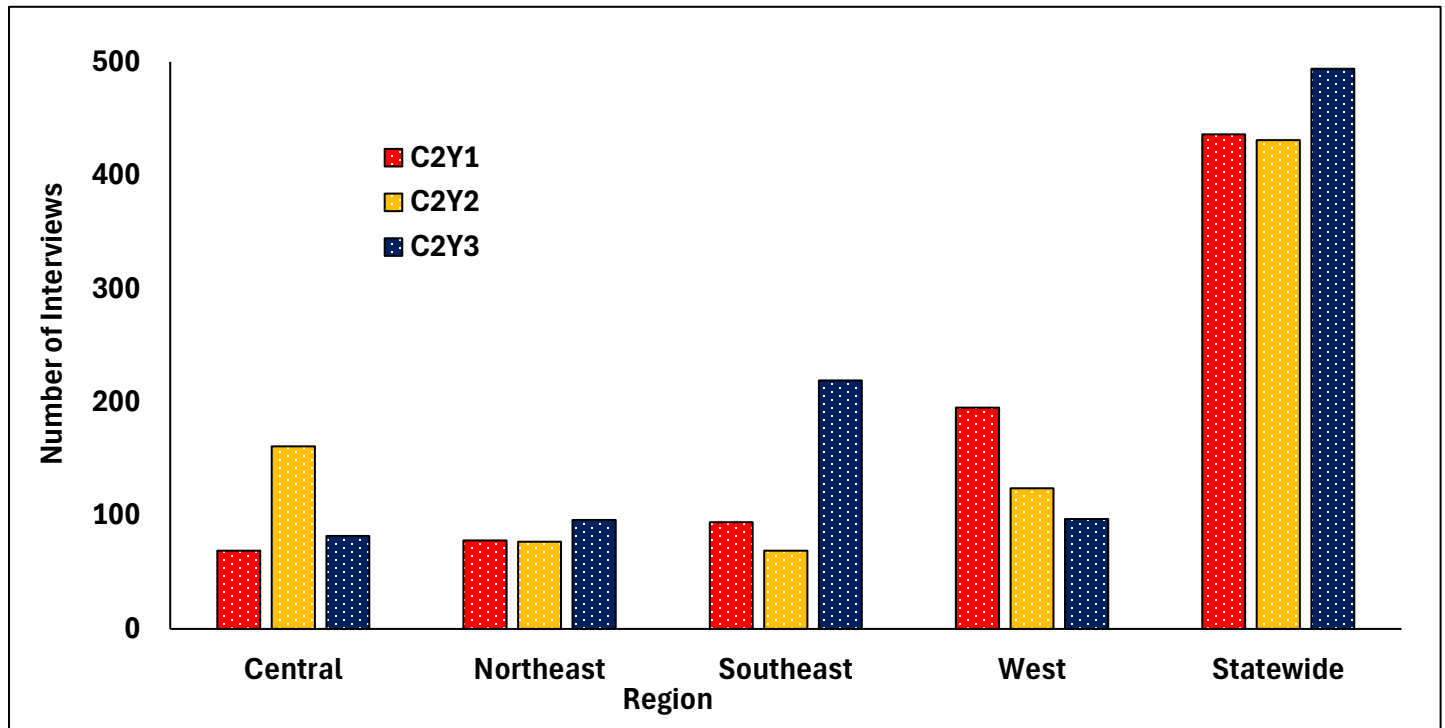
Executive Summary of Cycle 2 Highlights

Based on the C2 QA&I Individual Interviews, questions 14 and 23 yielded consistent positive responses over 90%. Over C2, an average of 93% (336 individuals) answered “always” to question 14, “Do you have time or space to be alone if you need or want it? For Question 23, “Do you have someone you trust who will help you when you have a problem or concern?” an average of 91% (329 individuals) answered “always.” In addition, improvements greater than 10% from C2Y2 to C2Y3 were seen in questions 15 and 16. Question 15 is “Do you pick what food you would like to eat?” An 11% percent increase was measured for individuals answering “always” from C2Y2 (68%, 227 individuals) to C2Y3 (79%, 326 individuals). Question 16 is “Do you pick where and when you eat your food?” A 16% increase to individuals answering “always” from C2Y1 (64%, 212 individuals) to C2Y3 (80%, 331 individuals) was measured. The consistent positive scores over 90% as well as the positive improvements over 10% for these questions are reasons to celebrate.

Areas in need of improvement were noted over C2 QA&I Individual Interviews with 2 questions that saw a decrease of 10% or greater from C2Y2 to C2Y3. Question 10 is “Do you contact your family, friends, and others whenever you want in private (this could be through a phone call, social media, email, or sending and receiving mail)?” A 10% decrease in individuals answering “always” from C2Y2 (77%, 256 individuals) to C2Y3 (67%, 277 individuals) was seen, returning to a similar rate that was found in C2Y1 (68%, 229 individuals). For Question 20, “Do you help decide the assistance you receive?”, a 10% decrease in individuals answering “always” from C2Y2 (75%, 248 individuals) to C2Y3 (65%, 267 individuals) was seen. Findings from these questions provide insight to inform continued improvement of individual’s experiences with services and supports.

B. Details About Interviews

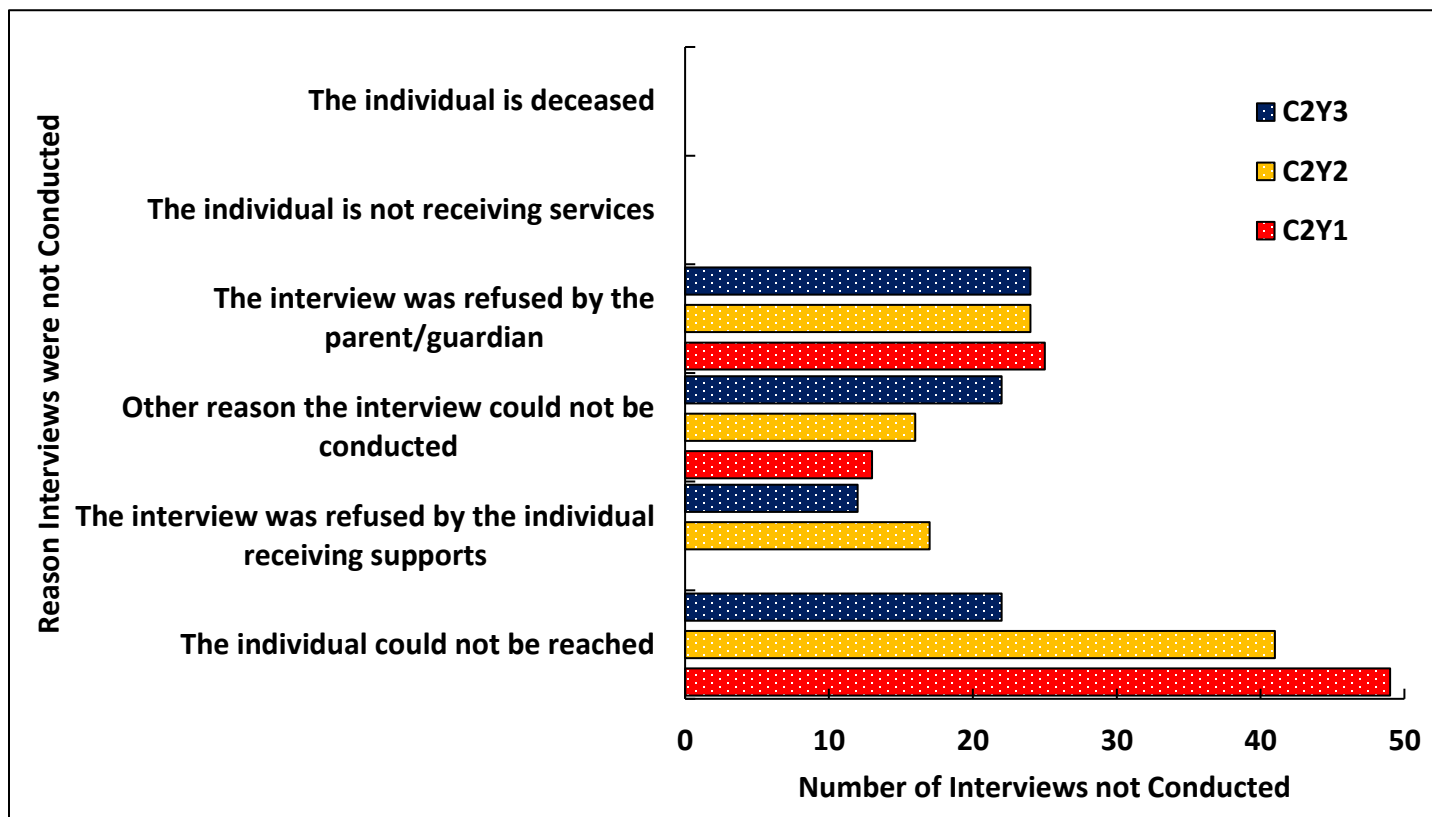
Number and Percent of Interviews Conducted by Region & Statewide



Region	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Central	69	16%	161	37%	82	17%
Northeast	78	18%	77	18%	96	19%
Southeast	94	22%	69	16%	219	44%
West	195	45%	124	29%	97	20%
Statewide Totals	436	100%	431	100%	494	100%

Number of Interviews Not Conducted by Reason

(responses <11 removed)



The table below shows the reason given if the interview could not be conducted. Improvement over the three years in the cycle was seen in the reason “The individual could not be reached.” For C2Y1, there were 49; for C2Y2, there were 41; and for C2Y3 it decreased to 22. This remains an opportunity to improve, along with helping parents/guardians to better understand the importance of survey participation.

Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Individual could not be reached	49	50%	41	42%	22	27%
Individual refused interview	<11	--	17	17%	12	15%
Other reason interview not conducted	13	13%	16	16%	22	27%
Parent/guardian refused interview	25	26%	24	24%	24	29%
Individual not receiving services	0	0%	0	0%	<11	--
Individual is deceased	<11	--	0	0%	0	0%
Total	98	100%	98	100%	--	100%

C. General Questions

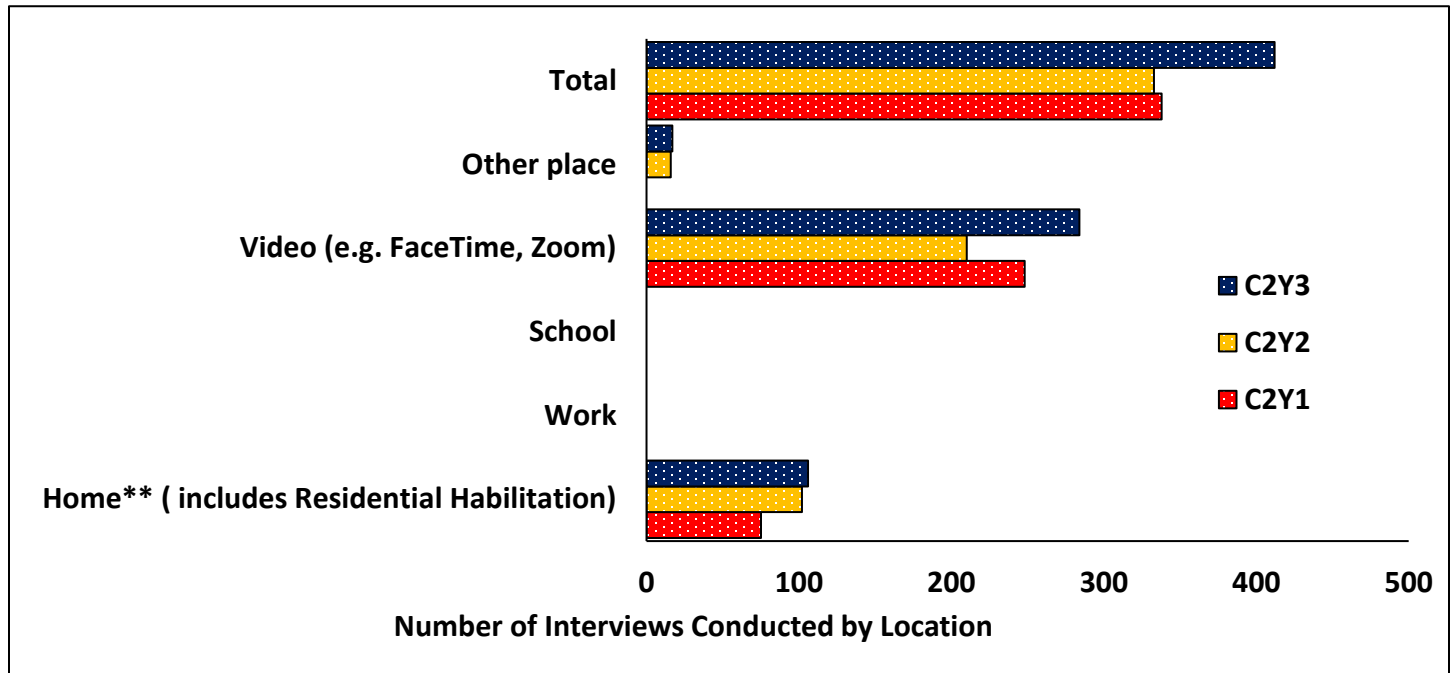
Who was present at the interview?

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People	C2Y1 Number	C2Y2 Number	C2Y3 Number
Individuals	273	297	388
Family Members	170	154	217
Staff	138	118	158
Other	<11	<11	14

Where did the interview take place?

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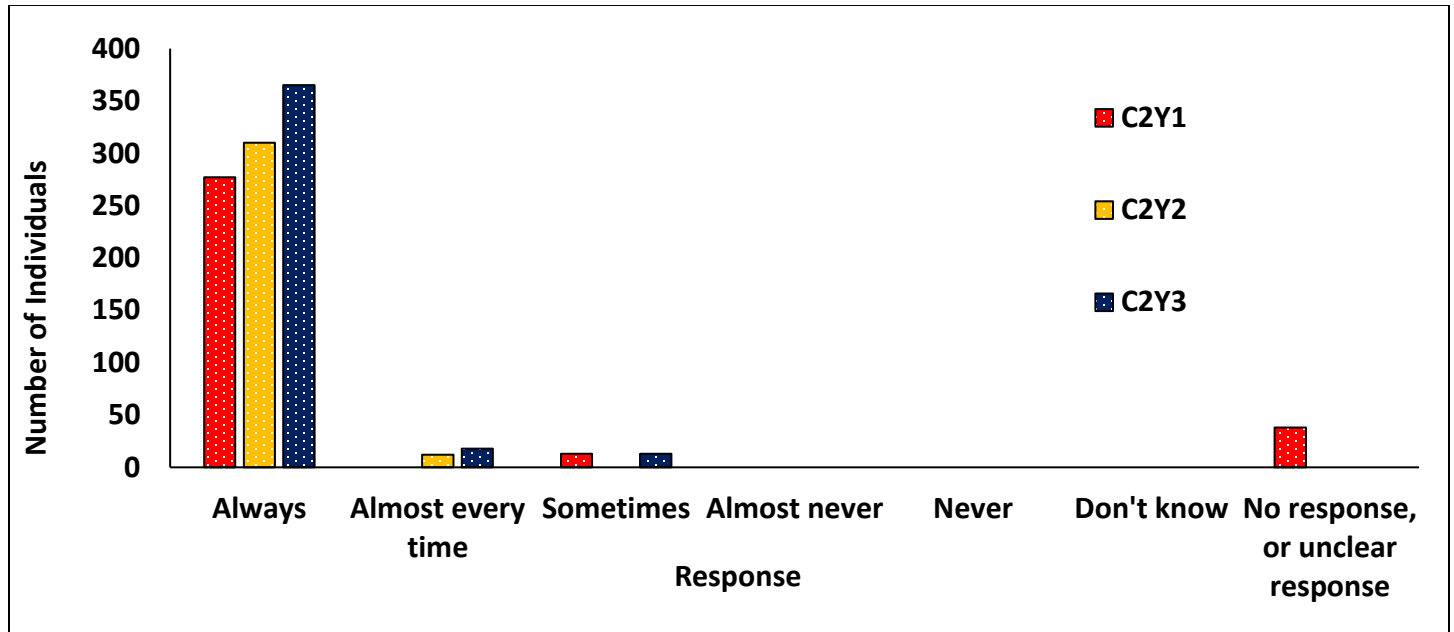


Location	C2Y1	C2Y2	C2Y3
Home** (includes Residential Habilitation)	75	102	106
Work	<11	<11	<11
School	0	0	0
Video (e.g. FaceTime, Zoom)	248	210	284
Other place	<11	16	17

D. QA&I Survey Questions

Q1. Is your favorite or needed way to communicate used as people are supporting you and throughout your day (including a communication device)?

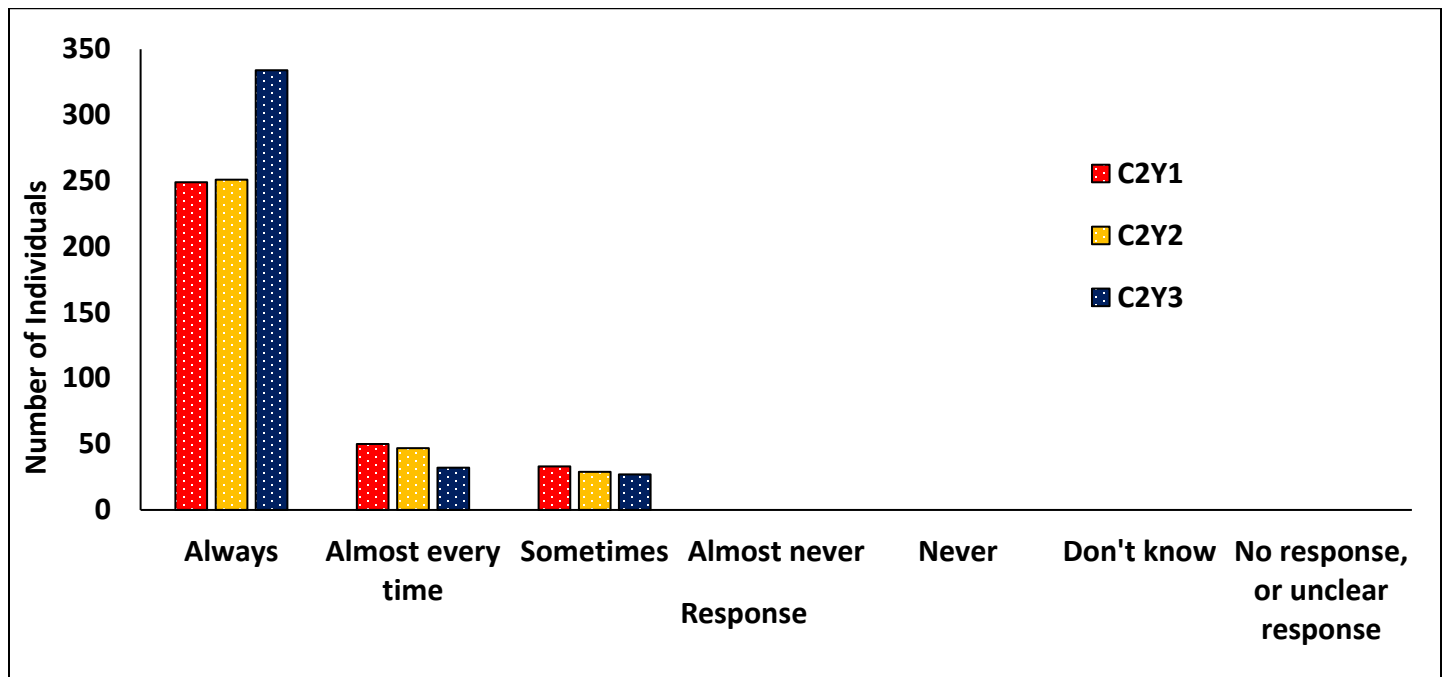
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	277	82%	310	93%	365	89%
Almost every time	<11	--	12	4%	18	4%
Sometimes	13	4%	<11	--	13	3%
Almost never	0	0%	0	0%	<11	--
Never	<11	--	<11	--	<11	--
Don't know	<11	--	<11	--	<11	--
No response, or unclear response	38	11%	0	0%	<11	--

Q2. Do the people that support you understand you when you try to communicate (express) something?

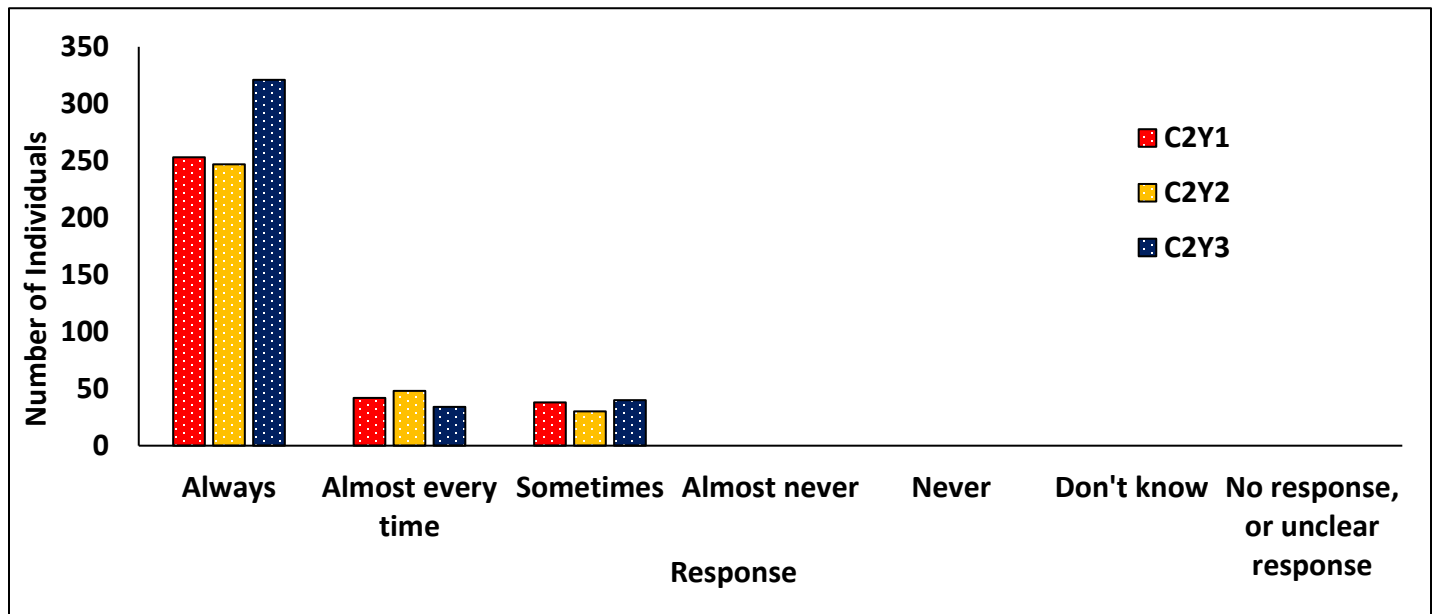
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	249	74%	251	75%	334	81%
Almost every time	50	15%	47	14%	32	8%
Sometimes	33	10%	29	9%	27	7%
Almost never	<11	--	<11	--	<11	--
Never	<11	--	<11	--	<11	--
Don't know	<11	--	<11	--	<11	--
No response, or unclear response	<11	--	<11	--	<11	--

Q3. When the people who support you communicate with you, do you understand them?

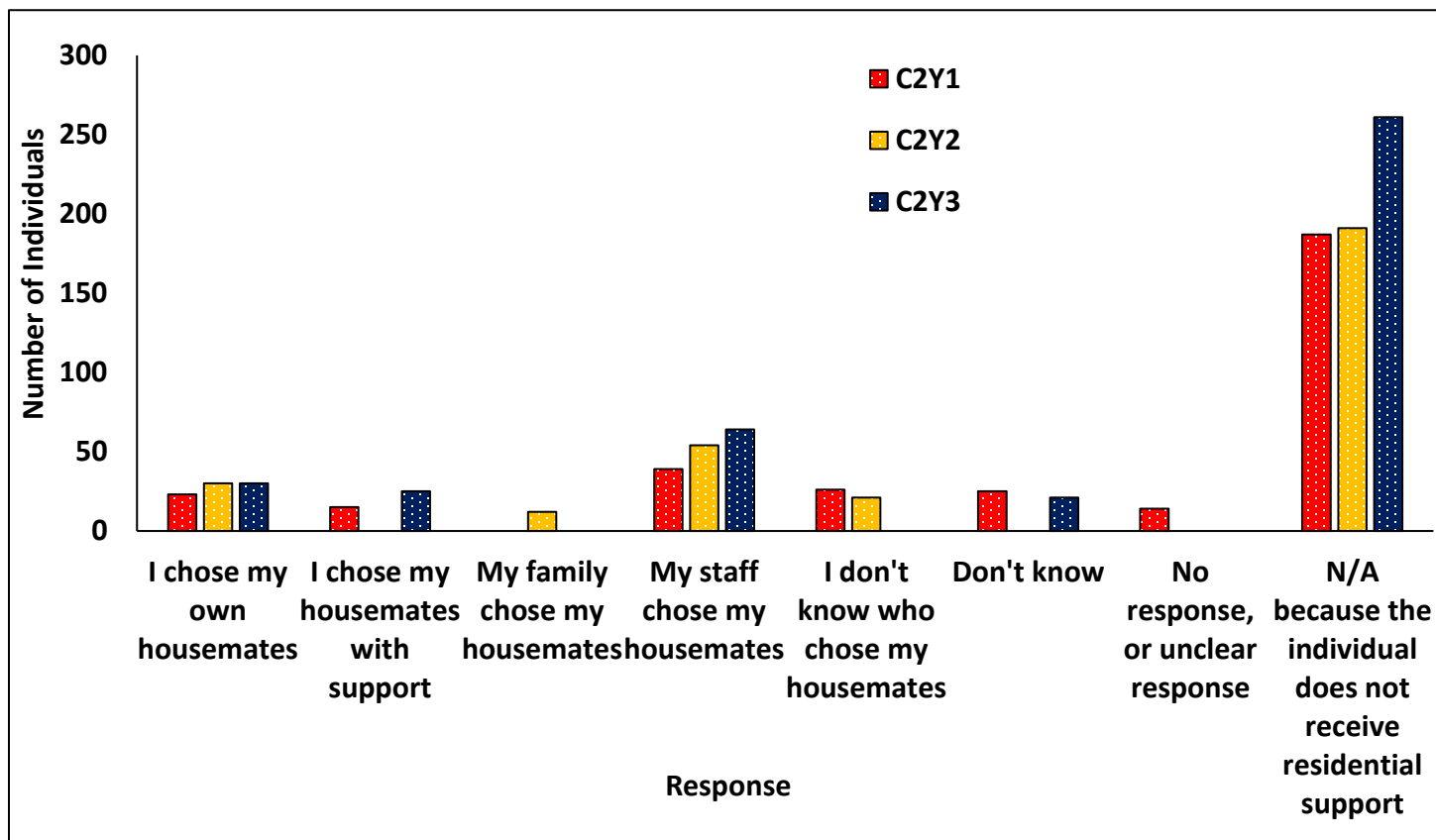
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	253	75%	247	74%	321	78%
Almost every time	42	12%	48	14%	34	8%
Sometimes	38	11%	30	9%	40	10%
Almost never	0	0%	<11	--	<11	--
Never	0	0%	<11	--	<11	--
Don't know	<11	--	<11	--	<11	--
No response, or unclear response	<11	--	0	0%	<11	--

Q4. Who chooses your housemates?* (For individuals who receive residential support)

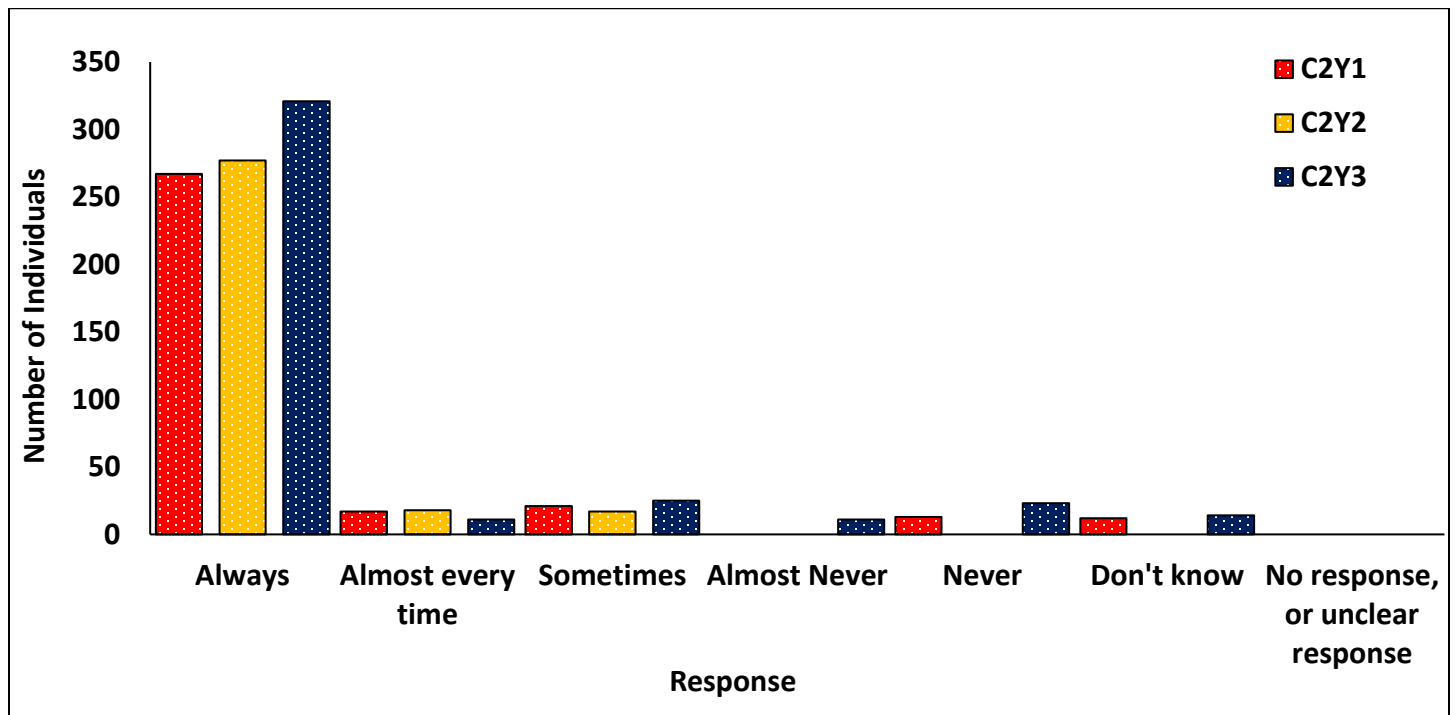
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
I chose my own housemates	23	7%	30	9%	30	7%
I chose my housemates with support	15	4%	<11	--	25	6%
My family chose my housemates	<11	--	12	4%	<11	--
My staff chose my housemates	39	12%	54	16%	64	16%
I don't know who chose my housemates	26	8%	21	6%	N/A	N/A
Don't know	25	7%	<11	--	21	5%
No response, or unclear response	14	4%	<11	--	<11	--
N/A because the individual does not receive residential support	187	55%	191	57%	261	63%

Q5. Can you spend time with friends or visitors in your home when you want, even in private if you want?

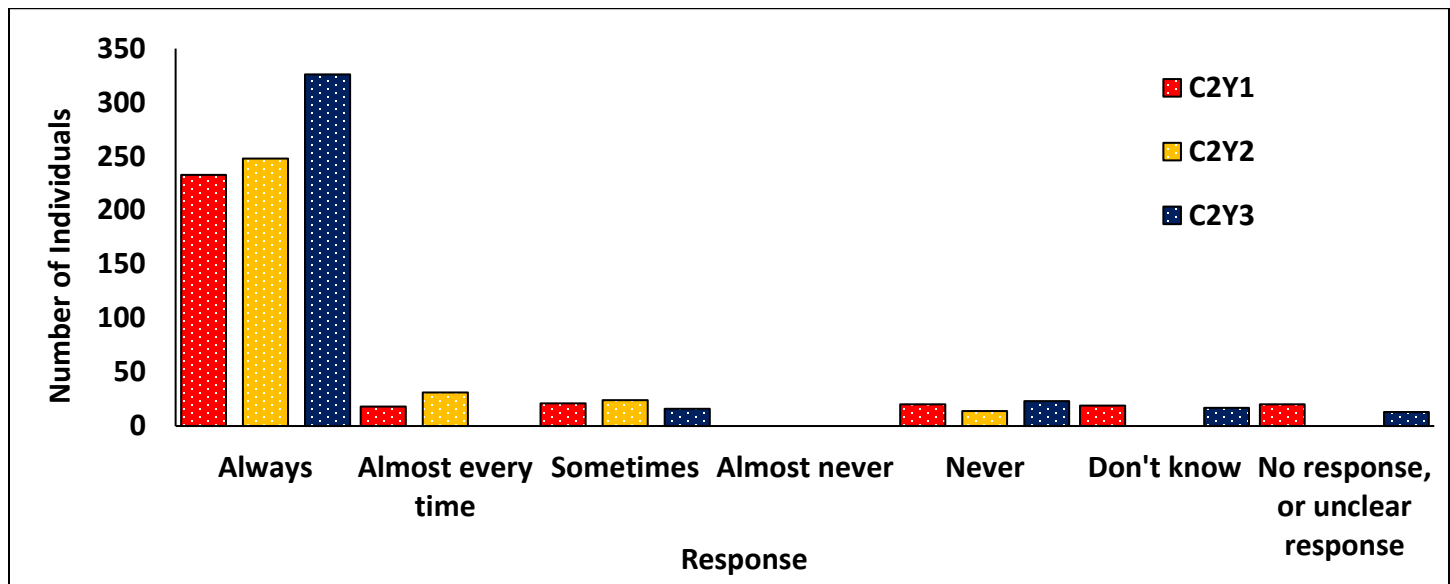
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y3 Percent	C2Y3 Number	C2Y3 Percent
Always	267	79%	277	83%	321	78%
Almost every time	17	5%	18	5%	11	3%
Sometimes	21	6%	17	5%	25	6%
Almost Never	<11	--	<11	--	11	3%
Never	13	4%	<11	--	23	6%
Don't know	12	4%	<11	--	14	3%
No response, or unclear response	<11	--	<11	--	<11	--

Q6. Do others ask permission before entering your bedroom?

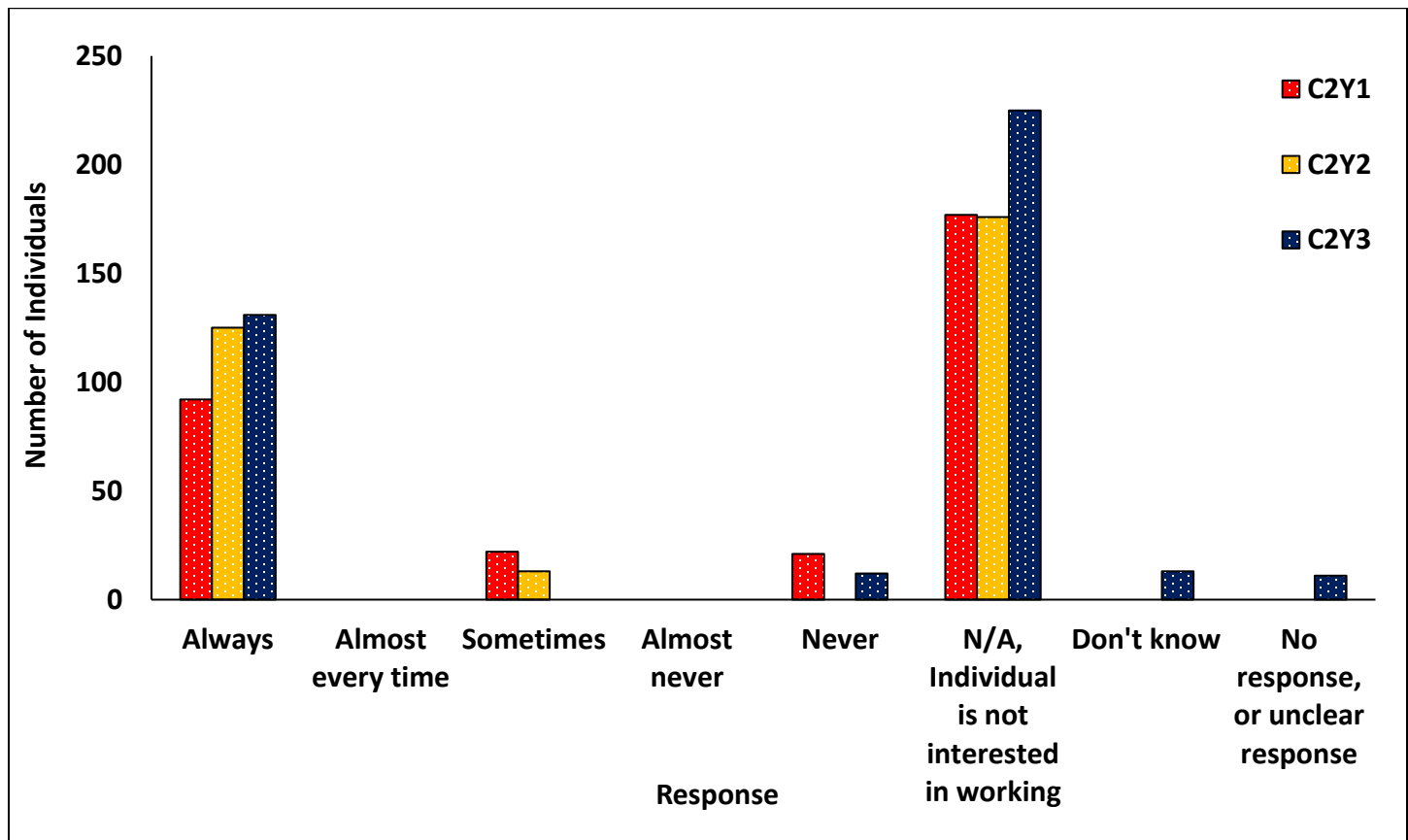
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	233	69%	248	74%	326	79%
Almost every time	18	5%	31	9%	<11	--
Sometimes	21	6%	24	7%	16	4%
Almost never	<11	--	<11	--	<11	--
Never	20	6%	14	4%	23	6%
Don't know	19	6%	<11	--	17	4%
No response, or unclear response	20	6%	<11	--	13	3%

Q7. If you are interested in working, do you receive support to get and keep a job?

(responses <11 removed)

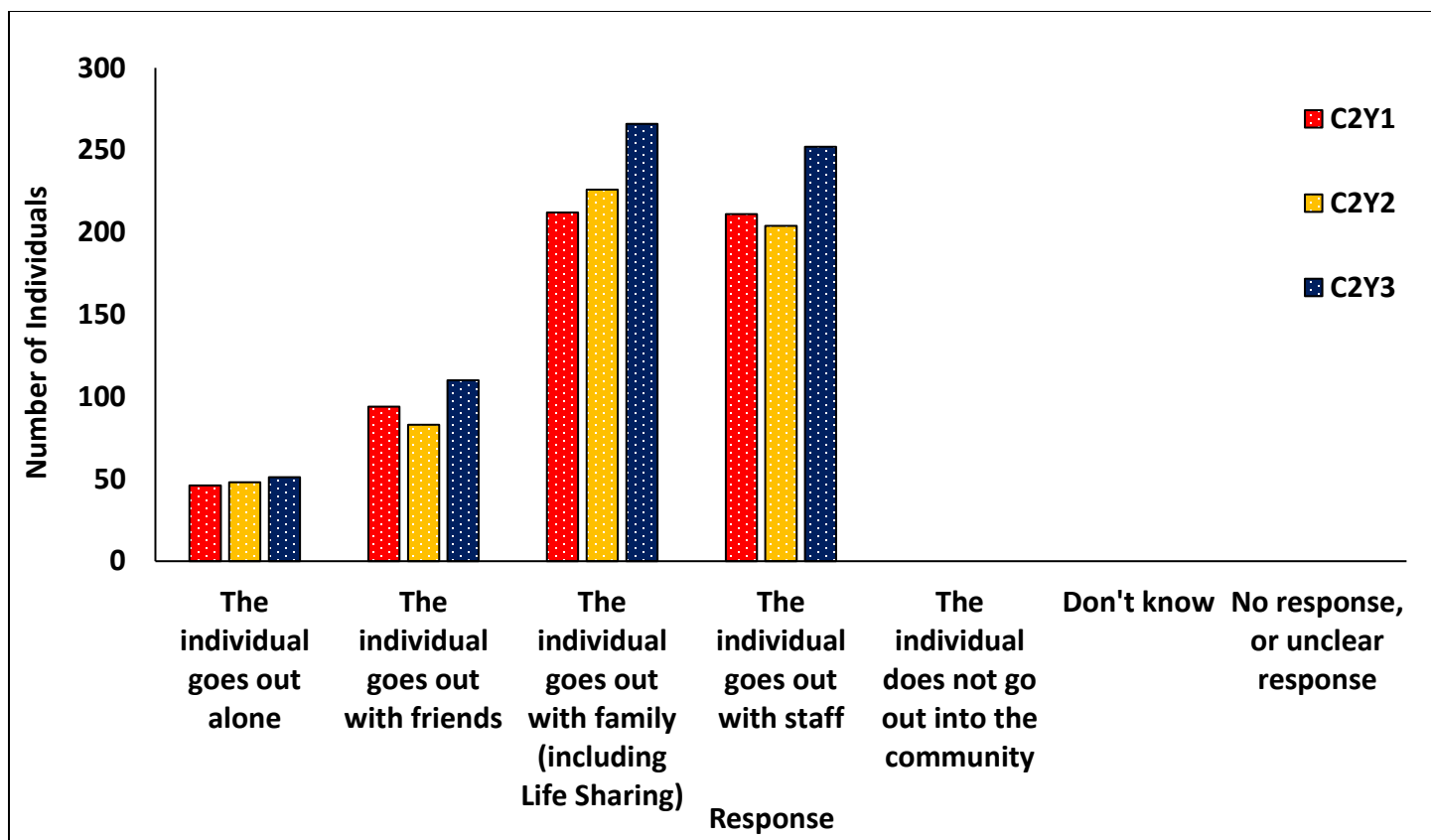


Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	92	27%	125	38%	131	32%
Almost every time	<11	--	<11	--	<11	--
Sometimes	22	7%	13	4%	<11	--
Almost never	<11	--	<11	--	<11	--
Never	21	6%	<11	--	12	3%
N/A, Individual is not interested in working	177	52%	176	53%	225	55%
Don't know	<11	--	<11	--	13	3%
No response, or unclear response	<11	--	<11	--	11	3%

Q8. When you go outside your home to do things like play sports or have a meal at a restaurant, who do you go with? (Select all that apply)

(responses <11 removed)

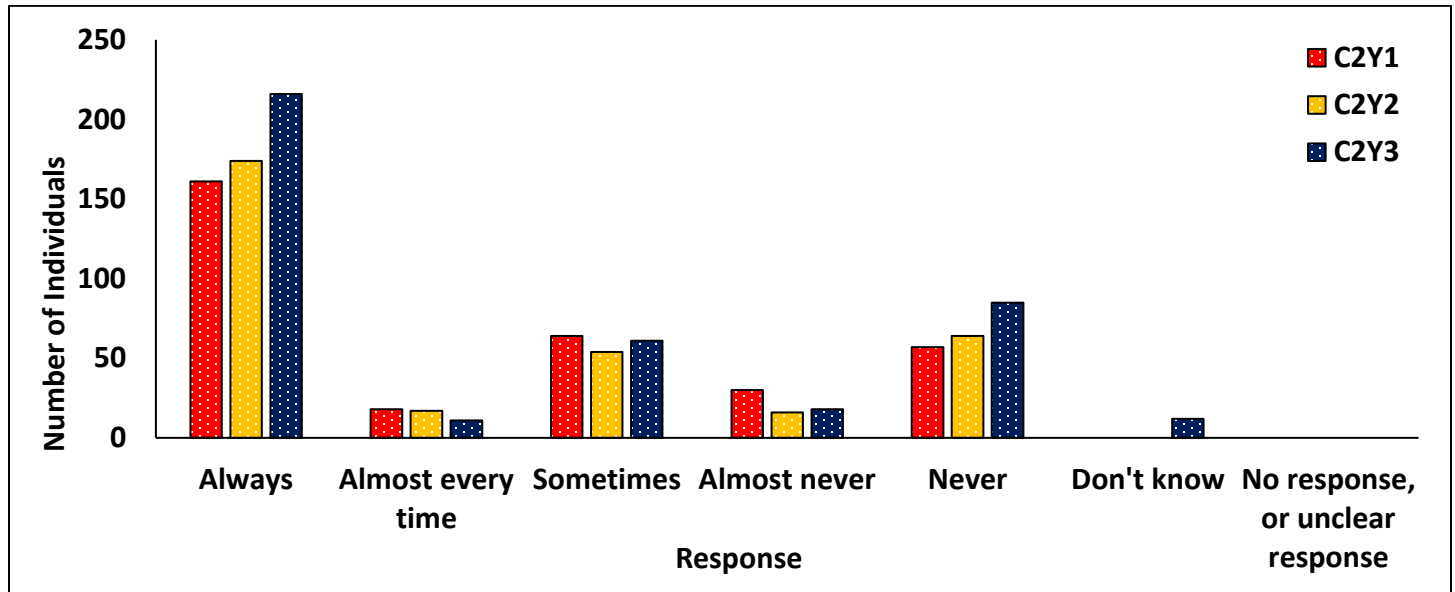
Participants could select up to seven categories for their response; therefore, the total number of responses equals more than the number of participants.



Answer	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
The individual goes out alone	46	8%	48	8%	51	7%
The individual goes out with friends	94	17%	83	15%	110	16%
The individual goes out with family (including Life Sharing)	212	37%	226	40%	266	39%
The individual goes out with staff	211	37%	204	36%	252	37%
The individual does not go out into the community	<11	--	<11	--	<11	--
Don't know	0	0%	<11	--	0	0%
No response, or unclear response	<11	--	<11	--	<11	--

Q9. Do you do things with friends, such as go to the movies, hang out, watch TV, go out to eat or play sports? (Select all that apply)

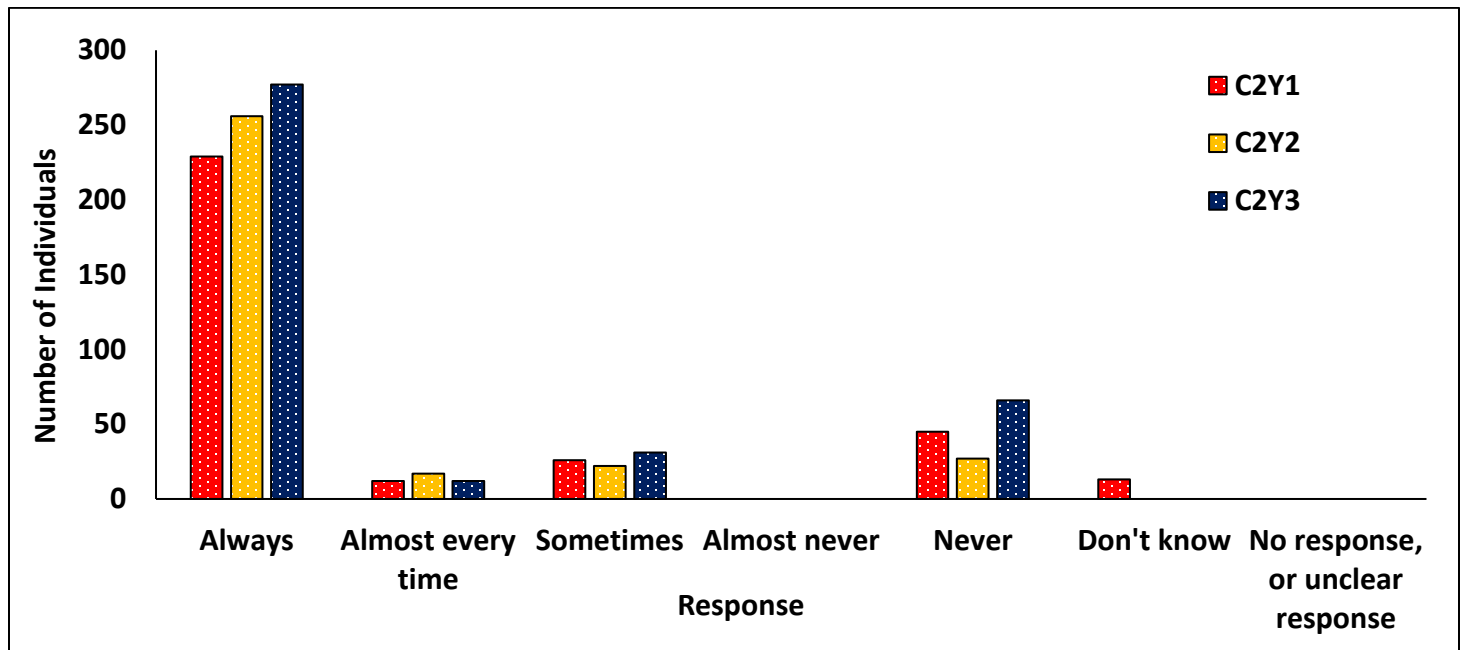
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	161	48%	174	52%	216	52%
Almost every time	18	5%	17	5%	11	3%
Sometimes	64	19%	54	16%	61	15%
Almost never	30	9%	16	5%	18	4%
Never	57	17%	64	19%	85	21%
Don't know	<11	--	<11	--	12	3%
No response, or unclear response	<11	--	<11	--	<11	--

Q10. Do you contact your family, friends, and others whenever you want in private (this could be through a phone call, social media, email, or sending and receiving mail)?

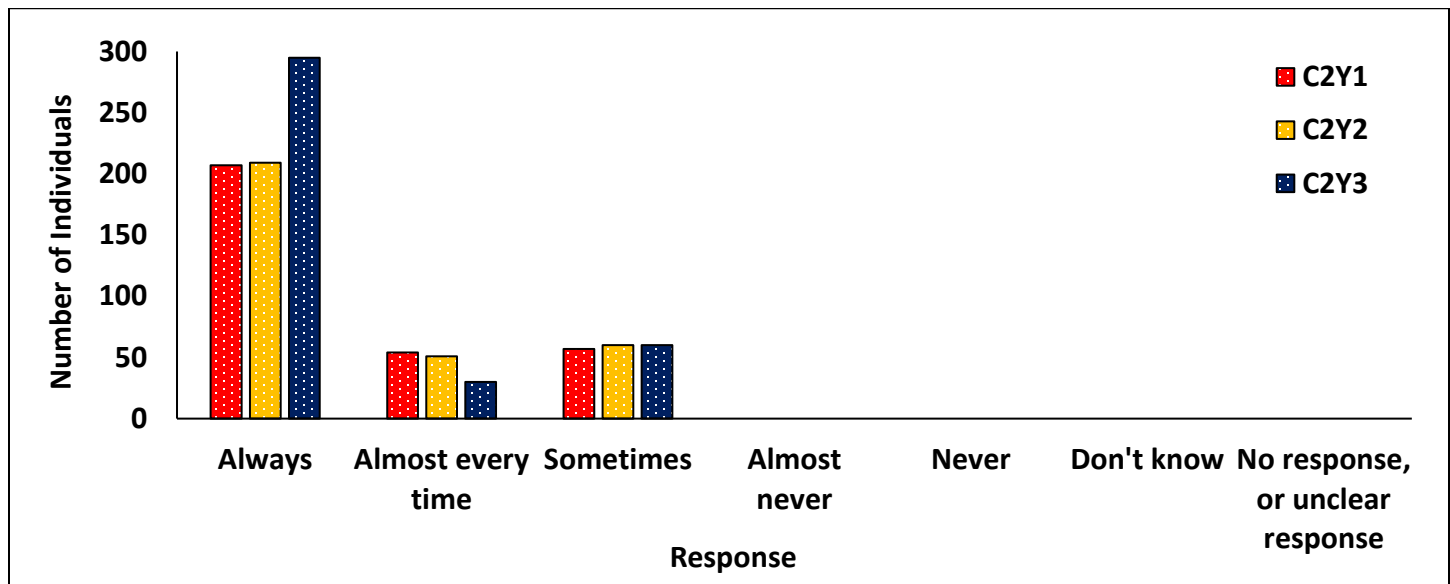
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	229	68%	256	77%	277	67%
Almost every time	12	4%	17	5%	12	3%
Sometimes	26	8%	22	7%	31	8%
Almost never	<11	--	<11	--	<11	--
Never	45	13%	27	8%	66	16%
Don't know	13	4%	<11	--	<11	--
No response, or unclear response	<11	--	<11	--	<11	--

Q11. Do you choose what you do, where you go, and when you do things?

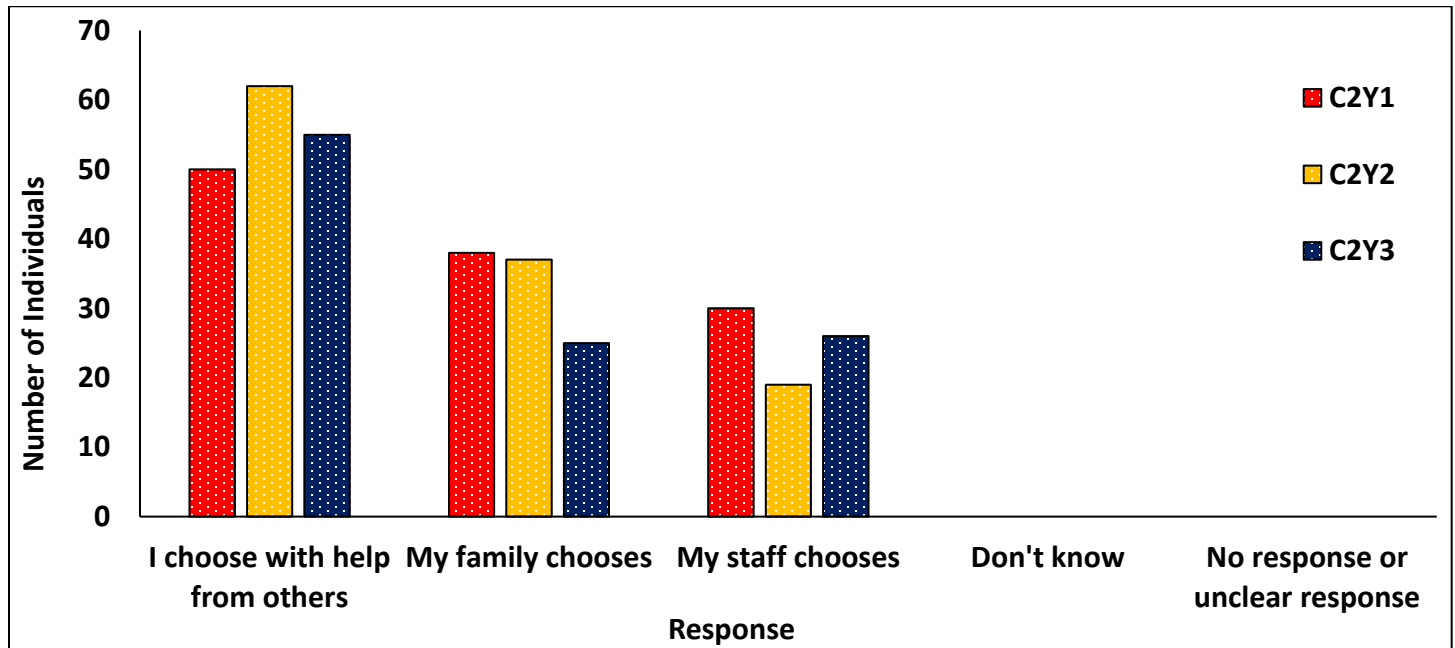
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	207	61%	209	63%	295	72%
Almost every time	54	16%	51	15%	30	7%
Sometimes	57	17%	60	18%	60	15%
Almost never	<11	--	<11	--	<11	--
Never	<11	--	<11	--	<11	--
Don't know	<11	--	<11	--	<11	--
No response, or unclear response	<11	--	0	0%	<11	--

Q11A. If you don't get to choose what to do and when, who chooses?

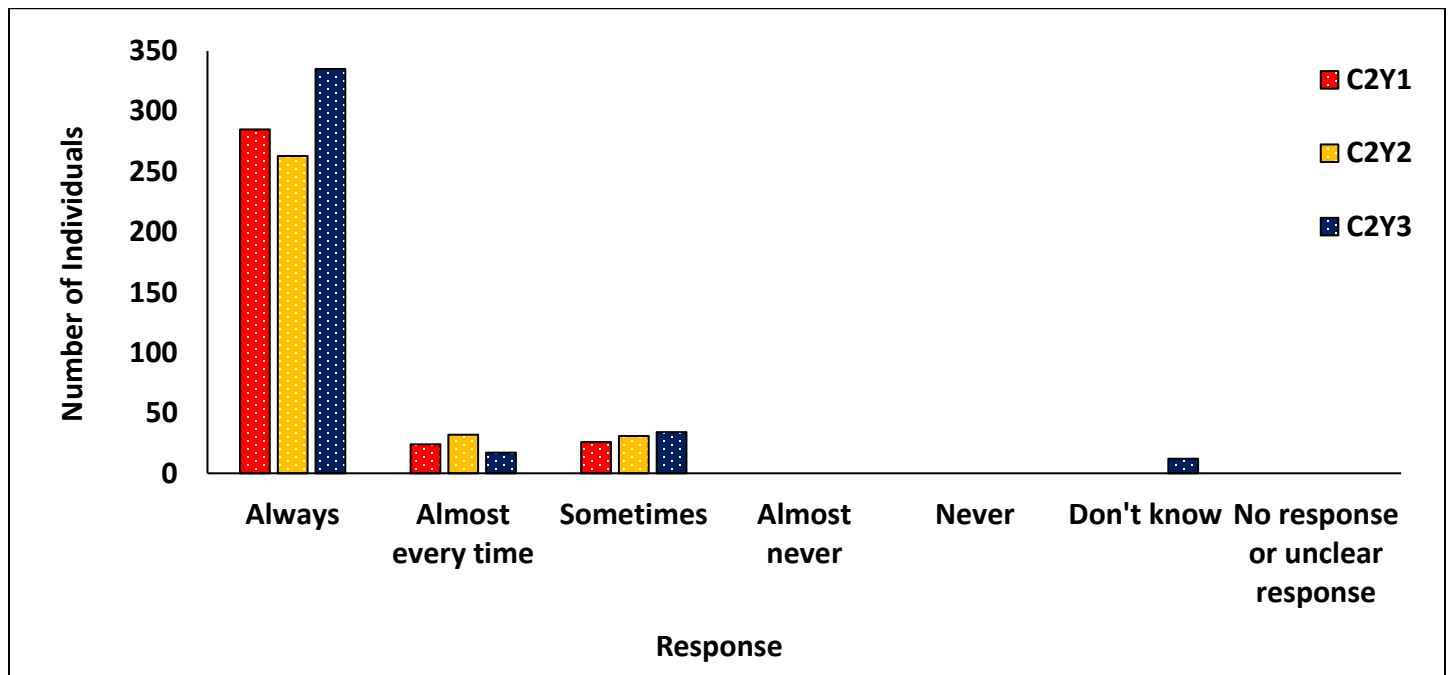
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Answer	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
I choose with help from others	50	38%	62	50%	55	47%
My family chooses	38	29%	37	30%	25	21%
My staff chooses	30	23%	19	15%	26	22%
Don't know	<11	--	<11	--	<11	--
No response or unclear response	<11	--	<11	--	<11	--

Q12. Do you get to do the things you like for fun and relaxation as much as you want?

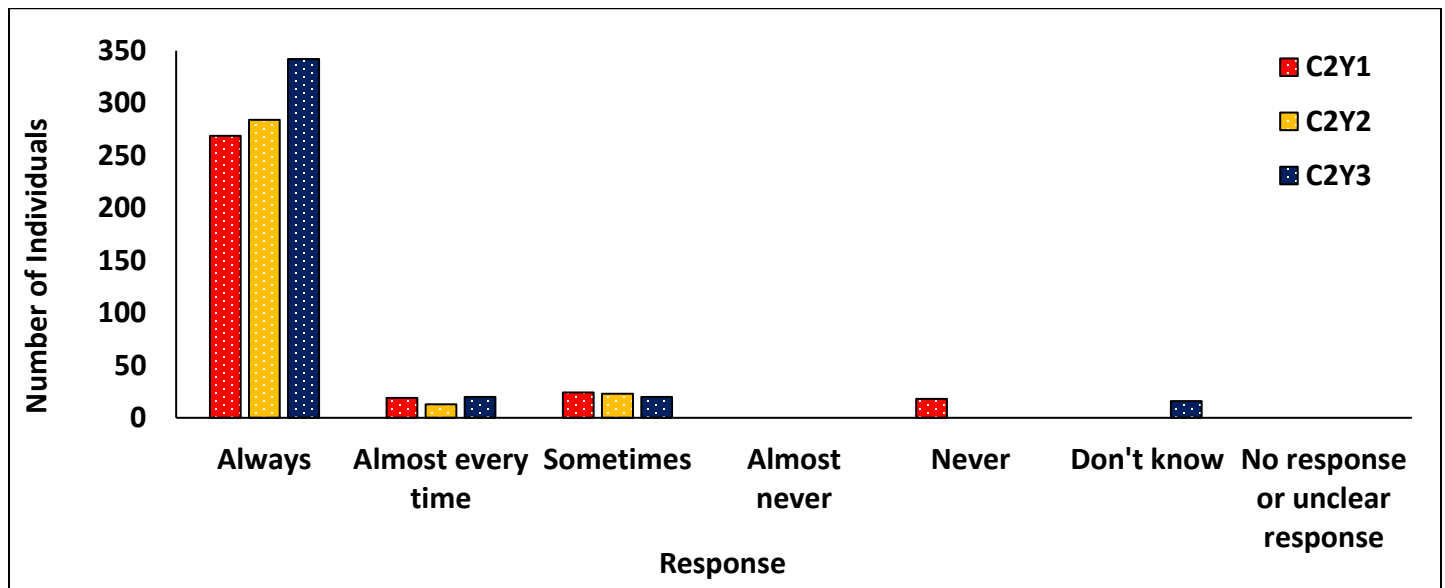
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	285	84%	263	79%	335	81%
Almost every time	24	7%	32	10%	17	4%
Sometimes	26	8%	31	9%	34	8%
Almost never	<11	--	<11	--	<11	--
Never	<11	--	<11	--	<11	--
Don't know	0	0%	<11	--	12	3%
No response or unclear response	0	0%	0	0%	<11	--

Q13. Do you get support to do your favorite activities?

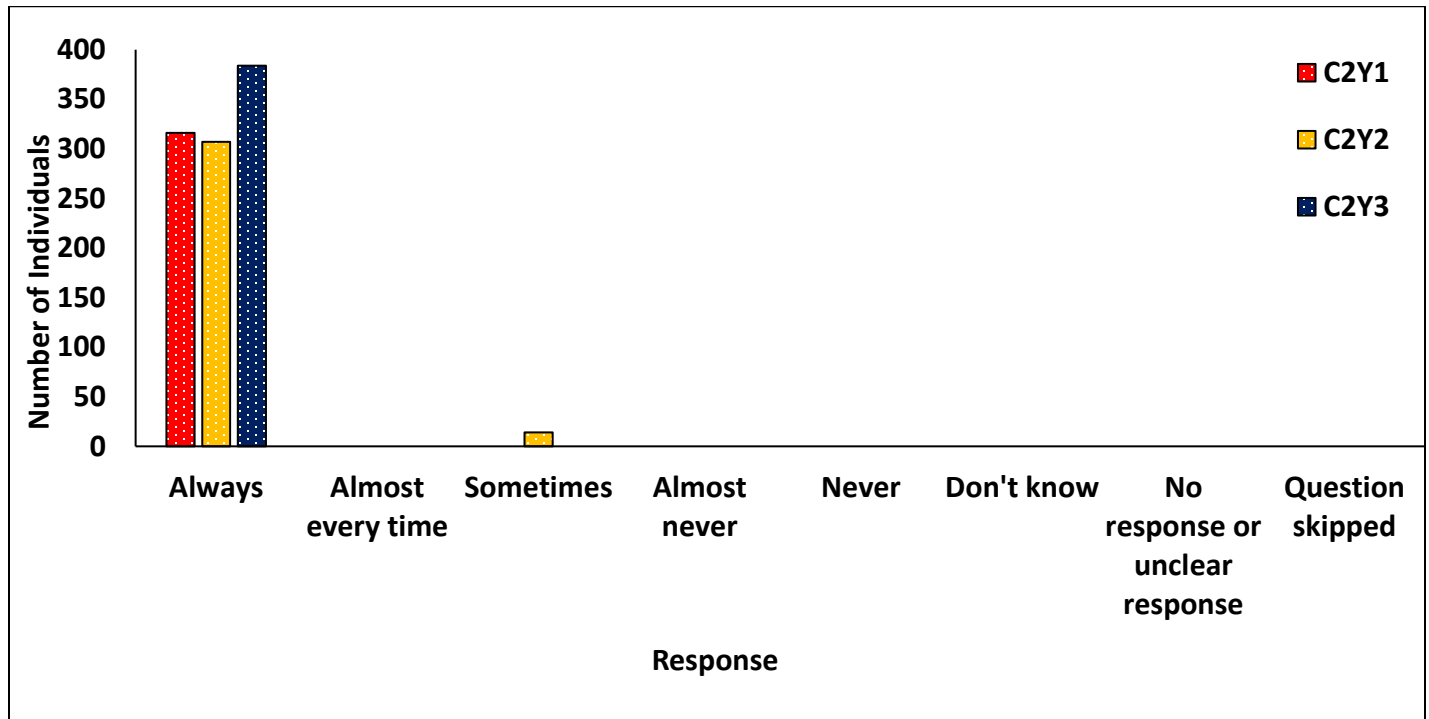
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	269	80%	284	85%	342	83%
Almost every time	19	6%	13	4%	20	5%
Sometimes	24	7%	23	7%	20	5%
Almost never	<11	--	<11	--	<11	--
Never	18	5%	<11	--	<11	--
Don't know	<11	--	0	0%	16	4%
No response or unclear response	<11	--	<11	--	<11	--

Q14. Do you have time or space to be alone if you need or want it?

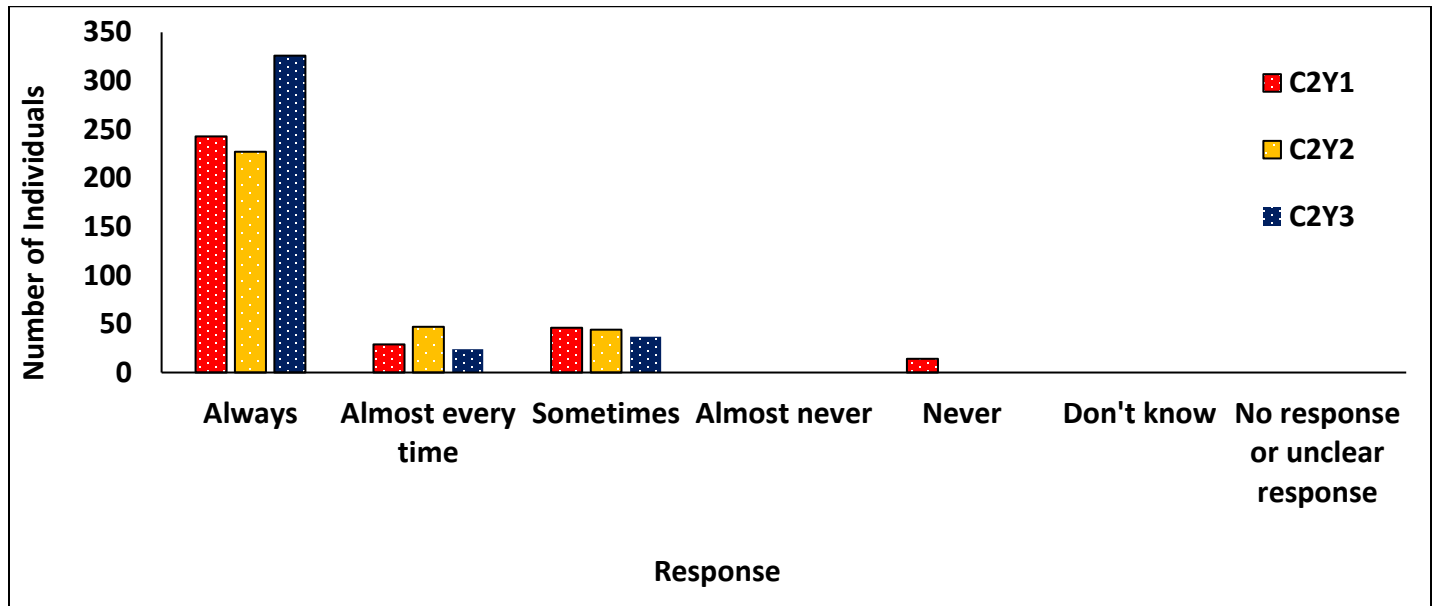
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Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	316	93%	307	92%	384	93%
Almost every time	<11	--	<11	--	<11	--
Sometimes	<11	--	14	4%	<11	--
Almost never	<11	--	<11	--	<11	--
Never	<11	--	<11	--	<11	--
Don't know	<11	--	0	0%	<11	--
No response or unclear response	<11	--	<11	--	<11	--
Question skipped	0	0%	<11	--	<11	--

Q15. Do you pick what food you would like to eat?

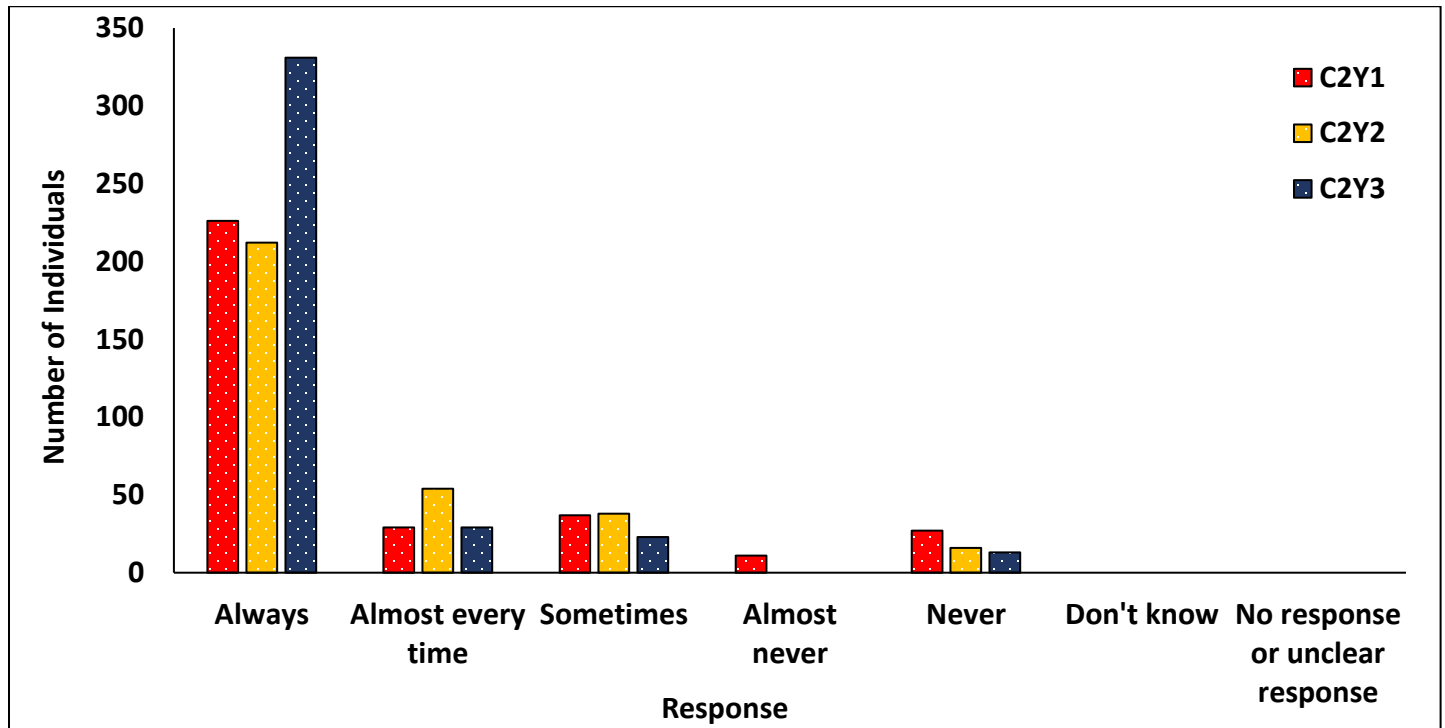
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	243	72%	227	68%	326	79%
Almost every time	29	9%	47	14%	24	6%
Sometimes	46	14%	44	13%	37	9%
Almost never	<11	--	<11	--	<11	--
Never	14	4%	<11	--	<11	--
Don't know	<11	--	<11	--	<11	--
No response or unclear response	0	0%	<11	--	<11	--

Q16. Do you pick where and when you eat your food?

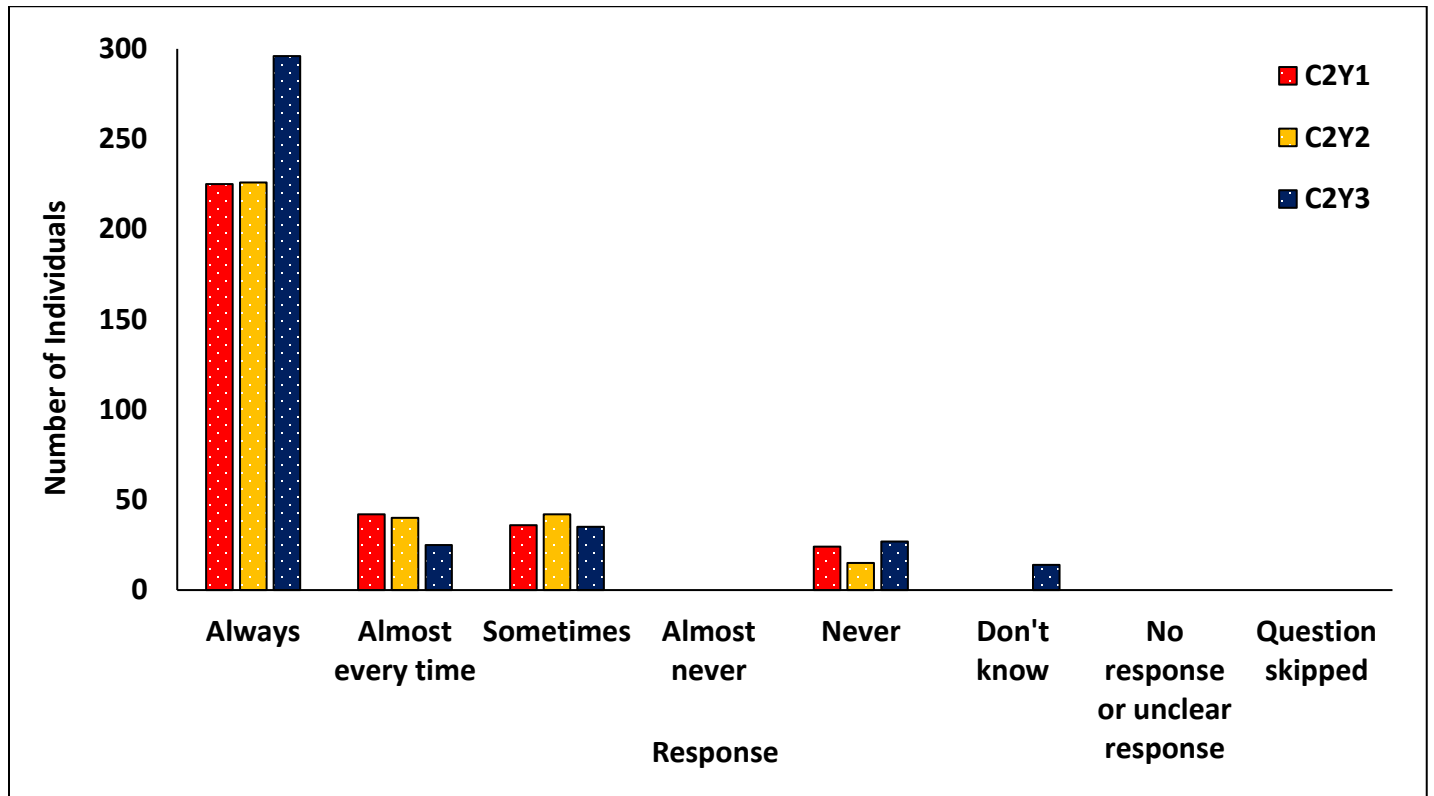
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	226	67%	212	64%	331	80%
Almost every time	29	9%	54	16%	29	7%
Sometimes	37	11%	38	11%	23	6%
Almost never	11	3%	<11	--	<11	--
Never	27	8%	16	5%	13	3%
Don't know	<11	--	<11	--	<11	--
No response or unclear response	<11	--	<11	--	<11	--

Q17. Do you choose what you do with your money?

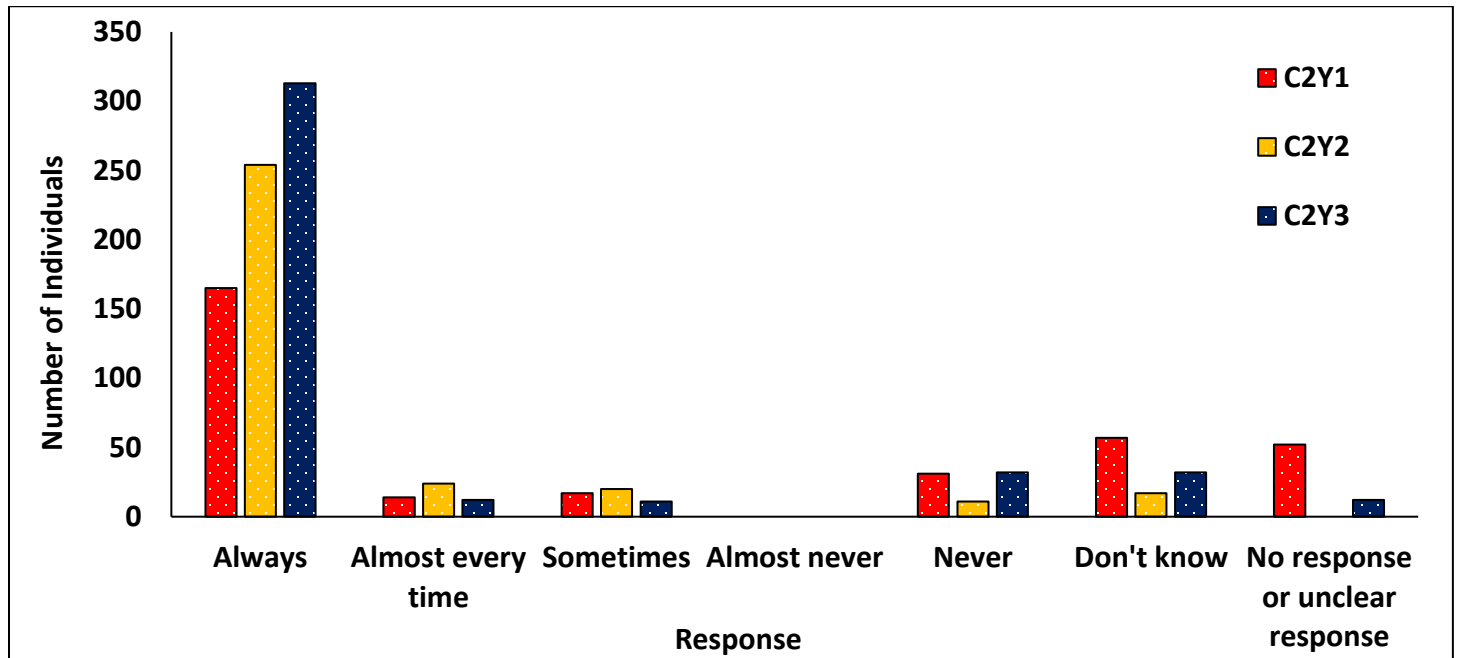
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	225	67%	226	68%	296	72%
Almost every time	42	12%	40	12%	25	6%
Sometimes	36	11%	42	13%	35	9%
Almost never	<11	--	<11	--	<11	--
Never	24	7%	15	5%	27	7%
Don't know	<11	--	<11	--	14	3%
No response or unclear response	0	0%	0	0%	<11	--
Question skipped	<11	--	<11	--	<11	--

Q18. Do others ask permission if they want to use or borrow your stuff?

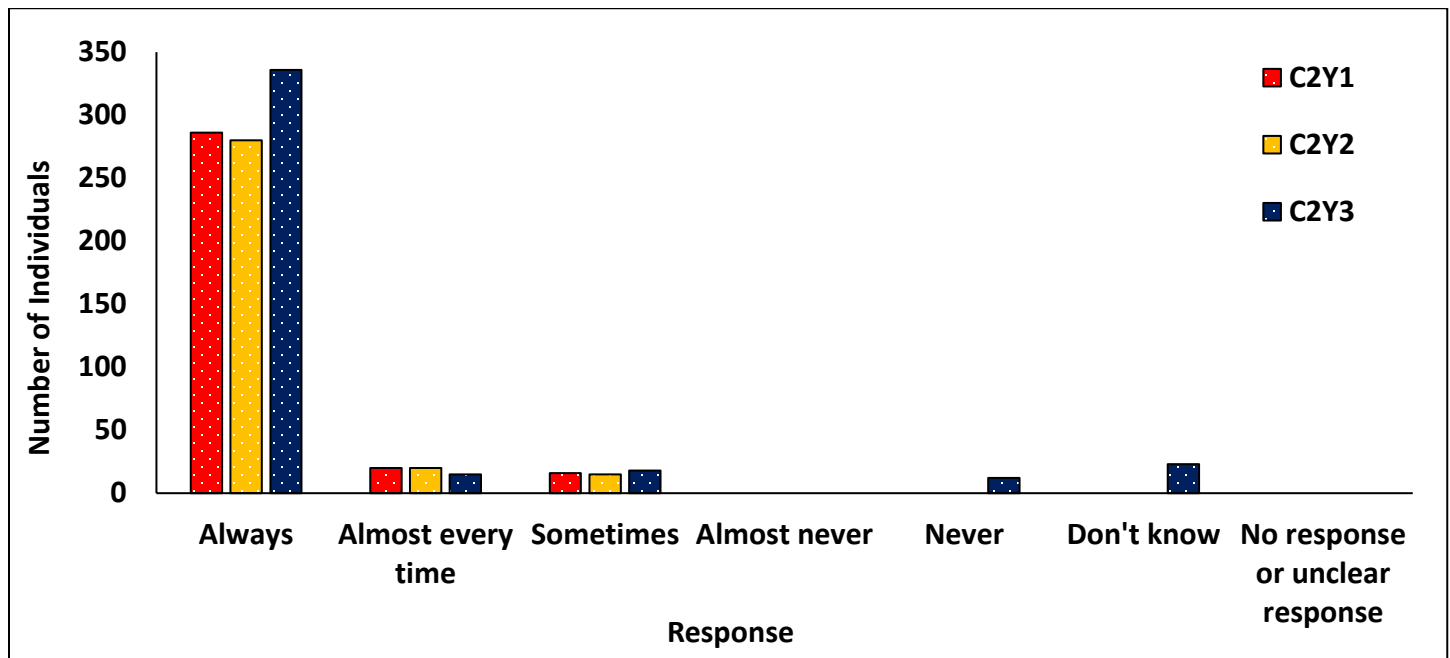
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	165	49%	254	76%	313	76%
Almost every time	14	4%	24	7%	12	3%
Sometimes	17	5%	20	6%	11	3%
Almost never	<11	--	<11	--	0	0%
Never	31	9%	11	3%	32	8%
Don't know	57	17%	17	5%	32	8%
No response or unclear response	52	15%	<11	--	12	3%

Q19. Do you get help from your Supports Coordinator when you need it?

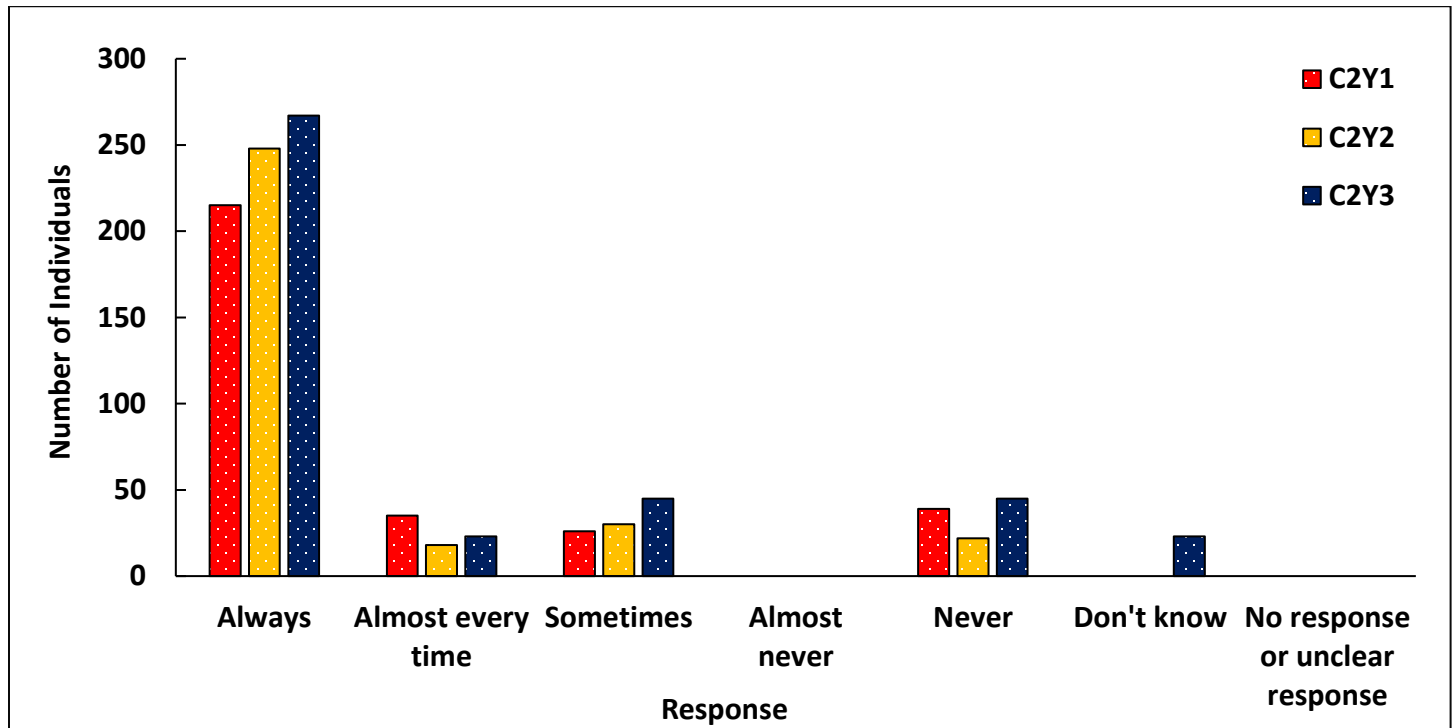
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	286	85%	280	84%	336	82%
Almost every time	20	6%	20	6%	15	4%
Sometimes	16	5%	15	5%	18	4%
Almost never	<11	--	<11	--	<11	--
Never	<11	--	<11	--	12	3%
Don't know	<11	--	<11	--	23	6%
No response or unclear response	<11	--	<11	--	<11	--

Q20. Do you help decide the assistance you receive?

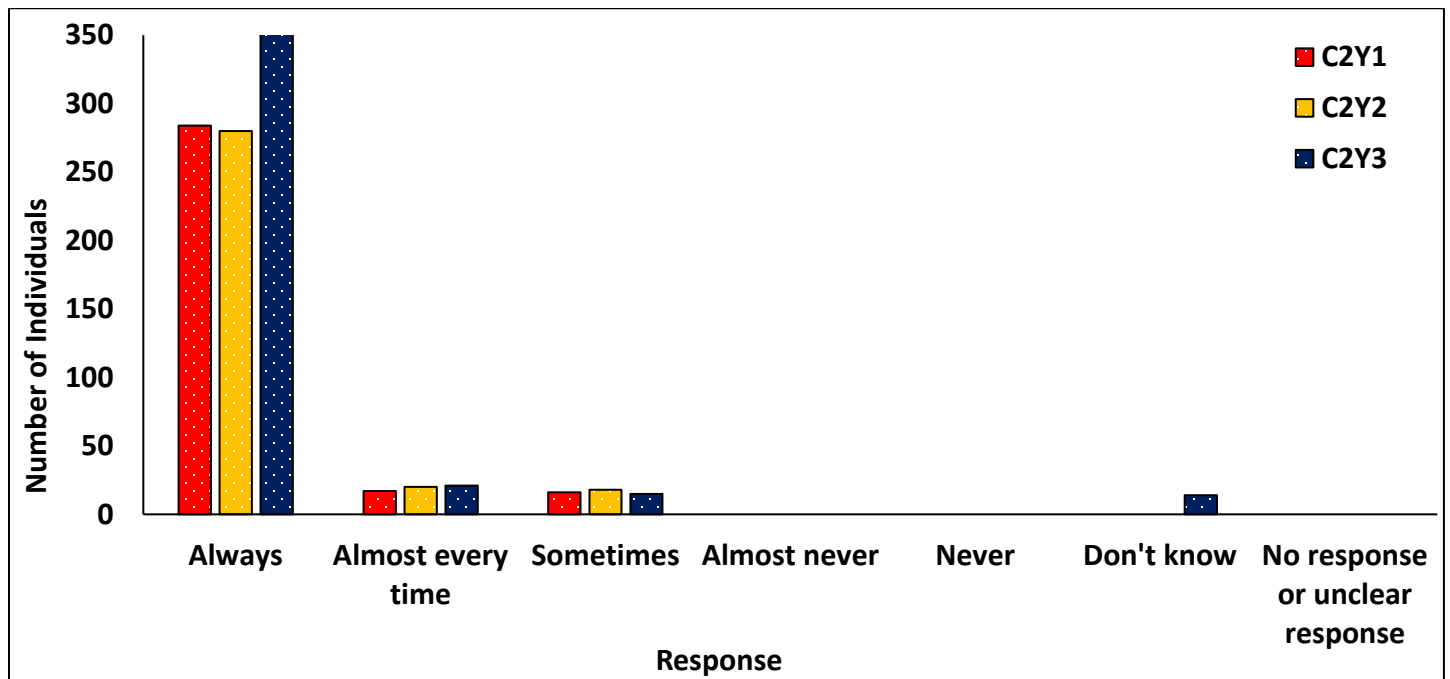
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	215	64%	248	74%	267	65%
Almost every time	35	10%	18	5%	23	6%
Sometimes	26	8%	30	9%	45	11%
Almost never	<11	--	<11	--	<11	--
Never	39	12%	22	7%	45	11%
Don't know	<11	--	<11	--	23	6%
No response or unclear response	<11	--	<11	--	<11	--

Q21. Do you get help from staff and others when you need it?

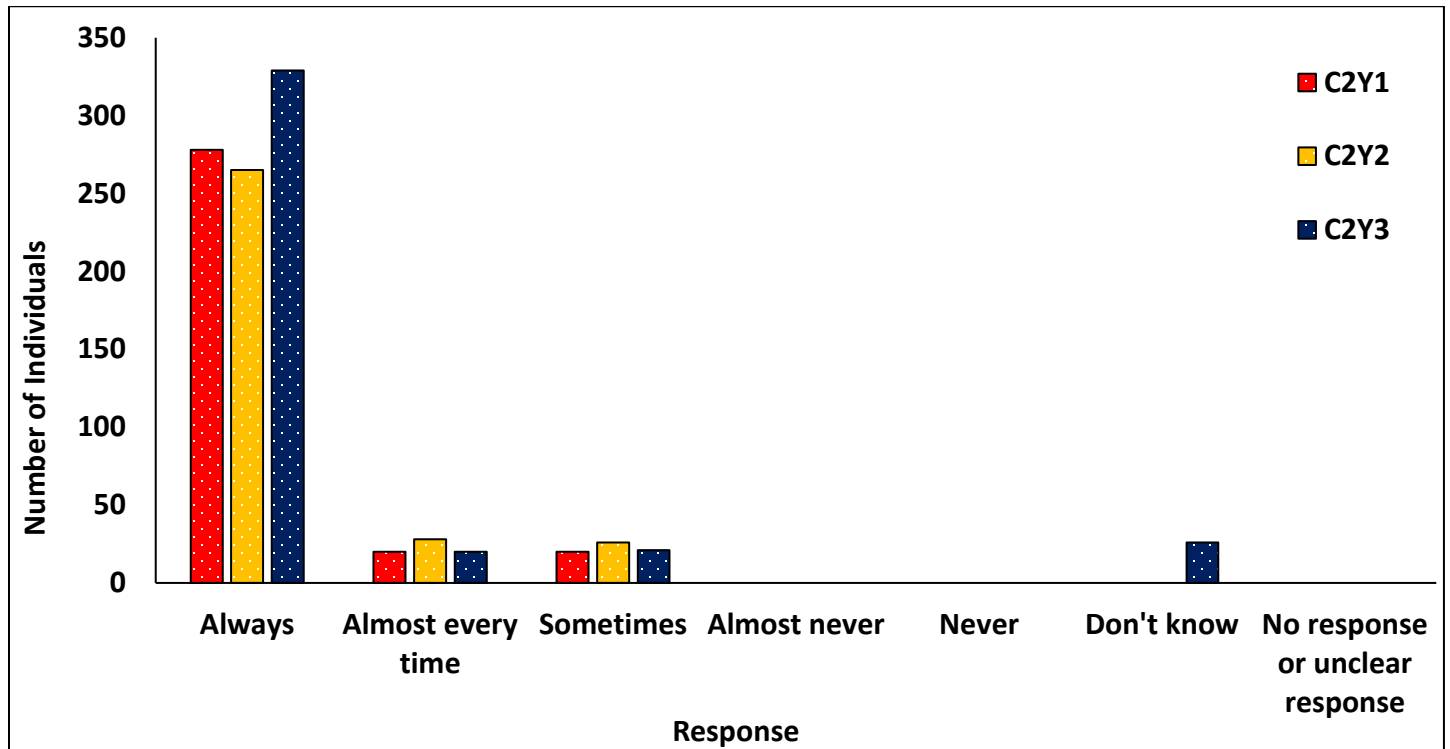
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	284	84%	280	84%	352	85%
Almost every time	17	5%	20	6%	21	5%
Sometimes	16	5%	18	5%	15	4%
Almost never	<11	--	0	0%	0	0%
Never	<11	--	<11	--	<11	--
Don't know	<11	--	<11	--	14	3%
No response or unclear response	<11	--	<11	--	<11	--

Q22. Does the assistance you receive meet your needs?

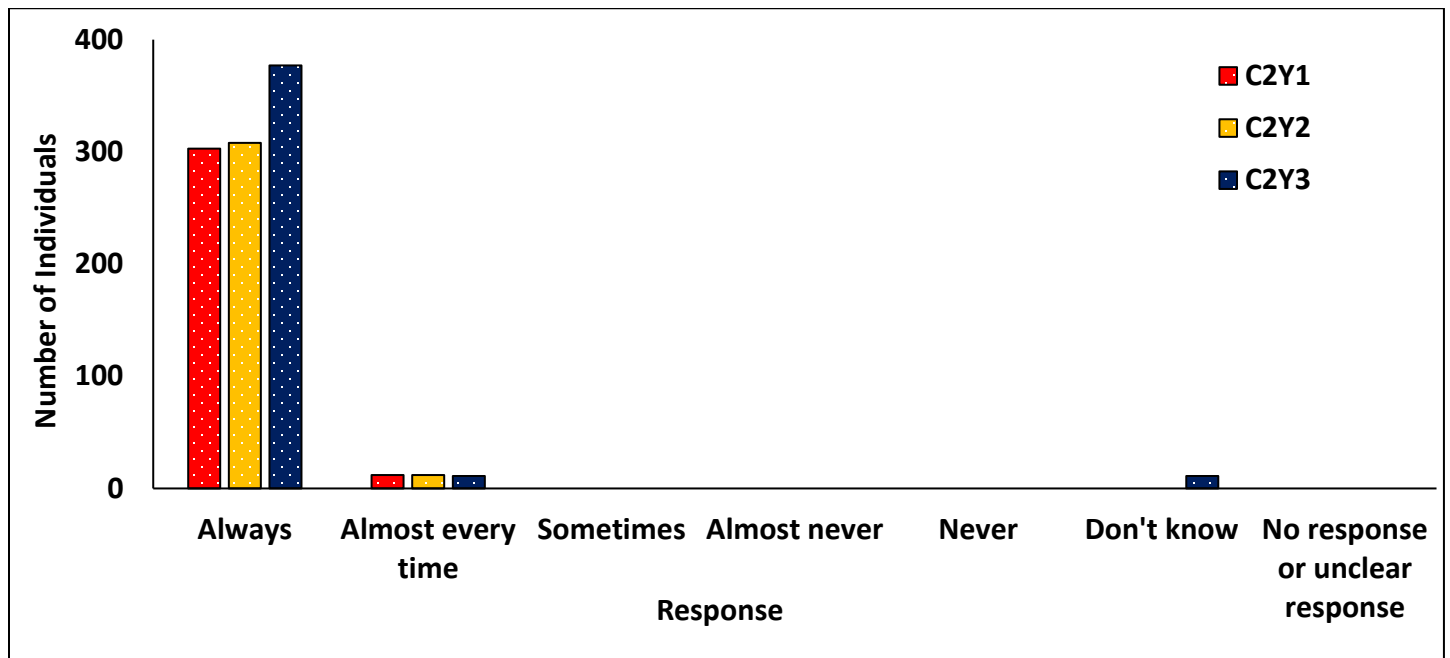
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	278	82%	265	80%	329	80%
Almost every time	20	6%	28	8%	20	5%
Sometimes	20	6%	26	8%	21	5%
Almost never	<11	--	<11	--	<11	--
Never	<11	--	<11	--	<11	--
Don't know	<11	--	<11	--	26	6%
No response or unclear response	<11	--	<11	--	<11	--

Q23. Do you have someone you trust who will help you when you have a problem or concern?

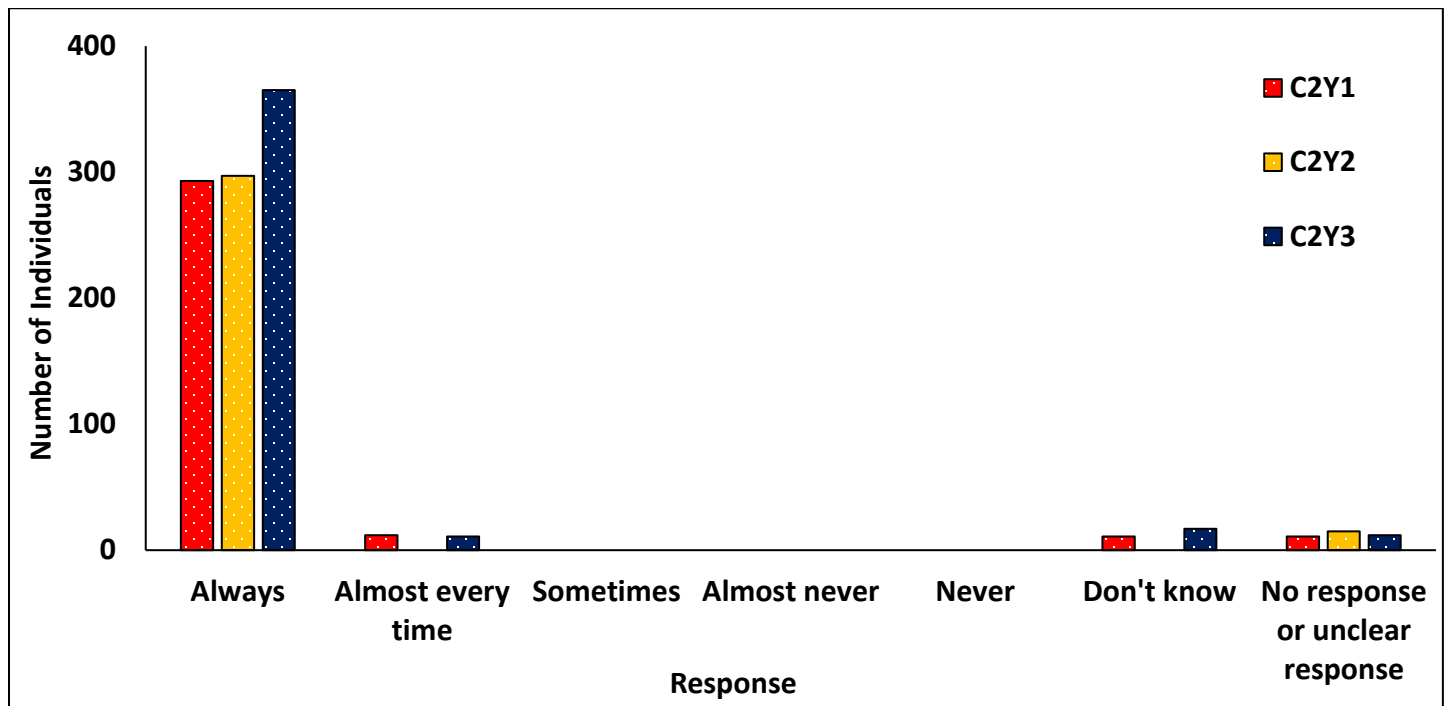
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	303	90%	308	92%	377	92%
Almost every time	12	4%	12	4%	11	3%
Sometimes	<11	--	<11	--	<11	--
Almost never	0	0%	0	0%	<11	--
Never	<11	--	<11	--	<11	--
Don't know	<11	--	<11	--	11	3%
No response or unclear response	<11	--	<11	--	<11	--

Q24. Are the people who assist you nice to you and do they listen to you and show you respect?

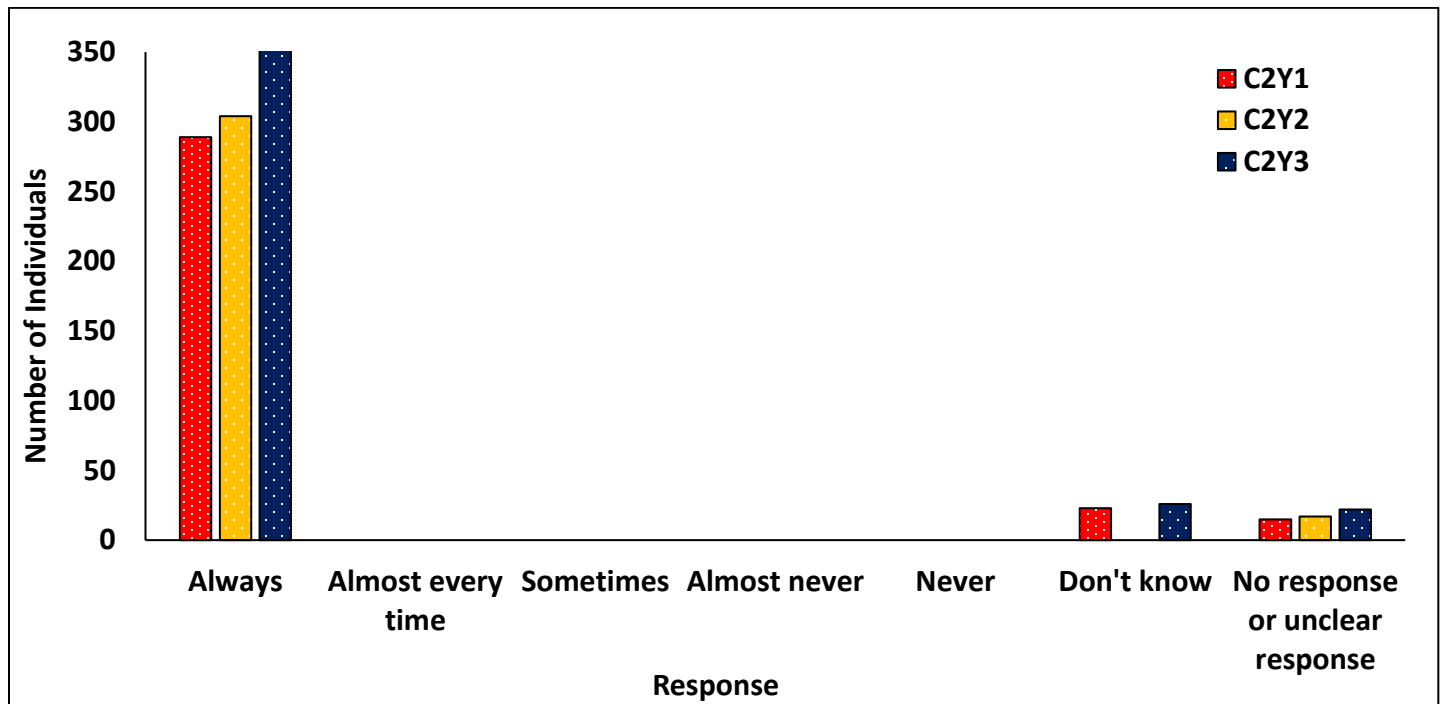
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	293	87%	297	89%	365	89%
Almost every time	12	4%	<11	--	11	3%
Sometimes	<11	--	<11	--	<11	--
Almost never	0	0%	0	0%	<11	--
Never	<11	--	0	0%	<11	--
Don't know	11	3%	<11	--	17	4%
No response or unclear response	11	3%	15	5%	12	3%

Q25. Do the people who assist you consider and respect your (family) culture, heritage, and history/background?

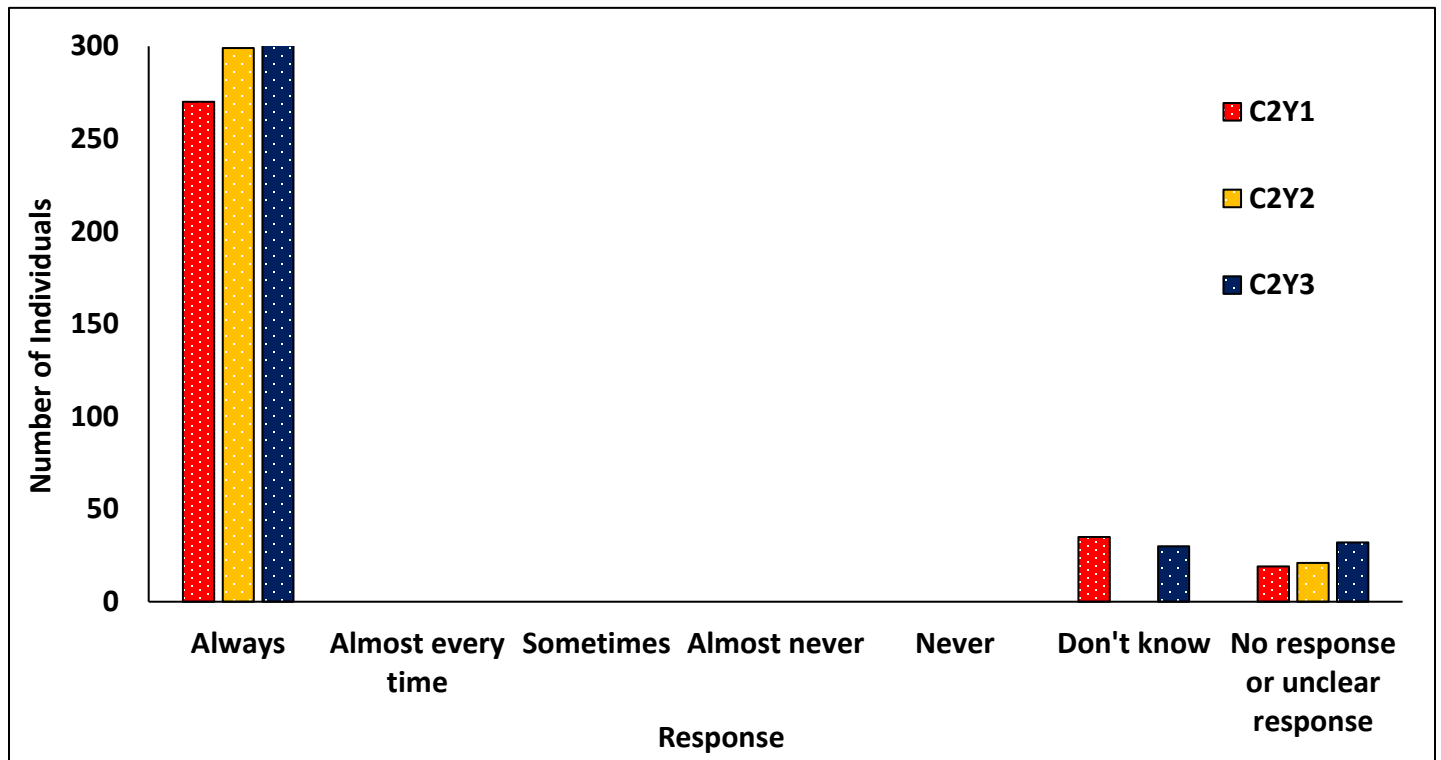
(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	289	86%	304	91%	355	86%
Almost every time	<11	--	<11	--	<11	--
Sometimes	<11	--	0	0%	<11	--
Almost never	0	0%	0	0%	0	0%
Never	<11	--	<11	--	<11	--
Don't know	23	7%	<11	--	26	6%
No response or unclear response	15	4%	17	5%	22	5%

Q26. Do the people who assist you consider and respect how you see and express yourself, including your sexuality?

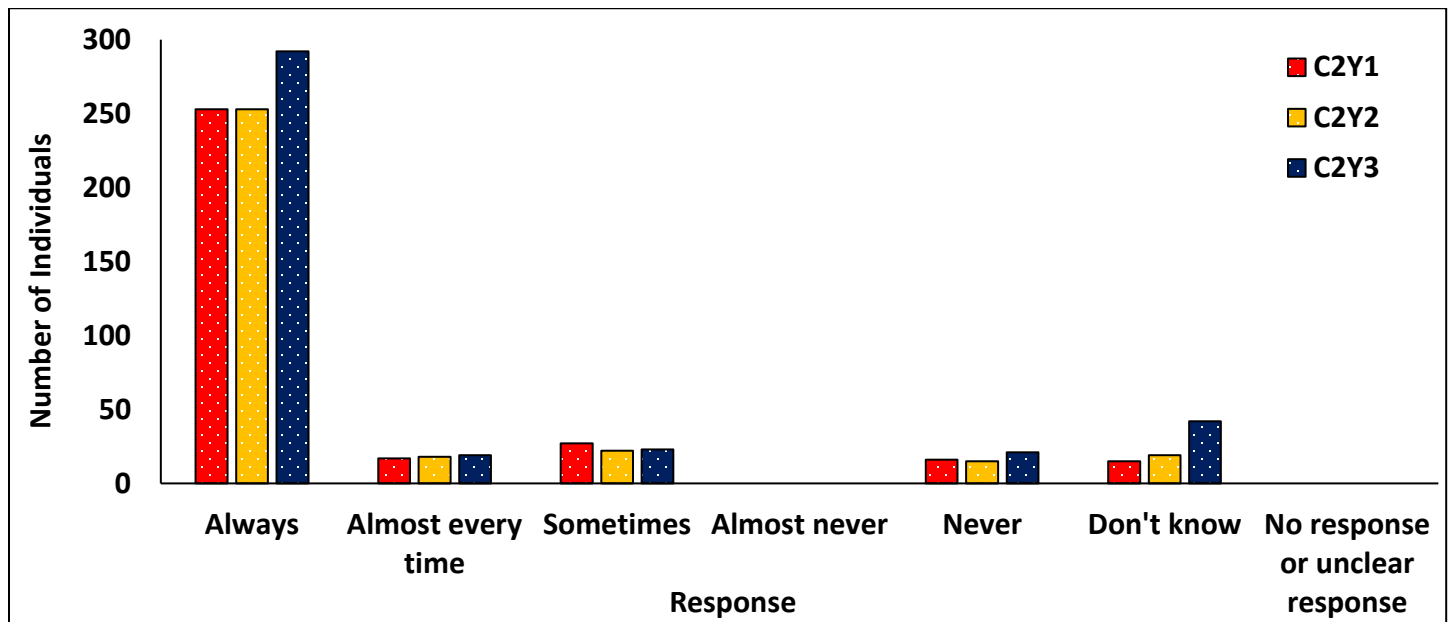
(responses < 11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	270	80%	299	90%	340	83%
Almost every time	<11	--	<11	--	<11	--
Sometimes	<11	--	<11	--	<11	--
Almost never	0	0%	0	0%	0	0%
Never	<11	--	<11	--	<11	--
Don't know	35	10%	<11	--	30	7%
No response or unclear response	19	6%	21	6%	32	8%

Q27. Do you and/or your family or those closest to you receive information on how to better support you?

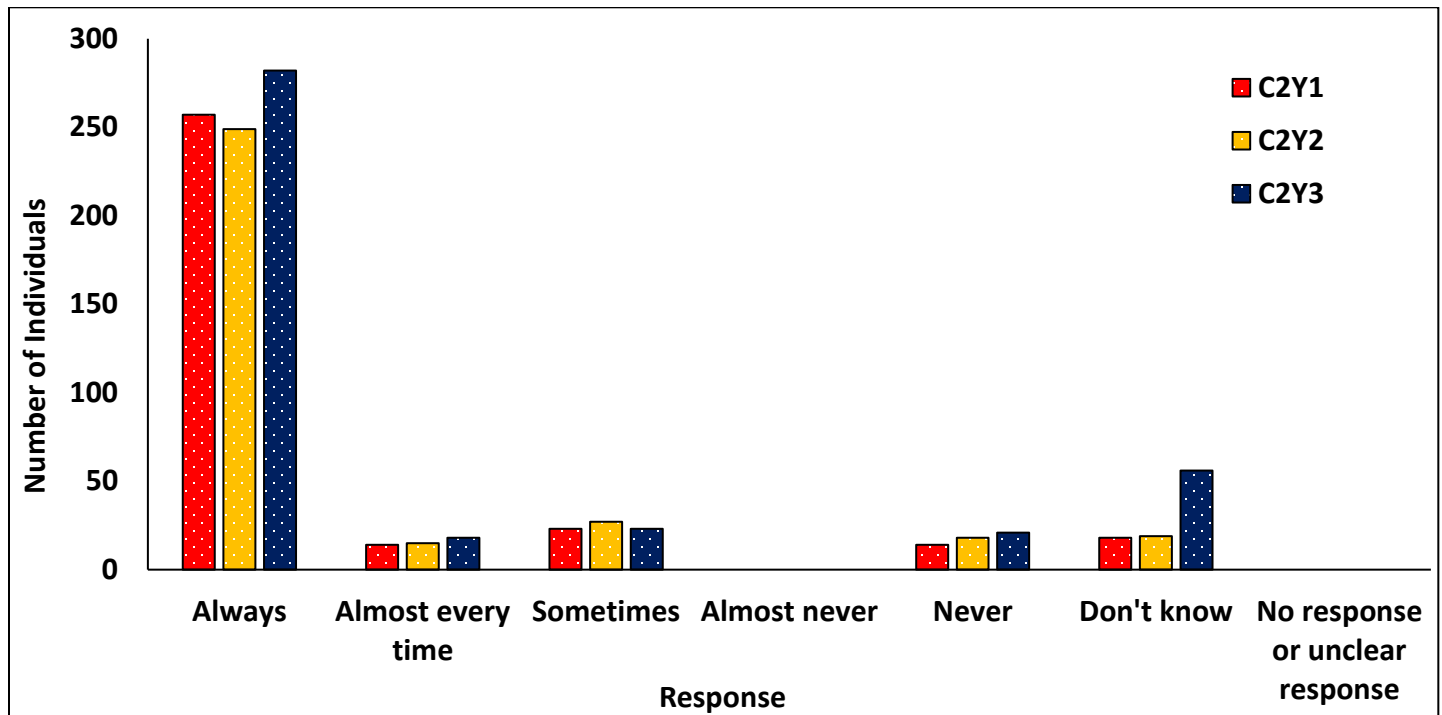
(responses < 11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	253	75%	253	76%	292	71%
Almost every time	17	5%	18	5%	19	5%
Sometimes	27	8%	22	7%	23	6%
Almost never	<11	--	<11	--	<11	--
Never	16	5%	15	5%	21	5%
Don't know	15	4%	19	6%	42	10%
No response or unclear response	<11	--	<11	--	<11	--

Q28. Do you and/or your family or those closest to you get support to better manage your services and learn about new service options?

(responses <11 removed)



Response	C2Y1 Number	C2Y1 Percent	C2Y2 Number	C2Y2 Percent	C2Y3 Number	C2Y3 Percent
Always	257	76%	249	75%	282	68%
Almost every time	14	4%	15	5%	18	4%
Sometimes	23	7%	27	8%	23	6%
Almost never	<11	--	<11	--	<11	--
Never	14	4%	18	5%	21	5%
Don't know	18	5%	19	6%	56	14%
No response or unclear response	<11	--	0	0%	<11	--

E. Conclusion

The survey results of Cycle 2 Years 1 – 3 provide information on areas of improvement and opportunity alike. By using the QA&I process as a tool to evaluate the current system of services and support, ODP focuses its QM Strategy on identifying ways to improve the service system for all individuals. Specific areas of note identified through this cycle include:

- Consistent positive results over 90% for the response of “always” to the questions “Do you have time or space to be alone if you need or want it?” and “Do you have someone you trust who will help you when you have a problem or concern?”
- Significant improvement greater than 10% for the response of “always” to the questions “Do you pick what food you would like to eat?” and “Do you pick where and when you eat your food?”
- Significant decreases equal to or greater than 10% for the response of “always” to the questions “Do you contact your family, friends, and others whenever you want in private (this could be through a phone call, social media, email, or sending and receiving mail)?” and “Do you help decide the assistance you receive?”

In using data to drive decision making, findings from these interviews provide valuable insight to inform continued improvement of individual’s experiences with services and supports. ODP thanks all individuals and family members who participated in this cycle’s interview process.