



MYEP Parent, Guardian, Family Member and Advocate Survey 2018 Survey Results

General Information

A total of 100 surveys were mailed in September 2018 to personal representatives of people served by MYEP. These personal representatives included parents, guardians, other family members, or other advocates. Two surveys were returned as undeliverable, so all data reflected in this report is based 98 surveys.

There was a total of 33 respondents to the survey, or 34%. This is slightly higher than last year's return rate of 30%. This is a typical return rate for surveys such as this one, though MYEP would like to seek ways to get a higher response rate as further surveys are distributed. The programmatic breakdown of the respondents was (these numbers include duplication):

- 10 indicated their family member receives residential services
- 14 indicated their family member receives day program services
- 1 indicated their family member receives in-home services
- 8 indicated their family receives both residential and day program services.

The desired response to most questions of this survey was "Always or Usually". There were 19 rating style questions in this survey, 1 yes/no question, 2 free response questions, and 1 multiple select question, for a total of 23 questions. The questions varied from previous years' surveys, in order to keep current with National Core Indicator surveys; therefore, some comparison data from last year to this year will not be possible. A summary of the changes is attached at the end of this report

High Points

- 88% of respondents felt the information they receive from MYEP is easy to understand.
- 91% of respondents reported that the MYEP staff who assist them with planning are respectful and courteous and are respectful of their choices and opinions.
- 85% of respondents reported their family member gets the services and supports she or he needs.
- 88% of respondents with family members in the residential program indicate their family member has access to dental services.
- 85% of respondents feel MYEP services have made a positive difference in their family member's life.
- 85% of respondents report their family member is happy with MYEP services.

Areas for Growth

MYEP's desired threshold with this survey is that more than 75% of respondents chose the desired response for the question. Questions marked with an (*) below were not on last year's survey. Questions marked with an (**) were also on last year's areas for growth list. There were 8 questions for which the desired threshold was not met:

- *Did you or another family member help develop the plan – 73% desired response
- If your family member uses a different way to communicate are there enough support workers available who can communicate with him/her? – 65% desired response
- If your family member receives residential services, are you involved in important decisions – 56% desired response (this was on the high points list for last year's survey, with a 93% desired response rate)
- If your family member receives day program services, are you involved in important decisions – 65% desired response (this was on the high points list for last year's survey, with a 95% desired response rate)
- **Does your family member take part in activities in the community – 42% desired response (this question was changed slightly from last year, but the general interpretation is the same – last year's desired response rate was 55%)
- *Does your family member have friends other than paid support workers or family – 67% desired response of "Yes"
- *Can your family member see health professionals when needed (residential services only) – 72% desired response (this was on the high points list for last year's survey, where the question was more specific to getting an annual physical – the desired response rate to that question was 93% in 2017)
- **Do staff in the residential program keep you informed of how your family member is doing – 44% desired response (2017 response was 73%)

Variations from last year's results

- Response rate – each year we are getting a few more responses to the survey
 - 2016 = 28% (26 respondents)
 - 2017 = 30% (29 respondents)
 - 2018 = 34% (33 respondents)
- Information and Service Planning Questions –
 - There were only 3 questions in this section that were unchanged and/or similar enough in intent to retain the ability for comparison. For these 3 questions, the response rate was similar to 2017.
- Access and Delivery of Services Questions –
 - All questions in this portion of the survey were unchanged and/or similar enough in intent to reliably do a comparison of the two years.
 - A few more respondents felt their family member gets the services and supports she or he needs (85% in 2018; 79% in 2017)
 - A few less respondents felt the support workers have the right information and skills to meet their family members' needs (76% in 2018; 69% in 2017)

- Significantly less respondents felt their family member who uses a different method of communication has access to support workers who can communicate with him or her (64% in 2018; 80% in 2017)
 - The response rate for the last question regarding if their family member has access to special equipment or accommodations was similar in the two years (83% in 2018; 86% in 2017)
- Choice and Control Questions –
 - The two questions in this section were unchanged and therefore a reliable comparison of the two years is possible. The questions in this section and the results from 2018 vs. 2017 were:
 - If your family member receives residential services, are you involved in important decisions – 2018 desired response = 56%; 2017 desired response = 93%
 - If your family member receives day program services, are you involved in important decisions – 2018 desired response = 65%; 2017 desired response = 95%
 - Looking at this area a little closer because of the significant drop in desired response rate, the results were looked at program specifically:
 - Residential only respondents – 60% of respondents in 2018 selected the desired response vs. 57% in 2017
 - Day program only respondents – 87% of respondents in 2018 selected the desired response vs. 92% in 2017
 - Both residential and day program respondents (i.e. the person receives both services) – This is where the responses diverge significantly – for respondents with family members who receive *both* services:
 - The desired response for the residential services was 50% in 2018 vs. 100% in 2017
 - The desired response for the day program services was 25% in 2018 vs. 100% in 2017
- Community Involvement Questions –
 - Only one question was similar enough in intent for a reliable comparison of the two years: Does your family member take part in activities in the community. For this question, the desired response rate in 2018 was 42% vs. 55% in 2017. It is possible for this question the decline was more related to the other questions asked in the survey this year than an actual decline in the response. In previous year's surveys there were multiple questions regarding community access. This was decreased to just one this year.
- Medical Access Questions –
 - Only one question was similar enough in intent for a reliable comparison of the two years: Do staff in the residential program keep you informed of how your family member is doing. For this question the desired response rate in 2018 was 44% vs. 73% in 2017.
 - An analysis of the drop in desired response for medical access (as noted above in the 'Areas of Strength' section) could also be explained by the change in the

question this year. This year the question focused more on general medical access and being able to go to medical professionals when needed. Last year's question focused specifically on whether the person has an annual physical exam. The two questions are unique even though they both surround medical access. The difference in the question itself could have led to the variance without any actual change to supports provided.

- Satisfaction Questions –
 - All questions in this section were unchanged from last year's survey, therefore a reliable comparison can be made between the two years.
 - Overall satisfaction of respondent with MYEP services – 82% desired response rate in 2018 vs. 90% in 2017
 - Respondent's feeling that MYEP services have a positive impact on the person – 85% desired response rate in 2018 vs. 83% in 2017.
 - Respondent's feeling that their family member is happy with MYEP services – 85% desired response rate in 2018 vs. 86% in 2017

Comments

Two free response questions were added to the end of the survey to assess what people felt were MYEP's strengths and areas for growth. What follows is a synopsis of the comments in each area:

Areas of strength

There were 24 respondents who commented on this question. Of these, the following types of comments were made:

- Quality staff (caring, respectful, etc.) – comments such as these were made by 17 respondents (breakdown by program – 9/day program; 4/residential; 4/both)
- Community involvement – positive comments regarding this were made by 10 respondents. Eight of the ten indicated day program-only services.
- Variety of activities in the day program (in-building activities) – 5 respondents commented positively on this.
- Flexibility – 5 respondents commented positively on this; all were day program-only respondents
- Person-centered services – comments regarding being responsive to a person's specific needs were made by 4 respondents; 3 respondents regarding residential services and 1 respondent regarding day program services
- Communication – positive comments regarding communication were made by 5 respondents (3 day program/2 residential)
- Other comments included – listening to concerns and making changes; hours of operation, and general appreciation for the work MYEP does or a specific staff person

Areas for Growth

There were 15 respondents who commented on this question with an area for growth. Some respondents commented, though said, “Nothing”, or “Keep up the good work”. These were not included in the total comments for areas for growth. Of the 15, the following types of comments were made:

- Communication – 6 people responded with a comment about the need for better communication. This included communication among staff, to families, between programs, and between MYEP and other area providers.
- Staff – 3 respondents to this question commented on needing higher quality staff and/or better trained staff. Several of these respondents stated that what they meant with this is that the staff who work with their family member don’t get involved or don’t interact with them.
- Telephone system – 2 respondents commented on the MYEP phone system and its difficulty to use. One also commented that it would be helpful if their daughter’s home had a landline phone to improve communication.
- Other comments included – the need for more drivers (1), turnover of staff (1), a request to teach more life skills (residential-specific – 1). Two respondents shared person-specific complaints that will be shared directly with the residential LDSP and/or Coordinator.
- Two people made suggestions on ways the day program could be improved. One suggested the day program host occasional evening or weekend activities, like a tailgater, for those folks that are unable to attend the community outings during day hab due to work schedules. One suggested organizing the day program attendants into ‘teams’ to more easily determine groups.

Next Steps

The Senior Leadership Team (SLT) of MYEP met to discuss these results. Consistent with last year, the overall results of this survey were very positive, and in most areas the positive responses were consistent with previous years’ surveys.

We focused our discussions primarily on the Choice and Control category, since this was the category where the responses diverged the most from prior years. We believe that state level changes have had a direct impact on the satisfaction of our families when it comes to feeling like they are involved in important decisions. One significant occurrence over the past year was the state’s transition from having three managed care organizations (MCO) to only two. This transition was announced in November 2017 with only a month for the transition to occur. The vast majority of people served by MYEP were affected by this transition, as most were previously assigned to the MCO that was leaving the state. These folks were all transitioned to another MCO. Throughout the year this transition has caused chaos with service planning - leading to multiple meetings for the same person, last minute service planning meetings, and many times not all parties on the Interdisciplinary Team were notified of these quickly scheduled meetings. With MYEP staff as the primary communicators of changes to families, this often led to families believing MYEP was causing the changes and chaos. In addition, the

rates for services provided were significantly cut and we had to make changes to the way we provide the services – often decreasing ratios. This was a fiscal decision made by MYEP to ensure we remained fiscally sound; however, some families felt they were left out of the decision-making process and/or did not agree with the decisions made. We tried to adapt to the changes and make service cuts in a manner that had the least disruption to services; however, these types of changes can lead to dissatisfaction. We believe that now that a year has gone by, the turmoil has subsided somewhat; however, we are also aware that there is another similar transition on the horizon in July 2019 with a new MCO coming to the state of Iowa. We are preparing for this transition and will begin having problem-solving discussions to try to mitigate the chaos that could be caused again by this change. We are also working to ensure we are well-informed as an agency about the upcoming transition, so as to better communicate with people served and their families as information becomes available. We will do this by attending provider association meetings, keeping up on communications from Iowa Medicaid and the Department of Human Services, and communicating with other area providers consistently.

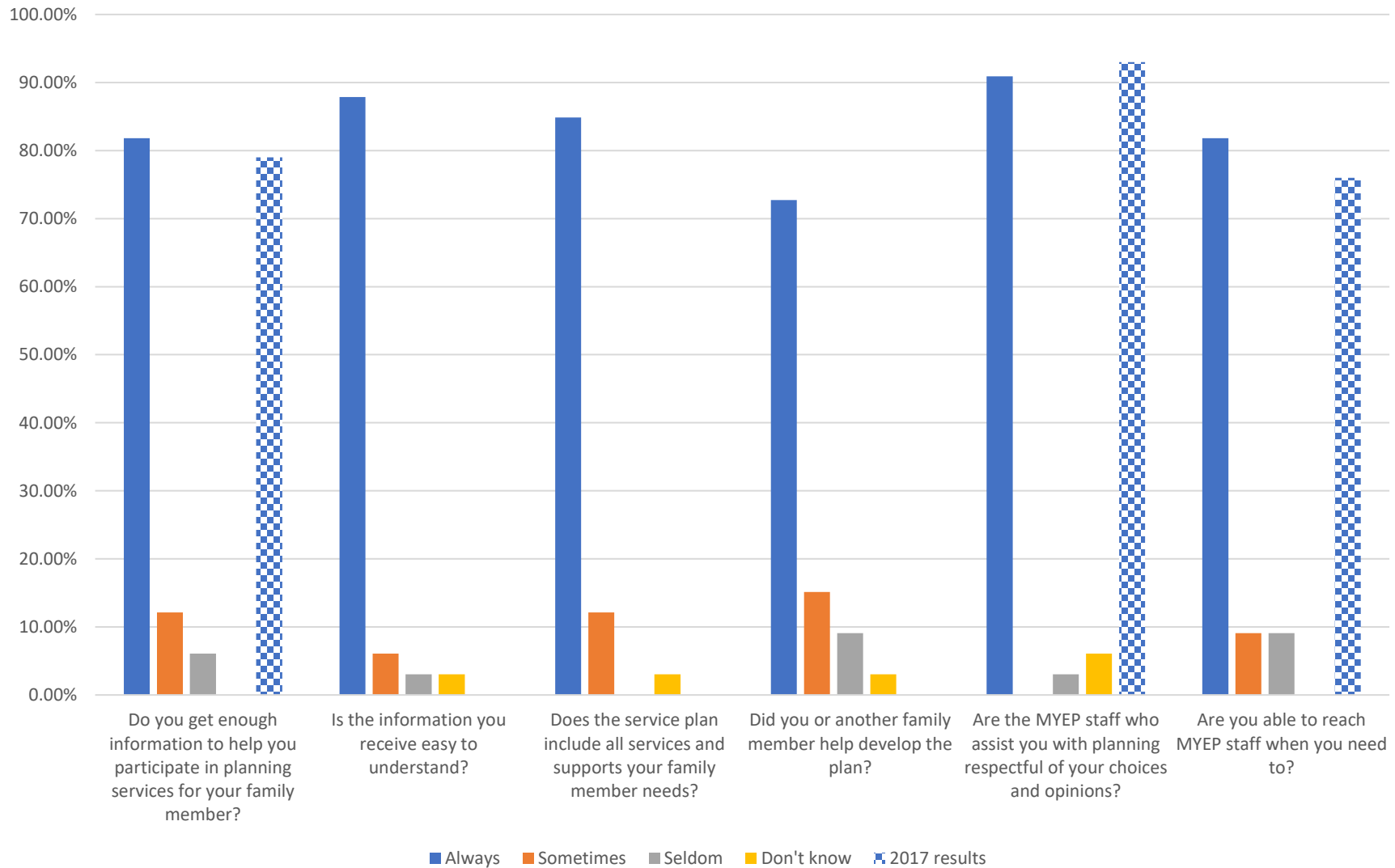
Finally, the SLT will continue with our Strategic Plan goals for 2018-2023 which focus on the development of our staff, such as the following:

- 1) Better training for all employees on providing person-directed services.
- 2) Decreasing social isolation for the people we serve.
- 3) More meaningful community involvement for the people we serve.

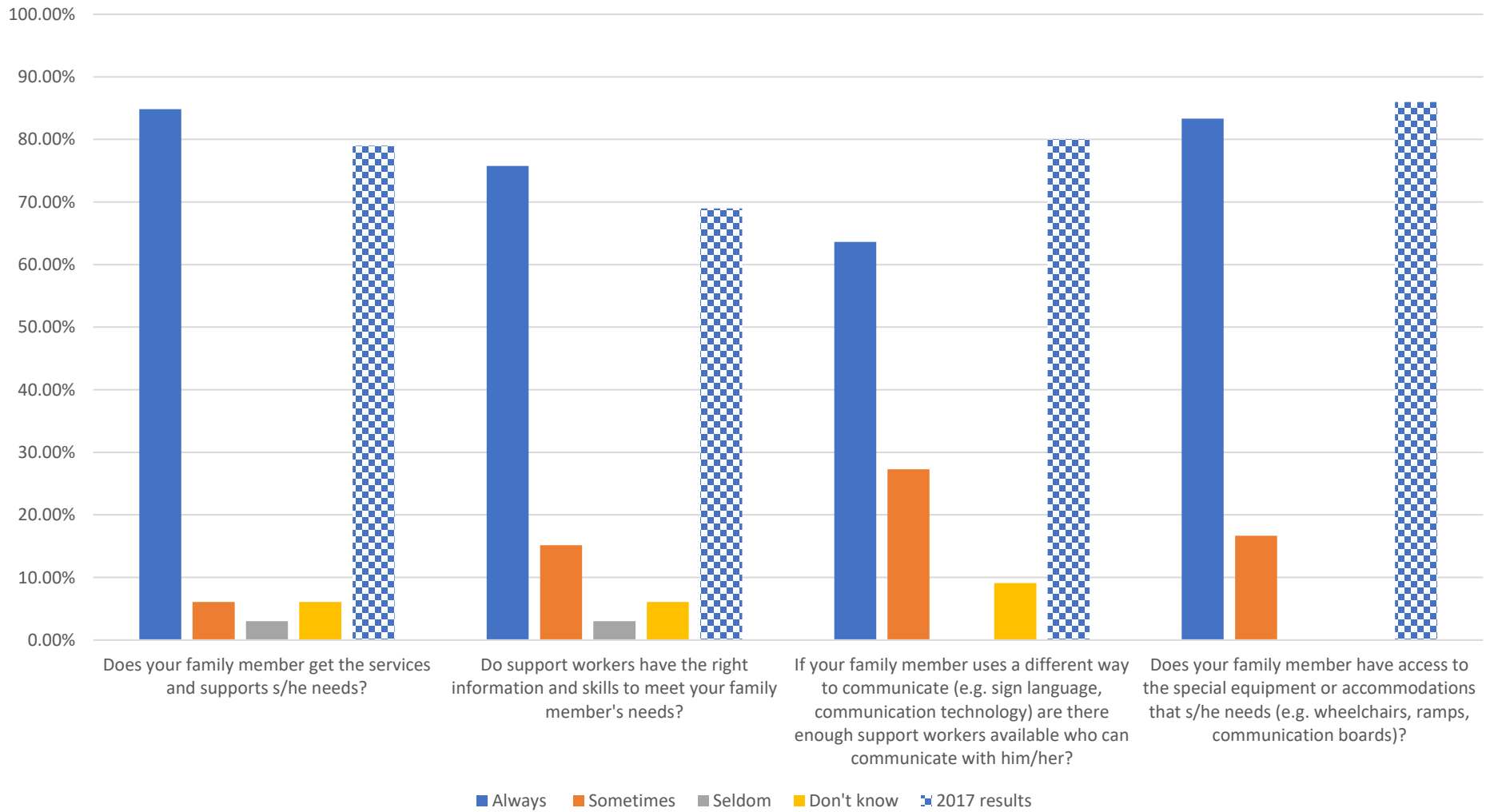
Charting on Following Pages

The charts on the following pages show the responses to each question in the survey. There is a chart for each 'category' in the survey. MYEP bases our Parent/Guardian Survey questions on the National Core Indicators (NCI) Family Guardian Survey. There are both comparisons of this year's results to last year's results and comparison to NCI data where possible and appropriate.

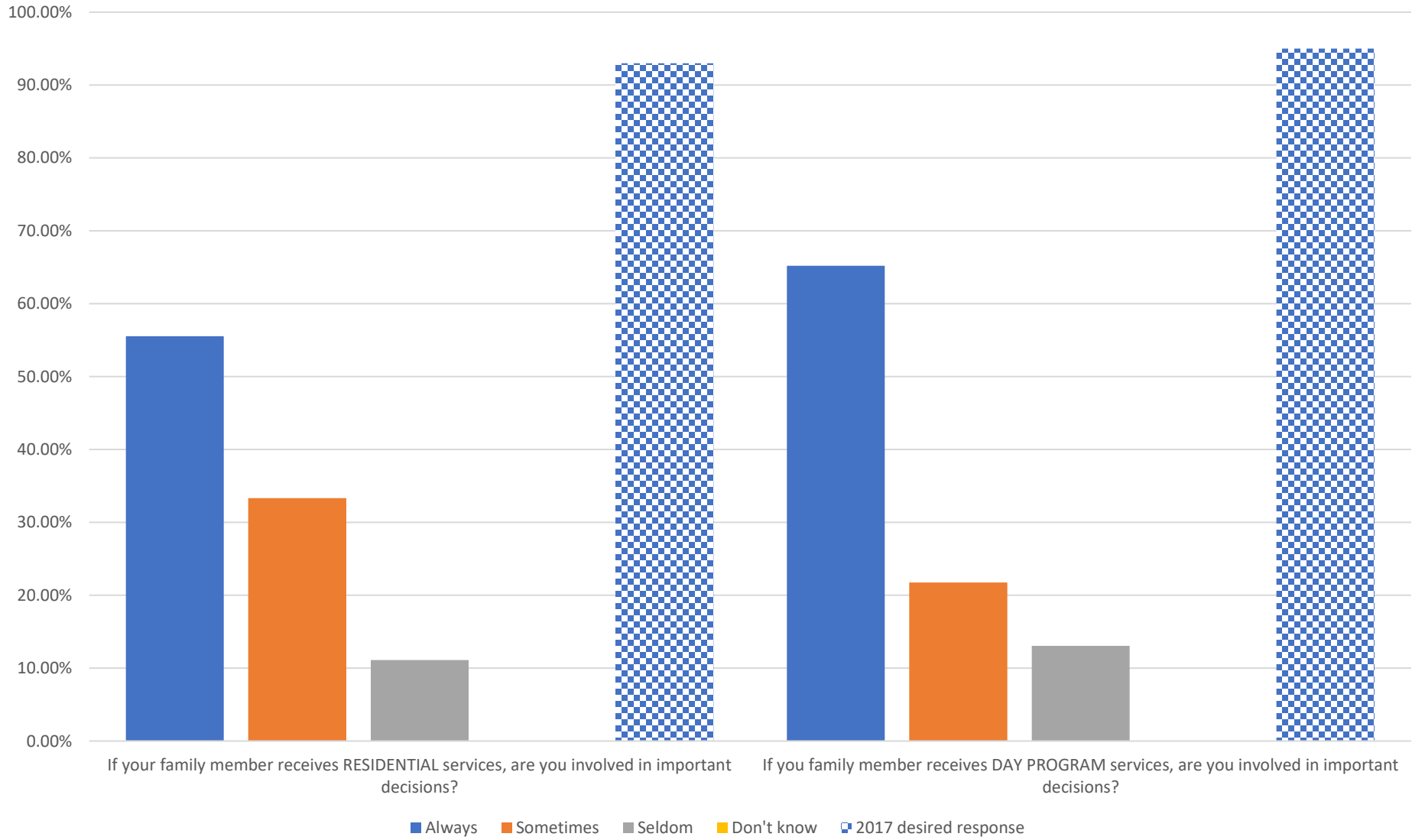
Information and Service planning - Comparison to 2017 results



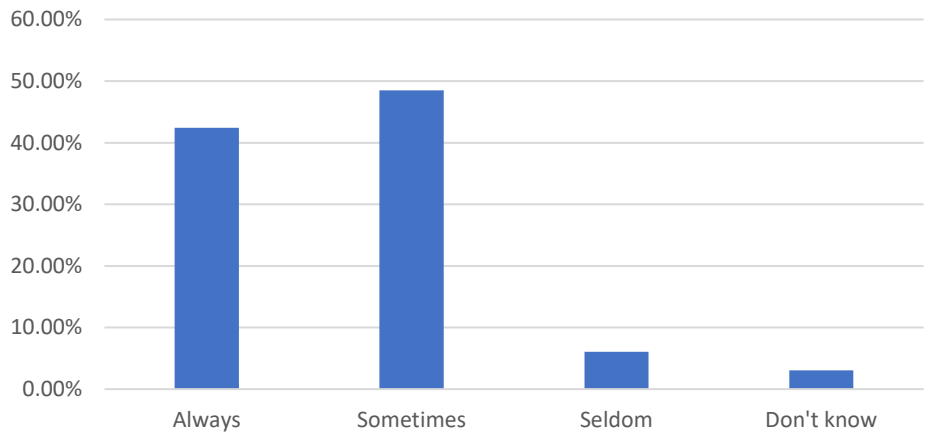
Access and Delivery of Supports - Comparison to 2017 results



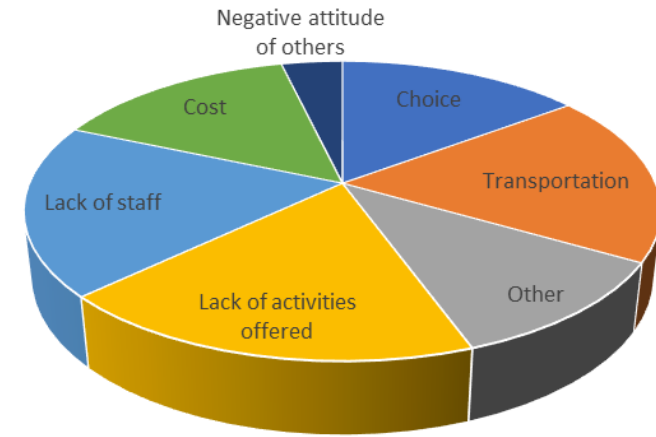
Choice and Control - Comparison to 2017 results



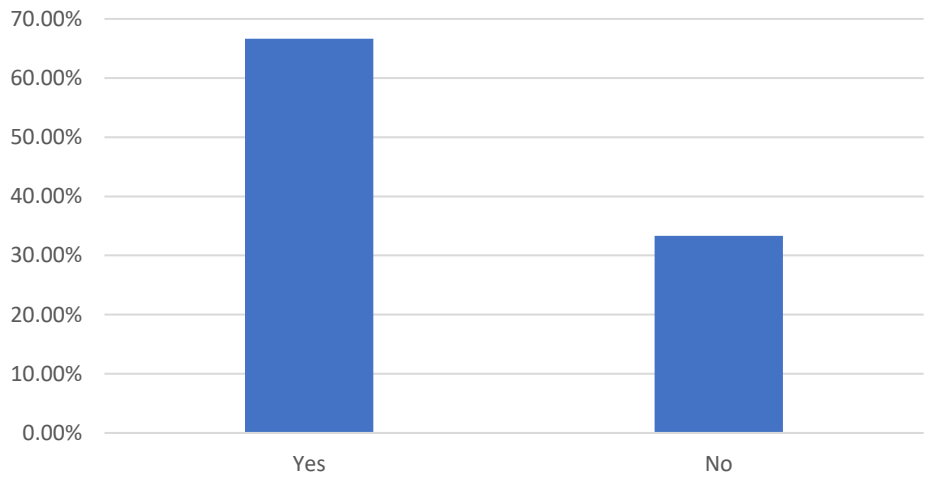
Family Member Takes Part in Community Activities



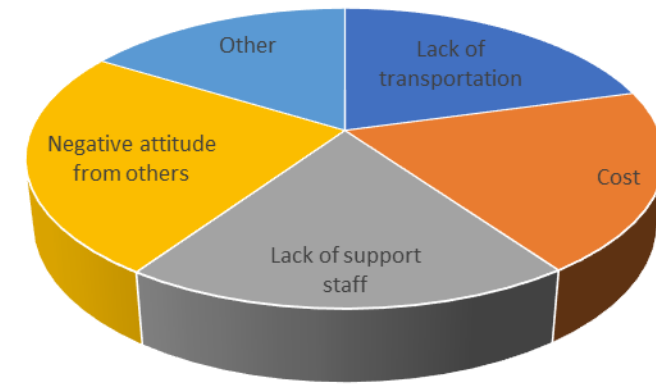
Barriers to community participation - MYEP



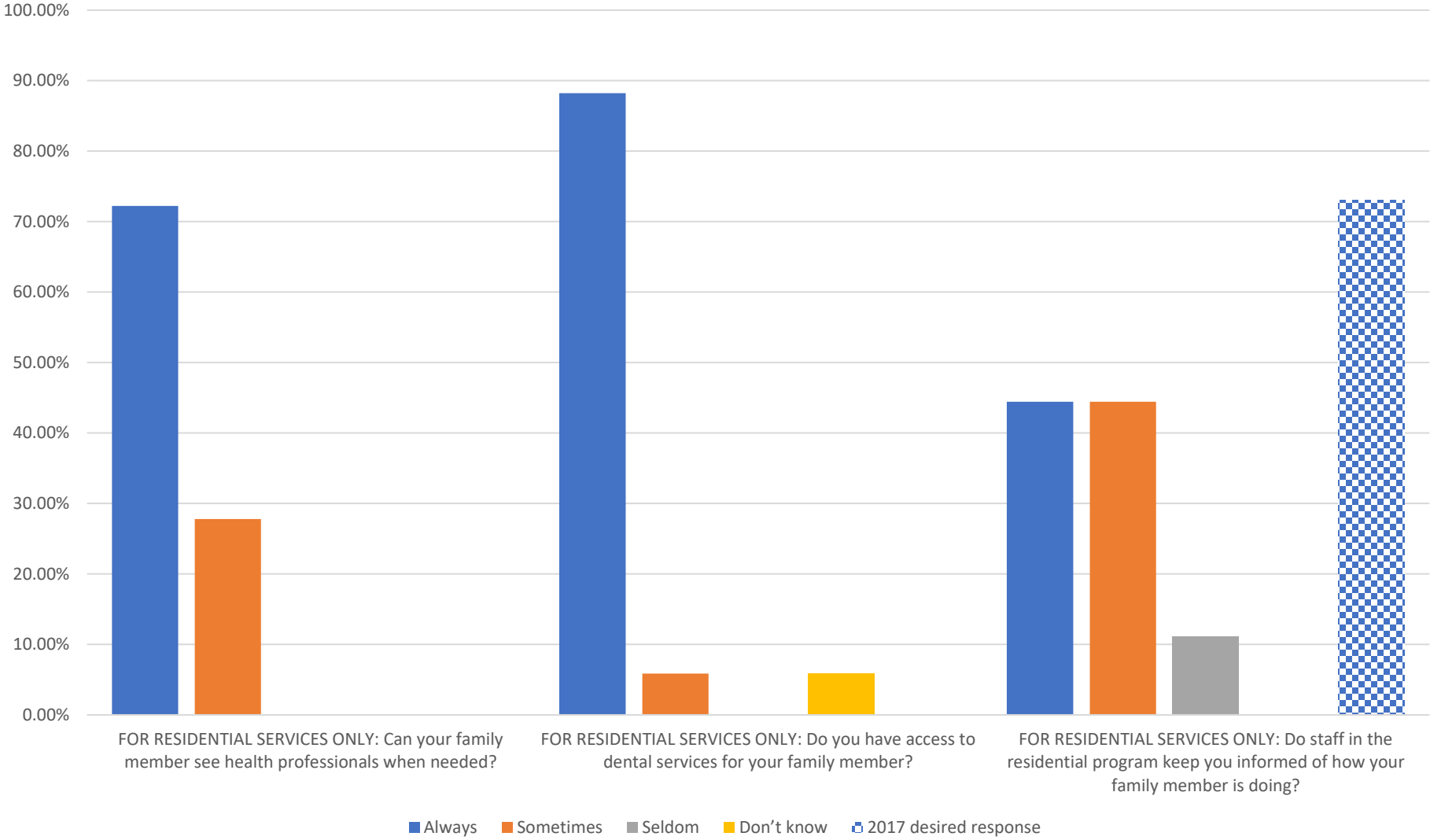
Friends outside of staff and family



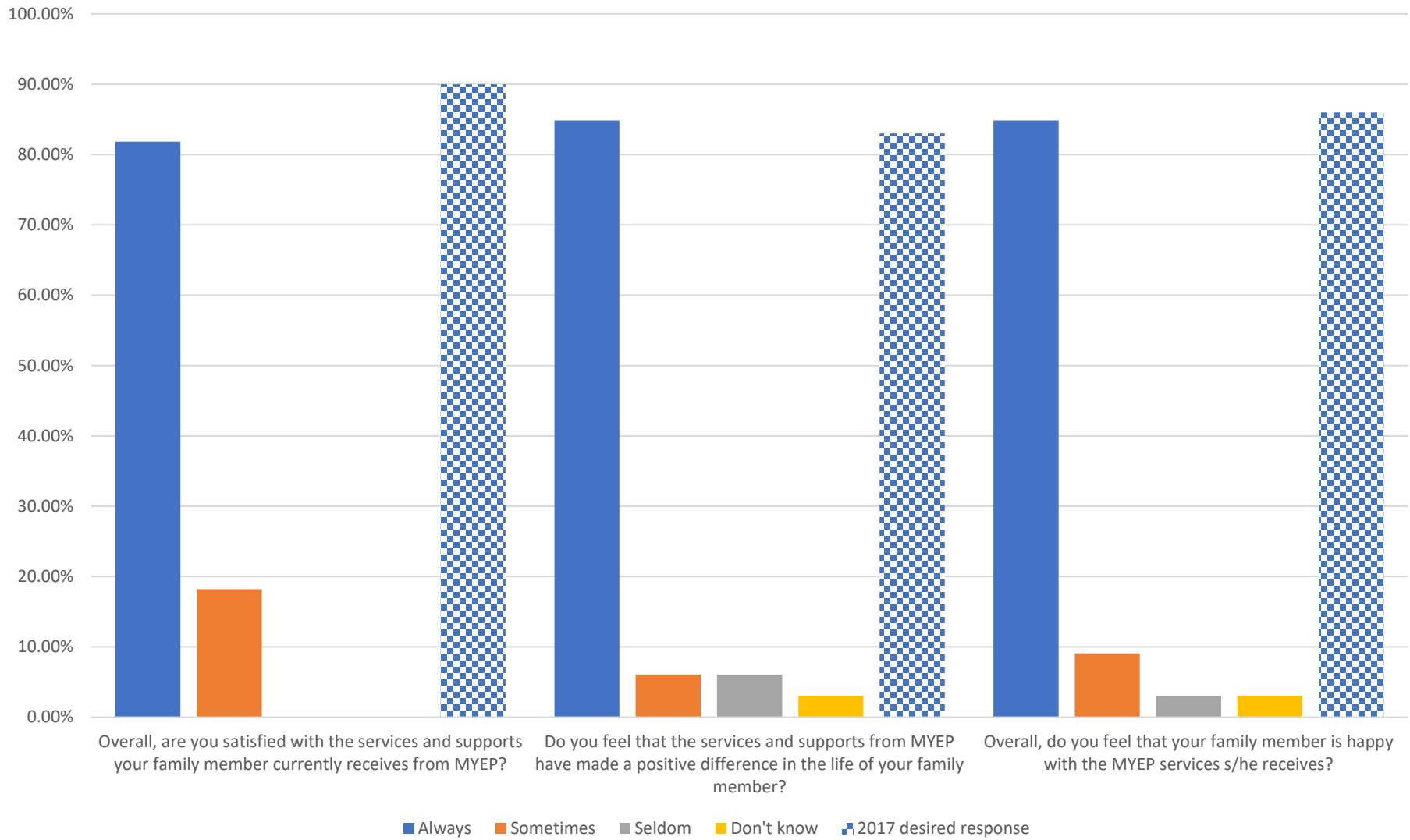
Barriers to community participation - NCI



Medical Supports - Comparison to 2017 results



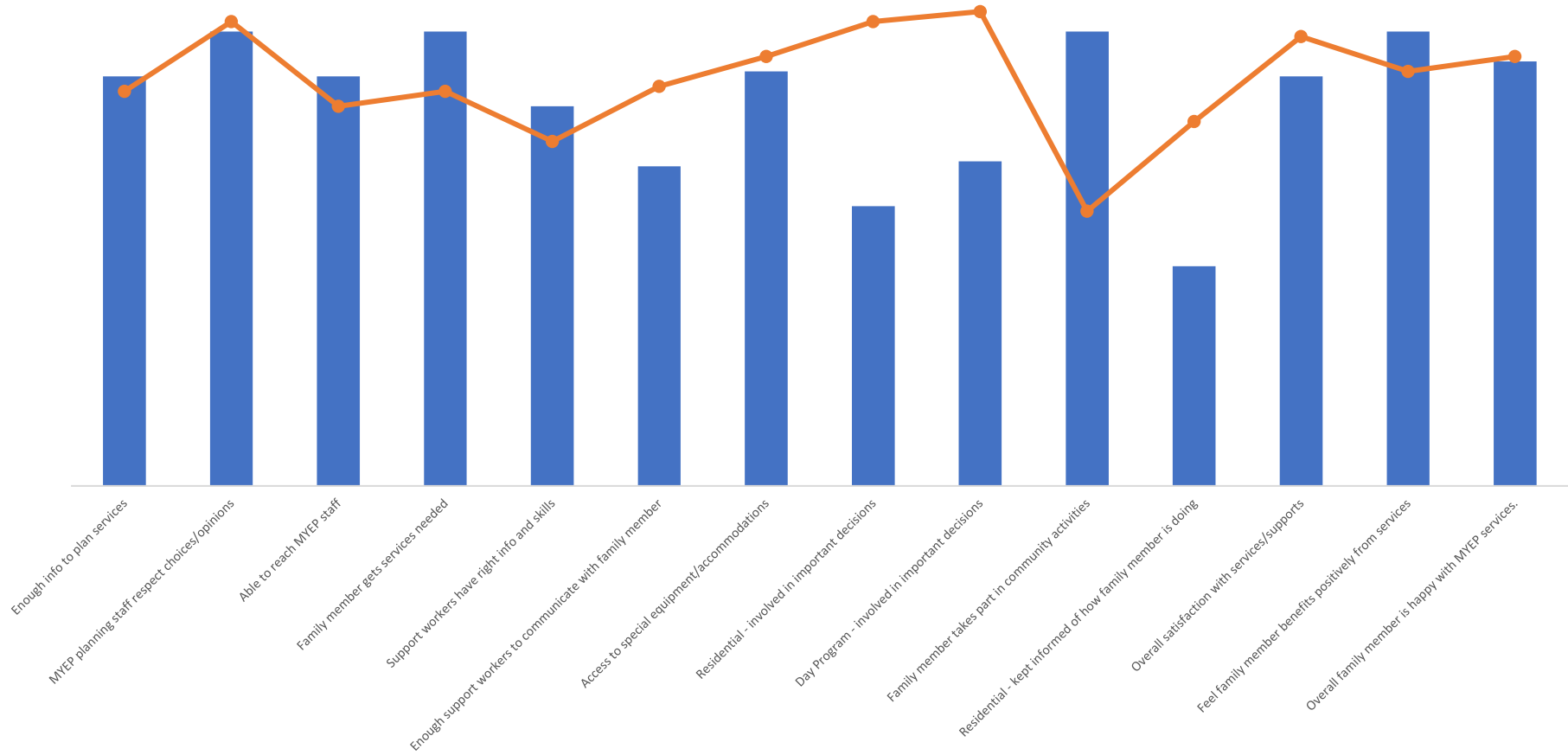
Satisfaction - Comparison to 2017 results



Overall - Desired Response Only - 2017 vs. 2018

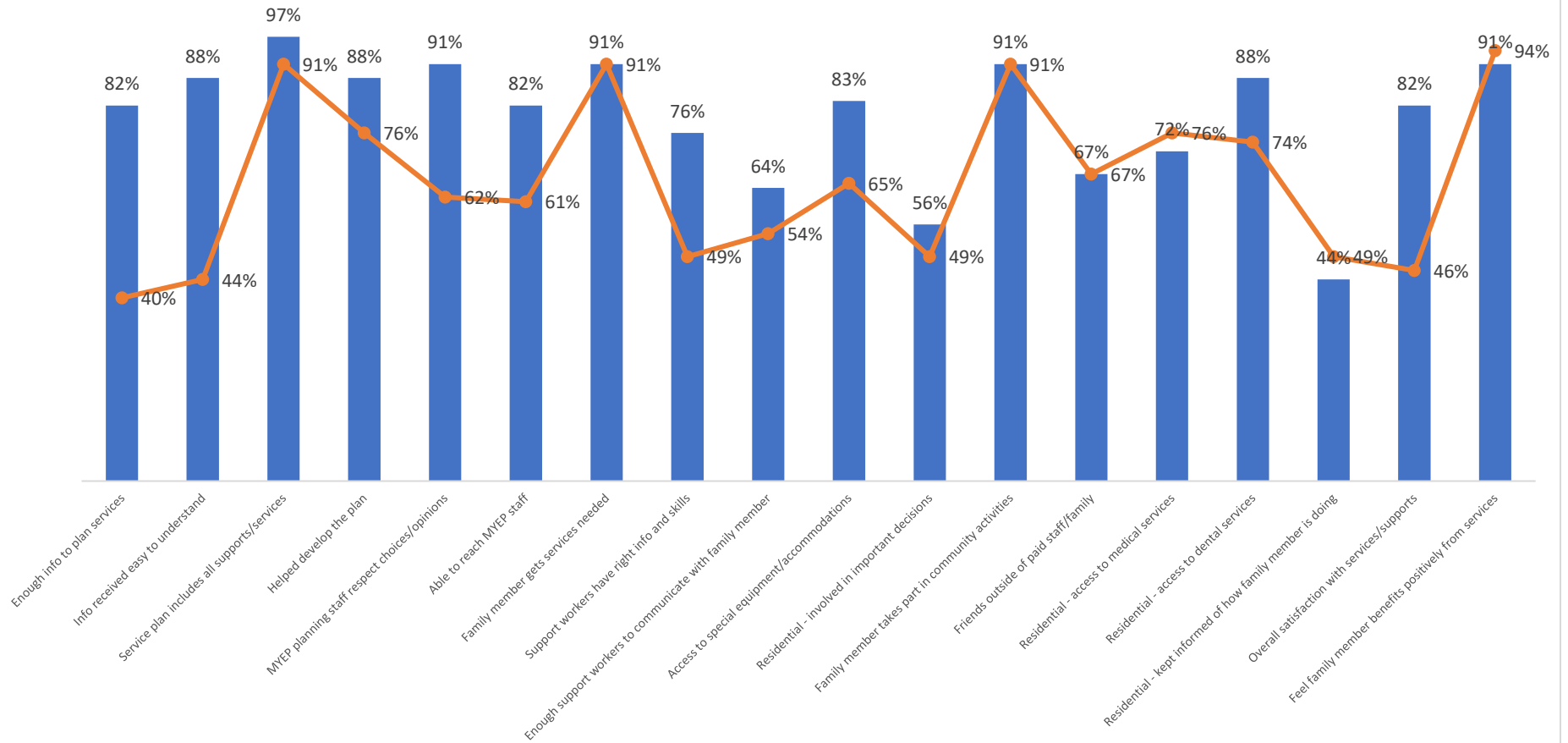
Only questions used where a reliable comparison could be made

■ 2018 desired response ● 2017 desired response



2018 Desired Response vs. National Averages

■ 2018 desired response ● NCI national averages 2016-2017



Summary of changes from 2017 to 2018 survey

Highlighted questions are similar enough between the two years to do a comparison of results.

- Information and Service Planning Questions: The 2017 survey had seven questions in this section; the 2018 survey had 6.
 - o Questions removed:
 - Are you satisfied with the effort staff makes to include you in the planning process?
 - Does the service plan include things that are important to you?
 - Are the MYEP staff who assist you with planning generally respectful and courteous?
 - Are the staff who assist you with planning generally effective?
 - o Questions added:
 - Is the information you receive easy to understand?
 - Does the service plan include all services and supports your family member needs?
 - Did you or another family member help develop the plan?
 - o Questions unchanged:
 - Do you get enough information to help you participate in planning services for your family member?
 - Are the MYEP staff who assist you with planning respectful of your choices and opinions?
 - Are you able to reach MYEP staff when you need to
- Access and Delivery of Supports Questions: Reduction from 7 to 4 questions.
 - o Questions removed:
 - Are the support staff who work with your family member generally effective?
 - Are frequent changes in support staff a problem for your family member?
 - Do you feel that your family member's residential setting is a healthy and safe environment?
 - Do you feel that the MYEP day program setting is a healthy and safe environment?
 - o Questions added:
 - Do support workers have the right information and skills to meet your family member's needs?
 - o Questions unchanged:
 - Does your family member get the services and support s/he needs?
 - If your family member uses a different way to communicate are there enough support workers available who can communicate with him/her?
 - Does your family member have access to the special equipment or accommodations that s/he needs?
- Choice and Control questions: No changes

- Community Connections questions: Reduction from 4 to 3 questions. All questions in this section were changed.
 - o Questions removed:
 - Do staff help your family member plan for and visit family and friends?
 - Do you feel that your family member has access to community activities?
 - Does your family member participate in community activities?
 - Are you satisfied with the effort made by staff to provide opportunity for community participation?
 - o Questions added:
 - Does your family member take part in activities in the community?
 - If no, why does your family member not take part in community activities?
 - Does your family member have friends other than paid support workers or family?
- Medical/Dental questions: Reduction from 4 to 3 questions. All questions were changed.
 - o Questions removed:
 - Does your family member have a routine physical at least every 12 months?
 - Does your family member have a routine dental treatment at least every 6 months?
 - Are you satisfied that the residential staff provide you with enough information to make decisions about your family member's medical and dental care?
 - Are you satisfied with the efforts staff make to keep you informed about your family member's health care?
 - o Questions added:
 - Can your family member see health professionals when needed?
 - Do you have access to dental services for your family member?
 - Do staff in the residential program keep you informed of how your family member is doing?
- Satisfaction questions: There were no changes to this section