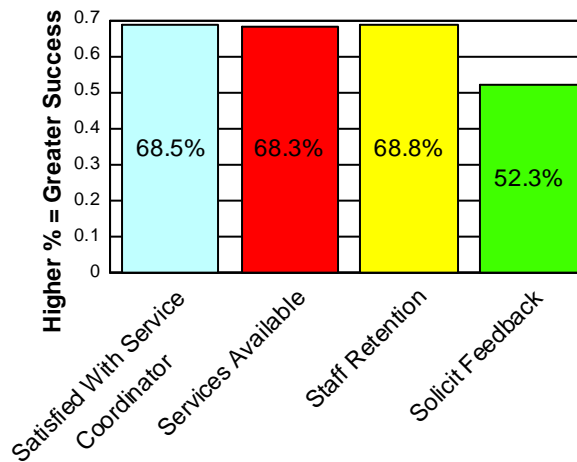


## Domain #3 ACCESS TO QUALITY SUPPORTS & SERVICES

### Summary Performance of Indicators in Domain 3



Domain Three, **Access to Quality Supports and Services**, relates to how long a person must wait for services and identifies one's level of satisfaction with the quality of services once the service has been accessed. Data for this domain is derived from the Division of Developmental Services' Waiting List, Adult Consumer Outcomes Survey and the Community Service Provider Survey.

In FY 2005, we see the lowest level of satisfaction with service coordination. 31.5% of people responding to the survey have said that they are not satisfaction with their current service coordinator. It has been recommended over the past six years that the community developmental system determine areas of improvement in service coordination in order to effect a positive change to this downward trend. This recommendation stands today.

There has been a decline in services available since FY 2003 from 78.9% to 68.3% in FY 2005. 31.7% of people have said that "needed" services are not available. While it is not probable for any system to provide all the services an individual or family member may "want", it is important that the community developmental system provide for the "needs" of people. More clearly defined data collection may help determine the difference between services that are wanted or needed.

Since FY 2002, it has been reported that an average of 69% of direct support staff have remained working in the system. The lack of any significant movement can be seen as stability however not very positive. The 31% turnover rate has indications not only of the instability of the work force but also the instability and lack of continuity in relationships for people it serves. It is time to evaluate what practices have been put into place in the past three years which have maintained the retention rate and to create the next steps to be taken to encourage improved retention rates.

It is remarkable that in the past six years that the system has gone from as little as 49.6% (FY 2001) of service providers seeking feedback regarding it's services to well over 98.2% (FY 2005). The person's that the provider agencies supports have important information for the betterment of the services being provided both locally and state wide.

**Indicator #1: The proportion of individuals who report they are satisfied with current service coordinator increases.**

**Individuals satisfied with current service coordinator**

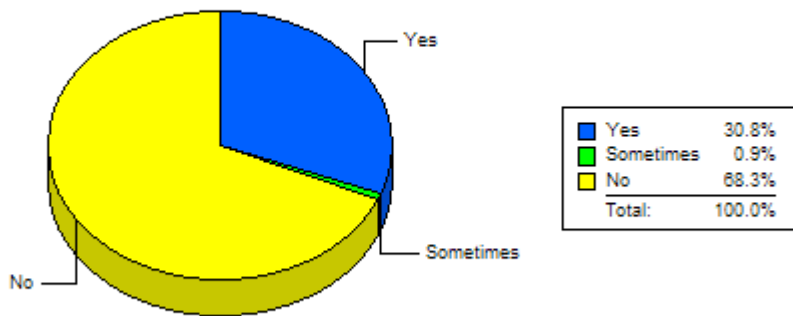


**Total All Answers**  
660

**Comments:** The downward trend in over all satisfaction with service coordinators continues. In six years, an average of 70.1% of people surveyed were satisfied with their current service coordinator. This leaves 29.8% who were not. FY 2005, marks the lowest satisfaction rate yet. It has been noted in other QOP reports that an assessment of this indicator be completed forth with and this recommendation remains. Most importantly, the potential discovery of changes in the role of service coordination over the past six years may require a revision in how this indicator is answered and this could greatly improve the result.

**Indicator #2: The proportion of individuals who report that 'needed' services and supports are available increases.**

**Individuals who report there are services they need and can not get**



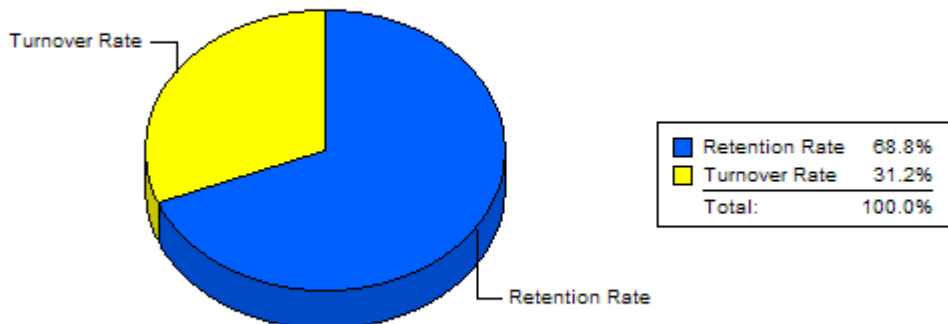
**Please Note:**  
For this indicator, a "No" is the success answer

**Total All Answers**  
227

**Comments:** The availability of services is extremely important to the overall satisfaction level of people engaged in the community developmental service system. Since FY 2000, there has been a modest upward trend but in FY 2005, we see another decline of 10.6% points. The community developmental system needs to evaluate what "needed" services people are saying are not available and whether having 31.9% (In FY 2005) of people without "needed" services is a crisis for the system of support statewide.

**Indicator #3: The rate of agency direct support staff retention increases.**

**Agency direct support staff retention rate**

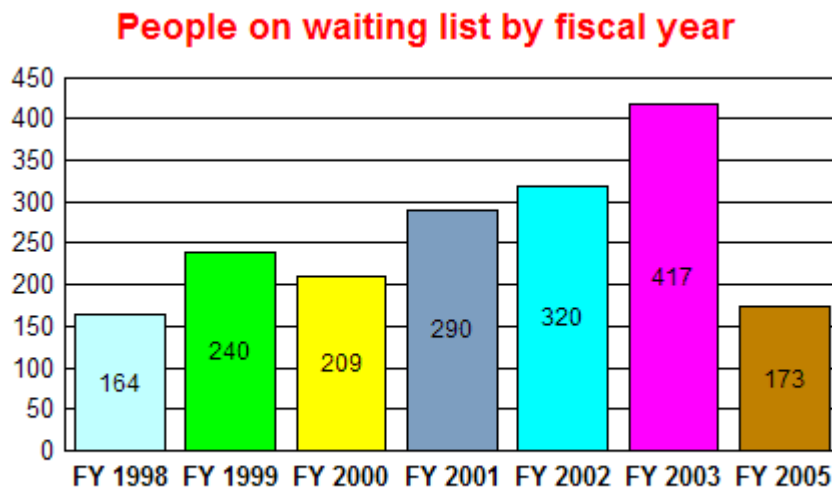


**Total All Answers**

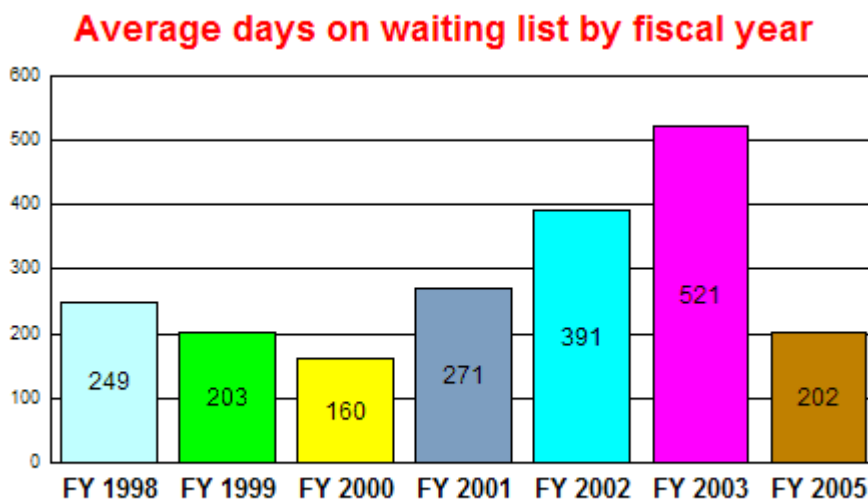
92

**Comments:** Since FY 2002, it has been reported that an average of 69% of direct support staff have remained working in the system. The lack of any significant movement can be seen as stability however not very positive. The 31% turnover rate has indications not only of the instability of the work force but also the instability and lack of continuity in relationships for people it serves. It is time to evaluate what practices have been put into place in the past three years which have maintained the retention rate and to create the next steps to be taken to encourage improved retention rates.

**Indicator #4: The number of people on a waiting list in the reporting period as compared to last reporting period decreases.**



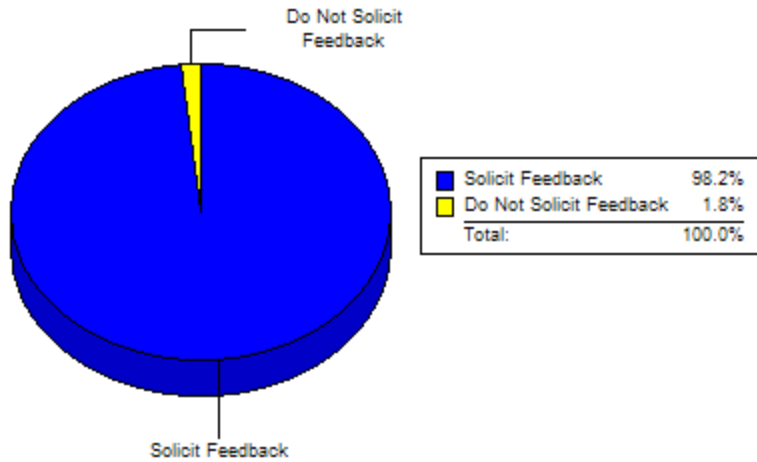
**Indicator #5: The average number of days people spend on the waiting list decreases.**



**Comments:** There has been a remarkable change in the amount of days people are on a waiting list for services. In FY 2003, people were waiting an average of 521 days. In FY 2005, people have waited an average of 202 days. It is important to note that service coordination, environmental modifications and family support services can not have a waiting list. Thus people asking for day service and residential funding make up the majority of the waiting list. Typically, a person transitioning from high school to work waits less than his/her last school year for services and supports. New funding is critical to the successful outcome of this indicator.

**Indicator #8: The percentage of providers that report they solicit family/consumer feedback for program review and revision increases.**

**Providers that solicit family/consumer feedback**



Total All Answers  
**56**

**Comments:** It is remarkable that in the past six years that the system has gone from as little as 49.6% (FY 2001) of service providers seeking feedback regarding its services to well over 98.2% (FY 2005). The person's that the provider agencies supports have important information for the betterment of the services being provided both locally and statewaide.