



PEOPLE TALKING TO PEOPLE

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

for

July 1, 2015 - June 30, 2016

Prepared for DIDD's Office of Civil Rights in June, 2017

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 50th 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 2015, PTP began its thirteenth 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 Dr. Jeaneane Miller, Vickey Coleman, Alex Hart, Michelle Stephenson and Solita Morris 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	Carrie Narvaiz	6
Rocky Henley	1	Gail Compton	6
Lois Campbell	1	Mary Dale Greene	6
Heather Wilson	2	Brenda Lackey	6
Linda Wilson	2	Doris Price	6
Melody Jacobs	3	Sean Flowers	7
Larry Jacobs	3	Melissa Flowers	7
Clark Mathis	4	Tom Griffin	7 & 8
CJ Mathis	4	Patrick Sanders	8
David Griffin	5	Sondra Loveless-South	9
Charles Wood	5	Shalonie Tant	9
Cheryl Coleman Blake	5	Chris Colsey	9
		Suzanne Colsey	9

Thanks also to all The Arc Tennessee staff and to those who have helped that are not mentioned.

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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.

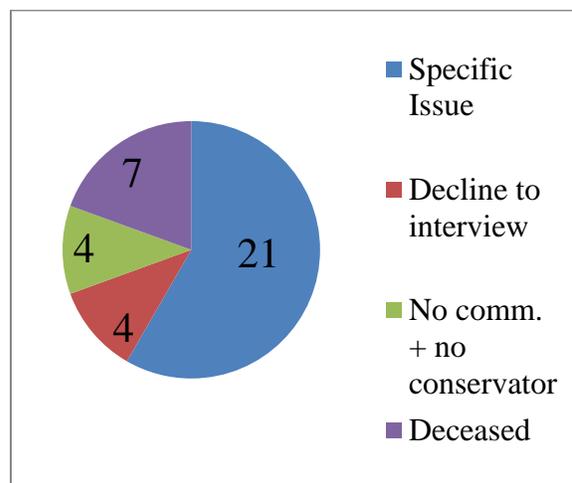
Since 2009, the four key interview questions, used also as key performance measures for CMS are:

- 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 inform 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 2016 (FY16) PTP interviewed nine hundred fifty-six (956) individuals, generating thirty-six (36) SNFs with the results detailed below and on page 6.

Fifteen (15 or 42%) SNFs were automatically submitted because valid responses were not collected for the four key questions. In seven (7) of these instances the SNF informed that the individual had passed away following selection for participation. Four (4) automatic SNFs indicated that the individual could not communicate, and had no conservator.



The remaining twenty-one (21 or 58%) SNFs directly address complaints or concerns of people interviewed during FY16.

- Six (6) SNFs followed a sole negative response to the question “Do your support staff treat you well or with respect?”
- Three (3) SNFs followed a sole negative response to the question “Are you

satisfied with the amount of privacy you have?

- One (1) SNF followed a sole negative response to the question “Were the things that are important to you included in your service plan?”

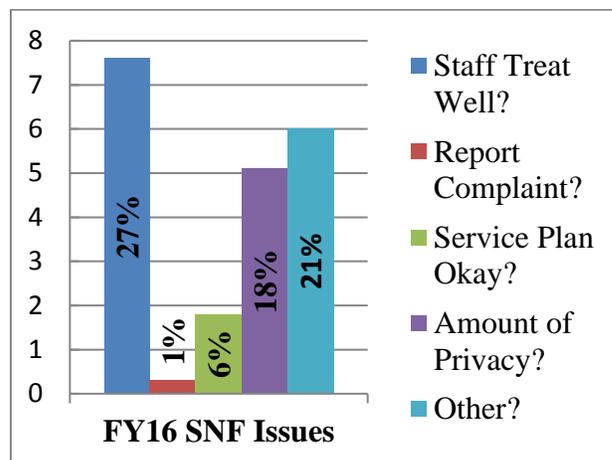
An additional five (5) SNFs were turned in with a combination of multiple negative responses:

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

The remaining six (6) SNFs followed negative responses, comments or concerns—separate from the four key questions—yet still warranted further examination by DIDD, including; case management issues, poor customer service

at a supply vendor, wanting to see family more often, concern for personal safety, and two (2) issues with staff communication.

This chart shows the number of times, and percentage, for specific issues raised following negative responses to each of the key performance measures in FY16.



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. 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.”

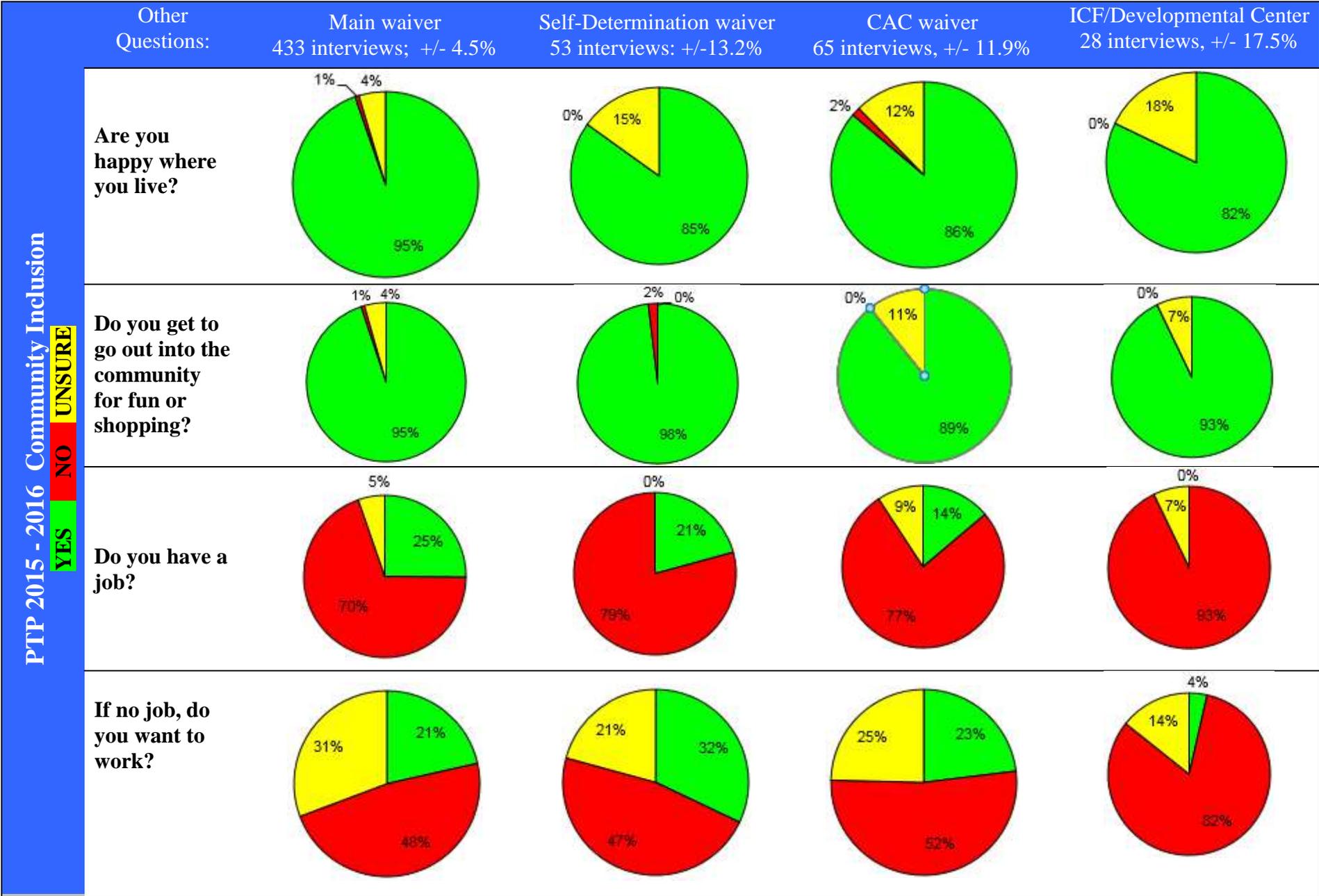
The segments in the pie charts colored red represent “No” or negative responses.

In Tennessee are two developmental centers which are certified as Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID): Harold Jordan Center located in Nashville, and Greene Valley Developmental Center in Greeneville. As efforts towards deinstitutionalization continue—Clover Bottom Developmental Center closed in 2015, Arlington Developmental Center in 2010, and Nat T. Winston Developmental Center in 1998—these Centers’ populations have declined from numbering in the many hundreds to just a few dozen today.

PTP interviewed fifteen (15) of the sixty (60) individuals remaining at the Greene Valley Developmental Center. Another thirteen (13) 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, for responses from people interviewed at Greene Valley Developmental Center or at Community Homes (ICF/IDD), the data shows a higher response rate because PTP contacts the conservators for people who were unable or unwilling to communicate a response at the time of the face-to-face interview. Fewer interviews with this subgroup lowers statistical strength of the depicted results—broadening the range for likely additional responses (+/- 17.5% ICF/Developmental Center vs. +/- 3.5% for Main waiver).

CMS Questions		Main waiver 684 interviews; +/- 3.5%	Self-Determination waiver 100 interviews, +/- 9.4%	CAC waiver 159 interviews, +/- 7.4%	ICF/Developmental Center 28 interviews, +/- 17.5%
PTP 2015 - 2016 Quality Indicator questions / Choice & Control YES NO UNSURE	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 2015 - 2016 Community Inclusion

YES
NO
UNSURE



YES NO UNSURE

Other questions:

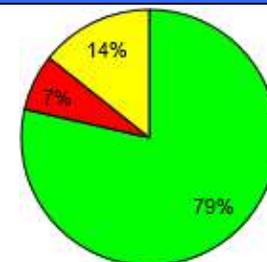
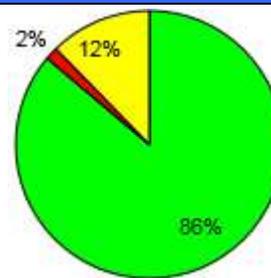
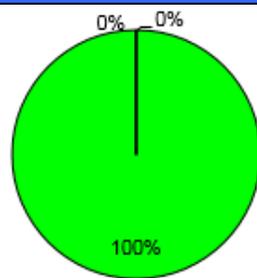
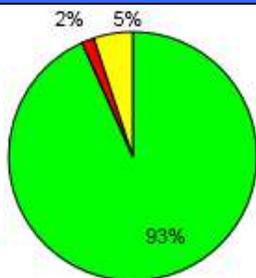
Main waiver
433 interviews; +/- 4.5%

Self-Determination waiver
53 interviews: +/-13.2%

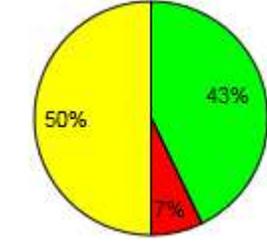
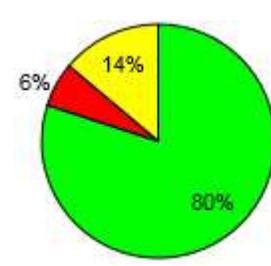
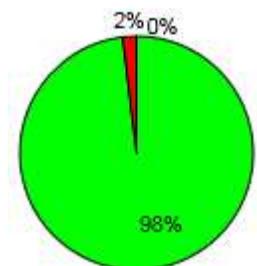
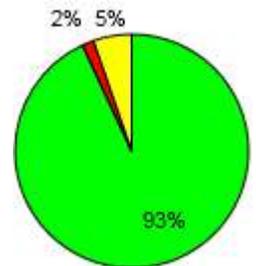
CAC waiver
65 interviews, +/- 11.9%

ICF/Developmental Center
28 interviews, +/- 17.5%

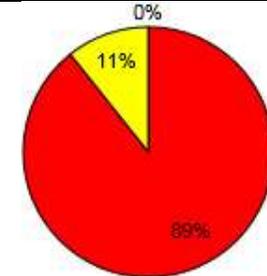
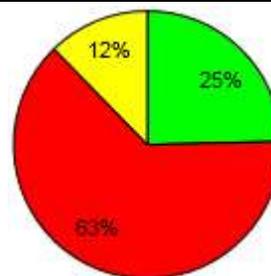
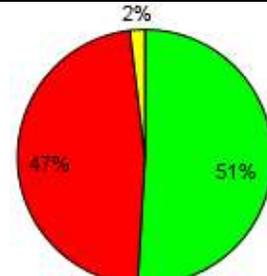
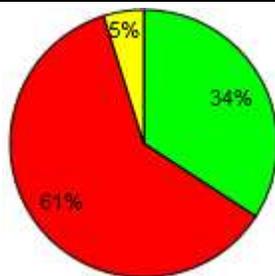
Can you do the things you like to do when you want to do them?



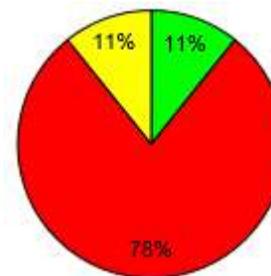
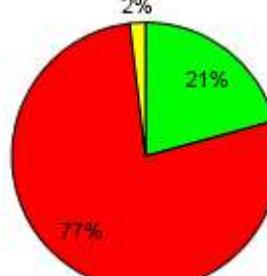
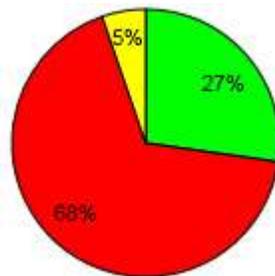
Do you have friends WHO ARE NOT STAFF that you can talk to?



Do you have a Boyfriend or a Girlfriend? (or are you married?)



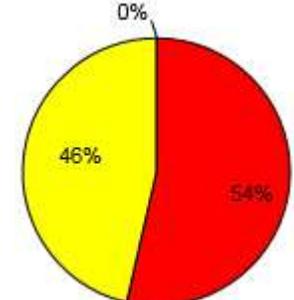
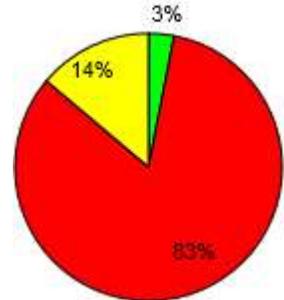
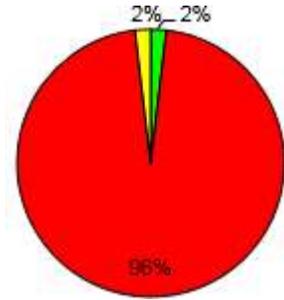
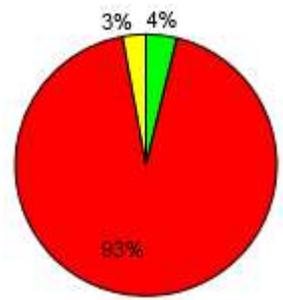
Do you use the Internet?



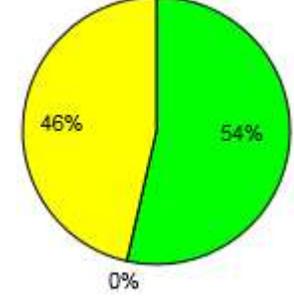
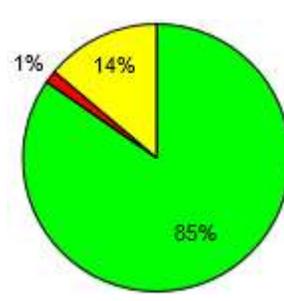
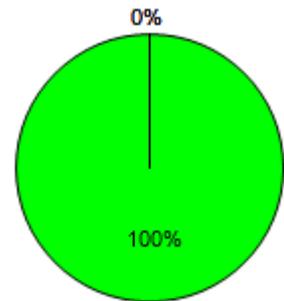
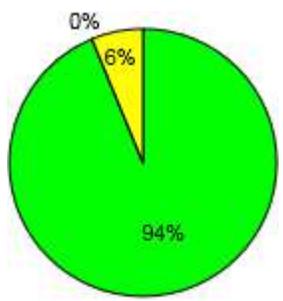
YES NO UNSURE

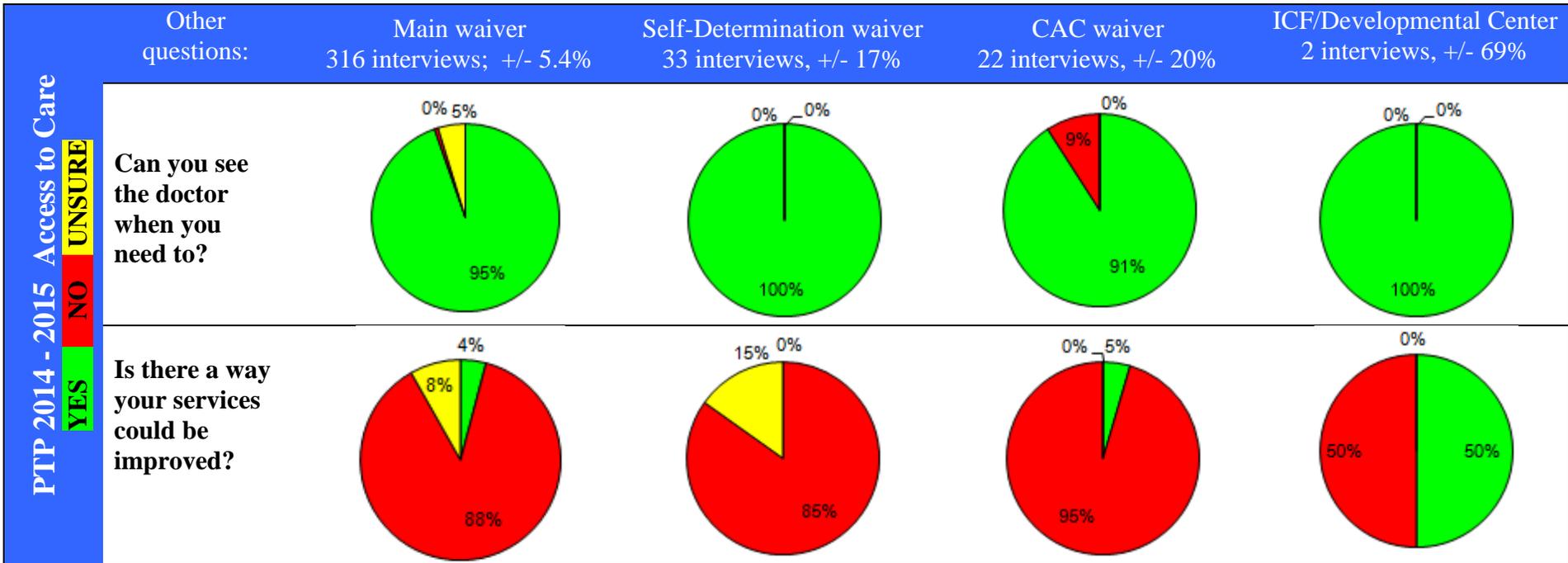
Other questions: Main waiver 433 interviews; +/- 4.5% Self-Determination waiver 53 interviews: +/-13.2% CAC waiver 65 interviews, +/- 11.9% ICF/Developmental Center 28 interviews, +/- 17.5%

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 FY16 includes the same questions as the previous three (3) 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. The ‘positive’ comments are those comments that followed a “yes” answer to a question. The ‘negative’ comments followed a “no” answer. 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:

- I don’t like my housemate.
- I want to live on my own.
- He doesn’t like his staff.

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

Positive:

- I’m recovering from knee surgery.
- Go to the park.
- Movies.
- Go to the mall.

Negative:

- Can’t do, due to medical problems.

A. Main waiver comments, Community Inclusion (continued)

Do you have a job?

Positive:

- 8 hours (7)
- 4-6 hours a week (7)
- 12 hours
- Cleaning – 2 hours a week (6)
- Cleaning – 2-4 hours a week (4)
- Goes to a workshop; calls that her job (3)
- Janitor – 4-6 hours a week (2)
- 20 hours a week (2)
- Recycling Center – 9-10 hours a week (2)
- Center – 2 days a week (2)
- 25 hours a week works five days a week
- 4-5 hours preaching at a church
- At [agency] hours and days vary
- AutoZone – 20 hours
- Burger king – 2 days
- Cleans bathrooms and tables 1-2 hours a week
- Day program – 4 hours a week
- Dusting
- Fairfield Inn – 16 hours
- Goodwill – 9 hours per week
- Head Start assistant – 24 hours a week
- High school cafeteria – 4 hours a week
- High tech automotive – 20 hours
- Highway Rest Area – 4 hours a week
- I babysit maybe 8 hours a week
- I work at the mall for 2 hours a week
- Inclined Railway – 12 hours a week
- Kitchen at Emory Valley
- Macy's Department Store, 20 hours
- McDonald's – hours varies
- McDonald's for 2 hours a week
- McDonald's for 20 hours a week
- McDonald's for 8 hours a week
- Pathways for 10-20 hours a week
- Ryan's Pet Bakery – 2 hours a week
- Shredding at a day program – 4 hours a week
- Store – 20 hours a week
- UTC building – 6 hours a week

A. Main waiver comments, Community Inclusion (continued)

If no job, do you want to work?

Positive:

- none

Negative:

- none

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

Positive:

- Shopping in the community (187) *Belk, Dollar General, Family Dollar, Game Stop, Goodwill, Home Depot Mall, Sears, Walgreen's, Wal-Mart*
- Out to eat in the community (157) *Applebee's, Burger King, Chinese Food, Cici's Pizza, Cracker Barrel, Dairy Queen, Famous Dave's, Krystal's, McDonald's, Pizza Hut, Shoney's, Waffle House, Wendy's*
- Go out into the community (116)
- Go out to the movies (28)
- Watch TV/video movies (84) *Price Is Right, Rachel Ray, YouTube*
- Listen to music (36) *CDs, radio*
- Go to church (19)
- Play computer or video games (15) *Wii, X-Box*
- Color (13)
- Go bowling (13)
- Go for a ride (13)
- Socialize or visit (13) *at Nursing Homes, with family, with friends, on dates, with dogs*
- Fishing (9)
- Look at books and magazines (12)
- Go to the park (11)
- Play sports (10) *Baseball, Basketball, Soccer, Swimming*
- Exercise (9) *Ride bike, Roller Skate, Walk, in parks or with walker*
- Read (8)
- Sit outside on front porch (6)
- Volunteer (6) *animal shelter, helping animals*
- Draw (3)
- Go to the YMCA (3)
- Puzzles (3)
- Play with blocks/Dominos (3)
- Swing on swings (3)
- Text and talk on the phone (3)

A. Main waiver comments, Community Inclusion (continued)

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

Positive:

- Arts and crafts (2)
- Bingo (2)
- Go to ball games (2)
- Go to the library (2)
- Horseback riding (2)
- Motor skill training/peg boards (2)
- Sensory activities (2)
- Take naps (2)
- Window shopping (2)
- Yard sales (2)
- Collect DVDs
- Collect keys
- Copy dictionaries
- Do odd jobs
- Enjoying nature—a people watcher
- Go get coffee
- Go to dance
- Go to Dollywood and the zoo
- Go to plays at TPAC
- Go to the lake to feed the ducks
- Go to day program
- Go to wrestling
- Housework
- Karaoke
- LEGOs
- Likes to do everything
- Likes to stay busy all the time—will sit on the couch
- Look at farm animals
- Make jewelry
- Play his banjo or harmonica
- Play with baby dolls
- Play with stuffed animals
- Play with toy cars—anything using his hands
- Read comic books
- Read the Bible
- Rearranges his room
- Swimming
- Taking out the garbage and counting money
- Wiping tables and going out to smoke cigarettes

A. Main waiver comments, Community Inclusion (continued)

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

Positive:

- Work on computer
- Work on lawn mowers
- Write
- Write letters to celebrities
- Yoga

Can you do this when you want?

Negative:

- Unable to communicate (21)
- Sometimes (5)
- I am not allowed to do this whenever I want, because of bad behavior
- Not able due to medical condition

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

Negative:

- Family and staff only
- He keeps to himself
- Not communicative

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

Positive:

- Married/soon to be married (4)
- He is nice to me
- His name is Dougie
- Years dating the same girl

Negative:

- Doesn't want one (31)
- He did have a girlfriend
- He is seeking one
- Her boyfriend died
- I am not interested (2)
- I do not have romantic interests
- Just haven't found one
- States he does not want a girlfriend unless she is like him
- The staff does not know why he does not have a girlfriend

A. Main waiver comments, Community Inclusion (continued)

Do you use the internet?

Positive:

- Yes, at home (67)
- Yes, I have mobile access (smart phone or other device) (42)
- Yes, at a library or somewhere else (22)
- He has a computer
- Watches YouTube

Negative:

- Would like to sometime

B. Main waiver comments, Respect and Dignity

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

Negative:

- House Parents (2)
- He didn't specify
- Staff

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

Negative:

- He says the staff at his home don't treat him like an adult
- Mother says that there is a staff member who does not treat him well. She asked that the person be removed, but the person is back with him again.
- "Protection From Harm" and "Equal Opportunity Is The Law" pamphlets were given to the individual after the interview. [She] is happy working with [staff 1, 2, and 3]. She reports that she does not like working with [staff 4], because he "acts crazy" and told her to turn off her radio. She reports that "[staff 4 yells at her about everything." [She] reports that she was left alone in the house while [staff 5] and her boyfriend sat in a car outside. [She] does not like [staff 5's] ways--that [staff 5] "yells at her all the time" and "doesn't tell the truth!" She says that [staff 4 and staff 5 and staff 6] "are all mean to me."

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

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

Positive:

- Yes, by facial expressions.

Negative:

- Mother does not feel that there is anyone trustworthy to report any mistreatment of [him] as they have replaced several house managers in the recent past.

C. Main waiver comments, Choice and Control

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

Negative:

- [He] is unable to communicate answers to questions. He serves as his own conservator.

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

Negative:

- Mother feels that his privacy is not respected by the staff
- [He] reported, "I wanted to watch television by myself, but my roommate entered my room without knocking or my permission." [He] is angry for [staff 1] asking him, "Why did you get the days mixed up?" [He] says [staff 1] seems to attempting to blame him for [staff's] mistake. [He] also reports, however, that he still wants to work with [staff 1] and that [staff 2] understands his concerns and has "put [staff 1] in his place."

D. Main waiver comments, Access to Care

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

Negative:

- He wants to live in a different house
- Unhappy with the current ISC

Is there a way your services could be improved?

Positive:

- getting a job at Burger King working at the front counter or cooking.
- getting a job at Goodwill
- getting some work at Home Depot
- going on a cruise, receiving physical therapy and getting a hearing aid for the left ear.
- installing carpets, red curtains, door screens. I would like new clothes and house shoes.
- Leigh and mother requested information on respite and family support, on choices.
- Mother and Tracy would like in home services or opportunity to remain at the day center.
- Never wants to move again.
- Staff states he appears to be happy with all services he receives
- Wants his own home but will need transportation
- Would like to move

Negative:

- No. I am pleased with the services I get (399)
- Stephen and his mother desire for the sheltered workshop to remain open as this is where he works.

A. Self Determination waiver comments, Community Inclusion

Do you have a job?

Positive:

- I work at Sears for 4 hrs per week
- 8 hrs per week
- TEDXO 20 + hrs

If no job, do you want to work?

Positive:

- Anyplace that pays (3)
- Any that will get me out of the house and pay me (4)
- Any that pays at this time (2)
- I'd like to work as a janitor.
- I'd like to work at Dollar Tree.
- I'd like to work at the school cafe

Negative:

- I don't want to work at this time (4)

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, church, movies, to the mall, park (33)
- Watch TV and/or movies (5)
- Rest at home/quiet time in my bedroom (4)
- Going out with family for community outings
- Lie in bed and swim
- Likes everything
- Listen to music and watch sports
- Play baseball
- Play with her toys
- Play video games
- Swim and read
- Singing, Bingo and shopping
- Tie knots

A. Self Determination comments, Community Inclusion (continued)

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

Positive:

- Yes (27)

Negative:

- No. (24)
- No. Answered by father. Individual does not communicate.

Do you use the internet?

Positive:

- Yes, at my home (6)
- Yes, at a library or somewhere else (5)

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:

- Yes (53)

C. Self Determination waiver comments, Choice and Control

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

Positive:

- Yes (99)

D. Self Determination waiver comments, Access to Care

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

Negative:

- Dissatisfied - Father stated supply vendor/insurance time for approvals is poor and causes problems.

A. CAC waiver comments, Community Inclusion

Do you have a job?

Positive:

- He separates hangers at Goodwill downtown for 20 hours per week
- I work at Lowe's two days a week maybe 16 hours
- McDonald's; 4 hours total
- Wendy's on Broad Street 2 hours five days a week

If no job, do you want to work?

Positive:

- Anyplace that pays (2)
- Construction
- Goodwill
- I'd like to work at a flower shop
- I'd like to work at a restaurant (5)
- Landscaping
- Retirement center.
- Walmart

Negative:

- I don't want to work (6)
- Retired (5)
- Health reasons
- Unable

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

Positive:

- Likes going out, eating out, and shopping (10)
- Watch TV or movies (7)
- Likes going fishing
- Puzzles
- Go into the community (3)
- Go on the internet on the computer
- Hang out
- Dances

Negative:

- I would like to get out more often. I would like to go to the mall and to the movies.

A. CAC comments, Community Inclusion (continued)

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

Negative:

- I don't get along with them.

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

Negative:

- He does not like crowds, but he would like to meet people.
- He does not appear to have any romantic interests. He has a 6-7-year-old mental age.
- Not interested

Do you use the internet?

Positive:

- Yes, at a library or somewhere else (3)
- Yes, at my home (3)

B. CAC 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.

Negative:

- She reports that she "would like the staff to be nice to me" and that [staff] "order her around" and yell at her even when she asks them to stop. She reports that she does not want to report these complaints to her Program Coordinator, because she is afraid to tell anyone her complaints.

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

Negative:

- She is afraid to tell anyone anything—she fears that she will get into trouble if she does.

C. CAC waiver comments, Choice and Control

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

Positive:

- Yes (158)

D. CAC waiver comments, Access to Care

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?

Negative:

- Happy with community outings

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

Positive:

- Flea Market
- Go for a walk (2)
- Go in the community (2)
- Go out to eat, to church (4)
- Going to the park, out to eat and relaxing in the recliner
- Likes staff to read to her, watch TV, relax in her chair
- Likes to go outside, ride around in the community enjoying nature, "People Watcher"
- Listen to music (9)
- Look at books
- Look at magazines, go to Church, ride around and look at farm animals
- Loves to go anywhere, shopping, community
- Play with blocks, look at magazines
- Play with stuffed animals and play ball
- Ride Bicycle, play with toy cars, watch some TV and anything using his hands
- Shopping, Movies, socialize, out to eat
- Sit on porch, watch TV
- Take naps, community outings, shopping, look at magazines
- Talk on phone, watch TV especially current events, loves music
- TV, looking at magazines and shredding them and shopping
- Watch wrestling, go shopping, go to church, loud stuff, excitement, likes to watch 'Wheel of Fortune' and 'Cartoons'

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

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

4. GOALS

This list includes Tennessee's counties and the number of face-to-face PTP interviews conducted in each one during FY16.

Anderson	13	Fentress	9	Lauderdale	1	Roane	8
Bedford	0	Franklin	1	Lawrence	1	Robertson	2
Benton	13	Gibson	29	Lewis	0	Rutherford	5
Bledsoe	1	Giles	0	Lincoln	0	Scott	2
Blount	11	Grainger	0	Loudon	4	Sequatchie	0
Bradley	33	Greene	72	Macon	6	Sevier	4
Campbell	3	Grundy	13	Madison	44	Shelby	103
Cannon	3	Hamblen	1	Marion	0	Smith	6
Carroll	14	Hamilton	114	Marshall	0	Stewart	5
Carter	0	Hancock	0	Mauy	3	Sullivan	17
Cheatham	0	Hardeman	21	McMinn	6	Sumner	5
Chester	3	Hardin	6	McNairy	14	Tipton	0
Claiborne	8	Hawkins	6	Meigs	0	Trousdale	1
Clay	0	Haywood	7	Monroe	0	Unicoi	4
Cocke	5	Henderson	8	Montgomery	12	Union	0
Coffee	1	Henry	5	Moore	0	Van Buren	0
Crockett	6	Hickman	4	Morgan	1	Warren	11
Cumberland	21	Houston	1	Obion	12	Washington	18
Davidson	70	Humphreys	1	Overton	8	Wayne	0
Decatur	1	Jackson	0	Perry	0	Weakley	18
DeKalb	2	Jefferson	1	Pickett	0	White	8
Dickson	4	Johnson	0	Polk	0	Williamson	2
Dyer	12	Knox	40	Putnam	41	Wilson	4
Fayette	4	Lake	0	Rhea	13	TOTAL	956

In 74% (70 of 95) of Tennessee's counties, and between July 2015 and June 2016, PTP recorded 956 interviews with individuals—109 more face-to-face interviews than last year.

During this same time, PTP conducted and reported 1530 telephone-satisfaction surveys—396 more than last year. These phone surveys reflect satisfaction with Select Community Nurse Care Managers available to certain groups of people receiving DIDD services.

5. TRENDS & SUMMARY

DIDD has consistently supported the concept that people with disabilities and/or family of people with disabilities elicit the most honest and accurate feedback through the customer satisfaction survey process. The People Talking to People (PTP) project staff have developed significant expertise in conducting face-to-face and phone interviews, and have been able to adapt to the changing needs of the state.

PTP's work currently supports Tennessee's participation in the National Core Indicators (www.nationalcoreindicators.org) to gather a standard set of performance and outcome measures with 47 other states. These measures are used to track Tennessee's performance over time, to compare results across states, and to establish national benchmarks.

The movement to provide uniform outcome measures for systems supporting people with disabilities is a growing national trend! This past year, 5 more states began participating in NCI. The data collected helps identify provider and Direct Support Professional training needs, shows regulatory compliance, and informs on progress of Home and Community Based

Services (HCBS) transition plans. Ongoing data collection and analysis will continue to drive systems change.

Tennessee's need for long-term services and supports continues to grow, and the new Employment and Community First CHOICES (ECF) program is one of the ways the state is addressing that need. Adding the ECF program to the NCI data collection process would provide Tennessee a rich source of information to further drive systems change. Additionally, NCI's data also informs budget planning. It is shared with the state Medicaid Office (TennCare), the Governor's Council on Developmental Disabilities, University programs for Excellence in Developmental Disabilities (Vanderbilt Kennedy Center), and other interested parties.

(http://www.nationalcoreindicators.org/upload/core-indicators/using_national_core_indicators_data.pdf, www.nationalcoreindicators.org/upload/core-indicators/2013-14_ACS_Tennessee_State_Report.pdf)

Throughout the 15 years that PTP has been conducting customer satisfaction interviews on behalf of DIDD, there has

consistently been comments about people wanting to work. DIDD has put significant effort into improving employment outcomes through the Employment First Taskforce and its collaborative work in the TennesseeWorks project. DIDD has applied for, and been awarded, several technical assistance grants from ODEP (Office of Disability Employment Policy). It appears that this effort is beginning to pay off! This past year, interviewers noted more positive comments around employment. It appears that more people are working and that the hours people are working have increased. These comments are a sign that the system is moving in a positive direction around employment!

Over this same time, PTP's data also clearly shows that people do not regularly access the internet, use computers or other technology. In today's world, people use technology to find activities going on in their communities, to get directions, to connect "socially" in a virtual environment with friends, to participate in support groups, get their news, and so many other things. People receiving HCBS should have the same access, and receive the support they need to learn how to use it. Internet access is available nearly everywhere, and free wi-fi is common in many public spaces.

Computers, I-pads and smart phones are more affordable than ever. There simply is no good reason that people with disabilities are not taking advantage of what technology can offer in terms of improving their quality of life! The focus groups that DIDD supports in each region are a good starting point for helping people supported learn how to access technology and take advantage of what it has to offer.

Finally, PTP's face-to-face interview work across the state and over time reflects a system-wide shift to a more Person-Centered approach to serving people in their homes and in their communities. It seems that just a few years ago, options for people to be involved in their communities were sometimes limited to segregated workshops. But now, the system—adhering to new guidelines and social values of inclusion—has afforded many people individualized employment in ordinary businesses everywhere in Tennessee; interacting with neighbors, friends, coworkers and peers, doing what they choose and in what they have interest!

PTP continues to work for the betterment of the system supporting inclusive lives of some of Tennessee's most vulnerable citizens!

RESPECT & DIGNITY:

18. Do you feel that you are always being told what to do instead of being asked?
- 19. Do your Direct Support staff treat you well or with respect?**
- 20. Do you know how to report a complaint?** (If you have been treated badly by others, do you know who to tell?)
21. If you feel frightened, is there someone you can talk to or a place where you can go to feel safe?

CHOICE & CONTROL:

- 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?**

ACCESS TO CARE:

24. Can you see the doctor when you need to?
25. How happy are you with the services you're receiving?
-Satisfied (Happy) -Neutral (Unsure) -Dissatisfied (Unhappy)
-unable to communicate
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
28. Any comments from interviewing team or changed contact details etc. for the person being interviewed?