

2024 Annual Report:

Consumer Assessment of Healthcare Providers  
and Systems Home and Community-Based  
Services (HCBS CAHPS) Survey Results:  
Connecticut HCBS programs

**Access Agencies De-Identified**

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**Prepared by**

Martha Porter, BA  
Therence James Jr, MPH  
Alexandra DePalma, MS  
Christine Bailey, MA  
Megan Avery, BS  
Kristin Baker, MS  
Sarah Driscoll, BA  
Julie Robison, PhD

**UConn**  
**HEALTH**  
CENTER ON AGING

UConn Health | Center on Aging  
263 Farmington Avenue  
Farmington, CT 06030-5215

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## I. Introduction

The Consumer Assessment of Healthcare Providers and Systems Home and Community-Based Services (HCBS CAHPS®) survey is a standardized, cross-disability tool to assess and improve HCBS program quality. The survey underwent rigorous reliability and validity testing and gained approval from the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) consortium and endorsement by the National Quality Forum.

Unlike surveys that assess satisfaction with services, the HCBS CAHPS survey elicits program participant feedback on his/her daily experience with their HCBS. Reporting actual experiences across multiple domains is more conducive for measuring quality than satisfaction alone. The HCBS CAHPS survey also allows for the comparison of various HCBS programs and case management providers, as individuals with different disabilities respond to the same questions. The HCBS CAHPS survey provides Connecticut with one consistent approach to reward quality and facilitate reporting across waiver programs and care management provider agencies. Another benefit of the HCBS CAHPS survey is its increased accessibility. Participants can choose to do the survey by telephone or in-person, and a Spanish version is available. If a participant cannot answer the questions on his/her own, an unpaid person can either assist the consumer or complete the survey by proxy. Another advantage of the HCBS CAHPS is its integration of alternately worded questions and responses, making the survey more accessible for persons with cognitive or speech challenges. These more inclusive approaches means that Connecticut's data includes all participants' perspectives, regardless of disability.

Connecticut is in its seventh year of HCBS CAHPS survey administration, using the survey to inform quality measurement in seven of its Medicaid programs: Connecticut Home Care Program Categories 3 and 5 (CHCP), Personal Care Assistance (PCA), Acquired Brain Injury I and II (ABI), Autism, and Katie Beckett (KBW) waivers, and fifth year of use with the Mental Health waiver (MHW). This report presents results from these waivers and programs. Connecticut also uses the HCBS CAHPS survey with Money Follows the Person and Community First Choice participants.

## II. Methods

### A. HCBS CAHPS Survey

The HCBS CAHPS survey is composed of eleven sections: cognitive screen, identification of paid services, personal assistance and/or behavioral health staff services, homemaking services, case manager, choosing your services, transportation, personal safety, community inclusion and empowerment, demographics, and employment. Although the Department of Mental Health and Addiction services (DMHAS) used the standard HCBS CAHPS survey for the first three years, in state fiscal year (SFY) 2023 DMHAS revised the HCBS CAHPS survey in order to tailor it for the population they serve. The revised MHW HCBS survey follows a similar structure as the standard HCBS CAHPS, but uses a select subset of the HCBS CAHPS questions. In particular, the MHW HCBS survey does not ask about clinical case management services, limits the questions about MHW staff, and does not include the employment section. As in previous years, the MHW survey includes additional specific questions for overall MHW services. The full HCBS CAHPS survey is attached in Appendix B; the MHW HCBS survey is in Appendix C.

The HCBS CAHPS survey tailors the survey for each participant and waiver program by integrating waiver specific services and terms into the survey. For example, only ABI participants are asked about Independent Living Skills Training Specialists (ILSTs). Participants are asked how they refer to their paid staff; these responses are then used throughout that individual's survey. A participant's waiver program determines which services to ask about and what terms to use to refer to these services (see Table 1).

Table 1. Program Services

	CHCP	PCA	ABI	Autism	KBW	MHW
Personal care assistance	X	X	X	X		
Behavioral health services			X*	X**		
Recovery assistance						X
Homemaker/companion or Homemaking services***	X	X	X	X		
Case manager or Clinical Case Manager	X	X	X	X	X	X
Job coach			X	X		X
Community Service Provider						X

\*Independent Living Skills Training (ILST)

\*\*Life skills coach or community mentor

\*\*\*Homemaking services include household tasks complete by any type of waiver staff

## B. Survey Administration

Contracted case management agencies, or Access Agencies, are required to complete surveys for the CHCP, PCA, and ABI waivers. Quality assurance staff or staff who are not waiver case managers complete the surveys by telephone. Connecticut Department of Social Services (DSS) staff are responsible for completing surveys for the Katie Beckett and Autism waivers. DMHAS uses staff from one of its case management provider agencies and research staff from the University of Connecticut to complete any MHW telephone surveys. Hereafter, all staff who complete surveys will be collectively referred to as quality assurance staff. Using client enrollment numbers as of 7/1/2023, DSS determined the target number of surveys for each Access Agency, DSS, and DMHAS to complete between July 1, 2023 to June 30, 2024 (SFY 2024) in order to reach their representative sample sizes.

Using random sampling, Access Agency and DSS quality assurance staff contact waiver participants from their client lists and invite them to do the survey. If there is a legal guardian or conservator of person, the quality assurance staff contact them first before contacting the waiver participant. Although not required, some of the Access Agencies sent notification letters to their waiver participants and/or legal representative to increase their response rate. Following HCBS CAHPS protocol, all the Access Agency and DSS surveys were completed with an interviewer. All waiver participants are encouraged to complete the survey on their own with the interviewer (by self) or with the interviewer and another person (with assistance). If the participant cannot take part in the survey process at all, then the survey is completed by a proxy on behalf of the participant. Proxies can be a family member, legal representative, or friend who knows the participant well, but not a paid staff person.

To increase the participation of MHW clients, the MHW survey includes a survey option to complete without an interviewer. The self-administered survey can be completed either online using a unique login or with a paper survey. All MHW participants are called a month before their annual reassessment and given the option to do the survey by telephone with an interviewer. If the participant is unable to be reached, then their care manager or Community Service Provider delivers a paper survey and self-addressed, postage paid envelope to the participant at their next visit. A letter accompanying the paper survey also describes the survey and provides instructions to complete the survey online. Although delivered to the MHW participant, the self-administered survey can be completed with assistance or by proxy.

As the training and technical assistance provider, UConn Center on Aging (UConn) provides ongoing training for the quality assurance staff and supervisors from all four Access Agencies, DSS, and DMHAS.

Using role playing, hands-on practice, and didactic teaching, the training covers the purpose of the HCBS CAHPS survey, a question by question survey review, participant recruitment, survey administration, and use of the online telephone and in-person survey platforms. UConn provides and manages secure online HCBS CAHPS platforms with program specific surveys, including programming to insert program and participant specific terms. Computer assisted telephone-personal interviewing programming is used to direct the interviewer to the correct question and accurately follow the skip patterns for each type of survey. The MHW HCBS CAHPS uses a REDCap platform which utilizes branching logic to direct the interviewer to the next appropriate question.

### **C. Measures**

Key results are presented using established HCBS CAHPS composite and other key measures (see Table 2). Individual items not covered by these measures are included in specific program results.

Each composite scale comprises three to twelve individual questions (see Appendix A). Most of these questions have four response options: never, sometimes, usually, always. Each response is coded with a number from one to four, with one indicating the most negative and four the most positive response. A composite's final score is generated by combining the answers from each question, producing one number ranging from one to four. All scores are rounded to the first decimal point.

For global ratings, participants are asked to rate the help they get from each type of staff based on a scale from 0 to 10, or alternatively, using a worded scale from poor to excellent. These responses are grouped to form a five-point rating scale with scores ranging from one to five, with the higher the number, the more positive the rating. Recommendations are based on a four-point scale derived from asking if the participant would recommend the person using one of the following responses: definitely no, probably no, probably yes, or definitely yes (range 1 to 4; higher numbers indicate more positive recommendation).

To determine if there is any unmet need for personal care, a stem question asks if the participant gets assistance for that activity, and if so, did this activity always happen when needed. Unmet need is defined as the activity not occurring when needed because there were no staff to assist the participant, and scored as either yes, an unmet need is present, or no, it is not. One item was used to determine physical safety: "In the past 3 months, did any [staff] hit you or hurt you?" using a yes or no response.

Following CAHPS protocol, this report presents the composites, global ratings, and recommendations in two ways: the mean or average score, and the percentage with the highest score. The latter is especially helpful when comparing services or providers, as it highlights which providers are delivering the highest quality service. To produce the highest composite scores, responses are divided into two groups: the most positive (scores of 4 only) and all other responses (scores of 1, 2, or 3). Each item is scored individually, and the mean across the items in that composite is used. Highest recommendation is determined similarly – only "definitely yes" is given the highest score, while the other three responses are grouped together. Likewise, each global rating is categorized as the highest score (rating of a 5), versus all other responses (any number less than five). This report displays the percentage of participants who gave the most positive or highest score, rating, or recommendation.

Table 2. Key Measures

Composites	Staff are reliable and helpful Staff listen and communicate well Case manager is helpful Choosing services that matter to you Transportation to medical appointments Personal safety and respect Community inclusion and empowerment (Planning your time and activities)
Global ratings	Personal care/Recovery assistance/Behavioral health staff Homemaker/Companion Case manager Job coach Community Service Provider
Recommendations	Personal care/Recovery assistance/Behavioral health staff Homemaker/Companion Case manager Job coach Community Service Provider
Unmet need	Personal care Meals Medications Toileting Household tasks
Physical safety	Did any staff hit or hurt you

### III. Results

After overall respondent sample and demographics, results are presented as follows: Key results by program, Access Agency performance benchmarks, additional findings by program, comparisons by agency, and additional MHW findings.

#### A. Respondent Sample

HCBS CAHPS surveys were completed for each of the mandated waiver programs: CHCP program Categories 3 and 5, PCA, ABI 1 and 2, Autism, Katie Beckett, and Mental Health waivers. For purposes of analysis, the CHCP data includes all completed CHCP surveys, and the ABI analysis combines all completed ABI surveys. Table 3 shows the number of program participants, representative sample, completed surveys, and percent of representative sample reached by program.

The statewide representative sample size was met for CHCP Category 3, PCA, ABI 1, and ABI 2 waivers. CHCP Category 5, Autism, Katie Beckett, and the MHW did not reach their representative sample sizes. The statewide CHCP Category 5 completion rate fell this year from 90% in 2023 to 85% in 2024. The MHW representative sample size completion rate has increased over the past two years, from 13% in 2022, to 85% in 2023 and 94% in 2024. This substantial participation increase from 2022 is likely a direct result of the MHW survey revisions which shortened the survey and provided written and online survey options. Although the KB and Autism waivers reached just 42-44% of their representative sample size,

these percentages are both an increase over 2023. The Autism program in particular increased their completion rate from 35% to 44% this year. Although the Autism, and KB waivers did not reach their representative sample size, the results are included to show program trends.

Table 3. Representative Sample and Completed Surveys by Program

	Total number of waiver participants (N)	Representative sample (N)	Completed surveys (N)	Percentage of representative sample completed (%)
<b>CHCP programs</b>				
CHCP Category 3	13108	374	384	>100
CHCP Category 5	207	135	115	85.2
Total CHCP Surveys	13315	509	<b>499</b>	97.8
<b>PCA</b>	1057	282	<b>287</b>	>100
<b>ABI waivers</b>				
ABI 1	292	167	171	>100
ABI 2	248	151	154	>100
Total ABI Surveys	540	318	<b>325</b>	>100
<b>Autism</b>	317	174	<b>77</b>	44.3
<b>Katie Beckett</b>	320	175	<b>74</b>	42.3
<b>MHW</b>	550	227	<b>214</b>	94.3
<b>Total surveys completed, any program</b>			<b>1476</b>	

All but one of the CHCP, PCA, ABI, Autism and KBW surveys were completed by telephone. Five percent of these participants used the Spanish survey. Forty-five (21%) of the MHW surveys were completed as online surveys. However, all paper surveys were entered by DMHAS staff as telephone surveys. This made it difficult to accurately know how many of the remaining 79% (n=169) MHW surveys were completed with an interviewer and how many were completed as paper surveys without the assistance of an interviewer.

All surveys, including the paper and online MHW survey formats, asked if the survey was completed by the consumer alone, the consumer with assistance, or by someone other than the consumer (by proxy). Apart from KBW and Autism, most surveys were completed by the consumer or the consumer with assistance (Table 4). Notably, almost half (46%) of the ABI surveys were completed by proxy as well. The great majority (85%) of proxy respondents were related to the consumer. For assisted interviews, the person assisting most often restated some of the questions or prompted the consumer.

Table 4. Survey Respondents

	CHCP n (%)	PCA n (%)	ABI n (%)	Autism n (%)	KBW n (%)	MHW N (%)	Total n (%)
By self	386 (77.4)	234 (81.5)	155 (47.7)	30 (39.0)	0 (0)	187 (87.4)	992 (67.2)
With assistance	22 (4.4)	9 (3.1)	20 (6.2)	4 (5.2)	6 (8.1)	25 (11.7)	86 (5.8)
By proxy	91 (18.2)	44 (15.3)	150 (46.2)	43 (55.8)	68 (91.9)	2 (<1.0)	398 (27.0)

## B. Consumer Demographics

Consumer demographics by program are presented in Table 5.

Table 5. Consumer Demographics\*

	CHCP %	PCA %	ABI %	Autism %	KBW %	MHW** %
Age	N=499	N=287	N=325	N=77	N=74	N=202
<18	0	0	0	5.2	75.7	0.0
18-24	0	<1.0	<1.0	14.3	24.3	<1.0
25-34	0	8.0	9.8	33.8	0	5.9
35-44	0	15.0	20.9	40.3	0	9.4
45-54	0	24.7	23.1	0	0	20.3
55-64	<1.0	50.5	28.0	5.2	0	37.6
65-74	30.1	1.0	16.9	1.3	0	25.2
75+	69.7	0	<1.0	0	0	1.0
Language	N=499	N=285	N=325	N=77	N=73	
English	65.5	81.4	85.8	92.2	80.8	
Spanish only	10.0	1.4	<1.0	0	0	
Multi-lingual	24.4	17.2	13.5	7.8	19.2	
Race	N=476	N=278	N=320	N=75	N=72	N=214
White	54.6	63.3	75.3	85.3	81.9	85.4
Black	26.5	29.5	15.0	8.0	4.2	12.1
Other	18.9	7.2	9.7	6.7	13.9	2.5
Ethnicity	N=494	N=264	N=321	N=76	N=73	N=200
Non-Hispanic	73.7	78.4	90.0	96.1	89.0	92.0
Hispanic	26.3	21.6	10.0	3.9	11.0	8.0
Education Level	N=486	N=282	N=321	N=77	N=70	
< 8th Grade	23.7	3.5	2.5	2.6	57.1	
Some high school	16.5	8.9	10.3	7.8	31.4	
High school diploma	33.7	44.0	48.0	58.4	10.0	
Some college	13.4	33.7	28.7	15.6	1.4	
4-year college	7.6	7.4	7.8	13.0	0.0	
> 4 year college	5.1	2.5	2.8	2.6	0.0	
Gender	N=499	N=287	N=325	N=77	N=74	N=202
Male	24.8	50.5	69.8	75.3	55.4	40.1
Female	75.2	49.5	30.2	24.7	44.6	59.9

\*Percentages listed for each item are based on the total number of valid responses to that question (N)

\*\* MHW survey does not ask language or education.



### C. Service Use by Program

Participants reported using a variety of program services in the three months prior to completing the survey (see Table 6). Use of ABI personal care assistance and homemaking services increased significantly from the previous year. In 2024, 66% of ABI participants reported using PCA services and 52% reported getting help with homemaking tasks, compared to 47% and 20%, respectively, in 2023. Reported use of PCA waiver case management services fell, from 85% in 2023 to 73% in 2024. Meanwhile use of community service provider services (CSP) among MHW participants increased sharply, from 77% in 2023 to 91% in 2024.

Table 6. Program Service Use

	CHCP n (%)	PCA n (%)	ABI n (%)	Autism n (%)	KBW n (%)	MHW n (%)
Personal care assistance	264 (53.4)	272 (94.8)	212 (65.6)	3 (3.9)		
Behavioral health services			256 (85.3)*	61 (80.3)**		
Recovery assistance (RA)						190 (89.2)
Homemaker/companion or Homemaking services***	388 (78.5)	81 (28.3)	166 (51.7)	0 (0)		
Case manager or Clinical case manager	428 (87.4)	208 (72.7)	295 (95.8)	73 (94.8)	25 (35.2)	
Job coach			43 (63.2)	12 (41.4)		
Community service provider (CSP)						190 (90.5)

\*Independent Living Skills Training (ILST) services

\*\*Life skills coach or community mentor services

\*\*\*Homemaking services include household tasks complete by any type of waiver staff

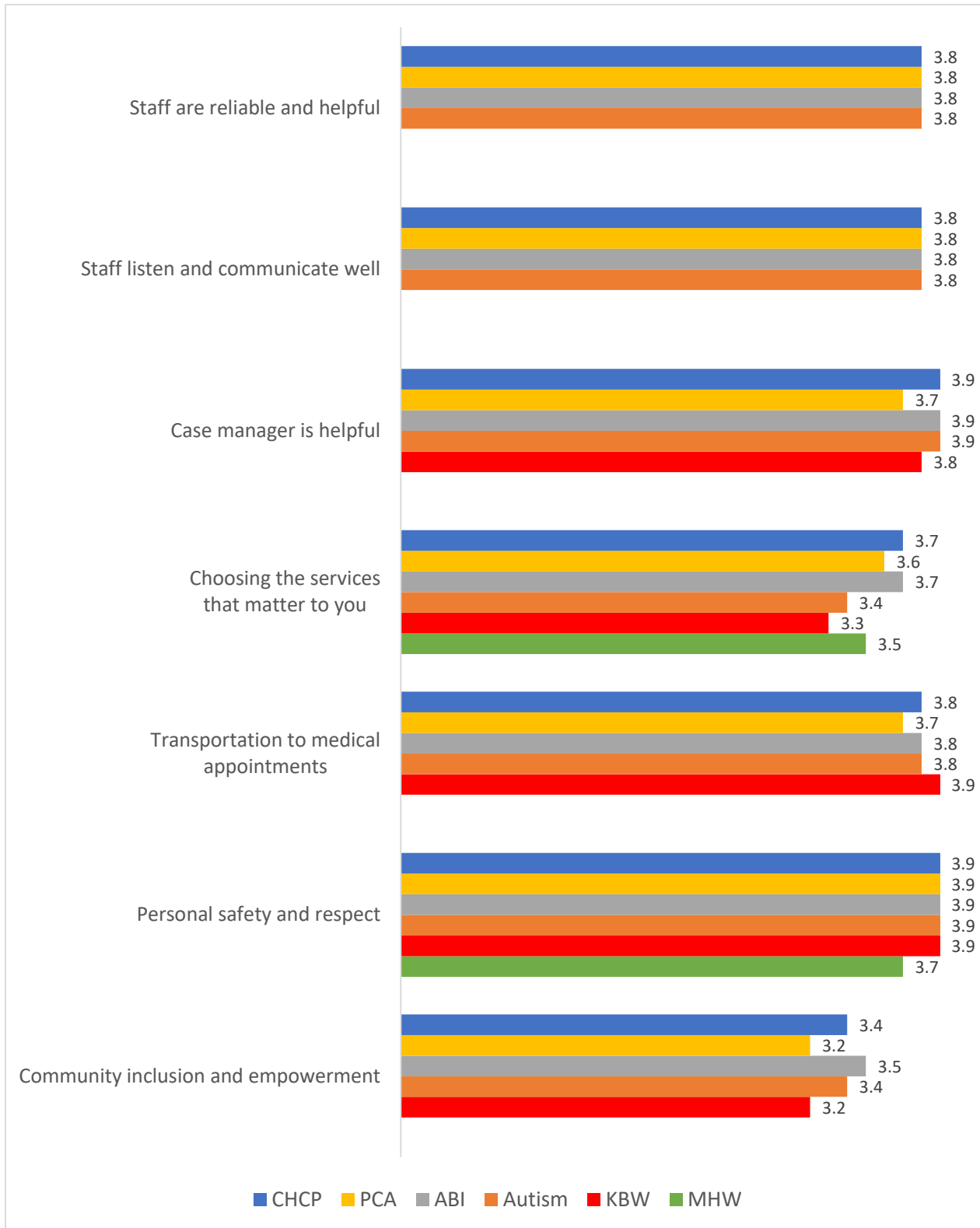
### D. HCBS CAHPS Key Results by Program

Composite measures, global ratings, and recommendations by program are displayed two ways: the mean score and the percentage reporting the highest score.

#### i. Composite measures by program

Figure 1 shows mean scores for the 7 composite measures by program. The MHW survey included the full questions for only 2 of the composites, limiting the ability to compare the MHW across other programs. Overall, mean scores were high for most of the composite measures. As reported in previous years, participants across all programs reported lower scores for the composite community inclusion and empowerment. Similar to last year, PCA and KBW participants reported the lowest scores for this composite. Compared to the other waivers, Autism, KBW, and MHW reported lower scores for the composite choosing the services that matter to you. Still, Autism and KBW showed some slight gains in these composite scores over last year. Both of these composites speak to consumer choice and control and represent areas which could use more support.

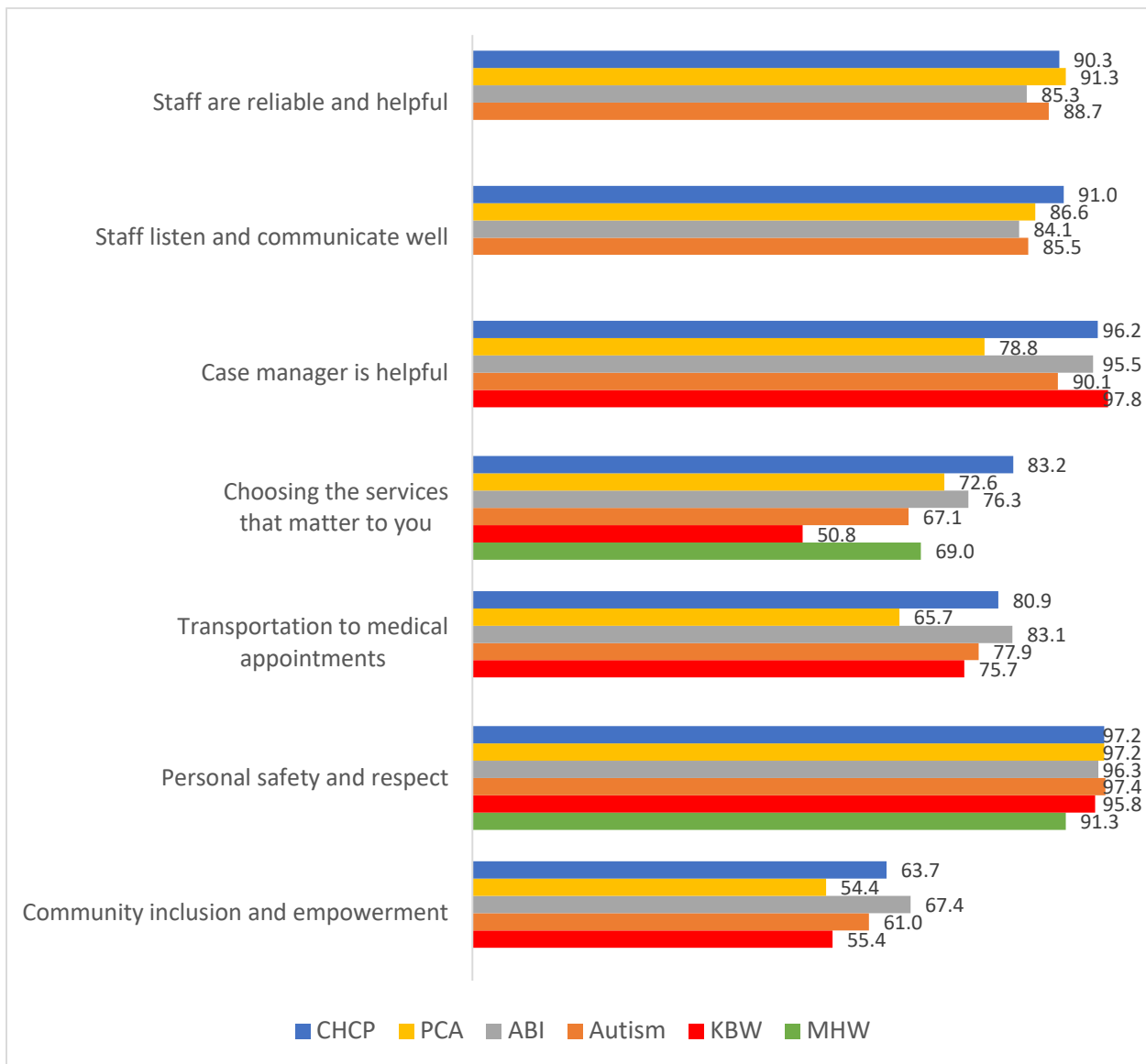
Figure 1. Composite Measures by Program: Mean Scores (Range 1-4)\*



\*In the composite measures Figures 1 and 2, “Staff” combines all PCA, ILST, RA, CSP, homemaking, companion, life skills coach, and community mentor staff.

Figure 2 shows the percentage of participants in each program who gave the most positive answer for each composite item. This method highlights any program differences more clearly. For example, while mean scores for the composite case manager is helpful ranged from 3.7 (PCA) to 3.9 (CHCP, ABI, Autism), when analyzed using the percentage highest scores, these differences become more apparent – 96% of CHCP participants gave this composite item the highest scores, compared to 79% of PCA participants. Figure 2 also shows that overall PCA participants experienced more medical transportation difficulties compared to the other waivers. Just 66% of PCA participants gave this composite the highest score, even though the PCA mean score did not differ much from the other waivers. This method also highlights and reaffirms the need to improve choice and control among all programs, especially among PCA, MHW, Autism, and KBW participants.

Figure 2. Composite Measures by Program: Percentage with Highest Score\*



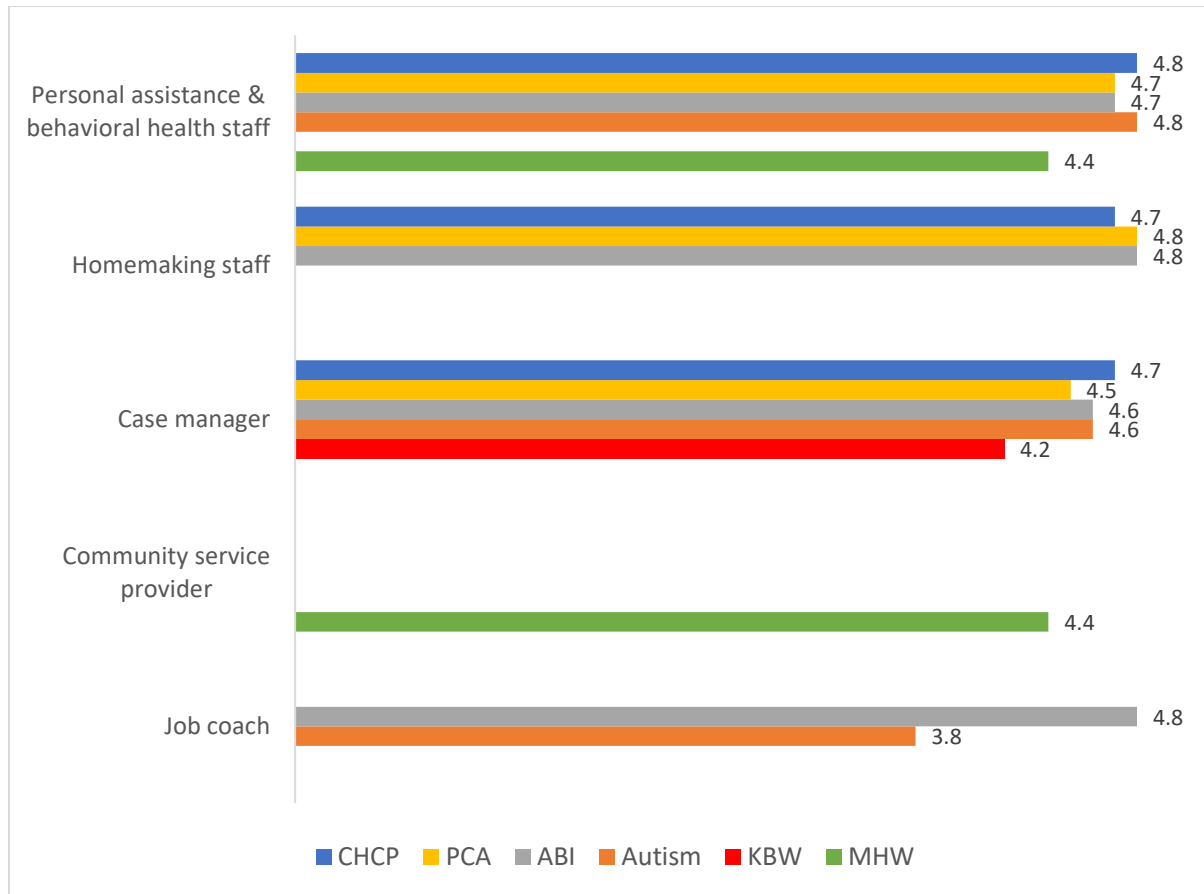
\*In the composite measures Figures 1 and 2, “Staff” combines all PCA, ILST, RA, CSP, homemaking, companion, life skills coach, and community mentor staff.

## ii. Staff global ratings by program

Using a scale from 1 to 5, mean global rating scores varied somewhat across programs for all types of staff and case managers (Figure 3). The majority of programs had staff and case managers scores of 4.5 or higher. MHW staff, KBW case managers, and Autism job coaches received lower ratings. The mean score for ABI homemaking staff increased from 4.1 to 4.8 from 2023 to 2024, making the ABI homemaking rating comparable to that in the CHCP and PCA waivers. Meanwhile mean global rating scores for Autism job coaches fell from 4.5 to 3.8.

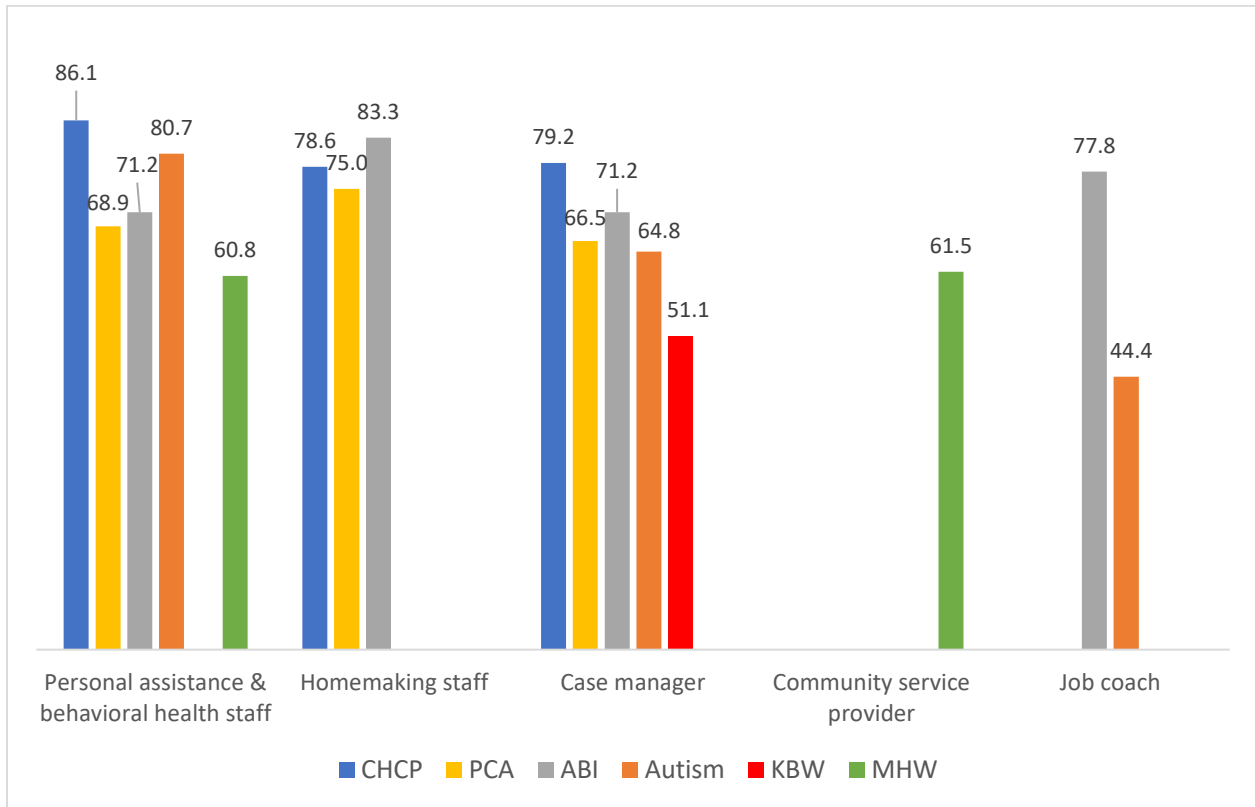
Figure 4 presents the percentage of participants in each program who gave their staff or case managers the highest rating possible, a 9 or 10 (range 0-10). When shown this way, the program differences become more apparent. For example, although the mean global personal assistance staff ratings did not differ much between CHCP and PCA participants (4.8, 4.7 respectively), 86% of CHCP participants gave their PCAs a 9 or 10, compared to just 69% of PCA participants. Compared to 2023, global ratings for ABI homemaking staff, Autism PCA/life skills coach staff, and Autism case managers all increased between 19-25% this year.

Figure 3. Staff Global Ratings by Program: Mean Score (Range 1-5)\*



\*“Personal assistance & behavioral health staff” combines all PCA, ILST, RA, life skills coach, and community mentor staff.

Figure 4. Staff Global Rating by Program: Percentage Who Rate Their Staff a “9” or “10” (Range 0-10)



\*“Personal assistance & behavioral health staff” combines all PCA, ILST, RA, life skills coach, and community mentor staff.

### iii. Staff recommendations by program

Staff recommendations were based on a four point scale, asking if the participant would recommend their staff from “Definitely No” (score 1) to “Definitely Yes” (score 4). Figure 5 shows the mean recommendation score, while Figure 6 shows the percentage of respondents who would “definitely” recommend their staff or services. With the exception of Autism job coaches, mean recommendation scores were fairly uniform among waivers, ranging from 3.6 to 3.8. Similar to staff ratings, ABI participants were more likely to recommend their homemaking staff this year. Differences among ratings become more apparent when one considers the percentage of respondents who would “definitely” recommend their staff (Figure 6). For example, although the mean PCA/behavioral health staff scores for all 4 waivers is nearly identical, a full 87% of CHCP participants would definitely recommend their PCA staff, compared to 76-79% of the other waivers.

Figure 5. Staff Recommendations by Program: Mean Score (Range 1-4)

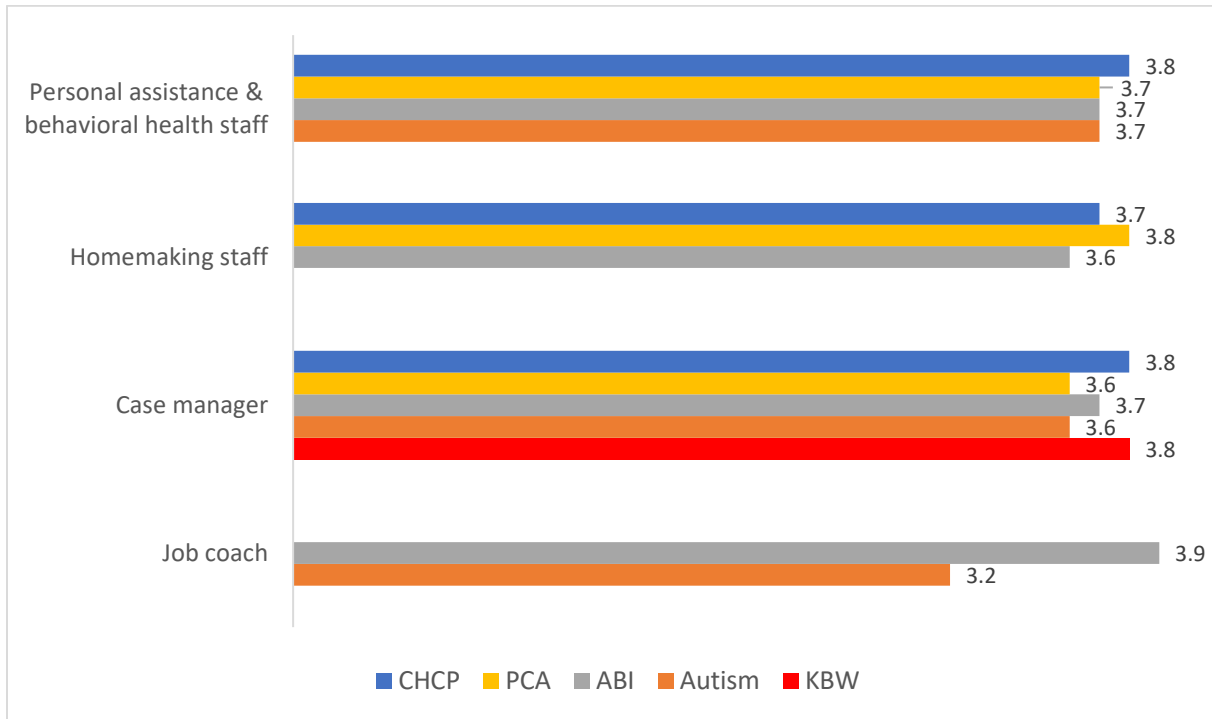
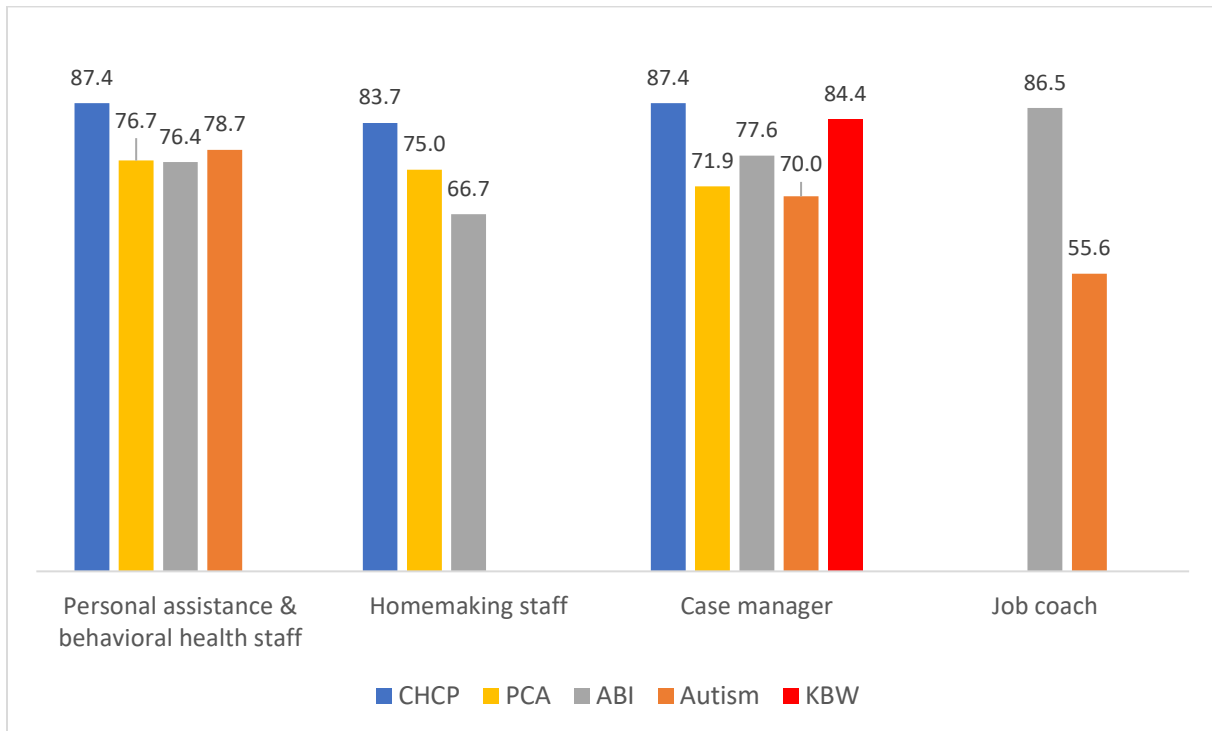


Figure 6. Staff Recommendations by Program: Percentage Who “Definitely” Recommend Staff



**iv. Unmet needs by program**

CHCP, PCA, ABI, and Autism participants who reported receiving some type of personal care assistance were asked if they needed help from their personal assistants with four everyday activities (Table 7). In contrast to 2023, higher proportions of PCA, CHCP, and ABI participants reported needing assistance with everyday activities this year. For example, 73% of PCA and 36% of ABI participants reported needing assistance with toileting this year, compared to 61% and 24%, respectively, in 2023. Meanwhile 85% of CHCP participants reported needing assistance with meals or eating this year, compared to 74% in 2023. One important consideration is that the percentage of CHCP consumers who need assistance with meals may be underrepresented, as many CHCP participants receive this assistance from their homemakers, but meals are asked about in the PCA section.

To determine unmet need, participants who received personal care assistance were asked if an activity did not occur because they had no staff to assist them. Fifteen participants reported any unmet need: 8 PCA, 5 CHCP, 1 ABI and 1 Autism. The most frequently mentioned unmet need was someone to help with toileting, followed by help with bathing and dressing (data not shown). Note that this describes unmet needs for consumers who reported using PCA services. It is possible that some consumers who do not have PCA services also need, but do not have, assistance in these areas.

Table 7. Self-reported Assistance with Everyday Activities

Needs assistance with:	CHCP n (%)	PCA n (%)	ABI n (%)	Autism n (%)
Dressing or bathing	219 (83.6)	257 (94.5)	181 (60.3)	4 (6.5)
Meals or eating	223 (85.1)	264 (97.1)	245 (81.7)	24 (38.7)
Taking medications	192 (73.8)	206 (75.7)	237 (78.7)	13 (21.0)
Toileting	115 (43.9)	199 (73.4)	106 (35.6)	0 (0.0)

**v. Physical safety by program**

Physical safety is assessed by the question, “In the last 3 months, did any staff hit you or hurt you?” Two ABI participants and one PCA participant reported that a staff person hit them or hurt them in the past three months. Only one ABI participant reported that someone was working with the participant to resolve the problem.

**E. CHCP, PCA, and ABI Performance Benchmarks by Agency**

The HCBS CAHPS provides DSS with a standard instrument to measure quality and performance among the Access Agencies which provide DSS waiver case management: AASCC, CCC, SWCAA, and WCAAA. All four agencies provide case management services for the CHCP and PCA waivers; all but one provide ABI waiver case management.

Five HCBS CAHPS measures were chosen to examine case management services: case manager global rating, case manager recommendation, and three composites (case manager is helpful, choosing the services which matter to you, and personal safety and respect). These five items measure HCBS participant experiences which a case manager could directly impact. More positive scores on these measures indicate higher quality case management. DSS established mean scores required to meet the performance benchmarks in each of the five measures based on CHCP data from initial survey testing: 3.5 for each composite measure (range 1-4), 4.5 for case manager global rating (range 1-5), and 3.5 for

case manager recommendation (range 1-4). In each of the following figures, the performance benchmark score is indicated by a bold black line.

**i. CHCP programs**

At the beginning of the fiscal year, DSS determines the number of surveys each Access Agency must complete in order to reach a representative sample size for each program which they provide case management. This number is based on the number of clients each agency serves in that program at the beginning of the fiscal year.

Table 8 shows the representative sample size for CHCP Categories 3 and 5 by agency, the number of surveys completed, and the percentage of the representative sample which was completed. In FY 2024, all Access Agencies met or exceeded their required sample sizes for CHCP Category 3. Two agencies did not meet their Category 5 representative sample sizes. CCC Eastern was 1 survey shy of meeting their Category 5 target, reaching 86% of their representative sample. AASCC reached 16% of its representative sample, completing 4 of their 25 Category 5 surveys. Both agencies faced difficulties with their active Category 5 client count decreasing after the representative sample was determined at the start of the fiscal year. This especially makes a difference in less populated areas which begin with a small number of active clients. While CCC started completing their Category 5 surveys in October 2023, AASCC completed their first Category 5 survey in March 2024 with 4 months left to the fiscal year. **To have the best chance at completing the representative sample sizes, it is essential that agencies actively start call attempts once the new fiscal year begins.**

Table 8. CHCP Program: Completed Surveys and Representative Sample Size by Agency

Program	Agency & Region	Representative sample size	Completed surveys N (%)	
CHCP Category 3	AASCC	69	71	(>100)
	CCC - E	34	38	(>100)
	CCC - NC	140	140	(100)
	CCC - NW	37	37	(100)
	SWCAA	68	71	(>100)
	WCAAA	27	27	(100)
CHCP Category 5	AASCC	25	4	(16.0)
	CCC - E	7	6	(85.7)
	CCC - NC	76	77	(>100)
	CCC - NW	7	7	(100)
	SWCAA	12	12	(100)
	WCAAA	9	9	(100)



All four Access Agencies met the performance benchmark score of 3.5 for all of the CHCP composite measures (Figure 7). All Access Agencies also met the benchmark score for CHCP case manager global rating (mean score 4.5) as well as the CHCP case manager recommendation benchmark mean score (3.5) (Figures 8 and 9).

Figure 7. CHCP Performance Benchmarks by Agency: Composite Measures (Mean Score, Range 1-4)

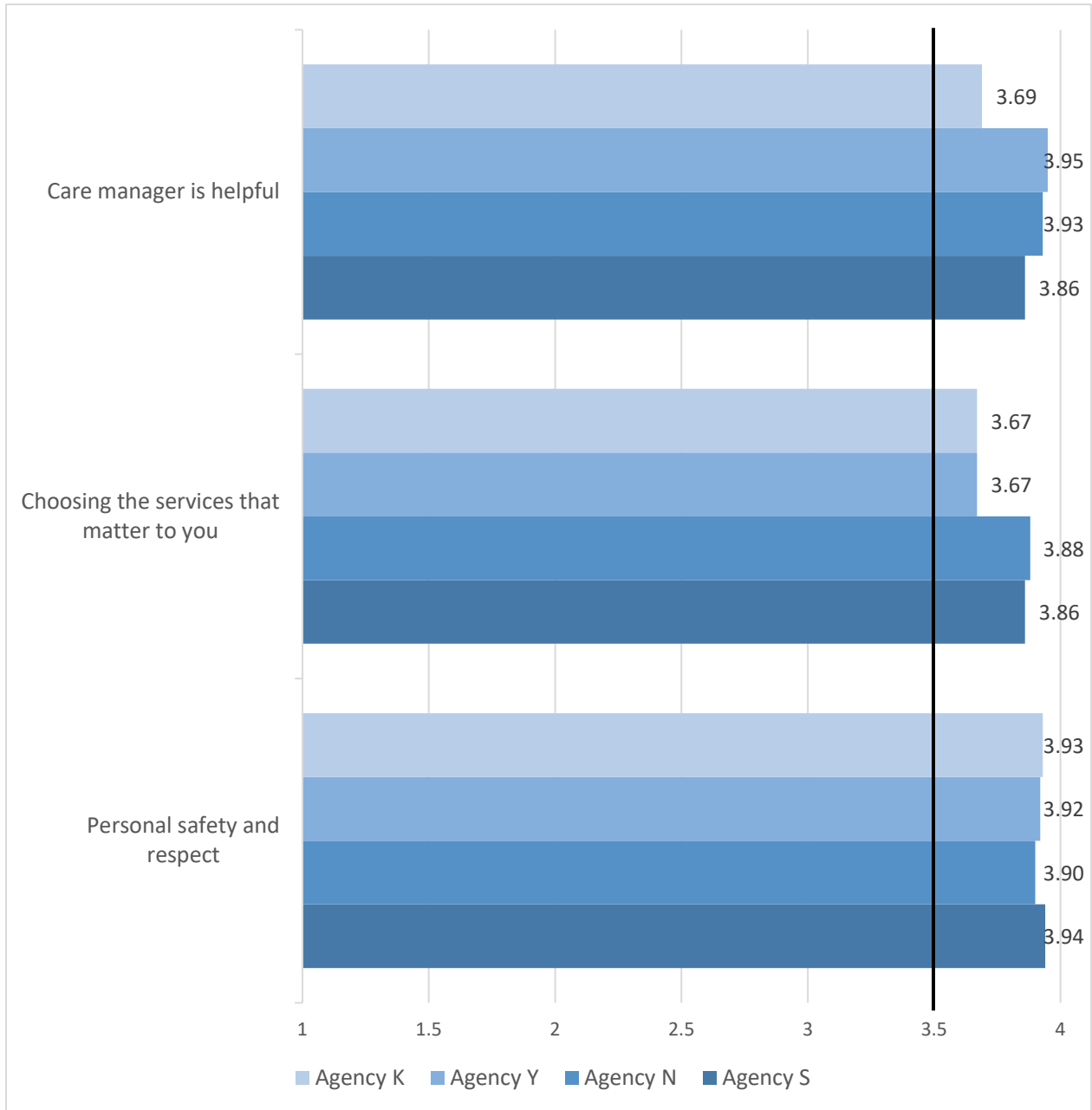


Figure 8. CHCP Performance Benchmarks by Agency: Care Manager Global Rating (Mean Score, Range 1-5)

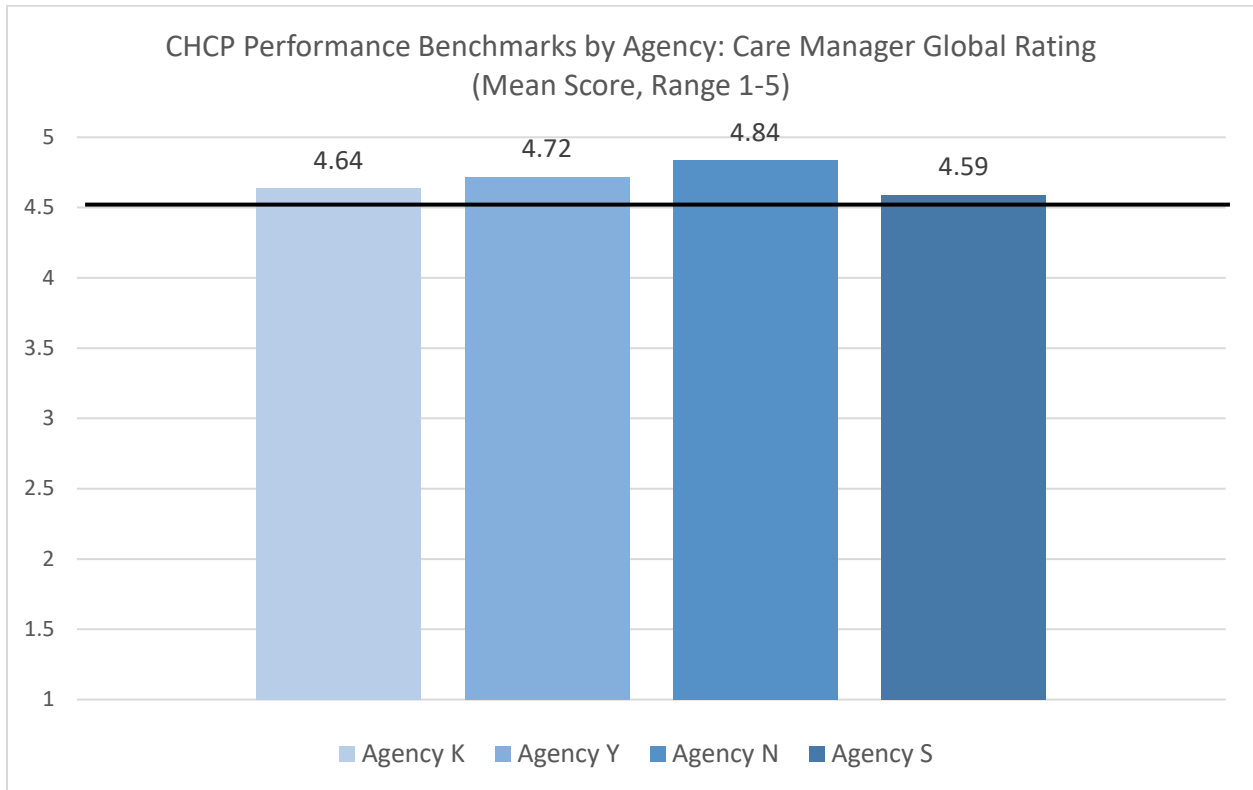
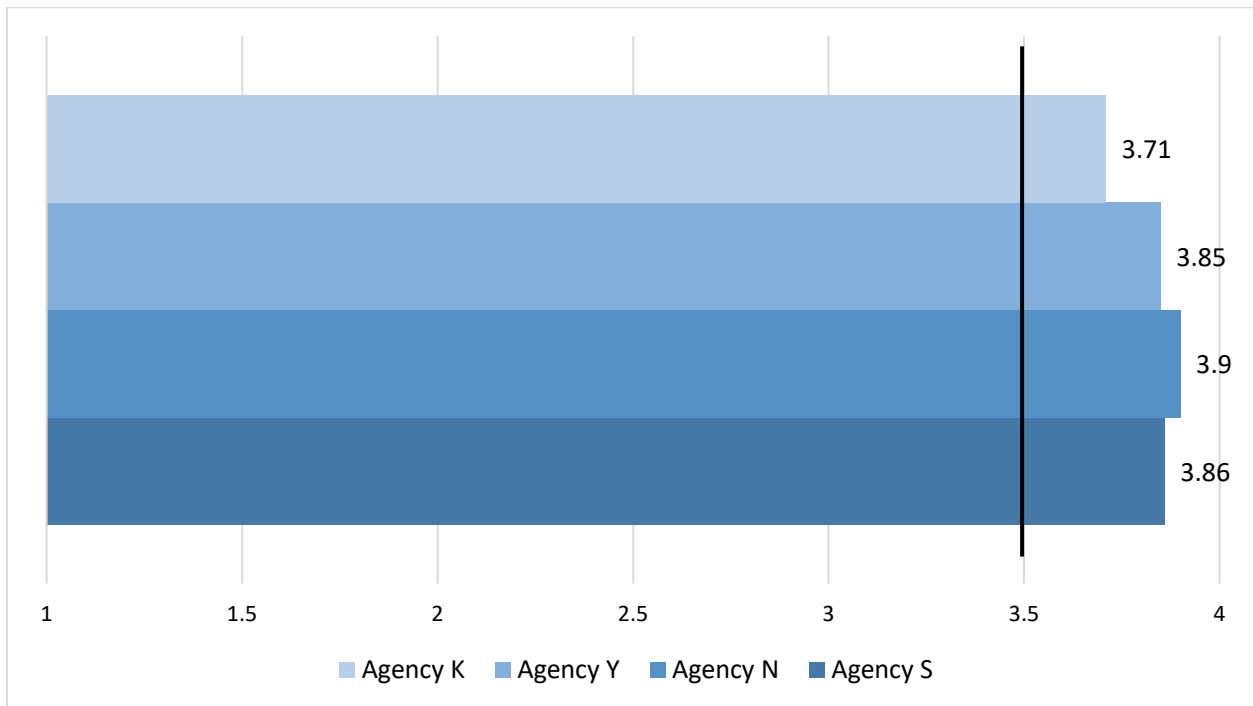


Figure 9. CHCP Performance Benchmarks by Agency: Care Manager Recommendation (Mean Score, Range 1-4)



**ii. PCA waiver**

CCC, SWCAA, and WCAAA all met or exceeded the number of completed surveys required to meet their PCA waiver representative sample size (Table 9). AASCC was one survey short of meeting their representative sample size.

Table 9. PCA Waiver: Completed Surveys and Representative Sample Size by Agency

Program	Agency & Region	Representative sample size	Completed surveys N (%)
PCA	AASCC	73	72 (98.6)
	CCC - E	36	39 (>100)
	CCC - NC	88	89 (>100)
	CCC - NW	31	31 (100)
	SWCAA	40	40 (100)
	WCAAA	15	16 (>100)

Performance benchmark measures for the PCA waiver are shown in Figures 10, 11, and 12. All four Access Agencies met the benchmark for PCA composite measure personal safety and respect (Figure 10). Agency K fell slightly below the threshold for care manager is helpful (3.45 vs 3.5), and Agency Y fell below the threshold for choosing the services that matter to you (3.41 vs 3.5). As shown in Figure 11, Agency Y scored just under the benchmark for PCA case manager global rating (4.43 vs 4.5). All four Access Agencies met the benchmark for PCA case manager recommendation.

Figure 10. PCA Performance Benchmarks by Agency: Composite Measures (Mean Score, Range 1-4)

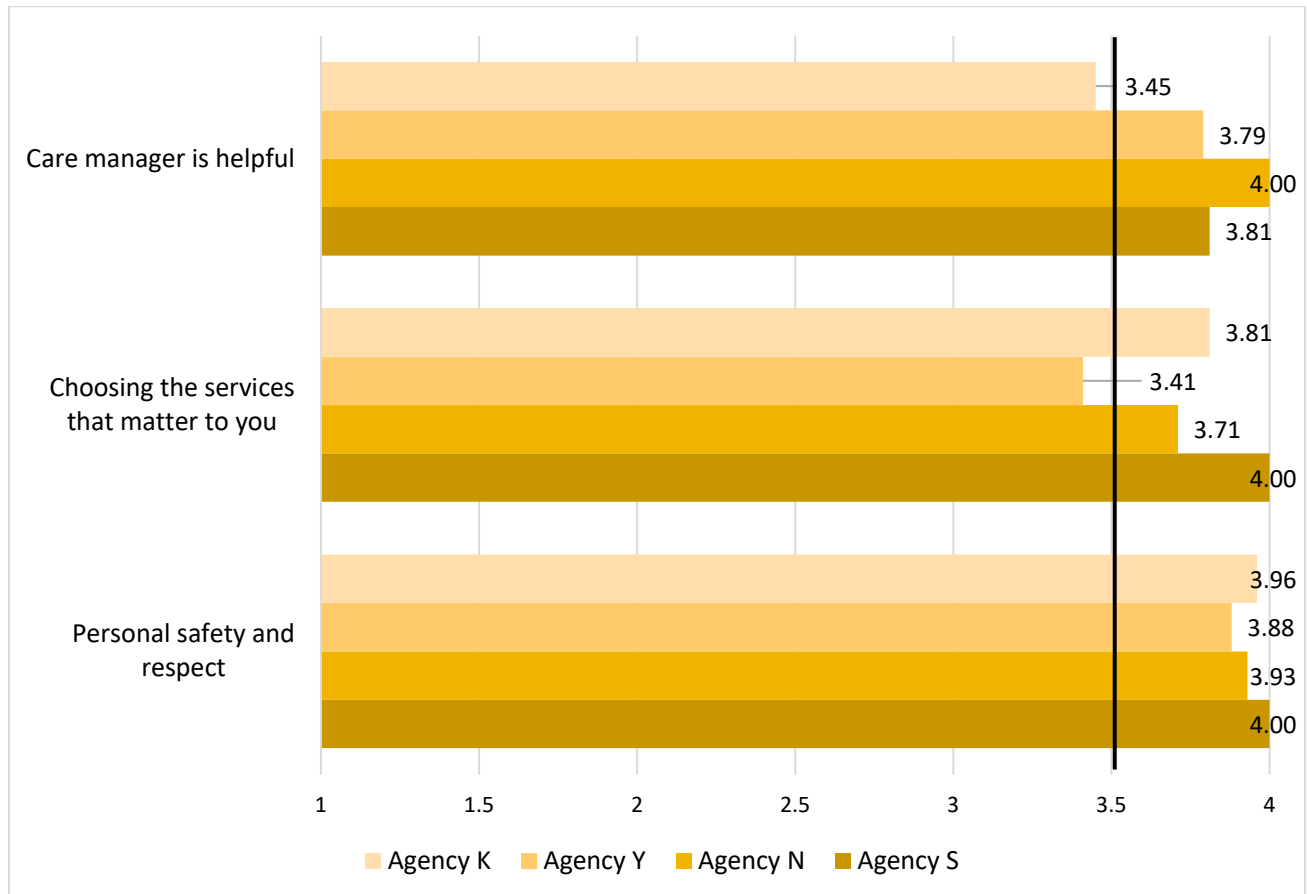


Figure 11. PCA Performance Benchmarks by Agency: Care Manager Global Rating (Mean Score, Range 1-5)

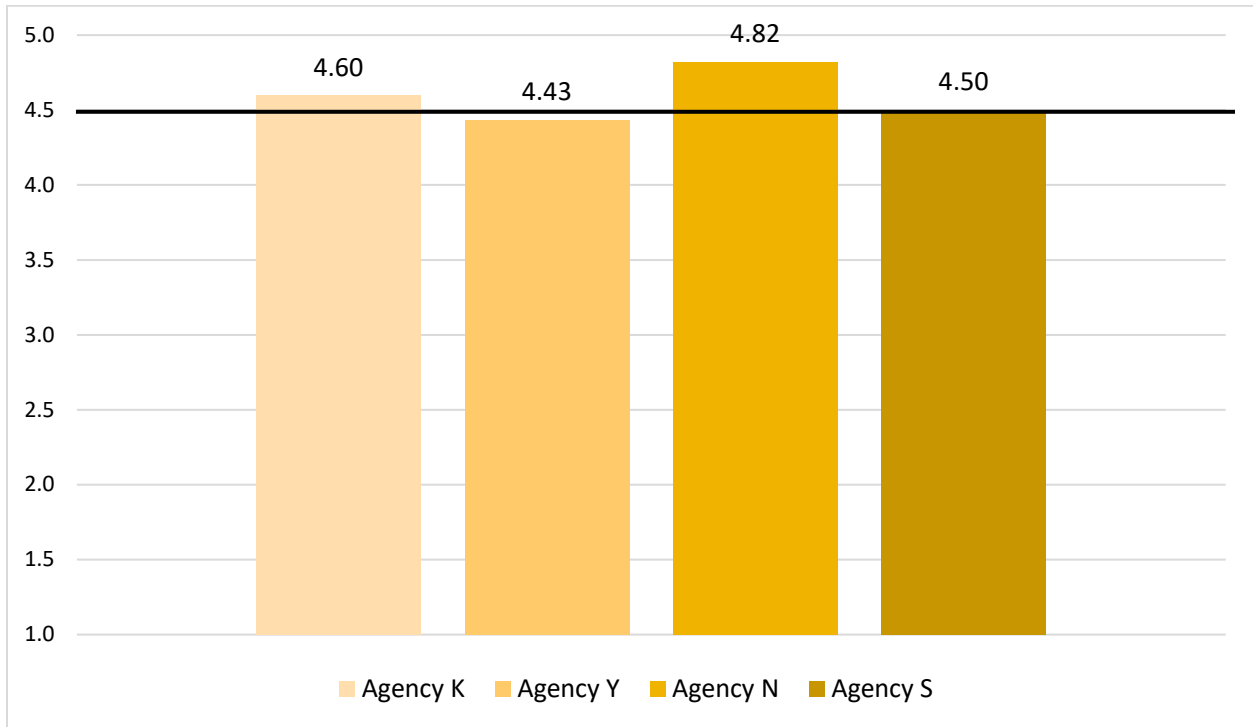
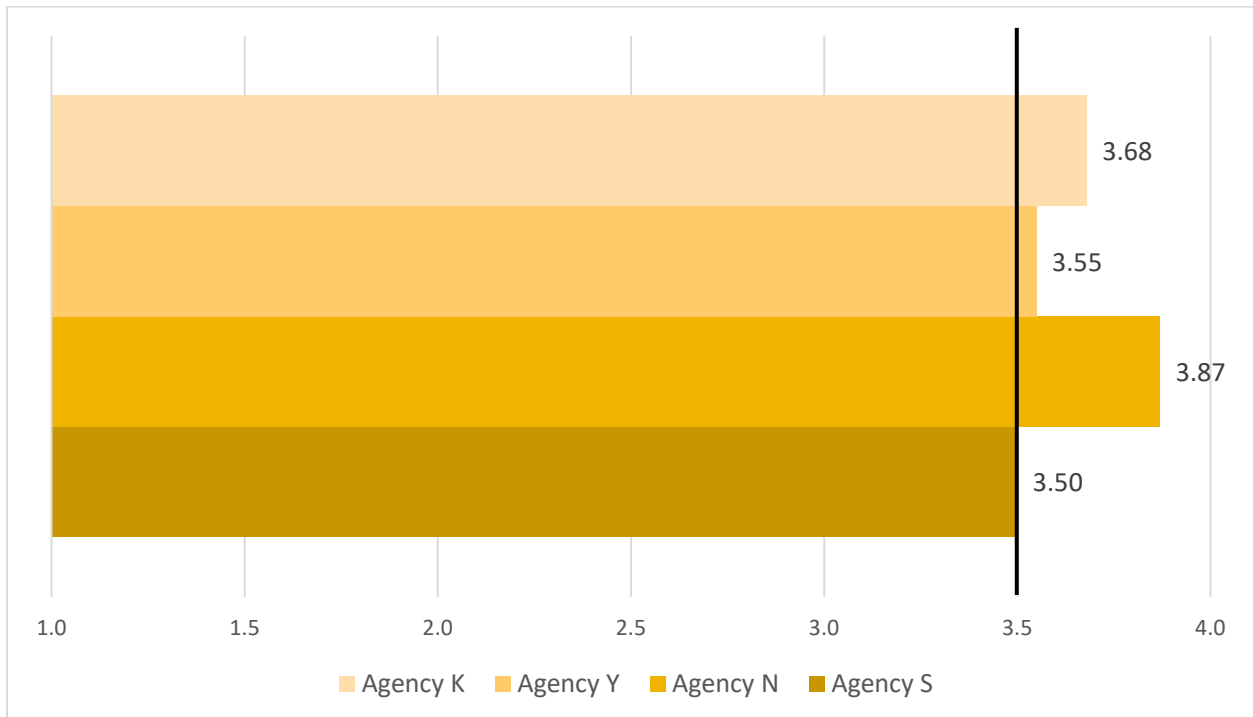


Figure 12. PCA Performance Benchmarks by Agency: Care Manager Recommendation (Mean Score, Range 1-4)



**iii. ABI waivers**

Three Access Agencies provide case management for the ABI waiver: CCC, SWCAA, and WCAAA. Table 10 shows that CCC and SWCAA met or exceeded the number of surveys required to meet the ABI 1 representative sample, while WCAAA was one survey shy of meeting their ABI 1 numbers. All three Access Agencies completed enough ABI 2 surveys to meet or exceed their representative sample sizes.

Table 10. ABI Waivers: Completed Surveys and Representative Sample Size by Agency

Program	Agency & Region	Representative sample size	Completed surveys	N (%)
ABI 1	CCC - E	31	32	(>100)
	CCC - NC	54	54	(100)
	CCC - NW	33	33	(100)
	SWCAA	35	39	(>100)
	WCAAA	14	13	(92.9)
ABI 2	CCC - E	20	20	(100)
	CCC - NC	53	54	(>100)
	CCC - NW	21	21	(100)
	SWCAA	49	49	(100)
	WCAAA	8	10	(>100)

All three Access Agencies met the performance benchmark score for the three ABI composite measures. All three Access Agencies also met the benchmark scores for ABI case manager global rating and ABI case manager recommendation (Figures 14 and 15).

Figure 13. ABI Performance Benchmarks by Agency: Composite Measures (Mean Score, Range 1-4)

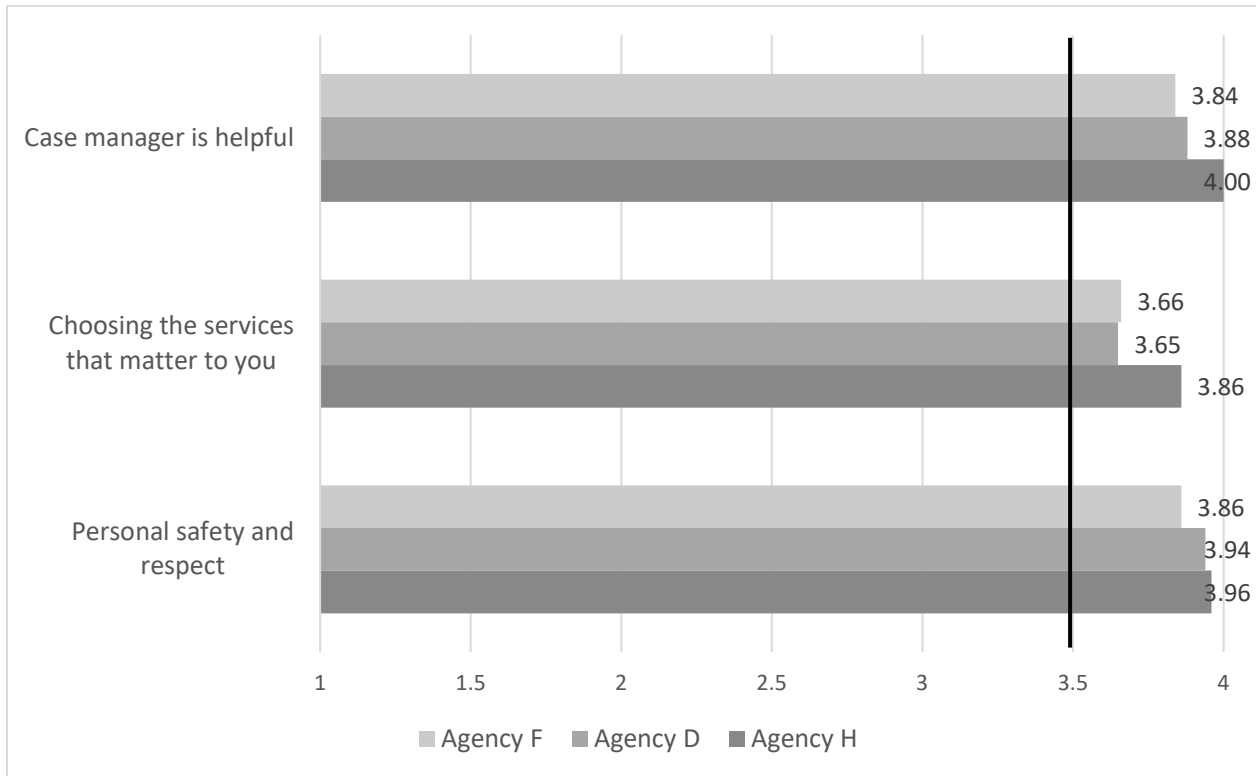


Figure 14. ABI Performance Benchmarks by Agency: Care Manager Global Rating (Mean Score, Range 1-5)

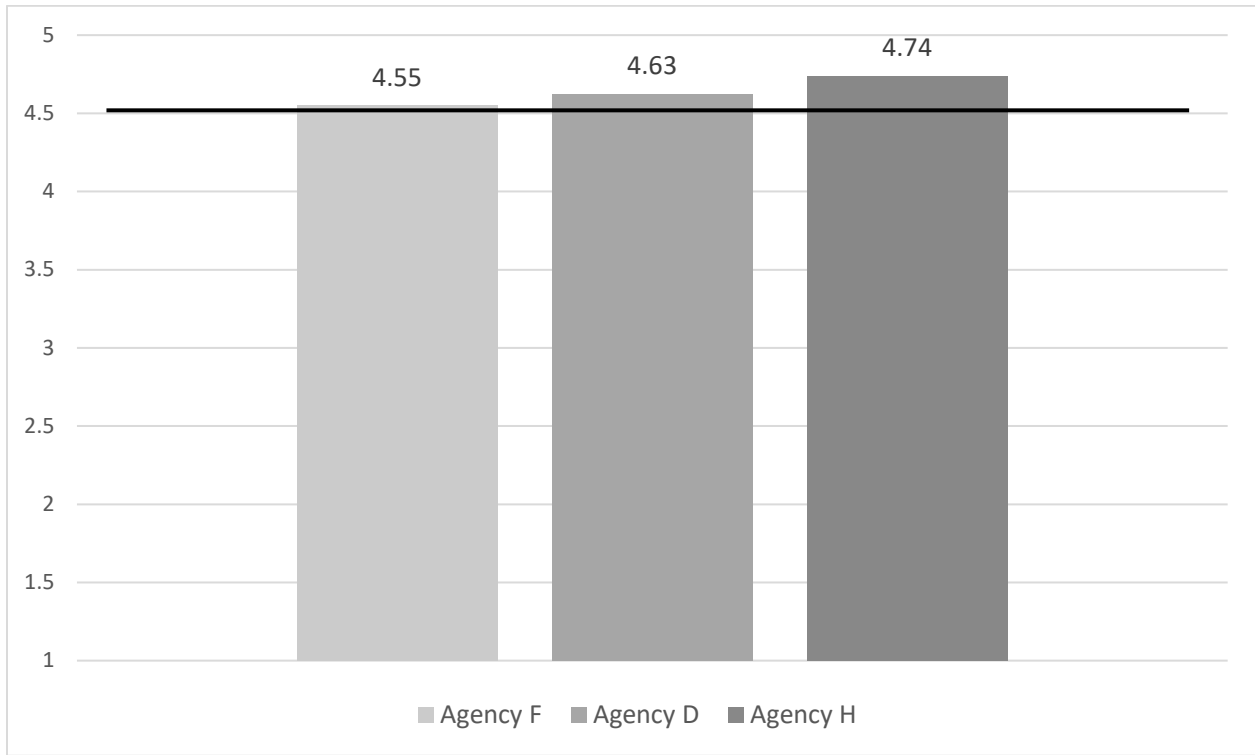
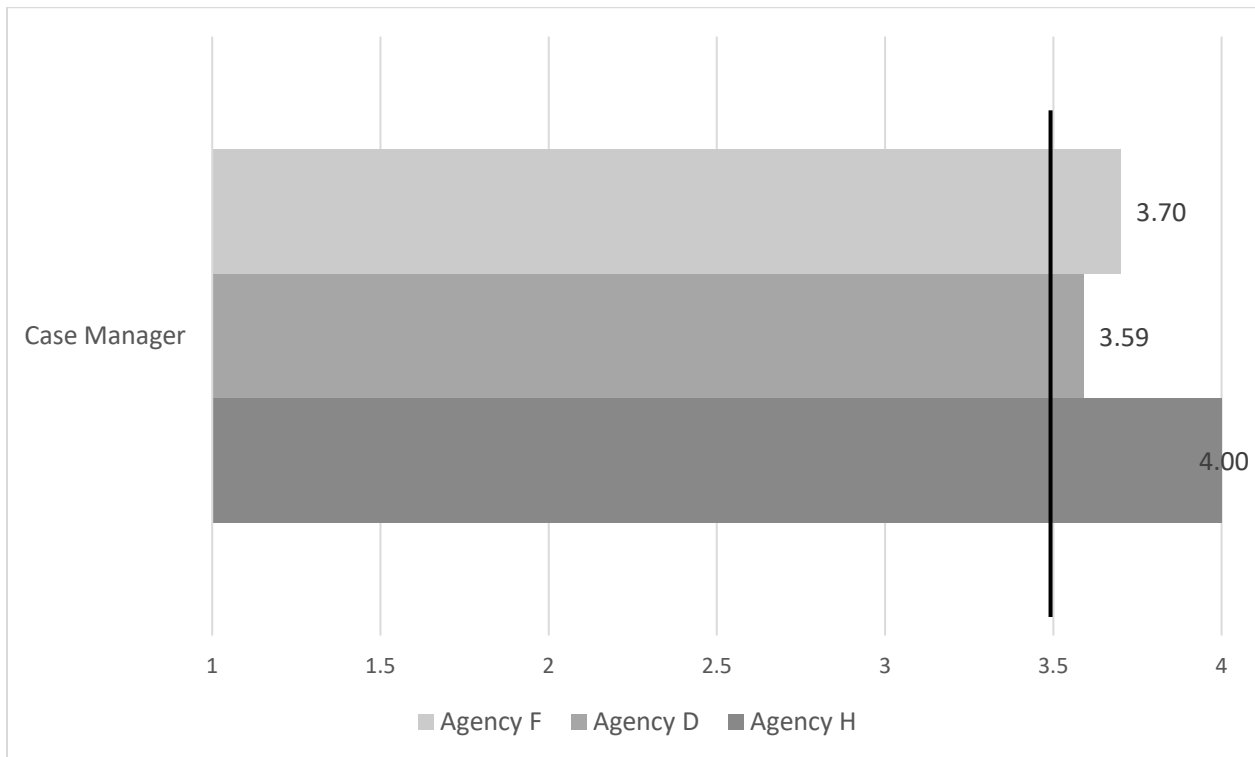


Figure 15. ABI Performance Benchmarks by Agency: Care Manager Recommendation (Mean Score, Range 1-4)

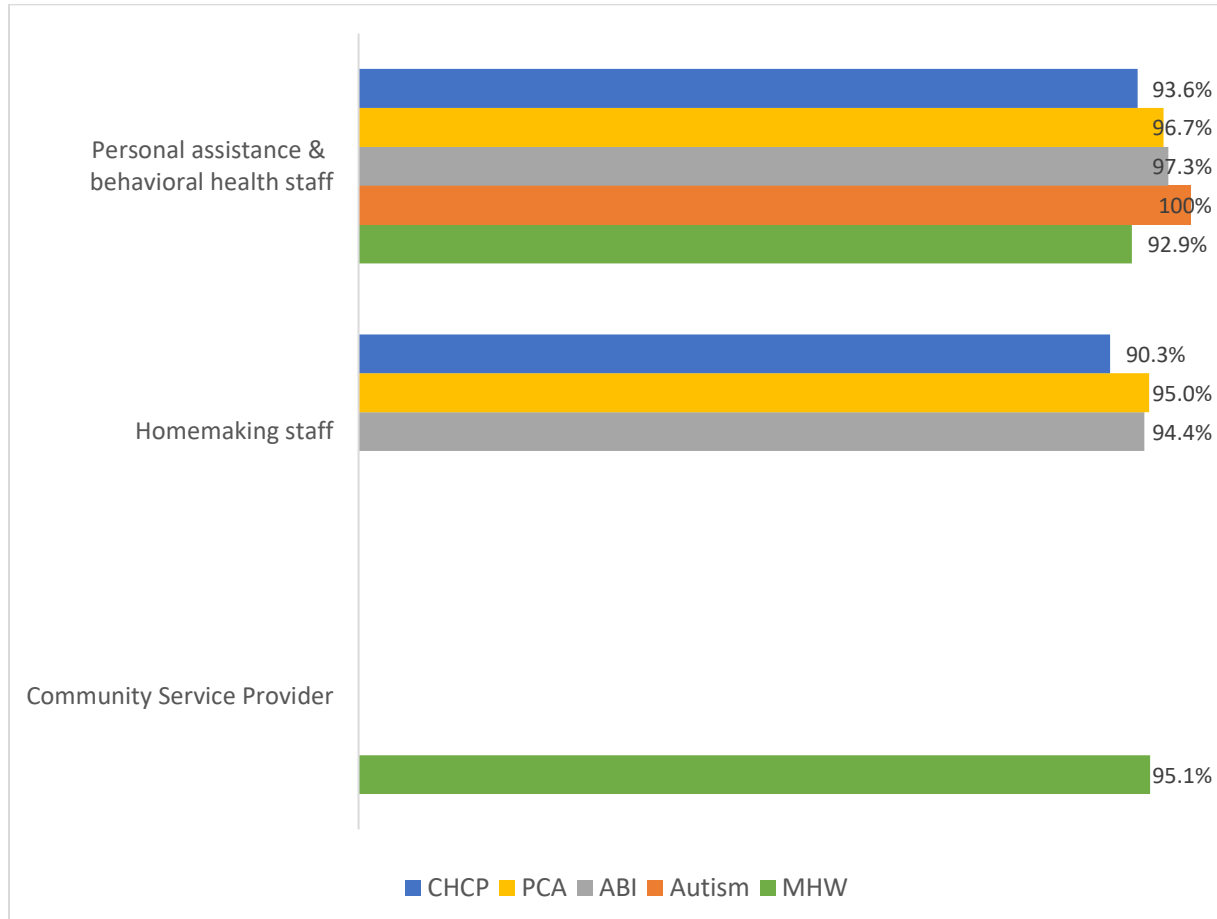


## F. Additional Findings by Program

### i. Additional staff, case manager, and care plan measures by program

Participants with personal care, RA, behavioral health, homemaking, or CSP services were asked, “Did {staff} encourage you to do things for yourself if you could?” Similar to the previous year, the majority of participants from all waivers reported their staff encouraged them in this way (Figure 16). The only notable difference was for Autism personal care, life skills coach, and community mentor staff – 100% of respondents said their staff encouraged them to do things for themselves; an increase of 6% from 2023.

Figure 16. Staff Encourage You to Do Things for Yourself - Percentage Positive Responses



Although the percentage of KBW, ABI, and Autism participants who knew their case manager decreased by 5-7% this year, still between 87-92% of CHCP, PCA, ABI, and Autism participants knew who their care manager is. KBW participants are consistently the least likely to know who their care manager is. One likely contributing factor is that even though the KBW provides a nurse case manager from a home health agency, the waiver does not provide other HCBS. Any other services the participant receives, such as PCA services from Community First Choice, must be obtained and managed directly by the parents or legal guardians.

Figure 17. Knows Who Care Manager Is – Percentage Positive Responses

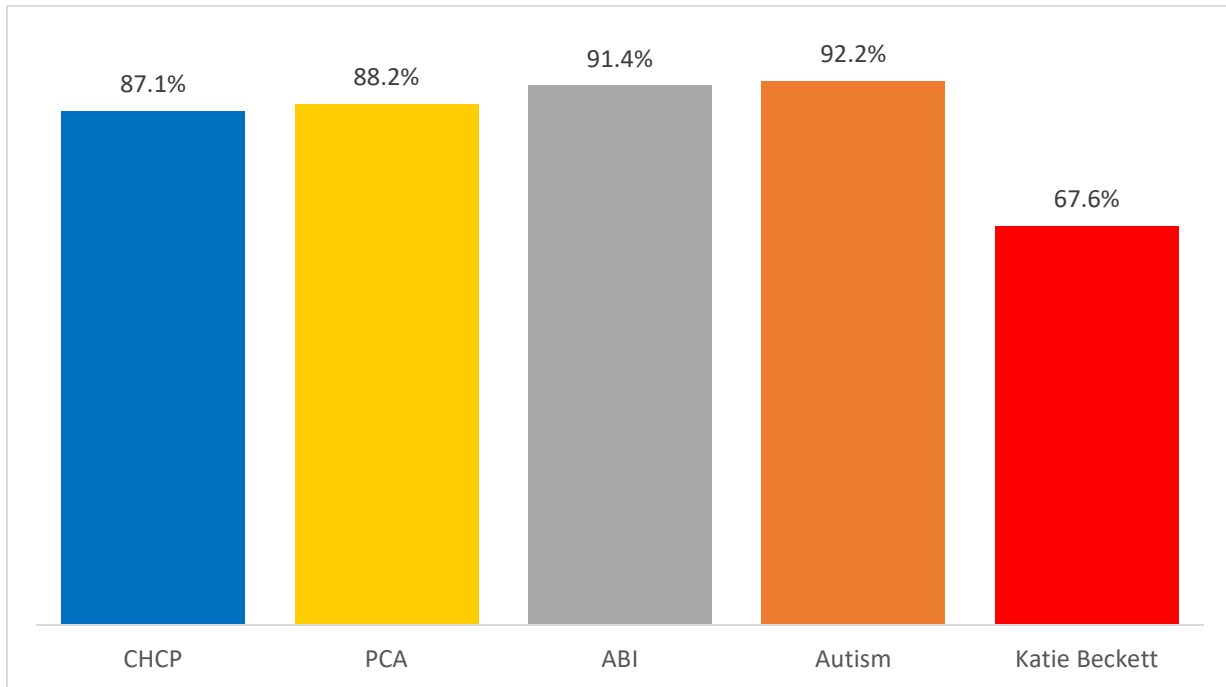


Figure 18 shows the wide variation between programs for how often respondents asked their care manager for help with changing services or with getting or fixing equipment. Most notably, ABI respondents were more than three to eight times more likely to ask for help with getting or fixing equipment than any other waiver. The percentage of PCA and CHCP respondents who asked their care manager for help with changing services or obtaining equipment fell sharply this year, while the percentage of ABI respondents asking for this assistance grew. In 2024, only 25% of PCA participants asked for assistance with services, and just 16% asked for help with equipment, compared to 53% and 42%, respectively, in 2023. Comments often reflected unmet needs for equipment or various services, while some changes were in process.

*If DSS can increase his general funds and also pay for supported employment that would be helpful. Autism*

*I'd like to get a walker with a seat. PCA*

*I do need a homemaker or companion because I need some help getting around in the community and with errands. CHCP*

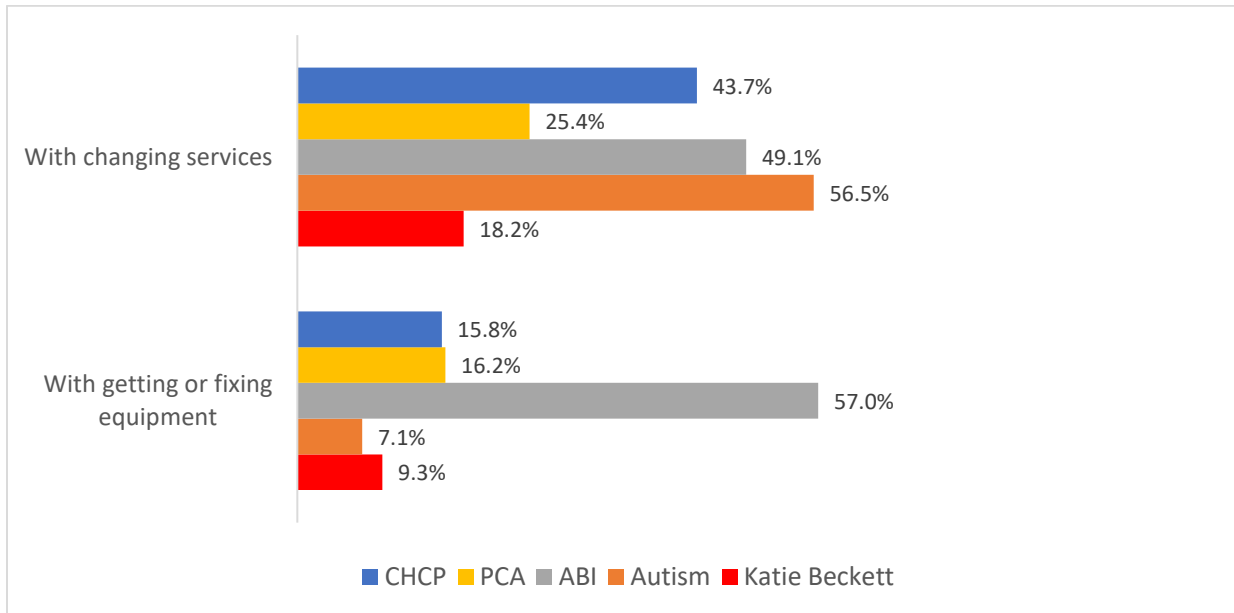
*[Wheelchair] equipment service needs to be improved. New wheelchair... doesn't hold charge, and [I] need a new bed. CHCP*

*I wish there was a day program and substance abuse counseling. PCA*

*[I'm] currently working with care manager to get a ramp installed outside of the house. CHCP*



Figure 18. Asked Care Manager for Assistance with Services/Equipment – Percentage Positive Responses



The great majority of participants in all programs said they knew someone to talk to if they wanted to change their care plan/service plan (Figure 19). When asked to name the person they would talk to, most participants reported they would talk to their case manager (Table 11). Despite this, there was still a significant gap between consumers who would talk to their case manager depending on their waiver program, varying from 61% (KBW) to 89% (PCA). Although not shown on Table 11, 43% of KBW respondents who knew someone to talk to would talk to their doctor or other health care provider to change their care plan. Still, not everyone knew what services might be available to them, such as this respondent, “A few months ago we heard that parents might get paid as caregivers, but were disappointed to find out that this was for DDS [Department of Developmental Services] only, and kids on the Katie Beckett waiver did not qualify for this.”

*I've had some issues with the agency not always having an aid to send me. I might want to change the agency in the future but I will let my care manager know. CHCP*

*I need more PCA care. I am working with [care manager name] about this. PCA*

*I am doing good so far. I am trying to stay healthy. I know some friends and family have been sick lately, but I call them every day to check in and talk. I don't need any other services right now, but I talk to [my care manager] every month, and I can call her if I need something. CHCP*

Figure 19. Knows Someone to Talk to if Want to Change Care Plan

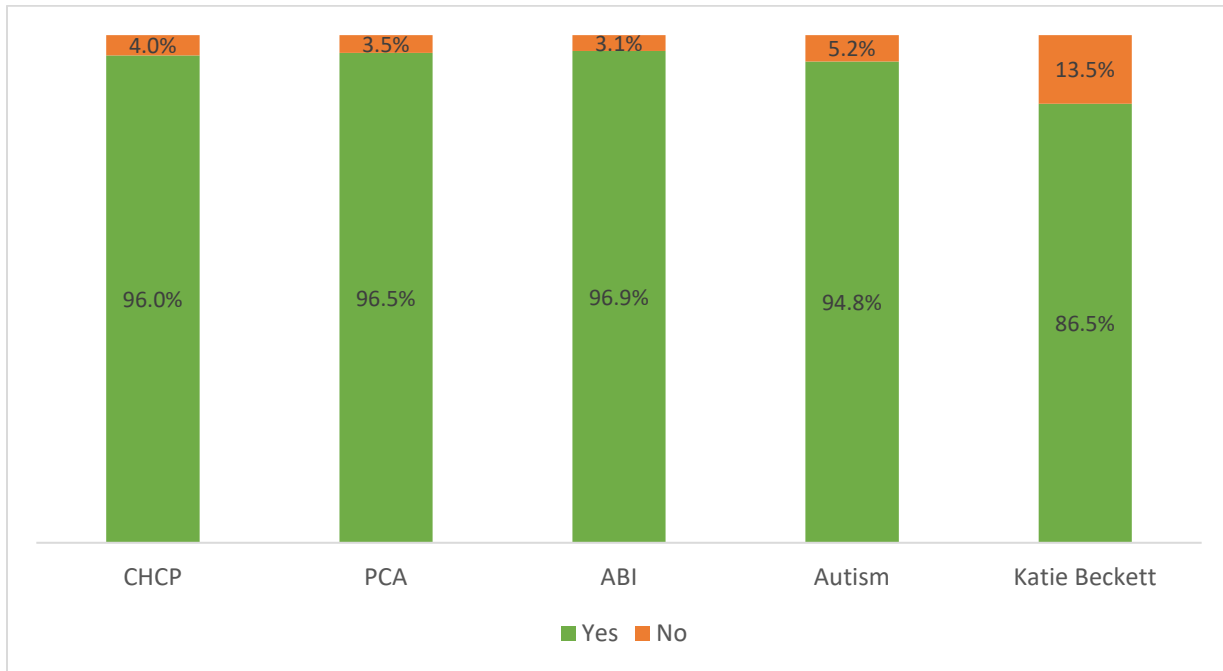


Table 11. Who Would You Talk to if You Wanted to Change Your Care Plan?\*

	CHCP N=491 n (%)	PCA N=286 n (%)	ABI N=322 n (%)	Autism N=75 n (%)	KBW N=71 n (%)
Case manager or social worker	413 (84.1)	255 (89.2)	236 (73.3)	51 (68.0)	43 (60.6)
Staff or home care provider	34 (6.9)	11 (3.8)	47 (14.6)	31 (41.3)	10 (14.1)
Family/friends	103 (21.0)	38 (13.3)	69 (21.4)	9 (12.0)	16 (22.5)
Someone else	16 (3.3)	1 (<1)	44 (13.7)	4 (5.3)	39 (54.9)
Do not know who to talk to	12 (2.4)	9 (3.1)	7 (2.2)	2 (2.7)	7 (9.9)

\*Multiple choice, select all that apply

## ii. Living situation and social support

Similar to previous years, a large majority of MHW participants (84%) lived alone or without other adults, as did 64-65% of ABI and CHCP and 54% of PCA participants (Table 12). Participants in the MHW also had fewer family who lived nearby compared to all other waivers. Compared to the other programs, ABI participants were the least likely to live with family but were the most likely to live with people unrelated to them.

Table 12. Living Situation and Social Support\*

	CHCP	PCA	ABI	Autism	KBW	MHW
	%	%	%	%	%	%
Number of adults living in household	N=499	N=287	N=322	N=77	N=74	N=188
1	63.5	54.4	64.9	24.7	5.4	84.0
2-3	34.1	42.9	29.8	63.6	82.4	14.4
4+	2.4	2.8	5.3	11.7	12.2	1.6
Lives with family^	N=182	N=131	N=116	N=58	N=70	
Yes	75.8	86.3	70.7	89.7	90.0	
No	24.2	13.7	29.3	10.3	10.0	
Lives with non-family^	N=182	N=131	N=115	N=58	N=70	
Yes	20.3	12.2	36.5	12.1	8.6	
No	79.7	87.8	63.5	87.9	91.4	
Family live nearby	N=498	N=285	N=324	N=77	N=74	N=193
Yes	74.5	80.7	73.8	74.0	83.8	63.2
No	25.5	19.3	26.2	26.0	16.2	36.8
Friend/s live nearby	N=499	N=285	N=321	N=77	N=72	N=189
Yes	59.5	65.3	47.4	49.4	75.0	59.8
No	40.5	34.7	52.6	50.6	25.0	40.2

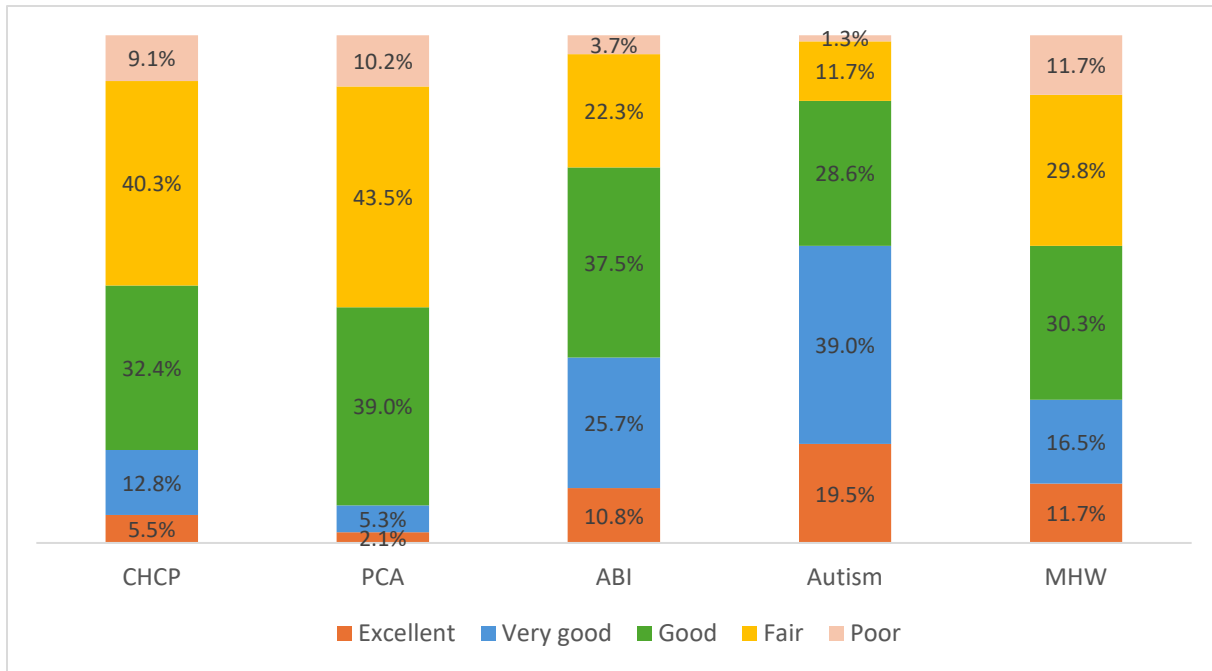
\*Percentages listed for each item are based on the total number of valid responses to that question (N)

^Item not asked on MHW survey

### iii. Physical and mental health

Two separate questions asked respondents to rate their physical health and their mental or emotional health, with response choices from excellent to poor. About half of both PCA (54%) and CHCP (49%) participants rated their physical health as fair or poor, as did 42% of MHW participants (Figure 20).

Figure 20. Self-Reported Physical Health\*



\*KBW not shown due to missing data

Approximately one-third of CHCP (36%), ABI (35%), and Autism (35%) participants rated their mental or emotional health as excellent or very good (Figure 21). Not surprisingly, MHW participants (37%) were the most likely to report fair or poor mental health.

Figure 21. Self-Reported Mental or Emotional Health\*



\*KBW not shown due to missing data

**iv. Transportation service, home-delivered meals, and day program use**

Compared to last year, ABI waiver participants increased their use of a van or transportation service, while PCA participants’ use decreased (Table 13). For example, 12% of ABI participants used a transportation service in 2023, compared to 22% this year. Multiple comments highlighted the transportation challenges participants continue to face in FY 2024, including scheduling, missed appointments, and reliability. Commented on ABI participant, “The biggest improvement they can make is in medical transportation. I have the skills to use it but the experiences make me not want to use at all because of waiting time.”

Table 13. Use of Van or Transportation Service

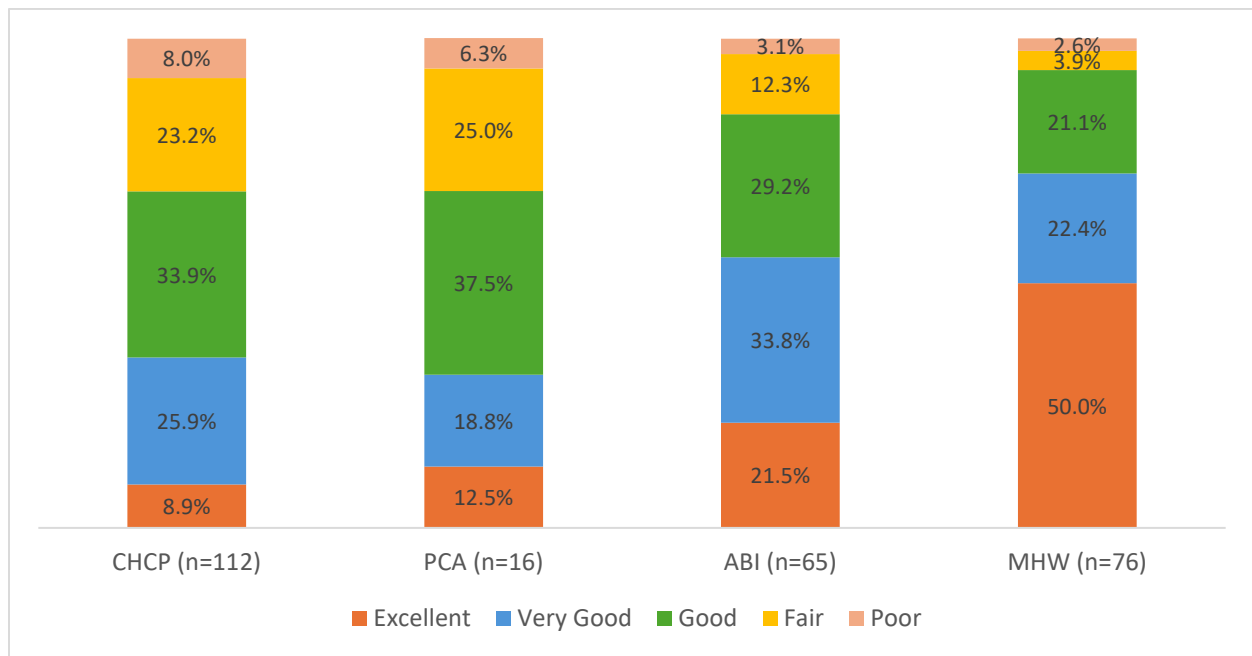
	CHCP % N=497	PCA % N=285	ABI % N=320	Autism % N=77	KBW % N=70
Yes	27.4	42.5	22.2	14.3	5.7
No	72.6	57.5	77.8	85.7	94.3

A total of 269 participants reported using a home delivered meal service, including over one-third (36%) of MHW participants (Figure 22). While most participants rated their meal service as good or better, MHW participants rated theirs even higher, with 50% reporting their meal service was excellent. CHCP participants were the least happy with their meal service – 31% said it was fair or poor. CHCP participants’ use of home delivered meals also decreased from 28% in 2023 to 22% this year.

*[Home delivered company] is good, but it would be nice if they offered more variety. ABI*

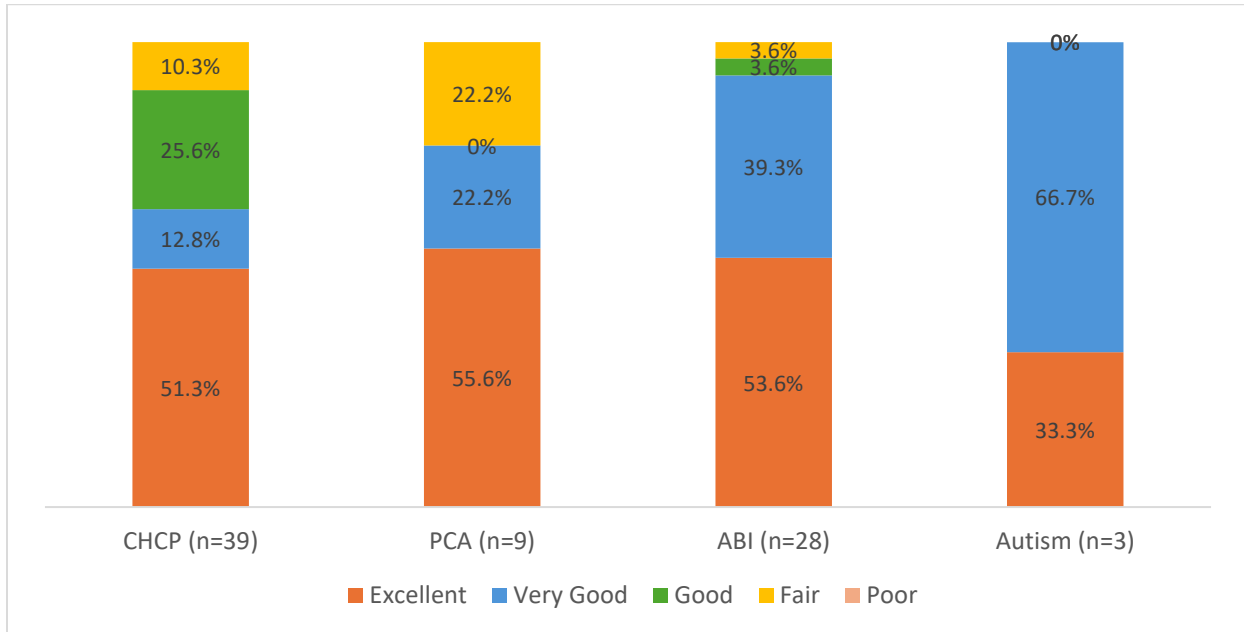
*I was getting Meals on Wheels but stopped them recently because they were upsetting my stomach. CHCP*

Figure 22. Experience with Home Delivered Meal Services



Just 76 participants (6%) reported receiving day program services. In contrast to the last two years, ABI consumers were more satisfied with their day programs compared to either CHCP or PCA consumers (Figure 23).

Figure 23. Experiences with Day Program Services



#### v. Personal safety and respect follow-up

Eighteen participants (1% of all participants) said that their staff had taken their money or things without permission: 10 MHW, 5 CHCP, 2 ABI, and 1 PCA. Eleven of these participants said someone was working with them to fix the problem. Twenty-two participants said that their staff had yelled or cursed at them: 12 MHW, 4 ABI, 3 CHCP, 2 Autism, and 1 PCA. Twelve of these consumers said someone was working with them to fix the problem.

#### vi. Emergency contact

Another open-ended question asked consumers who they would contact in case of an emergency (Table 14). Neither the survey nor the interviewers defined what “emergency” meant, and participants could identify more than one person. Responses show that family and friends play a large role in consumer emergency plans. Similar to previous years, with the exception of KBW, the majority of participants in each program would contact their family or friends in case of an emergency, followed by 911. KBW participants were most likely to call 911, followed by family or friends.

Table 14. Who would you contact in case of an emergency?\*

	CHCP N=496 %	PCA N=286 %	ABI N=317 %	Autism N=74 %	KBW N=72 %
Family/friend	51.0	64.0	66.9	82.4	63.9
Case manager	4.2	1.0	5.4	2.7	9.7
Home care agency or staff	2.8	4.2	18.9	13.5	1.4
PERS/Lifeline	45.2	17.1	12.9	0	1.4
911	48.6	59.4	39.7	20.3	81.9
Someone else	4.4	1.0	6.0	4.1	38.9

\*Multiple choice question. The percentages listed for each item are based on the total number of valid responses to the question (N).

### vii. Self-directed employment of paid assistants

To measure use of consumer employer self-direction, consumers were asked if their caregivers come from an agency or if they or a family member find and hire their caregivers. Not surprisingly, 77% of PCA participants hired their own staff, compared to 14% of CHCP (Table 15). All waiver programs experienced an increase in hiring their own staff compared to the previous year, most notably among KBW, which went from 59% in 2023 to 75% in 2024. Self-directing consumers were then asked if they employed family members as staff. Although only a small percentage of CHCP participants self-directed their services, 69% of them hired family members, as did 52% of KBW respondents. Participants or their families most frequently employed adult children, siblings, or parents as staff.

Table 15. Self-Direction

	CHCP %	PCA %	ABI %	Autism %	KBW %
How hire staff	N=471	N=285	N=318	N=66	N=28
Agency	86.4	22.8	66.4	75.8	25.0
Self-hire	13.6	77.2	33.6	24.2	75.0
Employs family members	N=64	N=219	N=106	N=16	N=21
Yes	68.8	40.2	25.5	31.3	52.4
No	31.3	59.8	74.5	68.8	47.6

## G. Employment

PCA, ABI, and Autism participants were asked the HCBS CAHPS employment module, which covers work status, goals, and assistance finding a job.

### i. Employment status

Figures 24 and 25 show employment status and goals. Similar to previous years, there was a striking difference with respect to rate of employment among the three waivers, with Autism respondents the most likely to be employed. In addition, 46% of unemployed Autism participants would like to work, as would 24% of unemployed ABI participants.

The percentage of unemployed PCA participants who would like to work has continued to decrease over the past several years, from 27% in 2022, to 14% in 2023, and 9% in 2024.

Figure 24. Employment Status

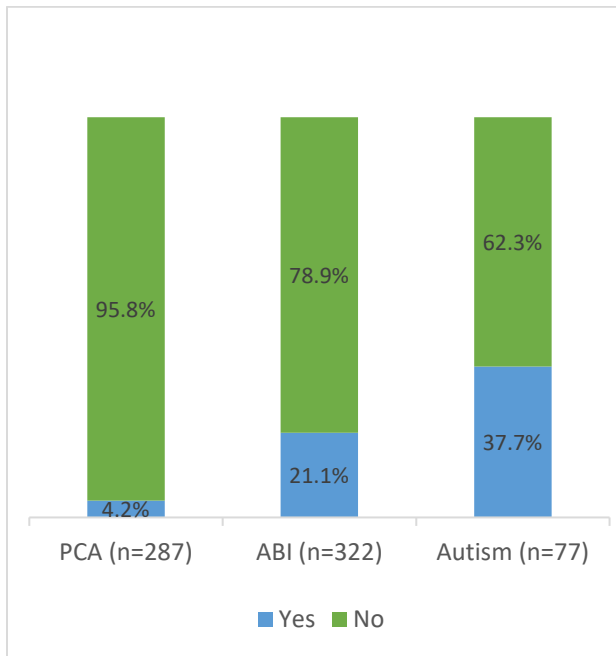
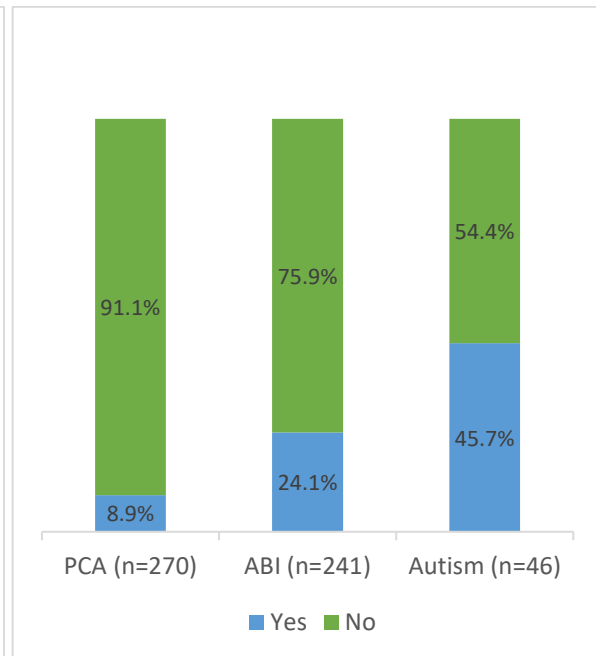


Figure 25. Employment Goal



Unemployed PCA and ABI respondents who wanted to work most often cited physical disability or mental health related concerns as a reason for not working (Table 16). Seventy-six percent of unemployed PCA participants and 61% of ABI participants who did not want to work said health or disability related concerns were holding them back from wanting to work, representing substantial increases over last year. At the same time, the percentages of PCA and ABI respondents who said they don't want to work decreased in 2024. Other challenges mentioned less frequently by unemployed participants who wanted to work included not able to find work, lack job resources including job coaches, potential loss of benefits, and transportation. One parent commented:

*The transportation portion of the waiver under the waiver is non-existent. [My son] ends up using IGS funds to pay for transportation because they can find a way to transport him to work under the waiver and function in the community. Parents feel there is nobody proactively working to find a solution. The case worker states there is a local taxi service he may use, but no solution to help pay for it. The IGS funds he uses for work doesn't last long, and if he used it continuously, those funds wouldn't last a month. The program helps people find employment but then the program doesn't have a way to get the client to work. Autism*



Table 16. Most Common Reasons for Not Working\*

Participants who would like to work	PCA N=23 n (%)	ABI N=57 n (%)	Autism N=21 n (%)
Physical or mental health/disability	16 (69.6)	27 (47.4)	4 (19.0)
Don't know about job resources	2 (8.7)	6 (10.5)	0 (0)
Looking for but cannot find work	1 (4.3)	6 (10.5)	7 (33.3)
Loss of benefits	1 (4.3)	4 (7.0)	0 (0)
Transportation	1 (4.3)	4 (7.0)	1 (4.8)
Other	1 (4.3)	17 (29.8)	9 (42.9)
Nothing is holding me back	2 (8.7)	6 (10.5)	3 (14.3)

Participants who do not want to work	PCA N=245 n (%)	ABI N=175 n (%)	Autism N=25 n (%)
Physical or mental health/disability	186 (75.9)	106 (60.6)	5 (20.0)
Do not want to work	53 (21.6)	57 (32.6)	14 (56.0)
Loss of benefits	10 (4.1)	4 (7.0)	0 (0)

\*Multiple choice

Sixty percent (n=12) of unemployed Autism participants who wanted to work asked for assistance with finding a job, as did 43% of PCA participants (Figure 26). Both of these represent increases over last year. The majority of unemployed ABI and Autism participants who did not ask for help knew that employment assistance was available (Figure 27).

Figure 26. Sought Out Employment Assistance

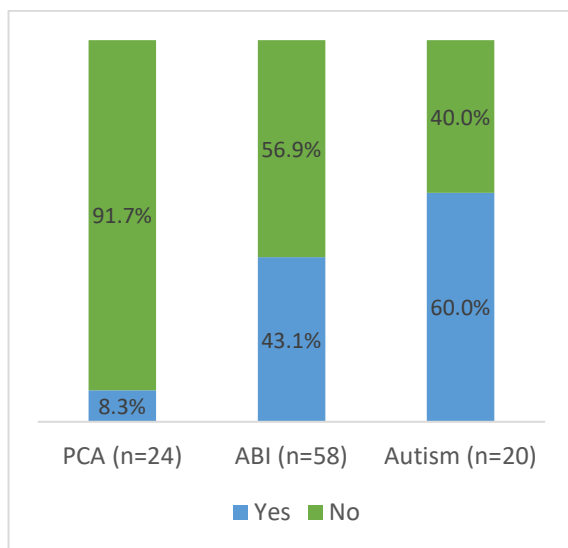
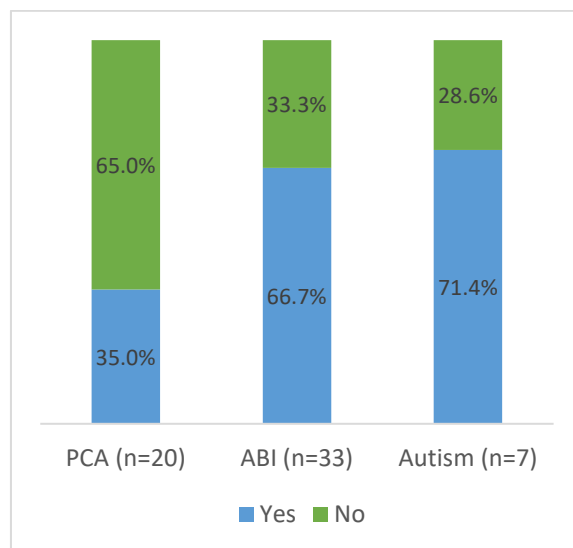


Figure 27. Aware of Employment Assistance



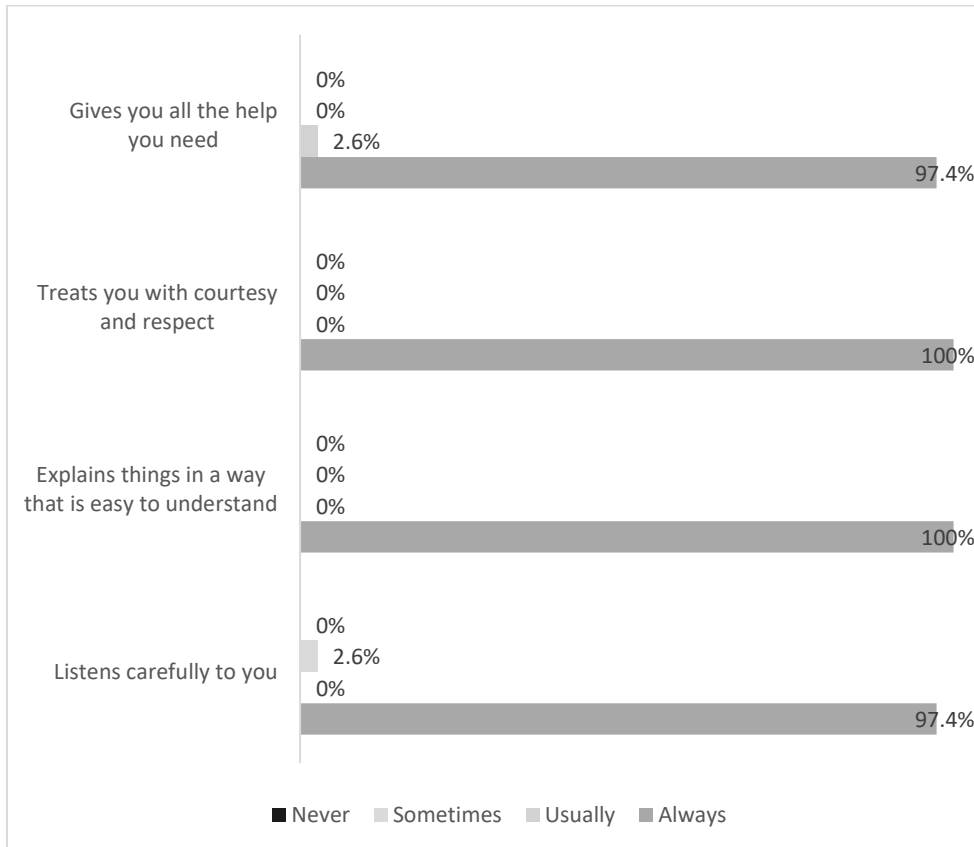
## ii. ABI and Autism Employment Experiences

The ABI and Autism waivers provide various employment services for participants including job coach services. When employed ABI and Autism participants were asked who helped them find their current job, both ABI and Autism participants most often found their jobs using waiver/vocational staff. A majority of both ABI and Autism participants said they helped choose their job.

### ABI Job Coach

Twenty-one percent (n=68) of ABI participants were employed. Sixty percent (n=43) of employed ABI participants reported someone was paid to help them with their job; 39 answered job coach questions. Almost all of these participants (97%) said that their job coaches encouraged them to do things for themselves, and the great majority reported positive experiences with their job support staff (Figure 28). As reported earlier in Figures 3 and 5, ABI participants as a whole gave their job coaches very good ratings (mean score 4.8 out of 5) and recommendations (mean score 3.9 out of 4).

Figure 28. ABI Job Coach Items



### Autism Job Coach

Thirty-eight percent (n=29) of Autism participants were employed. Forty-one percent (n=12) of employed Autism participants said someone was paid to help them with their job; 10 answered at least some of the job coach questions. Most of these participants reported that their job coach usually or always gave them the help they needed, treated them with courtesy and respect, explained things in a way that was easy to understand, and listened carefully to them. Most participants also reported receiving encouragement from their job coach to do things for themselves if they could. At the same

time, there is room for improvement especially with job coach training, as evidenced by one parent's comment:

*The coaches need to have autism specific training, not just general disabilities training. There are very specific things that are missed, and coaches are very reliant on the parent's feedback to learn or know what [participant's] needs are... The job coaches have a lack of job coaching training. They are not a job coach by trade or never had prior experience. The employer did not know what a disability related accommodation was and [I] had to push for the accommodation to be put in writing, but the employer did not seem to understand that, and the job coach should have been able to identify these accommodations in order to protect [participant's] job. [Participant] was fired from his job after 5 years of employment there, although he had a job coach. Job coaches should [have] training in job accommodations. Autism*

## H. CHCP, PCA, and ABI Additional Data by Agency

This section presents CHCP, PCA, and ABI key results by each Access Agency. Figures show the percentage of participants who gave the most positive answer for the composite measures, staff global ratings, and staff recommendations. **Note that the Access Agencies provide care management only. Except for care manager related items, the ratings and recommendations of other staff and most composite scores do not reflect the quality of the agency providing the case management.** Other factors to consider include the area or town where the participant lives, the number and quality of homecare agencies and staff, access to transportation, and the number and quality of PCAs for self-directed consumers.

### i. CHCP programs

Many of the CHCP composite scores showed variation among the agencies (Figure 29). CHCP participants gave high scores for the composite case manager is helpful, ranging from 94% (Agency K) to 100% (Agency S). Scores for choosing services which matter to you varied widely among agencies, from 77% (Agency K) to 93% (Agency N). All agencies had lower scores for community inclusion and empowerment, especially Agency K (52%) and Agency S (53%), indicating areas for program improvement.

Case manager highest ratings and recommendations also varied among agencies (Figures 30 and 31). Most notably, the percentage of CHCP participants who would rate their case manager a 9 or 10 ranged from 59% (Agency S) to 85% (Agency N). Once again, Agency K had the lowest percentage of CHCP participants who would definitely recommend their case manager, with agency-wide scores ranging from 73% (Agency K) to 90% (Agency Y and Agency N).

Figure 29. CHCP Composite Measures by Agency: Percentage with Highest Score

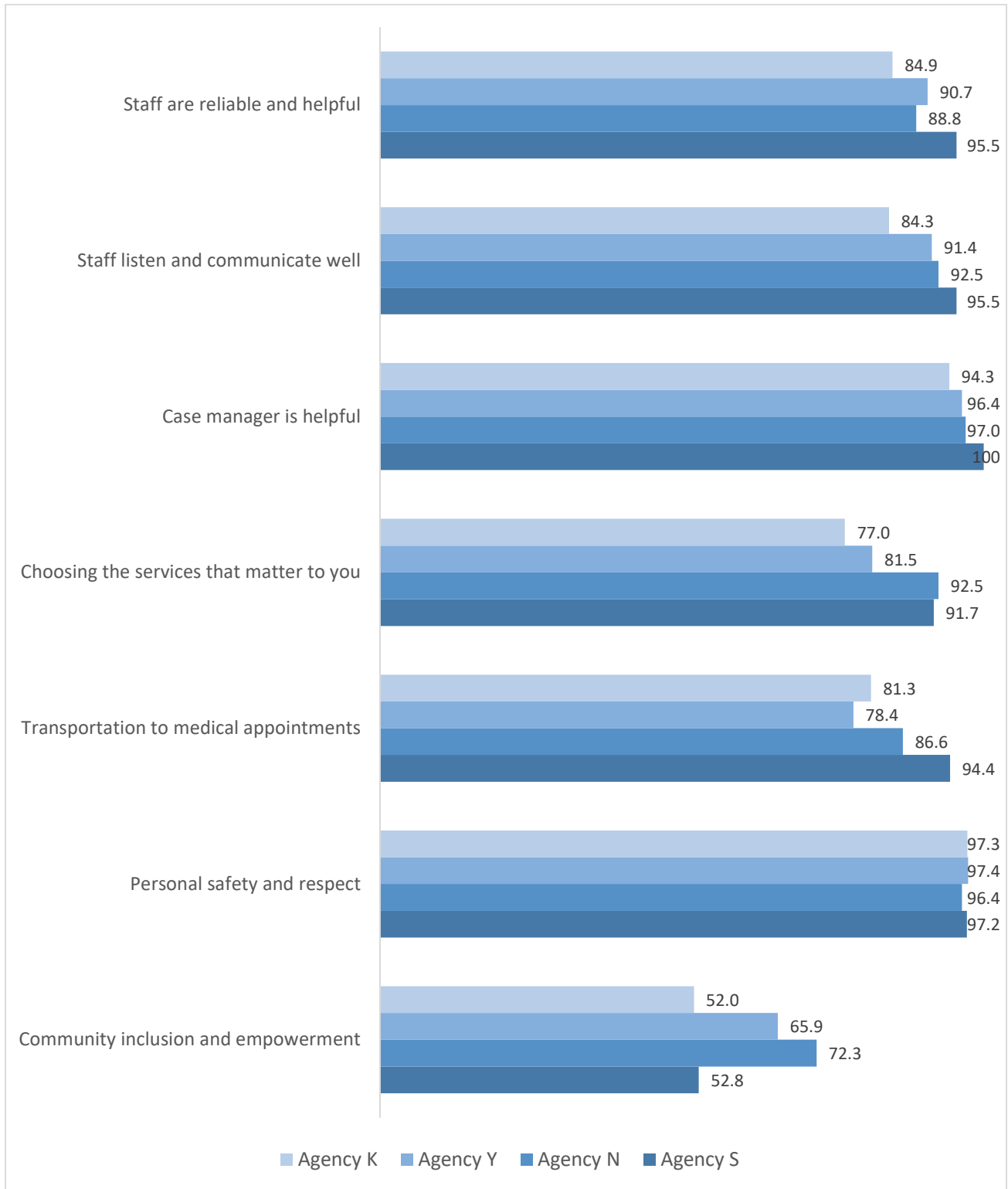


Figure 30. CHCP Global Ratings by Agency: Percentage Who Rate Their Staff a “9” or “10”

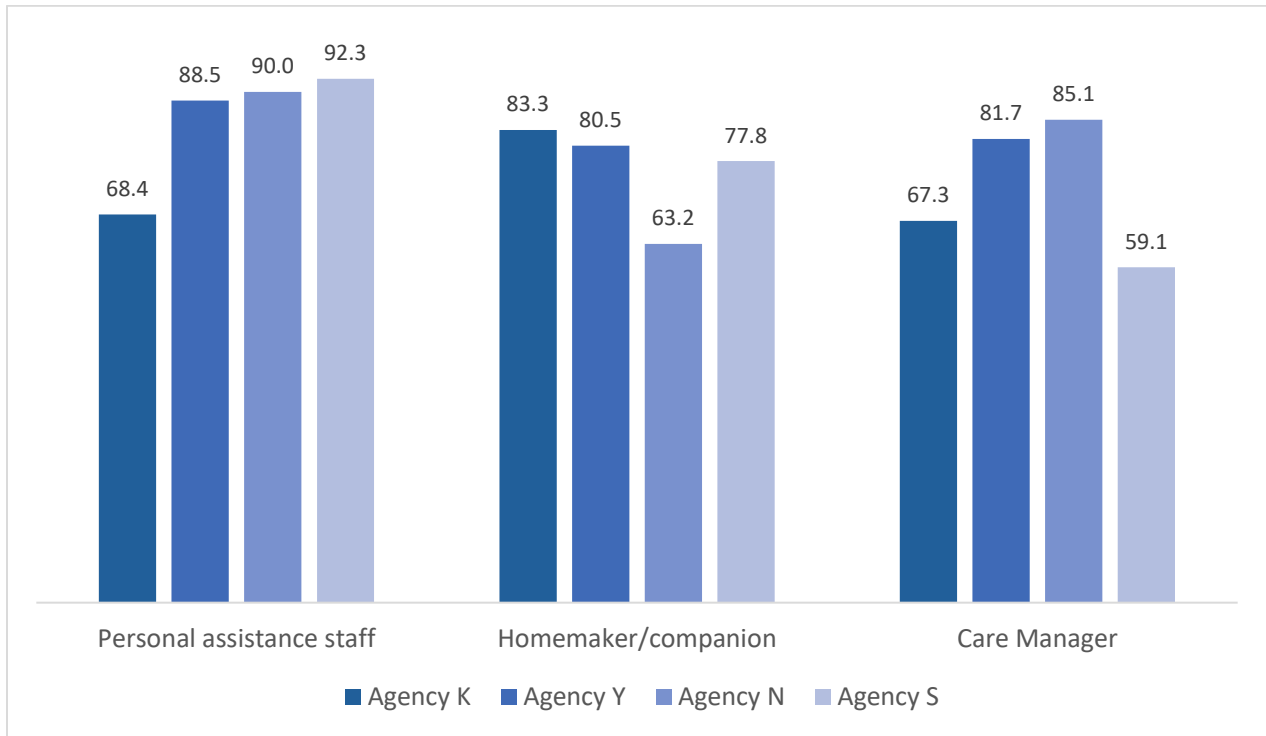
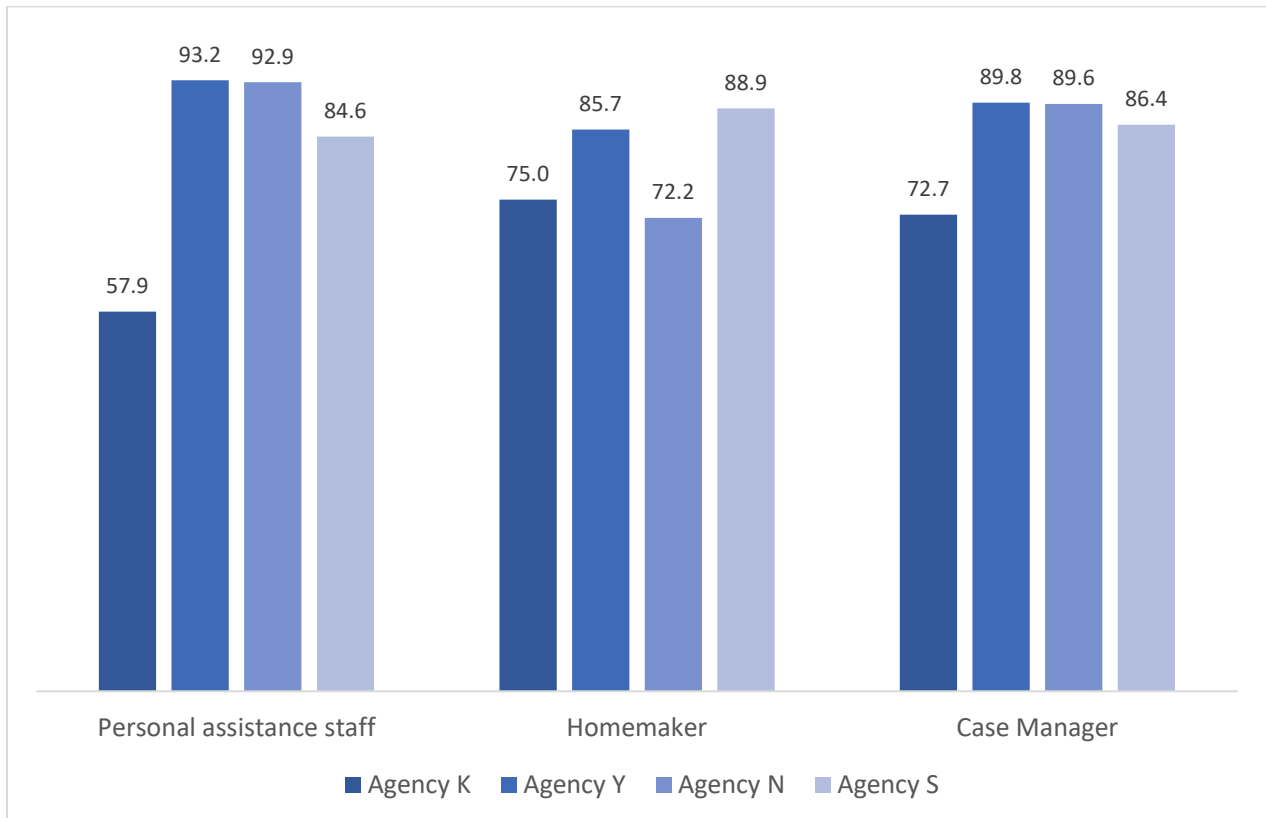


Figure 31. CHCP Recommendations by Agency: Percentage Who “Definitely” Recommend Their Staff



ii. PCA waiver

Figure 32 shows much interagency variation across most of the PCA composite measures with few identifiable trends. Scores for composite measures case manager is helpful, choosing services that matter to you, and transportation to medical appointments varied more widely this year. For example, percentage of PCA participants with the highest composite score for case manager is helpful ranged from 57% (Agency K) to 100% (Agency N, Agency S), while choosing the services which matter to you varied from 59% (Agency Y) to 100% (Agency S). PCA care manager global rating and recommendations also showed interagency variation (Figures 33 and 34). The percentage of PCA participants who rated their case manager a 9 or 10 ranged from 58% (Agency Y) to 90% (Agency N), and 56% (Agency S) to 92% (Agency N) of participants would definitely recommend their case manager.

Figure 32. PCA Composite Measures by Agency: Percentage with Highest Score

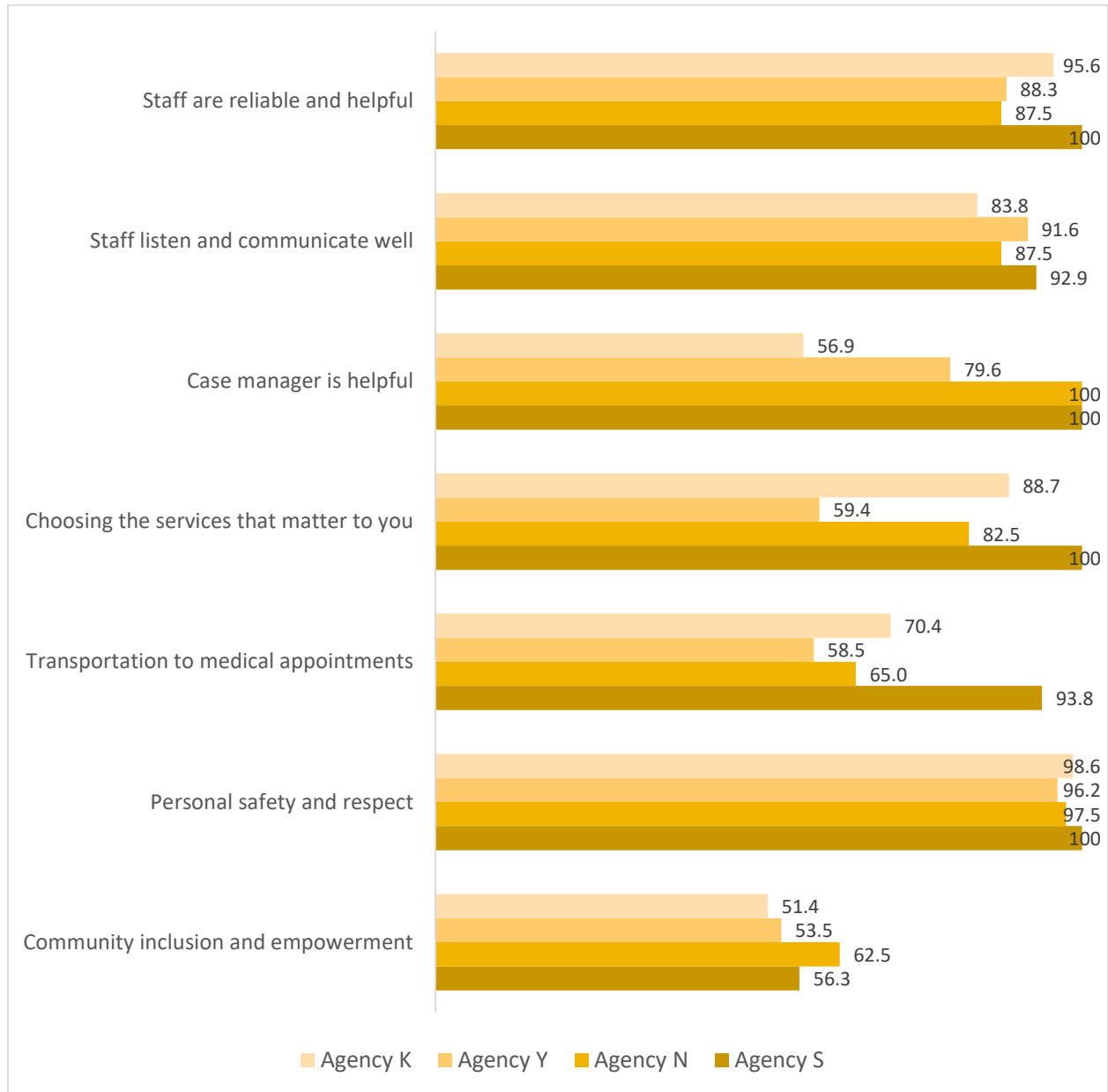
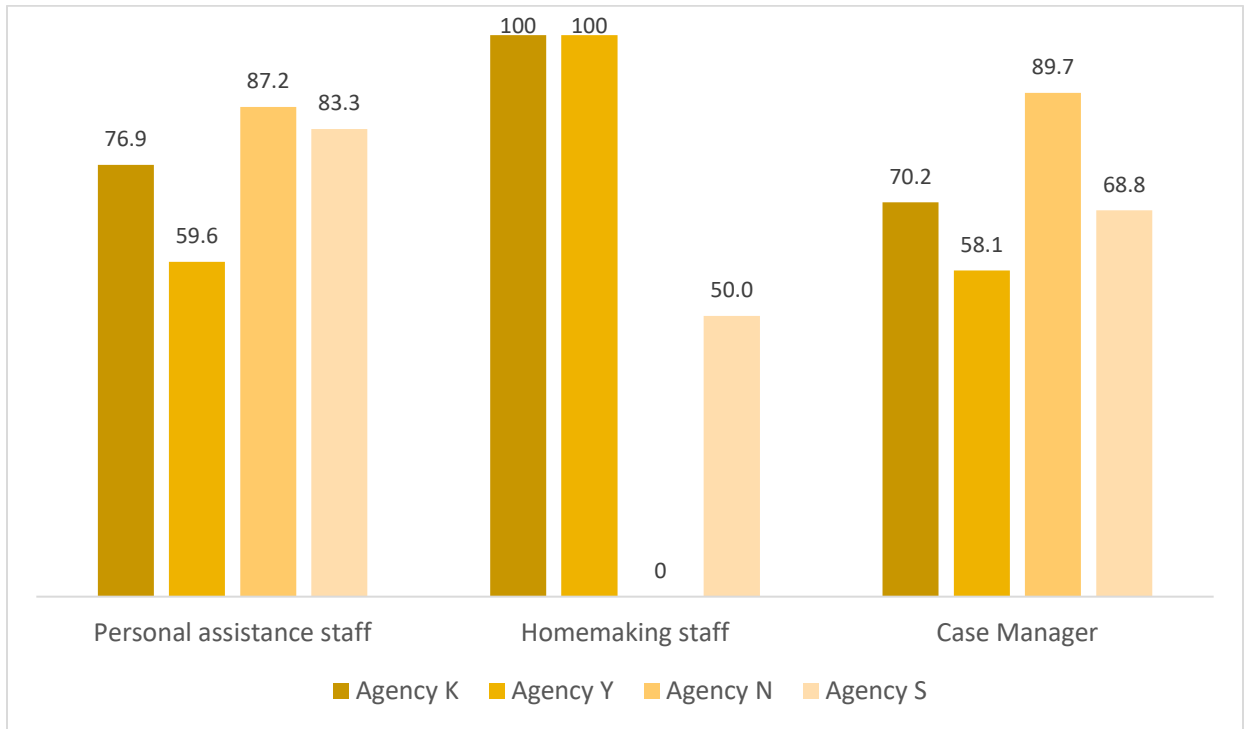
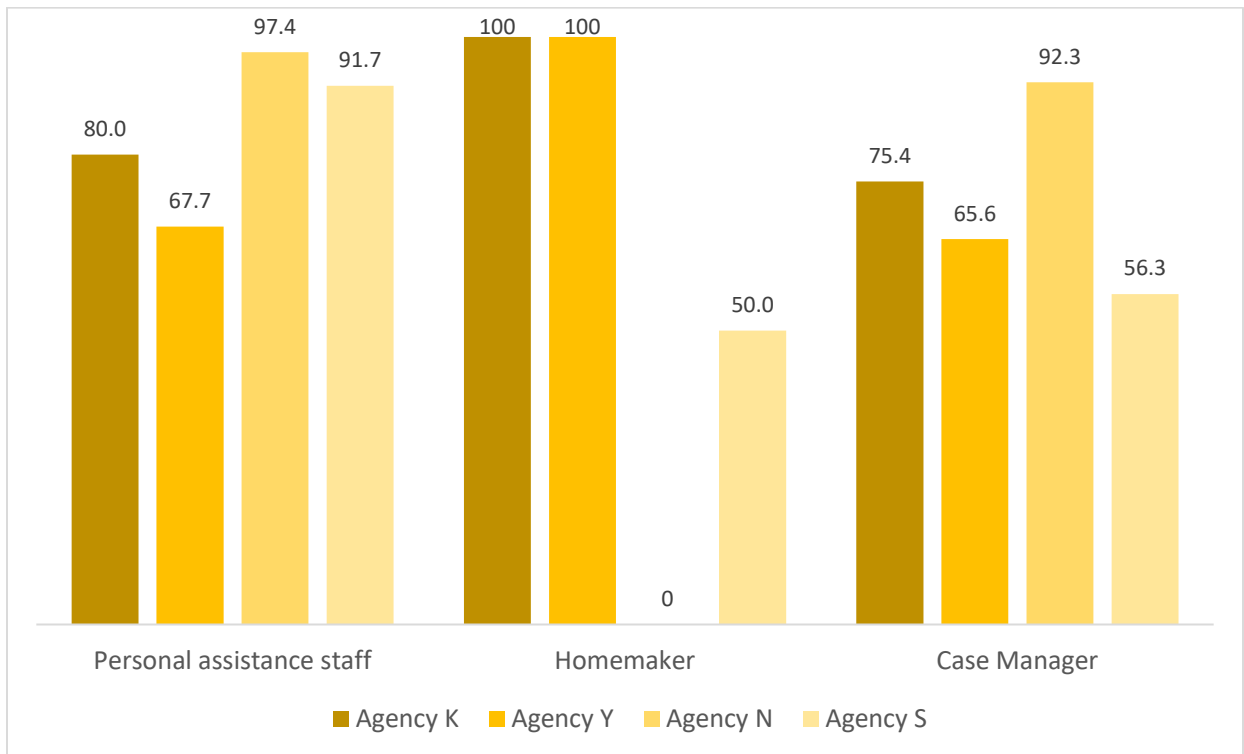


Figure 33. PCA Global Ratings by Agency: Percentage Who Rate Their Staff a “9” or “10”\*



\*Only 21 consumers across all agencies had distinct homemaking staff who did not also provide personal care.

Figure 34. PCA Recommendations by Agency: Percentage Who “Definitely” Recommend Their Staff\*



\*Only 21 consumers across all agencies had distinct homemaking staff who did not also provide personal care.

### iii. ABI waivers

Many of the ABI composite scores, staff global ratings, and staff recommendations showed wide variation across the three ABI care management agencies (Figures 35, 36, and 37). Scores for the composite case manager is helpful were all high, ranging from 95% (Agency F) to 100% (Agency H), while between 75% (Agency F, Agency D) and 96% (Agency H) of ABI participants gave the highest scores for choosing the services that matter to you. The percentage of ABI participants who rated their case managers a 9 or 10 varied from 69% (Agency F) to 78% (Agency H). ABI case manager recommendation showed greater variation – 65% of Agency D, 80% of Agency F, and 100% of Agency H ABI participants would definitely recommend their case manager.

Figure 35. ABI Composite Measures by Agency: Percentage with Highest Score

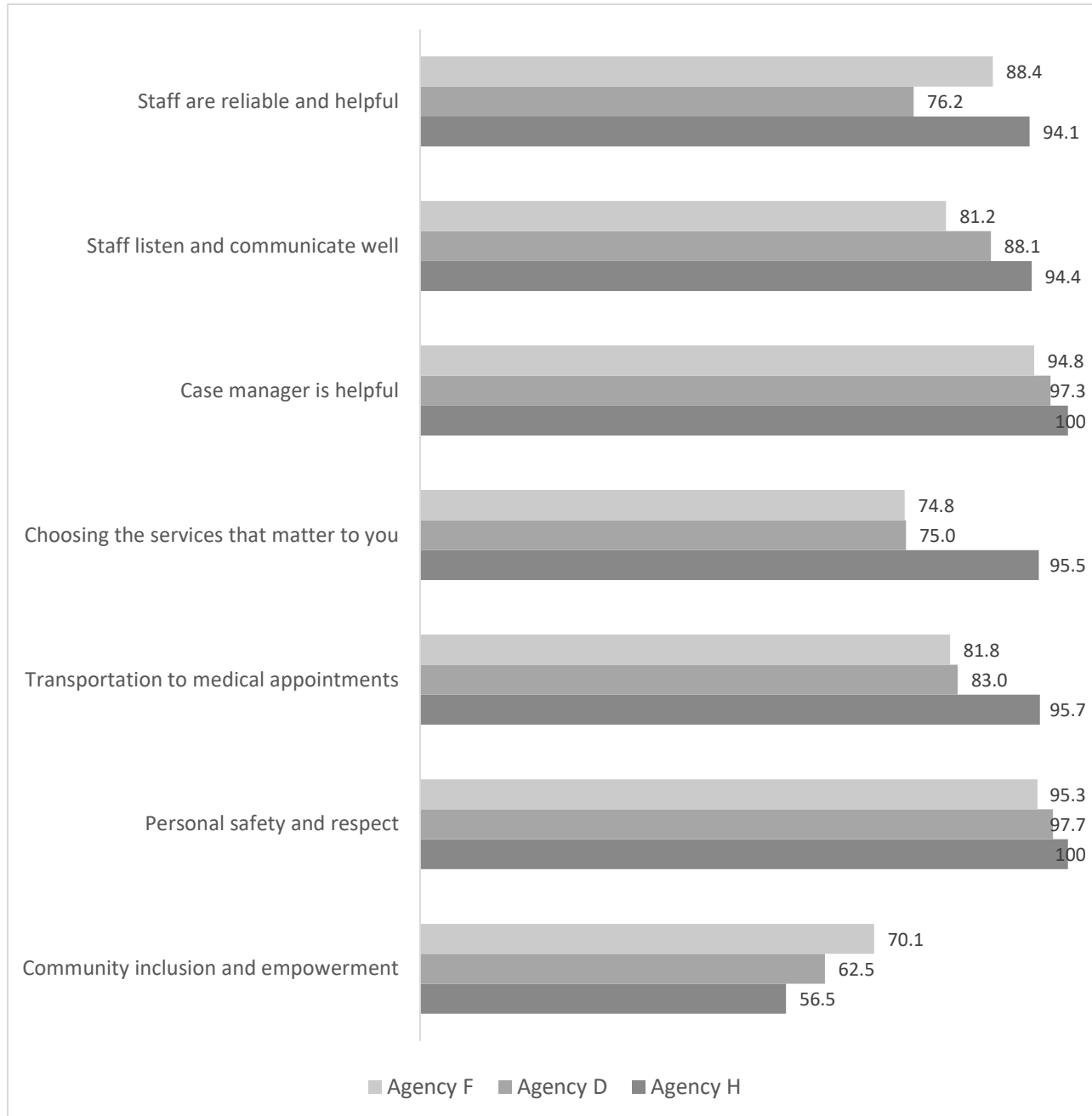
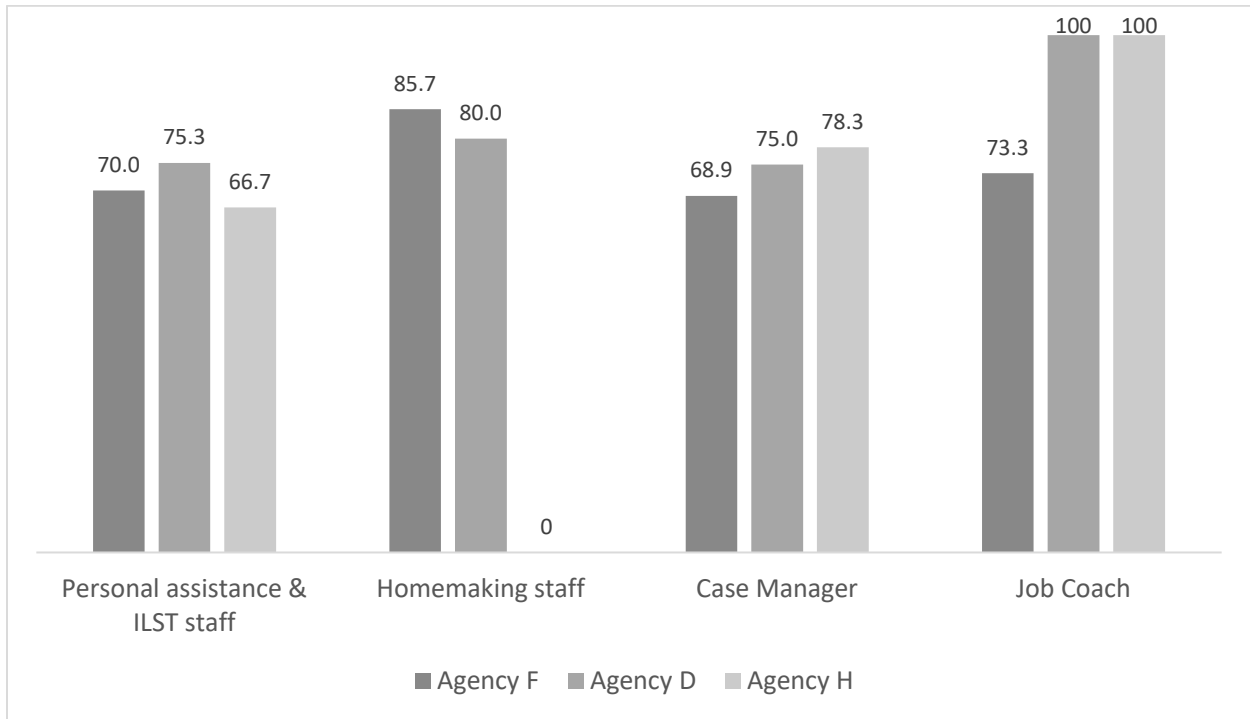


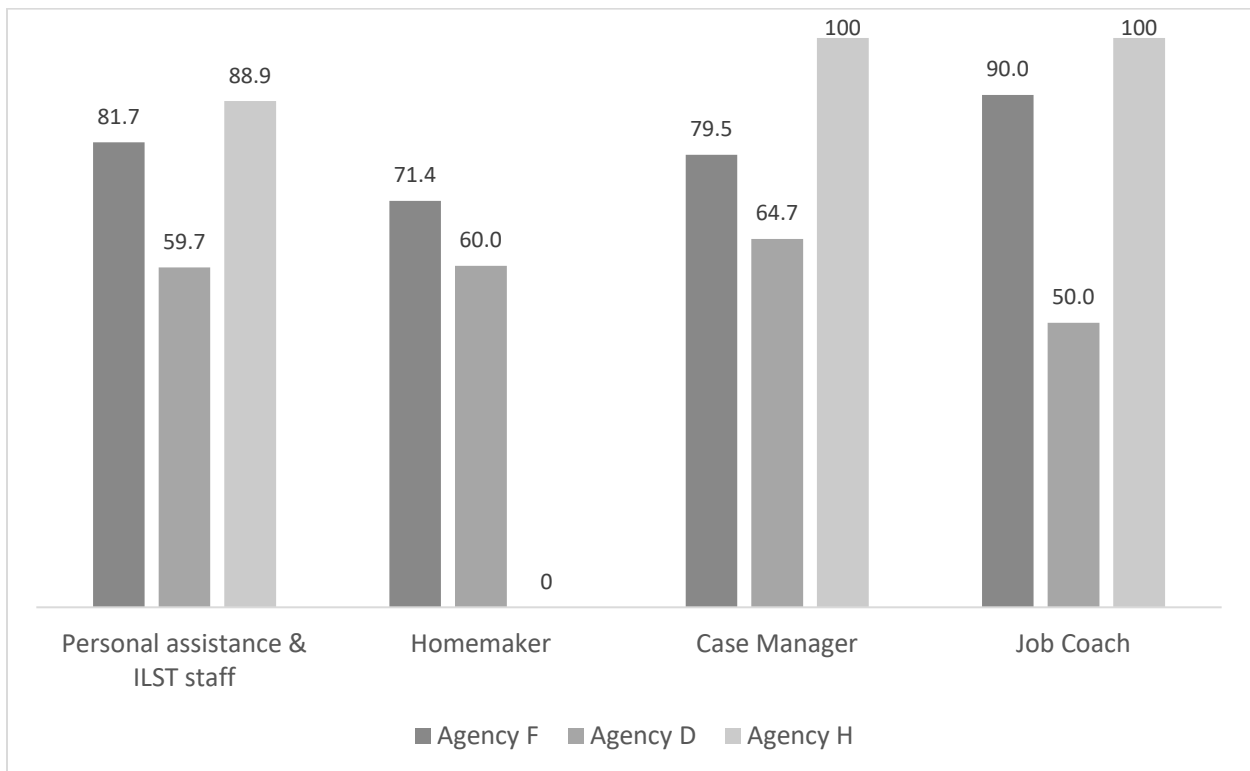


Figure 36. ABI Global Ratings by Agency: Percentage Who Rate Their Staff a “9” or “10”\*



\*Agency H homemaking only staff n=0

Figure 37. ABI Recommendations by Agency: Percentage Who “Definitely” Recommend Their Staff\*



\*Agency H homemaking only staff n=0

## I. Mental Health Waiver Consumer Experience

This section shows the collective experience of the 214 MHW clients who completed a MHW participant survey in FY 2024 (Table 17). Results from items either unique to the MHW survey or which do not represent a full HCBS CAHPS composite are presented. See Section D for MHW HCBS CAHPS composite, global ratings, and recommendation results. Thirty-four more MHW surveys were completed this year, increasing the response rate from 83% to 94%. While the revised MHW survey and administration lead to a higher response rate, one limitation of this approach is its possible effect on the validity of survey responses. The validity of the HCBS CAHPS survey was established by asking all the applicable items in a specific order and having an interviewer administer the survey. In addition, with the online and paper surveys there is no way to determine the presence of a paid provider. The use of a subset of questions also limits the ability to compare the experience of MHW participants to participants in other waivers, most notably the CHCP, PCA and ABI programs.

Table 17. MHW Interview Type

Survey Completed by:	MHW n (%)
Either Paper or Telephone	169 (79.0)
Online	45 (21.0)
Total	214 (100)

### i. Recovery Assistants

The vast majority (89%) of MHW participants received RA assistance in the 3 months prior to completing the survey. Overall, MHW participants reported positive experiences with their RAs (Figure 38). At least 86% of MHW clients responded always or usually in response to each RA experience question. In addition, 93% percent of MHW participants felt that their RA knew what kind of help they needed with their everyday activities, like getting ready in the morning, getting groceries, or going places in the community. At the same time, when asked to rate their RAs, only 61% of participants gave their RA a 9 or 10 (Figure 4). Comments included:

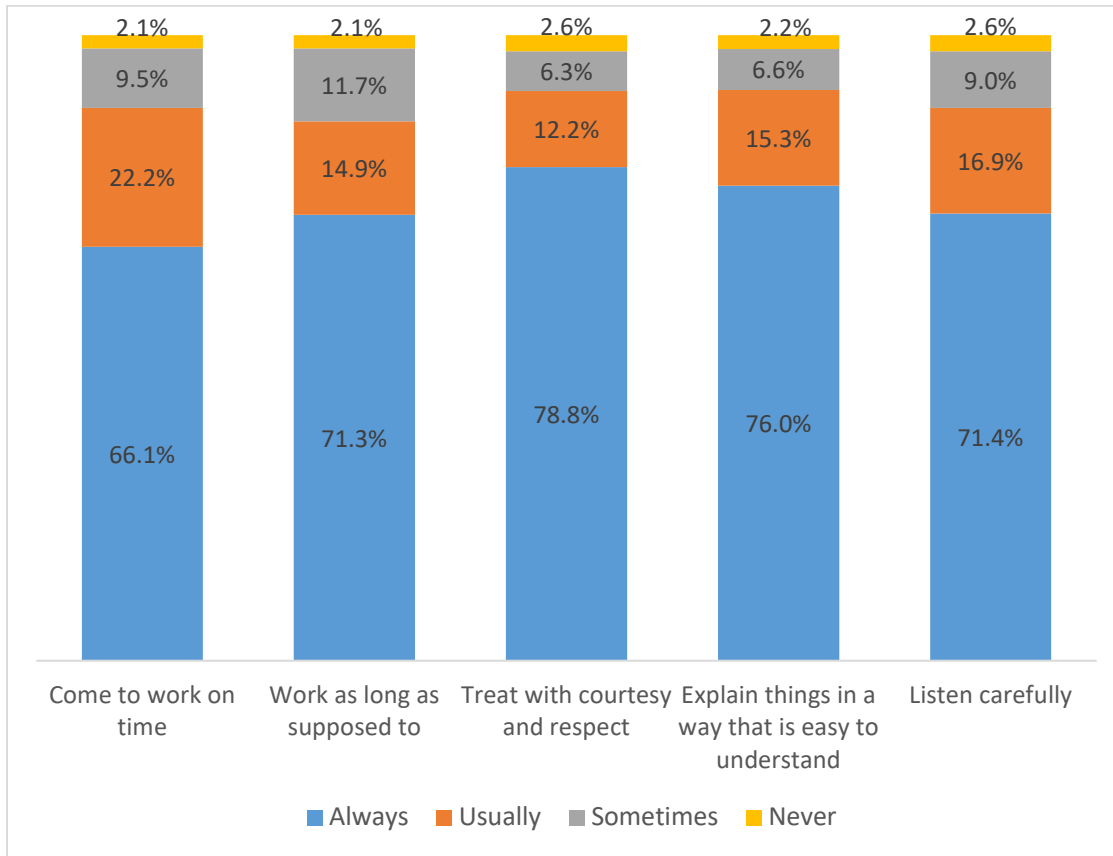
*I have really good people – I'm very fortunate. MHW*

*I would like to be taken to the gym more – to have my staff go with me – but there's no time. We waste a lot of time with the RAs. If I didn't plan the activities, nothing would happen. I structure the days. MHW*

*[My RA] works with me very good and listens to what I need to get done, and takes me to the store and helps me out at the store. MHW*

*With the workers, the RAs and [CSPs]... [they] are always most of them trying to use the time they are supposed to be working with you on their phones... They should engage with you and act like they have any concerns at all – not trying to just look at their phone and not paying attention. MHW*

Figure 38. Recovery Assistant Experience

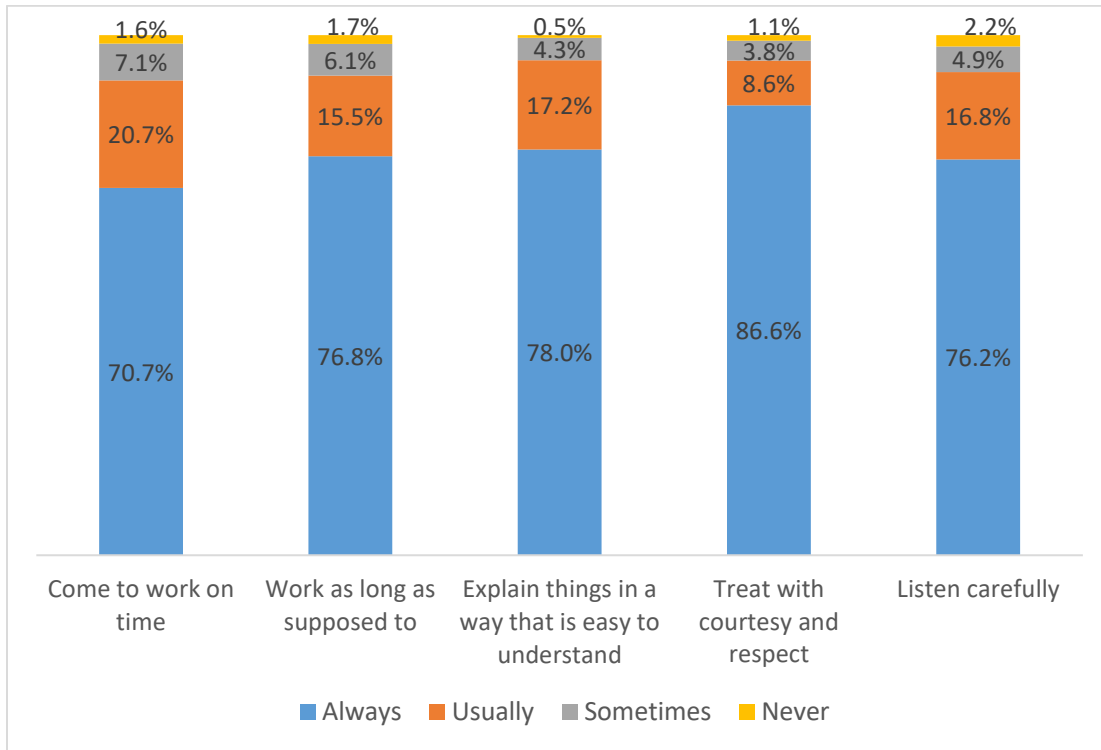


**ii. Community Support Providers**

Over 90% (n=190) of MHW participants received CSP services in the last 3 months. The majority of respondents (94%) felt their CSP knew what kind of help they needed, and at least 91% of mental health waiver clients responded always or usually in response to the other CSP experience questions (Figure 39). However, similar to RAs, when asked to rate their CSPs, just 6 out of 10 participants would rate them a 9 or 10.

*The new CSP I have is pretty good. He's out to help me, if I run into trouble I can call him. He's helping me out with my newly diagnosed kidney disease. He'll come to see me in the hospital.*  
MHW

Figure 39. Community Service Provider Experience



The MHW survey asked just one of the four medical transportation items: How often did you have a way to get to your medical appointments? MHW participants were not asked about their use of a medical van service or the experiences with this service. Eighty-eight percent said they usually or always had a way to get to their medical appointments (Table 18).

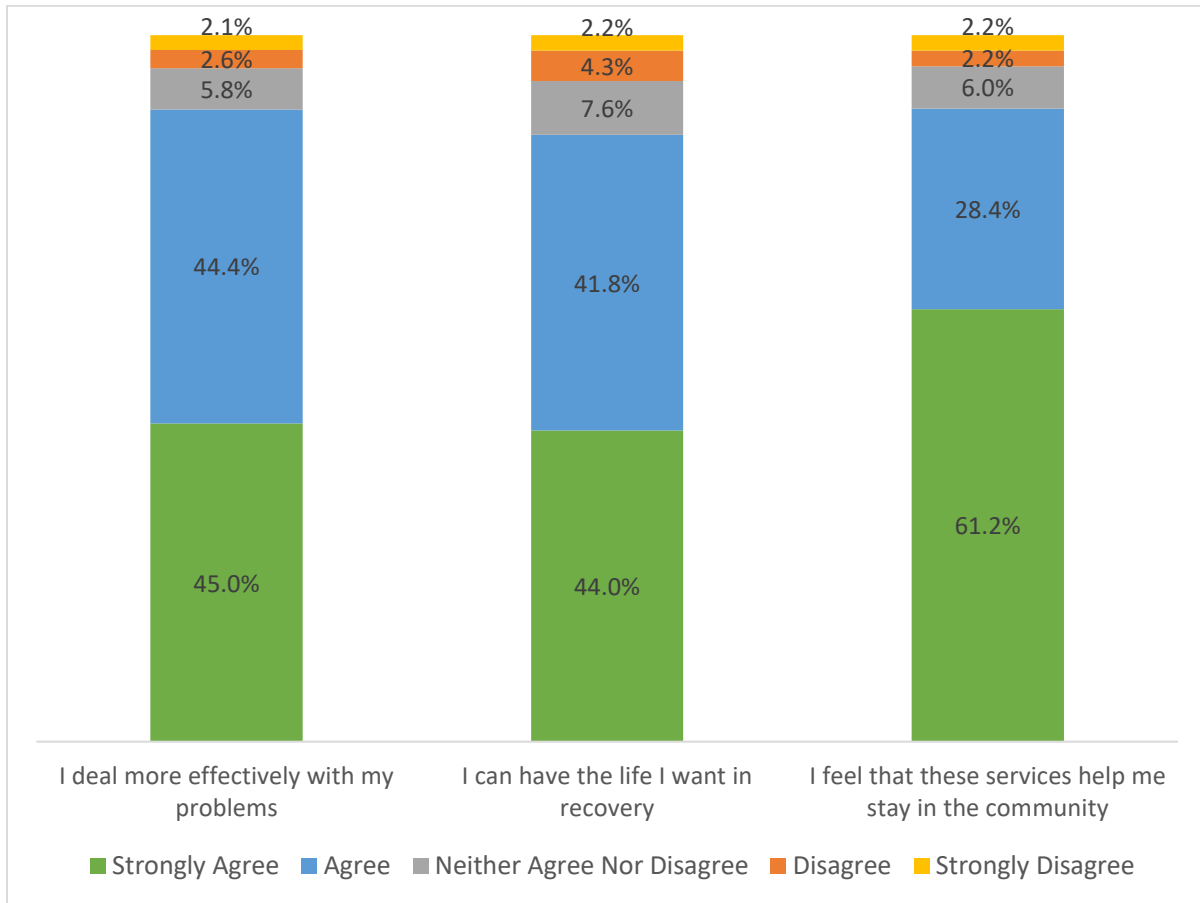
Table 18. Had a Way to Get to Medical Appointments (Positive responses)

Always n (%)	Usually n (%)	Sometimes n (%)	Never n (%)
126 (65.6)	42 (21.9)	19 (9.9)	5 (2.6)

### iii. Mental Health Waiver Participant Experience

MHW participants were asked to what extent their MHW services affected their lives in three key areas (Figure 40). Overall participants gave positive responses – 86% or more either agreed or strongly agreed with each statement. In particular, 90% of MHW respondents agreed or strongly agreed that the MHW services helped them stay in the community. Commented one MHW participant, “My RA has really been changing my life. She always encourages me to do things in the community. I love her so much.”

Figure 40. Mental Health Waiver Participant Experience



## IV. Conclusions

This is the seventh year Connecticut has used the HCBS CAHPS survey to inform quality measurement in seven of its Medicaid HCBS programs (CHCP Categories 3 and 5, PCA, ABI I and II, Autism, and KBW). As a standardized, cross-disability survey, the HCBS CAHPS provides Connecticut with the ability to compare participant experiences in the same domains across different waivers. The HCBS CAHPS survey is also part of quality and performance assessment for the Access Agencies contracted to provide CHCP, PCA, and ABI case management services. This is the second year the MHW has used a subset of the HCBS CAHPS survey questions in the annual MHW survey. This report presents results from surveys conducted in FY 2024, from July 1, 2023 to June 30, 2024.

### A. Survey Completion Rates

In FY 2024 each Access Agency met or exceeded their respective representative samples for CHCP Category 3, PCA, ABI 1, and ABI 2 programs. Two agencies did not meet their sample size for CHCP Category 5. AASCC, which again did not start their Category 5 calls until March, reached 16% of their sample, completing 4 of their 25 surveys. Waiting to make calls until the last 4 months out of a 12 month call window will make it very difficult to meet any sample size. CCC Eastern Region began calling their Eastern Region Category 5 waiver participants in the middle of the fiscal year, January 2024. However, CCC was still able to reach 86% of its representative sample, completing 6 of their 7 surveys. To have the

best chance at completing the representative sample sizes, it is essential that agencies actively start call attempts in July, as soon as the new fiscal year begins.

In addition to Category 5, ABI 1 or ABI 2 consumer numbers can also be small, especially if the agency provides services to either a limited number of towns or to a more rural area. This makes reaching the representative sample size much more of a challenge as it requires a significantly higher response rate than for larger sample sizes. For the smaller programs in particular, client attrition over the course of the fiscal year can greatly affect the agency's ability to reach the representative sample size determined by the client numbers at the beginning of the fiscal year. For example, Category 5 can lose clients if they become eligible for Category 3. One recommendation is to redetermine the sample size needed halfway through the fiscal year to see if the number of clients in that program decreased. Another suggestion is to combine Categories 3 and 5 to one CHCP program, and to consider combining ABI 1 and ABI 2 into one ABI program. Another possibility is to revise the calculation of the sample size especially for very small sample sizes where as high as a 70% response rate is needed to reach the representative sample size.

As in previous years, the other 3 waiver programs did not reach their representative sample sizes – Autism completed 44% (n=77), KBW 42% (n=74), and MHW 94% (n=214) of their respective sample sizes. However, response rates for all three programs improved over last year. The MHW in particular improved its response rate with use of the revised MHW survey and self-administration option. Results from all surveyed programs or waivers are presented, even those which did not reach 100% sample size, as these can still show program trends.

Reaching the statistically derived representative sample, or close to this number, allows for a more accurate assessment of participants' experiences across waivers. As discussed earlier, the revisions to the MHW survey and survey administration, as well as the added support from the MHW survey leadership, continues to increase the number of completed surveys. Enhanced strategies, especially to reach the consumer by telephone, would likely further improve the MHW survey numbers. As the training and technical assistance provider, the UConn Center on Aging (UConn) is available to support the development of an enhanced recruitment strategy to increase the number of MHW surveys completed by telephone. UConn will be completing the KBW and Autism HCBS CAHPS surveys in FY 2025. Planned recruitment strategies are UConn sending DSS approved notification letters, followed by five to ten calls from UConn. Notification letters will be staggered so the follow-up calls can be made within 2 weeks of the participant receiving the notification letter.

## **B. Key Results by Program**

### **Composite measures**

The composite item scores varied among the composites and the programs. Choosing the services that matter to you once again showed the greatest variation this year, with CHCP and ABI reporting higher scores than the other four programs. KBW again stood out as having the lowest score for this composite, which is not surprising considering the limited services provided by this waiver. Except for PCA, the remaining programs reported high ratings for the composite care manager is helpful. Although all programs reported lower scores for community inclusion and empowerment, both ABI and CHCP waivers stood out as achieving a higher score than other programs for this composite. The MHW survey only included enough items for 2 of the 7 composites, personal safety and choosing services.

- ***Community inclusion and empowerment***

The items in the composite community inclusion and empowerment assess the participant's ability to choose and control their social interactions, community engagement, and daily activities. As in previous

years, consumers in all waiver programs gave this composite lower scores compared to the other composites. Comments indicated several issues may contribute to these low scores, including waivers not providing or supporting these opportunities or not having the assistance needed to participate.

A lack of nearby community activities or transportation to these activities can also be a problem, especially in the more rural areas of the state or where there are fewer community or program resources. In addition, often town provided transportation services will only cross town lines for medical appointments, not to attend a social event.

*Sometimes I want to do more things like going out into the community. Like BINGO or something. I would love to know about those activities. MHW*

*If wheelchair transportation was more readily available, I would be lovin' life. I wish I could go to my grandkids' games. I wish someone would start a wheelchair transport for social events. I love people. ABI*

Meaningful community involvement, social engagement, and enhanced choice and control are all important elements of successful community living, and these areas represent an opportunity for improvement across all programs.

- **Choosing the services that matter to you**

Choosing the services that matter to you assesses whether the consumer's care/service plan includes the things that are important to them and if their staff know what is on their care plan. These items speak to choice, control, and person-centered care. This year CHCP, PCA, and ABI had higher scores in this composite compared to other programs. Developing methods to elicit from each individual what is important to them, incorporating these into their care plan, and effectively communicating this to all staff would improve services for waiver participants. However, this can be especially difficult for consumers using agency provided caregivers.

*Would be helpful if all staff working with [consumer] had more knowledge of his ABI and his behaviors – some appear to know others don't seem to. ABI*

- **Transportation to medical appointments**

With scores relatively on the lower end of composite measures, transportation to medical appointments often has mixed reviews based on consumer experience. Although MTM acquired Veyo and became the new medical transportation vendor in FY 2024, participants continued to face similar issues getting to doctor appointments such as rides not coming on time, needing authorization to go to doctors who are located farther away, long waits, and overall lack of reliability.

*The transportation system... is terrible. They are not reliable and don't send the right kind of vehicles to pick me up. PCA*

*Transportation needs to be more dependable. PCA*

Challenges with transportation in general, not just to medical appointments, were mentioned by multiple participants. Participants often rely on their family or PCAs for getting around town or doing errands, as well as getting to medical appointments. It was clear from comments that using agency-based PCAs for transportation did not always work out due in part to agency policies and reimbursement.

*Connecticut transportation is very, very poor and sad. The willingness on part of aides to drive places has gone down considerably because they are not reimbursed. CHCP*

*The aides do not get paid enough, and they cannot drive me more than five miles without compensation. CHCP*

Overall, CHCP and ABI waivers had the highest scores in three of the seven composite measures. Autism and KBW showed gains with both care manager is helpful and choosing services that matter to you. Meanwhile, PCA waiver scores fell this year in several composites: case manager is helpful, choosing the services which matter to you, transportation to medical appointments, and community inclusion and empowerment.

### **Care Manager Items**

The majority of CHCP, PCA, ABI, and Autism consumers (87% to 92%) knew who their case manager was, compared to 68% of KBW respondents. As in previous years, CHCP participants gave their case managers the highest ratings and recommendations among all the programs. Seventy-nine percent of CHCP participants gave their case manager the highest rating, and 87% would definitely recommend their care manager. Remarks indicated that consumers across programs highly valued care managers who responded to their calls in a timely manner and tried to address issues, as well as care managers who listened empathetically and made an effort to understand and not dismiss their concerns.

*Her care manager is wonderful - so compassionate and always looking for better ways to support [participant]. She's a pleasure. Autism*

Between 73-89% of PCA, CHCP, and ABI participants said they would contact their care manager if they wanted to change their service or care plan, compared to 61-68% of KBW and Autism. Comments from participants in all waivers suggested that consumers had needs which care managers might be able to assist with, such as transportation, contacting home care agencies, food stamps, or durable medical equipment. KBW parents in particular expressed the need for increased case manager support. KBW care management is currently provided by various home care agencies which confused some respondents and left others feeling like they were not getting the care management support they needed.

The scores and comments about care managers also indicated that there is still room for improvement, such as the family member of an ABI participant who said, "The care manager needs to spend more time with clients and become an advocate for the client with the [conservator]. The care managers maybe have too many clients." Remarkd one CHCP respondent, "I don't ever know who is the care manager is – they're always changing." In addition to providing a timely and empathetic response, Access Agency and DSS waiver program staff could improve communication including returning calls more quickly and effectively communicating any change in care managers.

### **Staff Ratings and Recommendations**

Overall, CHCP participants were more likely than other program participants to highly rate and definitely recommend their personal care and homemaking staff. For example, 86% of CHCP respondents would rate their PCAs a 9 or 10, compared to just 69% of PCA participants. Only 61-62% of MHW participants gave their RAs or CSPs a 9 or 10. Remarkd one CHCP consumer about her caregivers, "My girls are so good to me. They take great care of me and I don't have to worry about anything." Other positive comments about HCBS staff included:

*Workers and case worker are great – they go beyond for me. CHCP*

*ABI [waiver] is the best thing in the world. Saved our life as a family. Excellent long-term caregivers. More money needs to be paid to people who provide the direct care. ABI*

*I've never had help as good as these aides in 20 years. CHCP*



- **Staffing issues**

Although many consumers had good experiences with their services, comments also pointed to more HCBS systemic issues such as staff shortages, turnover, low pay, and lack of benefits such as paid time off. Participants mentioned difficulties with consistency, reliability, and quality of staff, overall lack of HCBS staff, and difficulties finding staff on weekends or in the evenings. Another common theme was going through several people before finding someone who provided quality care, such as the parent who commented, “You have to go through a lot of caregivers before finding the right one.” Consumers from various programs expressed that sometimes they had to change agencies or ask for different staff in order to find the agency or staff they were happy with. Having reliable, consistent staff is important to providing person-centered care, especially for individuals with medical concerns or who need specialized care. It can take time for a staff person to learn about the individual and how to best assist them. With each change in staff, the new caregiver has to be trained or learn how to provide the best care for their new client.

Both self-directing consumers and those using agency-based services expressed the need for a better trained and qualified workforce, including working with specific populations. Increasing workforce training opportunities for agency-based and self-employed HCBS staff would also help those working in this field to expand their skill set and gain specialized skills. Remarks like these indicate a need for the state to focus on workforce development – building a quality, trained, and well-staffed workforce – as well as focusing on improving person-centered care at the state and HCBS agency level. Comments indicating staffing challenges include:

*We went through a terrible time getting a good aide until a few months ago. Agencies cannot get good help for the pay they earn, and they send aides who are unqualified. PCA*

*I don't really receive any services but a check-up call and Lifeline, since there aren't people willing to work. CHCP*

*The PCAs need better training. It seems like no one understands how hard it is to cope with MS [multiple sclerosis]. PCA*

- **Self-Direction**

Each waiver program was more likely to hire their own staff through Community First Choice this year than in 2023, with PCA respondents being the most likely at 77%. Consistent with previous years, a much smaller percentage of CHCP participants (14%) self-directed their services. Still, CHCP participants were the most likely to hire family members – 69% of CHCP hired family members compared to 40% of self-directing PCA. Benefits of self-direction include the ability to choose who works with you, determine the hours and tasks to be provided, manage staff directly, and hire certain family members. In addition, self-directing one’s paid caregivers can build self-efficacy and self-empowerment. However, self-directing consumers still had difficulties finding appropriate primary and back-up staff. A regularly updated PCA directory, including descriptions for specialized skills, would be very helpful for self-directing consumers.

*The biggest challenge I have with it is that we have to find the people to hire – there's not a database or something. Usually, it's word of mouth. KBW*

This reporting year marks the change of the State’s Fiscal Intermediary from Allied to GT Independence. While an adjustment period can be anticipated, much of the same feedback levelled against Allied was repeated regarding GT Independence (GTI). Consumers expressed challenges such as reaching someone at GTI, waiting several weeks for background checks, staff getting paid on time, and other concerns.

*GT Independence changes rate of pay for the staff, misses sending checks, and staff live paycheck-to-paycheck. Care manager or GTI [are] unable to give [an] answer if [the] employer can increase rate of pay to staff. ABI*

*[I've had] difficulty contacting GTI. When you get through, the questions are answered, but contacting them you are on hold a very long time. KBW*

### **Importance of Family and Informal Supports**

Comments indicated the important role families play in providing unpaid care for their loved one. Often the waiver approved services or budget do not cover all the assistance the participant needs, such as transportation, specialized services, or enough hours of care. Participants remarked on the support they received from their family members, such as the CHCP participant who said, “My daughter takes great care of me – she does everything to help me. My other daughter lives in Maine, and when she visits she also helps out too. They are both good to me.” Family members also remarked that providing care and support to their loved ones could be challenging – physically, emotionally, and financially. At the same time, family caregivers acknowledged that their unpaid support allowed their loved one to live in the community. Parents or grandparents taking care of children and young adults with disabilities expressed special concerns regarding who would support their child if, or once, they could no longer do so.

*I am always there. I am 74. I am concerned when I am no longer around what will happen. I don't know what will happen in the future... who will take care of things like his redetermination forms, banking, credit card? I do all that. Autism*

*We [adult children of participant] have a life and our own health issues to take care of. CHCP*

*It is a constant struggle to provide financially and also care for our son. KBW*

### **Program Services**

When asked for any additional comments, many consumers echoed this CHCP participant, “I am satisfied with the services I receive.” Other participants expressed the need for additional services or hours not provided in their care plan, such as the PCA participant who remarked, “I wish my budget was higher so I could get some help on the weekend.” Other comments indicated unmet needs for assistive technology, equipment, or home modifications.

PCA waiver scores on several measures went down in 2024 compared to 2023, including lower PCA scores for four of the seven composites: care manager is helpful, choosing the services which matter to you, transportation to medical appointments, and community inclusion and empowerment. In addition, PCA participants gave their PCAs and care managers lower ratings than in 2023. PCA participants commented on the need for additional staff services, assistive technology, and better transportation. Home modifications and assistive technology are available through CFC, but not to PCA waiver participants who choose agency-based PCAs. Adding these back into the PCA waiver would help these waiver participants live as independently as possible and enhance their lives.

*I need grab bars in my bedroom. PCA*

*I'd like to get a new ramp and cushion for my commode. PCA*

*I wish I could get an adjustable bed. PCA*

Respondents also expressed a need for more information about waiver and other community-based services. Participants and their family members would benefit from DSS and case managers effectively communicating the specific case management and other services provided by that waiver, in addition to other community-based services available to them or their family member.

*When people go through this system it is very confusing for client and family members. It would be great if there was a list or FAQs that address the services that are available. CHCP*

*There hasn't been outreach to the family so we're not really sure how the program works or what is available. There's no instructions or information to say who to call if something is going on. I learn from other families. KBW*

### **C. CHCP, PCA, and ABI Performance Benchmarks**

Five HCBS CAHPS composites or items which a case manager could directly impact were chosen to examine CHCP, PCA, and ABI Access Agency case management performance: case manager global rating, case manager recommendation, and three composites – case manager is helpful, choosing services that matter to you, and personal safety and respect. Access Agencies must also meet their representative sample of surveys for that waiver (Tables 8, 9, 10). Performance Benchmarks for all three waivers were determined using the CHCP data from initial survey testing:

- Case manager is helpful composite: Mean score 3.5 (range 1-4)
- Choosing the service which matter to you composite: Mean score 3.5 (range 1-4)
- Personal safety and respect composite: Mean score 3.5 (range 1-4)
- Case manager global rating: Mean score 4.5 (range 1-5)
- Case manager recommendation: Mean score 3.5 (range 1-4)

#### **CHCP programs**

All four Access Agencies met the CHCP performance benchmark for all five CHCP Benchmarks – three composites, care manager global rating, and care manager recommendation. The CHCP performance benchmark scores across all Access Agencies ranged from:

- Case manager is helpful composite: 3.69-3.95
- Choosing the service which matter to you composite: 3.67-3.88
- Personal safety and respect composite: 3.90-3.94
- Case manager global rating: 4.59-4.84
- Case manager recommendation: 3.71-3.90

#### **PCA waiver**

All four Access Agencies met the benchmark for just two of the five PCA benchmarks – the composite personal safety and respect and care manager recommendation. Agency K's score was under the performance benchmark (3.45 vs. 3.5) for the composite case manager is helpful, while Agency Y's score was under the performance benchmark (3.41 vs. 3.5) for the composite choosing the services that matter to you. Although all four Access Agencies met the PCA care manager recommendation benchmark, Agency Y did not meet the benchmark for care manager global rating (4.43 vs. 4.5). The PCA performance benchmark scores across all Access Agencies ranged from:

- Case manager is helpful composite: 3.45-4.00
- Choosing the service which matter to you composite: 3.41-4.00
- Personal safety and respect composite: 3.88-4.00
- Case manager global rating: 4.43-4.82
- Case manager recommendation: 3.50-3.87

#### **ABI waiver**

Three Access Agencies provide care management for the ABI waivers. All three agencies met the ABI performance benchmarks for all five ABI Benchmarks – three composite measures, care manager global

rating, and care manager recommendation. The ABI performance benchmark scores across all Access Agencies ranged from:

- Case manager is helpful composite: 3.84-4.00
- Choosing the service which matter to you composite: 3.65-3.86
- Personal safety and respect composite: 3.86-3.96
- Case manager global rating: 4.55-4.74
- Case manager recommendation: 3.59-4.00

#### **D. Mental and Emotional Health**

Similar to previous years, mental health is an area of concern for all 5 waiver programs – 21-37% of respondents in each waiver program reported fair or poor mental or emotional health. Still, over one-third of ABI, Autism, and CHCP respondents reported very good to excellent mental health. As in 2023, PCA respondents were the least likely to report very good or excellent mental health, although it is encouraging that the percentage of PCA respondents rating their mental health as good increased this year. Comments indicated that companion services might be helpful, as would getting out in the community.

*I need someone to keep me company at least two times a week. CHCP*

*I'd like to get out more, but [I'm] working with physical therapist to use cane. I'm stuck on a walker, and it's making me depressed. I want to get out of the house more. My car is in the shop, so I'm hoping. MHW*

One MHW participant commented on the intersection of disability, housing, and finances, and the combined effect on a person's mental and physical health.

*I think you should do more surveys and use the information to find out people's economic and housing situations, because all of that plays into people's mental and physical health. When life is already hard and you're dealing with emotional or physical disability, and you turn to a resource that's supposed to help [but doesn't] – it's disappointing and makes people feel hopeless with getting help. MHW*

A large majority (84%) of MHW participants lived alone or without other adults, as did between 54%-65% of PCA, ABI, and CHCP participants. Waiver sponsored volunteer programs across the state could be one way to increase social connections and at the same time expand employment skills. Another way to increase social engagement might be to strengthen organized peer supports, drawing upon experienced self-advocates and other stakeholders as facilitators. Another recommendation is for DSS to reach out directly to waiver participants and ask what would be helpful for them to increase their community engagement and socialization.

#### **E. Employment**

This year 38% of Autism participants reported being employed, an 11% decrease from 2023, and 21% of ABI participants were employed. Unemployed Autism respondents were much more likely to want to work compared to unemployed ABI or PCA respondents. Comments reflected some of the challenges associated with finding the right kind of employment to both accommodate and maintain a consumer's interest and skills. Concerns and comments about employment most often came from parents of Autism waiver participants:

*[M]y main concern is him finding a job that meets his needs and interests. I wish there was a different way to look for jobs, like a directory from the state. More options to offer like working*

*from home. My son is very computer savvy and would probably like that, but I don't know which companies to trust. Autism*

*The Autism waiver is just okay. I wish they had better opportunities for socialization and community workshops for these individuals with higher functioning Autism. Helpful if they offered more opportunities to find jobs and sustain higher income. [My son and I are] not getting any of these resources. Autism*

Similar to previous years, unemployed respondents who wanted to work most often reported that physical or mental health issues and disability related concerns prevented them from working. Working for pay can increase both social and financial well-being. The state could explore ways to encourage participant employment, such as learning from the experiences of other waiver participants who are successfully employed and coordinating more with the Bureau of Rehabilitation Services.

#### **F. CHCP, PCA, ABI Additional Data by Agency**

CHCP, PCA, and ABI composites, staff ratings, and staff recommendations were shown by care management agency using the percentage of participants who gave the highest or most positive score. Except for care manager related items, the ratings and recommendations of staff and composite scores most likely reflect other factors such as the town where the participant lives, the quality of the home care agencies and PCAs providing services to that area, and access to transportation, not the quality of the Access Agency providing the case management.

Scores for the CHCP case manager is helpful composite were high across all agencies (94-100%). CHCP care manager global ratings and care manager recommendations showed much interagency variation. Between 59-85% of CHCP participants rated their care manager a 9 or 10, and 73-90% would definitely recommend their care managers.

Scores for most of the PCA composite, rating, and recommendation measures showed much variation across agencies. Highest scores for the composite case manager is helpful ranged from 57-100%. Meanwhile, between 58-90% of PCA participants rated their care managers a 9 or 10, and 56-92% of PCA participants would definitely recommend their care managers.

Most ABI composite scores, staff global ratings, and staff recommendations showed wide variation across the 3 care management agencies. For example, between 69% to 78% of ABI respondents from different agencies would rate their ABI care managers a 9 or 10, and the percentage of respondents who would definitely recommend their case manager ranged from 65-100%.

All agencies had low scores for community inclusion and empowerment across all three waivers, and most agencies had relatively low scores for PCA waiver medical transportation. Choosing the services which matter to you also had some lower scores. These all indicate areas for program improvement.

#### **G. Mental Health Waiver Consumer Experience**

Establishing a routine that enables independence at home is a vital service for MHW participants. Recovery assistants work with MHW consumers to develop skills such as bill-paying, meal preparation, and other community skills. MHW participants rated their RAs very highly. At least 86% of MHW clients responded usually or always to the RA experience questions, such as how often do your RAs listen carefully to you. MHW participants also rated their CSPs very highly. For example, 95% of participants agreed that their CSP encouraged them to do things for themselves if they could, while 94% felt their CSP knew what kind of help they needed. While there were numerous positive comments, some comments indicated room for improvement with their staff experiences. Examples of both experiences include:

*My RA is a wonderful person, one of the kindest people I've ever met. Helps me an awful lot. Mental Health Waiver has been such a huge help for me. MHW*

*RA doesn't like to drive around. If I want to go somewhere, she'll say no or I have to let her know ahead of time. I wish they could be more responsive and spontaneous. MHW*

When asked to what extent their MHW services helped them deal more effectively with problems, have the life they want in recovery, or stay in the community, at least 86% of participants either agreed or strongly agreed with each statement. In particular, 91% of MHW respondents agreed or strongly agreed that the MHW services helped them stay in the community. Commented one MHW respondent, "They've helped me out a lot. I wouldn't have what I have if I didn't have the program. I'm very happy I have the program – not everything is perfect, but it has helped a lot. So far it's been a lot better."

## **H. Final thoughts**

Quality assurance staff from the Access Agencies are currently completing HCBS CAHPS telephone surveys for the CHCP, PCA, and waivers for FY 2025. New for FY 2025, UConn Center on Aging will be completing the Autism and KBW HCBS CAHPS surveys. Meanwhile, DMHAS staff continue to complete the modified MHW HCBS CAHPS survey using both telephone and consumer self-administration. UConn Health Center on Aging continues to provide training and technical assistance, including survey modifications, survey site administration, online platforms for survey entry, training, and other support.

Respondents expressed appreciation for their waiver services and commented on the impact of the waiver programs on their lives, such as the CHCP participant who stated, "I basically think the program is excellent. No one should have to go to a nursing home." Other comments included:

*It's been a blessing. We are so grateful he is on the waiver. He gets what he needs. We are satisfied. Autism*

*This is the best that things are going, because of the help at [Access Agency] I am getting more out of life than I could imagine. PCA*

*I don't know what I would do without the program. ABI*

*I am extremely happy with my services, and I seriously [would] be unable to live the life I have without them. The people I have definitely go above and beyond. MHW*

*The waiver gives us the trajectory in place to help us plan for the future and keep him as happy and healthy as he is right now. Autism*

*The program was a Godsend to me for all the years. PCA*

*I hope the program continues for myself and others. CHCP*

## **V. Appendices**

### **Appendix A. Composite Measures**

### **Appendix B. CAHPS® Home and Community-Based Services Survey (CHCP, PCA, ABI, Autism, KBW) – Connecticut version 2019**

### **Appendix C. Mental Health Waiver HCBS Survey – 2022**



## Appendix A. Composite Measures Items

<b>Staff are reliable and helpful</b>
In the last 3 months, how often did {personal assistance/behavioral health staff} come to work on time?
In the last 3 months, how often did {personal assistance/behavioral health staff} work as long as they were supposed to?
In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that {personal assistance/behavioral health staff} could not come that day?
In the last 3 months, how often did {personal assistance/behavioral health staff} make sure you had enough personal privacy when you dressed, took a shower, or bathed?
In the last 3 months, how often did {homemakers} come to work on time?
In the last 3 months, how often did {homemakers} work as long as they were supposed to?
In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that {homemakers} could not come that day?*
<b>Staff listen and communicate well</b>
In the last 3 months, how often did {personal assistance/behavioral health staff} treat you with courtesy and respect?
In the last 3 months, how often were the explanations {personal assistance/behavioral health staff} gave you hard to understand because of an accent or the way {personal assistance/behavioral health staff} spoke English?
In the last 3 months, how often did {personal assistance/behavioral health staff} treat you the way you wanted them to?
In the last 3 months, how often did {personal assistance/behavioral health staff} explain things in a way that was easy to understand?
In the last 3 months, how often did {personal assistance/behavioral health staff} listen carefully to you?
In the last 3 months, did you feel {personal assistance/behavioral health staff} knew what kind of help you needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?
In the last 3 months, how often did {homemakers} treat you with courtesy and respect?
In the last 3 months, how often were the explanations {homemakers} gave you hard to understand because of an accent or the way the {homemakers} spoke English?
In the last 3 months, how often did {homemakers} treat you the way you wanted them to?
In the last 3 months, how often did {homemakers} listen carefully to you?
In the last 3 months, did you feel {homemakers} knew what kind of help you needed?
In the last 3 months, how often did {homemakers} explain things in a way that was easy to understand?*
<b>Case manager is helpful</b>
In the last 3 months, could you contact this {case manager} when you needed to?
In the last 3 months, did this {case manager} work with you when you asked for help with getting or fixing equipment?

In the last 3 months, did this {case manager} work with you when you asked for help with getting other changes to your services?
<b>Choosing services that matter to you</b>
In the last 3 months, did your [program-specific term for “service plan”] include . . .
In the last 3 months, did you feel {personal assistance/behavioral health staff} knew what’s on your [program-specific term for “service plan”], including the things that are important to you?
<b>Transportation to medical appointments</b>
Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, how often did you have a way to get to your medical appointments?
In the last 3 months, were you able to get in and out of this ride easily?
In the last 3 months, how often did this ride arrive on time to pick you up?
<b>Personal safety and respect</b>
In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn’t like?
In the last 3 months, did any {personal assistance/behavioral health staff, homemakers, or your case managers} take your money or your things without asking you first?
In the last 3 months, did any {staff} yell, swear, or curse at you?
<b>Planning your time and activities</b>
In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby?
In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby?
In the last 3 months, when you wanted to, how often could you do things in the community that you like?
In the last 3 months, did you need more help than you get from {personal assistance/behavioral health staff} to do things in your community?
In the last 3 months, did you take part in deciding what you do with your time each day?
In the last 3 months, did you take part in deciding when you do things each day—for example, deciding when you get up, eat, or go to bed?

\* Question added by Connecticut



## **Appendix B. CAHPS® Home and Community-Based Services Survey – Connecticut version**

### Waivers-Programs:

- Acquired Brain Injury Waivers
- Autism Waiver
- Connecticut Home Care Program
- Katie Beckett Waiver
- Personal Care Assistance Waiver

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# CAHPS® Home- and Community-Based Services Survey

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**Version: 1.0**

**Population: Adult**

**Language: English**

**Connecticut version – 2019**

Waivers-Programs

- Acquired Brain Injury Waivers
- Autism Waiver
- Community First Choice
- Connecticut Home Care Program
- Katie Beckett Waiver
- Personal care Assistance Waiver



File name: CAHPSHcbs01192017SurvEng508  
Last updated: January 19, 2017

## Instructions for Vendor

- The interview is intended as an interviewer-administered survey; thus all text that appears in initial uppercase and lowercase letters should be read aloud. Text that appears in **bold, lowercase letters** should be emphasized.
- Text in *{italics and in braces}* will be provided by the HCBS program’s administrative data. However, if the interviewee provides another term, that term should be used in place of the program-specific term wherever indicated. For example, some interviewees may refer to their case manager by another title, which should be used instead throughout the survey.
- For response options of “never,” “sometimes,” “usually,” and “always,” if the respondent cannot use that scale, the alternate version of the survey with response options of “mostly yes” and “mostly no” should be used. These alternate response options are reserved for respondents who find the “never,” “sometimes,” “usually,” “always” response scale cognitively challenging.
- For response options of 0 to 10, if the respondent cannot use that scale, the alternate version of the survey with response options of “excellent,” “very good,” “good,” “fair,”

or “poor” should be used. These alternate response options are reserved for respondents who find the numeric scale cognitively challenging.

- All questions include a “REFUSED” response option. In this case, “refused” means the respondent did not provide any answer to the question.
  - All questions include a “DON’T KNOW” response option. This is used when the respondent indicates that he or she does not know the answer and cannot provide a response to the question.
  - All questions include an “UNCLEAR” response option. This should be used when a respondent answers, but the interviewer cannot clarify the meaning of the response even after minor probing or the response is completely unrelated to the question, (e.g., the response to “In the last 3 months, how often did your homemakers listen carefully to what you say?” is “I like to sit by Mary”).
  - Some responses have skip patterns, which are expressed as “→ GO TO Q#.” The interviewer should be advanced to the next appropriate item to ask the respondent.
  - Not all respondents receive all home and community-based services asked about in this instrument. Items Q4 through Q12 help to confirm which services a respondent receives. The table after it summarizes the logic of which items should be used.
  - Survey users may add questions to this survey before the “About You” section. A separate supplemental employment module can be added.
- Use singular/plural as needed. In most cases, questions are written assuming there is more than one staff person supporting a respondent or it is written without an indication of whether there is more than one staff person. Based on information collected from Q4 through Q12, it is possible to modify questions to be singular or plural as they relate to staff.
- Use program-specific terms. Where appropriate, add in the program-specific terms for staff (e.g., [*program-specific term for these types of staff*]) but allow the interviewer to modify the term based on the respondent’s choice of the word. It will be necessary to obtain information for program-specific terms. State administrative data should include the following information:
  - Agency name(s)
  - Titles of staff who provide care

## COGNITIVE SCREENING QUESTIONS

People might be paid to help you get ready in the morning, with housework, go places, or get mental health services. This survey is about the people who are paid to help you in your home and community with everyday activities. It also asks about the services you get.

1. Does someone come into your home to help you?

- <sup>1</sup>  YES  
<sup>2</sup>  NO → END SURVEY  
<sup>-1</sup>  DON'T KNOW → END SURVEY  
<sup>-2</sup>  REFUSED → END SURVEY  
<sup>-3</sup>  UNCLEAR RESPONSE → END SURVEY

2. How do they help you?

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[EXAMPLES OF CORRECT RESPONSES INCLUDE]

- HELPS ME GET READY EVERY DAY
  - CLEANS MY HOME
  - WORKS WITH ME AT MY JOB
  - HELPS ME DO THINGS
  - DRIVES ME AROUND
- <sup>-1</sup>  DON'T KNOW → END SURVEY  
<sup>-2</sup>  REFUSED → END SURVEY  
<sup>-3</sup>  UNCLEAR RESPONSE → END SURVEY

3. What do you call them?

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[EXAMPLES OF SUFFICIENT RESPONSES INCLUDE]

- MY WORKER
  - MY ASSISTANT
  - NAMES OF STAFF (JO, DAWN, ETC.)
- <sup>-1</sup>  DON'T KNOW → END SURVEY  
<sup>-2</sup>  REFUSED → END SURVEY  
<sup>-3</sup>  UNCLEAR RESPONSE → END SURVEY

[Interviewer - Screening Failed]

- Continue Anyhow → GO TO Q4
- End Survey → Thank you for your time. Those are all the questions we have.

## IDENTIFICATION QUESTIONS

Now I would like to ask you some more questions about the types of people who come to your home.

4. In the last 3 months, did you get *{program specific term for personal assistance}* at home?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO Q6
- <sup>-1</sup>  DON'T KNOW → GO TO Q6
- <sup>-2</sup>  REFUSED → GO TO Q6
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q6

5. What do you call the person or people who gave you *{program-specific term for personal assistance}*? For example, do you call them *{program-specific term for personal assistance}*, staff, personal care attendants, PCAs, workers, or something else?

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[ADD RESPONSE WHEREVER IT SAYS “*personal assistance/behavioral health staff*”]

6. In the last 3 months, did you get *{program specific term for behavioral health specialist services}* at home?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO Q8
- <sup>-1</sup>  DON'T KNOW → GO TO Q8
- <sup>-2</sup>  REFUSED → GO TO Q8
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q8

7. What do you call the person or people who gave you *{program specific term for behavioral health specialist services}*? For example, do you call them *{program-specific term for behavioral health specialists}*, counselors, peer supports, recovery assistants, or something else?

---

[ADD RESPONSE WHEREVER IT SAYS “*personal assistance/behavioral health staff.*” IF Q4 ALSO = YES, LIST BOTH TITLES]

8. In the last 3 months, did you get *{program specific term for homemaker services}* at

home?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO Q11
- <sup>-1</sup>  DON'T KNOW → GO TO Q11
- <sup>-2</sup>  REFUSED → GO TO Q11
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q11

9. What do you call the person or people who gave you *{program specific term for homemaker services}*? For example, do you call them *{program-specific term for homemaker}*, aides, homemakers, chore workers, or something else?
- 

[ADD RESPONSE WHEREVER IT SAYS “homemaker”]

10. [IF (Q4 OR Q6) AND Q8 = YES, ASK] In the last 3 months, did the same people who help you with everyday activities also help you clean your home?

- <sup>1</sup>  YES
- <sup>2</sup>  NO
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

11. In the last 3 months, did you get help from *{program specific term for case manager services}* from *{case management agency}* to help make sure that you had all the services you needed?

- <sup>1</sup>  YES
- <sup>2</sup>  NO
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

12. What do you call the person who gave you {*program specific term for case manager services*}? For example, do you call the person a {*program-specific term for case manager*}, case manager, care manager, service coordinator, supports coordinator, social worker, or something else?

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[ADD RESPONSE WHEREVER IT SAYS “*case manager*”]

BELOW ARE INSTRUCTIONS FOR WHICH QUESTIONS TO ASK FOR EACH RESPONSE ABOVE.

ITEM AND RESPONSE—FOLLOW ALL ROWS THAT APPLY	ACTION
IF Q4 OR Q6 = YES (PERSONAL ASSISTANCE OR BEHAVIORAL HEALTH SPECIALIST SERVICES),  AND  Q8 = NO, DON'T KNOW, REFUSE, UNCLEAR (HOMEMAKER SERVICES)	ASK Q13–Q36, AND Q48 ONWARD
IF Q4 OR Q6 = YES (PERSONAL ASSISTANCE OR BEHAVIORAL HEALTH SPECIALIST SERVICES),  AND  Q8 = YES (HOMEMAKER SERVICES)	ASK Q13 ONWARD
IF Q4 AND Q6 = NO (PERSONAL ASSISTANCE OR BEHAVIORAL HEALTH SPECIALIST SERVICES)	SKIP Q13–36, Q57 AND Q79
IF Q8 = YES (HOMEMAKER SERVICES)	ASK Q37 ONWARD
IF Q10 = YES (HOMEMAKER AND PERSONAL ASSISTANCE STAFF SAME)	ASK Q13–Q36, Q39, Q40, AND Q48 ONWARD
IF Q11 = ANY RESPONSE (CASE MANAGER)	ASK Q48 ONWARD



**GETTING NEEDED SERVICES FROM PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF**

13. First I would like to talk about the {*personal assistance/behavioral health staff*} who are paid to help you with everyday activities—for example, getting dressed, using the bathroom, taking a bath or shower, or going places. In the last 3 months, how often did {*personal assistance/behavioral health staff*} come to work on time? Would you say . . .

- <sup>1</sup>  Never,
- <sup>2</sup>  Sometimes,
- <sup>3</sup>  Usually, or
- <sup>4</sup>  Always?
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

ALTERNATE VERSION: First I would like to talk about the {*personal assistance/behavioral health staff*} who are paid to help you with everyday activities—for example, getting dressed, using the bathroom, taking a bath or shower, or going places. In the last 3 months, did {*personal assistance/behavioral health staff*} come to work on time? Would you say . . .

- <sup>1</sup>  Mostly yes or
- <sup>2</sup>  Mostly no?
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

14. In the last 3 months, how often did {*personal assistance/behavioral health staff*} work as long as they were supposed to? Would you say . . .

- <sup>1</sup>  Never,
- <sup>2</sup>  Sometimes,
- <sup>3</sup>  Usually, or
- <sup>4</sup>  Always?
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} work as long as they were supposed to? Would you say . . .

- <sup>1</sup>  Mostly yes or
- <sup>2</sup>  Mostly no?
- <sup>-1</sup>  DON'T KNOW

- 2  REFUSED
- 3  UNCLEAR RESPONSE

15. Sometimes staff cannot come to work on a day that they are scheduled. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that *{personal assistance/behavioral health staff}* could not come that day?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

16. In the last 3 months, did you need help from *{personal assistance/behavioral health staff}* to get dressed, take a shower, or bathe?

- 1  YES
- 2  NO → GO TO Q20
- 1  DON'T KNOW → GO TO Q20
- 2  REFUSED → GO TO Q20
- 3  UNCLEAR RESPONSE → GO TO Q20

17. In the last 3 months, did you **always** get dressed, take a shower, or bathe when you needed to?

- 1  YES → GO TO Q19
- 2  NO
- 1  DON'T KNOW → GO TO Q19
- 2  REFUSED → GO TO Q19
- 3  UNCLEAR RESPONSE → GO TO Q19

18. In the last 3 months, was this because there were no *{personal assistance/behavioral health staff}* to help you?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

19. In the last 3 months, how often did *{personal assistance/behavioral health staff}* make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say. . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did *{personal assistance/behavioral health staff}* make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say. . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

20. In the last 3 months, did you need help from *{personal assistance/behavioral health staff}* with your meals, such as help making or cooking meals or help eating?

- 1  YES
- 2  NO → GO TO Q23
- 1  DON'T KNOW → GO TO Q23
- 2  REFUSED → GO TO Q23
- 3  UNCLEAR RESPONSE → GO TO Q23

21. In the last 3 months, were you **always** able to get something to eat when you were hungry?

- 1  YES → GO TO Q23
- 2  NO
- 1  DON'T KNOW → GO TO Q23
- 2  REFUSED → GO TO Q23
- 3  UNCLEAR RESPONSE → GO TO Q23

22. In the last 3 months, was this because there were no *{personal assistance/behavioral health staff}* to help you?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

23. Sometimes people need help taking their medicines, such as reminders to take a medicine, help pouring them, or setting up their pills. In the last 3 months, did you need help from {*personal assistance/behavioral health staff*} to take your medicines?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO Q26
- <sup>-1</sup>  DON'T KNOW → GO TO Q26
- <sup>-2</sup>  REFUSED → GO TO Q26
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q26

24. In the last 3 months, did you **always** take your medicine when you were supposed to?

- <sup>1</sup>  YES → GO TO Q26
- <sup>2</sup>  NO
- <sup>-1</sup>  DON'T KNOW → GO TO Q26
- <sup>-2</sup>  REFUSED → GO TO Q26
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q26

25. In the last 3 months, was this because there were no {*personal assistance/behavioral health staff*} to help you?

- <sup>1</sup>  YES
- <sup>2</sup>  NO
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

26. Help with toileting includes helping someone get on and off the toilet or help changing disposable briefs or pads. In the last 3 months, did you need help from {*personal assistance/behavioral health staff*} with toileting?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO Q28
- <sup>-1</sup>  DON'T KNOW → GO TO Q28
- <sup>-2</sup>  REFUSED → GO TO Q28
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q28

27. In the last 3 months, did you get all the help you needed with toileting from {*personal assistance/behavioral health staff*} when you needed it?

- <sup>1</sup>  YES
- <sup>2</sup>  NO
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

## HOW WELL PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF COMMUNICATE WITH AND TREAT YOU

The next several questions ask about how *{personal assistance/behavioral health staff}* treat you.

28. In the last 3 months, how often did *{personal assistance/behavioral health staff}* treat you with courtesy and respect? Would you say . . .

- <sup>1</sup> Never,  
 <sup>2</sup> Sometimes,  
 <sup>3</sup> Usually, or  
 <sup>4</sup> Always?  
 <sup>-1</sup> DON'T KNOW  
 <sup>-2</sup> REFUSED  
 <sup>-3</sup> UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did *{personal assistance/behavioral health staff}* treat you with courtesy and respect? Would you say . . .

- <sup>1</sup> Mostly yes or  
 <sup>2</sup> Mostly no?  
 <sup>-1</sup> DON'T KNOW  
 <sup>-2</sup> REFUSED  
 <sup>-3</sup> UNCLEAR RESPONSE

29. In the last 3 months, how often were the explanations *{personal assistance/behavioral health staff}* gave you hard to understand because of an accent or the way *{personal assistance/behavioral health staff}* spoke English? Would you say ...

- <sup>1</sup> Never,  
 <sup>2</sup> Sometimes,  
 <sup>3</sup> Usually, or  
 <sup>4</sup> Always?  
 <sup>-1</sup> DON'T KNOW  
 <sup>-2</sup> REFUSED  
 <sup>-3</sup> UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, were the explanations *{personal assistance/behavioral health staff}* gave you hard to understand because of an accent or the way *{personal assistance/behavioral health staff}* spoke English? Would you say. . .

- <sup>1</sup> Mostly yes or  
 <sup>2</sup> Mostly no?  
 <sup>-1</sup> DON'T KNOW

- 2  REFUSED
- 3  UNCLEAR RESPONSE

30. In the last 3 months, how often did *{personal assistance/behavioral health staff}* treat you the way you wanted them to? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did *{personal assistance/behavioral health staff}* treat you the way you wanted them to? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

31. In the last 3 months, how often did *{personal assistance/behavioral health staff}* explain things in a way that was easy to understand? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did *{personal assistance/behavioral health staff}* explain things in a way that was easy to understand? Would you say . . .

- . . .
- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

32. In the last 3 months, how often did *{personal assistance/behavioral health staff}* listen carefully to you? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did *{personal assistance/behavioral health staff}* listen carefully to you?

Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

33. In the last 3 months, did you feel *{personal assistance/behavioral health staff}* knew what kind of help **you** needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

34. In the last 3 months, did *{personal assistance/behavioral health staff}* encourage you to do things for yourself if you could?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

35. Using any number from 0 to 10, where 0 is the worst help from *{personal assistance/behavioral health staff}* possible and 10 is the best help from *{personal assistance/behavioral health staff}* possible, what number would you use to rate the help you get from *{personal assistance/behavioral health staff}*?

- \_\_ 0 TO 10
- 1  DON'T KNOW
  - 2  REFUSED

<sup>-3</sup>  UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from {*personal assistance/behavioral health staff*}? Would you say . . .

- <sup>1</sup>  Excellent,
- <sup>2</sup>  Very good,
- <sup>3</sup>  Good,
- <sup>4</sup>  Fair, or
- <sup>5</sup>  Poor?
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

36. Would you recommend the {*personal assistance/behavioral health staff*} who help you to your family and friends if they needed help with everyday activities? Would you say you would recommend the {*personal assistance/behavioral health staff*} . . .

- <sup>1</sup>  Definitely no,
- <sup>2</sup>  Probably no,
- <sup>3</sup>  Probably yes, or
- <sup>4</sup>  Definitely yes?
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

## GETTING NEEDED SERVICES FROM HOMEMAKERS

The next several questions are about the {*homemakers*}, the staff who are paid to help you do tasks around the home—such as cleaning, grocery shopping, or doing laundry.

37. In the last 3 months, how often did {*homemakers*} come to work on time? Would you say . . .

- <sup>1</sup>  Never,
- <sup>2</sup>  Sometimes,
- <sup>3</sup>  Usually, or
- <sup>4</sup>  Always?
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*homemakers*} come to work on time? Would you say . . .



- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

38. In the last 3 months, how often did {homemakers} work as long as they were supposed to? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} work as long as they were supposed to? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

38a. Sometimes staff cannot come to work on a day that they are scheduled. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that {personal assistance/behavioral health staff} could not come that day?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE OR NOT APPLICABLE

38b. In the last 3 months, how often did {personal assistance/behavioral health staff} explain things in a way that was easy to understand? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?

- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE OR NOT APPLICABLE

ALTERNATE VERSION: In the last 3 months, did *{personal assistance/behavioral health staff}* explain things in a way that was easy to understand? Would you say

...

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE OR NOT APPLICABLE

38c. In the last 3 months, did *{personal assistance/behavioral health staff}* encourage you to do things for yourself if you could?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE OR NOT APPLICABLE

39. In the last 3 months, did your household tasks, like cleaning and laundry, **always** get done when you needed them to? [ASK IF HOME MAKER IS THE SAME AS PCA STAFF]

- 1  YES → GO TO Q41
- 2  NO
- 1  DON'T KNOW → GO TO Q41
- 2  REFUSED → GO TO Q41
- 3  UNCLEAR RESPONSE → GO TO Q41

40. In the last 3 months, was this because there were no *{homemakers}* to help you? [ASK IF HOME MAKER IS THE SAME AS PCA STAFF]

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

## HOW WELL HOME MAKERS COMMUNICATE WITH AND TREAT YOU

The next several questions ask about how *{homemakers}* treat you.

41. In the last 3 months, how often did {homemakers} treat you with courtesy and respect? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} treat you with courtesy and respect? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

42. In the last 3 months, how often were the explanations {homemakers} gave you hard to understand because of an accent or the way the {homemakers} spoke English? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, were the explanations {homemakers} gave you hard to understand because of an accent or the way {homemakers} spoke English? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

43. In the last 3 months, how often did {homemakers} treat you the way you wanted them to? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} treat you the way you wanted them to? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

44. In the last 3 months, how often did {homemakers} listen carefully to you? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} listen carefully to you? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

45. In the last 3 months, did you feel {homemakers} knew what kind of help you needed?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

46. Using any number from 0 to 10, where 0 is the worst help from {homemakers} possible and 10 is the best help from {homemakers} possible, what number would you use to rate the help you get from {homemakers}?

- \_\_ 0 TO 10  
 -1  DON'T KNOW  
 -2  REFUSED  
 -3  UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from {homemakers}?  
 Would you say . . .

- 1  Excellent,  
 2  Very good,  
 3  Good,  
 4  Fair, or  
 5  Poor?  
 -1  DON'T KNOW  
 -2  REFUSED  
 -3  UNCLEAR RESPONSE

47. Would you recommend the {homemakers} who help you to your family and friends if they needed {program-specific term for homemaker services}? Would you say you would recommend the {homemakers} . . .

- 1  Definitely no,  
 2  Probably no,  
 3  Probably yes, or  
 4  Definitely yes?  
 -1  DON'T KNOW  
 -2  REFUSED  
 -3  UNCLEAR RESPONSE

## YOUR CASE MANAGER

Now I would like to talk to you about your {case manager} at {case management agency}, the person who helps make sure you have the services you need.

48. Do you know who your {case manager} at {case management agency} is?

- 1  YES  
 2  NO → GO TO Q55a  
 -1  DON'T KNOW → GO TO Q55a  
 -2  REFUSED → GO TO Q55a

<sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q55a

49. In the last 3 months, could you contact this {*case manager*} when you needed to?

<sup>1</sup>  YES

<sup>2</sup>  NO

<sup>-1</sup>  DON'T KNOW

<sup>-2</sup>  REFUSED

<sup>-3</sup>  UNCLEAR RESPONSE

50. Some people need to get equipment to help them, like wheelchairs or walkers, and other people need their equipment replaced or fixed. In the last 3 months, did you ask this {*case manager*} for help with getting or fixing equipment?

<sup>1</sup>  YES

<sup>2</sup>  NO → GO TO Q52

<sup>3</sup>  DON'T NEED → GO TO Q52

<sup>-1</sup>  DON'T KNOW → GO TO Q52

<sup>-2</sup>  REFUSED → GO TO Q52

<sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q52

51. In the last 3 months, did this {*case manager*} work with you when you asked for help with getting or fixing equipment?

<sup>1</sup>  YES

<sup>2</sup>  NO

<sup>-1</sup>  DON'T KNOW

<sup>-2</sup>  REFUSED

<sup>-3</sup>  UNCLEAR RESPONSE

52. In the last 3 months, did you ask this {*case manager*} for help in getting any changes to your services, such as more help from {*personal assistance/behavioral health staff and/or homemakers if applicable*}, or for help with getting places or finding a job?

<sup>1</sup>  YES

<sup>2</sup>  NO → GO TO 54

<sup>3</sup>  DON'T NEED → GO TO Q54

<sup>-1</sup>  DON'T KNOW → GO TO Q54

<sup>-2</sup>  REFUSED → GO TO Q54

<sup>-3</sup>  UNCLEAR RESPONSE → GO TO Q54

53. In the last 3 months, did this {*case manager*} work with you when you asked for help with getting other changes to your services?

<sup>1</sup>  YES

- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

54. Using any number from 0 to 10, where 0 is the worst help from {*case manager*} possible and 10 is the best help from {*case manager*} possible, what number would you use to rate the help you get from {*case manager*}?

\_\_ 0 TO 10

- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from the {*case manager*}? Would you say . . .

- 1  Excellent,
- 2  Very good,
- 3  Good,
- 4  Fair, or
- 5  Poor?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

55. Would you recommend the {*case manager*} who helps you to your family and friends if they needed {*program-specific term for case-management services*}? Would you say you would recommend the {*case manager*} . . .

- 1  Definitely no,
- 2  Probably no,
- 3  Probably yes, or
- 4  Definitely yes?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

## HOME-DELIVERED MEALS, ADULT DAY PROGRAM

The next questions ask about home-delivered meals and adult day programs.

55a. In the last 3 months, how would you rate your overall experience with Meals on Wheels or a home-delivered meal service? Would you say. . .

- 1  Excellent,
- 2  Very good,
- 3  Good,
- 4  Fair, or
- 5  Poor?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE OR DID NOT USE A HOME-DELIVERED MEALS SERVICE

55b. In the last 3 months, how would you rate your adult day program? Would you say. . .

- 1  Excellent,
- 2  Very good,
- 3  Good,
- 4  Fair, or
- 5  Poor?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE OR DID NOT USE AN ADULT DAY PROGRAM

## CHOOSING YOUR SERVICES

56. In the last 3 months, did your [*program-specific term for "service plan"*] include . . .

- 1  **None** of the things that are important to you,
- 2  **Some** of the things that are important to you,
- 3  **Most** of the things that are important to you, or
- 4  **All** of the things that are important to you?
- 1  DON'T KNOW → GO TO Q57a
- 2  REFUSED → GO TO Q57a
- 3  UNCLEAR RESPONSE → GO TO Q57a

57. In the last 3 months, did you feel {*personal assistance/behavioral health staff*} knew what's on your [*program-specific term for "service plan"*], including the things that are important to you?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE



57a. I would like to ask you about how you find and hire your paid caregivers or aides. Does a homecare agency provide them? Or, do you or a family member find and hire your aides, and do you sign and send in their timesheets?

Probes (Use only if respondent is unclear or does not know):

- How do you hire and pay your aides or caregivers?
- Do you work with Allied, Sunset Shores, or Advanced Behavioral Health/ABH to pay your aides?

- 1  AGENCY → GO TO Q58  
 2  SELF-HIRE  
 3  BOTH AGENCY AND SELF-HIRE  
 -1  DON'T KNOW → GO TO Q58  
 -2  REFUSED → GO TO Q58  
 -3  UNCLEAR RESPONSE → GO TO Q58  
 -4  NOT APPLICABLE → GO TO Q58

57b. Are any of your family members **paid** to help you?

- 1  YES, Please specify relationship/s: \_\_\_\_\_  
 2  NO  
 -1  DON'T KNOW  
 -2  REFUSED  
 -3  UNCLEAR RESPONSE

58. In the last 3 months, who would you have talked to if you wanted to change your [program-specific term for "service plan"]? Anyone else? [INTERVIEWER MARKS ALL THAT APPLY]

- 1  CASE MANAGER  
 2  OTHER STAFF  
 3  FAMILY/FRIENDS  
 4  SOMEONE ELSE, PLEASE SPECIFY \_\_\_\_\_  
 -1  DON'T KNOW  
 -2  REFUSED  
 -3  UNCLEAR RESPONSE

## TRANSPORTATION

The next questions ask about how you get to places in your community.

59. Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, how often did you have a way to get to your medical appointments? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, did you have a way to get to your medical appointments? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

60. In the last 3 months, did you use a van or some other transportation service? Do not include a van you own.

- 1  YES
- 2  NO → GO TO Q63
- 1  DON'T KNOW → GO TO Q63
- 2  REFUSED → GO TO Q63
- 3  UNCLEAR RESPONSE → GO TO Q63

61. In the last 3 months, were you able to get in and out of this ride easily?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

62. In the last 3 months, how often did this ride arrive on time to pick you up? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did this ride arrive on time to pick you up? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

## PERSONAL SAFETY

The next few questions ask about your personal safety.

63. Who would you contact in case of an emergency? [INTERVIEWER MARKS ALL THAT APPLY]

- 1  FAMILY MEMBER OR FRIEND
- 2  CASE MANAGER
- 3  AGENCY THAT PROVIDES HOME- AND COMMUNITY-BASED SERVICES
- 4  PAID EMERGENCY RESPONSE SERVICE (E.G., LIFELINE)
- 5  9–1–1 (FIRST RESPONDERS, POLICE, LAW ENFORCEMENT)
- 6  SOMEONE ELSE, PLEASE SPECIFY \_\_\_\_\_
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

64. In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

The next few questions ask if anyone paid to help you treated you badly in the last 3 months. This includes {*personal assistance/behavioral health staff, homemakers, or your case manager*}. We are asking everyone the next questions—not just you. I want to remind you that, although your answers are confidential, I have a responsibility to tell my supervisor if I see or hear something that makes me think you are being hurt or are in danger.

65. In the last 3 months, did **any** {*personal assistance/behavioral health staff, homemakers, or your case managers*} take your money or your things without asking you first?

- 1  YES
- 2  NO → GO TO Q68
- 1  DON'T KNOW → GO TO Q68
- 2  REFUSED → GO TO Q68
- 3  UNCLEAR RESPONSE → GO TO Q68

66. In the last 3 months, did someone work with you to fix this problem?

- 1  YES
- 2  NO → GO TO Q68
- 1  DON'T KNOW → GO TO Q68
- 2  REFUSED → GO TO Q68
- 3  UNCLEAR RESPONSE → GO TO Q68

67. In the last 3 months, who has been working with you to fix this problem? Anyone else?  
[INTERVIEWER MARKS ALL THAT APPLY]

- 1  FAMILY MEMBER OR FRIEND
- 2  CASE MANAGER
- 3  AGENCY
- 4  SOMEONE ELSE, PLEASE SPECIFY \_\_\_\_\_
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

68. In the last 3 months, did any {staff} yell, swear, or curse at you?

- 1  YES
- 2  NO → GO TO Q71
- 1  DON'T KNOW → GO TO Q71
- 2  REFUSED → GO TO Q71
- 3  UNCLEAR RESPONSE → GO TO Q71

69. In the last 3 months, did someone work with you to fix this problem?

- 1  YES
- 2  NO → GO TO Q71
- 1  DON'T KNOW → GO TO Q71
- 2  REFUSED → GO TO Q71
- 3  UNCLEAR RESPONSE → GO TO Q71

70. In the last 3 months, who has been working with you to fix this problem? Anyone else?  
[INTERVIEWER MARKS ALL THAT APPLY]

- 1  FAMILY MEMBER OR FRIEND

- 2  CASE MANAGER
- 3  AGENCY
- 4  SOMEONE ELSE, PLEASE SPECIFY \_\_\_\_\_
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

71. In the last 3 months, did any {staff} hit you or hurt you?

- 1  YES
- 2  NO → GO TO Q74
- 1  DON'T KNOW → GO TO Q74
- 2  REFUSED → GO TO Q74
- 3  UNCLEAR RESPONSE → GO TO Q74

72. In the last 3 months, did someone work with you to fix this problem?

- 1  YES
- 2  NO → GO TO Q74
- 1  DON'T KNOW → GO TO Q74
- 2  REFUSED → GO TO Q74
- 3  UNCLEAR RESPONSE → GO TO Q74

73. In the last 3 months, who has been working with you to fix this problem? Anyone else?  
[INTERVIEWER MARKS ALL THAT APPLY]

- 1  FAMILY MEMBER OR FRIEND
- 2  CASE MANAGER
- 3  AGENCY
- 4  SOMEONE ELSE, PLEASE SPECIFY \_\_\_\_\_
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

## COMMUNITY INCLUSION AND EMPOWERMENT

Now I'd like to ask you about the things you do in your community.

74. Do you have any **family** members who live nearby? Do not include family members you live with.

- 1  YES
- 2  NO → GO TO Q76
- 1  DON'T KNOW → GO TO Q76

- 2  REFUSED → GO TO Q76
- 3  UNCLEAR RESPONSE → GO TO Q76

75. In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, when you wanted to, could you get together with these family members who live nearby? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

76. Do you have any **friends** who live nearby?

- 1  YES
- 2  NO → GO TO Q78
- 1  DON'T KNOW → GO TO Q78
- 2  REFUSED → GO TO Q78
- 3  UNCLEAR RESPONSE → GO TO Q78

77. In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, when you wanted to, could you get together with these friends who live nearby? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?

- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

78. In the last 3 months, when you wanted to, how often could you do things in the community that you like? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, when you wanted to, could you do things in the community that you like? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

79. In the last 3 months, did you need more help than you get from {*personal assistance/behavioral health staff*} to do things in your community?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

80. In the last 3 months, did you take part in deciding **what** you do with your time each day?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

81. In the last 3 months, did you take part in deciding **when** you do things each day—for example, deciding when you get up, eat, or go to bed?

- 1  YES
- 2  NO

- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

**ABI, Autism, and PCA:** Ask Employment Module

**CHCP & Katie Beckett:** Skip to ABOUT YOU

### EMPLOYMENT MODULE (ABI, Autism & PCA)

EM1. In the last 3 months, did you work for pay at a job?

- 1  YES → GO TO EM9
- 2  NO
- 1  DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2  REFUSED → GO TO THE ABOUT YOU SECTION
- 3  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM2. In the last 3 months, did you want to work for pay at a job?

- 1  YES
- 2  NO → GO TO EM4
- 1  DON'T KNOW → GO TO THE ABOUT YOU SECTION
- 2  REFUSED → GO TO THE ABOUT YOU SECTION
- 3  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM3. Sometimes people feel that something is holding them back from working when they want to. In the last 3 months, was this true for you? If so, what has been holding you back from working? (INTERVIEWER LISTENS AND MARKS ALL THAT APPLY)

- 1  BENEFITS → GO TO EM5
- 2  HEALTH CONCERNS → GO TO EM5
- 3  DON'T KNOW ABOUT JOB RESOURCES → GO TO EM5
- 4  ADVICE FROM OTHERS → GO TO EM5
- 5  TRAINING/EDUCATION NEED → GO TO EM5
- 6  LOOKING FOR AND CAN'T FIND WORK → GO TO EM5
- 7  ISSUES WITH PREVIOUS EMPLOYMENT → GO TO EM5
- 8  TRANSPORTATION → GO TO EM5
- 9  CHILD CARE → GO TO EM5
- 10  OTHER ( \_\_\_\_\_ ) → GO TO EM5
- 11  NOTHING IS HOLDING ME BACK → GO TO EM5
- 1  DON'T KNOW → GO TO EM5
- 2  REFUSED → GO TO EM5



<sup>-3</sup>  UNCLEAR RESPONSE → GO TO EM5

EM4. Sometimes people would like to work for pay, but feel that something is holding them back. In the last 3 months, was this true for you? If so, what has been holding you back from wanting to work? (INTERVIEWER LISTENS AND MARKS ALL THAT APPLY)

<sup>1</sup>  BENEFITS → GO TO THE ABOUT YOU SECTION

<sup>2</sup>  HEALTH CONCERNS → GO TO THE ABOUT YOU SECTION

<sup>3</sup>  DON'T KNOW ABOUT JOB RESOURCES → GO TO THE ABOUT YOU SECTION

<sup>4</sup>  ADVICE FROM OTHERS → GO TO THE ABOUT YOU SECTION

<sup>5</sup>  TRAINING/EDUCATION NEED → GO TO THE ABOUT YOU SECTION

<sup>6</sup>  LOOKING FOR AND CAN'T FIND WORK → GO TO THE ABOUT YOU SECTION

<sup>7</sup>  ISSUES WITH PREVIOUS EMPLOYMENT → GO TO THE GO TO THE ABOUT YOU SECTION

<sup>8</sup>  TRANSPORTATION → GO TO THE GO TO THE ABOUT YOU SECTION

<sup>9</sup>  CHILD CARE → GO TO THE ABOUT YOU SECTION

<sup>10</sup>  OTHER ( \_\_\_\_\_ ) → GO TO THE ABOUT YOU SECTION

<sup>11</sup>  NOTHING/DON'T WANT TO WORK → GO TO THE ABOUT YOU SECTION

<sup>-1</sup>  DON'T KNOW → GO TO THE ABOUT YOU SECTION

<sup>-2</sup>  REFUSED → GO TO THE ABOUT YOU SECTION

<sup>-3</sup>  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM5. In the last 3 months, did you ask for help in getting a job for pay?

<sup>1</sup>  YES → GO TO EM7

<sup>2</sup>  NO

<sup>-1</sup>  DON'T KNOW

<sup>-2</sup>  REFUSED

<sup>-3</sup>  UNCLEAR RESPONSE

EM6. In the last 3 months, did you know you could get help to find a job for pay?

<sup>1</sup>  YES → GO TO THE ABOUT YOU SECTION

<sup>2</sup>  NO → GO TO THE ABOUT YOU SECTION

<sup>-1</sup>  DON'T KNOW → GO TO THE ABOUT YOU SECTION

<sup>-2</sup>  REFUSED → GO TO THE ABOUT YOU SECTION

<sup>-3</sup>  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM7. Help getting a job can include help finding a place to work or help getting the skills that you need to work. In the last 3 months, was someone paid to help you get a job?

<sup>1</sup>  YES → GO TO EM8

<sup>2</sup>  NO → GO TO THE ABOUT YOU SECTION

<sup>-1</sup>  DON'T KNOW → GO TO THE ABOUT YOU SECTION

<sup>-2</sup>  REFUSED → GO TO THE ABOUT YOU SECTION

<sup>-3</sup>  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM8. In the last 3 months, did you get all the help you need to find a job?

- <sup>1</sup>  YES → GO TO THE ABOUT YOU SECTION
- <sup>2</sup>  NO → GO TO THE ABOUT YOU SECTION
- <sup>-1</sup>  DON'T KNOW → GO TO THE ABOUT YOU SECTION
- <sup>-2</sup>  REFUSED → GO TO THE ABOUT YOU SECTION
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM9. Who helped you find the job that you have now? [MARK ALL THAT APPLY]

- <sup>1</sup>  EMPLOYMENT/VOCATIONAL STAFF/JOB COACH
- <sup>2</sup>  CASE MANAGER
- <sup>3</sup>  OTHER PAID PROVIDERS
- <sup>4</sup>  OTHER CAREER SERVICES
- <sup>5</sup>  FAMILY/FRIENDS
- <sup>6</sup>  ADVERTISEMENT
- <sup>7</sup>  SELF-EMPLOYED → GO TO EM11
- <sup>8</sup>  OTHER (\_\_\_\_\_)
- <sup>9</sup>  NO ONE HELPED ME—I FOUND IT MYSELF → GO TO EM11
- <sup>-1</sup>  DON'T KNOW → GO TO EM11
- <sup>-2</sup>  REFUSED → GO TO EM11
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO EM11

EM10. Did you help choose the job you have now?

- <sup>1</sup>  YES
- <sup>2</sup>  NO
- <sup>-1</sup>  DON'T KNOW
- <sup>-2</sup>  REFUSED
- <sup>-3</sup>  UNCLEAR RESPONSE

EM11. Sometimes people need help from other people to work at their jobs. For example, they may need help getting to or getting around at work, help getting their work done, or help getting along with other workers. In the last 3 months, was someone paid to help you with the job you have now?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO THE ABOUT YOU SECTION
- <sup>-1</sup>  DON'T KNOW → GO TO THE ABOUT YOU SECTION
- <sup>-2</sup>  REFUSED → GO TO THE ABOUT YOU SECTION
- <sup>-3</sup>  UNCLEAR RESPONSE → GO TO THE ABOUT YOU SECTION

EM12. What do you call this person? A job coach, peer support provider, personal assistant, or something else?

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[USE THIS TERM WHEREVER IT SAYS {*job coach*} BELOW.]

EM13. Did you hire your {*job coach*} yourself?

- 1  YES → GO TO THE ABOUT YOU SECTION
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

EM14. In the last 3 months, has your {*job coach*} been with you all the time that you were working?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

EM15. In the last 3 months, how often did your {*job coach*} give you all the help you needed? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your {*job coach*} give you all the help you needed? Would you say . . .

- 1  Mostly yes or
- 2  Mostly no?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

EM16. In the last 3 months, how often did your {*job coach*} treat you with courtesy and respect? Would you say . . .

- 1  Never,
- 2  Sometimes,
- 3  Usually, or
- 4  Always?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your *{job coach}* treat you with courtesy and respect? Would you say . . .

- <sup>1</sup> Mostly yes or
- <sup>2</sup> Mostly no?
- <sup>-1</sup> DON'T KNOW
- <sup>-2</sup> REFUSED
- <sup>-3</sup> UNCLEAR RESPONSE

EM17. In the last 3 months, how often did your *{job coach}* explain things in a way that was easy to understand? Would you say . . .

- <sup>1</sup> Never,
- <sup>2</sup> Sometimes,
- <sup>3</sup> Usually, or
- <sup>4</sup> Always?
- <sup>-1</sup> DON'T KNOW
- <sup>-2</sup> REFUSED
- <sup>-3</sup> UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your *{job coach}* explain things in a way that was easy to understand? Would you say . . .

- <sup>1</sup> Mostly yes or
- <sup>2</sup> Mostly no?
- <sup>-1</sup> DON'T KNOW
- <sup>-2</sup> REFUSED
- <sup>-3</sup> UNCLEAR RESPONSE

EM18. In the last 3 months, how often did your *{job coach}* listen carefully to you? Would you say . . .

- <sup>1</sup> Never,
- <sup>2</sup> Sometimes,
- <sup>3</sup> Usually, or
- <sup>4</sup> Always?
- <sup>-1</sup> DON'T KNOW
- <sup>-2</sup> REFUSED
- <sup>-3</sup> UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did your *{job coach}* listen carefully to you? Would you say . . .

- <sup>1</sup> Mostly yes or
- <sup>2</sup> Mostly no?
- <sup>-1</sup> DON'T KNOW
- <sup>-2</sup> REFUSED
- <sup>-3</sup> UNCLEAR RESPONSE

EM19. In the last 3 months, did your *{job coach}* encourage you to do things for yourself if you could?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

EM20. Using any number from 0 to 10, where 0 is the worst help from *{job coach}* possible and 10 is the best help from *{job coach}* possible, what number would you use to rate the help you get from your *{job coach}*?

\_\_ 0 TO 10

- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from your *{job coach}*?

Would you say . . .

- 1  Excellent,
- 2  Very good,
- 3  Good,
- 4  Fair, or
- 5  Poor?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

EM21. Would you recommend the *{job coach}* who helps you to your family and friends if they needed *{program-specific term for employment services}*? Would you say you recommend the *{job coach}* . . .

- 1  Definitely no,
- 2  Probably no,
- 3  Probably yes, or
- 4  Definitely yes?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

## ABOUT YOU

Now I just have a few more questions about you.

82. In general, how would you rate your overall health? Would you say . . .

- 1  Excellent,
- 2  Very good,

- 3  Good,
- 4  Fair, or
- 5  Poor?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

83. In general, how would you rate your overall mental or emotional health? Would you say ...

- 1  Excellent,
- 2  Very good,
- 3  Good,
- 4  Fair, or
- 5  Poor?
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

84. What is your age?

- 1  18 TO 24 YEARS
- 2  25 TO 34 YEARS
- 3  35 TO 44 YEARS
- 4  45 TO 54 YEARS
- 5  55 TO 64 YEARS
- 6  65 TO 74 YEARS
- 7  75 YEARS OR OLDER
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

ALTERNATE VERSION: In what year were you born?

\_\_\_\_\_ (YEAR)

- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

85. [IF NECESSARY, ASK, AND VERIFY IF OVER THE PHONE] Are you male or female?

- 1  MALE
- 2  FEMALE
- 1  DON'T KNOW
- 2  REFUSED

-3  UNCLEAR RESPONSE

86. What is the highest grade or level of school that you have completed?

- 1  8th grade or less
- 2  Some high school, but did not graduate
- 3  High school graduate or GED
- 4  Some college or 2-year degree
- 5  4-year college graduate
- 6  More than 4-year college degree
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

87. Are you of Hispanic, Latino, or Spanish origin?

- 1  YES, HISPANIC, LATINO, OR SPANISH
- 2  NO, NOT HISPANIC, LATINO, OR SPANISH → GO TO Q89
- 1  DON'T KNOW → GO TO Q89
- 2  REFUSED → GO TO Q89
- 3  UNCLEAR RESPONSE → GO TO Q89

88. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

- 1  Mexican, Mexican American, Chicano, Chicana
- 2  Puerto Rican
- 3  Cuban
- 4  Another Hispanic, Latino, or Spanish origin
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

89. What is your race? You may choose one or more of the following. Would you say you are. . .

- 1  White → GO TO Q92
- 2  Black or African-American → GO TO Q92
- 3  Asian → GO TO Q90
- 4  Native Hawaiian or other Pacific Islander → GO TO Q91
- 5  American Indian or Alaska Native → GO TO Q92
- 6  OTHER → GO TO Q92
- 1  DON'T KNOW → GO TO Q92
- 2  REFUSED → GO TO Q92
- 3  UNCLEAR RESPONSE → GO TO Q92

90. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

- 1  Asian Indian → GO TO Q92
- 2  Chinese → GO TO Q92
- 3  Filipino → GO TO Q92
- 4  Japanese → GO TO Q92
- 5  Korean → GO TO Q92
- 6  Vietnamese → GO TO Q92
- 7  Other Asian → GO TO Q92
- 1  DON'T KNOW → GO TO Q92
- 2  REFUSED → GO TO Q92
- 3  UNCLEAR RESPONSE → GO TO Q92

91. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

- 1  Native Hawaiian
- 2  Guamanian or Chamorro
- 3  Samoan
- 4  Other Pacific Islander
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

92. Do you speak a language other than English at home?

- 1  YES
- 2  NO → GO TO Q94
- 1  DON'T KNOW → GO TO Q94
- 2  REFUSED → GO TO Q94
- 3  UNCLEAR RESPONSE → GO TO Q94

93. What is the language you speak at home?

- 1  Spanish,
- 2  Some other language → Which one? \_\_\_\_\_
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

94. [IF NECESSARY, ASK] How many adults live at your home, including you?

- 1  1 [JUST THE RESPONDENT] → END SURVEY
- 2  2 TO 3
- 3  4 OR MORE



- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

95. [IF NECESSARY, ASK] Do you live with any family members?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

96. [IF NECESSARY, ASK] Do you live with people who are not family or are not related to you?

- 1  YES
- 2  NO
- 1  DON'T KNOW
- 2  REFUSED
- 3  UNCLEAR RESPONSE

97. Is there anything else you would like to add?

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**END OF QUESTIONS**

**Thank you for completing this interview with me. If you wish to contact your care manager, the number for his/her agency is:**

- AASCC: 203-752-3040
- CCC Eastern region: 860-885-2960
- CCC North Central region: 860-257-1503
- CCC Northwest region: 203-596-4800
- SWCAA: 203-333-9288
- WCAAA: 203-465-1000
- Autism waiver: 860-424-5865
- Katie Beckett waiver: 860-424-5582

**Interviewer:** Collect name and phone numbers for participant, proxy, or person who assisted. Information will be entered below.

**INTERVIEWER QUESTIONS**

THE FOLLOWING QUESTIONS SHOULD BE ANSWERED AFTER THE INTERVIEW IS CONDUCTED.

0) Who completed the interview? (Check only one)

Participant by his/herself

Participant telephone numbers: \_\_\_\_\_ → Go to F1

Participant with assistance from another person.

If Assisted

Contact information for person who assisted with interview:

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Telephone numbers: \_\_\_\_\_ → Go to F1

A proxy - Someone else completed the survey for the participant

If Proxy:

**Proxy Contact Information:**

Proxy First name: \_\_\_\_\_

Proxy Last name: \_\_\_\_\_

Proxy Telephone numbers: \_\_\_\_\_ → Go to P1

P1. Relationship to participant – the proxy is the...

Spouse/partner

Adult child

Parent

Attorney or legal representative

Other: \_\_\_\_\_

P2. Is the proxy also a legal representative?

Yes

No

P3. Is the proxy paid to provide support to the participant?

Yes → GO TO END OF SURVEY

No → GO TO END OF SURVEY

F1. WAS THE RESPONDENT ABLE TO GIVE VALID RESPONSES?

- <sup>1</sup>  YES
- <sup>2</sup>  NO

F2. WAS ANY ONE ELSE PRESENT DURING THE INTERVIEW?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO END OF SURVEY

F3. WHO WAS PRESENT DURING THE INTERVIEW? (MARK ALL THAT APPLY.)

- <sup>1</sup>  SOMEONE **NOT** PAID TO PROVIDE SUPPORT TO THE RESPONDENT
- <sup>2</sup>  STAFF OR SOMEONE PAID TO PROVIDE SUPPORT TO THE RESPONDENT

F4. DID SOMEONE HELP THE RESPONDENT COMPLETE THIS SURVEY?

- <sup>1</sup>  YES
- <sup>2</sup>  NO → GO TO END OF SURVEY

F5. HOW DID THAT PERSON HELP? [MARK ALL THAT APPLY.]

- <sup>1</sup>  ANSWERED **ALL** THE QUESTIONS FOR RESPONDENT
- <sup>2</sup>  ANSWERED **SOME** OF THE QUESTIONS FOR THE RESPONDENT
- <sup>3</sup>  RESTATED THE QUESTIONS IN A DIFFERENT WAY OR REMINDED/PROMPTED THE RESPONDENT
- <sup>4</sup>  TRANSLATED THE QUESTIONS OR ANSWERS INTO THE RESPONDENT’S LANGUAGE
- <sup>5</sup>  HELPED WITH THE USE OF ASSISTIVE OR COMMUNICATION EQUIPMENT SO THAT THE RESPONDENT COULD ANSWER THE QUESTIONS
- <sup>6</sup>  HELPED THE RESPONDENT IN ANOTHER WAY, SPECIFY \_\_\_\_\_

F6. WHO HELPED THE RESPONDENT? (MARK ALL THAT APPLY.)

- <sup>1</sup>  SOMEONE **NOT** PAID TO PROVIDE SUPPORT TO THE RESPONDENT
- <sup>2</sup>  STAFF OR SOMEONE PAID TO PROVIDE SUPPORT TO THE RESPONDENT

F7. Relationship to participant:

- Spouse/partner
- Adult child
- Parent
- Attorney or legal representative
- Paid staff person
- Other: \_\_\_\_\_

F8. Is the person who assisted also a legal representative?

- Yes → GO TO END OF SURVEY
- No → GO TO END OF SURVEY

**END OF SURVEY – INTERVIEWER COMPLETE FOR EVERYONE:**

Interview done by:

- Telephone
- In-person

Participant Information:

First name: \_\_\_\_\_

Middle name: \_\_\_\_\_

Last name: \_\_\_\_\_

Medicaid ID: \_\_\_\_\_

Date of Birth (MM/DD/YYYY): \_\_\_\_\_

Town of residence: \_\_\_\_\_

ZIP code of residence: \_\_\_\_\_

Does the participant have a Conservator of Person or a Legal Guardian?

- Yes
- No
- Do not know

Program:

- CHCP
- ABI
- PCA
- Autism
- Katie Beckett
- CFC Only
- DMHAS – Mental Health Waiver

If CHCP: CHCP Category:

- Category 1 (State funded)
- Category 2 (State funded)
- Category 3 (Waiver)
- Category 4 (Under 65)
- Category 5 (1915i)
- Do not know

If ABI waiver:

- ABI I

- ABI II
- Do not know

Community First Choice?

- Yes
- No
- Do not know

Access Agency:

- AASCC
- CCC
- DSS
- SWCAA
- WCAAA
- DMHAS

If CCC client: CCC Region:

- Eastern (Region 3)
- North Central (Region 4)
- Northwest (Region 5)
- Do not know

If SWCAA client: SWCAA Region:

- Bridgeport Proper
- Greater Bridgeport
- Norwalk
- Stamford
- Do not know

Date Interview Complete: \_\_\_\_\_

Interviewer: \_\_\_\_\_

**Appendix C. CAHPS® Home and Community-Based Services Survey – Connecticut version 2019:  
Mental Health Waiver**

## Telephone Mental Health Waiver Participant Survey

I'm calling because we are doing a survey to learn about the services you receive at home or in the community. I'd like to ask you some questions about the people who are paid to help you, access to care, transportation, and things you do. Results of the study will help Connecticut evaluate how well its programs are meeting the needs of people who receive services like you. Can I ask you some questions about the services you receive? It will take about 20 minutes.

Before we begin, let me assure you that all information collected will be kept strictly confidential and will not be reported in any way that identifies you personally. Your answers will be combined with the answers of others and reported in such a way that no single individual could ever be identified. None of the people who help you will know what you say, unless you want them in the room while you answer the questions. Also, the services and supports you get will not change. We are collecting this information for program evaluation only. Although the information you give me is confidential, you should know that if I see hear anything that makes me think you are being hurt or are in danger, I have a responsibility to tell my supervisor. Your participation is completely voluntary and if we come to any question you prefer not to answer, just tell me and we'll move on to the next one. If you have any questions, please stop me and ask me. Also, please let me know if you do not understand a question or if you would like me to repeat it.

### GETTING NEEDED SERVICES FROM RECOVERY ASSISTANTS

1. In the last 3 months, did you get recovery assistant or RA services? An RA or aide helps teach you skills to clean your apartment, shop, prepare meals, and maintain a healthy lifestyle.
  - Yes → GO TO #2
  - No → GO TO #10
  - Do not know → GO TO #10
  - Refused → GO TO #10
2. In the last 3 months, how often did your recovery assistant come to work on time?
  - Always
  - Usually
  - Sometimes
  - Never
  - Do not know
  - Refused
3. In the last 3 months, how often did your recovery assistant work as long as they were supposed to?
  - Always
  - Usually
  - Sometimes
  - Never
  - Do not know
  - Refused

4. In the last 3 months, how often did your recovery assistant treat you with courtesy and respect?
- Always
  - Usually
  - Sometimes
  - Never
  - Do not know
  - Refused
5. In the last 3 months, how often did your recovery assistant explain things in a way that was easy to understand?
- Always
  - Usually
  - Sometimes
  - Never
  - Do not know
  - Refused
6. In the last 3 months, how often did your recovery assistant listen carefully to you?
- Always
  - Usually
  - Sometimes
  - Never
  - Do not know
  - Refused
7. In the last 3 months, did you feel your recovery assistant knew what kind of help **you** needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?
- Yes
  - No
  - Do not know
  - Refused
8. In the last 3 months, did your recovery assistant encourage you to do things for yourself if you could?
- Yes
  - No
  - Do not know
  - Refused



9. How would you rate the help you get from your recovery assistant?

- Excellent
- Very good
- Good
- Fair
- Poor
- Do not know
- Refused

### **GETTING NEEDED SERVICES FROM CSPs OR CSP CASE MANAGERS**

10. In the last 3 months, did you get CSP, Community Service Provider, or CSP case management services? A CSP or CSP case manager helps you with things like benefits, paperwork, and budgeting.

- Yes → GO TO #11
- No → GO TO #19
- Do not know → GO TO #19
- Refused → GO TO #19

11. In the last 3 months, how often did your CSP come to work on time?

- Always
- Usually
- Sometimes
- Never
- Do not know
- Refused

12. In the last 3 months, how often did your CSP work as long as they were supposed to?

- Always
- Usually
- Sometimes
- Never
- Do not know
- Refused

13. In the last 3 months, how often did your CSP explain things in a way that was easy to understand?

- Always
- Usually
- Sometimes
- Never
- Do not know
- Refused

14. In the last 3 months, did your CSP encourage you to do things for yourself if you could?

- Yes
- No
- Do not know
- Refused

15. In the last 3 months, how often did your CSP treat you with courtesy and respect?

- Always
- Usually
- Sometimes
- Never
- Do not know
- Refused

16. In the last 3 months, how often did your CSPs listen carefully to you?

- Always
- Usually
- Sometimes
- Never
- Do not know
- Refused

17. In the last 3 months, did you feel your CSP knew what kind of help you needed?

- Yes
- No
- Do not know
- Refused

18. How would you rate the help you get from your CSP?

- Excellent
- Very good
- Good
- Fair
- Poor
- Do not know
- Refused

## HOME DELIVERED MEALS

19. In the last 3 months, how would you rate your overall experience with Meals on Wheels or a home-delivered meal service?

- Excellent
- Very good
- Good
- Fair
- Poor
- Do not know
- Refused
- Not Applicable – Did not use home-delivered meal service

## CHOOSING YOUR SERVICES

20. In the last 3 months, did your recovery plan include . . .

- All** of the things that are important to you
- Most** of the things that are important to you
- Some** of the things that are important to you
- None** of the things that are important to you
- Do not know
- Refused

21. In the last 3 months, did you feel your staff knew what is on your recovery plan, including the things that are important to you?

- Yes
- No
- Do not know
- Refused

## TRANSPORTATION

22. Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, how often did you have a way to get to your medical appointments?

- Always
- Usually
- Sometimes
- Never
- Do not know
- Refused

## PERSONAL SAFETY

The next few questions ask if anyone paid to help you treated you badly in the last 3 months. This includes an RA, aide, or CSP case manager. We are asking everyone the next questions—not just you. I want to remind you that, although your answers are confidential, I have a responsibility to tell my supervisor if I hear something that makes me think you are being hurt or are in danger.

23. In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like?

- Yes
- No
- Do not know
- Refused

24. In the last 3 months, did **any** staff take your money or your things without asking you first?

- Yes → GO TO #24a
- No → GO TO #25
- Do not know → GO TO #25
- Refused → GO TO #25

24a. In the last 3 months, did someone work with you to fix this problem?

- Yes
- No
- Do not know
- Refused

25. In the last 3 months, did **any** staff yell, swear, or curse at you?

- Yes → GO TO #25a
- No → GO TO #26
- Do not know → GO TO #26
- Refused → GO TO #26

25a. In the last 3 months, did someone work with you to fix this problem?

- Yes
- No
- Do not know
- Refused

26. In the last 3 months, did **any** staff hit you or hurt you?

- Yes → GO TO #26a
- No → GO TO #27
- Do not know → GO TO #27
- Refused → GO TO #27

26a. In the last 3 months, did someone work with you to fix this problem?

- Yes
- No
- Do not know
- Refused

## COMMUNITY INCLUSION AND EMPOWERMENT

27. Do you have any **family** members who live nearby? Do not include family members you live with.
- Yes
  - No
  - Do not know
  - Refused
28. Do you have any **friends** who live nearby?
- Yes
  - No
  - Do not know
  - Refused
29. In the last 3 months, when you wanted to, how often could you do things in the community that you like?
- Always
  - Usually
  - Sometimes
  - Never
  - Do not know
  - Refused
30. In the last 3 months, did you need more help than you get from your staff to do things in your community?
- Yes
  - No
  - Do not know
  - Refused
31. In the last 3 months, did you take part in deciding **what** you do with your time each day?
- Yes
  - No
  - Do not know
  - Refused
32. In the last 3 months, did you take part in deciding **when** you do things each day—for example, deciding when you get up, eat, or go to bed?
- Yes
  - No
  - Do not know
  - Refused

## MENTAL HEALTH WAIVER QUESTIONS

How much do you Agree or Disagree with each statement?

33. As a result of the services I have received from the Mental Health Waiver, I deal more effectively with my daily problems.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Do not know
- Refused

34. As a result of the services I have received from the Mental Health Waiver, I can have the life I want in recovery.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Do not know
- Refused

35. As a result of the services I have received from the Mental Health Waiver, I feel that these services help me stay in the community.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Do not know
- Refused

## FINAL QUESTIONS

36. In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor
- Do not know
- Refused

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor
- Do not know
- Refused

38. How many adults live at your home, including you?

- 1 (Just the waiver participant)
- 2 to 3
- 4 or more
- Do not know
- Refused

39. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older
- Do not know
- Refused

40. Are you male or female?

- Male
- Female
- Non-binary (not exclusively male or female, or transgender)
- Other gender (specify) \_\_\_\_\_
- Do not know
- Refused

41. Are you of Hispanic, Latino/a, or Spanish origin?

- Yes, Hispanic, Latino/a, or Spanish
- No, Not Hispanic, Latino/a, or Spanish
- Other ethnicity (specify) \_\_\_\_\_
- Do not know
- Refused

42. What is your race? You may choose one or more of the following. Would you say you are...

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Some other race (specify) \_\_\_\_\_
- Do not know
- Refused

43. Is there anything else you would like to add?

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**Thank you for completing this interview with me.  
If you wish to contact Advanced Behavioral Health, Inc. (ABH),  
the number is: 860-704-6186.**

INTERVIEWER: PLEASE COMPLETE THE FOLLOWING QUESTIONS AFTER THE INTERVIEW IS FINISHED:

44. Who completed this survey?

- The waiver participant on his/her own
- The waiver participant with assistance from another person
- A proxy – Someone else completed the survey for the waiver participant

45. Did a Recovery Assistant, Aide, CSP, Case manager, or any other Paid Staff person help the waiver participant complete this survey?

- Yes
- No

46. Interview done by:

- Telephone
- Video (for example, Zoom, MS Teams, etc.)
- In-person
- Other \_\_\_\_\_

Waiver Participant First Name: \_\_\_\_\_

Waiver Participant Last Name: \_\_\_\_\_

ABH Client ID: \_\_\_\_\_

Interviewer Name: \_\_\_\_\_

Date Interview Completed: \_\_\_\_\_