



Developmental Disabilities Division

Home and Community Based (HCB) Setting Consumer Survey Results

This document contains a list of questions used in the Consumer Survey and the corresponding responses to determine compliance with the CMS new rules of HCB settings. The DD Division received a 100% return response from the Consumer Survey, with a total of 518 surveys completed. Consumer surveys were completed for residential (Congregate Care, Family Support, ISLA, MSLA, SLA & TCLF) and non-residential (facility-based day habilitation) settings. The surveys were completed with the consumers by Regional DD Program Managers during a face to face visit.

The questions were based on criterion provided in the CMS guidance and toolkit, providing information toward validating that settings have the CMS defined qualities and characteristics and capturing individual experiences and outcomes in the settings.

The responses were not always clear, and the DD Division reached out to Providers, Regional Human Service Centers, and reviewed comments to complete any needed follow up and obtain clarification. Overall, based on the further information gathered (which also included reviewing plans) and in conjunction with the consumer surveys some non-compliant responses within the raw data collected, were later determined to be compliant indicating that in fact experiences and requirements were present or it was already being addressed by the team. Navigant Consulting considered the results of all Survey Monkey responses in the final analysis to assess the environmental characteristics and individual experiences.

Residential Summary

Region the consumer is in	Response Percent	Response Count
Region 1-Williston	3.2%	9
Region 2-Minot	15.5%	44
Region 3-Devils Lake	6.4%	18
Region 4-Grand Forks/Grafton	12%	34
Region 5-Fargo	20.5%	58
Region 6-Jamestown	12.4%	35
Region7-Bismarck	26.1%	74
Region8-Dickinson	3.9%	11
<i>total</i>		283

Was the setting chosen by the individual?	Response Percent	Response Count
YES	86.7%	242
NO and the individual was given a choice of available options where to live/receive services	5.7%	16
NO and the individual was NOT given a choice of available options where to live/receive services	4.7%	13
UNKNOWN	2.9%	8
<i>total</i>		279

Does the setting reflect and support the individual's needs and preferences?	Response Percent	Response Count
YES	98.9%	277
NO	1.1%	3
<i>total</i>		280

Does the individual have choices into their services and supports? (e.g. needs and preferences are incorporated, includes choice of provider)	Response Percent	Response Count
YES	98.2%	275
NO	1.8%	5
<i>total</i>		280

Does the individual share a bedroom?	Response Percent	Response Count
NO	92.8%	256
YES and the individual was given a choice of roommate	3.6%	10
YES and the individual was NOT given a choice of roommate	2.5%	7
YES and unknown if choice of roommate was provided	1.1%	3
<i>total</i>		276

Does the individual continue to want to share a bedroom with this roommate?	Response Percent	Response Count
YES	7.9%	22
NO	0.4%	1
NOT APPLICABLE-does not share a bedroom	91.7%	255
<i>total</i>		278

Does the setting reflect the individual's personal items, interests, furnishings, etc?	Response Percent	Response Count
YES	99.6%	279
NO	0.4%	1
<i>total</i>		280

Does the individual regularly access the community and as they choose? (e.g. religious services, family, friends, shopping, events, has transportation available, etc.)	Response Percent	Response Count
YES	99.6%	279
NO	0.4%	1
<i>total</i>		280

Does the individual have choices in their schedule? (e.g. not the same time as everyone, choose when they eat, wake, shower, community activities, etc.)	Response Percent	Response Count
YES	99.3%	276
NO	0.7%	2
<i>total</i>		278

Does the individual have privacy as needed and when necessary? (e.g. visits, bedroom, bathroom, care, information)	Response Percent	Response Count
YES	98.9%	275
NO	1.1%	3
<i>total</i>		278

Is the individual treated with dignity? (e.g. clothes, hygiene, staff communication, etc.)	Response Percent	Response Count
YES	99.6%	273
NO	0.4%	1
<i>total</i>		274

Are visitors welcomed, not restricted to certain visiting hours (within reasonable hours) and not restricted to visit in a certain area of the home?	Response Percent	Response Count
YES	100.0%	277
NO	0.0%	0
<i>total</i>		277

Does the individual have access to common areas of the setting? (e.g. kitchen, other common rooms, etc.)	Response Percent	Response Count
YES	97.1%	271
NO and this was approved through HRC/addressed in plan	2.5%	7
NO and this was NOT approved through HRC/addressed in plan	0.4%	1
<i>total</i>		279

Does the individual have access to a phone, their mail, their money, and food?	Response Percent	Response Count
YES	68.2%	189
NO and this was approved through HRC/addressed in plan	31.4%	87
NO and this was NOT approved through HRC/addressed in plan	0.4%	1
<i>total</i>		277

Does the individual or legal decision maker have an active role in the development and updates of their plan? (e.g. present at the meeting, occurs at time and place convenient for them, provides input, etc.)	Response Percent	Response Count
YES	100.0%	276
NO	0.0%	0
<i>total</i>		276

Non-Residential Summary

Region the consumer is in	Response Percent	Response Count
Region 1-Williston	6.0%	14
Region 2-Minot	12.3%	29
Region 3-Devils Lake	14.5%	34
Region 4-Grand Forks/Grafton	12%	28
Region 5-Fargo	15.3%	36
Region 6-Jamestown	13.6%	32
Region7-Bismarck	22.1%	52
Region8-Dickinson	4.3%	10
<i>total</i>		235

Was the setting chosen by the individual?	Response Percent	Response Count
YES	88.2%	202
NO and the individual was given a choice of available options where to receive services	3.9%	9
NO and the individual was NOT given a choice of available options where to receive services	3.1%	7
UNKNOWN	4.8%	11
<i>total</i>		229

Does the setting and supports reflect the individual needs and preferences?	Response Percent	Response Count
YES	99.1%	230
NO	0.9%	2
<i>total</i>		232

Does the individual have choices into their services and supports? (e.g. needs and preferences are incorporated, includes choice of provider)	Response Percent	Response Count
YES	97.0%	224
NO	3.0%	7
<i>total</i>		231

Is the individual participating and regularly accessing the community with meaningful activities as part of the program and as they choose? (e.g. participating in integrated community settings)	Response Percent	Response Count
YES	95.2%	217
NO	4.8%	11
<i>total</i>		228

If the individual doesn't work and would like to, are there activities that ensure the option is pursued? (e.g. provided opportunities, annual assessments, programming in the community, annual planning, etc.)	Response Percent	Response Count
YES	49.3%	113
NO	2.6%	6
NOT APPLICABLE-individual is currently working	48.0%	110
<i>total</i>		229

Does the individual have privacy as needed and when necessary? (e.g. visits, bathroom, cares, information, etc.)	Response Percent	Response Count
YES	97.8%	226
NO	2.2%	5
<i>total</i>		231

Is the individual treated with dignity? (e.g. clothes, hygiene, staff communication, etc.)	Response Percent	Response Count
YES	99.6%	230
NO	0.4%	1
<i>total</i>		231

Does the individual have access to common areas of the setting? (e.g. break room, common rooms, food, phone, etc.)	Response Percent	Response Count
YES	95.2%	220
NO and this was approved through HRC/addressed in plan	4.8%	11
NO and this was NOT approved through HRC/addressed in plan	0.0%	0
<i>total</i>		231

Does the individual or legal decision maker have an active role in the development and updates of their plan? (e.g. present at the meeting, occurs at time and place convenient for them, provides input)	Response Percent	Response Count
YES	98.7%	226
NO	1.3%	3
<i>total</i>		229