

P.O. Box 31/336 South Tenth Street  
Montrose, Colorado 81402-0031  
Phone: (970) 249-1412 Fax: (970) 249-0245  
[www.communityoptionsinc.org](http://www.communityoptionsinc.org)

Providing Services to Persons  
With Intellectual and Developmental Disabilities



# COMMUNITY OPTIONS, INC. LOCAL SERVICE AREA PLAN UPDATE

APRIL 9, 2019

Serving Delta, Gunnison, Hinsdale, Montrose, Ouray, and San Miguel Counties

# LOCAL SERVICE AREA PLAN UPDATE

## MISSION STATEMENT

The mission of Community Options, Inc. is to assure the provision of services and supports to people for the six counties of Region 10 who meet the definition of having a developmental disability. These services and supports are designed to enable the people served to:

1. Uncover and develop the unique gifts each has, so as to be able to more fully contribute to their family, their community, and society at large.
2. Establish and develop meaningful relationships throughout their community.
3. Enhance their capacity to make choices and learn from the consequences of their choices.
4. Enjoy life to the fullest.

### AGENCY VALUES

Community Options believes that:

- Everyone has something to contribute.
- Everyone needs meaningful relationships.
- People deserve the dignity of making choices.
- Life is meant to be enjoyed.

### AGENCY ACCOMPLISHMENTS

- Provided quality Case Management/Service Coordination and a broad array of services and supports to nearly 500 area citizens with intellectual and developmental disabilities and, in some cases, their families.
- Re-designated as a Community Centered Board (CCB).
- Continued efforts to define and implement HB-1343 regarding bringing Colorado into compliance with Conflict Free Case Management requirements, including submission and subsequent HCPF and CMS approval of a request for a Rural Exception, and submission of a Business Continuity Plan.
- Continued efforts with HCPF officials regarding the attrition of HCB-DD enrollments in rural areas that is impacting statewide access to services. Developed and conducted another survey of 10 rural CCBs to inform that work, and developed and submitted a proposal to return management of the waiting list to the CCBs, and to allocate new HCB-DD enrollments based on each service areas percentage of state population.
- Continued efforts to bring Colorado and Community Options into compliance with the HCBS Final Settings Rules.
- Successfully completed the process by which 2 employees became trainers in Person Centered Thinking, and provided that training to an ever-increasing number of employees.
- Finalized participation with 3 other CCBs and Mental Health Centers in the IDD Crisis Pilot, which has not only brought this important service to residents of Montrose and Delta counties, but also piloted this collaborative effort for possible replication around the state.
- Continued efforts to expand the provider choices available for people receiving services and their families. In addition to Community Options, available service agencies in our area are Mosaic, Six Points, Mountain Valley Developmental Services, Strive, Ariel Clinical Services, Behavioral Services of the Rockies and a wide array of EI, SLS, and CES providers and independent contractors.
- Continued partnering with the new leadership of the Arc of West Central Colorado on several collaborative projects, including the People First chapters in Delta and Montrose.
- Maintained positive working relationships with local offices of the Division for Vocational Rehabilitation (DVR), the Departments of Health and Human Services, Mid-Western Colorado Mental Health Center, the Arc, local school districts and BOCES, hospitals and medical providers, law enforcement, and transportation providers.

- Successfully completed a massive amount of work related to multiple surveys, audits and program reviews, including a HCPF Case Management Program Quality Review, a review of FSSP, our annual financial audit with another unqualified opinion, the Performance Review by the Office of the State Auditor, and an audit by the Colorado Dept. of Labor and Employment.
- Participated in the Alliance Developmental Disabilities Awareness Day at the Capitol.
- Continued efforts to maintain positive relationships with Joint Budget Committee (JBC) members and other legislators, as well as local elected officials, including efforts that resulted in the passage of HB-1407 which included 300 new HCB-DD enrollments and some much-needed Medicaid rate increases targeted at increasing wages for our Direct Support Professionals.
- Held a successful 46th Annual Meeting with an informative Keynote Address by Brittani Trujillo, and a return performance by the unified musical/dance group “Joyful Sounds”.
- Successfully recruited new members to the Human Rights Committee.
- Continued efforts to effectively capture available revenues, including Targeted Case Management (TCM) units and Medicaid and insurance reimbursements for EI services.
- Continued to post all required information on our website and meet all other transparency requirements related to SB-038.
- Continued successful fund-raising activities including a grant award through the Montrose Community Foundation that enabled us to participate in the Jump Start program through the Network for Good, and a grant through the Colorado Dept. of Transportation that will enable us to purchase three new vans to help our aging fleet.
- Facilitated successful Public Forums in Cedaredge and Montrose that involved 121 participants, and completed Satisfaction Surveys for HCB-SLS, HCB-DD, CES, FSSP, and staff.
- Continued efforts of our Public Relations/Fund Raising Committee on the Board of Directors.
- Continued a monthly column in the *Montrose Daily Press* highlighting our agency and promoting awareness of issues related to persons with disabilities, and also had several other feature articles related to our agency and services.
- For the 13th consecutive year, co-hosted a successful and well-attended fund-raising event, MountainFilm on Tour, in collaboration with the Uncompahgre Valley Association.
- Continued efforts of a staff Health and Wellness Committee that implemented several successful activities.
- Continued efforts to examine and modify service models in an effort to identify efficiencies and cost-effective strategies to promote long-term viability.
- Continued collaborative relationships with the Montrose High School National Honor Society and Key Clubs, the All Saints Episcopal Church, a therapy dog group, and a wide variety of community volunteers, all of whom have offered a wide variety of community involvement opportunities.
- Continued publication of an informative quarterly agency newsletter.
- Continued efforts focused on work safety and risk management that resulted in maintaining our Cost Containment Certificate.
- Continued efforts to update and enhance technologies and systems capacities, and transportation capacities as revenues have allowed.
- Maintained all necessary information to continue participation on the ColoradoGives.org website, enhancing our visibility and transparency and allowing us to continue participation in Colorado Gives Day. We also registered for and participated in Telluride Gives Day.

## IDENTIFIED NEEDS OF ELIGIBLE PERSONS

- **Need:** To continue providing and developing a wide array of quality services and supports in accordance with people's needs and choices, and with our mission and values. **Plan to Address:** We will continue working with both internal and external provider agencies to encourage growth and development of quality services and supports. This includes continued efforts at recruitment and retention of residential and day program staff, therapy providers, host home providers, and respite providers, all of which are needed.
- **Need:** To continue efforts to develop and diversify community employment and volunteer opportunities, enclaves, meaningful day activities, and fund-raising opportunities. **Plan to Address:** We will continue working with both internal and external provider agencies to encourage growth and development of quality services and supports.
- **Need:** To continue developing a broad range of leisure, social, experiential, educational, recreational, and exercise activities, both in our facilities and in community settings. **Plan to Address:** We will continue working with both internal and external provider agencies to encourage growth and development of quality services and supports.
- **Need:** To continue developing collaborative relationships with community partners such as the local high schools, service clubs, advocacy organizations, Colorado Mesa University, and the local business community, as well as efforts aimed at public awareness and education. **Plan to Address:** We will continue to seek opportunities to engage in collaborative efforts with all of these entities, and will also continue writing a monthly column about our agency and people with IDD in the *Montrose Daily Press*.
- **Need:** To continue efforts to maintain, upgrade, and replace aging vehicles, facilities, and infrastructure as is financially feasible. **Plan to Address:** Within our agency, we will continue our fund-raising efforts, continue to write grants, and seek other sources of funding in order to support the infrastructure necessary to meet the needs of the people we serve.

## LOCAL ISSUES IMPACTING THE DESIGNATED SERVICE AREA

The reality is that the vast majority of issues impacting our designated service area are not local issues, but rather systemic, external issues over which we have little control, and that have major impacts on the people we serve and their families, the CCB, service providers, and employees.

- **Issue:** The need for the state to address compliance with federal Conflict Free Case Management requirements in a way that minimizes the impact on people receiving services and their families, Case Management Agencies, Direct Service Providers, and employees, especially given the complexities and lack of service capacity in rural/frontier areas of the state, and which provides choice and respects those choices. **Plan to Address:** To continue to be actively involved with HCPF and the General Assembly to better understand the implications of a rural exception, and to promulgate rules and regulations related to the implementation of CFCM that will minimize the impact on people receiving services, their families, and our agency.
- **Issue:** The lack of service capacity in our rural area that has been exacerbated by inadequate rates and the new requirements that providers become Medicaid providers and implement Electronic Visit Verification, many of whom are unwilling to do so. **Plan to Address:** To continue encouraging service providers to expand the scope of their services, and continue working with HCPF and the JBC to increase rates to where they actually cover the cost of providing services.

- **Issue:** The need for the state to develop and implement an efficient, effective, and equitable allocation methodology for HCB-DD enrollments that maintains statewide access to services, and addresses the attrition of enrollments in rural communities throughout the state. **Plan to Address:** To continue to be actively involved with HCPF and, if necessary, the General Assembly to develop allocation methodologies that stabilize statewide access to services. We developed and submitted a proposal to HCPF in February 2019 that we believe would effectively address these issues, and we will continue working with them towards implementation.
- **Issue:** The ever-increasing complexity and volume of work expected of our agency and staff, including the new billing requirements in the Early Intervention program, which has dramatically complicated that program. This situation is also exacerbated by years of inadequate administrative funding that does not allow us to increase FTE to deal with these additional requirements, but rather, we keep piling additional demands onto already overworked employees. **Plan to Address:** To continue working with our state partners at HCPF, CDPH&E, and DHS to seek administrative relief, avenues to simplify our service system, and funding to cover the costs of these ever-increasing responsibilities.
- **Issue:** The overly-aggressive SPALS and service caps that have been imposed in SLS, Day Services, and TCM have significantly decreased the amount of services that people are able to receive, and also contribute to reversions in the DD allocation. The cap in the number of Day Program units has led to a reduction of one day/week of service, placing major hardships on many families and HH providers, and driving significant unfunded expenses onto residential service providers. **Plan to Address:** To continue to work with HCPF to modify and/or remove these service limitations in future Waiver amendments.
- **Issue:** The ever-increasing complexity of the Early Intervention program, including implementation of a completely new and complex billing methodology. **Plan to Address:** We will continue working with our state partners at the Dept. of Human Services to define and refine these processes.
- **Issue:** High turnover that impacts continuity of care, and the need for rates that actually cover the cost of providing services and that would allow the CCB and service agencies to recruit and retain quality employees and contractors. This has been exacerbated by the increase in the Minimum Wage and the fact that we have some of the highest health insurance costs in the nation both of which have dramatically increased payroll expense, with minimal corresponding increase in rates/revenues. **Plan to Address:** To continue working with HCPF and the JBC to increase rates, and to continue to explore other avenues to improve recruitment and retention.

## PROCESS TO SOLICIT LOCAL INPUT

Constituency and other input into this Plan Update was obtained through the following sources:

1. Public Forums were held in Cedaredge on 3/27/19 and in Montrose on 3/28/19. 235 invitations were sent to persons receiving or waiting for services, parents/guardians, COI staff and providers, allied human service agencies, elected officials, school districts, law enforcement agencies, etc. Additionally, the invitations included the opportunity to submit written input. Participation by forum attendees and those providing written input totaled 121 people, and all of the input is included with this Plan Update and entitled Public Forum Input.
2. Satisfaction Surveys were conducted with a 20% random sample of adults involved in HCB-SLS and HCB-DD, and mail-in surveys including an on-line link were sent to all families/guardians of persons involved in those services as applicable and appropriate. We also surveyed families involved in CES and FSSP, and COI staff members were also surveyed regarding the quality of our services and work environments. EI Colorado was doing its own survey of Early Intervention, so we did not duplicate those efforts. Quantitative survey results and initial analysis are attached and entitled Satisfaction Survey Results.

3. A Semi-Annual Monitoring Review process was utilized whereby we review the following for trends and concerns: Incident Report tracking; Complaint Logs; Human Rights Committee recommendations; Allegations of Mistreatment, Abuse, Neglect, and Exploitation; Critical Incidents; Comprehensive Life Reviews; On-site Programmatic Monitoring; Personal Needs Audits; and Satisfaction Survey results.

### **AVAILABILITY OF THIS PLAN UPDATE DOCUMENT**

A copy of our Plan Update and the attached documents will be posted on our website, and copies will be made available free of charge to staff, the Board of Directors, Family Support Council, Human Rights Committee, elected officials, allied human service agencies, and anyone else who indicates an interest.

Attachments:

Public Forum Input

Satisfaction Survey Results

**COMMUNITY OPTIONS, INC.  
PUBLIC FORUM INPUT-2019**

**DELTA/CEDAREEDGE FORUM – 3/27/19– ASPEN CREST- 9:15 TO 10:30 AM**

Participants:

- 37 People Receiving Services
- 1 Host Home Provider
- 21 COI Staff Members
- 59 Total Participants

**What did we do or accomplish this past year?**

- We wrote and were awarded a CDOT grant that will allow us to purchase 3 brand new vans, one of which will go to Aspen Crest!
- The lift at Aspencrest got fixed.
- We learned sign language.
- We had dances.
- We learned about meditation and yoga.
- We had exercise classes, sewing classes and cooking classes.
- We got to visit the police and fire stations and got to do “ride-alongs” with them, we also had visits by the police canine unit.
- We went on lots of awesome outings! Staff are incredibly creative, and the people we support are learning a lot of great things and are very happy with their day programs.
- We had a fund-raising booth at the Celebrate Cedaredge festival.
- We had lots of community volunteers who did different activities.
- Many of the people we serve had artwork displayed at the Hotchkiss Creamery.
- We played laser tag.
- We went window shopping and had a scavenger hunt in Grand Junction.
- We had lots of activities at the Horizons Care Center. The residents there loved them.
- I like my new roommates and where I live.

**What do we want/need to do or accomplish this year?**

**-Ideas for activities/outings/classes:** fishing, bird watching, BBQs at the park, activities where we win prizes, picnics, football in the park, basketball, miniature golf, swimming, bowling, bike riding, shopping, play tennis, a prom- I miss the one they used to have; a bake sale; learn to play chess; a company camping trip; organized sports teams; an all agency dance with Aspen Crest and Park Place; visits with the folks who attend Park Place; visit the Memorial Wall and National Guard Armory; watch more movies; have another luau; learn to cook Spanish foods; Chinese food; go to a Rockies game; get volunteers to come and do woodworking activities like we used to; bring in musicians and have them play and teach lessons; have a dinner here for our families; a softball game between staff and people in services; a bake-off between staff and people in services; a water balloon fight; “ride alongs” with the police and ambulance; a history class; a string theory class; more math classes; a cowboy roping class; a class to get to know staff better; an overnight trip to Denver or Colo. Springs; do a play (we’re working on one!); a Halloween party; an Easter party, maybe with our families; an opportunity to learn about other cultures and religions and their celebrations; a scavenger hunt; get a tattoo; a coffee social for staff to relax; a donut social; arts and crafts; participate in the Community Garden again; bring some service dogs to our facilities.

**-We need:** to finish the concrete work on the ramp to downstairs; more chairs and tables at AC; more community members to be involved in our in-house activities; to freshen up the building- interior painting, woodwork repair; some new computers, ours are terrible; more parking; a new shredder; more transportation for people to get to Special Olympics; a portable disc golf game; to get the patio cover up, a mop sink, and some painting and siding repair at Hillview; a bigger TV downstairs at AC; more money for our craft budget; a piano or keyboard at AC; to thank Lee for all of his work with veterans; a popcorn machine; a foosball table; a microwave downstairs; juices and other healthy drinks; more exercise; more housing; to increase the number of hours our nurse is available.

**-Ideas for fund raisers/community involvement/volunteer activities:** an open house for the community; a bingo night; deliver Meals on Wheels; clean up elderly people's yards; getting a Community Options segment on the Montrose Daily Press show/podcast; walking dogs; working with kids; we're working on a "Volunteering Always Pays" grant from Wal Mart.

### **MONTROSE FORUM –3/28/19 – PARK PLACE – 1:15 to 2:30 PM**

Participants:

- 39 People Receiving Services (one of whom is a Board member)
- 1 Guardian (who is also a member of the Human Rights Committee)
- 4 Representatives of Ariel Clinical Services
- 11 COI Staff Members
- 55 Total Participants

### **What did we do or accomplish this past year?**

- We wrote and were awarded a CDOT grant that will allow us to purchase 3 brand new vans, two of which will go to Park Place!
- We have a volunteer who has worked with many people receiving services and our staff making a variety of objects including bird huts out of a concrete/plaster material.
- We had a bike safety class, cooking classes, and a relationship/sexuality class.
- We have 21 people in competitive community employment, 2 more people who have opened cases with DVR, and two more that are being contracted through DVR.
- We have many people who have been working at our Second Impressions Consignment Store, and we recently created an area in the store for people we serve to sell things they have made.
- We made painted flower pots for Mother's Day, and also for an anniversary sale at the store.
- We have a number of people who are doing volunteer work at Sharing Ministries.
- We also have many people who are continuing to work with our enclave at 3m, and enjoy it very much.
- We had great exercise classes to music-"Sweatin' with the Oldies".
- We survived all of the crazy stuff the state makes us do, including tracking everything in 15 minute increments!

### **What do we want/need to do or accomplish this year?**

- If we have a program survey this year, we want it to be successful.
- We want to focus even more on Supported Employment in the coming year.



**-We need:** to get the planter done before planting season so we can start gardening; more bikes; more staff and job coaches; a gas stove at Park Place so we aren't always blowing the breakers; to finish the parking lot at Park Place and make some of the spaces bigger for parking vans; a juice and water vending machine; a regular swing set outside; a communication board for one person; Canyonview Group Home needs a new bus and another accessible bathroom; a candy and fruit machine; raises for staff!; a popcorn machine; an accordion door going into the Park Place kitchen and some other housekeeping to freshen up the building; some easels for the art room; to keep Jim around, he's the best!; Jennifer needs more days off; a pool table; a bigger grill; one person wants a seeing eye dog; a hot tub!

**-Ideas for activities/outings/classes:** make Easter baskets; have a craft show and sale; work at the foodbank, and have food and clothing drives for people who are poor; picnics and BBQs; a job at Applebee's as a bus boy; a job at Salvation Army; continue to work at Second Impressions; a fly fishing class; a ballet class; a martial arts class; make wands; more video games; -I want to go to choir practice; a hot lunch (or cold) for people in services and staff; Special Olympics, including swimming; bring in therapy dogs and have people bring in their pets for "show and tell"; horseback riding; holiday parties with costumes; bowling and track; more people from Montrose to attend People First meetings in Delta; fishing at Ridgway; more people making bird huts; singing and karaoke; an archery class; a dance or prom; more joint activities with the people who attend Aspencrest;

**Ideas for fund raisers/community involvement/volunteer activities:** we want to pursue a grant for gardening and incorporate what we grow into cooking classes and healthy eating; bring more people into services and increase revenue; improve program utilization; more activities for community awareness; more advertising and awareness for Second Impressions;

Additionally, in recognition of the fact that people might be unable to attend the Forums but would still like to give input, again this year we printed the following questions on the back of all the invitations to provide the opportunity for written input. Seven responses were received and contained the following comments.

**What did Community Options accomplish this year?**

- Beyond everyone's expectations!
- Community Options accomplished the most important goal possible-keeping your clients safe, healthy, happy, and well cared for.
- Took care of my son in a very respectful way-he is happy and that is what matters!
- Our son receives services from 6 Points in Gunnison, CO.
- Moving toward Conflict Free Case Management. Have reviewed past practices of CM department and moved to provider agency working on process for RFPs.
- My personal knowledge-some very good decisions for client residential changes. Your website information is great!
- You have provided care, guidance, nurturing for a very special set of people in our community.

**What would you like to see Community Options accomplish in the coming year?**

- Pay raises for staff!
- Maintain your high excellent level of care which is a huge goal. Maybe a little more outdoor time on sunny days.
- The same as last year.
- Better transportation services to health facilities or doctors long distance.

-Formalize by July 1<sup>st</sup> process of RFPs. CM to be given orientation and knowledge of openings of all the providers. Help promote and educate the community on host homes and family care givers and the why we need to shift to this model. Provide consistent, solid, and research based behavioral supports to all people needing, especially children. Work on updating out-dated services and service models that more align to what people want in 2019 versus in 1950. Consider electronic records. Evaluate table of organization to align with current census and needs.

-Living outside the area I don't know what the needs might be.

-Continue enriching the lives of these special citizens!

**Out of all of this input and discussion, the following priorities emerged:**

1. To continue efforts to develop and diversify community employment and volunteer opportunities, enclaves, and meaningful day activities.
2. To continue developing a broad range of leisure, social, experiential, educational, recreational, and exercise activities, both in our facilities and in community settings.
3. To continue efforts to maintain, upgrade, and replace aging vehicles, facilities, and infrastructure as is financially feasible.
4. To continue developing collaborative relationships with community partners, and promoting community awareness, outreach and fund-raising opportunities.

**COMMUNITY OPTIONS, INC.**  
**SATISFACTION SURVEY RESULTS**  
**MARCH 2019**

**Client Satisfaction Surveys**

In the past we have scheduled surveys of people receiving Supported Living Services (SLS) and Comprehensive Services (HCB-DD) in alternating years, but this year we decided to survey adults in both services. A random 20% sample of those receiving services through our Delta and Montrose programs was selected, resulting in a total of 16 people receiving SLS and 24 people in Comprehensive services. Interviews were conducted by two Administrative Assistants from our Business office. Opportunity was given after every question for comments or explanations. The total number of responses may not always add up as there were situations of no response or multiple responses, and because not every person is involved in every service. Also, because of rounding, total percentages may not always equal 100%.

**Everyone has a Case Manager and receives Case Management Services, so please answer:**

- 1) Does your Case Manager (CM) listen to you and respect what you say?  
Yes 39 (98%) Sometimes 0 No 1 (3%)
- 2) Do you see your CM enough?  
Yes 32 (80%) Sometimes 3 (8%) No 5 (13%)
- 3) Does your CM help you develop a good plan with things that are important to you?  
Yes 37 (93%) Sometimes 2 (5%) No 1 (3%)
- 4) Overall, are you happy with your Case Management services?  
Yes 39 (98%) Sometimes 1 (3%) No 0

**If you receive Residential Services (group home, apartment, host home) please answer:**

- 1) Do staff/provider listen to you and respect what you say?  
Yes 24 (100%) Sometimes 0 No 0
- 2) Do you have the privacy that you need in your home?  
Yes 22 (92%) Sometimes 1 (4%) No 1 (4%)
- 3) Do you get to choose what you eat and are you happy with the food?  
Yes 23 (96%) Sometimes 1 (4%) No 0
- 4) Overall, are you happy with where you live?  
Yes 23 (96%) Sometimes 0 No 1 (4%)

**If you receive any Transportation Services through our programs, please answer:**

- 1) Are your transportation needs being met?  
Yes 33 (92%) Sometimes 2 (6%) No 1 (3%)

**If you receive Supported Living Services, please answer:**

- 1) Do the SLS staff and managers listen to you and respect what you say?  
Yes 12 (92%) Sometimes 1 (8%) No 0
- 2) Do the SLS staff help you do things that are important to you?  
Yes 12 (100%) Sometimes 0 No 0
- 3) Can you reach the SLS staff when you need to talk to them?  
Yes 12 (92%) Sometimes 1 (8%) No 0
- 4) Overall, are you happy with your SLS services?  
Yes 13 (100%) Sometimes 0 No 0

**If you are involved in Day Program and/or Employment Services, please answer:**

- 1) Do you think that the staff listen to you and respect what you say?  
Yes 34 (94%) Sometimes 1 (3%) No 1 (3%)
  - 2) Do the staff help you do things that are important to you?  
Yes 33 (92%) Sometimes 1 (3%) No 2 (6%)
  - 3) Do you get to make choices about the things you do?  
Yes 31 (86%) Sometimes 3 (8%) No 2 (6%)
  - 4) Overall, are you happy with your Day Program and/or Employment Services?  
Yes 35 (97%) Sometimes 1 (3%) No 0
-

The quantitative data shows a high degree of client satisfaction with our SLS and Comprehensive Services, including the Day Program and Transportation components as well as our Case Management, although a number of people would like to see their Case Manager more often. There also were many narrative comments about how happy people were, and expressing appreciation for the services they receive and for the staff who provide them.

### Family Satisfaction Surveys

Four different sets of family surveys were conducted for the following programs: Supported Living Services (SLS)-71 surveys sent, Comprehensive Services (HCB-DD)-123 surveys sent, Children's Extensive Support (CES)-5 surveys sent, and Family Support Services Program (FSSP)-81 surveys sent. Across all of these programs, we were disappointed with this year's rates of return, and it certainly appears that families are weary of completing surveys. We added online access to most of the surveys again this year, but that did not seem to help. Again, the total number of responses may not always add up as there were situations of no response or multiple responses, and because not every person is involved in every service. Also, because of rounding, total percentages may not always equal 100%.

#### I. Choose one:

11 (9% return) **My family member receives residential services through COI** (group home, host home, or home or apartment with staff as needed). If so:

Do you feel our staff or provider do a good job of meeting your family member's needs?

Yes 9 (82%) Partially 2 (18%) No 0

Overall, are you satisfied with your family member's residential services?

Yes 8 (73%) Partially 3 (27%) No 0

Or,

3 (4% return) **My family member lives in our home or on their own and has services through the Supported Living Services Program.** If so:

Do you feel our staff or providers do a good job of meeting your family member's needs?

Yes 4 (100%) Partially 0 No 0

Overall, are you satisfied with your family member's Supported Living Services?

Yes 2 (67%) Partially 1 (33%) No 0

#### II. Does your family member receive day program or employment services through COI?

Yes 8 (67%) No 4 (33%) If yes:

Do you feel our staff do a good job of meeting your family member's needs?

Yes 7 (78%) Partially 2 (22%) No 0

Overall, are you satisfied with your family member's day program or employment services?

Yes 8 (80%) Partially 2 (20%) No 0

#### III. All adults receiving program services through COI also receive Case Management services.

Do you feel your family member's Case Manager does a good job meeting their needs?

Yes 11 (100%) Partially 0 No 0

Overall, are you satisfied with your family member's Case Management services?

Yes 9 (75%) Partially 2 (17%) No 1 (8%)

#### IV. If your family member receives transportation services through COI, are you satisfied with those services?

Yes 8 (88%) Partially 1 (11%) No 0 NA 1

It is obviously difficult to draw many conclusions based on this low rate of return, but of those who did respond, the quantitative results indicate a relatively high degree of parent/family satisfaction with all aspects of our services for adults, and there were many very positive and appreciative narrative comments. We shortened the survey substantially this year hoping for a better rate of return, but absent much family information, we are pleased that we increased the scope of the client survey, and that the people receiving services themselves are very satisfied.

**Children's Extensive Support Waiver: (5 sent, 0 returned, 0% return)**

1. Do you feel CES staff is available to respond to you and your family's needs?  
Yes 0 No 0
2. Do you feel comfortable when contacting the CES staff?  
Yes 0 No 0
3. Does the CES staff respond to your calls, questions, and concerns promptly?  
Yes 0 No 0
4. Is the CES staff knowledgeable about services that might be helpful to your & your family?  
Yes 0 No 0
5. Do you feel the CES staff respect your family's needs and opinions?  
Yes 0 No 0
6. Has CES helped your family?  
Yes 0 No 0

Obviously, no conclusions can be drawn from this survey, other than the fact that families with children in this waiver have a lot going on, and completing surveys is probably not a priority.

**Family Support Services Program: (81 sent, 11 returned, 14% return)**

1. I am satisfied with the Family Support Program.  
Strongly Agree 7 (64%) Agree 1 (9%) Neutral 1 (9%) Disagree 1 (9%) Str. Disagree 1 (9%)
2. I feel that my needs and concerns are being addressed.  
Strongly Agree 5 (45%) Agree 2 (18%) Neutral 2 (18%) Disagree 1 (9%) Str. Disagree 1 (9%)
3. I believe services and supports are received in a timely manner.  
Strongly Agree 6 (55%) Agree 2 (18%) Neutral 1 (9%) Disagree 2 (18%) Str. Disagree 0
4. I believe services and supports are effective.  
Strongly Agree 7 (64%) Agree 1 (9%) Neutral 2 (18%) Disagree 0 Str. Disagree 1 (9%)
5. I found it easy to access this program.  
Strongly Agree 5 (45%) Agree 3 (27%) Neutral 1 (9%) Disagree 0 Str. Disagree 2 (18%)

While we would have liked to have had a larger rate of return, this survey shows the majority of families being happy with this program, and at least two who are not. We will try to follow up with those families to see if we can help.

**Staff Satisfaction Surveys:**

Surveys were distributed to a total of 200 employees, and 48 were returned (a 24% return). Opportunities were given for comments or suggestions for improvements. Again, the total number of responses may not always add up as there were situations of no response or multiple responses. Also, because of rounding, total percentages may not always equal 100%. Additionally, again this year we conducted a longitudinal analysis of these survey results over the past ten years, and that information is included at the end of this section.

1. I believe the services/supports we provide are consistent with our mission and values.  
Strongly Agree 21 (44%) Agree 21 (44%) Neutral 6 (13%) Disagree 0 Str. Disagree 0
2. I believe we provide good quality services and supports.  
Str Agree 21 (44%) Agree 21 (44%) Neutral 6 (13%) Disagree 0 Str. Disagree 0
3. I believe that COI promotes a climate that supports staff and helps them work together?  
Str. Agree 13 (28%) Agree 15 (33%) Neutral 13 (28%) Disagree 5 (11%) Str. Disagree 0
4. I have the opportunity to offer input and suggestions and they are valued by my manager and others in the agency.  
Str. Agree 22 (48%) Agree 16 (35%) Neutral 7 (15%) Disagree 0 Str. Disagree 1 (2%)

5. The agency provides sufficient training to prepare me to do my job.  
 Str. Agree 13 (27%) Agree 25 (52%) Neutral 9 (19%) Disagree 1 (2%) Str. Disagree 0
6. Please rate your overall satisfaction with your job.  
 Very Satisfied 23 (48%) Mostly 17 (35%) Somewhat 8 (17%) Not Satisfied 0

While we would have liked a higher rate of return, the results demonstrate a relatively high rate of staff satisfaction with both the work environments and the services that we provide. It is very gratifying that 83% of the respondents indicated that they were either “very” or “mostly” satisfied with their jobs, and that 88% either strongly agreed or agreed that we provide high quality services. The level of commitment and dedication of our staff remains an inspiration. We did see a fairly significant drop in the level of job satisfaction, and this seems directly related to the many narrative comments about the lack of raises for many staff, and the fact that this year we downgraded our annual leave, sick leave, and holiday accruals. This was done in an effort to reduce expenses, and to make our holiday benefit more equitable across all staff, but has been understandably unpopular with many staff, particularly long-term employees.

Longitudinal results of our Staff Satisfaction Surveys for the past 10 years are as follows:

**1. I believe the services/supports we provide are consistent with our mission and values.**

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)	<u>Survey Rate of Return</u>
2019	88%	13%	0%	24%
2018	94%	6%	0%	26%
2017	90%	7%	2%	43%
2016	90%	8%	2%	28%
2015	86%	12%	2%	29%
2014	72%	27%	1%	38%
2013	87%	10%	3%	15%
2012	79%	21%	0%	16%
2011	85%	12%	3%	16%
2010	<u>88%</u>	<u>12%</u>	<u>0%</u>	<u>29%</u>
Average:	86%	13%	1%	26%
High:	94%	27%	3%	43%
Low:	72%	6%	0%	15%

**2. I believe we provide good quality services and supports.**

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	88%	13%	0%
2018	99%	2%	0%
2017	90%	7%	2%
2016	93%	5%	2%
2015	83%	14%	3%
2014	87%	13%	3%
2013	93%	3%	1%
2012	85%	15%	0%
2011	89%	11%	0%
2010	<u>96%</u>	<u>4%</u>	<u>0%</u>
Average:	90%	9%	1%
High:	99%	15%	3%
Low:	83%	2%	0%

**3. I believe that COI promotes a climate that supports staff and helps them work together.**

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	61%	28%	11%
2018	78%	18%	4%
2017	70%	20%	10%
2016	67%	24%	9%
2015	63%	25%	5%
2014	68%	26%	5%
2013	67%	27%	7%
2012	61%	39%	0%
2011	74%	26%	0%
2010	<u>78%</u>	<u>22%</u>	<u>0%</u>
Average:	69%	26%	5%
High:	78%	39%	11%
Low:	61%	18%	0%

**4. I have the opportunity to offer input & suggestions and they are valued by my manager and others in the agency.**

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	83%	15%	2%
2018	94%	6%	0%
2017	81%	13%	7%
2016	79%	12%	9%
2015	76%	17%	5%
2014	83%	15%	1%
2013	87%	10%	3%
2012	90%	10%	0%
2011	91%	9%	0%
2010	<u>90%</u>	<u>10%</u>	<u>0%</u>
Average:	85%	12%	4%
High:	94%	17%	9%
Low:	76%	6%	0%

**5. The agency provides sufficient training to prepare me to do my job?**

	<u>Yes</u> (Str. Agree + Agree)	<u>Somewhat</u> (Neutral)	<u>No</u> (Disagree + Str. Disagree)
2019	79%	19%	2%
2018	84%	15%	0%
2017	84%	10%	6%
2016	78%	16%	5%
2015	83%	8%	8%
2014	75%	24%	1%
2013	76%	17%	7%
2012	73%	27%	0%
2011	84%	16%	0%
2010	<u>76%</u>	<u>22%</u>	<u>2%</u>
Average:	79%	17%	3%
High:	84%	27%	8%
Low:	73%	8%	0%

**6. Please rate your overall satisfaction with your job.**

	<b>Very Satisfied (1)</b>	<b>Mostly (2)</b>	<b>Somewhat (3)</b>	<b>Not Satisfied (4)</b>	<b><u>1 + 2</u></b>	<b><u>3 + 4</u></b>
2019	48%	35%	17%	0%	83%	17%
2018	35%	60%	6%	0%	95%	6%
2017	41%	51%	8%	0%	92%	8%
2016	41%	45%	10%	3%	86%	13%
2015	36%	48%	16%	0%	84%	16%
2014	47%	43%	9%	0%	90%	9%
2013	58%	33%	3%	6%	91%	9%
2012	58%	36%	6%	0%	94%	6%
2011	61%	36%	3%	0%	97%	3%
2010	<u>60%</u>	<u>40%</u>	<u>0%</u>	<u>0%</u>	<u>100%</u>	<u>0%</u>
Average:	49%	43%	8%	1%	91%	9%
High:	61%	60%	17%	6%	100%	17%
Low:	35%	33%	0%	0%	83%	0%