

COVID-19 RESPONSE AFTER ACTION REVIEW: SURVEY OF INDIVIDUALS AND FAMILIES



Continuity of Essential Functions

More than 93% of respondents felt all DDS essential functions were able to continue during the initial response to COVID-19. Respondents reported concerns related to isolation associated with a lack of access to day programs, camps, wi-fi and visit restrictions with loved ones.



Preventive Actions

90% of respondents felt DDS is doing everything the Department can to help prevent loss of life and stem the spread of COVID. A variety of suggestions focused on 3 main themes: providing PPE to staff and individuals, auditing programs for compliance with safety protocols, and finding or designing creative ways for safe activities.



What DDS is Doing Well

When asked about what DDS is doing well communication, Case Managers, following precautions, and timely response were all commonly found in responses. Communication, especially from the Case Managers, was mentioned repeatedly. Commissioner lead town hall meetings and communications were also highlighted.



What DDS can Improve

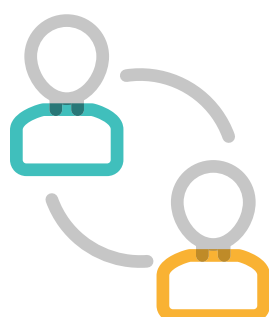
Recommendations to improve communication were identified; communications to family members that are not guardians, information about COVID cases at facilities, and provider to participant emails were noted. Wellbeing concerns focused on isolation and daily routine interruptions were also mentioned.

Overall 80% of respondents were satisfied with the effectiveness and content of communications, compared to 10% that were dissatisfied, and 10% that were neutral.

Disruptions Experienced due to COVID

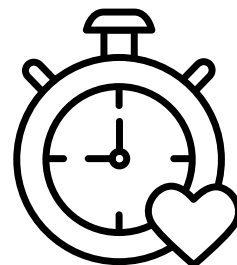
As noted above, most families and individuals felt all DDS essential functions were able to continue during COVID-19. However, most families and individuals were able to identify at least one disruption caused by COVID. The most common disruptions found were:

STAFF SHORTAGES FOR PROGRAMS AND SELF HIRES



LACK OF DAY PROGRAMS

INTERRUPTIONS TO AN INDIVIDUALS DAILY ROUTINE



DDS would like to thank the 381 families and individuals who participated in this survey from 9/25-10/15/20. DDS is conducting feedback sessions in early 2021. Additional information and recommendations will be posted on the DDS website and shared with feedback session participants.