

COVID-19 RESPONSE AFTER ACTION REVIEW: SURVEY OF DDS STAFF AND PROVIDERS



Continuity of Essential Functions

89% of staff indicated essential functions were able to continue during the first wave of the COVID-19 pandemic. Respondents noted the following disruptions to essential functions occurred most often: delayed/lacking training, technology/connectivity issues, and a lack of PPE.



Preventative Actions

Of staff that responded to the survey, 81% indicated that the department did everything they could to reduce loss of life and prevent spreading of the virus. Additional suggestions for prevention include: COVID testing for staff and individuals, more teleworking, and access to PPE.

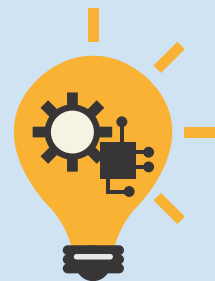
Thank you!

A similar survey was completed by individuals and families. There were many Case Managers named for their great work and even more that were not named. Overall, individuals and families expressed the meaningful work Case Managers have been doing.



What DDS is Doing Well

Many respondents noted that PPE began to be available in June. Communication was listed as a strength, specifically by office staff and providers. Teleworking continues to be successful. More than 99% of staff who were designated to work from home were able to. Private Providers noted the funding assistance has been helpful, but there is need for continued assistance.



What DDS can Improve

Staff wanted their opinion to be considered for policy changes and increased compensation. DDS Public and Office Staff recommended ensuring precautions are followed. Both also requested access to technology such as emails, computers, and state phones. Private providers are concerned about funding assistance and want directions on protocols instead of suggestions.

Disruptions Experienced Due to COVID

Responses varied by respondent type. Many providers shared concerns about funding and person centered approaches. While DDS Office staff expressed missing technologies such as cell phones or laptops while teleworking. Direct care staff were also focused on the person centered approaches, access to PPE, and staff shortages.



PPE for Direct Care Staff

Availability and Access to Technology



Person Centered Planning and Approaches

DDS would like to thank the 547 DDS staff and providers 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.