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April 22, 2015

Draft and Confidential – Not for Public Distribution

Subject: Residential Care Home (RCH) Waiver Care Manager, Provider and Participant Survey Results

Dear Ms. Bruni,

The State of Connecticut (Connecticut) Department of Social Services (DSS) contracted with Mercer Government Human Services Consulting, a division of Mercer Health & Benefits LLC (Mercer), to provide assistance in developing, administering, and analyzing responses to surveys designed to help DSS assess compliance with the home and community-based (HCB) settings requirements in the Centers for Medicare & Medicaid Service's (CMS) Final Rule related to HCB services issued March 17, 2014. Mercer worked with DSS to develop, administer, and analyze responses to three surveys focused on collecting feedback from RCH waiver care managers (care managers), RCH waiver providers, and RCH waiver participants (participants) regarding the homes where RCH waiver participants are served. Although there were three distinct surveys, one for care managers, one for providers, and one for participants, survey questions were kept generally consistent to allow for comparison of responses among care managers, providers, and participants. This letter provides a summary of the survey structure, rating methodology, and findings.

Survey Structure

In addition to the Final Rule, CMS issued exploratory questions and other guidance to assist states in measuring the compliance of residential settings with the HCB settings requirements. The development of these surveys was informed by the Final Rule as well as by adapting relevant CMS guidance for use in a survey format.

The surveys were structured into the following five categories, where care managers, providers, and participants—individually of one another—assessed RCHs:

1. **Choice of Residence** – autonomy in selecting his/her setting.
2. **Community Access and Integration** – access and use of community services and integration into the community.
3. **Living Space** – living space in the home.
4. **Staff Interactions and Privacy** – experiences with staff members of the home and privacy issues.
5. **Services** – experience with services, including services provided by the provider-owned home and outside RCH waiver services.

Survey Administration

DSS developed the list of providers to include in the survey. Mercer developed survey instructions and an electronic survey in Survey Monkey®. DSS distributed the provider survey instructions and a link to the online survey to the identified providers. Providers completed the survey directly in Survey Monkey®.

For the participant survey, Mercer also developed survey instructions and an electronic survey in Survey Monkey®. The survey instructions and link were distributed to care managers, who were asked to administer the survey to selected participants residing in RCHs when they met with the participant to conduct the participant's reassessment, or during any other scheduled visit. In cases where care managers had access to the internet during the participant visit, they were asked to complete the survey online. In cases when care managers did not have access to the internet during the participant appointment, they were asked to print a copy of the survey tool and ask the questions from the tool to the participant. The care managers were asked to record the responses on the paper survey and enter the responses into the online Survey Monkey® tool within three business days.

For the care manager survey, Mercer developed a brief 12-question electronic survey in Survey Monkey®. Care managers were asked to complete the survey based on their impressions of individual RCHs.

Rating Methodology

Providers were asked to assess 63 statements and participants were asked to assess up to 88 statements. (Some statements had contingent follow-up statements, so the maximum number of statements a participant could respond to is 88, although there were 89 total statements in the

Page 3
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

survey.) Certain statements required the respondent to choose from three possible response options:

- Yes.
- No.
- N/A.

Certain other statements required respondents to choose from five possible response options:

- Never.
- Sometimes.
- Usually.
- Always.
- N/A.

In addition, providers were given the opportunity to provide comments at the end of the survey regarding how the home meets the needs of RCH participants or any additional information relevant to the provider's home. Participants were also given the opportunity to provide comments at the end of the survey regarding how the home meets their needs or any additional, relevant information.

Care managers were asked to assess 11 statements. Each statement required the respondent to choose from five possible response options:

- Completely False.
- Partially False.
- Neither True nor False.
- Partially True.
- Completely True.

For each survey, each response option was assigned a score based on the number of response options.

Yes/No Questions

For Yes/No questions, a positive response (i.e., one that demonstrates compliance with the HCB settings requirements), was scored as a 3, while a negative response (i.e., one that demonstrates non-compliance with the HCB settings requirements) was scored as a 0. Please note that for

some questions, a “Yes” response is considered positive, while for other questions a “No” response is considered positive. Responses of “N/A” were not scored.

Always/Usually/Sometimes/Never Questions

For Always/Usually/Sometimes/Never questions, the most positive response (i.e., one that demonstrates the most consistency with the HCB settings requirements), was scored as a 3. The next most positive response was scored as a 2, and so on. The least positive response (i.e., one that demonstrates the least consistency with the HCB settings requirements) was scored as a 0. Please note that for some questions, an “Always” response is considered most positive, while for other questions a “Never” response is considered most positive. Responses of “N/A” were not scored.

Completely False/Partially False/Neither True nor False/Partially True/Completely True Questions

For Completely False/Partially False/Neither True nor False/Partially True/Completely True questions, the most positive response (i.e., one that demonstrates the most consistency with the HCB settings requirements), was scored as a 3. The next most positive response was scored as a 2.25, and so on. The least positive response (i.e., one that demonstrates the least consistency with the HCB settings requirements) was scored as a 0. Please note that for some questions, a “Completely True” response is considered most positive, while for other questions a “Completely False” response is considered most positive. Responses of “N/A” were not scored.

Average Scores

For each question, an average score between 0.00 and 3.00 was calculated based on the scoring methodology described above. A score of 3.00 on a question indicates that all providers, all participants, or all care managers (depending on the survey) responding to the question responded with the most positive response. A score of 0.00 on a question indicates that all providers, all participants, or all care managers (depending on the survey) responding to the question responded with the least positive response. If more than one survey was completed for a home, scores for that home were aggregated to establish an average score for each statement in the survey.

Responses

RCH Provider Survey

The provider survey was active from October 3, 2014 through March 4, 2015. In total, DSS distributed the survey to 97 RCH providers throughout the DSS program. Of the 97 providers, 45 providers were reported to be serving individuals with Medicaid coverage within the home; whereas the other 52 providers were not reported as serving individuals with Medicaid coverage.

Page 5
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

In general, providers serving individuals with Medicaid coverage and providers not serving individuals with Medicaid coverage scored the same on most questions. For more information on the variance of scores between providers with and without individuals with Medicaid coverage, please refer to Appendices C1 and C2. For the purposes of this report and analysis, only providers serving individuals with Medicaid coverage are referenced when comparing scores to participant and care manager responses (see Appendix D).

In total, 35 surveys were completed out of 45 RCH homes serving individuals with Medicaid coverage, yielding a 78% response rate. Of the remaining 53 homes, 18 providers not serving individuals with Medicaid coverage completed the survey, yielding a response rate of 35%.

Only one survey was collected for each provider. If a provider submitted multiple surveys the most complete survey was included in the analysis. In addition, all surveys that were completed with an incorrect RCH code and surveys that were not substantially complete (70% or more of questions answered) were excluded from the analysis.

RCH Participant Survey

The participant survey was active from August 5, 2014 through March 4, 2015.¹ In total, 129 surveys were completed by participants for 38 RCH homes. There were multiple participant responses received for 23 homes, one participant response received for 15 homes, and seven homes had no participant responses, which yielded an 84% response rate.

RCH Care Manager Survey

The care manager survey was active from October 6, 2014 through March 4, 2015. In total, 70 surveys were completed by 44 RCH homes, yielding a 98% response rate for the survey. Two surveys were excluded because of an incorrect RCH code, and eight surveys completed were for RCHs that were not identified as serving individuals with Medicaid coverage.

Overall Findings

Overall, providers responding to the survey reported that their homes operate in a manner consistent with the HCB settings requirements measured in this survey, as demonstrated by the overall provider scores ranging from 2.12 to 2.95, with an overall average score of 2.48. In general, participants responded less favorably, as compared to providers, with regard to the home

¹ Please note that the participant survey was modified on October 2, 2014 to include an "N/A" option for the Always/Usually/Sometimes/Never questions and to modify the skip-logic functionality in Survey Monkey®. These modifications are not believed to have caused material concerns regarding the responses that had been submitted prior to the date of the modifications.

Page 6
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

in which they reside operating in a manner consistent with the HCB settings, as demonstrated by the overall participant scores ranging from 1.48 to 2.55, with an overall average score of 2.11. In general, care managers responded favorably and were more consistent with providers, as demonstrated by the overall care manager score ranging from 2.18 to 3.00, with an overall average score of 2.70. It is important to note that care managers were responding to an abbreviated survey (11 statements) as compared to providers (63 statements) and participants (89 statements). Therefore comparisons between care manager responses and provider or participant responses are limited and are only highlighted for notable discrepancies.

Refer to Appendix D for a summary of the overall provider, participant, and care manager scores.

There were **several topics with large differences between provider and participant responses**. For most topics where this occurred, providers responded in a manner that indicated compliance with the HCB settings requirements, and participants responded in a manner that indicated non-compliance with the HCB settings requirements. The topics with the largest discrepancy between provider and participant responses (defined by a difference in overall score by more than 1.0) include:

- Most questions within the Choice of Residence category (provider scores ranged from 1.73 to 3.00, and participant scores ranged from 0.93 to 1.48). Notable discrepancies were found with regards to choice of places to live and requesting new housing.
- The option to have paid work within the Community Access category (average provider score of 2.54, and average participant score of 0.56).
- Participant access to a computer, iPad, or similar device, choice of roommates, information on requesting a roommate change, and participant access to communication capabilities or communication devices (specifically internet/Wi-Fi) in the Living Space category (provider scores ranged from 1.67 to 2.74, and participant scores ranged from 0.45 to 0.96).
- Participants' understanding of how to file a complaint (average provider score of 3.00, and average participant score of 2.00).

The one exception where there was a large discrepancy between provider and participant responses, where participants indicated compliance with the HCB setting requirements and providers indicated non-compliance with the HCB setting requirements, was for participants' option to choose providers who provide HCB services and supports; participants responded favorably about having the option to choose who provides HCB services (score of 2.44), whereas providers responded less favorably to participant choice of providers who provide HCB services (score of 1.50).

There were several **topics with consistently favorable responses from both providers and participants** (defined as topics with scores above 2.50 for both groups), including:

- Community Access category:
 - Whether the home is near private residences.
 - Whether participants know which residents are receiving Medicaid or not.
 - Whether participants are free to come and go from the home.
 - Availability of public transportation near the home.
 - Accessible van to transport for leisurely activities, i.e. appointments, shopping, etc.
- Living Space category:
 - Residence equipped with appropriate working supporting structures (e.g., ramps, lifts, elevators).
 - Ability of participants to move about the house as they desire.
 - Access to phones at the participant's convenience.
 - Participation in leisure activities at the participant's convenience.
 - Participant bedrooms equipped with a telephone jack.
 - Access to comfortable seating in shared areas of the home.
- Staff Interactions and Privacy category:
 - Staff members communicating with participants in a language they understand.
 - Staff members providing assistance to participants in private, as needed.
 - Staff members being friendly and attentive to participants' needs and requests.
 - Staff members requesting and receiving permission prior to entering participants' bedrooms.
 - Staff members requesting and receiving permission prior to entering participants' bathrooms.
 - The confidentiality of participants' health information.
- Services category:
 - Being dressed in the participant's own clothes at the appropriate time of day, for participants who need dressing assistance.

The **topics with consistently unfavorable responses from both providers and participants** (defined as topics with scores less than 2.00 for both groups) include:

- Choice of Residence category:
 - Whether participants have a current lease or similar agreement.
- Community Access category:
 - Whether home is located near or adjacent to a nursing home.
 - Regular participation in meaningful non-work activities within the community.

- Living Space category:
 - Whether participants own or have access to a computer, iPad, or similar device.
 - Choice of roommates.
 - Access to kitchens with cooking facilities.
 - Choice of when and where participants want to have a meal.
 - Whether or not participants are assigned seating or tables in a dining area.
- Staff Interaction and Privacy category:
 - Surveillance cameras present at the home.

Choice of Residence

Providers and participants were asked to assess statements that addressed RCH participants' autonomy in selecting their home setting. As noted above, there were notable differences between provider and participant responses for two questions in this category. All providers responded that participants were given a choice of available options regarding housing and know how to request new housing if they want to move. Comparatively, more than half of all participants who responded indicated they were not given a choice of where to live and do not know how to request new housing (average participant scores ranging from 1.40 to 1.48).

In addition, less than half of providers and approximately two thirds of participants who responded indicated they do not currently have a lease or similar agreement in place at the home (average provider score of 1.73 and average participant score of 0.93).

Community Access and Integration

Providers and participants were asked to assess statements that addressed RCH participants' access to, and use of, community services and integration into the community. As noted above, there was a notable difference between provider and participant responses (defined by a difference in overall score of more than 1.00) when asked about paid work in the community. Providers responded favorably regarding participants ability to work in the community if they want to (average provider score of 2.54). Participants responded less favorably. Of the 16 participants who responded that they do want to work in the community, 13 responded that they have not been given the option to work (average participant score of 0.56). Refer to participant questions 17 through 20 in Appendices B and D for additional details.

As noted above, both providers and participants responded unfavorably to whether the home is on the grounds of, or adjacent to, a nursing home (average provider score of 1.97 and average participant score of 1.45). Both groups responded more favorably in regards to the home being near private residences (average provider score of 2.91 and average participant score of 2.74). In

Page 9
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

regards to the home being near retail businesses, providers responded more favorably (average provider score of 2.40), compared to an average participant score of 1.81.

All providers (average score of 3.00) and the majority of participants (average score of 2.83) responded favorably regarding the separation of residents receiving Medicaid versus those who are not. Providers generally responded favorably regarding restrictions on visitors. Most providers responded they neither restrict visiting hours (average score of 2.06) nor specify meeting areas for visitors (average score 2.23). Participants responded slightly more favorably when asked similar questions (2.38 and 2.73, respectively).

Providers responded favorably regarding participants' ability to participate in unscheduled community events, scheduled community events, participants' freedom to come and go from the residence as they please, and whether a curfew or time requirement was in place at the residence (average scores ranged from 2.09 to 2.71). Comparatively, participants responded less favorably in regards to participating in unscheduled and scheduled community events (average scores ranged from 1.67 to 1.80). Participants responded more favorably regarding freedom to come and go from the residence and curfews (average scores range from 2.23 to 2.51).

As noted above, both providers and participants responded unfavorably regarding regular participation in meaningful non-work activities (average score of 1.89 and 1.31, respectively). Of the participants who responded, 45 participants responded that they never, and 27 participants responded they sometimes participate in meaning non-work activities.

In terms of public transportation, both providers and participants responded favorably that public transportation is available near the home (average scores of 2.57 and 2.61, respectively). Additionally, both providers (average score of 2.63) and participants (average score of 2.56) responded favorably that an accessible van is available to transport participants.

When asked if participants have access to their funds, both providers and participants responded favorably (average provider score of 2.79 and average participant score of 2.31).

Living Space

Providers and participants were asked to assess statements that addressed RCH participants' living space.

As noted above, both providers and participants responded unfavorably regarding access to computers, iPads, and similar devices (average score 1.71 and 0.70, respectively). Of the participants who responded, 92 participants indicated they do not own or have access to a computer or similar device. Of the participants who indicated they do have access to a computer

or similar device, participants responded favorably regarding their ability to use them at their convenience (average score of 2.24). Regarding access and use of telephones in the residence, both providers and participants responded favorably (average score of 3.00 and average score of 2.86, respectively). Both providers (average score of 3.00) and participants (average score of 2.71) responded favorably regarding residents' access to other leisure activities besides TV or radio.

As noted above, there were notable differences between how providers and participants responded regarding roommate arrangements. Providers responded unfavorably to participants choice in a roommate (average score of 1.67) compared to participants (average score of 0.45). Of the 40 participants who indicated they share a room, 34 responded that they did not choose their roommate. In terms of requesting a roommate change, providers responded favorably (average score of 3.00) whereas participants responded significantly unfavorably (average score of 0.75).

Providers responded favorably regarding support structures both inside (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) and outside (e.g., ramps, lift, elevators) of the home, and participants' ability to move inside and outside of the home (average scores range from 2.91 to 2.94). Participants also responded favorably regarding the same topics, with average scores ranging from 2.74 to 2.95. Notably, providers responded less favorably when compared to participants regarding barriers to the home (average score of 1.82 compared to average score of 2.12, respectively).

Providers and participants both responded unfavorably regarding residents' ability to choose and control their own schedules (average score of 2.14 and average score of 1.66, respectively). Comparatively, care managers reported favorably that participants can choose and control their own schedule (average score of 2.26).

Regarding bedroom privacy, providers responded unfavorably that residents are able to lock their bedroom door (average provider score of 1.78); whereas providers responded more favorably of residents having the ability to lock their bathroom doors (average score of 2.63). For both topics, participants generally reported unfavorably that they are able to lock the bedroom and bathroom doors (average scores of 1.63 and 1.97, respectively).

Providers, participants, and care managers all responded favorably regarding participants' ability to furnish and decorate their rooms at their own discretion, and having comfortable seating in shared areas of the home. Provider scores ranged from 2.60 to 3.00; participant scores ranged from 2.43 to 2.91; and care managers had an average score of 2.78.

In terms of accessibility to a kitchen with cooking facilities, providers and participants both responded unfavorably with average scores of 0.91 and 0.67, respectively. In addition, both providers and participants responded unfavorably regarding participants' choice in when and where to have a meal (provider scores ranged from 1.42 to 1.53, and participant scores ranged from 0.68 to 1.03). Additionally, providers and participants (average score of 1.55 and average score of 1.30, respectively) responded unfavorably in terms of residents' assigned seating in a dining area. Providers and participants responded generally unfavorably of residents' choice of whom to eat with or to eat alone (average score of 2.15 and 1.40, respectively).

In regards to participant requests to have alternative meals, and the availability of accessible snacks, provider scores ranged from 2.83 to 2.86. Similarly, participants responded with scores ranging from 2.41 to 2.44 for the same topics.

Staff Interactions and Privacy

Providers and participants were asked to assess statements that addressed RCH participants' experiences with staff members of the home and any concerns about privacy. As noted above, there was a notable difference between provider and participants regarding filing complaints. All providers (average score of 3.00) responded favorably whereas about a third of participants who responded (average score of 2.00) indicated they do not know how to file a complaint.

Providers responded favorably regarding participants' interactions with staff and maintaining privacy within the home. According to almost all providers, the home has staff members who speak in a language participants understand, staff members are friendly and attentive to participants' needs, and staff members respect participants' privacy (average scores range from 2.83 to 3.00). In addition, all providers responded that participants' health information is kept private and confidential. Participants also responded favorably regarding their interactions with staff and maintaining privacy within the home, with average scores ranging from 2.40 to 2.77.

As noted above, both providers and participants responded unfavorably regarding surveillance cameras present in the home. More than half of providers, and approximately a third of participants that responded to the question indicated that surveillance cameras were present in the home (average provider score of 1.32, and average participant score of 1.86).

Services

Providers and participants were asked to assess statements that addressed RCH participants' experience with services, including services provided by the provider-owned/leased home and other RCH waiver services.

Providers and participants generally responded favorably that staff members ensure participants have an active role in the development of their person-centered plans (average provider score of 2.57, and average participant score of 2.40), and that providers perceive participants are generally satisfied with the services they receive in the home (average provider score of 2.34, and average participant score of 2.60). In addition, both providers and participants responded favorably regarding staff members accommodating requests for services and supports (average score of 2.69 and 2.49, respectively).

Providers responded unfavorably regarding participants' choice of providers for HCB services and supports (average score of 1.50) compared to a more favorable response from participants (average score of 2.44).

Providers and participants responded favorably regarding assistance with grooming and dressing as participants desire (average provider scores ranging from 2.74 to 2.90, and average participant scores ranging from 2.42 to 3.00).

For more detailed information on the overall findings for each question and category across RCH homes, refer to the following appendices:

- Appendix A: RCH Care Manger Survey Results.
- Appendix B: RCH Participant Survey Results.
- Appendix C: RCH Provider Survey Results:
 - C1: RCH Provider (with Medicaid) Survey Results.
 - C2: RCH Provider (without Medicaid) Survey Results.
- Appendix D: Comparison of RCH Provider, Participant, and Care Manager Survey Results.

Page 13
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

Conclusion

If you have any questions regarding this report, please feel free to contact me at anna.theisen-olson@mercer.com or 612.642.8972.

Sincerely,



Anna Theisen-Olson
Principal

Copy: Gayle Paquin — DSS
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Page 14
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

Appendix A: RCH Care Managers Survey Results

Appendix A: RCH CARE MANAGER SURVEY RESULTS

SURVEYS COMPLETED: 70
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 44
 RESPONSE RATE: 98%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Care Managers Who Responded to Question	AVERAGE Score out of 3.0 (i)	Completely False	Partially False	Neither True nor False	Partially True	Completely True
			N/A	%	AVG	%	%	%	%	%
Aggregate Scores	Q2	The home is near private homes and retail businesses.	0	100%	2.65	3%	3%	1%	24%	69%
	Q3	The home supports participant access to the surrounding community, such as	0	100%	2.71	1%	0%	4%	24%	70%
	Q4	Participants' privacy rights are protected.	0	100%	2.90	0%	0%	1%	10%	89%
	Q5	Participants are treated with dignity and respect and are free from coercion.	0	100%	2.90	0%	0%	0%	13%	87%
	Q6	Participants can choose and control their schedules (e.g., eating, sleeping,	0	100%	2.26	4%	4%	9%	51%	31%
	Q7	Participants have access to a private method of communication (e.g., telephone,	0	100%	2.64	1%	4%	6%	19%	70%
	Q8	Participants are treated the same as residents not receiving Medicaid (e.g., they	0	100%	2.78	0%	1%	10%	6%	83%
	Q9	Participants can furnish and decorate their bedrooms to reflect their wishes.	0	100%	2.78	0%	1%	1%	23%	74%
	Q10	Participants are able to have visitors of their choosing at any time.	0	100%	2.60	1%	1%	6%	31%	60%
	Q11	Participants have access to food at any time.	0	100%	2.61	1%	1%	3%	36%	59%
	Q12	The home is physically accessible.	0	100%	2.89	0%	3%	0%	6%	91%

Count of Medicaid participants current as of 9-25-14.

N = Count, % = Percentage, AVG = Average, N/A = Not applicable.

(i) Average score is based on care manager survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

Incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 0.0 "Completely False" and 3.0 "Completely True").

Maximum score is 3.0; N/A or blank responses were not scored.



Page 15
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

Appendix B: RCH Participant Survey Results

Appendix B: RCH PARTICIPANT SURVEY RESULTS

SURVEYS COMPLETED: 129
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 38
 RESPONSE RATE: 84%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Participants Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
			N/A	%	AVG	%	%	%	%	%	%	%	%
Choice of Residence	Q2	Did you choose to live here?	3	98%	N/A	23%	74%	2%	N/A	N/A	N/A	N/A	N/A
	Q3	Were you given a choice of places to live?	7	95%	1.48	48%	47%	5%	N/A	N/A	N/A	N/A	N/A
	Q4	Do you know how to request new housing?	11	91%	1.40	49%	43%	9%	N/A	N/A	N/A	N/A	N/A
	Q5	Do you currently have a lease or similar agreement at your residence?	29	78%	0.93	53%	24%	22%	N/A	N/A	N/A	N/A	N/A
Community Access	Q6	Is your residence on the grounds of or adjacent to a nursing home?	1	99%	1.45	48%	51%	1%	N/A	N/A	N/A	N/A	N/A
	Q7	Is your residence near private residences?	1	99%	2.74	9%	91%	1%	N/A	N/A	N/A	N/A	N/A
	Q8	Is your residence near retail businesses?	3	98%	1.81	39%	59%	2%	N/A	N/A	N/A	N/A	N/A
	Q9	Do you know which residents are receiving Medicaid and which are not?	10	92%	2.62	81%	12%	8%	N/A	N/A	N/A	N/A	N/A
	Q10	Is there any separation of residents receiving Medicaid and those that are not receiving Medicaid?	22	83%	2.83	78%	5%	17%	N/A	N/A	N/A	N/A	N/A
	Q11	Are visitors restricted to specified visiting hours?	4	97%	2.38	N/A	N/A	N/A	63%	14%	15%	5%	3%
	Q12	Are visitors restricted to a specific meeting area in your residence?	1	99%	2.73	N/A	N/A	N/A	83%	9%	5%	3%	1%
	Q13	Do you participate in unscheduled community activities (activities that occur outside of your residence such as shopping, lunch with family or friends) when you want to?	0	100%	1.80	N/A	N/A	N/A	14%	30%	18%	38%	0%
	Q14	Do you participate in scheduled community activities (planned activities that occur outside of your residence) when you want to?	1	99%	1.67	N/A	N/A	N/A	19%	28%	20%	33%	1%
	Q15	Are you free to come and go from your residence when you want to?	1	99%	2.51	N/A	N/A	N/A	8%	5%	16%	71%	1%
	Q16	Is there a curfew or other time requirement for a scheduled return to your residence?	3	98%	2.23	N/A	N/A	N/A	66%	7%	6%	19%	2%
	Q17	Do you have paid work in the community?	6	95%	N/A	95%	1%	5%	N/A	N/A	N/A	N/A	N/A
	Q18	If yes to #17; do you work in an integrated setting that includes individuals of different ages and individuals with and without disabilities?	129	0%	N/A	0%	0%	100%	N/A	N/A	N/A	N/A	N/A
	Q19	If no to #17; do you want to work?	24	81%	0.46	73%	13%	14%	N/A	N/A	N/A	N/A	N/A
	Q20	If yes to #19; have you been given the option to work?	113	12%	0.56	81%	19%	0%	N/A	N/A	N/A	N/A	N/A
	Q21	Do you participate regularly in meaningful non-work activities in the community for the period of time that you desire?	8	94%	1.31	N/A	N/A	N/A	35%	21%	12%	26%	6%
	Q22	Is there public transportation available in your community?	6	95%	2.61	12%	83%	5%	N/A	N/A	N/A	N/A	N/A
	Q23	If yes to #22; do you have access to the public transportation?	27	79%	2.88	4%	92%	5%	N/A	N/A	N/A	N/A	N/A
	Q24	If yes to #22; do you know how to use public transportation?	36	72%	2.13	25%	62%	13%	N/A	N/A	N/A	N/A	N/A
	Q25	Is there an accessible van available to transport you to appointments, shopping, etc.?	6	95%	2.56	14%	81%	5%	N/A	N/A	N/A	N/A	N/A
Q26	Do you have a checking or savings account?	17	87%	N/A	36%	50%	13%	N/A	N/A	N/A	N/A	N/A	
Q27	Do you have access to your funds?	5	96%	2.31	N/A	N/A	N/A	15%	7%	9%	66%	4%	

Appendix B: RCH PARTICIPANT SURVEY RESULTS

SURVEYS COMPLETED: 129
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 38
 RESPONSE RATE: 84%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Participants Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
			N/A	%	AVG	%	%	%	%	%	%	%	%
Living Space	Q28	Are there barriers (e.g., gates or locked doors) preventing entrance to or exit from certain areas of your residence?	3	98%	2.12	N/A	N/A	N/A	59%	13%	4%	22%	2%
	Q29	Is your residence easily accessible with appropriate, working support structures in place (e.g., ramps, lifts, elevators)?	5	96%	2.74	N/A	N/A	N/A	5%	0%	11%	81%	4%
	Q30	Do you need supports to move about your residence?	2	98%	N/A	48%	50%	2%	N/A	N/A	N/A	N/A	N/A
	Q31	If yes to #30; are supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) provided?	64	50%	2.95	2%	98%	0%	N/A	N/A	N/A	N/A	N/A
	Q32	If no to #31; have you raised your need for supports with a care manager or staff member at the residence?	129	0%	N/A	0%	0%	100%	N/A	N/A	N/A	N/A	N/A
	Q33	Do you move about inside and outside your residence as you desire?	0	100%	2.73	N/A	N/A	N/A	2%	2%	18%	78%	0%
	Q34	Do you choose and control your schedule (e.g., eating, sleeping, exercising, visitations) in your residence to meet your wishes?	0	100%	1.66	N/A	N/A	N/A	14%	36%	21%	29%	0%
	Q35	Do you own or have access to a telephone or cell phone in your residence?	0	100%	2.86	5%	95%	0%	N/A	N/A	N/A	N/A	N/A
	Q36	If yes to #35; are you able to use the telephone or cell phone for personal communication in private at your convenience?	8	94%	2.74	N/A	N/A	N/A	4%	2%	9%	83%	2%
	Q37	Do you own or have access to a computer, iPad or similar device?	9	93%	0.70	71%	22%	7%	N/A	N/A	N/A	N/A	N/A
	Q38	If yes to #37; are you able to use the computer, iPad or similar device in private at your convenience?	104	19%	2.24	N/A	N/A	N/A	7%	11%	25%	46%	11%
	Q39	Do you have access to a television in your residence?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q40	If yes to #39; are you able to watch television at your convenience?	0	100%	2.83	N/A	N/A	N/A	1%	2%	12%	86%	0%
	Q41	Do you have access to a radio in your residence?	8	94%	2.28	22%	71%	6%	N/A	N/A	N/A	N/A	N/A
	Q42	If yes to #41; are you able to listen to the radio at your convenience?	39	70%	2.69	N/A	N/A	N/A	1%	8%	12%	77%	2%
	Q43	Do you have access to other leisure activities (other than TV or radio) at your residence?	5	96%	2.71	9%	87%	4%	N/A	N/A	N/A	N/A	N/A
	Q44	If yes to #43; are you able to participate in other leisure activities (other than TV or radio) at your convenience?	18	86%	2.54	N/A	N/A	N/A	2%	11%	19%	68%	1%
	Q45	Do you have your own bedroom?	0	100%	N/A	24%	76%	0%	N/A	N/A	N/A	N/A	N/A
	Q46	Do you share your bedroom with a roommate?	4	97%	0.96	66%	31%	3%	N/A	N/A	N/A	N/A	N/A
	Q47	If yes to #46; did you choose your roommate?	89	31%	0.45	85%	15%	0%	N/A	N/A	N/A	N/A	N/A
	Q48	If yes to #46; do you want to remain in a room with your roommate?	99	23%	2.60	10%	65%	25%	N/A	N/A	N/A	N/A	N/A
	Q49	If no to #48; do you know how to request a roommate change?	125	3%	0.75	75%	25%	0%	N/A	N/A	N/A	N/A	N/A
	Q50	Does your bedroom have a telephone jack?	5	96%	2.52	16%	81%	4%	N/A	N/A	N/A	N/A	N/A
	Q51	Does your bedroom have WI-FI or an Internet jack?	28	78%	0.68	60%	18%	22%	N/A	N/A	N/A	N/A	N/A
	Q52	Can you lock the bathroom door?	4	97%	1.97	33%	64%	3%	N/A	N/A	N/A	N/A	N/A
	Q53	Can you lock your bedroom door?	6	95%	1.63	43%	52%	5%	N/A	N/A	N/A	N/A	N/A
	Q54	Is the furniture in your bedroom arranged the way you like it?	3	98%	2.90	3%	95%	2%	N/A	N/A	N/A	N/A	N/A
	Q55	Can you furnish and decorate your bedroom in the way that suits you?	0	100%	2.43	N/A	N/A	N/A	5%	11%	21%	64%	0%
	Q56	Do you have personal items, such as pictures, books and memorabilia in your room as you would desire?	0	100%	2.91	3%	97%	0%	N/A	N/A	N/A	N/A	N/A
	Q57	Do the furniture, linens, and other household items in your room reflect your personal choices?	6	95%	2.68	10%	85%	5%	N/A	N/A	N/A	N/A	N/A
	Q58	Do you have full access to comfortable seating (e.g., couch, seats) in the shared areas?	0	100%	2.71	N/A	N/A	N/A	4%	2%	12%	81%	0%
	Q59	Do you have access to a kitchen with cooking facilities?	2	98%	0.67	N/A	N/A	N/A	68%	9%	8%	14%	2%
	Q60	Do you have access to a dining area to use at your convenience?	1	99%	2.20	N/A	N/A	N/A	13%	11%	18%	57%	1%
	Q61	Do you choose when to have a meal?	2	98%	0.68	N/A	N/A	N/A	61%	19%	6%	12%	2%
Q62	Do you choose where to have a meal?	0	100%	1.03	N/A	N/A	N/A	48%	22%	9%	21%	0%	
Q63	Can you request an alternative meal if desired?	1	99%	2.41	N/A	N/A	N/A	5%	13%	16%	64%	1%	
Q64	Are snacks accessible and available?	0	100%	2.44	N/A	N/A	N/A	3%	15%	17%	65%	0%	
Q65	Can you choose with whom to eat?	0	100%	1.40	N/A	N/A	N/A	35%	19%	18%	29%	0%	
Q66	Are you required to sit at an assigned seat or table in a dining area?	0	100%	1.30	N/A	N/A	N/A	34%	7%	14%	45%	0%	
Q67	If you want to eat privately, can you do so?	8	94%	1.49	47%	47%	6%	N/A	N/A	N/A	N/A	N/A	

Appendix B: RCH PARTICIPANT SURVEY RESULTS

SURVEYS COMPLETED: 129
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 38
 RESPONSE RATE: 84%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Participants Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
			N/A	%	AVG	%	%	%	%	%	%	%	%
Staffing Interactions and Privacy	Q68	Do you feel forced to do things you don't want to do by staff members of your residence?	1	99%	2.80	N/A	N/A	N/A	84%	11%	2%	2%	1%
	Q69	Do you feel forced to do things you don't want to do by other residents?	1	99%	2.91	N/A	N/A	N/A	94%	4%	0%	2%	1%
	Q70	Do you know how to file a complaint?	3	98%	2.00	33%	65%	2%	N/A	N/A	N/A	N/A	N/A
	Q71	Do staff members speak a language that you understand?	0	100%	2.77	N/A	N/A	N/A	2%	3%	10%	84%	0%
	Q72	Is assistance provided to you in private, as appropriate, when needed?	4	97%	2.66	N/A	N/A	N/A	2%	6%	13%	75%	3%
	Q73	Do you greet and chat with staff?	1	99%	2.43	N/A	N/A	N/A	2%	16%	17%	64%	1%
	Q74	Do staff members talk with you while providing assistance and during the regular course of daily activities?	0	100%	2.40	N/A	N/A	N/A	3%	12%	26%	59%	0%
	Q75	Are staff members friendly and attentive to your requests and needs?	0	100%	2.64	N/A	N/A	N/A	1%	7%	20%	72%	0%
	Q76	Do staff members always request and receive permission prior to entering your bedroom?	5	96%	2.56	14%	82%	4%	N/A	N/A	N/A	N/A	N/A
	Q77	Do staff members always request and receive permission prior to entering the bathroom?	9	93%	2.68	10%	83%	7%	N/A	N/A	N/A	N/A	N/A
	Q78	Do staff members only use a key to enter your bedroom under limited circumstances agreed upon by you?	8	94%	1.64	N/A	N/A	N/A	32%	9%	16%	38%	6%
Q79	Do you think your health information is kept private?	9	93%	2.88	4%	89%	7%	N/A	N/A	N/A	N/A	N/A	
Q80	Are there surveillance cameras present in your residence?	18	86%	1.86	53%	33%	14%	N/A	N/A	N/A	N/A	N/A	
Services	Q81	Do you, or a person chosen by you, have an active role in the development and update of your person-centered plan/plan of care?	7	95%	2.40	N/A	N/A	N/A	7%	6%	23%	58%	5%
	Q82	Are you satisfied with the services you receive from staff at your residence (e.g., personal care and housekeeping)?	0	100%	2.60	N/A	N/A	N/A	2%	7%	19%	71%	0%
	Q83	When you request services or support from staff members, do you feel the requests are accommodated?	1	99%	2.49	N/A	N/A	N/A	2%	9%	27%	61%	1%
	Q84	Do you have the option to choose the provider(s) who provides your HCBS services and supports (e.g., adult day health)?	6	95%	2.44	N/A	N/A	N/A	5%	9%	21%	60%	5%
	Q85	Do you need assistance with grooming?	1	99%	N/A	50%	49%	1%	N/A	N/A	N/A	N/A	N/A
	Q86	If yes to #85; is grooming assistance provided as you desire?	67	48%	2.42	N/A	N/A	N/A	3%	13%	22%	60%	2%
	Q87	Do you need assistance to dress?	1	99%	N/A	77%	22%	1%	N/A	N/A	N/A	N/A	N/A
	Q88	If yes to #87; are you dressed in your own clothes?	101	22%	3.00	N/A	N/A	N/A	0%	0%	0%	97%	3%
	Q89	If yes to #87; are you dressed appropriate to the time of day?	100	22%	2.86	N/A	N/A	N/A	0%	3%	7%	90%	0%

Count of Medicaid participants current as of 9-25-14.

N = Count, % = Percentage, AVG = Average, N/A = Not applicable.

(i) Average score is based on participant survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes").

Maximum score is 3.0; N/A or blank responses were not scored.



Page 16
April 22, 2015
Ms. Kathy Bruni
Connecticut Department of Social Services

Appendix C1: RCH Provider (with Medicaid) Survey Results

Appendix C1: RCH PROVIDER SURVEY RESULTS (MEDICAID PARTICIPANTS ONLY)

SURVEYS COMPLETED: 35
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 35
 PROVIDER RESPONSE RATE: 78%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Providers Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
						%	%	%	%	%	%	%	%
			N/A	%	AVG	%	%	%	%	%	%	%	%
Choice of Residence	Q2	Were residents given a choice of available options regarding where to live?	4	89%	3.00	0%	89%	11%	N/A	N/A	N/A	N/A	N/A
	Q3	Do residents know how to request new housing if they want to move?	2	94%	3.00	0%	94%	6%	N/A	N/A	N/A	N/A	N/A
	Q4	Do residents currently have a lease or similar agreement?	2	94%	1.73	40%	54%	6%	N/A	N/A	N/A	N/A	N/A
Community Access	Q5	Is the home on the grounds of, or adjacent to, a nursing home?	0	100%	1.97	66%	34%	0%	N/A	N/A	N/A	N/A	N/A
	Q6	Is the home near private residences?	0	100%	2.91	3%	97%	0%	N/A	N/A	N/A	N/A	N/A
	Q7	Is the home near retail businesses?	0	100%	2.40	20%	80%	0%	N/A	N/A	N/A	N/A	N/A
	Q8	Is there any separation of residents receiving Medicaid and those who are not receiving Medicaid?	4	89%	3.00	89%	0%	11%	N/A	N/A	N/A	N/A	N/A
	Q9	Are visitors restricted to specified visiting hours?	1	97%	2.06	N/A	N/A	N/A	54%	9%	20%	14%	3%
	Q10	Are visitors restricted to a specific meeting area in the home?	0	100%	2.23	N/A	N/A	N/A	51%	26%	17%	6%	0%
	Q11	Are visitors regularly present at the home?	0	100%	1.91	N/A	N/A	N/A	0%	46%	17%	37%	0%
	Q12	Do residents participate in unscheduled community activities (activities that occur outside of the home such as shopping, lunch with family or friends) when they want to?	0	100%	2.57	N/A	N/A	N/A	0%	9%	26%	66%	0%
	Q13	Do residents participate in scheduled community activities (planned activities that occur outside of the home) when they want to?	0	100%	2.49	N/A	N/A	N/A	0%	11%	29%	60%	0%
	Q14	Are residents able to come and go from the home when they want to?	0	100%	2.71	N/A	N/A	N/A	0%	0%	29%	71%	0%
	Q15	Is there a curfew or other time requirement for residents to return to the home?	0	100%	2.09	N/A	N/A	N/A	57%	11%	14%	17%	0%
	Q16	If residents want to work, do they have paid work in the community?	22	37%	2.54	6%	31%	63%	N/A	N/A	N/A	N/A	N/A
	Q17	For residents who work, do they work in an integrated setting that includes individuals of different ages and individuals with and without disabilities?	30	14%	3.00	0%	14%	86%	N/A	N/A	N/A	N/A	N/A
	Q18	Do residents participate regularly in meaningful non-work activities in the community for the period of time they desire?	8	77%	1.89	N/A	N/A	N/A	0%	29%	29%	20%	23%
	Q19	Is there public transportation available near the home?	0	100%	2.57	14%	86%	0%	N/A	N/A	N/A	N/A	N/A
	Q20	If there is public transportation near the home, do residents use it?	4	89%	2.42	17%	71%	11%	N/A	N/A	N/A	N/A	N/A
	Q21	Is an accessible van available to transport residents to appointments, shopping, etc.?	3	91%	2.63	11%	80%	9%	N/A	N/A	N/A	N/A	N/A
	Q22	Do residents have a checking or savings account or other means to control their funds?	1	97%	2.91	3%	94%	3%	N/A	N/A	N/A	N/A	N/A
	Q23	Do residents have access to their funds?	1	97%	2.79	N/A	N/A	N/A	0%	0%	20%	77%	3%

Appendix C1: RCH PROVIDER SURVEY RESULTS (MEDICAID PARTICIPANTS ONLY)

SURVEYS COMPLETED: 35
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 35
 PROVIDER RESPONSE RATE: 78%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Providers Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
			N/A	%	AVG	%	%	%	%	%	%	%	
Living Space	Q24	Are there barriers (e.g., gates or locked doors) preventing entrance to or exit from certain areas of the home?	2	94%	1.82	N/A	N/A	N/A	43%	17%	9%	26%	6%
	Q25	Is the home easily accessible with appropriate working support structures in place (e.g., ramps, lifts, elevators)?	1	97%	2.94	N/A	N/A	N/A	0%	3%	0%	94%	3%
	Q26	Does the home have supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) for residents who need them?	0	100%	2.91	3%	97%	0%	N/A	N/A	N/A	N/A	N/A
	Q27	Are residents able to move inside and outside of the home as they desire?	0	100%	2.89	N/A	N/A	N/A	0%	0%	11%	89%	0%
	Q28	Do residents choose and control their schedule (e.g., eating, sleeping, exercising, visitations) to meet their wishes?	0	100%	2.14	N/A	N/A	N/A	0%	23%	40%	37%	0%
	Q29	Do residents have access to a telephone or cell phone for personal communication in private at their convenience?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q30	Do residents have access to a computer, iPad, or similar device to use in private at their convenience?	7	80%	1.71	34%	46%	20%	N/A	N/A	N/A	N/A	N/A
	Q31	Are residents able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q32	Do married residents have the option to share or not share a bedroom with their spouse?	13	63%	2.59	9%	54%	37%	N/A	N/A	N/A	N/A	N/A
	Q33	Regarding residents who share a bedroom, were residents given a choice of a roommate?	17	51%	1.67	23%	29%	49%	N/A	N/A	N/A	N/A	N/A
	Q34	Are residents given information about how to change roommates, if they desire to do so?	17	51%	3.00	0%	51%	49%	N/A	N/A	N/A	N/A	N/A
	Q35	Do residents' rooms have communication capabilities or communication devices (e.g., telephone jack, Ethernet jack, Wi-Fi internet)?	1	97%	2.74	9%	89%	3%	N/A	N/A	N/A	N/A	N/A
	Q36	Can residents lock the bathroom door(s)?	3	91%	2.63	11%	80%	9%	N/A	N/A	N/A	N/A	N/A
	Q37	Can residents lock their bedroom door(s)?	3	91%	1.78	37%	54%	9%	N/A	N/A	N/A	N/A	N/A
	Q38	Are residents able to furnish and decorate their bedroom in a way that suits them?	0	100%	2.60	N/A	N/A	N/A	0%	14%	11%	74%	0%
	Q39	Do residents have full access to comfortable seating (e.g., couch, seats) in shared areas of the home?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q40	Do residents have access to a kitchen with cooking facilities?	2	94%	0.91	66%	29%	6%	N/A	N/A	N/A	N/A	N/A
	Q41	Do residents have access to a dining area to use at their convenience?	0	100%	2.66	N/A	N/A	N/A	3%	3%	20%	74%	0%
	Q42	Can residents choose when to have a meal?	2	94%	1.42	N/A	N/A	N/A	17%	40%	17%	20%	6%
	Q43	Can residents choose where to have a meal?	3	91%	1.53	N/A	N/A	N/A	9%	51%	6%	26%	9%
Q44	Can residents request and receive alternative meals?	0	100%	2.86	N/A	N/A	N/A	0%	3%	9%	89%	0%	
Q45	Are snacks accessible and available?	0	100%	2.83	N/A	N/A	N/A	0%	3%	11%	86%	0%	
Q46	Can residents choose with whom to eat or to eat alone?	1	97%	2.15	N/A	N/A	N/A	3%	26%	23%	46%	3%	
Q47	Are residents required to sit at an assigned seat or table in a dining area?	2	94%	1.55	N/A	N/A	N/A	26%	20%	29%	20%	6%	

Appendix C1: RCH PROVIDER SURVEY RESULTS (MEDICAID PARTICIPANTS ONLY)

SURVEYS COMPLETED: 35
 RCH HOMES (w/Medicaid): 45
 RCH HOMES COMPLETED SURVEY: 35
 PROVIDER RESPONSE RATE: 78%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Providers Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
						%	%	%	%	%	%	%	%
Staff Interactions and Privacy	Q48	Do residents know how to file a complaint?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q49	Do staff members speak to residents in a language the residents understand?	1	97%	2.88	N/A	N/A	N/A	0%	0%	11%	86%	3%
	Q50	Do staff members provide assistance to residents in private, as appropriate, when needed?	0	100%	2.80	N/A	N/A	N/A	0%	9%	3%	89%	0%
	Q51	Do residents greet and chat with staff?	0	100%	2.83	N/A	N/A	N/A	0%	0%	17%	83%	0%
	Q52	Do staff members talk with residents while providing assistance and during the regular course of daily activities?	0	100%	2.94	N/A	N/A	N/A	0%	0%	6%	94%	0%
	Q53	Are staff members friendly and attentive to residents' requests and needs?	0	100%	2.94	N/A	N/A	N/A	0%	0%	6%	94%	0%
	Q54	Do staff members always request and receive permission prior to entering a resident's bedroom?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q55	Do staff members always request and receive permission prior to entering a resident's bathroom?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q56	Is resident health information kept private and confidential?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q57	Are resident schedules (e.g., PT, OT, medications or restricted diets) posted in a general open area for all to view?	2	94%	2.91	91%	3%	6%	N/A	N/A	N/A	N/A	N/A
Q58	Are there surveillance cameras present at the home?	1	97%	1.32	43%	54%	3%	N/A	N/A	N/A	N/A	N/A	
Services	Q59	Do residents, or a person chosen by a resident, have an active role in the development and update of their person-centered plan/plan of care?	7	80%	2.57	N/A	N/A	N/A	0%	9%	17%	54%	20%
	Q60	Are residents generally satisfied with the services they receive from staff at the home (e.g., personal care and housekeeping)?	0	100%	2.34	N/A	N/A	N/A	0%	0%	66%	34%	0%
	Q61	When residents request services or support from staff members, do staff members accommodate those requests?	0	100%	2.69	N/A	N/A	N/A	0%	0%	31%	69%	0%
	Q62	Do residents generally use the same providers for HCBS services (e.g., adult day health or companion)?	1	97%	1.50	N/A	N/A	N/A	0%	51%	43%	3%	3%
	Q63	Are residents who need assistance with grooming, groomed as they desire?	4	89%	2.74	N/A	N/A	N/A	0%	3%	17%	69%	11%
	Q64	Are residents who need assistance to dress, dressed in their own clothes and dressed appropriate to the time of day?	5	86%	2.90	N/A	N/A	N/A	0%	0%	9%	77%	14%

Count of Medicaid participants current as of 9-25-14.

N = Count, % = Percentage, AVG = Average, N/A = Not applicable.

(i) Average score is based on provider (Medicaid Only) survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes").

Maximum score is 3.0; N/A or blank responses were not scored.



Page 17
April 22, 2015
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Appendix C2: RCH Provider (without Medicaid) Survey Results

Appendix C2: RCH PROVIDER SURVEY RESULTS (NO MEDICAID PARTICIPANTS)

SURVEYS COMPLETED: 18
 RCH HOMES (w/out Medicaid): 52
 RCH HOMES COMPLETED SURVEY: 18
 PROVIDER RESPONSE RATE: 35%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Providers Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
			N/A	%	AVG	%	%	%	%	%	%	%	%
Choice of Residence	Q2	Were residents given a choice of available options regarding where to live?	0	100%	2.83	6%	94%	0%	N/A	N/A	N/A	N/A	N/A
	Q3	Do residents know how to request new housing if they want to move?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q4	Do residents currently have a lease or similar agreement?	4	78%	0.86	56%	22%	22%	N/A	N/A	N/A	N/A	N/A
Community Access	Q5	Is the home on the grounds of, or adjacent to, a nursing home?	0	100%	2.00	67%	33%	0%	N/A	N/A	N/A	N/A	N/A
	Q6	Is the home near private residences?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q7	Is the home near retail businesses?	0	100%	2.50	17%	83%	0%	N/A	N/A	N/A	N/A	N/A
	Q8	Is there any separation of residents receiving Medicaid and those who are not receiving Medicaid?	1	94%	3.00	94%	0%	6%	N/A	N/A	N/A	N/A	N/A
	Q9	Are visitors restricted to specified visiting hours?	0	100%	2.17	N/A	N/A	N/A	44%	33%	17%	6%	0%
	Q10	Are visitors restricted to a specific meeting area in the home?	1	94%	2.35	N/A	N/A	N/A	44%	44%	0%	6%	6%
	Q11	Are visitors regularly present at the home?	2	89%	2.06	N/A	N/A	N/A	0%	28%	28%	33%	11%
	Q12	Do residents participate in unscheduled community activities (activities that occur outside of the home such as shopping, lunch with family or friends) when they want to?	0	100%	2.56	N/A	N/A	N/A	0%	11%	22%	67%	0%
	Q13	Do residents participate in scheduled community activities (planned activities that occur outside of the home) when they want to?	0	100%	2.28	N/A	N/A	N/A	0%	22%	28%	50%	0%
	Q14	Are residents able to come and go from the home when they want to?	0	100%	2.72	N/A	N/A	N/A	0%	0%	28%	72%	0%
	Q15	Is there a curfew or other time requirement for residents to return to the home?	1	94%	1.88	N/A	N/A	N/A	44%	17%	11%	22%	6%
	Q16	If residents want to work, do they have paid work in the community?	10	44%	2.25	11%	33%	56%	N/A	N/A	N/A	N/A	N/A
	Q17	For residents who work, do they work in an integrated setting that includes individuals of different ages and individuals with and without disabilities?	12	33%	3.00	0%	33%	67%	N/A	N/A	N/A	N/A	N/A
	Q18	Do residents participate regularly in meaningful non-work activities in the community for the period of time they desire?	3	83%	2.00	N/A	N/A	N/A	0%	33%	17%	33%	17%
	Q19	Is there public transportation available near the home?	0	100%	2.67	11%	89%	0%	N/A	N/A	N/A	N/A	N/A
	Q20	If there is public transportation near the home, do residents use it?	4	78%	2.57	11%	67%	22%	N/A	N/A	N/A	N/A	N/A
	Q21	Is an accessible van available to transport residents to appointments, shopping, etc.?	1	94%	2.47	17%	78%	6%	N/A	N/A	N/A	N/A	N/A
	Q22	Do residents have a checking or savings account or other means to control their funds?	5	72%	3.00	0%	72%	28%	N/A	N/A	N/A	N/A	N/A
	Q23	Do residents have access to their funds?	1	94%	2.76	N/A	N/A	N/A	0%	0%	22%	72%	6%

Appendix C2: RCH PROVIDER SURVEY RESULTS (NO MEDICAID PARTICIPANTS)

SURVEYS COMPLETED: 18
 RCH HOMES (w/out Medicaid): 52
 RCH HOMES COMPLETED SURVEY: 18
 PROVIDER RESPONSE RATE: 35%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Providers Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
			N/A	%	AVG	%	%	%	%	%	%	%	%
Living Space	Q24	Are there barriers (e.g., gates or locked doors) preventing entrance to or exit from certain areas of the home?	0	100%	2.56	N/A	N/A	N/A	72%	17%	6%	6%	0%
	Q25	Is the home easily accessible with appropriate working support	3	83%	2.40	N/A	N/A	N/A	11%	6%	6%	61%	17%
	Q26	Does the home have supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) for residents who need them?	2	89%	2.81	6%	83%	11%	N/A	N/A	N/A	N/A	N/A
	Q27	Are residents able to move inside and outside of the home as they desire?	0	100%	2.94	N/A	N/A	N/A	0%	0%	6%	94%	0%
	Q28	Do residents choose and control their schedule (e.g., eating, sleeping, exercising, visitations) to meet their wishes?	2	89%	2.13	N/A	N/A	N/A	0%	17%	44%	28%	11%
	Q29	Do residents have access to a telephone or cell phone for personal communication in private at their convenience?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q30	Do residents have access to a computer, iPad, or similar device to use in private at their convenience?	3	83%	1.60	39%	44%	17%	N/A	N/A	N/A	N/A	N/A
	Q31	Are residents able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q32	Do married residents have the option to share or not share a bedroom with their spouse?	8	56%	3.00	0%	56%	44%	N/A	N/A	N/A	N/A	N/A
	Q33	Regarding residents who share a bedroom, were residents given a choice of a roommate?	6	67%	2.50	11%	56%	33%	N/A	N/A	N/A	N/A	N/A
	Q34	Are residents given information about how to change roommates, if they desire to do so?	5	72%	3.00	0%	72%	28%	N/A	N/A	N/A	N/A	N/A
	Q35	Do residents' rooms have communication capabilities or communication devices (e.g., telephone jack, Ethernet jack, Wi-Fi internet)?	3	83%	2.60	11%	72%	17%	N/A	N/A	N/A	N/A	N/A
	Q36	Can residents lock the bathroom door(s)?	3	83%	2.00	28%	56%	17%	N/A	N/A	N/A	N/A	N/A
	Q37	Can residents lock their bedroom door(s)?	2	89%	2.06	28%	61%	11%	N/A	N/A	N/A	N/A	N/A
	Q38	Are residents able to furnish and decorate their bedroom in a way that suits them?	0	100%	2.28	N/A	N/A	N/A	0%	22%	28%	50%	0%
	Q39	Do residents have full access to comfortable seating (e.g., couch, seats) in shared areas of the home?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q40	Do residents have access to a kitchen with cooking facilities?	1	94%	1.24	56%	39%	6%	N/A	N/A	N/A	N/A	N/A
	Q41	Do residents have access to a dining area to use at their convenience?	0	100%	2.89	N/A	N/A	N/A	0%	0%	11%	89%	0%
	Q42	Can residents choose when to have a meal?	2	89%	1.44	N/A	N/A	N/A	6%	56%	11%	17%	11%
	Q43	Can residents choose where to have a meal?	1	94%	1.35	N/A	N/A	N/A	28%	28%	17%	22%	6%
Q44	Can residents request and receive alternative meals?	0	100%	2.94	N/A	N/A	N/A	0%	0%	6%	94%	0%	
Q45	Are snacks accessible and available?	0	100%	2.72	N/A	N/A	N/A	0%	11%	6%	83%	0%	
Q46	Can residents choose with whom to eat or to eat alone?	0	100%	2.39	N/A	N/A	N/A	0%	22%	17%	61%	0%	
Q47	Are residents required to sit at an assigned seat or table in a dining area?	0	100%	2.11	N/A	N/A	N/A	44%	22%	33%	0%	0%	

Appendix C2: RCH PROVIDER SURVEY RESULTS (NO MEDICAID PARTICIPANTS)

SURVEYS COMPLETED: 18
 RCH HOMES (w/out Medicaid): 52
 RCH HOMES COMPLETED SURVEY: 18
 PROVIDER RESPONSE RATE: 35%

HCBS Rule Category	Survey Question		Total Non-Responses	Percent of Providers Who Responded to Question	AVERAGE Score out of 3.0 (i)	No	Yes	N/A	Never	Sometimes	Usually	Always	N/A
						%	%	%	%	%	%	%	%
Staff Interactions and Privacy	Q48	Do residents know how to file a complaint?	0	100%	3.00	0%	100%	0%	N/A	N/A	N/A	N/A	N/A
	Q49	Do staff members speak to residents in a language the residents understand?	0	100%	2.94	N/A	N/A	N/A	0%	0%	6%	94%	0%
	Q50	Do staff members provide assistance to residents in private, as appropriate, when needed?	0	100%	2.89	N/A	N/A	N/A	0%	0%	11%	89%	0%
	Q51	Do residents greet and chat with staff?	0	100%	2.89	N/A	N/A	N/A	0%	0%	11%	89%	0%
	Q52	Do staff members talk with residents while providing assistance and during the regular course of daily activities?	0	100%	2.94	N/A	N/A	N/A	0%	0%	6%	94%	0%
	Q53	Are staff members friendly and attentive to residents' requests and needs?	0	100%	3.00	N/A	N/A	N/A	0%	0%	0%	100%	0%
	Q54	Do staff members always request and receive permission prior to entering a resident's bedroom?	1	94%	3.00	0%	94%	6%	N/A	N/A	N/A	N/A	N/A
	Q55	Do staff members always request and receive permission prior to entering a resident's bathroom?	1	94%	3.00	0%	94%	6%	N/A	N/A	N/A	N/A	N/A
	Q56	Is resident health information kept private and confidential?	0	100%	2.83	6%	94%	0%	N/A	N/A	N/A	N/A	N/A
	Q57	Are resident schedules (e.g., PT, OT, medications or restricted diets) posted in a general open area for all to view?	1	94%	3.00	94%	0%	6%	N/A	N/A	N/A	N/A	N/A
Q58	Are there surveillance cameras present at the home?	0	100%	1.50	50%	50%	0%	N/A	N/A	N/A	N/A	N/A	
Services	Q59	Do residents, or a person chosen by a resident, have an active role in the development and update of their person-centered plan/plan of care?	5	72%	2.62	N/A	N/A	N/A	0%	11%	6%	56%	28%
	Q60	Are residents generally satisfied with the services they receive from staff at the home (e.g., personal care and housekeeping)?	0	100%	2.61	N/A	N/A	N/A	0%	0%	39%	61%	0%
	Q61	When residents request services or support from staff members, do staff members accommodate those requests?	0	100%	2.72	N/A	N/A	N/A	0%	0%	28%	72%	0%
	Q62	Do residents generally use the same providers for HCBS services (e.g., adult day health or companion)?	10	44%	1.63	N/A	N/A	N/A	0%	17%	28%	0%	56%
	Q63	Are residents who need assistance with grooming, groomed as they desire?	3	83%	2.60	N/A	N/A	N/A	6%	6%	6%	67%	17%
	Q64	Are residents who need assistance to dress, dressed in their own clothes and dressed appropriate to the time of day?	3	83%	2.80	N/A	N/A	N/A	0%	0%	17%	67%	17%

Count of Medicaid participants current as of 9-25-14.

N = Count, % = Percentage, AVG = Average, N/A = Not applicable.

(i) Average score is based on provider (Non-Medicaid Only) survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance.

For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes").

Maximum score is 3.0; N/A or blank responses were not scored.



Page 18
April 22, 2015
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Appendix D: Comparison of RCH Provider, Participant, and Care Manager Survey Results

Appendix D: Comparison of RCH Provider, Participant and Care Manager Survey Results

HCBS Rule Category	PARTICIPANT SURVEY QUESTION		COMPARABLE PROVIDER SURVEY QUESTION		COMPARABLE CARE MANAGER SURVEY QUESTION		Across ALL Homes							
							AVERAGE Score out of 3.0 (i)							
							MEDICAID ONLY				PROVIDER SURVEY			
Participant Survey	Provider Survey	Provider vs. Participant Difference	Care Manager Survey	MEDICAID ONLY	NON-MEDICAID	Non-Medicaid vs. Medicaid Difference								
Choice of Residence	Q2	Did you choose to live here?						N/A	N/A	N/A				
	Q3	Were you given a choice of places to live?	Q2	Were residents given a choice of available options regarding where to live?				1.48	3.00	-1.52	N/A	3.00	2.83	-0.17
	Q4	Do you know how to request new housing?	Q3	Do residents know how to request new housing if they want to move?				1.40	3.00	-1.60	N/A	3.00	3.00	0.00
	Q5	Do you currently have a lease or similar agreement at your residence?	Q4	Do residents currently have a lease or similar agreement?				0.93	1.73	-0.80	N/A	1.73	0.86	-0.87
Community Access	Q6	Is your residence on the grounds of or adjacent to a nursing home?	Q5	Is the home on the grounds of, or adjacent to, a nursing home?				1.45	1.97	-0.52	N/A	1.97	2.00	0.03
	Q7	Is your residence near private residences?	Q6	Is the home near private residences?	Q2	The home is near private homes and retail businesses.		2.74	2.91	-0.17	2.65	2.91	3.00	0.09
	Q8	Is your residence near retail businesses?	Q7	Is the home near retail businesses?	Q2	The home is near private homes and retail businesses.		1.81	2.40	-0.59	2.65	2.40	2.50	0.10
	Q9	Do you know which residents are receiving Medicaid and which are not?						2.62	N/A	N/A	N/A	N/A	N/A	N/A
	Q10	Is there any separation of residents receiving Medicaid and those that are not receiving Medicaid?	Q8	Is there any separation of residents receiving Medicaid and those who are not receiving Medicaid?	Q8	Participants are treated the same as residents not receiving Medicaid (e.g., they are not required to live in or spend time in separate areas of the home).		2.83	3.00	-0.17	2.78	3.00	3.00	0.00
	Q11	Are visitors restricted to specified visiting hours?	Q9	Are visitors restricted to specified visiting hours?	Q10	Participants are able to have visitors of their choosing at any time.		2.38	2.06	0.33	2.60	2.06	2.17	0.11
	Q12	Are visitors restricted to a specific meeting area in your residence?	Q10	Are visitors restricted to a specific meeting area in the home?				2.73	2.23	0.50	N/A	2.23	2.35	0.12
			Q11	Are visitors regularly present at the home?				N/A	1.91	N/A	N/A	1.91	2.06	0.15
	Q13	Do you participate in unscheduled community activities (activities that occur outside of your residence such as shopping, lunch with family or friends) when you want to?	Q12	Do residents participate in unscheduled community activities (activities that occur outside of the home such as shopping, lunch with family or friends) when they want to?	Q3	The home supports participant access to the surrounding community, such as shopping, restaurants, social groups, parks, banks, churches, and community activities.		1.80	2.57	-0.77	2.71	2.57	2.56	-0.02
	Q14	Do you participate in scheduled community activities (planned activities that occur outside of your residence) when you want to?	Q13	Do residents participate in scheduled community activities (planned activities that occur outside of the home) when they want to?	Q3	The home supports participant access to the surrounding community, such as shopping, restaurants, social groups, parks, banks, churches, and community activities.		1.67	2.49	-0.81	2.71	2.49	2.28	-0.21
	Q15	Are you free to come and go from your residence when you want to?	Q14	Are residents able to come and go from the home when they want to?				2.51	2.71	-0.21	N/A	2.71	2.72	0.01
	Q16	Is there a curfew or other time requirement for a scheduled return to your residence?	Q15	Is there a curfew or other time requirement for residents to return to the home?				2.23	2.09	0.14	N/A	2.09	1.88	-0.20
	Q17	Do you have paid work in the community?						N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Q18	If yes to #17; do you work in an integrated setting that includes individuals of different ages and individuals with and without disabilities?	Q17	For residents who work, do they work in an integrated setting that includes individuals of different ages and individuals with and without disabilities?				N/A	3.00	N/A	N/A	3.00	3.00	0.00
	Q19	If no to #17; do you want to work?						0.46	N/A	N/A	N/A	N/A	N/A	N/A
	Q20	If yes to #19; have you been given the option to work?	Q16	If residents want to work, do they have paid work in the community?				0.56	2.54	-1.98	N/A	2.54	2.25	-0.29
	Q21	Do you participate regularly in meaningful non-work activities in the community for the period of time that you desire?	Q18	Do residents participate regularly in meaningful non-work activities in the community for the period of time they desire?				1.31	1.89	-0.58	N/A	1.89	2.00	0.11
	Q22	Is there public transportation available in your community?	Q19	Is there public transportation available near the home?				2.61	2.57	0.04	N/A	2.57	2.67	0.10
	Q23	If yes to #22; do you have access to the public transportation?						2.88	N/A	N/A	N/A	N/A	N/A	N/A
	Q24	If yes to #22; do you know how to use public transportation?	Q20	If there is public transportation near the home, do residents use it?				2.13	2.42	-0.29	N/A	2.42	2.57	0.15
	Q25	Is there an accessible van available to transport you to appointments, shopping, etc.?	Q21	Is an accessible van available to transport residents to appointments, shopping, etc.?				2.56	2.63	-0.06	N/A	2.63	2.47	-0.15
	Q26	Do you have a checking or savings account?	Q22	Do residents have a checking or savings account or other means to control their funds?				N/A	2.91	N/A	N/A	2.91	3.00	0.09
	Q27	Do you have access to your funds?	Q23	Do residents have access to their funds?				2.31	2.79	-0.49	N/A	2.79	2.76	-0.03

Appendix D: Comparison of RCH Provider, Participant and Care Manager Survey Results

HCBS Rule Category	PARTICIPANT SURVEY QUESTION		COMPARABLE PROVIDER SURVEY QUESTION		COMPARABLE CARE MANAGER SURVEY QUESTION		Across ALL Homes						
							AVERAGE Score out of 3.0 (i)						
							MEDICAID ONLY				PROVIDER SURVEY		
Participant Survey	Provider Survey	Provider vs. Participant Difference	Care Manager Survey	MEDICAID ONLY	NON-MEDICAID	Non-Medicaid vs. Medicaid Difference							
Living Space	Q28	Are there barriers (e.g., gates or locked doors) preventing entrance to or exit from certain areas of your residence?	Q24	Are there barriers (e.g., gates or locked doors) preventing entrance to or exit from certain areas of the home?			2.12	1.82	0.30	N/A	1.82	2.56	0.74
	Q29	Is your residence easily accessible with appropriate, working support structures in place (e.g., ramps, lifts, elevators)?	Q25	Is the home easily accessible with appropriate working support structures in place (e.g., ramps, lifts, elevators)?	Q12	The home is physically accessible.	2.74	2.94	-0.20	2.89	2.94	2.40	-0.54
	Q30	Do you need supports to move about your residence?					N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Q31	If yes to #30; are supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) provided?	Q26	Does the home have supports (e.g., grab bars, seats in the bathroom, and ramps for wheelchairs) for residents who need them?			2.95	2.91	0.04	N/A	2.91	2.81	-0.10
	Q32	If no to #31; have you raised your need for supports with a care manager or staff member at the residence?					N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Q33	Do you move about inside and outside your residence as you desire?	Q27	Are residents able to move inside and outside of the home as they desire?			2.73	2.89	-0.16	N/A	2.89	2.94	0.06
	Q34	Do you choose and control your schedule (e.g., eating, sleeping, exercising, visitations) in your residence to meet your wishes?	Q28	Do residents choose and control their schedule (e.g., eating, sleeping, exercising, visitations) to meet their wishes?	Q6	Participants can choose and control their schedules (e.g., eating, sleeping, bathing, leisure activities) as they wish.	1.66	2.14	-0.48	2.26	2.14	2.13	-0.02
	Q35	Do you own or have access to a telephone or cell phone in your residence?	Q29	Do residents have access to a telephone or cell phone for personal communication in private at their convenience?			2.86	3.00	-0.14	N/A	3.00	3.00	0.00
	Q36	If yes to #35; are you able to use the telephone or cell phone for personal communication in private at your convenience?					2.74	N/A	N/A	N/A	N/A	N/A	N/A
	Q37	Do you own or have access to a computer, iPad or similar device?	Q30	Do residents have access to a computer, iPad, or similar device to use in private at their convenience?			0.70	1.71	-1.01	N/A	1.71	1.60	-0.11
	Q38	If yes to #37; are you able to use the computer, iPad or similar device in private at your convenience?					2.24	N/A	N/A	N/A	N/A	N/A	N/A
	Q39	Do you have access to a television in your residence?	Q31	Are residents able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience?			3.00	3.00	0.00	N/A	3.00	3.00	0.00
	Q40	If yes to #39; are you able to watch television at your convenience?					2.83	N/A	N/A	N/A	N/A	N/A	N/A
	Q41	Do you have access to a radio in your residence?	Q31	Are residents able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience?			2.28	3.00	-0.72	N/A	3.00	3.00	0.00
	Q42	If yes to #41; are you able to listen to the radio at your convenience?					2.69	N/A	N/A	N/A	N/A	N/A	N/A
	Q43	Do you have access to other leisure activities (other than TV or radio) at your residence?	Q31	Are residents able to participate in leisure activities (e.g., TV, radio, cards, reading, board games, etc.) at their convenience?			2.71	3.00	-0.29	N/A	3.00	3.00	0.00
	Q44	If yes to #43; are you able to participate in other leisure activities (other than TV or radio) at your convenience?					2.54	N/A	N/A	N/A	N/A	N/A	N/A
	Q45	Do you have your own bedroom?	Q32	Do married residents have the option to share or not share a bedroom with their spouse?			N/A	2.59	N/A	N/A	2.59	3.00	0.41
	Q46	Do you share your bedroom with a roommate?	Q33	Regarding residents who share a bedroom, were residents given a choice of a roommate?			0.96	1.67	-0.71	N/A	1.67	2.50	0.83
	Q47	If yes to #46; did you choose your roommate?	Q33	Regarding residents who share a bedroom, were residents given a choice of a roommate?			0.45	1.67	-1.22	N/A	1.67	2.50	0.83
Q48	If yes to #46; do you want to remain in a room with your roommate?					2.60	N/A	N/A	N/A	N/A	N/A	N/A	
Q49	If no to #48; do you know how to request a roommate change?	Q34	Are residents given information about how to change roommates, if they desire to do so?			0.75	3.00	-2.25	N/A	3.00	3.00	0.00	
Q50	Does your bedroom have a telephone jack?	Q35	Do residents' rooms have communication capabilities or communication devices (e.g., telephone jack, Ethernet jack, Wi-Fi internet)?	Q7	Participants have access to a private method of communication (e.g., telephone, email) as desired.	2.52	2.74	-0.22	2.64	2.74	2.60	-0.14	

Appendix D: Comparison of RCH Provider, Participant and Care Manager Survey Results

				Across ALL Homes									
				AVERAGE Score out of 3.0 (i)									
HCBS Rule Category	PARTICIPANT SURVEY QUESTION		COMPARABLE PROVIDER SURVEY QUESTION		COMPARABLE CARE MANAGER SURVEY QUESTION		MEDICAID ONLY				PROVIDER SURVEY		
							Participant Survey	Provider Survey	Provider vs. Participant Difference	Care Manager Survey	MEDICAID ONLY	NON-MEDICAID	Non-Medicaid vs. Medicaid Difference
	Q51	Does your bedroom have WI-FI or an Internet jack?	Q35	Do residents' rooms have communication capabilities or communication devices (e.g., telephone jack, Ethernet jack, WI-Fi internet)?			0.68	2.74	-2.05	N/A	2.74	2.60	-0.14
	Q52	Can you lock the bathroom door?	Q36	Can residents lock the bathroom door(s)?			1.97	2.63	-0.66	N/A	2.63	2.00	-0.63
	Q53	Can you lock your bedroom door?	Q37	Can residents lock their bedroom door(s)?			1.63	1.78	-0.15	N/A	1.78	2.06	0.28
	Q54	Is the furniture in your bedroom arranged the way you like it?					2.90	N/A	N/A	N/A	N/A	N/A	N/A
	Q55	Can you furnish and decorate your bedroom in the way that suits you?	Q38	Are residents able to furnish and decorate their bedroom in a way that suits them?	Q9	Participants can furnish and decorate their bedrooms to reflect their wishes.	2.43	2.60	-0.17	2.78	2.60	2.28	-0.32
	Q56	Do you have personal items, such as pictures, books and memorabilia in your room as you would desire?					2.91	N/A	N/A	N/A	N/A	N/A	N/A
	Q57	Do the furniture, linens, and other household items in your room reflect your personal choices?					2.68	N/A	N/A	N/A	N/A	N/A	N/A
	Q58	Do you have full access to comfortable seating (e.g., couch, seats) in the shared areas?	Q39	Do residents have full access to comfortable seating (e.g., couch, seats) in shared areas of the home?			2.71	3.00	-0.29	N/A	3.00	3.00	0.00
	Q59	Do you have access to a kitchen with cooking facilities?	Q40	Do residents have access to a kitchen with cooking facilities?			0.67	0.91	-0.24	N/A	0.91	1.24	0.33
	Q60	Do you have access to a dining area to use at your convenience?	Q41	Do residents have access to a dining area to use at their convenience?			2.20	2.66	-0.45	N/A	2.66	2.89	0.23
	Q61	Do you choose when to have a meal?	Q42	Can residents choose when to have a meal?			0.68	1.42	-0.75	N/A	1.42	1.44	0.01
	Q62	Do you choose where to have a meal?	Q43	Can residents choose where to have a meal?			1.03	1.53	-0.50	N/A	1.53	1.35	-0.18
	Q63	Can you request an alternative meal if desired?	Q44	Can residents request and receive alternative meals?			2.41	2.86	-0.45	N/A	2.86	2.94	0.09
	Q64	Are snacks accessible and available?	Q45	Are snacks accessible and available?			2.44	2.83	-0.39	N/A	2.83	2.72	-0.11
	Q65	Can you choose with whom to eat?	Q46	Can residents choose with whom to eat or to eat alone?			1.40	2.15	-0.74	N/A	2.15	2.39	0.24
	Q66	Are you required to sit at an assigned seat or table in a dining area?	Q47	Are residents required to sit at an assigned seat or table in a dining area?			1.30	1.55	-0.24	N/A	1.55	2.11	0.57
	Q67	If you want to eat privately, can you do so?	Q46	Can residents choose with whom to eat or to eat alone?			1.49	2.15	-0.66	N/A	2.15	2.39	0.24
	Q68	Do you feel forced to do things you don't want to do by staff members of your residence?					2.80	N/A	N/A	N/A	N/A	N/A	N/A
	Q69	Do you feel forced to do things you don't want to do by other residents?					2.91	N/A	N/A	N/A	N/A	N/A	N/A
	Q70	Do you know how to file a complaint?	Q48	Do residents know how to file a complaint?			2.00	3.00	-1.00	N/A	3.00	3.00	0.00
	Q71	Do staff members speak a language that you understand?	Q49	Do staff members speak to residents in a language the residents understand?			2.77	2.88	-0.11	N/A	2.88	2.94	0.06
	Q72	Is assistance provided to you in private, as appropriate, when needed?	Q50	Do staff members provide assistance to residents in private, as appropriate, when needed?	Q5	Participants are treated with dignity and respect and are free from coercion.	2.66	2.80	-0.14	2.90	2.80	2.89	0.09
	Q73	Do you greet and chat with staff?	Q51	Do residents greet and chat with staff?	Q5	Participants are treated with dignity and respect and are free from coercion.	2.43	2.83	-0.40	2.90	2.83	2.89	0.06
	Q74	Do staff members talk with you while providing assistance and during the regular course of daily activities?	Q52	Do staff members talk with residents while providing assistance and during the regular course of daily activities?	Q5	Participants are treated with dignity and respect and are free from coercion.	2.40	2.94	-0.54	2.90	2.94	2.94	0.00

Appendix D: Comparison of RCH Provider, Participant and Care Manager Survey Results

HCBS Rule Category	PARTICIPANT SURVEY QUESTION		COMPARABLE PROVIDER SURVEY QUESTION		COMPARABLE CARE MANAGER SURVEY QUESTION		Across ALL Homes								
							AVERAGE Score out of 3.0 (i)								
							MEDICAID ONLY				PROVIDER SURVEY				
Participant Survey	Provider Survey	Provider vs. Participant Difference	Care Manager Survey	MEDICAID ONLY	NON-MEDICAID	Non-Medicaid vs. Medicaid Difference									
Staff Interactions and Privacy	Q75	Are staff members friendly and attentive to your requests and needs?	Q53	Are staff members friendly and attentive to residents' requests and needs?					2.64	2.94	-0.31	N/A	2.94	3.00	0.06
	Q76	Do staff members always request and receive permission prior to entering your bedroom?	Q54	Do staff members always request and receive permission prior to entering a resident's bedroom?					2.56	3.00	-0.44	N/A	3.00	3.00	0.00
	Q77	Do staff members always request and receive permission prior to entering the bathroom?	Q55	Do staff members always request and receive permission prior to entering a resident's bathroom?					2.68	3.00	-0.33	N/A	3.00	3.00	0.00
	Q78	Do staff members only use a key to enter your bedroom under limited circumstances agreed upon by you?							1.64	N/A	N/A	N/A	N/A	N/A	N/A
	Q79	Do you think your health information is kept private?	Q56	Is resident health information kept private and confidential?	Q4	Participants' privacy rights are protected.			2.88	3.00	-0.13	2.90	3.00	2.83	-0.17
			Q57	Are resident schedules (e.g., PT, OT, medications or restricted diets) posted in a general open area for all to view?					N/A	2.91	N/A	N/A	2.91	3.00	0.09
	Q80	Are there surveillance cameras present in your residence?	Q58	Are there surveillance cameras present at the home?					1.86	1.32	0.54	N/A	1.32	1.50	0.18
			Q59	Do residents, or a person chosen by a resident, have an active role in the development and update of their person-centered plan/plan of care?					2.40	2.57	-0.17	N/A	2.57	2.62	0.04
Services	Q82	Are you satisfied with the services you receive from staff at your residence (e.g., personal care and housekeeping)?	Q60	Are residents generally satisfied with the services they receive from staff at the home (e.g., personal care and housekeeping)?					2.60	2.34	0.25	N/A	2.34	2.61	0.27
	Q83	When you request services or support from staff members, do you feel the requests are accommodated?	Q61	Are residents generally satisfied with the services they receive from staff at the home (e.g., personal care and housekeeping)?					2.49	2.69	-0.19	N/A	2.69	2.72	0.04
	Q84	Do you have the option to choose the provider(s) who provides your HCBS services and supports (e.g., adult day health)?	Q62	Do residents generally use the same providers for HCBS services (e.g., adult day health or companion)?					2.44	1.50	0.94	N/A	1.50	1.63	0.13
	Q85	Do you need assistance with grooming?							N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Q86	If yes to #85; is grooming assistance provided as you desire?	Q63	Are residents who need assistance with grooming, groomed as they desire?					2.42	2.74	-0.32	N/A	2.74	2.60	-0.14
	Q87	Do you need assistance to dress?							N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Q88	If yes to #87; are you dressed in your own clothes?	Q64	Are residents who need assistance to dress, dressed in their own clothes and dressed appropriate to the time of day?					3.00	2.90	0.10	N/A	2.90	2.80	-0.10
	Q89	If yes to #87; are you dressed appropriate to the time of day?	Q64	Are residents who need assistance to dress, dressed in their own clothes and dressed appropriate to the time of day?					2.86	2.90	-0.04	N/A	2.90	2.80	-0.10

(i) Average score is based on aggregate average survey responses, where 3.0 is assigned to a response that demonstrates compliance and 0.0 is assigned to a response that demonstrates non-compliance. For non-Y/N questions, incremental values between 0.0 and 3.0 were assigned to responses that demonstrated compliance a portion of the time (such as 2.0 "Usually" and 1.0 "Sometimes"). Maximum score is 3.0; N/A or blank responses were not scored.