

THE STATS GROUP

INDIVIDUALS & FAMILIES 'MOVING ON' PLAN BASELINE STUDY

**Prepared for The Department of
Developmental Studies**

February 2023

INTRODUCTION

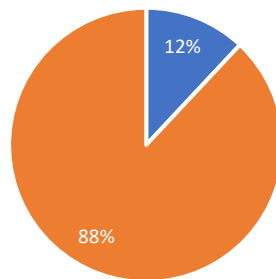
The Connecticut Department of Developmental Services (DDS) commissioned The STATS Group to survey both individuals served and DDS staff/contractors on transitional change from congregate housing to independent living for individuals with intellectual disabilities. The project includes a baseline survey of individuals and staff/contractors as well as follow up surveys. This report outlines findings from the individual surveys in the baseline study. Findings from the baseline of staff/contractors and follow-up tracking studies will be provided in separate reports.

For the baseline survey of individuals served, DDS provided The STATS Group with a file of the names and mailing address for approximately 9,100 individuals/families served by DDS for intellectual disabilities. The STATS Group designed a 15-question questionnaire which was administered to these mailing addresses. Individuals had the option to complete the survey either online or through the mail survey. Family members representing individuals were asked to fill out the survey in lieu of individuals being able to fill it out for themselves if necessary. For this baseline survey, a total of 1,350 filled out the questionnaire and returned it via regular mail and 352 completed the survey online.

AWARENESS

A very small number of individuals served are aware of the “Moving On” plan. Only 12% say they are aware of the plan.

Have you heard or read anything previously about the Moving On plan?



■ Yes ■ No

Among those aware, only 46% say they have read or heard “just a little” about it, and 43% say they read or heard “something” about it. Only 11% of those who are aware of the plan (which is 1% of the total) say they have read or heard a lot.

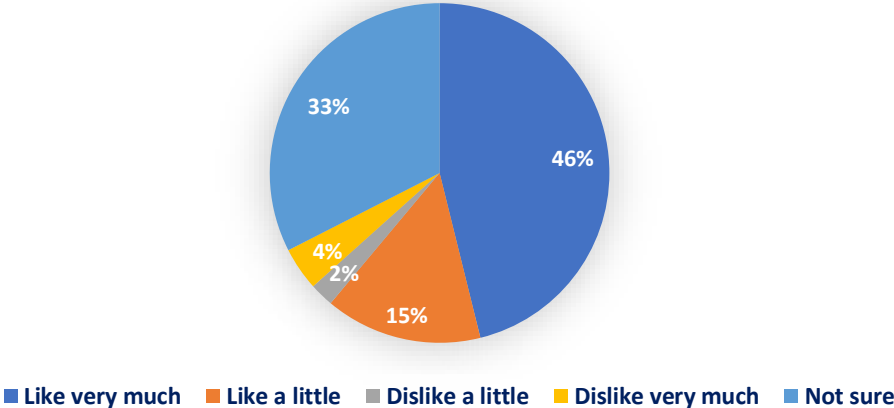
The very low awareness of the Moving On plan presents DDS with an opportunity to define the plan for individuals served and highlight the positive benefits the plan has to offer.

OVERALL ATTITUDES ABOUT THE PLAN

With very low awareness of the Moving On plan, a large number (33%) of individuals and their families are “not sure” how they feel about the plan. However, among those with an opinion, fully 46% like it very much and another 15% like it a little, for a total of 61% liking the Moving On plan. Only 6% say they dislike it.

Despite low awareness, there is a latent affinity for the plan, offering a strong opportunity for DDS to connect with individuals served and their families on the benefits of the plan.

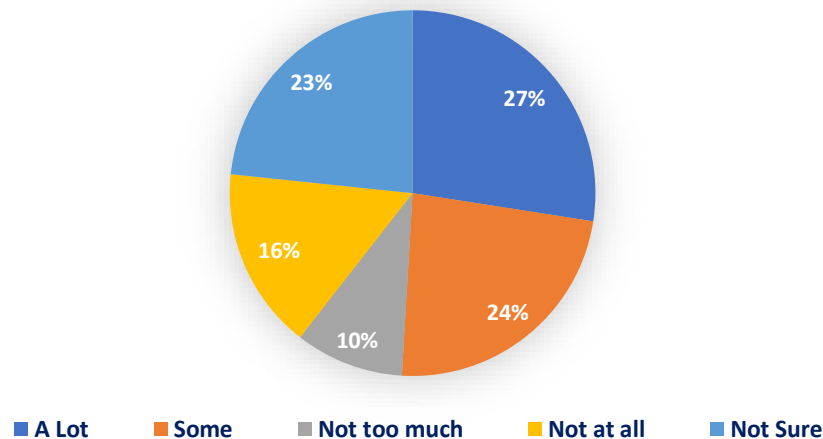
How do you feel about the 'Moving On' plan providing more technologies and supports to people supported by DDS?



ATTITUDES ABOUT BENEFITING FROM THE PLAN

Nearly one-quarter (23%) say they are not sure whether they can personally benefit from the plan, 51% say they will benefit either a lot (28%) or some (23%), while only 26% say they will benefit either “not too much” (10%) or “not at all” (16%).

How much do you think you could benefit from DDS supports and technologies that help you live, learn and work on your own?



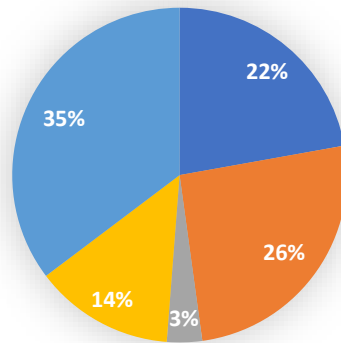
Individuals served are optimistic about the plan. 52% agree that it will provide opportunities for “me to do more for myself,” while only 23% disagree with that. Fully 25% are not sure about that.

There is some skepticism about the plan. 31% feel that the plan may be bad for them personally, and 36% are not sure if the plan will be bad for them. However, 33% explicitly disagree that the Moving On plan would be bad for them.

ATTITUDES ABOUT INDEPENDENT LIVING WITH THE PLAN

Far more (48%) individuals and their families are of the opinion that the Moving On plan will improve their lives, compared to the number who think it will worsen their lives (17%). Notably 35% are not sure how the plan will affect their lives. The large number of those not knowing how the plan will affect them is an opportunity for DDS to demonstrate the plan's positive impact.

The goal of the Moving On plan is to allow you to be more independent in your living, learning or work. How much do you think this would change your life?



■ Greatly Improve ■ Improve a little ■ Worsen a little ■ Greatly Worsen ■ Not sure

The vast majority of individuals served and their families say that the fact that plans will be individualized makes them feel better about Moving On. Fully 72% feel better about the plan because of this, and only 5% feel worse. Fully one-quarter aren't sure.

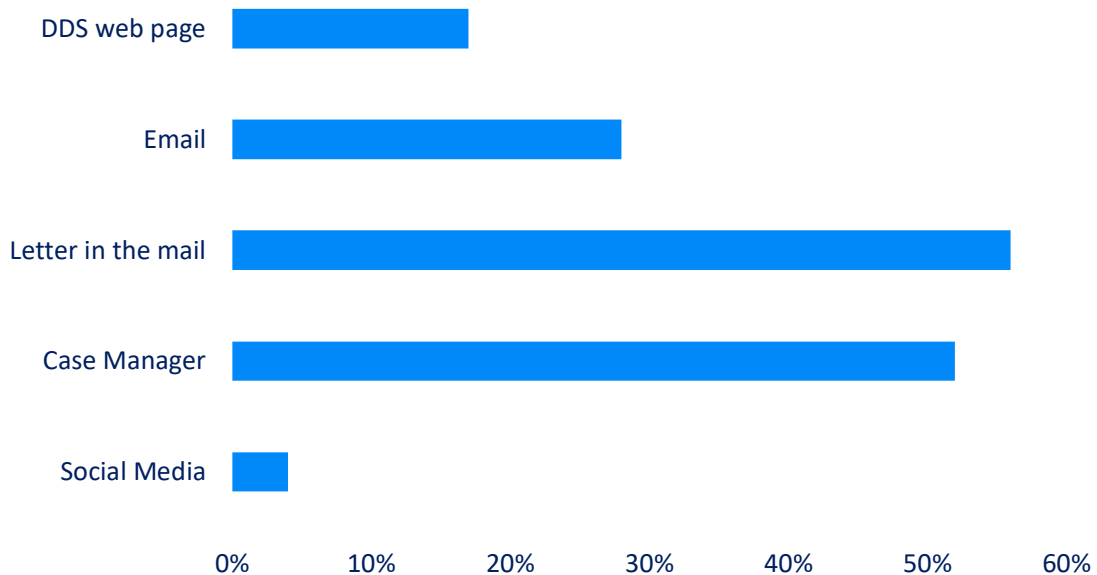
Interest in working on a plan with individuals to allow them to live on their own is tepid. 18% are very interested and another 18% are somewhat interested. However, 8% are somewhat uninterested and fully 37% are very uninterested.

Feelings about the plan are significantly softened if individuals are assured that they can return to their previous setting if things on the plan don't work out. If this is the case, fully 63% say they feel better about the plan, while only 9% feel worse. 28% are not sure.

RECEIVING INFORMATION FROM DDS

Individuals and their families were asked about the best way for them to get information and communicate with DDS regarding information on the Moving On plan. Majorities say a letter in the mail (56%) or communications from their case manager (52%) are best. Only 28% say an email and 17% say the DDS web site is good. Only 3% say social media is good.

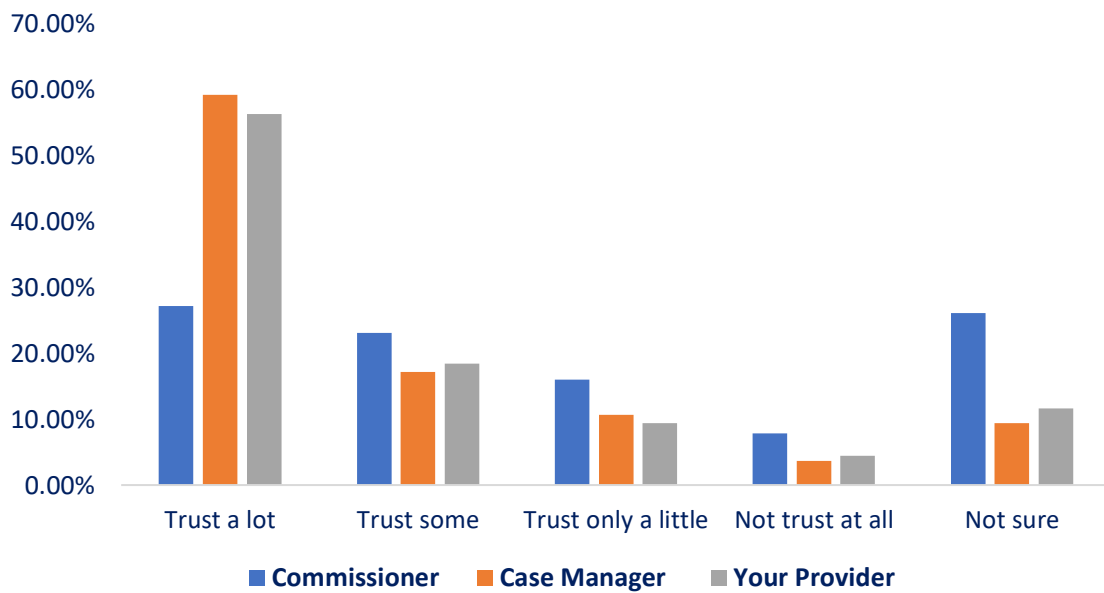
Preferred ways to receive information of the Moving On Plan



TRUST IN COMMUNICATING THE PLAN

In terms of trust in getting information about Moving On from DDs, 59% say they trust their case manager a lot, and 56% say they trust their provider a lot. Only 27% trust the commissioner’s office or the regional DDS office a lot.

Level of Trust



FULL SURVEY RESULTS *

2022 DEPARTMENT OF DEVELOPMENTAL SERVICES SURVEY

1. The Connecticut Department of Developmental Services (DDS) is creating a Moving On plan for people to live and work more independently with the support they need.

Have you heard or read anything previously about the Moving On plan?

Yes - 12%
No - 88%

- 1a. How much have you read or heard about the DDS Moving On plan?

A Lot – 11%
Some – 43%
Just a Little – 46%

- 1b. Where did you hear of the DDS Moving On plan? _____

2. How do you feel about the Moving On plan providing more technologies and supports to people supported by DDS?

Like very much – 46%
Like a little – 15%
Dislike a little - 2%
Dislike very much – 4%
Not sure – 33%

3. What is the main reason you like or dislike the Moving On plan?

4. How much do you think you could benefit from DDS supports and technologies that help you to live, learn and work on your own?

A Lot – 28%
Some – 23%
Not too much – 10%
Not at all – 16%
Not sure – 23%

5. Below is a list of statements. In thinking about the Moving On plan described above in question 1, please tell us how much you agree or disagree with each statement:

- a. Great chance for me to do more for myself

Strongly Agree – 28%
Agree a little – 24%
Disagree a little – 5%
Strongly Disagree – 18%
Not sure – 25%

b. Concerned that this may be bad for me

Strongly Agree – 16%
Agree a little – 15%
Disagree a little – 12%
Strongly Disagree – 21%
Not sure – 36%

6. The goal of the Moving On plan is to allow you to be more independent in your living, learning or work. How much do you think this would change your life?

Greatly Improve – 22%
Improve a little – 26%
Worsen a little – 3%
Greatly Worsen – 14%
Not sure – 35%

7. As always, the Moving On plan will require that every plan meets each person's needs and goals. How does this make you feel?

Much better – 36%
Somewhat better – 36%
Somewhat worse- 2%
Much worse – 3%
Not sure – 23%

8. If we could work with you to make a plan that would allow you to live on your own, how interested would you be in doing this?

Very interested – 18%
Somewhat interested – 18%
Somewhat uninterested – 8%
Very uninterested – 37%
Not sure – 19%

9. How would you feel about a Moving On plan if you knew that you could return to your previous setting if things didn't work out?

Much better – 39%
Somewhat better – 24%
Somewhat worse – 3%
Much worse – 6%
Not sure – 28%

10. Which of the following are ways that DDS can provide you with more information about the Moving On plan? **Check any that we could use to contact you.**

The DDS web page – 17%
An email to you – 28%
A letter in the mail – 56%
A discussion with your case manager – 52%
On social media, like Facebook or Instagram – 4%

11. How much do you trust each of the following to give you information about the Moving On plan?
(PLEASE CHECK ONE FOR EACH LINE)

	Trust a lot	Trust some	Trust only a little	Not trust at all	Not Sure
The DDS Commissioner’s Office or Regional Director’s Office	27%	23%	16%	8%	26%
Your Case Manager (the person from DDS who helps you make a plan for supports)	59%	17%	11%	4%	9%
Your provider (the people who provide you with supports)	56%	19%	9%	4%	12%

12. Are you the person currently receiving support from DDS or are you a family member/support person completing the survey for someone receiving support?

Person receiving support from DDS – 10%
 Family person/support person completing the survey – 90%

13. Are you? **(If you’re completing for someone else, respond as the person receiving support)**

Male -51%
 Female – 45%
 Non-binary – 0%
 Prefer not to answer - 4%

14. What is your age? **(If you’re completing for someone else, respond as the person receiving support)**

18-29 - 17%
 30-39 – 20%
 40-49 – 14%
 50-59 – 18%
 60+ - 31%

15. What kind of supports do you receive from DDS?

Residential supports – 14%
 Day/Employment supports – 41%
 Both – 45%

***Open ended questions to be distributed separately**