

# GEORGIA HEALTH POLICY CENTER



## Home and Community Based Services State Transition Plan – Provider Survey Results

March 2016

## Background

During the fall of 2015, the Georgia Department of Community Health (DCH) administered a survey to providers of home and community based services (HCBS) in the state. The purpose of this survey was to assess the degree to which providers were in compliance with the new community settings rules from the Centers of Medicaid and Medicare Services (CMS). Providers were asked to supply limited demographic information including their name, address, provider number, the name of the waiver program that they were participating in, whether the site was residential or non-residential, and the service type. Providers then completed 55 questions about the setting where they rendered service. For each question, providers were given the chance to provide comments.

## Results

As of March 4, 2016, 1,172 unique providers completed a total of 1,795 surveys. As shown in Table 1, the majority of providers rendered services through Medicaid's Comprehensive Supports Waiver Program (COMP, n=798, 52.0%) followed by the Community Care Services Program (CCSP, n=474, 30.1%). Approximately eight percent of providers rendered services through the New Options Waiver Program (NOW, n=121, 7.9%) while 4.7% of providers rendered services through the Service Options Using Resources in a Community Program (SOURCE, n=72, 4.7%). One percent of providers rendered services through the Independent Care Waiver Program (ICWP, n=17, 1.1%) and just 0.1% of providers rendered services through the Georgia Pediatric Program Medical Day Care program (GAPP, n=1, 0.1%).

**Table 1: Provider Surveys by Medicaid Waiver Program**

<b>Program Name</b>	<b>Frequency</b>	<b>Percent</b>
Community Care Services Program (CCSP)	474	30.1%
Comprehensive Supports Waiver Program (COMP)	798	52.0%
Georgia Pediatric Program Medical Day Care program (GAPP)	1	0.1%
Independent Care Waiver Program (ICWP)	17	1.1%
New Options Waiver Program (NOW)	121	7.9%
Service Options Using Resources in a Community Program (SOURCE)	72	4.7%

As shown in Table 2, most providers rendered services in a residential setting (n=1,278, 83.3%). The remaining 16.7% of providers rendered services in a non-residential setting (n=256, 16.7%).

**Table 2: Provider Surveys by Medicaid Site Type**

Site Type	Frequency	Percent
Non-residential	256	16.7%
Residential	1,278	83.3%

As seen in Table 3, the majority of providers offered residential supports or alternative living services (e.g. host home, group home, or personal care home, n=1,333, 86.9%). Just over eleven percent of providers offered day services (e.g. community access group or adult day services, n=177, 11.5%). Nearly two percent of providers offered employment related services (e.g. pre-vocational or supported employment, n=24, 1.6%).

**Table 3. Provider Surveys by Medicaid Service Type**

Service Type	Frequency	Percent
Day services	177	11.5%
Employment related services	24	1.6%
Residential supports or alternative living services	1,333	86.9%

Following the demographic questions, providers were asked 55 questions about whether the services that they provided complied with the new CMS community settings rules. The questions spanned 19 categories.

Table 4 shows the responses for each category and question for surveys that were completed electronically. Table 5 shows this same information for surveys that were completed as hard copies and later entered into electronic form. See Appendix A for a detailed breakdown of responses to each survey question by program type, site type, and service type for surveys that were completed electronically.

**Table 4 –Responses for Provider Surveys Completed Electronically**

Category	Question	N/A	No	Not Yet	Yes
I. Choice of Setting and Setting Characteristics	1. Do the individuals in this setting continue to be provided a choice of available options regarding where to live (if this is a residential setting) or receive services (if this is a non-residential setting)?	52 3.5%	5 0.3%	6 0.4%	1,404 96.0%
	2. Does the setting reflect the needs of the individual?	31 2.1%	0 0.0%	8 0.6%	1,428 97.3%
	3. Does the settings reflect preferences of the individuals?	32 2.2%	1 0.1%	8 0.6%	1,426 97.2%
	4. Do individuals know how to relocate and request new housing (or non-residential service site change)?	78 5.3%	68 4.6%	18 1.2%	1,303 88.8%
	5. Do the individuals have access to make private phones calls, email, text, or otherwise communicate privately?	55 3.8%	3 0.2%	3 0.2%	1,406 95.8%
II. Participates in scheduled and unscheduled activities	6. Do the individuals participate in meaningful non-work activities (leisure, social, or other activities in the community) settings as desired?	55 3.8%	3 0.2%	6 0.4%	1,403 95.7%
	7. Are individuals regularly supported (based on their preference) to participate in spontaneous/non-scheduled activities?	49 3.3%	7 0.5%	9 0.6%	1,402 95.6%
III. Site setting does not isolate individuals	8. Setting is part of the community at large (and not institution-like or part or adjacent to an institution).	41 2.8%	3 0.2%	6 0.4%	1,417 96.6%

Category	Question	N/A	No	Not Yet	Yes
	9. Do individuals live and/or receive services and supports in a setting where there is regular (more than once per week) opportunity for contact with people not receiving services (e.g. visitors who are friends, family members, other in the larger neighborhood or community)?	42 2.9%	19 1.3%	9 1.3%	1,397 95.2%
	10. Can visitors visit at any time?	53 3.6%	148 10.1%	3 0.2%	1,263 86.1%
IV. Employed in the community	11. Do individuals work in an integrated setting (community settings where the individual would interact with non-disabled individuals)?	491 33.5%	295 20.1%	81 5.5%	600 40.9%
	12. If the individual would like to work, is the option being pursued?	339 23.1%	187 12.8%	33 2.3%	908 61.9%
V. Has own bedroom or shares with a roommate of choice	13. Do the individuals have a choice of housemate or roommates?	251 17.1%	27 1.8%	7 0.5%	1,182 80.6%
	14. Do the individuals talk about the roommate/housemate positively?	269 18.3%	22 1.5%	10 0.7%	1,166 79.5%
	15. Do the individuals know how to request a roommate/housemate change?	274 18.7%	49 3.3%	13 0.9%	1,131 77.1%
VI. Controls own schedule	16. Do individuals have varying schedules from one another?	114 7.8%	21 1.4%	5 0.3%	1,327 90.5%
	17. Can the individuals adjust their schedules as needed?	59 4.0%	10 0.7%	4 0.3%	1,394 95.0%

Category	Question	N/A	No	Not Yet	Yes
VII. Controls own personal funds	18. Do the individuals have a bank account or means of controlling personal resources?	172 11.7%	64 4.4%	10 0.7%	1,221 83.2%
	19. Do the individuals have regular and easy access to personal funds?	148 10.1%	47 3.2%	6 0.4%	1,266 86.3%
	20. Do the individuals have regular and easy access to personal funds?	132 9.0%	46 3.1%	6 0.4%	1,283 87.5%
VIII. Choosing when, what and with whom to eat	21. Can the individuals request an alternative meal?	101 6.7%	9 0.6%	3 0.2%	1,354 92.3%
	22. Can the individuals eat privately if they choose?	74 5.0%	15 1.0%	3 0.2%	1,3757 93.8%
IX. Choices are incorporated into services received	23. Do staff ask individuals about their need/preferences?	26 1.8%	0 0.0%	3 0.2%	1,438 98.0%
	24. Do individuals freely make requests for changes in the way their services or supports are delivered?	28 1.9%	34 2.3%	13 0.9%	1,392 94.9%
	25. Do the individuals express satisfaction with services being provided?	16 1.1%	6 0.4%	4 0.3%	1,441 98.2%
	26. Do the individuals know how and to whom to make a request for a new provider or service?	24 1.6%	59 4.0%	20 1.4%	1,364 93.0%

Category	Question	N/A	No	Not Yet	Yes
X. Free from coercion	27. Are individuals' comfortable discussing concerns (things that upset or worry them)?	21 1.4%	18 1.2%	3 0.2%	1,425 97.1%
	28. Can the individuals file anonymous complaints?	23 1.6%	26 1.8%	25 1.7%	1,393 95.0%
	29. Do the individuals know who to contact to make a complaint?	23 1.6%	46 3.1%	14 1.0%	1,384 94.3%
XI. Has active roles in the development and update of the person-centered service plan	30. Do the individuals routinely participate in service planning meetings?	37 2.5%	11 0.8%	7 0.5%	1,412 96.3%
	31. Can the individuals describe his/her role in the person-centered plan development process?	47 3.2%	107 7.3%	32 2.2%	1,281 87.3%
	32. Does the service plan get updated when the individuals express a desire to change the type, the frequency, or the provider of supports/services?	25 1.7%	4 0.3%	7 0.5%	1,431 97.6%
	33. Was the planning meeting scheduled at the time and place convenient to the individuals and other natural supporters?	31 2.1%	1 0.1%	5 0.3%	1,430 97.5%
XII. Has unrestricted access of setting (as appropriate per health and safety needs)	34. There are no locked doors or gates that only the provider controls?	88 6.0%	262 17.9%	5 0.3%	1,112 75.8%
	35. Access is limited only for health and safety reasons according to approved care plans.	84 5.7%	70 4.8%	4 0.3%	1,309 89.2%

Category	Question	N/A	No	Not Yet	Yes
	36. Do the individuals have their own keys to the residence?	256 17.5%	648 44.2%	162 11.0%	401 27.3%
	37. Can individuals move about freely inside and outside the setting?	58 4.0%	51 3.5%	3 0.2%	1,355 92.4%
XIII. Physical environment meets individualized needs	38. Are there environmental accommodations (e.g. ramps, grab bars, graphic signage to support independence) available to individuals who need them?	48 2.7%	2 0.1%	1 0.1%	1,416 96.5%
	39. Is the setting physically accessible to support easy access within, to, and from setting?	40 2.7%	0 0.0%	3 0.2%	1,424 97.1%
XIV. Have full access to the community	40. Do individuals regularly leave the residence?	181 12.3%	15 1.0%	3 0.2%	1,268 86.4%
	41. Do individuals in the setting have access to public transportation?	191 13.0%	284 19.4%	13 0.9%	979 66.7%
	42. Is training provided in use of public transportation?	260 17.7%	266 18.1%	103 7.0%	838 57.1%
	43. Where public transportation is limited, are other resources available?	82 5.6%	30 2.0%	4 0.3%	1,351 92.1%
XV. Right to dignity and privacy is respected	44. Is individual health information kept private?	17 1.2%	0 0.0%	2 0.1%	1,448 98.7%

Category	Question	N/A	No	Not Yet	Yes
	45. Do individuals receive assistance with grooming in a dignified manner?	48 3.3%	0 0.0%	3 0.2%	1,416 96.5%
	46. Can individuals close and lock the bedroom door (if safe to do so)?	170 11.6%	45 3.1%	96 6.5%	1,156 78.8%
	47. Do staff or other residents always knock and receive permission before entering an individual's residence or room?	167 11.4%	3 0.2%	5 0.3%	1,292 88.1%
XVI. Staff communicates in a dignified manner	48. Does staff refrain from talking to other staff about individuals as if they were not present?	30 2.0%	1 0.1%	4 0.3%	1,432 97.6%
	49. Does staff address individuals in a dignified manner?	16 1.1%	0 0.0%	2 0.1%	1,449 98.8%
XVII. There is a legally enforceable agreement for the residence	50. Do the individuals or his informal/natural supporters hold a lease or written residency agreement for the setting?	223 15.2%	51 3.5%	83 5.7%	1,110 75.7%
	51. Does the written agreement include language that provides protection against eviction and allows appeals of eviction or discharge?	230 15.7%	81 5.5%	147 10.0%	1,009 68.8%
XVIII. Provider policies and supports	52. Do the provider's policies align with and reflect the requirement for person-centered planning and service delivery?	25 1.7%	2 0.1%	7 0.5%	1,433 97.7%
	53. Does the provider's employee training incorporate person-centered planning and service delivery?	21 1.4%	0 0.0%	8 0.6%	1,438 98.0%

Category	Question	N/A	No	Not Yet	Yes
	54. Do the provider's employee performance evaluations include methods of observation to verify person-centered service delivery?	50 3.4%	1 0.1%	86 5.9%	1,330 90.7%
XIX. Other	55. Do you have any other setting specific characteristics or concerns?	253 20.4%	628 50.6%	30 2.4%	331 26.7%

Note: Data comes from provider surveys completed electronically as of March 4, 2016

**Table 5 –Responses for Provider Surveys Completed as Hard Copy**

Category	Question	N/A	No	Not Yet	Yes
I. Choice of Setting and Setting Characteristics	1. Do the individuals in this setting continue to be provided a choice of available options regarding where to live (if this is a residential setting) or receive services (if this is a non-residential setting)?	6 9.0%	0 0.0%	0 0.0%	61 91.0%
	2. Does the setting reflect the needs of the individual?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	3. Does the settings reflect preferences of the individuals?	6 9.0%	0 0.0%	0 0.0%	61 91.0%
	4. Do individuals know how to relocate and request new housing (or non-residential service site change)?	6 9.0%	1 1.5%	0 0.0%	60 89.6%
	5. Do the individuals have access to make private phones calls, email, text, or otherwise communicate privately?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
II. Participates in scheduled and unscheduled activities	6. Do the individuals participate in meaningful non-work activities (leisure, social, or other activities in the community) settings as desired?	5 7.5%	1 1.5%	0 0.0%	61 91.0%
	7. Are individuals regularly supported (based on their preference) to participate in spontaneous/non-scheduled activities?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
III. Site setting does not isolate individuals	8. Setting is part of the community at large (and not institution-like or part or adjacent to an institution).	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	9. Do individuals live and/or receive services and supports in a setting where there is regular (more than once per week) opportunity for contact with people not receiving services (e.g. visitors who are friends, family members, other in the larger neighborhood or community)?	6 9.0%	0 0.0%	0 0.0%	61 91.0%
	10. Can visitors visit at any time?	8 11.9%	9 13.4 %	0 0.0%	50 74.6%
IV. Employed in the community	11. Do individuals work in an integrated setting (community settings where the individual would interact with non-disabled individuals)?	28 41.8%	29 43.3 %	1 1.5%	35 52.2%

Category	Question	N/A	No	Not Yet	Yes
	12. If the individual would like to work, is the option being pursued?	26 38.8%	5 7.5%	1 1.5%	35 52.2%
V. Has own bedroom or shares with a roommate of choice	13. Do the individuals have a choice of housemate or roommates?	18 26.9%	7 10.5 %	0 0.0%	42 62.7%
	14. Do the individuals talk about the roommate/housemate positively?	16 223.9 %	0 0.0%	0 0.0%	51 76.1%
	15. Do the individuals know how to request a roommate/housemate change?	25 37.3%	1 1.5%	0 0.0%	41 61.2%
VI. Controls own schedule	16. Do individuals have varying schedules from one another?	9 13.4%	2 3.0%	0 0.0%	56 83.6%
	17. Can the individuals adjust their schedules as needed?	6 9.0%	2 3.0%	0 0.0%	59 88.1%
VII. Controls own personal funds	18. Do the individuals have a bank account or means of controlling personal resources?	10 14.9%	16 23.9 %	0 0.0%	41 61.2%
	19. Do the individuals have regular and easy access to personal funds?	9 13.4%	2 3.0%	0 0.0%	56 83.6%
VIII. Choosing when, what and with whom to eat	20. Do the individuals have regular and easy access to personal funds?	7 10.5%	2 3.0%	0 0.0%	58 86.6%
	21. Can the individuals request an alternative meal?	5 7.5%	1 1.5%	0 0.0%	61 91.0%
	22. Can the individuals eat privately if they choose?	5 7.5%	1 1.5%	0 0.0%	61 91.0%

Category	Question	N/A	No	Not Yet	Yes
IX. Choices are incorporated into services received	23. Do staff ask individuals about their need/preferences?	5 7.5%	1 1.5%	0 0.0%	61 91.0%
	24. Do individuals freely make requests for changes in the way their services or supports are delivered?	5 7.5%	2 3.0%	0 0.0%	60 89.6%
	25. Do the individuals express satisfaction with services being provided?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	26. Do the individuals know how and to whom to make a request for a new provider or service?	5 7.5%	2 3.0%	0 0.0%	60 89.6%
X. Free from coercion	27. Are individuals' comfortable discussing concerns (things that upset or worry them)?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	28. Can the individuals file anonymous complaints?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	29. Do the individuals know who to contact to make a complaint?	5 7.5%	1 1.5%	0 0.0%	61 91.0%
XI. Has active roles in the development and update of the person-centered service plan	30. Do the individuals routinely participate in service planning meetings?	6 9.0%	0 0.0%	0 0.0%	61 91.0%
	31. Can the individuals describe his/her role in the person-centered plan development process?	5 7.5%	8 11.9%	0 0.0%	54 80.6%
	32. Does the service plan get updated when the individuals express a desire to change the type, the frequency, or the provider of supports/services?	5 7.5%	1 1.5%	0 0.0%	61 91.0%
	33. Was the planning meeting scheduled at the time and place convenient to the individuals and other natural supporters?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
XII. Has unrestricted access of setting (as appropriate per health and safety needs)	34. There are no locked doors or gates that only the provider controls?	6 9.0%	10 14.9%	0 0.0%	51 76.1%
	35. Access is limited only for health and safety reasons according to approved care plans.	6 9.0%	0 0.0%	0 0.0%	61 91.0%

Category	Question	N/A	No	Not Yet	Yes
	36. Do the individuals have their own keys to the residence?	13 19.4%	39 58.2 %	1 1.5%	14 20.9%
	37. Can individuals move about freely inside and outside the setting?	5 7.5%	3 4.5%	0 0.0%	59 88.1%
XIII. Physical environment meets individualized needs	38. Are there environmental accommodations (e.g. ramps, grab bars, graphic signage to support independence) available to individuals who need them?	4 6.0%	0 0.0%	0 0.0%	63 94.0%
	39. Is the setting physically accessible to support easy access within, to, and from setting?	3 4.5%	0 0.0%	0 0.0%	64 95.5%
XIV. Have full access to the community	40. Do individuals regularly leave the residence?	10 14.9%	1 1.5%	1 1.5%	55 82.1%
	41. Do individuals in the setting have access to public transportation?	5 7.5%	4 6.0%	1 1.5%	57 85.1%
	42. Is training provided in use of public transportation?	6 9.0%	11 16.4 %	2 3.0%	48 71.6%
	43. Where public transportation is limited, are other resources available?	3 4.5%	1 1.5%	0 0.0%	63 94.0%
XV. Right to dignity and privacy is respected	44. Is individual health information kept private?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	45. Do individuals receive assistance with grooming in a dignified manner?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	46. Can individuals close and lock the bedroom door (if safe to do so)?	10 14.9%	1 1.5%	0 0.0%	56 83.6%
	47. Do staff or other residents always knock and receive permission before entering an individual's residence or room?	10 14.9%	0 0.0%	0 0.0%	57 85.1%

Category	Question	N/A	No	Not Yet	Yes
XVI. Staff communicates in a dignified manner	48. Does staff refrain from talking to other staff about individuals as if they were not present?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
	49. Does staff address individuals in a dignified manner?	5 7.5%	0 0.0%	0 0.0%	62 92.5%
XVII. There is a legally enforceable agreement for the residence	50. Do the individuals or his informal/natural supporters hold a lease or written residency agreement for the setting?	8 11.9%	0 0.0%	0 0.0%	59 88.1%
	51. Does the written agreement include language that provides protection against eviction and allows appeals of eviction or discharge?	10 14.9%	1 1.5%	0 0.0%	56 83.6%
XVIII. Provider policies and supports	52. Do the provider's policies align with and reflect the requirement for person-centered planning and service delivery?	2 3.0%	0 0.0%	0 0.0%	65 97.0%
	53. Does the provider's employee training incorporate person-centered planning and service delivery?	2 3.0%	0 0.0%	0 0.0%	65 97.0%
	54. Do the provider's employee performance evaluations include methods of observation to verify person-centered service delivery?	2 3.0%	2 3.0%	0 0.0%	63 94.0%
XIX. Other	55. Do you have any other setting specific characteristics or concerns?	4 6.0%	55 82.1 %	1 1.5%	7 10.5%

Note: Data comes from provider surveys completed via hard copy as of March 4, 2016



