

The Institute on Disabilities
Pennsylvania's University Center for Excellence in
Developmental Disabilities

Independent Monitoring for Quality (IM4Q)
State Center Supplement
2018-2019

Submitted to: Pennsylvania Office of Developmental Programs
Statewide Steering Committee on Independent
Monitoring

Submitted by: Sally Gould-Taylor, Mary Kay R. Cunningham,
James A. Lemanowicz, Guy Caruso, and
Jenifer Taylor Eaton
The Institute on Disabilities
Pennsylvania's University Center for Excellence in
Developmental Disabilities
Temple University
1755 North 13th Street
Student Center, Room 411S
Philadelphia, PA 19122

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Institute on Disabilities

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Introduction

In 2007-2008, a total of 218 interviews were completed for individuals residing in the five State Centers. That year, there were a few changes to the instrument used to collect the data. There were three new items added to the Dignity, Respect and Rights section. In addition, at the request of the Office of Developmental Programs, there were 10 new items added to the instrument involving the frequency and intensity of physical activity.

Additionally, a State Center Supplement has been created, to collect information for those individuals who do not communicate using words. The respondents are generally staff who know the individual well or family members. Because of the requirement to have the individual be the only respondent for the Satisfaction and Dignity, Respect and Rights sections, these data will be analyzed separately from those individuals who responded on their own behalf.

The number of people interviewed during each fiscal year who do not communicate verbally is included below:

Fiscal Year	People Surveyed
2007-2008	153
2008-2009	155
2009-2010	145
2010-2011	183
2011-2012	145
2012-2013	141
2013-2014	146
2014-2015	130
2015-2016	131
2016-2017	124
2017-2018	86
2018-2019	99

RESULTS

The following table displays the AE of responsibility for the state center interviews. Interviews were done by the local program in the AE where the state center is located.

	# of People	Percent
Allegheny	0	0.0%
Armstrong/Indiana	0	0.0%
Beaver	0	0.0%
Bedford/Somerset	0	0.0%
Berks	0	0.0%
Blair	0	0.0%
Bradford/Sullivan	0	0.0%
Bucks	0	0.0%
Butler	0	0.0%
Cambria	33	33.3%
Cameron/Elk	0	0.0%
Carbon/Monroe/Pike	0	0.0%
Centre	0	0.0%
Chester	0	0.0%
Clarion	0	0.0%
Clearfield/Jefferson	0	0.0%
Columbia/Montour/Snyder/Union	29	29.3%
Crawford	0	0.0%
Cumberland/Perry	0	0.0%
Dauphin	0	0.0%
Delaware	1	1.0%
Erie	0	0.0%
Fayette	0	0.0%
Forest/Warren	1	1.0%
Franklin/Fulton	0	0.0%
Greene	0	0.0%
Huntington/Mifflin/Juniata	0	0.0%
Lackawanna/Susquehanna	2	2.0%
Lancaster	0	0.0%
Lawrence	0	0.0%
Lebanon	0	0.0%
Lehigh	0	0.0%
Luzerne/Wyoming	21	21.2%
Lycoming/Clinton	0	0.0%
McKean	0	0.0%
Mercer	0	0.0%
Montgomery	0	0.0%
Northampton	0	0.0%
Northumberland	0	0.0%
Philadelphia	0	0.0%
Potter	0	0.0%
Schuylkill	1	1.0%
Tioga	0	0.0%
Venango	11	11.1%
Washington	0	0.0%
Wayne	0	0.0%
Westmoreland	0	0.0%
York/Adams	0	0.0%
TOTAL	99	100%

The following table displays the state center where each individual in the sample lives.

Ebensburg	34	34.3%
Polk	12	12.1%
Selinsgrove	30	30.3%
White Haven	23	23.2%
TOTAL	99	100%

Satisfaction

Respondents: For the State Center Supplement, someone who knew the individual well could respond about the individual receiving services (e.g. Does this person seem to like where they live?). Most of the questions in the supplement (93%) were answered by state center staff. For the EDE itself, only the individual receiving services/supports could answer the questions on satisfaction (e.g. Do you like where you live?).

Percentages and the total number of valid responses are reported.

SATISFACTION	SC Supp (n)	SC EDE (n)
<i>Does this person (seem to) like where they live?</i>	100% (97)	100% (36)
<i>Does the person want to stay where they currently live?</i>	100% (96)	97% (33)
<i>Does this person (seem to) like what they do during the day?</i>	99% (66)	100% (12)
<i>(Does it seem like this person) wants to continue their current daytime activities/work?</i>	95% (84)	91% (32)
<i>(Does it seem like this person) wants to do something else during the day?</i>	2% (94)	6% (32)
<i>(Does this person) get to do things outside of their home as often as they would like to (most of the time)?</i>	89% (89)	-
<i>Always or most of the time have privacy (a place to be alone) when they want it</i>	95% (96)	97% (32)
<i>Other people always or most of the time knock or ring the doorbell <u>and wait for a response</u> before coming into people's homes</i>	56% (95)	86% (29)
<i>People always or most of the time knock on the bedroom door <u>and wait for a response</u> before coming in</i>	91% (98)	93% (29)
<i>(Does the person) have friends they like to do things with, who are not staff or family</i>	68% (72)	63% (27)
<i>(Does the person) have a best friend, someone they are really close to, other than staff?</i>	39% (54)*-	-
<i>(Does the person) have a boyfriend or girlfriend they are dating?</i>	0% (97)	-
<i>(Does it appear the person) never feels lonely</i>	97% (85)	81% (32)
<i>(Does it appear the person) always gets the services they need</i>	99% (98)	97% (32)
<i>(Does it appear the person) feels very happy or happy overall with their life</i>	95% (94)	94% (31)

<i>(Does it appear the person) feels housemates are very nice or nice</i>	98% (90)	97% (30)
<i>(Does the person) have choices of food items at all 3 meals served daily</i>	79% (79)	-
<i>(Does the person) always or most of the time get a chance to be involved in household tasks, like cleaning</i>	51% (99)	-

Satisfaction Scale: Based on 6 individual items, a Satisfaction Scale was developed. Scores on the Satisfaction Scale could range from 0 to 100, with a higher score indicating greater satisfaction.

- The average (mean) score for the State Center Supplement was 98.34 with a standard deviation of 5.09 (for comparison, the state center EDE score was 96.05 and 9.26 respectively).
- The mode (the value that occurs the most frequently) was 100, indicating that many people were very satisfied on all measures of satisfaction.

It is interesting to note the differences in scores provided by individuals themselves and by surrogates. It is not clear whether these differences can be explained by differences in the level of support needs of the two groups.

Dignity, Respect and Rights

Respondents: For the State Center Supplement, someone who knew the individual well could respond about the individual receiving services (e.g. Does the person carry identification of some kind?). For the EDE, only the individual receiving services/supports could answer the questions on dignity, respect and rights (e.g. Do you carry identification of some kind?). Percentages and the total number of valid responses are reported.

DIGNITY, RESPECT & RIGHTS	SC Supp (n)	SC EDE (n)
<i>(Does the person) always carry a form of identification</i>	20% (97)	18% (147)
<i>(Does the person) never carry a form of identification</i>	49% (97)	40% (147)
<i>(Does the person seem to know they) always have someone in their life who will try to help make things better</i>	91% (87)	-
<i>(The person appears to) go to staff at residence for help most of the time</i>	70% (82)	80% (39)
<i>People always help (the person) to learn/do new things</i>	98% (90)	-
<i>(The person) wants help to learn new things</i>	36% (76)	-
<i>(It appears the person) is never afraid at home</i>	94% (94)	78% (32)
<i>(It appears the person) is never afraid in the neighborhood</i>	92% (91)	81% (32)
<i>(It appears the person) is never afraid at work, school or day activity</i>	99% (80)	88% (25)
<i>(The person) does not vote</i>	99% (80)	92% (146)
<i>(The person) would like to vote (if they don't vote)</i>	0% (93)	2% (146)
<i>(The person appears to) know who their SC/QIDP/RSS is</i>	55% (86)	-
<i>(It appears the person is) always happy with their SC/QIDP/RSS</i>	97% (39)	-
<i>Their SC/QIDP/RSS asks what they want</i>	99% (88)	-
<i>Their SC/QIDP/RSS always helps them get what they need</i>	100% (88)	-
<i>(It appears the person) can always talk to their SC/QIDP/RSS when they want</i>	91% (56)	-
<i>(The person) had one SC/QIDP/RSS in the past year</i>	78% (89)	-
<i>(The person) got to choose the new SC/QIDP/RSS, if they changed in the past year</i>	7% (15)	-

SC/QIDP/RSS always talks/listens to you (the person) when visiting	100% (81)	-
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Afraid Scale: The scale included three measures that asked individuals if they feel afraid in their home, neighborhood, or at work/day activity. Scores on the Afraid Scale could range from 0 to 100, with a higher score indicating less fear.

- The average (mean) score for the State Center Supplement was 97.96 with a standard deviation of 7.20 (for comparison, the state center EDE score was 89.14 and 22.49 respectively)
- The mode was 100.

QIDP/Supports Coordination Relationship Scale: This scale included four measures that asked individuals about their relationship with their QIDP/Supports Coordinator. Scores on the QIDP/Supports Coordination Relationship Scale could range from 0 to 100, with a higher score indicating the perception of a more positive relationship with the QIDP/supports coordinator.

- The average (mean) score for the State Center Supplement was 82.24 with a standard deviation 25.78 (no comparison was made with the state center EDE as the items that make up this scale were removed from the survey)
- The mode was 100.