

## Residential Provider Survey

### **BACKGROUND**

On January 16, 2014, the Centers for Medicare and Medicaid Services (CMS) released final rules regarding requirements for home and community based services (HCBS). The rules mandate certain requirements for residential and non-residential settings where Medicaid beneficiaries receive long term care services and supports. The rules were developed to ensure that individuals receiving long term care services have full access to benefits of community living and the opportunity to receive services in the most integrated setting appropriate.

In 2015, AHCCCS conducted an assessment of Arizona's HCBS settings to determine its level of compliance with the rules, provided recommendations for identified variances, and outlined a process for continuous monitoring. Based upon the assessment, AHCCCS also developed a transition plan to ensure compliance with the new standards. After consideration of public comment, AHCCCS submitted the final assessment and transition plan to CMS for approval on 10/01/15.

### **YOUR OPINION COUNTS!**

AHCCCS has randomly selected organizations providing residential services (i.e. Assisted Living Home, Group Home, etc.) to participate in a survey. Your organization has been randomly selected to participate in this survey as a representative of the residential services industry.

The survey is designed to help us get a baseline of information to ascertain state compliance on how the rules may or may not be applied in practice in residential settings. The survey is **NOT** intended to measure compliance for a specific setting. In fact, **the survey responses are anonymous.**

That said, the survey may mirror future self-assessment tools providers may use to assess compliance with the rules. Therefore, it is advantageous for your organization to participate and get an idea of what a future self-assessment may entail.

## INSTRUCTIONS

- 1) Identify one person from the setting to complete the survey. The individual must be someone who meets the following criteria:
  - Oversees day-to-day operations onsite at the facility
  - In a management position, and
  - Is regularly onsite interacting with staff and AHCCCS Members
- 2) There is no **RIGHT** or **WRONG** answer. AHCCCS just wants your initial reaction to the survey questions.
- 3) Please reference the following definitions when completing the survey.
  - The term “setting” is defined as the home or facility the provider either owns, operates or works for.
  - The term “individual” is defined as the AHCCCS member that is a resident living in the home or facility.
- 4) The following is an **EXAMPLE** of a survey question and how to respond to a survey question.

*Please indicate how much you agree or disagree with each of the following statements below. Choose one answer for each statement.*

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The setting/home is labeled or identified in a way that sets it apart from the surrounding residences.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Are the items in this section addressed in any of the following sources of information?

*(You may choose more than one answer)*

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

- 5) Decide whether or not to complete the survey online or via fax.
  - If the survey will be completed online, please choose the appropriate survey link below representing the type of setting or residential services provided by your organization and complete the survey.
 

[Insert survey links]
  - If the survey will be completed in hard copy, please complete the survey and return the fax to 602-256-6421 Attention: HCBS Survey

## 1. Local Area

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The setting/home is labeled or identified in a way that sets it apart from the surrounding residences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The vehicles in the setting/home are labeled or identified in a way that sets it apart from the surrounding vehicles (e.g. vans, cars, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have regular (more than once per week) opportunities for contact with people who don't live in the home and not receiving services (family, friends, neighbors, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have regular (more than once per week) opportunities for contact with people not working in the home and not receiving services (family, friends, neighbors, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 1a. Employment

Please select whether the following, all, more than half, about half, less than half, or none..

	All	More than half	About half	Less than half	None
How many individuals have paid jobs in the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many individuals have volunteer jobs in the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do individuals have access to transportation to and from work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals have support to prepare for and obtain employment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have support to prepare for and obtain volunteer opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**  
*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 1b. Community Life

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals receive information about activities in the community through a variety of methods. (For example written material, posted material, education, experiential learning, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have staff support to assist them in participating in activities in the community (i.e. personal care assistance).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have informal supports to assist them in participating in activities in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to transportation to and from the residence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 1c. Personal Resources

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have someone assist them in managing their personal funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals choose the person to assist them in managing their personal funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals decide how to spend their money, earned or unearned.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have personal bank accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have another type of account whereby they can access their personal funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 1d. Payer Source

Do you have individuals living in the setting who are private pay? Yes  No

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
All individuals living in the setting have the same services regardless of who pays for the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All individuals living in the setting have the same amenities regardless of who pays for the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member Information	Policy & Procedures	Staff Information	Not Addressed

### 2. Home Selection

Do you allow individuals to visit the setting prior to choosing to live there (i.e. tours, share a meal, spend the night, etc.)?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All of the Time	Most of the Time	Sometimes	Rarely	Never

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member Information	Policy & Procedures	Staff Information	Not Addressed

### 2b. Private Room

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have their own bedroom.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have an option for a private room if they are able to afford it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member Information	Policy & Procedures	Staff Information	Not Addressed

### 3. Person-Centered Service Plan

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals participate in the plan of care/service planning meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get copies of their plan of care/service plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get copies of their plan of care/service plan in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The plan of care/service plan gets updated when an individual expresses a desire to change the service type, frequency or provider of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how much you agree or disagree with the following statement.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals understand their plan of care/service plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

#### 4. Individual Rights

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals receive personal care assistance in private.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive information about their rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive information about their rights in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals understand their rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals know who to contact if they have concerns or complaints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to a telephone for personal use in a location that has space around it to ensure privacy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have protection against restrictive measures, including isolation and chemical and physical restraints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how many individuals have the following items

	All	More than half	About half	Less than half	None
Personal cell phones.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other devices (e.g. iPad)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member Information	Policy & Procedures	Staff Information	Not Addressed



## 5. Independence

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals get to make decisions about what they want to do every day, including scheduling changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive support to make decisions about what they want to do every day, including scheduling changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to transportation (provider related or otherwise) to participate in activities in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive transportation training if they are currently unable to use public transportation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to the kitchen at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to the dining areas at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to the laundry areas at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to shared living spaces at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

## 6. Choice

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have the option to make requests for an alternate staff member to assist them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals make requests for alternate staff members to assist them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requests for an alternative staff member are honored.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals freely make requests for changes in the way their services and supports are delivered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member Information	Policy & Procedures	Staff Information	Not Addressed

## 7a. Setting - Lease Agreements

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have a written agreement in place providing protections to address eviction/discharge and due process and appeals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get a copy of the agreement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get a copy of the agreement in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how much you agree or disagree with the following statement.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals understand the agreement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member Information	Policy & Procedures	Staff Information	Not Addressed

## 7b. Privacy

Please select whether the following are all, more than half, about half, less than half, or none.

	All	More than half	About half	Less than half	None
How many individuals have a key/code to the front door/entrance of their home/facility?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many individuals have a key to their bedroom/unit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many individuals have lockable bedroom/unit doors?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many individuals have lockable bathroom doors?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select whether the following occur all of the time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Staff and other people knock and receive permission before entering an individual's bedroom/unit or bathroom.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get to choose their roommates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have the opportunity to consider other roommate options if they want to change roommates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are allowed to decorate their own room including moving furniture and hanging up items on the walls.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are consulted on décor in common areas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how much you agree or disagree with the following statement.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The setting has a process to help individuals make choices for roommates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The setting has a process to assess roommate satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 7c. Schedules and Dining

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have a curfew or other requirements for a scheduled return home when out and about in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a choice on what to eat if they don't like what is being served.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a choice with whom to eat.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a choice of eating alone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to food/snacks/drinks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have an opportunity to buy their own food/snacks/drinks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**  
(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 7d. Visitors

Do individuals have restrictions (visiting hours) on when they can have family and friends over to visit?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>All of the Time</b>	<b>Most of the Time</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>

Does the setting have areas or furniture in the home that supports individuals to meet with family and friends in private?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 7e. Accessibility

*Please indicate how much you agree or disagree with each of the following statements below.*

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The setting is accessible for people to safely and freely move around the home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All individuals have physical accessibility to appliances and furniture.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The setting has resources for assessing and providing individualized modifications (i.e. grab bars, shower chair, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The home is free from barriers preventing individuals from entering or exiting certain areas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

**Thank you!**

## Day Services Program Provider Survey

### **BACKGROUND**

On January 16, 2014, the Centers for Medicare and Medicaid Services (CMS) released final rules regarding requirements for home and community based services (HCBS). The rules mandate certain requirements for residential and non-residential settings where Medicaid beneficiaries receive long term care services and supports. The rules were developed to ensure that individuals receiving long term care services have full access to benefits of community living and the opportunity to receive services in the most integrated setting appropriate.

In 2015, AHCCCS conducted an assessment of Arizona's HCBS settings to determine its level of compliance with the rules, provided recommendations for identified variances, and outlined a process for continuous monitoring. Based upon the assessment, AHCCCS also developed a transition plan to ensure compliance with the new standards. After consideration of public comment, AHCCCS submitted the final assessment and transition plan to CMS for approval on 10/01/15.

### **YOUR OPINION COUNTS!**

AHCCCS has randomly selected organizations providing non-residential services (i.e. Adult Day Health Center, Day Program, etc.) to participate in a survey. Your organization has been randomly selected to participate in this survey as a representative of the residential services industry.

The survey is designed to help us get a baseline of information to ascertain state compliance on how the rules may or may not be applied in practice in non-residential settings. The survey is **NOT** intended to measure compliance for a specific setting. In fact, **the survey responses are anonymous.**

That said, the survey may mirror future self-assessment tools providers may use to assess compliance with the rules. Therefore, it is advantageous for your organization to participate and get an idea of what a future self-assessment may entail.

## INSTRUCTIONS

- 1) Identify one person from the setting to complete the survey. The individual must be someone who meets the following criteria:
  - Oversees day-to-day operations onsite at the facility
  - In a management position, and
  - Is regularly onsite interacting with staff and AHCCCS Members
- 2) There is no **RIGHT** or **WRONG** answer. AHCCCS just wants your initial reaction to the survey questions.
- 3) Please reference the following definitions when completing the survey.
  - The term “setting” is defined as the home or facility the provider either owns, operates or works for.
  - The term “individual” is defined as the AHCCCS member that is a resident living in the home or facility.
- 4) The following is an **EXAMPLE** of a survey question and how to respond to a survey question.

*Please indicate how much you agree or disagree with each of the following statements below. Choose one answer for each statement.*

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The setting/home is labeled or identified in a way that sets it apart from the surrounding residences.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

- 5) Decide whether or not to complete the survey online or via fax.
  - If the survey will be completed online, please choose the appropriate survey link below representing the type of setting or residential services provided by your organization and complete the survey.  
  

[Insert survey links]
  - If the survey will be completed in hard copy, please complete the survey and return the fax to 602-256-6421 Attention: HCBS Survey.

# 1. Local Area

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The setting is labeled or identified in a way that sets it apart from the surrounding buildings and businesses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The vehicles (e.g. vans, cars etc.) in the setting are labeled or identified in a way that sets it apart from the surrounding vehicles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have regular (more than once per week) opportunities for contact with people who do not get services or work in the setting. For example, people who come to share information, teach the individuals something or customers who buy products or services from the individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The setting is accessible for people to safely and freely move around the building(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The setting is free from barriers preventing individuals from entering or exiting certain areas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All individuals have physical accessibility to appliances and furniture.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The setting has resources for assessing and providing individualized modifications (i.e. grab bars, raised toilet, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>



## 1a. Volunteer Work

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals have support to prepare for, obtain, and maintain volunteer opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have volunteer jobs in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to transportation to and from volunteer jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals volunteer with people without disabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals learn about and get exposed to employment opportunities (both paid and unpaid) in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

## 1b. Community Life

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals learn about and are exposed to new things they could learn how to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are encouraged to learn how to do new things or tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are supported to learn how to do new things or tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive information about activities in the community through a variety of methods. (For example, written material, posted material, education, experiential learning, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have staff support/informal supports to assist them in participating in activities in the community (i.e. personal care assistance).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to transportation (provider related or otherwise) to participate work in activities in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive transportation training if they are currently unable to use public transportation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 1c. Personal Resources

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have someone assist them in managing their personal funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals choose the person to assist them in managing their personal funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals decide how to spend their money, for lunch, snacks and activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have personal bank accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have another type of account whereby they can access their personal funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are taught lessons on how to manage their money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 1d. Payer Source

Do you have individuals living in the setting who are private pay? Yes  No

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
All individuals living in the setting have the same services regardless of who pays for the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All individuals living in the setting have the same amenities regardless of who pays for the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are engaging in outings and activities that are consistent with non-disabled peers and peers of the same age.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

## 2. Program Selection

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the Time	Most of the Time	Some of the time	Rarely	Never
Individuals are allowed to visit the setting prior to choosing to go/work there (i.e. tours, participate in an activity, meeting others who work there, work a partial day, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals visit the program before choosing to go there.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive a combination of services during the day or week (e.g. day program and work program).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 2a. Activities

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals are engaging with non-disabled peers or peers their own age in programs/places/activities that are not specifically designed for Medicaid members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The program actively researches and creates new opportunities for individuals to interact with non-disabled peers or peers of their own age who do not go to the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

### 3. Person-Centered Service Plan

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Provider representatives participate in the plan of care/service plan meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals participate in the plan of care/service planning meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get copies of their plan of care/service plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals get copies of their plan of care/service plan in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The plan of care/service plan gets updated when an individual expresses a desire to change the service type, frequency or provider of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how much you agree or disagree with the following statement.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals understand their plan of care/service plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

## 4. Individual Rights

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals receive information about their rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive information about their rights in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals understand their rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals know who to contact if they have concerns or complaints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have protection against restrictive measures, including isolation and chemical and physical restraints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive personal care in private.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a secure place to store personal belongings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to a telephone for personal use in a location that has space around it for privacy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how many individuals have the following items

	All	More than half	About half	Less than half	None
Personal cell phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other devices (e.g. iPad)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are the items in this section addressed in any of the following sources of information?

(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

## 5. Independence

Please indicate how much you agree or disagree with each of the following statements below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Individuals get to make decisions about what they want to do every day, including scheduling changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals receive support to make decisions about what they want to do every day, including scheduling changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to the kitchen at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to the dining/break areas at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have full access to shared spaces (inside and outside) at any time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a choice on what to eat if they don't like what is being served including bringing their own lunch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a choice with whom to eat.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have a choice to eat alone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have access to food/snacks/drinks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals have an opportunity to buy their own food/snacks/drinks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals can choose when to eat.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**

*(You may choose more than one answer)*

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

## 6. Choice

Please select whether the following occur all of time, most of the time, some of the time, rarely, or never.

	All of the time	Most of the time	Some of the time	Rarely	Never
Individuals have the option to make requests for an alternate staff member to assist them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals make requests for alternate staff members to assist them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requests for an alternative staff member are honored.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals freely make requests for changes in the way their services and supports are delivered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response times for requests for assistance are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are the items in this section addressed in any of the following sources of information?**  
(You may choose more than one answer)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Member Information</b>	<b>Policy &amp; Procedures</b>	<b>Staff Information</b>	<b>Not Addressed</b>

**Thank you!**