

## RESULTS OF SURVEYING ADVOCACY ORGANIZATIONS

N=13 advocacy organizations responding

1. Name \_\_\_\_\_

2. Title \_\_\_\_\_

3. Telephone \_\_\_\_\_ 4. E-mail \_\_\_\_\_

5. Approximately what share of your organization's work is done on behalf of Minnesotans who use the Mental Retardation or Related Conditions (MR/RC) waiver? *(Mark one.)*

Number   Percent   N=13

2      15%   a. All or nearly all

1      8      b. Most

9      69      c. Some

1      8      d. None or very little (If "none or very little," you may choose to stop here and return the questionnaire.)

6. In your opinion, how well does Minnesota's MR/RC waiver program achieve the following goals for persons currently receiving services through the waiver? *(Mark one in each row.)*

	Well		Somewhat Well		Somewhat Poorly		Poorly		Don't Know	
	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
a. Support children and their families so that children with disabilities have a stable, nurturing environment in their communities N=12	6	50%	2	42%	1	8%	0	0%	0	0%
b. Increase noninstitutional alternatives N=12	9	75	3	25	0	0	0	0	0	0
c. Support the needs of persons in living arrangements that are unstable due to the age or incapacity of the primary caregiver N=12	3	25	4	33	2	17	1	8	0	0
d. Build the capacity of local communities to support persons with disabilities and their families N=12	3	25	6	50	2	17	1	8	0	0
e. Provide 24-hour care sufficient to keep waiver recipients in the home or community and out of institutions N=12	6	50	4	33	1	8	0	0	1	8
f. Offer services and support that are meaningful to waiver recipients N=12	6	50	3	25	3	25	0	0	0	0

**6. (CONTINUED) In your opinion, how well does Minnesota's MR/RC waiver program achieve the following goals for persons currently receiving services through the waiver? (Mark one in each row.)**

	Well		Somewhat Well		Somewhat Poorly		Poorly		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
g. Provide services that recognize recipients' history, dignity, and cultural background <i>N=12</i>	1	8%	7	58%	2	17%	2	17%	0	0%
h. Provide cost-effective waiver services <i>N=12</i>	4	33	4	33	3	25	1	8	0	0

**7. Given the MR/RC waiver program's current status, how many of the following types of waiver applicants do you think would get prompt access to MR/RC waiver services (assuming they met eligibility requirements)? (Mark one for each row.)**

	All or Nearly All		Most		About Half		Less Than Half		Very Few		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
a. Persons facing imminent risk to health or safety <i>N=12</i>	2	17%	2	17%	5	42%	1	8%	0	0%	2	17%
b. Persons whose family care givers can no longer provide care <i>N=12</i>	1	8	1	8	3	25	3	25	1	8	3	25
c. Children cared for at home <i>N=12</i>	0	0	0	0	5	42	1	8	3	25	3	25
d. Persons with moderate developmental disabilities <i>N=11</i>	0	0	1	9	4	36	0	0	3	27	3	27

**8. Considering how the MR/RC waiver generally operates in counties today, please indicate whether you agree or disagree with the following statements. (Mark one in each row.)**

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
a. The MR/RC waiver program targets resources to those who most need them. <i>N=12</i>	1	8%	8	67%	3	25%	0	0%	0	0%
b. Although some eligible people may not receive MR/RC waiver services immediately, the process to move eligible clients from waiting lists onto the MR/RC waiver is generally fair. <i>N=12</i>	1	8	3	25	4	33	1	8	3	25

**8. (CONTINUED) Considering how the MR/RC waiver generally operates in counties today, please indicate whether you agree or disagree with the following statements. (Mark one in each row.)**

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
c. MR/RC waived services are flexible enough to cover the varying needs of waiver recipients. <i>N=12</i>	5	42%	4	33%	2	17%	1	8%	0	0%
d. The MR/RC waiver serves current recipients well. <i>N=12</i>	5	42	4	33	2	17	1	8	0	0
e. Besides people on MR/RC waiver waiting lists, there are many individuals who currently need MR/RC waiver services but do not receive them. <i>N=12</i>	5	42	4	33	2	17	1	8	0	0

**CASE MANAGEMENT**

**9. Based on your experiences, how would you rate the following? (Mark one in each row.)**

	Excellent		Good		Fair		Poor		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
a. Initial assessments by counties of MR/RC waiver recipients' functional skills and needs <i>N=12</i>	0	0%	8	67%	2	17%	1	8%	1	8%
b. Individual service plans' assessments of service preferences as stated by the waiver recipients or their legal representatives <i>N=12</i>	0	0%	6	50	4	33	0	0	2	17
c. Frequency of case manager interactions with MR/RC waiver recipients and their families <i>N=12</i>	0	0%	4	33	7	58	1	8	0	0
d. Quality of MR/RC case management services <i>N=12</i>	0	0%	5	41	6	50	1	8	0	0
e. Training for county employees who administer the MR/RC waiver <i>N=12</i>	0	0%	0	0	6	50	3	25	3	25
f. Skills and abilities of typical MR/RC waiver case managers <i>N=11</i>	0	0%	3	27	7	64	0	0	1	9
g. Assessments of how well MR/RC waiver recipients are progressing toward meeting goals in their ISPs <i>N=12</i>	0	0%	1	8	8	67	1	8	2	17

## CONSUMER-DIRECTED COMMUNITY SUPPORTS

Consumer-directed community supports allow MR/RC waiver recipients to decide what services to purchase, who will provide them, and whether to use informal supports such as neighbors or family.

**10. In your opinion, how important is it for the MR/RC recipients your organization represents to have consumer-directed supports available? (Mark one.)**

N=12

Important		Somewhat Important		Somewhat Unimportant		Unimportant		Don't Know	
Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
7	58%	5	42%	0	0%	0	0%	0	0%

**11. How well do you believe the program of consumer-directed community supports is working in general for the MR/RC recipients now using it? (Mark one.)**

N=12

Well		Somewhat Well		Somewhat Poorly		Poorly		Don't Know	
Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0	17%	8	67%	1	8%	0	0%	1	8%

**12. Considering how consumer-directed community supports (CDCS) generally operate in counties today, please indicate whether you agree or disagree with the following statements.**

(Mark one in each row.)

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
a. CDCS offers MR/RC waiver recipients an opportunity for self-reliance. N=12	5	42%	7	58%	0	0%	0	0%	0	0%
b. CDCS generally improves consumer satisfaction. N=12	6	50	4	33	0	0	0	0	2	17
c. MR/RC waiver recipients receive adequate information to <u>learn</u> about CDCS. N=12	2	17	6	50	3	25	1	8	0	0
d. MR/RC waiver recipients receive adequate information to effectively <u>use</u> CDCS. N=12	0	0	4	33	6	50	2	17	0	0
e. Counties that offer CDCS typically provide sufficient guidance on what expenses may or may not be funded through CDCS. N=12	0	0	6	50	4	33	1	8	1	8

**12. (CONTINUED) Considering how consumer-directed community supports (CDCS) generally operate in counties today, please indicate whether you agree or disagree with the following statements.**

(Mark one in each row.)

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
f. Generally, CDCS is administered consistently from county to county. N=12	0	0	0	0	1	8	7	58	4	33
g. CDCS generally offers more value for the money than traditional MR/RC waiver services. N=12	3	25	5	42	1	8	0	0	3	25
h. For MR/RC recipients or their families involved with CDCS, the paperwork is reasonable. N=12	2	17	2	17	4	33	0	0	4	33
i. The CDCS program has sufficient safeguards to ensure appropriate use of the money. N=12	4	33%	2	17%	3	25%	0	0%	3	25%
j. One can be reasonably confident that services billed through CDCS are actually provided. N=12	5	42	2	17	2	17	0	0	3	25

**13. From your experience, how frequently, if at all, do counties unreasonably restrict MR/RC waiver recipients' choice of expenses to be funded through CDCS? (Mark one.)**

N=12

Very Frequently		Frequently		Occasionally		Infrequently		Very Infrequently		Never		Don't Know	
Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0	0%	2	17%	5	42%	2	17%	1	8%	0	0%	2	17%

**14. Based on your awareness of MR/RC waiver recipients who have used consumer-directed community supports, what about the program, if anything, needs to change? N=12 responses**

**APPEALS OF WAIVER ELIGIBILITY AND SERVICES**

**15. Considering the options currently available for resolving disputes over MR/RC waiver eligibility or services, please indicate whether you agree or disagree with the following statements.**

(Mark one response for each row.)

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
a. MR/RC recipients have sufficient opportunities to resolve waiver disputes prior to conciliation conferences or filing formal appeals. N=12	0	0%	3	25%	3	25%	2	16%	4	33%

- 15. (CONTINUED) Considering the options currently available for resolving disputes over MR/RC waiver eligibility or services, please indicate whether you agree or disagree with the following statements**  
(Mark one response for each row.)

	Agree		Somewhat Agree		Somewhat Disagree		Disagree		Don't Know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
b. The informal opportunities for resolving disputes are generally fair and helpful. N=12	0	0	4	33	4	33	0	0	4	33
c. When MR/RC recipients want to file an appeal, adequate information is available describing the appeals process. N=12	1	8	3	25	2	17	2	17	4	33
d. Generally, the appeals process works well. N=12	1	8	4	33	0	0	3	25	4	33

- 16. In your opinion, what, if anything, about the current options for resolving MR/RC Waiver disputes needs to change? N=7 responses**

#### EFFECTS OF “REBASING” WAIVER FUNDING

In January 2003, the Department of Human Services changed the process for allocating waiver funds as well as the amounts counties were allowed for the MR/RC waiver – changes that have been referred to as “rebasing.”

- 17. How would you describe the effects of the department’s rebasing on the opportunity to add new MR/RC waiver recipients as well as on the services for existing recipients? N=11 responses**
- 18. Please comment on how the rebasing effects you anticipated differed from those that actually occurred. N=9 responses**

- 19. From your perspective, how much did the effects of rebasing vary around the state? (Mark one.)**  
N=12

Substantial Variation		Some Variation		Little or No Variation		Don't Know	
Number	Percent	Number	Percent	Number	Percent	Number	Percent
7	58%	2	17%	0	0%	3	25%

#### FINAL COMMENTS

- 20. Do you have further comments or concerns about the MR/RC waiver? N=10 responses**