



# 2019 HCBS CAHPS® Survey Results

Presentation by

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pennsylvania

DEPARTMENT OF HUMAN SERVICES

# 2019 HCBS CAHPS® Survey Overview

## Annual Administration of Survey by SPH Analytics (CHC-MCOs vendor):

- Core Survey, Supplemental Employment and PA-specific questions (Person Centered Service Plan, Transportation, Housing, Dental)
- Data validation performed by SPH Analytics (MCO vendor)
- Survey administered in the Fall of 2019
- MCO Response Rate (10% to 13%); State Response Rate (11%)
- **Target Surveys—1,200 (400/per plan) Completed: 1,185**

# Comparison Between CY 2018 (SW Region) vs. CY 2019 (SE/SW Regions)

## Respondent Characteristics

**2019**

### Age Group

- 9% age 21-44
- **46% age 45-64**
- **45% age 65+**

### Sex

- 70% female

### Race

- **49% African American**
- 40% White
- 11% other

**2018**

### Age Group

- 9% age 21-44
- **44% age 45-64**
- **47% age 65**

### Sex

- 68% female

### Race

- 28% African American
- **63% White**
- 9% other

**2019**

### Ethnicity

- **94% not Hispanic/Latino /Spanish**
- 6% Hispanic/Latino/ Spanish

### Education

- 28% not high school grad
- **63% high school grad/ GED/ some college**
- 9% college grad or more

### Overall Health Status

- 11% excellent or very good
- **59% good or fair**
- 30% poor

**2018**

### Ethnicity

- **99% not Hispanic/Latino /Spanish**
- 1% Hispanic/Latino/ Spanish

### Education

- 24% not high school grad
- **67% high school grad/GED/ some college**
- 9% college grad or more

### Overall Health Status

- 10% excellent or very good
- **60% good or fair**
- 30% poor

# Comparison Between CY 2018 (SW Region) vs. CY 2019 (SE/SW Regions) Respondent Characteristics (cont.)

## 2019

### Overall Mental or Emotional Health

- 25% excellent or very good
- **63% good or fair**
- 12% poor

### Residential Independence

- **56% live alone**
- 38% live with 1-2 other adults
- 6% live with 3+ other adults

### Urban/Rural County of Residence

- 80% Urban

## 2018

### Overall Mental or Emotional Health

- 26% excellent or very good
- **64% good or fair**
- 11% poor

### Residential Independence

- **52% live alone**
- 42% live with 1-2 other adults
- 6% live with 3+ other adults

### Urban/Rural County of Residence

- 76% Urban

# Comparison by Region -- 2019 Survey Results

## Respondent Characteristics

### SW Region

#### Age Group

- 8% age 21-44
- **43% age 45-64**
- **49% age 65+**

#### Sex

- 69% female

#### Race

- 30% African American
- **63% White**
- 7% other

#### Ethnicity

- **99% not Hispanic/Latino/Spanish**
- 1% Hispanic/Latino/Spanish

### SE Region

#### Age Group

- 9% age 21-44
- **50% age 45-64**
- **41% age 65+**

#### Sex

- 71% female

#### Race

- **70% African American**
- 17% White
- 13% other

#### Ethnicity

- **88% not Hispanic/Latino/Spanish**
- 12% Hispanic/Latino/Spanish

## Comparison by Region -- 2019 Survey Results

### Respondent Characteristics (cont.)

#### SW Region

##### Education

- 25% not high school grad
- **66% high school grad/GED/some college**
- 9% college grad or more

##### Overall Health Status

- 10% excellent or very good
- **60% good or fair**
- 30% poor

#### SE Region

##### Education

- 31% not high school grad
- **61% high school grad/GED/some college**
- 8% college grad or more

##### Overall Health Status

- 11% excellent or very good
- **58% good or fair**
- 31% poor

## Comparison by Region -- 2019 Survey Results

### Respondent Characteristics (cont.)

#### SW Region

##### Overall Mental or Emotional Health

- 27% excellent or very good
- **64% good or fair**
- 9% poor

##### Residential Independence

- **60% live alone**
- 34% live with 1-2 other adults
- 6% live with 3+ other adults

##### Urban/Rural County of Residence

- 61% urban

#### SE Region

##### Overall Mental or Emotional Health

- 23% excellent or very good
- **63% good or fair**
- 14% poor

##### Residential Independence

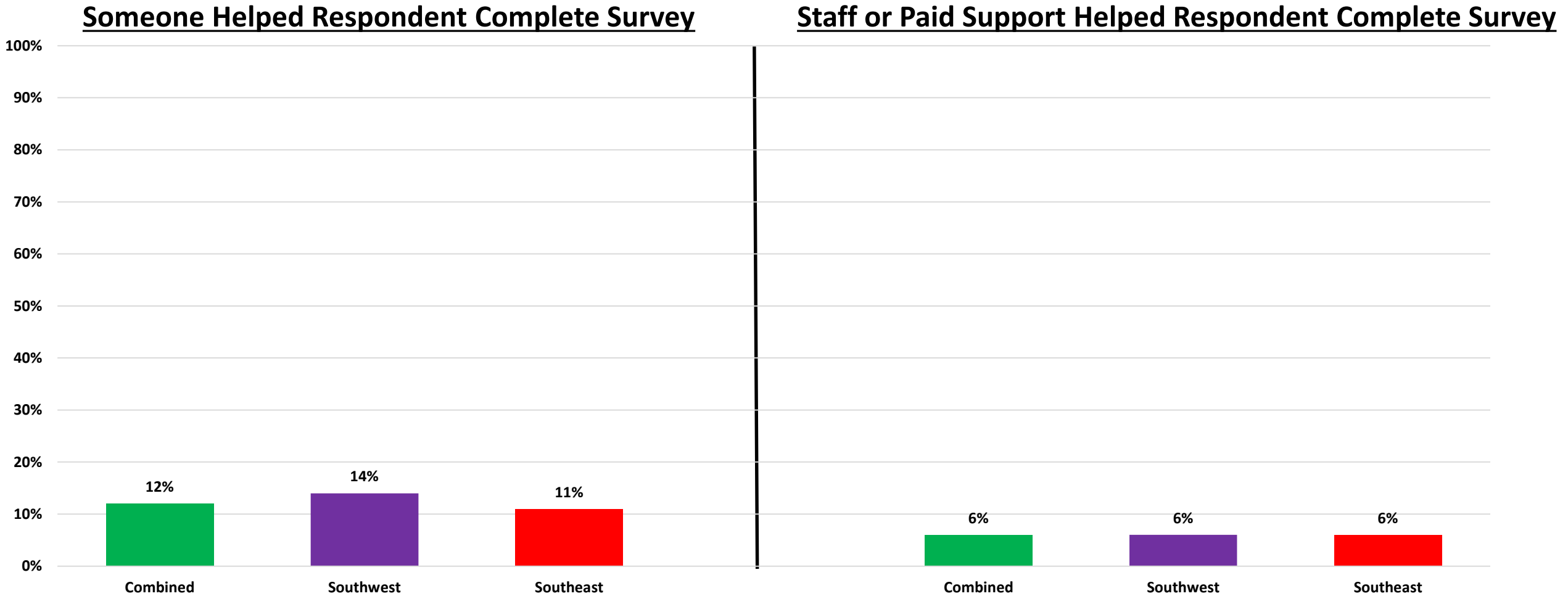
- **52% live alone**
- 41% live with 1-2 other adults
- 7% live with 3+ other adults

##### Urban/Rural County of Residence

- **100% urban**

# 2019 Survey Results

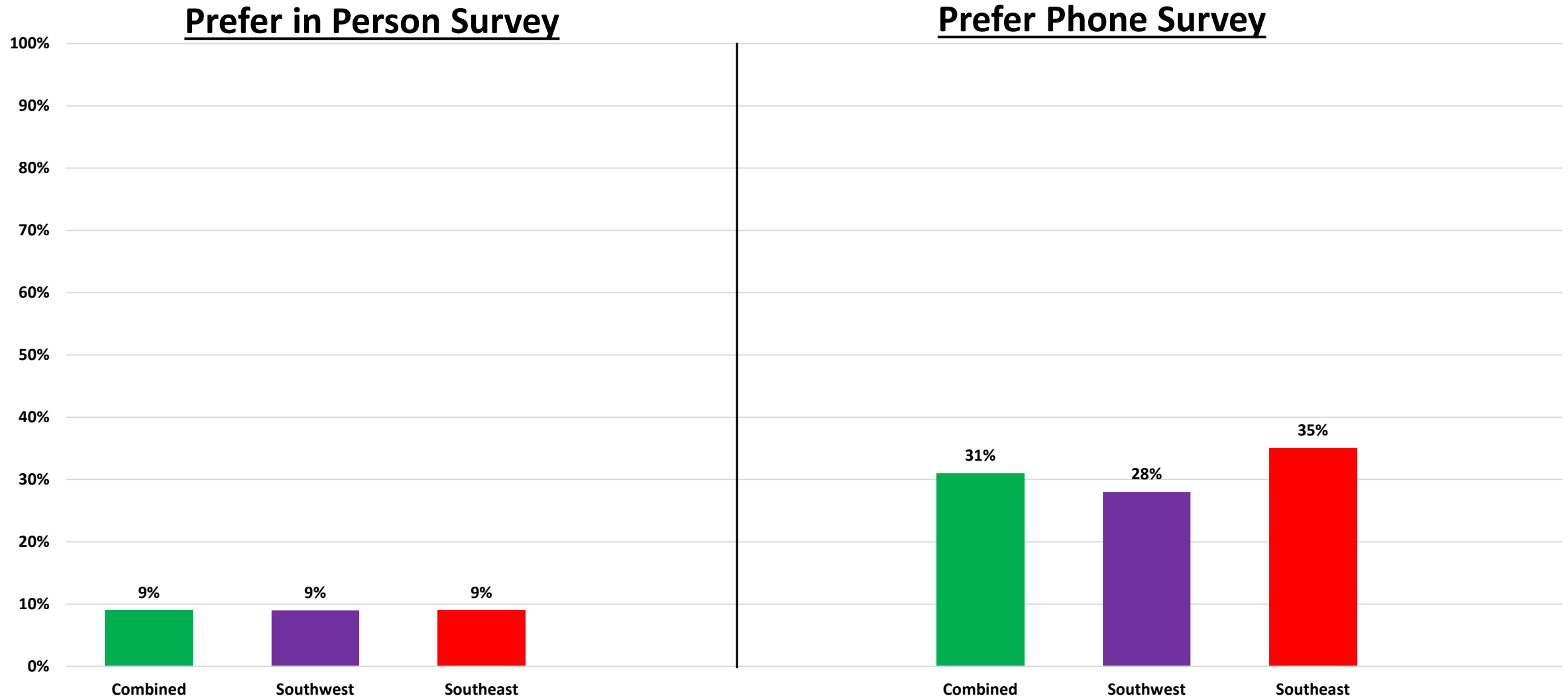
## Assisted in Completing the Survey





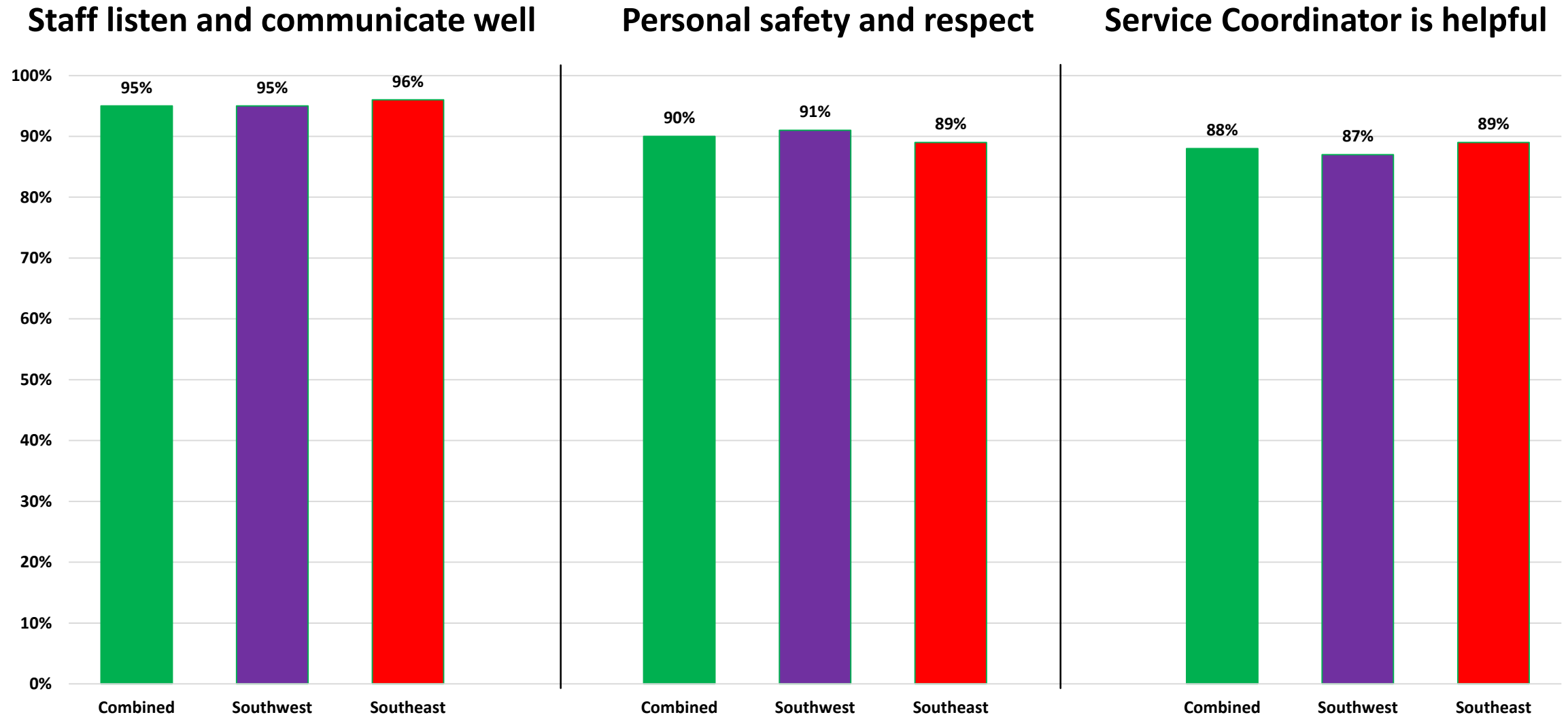
# 2019 Survey Results

## Survey by Phone or in Person



# 2019 Survey Results

## Participant Experience



# 2019 Survey Results

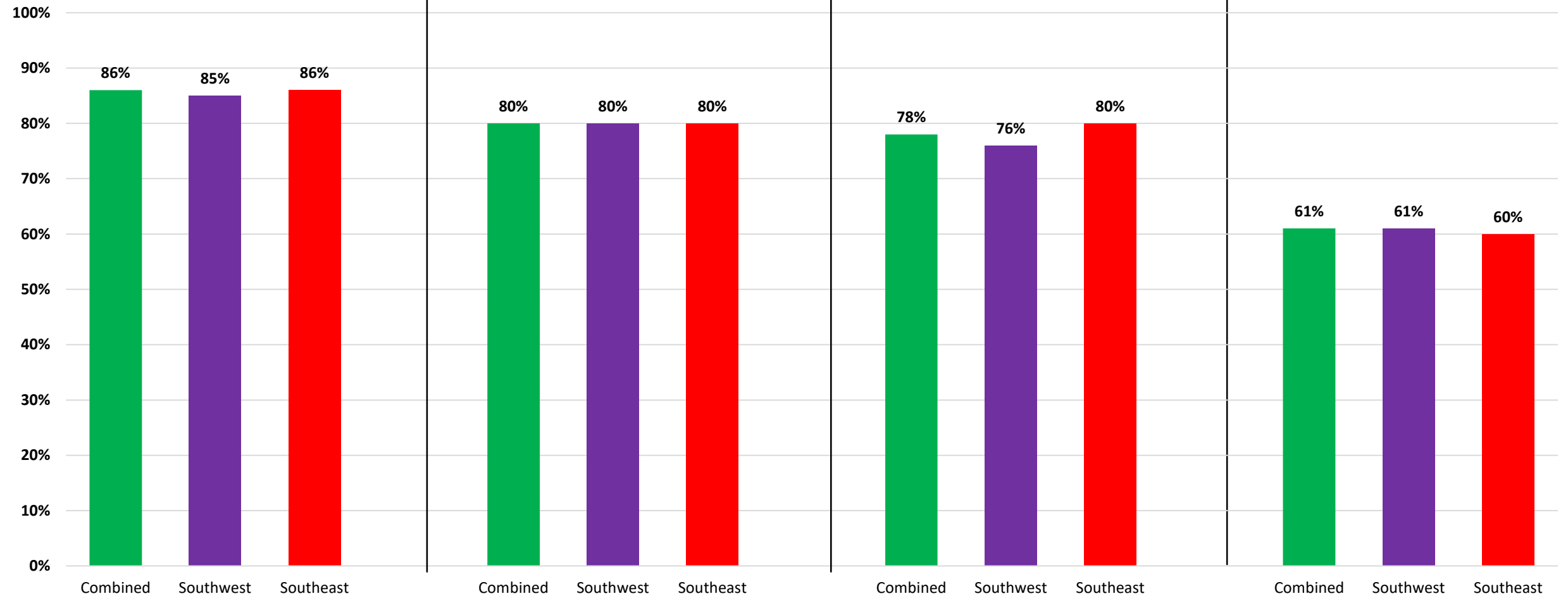
## Participant Experience (cont.)

### Staff are reliable and helpful

### Choosing the services that matter to you

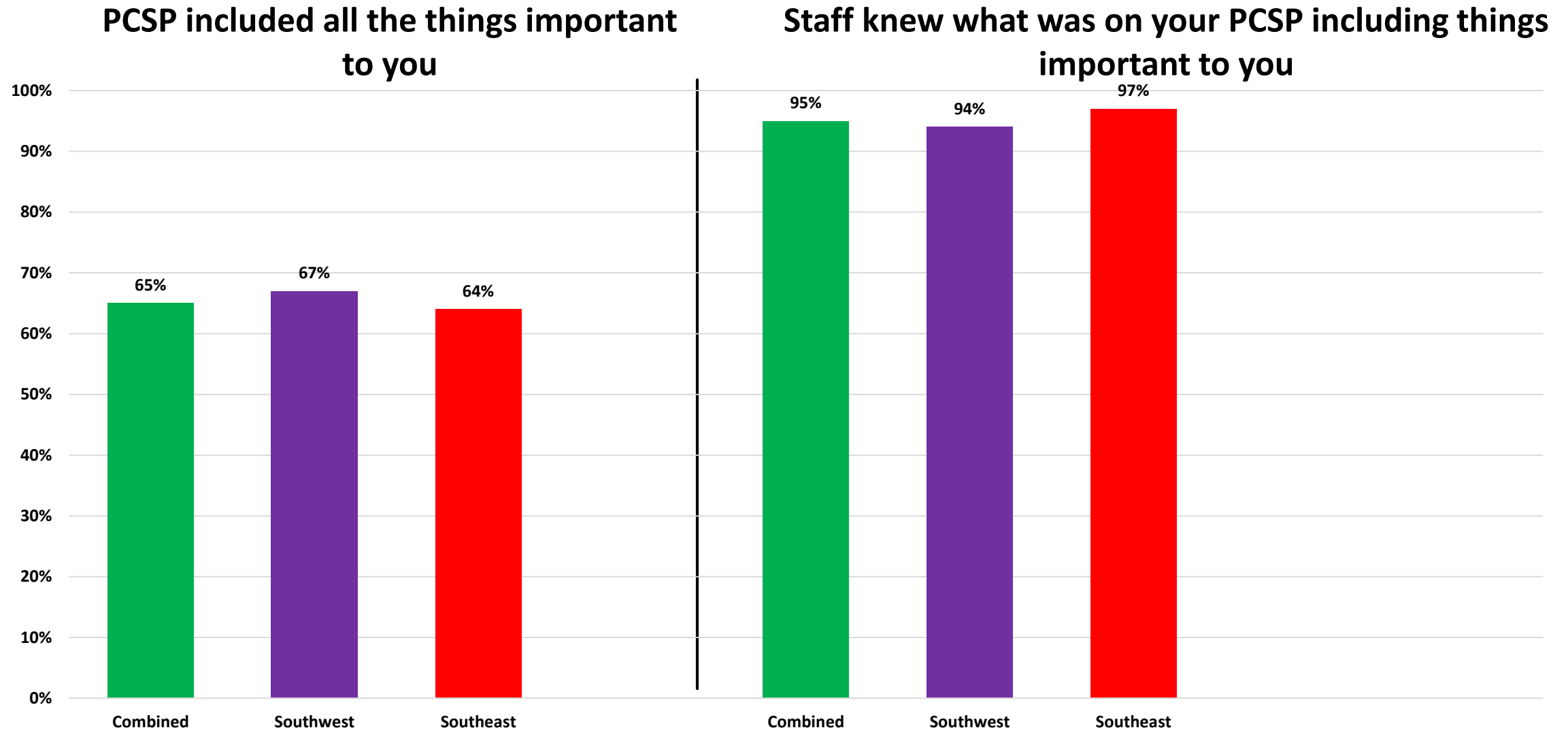
### Transportation to medical appointments

### Planning your time and activities



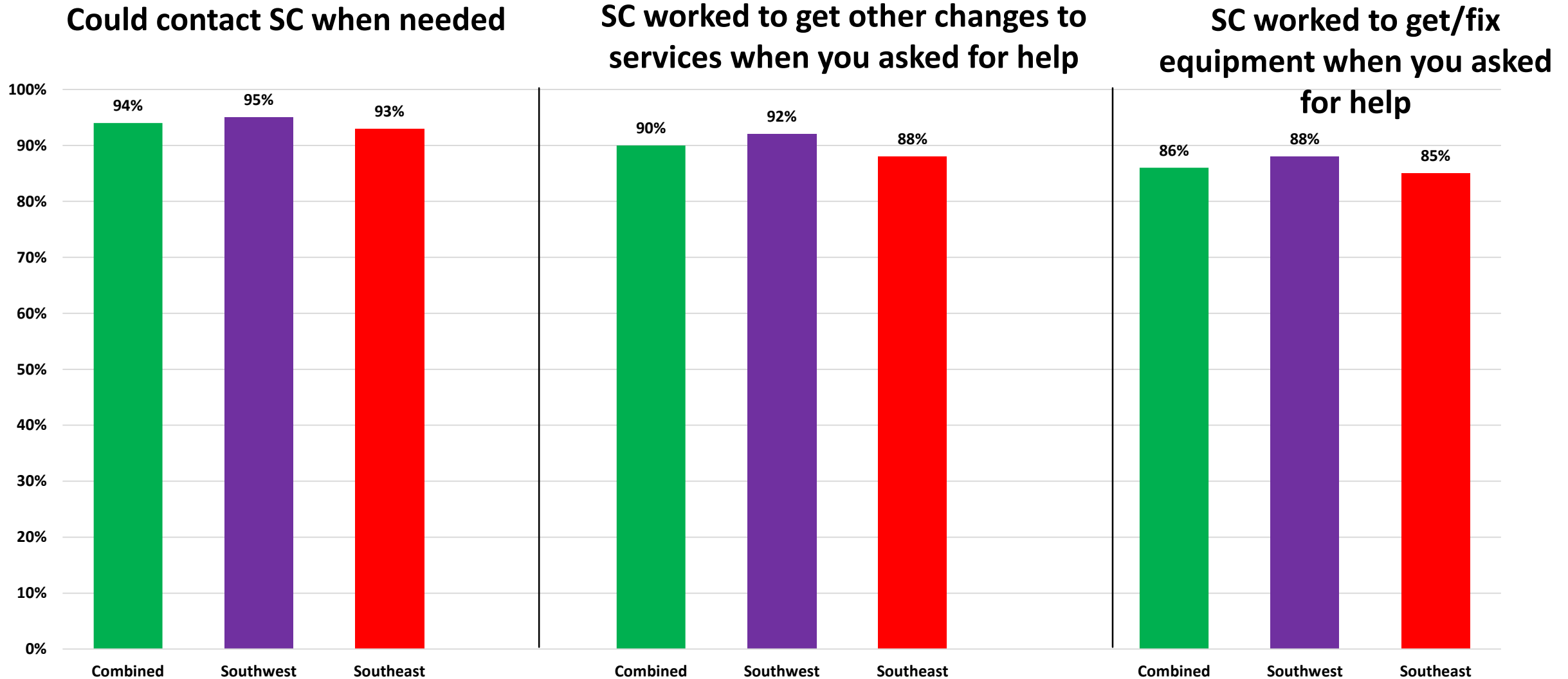
# 2019 Survey Results

## Service Coordinator and Service Choice



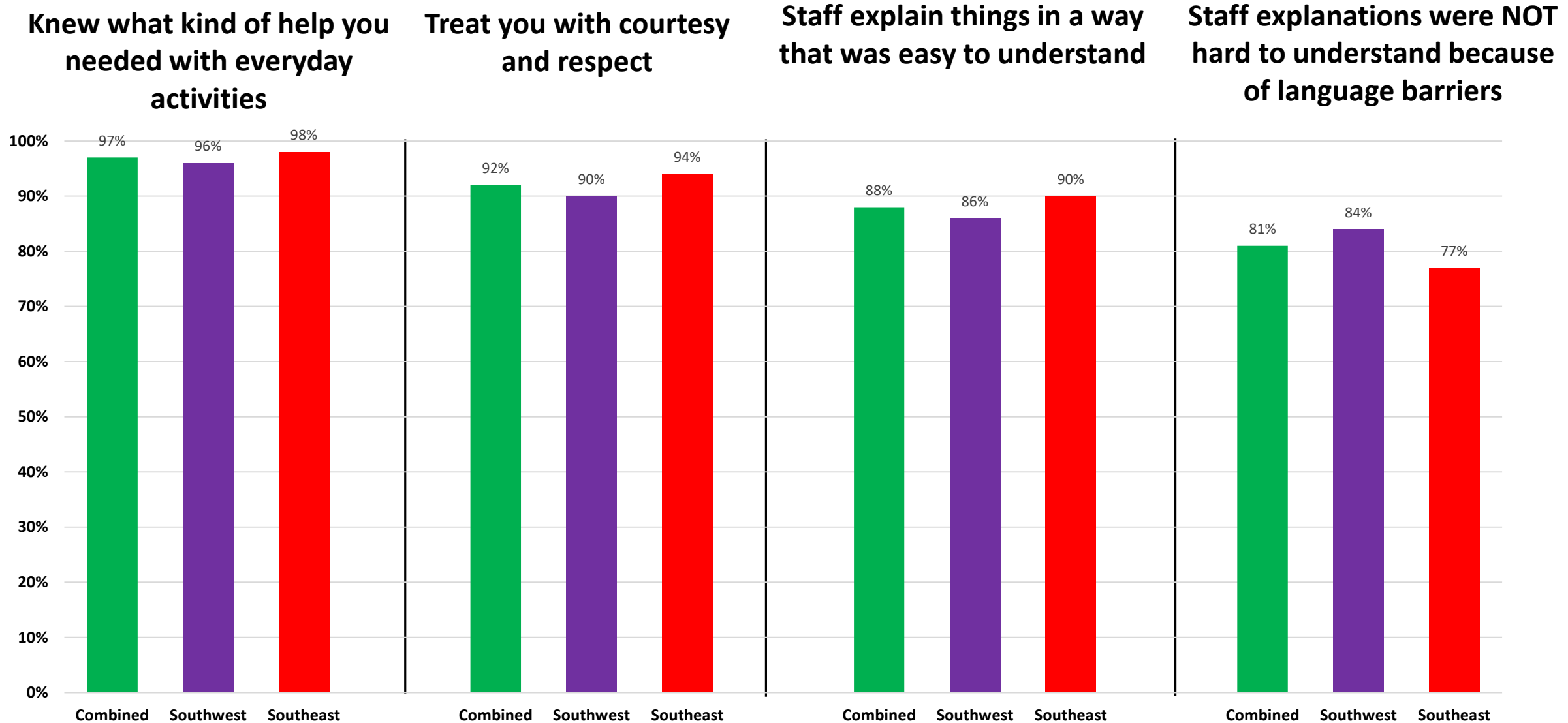
## 2019 Survey Results

### Service Coordinator and Service Choice (cont.)



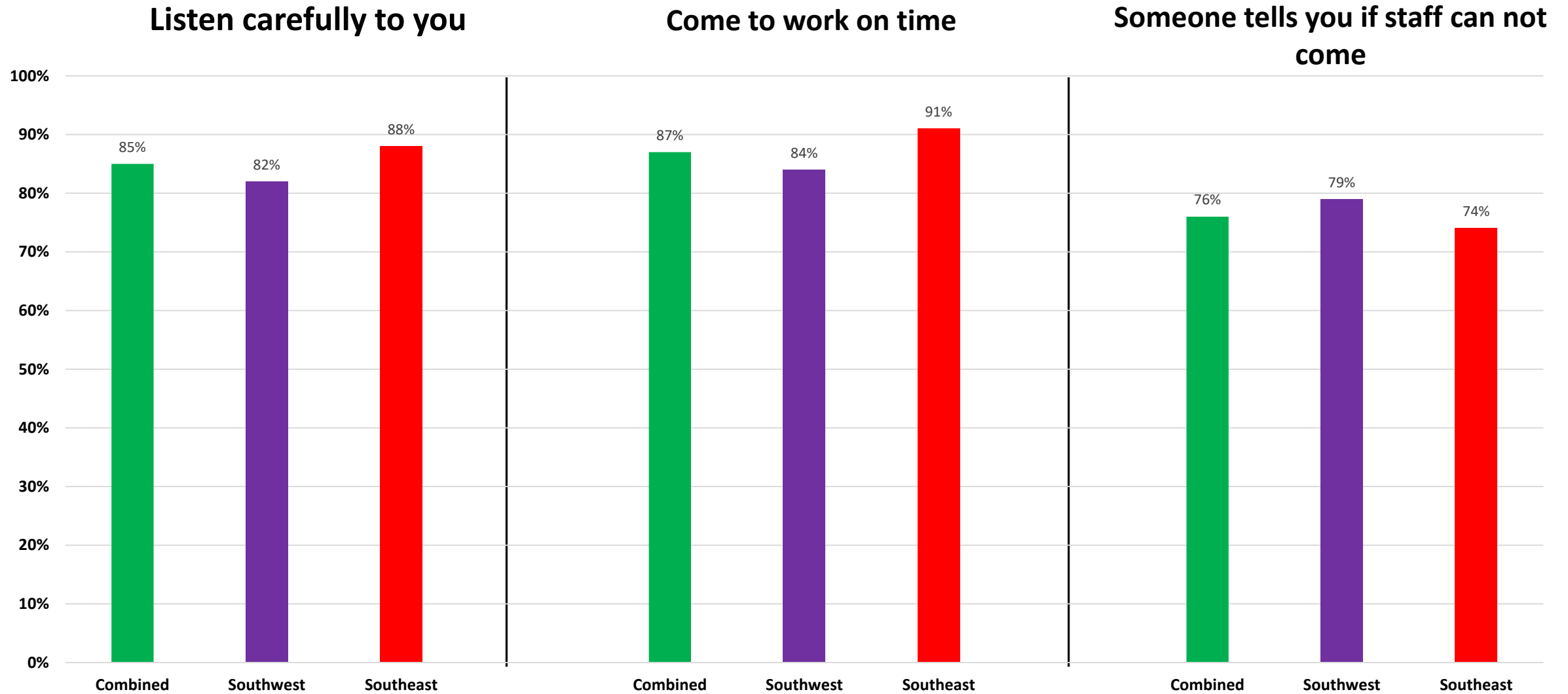
## 2019 Survey Results

### Personal Assistance Services/Behavioral Health Staff Reliability and Communication



## 2019 Survey Results

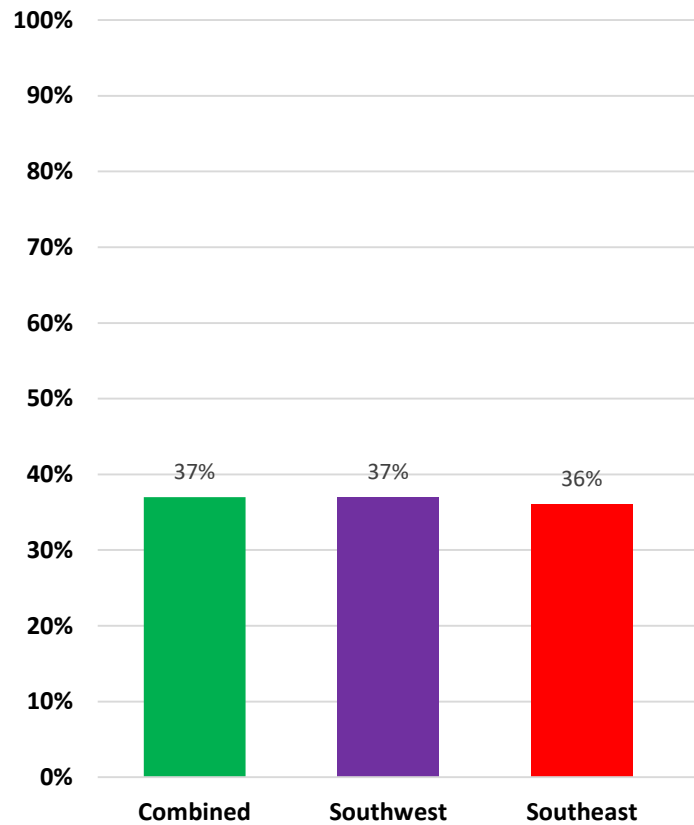
### Personal Assistance Services/Behavioral Health Staff Reliability and Communication (cont.)



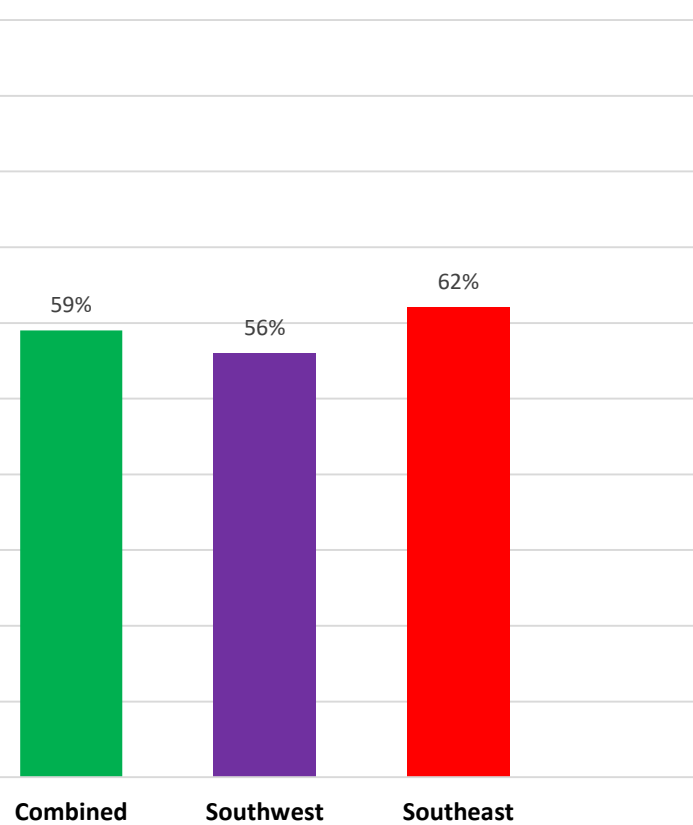
## 2019 Survey Results

### PA-Specific Dental Questions

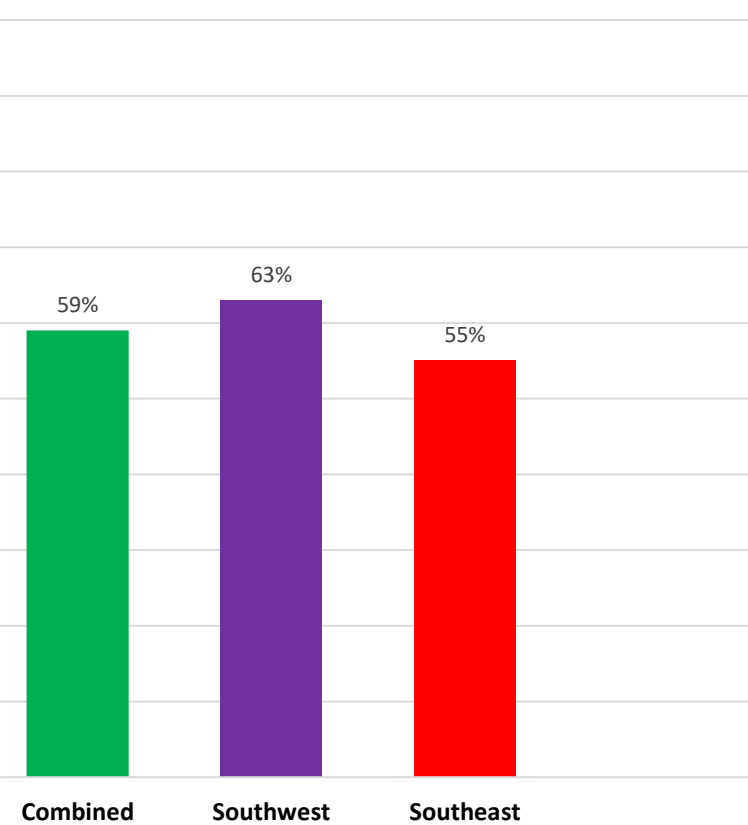
Received care from a dentist office or dental clinic in the last 6 months



If received care, went to a dentist office or dental clinic 2 or more times in the last 6 months



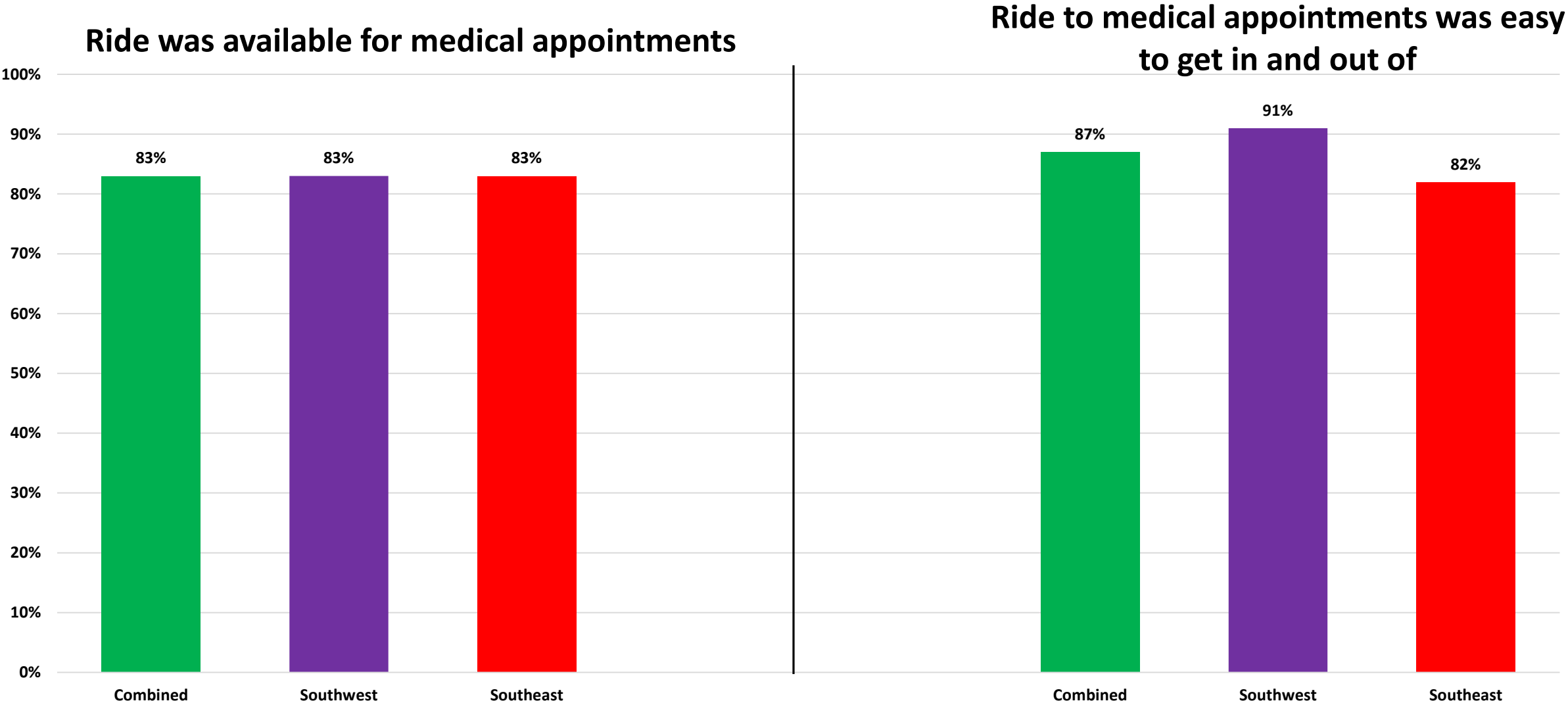
If received care, rate your dental care (Rating Score of 9 or 10)





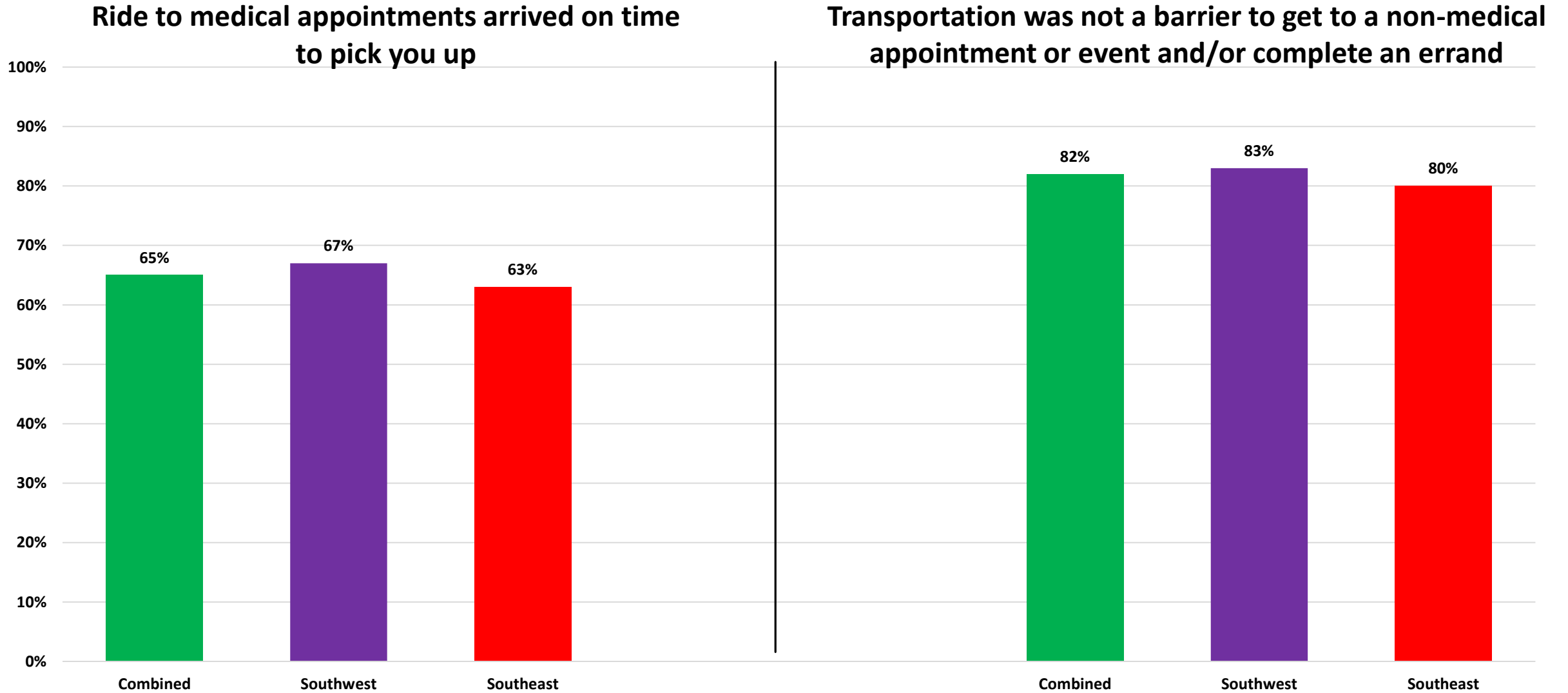
# 2019 Survey Results

## Transportation



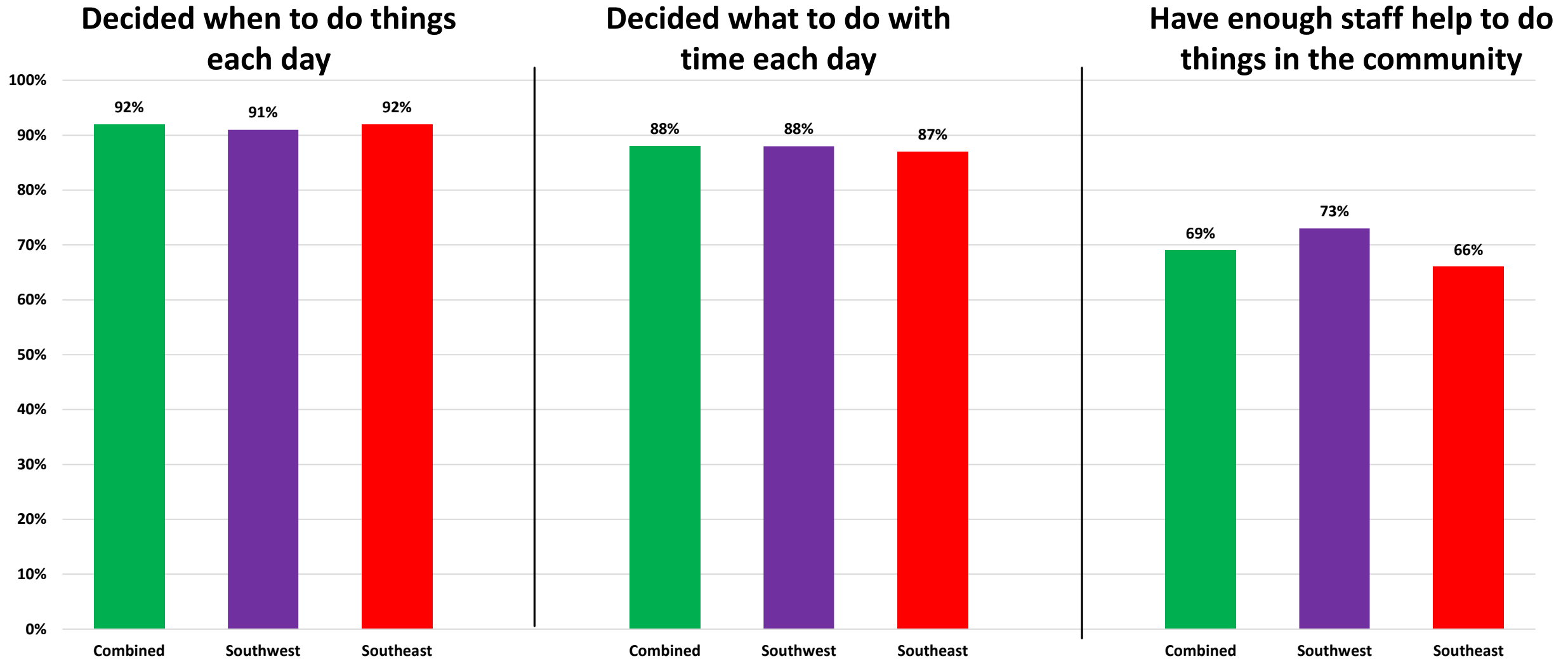
# 2019 Survey Results

## Transportation (cont.)



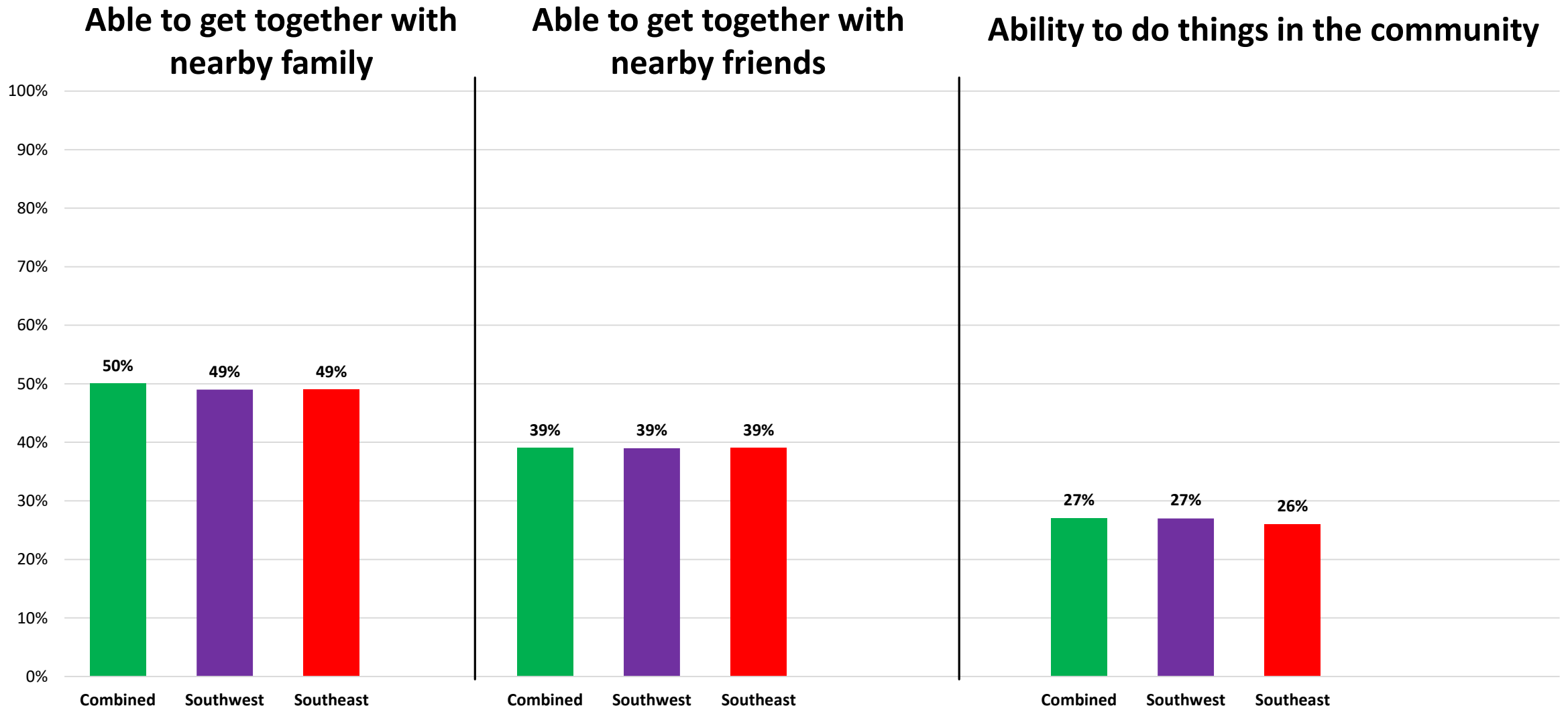
# 2019 Survey Results

## Planning Your Time and Activities



# 2019 Survey Results

## Planning Your Time and Activities (cont.)

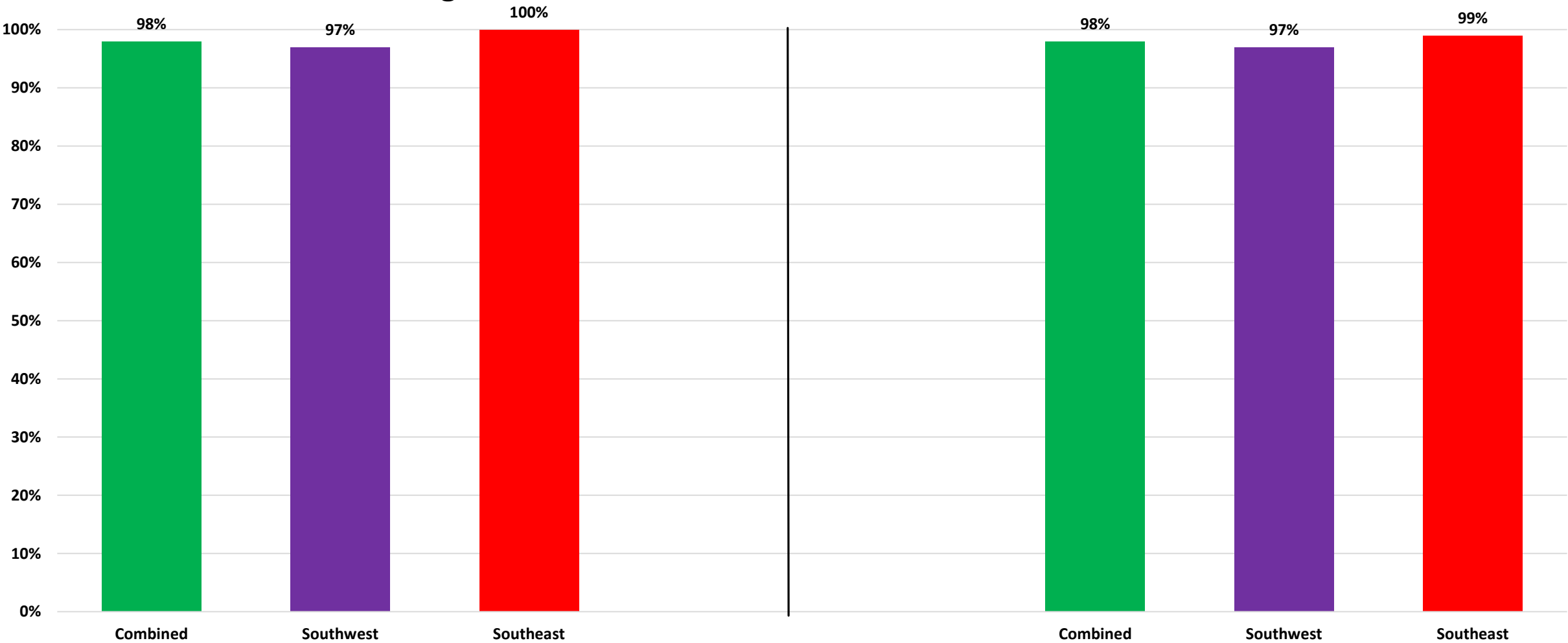


# 2019 Survey Results

## Safety and Respect

Staff did NOT take your money or things without asking

Staff did NOT yell, swear or curse at you

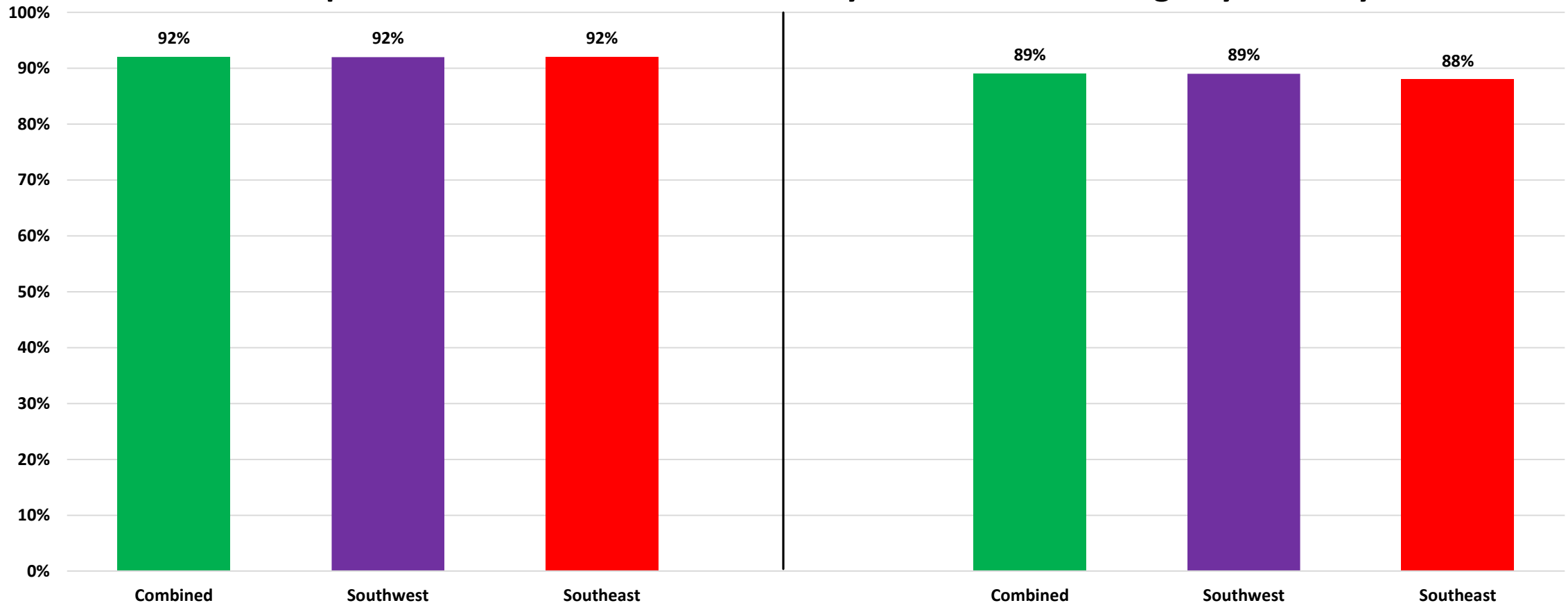


## 2019 Survey Results

### Safety and Respect (cont.)

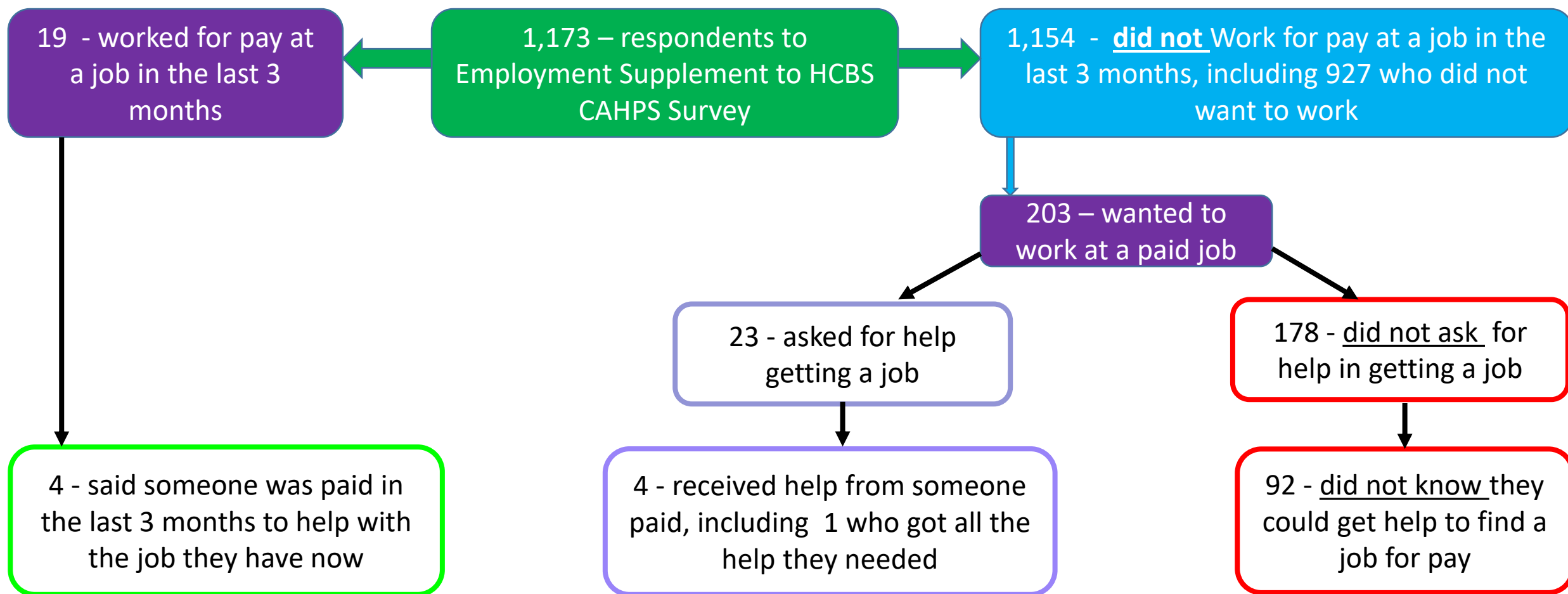
**Know how to report abuse, neglect or exploitation**

**There was someone to talk to if someone hurt you or did something to you that you didn't like**



## 2019 Survey Results

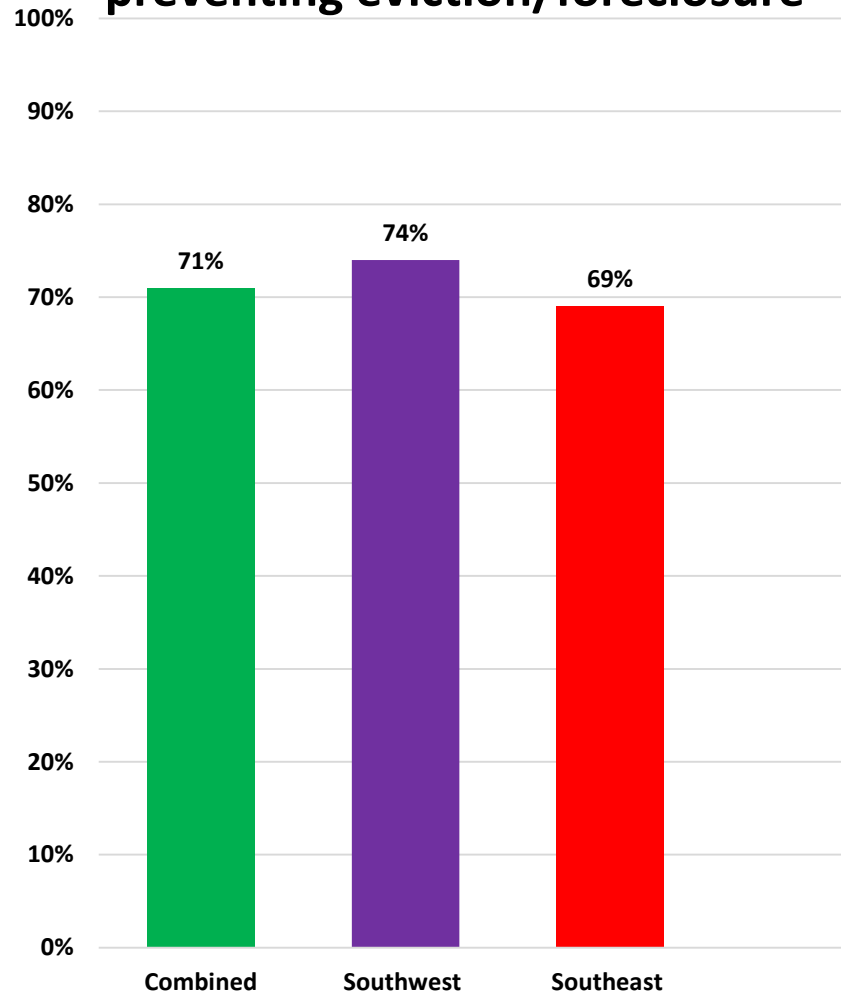
### Employment Assistance Experience



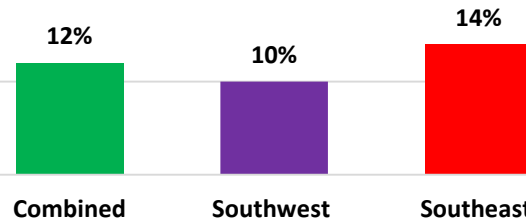
## 2019 Survey Results

### PA-Specific Housing Questions

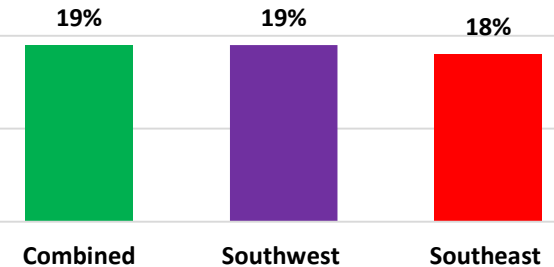
**Aware of your housing rights and how to get information for preventing eviction/foreclosure**



**Need assistance with housing issues**



**Received assistance with housing issues from housing or service coordinator**





# 2019 Survey Results Summary

## Areas of Success

- Listening and communicating to participants well
- Participants' personal safety and treating participants with courtesy and respect
- Allowing participants to decide daily schedules and activities
- Service Coordinator and PAS/BH staff are reliable and helpful
- Transportation to medical appointments are easy to get in and out of

## Areas for Improvement

- Choice of services that matter to the participants
- Assisting participants with planning their time and activities
- Informing participants when staff cannot come on time or come at all
- Coordination of participants dental care and follow-up
- Coordination of transportation to medical appointments and non-medical activities
- Assisting participants with being active in the community and with friends/family
- Increase participants awareness of employment assistance and housing services

# 2020 HCBS CAHPS® Survey Implementation (proposed)

Target Number of Completed Surveys—2,100 Statewide (700/per plan)

## Administration Timeline:

- Survey vendor administer the survey from **August 1 through October 31, 2020**
- Survey vendor submit survey findings to OLTL by **November 15, 2020**



# QUESTIONS