

# Community HealthChoices

## 2020 HCBS CAHPS® Statewide Survey Results

Presented by

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pennsylvania

DEPARTMENT OF HUMAN SERVICES

March 9, 2021

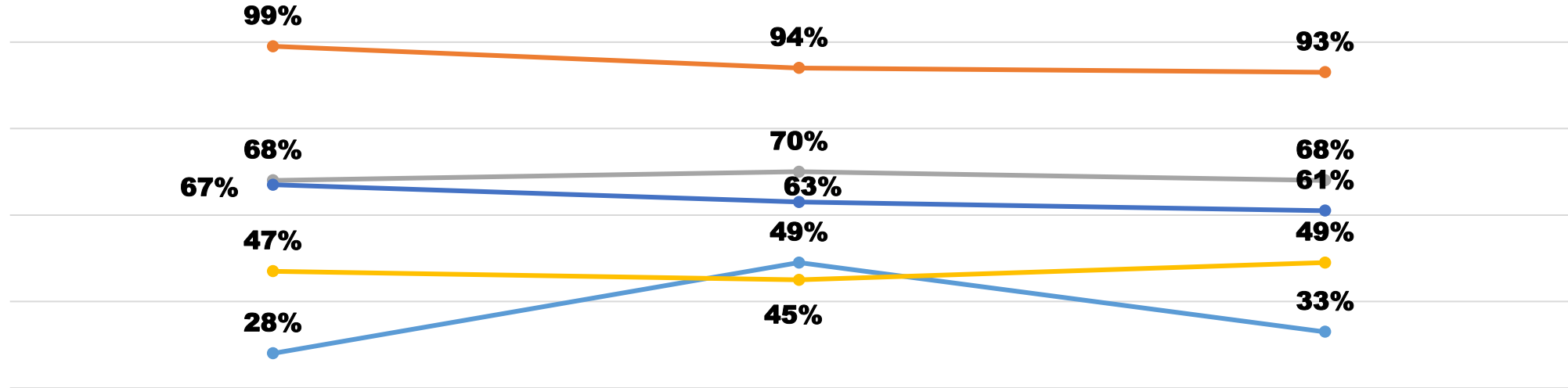
# Statewide HCBS CAHPS<sup>®</sup> Survey Overview

- Independently Administered and Validated by SPH Analytics
- Inclusive of All Regions (LC/NE/NW/SE/SW)
- HCBS CAHPS Core Survey, Supplemental Employment
- PA-specific questions (Person Centered Service Plan, Transportation, Housing, Dental, Supplemental Nutrition Assistance Program (SNAP))
- Response Rates of **12% to 20% across the MCOs**; State Response rate **15%**
- Completed Surveys (targeted 700/plan); **2,139 completed:**
  - 716 from AmeriHealth Caritas (AHC)/Keystone First (KF)
  - 702 from PA Health and Wellness (PHW)
  - 721 from UPMC for Community HealthChoices (UPMC)

**Note: This exceeds the 95% Confidence Level/ 5% Margin of Error sample size of 383 required for the 2020 CHC HCBS population.**

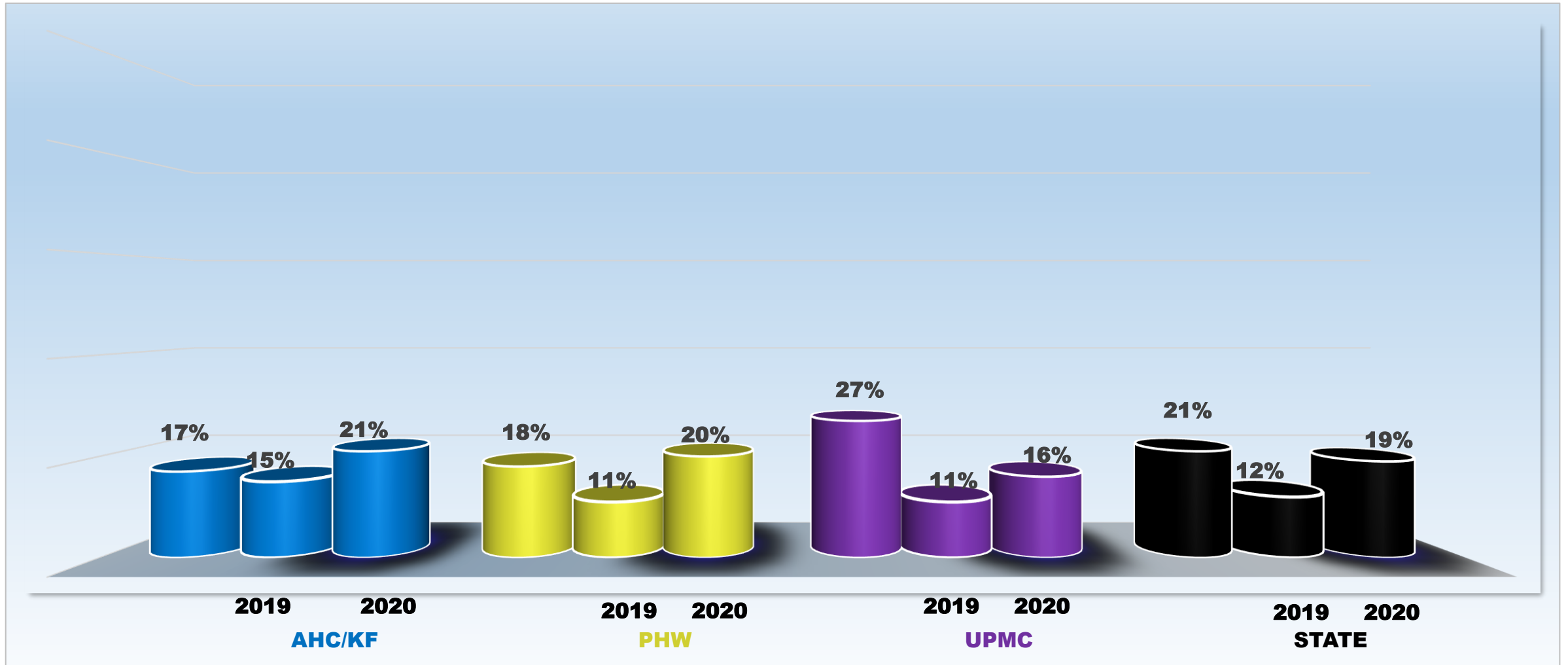
# State Respondent Characteristics

—● African-American    
 —● Non-Hispanic    
 —● Female    
 —● Age 65+    
 —● High School grad/GED/Some College

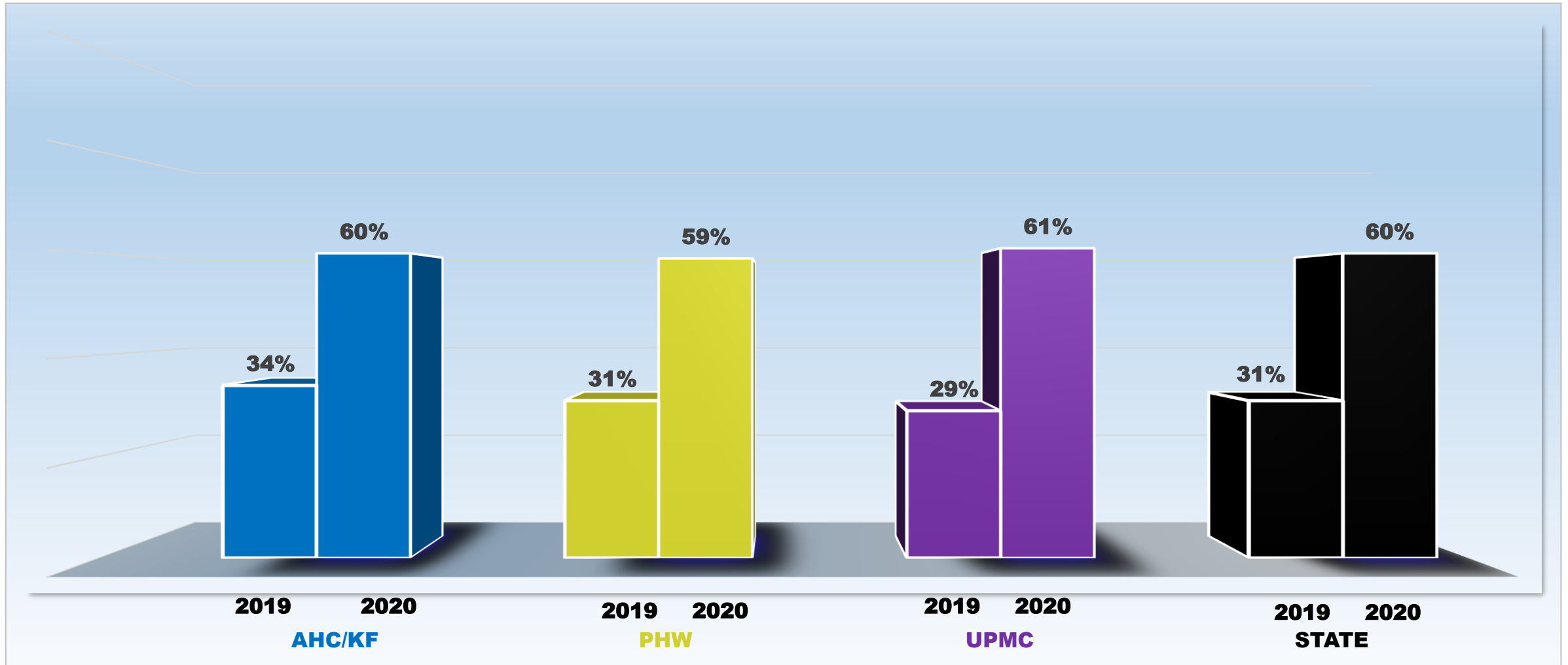


	2018	2019	2020
<b>African-American</b>	<b>28%</b>	<b>49%</b>	<b>33%</b>
<b>Non-Hispanic</b>	<b>99%</b>	<b>94%</b>	<b>93%</b>
<b>Female</b>	<b>68%</b>	<b>70%</b>	<b>68%</b>
<b>Age 65+</b>	<b>47%</b>	<b>45%</b>	<b>49%</b>
<b>High School grad/GED/Some College</b>	<b>67%</b>	<b>63%</b>	<b>61%</b>

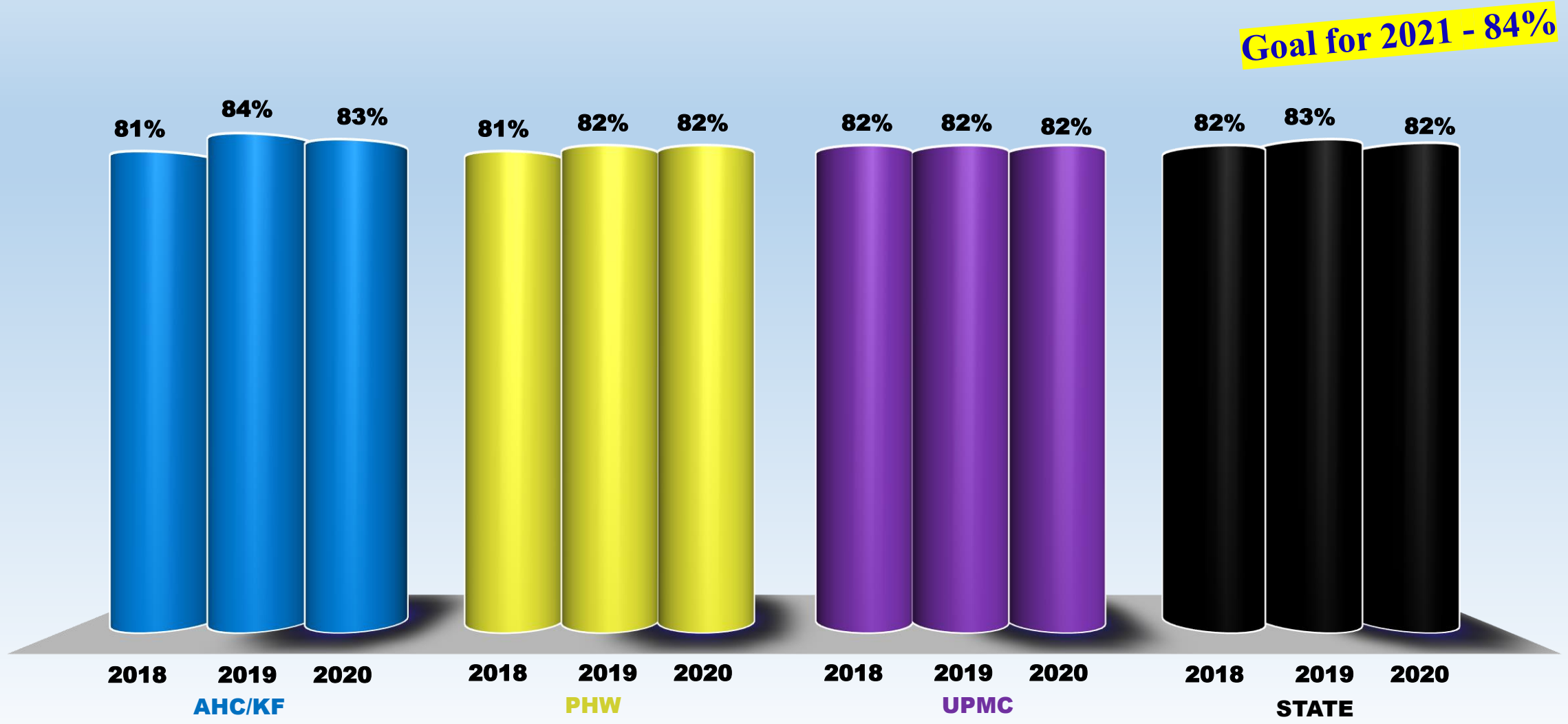
# Someone Helped Respondent Complete Survey



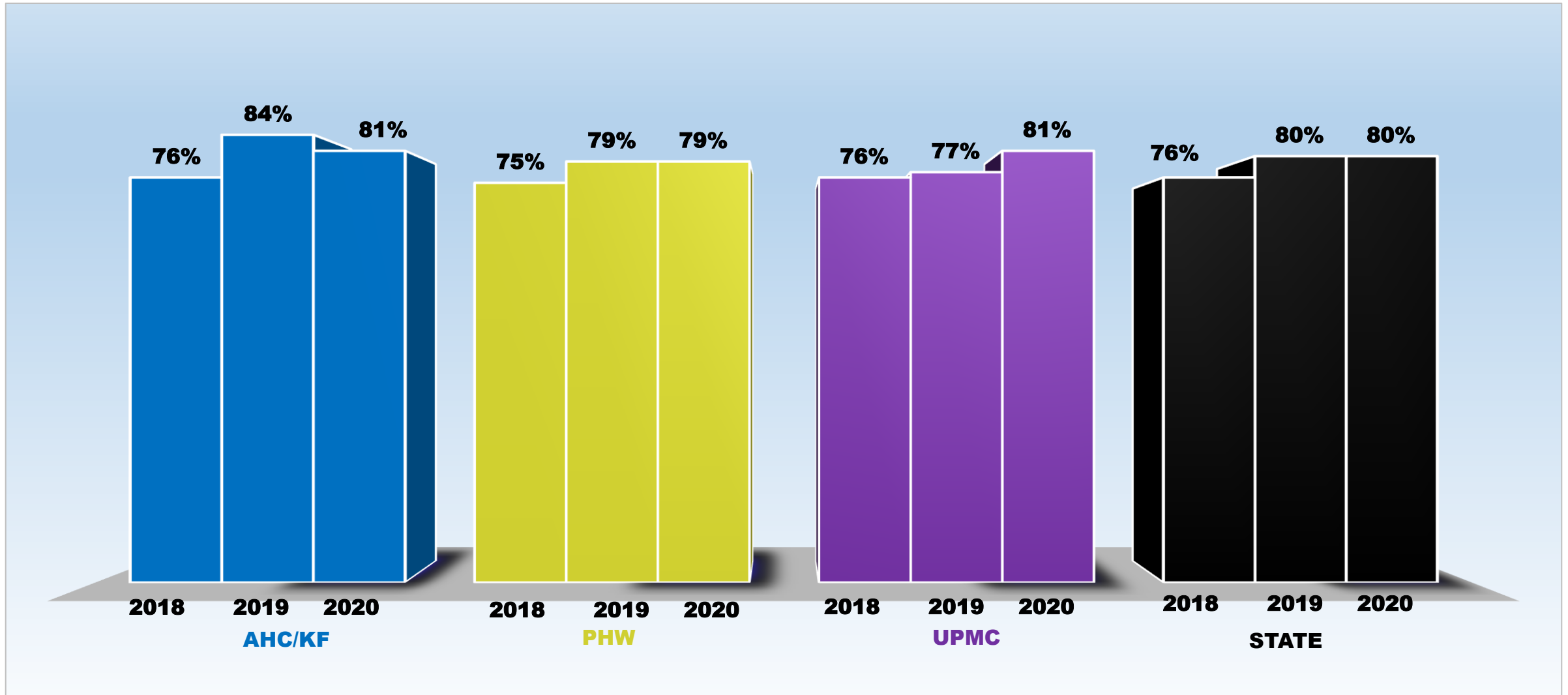
# Prefer Phone Survey



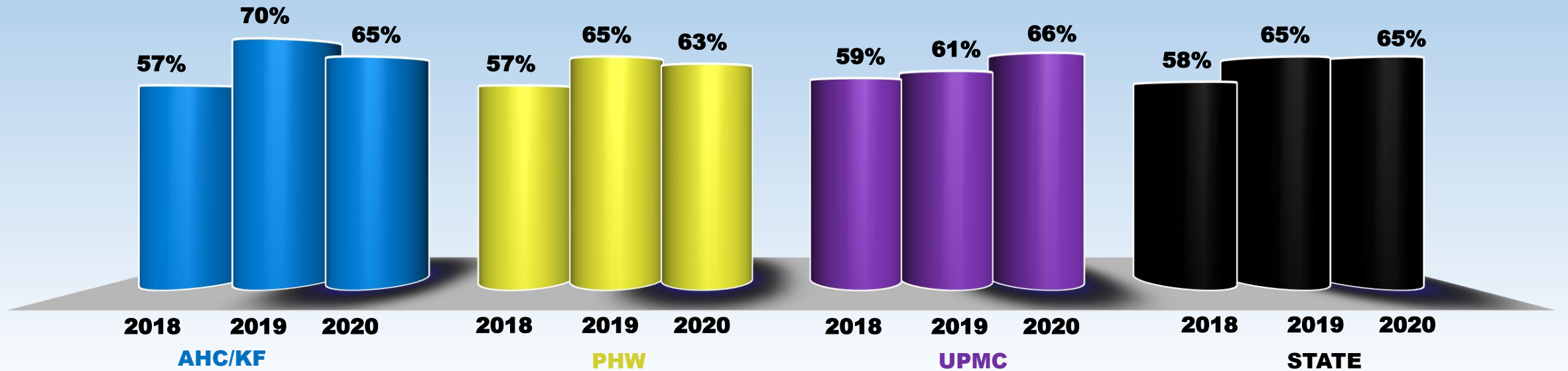
# Overall CHC Participant Experience



# Choosing the Services That Matter to You



# PCSP Included All the Things Important to You

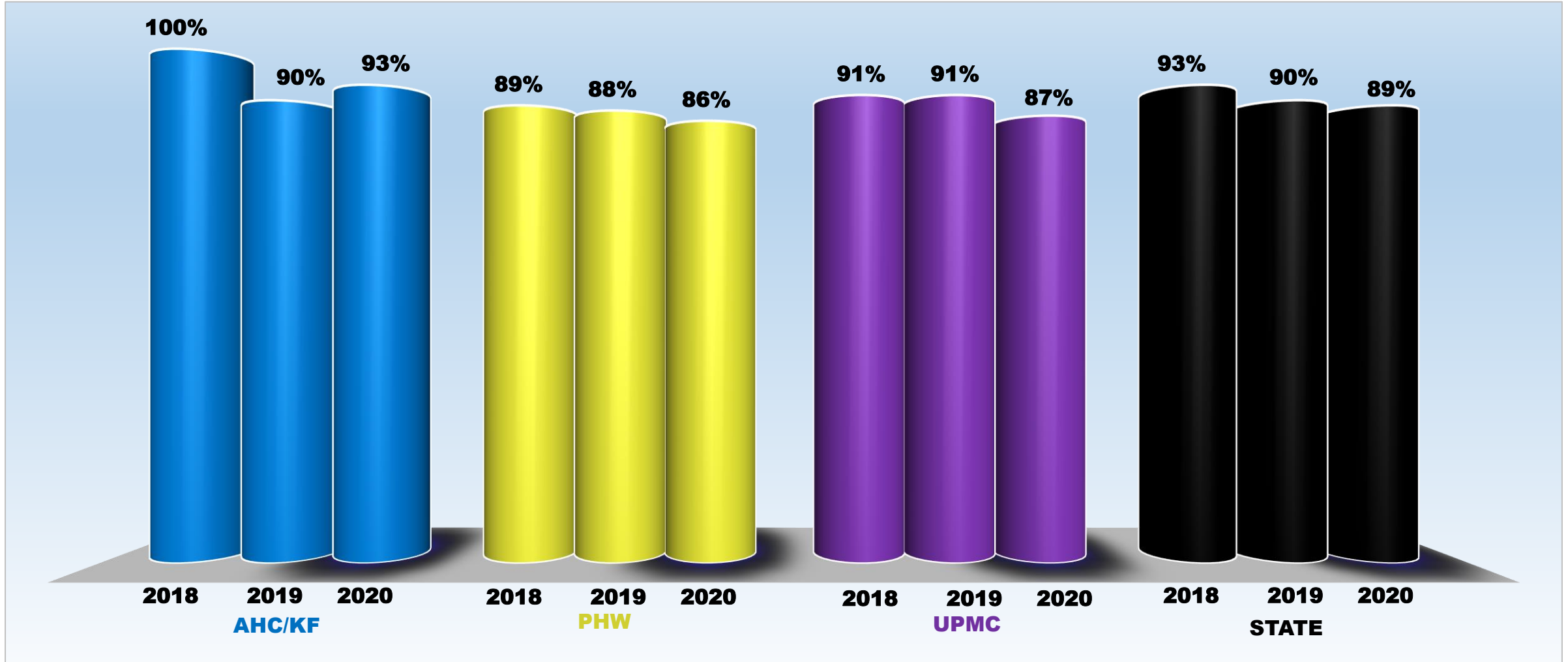


## Staff knowledgeable of PCSP including things important to you

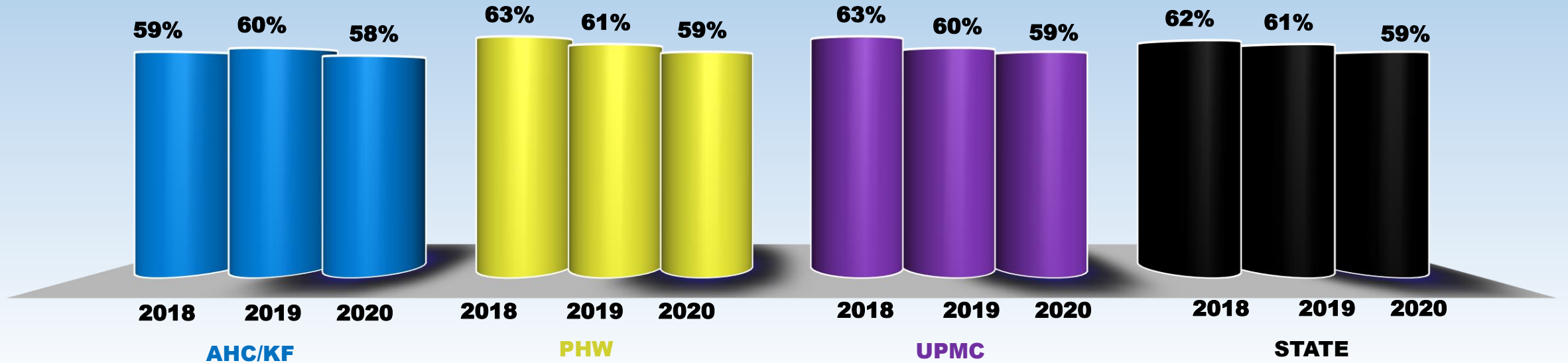
	AHC/KF	PHW	UPMC	STATE
2018	95%	93%	93%	93%
2019	98%	94%	94%	95%
2020	96%	95%	96%	96%



# SC Worked to Get Other Changes to Services When Asked for Help



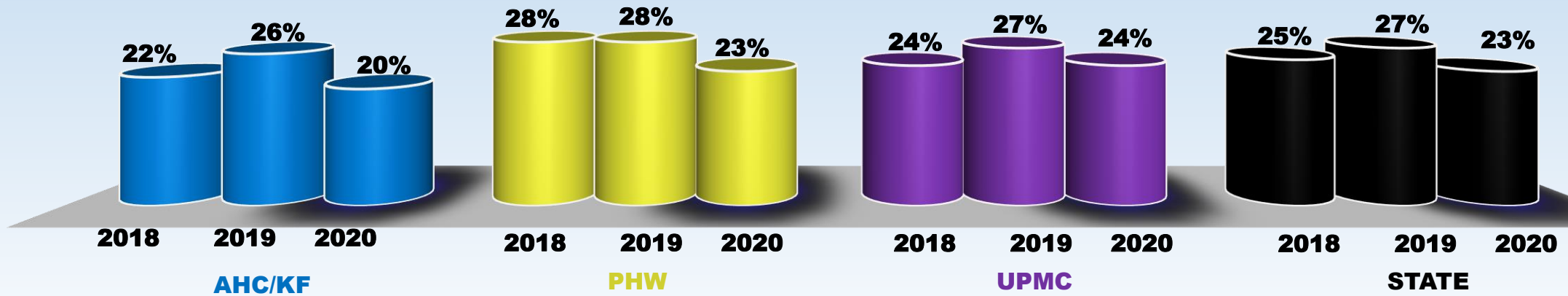
# Planning Your Time and Activities



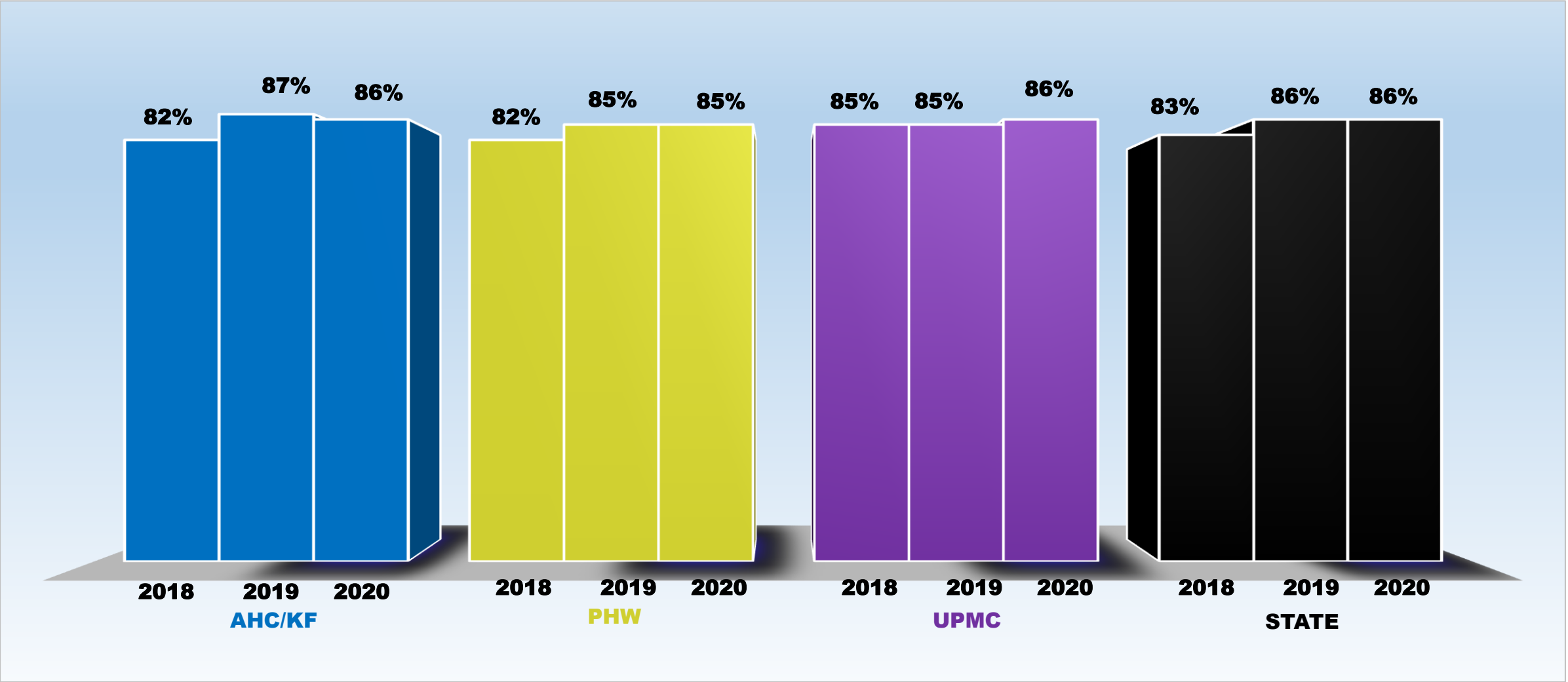
## Decided what to do with time each day

	AHC/KF	PHW	UPMC	STATE
2018	89%	91%	97%	91%
2019	87%	88%	88%	88%
2020	86%	89%	85%	86%

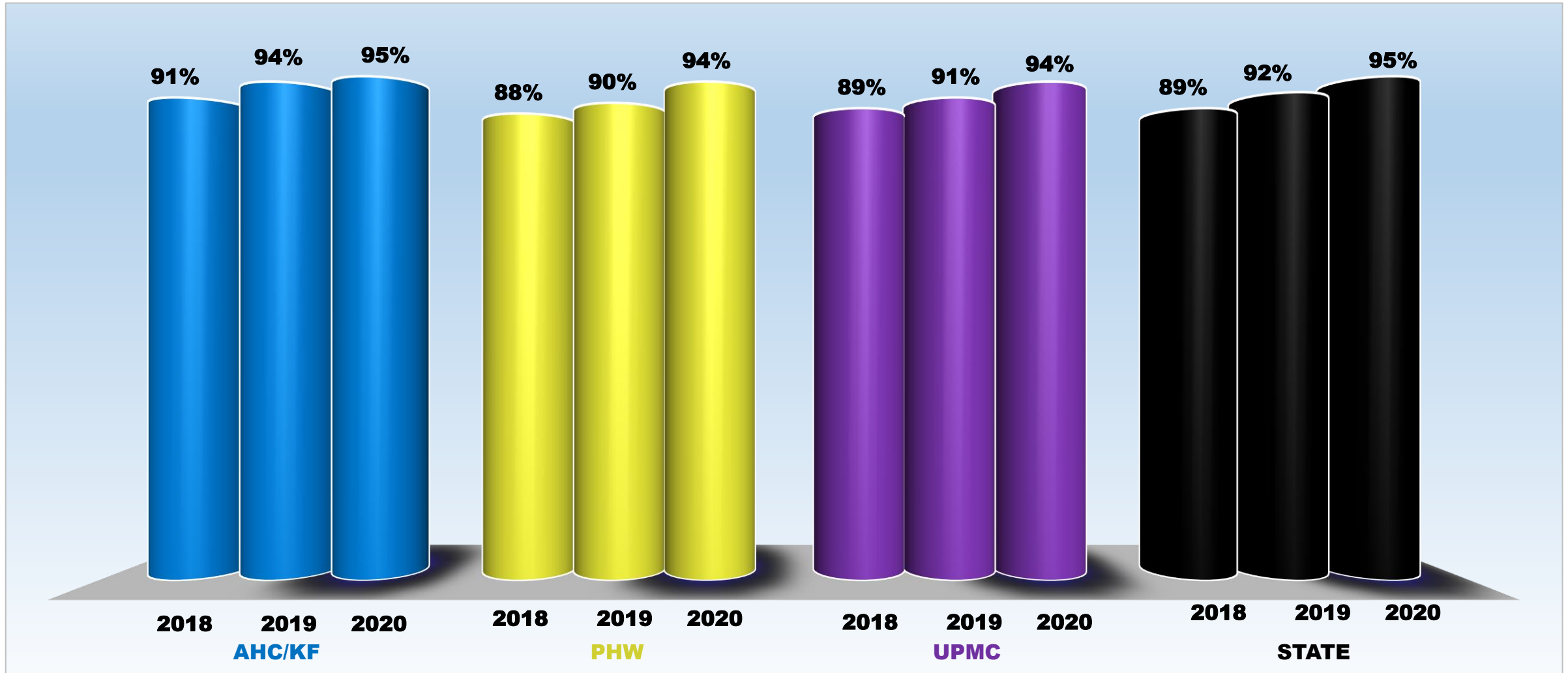
# Ability to do Things in the Community



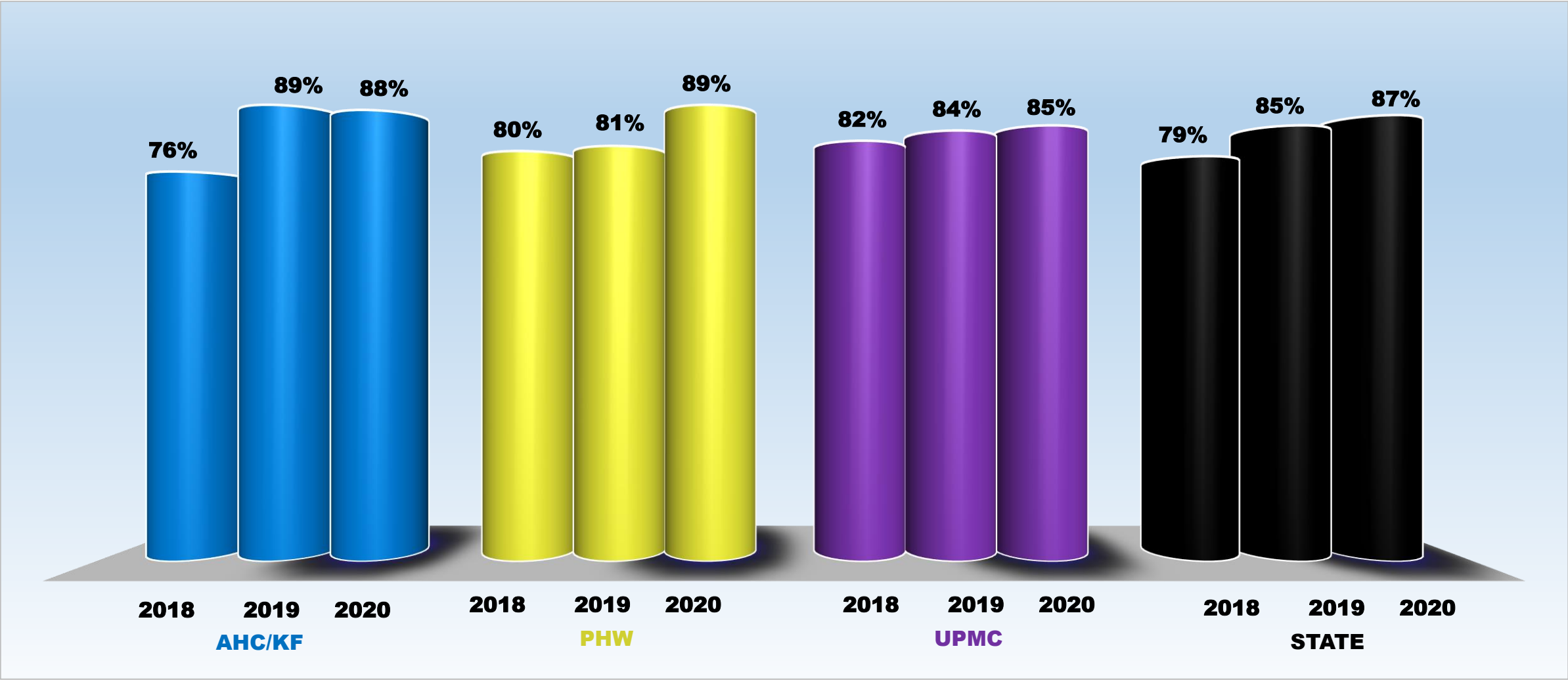
# Personal Assistance Services/Behavioral Health Staff Reliable and Helpful



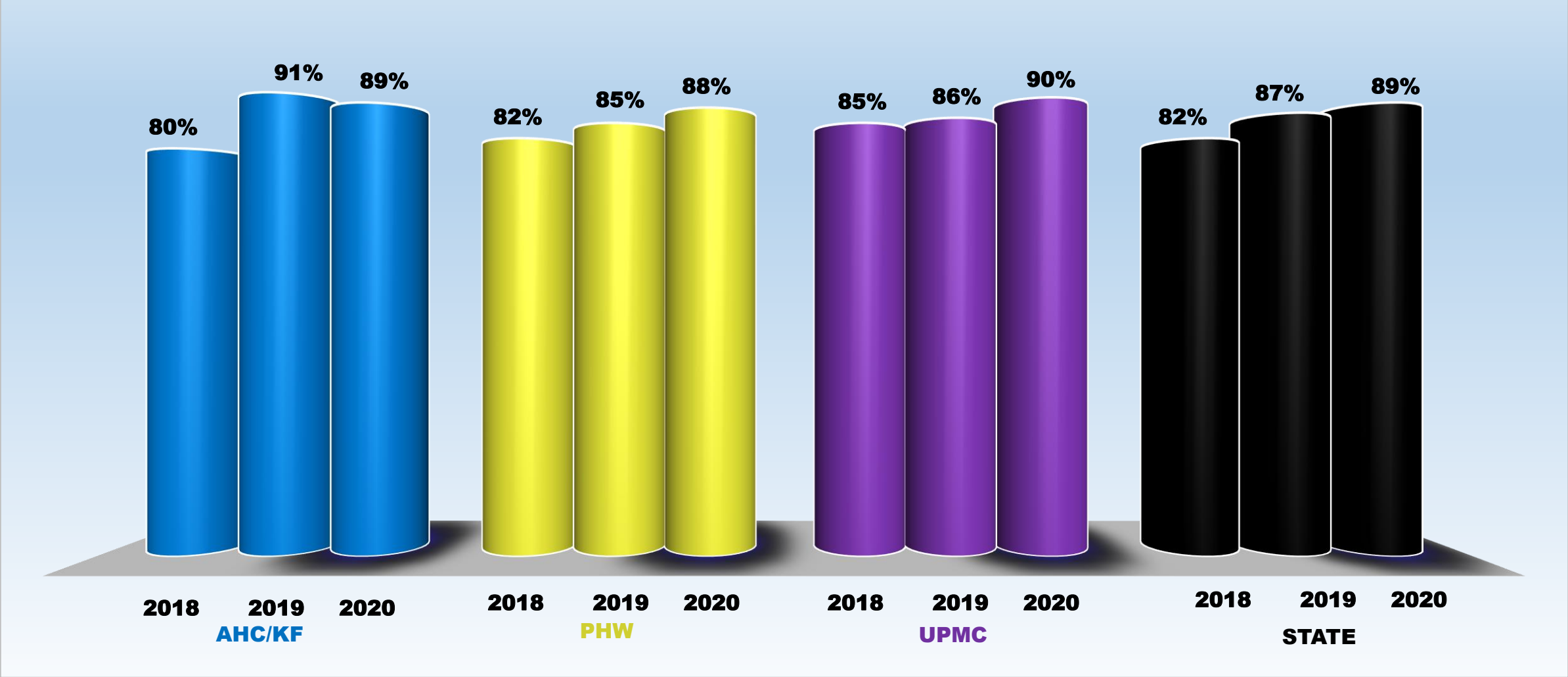
# Personal Assistance Services/Behavioral Health Staff Treat You with Courtesy and Respect



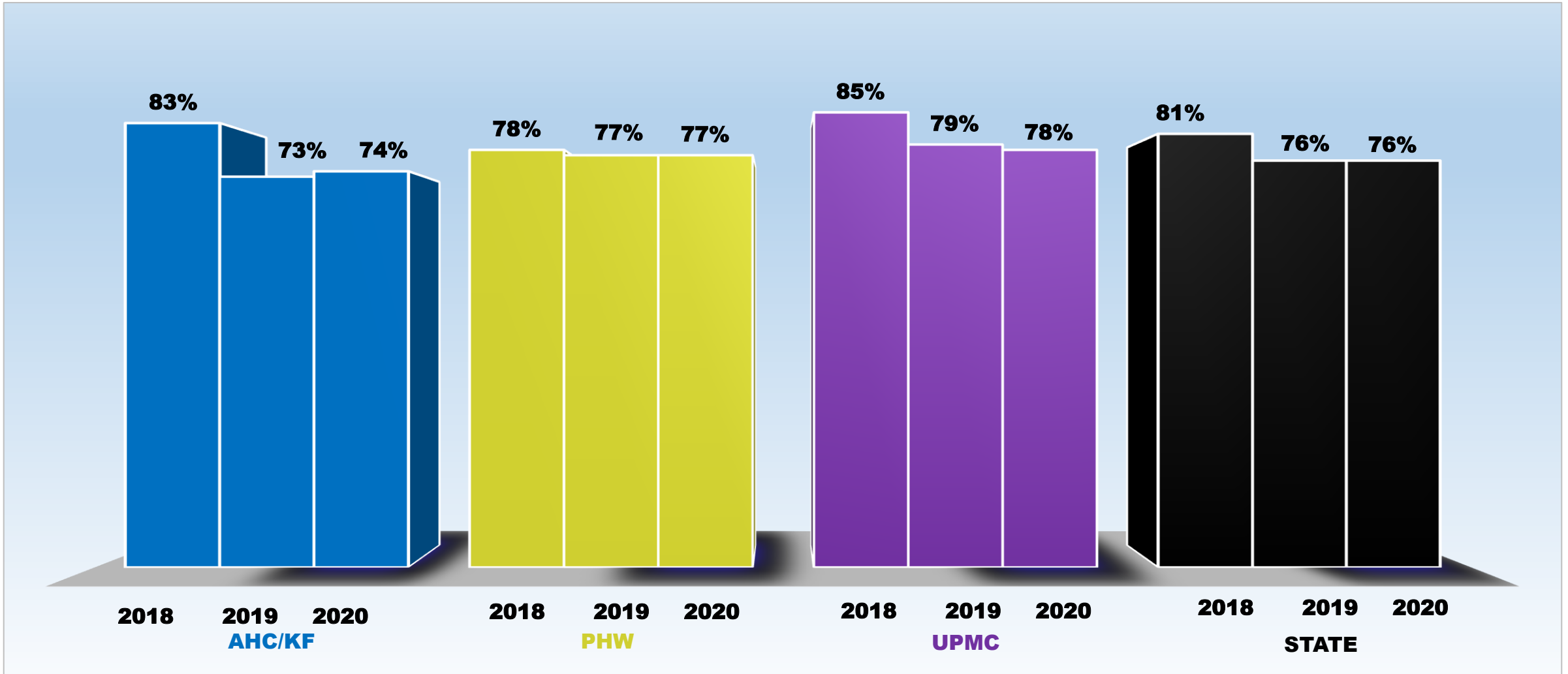
# Personal Assistance Services/Behavioral Health Staff Listen Carefully to You



# Personal Assistance Services/Behavioral Health Staff Come to Work on Time

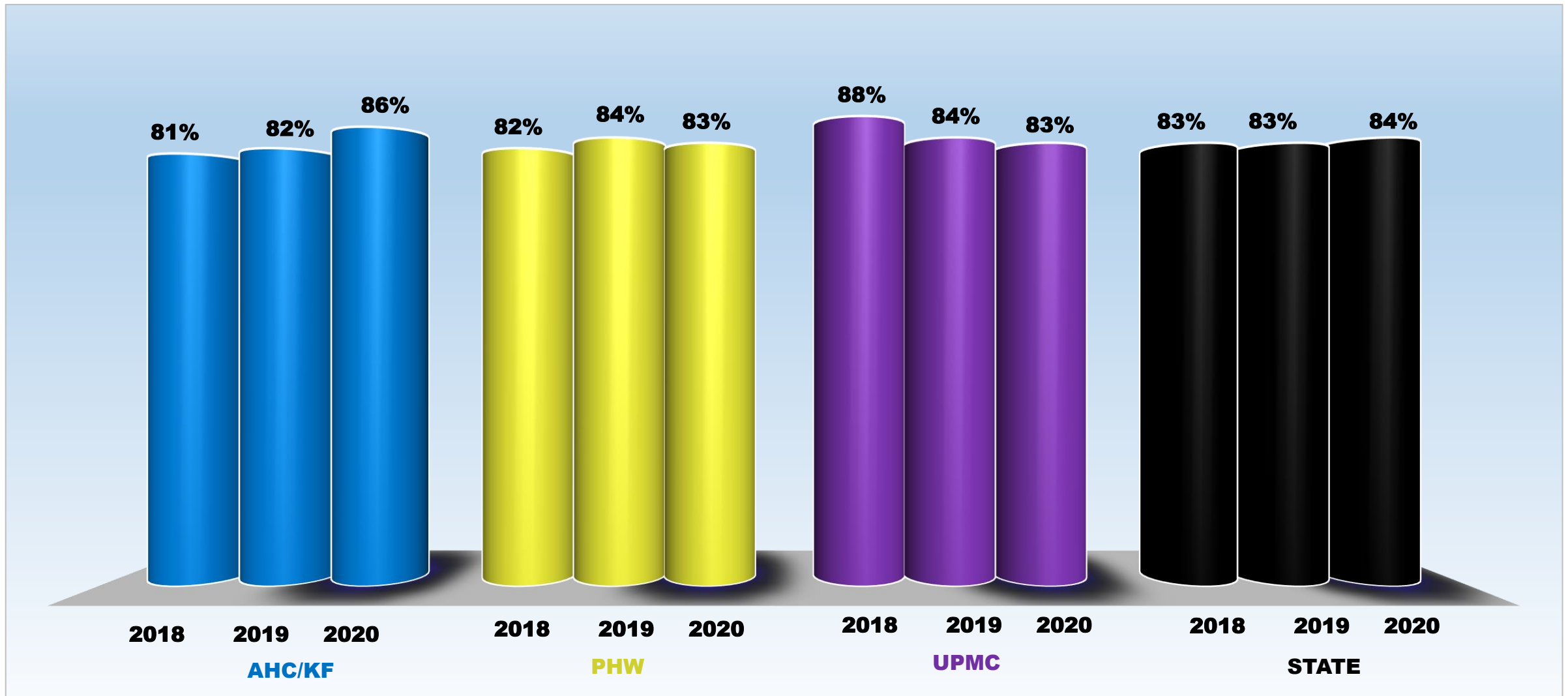


# Someone Tells You If Personal Assistance Services/Behavioral Health Staff Can Not Come

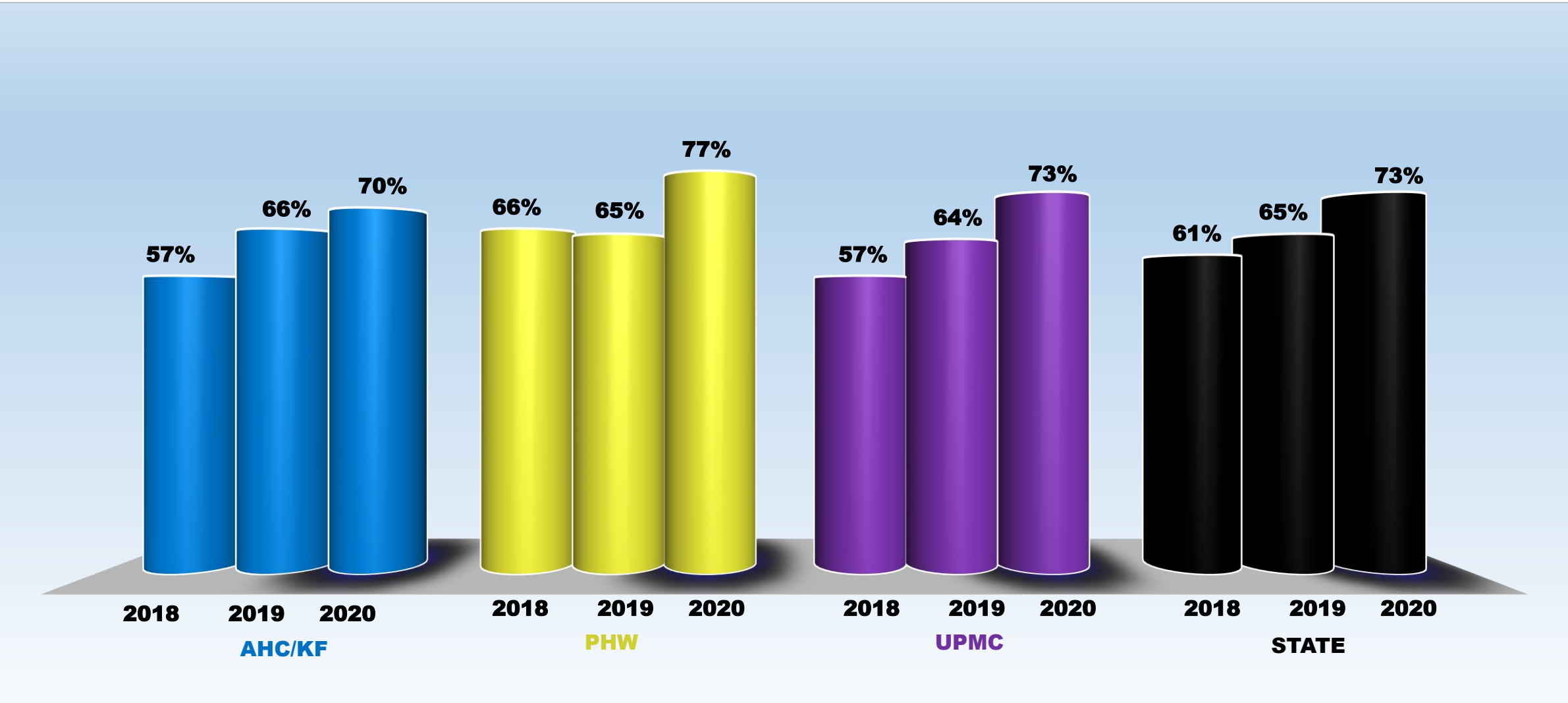




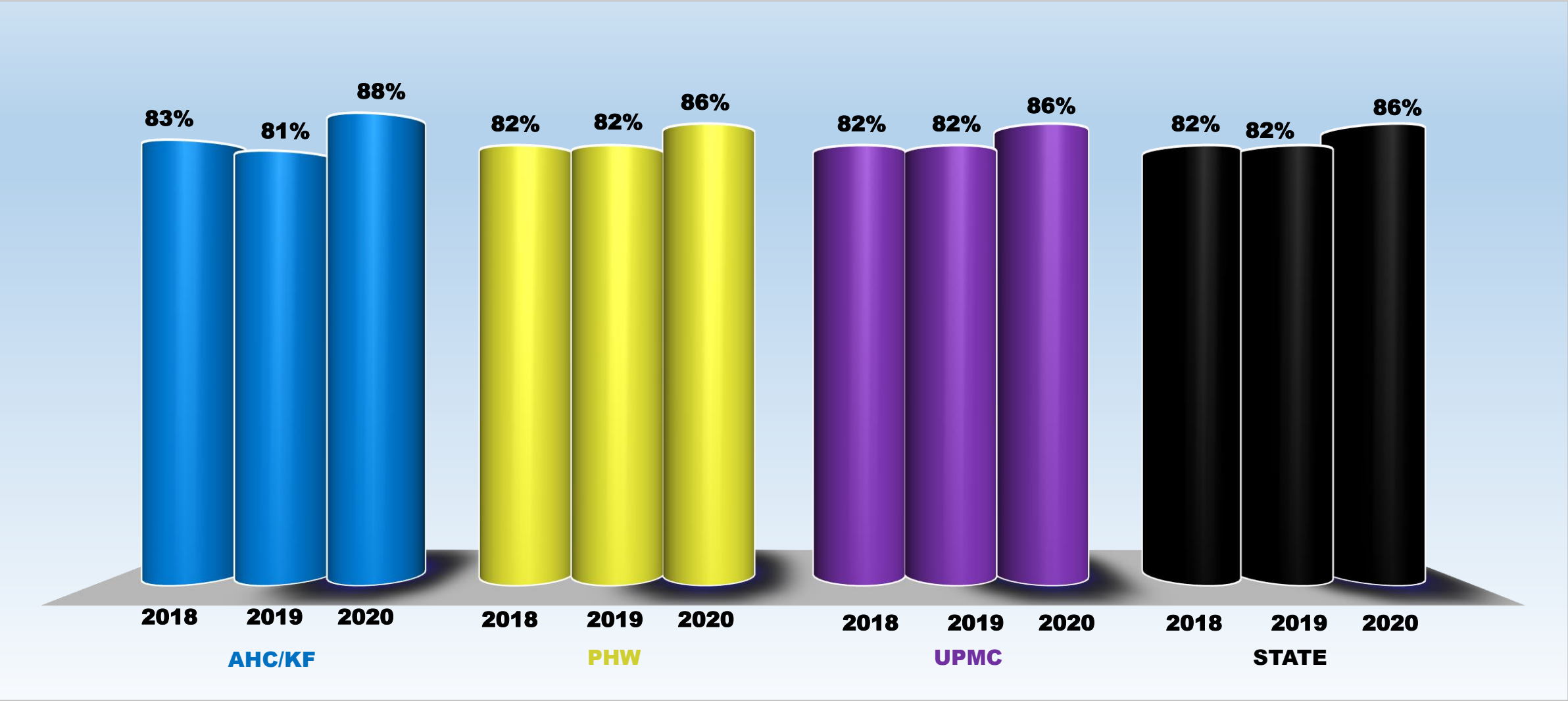
# Transportation was Available for Medical Appointments



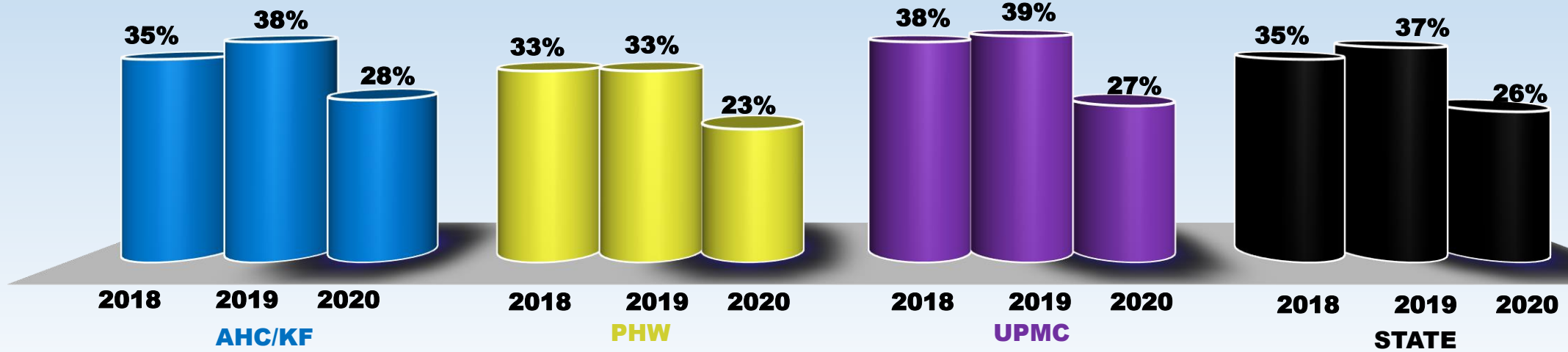
# Ride to Medical Appointments Arrived on Time to Pick You Up



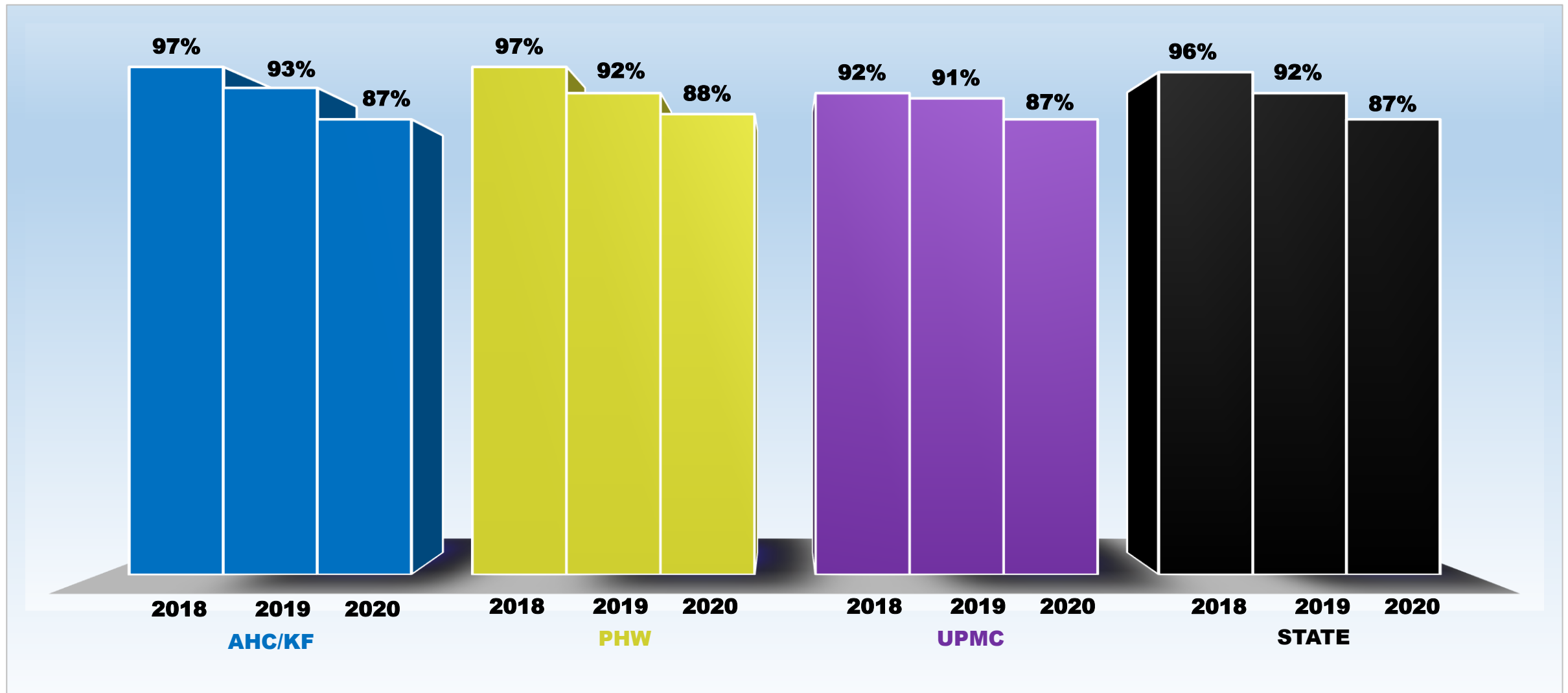
# Transportation Not a Barrier to Get to a Non-medical Appointment, Event and/or Complete an Errand



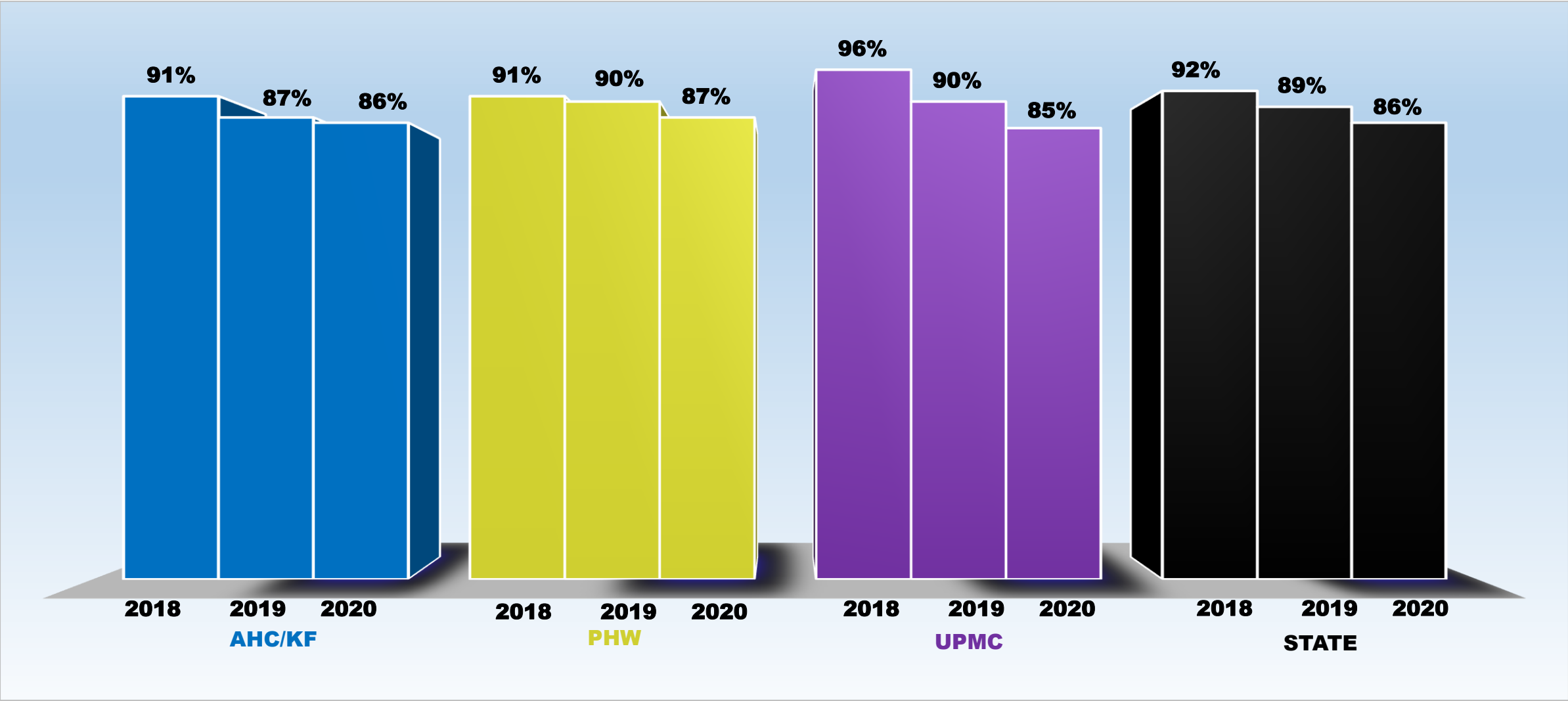
# Received Care From a Dentist Office or Dental Clinic in the Last 6 Months



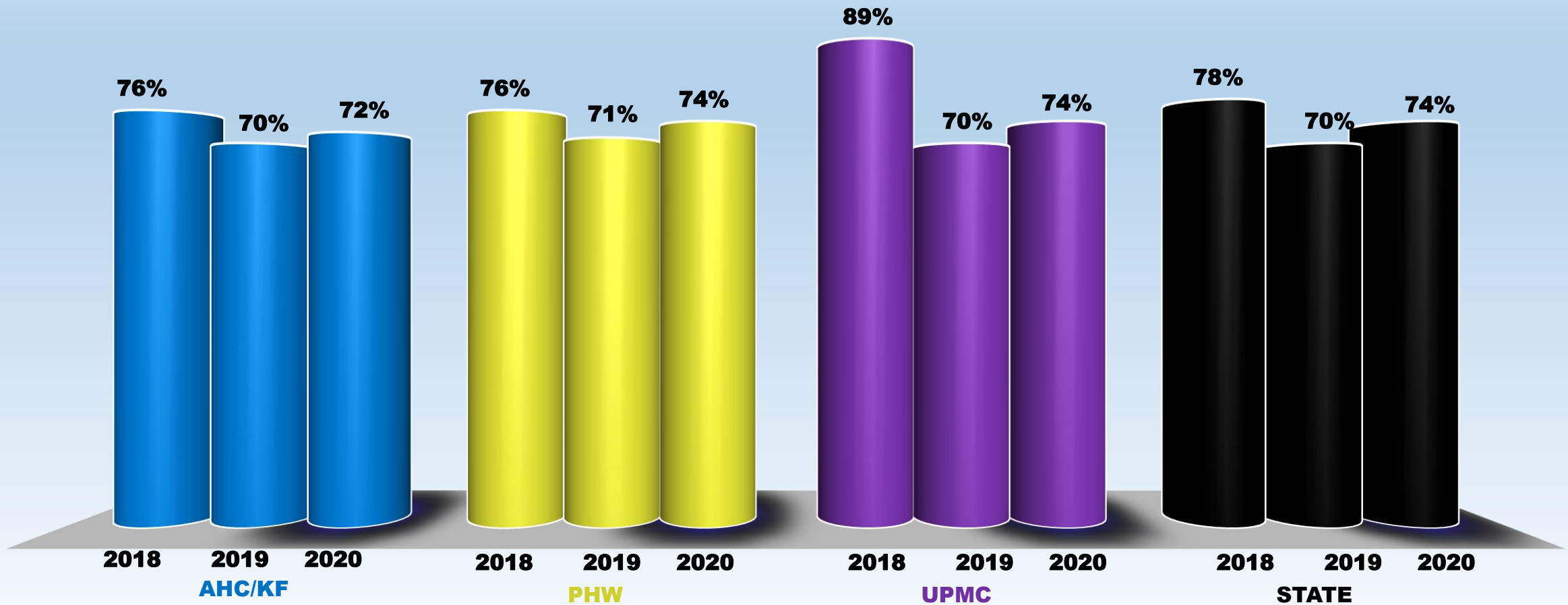
# Know How to Report Abuse, Neglect or Exploitation



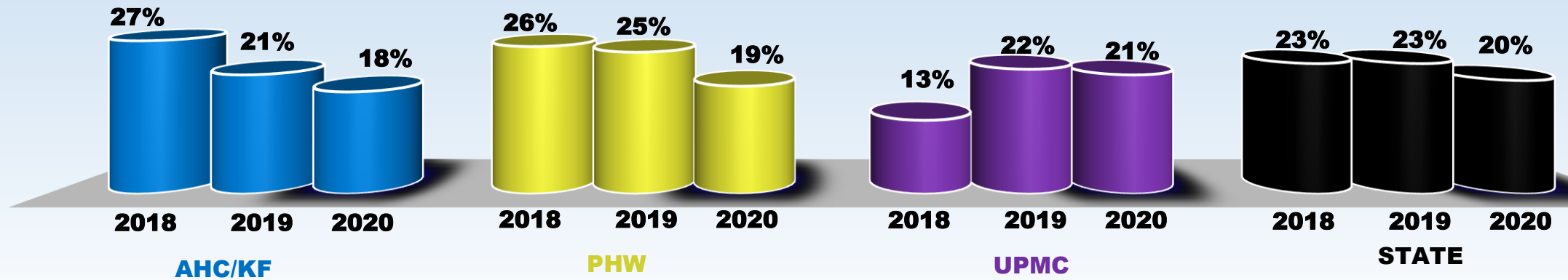
# There Was Someone to Talk to if Someone Hurt You or Did Something to You That You Didn't Like



# Aware of Housing Rights and How to Get Information for Preventing Eviction/Foreclosure

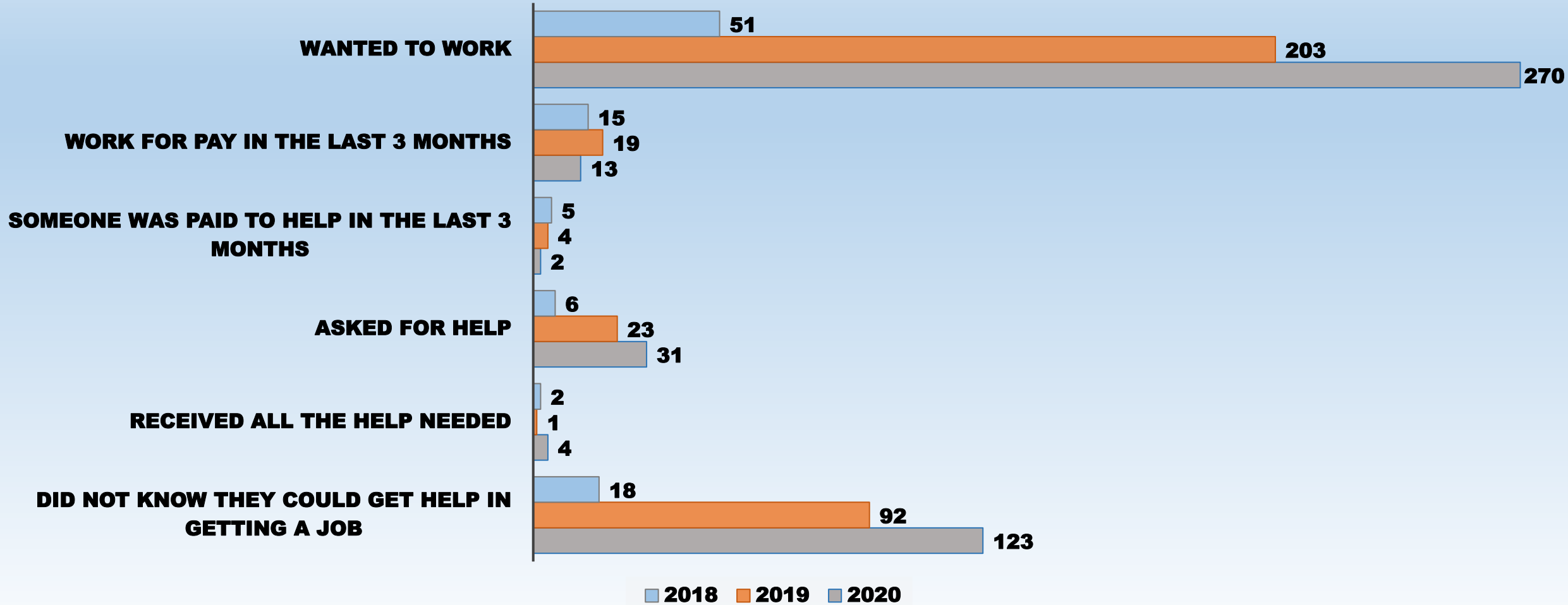


# Assistance Needed with Housing Issues



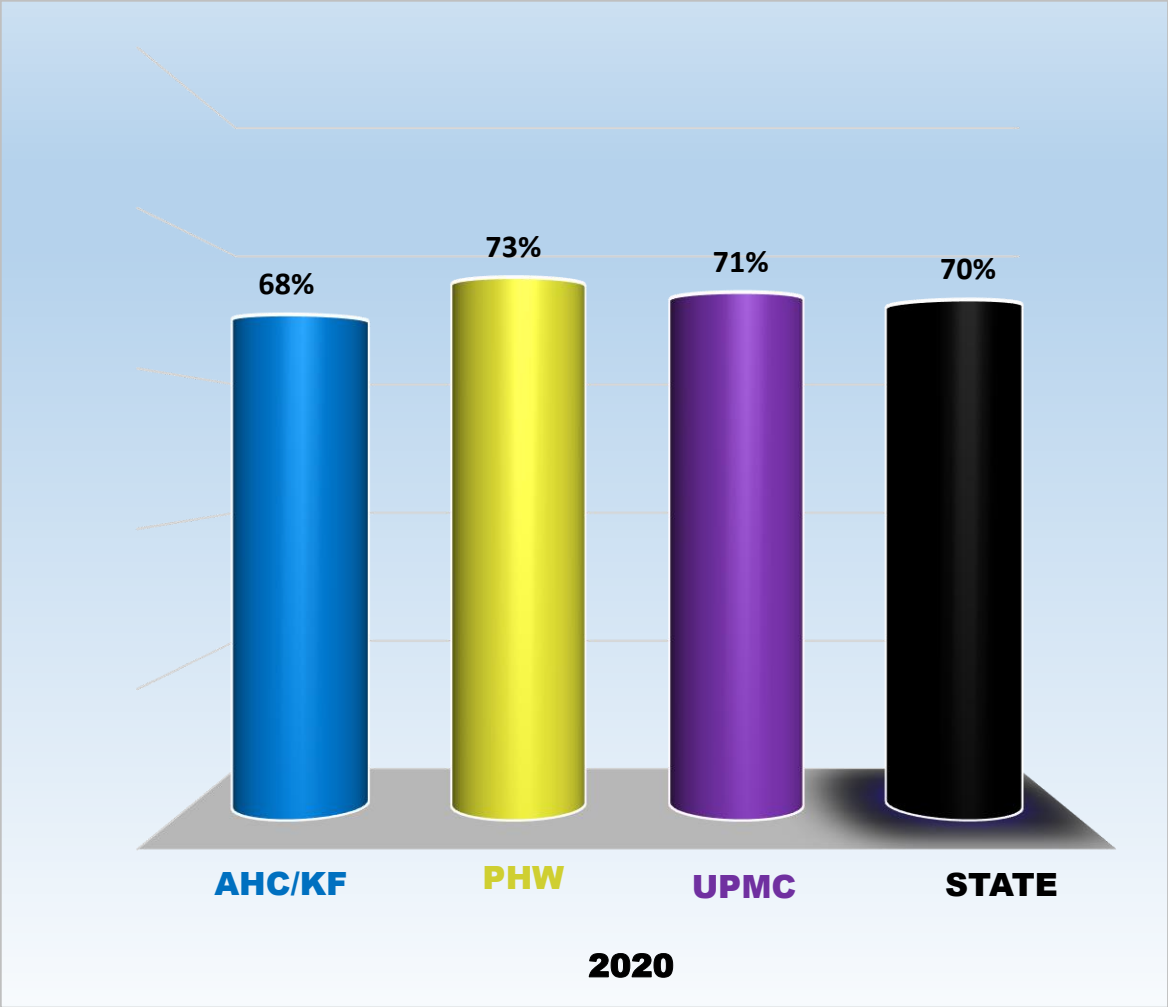


# Statewide Employment Assistance Experience

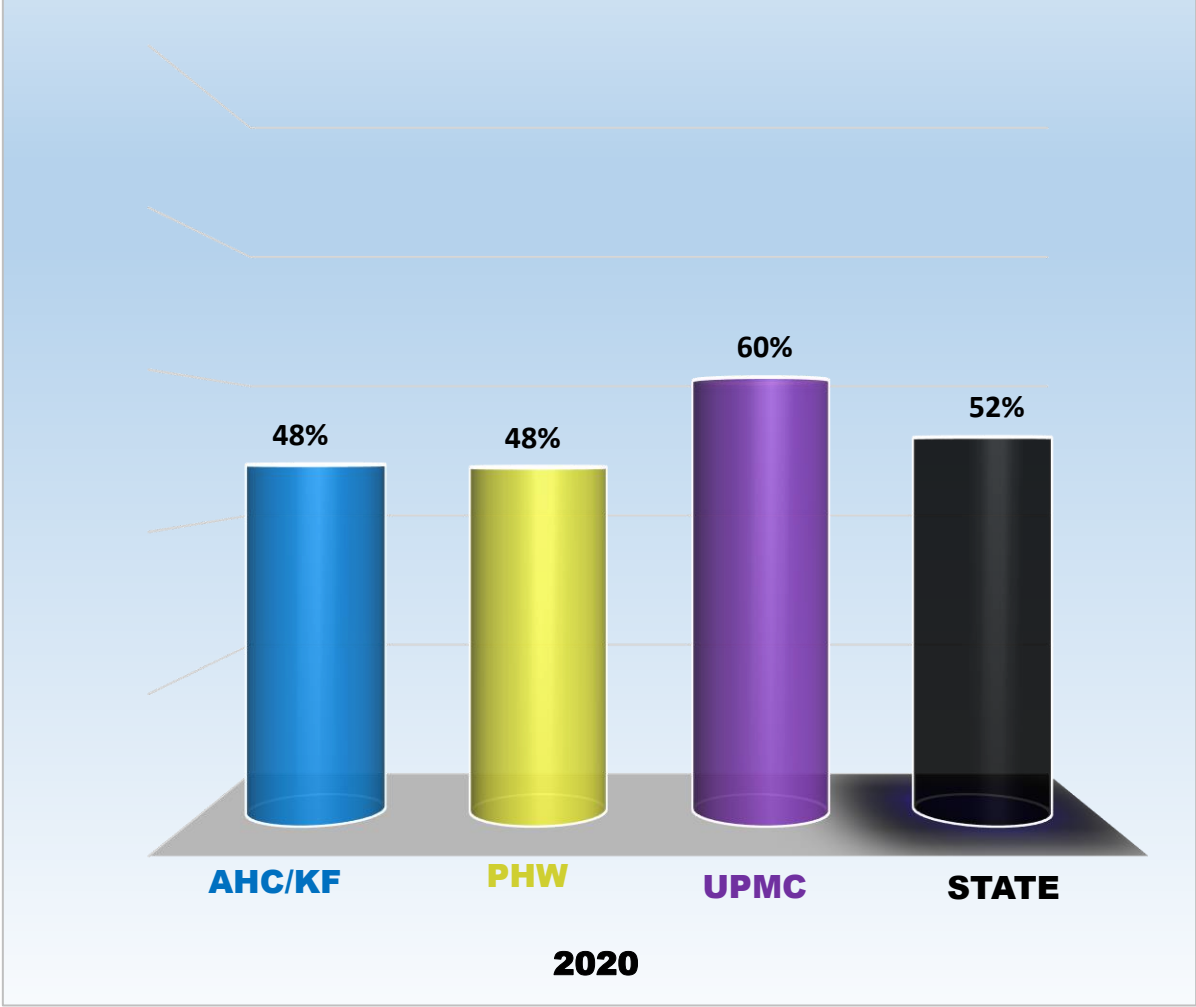


# Supplemental Nutrition Assistance Program (SNAP)

In the last three months received SNAP benefits to help buy food



Did not receive SNAP but knew that they may be eligible for SNAP benefits to help buy food



# Summary Survey Results

## Areas of Success

- Listening and communicating to participants well
- Participants' personal safety and treating participants with courtesy and respect
- Service Coordinators are reliable and helpful
- **Staff's knowledge of the participant's PCSP (improvement, 2019)**
- **Transportation to a non-medical appointment/event/errand (improvement, 2019)**

## Areas for Improvement

- Choice of services that matter to the participants
- PCSP includes all the things important to the participants
- Informing participants when staff cannot come on time or come at all
- Coordination of participants dental care and follow-up
- Assisting participants with being active in the community and with friends/family
- Increase participants' awareness of employment assistance, housing services and SNAP
- Transportation to medical appointments
- **Assisting participants with planning their time and activities (decline, 2019)**

# Next Steps

## CHC-MCOs Areas for Improvement Plan

- MCOs will be presenting their plans at an upcoming MLTSS Sub-MAAC

## Calendar Year 2021 HCBS CAHPS Survey Strategy

- Survey Administered from August 1 through October 31, 2021
- Goal of 700 for each MCO or 2,100 completed surveys (**combined**)
- Survey Results Submitted to OLTL by November 15, 2021



# QUESTIONS