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project :: 2082 22 december 2010

## **GCDD Five Year Plan Research Report:**

### **Service Provider Survey**

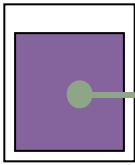
#### **Presentation of Findings**

**prepared for:**

**Minnesota Governor's Council  
on Developmental Disabilities**

**prepared by:**

marketresponseinternational

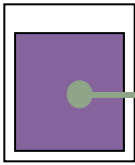


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**1::  
project  
overview**



# project overview

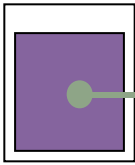
## Background

The Minnesota Governor's Council on Developmental Disabilities (GCDD) is a public entity, a division of the Minnesota Department of Administration, not a private sector business. The Council was created by Executive Order under Governor Wendell Anderson's administration in 1971 under provisions of the Developmental Disabilities Assistance and Bill of Rights Act (developmental disabilities Act) (P.L. 106-402). The developmental disabilities Act sets out the Council's purpose, the composition of its membership, and responsibilities, including the development of a five year state plan.

Presently, the GCDD has repeated the Quality of Life Assessment Survey (QOLAS), which was initially conducted in 2000 and repeated in 2005. The findings will be used as input for the next 5-Year State Plan for federal fiscal years 2012 - 2016.

## Research Objectives

From this survey, information was gathered from providers of services to individuals with developmental disabilities (persons who work for organizations that provide these services) regarding current opinions on activities related to: employment, recreation, self-advocacy, health, quality assurance, housing, education, early intervention and childcare.



# project overview

## Methodology

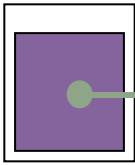
GCDD reached out to three trade associations: MnDACA, the MN Hab Coalition and ARRM, and provided a link to the provider survey hosted by MarketResponse.

A total of 66 providers completed the survey.

- The survey took 5-10 minutes to complete.
- No monetary incentive for participation was provided.
- Open-ended questions were coded.
- All of the provider surveys were completed online.
- All questionnaires were in English.

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**2::  
executive  
summary**



## summary of findings

**Providers only rated current services as the minimum Satisfactory, none were rated as Excellent.**

- While providers were happy with the service/programs currently being offered, they felt more services were needed.
- The main complaints centered around funding which impacted staffing, education/training, transportation, etc.
- Many providers acknowledged that the current economic downturn had made things more difficult.

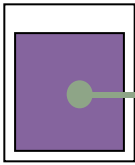
### **Compared to 5 years ago**

- Findings were similar to the last survey conducted in 2005, with Employment being the number one priority for the next five years followed by Health Care. The other top areas are Housing, Self Advocacy and Quality Assurance. These priorities may be impacted by the sample, because more respondents provided services in these areas currently. There were fewer respondents representing the areas of Education, Early Intervention and Childcare.
- Ratings on the individual areas were similar in 2005 hovering just around the mid point “satisfactory” on the ratings scale.

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**3::  
sample  
profile**



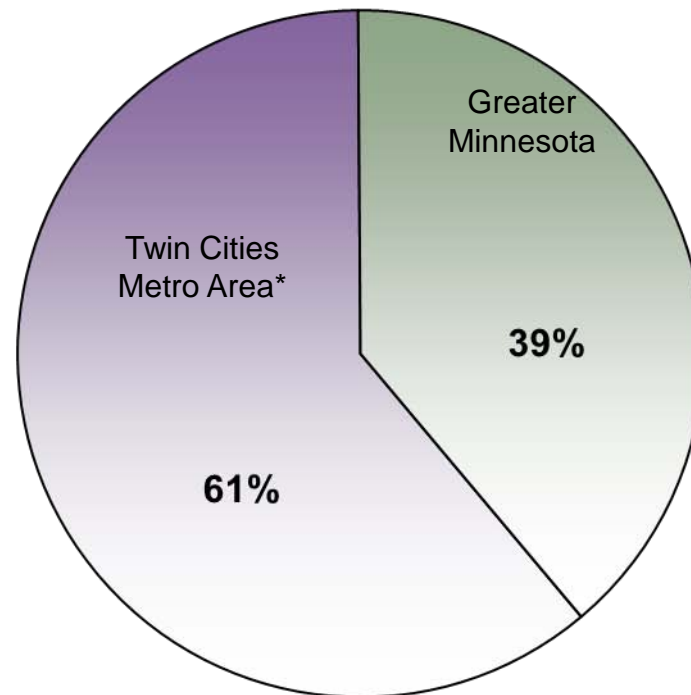


# sample profile -- respondent/location

:: Respondents were limited to individuals with Minnesota zip codes. There was proportionate representation from both the Twin Cities Metro Area and the rest of the state.

## Respondent Zip Codes

Total: (n = 66)

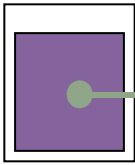


According to the year 2000 Minnesota census, 62% of the population lives in the Twin Cities Metro Area.

\*The Twin Cities Metro Area is defined as the following seven counties: Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington.

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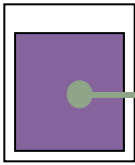
**4::  
provider  
results**



# areas of emphasis

:: None of the overall ratings (means) are above “Satisfactory”. The highest ratings were for Quality Assurance. Overall there was not a consensus in opinions, for most attributes there were quite a few high ratings and low ratings. The lowest ratings were for Childcare Related activities.

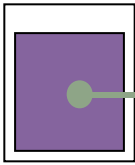
Please check the relevant areas of emphasis in which your organization is working with individuals with developmental disabilities and their families		How would you rate the quality of (activity) for individuals with developmental disabilities in MN?						
Activity	Respondents involved in each activity: Number of mentions	Poor (1)	(2)	(3)	Satisfactory (4)	(5)	(6)	Excellent (7)
		Rated 6 or 7 Number of mentions		Rated 1 or 2 Number of mentions		Mean Rating		
Recreation related activities	50	7	6	4.1				
Employment related activities	38	6	9	3.8				
Health related activities	38	6	9	3.8				
Self-advocacy activities	37	4	3	4.1				
Housing related activities	34	4	7	3.9				
Quality assurance activities	30	7	5	4.2				
Education activities	19	3	2	4.0				
Childcare related activities	6	1	3	2.7				
Early intervention activities	5	--	1	3.8				



# recreation related activities

:: Providers thought that what was working well in Recreation related activities is access to a variety of activities; however, better transport/transport during off hours was the top area for improvement, along with Funding and more Staffing.

<b>Working well in:</b> (n = 48)		<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b> (n = 50)	
<i>Recreation Related Activities</i>	<u>Number of mentions</u>	<i>Recreation Related Activities</i>	<u>Number of mentions</u>
Access to a variety of recreation-related activities	32	Better transportation/better public transportation/transportation during off hours	11
Community/citizens are supportive of individuals with developmental disabilities finding jobs	6	Need more funding	10
Settings with strong staff/support	6	Better staffing/support	9
Choices that are reasonably priced/free	3	Access to more places/trails/theaters/buildings	7
Trending back to segregated activities	3	Thinking needs to change/more education of the general public/people with developmental disabilities need to be welcomed/treated like everyone else	6
None/nothing	2	Need more free activities/less expensive activities	5
Don't know	1	No segregation/separation of activities	4
		Be creative/new way of thinking	2
		Make information available for families/individuals	1
		None/nothing	1
		Don't know	1

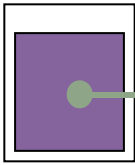


# employment

:: Providers approved of the existing employment programs that assist in training and help finding jobs, but they felt the current economic downturn had made things more difficult. Additional opportunities for improvement were again better transport, more funding and more training of individuals with developmental disabilities and education of employers.

<b>Working well in:</b>	
(n = 37)	
<b><i>Employment Related Activities</i></b>	<b>Number of mentions</b>
Employment programs that assist with finding jobs/job training	16
Direct hire by businesses/businesses recognizing value of people with developmental disabilities	7
Community/citizens are supportive of individuals with developmental disabilities finding jobs	6
Work crews/community work crews	5
Job coaching	3
Individualized employment opportunities	2
Tax incentives/mandates	1
Parental effort	1
None/nothing/Don't know	4

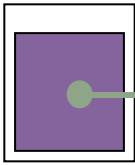
<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b>	
(n = 37)	
<b><i>Employment Related Activities</i></b>	<b>Number of mentions</b>
Difficult to find jobs for persons with developmental disabilities due to economic downturn	10
Better transportation/better public transportation/transportation during off hours	7
Better education of employers about hiring those with developmental disabilities	7
More training of individuals with developmental disabilities/technical training/job coaching	7
Need more funding	6
More emphasis on job preparation in schools	5
Don't eliminate special minimum wage certificate	3
Better education of persons with developmental disabilities regarding work ethics/responsibility	2
Thinking needs to change/more education of the general public/people with developmental disabilities need to be welcomed/treated like everyone else	1
Better pay/better benefits	1



# health

:: Providers approved of the current access to medical care, but felt dental services and more preventive health care services could be offered.

<b>Working well in:</b> (n = 38)		<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b> (n = 38)	
<i>Health Related Activities</i>	Number of <u>mentions</u>	<i>Health Related Activities</i>	Number of <u>mentions</u>
Access to medical care/treatment	20	Dental care/better dental care	14
Depends on level of coverage	9	More services covering occupational therapy/physical therapy/speech therapy and preventive health care	12
Individualized medical services/support	6	Mental health care/better mental health care	8
Medical personnel provide best possible care to people with developmental disabilities	6	Medical/dental personnel need better training for working with people with developmental disabilities	6
Advocacy groups	1	Need more funding	4
Increased awareness of options	1	More advocacy	3
None/nothing	1	Access (nonspecific)	2
Don't know	3	Better transportation/better public transportation/transportation during off hours	1
		Nationalized health care	1

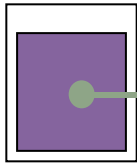


# self-advocacy related activities

:: Providers felt that there are good groups/organizations committed to this, but felt strongly that there was still a ways to go to get everyone's voice heard. Training programs dedicated to this were appreciated.

<b>Working well in:</b> (n = 17)	
<b><i>Self-Advocacy Related Activities</i></b>	<b>Number of <u>mentions</u></b>
Mentioned specific groups/Arc/ People First/ARRM	7
Lots of good organizations/committed	6
None/nothing	2
Don't know	2

<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b> (n = 37)	
<b><i>Self-Advocacy Related Activities</i></b>	<b>Number of <u>mentions</u></b>
Make everyone's voice heard/train them to advocate for themselves	18
Staff/parent/caregiver training/education on advocacy processes	6
More marketing/promotion	3
Need more funding	2
Broader access to programs/rural areas need more programs	2
Be creative/new way of thinking	2
Better transportation/better public transportation/transportation during off hours	1
More training of individuals with developmental disabilities/technical training/job coaching	1
More advocacy	1
Better staffing/support	1
Don't know	5

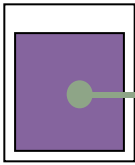


# housing

:: Providers felt there was a good array of housing options and a good support system for independent living. However while they appreciated the waivers and subsidized services being offered they felt more funding and more services were needed.

<b>Working well in:</b> (n = 34)		<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b> (n = 31)	
<i>Housing Related Activities</i>	<u>Number of mentions</u>	<i>Housing Related Activities</i>	<u>Number of mentions</u>
Adequate funding/waivered services/subsidized services	11	Need more funding	11
Array of housing options available	11	Availability of more services/staff/support so people can remain independent	9
Support system for independent living	11	Need more housing options	6
Group homes	3	Lack of safe, affordable housing/need more low-income housing in safe areas	4
Community/citizens are supportive of individuals with developmental disabilities finding jobs	1	Lift moratorium on waivered services	4
None/nothing	3	Thinking needs to change/more education of the general public/people with developmental disabilities need to be welcomed/treated like everyone else	2
Don't know	1	Better transportation/better public transportation/transportation during off hours	2
		Don't know	1

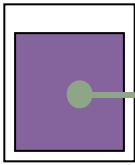




# quality assurance related activities

:: Providers feel that some of the quality assurance systems are redundant or prohibit greater independence. They need to involve people with developmental disabilities in the quality assurance assessments.

<b>Working well in:</b> (n = 30)		<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b> (n = 30)	
<i>Quality Assurance Related Activities</i>	<u>Number of mentions</u>	<i>Quality Assurance Related Activities</i>	<u>Number of mentions</u>
A quality assurance system is in place	19	Quality assurance is redundant/update quality assurance methods/better licensing methods/allow for greater independence/better quality of life/person-centered planning	9
Licensing standards easily accessible/licensing reviews	5	Involve people with developmental disabilities in quality assurance assessments	8
Good quality assurance training	2	Less bureaucracy and paperwork	5
None/nothing	5	Need more funding	3
Don't know	3	Better measurement of compliance	2
		Need meaningful employment	1
		Increase quality assurance standards for all providers	1
		Don't know	3

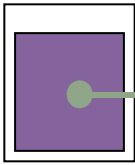


# education

:: Providers feel more educational services need to be offered. They feel change needs to begin with more education of the general public to “change thinking”. Additionally, transition services need to be improved, along with more training for teachers and better curriculum

<b>Working well in:</b>	
(n = 18)	
<b><i>Education Related Activities</i></b>	<b><u>Number of mentions</u></b>
More educational choices/better curriculum	7
Partnership between school and parents/providers	3
Transition education/education until age 22	3
Varies from school to school/varies from district to district	3
Support/good support system	2
Professional/well-trained staff	1
Advocacy groups	1
None/nothing	1

<b>Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:</b>	
(n = 18)	
<b><i>Education Related Activities</i></b>	<b><u>Number of mentions</u></b>
Thinking needs to change/more education of the general public/people with developmental disabilities need to be welcomed/treated like everyone else	5
Transition services need to improve	5
More training/specialized training for teachers/instructors	3
Better curriculum	3
Need more funding	2
Need more classrooms available/quality classrooms	2
Broader access to programs/rural areas need more programs	2
Provide earlier intervention	1
Vouchers/tax incentives for parents so child can get a better education	1



# childcare and early intervention

:: Only a handful of Providers that participated in the survey provided services in these areas. Similar to education they felt more training for teachers/instructors and more funding are needed.

## Working well in:

(n = 5)

<i><b>Childcare Related Activities</b></i>	<u>Number of mentions</u>
Working with younger children	2
Professional/well trained staff	2
Actual in-classroom time	1
Support/good support system	1
Waivers/vouchers for parents	1

## Needs to be changed or improved so that people with developmental disabilities may be more IPSII in the community with regards to:

(n = 5)

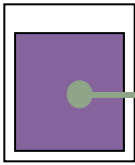
<i><b>Childcare Related Activities</b></i>	<u>Number of mentions</u>
More training/specialized training for teachers/instructors	3
Need more funding	2
Thinking needs to change/more education of the general public/people with developmental disabilities need to be welcomed/treated like everyone else	1

(n = 4)

<i><b>Early Intervention Activities</b></i>	<u>Number of mentions</u>
Working with younger children	2
Support/good support system	1
ABA services more widely available	1

(n = 4)

<i><b>Early Intervention Activities</b></i>	<u>Number of mentions</u>
More training/specialized training for teachers/instructors	2
Need more funding	1
Thinking needs to change/more education of the general public/people with developmental disabilities need to be welcomed/treated like everyone else	1

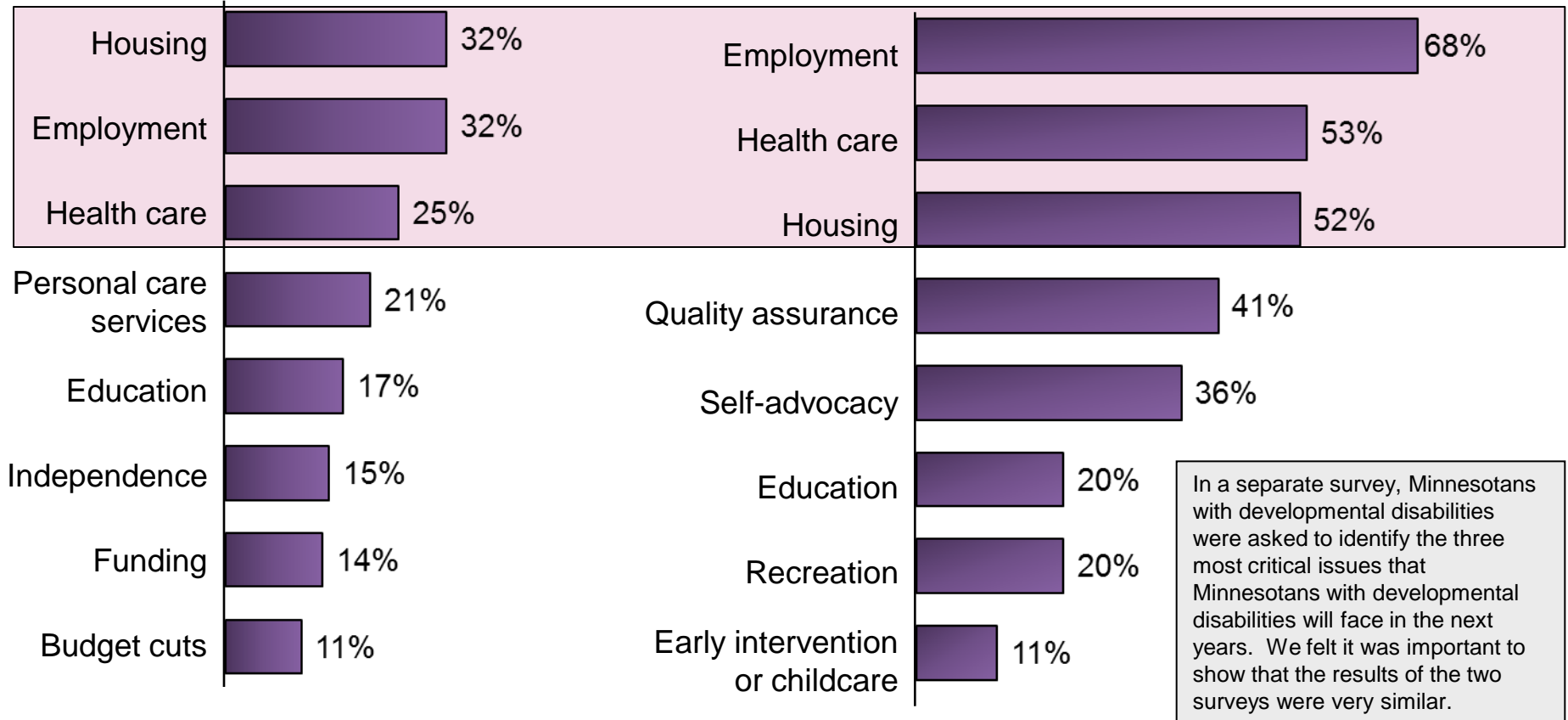


# most critical issues

:: In two different surveys, people with developmental disabilities and providers - both groups selected the same top three issues facing Minnesotans with developmental disabilities in the next years - housing, employment and health care.

**People with Development Disabilities (n=222)**

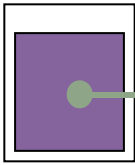
**Providers Survey (n = 66)**



In a separate survey, Minnesotans with developmental disabilities were asked to identify the three most critical issues that Minnesotans with developmental disabilities will face in the next years. We felt it was important to show that the results of the two surveys were very similar.

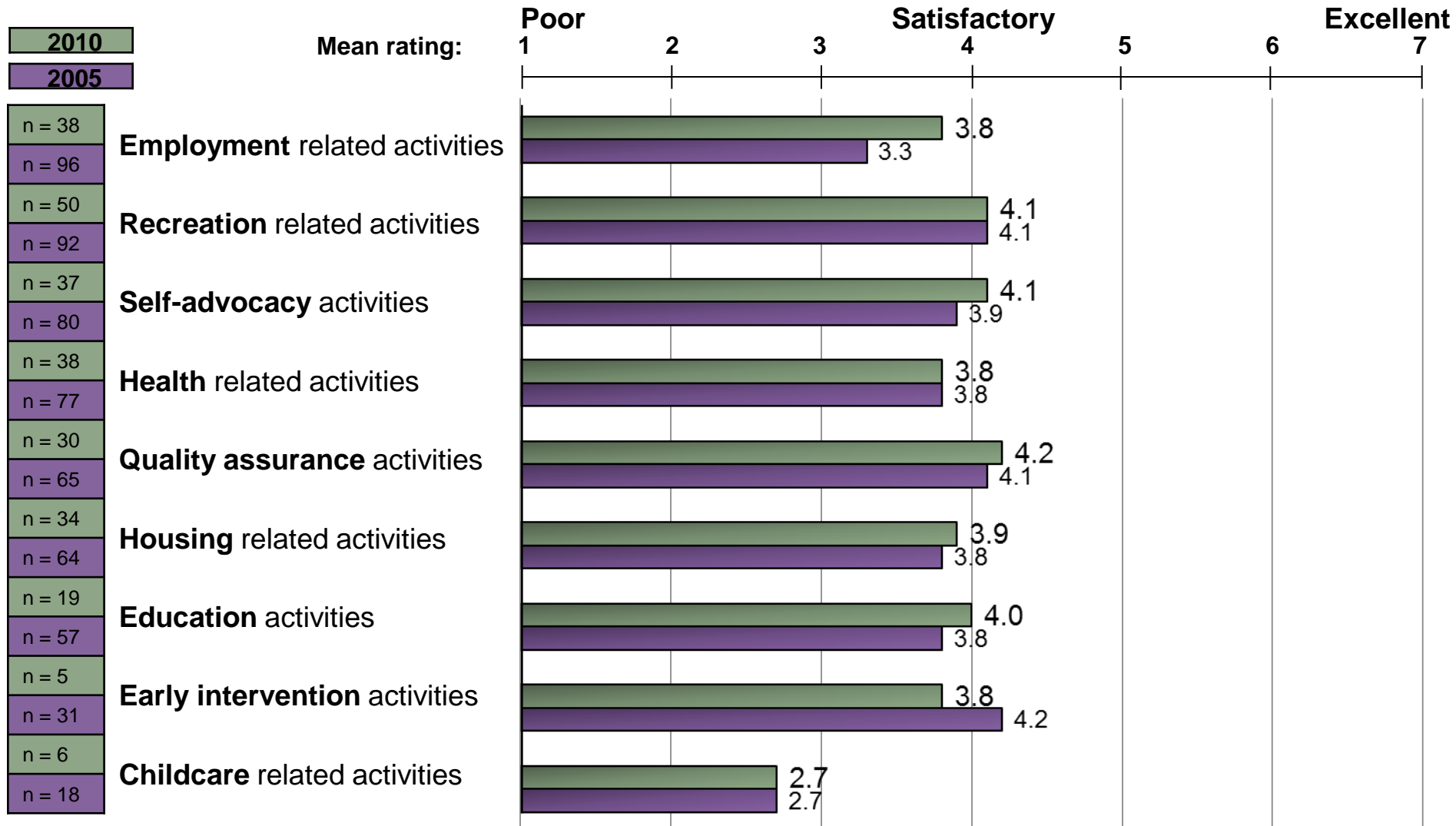
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**5::  
comparison  
to 2005  
findings**



# most critical issues 2005 vs. 2010

*Quality of activities and services for individuals with developmental disabilities in Minnesota:*



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**The Minnesota Governor's Council on  
Developmental Disabilities**

Promoting Independence, Productivity, Self-Determination, Inclusion and Inclusion

**Thank you!**

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