

The Institute on Disabilities
Pennsylvania's University Center for Excellence in
Developmental Disabilities Education, Research and Service

Independent Monitoring for Quality (IM4Q)
Philadelphia AE
2022-2023

Submitted to: **Pennsylvania Office of Developmental Programs &
Statewide Steering Committee on Independent
Monitoring for Quality**

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Introduction

This report includes data gathered through the Independent Monitoring for Quality (IM4Q) project in Pennsylvania during the 2022-2023 fiscal year. Following the Covid-19 Pandemic, data collection has shifted to a hybrid model, with some interviews taking place in person and others occurring remotely. Questions may be addressed to IM4Q@temple.edu.

Guide to the AE Report

Each section begins with an overall description of the kind of questions found in that part of the report and who can answer these questions. A breakdown of the respondents' roles is provided, if available.

Unless otherwise noted, tables throughout the document provide a statement and the percentage of individuals who reported that the statement applied to them. For instance, the following table would be read as “94% of respondents in this AE, 91% of respondents in this region, and 95% of respondents statewide reported that they are happy with their life.”

	AE	Region	Statewide
Happy with life	94%	91%	95%

The data points in the report correspond to questions on the IM4Q interview questionnaire, the Essential Data Elements (EDE) survey. Most questions are consistently included from year to year so that changes in the experiences of people with disabilities can be examined over time. However, occasionally questions are added, edited, or removed to address changing circumstances. If a data point from a previous report is not provided in the current report, it is likely the case that this question has been removed from the survey. New questions are marked by a “+” to indicate their new question status. The number of responses to each item varies based on missing data. The number of responses for items are represented by the provided indication of n=_. The percentage of respondents who provided the indicated response is then estimated to the nearest whole number.

Why We Do This

The purpose of IM4Q is to understand how people feel about their lives and the services they receive. This allows decision makers at the state and county level and service providers to engage in quality improvement at the program level. The data provided in this report is intended to help with this goal by highlighting areas of strength and areas where improvement is possible. It also allows us to track changes in how people feel about their lives and the services they receive over time.

The IM4Q process also allows us to improve people's lives in a direct way. When IM4Q monitors interview a person with a disability, they write down any concerns or requests the respondent(s) may have. We call these “considerations.” Individual considerations are shared through the IM4Q system with someone who might be able to help, such as the supports coordinator (SC), a provider, or family members. The SC decides how the consideration will be

handled and reports back to the Administrative Entity (AE) or the Bureau of Supports for Autism and Special Populations (BSASP). If the consideration is not addressed, the consideration process continues. When the person or family are satisfied with the action to address the consideration, we call this “Closing the Loop.”

Considerations may result in service changes or provide an opportunity to improve the quality of life of the individual who has been interviewed. For the 2022-2023 collection year, over 6,000 considerations were collected. Of these, nearly 70% have been closed. An analysis of this year’s considerations can be found at the end of the statewide report.

The IM4Q team also gathered several examples of completed considerations from the local IM4Q programs. These stories provide examples of how IM4Q positively impacts the lives of people with disabilities who are receiving ODP supports. Closed considerations are a result of the work, ingenuity, creativity, tenacity, and passion of SCs, providers, and others to make a positive difference in the daily lives of people with developmental disabilities in Pennsylvania. (NOTE: Name has been changed to protect the confidentiality of respondent.)

Story: Karl’s Consideration

When we interviewed Karl this year, he told the team that he is in need of new clothes and shoes. Some questioning revealed that Karl felt he did not have enough money in his budget to afford new clothes. The team offered some places that give clothes away for free, but Karl shared that these places are too far for him to walk and that he did not have transportation to get there.

Karl’s SC talked to Karl, then the SC and SC supervisor met with Karl to discuss the best options. Karl indicated that he would prefer new clothes and shared what type of clothes and shoes he needed. The SC and SC coordinator reminded Karl that a request can be made to his Representative Payee at any time, should he need items, and supported him to request the funds he needed. Soon, Karl was able to go shopping, and purchased \$160 worth of new clothing (pants, shorts, shirts and socks) and a new pair of shoes. Karl was satisfied with the items he chose and looks great in his new wardrobe!

A Note About This Year’s Report: The Ongoing Impact of the Covid-19 Pandemic

For the 2022-2023 fiscal year, individuals had the option to participate in interviews held in person or remotely. This year, 75% of the interviews were conducted remotely using video conferencing and 25% were done in person. These methods, as well as some persistent hesitation about in person gatherings due to the pandemic, and a notable staffing shortage are likely to affect the data. Throughout the report, notes have been added to point out where the data may have been influenced by social trends related to these issues.

Scale Scores

The scale scores in the tables below include a mean and a standard deviation (SD). The mean is the average. This is the number you get if you add all the scores provided by all the respondents and divide by the number of responses. The standard deviation (SD) tells us about how big of a difference there was between scores. A low SD means the scores were mostly grouped together. A large SD means there was a lot of variety, or variance, in the scores.

The mean are statistical numbers that can tell us about a set of scores. These numbers can be useful for comparing across scales or across locations. If the AE score is close to the score in the region and/or state, it means people in this AE answered questions in about the same way as other people. If the scale scores for the AE are a lot higher than the region or state, it means people in this AE responded to these questions a lot more favorably than people in other areas. If the AE score is a lot lower than the region and/or state score, people in this area answered questions less favorably than people in other areas.

If scores in one area, like Satisfaction, are higher than scores in another area, like Inclusion, this tells us that on average, people rated their satisfaction as higher than their community inclusion.

For each scale, we provide the score range and a description of what high scores mean. If you click the name of the scale, a link will take you to the corresponding section of the report.

Satisfaction – Scores range from 0 to 100. High scores mean people reported they were happy with their life and activities.

	Administrative Entity	Region	Statewide
Mean	82.27	81.69	84.23
SD	22.77	21.55	19.82

Dignity, Respect and Rights – Scores range from 0 to 100. High scores mean people reported that others were nice to them, and they were treated with respect.

	Administrative Entity	Region	Statewide
Mean	81.77	83.32	83.66
SD	15.33	14.76	15.47

Afraid – Scores range from 0 to 100. High scores mean people reported that they were NOT afraid at home, at their work or day activity, and in their neighborhood.

	Administrative Entity	Region	Statewide
Mean	92.26	90.93	92.60
SD	17.15	17.07	15.73

Choice and Control – Scores range from 0 to 100. High scores mean people reported having a lot of control and choice in their lives.

	Administrative Entity	Region	Statewide
Mean	58.18	54.81	60.93
SD	18.38	22.74	20.79

Inclusion – Scores range from 0 to 100. High scores mean people reported going out often to lots of places in the community.

	Administrative Entity	Region	Statewide
Mean	43.08	41.68	43.54
SD	17.57	17.77	17.87

IM4Q Monitor Impressions – Scores range from 1 to 10. High scores mean the Monitor would be happy to live in this home.

	Administrative Entity	Region	Statewide
Mean	8.67	6.91	7.56
SD	3.14	2.44	2.50

Family Satisfaction - Scores range from 0 to 100. High scores meant family members reported that they were satisfied with their relative’s services and opportunities.

	Administrative Entity	Region	Statewide
Mean	89.55	89.59	90.13
SD	15.87	13.97	14.07

Sample

i. Sample Data

i1. Total Surveyed

People with disabilities	555	Family members	218
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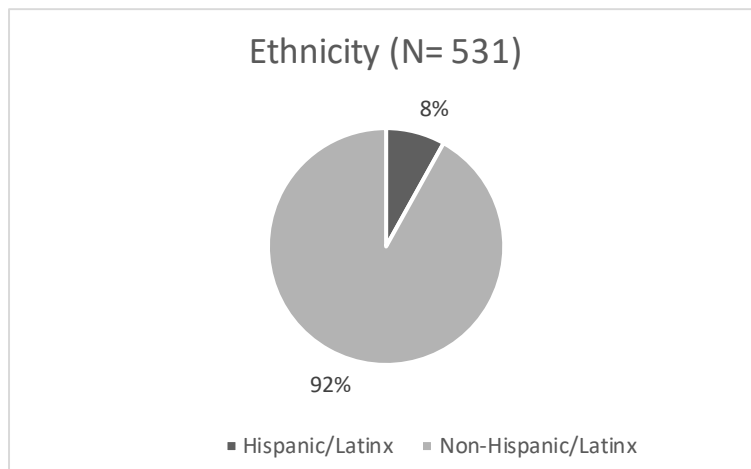
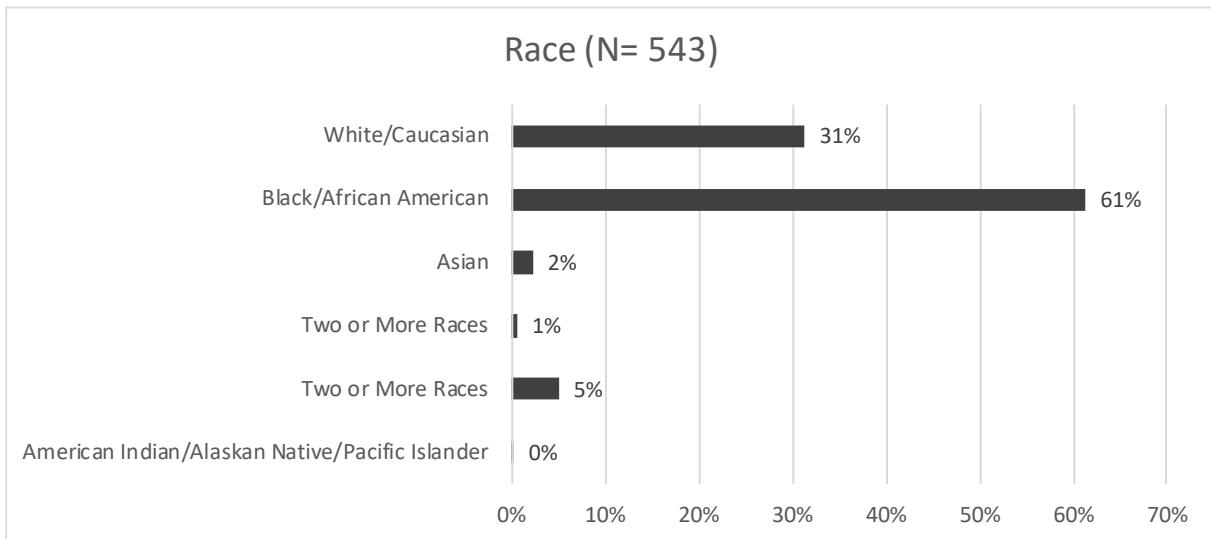
i2. Age

Range	10-84	Mean Age (SD)	42.8 (16.5)
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i3. Reported Gender

Female	37.2%	Male	62.8%	Other	0%
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i4. Race and Ethnicity



i5. Home Type Where Respondent Lives

Type of Residence	AE		Statewide	
	Number of Residents	Percent of the Sample	Number of Residents	Percent of the Sample
Relative's Home	193	34.8%	1733	42.8%
Community Home-Subtotal	249	44.9%	1458	36.0%
<i>Community Home 1</i>	25	4.5%	123	3.0%
<i>Community Home 2-4</i>	215	38.7%	1261	31.2%
<i>Community Home 5-6</i>	5	0.9%	44	1.1%
<i>Community Home 7-8</i>	1	0.2%	16	0.4%
<i>Community Home 9-15</i>	0	0.0%	6	0.1%
<i>Community Home 16+</i>	3	0.5%	8	0.2%
Own Residence	15	2.7%	336	8.3%
Family Living/Lifesharing	27	4.9%	141	3.5%
Private ICF/ID - Subtotal	58	10.5%	197	4.9%
<i>Private ICF/ID 1-4</i>	8	1.4%	41	1.0%
<i>Private ICF/ID 5-8</i>	8	1.4%	57	1.4%
<i>Private ICF/ID 9-15</i>	8	1.4%	16	0.4%
<i>Private ICF/ID 16+</i>	34	6.1%	83	2.1%
Personal Care Home	2	0.4%	30	0.7%
Nursing Home/Facility	4	0.7%	26	0.6%
Children's Facility	0	0.0%	2	0.0%
Unlicensed Family Living	1	0.2%	7	0.2%
Domiciliary Care	1	0.2%	7	0.2%
Foster Care	0	0.0%	1	0.0%
Approved Private School	0	0.0%	2	0.0%
State Operated ICF/MR	0	0.0%	8	0.2%
State MH Hospital	0	0.0%	0	0.0%
Temporary Shelter	1	0.2%	1	0.0%
Other	3	0.5%	24	0.6%
<i>Data on Type of Residence Missing</i>	1	-	75	-
Total	555	100%	4048	100%

Part I: Satisfaction

Satisfaction questions ask how individuals feel about their life. These questions can only be answered by the individual receiving supports.

A. Satisfaction Data

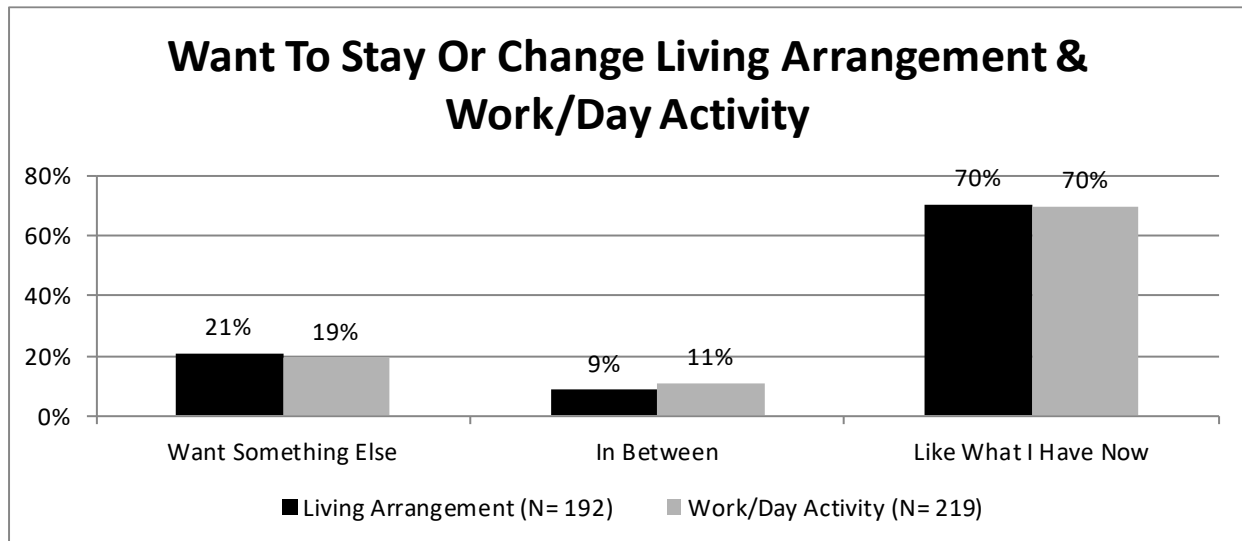
A1. Living Arrangements

	AE	Region	Statewide
Like where they live now	85%	86%	88%
Want to stay where they currently live	70%	69%	74%
Want to move somewhere else	21%	21%	18%
In between wanting to stay and wanting to move	9%	10%	8%

A2. Work/Day Activity

	AE	Region	Statewide
Like primary job or day activity	88%	87%	90%
Like other job or day activity	91%	90%	93%
Want to continue current job or day activity	70%	64%	71%
Want to do something else.	19%	23%	19%
In between wanting to continue and wanting to change jobs	11%	13%	10%

A1-2.1. Want to Stay or Change Living Arrangement and Work/Day Activity



A3. Daily Activities

Primary Activity	AE	Region	Statewide
Stay home	21%	22%	25%
Work	23%	25%	25%
<i>Work- no supports</i>	<i>14%</i>	<i>14%</i>	<i>15%</i>
<i>Work- with supports</i>	<i>9%</i>	<i>11%</i>	<i>10%</i>

Primary Activity	AE	Region	Statewide
Attend school	7%	7%	6%
Attend a vocational facility	7%	12%	12%
Attend a day program or community center	7%	7%	10%
Go out in the community	18%	15%	14%
Retired	1%	3%	2%
Volunteer	2%	2%	2%
Something else	15%	7%	5%

Secondary Activity	AE	Region	Statewide
Stay home	42%	37%	40%
Work	3%	5%	4%
<i>Work- no supports</i>	3%	3%	2%
<i>Work- with supports</i>	0%	2%	1%
Attend school	2%	1%	1%
Attend a vocational facility	0%	2%	2%
Attend a day program or community center	1%	2%	2%
Go out in the community	19%	29%	28%
Retired	2%	1%	1%
Volunteer	3%	6%	6%
Something else	27%	17%	17%

A3.1. Want to Work

	AE	Region	Statewide
Do not have or want a job	54%	49%	55%
Would like a job for pay	44%	46%	40%
Uses special technology to help do work	20%	20%	14%

A4. Services

	AE	Region	Statewide
Always get services they need	81%	79%	83%
Sometimes get services they need	3%	3%	2%
Do not get services they need	11%	11%	7%
Need additional services	5%	7%	8%

A5. Happiness and Loneliness

A5.1. Happy with Life

	AE	Region	Statewide
Happy with life	80%	78%	83%
Neither happy nor sad with life	15%	19%	14%
Sad with life	5%	3%	3%

A5.2. Loneliness

	AE	Region	Statewide
Never lonely	65%	62%	64%
Sometimes lonely	30%	32%	31%
Always lonely	5%	6%	5%

A5.3. Friendship

	AE	Region	Statewide
Have friends to do things with	88%	77%	83%
Friends are not staff or family	64%	64%	70%
Have a best friend	70%	63%	69%

A5.4. Dating and Marriage

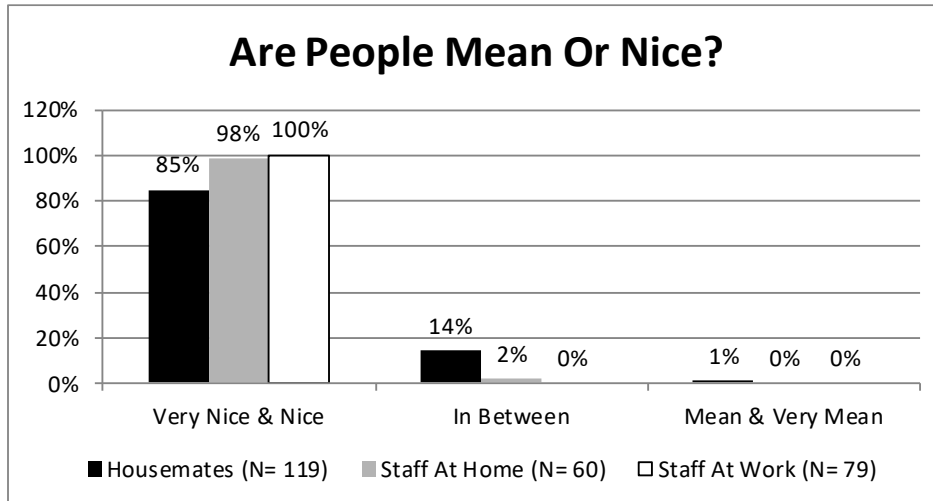
	AE	Region	Statewide
Can date/marry, no restrictions	87%	82%	84%
Can date/marry, restrictions	0%	6%	5%
Cannot date/marry at all	13%	13%	11%

A6. Privacy

	AE	Region	Statewide
Have enough privacy (a place to be alone) at home	96%	97%	97%
No rules about friends or visitors	76%	78%	79%
People always let them know when coming into their home	93%	86%	88%
Sometimes people let them know when coming into their home	3%	9%	7%
People never let them know when coming into their home	3%	5%	5%
People always let them know when coming into their bedroom	86%	85%	86%

	AE	Region	Statewide
People sometimes let them know when coming into their bedroom	4%	6%	6%
People never let them know when coming into their bedroom	10%	9%	8%

A7. Are People Nice or Mean?



	AE	Region	Statewide
Staff at day or work activity are nice or very nice	100%	97%	97%
Staff at day or work activity are in between nice and mean	0%	2%	2%
Staff at day or work activity are mean or very mean	0%	1%	1%
Staff at home are nice or very nice	98%	97%	96%
Staff at home are in between nice and mean	2%	2%	4%
Staff at home are mean or very mean	0%	0%	0%
Housemates are nice or very nice	85%	86%	87%
Housemates are in between nice and mean	14%	13%	11%
Housemates are mean or very mean	1%	1%	2%
Get along well with the person they share a bedroom with*	100%	96%	87%
Get along OK with the person they share a bedroom with*	0%	4%	6%
Do not get along with the person they share a bedroom with*	0%	0%	7%

*This question was only asked if people shared a bedroom and do not live with relatives.

Part II: Dignity, Respect and Rights

Dignity, Respect and Rights questions ask how individuals feel they are treated. They explore issues of basic rights such as learning new things and carrying identification. There are subsections about supports coordination and emergency preparedness. These questions can only be answered by the individual receiving supports.

B. Dignity Respect and Rights Data

Part II, Section A: Dignity, Respect and Rights

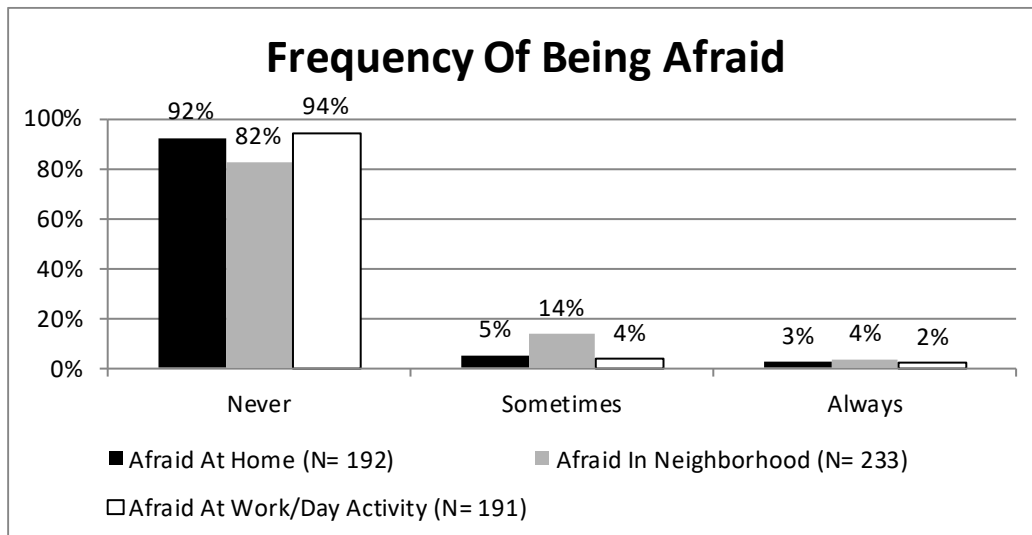
B1. Support with Goals and Problems

	AE	Region	Statewide
Get help to learn new things	83%	75%	79%
Do not get help	12%	17%	12%
Get to help other people	73%	61%	66%
Have participated in a self-advocacy group meeting	15%	16%	19%
Someone has talked to them about self-advocacy	34%	44%	53%
Have someone to talk to when afraid	93%	94%	95%

B1.1. Who do you go to for help?

	AE	Region	Statewide
Staff	40%	43%	49%
Supports coordinator	10%	9%	10%
Other	8%	8%	9%
Family	38%	48%	49%
Friends	6%	7%	8%
Have no one	0%	2%	1%

B2. Frequency of Being Afraid



	AE	Region	Statewide
Never afraid at home	92%	85%	87%
Sometimes afraid at home	5%	12%	10%
Always afraid at home	3%	3%	3%
Never afraid in the neighborhood	82%	82%	87%
Sometimes afraid in the neighborhood	14%	15%	11%
Always afraid in the neighborhood	4%	3%	2%
Never afraid at work or day activities	94%	91%	92%
Sometimes afraid at work or day activities	4%	7%	6%
Always afraid at work or day activities	2%	2%	2%

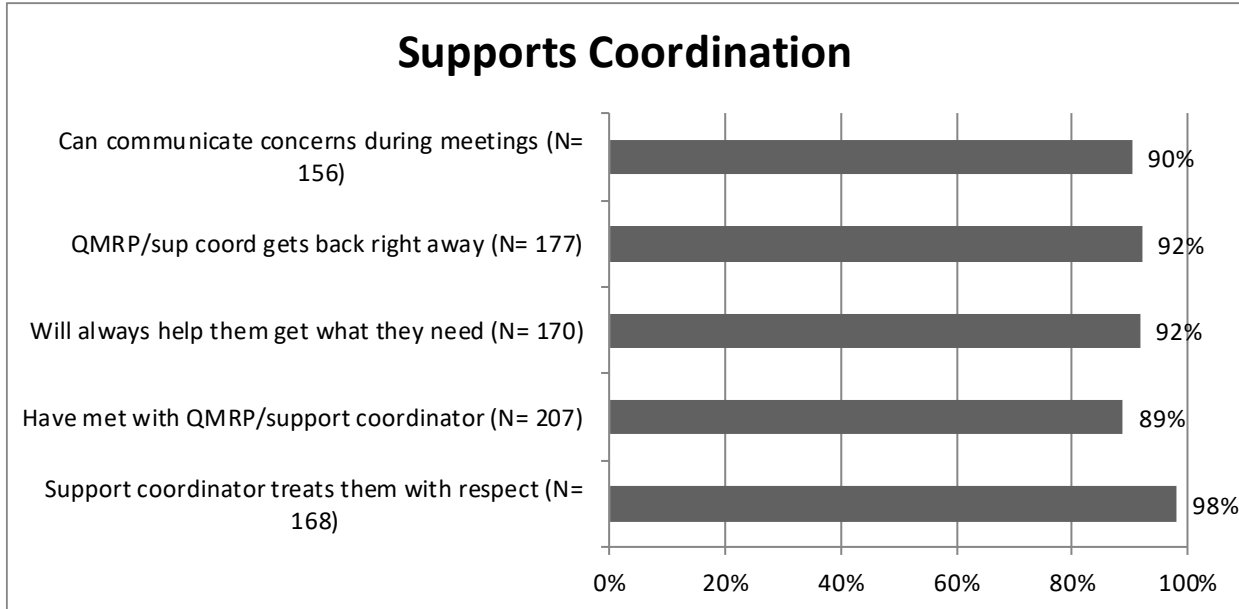
B3. Legal Rights

	AE	Region	Statewide
Mail is never opened without permission	86%	84%	87%
Mail is sometimes opened without permission	6%	6%	7%
Mail is always opened without permission	8%	10%	7%

Part II, Section B: Supports Coordination

This section asks questions related to supports coordination. Questions cover the supports coordinator (SC), services, and other staff members. These questions can only be answered by the individual receiving services.

B4. Supports Coordinator (SC)



B4.1. SC Communication

	AE	Region	Statewide
SC asks what their interests are	96%	90%	92%
SC asks what they want their life to look like	88%	81%	86%
SC knows what is important to them	90%	86%	89%
SC asks them about directing their own services	31%	26%	40%
SC asks if community employment is a possibility ⁺	69%	60%	62%
SC asks if services are OK	98%	97%	96%
SC always listens to them	99%	97%	96%

B4.2. SC Interaction

	AE	Region	Statewide
Person knows they can choose SC	69%	61%	72%
SC always gets back to them right away	92%	89%	89%
SC will always help them get what they need	92%	88%	89%

	AE	Region	Statewide
Person has met with SC in the last year	89%	92%	93%
SC always treats the person with respect	98%	98%	98%

B5. Annual Planning Meeting

	AE	Region	Statewide
Participated in the meeting	94%	95%	96%
Know it is an option but choose not to participate in meeting	2%	2%	1%
Can communicate their concerns during the meeting	90%	86%	88%
Sometimes get to communicate concerns	5%	10%	8%
Told at the meeting how much money is in their budget	57%	46%	54%
Meeting includes the people they wanted to be there	97%	96%	95%
Know what is talked about at their ISP meeting	85%	82%	81%

B6. Services

	AE	Region	Statewide
Know who to ask if they want to change their services	86%	74%	80%
Do not know who to ask to change services	13%	20%	14%

B7. Staff

	AE	Region	Statewide
Staff always treat them with respect	90%	92%	94%
Staff are respectful of culture	98%	98%	98%
Have staff who help them	64%	74%	77%
Staff do things the way the individual wants them done	97%	89%	89%
Staff have the right training to meet their needs	95%	93%	94%
All staff always understand their communication	96%	90%	90%
Some staff understand them	4%	7%	6%
Sometimes understood by staff	0%	2%	3%
Not understood by staff	1%	0%	0%

Part II, Section C: Emergency Preparation

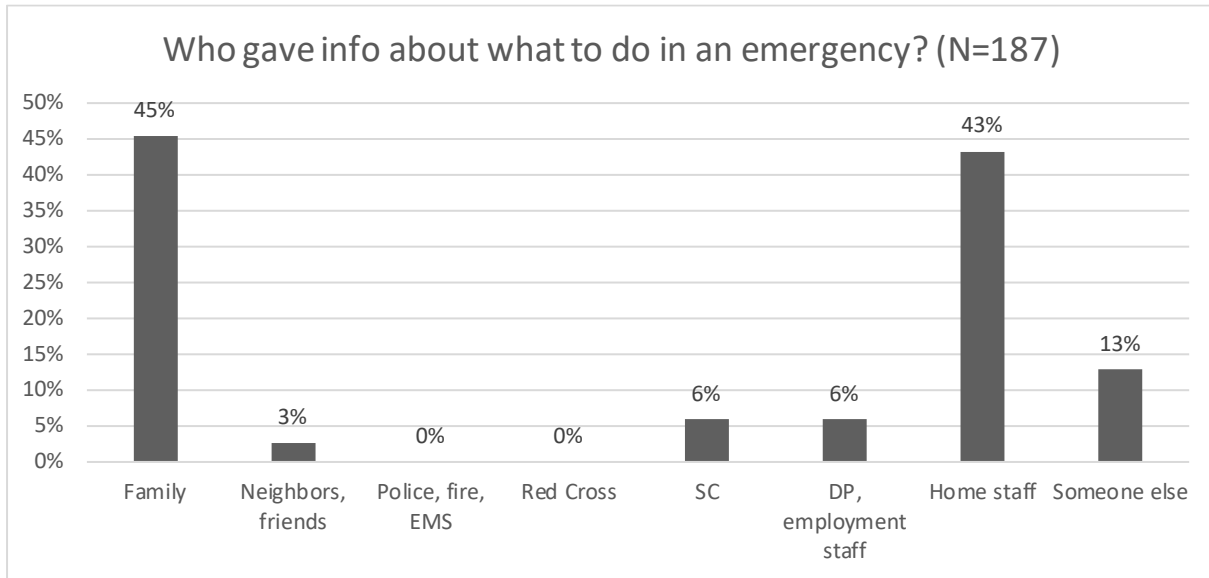
This section asks questions related to emergency preparation. These questions can only be answered by the individual receiving services.

B8. Emergency Preparation Questions

	AE	Region	Statewide
Have been given information about what to do in an emergency	94%	74%	84%

B8.1. Who Provided Emergency Information

	AE	Region	Statewide
Home staff	43%	38%	36%
Day staff	6%	9%	13%
Family	45%	49%	46%
SC	6%	8%	10%
Police, Fire, or EMS Workers	0%	1%	3%
Friends	3%	2%	2%
Red Cross	0%	0%	0%
Someone Else	13%	13%	12%



Part III: Choice and Control

Choice and control questions ask about options people have control over in their lives. These questions can be answered by the individual, paid staff, a family member, friend or advocate, or a combination of these.

Respondents (AE):

Individual	17%	Individual and Paid staff	19%
Paid staff	34%	Individual and Family/friend/guardian/advocate	13%
Family/friend/guardian/advocate	16%	Staff and Family/friend/guardian/advocate	1%

C. Choice and Control Data

Part III, Section A: Choice and Control

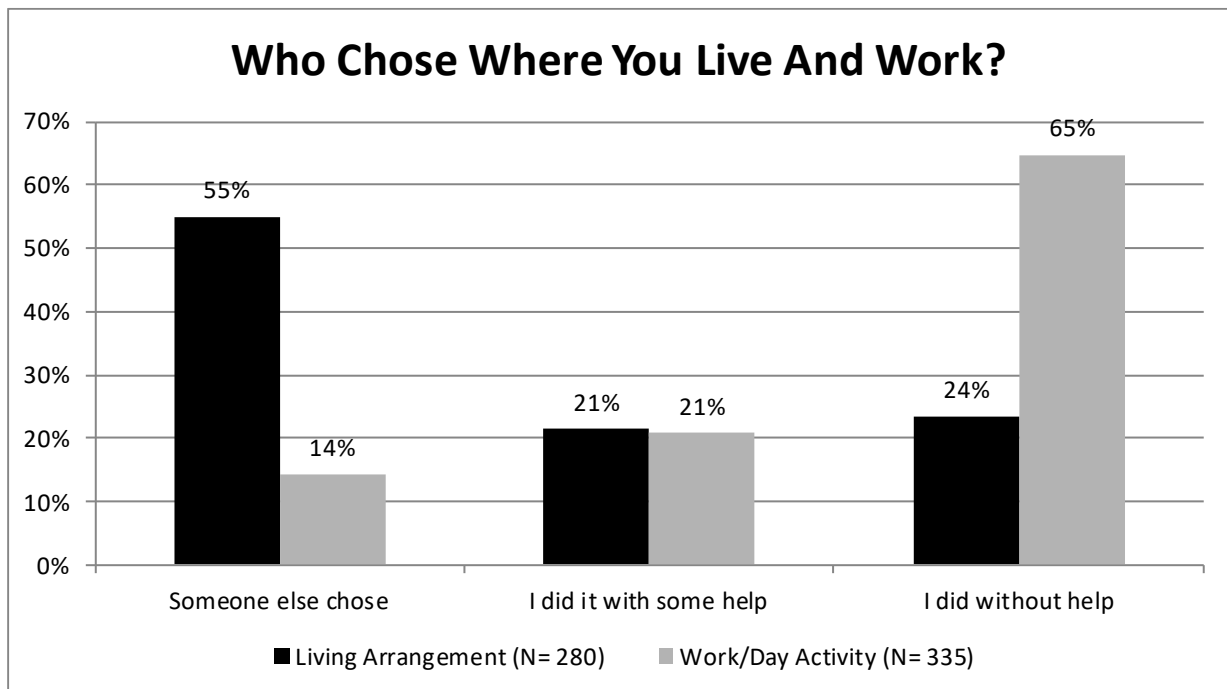
C1. Identification

	AE	Region	Statewide
Always carry ID	78%	72%	67%
Never carry ID	12%	17%	18%

C2. Choice and Control at Home

	AE	Region	Statewide
Have a key or way to get into their home	40%	43%	50%
If other household members go out, they have the option to stay home	56%	47%	45%
If other household members go out, they sometimes can stay home	9%	12%	13%
Can lock bedroom door	47%	45%	52%
Own their home	6%	4%	3%
Name is on the lease or rental agreement	59%	40%	37%
Have a choice to live where people without disabilities live	70%	50%	46%
Saw no other places before they moved into their home	35%	38%	46%
Did not choose housemates	53%	59%	63%
If individual shares a bedroom, chose some or all roommates	68%	54%	41%

C2.1. Who Chooses Where the Person Lives and Works?

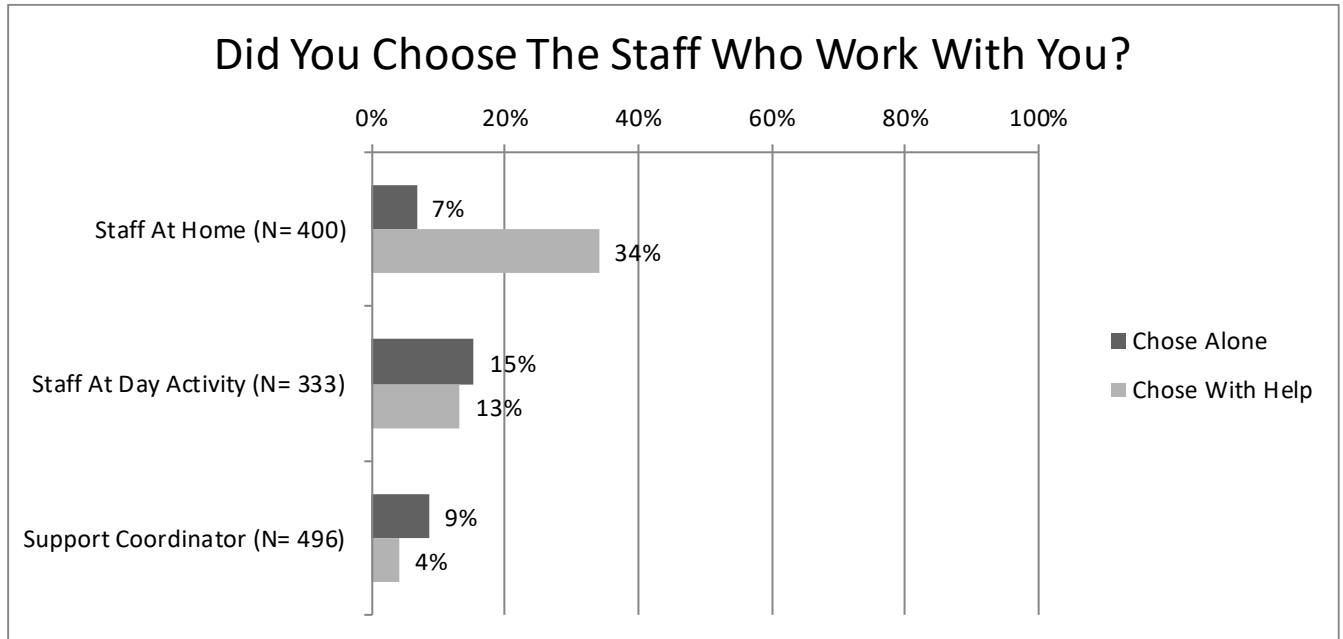


	AE	Region	Statewide
Chose living arrangement without help	24%	18%	26%
Chose living arrangement with some help	21%	29%	27%
Someone else chose living arrangement	55%	53%	47%
Chose work or day activity without help	65%	49%	54%
Chose work or day activity with some help	21%	30%	29%
Someone else chose work or day activity	14%	21%	17%

C3. Choice and Control During the Day and for Leisure Time

	AE	Region	Statewide
Have the choice to go where people without disabilities go	85%	70%	69%
See no other places when choosing day activity	27%	30%	39%
Choose daily schedule without assistance	92%	86%	89%
Have enough choice about free time	97%	93%	94%

C4. Choice and Control in Choosing Staff

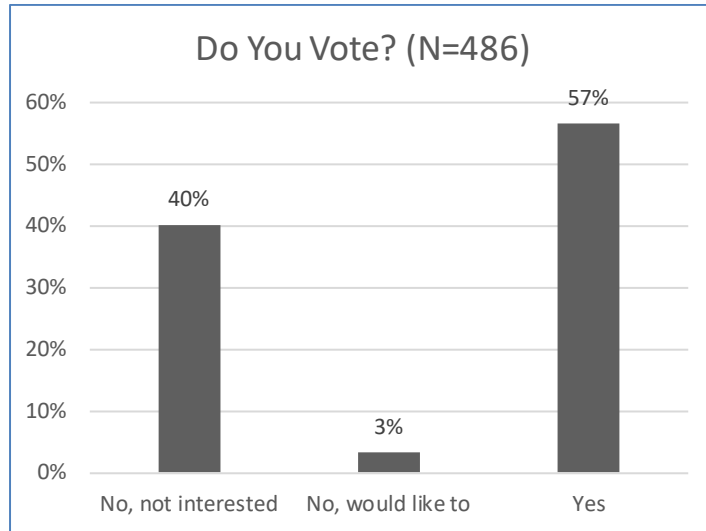


	AE	Region	Statewide
Chose SC without help	9%	12%	18%
Chose SC with some help	4%	16%	27%
Someone else chose SC	87%	73%	56%
Chose staff at work or day activity without help	15%	14%	17%
Chose staff at work or day activity with some help	13%	20%	23%
Someone else chose staff at work or day activity	71%	67%	60%
Chose staff at home without help	7%	9%	13%
Chose staff at home with some help	34%	33%	34%
Someone else chose staff at home	59%	58%	53%

C5. Choice and Control Regarding Money

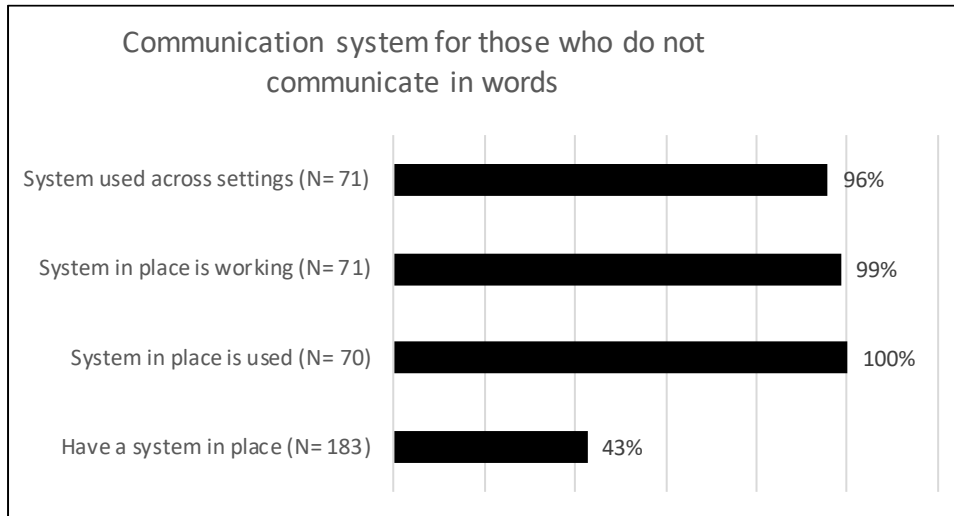
	AE	Region	Statewide
Always choose alone what to buy with spending money	63%	54%	58%
Choose what to buy with help	36%	38%	36%
There is something they want to buy	58%	57%	52%
They have a bank account and withdrawal money when they want	67%	72%	72%

C6. Voting



	AE	Region	Statewide
Votes	57%	51%	38%
Chooses not to vote	40%	45%	57%
Does not vote but would like to	3%	4%	5%

C7. Status of Formal Communication System



	AE	Region	Statewide
Have a communication system in place*	43%	34%	33%
System is being used**	100%	87%	86%
System is working**	99%	97%	92%
System is used across settings**	96%	81%	77%

* Question was only asked for people who do not communicate using words.

**Question was only asked for people who have a system in place.

C8. Who Supports Communication System?

	AE	Region	Statewide
Staff or Program Coordinator	72%	65%	57%
Speech Language Clinician	11%	20%	28%
Parent or Caregiver	28%	39%	40%
Someone Else	0%	8%	12%

Note: People had the option to select more than one response for C8.

C9. Other Forms of Communication

C9.1. Forms the Person Has Access to and Uses

	AE	Region	Statewide
Cell phone	41%	42%	42%
E-mail	20%	24%	26%
Internet	61%	58%	61%
Text-messaging	26%	28%	30%
Cable TV	95%	96%	92%
Computer	55%	59%	61%

C9.2. Restrictions in Place for Communication

	AE	Region	Statewide
Cell phone	1%	5%	8%
E-mail	0%	3%	5%
Internet	3%	6%	8%
Text-messaging	0%	4%	5%
Cable TV	2%	4%	6%
Computer	3%	8%	9%

Note: People had the option to select more than one response for C9.

Part III, Section B: Health Questions

This section asks questions related to health and healthcare. Questions cover general medical care, dental care, and mental health care topics. These questions can be answered by the individual and/or their paid staff, family/friend/guardian/advocate, or some combination of these.

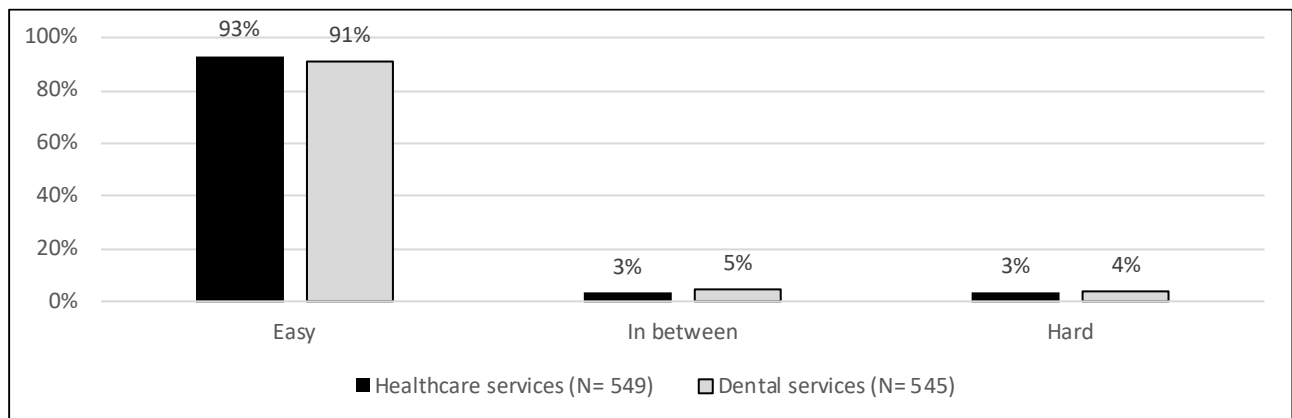
C10. Exercise at Home

	AE	Region	Statewide
Exercises at home 10+ times per month	31%	31%	37%
Exercises at home <1 time per month	49%	49%	48%

C11. Medical & Dental Care

	AE	Region	Statewide
Describes health as very good or excellent	43%	49%	50%
Opportunity to discuss health with primary care provider (PCP)	81%	78%	87%
Has talked with health care provider using telehealth	49%	54%	52%
Like talking to health care provider using telehealth	39%	49%	53%
Able to see a medical specialist if needed	98%	97%	97%
Have not been prevented from receiving medical or dental care due to disability	93%	88%	88%

C11.1. How Hard is it to Access Care?



	AE	Region	Statewide
Accessing medical care is very/pretty easy	93%	90%	89%
Accessing medical care is between easy & hard	3%	6%	7%
Accessing medical care is hard or very hard	3%	4%	4%
Accessing dental care is very/pretty easy	91%	88%	81%
Accessing dental care is in between easy and hard	5%	7%	8%
Accessing dental care is hard or very hard	4%	6%	11%

C12. Mental Health

	AE	Region	Statewide
Have an opportunity to discuss health concerns with psychiatrist	51%	53%	64%
Do not have psychiatrist, but want one	3%	3%	3%

C13. Communicating Health Needs

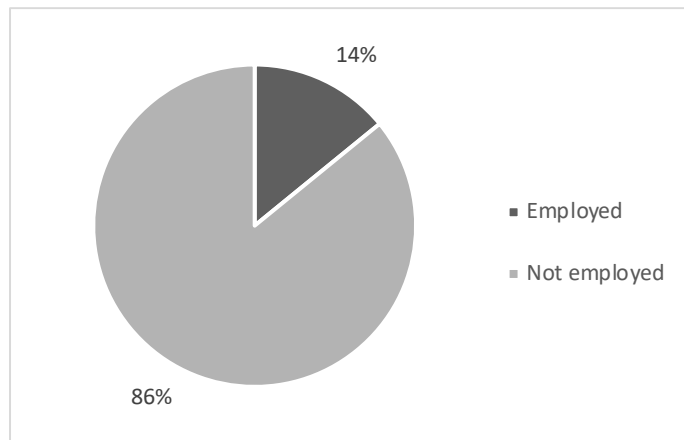
	AE	Region	Statewide
Their doctor understands them	81%	80%	81%
They understand their doctor's instructions	63%	62%	61%
If they need help communicating at doctor's office, it is available	90%	95%	95%
Doctor speaks directly to them during appointments	97%	91%	94%
Able to provide consent for medical treatment	53%	53%	64%
If they provide consent, is it accepted	88%	84%	81%

Part III, Section C: Employment and Community Participation Services

Employment in this survey refers to Competitive Integrated Employment (CIE). CIE is work that is paid directly to the employee, provides at least minimum wage, and occurs in a typical work setting where a person with a disability interacts with coworkers with and without disabilities. Questions about employment benefits, hours, salary, and field of work are only addressed to people who indicated they are employed in CIE.

The survey also asks about Community Participation Services (CPS), or services that give people with intellectual and developmental disabilities opportunities and support for community inclusion and skill development. Questions about employment benefits, hours, salary, and field of work are only addressed to the people who indicated they are employed in CIE. Questions regarding support getting into the workplace, employment planning, and CPS are asked of all respondents.

C14. Employment in CIE



	AE	Region	Statewide
Employed in CIE	14%	16%	17%

C15. Length of Employment



	AE	Region	Statewide
Employed <1 Year	17%	20%	18%
Employed 1 to 3 Years	29%	31%	31%
Employed 4 to 6 Years	20%	20%	18%
Employed 7 to 10 Years	12%	12%	12%
Employed 11+ Years	22%	17%	21%

C16. Types of Work

Cleaning Services	44%	Assembly/Factory Work	2%
Food Services	16%	Care Workers/Aides	2%
Retail Services	13%	Recycling	0%
Office Work	0%	Outdoor Work	0%
Stock Room	5%	Animal Care	N/A
Maintenance	6%	Other	13%

C17. Supports Getting into the Workplace

	AE	Region	Statewide
Take classes/training for employment purposes	5%	8%	8%
Talked about employment in their planning meeting	57%	51%	50%
Community employment is a goal in their plan	31%	32%	32%

C17.1. Who Talked to the Person about Employment?

No one	45%	SC	44%
Service Provider	19%	Family	13%
Housemates	0%	Someone Else	10%

Note: Individuals had the option to indicate more than one response for C17.1.

C18. Self-Employment

	AE	Region	Statewide
Person reports that they are self-employed	1%	1%	1%

C19. Compensation and Advancement

	AE	Region	Statewide
Have been promoted or received an increase in pay	35%	55%	54%
Receive paid time off from work as a benefit of employment	68%	79%	80%
Receive health insurance benefits from employer	37%	30%	20%
Receive retirement benefits from their employer	32%	28%	23%
Receive other work benefits from their employment	11%	15%	15%
Know how much they earn and willing to share	59%	81%	75%

C19.1. Hourly Wage

	AE	Region	Statewide
\$7.25 per hour (Minimum wage)	12%	4%	10%
\$7.26 - \$9.00 per hour	8%	9%	13%
\$9.01 - \$12.00 per hour	28%	28%	31%
\$12.01 or more per hour	52%	60%	46%

C20. Community Participation

	AE	Region	Statewide
Use Community Participation Services (CPS)	19%	17%	27%

C20.1. If yes, CPS Services Used

	AE	Region	Statewide
Developing skills and competencies necessary for employment	13%	10%	11%
Fine/gross motor skill development and mobility	18%	23%	18%
Participating in community activities to develop social networks	56%	47%	56%
Participating in opportunities to develop interests or promote health/wellness	66%	74%	73%
Training/education for self-determination and self-advocacy	9%	9%	11%
Community adult learning opportunities	10%	10%	12%
Volunteering opportunities	20%	21%	27%
Learning to navigate the local community	7%	6%	9%

C21. Technology use

	AE	Region	Statewide
Internet at home always works	94%	92%	84%
Uses technology in their everyday life to do things on their own	45%	42%	36%
Has enough help to use technology in everyday life	97%	96%	93%
Has talked to SC using videoconference	61%	69%	57%
<i>Likes talking to SC using videoconference</i>	49%	58%	59%

	AE	Region	Statewide
Has used videoconference for other services	28%	31%	33%
<i>Likes using videoconference for other services</i>	57%	59%	59%

Part III, Section D: Self-Directed Supports

Use of Self-Directed Supports is a model of service delivery that allows the person receiving support to have increased control over their services. For instance, the person can decide, alone or with help from friends or family, how, when, and from whom their services will be delivered. Only the people who indicated they use self-directed supports were asked questions about these supports.

C22. Self-Directed Services

	AE	Region	Statewide
Use self-directed services	2%	8%	7%

C23. Who Makes Choices About Budget?

	AE	Region	Statewide
Individual makes decisions on their own	56%	8%	15%
Individual has input, family and friends help	44%	39%	37%
A family member or friend makes decisions	0%	50%	39%
A case manager or state professional makes the decision	0%	3%	8%

C24. Making Decisions

	AE	Region	Statewide
Can make changes to their budget or services if they need to	100%	95%	92%
Have enough help deciding how to use their budget/services	100%	86%	91%
Want more help deciding how to use their budget/services	0%	5%	5%

C25. Money Left in Budget

	AE	Region	Statewide
Receive information about the money left in their budget	67%	57%	68%
Information they receive is easy to understand	100%	70%	82%
They receive information at least every 3 months	80%	62%	65%
They receive information about twice a year	0%	21%	18%
They receive information once a year or less	20%	17%	18%

Part IV: Relationships

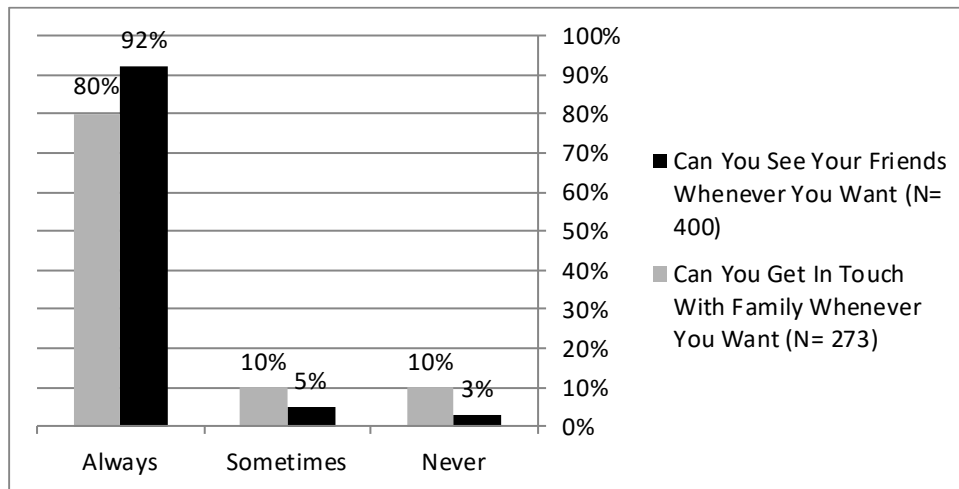
Relationships questions ask about individuals' interactions with others in their lives. These questions can be answered by the individual, paid staff, a family member, friend or advocate, or a combination of these.

Respondents:

Individual	16%	Individual and Paid staff	20%
Paid staff	34%	Individual and Family/friend/guardian/advocate	14%
Family/friend/guardian/advocate	15%	Staff and Family/friend/guardian/advocate	0%

D. Relationships Data

D1. Contact with Friends and Family



	AE	Region	Statewide
Always see friends whenever they want to	92%	81%	81%
Sometimes see friends when they want to	5%	13%	15%
Never get to see friends when they want to	3%	6%	4%
Always can get in touch with family when they want to	80%	80%	84%
Sometimes can get in touch with family when they want to	10%	12%	10%
Never can get in touch with family when they want to	10%	8%	6%

Part V: Inclusion

These questions explore how much time individuals spend in the community. Questions can be answered by the individual, paid staff, a family member, friend or advocate, or a combination of these. It is possible that persistent hesitation about socialization following the Covid-19 Pandemic and the ongoing staff shortage affected these numbers.

Respondents:

Individual	14%	Individual and Paid staff	21%
Paid staff	35%	Individual and Family/friend/guardian/advocate	14%
Family/friend/guardian/advocate	15%	Staff and Family/friend/guardian/advocate	1%

E. Inclusion Data

E1. Community Participation

E1.1. How Much People Engage in Community Activities

Activity	% of people who do this at least weekly- AE	% of people who do this at least weekly- Region	% of people who do this at least weekly- Statewide
Visit friends, relatives, neighbors	42%	39%	46%
Go to a supermarket	44%	45%	49%
Go out to eat/restaurants	30%	36%	45%
Go to a shopping center or mall	37%	38%	40%
Go out to a worship service	22%	20%	23%
Run errands and appointments	11%	15%	27%
Meeting people at coffee house/tavern	20%	19%	18%
Go out for entertainment	20%	19%	25%

E1.2. Do People Engage in Community Activities Enough?

Activity	% of people in this AE who say they do this enough	% of people in this AE who want to do this more	% of people in this AE who want to do this less
Visit friends, relatives, neighbors	95%	4%	1%
Go to a supermarket	98%	1%	1%
Go out to eat/restaurants	97%	3%	1%
Go to a shopping center or mall	97%	3%	0%

Activity	% of people in this AE who say they do this enough	% of people in this AE who want to do this more	% of people in this AE who want to do this less
Go out to a worship service	99%	1%	0%
Run errands and appointments	99%	1%	0%
Meeting people at coffee house/tavern	96%	3%	2%
Go out for entertainment	96%	4%	0%

E1.3. With Whom Do People Engage in Community Activities?

Activity	Staff	Family	Friends	Roommates Coworkers	Go Alone	Other
Visit friends, relatives, neighbors	42%	45%	0%	1%	11%	1%
Go to a supermarket	57%	36%	0%	0%	7%	0%
Go out to eat/restaurants	59%	34%	2%	0%	5%	1%
Go to a shopping center or mall	61%	30%	1%	1%	7%	1%
Go out to a worship service	51%	43%	0%	0%	6%	0%
Run errands and appointments	60%	32%	0%	0%	8%	0%
Meeting people at coffee house/tavern	57%	30%	1%	0%	11%	1%
Go out for entertainment	62%	32%	2%	0%	5%	0%

E2. Extra-Curricular Activities

	AE	Region	Statewide
Would like to be a part of more groups in the community	32%	39%	36%

E2.1. How Often Do You Go into the Community?

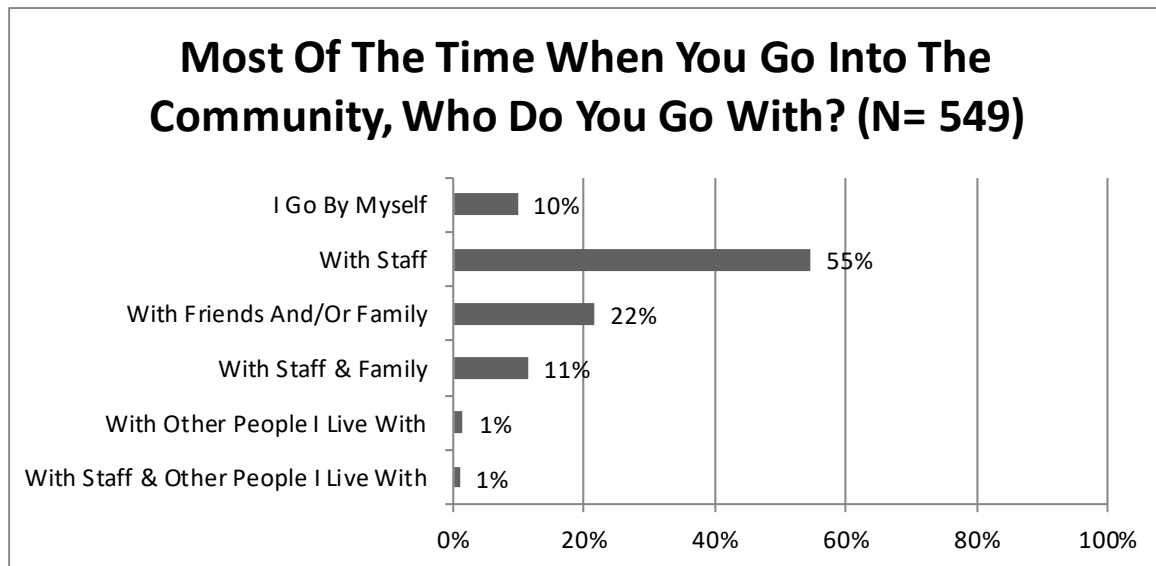
	AE	Region	Statewide
Go out into the community for entertainment frequently	41%	39%	45%
Go out into the community for entertainment occasionally	40%	41%	38%

	AE	Region	Statewide
Go to social events attended by people with and without disabilities frequently	23%	21%	29%
Go to social events attended by people with and without disabilities occasionally	53%	45%	46%

E2.2. Exercise in the Community

	AE	Region	Statewide
Person never exercises	37%	37%	40%
Person exercises less than once a week	3%	3%	3%
Person exercises about once a week	11%	11%	8%
Person exercises more than once a week	48%	49%	49%

E3. Going Out Alone or with Other People



	AE	Region	Statewide
Myself	10%	7%	7%
With Staff	55%	43%	38%
With Friends and/or Family	22%	25%	27%
With Housemates	1%	1%	1%
With Staff and Housemates	1%	5%	4%
With Staff and Family	11%	19%	22%

E4. Transportation

	AE	Region	Statewide
Always have a way to get where they wanted to go	96%	92%	92%

E4.1. Transportation Methods Used Most Frequently

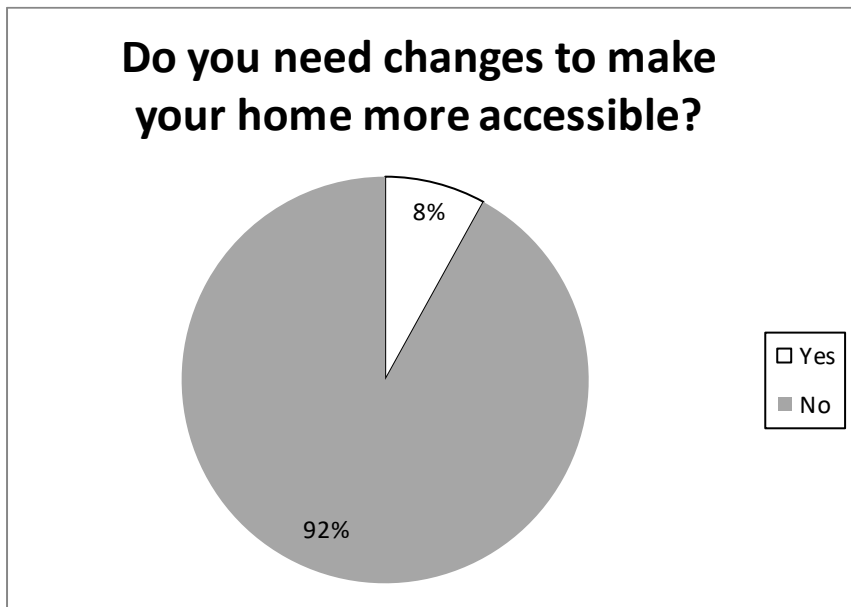
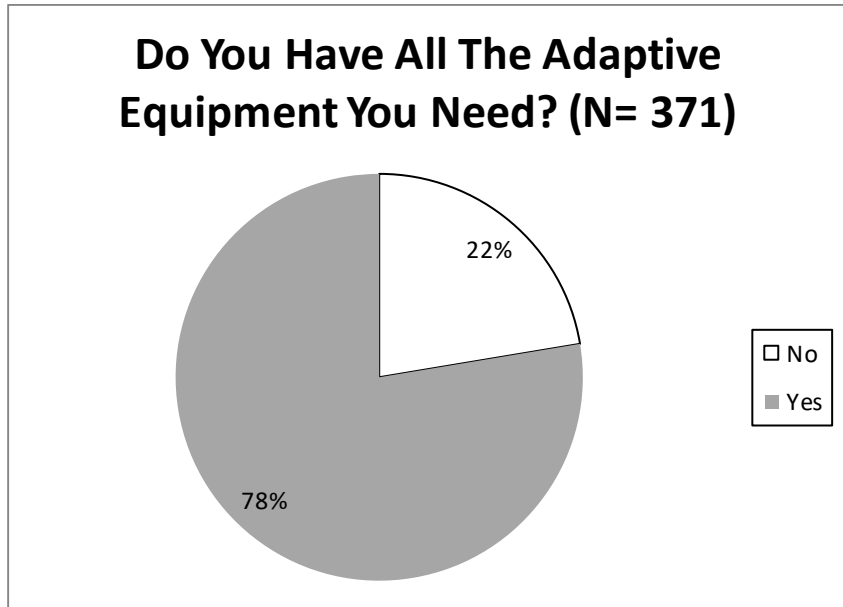
	AE	Region	Statewide
Get a ride from family or friends	20%	31%	37%
Get a ride from staff in provider van	52%	44%	39%
Get a ride in staff member's car	6%	10%	12%
Transport themselves	3%	4%	5%
Ride public transportation	13%	7%	4%
Ride paratransit	3%	2%	1%
Take a taxi, Uber or Lyft	3%	2%	1%

E4.2. If You Cannot Get Where You Need to Go, Why Not?

	AE	Region	Statewide
Not enough staff	9%	28%	34%
Paratransit is unreliable	9%	6%	9%
Transportation for work/school only	13%	7%	3%
No one at home can drive	0%	2%	1%
Some other reason	70%	56%	53%

Note: It is probable that the current staffing crisis affected these numbers.

E5. Home Adaptive Equipment



	AE	Region	Statewide
Have all the adaptive equipment needed at home	78%	82%	86%
Any adaptations or modifications needed to make the home accessible have been made	92%	93%	92%

Section VI. Monitor Impressions of Competence, Personal Growth and Opportunities

The questions in this section are answered by IM4Q Monitors after they have spent time with the individual in his/her home or other place of his/her choosing. The first several questions address issues of competence, personal growth, and opportunities to grow and learn. The next series of questions ask about support for the person. It is likely the case that because most interviews were conducted remotely this year, many monitors did not have enough information to respond to these questions.

F. Competence, Personal Growth and Opportunities Data

F1. Would you (the monitor) want to live in this home, on a scale of 1 (“No way”) to 10 (“I’d move in tomorrow”)

F1.1. Mean and Standard Deviation of Monitor Ratings

	AE	Region	Statewide
Mean	8.67	6.91	7.56
Standard Deviation	3.14	2.44	2.50

G. Support for the Person Data

G1. Monitor Observations

	AE	Region	Statewide
Staff treat individuals with dignity and respect	84%	87%	90%
Staff recognize the individual in ways that promote independence	82%	85%	89%
Staff who support individuals have the skills they needed	82%	86%	90%

Section VII. Family/Friend/Guardian Survey

This survey was completed remotely by telephone or videoconference this year with a family member, guardian, or friend who was identified through the Essential Data Elements (EDE) Pre-Survey. Surveys were completed for 218 family members, friends, and guardians.

Respondents:

Parent(s)	75%	Another Relative	4%
Sibling(s)	18%	Friend	0%
Guardian	0%	Other	3%

H. Family, Friend and Guardian Survey Data

H1. Daily Life

	AE	Region	Statewide
Somewhat satisfied or very satisfied with where their relative lives	93%	94%	94%
Somewhat satisfied or very satisfied with what relative does during the day	87%	82%	84%
Somewhat satisfied or very satisfied with relative's staff at home	96%	96%	94%
Somewhat satisfied or very satisfied with staff at relative's day activity	96%	96%	94%

H2. How Often Do You Contact/See Your Relative?

	AE	Region	Statewide
Contacted their relative at least monthly	81%	88%	92%
Never contacted their relative	7%	4%	2%
See their relative at least monthly	60%	72%	79%
Never visited their relative	14%	5%	3%

H3. Your Relative's Satisfaction

	AE	Region	Statewide
Relative is satisfied or very satisfied with his/her living situation	93%	92%	93%
Relative is satisfied or very satisfied with what they do during the day	84%	88%	89%

	AE	Region	Statewide
Relative is satisfied or very satisfied with the staff who support them at home	98%	97%	96%
Relative is dissatisfied or very dissatisfied with the staff who support them at home	1%	1%	2%
Relative is satisfied or very satisfied with the staff who support them during the day	93%	95%	96%
Relative is dissatisfied or very dissatisfied with the staff who support them during the day	2%	1%	1%

H4. Your Relative's Safety

	AE	Region	Statewide
Relative always feels safe in their community, home, and neighborhood	90%	83%	86%
Relative feels safe in their community, home, and neighborhood most of the time	7%	12%	11%

H5. Your Relative's Opportunities

	AE	Region	Statewide
Relative has enough opportunities to participate in activities in the community	80%	75%	78%
Relative has the opportunity to learn new things	86%	83%	86%

H6. Your Relative's Staff

	AE	Region	Statewide
Relative's home appears to have an adequate number of paid staff	85%	79%	80%
Staff in relative's home always treat people with dignity and respect	96%	96%	96%
All staff in their relative's home have the skills they need to support their relative	90%	88%	89%
Some of the staff in their relatives home have the skills they need to support their relative	8%	10%	9%

	AE	Region	Statewide
Relative's place of work appears to have an adequate number of paid staff	97%	95%	95%
Staff at relative's place of work always treat people with dignity and respect	99%	98%	99%
All staff in their relative's workplace have the skills needed to support their relative	96%	95%	94%
Some staff at their relative's workplace have the skills they need to support their relative	4%	4%	5%
The staff who assist their relative with planning always respects their choices and opinions	90%	86%	89%

H7. Relative's Communication System

	AE	Region	Statewide
If their relative does not communicate verbally, there is a formal system in place, and they use it	47%	38%	40%
If there is a communication system in place, it is used across settings	82%	77%	72%

H8. Relative's Supports

	AE	Region	Statewide
Satisfied with the support coordination their relative receives	72%	75%	80%
Told how much money is in their relative's budget	56%	53%	61%
Their relative directs their own services	3%	12%	13%
Their relative always receives the supports they needed	58%	54%	61%
The supports and services their relative receive change when their needs change	71%	75%	81%
There are never or rarely changes in support staff at their family member's home, work, or day program	75%	56%	58%

	AE	Region	Statewide
There are always frequent changes in support staff at their family member's home, work or day program	13%	17%	13%
They chose the agency/provider who worked with their relative	48%	52%	42%
Their relative chose the agency or provider who worked with their relative, alone or with their help	14%	18%	26%
Someone else chose the agency/provider who worked with their relative	37%	30%	31%

H9. Complaints and Grievances

	AE	Region	Statewide
Relative was familiar with the complaint and grievance process on some level	59%	64%	65%

H9.1. At what level?

	AE	Region	Statewide
At the provider level	57%	61%	61%
At the county/AE level	53%	59%	61%
At the state level	52%	56%	56%

H10. Family Resources

	AE	Region	Statewide
The information they receive about their relative's services is easy to understand	84%	88%	87%
They had learned about the Life Course Framework and Tools	18%	14%	18%
They had an opportunity to connect and network with other families with relatives at similar life stages	34%	37%	43%
They are aware of the PA Family Network (PAFN)	23%	24%	29%
Of those who were aware of the PAFN, who had attended a workshop led by the Network of Family Advisors	38%	40%	31%
Have enough information about services for which the family is eligible	69%	77%	76%

	AE	Region	Statewide
If family member transitioned from school to adult services, were happy with the process	20%	25%	23%
SC asks about their vision for an everyday life for their family member	59%	65%	72%

H11. Emergency Preparation Questions

	AE	Region	Statewide
Given information about an emergency plan for their family member in case of emergency	61%	51%	55%

This link will take you back to the [Beginning of the Report](#)