Individual Experience Survey (IES)

Question and Answer

Overview

1. **Why is the Individual Experience Survey being implemented?**

   a. It is part of the assessment process of Indiana's Home and Community Based Services Transition Plan which can be found at *http://www.in.gov/fssa/ddrs/4917.htm#* . The Survey is intended to allow the state to gauge whether or not individual's delivery of services meets CMS' Home and Community Based Services final rule

2. **When will the IES be implemented?**

   a. The survey will be open on July 1, 2015 and will be available until December 31, 2015.

3. **Who will be surveyed, and who will administer the survey?**

   a. Case Managers will complete the survey in person with the individuals they serve at an annual, quarterly, or other meeting with the individual and family. Each individual on a caseload who has been in the waiver system for three months (on the CIHW or FSW as of April 1, 2015) or more will have an Individual Experience Survey completed in the six month period.

4. **What is the estimated length of time to conduct the survey with participants?**

   a. 10-20 minutes – it will depend on the person(s) and the direction of the conversation..

5. **What if a family chooses not to participate?**

   a. Participation on the part of individuals is not mandatory. An individual or family can choose not to participate. Case Managers will have the ability in the IES system to indicate that an individual has declined to participate in the survey.

6. **What if a family chooses not to participate?**

   a. Participation on the part of individuals is not mandatory. An individual or family can choose not to participate. Case Managers will have the ability in the IES system to indicate that an individual has declined to participate in the survey.

7. **Is the survey done face to face with the individual and/or family?**

   a. Yes the survey is intended to be done in person with the individual supported and their family, as applicable.

8. **Does this have a bearing on funding?**

   a. No.

9. **Who do we contact if we have any issues with the survey?**

   a. For technical issues with the survey or the website contact IIDC at *cclc@indiana.edu* For programmatic or client specific questions contact the BDDS CMCO Liaison at *Beckie.Minglin1@fssa.in.gov* .

Administering the Survey

10. Is the family able to get a copy of the survey if it is requested?

a. you may give the family or individual a printed copy of the survey. One is available to download from the IES Site.

11. Is this survey going to be in our system before July 1, 2015 so we can view before meeting with clients?

a. The survey is on IU's system. You can view and download the survey document in advance but the survey data entry and functionality will not be available until July 1, 2015.

12. Will we be able to copy and print a saved survey?

a. No – the system is not designed to do this.

13. It would appear by the nature of the questions that it does not matter how long an individual has been in services. Is the duration in services (for instance those in intake) relevant? Would we do this for people in intake?

a. Only individuals who are fully enrolled in the waiver and who have been in services for three months or more will participate in the survey. Those in Intake or who have NOT been in the system for more than three months will not be surveyed and will not appear on the Case Manger's rosters.

14. It keeps being mentioned this will be done in a meeting; can it be done outside of a meeting?

a. The survey does not have to take place during a meeting and can be done during a home visit or other time that the Case Manager is seeing the individual in person.

15. Will this be done yearly? If so, if we complete one in July will the due date be July of next year?

a. We have not yet determined the frequency at which the IES will be done in the future.

16. Will we be able to access this through Advocare?

a. No – the survey is on the Indiana University system. We will post a link in Advocare.

17. Do we need to get releases signed, since this is not part of INsite or Advocare and we are entering information somewhere else about the client?

a. No – IIDC is acting on behalf of DDRS to do this work and no releases are needed.

18. Isn't most of this information already in Advocare?

a.The information is not available in this manner and not in a way that DDRS can assess or capture the individual's current experiences in the system. DDRS is trying to clearly understand how individuals are experiencing supports – not just where they are living.

19. Can Case Managers complete the survey on paper with the individual/family and then enter the information into the IES online system?

a. Yes – as long as the information gets into the online system the method of administration is up to the Case Manager. Please remember that the survey must be administered in person at a face to face visit.

Technical Questions

20. Who will assign us our username and password?

a. Please see the information on Page 2 of the Instruction Sheet.

21. How is "unique ID#" determined?

a. It is the unique ID assigned in Advocare.

22. Is there a narrative section for clarification to any questions where the selections are not clear?

a. No – this is really a quantitative, not a qualitative analysis.

23. Does the survey save as you go?

a. No. Because there is a requirement that all questions are answered the survey will save when you complete all of the questions and select "submit" at the end of the survey.

24. Does the roster pull up only the case manager's consumers or all in the company?

a. Case Managers will only see the individuals that are on their caseloads.

25. Could Power of Attorney be added for Legal Status?

a. At this time we will not add this option to the survey.

Situation Specific

26. How do we administer the survey to the children on our caseloads?

a. There is an option on each question to indicate that the specific question is not applicable for the individual.

27. If individual is non-verbal, is he she exempt or does guardian answer?

a. Talking with both the individual and the family to determine the experience the individual is having is appropriate. If there is not a family member, guardian, or advocate to help then talking with the Direct Service Professional who spends time with the individual would be appropriate.

28. What about two individuals that are siblings that literally live with their mother 50% of the time and with their father 50% of the time, how would this work for them?

a. The survey is not really about where they are living but HOW they are living and experiencing their lives. So the answers to the questions would reflect what they experience throughout their lives.

29. On Question number 11 you stated non staff -what if staff has to be present?

a. If the individual needs to have staff with them for medical or behavioral issues then the answer would just apply to the non-staff.

30. On Question 11, if someone sees their friends at day program, that's not really the intent of question 11, right? Aren't we looking for times they hang out with friends outside of day services?

a. Correct – we are looking for interactions outside of traditional day programming.

31. **If they are not in the community without supervision, for safety reasons, how do we answer that?**

    a. Answer the question to reflect the most appropriate answer regardless of the reasons for the answer.

32. **How can we verify that information being provided is accurate if consumer is nonverbal, severe to profound Intellectual Disability with no guardian and we have to rely on staff/provider to answer questions?**

    a. On a case by case basis the Case Manager will need to determine the most effective manner to collect the information. If there is a need to work with a direct service provider to help with the survey in some cases that would be appropriate.

33. **If someone is with peers at a day program and goes into community w/staff and/or peers, does that time go into questions 17 & 18?**

    a. Question 17 is specifically in regards to day services and Question 18 is looking at natural supports and non-staff supports.

34. **For the secondary disability labels, I have several consumers who have multiple secondary disabili- ties; can we mark more than one?**

    a. There is no need to do this at this time – we have basic diagnosis information in the system and we do not further information in this area for the purposes of the survey.

35. **Question 8: Access to money - Could you add access via debit card?**

    a. Yes – we will add this option.

36. **What if they do not have any family that they can visit with?**

    a. There is the option to select Not Applicable.

37. **Does paid staff qualify as social interactions with individuals without disabilities?**

    a. No – we are really looking for interactions with non-paid, natural supports.

38. **If individual has community employment 10 hours weekly, but spends rest of time at home, is pri- mary day location home?**

    a. Yes.

39. **What if they moved into their waiver home many years ago and no one is around anymore who worked with the client at that time? If the client is non-verbal, how will we know if he/she had a chance to make choices regarding his housemates, decor, etc.? An answer may not be available for some questions due to now long ago some things happened?**

    a. Case Managers should rely on their professional judgement to determine the ability the individual has the ability to make choices about their living situation, the décor, the food they eat, etc.

40. **How is electronic monitoring accounted for #7? They do have "access" to staff then, just not in person "access."**

    a. This is another case where Case Managers should use their professional judgement on staff access in the case of Electronic Monitoring.

41. **Once we have determined that they may not have access to the television or decor, etc. What are we going to do to remedy those situations, to ensure they are receiving access to the community, decor and such?**

    a. When these situations occur the Case Manager should work with the individual and the entire team to determine how to improve the living situation for the individual.

42. **I work with individuals who shop with friends and family and will pick out what they like or want but are unable to make an actual purchase one their own. Is the question wanting if they actually paid for the item?**

    a. Not necessarily – if they are able to do all their selection but not the payment then use your professional judgement to determine the most appropriate answer to this question.

43. **For day services, does this mean a formal day program? Are CHIO and/or other services in the day building block included?**

    a. We are not really assessing the services people receive but are really looking for their experiences in the community and in their daily lives. The actual service received is not as relevant as the actual experiences they are having.