

**Assessment of Arkansas
Home and Community-Based Services:
Agencies Providing Residential Services**

Level II Assisted Living Facilities

December 2015



Division of Aging & Adult Services

INTRODUCTION

On March 17, 2014, the Center for Medicare and Medicaid Services (CMS) issued a final rule for home and community-based services that requires states to review and evaluate current Home and Community-Based Services (HCBS) settings, including residential and nonresidential settings. States are required to analyze all HCBS settings where HCBS participants receive services, determine if the current settings comply with the final rule, and demonstrate how compliance will be achieved for those settings that do not meet the HCBS settings requirements. Settings that are HCBS compliant must be integrated in and support full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources and receive services in the community to the same degree of access as individuals not receiving Medicaid HCBS.

The final rule requires that all home and community-based settings have the following qualities:

- The setting is integrated in and supports full access to the greater community;
- The setting is selected by the individual from among setting options;
- The setting ensures individual rights of privacy, dignity and respect, and freedom from coercion and restraint;
- The setting optimizes autonomy and independence in making life choices; and
- The setting facilitates choice regarding services and who provides them.

In addition, the final rule also includes provisions for provider-owned or controlled home and community-based residential settings. The requirements include:

- The individual has a lease or other legally enforceable agreement providing similar protections;
- The individual has privacy in their unit including lockable doors, choice of roommate, and freedom to furnish or decorate the unit;
- The individual controls his/her own schedule;
- The individual can have visitors at any time; and
- The setting is physically accessible.

METHODS

To assess compliance with the new HCBS settings requirements, the Arkansas Department of Human Services' (DHS) Division of Aging & Adult Services (DAAS) developed a residential provider self-assessment survey (see appendix A). The survey was developed using the exploratory questions provided in the CMS HCBS Toolkit. Residential providers include Level II Assisted Living Facilities (ALF). The survey questions fall under five general categories: 1) neighborhood characteristics; 2) home environment; 3) community access and supports; 4) services and supports planning process; and 5) setting characteristics and personal experience.

Neighborhood characteristics encompass traits of the surrounding physical environment including location of the facility within the broader community and access to public transportation. The purpose of the CMS HCBS guidelines is to ensure that individuals are receiving services in a facility that resembles a home-like environment. There are several questions on this survey that address qualities of the home, including questions related to free range inside and outside the facility, lack of restrictive schedules, access to home amenities (tv, radio, phone, etc.), access to home appliances (laundry, kitchen, etc.), meal/snack times, meal/snack choices, physical accessibility of facility and individual's room, and individual preferences for decorating room. Community access and supports describe the integration of residents into the broader

community for work-related and leisure activities, as well as visitor access to the facility. The services and supports planning process include habilitation planning, housing protections and due process, and resident rights. Finally, the setting characteristics and personal experience category covers a variety of issues including choice of living arrangement/roommate, privacy and restrictions, interventions, and rights modification.

Residential provider self-assessment surveys (n=45) were distributed via mail in July 2014 (see Appendix A). Non-responders were contacted via phone and email to encourage completion of the survey which resulted in a response rate of 82%. Follow-up phone calls and emails ensued to clarify residential provider responses (as needed). This survey will serve as a baseline “snapshot” of the residential provider’s existing self-assessed compliance with the HCBS Settings rule. Frequency of responses (unit of analysis=ALF) will be presented (see Appendix B).

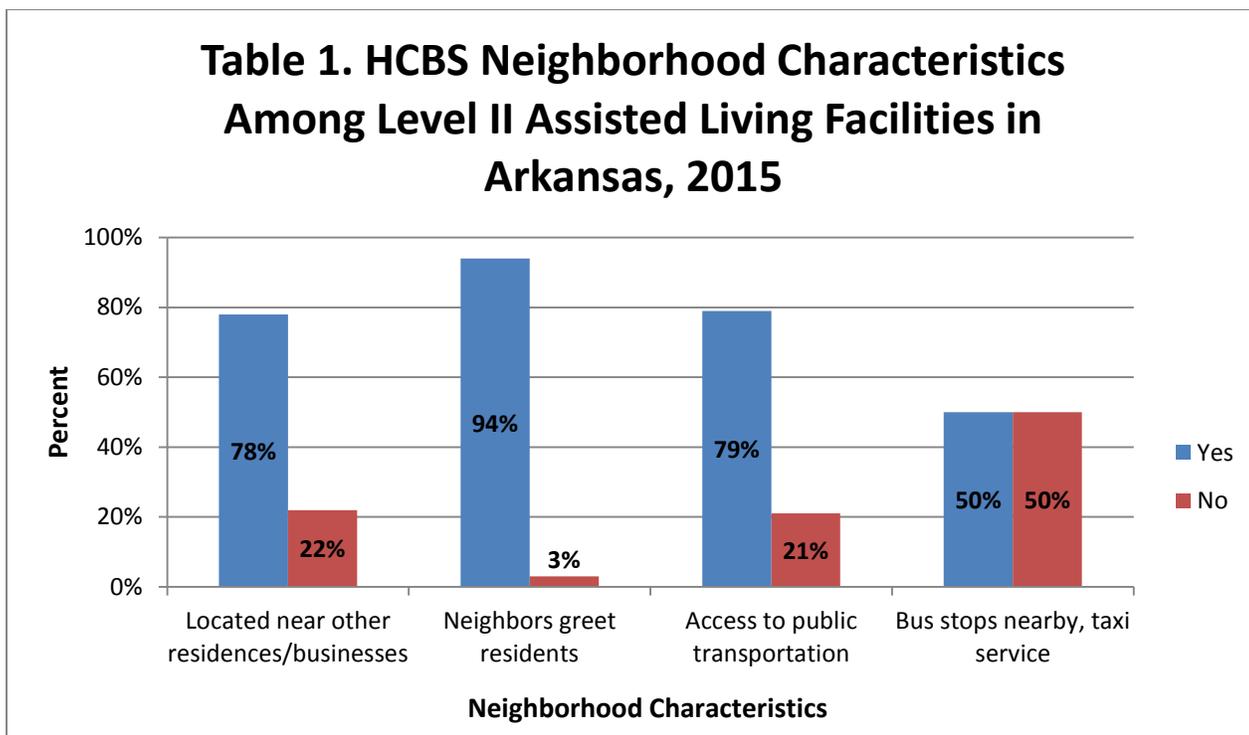
RESULTS

In this section, we will analyze responses to the self-assessment survey in the following categories:

- **Neighborhood Characteristics**
- **Home Environment**
- **Community Access and Supports**
- **Services and Supports Planning Process**
- **Setting Characteristics and Personal Experiences**

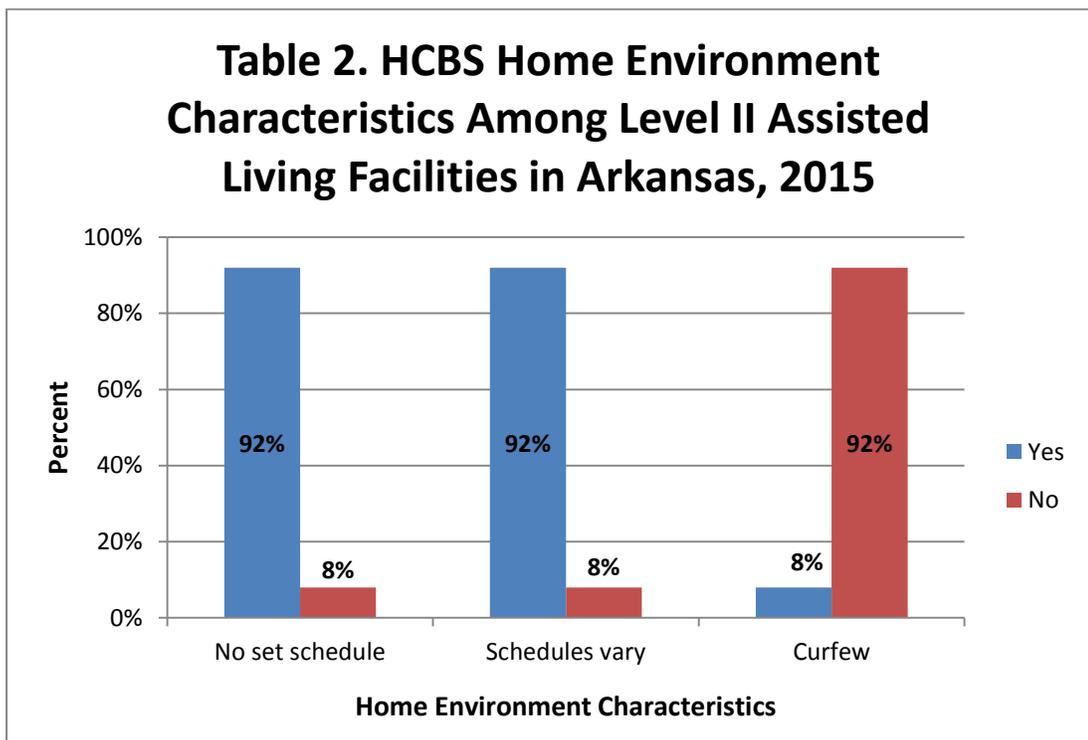
Neighborhood Characteristics

The majority of ALFs, providing services to HCBS clients, who responded to the provider self-assessment survey are located in a community setting among other private residences and retail businesses (78%) while 50% have access to public transportation via a public bus or taxi service.



Home Environment

ALFs report that residents do not adhere to a set schedule and that resident schedules vary from one another. Generally, residents are allowed to leave and return to the facility at any time; however, eight percent of facilities do impose a curfew (see Table 2). With some exceptions, residents are given full access to the facility. The majority of ALFs (91%) make sure that home-like appliances are accessible to residents while also ensuring that furniture is comfortable and accessible. All ALFs replied that the setting is physically accessible with adaptations as needed and that supports are provided to assist residents as they move around the facility. Supports include grab bars, ramps for wheelchairs, and viable exits for emergencies.



With regard to meal times and meal choices, 85% of ALFs allow residents to have a meal at the time and place of their choice. Residents are also allowed to request an alternative meal. Ninety-seven percent suggest that snacks are accessible and available at all times. ALFs report that residents are afforded the opportunity to dine with dignity (100%), are not required to sit in an assigned seat (70%), and are encouraged to have a social meal (100%). However, private meals are allowed if preferred by the resident.

Eight-nine percent of ALFs reveal that residents have a personal cell phone and/or computer, or they have access to one of these for personal communication in private at any time. Fewer ALFs (86%) have common use telephones or computers set up in a space that ensures privacy. In addition, all ALFs provide rooms with phone and internet capability.

With respect to privacy, all ALFs report that they keep resident health information private. However, some also describe posting resident medication or therapy schedules in a general area. Residents are able to lock their bedroom doors, and staff always knocks and receives permission before entering the room. Cameras are reportedly present in 49% of ALFs usually in common areas and/or near entrance/exit doors.

Individual rooms are furnished and arranged to meet the resident's needs and preferences. Rooms are decorated with personal items so that the living space reflects residents' interests and hobbies.

Community Access and Supports

Residents regularly access the community, including engaging in shopping trips, religious services, scheduled appointments, dining with friends/family, etc. ALFs report (97%) that individuals regularly talk about activities occurring outside of the setting. Most residents do not work in the community (by choice); however, ALFs say they would support residents who choose to pursue work in the community.

The majority of ALFs (97%) report that a transport van/vehicle is available to assist residents with accessing the community for non-work activities. Bus schedules and taxi service phone numbers are also available to residents although ALFs reveal that they do not always have them posted in a convenient location. Training is also available for residents to assist them in navigating the public transportation system in their area. For those towns that lack a public transportation system, ALFs report that other resources are available to provide residents' access to the broader community.

All ALFs report that residents receive visitors at regular frequencies. Ninety-two percent of ALFs do not have restricted visiting hours while only 51% post their visiting hours. Additionally, the majority of ALFs reportedly do not restrict visitors to specific meeting areas.

Services and Supports Planning Process

ALFs are supporting individual choice, providing opportunities for residents to visit other settings, and ensuring that the setting reflects resident needs and preferences. The majority of ALFs report that residents typically have access to a checking or savings account, and ALFs make sure that residents control their own funds.

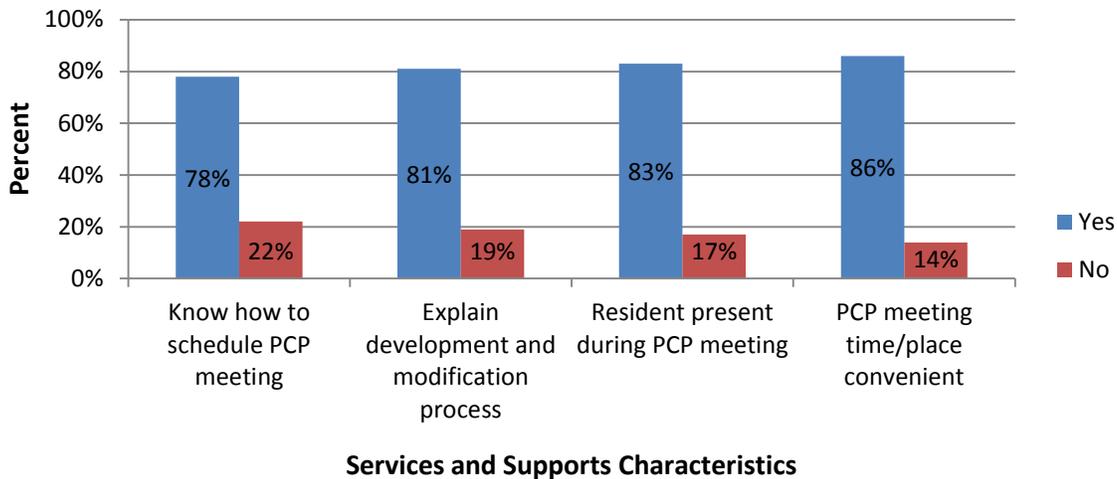
ALFs indicate that residents know how to make a service request and how to request a new provider. ALFs suggest that instructions on how to file a complaint are posted in an obvious location and in an easy-to-understand format. All ALFs report that residents have a general understanding of how to file an anonymous complaint including who to contact and how the process works.

Seventy-eight percent of ALFs suggest that residents know how to schedule a person-centered planning (PCP) meeting while 81% report that residents can explain the process of developing and updating their person-centered plan. The majority of ALFs (83%) describe residents being present during their most recent planning meeting. In addition, meetings are scheduled at a convenient time and place for residents to facilitate attendance (see table 3).

Prior to any plan modification, ALFs report that documentation will note whether positive interventions or supports were utilized. Ninety-seven percent of ALFs document whether less intrusive methods were utilized prior to a plan modification. The majority of ALFs also ensure that the person-centered plan includes documentation of the assessed need, data to support effectiveness of intervention(s), a time frame for periodic reviews, informed consent of resident, and assurances that the intervention will not harm the resident.

Ninety-seven percent of ALFs report that residents have a lease or a written residency agreement, which includes stated protections during the eviction process and an appeals process similar to those provided under landlord tenant laws. All ALFs suggest that residents understand their housing rights and the circumstances that would initiate a relocation attempt. The majority of ALFs indicate that residents understand the relocation process and how to request new housing.

Table 3. HCBS Services and Supports Planning Process Among Level II Assisted Living Facilities in Arkansas, 2015



Setting Characteristics and Personal Experience

The majority of ALFs (89%) provide residents the opportunity to choose a roommate. Married couples generally share a room. Ninety-seven percent of ALFs report that residents receiving Medicaid-funded HCBS live in the same area of the setting as individuals not receiving Medicaid-funded HCBS. Less than half of ALFs (43%) have barriers present that would restrict resident access to certain areas of the setting.

All ALFs report that staff regularly converse with residents throughout the day as well as when providing assistance. The majority of ALFs (97%) ensure that the staff does not speak about a particular resident in front of or within ear shot of other residents. ALFs also report that the staff address residents in an appropriate manner and do not use nicknames or other endearments when referring to a resident.

DISCUSSION

The residential provider-self assessment survey is a necessary part of the HCBS compliance process. This survey allows residential providers to reflect on their current level of compliance as well as take note of areas of potential non-compliance. This survey is intended to raise awareness among ALFs serving HCBS Medicaid residents about the changes to the HCBS settings rules. From this survey, the state will have a “snapshot” or baseline level of compliance for ALFs serving HCBS Medicaid residents. This information allows the state to provide targeted technical assistance for the ALFs as a whole as well as individually as they move into compliance with the HCBS settings rule. As a follow-up to this survey, the state will conduct on-site assessments as a way to validate the self-assessment findings. In doing so, the state will be able to use the findings of this survey to prioritize which ALFs to visit first.

While it appears that most ALFs serving HCBS Medicaid residents are progressing towards HCBS compliance, there are a few areas of concern that need to be addressed. Based on residential provider responses, there may

be some ALFs that are in effect isolating residents due to the location of the ALF in relation to the broader community. ALFs self-reporting this characteristic will receive priority for on-site visits.

There are a small number of ALFs that report having a curfew, restricting access to home-like appliances, restricting meal time and/or choice, and requiring an assigned seat during meals. Some ALFs also report that they do not have a way to ensure privacy for residents using the common-use telephone or computer. In addition a small number of ALFs reportedly post resident therapy schedules and medications in a common area. Cameras are also present in approximately half of all ALFs surveyed. Less than half of ALFs report using barriers to prevent resident access to particular areas within the setting.

A small number of ALFs have restricted visiting hours, and half of the ALFs reported not posting their visiting hours. Some ALFs suggest that residents do not know how to schedule a person-centered planning meeting; residents may not be able to explain the process of developing and updating their person-centered plan; residents do not attend the planning meeting; and the meeting may not be at a convenient time/place to ensure resident attendance.

Not all ALFs reported that residents have a lease or written agreement to ensure housing rights. Some ALFs also suggest that residents may not understand the relocation process or how to request new housing.

While some limitations may be placed on residents based on their person-centered plan, it is important to ensure that ALFs are not issuing “blanket” restrictions for all residents. Exceptions will be necessary as some resident plans will require restrictions or limitations; however, any deviation from the HCSB settings rule should be documented following a careful review of a resident’s person-centered plan. The state will need to ensure that ALFs are HCBS compliant even with minor (case-specific) exceptions.

Limitations

The residential provider self-assessment survey is based on self-report data. While this is a necessary part of the HCBS compliance process, it presents some limitations. Self-report data can be hampered by response bias. Response bias occurs when the individual filling out the survey responds in a self-perceived socially desirable way. The respondent fills out the questions based on what they think the researcher wants to hear rather than based on the reality of the situation. The respondent may also respond ‘yes’ to a question because an event referenced in the question has happened one time while other respondents may not respond ‘yes’ to the same question unless the event has happened multiple times. Due to the potential for response bias, the provider self-assessment survey results will be validated through an on-site assessment including direct observation of the setting, interviews with residents and staff, and review of pertinent documents.

The structure of the survey can also pose some limitations. When this survey was originally constructed and distributed, it only allowed for ‘yes’ or ‘no’ responses. Some questions really called for a ‘not applicable’ response category while other questions would have benefited from strategically placed skip patterns. Skip patterns allow respondents to skip certain questions that are not applicable. Respondents often wrote in the margins of the survey when they did not understand the question or needed clarification. This suggests that a qualitative, open response space after each question would have prompted respondents to justify/explain their response, which generates a richer dataset. Lastly, the survey included questions that were written in such a way as to lead the respondent into responding a particular way. These are called leading questions. The survey also included double-barreled questions essentially questions that were asking about more than one thing.

Respondents may be confused as to which part of the question they are supposed to respond to. This places limits on the integrity of the data. These questions should be rewritten to avoid any potential response bias.

While there are some limitations present in the data, the state does have a general idea of the current level of compliance among ALFs serving HCBS Medicaid residents. This survey allows the state to tailor their technical assistance and prioritize the follow-up on-site assessment visits. This information will be valuable moving forward as the state works with ALFs serving HCBS Medicaid residents to ensure compliance with the HCBS settings rule.

Appendix A

Arkansas Provider Self-Assessment Survey

Level II Assisted Living Facilities serving HCBS Medicaid residents

HCBS Provider Self-Assessment

Setting Name:

Person completing survey:

Setting Address:

Telephone Number:

Number of Beds in Setting:

Email Address:

Characteristics that are expected to be present in all home and community-based settings and associated traits that individuals in those settings might experience:

1. The setting was selected by individuals.

- a. Do you give individuals the choice of available options regarding where to live?
Yes No
- b. Do you give individuals opportunities to visit other settings?
Yes No
- c. Do the settings reflect an individual's needs and preferences?
Yes No

2. Individuals participate in unscheduled and scheduled community activities in the same manner as individuals not receiving Medicaid HCBS services.

- a. Do individuals regularly access the community and would they be able to describe how they access the community?
Yes No
- b. Do individuals have a choice of who assists in facilitating the activity and where they go?
Yes No
- c. Do individuals shop, attend religious services, schedule appointments, have lunch with family and friends, etc., in the community, as they choose?
Yes No
- d. Do individuals come and go at any time?
Yes No
- e. Do individual talk about activities occurring outside of the setting?
Yes No

3. Individuals are employed or active in the community outside of the setting.

- a. Do individuals work in integrated community settings?
Yes No
- b. If an individual would like to work, is there activity that ensures the option is pursued?
Yes No
- c. Do individuals participate regularly in meaningful non-work activities in integrated community settings for the period of time desired by the individual?
Yes No

4. Individuals have their own bedrooms or share a room with a roommate of choice.

- a. Do you give individuals a choice of a roommate?
Yes No
- b. Do individuals talk about their roommate(s) in a positive manner?
Yes No
- c. Do individuals express a desire to remain in a room with their roommate?
Yes No
- d. Do married couples share or not share a room by choice?
Yes No
- e. Do individual know how they can request a roommate change?
Yes No

- 5. Individuals choose and control a schedule that meets their wishes in accordance with a person-centered plan.**
- a. Do you make clear to individuals they are not required to adhere to a set schedule for waking, bathing, eating, exercising, activities, etc.?
Yes No
 - b. Does the individual's schedule vary from others in the same setting?
Yes No
 - c. Do individuals have access to such things as a television, radio, and leisure activities that interest them and can they schedule such activities at their convenience?
Yes No
- 6. Individuals control their personal resources.**
- a. Do individuals have a checking or savings account or other means to control their funds?
Yes No
 - b. Does the individual have access to their funds?
Yes No
 - c. Do you make clear to individuals they are not required to sign over their paychecks to the provider?
Yes No
- 7. Individuals choose when and what to eat.**
- a. Do individuals have a meal at the time and place of their choosing?
Yes No
 - b. Can individuals request an alternative meal if desired?
Yes No
 - c. Are snacks accessible and available anytime?
Yes No
 - d. Does the dining area afford dignity to the diners and are individuals not required to wear bibs or use disposable cutlery, plates and cups?
Yes No
- 8. Individuals choose with whom to eat or to eat alone.**
- a. Are individuals required to sit at an assigned seat in a dining area?
Yes No
 - b. Do individuals converse with others during meal times?
Yes No
 - c. Do individuals have the choice to eat privately?
Yes No
- 9. Individual choices are incorporated into the services and supports received.**
- a. Does staff ask individuals about their needs and preferences?
Yes No
 - b. Do individuals know how to make a service request?
Yes No
 - c. Do individuals express satisfaction with the services being received?
Yes No
 - d. Do you accommodate requests for services and supports?
Yes No
 - e. Do you facilitate choice in a manner that leaves individuals feeling empowered to make decisions?
Yes No
- 10. Individuals choose from whom they receive services and supports.**
- a. Can individuals identify other providers who render the services they receive?
Yes No

- b. Do individuals express satisfaction with the provider selected or have they asked for a meeting to discuss a change?
Yes No
- c. Do individuals know how and to whom to make a request for a new provider?
Yes No

11. Individuals have access to make private telephone calls/text/email at the individual's preference and convenience.

- a. Do individuals have a private cell phone, computer or other personal communication device or have access to a telephone or other technology device to use for personal communication in private at any time?
Yes No
- b. Is the telephone or other technology device in a location that has space around it to ensure privacy?
Yes No
- c. Does the individual's room have a telephone jack, WI-FI or ETHERNET jack?
Yes No

12. Individuals are free from coercion.

- a. Is information about filing a complaint posted in an obvious location and in an understandable format?
Yes No
- b. Are individuals' comfortable discussing concerns?
Yes No
- c. Do individuals know the person to contact or the process to make an anonymous complaint?
Yes No
- d. Can individuals file an anonymous complaint?
Yes No
- e. Do individuals in the setting have different haircut/hairstyle and hair color?
Yes No

13. Individuals, or a person chosen by the individual, have an active role in the development and update of the individual's person-centered plan.

- a. Do individuals know how to schedule Person-Centered Planning meetings?
Yes No
- b. Can individuals explain the process to develop and update their plan?
Yes No
- c. Were individuals present during the last planning meeting?
Yes No
- d. Do you make the planning meeting occur at a time and place convenient for individuals to attend?
Yes No

14. The setting does not isolate individuals from individuals in the broader community not receiving Medicaid HCBS.

- a. Do individuals receiving HCBS live in a different area of the setting separate from individuals not receiving Medicaid HCBS?
Yes No
- b. Is the setting in the community among other private residences, retail businesses?
Yes No
- c. Is the community traffic pattern consistent around the setting (e.g. individuals do not cross the street when passing to avoid the setting)?
Yes No
- d. Do individuals on the street greet/acknowledge individuals receiving services when they encounter them?
Yes No
- e. Are visitors present?
Yes No
- f. Are visitors restricted to specified visiting hours?
Yes No

- g. Are visiting hours posted?
Yes No
- h. Is there evidence that visitors have been present at regular frequencies?
Yes No
- i. Are visitors restricted to specific meeting areas?
Yes No

15. Facility protocols or practices do not limit individuals' choices.

- a. Do your protocols or practices prohibit individuals' access to food at any time?
Yes No
- b. Do your protocols or practices require restrictions such as posted visiting hours or schedules?
Yes No
- c. Are individuals prohibited from engaging in legal activities?
Yes No

16. The setting is an environment that supports individual comfort, independence and preferences.

- a. Do you make sure individuals have full access to typical facilities in a home such as a kitchen with cooking facilities, dining area, laundry, and comfortable seating in the shared areas?
Yes No
- b. Do you make sure all communication (written and oral) is conducted in a language that the individual understands?
Yes No
- c. Do you provide assistance in private, as appropriate, when needed?
Yes No

17. Individuals have unrestricted access in the setting.

- a. Do you have gates, Velcro strips, locked doors, or other barriers preventing individuals to enter or exit from certain areas of the setting?
Yes No
- b. Do you make sure individuals receiving Medicaid Home and Community-Based services can access amenities such as a pool or gym used by others on-site?
Yes No
- c. Do you make sure the setting is physically accessible and there are no obstructions such as steps, lips in a doorway, narrow hallways, etc., limiting individuals' mobility in the setting or, if they are present, are there environmental adaptations such as a stair lift or elevator to ameliorate the obstruction?
Yes No

18. The physical environment meets the needs of those individuals who require supports.

- a. Do you provide needed supports to individuals to assist them to move about the setting as they choose, such as grab bars, seats in the bathroom, ramps for wheel chairs, viable exits for emergencies, etc.?
Yes No
- b. Do you make sure appliances are accessible to individuals (e.g. the washer and dryer are front loading for individuals in wheelchairs)?
Yes No
- c. Do you make sure tables and chairs are at a convenient height and location so that individuals can access and use the furniture comfortably?
Yes No

19. Individuals have full access to the community.

- a. Do individuals come and go at will?
Yes No
- b. Do you make sure individuals can move about inside and outside the setting as opposed to sitting by the front door?
Yes No

- c. Is there a curfew or other requirement for a scheduled return to the setting?
Yes No
- d. Do individuals in the setting have access to public transportation?
Yes No
- e. Are there bus stops nearby or are taxis available in the area?
Yes No
- f. Do you make sure a van is available to transport individuals to appointments, shopping, etc.?
Yes No
- g. Do you make sure bus and other public transportation schedules and telephone numbers are posted in a convenient location?
Yes No
- h. Do you facilitate training in the use of public transportation?
Yes No
- i. Do you make sure other resources are provided for individuals to access the broader community where public transportation is limited?
Yes No

20. Individual's rights to dignity and privacy are respected.

- a. Do you keep health information about individuals private?
Yes No
- b. Do you post schedules of individuals for PT, OT, medications, restricted diet, etc., in a general open area for all to view?
Yes No
- c. Do you make sure individuals, who need assistance with grooming, are groomed as they desire?
Yes No
- d. Do you make sure individuals' nails are trimmed and clean?
Yes No

21. Individuals who need assistance to dress are dressed in their own clothes appropriate to the time of day and individual preferences.

- a. Do individuals wear their bathrobes all day long?
Yes No
- b. Do you make sure individuals are dressed in clothes that fit, are clean, and are appropriate for the time of day, weather, and preferences?
Yes No

22. Staff communicates with individuals in a dignified manner.

- a. Do individuals greet and chat with staff?
Yes No
- b. Do staff converse with individuals in the setting while providing assistance and during the regular course of daily activities?
Yes No
- c. Does staff talk to other staff about an individual as if the individual was not present or within earshot of other persons living in the setting?
Yes No
- d. Does staff address individuals in the manner in which the person would like to be addressed as opposed to routinely addressing individuals as 'hon' or 'sweetie'?
Yes No

Characteristics that are expected to be present in all provider-owned or controlled home and community-based settings and associated traits that individuals in those settings might experience:

- 1. Modifications of the setting requirements for individuals are supported by an assessed need and justified in the person-centered plan.**
 - a. Does documentation note if positive interventions and supports were used prior to any plan modifications?
Yes No
 - b. Do you document less intrusive methods of meeting the need that were tried previously?
Yes No
 - c. Does the plan includes a description of the condition that is directly proportional to the assessed need, data to support ongoing effectiveness of the intervention, time limits for periodic reviews to determine the ongoing necessity of the modification, informed individual consent, and assurance that the intervention will not cause the individual harm?
Yes No

- 2. Individuals have privacy in their sleeping space and toileting facility.**
 - a. Do you make sure furniture is arranged as individuals prefer, and does the arrangement assure privacy and comfort?
Yes No
 - b. Can individuals close and lock the bedroom door?
Yes No
 - c. Do staff or other residents always knock and receive permission prior to entering a bedroom or bathroom?
Yes No

- 3. Individuals have privacy in their living space.**
 - a. Do you have cameras present in the setting?
Yes No
 - b. Do you make sure the furniture is arranged as individuals prefer to assure privacy and comfort?
Yes No
 - c. Do staff or other residents always knock and receive permission prior to entering an individual's living space?
Yes No
 - d. Does staff only use a key to enter a living area or privacy space under limited circumstances agreed upon with individuals?
Yes No

- 4. Individuals have comfortable places for private visits with family and friends.**
 - a. Do you make sure the furniture is arranged to support small group conversations?
Yes No

- 5. Individuals furnish and decorate their sleeping and or living units in the way that suits them.**
 - a. Are individuals' personal items, such as pictures, books, and memorabilia present and arranged as the individual desires?
Yes No
 - b. Do the furniture, linens, and other household items reflect the individual's personal choices?
Yes No
 - c. Do individuals' living areas reflect their interests and hobbies?
Yes No

6. **There is a legally enforceable agreement for the unit or dwelling where the individual resides.**
- a. Do individuals have a lease or, for settings in which landlord tenant laws do not apply, a written residency agreement?
Yes No
 - b. Do individuals know their rights regarding housing and when they could be required to relocate?
Yes No
7. **Individuals are protected from eviction and afforded appeal rights in the same manner as all persons in the State who are not receiving Medicaid HCBS.**
- a. Do individuals know how to relocate and request new housing?
Yes No
 - b. Does the written agreement include language that provides protections to address eviction processes and appeals comparable to those provided under the jurisdiction's landlord tenant laws?
Yes No

Appendix B

Frequency tables for Provider Self-Assessment Survey

Level II Assisted Living Facilities serving HCBS Medicaid residents

NEIGHBORHOOD CHARACTERISTICS

Is the setting in a community among other private residences, retail businesses?

CommResid				
CommResid	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	8	22.22	8	22.22
1	28	77.78	36	100.00

Frequency Missing = 1

Is the community traffic pattern consistent around the setting (i.e. individuals do not cross the street when passing to avoid the setting)?

CommTraff				
CommTraff	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	6.06	2	6.06
1	31	93.94	33	100.00

Frequency Missing = 4

Do individuals on the street greet/acknowledge individuals receiving services when they encounter them?

FriendlyNeigh				
FriendlyNeigh	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	3.45	1	3.45
1	28	96.55	29	100.00

Frequency Missing = 8

Do individuals in the setting have access to public transportation?

PublicTrans				
PublicTrans	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	7	20.59	7	20.59
1	27	79.41	34	100.00

Frequency Missing = 3

Are there bus stops nearby or are taxis available in the area?

BusStop				
BusStop	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	18	50.00	18	50.00
1	18	50.00	36	100.00

Frequency Missing = 1

HOME ENVIRONMENT

Do individuals come and go at any time?

ComeGoAct				
ComeGoAct	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	2	5.71	2	5.71
1	33	94.29	35	100.00

Frequency Missing = 2

Do you make clear to individuals they are not required to adhere to a set schedule for waking, bathing, eating, exercising, activities?

NoSched				
NoSched	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	8.11	3	8.11
1	34	91.67	37	100.00

Does the individual's schedule vary from others in the same setting?

SchedVary				
SchedVary	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	8.33	3	8.33
1	33	91.67	36	100.00

Frequency Missing = 1

Do individuals have access to such things as a television, radio, and leisure activities that interest them and can they schedule such activities at their convenience?

AccessTV

AccessTV	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	36	100.00	36	100.00

Frequency Missing = 1

Do individuals have a meal at the time and place of their choosing?

MealTimeChoose

MealTimeChoose	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	14.71	5	14.71
1	29	85.29	34	100.00

Frequency Missing = 3

Can individuals request an alternative meal if desired?

ReqAltMeal

ReqAltMeal	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Are snacks accessible and available anytime?

The FREQ Procedure

SnackAvail

SnackAvail	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	2.70	1	2.70
1	36	97.30	37	100.00

Does the dining are afford dignity to the diners and are individuals not required to wear bibs or use disposable cutlery, plates, and cups?

DineDignity

DineDignity	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	36	100.00	36	100.00

Frequency Missing = 1

Are individuals required to sit at an assigned seat in a dining area?

AssignSeat				
AssignSeat	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	26	70.27	26	70.27
1	11	29.73	37	100.00

Do individuals converse with others during meal times?

SocialMeal				
SocialMeal	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do individuals have the choice to eat privately?

PrivMeal				
PrivMeal	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do individuals have a private cell phone, computer or other personal communication device, or have access to a telephone or other technology device to use for personal communication in private at any time?

IndPhone				
IndPhone	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	4	10.81	4	10.81
1	33	89.19	37	100.00

Is the telephone or other technology device in a location that has space around it to ensure privacy?

PhonePriv				
PhonePriv	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	13.89	5	13.89
1	31	86.11	36	100.00

Frequency Missing = 1

Does the individual's room have a telephone jack, wifi, or ethernet jack?

IndRoomJack				
IndRoomJack	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do your protocols or practices prohibit individuals' access to food at any time?

ProhAccFood				
ProhAccFood	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	35	94.59	35	94.59
1	2	5.41	37	100.00

Do your protocols or practices require restrictions such as posted visiting hours or schedules?

RestSched				
RestSched	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	32	86.49	32	86.49
1	5	13.51	37	100.00

Are individuals prohibited from engaging in legal activities?

ProhEngage				
ProhEngage	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	36	100.00	36	100.00

Frequency Missing = 1

Do you make sure individuals have full access to typical facilities in a home such as a kitchen with cooking facilities, dining area, laundry, and comfortable seating in the shared areas?

FullAccFac				
FullAccFac	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	34	100.00	34	100.00

Frequency Missing = 3

Do you make sure the setting is physically accessible and there are no obstructions such as steps, lips in a doorway, narrow hallways, limiting individuals mobility in the setting, or if any are present, are there environmental adaptations such as a stair lift or elevator to ameliorate the obstruction?

PhysAcc				
PhysAcc	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do you provide needed supports to individuals to assist them to move about the setting as they choose such as grab bars, seats in the bathroom, ramps for wheel chairs, viable exits for emergencies?

ProvNeedSupp				
ProvNeedSupp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do you make sure appliances are accessible to individuals (i.e. the washer and dryer are front loading for individuals in wheelchair)?

ApplAcc				
ApplAcc	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	3	9.09	3	9.09
1	30	90.91	33	100.00

Frequency Missing = 4

Do you make sure tables and chairs are at a convenient height and location so that individuals can access and use the furniture comfortably?

FurnComf				
FurnComf	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do individuals come and go at will?

ComeGoComm				
ComeGoComm	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Is there a curfew or other requirement for a scheduled return to the setting?

Curfew					
Curfew	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	34	91.89	34	91.89	
1	3	8.11	37	100.00	

Do you post schedules of individuals for PT, OT, medications, restricted diet, in a general open area for all to view?

IndAppSched					
IndAppSched	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	35	94.59	35	94.59	
1	2	5.41	37	100.00	

Do you make sure furniture is arranged as individuals prefer and does the arrangement assurance privacy and comfort?

FurnPrefSleep					
FurnPrefSleep	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Can individuals close and lock the bedroom door?

LockBeddoor					
LockBeddoor	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do you have cameras present in the setting?

CameraPres					
CameraPres	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	19	51.35	19	51.35	
1	18	48.65	37	100.00	

Do you make sure the furniture is arranged as individuals prefer to assure privacy and comfort?

FurnLivPref					
FurnLivPref	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do you make sure the furniture is arranged to support small group conversation?

FurnPrivVisit					
FurnPrivVisit	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Are individuals' personal items such as pictures, books, and memorabilia present and arranged as the individual desires?

PerItemBed					
PerItemBed	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do the furniture, linens, and other household items reflect the individuals' personal choices?

FurnChoiceBed					
FurnChoiceBed	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do individuals living areas reflect their interests and hobbies?

IndLivInterest					
IndLivInterest	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

COMMUNITY ACCESS AND SUPPORTS

Do individuals regularly access community and would they be able to describe how they access community?

AccComm					
AccComm	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	1	2.86	1	2.86	
1	34	97.14	35	100.00	

Frequency Missing = 2

Do individuals shop, attend religious services, schedule appointments, and/or have lunch with family and friends in the community as they choose?

EngageComm					
EngageComm	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do individuals talk about activities occurring outside of the setting?

DiscussAct					
DiscussAct	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	1	3.03	1	3.03	
1	32	96.97	33	100.00	

Frequency Missing = 4

Do individuals work in integrated community settings?

WorkComm					
WorkComm	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	25	80.65	25	80.65	
1	6	19.35	31	100.00	

Frequency Missing = 6

If an individual would like to work, is there activity that ensures the option is pursued?

HelpWork					
HelpWork	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	5	16.13	5	16.13	
1	26	83.87	31	100.00	

Frequency Missing = 6

Do individuals participate regularly in meaningful non-work activities in integrated community settings for the period of time desired by the individual?

NonWorkAct					
NonWorkAct	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	2	5.71	2	5.71	
1	33	94.29	35	100.00	

Frequency Missing = 2

Are visitors present?

VisPresent					
VisPresent	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Are visitors restricted to specified visiting hours?

VisRestHour					
VisRestHour	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	34	91.89	34	91.89	
1	3	8.11	37	100.00	

Are visiting hours posted?

VisHour					
VisHour	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	17	48.57	17	48.57	
1	18	51.43	35	100.00	

Frequency Missing = 2

Is there evidence that visitors have been present at regular frequencies?

VisRegFreq					
VisRegFreq	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Are visitors restricted to specific meeting areas?

VisRestArea					
VisRestArea	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	36	97.30	36	97.30	
1	1	2.70	37	100.00	

Do you make sure individuals receiving Medicaid HCBS can access amenities such as a pool or gym used by others onsite?

AccAmen					
AccAmen	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	31	100.00	31	100.00	

Frequency Missing = 6

Do you make sure a van is available to transport individuals to appointments, shopping?

TransVan					
TransVan	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	1	2.70	1	2.70	
1	36	97.30	37	100.00	

Do you make sure a bus and other public transportation schedules are telephone numbers are posted in a convenient location?

BusSched					
BusSched	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	9	29.03	9	29.03	
1	22	70.97	31	100.00	

Frequency Missing = 6

Do you facilitate training in the use of public transportation?

TrainPubTrans				
TrainPubTrans	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	16	51.61	16	51.61
1	15	48.39	31	100.00

Frequency Missing = 6

Do you make sure other resources are provided for individuals to access the broader community where public transportation is limited?

OtherTransRes				
OtherTransRes	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	2.86	1	2.86
1	34	97.14	35	100.00

Frequency Missing = 2

SERVICES AND SUPPORTS PLANNING PROCESS

Do you give individuals the choice of available options regarding where to live?

IndChoice				
IndChoice	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	34	100.00	34	100.00

Frequency Missing = 3

Do you give individuals opportunities to visit other settings?

IndOppVis				
IndOppVis	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	34	100.00	34	100.00

Frequency Missing = 3

Do the settings reflect an individual's needs and preferences?

IndNeeds					
IndNeeds	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	34	100.00	34	100.00	

Frequency Missing = 3

Do individuals have a checking or savings account or other means to control their funds?

MoneyAccess					
MoneyAccess	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Does the individual have access to their funds?

AccessFunds					
AccessFunds	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do you make clear to individuals they are not required to sign over their paychecks to the provider?

NoSignOver					
NoSignOver	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	1	2.86	1	2.86	
1	34	97.14	35	100.00	

Frequency Missing = 2

Does staff ask individuals about their needs and preferences?

StaffAskNeeds					
StaffAskNeeds	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do individuals know how to make a service request?

IndServReq					
IndServReq	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Do you accommodate requests for services and supports?

AccomReq					
AccomReq	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Do you facilitate choice in a manner that leaves individuals feeling empowered to make decisions?

EmpowerInd					
EmpowerInd	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	1	2.70	1	2.70	
1	36	97.30	37	100.00	

Do individuals know how and to whom to make a request for a new provider?

ReqProv					
ReqProv	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Is information about filing a complaint posted in an obvious location and in an understandable format?

FileCompPost					
FileCompPost	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Are individual's comfortable discussing concerns?

IndConcern					
IndConcern	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do individuals know the person to contact or the process to make an anonymous complaint?

AnonComp					
AnonComp	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Can individuals file an anonymous complaint?

IndFileAnonCom					
IndFileAnonCom	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	
Frequency Missing = 1					

Do individuals in the setting have different haircut/hairstyle and hair color?

IndHaircut					
IndHaircut	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do individuals know how to schedule person-centered planning meetings?

SchedPCPlan					
SchedPCPlan	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	8	21.62	8	21.62	
1	29	78.38	37	100.00	

Can individuals explain the process to develop and update their plan?

ExpPlan				
ExpPlan	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	7	19.44	7	19.44
1	29	80.56	36	100.00

Frequency Missing = 1

Were individuals present during the last planning meeting?

IndPresPlan				
IndPresPlan	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	6	17.14	6	17.14
1	29	82.86	35	100.00

Frequency Missing = 2

Do you make the planning meeting occur at a time and place convenient for individuals to attend?

PlanConv				
PlanConv	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	5	13.89	5	13.89
1	31	86.11	36	100.00

Frequency Missing = 1

Do you make sure all communication (written and oral) is conducted in a language that the individual understands?

CommUnd				
CommUnd	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do you provide assistance in private, as appropriate, when needed?

CommAssist				
CommAssist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do you make sure individuals, who need assistance with grooming, are groomed as they desire?

GroomAssist					
GroomAssist	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do you make sure individuals' nails are trimmed and clean?

NailCare					
NailCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	2	5.41	2	5.41	
1	35	94.59	37	100.00	

Do individuals wear their bathrobes all day long?

WearBathrobe					
WearBathrobe	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	33	94.29	33	94.29	
1	2	5.71	35	100.00	

Frequency Missing = 2

Do you make sure individuals are dressed in clothes that fit, are clean, and are appropriate for the time of day, weather, and preferences?

ClothesApprop					
ClothesApprop	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Does documentation note if positive interventions and supports were used prior to any plan modification?

PosInter					
PosInter	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Do you document less intrusive methods of meeting the need that were tried previously?

LessIntrus				
LessIntrus	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	2.86	1	2.86
1	34	97.14	35	100.00

Frequency Missing = 2

Does the plan include a description of the condition that is directly proportional to the assessed need, data to support ongoing effectiveness of the intervention, time limits for periodic reviews to determine the ongoing necessity of the modification, informed individual consent, and assurance that the intervention will not cause the individual harm?

ModApprop				
ModApprop	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	2.86	1	2.86
1	34	97.14	35	100.00

Frequency Missing = 2

Do individuals have a lease, or for setting in which landlord tenant laws do not apply, a written residency agreement?

ResidentAgree				
ResidentAgree	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	2.78	1	2.78
1	35	97.22	36	100.00

Frequency Missing = 1

Do individuals know their rights regarding housing and when they could be required to relocate?

HousingRights2				
HousingRights2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	36	100.00	36	100.00

Frequency Missing = 1

Do individuals know how to relocate and request new housing?

RelocateReq					
RelocateReq	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	36	100.00	36	100.00	

Frequency Missing = 1

Does the written agreement include language that provides protections to address eviction processes and appeals comparable to those provided under the jurisdictions landlord tenant laws?

HousingProtect					
HousingProtect	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

SETTING CHARACTERISTICS AND PERSONAL EXPERIENCE

Do individuals have a choice of who assists in facilitating the activity and where they go?

ChoiceAssist					
ChoiceAssist	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	5	13.89	5	13.89	
1	31	86.11	36	100.00	

Frequency Missing = 1

Do you give individuals a choice of a roommate?

ChoiceRoommate					
ChoiceRoommate	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	3	11.11	3	11.11	
1	24	88.89	27	100.00	

Frequency Missing = 10

Do individuals talk about their roommate in a positive manner?

DiscussRoom					
DiscussRoom	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	3	13.64	3	13.64	
1	19	86.36	22	100.00	

Frequency Missing = 15

Do individuals express a desire to remain in a room with their roommate?

StayRoom					
StayRoom	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	3	14.29	3	14.29	
1	18	85.71	21	100.00	

Frequency Missing = 16

Do married couples share or not share a room by choice?

MarryRoom					
MarryRoom	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	35	100.00	35	100.00	

Frequency Missing = 2

Do individuals know how they can request a roommate change?

ReqRoomChange					
ReqRoomChange	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	4	15.38	4	15.38	
1	22	84.62	26	100.00	

Frequency Missing = 11

Do individuals receiving HCBS live in a different area of the setting separate from individuals not received Medicaid HCBS?

IndSeparate					
IndSeparate	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	36	97.30	36	97.30	
1	1	2.70	37	100.00	

Do you have gates, velcro strings, locked doors, or other barriers preventing individuals to enter or exit from certain areas of the setting?

BarriersRest					
BarriersRest	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
0	20	57.14	20	57.14	
1	15	42.86	35	100.00	

Frequency Missing = 2

Do you make sure individuals can move about inside and outside the setting as opposed to sitting by the front door?

PhysAct					
PhysAct	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do you keep health information about individuals private?

HealthInfoPriv					
HealthInfoPriv	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do individuals greet and chat with staff?

ChatStaff					
ChatStaff	Frequency	Percent	Cumulative Frequency	Cumulative Percent	
1	37	100.00	37	100.00	

Do staff converse with individuals in the setting while providing assistance and during the regular course of daily activities?

StaffChatInd				
StaffChatInd	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Does staff talk to other staff about an individual as if the individual were not present or within earshot of other persons living in the setting?

StaffTalk				
StaffTalk	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	36	97.30	36	97.30
1	1	2.70	37	100.00

Does staff address individuals in the manner in which the person would like to be addressed as opposed to routinely addressing individuals as "hun" or "sweetie"?

StaffManners				
StaffManners	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do staff or other residents always knock and receive permission prior to entering a bedroom or bathroom?

StaffKnockBed				
StaffKnockBed	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do staff or other residents always knock and receive permission prior to entering an individual's living space?

StaffKnockLiv				
StaffKnockLiv	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Does staff only use a key to enter a living area or privacy space under limited circumstances agreed upon with individuals?

StaffKey				
StaffKey	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	36	100.00	36	100.00

Frequency Missing = 1

Miscellaneous

Do individuals express satisfaction with the services being received?

IndSatisfy				
IndSatisfy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Can individuals identify other providers who render the services they receive?

OtherProv				
OtherProv	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	37	100.00	37	100.00

Do individuals express satisfaction with the provider selected or have they asked for a meeting to discuss a change?

SatisfyProv				
SatisfyProv	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	1	2.78	1	2.78
1	35	97.22	36	100.00