



## *Home and Community-Based Services Waivers' Family/Participant Experience Survey Process 05/2012*

### **Purpose**

The Experience Survey Process provides information about clients' experience with Waiver services and supports, as well as unmet needs. Four priority areas are surveyed, including Choice and Control; Respect, Dignity, and Privacy; Access to Services; and Community Integration and Inclusion. Three surveys have been developed for populations served by the HCBS Waiver, including aged adults or adults with disabilities who live in their own homes (Participant Experience Survey (PES)); aged adults or adults with disabilities who live in assisted living facilities (Participant Experience Survey-Assisted Living (PES-AL)); and families with children with disabilities (Family Experience Survey (FES)).

### **Process**

Surveys are conducted as a part of the DHHS Home and Community Based Services Waiver Unit Quality Improvement Review Process. The review cycle identifies the sample population, method and size, geographic location, interviewers selected, and timeline determined as part of these other processes.

### **Survey Process**

#### **1. Pre-Survey Planning**

- A. The SC Agency's designated contact person coordinates with the Off-site Review Lead to schedule and arrange interviews with waiver clients.
- B. Review cycle will be every three years.

#### **2. Survey Sample Names**

- A. The sample will be 5% of open cases per agency.
- B. To the extent possible, the survey sample will include those clients listed in the file review sample taking into consideration:
  - a. Adult/Aged client's cognitive status;
  - b. Geographic location;
  - c. Schedule availability;
  - d. Willingness to participate; and
  - e. Inclusion in previous survey samples.
- C. To the extent possible, the sample reflects:
  1. A number of services coordinators; and
  2. Both larger towns/cities and rural communities.

**3. Participant/Family Experience Survey Client Location**

- A. Goal is to conduct surveys for all populations in the same geographical area at the same time regardless of what agency is serving them.
- B. Survey participants may be limited by geographical location if resources become limited.

**4. Exit Interview/Remediation/Local Report**

- A. Unmet identified needs will be remediated locally.
- B. Each agency will receive a report from the HCBS Waiver Unit along with identifying any unmet needs that must be remediated.

**5. Statewide Report**

- A. Statewide report will be completed once statewide surveys are completed
- B. Report will be posted on the DHHS Medicaid and Long-Term Care Web Site.