MD Community of Practice for Supporting Families Webinar Series

Webinar #13 – December 2, 2020

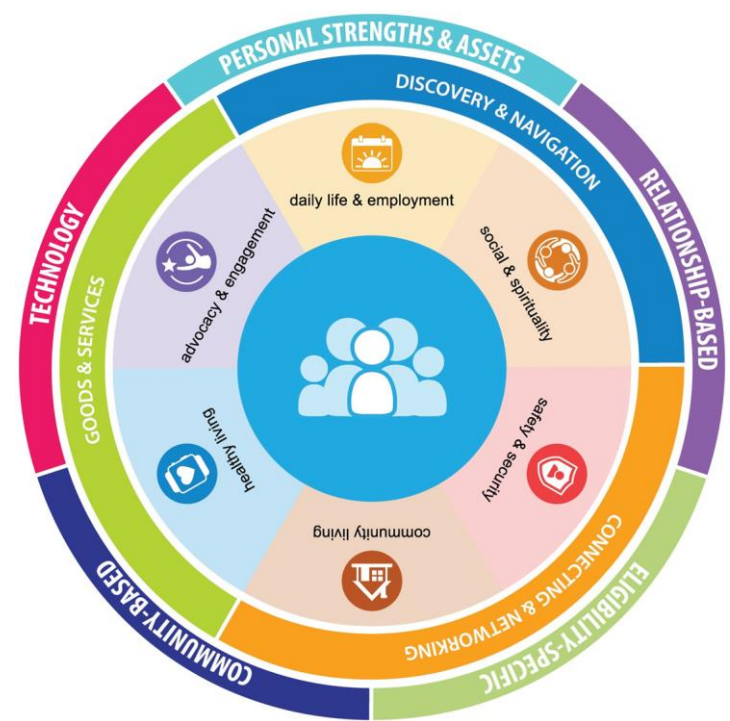## *DDA's Participant and Family Survey on COVID-19: The Results*

Hosted by the Developmental Disabilities Administration

Facilitated by Mary Anne Kane-Breschi

Director of Family Supports

CHARTING the LifeCourse

Transformational Policy and Systems Change

Special Guest

Drew Smith, DDA Consultant

Presentation:
Overview of Findings:
Provider COVID-19 Impact Survey & Individual and Family Survey on COVID-19

Topics

- Introduction and Survey Intent

- Systemic Background
    - What has the data helped us learn about services under COVID-19?

- Virtual Supports and Service Demand
    - How has the delivery of supports and services changed during COVID-19?

- Moving Forward

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Introduction

- **Survey Intent:**
    - **Provider COVID-19 Impact Survey:** What has been the impact on provider operations and stability due to COVID-19 and how have providers, if at all, changed how they deliver services? (March – May)
    - **Individual and Family Survey:** What has been the impact of COVID-19 and how has this impacted how services are used and accessed?

- **Goals:**
    - To better understand the perspectives of both groups how COVID may or may not have begun shifting service delivery
    - To inform reopening planning
    - To inform future flexibilities within DDA operations to support new approaches identified during COVID-19

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Response Statistics*

Provider Survey Response Rate
Total complete responses: **84 agencies**

Program Type	% of Total Agencies Providing DDA Services in Survey	% of Total DDA Participants Receiving Services Represented in Survey
Residential Services	32%	33%
Facility-based Meaningful Day	37%	42%
Community-based Meaningful Day	37%	46%
Support Services	32%	47%

Individual and Family Survey Response Rate:
Total complete responses: **1,392**

| Respondent Type	Response Rate
Person with I/DD receiving services through Traditional Service Model	10%
Person with I/DD receiving services through self-directed service model	2%
Family member of a person receiving services through Traditional Service Model	70%
Family member of a person receiving services through self-directed service model	16%
No response provided	1%

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Systemic Background

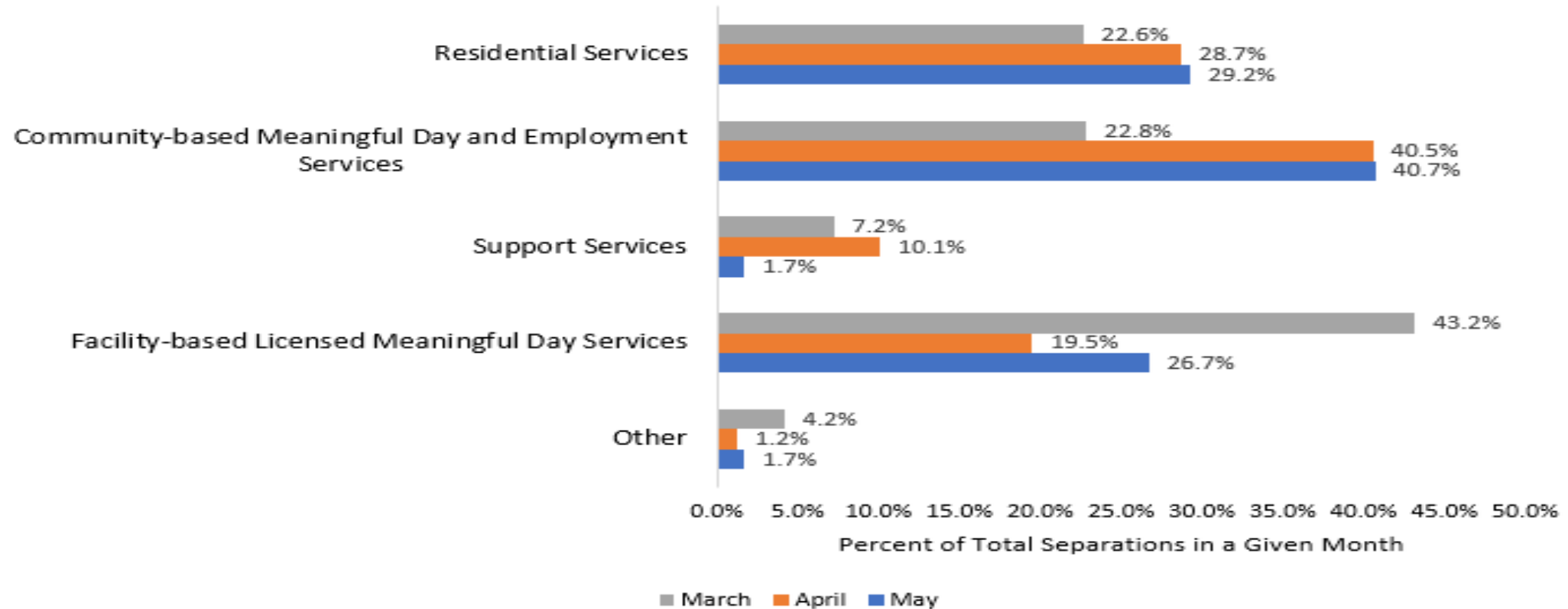# Provider Context: Direct Support Turnover

Direct Support Professionals March 1- May 31
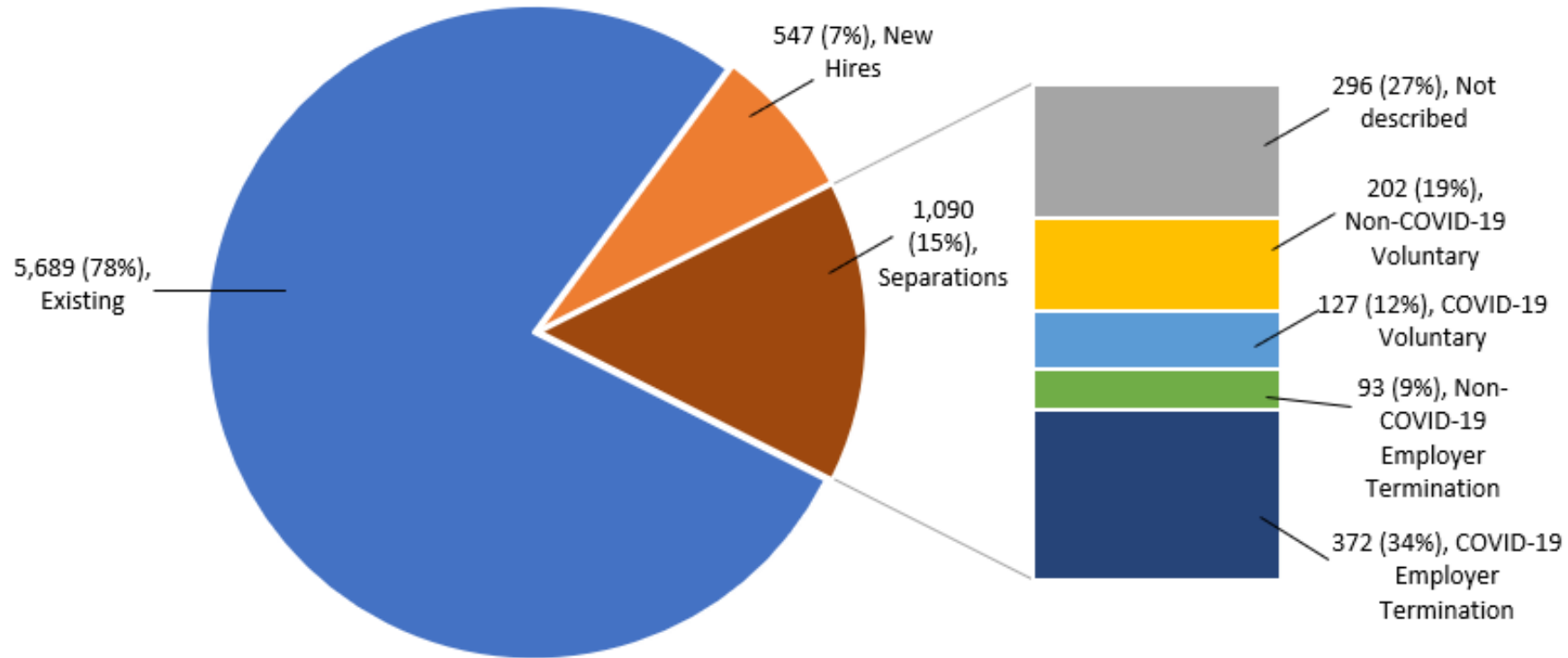
- Total DSPs Represented: **7,326**
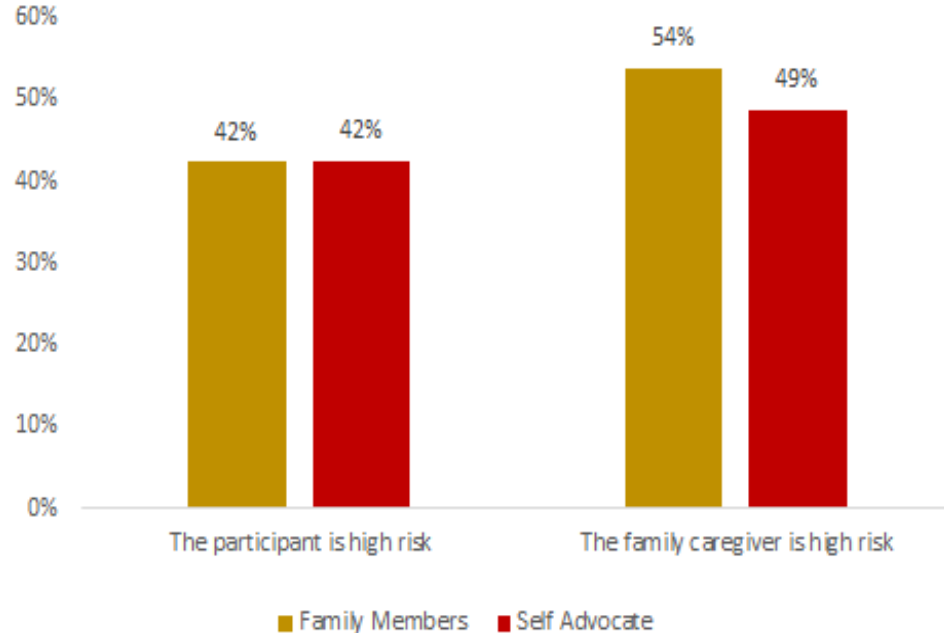- **499** Separated due to COVID-19

Provider Context: Direct Support Turnover

Separations During COVID-19 by Program Type

Program Type	March	April	May
Residential Services	22.6%	28.7%	29.2%
Community-based Meaningful Day and Employment Services	22.8%	40.5%	40.7%
Support Services	7.2%	10.1%	1.7%
Facility-based Licensed Meaningful Day Services	43.2%	19.5%	26.7%
Other	4.2%	1.2%	1.7%

Percent of Total Separations in a Given Month
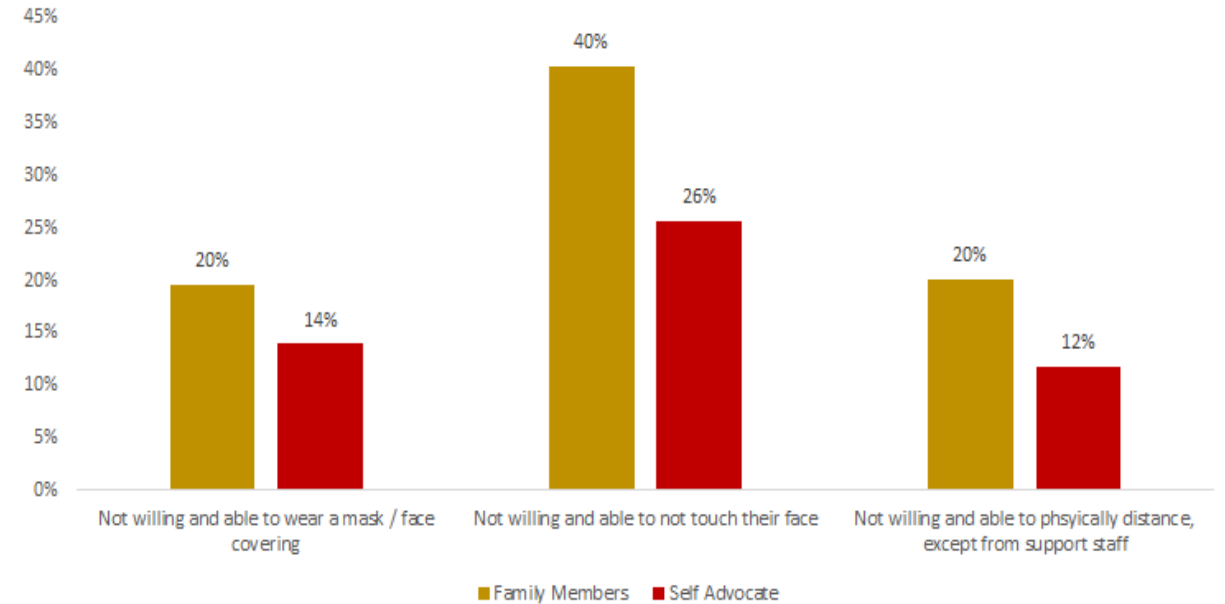
■ March ■ April ■ May

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Individual and Family Context: Health Risk

Percent of respondents who said "Yes" to risk for severe illness from COVID-19

- The participant is high risk: Family Members 42%, Self Advocate 42%
- The family caregiver is high risk: Family Members 54%, Self Advocate 49%

Percent of respondents who selected "No" or "I am not sure" to the following safety measures for COVID-19, even if they had support

- Not willing and able to wear a mask / face covering: Family Members 20%, Self Advocate 14%
- Not willing and able to not touch their face: Family Members 40%, Self Advocate 26%
- Not willing and able to phsically distance, except from support staff: Family Members 20%, Self Advocate 12%

Family Members   Self Advocate

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Individual and Family Context: Day Services

If you received services in a facility-based program, do you...
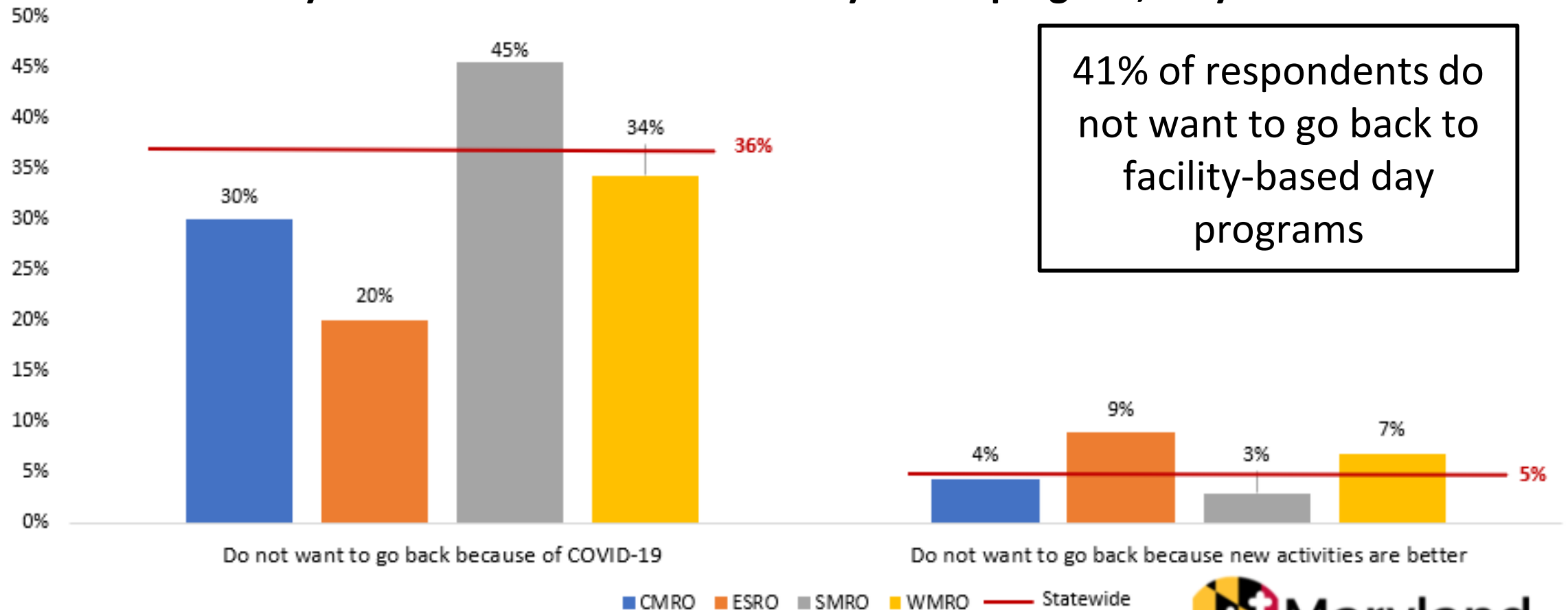
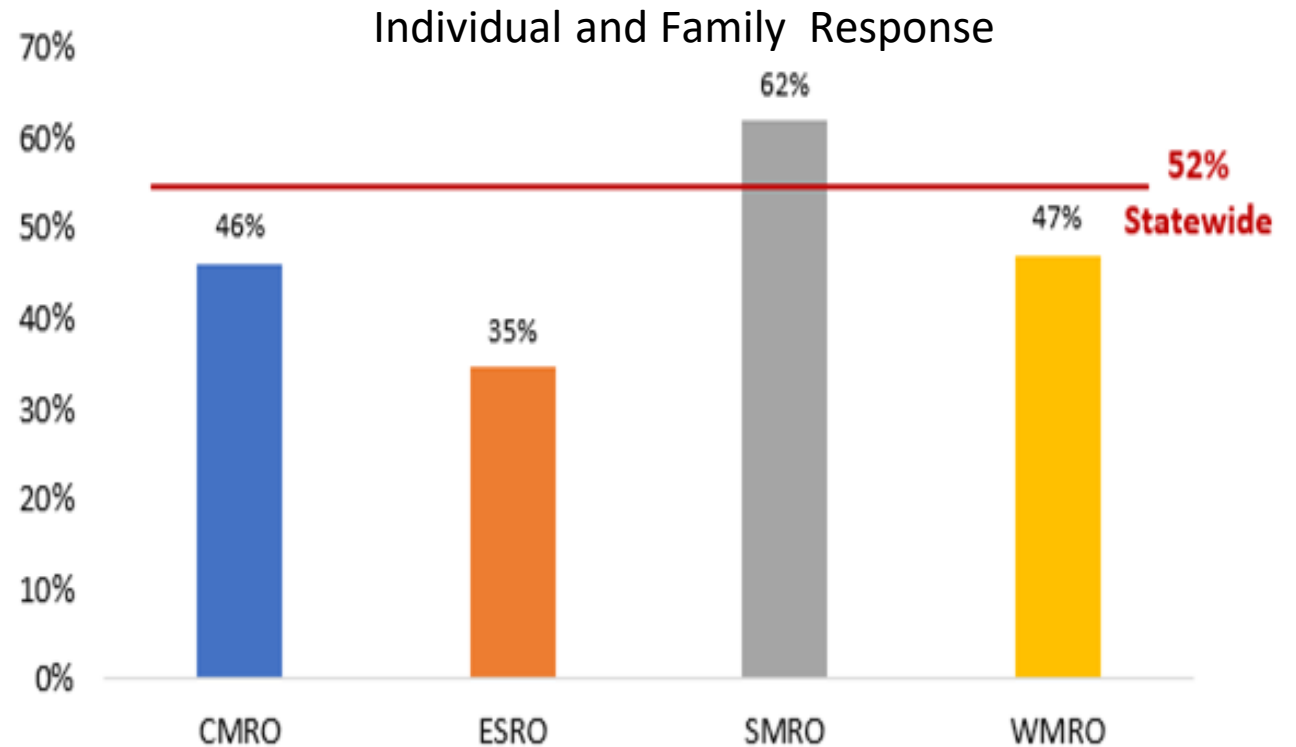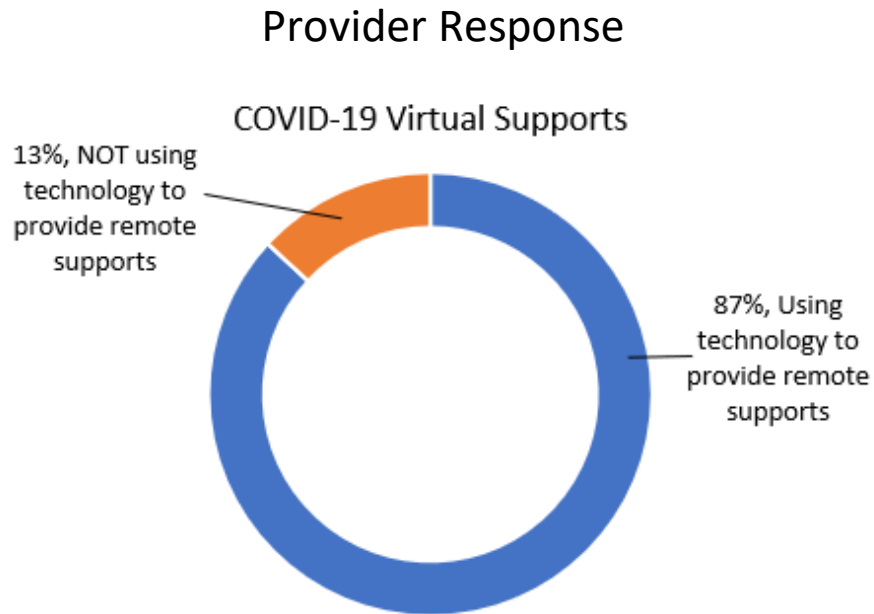41% of respondents do not want to go back to facility-based day programs
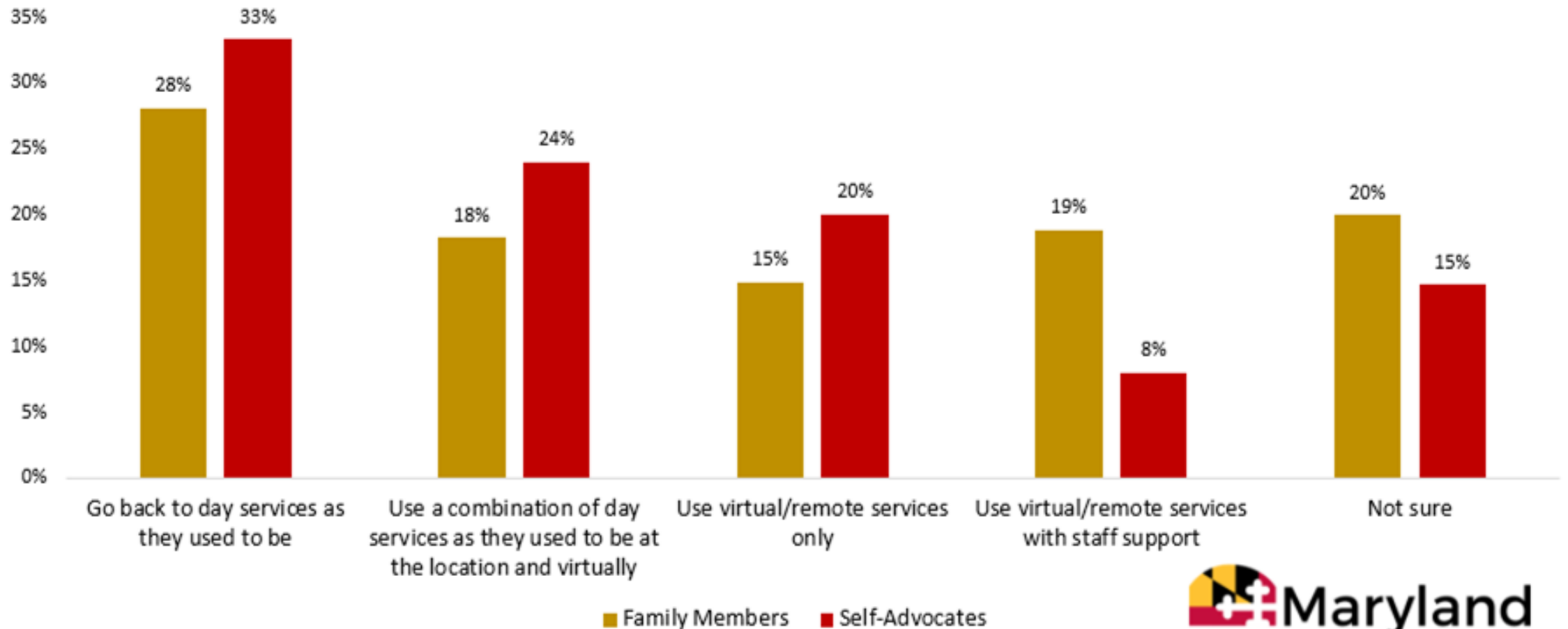
Virtual Supports and Service Demand

Virtual Services

Percent of respondents who report virtual supports are or have been used during the pandemic

Provider Response

COVID-19 Virtual Supports

13%, NOT using technology to provide remote supports

87%, Using technology to provide remote supports

Individual and Family Response

	CMRO	ESRO	SMRO	WMRO
	46%	35%	62%	47%

52% Statewide

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Continuation of Virtual Services:
Day Services

If you are using virtual/ remote services, do you want to...

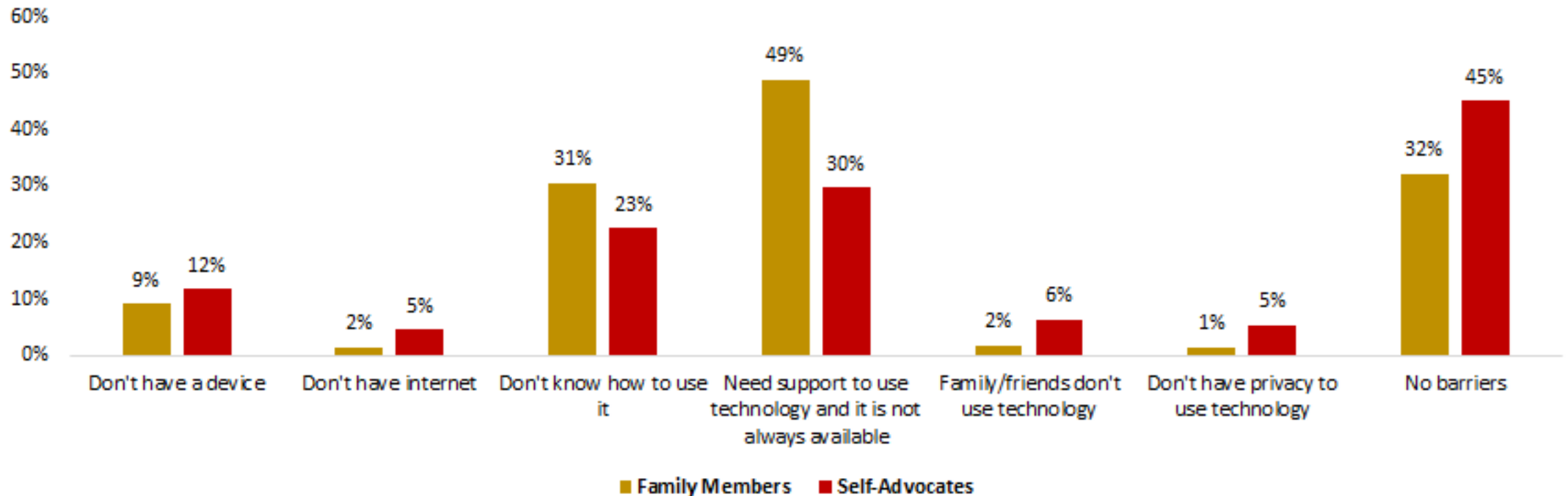|	Family Members	Self-Advocates
Go back to day services as they used to be	28%	33%
Use a combination of day services as they used to be at the location and virtually	18%	24%
Use virtual/remote services only	15%	20%
Use virtual/remote services with staff support	19%	8%
Not sure	20%	15%

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Continuation of Virtual Services:
Day Services

If you are providing services using virtual/ remote services, would you continue?

Bar chart showing:
- Providing remote supports allwed us to bring back staff furloughed or laid off due to COVID-19, would continue: 19%
- Would continue if better access to technology was available: 49%
- Will not continue after COVID-19: 11%
- Would like to continue after COVID-19: 62%
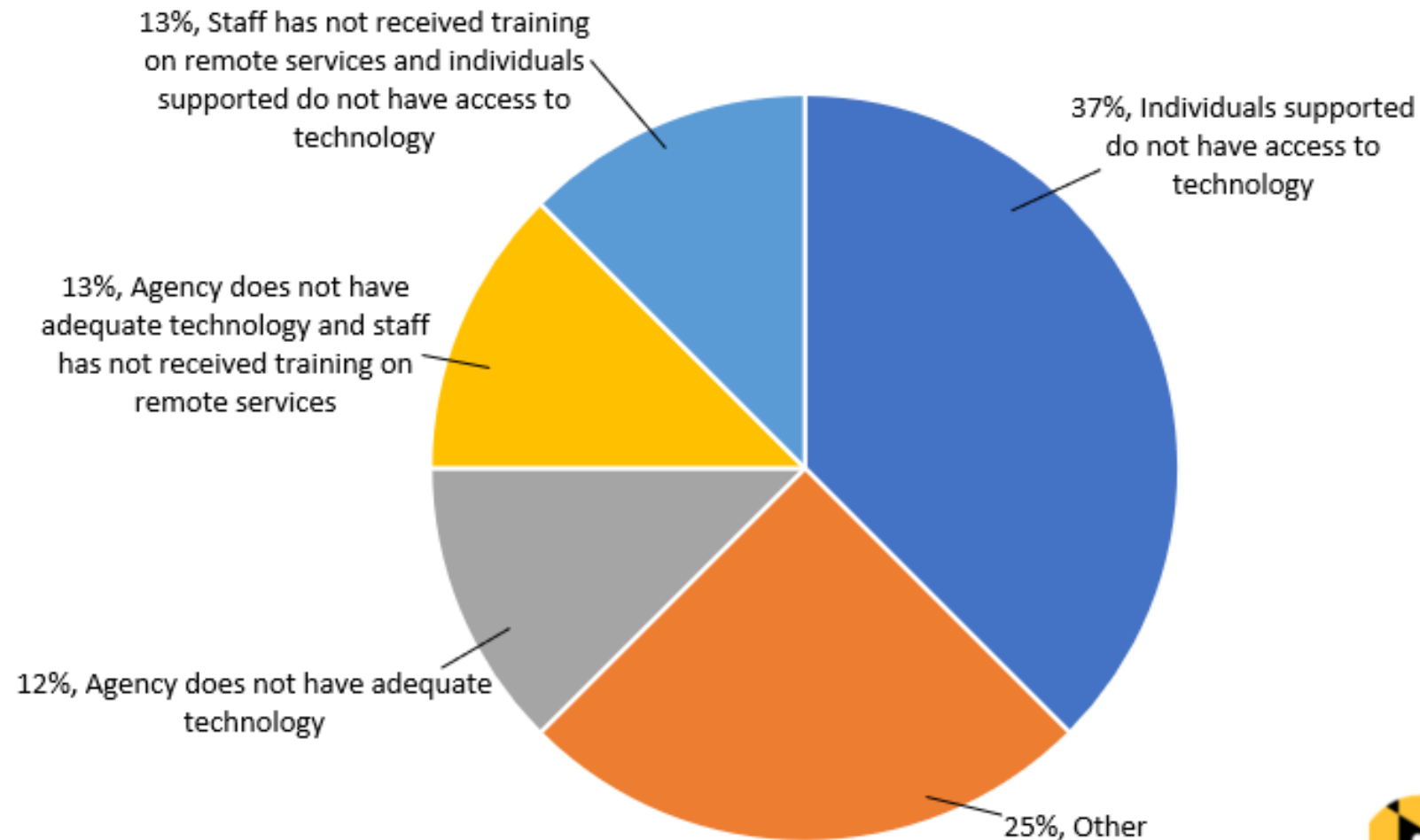
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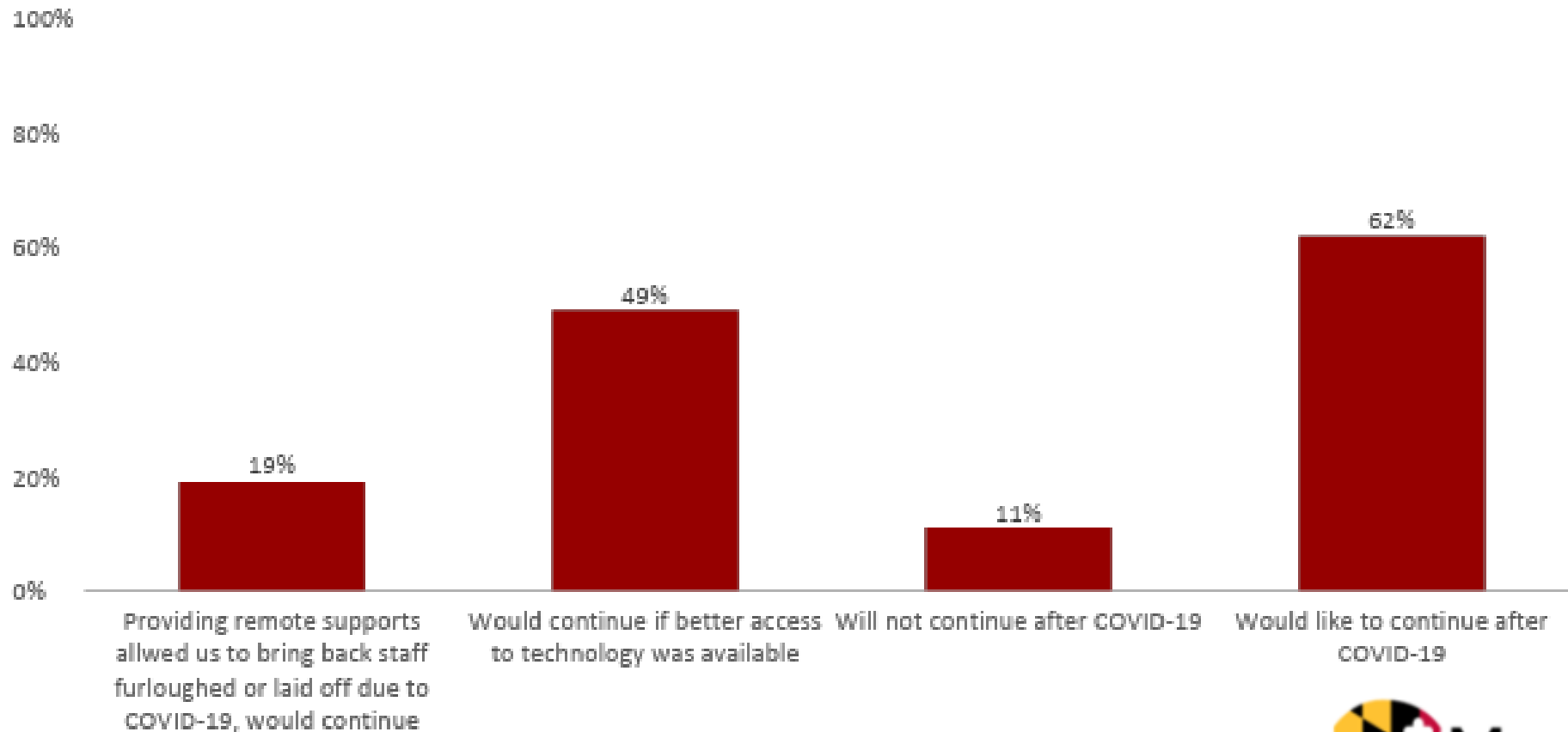
Individual and Families Barriers to Utilizing Remote Support

Note: The percentages do not add to 100 because the majority of respondents selected more than one answer to this question

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Provider Barriers to Utilizing Remote Supports

13%, Staff has not received training on remote services and individuals supported do not have access to technology

37%, Individuals supported do not have access to technology

13%, Agency does not have adequate technology and staff has not received training on remote services

12%, Agency does not have adequate technology

25%, Other

Individual and Family Technology Preferences

Would you / your family member use technology more often if it was an option?
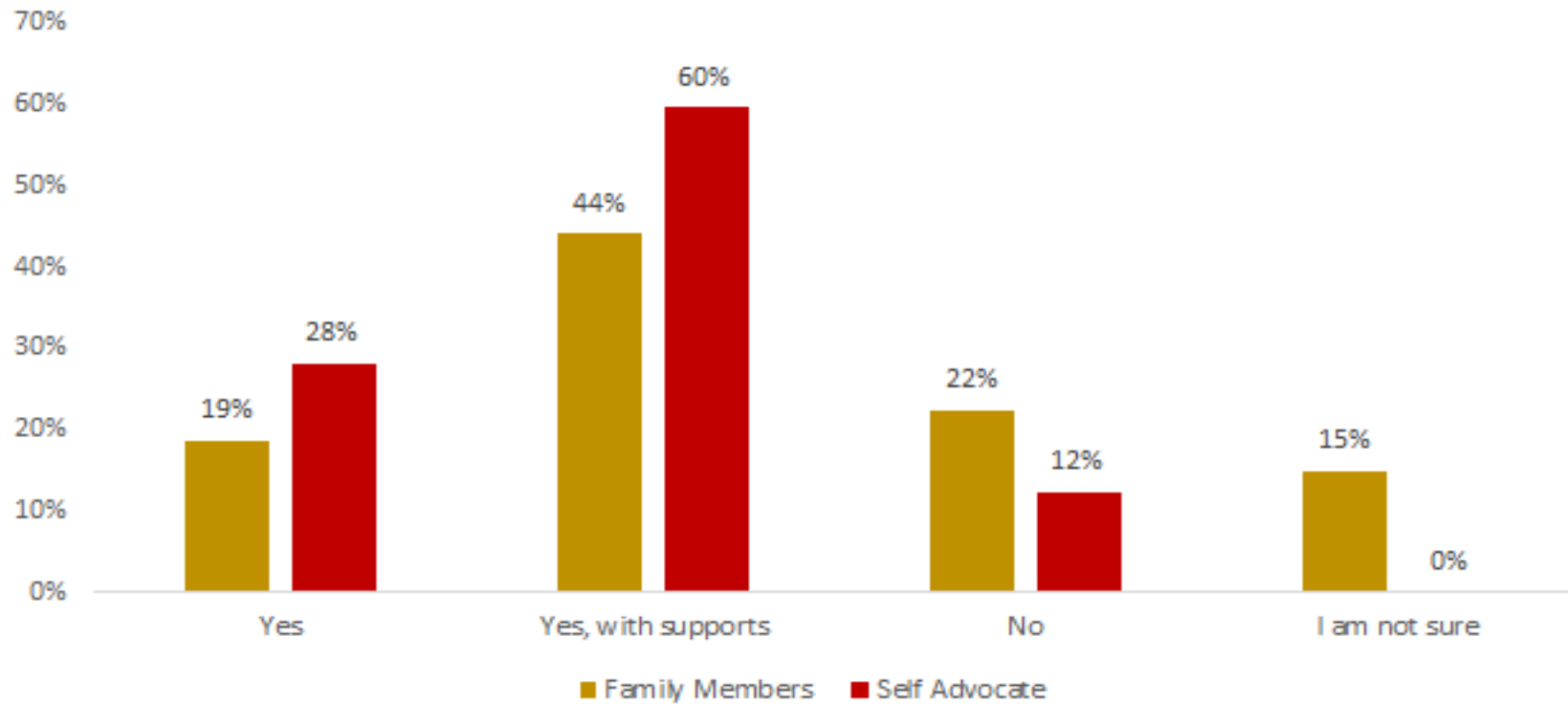
How Can This Data Support DDA and Stakeholders Moving Forward?

- As programs remain closed through COVID, how can this data be used strategically to grow access and support through remote services?
- As DDA moves forward with finalizing the Amendment #3, how does the use of remote support fold into the overall quality framework of the DDA service system?
- Data through this analysis has indicated that younger people transitioning into or already using services have had a more favorable experience utilizing remote support. How does this impact the planning and services for transitioning youth and other younger service participants to increase choice?

- Moving forward, as COVID continues:
    - Continue to collect data to inform decision-making
    - Review structures to help grow and support access to technology
    - Develop frameworks to measure and track quality of services in the new remote structure

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Questions

Webinar – Chat /Question Box
Services & Supports – Contact DDA Local Regional Office
Appendix K – dda.toolkitinfo@Maryland.gov

Thank You!

Please join us on **December 9**th
at **Noon** for our next webinar:
CtLC Integrated Star: Training

Contact Info

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