

Personal Attendant Services Program Annual Report

July 1, 2010 to June 30, 2011

**Delaware Health and Social Services
Division of Services for Aging and Adults with Physical Disabilities**

December 1, 2011

**Personal Attendant Services Program
Annual Report**

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The following is a report for the Personal Attendant Services (PAS) Program for the period from July 1, 2010 to June 30, 2011. The report includes those services paid for with Tobacco Settlement funds as well as State funds.

I. Program Expenditures

The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) contracted with two service providers during the program year: Easter Seals of Delaware and Maryland's Eastern Shore and JEVS Human Services. Program expenditures were as follows:

PAS Service Expenditures 2010-2011			
	State	Tobacco	Total
Easter Seals	\$305,434	\$523,437	\$828,871
JEVS	\$151,752	\$162,115	\$313,867
Total	\$457,186	\$685,552	\$1,142,738

II. Service Totals

The following table provides information about the number of service units provided and the number of persons served in the PAS program during the year. One unit of service is equal to one hour of attendant care.

PAS Service Totals 2010-2011						
	Units of Service			Persons Served		
	State	Tobacco	Total	State	Tobacco	Total
Easter Seals	24,362	28,909	53,271	22	38	60
JEVS	12,408	9,253	21,661	14	12	26
Total	36,770	38,162	74,932	36	50	86

III. Demographic Information

The table on the following page provides a summary of the demographic characteristics of persons served during the year.

PAS Demographic Summary 2010-2011

	Easter Seals	JEVS	Total
Age			
18 - 29	16%	13%	15%
30 - 39	18%	13%	16%
40 - 49	21%	16%	20%
50 - 59	20%	35%	25%
60 - 74	21%	16%	20%
75 - 84	0%	0%	0%
85+	3%	6%	4%
Total	100%	100%	100%
Race			
American Indian or Alaskan Native	0%	0%	0%
Asian	0%	3%	1%
Black/African American, Non-Hispanic	21%	6%	16%
White, Non-Hispanic	69%	87%	75%
Native Hawaiian/Pacific Islander	0%	0%	0%
Hispanic	2%	0%	1%
Unknown	8%	0%	5%
Other	0%	3%	1%
Total	100%	100%	100%
Sex			
Male	54%	32%	47%
Female	46%	68%	53%
Total	100%	100%	100%
Living Arrangement			
Lives Alone	13%	29%	18%
Lives With Spouse	13%	26%	17%
Lives With Parent	34%	13%	27%
Lives With Child	3%	6%	4%
Lives With Grandchild	0%	13%	4%
Lives With Other Relative	5%	0%	3%
Lives With Non-Relative	3%	3%	3%
Other	8%	3%	7%
Unknown	20%	6%	15%
Total	100%	100%	100%
County			
Kent	28%	23%	26%
New Castle	49%	55%	51%
Sussex	23%	23%	23%
Total	100%	100%	100%

IV. Wait List Reduction

The wait list for the PAS program was reduced significantly during the program year as the result of the implementation of self-directed personal care services under the Elderly & Disabled (E&D) Medicaid Waiver in early 2011. Individuals who met eligibility requirements were able to receive services through the Waiver program, thus freeing up slots to serve individuals on the PAS wait list. While month-by-month wait list data are not available for the program year, DSAAPD is able to report that in the last year the PAS wait list has been cut in half, from 70 persons in November 2010 to 32 persons in November 2011.

V. Satisfaction Surveys

Each of the PAS contractors administered satisfaction surveys to program participants. Because the surveys were developed by the individual contractors, there is some variation in the data collected. In the coming year, DSAAPD will work with contractors to develop a common satisfaction survey so that a consistent data set can be generated.

Following are the results of the satisfaction surveys administered by each of the PAS contractors.

Easter Seals

1. Easter Seals staff is accessible by phone, mail or fax

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
90 %	10 %				

2. Easter Seals staff is courteous and polite

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
100%					

3. Easter Seals staff responds to requests and concerns timely

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
100%					

4. Easter Seals staff makes deposits to my account accurately and timely

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
100%					

5. Easter Seals staff notifies me when actions are taken on my behalf

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
89 %	11%				

6. Easter Seals staff refers attendants and is helpful in finding new attendants

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
78%	22%				

7. Easter Seals staff gets new attendants on the payroll timely

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
100%					

8. Easter Seals staff make tax and Worker's Comp procedures understandable

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
90 %		10%			

9. I would recommend Easter Seals as a program provider to fellow PAS participants

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
100%					

10. As a result of your participation in Easter Seals PAS services which of the words below describe how your life has changed:

Greatly Improved	Somewhat Improved	A Little Improved	Improved, But Not Significantly	No Improvement at All
90%	10%			

11. Any suggestion on how Easter Seals could improve our PAS services to you as a participant?

- More hours
- Raise pay for attendants

12. Comments

- Our son has more social contacts because of PAS.
- I can work and get out more.
- Through my attendant, I can do things I NEVER did before, it's such a blessing.
- It gives a break to family members.
- PAS is allowing me to become the person I want to be.
- I think PAS is good for me because I am able to cook, and it helps me go to doctor appointments.
- Been very happy with their services; even when I make mistakes
- [Name] is the very best person I have worked with.
- PAS has given our son more independence and my husband and I more free time together.
- The flexibility of the schedule makes living with disabilities somewhat manageable, since my needs vary each week.

JEVS

1. JEVS staff are accessible and prompt in responding to needs and questions

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
57%	43%				

2. JEVS staff are knowledgeable with reference to answering technical questions about payroll, hiring, etc...

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
57%	43%				

3. JEVS staff show professionalism and courtesy

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
71%	29%				

4. I am confident that JEVS will provide the means to have my attendants paid timely and on a regular basis

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
71%	29%				

5. JEVS refers attendant applicants to me as requested

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
43%	14%				43%

6. JEVS assists in the attendant screening and interviewing process as requested

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
	14%				86%

7. JEVS informs me timely of action taken on my behalf or that needs to be taken with reference to workers' compensation or taxes

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
43%	43%				14%

8. I feel comfortable approaching JEVS staff with questions or concerns about my services

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
57%	43%				

9. I would recommend JEVS to a friend considering self-directed services

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
71%	29%				

10. If the option could be made available to me, I would prefer that JEVS handle payroll taxes and payment of wages directly on my behalf

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
43%	43%	14%			