

Personal Attendant Services Program Annual Report

July 1, 2011 to June 30, 2012

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

December 1, 2012

**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, 2011 to June 30, 2012. 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 2011-2012			
	State	Tobacco	Total
Easter Seals	\$70,532	\$503,405	\$573,937
JEVS	\$178,568	\$120,065	\$298,633
Total	\$249,100	\$623,470	\$872,570

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 2011-2012						
	Units of Service			Persons Served		
	State	Tobacco	Total	State	Tobacco	Total
Easter Seals	4,487	32,023	36,510	6	39	45
JEVS	11,359	7,638	18,997	21	14	35
Total	15,846	39,661	55,507	27	53	80

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 2011-2012

	Easter Seals		JEVS		Total	
Age		%		%		%
18 - 29	5	11%	4	11%	9	11%
30 - 39	5	11%	1	3%	6	8%
40 - 49	8	18%	6	17%	14	18%
50 - 59	10	22%	8	23%	18	23%
60 - 74	12	27%	4	11%	16	20%
75 - 84	3	7%	6	17%	9	11%
85+	2	4%	6	17%	8	10%
Total	45	100%	35	100%	80	100%
Race						
American Indian or Alaskan Native	0	0%	0	0%	0	0%
Asian	0	0%	0	0%	0	0%
Black/African American, Non-Hispanic	8	18%	3	9%	11	14%
White, Non-Hispanic	33	73%	14	40%	47	59%
Native Hawaiian/Pacific Islander	0	0%	0	0%	0	0%
Hispanic	2	4%	0	0%	2	3%
Unknown	0	0%	18	51%	18	23%
Other	2	4%	0	0%	2	3%
Total	45	100%	35	100%	80	100%
Sex						
Male	20	44%	16	46%	36	45%
Female	25	56%	19	54%	44	55%
Total	45	100%	35	100%	80	100%
Living Arrangement						
Lives Alone	27	60%	6	17%	33	41%
Lives With Someone (Spouse, Family, Friends, Other)	18	40%	10	29%	28	35%
Unknown	0	0%	19	54%	19	24%
Total	45	100%	35	100%	80	100%
County						
New Castle	26	58%	19	54%	45	56%
Kent/Sussex	19	42%	16	46%	35	44%
Total	45	100%	35	100%	80	100%

IV. Wait List

The wait list for the PAS program was eliminated in December 2011 but expanded to 71 by July 2012.

V. Satisfaction Surveys

Each of the PAS contractors administered satisfaction surveys to program participants. In the past, data collected from the satisfaction surveys has varied slightly because separate surveys were developed by each provider. The surveys have now been standardized.

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

Satisfaction Surveys

1. I participated in the preparation of my Individual Service Plan for the PAS program

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%	6%				
JEVS	71%	29%				

2. My Individual Service Plan has been explained to me

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%		6%			
JEVS	61%	35%		3%		

3. I agree with my Individual Service Plan

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	88%	12%				
JEVS	58%	42%				

4. I am satisfied with the quality of care provided by my attendant

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%	6%				
JEVS	81%	19%				

5. In can depend on my attendant to show up for work on time

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%	6%				
JEVS	77%	19%	3%			

6. I am treated with courtesy by (Provider) staff

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%	6%				
JEVS	84%	16%				

7. (Provider) staff is accessible to me

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%			6%		
JEVS	71%	29%				

8. (Provider) staff promptly responds to my questions and requests for assistance

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	88%	6%		6%		
JEVS	81%	19%				

9. (Provider) staff promptly notifies me when actions are taken on my behalf

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%			6%		
JEVS	55%	19%			10%	16%

10. (Provider) staff refers attendants to me when requested

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	82%	6%	6%			6%
JEVS	32%	10%			10%	48%

11. (Provider) staff assists me in the attendant screening process when requested

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	88%	6%		6%		
JEVS	32%	16%	3%			48%

12. (Provider) staff promptly adds new attendants to payroll

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	88%	12%				
JEVS	32%	6%			10%	52%

13. My attendant(s) are paid in a timely manner

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	88%	12%				
JEVS	77%	16%	3%			3%

14. I would recommend (Provider) as a program provider to fellow PAS participants

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	94%		6%			
JEVS	74%	26%				

15. I would recommend the PAS program to others

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	NA
Easter Seals	100%					
JEVS	71%	19%			6%	3%

16. As a result of my participation in PAS, the following choice below describes how my life has changed

	Greatly Improved	Somewhat Improved	Improved	Slightly Improved	No Improvement at all	Don't know
Easter Seals	82%	10%				
JEVS	42%	13%	23%	6%	10%	6%

Easter Seals Participant Survey Additional Questions

Suggestions for improvement of the PAS program:

Program is excellent; N/A; None at this time, Easter Seals serves very well; Better communication; Please consider adding more hours to patients that need 24 hour care; Pay is a little low for the services; More hours; Raise pay for attendants; Pay gas for attendants

Comments:

PAS program is greatly appreciated; Staff is friendly and cheerful and very helpful to our family; Easter has been beneficial with attendant services that has allowed myself to be able to become more independent with personal and medical circumstances that I deal with weekly; Who changed the survey? This is a little stiff for PAS; People don't know how hard life can be without PAS; Just, thank you

JEVS Participant Survey Additional Questions

Suggestions for improvement of the PAS program:

Should have training for attendants. Do more investigating and more questions. Do they have a reliable vehicle?; To decrease the paper work required by the consumer. Having to interview and await approval of an attendant is traumatic when immediate help is needed. This undertaking was not expected when I learned about the program. This is really too much to do; Nothing. So far, so good; How can you suggest more improvement (when) overwhelmingly grateful for what you're getting?; I would like to be provided with stamps or postage paid envelopes; No; It would be nice if I could get the two hours a week that I originally had. I wish there was additional funding for the program in general; More money for the program; I want more hours; Doing a very good job; No

Comments:

The attendants should get an increase in pay; Doing a great job; None; So strongly approve of support/compensation . . . (*illegible*); No; Good Program; Does the best JEVS can within their scope and needs more support and funding; Get the word out more. Drop brochures off at doctor's offices and pharmacies; Not clear how the financial broker's role and who is managing this; Very nice and cooperative; Very happy with the program

VI. Service Provider Reports

PAS providers have begun completing annual Service Provider Reports which document the primary condition necessitating PAS services for each participant as well as services provided by attendant staff.

A combined list of primary conditions necessitating PAS services includes:

Cerebral Palsy	Chronic Obstructive Pulmonary Disease	Complications from Cancer
Multiple Sclerosis	Sickle Cell Disease	Dementia
Quadriplegia	Neurosarcoidosis	Vasculitis
Paraplegia	Renal Failure	Cardiovascular Disease
Blind	Gastroparesis	Dwarfism
Brain Injury	Autism	Visual Impairment
Stroke	HIV/AIDS	Buerger's Disease
Alzheimer's Disease	Spinal Disease	Diabetes
Muscular Dystrophy	Mental Retardation	Osteoarthritis
Diabetes with Neurological Complications	Heart Disease	Parkinson's Disease
Lung Disease		

A combined list of services provided by attendants includes:

Accompanying to appointments	Bladder program/Catheter care	Hair care
Administration of meds (non-insulin injection)	Bowel program (enemas, suppositories)	Inhalation therapy
Application of braces/prostheses	Breakfast preparation	Insulin injection
Application of cosmetics	Companionship time	Kitchen cleanup
Assistance with eating	Dinner preparation	Laundry
Bathing	Dressing	Living Room cleanup
Bathroom cleanup	Errands (pharmacy, bank, etc.)	Lunch preparation
Bedroom cleanup	Food shopping	Meal cleanup
Oral care	Preparation of meds (sorting, crushing, etc.)	Range of motion therapy
Reading/Writing/Mail	Shaving	Therapeutic walking
Toileting	Transferring	Undressing
Window washing	Wound care	Lifting
Trim nails	Apply lotion	Assist/support with job
Dishes	Organizing paperwork	Medicines
Attending meetings	Companionship/assist with hobbies and games	Turning in bed (skin care)
Attending church	Completing college courses	Accompanying on DART (doctor, family visits)
Trach care	Assist with therapy exercises	Scheduling appointments
Catheter care	Wound care	Oxygen care