

2021-2022 Makor/WLCR
Agency-Wide Quality of Life Review
And
Valued Outcome Assessment

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Part One: Makor/WLCR 2021-2022 Agency-Wide Quality of Life Review

As per the directive of OPWDD, in 2016 Makor/WLCR adopted the CQL POMS as a measure of Quality of Life. This replaced the Quality of Life Instrument Package for Adults with Developmental Disabilities published by the Centre for Health Promotion at the University of Toronto, which Makor/WLCR had been using as a Quality of Life measure since 2005. Results from the CQL POMS are used to develop individualized goals and objectives.

Despite the use of the CQL POMS to better align with OPWDD preferences and survey measures, there are aspects of the Toronto Instrument that Makor/WLCR finds extraordinarily useful and which are lacking in the CQL POMS. Most notably, the CQL POMS only measures the presence or absence of outcomes in each area measured by the tool, and while it is true that personal preference is included in the measure of whether or not an outcome is present, there is no way of knowing how important the outcome is to an individual based solely on the score itself.

For example, in the area of intimate relationships, the presence or absence of the outcome is established via the following method:

- 1) Does the person have intimate relationships?
- 2) Is the person satisfied with the type and scope of intimate relationships?
- 3) If the answers to #1 and #2 are yes, the outcome is present.
- 4) If the answers to #1 and #2 are no, is this due to personal choice?
- 5) If due to personal choice, the outcome is present.

While this methodology does convey in a black or white, dichotomous manner whether or not the person is satisfied with his or her intimate relationship status, a “present” rating tells you nothing about how important this outcome is to the person or how important it is compared to other outcomes measured. If, for example, this person is satisfied with his intimate relationship status but this status is not very important to him, it cannot necessarily be said to be an adequate measure of the person’s Quality of Life. If the person is not happy with her intimate relationship status but is even more dissatisfied with her employment status, then splitting attention and resources to address both concerns equally based on their equal “not present” ratings may not be truly person centered. Similarly, if a person is 99% satisfied with his intimate relationship but states that he still seeks improvement (“I love my girlfriend, but it upsets me that we only speak eight times a day instead of ten times a day”), this would be rated as equally “not met” on the CQL POMS as someone who is 0% satisfied (i.e. “I wish I had a girlfriend”). Furthermore, when using a simple, dichotomous, present/not present rating system, Makor/WLCR typically achieves a 100% agency-wide satisfaction rate on the CQL POMS with no need for improvement noted, and we like to seek improvement.

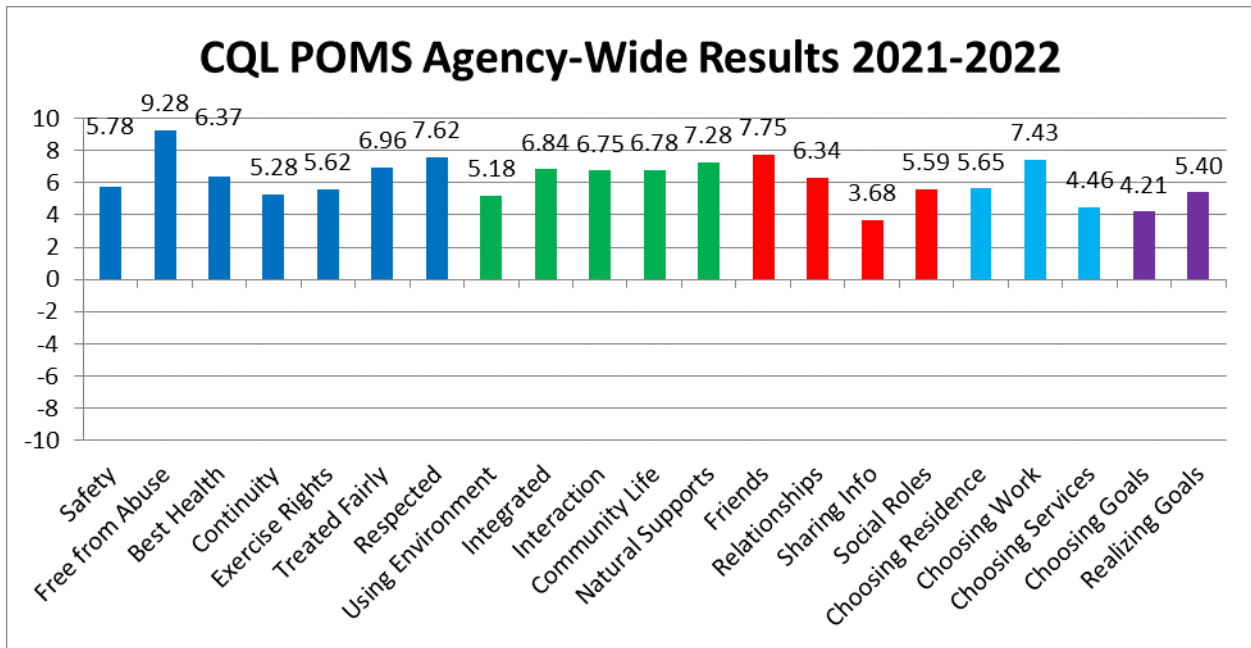
The Toronto Instrument, however, takes both satisfaction and subjective importance to the individual into account when determining the impact of a given area on one's Quality of Life. It does this by asking two distinct questions for each area assessed: 1) How important is this aspect of life to the person, and 2) how satisfied is the person with this aspect of his or her life? Responses to these questions are coded using a Likert scale ranging from 1 (very little) to 5 (a lot). By measuring both importance and satisfaction levels, the Toronto Instrument is able to distinguish between a person who reports moderate satisfaction in an area that is less important to him from a person who is equally satisfied in the same area, but who views that area as being more important. When analyzing results of the Toronto Instrument, importance and satisfaction scores are statistically collapsed into Quality of Life Scores, thus allowing areas deemed by individuals as more important to them to be weighted more heavily than areas deemed less important. For example, a person who reported being highly satisfied (a satisfaction score of "5") in an area deemed by her to be of very little importance (an importance score of "1") will achieve a Quality of Life Score in that area of "2", while a person who reported being highly satisfied (a satisfaction score of "5") in an area deemed as "very important" (an importance score of "5") will achieve a Quality of Life Score in that area of "10". Quality of Life Scores thus fall on a theoretical 20 point Likert Scale, with 10 being "Highly Satisfied in an area of great importance to me" and -10 being "Highly unsatisfied in an area of great importance to me".

In order to gather data found to be useful to the agency in addressing the needs of our Service Participants while at the same time meeting the instrumental preference of OPWDD, Makor has adopted a hybrid model in our Quality of Life assessments. Namely, in addition to administering the CQL POMS in the standardized manner the instrument demands, the two additional Toronto Instrument questions (how important is this aspect of life to the person, and how satisfied is the person with this aspect of his or her life) are posed for each personal outcome investigated by the CQL POMS. Makor/WLCR then further groups responses into the following categories: "Highly satisfied" (Quality of Life Scores of 8, 9, or 10); "very satisfied" (Quality of Life Scores of 4, 5, 6, or 7); "satisfied" (Quality of Life Scores of 0, 1, 2, or 3); "unsatisfied" (Quality of Life Scores of -1, -2, or -3); "very unsatisfied" (Quality of Life Scores of -4, -5, -6, or -7); and "highly unsatisfied" (Quality of Life Scores of -8, -9, or -10).

Makor/WLCR has found this information to be extremely valuable in understanding the nuance of specific individuals' Quality of Life ratings and in using this nuance to establish both individualized and agency-wide objectives.

Results for this survey were derived through CQL POMS and Valued Outcome reviews covering June of 2021 through May of 2022 and are summarized on the following pages. These results will be used to determine agency-wide areas to target for improvement. Thirty-two respondents are included in this year's survey, up from thirty respondents last year and reflecting a sample size of roughly 15.5% of people being supported by Makor/WLCR's waiver services.

Criteria for assigning importance and satisfaction scores are outlined in the handbook of the Quality of Life Instrument along with the table used to assign Quality of Life Scores. In addition to assessing satisfaction in individual areas, the CQL POMS uses a principal components factor analysis to group its results into five domains: My Human Security (Non-negotiable human and civil rights); My Community (Access to be in, a part of, and included in the community); My Relationships (Social support, familiarity, intimacy, and belonging); My Choices (Decisions about one’s life and community); and My Goals (Dreams and aspirations for the future). This final category consists exclusively of the, “People choose personal goals” and “People realize personal goals” areas. Results of this year’s review are as follows:



Agency-Wide Averages By Domain

My Human Security: 6.70 (down from 7.46)

My Community: 6.56 (up from 6.20)

My Relationships: 5.84 (up from 5.30)

My Choices: 5.84 (down from 5.93)

My Goals: 4.80 (up from 1.89)

2020-2021 CQL POMS Agency-Wide Results by Level of Satisfaction:

Highly Satisfied (QOL Scores of 8, 9, or 10)

People are free from abuse and neglect (9.28, down from 10 last year)

Very Satisfied (QOL Scores of 4, 5, 6, or 7)

- People are connected to natural support networks (7.27, up from 5.33 last year)
- People have intimate relationships (6.34, up from 5.93 last year)
- People are safe (5.78, down from 7.13 last year)
- People have the best possible health (6.37, up from 6.13 last year)
- People exercise rights (5.62, up from 5.30 last year)
- People are treated fairly (6.96, down from 7.60 last year)
- People experience continuity and security (5.28, down from 6.73 last year)
- People choose where and with whom they live (5.65, up from 4.90 last year)
- People choose where they work (7.43, up from 7.13 last year)
- People use their environments (5.18, down from 5.93 last year)
- People live in integrated environments (6.84, up from 6.26 last year)
- People interact with other members of the community (6.75, down from 6.83 last year)
- People perform different social roles (5.59, up from 5.23 last year)
- People choose services (4.46, down from 5.76 last year)
- People participate in the life of the community (6.78, up from 6.66 last year)
- People have friends (7.75, up from 7.36 last year)
- People are respected (7.62, down from 9.33 last year)
- People choose personal goals (4.21, up from 2.26 last year)
- People realize personal goals (5.40, up from 1.53 last year)

Satisfied (QOL Scores of 0, 1, 2, or 3)

People decide when to share personal information (3.68, up from 2.70 last year)

<u>Unsatisfied (QOL Scores of -1, -2, or -3):</u>	None
<u>Very Unsatisfied (QOL Scores of -4, -5, -6, or -7):</u>	None
<u>Highly Unsatisfied (QOL Scores of -8, -9, or -10):</u>	None

These results indicate an overall 100% satisfaction rate across the agency in all areas assessed by the CQL POMS, and overall increases in satisfaction in three of the five general domains specified by the CQL POMS, namely, My Community; My Relationships; and My Goals (the last of which reflected a significant improvement over last year's results, from 1.89 to 4.80). The decrease in satisfaction observed in the My Choices domain (from 5.93 to 5.84) appears insignificant. The decrease in the area of My Human Security, however, appears more significant (from 7.46 to 6.70) and most likely reflects the psychological impact of the COVID-19 pandemic on our Service Participants.

When viewing these results by individual item, these results reflect increased satisfaction as compared to last year's findings in 13 of the 21 areas assessed by the CQL POMS while overall satisfaction rates went down in 8 of the 21 areas assessed. When looking at the specific areas in which satisfaction decreased, we find that the COVID-19 pandemic very much disrupted the lives of our Service Participants. So, in reviewing those areas that showed decreased satisfaction, we find slight decreases in areas that reflect community participation (such as, "People use their environments", which dropped to 5.18 from 5.93 last year, and, "People interact with other members of the community", which dropped to 6.75 from 6.83 last year), and more significant declines in areas that reflect overall angst (such as the areas of, "People are safe" which dropped to 5.78 from 7.13 last year; "People are treated fairly", which dropped to 6.96 from 7.60 last year; and "People experience continuity and security", which dropped to 5.28 from 6.73 last year. Interestingly, this is true even though the categories of, "People live in integrated environments" and, "People participate in the life of the community" actually show slight increases in satisfaction over last year, as does satisfaction in the general category of "My Community), which increased to 6.56 this year from 6.20 last year. This finding will be discussed further in the Valued Outcome Assessment section of this report.

Another category that saw the impact of COVID-19 was that related to people's ability to "feel heard" during the pandemic. Responses to these areas, such as, "People choose services" (4.46, down from 5.76 last year) and, "People are respected (7.62, down from 9.33 last year), seem (based on specific interview responses) to be based on challenges and frustrations people felt by, for example, not being allowed certain visitors during the pandemic and not being able to attend programs that were closed. Indeed, the area of "People are respected" dropped from the "highly satisfied" range in last year's survey to the "very satisfied" range this year. The other (and more positive) categories of significant change over this year are in the areas of, "People choose personal goals" (4.21, up from 2.26 last year) and, "People realize personal goals" (5.40, up from 1.53 last year). These categories were also those that were targeted for intervention after a precipitous decrease in satisfaction observed during last year's survey; therefore, the idea that satisfaction in both of these areas reached a level that shifted these categories from the merely "satisfied" range to the "very satisfied" range is quite pleasing. The only area remaining in the merely "satisfied" range, namely, "People decide when to share personal information" (3.68, up from 2.70 last year) was also a specific target of intervention this year and while it remains the area of greatest relative concern, the overall improvement in satisfaction rates since last year remains encouraging.

Despite the negative impact COVID-19 appears to be having on satisfaction rates in certain areas, it is also worthwhile noting that satisfaction in some areas particularly hard hit during the pandemic appear to be on the rebound. For example, satisfaction regarding people's connection to natural support networks jumped from 5.33 in last year's survey to 7.27 this year, actually exceeding the pre-COVID 6.90 result from the 2019-2020 survey year. Similarly, satisfaction

regarding people having intimate relationships showed an increase from 5.93 last year to 6.34 this year (although this remains slightly slower than the 6.59 satisfaction rate seen in 2019-2020).

All told, of the 672 unique responses to this year's CQL POMS interviews (n=32 x 21 areas assessed= 672), 671 (99.85%) fell within the binary satisfied range and 1 (0.15%) fell into the binary unsatisfied range. The only response falling in the dissatisfied range was one "very unsatisfied" response given in the area of "people choose personal goals." While the specifics of this response remain anonymous within the context of this survey, the individual challenge in this area expressed by the Service Participant being interviewed was followed-up upon with appropriate agency staff by the agency's CQL POMS interviewer at the time of the interview.

Again, overall agency-wide binary satisfaction level within the general domains identified in the CQL POMS remains at 100%.

Part Two: Makor/WLCR 2020-2021 Agency-Wide Valued Outcome Assessment

In addition to the Quality of Life Instrument, an assessment of Valued Outcomes was administered to approximately 15% of Service Participants enrolled in this program and/or their Advocates (n=31). Valued Outcomes were identified via clinical interviews (the "Valued Outcome Assessment") conducted with the Service Participants, their families, staff, and Advocates.

A total of 141 (commensurate with last year's 142) Valued Outcomes were identified through this process. Of these, 53 (up from 51 last year) were Service Participant Generated Valued Outcomes and 88 (down from 91 last year) were Staff or Family Generated Valued Outcomes. Stated differently, Service Participant Generated Valued Outcomes constituted approximately 37.5% (up from 36% last year) of the total Valued Outcomes identified while Advocate Generated Valued Outcomes constituted 62.5% (down from 64% last year). Please keep in mind that there is likely to always be a higher percentage of Advocate Generated Valued Outcomes than Service Participant Generated Valued Outcomes as each individual Service Participant may have family members as well as staff interviewed for this survey. Valued Outcomes were then categorized by theme to provide a comprehensive picture of the types of outcomes given priority by our Service Participants and their Advocates. Results are presented as percentages of each category of Valued Outcome within the total number of Service Participant or staff/family member generated Valued Outcomes. Please note that family generated and staff generated Valued Outcomes have been collapsed under the heading "Valued Outcomes as per Advocates", and that the total percentages for each column may not add up to 100% due to rounding errors. Last year's results are documented in parentheses next to this year's results.

Valued Outcomes as per Service

Participants:

Health Issues: 4% (2%)
Marriage: 4% (2%)
General Development/
Independence: 2% (0%)
Academics: 2% (2%)
Social Skills & Opportunities: 9.5% (0%)
Community Participation: 0% (2%)
Spirituality: 4% (8%)
Quality of Life: 0% (0%)
Employment: 4% (2%)
Concrete/Material requests: 9.5% (10%)
Training in Activities
of Daily Living: 13% (10%)
Family Contact: 0% (6%)
Travel: 5.5% (10%)
Choice making 0% (0%)
Privacy: 0% (0%)
Clinical Services/Issues: 2% (6%)
Hobbies: 11% (21%)
Recreation: 15% (20%)
Safety/Cared For: 4% (0%)
Day Program: 0% (2%)
Owning Home: 0% (0%)
Helping Others: 0% (0%)
Staff Attention: 5.5% (2%)
Computer Skills: 2% (--)

Valued Outcomes as per

Advocates:

Health Issues: 8% (9%)
Marriage: 4.5% (4.5%)
General Development/
Independence: 2.25% (0%)
Academics: 1.5% (0.0%)
Social Skills & Opportunities: 12.5% (9%)
Community Participation: 2.25% (2%)
Spirituality: 3.5 % (4.5%)
Quality of Life: 5.5% (1%)
Employment: 2.25% (3.5%)
Concrete/Material requests: 0% (2%)
Training in Activities
of Daily Living: 12.5% (12%)
Family Contact: 1.5% (2%)
Travel: 1.5% (1.5%)
Choice making: 0% (0%)
Privacy: 0% (0%)
Clinical Services/Issues: 16% (15%)
Hobbies: 5.5% (12%)
Recreation: 3.5% (12%)
Safety/Cared For: 3.5% (0%)
Day Program: 0% (1%)
Owning Home: 0% (0%)
Helping Others: 0% (0%) (0%)
Staff Attention: 3.5% (3.5%)
Computer Skills: 5.5% (--)

No Valued Outcomes: 4% (--)

No Valued Outcomes: 4.5% (--)

Evaluation and comparison of Service Participant and Advocate Generated Valued Outcomes:

In reviewing the two sets of Valued Outcomes, the most striking patterns appear to be as follows:

- 1) Last year, the top Service Participant Generated Valued Outcome categories were hobbies, which accounted for 21% of Valued Outcomes, and recreation, which accounted for 20% of Valued Outcomes. Taken together, these two areas accounted for 41% of Service Participant Generated Valued Outcomes (up from 30% the previous year). This year, hobbies accounted for 11% of Service Participant generated Valued Outcomes while recreation accounted for 15%. While this year's findings mark the third year in a row that these two areas reflect top Service Participant Generated Valued Outcomes, a marked decrease in the number and percentage of total Valued Outcomes these categories generated by Service Participants is noted (26% this year compared to 41% last year). Meanwhile, a third category, namely, training in activities of daily living, leapfrogged hobbies and tied with recreation to become a top category of Service Participant Generated Valued Outcomes, comprising 15% of total Valued Outcomes generated by Service Participants. Taken together, these three categories make up 41% of Service Participant Generated Valued Outcomes.
- 2) The top Advocate Generated Valued Outcome category is clinical issues (16%, generally commensurate with the 15% observed last year) followed by 12.5% each in the areas of training in activities of daily living (again commensurate with 12% last year) and social skills and opportunities (up from 9% last year). Taken together, these areas account for 41% of Advocate Generated Valued Outcomes.
- 3) The top 41% of Service Participant Generated Valued Outcome categories account for only 21.5% of Advocate Generated Valued Outcomes. The top 41% of Advocate Generated Valued Outcome categories account for 24% of Service Participant Generated Valued Outcomes. This appears to reflect a more limited overlap in top Valued Outcomes between Service Participants and Advocates than we have seen in the past.
- 4) The areas of greatest distinction between the groups was in the category of clinical services and issues, which accounted for 16% of Advocate Generated Valued Outcomes but only 2% of Service Participant Generated Valued Outcomes.
- 5) When looking at this year's findings from the vantage point of the COVID-19 pandemic, it is interesting to note that the percentage of Advocate Generated Valued Outcomes related to health concerns remains steady at 8% as compared to 9% last year and 7% in the 2019-2020 survey year. With regard to Service Participant Generated Valued

Outcomes, the results are a bit more nuanced. On the one hand, it can be said that, despite the pandemic, percentages of Valued Outcomes remain generally steady (4% this year; 2% last year; 3% in the 2019-2020 survey year). When comparing simply this year to last year, however, the percentage of Service Participant Generated Valued Outcomes related to health concerns, while remaining small, doubled from 2% to 4%.

- 6) It is interesting to note that Value Outcomes related to family contact constituted only 1.5% of Advocate Generated Valued Outcomes this year (steady with last year) and no Valued Outcomes generated by Service Participants. This may be due to either Service Participants and their advocates recognizing the challenges of family visitation during the pandemic or, more likely, pleasure with the easing of restrictions as the pandemic becomes an endemic. Similarly, Valued Outcomes related to travel fell significantly for both Service Participants (from 10% last year to 5.5% this year) and Advocates (from 5.5% last year to 1.5% this year).
- 7) On the flip side, COVID-19 angst remains in the air as reflected by Valued Outcomes related to the general category of “Safety/Cared For”, which accounted for no Valued Outcomes (0%) for either Service Participants or their Advocates in last year’s survey but 4% and 3.5% of Valued Outcomes in this year’s survey for Service Participants and their Advocates, respectively. This, too, may be seen in two ways; for some, it may reflect the continuing effects of COVID-19 on people’s psychological angst. On the other hand, it may at the same time be a reflection of how satisfied and secure people were with Makor’s response to COVID-19 last year when the pandemic was in full bloom and restrictions were in full force.
- 8) As seen in previous years, the categories of owning a home; privacy; and choice making (which are categories often emphasized in rights-based regulations) constituted 0% of either Service Participant or Advocate Generated Valued Outcomes. As noted in previous year’s reports, this may reflect our individual’s satisfaction in these areas as opposed to their disinterest in them.
- 9) Two new categories were included in this year’s findings. The first, computer skills, could in fact be subsumed under the categories of “Academics” or “Training in Activities of Daily Living”. However, because the specific mention of computer skills was raised by a meaningful percentage of advocates (5.5% of Valued Outcomes) and, to a lesser degree, Service Participants (2% of Valued Outcomes) it was included as a unique category in this year’s survey. In addition, the number of Valued Outcomes related to computer skills appears to be more COVID-19 related (e.g. logging onto Zoom, etc.) than some of the computer-oriented daily living skills (using a calendar) or academics (writing emails) that may have been seen in the past. The second “category” that was seen for the

first time this year in meaningful numbers (4% of Service Participant Generated Valued Outcomes and 4.5% of Advocate Generated Valued Outcomes) reflects those who expressed no specific Valued Outcomes at all. To be clear, this does not refer to Advocates or Service Participants who refused to take part in the Valued Outcome Assessment interview; rather, this refers to individuals who, after repeated prompts, simply responded that they have nothing particular to express. It will be interesting to see if such non-responses continue in next year's survey or if they are yet another expression of COVID-19 malaise.

10) One of the most interesting findings in this year's survey is the jump over last year from 0% to 9.5% of Service Participant Generated Valued Outcomes and from 9% to 12.5% of Advocate Generated Valued Outcomes in the category of "social skills and opportunities." What makes this particularly interesting is the fact that Valued Outcomes related to "community participation" accounted for only 2.25% of Advocate Generated Valued Outcomes and 0% of Service Participant Generated Valued Outcomes. Viewed in conjunction with the findings of the CQL POMS assessment (for example, the increase in satisfaction related to people living in integrated environments to 6.84, up from 6.26 last year, and the decrease in satisfaction relating to people interacting with other members of the community, from 6.83 last year to 6.75 this year) these findings seem to suggest that for both Service Participants and their Advocates, the primary desire for inclusion is not merely being physically present in the community or taking part in community functions and services, but the actual social connections and relationship building that these opportunities afford.

11) All told, the overlap between Service Participant and Advocate Generated Valued Outcomes is 64.75%, commensurate with the 64% overlap noted last year. Stated differently, it can be said that while less overall agreement was noted amongst the top rated categories of Valued Outcomes between Service Participants and their Advocates (see point #3, above), the overall agreement (i.e. the level of Service Participants and their Advocates being, "on the same page" regarding their Valued Outcomes) remained strong and steady.

Sample responses for individual Valued Outcome categories:

General Development/Independence:

This category relates to general statements regarding growth and independence as ideals but not related to specific skills or training.

Sample responses:

"Y.N. would like to be more independent."

"I want to do more things on my own."

Academics:

This category relates to Valued Outcomes regarding formal education and schooling.

Sample responses:

"Improving writing and math skills."

"I want to get my GED."

Social Skills Development and Opportunities:

This category relates to Valued Outcomes regarding meeting specific people or developing specific types of relationships, but not romantic relationships or marriage.

"I want to make more friends."

"M.B. will enroll in a social skills class."

"I want to meet more people."

Marriage:

This category relates to Valued Outcomes specifically regarding marriage.

Sample Responses:

"I want get married."

"I want to have a boyfriend so that I can get married."

"I want his relationship with his wife to be a happy one for both of them."

Community Participation:

This category relates to Valued Outcomes regarding involvement in the general community or in community functions.

Sample responses:

"She would like to take part in community functions."

"She would like to go out into the community more."

"He would like to be more involved in the community."

Spirituality:

This category relates to Valued Outcomes having to do with religious observance, engagement, and spirituality.

Sample responses:

"I want to attend shul (synagogue) more."

"To learn Torah."

"I want to spend more time learning (Jewish texts)."

"I would like to learn to read Hebrew."

Quality of Life:

This category relates to general statements about overall wellbeing and happiness.

Sample responses:

"To be happy."

“I want to know he is happy.”

Concrete/Material Requests:

This category relates to specific requests for objects not related to travel or hobbies.

Sample responses:

“I want to get the new book by Rabbi Frand.”

“I want a computer.”

“I want a bigger television.”

Travel:

This category relates to specific requests for travel.

Sample responses:

"I want to go to Florida."

"I want to go to a luxury hotel for Pesach (Passover)."

"I want to visit Israel."

Employment:

This category relates to Valued Outcomes having to do with employment and workplace issues.

Sample responses:

"I want a real job instead of going to program."

"I want a different job."

“E.S. would like to have more hours at his job.”

Training in Activities of Daily Living:

This category relates to Valued Outcomes having to do with the development of specific daily living skills.

Sample responses:

“M.D. needs to learn money management skills.”

“S.G. needs to learn to shower daily.”

“I would like to learn how to cook my own dinner.”

Family Contact:

This category relates to Valued Outcomes involving the development or continuation of contact, or related to the level of contact, with the Service Participant's family of origin.

Sample responses:

“Y.M. would like to continue his warm relationship with his family.”

“D.W. would like her father to be more involved in her daily life.”

“I want to visit my family more.”

“I don't want to go to my parents for the holidays this year.”

Health Issues:

This category relates to Valued Outcomes having to do with the physical health of the Service Participant, but does not include arranging medical appointments or addressing psychiatric issues.

Sample responses:

"E.C. needs to make better, more nutritious food choices."

"P .L. needs to lower his cholesterol through diet and exercise."

"I could stand to lose some weight."

Clinical Services/Issues

This category relates to the scheduling of medical appointments, addressing psychiatric issues, arranging therapy services, securing funding, and obtaining entitlements.

Sample responses:

"E.L. needs to be enrolled in Medicare."

"He needs to reduce his anxiety."

"M.Y. will be less depressed."

"All appropriate SSI paperwork will be submitted in a timely fashion."

"She needs to be able to focus better on tasks."

Choice Making:

This category relates to one's ability to make choices and be provided with choice-making opportunities.

Sample responses:

"I want to be able to choose the Sunday trip."

"S.G. should be able to choose her own outfits."

"I want to pick my own things to decorate my room."

Privacy:

This category relates to one's ability to have his or her own "private space", both literally and figuratively.

Sample responses:

"Sometimes I just want to be by myself."

"I don't always want to be around other people all the time."

"I want my own room."

Hobbies:

This category deals with training in skills or the provision of opportunities that are not necessarily social or academic, and which do not promote independence.

Sample Responses:

"He's so musical. I would like Reuven to learn to play guitar."

"I want more key chains for my key chain collection."

"I would like to continue playing piano."

"I like building models with the staff."

Recreation:

This category deals with the provision of experiences that are not necessarily social or academic, and which do not promote independence. Whereas hobbies (the previous category) discusses desired "activities", this category discusses desired "experiences".

Sample Responses:

"I want to go to more museums."

“I want to go to Great Adventure.”

“I want C.R. to be taken to the park more.”

Safety/Cared for:

This category deals with the basic protection of the Service Participants and the assurance that the Service Participants’ basic needs will continue to be met by the agency.

Sample Responses:

“I want to know that my daughter is safe and well taken care of.”

“I want to know that Makor will always be there for him.”

Day Program:

This category deals with issues and concerns directly related to attendance at a day program or the provision of day program services. Issues such as, “I want him to be happy at program” are better suited for the “Quality of Life” category, while issues such as, “I want the day program to work on his social skills” are more suited to the “Social Skills and Opportunities” category.

Sample responses:

“I want to switch day programs.”

“I want him to go to a good day program when he graduates from school.”

“I want to know that they will let him stay in his day program.”

Staff Attention:

This category deals with issues and concerns directly related to the quality and quantity of individualized attention from staff members.

Sample responses:

“I would like more individual attention from staff.”

“I want staff to spend more time with me.”

“I want Jacob, my favorite counselor, to spend more time with me.”

Computer Skills

Sample response:

"I want to learn how to use a computer."

“He should learn how to use Zoom by himself.”

Part Three: Recommendations

Follow up of last’s year’s recommendations (last year’s recommendations listed in *italics*):

- 1) *All results of this year’s Quality of Life and Valued Outcome Assessments should be shared with appropriate agency representatives through discussions at managers’ meetings, CEC meetings, Consumer Council Meetings, and Home Staff meetings, and through distribution of this written report.*

Results of last year’s assessments were distributed in the ways specified in this recommendation.

- 2) *The agency should shift its analysis of CQL POMS results from the three-area 2005 version (My Self, My World, My Dreams) to the five-area 2017 revalidation version (My Human Security, My Community, My Relationships, My Choices, My Goals).*

This recommendation was implemented, as evident from this year’s report.

- 3) *Taking into account the results of this year’s survey, which found results in the “very satisfied” range in all 2017 POMS areas with the exception of merely “satisfied” results in the area of My Goals, as well as improvements over the year in the area of choice as discussed in the responses to last year’s recommendations, discussion should be held on how to concretize the more esoteric areas that make up the “My Goals” area, namely, “People choose personal goals” and “People realize personal goals”. This discussion should also ascertain whether or not these areas are, in fact, reflected in the Valued Outcome Assessment (if Valued Outcomes are noted in these areas, this may reflect a*

true agency-wide challenge in these areas) or if they are not reflected in the Value Outcomes Assessment (meaning that these areas may, in reality, not be of meaningful concern to our Service Participants or may reflect merely a challenge of articulation in these areas on the part of our Service Participants).

These areas were targeted for improvement during this year and, indeed, improvement has been noted. Both the “People choose personal goals” and “People realize personal goals” categories showed improvement significant enough to shift from the merely “Satisfied” range to the “Very satisfied” range.

- 4) *Emphasis should also be placed on the single additional area on the POMS that elicited merely “satisfied” response, namely, “People decide when to share personal information”. This could be addressed by simply asking and documenting a response to the question, “Is there anyone not here that you would like us to share this information with?” at Life Plan meetings.*

This recommendation was discussed via various channels throughout the agency. While not universally adopted, improvement was observed in this category with satisfaction scores increasing from 2.70 last year to 3.68 this year.

- 5) *Use of the Quality of Life and Valued Outcomes measures used in this year’s survey should continue.*

This recommendation was implemented, as evident from this year’s report.

Recommendations based on the 2021-2022 findings:

- 1) All results of this year’s Quality of Life and Valued Outcome Assessments should be shared with appropriate agency representatives through discussions at managers’ meetings, CEC meetings, Consumer Council Meetings, and Home Staff meetings, and through distribution of this written report.
- 2) Emphasis should continue to be placed on the single area on the CQL POMS that elicited a merely “satisfied” response, namely, “People decide when to share personal information”.
- 3) Staff should be made aware of the apparent emphasis by our Service Participants on the building of social relationships as opposed to mere “inclusion” as deduced from the findings of the Valued Outcome Assessment. An agency-wide training on promoting these relationships both amongst peers and staff and within the community may be warranted.

- 4) Use of the Quality of Life and Valued Outcomes measures used in this year's survey should continue.

Respectfully Submitted,

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