

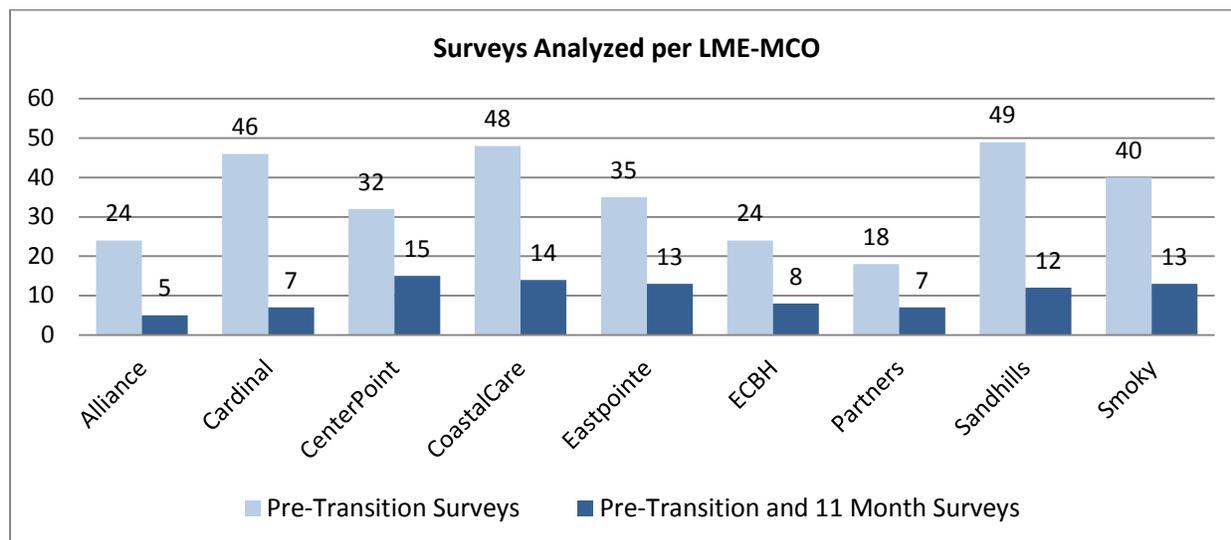
Appendix:  
N. C. Transitions to Community Living  
Quality of Life Survey  
Summary Results  
January 2015

## Overview

This report updates summary results of the N.C. Community Living Quality of Life (CLQL) Survey reported in October 2014. CLQL survey results support assessment at the aggregate and individual participant levels regarding whether, to what extent, and in which areas individuals who transition to the community experience improvements in the quality of their daily lives. Survey results also may help to identify areas in which additional supports are needed.

As of December 31, 2014, 316 Initial surveys and 94 11-Month Follow-Up surveys were administered to Transitions to Community Living (TCL) participants and entered by LME-MCO staff into the State's secure web-based survey tool. This report includes data summaries for 316 individuals' responses to Initial survey questions pertaining to discharge and transition planning. Comparative summaries of Initial and 11-Month responses are presented for additional content areas for a subset of 87 individuals for whom both surveys were submitted. The distribution of these two groups of individuals ( $N = 316$  and  $N = 87$ ) across LME-MCOs is summarized in Figure A-1.<sup>1</sup>

**Figure A-1: Quality of Life Survey Data Reported In January 2015 Summary Results**



<sup>1</sup> Survey completion/submission rates to date are 77 percent of Pre-Transition Surveys for the 380 individuals housed on or before December 31, 2014, and 54 percent of 11 Month Surveys for the 170 individuals who have reached the 11-month anniversary in housing. While individual participation in the surveys is voluntary, LME-MCO compliance with the Quality of Life survey requirement is an area of ongoing State team monitoring.

Descriptive summaries presented in this report emphasize statewide totals, as numbers of 11-Month surveys received to date do not yet allow for meaningful analysis of trends by LME-MCO. Analysis of trends by LME-MCO is anticipated to be an important element of the State's quality assurance activities as the numbers of surveys submitted increases.

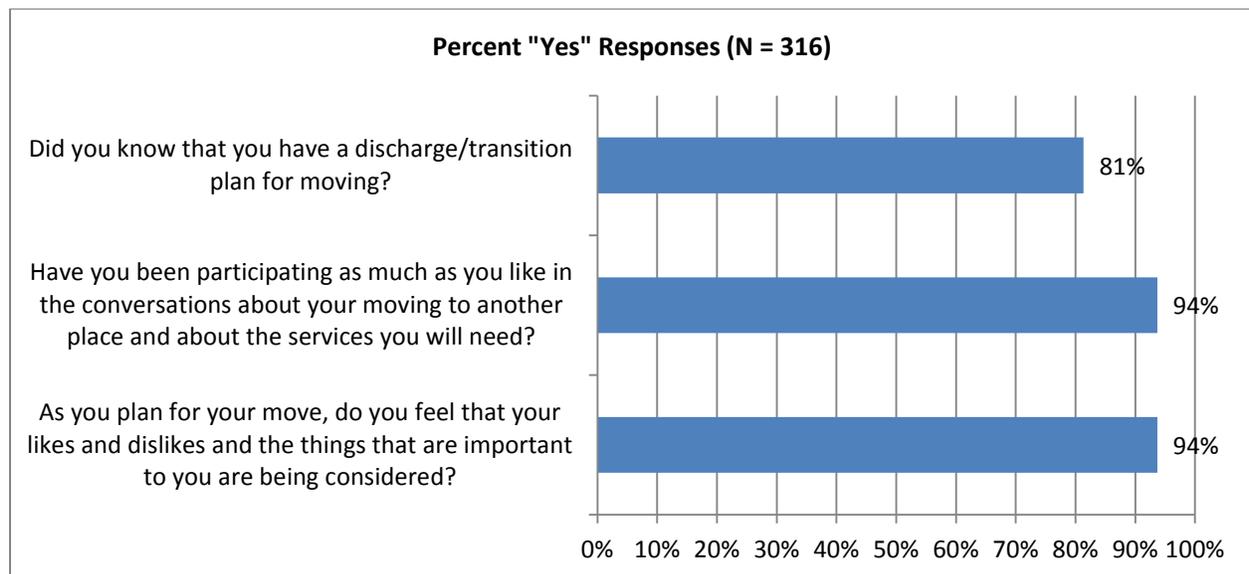
## Data Summary and Interpretation

### Transition Planning

Most individuals continue to report positive transition planning experiences (see Figure A-2), with 94 percent responding affirmatively to questions regarding their participation and the extent to which their likes and preferences were considered. Consistent with previous results, fewer individuals (81 %) answered that they knew they had a discharge/transition plan.

*94 percent of individuals reported positive perceptions about their participation in transition planning.*

**Figure A-2: Individual Participation in Discharge and Transition Planning**



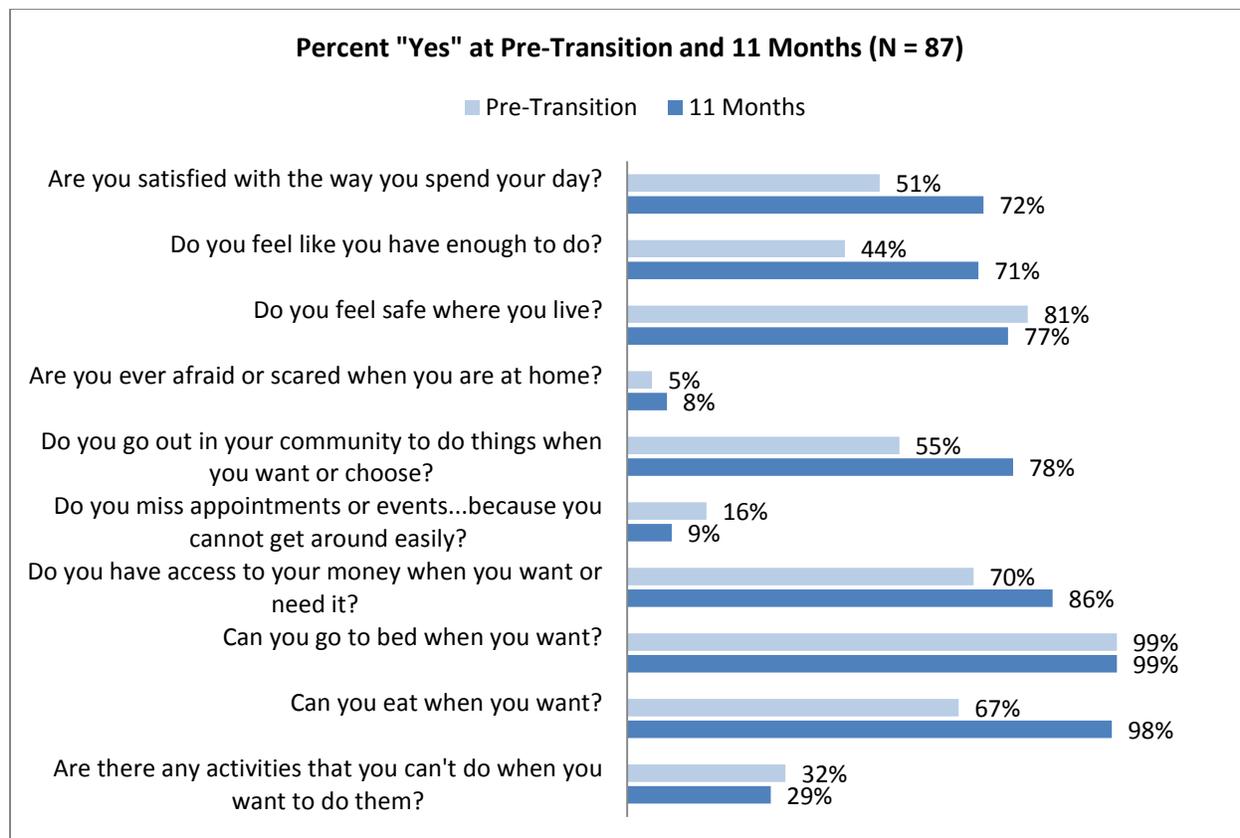
## Housing, Community Integration, and Personal Control

Individuals' pre- and post-transition perceptions related to their daily activities and personal control are summarized in Figure A-3. As all survey questions are posed in relation to individuals' current living arrangements at the time of the survey, Pre-Transition responses

*More individuals indicated satisfaction related to choice and control in daily activities at the 11-month follow-up.*

should indicate individuals' perceptions related to their adult care home or other living arrangement prior to transitioning to supported housing in the community. Compared to the Pre-Transition survey, more individuals indicated satisfaction and personal choice at the 11-month follow-up in most survey areas.

**Figure A-3: Individual Choice and Control in Daily Activities\***



\* Response options are as follows: Yes, Sometimes, No, Unsure, No Response.

Individuals also provided open-ended or follow-up responses related to questions about personal choice and control. Factors cited most frequently at the 11-month survey as reasons individuals sometimes do not go out in the community or participate in preferred activities when they want related to Physical/Health (14 %), Transportation (13 %), and Money/Finances (8 %).

*The most common reasons individuals said they did not participate in preferred community activities related to Physical/Health (14%), Transportation (13%), and Money/Finances (8%).*

Individuals also were asked at both survey time points to indicate if they were satisfied with ten distinct aspects of their housing and community (see Table A-1). Pre- to post-transition comparisons show that more respondents were satisfied and fewer were dissatisfied at follow-up in relation to all areas assessed.

*More individuals were satisfied with their housing and community after transition.*

**Table A-1: Satisfaction with Housing and Community\***

	Pre-Transition		11 Months	
	% Satisfied	% Dissatisfied	% Satisfied	% Dissatisfied
Shopping	71%	21%	94%	5%
Transportation	52%	40%	70%	25%
Church/House of faith	47%	16%	59%	6%
Parks and open space	61%	20%	72%	7%
Leisure, entertainment, and recreation	54%	31%	66%	17%
Healthcare ( <i>doctor's office, pharmacy, etc.</i> )	83%	12%	92%	7%
Your home's location	75%	23%	87%	13%
Your home's maintenance	77%	13%	89%	10%
Your neighbors	68%	17%	84%	12%
Your landlord	77%	14%	85%	9%

\* Response options are as follows: Satisfied, Dissatisfied, No opinion, No response.

Also consistent with previous results, 11-month responses indicated lower relative percentages of satisfied respondents and higher relative percentages who were dissatisfied related to *Transportation* and *Leisure, entertainment, and recreation* compared to other areas rated. Between nine and 13 percent of individuals in housing at 11 months expressed dissatisfaction with rating items specific to housing unit (*location, maintenance, neighbors, and/or landlord*).

*Compared to other areas, fewer individuals were satisfied, and more were dissatisfied, with Transportation and with Leisure after transitioning to housing in the community.*

### Personal Development and Well-Being

Small to moderate increases in percentages of individuals who selected response options indicative of individual well-being were again observed for most survey questions related to individual well-being (see Table A-2). As observed in the previous quarter, compared to the transition planning period, the percentage of individuals who indicated at the 11-month follow-up that they feel hopeful about goals and plans for the future was slightly lower, and the percentage who reported going to the doctor for unexpected reasons was higher.

**Table A-2: Well-Being and Recovery Support**

	Pre-Transition		11 Months	
	% Yes	% No	% Yes	% No
Do you have someone you like to talk to when you feel sad, angry, upset, or lonely? <sup>a</sup>	86%	12%	87%	8%
Have you felt lonely during the past week? <sup>b, c</sup>	9%	59%	5%	64%
During the past 30 days (month), did not feeling well keep you from doing your usual activities (self-care, work, recreation, etc.)? <sup>b, c</sup>	14%	58%	15%	62%
In the past 30 days (month), did you get to visit or talk with family and/or friends who support your recovery? <sup>b</sup>	64%	14%	76%	10%
Do your family or friends help you become the person you want to be? <sup>b</sup>	54%	16%	58%	22%
Do you feel hopeful about your goals and plans for the future? <sup>b</sup>	79%	2%	75%	5%
Since you've lived here, have you needed to go to the doctor for an unexpected reason? <sup>a, c</sup>	33%	62%	43%	56%
Do you ever go without taking your medicine when you need it? <sup>a, c</sup>	16%	83%	17%	81%
Since you've lived here, has anyone ever done mean things to you, such as yell at you, take your things or hurt you? <sup>b, c</sup>	16%	71%	13%	84%

- a- Response options are as follows: Yes, No, Unsure, No Response.
- b- Response options are as follows: Yes, Sometimes, No, Unsure, No Response.
- c- A response of "No" is more indicative of positive well-being.

The percentage of individuals who reported going to the doctor for an unexpected reason increased from 33% before transition to 43% after transitioning to the community.

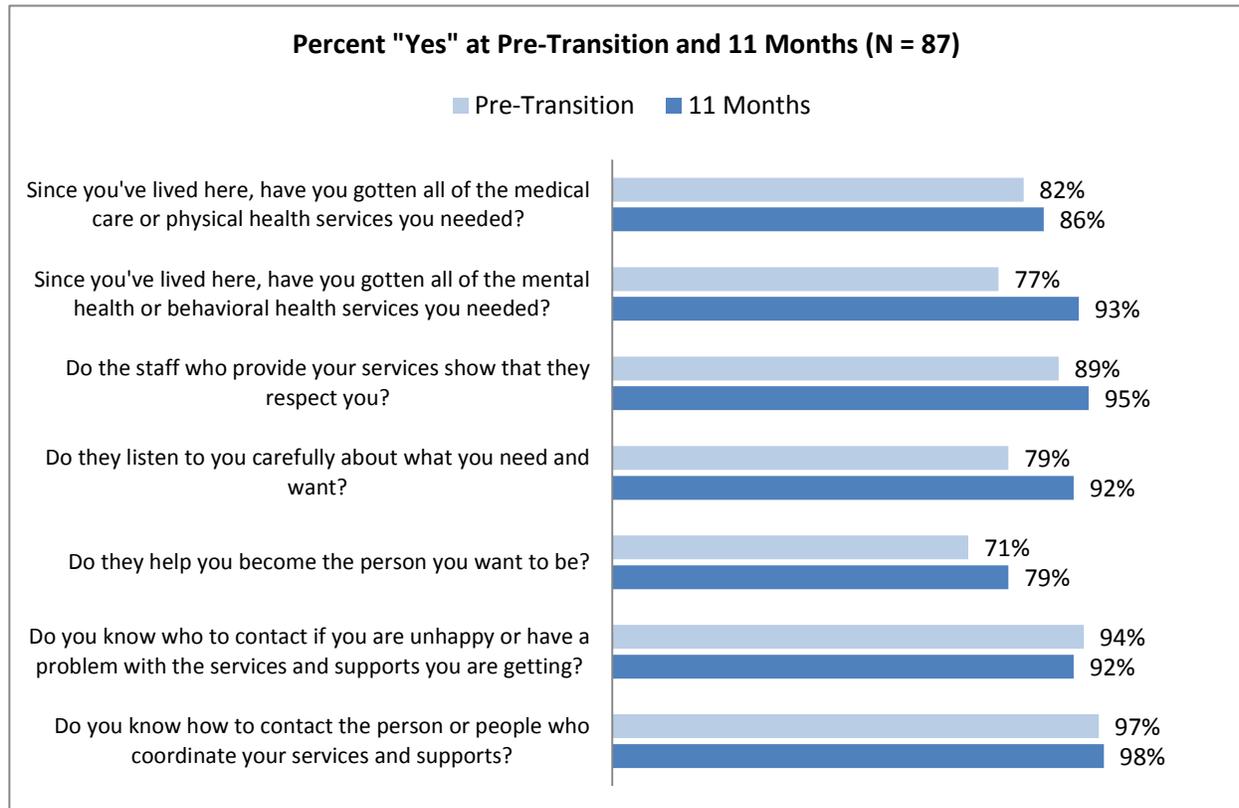
## Services

Asked, *How satisfied are you with the help you've gotten in the past week*, 86 percent of

*Higher percentages of individuals reported satisfaction and access to needed services after transition.*

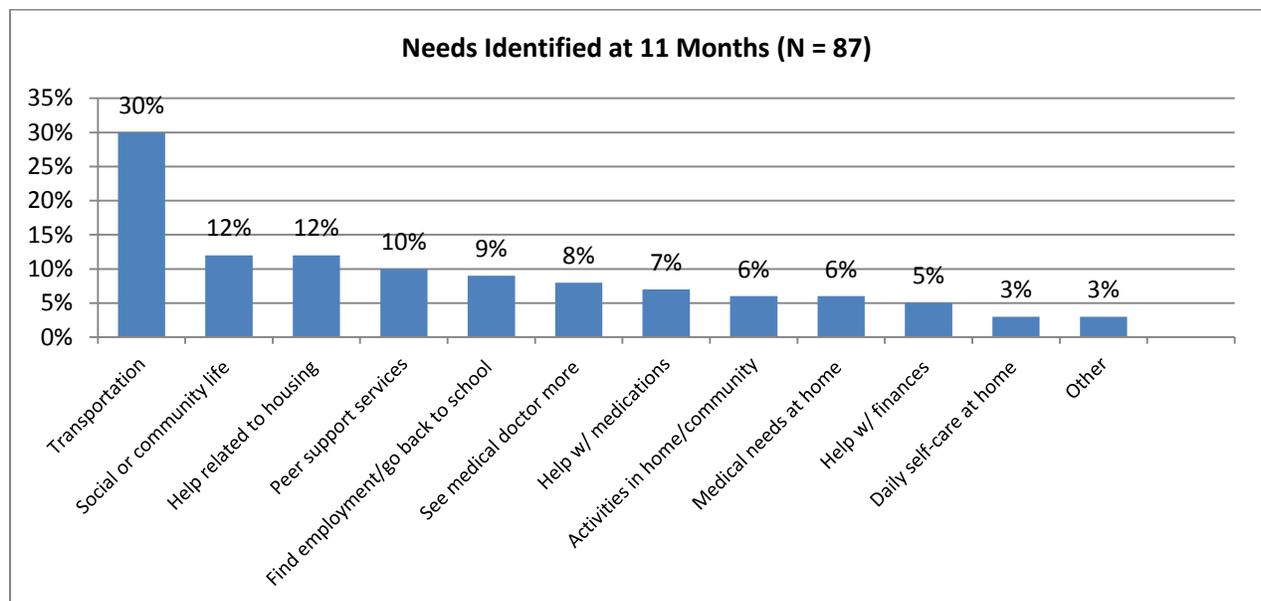
individuals before transition and 93 percent after transition answered that they were *satisfied* or *very satisfied*; the percentage *unsatisfied* or *very unsatisfied* decreased from seven to two percent. Percentages of individuals who gave favorable evaluations about access to services and staff who provide their services also increased after the transition (see Figure A-4).

**Figure A-4: Service Access and Satisfaction**



Individuals also were asked to select and identify any other services or supports they need and currently do not receive. The percentage of individuals who selected, *None, I receive all of the services and supports I need*, increased from 38 percent before transition to 48 percent at the follow-up. Consistent with findings from other survey areas, *Transportation* was identified most frequently as an additional needed support. Others services and supports selected by 10 percent or more of respondents at the 11-month survey were *Help with my social or community life*, *Help related to my housing*, and *Peer support services*, and (see Figure A-5).

**Figure A-5: Additional Services and Supports**



## Summary

Survey results through December 2014 largely replicate findings through September 2014. As a group, the 87 individuals surveyed both before and after transitioning reported greater post-transition choice and control, satisfaction with more aspects of housing and community, well-being and recovery support, and service access and satisfaction.

Areas of need or lower reported satisfaction also replicate cumulative findings from the previous quarter, with transportation identified most often as an area of need for additional support. The State continues to monitor survey response patterns to identify areas for quality improvement.