The following questions are designed to gain information needed for the ADSD integration plan and will also be used by the Commission on Aging to include in their report to the Director, Health and Human Services, regarding the distribution of the funds available from the Healthy Nevada Fund for use in the Independent Living Grants. Please complete the following survey by November 8, 2013.

1. Please identify which of the following best describes you or the person you are completing this survey for (check all that apply).
   - Advocate
   - Caregiver
   - Parent/Guardian of a child with disability
   - Person with a disability
   - Provider of services
   - Senior
   - Other (please specify): _____________________________________________

2. Please check the boxes for all services provided by ADSD that you (or the person you are helping complete this survey) have received.

   **Nevada Early Intervention Service**
   - Assessment
   - Early Intervention Service from state program
   - Early Intervention Service from a Community Provider
   - Specialized clinics

   **Developmental Services**
   - Service Coordination

   - Family Support (respite, Purchase of Services)
   - Supported Living Arrangement (residential services, autism treatment, self-directed services for children)
   - Jobs and Day Training (work options)
   - Supported Employment (paid work)
   - Family Preservation Program
   - Clinical Services (counseling, assessments, parent classes)
**Aging**
- Aging and Disability Resource Center (Information and Referral)
- Home and Community based Services (residential services)
- Homemaker support
- Senior Rx (financial support for medications)
- Dental Services
- Services financially supported by Aging that are delivered by community partners (Home delivered meals, group meals, transportations services, homemaker services)
- Elder Protective Services
- Long Term Care Ombudsman Services
- Law Services

**Disability Services**
- State Health Insurance Assistance Program (SHIP)
- Senior Medicare Patrol (SMP)
- Community Options Program for the Elderly (COPE)
- Personal Assistance Services (PAS)
- Respite

**Disability Services**
- Autism Treatment Assistance Program
- Disability Rx
- Dental Services
- Independent Living Assistance (home and vehicle modifications)
- Personal Assistance Services (PAS)
- Respite

3. Regarding seniors and persons with disabilities, please rank the services mentioned below in a range from 1 to 9 in their ability to keep frail people living independently. Number one (1) would be the highest rank and nine (9) would be the lowest.

- **ADULT DAY CARE** provides planned care for dependent adults in a supervised setting during some portion of a day.

- **AGING AND DISABILITY RESOURCE CENTER** provides information, assistance and access into long-term support systems.

- **CASE MANAGEMENT** is a process by which individual needs are identified, and services to meet those needs are located, coordinated, and monitored.

- **HOME CARE** provides services which can include housekeeping, grocery shopping, advocacy and non-medical in-home care assistance.
LEGAL ASSISTANCE includes counseling and/or representation in civil matters involving housing, consumer rights, health care/public benefits, estate planning and wills, and guardianships.

PERSONAL EMERGENCY RESPONSE SYSTEM is an alert button on a personal transmitter which is worn on the wrist or around the neck.

RESPITE CARE is a non-medical service that provides a caregiver the opportunity to take some time away to do other things while a qualified temporary caregiver attends to the person needing care.

SENIOR COMPANION provides companionship activities for individuals in their home and may also accompany the client and provide transportation to access services outside of their home.

TRANSPORTATION SERVICES provide safe transportation for access to needed services including meals, medical appointments, social services, adult day care, shopping and socialization.

4. What other services may be needed to allow people to remain in the community instead of being placed in a facility? Please list them.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

5. Please let us know your age.

☐ 1-17 ☐ 41-60
☐ 18-25 ☐ 61-65
☐ 26-40 ☐ 66-70
☐ 71-80 ☐ Over 80

6. Identify region where you (or the person you are helping complete this survey) received services (check all that apply).

☐ Northern Nevada
☐ Rural Nevada
☐ Southern Nevada
Based on focus groups across the state and key informant interviews, a list of critical issues has been developed that will lead to goals for integration. Please rate each critical issue on a scale of 1-5, identifying the degree to which you agree it is a critical issue for Nevada with 5 being strongly agree, 1 being strongly disagree, and 3 being neutral.

7. **The critical issue is the need for customer service.** ADSD should establish a culture of shared ownership across the Division where all staff approach their work from a person-centered, solution-oriented mindset, and are determined to assist those in need regardless of their age, circumstance or primary presenting issue. This mindset should promote collaboration, coordination and communication so that there truly is no wrong door or point of contact within ADSD. ADSD should identify policies to ensure the framework is implemented.

   1. 2. 3. 4. 5.

8. **The system of care and decisions about service delivery implementation within ADSD should be aligned with the ADSD vision and mission.** ADSD should ensure that policies and procedures are also clearly articulated and understood. Standards of care for all ADSD services should be outcome and evidence-based, and implemented with fidelity. From first contact on, processes for collecting information, making referrals, determining eligibility, and providing services should be clear, coherent and consistently implemented. Three key components of the system of care that need to be the focus for integration include:

   i. **Access**: Ensure that the community is aware of services and how to access them and that services are accessible, available and supportive in every community.

   ii. **Transitions**: Identify and map the processes and approach to assist individuals to seamlessly transition through providers, services, agencies, schools and systems.

   iii. **Collaboration across Programs and Services**: Increase communication, strengthen coordination, and promote collaboration across systems, sectors, agencies and counties in order to maximize resources and achieve better outcomes for Nevadans who are receiving services.

   1. 2. 3. 4. 5.
9. Ensure that outcome-based, measurable criteria are in place to demonstrate the impact of ADSD services and to quantify the cost savings from integration and the investment of those resources in services. Collect and report data uniformly across services and the Division using universal data elements. Ensure quality of care standards are developed and implemented.

10. The critical issue is to ensure a sufficient, qualified workforce across the state. Build the capacity of providers to address unmet needs. Provide cross training to maximize resources and advance knowledge of all services within all programs and staff of ADSD.

11. It is critical to pursue funding and promote the development of resources to meet client needs such as sufficient providers and services such as specialty care, housing, food security, transportation, education, training and employment, medical, case management, behavioral health and co-occurring disorder treatment.

12. Do you believe these are the right issues for ADSD to focus on?
   - [ ] Yes
   - [ ] No
   - [ ] Not sure

13. If no, why not?

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

____________________________________________________________________________
14. What is the main recommendation you would make to improve services?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

15. Other comments?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Thank you for completing our survey! We will use the results to provide feedback to the ADSD Steering Committee as they develop their Strategic Plan. A separate survey will be issued to stakeholders. Those results will also inform planning.