



STATE OF MICHIGAN  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

RICK SNYDER  
GOVERNOR

NICK LYON  
DIRECTOR

May 8, 2015

Dear HCBS Habilitation Supports Waiver Survey Participants,

The Michigan Department of Health and Human Services (MDHHS), Behavioral Health and Developmental Disabilities Administration (BHDDA), thanks you for your assistance with facilitating surveys and/or completing surveys for the Home and Community Based Services Transition Project. Over the past several weeks, each of you has worked diligently to submit these surveys. This data collected will assist MDHHS to prepare its future technical assistance activities to the PIHPs and local CMHSPs. MDHHS's future activities will ensure compliance with the Centers for Medicare and Medicaid Services Administration's rules on Home and Community Based Services (HCBS) Waivers.

The current deadline for receiving surveys is Monday, May 11<sup>th</sup>. However, MDHHS has heard from many respondents that it would be helpful to have a few more days to complete surveys. These requests have led MDHHS to make a decision to extend the deadline. The extended deadline is now **Monday, May 18<sup>th</sup>**. It is our hope that this extension will yield an optimum response rate.

In the meantime, MDHHS would like to take this opportunity to clarify a few details about the administration of surveys:

**Participant Surveys facilitated by Support Coordinators/Case Managers**

- Individuals should be supported to respond to the survey. If a person needs assistance to answer questions, please include a person who the individual would choose to act as his/her proxy. This can include involving individuals who know the person such as family or friends or one's guardian (if applicable). The individual's paid support provider cannot serve as a respondent for the individual; this would be a conflict of interest. In addition, the individual's service providers are being invited to complete surveys about the supports they provide the person. This will also prevent duplicate responses.
- If an individual has difficulty expressing a response, survey facilitators are encouraged to use the survey's response icons (green checkmark for "yes" or red "X" for no) to assist the person to respond.
- Survey facilitators (Support Coordinators/Case Managers) should not correct an individual's response, even if the survey facilitator has knowledge that would lead to an opposite or different response. Simply record the answer given by the individual. Future activities of this data collection process will include the validation of the survey responses.

**Provider Surveys (Residential and Non-Residential)**

- If a chosen respondent does not have an email address, the Developmental Disabilities Institute (DDI) is contacting these providers to facilitate a phone survey. Many of these

surveys have already been completed with the remaining surveys to be conducted within the week.

- Providers may have received several survey invitations, particularly if they are serving more than one person in the survey sample. Please remember each survey invitation is unique – it includes the participant's Waiver Support Application (WSA) number and provides a hyperlink to the survey specific for that individual. Do not try to use the link more than once or for another individual. Should you encounter this issue, please contact the Developmental Disabilities Institute (DDI). DDI is contracted by MDHHS to administer the survey process using Qualtrics, the online survey response system. To contact DDI, dial toll-free at (888) 978-4334 or email [ddi@wayne.edu](mailto:ddi@wayne.edu).

#### PIHP surveys

- This tool was designed as a **voluntary** self-survey to assess your readiness for responding to the HCBS rule from the perspective of your region and its CMH partners. The data can then be used by your region to evaluate and refine all policy and processes which the rule may impact.
- MDHHS will collect the data to develop a platform for ongoing dialogue and technical assistance to the field.
- As a point of clarification regarding Section 2 – PIHP contracts – If the answer is no on question #1, you skip to Section 3 – Individuals Rights within residential settings.
- In section 3- Individual Rights within residential settings – if the answer is no on any question, there is an opportunity to describe why which could include a plan to evaluate in the future.
- In Section 4 – Waiver Administration and Policy Enforcement – we understand that these questions may be focused on the CMH level policies therefore it would be appropriate to indicate under the **evidence for responses** field , the action steps to work with the CMHP's to review and evaluate how policies may be impacted by the HCBS rule.

Some provider respondents have inquired if consent to release information is required before completing the survey. MDHHS determined this survey process is a program evaluation of its Habilitation Supports Waiver. Therefore it is exempt from an Investigations Review Board (IRB) process. This means a consent form or release of information is not necessary.

Thank you again for all your efforts throughout this survey process. MDHHS looks forward to receiving the remaining surveys by the extended deadline of **Monday, May 18<sup>th</sup>** and your collaboration in future activities towards compliance with CMS's rules HCBS Waiver Transition.

Sincerely,



*Belinda Hawks, QIDP, BS, MPA*

Federal Compliance Section Manager

Behavioral Health and Developmental Disabilities Administration

Michigan Department of Health and Human Services