



Michigan Affordable Assisted Living – Quality Management Strategy

Quality Management Overview

The Affordable Assisted Living (AAL) quality management strategy provides housing owners or sponsors with a model monitoring strategy for the performance of the:

- on-site provider of personal care and health related services,
- housing, general housekeeping and meal services staff and
- property management services.

The strategy includes three primary components:

- A tenant satisfaction with housing and services survey conducted by the owner which addresses tenant defined satisfaction with the residence, the staff and services discussed above. A survey instrument follows.
- Reports from outside monitoring entities and funders that include monitoring results from MI Choice funders for providers of Medicaid funded meals, housekeeping, personal care and other health related services and non-compliance reports from Michigan State Housing Development Authority desk reviews of property management. Owner agreements with providers of all services and property management should address the need to submit reports.
- Critical incidence reports of events or occurrences which jeopardize the health and welfare of a tenant. All housing, services and property management staff complete a report of critical incidents that bring harm or create potential harm to tenants whether private pay or those receiving publicly funded services. This includes abuse, neglect and exploitation as well as accidents and injuries, suspicious death, threats, coercion or inappropriate behavior by staff and tenants left in uncomfortable or unsafe situations. Critical incidence reports are required for housing, services and property management staff involved in providing services and supports at the AAL residence. Owner agreements with providers of all services and property management should address the need to submit reports to AAL housing owners.

AAL Tenant satisfaction with housing and services survey protocol

A satisfaction survey is completed by the owner or designee for each willing assisted living tenant at approximately 30 days following the date of moving into the AAL residence for new tenants and then at least once annually.

The AAL housing owner or designee seeks permission from tenants to participate in a private interview. The interviewer will reiterate the purpose and process of the interview and the tenant's right to refuse to participate and to answer only those questions he/she wishes to if there is a decision to participate.

The individual tenant should respond to the survey items; others should not answer for the tenant, although tenants may choose family or friends to assist as preferred.

The interview should be conducted in privacy and in a location where the tenant feels safe (e.g. windowed conference/meeting room).

Initially, interviews will occur face to face; telephone interviews and self administered mail-in options may be explored.

Housing with Services - Tenant Satisfaction Survey

Tenant Name (optional): _____

Date: _____ Residence: _____

Evaluator Name: _____

Thank you for agreeing to participate in our satisfaction survey. We would like to ask about how you feel about this place and your services. The interview allows you to talk about what you enjoy and what you would like to see improved about our residence and the services available. The survey is a private interview; we will keep everything private, including whom you are and what you say. The interview should take less than 20 minutes.

I am going to read some statements about your experience living here. Please choose the response that is the closest to what you feel about each statement:

<i>Tenant Satisfaction Items</i>	Yes, Always	Yes, Sometimes	No, Hardly Ever	No, Never	Don't Know/Doesn't Apply
<i>Global Satisfaction with AL Setting</i>	4	3	2	1	0
1. Overall, I like living here					
2. This is a pleasing place for people to come and visit					
3. I would recommend this place to others					
4. I feel safe living here					
5. It's OK to make a complaint or voice my concerns here					
6. I know who to go to when I have a problem					
7. I determine who comes into my apartment					
Comments:					

<i>Tenant Satisfaction Items</i>	Yes, Always	Yes, Sometimes	No, Hardly Ever	No, Never	Don't Know/Doesn't Apply
<i>Property Management</i>	4	3	2	1	0
8. I am treated fairly here					
9. The people who collect my rent are friendly to me					
10. The people who respond to my requests for repairs do a good job					
Comments					
<i>Housing & Related Services Satisfaction</i>	4	3	2	1	0
11. I am satisfied with my apartment					
12. My apartment is as clean as I would like it to be					
13. I am satisfied with the activities offered here					
14. I get the support I need to assist my participation in activities					
Comments:					
<i>Food Services</i>	4	3	2	1	0
15. The dining area is a pleasant place for me to eat					
16. I like the food here					

<i>Tenant Satisfaction Items</i>	Yes, Always	Yes, Sometimes	No, Hardly Ever	No, Never	Don't Know/Doesn't Apply
17. I get enough to eat					
18. I have a choice of what to eat & drink					
Comments:					
<i>Services & Supports Satisfaction – Personal care & health related services</i>	4	3	2	1	0
19. My services are what I need.					
20. I have a choice in when my services are provided					
21. My privacy is respected during my service procedures					
22. If I need help right away, I can get it					
23. I am able to keep as clean as I like					
24. My services workers let me do things I want to do for myself					
Comments:					
25. What do you like most about living here?					
26. What do you like the least about living here?					