



# Developmental Disabilities Public Feedback Forums

## Qualitative & Quantitative Research Analysis

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### Background

The Maine Developmental Services Oversight & Advisory Board (MDSOAB) provides systemic oversight over services offered to Maine Citizens with Intellectual Disabilities and Autism. This is accomplished through data review, collaboration with stakeholder groups, and annual public feedback forums.

### Leadership In Action

Through my leadership in action placement, I gained experience in the following areas:

- Qualitative and quantitative data analysis.
- Creation of themes/categorized response by topic.
- Assisted in the creation of the full annual report by the MDSOAB.
- Highlighted important/potent issues regarding services provided to individuals with disabilities.
- Designed a presentation to share findings from the report with the Office of Aging and Disability Services (OADS) and the Maine Department of Health and Human Services.

### Public Feedback Forums

- Feedback forums were held in multiple locations in Maine during September and October of 2014.
- Regions were chosen based on a lack of representation in the previous year's forums.
- Speaking Up for Us (SUFU), Maine's self-advocacy network, was an active collaborator in the forums and assisted with gathering information from self-advocates.
- Online surveys were developed for individuals who use OADS services, family members/guardians/allies, and community service providers.

### Forum Outcomes

#### Individuals with Disabilities want:

- More control over their Person-Centered Planning (PCP) meetings.
- Choices about where and with whom they live.
- Meaningful daytime activity choices other than day program (e.g., paying job or continuing education).

#### Family Members, Guardians, and Allies want:

- More communication from OADS with easier access and more frequent updates.
- Better informed, better trained case managers with fewer people on their caseloads.
- SIS assessment and Person-Centered Planning processes that accurately reflect the individual's goals and support needs.

#### Service Providers want:

- Better pay, benefits, and career advancement opportunities for Direct Support Professionals.
- Better training and lighter caseloads for case managers.
- SIS Assessments that accurately reflect the individual's support needs.
- Reliable, consistent and correct communication from Central Office and regional supervisory contacts.

#### Example Forum Response from Service Providers:

How easily are you able to hire qualified direct support staff?

