

DD Ombuds 2017-18 Report Card
Completed 10.20.18

Key:



Good job



On track



Needs work



Needs more work

1. How is the DD Ombuds following the directions given by the
Advisory Committee and other stakeholders?

Mark for Report Card:



Good job

Data presented to Advisory Committee:

- Every time it was requested, the DD Ombuds brought information to the Advisory Committee
- Stakeholder survey results

Feedback from Advisory Committee:

- The DDO is doing a great job at coming back with answers to questions the Advisory Committee asks.
- DDO is doing a good job. There are many more people, though, who are experiencing issues. There are more issues the DD Ombuds can work on.

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2. How are complaints being addressed?

Mark for Report Card:



On track

Data presented to Advisory Committee:

Totals for Fiscal Year 2018

Total New Complaints: 130

Total Complaints Resolved: 114

Each regional Ombuds talked gave examples of the types of complaint they worked on. Examples included avoiding eviction; employment discrimination; moving out of the institution; navigating systems so a child can stay at home; supporting people in crisis who have been placed in hospitals without any services.

Feedback from Advisory Committee:

- There was gratitude for DDO involvement in workplace related complaints.
- More outreach and education is needed for intersectional discrimination for people with disabilities that also belong to other marginalized communities.
- Outreach to DVR may help with discrimination against people from marginalized communities.
- Members expressed that DDO is doing OK in complaint advocacy.

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3. How is the DD Ombuds doing at reaching diverse communities?

Mark for Report Card:



Needs work

Data presented to Advisory Committee:

The DD Ombuds needs to do a better job of collecting demographic data with intake, including race, ethnicity, gender and age. This is a training issue that has been identified. Of 178 information and referrals and complaints, 74 have demographic data. Breakdown of this data shows

- 54 White
- 3 Hispanic
- 2 Two or more races
- 8 African American
- 4 American Indian
- 2 Native Hawaiian/Pacific Islander
- 1 Asian

Efforts have been made to outreach and do presentations and make connections with people from diverse communities, and the DD Ombuds reported on these. Meetings have been set up with some of the Indian Reservations.

The DD Ombuds Advisory Committee members were selected based on representation of diversity makeup of Washington State.

Feedback from the Advisory Committee:

- The DD Ombuds should focus more on serving diverse communities. Improvement is needed here.
- Advisory Committee Members offered to help with outreach.
- Maybe a community liaison on staff to focus on these efforts is needed.

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4. How is the DD Ombuds expanding their services?

Mark for Report Card:



On track

Data presented to Advisory Committee:

Website has 7 pages and 777 views per month since February 2018.

Volunteer training and certification process is under development.

Monitoring data

- Quarter One (July – September 2017): 8 visits
- Quarter Two (October – December 2017): 62 visits
- Quarter Three (January – March 2018): 135 visits
- Quarter Four (April – June 2018): 153 visits
- Totals for Fiscal Year 2018: 358 visits

Facilities monitored: Adult Family Homes; Assisted Living Facilities; Nursing Homes; Supported Living; State Operated Supported Living; Residential Habilitation Centers; Community Intermediate Care Facilities, Community Protection programs; Hospitals; Group Training Homes; Voluntary Placement for Children; Crisis Beds.

Complaint numbers have gone up each quarter.

Feedback from the Advisory Committee:

The DD Ombuds is doing a good job of expanding services.

The DD Ombuds is doing well.

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5. How does the Community view the DD Ombuds?

Mark for Report Card:



On track

Data presented to Advisory Committee:

Websites that have reported on the DD Ombuds include: Informing Families, Resource Talk, Trillium, Arc of WA, NW Autism Center. PC2, Walla Walla Disability Network and Treehouse.

The DD Ombuds has over 2000 likes on Facebook.

Surveys that had positive responses were presented. Most survey responses came from parents. They report they are happy that the DD Ombuds exists.

A group of parents expressed concern about parent representation in the DD Ombuds Advisory Committee. The DD Ombuds met with parents and is taking steps to assure their involvement in the stakeholder process.

Each Regional Ombuds talked about feedback from presentations in the community. Groups that invited the Ombuds back and/or expressed favorable feedback after the presentation include: Open Doors for Multicultural Families; Parent to Parent; Catholic Services; Long Term Care Ombuds Staff and four groups of Long Term Care Ombuds Volunteers; Parents and family members of Fircrest residents; the Complaint Resolution Unit.

Feedback from the Advisory Committee:

The Advisory Committee wants to make sure community input is included and the DD Ombuds is viewed as a person centered organization.

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6. Does the DD Ombuds respond to people in a timely manner?

Mark for Report Card:



Good job

Data presented to Advisory Committee:

Monitoring: The DD Ombuds often provide support and resolve complaints during monitoring visits, so this is immediate.

Complaint: Complaints that come in from web form or email on average are responded to within 3 days.

Providing information and/or referral: This is provided in 1-3 days.

Phone Calls: Phone calls are usually returned between 1-3 days.

Feedback from the Advisory Committee:

There were no recommendations from the Advisory Committee.

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7. Is the DD Ombuds a trusted source of information in the community?

Mark for Report Card:



Good job

Data presented to Advisory Committee:

There have been no breaches of confidentiality.

The DD Ombuds set up regular meetings with the Complaint Resolution Unit, the Developmental Disabilities Administration, Adult Protective Services, the Long Term Care Ombuds Program, and others. The DD Ombuds regularly participates in state-run workgroups on systemic issues.

Training and Events Data

- Totals for Fiscal Year 2018
 - Events 106
 - People reached 2,129

Materials developed for outreach include: coasters, door hangers, pens, magnets, brochures, notepads, videos, and presentations.

Feedback from the Advisory Committee:

The DD Ombuds did okay here.

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8. Are DD Ombuds Services leading people to access DD Services?

Mark for Report Card:



On track

Data presented to Advisory Committee:

Yes. Examples include:

- Access to respite services
- Problems resolved with case resource managers
- Support for someone in getting a diagnosis for autism
- Family where adults had been diagnosed with autism but no state services
- Mom passed away and DD Ombuds walked woman through process to find services for adult sibling with I/DD

Feedback from the Advisory Committee:

The DD Ombuds is on track here.

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9. Is the DD Ombuds resolving the targeted amount of individual complaints?

Mark for Report Card:



Good job

Data presented to Advisory Committee:

The initial proposed target of 500 was too high. Complaints are complex and take time to resolve. A more realistic target is probably 150-200. Ombuds are working hard, but want some advice in this area from the advisory committee.

Feedback from the Advisory Committee:

Lower the number to 150 so you can deal with complicated cases efficiently.

It's better to take a lower number so you can provide the detailed support that is needed.

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10. Has the DD Ombuds found systemic issues and have they been reported?

Mark for Report Card:



Data presented to Advisory Committee:

Yes.

Diverting Crisis Report was reviewed with the Advisory Committee.

People may have services terminated by a provider and end up in the hospital. Crisis diversion services are full and there is no place for people in crisis to go. The DD Ombuds is trying to make sure people have services so they don't end up in crisis. These are serious problems.

Feedback from the Advisory Committee:

- This is an important issue. Hospitals are not made for people who are in crisis to stay.
- Another big issue is people with disabilities who are homeless.
- Homeless shelters are not accessible, and this is a problem too.
- Service providers and parents need more supports when people with I/DD are in crisis. That way, people could stay put. What is DDA doing about this?
- It is hard for people to move from place to place and still not get the supports they need.

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11. Are there systemic changes that have been implemented based on the work of the DD Ombuds?

Mark for Report Card:

Data presented to Advisory Committee:

Yes.

- The DDA training for residential providers is being changed based on DD Ombuds suggestions.
- There are changes happening to Group Training Homes and proposed Resident Rights.
- The DD Ombuds made comments to make changes to the Washington Administrative Code.
- The DD Ombuds made suggestions for the Community Intensive Behavioral Support Service waiver. The DD Ombuds will collect information from people and then write comments that are considered by the Department of Social and Health Services as they make their rule.
- The DD Ombuds proposed language to make sure that rule changes uphold rights for people with developmental disabilities.

Feedback from the Advisory Committee:

The DD Ombuds did okay here.