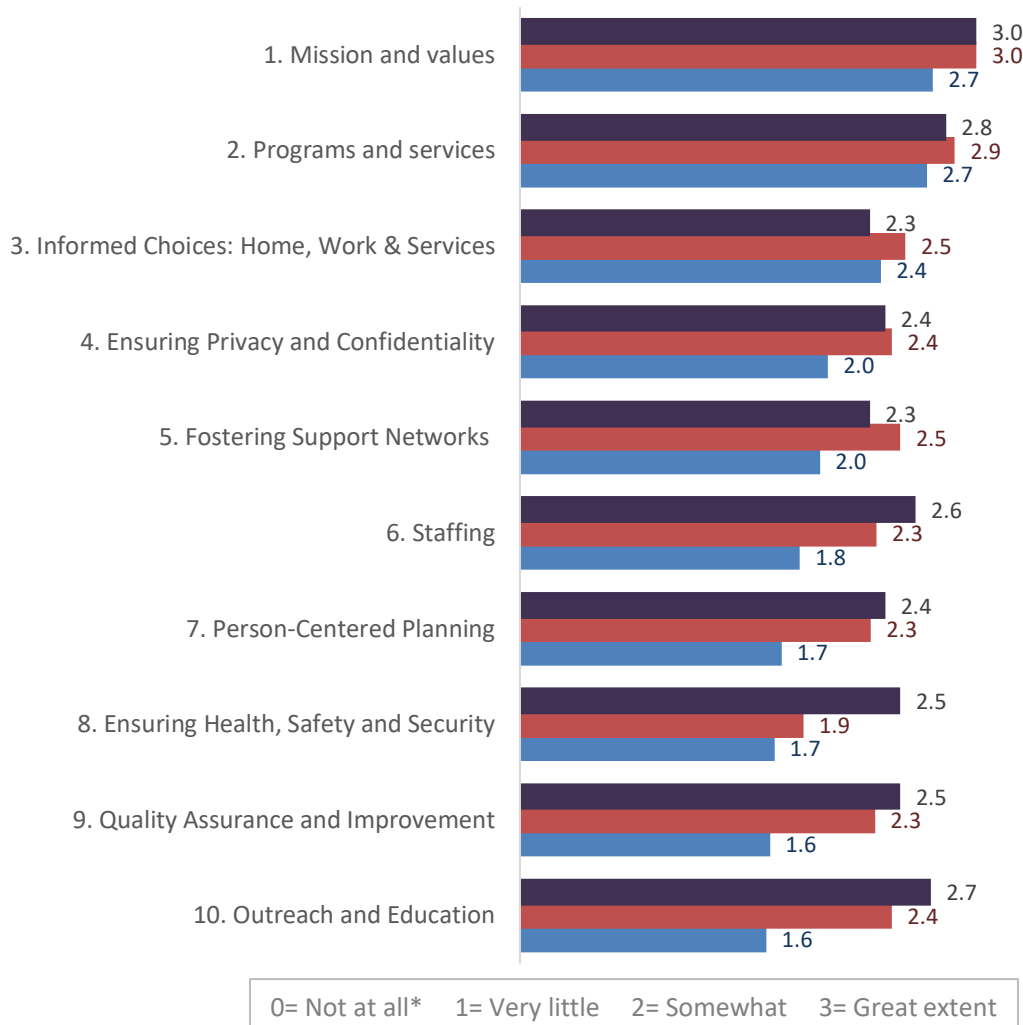


Living Well Self-Assessment Summary, August 2023

The agency self-assessments contain likert-style questions across 10 domain areas. Domain areas include anywhere from 1 to 27 likert questions. An average score per site and across all sites is calculated for each domain area using the following scale: great extent = 3, somewhat = 2, very little = 1 and not at all = 0. Seven agencies completed the self-assessment in late 2019-2020 (considered baseline), 6 agencies completed it in 2022 (considered midpoint), and 7 agencies completed it in early 2023 (considered end point). The graph below illustrates the mean score for all sites that completed an assessment at baseline, midpoint or endpoint. Table 1 lists the agencies that participated at each timepoint. The mean score for each domain area was higher at the endpoint than at baseline for all measures other than “Informed Choices: Home, Work and Services”. This may be due to agencies learning more about this domain over time and assessing themselves with a more critical lens over time, or the change in who responded at each timepoint, both which agency and the individuals completing the self-assessment at a given agency. Some agencies also cited major agency growth, key leadership changes, the COVID pandemic or the caregiver crisis as reasons why scores may have regressed. Two agencies (LOV and SOAR) felt that some items did not apply to them; these items were scored as “0” or “not at all” which impacted the overall score for those agencies in some domains.

WI Living Well Pilot Agency Self-Assessment Scores,
Baseline 2019 (n=7) / Midpoint 2021 (n=6) / Endpoint 2023 (n=7)



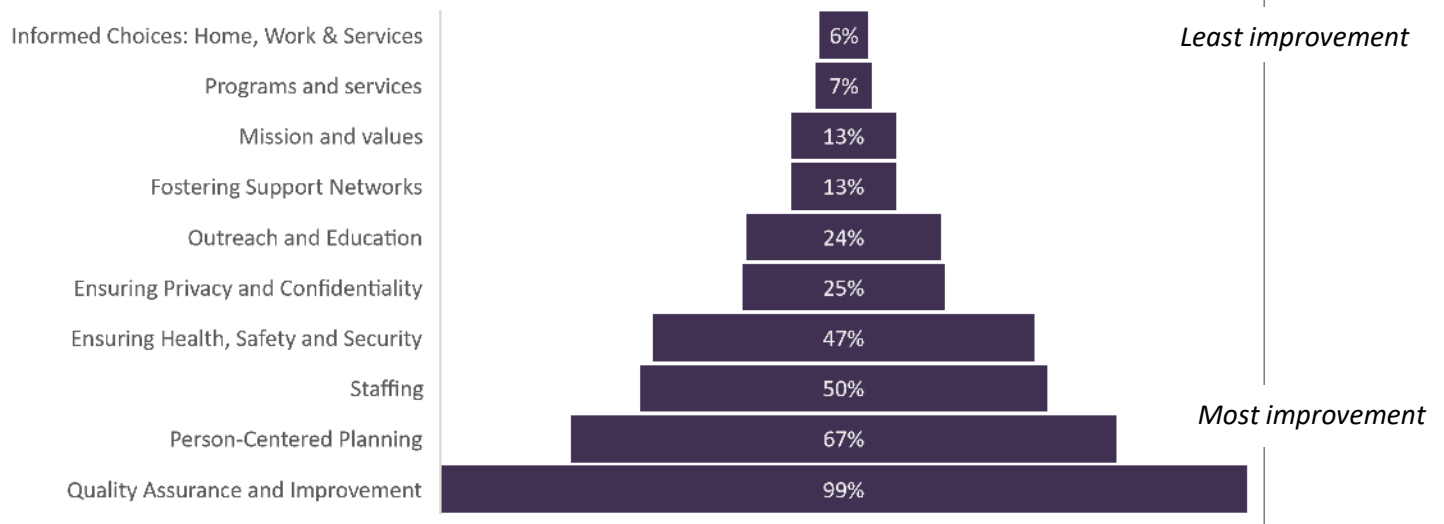
**Items that do not apply to an agency were scored as "Not at all"*

Table 1. Agency Participation in Self-Assessment by Timepoint

Pilot Agency	Baseline (n=7)	Midpoint (n=6)	Endpoint (n=7)	Total
Aptiv	X	X	X	3
Bethesda	X			1
CLC	X			1
DSAW	X	X	X	3
Headwaters Inc		X	X	2
LOV Inc	X	X	X	3
ODC		X	X	2
Opportunity Inc	X		X	2
SOAR	X	X	X	3

Due to changes in agency participation over time, change scores were calculated to determine improvements in individual agency scores. The following graph demonstrates there was self-reported improvement within all domain areas with the largest improvement seen within “Quality Assurance and Improvement” which nearly doubled from the first assessment to the last assessment completed for these 7 agencies, followed by “Person Centered Planning” which increased by 67% between timepoints. The domains of “Staffing”, “Ensuring Health, Safety and Security”, and “Ensuring Privacy and Confidentiality” saw improvements for 6 of the 7 agencies. Table 2 includes scores for each site by domain area. Only 1 agency improved in the domain area of “Mission and Values”; all other agencies with a repeat response scored 100% at baseline so improvements weren’t feasible. In half of the domains, at least once agency scored themselves at 100% at baseline.

Living Well Self-Assessment Scores, First to Last Change Scores (n=7)



During year-end interviews, agencies reported that completing the agency self-assessments and regular action planning discussions was a “helpful process for accountability”. In addition, they appreciated the ability to plan strategically, and be reflective of the work and progress made over the project duration in various topic areas. Many agencies mentioned that they intend to use this or a similar tool after the end of the grant period to continue growth. However, it was not a key strategy mentioned when asking pilot agencies what lead to improvements in the two main project areas of a) Improving systems to monitor and report abuse and neglect, and b) Improving the health, safety, independence or connectedness of persons with IDD.

Table 2. Self-reported Scores by Agency and Domain Area

1. Mission and values		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses alignment between mission/values and operations)	Aptiv	100%	100%	100%	0%	0%
	Bethesda	67%				
1 item	CLC	100%				
	DSAW	100%	100%	100%	0%	0%
Results:	Headwaters		100%	100%		0%
1 agency improved over time	LOV	100%	100%	100%	0%	0%
6 agencies scored 100% at baseline	ODC		100%	100%		0%
	Opportunity	100%		100%		0%
	SOAR	67%	100%	100%	50%	50%
	AVG	90%	100%	100%	13%	7%

2. Programs and services		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses the development of program budgets)	Aptiv	90%	100%	100%	11%	11%
	Bethesda	100%				
7 items	CLC	100%				
	DSAW	76%	100%	81%	31%	6%
Results:	Headwaters		95%	100%		5%
4 agencies improved over time	LOV	100%	100%	86%	0%	-14%
2 agencies didn't change; 100% at baseline	ODC		100%	100%		0%
1 agency decreased over time	Opportunity	100%		100%		0%
	SOAR	57%	76%	76%	33%	33%
	AVG	89%	95%	92%	19%	6%

3. Quality Assurance and Improvement		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses methods used and engagement of stakeholders in determining quality)	Aptiv	67%	67%	67%	0%	0%
	Bethesda	58%				
	CLC	33%				
4 items	DSAW	67%	100%	100%	50%	50%
	Headwaters		33%	50%		50%
Results:	LOV	92%	92%	83%	0%	-9%
4 agencies improved over time	ODC		83%	75%		-10%
1 agency didn't change	Opportunity	33%		50%		50%
2 agencies decreased over time	SOAR	33%	92%	100%	175%	200%
	AVG	55%	78%	75%	56%	47%

4. Outreach and Education		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses methods and extent of information about community-based services that is shared with stakeholders and peer learning opportunities)	Aptiv	44%	89%	100%	100%	125%
	Bethesda	22%				
	CLC	44%				
	DSAW	44%	100%	100%	125%	125%
3 items	Headwaters		67%	67%		0%
	LOV	100%	100%	100%	0%	0%
Results:	ODC		67%	78%		17%
4 agencies improved over time	Opportunity	67%		67%		0%
3 agencies didn't change	SOAR	56%	67%	100%	20%	80%
0 agencies decreased over time	AVG	54%	81%	87%	61%	50%

5. Person-Centered Planning		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses agency practices around person-centered planning and supports)	Aptiv	67%	75%	76%	12%	14%
	Bethesda	31%				
	CLC	61%				
25 items	DSAW	68%	97%	88%	43%	29%
	Headwaters		68%	79%		16%
Results:	LOV	89%	95%	75%	6%	-16%
5 agencies improved over time	ODC		72%	97%		35%
0 agencies didn't change	Opportunity	94%		69%		-27%
2 agencies decreased over time	SOAR	44%	55%	61%	24%	39%
	AVG	65%	77%	78%	21%	13%

6. Staffing		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses training methods, quantity, and monitoring staff performance)	Aptiv	23%	79%	96%	245%	319%
	Bethesda	79%				
	CLC	79%				
16 items	DSAW	69%	98%	98%	42%	43%
	Headwaters		65%	77%		19%
Results:	LOV	71%	85%	79%	21%	12%
6 agencies improved over time	ODC		77%	92%		19%
1 agency didn't change	Opportunity	85%		85%		0%
0 agencies decreased over time	SOAR	23%	65%	88%	182%	284%
	AVG	61%	78%	88%	123%	99%

7. Ensuring Health, Safety and Security		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses agency practices around promoting health and safety and supporting people to be free from abuse and neglect)	Aptiv	65%	83%	91%	26%	39%
	Bethesda	65%				
	CLC	75%				
	DSAW	60%	98%	98%	61%	62%
27 items	Headwaters		41%	69%		69%
	LOV	22%	28%	32%	28%	44%
Results:	ODC		73%	94%		28%
6 agencies improved over time	Opportunity	85%		85%		0%
1 agency didn't change	SOAR	26%	60%	85%	131%	228%
0 agencies decreased over time	AVG	57%	64%	79%	62%	67%

8. Fostering Support Networks		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses extent to which agency supports a variety of relationships and social roles)	Aptiv	40%	73%	73%	83%	83%
	Bethesda	20%				
	CLC	73%				
5 items	DSAW	80%	93%	93%	17%	16%
	Headwaters		67%	67%		0%
Results:	LOV	100%	100%	100%	0%	0%
5 agencies improved over time	ODC		67%	100%		50%
2 agencies didn't change	Opportunity	53%		60%		13%
0 agencies decreased over time	SOAR	93%	100%	100%	7%	7%
	AVG	66%	83%	85%	27%	24%

9. Ensuring Privacy and Confidentiality		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses agency practice around safeguarding people's information and determining their preferences with information sharing)	Aptiv	83%	83%	94%	0%	13%
	Bethesda	56%				
	CLC	67%				
	DSAW	72%	100%	100%	38%	38%
6 items	HWI		50%	72%		44%
	LOV	72%	72%	50%	0%	-31%
Results:	ODC		83%	94%		13%
6 agencies improved over time	Opportunity	67%		78%		17%
0 agencies didn't change	SOAR	56%	100%	100%	80%	80%
1 agency decreased over time	AVG	67%	81%	84%	30%	25%

10. Informed Choices About Home, Work and Services		Time 1	Time 2	Time 3	T1 to T2 Change	First to Last Change
(Assesses extent to which supports are provided to ensure informed choice with work, living arrangements and services)	Aptiv	100%	80%	87%	-20%	-13%
	Bethesda	33%				
	CLC	87%				
	DSAW	93%	100%	100%	7%	7%
5 items	Headwaters		67%	67%		0%
	LOV	100%	100%	100%	0%	0%
Results:	ODC		73%	100%		36%
5 agencies improved over time	Opportunity	80%		87%		9%
2 agencies didn't change	SOAR	60%	87%	93%	44%	55%
1 agency decreased over time	AVG	79%	84%	91%	8%	13%