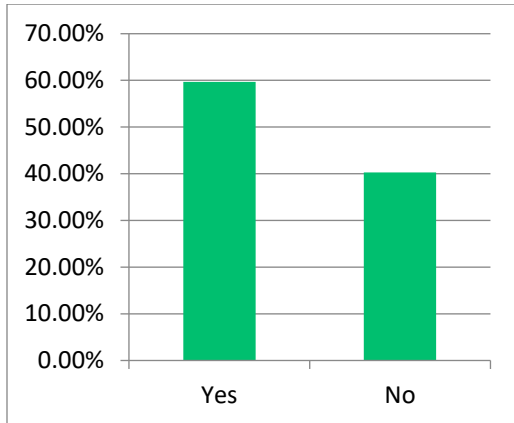


SDAN Survey Results

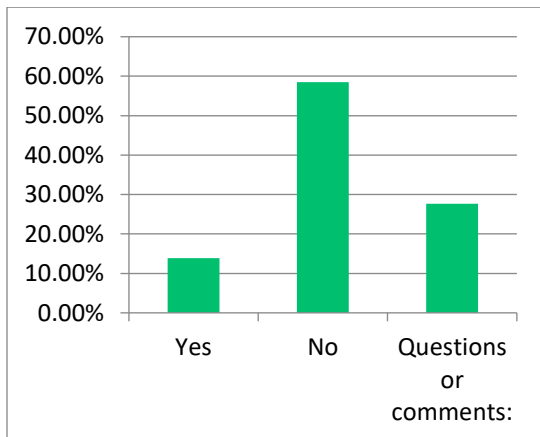
During the month of December 2020, SDAN polled their members to identify issues that Self-directed participants were having with their budgets. Here is a summary of the results of that summary!

Question 1: Issues with plan approval or plan updates?



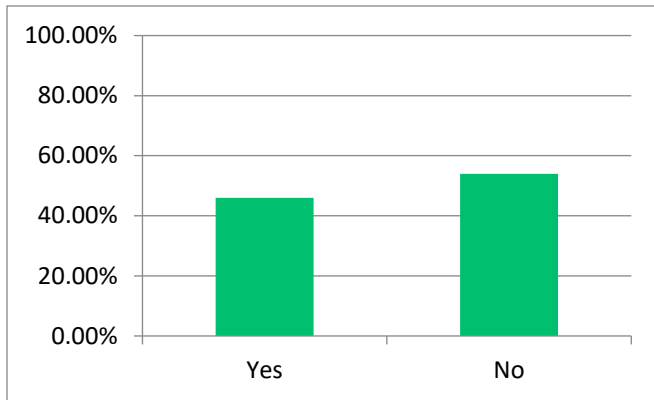
Results: 59.7% of our survey respondents said that they were having issues with plan approval or updates. As of 1/22/2021, approximately 30% of Self-directed plans have not yet been approved. In the comments, most of the respondents cited delays and lack of responsiveness from DDA as their main issues.

Question 2: Have been able to access FY2021 COLA?



Results: 14% of our respondents said they had received the COLA for FY 2021. 58.5% were sure they had not received it, and 28% had no idea. In the comments, they cited confusion about what the COLA is, and whether or not they had received it. Several respondents who had received the COLA expressed that they had to really fight to get it, citing repeated requests and conversations with their CCSs and DDA directly.

Question 3: Concerns or Questions about Personal Support and EVV?



Results: 46% of our respondents said they had concerns and 54% said they did not. In the comments, they cited not knowing what EVV is, or how it would affect them. Those who had familiarity with the Maryland ISAS system (mostly through Community First Choice) expressed displeasure with it. A typical comment was, "I used ISAS as timekeeping for Community First Choice and HATED it. It is so easy to get busy and forget to clock in/out and it's hard to fix it."